

Accessing Photos & Files in EBis

Overview

EBis accesses files and photos that are stored in a folder on the server via a network share or mapped drive on each client machine. Each computer should access these files in the same manner. If you have improper access, or no access specified, to this folder, you will get an error in EBis and it will not list files or allow you to add new ones.

Details

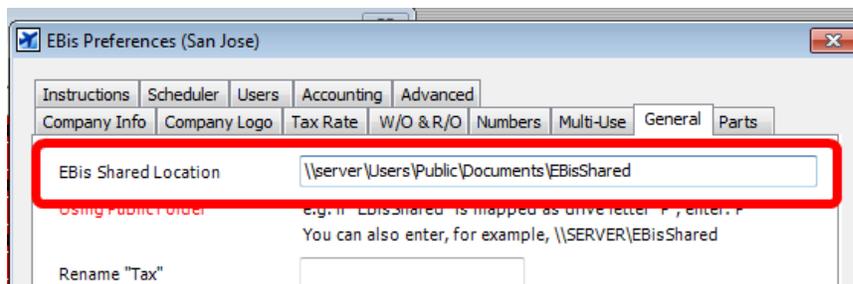
Please make your Windows user account has proper access to the server's EBisShared folder. This is accessed either as:

- 1) A network share:

\\SERVER\EBisShared

- 2) Or the \\SERVER\EBisShared is linked as a mapped network drive (most likely letter P) on **all** machines that access EBis.

If you are having access issues, and using mapped drives, try using the full network path (such as \\Server\EBisShared) instead of the mapped drives. This is set in EBis here (this requires EBis v3565 or higher):



If problems persist, chances are your Windows user account on the client(s) do not have proper access to access this share over the network, or the network path is not correct.

If you are having network user access issues accessing the shared folders on a client machine, and you are using Windows 7/8, you can see the following document, and try sharing the EBis3 and EBisShared folder via the c:\Public\Users\Documents folder. www.datcomedia.com/pdf/win78network.pdf

Please see the diagram below for a visual of the mapped drives EBis uses and how these are accessed. Please remember that this image shows a mapped hard drive setup, but you can also just directly access the network shares via the \\SERVER\EBis3 and \\SERVER\EBisShared paths.

If you are using mapped network drives and do not want to use the full network path, and Windows Vista, 7, or 8, please also see the following fix for a Windows related bug:

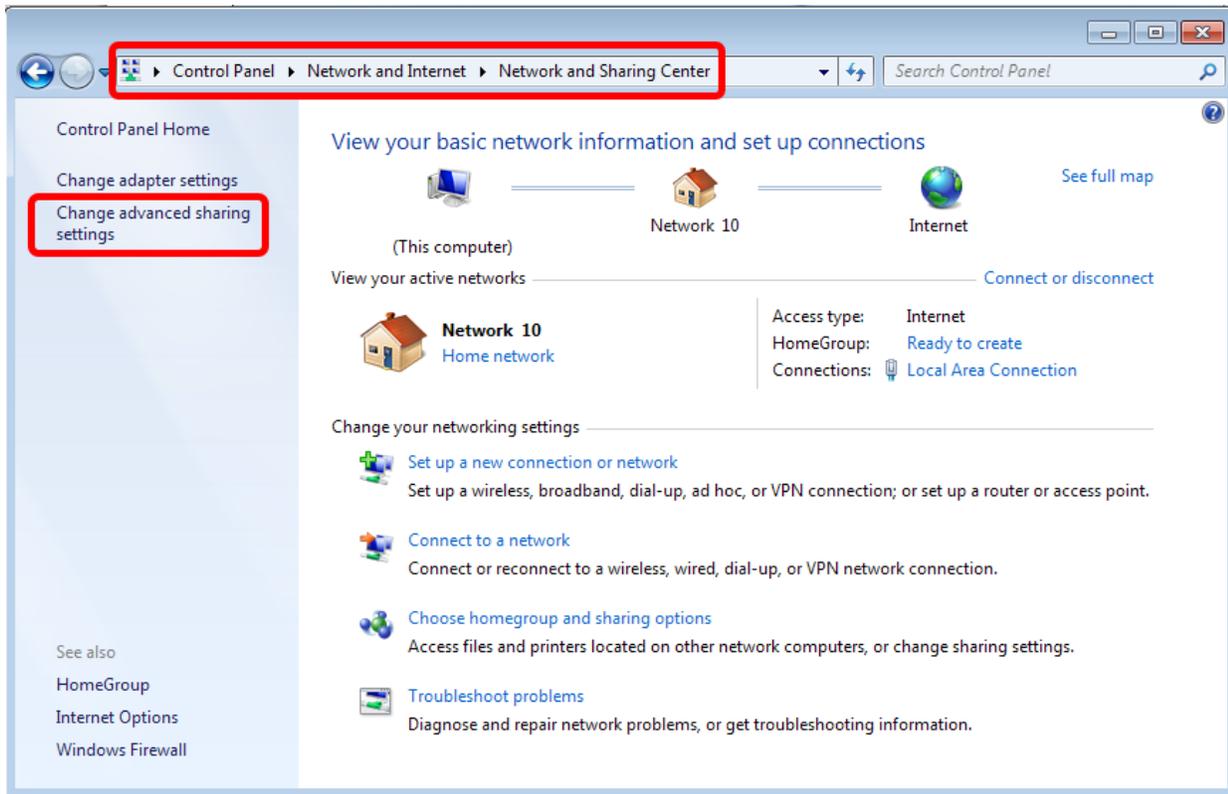
<http://support.microsoft.com/kb/937624>

