ProSystem *fx* Engagement SQL Update Prepare Utility

Description

The ProSystem *fx* Engagement SQL Update Prepare Utility changes the login for the SQL instance for Engagement to allow the Security Update for SQL Server Service Pack 2 (KB948109) to be installed. The Microsoft Security Update fails to install because it is unable to access the Engagement SQL Instance.

Note: ProSystem *fx* Engagement version 4.9 or higher must be installed to use this utility.

How to install:

1. Download and save the SQLHotfixPrepare.exe
2. Make certain that Engagement is closed prior to running the utility.
3. Execute the SQLHotfixPrepare.exe.
4. Install the security update.
    1. One option is to have Windows Update install the security update.
        1. If there was a previous failure with installing the update the option to no longer show the update may have been selected.
        2. In that case, select the option on the Windows Update page to show hidden updates
    2. Another option is to download the update and manually install it.
        1. Here is a link to download the update:
            http://www.microsoft.com/downloads/details.aspx?FamilyID=4c9851cc-2c4c-4190-872c-84993a7623b7&DisplayLang=en
5. Execute the SQLHotfixPrepare.exe a second time to return the login for the SQL instance to the correct state.
    1. If the utility is not run again after installing the security update, Engagement will time-out when attempting to log in with an 'Unable to detect a connection to the network or SQL' error.
    2. During the installation of the security update, the SQL service is stopped to clear lock files.
        1. The SQL service will start manually, however the user will not be able to log in.
        2. An error will display indicating a login failure: unable to detect a connection to the network or SQL.
    3. Running the SQLHotfixPrepare.exe will restart the service after resetting the authentication.

Download Description:	ProSystem *fx* Engagement SQL Update Prepare Utility
Version:	4.9 or higher
Release Date:	July 2008
File size:	28 KB
Approx. Download Time:	6 minutes at 56.6kbps
License:	Full Version
Platforms:	Windows 2000/XP/Vista/Server 2000/Server 2003

If you have questions regarding this issue, please contact our Technical Support Group at **1-800-PFX-9998, option 6, option 2**.