

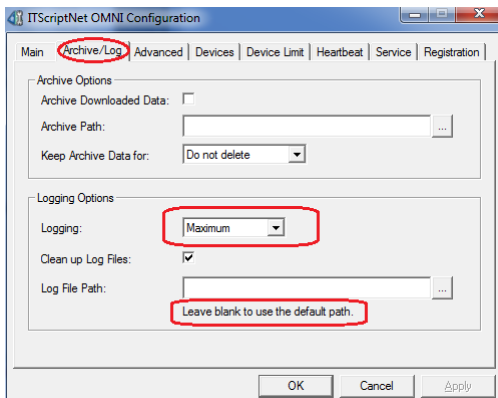
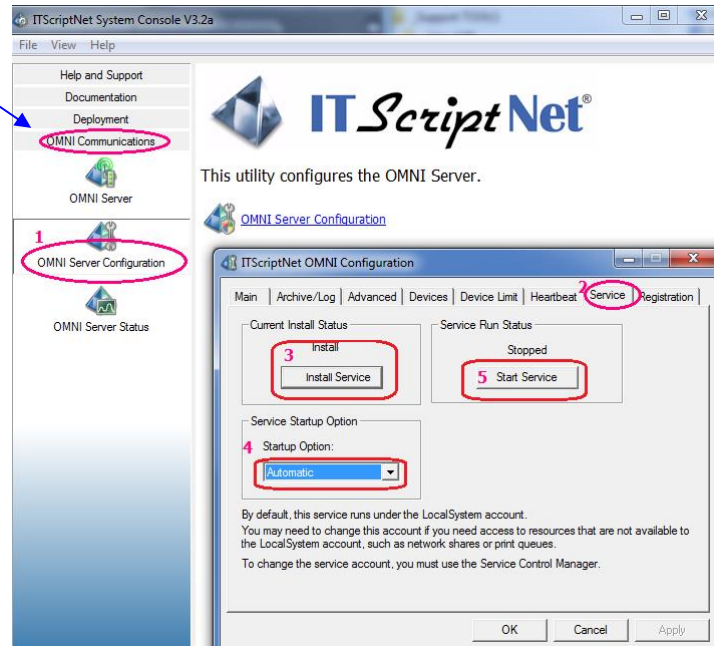
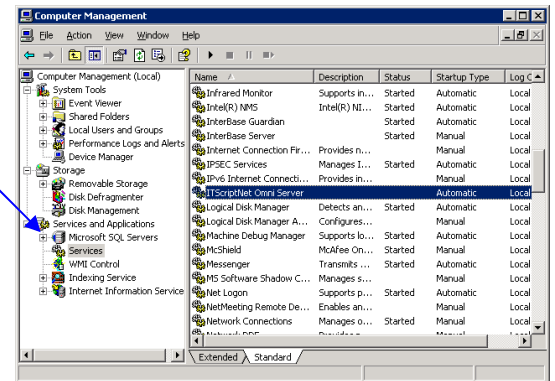
ITScript Net® ~ as a Windows Service

The OMNI Server can also run as a *Windows Service*. This applies to Windows NT, 2000, Windows Server 2003, Windows XP, Vista, and Windows 7 and 8. Running the OMNI Server as a Windows Service allows the server to run without needing the console login.

INSTALLING THE SERVICE:

The Windows Service version of the OMNI Server is installed in the program directory, but is **not installed into the Windows Service Manager**. To install the Omni Service:

1. In the left pane of the ITScriptNet System Console, select *Omni Communications*, then *Omni Server Configuration*; click the blue link in the right pane to launch the configuration window.
2. In the Configuration, click on the *Service* tab.
3. Click the button to *Install Service*.
4. Set the start up option to *Automatic* from the drop-down.
5. Click the *Start Service* button.
6. **Set logging to Maximum:** log files will be created in the ITScriptNet program directory. This will help to troubleshoot communications issues.



TROUBLESHOOTING & account default:

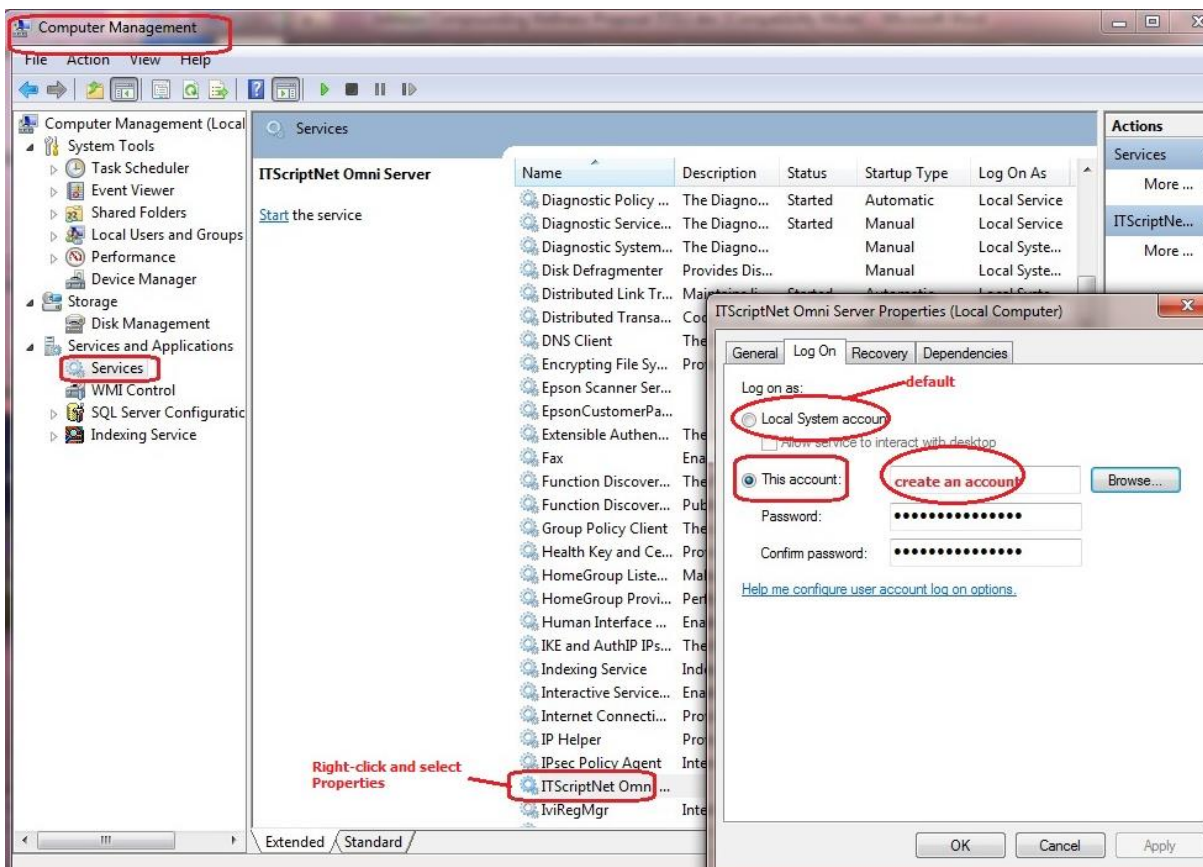
The Windows Service runs as a local user account *by default*, %local System%, which is a built-in user account. Even though you are logged into the computer as an administrator, and may have permissions to write to the network share, *the Windows Service will not have access to the network share*, and data cannot be read from nor written-to the network share because of the Windows Service's Local System account.

1. This **Local System user account has NO access to the network**. This is a Windows security feature. The Windows Service needs access to resources that are not available to the Local System account, such as network shares, ODBC DSNs, etc. **The Windows Service must be run under an account that has access to the network; the Local System account does not.** (see image below)
2. **The Windows Service cannot read from, nor write-to, a mapped drive.** If the program file ITB is located other than the local C-drive of that server, then the Windows Service will not connect. (see below for UNC path).

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Although you can use *your* network account and change the Windows Service to your credentials, this is not recommended as any changes to your system account will cause the communications with the Windows Service to fail. It would be better to create a Service account, **specific to the Omni Server**.

Image of Windows Service, change Service account to a *non-Local System* account:



- UNC path** - If the ITScriptNet program files are located on a network share, you will need to use the UNC path (in the Omni Configuration window) when adding the program .ITB to the Omni Configuration on the server/computer. When entering the UNC path into the Omni Configuration windows, do not type in the path, click on the *Add* button and navigate to the network path and select the program .itb file . this allows that *Windows* can find the program file.
 - Because the **Windows Service does not have access to mapped drives**; the UNC path will be required and is NOT case sensitive, for example:
(\\<server>\<datadrive>\<foldername>\<foldername>\<filename>
- Local drive files** - If the ITScriptNet program files are located on the local drive, and if the data collection program outputs to a file or to a database, then the program files + the output files/database must all be on the local C drive.
- Validation Files** - When running Omni as a Windows Service, validation files will be generated into a \mp empq folder in the local user's directory, then loaded to the mobile device; the \mp empq folder will then be deleted from the local user's directory. The validation files are only loaded to the device; no validation files will be saved to the ITScriptNet directory.
- Log files** - When running Omni as a Windows Service, and **if there are communications issues, the best place to start would be to enable Logging (in Omni Configuration, #6 above/previous section)**. The log files will be located in the folder C:\Program Files\ITScriptNet (or if running Windows 7, log files may be saved in the *Program Data* folder). The log files can help with troubleshooting communications or if any errors are generated by the server. Note whether there are any error messages displayed on either the computer or on a device. Also, check the Windows Service to make sure it has not been stopped by other processes or security running on your network. (see Service Restart on next page...)

Windows 7 – if your computer is running Windows 7 or 8, please download the PDF of information from this link:
<http://www.z-space.com/kb/Article.aspx?ID=10231&SearchID=5401>

7. Set the Windows Service to restart:

- From Within Windows Services, scroll to ITScriptNet Omni and right-click.
- Click on Properties.
- In the next windows, click on the Recovery tab.
- Set the First Failure to %Restart...+ This should be sufficient.

