

## Running Call Accounting as a Windows Service

To run OfficeWatch or ProfitWatch as a service to ensure that the application operates even when a Windows user is not logged in, please follow the steps below.

**NOTE:** The application must be installed on root of the C:\ drive for the Windows service to operate. If it is not installed in this folder, you may simply move the application folder to the C: drive.

1. Visit www.metropolis.com/tools and download both of the relevant executables to the system installation folder on the root of C:\, (e.g. C:\OfficeWatch or C:\ProfitWatch).

## **OfficeWatch**

OfficeWatch Windows Service Application: <u>OfficeWatchService.exe</u> OfficeWatch Desktop Launcher: <u>OfficeWatchDesktop.exe</u>

## ProfitWatch

ProfitWatch Windows Service Application: <u>ProfitWatchService.exe</u> ProfitWatch Desktop Launcher: <u>ProfitWatchDesktop.exe</u>

- 2. Create a shortcut of the "...Desktop.exe" application and add to the PC/server Desktop. Exit the application and launch the **Desktop** tool.
- 3. Select the "Install" menu and click Step 1.
- 4. Once the service has been installed, select Step 2. These two steps ensure the application will run as a service every time the Windows PC restarts. If you no longer desire to run the application as a service in the future, use the Uninstall menu.

🕵 OfficeWatch Desktop 2011.02.15				
File	Install Uninstall			
Stat.	Step 1. Install as permanent Windows service			
	Step 2. Start Windows service			
Gamewaten is not terning				
OfficeWatch Windows service is NOT running				
	Run OfficeWatch on Desktop			
	Fide			



The application will now launch as a Windows service. To interact with the application you must click the "**Run** ... on **Desktop**" button (always wait for the green light). Old shortcuts and menu icons should be removed. Never start the application using any other shortcuts other than this button.

🗱 OfficeWatch Desktop 2011.0.	2.15	×
File Install Uninstall		
Status Installation Usage		
OfficeWatch is running as a Se	ervice	
	Run OfficeWatch on Desktop	
Hide		

Go to the **Setup | Customize | Maintenance** tab and check the "Shutdown without user confirmation" box.

	Customize				
	Processing Database Fields Rounding Display Maintenance Misc.				
I	🔲 Reset maps daily				
	Enable automatic day/week/month backup to folder: backup				
i	Shutdown without user confirmation				
l	Schedule a regular shutdown on Sunday 🚽 at 00:00 🗧				
	Days to save PBX raw data logs: 90				
	Perform automatic quarterly archive/purge				
I					

You may exit the Desktop tool at any time, but to interact with the application, you must use the desktop tool. You can verify that the application is running at any time by launching the Windows Task Manager, clicking on the Processes tab and searching for the Image Name "watch.exe".

For further technical assistance, please contact Metropolis Technologies' Technical Support department.