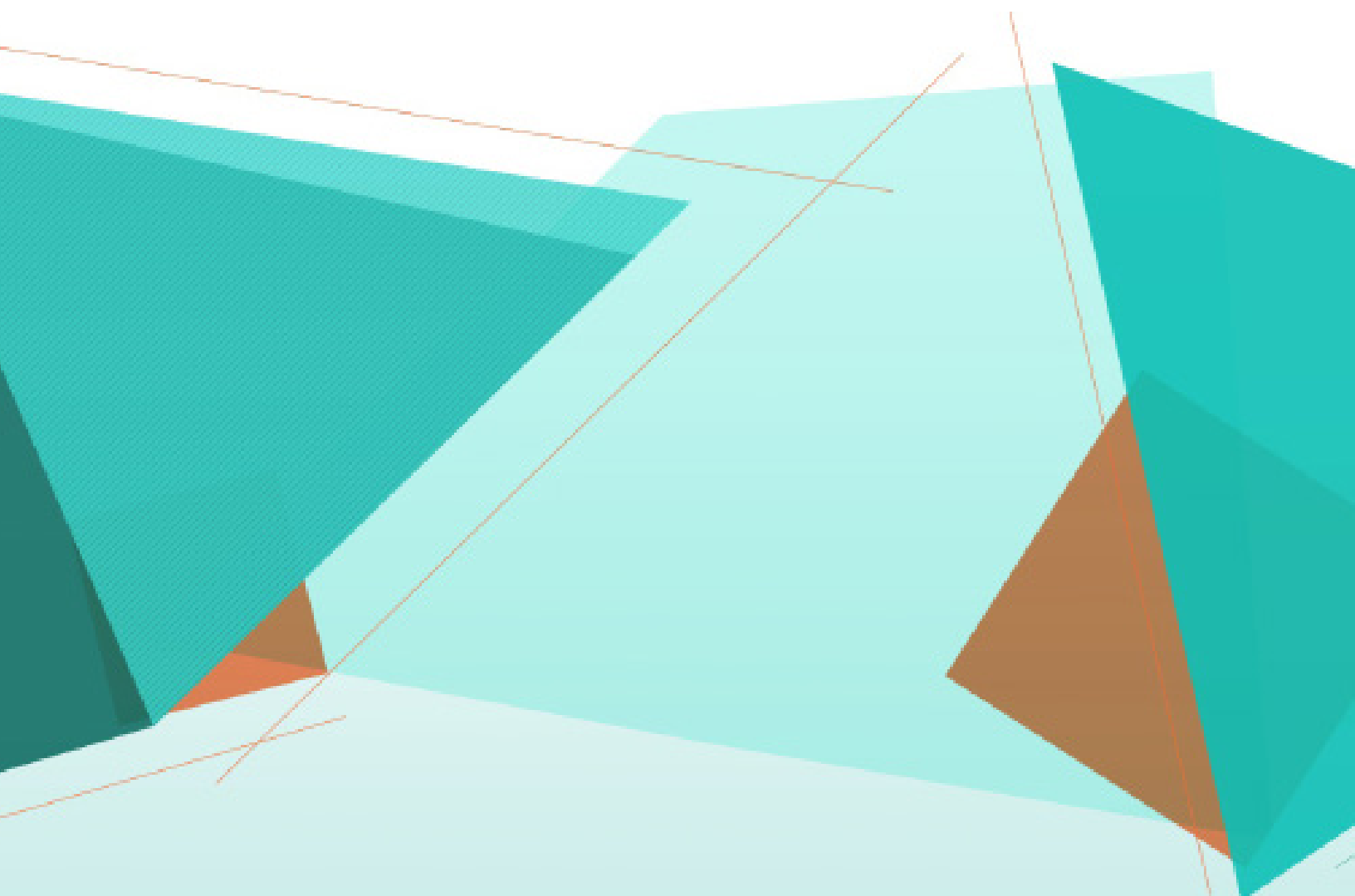


## Capture Pro Software

Network Edition: System Guide





# 1 Administration

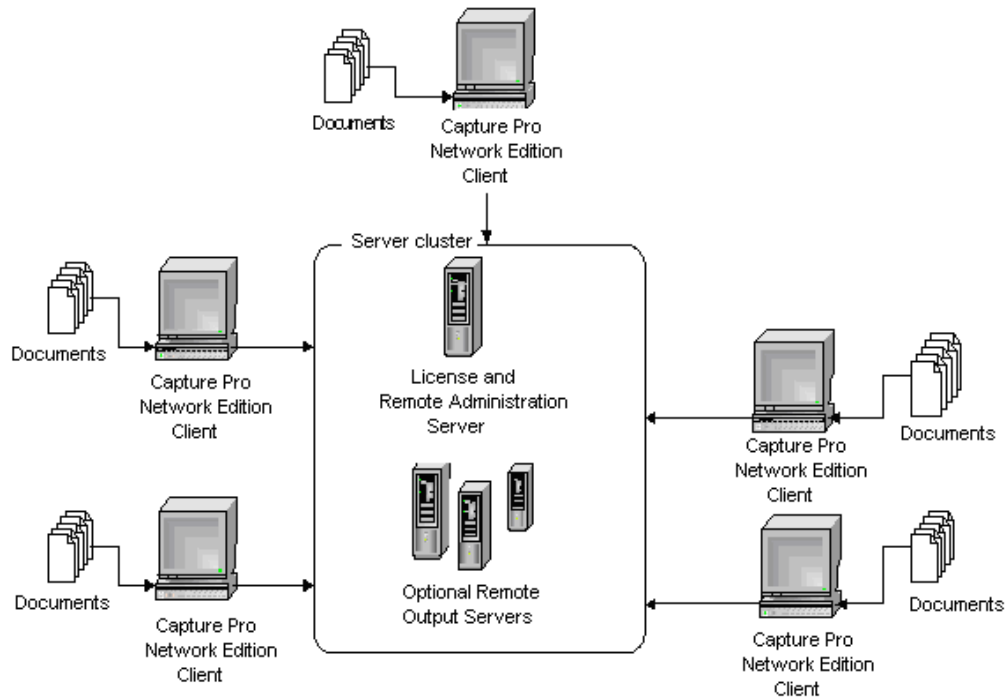
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This chapter provides the required installation and configuration steps to setup a Network Edition workgroup.

## Network Edition overview



The Alaris Capture Pro Software Network Edition enables Capture Pro workstations to interact with web-based Internet Information Services (IIS) Network Edition servers to:

- automatically share setups between connected workstations (Remote Administration)
- off-load computer-intensive output jobs to output servers (Remote Output)
- provide centralized management of licenses, batch monitoring, and other operations through a web-based “dashboard” (CPDashboard)

There are two types of servers that support the Network Edition:

- Capture Pro Software Server (the Main server). This supports Remote Administration (RA), License Service (LS), Capture Pro Dashboard and Remote Batch Management features.

One of these servers is required in each Capture Pro Network Edition workstation workgroup.

Following server installation a customer-specific license file will be loaded in the License server to enable any Remote Output servers and Capture Pro Software clients.

- Capture Pro Software Output Server. This server supports Remote Output (RO) capabilities. This package is an optional part of the Network Edition configuration, which may include one or many RO servers.

A Server Map (a xml file) provides path information that allows communication between the workstations and servers. This Server Map is created before installing Capture Pro Software through the use of a special Server Map Manager Utility.

Network Edition servers use firewall friendly protocols (web services sending SOAP messages over HTTP port 80). Any workstation which can browse to a web page served by any Network Edition server will support Network Edition services. No special firewall configuration on client workstations is required as most firewalls are pre-configured to allow web page browsing.

The Network Edition server PC must be configured to allow Port 80 for HTTP communication.

## System requirements

Before installation and configuration, verify the following system requirements.

### PC specifications

**Windows Server 2008 R2 Standard Edition or Enterprise Edition  
64-bit**

**Windows Server 2012 Foundation, Essentials or Standard  
Windows Server 2012 R2 Essentials or Standard**

**Processor:** 2 GHz (x64 processor) or higher

**Memory:** 2 GB RAM or greater

**Available Disk Space:** 40 GB or greater

Capture Pro Network Edition Server Software is certified for use (without a hardware key or dongle) in the following hosted virtualized environments:

- Windows Server 2008 R2, running on VMware ESXi, 4.x and 5.0
- Windows Server 2008 R2, running on Microsoft Hyper-V 2008
- Windows Server 2012 (original and R2), running VMware ESXi, 5.5
- Windows Server 2012 (original and R2), running on Microsoft Hyper-V 2012 R2

NOTE: The Capture Pro Server Software may **not** be installed on a server hosting an Active Directory Domain Controller. The license service will work properly but the synchronization of job setup files will be work properly.

## Capture Pro Network Edition Client

Following are the minimum system requirements:

- Pentium IV, 2.8 GHz (or equivalent) CPU
- 2 GB system memory
- 1 GB of free disk space

Depending on your scanning resolution and feature set, there may be some modes that do not drive your scanner at the full-rated speed using the minimum system hardware requirements. It is recommended that you increase your CPU speed and system memory to at least 2 GB.

### Supported Operating Systems

- Windows XP (32-bit) SP2 and SP3
- Windows XP (64-bit) SP2
- Windows 7 Professional, Enterprise or Ultimate (x32), SP1
- Windows 7 Professional, Enterprise or Ultimate (x64), SP1
- Windows 8 Professional, Enterprise (x32)
- Windows 8 Professional, Enterprise (x64)
- Windows 10 Professional, Enterprise (x64)

## Installation and configuration

The following steps are required for setting up a successful installation and configuration of Capture Pro Software Network Edition.

