MadCap Pulse Server

# Installation Guide

Version 1.0

THIS USER GUIDE WAS CREATED USING MADCAP FLARE

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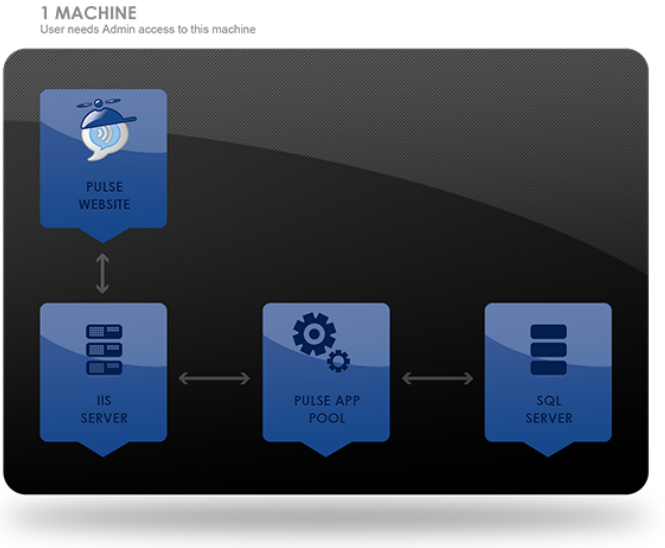
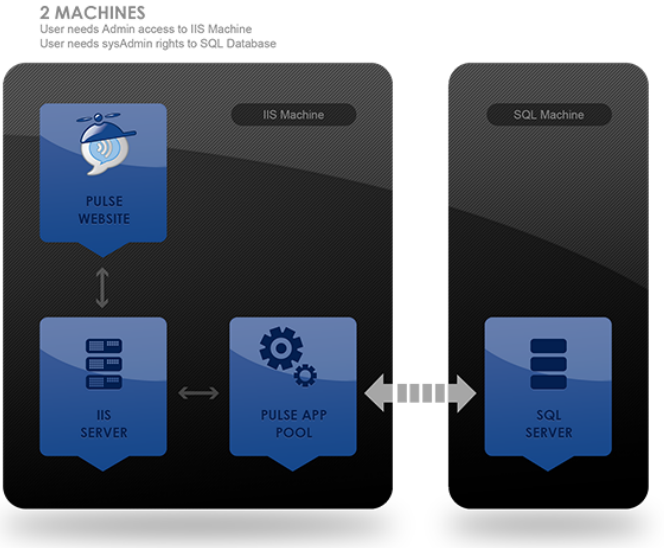
# CHAPTER 1 Installing MadCap Pulse Server

If you purchase the Pulse server component, you need to install the Pulse Server Admin on the Microsoft Windows machine that will be used to host your Pulse data. Provide the individual who is responsible for the installation with these instructions.

The following graphics describe the how Pulse works with the IIS server and the SQL server when they are on either one machine or two.




2 MACHINES
User needs Admin access to IIS Machine
User needs sysAdmin rights to SQL Database
IIS Machine
SQL Machine
PULSE WEBSITE
IIS SERVER
PULSE APP POOL
SQL SERVER

## Requirements

- Windows operating system (the following are recommended)
  - Microsoft Windows Server 2008
  - Microsoft Windows Server 2008 R2
- Microsoft .NET Framework 3.5.1 *and* 4.0
- SQL Server (the following are recommended)
  - SQL Server 2008 Standard
  - SQL Server 2008 R2

**Note:** You can also use SQL Server 2008 Express with Advanced Services, which can be downloaded from **msdn.microsoft.com**. However, SQL Server 2008 Standard, SQL Server 2008 R2, are recommended instead. If you decide to use SQL Server 2008 Express, it is important that you use SQL Server 2008 Express *with Advanced Services*, because this version includes **Full-Text Search**, which is a feature Pulse requires in order to function.

- Microsoft Internet Information Services (IIS) 7
- ASP.NET 4.0
- MadCap Pulse Server Admin

## How to Install Pulse Server and Other Components

On the same machine to be used for hosting Pulse, complete the following steps.

1. Make sure that both Microsoft .NET Framework 3.5.1 *and* 4.0 are installed.

   **Note:** You can download .NET Framework 3.5.1 from Microsoft. After installing it, a Windows update should allow you to also install 4.0.

2. Make sure that a supported version of SQL Server is installed. See one of the following topics for installation information regarding your version of SQL Server.

   - "SQL Server 2008 " on page 25
   - "SQL Server 2008 Express" on page 27
   - "SQL Server 2008 R2 " on page 31
   - "SQL Server 2008 R2 Express" on page 29

   **Note:** Make sure whichever version of SQL Server you use has the **Full-Text Search** feature enabled, as Pulse needs this in order to function.

3. Make sure that Microsoft IIS 7 is installed. If it is not, use the following steps.
   a. Open the **Start** menu.
   b. Right-click **Computer** and from the context menu, select **Manage**. The Computer Management window opens.
   c. On the left side of the Computer Management window, select **Roles**.
   d. On the right side of the Computer Management window, click **Add roles**. The Add Roles Wizard Opens.
   e. On the first page of the Add Roles Wizard, click **Next**.
   f. Click the check box next to **Web Server (IIS)**.
   g. Click **Next**.
   h. Click **Next** again.

i. On the Select Role Services page of the wizard, expand **Application Development** and select **ASP.NET**.

j. Expand **Management Tools>IIS Management Compatibility** and click **IIS Metabase Compatibility**.

k. In the dialog that opens click **Add Required Role Services**.

l. (Optional) If you want to be able to manage IIS from a remote machine, you can expand **Management Tools** and select **IIS Management Service**.

m. Expand **Security** and select **Basic Authentication** and **Windows Authentication**.

n. Click **Next**.

o. On the Confirm Installation Selections page of the wizard, click **Install**.

p. After the installation is completed, click **Close**.

