

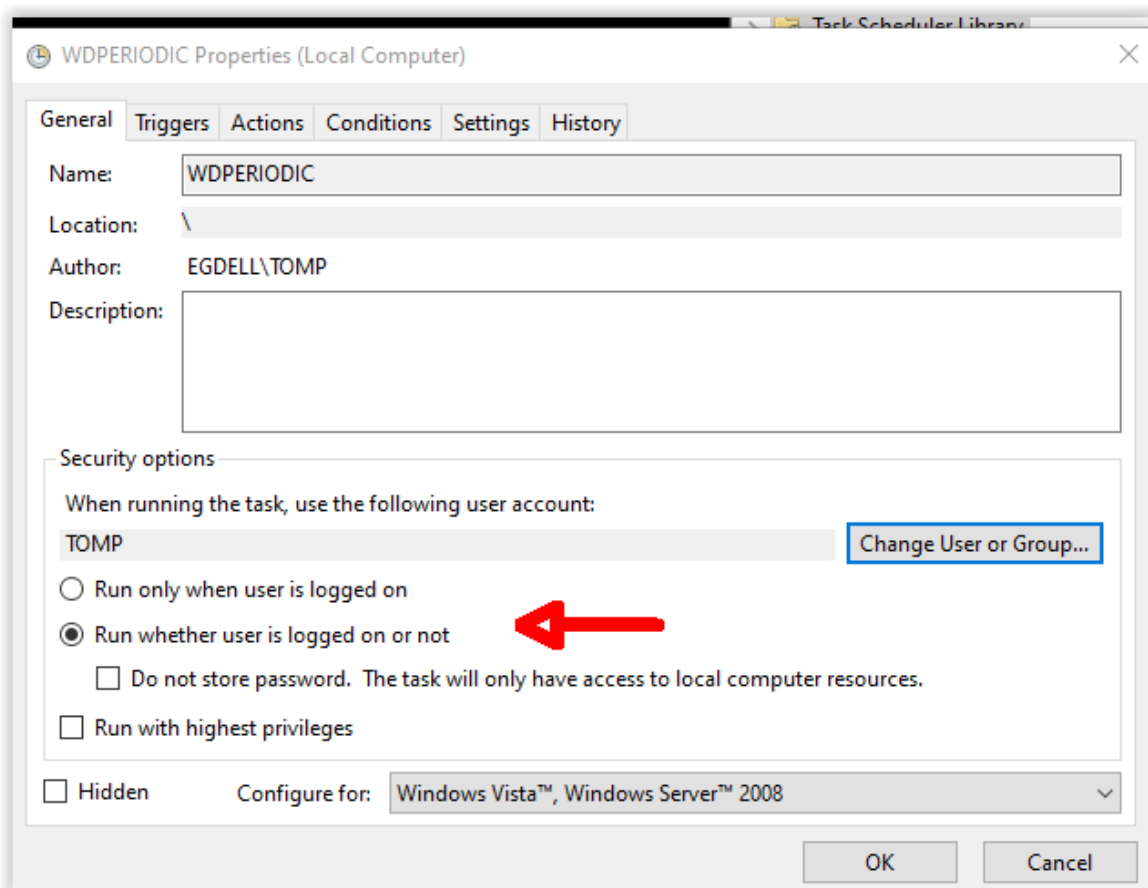


Billing system Connector tips for running logged out.

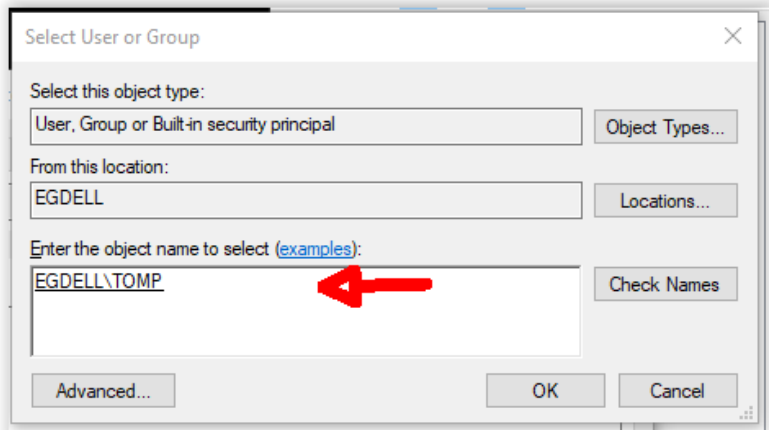
When your Worldox Connector is installed and configured to update Worldox Client/Matter tables from your Billing or other Management System you may want it to be able to run when the system is logged out.

