

OverDrive Restricted Client User Configuration

Windows users require minimum Group Policies to run OverDrive client software. Follow the procedures in this application note to create a local user and group account to run OverDrive clients with the minimum Windows Group Policies required for nearly full functionality of OverDrive client software.

System Requirements

To ensure the proper function of OverDrive clients, the following minimum operating system and OverDrive client software versions must be installed on the computer where the user will run the OverDrive clients:

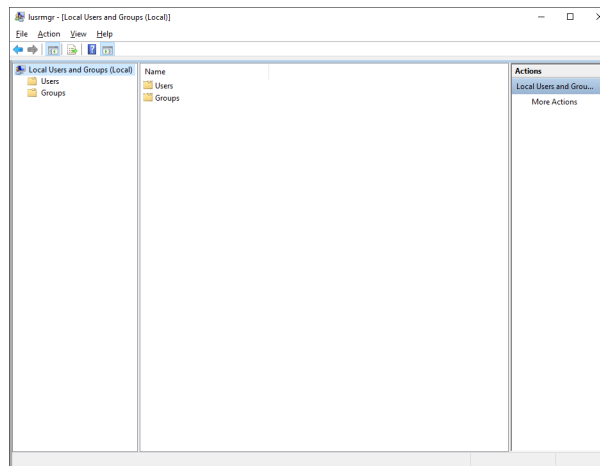
- Operating System — Microsoft® Windows® 11 64 bit with the latest patches or greater.
- OverDrive Clients — OverDrive version 21.3 or greater.

Creating a Group Account for OverDrive

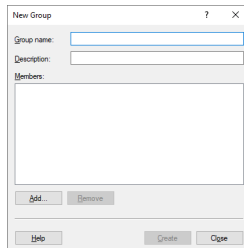
A group account sets the policies for the users assigned to the group. Creating a group account on the computer where the restricted user will run the OverDrive clients is the first step in configuring an OverDrive restricted client user.

To create a group account for an OverDrive restricted client user

1. Log in as an administrator to the local computer that the restricted OverDrive user will run the OverDrive clients.
2. From the Windows Desktop, press Windows Key+R.
The Run box opens.
3. In the Run box, type `services.msc`.
4. Click OK.
The Local Users and Groups Manager window opens.



5. In the tree view, right-click the Groups folder and select New Group from the shortcut menu. The New Group dialog box opens.



6. In the Group Name box, enter `OverDrive Users`.
7. In the Description box, enter `Restricted group for OverDrive users`.
8. Click **Create**.
9. Click **Close**.

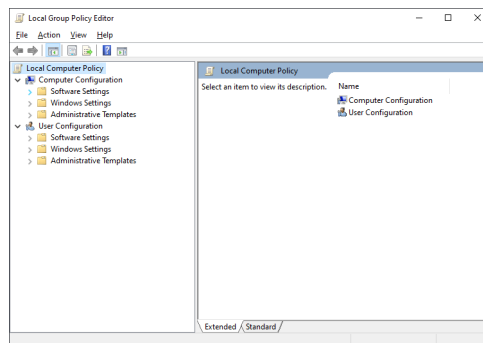
Windows adds the OverDrive Users group to the Group folder and the New Group dialog box closes.

Modifying Group Policies of the OverDrive Group

Once you have created the OverDrive Users group, you can modify group policies to set the minimum policies that still enables users in the group to run OverDrive clients.

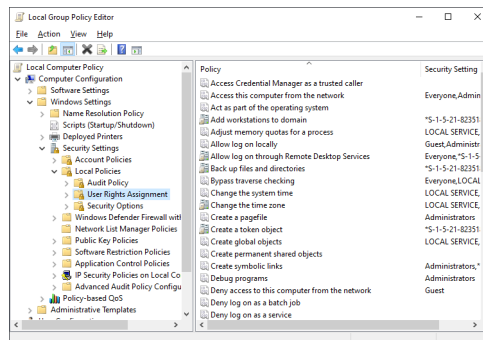
To modify OverDrive User group policies

1. From the Windows Desktop, press Windows Key+R. The Run box opens.
2. In the Run box, type `gpedit.msc`.
3. Click **OK**. The Local Group Policy Editor window opens.

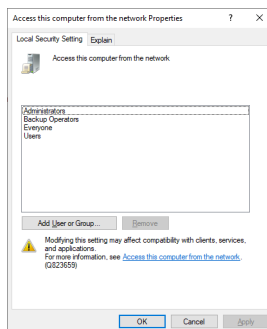


4. In the tree view, expand the Computer Configuration > Windows Settings > Security Settings > Local Policies folder.

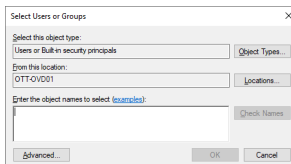
- In the Local Policies folder, select the **User Right Assignment** folder.
The Policy table displays the available user rights.



