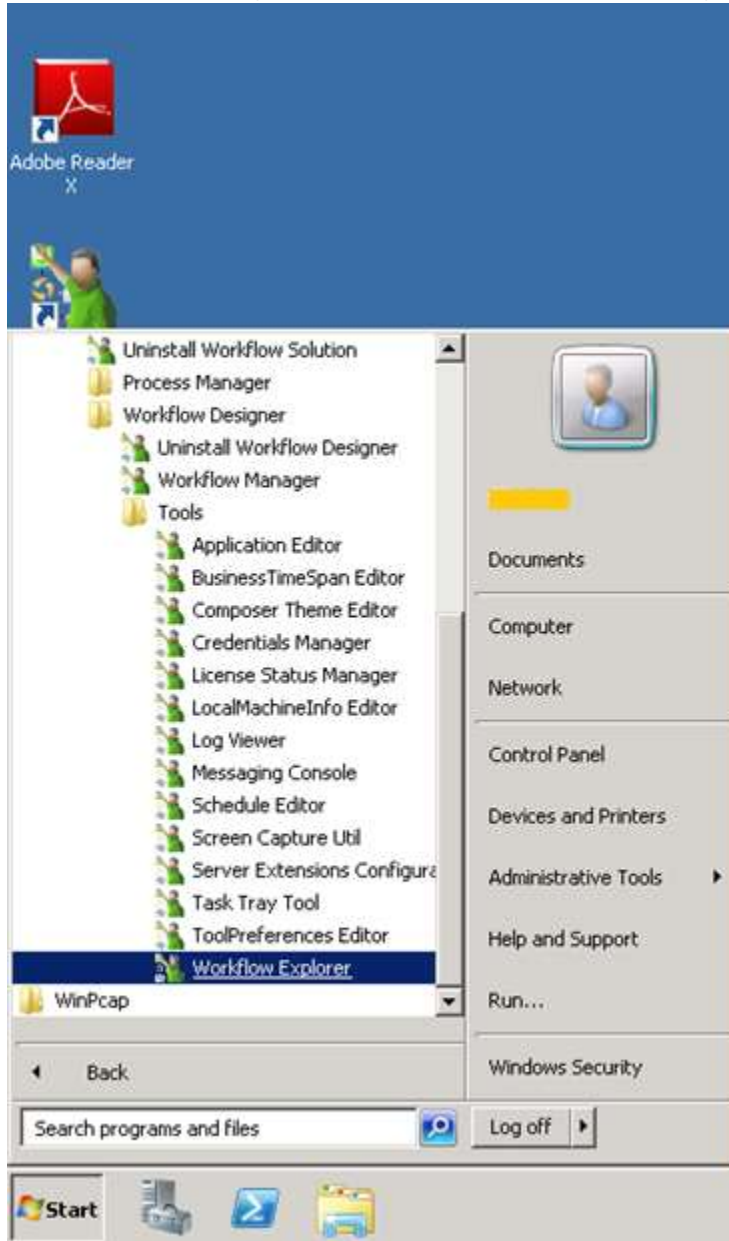


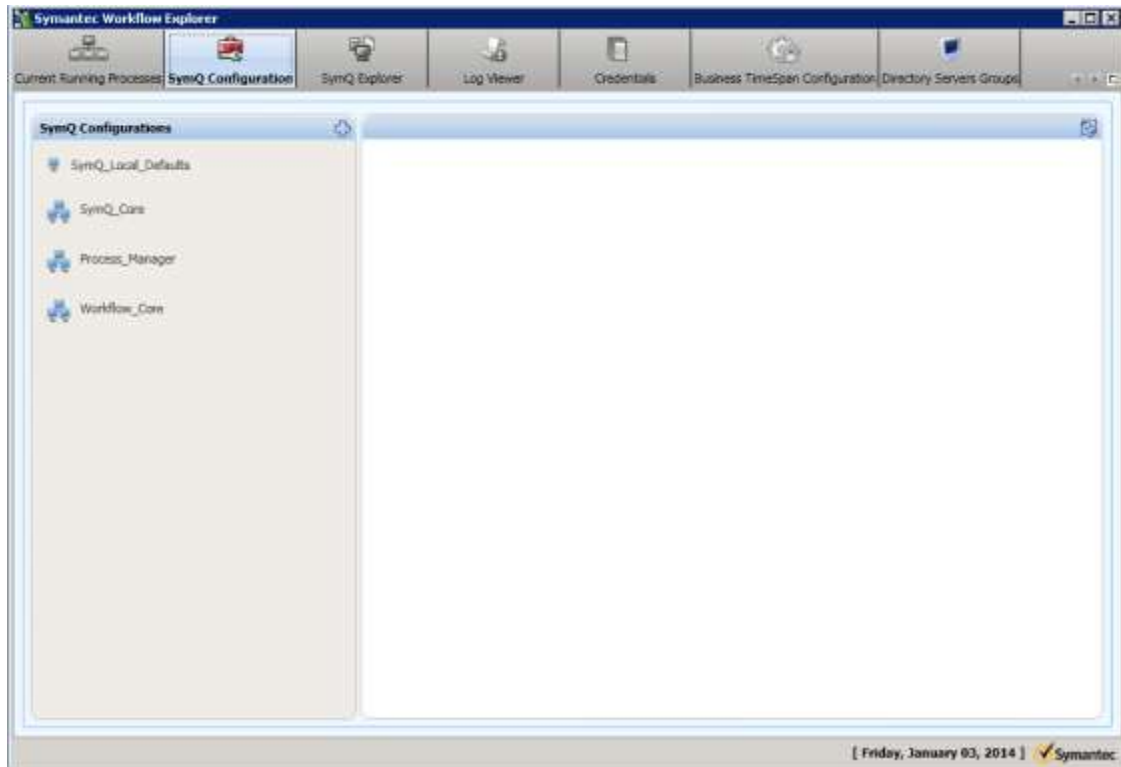
How to Change Connection String for Custom Ports of SQL Server for ServiceDesk

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.

