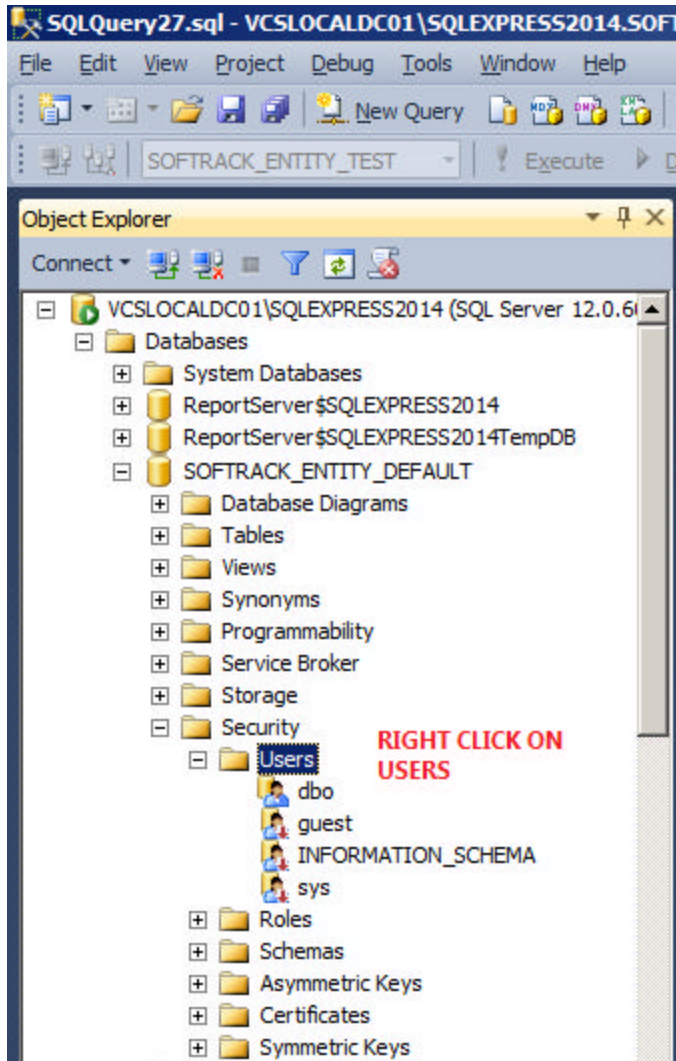


## HOW TO ADD A NEW USER TO SQL FOR ACCESS BY SOFTRACK CONSOLE

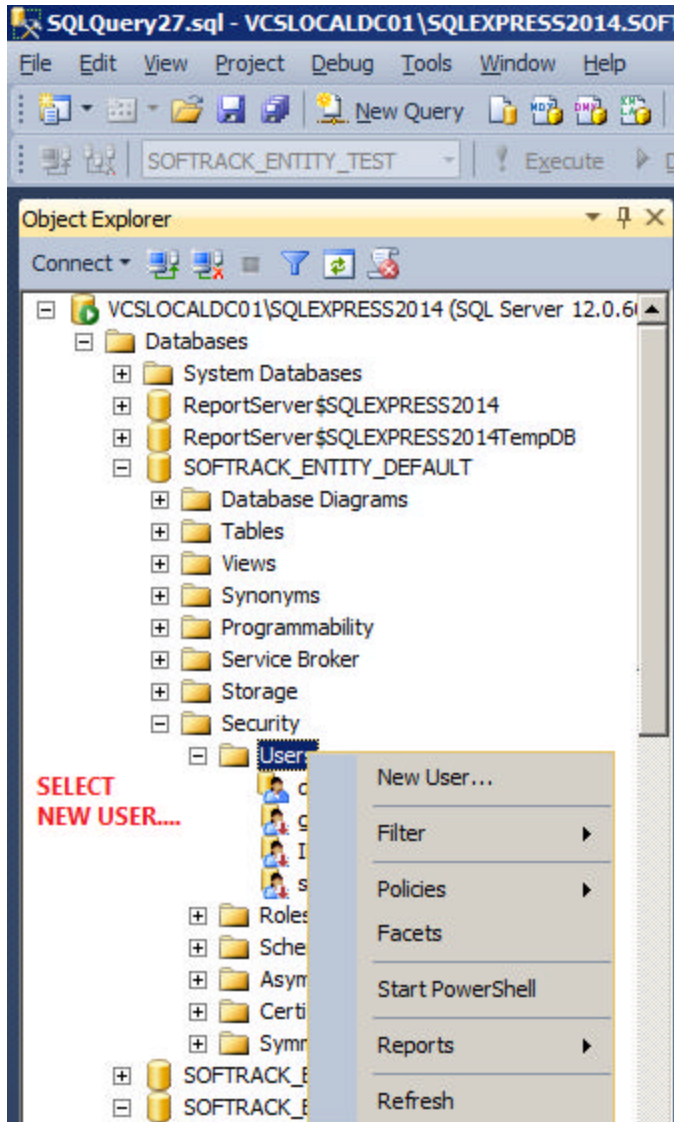
### STEP 1:

