25.02. mSupply client / server installation part 2



Install associated server application software

Install Dropbox

Sustainable Solutions recommends using Dropbox to assist with transferring installation files to the server, and as a means of moving mSupply secondary backups off site.

• Contact Sustainable Solutions to organise a DropBox account for the server and for instructions on setting it up on the server.

Do this step first so that you can use the Dropbox folder to transfer software and files to the server.

Install remote support software

Installing the TeamViewer Host customised for mSupply

1. Uninstall - if TeamViewer is already installed on the machine, it is safest to uninstall it.

2. **Change the Computer Name** to something meaningful **before** installing TeamViewer. Using a name that reflects the site and / or user would be helpful. e.g. Auckland - Grafton Pharmacy - this is what the machine will show up as on our international directory.

The TeamViewer Host module appears to only use the first **15** characters of the name. If you are connecting several computers, make sure that the first 15 characters are unique for each computer.

3. To change the computer name in Windows go to: Control Panel > System and Security >

System > Advanced system settings > Computer Name > Change...

4. Note that the Computer description is NOT the Computer Name

5. Download and save the zip file at the following link

https://www.msupply.org.nz/files/Teamviewer/TeamViewer%20Deployment%20September%202024.zi

6. **Extract** the files from the Teamviewer Deployment March 2024.zip file onto the host computer.

TeamViewer Deployment March 2024
💼 Install TeamViewer.bat
> 📄 TeamViewer Files

7. Open the folder you extracted

8. **Run as administrator** - *right click* on the file Install TeamViewer.bat and select **Run as administrator**. The script will check to see if it is running as an Administrator, if it isn't running as an Administrator, the installation will stop.

Name	Date modified					
TeamViewer Files	26/3/2024 2:36 PM					
S Install TeamViewer.bat	00 /0 /000 A 0 00 AA					
	Open					
	Edit					
	Print					
(Run as administrator					
1	Edit with Notepad++					

The Teamviewer Customised Host window should appear on your screen:



9. **Notify mSupply Support** When you see this TeamViewer Host window, send us a message or email (on support@msupply.org.nz) and give us the **computer name** that you gave the machine in step 4 above. Otherwise, the TeamViewer ID should also work (a screenshot is fine). We will then be able to confirm for you that the remote access is operational and ready for us to provide you remote support.

It is recommended to use Google Chrome as browser if you use teamviewer on web. It supports "WebClient" connection more than other browser

Install UPS hardware and software

If it's not already done, install the UPS hardware and software, refer to the UPS requirements here.

Install anti-virus software

Anti-virus can be a hotly contended issue. This web page is pretty convincing: What's the Best Antivirus for Windows 10? (Is Windows Defender Good Enough?)

Conclusion:

- If the OS is Win8 or later, Windows Defender is probably good enough *for anti-virus*, and better than much of the competition.
- Once configured, the server should not be vulnerable to exploit programs as these are usually downloaded and triggered by human activity! However, to be safe, it is recommended to install an Anti-exploit program such as Malwarebytes. The website suggests that Malwarebytes is not free, but as at the time of writing this (May 2018), Malwarebytes successfully reverts to a free version after the 14 days trial. The main 'cost' of the free version is means that it has to be manually executed rather than running automatically in the background.

Install another web browser

If you're not a fan of Microsoft Internet Explorer, (12 reasons not to use Internet Explorer, ever) then install another browser. Good options include:

- Google Chrome
- Mozilla Firefox

Pin the browser to the taskbar

Install OpenOffice, Microsoft Excel or LibreOffice

mSupply can produce reports in Microsoft Excel format. Client machines will need to have software to open these reports. Occasionally there will be need to run and open these reports while logged in to the Server. If you do not have Microsoft Excel installed on the server, a good option is:

- OpenOffice
- LibreOffice

Install TurnedOnTimesView

As part of troubleshooting, it is valuable to be able to analyse when the server has shut down ungracefully.

• TurnedOnTimesView is a simple tool that analyses the event log of Windows operating system, and detects the time ranges that your computer was turned on and whether the last shutdown

- was graceful or not.
- Installation instructions are on the TurnedOnTimesView website, but is very straightforward:
 Download this zip file TurnedOnTimesView.zip from the mSupply website
 - https://docs.msupply.org.nz/_media/admin:turnedontimesview.zip
 - Unzip the Zip file
 - $\circ~\mbox{Copy}$ the TurnedOnTimesView.exe file to the Desktop
 - $\circ\,$ Double click to icon on the Windows desktop to open



• If you get a security warning pop-up untick "Always ask before opening this file" and click Run

	Open File - Security Warning
Do you	want to run this file?
	Name:\Users\svc_msupply\Desktop\TurnedOnTimesView.exe Publisher: <u>Nir Sofer</u> Type: Application From: C:\Users\svc_msupply\Desktop\TurnedOnTimesView.e
_ Alwa	Run Cancel ays ask before opening this file While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. What's the risk?

