



FollowMe[®]

Q-Server

Quick Integration Guide

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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.

Trademarks

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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.

Pre-Requisites

Server Hardware Platform

- CPU
 - 1GHz or above
 - The CPU needs to be at least this speed
- Memory
 - 256MB or above
 - The memory available in the machine should be at least this amount
- Hard Disk Space
 - 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)

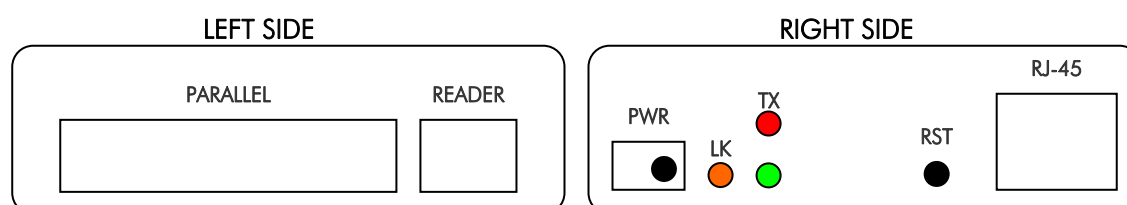
Step 1: Hardware Devices

Attach:

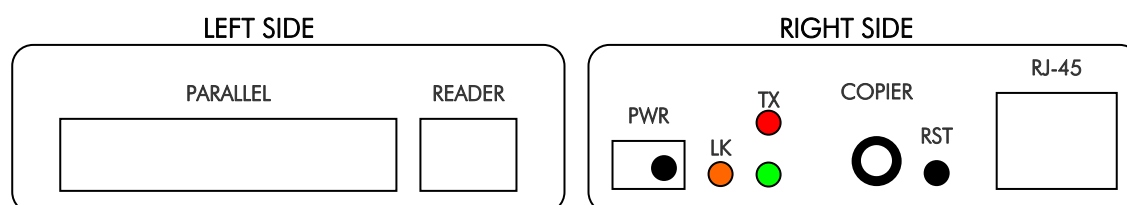
- Power cable to power supply
- Power supply to device
- Network cable to device and to network (Not supplied)
- Input device (Proximity Card, Swipe Card, Keypad, Fingerprint or Barcode reader)
- CopyPatrol cable attached to printer or copier (Only applies to Copy Patrol devices)
- If this is the first 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.

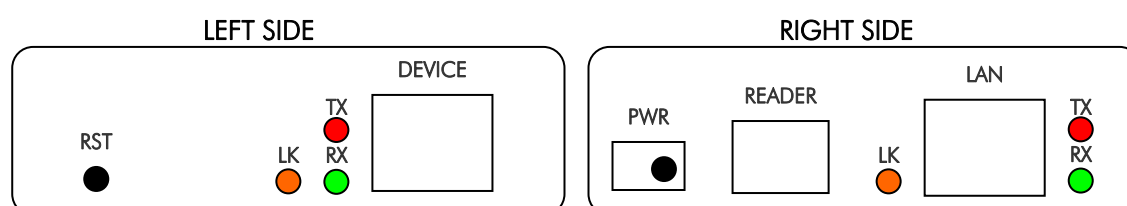
Standard Hardware (1454/1479/1501)



Copy Patrol Hardware (1454/1479/1501)

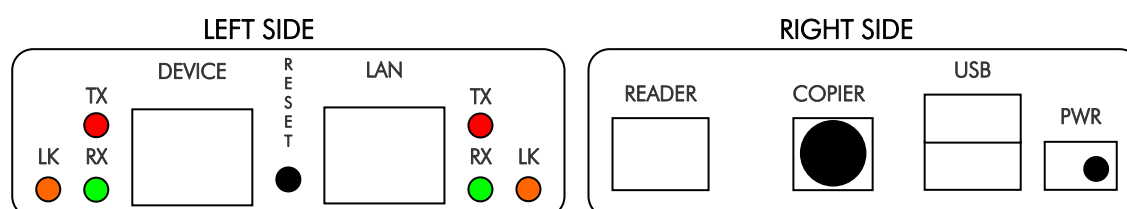


E-Line Standard Hardware (1512)



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

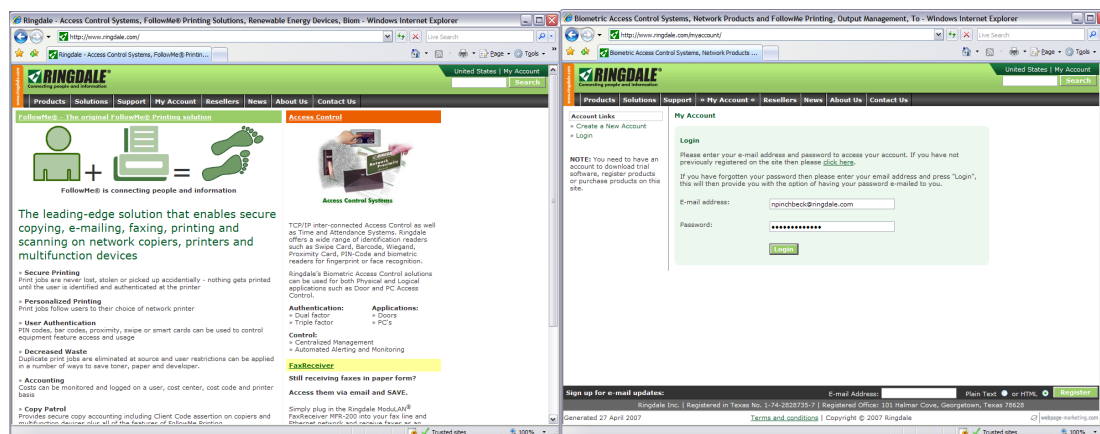
E-Line CopyPatrol Hardware (1517)



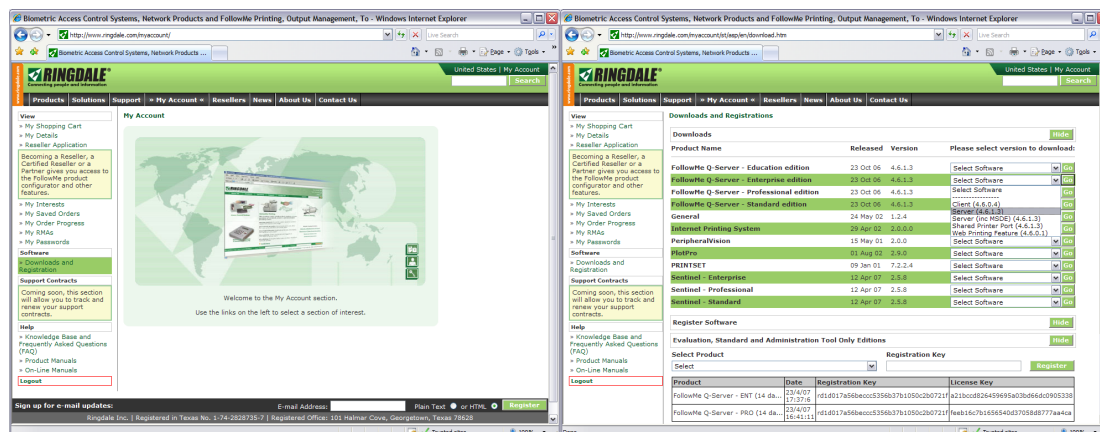
NOTE: A there is ****NO**** *CROSSOVER* cable is required for this hardware device.

Step 2: Download Software

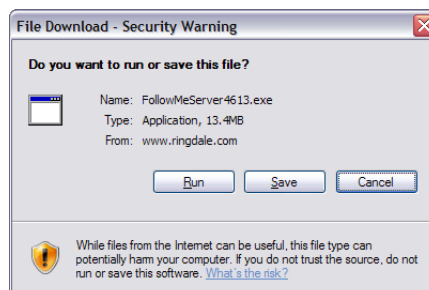
Open Internet Explorer and browse to www.ringdale.com. Choose My Account from the menu along the top and log in with your email and password. If you have not already registered you can do so by following the link from this screen:



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:



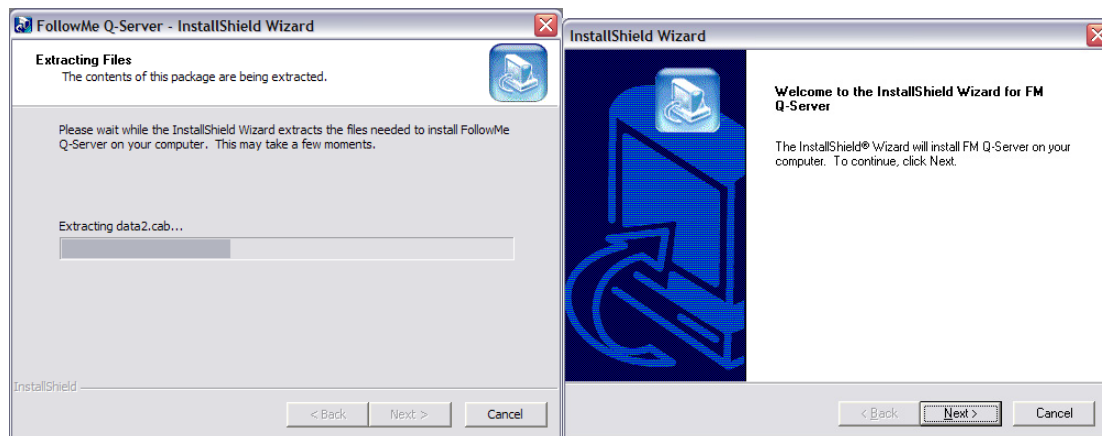
You will be given a *File Download* prompt. Choose Save, and select an appropriate destination path to save the file to:



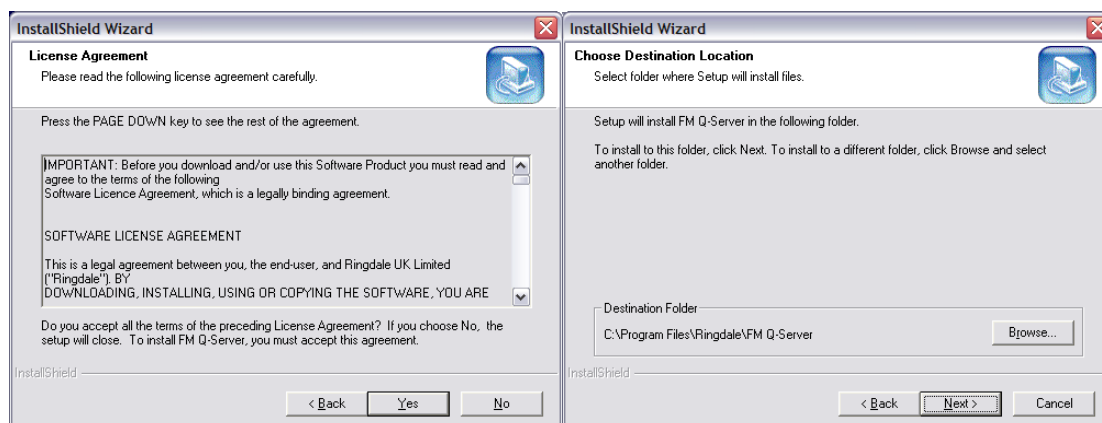
The setup files will now be extracted to your computer and the install wizard will begin.

Step 3: Installation of the FollowMe Q-Server Software

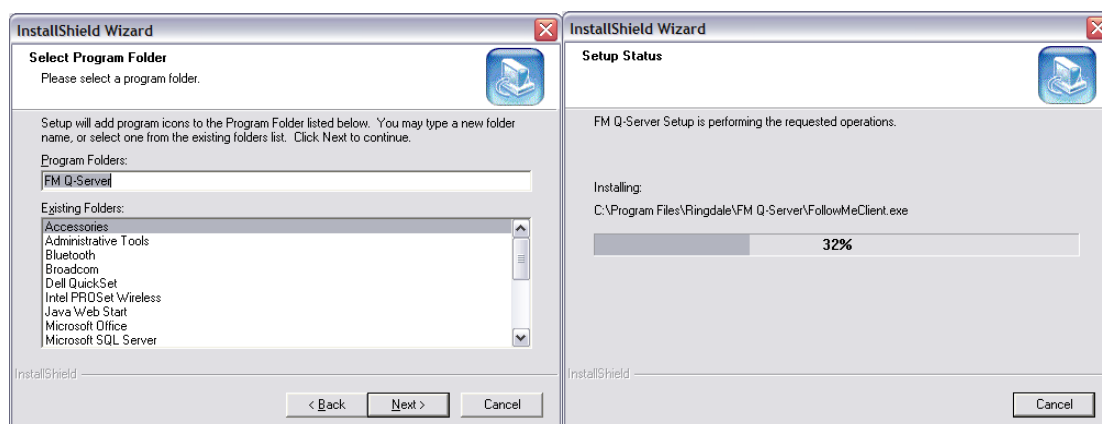
Browse to your save location and double click the icon for the download server software. The install wizard will now begin.



