



PNMsoft Knowledge Base

Sequence Admin Guides

Updating Sequence Service Accounts

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Gold Application Development

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General Document Information

Purpose

The purpose of this document is to provide guidelines for changing/updating the service accounts used in Sequence, including:

- Application Pool identities
- Windows Services identities
- SQL user

Note: This document does not cover management of SharePoint Service Accounts. For information about SharePoint Service Accounts, please refer to Microsoft's online documentation.

Prerequisites

- Administrative access to each of the Sequence servers (web and application).
- [Sequence Toolkit](#) (for changing the SQL account).

Overview

Sequence requires several service accounts for its installation and use:

- Windows Service Account(s)
- Application Pool Account(s)
- SQL Account(s)

You may need to change/update these accounts due to your organization's IT policy (or for other reasons). The following sections describe the steps you need to perform when making such changes, in order to ensure continued smooth functioning of Sequence.

Note: If you are changing the account and not just the password, verify the new account has all the required permissions and rights. For full details, see the [Required Accounts section in the Sequence Installation Guide](#).

Note: Upgrades to Sequence will revert the accounts back to how they were defined in the installation. When performing upgrades, make sure you update the accounts in the relevant screens.

Windows Service Accounts

1. Logon to the server where Sequence Windows Services are installed. These include:
 - Active Directory Synchronization Service
 - Background Runtime Service
 - Job Execution Service
2. Change the account identity. Please refer to the following online article:
https://www.microsoft.com/resources/documentation/windows/xp/all/proddocs/en-us/sys_srv_logon_user.mspx?mfr=true
3. Repeat these steps on each Service and each server where a Sequence service is installed.
4. After each change, restart the service.

Application Pool Accounts

1. Logon to the server where Sequence sites are installed.
2. Change the account identity. Please refer to the following online article:
[https://technet.microsoft.com/en-us/library/cc771170\(v=ws.10\).aspx](https://technet.microsoft.com/en-us/library/cc771170(v=ws.10).aspx)

The Sequence Application Pools are named:

- SequenceAppPoolWss – Flowtime
 - SequenceAppPool – Administration site and ProcessToGo
 - SequenceAppPoolFlowtime –SharePointless Flowtime
 - SequenceAppPool.SharePointServices –Sequence SharePoint 2007 Services
3. After updating the accounts, run IIS Reset.
 4. Repeat these steps on each server where Sequence sites are installed.

SQL Accounts

1. Download the [Sequence Toolkit](#) and launch the Encryption Tool.
2. Enter the username and password for the new/updated SQL account and click **Encrypt**.
3. Copy the **Encrypted Credentials**.
4. Logon to each server where Sequence sites or services are installed.
5. For sites, open the web.config file (found at the root of the physical path).
For services, open the application config file (found at the installation location, the default is C:\Program Files\PNMsoft\[ServiceName]).
6. Find the database section (in the **sequence.engine** section, under **persistence**).
7. Replace the credentials attribute with the **Encrypted Credentials** you received from the Encryption application.

Note: In the Sequence Administration site web.config file, there is an additional credentials attribute found under appSettings. Make sure you update it as well.

8. Perform an IIS Reset on each Sequence web server and restart all Sequence services on each Sequence application server.