

MOVING AND REPAIRING THE REDHORSE CRM SQL DATABASE

This article will walk you thru using the License and SQL Server Administration tool for RedHorse CRM to move or repair your RedHorse CRM SQL database.

License and SQL Server Administration Tool

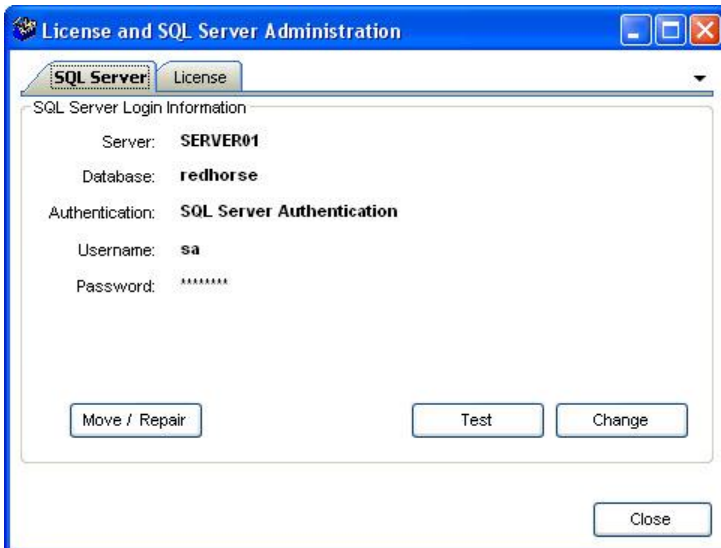
The License and SQL Server Administration Tool allows you to:

- Enter, change and test SQL login information.
- Repair the CRM Recid function in SQL when CRM is moved from one SQL server to another or when the database is detached and reattached.
- Enter licenses for CRM.

This tool may be launched from the path where RedHorse CRM is installed. The file is called LicenseManager.exe.

Repair or Move SQL CRM Database

RedHorse uses a specialized function in SQL for generating record identifiers when new records are added to the database. When the CRM SQL database is moved from one SQL Server to another, or if you detach and reattach the SQL database, or you reinstall SQL Server, this Recid function will no longer function correctly. To repair the function, click the Move/Repair button on the SQL Server tab.



Enter the path where CRM is installed. This must be a UNC path. Click repair.



In the event that SQL Server settings or permissions are preventing successful repair, first check that remote access allowed to SQL Server. There are several items that can be checked:

- Open SQL Server Management Studio, right click on the server name and select properties. Go to the Connections page, and ensure that Allow Remote Connections to this server is checked.
- Open SQLServer Surface Area Configuration and click the link to Surface Area Configuration for Services and Connections. Click Remote Connections below the Database Engine. Select Local and Remote Connections and select Using both TCP/IP and named pipes. Also click SQL Server Browser and set Startup Type to Automatic.
- Run the following SQL Query in Management Studio:

```
Use MASTER
GO
Exec sp_configure 'clr enabled', 1
GO
Reconfigure
GO
Alter database [yourdatabasename] set trustworthy ON
GO
```

- Run the Move/Repair function in the License and SQL Server Administration tool for RedHorse CRM again.

Please contact support if you experience any issues during the use of the License and SQL Server Administration Tool.

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