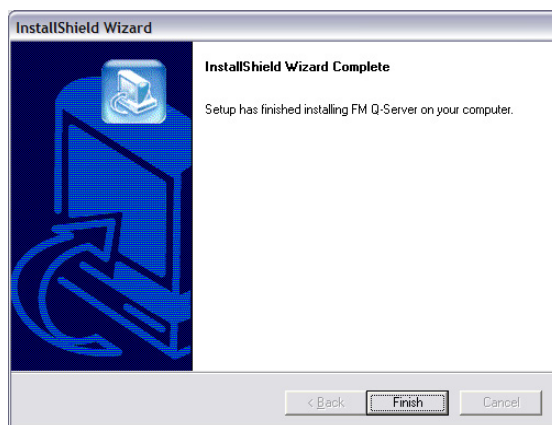
Click Next to proceed to the license agreement. Once accepted you will be prompted to choose the installation path. When you are happy with the installation path press Next to proceed:



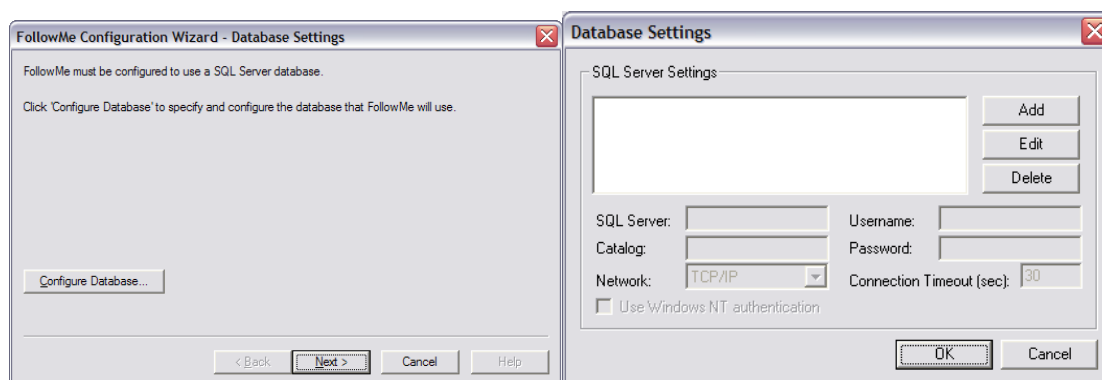
You will now be asked to confirm the Program Folder you wish to install to. Once happy with your selection click Next and the installer will copy the files to your computer:



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



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:



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.

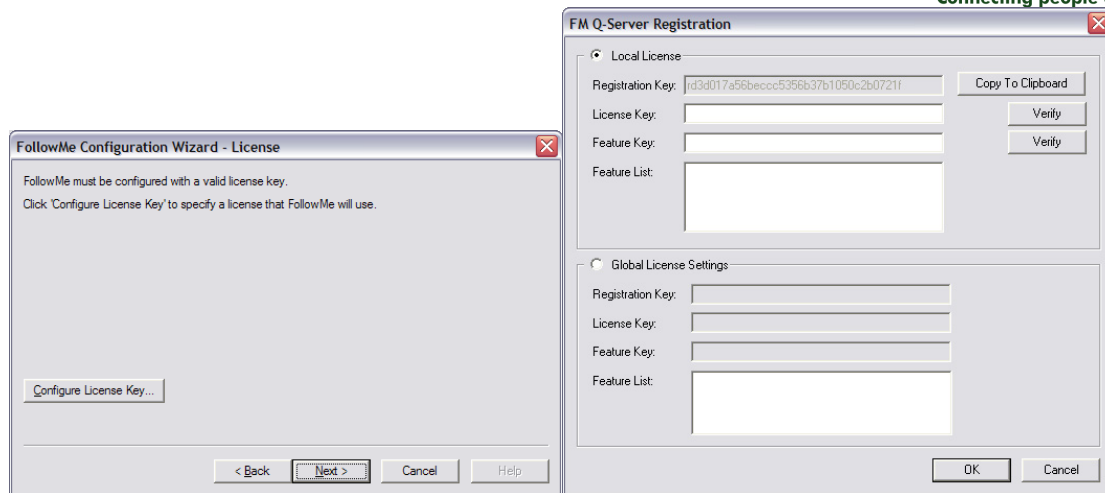
Note: When using a SQL server instance other than the default instance then the server name should be specified as:

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:

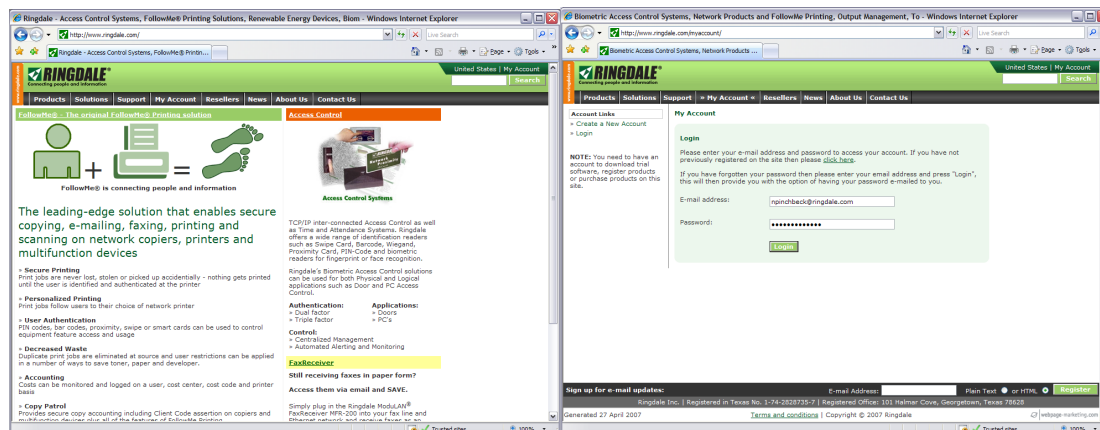
SERVER_NAME\SQLEXPRESS

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:

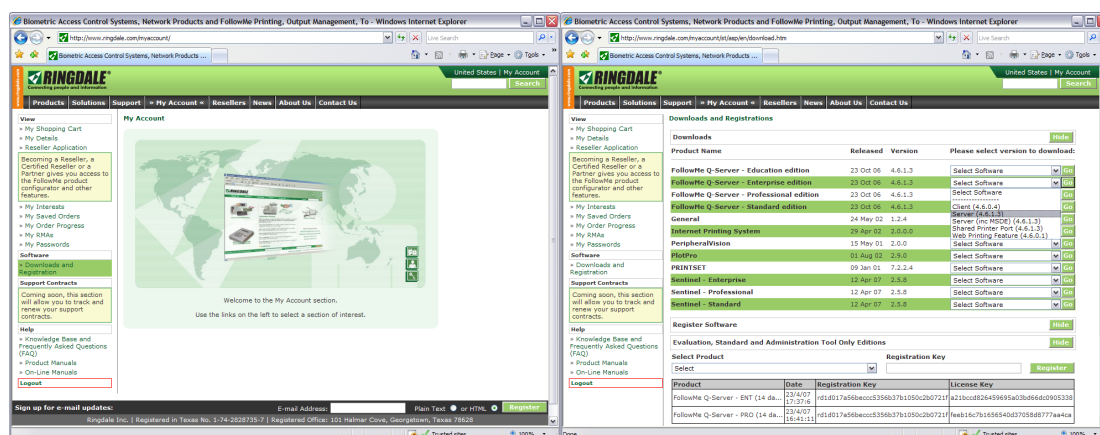


You must now obtain a license key for the software. If you are installing to use with Embedded services you will also need a valid Feature Key.

