LOCKOUT PRO™

Administrator's Guide

LOCKOUT-PRO™ Graphical Procedure Writing Software
v3.0.1 Enterprise Version

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ADMINISTERING LOCKOUT-PRO

The Enterprise Version of LOCKOUT-PRO™ Graphical Procedure Writing Software includes tools that allow the application's administrator to easily manage usage across an entire organization. This *Administrator's Guide* explains more about the Enterprise version and how to use these tools, including:

- ❑ An overview of LOCKOUT-PRO™ Enterprise server functions
- ❑ How to install and set up the LOCKOUT-PRO™ Enterprise server components and prepare for client installations
- ❑ How to manage user domains, user groups, users, and files
- ❑ How to start and stop the network service and view LOCKOUT-PRO™ events
- ❑ Common error messages and how to troubleshoot them

LOCKOUT-PRO Enterprise Server Functions

LOCKOUT-PRO™ Enterprise Version is designed for larger organizations that want to deploy the software over a network and centralize control of user rights, procedure templates, defaults, and enhanced security. LOCKOUT-PRO™ Enterprise combines server-side administrator utilities and a network service with the desktop application running on the client PC.

Server Components

There are three primary components active on the LOCKOUT-PRO™ Enterprise server:

- • Administrator Application
- • Network Service
- • Event Viewer Entry

LOCKOUT-PRO™ Administrator Application

Through this utility, administrators of LOCKOUT-PRO™ Graphical Procedure Writing Software can monitor client users and files, register users, assign them to groups, and set user rights. The utility also allows you to copy files from one group to another, and to unlock files that have been "checked out" and cannot be unlocked using the normal process (due to a client PC crash, for example).

The Administrator Application is set up on the server only once. However, after setting up at least one administrator on the server, you can establish additional administrators who can run a "remote" version of the Administrator Application from their client PCs.

LOCKOUT-PRO™ Network Service

This service running on the Enterprise server is the means by which LOCKOUT-PRO™ client users connect to the server for access to online files. This service can be started and stopped using standard Windows administrator tools (Services Function), or by using controls provided in the LOCKOUT-PRO™ Administrator Application.

You can start and stop the service **only** from the server, using either the standard Windows tools or the Administrator Application. These functions cannot be performed when running the Administrator Application remotely.

Event Viewer Entry

Every step or "transaction" by client users is logged and can be viewed using the standard Windows Event Viewer. The specific entry for LOCKOUT-PRO™ is named **LOPE**. Logged transactions include: user access to the service, file open/save, number of users online, whether a user tries to open a locked resource, any server problems, and administrative service functions.

You can view or save Event Viewer entries only from the server. These functions cannot be performed when running the Administrator Application remotely.

User Permission Levels

LOCKOUT-PRO™ Enterprise incorporates three permission levels for users:

- **Administrator**: A user with **Admin** rights may perform all functions available in both the client and server components of LOCKOUT-PRO™.

- **Author**: A user with **Author** rights may create and edit procedures from the client application, as well as view and print, but cannot modify templates, defaults, or the related information.

- **Viewer** A user with **Viewer** rights may only view and print procedures, lockout tags, energy source labels, and related information.

The following table lists the primary functions in LOCKOUT-PRO™ Enterprise and to which permission levels they are assigned.

FUNCTIONS ASSIGNED BY USER PERMISSION LEVELS

Functions	Admin	Author	Viewer
View existing procedures	✓	✓	✓
Print procedures, tags, energy source labels	✓	✓	✓
View the related information in LOCKOUT-PRO™	✓	✓	✓
Create new procedures	✓	✓	
Revise existing procedures	✓	✓	
Import earlier versions of LOCKOUT-PRO™ files	✓	✓	
Export procedures to other file formats	✓	✓	
Save new or revised procedures	✓	✓	
Administer LOCKOUT-PRO™ client licenses	✓		
Maintain user permission levels	✓		
Edit procedure templates	✓		
Change LOCKOUT-PRO™ default lists	✓		
Modify the related information in LOCKOUT-PRO™	✓		
Transfer procedures between user groups	✓		

