Chapter 1.01: Operating in a Multi-User Environment

Overview

If you are using Route Manager in a multi-user environment, there are additional issues to address as you manage the program. Follow the suggestions in this guide to manage day-to-day operations.

Typically, a multi-user system requires additional support by a 'System Administrator' due to the number of users and the complex environment. If you require additional technical assistance, contact Advantage Route Systems.

Network Setup

There are two primary methods used when setting up a multi-user system:

- ***Client-Server:*** If you have a dedicated network server running an operating system such as 'Windows 2003 Server,' the data resides on the file server and all users can access the information via a network connection from their workstations.
- ***Peer-to-Peer:*** Use one workstation in a 'Workgroup' to act as a server with other users accessing data from their workstation(s). This is generally acceptable for three to five users if the host workstation is fast enough to handle the workload — usage is a big factor. Note: Windows Vista, 7 and 8 are not supported as the "Host" computer where Route Manager will be installed and shared from. These operating systems cannot handle the file sharing load required.

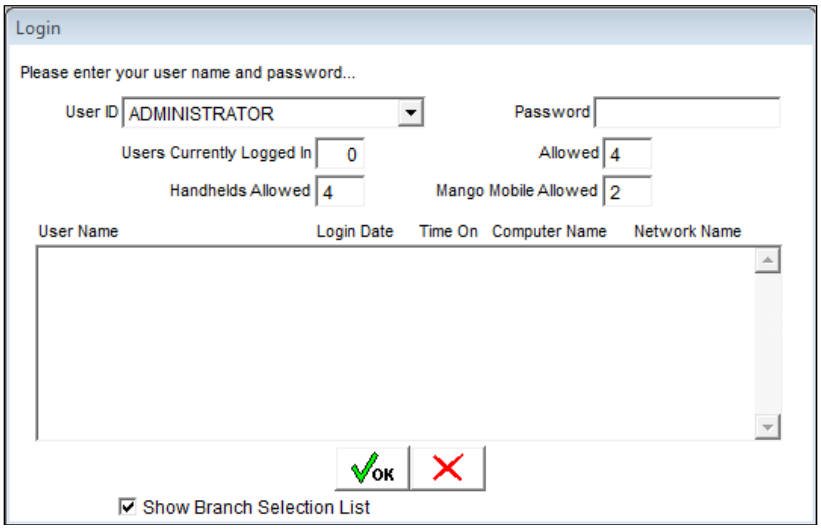
In an ideal situation, every multi-user system should be set up as 'Client-Server,' as it offers the best performance, a more secure environment, and can be easily managed.

User Licenses

You are given a single-user license with the purchase of Route Manager, which means that your system will allow one user to be logged in at a time. Purchasing additional licenses allows you to have more than one user logged in concurrently.

Logging In

The easiest method to determine the maximum number of concurrent users is displayed on the login screen (below):



On the login screen, you will also see all other users that are on the system. If you consistently do not have enough user licenses, you will need to acquire additional desktop licenses so that each user can access the system when needed.

Multi-User Functions

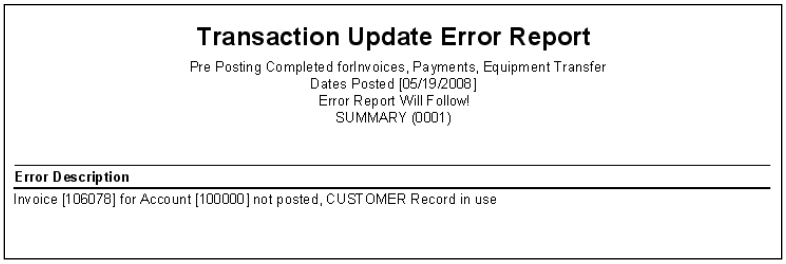
Most functions in Route Manager are designed for multi-user access. This means that two or more users can access customer information, input transactions, or look-up customer history at the same time. Furthermore, demanding tasks such as posting and uploading data cards from the handheld can be done while others are keying in and retrieving data.

