

# **AyaNova 7 Hosting**

## **USER MANUAL**

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**Welcome AyaNova Hosting Solution  
Providers**

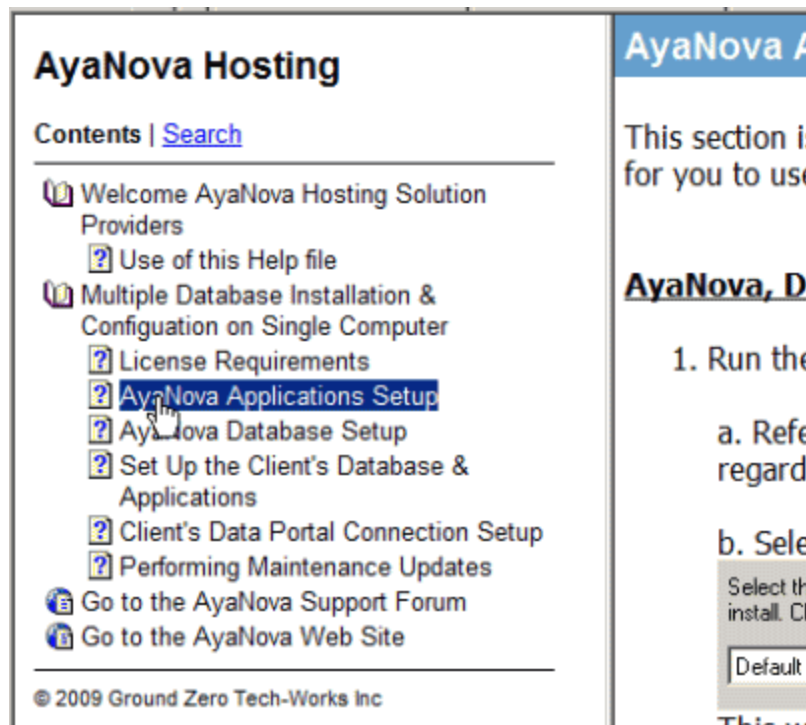
## 1 Welcome AyaNova Hosting Solution Providers

### 1.1 Use of this Help file

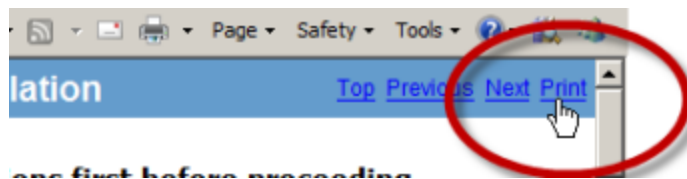
This online Help documentation provides suggested setup for hosting multiple AyaNova databases and applications on a hosting server.

This online documentation makes the assumption that **you are already familiar with AyaNova** setup, configuration, and use, and the optional add-on's setup, configuration and use before proceeding.

To view topics in this online documentation, double-click on the chapter headings to expand



To print topics, select the Print menu option in the upper right hand corner of the topic



It is recommended that you review the details in the appropriate Help documentation (AyaNova, WBI, etc) from <http://www.ayanova.com/onlinehelp.htm> before proceeding, as this documentation does not provide specifics - it provides a

suggestion setup only.

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# Multiple Database Installation & Configuration on Single Computer

## 2 Multiple Database Installation & Configuration on Single Computer

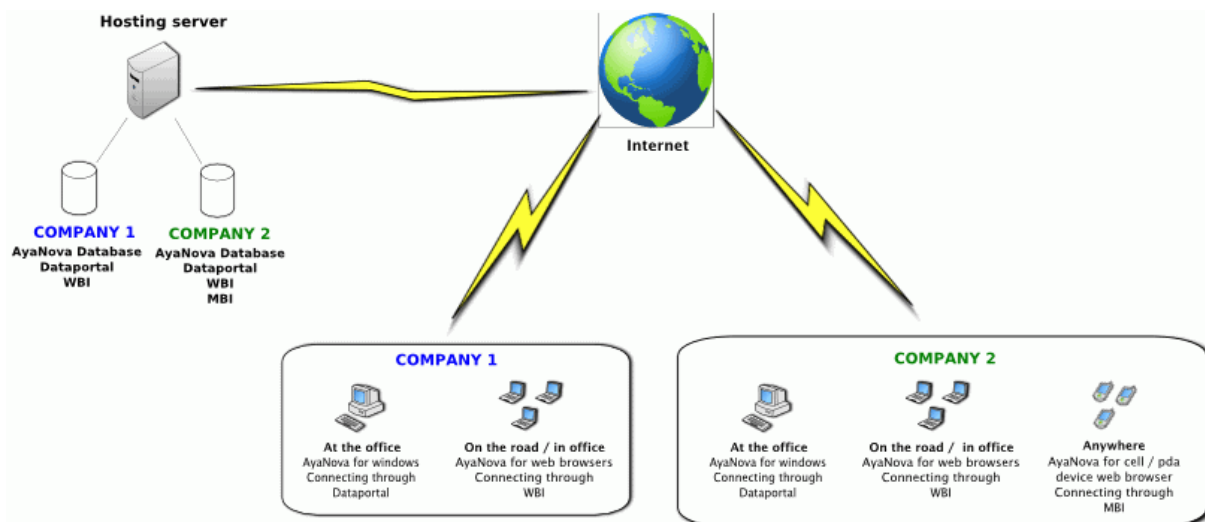
### 2.1 License Requirements

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Each AyaNova database **must** be individually licensed, registered to the actual company that is using it, for the number of schedulable user licenses and the optional add-on's in use.

