# 24.02. mSupply client / server installation part 2

**These steps need to be carried out after completing the steps described in:**
**25.01. mSupply client / server installation part 1**

## Install associated server application software

### Install Dropbox

Sustainable Solutions recommends using Dropbox to assist with transferring installation files to the server, and as a means of moving mSupply secondary backups off site.

- Contact Sustainable Solutions to organise a DropBox account for the server and for instructions on setting it up on the server.

Do this step first so that you can use the Dropbox folder to transfer software and files to the server.

### Install remote support software

#### Installing the TeamViewer Host customised for mSupply

1. **Uninstall** - If TeamViewer is already installed on the machine, it is safest to uninstall it.
2. **Recommended** - **Change the Computer Name** to something meaningful before installing TeamViewer. Using a name that reflects the site and / or user will help mSupply support identify the device e.g. `Auckland - Grafton Pharmacy` - This is what the machine will show up as on our internal directory. If you do not rename the computer, we will probably request the user send us their TeamViewer credentials for remote access **every time** support is required.

The TeamViewer Host module appears to only use the first 15 characters of the name. If you are connecting several computers, make sure that the first 15 characters are unique for each computer.

To change the computer name in Windows go to: **Control Panel > System and Security > System > Advanced system settings > Computer Name > Change…**

Computer description is NOT the Computer Name

1. **Download** and save the exe file at the following link

https://www.msupply.org.nz/files/Teamviewer/TeamViewer%20Deployment%20July%202026.exe

2. **Run as administrator** - ***right click*** on the file `TeamViewer Deployment July 2026.exe` and select Run as administrator.
3. Tick **I agree to the license terms and conditions**
4. Click **Install** to install our TeamViewer Host



The Teamviewer Customised Host window should appear on your screen:



If the above window does not appear, the full installation has not completed. It definitely helps to run the batch (Install TeamViewer.bat) file with a reasonable internet connection. If the internet connection is not good enough, then some or all of the actions in the batch file will not be complete. If that happens, please uninstall TeamViewer and re-run the batch file (as Admin) when the internet connection is better.

1. **Notify mSupply Support** by message or email (on support@msupply.org.nz) and give us the computer name of your computer (If using our custom TeamViewer installer). Otherwise, the TeamViewer ID should also work (a screenshot is fine). We will then be able to confirm for you that the remote access is operational and ready for us to provide you remote support.

### Install UPS hardware and software

If it's not already done, install the UPS hardware and software, refer to the UPS requirements here.

### Install anti-virus software

Anti-virus can be a hotly contended issue. This web page is pretty convincing: What's the Best Antivirus for Windows 10? (Is Windows Defender Good Enough?)

Conclusion:

- If the OS is Win8 or later, Windows Defender is probably good enough *for anti-virus*, and better than much of the competition.
- Once configured, the server should not be vulnerable to exploit programs as these are usually downloaded and triggered by human activity! However, to be safe, it is recommended to install an Anti-exploit program such as Malwarebytes. The website suggests that Malwarebytes is not free, but as at the time of writing this (May 2018), Malwarebytes successfully reverts to a free version after the 14 days trial. This means that it has to be manually run.

### Install another web browser

If you're not a fan of Microsoft Internet Explorer, (12 reasons not to use Internet Explorer, ever) then install another browser. Good options include:

- Google Chrome
- Mozilla Firefox

Pin the browser to the taskbar

### Install LibreOffice

mSupply can produce reports in Microsoft Excel format. Client machines will need to have software to open these reports. Occasionally there will be need to run and open these reports while logged in to the Server. If you do not have Microsoft Excel installed on the server, a good option is:

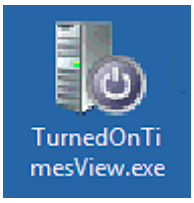
- LibreOffice

It's a good idea to stick this in to the Dropbox

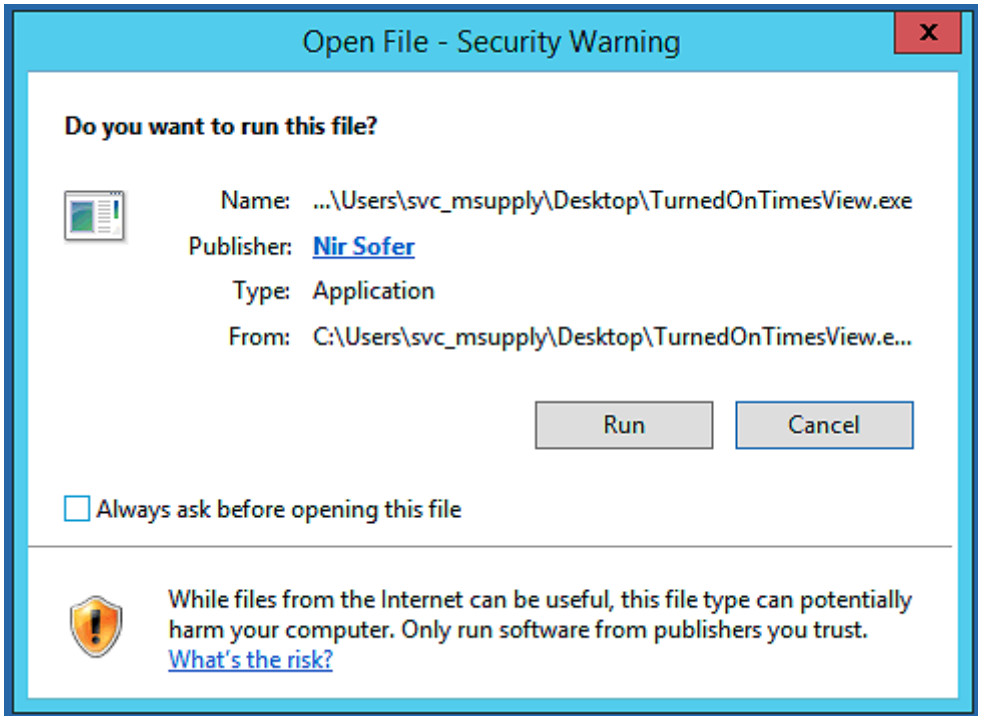
### Install TurnedOnTimesView

As part of troubleshooting, it is valuable to be able to analyse when the server has shut down ungracefully.

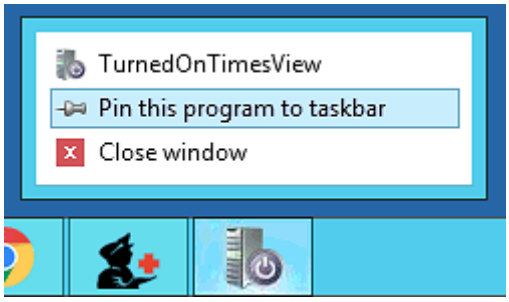
- TurnedOnTimesView is a simple tool that analyses the event log of Windows operating system, and detects the time ranges that your computer was turned on and whether the last shutdown was graceful or not.
- Installation instructions are on the TurnedOnTimesView website, but is very straightforward:
  - Download this zip file TurnedOnTimesView.zip from the mSupply website https://docs.msupply.org.nz/_media/admin:turnedontimesview.zip
  - Unzip the Zip file
  - Copy the TurnedOnTimesView.exe file to the Desktop
  - Double click to icon on the Windows desktop to open

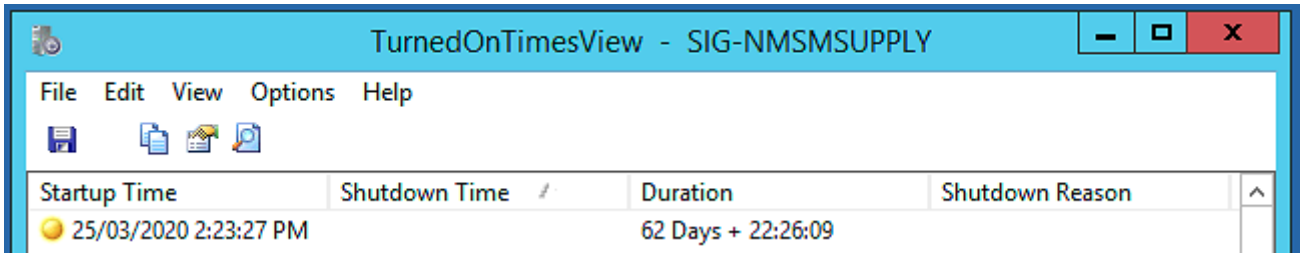



- If you get a security warning pop-up untick “Always ask before opening this file” and click Run




- Right click on the icon on the Windows Taskbar & select to Pin to Taskbar.




