

Setup Scheduler Service

Activate R-Tag Scheduler windows service

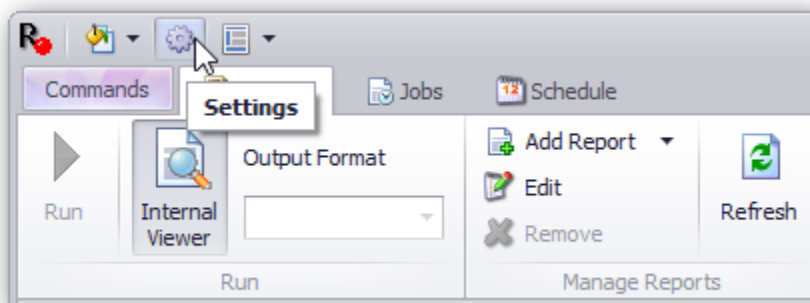
Here are the steps to activate R-Tag Scheduler windows service:

1. Run RTManager.exe as an Administrator. To do that open R-Tag folder, right click on RTManager.exe and select menu "Run as Administrator". The default path to RTManager.exe on 32 bit Windows is:

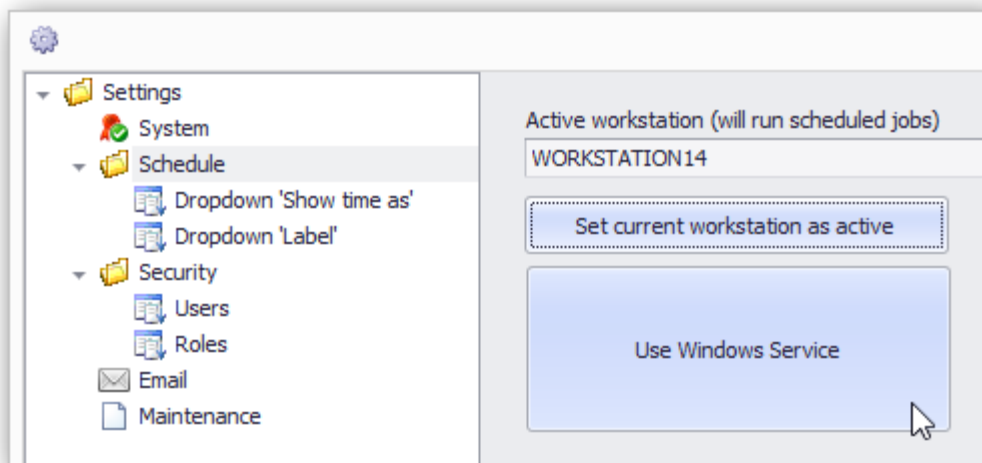
C:\Program Files (x86)\R-Tag\R-Tag Report Manager\RTManager.exe .

On 64 bit Windows is: C:\Program Files\R-Tag\R-Tag Report Manager\RTManager.exe

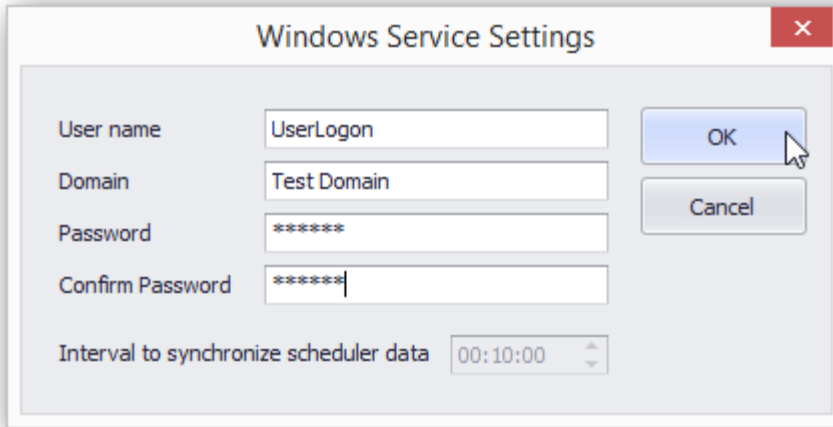
2. Once the program is started click button "Settings" and select item "Schedule"



