

Tech Connect: FMDownload Service Basics

What is the FMDownload Service?

The FMDownload Service (*Service*) is a Windows Service used to communicate with the outside FuelMaster Unit (*FMU*). The FuelMaster Plus software (*software*) must be installed for the Service to be installed.

Things to keep in mind:

- Only one machine on the network may run the FMDownload Service.
- There are instances in which the Service may need a Service Account to function:
 - If the Access database is not local to the machine running the Service.
 - If the software is set up for Windows Authentication with a remote SQL database.
 - There are instances in which a remote SQL database set up for SQL Authentication needs a Service Account, but these are rare.

Service Account Needs

If a Service Account is necessary, we recommend that it have the following permissions:

- DB_BackOperator
- DB_DataReader
- DB_DataWriter
- DDL_Admin
- Read, write, and modify permissions to:
 - C:/Program Files (x86)/Syntech
 - C:/ProgramData/Syntech
- A password that doesn't expire

Are there any best practices?

If your organization has multiple instances of the software, we recommend installing an additional instance on a server machine to run the Service. This will reduce issues with accidental multiple Services and accidental PC shutdowns, and the reduced number of reboots will reduce downtime and calls to restart the Service.

We recommend the Service be set for a *Startup type* of **Automatic (Delayed Start)** and to **Restart the Service** upon *First and Second failures*. This will also reduce downtime due to the Service not running.

