



RentalPoint Cloud Server Admin Operations

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 support@rentp.com.

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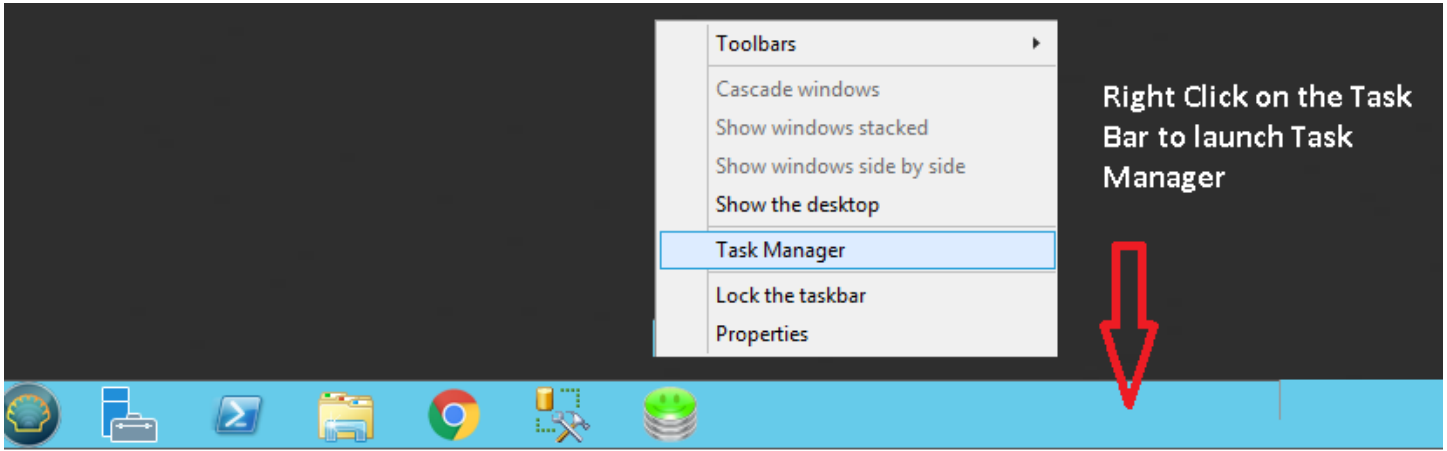
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A Few Cautionary Guidelines

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.

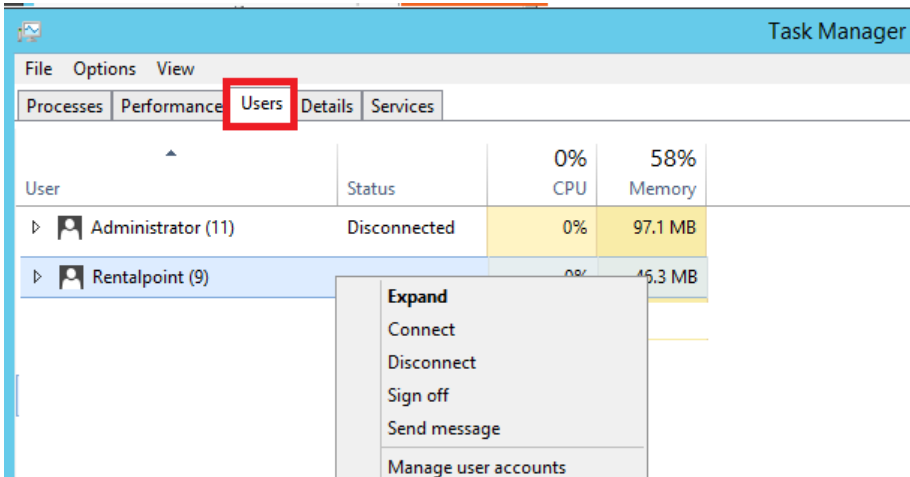
1. Never change any configuration settings for the server.
2. Never install software on your server without prior permission from RP
3. Never surf the Internet, an infected web site could destroy your virtual server and all the data on it.
4. Never delete user accounts - always disable
5. Where possible, 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



