Networking PestaRoo

If you want to access PestaRoo from a computer outside of the office, or maybe use the PestaRoo Dashboard from your iPhone, or sync PestaRoo Mobile from out in the field, you will need to allow network access to PestaRoo. Here's how you configure your local network….

Introduction

The copy of PestaRoo in your office's main computer is the master copy of PestaRoo. All of your data 'lives' in this one copy. All other computers or mobile devices need to connect and communicate with this main computer. PestaRoo does not require any special hardware to make this connection possible, but some simple network changes are required. Follow these instructions and you will be up and running in no time.

You need these instructions if:

1. You have one or more computers that need to connect from outside the office.

2. You want to use the PestaRoo Dashboard on your iPhone.

3. You want to use PestaRoo Mobile on an iPad.

None of these steps are required if you ONLY use other computers from within the office. Within the LAN, (Local Area Network) PestaRoo's built-in networking 'just works'.)

Enabling Remote Access to PestaRoo

Setting up Remote Location Access is an easy and standard procedure. Here are the four steps:

1. You must obtain a 'fixed' or 'static' IP address for your business. With normal internet service, the IP address of your business changes every day, making it difficult to connect from outside the office. (Imagine how hard it would be to call in if your business's phone number changed everyday!) The traditional solution is to get a 'fixed' IP by calling your ISP (Internet Service Provider) and simply asking the representative to make this change on your account. When done, the IP address on the outside of your router will not change. Please know that they may charge you an additional monthly fee for this service.

The other way to achieve the same behavior is to work with a Dynamic DNS service. This service will create and maintain a fixed URL for you that will actively link to your office's main computer. This way, the URL path to your computer will stay the same even as your external IP address changes. A well known and reliable company that provides this service without great expense is "No-IP". Reach them by visiting www.noip.com.

2. You must configure your PestaRoo host computer to always have the same inside IP address. This allows your router to reliably find your PestaRoo computer. (Imagine if someone in your office used a different name everyday!) On a Mac, this setting is called "DHCP with Manual Address". It is found inside the Network panel of System Preferences. On a Windows machine it may have several different names, but the concept is the same. Most local 'techie' or IT people can help you with this, or if you prefer, there is free utility software available via http://portforward.com/help/setup_static_ip_address.htm that will do this setup for you. The software is available for Windows users only. This software will only be used once.

3. You must set up Port Forwarding on your router for port 5003 (both UDP and TCP). Port Forwarding must point to your PestaRoo

host machine, your office's main computer. If you have a firewall, open port 5003 to allow traffic through that port. Here again, there is inexpensive utility software available via http://portforward.com/store/pfconfig.cgi that will automatically setup port forwarding for you. That said, your local 'techie' or IT person can also help with this if you prefer. The software is available for Windows users only. This software will only be used once.

4. Finally, you will need to let FileMaker Pro, the database behind PestaRoo, know that you would like to share your file. Chances are this change has already been made, but you will want to double check. On Windows, with PestaRoo open, go to Customer Choose Name, click on the menu Edit >> Sharing >> FileMaker Network Settings. On Mac, with PestaRoo open, go to Customer Choose Name, click File >> Sharing. In the window that you now have open, under the first header "Configure Peer to Peer Sharing" or "FileMaker Network Settings" make sure that Network Sharing is toggled on. Then click, 'OK'.

Tip

How do you find a local 'techie' who can help you with steps 2 and 3 without breaking the bank? Or, perhaps, you prefer to have a person on site, as apposed to using software utilities. If so, we suggest using high school students who play video games! Shocking! But these young people have to set up their computers in the same way to play multi-player games with their friends, and they are often quite proficient at configuring up network access!

Verify

With these steps complete, contact someone on the PestaRoo team to verify that your remote access is working. We can test it quickly for you. We also can provide you with a launcher to ease remote connectivity.