



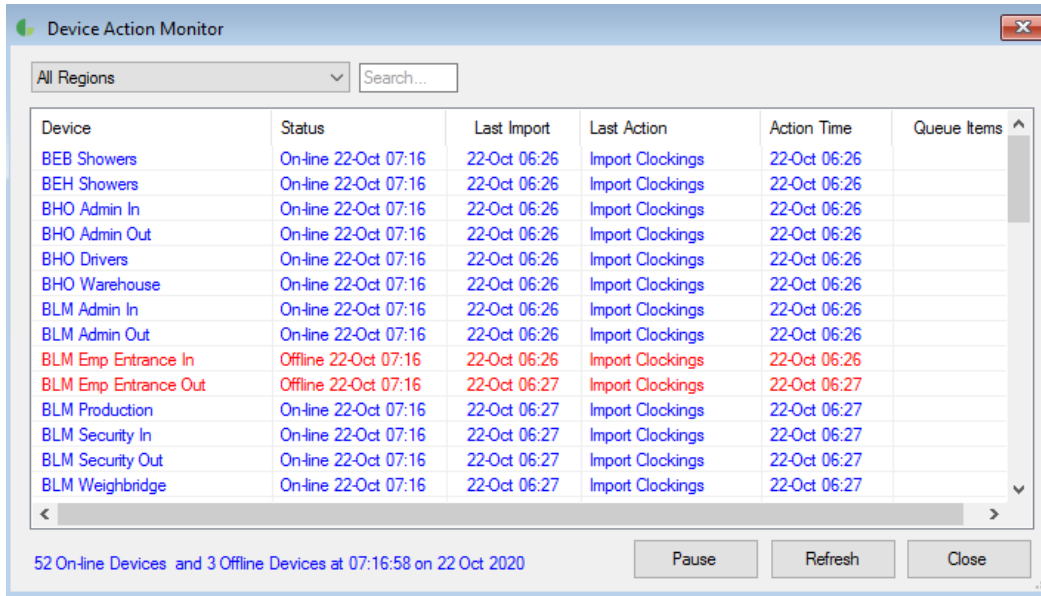
JT Engine Service

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JT Engine Service

Prior to version 6.4 Jarrison's Device Engine ran as an application by default with a Windows service option available for installation. From 6.4 it is only used as a Windows service. It operates the same way, except device feedback must then be obtained via the **Device Action Monitor** (from the **Action** menu, **Device Action Monitor**), as opposed to checking the Device Engine application via the system tray. The monitor provides snapshots of the engine's activity. If the engine is not running the monitor will indicate as such.



Jarrison Time Configuration

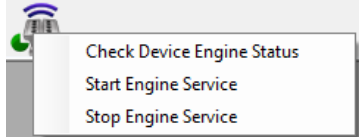
When installing the service the application must be shut down first. Jarrison Time should be uninstalled before installing the service, then reinstalled. Run through the installer package for the service (latest version available for download from the website). Ensure that the version of the engine service being installed is the same as the database version.

After the service has been installed, the **Jarrison.ini** file (located at **C:\JT-Data\Config**) must be modified as follows: Change **Security=NT** to **Security=SQL** if it is not already set.

```
Security=SQL
Server=SQLEXPRESS2016
Database=JTDemo
Supplementary Database=JT_Sup
```

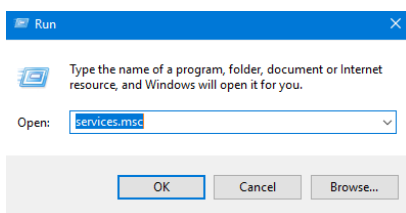
Starting the Service from JT

To be able to start the service from JT will require the JT_Engine_Start application to be installed. Once it is, right-clicking on the engine icon will allow for starting and stopping the service.

