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**Note:** Because of the fast pace of software development it is possible that there will be minor differences between the manual and the actual release of the program.

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## Introduction

#### Overview

The quick installation guide gives an overview of how to install FollowMe. It assumes the user is familiar with the purpose of the product and has sufficient rights and skills to install it. Detailed information on how to install and fully configure FollowMe can be found in the FollowMe manual.

It should be noted that local administrator rights will be required when installing FollowMe to your designated server.

## Server Hardware Platform

- CPU
  - o 1GHz or above
    - The CPU needs to be at least this speed
  - Memory
    - o 256MB or above
      - The memory available in the machine should be at least this amount
    - Hard Disk Space
      - o 10GB or above
        - There should be at least this amount of hard disk space for the application installation and the working of the storage of data when the application is running

#### Operating System\*/\*\*

- Windows 2000
- Windows XP (for administration only)
- Windows 2003
- Windows Vista (for administration only)
- Windows 2008
- Windows 7 (for administration only)

\* Includes support for x64 bit architectures.

\*\* Includes support for Windows cluster technologies to allow for a active/active or active/passive configuration.

## Microsoft .NET Framework

• Microsoft .NET Framework Version 2 (only required for the FollowMe Q-Server Web Administration)

## Web Server (only required for Web Administration)

• Internet Information Services (Recommended)

#### Database Components

• Microsoft Data Access Components (MDAC) v2.8 or above

## **Database Types**

- Microsoft SQL Server 7.0
- Microsoft SQL Server 2000 (including Microsoft SQL Desktop Engine)
- Microsoft SQL Server 2005 (including Microsoft SQL Server 2005 Express Edition)
- Microsoft SQL Server 2008 (including Microsoft SQL Server 2008 Express Edition)



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#### Attach:

- Power cable to power supply
- Power supply to device
- Network cable to device and to network (Not supplied)
- Input device (Proximity Card, Swipe Card, Keypad, Fingerprint or Barcode reader)
- CopyPatrol cable attached to printer or copier (Only applies to Copy Patrol devices)
- If this is the first time the device has been installed it may require additional configuration once the server software is installed. Please refer to the full FollowMe install guide for details

NOTE: The model number of your hardware can be located on the bottom of the device.

#### Standard Hardware (1454/1479/1501)



#### Copy Patrol Hardware (1454/1479/1501)



#### E-Line Standard Hardware (1512)



**NOTE:** A CROSSOVER cable is required for the connection between the DEVICE port and the end DEVICE (e.g. the printer).

#### E-Line CopyPatrol Hardware (1517)



NOTE: A there is **\*\*NO\*\*** CROSSOVER cable is required for this hardware device.



Connecting people and information

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# Step 2: Download Software

Open Internet Explorer and browse to <u>www.ringdale.com</u>. Choose My Account from the menu along the top and log in with your email and password. If you have not already registered you can do so by following the link from this screen:

Bingdale - Access Control Systems, FollowMe® Printing Solutions, Renewabl	ie Energy Devices, Blom - Windows Internet Explorer		Biometric Access Control Sy	ystems, Network Products and FollowMe Printing, Output Management, To - Windows Internet Explorer 📃 🗔 🔀
S + Mtp://www.ringdale.com/	💌 🐓 🔀 Uve Search	<b>P</b> •	💽 🗸 🗹 http://www.ringd	dele.com/myaccount/
🚖 🏟 🌠 Ringdale - Access Control Systems, FollowMe@ Printin	🕅 * 🖾 · 🖶 * 🕞 Bose • 🎲 To	ols • "	🚖 🔅 🛃 Biometric Access Cont	trol Systems, Network Products
	United States   My Accounts	unt 🛆 sh	<b>RINGDALE</b>	United States   My Account
Products Solutions Support My Account Resellers News A	bout Us Contact Us		Products Solutions S	Support * Hy Account * Resellers News About Us Contact Us
FollowNe@ - The original FollowNe@ Printing solution	Access Control		Account Links	My Account
			<ul> <li>Create a New Account</li> <li>Login</li> </ul>	Login
🗖 + 🖂 = 🌽			NOTE: You need to have an account to download trial software, register products or purchase products on this	Please enter your e-mail address and password to access your account. If you have not previously registered on the set than please ector. Kees. If you have forgotten your password than please enter your email address and press "Login", the entit have possible your pass the entering of bactering wave previously do not enable to be
FollowMe® is connecting people and information	and the second sec		site.	this will then provide you with the option or having your password e-mailed to you.
The loading adapted with the same black and the	Access Control Systems			E-mail address: npinchbeck@ringdale.com
copying, e-mailing, faxing, printing and scanning on network copiers, printers and multifunction devices	TCP/IP inter-connected Access Control es well as Time and Attendance Bystems. Ringdale offens a wise range of identification readers and the state of the state of the state of the state Proximity Cand, PIM-Cade and biomatric readers for Integration of second biomatric			Pastword:
<ul> <li>Secure Printing Print jobs are never lost, stolen or picked up accidentially - nothing gets printed until the user is identified and authenticated at the printer</li> </ul>	Ringdale's Biometric Access Control solutions can be used for both Physical and Logical applications such as Door and PC Access Control			
Personalized Printing Print jobs follow users to their choice of network printer     Suser Authentication	Authentication: Applications: > Dual factor > Doors > Triple factor > PC's			
PIN codes, bar codes, proximity, swipe or smart cards can be used to control equipment feature access and usage	Control: > Centrolized Management > Automated Alerting and Monitoring	-		
<ul> <li>Decreased waste</li> <li>Duplicate print jobs are eliminated at source and user restrictions can be applied in a number of wave to save toner, name, and developer.</li> </ul>	FaxBereiver			
Accounting Costs can be monitored and logged on a user, cost corter, cost code and printer	Still receiving faxes in paper form?		Rian un fas a mail undatas	
basis	Access them via email and SAVE.		Sign up for e-mail updates: Rinodale	E-mail Address: Plan Text  O or HTML  O MODIFICE Inc.   Registered in Texas No. 1-74-2828735-7   Registered Office: 101 Halmar Cove, Georgetown, Texas 78628
<ul> <li>Copy Patrol         Provides secure copy accounting including Client Code assertion on copiers and         multification devices of us all of the features of Enlowing Printing     </li> </ul>	Simply plug in the Ringdele ModuLAN® Packeceiver NFR-200 into your fax line and Ethernet national and receive faxer and	-	Generated 27 April 2007	Terms and conditions   Copyright © 2007 Ringdale
	Trusted sites 🔍 1001	• •		🏹 🗸 Trusted sites 🔍 100% 🔹

