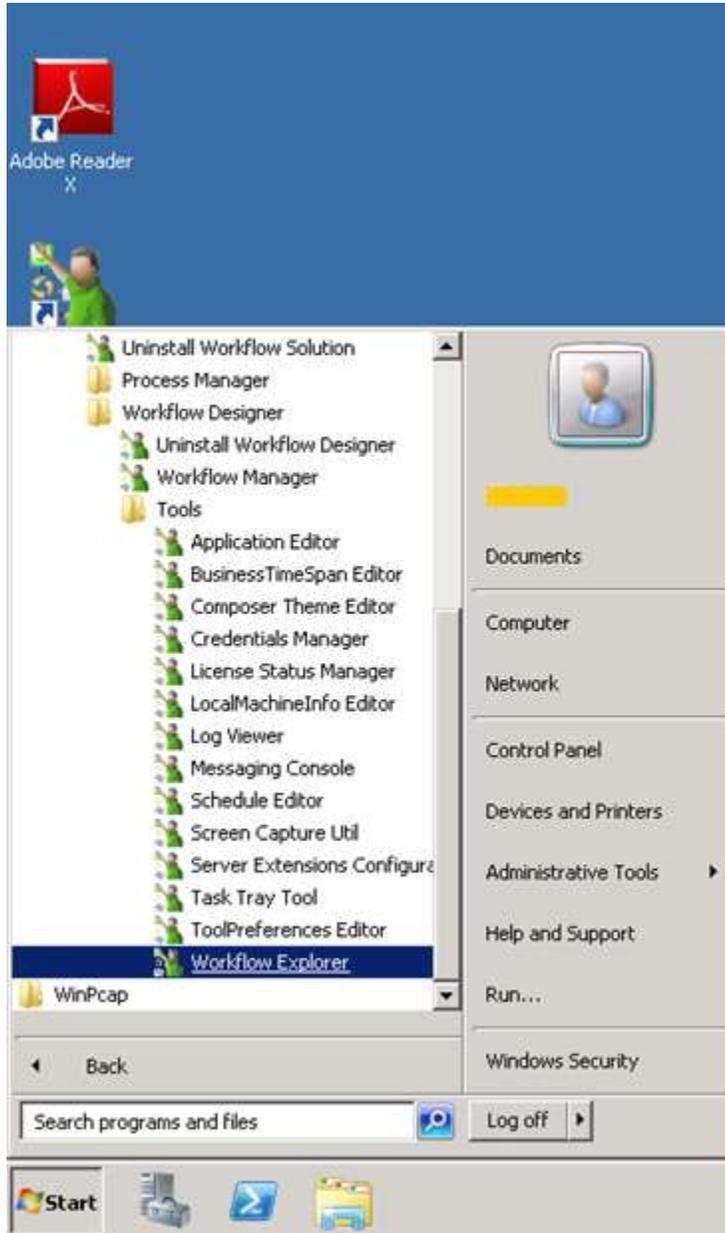


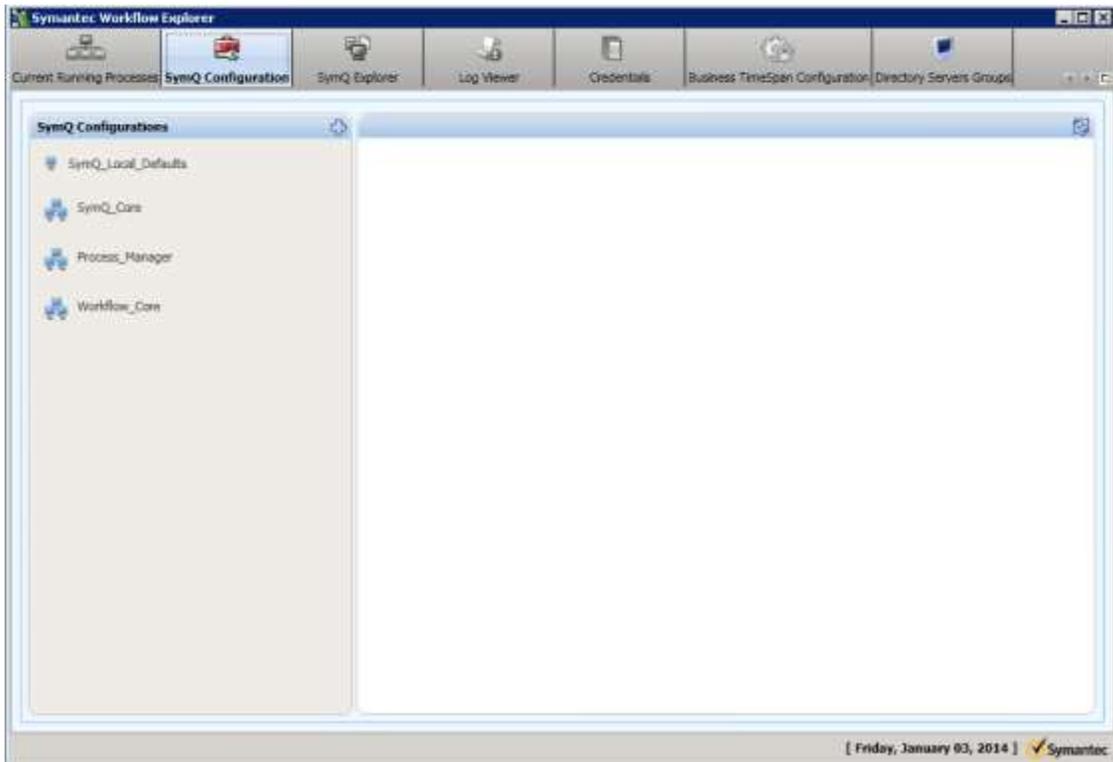
How to Change Connection String for Custom Ports of SQL Server for ServiceDesk

This step by step document explains how to changes the connection string if your SQL Server default instance or SQL Server Instance on which you ProcessManager database is installed assigned custom port instead of default port 1433.

