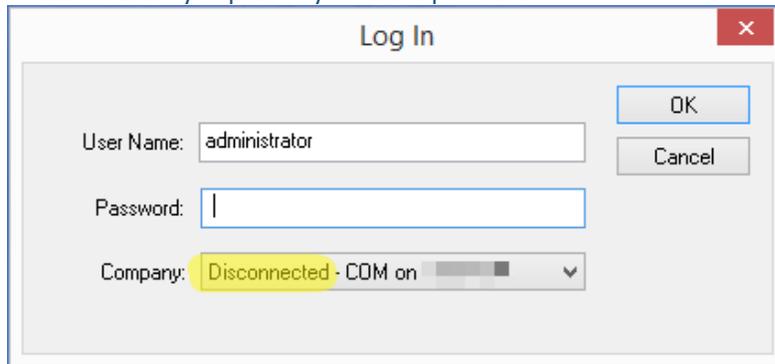


EBMS Server Start

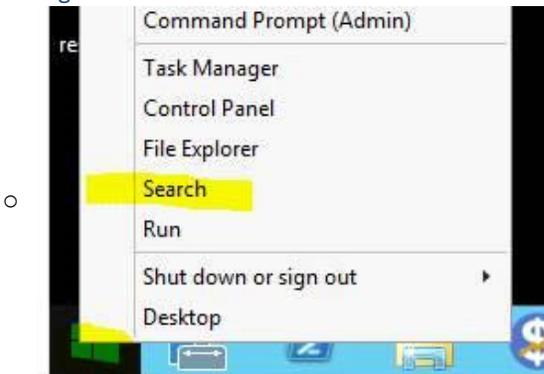
Monday, August 31, 2015 9:34 AM

EBMS has a data security feature where EBMS Server (the program that manages the EBMS data) will not automatically start on the EBMS data server computer if it is unsure that computer was properly shut down. If you bring up the EBMS login Screen and a workstation and the Company shows "Disconnected" you probably have the problem.

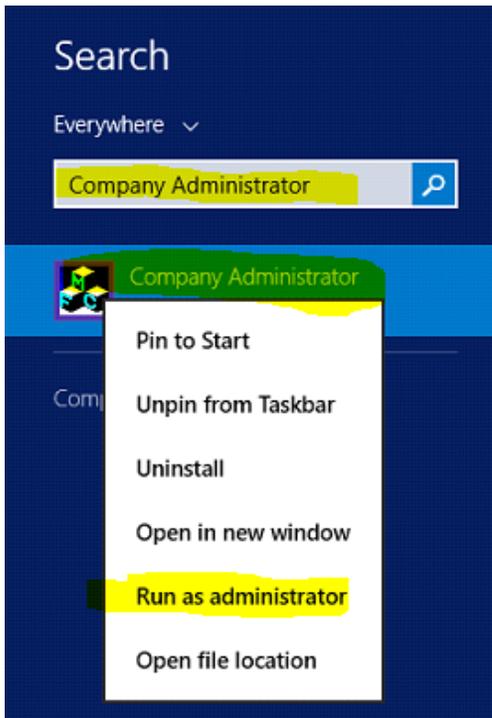


You can manually start EBMS Server using the following steps:

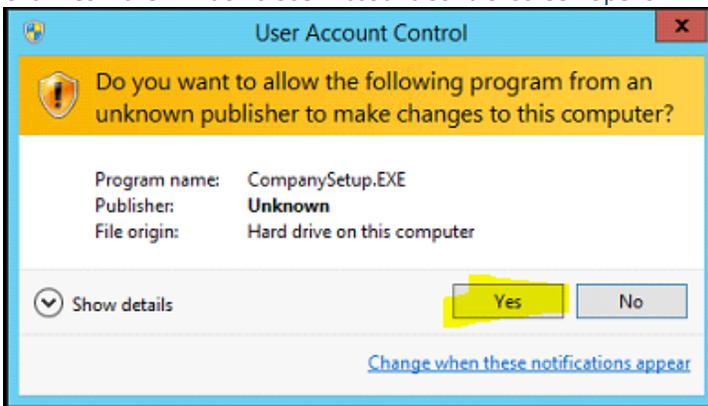
- Log into the Windows server computer
- Open Company Administrator
- Windows 7:
 - o Start > Programs > Eagle Business Management > Company Administrator
- Windows 8:
 - o Right click on Start and select search



