

## Setting Up the CRM Backup Location

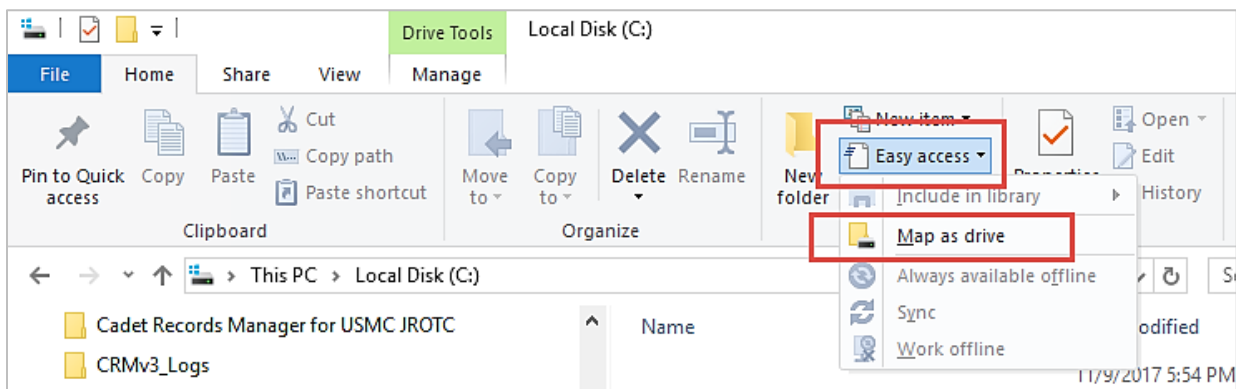
**Issue:** CRM database backups are created and written by SQL Server, which runs under a local machine account on your primary CRM system (called the “CRM server”). A local machine account does not have the permissions to directly write to a networked location (such as a folder on your school’s server). This is for security reasons.

**Resolution:** To set CRM to back up the database to a networked location, the following requirements must be met:

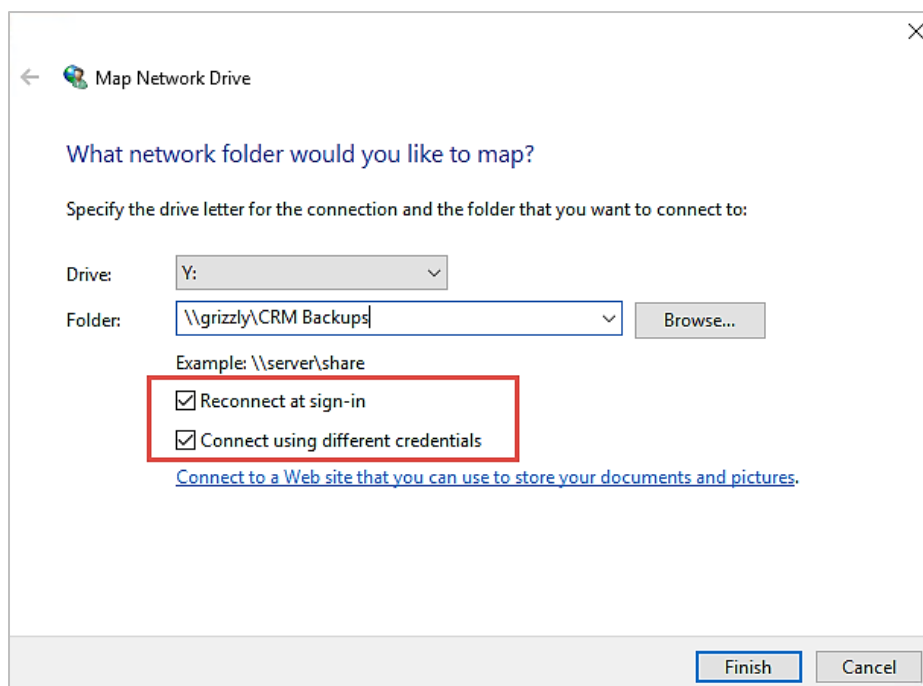
- Your CRM primary (server) system must be able to map the networked location folder as a drive
- When mapping the drive, you must connect using credentials that are valid on the system which holds the intended backup location folder.