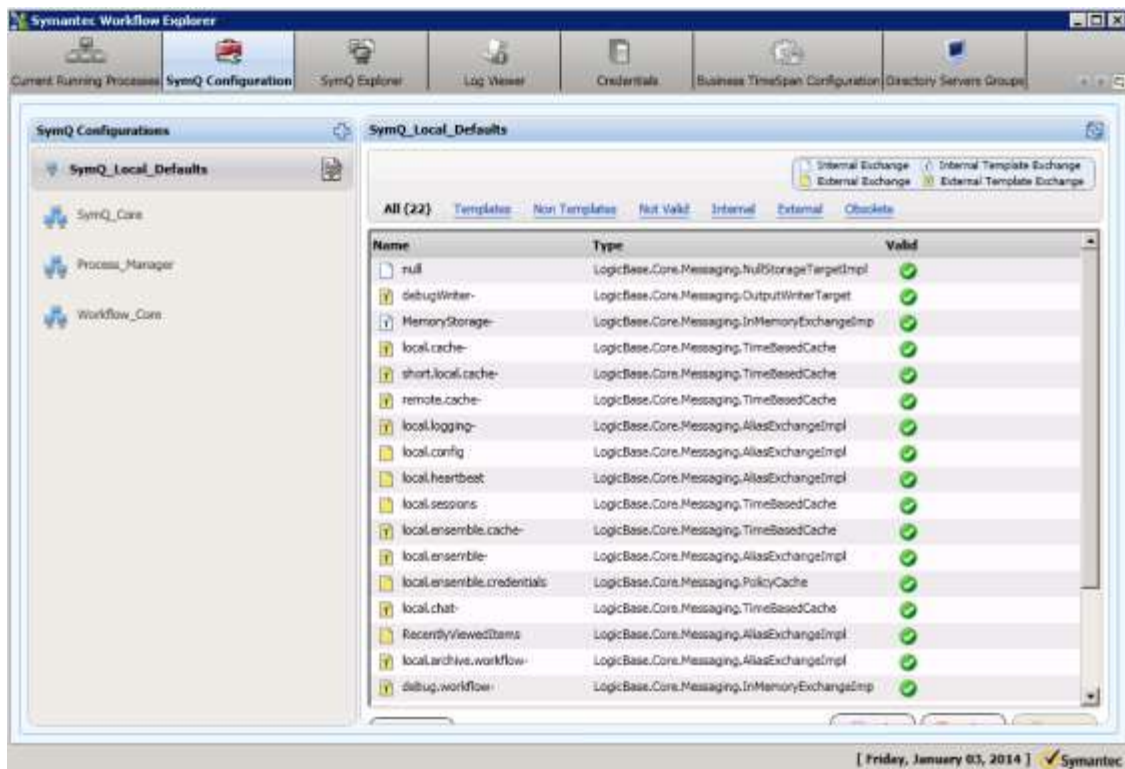
1. Go to Start > All Programs > Symantec > Workflow > Designer > Tool > Workflow Explorer



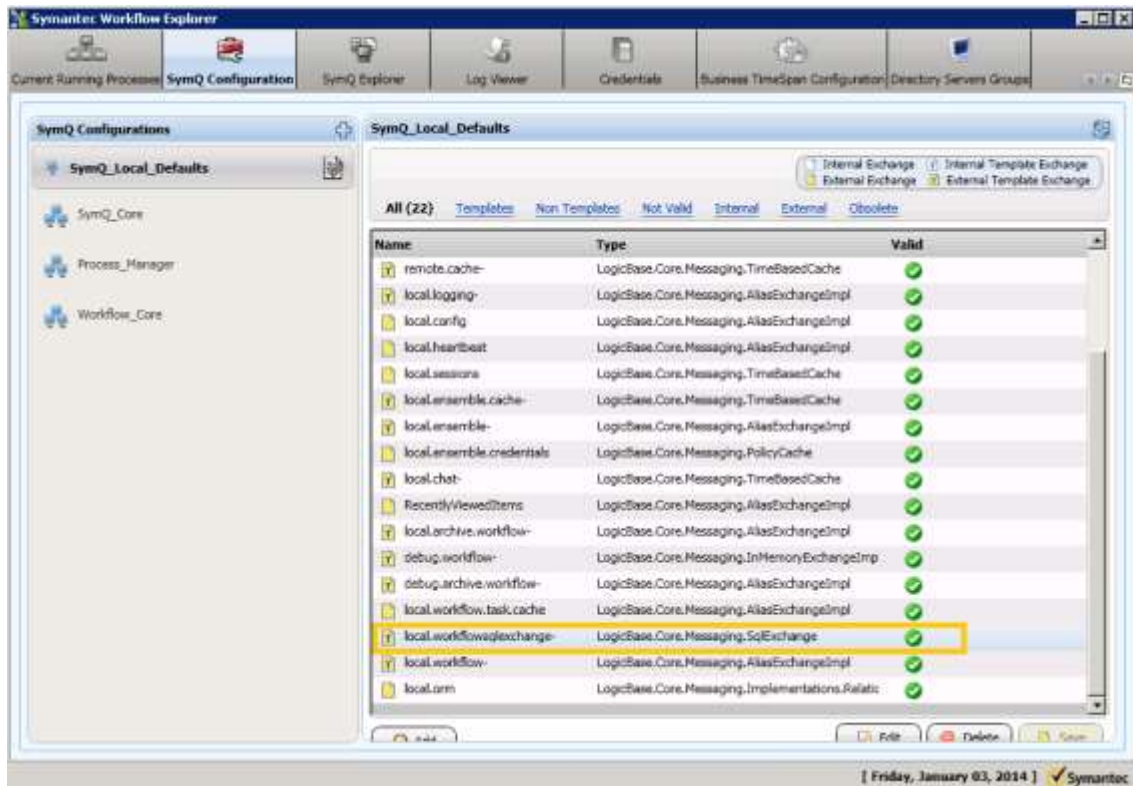
2. In Workflow Explorer, go to SymQ Configuration



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 Data Source=SERVICEDESK;Initial Catalog=ProcessManager ...

Lease Timeout 00:00:30 ...

Sql Isolation Level Unspecified

Create Tables ☒

ExchangeName

Exchange Name local.workflowsqlexchange-

GlobalSettings

Is Template Configuration ☒

Is External Config ☒

Message Key Generation Strategy Sequential Guid

Exchange Type LogicBase.Core.Messaging.SqlExchange

OK

6. Modify it appropriately 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:

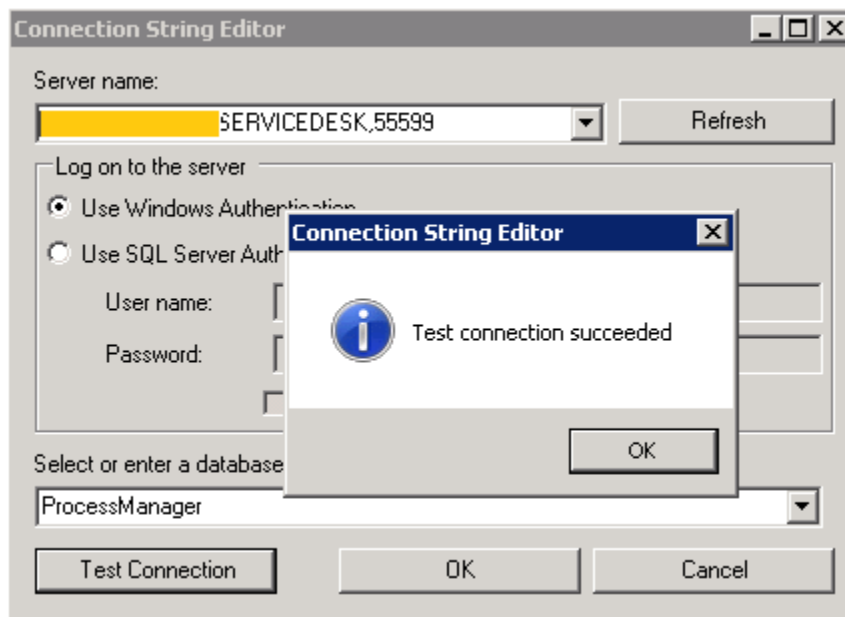
Password:

☐ Persist security Info

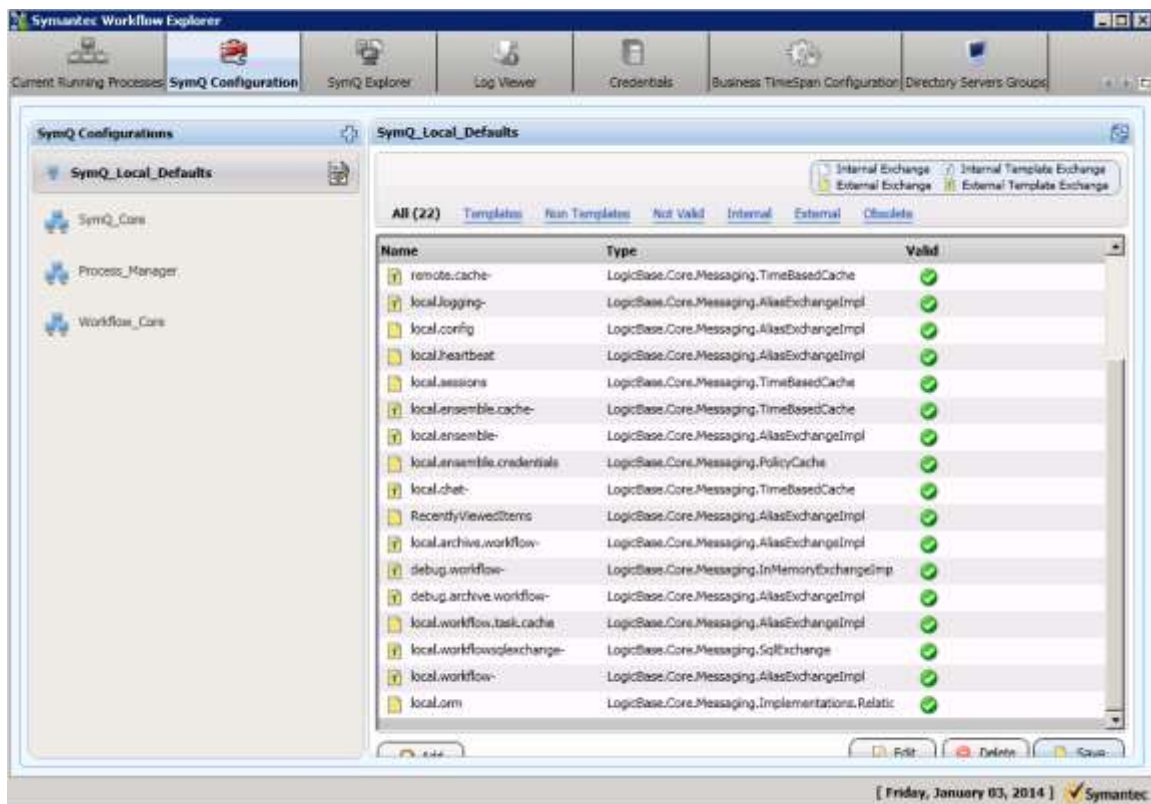
Select or enter a database name: ProcessManager

Test Connection OK Cancel

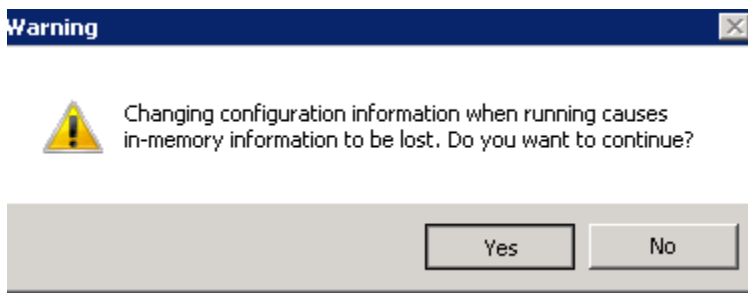
7. Click on Test Connection if succeeded click OK



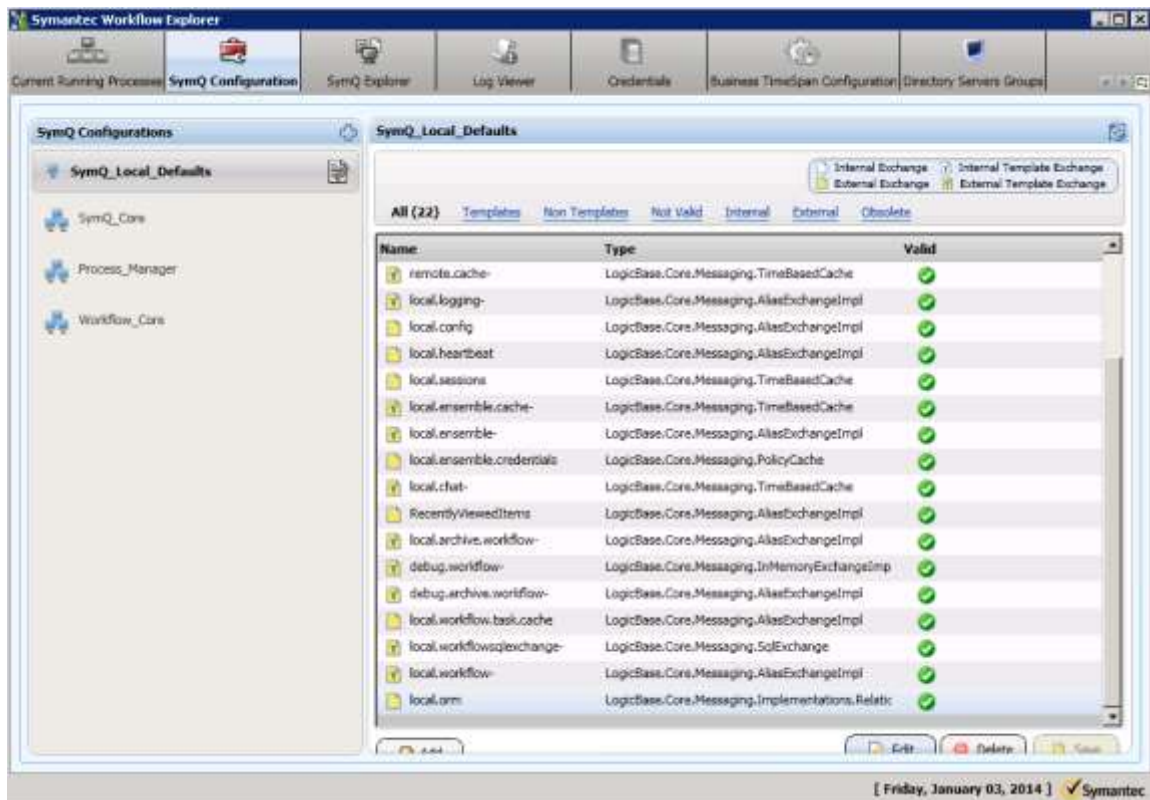
8. Click on Save.