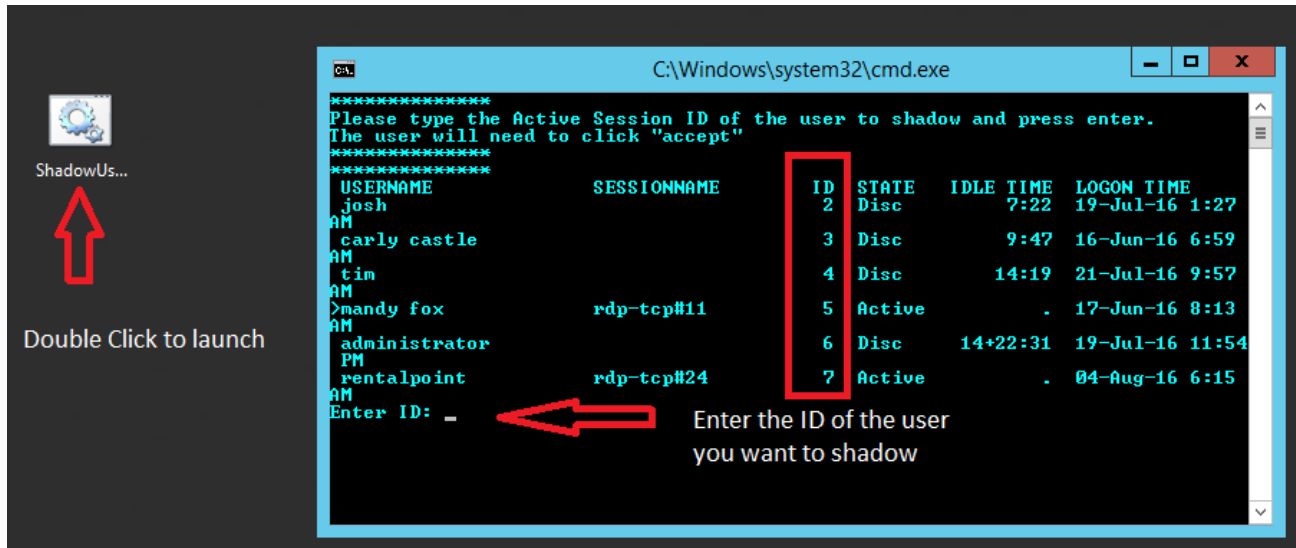
Click the 'Users' tab to see all users logged on or disconnected from the server.

- 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 lose 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.

