Enterprise Manager

User Guide

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Enterprise Manager User Guide

What is RFMS Enterprise Manager?

RFMS Enterprise Manager actually has multiple functions. **Audit tracker** uses Microsoft SQL tables to record when changes are made to the system. Enterprise Manager also allows an enhanced security system for RFMS. This program works in conjunction with the SQL Database and **Windows Authentication** to track database activity and control system access at the user and group levels.

Users are required to sign in on each workstation, then the user's login ID is used to determine their rights and permissions to various programs and features within RFMS. This is an alternative to the "password" security system within RFMS Core, in which certain programs or screens are password protected, and the passwords are hierarchical. Instead of being asked for passwords on restricted areas, users will just not be able to enter those areas they don't have assigned to them as roles. This prevents someone from guessing the password and entering an area they should not.

Rather than setting up "levels" of security, in Enterprise Manager each program or button in RFMS can be linked to a "Role," and then that "Role" can be assigned to a specific user or a group (and thus to all the users in that group.) For example, if only Salespeople, Managers, and one person at the front desk need access to BidPro, a role called "Open BidPro" can be set up in Enterprise Manager and linked to the BidPro program. This role would then be assigned to a group called "Salespeople" and a group called "Managers," and the many users in those two groups inherit permission to open BidPro. Then, the role can also be assigned to that one person at the front desk, even though they are not in either group, so they can open BidPro, without having the other privileges that Salespeople or Managers may have in other parts of the system. (NOTE: The linking of Roles to features uses the same "Ctrl-Alt-F6" security setup that the password system uses.)

Because the user enters using a unique login ID, rather than a generic password, that many others may share, RFMS is able to keep track of which user made certain changes in the data, for example, who changed the cost on a certain order line. These audit features are customizable, and controlled by the RFMS Administrator inside of Enterprise Manager.

Enterprise Manager is compatible with RFMS Version 10.1 or higher.

Enterprise Manager Set Up & Installation

Because this process involves the RFMS SQL Database, it is strongly recommended that this is be performed by an IT Professional.

IT Professional Checklist

1. Must have Microsoft SQL 2005 or later.

2. Must be on RFMS 10.1 or later.

3. Copy the Enterprise Manager file into the RFMS Folder on the Server.

4. Determine with the Store who will be the RFMS Enterprise System Administrator(s).

5. IN SQL: Once the Administrator(s) is determined, the user(s) need to be granted dbo rights on the RFMS and Practice RFMS Database.

Note: It is recommended to configure on the Practice Company for testing, and then copy to the Real RFMS Company

6. IN Enterprise Manager: Make sure the Administrator(s) of the RFMS Enterprise System has RFMS Admin Rights.

Initial Set up-IT Professionals Steps

Adding Users to the Windows SQL Server

All users must be added to the **SQL Database** before beginning to use the RFMS Enterprise Manager.

Designating an Administrative User

Administrative Users will have Administrative Rights to the **SQL Server Database**. This can be accomplished by 2 different methods:
As of Version 10.5.6, The Enterprise administrator is no longer required to be a system administrator. A system administrator level **is** required to initially set a user as the Enterprise administrator.

1. Add the user(s) that will be responsible for maintaining RFMS Enterprise into the SQL database as the **'db owner'** under the SQL Logon Section. This username must be identical to the Login Username for this user and will be pulled from either the Active Directory or the Computer Management Group.

2. Add the users that will have DB rights to the Administrator Group within Active Directory or Computer Management Directory. This will give them Administrator rights to the network.

Notes:

- The benefit of option # 2 over option # 1 is that users can be added, changed or removed from the **DB Admin**, simply by going into the Administrator Group on the server and making changes there.

- The benefit of option #1 over option #2 is that users created will just have db owner rights not network administrator rights on the network.

For Domain Setup

1. Make sure on the latest release of RFMS
2. Install Enterprise Manager Program
3. Go to Studio Management and Add Authenticated User

a. Once user added, give them DBO and set default DB for that account

4. Above user can go into RFMS Enterprise Manager and assign roles as needed, including administrator user

For Non Domain Setup

1. Make sure on the latest release of RFMS
2. Install Enterprise Manager Program
3. Go to Studio Management and Add Authenticated User

a. Once user added, give them DBO and set default DB for that account

4. Contact RFMS to run a user authentication script
5. Above user can go into RFMS Enterprise Manager and assign roles as needed, including administrator user

Notes:

- Without administrative rights on the local machine, **SQL Admin** rights and **Domain Admin** rights, setting up the **RFMS Enterprise Manager** is not possible.

- Only one user at a time can operate this program.

Store Administrator Checklist

1. IN RFMS Core: Print the Password Path (if present) from the Setup Option of the RFMS Enterprise Module to use as a guide for setting up the users and roles within the Enterprise Manager.

Note: Be sure that "Clear ALL Non Level One Password Paths" is <u>not</u> selected under any circumstance before everything is set up properly within the Enterprise Manager System. This will clear current paths and allow all users access to any portion of the RFMS System.

2. Decide how roles will be set in the RFMS Enterprise System. Roles may be very detailed or very general.

3. IN Enterprise Manager: Configure users/roles/groups in the RFMS Enterprise Module based on the current Password Paths, see Manual and consult with the RFMS Trainer.

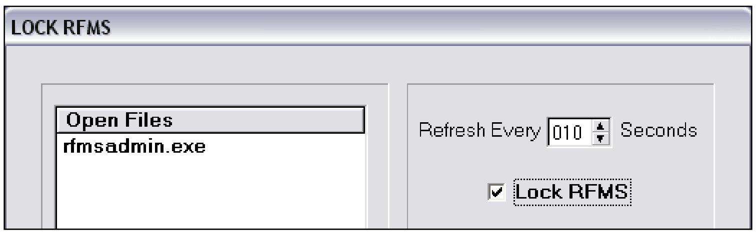
4. IN Enterprise Manager: Assign Roles to the RFMS System.
5. IN Enterprise Manager: Turn on the RFMS Enterprise System.

Lock RFMS System

This function allows requesting that all users exit the system, and then monitor which modules, if any, are still open before running RFMS updates.

Lock down the RFMS System before running any updates by clicking the Lock box. All users will receive the following message following the implementation of the **Lock** feature.

Open Files is a listing of the files currently being used in the system. The refresh rate is how often the listing of open files list is updated with changes. Set the refresh rate using the up and down arrows or typing in a number.



Manually refresh the list using the **Refresh** button.

To exit Lock RFMS click the **Done** button.

Manage Audit System

Audits

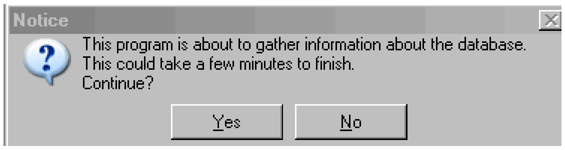
File>Manage Audit System

The Users/Groups and Roles do not have to be activated to use the Audit Tracker.

This section allows selecting tables from the SQL Server database for viewing in the RFMS Audit Viewer (located in *RFMS Navigator>Accounting>Utilities>Audit Viewer*). This function will allow creating an audit trail of chosen actions performed in RFMS. This is the area where audit triggers are set, so that records will be created indicating who changed data in certain fields, and/or added or deleted records from certain tables.

While this tool is helpful in seeing who is making changes in the software, RFMS reports should be used for monitoring values in RFMS. If a concerning trend is spotted in the reports, audit manager allows setting a trigger and then searching for specific record to find the user who made the change.

This function reads every field from every table in the database so it may take a while to load depending on the database size. There is an informational message about this.



The column on the left side of the screen is the list of RFMS SQL Database tables.

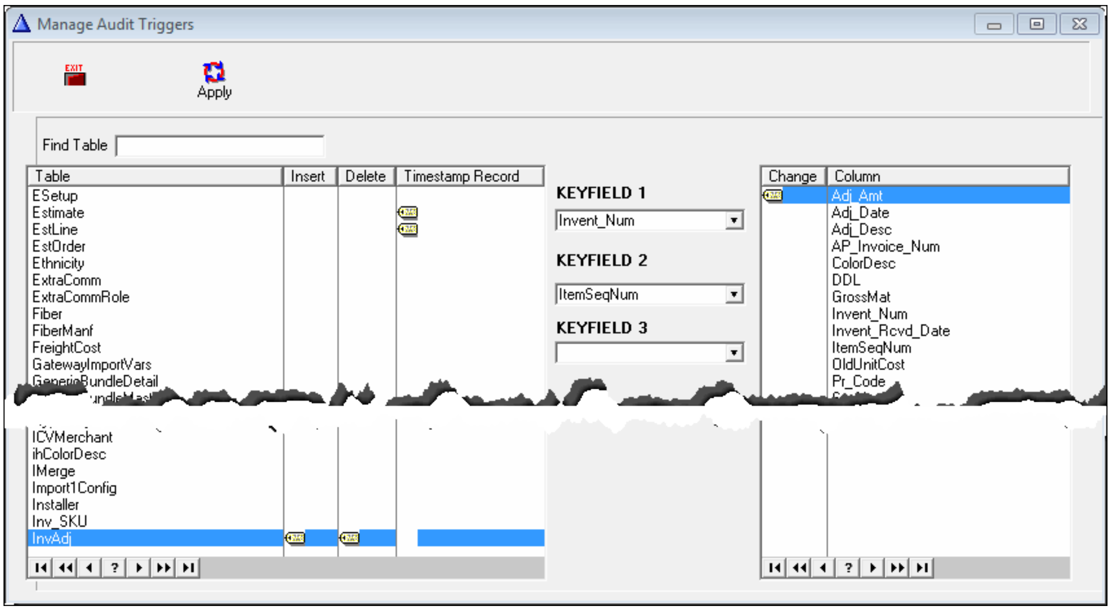


Figure Sample Trigger Setting to Audit Inventory Adjustments

To monitor a specific table, do the following:

1. High light the appropriate table. A listing of commonly tracked tables is included in this document. There can be multiple tables which have information about an RFMS process, so look at all options before choosing a table.