4. Install the Pulse Server Admin application from the link you received.

   This installation will involve completing the license agreement, selecting installation folder, and confirming the install.

5. After installation is complete, launch the application. In order to run the application, you will need to run MadCap Pulse as an administrator. If you are not set as an administrator, right-click the **Pulse.exe** file, and from the context menu, and select **Run as administrator**. (If the Run as administrator option does not show in the right-click menu, hold left SHIFT key as you right-click, and the menu will display the option.) The MadCap Pulse Configuration Wizard opens.

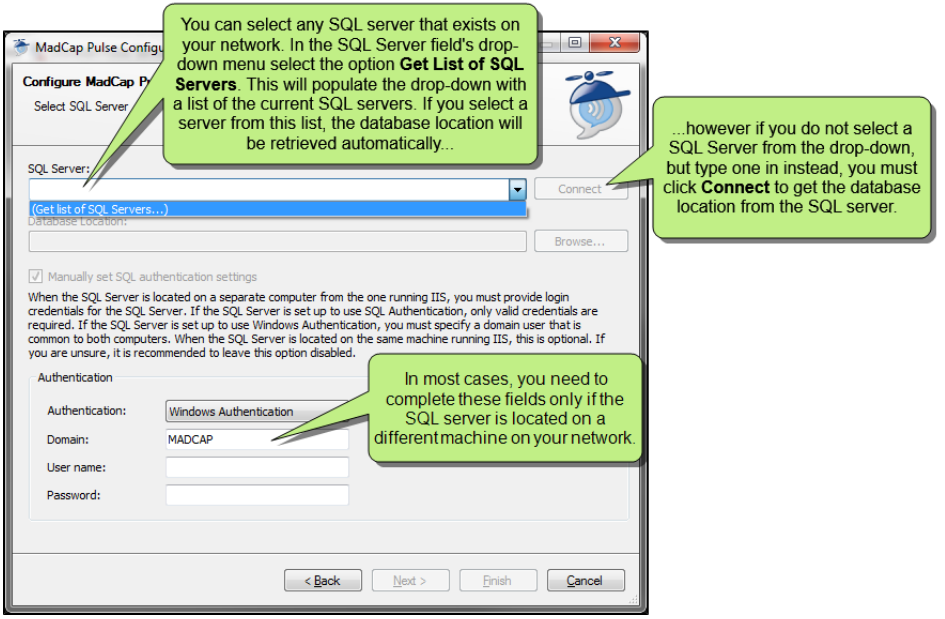
   **Note:** If you did not perform one of the above steps, a dialog shows what is not yet installed (by displaying it in red text). If necessary, you can install ASP.NET from the dialog by clicking the button to the right of the red text.

6. In the MadCap Pulse Configuration Wizard, click **Next**.

7. Select the IIS website where you want the Pulse Server installed. If you have not set up a specific website for this purpose, use the default.

> **Note:** This is an administrative preference. Your server (IIS) might be serving several websites and you need one to store the Pulse data. This drop-down simply lets you pick the website that you want to use.

8. In the **Pulse Server Url**, field, select a website to which you want to map MadCap Pulse.
9. Click **Next**.
10. Click the down arrow in the **SQL Server** field and select **Get List of SQL Servers**. If you select a server from this list, the database location will be retrieved automatically. If the SQL instance that you would like to use does not appear in the list, you can type the IP address or the name of the machine. If you do type IP Address or the name of the machine instead of selecting one from the drop-down , the database location will not be retrieved automatically. Click **Connect** to retrieve the database location from the server.



**Note:** If you are connecting to an SQL Server on another machine, you must make sure that the machine running IIS and the machine running SQL Server are on the same domain. To verify this, you can right-click **My Computer**, then select **Properties**, then select the **Computer Name** tab.

**Note:** If your SQL instance does not appear in the SQL Server field, you may need to turn on the SQL Server Browser or manually type in the computer name/SQL Server instance name. To turn on the SQL Server Browser, do this: (1) Open the SQL Configuration manager; (2) select **SQL Server Services** in the left pane; (3) right-click **SQL server browser** and select **Properties**; (4) on the **Service** tab, select start mode to **Automatic** and click **OK**; (5) right-click the **SQL Server Browser** again, and select **Start**.

**Note:** If you experience connectivity issues, you can try entering the IP address for the SQL Server directly instead of selecting it from the drop-down list. When you do this, you need to replace only the computer name portion with the IP address (i.e., the part before the backslash).

11. (Optional) You can select a location for the database other than the default location provided. To do this, next to the **Database Location** field, click the **Browse** button. Then find and select the folder where you want the database to be stored.

**Note:** The Database Location field is unavailable if you are using a remote SQL Server. The default data directory of the SQL Server will be used instead.

12. If the SQL Server is located on a machine different from the one where you are installing MadCap Pulse Server Admin, complete the authentication fields in the bottom part of the dialog. You might need to consult with your IT department to determine the user name and password. (This does not need to be the same user logged into the machine. This should be the designated "common user" for the Pulse Server communication to the SQL machine.)

What is meant by "common user"? When the SQL database is on the same machine as the Internet Information Services (IIS) and Pulse Server, Pulse Server will use a default anonymous login provided by Microsoft to communicate between the service and the database. The name of this default anonymous login varies between different versions of IIS. For example, in IIS 7 the login is "NT AUTHORITY\NETWORK SERVICE." When using SQL Server on a separate machine than the IIS machine, this anonymous user (which is defined on the IIS machine) would be denied access on the SQL machine. Therefore, a "common user" such as a domain user is needed for this back end communication. The "common user" can be any current domain user name or a specific user name set up for this purpose. If the SQL Server is on the same machine as the IIS machine, yet you require more control over the specific Windows user that is used to connect to the SQL Server from the Pulse Server, enable **Manually set SQL authentication settings**. This will allow you to specify a Windows user in the fields below.