System Requirements for Server & Client Applications

SYSTEM REQUIREMENTS FOR
LOCKOUT-PRO™ Graphical Procedure Writing Software

	Minimum:	Recommended:
DESKTOP CLIENT		
Network Connection	Access to installation of LOCKOUT-PRO™ Enterprise Server over an intranet	
Protocol	TCP/IP	
Operating System	Windows 2000 Windows XP Professional	Same
Printers Supported	GlobalMark™ HandiMark ™ (energy source labels only) Sheet-fed laser or inkjet	
Printer	Drivers for the printer(s) you will use with LOCKOUT-PRO™ should be installed. At least one printer must be installed to run the application. See your printer's documentation for information on installing your printer. GlobalMark™ printers only: Updated driver is required. First, uninstall the printer from your computer. Install the new GlobalMark™ driver included on the LOCKOUT-PRO™ installation CD. (***NOTE:*** *This driver has not been tested or validated to work with MarkWare™, Surf on Signs™, or any other Brady software.*)	
SERVER		
Processor	1.2 GHz or better	2.6 GHz
Memory (RAM)	512 MB	1G
Disk Space	500 MB	Same
Operating System	Windows 2000 Advanced Server Windows 2003 Server Windows XP	Same
IIS support	V5 or v6, configured and enabled	
ASP.NET	V1.1, installed	
REMOTE ADMINISTRATOR		
Network Connection	Access to installation of LOCKOUT-PRO™ Enterprise Server over an intranet	
Protocol	TCP/IP	
Operating System	Windows 2000 Windows XP Professional	Same

Installing & Setting Up Server Applications

All LOCKOUT-PRO™ Graphical Procedure Writing Software components are installed on the server which contains the application's templates and defaults, and which client users will access to create and store procedures.

Preparing for Installation

Before LOCKOUT-PRO™ can be installed, the following Microsoft applications must be installed on your server:

- Internet Information Services (IIS)
- .NET Framework
- Data Access Components (MDAC) v2.8
- Active Directory
- ASP.NET

These applications are essential for LOCKOUT-PRO™'s full functionality. They are available from www.microsoft.com, which also provides extensive support documentation on how to install and configure them.

TIP: Although this guide provides the basic setup structure, be sure to consult your network or domain administrator before installing. Your administrator may require additional settings for security purposes, or may use a third-party software package for client installation.

Installation Overview

Once the required server software is properly installed and configured, the process of installing LOCKOUT-PRO™ on your server involves these basic steps, each of which will be explained in detail below:

- Install the server applications using the LOCKOUT-PRO™ CD.
- In the LOCKOUT-PRO™ Administrator Application, activate the software and configure your network settings.
- Choose either the LOCKOUT-PRO™ Web Installer or a silent installer such as Microsoft's Group Policy Management tool to distribute the client-side application to user machines.
- If you want to set up additional users to run the Administrator Application remotely, choose either the LOCKOUT-PRO™ Web Installer or a silent installer such as Microsoft's Group Policy Management Tool to distribute the Administrator Application to additional administrator user machines.

Installing the Enterprise Server Applications

Your first step is to install the server applications using the LOCKOUT-PRO™ Enterprise CD.

To install Enterprise server applications:

1 Insert the LOCKOUT-PRO™ CD in the CD-ROM drive of the enterprise server. The installation program will launch automatically. If it does not open after a short while, you can manually launch it by taking these steps:

- Open the folder for the drive containing the LOCKOUT-PRO™ CD.
- Locate and double-click on the file: **LockoutPROInstaller.exe**

2 When the installer window appears, select the menu option: **Install Lockout PRO Server**.

3 When prompted, choose the language you want.

4 When the Install Shield Wizard opens, click **Next** to begin installation.

5 When prompted, read and accept the license agreement by clicking **Yes**.

6 Enter your name, company name, and serial number from the CD package, and then click **Next**.

7 Accept the destination folder for the program by clicking **Next**.

8 Accept or select the Programs Folder and then click **Next**.

9 The **Setup Status** window appears while the installer completes the following tasks:

- Install the LOCKOUT-PRO™ Administrator Application on the server.
- Install the LOCKOUT-PRO™ Network Service through which client users connect to the server.
- Create the required folders on the enterprise server.
- Copy the LOCKOUT-PRO™ Enterprise database to the appropriate folder on the server.
- Install the files for LOCKOUT-PRO™ Enterprise on the server.
- Install the documentation on the server.

