



GS RichCopy 360 v7.1

Administrator's Manual

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Licensing

The GS RichCopy 360 follows a perpetual licensing model. A perpetual licensing model allows the customer to install and use the software indefinitely. GS RichCopy 360 is licensed per machine, requiring that you purchase a license for each client computer and/or device where the software is to be installed. Other licensing options are available such as volume, site, and enterprise licensing.

Note: Licensing models such as volume, site and enterprise have to be discussed and arranged with sales prior to purchasing GS RichCopy 360.

Disclaimer

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Support & Upgrade

GuruSquad will provide its best effort to support customers with an active subscription (e.g., maintenance). Only customers with an active subscription will be eligible to download the latest version of the product to which they are licensed.

Feedback

If you encounter any problems or difficulties using the software, or suggestions, comments or bugs discovered using the utility, please send a message to support@gurusquad.com.

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Introduction

GS RichCopy 360 is designed to work on windows servers and workstations and is perceived as the industry leader for file\folder replication and synchronization in WAN and LAN environments. GS RichCopy 360 will even work over VPN connections. Our current version is the ideal solution for high-volume server and workstations transactions over networks using LAN, WAN and VPN connections thanks to 11 years of refinement.

Benefits of GS RichCopy 360

Consider the following benefits of GS RichCopy 360:

Easy to Understand and Use

Our patent pending design is slick and easy, providing the best admin experience possible while using intelligent and sophisticated logic and advanced methods under the hood.

GS RichCopy 360 is designed for daily use by staff that also have other responsibilities. The GS RichCopy 360 interface provides what you need and where you expect to find it. It offers advanced capabilities with minimal configuration overhead.

Robust Performance

GS RichCopy 360 offers advanced multi-threading technology utilizing 100% parallel computing techniques along with proprietary patent pending technology that offers the most robust and powerful performance possible.

Affordable Value

GS RichCopy 360 provides functionality that is comparable, if not superior, to most other solutions. What's more, the total cost of ownership of GS RichCopy 360 and is less than the initial purchase cost of most other solutions. GS RichCopy 360 comes with free support from our highly trained support staff.

Key Features of GS RichCopy 360

Considering the previously listed benefits of GS RichCopy 360 and the following features, GS RichCopy 360 is a simple choice to make.

GS RichCopy 360 is job-based and can be configured with multiple jobs per server\workstation to operate in the following modes\ features:

- Real-time (Only available in GS RichCopy 360 Enterprise)
- Byte-Level file replication to save on bandwidth and file copy time (Only available in GS RichCopy 360 Enterprise)
- Repeat Interval (e.g. every 30 Minutes, 1 hour, daily, weekly ...etc.)
- Scheduled (e.g. Friday 11:00 pm)
- On demand.
- Run as a windows service or as currently logged in user.

- Connect As specific user to source\ target machines.
- Long path and file name support out of the box.
- Advanced Multi-Threading technology utilizing 100% parallel computing techniques and along with proprietary patent pending technology offering the most robust and powerful performance possible.
- GS RichCopy 360 has the ability to copy open and locked files due its full integration with Volume Shadow Service (VSS).
- Option to replicate NTFS ACL security permissions, file and folder attributes, and folder and date time stamps.
- Advanced file and folder inclusion\exclusion settings by pattern in name, full name, or by relative path.
- Send email notifications on failure and\or success using local SMTP server or any other email provider such as Gmail.

Each job has its own unique configuration (Definition of Source and Target Folder) and its own settings.

The GS RichCopy 360 suite can be very useful in copying/moving/ mirroring directories along with all of their files and subfolders, ACLs, and Attributes from one location to another (same server or different server). Additionally, you have the option to have the source (folder you are copying from) to be mirrored exactly on the target (folder you are copying to).

Another useful feature is the ability to replicate only the directory tree (structure) without files. This feature will basically copy only the exact directory structure of source.

Installation Requirements

GS RichCopy 360 provides a simple, wizard-driven installation process.

System Requirements

GS RichCopy 360 supports all of the following operating systems:

- Windows 2012R2
- Windows 2012
- Windows 2008 R2
- Windows 2008
- Windows 2003
- Windows 8.1
- Windows 8
- Windows 7
- Windows XP
- Windows Vista

Licensing

Once installed, GS RichCopy 360 will run in trial mode (Copies only 5 files from every folder). The software will automatically switch to a full version by providing a valid serial key. No uninstall or reinstall required.

Storage and Privileges Requirements

GS RichCopy 360 requires only 40MB of available space to successfully install. It is recommended however, to have more available disk space to meet logging requirements in the event logs will be stored on the same drive partition.

GS RichCopy 360 requires elevated admin privileges when installing and administering GS RichCopy 360.

Installing GS RichCopy 360

Before installing GS RichCopy 360 installation, make sure that the server\workstation on which you are installing it currently meets or exceeds stated requirements.

Upgrading from a previous version of GS RichCopy 360

When upgrading from a previous version of GS RichCopy 360, simply remove the previous installation and install the new version (this will retain all configurations intact as they are stored in the database). To upgrade to the latest build of the current version, simply “check for update” in the info tab.

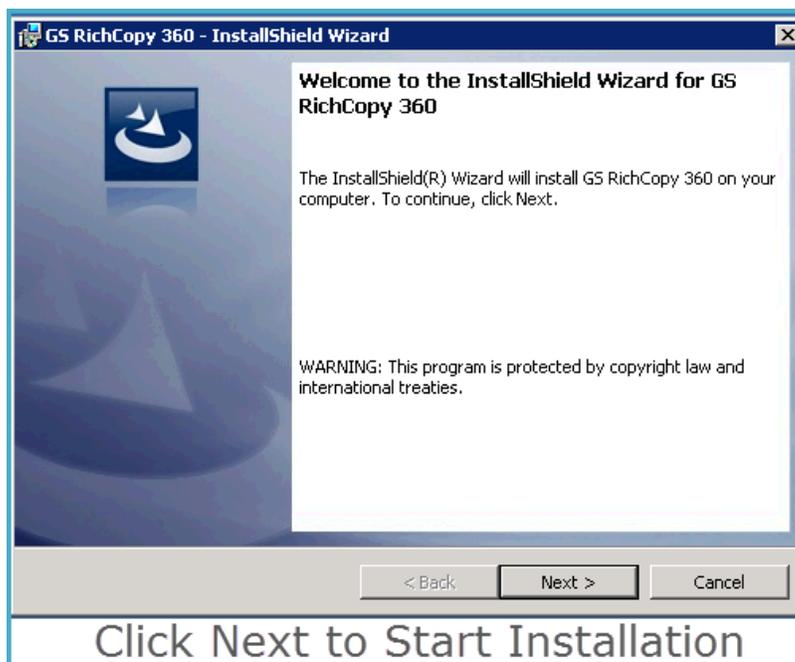
Note, “check for update” will only upgrade the same primary version. For instance, it will upgrade 7.1 to 7.2. However, it will not upgrade 7.1 to 8.0. Such upgrades require a full uninstall of the previous version and then install the latest version.

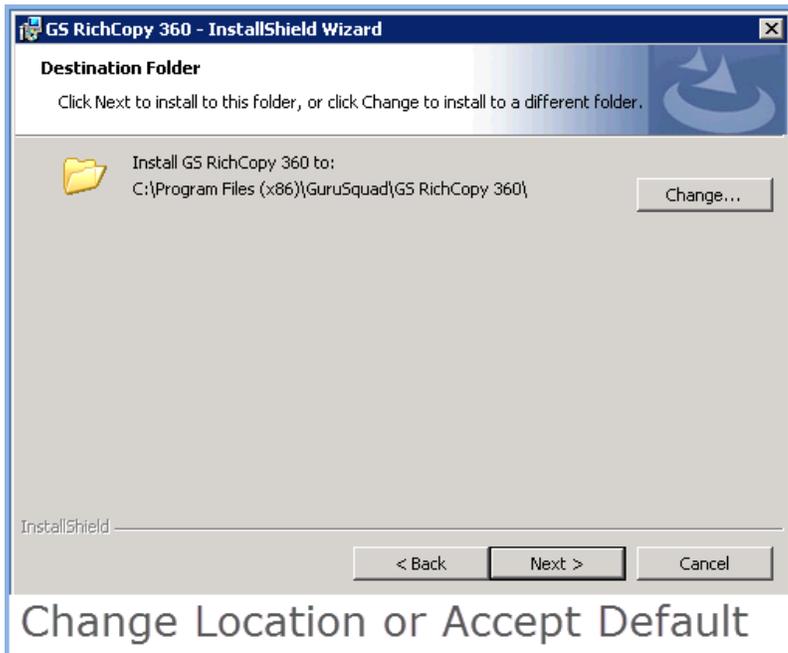
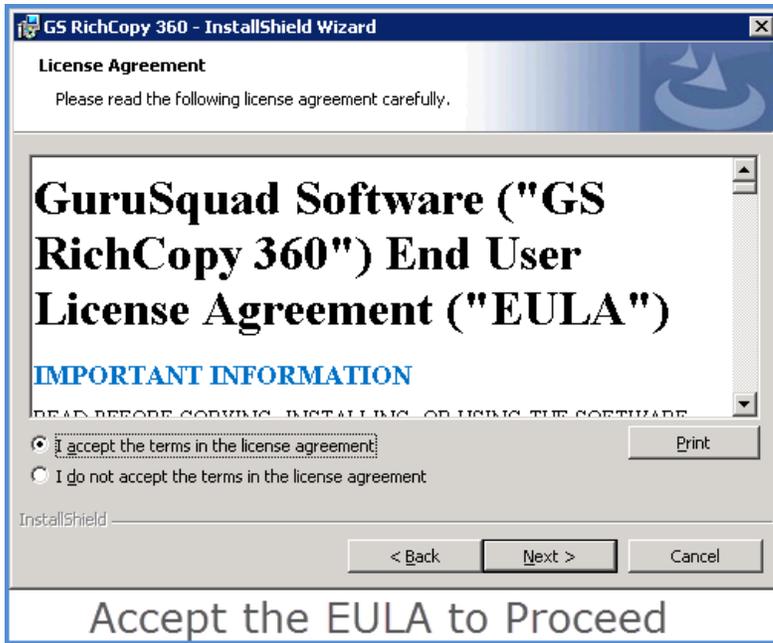
New installation instructions