There will be two or three tasks configured in the Windows task scheduler, usually WDDAILY, WDPERIODIC and WDWEEKLY

Each of these needs to be set to run whether user is logged on or not.

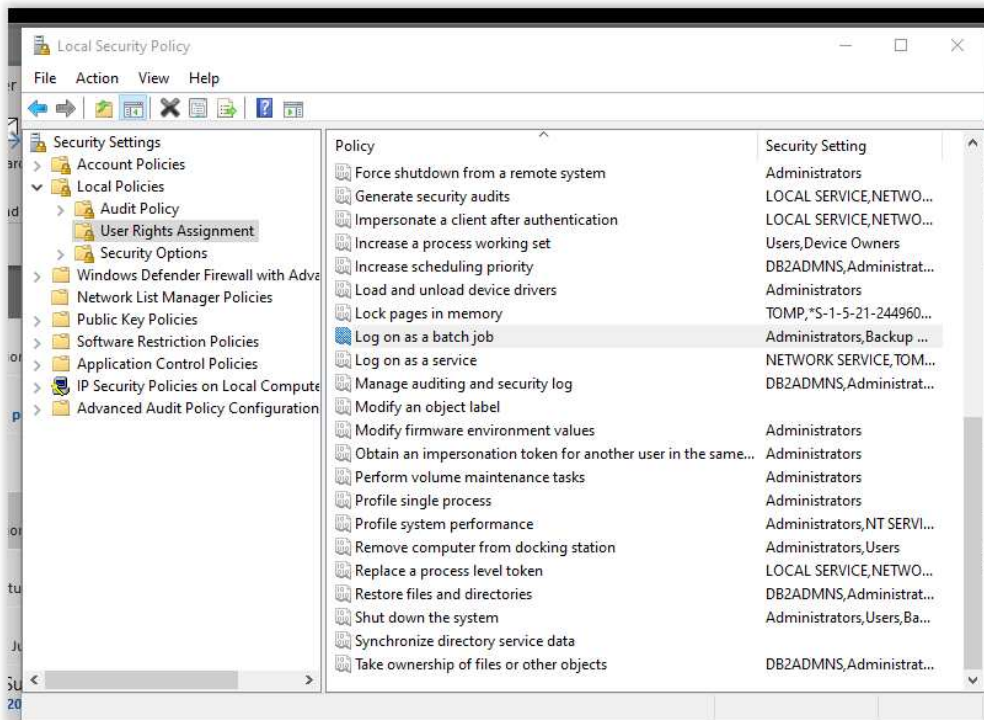


Also, Please note: You need to check the Change user of group and make sure that the account in use is the Domain account (select from the locations button) and not the local user account.