Choose Downloads and Registrations from the menu on the left. Select the appropriate software and version you require, then click on the Go button next to your selection:

🔗 Biometric Access Control Sy	stems, Network Products and FollowMe Printing, Output Management, 1	o - Windows Internet Explorer 📃 🗖	🗆 🔯 💋 Biometric Access Control	Systems, Network Products and Follow/ke Printing.	, Output Management, To - Wi	ndows Internet Explorer
🔄 🕞 🗣 🛃 http://www.ringde	sle.com/myaccount/	🖌 🐓 🗙 Live Search	🔎 🔇 🕤 🗸 🛃 http://www.zi	gdale.com/myaccount/st/asp/en/download.htm		🕶 🐓 🗙 Uve Search 🖉
🚖 🏟 🌠 Biometric Access Conte	ol Systems, Network Products	🦄 🔹 🔝 👘 🖷 🕞 Bage 🔹 🏈 Tgols	🔹 " 🚖 🔅 🌠 Biometric Access C	ontrol Systems, Network Products		🚹 • 🖾 · 🖶 • 🖓 Bage • 🎱 Tgols -
<b>RINGDALE</b>		United States   My Account Search	RINGDALE	•		United States   Hy Account Search
Products Solutions S	apport » My Account « Resellers News About Us Contact Us		Products Solutions	Support » My Account « Resellers News A	About Us Contact Us	
View	My Account		View	Downloads and Registrations		
> My Details			> My Details	Downloads		Hide
> Reseller Application			Reseller Application	Product Name	Released Version	Please select version to download:
Becoming a Reseller, a Certified Reseller or a Partner gives you access to	A STATE	5	Becoming a Reseller, a Certified Reseller or a Partner gives you access to	FollowMe Q-Server - Education edition	23 Oct 06 4.6.1.3	Select Software Go
the FollowNe product configurator and other	Million Management		the FollowNe product configurator and other	FollowMe Q-Server - Enterprise edition	23 Oct 06 4.6.1.3	Select Software 💌 🐨
features.	Transautore and a second se		features.	FollowMe Q-Server - Professional edition	23 Oct 06 4.6.1.3	Select Software Go
> My Interests			> My Interests	FollowNe Q-Server - Standard edition	23 Oct 06 4.6.1.3	Client (4.6.0.4) Go
<ul> <li>My Saved Orders</li> <li>My Order Program</li> </ul>	- Alternation		<ul> <li>My Saved Orders</li> <li>My Order Program</li> </ul>	General	24 May 02 1.2.4	Server (inc NSDE) (4.6.1.3) Go
> My RMAs		A CONTRACT OF A	> My RMAg	Internet Printing System	29 Apr 02 2.0.0.0	Web Printing Feature (4.6.0.1)
> My Passwords			My Passwords	PeripheralVision	15 May 01 2.0.0	Select Software 💌 Go
Software			Software	PlotPro	01 Aug 02 2.9.0	Select Software M Go
<ul> <li>Downloads and</li> <li>Report retion</li> </ul>			» Downloads and Report to the second seco	PRINTSET	09 Jan 01 7.2.2.4	Select Software V Go
Support Contracts			Support Contracts	Sentinel - Enterprise	12 Apr 07 2.5.8	Select Software 🛩 Go
Coming soon, this section			Coming soon, this section	Sentinel - Professional	12 Apr 07 2.5.8	Select Software M Go
will allow you to track and	Welcome to the My Account section.		will allow you to track and	Sentinel - Standard	12 Apr 07 2.5.8	Select Software 🖌 Go
contracts.	Use the links on the left to select a section of interest		contracts.			
Help			Help	Register Software		Hide
Knowledge Base and Prequently Asked Questions			Knowledge Base and Prequently Asked Questions	Evaluation, Standard and Administration Too	ol Only Editions	Hide
(FAQ)			(FAQ)	Select Product	Registration H	ley
<ul> <li>Product Manuals</li> <li>Coulting Manuals</li> </ul>			<ul> <li>Product Manuals</li> <li>Opdine Naturals</li> </ul>	Select	×	Register
Lopout			Lopout	Product Date People	stration Key	License Key
				Fellowide O General Fait (44 day 23/4/07 add day		
Sign up for e-mail updates:	E-mail Address	Disio Text A or HTML O Register		rolowie giberver - ENT (14 da 17:37:6 rd1d)	01/45606000555663/610506260	1211 a210000020+39035a030066020905338
Ringdale	inc.   Registered in Texas No. 1-74-2828735-7   Registered Office: 101 Halma	r Cove, Georgetown, Texas 78628		FollowNe Q-Server - PRO (14 da 23/4/07 16:41:11 rd1d0	017a56beccc5356b37b1050c2b0	721f feeb16c7b1656540d37058d8777aa4ca
				1.5		Carl Constant actions (8) 2002

