

SK Help – Network Help Sheets-Server and Workstation Installation

NOTE: *It is strongly recommended that the person who installed the original Servant Keeper version install the network upgrade. It is essential that those responsible for installing this upgrade on their network have an understanding of their network's setup. Due to the uniqueness of each network, we cannot be responsible nor will we support the installation of Servant Keeper on your network by anyone without adequate networking knowledge.*

This instruction sheet is used to upgrade Servant Keeper to version 6 on a network. For installation purposes, the main computer that will contain the Servant Keeper data will be referred to as the "Server". The Computers that access information from the Server will be referred to as "Workstations".

Installing Servant Keeper on your Network

This document is for installing Servant Keeper 6 on your network using the following Operating System as the main "server" computer using the Servant Keeper CD version 6.0.0 or newer.

- Windows Vista
- Follow these steps to install Servant Keeper on your network, share the Servant Keeper folder, and setup your workstations to use the shared folder.

Step 1: Server Installation:

1. Insert the Servant Keeper 6 CD in your CD-Rom drive.
2. The installation should automatically begin. If the install does not start automatically click **Start | Run** and type **X:\setup.exe** where X is the drive letter assigned to your CD-Rom drive.
3. Follow the on-screen prompts until prompted to "**Where do you want to install Servant Keeper?**"
4. Choose **[On a Network PC or Server]** from the install options.
5. The install now wants to make **certain** that the person doing the install knows the network setup.
6. If you are doing a **New Installation** on the **Server** or **Workstation**, choose **[New Installation]**.
7. Here you need to choose which install you need to do on **this** computer, this is the **Server**, choose **[Server]**.
8. You will now be prompted to enter your **Product Code** and **Customer ID Number**. You will find these numbers on your invoice.
9. The installation now tells you the default path to where Servant Keeper will be installed. If you wish to change this path, click the **[Browse]** button and choose a different path. **We recommend using the default path, it makes getting updates and help desk support much easier.**
10. Once the install on the **Server** is complete continue to **Step 2**.

Step 2: Sharing the Servant Keeper on the network:

1. On the server computer, open Windows Explorer. (Right-click the **[Start]** button and click **[Explore]**.)
2. Browse the **C:** drive and locate the **C:\Servant Keeper 6** folder.
3. Right-click the folder **Servant Keeper 6**
4. Choose **[Share]**
Please see last pages of this document on step by step instructions on how to share a folder
5. Once the Servant Keeper 6 folder is shared continue to **Step 3**.

Step 3: Workstation Installation:

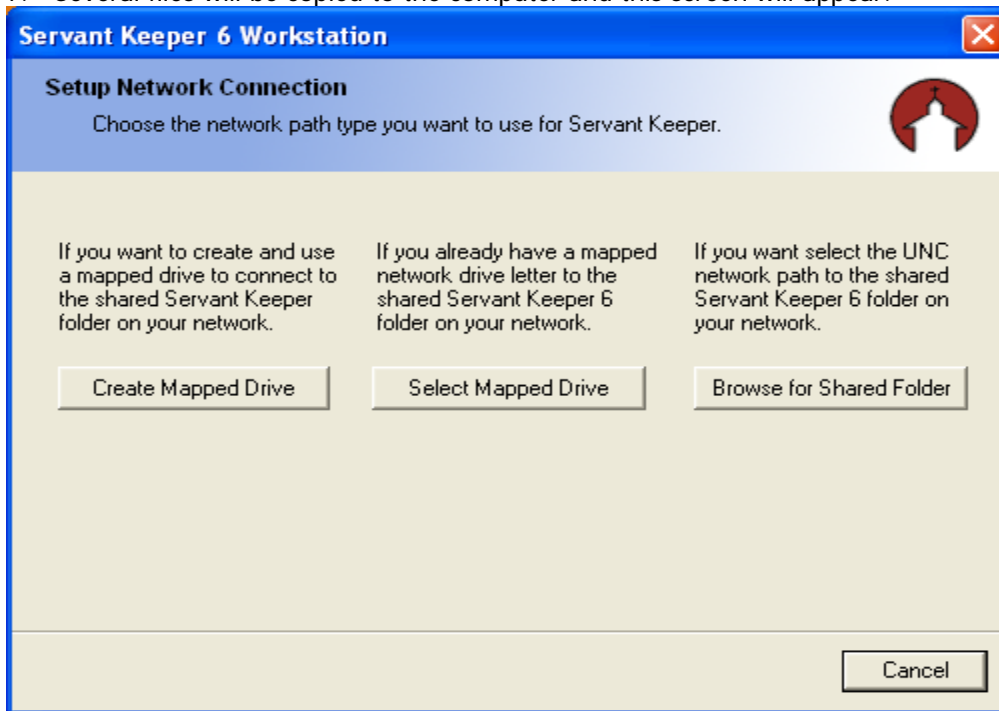
1. Insert the Servant Keeper 6 CD in your CD-Rom drive of your workstation.
2. The installation should automatically begin. If the install does not start automatically click **Start | Run** and type **X:\setup.exe** where X is the drive letter assigned to your CD-Rom drive.
3. Follow the on-screen prompts until prompted to "**Where do you want to install Servant Keeper?**"
4. Choose **[On a Network PC or Server]** from the install options. Make sure the person doing the installation is knowledgeable with the network setup.
5. Choose **[New Installation]**.
6. Choose **[Workstation]**. This will install a few local files needed on the Workstation.
7. From the list, choose which action you would like to take: a) Create a Mapped Drive, b) Select Mapped Drive or c) Browse for the folder you shared in Step 2 #5.
8. If you choose: a) Create a Mapped Drive: Select a drive letter for the mapped drive in the Drive box and type the full UNC path to the shared folder from step 2 in the Folder box or use the browse button to browse the network and locate the shared folder on the server from step 1 then click **[Next]**. B) If you choose Select Mapped drive, this means you already have a mapped drive to the share you created in step 2, select that drive.

Note: The UNC path would be in the format of \\server\share where server is name of your server from step 1 and share is the shared folder (usually "Servant Keeper 6") from step 2.

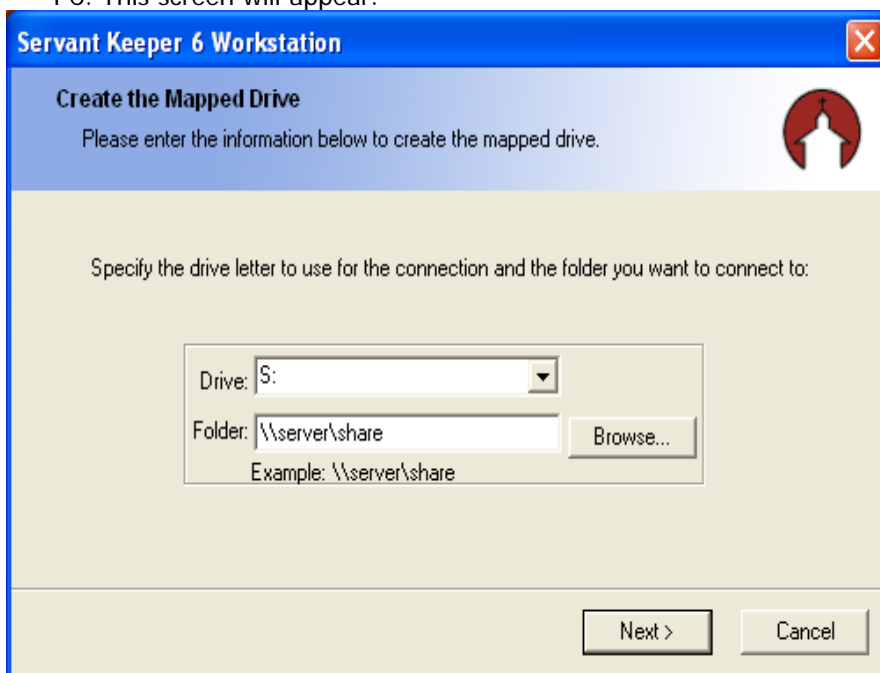
9. Once the mapped drive setup completes continue to follow the prompts to complete the installation. Shortcuts are created for Servant Keeper using the mapped drive you created during the Workstation install.
10. A folder will be placed your start menu and desktop that contains the Servant Keeper shortcuts.

