NAVARRE J6

Service Configuration

Service Module

The service module is the core to the Enterprise Edition and was installed during the installation of Navarre. It is a special program that runs in the background of Windows requrdless of the user that is logged in. Its main job is it find process groups that are due to be run. The service can be configured to start when Windows starts adding a higher level of stability to ensure your reports run on time. You can also set the service to process any late jobs when it starts that might have been otherwise missed.

There are three main differences when processing jobs via a service as compared to a user running a job.
1. Mapped network drives can NOT be used:
    a. To specify the location of an RPT file
    b. To specify the location of an export location
    c. In any ODBC setting.

2. In most installation you will need to give the service module some permissions on you network. When the service was installed it was given a 'local system' account. This might not have enough permissions to get your RPT files or send your exports out of the host computer. We ask, at least for the short term is to give the service the same user account that you use and are able to manually process reports. This will give you a true apples to apples comparison. Once you have the service configured and running correctly you may change the logon account you wish. PCS Programming recommends you create a special account just for the service to use that does not have a revolving password.

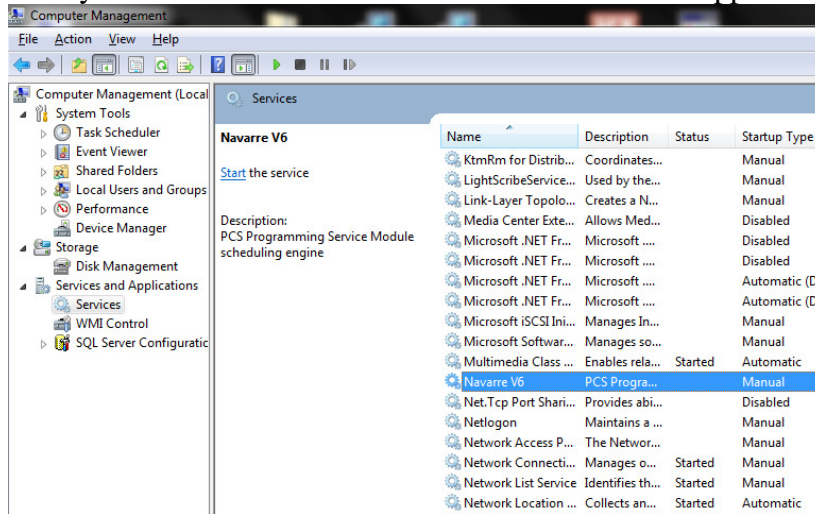3.   Any ODBC settings must be in the system section of the 32bit ODBC administration applet.

These three key differences are because a service can not access user specific resources since no user needs to be logged on.
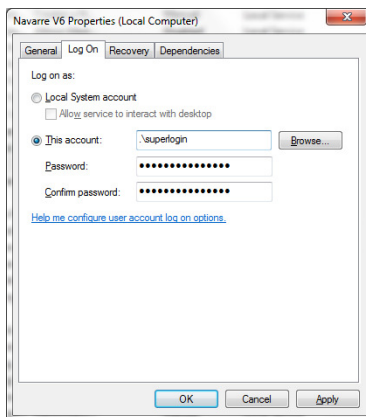
Settings

To configure the Windows startup mode and logon for the service you need to use the windows services applet. This can be run by going to the control panel, start/run or search for Services.msc
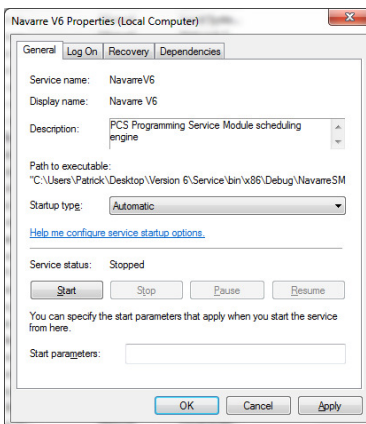
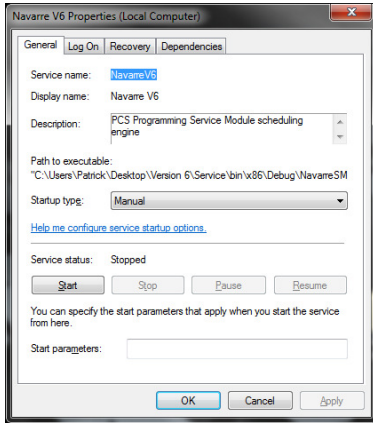Here you can see Navarre's service module list in the applet....

Double click on 'Navarre V6' to bring the properties box up.

Select "This account" and enter the domain name and user name into the account box and the password into the password box.
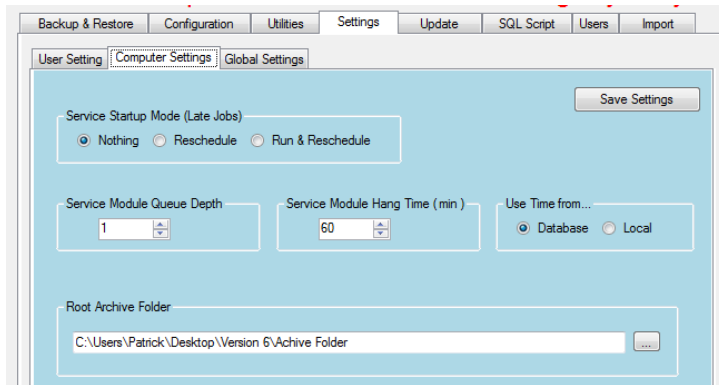

In most cases you will want to set the service to start when Windows does. Select 'Automatic' from the startup type dropdown box.

Now we have the service module configured, you can start the service. This can be done on the general tab of the properties for the service.

Click the "Start" button to start the service.

There are three additional settings for the service that can be found in the database utilities settings tab.

Service Startup Mode:

This setting configures how the service handles jobs that late at the time the service starts. There are three options:

1. "Nothing": This setting leaves all jobs as they are. Any jobs that are late will need either run or rescheduled manually.
2. "Rescheduled": This setting will attempt to recalculate all schedules of any jobs that are late.
3. "Run & Reschedule": This setting will try to run and then attempt to recalculate all schedules of any jobs that are late.

Service Module Queue Depth:

This setting determines the number of process groups the service module will process at a time. The default is one which means the service will process one group at a time. If the queue is set to 5, the service will process up to 5 groups at one time. This setting must be used with caution. Crystal can be very load intensive on the OS. Processing multiple reports at a single time can cause data source load issues.

Service Module Hang Time:

The setting is the time in minutes that a give report object can run before it is deemed hung. The service then will kill the thread and proceed to the next job in the group.