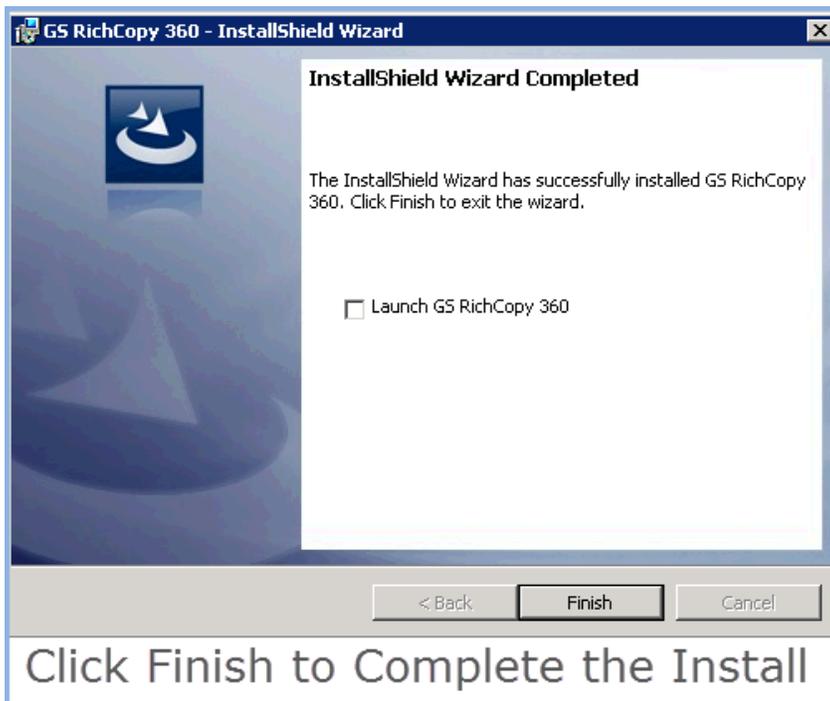
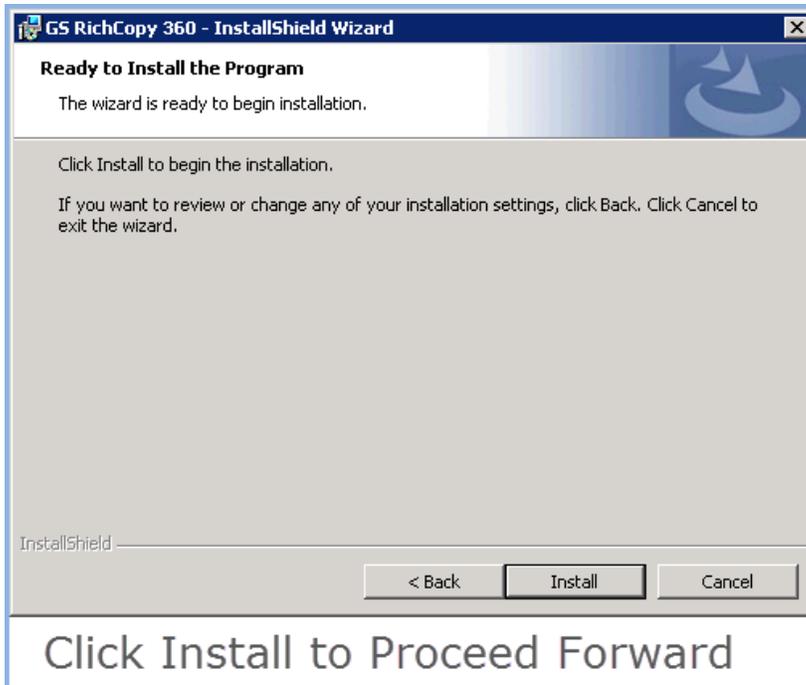
Prior to installing GS RichCopy 360, you must download and install [.Net framework 4.0](#). If it is already installed, you may skip this step.

Note: .Net framework 4.0 will suffice if it is already installed. GS RichCopy 360 will not proceed if .Net framework is not installed.

To install GS RichCopy 360 you must be logged onto the server\workstation as a user with full administrative privileges. Simply download the digitally signed installer (GS RichCopy 360 Setup.exe) and follow the simple setup instructions.





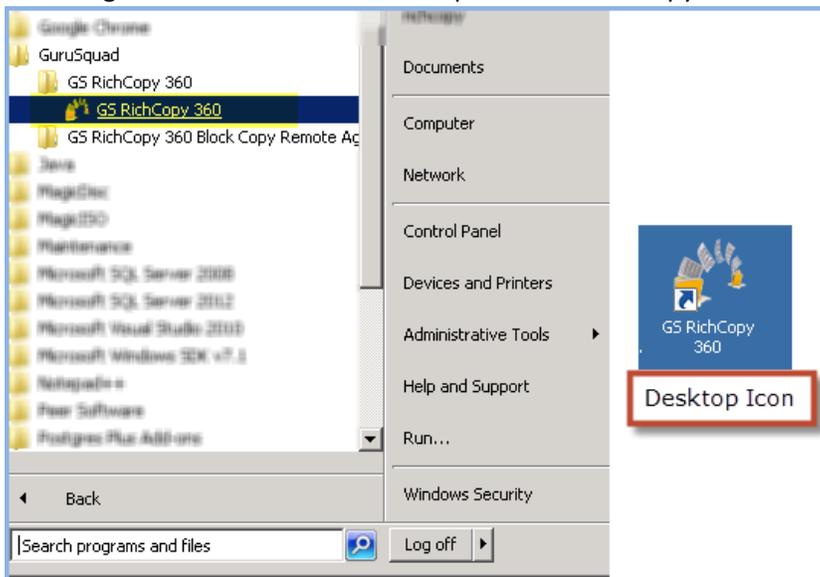


After following these five simple installation steps, your newly installed copy of GS RichCopy 360 is ready to be registered and configured.

Registering GS RichCopy 360

To register a newly installed or trial version of GS RichCopy 360, you will need the product serial key along with your email address. This email address will be used for further correspondence/support and to check for license authenticity. Once you have secured them, follow the steps below:

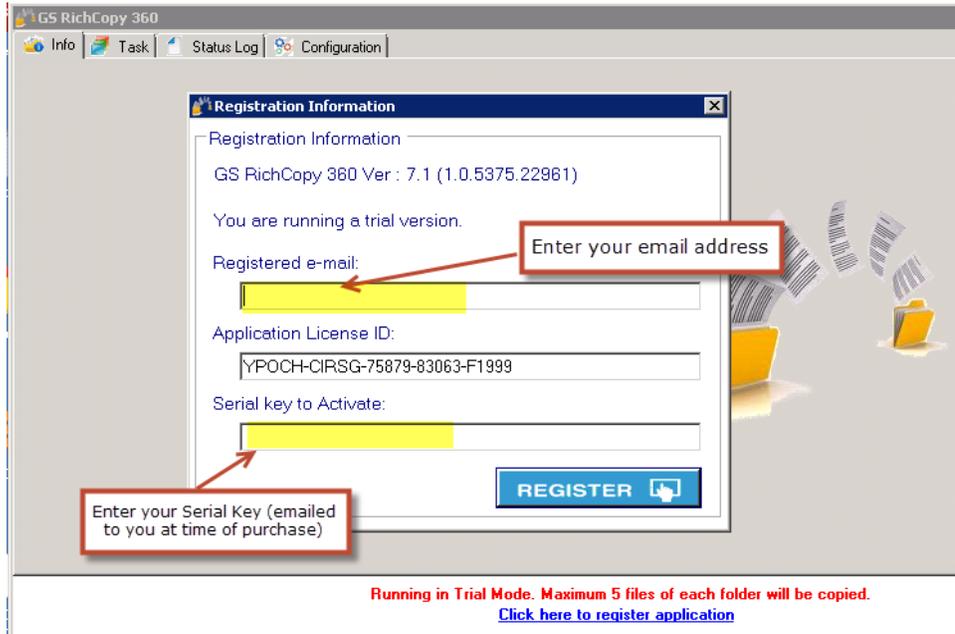
- 1) Open up GS RichCopy 360 by double click on the GS RichCopy 360 icon either from the desktop or through the “Start Menu → GuruSquad → GS RichCopy 360”



- 2) Once GS RichCopy 360 opens up, it will default to the Info Tab. In the bottom Click on the link “[Click here to register application](#)”



- 3) Enter your email address along with the serial key which you should have received at time of purchase and click 



- 4) GS RichCopy 360 will initiate a connection to the GuruSquad activation servers and instantly activate your copy upon registration.

Initial Configuration of GS RichCopy 360

GS RichCopy 360 requires minimal configuration and is ready to work right out of the box. IT administrators do have the option to configure certain components such as whether or not to run [GS RichCopy 360 as a “Windows Service”](#) and what credentials to run the service as. Other configuration parameters are [Connect As accounts \(Impersonation\)](#), [email configuration settings](#), [maximum concurrent jobs to run](#), and backup and restore [GS RichCopy Database](#) which all will be covered later in this section.

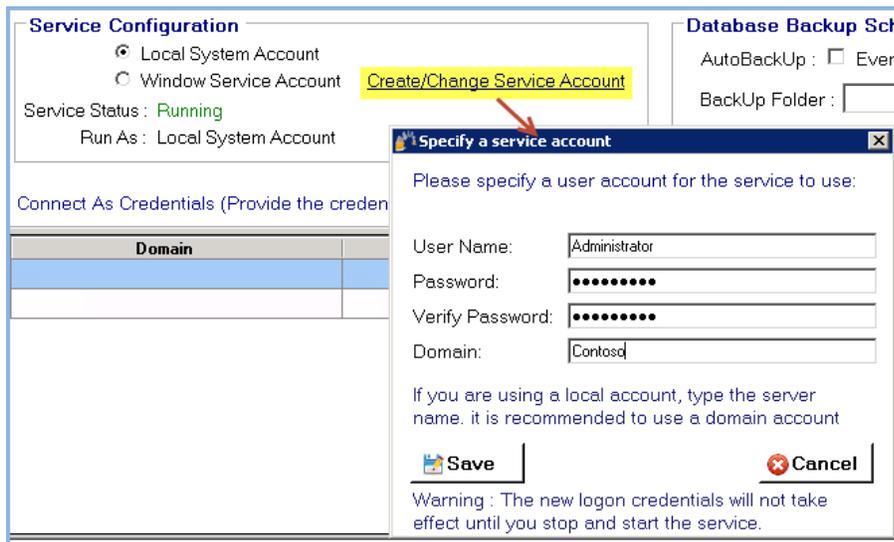
All of the settings that dictate how GS RichCopy 360 are covered under the Configuration Tab



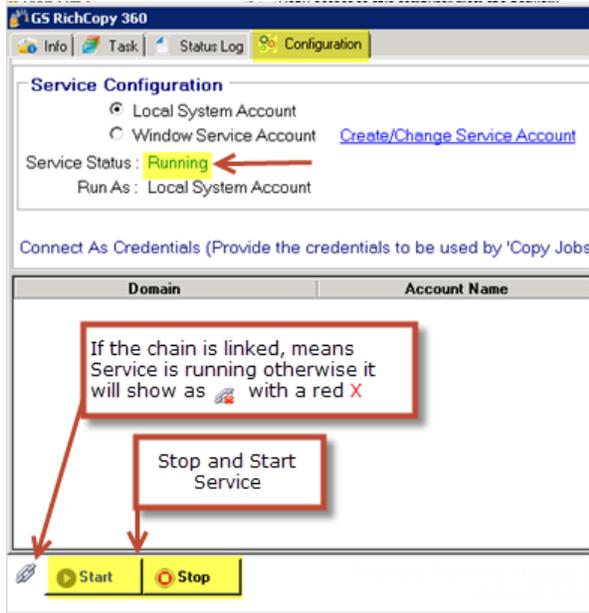
Service Configuration

By default, GS RichCopy 360 will install a service called “GS RichCopy 360 Service”. The service will be in a running state running under the Local System Account. In the Service Configuration Section, you can change it to run under a different user account. This user account can be a local user or a domain user. It is very common to have this service account be a domain account that has access to both source and target locations. It is important to note that this account must have administrative privileges in order to copy open and locked files as well as **Log On as a Service** rights if you are running Windows 2008R2 or later. Refer to “[Assigning Log On as a Service](#)” in Support section in this guide.