You will be given a *File Download* prompt. Choose Save, and select an appropriate destination path to save the file to:



The setup files will now be extracted to your computer and the install wizard will begin.





## Step 3: Installation of the FollowMe Q-Server Software

Browse to your save location and double click the icon for the download server software. The install wizard will now begin.

🛃 FollowMe Q-Server - InstallShield Wizard 🛛 🔀	InstallShield Wizard
Extracting Files The contents of this package are being extracted.	Welcome to the InstallShield Wizard for FM
Please wait while the InstallShield Wizard extracts the files needed to install FollowMe Q-Server on your computer. This may take a few moments.	The InstallShield® Wizard will install FM Q-Server on your computer. To continue, click Next.
Extracting data2.cab	
InstallShield < Back Next > Cancel	Cancel

Click Next to proceed to the license agreement. Once accepted you will be prompted to choose the installation path. When you are happy with the installation path press Next to proceed:

InstallShield Wizard	InstallShield Wizard
License Agreement Please read the following license agreement carefully.	Choose Destination Location Select folder where Setup will install files.
Press the PAGE DOWN key to see the rest of the agreement.	Setup will install FM Q-Server in the following folder.
IMPORTANT: Before you download and/or use this Software Product you must read and agree to the terms of the following Software Licence Agreement, which is a legally binding agreement.	To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
("Bingdale") BY DOWNLOADING, INSTALLING, USING OR COPYING THE SOFTWARE, YOU ARE	
Do you accept all the terms of the preceding License Agreement? If you choose No, the setup will close. To install FM Q-Server, you must accept this agreement.	Destination Folder C.\Program Files\Ringdale\FM Q-Server Browse
InstallShield	InstallShield
< <u>Back Yes No</u>	< <u>B</u> ack <u>Next&gt;</u> Cancel

You will now be asked to confirm the Program Folder you wish to install to. Once happy with your selection click Next and the installer will copy the files to your computer:

InstallShield Wizard	InstallShield Wizard
Select Program Folder Please select a program folder.	Setup Status
Setup will add program icons to the Program Folder listed below. You may type a new folder name, or select one from the existing folders list. Click Next to continue. Program Folders:	FM Q-Server Setup is performing the requested operations.
FM Q-Server	Installing:
Existing Folders:	C:\Program Files\Ringdale\FM Q-Server\FollowMeClient.exe
Accessories Accessories Accessories Acministrative Tools Bluetooth Bluetooth Bluetooth Broadcom Deal QuickSet Intel PROSet Wrieless Java Web Start Microsoft Office Microsoft Office Microsoft SQL Server	32%
InstallShield	InstallShield
< <u>Back</u> <u>N</u> ext> Cancel	Cancel



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Once completed you will be told the install is complete. Click Finish to proceed:

InstallShield Wizard	
	InstallShield Wizard Complete Setup has finished installing FM Q-Server on your computer.
	< <u>B</u> ack <b>Finish</b> Cancel

The setup wizard will now run automatically. The first screen of the setup wizard asks you to configure the SQL database that the software will be connecting to. Click Configure Database and then Add to configure your settings:

FollowMe Configuration Wizard - Database Settings	Database Settings
FollowMe must be configured to use a SQL Server database.	SQL Server Settings
Click 'Configure Database' to specify and configure the database that FollowMe will use.	Add
	Edit
	Delete
	SQL Server: Username:
	Catalog: Password:
Configure Database	Network: TCP/IP Connection Timeout (sec): 30
	Use Windows NT authentication
<back cancel="" help<="" th=""><th>Cancel</th></back>	Cancel

Enter the details as appropriate. If this is the first instance of FollowMe on the network, ensure that you select the option to Create Database. Once you have entered the settings click on OK and the configuration completed will now be in the SQL Server Settings list. Click on Next to proceed.

