



neoConneX

**A text messaging and GPS  
application for *MOTO*TRBO™**

## AlwaysUp Usage Guide



neoConneX

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## TABLE OF CONTENTS

INTRODUCTION:.....	3
INSTALLING THE ALWAYSUP SERVICE ENABLER: .....	4
THE MAIN ALWAYSUP WINDOW .....	5
ADD AN APPLICATION.....	6
CONFIGURE THE APPLICATION PATHS .....	7
CONFIGURE RESTART PARAMETERS .....	8
CONFIGURE STARTUP PARAMETERS .....	9
CONFIGURE THE EXTRAS.....	10
A WORD ON SESSIONS.....	11



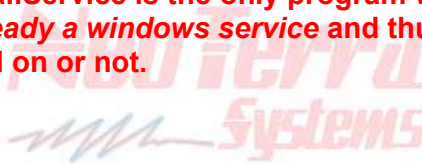
## ***Before you Start:***

### ***Introduction:***

The AlwaysUp program will allow the neoConneX<sup>®</sup> Server to be loaded as a service instead of an application. The main difference between running as a service and running as a program is that services stay running in the background even when no one is logged on to the computer. When running as an application, the program only runs in the context of the currently logged in user which means, that the user has to be logged on all the time to the neoConneX<sup>®</sup> Server computer for the program to remain running. Some IT folks do not like this, particularly ones where security is a major consideration.

The following pages describe and illustrate how to set up the AlwaysUp utility to run the neoConneX<sup>®</sup> Server. It could also be extended to run the geoCoder and neoNytro Node programs in the same way that the neoConneX<sup>®</sup> Server is run.

**Note: The neoConneX<sup>®</sup> mailService is the only program which you do NOT want to run using AlwaysUp as it is already a windows service and thus runs in the background regardless of who is logged on or not.**



## ***Installing the AlwaysUp Service Enabler:***

Please follow the instructions below for installing the AlwaysUp service enabler program.

- 1) **AlwaysUp\_Installer.exe** – This is the setup program for the AlwaysUp installer. Just double-click this file to run it. It is found under the “Always Up” folder under the main “Server” folder on the neoConneX<sup>®</sup> installation CD.
- 2) **AlwaysUp.dat** – This file is the license file that you need to copy into the working program folder where you installed the AlwaysUp program. For Windows XP, Vista & 7 (32 bit) this is likely C:\Program Files\AlwaysUp. For Windows Vista & 7 (64 bit), this is likely C:\Program Files (x86)\AlwaysUp. The license that comes up is for NeoTerra Systems Inc. as we are licensed to distribute the AlwaysUp software with our applications.

***For “purchased” applications, please install the USB Secure Key in a free USB 2.0, or higher, port. Please note that this port will be PERMANENTLY occupied by the USB Secure Key for as long as the purchased neoConneX<sup>®</sup> application resides in the computer in question. See sample:>***