### Step 1: Site planning

Identify all servers which will be included in the configuration. *This information will be used in Step 5 when creating the server map.* Use the Worksheet in Appendix C.

Servers will be identified by:

- **Server name:** a user friendly name which will be used in the Server Map to identify the server. This can be the actual computer name. This name is just a “label” used to help associate a particular server with its function and hostname.
- **Hostname:** computer name or IP address, used in URL’s to establish network connections.
- **Function (server type):** License server and Remote Administration server (Main server) or Remote Output server.

NOTE: Gigabit Ethernet connections between client and servers are recommended for Remote Output, and 100 MB connections are required for all services.

**IMPORTANT:** *Network Edition servers should not be open to the internet.*

### Step 2: Server setup

Server setup is a customer responsibility. See Appendix A for operating system-specific options.

### Step 3: Installing the License server and Remote Admin server software

The Capture Pro Server Software may be downloaded from the <http://www.kodakalaris.com/go/CaptureProNEDownload> website, or installed from the optional Capture Pro Server Software disk.

1. Start installation:
  - Download, save and run CapProNEServerSW\_x\_x.exe from the website, or
  - Run setup.exe from the Capture Pro Server folder found on the optional Capture Pro Server Software disk.
2. At the language screen, select the desired language and click **Next**.
3. Click **I accept** after you have read and agreed with the terms of the Software License Agreement.
4. Select **I will not be using a USB Hardware Key** and click **Next**.

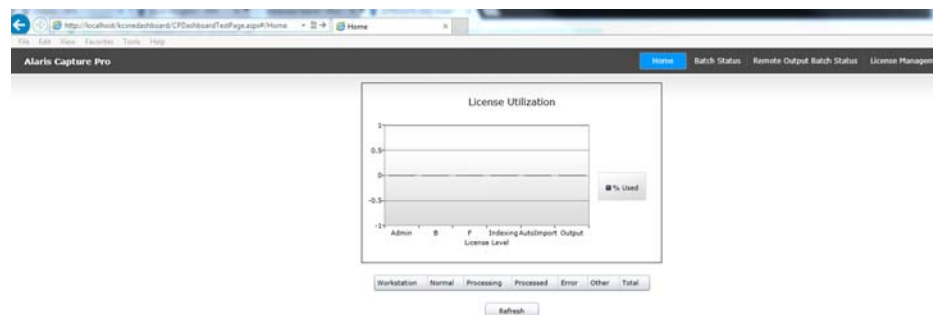
NOTE: If you purchased the optional USB Hardware Key, select **I have inserted my USB Hardware Key** and click **Next**.

The Software Serial Number screen will be displayed.

5. Enter your software serial number and click **Next**. The Product Registration screen will be displayed.
6. Enter your registration ID as shown in the license notification email you received. If you do not have a registration ID, select **Register Now** and complete registration. Click **Next**. The Get License screen will be displayed while the license is being obtained from the Alaris License server.
7. Click **Next**. Installation will begin.
8. At the Complete screen, click **Finish**.

### Step 4: Verify your Network Edition license

1. Log in to an administrator account directly on the License server.
2. Start your web browser and type in the following: <http://localhost/KCSNEDashboard/CPDashboardTestPage.aspx#/Home>. The Capture Pro Dashboard will be displayed.



3. Select License Management to verify the number of licenses available in each group.

## Step 5: Installing the License Manager

The License Manager is used to maintain your Capture Pro Software Network Edition license. The License Manager communicates with the Alaris License Server to update an existing license, release an existing license or replace a lost license.

The License Manager may be downloaded from the:  
<http://www.kodakalaris.com/go/CaptureProNEDownload> website. Download, save and run KCSPLM\_x\_x.exe.

## Step 6: Server Map configuration

The server map is an XML formatted file named *KCSServerMap.xml*. The Server Map contains the name and URL's of the License server, Remote Administration server and optional Remote Output server.

The Server Map is constructed using the Server Map Manager tool, which is included in the Capture Pro Software Network Edition distribution.

Before running the tool, you will need to know the following:

- **Server Name** — user-friendly label for the server.
- **Hostname** — the machine name or IP address of the server.
- **Function** — the function of that server, either **Main** (License and Remote Administration) or **Output** (optional Remote Output).

This information will be used as input to the Server Map Manager tool for generation of the Server Map which will be used in later steps.

See the Worksheet that you filled out in Step 1 (Site Planning) in *Appendix C*.

See *Appendix B, Server Map* for using the Server Map Manager tool.

## Step 7: *Optional:* Installing the Output Server

Output servers are not self-configuring. Many job setups are dependent on the installation of various plug-ins, the existence of particular paths and directories, or other optional manually configured parameters. It is the responsibility of the system administrator to configure the Output server so that all necessary support software and other configurations are in place to support the job mix that is intended to be processed on the server.

### *IMPORTANT:*

- *The Remote Output server can now be installed on the same server as the Capture Pro Server Software. However, it is still recommended, for overall system performance, to have the Capture Pro Server and Remote Output Server on separate servers.*
- *If the Remote Output Server is installed on the same server as the Capture Pro Server Software, do not uninstall the Remote Output Server or the Capture Pro Server Software will no longer work. You will need to uninstall and re-install the Capture Pro Server Software in order to get the Capture Pro Server working correctly.,*

**NOTE:** The KCSServer Map.xml file created earlier must be available through the file system while installing the Capture Pro Output Server Software.



The Output Server Module Software may be downloaded from the <http://www.kodakalaris.com/go/CaptureProNEDownload> website, or installed from the optional Capture Pro Server Software disk. Capture Pro Server Software disk.

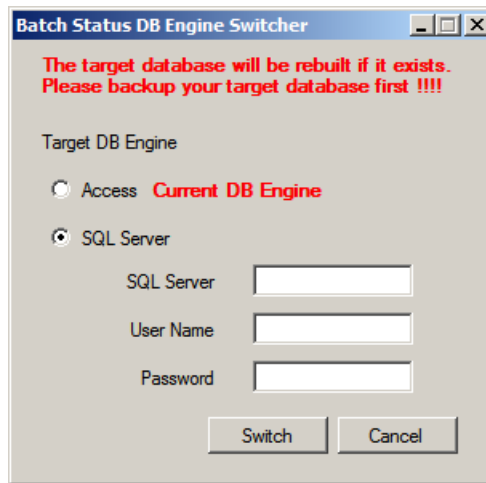
1. Start installation:
  - Download, save and run CapProNEOSMSW\_x\_x.exe from the website, or
  - Run setup.exe from the Capture Pro Output Server Module folder found on the optional Capture Pro Server Software disk.
2. At the language screen, select the desired language and click **Next**.
3. Click **I accept** after you have read and agreed with the terms of the Software License Agreement, then click **Next**. The Browse to screen will be displayed.
4. Click **Browse** and locate the server map file (KCSServerMap.xml) that you created using Appendix B and click **Open**.
5. Click **Next**. The Setup Type screen will be displayed.
6. Select **Typical** and click **Next**.
7. Click **Next** on the Information screen.
8. Click **Install** on the Ready screen.
9. Click **Finish** on the Successfully installed screen.

NOTE: Output servers initiate connection with the License/Admin server immediately upon completion of installation.

TIP: When outputting to external shares, the use of Credentials in the Job Setup will provide access to the external shares. See the section entitled "Credentials" (Job Setup Output tab), in Chapter 2 of the Administrator's Guide for Alaris Capture Pro Software.

## Step 8: *Optional*: Use SQL Server database

The batch information used for batch monitoring is stored in a default Microsoft Access database. In situations where a large number of batches are monitored, the use of a Microsoft SQL Server database may improve performance. Capture Pro Software includes a default Microsoft Access database. You have the option of providing your own Microsoft SQL Server database for use by the Capture Pro Remote Admin Server.



The Batch Status DB Engine Switcher utility is used to create a new Access or SQL Server database and configure the database for use by the Capture Pro Software Server.

**NOTE:** Each time you switch between Access and SQL Server or SQL Server and Access **a new database is created. Your existing data will be lost.**

The Batch Status DB Engine Switcher may be downloaded from the <http://www.kodakalaris.com/go/CaptureProNEDownload> website, or installed from the optional Capture Pro Server Software disk.

1. Complete the installation of the Capture Pro Server Software as outlined in Steps 2 through 6 above.
2. If this is not a new installation, backup all data from the existing database for any data that you want to keep.
3. Start the installation:
  - Download, save and run BatchMonDBTool.exe from the website, or
  - Run BatchMonDBTool.exe from the Utilities\Batch Status DB Engine Switcher Tool folder found on the optional Capture Pro Software disk.
4. Select the target DB engine that you want to use.
  - When selecting SQL Server, provide the SQL Server host name and the user name and password required to access the database.
5. Select the **Switch** button to create and configure the selected database. A database named BatchStatus will be created.