Open SQL Server Management Console that has a connection to the SQL SERVER being used for SofTrack's SQL Database(s), and open the SOFTRACK\_ENTITY\_DEFAULT (or other) Database:



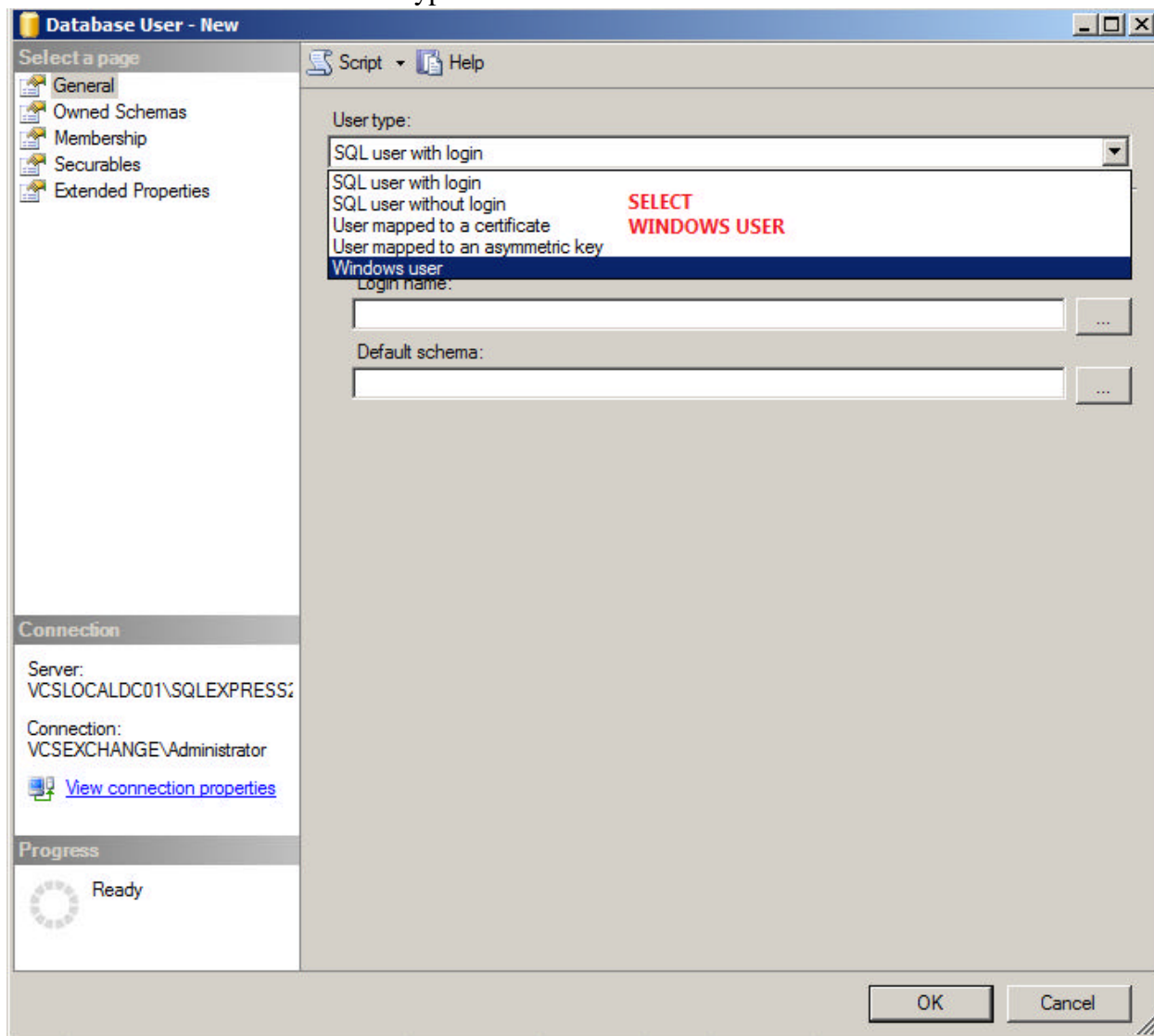
STEP 2:

Right click on “Users” as shown above and select New User... as shown below:



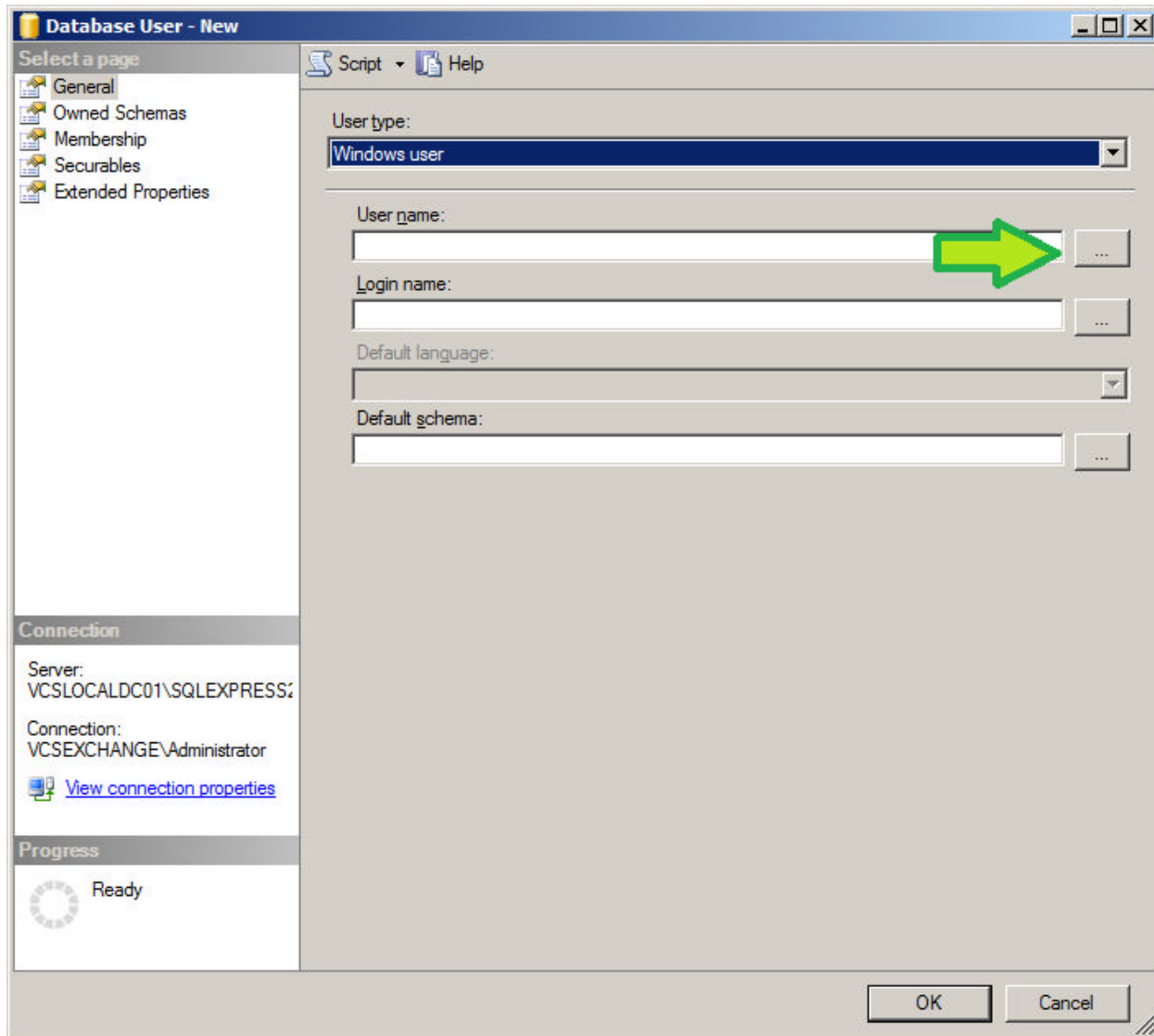
STEP 3:

