

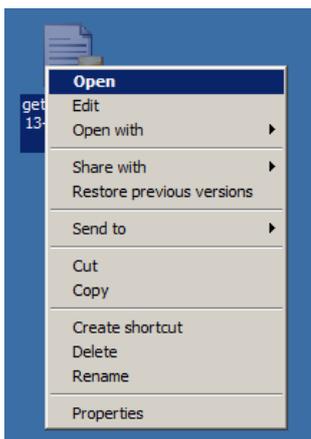
How to guide:

Execution of SQL queries for data extraction from the RMS database

The intention of this guide is to give instructions on how to extract specific data from the RMS database. In most cases this is necessary to provide system information for Raynet support representatives you contacted due to a current issue. Please follow the step-by-step description to make sure the extracted set of data is suitable for this purpose.

It is most likely that you received an SQL query script from the support team or downloaded such a file from the RMS knowledge base. Within this guide the script you will use is referred to as **DataExtractionQuery**.

- 1) Copy the **DataExtractionQuery** script to your RMS data server.
Depending on your RMS system architecture, this can be the administration server, or a separate data server.
- 2) Open the **DataExtractionQuery** file.



- 3) The local **Microsoft® SQL Server** admin console launches.
If it does not, make sure you copied the **DataExtractionQuery** to your RMS data server.
- 4) Connect to your RMS database **ManageSoft**.



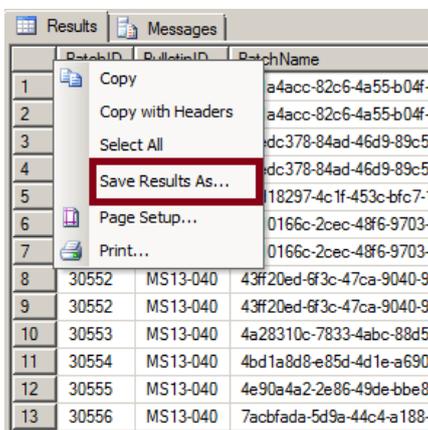
- 5) Execute the query that has automatically been transferred to the query window by clicking the **Execute** button.



- 6) This will query some data from the **ManageSoft** database. The result will be shown below the query window.
You can check the query result now to ensure no data privacy violation will be committed by handing over the excerpt to your support representative.