## Step 9: Installing the Network Edition client software

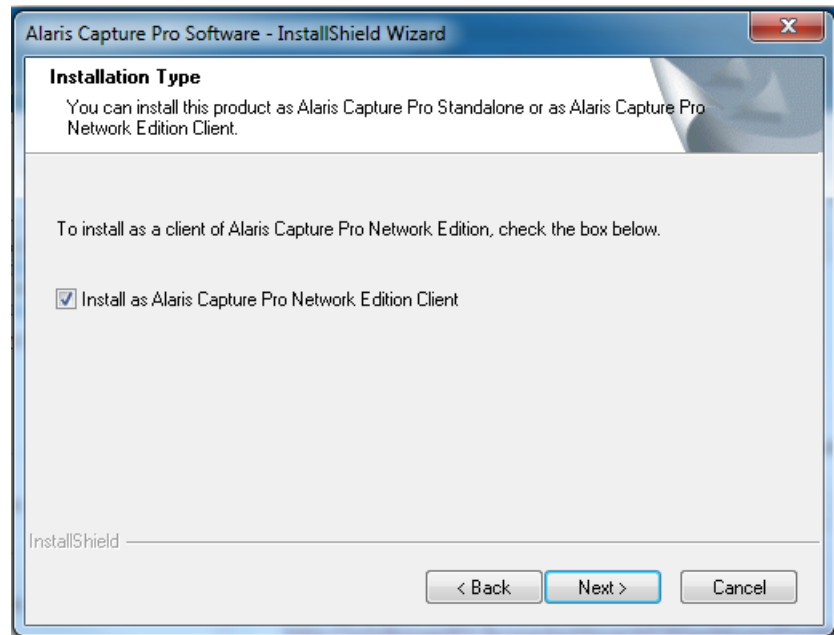
The KCSServerMap.xml file created earlier must be available through the file system while installing the Capture Pro Software Network Edition client. The installer will prompt you to browse to and select the KCSServerMap.xml file. This can be accomplished by shared or mapped folder, portable media device or any convenient mechanism.

1. Start installation:
  - Download, save and run CapProNEClientSW\_x\_x.exe from the <http://www.kodakalaris.com/go/CaptureProNEDownload> website, or
  - Run setup.exe from the Capture Pro folder found on the optional Capture Pro Software disk.
2. From the menu, select a language, then select **Install Capture Pro Software**. The License Agreement screen will be displayed.
3. Click **I accept** after reading the License Agreement and click **Next**. The Hardware License Key screen will be displayed.

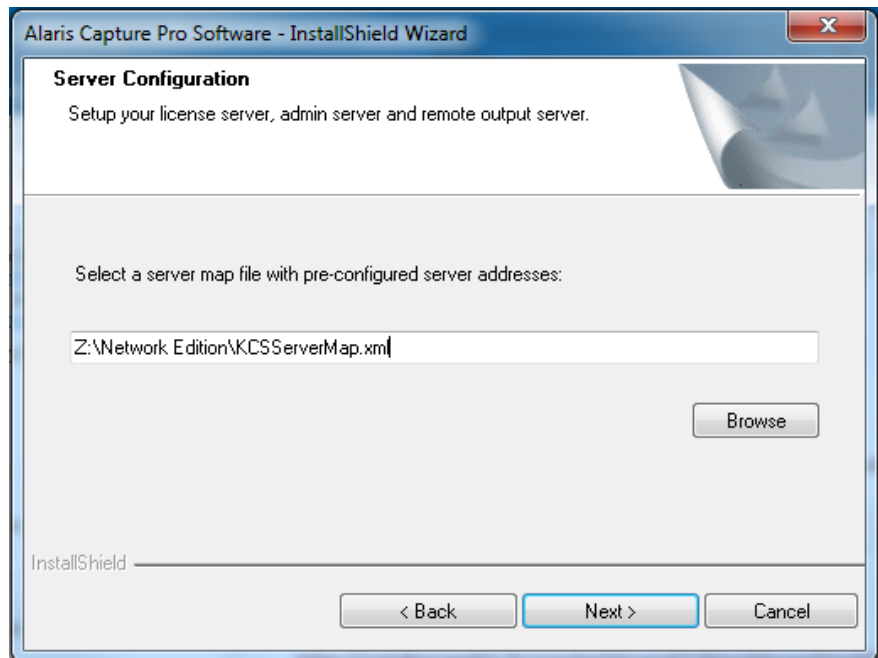


4. If you will be using an optional hardware key, check that the hardware key is plugged in and select **I have inserted my USB hardware key**, then click **Next**.

The Installation Type screen will be displayed.



5. Check **Install as Capture Pro Network Edition Client** and click **Next**. The Server Configuration screen will be displayed.



6. Click **Browse**. The Select File dialog box will be displayed.
7. Locate the KCSServerMap.xml file and click **Open**.
8. On the Server Configuration screen, click **Next**.
9. Select **Typical** on the Setup Type screen and click **Next**. The Information screen will be displayed.

10. Click **Next**. The Ready to Install the Program screen will be displayed.
11. Click **Install**. A progress bar will be displayed while the software is being installed. After the window closes, there will be about a 25-second delay before the Installation Finished screen is displayed.
12. Click **Finish**.

The client installation is complete and you can start Capture Pro Network Edition Client.

## Step 10: Initially starting up the Network Edition client

Remote Administration requires that each client have an identical set of setup files except Page setups since they are scanner-specific. When each client starts up for the first time, it will “synchronize” with the server.

*Synchronization* refers to the initial process of making the setups on the Remote Administration server and client identical. This occurs each time Capture Pro software is launched on a client. Once clients have performed their initial synchronization, periodic automatic updates will maintain identical setups on each client and the server.

The Remote Administration server does not come pre-loaded with an initial set of setup files, therefore, whichever client starts up first following installation will have its entire collection of setups copied to the server. Subsequent clients will, upon startup, have their local copies of any identically named setups overwritten by those on the server. (Uniquely named setups on a client will always copy up to the server then be automatically downloaded to all clients.)

*IMPORTANT: For initial synchronization following installation, it may be desirable to identify a client to act as the “seed” client: any setups from this client will be copied to other clients, overwriting setups with identical names. It is recommended to back up each client before proceeding with initial startup, or take other steps to ensure that identically named but differently configured setups are not accidentally overwritten, for example, during an upgrade installation.*

1. Select a client to act as the “seed” for the NE workgroup. Setups from this workstation will be transferred up to the server, and then down to the other workstations in the group.
2. Start the client. A dialog box will be displayed indicating that synchronization is in progress.
3. After the initial client synchronization is complete, other clients may be started in any order.

### NOTES:

- During subsequent startups, each client will detect that initial synchronization has occurred and this “seed” client process will not be necessary.
- To avoid confusion when reviewing information on the CPDashboard, each client should be given a unique Workstation ID and Name.

## Fail over setup

Fail over is a semi-automatic operation which is intended to make it easier for an administrator to recover from a server outage by having a pre-configured backup server waiting off line which can easily be brought on line and utilized by clients without having to update each individual client's server map.

To set up a server for fail over:

1. Use the Server Map Manager tool to add two License/Admin (Main) servers to the Server map. Install that Server Map on all clients and Remote Output servers.
2. Install the Capture Pro Software on the primary server as instructed in the server installation procedures.
3. Using the License Manager on the primary server, release the license by selecting **Release License** on the Release License tab.
4. Install the Capture Pro Software on the secondary server using the server installation procedures and the same Software Serial number as used on the primary server.
5. Using the License Manager on the secondary server, release the license by selecting **Release License** on the Release License tab.
6. Using the License Manager on the primary server, get a license by selecting **Get License**.

If primary server fails:

- Using the License Manager on the secondary server, replace the lost license by selecting **Replace Lost License** on the Replace License tab. After receiving your replacement license, contact Alaris Service and request that your "replacement license count" be reset.

NOTE: After getting or replacing a license IIS must be restarted.

# 2 Using the CPDashboard

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The Capture Pro Dashboard (CPDashboard) is a browser-based application which can be run from any PC that can access the Capture Pro Software Server.

The CPDashboard is implemented using Microsoft's Silverlight framework, which must be downloaded onto each client the first time a Silverlight application is run. This operation requires internet connectivity (alternatively, a manual installation package may be obtained directly from Microsoft).

Some CPDashboard functions (such as loading licenses) are ONLY available when the application is run directly from the server (i.e. from localhost). Most functions are available from all clients.

## Running the CPDashboard

To run the CPDashboard, enter the following URL: (<http://hostaddress/KCSNEDashboard/CPDashboardTestPage.aspx#/Home>) where *hostaddress* is the IP address or computer name of the target server.

NOTE: All CPDashboard panels share a common navigation bar.



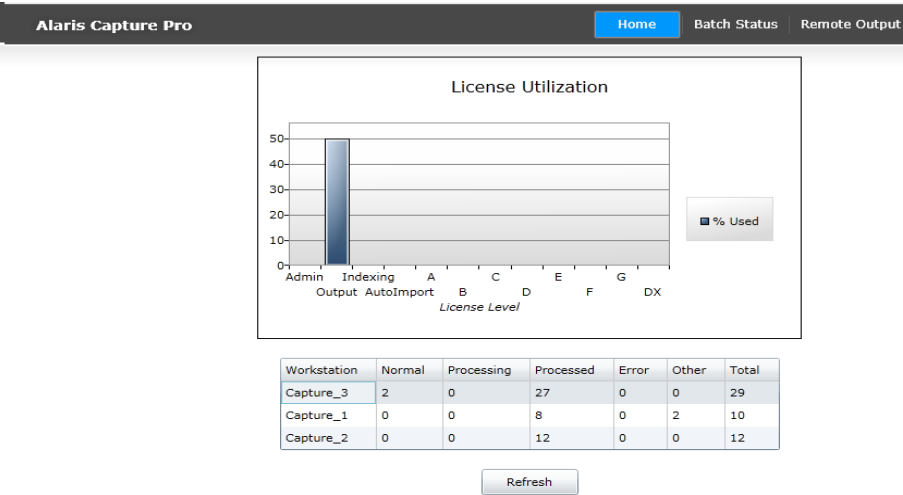
The navigation bar provides the following options:

- **Home** — contains graphs and other meters to convey high level system operation, such as license utilization and batch counts.
- **Batch Status** — provides information on batches in the system and allows an operator to selectively view the state of a filtered subset.
- **Remote Output Status** — provides information on batches currently being processed by the Remote Batch Output server(s).
- **License management** — provides a mechanism for loading license files into the system and displays details of license usage.
- **About** — provides general information about the CPDashboard, and a localization interface for CPDashboard language selection.