In order to specify a different service account, you need to click on Create\ Change Service Account link under the Service Configuration section as in the screen below.



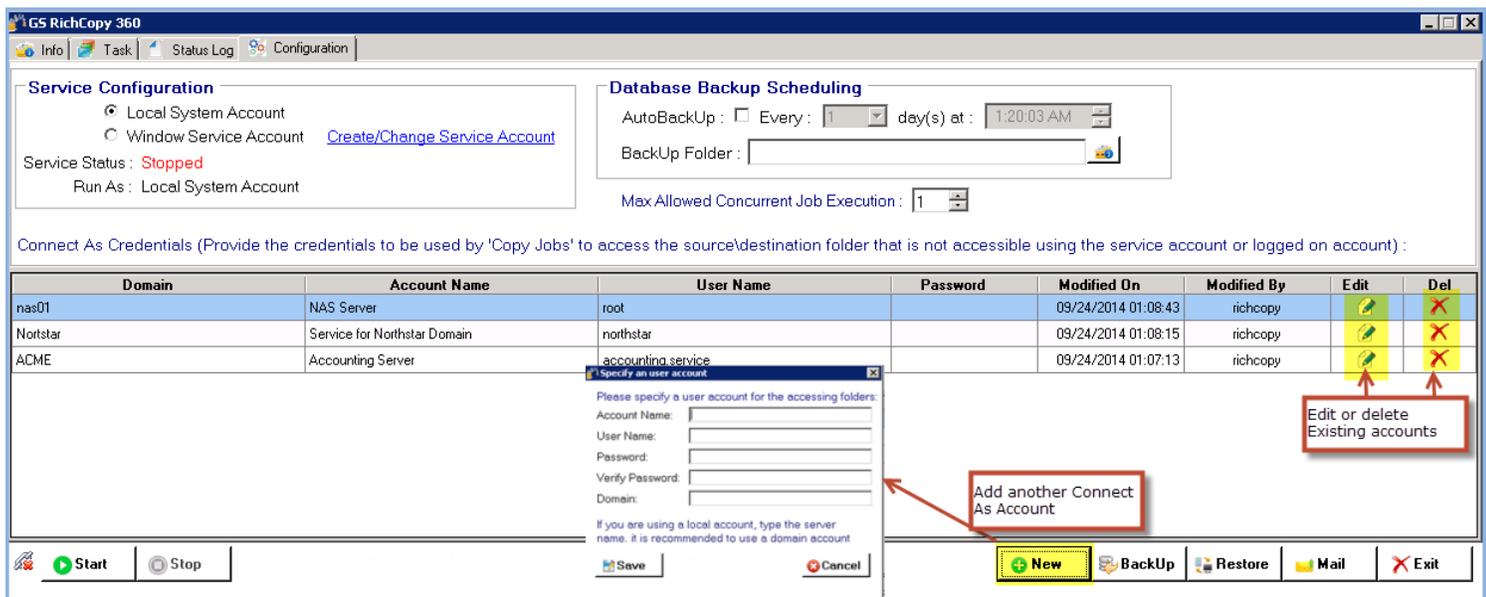
If you set different credentials or switch back to “running under Local System Account”, you must stop and start the service for the changes to take effect. *(Note: if you have any running jobs configured to run under the services account, those jobs will be terminated and they will to be restarted).* You can stop and start the service from within the configuration tab as reflected in the screen shot below



Connect As Accounts

GS RichCopy 360 offers the option to run jobs as the logged in user or service account. There may be times in which the service account and/or logged in account may not have access rights to connect to the source and/or destination. In those instances, GS RichCopy 360 provides another option to specify accounts and save them in the GS RichCopy 360 database. These accounts can then later be selected and used to Connect As those users who have the necessary permissions for the source and/or destination when creating a job. We will discuss this in more details when we get to creating a job. Please reference the screen shot below for further clarification

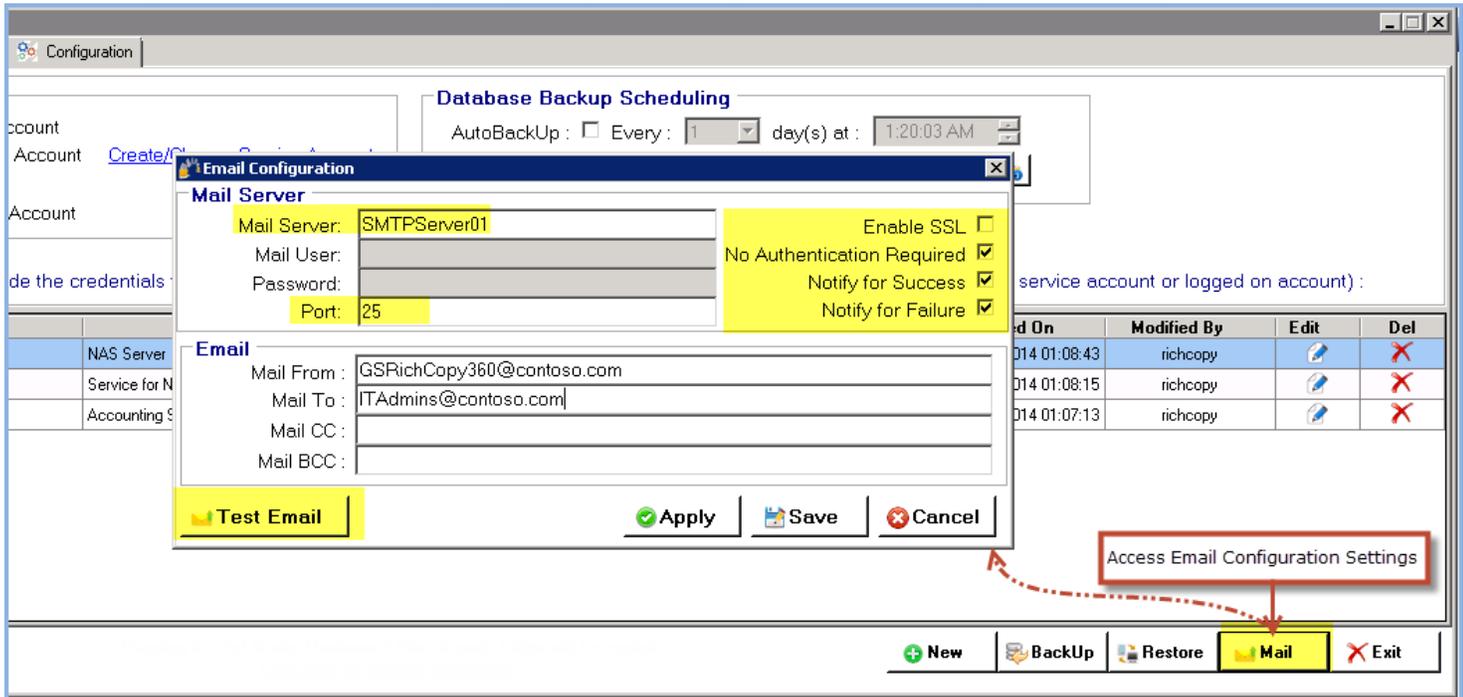
NOTE: the service account and connect as credentials saved in GS RichCopy 360 have their passwords fully encrypted.



Email Configuration Settings

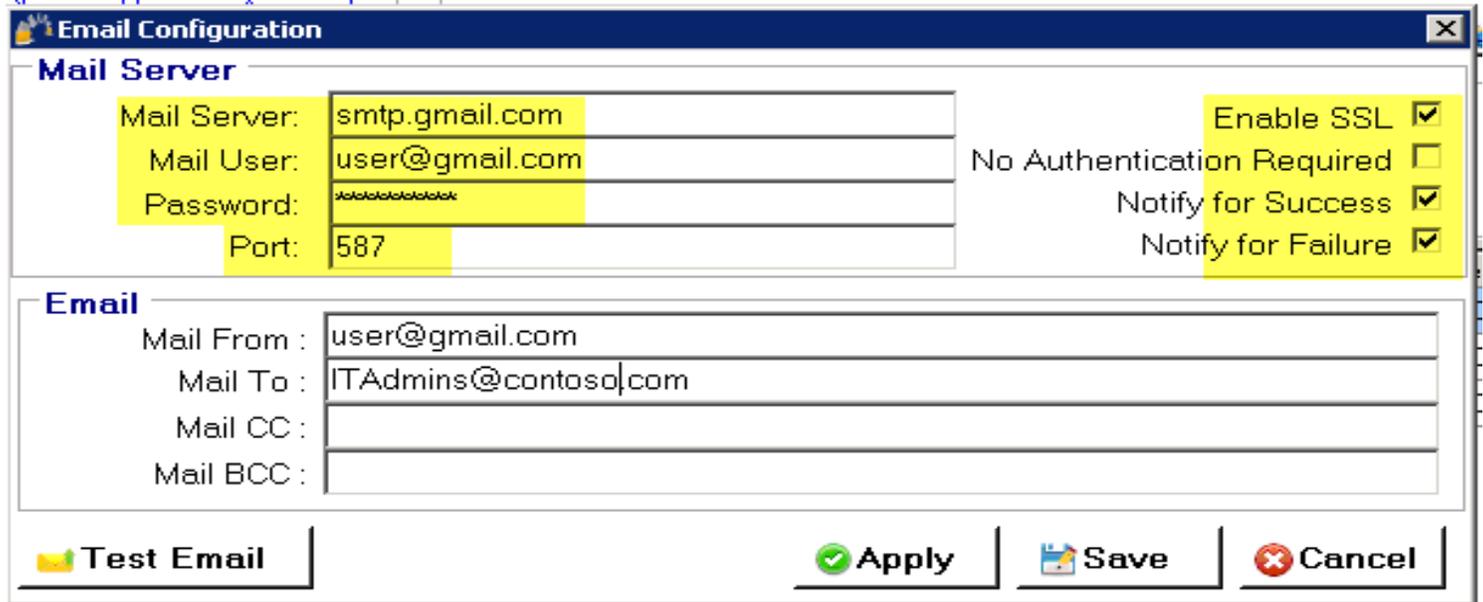
GS RichCopy 360 offers the option to send email notifications once a job completes to alert you of its success or failure status. GS RichCopy 360 can use any SMTP servers, locally or cloud servers i.e. Gmail, Hotmail, or Yahoo. Below are two different sample configurations.

