

Network Administrator

Manager and ManagerPlus Shop Management

Mitchell1

The First Choice of Automotive Professionals

Poway, California

January 2005

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Welcome



Mitchell 1 customers find that a network solution increases shop productivity and profits. Repair and Estimating information can be accessed from multiple PCs simultaneously and shop management orders can be viewed and updated by multiple users updating a single, common database.

This Network Guide details the architecture and general hardware recommendations for a network serving as a platform for estimating, repair, shop management and parts catalog multi-user software. Although Estimating, Repair, Cataloging and Shop Management will operate on a large range of platforms, the specified architecture offers reliability and ease of support. Deviating from these specified settings and conventions can result in system configurations that are more difficult and time consuming to support.

Hardware and software recommendations made within this document have been thoroughly tested. Dell, HP, IBM or Compaq business grade computers should be specified. Windows XP™ is the preferred operating system for ease of support; Mitchell 1 is however fully supported on, Windows 2000, Windows ME, .and Windows 98 Second Edition

About this Network Guide

This guide answers questions that may arise when designing a network that is efficient and easy to support. It is designed for use by a qualified network professional as a supplement to other documentation provided with Mitchell software.

In addition to providing all of the information needed to successfully configure a network, this guide also includes:

- Hardware recommendations.
- Wiring specifications.
- Naming conventions.
- General Installation instructions.

This Network Guide is provided to bridge the gap between the Standard documentation and the added complexity of multi-user systems.

Support Resources



While setting up Mitchell 1 products in a multi-user environment is not especially difficult for persons with previous networking experience, it is highly recommended that you acquire the assistance of a Microsoft Certified Professional or other trained networking professional. This document assumes a basic knowledge of networking and Mitchell 1 can *not* provide technical support on networking functions external to the Mitchell 1 software.

In addition to this Network Administrators guide, setup and other networking information is available in the documentation that came with your Mitchell product. The most up-to-date information about networking Mitchell products can be found on our web site at <http://www.mitchellsupport.com>.

If you don't find what you need in any of these resources, technical support is available at (888) 724-6742: Monday-Friday 6:30 am to 4:30 pm Pacific Time.

• Two to Three User Configuration

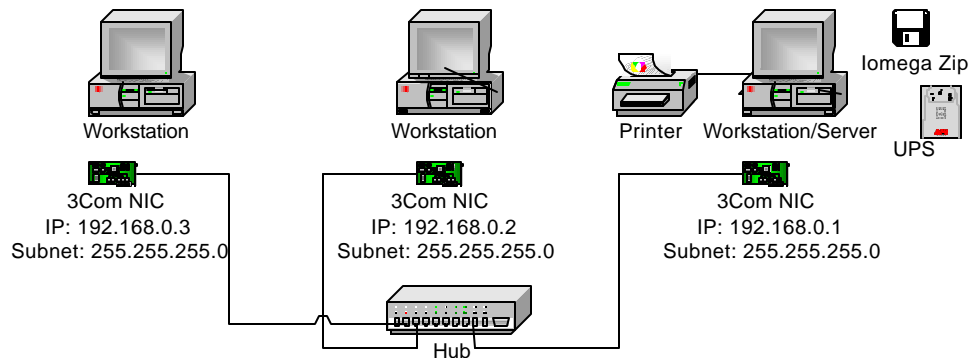
The Two to Three User System



Typical Peer-to-Peer Star Network

Installing a network requires multiple computers. Each computer on the network has a specific role. Those roles can be workstation, server, or workstation/server. When a computer is configured as both a workstation and a server, that computer is configured to share its DVD-ROM2, DVD-ROM2 Drive, Iomega Zip Drive, Printer(s) and hard disk space. This type of configuration is best suited for a two to three user network. Use 3Com or Intel 100 Megabit Network Adapters, a 3Com 100 Megabit Hub or Switch and Category 5 UTP cable.

Systems designed for more than four users will be discussed later in this document. Networks supporting a shop management application must also be equipped with a backup power supply and an Iomega™ Zip drive.



Workgroup Name: [SHOP NAME]
 Workstation/Server Name: SERVER
 Workstation Names: WKS1, WKS2, etc.

Details - Two to Three User Network

Mitchell 1 recommends that each user on the 2-3-user network uses Windows as the operating system. You must use 3Com or Intel network adapters. Each system is configured according to the table below.

Workstation/Server	
<ul style="list-style-type: none"> Business Grade 500Mhz or better -Win XP or 2000 (preferred) 17 inch Monitor, 128 MB Ram or better 3Com or Intel Ethernet Adapter HP DeskJet or HP LaserJet Printer 20 GB Free Space (C:) Iomega Zip Drive (D:) DVD-ROM Drive (E:) DVD-ROM Drive (F:) 	<ul style="list-style-type: none"> Create a directory on C: drive called "APPS", share this directory giving everyone full control, the share name should be set to: "SRV-APPS". Share the CD-ROM - Read-Only, set the share name to: "SRV-CDROM". Share the DVD-ROM - Read-Only, set the share name to: "SRV-DVDROM" Share the Iomega-Zip Drive to everyone with Full control as "SRV-IOMEGA" Share printer as "SRV-[Printer Name]"

Workstations

- Business Grade 500 Mhz or better -Win XP or 2000 (preferred)
 - 17 inch Monitor, 128 MB Ram or better
 - 3Com or Intel Ethernet Adapter
 - 8 GB Free Space (C:)
 - DVD-ROM Drive (D:)
- Map \\SERVER\SRV-APPS to M:
 - Map \\SERVER\SRV-CDROM to P:
 - Map \\SERVER\SRV-DVDROM to Q:
 - Map \\SERVER\SRV-IOMEGA to R:
 - Install network printer \\SERVER\RV-[Printer Name]

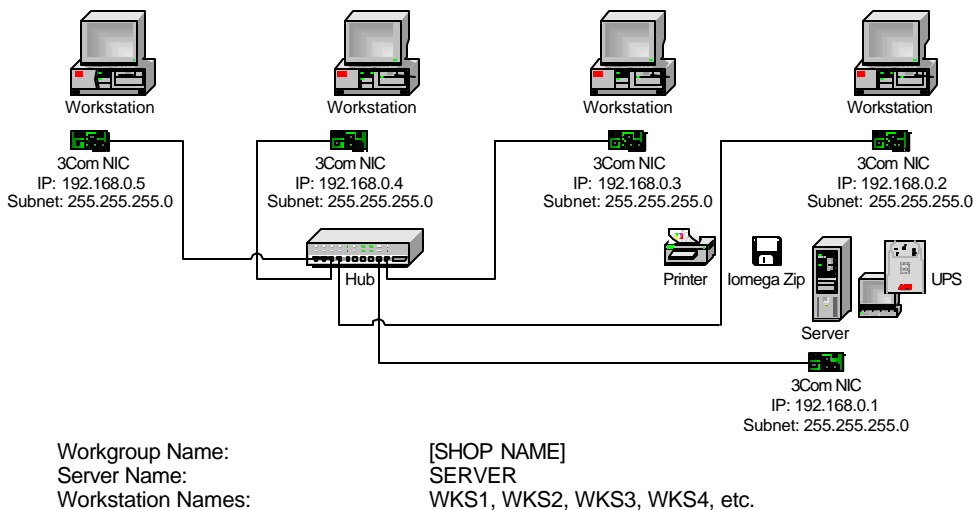
• Four or More User Configuration

Server Based Systems Supporting Four to Five Users

A server-based network maintains the “server” as the manager of the network. In this way, the server can house and administer software, file sharing, file saving, allocation of printers and other communication connections. This configuration is ideal for four to fifteen users. Use 3Com or Intel 100 Megabit Network Adapters, a 3Com 100 Megabit Hub or Switch and Category 5 UTP cable.

