

# *Software Procedure*

## **SWP-0015 Setting Up and Maintaining MSDTC**

**Revision: 5**

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## Contents

<b>Purpose</b> .....	<b>2</b>
<b>Audience</b> .....	<b>2</b>
<b>Scope</b> .....	<b>2</b>
<b>Acronyms and Abbreviations</b> .....	<b>2</b>
<b>Pre-Requisites for Setting Up MSDTC</b> .....	<b>2</b>
<b>Pre-Requisites for Setting Up MSDTC if Using a Back-End SQL Server</b> .....	<b>5</b>
<b>Configuring MSDTC</b> .....	<b>8</b>

## Purpose

The Microsoft Distributed Transaction Coordinator service (MSDTC) tracks all parts of the transactions process. This helps ensure that the transaction is committed, if every part of the transaction succeeds, or is rolled back if any part of the transaction process fails. AFHCAN is now employing MSDTC to further promote data integrity.

## Audience

This document is written for IT technicians and system administrators who are responsible for building, configuring or maintaining an tConsult Server. It is assumed readers are familiar with intermediate-level computer terms and concepts.

## Scope

If MSDTC is not properly configured, providers may be unable to log into the tConsult Cart software. Several services need to be enabled on a tConsult Server. This document will detail the steps to set up and configure MSDTC.

## Acronyms and Abbreviations

Table 1 lists the abbreviations and acronyms used in this document.

**Table 1**  
Acronyms and abbreviations

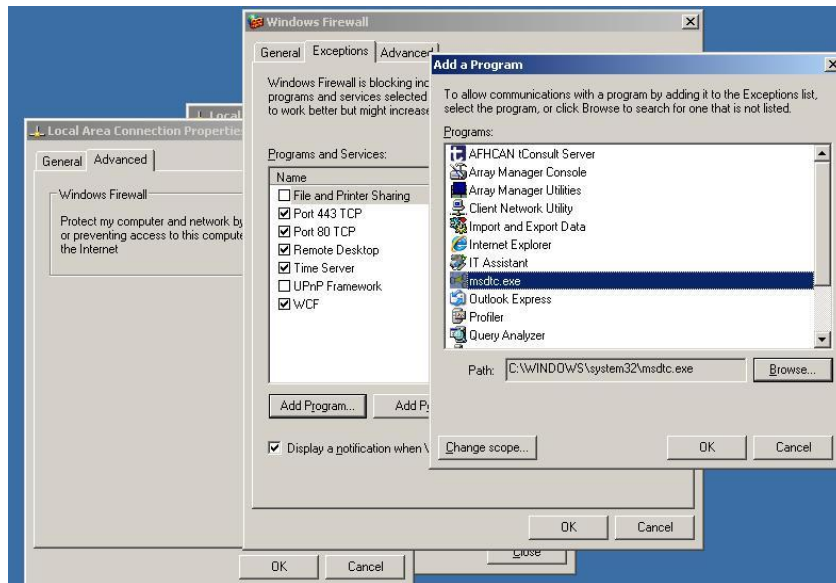
Acronym	Meaning
MSDTC	Microsoft Distributed Transaction Coordinator

## Pre-Requisites for Setting Up MSDTC

This section will detail the necessary services that need to be enabled and started in order to configure MSDTC.

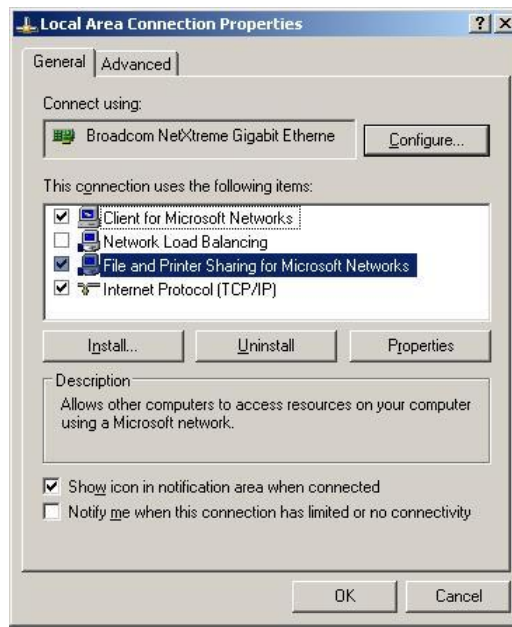
1. Using Computer Management | Services, change the following five services to Automatic and Start each one:
  - a) COM + Event System
  - b) COM+ System Application
  - c) DCom Server Process Launcher
  - d) Distributed Transaction Coordinator
  - e) System Event Notification
2. Allow MSDTC.exe through the firewall. Using Local Area Connection, click on Properties.