The information on the panels can be sorted by selecting one or more (shift-click) column headers. This sort will remain in effect until the table is refreshed at which point it will revert to its original order and any selected line items will revert to the first entry in the table.

Home

The Home panel contains the following:



**License Utilization graph** — displays the percent utilization for each license level contained in the currently loaded license file. It will automatically refresh and rescale based on current usage.

**Batch Count chart** — displays the current batch counts for various states on each workstation. These are **Normal**, **Processed**, **Processing**, **Error** and **Other**. **Other** represents miscellaneous transitional states and **Deleted**. This chart does not update automatically.

To refresh the chart, click **Refresh**.

Batch Status

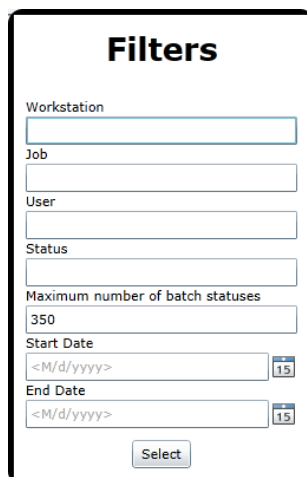
The Batch Status panel of the CPDashboard can be used to view information about batches in the system. Every batch in the system will be reported to the Batch Monitor service which maintains a database of in-process batches. A batch is added to the database upon creation, and every status change will result in a new entry in the batch’s history file and an update to its detailed batch information.

*Each batch is primarily identified by the workstation which created it (simply referred to as “Workstation”), Job Name and Batch Name. This primary identifier will remain with the batch as it moves from workstation to workstation for indexing or remote output steps, if other workstations perform indexing operations, or if it is moved to another server for remote output.*



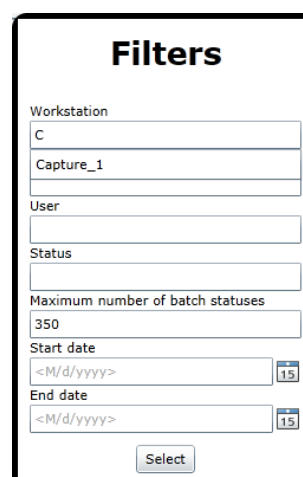
## Batch Status operation

Upon initial entry to the Batch Status panel, a Filters dialog box will be displayed. You can enter filter criteria into the auto-fill boxes for *Workstation*, *Job Name*, *User*, or *Status*. The auto-fill box will present a drop-down menu which shows possible selections based on the character(s) entered and current database contents. Filters can contain any combination of the four possible selection criteria. To view only selected batches within a specific period of time, a *Start Date* and *End Date* may be specified. The *Maximum statuses to display* may be used to change the maximum number of batch status entries that will be shown in the table. To view information for all batches, up to the number of *Maximum statuses to display*, do not enter any filter criteria.



The 'Filters' dialog box is shown in its initial state. It contains input fields for 'Workstation', 'Job', 'User', and 'Status'. Below these is a 'Maximum number of batch statuses' field set to 350, and date pickers for 'Start Date' and 'End Date' both showing '<M/d/yyyy>' and '15'. A 'Select' button is at the bottom.

Empty

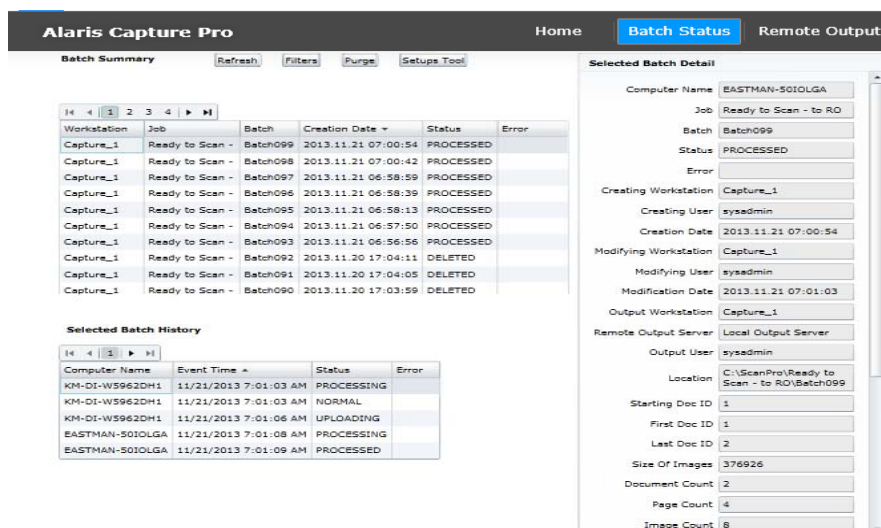


The 'Filters' dialog box is shown with the letter 'c' entered in the 'Workstation' field. The 'Job' field now shows a dropdown menu with 'Capture\_1' selected. The other fields remain the same as in the empty state.

with "c" entered

NOTE: After initial display, the dialog box will also contain a Cancel button.

When **Select** is clicked, the Batch Monitor service will return batch information for all matching batches.



The screenshot shows the 'Alaris Capture Pro' software interface. The 'Batch Status' tab is active. On the left, the 'Batch Summary' table lists various batches. Below it is the 'Selected Batch History' table. On the right, the 'Selected Batch Detail' panel shows information for a specific batch, including computer name, job, status, and various counts.

Workstation	Job	Batch	Creation Date	Status	Error
Capture_1	Ready to Scan -	Batch099	2013.11.21 07:00:54	PROCESSED	
Capture_1	Ready to Scan -	Batch098	2013.11.21 07:00:42	PROCESSED	
Capture_1	Ready to Scan -	Batch097	2013.11.21 06:58:59	PROCESSED	
Capture_1	Ready to Scan -	Batch096	2013.11.21 06:58:39	PROCESSED	
Capture_1	Ready to Scan -	Batch095	2013.11.21 06:58:13	PROCESSED	
Capture_1	Ready to Scan -	Batch094	2013.11.21 06:57:50	PROCESSED	
Capture_1	Ready to Scan -	Batch093	2013.11.21 06:56:56	PROCESSED	
Capture_1	Ready to Scan -	Batch092	2013.11.20 17:04:11	DELETED	
Capture_1	Ready to Scan -	Batch091	2013.11.20 17:04:05	DELETED	
Capture_1	Ready to Scan -	Batch090	2013.11.20 17:03:59	DELETED	

Computer Name	Event Time	Status	Error
KM-DI-W5962DH1	11/21/2013 7:01:03 AM	PROCESSING	
KM-DI-W5962DH1	11/21/2013 7:01:03 AM	NORMAL	
KM-DI-W5962DH1	11/21/2013 7:01:06 AM	UPLOADING	
EASTMAN-SO1OLGA	11/21/2013 7:01:08 AM	PROCESSING	
EASTMAN-SO1OLGA	11/21/2013 7:01:09 AM	PROCESSED	

**Selected Batch Detail**

Computer Name: EASTMAN-SO1OLGA  
Job: Ready to Scan - to RO  
Batch: Batch099  
Status: PROCESSED  
Error:  
Creating Workstation: Capture\_1  
Creating User: sysadmin  
Creation Date: 2013.11.21 07:00:54  
Modifying Workstation: Capture\_1  
Modifying User: sysadmin  
Modification Date: 2013.11.21 07:01:03  
Output Workstation: Capture\_1  
Remote Output Server: Local Output Server  
Output User: sysadmin  
Location: C:\ScanPro\Ready to Scan - to RO\Batch099  
Starting Doc ID: 1  
First Doc ID: 1  
Last Doc ID: 2  
Size Of Images: 376926  
Document Count: 2  
Page Count: 4  
Image Count: 8

**Batch Summary** — contains summary information for batches currently in the Network Edition workgroup which match filter criteria (in the example above, no filter criteria were specified).

When a batch is selected in the Batch Summary panel (for example, Batch#023) the batch information detail will be displayed in *Selected Batch Detail* panel and the batch's history will be displayed in the *Selected Batch History* panel.

**Selected Batch Detail** — contains the most recent batch information. Each time the status of a batch changes, the new information overwrites the previous detail in the database.

**Selected Batch History** — contains one entry for each reported batch status change. The same status may appear several times if a batch is reprocessed or sent to a Remote Output server.