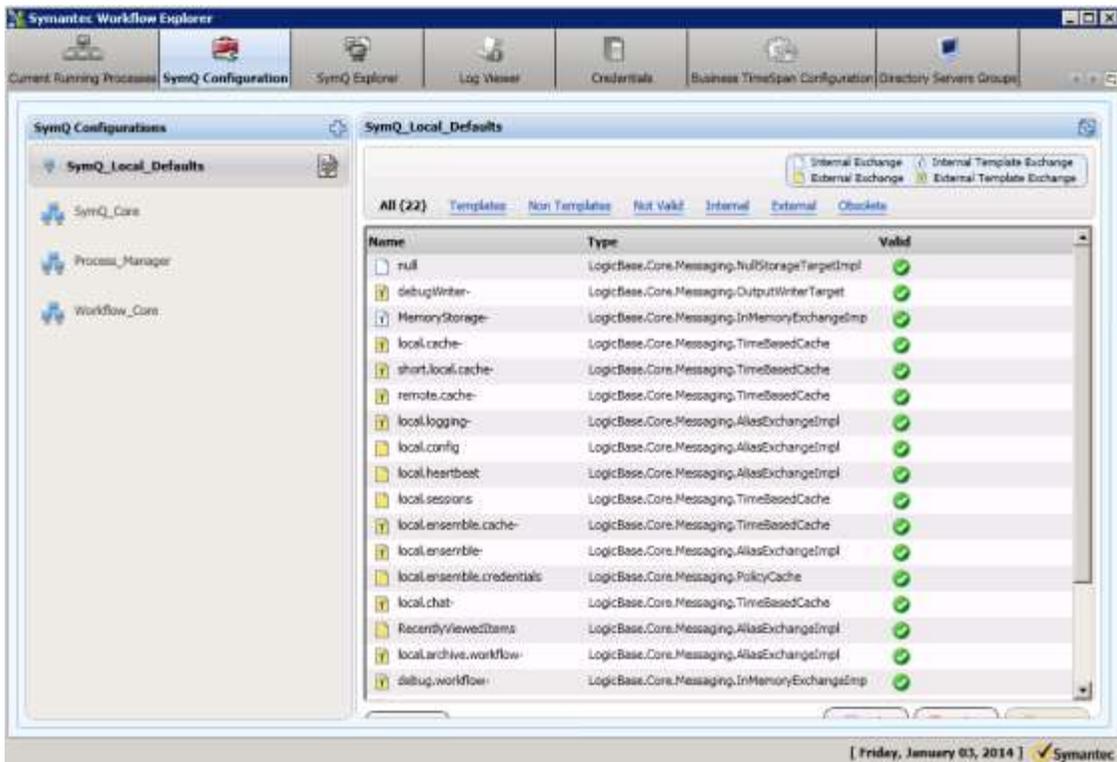
1. Go to Start > All Programs > Symantec > Workflow > Designer > Tool > Workflow Explorer



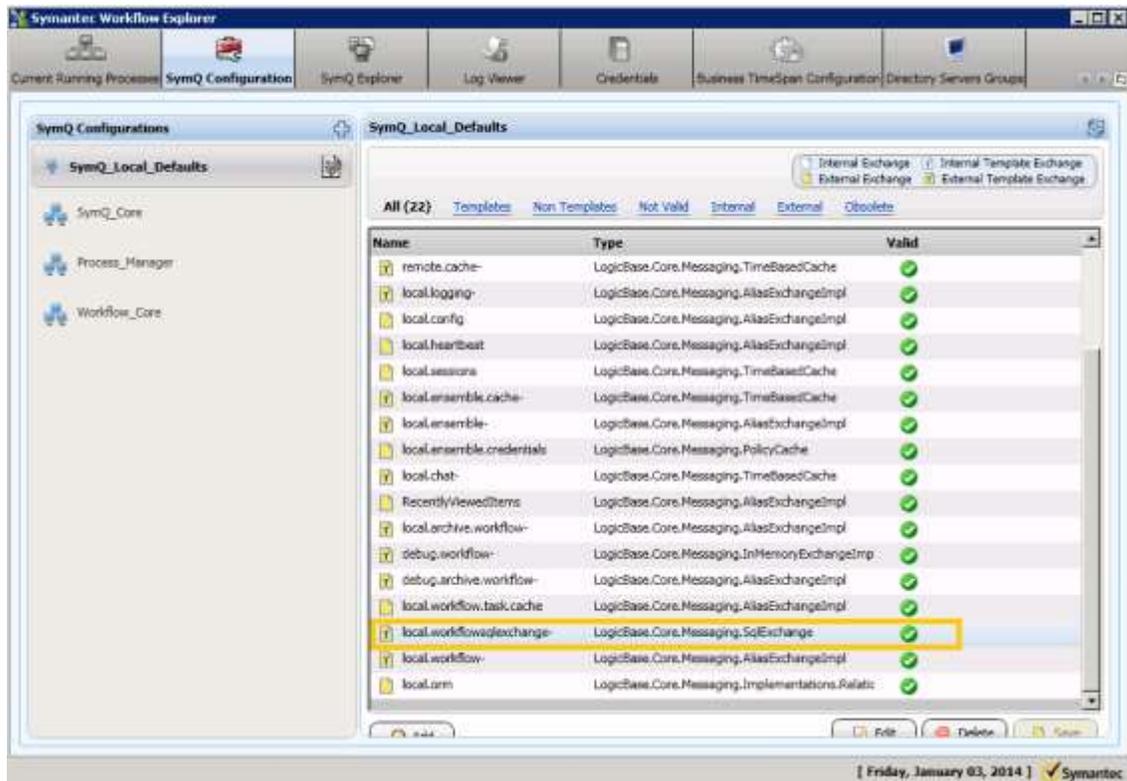
2. In Workflow Explorer, go to SymQ Configuration



3. Go to SymQ_Local_Defaults section in the left pane



4. Select local.workflowsqlexchange-



5. Click Edit button and then click ellipsis in the end of the SQL Connection String.

Edit Exchange

Find Properties

SQL

Sql Connection String ...

Lease Timeout ...

Sql Isolation Level

Create Tables

ExchangeName

Exchange Name

GlobalSettings

Is Template Configuration

Is External Config

Message Key Generation Strategy

Exchange Type

OK

6. Modify it appropriately as <SQLSERVER\INSTANCENAME,port#>.

Connection String Editor

Server name: Refresh

Log on to the server

Use Windows Authentication

Use SQL Server Authentication

User name:

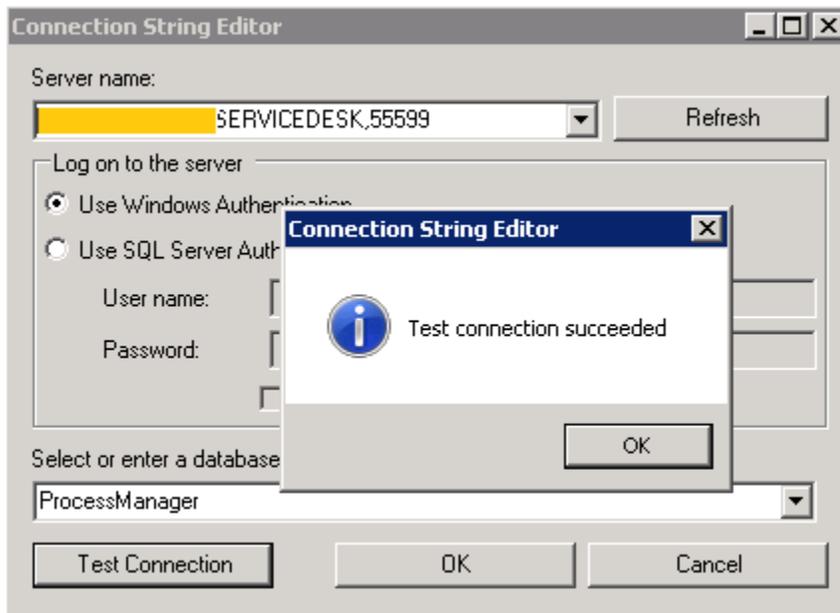
Password:

Persist security Info

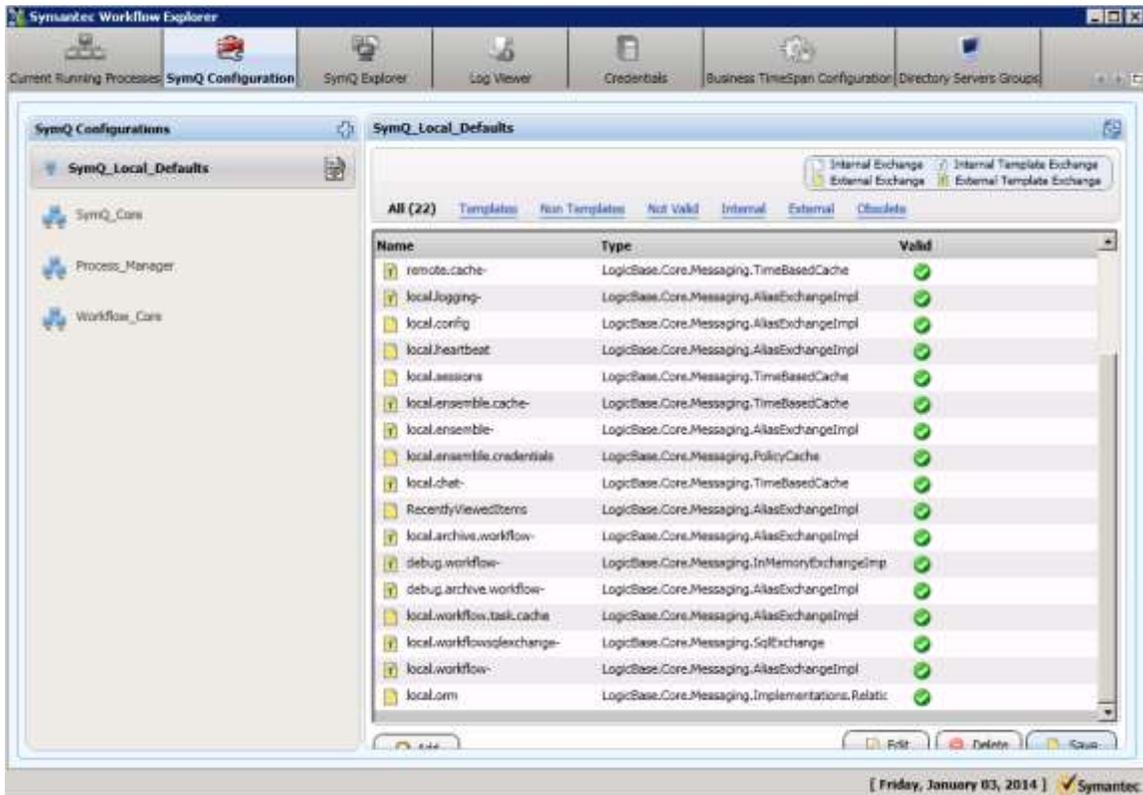
Select or enter a database name:

Test Connection OK Cancel

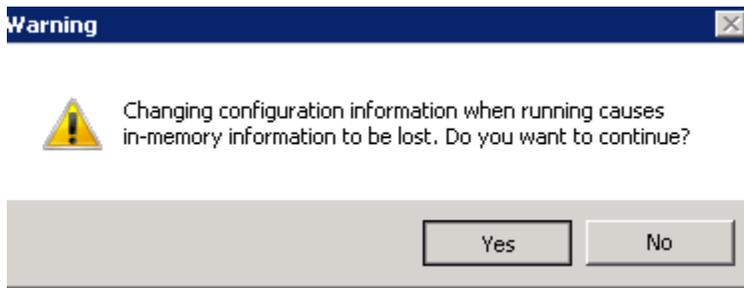
7. Click on Test Connection if succeeded click OK



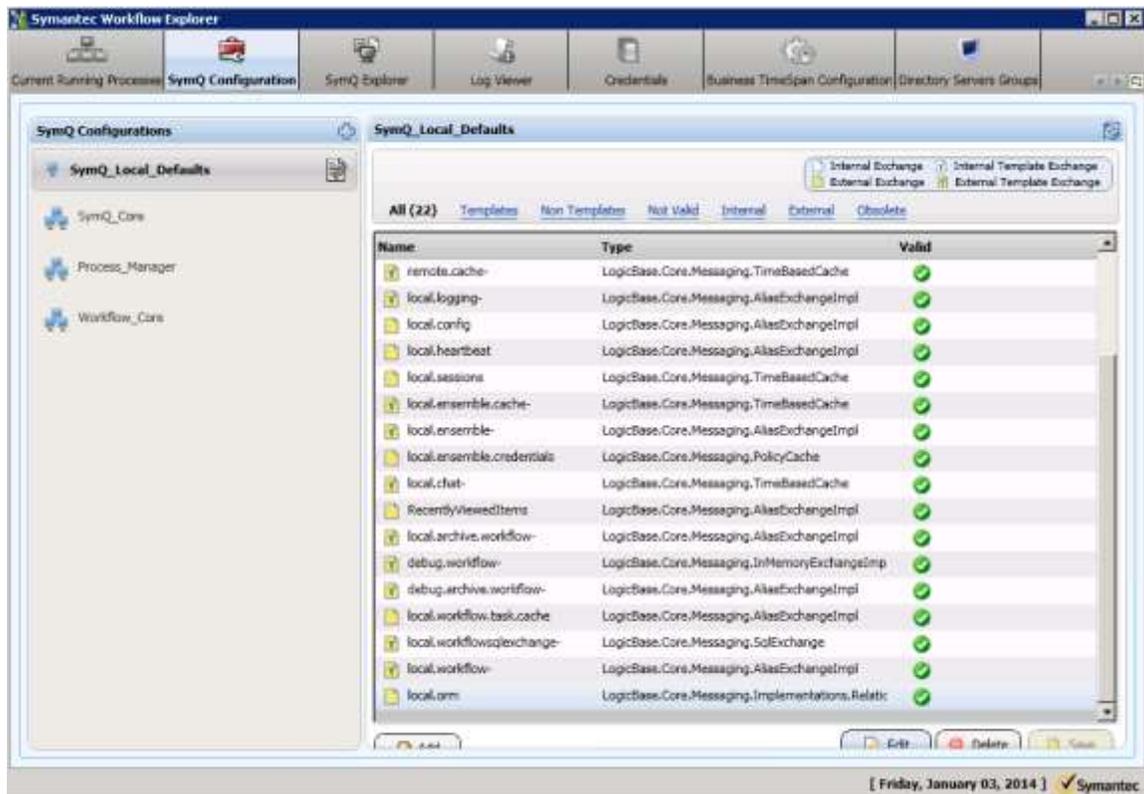
8. Click on Save.



