

# Troubleshooting Guide

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**Does a computer have to be in a windows domain to use this product**

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## Does a computer have to be in a domain to use this product

### Description

This product does not need a member of any domain to perform correctly. It can perform correctly both in Domain as Workgroup if everything is setup correctly!

But have in mind that Domain and Workgroup are not the same and handle different security from the user account that runs the product.

### Running the program as a member of DOMAIN

Running the program from a domain, you must be a member of the Domain Admins group to have complete administrator privilege to remote clients on your network.



You can also have a user with the same name and password on both computers to establish complete administrator rights.



Both users must be a member of the administrator group for this to work.

### Running the program as a member of WORKGROUP

For the program to perform correctly in a workgroup you need to have a user that is a member of the administrator group, both on your local computer and the remote computer.



The password must be same on both computers for this to work.

### Known problem with XP system in WORKGROUP

There are some issues with XP operating system when in workgroup, Microsoft changed it's way how XP handles security and this system cannot work this way in a workgroup.

### In short

You cannot connect to XP system from nt4, w2k if in workgroup only, but XP system can connect to nt4, w2k...