



# empath-e

MAKING CRM MAKE SENSE

SalesLogix v7.5.4  
**Initial Testing of Microsoft SQL 2012**

**Date:** 20/03/2012  
**Version:** 1.0 for SQL2012 v11.0.2100.60 (Business Intelligence Edition)  
**Author:** Mike Spragg  
**Contact:** 0845 1368444 / 07900 888715

*This document and supporting materials are confidential and proprietary to empath-e Limited.*

*The information contained in this document may not be disclosed to any third party without the express permission of empath-e Limited*

*empath-e is registered in England and Wales No: 04745733. Vat No. GB 901 2597 45*

*Registered Office: Unit 1, Freemantle Business Centre, Millbrook Road East, Southampton, SO15 1JR*

---

# CONTENTS

---

<b>CONTENTS</b> .....	<b>2</b>
<b>1.0 OVERVIEW</b> .....	<b>3</b>
Executive Summary.....	3
<b>2.0 INITIAL SETUP OF SQL2012</b> .....	<b>4</b>
<b>3.0 ISSUES FOUND</b> .....	<b>6</b>
Create the SYSDBA user manually .....	6
Incompatible Databases .....	7
New Native Client v11 .....	7
Creating a Connection using Connection Manager .....	8
<b>4.0 RUNNING SALESLOGIX &amp; TOOLS</b> .....	<b>9</b>
Client .....	9
Architect/Admin .....	9
<b>5.0 CONCLUSIONS</b> .....	<b>9</b>



## 1.0 OVERVIEW

---

Microsoft SQL Server 2012 (v11.0.2100.60) was released in the US on 7<sup>th</sup> March 2012 and in the UK on 8<sup>th</sup> March 2012. This document observes the installation and reports on how this new version inter-operates with SalesLogix v7.5.4 (current shipping release).

More information on this version of SQL Server can be found here:

<http://www.microsoft.com/sql>

### Executive Summary

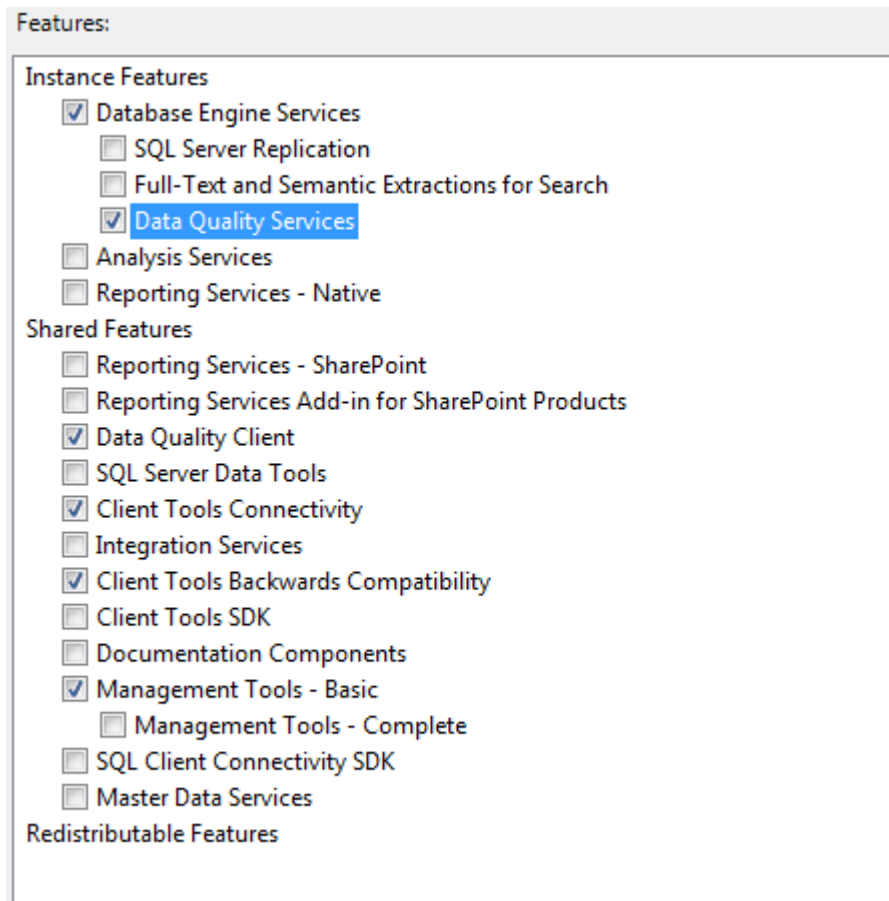
Due to the changes made to the Native Client and issues found with the Architect/DBManager we **cannot** advocate companies making this move at the present time where SalesLogix is involved. Whilst this version of SalesLogix is not certified to work with this version, this document highlights the current issues we have found.

