The SalesLogix v6.2 Service Pack 2 includes improved multi-user environment support, new options for creating Remote databases, an optional install for the a Client OLE DB Provider, and more. Service Pack 2 is a cumulative release; therefore, the changes previously released in v6.2.1 are also included in v6.2.2. Review the Upgrade Workplan found in the *Applying Service Pack 2 for SalesLogix Version 6.2* documentation included with the service pack before upgrading to v6.2.2.

This addendum includes an overview of the following Service Pack 2 features as they relate to the Sage SalesLogix Network and Web Clients and Administrative Tools:

### Features

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Setting the SLXSystem.exe to Run as a Windows Service

In SalesLogix v6.2.2 and later, you can run the SLXSystem.exe as a Windows Service. This change fixes an issue in multi-user environments such as Terminal Server or Citrix. After installing the service pack, you must shut down the current SLXSystem.exe in Task Manager and run a command line to install the application as a service. This process is detailed in the Upgrade Workplan for service pack 2.

To install SLXSystem.exe as a service:

1. If currently running, close the current SLXSystem.exe using Task Manager.
2. On the Start menu, click Run.
3. In the Open box, type C:\Program Files\SalesLogix\SLXSystem.exe/install.

You can remove the service using the C:\Program Files\SalesLogix\SLXSystem.exe/uninstall command.

Note
The SLXSystem service starts and stops when connections are created. However, by default, the SLXSystem.exe continues to shut down after a minute. If necessary, you can set the service to remain open for a set amount of time before shutting down. To set a specific amount of time for the service to remain open, add the registry key HKEY_LOCAL_MACHINE\SOFTWARE\SalesLogix\ShutdownDelay(DWORD).

The key accepts values 1 through 1440, where the value indicates the number of minutes the service will run before shutting down (after it detects no activity). Setting the value to 0 indicates the service never shuts down.
Creating Remote Databases with a SQL Server Host

In earlier versions of SalesLogix, you could only create Remote databases using the Host SQL Server. In v6.2.2 and later, you can create Remote databases using either the Host SQL Server or an instance of MSDE. Creating Remotes on the Host is the quickest method, but using an instance of MSDE is the most secure.

This new functionality matches the database creation functionality available for Oracle. See the "Create Database Options” Topic in the Administrator Help for information on specific field changes.

To create a Remote user database on MSDE Instance:

1. Log on to the Administrator.
2. On the Tools menu, click Create Remote User Databases.
   
   Opens the Create Databases dialog box.
3. Under Available Users, double-click the Remote user(s) for which you want to create a database.

   Note   If the Remote user does not appear in the list, verify that a synchronization server has been assigned to the user in the User Profile, Sync tab and that a logging path for the sync server has been assigned on the Edit Office Information, Sync tab.

4. Click Options.
The default options for all Remote databases are configured on the Database tab of the Options dialog box.

5 Select **Create on MSDE Instance** (SQL or Oracle).
   - **MSDE instance name**: Type the name of the computer where the SQL Server or MSDE is installed. This option displays if either Create on MSDE Instance from SQL Host or Create or MSDE Instance from Oracle is selected.
   - **MSDE sysdba password**: Type the sysdba password for the SQL Server or MSDE instance. In some implementations this password differs from the host database sysdba password.

6 Click **OK** to return to the Create Databases dialog box.

7 Do one of the following:
   - Click **Now** to create the database immediately.
   - Click **Later** to create the database at a later time. Then select the date and time you want to create the database, and click OK. You cannot use the SalesLogix Administrator while databases are being created, or while waiting to be created.

8 Click **OK** after the database is created.
Optional SalesLogix Client OLE DB Provider Installation

The SalesLogix Client OLE DB Provider installation allows you to install the client-side OLE DB Provider as a separate, standalone installation.

This installation provides a solution for the users who have third-party applications that need access to the SalesLogix Server, but do not want a SalesLogix Client installed on that machine. This installation is extracted with the service pack and is also available on SupportOnline/Best Online Support and Services (http://www.sagesoftwareonline.com/eservices).

To install the SalesLogix Client OLE DB Provider:

1. Close all applications on the computer to which you are installing the Client OLE DB Provider.

2. Extract the contents of the SLX_v62_SP2.zip file to a temporary folder.
   
   The SalesLogix Client OLE DB Provider installation is extracted to the SalesLogix Client OLE DB Provider folder within the temporary folder you specify.

3. In the SalesLogix Client OLE DB Provider folder, double-click SalesLogix Client OLE DB Provider v6.2.2.exe.

4. On the SalesLogix OLE DB Provider v6.2.2 screen, select the installation method:
   
   - Install the SalesLogix OLE DB Provider v6.2.2 extracts the installation files to a temporary folder and deletes them after the installation is complete.
   
   - Extract and Install the SalesLogix OLE DB Provider v6.2.2 extracts the installation files to a location that you specify. The files are not deleted once the installation is complete. If you choose this option, select a location where you want to store the installation files.

5. Click Next.

6. On the Welcome screen, click Next.

7. On the Ready to Install the Program screen, click Install.

8. On the Completed screen, click Finish.
Optional SalesLogix Web Client Components Installation

The SalesLogix Web Client Components installation provides the ActiveX capability for SalesLogix Web Client computers. The installation provides a solution for users who have disabled ActiveX control downloads in Microsoft Internet Explorer options, but who still want to use SalesLogix ActiveX components. This installation is extracted with the service pack and is also available on SupportOnline (http://www.sagesoftwareonline.com/eservices).

To install SalesLogix Web Client Components:

1. Close all SalesLogix applications on the computer to which you are installing the Web Client Components.
2. Extract the contents of the SLX_v62_SP2.zip file to a temporary folder.

   *The SalesLogix Web Client Components installation is extracted to the SalesLogix Web Client Components folder within the temporary folder you specify.*

3. In the SalesLogix Web Client Components folder, double-click SalesLogix Web Client Components v6.2.2.exe.

4. On the SalesLogix - Web Client Components screen, select the installation method:
   - *Install the SalesLogix Web Client Components v6.2.2 will extract the installation files to a temporary folder and deletes them after the installation is complete.*
   - *Extract and Install the SalesLogix Web Client Components v6.2.2 will extract the installation files to a location that you specify. The files are not removed once the installation is complete. If you choose this option, select a location where you want to store the installation files.*

5. Click Next.
6. On the Welcome screen, click Next.
7 On the Setup Type screen, select one of the following:
   • Click Complete to install the most common components.
   • Click Custom to install only certain components or to change the installation location.

8 Use the Custom Setup screen to enable or disable items for installation.

9 Click **Next**.

10 Click **Install**.

11 On the Completed screen, click **Finish**.