10 When the setup is completed, click the **Finish** button to continue.

11 When your browser opens the registration page, follow the prompts to register LOCKOUT-PRO™.

12 Close the browser and the installation window.Activating & Configuring LOCKOUT-PRO™

Activating & Configuring LOCKOUT-PRO

After installation, you will need to activate the software using the activation code provided by Brady. The code is an encrypted key that specifies the number of licenses your organization has purchased. These are "floating licenses" meaning that they can be used on any computer on your network, as long as the total number of licenses in use at any given time does not exceed the number of licenses purchased.

Once activated, you will need to add the domains and configure the network settings.

> **NOTE:** You must complete the following procedure before you can distribute LOCKOUT-PRO™ to clients or additional Administrator Application users.

To activate and configure LOCKOUT-PRO:

1   Open the Administrator Application from a desktop shortcut or your **Start>Programs** menu.

2   When prompted, enter the product key that is provided on the license certificate you received with the software, and then click **OK**.

3   *(Optional)* When the Administrator window opens, you can change the language by clicking the **Language** menu item at the top left and choosing the language you want to use for the Administrator Application interface.

> **NOTE:** The language choice here only sets the language for the Administrator Application. Users can select the language individually on their client machines.

4   Click the **Network Interface Settings** menu item at the top of the **Administrator** window.

5   In the **Network Interface Settings** window, select the network's **LAN/Wireless** address for the LOCKOUT-PRO™ server, and the **VPN** address if your network uses VPN.

6   Enter the **Port number** you want to use.

7   Click **OK**.

8   A dialog box appears asking you to verify these settings are correct. If they are, click **Yes**.

9   In the **Administrator** window, enter the domain name in the **Domain** text box, and click the **Add** button. The domain name will appear in the left navigation panel.

Distributing LOCKOUT-PRO to Clients

After you've activated and configured LOCKOUT-PRO™, you can distribute the client installation files to users' computers, using either of two methods:

- Use the provided Web Installer, which offers an easy interface instructing users how to save the installation files and then install LOCKOUT-PRO™.

- Use Microsoft's Group Management Policy tool to silently "push" the installation files to the client machines. (You may also have a third-party software application that you use to perform such silent installs.)

To distribute to client machines using the Web Installer:

1   Instruct the client users to browse to:
     http://<server name or IP address>/LOPClientSetup/

2   The user will be instructed to right-click on each of two links and choose **Save Target As** to save the file connected to each link into the same folder on the client machine.

3   The user then double-clicks the **LOCKOUT-PRO** icon to begin installation.

4   When the **Windows Installer** opens, the user clicks **Next**.

5   When prompted to choose the program folder, the user clicks **Next**.

6   When asked to confirm the installation, the user clicks **Next**.

7   After the program finishes installing, the user clicks the **Close** button.

To distribute to client machines using the Group Policy tool:

1   On the server where LOCKOUT-PRO™ is installed, locate and open the folder **LOPE**.

2   Find the **ClientFiles** folder, then right-click on it to open the **ClientFiles Properties** window.

3   Click the option to **Share the folder** (and change any other settings you wish), then click **OK**.

4   From the Windows **Start** menu, open the **Group Policy Management** tool.

> **NOTE:** This tool is only available with Windows 2003 Server and XP Pro. It is a free download from www.microsoft.com if it is not already on your server.

5 In the **Group Management Policy** window's navigation panel, under **Forest**, locate your domain and server.

6 Under your server, right-click the **Default Domain Policy**, and select **Edit** from the menu.

7 The **Group Policy Object Editor** window for your domain will open. At this point, you have two options:

- To set up a push install for every *computer* on the domain, select the **Software Settings** folder under **Computer Configuration**.

- To set up a push install for every *user* on the domain, select the **Software Settings** folder under **User Configuration**. Right-click on it and select **Properties**. In the **Deployment** tab of the **Lockout-pro Properties** window, choose **Basic** under **Installation user interface options**, and then close the window.