Client Workstation Installation (Creating a Mapped Drive):

1. Insert your current Servant Keeper CD into your CD-ROM drive. (CD version 6.0.0 or newer.)
2. The installation should automatically begin. Click Install Servant Keeper.
3. Follow the on-screen prompts until prompted to “Where do you want to install Servant Keeper”.
4. Click **[On a Newtwork PC or Server]**
5. Click **[New Installation]**
6. Click **[Workstation]** button.
7. Several files will be copied to the computer and this screen will appear.



8. If you need to create a mapped drive, Click “Create Mapped Drive” to setup a mapped network drive on this PC. This screen will appear.



9. In the **Drive:** field select the drive letter you want to use for the mapped drive (S: is recommend)
10. In the **Folder:** field either type the UNC path to the shared Servant Keeper folder or click **Browse...** and locate the shared folder on your network. **Note:** The UNC path would be in the format of **\\server\share** where

“server” is name of your file server computer with Servant Keeper shared and “share” is the shared “Servant Keeper 6” folder.

11. Click **Next >** to continue.
12. Once the mapped drive setup completes, this screen will appear:



Click OK to continue.

13. Continue to follow the prompts to complete the installation. Shortcuts will be created for Servant Keeper using the mapped drive you created during the Workstation install.
14. A folder will be placed your start menu and desktop that contains the Servant Keeper shortcuts.

Moving Photos to the New Version

To have your pictures available by everyone using Servant Keeper on your network you need to move all your pictures to the network and then relink all the pictures to that new location.

1. Create a Directory under the “/Servant Keeper 6” folder called SKPhotos.
2. Move all the pictures to that folder.
3. In Administration Manager, Select Tools | Picture Manager.
4. Tag the records you wish to relocate in the picture directory.
5. Click on the **[Change directory for tagged Records...]** button.
6. Type in the new Picture Directory Location or click on the **[Browse]** button to navigate to the new location. This new Picture Directory Location should be the Server Location so that all Workstations will be able to find the Picture directory.

EXAMPLE: //Server/Program Files/Servant Keeper 6/SKPhotos

Helpful Hints

This upgrade only upgrades the program files and standard reports; it does nothing to your existing data.

Be sure to delete the old Servant Keeper Icons so there is no confusion as to which icon run the correct program.

When you need Help...

Technical Support is available by telephone support from 9a-6p EST, M-F, by calling 570-748-2800 Option 3. Please have the following information available when calling:

Version you are upgrading from:

Operating System of Server:

Computer Name of your Server:

Drive letter used for previous version of Servant Keeper:

Common Installation Questions:

Q: My CD doesn't start automatically when inserted into my computer.

A: The installation should start to run automatically. If it does not, click the **[Start]** button on the taskbar and select Run... and type **X:\setup.exe**, where **X** represents the drive letter assigned to your CD-ROM drive (*which you will type instead of the letter X*).

Q: Where do I find the Product Code # and Customer ID #?

A: Both these numbers are provided for you on your Sales Invoice. If you are not able to locate them, please call the Help Desk at **570-748-2800 option 3**.

Q: How do I install Servant Keeper into a different directory other than the Default directory?

A: If you want to change this path, click on the **[Browse]** button and select the path where you want the \Servant Keeper 6 directory to be placed. Please make sure you make note where you are installing the Servant Keeper Program in the front of this book. To avoid unnecessary headaches in the future, it is recommended to accept the default location. Click on the **[Next]** buttons to continue with the install until the program is installed. Click on the **[Finish >]** button to complete the installation.