2. Tag the columns next to the table name to track either inserts or deletes. A timestamp record can also be added. The timestamp is useful for data warehousing but is not included in the audit viewer.
   - A selection does not have to be made here if changes are going to be tracked instead. Also a selection does not have to be made to track changes if inserting or deleting is being tracked. (Inventory adjustments are special and will be discussed in another section.)

3. Using the drop down lists, select the **Key Field1** to display in the **Audit Viewer**.   Key Field 1 is a search option in the Audit view. So make this a unique field such as Order Number or Inventory Number. These key fields will be different depending on which table is chosen. If tracking changes, an identifying key field should still be chosen.

4. Additional Key fields are optional. One example of a use of a second key field is Item sequence number. An item inventory number could refer to more than one record; the sequence number allows specifying which record.

5. Select the **Changes** to track by high lighting and then tagging. The values in the column are different depending on the table chosen. If any changes occur to the value selected in this column, all these changes will display in the **Audit Viewer**.

   - Be selective on what is tracked as this table could become large very quickly.

6. Anytime any change is made to selected areas of RFMS, a line will display in the **Audit Viewer.**

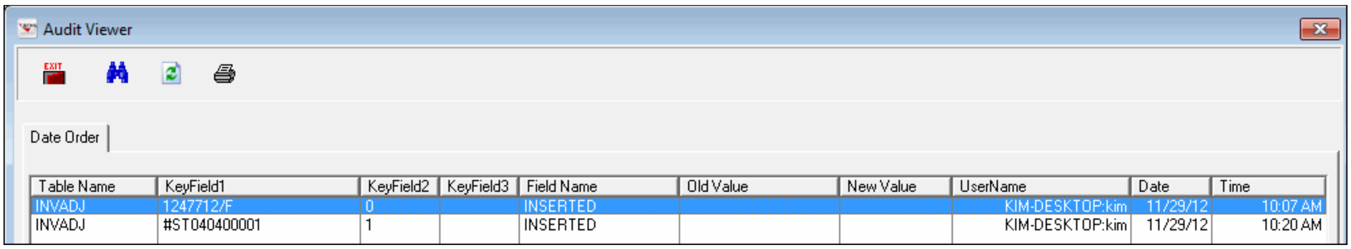


Figure Sample Audit View

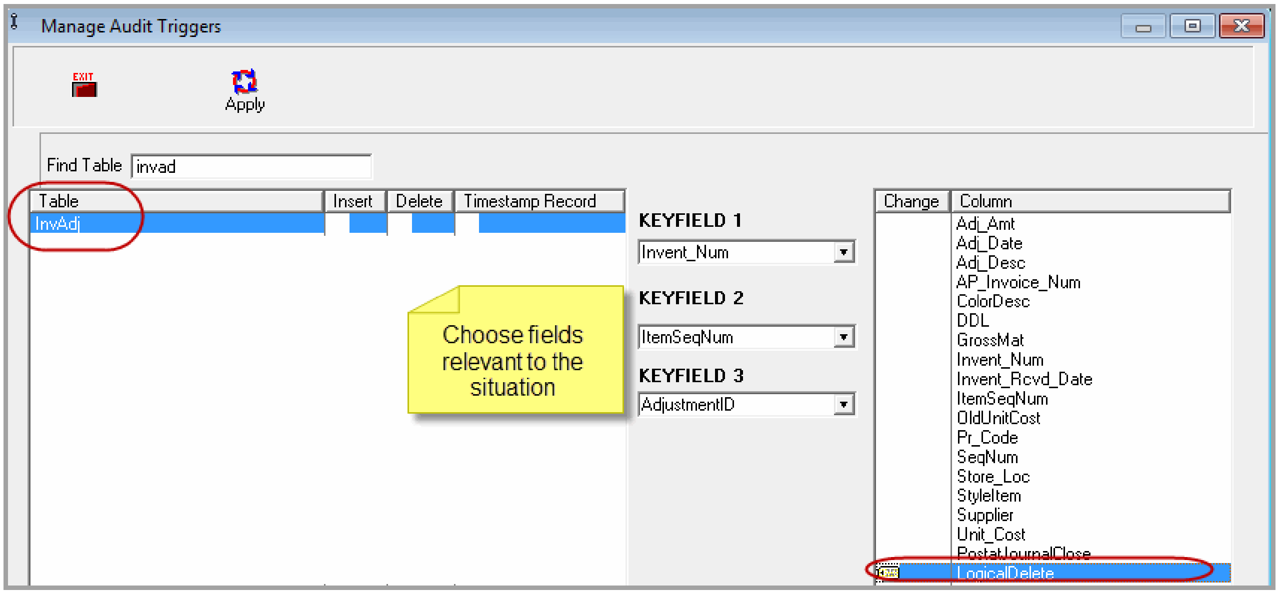
Commonly tracked Tables		
Table	**Description**	**Suggested Key Field(s)**
ActsPay	Accounts Payable/Enter/Paid or Void	Inv_Num
Header	Order Entry Header	Inv_Num
CustLine	Customer Order Line	Inv_Num
WoLine	Work Order Area	Inv_Num
Customer	Customer	
Jobcost	Job costing	
CK	Checking Accounts	
InvAdj	Inventory Adjustments *deletes are not tracked as inventory adjustments are not actually deleted.	Adj_Date Invent_Num Changes in Unit_Cost
Receipts	Posting Payments/Discounts and Finance Charges	Inv_Num
ItemInventory	Fixes to Item Inventory	Item_Num /System Ref_Num
RollInventory	Fixes to Roll Inventory	Roll_Num
Xjobheader	Schedule Pro Jobs	Inv_Num
Journal		
Commonly Tracked Fields(Values) within Tables		
Inv_Num	Invoice Number	
Line_Num	Line Number	
Inv_Tot	Invoice Total	
SeqNum	Sequence Number (Internal number kept by RFMS Program)	
SystemRefNum	System Reference Number (Internal number kept by RFMS Program)	

Notes:

Notes cannot be tracked via audit manager.

Inventory Adjustments

As of version 11.0 (Summer 2011), inventory adjustments are no longer deleted they are just removed from view in the inventory adjustment browse list. A field called logicaldelete was added. (*Inventory>File>Adjustments*). To track attempted "deleted adjustments" set the Table to InvAdj and track changes on LogicalDelete.



Audit Viewer

RFMS Navigator>Accounting>Utilities>Audit Viewer

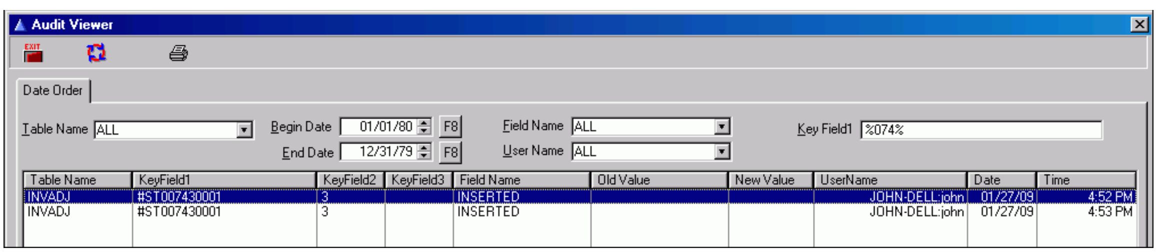


Figure: Audit Viewer Screen

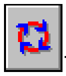
The following information shown

- Table Name
- Key Fields 1, 2 and 3
- Type of Change (Field Name)
- Old Value and New Value from the selected **Column Changes**
- Origin of Change (i.e. Machine Name/User Name).
- Date of Change
- Time of Change

Filter

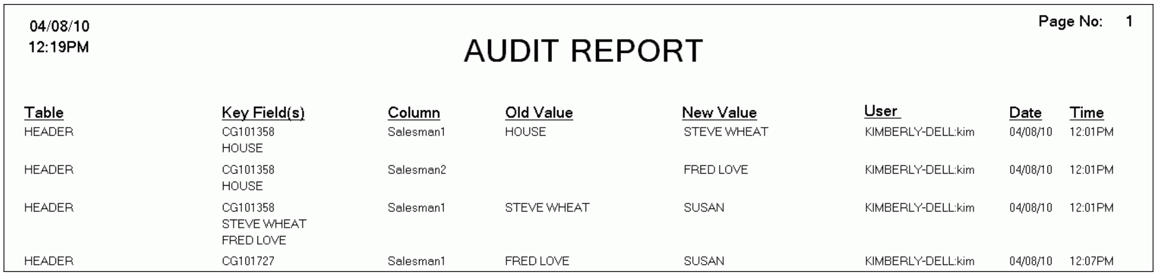
Narrow the Audit Viewer Browse list by:
Table Name: use the down arrow to select from the tables chosen to audit.
Begin and End Date:
Field Name: the options are from the values chosen to audit.
Inserted and Deleted if chosen that for any tables, and values for which monitoring changes.