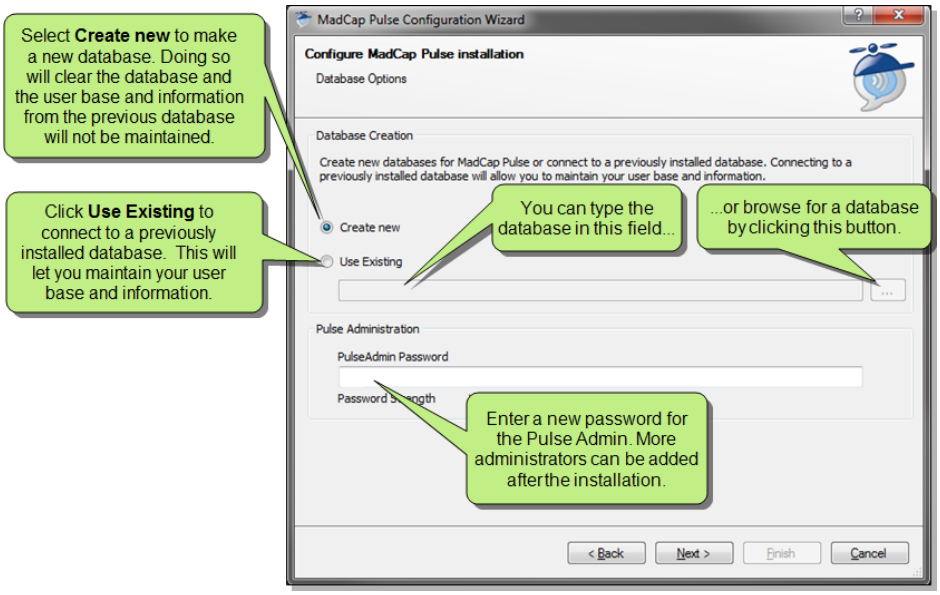
In the first drop-down, select **Windows Authentication** or **SQL Server Authentication**. Your selection depends on the way you have SQL Server configured. If you want to let Windows manage the login, use Windows Authentication. If you want to work in mixed mode, use SQL Server Authentication.

**Note:** If the SQL Server is located on the same machine as the Pulse Server Admin, completing these fields is optional.

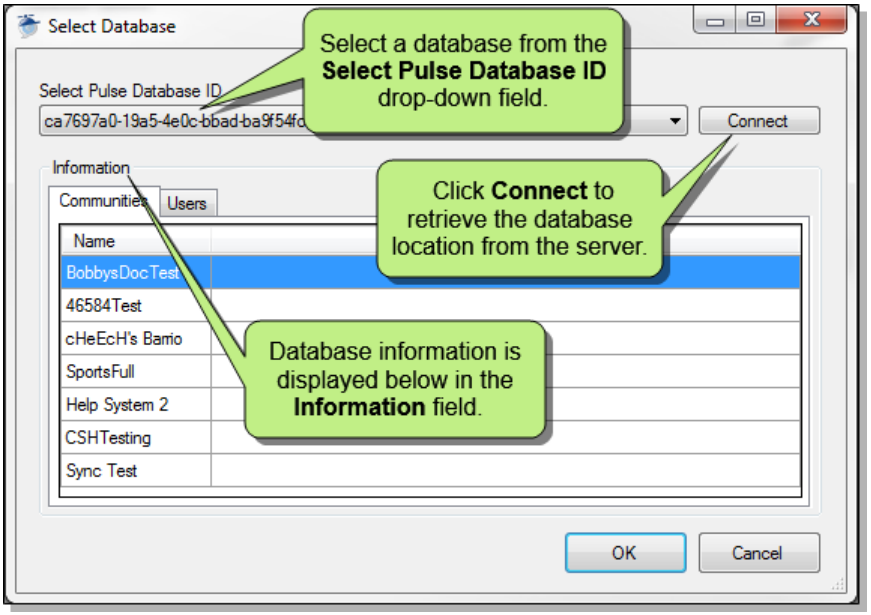
**Note:** If you complete these fields, it is recommended that you use a password that does not expire. However, if necessary, you can later change an expired password via the Control Panel. For steps, see "Changing Expired Passwords" on page 33.

13. Click **Next**. The Database Options page opens.

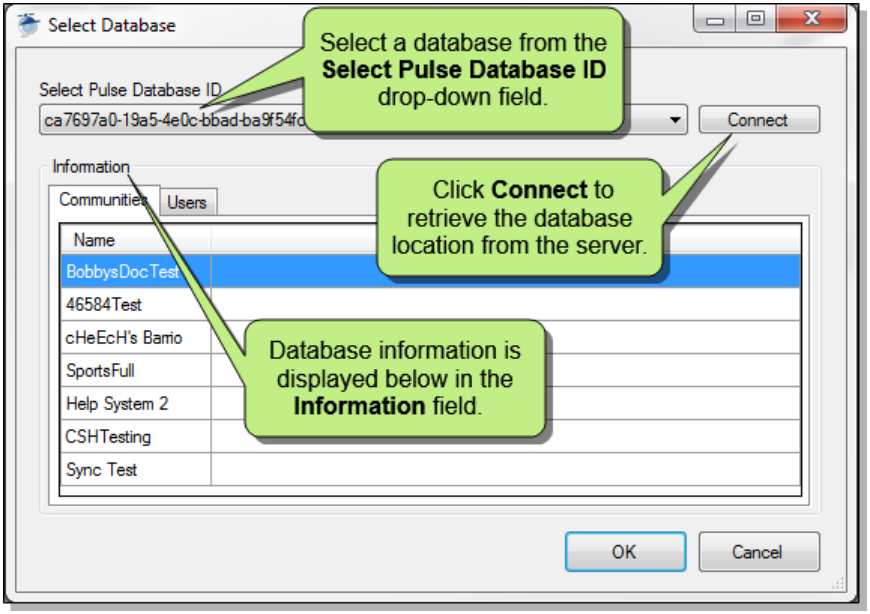
14. On the Database Options page, select whether you want to create a new database for Pulse or use an existing database.