**Note:** When using a SQL server instance other than the default instance then the server name should be specified as:

SERVER\_NAME \INSTANCE\_NAME

One also should be aware when installing with a SQL 2005 or 2008 Express Edition that the instance name for these is "SQLEXPRESS" requiring you to enter the server name as:

SERVER NAME\SQLEXPRESS

You will now be prompted to enter the license details for your install. Click on Configure License Key and on the next screen click on Copy To Clipboard next to the given Registration Key:





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	FM Q-Server Registration
	Cocal License
	Registration Key: Ird3d017a56beccc5356b37b1050c2b0721f Copy To Clipboard
	License Key: Verify
FollowMe Configuration Wizard - License	Feature Key: Verify
FollowMe must be configured with a valid license key.	Feature List:
Click 'Configure License Key' to specify a license that FollowMe will use.	
	C Global License Settings
	Registration Key:
	License Key:
	Feature Key:
Configure License Key	Feature List
<back cancel="" help<="" th=""><th>0K Cancel</th></back>	0K Cancel



You must now obtain a license key for the software. If you are installing to use with Embedded services you will also need a valid Feature Key.

To obtain these keys, load Internet Explorer and browse to <u>www.ringdale.com</u>. Choose My Account from the menu along the top and log in with your email and password. If you have not already registered you can do so by following the link from this screen:

Bingdale - Access Control Systems, FollowMe® Printing Solutions, Renewable	Energy Devices, Biom - Windows Internet Expl	orer 📃 🗖 🔯	🖉 Biometric Access Control Sy	stems, Network Products ar	nd FollowMe Printing, Output Management, To - Windows In	ternet Explorer 📃 🗔 🔀
🚱 🗣 🛃 http://www.ringdale.com/	💌 😽 🗙 Live Se	earch 🖉	🚱 🕤 🔹 🛃 http://www.ringde	ale.com/myaccount/	¥ 4 :	K Live Search
🚖 🏟 🌠 Ringdale - Access Control Systems, FollowMe 🏶 Printin	<u>6</u> • ⊠	<ul> <li>Image: Image: Ima</li></ul>	🚖 🏟 🛃 Biometric Access Cont	rol Systems, Network Products		🕯 * 🖄 ' 👼 * 🔂 Bage + 🎯 Tgols + "
		United States   Hy Account Search				United States   My Account Search
Products Solutions Support My Account Resellers News At	out Us Contact Us		Products Solutions S	upport » My Account «	Resellers News About Us Contact Us	
FollowMe@ - The original FollowMe@ Printing solution	Access Control		Account Links	My Account		
			> Login	Login Please enter your e-mail a	address and password to access your account. If you have not	
			account to download trial software, register products or purchase products on this one.	If you have forgotten your this will then provide your	he site then please <u>click here</u> . r password then please enter your email address and press "Log with the option of having your password e-mailed to you.	in',
rollownee is connecting people and information	Access Control Systems			E-mail address:	princhherkiltringdale.com	
The leading-edge solution that enables secure copying, e-mailing, faxing, printing and scanning on network copiers, printers and multifunction devices	TCP/IP inter-connected Access Control as well as Time and Attendance Systems. Ringdale offers a wide range of identification readers such as Swipe Card, Berock Wegand, Proximity Card, PIN-Code and biometric readers for fingerprit of face recognition.			Password:	Inproduced Inguistation	
<ul> <li>Secure Printing         Print jobs are never lost, stolen or picked up accidentially - nothing gets printed         until the user is identified and authenticated at the printer     </li> </ul>	Ringdale's Biometric Access Control solutions can be used for both Physical and Logical applications such as Door and PC Access Control.		'			
<ul> <li>Personalized Printing</li> <li>Print jobs follow users to their choice of network printer</li> </ul>	Authentication: Applications: > Dual factor > Doors					
<ul> <li>User Authentication PIN codes, bar codes, proximity, swipe or smart cards can be used to control equipment feature access and usage</li> <li>Desensed Maste</li> </ul>	Imprefactor PCS Control:     Centralized Management     Automated Alerting and Monitoring					
Duplicate print jobs are eliminated at source and user restrictions can be applied in a number of ways to save toner, paper and developer.	FaxReceiver					
<ul> <li>Accounting Costs can be monitored and loosed on a user, cost center, cost code and printer.</li> </ul>	Still receiving faxes in paper form?					
basis	Access them via email and SAVE.		Sign up for e-mail updates:	foc   Registered in Texas No.	E-mail Address: 1.74.2020235.7   Registered Office: 101 Helmer Crose, George	Plain Text   or HTML  Register  rown  Texes  7625
Copy Patrol Provides secure copy accounting including Client Code assertion on copiers and while devices and a security of the feature of Clienting Distribution	Simply plug in the Ringdale ModuLAN® FaxReceiver NFR-200 into your fax line and	<b>.</b>	Generated 27 April 2007	Ter	ms and conditions   Copyright © 2007 Ringdale	I webpage-marketing.com
	Trust	ted sites 🔍 100% •				Trusted sites 🔍 100% •