These settings are inherited on every configured job; user may also customize recipients for each job.



The above screen shot showing the settings for an open SMTP Server that requires no authentication.

Note: Make sure your non-authenticated SMTP servers can accept relay requests from the machine or machines hosting GS RichCopy 360 if you select this feature.



Email Configuration

Mail Server

Mail Server: smtp.gmail.com

Mail User: user@gmail.com

Password: *

Port: 587

Enable SSL

No Authentication Required

Notify for Success

Notify for Failure

Email

Mail From : user@gmail.com

Mail To : ITAdmins@contoso.com

Mail CC :

Mail BCC :

Test Email Apply Save Cancel

The above screenshot showing settings for Gmail.

Maximum Allowed Concurrent Jobs Execution

GS RichCopy 360 can run multiple jobs at the same time. Running many jobs simultaneously can however impact performance. Trying to manage that can be difficult if there are a lot of jobs defined. For this reason, setting a maximum concurrent job amount is recommended. If there are more jobs trying to run than the max concurrent allowed, they will be queued up until other jobs are either completed or terminated. For example, if the max allowed concurrent job execution is set to 6 and 8 jobs are trying to run concurrently then GS RichCopy 360 will allow only 6 jobs to run and the remaining two will be queued up until the two of the 6 jobs complete or stop.

The default value for Max Allowed Concurrent Job Execution is 6.

Backup and Restore GS RichCopy 360 Database

GS RichCopy 360 saves all entire configuration settings, including job definitions, to a single database stored locally on the machine. The database file is called GSRichCopy360.sdf and its default location is "C:\GSRICHCOPY360DB" folder.

GS RichCopy 360 provides the option to backup and restore the database manually by clicking the backup or restore button under the Configuration tab. In addition, GS RichCopy 360 offers the option to have the database backed up regularly at a specific time every X number of days. By default this option is not turned on. If you do not make changes to the database often, it is recommended you space out the number of days in order to minimize the number of backup files. It is highly recommended that the backup location is stored onto a different location from where the GS RichCopy 360 currently resides.

Warning: Restoring the database will overwrite everything (job definitions, configurations) stored in the current database. GS RichCopy service must be stopped before restoring the database. Once the database is restored, the GS RichCopy 360 UI and service must be restarted in order to reload and reflect the new configurations.

The screenshot shows the 'GS RichCopy 360' configuration window. The 'Database Backup Scheduling' section is highlighted in yellow and includes the following settings:

- AutoBackUp: Every: 14 day(s) at: 1:20:03 AM
- BackUp Folder: D:\Backup GS DB
- Max Allowed Concurrent Job Execution: 6

The 'Service Configuration' section shows the service is 'Stopped' and running as 'Local System Account'. A red box highlights the 'Database Backup Scheduling' section with the text: "This will create a backup of the database automatically on the specified interval." Below this, a table lists 'Connect As Credentials' with columns for Domain, Account Name, User Name, Password, Modified On, Modified By, Edit, and Del.

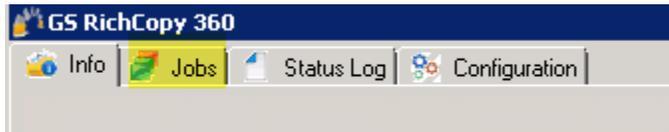
Domain	Account Name	User Name	Password	Modified On	Modified By	Edit	Del
nas01	NAS Server	root		09/24/2014 01:08:43	richcopy		
Northstar	Service for Northstar Domain	northstar		09/24/2014 01:08:15	richcopy		
ACME	Accounting Server	accounting.service		09/24/2014 01:07:13	richcopy		

At the bottom of the window, there are buttons for 'Start', 'Stop', 'New', 'BackUp', 'Restore', 'Mail', and 'Exit'. A red box highlights the 'BackUp' and 'Restore' buttons with the text: "At any time, you can backup and restore the database. Restoring the database will overwrite everything stored in the current database." Arrows point from this box to the 'BackUp' and 'Restore' buttons.

Managing and Creating Jobs in GS RichCopy 360

GS RichCopy 360 offers a simple yet intuitive design that makes it easy to manage and create jobs. All the options are available in a single pane of glass so that any option can be easily selected. Moreover, our job setup wizard can walk you through the most commonly used options. We will discuss each section in full detail.

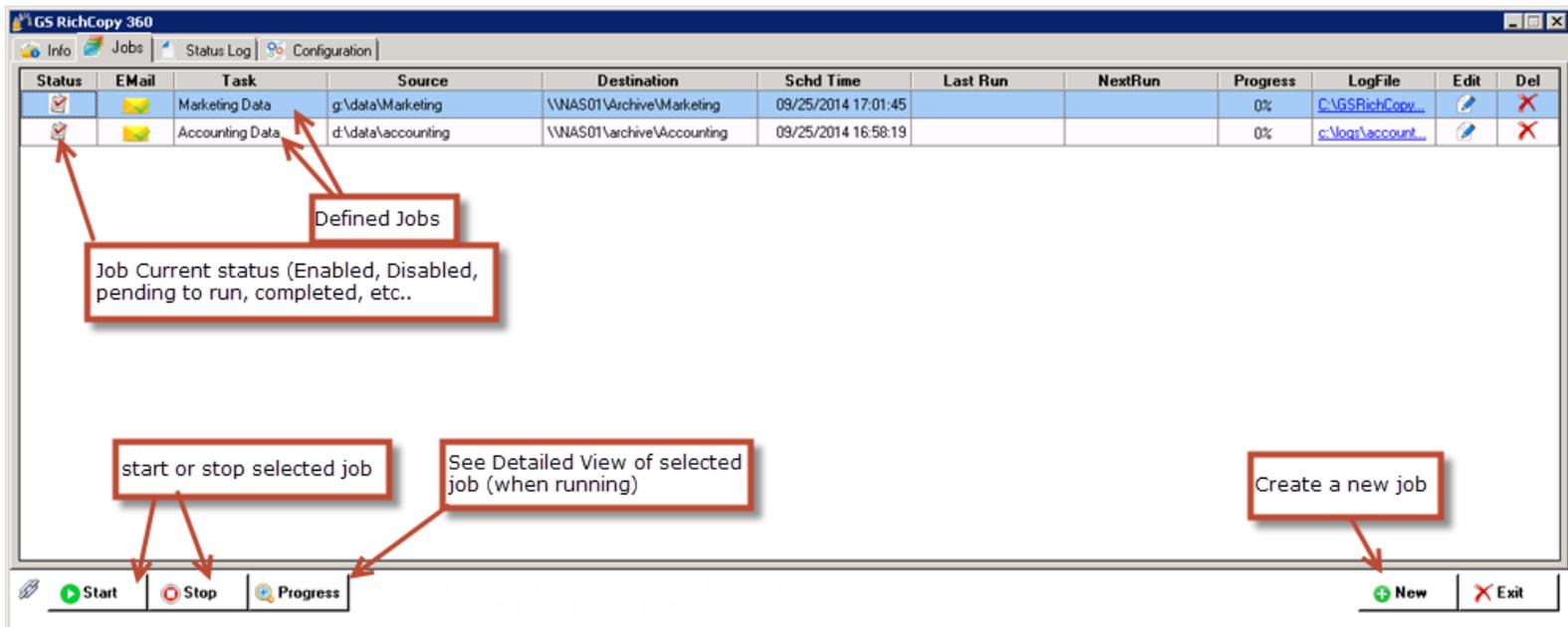
Once you open up GS RichCopy 360, click on the Jobs Tab to manage and create jobs.



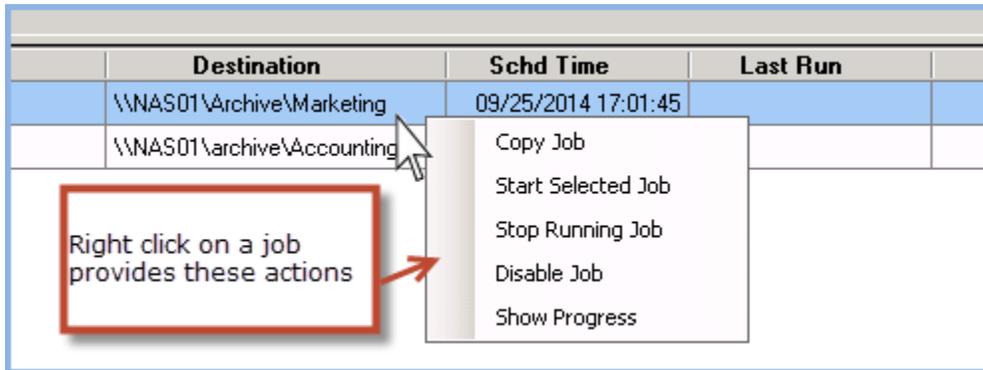
Jobs Overview

Once you select the Jobs tab, you will see a list of all defined jobs listed along with their current status (Running, completed, queued up) as well as other configured settings for each job such as email notification settings.

There are several dashboard buttons to start, stop and create new jobs. Please refer to screen below to get a much clearer overview



You can click on buttons on the dashboard to control a selected (highlighted job). You may also right click on a job to initiate the same actions in addition to copying an existing job. See screen shot below for further clarification.



Tip: To duplicate an existing job, simply right click on the job you would like to duplicate and select “Copy Job”. This will create an exact copy of the job but in a disabled state. The duplicated job will have the same name as the original job but it is preceded with “Copy of” in the job name.

