ATTN: EBMS IT Administrator

Subject: EBMS Client/Server Restart Guide

EBMS Client/Server is a data management software solution installed on your data server. It is like placing an individual by a filing cabinet that responds to the requests of others within the office rather than each person finding and accessing the information individually.   The client workstations make requests to EBMS Client/Server which then communicates that request to the EBMS data.

There are numerous advantages to using EBMS Client/Server. Among the advantages are file integrity, system stability, speed enhancements, and user reporting. To facilitate the communication between the EBMS Client/Server software and the data a small program called a "service" is used. Microsoft Windows manages this service and attempts to keep it running at all times so communication from the clients can flow to the data. There are times however when this service stops.

There are a couple of common reasons as to why this may occur:

1. The data server shutdown "hard". An abrupt power outage caused the computer to crash.
2. The Microsoft Windows Shutdown or Restart methods did not shutdown the service correctly.

EBMS Client/Server is designed to NOT restart automatically after a faulty shutdown because it is important that the EBMS IT Administrator for your company re-index the data files. We have created an EBMS Client/Server Restart Guide that explains this in greater detail and will assist you in getting your business back up and running.

A copy of the EBMS Client/Server Restart Guide has been enclosed with this mailing. It is also available upon request and is always downloadable from our website, www.EagleBusinessSoftware.com/Support.

If you have any questions about this or any other EBMS situation please feel free to call our EBMS Call Center: 717.442.3247 ext. 2

Sincerely

The Eagle Business Software Support Team

EBMS Client/Server Quick Restart Guide

For users running EBMS Client/Server on their EBMS Networks.

If you are attempting to login to EBMS and get a message saying "Company – Disconnected" you must restart the EBMS Client/Server service.

1. Log on to your EBMS data server and browse to Start > All Programs > Eagle Business Management > **Company Administrator**. (Starting this program may take a minute or more. Wait patiently.)
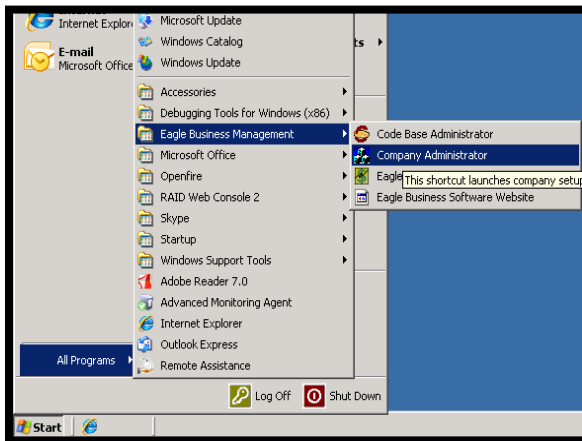
Figure 1

2. In Company Administrator you will see your company's three letter ID (Figure 2). If the Company Setup window shows the company as disconnected continue with Step 3. Otherwise proceed to Step 5.
3. Go to the menu "Log Files" and press Remove.
4. Go to the menu "Server > Start". This should start the EBMS Client/Server service.
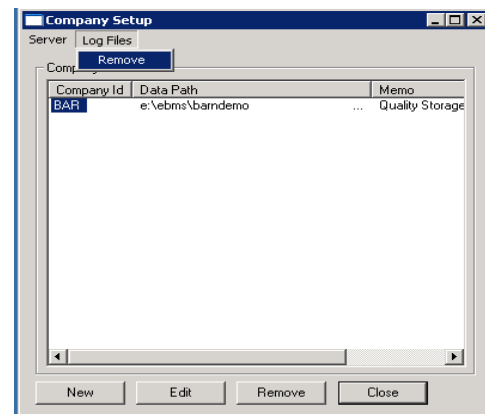5. Login from a workstation to test. Print a report.

6. **IMPORTANT! RE-INDEX DATA FILES**
   If the EBMS Client/Server service has been restarted there is a possibility that cached index information has been lost or corrupted. It is recommended that your IT administrator re-indexes the data files immediately.
   TO RE-INDEX:
   Log into EBMS. Open File > Utilities > Maintenance Utilities
   The Utility "File Maintenance" performs the re-index. It is the only one that needs to be run. Deselect the rest.

   ACHTUNG! All users will need to be out of EBMS when the re-index is performed. The process may take hours.

Figure 2

7. If EBMS Client/Server stops multiple times for unexplainable reasons, contact your support rep or send an email to Support@EagleBusinessSoftware.com. Do not remove the log files (Step 3) if you wish EBMS Customer Support to troubleshoot the problem.