

Windows Server 2003 Service Pack 1 Configuration Changes

Notes before Starting

These changes only apply to users who install Windows 2003 Service Pack 1 on existing Rembrandt Installations.

If you are installing Rembrandt for the first time on Windows Server 2003 with Service Pack 1 please refer to the installation instructions for the Rembrandt version you are installing.

Pre-Configuration Preparation

Users must not be allowed access to Rembrandt over the course of the configuration changes contained in these instructions. It is recommended that these configuration changes be made after hours.

The changes listed below assume familiarity with adding and deleting users and groups from Windows Server 2003. If you are not comfortable working with users and groups, contact SupportLine to work through the changes with you.

Service Accounts and Security Groups on Your Domain Controller

1. Create a new Domain User named **DCOMUser**.
2. Create a Domain Global Group named **RMBTGlobal**.
3. Add the **DDSService**, **DCOMUser**, **Administrator** and all user accounts requiring access to or name availability in Rembrandt to the **RMBTGlobal** group.

Note: You may find it necessary to check your Rembrandt member servers' local **RembrandtUsers** group for the entire list of Rembrandt users. The local **RembrandtUsers** group will still be used but individual user accounts should be added to the **RMBTGlobal** group. As you will see later, the **RMBTGlobal** group will be added to the local **RembrandtUsers** group. This will also ease ongoing maintenance for your organization regarding the addition and removal of users from Rembrandt over time.

Service Accounts and Security Groups on the Member Server

1. Do a complete system backup, including Windows Server 2003, Microsoft SQL Server, and Rembrandt. If problems occur during this configuration procedure, restoring from backup will be your best recovery option.
2. Open your local system Computer Management snap-in and open Local Users and Groups.
3. Disable and rename the local **DCOMUser** account within the member servers Local Computers and Groups area of Computer Management. For example, rename this account to **DCOMUserNotUsed**.
4. Add the new **DCOMUser** account (from your domain users list) to the local administrators group on the member server.
5. Add the **RMBTGlobal** Group to the local **Distributed COM Users** group.
6. Add the **RMBTGlobal** Group to the local **RembrandtUsers** group.

A Security Identifier (SID) may be left behind in the **RembrandtUsers** local group due to disabling the local **DCOMUser** account. If you see letters and numbers where the account name should be within the contents of the **RembrandtUsers** group, delete this account since it is only a placeholder for a disabled or deleted account.

OPTIONAL STEP:

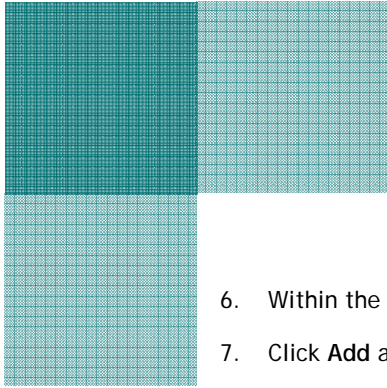
Note: Rembrandt will function properly if this optional step is skipped. The purpose of this optional step is to define a single location for all of the Rembrandt user names. This will simplify future maintenance. This step should only be completed by those who understand how to recover if errors occur.

Once the **RMBTGlobal** Group has been added to the **RembrandtUsers** group and you have verified that all of the user accounts held within the **RembrandtUsers** local group have been added to the **RMBTGlobal** group on the domain, you may remove the individually defined users from the local **RembrandtUsers** group. If the user accounts from the **RembrandtUsers** group now exist in the new **RMBTGlobal** group and are coming from the same hosting domain, your user accounts are protected.

Problems can occur if you do not have all users listed within the **RembrandtUsers** group added to the **RMBTGlobal** group before you remove user accounts from the **RembrandtUsers** group. Completing one user account at a time will allow you to test as you move through the process, limiting any potential for problems and access permissions are still intact after the cleanup.

Configuring COM on the Member Server

1. Open Control Panel, Administrative Tools, Component Services.
2. Expand the Computers folder.
3. Highlight **My Computer** then right-click and choose **Properties**.
4. Select the *COM Security* tab.
5. Within the Access Permissions category, choose **Edit Default**, highlight the **RembrandtUsers** group and click **Remove**.



6. Within the Access Permissions category, choose **Edit Default**, highlight **Network** and click **Remove**.
7. Click **Add** and choose the local **Distributed COM Users** group.
8. Grant both **Allow Local Access** and **Remote Access rights** to the Distributed COM Users group.
9. Within the Launch and Activation Permissions category, choose **Edit Default**, highlight the **RembrandtUsers** group and click **Remove**.
10. Within the Launch Permissions category, choose **Edit Default**, highlight **Network** and click **Remove**.
11. Click **Add** and choose the local **Distributed COM Users** group.
12. Grant all four Launch/Activation Permissions to the Distributed COM Users group: Local Launch, Remote Launch, Local Activation, and Remote Activation.
13. Click **OK**.
14. Click **OK** to return to Component Services main window.
15. Select **My Computer**.
16. Open the **DCOM Config** folder.
17. Highlight the **BSSiLockMgrapp.LockManagerCLASS** item then right-click and select **Properties**.
18. Select the *Identity* tab.
19. Select the 'This User' option and remove the local **DCOMUser** account.
20. Click **Browse** and add the **DCOMUser** account that you created earlier on the domain controller. You will need to provide and confirm the password.
21. Click **OK**.

Note: You must reboot for these changes to take effect.

Updating Rembrandt User Management

Open Rembrandt User Management. From the Options menu select Load Users. Only the local DCOMUser account should be listed as being removed from the software. If you find other user accounts are also listed for removal, cancel the procedure and re-check the user accounts that were listed to be removed and verify the status of the user accounts to determine if they should or should not be removed. Any accounts that require access to Rembrandt must be part of the RMBTGlobal group.

Adding or removing users from this point forward will now require you to add or remove the specific user account from the RMBTGlobal group. After this, run Load Users from the Options Menu within Rembrandt's User Management Utility.

How to Contact SupportLine

Support Web Site

Visit our Software Support web site for documentation, downloads, frequently asked questions, training, and support information, or to submit issues through e-mail at the following location:

<http://support.BankersSystems.com>

We believe you'll find this site to be a valuable source of support information. We have added links to many industry sites that we think will benefit you.

Contact Us by Phone

You can call our SupportLine technicians at 1-800-274-2711. Our support staff is available Monday through Friday, 7 A.M. to 7 P.M. CST. Voice mail operates continually, allowing you to leave us a message after hours and on weekends. Support staff checks voice mail on the next available business day.

To help us handle your question as quickly as possible, have these items handy before you call:

- product name and version number
- product customer number
- operating system and version number

Program Questions

Call 1-800-274-2711, ext. 4012

Technical / Installation / Hardware Questions

Call 1-800-274-2711, ext. 4081

Contact Us by Email

Use this email to contact us with questions: rmbrtsup@woltersklower.com.

Contact Us by Fax

Fax us, Attention: SupportLine, at 320-240-4252.

Contact Us by Mail

If you prefer, write a letter detailing your question and send it to:

SupportLine
Wolters Kluwer Financial Services
P.O. Box 1457
St. Cloud, MN 56301