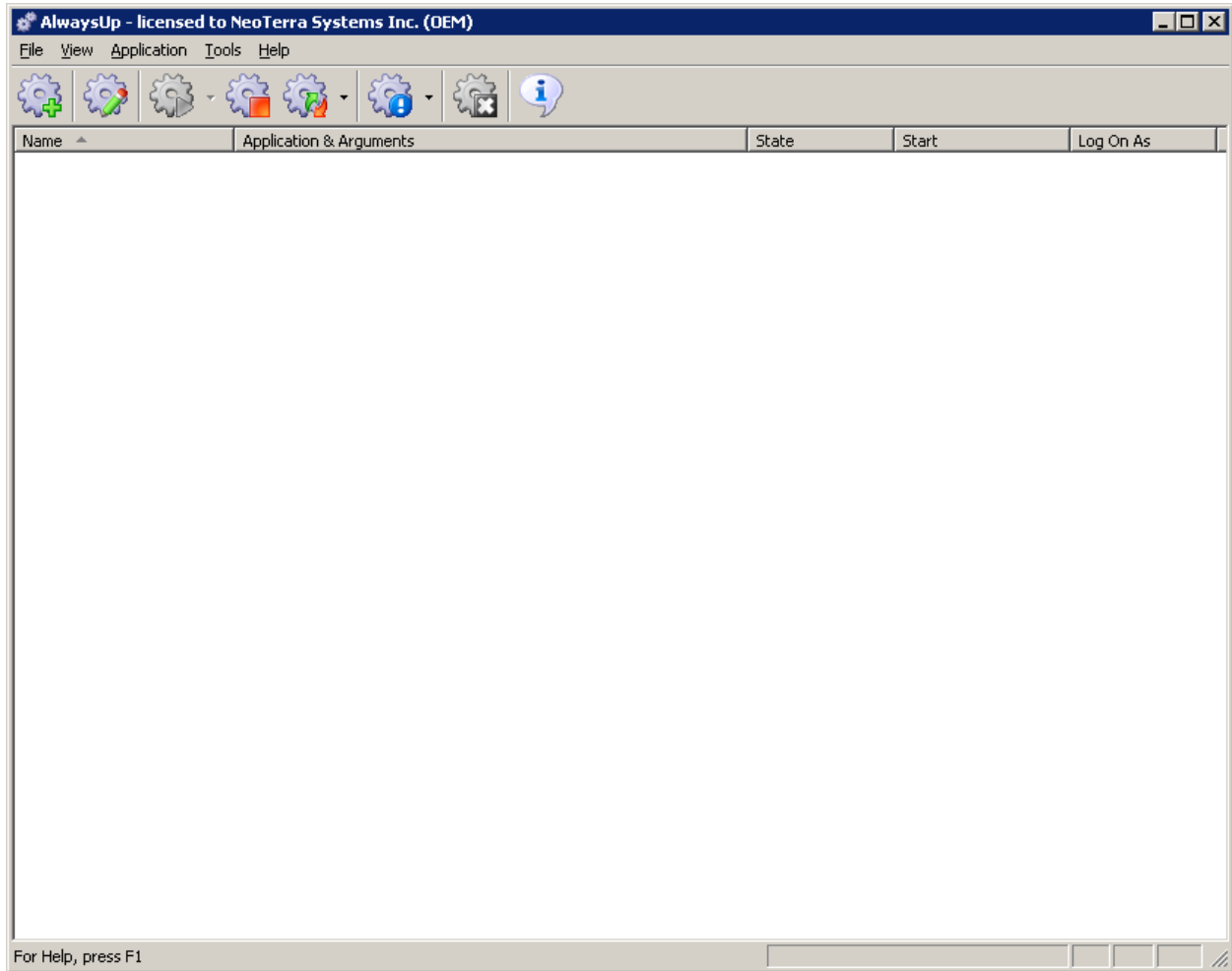


Security Key (May not be exactly as shown)



