



empath-e

MAKING CRM MAKE SENSE

SalesLogix v7.5.4
Initial Testing of Microsoft SQL 2012

Date: 20/03/2012 | 11/07/2012
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

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



1.0 OVERVIEW

Microsoft SQL Server 2012 (v11.0.2100.60) was released in the US on 7th March 2012 and in the UK on 8th 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

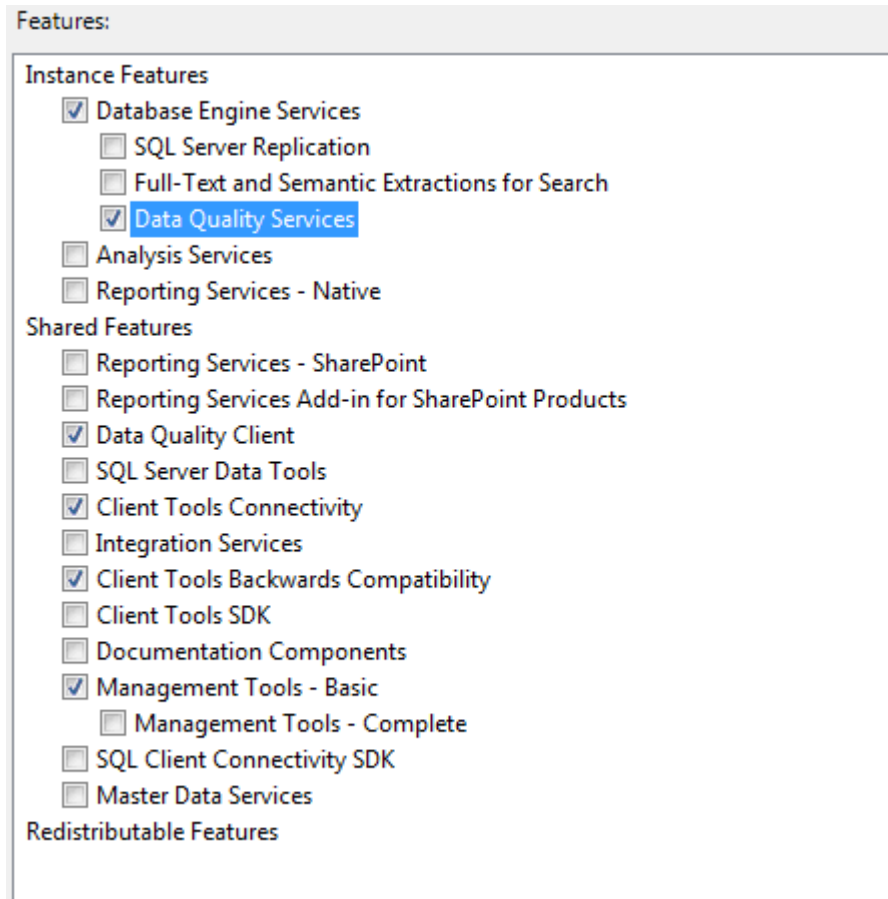
Update: As of 11th July 2012 we have now heard, and tested, that SalesLogix v8.0 is certified for SQL Server 2012. You will now setup and use SalesLogix as you would for SQL2008R2 with no discernible differences. The remainder of this document describes the original issues found, but **none** of these issues now exist. Here's a quick sneak peak !

The screenshot displays the Sage SalesLogix interface within Microsoft SQL Server Management Studio. The interface includes a navigation pane on the left with a tree view of databases and tables. The main window shows a 'Sales Dashboard' with several sections: 'Welcome, Lee Hogan' for Wednesday, 7/11/2012; 'Pipeline Status' with a funnel chart for the Opportunity Pipeline; 'Sales Potential' with a bar chart for Hogan, Lee; 'Total Sales Potential' with a pie chart for Hogan, Lee; and 'My Activities' with a table of activities. A 'Data Link Properties' dialog box is open, showing the 'Provider' tab with 'SQL Server Native Client 11.0' selected. The 'Database Connection' dialog box is also open, showing the 'Provider' dropdown set to 'SQLNCLI11'.