Select Windows user as the User type:



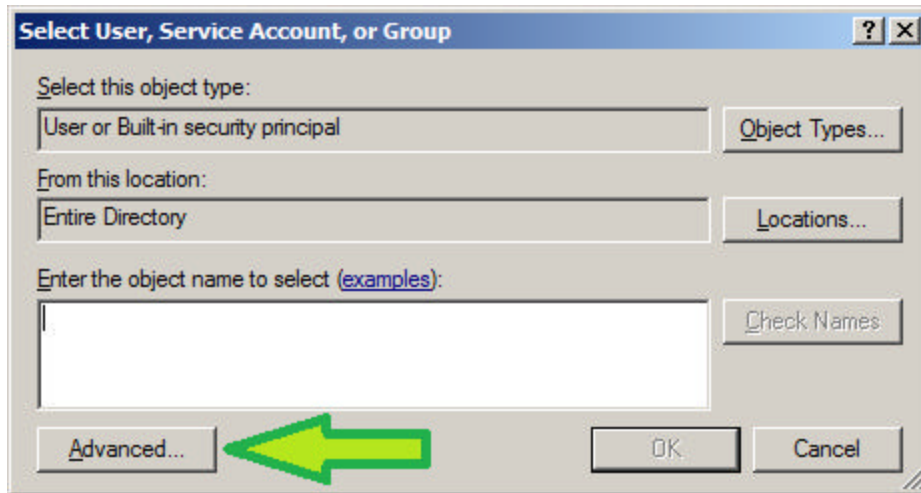
STEP 4:

Click the ... button next to Login Name:



STEP 5:

The following window will appear, click the Advanced button:



STEP 6:  
Click the Find Now button:

Select User, Service Account, or Group

Select this object type:

User or Built-in security principal

Object Types...

From this location:

Entire Directory

Locations...

Common Queries

Name:

Starts with

Description:

Starts with

☐ Disabled accounts

☐ Non expiring password

Days since last logon:

Columns...

Find Now

Stop

OK

Cancel

Search results:

Name (RDN)	E-Mail Address	In Folder
------------	----------------	-----------

STEP 7:  
Select the User account to add and click OK:

**Select User, Service Account, or Group**

Select this object type:  
User or Built-in security principal

From this location:  
Entire Directory

Common Queries

Name: Starts with

Description: Starts with

☐ Disabled accounts

☐ Non expiring password

Days since last login:

Columns...

Find Now

Stop

OK

Cancel

Search results:

Name (RDN)	E-Mail Address	In Folder
CREATOR O...		
Cryptographic...		vcsexchange.lo...
DIALUP		
Digest Authen...		
DiscoverySea...	DiscoverySearc...	vcsexchange.lo...
Distributed C...		vcsexchange.lo...
ENTERPRIS...		
Event Log Re...		vcsexchange.lo...
Everyone		
FederatedEm...	FederatedEmail...	vcsexchange.lo...
Guest		vcsexchange.lo...