Choose Downloads and Registrations from the menu on the left. Select the appropriate software and version you require, then click on the Go button next to your selection:

🔗 Biometric Access Control Systems, Network Products and FollowMe Printing, Output Management, To - Windows Internet Explorer	🔀 💋 Biometric Access Control Systems, Network Products and FollowMe Printing, Output Management, To - Windows Internet Explorer	
Sol + Matter //www.ingdele.com/mysecount/	💿 🚱 🕒 🔹 🚮 http://www.ringdele.com/inyaccount/ist/esp/en/download.htm 🖉 49 🗙 Uve Search	ρ.
👷 🏘 🌠 Biometric Access Control Systems, Network Products	🤲 🌞 🏟 🔯 Bometric Access Control Systems, Network Products 🧴 🐘 * 😥 B	age • 🔘 Tgols • '
United States   My Account Security provide it is following		E   Hy Account Search
Products Solutions Support > Hy Account < Resellers News About Us Contact Us	Products Solutions Support > Hy Account < Resellers News About Us Contact Us	
Wie Wy Shopping Cart     Wy Shopping Cart     Phy Details	Mark University Downloads and Registrations     Mry Shopping Cart     Mry Details     Downloads	Hide
Reseller Application	Reseller Application     Product Name     Released Version     Please select version to do	wnload:
Becoming a Reseller, a Certified Reseller or a Partner gives you access to	Percenting a Reseller, a Certified Reseller or a Partner gives you access to Follow Me Q-Server - Education edition 23 Oct 06 4.6.1.3 Select Software	Go
the FollowNe product configuration and other	the FollowNe product configurator and other FollowNe Q-Server - Enterprise edition 23 Oct 06 4.6.1.3 Select Software	Go
My Interests	a My Interests Followite 0-Server - Standard edition 23 Oct 05 4.6.1.3 Cliert (4.6.0.4)	60
> My Saved Orders	» My Saved Orders General 24 May 02 1.2.4 Server (4.6.1.3) Server (inc MSDF) (4.6.1.3)	Go
My Order Progress     My RMae	My Order Progress     My Order Progress     My RNAs     My RNAs     My RNAs     My RNAs     My RNAs	60
» My Passwords	* My Passwords PeripheralVision 15 May 01 2.0.0 Select Software	Go
Software	Software PlotPro 01 Aug 02 2.9.0 Select Software	🖌 Go
Control and     Registration	Pownloads and PRINTSET 09 Jan 01 7.2.2.4 Select Software	🛩 Go
Support Contracts	Support Contracts Sentinel - Enterprise 12 Apr 07 2.5.8 Select Software	💌 Go
Coming soon, this section Welcome to the Mx Account section	Coming soon, this section Sentinel - Professional 12 Apr 07 2.5.8 Select Software	Go
will allow you to track and an an and an	Vill alow your bordex and renew your support renew your support	M GO
contracts. Use the which on the left to select a section of interest.	contracts.  Register Software	Hide
> Knowledge Base and Prequently Asked Questions	Knowledge Base and     Frequently Asked Questions     Evaluation, Standard and Administration Tool Only Editions	Hide
(FAQ)	(FAQ) Select Product Registration Key	
» product manuala > On-time Manuala	Product Wanuals     Select     Kennels	gister
Logout	Logout Product Date Registration Key License Key	
	FollowNe Q-Server - ENT (14 da 23/4/07 17/37/6 rd1d017a56beccc5356b37b1050c2b0721f a21bccd826459695a03bd66dc	0905338
Sign up for e-mail updates: E-mail Address: Plain Text • or HTML • Registered in Texas No. 1-74-2628735-7   Registered Office: 101 Halmar Cove, Georgetown, Texas 78628	FollowMe Q-Server - PRO (14 da 23/4/07 16:41:11 rd1d017a56beccc5356b37b1050c2b0721f feeb16c7b1656540d37058d87	77aa4ca
Trusted sites 🔍 100% 🔹	Done 🕞 🗸 Trusted sites	R 100% ·

Under the Register Software heading, paste the Registration Key that you copied to the clipboard, select your product from the drop down list, and click Register. You can now copy the appropriate License and Feature Key to the setup wizard.

Click on Verify next to each option. If successful, you will receive prompts telling you that the key/s entered are valid:

fmadmi	n 🔀	fmadmin 🛛 🔀
⚠	License key valid (Enterprise Edition)	Feature key valid
	OK	ОК

Click on OK, then click Next to proceed.