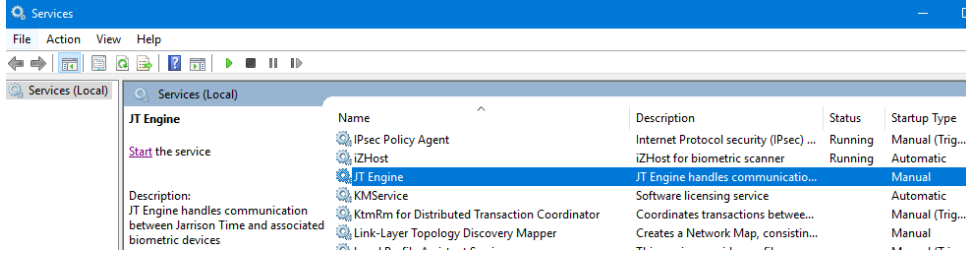


Windows Configuration

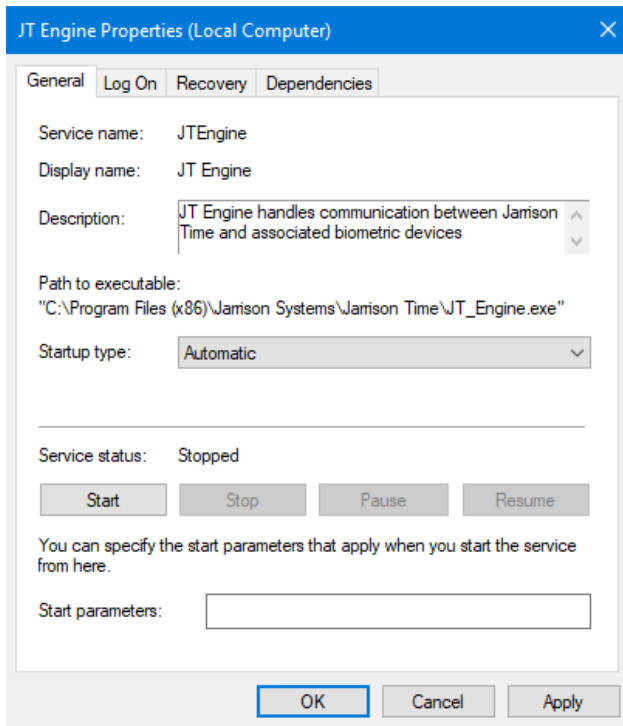
The engine service needs to be configured through Windows' **Services** application. This is accessed via **Control Panel\All Control Panel Items\Administrative Tools\Services** or via keyboard shortcut <Windows key>+<R> and entering "services.msc".



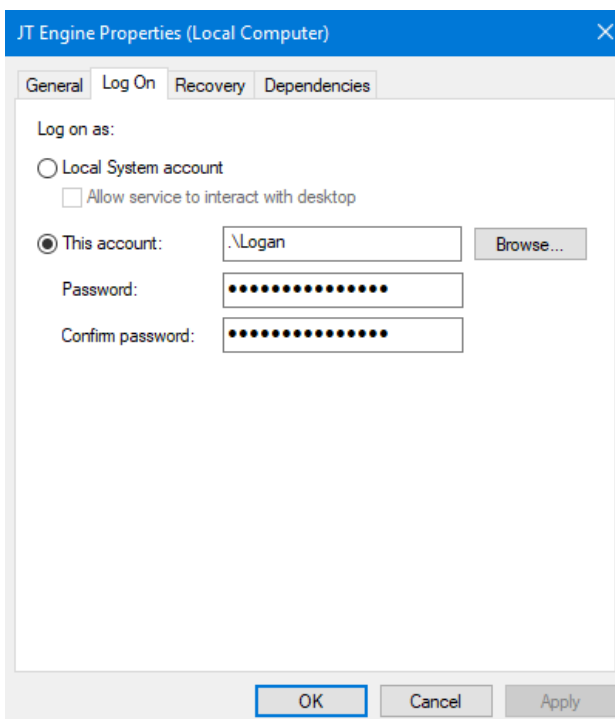
Select the service (JTEngine) and right click on **Properties**.



On the **General** tab, set **Startup type** to **Automatic**



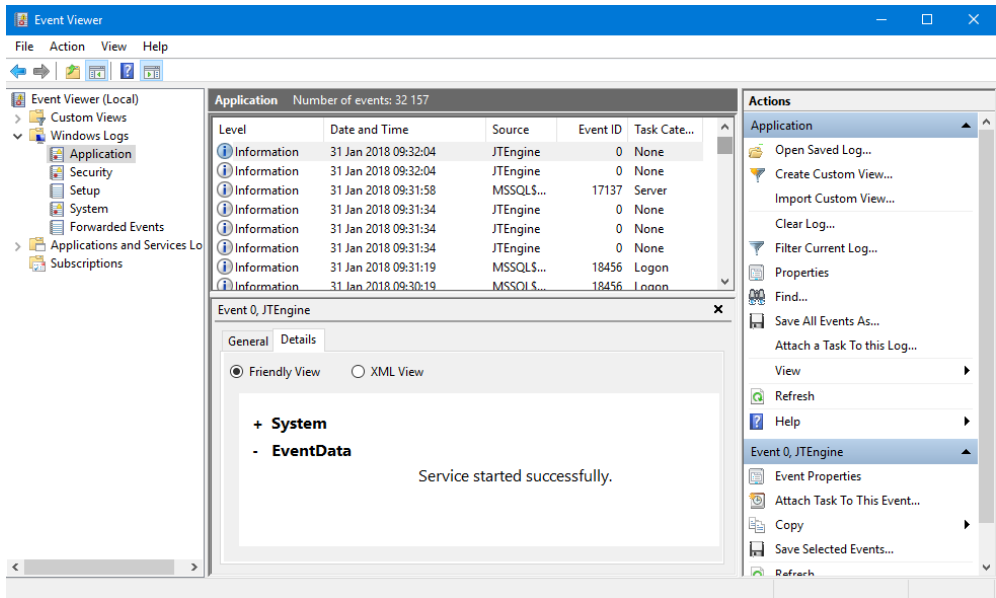
On the **Log On** tab select '**This account**' and add an Administrator user account's log in details. This is necessary if the normal user's account lacks the necessary permission for the service to run normally. **Local System account** can be used but may lack required permissions.



Troubleshooting

If the service is failing to launch, or launching and then stopping shortly after, check for entries in the event viewer (**Control Panel\All Control Panel Items\Administrative Tools\Event Viewer**).

Expand **Windows Logs** and select **Application**, and then the **Details** tab. Look for the last entries for JTEngine. This should give you an indication of why the service is failing.



If the engine service gives errors in the DE Audit when trying to send an Excel report or sending the same report over and over, please try the following:

Create a folder named "Desktop" in the following locations:

- C:\Windows\System32\config\systemprofile**
- C:\Windows\SysWOW64\config\systemprofile**

If this doesn't work, please try the following:

Open Regedit

Go to this key in the Registry Editor: **HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Explorer\User Shell Folders**

Change key **Cache** to **C:\Windows\Temp**