- Attempted use or actual use of an existing activation keycode in more than one database would be subject to legal action.
- Either have your client purchase their licenses and then they forward you the keycode for you to activate their database; or you could purchase licenses on your clients behalf and have the keycode sent to you to activate their database. But do remember, licenses must be registered to the actual company that will be entering data - to your client's company name, not yours.

If you have any questions, do contact AyaNova Support via email at [support@ayanova.com](mailto:support@ayanova.com) Be sure to identify that you are a hosting company, and provide the client's company name along with any questions.



### 2.2 Step 1: AyaNova Applications Setup

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This section is to walk you through setting up the "generic" AyaNova programs files, trial database, and optional add-on's for you to use in preparation of setting up each

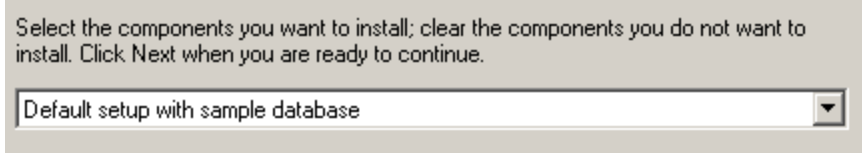
client's database and client's files.

## **AyaNova, Data Portal and Generator service files installation**

### **MBI files installation**

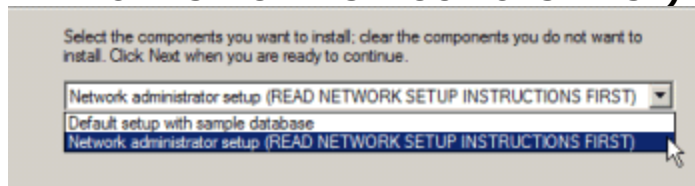
### **WBI files installation**

## **AyaNova, Data Portal and Generator service files installation:**

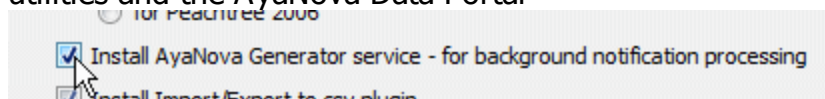
1. Run the AyaNova installation file to install a "generic" copy for later use
  - a. Refer to the AyaNova Help file Default AyaNova Installation section for requirements and additional details regarding the default stand-alone installation
  - b. Select **Default setup with sample database**

This will install the trial AyaNova database to %AllUsersProfile%\AyaNovaData folder on this computer
  - c. Finish the installation.
  - d. The AyaNova program files will be installed to C:\Program Files\Ground Zero Tech-Works Inc\AyaNova folder on this computer
2. **Now** run the AyaNova installation again

### **a. but this time, select **Network administrator setup (READ NETWORK SETUP INSTRUCTIONS FIRST)****

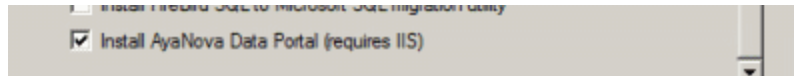


- b. Click to select the network AyaNova Generator, the Import and migration utilities and the AyaNova Data Portal

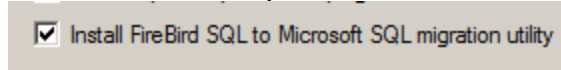


The above installs the Generator service files also to C:\Program Files\Ground Zero Tech-Works Inc\AyaNova folder on this computer

# Multiple Database Installation & Configuration on Single Computer

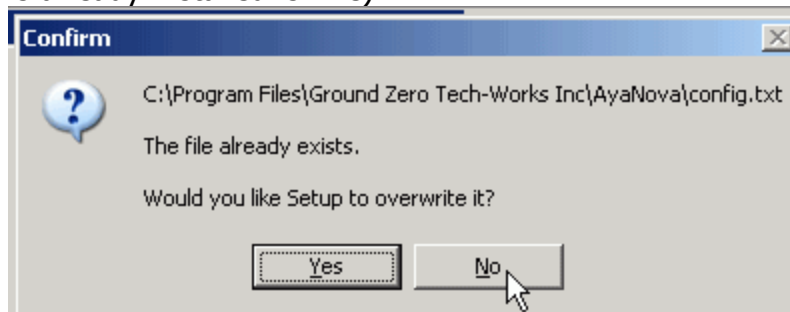


The above installs the Data Portal files also to C:\Program Files\Ground Zero Tech-Works Inc\AyaNova folder on this computer



The above installs the ToMSSQL utility that you will use to create the AyaNova SQL database - make sure you checkmark it.

c. You will get the following message - select No (because the config.txt that is already installed is fine)



d. Finish the installation.

3. Open Computer Management and **shut down** the AyaNova Generator service. **Also** set it to Manual start so that it does not automatically start on reboot.

4. Open IIS Manager, and **delete** the AyaNovaDP site under Default Web Site. This does not delete the actual DP program files, it just deletes the IIS site as will not be using it.