The following list contains some of the items that can be accessed while more than one user is in the system:

- Customer Lookup
- Most Lists menu functions?
- Entering payments
- Entering invoices
- Uploading cards (Afternoon Card function)
- Downloading cards (Morning Card function)
- Post Transactions
- Printing Statements
- Printing most reports

Post Transactions Exception

Posting is a multi-user process, but occasionally the multi-user feature will delay the posting of a transaction if a user is editing a customer record that needs to be updated. A 'Transaction Update Error Report' will be displayed on the screen to alert you that the transaction was not posted:


Transaction Update Error Report

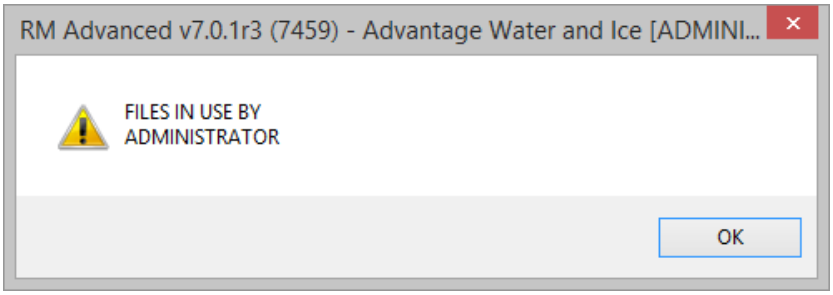
Pre Posting Completed forInvoices, Payments, Equipment Transfer
Dates Posted [05/19/2008]
Error Report Will Follow!
SUMMARY (0001)

Error Description
Invoice [106078] for Account [100000] not posted, CUSTOMER Record in use

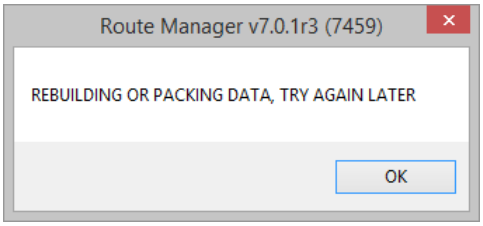
The transaction will need to be posted after the user exits the account.

Single-User Functions

There are a few processes in Route Manager that must be completed in single-user mode. A message will be displayed on the screen if there are other users in the system at the time you attempt a single-user operation (attempting to *Pack* files, below).



Furthermore, if other users attempt to log in to Route Manager during a single-user operation, they will be denied access (attempting to login during *Rebuild Data Files*, below).



These types of messages are designed to prevent any corruption of data.

Some programs or features that require sole access to your files are:

- Period Close
- General Ledger Postings
- Rebuilding Data Tables
- Pack
- Updating your software via the web

Route Manager Program Administration

The following items listed should only be executed by qualified users or administrators.

Updating the Program

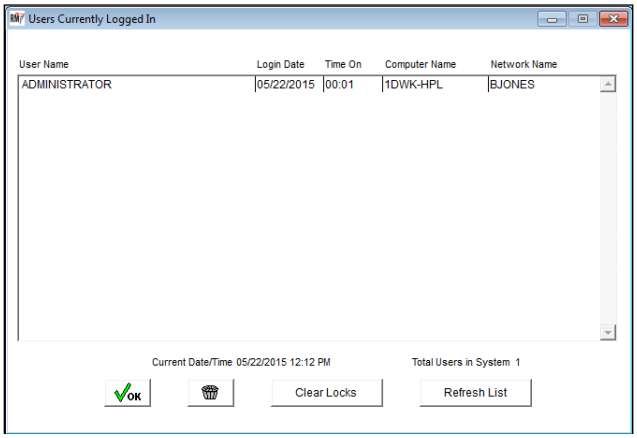
Each time you update your program all other users must be out of the system. Since there are many files that need to be updated, if any users are logged in, there is a chance that a file will not be updated. During the update, data files are often converted or expanded to a new format, so it is imperative that no other users be active during this process.

All of the above is true whether you update your via the Web.? The update process can take from five minutes to over two hours depending on the method used and the speed of the data transfer. Plan to suspend your normal operations during any updates.

Clearing Out Users

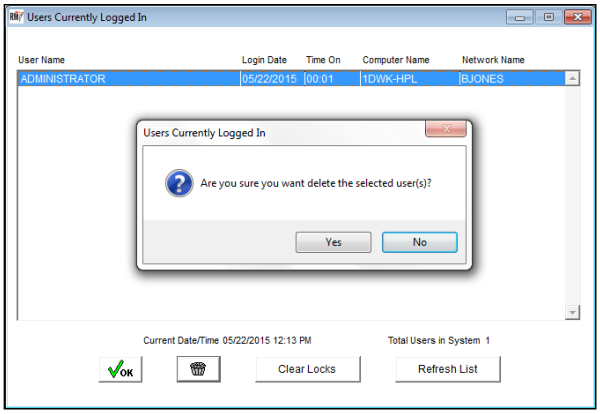
Occasionally, a user can become "stuck" in the program. This happens when Route Manager does not recognize that a user is logged out. This is generally the result of network problems, power outages, server issues, etc.