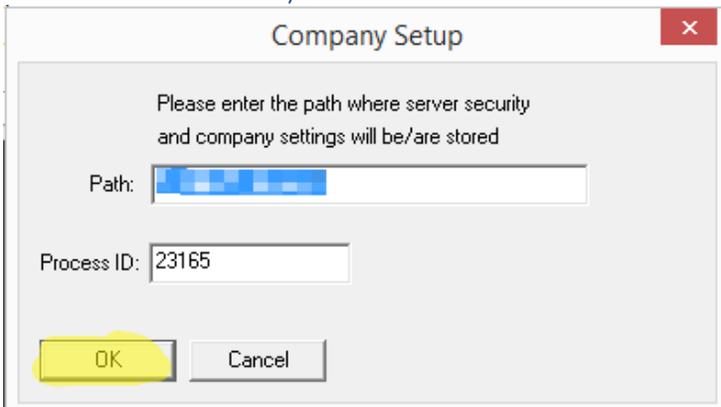
- o Search for: Company Administrator
- o Right click on: Company Administrator
- o Select: Run as administrator



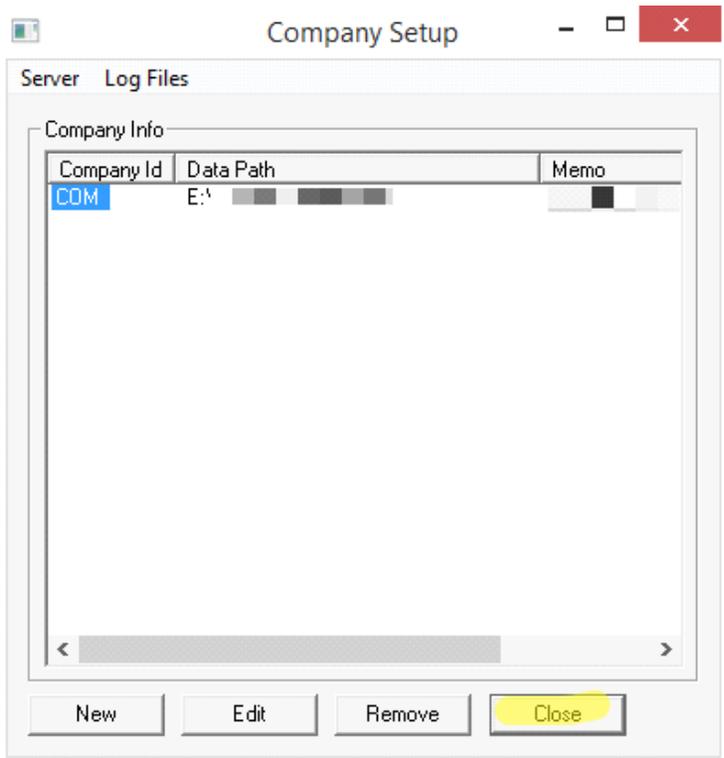
- Click Yes if the Windows User Account Control screen opens



- Click OK to the Company Setup window with the Path and Process ID (don't make any changes to the information on the screen)