9. Click on Yes



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



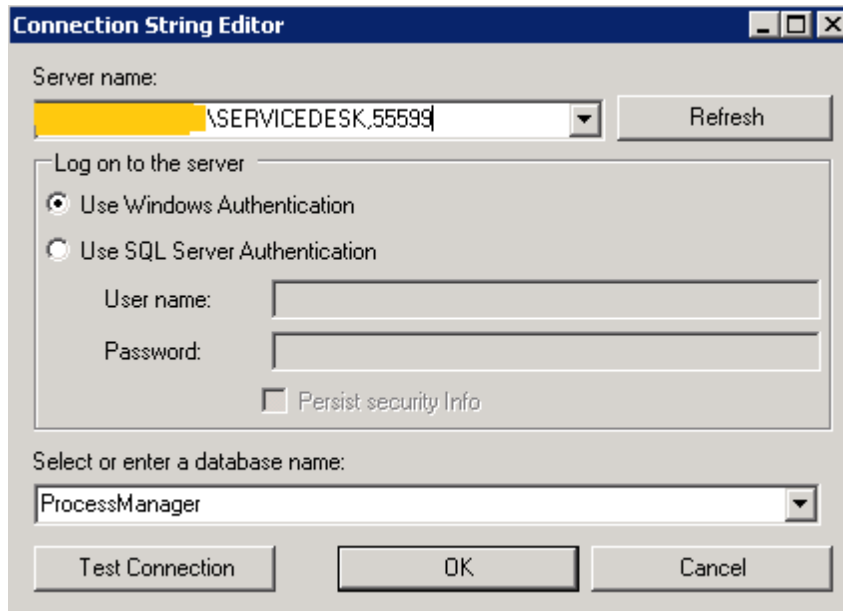
11. Click Edit button and then click ellipsis in the end of the SQL Connection String.

The screenshot shows the 'Edit Exchange' dialog box with the following configuration:

- StorageConfiguration**
 - Sql Connection String: `per;Integrated Security=True;Pooling=True;Connect Timeout=30` (with an ellipsis button to the right)
 - Caching Exchange Queue Name: `null` (with a dropdown arrow)
 - Auto Sync Tables: ☒
 - Store Type Mapping: ☐
- ExchangeName**
 - Exchange Name: `local.orm`
- GlobalSettings**
 - Is Template Configuration: ☐
 - Is External Config: ☒
 - Message Key Generation Strategy: `Guid` (with a dropdown arrow)
 - Exchange Type: `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#>



The screenshot shows the 'Connection String Editor' dialog box. The 'Server name' dropdown is set to 'SQLSERVER\SERVICEDESK,55599'. The 'Log on to the server' section has 'Use Windows Authentication' selected. The 'Database name' dropdown is set to 'ProcessManager'. The 'Test Connection' button is highlighted.

Server name: Refresh

Log on to the server

☒ Use Windows Authentication

☐ Use SQL Server Authentication

User name:

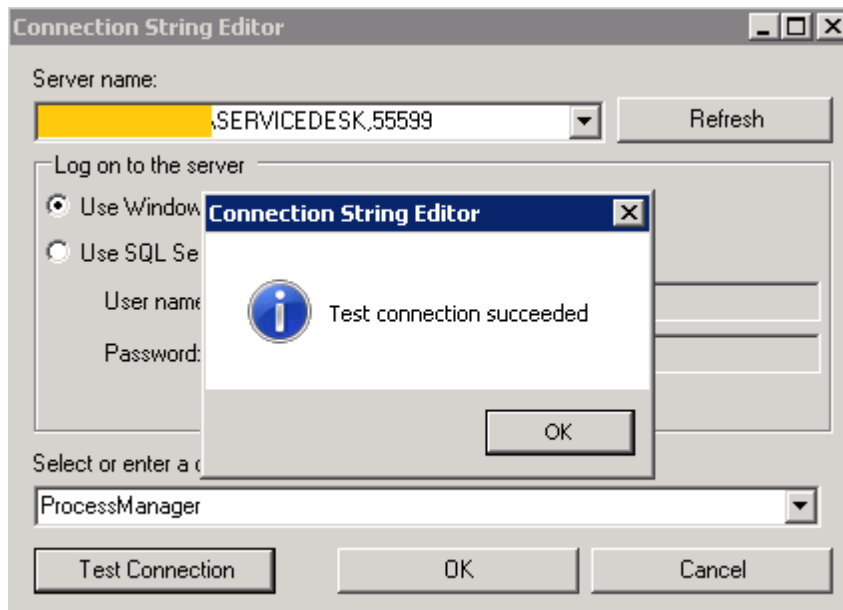
Password:

☐ Persist security Info

Select or enter a database name:

Test Connection OK Cancel

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



The screenshot shows the 'Connection String Editor' dialog box with a smaller 'Connection String Editor' dialog box overlaid on top. The overlaid dialog box contains an information icon and the text 'Test connection succeeded', with an 'OK' button at the bottom. The background dialog box is partially obscured.