Should this issue occur, generally one user can get into the program and access the 'Users Currently Logged In' option located under *Tools* > *Administration*.



This will list all users currently in the system, the amount of time logged on, and their computer name on the network. Select the "stuck" user, and click the *Delete* button.

Select the 'Yes' option to delete the selected user. This will clear the user out of the system, and allow the user to log back in.



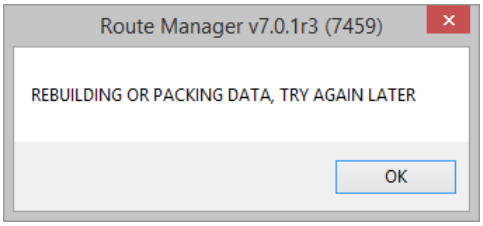
Additionally, it may be necessary to access the 'Users Currently Logged In' screen from the login screen — for example, because your user name already appears in the login list.

To do this, follow the steps below (administrative rights and Master Account flags are required to use this feature):

1. Select a user with administrative credentials.
2. Enter the password: **ARS-RM2000** (all caps), and click **OK** to log in.
3. You should be prompted with another password box. Enter the actual account password and click **OK**.
4. Select the user in question, and click the **Delete** key to remove the stuck user.
5. Select **OK** to close the screen.

Remlocks Command

You may be required to execute a 'remlocks' command if you are attempting to log in to the program and receive the following message:

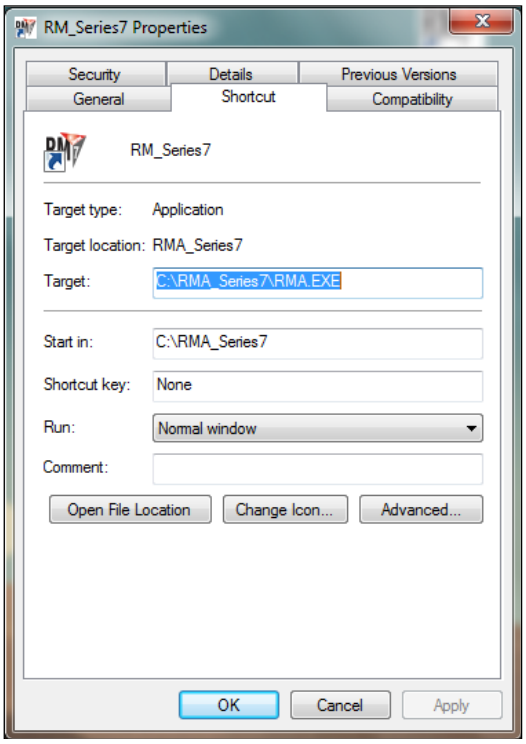


NOTE: You may receive this message if a user is performing a 'Rebuild' or 'Pack' function in RMA. Check with the other users to ensure that these functions are not being performed prior to following the steps below.

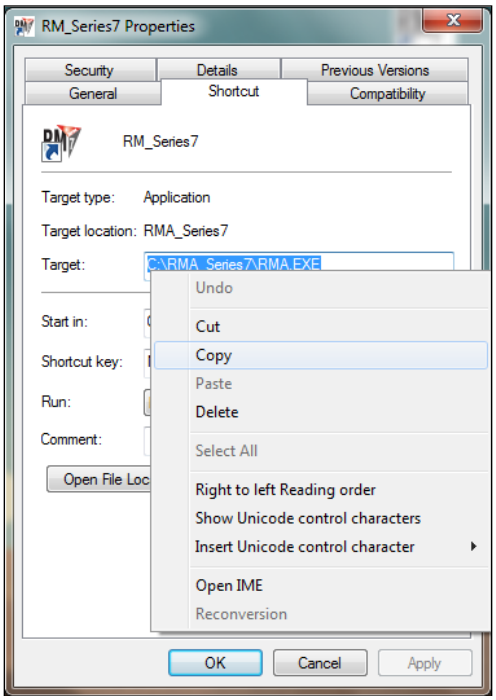
Follow the steps below to resolve this issue.

