



Best Practices Guide for Version 12

Property Management Solutions for Over 30 Years

Overview

This guide contains information that will help configure your network so our software can run without problems or to help troubleshoot network related issues. Please note that if you are running Version 6 software, these same recommendations apply.

Mapped Drives

Universal Naming Convention (UNC) paths have in our experience proven much more reliable than mapped drives. If you experience any network connectivity issues at all when using mapped drives, we recommend that you instead use a UNC path. A UNC path is of the form: “\\Server\Share\File Path”. A mapped drive path is of the form “D:\File Path”.

24/7 Servers

We recommend rebooting Microsoft Servers weekly as part of regular maintenance. Servers that are left running for weeks or longer can cause erratic behavior, application slowdowns or perceived lockups.

Anti-Virus Software

The database engine will not function properly if other applications are accessing the database files. For this reason, anti-virus software should be set to exclude the data file structure as described below. In addition to interfering with the locking mechanisms of the database engine, overly aggressive anti-virus software can also quarantine database files if the data inadvertently matches a virus signature. Database files cannot be executed and so there is no danger of a malware attack from a database file. To date we have had no known issues with allowing Microsoft's built-in anti-virus software to monitor the database files.

Cloud Backup Software

We recommend using automatic cloud backup software to create off-site backups of your core data. Cloud software can interfere with the operation of the database engine, so it is important that the backup not be of the live data. The Professional Landlord™ creates an automatic rotating backup history in the Backups when the first user logs on each day. The folder structure is described in a later section of this document. The Backups and Documents folders can safely be set to automatically backed up to the cloud.

Wireless Networking

We strongly recommend hard wired network connections for computers running The Professional Landlord because of latency and reliability issues.

Load Balancing

Load balancing if implemented must ensure that files are synchronized at the folder level. If files are synchronized at the file level it is possible that files will report as corrupted. The hallmark of load balancing at the file level is that apparently corrupted files will appear to self-heal. This is because databases consist of tables and each table consists of multiple files and all files must be consistent with each other.

The Executable File Structure

The Professional Landlord™ executable files reside in three folder that default to being installed as follows:

\\MyServer\Program Files (x86)\RPromas\Bins

This folder contains the company information, system security, license, and registration files.

\\MyServer\Program Files (x86)\RPromas\Help

This folder contains the help files.

\\MyServer\Program Files (x86)\RPromas\Ref

This folder contains supporting files necessary for the application as well as the release notes.

All three folders must exist in the same parent folder if copied to a shared folder or other location for execution.

The Data File Structure

The Professional Landlord™ data files reside in several folders that default to being installed or created as follows:

\\MyServer\RPROMAS\LL12_License

This folder contains the license, registration, and system security information.

\\MyServer\RPROMAS\Data\LL12_Database

This folder contains the database.

\\MyServer\RPROMAS\Data\Documents

This folder contains any documents that have been linked to the database.

\\MyServer\RPROMAS\Data\Backups

This folder contains automatic and one-time backups generated by the application.

The root folder in this structure is referred to as the “Working Directory” and on initial startup the application will ask for the location of this folder if the application was not installed in the default location.

The Application Configuration File

By default, user settings are stored as local data. The behavior and others can be overridden by creating a configuration file for the application. The configuration file is a text file with the same name as the executable but with an extension of config. It can be created in Notepad. It should be placed in the same folder as the executable file. Be sure after saving it that Notepad has not added another file extension.

For example, the configuration file for Landlord12.exe is Landlord12.config – Notepad may save it as Landlord12.config.txt. In that case, rename the file removing the extra file extension.

The following settings are available – character case is not important:

Environment = [Local | RemoteDesktop]

Setting the environment to RemoteDesktop will enable settings deemed best for Windows Server products running the Remote Desktop Services role. Currently this stores user settings in their roaming profiles.

ExportFolder = [Path]

This folder will be used to store exported files.

ImportFolder = [Path]

This folder will be used as the default location from which to import file.

RootFolder = [Path]

This will lock the root folder to the specified location and the user will not be able to change it. This folder is also known as the “Working Directory”

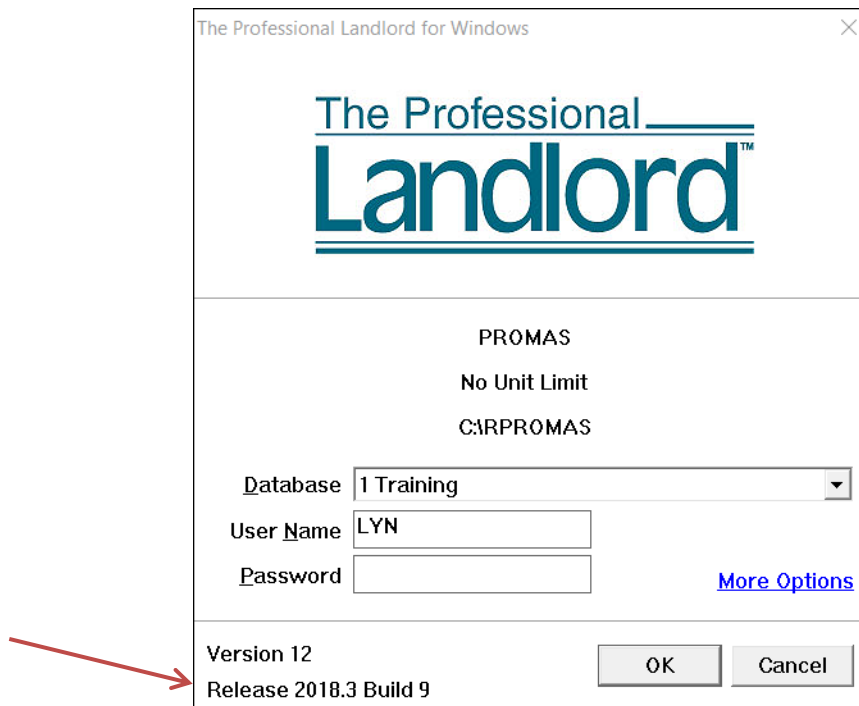
UserRoaming = [0 | 1]

If 1 the application will store user settings in their roaming profile instead of their local profile.

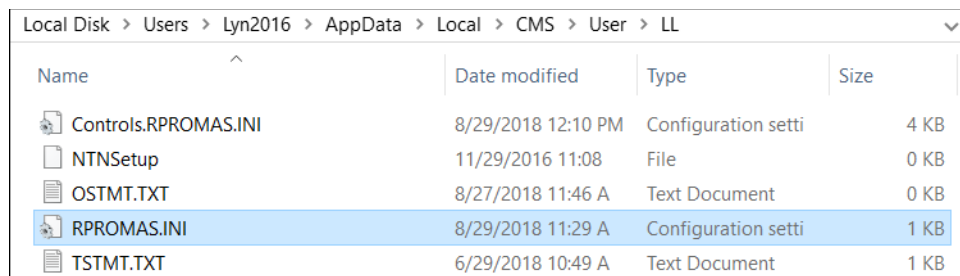
Selecting the Working Directory

If you are having trouble selecting the RPROMAS folder on the server, you can edit the RPROMAS.ini file and type the path there.

On the Logon screen, double click on the Release in the lower left of the screen.



That will bring up the location of the RPROMAS.ini file. Double click on the file to edit it.



Change the information in Work to the path to the server where the license folder and data folder reside.