User Name: the options
Key Field1: perform a fuzzy search by putting %before and after the text.

Use the reset button  to return the view to all audit records.

Report

Click the Printer Button to get a report of the filtered information.



04/08/10
12:19PM

AUDIT REPORT

Page No: 1

Table	Key Field(s)	Column	Old Value	New Value	User	Date	Time
HEADER	CG101358 HOUSE	Salesman1	HOUSE	STEVE WHEAT	KIMBERLY-DELL:kim	04/08/10	12:01PM
HEADER	CG101358 HOUSE	Salesman2		FRED LOVE	KIMBERLY-DELL:kim	04/08/10	12:01PM
HEADER	CG101358 STEVE WHEAT FRED LOVE	Salesman1	STEVE WHEAT	SUSAN	KIMBERLY-DELL:kim	04/08/10	12:01PM
HEADER	CG101727	Salesman1	FRED LOVE	SUSAN	KIMBERLY-DELL:kim	04/08/10	12:07PM

Figure: Sample Report

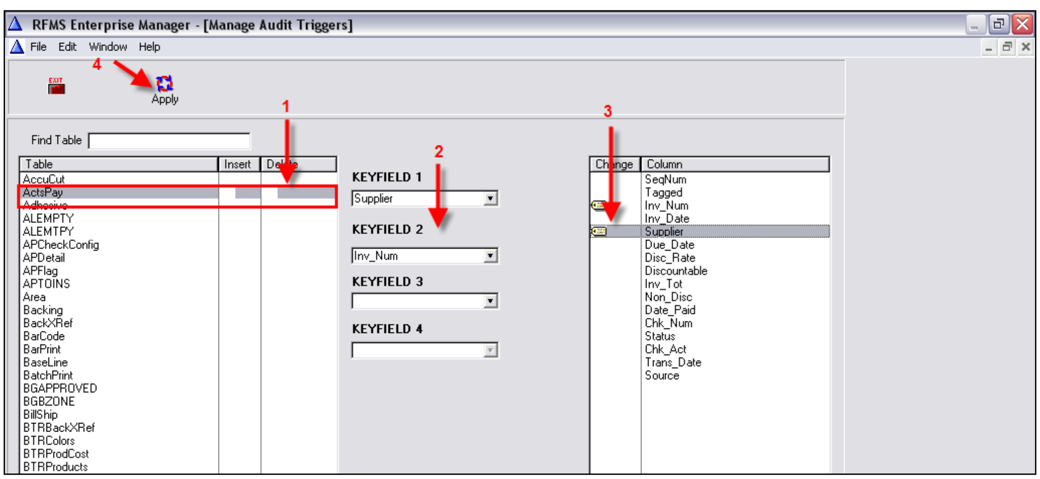
Here is an example of how this feature works:

1. Let's say someone is changing specific fields on Accounts Payable records. To track down who that person is, select the **ActsPay** table from the **Table** section of the screen below.

2. For **Keyfields 1 and 2**, choose sort values. In this example let's sort by **Supplier** and **Invoice Numbe**r (any fields may be selected when setting up audit trails, these fields are user definable).

3. Next, choose the values to track. For this example, let's track changes to **Supplier** and **Invoice Name**. Tag both values.

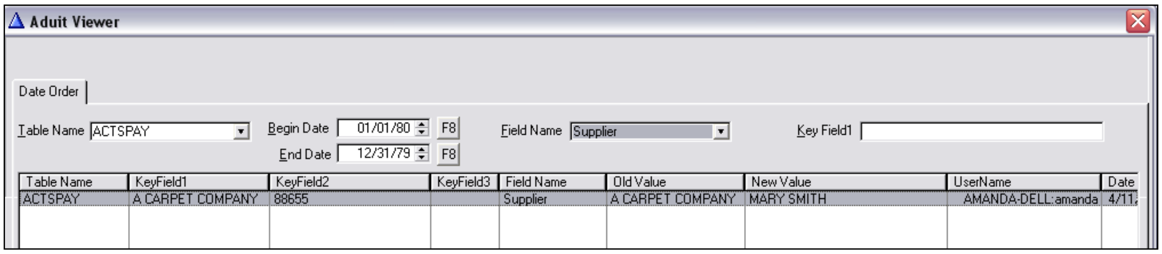
4. Once done making selections, click the **Apply** button. Wait for the '**Operation Complete**' dialog box to display before moving forward.



5. Exit **RFMS Enterprise Manager**.
6. After any changes are made to **Supplier** and/or **Invoice Name**, these changes will be recognized and posted in **Accounting, Utilities, and Audit Viewer**.

7. Below is a screenshot that shows the tracking results. Choose values from the **Table Name** and **Field Name** drop down selections for a user specific sort. Notice in the example, ActsPay and Supplier are selected.

8. Also notice that Amanda on Amanda-dell (**User Name column**) made a change to the **Supplier Name** on **Invoice 88655** (**Key Field 2**). She changed A Carpet Company (**Old Value**) to Mary Smith (**New Value**).



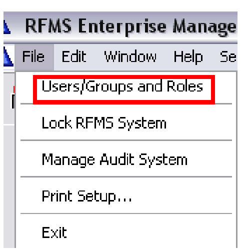
Purging Audit Tracker Data

RFMS Navigator>Accounting>Utilities>Maintenance>Purge Audit Data

Data before the date entered will be purged.

Users/Groups and Roles

File>Users/Groups and Roles



Before Getting Started

If a practice company is available, *it is recommended setting up Enterprise Manager in that system first and then copying the set up to the working company.* This will allow configuring and testing the settings prior to setting up the production system. Copy the RFMSEnterprise.exe file into the Practice RFMS Folder and launch.

Notes:

When information is copied from this practice company it will need to be on the same domain as the working copy.

Before proceeding with the **Users/Groups and Roles** make sure the **Password Path** System (if present) has been printed to use as a guide for setting up the **Users** and **Roles** through the Enterprise Manager. Password paths are how security is currently maintained in RFMS.

First go to, *File>Users/Groups/Roles*, this causes the Setup option to be available on the menu bar. The go to *Setup>Print Path Levels*.

This prints a listing of all current RFMS passwords and path levels (i.e. Level One Password, Level Two Password, etc) to assist with setting up **Users/Groups/Roles**. This report will actually list current passwords twice, first sorted by the module and then sorted by the level.

COMPANY
Page No: 1
PASSWORD PATHS
Sorted By Module
04/08/10
01:29PM

ID	Level Required
Module AP (Accounting)	
Procedure APMAIN	
&G/L UTILITIES	1
&MAINTENANCE	1
&SALES UTILITIES	1

Notes: Be sure **Clear All Non Level One Password Paths is <u>not</u> selected** under any circumstance before everything is set up properly within the Enterprise Manager application. This will clear current paths and allow all users access to any portion of the RFMS system.

Once Role Descriptions are created and associated with RFMS functions, print this list from *File>User/Group/Role Management>Set Up>Print Path Roles*.