Q: How is Servant Keeper installed on Peer-to-Peer networks?

A: The Main Computer on the Peer-to-Peer network should use the Network Installation Instructions. Workstation computers need to use the Workstation Installation instructions.

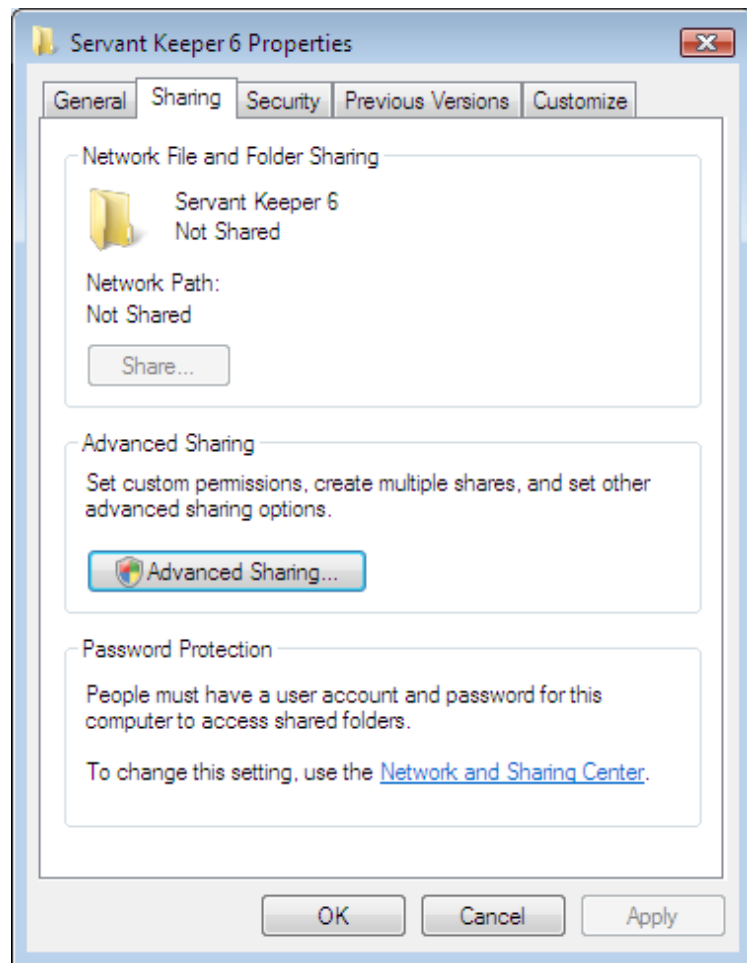
Q: How do you map a network Drive?

A: Here's How:

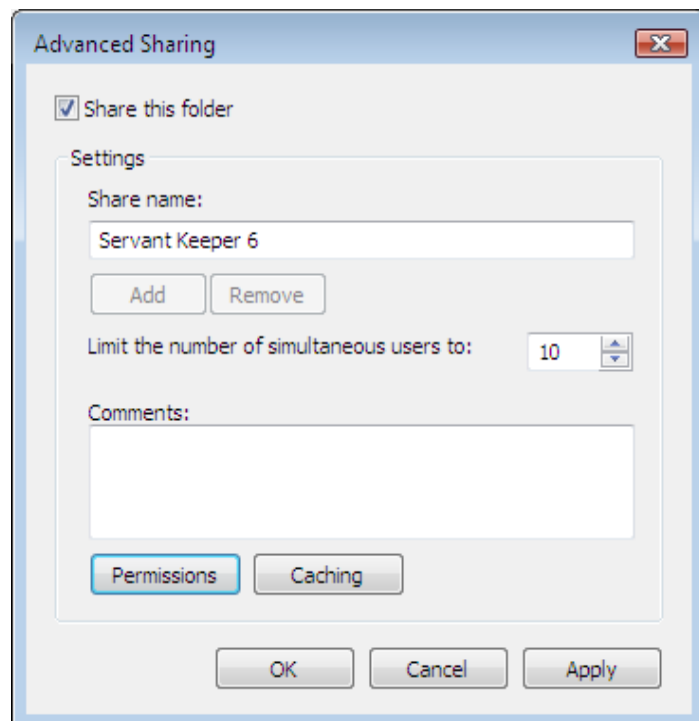
1. Close all Programs.
2. Double-Click on the "My Network Places" icon.
3. Click on the "Entire Network"
4. Double-Click on the Server (Main Computer).
5. Right-Click the "Servant Keeper 6" folder.
6. Choose "Map Network Drive".
7. Type in the letter of your choice (we recommend "S:\").
8. Be sure the "reconnect at login" checkbox is checked.
9. Click "OK".