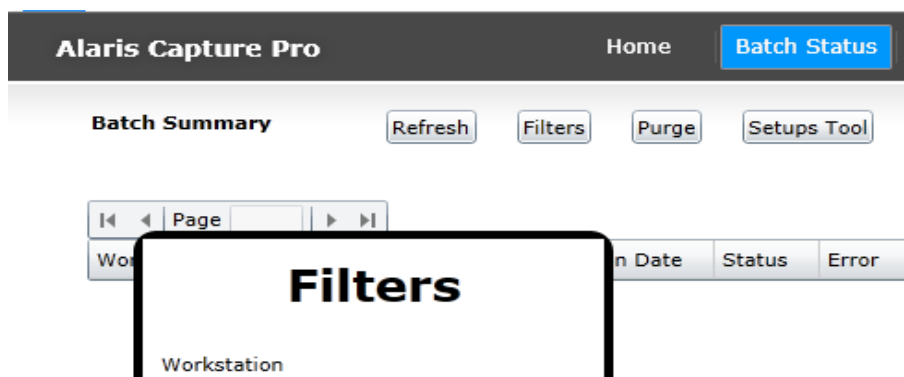
**Refresh** — redisplay the dataset using the last selected filter set.

**Filters** — displays the Filters dialog box enabling the entry of new filter criteria and selection of new batch information.

**Purge**— this button is only displayed when the CPDDashboard is run on "localhost". It is used to periodically purge the database of deleted batches. Performing this operation will remove deleted batches from the summary and history tables, and also remove related counters from the batch statistics table.

## Setups Tool

The Setups Tool is a convenient way to delete or rename Job, Page, User, Group, Shortcut, Scanner and Auto Import setups.

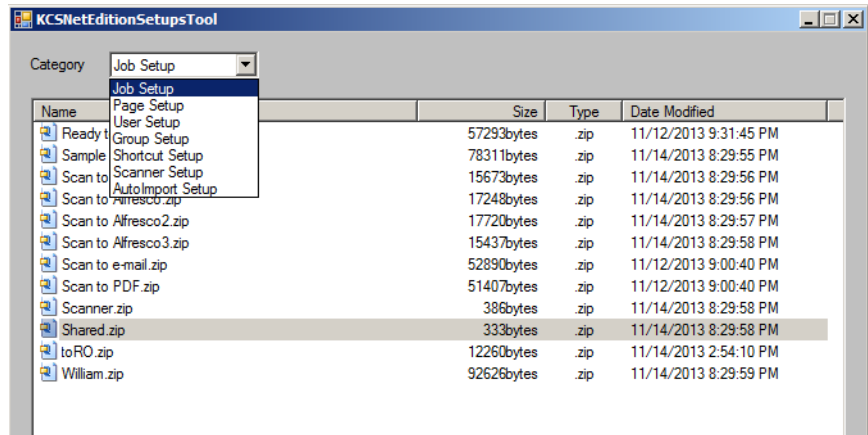


1. Click the **Setups Tool** button on the Batch Status page. The Setups Tool will be displayed.

NOTE: If the security error message, **Your browser Security Settings do not allow this option. Please see the Network Edition System Guide for more information** is displayed, then you will need to change the security settings of your browser or launch the tool manually. For more information, see the next section.

2. Select the appropriate category for the type of setup file you want to delete or rename.
3. Right-click on the desired setup file in the list.

4. Select **Rename** or **Delete**.

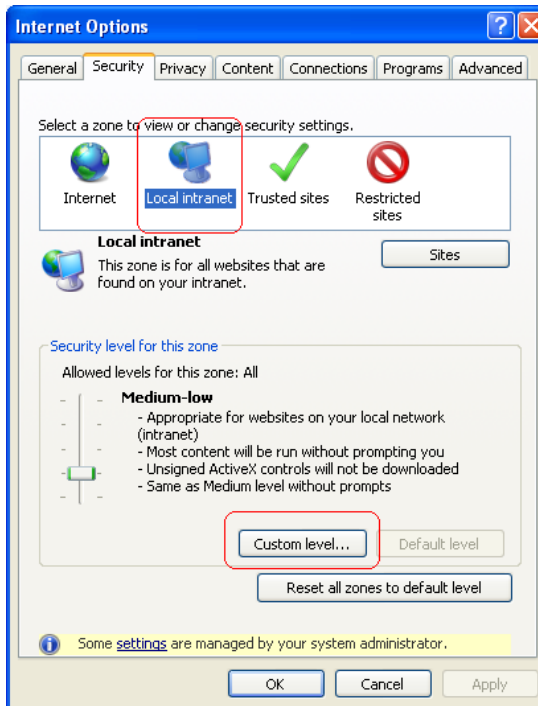


## Browser Configuration for Setups tool

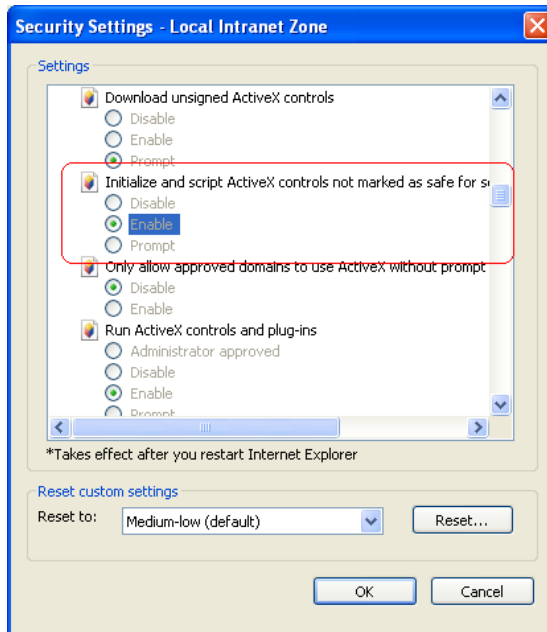
To use the Tools Setup utility, an adjustment is required to your browser's Local Internet security settings.

## Internet Explorer

1. Launch Windows Internet Explorer.
2. Select **Tools>Internet Options**.
3. On the Security tab, select **Local intranet** and click **Custom Level**.



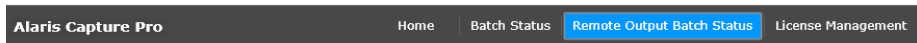
4. In the *ActiveX controls and plug-ins* section change the setting of **Initialize and script ActiveX controls not marked as safe for si** to **Enable** or **Prompt**.



NOTE: Browsers that do not support ActiveX will not be able to use the Setups Tool button to launch the tool. The tool may be launches manually by running the executable file found at:  
\\inetpub\\wwwroot\\  
KCSNEAdminService\\bin\\KCSNetEditionSetupsTool.exe

## Remote Output Batch Status

When the optional Remote Output server is used to process and output batches from clients, the Remote Output Batch Status panel may be used to display the status of these batches. The primary purpose of this table is to provide a view of the batches currently being processing or waiting to be processed by the Remote Output Server(s).



When the Remote Output server completes processing of a batch, the information will be removed from the table and sent to the Batch Status table. If the batch fails, the status will be *Error* and the description will be displayed. The full description may be found in the Output log.

A screenshot of the 'Remote Output Batch Status' window in Alaris Capture Pro. The window has a title bar with 'Alaris Capture Pro', 'Home', 'Batch Status', and 'Remote Output Batch Status' (highlighted). Below the title bar is a sub-header 'Remote Output Batch Status' with navigation buttons and a 'Max simultaneous batches' dropdown set to '200'. The main area contains a table with the following data:

OutputServer	Workstation	Job	Batch	Status Time	Status	Description
Local Output Server	Capture_1	Ready to Scan -	Batch081	11/20/2013 5:04:16 PM	DELETED	
Lab Server	Capture_1	Ready to Scan -	Batch082	11/20/2013 5:04:18 PM	DELETED	
Local Output Server	Capture_1	Ready to Scan -	Batch083	11/20/2013 5:04:20 PM	DELETED	
Lab Server	Capture_1	Ready to Scan -	Batch084	11/20/2013 5:04:22 PM	DELETED	
Local Output Server	Capture_1	Ready to Scan -	Batch085	11/20/2013 5:04:24 PM	DELETED	
Lab Server	Capture_1	Ready to Scan -	Batch086	11/20/2013 5:04:27 PM	DELETED	
Local Output Server	Capture_1	Ready to Scan -	Batch087	11/20/2013 5:04:29 PM	DELETED	
Lab Server	Capture_1	Ready to Scan -	Batch088	11/20/2013 5:04:31 PM	DELETED	
Local Output Server	Capture_1	Ready to Scan -	Batch089	11/20/2013 5:04:33 PM	DELETED	
Lab Server	Capture_1	Ready to Scan -	Batch090	11/20/2013 5:04:35 PM	DELETED	
Local Output Server	Capture_1	Ready to Scan -	Batch091	11/20/2013 5:04:38 PM	DELETED	
Lab Server	Capture_1	Ready to Scan -	Batch092	11/20/2013 5:04:40 PM	DELETED	
Lab Server	Capture_1	Ready to Scan -	Batch096	11/21/2013 6:58:59 AM	PROCESSED	
Local Output Server	Capture_1	Ready to Scan -	Batch097	11/21/2013 6:59:20 AM	PROCESSED	

The *Batches per page* is used to set the number of status items to display on each page.

The *Maximum statuses to display* may be changed to view one or more pages of statuses. The size of the Remote Output Batch status table is dependent on your specific NE environment. For example, if the Remote Output server processes mostly small batches from a small number of clients, then the queue of batches waiting to be processed may be small and the *Maximum statuses to display* may be set at 25. However, if during a peak period, you have many clients sending many batches to the Remote Output server, you may need to set the size to 300 to see all the queued batches. This value may only be set from the Capture Pro Software Server (the Main server). This table will be cleared whenever the Main server is restarted.