8 Right-click on **Software Settings,** then choose **New>Package** from the menu.

9 Navigate to: **My Network Places>Entire Network>Microsoft Windows Network>*your domain>your server>*ClientFiles folder>Lockout-pro.msi** file.

10 In the **Deploy Software** window, configure the deployment according to your organization's policies, then click **OK**.

> **NOTE:** For help in using the Group Policy Management tool, go to http://support.microsoft.com/kb/816102/.

11 When users next log on, their desktop will display either an installation icon or the icon for the installed LOCKOUT-PRO™ (depending on the deployment settings you selected in the Group Policy Management tool).

> **NOTE:** Follow your organization's policies and procedures for either the Group Policy Management tool. If using third-party software, refer to its user documentation for specific instructions on setting up a silent install of LOCKOUT-PRO™.

Distributing the Remote Administrator Application

You can also use either the Web Installer or Microsoft's Group Policy Management tool to distribute the LOCKOUT-PRO™ Administrator Application to remote user PCs.

To distribute Administrator using the Web Installer:

1 Instruct the user to browse to:
http://<server name or IP address>/LOPRemoteAdmin/

2 The user will be instructed to right-click on each of two links and choose **Save Target As** to save the file connected to each link into the same folder on the client machine.

3 The user then double-clicks the **Remote Admin Install.msi** icon to begin installation.

4 When the **Windows Installer** opens, the user clicks **Next**.

5 When prompted to choose the program folder, the user clicks **Next**.

6 When asked to confirm the installation, the user clicks **Next**.

7 After the program finishes installing, the user clicks the **Close** button.

To distribute Administrator using the Group Policy tool:

1 On the server where LOCKOUT-PRO™ is installed, locate and open the folder **LOPE**.

2 Find the **RemoteAdminInstall** folder, then right-click on it to open the **ClientFiles Properties** window.

3 Click the option to **Share the folder** (and change any other settings you wish), then click **OK**.

4 From the Windows **Start** menu, open the **Group Policy Management** tool.

5 In the **Group Management Policy** window's navigation panel, under **Forest**, locate your domain and server.

6 Under your server, right-click the **Default Domain Policy**, and select **Edit** from the menu.

7 The **Group Policy Object Editor** window for your domain will open. At this point, you have two options:

- To set up a push install for every *computer* on the domain, select the **Software Settings** folder under **Computer Configuration**.

- To set up a push install for every *user* on the domain, select the **Software Settings** folder under **User Configuration**. Right-click on it and select **Properties**. In the **Deployment** tab of the **Lockout-pro Properties** window, choose **Basic** under **Installation user interface options**, and then close the window.

8 Right-click on **Software Settings,** then choose **New>Package** from the menu.

9   Navigate to: **My Network Places>Entire Network>Microsoft Windows Network>***your domain***>***your server***>RemoteAdminInstall >Remote Admin Install.msi** file.

10 In the **Deploy Software** window, configure the deployment according to your organization's policies, then click **OK**.

    NOTE: For help in using the Group Policy Management tool, go to http://support.microsoft.com/kb/816102/.

11 When users next log on, their desktop will display either an installation icon or the icon for the installed LOCKOUT-PRO™ (depending on the deployment settings you selected in the Group Policy Management tool).

    NOTE: Follow your organization's policies and procedures for either the Group Policy Management tool. If using third-party software, refer to its user documentation for specific instructions on setting up a silent install of LOCKOUT-PRO™.

Using the Administrator Application

The Administrator Application provides an easy-to-use interface to manage the enterprise server functions.

Becoming Familiar with Administrator

The following table lists the components and features of the **Administrator** main window, and indicates which ones are not available when using the application remotely.