You will now be asked to enter a cost model. If this step is ignored a default cost model will be created instead. Click Next to continue and you will be asked to enter a cost centre. Again, this step can be ignored and a default cost centre will be created instead.



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FollowMe Configuration Wizard - Cost Model	FollowMe Configuration Wizard - Cost Centre
The cost model is used to account the costs of the prints / copies etc that are processed through the FollowMe server. It defines the cost of individual jobs in terms of credit or monetary value. Click Add to add a custom cost model. Clicking New without adding a custom cost model will create a default model. This can be edited at a later date.	A cost centre is used to group users of the system together. It enables the cost model created in the previous step to be applied to many different users. An example use of cost centres would be to reflect the organisation within a company. Managers could belong to one cost centre with directors in another, allowing managers and directors to be charged differently according to their cost model. Click Add to add a cost centre. Clicking Next without adding a cost centre will create a default cost center. This can be edited at all alter date.
Cost Models Add Cost Model	Cost Centres Add Cost Centre
< Back Next > Cancel Help	< Back Next > Cancel Help

Click Next to continue. You will now be asked to add a printer. This step can be ignored if you wish. Click Next and you will be asked to add users. Again, this step can be ignored for the time being.

FollowMe Configuration Wizard - Printers	FollowMe Configuration Wizard - Users
Click Add Printer to add the printers that will be integrated into the FollowMe system.	Click Add User to add users into the system. Alternatively, users can be imported from a file, Activie Directory server or LDAP server.
Add Printer	Add User
	Import Users
<back cancel="" help<="" td=""><td>&lt;<u>Back</u> <u>N</u>ext &gt; Cancel Help</td></back>	< <u>Back</u> <u>N</u> ext > Cancel Help



**FollowMe**<sup>®</sup>

Click Next to continue. The setup wizard will now ask whether you wish to use the web administration interface or the traditional desktop based interface. This guide assumes that the web administration interface will be used.

FollowMe Configuration Wizard - Administration Tool Type			
The Follow Me Q-Server can be administered using a Windows application or a web based application. Please selected your choicd from the following options:			
( Web Administration			
C Windows Administration			
<back next=""> Cancel Help</back>			



## Installing in an Internet Information Services (IIS) Server Environment

Select the radio button for Internet Information Services (IIS) and then click on Create Application. A DOS window will appear while the application is installing.

FollowMe Configuration Wizard - webADMIN Server Selection	
The FollowMe web administration tool can be used with Internet Information Services (IIS) or via the FollowMe - webADMIN Server. Please select your choice from the following options:	
Internet Information Services (IIS)	BI C:WINDOWSVMicrosoft.NETVFrameworkiv2.0.50727\aspnet_regiis.exe .□ × Start installing ASP.NET <2.8.50727> without registering the scriptmap.
Create Application Set Anonymous Account	
localhost/FMwebADMIN doesn't exist in IIS. Use the 'Create' button above to add.	
C FollowMe webADMIN Server	
Install webADMIN Server Manage webADMIN Server	
< Back Next > Cancel Help	1

You will now be informed that the application has been installed. Click on OK. A further warning will appear stating that it is unlikely the IIS anonymous account will have sufficient rights for web administrator to run. Click on OK.

	fmadmin		
	FMwebADMIN Web Application created in IIS successfully!		
	ОК		
fmadmi	ו 🗵		
(į)	The default IIS anonymous user will be unlikely to have sufficient system priveleges to administer all the features of FollowMe. Use the 'Set Anonymous Account' button to set the Windows user account to run the FollowMe Web Administration site.		
(Note: permissions will be checked during the web setup, the user account can be changed and that time if required.)			
	ОК		

Set the anonymous account using the appropriate button.

FollowMe Configuration Wizard - webADMIN Server Selection				
The FollowMe web administration tool can be used with Internet Information Services (IIS) or via the FollowMe - webADMIN Server. Please select your choice from the following options:				
Internet Information Services (IIS)				
Create Application Set Anonymous Account				
localhost/FMwebADMIN exists in IIS	Select Use	r		
C FollowMe webADMIN Server	Select Oser			
Install webADMIN Server Manage webADMIN Server	Username:	user name		
	Password:			
< Back Next > Cancel Help			ОК	Cancel

Click on Next and you will be informed that FollowMe Configuration is complete.



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## Installing the Web Administration bundled Web Server (non-IIS environment)

Select this option and click Next. You will be prompted to install the Web Administration Web Server. Click Yes to indicate you would like to install it now.

fmadmi	n 🔀
?	The webADMIN Server is not installed. Would you like to install it now?
	Yes No

The installer will launch and ask you to confirm the installation path. Choose the appropriate options and once complete click Close.