Supplemental Quick Setup Guide for Company Logo / EBis Shared Issues

Using Public Folders: If you are unfamiliar with network sharing, and want to use the Public Folders, please see the options below.

On the "Server":

- Make sure you are using Public Folders:



Please note the selections:

File and printer sharing

When file and printer sharing is on, files and printers that you have shared from this computer can be accessed by people on the network.

- Turn on file and printer sharing
- Turn off file and printer sharing

Public folder sharing

When Public folder sharing is on, people on the network, including homegroup members, can access files in the Public folders. [What are the Public folders?](#)

- Turn on sharing so anyone with network access can read and write files in the Public folders
- Turn off Public folder sharing (people logged on to this computer can still access these folders)

HomeGroup connections

Typically, Windows manages the connections to other homegroup computers. But if you have the same user accounts and passwords on all of your computers, you can have HomeGroup use your account instead. [Help me decide](#)

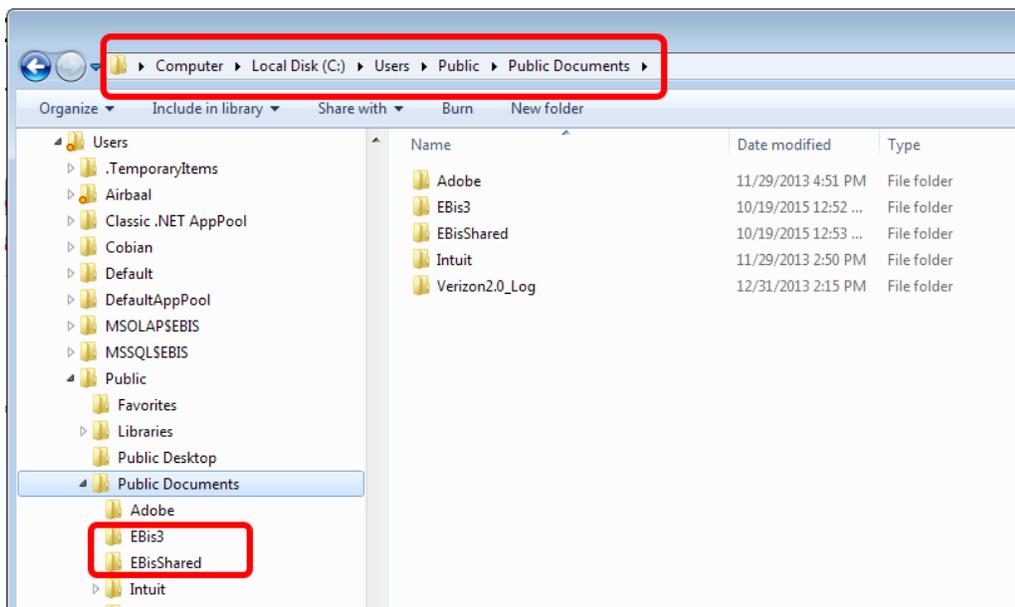
- Allow Windows to manage homegroup connections (recommended)
- Use user accounts and passwords to connect to other computers

Password protected sharing

When password protected sharing is on, only people who have a user account and password on this computer can access shared files, printers attached to this computer, and the Public folders. To give other people access, you must turn off password protected sharing.