Job Status Legends:

Job Status (first column in the Jobs Interface) shows a different sign for each of the different job statuses. Users can easily identify the status of a job by looking at the presented sign corresponding to a specific job. Below are the different signs and what they stand for:

Sign	Description
	Job is Disabled
	Manual – job may be run only manually
	Job Completed and not scheduled to run any longer
	The job is set to repeat but no repeating schedule has been defined
	The job is scheduled to run as a service
	The Job is scheduled to run as the current user's session

Job Progress Indicators:

Because jobs run independently from one another, each job is presented with its own progress bar. The progress bars display the current state of the job or its recent completion result in the event it is no longer running. Please refer to the table below detailing each progress state and what it stands for.

State	Description
Running	Job is gathering all the information to start the job operation. The gathering process is fully multi-threaded.
Stopped	The job has been terminated by the user or by some other intervention (Service stopped...etc.)

Error	Job experienced a problem. This could mean it completed with errors or it did not fully complete (i.e. target is full; source or target is down...etc.)
Queued	Job is waiting in line for its turn to run. Check Max Allowed Concurrent Job Execution in the event it reached its limit at the current state
Completed	Job has completed successfully with no errors to report
Progress %	As the job runs, percentage of the progress is displayed showing the overall progress of the job. Click on it to see full details regarding its progress. User can see detailed progress for individual job by clicking progress button at bottom.

Show Progress Screen:

When a job is in a running state, users can click on the progress bar () next to the running job or show progress button ( **Progress**) in the Jobs Tab to see full details regarding that job's progress. If a job is set to multi-thread (highly recommended), then each copy thread and its progress will be shown as well. Please refer to the screen shot below

Job Run Details

Job Name : Copy Accounting **Creator :** aamin **Running As :** Manually

Started : 9/30/2014 2:41:05 **Elapsed :** 0 Hr:0 Min:20 Sec **ETA :** 0 Hr:0 Min:11 Sec **Progress :** 65%

Total Size : 0 GB and 423 MB **Processed :** 0 GB and 271 MB **Remaining :** 0 GB and 152 MB **Skipped :** 0 GB and 0 MB

of Files : 1670 **Processed :** 1071 **Remaining :** 599 **# Locked Files :** 0

of File Copied : 1071 **# of File Skipped :** 0 **# of File Error :** 0 **# of Locked Copied :** 0

of Dir NoAccess : 0 **# of File not Found :** 0 **# of Dir not Found :** 0 **# of File Error Sync :** 0

of Block Copy Error : 0 **Block Copy Profit :** 0 GB and 0 MB **# of Locked File on Target :** 0

Source : c:\data **Target :** d:\destination

Current Activity : Copying files on target

Progress Path : c:\data\move\permission folder\just File : cc.txt Size : 0 GB and 1 MB Copied : 0 GB and 1 MB Remaining : 0 GB and 0 MB Elapsed : 0 Hr:0 Min:0 Sec Eta : 0 Hr:0 Min:0 Sec	Progress Path : c:\data\move\just data\1 File : GSCopyPro-1.9.zip Size : 0 GB and 2 MB Copied : 0 GB and 1 MB Remaining : 0 GB and 2 MB Elapsed : 0 Hr:0 Min:0 Sec Eta : 0 Hr:0 Min:0 Sec
Progress Path : c:\data\move\just data\1 File : VC_RED.cab Size : 0 GB and 2 MB Copied : 0 GB and 1 MB Remaining : 0 GB and 2 MB Elapsed : 0 Hr:0 Min:0 Sec Eta : 0 Hr:0 Min:0 Sec	Progress Path : c:\data\move\permission folder\just File : eula.1041.txt Size : 0 GB and 1 MB Copied : 0 GB and 1 MB Remaining : 0 GB and 0 MB Elapsed : 0 Hr:0 Min:0 Sec Eta : 0 Hr:0 Min:0 Sec
Progress Path : c:\data\move\just data\1 File : 2k3.log Size : 0 GB and 1 MB Copied : 0 GB and 1 MB Remaining : 0 GB and 0 MB	Progress Path : c:\data\permission folder\just data File : securid.t.log Size : 0 GB and 1 MB Copied : 0 GB and 1 MB Remaining : 0 GB and 0 MB

different copy threads showing each file as it is being processed\Copied

click on the + to see full path or file name in case it is not fully displayed (in case it is long)

Close

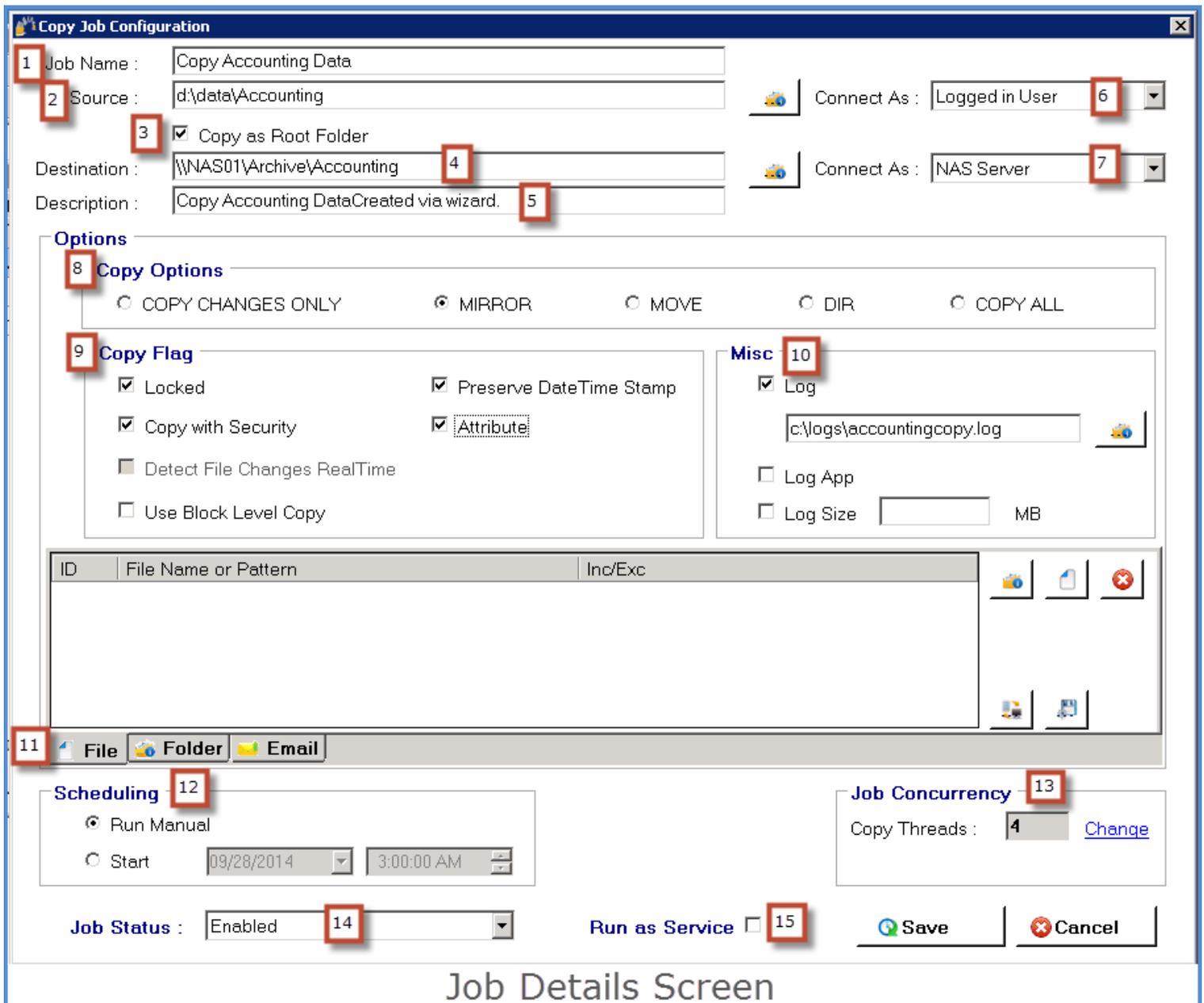
Job Details Interface

GS RichCopy 360 offers a single pane of glass when viewing\modifying an existing job. The user interface is very rich in terms of features and options, while being simple and intuitive.

In this section we will do a deep dive into the different features and settings offered in the job details screen. Users can access the job details screen in two different ways:

- 1) Double clicking on existing job or selecting the edit button "🔍" corresponding to that specific job.
- 2) By creating a job through the [Job Creation Wizard](#) (discussed in the next section), advanced users have the option to skip the wizard and jump directly into a blank job details screen.

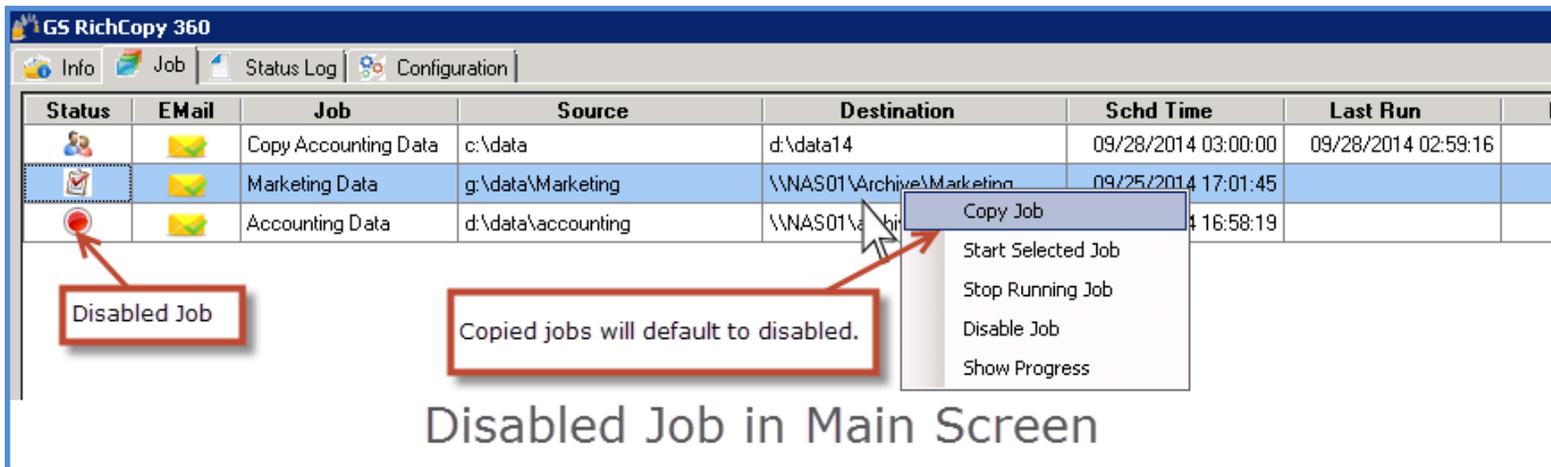
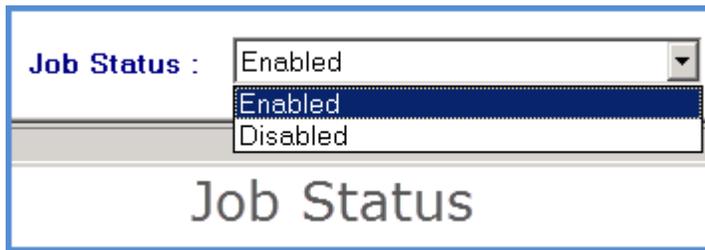
Refer to the screen shots below for details on each option



- 1) **Job Name:** This is the name of the job by which you will identify it. The name has to be unique. It is highly suggested to use a descriptive name such as "Accounting Data" or "Copy Email Archive" so that other users/administrators can relate to the role of this job in the future. Job names are referenced in the Job Status Tab (discussed later) and in email notifications (if turned on).
- 2) **Source:** Type or browse to the path (folder) where you want to copy FROM. Source will always point to a folder not to a file.
- 3) **Copy as Root Folder:** When this option is selected, it will create the source root folder and its contents on the destination. Otherwise, it will only copy the contents of the root folder to the destination.