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:

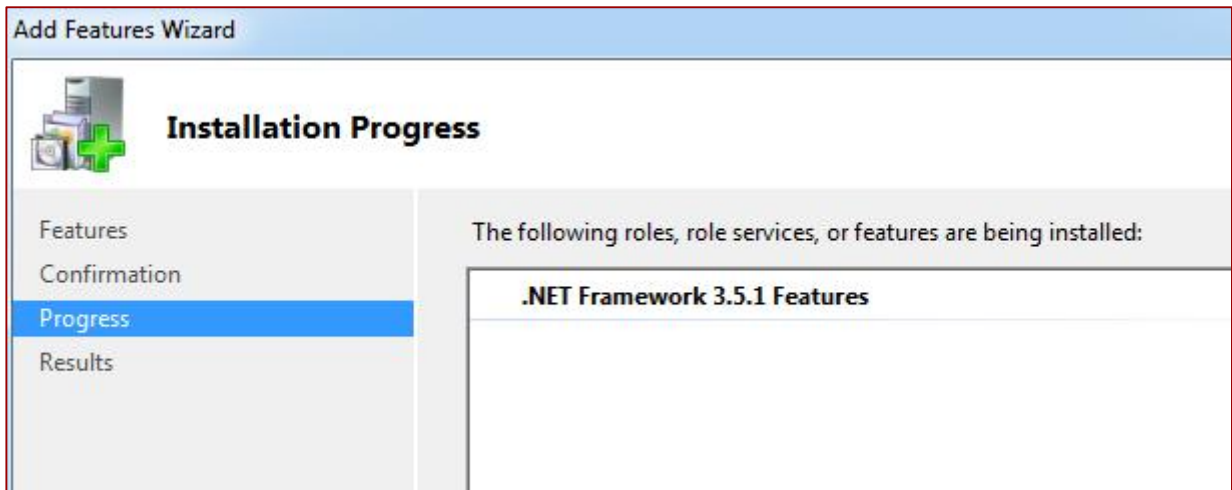
Operation completed. Passed: 1. Failed 1. Warning 0. Skipped 0.

Hide details << Re-run

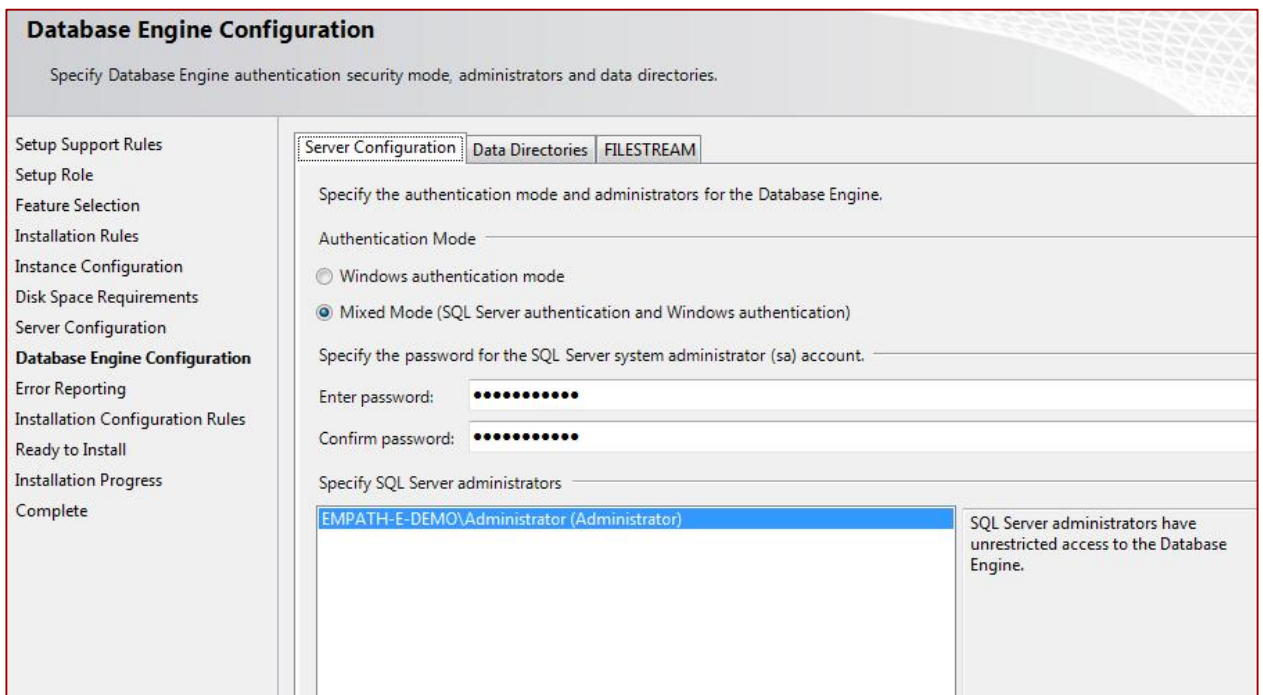
[View detailed report](#)

