

Pastoral Care 14 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 unless you are going to be running Pastoral Care Cloud, 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 then be restored to the new network location you are about to create.

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, we then strongly advice that you seek assistance with someone in your church familiar with setting up and configuring a network.

Some churches have used Pastoral Care Cloud to network their computers within a church office. This is NOT the best practice. If all computers are in the same building / location then we recommend networking the computers. Pastoral Care Cloud is designed for remote users to view and edit the Pastoral Care records from a distance location.

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.

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 14 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 14 on your server.

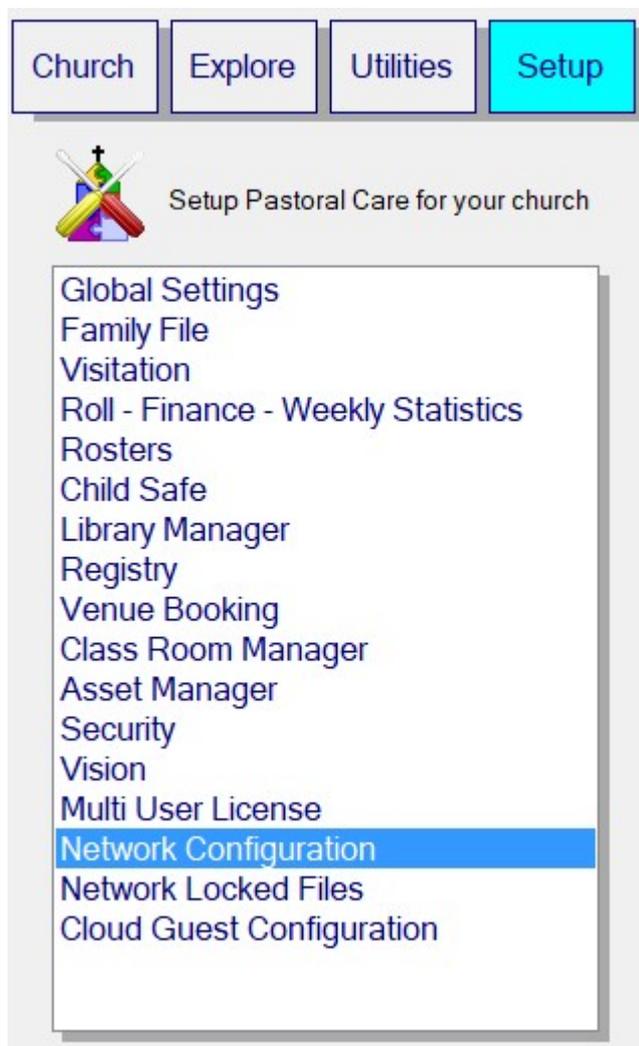
After you have setup Pastoral Care 14 correctly on the network you can then run the conversion program to convert your data from the previous version into the new Pastoral Care 14 format. The conversion program is located by activating the Pastoral Care Resource program found on your windows desktop after Pastoral Care 14 has been installed or by pressing the Help button in the toolbar at the main menu of Pastoral Care then then choosing Getting Started.