- 4) **Destination:** Type or browse to the path (folder) where you want to copy TO. This folder will be created if it does not exist.
- 5) **Description:** This field is available to enter a description for the job.
- 6) **Connect As (Source):** Users have the option to impersonate a different user to connect to the source. This is practical when the logged in user or the service account used does not have access to the source folder. The Connect As user accounts are defined in the [Connect As section](#) under the Configuration Tab.
- 7) **Connect As (Destination):** Users have the option to impersonate a different user to connect to the destination. This is practical when the logged in user or the service account used does not have access to the destination folder. The Connect As user accounts are defined in the [Connect As section](#) under the Configuration Tab.
- 8) **Copy Options:** There are several copy options that can be used and you must select one of them:
 - a. **Copy Changes Only:** Copy only files and folders that are new or modified from the source to destination (Deltas only). This option **will not** delete files from destination if they do not match in source. If the destination has the same replica files, then those files will be skipped.
 - b. **Mirror:** Mirror the destination to the source. Please note that if a file is deleted from the source, it will be deleted from the target.
 - c. **Move:** Move files and directories (delete from source after copying).
 - d. **DIR:** Copy the directory tree structure only.
 - e. **Copy All:** Copy all files and folders from source to destination (Overwrite files and folders that match in the destination). This option will not skip any files if the files in destination are exact replicas as in the source.
- 9) **Copy Flag:** There are options to choose from when copying:
 - a. **Locked:** If checked, this option will copy locked and open files via VSS integration. In order for the open file copy to work properly, the source has to be on the local computer as GS RichCopy 360 would work seamlessly with VSS (Volume Shadow Service) to copy the locked\open file.
 - b. **Copy with Security:** Copies all of the NTFS security permissions, including inheritance blocking and advanced ACL settings. If the destination file or folder matches the source except for the NTFS security settings, then only the security settings will be replicated over and it will not trigger a retransmission of the entire file or folder. For example, if a word doc exists in both source and destination but the permissions are different, then GS RichCopy 360 would detect that the files are identical and it would just replicate the permissions to destination so that they are fully the same.
 - c. **Detect File Changes Real-time:** If this option is checked, the job will monitor changes to files in Real-Time and use these changes as triggers for file synchronization. (Note: This option is only available in GS RichCopy 360 Enterprise).
 - d. **Use Block Level Copy:** Select this option to enable/disable block/byte level replication. If this is disabled, the job will use the standard copy method to synchronize the file. If the Byte Replicator fails to synchronize a file, i.e. On Failure, the job will use Default File copy method for synchronization. (Note: This option is only available in GS RichCopy 360 Enterprise).
 - e. **Preserve Date Time Stamp:** Files/Folders in the destination will have their timestamps copied from the source.

- f. **Attributes:** If this option is selected, file and folder attributes will be synchronized from source to the destination. If the destination file or folder matches the source except for the attributes, then only the attribute settings will be replicated over and it will not trigger a retransmission of the entire file.
- 10) **Misc:** There are three different options under Miscellaneous:
 - a. **Logs:** You can type or browse where you want the log file to be placed.
 - b. **Log App:** If a log file already exists, then logging will just append to the file instead of overwriting it.
 - c. **Log Size:** If a number is specified (in MB), then once the file log sizes reaches that limit the job will start logging to new file (however the job will continue to run). This option is useful to avoid large log files.
- 11) **Job Status:** Jobs are created as Enabled jobs by default. This means they can be run on demand or as scheduled jobs. Jobs that are set to disabled will NOT run on demand or as scheduled. It is also worth noting that if a job is duplicated, the duplicated job is going to default to "Disabled".



- 12) **Run As Service:** If the box is checked, then the job will run as a service using the service credential specified in the Configuration Tab (default is Local System Account). If the box is not checked, then the software will utilize the session of the logged on user that is running the application.

There are many advantages to running a job under a service account. The first and foremost reason is that jobs will not terminate due to a user logging off or closing the GS RichCopy application. A service account can run as the Local System Account, which is an account that has full access to every file and folder on the system (in most scenarios). For example, a machine that has locked down permissions may have issues copying folders and files as the user credentials

used may not have sufficient rights. Using a service account running as Local System Account may provide better results.

It is worth noting that jobs have to be set to run at a scheduled time in order to be configured to run using service account. A scheduled job can always be triggered to start manually which would in that sense run the job on demand as a service.

Creating a New Job Using the Wizard

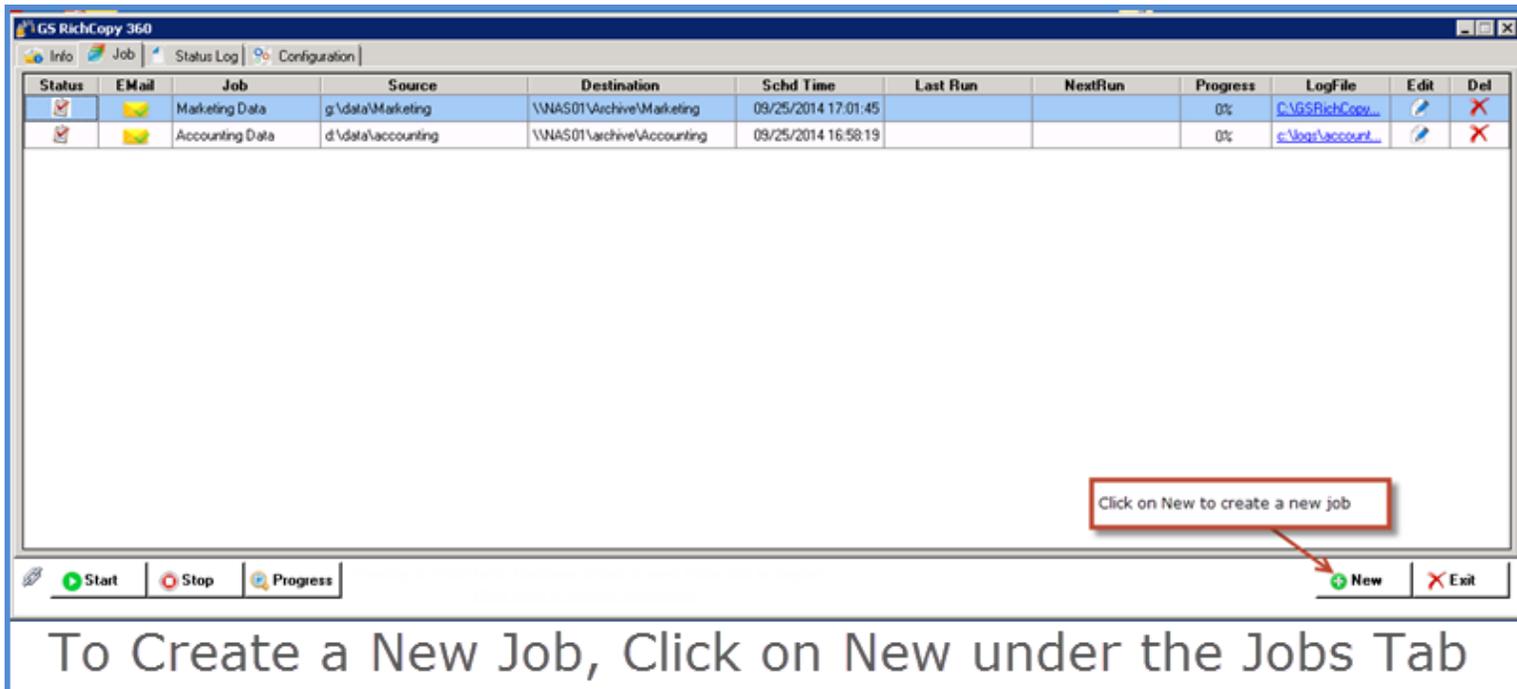
GS RichCopy 360 offers a simple job creation wizard. The wizard walks IT administrators through most commonly used settings (a total of three steps) and a full summary of the selected options is displayed at the end for confirmation.