### Install Logoff and Lock utilities

It is too easy for support workers accessing the server remotely to accidentally shutdown the server. Therefore, two Windows shortcuts have been created to allow support workers to easily logoff or lock their windows session without having to go through the usual Windows procedure:

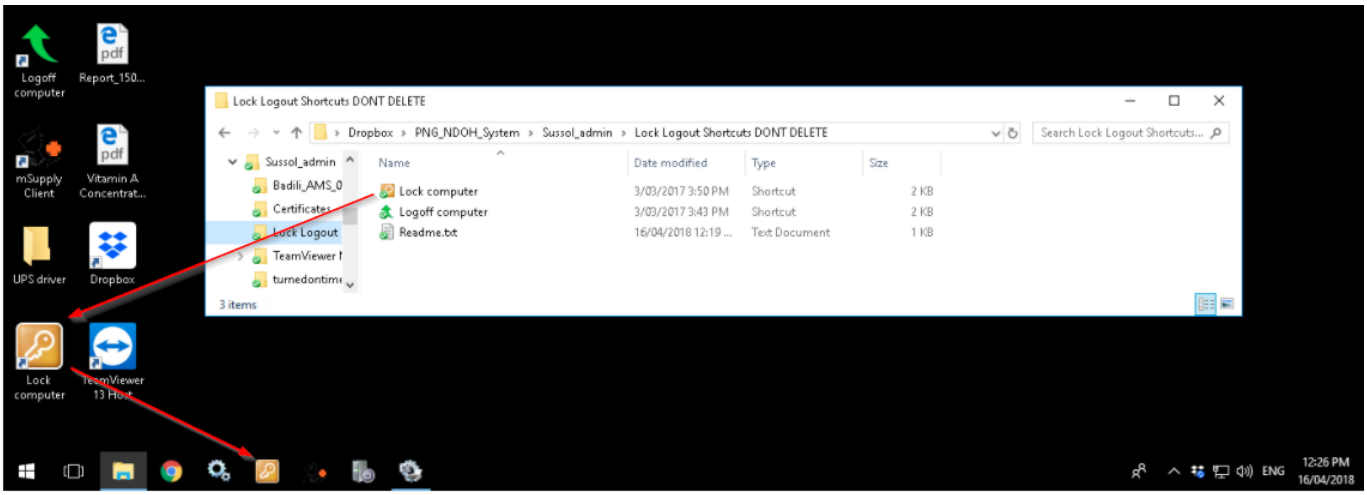
- Lock computer
- Logoff computer

Lock / Logout utilities

It's a good idea to stick this in to the following folder in Dropbox:

- `Lock Logout Shortcuts`

The Yellow **Lock computer** utility needs to be copied to the Admin desktop and then pinned to the task bar.



