

# Implementation Guide

Welcome EBSAlerts! .....	3
Help Us Help You .....	3
EBSAlerts Installation (Server) .....	3
Download Software and EventPaks.....	3
Log in to the EBSAlerts Service Account.....	4
Install EBSAlerts (New Install).....	4
EBSAlerts Components to Install.....	4
Upgrade EBSAlerts (Existing Install) .....	4
Installation Error "Cannot Find Table `ES`" .....	5
Configure EBSAlerts Service .....	5
Migrating to SQL Server.....	6
If You Are Migrating a New Installation.....	6
If You Are Migrating an Existing Installation .....	6
Do NOT Delete the Access Databases .....	7
Schedule Your SQL Database Backup.....	7
Reset SQL Server Database Location .....	7
Email Account Setup.....	8
Internet (SMTP) Account Setup .....	8
Internet (SMTP via Exchange) Account Setup.....	9
GroupWise Account Setup (via SMTP).....	9
MS Exchange Email Account Setup .....	9
Lotus Notes Email Account Setup.....	10
Test Your Email Account .....	10
Common SMTP Configuration Errors.....	11
Common EXCHANGE Configuration Errors.....	11
Add / Verify ODBC Source.....	14
Adding an Application .....	14
Connecting EBSAlerts to an Application .....	15
Connecting to the Sample Application .....	15
Test Your Connection .....	15
EBSAlerts EventPaks.....	16
Installing EBSAlerts "EventPaks" .....	16
Enter Your License Code.....	16
Client Preparation: On the Server .....	17
Install Client Components .....	17
Client Install: Troubleshooting.....	18
Troubleshooting with the "Desktop" Service.....	19
Servers Remain in "Startup" State .....	19

## Welcome EBSAlerts!

Welcome EBSAlerts, the industry's leading Business Activity Monitoring technology. This guide is designed to help you install and initially configure the EBSAlerts solution.

This guide specifically addresses the installation of EBSAlerts and the initial Email setup. For complete instructions on every EBSAlerts function, from query and event designing to report distribution, email response, and webcast set-up, please refer the provided documents.

## Help Us Help You

Since there are over 4,000 organizations using EBSAlerts, our Technical Support department does its best to prioritize incoming support requests and you can help us out in this regard.

If you know what day (or days) that you will be installing and configuring EBSAlerts please take a moment to send an email to our Support department with this information in it. This way, if our Support staff sees an incoming support request from you on one of these days, your queue priority will be raised in an effort to get back to you as soon as possible.

**Note: For hardware and software requirements and all other information necessary to prepare for the installation, please see the pre-installation document.**

## EBSAlerts Installation (Server)

After configuring the EBSAlerts Service account and identifying the type of email system EBSAlerts will be using (see Pre-Installation Guide), you are ready to download and install EBSAlerts on your server.

The installation of EBSAlerts "Client" is detailed in a subsequent chapter.

## Download Software and EventPaks

The first step in installing and configuring EBSAlerts is to download EBSAlerts from the EBSAlerts website.

Fill out the download form and you will be shown information on where and how to download the appropriate files.

Note that there is a single "EBSAlerts Setup" file (EBSAlerts\_Setup.exe) to download regardless of the operating system of the machine on which you plan on installing EBSAlerts (Windows 2000 or 2003, Windows NT, Windows XP, or Windows Vista).

EventPaks are collections of predefined Queries and Events that can easily be installed and utilized in EBSAlerts. The download confirmation page contains the current shipping version of EBSAlerts as well as over 40 free EventPaks for the leading front and back office applications on the market today.

## Log in to the EBSAlerts Service Account

In the Pre-Installation Guide, you created an account for the EBSAlerts Service.

Log out of your current session, and log back in using that account.

Whenever you need to perform EBSAlerts maintenance, you should first log into this account and then perform the required maintenance.

## Install EBSAlerts (New Install)

After you download the “EBSAlerts\_Setup.exe” file, run this file to begin the installation of EBSAlerts. You will be prompted to specify the installation password, which was emailed to you at the time you downloaded the EBSAlerts setup file. This password changes with every major release of EBSAlerts.