Server-based networks offer high reliability and scalability. The server in this model uses Windows 2000 or XP as the operating system. Note: Windows 2000 and Windows XP are excellent choices for the operating system for a network of four to five users. Larger systems should use Windows 2000 Server. Refer to the section on Windows NT beginning on 24.

The server is not used as a workstation. Servers supporting a shop management application must be equipped with a backup power supply and an Iomega™ Zip drive.



Details - Four to Five User Network

Note: OnDemand5 Repair and Estimating for up to ten users typically does not require a dedicated server. When Shop Management is included in a system with four or more users a server should be used.

Each computer in the server-based network should use Windows XP or Windows 2000 Professional as the operating system. Each system is configured according to the table below

<p>Server</p> <ul style="list-style-type: none"> • Business Grade 500Mhz or better –XP or 2000 • 15 inch Monitor, 128 MB Ram or better • 3Com or Intel Ethernet Adapter • HP DeskJet • HP LaserJet Printer • 20 GB Free Sapce (C:) • Iomega Zip Drive (D:) • DVD-ROM Drive (E:) • DVD-ROM Drive (F:) 	<ul style="list-style-type: none"> • Create a directory on C: drive called “APPS”, share this directory giving everyone full control, the share name should be set to: “SRV-APPS”. • Share the CD-ROM - Read-Only, set the share name to: “SRV-CDROM”. • Share the DVD-ROM - Read-Only, set the share name to: “SRV-DVDROM” • Share the Iomega-Zip Drive to everyone with Full control as - SRV-IOMEGA” • Share printer as “SRV-[Printer Name]”
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Workstations

- Business Grade 500Mhz or better –Win XP or 2000
- 17 inch Monitor, 128 MB Ram or better
- 3Com or Intel Ethernet Adapter
- 8 GB Free Sapce (C:)
- DVD-ROM Drive (D:)

- Map \\SERVER\SRV-APPS to M:
- Map \\SERVER\SRV-CDROM to P:
- Map \\SERVER\SRV-DVDROM to Q:
- Map \\SERVER\SRV-IOMEGA to R:
- Install network printer \\SERVER\SRV-[Printer Name]

• Windows XP and 2000 Network Configuration

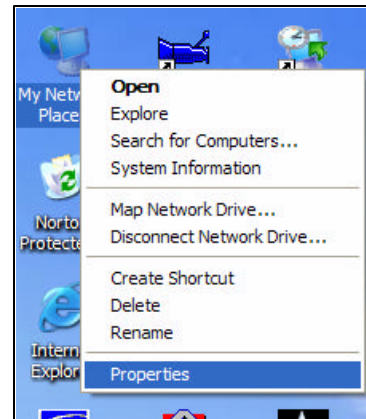
Network Configuration

Regardless of which operating system you choose for your shop, each computer in the system is assigned specific parameters. Those parameters include the Workgroup-name, host (or workstation) name, IP address, Subnet Mask, connection method, and specific drive letter mappings. Observing these conventions will provide optimal performance and ease of support. Workstations in the network should not have their resources shared unless necessary.

General XP Configuration

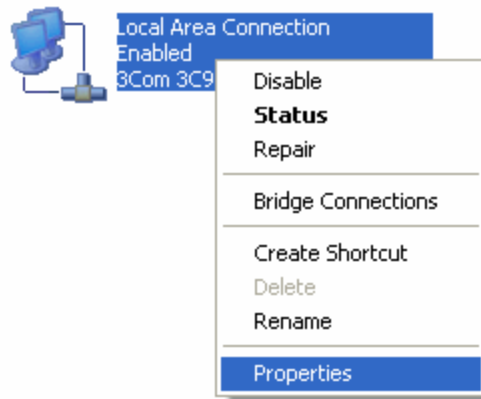
Whether the server acts as a dedicated server or a server/workstation, configuration is the same. Configure the network to use TCP/IP as the default protocol; you may also enable NetBIOS over TCP/IP in Windows in all Operation systems. On XP systems, from the Windows Desktop, find My Network Places. Right click on that Icon and choose properties.

This will bring up the Network connections folder. In Windows XP, the Network Connections dialog box includes both Dialup (modem) connections and Network card connections.



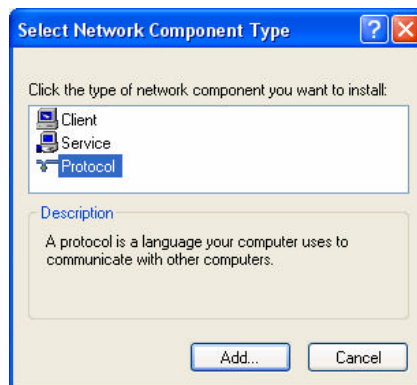
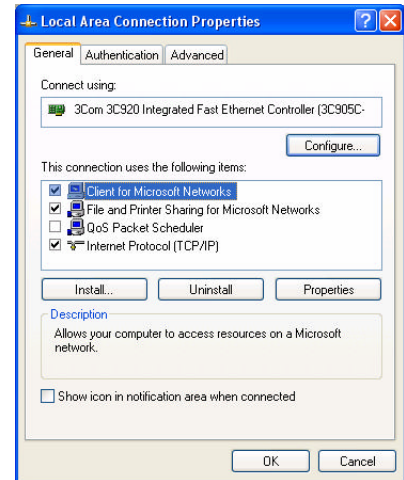
Find the Icon in the Folder that is your Network card connection to the local LAN. In the graphic to the left, it is the Local Area Connection and that is what it should be called on other Windows XP computers. You may have other connections listed.

LAN or High-Speed Internet



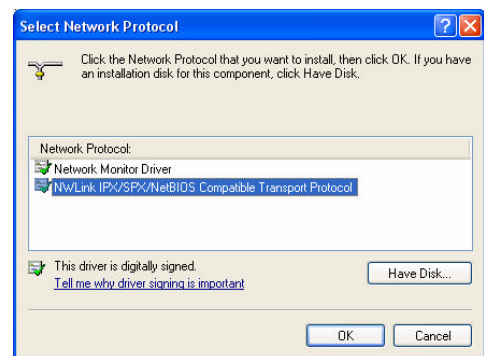
Right Click on the Local Area Connection icon and choose Properties from the PopUp menu.

This will bring up the Local Area Connection Properties dialog box illustrated to the right. File and Print Sharing and other protocols must be installed. TCP/IP and NetBIOS support must be installed. If you do not see NWLink NetBIOS listed under “This Connection uses the following items:” list, you must install it by clicking on the Install button.