## License management

Network Edition clients can optionally obtain licenses from a central license server. License server administration is managed by the License Management panel of the CPDashboard.

The screenshot shows the 'License Management' panel of the Alaris Capture Pro interface. At the top, there's a navigation bar with 'Home', 'Batch Status', 'Remote Output Batch Status', 'License Management' (selected), and 'About'. Below the navigation bar, the 'Serial Number' is 9874566547891164 and the 'HWID' is 184ead3f1f32044b70d246da6de3d0f6b8b0. A 'Refresh' button is next to the HWID. The main content area contains two tables. The first table lists license levels and their quantities. The second table lists optional features and their quantities.

License Level	Quantity	Available
Admin	1	1
A	109	109
B	9	9
C	9	9
D	9	9
DX	9	9
E	9	9
F	107	107
G	9	9
Indexing	9	9
AutoImport	9	9
Output	3	1

Optional Features	Quantity	Available
Arabic OCR	5	5

The License Management panel contains:

- A serial number which identifies the customer's license.
- The Hardware ID that uniquely identifies the computer.
- A table of licenses which shows, for each license level, the quantity purchased and the quantity available.
- A table of current users which provides user name, computer address, the time the license was granted, and the time the license will expire.

**Refresh** — refreshes all displays.

## About

The About screen contains general information about the CPDashboard.

The screenshot shows the 'About' panel of the Alaris Capture Pro interface. At the top, there's a navigation bar with 'Home', 'Batch Status', 'Remote Output Batch Status', 'License Management', and 'About' (selected). Below the navigation bar, the 'About' section is displayed. It contains a large text area with the copyright notice '© 2017 Kodak Alaris Inc. All Rights Reserved. V5.5.0'. Below the text area, there is a 'Language' dropdown menu currently set to 'English'.

**Language** — allows you to select a language to apply to all CPDashboard displays. Upon selecting a different language, you must use the browser's **Refresh** button to reload the page as Silverlight only loads certain data upon initial loading. The navigation bar will not reflect a different language selection until a page refresh occurs.

# 3 Troubleshooting

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## Error logging and reporting

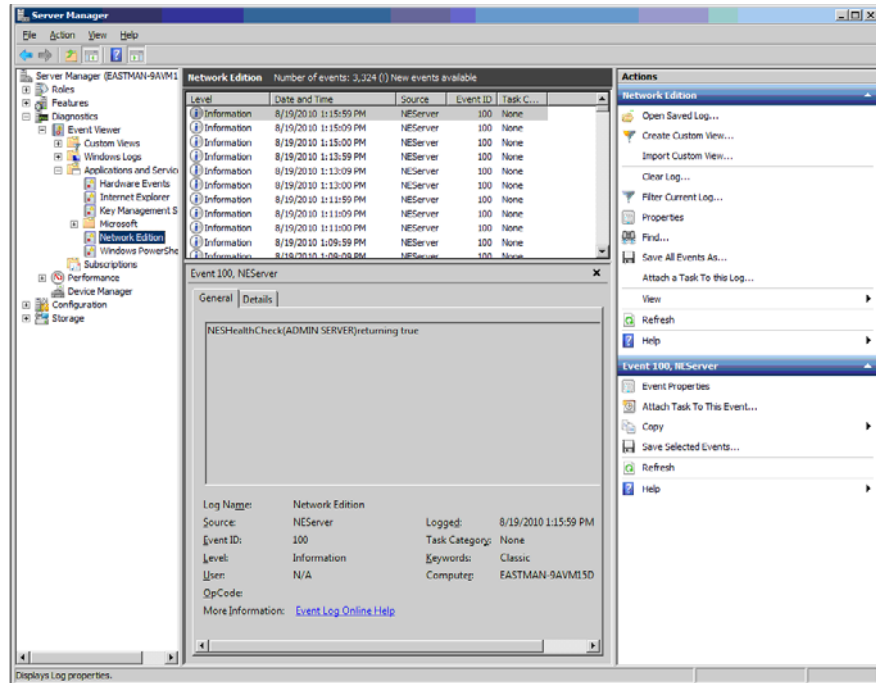
All Network Edition components (processes, services, etc.) use the Windows Event Log facility for reporting errors. Following is a brief overview of the Event Viewer. Please refer to Microsoft documentation for details.

### The Windows Event Log

- Enables Capture Pro to use the same well established event reporting mechanism as all other Microsoft applications and operating systems.
- Provides a single, chronologically ordered record of all Network Edition related events without having to open multiple text files. This allows Technical Support to get a single view of a set of messages that may surround a single failure yet originated from different places in the system.
- Provides basic filtering and sorting on **Event Source**, **Severity Level** (information, warning, error), **Time and Date**, **Source**, and **ID**.
- Use other third party tools such as Windows PowerShell to write scripts to directly monitor and sort events and help flag errors and other events such as batch counters, licenses issued, etc.
- Allows administrators to export logs in various forms, including .csv, for analysis using other tools.

The event log can be accessed by right-clicking on **Computer** and selecting **Manage** or by selecting **Administrative Tools** from the Control Panel.

Although the event log has identical contents, the Event Viewer facility looks different for Vista / Windows 7 / Server 2008. On those platforms, the Network Edition logs can be found in the “Applications and Services Logs” folder. On Windows XP, there are no folders within the Event Viewer and the Network Edition log is at the Event Viewer root level.



This shows the Network Edition event log on a Windows Server 2008 operating system.

### Capture Pro “Classic” logs

A plain text file NE.log is included in the same directory as other Capture Pro text based logs (typically C:\Documents and Settings\All Users\Documents\KCS Pro\Log\NE.log). Information in this log typically reflects user visible dialogs and echoes the content of the Windows Event Log.



## Validating communication and connectivity

1. Start the Server Map Manager application.
2. Open the server map and individually select each server and click the **Check Server** button.
  - If the test is successful, a server will show as available in the Status list.
  - If the test fails, a server will show with *Health Check failed* in the Status list. The failure of the Server Map Manager test may be due to an error in the Server Map. Use the Server Map Manager to delete any failed servers, then add them again and test with Check Server.
  - If the License/Admin (Main) server still fails, attempt to connect to the web service directly by entering `http://mylicenseserver/LicenseService/LicService/.svc` into a browser running on a client, replacing mylicenseserver in the URL string with the name or IP address of the actual license server (eastman-ofrrf90 in the example below). The following screen will be displayed if the server is properly installed and communicating with the client.

### LicService Service

You have created a service.

To test this service, you will need to create a client and use it to call the service. You can do this using the svcutil.exe tool from the command line with the following syntax:

```
svcutil.exe http://eastman-ofrrf90/LicenseService/LicService.svc?wsdl
```

This will generate a configuration file and a code file that contains the client class. Add the two files to your client application and use the generated client class to call the Service. For example:

**C#**

```
class Test
{
    static void Main()
    {
        LicServiceClient client = new LicServiceClient();

        // Use the 'client' variable to call operations on the service.

        // Always close the client.
        client.Close();
    }
}
```

**Visual Basic**

```
Class Test
    Shared Sub Main()
        Dim client As LicServiceClient = New LicServiceClient()
        ' Use the 'client' variable to call operations on the service.
```

If you do not see the LicService screen, troubleshoot the License/Admin server (see the next section).

## License/Admin Server troubleshooting

1. Confirm that the server was properly set up to run web services by repeating the web service connection test (see the section entitled, “Validating communication and connectivity”) on the server itself using *localhost* in the *mylicenseserver* field of the URL. If you do not see the LicService screen, the server may not be properly configured to recognize web services. Use *Appendix A, Configuring Windows Servers and IIS*, to check the configuration. Re-boot the PC when done and run the web service connection test again on localhost.

NOTE: On Server 2003, de-installing and re-installing .NET 3.5 SP1 frequently addresses this issue. If the LicService still does not run after doing the above, it will be necessary to consult Alaris Technical Support.

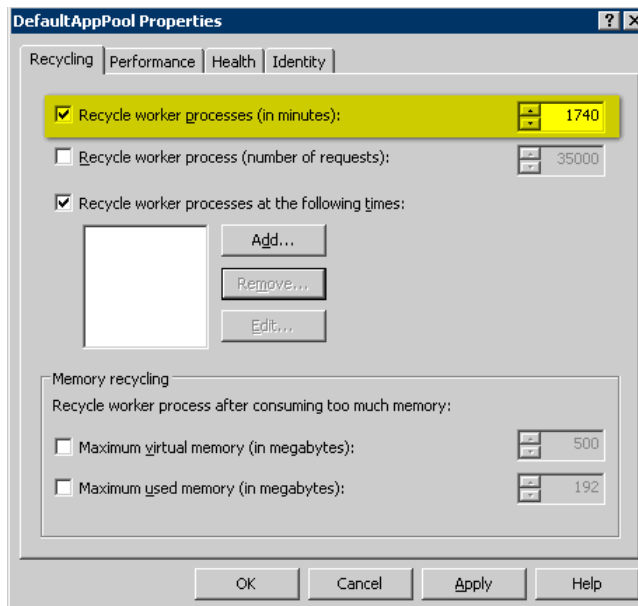
2. If the LicService successfully runs from localhost, try to ping the server from a client, using the server’s machine name. If this fails, ping again using the server’s IP address. If you cannot ping using either the machine name or IP address, it is possible that a firewall on the server is blocking access. Ensure that http Port 80 is open. If there is not a firewall problem, consult your network administrator.