See “EBSAlerts Components to Install” for additional installation information.

Once the installation is completed, please refer to the section titled “Configure EBSAlerts Service”.

### *EBSAlerts Components to Install*

The EBSAlerts components are:

- **Core Components:** These components are always installed.
- **Server Components:** These components (including the EBSAlerts database) are installed on the EBSAlerts server.
- **Client Components:** These components are what allow a user to access and maintain the application. These components are always installed on the EBSAlerts server and may be installed on remote systems from which EBSAlerts access is desired.

By default, all three components are installed. You should modify this only if you wish to install the client components on a remote system.

Note the following:

- Do **not** select “Feature will be installed when required” for any component.
- If you wish to install a specific component set, make sure that the option “Will be installed on local hard drive” is selected.

## Upgrade EBSAlerts (Existing Install)

If you already have EBSAlerts installed, you may wish to upgrade it to the most current version. The current version of EBSAlerts is displayed on the EBSAlerts Download page.

To see what version of EBSAlerts you currently have installed, log into any EBSAlerts module, click on the “Help” menu and then on the “About” option.

To upgrade EBSAlerts, follow these steps:

- Back-up your EBSAlerts data files
- Un-install EBSAlerts (this will leave your data files intact)
- Install the new version in the same location as the previous version.
- (If you are currently running a EBSAlerts version prior to v6.x and you will be upgrading to version v6.x or higher, you **must** (after installing the new version) next select the option called “Upgrade Earlier Version Database to vX”. This option is located in the EBSAlerts Programs Group.)
- Once these steps are complete, you should decide whether you wish to host the EBSAlerts database under Microsoft Access or under Microsoft SQL Server. If you opt for MS Access, your upgrade is complete. If you opt for MS SQL Server, please follow the steps detailed the section titled “Migrating to SQL Server”.

Note that when you uninstall EBSAlerts, the username and password that the EBSAlerts Service is removed. To re-enter this information, log into the EBSAlerts Administrator, go to the “Activity” folder, and click on the “Server Status” folder. You may then select the toolbar option “Server Login Information”.

### *Installation Error "Cannot Find Table 'ES'"*

If you get the error "The Microsoft Jet database engine cannot find the input table or query 'es'" when you try to open a EBSAlerts Event, your upgrade procedure was not completed successfully. This is corrected by following these steps:

- 1) Stop the EBSAlerts Service and exit from all EBSAlerts modules.
- 2) Select the option in the EBSAlerts Programs menu called 'Upgrade earlier version to vX.'
- 3) Start the EBSAlerts Service.

If you experience further problems, please contact EBS Customer Support department.

## Configure EBSAlerts Service

Your last step in this chapter is the configuration of the EBSAlerts Service.

- Log in to the EBSAlerts server, go to the “Control Panel”, and then to “Admin Tools”, and then select the “Services” option. (optionally Start | Run and type in services.msc)
- Right-click on the EBSAlerts service, select “Properties”, and click on the “Logon” tab.
- Select the “This Account” option.
- Click on the “Browse” button and select the EBSAlerts Service account that you created prior to install.

- Click on the “Check Names” button to validate the name you selected.
- Click on OK to return to the previous window and then click on “OK” again.
- Set the “Startup type” to “Manual” and start the EBSAlerts Service.
- Verify that you can start and stop the EBSAlerts Service without error. Errors are displayed in a dialogue box as well as in the Event Viewer.
- Stop the EBSAlerts Service. For the next steps, you will be using the EBSAlerts “Desktop” Service as it will display any configuration problems the Service might have.
- When finished, you will reset the EBSAlerts Service to “Automatic”.

## Migrating to SQL Server

As of Version 6.0 of EBSAlerts, you have the option to host the EBSAlerts database under either MS Access (the default) or MS SQL Server.

Note that EBSAlerts supports SQL Server Express (formerly known as MSDE). If you plan on using SQL Server Express, you will need to download and install the (free) SQL Server Express database from the Microsoft Windows website.

If you wish to host the EBSAlerts database under SQL Server, follow these steps:

- Install the EBSAlerts application on your server
- Open the EBSAlerts Programs group and select the option to “Migrate Database to SQL Server”.