Sharing Folder in Vista

1. Right click the **Servant Keeper 6** folder (default path C:\Servant Keeper 6). Left click on **Share**
2. Click on the **Sharing** tab
3. Click on **[Advanced Sharing...]** button
4. You may a screen from Vista asking for permission, click **[Continue]**



5. Click in the **Share this folder** box
6. Leave Share name as: **Servant Keeper 6**
7. Left click the **[Permissions]** button

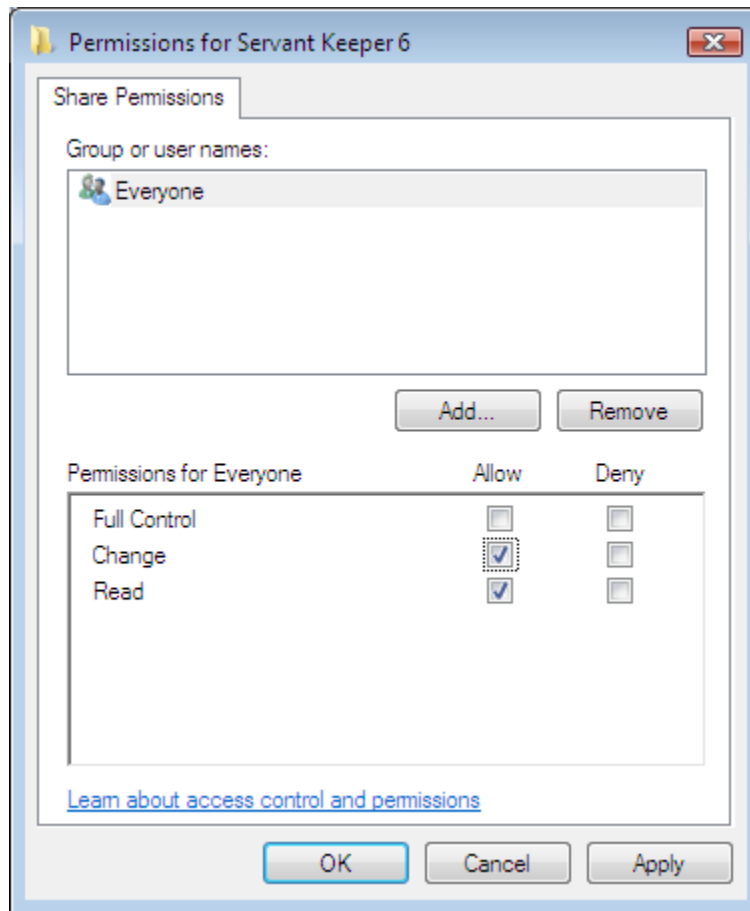


8. Make sure that **Everyone** has **Change** and **Read** permissions
You may need to Add users as needed.

9. Click **[OK]** button

10. Click **[OK]** button

11. Click **[Close]** button



groups or

12. Click on the **Security** tab

13. Make sure that the Group or user names are listed in the Group or users name box

14. In the **Permissions for** box they'll need the following permissions:

- Modify**
- Read & execute**
- List folder contents**
- Read**
- Write**

15. Click **[Apply]** button then **[Close]**, your Servant Keeper 6 folder is now shared.

