

Sage SalesLogix

Installing Sage SalesLogix on Microsoft Windows 8, Windows Server 2012, and Internet Explorer 10

Version 8.0.0.02

Developed by Sage SalesLogix User Assistance

The Sage logo is located in the bottom right corner of the page. It consists of the word "sage" in a lowercase, sans-serif font. The letters are a dark green color, matching the top header. The background of the page features several decorative, curved lines in various shades of green and white, creating a modern, flowing aesthetic.

Installing Sage SalesLogix on Microsoft Windows 8, Windows Server 2012, and Internet Explorer 10

Documentation Comments	This documentation was developed by Sage SalesLogix User Assistance. For content revisions, questions, or comments, contact the Sage SalesLogix writers at saleslogix.techpubs@sage.com .
Copyright	Copyright © 1997-2013, Sage Software, Inc. All rights reserved. This product and related documentation are protected by copyright and are distributed under licenses restricting their use, copying, distribution, and decompilation. No part of this product or related documentation may be reproduced in any form by any means without prior written authorization of Sage and its licensors, if any.
Address	Sage 8800 North Gainey Center Drive, Suite 200 Scottsdale, AZ 85258 USA
Version	Version 8.0.0.02 2013
Trademarks	SalesLogix is a registered trademark of Sage Software, Inc. Sage, the Sage logos, SalesLogix, and the Sage product and service names mentioned herein are registered trademarks or trademarks of Sage Software, Inc., or its affiliated entities. All other trademarks are the property of their respective owners.
Disclaimer	Sage has thoroughly reviewed this manual. All statements, technical information, and recommendations in this manual and in any guides or related documents are believed reliable, but the accuracy and completeness thereof are not guaranteed or warranted, and they are not intended to be, nor should they be understood to be, representations or warranties concerning the products described. Sage assumes no responsibility or liability for errors or inaccuracies with respect to this publication or usage of information. Further, Sage reserves the right to make changes to the information described in this manual at any time without notice and without obligation to notify any person of such changes.
Technical Support	<p>Technical Support is available to customers with support contracts directly from Sage Software and to Certified Business Partners. Calls are answered during business hours, Monday through Friday, excluding holidays. Current contact information is available on the Sage SalesLogix Web site: http://www.sagesaleslogix.com</p> <p>Partners with a valid technical support contract and a Web access code can request technical support electronically on the Sage SalesLogix Partner Support Portal Web site: partners.sagenorthamerica.com.</p> <p>Customers with a valid technical support contract and a Web access code can request technical support electronically on the Sage SalesLogix Customer Support Portal Web site: customers.sagenorthamerica.com.</p> <p>Revisions to this book are available through both Portal Web sites. Check regularly for current Sage SalesLogix product documentation.</p>

Appendix J

Installing Sage SalesLogix on Microsoft Windows 8, Windows Server 2012, and Internet Explorer 10



This chapter contains information specific to installing Sage SalesLogix on Microsoft Windows 8, Windows Server 2012, and Internet Explorer 10. This appendix is an addendum to the *Sage SalesLogix Implementation Guide* for version 8.0.

Installing Sage SalesLogix v8.0 on Microsoft Windows 8 or Server 2012 requires some modifications to installation steps:

- All Microsoft Windows 8 installations must manually attach the database.
- Creating remote databases on Windows 8 and 2012 requires specific versions of SQL.
- On Microsoft Windows Server 2012 the Admin.exe must "run as the Administrator".
- The steps for installing and uninstalling Desktop Integration on Web Client and Offline Web Client installations on Windows 2012 are slightly different. See "[Installing and Uninstalling Desktop Integration on Microsoft Windows Server 2012](#)"

Apply the updates identified below to enable using Microsoft Internet Explorer 10 with Sage SalesLogix. Without these updates, you may see idiosyncratic behavior.

Update Fixes for Microsoft Windows 8, Windows Server 2012, and Internet Explorer 10

Updates to Sage SalesLogix version 8.0 include fixes to enable support for Microsoft Windows 8, Windows Server 2012, and Internet Explorer 10. Use the following table to determine which updates are required for each operating system and/or browser.