We are very confident that the issues will be addressed in a future version or service-pack/hot-fix for SalesLogix and are merely the same issues as found in prior versions (such as MSSQL 2008 and MSSQL 2008R2) so early in the release cycle. However, until these issues are addressed, it would not be prudent of any company to consider upgrading at this time.

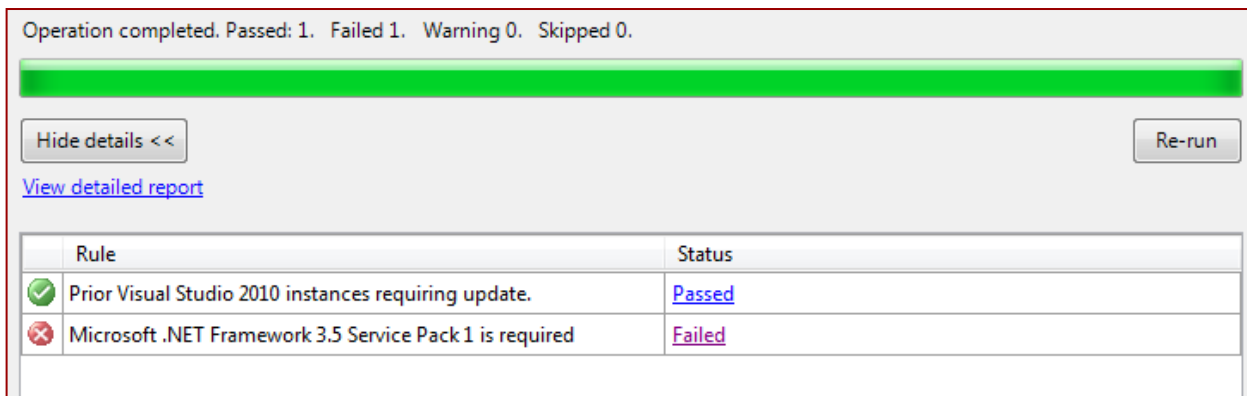


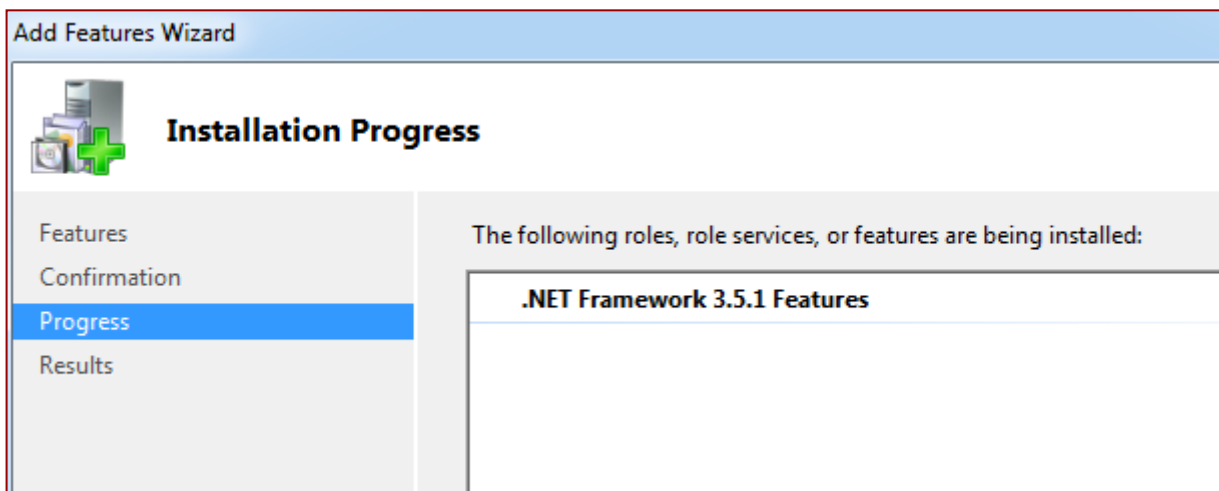