## **MBI files installation:**

5. Install the MBI installation. By default it installs to C:\Program Files\Ground Zero Tech-Works Inc\AyaNovaMBI and creates a site under Default Web Site in IIS Manager.

6. In IIS Manager, **delete** the AyaNovaMBI site under Default Web Site (note that this does not delete the actual files, this just deletes the IIS site)

## **WBI files installation:**

7. Install the WBI installation. By default it installs to C:\Program Files\Ground

Zero Tech-Works Inc\AyaNovaWBI and creates a site under Default Web Site in IIS Manager.

8. In IIS Manager, **delete** the AyaNovaWBI site under Default Web Site (note that this does not delete the actual files, this just deletes the IIS site)

The above steps provides the files you need to set up multiple client's databases and applications on one hosting server.

Continue to the AyaNova Database Setup

## 2.3 Step 2: AyaNova Database Setup

---

The steps below are for SQL Server 2005 or higher.

You can certainly use SQL Express 2005 or higher, but SQL Server Express Edition is NOT RECOMMENDED for shared (multi-tenant) hosting as the scale limits and memory handling do not allow it to meet the requirements of such an environment. SQL Server Standard Edition or Enterprise Edition are the best choice for shared hosting.

**NOTE:** The information below is based on the assumption that you have already reviewed and are familiar with configuration and requirements of AyaNova for network SQL use.

**NOTE:** The information below is based on the assumption that you have already performed the AyaNova Applications Setup

### **Create AyaNova SQL Server database:**

1. Run the ToMSSQL as per the ToMSSQL steps in the AyaNova Help file
2. This creates the trial AyaNova SQL Express database AyaNova which will have its data files located in your SQL Data folder - for example C:\Program Files\Microsoft SQL Server\MSSQL.2\MSSQL\Data
3. Create a backup of this trial database - it is suggested that you name the backup AyaNovaTrialDB.bak so that you can easily use this trial database backup to create a new database for a new client

Continue to Set Up the Client's Database & Applications

## 2.4 Step 3: Set Up the Client's Database & Applications

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The steps below are for setting up multiple client's hosting of AyaNova using SQL Sever 2005 or higher. Of course, some instructions may be different if using SQL Express.

**NOTE:** The information below is based on the assumption that you are already familiar with steps for configuring IIS, SQL Server, Data Portal, Generator, MBI and WBI as per the "normal" local area network setup in their respective Help files. If you have not yet reviewed them, and become familiar, do so before proceeding.

**NOTE:** The information below is based on the assumption that you have already performed the AyaNova Database Setup.

**NOTE :** You must be using IIS 6 or higher to be able to perform the steps below.

- 1. Create client's AyaNova SQL Express database**
- 2. Create client's AyaNova program folder for Data Portal and Generator use for this client and apply their license**
- 3. Create Data Portal site for use for this client**
- 4. Create Generator service for use for this client**
- 5. Create client's MBI site for use for this client**
- 6. Create client's WBI site for use for this client**

### **1. Create client's AyaNova SQL Express database:**

1. Create a folder specifically for each client's AyaNova SQL database files - i.e. C:\Data\Customer1, C:\Data\Customer2, etc
2. Via SQL Server Management Studio, restore the trial AyaNova backed up database to C:\Data\Customer1 and name the database with the client's company name i.e. AyaNova\_Customer1
3. This will create a trial AyaNova database file AyaNova\_Customer1.mdf and log file AyaNova\_Customer1\_LOG.LDF to C:\Data\Customer1

### **2. Create client's AyaNova program folder for Data Portal and Generator use for this client and apply their license:**

4. Create a folder specifically for this client's AyaNova program files - i.e. C:\ClientApps\Customer1\AyaNova

5. Copy all files from C:\Program Files\Ground Zero Tech-Works Inc\AyaNova except the config.txt file and paste into C:\ClientApps\Customer1\AyaNova
6. Copy the EXAMPLE\_SQLSERVERconfig.txt from the C:\ClientApps\Customer1\AyaNova\Examples folder and paste into C:\ClientApps\Customer1\AyaNova
7. Rename this file to **config.txt**
8. Edit this **config.txt** using NotePad as per the AyaNova SQL Server configuration steps in the AyaNova Help file
  - Do not use any other program but NotePad to edit this file
  - Edit data source=xxxx to your actual SQL Server server's name
  - Edit your sa password
  - Save this file and exit
9. Run AyaNova.exe from this folder
10. Confirm you are connecting to the correct database by viewing the connection string showing in Help -> About AyaNova
11. Once confirmed you are connecting to the correct database, apply this client's AyaNova and optional add-on's keycode as per its instructions before its Install By date to license this client's database. See also License Requirements