**Steps:** Here are the steps to accomplish this on Windows 10:

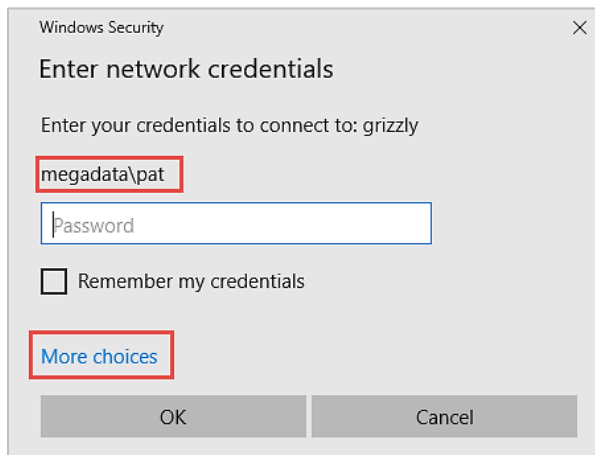
1. In Windows Explorer (File Explorer), select **Easy Access – Map as drive**.



2. In the **Map Network Drive** dialog, turn on the checkmark for **Reconnect at sign-in** and **Connect using different credentials**. Then click **Finish**.



- This should open the **Windows Security** dialog. The sample shown below shows the likely account that Windows thinks you will want to use to connect. The form is DomainName\AccountName if the location is on an Active Directory domain. If this is not the correct account to use, click on **More choices**.



Windows Security

Enter network credentials

Enter your credentials to connect to: grizzlyly

megadata\pat

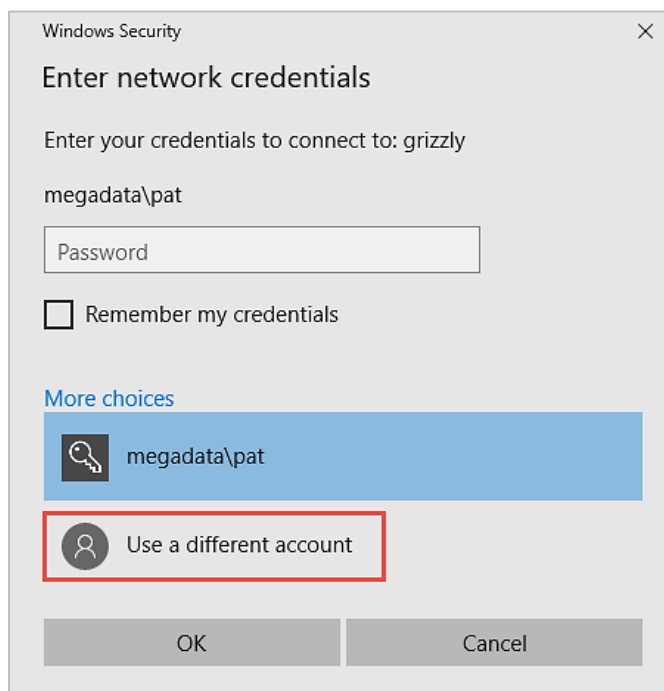
Password

Remember my credentials

More choices

OK Cancel

- This will expand the **Windows Security** dialog and allow you to choose a different account.



Windows Security

Enter network credentials


Enter your credentials to connect to: grizzlyly


megadata\pat

Password

Remember my credentials

More choices

 megadata\pat

 Use a different account

OK Cancel

- Enter the correct account and click **OK** to complete the mapping.

**NOTE:**

- If the location was previously mapped, you may have to disconnect from the mapped drive, restart the system, and then perform the above steps to remap the location.