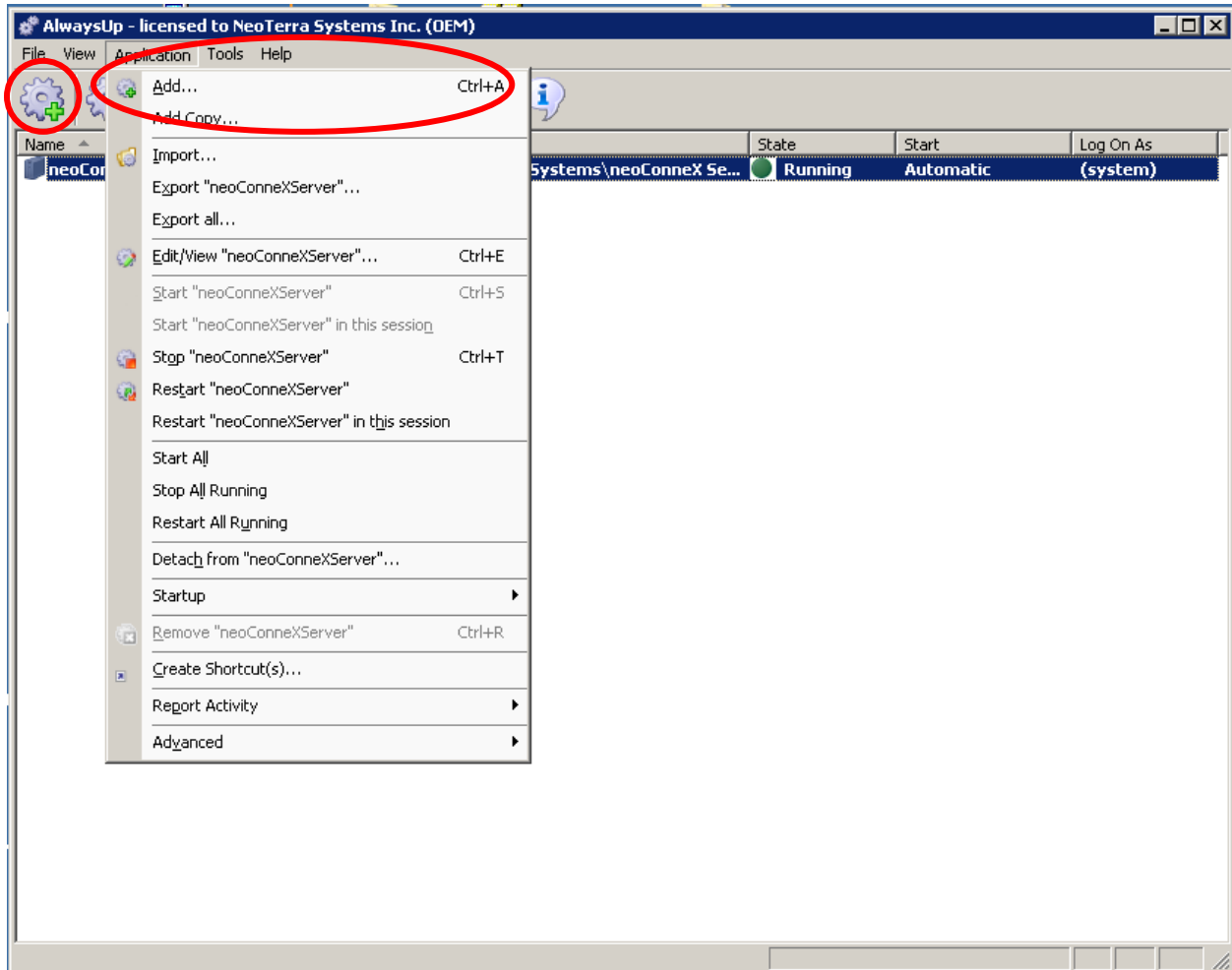
## The Main AlwaysUp Window

After successful installation, launch the AlwaysUp service enabler program. You will see a screen similar to below. Follow the screens below to add an application to make it run as a windows service.