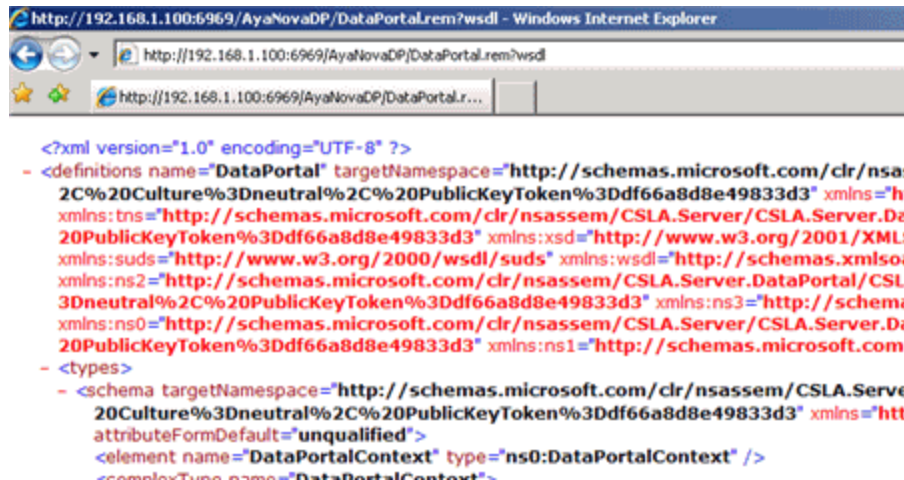
### **3. Create Data Portal site for use for this client:**

12. In IIS, create a new web site named based on the client's company name i.e. AyaNovaDP\_Customer1
13. Set a specific port for this DP (different from ports set for all other IIS sites)
14. Point its path to this client's AyaNova program folder i.e. C:\ClientApps\Customer1\AyaNova
15. Allow Anonymous access to web site remains check-marked
16. Check-mark rights for Read, Run and Execute
17. Stop and Start this site AyaNovaDP\_Customer1
18. Test that connection via the data portal by opening a web browser on this server where you have just performed the steps above, and typing in the URL where XXXX is the port number of this site  
  
http://localhost:XXXX/DataPortal.rem?wsdl or use your local server's private ip

# Multiple Database Installation & Configuration on Single Computer

address instead of localhost

You do **want** to see similar to below:



19. Refer now to Client's Data Portal Connection Setup in this Help file

## **4. Create Generator service for use for this client:**

20. Open a command prompt on this computer

21. Type in the command

```
sc create AyaNovaGeneratorCustomer1 binpath= "C:\ClientApps\Customer1\AyaNova\Generator.exe"
```

22. The command prompt will return if applied properly. If it doesn't, than recheck your steps.

[SC] CreateService Success

23. Refresh the list of Services

24. You will now see AyaNovaGeneratorCustomer1 listed

25. Edit its properties so that it starts automatically, as well as start it.

26. Confirm via Event Log that this service started successfully, and connected successfully same as per the original Generator setup steps.

## **5. Create client's MBI site for use for this client:**



27. Create a folder specifically for this client's MBI site files - i.e. C:\ClientApps\Customer1\AyaNovaMBI

28. Copy all files and folders from the original installation C:\Program Files\Ground Zero Tech-Works Inc\AyaNovaMBI into this folder, except for the **config.txt** in the bin folder

29. From the C:\ClientApps\Customer1\ folder, copy the **config.txt** into C:\ClientApps\Customer1\AyaNovaMBI\bin - this is the **config.txt** that you specifically edited to point to this customers AyaNova database

30. In IIS Manager, create a new web site pointing to the C:\ClientApps\Customer1\AyaNovaMBI folder

- Enter a unique port #
- Allow anonymous access to the web site
- The web site access permissions must be at minimum Read, Run scripts and Execute
- Make sure .NET 2 is selected in the ASP.NET tab for this new site
- You may or may not have to set the IP Address property of your new website to the computer's actual internal ip address instead of (All Unassigned)
- You may have to add the default.aspx Document if not already there

31. Stop and Start this new web site that you just created

32. As the site is not under Default Web Site, note of course that the internal URL for testing MBI would be http://xxx.xxx.xxx.xxx:XXXX where xxx.xxx.xxx.xxx is the server's internal IP address and XXXX is the port number

**NOTE:** you will want to set these additional rights settings so that external users can not view the contents of the config.txt file

1. Open the IIS Manager or Computer Management
2. Right-click on config.txt that is within the bin folder of the AyaNovaMBI site for this client
3. Select Properties of this config.txt file via the IIS Manager
4. Un-check the Read right, and save.

## **6. Create client's WBI site for use for this client:**

33. Create a folder specifically for this client's WBI site files - i.e. C:\ClientApps\Customer1\AyaNovaWBI

34. Copy all files and folders from the original installation C:\Program Files\Ground Zero Tech-Works Inc\AyaNovaWBI into this folder, except for the config.txt in the bin folder

29. From the C:\ClientApps\Customer1\ folder, copy the **config.txt** into C:\ClientApps\Customer1\AyaNovaWBI\bin - this is the **config.txt** that you specifically edited to point to this customers AyaNova database

30. In IIS Manager, create a new web site pointing to the C:\ClientApps\Customer1\AyaNovaWBI folder

- Enter a unique port #
- Allow anonymous access to the web site
- The web site access permissions must be at minimum Read, Run scripts and Execute
- Make sure .NET 2 is selected in the ASP.NET tab for this new site
- You may or may not have to set the IP Address property of your new website to the computer's actual internal ip address instead of (All Unassigned)
- You may have to add the default.aspx Document if not already there

31. Stop and Start this new web site that you just created

32. As the site is not under Default Web Site, note of course that the internal URL for testing WBI would be http://xxx.xxx.xxx.xxx:XXXX where xxx.xxx.xxx.xxx is the server's internal IP address and XXXX is the port number

**NOTE:** you will want to set these additional rights settings so that external users can not view the contents of the config.txt file

1. Open the IIS Manager or Computer Management
2. Right-click on config.txt that is within the bin folder of the AyaNovaWBI site for this client
3. Select Properties of this config.txt file via the IIS Manager
4. Un-check the Read right, and save.

