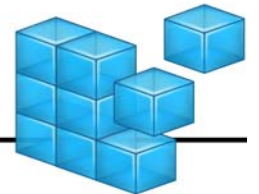


# WinTOTAL Networking Guide

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## Networking WinTOTAL

When you've got multiple computers in your office, using WinTOTAL on a network benefits you by centralizing your data as well as program updates and administration while also allowing each user to have custom preferences and permissions to crucial data.

The latest version of WinTOTAL, Aurora, goes even farther for network users by implementing Microsoft SQL databases for faster and more reliable searches and file listings. Instead of requiring workstations to open large database files across the network - as was necessary with the older Access-based system - SQL enables the server to search through comps, images, the file cabinet, and more on its own hard drive and simply return the results to the workstation.

### Before We Begin...

WinTOTAL is easy to install on a network and shouldn't require specialized knowledge of PC's or networks as long as your system is already setup – meaning that everyone can already access the Internet and do basic functions like browsing and printing. However, before you get started, make sure that your server and workstations meet the following minimum requirements.

#### Server Requirements

- ❑ **Processor:** 2.0 GHz or better for up to 10 WinTOTAL users  
2.5 GHz or better for 10 or more WinTOTAL users
- ❑ **Operating System:** Windows XP Pro (10 users max), 2000 (10 users max), 2000 Server, 2003 Server, or Vista Business (or better)
- ❑ **Memory (RAM):** 1 GB RAM or better
- ❑ **Disk Space:** 1 GB for WinTOTAL + sufficient extra space for reports
- ❑ **Disk Speed:** 7200+ RPM
- ❑ Internet access and Internet Explorer 6.0 or higher

#### Workstation Requirements

- ❑ **Processor:** 1 GHz or better
- ❑ **Operating System:** Windows 2000, XP, or Vista
- ❑ **Memory (RAM):** 512 MB minimum. 1 GB or better recommended.

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 **Note:** Vista systems require a minimum of 1 GB of RAM.

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- ❑ **Disk space:** At least 400 MB
- ❑ Internet Explorer 6.0 or higher
- ❑ Local admin privileges on the workstation
- ❑ Full read/write access to the server's WinTOTAL directory

We do not support running WinTOTAL over terminal services. While several customers have reported success with terminal services, we haven't designed or tested Aurora with terminal services in mind and cannot guarantee results now or in the future.

## Installing WinTOTAL on a Network Server

Before you begin, there are a few things to consider:

- ❑ If you're using Windows Server 2003, take extra care when implementing your network permissions so Windows doesn't block your network users from accessing vital files in the WinTOTAL folder.
- ❑ You must install WinTOTAL on the server itself so that the SQL database engine can be setup. You should NOT install WinTOTAL from a workstation as with previous versions of WinTOTAL.
- ❑ Some server operating systems do not permit workstations to access the server's "Program Files" directory, so don't install to it!
- ❑ If you've previously used Athena and are setting up a new server for Aurora, be sure to copy your Athena installation (the entire Win2000 directory) to the new server and then run WIN2000.EXE one time so that an "alamode.ini" file is created and the Aurora installation can easily find Athena and upgrade it. For the easiest transition, your

workstations should access WinTOTAL via the same drive and directory on the new server as they did the old one.

### To begin your server installation...

1. Log into your server as the administrator, and then insert the WinTOTAL Aurora CD into its drive. This is different than in previous versions of WinTOTAL where we specifically had you install from a workstation. With Aurora, you run the install on the server so that the SQL database engine can also be setup.
2. When prompted, choose **Install WinTOTAL** and follow the prompts until the wizard asks you where to install.
  - If you're upgrading from Athena, the setup program will attempt to locate it on the local drive of the server. In cases where the location of Athena can't be found and you're prompted to choose a directory, be sure and browse to the Athena installation on your server.
  - On new installations, we default to **c:\a la mode\wintotal**
3. Once you've chosen your installation directory or accepted the default directory, continue through the installation by clicking **Next**.
4. When the installation is complete, you should install the latest WinTOTAL updates. To do so, run the **Instant Customer Update** application from the **WinTOTAL** folder in your **Start** menu. Follow the prompts as WinTOTAL downloads and installs the latest updates.
5. Your final step is to ensure the WinTOTAL directory is "shared". On an upgraded Athena installation, the directory should already be shared. On a new installation, make sure workstations have full access to read, write, create and delete files and directories.

Once WinTOTAL has been properly installed on your network, you're ready to begin installations on your local workstations.

### Upgrading the File Cabinet & Other Athena Databases

When upgrading from Athena, all of your databases, users and settings are automatically migrated to the new system and ready to use. The file

cabinet database (now the Files PowerView in the Appraisal Desktop) is handled a little differently. The migration is automatic, but you have to initiate it on a folder by folder basis. The first time you click a folder in your file cabinet, stand by as the list of reports is read in. You can do this from either the server or a workstation.