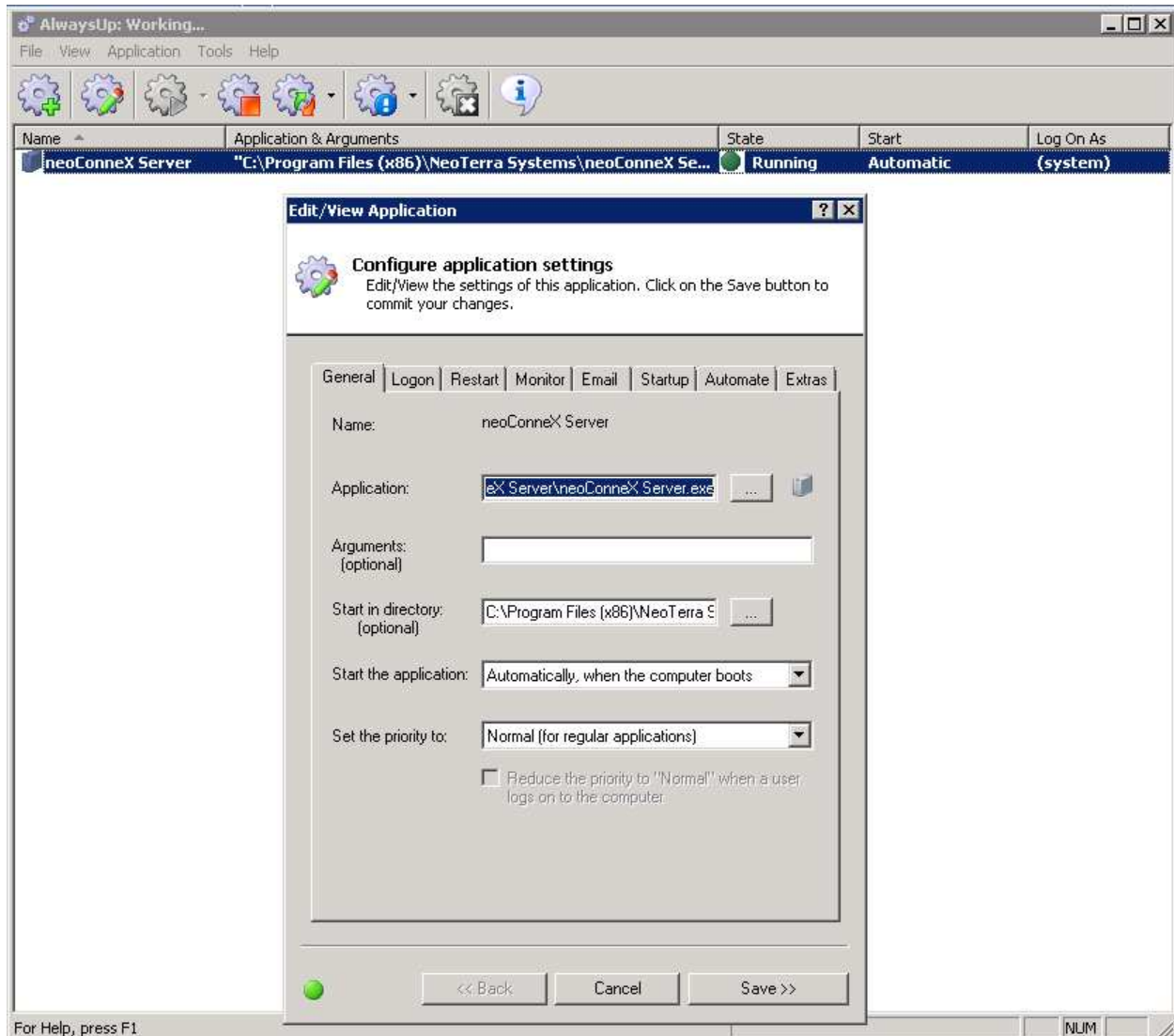
## Add An Application

To create a service out of an application, click on the “Add” toolbar button on the left or click the “Application” menu item and click “Add”.



