

# Running EIOBoard Server as a MS Windows Service

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## Can I run EIOBoard Server as a Windows Service?

Yes. "Srvany.exe" is a program included in the Microsoft Windows NT Resource Kit (but may also be used on Windows 2000, XP, and Server 2003) which allows you to run almost any program as a Service. Services are programs that run behind the scenes of your system regardless of whether you log off, or never log in at all. "Srvany.exe" acts as a "wrapper" for the actual application you wish to run (such as EIOBoard Server). See instructions following.

## Using INSTSRV and SRVANY to run a program as a Service

To install EIOBoard Server as a Windows Service using Srvany.exe and Instsrv.exe, follow the steps below:

1. Obtain the Srvany.exe and Instsrv.exe programs from within the "ApplicationAsAService" folder. If your server is running Windows 2003 Server, use the files within the "SrvAny2003" folder. For any other Windows operating system, use the files in the "SrvAnyNT" folder.
2. For this example, we will assume your EIOBoard Server is located at "C:\Program Files\Savance\EIOBoardServer\EIOBoardServer.exe". However, there is no problem with having yours in a completely different location. Simply replace the applicable locations used in this tutorial with wherever your server is located.
3. Place a copy of both "Srvany.exe" and "Instsrv.exe" into your EIOBoard Server folder ("C:\Program Files\Savance\EIOBoardServer\"). It is also valid to place these executables into your Windows folder, but for simplicity purposes, we suggest you simply place them into the same folder as your EIOBoard Server, which will make future upgrades easier.
4. Open a command prompt window. (Click the Start menu, choose Programs, then Accessories, then MS-DOS Prompt, OR Start menu, choose Run, type "cmd", and click OK).
5. In the Command Prompt window, type these commands INCLUDING the quotes:  
`cd "C:\Program Files\Savance\EIOBoardServer\"`  
(But use the actual location of your EIOBoard Server folder.) Press Enter.

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6. Once the directory has changed, type:  
`instsrv.exe "EIOBoard Server" "C:\Program Files\Savance\EIOBoardServer\srvary.exe"`  
(But replace "C:\Program Files\Savance\EIOBoardServer\srvary.exe" with the actual location of the srvary.exe file, and "EIOBoard Server" is the name of the service you are creating.) Press Enter.

You should see the following message:  
"The service was successfully added!"

Make sure that you go into the Control Panel and use the Services applet to change the Account Name and Password that this newly installed service will use for its Security Context."

**NOTE:** If you see the message "- The fully qualified path to the .EXE must be given" make sure your spacing is correct.

**WARNING:** Using RegEdit in the following steps incorrectly can cause serious problems that may require you to reinstall your operating system. Use it at your own risk.

7. Run regedit.exe. (Click the Start Menu, choose Run, then type "regedit", and click OK) and browse to:  
HKEY\_LOCAL\_MACHINE\SYSTEM\ControlSet001\Services\EIOBoard Server\  
  
This "Key" (as it is called in the registry) was created by Instsrv.exe when you executed the previous command; This is the purpose of Instsrv.exe. Without it, you would have to create all of these Keys and Values manually.
8. Right-click on the "EIOBoard Server" key and click New → Key. This will create a new sub-key. Name this new key "Parameters" (without quotes)
9. Right-click on the "Parameters" key and click New → String Value. This will create a new "Value" inside of that key. Name it "Application" (without quotes)
10. Double-click the Value for "Application" and enter the location of your EIOBoard Server. For this tutorial we will enter:  
"C:\Program Files\Savance\EIOBoardServer\EIOBoardServer.exe" (without quotes)
11. Now, open your Services control panel (located in the Administrative Tools folder) and look for your newly created "EIOBoard Server" service. Double-click on the new service to open the "Properties" window and you will see a dropdown list labeled "Startup Type" amongst other things. If the "Startup Type" is not already set to "Automatic", do so now.
12. You may now click the "Start" button in the "Properties" window to start the service. When the service starts, click "OK" to close the window.

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13. Now that you have configured this Service, make sure EIOBoard Server does not start as an application when you login by deleting the “EIOBoard Server” shortcut from the “Startup” folder under “Programs” in the Start menu. You cannot run more than one instance of EIOBoard Server at the same time.
14. You can now log off and the service will continue to run.

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### **How do I remove the old Savance Email Server or Chat Server services?**

If you currently have the Savance Email Server and/or Savance Chat Server configured to start at as service, you can remove the service by opening the Command Prompt, changing the directory to a folder containing Instsrv.exe (like "C:\Program Files\Savance\EIOBoardServer") and entering:

```
instsrv.exe "ServiceName" remove
```

(with quotes, where "ServiceName" is the name of the service you are removing.) Press Enter.

The name of the service will match the Name in Services.

Example for removing an existing Savance Email Server service:

```
instsrv.exe "SavanceE-MailServer" remove
```

If successful, you should get the following message:

The service was successfully deleted!

If you get the message, "The service does not exists, so it cannot be removed.", make sure the Service Name is correct (with quotes and proper spacing).

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### **When I log off, my EIOBoard Server exits / stops working, even though it is supposed to be running as a service**

Open your Services control panel, double-click on your “EIOBoardServer” service to open the “Properties” window. Click on the "Log On" tab up top. Make sure the "Allow service to interact with desktop" checkbox is NOT checked. You may also need to select a specific Windows account to run the application, but for the purpose of this tutorial, the “Local System account” should work properly.

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For Questions or problems, please contact **Savance** at:

**e-mail:** [support@savance.com](mailto:support@savance.com) or [support@EIOBoard.com](mailto:support@EIOBoard.com)

**phone:** (248) 478 – 2555