

Pastoral Care 12 Networking Introduction

The open framework of Pastoral Care allows greater flexibility in using the program across a network with many people accessing the program at the same time.

Before working through this document it is assumed that Pastoral Care is installed on all computers on the network that need Pastoral Care. Instructions for a standalone installation can be found in the Standalone Installation Document. Pastoral Care does not need to be installed on your file server, this document talks you through how to set-up the common area (file server) so that all computers installed with Pastoral Care will be able to access the same Pastoral Care data files.

If Pastoral Care has previously been running on a computer in standalone mode then it is recommended to back up the data first then after Pastoral Care has been setup on the network the data can be restored to new network location you are about to create.

The only restrictions in network access are:

- Only one person at a time can edit any one family file. I.e. multiple users can edit different family files.
- Only one person can edit a single Roll Project at a time. (Different roll projects can be edited at the same time)
- Only one person can edit a single Finance Project at a time. (Different finance projects can be edited at the same time)
- Only one person can edit a single Weekly Statistics Project at a time. (Different Weekly Statistics projects can be edited at the same time)
- Only one person can edit a single Roster Event at a time. (Different Roster Events can be edited at the same time)
- Only one person can edit a single CarePlus compliance at a time. (Different CarePlus compliances can be edited at the same time)
- Only one person can edit a single Library at a time. (Different Libraries can be edited at the same time)
- If someone is using any of the Pastoral Care Setup features, access into related areas will be restricted while setup editing is taking place.

Network Freedoms which are available

- Multiple users can edit multiple families simultaneously
- Multiple users can produce any reports simultaneously
- Unlimited network access (number of uses = infinity)
- All report areas and analysis areas can be accessed by multiple users simultaneously.

Understanding Networks

A network is a number of computers linked together by means of a cable, or a wireless communication device. If you have several computers at your church, and they are not networked together yet, we strongly advice that you seek assistance with someone in your church familiar with setting up and configuring a network.

Do not attempt to install Pastoral Care onto a network unless you are absolutely sure you have a network that is running correctly and you understand the basics of networks.

Pastoral Care Network Requirements

Pastoral Care requires the following conditions to work on a network.

- Pastoral Care 12 installed on every computer that is going to use the program (Please refer to the standalone installation document on your CD)

Once Pastoral Care has installed your files on your network drive you need to ensure the following permissions are set on the PC_12 folder and sub folders for each user who logs on and is going to use Pastoral Care.

- Permissions on that shared drive / folders must be such that all users on the network have read / write / execute and delete permission on all folders in the PC_12 folder.
- Delete permissions are required to be set for the PC_12 folder.
- Pastoral Care 12 need NOT be installed on the server; it only needs to be installed on each workstation or computer using the program, the server is the place Pastoral Care uses as a common place for its data files.
- Pastoral Care 12 installation folder for the actual program is C:\Program Files\Pastoral Care 12 on the local computer; a user must have full permissions to this folder.
- Pastoral Care 12 creates a data folder on the local computer; this is where the data files are stored when Pastoral Care is not on a network. If Pastoral Care is on a network some files are used in this local data folder also. A user needs to have full read / write / delete permissions set for this local data folder which is located at C:\Pastoral_Care_Data\Pastoral_Care_12_Data.

For those upgrading from a previous version of Pastoral Care

If you previously owned a version of Pastoral Care and it was setup in networking mode and you want Pastoral Care 12 to also work on a network then it is essential that you go through this document and setup Pastoral Care on a network and let Pastoral Care create the data folders for Pastoral Care 12 on your server.

We have had churches when they get their latest version of Pastoral Care not creating new network data folders for the new edition but rather just point the new edition to the previous versions network folder. This is an **incorrect** way of setting up each new edition of Pastoral Care and will result in problems. (Instructions are below on how to create new network folders.)

After you have setup Pastoral Care 12 correctly on the network you can then run the conversion program to convert your data from the previous version into the new Pastoral Care 12 format. The conversion program is located by activating the Pastoral Care Resource program found on your windows desktop after Pastoral Care 12 has been installed.