To obtain these keys, load Internet Explorer and browse to www.ringdale.com. 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:

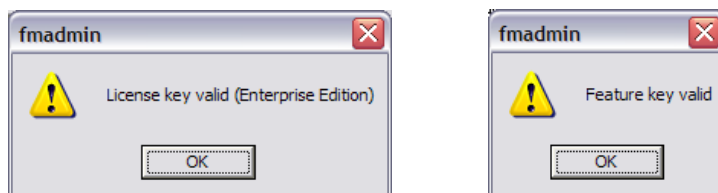


Choose Downloads and Registrations from the menu on the left. Select the appropriate software and version you require, then click on the Go button next to your selection:



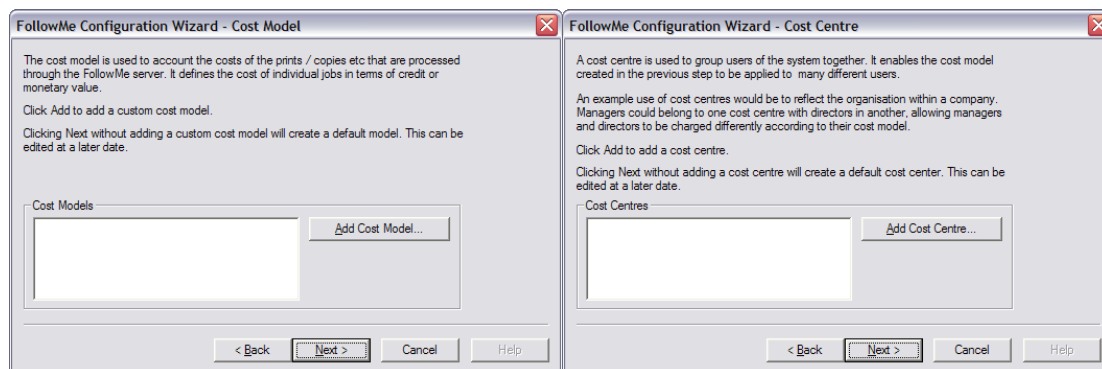
Under the Register Software heading, paste the Registration Key that you copied to the clipboard, select your product from the drop down list, and click Register. You can now copy the appropriate License and Feature Key to the setup wizard.

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

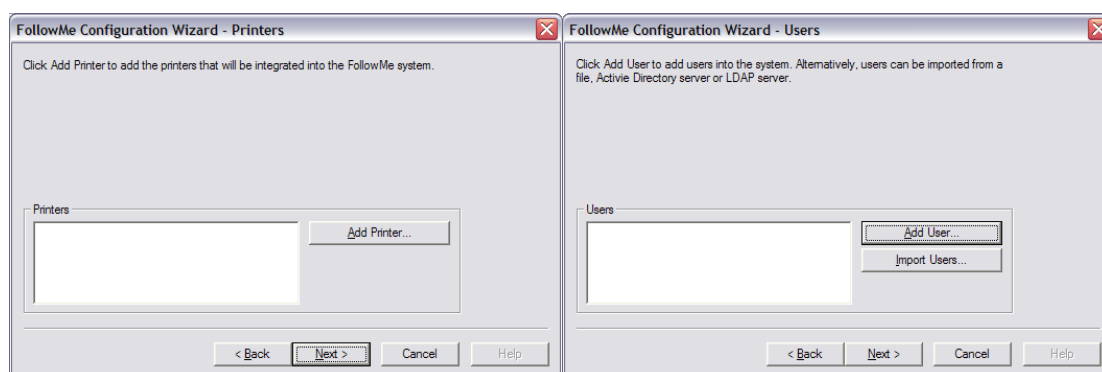


Click on OK, then click Next to proceed.

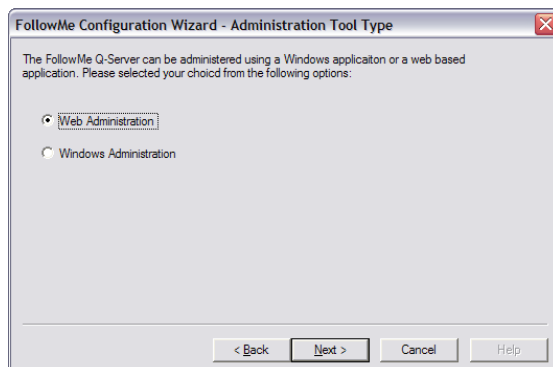
You will now be asked to enter a cost model. If this step is ignored a default cost model will be created instead. Click Next to continue and you will be asked to enter a cost centre. Again, this step can be ignored and a default cost centre will be created instead.



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.

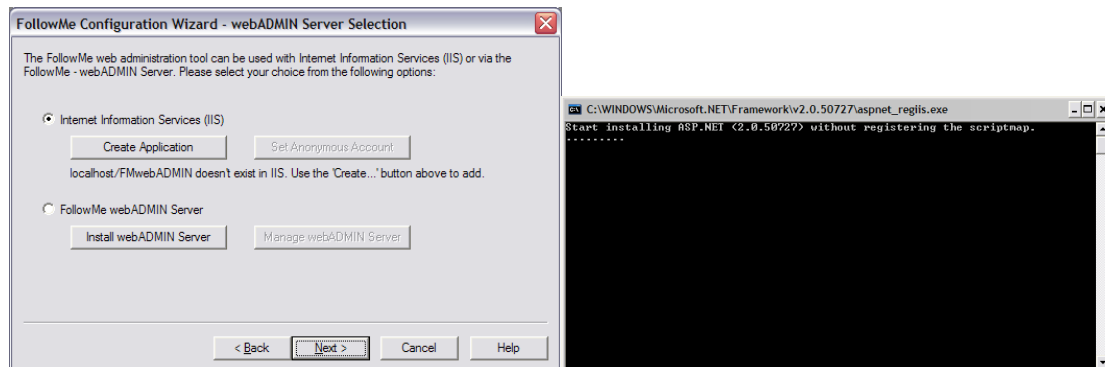


Click Next to continue. The setup wizard will now ask whether you wish to use the web administration interface or the traditional desktop based interface. This guide assumes that the web administration interface will be used.