## Configure DefaultAppPool recycle interval

By default, IIS will recycle the DefaultAppPool, and in the process the license server will restart. This is generally a harmless process as logged in clients will simply experience a license renewal failure which automatically recovers. Some dialogs may become visible, however, which describe some detailed errors related to encryption key resets and the renewal failure itself.

To eliminate these errors, the DefaultAppPool recycle can be configured so that it occurs during “off hours” or by memory based methods. The license service does not require a great deal of memory, but specific settings should be determined for each installation based on typical user loads.

The DefaultAppPool recycling interval should be set to periods where users are typically logged off.



NOTE: It is recommended that clients log off while configuring the DefaultAppPool and then log in again.

## Remote Output server

If the Remote Output server fails to start or you notice that the output server on the License Management dashboard has not retrieved a license, make sure the **Windows Still imaging** component is installed.

The Windows Still imaging component is part of the feature “User Interfaces and Infrastructure”, Desktop Experience”. See the section entitled, “Installing the Windows Still imaging component on Server 2008” later in this chapter for more information.

## Adding a new user

When a client is first launched after a new user has been added to the system, you may find that you are not able to log in using the new user ID. You must first log in using an existing user ID. After the client has synchronized with the server, you may log off and log in using the new user ID.

## Batch Naming — Daily Counter Reset

The Batch naming option, *Daily Counter Reset*, will not work properly for most Job Setup configurations in a Network Edition installation. The batch number is maintained by the server for all clients that use the specific Job Setup. The resetting of the batch counter is ambiguous. It is recommended that this option is not used.

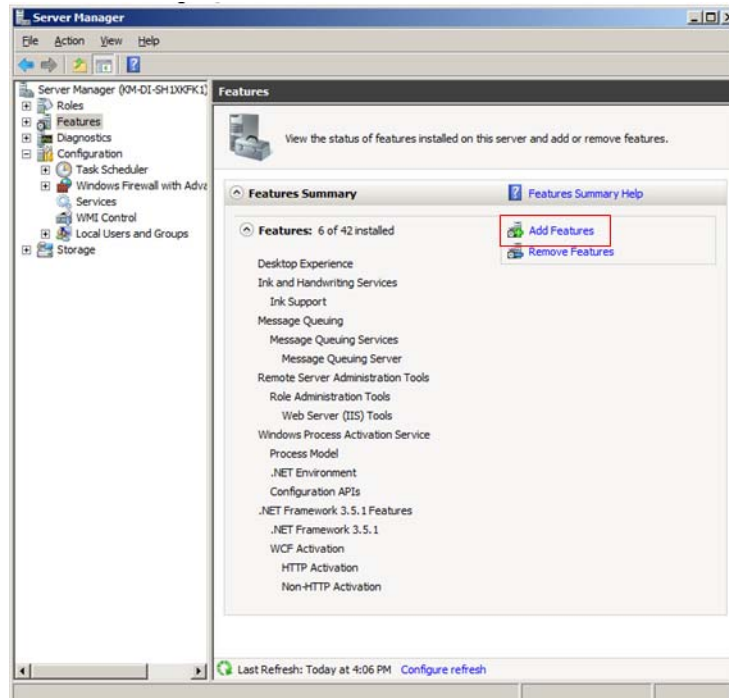
## Hosting Active Directory Domain Controller or Windows Server Update Services

Using the server to host an Active Directory Domain Controller or the Windows Server Update Services may result in Internal Server Error 500.

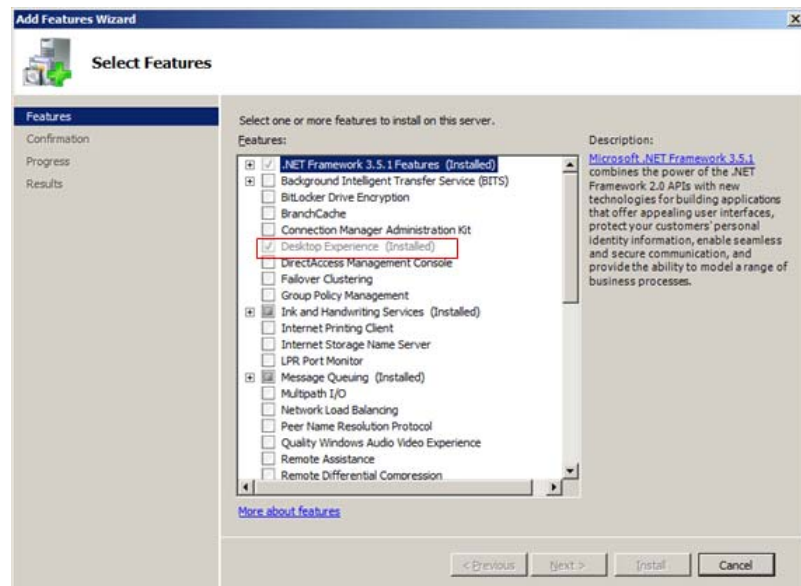
## Installing the Windows Still imaging component on Server 2008

The Intel Standard Image Processing library is not installed on the Windows 2008 server by default. If you see the system error, ***The program can't start because STI.dll is missing from your computer. Try reinstalling the program to fix this problem.***

1. Select **Start>All Programs>Administrative Tools**.
2. Select **Server Manager**.
3. Select **Features** from left panel, then select **Add Features**.



4. Select **Desktop Experience** then click **Install**.



NOTE: The **Ink Services** may also be required and will be installed automatically.

5. You will be prompted to restart the server after installation is complete.

## License renewal

A client license may become stale when the IIS Default App Pool recycles. When this occurs, a message box will be displayed asking the user if they want to renew their client license. To suppress this message box the following may be added to the “env.info” file.

```
[Network Edition]
MaxRetryRenew = 5
RenewWithMsgBox = 0
```

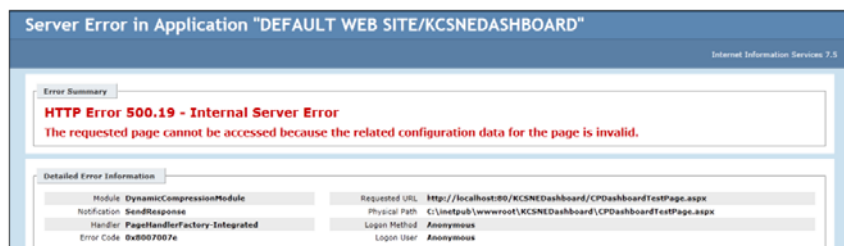
If **RenewWithMsgBox = 0**, the client renewal message will not be displayed.

If **RenewWithMsgBox** is not defined or if **RenewWithMsgBox = 1**, the renewal message box will be displayed.

Setting **RenewWithMsgBox = 0** is especially useful for Auto Import clients that may not have an operator to acknowledge the renewal message.

## Internal Server Error 500

If you are using Server 2008 R2 or Server 2012 to also host an Active Directory Domain Controller or the Windows Server Update Services (WSUS), you may encounter the Internal Server Error 500.



The error may be related to the compression scheme used by the Update Service. Disabling compression may allow the 32- and 64-bit applications on the server to work well together.



# Appendix A Configuring Windows Servers and IIS

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## Requirements for using Capture Pro Server Software with Windows Server 2003 R2 (Standard or Enterprise Edition)

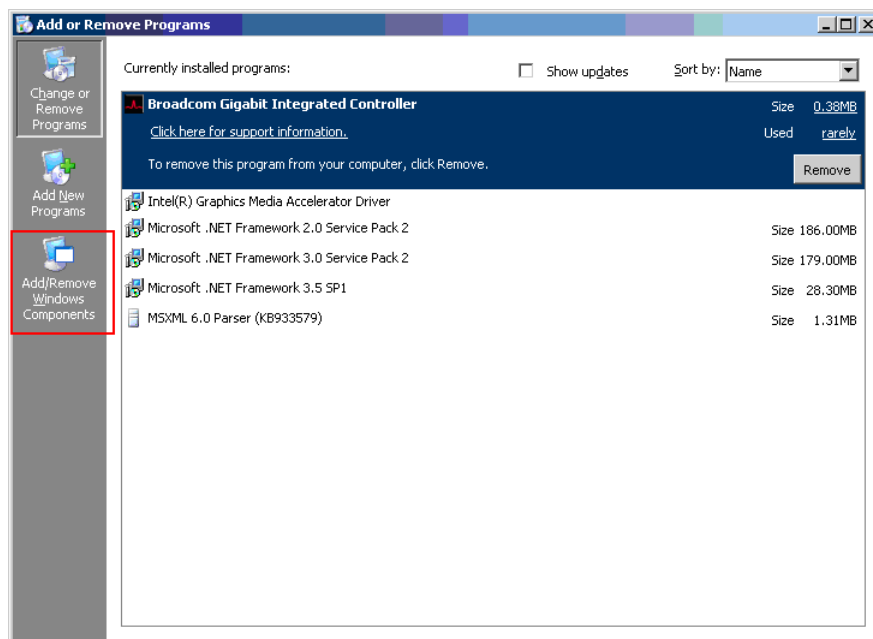
Before you install Capture Pro Server Software:

- Verify that Windows updates are installed. When the Windows updates are complete, verify that .NET 3.5 SP1 was installed as part of the updates and it includes the hotfix found at <http://support.microsoft.com/kb/959209>
- Install Microsoft Silverlight, which is needed to run the CPDashboard.  
If your PC has access to the internet and the Microsoft web site, the installation will happen automatically the first time you run any Silverlight application (including the CPDashboard).
- Install Internet Information Services (IIS). See the next section for procedures.

