

Using BackOffice with Network Shares

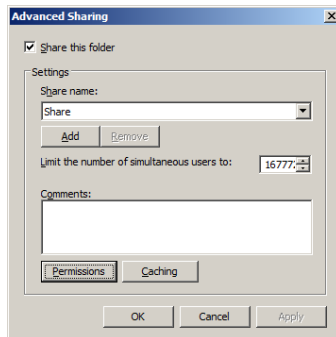
Unlike our desktop recording solutions BackOffice runs as a Service. A Windows Service has the advantage that it can run when there is no user logged into the machine. Because BackOffice is a Service, it cannot access resources which are created a logon time, this **includes mapped network drives**.

When you wish to use BackOffice with a network share, always use a UNC filename, rather than a mapped network drive. You can still have mapped network drives for users, so they can find the files easily, but use UNC filenames in BackOffice.

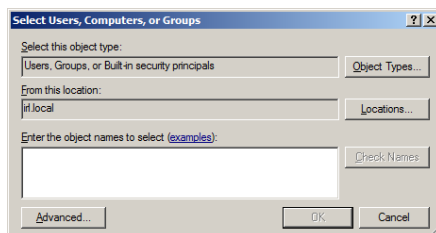
A UNC filename is of the form [\\MACHINE\SHARENAME](#), where MACHINE is the remote machine the share is located on, and SHARENAME is the name of the share. You can of course use other directories in the path, underneath the sharename. For example:

[“\\MACHINE\SHARENAME\My Calls”](#)

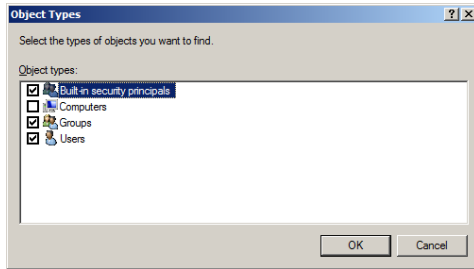
In addition to ensuring you use UNC filenames for the recording location, you must also ensure the service has permission to access the share, and has write permission. By default the service runs as the local service user on the PC. In order for this local service user to have access to the share you must add the computer the service runs on to the users with permissions for the share. **NOTE this will only work on a Domain.**



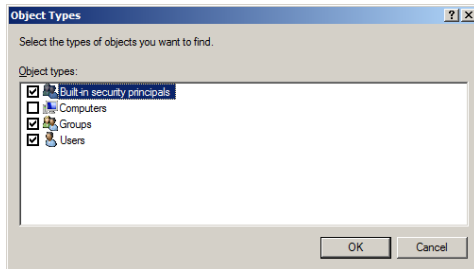
Click Permissions



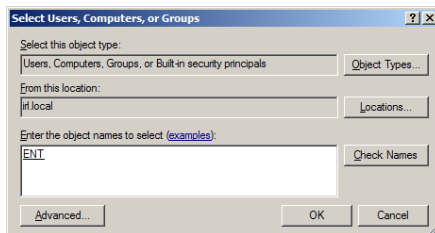
Then click Add...



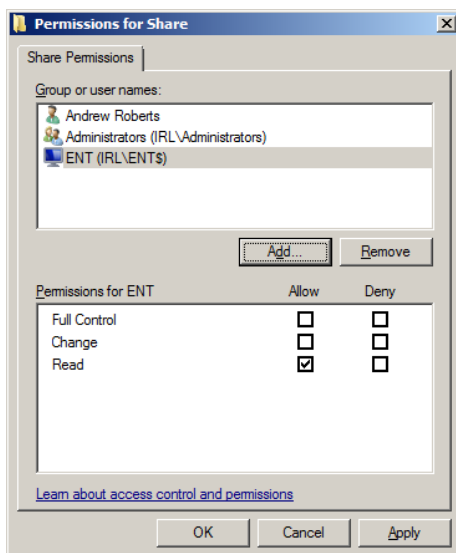
Click Object Types...



Tick Computers, and click OK.

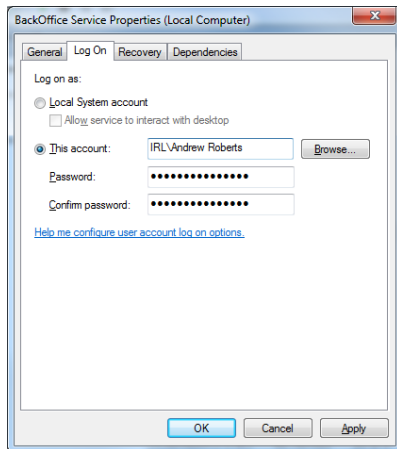


Enter the name of the computer which is running BackOffice and click OK.



You will now see the Computer, set the permissions to Full Control, and click Ok.

If you cannot, or do not wish to use the local service user it possible to make the service log on as a different user. Open Control Panel->System and Security->Administrative Tools->Services (or run services.msc). Right click on the BackOffice Service, click the Log On tab, and click This Account.



Enter the account details you would like to use for the service. This account must have appropriate permissions on the Share you are using. Ideally use a special account created for the purpose, with a strong password which does not expire. This is important as if the user password changes, it is not automatically updated in the Service Log On.

When using a Domain be sure to use a Domain User (DOMAIN\USER) or Domain Machine (DOMAIN\MACHINE) as the account name. Local accounts cannot be used.