ADMINISTRATOR APPLICATION COMPONENTS & FEATURES

Functions	Server	Remote
Main menu across the top of the window	✓	✓ (except **Network Interface Settings**)
Domain panel along the left side that provides access to domains, user groups, individual users, and permission levels	✓	✓
Unlock File button, which allows you to free a file accidentally locked	✓	✓
Groups button, which opens a window allowing you to add or delete user groups on a domain	✓	✓
Browse button, which opens a Windows Explorer-type window that displays the information in the Domain panel in a directory tree and file format	✓	✓
Performance Monitor button, which accesses the Windows Performance Monitor	✓	
Refresh button, which refreshes your displayed information whenever you click it	✓	✓
Start Network Service button, which allows you to resume the service when stopped	✓	
Stop Network Service button, which allows you to stop service to the network	✓	
Display area to the right where you can view the domain, group, and user information in a Windows Explorer-type window with editing icons	✓	✓

Viewing & Managing Domains

From the **Administrator** window, you can view the LockOut-PRO user, file and license information. You can also add or delete alias to or from your network setup.

To view user, file and license information:

1 Launch the Administrator Application. The drop-down list provides an overview of all users, files in use and licenses in use.

2 To view the details, click the plus sign **(+)** to the left of the label. The following table describes the available information.

DOMAIN VIEW

| Label	Details
Registered Users	Names of all registered users of LOCKOUT-PRO[TM] Graphical Procedure Writing Software for the domain
Pending Users	Names of users who have installed the client version of LOCKOUT-PRO[TM] but have not yet been registered in the database by the LockOut-PRO™ administrator
Users Online	The names of all users who are currently on-line, regardless of whether they have a license checked out
Locked Files	The names of all procedure files, and their assigned group, that are currently in use and thus "locked out" for anyone else's use
Licenses in Use (x)	The number and names of all users in this domain who are currently using LOCKOUT-PRO[TM] licenses (i.e., are currently modifying files or have file(s) checked out)

TIP: To view the domain list in a two-paneled window similar to Windows Explorer, click the Browse... *button on the bottom left. An Explorer-type window will open in the display area to the right.*

To add or remove an alias:

1 Launch the Administrator Application. The LOCKOUT-PRO Administrator window opens.
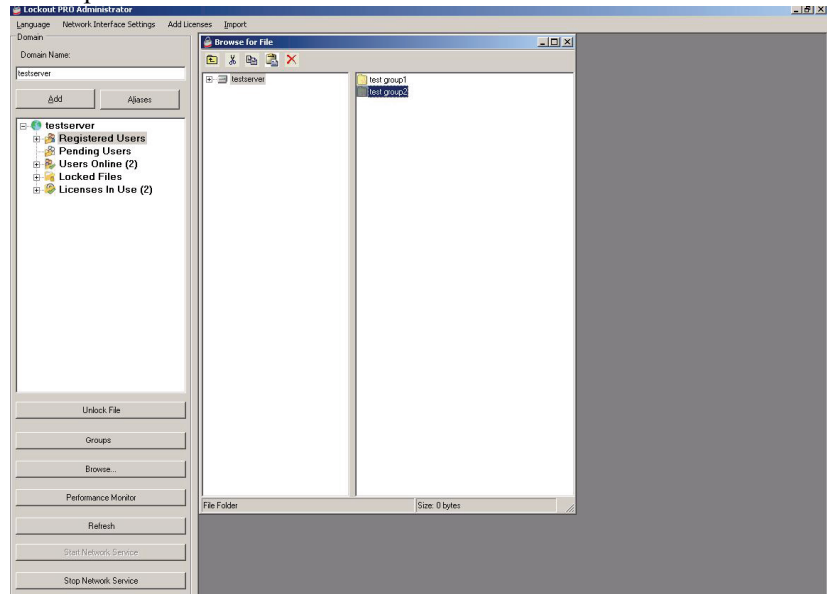
2 Click **Aliases**. The Aliases window opens.
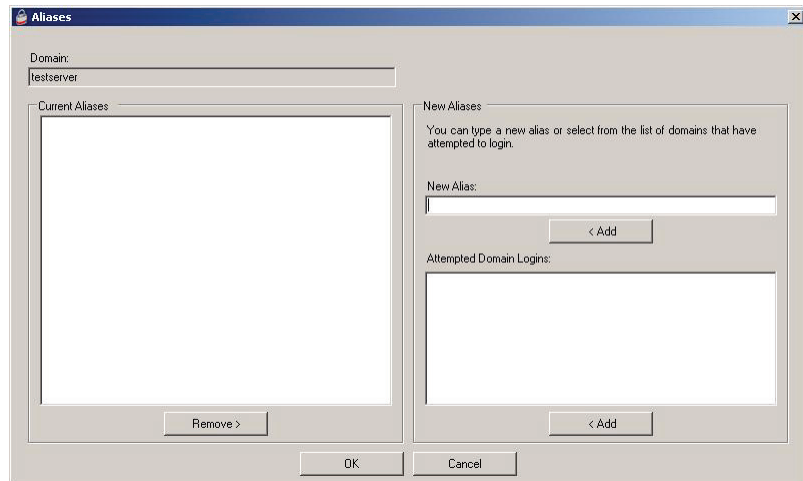
3 **To add a new alias:**