| Rule | Status |
|---|------------------------|
| Prior Visual Studio 2010 instances requiring update. | Passed |
| Microsoft .NET Framework 3.5 Service Pack 1 is required | Failed |





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.

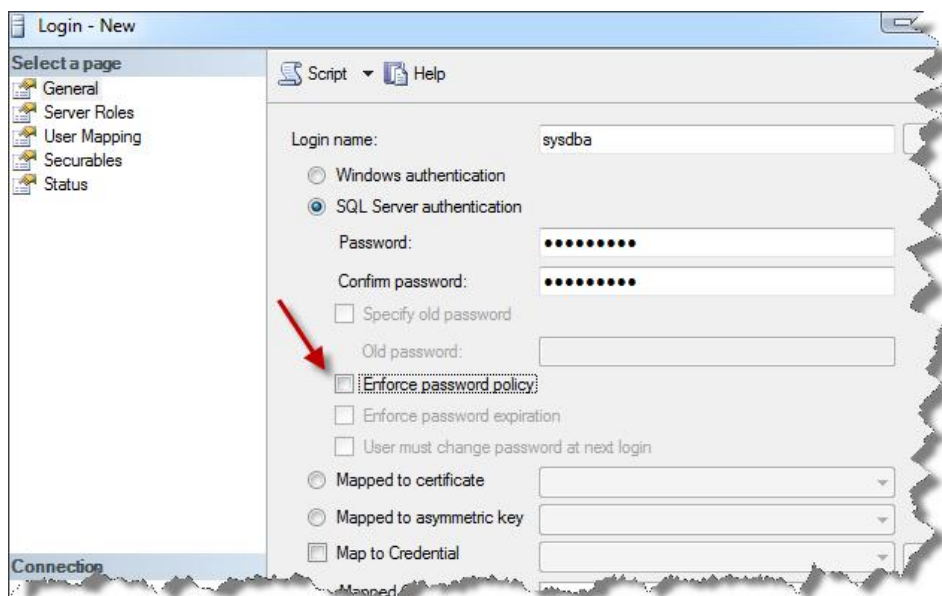


3.0 ISSUES FOUND

- 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.