3. Select the Advanced tab, and then click on the Settings button.
4. Click on the Exceptions tab. Click on Add a Program.
5. Browse to the Windows\System32\msdtc.exe. Click to select msdtc.exe and click Open.



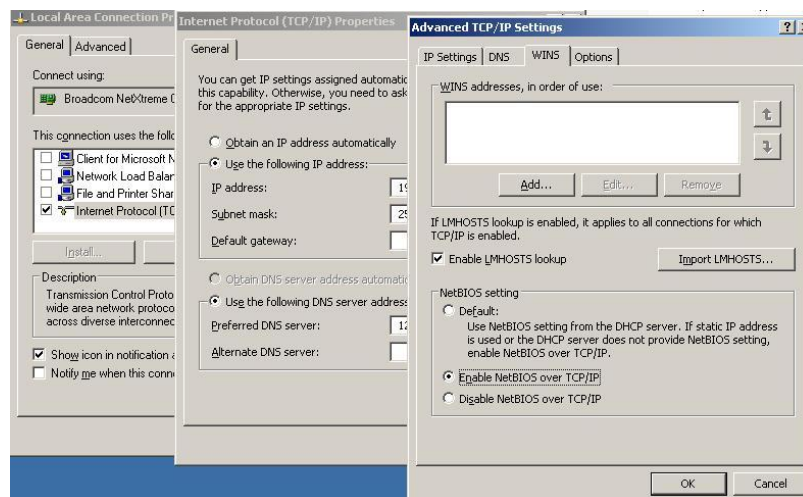
**Figure 1 – Adding the MSDTC Program as a Firewall Exception**

6. Click OK.
7. At the General tab, ensure there are checkmarks in front of Client for Microsoft Networks and File and Print Sharing for Microsoft Networks.



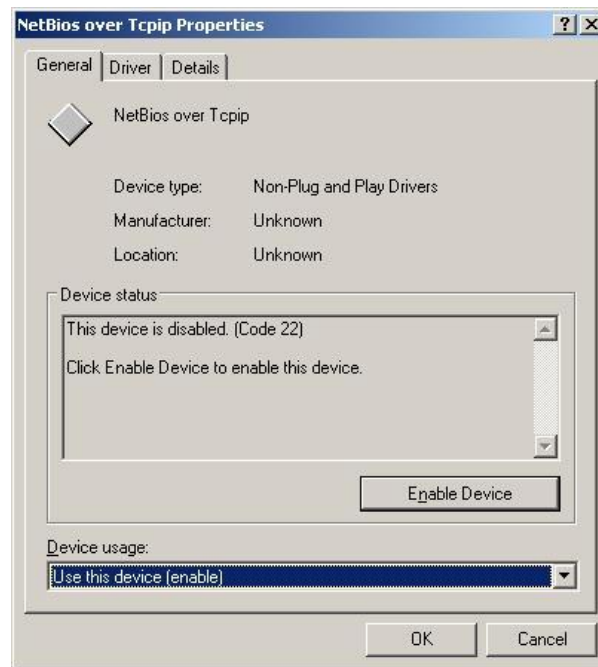
**Figure 2 – Properties of Local Area Connection**

8. With Internet Protocol highlighted, click on Properties, click on Advanced, and proceed to the WINS tab. Place a checkmark in front of Enable LMHosts lookup. Under NetBIOS setting, click on the radio button in front of Enable NetBIOS over TCI/IP, and then click on OK.



**Figure 3 – Advanced TCP/IP Settings**

9. Within Computer Management, click on Device Manager and then view devices by Connection and Hidden Devices. Click on NetBIOS over TCP/IP Properties. Enable the Device for using, and then click on the Driver tab to change Startup to Automatic.



**Figure 4 – NetBIOS over TCP/IP Properties in Device Manager**

10. Reboot the server.

## Pre-Requisites for Setting Up MSDTC if Using a Back-End SQL Server

This section will detail the necessary services that need to be enabled and started in order to configure MSDTC.

**Note:** *These steps need to be completed on both the Front-End Telehealth Server and the Back-End SQL Server.*

2. Using Computer Management | Services, change the following five services to Automatic and Start each one:

- a) COM + Event System
- b) COM+ System Application
- c) DCom Server Process Launcher
- d) Distributed Transaction Coordinator
- e) System Event Notification
- f) Remote Procedure Locator
- g) TCP/IP NetBIOS Helper

2. Allow MSDTC.exe through the firewall. Using Local Area Connection, click on Properties.

3. Select the Advanced tab, and then click on the Settings button.

- Click on the Exceptions tab. Click on Add a Program.
- Browse to the Windows\System32\msdtc.exe. Click to select msdtc.exe and click Open.