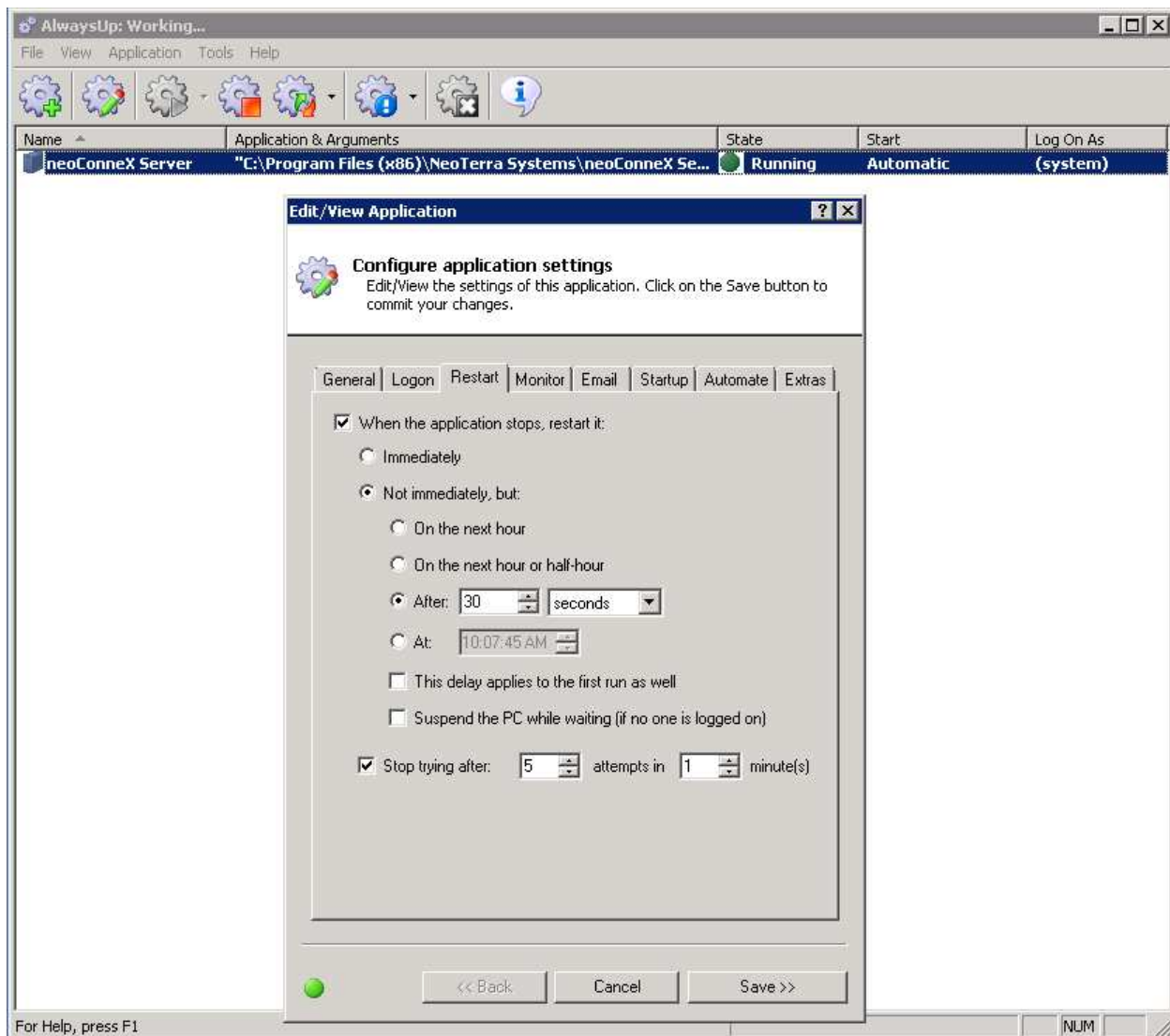
## Configure the application paths

Enter the application's name and full path under "Application" by clicking on the "...". Start-in directory is optional and does not have to be entered. Leave the default priority as "Normal".