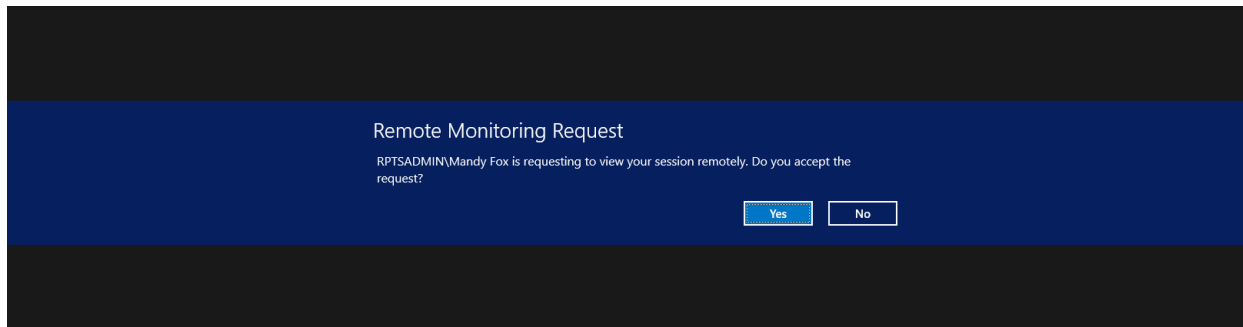


Shadow Users

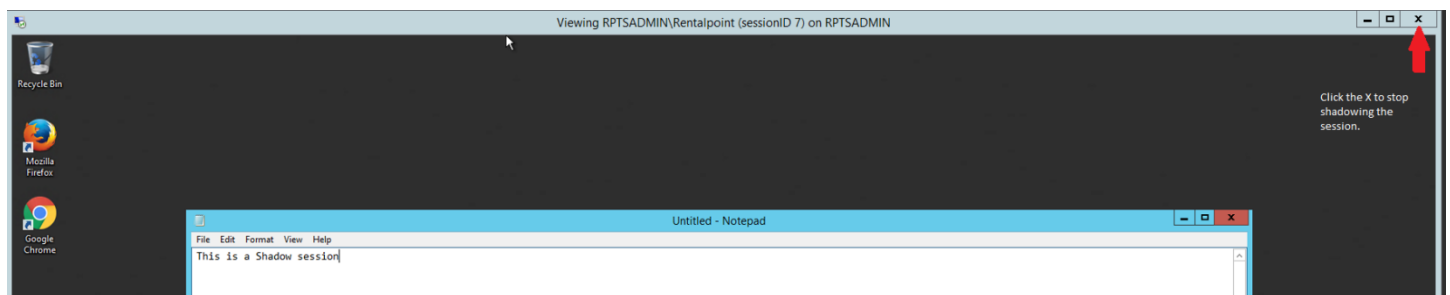
As an administrator you will have the 'Shadow User' icon on your desktop so that you can easily see another users screen in order to assist them. If you don't have this icon, please contact support@rentp.com and we will make it available to you.



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



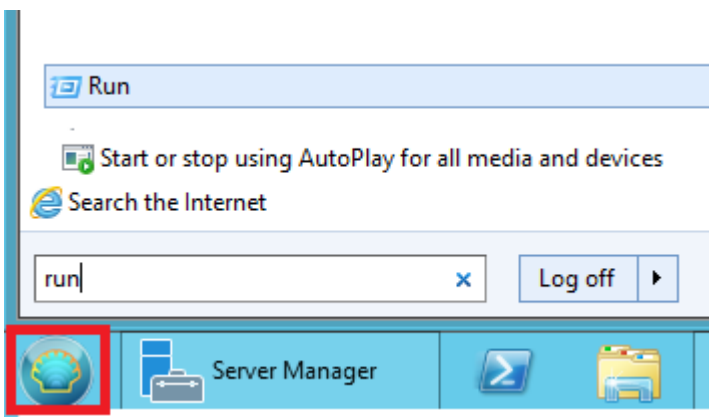
Once accepted, you will see the users screen within your own. To stop shadowing, simply close their screen.



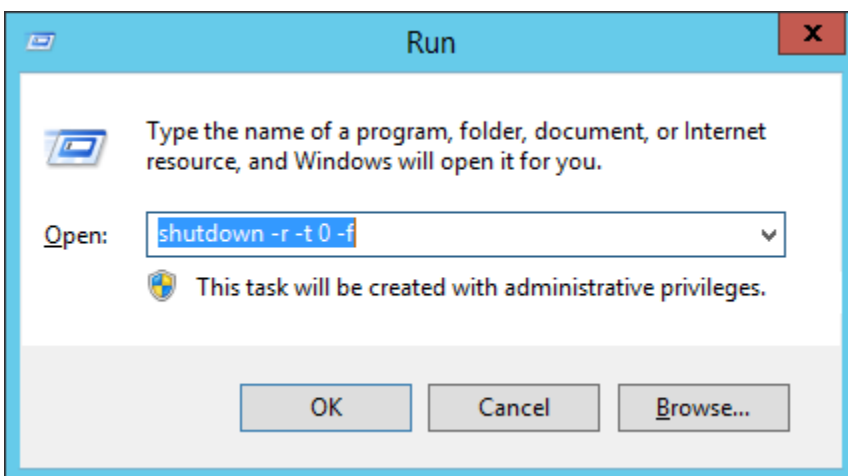
Reboot the server

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-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