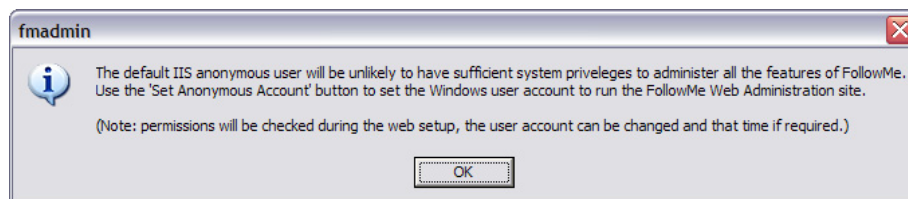
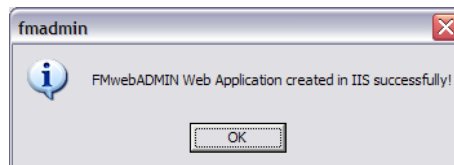


Installing in an Internet Information Services (IIS) Server Environment

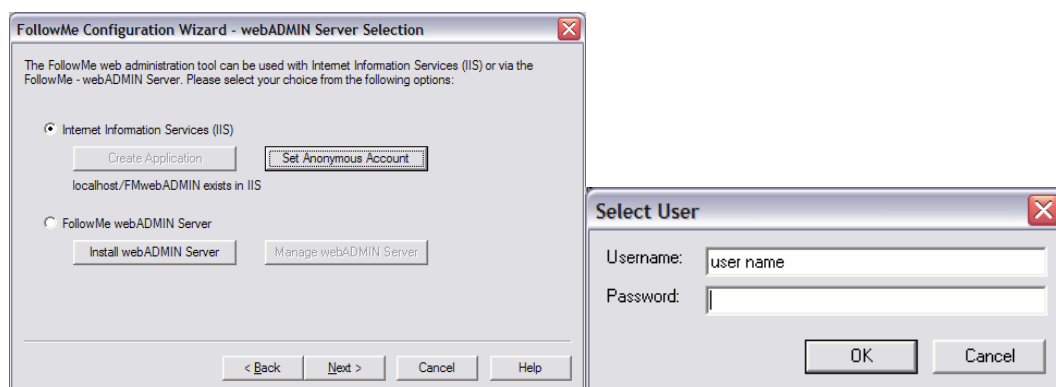
Select the radio button for Internet Information Services (IIS) and then click on Create Application. A DOS window will appear while the application is installing.



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.



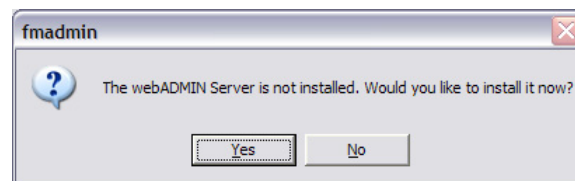
Set the anonymous account using the appropriate button.



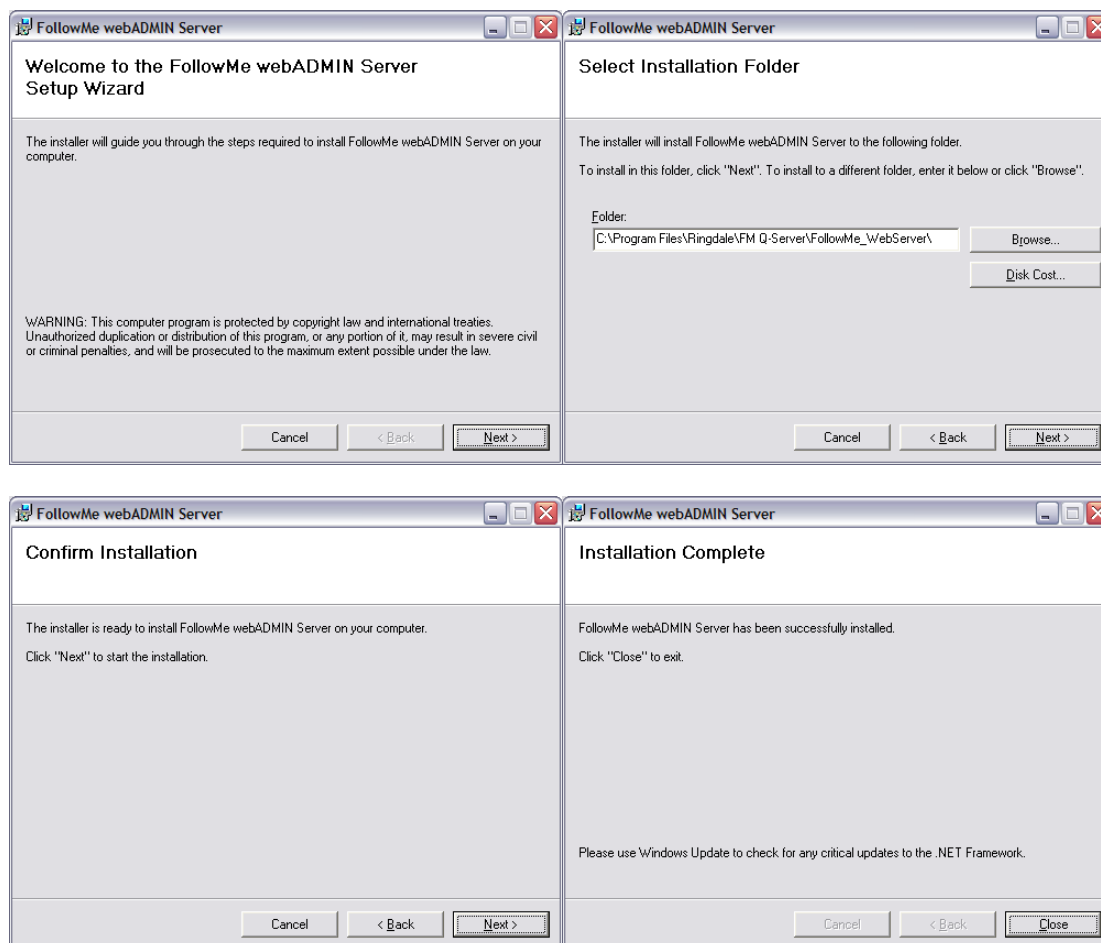
Click on Next and you will be informed that FollowMe Configuration is complete.

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

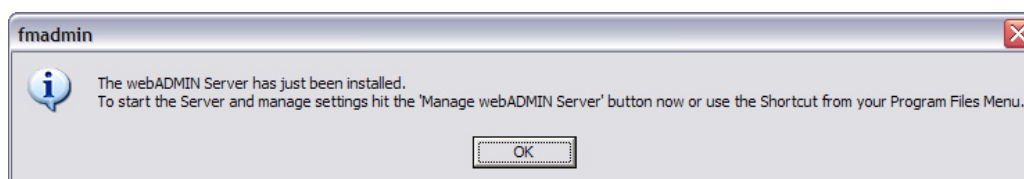
Select this option and click Next. You will be prompted to install the Web Administration Web Server. Click Yes to indicate you would like to install it now.