Refer to the appropriate Help file for detailed information for each of the above applications if needed.

## 2.5 Step 4: Client's Data Portal Connection Setup

---

The steps below are for setting up multiple client hosting of AyaNova for SQL Server. Of course, some instructions may be different if using SQL Express.

**NOTE:** The information below is based on the assumption that you have already performed Set Up the Client's Database & Applications

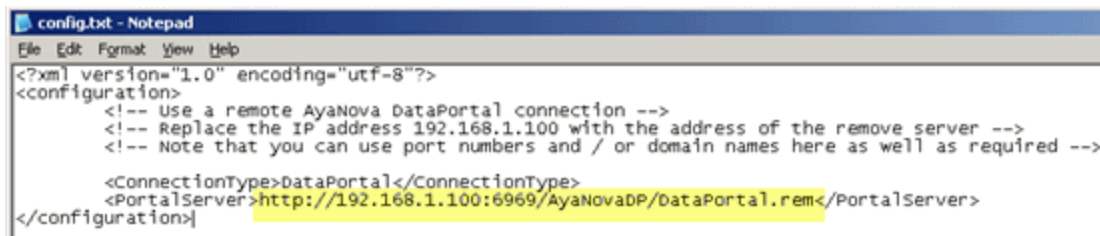
### **1. Test connection to the client's AyaNova database via local area network connection computer and internal IP address and port**

## 2. Test connection to the client's AyaNova database via local area network connection computer and external IP address and port

## 3. Provide configuration for remote computer now that internal local area connection is confirmed working

## 1. Test connection to client's AyaNova database via local area network connection computer and internal IP address and port:

- a. Move to the examples folder for the client's AyaNova program files
- b. Rename the EXAMPLE\_DATAPORTALconfig.txt file to **config.txt**
  - Do **not** replace the config.txt in the client's AyaNova folder on the server where AyaNova Data Portal is installed because that is the configuration file used by the Data Portal to run as well as any other AyaNova programs on this server. If you replace it, then the Data Portal itself won't run, neither will Generator nor Dataportal, etc
- c. Edit this new **config.txt** using NotePad
  - Do not use any other program but NotePad to edit this file
  - Edit the example IP Address with the server's internal IP address and the port number for Data Portal
  - For example, if your server's internal IP address is 192.168.1.100, and the port the client's Data Portal site is using is 6969, that **config.txt** would look like



```
<?xml version="1.0" encoding="utf-8"?>
<configuration>
  <!-- Use a remote AyaNova DataPortal connection -->
  <!-- Replace the IP address 192.168.1.100 with the address of the remote server -->
  <!-- Note that you can use port numbers and / or domain names here as well as required -->
  <ConnectionType>DataPortal</ConnectionType>
  <PortalServer>http://192.168.1.100:6969/AyaNovaDP/DataPortal.rem</PortalServer>
</configuration>
```

```
<ConnectionType>DataPortal</ConnectionType>
<PortalServer>http://192.168.1.100:6969/AyaNovaDP/DataPortal.rem</
PortalServer>
```

- Save the file

d. On an existing local area networked computer that has AyaNova already installed and connecting to the network AyaNova database, do the following:

- Make sure that local area networked computer is exited out of the AyaNova program
- Rename their **config.txt** in their AyaNova program folder to config.txtnetwork
- Paste into their AyaNova folder the above edited **config.txt** file

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- Run AyaNova on this local area networked computer and confirm can log into AyaNova successfully, and am connecting by data portal by checking Help -> About AyaNova

e. If not successful:

- Recheck your steps and reconfirm the details

f. Once successful - exit out of AyaNova on that local area networked computer

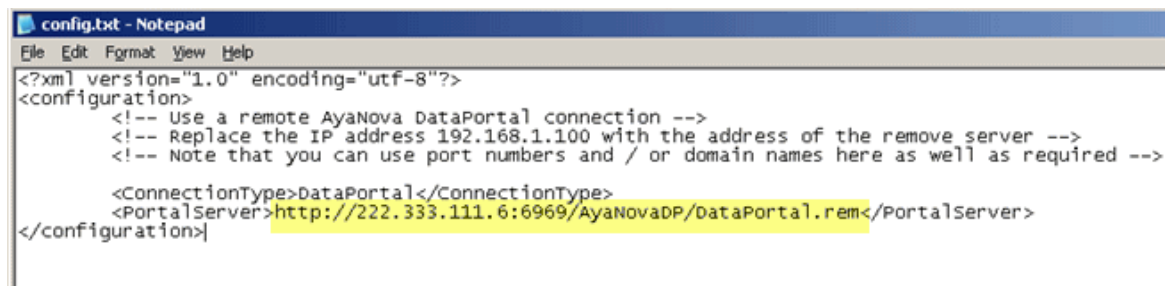
g. Now edit that **config.txt** again, this time you will be testing to ensure connection via the external router/firewall but still from within your local area network

