
Disconnecting Users from the Server

Halogenics Technote #8

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Why would I want to disconnect someone?

Genotrack has a two layer licencing model:

- Concurrent Licencing - This means you are entitle to have up to a specified number of people connected to the database at one time. If you have the specified number of people connected to the server, no additional people will be able to login until someone else has disconnected.
- Licence Pooling - you have the option of allocating a specific number of licences (up to the number of concurrent users) to a particular group. If there are no pool licences available, a person will not be able to login. You may need to disconnect someone from a particular pool to allow someone else from that pool to login.

So what happens if there's no licences left?

The neatest solution is to contact the people who are logged in, and get them to logout if they're no longer using the database. Unfortunately, there are many situations where this won't work - they may be away from their computer, at lunch, or even have gone home for the day without quitting or logging out from Genotrack.

In this situation, members of the Administrators group have the ability to disconnect a user.

What should I think about?

There's a reason why it's better to ask people to logout. They have the ability to review where they are and what they're doing in the system. First and foremost - have they finished what they're currently doing, and have they saved their changes?

Disconnecting or "dropping" a user is a bit like hanging up the phone - if they're halfway through a sentence when you hang up, that's too bad - the call is over.

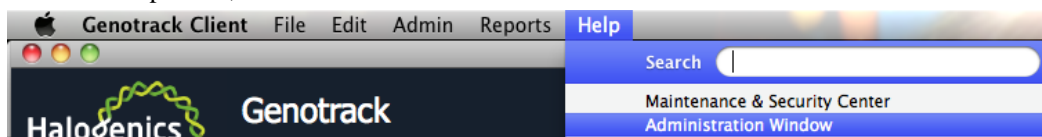
Similarly, dropping the connection means the user *does not* get the chance to save what they're doing - *any unsaved changes will be lost*, as you're literally disconnecting them from the server - once the connection is gone there's no way for their client application to update whatever records they were working on.

OK I'm fine with that - how do I do it?

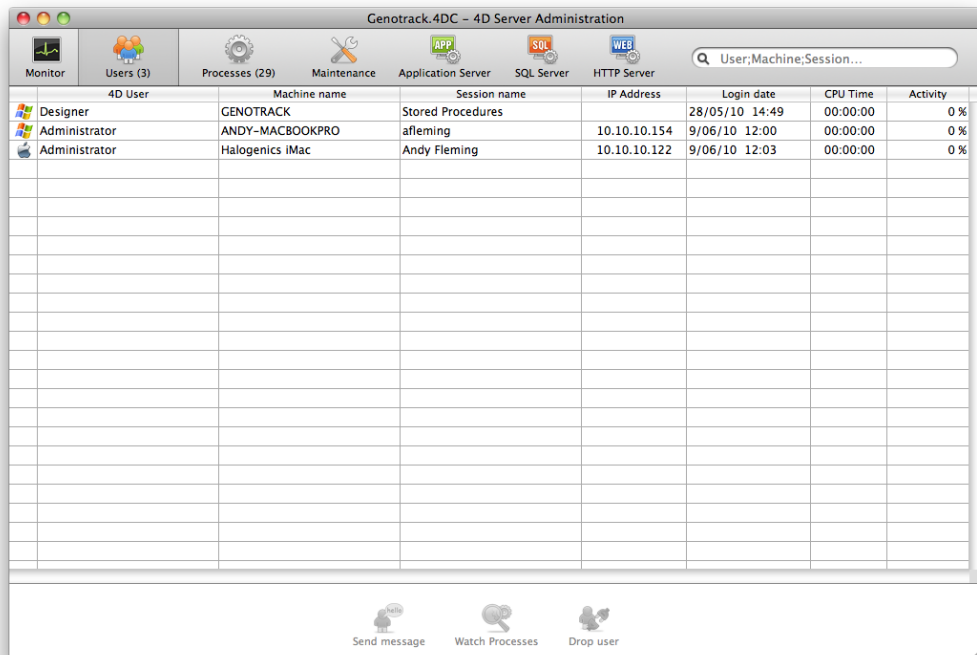
If you're a not a member of the Administrators group, you will need to contact your administrator and let them know that you cannot login.

If you're a member of the Administrators group, the procedure is as follows:

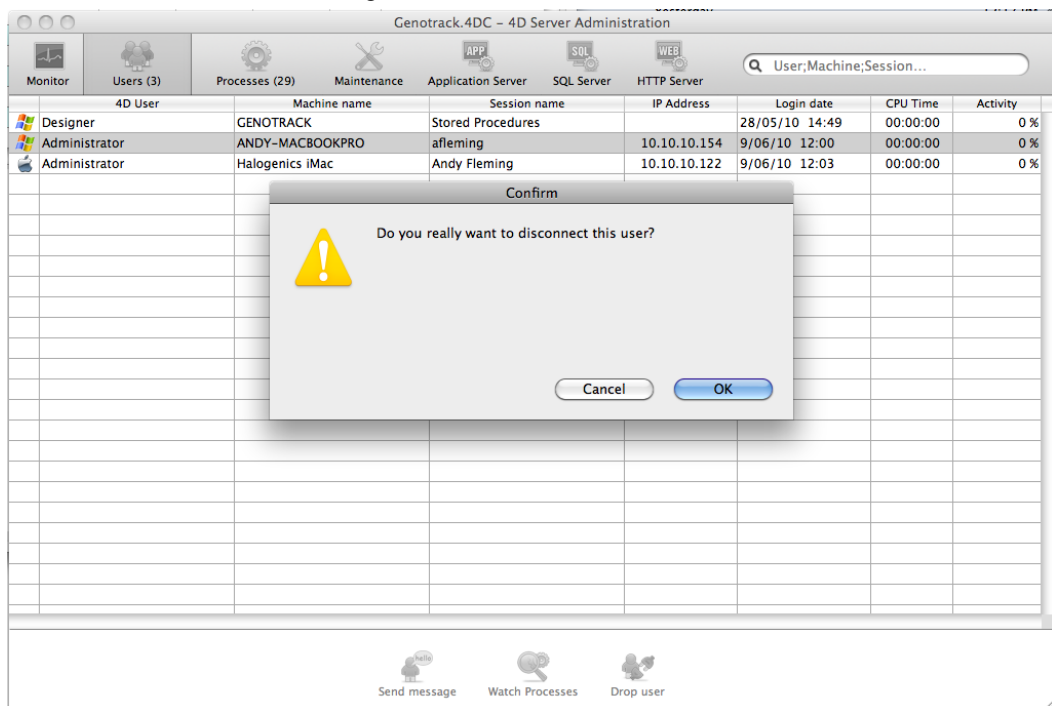
- From the Help menu, select "Administration Window".



- Click on the Users heading at the top of the window.



- Select the user (or users) you want to disconnect, then click Drop User at the bottom of the window.
- You will see a confirmation dialog. Click OK to disconnect the user.



- After a second or so, the selected user should disappear from the list. That will reduce the number of concurrent connections, and the pool licence allocated to that user will be returned to the relevant pool, allowing someone else to login.

That's it - you've disconnected the selected user(s), and have freed up a licence. If you find you're doing this on a regular basis, you may wish to consider purchasing additional licences - contact sales@halogenics.com for further information.