**Note:** The option to migrate the EBSAlerts database **must** be taken from the EBSAlerts server; it cannot be run from a remote EBSAlerts client.

Before migrating your database to SQL Server, make sure that you have the following two pieces of information:

- 1) Which SQL Server name (instance) you wish to migrate to.
- 2) A SQL Server username and password that has the privileges to create and to alter a database

Note that the migration program, once successfully executed, will not be able to be run again on the same EBSAlerts database.

### *If You Are Migrating a New Installation*

If you are migrating a new installation of EBSAlerts and are using an evaluation license code, you may take the “Migrate” option and your evaluation license code will continue to work in the SQL Server version.

### *If You Are Migrating an Existing Installation*

If you are migrating an existing installation of EBSAlerts, the migration program will check to see if you have a valid EBSAlerts license code. Each major version of

EBSAlerts requires a version specific license code. If a valid license code is not located, the migration program will abort.

### *Do NOT Delete the Access Databases*

If you are running EBSAlerts under SQL Server, please do **not** delete any of the Microsoft Access databases that EBSAlerts installs by default. Although EBSAlerts will not use those databases to store any application data, their presence is required as part of the audit trail used by the EBSAlerts application.

### *Schedule Your SQL Database Backup*

If you are running EBSAlerts under SQL Server, it is essential that you make sure that this database is being backed-up as part of your nightly (or periodic) backup of your other SQL Server application databases.

Note that unlike the MS Access version of EBSAlerts, the MS SQL Server version of EBSAlerts does not automatically create backups of its own database; this must be configured and scheduled through the standard Microsoft SQL Server Backup Utility.

### *Reset SQL Server Database Location*

[Applicable only if you are hosting the EBSAlerts database in MS SQL Server.]

In some cases, you may encounter the need to “reset” the information about where the EBSAlerts database is located. The reasons for needing to do this are:

- If your EBSAlerts server has gone down and you wish to re-install the EBSAlerts application on another server
- If you rename your EBSAlerts server
- If you change the username or password of the SQL Server account that EBSAlerts uses to log into SQL Server

If you do any of these above items, you will need to take the option called “Reset Database Location” from the EBSAlerts Programs group. When you take this option, you will be prompted to confirm the SQL Server instance name that EBSAlerts will be connecting to, along with the username and password of the account that EBSAlerts will use for accessing its database.

# Email Configuration

---

Since EBSAlerts can send out alert messages via email as well as monitor incoming email messages, one of the most important configuration steps is to define the integration between EBSAlerts and your email system.

## Email Account Setup

To configure the EBSAlerts email account, follow these steps:

- Log into the EBSAlerts server. Make sure you log under the account that the EBSAlerts Service uses.
- Log into the EBSAlerts Administrator module. The default login info is username “Admin” and no password.
- Select the branch called “Software Setup”.
- Select the sub-branch called “Email Accounts”.
- Click on the “New Email Account” button at the top-left of the window.

Please refer to the email account information that you identified in the Pre-Installation Guide as you go through the following steps.

## *Internet (SMTP) Account Setup*

If you are running an Internet-based email system, follow these steps:

- Choose email type “Internet”.
- Key in an email account description, such as “EBSAlerts”.
- Specify the SMTP login username and password.
- Leave the postoffice field blank.
- Place a checkmark in the “Active” field.
- Specify the SMTP/POP “Server name”.
- Choose a valid email account as the SMTP “From Name”, such as [ebsalerts@mycompany.com](mailto:ebsalerts@mycompany.com)
- Leave the remaining fields blank.
- The SMTP Port defaults to port 25 and the POP3 Port defaults to port 110. These are the same default ports used by Windows; leave these blank unless you know the Windows default settings have been overridden.