Page No: 1
PASSWORD PATHS
Sorted By Module
04/08/10
01:39PM

ID	Role Required
Module AP (Accounting)	
Procedure APMAIN	
&G/L UTILITIES	RFMS ADMIN
&MAINTENANCE	RFMS ADMIN
&SALES UTILITIES	RFMS ADMIN
Procedure UPDATESUPPLIERS	
&OK	RFMS ADMIN

Add Users

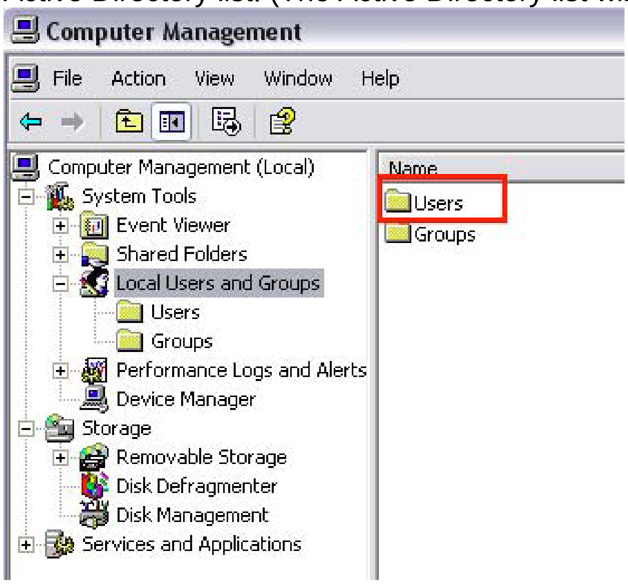
File>User/Group/Role Management>

Each RFMS user will need to be added.

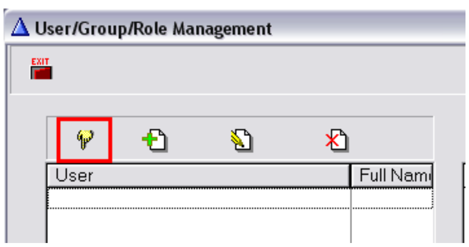
There are 2 ways to add a user to the **RFMS Enterprise Manager** module.

Pull From Active Directory:

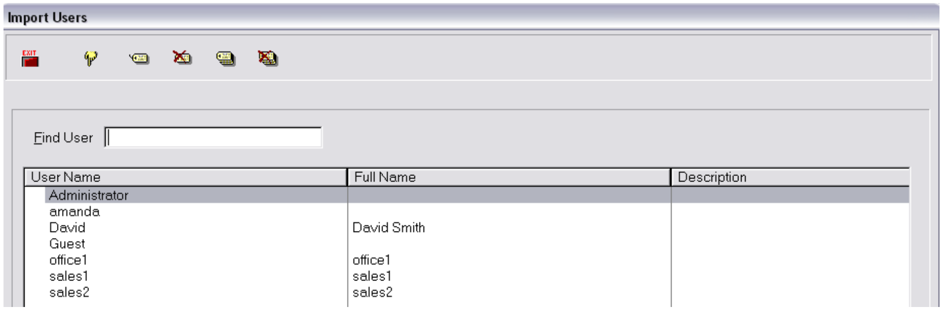
Select user information from information stored on the domain controller under **Computer Management, Users** or in **Active Directory**. If using an Active Directory, then it will be pulled from the Active Directory list. (The Active Directory list will be similar to the screen shown below.)



1. To access this list, click the **Select** icon.

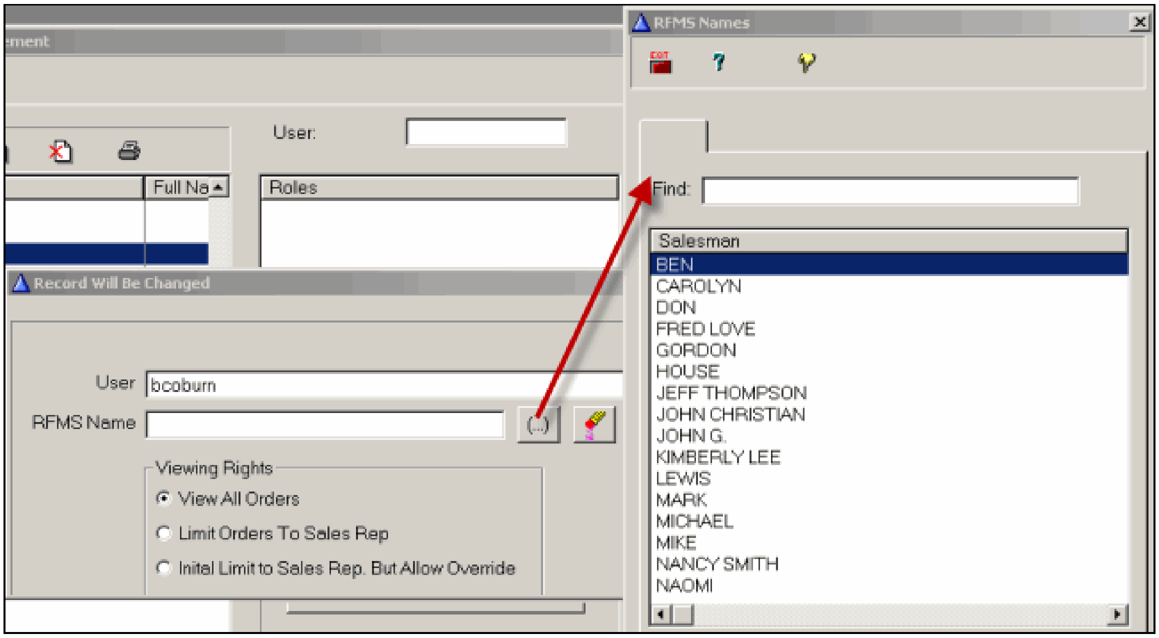


2. Select the users to pull into RFMS Enterprise Manager and click the **Tag** button. Once all have been selected, click the **Select** button.


Import Users
Find User
User Name
Full Name
Description
Administrator
amanda
David
David Smith
Guest
office1
office1
sales1
sales1
sales2
sales2

Method 2:

1. Add the user information on the fly by clicking the **Insert** icon from the **User/Group/Role** screen. If this method is chosen, go back at a later time and add this user to the network. Be sure that the spelling of both the user added to the RFMS Enterprise Manager and the one added to the network are the same.



Viewing Right Options

1. **View All Orders** allows the particular user being set up to have rights to view all orders in Order Entry.

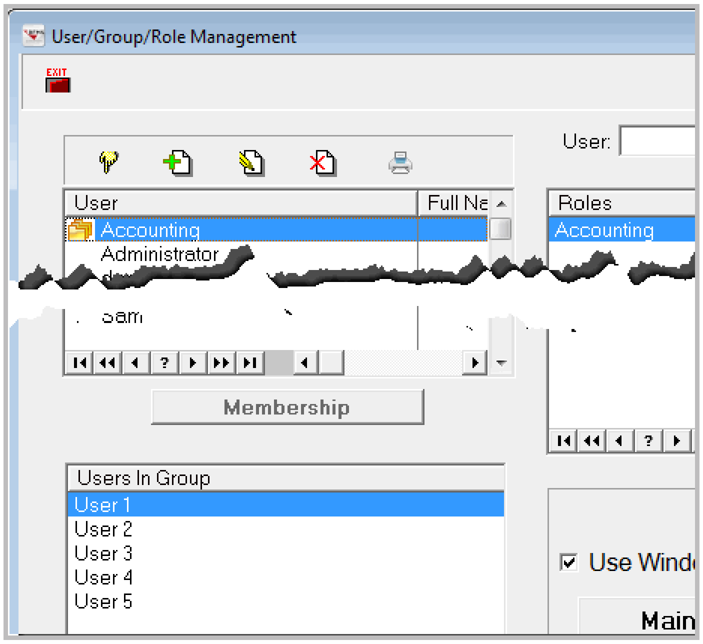
2. **Limit Orders to Sales Rep** simply means that a Sales Representative can only see his or her orders if this option is selected.

3. **Initial Limit to Sales Rep but Allows Override** will allow limiting the Sales Representative to only their orders, but they can override this feature in Order Entry. When salesperson that is set up this way, enters Order Entry, only their orders will display. By clicking the **Find** button, they will have the option to **F8** and select any other salesperson or they can clear the salesperson field altogether, which will display all orders.

Adding Groups

In addition to adding users, groups may also be added. **Groups** are designed to cut down on data entry time. For example, 5 users will have access to the Accounting screen.

- Create a **Role Description** called Accounting.
- Next, create an Accounting **Group** and associate all 5 **users** with the group.
- Now associate the Role Description Accounting with the Group Accounting.



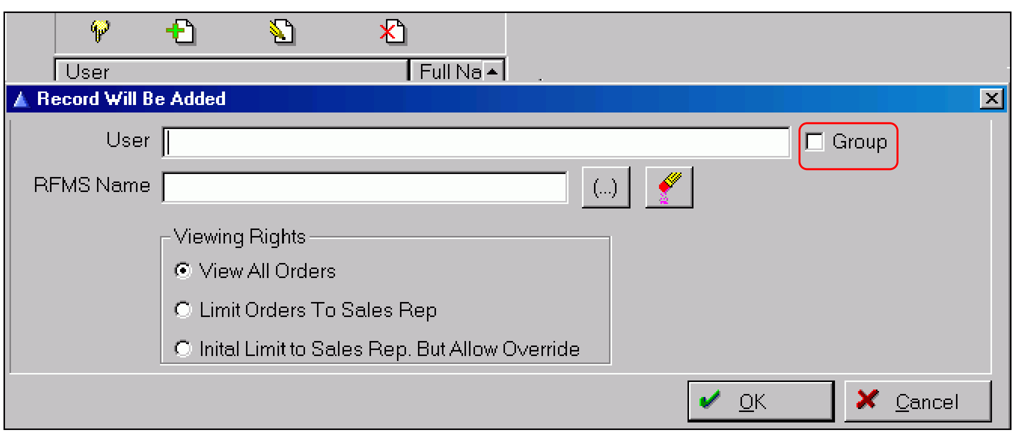
This feature allows quickly associating users so additional time is not needed associating each individual user to the Purchase Order role.


