



Enterprise Manual V7.5

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Login Credentials

Background:

- FormTrap keeps all configuration files in its home directory (%**ft**home%). It cannot function properly without having full control of this directory.
- During the setup process the installation procedure ensures that access rights to the FormTrap home directory are set up properly.
- The user may change FormTrap service login credentials later. In this case if the user identified by the new credentials does not have sufficient access rights to the %**ft**home% directory the service will fail.

Typical scenario:

User installs FormTrap service using a "local system" account. Later he decides to change to some other account – and changes the service login settings. In most cases it is the "write" access that is not held by a user – so at start, the service will appear to function normally. Once the client attempts to change any settings those changes will not be saved and will be lost after the service is restarted.

Solution:

After a change in service login please give the relevant user account full control over %**ft**home% directory. To do so:

- Select %**ft**home% folder in Windows explorer.
- Right click, and select **Properties**.
- Click **Security** tab.
- Click **Edit** button and add the user whose credentials are used for FormTrap service login, giving him **full control** over the %**ft**home% directory.

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