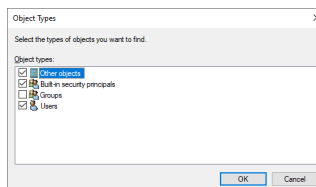
- In the Policy table, double-click the **Access this computer from the network** policy.
The **Access this computer from the network Properties** dialog box opens.



- Click **Add User or Group**.
The **Select Users or Groups** dialog box opens.



- Click **Object Types**.
The **Object Types** dialog box opens.



- Select the **Groups** check box.
- Click **OK**.
The **Object Types** dialog box closes.
- In the **Select Users or Groups** dialog box, enter **OverDrive Users** in the **Enter the object names to select** box.

12. Click OK.

The Select Users or Groups dialog box closes and Windows adds the OverDrive Users group to the Users or Group list in the Access this computer from the network Properties dialog box.

13. In the Access this computer from the network Properties dialog box, click OK.

The Confirm Setting Change alert opens.

14. Click Yes.

The Confirm Setting Change alert and the Access this computer from the network Properties dialog box close.

15. Repeat steps 6 to 14 to add the OverDrive group to the following policies:

- Allow log on locally
- Bypass traverse checking
- Increase a process working set

16. Close the Local Group Policy Editor window.

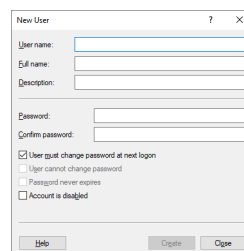
Creating the Restricted OverDrive User Account

With the required policies set for the OverDrive Users group, you are ready to create the restricted OverDrive user account.

To create a restricted OverDrive user account

1. In the tree view of the Local Users and Groups Manager window, right-click the Users folder and select New User from the shortcut menu.

The New User dialog box opens.



2. In the User name box, enter `odlocal` or any other supported user name.

3. In the Full name box, enter `OverDrive Local`.

4. In the Description box, enter `Restricted Local Account`.

5. In the Password box, enter an initial password for the user.

6. In the Confirm password box, enter the same initial password that you entered in the Password box.

Windows will prompt the `odlocal` user to change their initial password the next time they log in to the local computer.

7. Click Create.

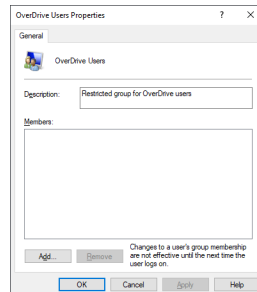
8. Click **Close**.

Windows adds the `odlocal` user to the Users folder and closes the New User dialog box.

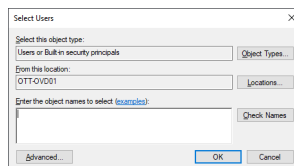
9. In the tree view of the Local Users and Groups Manager window, select the Groups folder.

The Groups table lists the available groups.

- In the Groups table, double-click the OverDrive Users group.
The OverDrive Users Properties dialog box opens.



- Click Add.
The Select Users dialog box opens.



- In the Enter the object names to select box, enter `odlocal` or the user name you entered in step 2.
- Click OK.
The Select Users dialog box closes and Windows adds the `odlocal` user to the Members list in the OverDrive Users Properties dialog box.
- In the OverDrive Users Properties dialog box, click OK.
The OverDrive Users Properties dialog box closes.

Installing the OverDrive Clients

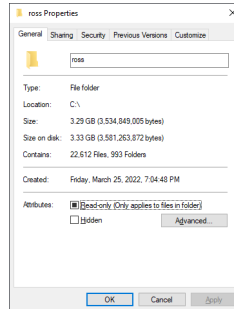
With the local OverDrive user account added to the restricted OverDrive user group, the OverDrive clients can be installed on local computer for the OverDrive user account.

- ★ After installing OverDrive clients on the local computer, do not launch any of the OverDrive clients or perform a Rapid Restore using the Administrator account.

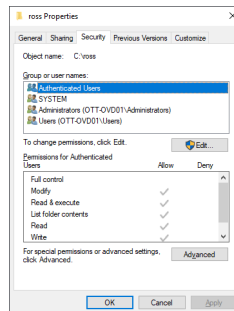
To install OverDrive clients for the restricted OverDrive user

- Verify that no OverDrive clients are running on the local computer under any user accounts.
- Install the OverDrive clients on the local computer.
For the complete OverDrive clients installation procedure, refer to the **OverDrive Clients Software Installation** section in the **OverDrive Installation and Configuration Guide**.
- After installing the OverDrive Clients, open the C: folder.