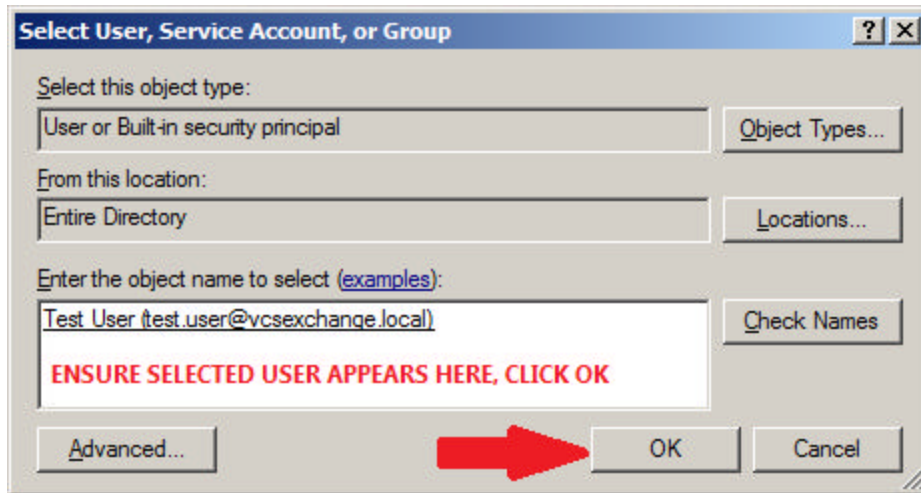
**SELECT USER ACCOUNT FROM THE LIST SHOWN**

**THEN CLICK**

**OK**

STEP 8:

Ensure the new user account appears and click OK:





STEP 9:  
Ensure User appears and click OK:

**Database User - New**

Select a page

- General
- Owned Schemas
- Membership
- Securables
- Extended Properties

Script Help

User type:  
Windows user

User name:  
VCSEXCHANGE\test.user

Login name:

Default language:  
English

Default schema:

Connection

Server:  
VCSLOCALDC01\SQLEXPRESS;

Connection:  
VCSEXCHANGE\Administrator

[View connection properties](#)