- **Create new** This option creates a new database for Pulse. Creating a new database will not allow you to maintain the previously existing user base and information. This option is selected by default.
- **Use Existing** This option lets you enter an existing database. Using an existing database will allow you to maintain the user base and information that existed previously. Click the browse button to the right to open the **Select Database** dialog.


Select Database
Select Pulse Database ID
ca7697a0-19a5-4e0c-bbad-ba9f54fc
Connect
Information
Communities
Users
Name
BobbysDocTest
46584Test
cHeEcH's Barrio
SportsFull
Help System 2
CSHTesting
Sync Test
OK
Cancel
Select a database from the **Select Pulse Database ID** drop-down field.
Click **Connect** to retrieve the database location from the server.
Database information is displayed below in the **Information** field.

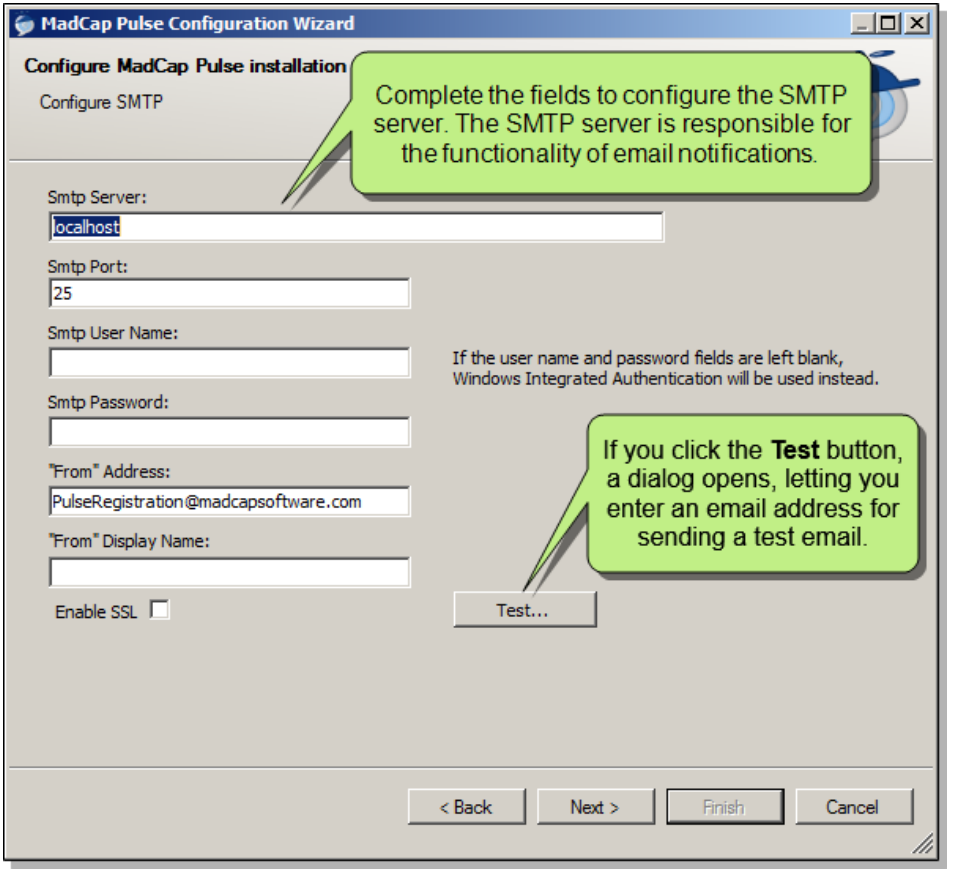
Select a database in the **Select Pulse Database ID** field and click **Connect** to retrieve its location.




The information about the database you select appears in the **Information** field.

15. Enter a new password for the Pulse administrator. When you are finished, this will initially be the only administrator in your Pulse system, but more administrators can be added. The password for the Pulse administrator can also be changed after the installation from the File menu in the Pulse Server Configuration window.
16. Click **Next**. The Configure SMTP server page opens.

17. On the Configure SMTP server page, you can select the SMTP server settings. The SMTP server is responsible for the functionality of email notifications.




18. In the **SMTP Server** field, enter the SMTP server name.
19. In the **SMTP Port** field, enter the port number. The default is 25.