- Type the new alias name in the **New Alias** field, then click **Add**. The alias will be added to the list of Current Aliases.

- or -

- To create a new alias from the list of domains that have tried to log in, highlight the alias from the **Attempted Domain Logins** list, then click **Add**.

4 **To remove an alias,** highlight the alias name listed in the *Current Aliases* window, then click **Remove.**

5 When all of your domains have been added or removed, click **OK** to close the window.

Managing User Groups

Each domain incorporates one or more user groups. Individual users in that domain must be assigned to a specific user group as part of the registration process.

TIP: One of the benefits of user groups is that you can modify procedure templates to meet the needs of a specific group. For example, a production group's templates can include default wording or text formatting that creates the best procedures for that group, while a research group's templates can be edited differently for their specific needs.

To add a user group:

1   In the **Administrator** window, select the domain for the new group.

2   Click the **Groups** button beneath the list of domains, groups, and users.

3   When the **Groups** window opens, type the group's name into the **Group Name** text box.

4   Click the **Add Group** button.

5   When finished, click **OK**.

To delete a user group:

1   In the **Administrator** window, select the domain for the group.

2   Click the **Groups** button beneath the list of domains, groups, and users.

3   When the **Groups** window opens, the list of available groups will be displayed.

4   Select the group from the list in the **Group Name** text box, and click the **Delete Group** button.

5   A dialog box will open asking you to confirm your action. Deleting a group deletes all contents in that group's folder on the server.

> **NOTE:** You cannot delete a group to which users are currently assigned. You must first reassign the users to a different group. For information on how to do so, see the procedure below "To change a user's group or permission level:".

6   When finished, click **OK**.

Maintaining Users & Permission Levels

When a user first launches LOCKOUT-PRO™ Graphical Procedure Writing Software on a client computer, a request is sent that the user be added as a registered user. As administrator, you complete the user's registration by accessing the user's data on the **Pending Users** list, setting the permission level, and then adding the user name to the list of **Registered Users**.

You can also reassign registered users to different groups and/or change their permission levels.

To complete a pending user's registration:

1 In the **Domain** panel of the **Administrator** window, click the domain name to expand it to view all the user information under that domain.

2 Click on **Pending Users** to display the user names.

3 Click on the name of the user to be registered.

4 The **Edit User** window will open, displaying the domain's first listed group in the **Group** text box.

- If the group shown is the one you wish to add the user to, proceed to the next step.
- If you wish to add the user to a different group, click the down-arrow in the **Group** text box and select another from the list.

5 In the **Permissions** box, the permission defaults to **Viewer.** To set a different permission level, click the down-arrow and select the level you wish.

6 Click the **Update** button. The user's name is now moved to the **Registered Users** list.

> **NOTE:** Once a user is added to the Registered Users list on the admin server, the client must re-launch LOCKOUT-PRO™.

To remove a user from the Registered Users list:

1   In the **Administrator** window, click the user's name on the **Registered Users** list under the domain name you're working with.

2   When the **Edit User** window opens, click the **Disable** button. The window will close, and the user will be moved to the **Pending Users** list. Users on this list are not allowed access to the LOCKOUT-PRO™ server data.

To change a user's group or permission level:

1   In the **Administrator** window, click the user's name on the appropriate list under the relevant domain and group name.

2   When the **Edit User** window opens, select a different **Group** and/or **Permissions** option in either or both boxes.