When you click on the Install button, you will get this dialog box. Next, click on Protocol and click the Add button.

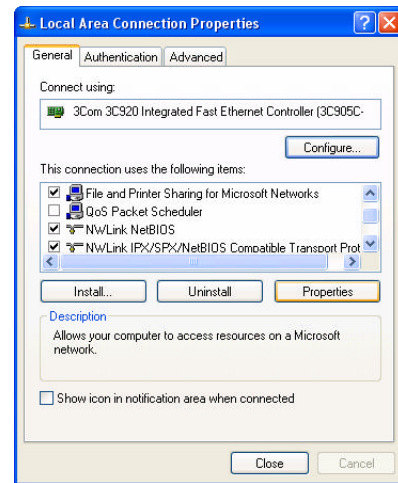
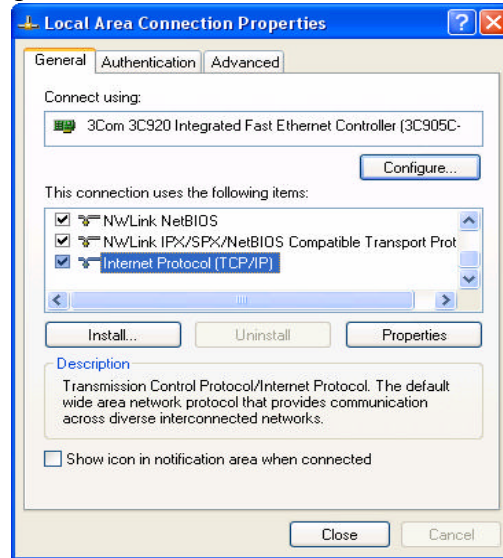
When you click on the Add button, you will get the following dialog box. Click on the NWLink IPX/SPX/NetBIOS Compatible Transport Protocol and click the OK button. In Windows XP the NetBIOS protocol cannot be installed without the IPX/SPX protocol which is used on Novell Networks. This can be confusing. NWLink is a Windows XP's combination Network Protocol for NetBIOS and IPX/SPX so don't be concerned



This will take you back to the Local Area Connection Properties Dialog box. Here will notice that 2 protocols were added since one cannot be installed without the other. -

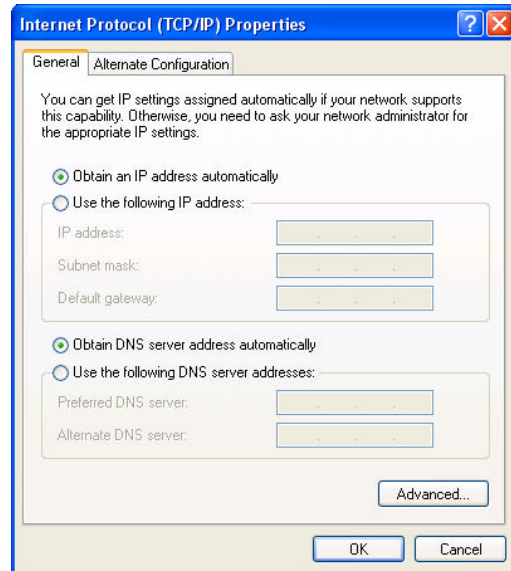
Use the scroll to the right of the install protocols to find TCP/IP. Double click on Internet Protocol (TCP/IP) in the list.

T

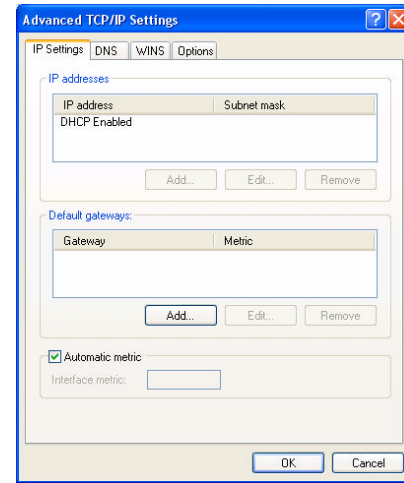


will bring up the Internet Protocol dialog box as illustrated below.

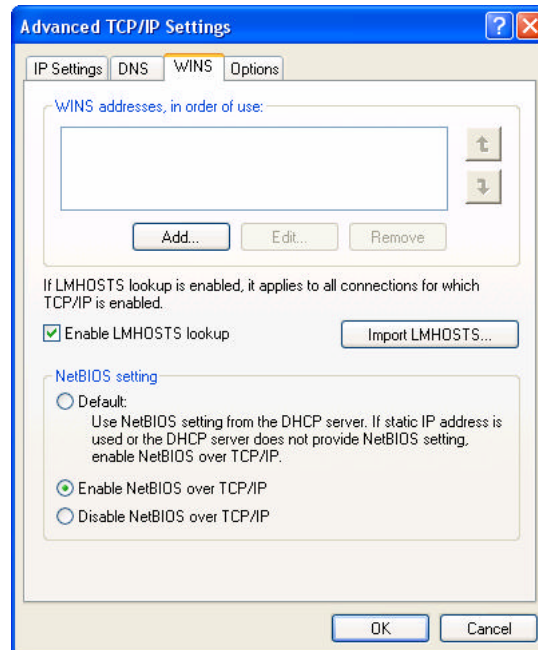
Click on the Advanced button in this dialog box.

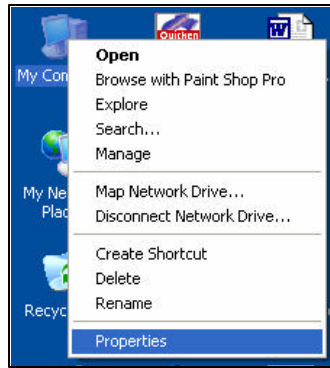


Click on the WINS tab in this dialog box.



The WINS property sheet will display. Click on the “Enable NetBIOS over TCP/IP” Radio Button and click OK. Close the rest of the boxes, you are done.



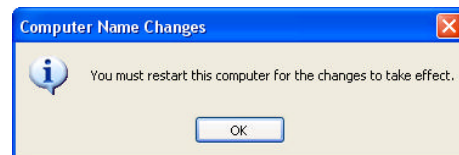
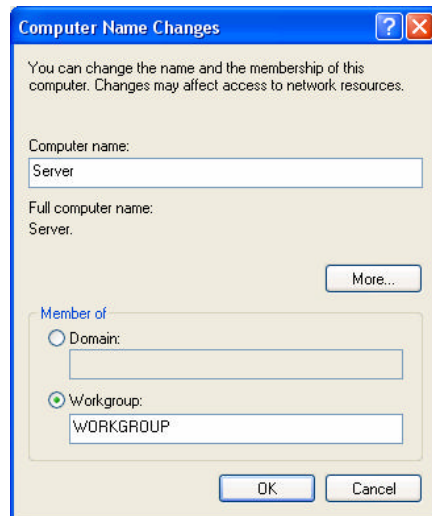
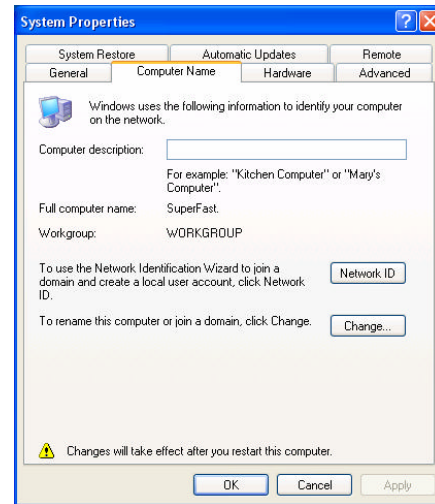


XP Naming - Using strict naming conventions allows any network administrator or technical support person to easily identify all the components and roles within your network. Although assigning vanity names to the server and workstations may be appealing, we recommend that you use the standardized naming conventions we recommend. Non-standard name can be very difficult and time consuming for administrators and tech support personnel.