• Right click on the icon on the Windows Taskbar & select to Pin to Taskbar.



🐌 TurnedOnTii	mesView - SIG-NMSM	ISUPPLY – 🗖 🗙
File Edit View Options Help 📄 💼 🚰 🙆		
Startup Time Shutdown Time	2 Duration	Shutdown Reason
🥥 25/03/2020 2:23:27 PM	62 Days + 22:26:09)

Install Logoff and Lock utilities

It is too easy for support workers accessing the server remotely to accidentally shutdown the server. Therefore, two Windows shortcuts have been created to allow support workers to easily logoff or lock their windows session without having to go through the usual Windows procedure:

• Lock computer

Last update: 2022/04/25 10:11

• Logoff computer

Lock / Logout utilities

It's a good idea to stick this in to the following folder in Dropbox:

• Lock Logout Shortcuts

The Yellow **Lock computer** utility needs to be copied to the Admin desktop and then pinned to the task bar.

Logoff computer	Pdf Report_150	Lask Lagarit Shartaute D	ONT DELETE								×	
		LOCK LOGOUT Shortcuts D	ONI DELETE						-	0	^	
- À-	e -	← → ~ ↑ 📙 > Dr	opbox > PNG_NDOH_System > Sussol_admin	 Lock Logout Shortcu 	its DONT DELETE			νÖ	Search Lock Logout Sh	ortcuts	9	
	pdf	🗸 🌏 Sussol_admin \land	Name	Date modified	Туре	Size						
mSupply Client	Vitamin A Concentrat	📕 Badili_AMS_0	- 🎜 Lock computer	3/03/2017 3:50 PM	Shortcut		2 KB					
		Certificates	at Logoff computer	3/03/2017 3:43 PM	Shortcut		2 KB					
	*	- Lock Logout	😹 Readme.txt	16/04/2018 12:19	Text Document		1 KB					
	R 😵 .	S TeamViewer 1										
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		3 items								8	==	
Lock computer	TeomViewer 13 Host											
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The Green **Logoff computer** utility needs to be copied to the C:\Users\Public\Desktop folder. This will place the shortcut on the desktop of each normal user. Users of each normal user account will need to pin this shortcut from the desktop to the taskbar. **Don't pin it to the taskbar of the Admin user account.** We try to keep the Admin account open (but locked) so as to keep Dropbox working.



The C:\Users\Public\Desktop folder is normally a hidden folder. You will likely need to make it visible).

7/8

2021: RIP ISDS

- Interactive Services Detection Service (ISDS) was a means by which admin users could interact with the mSupply Service to investigate issues.
- Microsoft has done its best with successive version to Windows to remove ISDS, such that even FiredaemonZero can no longer restore it.
- This section is now only applicable for older versions of Windows, and is kept here for historic reference - that we might remember the valiant deeds of those who have gone before us in the war to wrest control of our

applications from the OS 🥄

How-to Geek has a helpful article on Understanding and Managing Windows Services which appears to be updated frequently with changes in Windows OS.

From What is Interactive Services Detection and Why is it Blinking at Me?:



Services and system processes run in session 0. Prior to Vista, the console (first logged on user's desktop) ran in session 0 as well. Vista introduced session 0 isolation to protect services from elevation of privilege exploits from the console desktop. Now, the first user's desktop runs in session 1.

Interactive Services Detection (the blinking button on the taskbar) is a mitigation for legacy applications that detects if a service is trying to interact with the desktop. This is handled by the Interactive Services Detection (UI0Detect) service.

Interactive services since Windows 10 V1803 and Server 2019

Microsoft has removed the Interactive Services Detection Service on Windows 10 Version 1803 and Server 2019.

We recommend FireDaemon Zero (Session 0 Viewer) as an alternative means of interacting with the mSupply Service. Refer to this deployment matrix.

These steps need to be followed by the steps in 25.03. mSupply client / server installation part 3

Previous: 25.01. mSupply client / server installation part 1 || Next: 25.03. mSupply client / server installation part 3

From: https://docs.msupply.org.nz/ - **mSupply documentation wiki**

Permanent link: https://docs.msupply.org.nz/admin:server_installation_2?rev=1650881503



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