Notes:

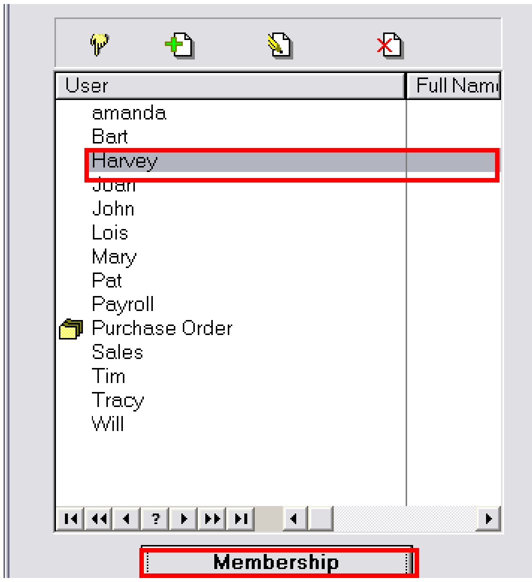
One suggestion to make set up easier is to set give group names a prefix such as 01- or A-, then also give roles for that same function. For example group names might be A-Managers, B-Sales.

To create a group, do the following:

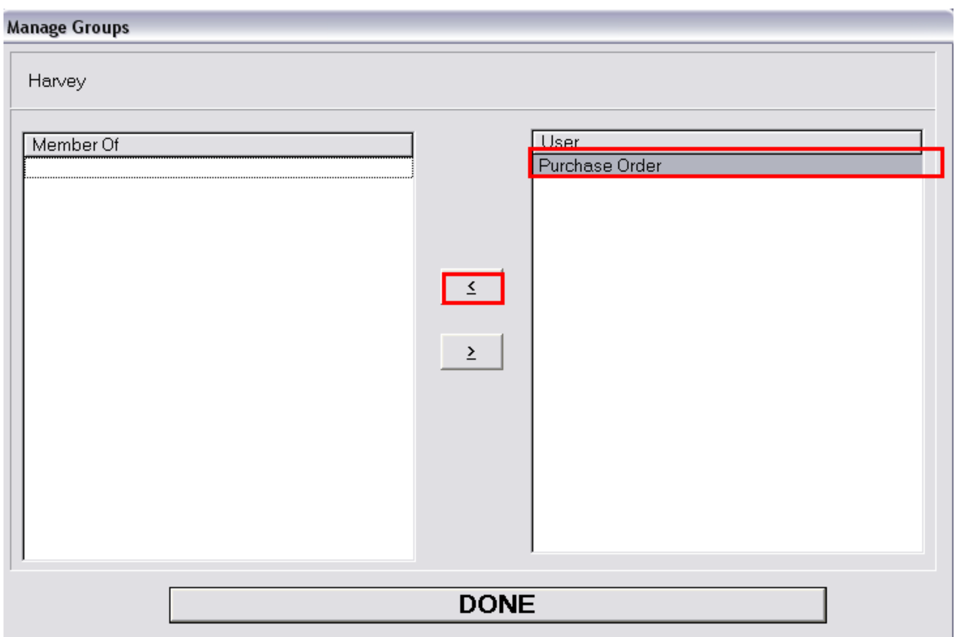
1. Under the **User** section, click the **Insert** icon. Add the **User** name (Group Name) and select the **Group** option.

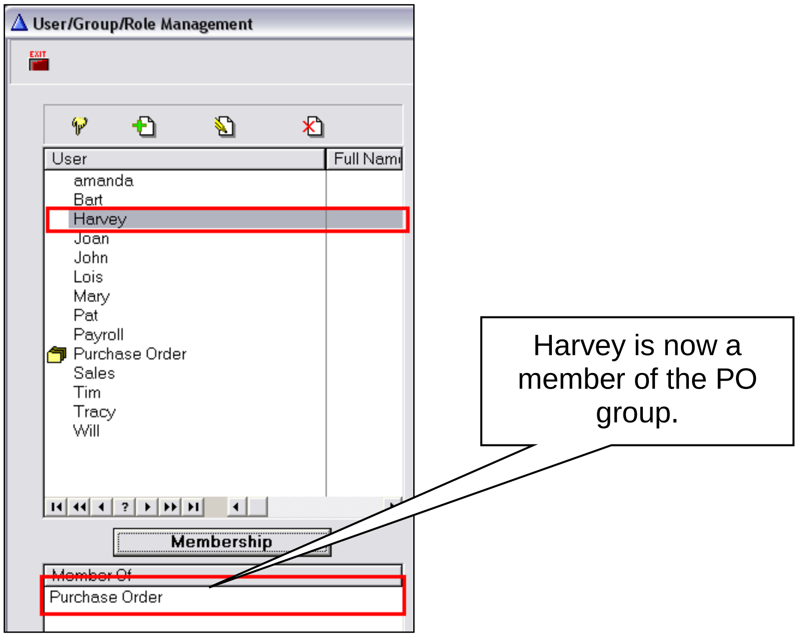


2. Once done, select the first of the users that to associate with the Purchase Order Group. Let's say Harvey, John, Joan and Will. First, select Harvey by single clicking his name.



3. Next, click the **Membership** button. The following screen will display. Elect the **User Group** name and click the left arrow button. When done, click the **Done** button. This will associate the **User "Harvey"** with the **Group "Purchase Order"**.





4. Continue this process, adding John, Joan and Will to the Purchase Order Group.

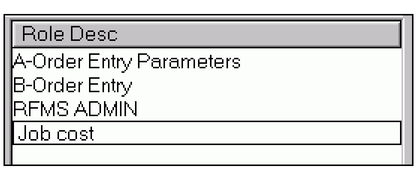
Adding Role Descriptions

Decide how **Role Descriptions** will be set in the **RFMS Enterprise System**. Descriptions may be very detailed or very general. Think of roles descriptions as passwords that will be set on specific functions the way passwords were set on functions in the RFMS Password system. A major difference is that Role Descriptions are not hierarchical as password levels were, meaning a user can be assigned a specific role without affecting what others can or cannot do.

Creating **Role Descriptions** consists of setting up duties or tasks to be done in RFMS and associating those with a user(s). Think of this process as “not who to keep out, but who to allow into” RFMS and “what they are allowed to do” once in the system.

A role description of RFMS ADMIN is automatically added by the system and is assigned to any Level One Password already set. The role descriptions must be added by the RFMS Admin

One example, if an Order Entry Role for Parameters that will be limited to Managers and an Order Entry Role for everything else in Order Entry which will be given to the Sales Force is desired, to set up **Roles** similar to below:

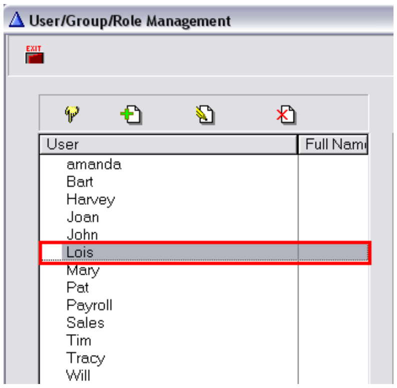


In addition, role description for individual features or buttons in RFMS can be set. For example, notice that in the screenshot above, there is a role for Job Cost. Assign only one person to that, allowing no one else access.