Server name: Refresh

Log on to the server

☒ Use Windows Authentication

☐ Use SQL Server Authentication

User name:

Password:

Select or enter a database name:

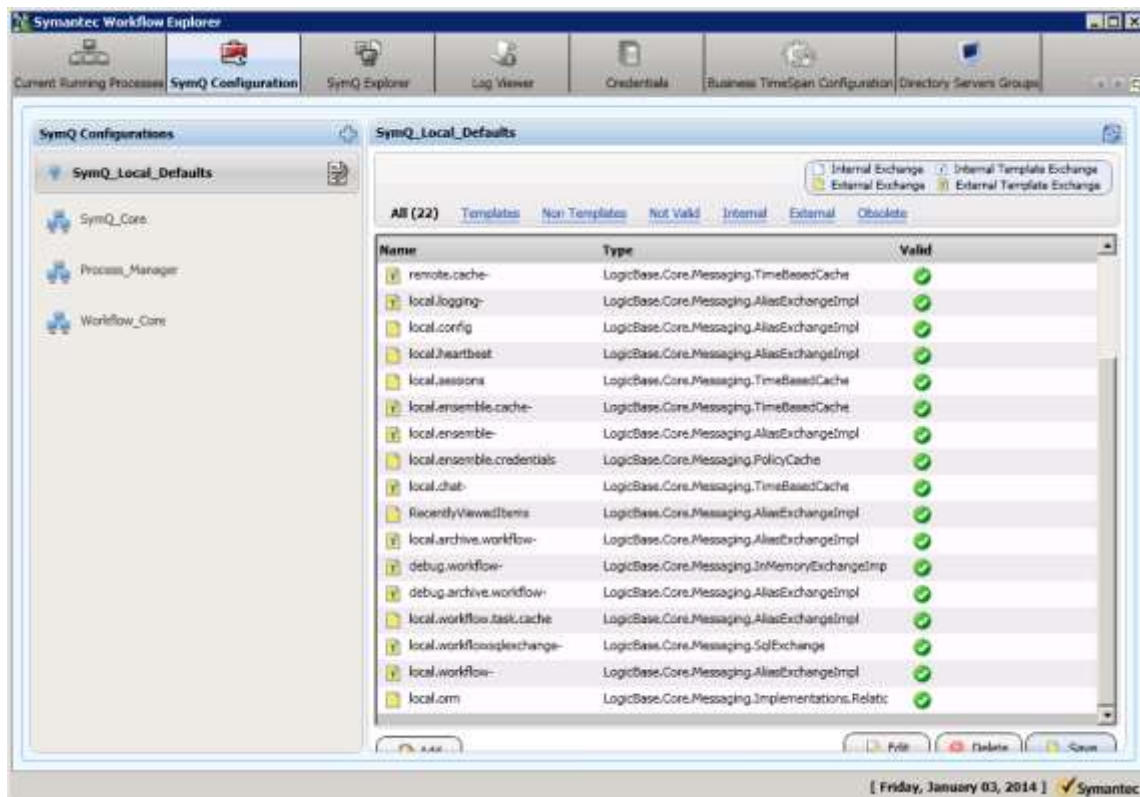
Test Connection OK Cancel

Connection String Editor

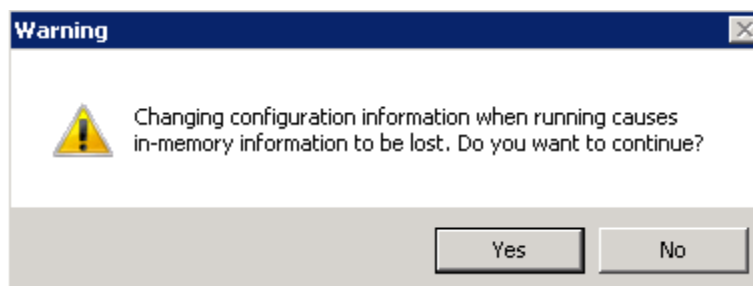
Test connection succeeded

OK

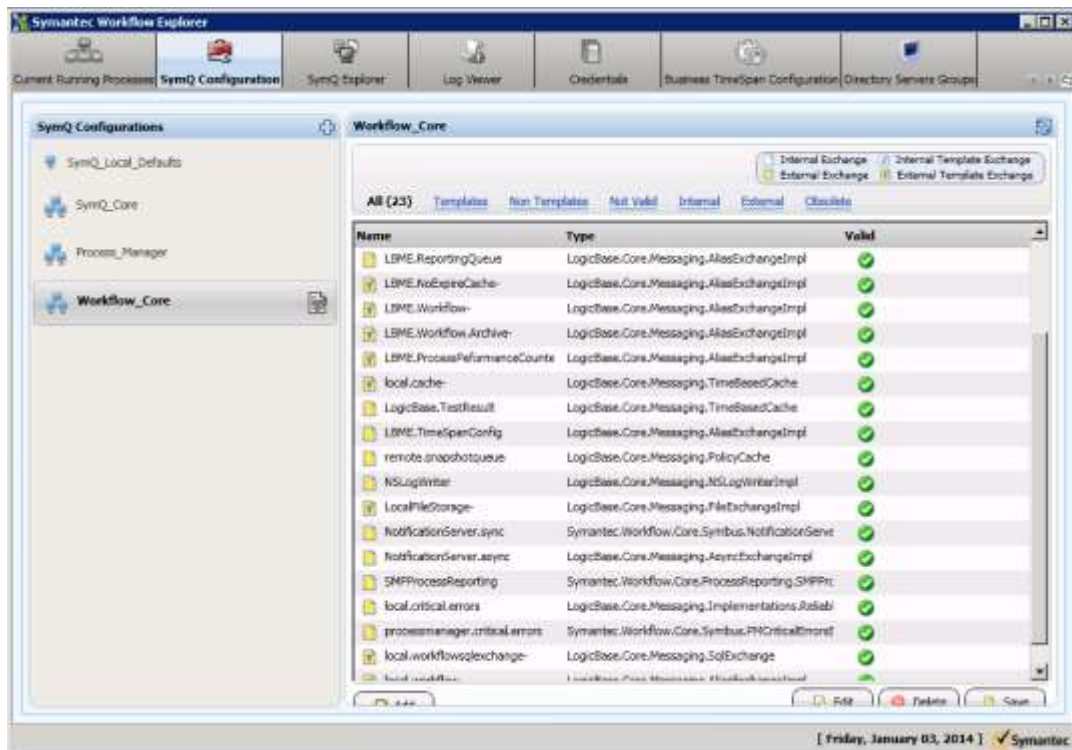
14. Click on Save.



