
Data Dynamics - Insync Insync Setup Guide

PLEASE BROWSE TO <http://www.ddyn.com/> FOR ADDITIONAL TECHNICAL SUPPORT

Insync requires an internet connection to communicate with our server to maintain the validity of the applications and legislation kept locally. These following steps need to be considered before successful operation can be assumed.

Verify Insync internet communication executing under different security contexts (user accounts)

Please verify internet access by completing the following:

1. Run the Data Dynamics - Insync Control Panel
2. Click on the Configuration tab
3. Verify that under Insync Application Status and Insync Service Status the Internet Access field is ticked as *'True'*
4. If either context is marked as *'False'*, please continue reading the following guide to assess the possible cause.
5. Once you have addressed the possible cause of internet failure, you may click 'Refresh' or 'Apply', to view the effects of these changes.

DATA DYNAMICS - INSYNC

Task Viewer Configuration

Apply Settings |  Refresh Settings | Add Application

Insync Application Status:

▪ Process Name	InsyncClientApplication
▪ Security Context	MAYDONWHARF28AF\MaydonWharf
▪ Internet Access	✓ True
▪ Last Run	2014-11-25 11:53:03 AM

Insync Service Status:

▪ Service Name	InsyncClientService
▪ Service Status	Stopped
▪ Security Context	NT AUTHORITY\SYSTEM
▪ Internet Access	✓ True
▪ Last Run	2014-11-25 11:40:57 AM

Navigate to www.ddyn.com for technical support and information

Connecting Insync through a firewall

Insync is optimized for secure network environments by connecting outward through HTTPS to our cloud servers. This way, most firewalls already allow our traffic to pass without any additional configuration.

Use the following URL to verify HTTPS (Port: 443) communication through the system firewall by browsing to it using [Internet Explorer](#).
<https://www.ddyn.com/Insync/test.html>

This provides an example of configuring the native [Windows Firewall](#) for port 443 access. The configuration will be specific to the firewall in use, however these steps are applicable to most scenarios:

1. Open the [Windows Firewall](#) and select 'Advanced Settings'.
2. Select 'Inbound Rules' on the left panel
3. Click 'New Rule' on the right 'Actions' panel.
4. In the 'New Inbound Rules Wizard' dialog, select 'Port' and click 'Next'
5. Select 'TCP' and set 'Specific local ports' to 443. Click 'Next'.
6. Select 'Allow the connection' and click 'Next'.
7. Ensure 'Domain', 'Private' and 'Public' are selected and click 'Next'.
8. Give the new rule a name (e.g. HTTPS) and click 'Finish'.
9. Select 'Outbound Rules' on the left panel and repeat steps 3 to 8 outlined above.

NB: When configuring the firewall for port 443 access, if communication must be restricted to a specific domain or IP, please use the following: www.ddyn.com

Connecting Insync through a HTTP proxy server

Insync will automatically use the default system proxy as configured in Internet Explorer. However there are a few things that need to be considered:

Insync runs as both an application and as a windows automated service. This means that it runs under two different security contexts (user accounts) depending on how it is executed. For example, if Insync is started manually from the [Insync Control Panel](#) it is executing under the current user's security context. Insync will automatically use the proxy settings configured for this user. However, if Insync executes as a windows service, it runs under the default service account called [LocalSystem](#) which has its own proxy settings and privileges. If the proxy is not configured under this account Insync will fail to connect to the internet when executing as an automated service.

There are a few ways in which to verify and resolve this:

1. **'Microsoft Sysinternals PsExec'** can be used to run an instance of Internet Explorer as the [LocalSystem](#) account. This will allow you to confirm internet connectivity and if necessary configure/authorize access to the proxy server within this security context.
 - a. Download the '**PsExec**' utility from the following url:
<http://technet.microsoft.com/en-us/sysinternals/bb897553.aspx>
 - b. Run the following command from Windows Command Prompt:
`psexec -s -i "%programfiles%\Internet Explorer\iexplore.exe"`

- c. An instance of **Internet Explorer** will execute running as the **LocalSystem** account. Verify internet access by browsing to the following URL using this instance of Internet Explorer:
<https://www.ddyn.com/Insync/test.html>
 - d. If access fails, please configure the proxy settings within this instance of Internet Explorer and try again.
2. Proxy settings are configured per user by default, meaning that the proxy settings configured in Internet Explorer for the current user do not extend to all users on the local machine. In order to configure proxy settings per machine, a group policy needs to be set.
 - a. Within the **Local Group Policy Editor** browse to the following location:
[Computer Configuration\Administrative Templates\Windows Components\Internet Explorer](#)
 - b. Set the following policy setting to **enabled**:
[Make proxy settings per-machine \(rather than per user\)](#)
 - c. Navigate to the following location and configure the proxy settings for the local machine:
[User configuration\Windows Settings\Internet Explorer Maintenance\Connection\Proxy Settings](#)
 3. The Insync service can also be configured to run under a different user account which has the required configuration/authorization to use the proxy server. This can be achieved by:
 - a. RUN: **services.msc**
 - b. Double-click '**Data Dynamics Insync**' service and in the **Properties** dialog:
 - c. Select the **Log On** tab and set a different user account with the required proxy access and privileges.