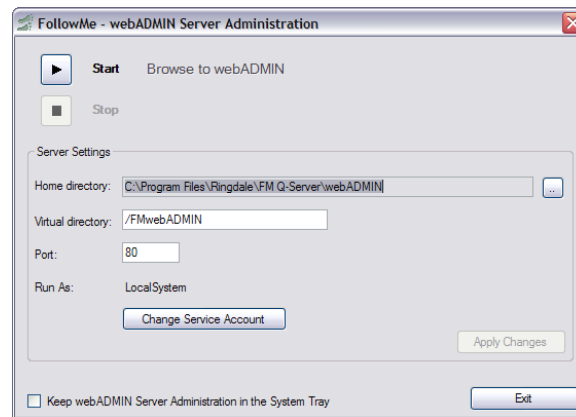
The installer will launch and ask you to confirm the installation path. Choose the appropriate options and once complete click Close.



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



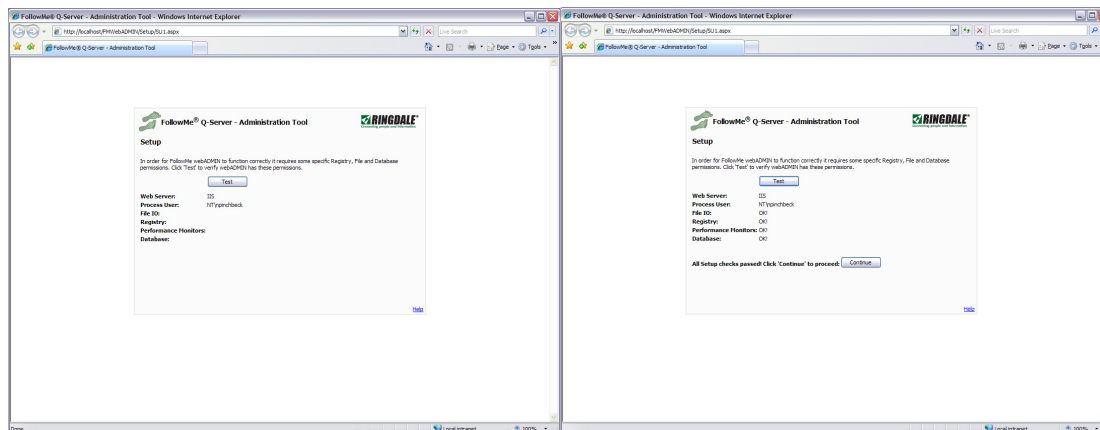
The Web Administration Web Server Administration screen will now be displayed. You may need to change the port number used. Click on the Start button to start the service:



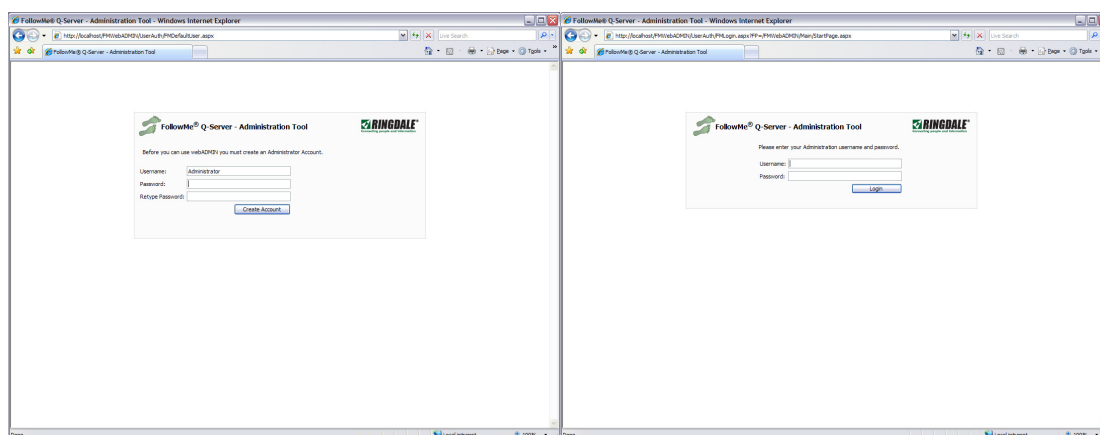
Once the service is started, click on Exit to return to the FollowMe Q-Server setup wizard. You will be informed that the wizard is now complete. Click on the Finish button. Follow the final steps in the section Completing Installation.

Finalising the FollowMe Q-Server Installation

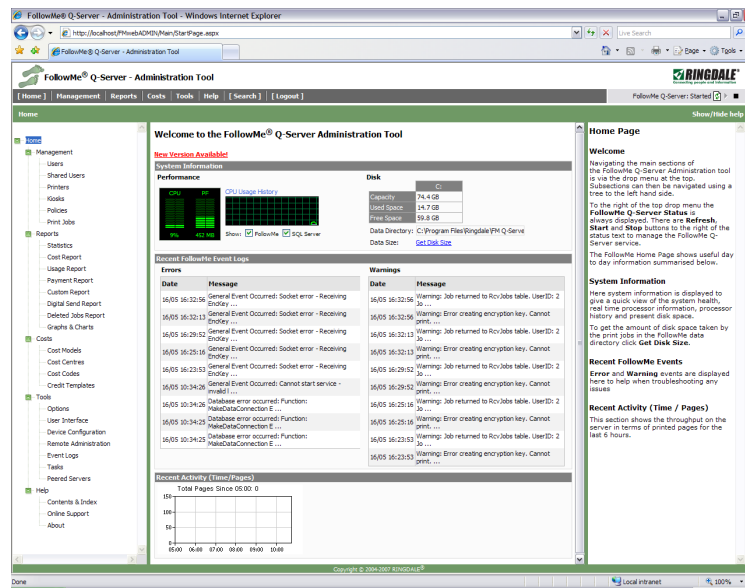
A web page will now launch that will test your system to ensure that it is ready to run the Web Administrator. Click on Test to carry out these checks. If there are any issues they will be displayed on screen along with an explanation of what could be causing them. When the system is happy with all the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



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.