1. Right-click on any shortcut to the Route Manager program and select **Properties**.

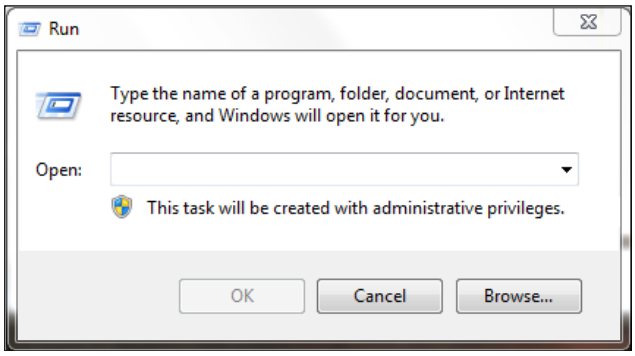
2. Highlight the text in the 'Target' path field on the *Shortcut* tab:


RM_Series7 Properties
Security
Details
Previous Versions
General
Shortcut
Compatibility
RM_Series7
Target type: Application
Target location: RMA_Series7
Target: C:\RMA_Series7\RMA.EXE
Start in: C:\RMA_Series7
Shortcut key: None
Run: Normal window
Comment:
Open File Location
Change Icon...
Advanced...
OK
Cancel
Apply

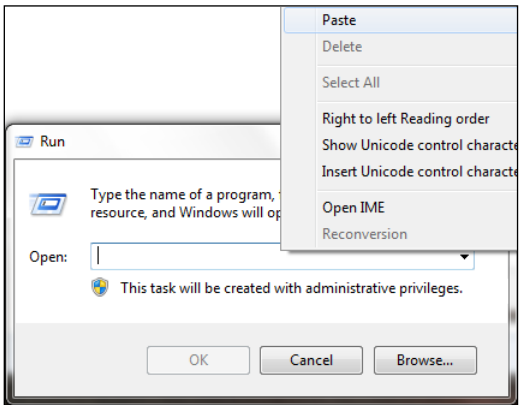
3. Right-click on the text displayed within the *Target* path, and select **Copy:**



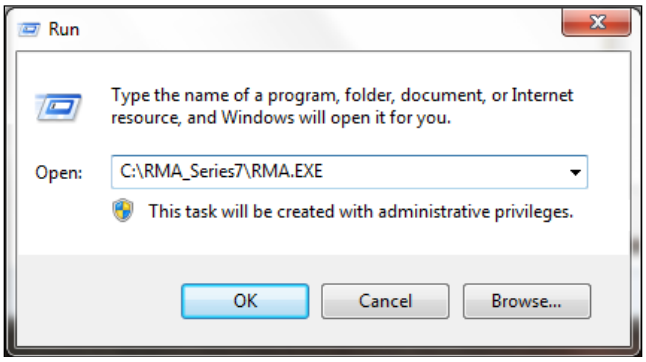
4. In Windows, go to *Start*, and select **Run**:



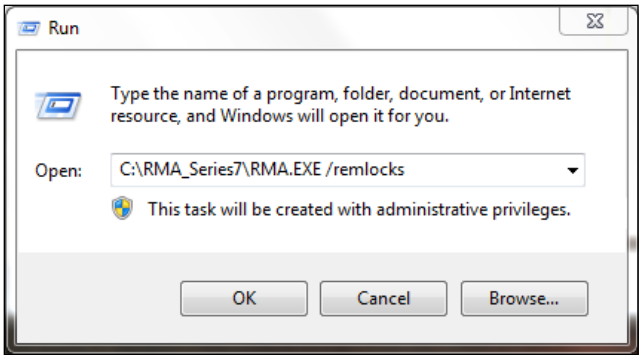
5. Right-click in the *Run* field, and choose **Paste**:



6. The path to Route Manager should now be displayed in the *Run* field:



7. Add **/remlocks** to the line manually (and make sure there is a space between the exe and /remlocks commands):



8. Press the **Enter** key on your keyboard, or press the **OK** button.
9. RMA will briefly appear on your screen, and then close. Now you may launch the program and log in to RMA.

Troubleshooting

If you are having problems in a multi-user environment, check our Web site, or call us for assistance. Due to the number of variables with computers, network cards, cabling, servers, printers, routers, users, etc., it is often difficult to pinpoint the exact source of the problem on your own.

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