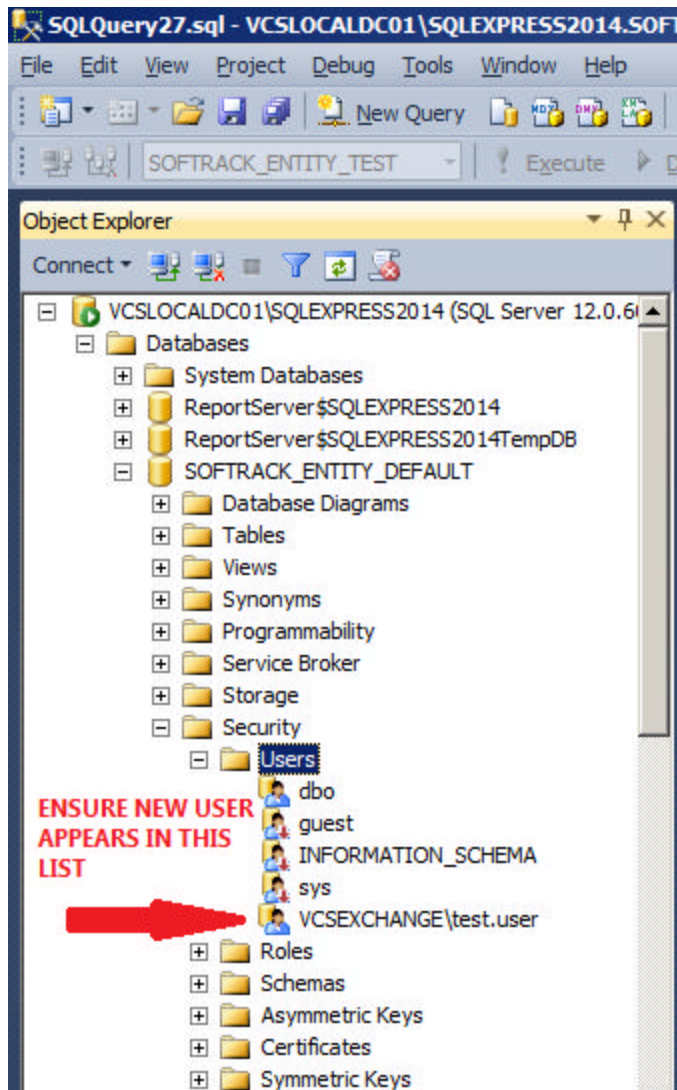
Progress

Ready

OK Cancel

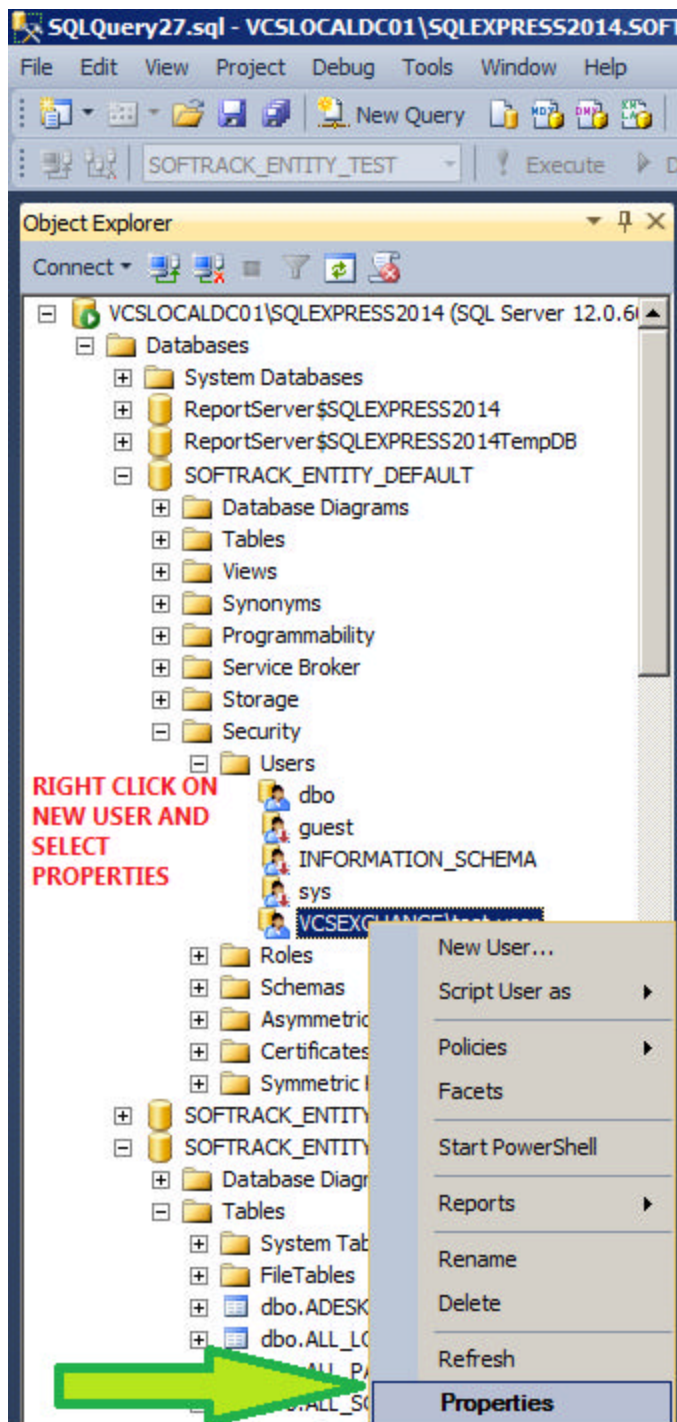
STEP 10:

Ensure User appears in the list:



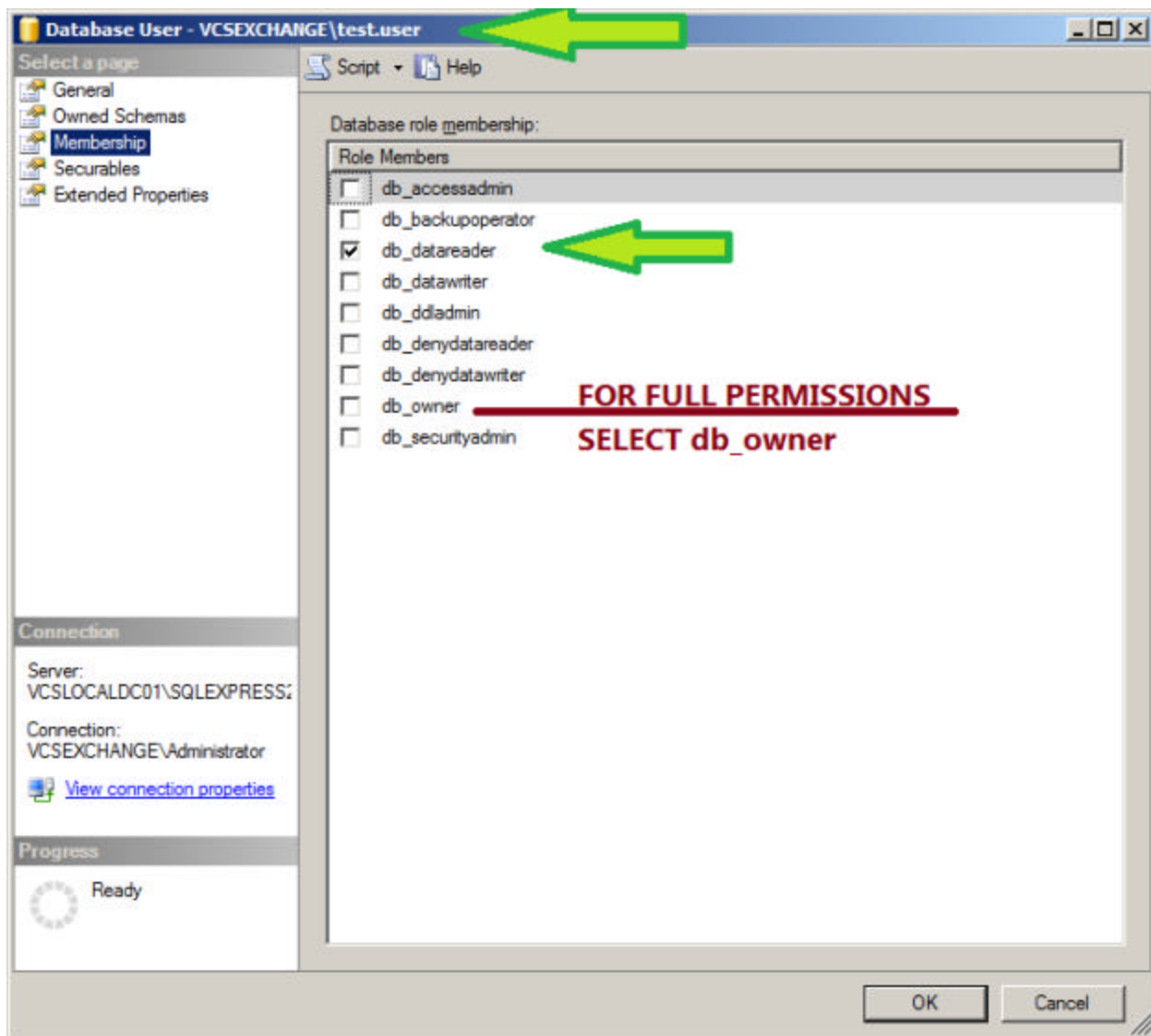
STEP 11:

Right click User and select Properties:



STEP 12:

Click on Membership and select appropriate permissions and click OK:



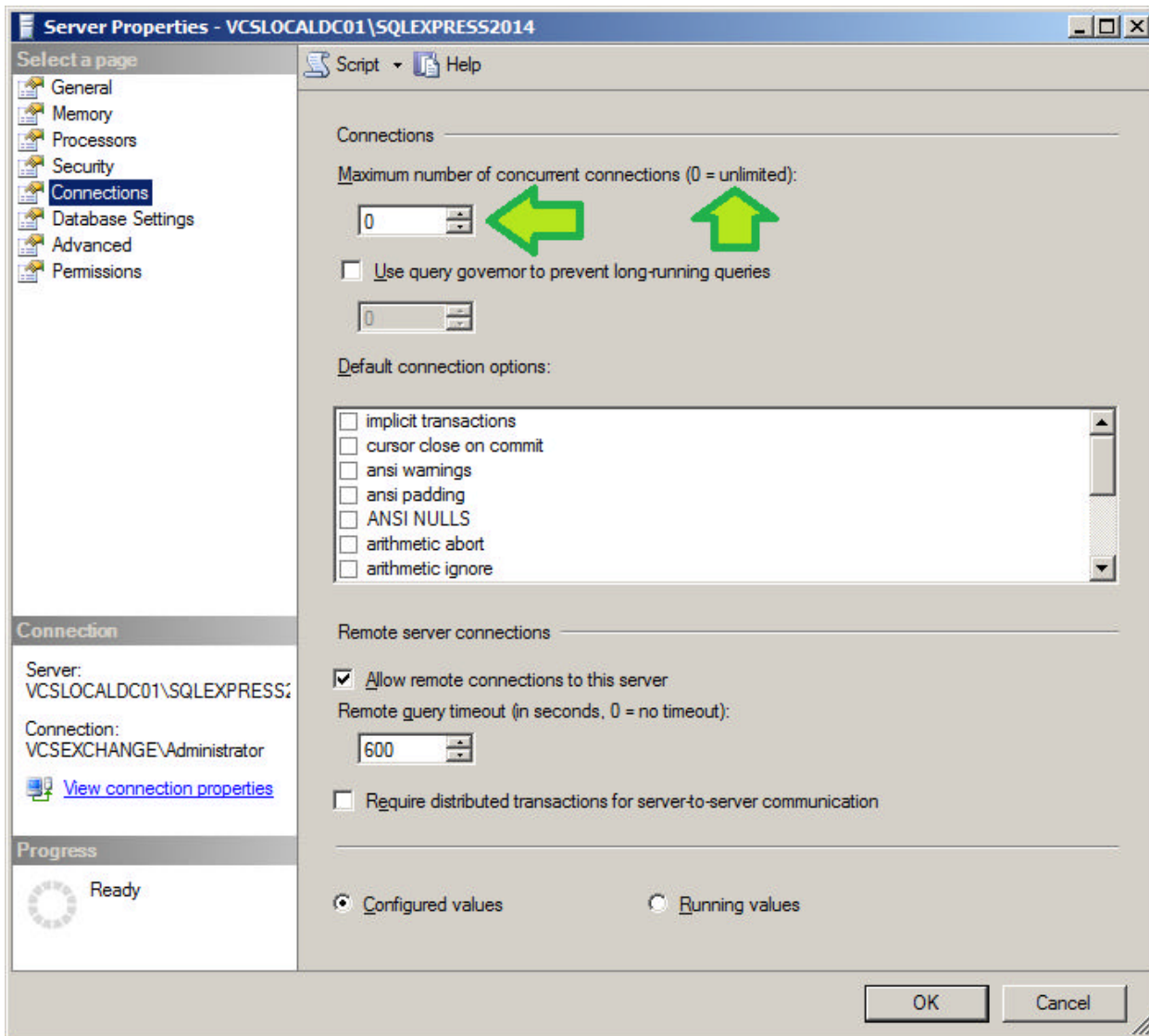
The user should now be able to access SofTrack Managed Assets reports for the SOFTRACK\_ENTITY\_DEFAULT Database.

# OTHER SQL CONNECTION ISSUES:

When the SQL Server is configured to limit the number of concurrent connections it can result in errors.

Solution:

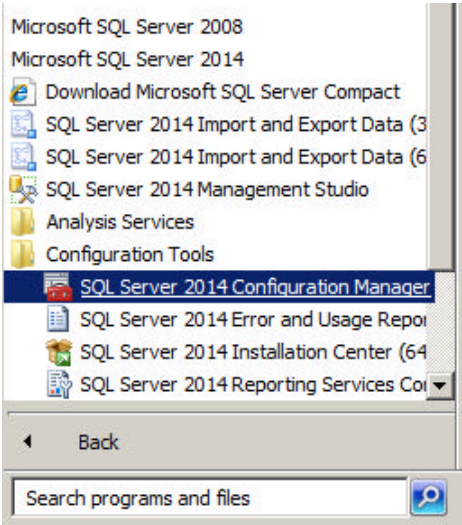
Configure the SQL Server, via the SQL Server Management Studio, to have unlimited connections:



When the SQL Server does not allow remote connections via Named Pipes or TCP/IP it can result in errors.

Solution:

Open the SQL Server Configuration Manager:



Set the following to be enabled:

