

Server 'Rules'

In order to properly use the server, we believe that understanding WHY things must be done a certain way will help us all become compliant with the acceptable use procedures outlined below. This short document will serve as a general outline for server use. It may cover areas of server maintenance that you will not directly participate in – but the 'rules' (or best practices) outlined here apply to everyone using the server. We'll try to keep it simple...

1. If you open a file on the server, you **must** completely close the file (not minimize) before closing the lid on your laptop, before shutting your computer down, or before walking away and allowing the computer to go into sleep mode / standby.

Failure to apply this essential rule will result in the creation of lock files will prevent others server users from using this file.

To prevent your computer from creating these lock files by going to sleep or standby when you have a file open, always close a file when you're done editing. Also, increase the amount of time it takes your computer to sleep / standby to 2 hours (if on a laptop, you'll have to set the standby time to 2 hours for both 'plugged in' and 'battery power'). Please Google how to do this or submit a support / help ticket with the make and model of your computer.

2. Do not rename files on the server. If you need to change the name of a file, please open it up and then 'Save As' with a new file name. After savings as (creating this newly named file), open up the new version of the file to ensure all of the information is there. After verifying this information, you may delete the old version (though we recommend leaving it on the server for an extra 24 hours to ensure nothing is lost).
3. To create a NEW file, you must save it FIRST on the server. Let me explain: when a file is saved on your computer first (MACs are notorious for this), conflicting file permissions are set. Then, when the file is uploaded to the server, the file permissions (set by the computer) are carried over with the file to the server. Now, this file cannot be accessed by other users in the group (even if they have permission to access/edit files in the same folder). To avoid this, start

creating your file (whether it be an XLS spreadsheet, or a Word DOC, etc.), then go to save-as and browse to the server to save the file in the appropriate location. After you have used 'Save As' to place the file on the server, you can continue to edit it and simply 'Save' it... the program now knows to save this file directly to the server AND the proper file permission have been set.

4. Please, do not leave your computer connected to OpenVPN. When you are done using it, disconnect / exit. This is another one of those scenarios where you should not simply minimize the program or let your computer go to sleep.

Following these 4 basic procedures will eliminate the majority of the server issues we experience on a regular basis. We are always working hard to make your experience easier and more productive, but can only do it with your cooperation.

This file may be updated as we (and the server) grow.

Last Revision: 04/22/2016