

UNINSTALL AND REINSTALL OF SQL EXPRESS 2005 NO RMS BACKUP

This document is used to Un-Install and Re-Install SQL Express onto your SERVER.

It is important to understand that support is limited to the RMS application itself and does not extend to the environment in which it is deployed, if you require assistance with installation from an RMS Customer Support Team Member you will need to pre-book your session by contacting the Training Coordinator on +61 3 9335 1588, option 5, or by email on trainingcoordinator@rms-global.com; charges will apply.

You will need the following information (if you do not have the below please contact Administration on +61 3 9335 1588, option 1).

- Client Number for RMS.
- Daily Password
- Your RMS Licence details

System Requirements for all computers to run RMS

Before we start with the installation the below points must be ensured on each computer you wish to install RMS onto. Each of the below steps is critical to ensure that RMS installs successfully onto your system.

Our RMS Support Team cannot assist with these settings of your local system, if you are unsure how to complete the following please contact your local technician.

- Ensure that the system is set to English Australian Regional settings through the Control Panel. Often you will find that the system will be set to English American.
- Install all critical Microsoft security updates via Windows Update.
- Ensure you have Microsoft .NET framework versions 1.1, 2.0 & 3.5 installed, this information can be found under Control Panel > Add & Remove programs. If not please run your Microsoft Windows updates.

Steps to Install RMS & Re-connect your Database

Below are the steps which we will follow to configure RMS onto your intended Server.

1. Downloading of Documentation required
2. Downloading of Files required
3. Shutting down all Modules & RMS
4. Obtaining a copy of your Database
5. Uninstalling SQL Express 2005
6. Installation of SQL Express 2005
7. Manually Replacing your Database
8. Connect to your Database on your Server
9. Reconnecting your Workstations
10. Restart all Modules

1. Downloading of Documentation required

You will need to download the following files from the RMS web page www.rms-global.com.

- A. Go to www.rms-global.com
- B. Select the Support button (green button at the top of the page)
- C. Select the tab named 'Help Files & FAQs'
- D. Select Frequently Asked Questions
- E. Select the category 1st top left RMS Installation
- F. Print off the following documents
SQL Express Installation Procedure

2. Downloading of Files required

You will need to download the following files from the RMS web page www.rms-global.com.

- A. Go to the Downloads button at the top of the screen
- B. Choose to download and save the following files to your desktop;
SQL Express 2005

3. Shutting down ALL Modules & RMS

- A. You MUST shut down all Modules you have running with RMS
- B. You MUST exit out of RMS on all computers.

4. In the Event that a Backup cannot be achieved successfully

First we will need to stop your SQL Server from running.

- A. Select START in the bottom left hand corner of your desktop then select Control Panel.
- B. Select Administrative Tools
- C. Select Services
- D. Locate the file named SQL Server (MSSQLSERVER), click once on the file to highlight it
- E. On the top left of the screen you will find a 'STOP the service' option, click this option once.

Your SQL Server is now non functional. Close off all windows back to your desktop.

Secondly we will need to take a copy of your database files.

- A. Double click the ICON on your desktop named MY COMPUTER. If you cannot find this icon you may also click on START (bottom right hand corner of your desktop), you will find MY COMPUTER or COMPUTER in the list.
- B. Select Local Hard Drive (C:)
- C. Select Program Files
- D. Select Microsoft SQL Server
- E. Select MSSQL
- F. Select MSSQL again if prompted
- G. Select Data

Here you will find two files both named the same as your property. One has the extension MDF the other LDF, you will only see the extension if you have this view activated on your computer.

- H. Copy the two files found in this folder that are named the same as your property.
- I. Paste these files onto your desktop. Close all windows back to you desktop.

5. Uninstalling SQL Express 2005

- A. Select START in the bottom left hand corner of your desktop then select Control Panel.
- B. Select Add and Remove Programs (if you are using a Vista or Windows 7 computer this will be named Programs & Features)

- C. Scroll down to locate all the files which start with Microsoft SQL, you will need to uninstall the following files if they exist, if you have more than one instance of SQL installed you must ensure that you uninstall the one named MSSQLSERVER first.
 - Microsoft SQL Server Native Client
 - Microsoft SQL Server 2005 Backward Compatibility
 - Microsoft SQL Server 2005
- D. Once all of the above files are uninstalled close back to your desktop.
- E. Select START in the bottom left hand corner of your desktop then select MY COMPUTER
- F. Select Local Hard Drive (C:)
- G. Select Program Files
- H. Locate the folder named Microsoft SQL Server and delete this folder.

If you are unable to delete this folder, restart your computer then repeat steps E to H.