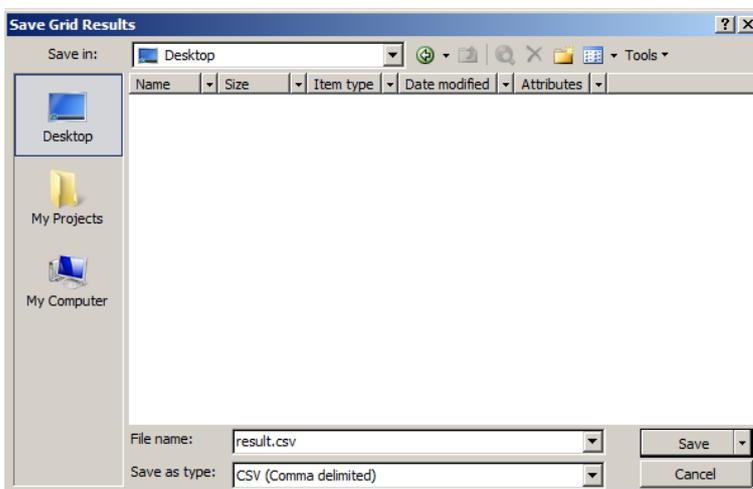
Results	Messages								
PatchID	BulletinID	PatchName	Title	QNumber	State	InstallCommandLineOptions	Ur		
1	30548	MS13-040	1b1e4acc-82c6-4a55-b04f-c7b18619e677	MS13-040 - MS .NET 4 on WS2003, Server...	2804576	3	/q /norestart /chainingpackage NETFX4WUKB	/c	
2	30548	MS13-040	1b1e4acc-82c6-4a55-b04f-c7b18619e677	MS13-040 - MS .NET 4 on WS2003, Server...	2804576	3	/q /norestart /chainingpackage NETFX4WUKB	/c	
3	30549	MS13-040	25edc378-84ad-46d9-89c5-672bef64ab2a	MS13-040 - MS .NET 2.0 SP2 on WS2003 for Itanium-ba...	2804577	3	/q /norestart	/c	
4	30549	MS13-040	25edc378-84ad-46d9-89c5-672bef64ab2a	MS13-040 - MS .NET 2.0 SP2 on WS2003 for Itanium-ba...	2804577	3	/q /norestart	/c	
5	30550	MS13-040	28d18297-4c1f-453c-bfc7-18abd0f064	MS13-040 - MS .NET 3.5.1 on WS2008 R2 SP1 for Itaniu...	2804579	3	/quiet /norestart	/c	
6	30551	MS13-040	3810166c-2cec-48f6-9703-29e78bee89ad	MS13-040 - MS .NET 4 on XP, Server 2003, Vista...	2804576	3	/q /norestart /chainingpackage NETFX4WUKB	/c	
7	30551	MS13-040	3810166c-2cec-48f6-9703-29e78bee89ad	MS13-040 - MS .NET 4 on XP, Server 2003, Vista...	2804576	3	/q /norestart /chainingpackage NETFX4WUKB	/c	
8	30552	MS13-040	43f20ed-6f3c-47ca-9040-957a9d086a5b	MS13-040 - MS .NET 2.0 SP2 on WS2003 and Windows...	2804577	3	/q /norestart	/c	
9	30552	MS13-040	43f20ed-6f3c-47ca-9040-957a9d086a5b	MS13-040 - MS .NET 2.0 SP2 on WS2003 and Windows...	2804577	3	/q /norestart	/c	
10	30553	MS13-040	4a28310c-7833-4abc-88d5-024b9e7b0ba8	MS13-040 - MS .NET 2.0 SP2 on WS2008 SP2 for Itaniu...	2804580	3	/quiet /norestart	/c	
11	30554	MS13-040	4bd1a8d8-e85d-4d1e-a690-7cd0f429ba8	MS13-040 - MS .NET 4.5 on Windows 7, Vista, and WS2...	2804582	3	/q /norestart /chainingpackage NETFX45WUKB	/c	
12	30555	MS13-040	4e90a4a2-2e86-49de-bbe8-83bc13a1d89f	MS13-040 - MS .NET 4.5 on Windows 8 and WS2012 for...	2804583	3	/quiet /norestart	/c	
13	30556	MS13-040	7acbfada-5d9a-44c4-a188-39603acecc57	MS13-040 - MS .NET 2.0 SP2 on Vista SP2 and WS2008...	2804580	3	/quiet /norestart	/c	
14	30557	MS13-040	800b8a34d55-44e7-3b1b-ea5ddc-55b8e2	MS13-040 - MS .NET 2.0 SP2 on Vista SP2 and WS2008...	2804580	3	/quiet /norestart	/c	
15	30558	MS13-040	839e9f9f-189f-48b6-b43a-e4c3cb58c679	MS13-040 - MS .NET 2.0 SP2 on WS2003 and Windows...	2804577	3	/q /norestart	/c	
16	30558	MS13-040	839e9f9f-189f-48b6-b43a-e4c3cb58c679	MS13-040 - MS .NET 2.0 SP2 on WS2003 and Windows...	2804577	3	/q /norestart	/c	
17	30559	MS13-040	8a43e72d-64ca-4778-baf1-5d1d53b17bee	MS13-040 - Microsoft .NET Framework 3.5 on Windows 8	2804584	3	/quiet /norestart	/c	

7) Right-click the upper-left corner of the result table and select **Save Results As...**



Results	Messages								
PatchID	BulletinID	PatchName	Title	QNumber	State	InstallCommandLineOptions	Ur		
1			a4acc-82c6-4a55-b04f-						
2			a4acc-82c6-4a55-b04f-						
3			dc378-84ad-46d9-89c5						
4			dc378-84ad-46d9-89c5						
5			18297-4c1f-453c-bfc7-						
6			0166c-2cec-48f6-9703-						
7			0166c-2cec-48f6-9703-						
8	30552	MS13-040	43f20ed-6f3c-47ca-9040-9						
9	30552	MS13-040	43f20ed-6f3c-47ca-9040-9						
10	30553	MS13-040	4a28310c-7833-4abc-88d5						
11	30554	MS13-040	4bd1a8d8-e85d-4d1e-a690						
12	30555	MS13-040	4e90a4a2-2e86-49de-bbe8						
13	30556	MS13-040	7acbfada-5d9a-44c4-a188-						

8) Enter a name and select a location for your file. Make sure the target type is **CSV (Comma delimited)**. You can close the connection to the RMS database and the Microsoft® SQL Server admin console.



Save Grid Results

Save in: Desktop

Name: result.csv

Save as type: CSV (Comma delimited)

Buttons: Save, Cancel

- 9) Please send this file to your RMS support representative.
- 10) As soon as the analysis of your data extraction is completed, your support representative will give feedback on how to proceed in order to solve your current issue.