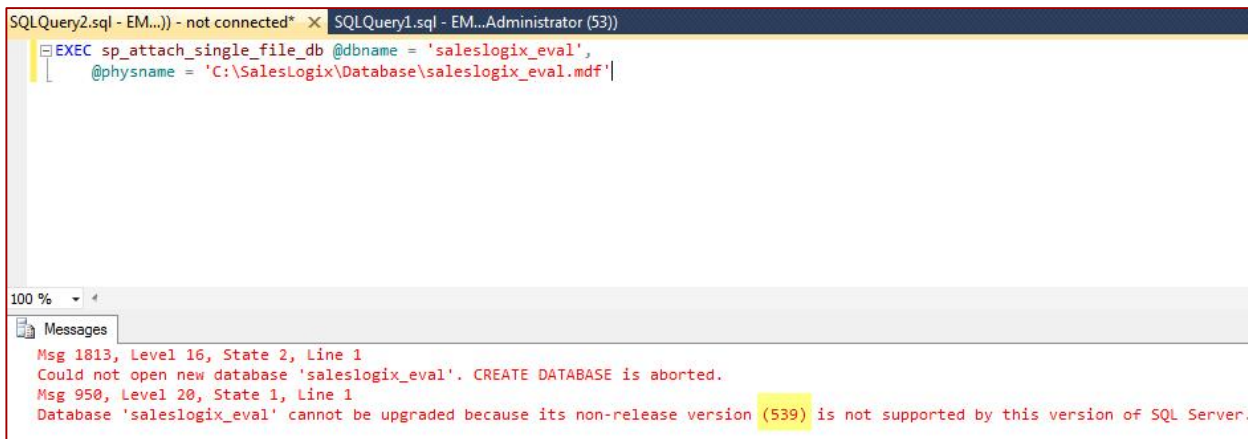
Create the SYSDBA user manually

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



Incompatible Databases

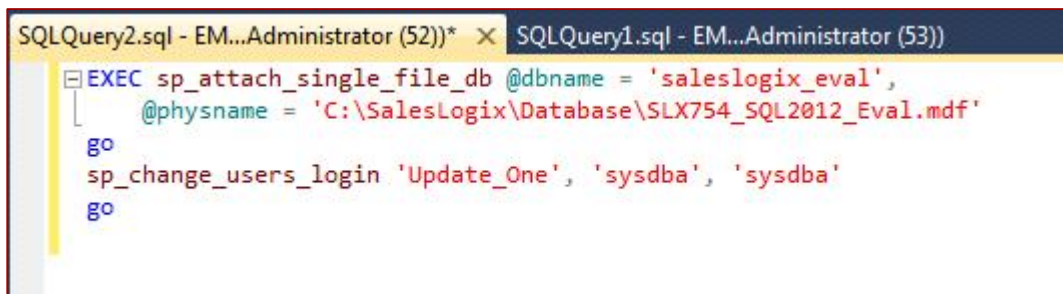
The distribution of the SalesLogix databases (saleslogix.mdf and saleslogix_eval.mdf) are now too old to be installed (leading to the issue (1) above). When you attempt to attach them, you will receive the following message:



```
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'

100 %
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

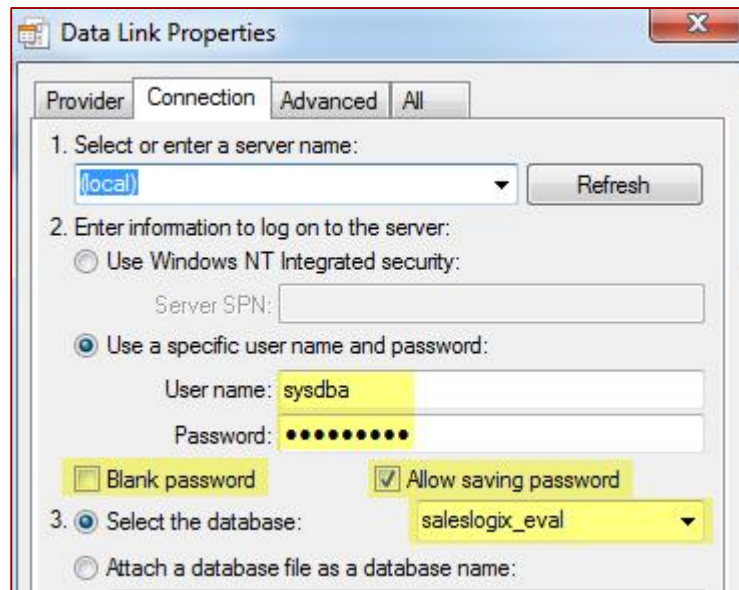
The installation of SQL2012 will install a new OLEDB Provider called "Native Client 11.0" – exclusively for SQL2012. However, the current Connection Manager will only look for Native Client 10 or earlier. This means that you cannot setup a connection to the database (the screen will "flash" and not allow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

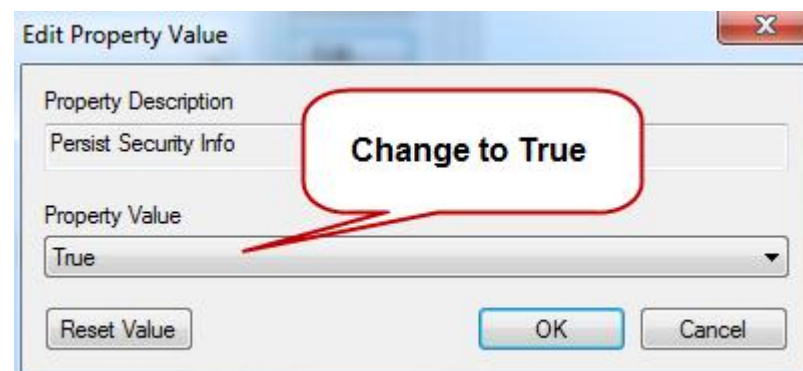


Creating a Connection using Connection Manager

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.



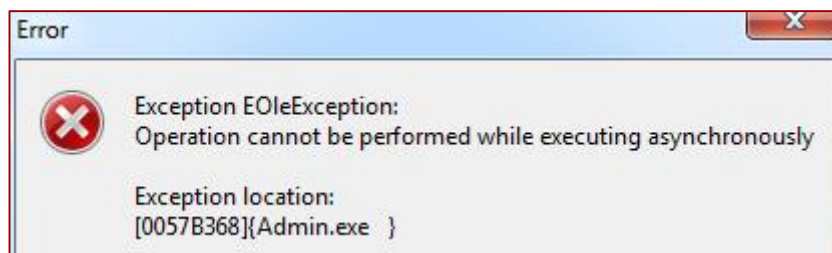
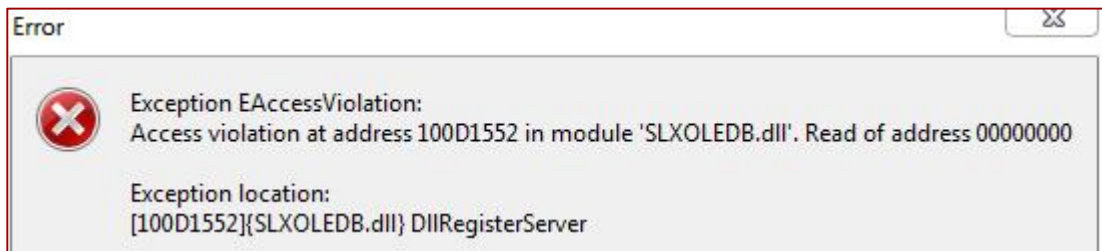
4.0 RUNNING SALESLOGIX & TOOLS

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.

All now fine in v8.0!

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.

Database Manager

Fields: (Current Table Size: 5604 bytes)

| Vis | Idx | Gbl ID | Field Name | Display Name | Type | Length |