- Turn on password protected sharing
- Turn off password protected sharing

Then, while still on the server, copy the files to the public folder:



If using a company logo, it should be placed directly in the “EBisShared” folder.

On a client machine:

- Try to access the public folders via network places:
<http://www.datcomedia.com/pdf/win78network.pdf> section **6**

Once you can access the public folder from a client:

You can go to EBis 3’s View menu > Preferences > General tab and put in the full network path.

You can also try using the blue link’s “Using Public Folder”, type in the server name, and EBis will make the full path based on the standard Windows public folder path.

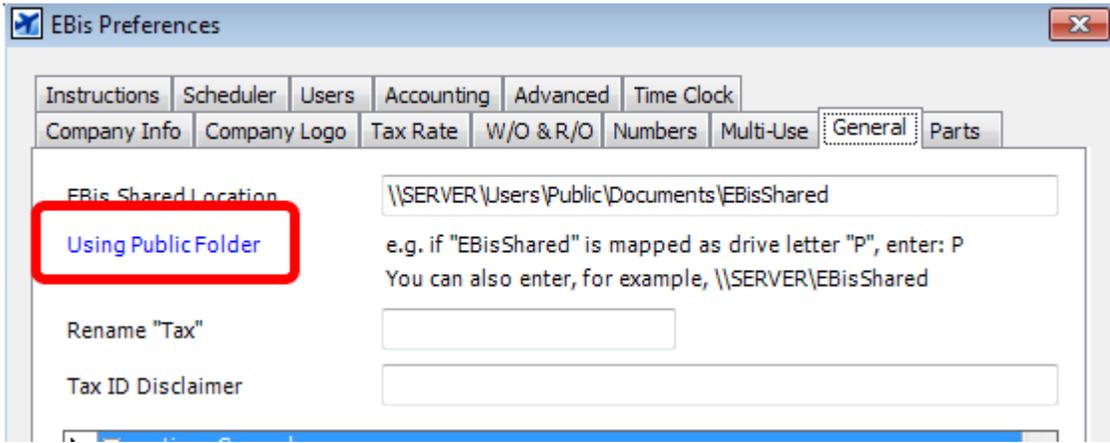
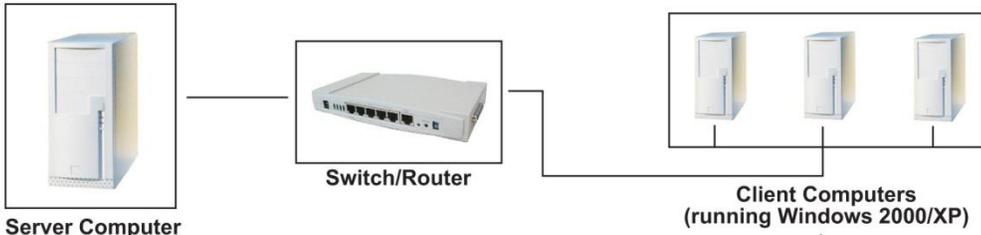


Diagram of EBis Setup



Server Computer

Client Computers
(running Windows 2000/XP)

- Share c:\Program Files\EBis 3 folder
Read access given to all users
Write access given to users who will upgrade EBis from client computer.
- Share c:\Program Files\EBisShared folder
Read access given to all users
Write access given to users who will add files/photos
(therefore, this should be given to most/all users)
- Microsoft SQL Server installed with the EBis3 database bound to it.
- Backup utility running to backup EBis3 database on pre-set basis
(nightly recommended)

- \\SERVER\EBis3 folder as mapped drive on every computer
(Use same drive letter, recommended is Z).
- \\SERVER\EBisShared folder as mapped drive on every computer
(Use same drive letter on every client, recommended is P).
- The AppLauncher.exe ("Start EBis 3" icon on desktop) file
must specify the mapped drive letter that accesses
\\SERVER\EBis3 (i.e. user would specify Z)

Connectivity Issues are discussed in this document:
<http://www.datcomedia.com/pdf/ebis3/connectivity.pdf>