**Depending on how many files you have, this may take a little while, so don't be alarmed if WinTOTAL seems slow at first.** Just click a folder, let it rebuild the list and then move on to the next folder. Once your folders are rebuilt, you'll notice the file cabinet is faster and more reliable than ever when running on your network!

## Setting Up Workstations

With WinTOTAL DO NOT use the CD to install WinTOTAL. On upgraded Athena installations, workstations are upgraded when they run the same WinTOTAL shortcuts they had before. On new server installations, you must follow a separate process.

1. Map a drive letter to the shared directory in which you installed WinTOTAL. For example, map drive **w:** to **\\server\la mode**. If you're not familiar with the process of mapping a network drive, we highly recommend that you contact a local technician as this step is vital in setting up a successful functioning network installation of WinTOTAL. If you choose to attempt this process yourself, you may be able to find the assistance you need by visiting [Microsoft's official documentation on the matter](#).

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 **Note:** You can map any drive letter available. However, you must use the same drive letter on all of your stations. Remember, if you're upgrading from Athena, but to a new server, it's best if the stations access Aurora using the same path they did with Athena.

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2. Next, open the WinTOTAL directory on the mapped drive; **w:\wintotal** for example.

3. Browse through the directory and run **wintotal.exe**. (If the workstation is configured to hide common file extensions, you may not see the “.exe” at the end of the file. In this case, the file would just be labeled “WinTOTAL”.)
4. Follow the prompts in the WinTOTAL installation wizard.
5. Repeat this process on all your workstations.

When starting WinTOTAL on each appraiser’s workstation, you should create a username when prompted and ideally tie that username to their XSite login using the link at the top right of the “Create new user” screen.

### Using WinTOTAL on a Laptop with Your Network

Since laptops need to be used off the network, you shouldn’t install WinTOTAL from the network server as described above. Doing so would cause WinTOTAL to not be able to run when the laptop was disconnected from the network! Instead, a laptop needs its own “local” installation. And while you can’t take it all with you on the road, most customers can get all the important data they need on their mobile desktop by combining file cabinet features with XSite synchronizing.

- ❑ XSites have special features to synchronize contacts, orders, status, billing and tracking information so they can stay consistent.
- ❑ Other databases stored on your server, such as your comps database, quicklists, images, etc, can’t be synchronized. However, our “Exact” product will let you copy these settings from your server to your laptop if desired. Go to <http://www.alamode.com/vault> for more information.
- ❑ Your network and laptop file cabinets are separate, but WinTOTAL has functionality for copying files between the two when you’re on the network. This is explained next.

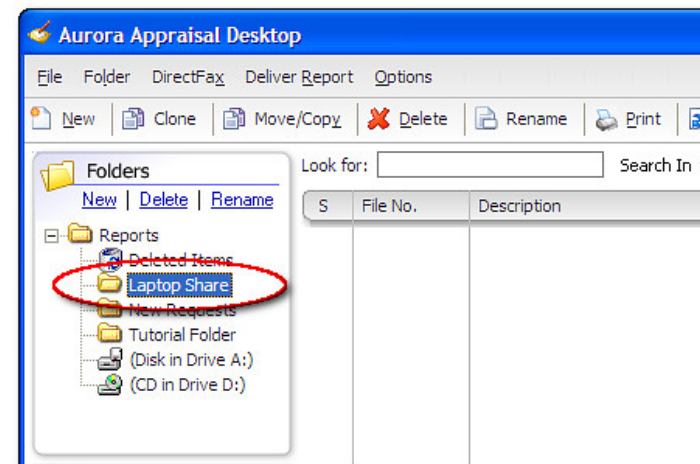
**Note:** Currently there is no way to follow this process and also synchronize the updates you make in your report with your Appraiser XSite’s Billing &

Business Management system. We are aware of this issue and are working hard to resolve it.

### Attaching a Directory to Copy Files to/from the Network

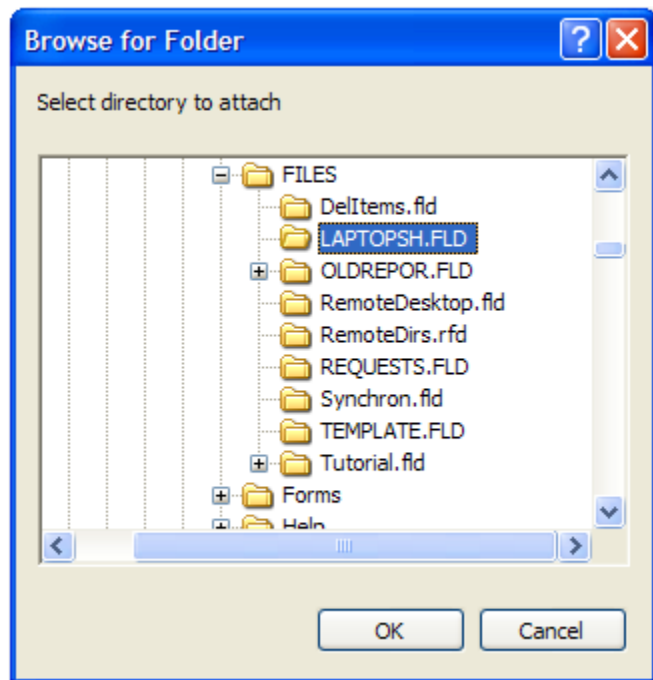
Once installed, you could use a special “attach directory” feature in the file cabinet to access files from the networked installation.