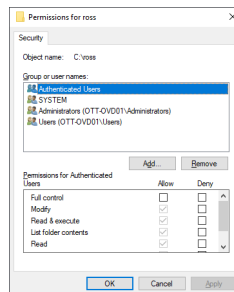
- In the C: folder, right-click the ross folder and select Properties from the shortcut menu. The ross Properties dialog box opens.



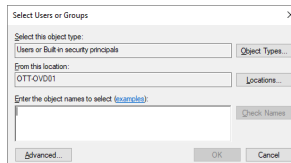
- Select the Security tab. The Security tab opens.



- Click Edit. The Permissions for ross dialog box opens.



- Click Add. The Select Users or Groups dialog box opens.



- In the Select Users or Groups dialog box, enter OverDrive Users in the Enter the object names to select box.

9. Click OK.
The Select Users or Groups dialog box closes and Windows adds the OverDrive Users group to the Group or user names list in the Permissions for ross dialog box.
10. In the Group or user names list, select the OverDrive Users group.
11. In the Permissions for OverDrive Users section select the Allow check box for the Full control permission.
12. Click OK.
The Permissions for ross dialog box closes.
13. In the ross Properties dialog box, click OK.
The ross Properties dialog box closes.
14. Close the Local Users and Groups Manager window.
All of the users in the OverDrive Users group can now run the OverDrive clients on the local computer.

Rapid Restore of Client Configurations

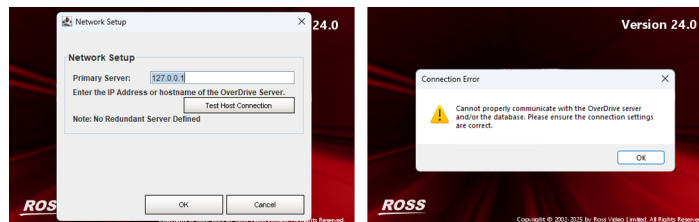
- ★ After installing OverDrive clients on the local computer, do not launch any of the OverDrive clients or perform a Rapid Restore using the Administrator account.

Running OverDrive clients or performing a Rapid Restore as an administrator modifies the permissions on C:\ross folder and writes the ClientConfiguration.ini file with Administrator only permissions. The changed permission on the ClientConfiguration.ini file prevent an OverDrive operator from running the OverDrive clients with the OverDrive restricted user.

If you must run RapidRestore to restore client configurations you must verify and possibly reset the permissions of the C:\ross folder and the ClientConfiguration.ini file on the client computer.

Troubleshooting

Problem — when I launch an OverDrive client with the restricted OverDrive user account, I am repeatedly prompted for the OverDrive Server IP address and the client will never launch successfully.



Restricted OverDrive User Client Start Messages

This problem likely caused by an administrator having launched an OverDrive client or performed a Rapid Restore. Either of these actions changes the permissions on the ClientConfiguration.ini file, preventing an OverDrive operator from launching an OverDrive client with the OverDrive restricted user.

Solution — as an administrator, modify the permissions of the ClientConfiguration.ini file to allow the OverDrive Users group or the odlocal user Full Access to the file.

Contacting Technical Support

Technical Support is staffed by a team of experienced specialists ready to assist you with any question or technical issue.

Ross Video has technical support specialists strategically located around the globe to ensure a prompt response to technical inquiries. Our primary technical support center is located in Ottawa, Ontario, Canada. In addition, we have offices in The United Kingdom (London), Australia (Sydney), and Singapore with satellite locations in New York City, The Netherlands, and China. As we expand our presence globally, we are constantly evaluating other key locations to have a local technical support specialist in order to better service our customers.

North America

Our North America center located in Ottawa, Ontario, Canada and is open Monday to Friday 8:30 a.m. to 6:00 p.m. EST, with 24/7/365 on-call service after hours.

Our telephone number is: +1-613-686-1557

Toll free within North America: +1 844-652-0645

EMEA

Our EMEA center is open Monday to Friday 8:30 a.m. to 5:00 p.m. GMT. After hours support is provided by our North America location.

Our telephone number is: +44 (0)1189502446

International toll free: +800 3540 3545

If the local support specialist is not available, your call will be transferred automatically to our North America center.

Australia

Our Sydney, Australia office is located in Alexandria, NSW.

Our local support telephone number is: 1300 007 677

If the local support specialist is not available, your call will be transferred automatically to our North America center.

Online

E-mail: techsupport@rossvideo.com

Website: open a support request using the link <http://www.rossvideo.com/support/tech-support.html> to open a support request.

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