
Data Dynamics - Insync Insync User-Account Setup Guide

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

Insync runs as both an application and as a windows automated service and may run under two different security contexts (user accounts) depending on how it is executed. (Please refer to the following screen grab).

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*

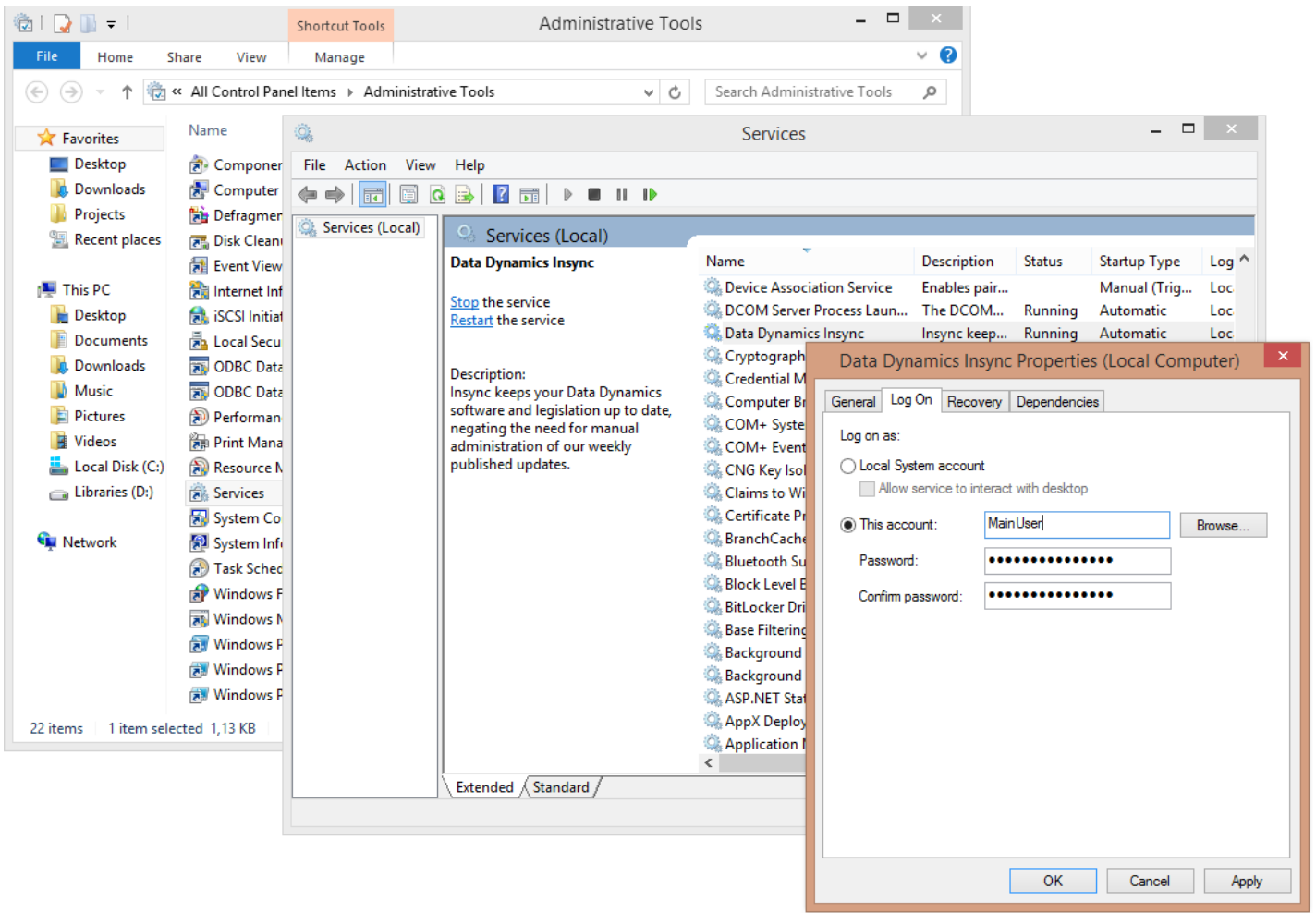
Insync Service Status:

- 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

For example, if Insync is started manually from the Insync Control Panel it is executing under the current user's security context. However, if Insync executes as a windows service, it runs under the default service account called LocalSystem. The LocalSystem account may not have sufficient privileges for Insync to operate correctly. It may therefore be necessary to assign an account with elevated rights to the service. Please perform the following steps to assign a different user account to the Insync service.

- RUN: 'services.msc' or browse to 'Control Panel - Administrative Tools - Services'
- Select the 'Data Dynamics Insync' entry within the services list and right-click to open its **Properties** dialog:
- Select the 'Log On' tab
- Click on 'This account' checkbox and enter a user account with the required privileges.
- Click 'OK' to close the dialog and accept changes.
- On the Insync Control Panel - Configuration tab. Verify that the Insync Service Status - Security Context field reflects the newly assigned user account. If not, please click 'Refresh' to update the configuration tab.



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