We recommend naming the server simply as *SERVER* and workstations as *WKS1, WKS2, WKS3* and so on and other resources as described in the following section.

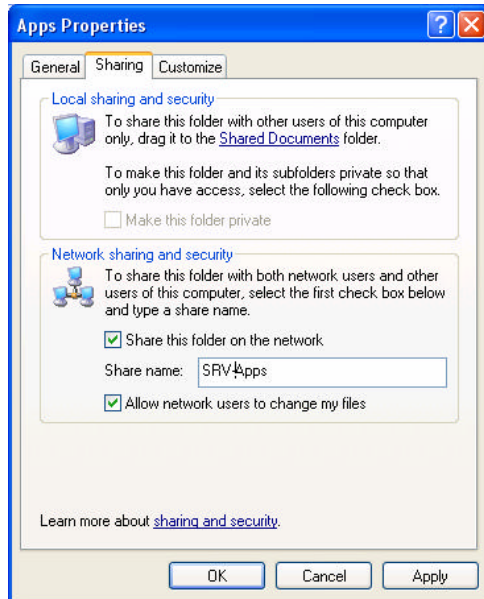
Note: Each computer on the network *must* have the same Workgroup name. If you must change the workgroup on XP, click on the Network ID button and follow the instructions.

To change the name of the computer, right mouse click on 'My Computer' found on the Windows XP Desktop. Select Properties and click on Change. Name the server 'Server'.



Click OK. Click OK again to restart the computer.

XP Resource Naming Conventions



Naming the resources attached to a server or workstation with plain English names makes sense. Doing so allows the system to be easily diagnosed in the event there is a problem. To establish the naming scheme first create a directory on the server C : drive called “*APPS*”. This directory will be shared to all users with **Full Control** with the Share Name of “SRV-APPS”. Share the first DVD-ROM with the Share Name set to “SRV-DVDROM1.

Allow network users to change my files

Remove the checkmark from “Allow network users to change my files”. This saves on resources.

Share the second DVD-ROM with the Share Name set to “SRV-DVDROM2 . Apply the same setting as the first drive.

Share the Iomega Zip Drive with the Share Name set to “SRV-IOMEGA and set the Access Type to Full. Printers should also be shared with plain English names that include the name of the computer. In this example, we have shared a DeskJet 890 on the Server as “SRV-DJ890”

The Server When Viewed from Workstations

Viewing the SERVER from Network Neighborhood will now list the following resources:

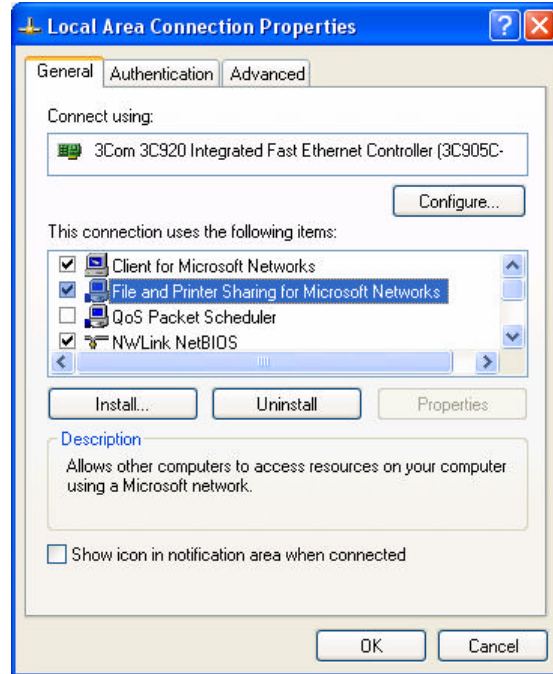
- SRV-APPS
- SRV-DVDROM1
- SRV-DVDROM2
- SRV-IOMEGA
- SRV-[PRINTER_NAME]

Make sure these shares are available before installing the software .

Windows XP TCP/IP Settings

Each computer in the network has a unique IP address and the same Subnet Mask. Windows XP and Windows 2000 unless otherwise required do not require setting TCP/IP address. The operating system will automatically assign unique IP address to each computer.

The **XP Server/Workstation** or **Server** should have the following protocols displayed when viewing the “The Local Area Connection Properties”.



Windows 2000 TCP/IP Settings

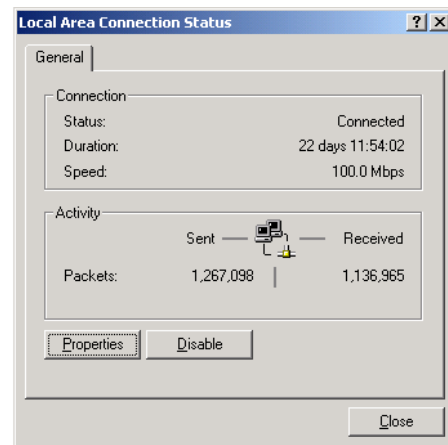


Local Area Connection

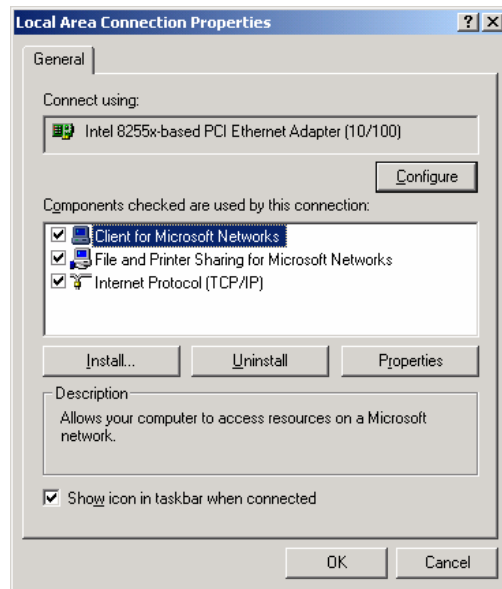
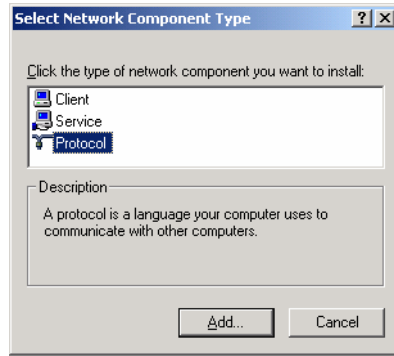
Just as Windows XP, whether the Windows 2000 computer acts as a dedicated server or a server/workstation, the requirement are the same.