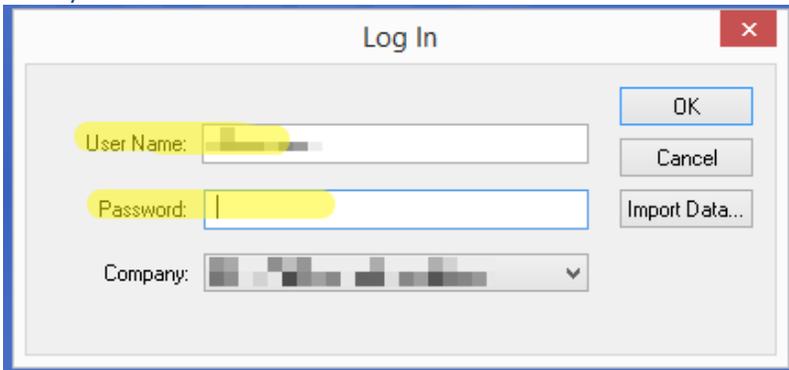
- o If the EBMS Server is not running it will look like the Company Setup window is hanging for about 30 seconds but it is actually starting EBMS Server in the background.
- o If EBMS immediately open the next screen then EBMS Server was already running.
- Once the following screen opens EBMS Server is up and you should be able to log in from the other computers.
- Close the Company Setup (Company Administrator)



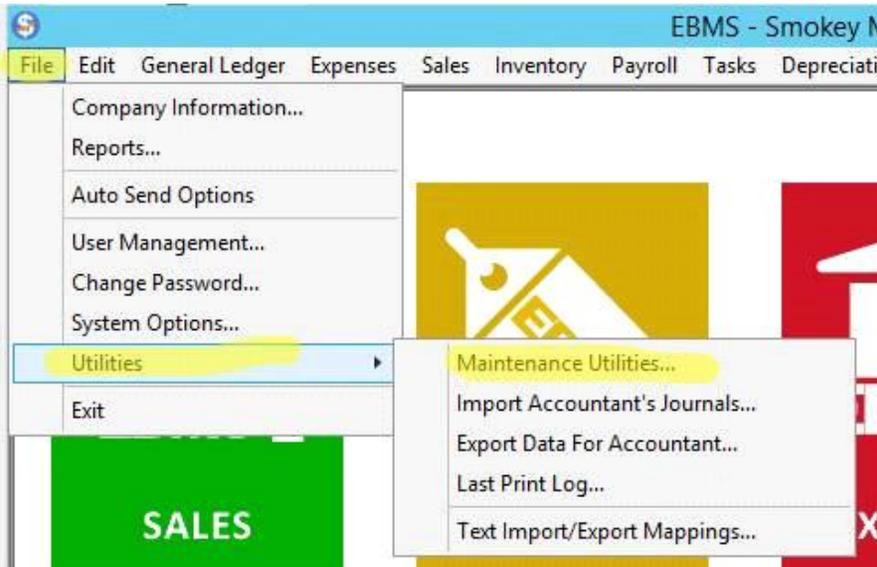
If you know that you manually restarted the server and that you did a normal restart of server, there is nothing else that you need to do at them point. You can have everyone log into EBMS on their workstations.

If you aren't sure that everything shut down correctly (power outage, some other Windows restart), there is a concern that database indexes are corrupted. When a computer is improperly shut down there may be files that were when the server computer was abruptly shut down. We sometimes have an automated utility setup that does a reindex of your data once a week (If I did not notify you about this, it probably isn't setup) but I highly recommend you manually reindex the data now before any of your users login.