Installing Pastoral Care on a Network for the First Time

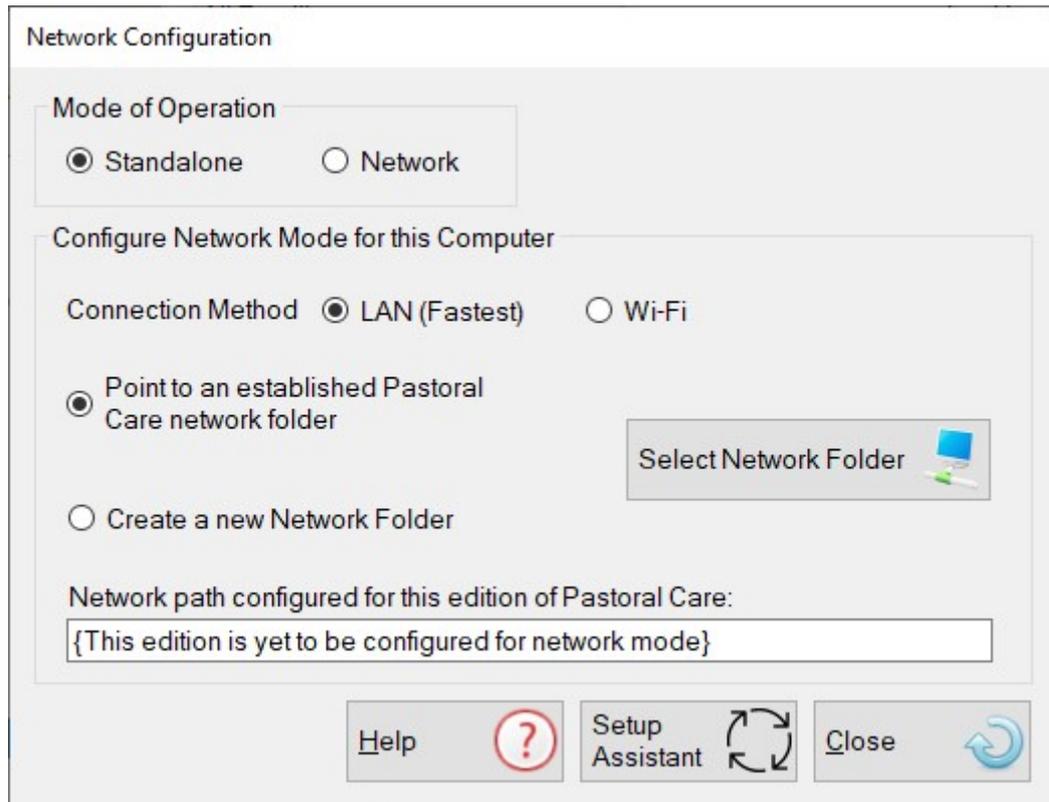
It is assumed before setting up Pastoral Care on a network that all computers that Pastoral Care is going to be installed on have access to the server and the person who is going to setup the Pastoral Care data structure on the server is logged in as the administrator.

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

1. Creating the Pastoral Care data folder structure on the network only needs to be done once. After creating the folder structure from the first computer all other computers that are going to access this data file structure will do so on the common network location. Please refer to the section further in this document entitled *'Installing additional copies of Pastoral Care onto the network'* as they just need to be pointed to the data folder structure on the network.
2. Once Pastoral Care is activated, 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.



When entering this window for the first time an option be given to run the Setup Assistant. It is recommended using this Assistant for easily setting up Pastoral Care on a network. The following instructions in this document is for setting up the network without using the Assistant.

4. Choose the option “LAN” If the computer is connected to the network via a cable, if it is connected via Wi-Fi then choose Wi-Fi (Pastoral Care holds a connection to the database when it is open, if you choose to use Wi-Fi to connect to the database this connection can easily be broken with a weak Wi-Fi signal. The Wi-Fi option recreates the connection each time you view or save data. This feature will be valuable if you use the new Class Room manager via Wi-Fi in the student’s rooms.)
5. It is assumed this is the first time Pastoral Care 14 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 where completed.

Steps to point a workstation to the Pastoral Care Network folder-

- a. Install Pastoral Care on your next “workstation” or computer that you want to access Pastoral Care from. (refer to the standalone installation document by running the Resource program found on your windows desktop)
- 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_14 folder on your network drive (This folder was created in the previous section), once you have found it then double click on it to open the PC_14 folder then press the OK button to select this location.

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

Pastoral Care Folder Permissions

Once the Pastoral Care network data folders have been created on your network drive you need to ensure the following permissions are set on the PC_14 folder and sub folders on your network drive 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_14 folder.
- Pastoral Care 14 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_14_Data.
- Ensure the local user has full read / write / delete permissions on their local computer where the program files are installed. The location for this is C:\Program Files\Pastoral_Care_Ministries\Pastoral_Care_14

The most common problems experienced when networking Pastoral Care is with the Windows permissions on the folders for the actual user that logs onto a specific computer. It is critical that full permission is given to all the folders mentioned above to each person’s log in that requires the use of Pastoral Care.

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 the data files. To do this turn your machine back to standalone mode and backup your 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 issues 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.

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/support