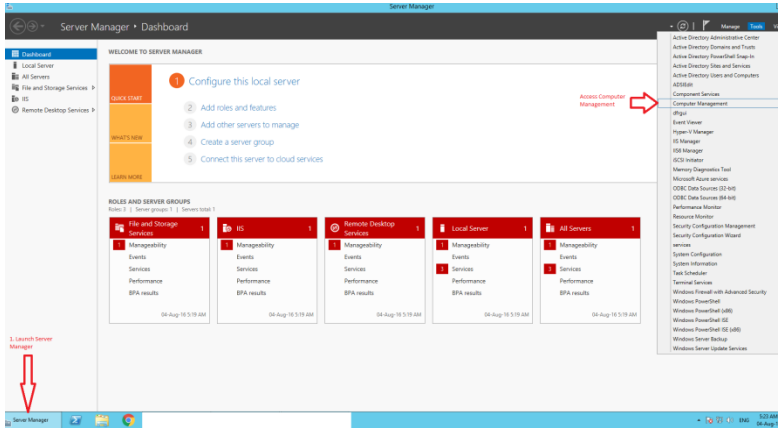
Key in the shutdown & reboot command



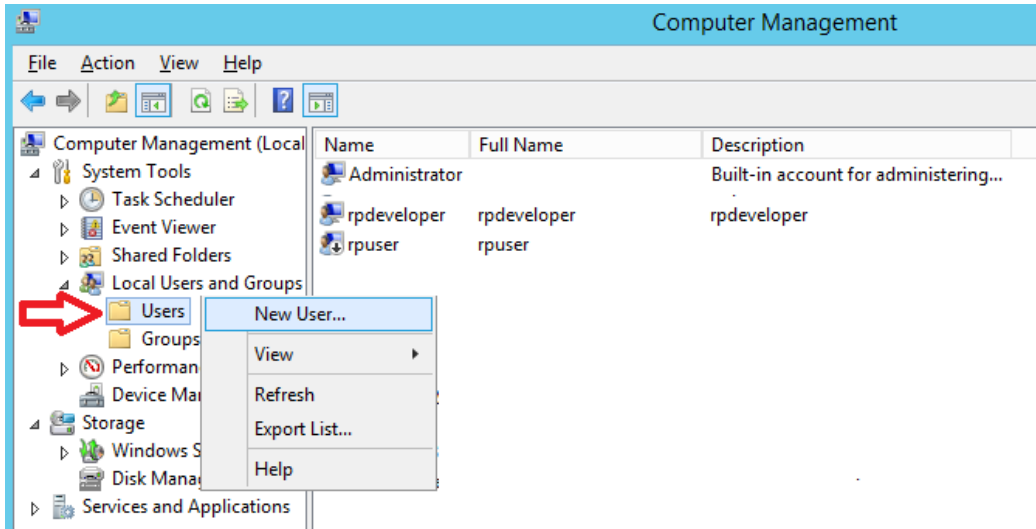
Please note that omitting the `-r` from the parameter list will shutdown the server and not restart it, you will then need to email support@rentp.com to restart the virtual server. Never shutdown a server.

Add new user accounts

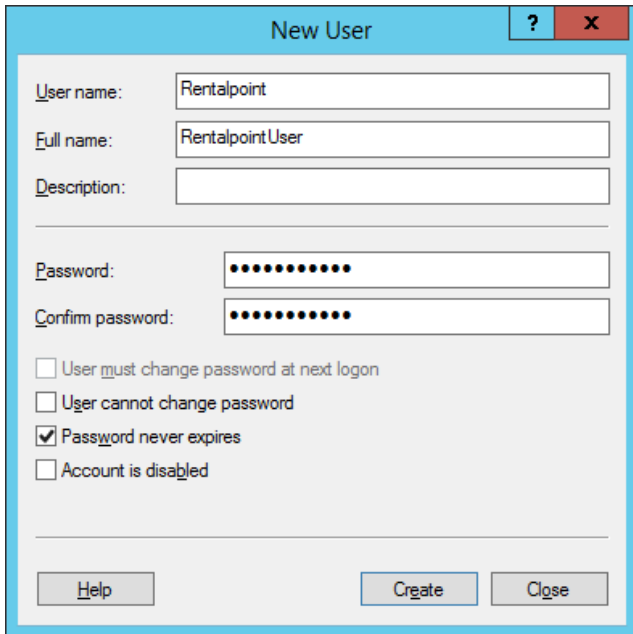
Open Server Manager and navigate to Computer Management