20. In the **SMTP User Name** field, enter the SMTP user name.
21. In the **SMTP Password** field, enter a password.

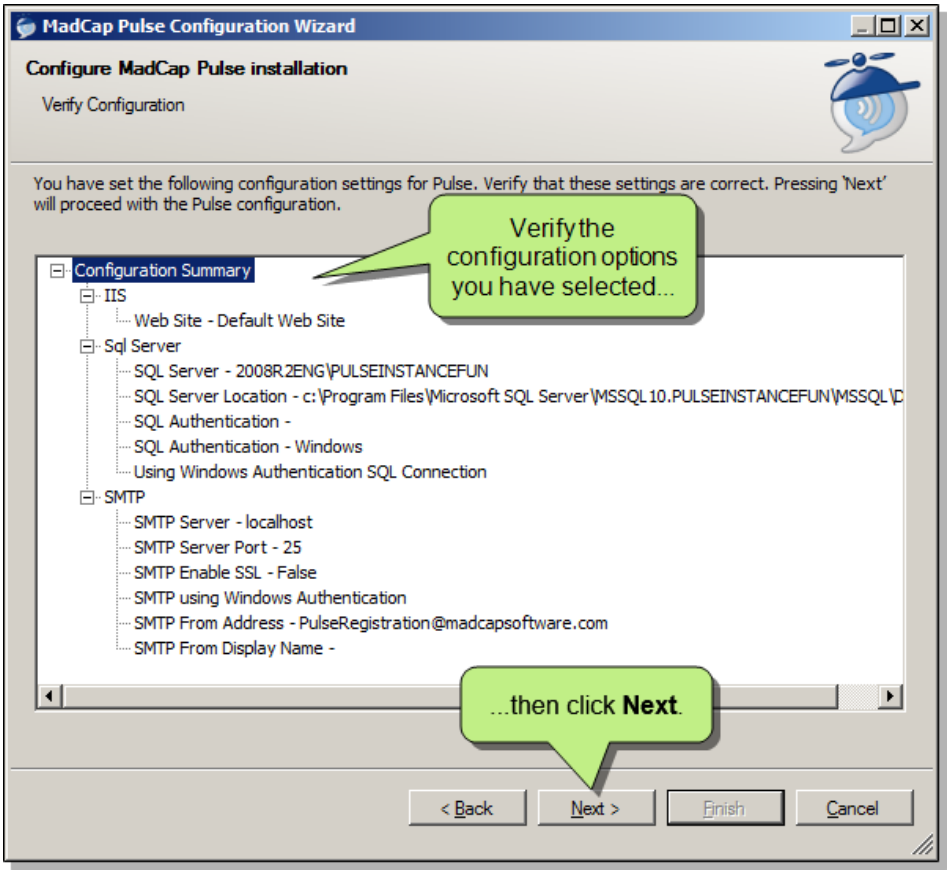
Note: If you elect to use Windows Integrated Authentication, leave the user name and password fields blank. Otherwise, if your SMTP server requires specific credentials, specify them in the provided fields.

22. In the **"From" Address** field, enter a valid email address.
23. In the **"From" Display Name**, enter a display name.
24. In the **Enable SSL** field you can check the option to connect to an SMTP server as an SSL connection. In order to do this you must administrator rights and an exchange server to enable this option.

**Note:** It is highly recommended that you purchase an SSL certificate and install it on your Web server. MadCap Pulse uses encryption for certain processes, which helps to ensure that the data transfer is secure. If you have an SSL certificate installed on your Web server, make sure you begin the path to the server with https://.

25. (Optional) You can click the **Test** button on this page to make sure that the SQL Server, website, and SMTP Server are working. If you click the Test button, a dialog opens, letting you enter an email address for sending a test email.

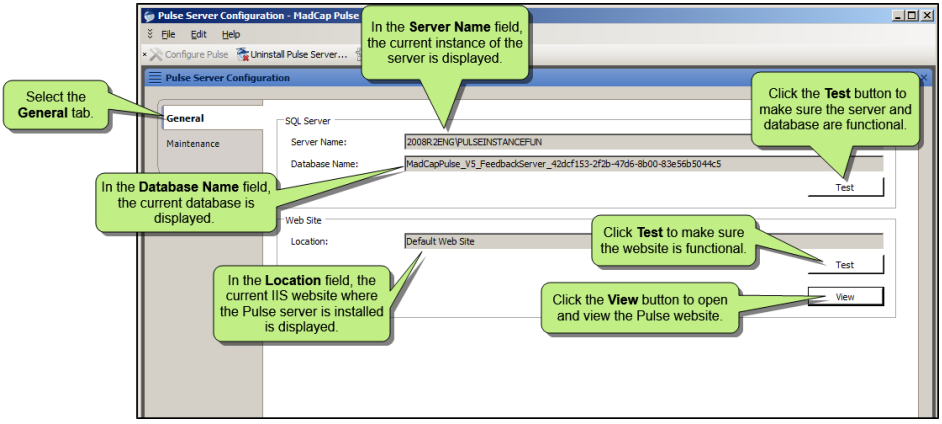
26. Click **Next**.
27. Click **Next** to verify the Pulse configuration.




28. Click **Next**. The installation will begin.
29. Click **Finish**.

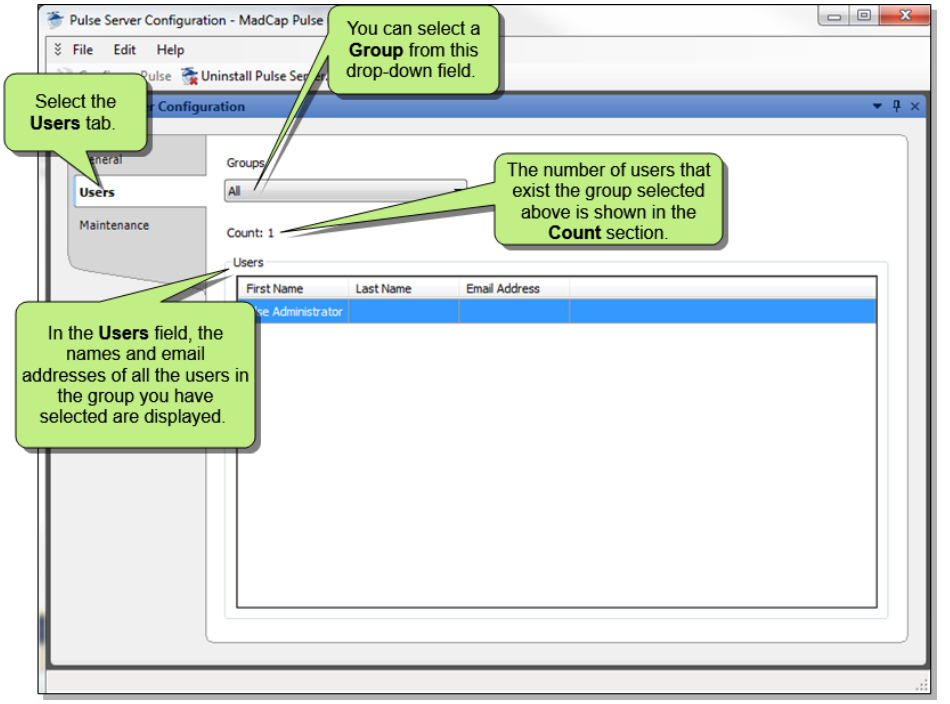
    The installation is complete and the Pulse Server Configuration window opens with multiple tabs shown. You can use these tabs to configure the admin and set up maintenance tasks.