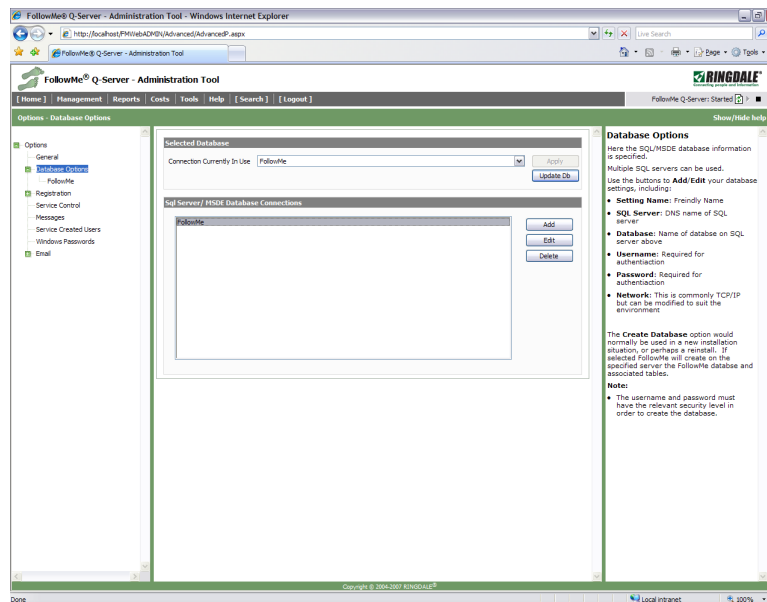


The main web administrator screen will now launch.



Step 4: Database Configuration

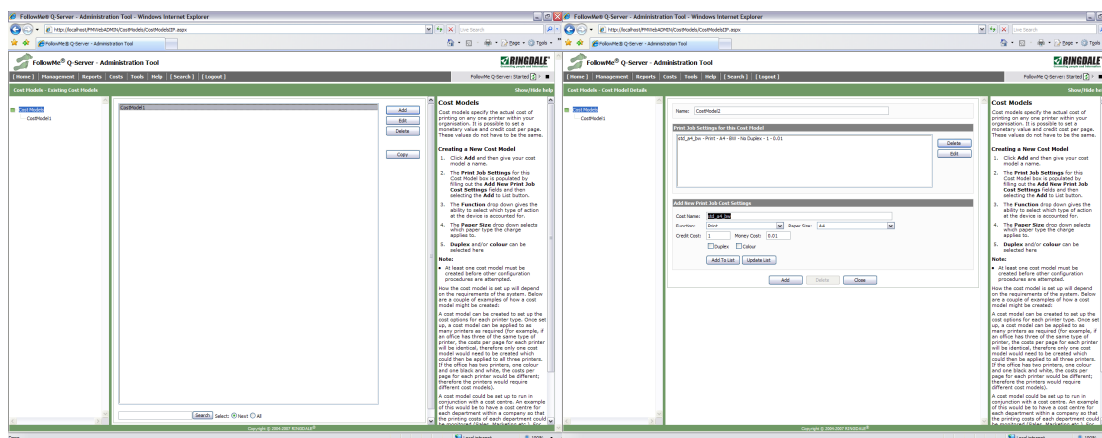
The Tools, Options screen is used to configure most administrative options within FollowMe. The Database Options sub menu is used to change database settings.



- 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

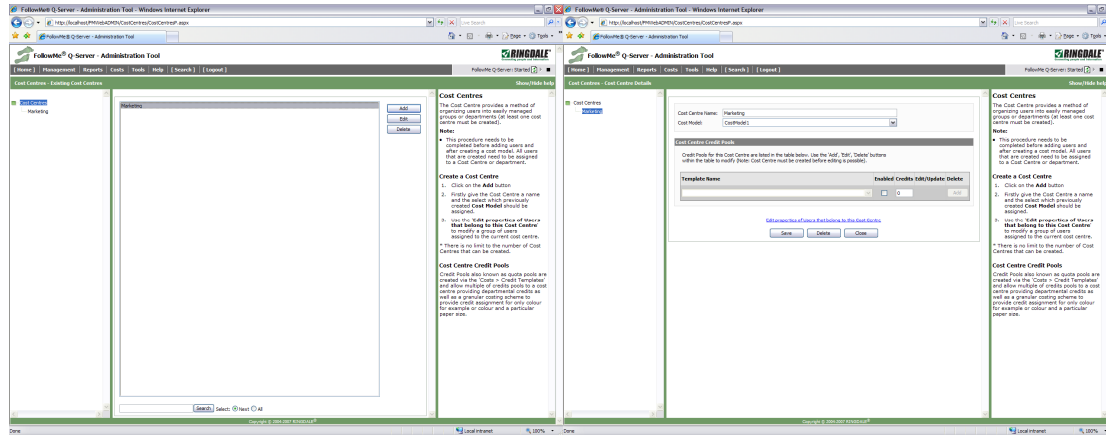
The Costs, Cost Models screen can be used to set up or edit cost models associated with FollowMe.



- 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.

Step 6: Cost Centres

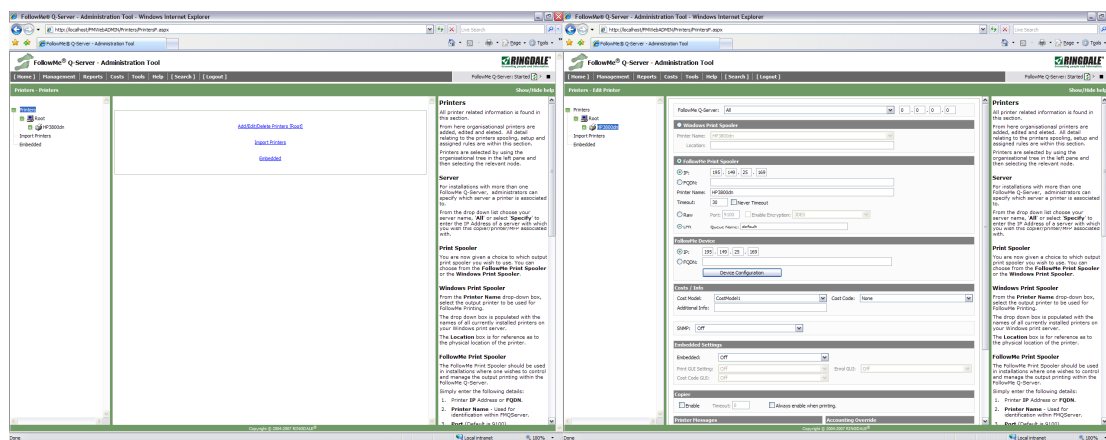
The Costs, Cost Centres screen can be used to set up or edit cost centres associated with FollowMe.



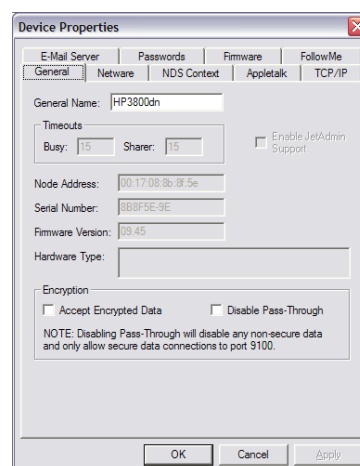
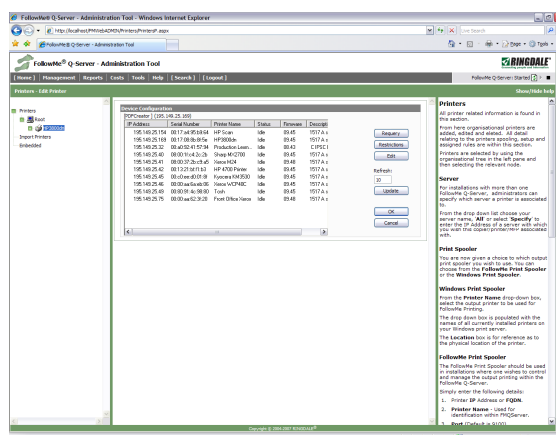
- 1) Add a new cost centre.
- 2) Enter a cost centre name.
- 3) Select a cost model.