Configure the network to use TCP/IP as the default protocol and enable NetBIOS over TCP/IP. On Windows 2000 systems, from the Windows 2000 Desktop, find My Network Places. Right click on that Icon and choose properties. When the property page displays click on “Local Area Connection”.

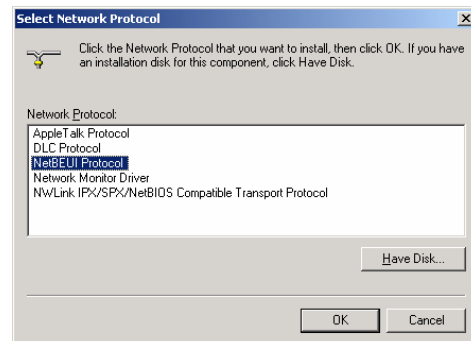
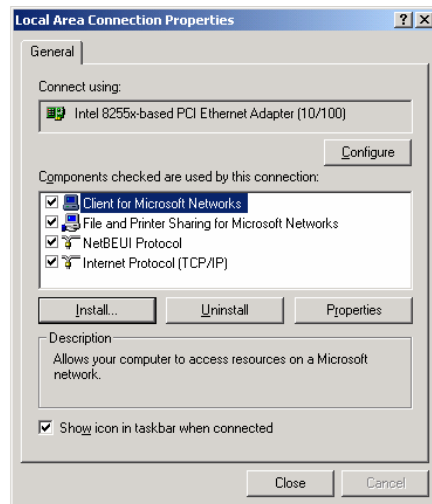
When the “Local Area Connection Status” windows opens click on Properties.



Click on the Install button when the “Local Area Connections” window opens.



Click on the Add button, select “NetBEUI Protocol” and click OK.

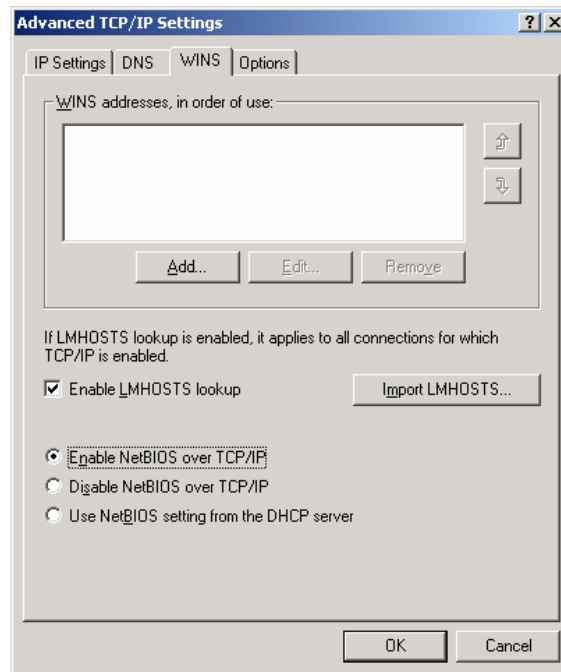
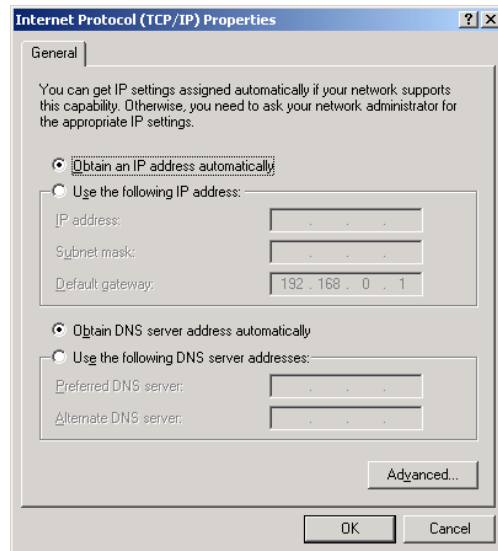


When the Property sheet appears, double click on “Internet Protocol (TCP/IP)”.

Enabling NetBIOS over TCP/IP on Windows 2000

With the “Internet Protocol (TCP/IP) Properties” page open, click on the Advanced button.

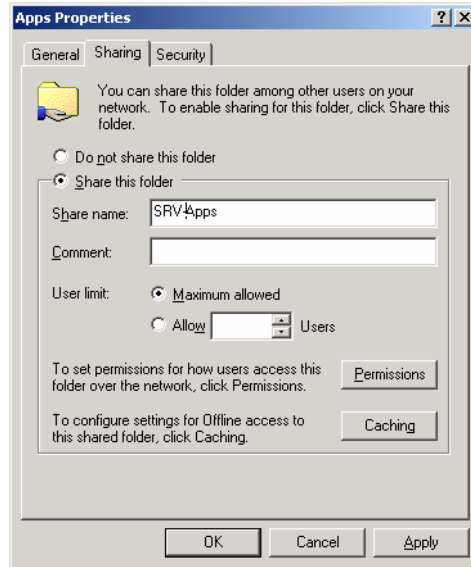
Click on the “WINS” tab, The WINS property sheet will display. Click on the “Enable NetBIOS over TCP/IP” Radio Button and click OK. Close the rest of the boxes, you are done.



Windows 2000 Naming

Naming should follow the same conventions as detailed for Windows XP. Uniform naming allows administrators or technical support personnel to easily identify all the components and roles within your network. **We recommend naming the server simply as *SERVER* and workstations as *WKS1*, *WKS2*, *WKS3* and so on and other resources as described in the following section.**

Windows 2000 Resource Naming and Sharing Conventions

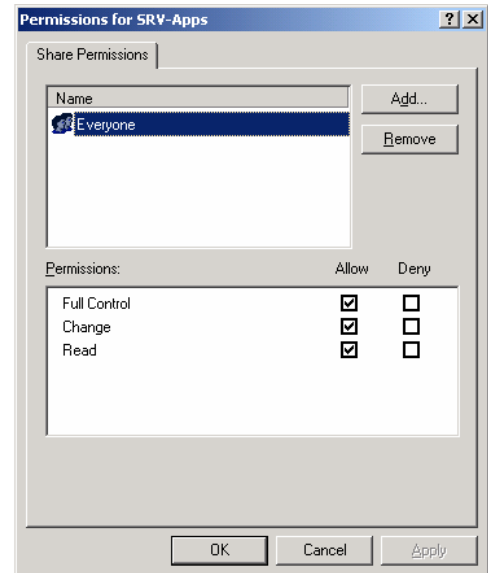


Naming the resources attached to a Windows 2000 server or workstation with plain English names makes sense. Doing so allows the system to be easily diagnosed in the event there is a problem. To establish the naming scheme first create a directory on the server C : drive called “APPS”. This directory will be shared to all users with **Full Control** with the Share Name of “SRV-Apps”. Click on the Permissions button to verify that “Everyone” has full control.. Share the first DVD-ROM with the Share Name set to “SRV-DVDROM1. DVD-

ROM drive permissions should be set to allow only Read rights to conserve resources.