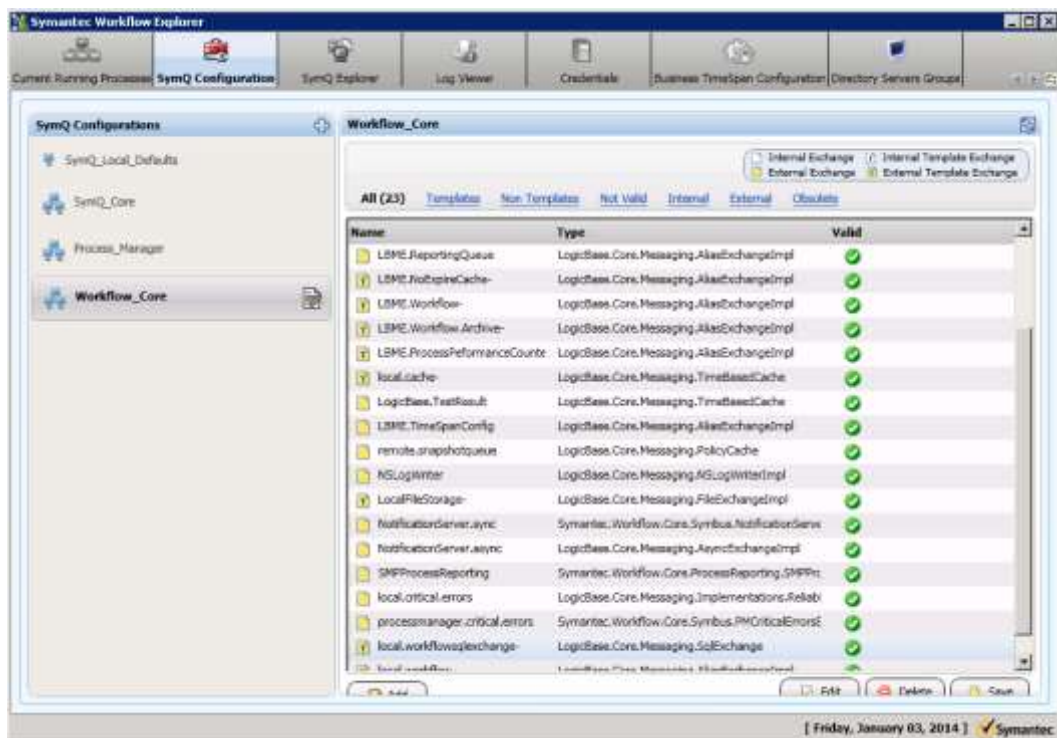
15. Click Yes



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:

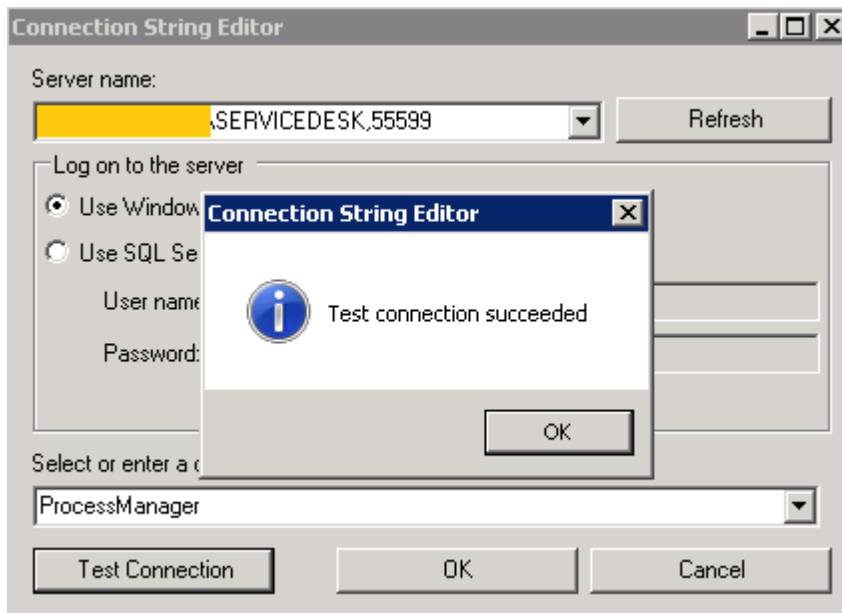
Password:

☐ Persist security Info

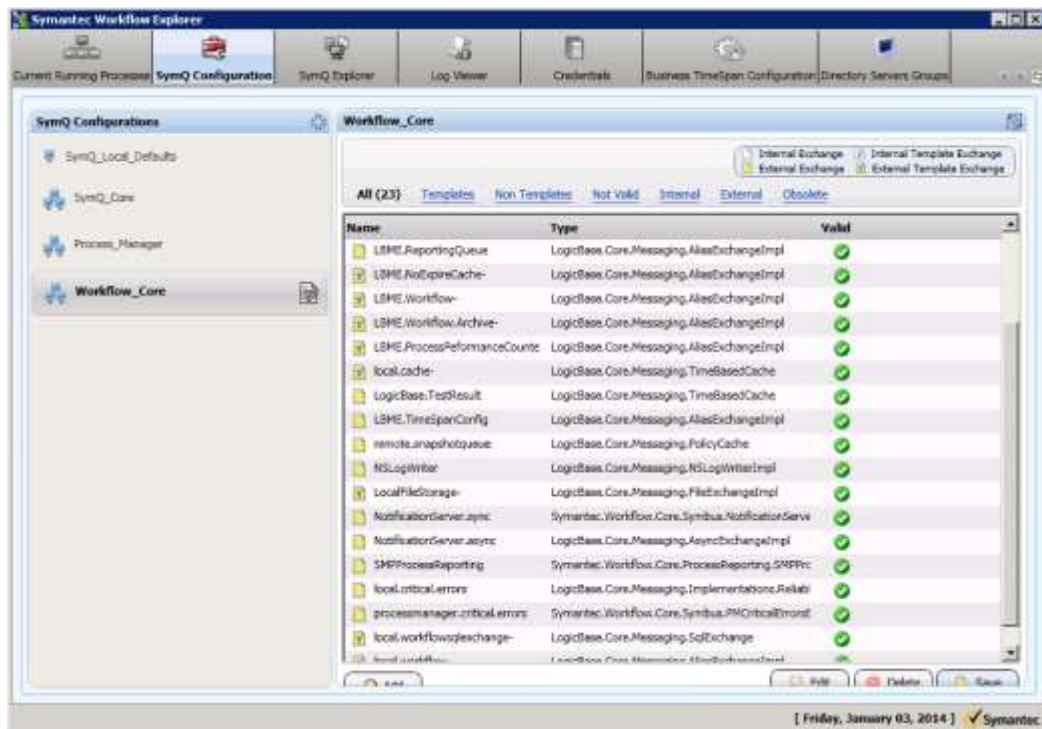
Select or enter a database name:

Test Connection OK Cancel

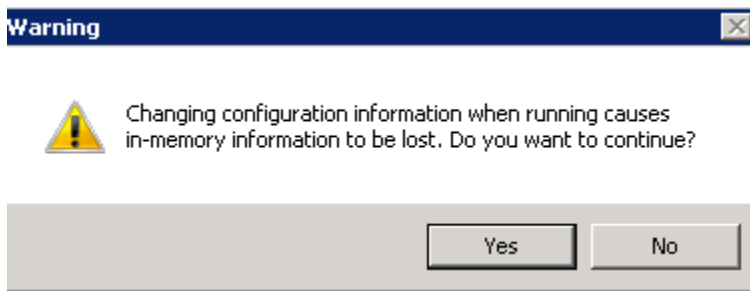
20. Click on Test Connection if succeeded Click on OK