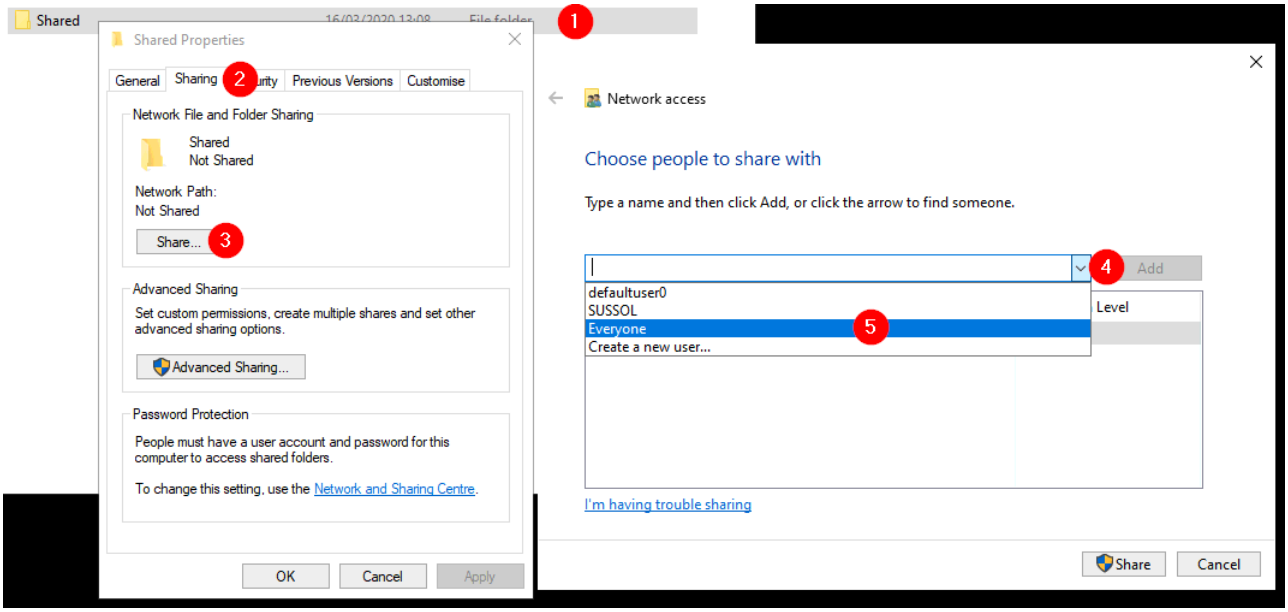

The Green **Logoff computer** utility needs to be copied to the `C:\Users\Public\Desktop` folder. This will place the shortcut on the desktop of each normal user. Users of each normal user account will need to pin this shortcut from the desktop to the taskbar. Don't pin it to the taskbar of the Admin user account. We try to keep the Admin account open (but locked) so as to keep Dropbox working.

The `C:\Users\Public\Desktop` folder is normally a hidden folder. You will likely need to make it visible).