Step 7: Printers

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



- 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).
 - 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.
 - Click the 'Device Configuration' to configure FollowMe hardware.
 - 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:

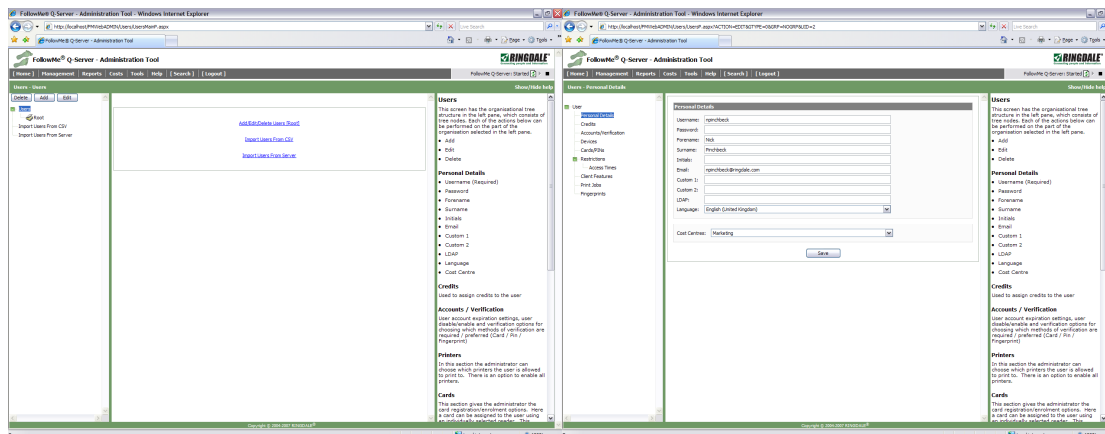
Non-Interactive Printing
☐ Enable
(Specify remote printer name if different to local printer name)

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.

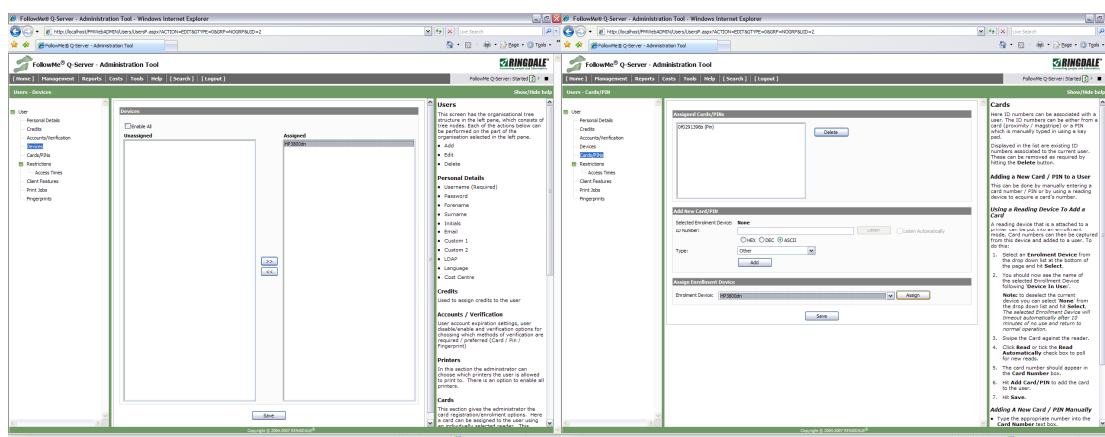
You should also take into account that the name of the printer that you have created should either be the same name as the inbound Windows printer that is designated to print to the FollowMe® Q-Server or you should specify the name of the inbound Windows printer name within the text box that is available.

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.

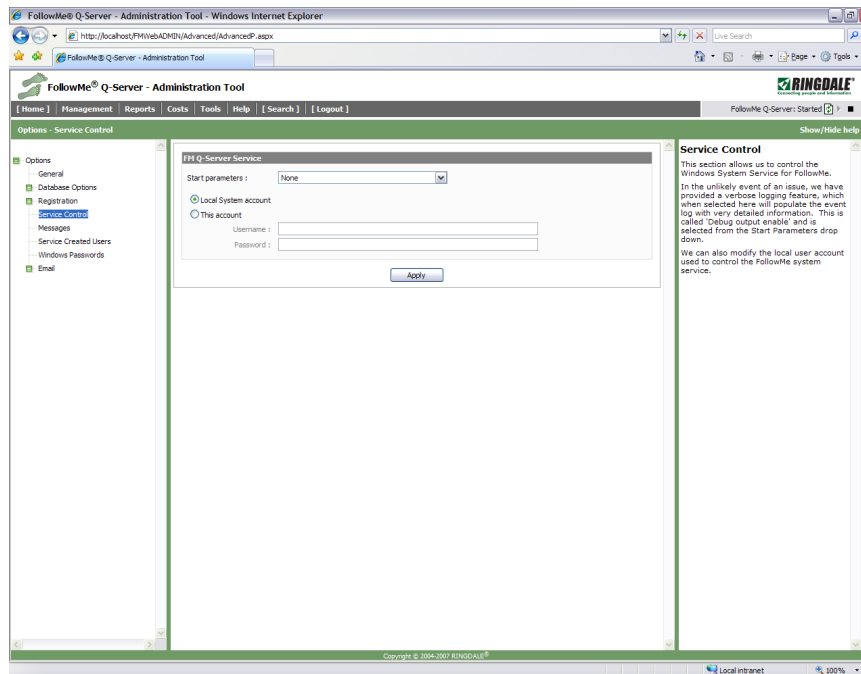


- 1) Add a new user.
- 2) Enter the configuration details required.
- 3) Add a card or multiple cards:
 - o Click the Cards/PINs sub menu.
 - o Change the enrolment device to the correct printer you wish to enrol the user at and click assign.
 - o Click listen and swipe their card. Click listen again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



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.



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

Client Integration

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.

Frequently Asked Questions (FAQs)

Q. Why do the network lights not come on the hardware device?

A.

- 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.
 - o Hold for a further 15 seconds, release status/reset button.
 - o 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:

- o Does the device have the correct firmware (Can see the device from the device configuration within the printers section in the server software)?
- o 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?

A.

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