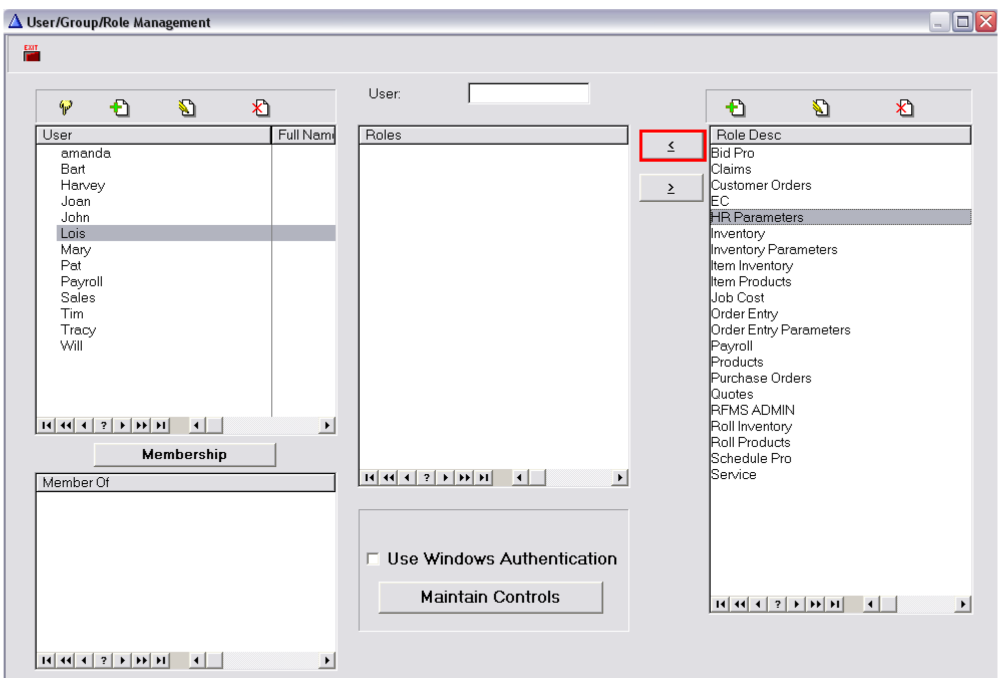
Associate Role Descriptions with Users or Groups

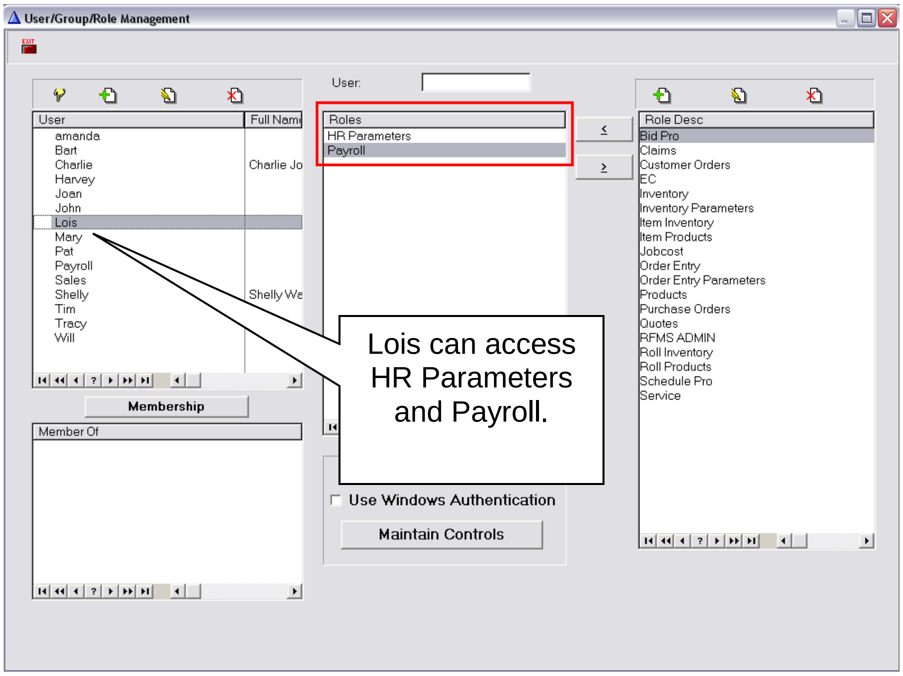
Next assign the role descriptions to either a group or a specific user.

Select the appropriate User or Group by single clicking.



1. Select the appropriate duty or duties in the Role Description section of the screen and click the left arrow button to associate the User and the Role. See the following:

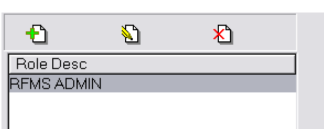




2. Continue this process until all Users are associated with Role Descriptions.

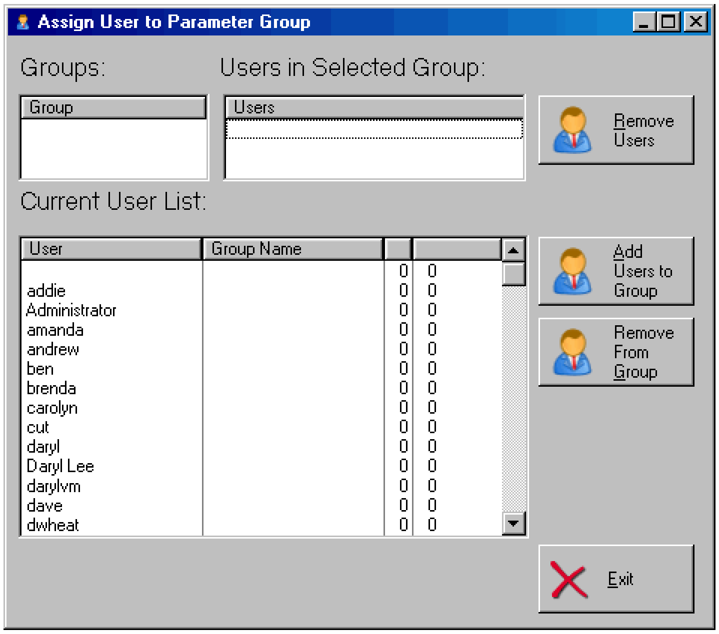
Notice in the **Role Descriptions** section of the screen, there is one role that comes standard upon the installation of the Enterprise application; **RFMS Admin**. The **RFMS Admin** role is the most important because any user who is set up to be **RFMS Admin** will be able to access the entire RFMS program, no exceptions. It is like password level One.

Notes: **RFMS Admin** is **ONLY** for those administering the Enterprise Manager program. Giving someone **RFMS Admin** privileges or adding them to the administrator group in **Active Directory** or **Computer Management** will give them full access to the RFMS system.



Assign User to Group

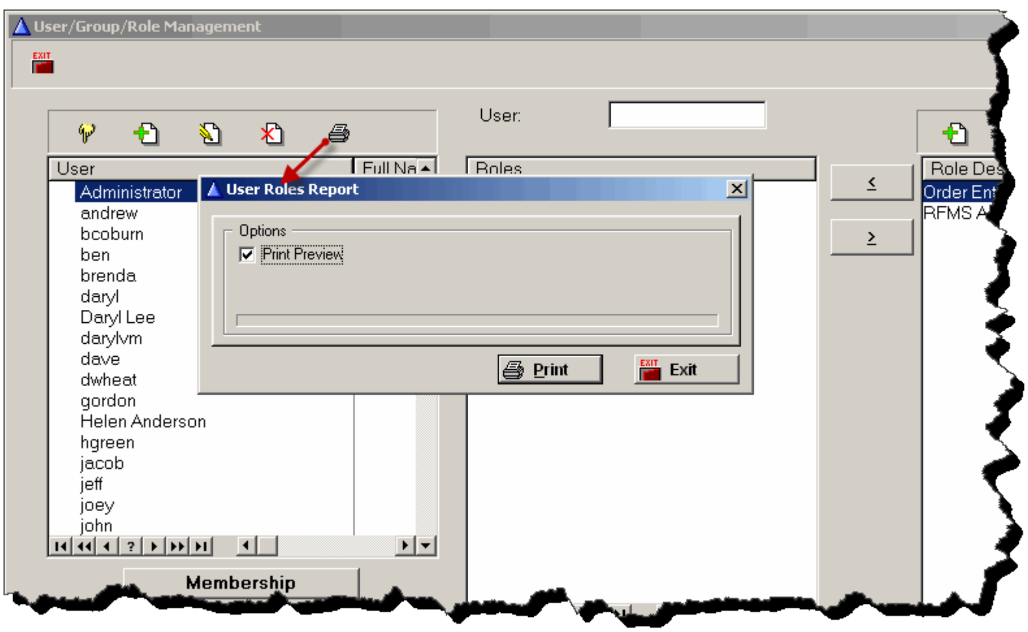
File>Assign User to Group



Report

A report can now be printed showing all the roles associated with a user.

Enterprise Manager>File>Users/Groups and Roles>Click the Printer Button



Clear All Non Level One Password Paths

At this point clear the old system of passwords. Anything previously set to level one, will now have the role of administrator associated with its role description.

Use Windows Authentication

Select the **Windows Authentication** button ONLY when **User/Group/Role** information is completely set up, especially in the working copy of RFMS. **Windows Authentication** implements the associations created and deactivates RFMS Passwords.