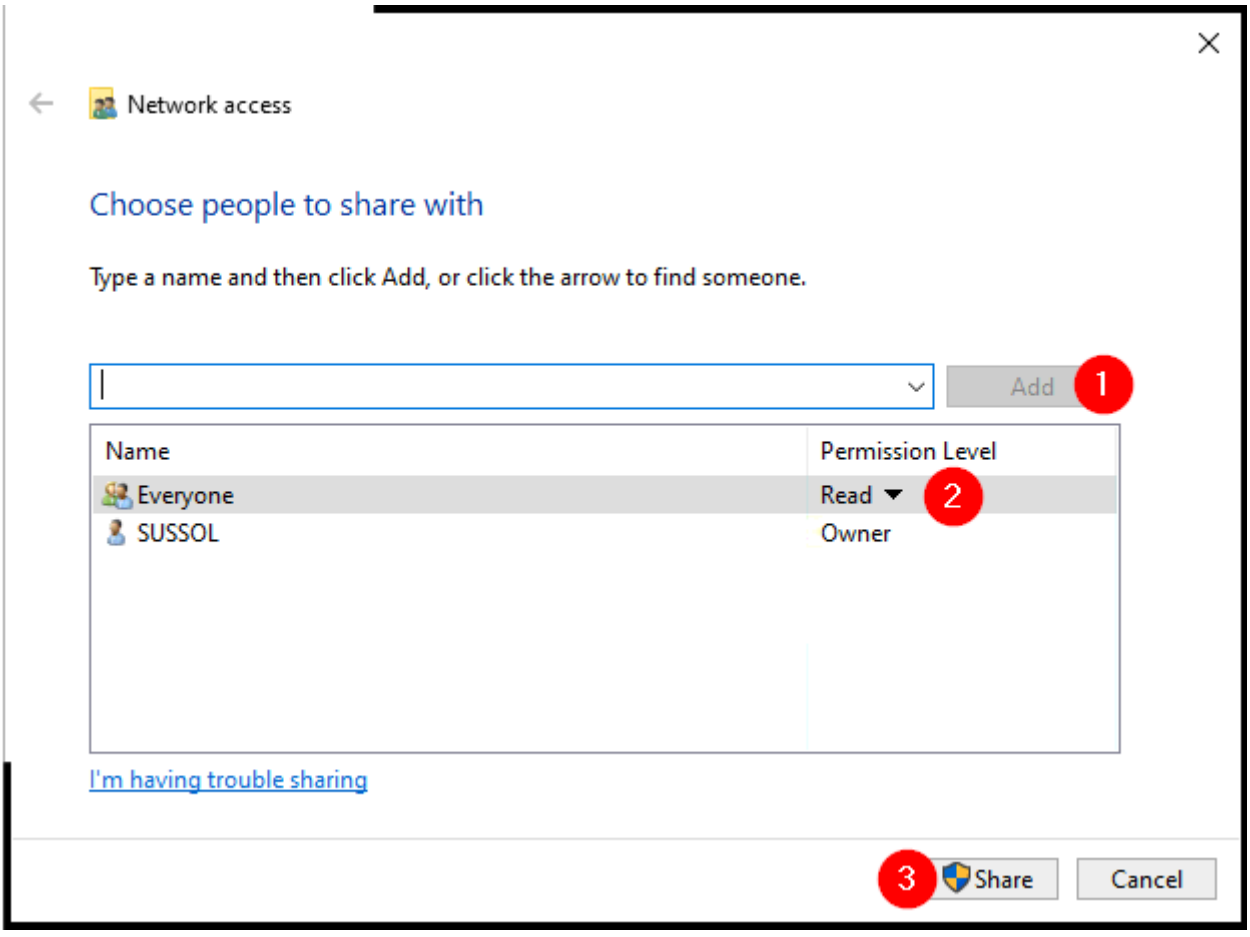
### Create Shared folder

To aid in installation of mSupply software on client machines, it is very convenient to have a shared folder on the Server with read-only access from 'Everyone'. Ideally, set this up on the root level of the Backups volume. Otherwise, the root level of the system drive will do. After creating a folder at the root level of the drive called `Shared`:

1. Right-click on the folder > **Properties**
2. Navigate to the **Sharing** tab
3. Click on **Share...**
4. Click on the drop box...
5. Click on **Everyone**




6. Click on **Add**
7. Ensure that the Permission Level is **Read**
8. Click **Share**




## Configure Interactive Services Detection (ISDS)

- Interactive Services Detection Service (ISDS) *was* a means by which admin users could interact with the mSupply Service to investigate issues.
- Microsoft has done its best with successive version to Windows to disable ISDS, such that even

FiredaemonZero can no longer restore it.
- This section is now only applicable for older versions of Windows, and is kept here for historic reference - that we might remember the valiant deeds of those who have gone before us in the war to wrest control of our applications from the OS 🙂.

How-to Geek has a helpful article on Understanding and Managing Windows Services which appears to be updated frequently with changes in Windows OS.

From What is Interactive Services Detection and Why is it Blinking at Me?:

Services and system processes run in session 0. Prior to Vista, the console (first logged on user's desktop) ran in session 0 as well. Vista introduced session 0 isolation to protect services from elevation of privilege exploits from the console desktop. Now, the first user's desktop runs in session 1.

Interactive Services Detection (the blinking button on the taskbar) is a mitigation for legacy applications that detects if a service is trying to interact with the desktop. This is handled by the Interactive Services Detection (UI0Detect) service.

#### Interactive services since Windows 10 V1803 and Server 2019

Microsoft has removed the Interactive Services Detection Service on Windows 10 Version 1803 and Server 2019.

We recommend FireDaemon Zero (Session 0 Viewer) as an alternative means of interacting with the mSupply Service. Refer to this deployment matrix.

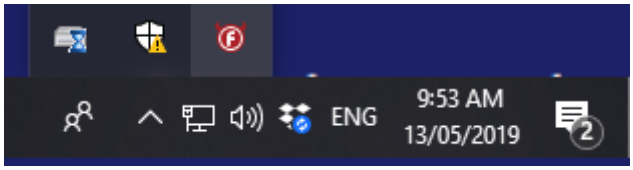
#### Installing FireDaemon Zero

The utilities are here:

Firedaemon

Procedure:

1. Make sure the OS is fully updated.
2. Install the latest version of Firedaemon Zero 2.5 (in the Firedaemon utilities, above)
3. Install Firedaemon Zeroinput to restore Keyboard/Mouse control. Right click on the `FDUI0Input.inf` (in the Firedaemon utilities, above) and select Install.
4. RESTART THE MACHINE The `FDUI0Input.inf` driver will not take effect until the machine is restarted.
5. Double click on the red **Firedaemon Zero** icon on the task bar to go to Session 0 (Interactive services):




- In Session 0 Double-click the **Firedaemon Zero** icon to get back. Or it will automatically go back in 30 seconds of '*inactivity*'.
- If mouse and keyboard are working on Session 0, you can turn off Firedaemon Zero 'Quirk' pref to exit session zero after 30 seconds:
  - Right-click on the red icon and click on Options.
  - Click on **Quirk** just uncheck the option.
  - Click **Done**.

If you turn off Firedaemon Zero 'Quirk' pref to exit session zero after 30 seconds ***before*** installing Keyboard/Mouse driver, plan for a physical trip to site to fix it! 😉)

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**These steps need to be followed by the steps in 25.03. mSupply client / server installation part 3**

| | |
|---|---|
| //Previous: **25.01. mSupply client / server installation part 1** | Next: **25.03. mSupply client / server installation part 3** // |

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