## *Internet (SMTP via Exchange) Account Setup*

If you are using Microsoft Exchange, your server is configured for SMTP and/or POP3, and your server does **not use SSL** (Secure Socket Layer), follow these steps:

- Choose email type “Internet”.
- Key in an email account description, such as “EBSAlerts”.
- Specify the SMTP login username and password.
- Leave the postoffice field blank.
- Place a checkmark in the “Active” field.
- Specify the SMTP/POP “Server name”.
- Choose a valid email account as the SMTP “From Name”, such as [ebalerts@mycompany.com](mailto:ebalerts@mycompany.com)
- Leave the remaining fields blank.
- The SMTP Port defaults to port 25 and the POP3 Port defaults to port 110. These are the same default ports used by Windows; leave these blank unless you know the Windows default settings have been overridden.

## *GroupWise Account Setup (via SMTP)*

EBSAlerts supports connectivity with GroupWise email via SMTP. When configuring the "Email Account" record, please specify the email type “Internet”. You must have both SMTP and POP3 enabled in GroupWise in order to successfully integrate with EBSAlerts.

## *MS Exchange Email Account Setup*

If you are running an Exchange-based email system, follow these steps:

- Choose email type “Exchange”.
- Key in an email account description, such as “EBSAlerts”.
- For the “Login Name”, enter either the Exchange mailbox alias or directory name. Note that this name cannot have spaces in it.
- Specify the password for this login name.
- In the “Post Office” field key in your Exchange server name.

Make sure that you do **not** have MS Outlook open on the EBSAlerts server at the same time the EBSAlerts service is running. CDO allows only one user to access the mailbox at a time from one machine.

## *Lotus Notes Email Account Setup*

If you are running a Lotus Notes-based email system, follow these steps:

- Go to the “Services” option for the EBSAlerts server, right-click on the Service name, and select the “Log On” tab.
- Specify that the Lotus Notes user identified earlier will be the account under which the EBSAlerts Service will run. Save this entry.
- Go into “Email Accounts” within the EBSAlerts Administrator and click on the “New Email Account” button at the top-left of the window.
- Set the email type to “VIM”.
- Key in an email account description, such as “EBSAlerts”.
- Specify the Username / mailbox that EBSAlerts will use. Do not use the “short name” for this user/mailbox; use the full specification. A typical Lotus Notes username looks like this:

**Robert Williams/Faculty/Atlanta**

Or like this:

**Robert Williams/Faculty**

Typically, using just a name value (such as “Robert Williams”) will not work properly and will fail to login to the Lotus Notes mail system..

- Specify the password for this user.
- Leave the postoffice field blank.
- Place a checkmark in the “Active” field.
- Leave the remaining fields blank.

## *Test Your Email Account*

Regardless of which type of email system you are using, you should test the configuration of your Email Account before proceeding.

Please be sure to use MS Outlook Express when testing an Internet-based (SMTP) account, and use MS Outlook when testing an Exchange-based account.

Follow these steps:

- Start the **Desktop Service** from the EBSAlerts Programs Group.
- In the EBSAlerts Administrator, select the “Software Setup” branch, and then the sub-branch called “Email Accounts”.
- Highlight (single-click on) the “Email Account” that you wish to test and click on the “Perform Email Test” button in the toolbar.

- Enter a valid email account and press “OK.” Use the EBSAlerts Monitor to verify a successful “Email Delivery”. Note that errors will appear in the “Errors Today” branch. Make sure you test sending messages to addresses inside and outside of your domain.

If the test results in an error, see “Common Errors” below. If the test is successful, shutdown the EBSAlerts Desktop Service and follows these steps:

- Go into the Control Panel on the EBSAlerts server, select “Admin Tools”, and then “Services”.
- Right-click on the EBSAlerts Service, select “Properties”, and click on the “Logon” tab.
- Change the “Startup type” to “Automatic” and re-start the EBSAlerts Service.

It is suggested that you test your Email Account again to make sure that it continues to send successfully with the Service running.

If the additional test is successful, your Email Configuration is complete.

## Common SMTP Configuration Errors

**6001-** You are not connecting to the SMTP server. You may need to use the IP address of the SMTP server. Try to “ping” the SMTP server. Check to see if firewall or anti-virus software is blocking your outbound emails. In some cases, Network Associates’ “McShield” Service can cause this.