21. Click on Save



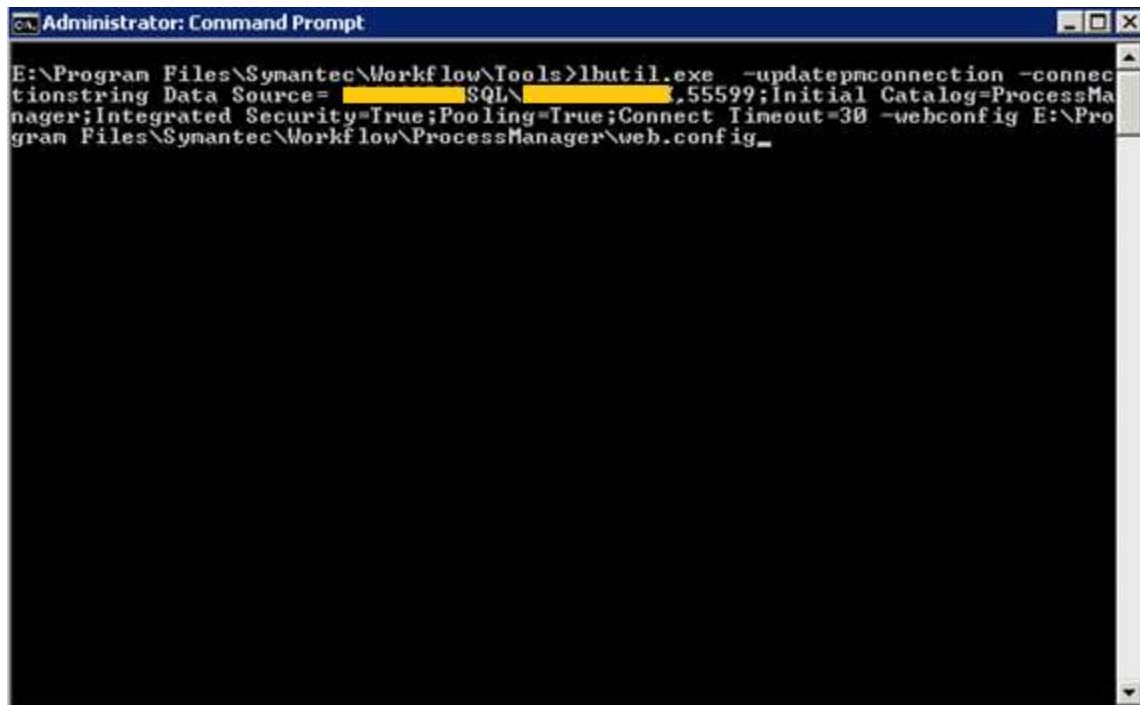
22. Click Yes.



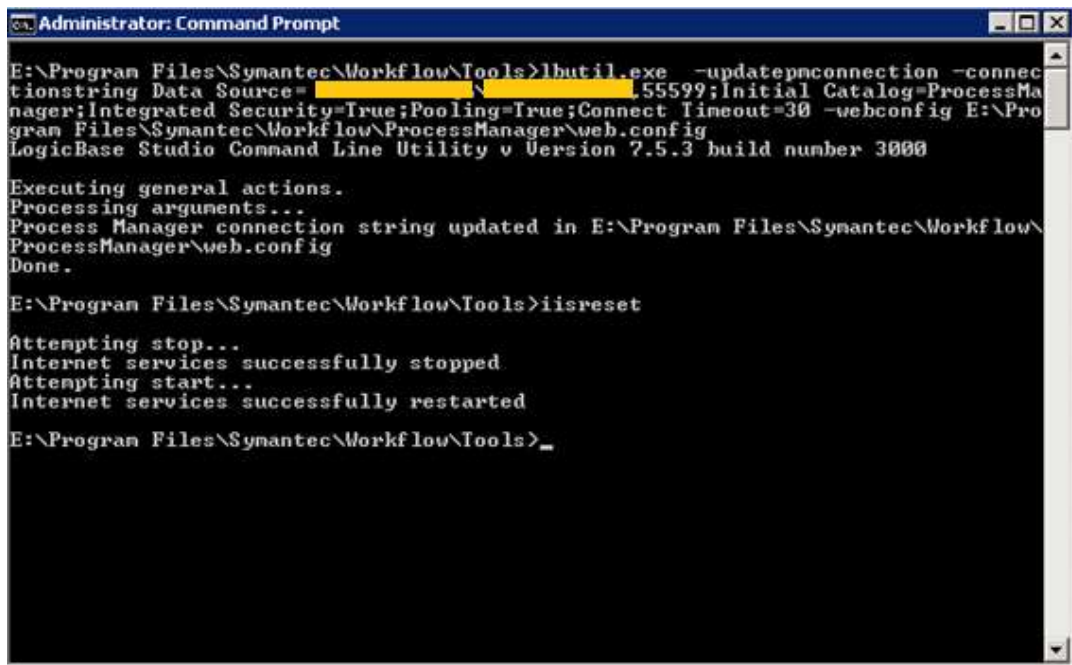
23. There is also an encrypted SQL connection string in the web.config file, default path is C:\Program Files\Symantec\Workflow\ProcessManager\web.config - it may be on a drive other than C in your environment. You can use lbutil.exe Workflow tool to update the encrypted connection string - its default 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

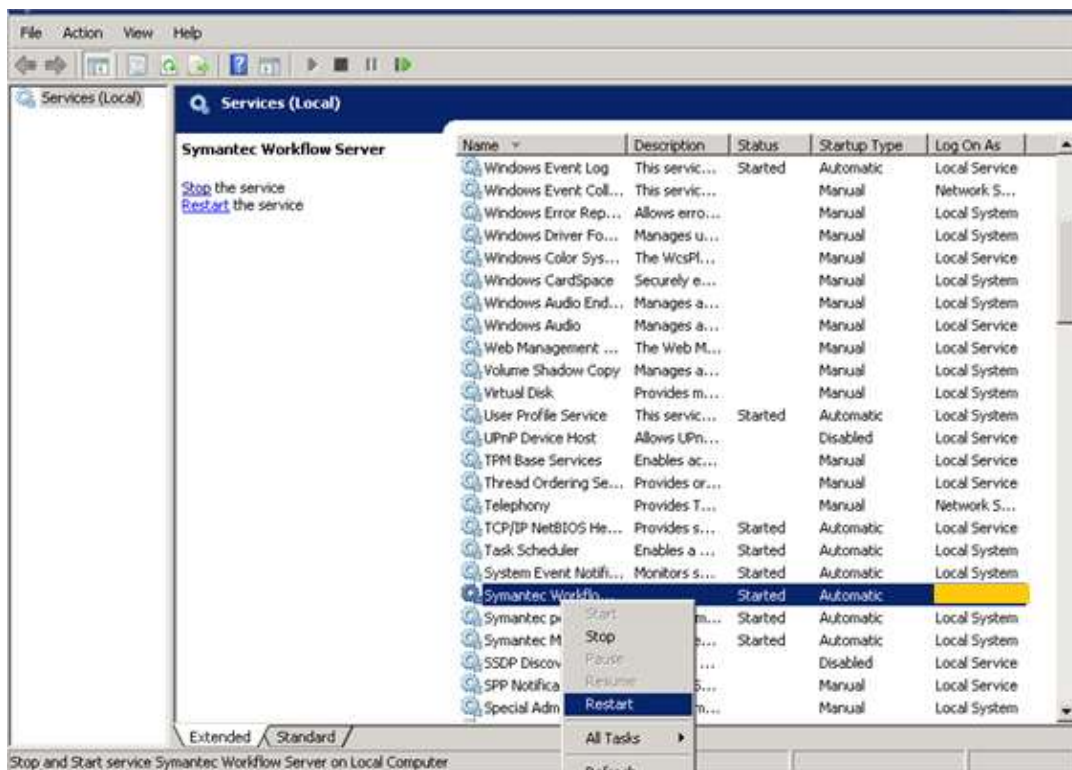
Executing general actions.
Processing arguments...
Process Manager connection string updated in E:\Program Files\Symantec\Workflow\ProcessManager\web.config
Done.

