

With the rental of your Rentalpoint Cloud Server, you are permitted ONE user with Administrator privileges. Outlined below are some operations an administrative user might need to perform. For further assistance, please email <u>support@rentp.com</u>.

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A Few Cautionary Guidelines

Please be assured, our Rentalpoint Team is committed to maintaining your server for optimal use. While you have been granted Administrative rights, we ask that you limit changes to the server to the tasks outlined below. These operations have been made available to you in the event that our IT/Support department is not reachable during the time of your incident. Operations outside those listed above could cause sever damage to your server resulting in business downtime for your company.

- 1. Never change any configuration settings for the server.
- 2. Never install software on your server without prior permission from RP
- 3. Never surf the Internet, an infected web site could destroy your virtual server and all the data on it.
- 4. Never delete user accounts always disable
- 5. Where possible, avoid reading incoming email on a server an infected email could destroy your virtual server and all the data.
- 6. Never set read only permissions on RentalPoint folders or Databases.
- 7. Avoid using Dropbox on your server; without proper attention to syncing folders, Dropbox can consume a lot of free space causing performance and space issues.
- 8. Do not store personal information on your server
- 9. If an accounting package is in use on your server, please inform support@rentp.com to ensure your files are added to our nightly backups
- 10. Do not share your password with any other users OR provide other users with Administrative access



Log a user off the server



Click the 'Users' tab to see all users logged on or disconnected from the server.

- If a user is disconnected, it's safe to assume they are not currently working in Rentalpoint so you could log them off.
- If a user is still connected, they may be active in Rentalpoint, if you log them off they will loose any unsaved data. You may want to send them a message letting them know you will log them off in 5mins giving them time to save data.

R				Task Manager
File Options View				
Processes Performance Users De	tails Services			
•		0%	58%	
User	Status	CPU	Memory	
Administrator (11)	Disconnected	0%	97.1 MB	
Rentalpoint (9)		0.02/	46.3 MB	
· Fil memory (s)	Expand			
	Connect			
	Disconnect			
	Sign off			
	Send messag	ge		
	Manage use	r accounts		



Shadow Users

As an administrator you will have the 'Shadow User' icon on your desktop so that you can easily see another users screen in order to assist them. If you don't have this icon, please contact support@rentp.com and we will make it available to you.

	64.	C:\Windows\s	ystem3	32\cmd.ex	æ	_ 🗆 ×	
	xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	ive Session ID of the to click "accept"	user	to shad	ow and pres	s enter.	^ ≡
ShadowUs	USERNAME Josh	SESSIONNAME	ID 2	STATE Disc	IDLE TIME 7:22	LOGON TIME 19-Jul-16 1:27	
- 1	carly castle		3	Disc	9:47	16-Jun-16 6:59	
	tim		4	Disc	14:19	21-Jul-16 9:57	
	>mandy fox	rdp-tcp#11	5	Active		17-Jun-16 8:13	
Double Click to launch	administrator		6	Disc	14+22:31	19-Jul-16 11:54	
	rentalpoint	rdp-tcp#24	- 7	Active		04-Aug-16 6:15	
	Enter ID: _	Enter the	e ID o	f the use	er		
		you wan	t to s	hadow			
							~

The user will see the request below and will have the option to accept or deny your request.

Remote Monitoring Request
RPTSADMIN\Mandy Fox is requesting to view your session remotely. Do you accept the request?
Yes

Once accepted, you will see the users screen within your own. To stop shadowing, simply close their screen.

5	Viewing RPTSADMIN/Rentalpoint (sessionID 7) on RPTSADMIN	_ 🗆 X
Recycle Bin		Click the X to stop
Mozilla Firefox		shadowing the session.
Google Chrome	Unitited - Notepad	



Reboot the server

The server should not be rebooted unless absolutely necessary. With this action, all users will be forced off the server and all unsaved data will be lost. It is best to ask all users to log out of RentalPoint completely by using the menu option in RentalPoint. Once a week (on the weekend if possible), if all users are logged off then it is a good idea to restart your server, this will lead to better performance during the week. Never-never shut down a server as there is no way for you to restart the server, to restart the server you will need to email support@rentp.com as we are the only ones that can restart a server.

To reboot, click start, type run



Key in the shutdown & reboot command

	Run						
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.						
<u>O</u> pen:	shutdown -r -t 0 -f v This task will be created with administrative privileges.]					
	OK Cancel <u>B</u> rowse]					

Please note that omitting the –r from the parameter list will shutdown the server and not restart it, you will then need to email <u>support@rentp.com</u> to restart the virtual server. <u>Never shutdown a server</u>.