3   Click the **Update** button. The window will close, and the user information will be changed.

Managing User Files

The enterprise version of LOCKOUT-PRO™ Graphical Procedure Writing Software ensures the integrity of procedure files by storing these files in a single location on the server and, with the use of groups and permission levels, restricting them from being changed by unauthorized users. LOCKOUT-PRO™ also keeps a file from being changed by more than one user at the same time through use of a "file lockout" feature.

The Administrator Application allows you to work around those restrictions when needed. Two common situations where you may need to manage files manually are:

- When users in different groups wish to share files between groups
- When a file that has been checked out cannot be checked back in by the client user because of technical problems, such as a PC crash

To copy, cut, paste, or delete user files:

1   In the **Administrator** window, click the **Browse** button to open the browser window on the right.

2   Navigate to the relevant folder containing the file(s) you wish to manage.

3   Perform the desired function as appropriate:

- To copy-and-paste or cut-and-paste a file, click on the file, then click the **Copy** or **Cut** icon on the browser window's toolbar. Navigate to the destination directory, and click on the **Paste** icon.
- To delete a file, click on the file, then click the **Delete** icon on the browser window's toolbar.

To unlock a locked file:

1   In the **Administrator** window, locate the locked file in the **Locked Files** list under the appropriate group and domain.

2   Click on the file to select it.

3   Click the **Unlock File** button below the **Domain** panel. The file now becomes available for any other authorized user to access it.

4   Click the **Refresh** button to update the list under **Locked Files**.

> **NOTE:** If the original user made any changes to the file since it was last saved on the server, those changes will be lost. Also, if the user did not shut down LOCKOUT-PRO™ normally, the license being used by that user will not be released when the file is unlocked. To release the license, the user must log in and shut down LOCKOUT-PRO™ normally.

Performing Other Administrative Tasks

Starting/Stopping Network Service

Starting and stopping network service is a standard Windows administrative function. The Administrator Application provides simple one-click buttons to perform these functions when running the application on the server. (You cannot start or stop network service from a remote installation of the Administrator Application.)

To start or stop the network service:

1 From **Administrator** running on the LOCKOUT-PRO™ server:

- If the network service is currently **not** running and you wish to restart it, click the **Start Network Service** button.

    NOTE: Once the network service has been restarted, users must relaunch LOCKOUT-PRO™ on their client machines to reconnect.

- If the service currently **is** running and you wish to disconnect clients from the enterprise server, click the **Stop Network Service** button.

    NOTE: You can also use the Windows Services function (**Start>Control Panel>Administrative Tools>Services**) to start or stop the network service.

Viewing LOCKOUT-PRO Events

You must be running the Event Viewer on the server (not remotely) in order to view LOCKOUT-PRO™ transactions:

To view transactions in Event Viewer:

1 Open the Windows Event Viewer (**Start>Control Panel>Administrative Tools>Event Viewer**).

2 Select the **LOPE** entry to display the LOCKOUT-PRO™ Enterprise events.

3 To see additional details for an event, double-click on the event.

TIP: It is recommended that you periodically save the LOCKOUT-PRO™ event log by right-clicking the LOPE entry in Windows Event Viewer and selecting the Save option.

Troubleshooting Enterprise Functions

The following table shows the most common problems users are likely to encounter.

CLIENT-SIDE ERROR CONDITIONS/MESSAGES

Error Conditions/Messages	Possible Causes/Solutions
User gets an error message box, but no message is displayed.	User is unable to ping to the server, or the service on the server side is stopped.
User cannot log on, because either all the licenses are in use or the user account is not found.	1) The user is not a registered user. Users logging on for the first time may see this error if they remain in the Pending Users list. 2) The maximum number of floating licenses has been reached. The user will have to wait until another user logs out and releases a license.
Remote path not found. Check connection settings. Default base file path not found on server. Cannot retrieve date/time of base template on server. User group not found or assigned.	Any of these errors might occur if, by accident, folders on the server are deleted or not copied due to an installation error. Check to see if all shared folders exist on the server. (*See "Figure 1: Folder Structure for LOCKOUT-PRO^{TM} Enterprise Installed Files"*) If any folders are missing, copy them from the LOCKOUT-PRO^{TM} CD, or call Brady Technical Support.
User group not found or assigned	The user may not be assigned to a user group. To fix the situation, add the user to a group. (See "Managing User Groups" on page 1-15 for details.)
Access denied	The user may be trying to perform a function not included at the permission level set for that user. *(See "Maintaining Users & Permission Levels" for details.)* (continued)