8.0 Updates	Windows 8	Windows Server 2012	Internet Explorer 10
8.0 Update 02	X		
8.0 Core Update 02 and later	X	X	X
8.0 Model Update 02 and later		X	X
8.0 Update 03		X	
8.0 Update 05		X	

Installing Sage SalesLogix on Microsoft Windows 8

Sage SalesLogix v8.0 can be installed on Microsoft Windows 8, however some additional installation steps are required for:

- Installing Sage SalesLogix Admin Tools and Servers and attaching a database
- Installing the Sage SalesLogix Client

Installing Sage SalesLogix Admin Tools and Servers and Attaching a Database on Microsoft Windows 8

To install Admin Tools and Servers and attach a database

1. After installing Microsoft Windows 8, provide the appropriate administrative access.
2. Install the Microsoft SQL 2005 Native Client.
3. Install Microsoft SQL 2008 R2 SP2 Express and SQL Management Studio.
4. Install the Microsoft SQL 2005 backward compatibility package.
5. Install Sage SalesLogix Admin Tools and Servers.
Ignore the error indicating a problem attaching the databases is returned.
6. When installation is complete, copy the .mdf file for the SalesLogix database from the install CD.
You can use either the saleslogix.mdf or the SalesLogix_Eval.mdf.
7. Open SQL Server Management Studio and manually attach the database.
See the Microsoft documentation for instructions on how to complete this task.

Installing the Sage SalesLogix Client on Microsoft Windows 8

Additional steps are required for installing the Sage SalesLogix Client on Microsoft Windows 8 if User Account Control (UAC) is enabled. If UAC is enabled, then you will be prompted to provide the Admin user name and password when installing. You can either provide the user name and password or turn off UAC before installing the Sage SalesLogix Client. You must be logged on as a user with administrative rights in order to turn off UAC.

To install the Sage SalesLogix Client by disabling User Account Control (UAC)

1. Do one of the following:
 - If you can provide the administrator's user name and password, proceed to step 3.
 - Log on to the computer as a user with administrative rights, go into the Control Panel, User Accounts and turn off User Account Control.
See the Microsoft documentation for instructions on how to complete this task.
2. Restart the computer.
3. Run the Sage SalesLogix Client install.
If you did not turn off User Account Control, when prompted provide the administrator's user name and password.
4. Once the Sage SalesLogix Client is installed you can turn on User Account Control again if you turned it off prior to installing Sage SalesLogix Client.

Setting the Admin.exe to "Run as Administrator" on Microsoft Windows Server 2012

Due to Microsoft Windows Server 2012 security, you must open the Admin.exe using the "Run as Administrator" command in order for data to be saved to the registry HKLM. Writing to the HKLM registry is necessary for the following items:

- SyncService data
- Mail Merge options

To run the Admin.exe as Admin

1. On the server, browse to the **Admin.exe**.
2. Right-click the **Admin.exe** and select **Run as Administrator**.

Creating Remote Databases on Microsoft Windows 8 or Server 2012

Additional steps are required before creating a remote database on Microsoft Windows 8 or Server 2012. The steps are different depending on the operating system and the version of SQL.

Creating Microsoft SQL 2008 R2 Remote Databases on Microsoft Windows 8 or Server 2012

Use the following steps to create a Microsoft SQL 2008 R2 database on Microsoft Windows 8 or Server 2012.

To create a remote database on Microsoft Windows 8

1. Install the Microsoft SQL 2005 Native Client.
2. Install Sage SalesLogix Admin Tools and Servers. This will also:
 - Install Microsoft SQL 2005 backward compatibility.
 - Install Microsoft SQL 2008 R2 Express.
 - Attach the Sage SalesLogix database, if the option is selected.
3. Create the remote database.



For specific steps, see the Administrator help topics "Creating Remote User Databases" and "Creating Remote Office Database".

To create a remote database on Windows Server 2012

1. Install the Microsoft SQL 2005 Native Client.
2. Install Microsoft SQL 2008 R2 Express Sp1.
3. Install Sage SalesLogix Admin Tools and Servers. This will also:
 - Install Microsoft SQL 2005 backward compatibility.
 - Attach the Sage SalesLogix Database, if that option is selected.

4. Create the remote database.



For specific steps, see the Administrator help topics "Creating Remote User Databases" and "Creating Remote Office Database".

Creating Microsoft SQL 2012 Remote Databases on Microsoft Windows 8 or Server 2012

Use the following steps to create a Microsoft SQL 2012 database on Microsoft Windows 8 or Server 2012.

