Tech note
SafeCom G4 SQL 2012 SMO Update

This tech note describes how to work-around issues when an external SQL 2012 Server is used. This tech note applies to SafeCom G4 version S82 070.510*01 and earlier.

1.1 Introduction

When an external SQL 2012 Server is used by a SafeCom Master server the database is cleared every time the SafeCom Service is started on the master server. The reason is the SafeCom Service fails to detect the SafeCom database and thus creates a new (empty) one, causing the data to be lost.

The workaround involves installing Microsoft SQL server management Studio 2012 (express will be sufficient).

1.2 Install SQL Server Management Studio 2012

After having installed SafeCom G4 on the master server proceed with the below steps:

1. **Stop** the **SafeCom Service**.
2. Click the link below to download and install the Microsoft patch.

   http://support.microsoft.com/kb/2793634

   Note: *This patch is important as it resolve an issue with the Setup Installer for SQL server 2012. A prerequisite for the installation of SQL Server Management Studio.*

3. Click the link below to download and install SQL Server Management Studio 2012 Express:

   http://www.microsoft.com/en-us/download/details.aspx?id=29062

4. Click **Download**.

5. Choose the one of the two downloads below:

   Windows 64-bit:
   ENU\x64\SQLManagementStudio_x64_ENU.exe

   Windows 32-bit:
   ENU\x86\SQLManagementStudio_x86_ENU.exe

   Note: *You may have to scroll until you locate the 64-bit or 32-bit file.*

6. Click **Next**.
7. Optional you can remove the SQL Server Management Studio from the Master server though control panel, programs
   Choose Microsoft SQL Server 2012 (x64)
   Check management Tools (basic) to be uninstalled.
   Then you will only have the required SQL connectivity packages which will remain installed.
8. **Restart** the computer after the installation has completed.
9. Open **SafeCom Administrator**.
10. If your previously added slave servers are not listed, you will need to add these again. If there are any slave servers listed in the **SafeCom Administrator**, then right-click the slave server and select **Repair replication**.