1. First, you need to create a folder in your network version of WinTOTAL that can be used to share files with your laptop installations. To do so, run WinTOTAL from any permanent workstation, or from the server. In the Appraisal Desktop, right-click the Reports folder and choose **New**. Give the folder a name — “Laptop Share,” for example — and click **OK**.



2. Next, connect your laptop — with WinTOTAL already installed to its “C” drive — to your network. Once connected, map a drive letter to the WinTOTAL directory on your server if you haven’t already. For example, map drive **w:** to `\\server\alamode`.
3. Now, to build the link between your laptop’s WinTOTAL and the new shared folder on your network, launch WinTOTAL on the laptop.

4. From the Appraisal Desktop, choose the **Attach directory** option from the **Folder** menu.
5. When the **Attach Directory** screen appears, ensure the option for **This computer only** is selected, then click **Browse**.
6. Navigate to the mapped drive for your networked installation of WinTOTAL (**w:\wintotal**, for example), then, open the Files folder. Locate the subfolder that corresponds to the folder you created in the network version of WinTOTAL. For example, if you created a folder called "Laptop Share," you'll find a folder called "LAPTOPSH.FLD."



**Note:** To maintain compatibility with some older systems and networks, WinTOTAL shortens folder names to 8 characters.

7. Select the appropriate folder and click **OK** to return to the **Attach Directory** screen, and then click **OK** again.
8. Now, type a name for your shared folder. Use something similar to — or even the same as — the folder name on your network drive, so you can easily reference that folder when you need it.
9. Click **OK** and your new folder will appear your laptop's folder list.

### Using Your Laptop Share

Now that your laptop is ready for use with your network, here's a brief description of how you might use them together.

### Moving a Network Report to Your Laptop Share

Here's how to move a file to the shared folder on your network:

1. Open WinTOTAL on a permanent station attached to your network.
2. Next, in the Appraisal Desktop, locate the report or reports you wish to open on your laptop.
3. Now, just drag the reports into your shared folder, "Laptop Share," for example. Once there, these files will be available to any laptop user who has attached a local folder to this network folder.

### Getting the File into Your Laptop

Here's how to get the file from the network to your laptop:

1. Open WinTOTAL on your laptop while it's connected to your network.
2. Next, from the Appraisal Desktop, click on the attached folder, "Laptop Share," for example.
3. Any reports you moved to this folder on your network should appear in the folder. Select the desired reports and drag them to a regular folder in your laptop's file cabinet.


Now the report is on your laptop and ready for you to edit. It's important to note that reports in attached folders must be copied to a regular folder before editing — you can't edit them directly from the attached folder.

### Moving the Report Back to Your Network

Once you're finished working with the reports on your laptop, just reverse these steps to move them back to your network.

1. Open WinTOTAL on your laptop while it's connected to the network.
2. Copy the report(s) from the folder in your file cabinet to the attached directory that shows in your laptop's file cabinet.
3. Now, when you go to one of your permanently attached workstations, you should see the files in the "Laptop Share" folder.

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 **Hint:** Notice that by dragging the report files from one folder to another, you MOVE them, rather than creating copies. This is important to ensure that users on your network do not modify the same reports while you're working on them on the laptop. If that happens, you stand the chance of losing the changes made on one side or the other.

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### Firewall & Antivirus Settings

WinTOTAL is designed to regularly access the Internet to help build appraisal reports. Naturally, there are a variety of ways that a firewall — either personal or network — could block this access. To ensure that WinTOTAL has unfettered access to the resources it needs, you may need to configure your firewall to permit access to a variety of websites so WinTOTAL can continue to collect the orders, maps, and IDC data you need as you complete your reports. Here's a list of the sites that WinTOTAL needs to access:

- \*.alamode.com
- \*.virtualearth.net
- \*.interflood.com

If you have an XSite that you're using in conjunction with WinTOTAL, be sure to add these sites to your trusted list as well.

- \*.xsitesnetwork.com

- \*.appraiserxsites.com
- \*.mercuryvmp.com
- \*.<your domain>

### Configuring Antivirus Software

By default, most antivirus software is designed to scan each program or file you use as you access it. While this may seem ideal, it will really slow you down, especially on a network, and make files slow to save and open and even appear to be malfunctioning. For this reason, we recommend configuring your antivirus software to ignore WinTOTAL.

To make the process of configuring your anti-virus system easier, we've created documents for some of the more common utilities.

- [Help Configuring Your Firewall for WinTOTAL](#)
- [5054 – Configuring Antivirus](#)
- [4016 – Side Effects of Antivirus & Firewalls on WinTOTAL](#)