😾 FollowMe webADMIN Server	🖞 FollowMe webADMIN Server 📃 🗆 🔀
Welcome to the FollowMe webADMIN Server Setup Wizard	Select Installation Folder
The installer will guide you through the steps required to install FollowMe webADMIN Server on your computer.	The installer will install FollowMe webADMIN Server to the following folder. To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse". <u>Folder:</u> <u>C.\Program Files\Ringdale\FM Q.Server\FollowMe_WebServer\ <u>Disk Cost</u> </u>
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.	
Cancel < Back Next >	Cancel < <u>B</u> ack <u>Next</u> >

😼 FollowMe webADMIN Server	😾 FollowMe webADMIN Server 📃 🗆 🔀
Confirm Installation	Installation Complete
The installer is ready to install FollowMe webADMIN Server on your computer.	FollowMe webADMIN Server has been successfully installed.
Click "Next" to start the installation.	Click "Close" to exit.
	Please use Windows Update to check for any critical updates to the .NET Framework.
Cancel < <u>B</u> ack <u>Next&gt;</u>	Cancel < <u>B</u> ack <b>Close</b>

You will now be given confirmation that the Web Administration Web Server has been installed. Click on OK to proceed:

fmadmir	n 🛛 🔀
<b>i</b>	The webADMIN Server has just been installed. To start the Server and manage settings hit the 'Manage webADMIN Server' button now or use the Shortcut from your Program Files Menu.

The Web Administration Web Server Administration screen will now be displayed. You may need to change the port number used. Click on the Start button to start the service:



Page 14 of 26



FollowMe - v	vebADMIN Server Administration	
► Star	Browse to webADMIN	
Stop		
Server Settings		
Home directory:	C:\Program Files\Ringdale\FM Q-Server\webADMIN	
Virtual directory:	/FMwebADMIN	
Port:	80	
Run As:	LocalSystem	
	Change Service Account	
		Apply Changes
Keep webAD!	IIN Server Administration in the System Trav	Apply Changes

Once the service is started, click on Exit to return to the FollowMe Q-Server setup wizard. You will be informed that the wizard is now complete. Click on the Finish button. Follow the final steps in the section Completing Installation.



# Finalising the FollowMe Q-Server Installation

A web page will now launch that will test your system to ensure that it is ready to run the Web Administrator. Click on Test to carry out these checks. If there are any issues they will be displayed on screen along with an explanation of what could be causing them. When the system is happy with all the checks the following screen will be shown. Click on Continue to proceed.

🖋 FollowMe@ Q-Server - Administration Tool - Windows Internet Explorer	🖉 FollowMe® Q-Server - Administration Tool - Windows Internet Explorer
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🛊 🏟 🍘 Followite (b. Q. Server - Administration Tool	👌 🕸 🏈 🍘 Falowite 8 Q Gerver - Administration Tool
Februarie* Q Server - Administration Tool       Enterconce         Stop       The concern concern serve on the first ry. For and Caston         The concern concern concern first ry. For and Caston       The concern concern concern first ry. For and Caston         We down concern concern concern concern first ry. For and Caston       The concern concern concern concern first ry. For and Caston         We down concern concern concern concern first ry. For and Caston       The concern concern concern concern first ry. For and Caston         We down concern	The second secon

You will now be prompted to create an account with which you will administer FollowMe Q-Server settings. Once you have created this account, the next screen will ask you to log in.

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Connecting people and information

The main web administrator screen will now launch.







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# Step 4: Database Configuration

The Tools, Options screen is used to configure most administrative options within FollowMe. The Database Options sub menu is used to change database settings.

🔗 FollowMe® Q-Server - Administ	ration Tool - Windows Internet Explorer	- 8
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🚖 🎄 🌈 Pollow Me 🕲 Q-Server - Adm	inistration Tool	🏠 = 🔯 - 🖶 = 🕞 Bage = 🍈 Tgols = 👌
FollowMe <sup>®</sup> Q-Server - A	Administration Tool	ZIRINGDALE.
[Home]   Management   Reports	Costs Tools Help [Search] [Logout]	FollowMe Q-Server: Started 🕃 🕨 🔳
Options - Database Options		Show/Hide help
Optime     Optime     Optime     Optime     Optime     Optime     Todawike     Optime     Opti	Selected Database     Corrector Currently In the Individe      Kellente E     Kellente E     Kellente E     Kellente     Kellente     Kellente     Kellente     Kellente     Kellente	Boatabase Options     How the SQL STE statuses information     so section.     Way is SQL servers and the used     use the builting to Add/Edit your database     esting that the statuse information     estimate information     estimate the statuse informatin     estimate the statuse information     es
6 a		second table. Note: • The startname and passage if must be determined and passage if we in order to create the database. • • • • • • • • • • • • • • • • • • •
	Copyright © 2004-2007 RINGDALE <sup>®</sup>	
Done		New York Street Local Intranet

- 1) Choose which database connection you wish to edit, or add a new connection.
- 2) Enter the settings for either one accordingly.
- 3) Ensure that you have saved your settings.



# Step 5: Cost Models

The Costs, Cost Models screen can be used to set up or edit cost models associated with FollowMe.



- 1) Add a new cost model.
- 2) Enter a cost model name.
- 3) Fill in the price and credit charge for the different paper sizes which are required for accounting.