30. (Optional) Click the **General** tab. On the General tab you can do the following.

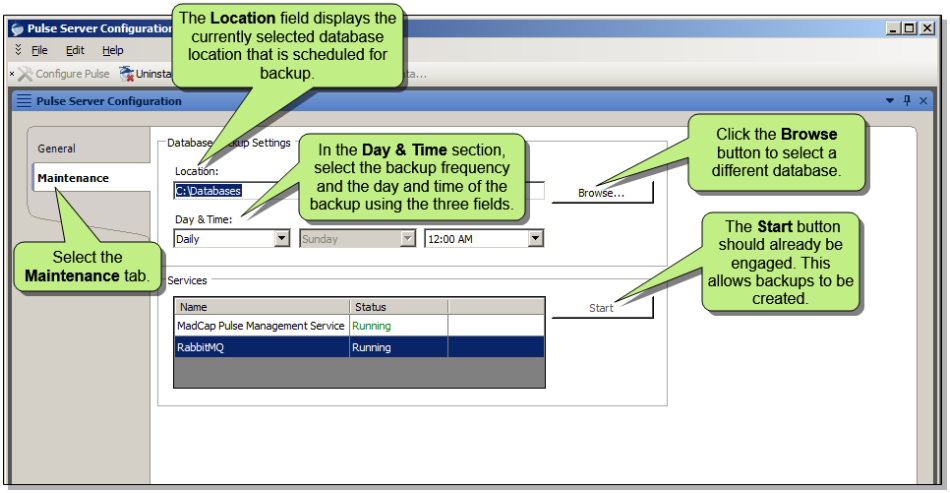



- **View the server and database names** In the **SQL Server** section, you can view the SQL Server name and the database name.
- **Test the server and database** In the **SQL Server** section, you can click the **Test** button to make sure the server and database are functional.
- **View the website location** In the **Web Site** section, you can view the current IIS website where the Pulse server is installed.
- **Test the website** In the **Web Site** section, you can click the **Test** button to make sure the website is functional.
- **View the website** In the **Web Site** section, you can click **View** to open and view the Pulse website.

31. (Optional) Click the **Users** tab. On the Users tab you can select a group from the **Groups** drop-down field. The number of users in that group will then appear in the **Count** section. In the **Users** section, the names and email addresses of all the people in the group you selected will be displayed.



32. (Optional) Click the **Maintenance** tab.




Note: The tasks on the Maintenance tab are applicable to SQL Server Express when it is located on the same computer as IIS only. If instead you have SQL Server Standard, you can perform these remaining maintenance tasks in that application (see the steps below on the following pages). Automatic database backups by Pulse are not currently supported if you are using SQL Server Express, but only if it is located on a remote computer.

33. (Optional) In the **Location** field, enter the path where you want backups of the database and transaction log to be stored. You can click the Browse button to select a different database.

34. (Optional) In the **Day & Time** field, specify whether you want the backups to be created daily or weekly. Also, specify the day and time when you want the backup process to run.

    In the **Services** section, the Start button should already be engaged. This enables backups to be created. Backups will be created for the database and the transaction log. In addition, this action "shrinks" the transaction log (which steadily grows over time).

**Warning:** Do not disable the MadCap Pulse Management Service or Rabbit MQ services. Pulse requires them to run in order to function properly.

35. (Optional) In the local toolbar of the Pulse Server Configuration, you can select from several button options.

    - **Configure Pulse** Click this button to configure a Pulse server.
    - **Uninstall Pulse Server** Click this button to begin uninstalling the current Pulse server. This will not uninstall the Pulse application, just the current Pulse server. The Pulse Server Configuration Window will still be accessible.
    - **Import Feedback Data** Click this button to import data from Feedback Server. When you import a database from Feedback, your report data, comments, and users are imported. Since Feedback users do not have a password associated with their email address, their passwords are their email addresses (e.g., if you have a user with bob@email.com, his password will now be bob@email.com). However, users can change their passwords by clicking “I forgot my password” from a Pulse login screen.
    - **Clear Data** Click this button to clear the current Pulse server data.

**Note:** If the SQL Server is located on a different machine, this final step will (a) install two Web services on the IIS machine and (b) install the Pulse Server database on the SQL Server machine.

**Note:** If the SQL Server and IIS are located on the same machine and you are using SQL Express, a Windows service will also be installed. The service handles the backing up of the database (configurable on the Maintenance tab of the Pulse Server Admin).

**Note:** The machine used to host the Pulse data can also be used to host the author's online output. However, this is not mandatory. The author may publish the output elsewhere.

**Note:** If the SQL Server is located on a different machine and you have further questions, see "FAQs" on page 35.

# CHAPTER 2 SQL Server 2008

On the same machine to be used for hosting FeedbackPulse, complete the following steps.

### *HOW TO INSTALL MICROSOFT WINDOWS SQL SERVER 2008*

1. Run the **SQL Server Installation Center**.
2. On the Installation page, click **New installation or add features to an existing installation**. An Open File dialog will appear.
3. In the Open File dialog, click **Run**.
4. **SQL Server 2008 Setup** will run **Setup Support Rules**. This identifies problems that might occur during the setup process. If any errors are found, they must be corrected before continuing. When the Setup Support Rules operation is complete, click **OK**. The Product Key page appears.
5. On the Product Key page, do one of the following.
   - Click the **Specify a free edition** button.