## **2. Test connection to client's AyaNova database via local area network connection computer and external IP address and port:**

a. Edit the **config.txt** on that local area networked computer again using Notepad

b. Edit the example IP Address with the router's external IP address and the port number (should be the same port number you set for this client's Data Portal site)

- For example, if your router's public IP address is 222.333.111.6, and the port the client's Data Portal site is using is 6969, that **config.txt** would look like



```
config.txt - Notepad
File Edit Format View Help
<?xml version="1.0" encoding="utf-8"?>
<configuration>
  <!-- Use a remote AyaNova DataPortal connection -->
  <!-- Replace the IP address 192.168.1.100 with the address of the remove server -->
  <!-- Note that you can use port numbers and / or domain names here as well as required -->
  <ConnectionType>DataPortal</ConnectionType>
  <PortalServer>http://222.333.111.6:6969/AyaNovaDP/DataPortal.rem</PortalServer>
</configuration>
```

c. Save the file

d. Run AyaNova on this local area networked computer and confirm can log into AyaNova successfully, and am connecting by data portal by checking Help -> About AyaNova

e. If not successful:

- Recheck your steps and reconfirm the details

f. Once successful - exit out of AyaNova on that local area networked computer and restore the config.txt back to the regular config.txt for local area network access

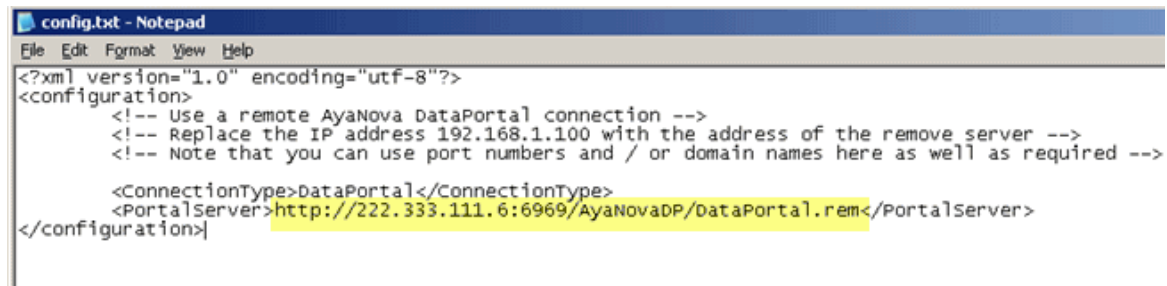
# Multiple Database Installation & Configuration on Single Computer

- delete that testing **config.txt** as no longer needed
- rename the config.txtnetwork back to **config.txt**

g. Once successful, continue to the next step

### **3. Provide configuration for remote computer now that internal local area connection is confirmed working:**

- a. Move to the client's AyaNova examples folder on this Data Portal server
- b. Edit that **config.txt** using NotePad again
  - Do not use any other program but NotePad to edit this file
  - Edit the example IP Address with the router's external IP address and the port number
  - For example, if your router's public IP address is 222.333.111.6, and the port the client's Data Portal site is using is 6969 (which is also the same port you configured in the router/firewall and for AyaNovaDP), that **config.txt** would look like



```
config.txt - Notepad
File Edit Format View Help
<?xml version="1.0" encoding="utf-8"?>
<configuration>
  <!-- Use a remote AyaNova DataPortal connection -->
  <!-- Replace the IP address 192.168.1.100 with the address of the remote server -->
  <!-- Note that you can use port numbers and / or domain names here as well as required -->

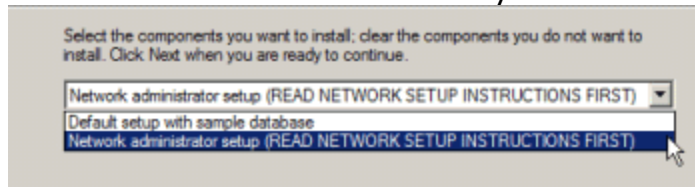
  <ConnectionType>DataPortal</ConnectionType>
  <PortalServer>http://222.333.111.6:6969/AyaNovaDP/DataPortal.rem</PortalServer>
</configuration>
```

```
<ConnectionType>DataPortal</ConnectionType>
<PortalServer>http://222.333.111.6:6969/AyaNovaDP/DataPortal.rem</
PortalServer>
```

- Save the file
- d. Make that **config.txt** file accessible to your remote user - either give that **config.txt** file to your remote user by email or put it on a disk, etc and have them save to a folder on their local hard drive
    - For example, have them save it to their C:\Temp
  - e. Have your remote user download the AyaNovaSetup.exe installation file and save to their local hard drive into that same folder

# Multiple Database Installation & Configuration on Single Computer

- So now that folder has both the AyaNovaSetup.exe file and the special **config.txt** file.
- f. Have that remote user run the AyaNovaSetup.exe file from that folder location that also has the edited **config.txt** in that same shared location.
- Make sure the remote user selects AyaNova - Networked computer installation



The AyaNovaSetup.exe will "see" that **config.txt** file that is in the same folder with it, and automatically copy the config.txt to that computer's AyaNova program directory so no additional configuration is needed on that user's station.

The install will only install the AyaNova program files it has been told to install, will copy that **config.txt** file to the remote user's local hard drive workstations AyaNova program folder and will not install a trial database.