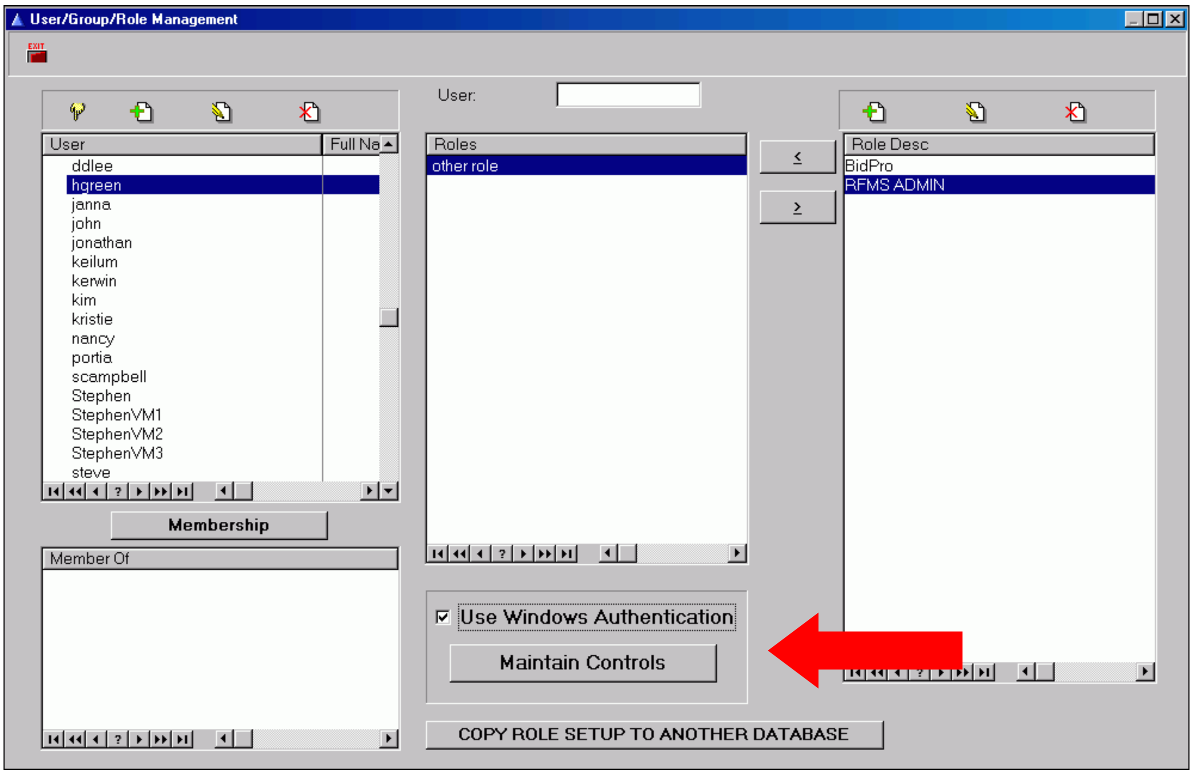


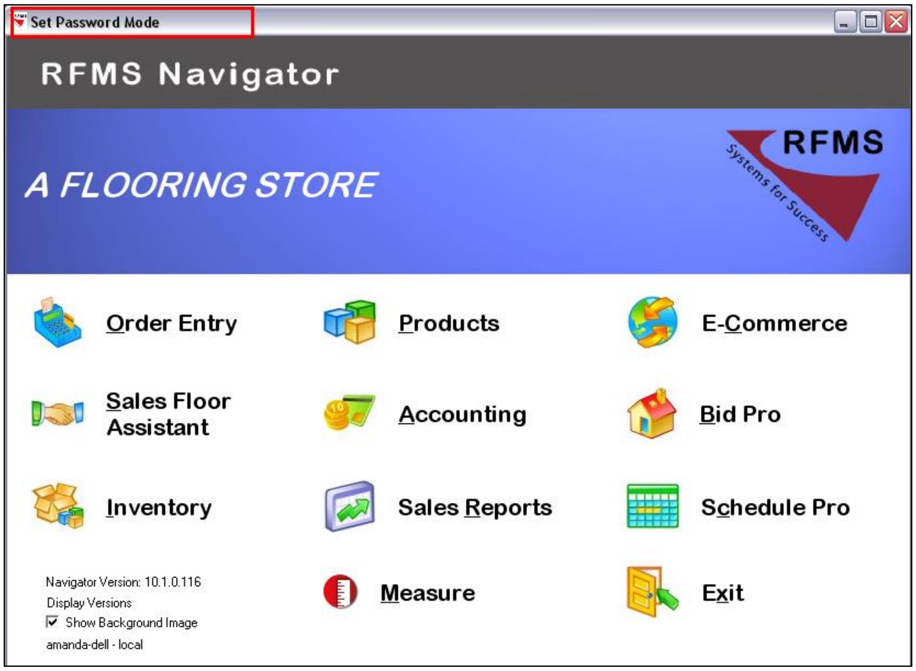
Figure: User/Group/Role Management Screen

Associating Role Descriptions with RFMS Functions

This must be done by a person who is assigned the RFMS Admin role and Use Windows Authentication must be checked in Enterprise Manager.

Open the RFMS Navigator. For this example, we are going to associate role descriptions to functions for Order Entry and Jobcosting.

Do this association in the same fashion as previously setting passwords. From the Navigator, press the **Ctrl-Alt-F6** button on the keyboard. Notice that the words “Set Password Mode” now appear at the top of the navigator screen.



For this example we are going to associate a role we created in RFMS Enterprise Manager with a function in RFMS. To do so, click the **Order Entry** button. The following screen will display. If Enterprise Manager has not been turned on, the password levels will be displayed instead.

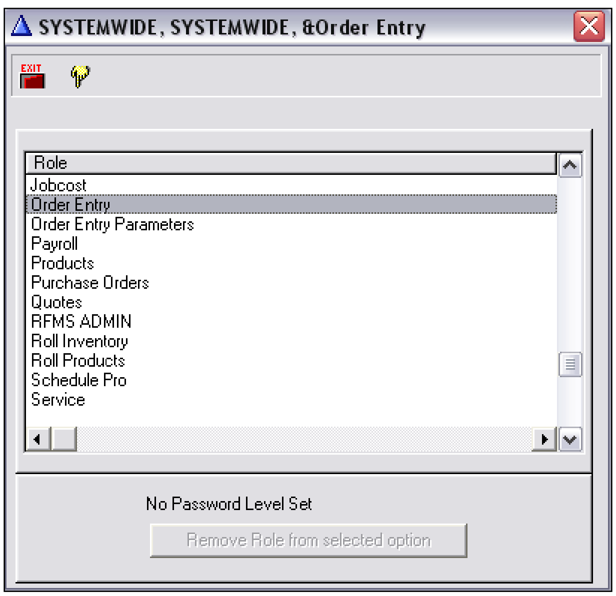


Figure: Enterprise Manager On

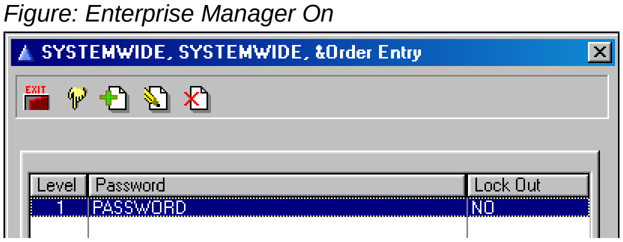
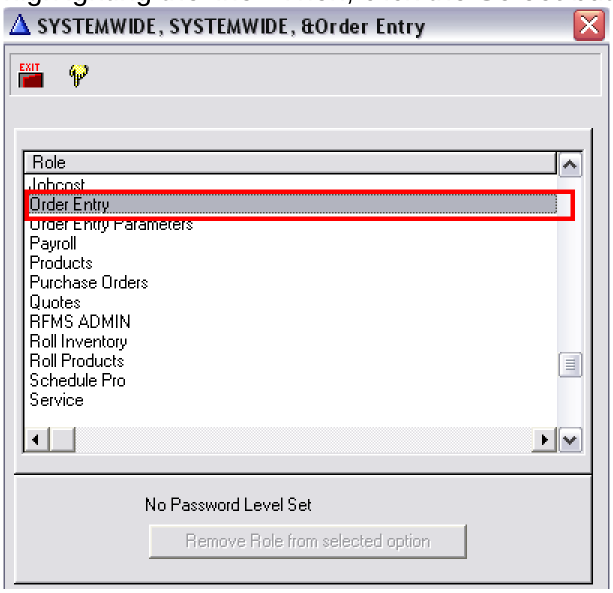


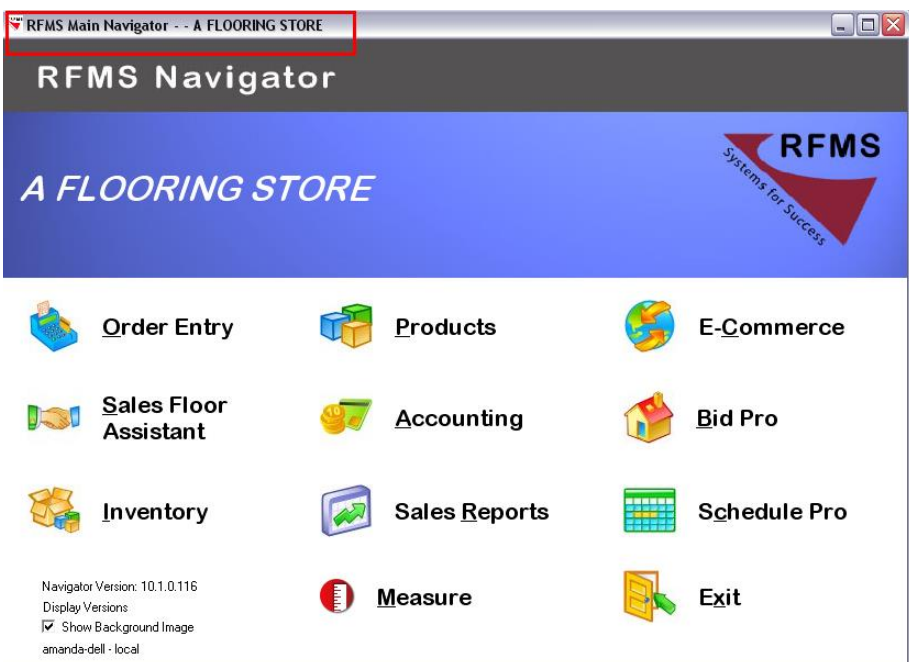
Figure: Enterprise Manager not on

Next, select the role that corresponds with the Order Entry function. In this case, select Order Entry by highlighting the line. Then, click the **Select** button at the top of the screen.