## 2.0 INITIAL SETUP OF SQL2012

Installing SQL2012 follows the usual pre-emptive installer. Simply follow the instructions and, when prompted, you can select the following minimum components:

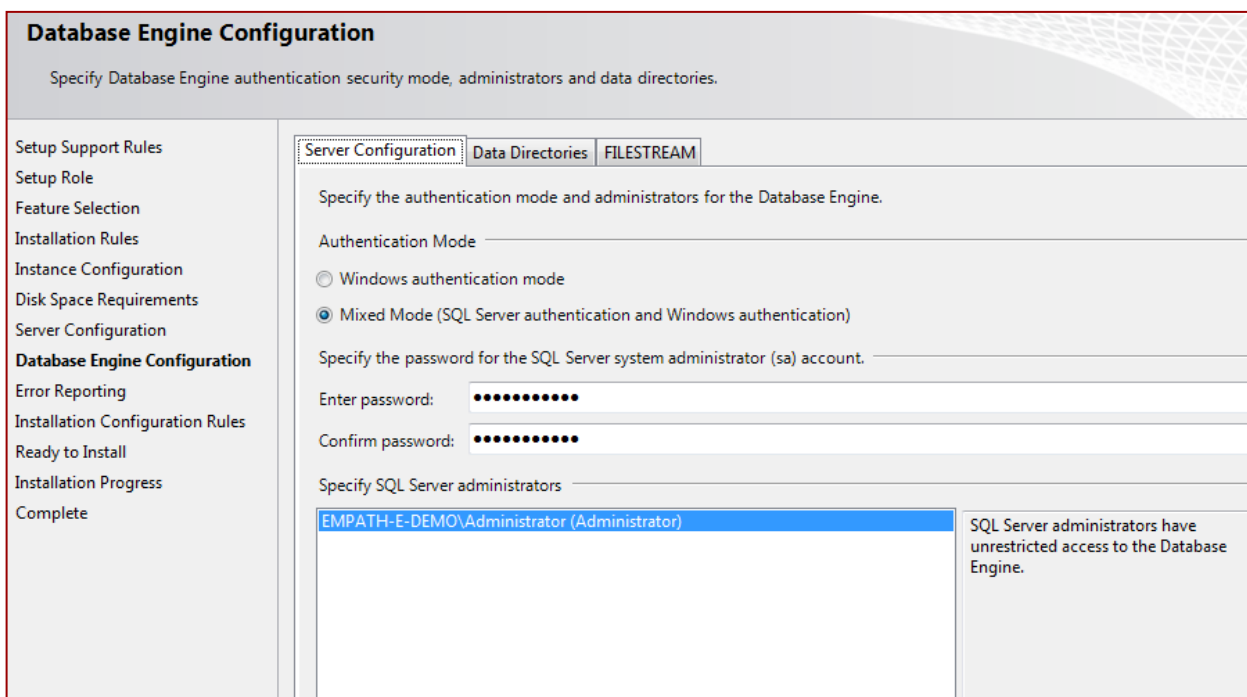


If you have not already done so – you should ensure that you install the Microsoft .NET 3.5.1 feature within Microsoft Windows 2008R2:





When prompted, it is important that you select Mixed Mode on the server configuration.



The installation will then complete in the normal way and you will have a working SQL2012.