The AyaNova installation will place a desktop icon for AyaNova on the desktop as well as in the start menu.

**NOTE:** you may also want to set these additional rights settings so that external users can not view the contents of the config.txt file

1. Open the IIS Manager or Computer Management
2. Right-click on config.txt that is within the folder of the AyaNovaDP site for this client
3. Select Properties of this config.txt file via the IIS Manager
4. Un-check the Read right, and save.

If an issue with the Data Portal, you first need to confirm at what point an issue first occurs. This means the first thing you do is re-check every step - also refer to the Data Portal configuration steps in the AyaNova Help file.

If continue to experience an issue, check the AyaNova Support Forum for a solution similar to your issue

If continue to experience an issue, either post the following on the AyaNova Support Forum or send via direct email to AyaNova support:

- Identify the issue you are having and what step it relates to - provide details of what **exactly** was done each step, possibly screenshots etc of the issue
- Confirm each step taken up to the point of the issue providing details on each of those steps

- If issue in remote computer configuration, identify step at and config.txt with that step along with confirmation of testing steps done previously to that point

## 2.6 Performing Maintenance Updates

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As needed, we provide maintenance updates that provide fixes for known issues.

The steps provided on the AyaNova Support Forum are on the assumption that there is only one AyaNova database in use for a company within their network.

You **do** use **similar** steps - the only difference is that you update the "generic" AyaNova program folder, generic MBI folder and "generic" WBI application folder with the latest version, and than **need to manually copy all files except for the config.txt** to each of your client's AyaNova program folders to update their program and application files.

First review the steps on the AyaNova Support Forum section **Known Issues & Updates** <http://forum.ayanova.com/forumdisplay.php?38-Known-Issues-amp-Updates> for performing the maintenance update for your version, than review below before proceeding so that you are aware of the differences you must perform.

For example:

1. As per the maintenance update steps in Support Forum's **Known Issues & Updates** section for network configuration, you are to shut down **all** AyaNova related programs and applications which you would do for all of your clients (it is suggested that you schedule a date/time with all of your clients for this down time)

This means shutting down IIS Server for all of your client's MBI, WBI and Data Portal connections as well as shutting down all running Generator services

2. Than as per the forum post on updating, download the latest AyaNova installation file, and run the AyaNova installation again as it show making sure to select Generator and Data Portal if not already selected, and do not overwrite the config.txt file

3. Run your "generic" copy of AyaNova and confirm it is the latest version and exit out.

4. Confirm that the generic Generator service was not started - if it was, shut it down

5. Delete the generic Data Portal AyaNovaDP off of Default Web Site via IIS Manager (this doesn't actually delete the files, it just deletes the site)

6. Open Windows Explorer, copy all files **except config.txt** from C:\Program

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Files\Ground Zero Tech-Works Inc\AyaNova to each of your client's folders. This is replacing the older AyaNova program files with the newer.

7. After you finish copying each new program files for a client, run its AyaNova.exe which will update their database. Cancel out at the login screen, and continue copying program files and updating until all of your client's databases are updated.

8. Now you must update MBI if in use - run the latest MBI installation which installs if not previously there, or updates if previously there, the "generic" location of your MBI files

9. Copy all MBI program files (default installed location is C:\Program Files\Ground Zero Tech-Works Inc\AyaNovaMBI) **except for the config.txt from the bin folder**, and overwrite each MBI folder for each client you have set up. This replaces the previous MBI application files for the latest version, and maintains each connection to its specific client as you did not overwrite the config.txt file.

10. Now you must update WBI if in use - run the latest WBI installation which installs if not previously there, or updates if previously there, the "generic" location of your WBI files.

11. Copy all WBI program files **except for the config.txt from the bin folder and the loginbanner.png file from the root**, and overwrite each WBI folder for each client you have set up. This replaces the previous WBI application files for the latest version, and maintains each connection to its specific client as you did not overwrite the config.txt file.

12. Ensure that each client's Generator service now starts successfully

13. Ensure that each client's MBI, Data Portal and WBI site is now running successfully.

14. Now that all is updated on your hosting server, your clients that connect via a Data Portal connection must update their AyaNova program files before connecting

15. You need to advise each of your clients to download the latest AyaNovaSetup.exe file, and perform again the steps you provided for them to connect via the client's Data Portal connection (they run the AyaNovaSetup.exe file from the same folder where their data portal connection config.txt resides, and they do not overwrite their config.txt)

16. Once the above is completed, all clients are updated and are now running and accessing the latest version.



## 2.7 TimeZones and hosting

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### Time zones and their relation to how your hosting clients connect to the AyaNova database:

All dates/times in AyaNova are stored in the AyaNova database in GMT. How AyaNova data/time data displays to the user depends on the time zone of that users computer.

By default, the time zone of that users computer is used if connecting via a direct network connection configuration. If connecting via anything else (WBI, MBI, data portal) than the time zone where the WBI server, Data Portal server, and/or MBI server resides is used.

If a user is in a different time zone than where the server is set for and the user wants to view date/times based on where he actually is, than the AyaNova Administrator will want to edit that user's Override TimeZone field in that user's entry screen in the Windows AyaNova application to account for the different time zone (or the user can edit themselves via WBI in their [username] navigation pane area if have Read/Write to Object.User).