Any user with the role called Order Entry will now be able to access the Order Entry module.

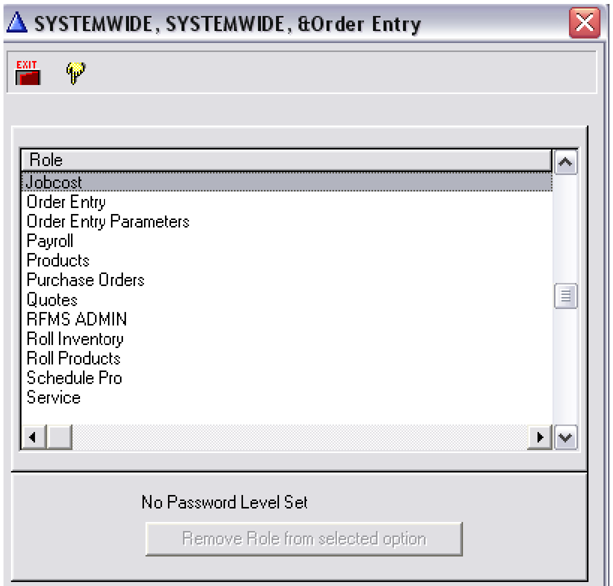
Next, associate a role for Jobcosting with the actual function in Order Entry. We will pick up where we left off from above. Since we are still in password mode, we must press the **Ctrl-Alt-F6** button again to get out of that mode.



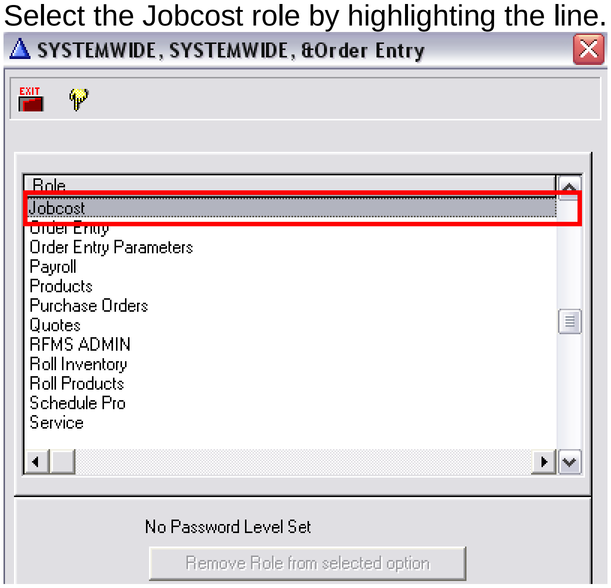
Notice that the “Set Password Mode” text is no longer visible at the top of the screen.

Click the **Order Entry** button to access the **Order Entry Module.**

Now, press the **Ctrl-Alt-F6** button again and click the Jobcosting icon. The following screen will display.



Select the Jobcost role by highlighting the line. Once having done so click the **Select** button.



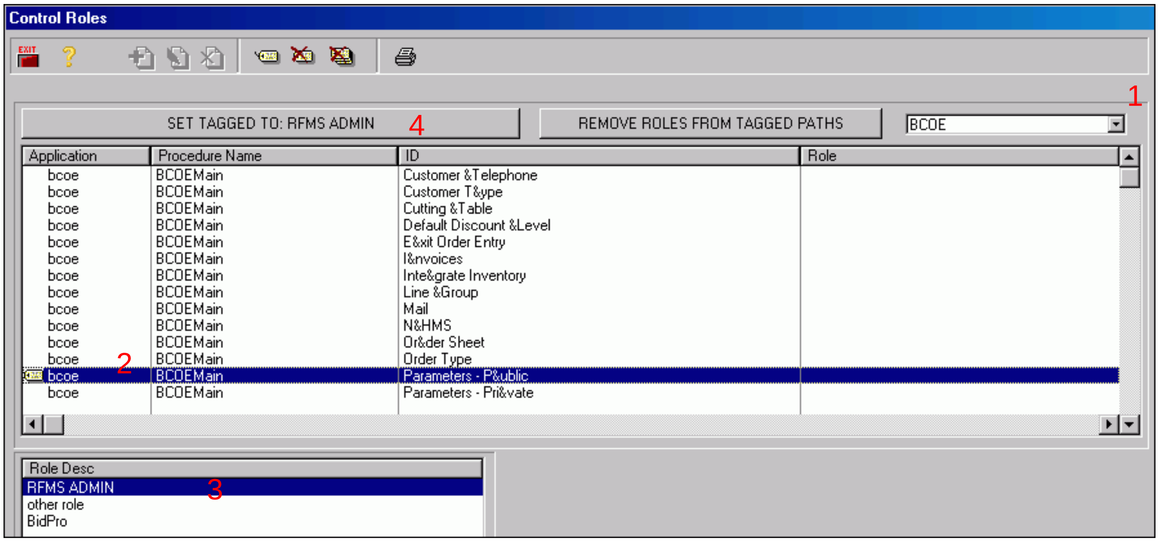
Press the **Ctrl-Alt-F6** button again to get out of the Password mode.
Continue this process to associate all roles with RFMS Functions which are on a main menu or have buttons.

Maintain Controls

This is an alternate way to set role descriptions without having to go to each option.

1. Click on the down arrow and scroll down to search for the appropriate table.
   (See table descriptions below)
2. Find the path in the ID list and Tag it.
   (See ID descriptions below)
   Note the "*&*" denotes where the hot key is in the command.

3. Highlight the desired role description.
4. Click on set Tagged To: (The Role Description)



Table/Application Name	RFMS Area
AP	All Accounting
BCOE	Order Entry
Bidpro	BidPro
CMM	Client Management Module
Comments	Notes
DD	Direct Deposit
HR	Human Resources
PO8	Inventory
Products	Products
ProInfo	Prosource
NHMS	New Home Management System
Recur_AR	Recurring AR
RFMSEC8	E-Commerce
RFMSPayW	Payroll Functions
RMANAGER	Sales Reports
Scheduler	Schedule Pro
SFA	Sales Floor Assistant
System wide	Navigator

Test Users and Groups

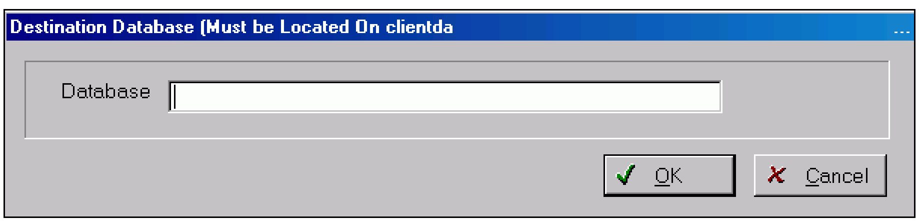
Once the role descriptions for a certain group or user are set, either log out as administrator and log in as that user or group or have another person log in using that information and test to make sure that user or group has the access and restrictions as expected.

Copy set up from Practice to Working Copy

There is a button under Users/Groups and Roles to allow copying the data from the practice copy to the working copy.

Before copying, make sure everyone is out of RFMS and make a backup of both databases. Copying the roles over during a weekend or after business hours is one suggestion.

Launch the RFMSEnterprise.exe Program from the Folder to copy from (source) (Practice) and select the Copy function and then follow prompts. When asked for the DB to copy to (destination) (Working) input the exact name as it is in SQL Management Studio and hit ok. Both databases should be located on the domain, if they are not currently, restore the practice database to the same location as the working database.



Print Setup

File>Print Setup
This selection allows selecting a printer for printing reports. The selection will remain until changed. Click on the down arrow to change the current print device. The properties of the selected printer may also be changed.