**6003** - The SMTP server is not responding. Check to see if the SMTP service is running on the server.

**6554** - Relay is not activated; thus the SMTP server is unable to send email outside of your domain. If you need to send emails outside of your domain, you must activate Relay. You should secure your SMTP server so that only those email messages that originate from inside your company will be allowed to use the SMTP server.

## Common EXCHANGE Configuration Errors

**8002** –Check the following:

- CDO is installed.
- The EBSAlerts Service is running from a valid domain/username.
- You are not in MS Outlook when sending the test email.

**8003** – This error usually has to do with the EBSAlerts Service having insufficient privileges. Follow these steps:

1. Stop the EBSAlerts Service.
2. Log into the domain\username that the EBSAlerts Service uses
3. Run Microsoft Outlook. Configure Outlook for your Exchange server if you are prompted to do so.
4. Send a colleague an email message and have them send one to you.
5. Exit MS Outlook and open the server’s "Services" option.

6. Right-click on the EBSAlerts Service, select “Properties”, click on the “Log On” tab, and click on the 'This Account' box.
7. Select the username from step #2 using the Browse button. You may use the "Locations..." button to select the domain server.
8. Enter the password for this account and click on OK.
9. Open the EBSAlerts Administrator, navigate to your email account record, and confirm that you selected the username chosen in step #2.
10. Start the EBSAlerts Service, wait 60 seconds, and check the Monitor to see if any pending emails have cleared.

If, after taking these steps, error 8003 continues to appear, it could be due to a Microsoft Outlook Security Patch which is installed with MS Outlook 2003. The patch prevents logging into the Exchange server unless permission is granted each time a request is made to send or receive email.

To see if this patch is the problem, do the following:

- Stop the EBSAlerts Service.
- Start the Desktop Service.
- Wait 60 seconds and if a dialog box pops-up asking you to grant permission to send the email appears, the security patch is indeed installed.

If the patch is installed, you have two choices. Option #1 is to uninstall your current version of Microsoft Outlook and downgrade to a version that does not have the security patch.

Option #2 is to have your MS Exchange administrator override Outlook’s security settings on the Exchange server. Here are the instructions for doing this:

- 1) Create a new item in the Outlook Security Settings folder.
- 2) In the Security Settings tab, select the Security Settings for Exception Group.
- 3) Provide a Security Group Name
- 4) In the Members box, enter the names (separated by semicolons) of the users to which this group of settings will apply. Note that you can use the “To” button on an Outlook email message to help you select – and then copy & paste - the names.
- 5) Press Ctrl+K to resolve the names. Any name without an underline means that Outlook could not match the name against a valid address book entry.
- 6) Close the item and save your changes.

Make **sure** that each user is a member of only **one** Outlook security group; i.e., that the user appears on only one item in the Outlook Security Settings folder.

**8116** – The EBSAlerts Service is running under the “Local System account.”

**8139** – One of the following is occurring:

- You are using mapped drives. Services cannot use mapped drives.
- EBSAlerts cannot find the Exchange server.
- EBSAlerts cannot find the mailbox.
- EBSAlerts cannot find the profile.

# Connecting to Your Database

---

Once you have the EBSAlerts email account successfully configured, you can proceed by connecting EBSAlerts to the databases of the applications you wish to monitor. The first step is to see if you have ODBC Data Sources configured for those databases.

## Add / Verify ODBC Source

You must have an ODBC Data Source for each application database you wish EBSAlerts to monitor. Follow these steps:

- Log onto the EBSAlerts server.
- Open Control Panel | Administrative Tools | “Data Sources (ODBC)”.
- Click on the “System DSN” tab. **EBSAlerts uses “System” Data Sources only**, so you can check to see if a Data Source already exists for the database you wish EBSAlerts to monitor.
- If the ODBC Data Source does not exist, click on the “Add” button to create the new Data Source. You will be prompted to fill out different information based on the type of database (and type of driver) you are using.

Note for SQL Server Data Sources: Set the options to use “ANSI quoted identifiers” and/or “ANSI nulls, paddings, and warnings” **on**.

Note that if you have the EBSAlerts Event Manager open while you are creating a new ODBC Data Source, you will have to exit and re-enter the Event Manager in order for the new ODBC Data Source to be recognized.