Right click on 'Users' to add new user



Enter user details and click create

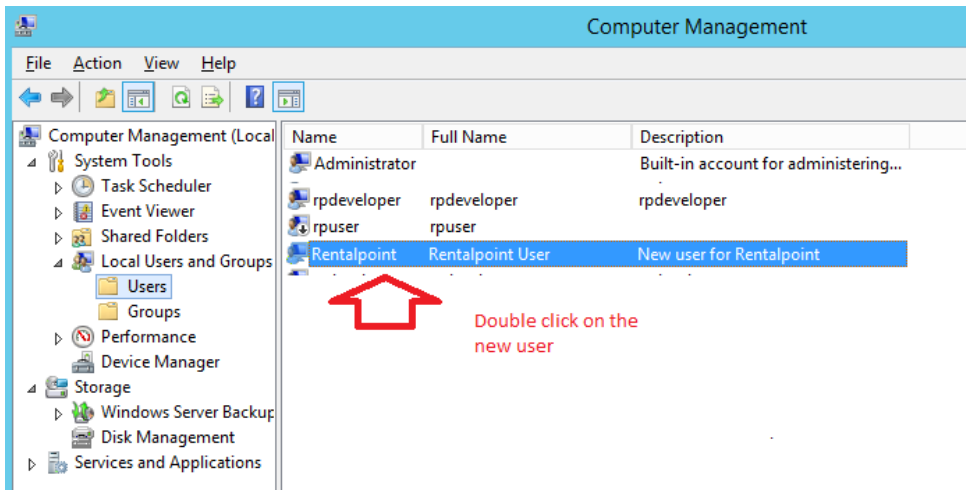


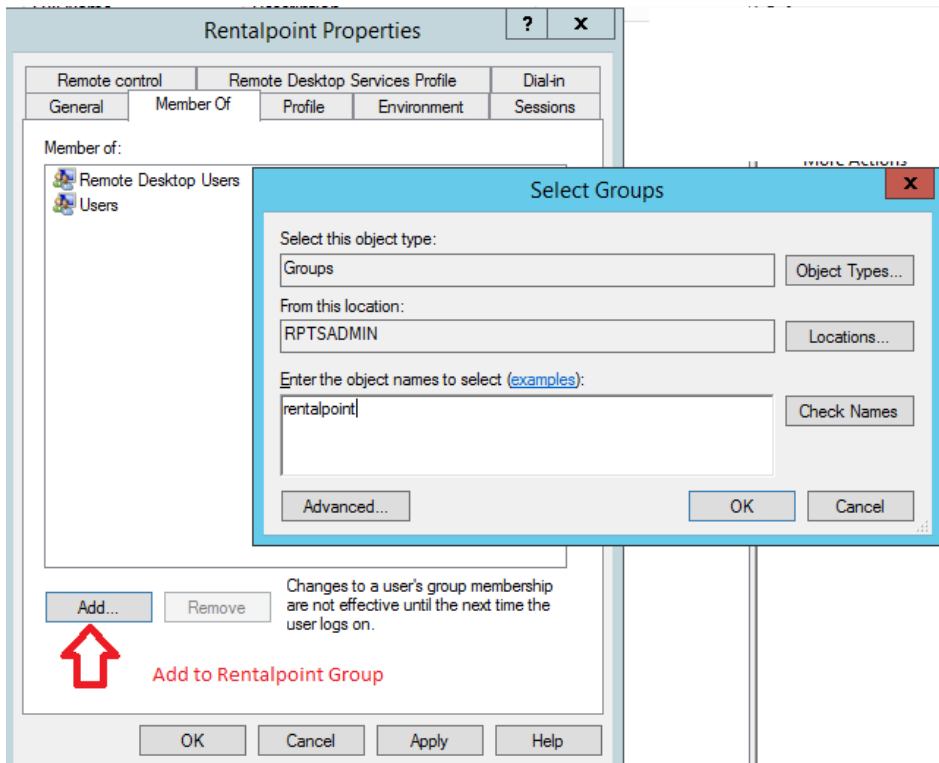
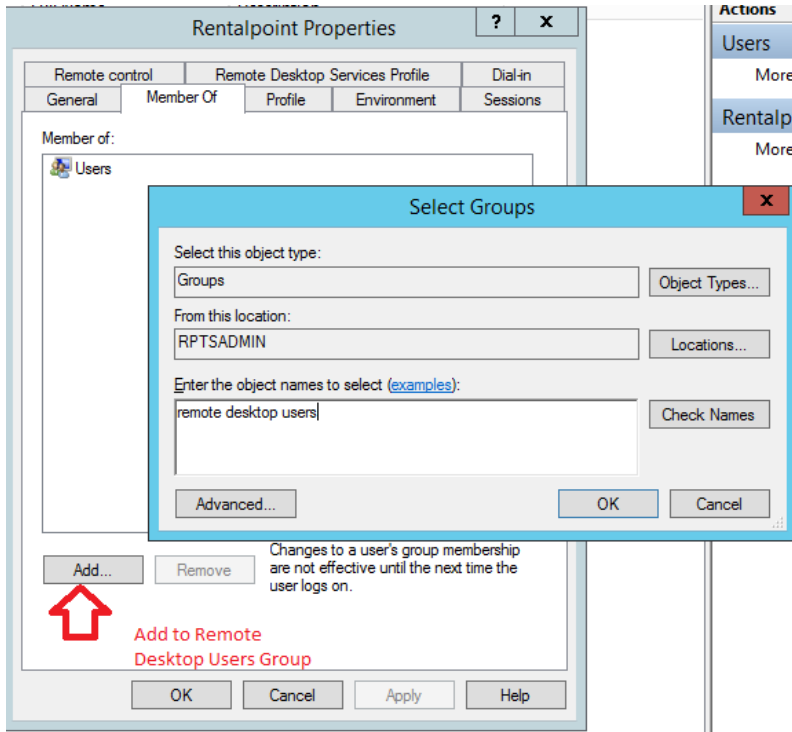
The 'New User' dialog box contains the following fields and options:

- User name: Rentalpoint
- Full name: RentalpointUser
- Description: (empty)
- Password: (masked with dots)
- Confirm password: (masked with dots)
- User must change password at next logon
- User cannot change password
- Password never expires
- Account is disabled

Buttons: Help, Create, Close

Grant access to remote desktop and SQL Server

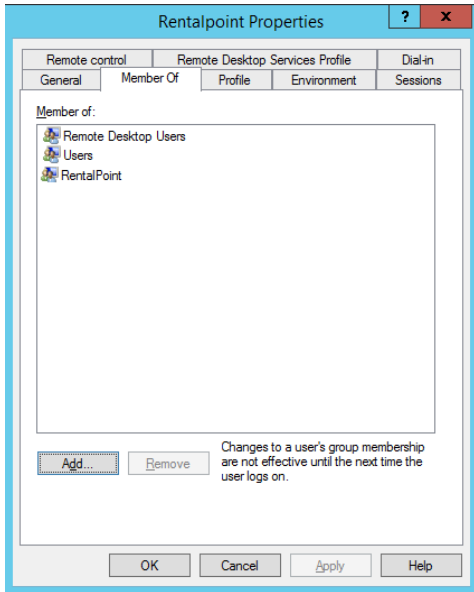






RentalPoint Cloud Server Admin Operations

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.