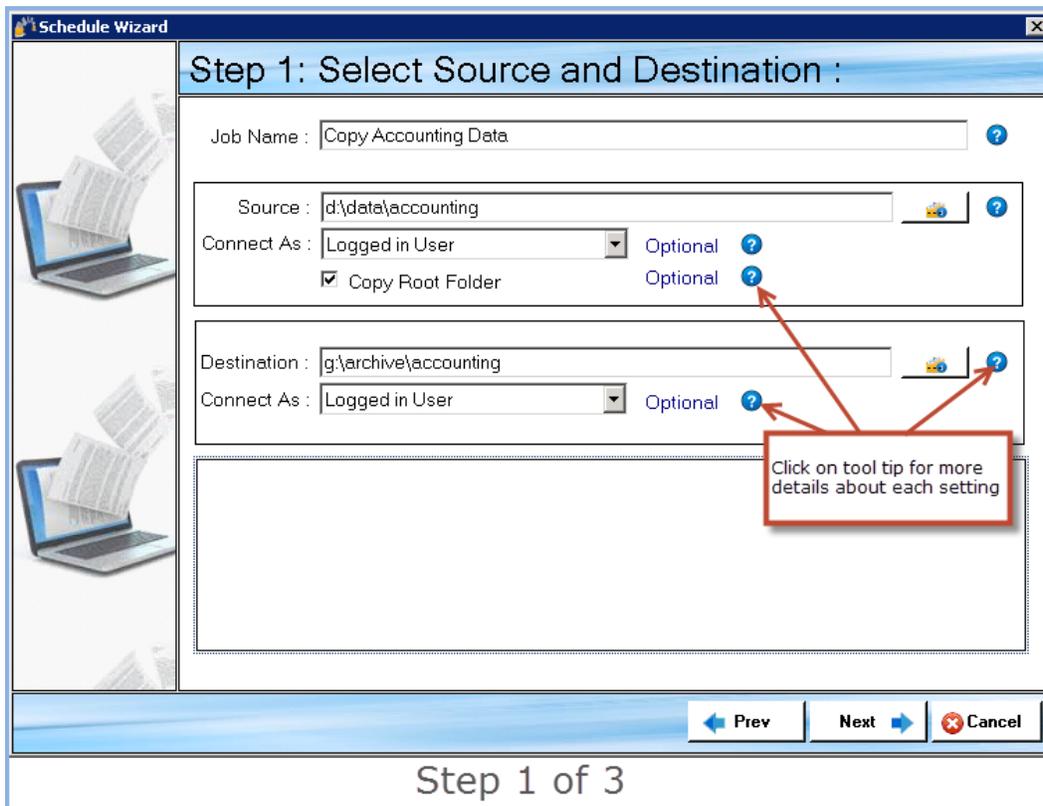
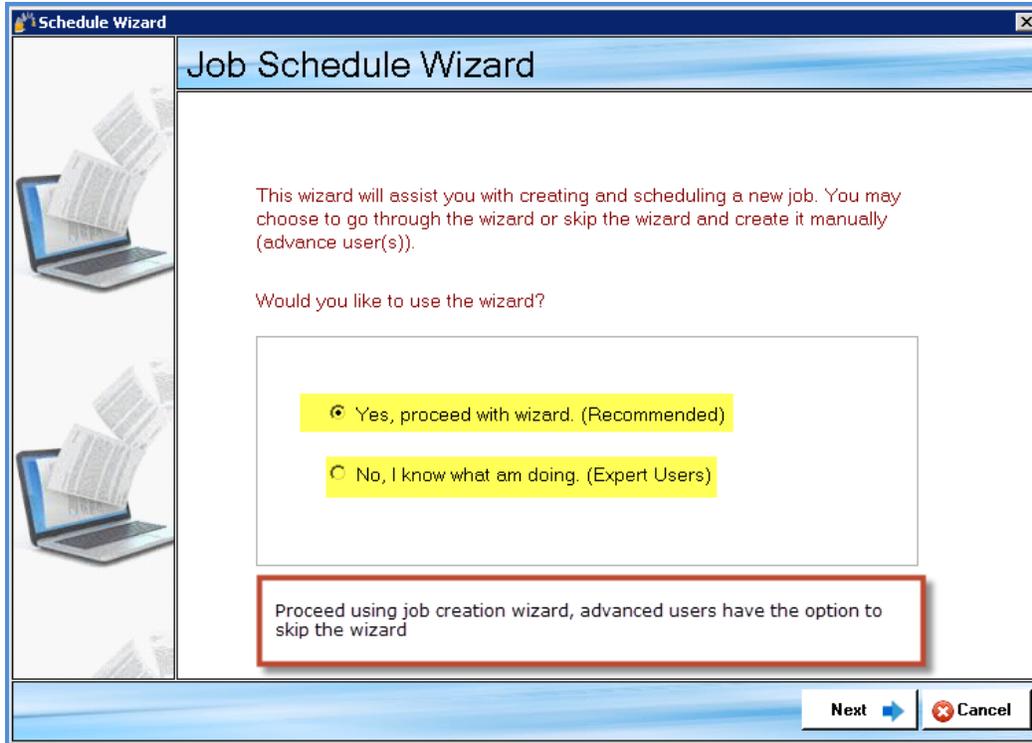
While most of the available options are self-explanatory, help tool tips are displayed next to each setting to further clarify its role, purpose and how it impacts the job if selected. Tool tips are represented by the icon .

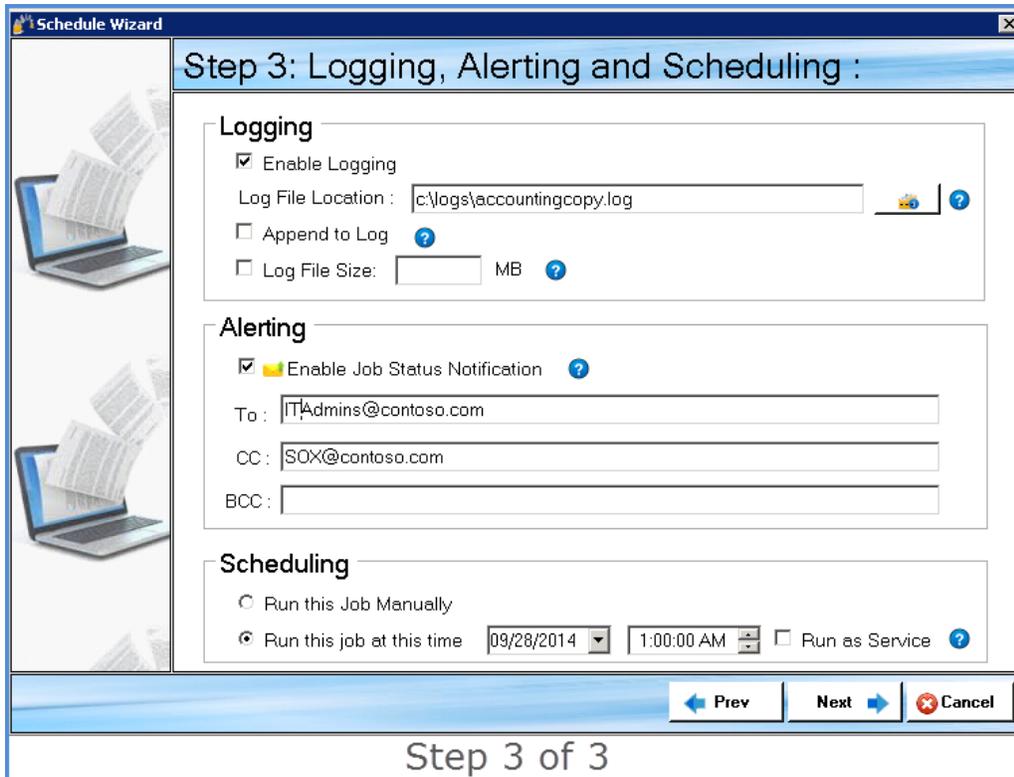
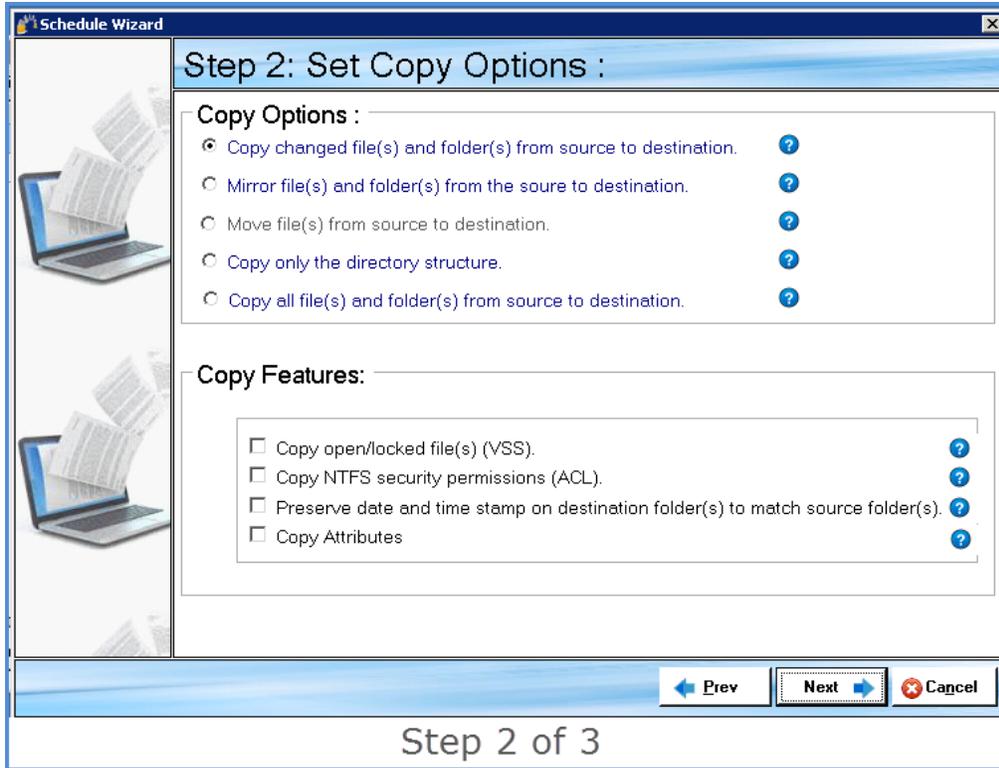
Moreover, expert users have the option to skip the wizard and jump directly to the detailed job screen and create the job that way.