Installing Pastoral Care on a Network for the First Time

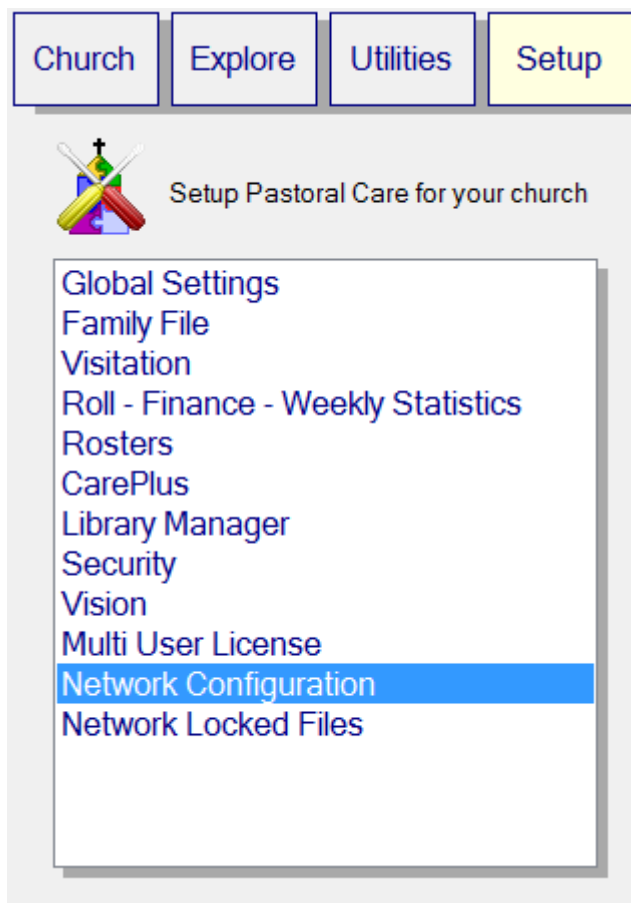
It is assumed before setting up Pastoral Care on a network that all computers that Pastoral Care is going to be installed on have access to the server and the person who is going to setup the Pastoral Care data structure on the server is logged in as the administrator.

Follow these steps carefully to setup the data structure on the server.

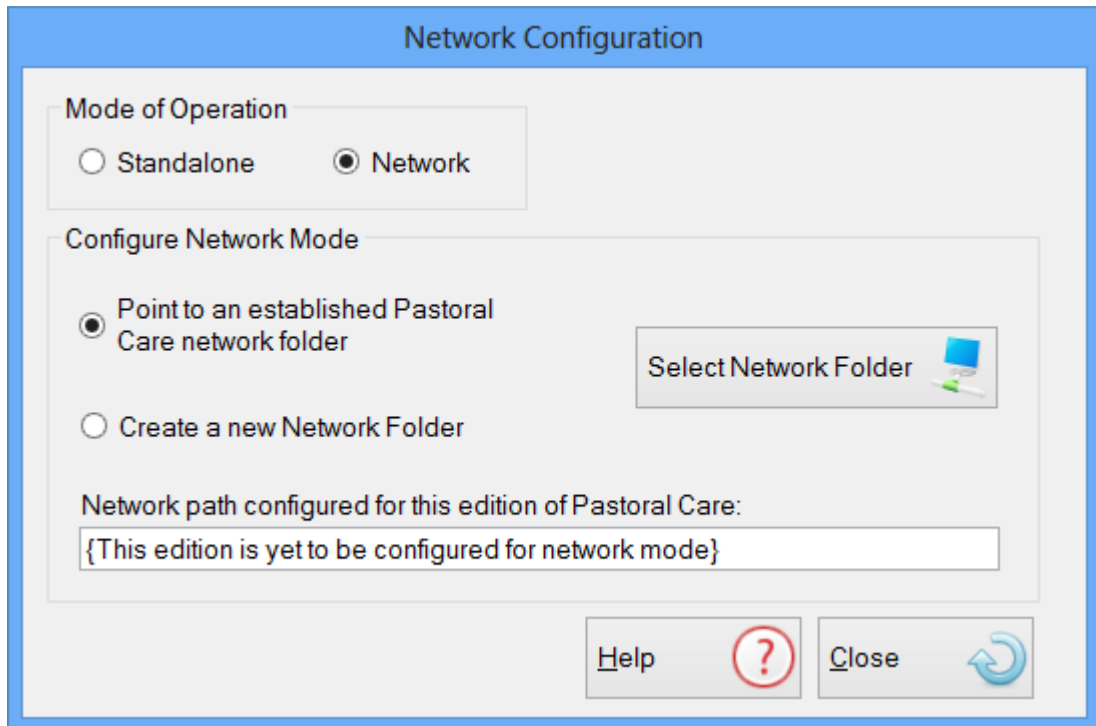
1. Each workstation requiring Pastoral Care will need the program to be installed on it, refer to the standalone installation document for this. (The server will not require Pastoral Care to be installed on it, the server only stores Pastoral Care data structure which can be setup from any workstation that has Pastoral Care installed on it)