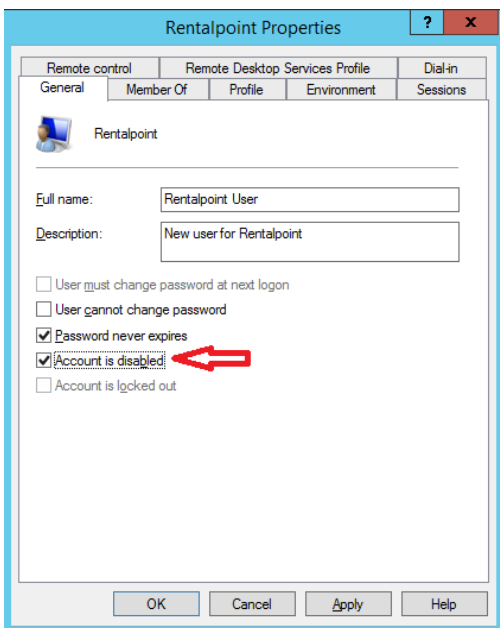


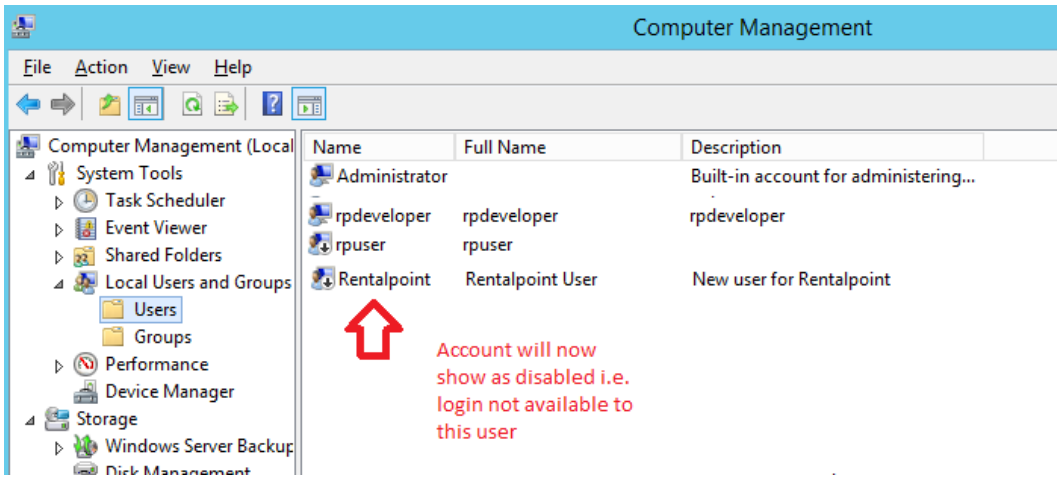
Disable/Re-enable user accounts

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

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

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

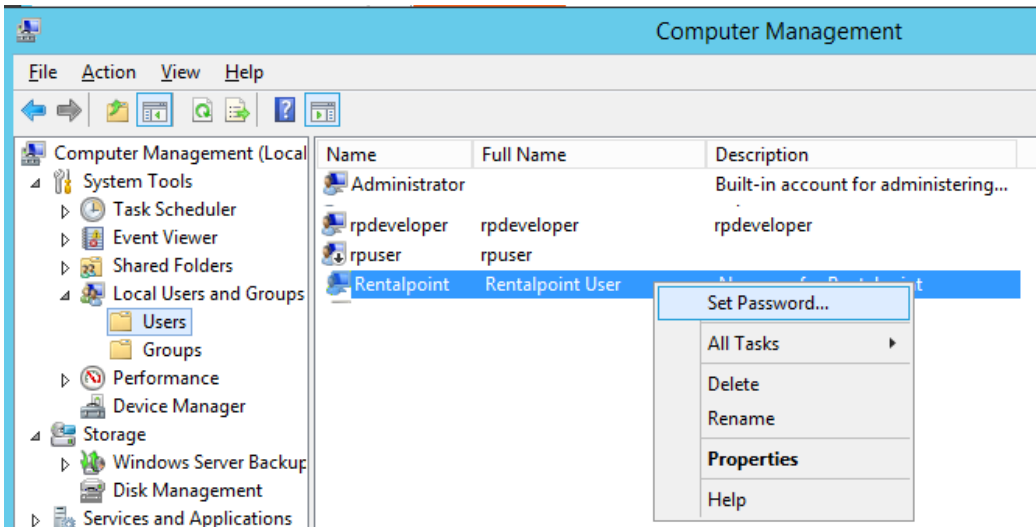




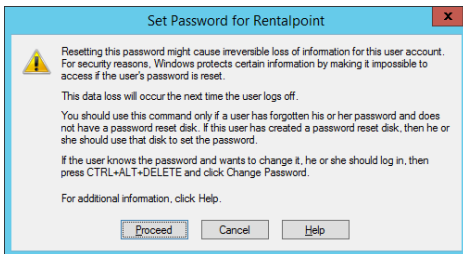
Reset passwords

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