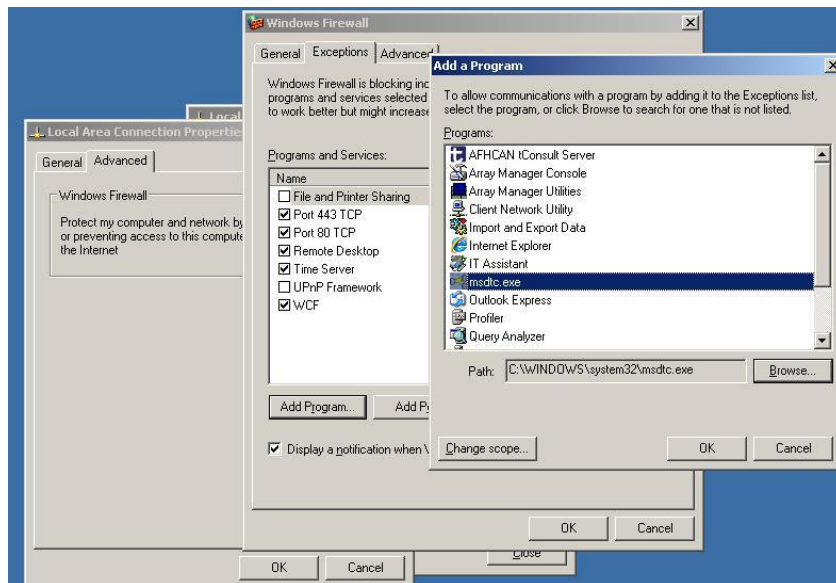
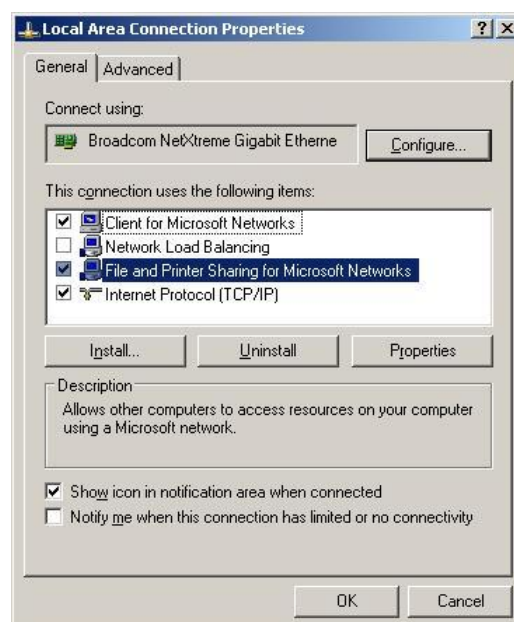


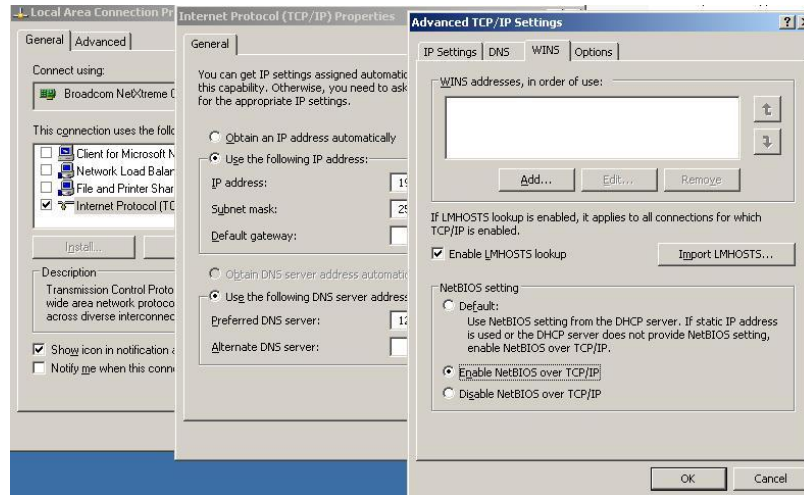
Figure 2 – Adding the MSDTC Program as a Firewall Exception

- Click OK.
- At the General tab, ensure there are checkmarks in front of Client for Microsoft Networks and File and Print Sharing for Microsoft Networks.