9. Click on Yes



10. Select local.orm, click Edit button and repeat the same procedure and Save



11. Click Edit button and then click ellipsis in the end of the SQL Connection String.

The image shows a Windows-style dialog box titled "Edit Exchange" with a close button (X) in the top right corner. At the top right of the dialog is a "Find Properties" search box with a clear button (X). The dialog is organized into three sections:

- StorageConfiguration**:
 - Sql Connection String: A text box containing "per;Integrated Security=True;Pooling=True;Connect Timeout=30" with an ellipsis button to its right.
 - Caching Exchange Queue Name: A dropdown menu with "null" selected.
 - Auto Sync Tables: A checked checkbox.
 - Store Type Mapping: An unchecked checkbox.
- ExchangeName**:
 - Exchange Name: A text box containing "local.orm".
- GlobalSettings**:
 - Is Template Configuration: An unchecked checkbox.
 - Is External Config: A checked checkbox.
 - Message Key Generation Strategy: A dropdown menu with "Guid" selected.
 - Exchange Type: A text box containing "LogicBase.Core.Messaging.Implementations.RelationalMapperExchange".

An "OK" button is located at the bottom right of the dialog.

12. Enter the port like in below image as <SQLSERVER\INSTANCENAME,port#>

Connection String Editor

Server name:
...SERVICEDESK,55599 Refresh

Log on to the server
 Use Windows Authentication
 Use SQL Server Authentication
User name:
Password:
 Persist security Info

Select or enter a database name:
ProcessManager

Test Connection OK Cancel

13. Click on Test Connection and if succeeded click on OK

Connection String Editor

Server name:
...SERVICEDESK,55599 Refresh

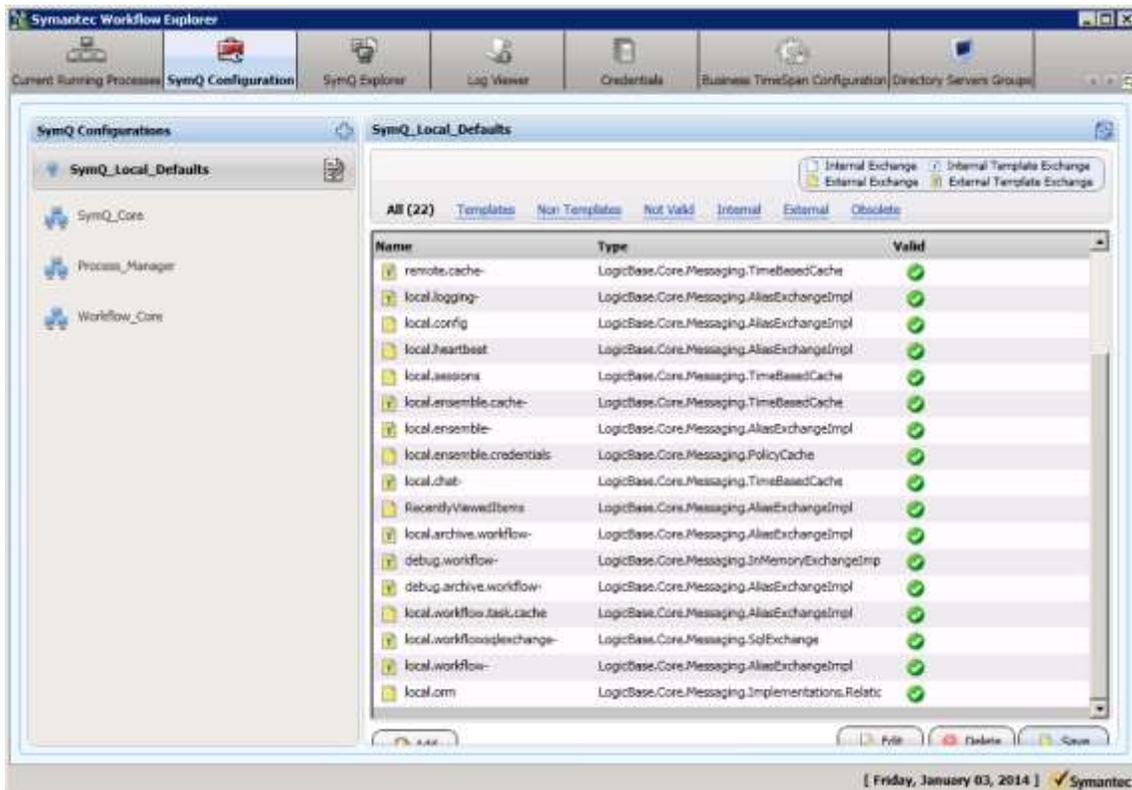
Log on to the server
 Use Windows Authentication
 Use SQL Server Authentication
User name:
Password:
 Persist security Info