CLIENT-SIDE ERROR CONDITIONS/MESSAGES (Continued)

The server is performing correctly and the user is fully registered, with appropriate permission levels, and is assigned to a group, yet is still unable to log on to the server.	1) Check the user's **app.config** file, which is located in **c:\program files\brady\lockoutPro folder** on the client machine, and verify the data in that file is correct. *(See "The full basic structure of the app.config file is shown in Figure 2 below. Users can check their settings from the File>Connection Settings option on the main menu. Note that the data in the app.config file is case-sensitive, so be sure to warn users not to modify the file." below for an example of the full basic structure of the app.config file.)* 2) The user's computer may be missing some needed files, such as: MDAC 2.8 .Net Framework 1.1 Version 1.4322 Check if the files are installed (by accessing the Add/Remove Programs window from the Control Panel) or, in the case of Windows 2000, check the folder: C:\windows\Microsoft.net\framework Any missing files can be downloaded from Microsoft's website.

SERVER-SIDE TROUBLESHOOTING

For User Connection/Access Problems on the Enterprise Server:
1   Verify that the network service is running.
2   Verify that the Network Address is correct.
3   Verify that the port settings are correct and that the port specified in the client configuration file matches that port setting.
4   If these steps do not solve the problem, please contact technical support.

Folder Structure for Installed Files

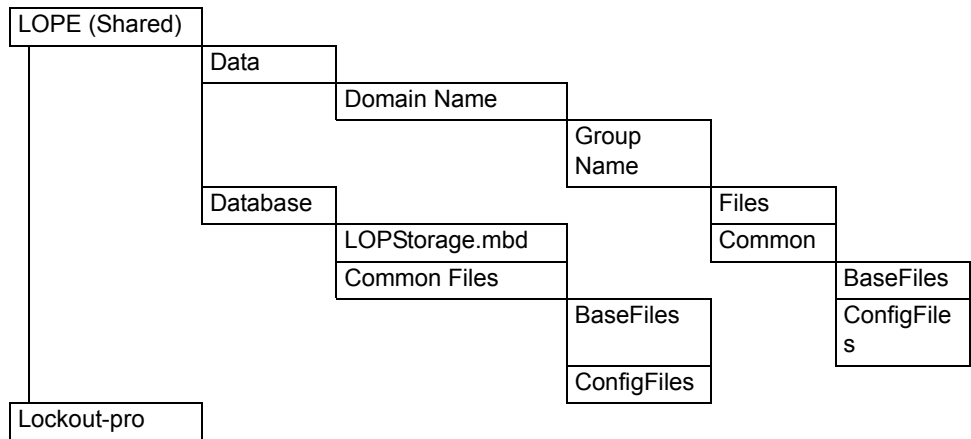The following files and directory structure are installed in the **Brady** folder during installation:

```
LOPE (Shared)
    Data
        Domain Name
            Group
            Name
    Database                    Files
        LOPStorage.mbd          Common
        Common Files                        BaseFiles
            BaseFiles                       ConfigFile
                                            s
            ConfigFiles
Lockout-pro
```

Figure 1: Folder Structure for LOCKOUT-PRO^{TM} Enterprise Installed Files

Basic Structure of Client app.config File

The full basic structure of the **app.config** file is shown in Figure 2 below. Users can check their settings from the **File>Connection Settings** option on the main menu. Note that the data in the **app.config** file is case-sensitive, so be sure to warn users not to modify the file.

```
<?xml version="1.0" encoding="utf-8"?>
<configuration>
    <APPSETTINGS SERVERID="172.20.94.161"
CONNECTIONSTRING="tcp://172.20.94.161:8032/LOPUser"
DEFAULTLOCALPATH="U:\My Documents\New Folder"
CONNECTIONTYPE="1" />
</configuration>
```

*Figure 2. Basic Structure of Client User's **app.config** File*