Add new user accounts

Open Server Manager and navigate to Computer Management

2			Server Manag	er		L
Server N						• ② 🎢 Manager Tools View
Dathboard Local Server Al Servers	WELCOME TO SERVER MANAGER					Active Directory Domains and Trusts Active Directory Domains and Trusts Active Directory Sites and Services Active Directory Sites and Services
Bg File and Storage Services ▷ Bo IIS @ Remote Desktop Services ▷	Confi Quick STAT 2 Add 3 Add 4 Cree	gure this local server I roles and features I other servers to manage ate a server group			Access Computer Management	ADDIAIN Component Services Component Services Computer Management Unter Viewer Hyper-V Manager IIS Manager IIS Manager
	S Cot Lase soce Social Server GOUPS Role 3 Server GOUPS Role 3 Server GOUPS Role 3 Server GOUPS Performance BA natis	IS IS	Remote Desktop 1 Services 1 Managability Exerca Services Performance BPA results	Local Server 1 Managathily Dunts Service Performance BPA results	All Servers 1 Managenbility Events Sentes Performance RPA results	600 Initiater Menny Gaugestan Taul Morosof Aussa service CORE Das Source (32-46) CORE Das Source (64-46) Polycennes Boltosof Rossens Moriter Source Andrey Conjunction Regenerat Gaung Conjunction Regenerat Source Initiater Source Initiater Speech Endower Taus Schaduer Termon Revision Worksin Freinalem Advanced Sociality
1. Laurch Server Manager	Q4-Aug-16.5:19.4M	04 Aug-16 5.13 Abi	64-4ag-19.519.484	(4 Aug 16 5 19 AM	04-dag-16.5:19-8M	Wohan Poerfel Wohan Poerfel (40) Wohan Poerfel (40) Wohan Poerfel (51) Wohan Serer Babus Wohan Serer Upde Serves
Server Manager	3					 ■ 23 (3) DAS 523 AM 66-Aug-16

Right click on 'Users' to add new user

#			Computer Management
<u>File Action View H</u> elp			
🗢 🌳 🗖 🖬 🤷 🗟			
🜆 Computer Management (Loca	Name	Full Name	Description
⊿ 🙀 System Tools	🖉 👰 Administrator		Built-in account for administering
 Task Scheduler Event Viewer Shared Folders Local Users and Groups Users Groups OPerforman Device Mat Storage Windows S Disk Mana Services and Applications 	sh	rpdeveloper rpuser	rpdeveloper



Enter user details and click create

		New User		?	x
<u>U</u> ser name:	Rent	alpoint			
<u>F</u> ull name:	Rent	alpointUser			
Description:					
Password:		•••••			
<u>C</u> onfirm passwor	rd:	•••••			
User <u>m</u> ust ch	nange pa	assword at next logo	n		
User cannot	change	password			
✓ Password net	ver expi	res			
Account is d	isa <u>b</u> led				
<u>H</u> elp		[Cr <u>e</u> ate	Clos	se

Grant access to remote desktop and SQL Server

£	Computer Management					
File Action View Help Image: Constraint of the second seco						
 Computer Management (Local ✓ <	Name Administrator	Full Name rpdeveloper rpuser	Description Built-in account for administering rpdeveloper			
 Shared Folders Local Users and Groups Groups Performance Device Manager Storage Windows Server Backup: Disk Management Services and Applications 	Rentalpoint	Rentalpoint User Double click on the new user	New user for Rentalpoint			



		-			2	Y	1		Actions
		Renta	alpoint Prop					Users	
Remote cor	ntrol	Ren	note Desktop S	ervices Profile	Dial	in			Mor
General	Membe	er Of	Profile	Environment	Sessi	ons			Rental
Member of:									Mor
🕭 Users									
				Selec	t Group	ps			x
	Se	elect this	object type:						
	G	iroups						Object	Types
	Fn	om this k	ocation:						
	R	PTSAD	MIN					Loca	tions
	Er	nter the o	object names to	select (<u>examples</u>)	:				
	re	mote de	sktop users					Check	Names
		Advan	ced				ОК	(Cancel
Add	R	emove	Changes to are not effo user logs o	o a user's group me ective until the nex on.	embership t time the				
11	۸ddta	Domo	**						
_	Deskto	op Use	rs Group						
	OF	<u> </u>	Cancel	Apply	He	lo			
		•							

Rent	alpoint Properties ? X	
Remote control Rem	note Desktop Services Profile Dial-in	
General Member Of	Profile Environment Sessions	
Member of:		
Remote Desktop Users Users	Select Groups	X
	Select this object type:	
	Groups	Object Types
	From this location:	
	RPTSADMIN	Locations
	Enter the object names to select (examples):	
	rentalpoint	Check Names
	Advanced O	K Cancel
Add Remove	Changes to a user's group membership are not effective until the next time the user logs on.	
Add to Ren	talpoint Group	
ОК	Cancel Apply Help	



Once set up, your groups will look like this. You can now provide the username 'Rentalpoint' and whatever password you set to your user for remote login.

Rentalpoint Properties ? X								
Remote control	Remote Desktop	Dial-in						
General Memb	er Of Profile	Environment	Sessions					
General Member Of Profile Environment Sessions Member of :								
Add Remove								
O	K Cancel	Apply	Help					

Disable/Re-enable user accounts

Access User Account in Server Manager as outlined in 'Add new user accounts' above

<u>Never delete user accounts</u> or the folders that are created to manage and store their files.

Under the General Tab, check/uncheck 'Account is disabled' and click OK.

Remote contr General	ol Ren Member Of	ote Desktop	Services Profile	Dialia			
General	Member Of	Destile		DiaiHh			
Rent		Profile	Environment	Sessions			
Rentalpoint							
Eull name: Rentalpoint User							
Description: New user for Rentalpoint							
User must change password at next logon							
User cannot change password							
Password never expires							
Account is disabled							
Account is l	ocked out						
Γ	OK	Canad	Arab				





Reset passwords

Access User Account in Server Manager as outlined in 'Add new user accounts' above

Right click on the user and click 'Set Password'



Click Proceed



Then enter new password

Set Password for Rentalpoint ? ×						
New password:						
Confirm password:						
1 If you click OK, the following will occur:						
This user account will immediately lose access to all of its encrypted files, stored passwords, and personal security certificates.						
If you click Cancel, the password will not be changed and no data loss will occur.						
	ОК	Cancel				