

Network Considerations

Before you can use Ensight Pro, each user must be properly set up on your network.

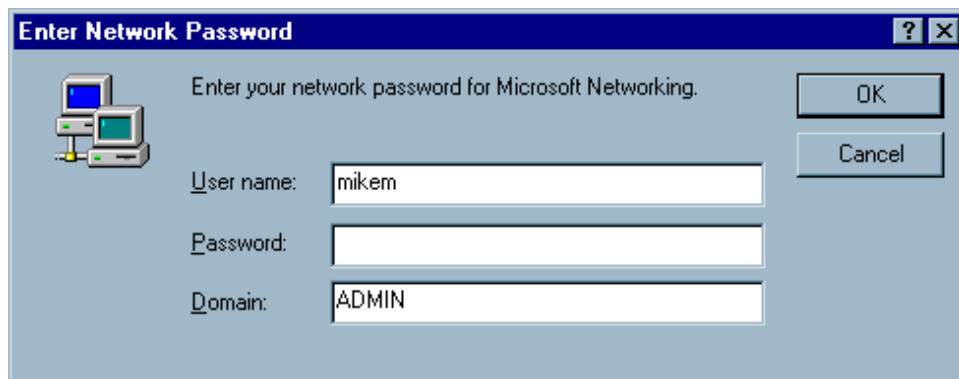
Note: This section does not contain complete, step-by-step instructions; detailed network instruction is beyond the scope of this document. You need your network administrator's help to check each of the considerations discussed here. Other options might include hiring a network consultant.

How You Log onto Your PC Matters

Even if your network worked well with text-based DDMS software, it may need to be modified for Ensight Pro, since the graphical software interacts more with the network. The text-based software uses Telnet to run applications from a PC. With Telnet, the PC's user information does not matter, because the network does not check it.

Ensight Pro works with Microsoft Transaction Server which checks the network user name and password to see if a particular user has permission to access this software. If you already have a user name and password set up for logging into TBL, you should use the same login and password here.

When you start a PC that's properly set up on a network, you should see a Login dialog box like this:



Notice that this dialog box is titled Enter Network Password, and it includes a network icon (two computers linked together). The last box in this dialog box, Domain, only appears if you have domains set up on your network. (Domains are optional; you do not need to set them up to use Ensight Pro.)



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There is another Login dialog box that may appear instead. It does not include the word network, and does not have the network icon. If this alternate dialog box appears, your PC has not been properly configured for your network.

If the Enter Network Password window does appear, you must specify a user name and password that are set up for normal user rights.

Note: The network will not check your user name and password when you log on, unless you have domains set up. If you click Cancel instead of entering a password, for example, your PC functions normally -- you'll even be able to see network drives and printers. However, you will not be able to use network features or Ensight Pro.

A Simple Test

To see if your user name and password are correctly set up on your network, do the following:

- 1 Go to your Ensight Pro server, and click **Start**.
- 2 Click **Programs**, and then click **Windows Explorer**.
- 3 Navigate to your C: drive. If necessary, click the **plus sign (+)** to the left of the C: icon, so that you can see the folders it contains.
- 4 Right-click a folder, and select **Sharing ...** from the menu.

Note: After doing this test, make sure to turn Sharing off.

- 5 Click the **Sharing** tab then select **Share This Folder**.
- 6 Click **OK**.
- 7 Now go to your Client, and start **Windows Explorer**. Navigate to Network Neighborhood*servername*\C drive.
- 8 Attempt to open the folder you shared on the Ensight Pro server by double-clicking it.

If you can view the contents of the folder, your PC is correctly set up to use network resources, and you'll be able to use Ensight Pro.

If you see a window that prompts for a password to *servername*\IPC\$ (where *servername* is the name of your Ensight Pro server), then you do not have permission to access that server. You will not be able to access Ensight Pro from your PC until this issue is resolved.

- 9 If you're properly set up to use network resources, go to **Checking your Protocols**.



If you're not properly set up to use network resources, your network administrator should check the following:

If your network has a primary domain controller:

- Make the Ensite Pro server a member server in the primary domain.
- Log the Ensite Pro server into the primary domain using a domain admin account.
- Set up each person who will use Ensite Pro as a user with a domain account.
- Make sure that users log on to their client machines using these domain accounts.

If your network does not have a primary domain controller:

- When you log onto this kind of network, it accepts any login name and password you enter; it does not check to see if the name and password have user rights. However, if you attempt to access network resources, such as your Ensite Pro software, the network will then check, and if your login information does not have the appropriate rights, you'll receive an error message.
- Check to see whether the user misspelled her user name or password when logging in.
- Make sure that the user's PC has Client for Microsoft Networks installed, and that it is installed correctly.
- If the user does not have a valid user account with normal user rights, set up an account. Have the user log off, and then log on using the new name and account.
- See if the user mistook the Windows logon for the network logon. If a computer has two different user names and passwords set up, one for Windows and one for the network, you'll see two logon prompts when the machine boots. The name and password that are set up on the Ensite Pro server must be entered in the Enter Network Password dialog box.

10 Follow steps 2-6 to turn Sharing off. In the Sharing tab, click **Do Not Share This Folder**.


Checking Your Protocols

Ensite Pro makes use of the TCP/IP protocol. This protocol must be the first one your Ensite Pro server tries to use. (If the NetBEUI protocol is the first one the server tries to use, it can cause problems with Ensite Pro.)



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To see if TCP/IP is installed as the first protocol, follow these steps:

- 1 Go to the Ensite Pro server, click Start, then Settings, then Network and Dial Up Connections.
- 2 Highlight Click Local Area Connection.
- 3 Click Advanced (on the toolbar at the top of the window).
- 4 Click Advanced Settings.
- 5 The Advanced Settings dialog box opens. Click the Adapters and Bindings tab.
- 6 In the Bindings for Local Area Connection box, highlight Internet Protocol (TCP/IP) under Client for Microsoft Networks. See figure below.
- 7 Click  to move the TCP/IP protocol to first place.
- 8 Click OK.