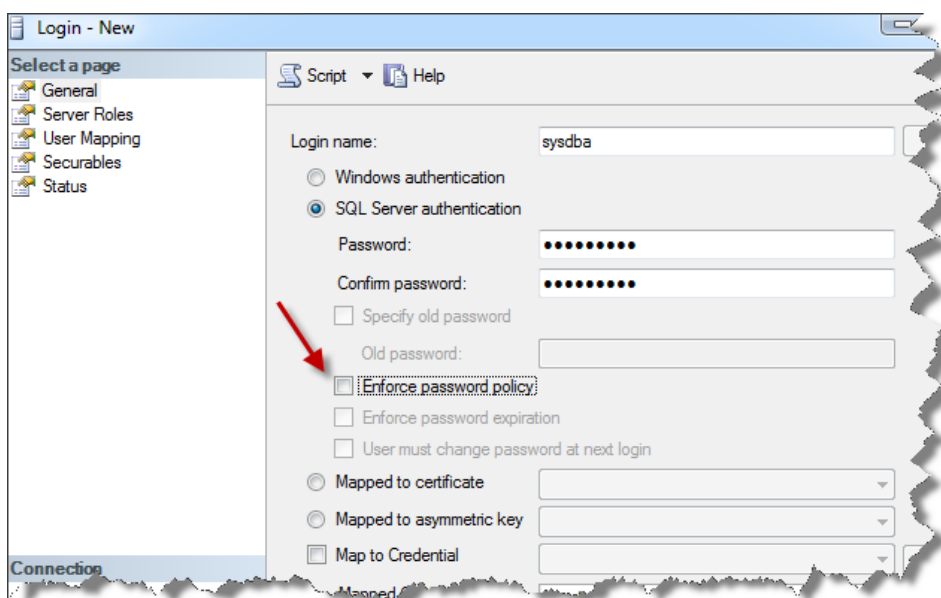


## 3.0 ISSUES FOUND

- 1) During the installation of SalesLogix you will be prompted to install the evaluation & blank databases. Do **not** select this option as it does not work and will fail.
- 2) When installing the SalesLogix Remote Client – you will be forced to install SQL2008 Express Edition. You cannot cancel out of this and the installation will not proceed without it. Therefore, you are limited to using SQL2008 Express as the remote database.

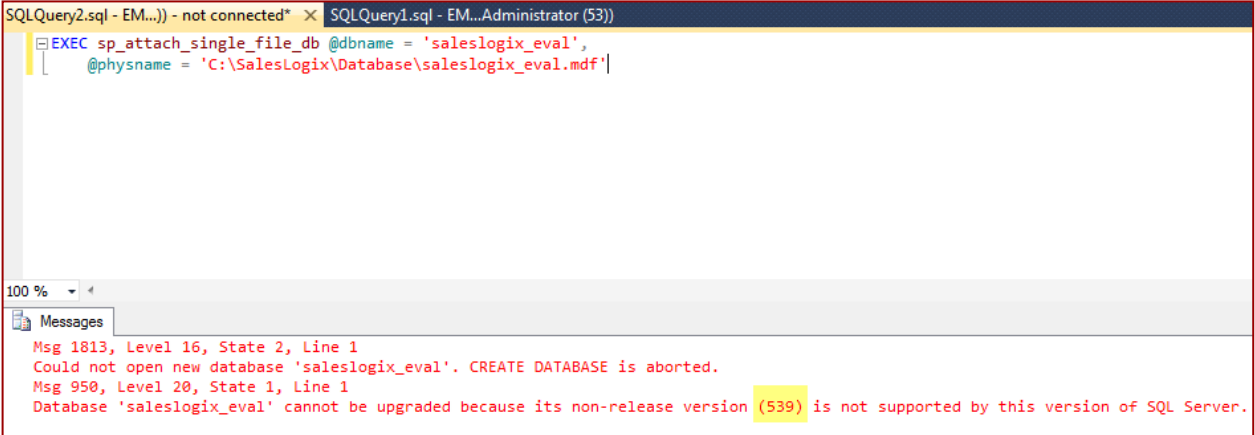
### ***Create the SYSDBA user manually***

Under Security | Logins you will need to create the "sysdba" user. Ensure that you switch off the Enforced Security option.



