EBis Does Not Receive Latest Version from Server / Setup Issues

On the Server Machine:
1) Check to make sure that the necessary folders are set to be shared, so all other users can access them:
   a. c:\Program Files (x86)\EBis 3
      This is where the application files are stored – when upgrading, place the newest files here
   b. c:\Program Files (x86)\EBisShared
      This is where pdf and image files are stored
2) Note the name of the server ("SERVER" for this example). This can be found by right-clicking on "Computer" in Windows Explorer, selecting "Properties". You will see "Computer name" towards the bottom-right hand corner.
3) It is a good idea to check to see what network shares you have on the server. You can view all shares from the Start Menu > type: **Computer Management** then, within System Tools > Shared Folders, and view the "Shares" folder. If you have multiple EBis 3 shares, please correct this problem – you sshould only have the one referenced above.

On the Client Machine(s):

1) Delete the c:\Program Files (x86)\EBis 3 Client\app_launch.xml file and the "EBis3" application file.
2) Double-click on the "AppLauncher" application file. It will ask you for a location. Enter the path to the server's EBis 3 folder.

   If the server name is <u>SERVER</u> and the server's <u>c:\Program Files (x86)\EBis 3</u> folder is shared as <u>EBis 3</u>, it would be:
   > **\\SERVER\EBis 3**
3) Press Close, and then restart the "AppLauncher" file. The newest files should copy over from the server to the client.

   If the files cannot be copied and you receive an access denied error, restart the client machine. If this persists, please see **Appendex 1 & 2** at this end of this document. If still trouble, please see:
   http://www.datcomedia.com/pdf/support/upgradeissues.pdf

In EBis (Do this one time, from any computer that has access to EBis)
1) We recommend you use the network path for EBis (v3559 or higher) instead of the mapped network drive. This is set in View > Preferences > General tab > "EBis Shared Location".
2) If the server name is <u>SERVER</u> and the server's <u>c:\Program Files (x86)\EBisShared</u> folder is shared as <u>EBisShared</u>, it would be:
   > **\\SERVER\EBisShared**

Appendix 1: Granting Full Access to the EBis 3 Client Folder

Even if you are a Windows Administator, **you may have other access privileges** that are stopping writes to the EBis 3 Client folder. Please make sure the c:\Program Files (x86)\EBis 3 Client folder has "full control" for everyone. For detailed steps on this, please see page 3 of this document.

Step One:

Right-click on the c:\Program Files (x86)\EBis 3 Client folder and select Properties
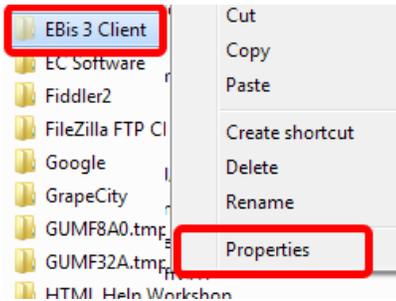
Step Two:

Cilck on "Edit"
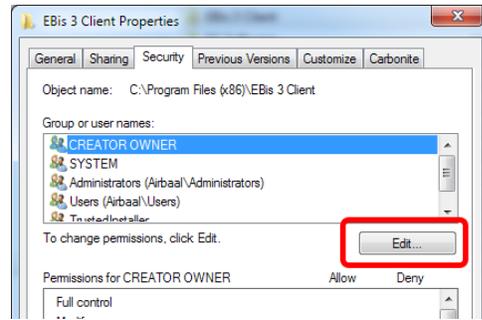
Step Three:

Click on "Add"
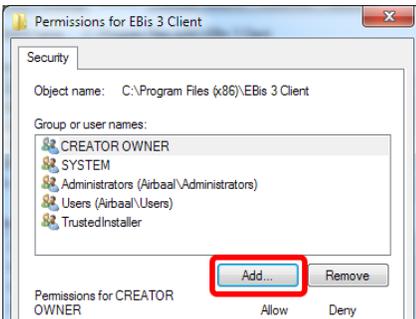
Step Four:

Type in "everyone" and press the "OK" button.
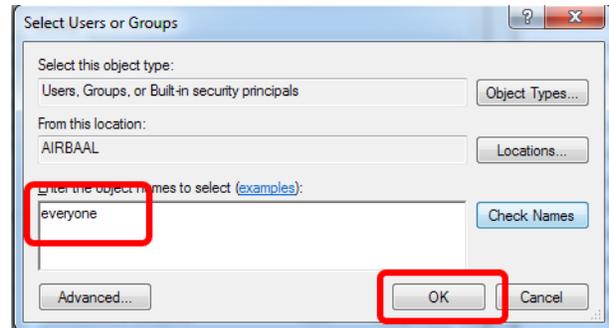
Step Five:

Make sure that "Everyone" is selected, give "Full Control", press "Apply", then "OK" to close out all remaining permissions screens.
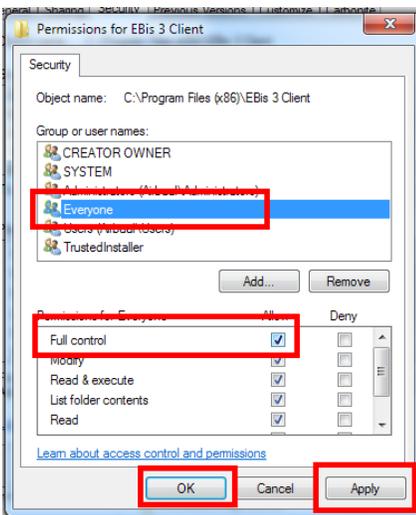
Appendix 2: Windows 7/8 Setup Issues

We are recommending the following for EBis to run:

1) Users log into Windows via an account that has Administrative access. *(Windows Vista/7/8)*
   a. Or have specific read-write access to the c:\Program Files\EBis 3 Client folder
2) Ideally, user access control ("UAC") should be completely turned off
      section 1 of: http://www.datcomedia.com/pdf/win78network.pdf *(Windows Vista/7/8)*
   or...
   EBis is set to run as an invoker:
      section 8 of: http://www.datcomedia.com/pdf/win78network.pdf *(Windows Vista/7/8)*
3) If you are sharing the files from a Windows 8 machine, we recommend putting the EBis3 and EBisShared folders in the c:\Users\Public\Documents folder, unless you have an IT department who can properly setup permissions for your users.
      sections 3-6 of: http://www.datcomedia.com/pdf/win78network.pdf *(Windows Vista/7/8)*
4) Users may have to re-configure EBis to work via network paths (\\SERVER\EBisShared) instead of a mapped drive (the P:\), as Windows 8 has connection/security issues with mapped drive
   a. For the EBisShared folder, this would be set in EBis 3 > View > Preferences > General tab (this requires v3559 or higher)
   b. The client machines should start EBis using the \\SERVER\EBis3 path instead of the mapped drive (Y)
   (Windows 7/8)
5) In general, users have had a lot of issues with Windows 8 and their interface, new start menu, etc. You can also download an application such as www.classicshell.net, which will makes Windows 8 feel more like Windows 7 or XP. This will help avoid frustration!
6) If you are getting "EBis Stopped Working Errors", please try to narrow down the problem by temporarily:
   a. Log into Windows as an Administrator and run EBis
   b. Turn off UAC
   c. Turn off or properly configure your antivirus programs