These next steps only need to be **done once**; this is for creating the Pastoral Care data structure on the server, after it has been created all other workstations *just need to be pointed to the data structure on the server*, for those workstations please skip this section and refer to the section titled Installing additional copies of Pastoral Care onto the network below.

2. Once loaded, choose Setup – Networking Configuration from the Main Menu. (See Below)



3. After activating Network Configuration the below window will appear so that you can setup Pastoral Care on your network.



4. Choose the option “Network”
5. It is assumed this is the first time Pastoral Care 12 in being setup on your network, if this is so then choose the option ‘Create a new Network Folder’ Once this option is chosen a folder dialogue box will open giving an option for you to browse to the Network drive that you are wanting to setup the Pastoral Care data folders on. After selecting the network drive press the OK button for Pastoral Care to both create the network data folder structure and to have this workstation you are using configured in network mode for Pastoral Care.

Installing additional copies of Pastoral Care onto the network.

For all other workstations requiring access to the Pastoral Care data structure on the server you only need to point those workstations to the data structure which was created when the above steps were completed

- a. Install Pastoral Care on your next “workstation” or computer that you want to access Pastoral Care from. (refer to the standalone document on this CD)
- b. Go to the Setup tab at the Main Menu and choose Network Configuration
- c. Choose the option: “Network”
- d. The option “Point to an established Pastoral Care Network Folder” is the default option which you need to use, now press the button “Select Network Folder”
- e. Now use the Folder browse Window to select the PC_12 folder on your network drive (This folder was created in the above steps), once you have found it then double click on it to open the PC_12 folder then press the OK button to select this location.

Repeat steps ‘a’ to ‘e’ for each computer on the network requiring Pastoral Care.

Trouble Shooting Pastoral Care Networking

The most common problems are caused by permissions, often everything works fine for the administrator but when a user logs in they experience all sorts of problems. It is critical that all users have full read / write / delete permissions for both the data folder PC_12 on the network drive as well for the local data folders on the local workstation which is located at C:\Pastoral_Care_Data\Pastoral_Care_12_Data as well as where Pastoral Care stores its program files which is located at C:\Program Files\Pastoral Care 12

Transferring your data from Standalone to Network

When you set-up Pastoral Care on a network it duplicates the folder structure on the network drive that you have on a standalone edition. If you previously used Pastoral Care and then change over to a network setup then none of your family files will be on the network until you restore them. To do this turn your machine back to standalone mode and backup you family files to either a USB drive or use the browse option to store the backup files into a folder that you have created on your computer. After the files have been backed up setup Pastoral Care to network mode and then restore the backup files using the restore option.

In doing this process take note:

- 1) When either setting Pastoral Care to network mode or standalone mode you must exit Pastoral Care and then reenter it for the change to take place.
- 2) It is not recommended in using the Hard Disk option for backing up Pastoral Care when you want to transfer your family files from standalone to network mode because the hard disk positions for standalone are different from the hard disk positions in networking. Either backup your data files to USB drive or use the browse option to save it in a folder you have created.

Network Test Utility

If you are experiencing issue with getting Pastoral Care to work on your network then there is an option with the Pastoral Care Doctor program to test the network connection. To launch the Doctor Program run the Pastoral Care Resources program which will be found on your Windows Desktop in the Pastoral Care 12 folder.

If you are unable to resolve the issues of setting up Pastoral Care on a network then contact us via our Help Desk at www.pastoralcare.com.au