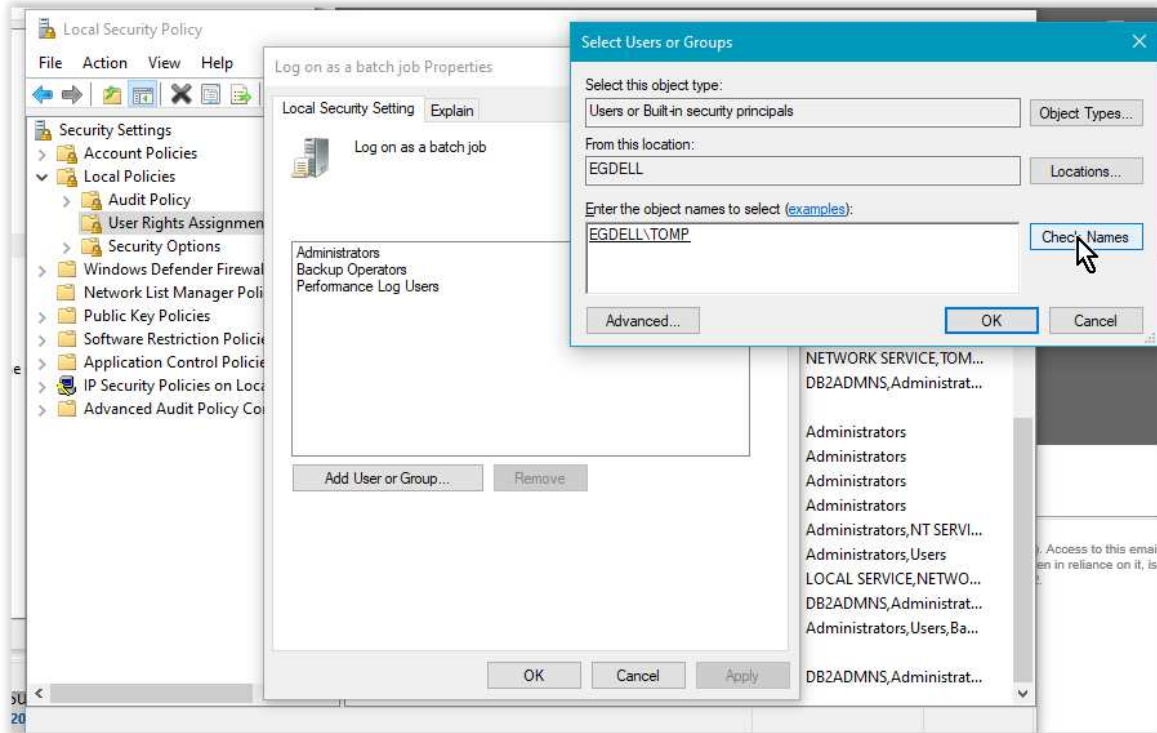


If the Run whether user is logged on or not is greyed out then you may need to apply a group security policy for this user.

Run Secpol.msc and select User Rights Assignment



Then Add the user that is running the scheduled task

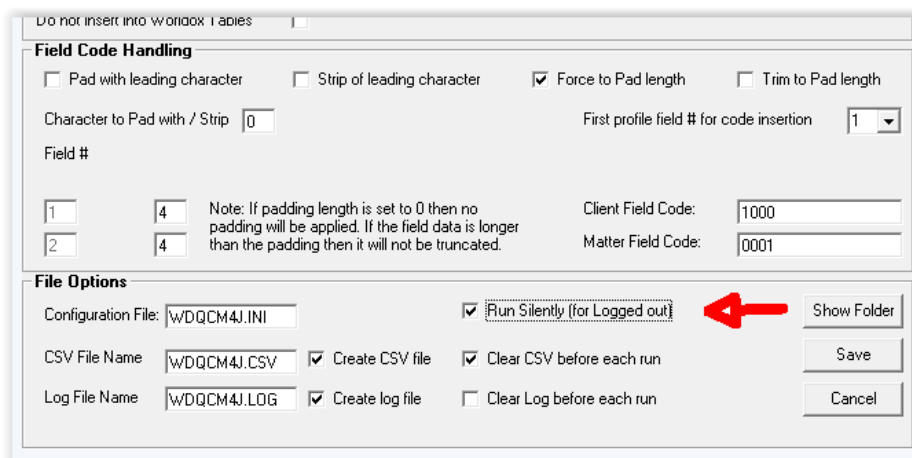


Click ok and complete the changes.

This may take a short while to be reflected through Active Directory. A reboot of the Indexer / Workstation may speed this replication process up.

Once these permissions are in place you should be able to run the tasks when logged out.

Finally you will need to ensure that the connector is set to run logged out by starting the configuration screen and checking the Run silently (for Logged Out) box and saving the setting.



{Ref: T0089609-1}