Select or enter a database name:
ProcessManager

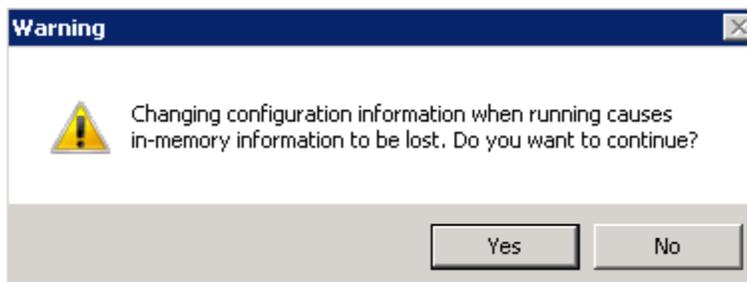
Test Connection OK Cancel

Connection String Editor
Test connection succeeded
OK

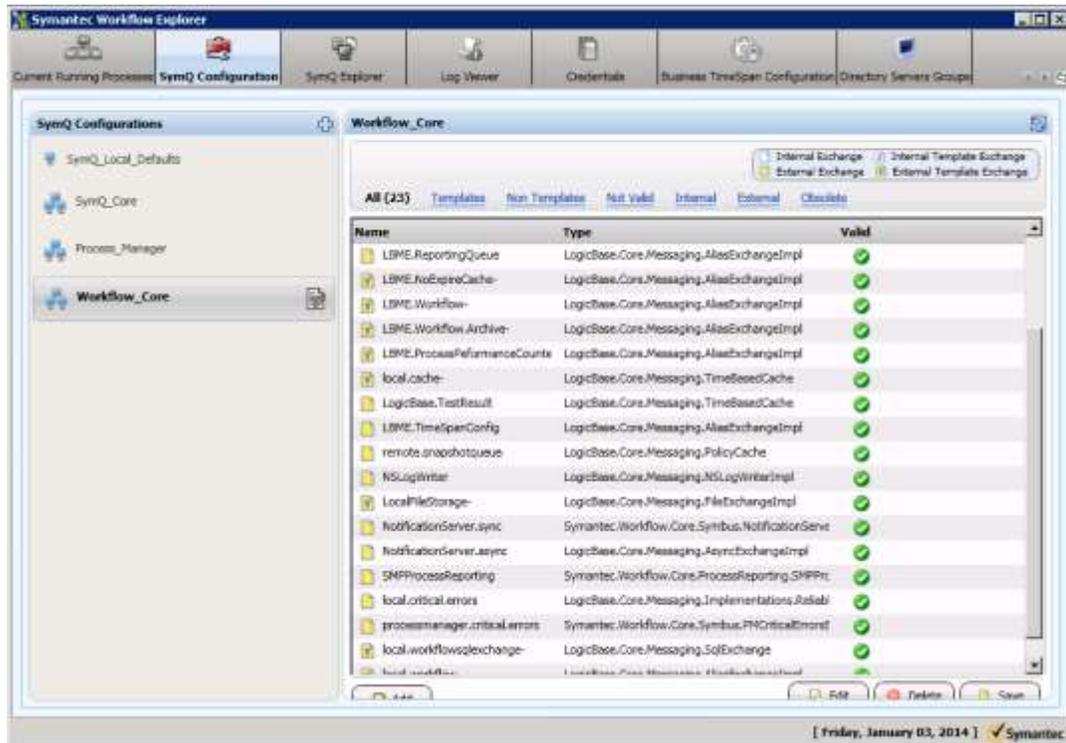
14. Click on Save.



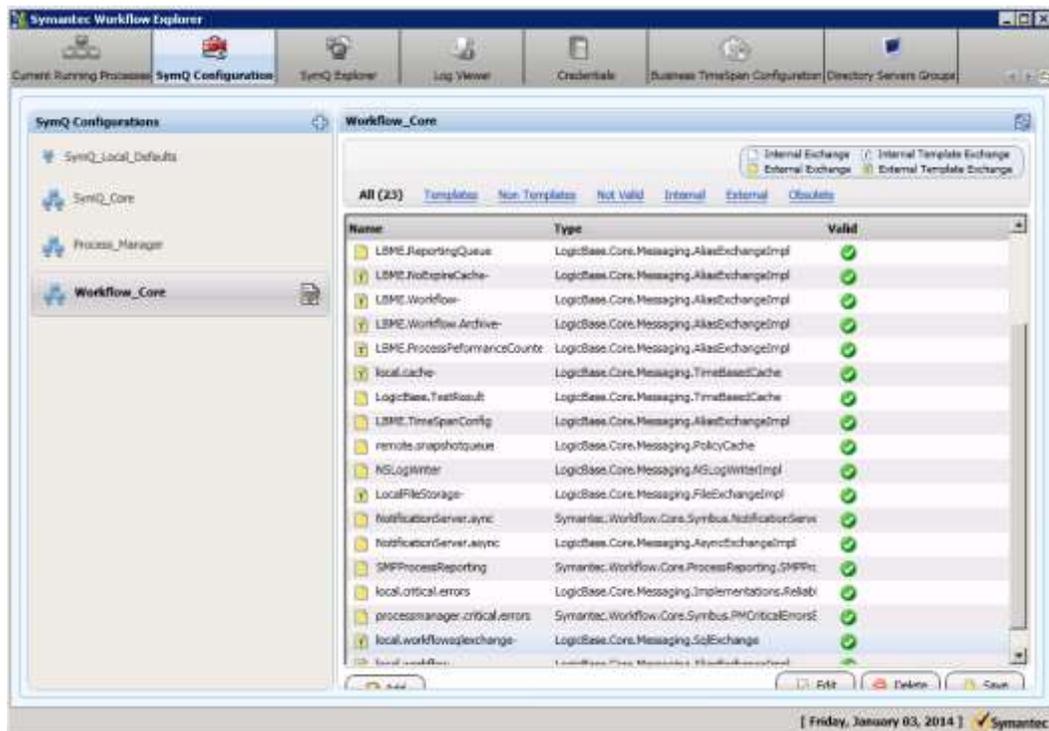
15. Click Yes



16. Go to Workflow_Core section in the left pane



17. Select local.workflowsqlexchange- and edit the SQL connection string as in the steps above and Save again



18. Click Edit button and then click ellipsis in the end of the SQL Connection String.

Edit Exchange

Find Properties

SQL

Sql Connection String

Lease Timeout

Sql Isolation Level

Create Tables

ExchangeName

Exchange Name

GlobalSettings

Is Template Configuration

Is External Config

Message Key Generation Strategy

Exchange Type

OK

19. Enter the custom port.

Connection String Editor

Server name: Refresh

Log on to the server

Use Windows Authentication

Use SQL Server Authentication

User name:

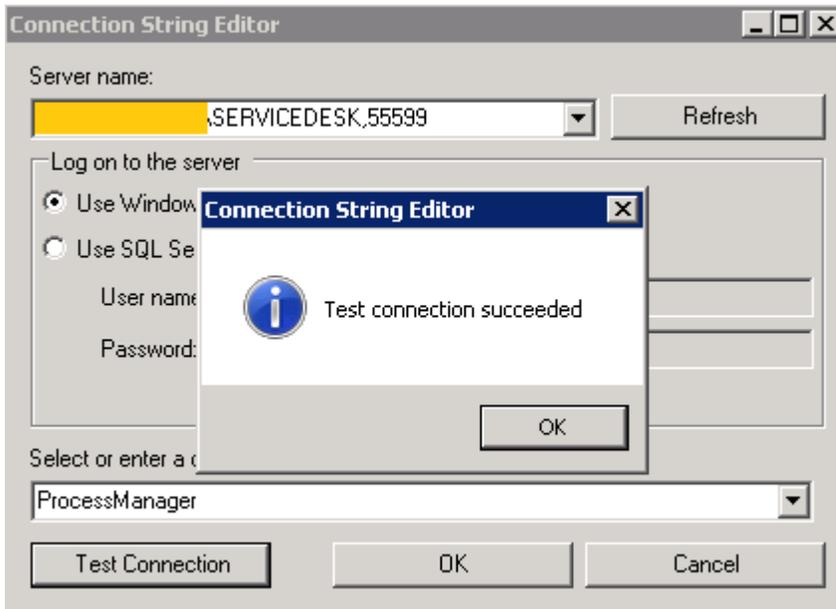
Password:

Persist security info

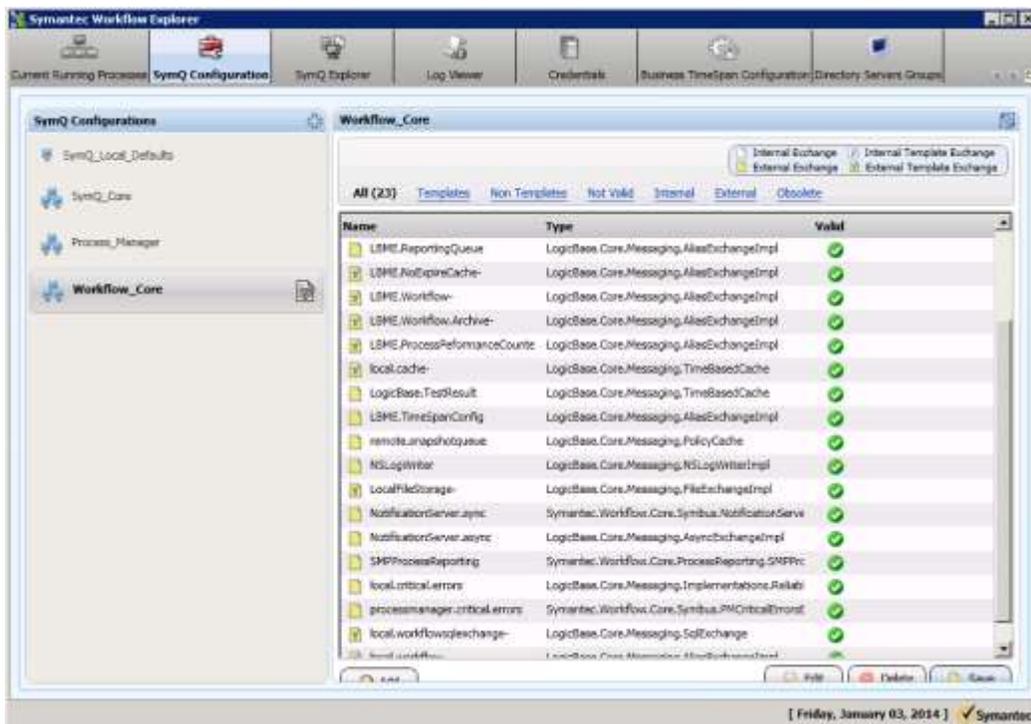
Select or enter a database name:

Test Connection OK Cancel

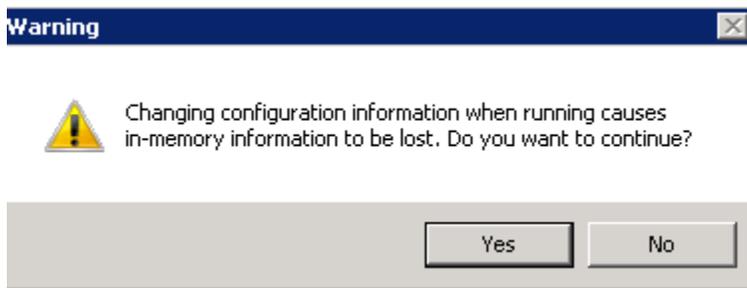
20. Click on Test Connection if succeeded Click on OK



21. Click on Save



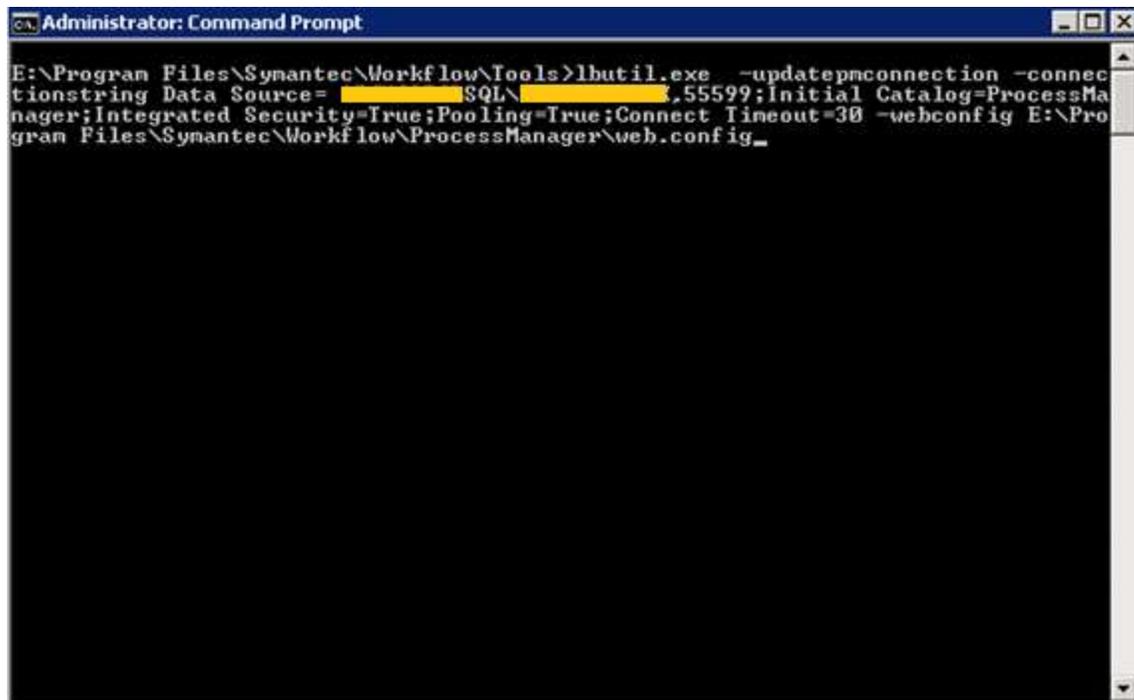
22. Click Yes.