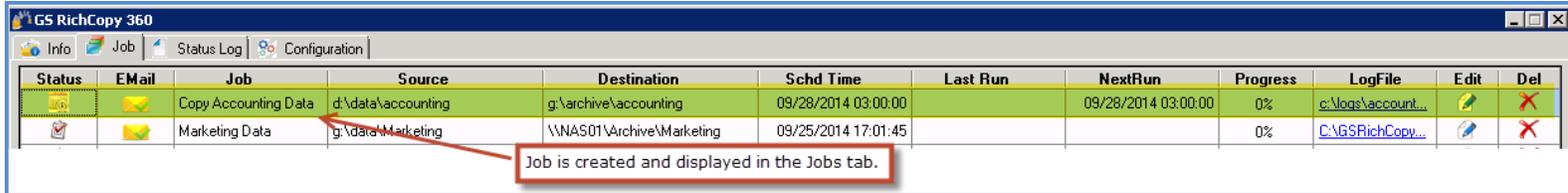
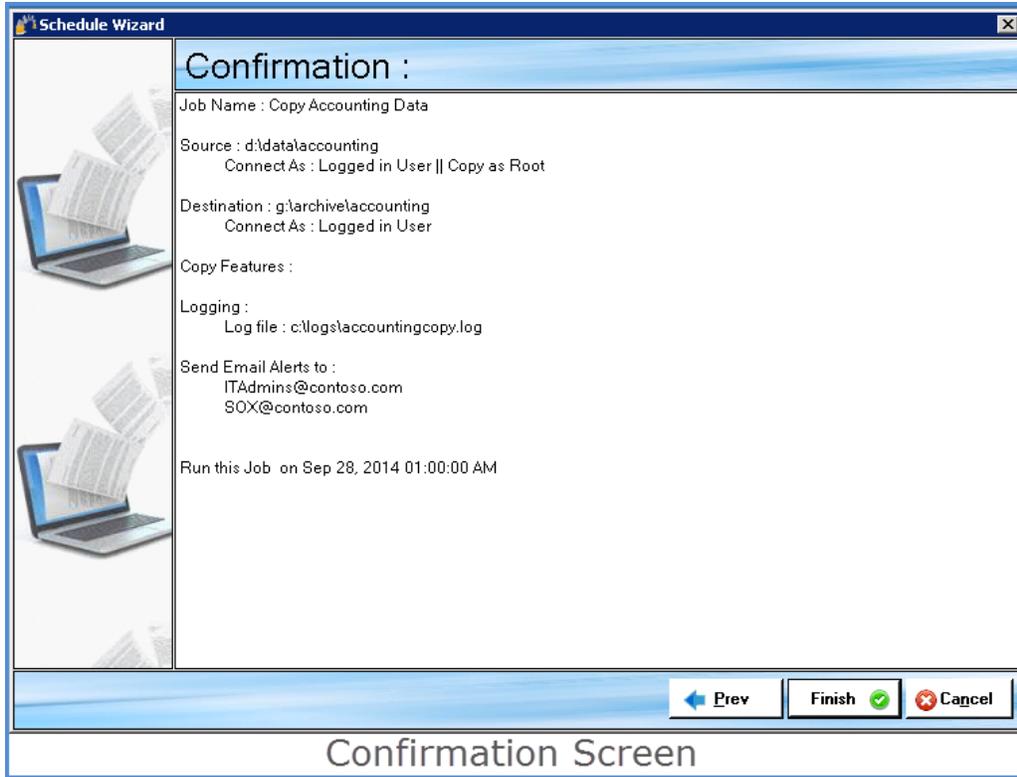
It is worth noting that once a job is created (whether through the wizard or by jumping directly to the detailed job's screen), it can always be modified at a later time if the need arises.

Reference screen shots to learn more about the job creation wizard.









Once a user click on **Finish** in the job confirmation screen, the job is then created and displayed in the Jobs tab. It can then be triggered to run by selecting **Start** or modified by double clicking anywhere on the job. We will discuss the job details screen in the next section.

Status Log Screen:

Status Log Tab displays a summary of all jobs that are running or have run already. Very useful information can be obtained from the Status Log Tab such as:

- 1) Job Name
- 2) Job status (In Progress, Successful, Stopped, or Failed).
- 3) Which user context the job ran under
- 4) Start and End time (if job completed)
- 5) Job ID (in the event contacting technical support for further assistance).

Please refer to the screen shot below

The screenshot shows the 'Status Log' tab in the GS RichCopy 360 application. The table below represents the data displayed in this tab.

ID	Job	Start At	Finish At	RunBy	Status
8527	Accounting Data	09/30/2014 03:10:13	09/30/2014 03:10:14	aamin	Failed
8526	Marketing Data	09/30/2014 03:09:55	09/30/2014 03:09:56	SYSTEM	Failed
8525	Copy Accounting Data	09/30/2014 03:00:34	09/30/2014 03:00:54	aamin	Stopped
8524	Copy Accounting Data	09/30/2014 02:41:05	09/30/2014 02:41:37	aamin	Successful
8523	Copy Accounting Data	09/28/2014 02:59:16	09/28/2014 02:59:18	richcopy	Successful
8522	Copy Accounting Data	09/28/2014 02:53:40	09/28/2014 02:54:07	richcopy	Successful
8521	Copy Accounting Data	09/28/2014 02:52:53	09/28/2014 02:53:03	richcopy	Successful
8520	Copy Accounting Data	09/28/2014 02:46:12	09/28/2014 02:48:31	richcopy	Successful
8519	Copy Accounting Data	09/28/2014 02:45:18	09/28/2014 02:45:38	richcopy	Successful
8518	Copy Accounting Data	09/28/2014 02:43:18	09/28/2014 02:44:07	richcopy	Failed

FAQs:

Below are some of the frequently asked questions our support and sales staff have received. We have compiled this list and are continually updating it to provide you with the best support possible.

If you do not find your question or need some assistance, feel free to contact us by email or phone and we will gladly work with you.

Email: support@gurusquad.com

Phone: +1 703 868-9252

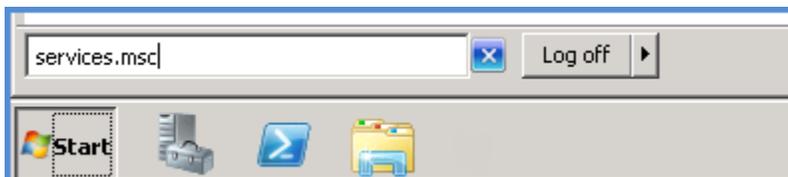
Assigning Log On as a Service

Q1: When we specify a username and password to use for our GS RichCopy 360 server, the service fails to start. This account is already an administrator. How can we start the service?

A1: In windows 2008 R2 and later, When specifying a user name and password for GS RichCopy Service to use (under the configuration tab) and the service fails and cannot start, it is because the user specified requires “log on as a service” privileges. This can be accomplished in two different ways:

Method 1:

- 1) Go to the “start” menu → search → Type “services.msc”

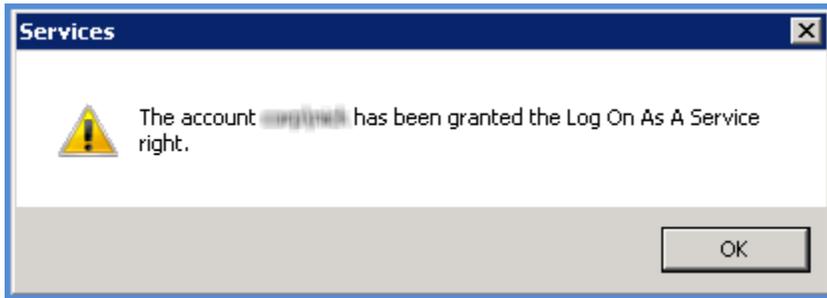


- 2) Locate GS RichCopy 360 Service and double click on it.

Group Policy Client	The serv...	Started	Automatic	Local System
GS RichCopy 360 Rich Copy Service	GS RichCo...	Started	Automatic	Local System
GS RichCopy 360 Service	This servic...	Started	Automatic	Local System
Health Key and Certificate Management	Provides X...		Manual	Local System
Human Interface Device Access	Enables ge...		Manual	Local System
HE and AuthIP (Pre-Flighting Module)	The BFEK...	Started	Automatic	Local System
Interactive Services Detection	Enables us...		Manual	Local System
Internet Connection Sharing (ICS)	Provides n...		Disabled	Local System

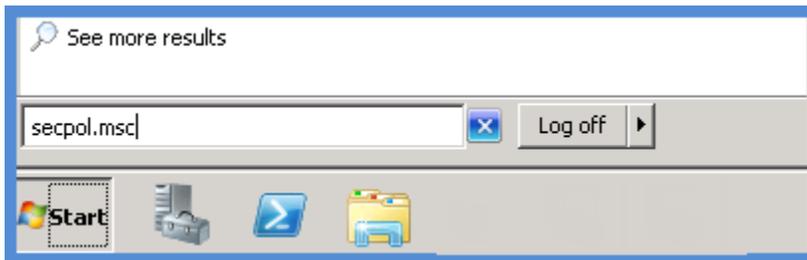
- 3) Click on the logon tab → Click on This account and type the user name and password for the user you want GS RichCopy 360 service to use → Click ok.

Doing so, would automatically grant the username you specified logon as service rights. You should receive a notification that the right to logon as a service has been granted. Please ensure that you have to stop and start the service for the change to take effect.

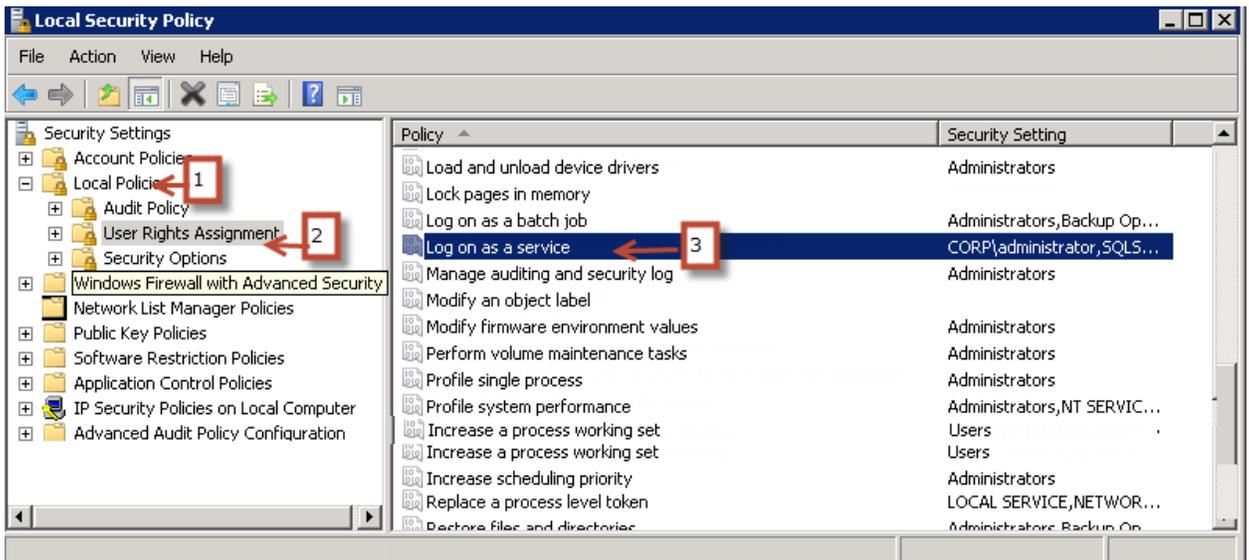


Method 2:

- 1) Go to the “start” menu → search → Type “secpol.msc”



- 2) Click on Local Policies → User Rights Assignment → Double click on Log on as a service



- 3) Click on Add User or Group → type the user name and password for the user you want GS RichCopy 360 service to use → Click ok and Ok all the way out. → Doing so, would grant the username you specified logon as service rights. GS RichCopy 360 service must be stopped and

started again for the change to take effect.

