

# New Summit Hosting Setup Guide (Windows Users)

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We are pleased to announce that your server is now ready for you to begin using.

This guide is to assist you with the process of connecting to your server. This is the most important guide that we will send so it's **crucial that you read this information**. Most support issues we see can be avoided by following this guide. Be sure you save a copy of this document and then forward it to other users that connect to the server.

## **Important Links:**

- [Setting up "Remote Desktop Connection" \(RDP\)](#)
- [Knowledgebase](#)
- [Ticket Submission](#) (to submit a support request)
- [YouTube Video "Getting Started" Demonstration](#)

Your server name, usernames and passwords are included on the .PDF file in the "New Hosting Setup" email. To edit your password, press CTRL + ALT + END while in RDP and choose "change a password"

Note - Because Microsoft has discontinued support for Windows XP and Vista, we do not support these OS.

## **Connecting Your PC To Your Server**

Included in your initial "New Hosting Setup" email is a .RDP file (along with a .PDF file). Please copy that file to your local desktop and execute it to be connected to your server. Detailed steps for connecting to your server can be found in this [knowledgebase article](#).

## **Copying Files To Your New Server (if your files are not already on the server)**

We assume you are familiar with how to create and restore backups within your accounting software. Once you have a backup, you will need to copy it to the server. Note: This process can also be reversed. Any file on the server can be copied/pasted to your local computer:

1. Find your backup on your local computer, right-click it and select "Copy".
2. Execute your .RDP file and log into your server.
3. Right-click on your desktop in the remote desktop session and select "Paste".
4. The upload process will begin. The time it takes to complete will depend on the size of the backup file, and how fast your internet upload speed is.
5. Once complete, launch your accounting software and go through the restore process. Remember that when using the software on the remote server, all items, such as the desktop, are on the remote server, not your local computer.

Note: Here are knowledgebase articles on how to create/restore backups for [QuickBooks](#) and [Sage 50](#).

## **Requesting Support**

We do expect that you will sometimes run into issues not covered in this guide. You are more than welcome to submit a support request via our [ticket website](#). Here are a few simple guidelines that will help you submit a ticket.

1. You do not need to be registered to submit a ticket, simply go to our [ticket website](#) and select the “Submit a ticket” link and fill out the information. The first time you submit a ticket, the system will auto register you and send a password to your email. Note: You only need to log into the ticket system if you want to review previous tickets or check the status of a current ticket.

2. Our responses to tickets will come from support@summithosting.com. This email is for our ticket system only. Please do not send emails to this address unless it is a reply to a ticket we have responded to. Make sure you add this support email address to your email’s safe list to prevent responses from going to your spam/junk mail.

3. When submitting a support request, details are extremely important. The more information we have to work with, the faster we can determine what the issue is. If you are receiving an error message, please include it word for word. Also always include your server username. If you are unable to print, we will need the exact make/model of your printer.

#### **Items not covered by support:**

1. **Local IT support** – Our support scope is for the Summit Hosting service only. It does not include things like how to use QuickBooks or Sage, maintaining your local computers, removing malware, configuring security, etc.
2. **Network conditions** – A common assumption of problems with connecting may seem to be entirely the responsibility of the hosting service, most internet connection issues are outside our network and thus outside our control.
3. **Accounting Errors or Procedures** – While we do host your accounting software, education in its use is not part of our support. Errors that occur within the software must be brought to the vendor’s attention.

#### **Server Backups**

Please be aware that we utilize a sophisticated backup system that creates a backup of your server every night. Since our backup system works at such a low level of the server, your software will not know it is running and may still want to perform backups on its own. These additional backups are not necessary. While performing your own backups may not be needed, we are in no way telling you that you cannot do them yourself. If you choose to perform your own backups, we ask that they not be scheduled daily and that they are run as needed. To prevent your backups from filling up your server’s drive space, they should be moved off the server to your local computer.

#### **Default Company File Locations**

If you are unsure of where to restore your company file, please use the locations below, as these are the default locations that the software uses:

- **QuickBooks** - C:\Users\Public\Documents\Intuit\QuickBooks\Company Files
- **Sage 50** - C:\Sage\Peachtree\Company

Note: The C drive on the server will be labeled “**SummitHosting (C:)**”, not to be confused with your actual local disk.