To create a remote database on Microsoft Windows 8 or Server 2012

1. Install the Microsoft SQL 2005 Native Client.
2. Install Microsoft SQL 2012 Express.
3. Install Sage SalesLogix Admin Tools and Servers. This will also:
 - Install Microsoft SQL 2005 backward compatibility.
 - Attach the Sage SalesLogix database, if the option is selected.
4. Create the remote database.



For specific steps, see the Administrator help topics "Creating Remote User Databases" and "Creating Remote Office Database".

Installing and Uninstalling Desktop Integration on Microsoft Windows Server 2012

The steps for installing and uninstalling Desktop Integration on Windows Server 2012 are different than the standard steps. Use the following steps for installing and uninstalling Desktop Integration on Windows Server 2012.

Installing Desktop Integration on Windows Server 2012

To install Desktop Integration

1. Download from a browser or copy the **SLXDesktopIntegrationSetup.exe** to a directory on the server.
2. Either install to the default folder or create a folder in which to install to (if not using default folders).
3. Log on as a user who is assigned local administrative rights.
4. Open Windows Explorer and browse to the location of the **SLXDesktopIntegrationSetup.exe**.
5. Right-click the **SLXDesktopIntegrationSetup.exe** and select **Run as Administrator**.
6. On the Welcome screen, click **Next**.

7. On the License Agreement screen, read the information, accept the agreement, and then click **Next**.
8. Do one of the following:
 - Select **Complete** to install all of the Desktop Integration features to the default install location.
 - Select **Custom** to select which Desktop Integration features you want to install or change the install location.
9. Click **Next**.
10. If you selected the Custom install, do any of the following, and then click **Next**:
 - If you do not want to install Office Integration (Mail Merge, Export to Excel, drag and drop), click the drop-down arrow next to **Office Integration** and select **This feature will not be available**.
 - If you do not want to install Microsoft Outlook Integration (Send SLX/Record to History and Desktop Manager), click the drop-down arrow next to **Outlook Integration** and select **This feature will not be available**.
 - To change the install location, click **Change**, browse to or type the desired install location, and then click **OK**.
11. Click **Install**.
12. Click **Finish**.

The Desktop Manager opens, which allows you to set your Desktop Integration options for Send SLX and Record to History. If you are not using Outlook Integration, you do not need to configure any options in the Desktop Manager.

To install Desktop Integration using the command line install options:

1. Log on as a user who is assigned local administrative rights.
2. Download and copy the **SLXDesktopIntegrationSetup.exe** to a directory on the server.
3. Either accept the default folder, or create an installation folder.
4. Open a command prompt window (run as Administrator).
5. Browse to the folder where the **SLXDesktopIntegrationSetup.exe** was copied, and run one of the following command lines:
 - For a Complete install, type:
SlxDesktopIntegrationSetup.exe /s /v"/qn INSTALLDIR="C:\Program Files\<installationfolder>"
 - For a Custom install of Office Integration only, type:
SlxDesktopIntegrationSetup.exe /s /v"/qn INSTALLDIR="C:\SLXDESKTOP\
ADDLOCAL=OfficeIntegration
 - For a Custom install of Outlook Integration only, type:
SlxDesktopIntegrationSetup.exe /s /v"/qn INSTALLDIR="C:\SLXDESKTOP\
ADDLOCAL=OutlookIntegration
6. After installation is complete, close the command prompt.

Uninstalling Desktop Integration from Windows 2012

To uninstall Desktop Integration

1. Log on as a user who is assigned local administrative rights.
2. Close any browsers, Microsoft Office applications, and the DesktopManager.exe before uninstalling.
3. Open Windows Explorer.
4. Browse to the location of the **SLXDesktopIntegrationSetup.exe**.
5. Right-click the **SLXDesktopIntegrationSetup.exe** and select **Run as Administrator**.
6. If prompted, click **Yes**.
7. Click **Next**.
8. Select **Remove**, and then click **Next**.
9. Click **Remove**.
10. Click **Finish**.

To uninstall Desktop Integration using command line options.

1. Log on as a user who is assigned local administrative rights.
2. Open a command prompt (Run as administrator).
3. Browse to the location where the **SLXDesktopIntegrationSetup.exe** is located.
4. At the command prompt, type the following:
msiexec.exe /x {A615A6AF-1975-474A-9105-0BECF2AE2A40}.
5. Press **Enter**.
6. Select **Uninstall**.