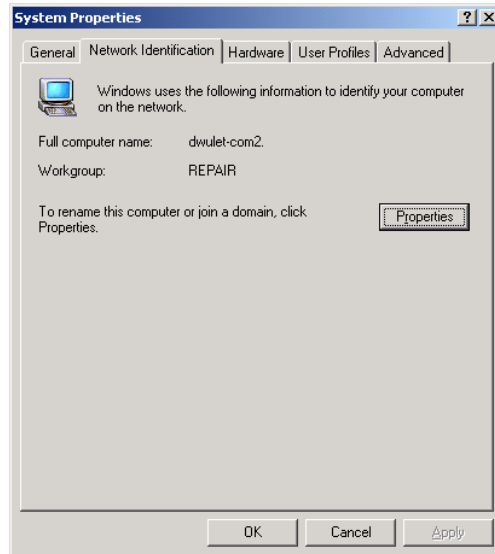
Share the second DVD-ROM with the Share Name set to “SRV-DVDROM2 . Apply the same setting as the first drive.

Share the Iomega Zip Drive with the Share Name set to “SRV-IOMEGA and set the Permissions to Full Control, Change and Read.. Printers should also be shared with plain English names that include the name of the computer. In our example, we have shared a DeskJet 890 on the Server as “SRV-DJ890”

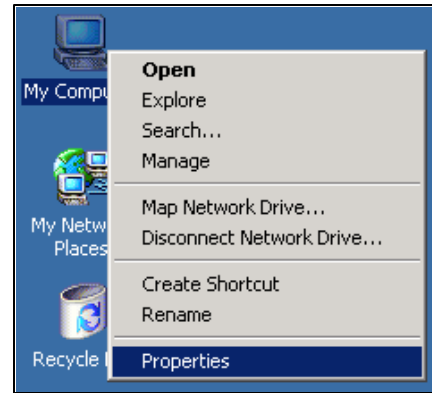


Windows 2000 Workgroup Naming

As discussed earlier, all computers on the network *must* belong to the same Workgroup. To change the workgroup name on Windows 2000 you must first right mouse click on 'My Computer' from the Windows desktop and click on "Properties".

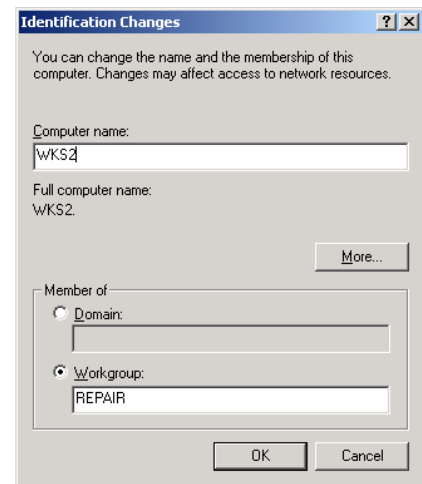


If you change the Computer Name or Workgroup name, you must reboot the computer when completed.



On the System Properties page click on the "Properties" button.

This will allow you to change the workgroup name.



• Windows 98 Second Edition Network Configuration

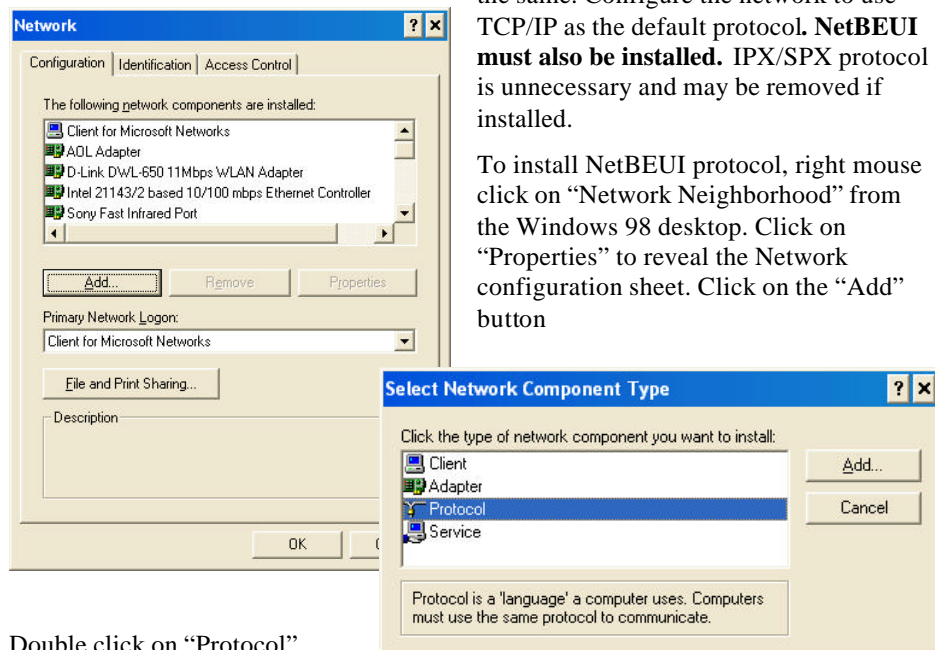
Windows 98 SE Network Configuration

Regardless of which operating system you choose for your shop, each computer system parameters are similar. Those parameters include the Workgroup-name, host (or workstation) name, IP address, Subnet Mask, connection method, and specific drive letter mappings. Observing these conventions will provide optimal performance and ease of support. Workstations in the network should not have their resources shared unless necessary. If every computer on the network is Windows 98 Second Edition, you will have to assign IP address's to each machine. **We do not recommend using Windows 98 SE as workstations connected to a Windows XP or Windows 2000 computer.**

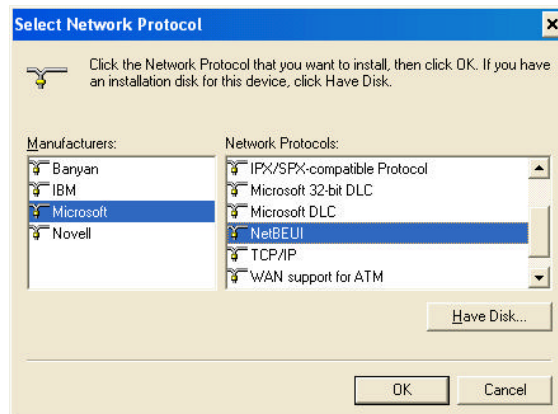
Windows 98 SE General Configuration

Whether the server acts as a dedicated server or a server/workstation, configuration is the same. Configure the network to use TCP/IP as the default protocol. **NetBEUI must also be installed.** IPX/SPX protocol is unnecessary and may be removed if installed.