## Incompatible Databases

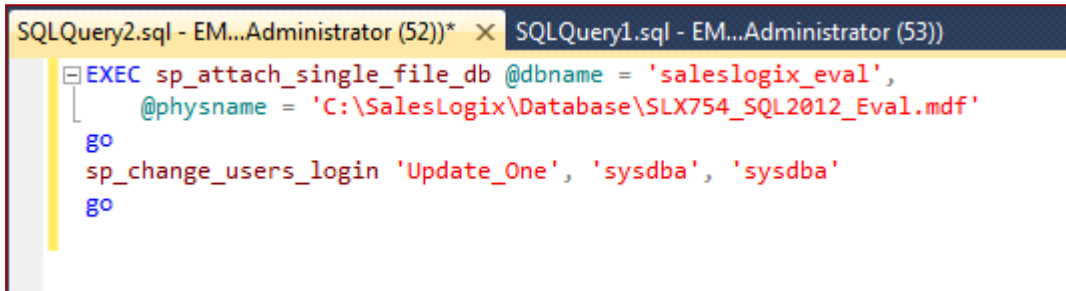
The distribution of the SalesLogix databases (saleslogix.mdf and saleslogix\_eval.mdf) are now too old to be installed (leading to the issue (1) above). When you attempt to attach them, you will receive the following message:



```
SQLQuery2.sql - EM... - not connected* X SQLQuery1.sql - EM...Administrator (53))
EXEC sp_attach_single_file_db @dbname = 'saleslogix_eval',
  @physname = 'C:\SalesLogix\Database\saleslogix_eval.mdf'

Messages
Msg 1813, Level 16, State 2, Line 1
Could not open new database 'saleslogix_eval'. CREATE DATABASE is aborted.
Msg 950, Level 20, State 1, Line 1
Database 'saleslogix_eval' cannot be upgraded because its non-release version (539) is not supported by this version of SQL Server.
```

**Attempted Workaround:** We took this database to a SQL2008 installation and attached it there. We then upgraded the version to SQL 2008 and detached the database. You can then attach the database using the command above (sp\_attach\_single\_file\_db).



```
SQLQuery2.sql - EM...Administrator (52))* X SQLQuery1.sql - EM...Administrator (53))
EXEC sp_attach_single_file_db @dbname = 'saleslogix_eval',
  @physname = 'C:\SalesLogix\Database\SLX754_SQL2012_Eval.mdf'
go
sp_change_users_login 'Update_One', 'sysdba', 'sysdba'
go
```

## New Native Client v11

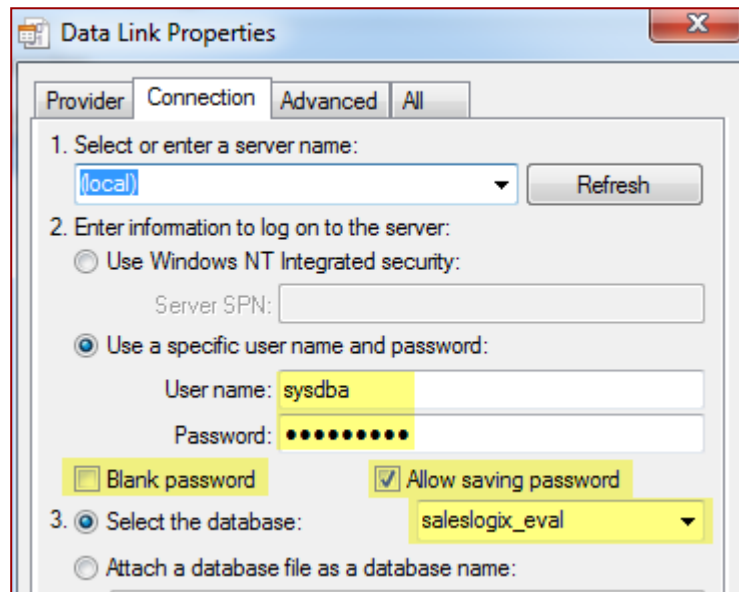
The installation of SQL2012 will install a new OLEDB Provider called "Native Client 11.0" – exclusively for SQL2012. However, the current Connection Manager will only look for Native Client 10 or earlier. This means that you cannot setup a connection to the database (the screen will "flash" and not allow you to setup a connection).