## Adding an Application

Log into the EBSAlerts Event Manager. You will see a column titled “Event Management Folders” with a branch beneath it titled “Application Events.” Within the Application Events folder, you’ll see individual application branches.

If you have installed one or more EBSAlerts EventPaks, you’ll see application branches for those applications.

To add an application to the Event Manager, follow these steps:

- Single click on the “Application Events” branch.
- Click on the “New Application” button at the top-left of the Event Manager window.

Key in the application’s name and click on “OK”. The application name will now appear in the list within the Event Manager.

## *Connecting EBSAlerts to an Application*

Regardless of whether your application is a newly-created one or was loaded from an EventPak, your next step is to specify the ODBC Data Source EBSAlerts will use for connecting to (and reading data from) the underlying database.

Follow these steps:

- In the Event Manager, highlight (single-click on) the application whose “connection” you need to define.
- Go up to the top of the Event Manager window and click on the “Properties” button. A new window will appear. If there is a value in the “Connection to Use for Database Access” field, click on the “Edit Connection” button. If this field is blank, click on the “New Connection” button.
- Enter a description of the ODBC Data Source you will be using.
- Choose (from the drop-down list) the ODBC Data Source that will allow EBSAlerts to connect to the underlying database.
- If access to this database is controlled by database-level security, enter the username and password that will allow access.
- Put a checkmark in the “Use Coordinated Universal Time” field only if the dates and times stored in this database are stored in UTC (also known as “GMT”) format. If not stored in GMT format, leave this field blank.
- Leave the remaining fields with their default values.
- Click on “Save and Close” at the top-left of your window and then click on “OK” from the previous window.

## *Connecting to the Sample Application*

EBSAlerts ships with a small “contacts and orders” database that you can use when learning how to build EBSAlerts events. This is a Microsoft Access database and requires you to configure a corresponding ODBC Data Source.

The ODBC Data Source you define for this database should point to a file called “EBSAlerts\_Sample.mdb” and this file is located in the EBSAlerts “Data” folder.

## Test Your Connection

To test your connection, take these steps:

- Expand the application whose connection you wish to test.
- Single-click on the “Query Definitions” branch.
- Go up to the top-left of the Event Manager window and click on the “New Query Definition” button.
- Click on the “Tables” tab and choose (double-click on) a database table that you know has some records within it.
- Go to the “Columns” tab and make sure that the table’s columns appear in the list titled “Available Columns to Query.” Click on the button titled “Add All Columns to Query.”

- Click on the “Preview” tab. You should see a list of records from this table.
- If you receive an error message during this process, chances are good that the ODBC Data Source is incorrectly defined.
- If you are able to take all of these steps successfully, your integration test is complete.

## EBSAlerts EventPaks

“EventPaks” are collections of pre-configured EBSAlerts events for various software applications. Fill out the download form and you will see all the available EventPaks on the download confirmation page.

Since some applications run on multiple database systems (e.g., Pervasive SQL and Microsoft SQLServer), you may have multiple EventPaks to choose from. The EventPaks are named according to the application and database that they work with.

### *Installing EBSAlerts "EventPaks"*

After installing EBSAlerts, you may install one or more EventPaks. To install an EventPak, simply double-click on it. Reply to the following installation prompts.

To install an EventPak, click on the “Install” button at the bottom of the EventPak Installation window.

Once the EventPak is loaded into EBSAlerts, you will receive a “**Finished!**” message at the bottom of your window.

## Enter Your License Code

If you have purchased EBSAlerts, you must enter your license code. To do so, follow these steps:

- Log into any EBSAlerts module, click on the “Help” menu and then on the “About” option.
- Click on the “License” button.
- Enter the license owner, expiration date, server name, and number of database connections (‘0’ or blank connections indicates that you have an “Unlimited” connection license.) Please enter all fields exactly as they appear. If there are multiple server names in the server name field, enter all information.

If any of the information on this window is not correct, please contact the organization from whom you purchased EBSAlerts.

# EBSAlerts Client Installation

---

Once you have installed the EBSAlerts on its server, you have the option to install one or more EBSAlerts Clients on remote systems.