**RECOMMENDATION:** It is recommended that you bring to your hosting client's attention about editing the Override TimeZone settings ( *see User entry screen in the AyaNova Help file* ) to match how many hours before or after GMT they are, so that no matter how they connect to their AyaNova database through your hosting services, they are always viewing their date/time data in relation to their own time.

For example:

- The AyaNova database is configured for network use in an office in California (Pacific Time Zone).
- The time right now is 12:00PM (noon) Pacific Time Zone on November 12 2009 on the server where the AyaNova database resides.
- Bob the dispatcher is connecting to the AyaNova database **from within the local area network** of this office using the network SQL connection configuration in his config.txt file. His workstation also says 12:00PM as he is of course on the same time time zone and the same time as the server being in the same local area network.
- Bob's user entry screen field Override TimeZone does not need to be edited as he will be using the same time zone as the server:
  - Bob creates a new workorder and enters the Request Date/Time as today

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12:00PM (noon) and saves the workorder.

- Do note that although Bob has entered 12:00PM into this field, it is actually saved in the AyaNova database as 7:00PM GMT so that it can be converted from GMT to whatever time zone any other user is using.
- Ryan another AyaNova user with this same database, is in New York (Eastern Time Zone) where it is 3:00PM right now on his computer (its 12:00PM in California where the server is)
- Ryan connects to the AyaNova database in California via a **data portal connection** configuration in his config.txt file
  - If Ryan's Override TimeZone is left at the default of empty, if he views that workorder just created by Bob, the Request Date/Time will show as 12:00PM to Ryan, even though it is actually 3:00PM right now in New York.
  - So Ryan will want to have the AyaNova Administrator edit Ryan's user entry screen's field Override TimeZone to -5 to offset any times to show in New York time. (-5 means 5 hours behind GMT at this time of the year)

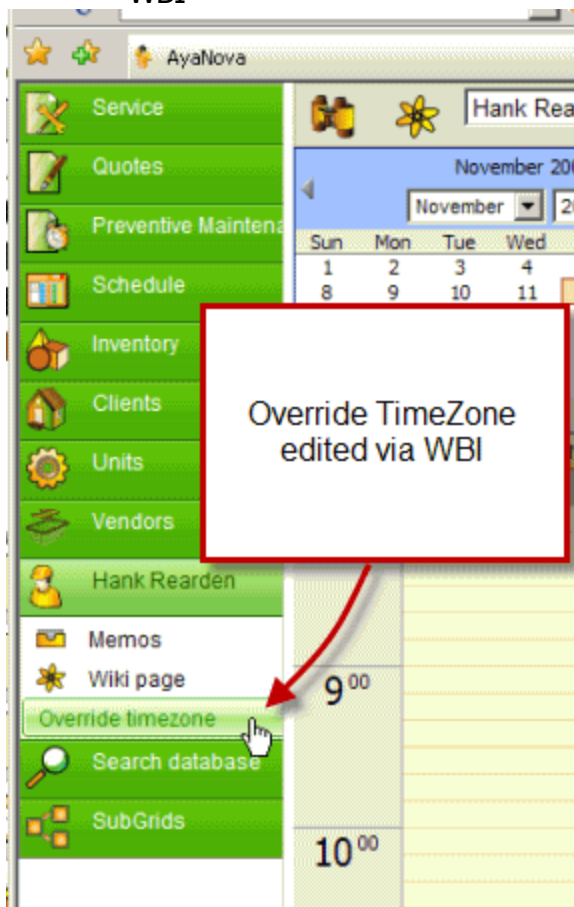
The screenshot shows the 'Set Login's Password' window in AyaNova. The 'Override timezone' field is highlighted with a red circle and contains the value '-5'. Below the main window, a separate box shows 'Override timezone' set to '-5' with a 'Clear all user's form customizations' button.

- Sally another AyaNova user is in Texas (Standard Time Zone) where it is 2:00PM right now on her computer (its 12:00PM in California where the server is)
- Sally **connects directly** to the AyaNova database in California **via a high speed VPN network connection** using the network SQL connection configuration in her config.txt file.
  - Sally views the same just created workorder
  - The Request Date/Time will show as 2:00PM - not 12:00PM
  - This is because Sally is connecting via a network connection configuration, and therefore the time zone of Sally's computer dictates what time zone to use for display.
  - Sally's user entry screen field Override TimeZone does not need to be edited as she is using her computer's time zone because she is connecting using a

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VPN network connection. But it would still be recommended to do so for consistency so with daylight saving time, her Override TimeZone field would be edited to -6 (6 hours behind GMT).

- Hank another AyaNova user is located in New York (Eastern Time Zone) where it is 3:00PM right now on his computer (its 12:00PM in California where the server is)
- Hank **connects over the internet** to the AyaNova database by logging in **via WBI**
  - Hank views this same just created workorder
  - The Request Date/Time will show as 12:00PM because the WBI server is running on the California server that is using Pacific Time Zone, but he wants to see what the time would be for him where he actually is.
  - Hank will want to edit his username's Override TimeZone setting in WBI entering and saving -5 (as Standard Time Zone is 6 hours behind GMT at this time of the year)
    - **NOTE:** The security group Hank belongs to must have Read/Write access to Object.User to be able to edit the Override TimeZone via WBI



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