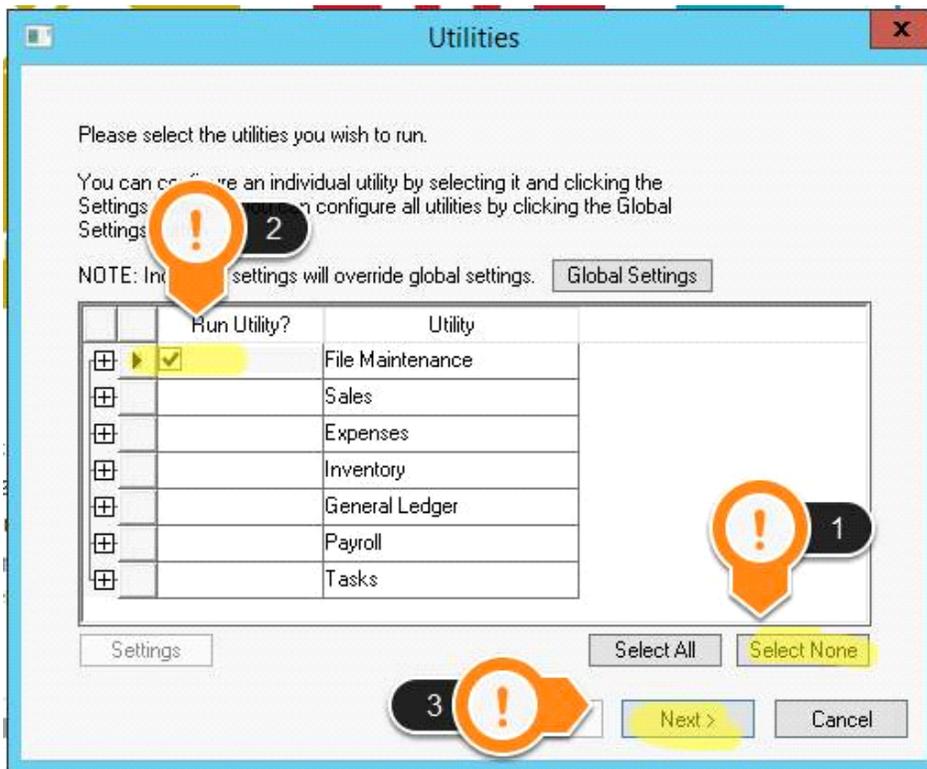
- Make sure that no one has logged into EBMS yet. If they have get them to exit EBMS
- Log into EBMS on the server (You have to do this from the server computer)
- Enter your User Name and Password and click OK



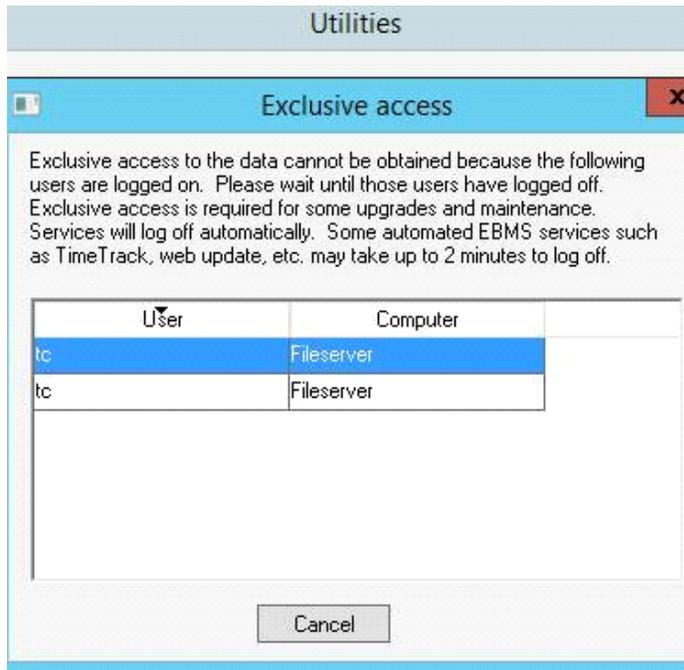
- Menu: File > Utilities > Maintenance Utilities...