**Attempted Workaround:** We installed the earlier SQL2008R2 Provider ("Native Client 10.0") and pointed that at the server and this worked. Obviously, we are not aware of the long-term effects of doing this.

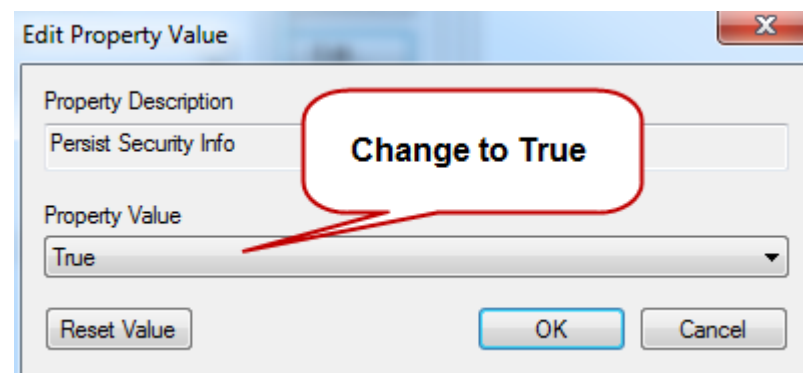


## Creating a Connection using Connection Manager

Add the connection as normal (using the Native Client 10.0 that will now appear). Point it to your server and ensure these options are selected:



As with prior installations, starting with SQL2008 you will need to choose the **All Tab** and set the following. You **must** do this while setting up the connection.





## 4.0 RUNNING SALESLOGIX & TOOLS

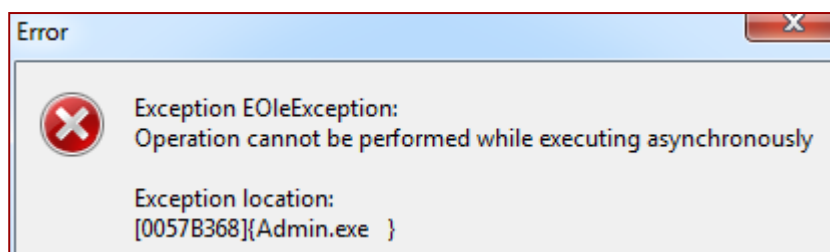
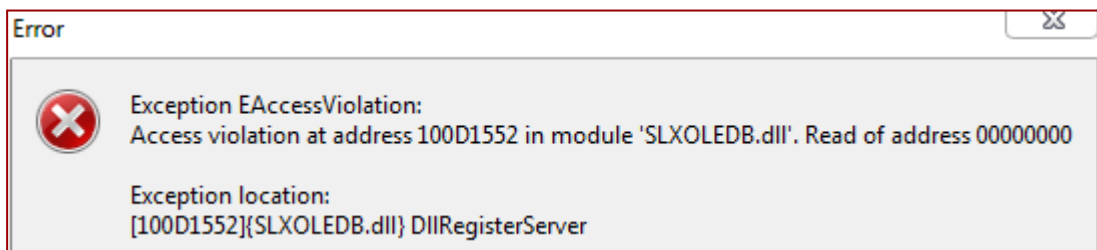
---

### *Client*

During a short test run of the SalesLogix client no issues were discovered. The client could login without issue and it seemed to work as before. Activities, Reports, Insert/Delete/Update all appeared to work as expected.

### *Architect/Admin*

This is where the major issues were found. The admin & architect tools logged in and appeared to work. However, during the invocation of DBManager the application appeared to have issues with the column types (or similar) and resulted in the following error:



Whilst creating a bundle, the use of Create Index caused the same issues.

## 5.0 CONCLUSIONS

---

It is for the reasons shown above (inability to onward customise a system) that we cannot recommend using SQL2012 with SalesLogix at this time. However, as is always the case – this is a very early write-up of issues we have found.

Having spoken already with SalesLogix NA we are aware that they are already working on testing this version and providing a certification path for a future release.

