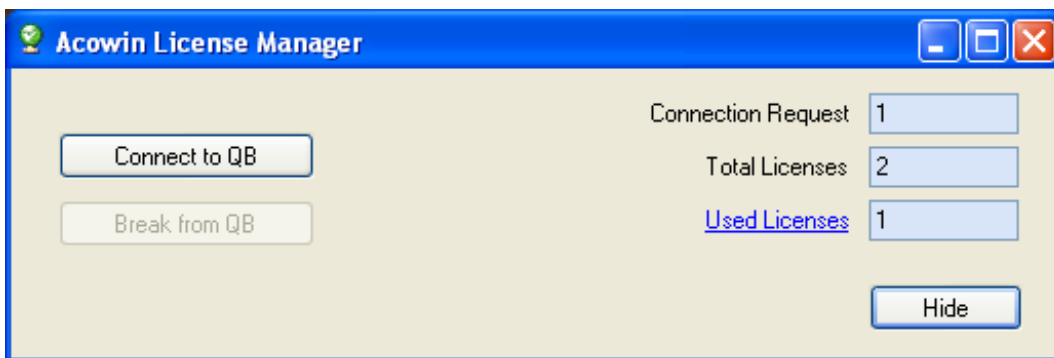# The Acowin License Manager

Acowin includes a program called the Acowin License Manager, which must be running on the Acowin server computer, in order to allow workstations to log in. If you only have one Acowin computer, but that computer is connected to a network, you still need to run the Acowin License Manager. If you have only one Acowin computer, and it is **not connected to a network at all**, you don't need to run the Acowin License Manager program. Note that most computers are connected to networks, especially since high-speed Internet connections usually require the presence of a network router.

If you are using QuickBooks 2003 or later, be sure to open QuickBooks into your "live" company, so you can connect the Acowin License Manager to QuickBooks. QuickBooks must be running, with the "live" company open, before you click the "Connect to QB" button on the License Manager.

To launch the Acowin License Manager, double-click the desktop shortcut icon. If you don't have a desktop icon for the Acowin License Manager, you can also find it on the Windows Start menu: Start / Programs / Acowin / Acowin License Manager. This program exists *only* on the Acowin server computer, *not* on the workstations. This program *only needs to be running on the Acowin server computer.*

This is what the Acowin License Manager desktop icon looks like.

This is the Acowin License Manager window.

This is what the License Manager looks like when you Hide it.

If you are a QuickBooks 2003 user, click the **Connect to QB** button. QuickBooks must be running, and the "live" company must be open, before you can click this button.

After you have run the Acowin License Manager program, you can click the **Hide** button to shrink it down into a system tray icon. A small green globe icon will appear next to the clock on your Windows taskbar. You can *right-click* on this green globe icon, then click **Restore**, if you want to bring the full-sized Acowin License Manager window back up.

Once you have launched the Acowin License Manager, your workstations can log in and go about their business. There is no need to pay attention to the Acowin License Manager program unless you are having problems with workstations getting logged in. Just leave the server in Hide mode, sitting down by your system clock, and forget about it until you're ready to disconnect it from QuickBooks, or need to close it.

At the end of the day, when you're ready to close QuickBooks, you'll need to disconnect the Acowin License Manager from QuickBooks. (QuickBooks will not let you exit as long as the Acowin License Manager is still connected.) If the Acowin License Manager is "hidden", click the green globe icon to bring up the full Server window, then click the "Disconnect from QB" button. You will then be able to exit from QuickBooks. If you plan to shut the server computer down for the night, you can close the Acowin License Manager by clicking the standard Windows close button, the "X" in the upper-right corner. Remember that all Acowin workstations should be logged out before you close the Acowin License Manager program. You can leave the Acowin License Manager running if you leave your server running overnight.

If your workstations have trouble connecting to the Acowin License Manager, here are some troubleshooting tips.
- Remember that the Acowin License Manager program *must be running* on the Acowin server computer *before any workstations can log in.* Check to ensure the Server program is running on the Acowin server computer.
- Make sure the workstations are properly connected to the Acowin server. The workstations must have a *mapped network drive* that points to the C:\Acowin\Data folder on the server, and the *Acowin Datapath* must be set to point at this mapped drive letter. This procedure is covered in the Acowin Installation Guide, which you can view or print from your Acowin CD-ROM.
- If the Acowin License Manager is running, and the workstations are set up correctly, the most common problem is a firewall or anti-virus program interfering with your network communications. Networked computers communicate with each other using "ports", which are like the channels on a TV set. The Acowin server uses **ports 10006 and 10008**. These ports must be open for both **UDP** and **TCP** communications. You may need to

adjust your firewall or anti-virus software to allow these ports to be used. Common firewall programs include McAfee Firewall, ZoneAlarm, and Black Ice Defender. These programs usually have small icons in your system tray, just like the Acowin License Manager does when you Hide it. Both the Acowin server and the workstation should be checked for firewall or anti-virus software. If you don't know how to adjust the firewall, check with your system administrator, network consultant, or firewall software vendor for assistance.

- Your network may also have a firewall built into the "hub" or "router" that connects all the computers together. This is especially likely if your computers all have access to the Internet through a shared DSL or cable modem. The router's built-in firewall may need to be adjusted to allow ports 10006, 10007, and 10008 to be used freely within the network, by both the UDP and TCP services.

- Some versions of Windows 2000 and Windows 2003 Server Edition have a problem with one of the Windows network applications, which causes many of the TCP ports to become blocked. If your server is running Windows 2000 or 2003 Server Edition, make sure you have downloaded and installed all of the latest patches and Service Packs.