To install NetBEUI protocol, right mouse click on "Network Neighborhood" from the Windows 98 desktop. Click on "Properties" to reveal the Network configuration sheet. Click on the "Add" button

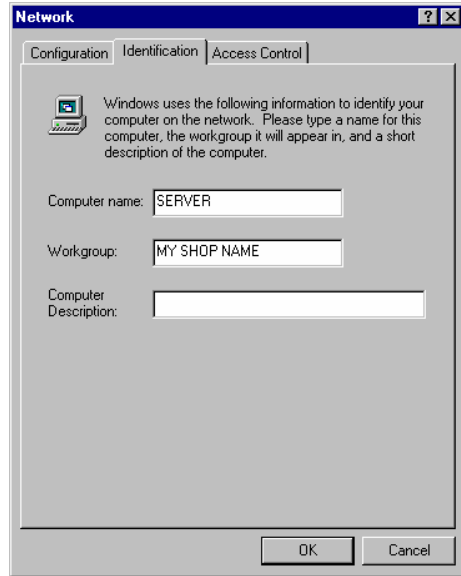


Double click on "Protocol",

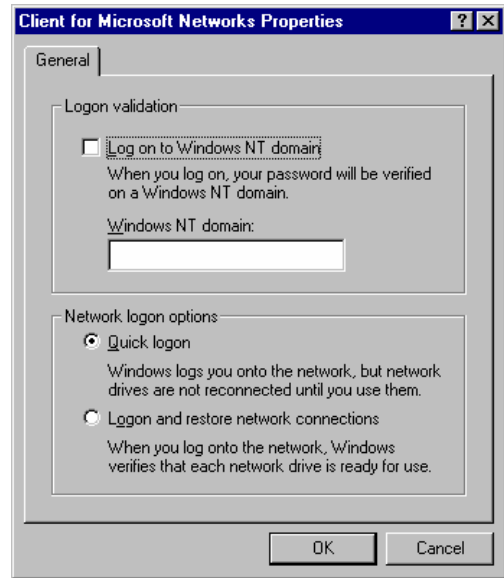


click on "Microsoft" under Manufacture, use the scroll bar on the right to find "NetBEUI". Double Click on it. Click OK, and reboot the computer when prompted. NetBIOS over TCP/IP will automatically be enabled.

Client for Microsoft Networks installed. The Client for Microsoft Networks Properties should be configured to **Quick Logon**. This prevents users from losing mapped network connections in the event a workstation is started without the server running.



Identification Settings



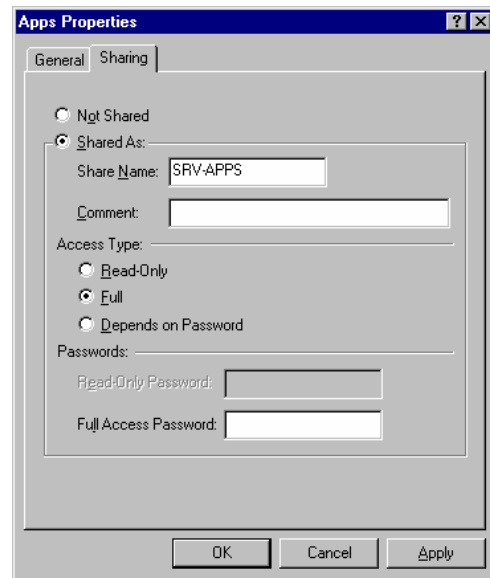
Quick Logon Option

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We recommend naming the server simply as *SERVER* and workstations as *WKS1*, *WKS2*, *WKS3* and so on and other resources as described in the following section.

Naming Conventions

Naming the resources attached to a server or workstation with plain English names makes sense. Doing so allows the system to be easily diagnosed in the event there is a problem. To establish the naming scheme first create a directory on the server C : drive called "APPS". This directory will be shared to all users with **Full Control** with the Share Name of "SRV-APPS".



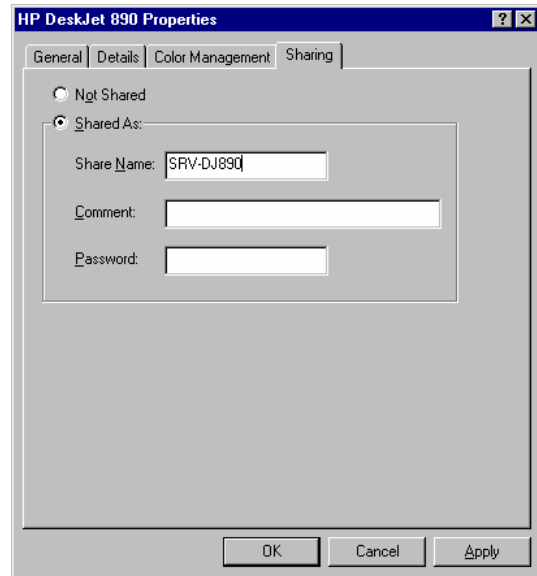
Apps Folder Shared

Share the CD-ROM with the Share Name set to “SRV-CDROM and set the Access Type to Read-Only.

Share the DVD-ROM with the Share Name set to “SRV-DVDROM and set the Access Type to Read-Only.

Share the Iomega Zip Drive with the Share Name set to “SRV-IOMEGA and set the Access Type to Full.

Printers should also be shared with plain English names that include the name of the computer. In this example, we have shared a DeskJet 890 on the Server as “SRV-DJ890”



Sharing DeskJet 890


The Server when Viewed from Workstations

Viewing the SERVER from Network Neighborhood will now list the following resources:

- SRV-APPS
- SRV-DVDROM1
- SRV-DVDROM2
- SRV-IOMEGA
- SRV-[PRINTER_NAME]

Make sure these shares are available before installing the software.

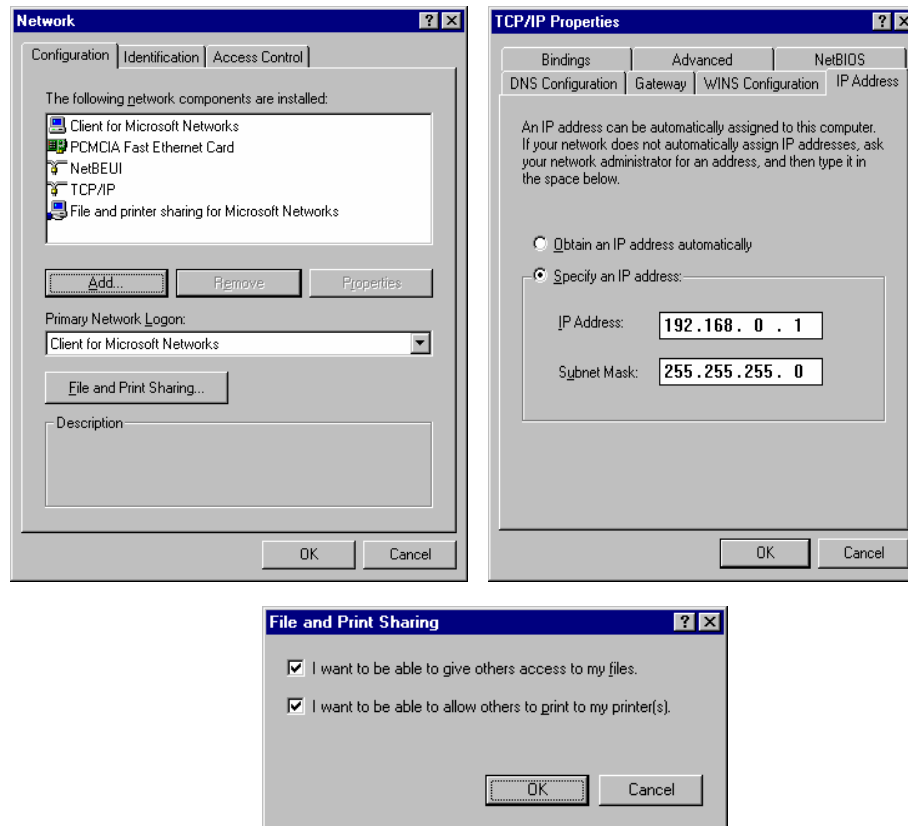
Windows 98 SE TCP/IP Settings


3Com N I C
IP: 192.168.0.1
Subnet: 255.255.255.0

Each computer in the Windows 98 network has a unique IP address and the same Subnet Mask. We recommend using TCP/IP settings reserved by the Internet Address and Numbering Authority (IANA). The 192.168.0.0 range is one of the standards reserved for private networks (RFC1918). The settings defined in our standard is as follows:

IP Address	Subnet Mask	Address Range
192.168.0.0	255.255.255.0	192.168.0.1-192.168.255.254

Using this addressing scheme, the **Server/Workstation** or **Server** should have the following TCP/IP network properties: File and Print Sharing should also be enabled.



File and Print Sharing Enabled

Windows 98 SE Workstation TCP/IP Settings

Workstations must be configured with a similar IP addressing scheme. If resources attached to a workstation are to be shared, make certain the share name is preceded by the workstation name. For example, a printer attached to WKS1 might be named “WKS1-HP890”.

• Workstation Mapping

Drive Letter Assignments (Mapping)



Workstation



3Com NIC

IP: 192.168.0.3

Subnet: 255.255.255.0

Each workstation requires drive mappings to resources shared by the server. There are five resources required for most configurations:

- APPS directory on the server.
- DVD-ROM1 drive on the server.
- DVD-ROM2 drive on the server.
- IOMEGA Zip on the server.
- Printer attached to the server.

Use the same drive mappings for each workstation on the network. Establish these mappings before installing any software. Resource mapping is detailed in the following table:

Drive Letter	Resource
M:	SERVER\SRV-APPS
P:	SERVER\SRV-DVDROM1
Q:	SERVER\SRV-DVDROM2
R:	SERVER\SRV-IOMEGA
PRINTER	SERVER\SRV- [PRINTER_NAME]

Once each workstation is configured, applications are found on M : , Repair Data DVD Rom 1 on P : and Repair Data DVD-Rom 2 on Q : and a network or local printer is installed. R : is assigned to the Iomega Zip drive which is used to store back-up copies of the shop management database.

Manager/ManagerPlus Application Installation



The installation process for all Multi-User Shop-Management software is a three-step process.

- Administrative Installation.
- Application Installation.
- Application Configuration.



Repair and Estimating Multi-user installation is detailed in “OnDemand5 Multi-User Guide - Installation and User Instructions for using OnDemand5 in a Multi-User environment” found on the Mitchellsupport.com site . ShopCat installation is covered in “CCI Triad ShopCAT/Management System Interface Guide - Installation and usage guide for using ShopCAT with Mitchell 1's Management System software” can also be found on Mitchellsupport.com. The Administrative Installation for management software applications should be performed at a workstation, *pushing* the files to the server on the M: drive in the appropriate subdirectory. The subdirectory is referred to as the *Administrative Program Path*.

Administrative Installation

Use the following paths for each application when performing the Administrative Installation: (Drives P :, Q :, & R : are used during Application Configuration.)

Program	Administrative Program Path
Manager / ManagerPlus	M:\MITCHELL1\Manager\Series[1 or 2]
Parts Catalog (I.e.: ShopCat)	M:\LaserCat2000
Parts Catalog Data(I.e. ShopCat)	M\data
Part & Labor Guide CD	Copied to HardDrive Aautomatically
OnDemand Repair DVD #1	P:
OnDemand Repair DVD #2	Q:
Iomega Zip Drive	R:

During the Administrative Installation the setup program will default to the C : \ drive. Change the default drive letter to M : , making sure to preserve the path. When the Administrative Installation is complete, please put the Installation CD's away in a safe place. Data CD's and DVD's should be registered according to the application user guides.

Workstation Application Installation

Each workstation requires installation of the client application. Simply run SETUP.EXE found in the program directory on the host drive.

Manager/Manager Plus Configuration Consideration

Manager and ManagerPlus application configurations can be found in the *Getting Started* booklet. Probably the most important configuration to be considered is the backup parameter. The database created and used by the management software will be an extremely valuable asset to your business – **it must be backed up**. The backup path found in Shop Data Setup should be set to R : , this is the drive associated with the Iomega Zip Drive.

Note: Although other backup solutions may be considered, backing up to an Iomega Zip drive is fully supported by Mitchell 1 and allows the database backup to be taken off site. Using this method backs the database up in seconds. We recommend using an Iomega 250 Megabyte Zip Drive.

The screenshot shows the 'Shop Data' window with several tabs: 'Invoice Validations', 'Shop / Hazmat', 'Shop Data 1', 'Disclaimers', 'Screen View', 'Shop Data 2', 'Estimate/RO Validations', and 'Default Settings'. The 'Default Settings' tab is active, displaying the following fields and options:

- Area Code: 619
- Promised Time: 5:30 PM
- Labor Technician: Please . Select
- Parts Technician: Please . Select
- Service Writer: Dwulet, John
- Income Account: Visa
- Use Phone # Mask:
- Phone # Mask: ###-###-#### * = Any # = Number
- Bal. Due Warning on new order # days past due
- Warn on Program Exit
- Enable FaxMan Fax printer
- Include Spouse on Invoice
- Include Tax in Estimates
- Include Recommendations on RO
- Perform backups on:
 - Program Startup
 - Program Exit
 - End of Day
- Location: R:

A 'Done' button is located at the bottom right of the window.

Series I/II Shop Data Setup

To configure automatic backup to the Iomega ZIP drive, put a checkmark in the box to perform backups at **Program Exit** and set the **Location** to R : .

Note: Please consult the management software users guide more information about this setting.

• Using Windows 2000 Server

Windows 2000 Server



Windows 2000 Server can successfully be used as a server for Estimating, Repair, Shop Management and Parts Catalog software. A qualified Microsoft Certified Professional should be retained for installation and administration.

Implementing a network based on an Windows 2000 server should include the same drive mappings as detailed previously. Under no circumstances should the Administrative Installation ever be performed at the Server Console.

Server Configuration

Create an “APPS” directory on a volume. Share the folder as SRV-APPS and give everyone Full Control.

Administrative Installation

Never run the Administrative Installation at the NT Server console. Log into the server from a workstation, map drive M: to \\SERVER\SRV-APPS and push the install to the appropriate *Administrative Program Path*. For these applications,.

Preferably, Windows 2000 Server should not be used as a workstation. The Windows 2000 Server platform must be on Microsoft’s Hardware Compatibility List.

Note: Installing to a Windows 2000 Server other than in the prescribed method will result in poor performance.

Summary

This Network Guide provided instructions on setting up a network to support Estimating, Repair, Shop Management and Parts Catalog programs. Please have a qualified Microsoft Certified Professional (MCP) follow this guide for trouble free installations.