



# Technical Bulletin

2009-00015

**Recall every conversation using the power of your PC >**

---

## **BackOffice 3.0 – Using a Network Storage Location**

BackOffice 3.0X provides the reliability and stability of running as a Service on the PC/Server. When configuring BackOffice 3.0X to use a local buffer and transfer calls to a network storage location the permissions and rights on the network must be configured to allow the BackOffice Service to access the remote storage location.

BackOffice 3.0X logs into the PC/Server on the Local System Account. By default this user has Limited (no write access) to network resources. If you attempt to set the local buffer location and network storage location without changing the permissions on the network you will receive an "Access Denied (Internal Error)" failure and the call will stay in the buffer location.

There are two ways to resolve this issue:

1. Have the Network Administrator assign full network access and read/write privileges to the Local System Account
2. Change the log in account for BackOffice to an account that has full network access and read/write privileges to the network storage location desired. To determine which account has these privileges contact the Network Administrator.

To change the Log In account for BackOffice

Open Services (Start > Control Panel > Administrative Tools > Services)

Right Click on the BackOffice Service and click Properties

Click on the Log On tab

Specify the User/Account and Password provided by the Network Administrator.

**The above instructions should be followed when the network is set up as a Domain. For networks that use Workgroups, the network storage location should be in the Shared Docs folder of the storage location.**