|-----|-----|--------|----------------|----------------|--------------|--------|
| ✓ | ✓ | | ACCOUNTID | Accountid | String | 12 |
| ✓ | ✓ | | TYPE | Type | String | 64 |
| ✓ | ✓ | | ACCOUNT | Account | String | 128 |
| ✓ | ✓ | | DIVISION | Division | String | 64 |
| ✓ | ✓ | | SICCODE | Siccode | String | 64 |
| ✓ | ✓ | | PARENTID | Parentid | String | 12 |
| ✓ | ✓ | | DESCRIPTION | Description | String | 128 |
| ✓ | ✓ | | ADDRESSID | Addressid | String | 12 |
| ✓ | ✓ | | SHIPPINGID | Shippingid | String | 12 |
| ✓ | ✓ | | REGION | Region | String | 64 |
| ✓ | ✓ | | MAINPHONE | Mainphone | String | 32 |
| ✓ | ✓ | | ALTERNATEPHONE | Alternatephone | String | 32 |
| ✓ | ✓ | | FAX | Fax | String | 32 |
| ✓ | ✓ | | TOLLFREE | Tollfree | String | 32 |
| ✓ | ✓ | | TOLLFREE2 | Tollfree2 | String | 32 |
| ✓ | ✓ | | OTHERPHONE1 | Otherphone1 | String | 32 |
| ✓ | ✓ | | OTHERPHONE2 | Otherphone2 | String | 32 |
| ✓ | ✓ | | OTHERPHONE3 | Otherphone3 | String | 32 |
| ✓ | ✓ | | EMAIL | Email | String | 128 |
| ✓ | ✓ | | EMAILTYPE | Emailtype | String | 64 |
| ✓ | ✓ | | WEBADDRESS | Webaddress | String | 128 |
| ✓ | ✓ | | SECCODEID | Seccodeid | String | 12 |
| ✓ | ✓ | | REVENUE | Revenue | Currency | 17,4 |
| ✓ | ✓ | | EMPLOYEES | Employees | Long Integer | 4 |
| ✓ | ✓ | | INDUSTRY | Industry | String | 64 |
| ✓ | ✓ | | CREDITRATING | Creditrating | String | 10 |
| ✓ | ✓ | | NOTES | Notes | Memo | 16 |
| ✓ | ✓ | | TITLE | Title | String | 64 |

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.