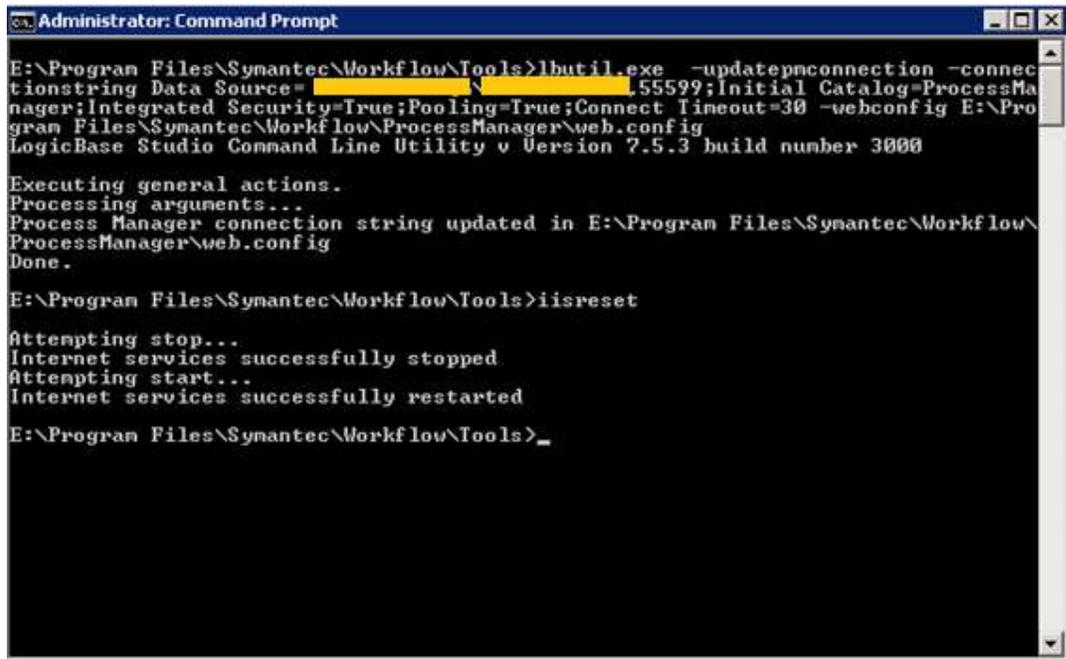
23. There is also an encrypted SQL connection string in the web.config file, default path is C:\Program Files\Symantec\Workflow\ProcessManager\web.config - it may be on a drive other than C in your environment. You can use lbutil.exe Workflow tool to update the encrypted connection string - its default location is C:\Program Files\Symantec\Workflow\Tools\lbutil.exe
Open command window and run the following command, providing the correct file path where indicated.

Full Command (only replace with your install drive and SQLServer,port or SQLServer Name\Instance,port)

Go to install Drive and location `<Install Drive>:\Program Files\Symantec\Workflow\Tools\lbutil.exe -updatepmconnection -connectionstring Data Source= SQLSERVER\INSTANCENAME,55599;Initial Catalog=ProcessManager;Integrated Security=True;Pooling=True;Connect Timeout=30 -webconfig <Install Drive>:\Program Files\Symantec\Workflow\ProcessManager\web.config`