Note that a EBSAlerts Client is automatically installed on the EBSAlerts server; this is what allows users to access the EBSAlerts application on the server and to perform application maintenance and configuration.

Remote Client installation is designed for organizations that wish to be able to perform EBSAlerts maintenance and configuration without having to log on to the EBSAlerts server.

EBSAlerts remote Clients are licensed separately and require a valid license code from EBS. Please contact EBS Sales department if you have any questions about purchasing and/or licensing EBSAlerts Clients.

## Client Preparation: On the Server

Before you install a EBSAlerts remote Client, please take the following steps on the EBSAlerts server:

- Create a network share to the “EBSAlerts” folder where you installed EBSAlerts.
- Grant “read” and “write” privileges to the user who will be accessing the EBSAlerts database on the server.

Note that most default network shares are created with “read” access only and thus make sure that “write” access is also granted.

## Install Client Components

On the client computer, follow these steps:

- Run the EBSAlerts installation procedure with the installation file used for the main server install.
- Un-check (do not install) the “server” components when you get to the “Features” section. This will install the core and client EBSAlerts components only.
- Run the Event Manager module on the client computer. You will be prompted to enter the location of the EBSAlerts \_Object table. Choose the network share and locate the EBSAlerts “Data” folder in this share and select the EBSAlerts \_Object file.

## *Client Install: Troubleshooting*

If you have taken the preceding steps and are unable to log in to the remote EBSAlerts client, take the following steps:

- On the Client, run “REGEDIT” to access the Registry.
- Navigate to the “hkey\_local\_machine\software” branch in the Registry, and then go to:

Employee Based Systems\ EBSAlerts 2000\General

- Check the values of the following three settings:

Database  
EPAKTemplate  
Triggered

Make sure they have been set to the correct network share locations such as the ones shown below:

\\yourservername\yoursharename\Data\EBSAlerts\_Object.mdb  
\\yourservername\yoursharename\Data\EBSAlerts\_EPAK.mdb  
\\yourservername\yoursharename\Data\EBSAlerts\_Triggered.mdb

# Installation Troubleshooting

---

If you experience problems or errors in any stage of your EBSAlerts initial configuration, review the following sections for common installation errors as well as for instructions on how to resolve them.

## Troubleshooting with the "Desktop" Service

The easiest and quickest way to diagnose a problem with EBSAlerts setup is to use EBSAlerts "Desktop Service".

The Desktop Service is an alternate way to run the EBSAlerts service, and it ensures that any errors that the service encounters will pop up in a window on your local system. To use the Desktop Service, follow these steps:

- Go into the Services option on the EBSAlerts server and stop the EBSAlerts service. (Start | Run | type in "services.msc")
- Go to the EBSAlerts program group and select the option called "Desktop Service".
- Execute the actions that were erroring and look for any error messages or prompts that appear on your desktop.

## *Servers Remain in "Startup" State*

In the EBSAlerts Administrator the individual services EBSAlerts uses are listed with their current status. When the EBSAlerts Service is started, its servers should go from a "startup" state to an "idle" state almost immediately. If the servers remain in a "startup" state for more than a minute or two, that is usually indicative of an "insufficient privileges" issue.

It is suggested that you check the "dcom" security program as the settings in this option can cause the EBSAlerts servers to sit in a perpetual state of "startup".

If the EBSAlerts service is idle, but one or more of the others do not get past the "startup" mode, do the following:

- 1) Stop the EBSAlerts service
- 2) Run "dcomcnfg.exe"
- 3) Click on the "Default Security" tab
- 4) Check the "Default Launch" button as well as the other two buttons on this tab.
- 5) You will (in most cases) see at least one user for each category. If one user is listed, then all other users are denied access unless they are also entered in the corresponding category. If no users are listed, then all users have access.
- 6) Add the username that you are running the EBSAlerts service from if other users are listed. Note that you may need to run the EBSAlerts service from a domain user account with local machine admin rights.

Thank you for your interest in EBSAlerts and we look forward to helping you with a smooth and successful implementation of the EBSAlerts Business Activity Monitoring solution.