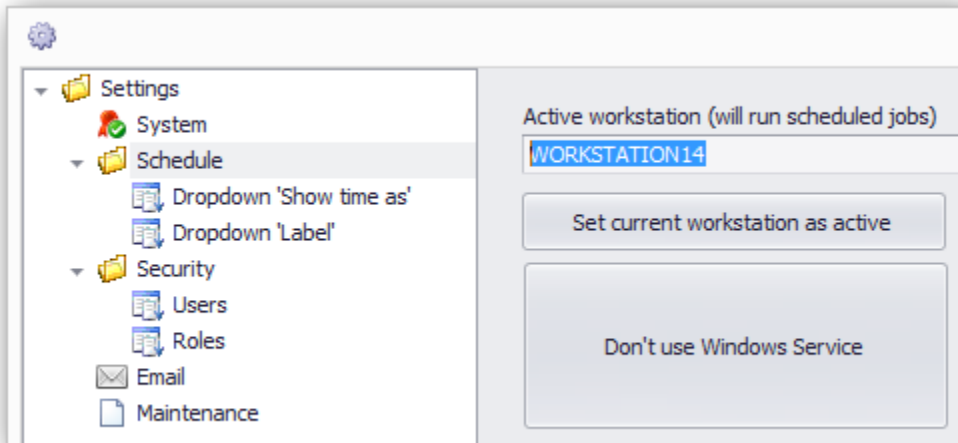
3. In the right panel click button "Use Windows Service". Of course you need to activate the current workstation first by clicking "Set current workstation as active". This will tell R-Tag that the current workstation is a scheduler workstation. Even if you have R-Tag installed on other machines they will not run scheduled jobs.



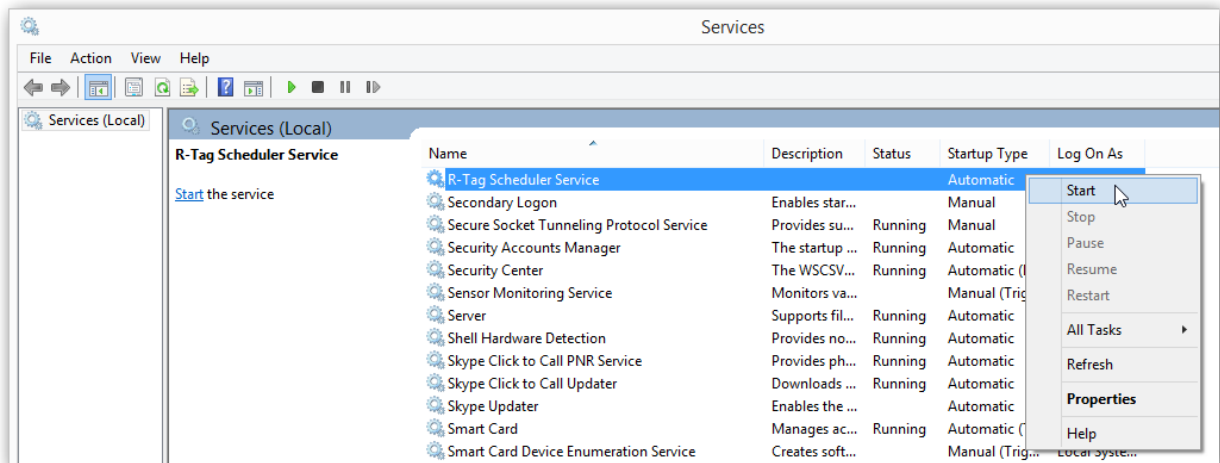
4. In the Service dialog box set the username and password, which will be used to run the service. This will create the service and configure it. Keep in mind that the username should exist in R-Tag



Click OK and you will return back to the Settings dialog. The caption of the button “Use Windows Service” will change to “Don’t use Windows Service”. If you decide to go back to the non-service scheduler . Click this button again.



5. Close R-Tag and open Windows Services interface. You can do that by going to Control Panel->Administrative tasks ->Services



Right click on R-Tag Service and click "Start". Sometimes, depending on the system and security settings you may see a message that the service was not started correctly because of a login error. To resolve it, right click on R-Tag Service and select "Properties". Navigate to the second tab "Logon" and set the username and password again. Click "Apply" and you should see a message confirming the change. If this does not happen please contact R-Tag Technical Support

6. Once the service is started you can open the log file and check its activity. To do that start R-Tag (Run as administrator is not required), click button "Settings" and select item "Maintenance". On the right side select "Log files" and click button "Open folder". Find the subfolder for the current date and open it. Keep in mind that the log files folder depends on the user. If you are using different users to run R-Tag and R-Tag Scheduler Service your log files folder will not show any activity when you open it through R-Tag Settings screen. In this case you need to go manually to: <C:\Users\<username used for the service>\AppData\Roaming\logs>