## Configure Restart Parameters

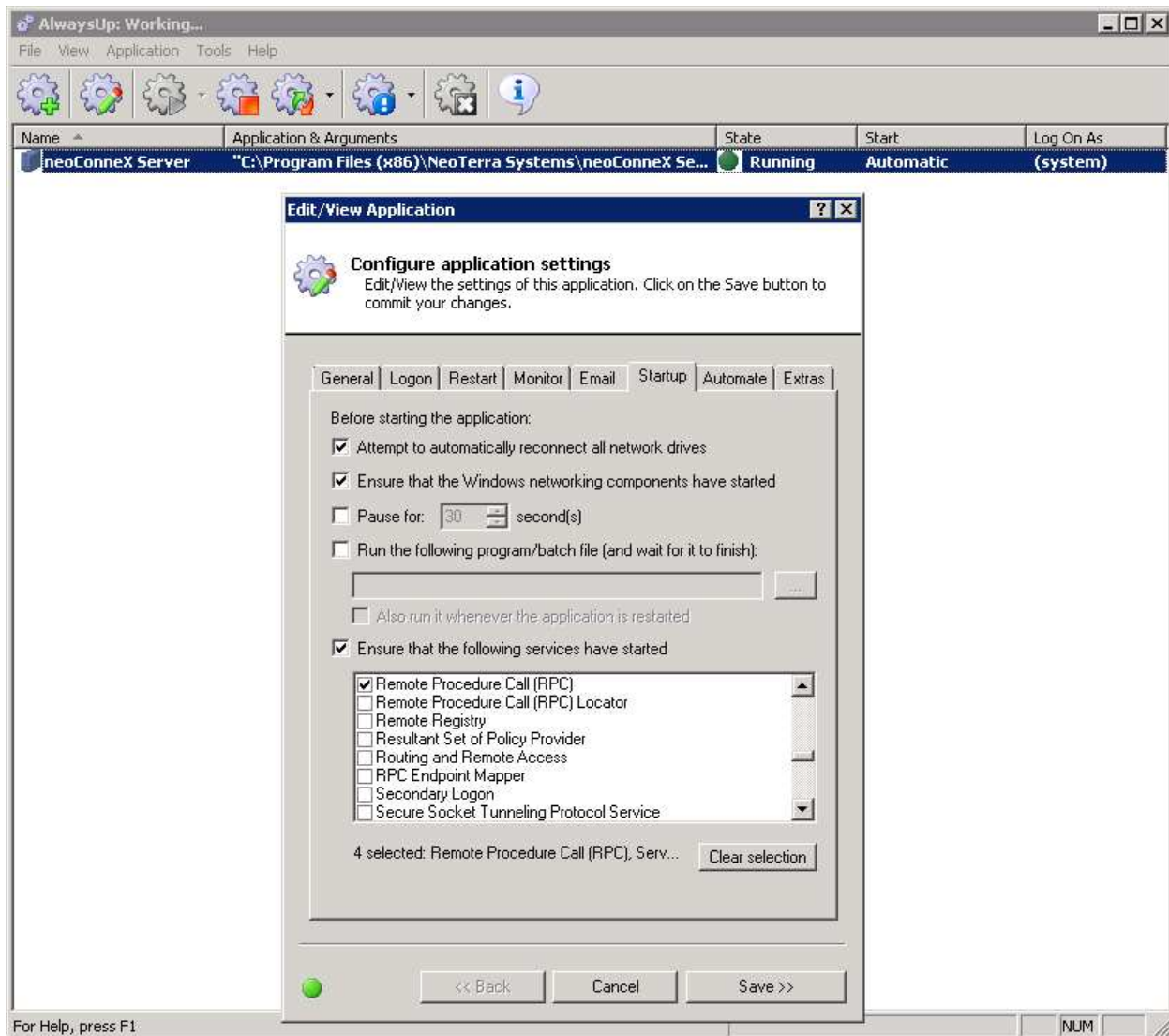
If you are using remote desktop to manage the applications you are configuring as a service AND you are currently viewing the application in the current session (as opposed to just in session 0, then you should set a delayed restart on the application. This is because if you try to logoff a terminal session on the server, the application will be restarted immediately after it is shutdown which will cause the current session to force the application to terminate (abnormally). Inserting a little delay before restarting prevents this from happening. Again, this only applies when you are running the application in the CURRENT session and NOT Session 0, but is a good idea to set anyway. In this case (as seen below), there is a delay of 30 seconds from the time of application shutdown to the time the AlwaysUp program will try to restart the application “service” (for more information on Sessions, please see the heading “A Word On Sessions”).