When all the changes are done, run iisreset command



```
Administrator: Command Prompt
E:\Program Files\Symantec\Workflow\Tools>lbutil.exe -updatepnconnection -connectionstring Data Source= [redacted] .55599;Initial Catalog=ProcessManager;Integrated Security=True;Pooling=True;Connect Timeout=30 -webconfig E:\Program Files\Symantec\Workflow\ProcessManager\web.config
LogicBase Studio Command Line Utility v Version 7.5.3 build number 3000

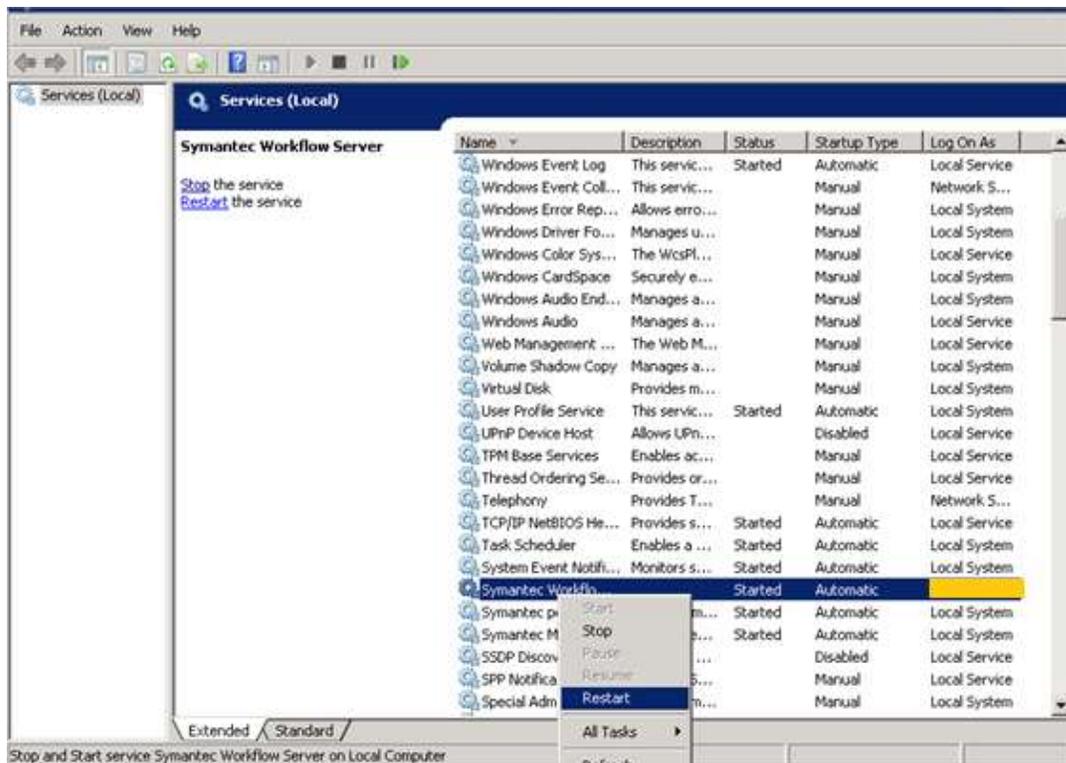
Executing general actions.
Processing arguments...
Process Manager connection string updated in E:\Program Files\Symantec\Workflow\ProcessManager\web.config
Done.

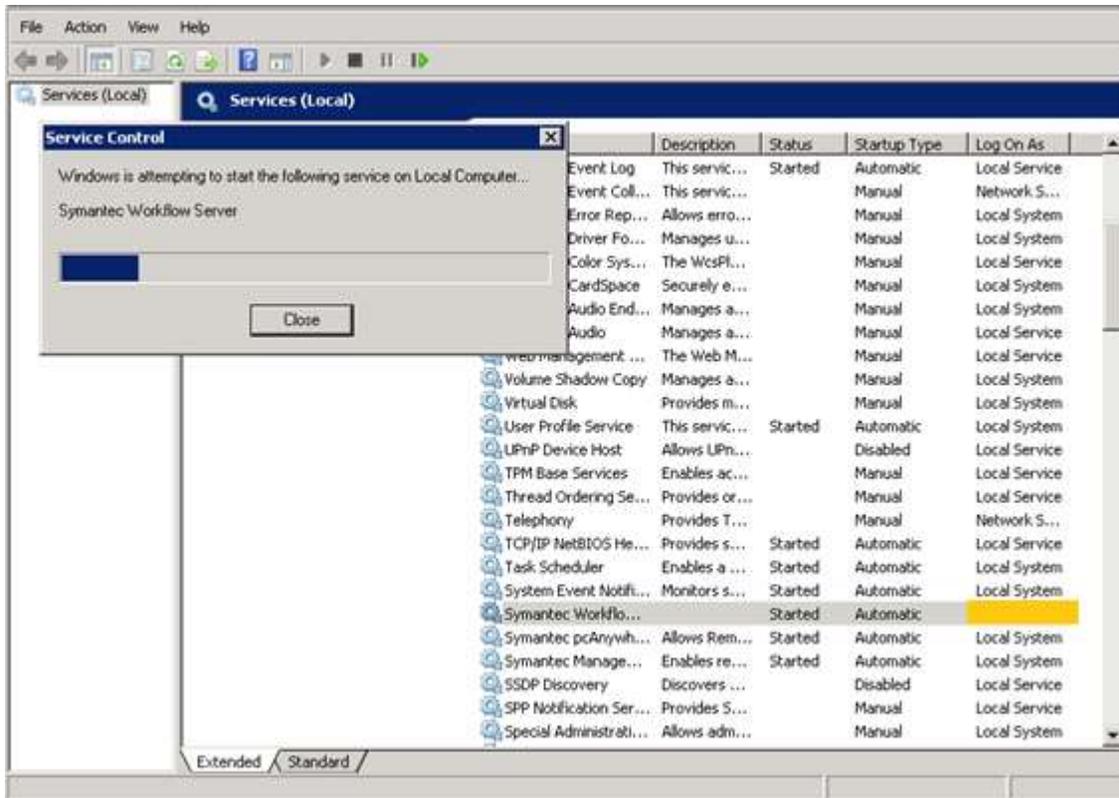
E:\Program Files\Symantec\Workflow\Tools>iisreset

Attempting stop...
Internet services successfully stopped
Attempting start...
Internet services successfully restarted

E:\Program Files\Symantec\Workflow\Tools>_
```

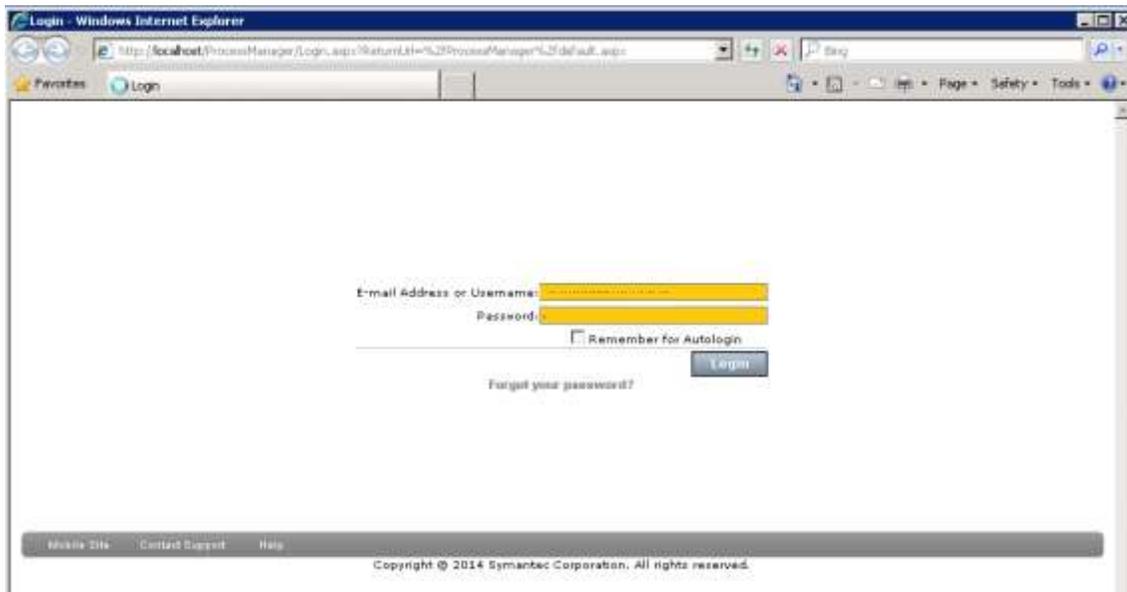
24. Go to Services and restart Symantec Workflow Server





If you face any error that could be related to one of the last 3 steps missing.

25. Finally Test by opening browser and logging in



Home - Windows Internet Explorer

http://localhost:ProcessManager/Portal/Template33_66-100.aspx?PageID=63ee6423-9ab1-4f02-0104-0f1e1d3

Account Logout

Home Submit Request Documents My Task List Knowledge Base Tickets Workflow Reports More...

Search EB

Search Text: Search

My Requests

Report Settings Select a group action

Generated by: [redacted] 5 records.

ID	Name	Age	% C...	Status
IM-000007	Test Incident	1 day(s) and 12 hour	25	Assigned
IM-000005	Test	3 day(s)	10	Received
IM-000004	Test 2	10 day(s)	25	Assigned
IM-000003	Test1	10 day(s)	10	Received
IM-000002	[redacted]	10 day(s)	10	Received

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Local intranet | Protected Mode: Off 100%