     OR
   - Click the **Enter a product key** button, then enter the product key in the field below.
6. Click **Next**. The License Terms page appears.
7. On the License Terms page, click the **I accept the license terms** checkbox so that there is a check-mark in it.
8. Click **Next**. The Setup Support Files page appears.
9. On the Setup Support Files page, click **Install**. The Setup Support Rules page appears.
10. On the Setup Support Rules page, click **Next**. The Feature Selection page appears.
11. On the Feature Selection page, click the checkboxes for **Full-Text Search**, **Management tools-Basic**, and **Management tools-Complete**.

12. Click **Next**. The Instance Configuration page appears.
13. On the Instance Configuration page, select either **Default instance** or **Named instance**, depending on whether you have a pre-existing instance of SQL Server.
14. Click **Next**. The Disk Space Requirement page appears.
15. On the The Disk Space Requirement page, click **Next**. The Server Configuration page appears.
16. On the Server Configuration page, leave all settings as their default settings *except* the entries under the **Startup Type** column. Change all the available Startup Type settings to **Automatic**.
17. Click **Next**. The Database Engine Configuration page appears.
18. On the Database Engine Configuration page, click either the **Windows Authentication Mode** or **Mixed Mode** button.

**Note:** If using Mixed Mode, it is recommended that you use a password that does not expire. However, if necessary, you can later change an expired password via the Control Panel. For steps, see "Changing Expired Passwords" on page 33.

19. Click **Add current user**.
20. On the Server Configuration page, click **Next**. The Error Usage Reporting page appears.
21. On Error Usage Reporting page, click **Next**. The Installation Rules page appears.
22. On the Installation Rules page, click **Next**. The Ready to Install page appears.
23. On the Ready to Install page, click **Install**. The installation will begin.
24. When the installation is complete, click **Close**.

# CHAPTER 3 SQL Server 2008 Express

On the same machine to be used for hosting FeedbackPulse, complete the following steps.

### *HOW TO INSTALL SQL SERVER 2008 EXPRESS WITH ADVANCED SERVICES*

1. Run the **SQL Server Installation Center**.
2. On the Installation page, click **New installation or add features to an existing installation**. An Open File dialog will appear.
3. In the Open File dialog, click **Run**.
4. **SQL Server 2008 Setup** will run **Setup Support Rules**. This identifies problems that might occur during the setup process. If any errors are found, they must be corrected before continuing. When the Setup Support Rules operation is complete, click **OK**. The Installation Type page appears.
5. On the Installation Type page, click the **Perform a new installation of SQL Server 2008** button.
6. Click **Next**. The Product Key page appears.
7. On the Product Key page click **Next**. The License Terms page appears.
8. On the License term page, click the checkbox next to **I accept the license terms** so that there is a checkmark in it.
9. Click **Next**. The Feature Selection page appears.
10. On the Feature Selection page, click the checkboxes for **Database Engine Services**, **Full-Text Search**, **Management tools-Basic**, and **SQL Client Connectivity SDK**.
11. Click **Next**. The Instance Configuration page appears.
12. On the Instance Configuration page, select either **Default instance** or **Named instance**, depending on whether you have a pre-existing instance of SQL Server.
13. Click **Next**. The Disk Space Requirement page appears.
14. On the The Disk Space Requirement page, click **Next**. The Server Configuration page appears.

15. On the Server Configuration page, leave all settings as their default settings *except* the entries under the **Startup Type** column. Change all the available Startup Type settings to **Automatic**.
16. Click **Next**. The Database Engine Configuration page appears.
17. On the Database Engine Configuration page, click either the **Windows Authentication Mode** or **Mixed Mode** button.

**Note:** If using Mixed Mode, it is recommended that you use a password that does not expire. However, if necessary, you can later change an expired password via the Control Panel. For steps, see "Changing Expired Passwords" on page 33.

18. Click **Add current user**.
19. On the Server Configuration page, click **Next**. The Error and Usage Reporting page appears.
20. On the Error and Usage Reporting page, click **Next**. The Installation Rules page appears.
21. On the Installation Rules page, click **Next**. The Ready to Install page appears.
22. On the Ready to Install page, click **Install**. The installation will begin.
23. When the installation is complete, click **Close**.

# CHAPTER 4 SQL Server 2008 R2 Express

On the same machine to be used for hosting FeedbackPulse, complete the following steps.

### *HOW TO INSTALL SQL SERVER 2008 R2 EXPRESS*

1. Run the **SQL Server Installation Center**.
2. On the Installation page, click **New installation or add features to an existing installation**.
3. **SQL Server 2008 R2 Setup** will run **Setup Support Rules**. This identifies problems that might occur during the setup process. If any errors are found, they must be corrected before continuing. When the Setup Support Rules operation is complete, click **OK**. The Installation Type page appears.
4. On the Installation Type page, click the **New Installation or add shared files** button. Click **Next**. The License Terms page appears.
5. On the License Terms page, click the **I accept the license terms** checkbox so that there is a check-mark in it.
6. Click **Next**. The Feature Selection page appears.
7. On the Feature Selection page, click the checkboxes for **Database Engine Services**, **Full Text Search**, **Management tools-Basic**, and **SQL Client Connectivity SDK** so that they have check-marks.
8. Click **Next**. The Installation Rules page appears.
9. On the Installation Rules page click **Next**. The Instance Configuration page will appear.
10. On the Instance Configuration page, select either **Default instance** or **Named instance**, depending on whether you have a pre-existing instance of SQL Server.
11. Click **Next**. The Disk Space Requirement page will appear briefly before switching to the Server Configuration page.

12. On the Server Configuration page, leave all settings as their default settings *except* the entries under the **Startup Type** column. Change all the available Startup Type settings to **Automatic**.
13. Click **Next**. The Database Engine Configuration page appears.
14. On the Database Engine Configuration page, click either the **Windows Authentication Mode** or **Mixed Mode** button.

**Note:** If using Mixed Mode, it is recommended that you use a password that does not expire. However, if necessary, you can later change an expired password via the Control Panel. For steps, see "Changing Expired Passwords" on page 33.