- I. Close back to your desktop


6. Installation of SQL Server 2005

- A. See installation documentation printed off in step one (1) of this document. It is critical that these instructions are followed correctly for the configuration of your SQL Server.
- B. Double click the icon downloaded to your desktop in step two (2) of this document to start the installation (icon is named SQLEXP32.exe)

7. Manually Recreating your Database

This step will create your blank database for RMS. You will require the Licence details of your RMS system from your welcome pack.

- A. Click Start (bottom left corner of your computer desktop) > All Programs > RMS for Windows > Connection Wizard.
- B. Select the option 'Create a Blank Database' and choose Next
- C. You will be presented with the below screen.



- D. Complete the following information on the screen in the order of User Name, Password, SQL Server, Database Name, Shared data path

RMS Connection Options	
SQL Server:	(local) if installed via RMS SQL installation document
User Name:	' sa ' if installed via RMS SQL installation document
Password:	' emu ' if installed via RMS SQL installation document
Shared data path:	UNC style path back to C:\RMSWIN
Command Timeout:	500
Your Property Information	
Your Property Name:	As per your Licence Details (page one (1) of this document)
Workstations:	As per your Licence Details (page one (1) of this document)
Registration No:	As per your Licence Details (page one (1) of this document)

- E. Once all information has been entered, select Finish.

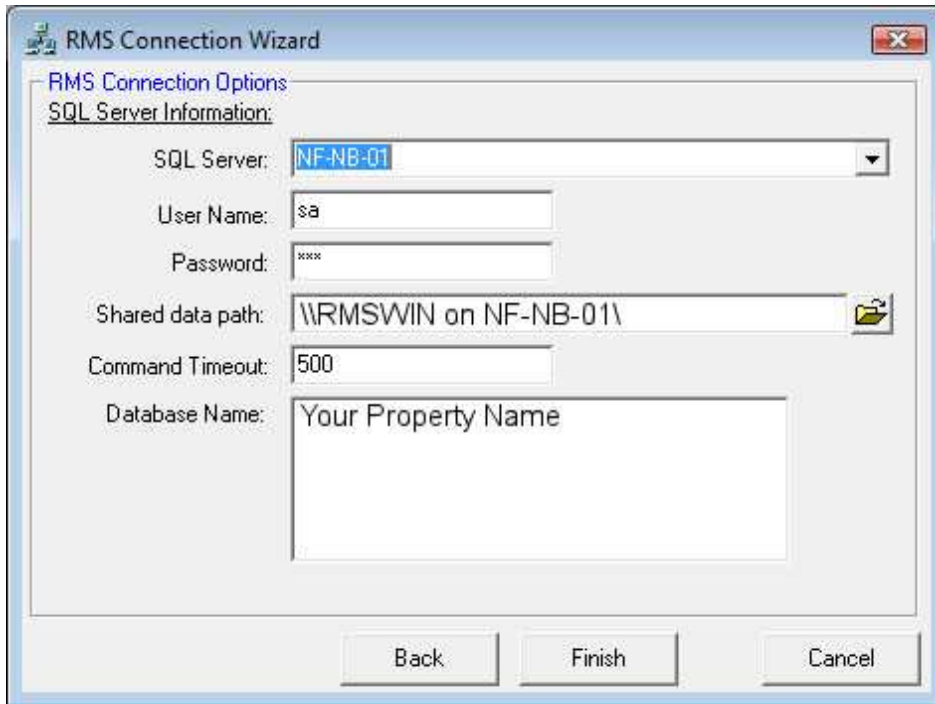
If all information is entered correctly the system should remain on this screen, the image in the bottom right corner will change occasionally through the process, once completed you will be presented with a screen stating **Connection to Database Successful**, click OK once this message appears.

8. Reconnecting your Workstations

This step will create a connection from your workstations to your database which resides on your Server.

Any issue with the below steps would indicate that the Server was not configured correctly as per the Server Installation documentation.

- A. Click Start (bottom left corner of your computer desktop) > All Programs > RMS for Windows > Connection Wizard.
- B. Select the option 'Choose an Existing Database' and choose Next
- C. You will be presented with the below screen.



- D. Complete the following information on the screen in the order of User Name, Password, SQL Server, Database Name, Shared data path

RMS Connection Options	
SQL Server:	Name of your server
User Name:	'sa' same as configuration on your server
Password:	'emu' same as configuration on your server
Shared data path:	UNC style path back to C:\RMSWIN on your server
Command Timeout:	500
Database Name:	If the above is configured correct you should automatically see the name of your database in this field.

- E. Once all information has been entered, select Finish.

If all information is entered correctly you will be presented with a screen stating **Connection to Database Successful**, click OK once this message appears.

9. Restart all Modules

Restart all Modules which were shut down in step three (3) of this document.