

Running Call Accounting as a Windows Service

To run OfficeWatch or ProfitWatch as a service to ensure that the application operates even when a Windows user is not logged in, please follow the steps below.

NOTE: *The application must be installed on root of the C:\ drive for the Windows service to operate. If it is not installed in this folder, you may simply move the application folder to the C: drive.*

1. Visit www.metropolis.com/tools and download both of the relevant executables to the system installation folder on the root of C:\, (e.g. C:\OfficeWatch or C:\ProfitWatch).

OfficeWatch

OfficeWatch Windows Service Application: [OfficeWatchService.exe](#)

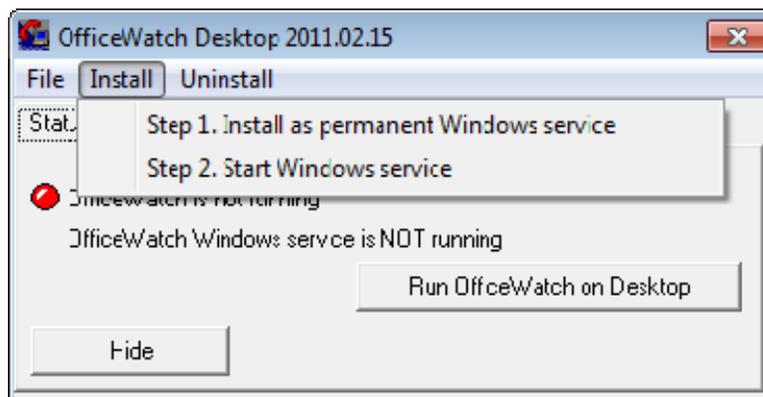
OfficeWatch Desktop Launcher: [OfficeWatchDesktop.exe](#)

ProfitWatch

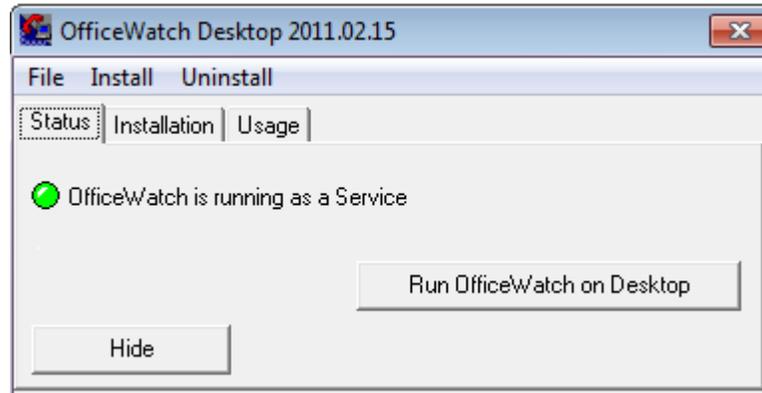
ProfitWatch Windows Service Application: [ProfitWatchService.exe](#)

ProfitWatch Desktop Launcher: [ProfitWatchDesktop.exe](#)

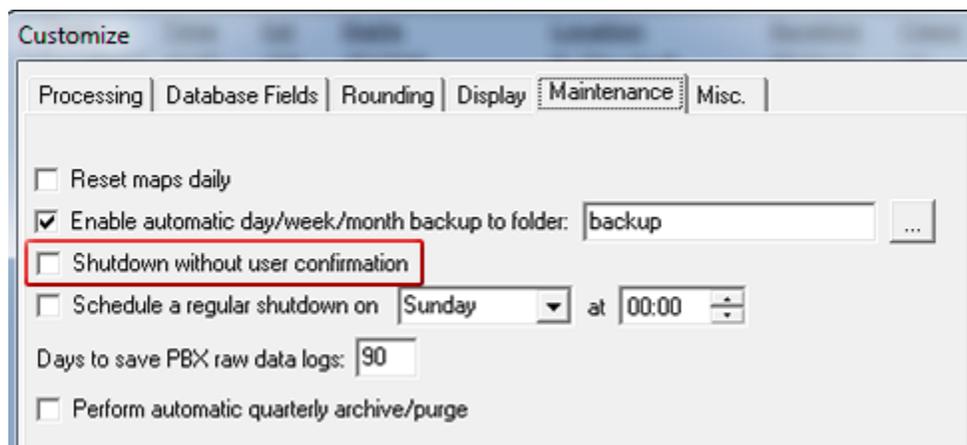
2. Create a shortcut of the "...Desktop.exe" application and add to the PC/server Desktop. Exit the application and launch the **Desktop** tool.
3. Select the "Install" menu and click Step 1.
4. Once the service has been installed, select Step 2. These two steps ensure the application will run as a service every time the Windows PC restarts. If you no longer desire to run the application as a service in the future, use the Uninstall menu.



The application will now launch as a Windows service. To interact with the application you must click the **“Run ... on Desktop”** button (always wait for the green light). Old shortcuts and menu icons should be removed. Never start the application using any other shortcuts other than this button.



Go to the **Setup | Customize | Maintenance** tab and check the "Shutdown without user confirmation" box.



You may exit the Desktop tool at any time, but to interact with the application, you must use the desktop tool. You can verify that the application is running at any time by launching the Windows Task Manager, clicking on the Processes tab and searching for the Image Name "watch.exe".

For further technical assistance, please contact Metropolis Technologies' Technical Support department.
