Enabling **Run as service** on HotView Pro™ on Windows OS
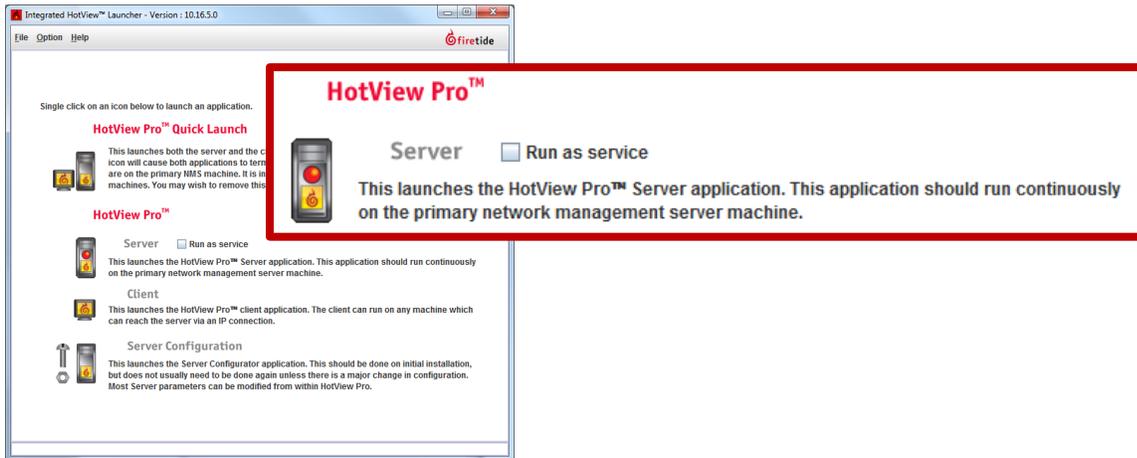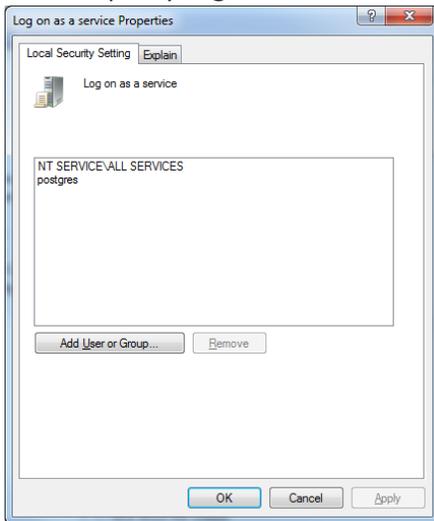

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1 ADDING A USER TO THE **LOG ON AS A SERVICE** POLICY

1. Open the **Run** dialog box (Windows Logo+R)
   Type **secpol.msc** and **Enter**↵
   OR
   Open **Control Panel** (Icon view) → **Administrative Tools** → **Local Security Policy**
   Open **Control Panel** (Category view) → **System and Security** → **Administrative Tools** → **Local Security Policy**
2. In the console tree, double-click **Local Policies**, and then click **User Rights Assignment**.
3. Find the policy **Log on as a service**, double-click to open.

4. Click **Add User or Group…**, and then enter the Windows login username in the **Enter the object names to select…** field.
   a. **Note**: Do not use a profile that contains a Domain name.
2. Click the **Check Names** to verify validity and then click **OK**.
3. Click **Apply** and then **OK** to close the **Log on as a service Properties** window.

2 VERIFY THAT THE SERVICE HAS STARTED

1. Open the **Run** dialog box (Windows Logo+R)
   Type **services.msc** and **Enter**↵
   OR
   Open **Control Panel** (Icon view) → **Administrative Tools** → **Services**
   Open **Control Panel** (Category view) → **System and Security** → **Administrative Tools** → **Services**
2. Find the **Firetide MRM Service**… service. The status will be **Started**. If not, start the right-click the **HotViewServer**… service line item and click **Start**.

3 SETUP **RUN AS SERVICE** IN HOTVIEW PRO

1. Open the **HotView Pro Launcher** and click **Server Configuration**
2. Click on **Windows Service** (in 10.4.0.0 or newer release, **Windows Service** is located under **HotView™ Management**), and then enter your username and password information as used by Windows.

   <mark>**IMPORTANT**: The HotView Pro **Run as service** feature <u>requires</u> that a password is used when logging into Windows.</mark>

3. Click **Save** to exit the **Server Configuration** window.
4. Right-click the HotView Pro Launcher and click **Run as administrator**.
5. In the **HotView Pro Launcher,** click the box near **Run as service** and then click on **Server** to activate this feature.
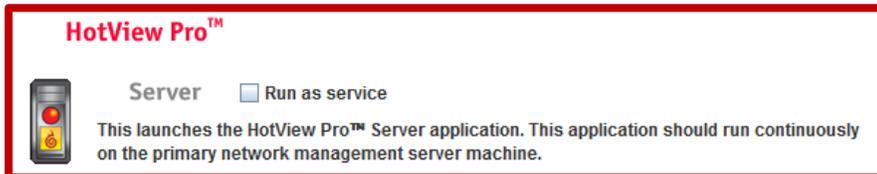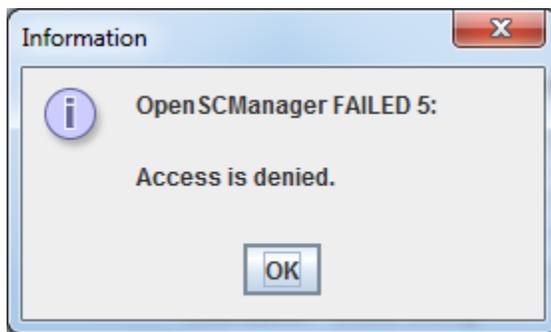

6. The HotView Pro server will now run as a service, which means that the HotView Pro Server will be **ON** regardless of which profile is being used.

4 TROUBLESHOOTING

Problem:

After enter the Windows password and clicking **Save**, the follow message appears:

OpenSCManager FAILED 5:

Access is denied.

Solution:

Right-click the HotView Pro Launcher and click **Run as administrator**.
Continue with Step 2 in Setup **Run As Service** in Hotview Pro