



Issue

If you are considering upgrading or installing SQL Server 2008 (any edition/platform) there is an issue that is easily overlooked and we have extended the documentation, with screenshots, in this area to assist you.

Once upgraded or installed, any attempt to login to the SalesLogix Client will result in the following error being returned: **"Invalid SystemInfo"**. You are able to login to Admin successfully but no client can login.

Reason

After upgrading to SQL Server 2008 a new Native Client is installed – "SQL Server Native Client 10.0" which includes new parameters that, by default, are incompatible with the requirements for SalesLogix and appear to be impossible to set. Each time you switch off the **"Blank Password"** option and switch on the **"Allow Saving Password"** option – they reset back to default.

Resolution

In order to set these parameters correctly you must follow the implementation guide Page 29, Task 6. This is easily overlooked, especially if you are used to setting the parameters normally.

You are required to alter the **"Persist Security Info"** and the **"Integrated Security"** option.

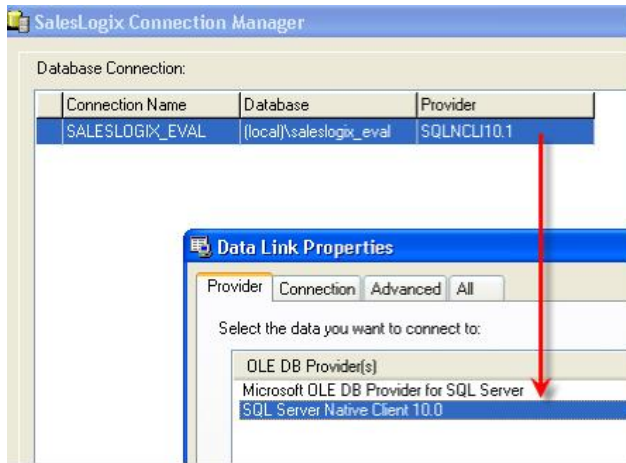
1. Open the SalesLogix Connection Manager
2. Add or Edit the required connection – ensure you select the SQL Server Native Client 10.0 provider.
3. Make the normal changes to define the Server/Database and sysdba/password settings.
4. Select the All tab
5. Locate the option **"Persist Security Info"** option and change the setting to **"True"**
6. Locate the option **"Integrated Security"** and press the Edit Value button, then press the Reset Value button.

This should correct the issue.



Connection Manager

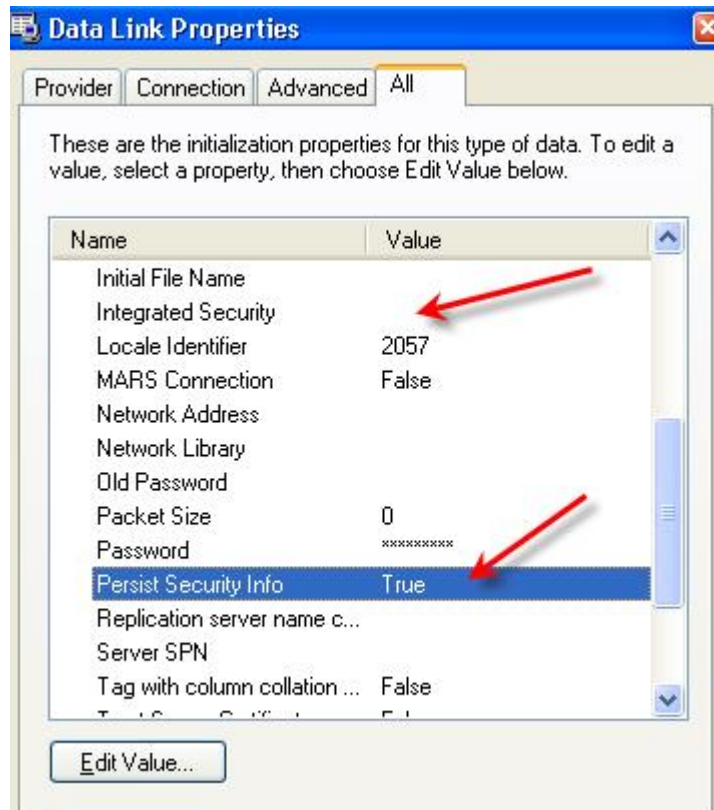
Choose the correct provider



Make the relevant changes for your database server/database name. Do not forget that the default password for sysdba has now changed in SalesLogix v7.5.



Alter the All tab



1. Locate the option “Persist Security Info” option and change the setting to “True”
2. Locate the option “Integrated Security” and press the Edit Value button, then press the **Reset Value** button. Note, you do not get any feedback at this stage – but this step must be done.
3. Press OK three times to save the changes and exit Connection Manager.

Open Connection Manager and verify that the settings were saved. If all is well, the options will be shown as indicated. If not, the “Blank Password” will be checked and “Allow Saving Password” is unchecked. This indicates the issue and you should follow the steps above to ensure the settings are saved correctly.