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# Step 6: Cost Centres



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The Costs, Cost Centres screen can be used to set up or edit cost centres associated with FollowMe.



- 1) Add a new cost centre.
- 2) Enter a cost centre name.
- 3) Select a cost model.



# Step 7: Printers

The Management, Printers screen can be used to set up or edit printers associated with FollowMe.

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[Home]   Management   Reports   4	tasts   Tools   Help   [Search]   [Logout]	FollowMe Q-Server: Started 🛃 🗧	[Home]   Management   Reports   4	Costs Teels Hele [Search] [Legent]	Polovite Q Server: Started 👔 🗧 🖷
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<u>s</u>	nue value a vant vant antenna a t	1 Port (Defect is g100)	<u>s</u>	Printer Hexages Accounting Override	V 1 Part (Defect is \$100)

- 1) Add a new printer.
- 2) Select Windows Print Spooler or FollowMe Print Spooler.
  - If Windows Print Spooler is selected then select a printer name from the drop down list (Populated from the Windows printer list).
  - o If FollowMe Print Spooler is selected then enter the printers IP Address and give it a descriptive name.
- 3) Select a cost model to be associated to that printer.
- 4) Specify the IP Address of the FollowMe Hardware device.
  - o Click the 'Device Configuration' to configure FollowMe hardware.
  - o Click 'Requery' to refresh the device list.
  - Select the device and click 'Edit'.
  - Enter new configuration details (Device Name, IP Address, Default Gateway, Subnet Mask and FM Server IP Address).





Note: If this is the first time the FollowMe device has been configured, it will have an automatic IP address of 11.22.33.44.

5) Choose whether you wish to use Interactive or Non-Interactive printing. If you wish to use Non-Interactive printing then ensure you have checked the box below:

Non-Interactive Printing				
Enable				
	(Specify remote printer name if different to local printer name )			

**NOTE:** By enabling the *Non-Interactive* printing option you are telling the system to route print jobs through the system to the printer without the need to present a card at the printer.

You should also take into account that the name of the printer that you have created should either be the same name as the inbound Windows printer that is designated to print to the FollowMe® Q-Server or you should specify the name of the inbound Windows printer name within the text box that is available.



## Step 8: Users



The Management, Users screen can be used to set up or edit users associated with FollowMe. Use this screen to add printers for the user and any cards associated with the user, where appropriate.

FallowWeb Q-Server - Administration Tool - Windows Internet Explorer					
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- 1) Add a new user.
- 2) Enter the configuration details required.
- 3) Add a card or multiple cards:
  - Click the Cards/PINs sub menu.
  - Change the enrolment device to the correct printer you wish to enrol the user at and click assign.
  - Click listen and swipe their card. Click listen again to receive the card number.
  - Click add to add the card to the user.
- 4) Add a printer or multiple printers:
  - Click the Devices sub menu.
  - Select the printers available to the user (or select the Enable All to enable all printers to the user).





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# Starting the FollowMe Q-Server Service

Now that you have completed the set up for FollowMe Q-Server, the service needs to be started. This is done from the FollowMe service control in the top right of the web administrator screens.

6 FollowMe® Q-Server - Administratio	on Tool - Windows Internet Explorer	- 7 🛛
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Options - Service Control		Show/Hide help
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<u>م</u>	Copyright & 2004-500 KINSDALE®	

1) Click the service start button (visually it looks like a play button).



Within FollowMe based systems the user has a choice as to their preferred method of client connection. The following options are available:

- FollowMe Client Port
- Line Printer Remote (LPR)
- Windows Shared Printers

All three methods can be used separately or in conjunction with each user in a FollowMe system. To configure LPR and Windows Shared Printers please consult the FollowMe installation guides.



Α.





- Q. Why do the network lights not come on the hardware device?
  - 1) Check that the device is powered (Does not apply to internal devices).
  - 2) Check that the network cable is attached.
  - 3) Attach the parallel cable from the FollowMe Printing hardware to a printer and hit the reset button. This should print a test page a show that the unit is working although has a network connection problem.
  - 4) Attempt a hard reset on the device:
    - o Remove power.
    - o Hold down status/reset button re-insert power while holding status/reset.
    - Hold for a further 15 seconds, release status/reset button.
    - Wait 1 minute for the device to reset.
- **Q.** Why does the reader continuously beep?
- A. There may be an issue with the ID card reader:
  - Does the device have the correct firmware (Can see the device from the device configuration within the printers section in the server software)?
  - Have any settings been changed or did it beep from initial power on?
- Q. Why do the devices sometimes disappear from the devices view and then re-appear?
  A. This is by design because when a network discovery is done it uses a UDP broadcast and therefore packets are not always returned.
- Q. What ports does FollowMe use?
- Α.

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- 8450 UDP (UDP Broadcast)
- 8451 UDP (UDP Broadcast)
- 9100 TCP
- 9103 TCP
- 80/443/8080/8450 TCP (Embedded)