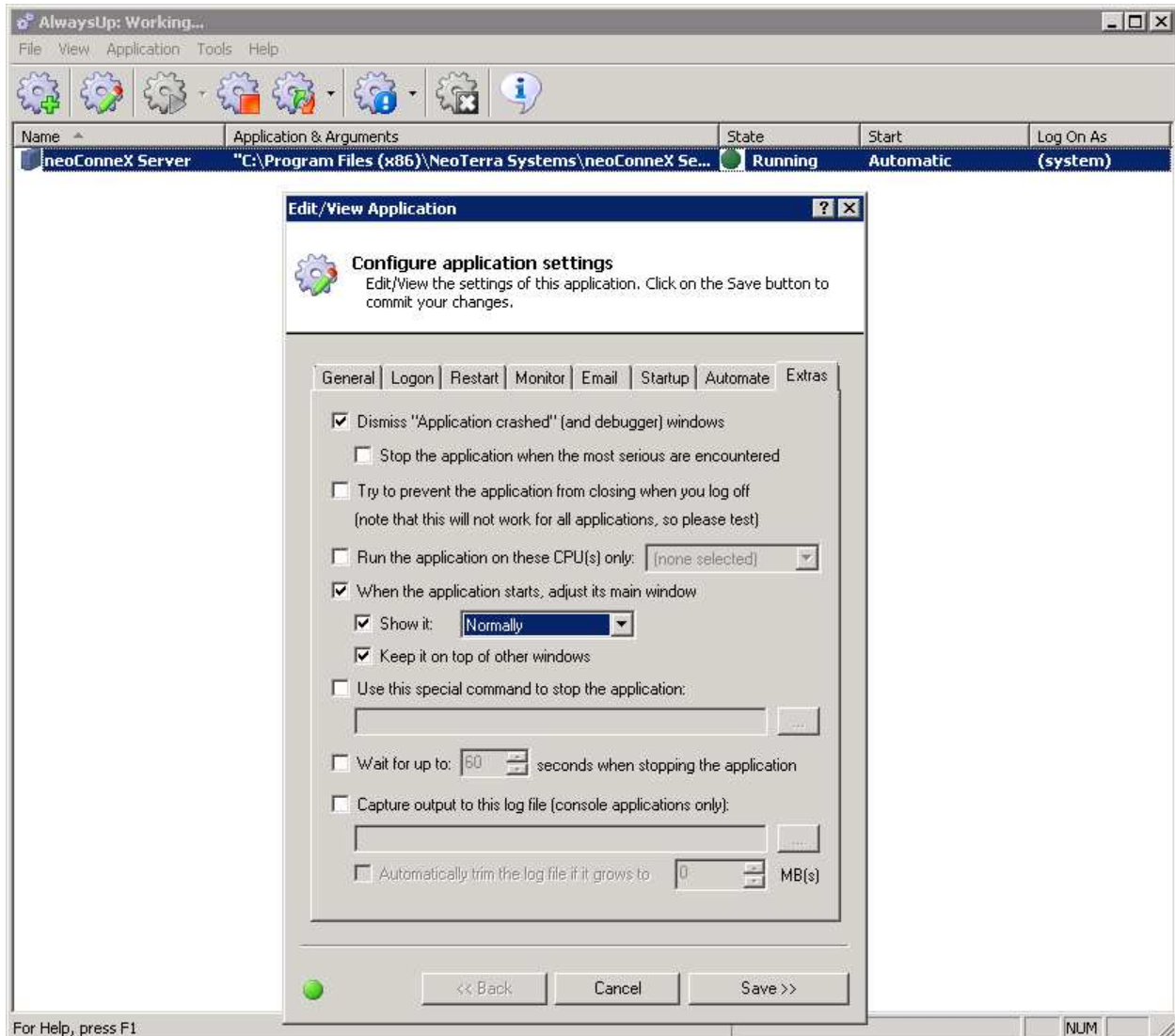
## Configure Startup Parameters

You must configure the startup parameters to make sure that the prerequisite services that your application are dependent on are started before your AlwaysUp application service tries to start. In the case of network aware applications, make sure to check “Ensure that the Windows networking components have started” checkbox. Also, click the “Ensure that the following services have started” checkbox and then check off the following: “Remote Procedure Call (RPC)”, “Server” (if a server operating system), and “Workstation”.



## Configure the Extras

Make sure that “Dismiss Application crashed (and debugger) windows” checkbox is checked (if debugging, you may need to uncheck this if you want to see the application crashes as they happen on screen). Also, any other extras that you want to configure are optional. Here (below) we are showing the application window in “Normal” mode and have told AlwaysUp to keep the application service window on top of other windows (that are running as a service also – does not seem to apply to other windows not being run by AlwaysUp).



## A Word on Sessions

Since Windows Vista, every Microsoft Operating System that uses a GUI based service runs the GUI part of that service in what is called Session 0. This is the default “workspace” for any GUIs that are part of a service. AlwaysUp applications configured to run as a service can operate in one of two sessions. They can run in the default Session 0 (which means they can be made visible by clicking on the “Tools” menu and then clicking on “View Applications in Session 0”), or, they can be made to run in the “current session”, in which case, the full GUI will be made to be shown in the session you are currently logged into on the PC (“Application” > “Restart <Application Name> in this session” from the menu). A restart of the service will have to be made before it can switch it from Session 0 to the current session. If you have switched the application to show in the “current” session and you proceed to logoff, AlwaysUp will restart the application back in Session 0 (the default).