15. Click **Add current user**.
16. Click **Next**. The Error Reporting page appears.
17. On the Error Reporting page, click **Next**. The Installation Configuration Rules page appears.
18. On the Installation Configuration Rules page, click **Next**. The installation begins.
19. When the installation is complete, click **Close**.

# CHAPTER 5 SQL Server 2008 R2

On the same machine to be used for hosting FeedbackPulse, complete the following steps.

### *HOW TO INSTALL SQL SERVER 2008 R2*

1. Run the **SQL Server Installation Center**.
2. On the Installation page, click **New installation or add features to an existing installation**. An Open File dialog will appear.
3. In the Open File dialog, click **Run**.
4. **SQL Server 2008 R2 Setup** will run **Setup Support Rules**. This identifies problems that might occur during the setup process. If any errors are found, they must be corrected before continuing. When the Setup Support Rules operation is complete, click **OK**. The Setup Support Files page appears.
5. On the Setup Support Files page, click **Install**. The Setup Support Rules page appears.
6. On the Setup Support Rules page, click **Next**. The Installation Type page appears.
7. On the Installation Type page, click the **New Installation or add shared files** button.
8. Click **Next**. The Product Key page appears.
9. On the Product Key page, click the **Enter a product key** button, then enter the product key in the field below.
10. Click **Next**. The License Terms page appears.
11. On the License Terms page, click the **I accept the license terms** checkbox so that there is a check-mark in it.
12. Click **Next**. The Setup Role page appears.
13. On the Setup Role page, click the **SQL Server Feature Installation** button.
14. Click **Next**. The Feature Selection page appears.

15. On the Feature Selection page, click the checkboxes for **Database Engine Services**, **Full-Text Search**, and **Management tools-Basic** so that they have checkmarks.
16. Click **Next**. The Installation Rules page appears.
17. Click **Next**. The Instance Configuration page appears.
18. On the Instance Configuration page, select either **Default instance** or **Named instance**, depending on whether you have a pre-existing instance of SQL Server.
19. Click **Next**. The Disk Space Requirement page appears.
20. On the The Disk Space Requirement page, click **Next**. The Server Configuration page appears.
21. On the Server Configuration page, leave all settings as their default settings *except* the entries under the **Startup Type** column. Change all the available Startup Type settings to **Automatic**.
22. Click **Next**. The Database Engine Configuration page appears.
23. On the Database Engine Configuration page, click either the **Windows Authentication Mode** or **Mixed Mode** button.

**Note:** If using Mixed Mode, it is recommended that you use a password that does not expire. However, if necessary, you can later change an expired password via the Control Panel. For steps, see "Changing Expired Passwords" on page 33.

24. Click **Add current user**.
25. Click **Next**. The Error Reporting page appears.
26. On the Error Reporting page, click **Next**. The Installation Configuration Rules page appears.
27. On the Installation Configuration Rules page, click **Next**. The Ready to Install page appears.
28. On the Ready to Install page, click **Install**. The installation will begin.
29. When the installation is complete, click **Close**.

# CHAPTER 6 Changing Expired Passwords

You can change passwords for Pulse and Feedback that have expired.

When you complete the authentication fields during installation of Pulse or Feedback, it is recommended that you use a password that does not expire. However, if necessary, you can later change an expired password via the Control Panel. Following are steps for doing this.

1. Open the Control Panel in an icon view, rather than Category view.
2. Select **Administrative Tools**.
3. Open the Internet Information Services (IIS) Manager.
4. Expand the node with the computer name.
5. Expand the **Sites** folder.
6. Expand the website folder corresponding to the one specified in the Pulse Admin.
7. To the right, double-click **Authentication**.
8. Right-click **Anonymous Authentication** and select **Edit**.
9. In the Edit Anonymous Authentication Credentials dialog, click **Set**.
10. In the Set Credentials dialog, change your password.

# CHAPTER 7 FAQs

Following are some frequently asked questions about setting up Pulse when connecting to a remote machine running SQL Server. If SQL Server is running on the same machine, these FAQs do not apply to your situation.

### *I CANNOT SEE MY SQL MACHINE IN THE DROP-DOWN LIST IN THE SERVER SETUP DIALOG. WHY CAN'T I SEE IT?*

Following are the three most common issues.

**Issue #1** Sometimes the SQL Server Browser Service has not been started. This is needed for your SQL machine to broadcast to the network. To verify this, right-click **Computer**. Then select **Manage>Services and Applications>Services>SQL Server Browser**. Select the service and click the **Play** button on the tool-bar. This will start the service.

**Issue #2** Windows Firewall by default will block SQL ports to the outside world. The easiest solution is to turn the firewall off, but that is the more unsecure method. The other method would be to set an exception for SQL and the SQL Server Browser in the Firewall configuration.

Default SQL port: **TCP/IP 1433**

Default SQL Server Browser port: **UDP 1434**

**Issue #3** Named Pipes or TCP/IP (or both) have been disabled in the SQL Configuration. Open the SQL Server Configuration Manager. Under **SQL Server network configuration**, select **Protocols for SQLEXPRESS** (MSSQLServer will be shown if you have the standard edition, or if a custom instance name was used during SQL installation, that will be shown here). Verify **Named Pipes** or **TCP/IP** is set to enabled. You may try setting both to enabled. After changing these settings, you may be prompted to stop and restart that particular SQL service.

### *I NEED MORE CLARIFICATION ON THE "SYSADMIN PERMISSIONS" REQUIRED ON THE SQL SERVER*

The user who has administrator privileges on the IIS machine will also need to be able to access the SQL Server on the SQL machine. More specifically, that person will need the sysadmin privileges on the SQL Server. This does not mean the person needs administrative privileges to the SQL machine. The point is simply this: If the user name you are using is also the administrator of the SQL machine, then usually that user will have all the appropriate permissions to the SQL Server.