

My new Log Tools install will not attach to the On Air

The first thing to check is that the versions of Log Tools and On Air match. For example, version 2.5.5 will not attach to a version 2.6 install of On Air. Make sure that the first two digits of the version number are the same. Version 2.6.0 Log Tools will attach to version 2.6.1 of On Air.

The way that Log Tools attaches to the On Air is over the network. Because of this the same networking principles of file sharing are in place for this connection. If you cannot connect, then the Log Tools machine you are connection from does not have sufficient rights to the On Air machine.

Here is how you can test for this.

1. Find the IP Address for the On Air machine. This can be done by typing IPCONFIG from a command prompt on the On Air machine.
2. From the Log Tools machine, from the Windows Start menu click on "Run"
3. Type in \\ and then the IP Address of the On Air machine. For example if the address of the On Air machine is 192.168.7.96 the type in \\192.168.7.96, then click on OK.
4. If you see this screen you know that this machine does not have user rights to the On Air computer.



Here is how to correct this:

1. Find out the user name and password used on the Log Tools machine.
2. On the **On Air machine** add this name as a user
 - a. Go to the Control Panel
 - b. Open User Accounts
 - c. Click on Create a new Account
 - d. Enter the same name as the Log Tools machine, click on next
 - e. Ensure that it is a Computer Administrator then click on Create Account
 - f. Click on the user you just added
 - g. Click on Create a password
 - h. Enter the password that you use for the Log Tools machine

Other:

When On Air is installed it creates 2 shares on the On Air machine. For version 3 it creates shares called Logs and OpLOG. For version 2 it creates shares called Logs and C.

Make sure that these shares exist:

Version 3	
Share Name	Folder Location
OpLOG	C:\OpLOG
Logs	C:\OpLOG\Logs
Version 2	
Share Name	Folder Location
C	C:\
Logs	C:\OpLOG\Logs

Remember to give the share Full Control access to the users.