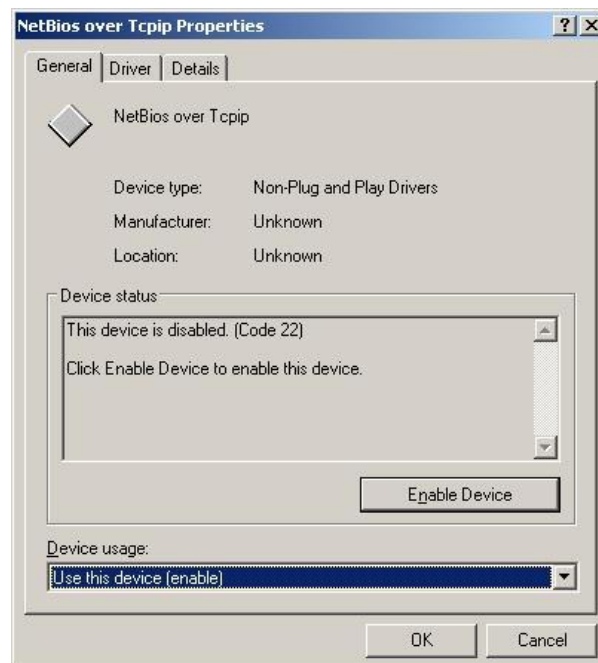


**Figure 2 – Properties of Local Area Connection**

8. With Internet Protocol highlighted, click on Properties, click on Advanced, and proceed to the WINS tab. Place a checkmark in front of Enable LMHosts lookup. Under NetBIOS setting, click on the radio button in front of Enable NetBIOS over TCI/IP, and then click on OK.

**Figure 3 – Advanced TCP/IP Settings**

9. Within Computer Management, click on Device Manager and then view devices by Connection and Hidden Devices. Click on NetBIOS over TCP/IP Properties. Enable the Device for using, and then click on the Driver tab to change Startup to Automatic.



**Figure 4 – NetBIOS over TCP/IP Properties in Device Manager**

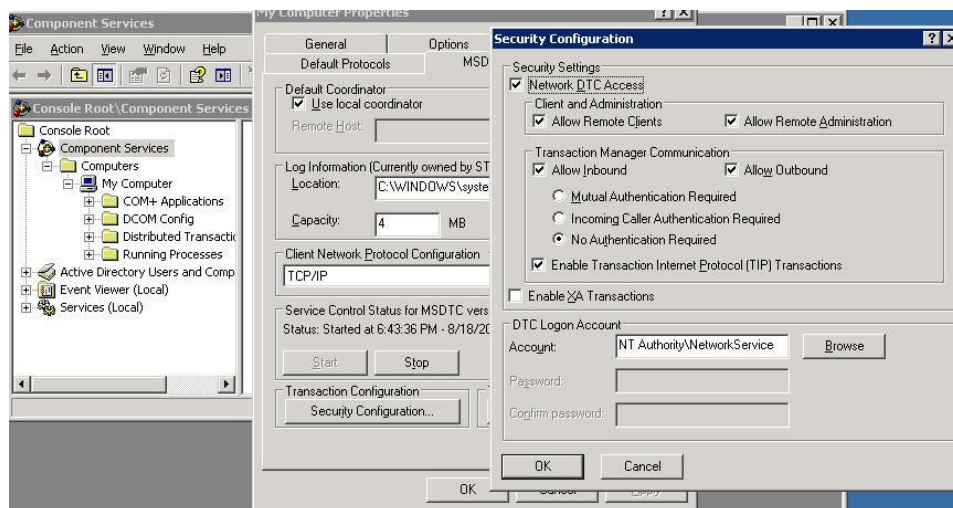
10. On the Front-End Telehealth Server only, use Windows Explorer, navigate to C:\Windows\System32\Drivers\etc folder and edit the Hosts file by adding the IP address and NetBIOS name of the Back-End SQL Server. Save the Hosts File.

11. Reboot the server.

## Configuring MSDTC

The steps for configuring MSDTC are outlined in this section. These steps are for any server using MSDTC.

1. Click Start | Programs | Administrative Tools | Component Services.
2. Click to expand Component Services and click to expand Computers.
3. Right-click My Computer, and click Properties.
4. Click the MSDTC tab of the My Computer Properties dialog and click the Security Configuration button to display the Security Configuration dialog box.

**Figure 5 – Security Configuration for MSDTC Component Services**

5. Ensure the following checkmarks are in place on the Security Configuration Dialog box:
  1. Network DTC Access
    1. Allow Remote Clients
    2. Allow Remote Administration

2. Transaction Manager Communication
  1. Allow Inbound
  2. Allow Outbound
  3. No Authentication Required
  4. Enable Transaction Internet Protocol (TIP) Transactions
6. Click on OK when complete; OK again to return to Component Services to Exit.

**End of procedure.**