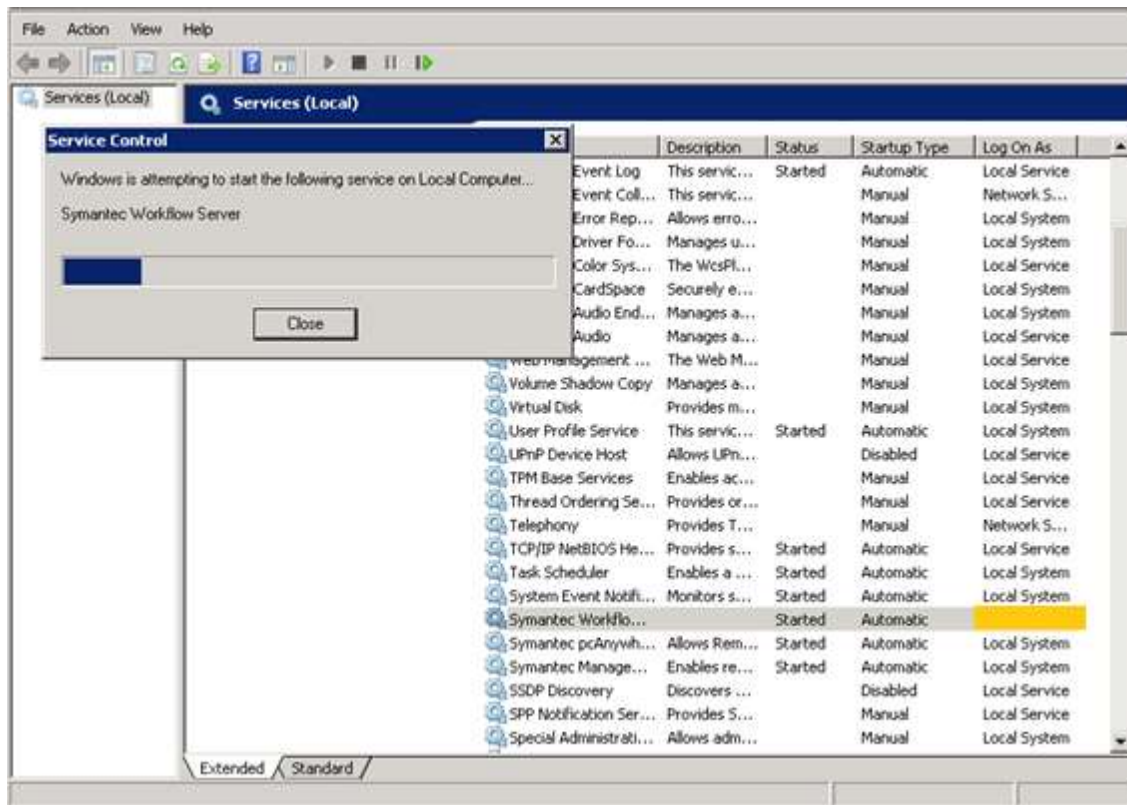
E:\Program Files\Symantec\Workflow\Tools>iisreset

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

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

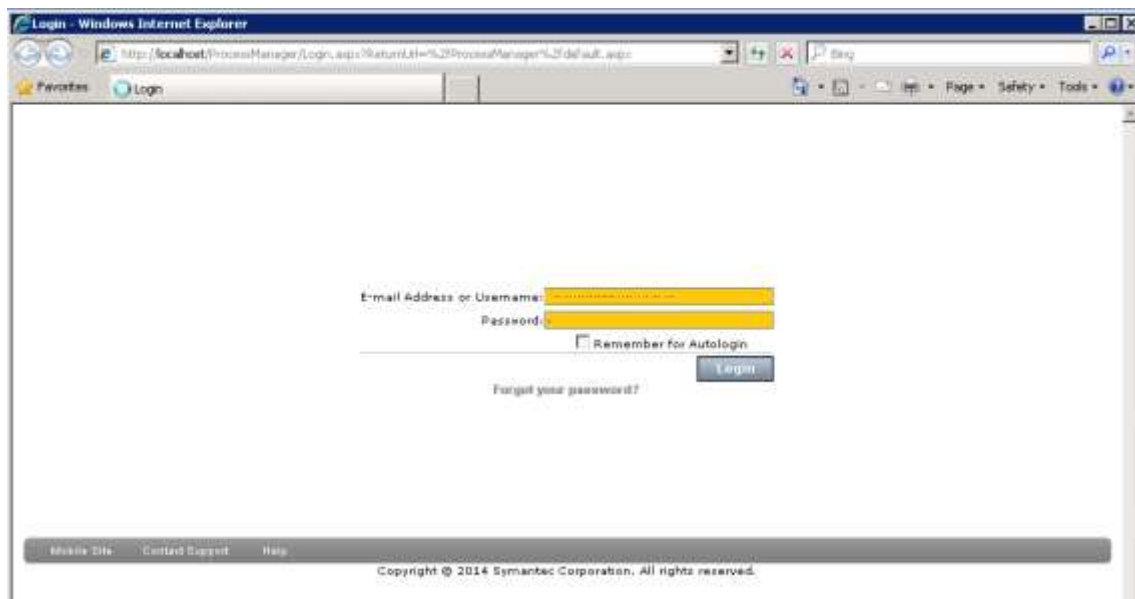
24. Go to Services and restart Symantec Workflow Server





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_64-100.aspx?PageID=63ee5623-9ab1-4f60-0104-0f1e4f3

Account Logout

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

Search KB

Search Text: Search

My Requests

Report Settings Select a group action

Generated by: 5 records.

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

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Local intranet | Protected Mode: Off 100%