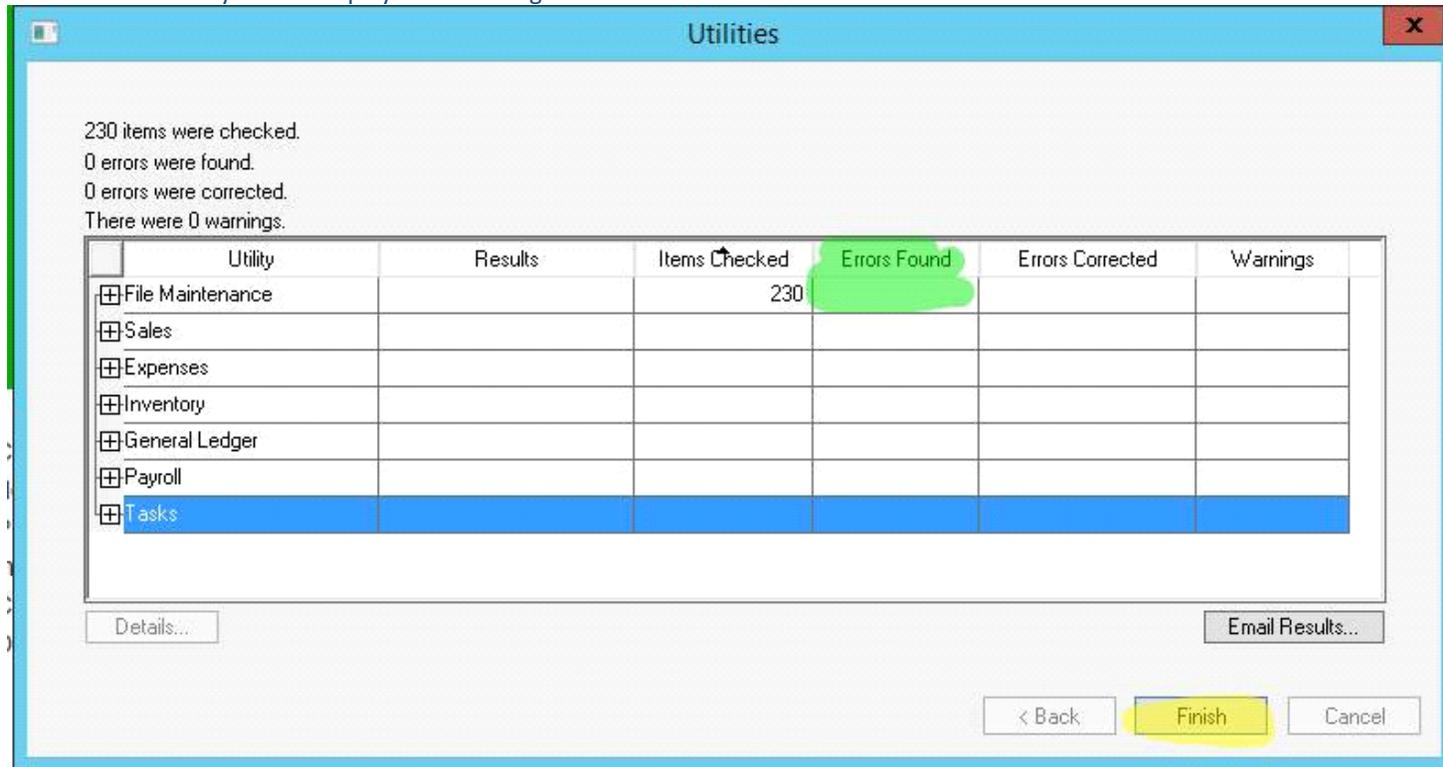
- Click: Select None
- Now only select: File Maintenance (this is the utility the reindexes the database so this is the only utility that we are concerned about at this time)
- Click Next



- EBMS will tell you if there are any users logged into EBMS. If the EBMS TimeTrack (Time Clock) user is logged into EBMS give it a minute and it will automatically logout. As soon as all user are out EBMS will start File Maintenance utility. Restart the server computer and restart these steps if there is a user showing in the list but you don't know how to disconnect them.



- Once the utility has exclusive access to all the data files it will run
- At the end the utility should display the following results:



- Click Finish and your users can use EBMS on all workstations.
- If there were "Errors Found" I would restart the server computer and try running EBMS File Maintenance Utility again. If there are still error please contact EBMS Support ASAP.