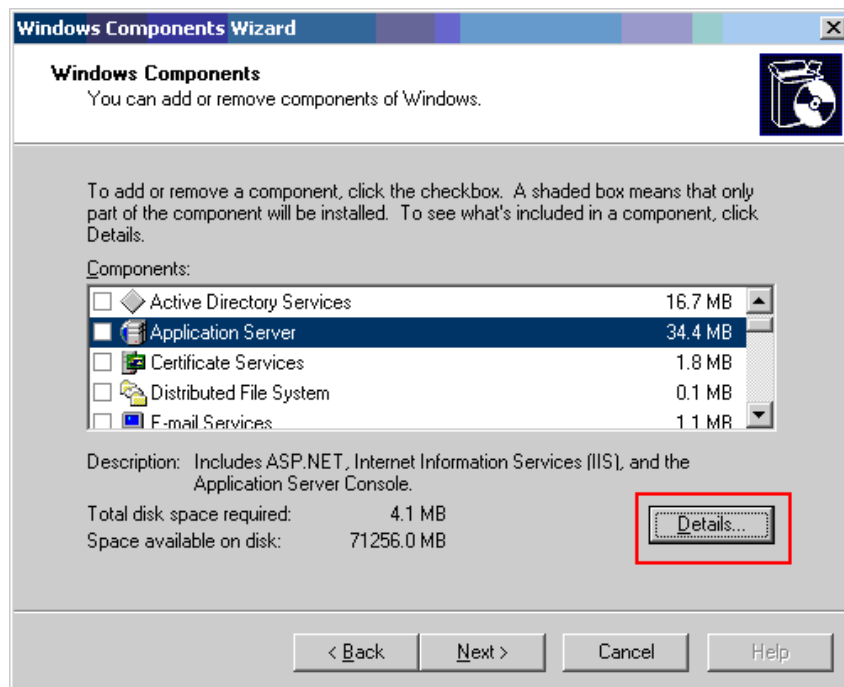
NOTE: Be sure you have access to the source files for the operating system, from which IIS will be installed.

## Installing and configuring IIS for Windows Server 2003 R2 (32-bit)

1. Access the **Add or Remove Programs** screen.



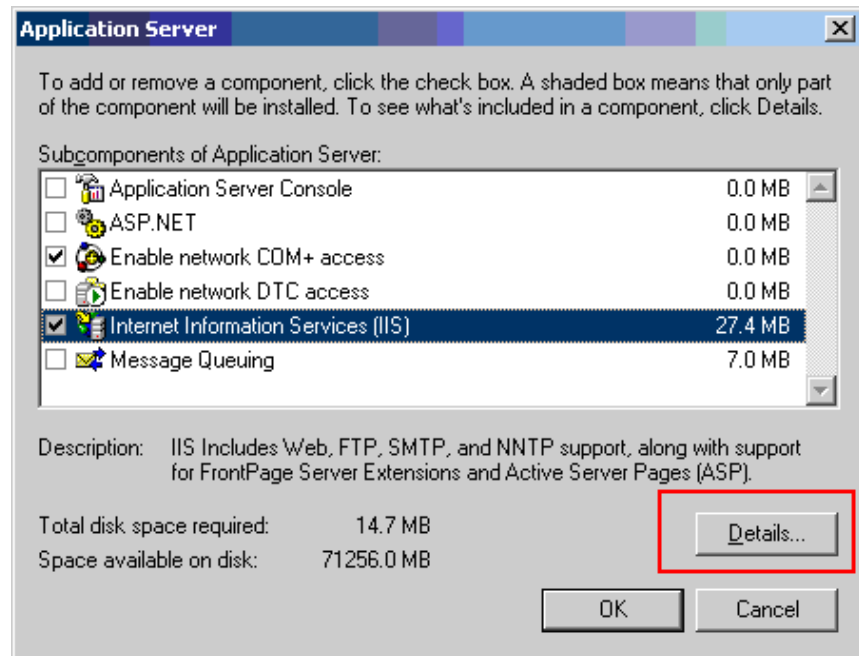
2. Click the **Add/Remove Windows Components** icon. The Windows Components screen will be displayed.



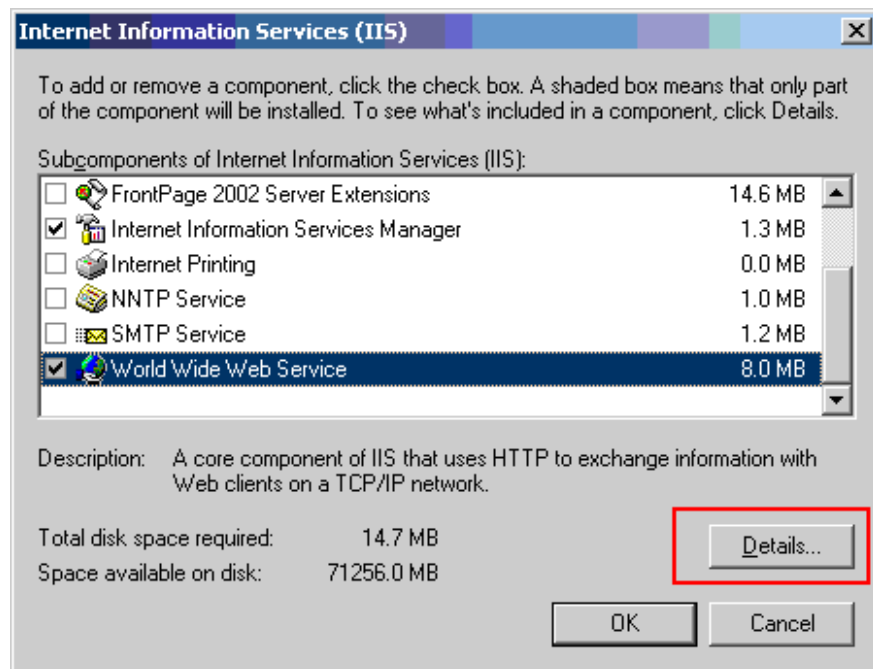
3. Select **Application Server** and click **Details**.



The Application Server screen will be displayed.

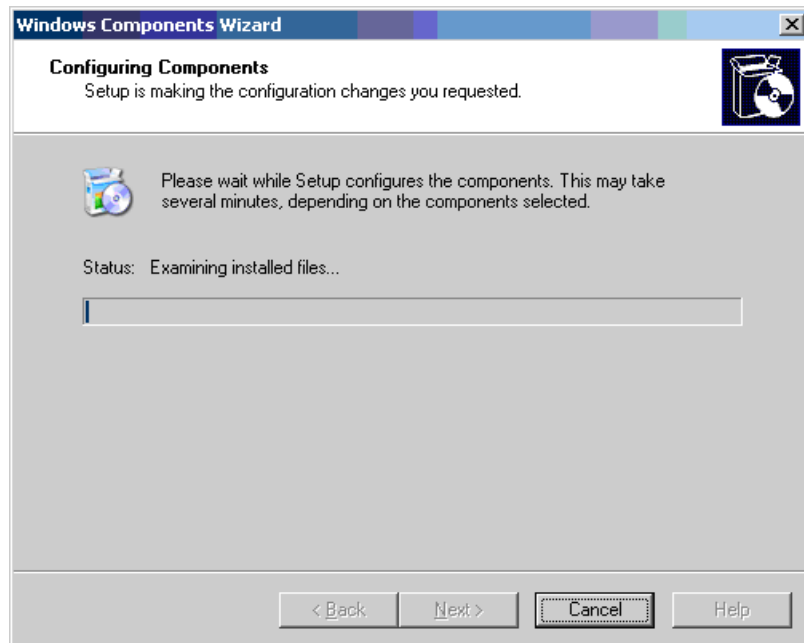


4. Select **Internet Information Services (IIS)** and click **Details**. The Internet Information Services (IIS) screen will be displayed.



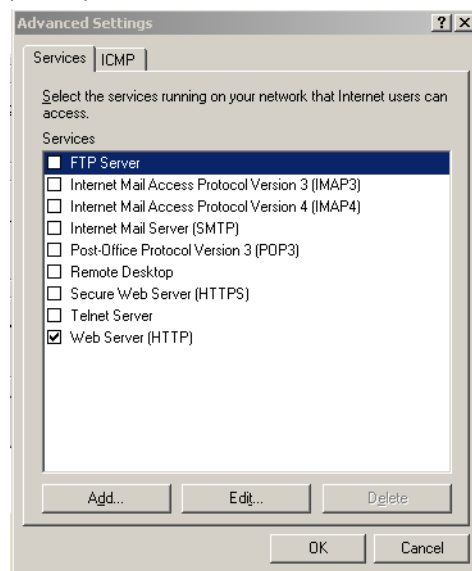
5. Scroll down to **World Wide Web Service** and make sure it is checked.

6. Click **OK** three times. The Windows Components Wizard screen will be redisplayed.
7. Click **Next**. The Configuring Components screen will be displayed.



NOTE: At this point, a message may be displayed asking for the source files for your operating system (e.g., Server 2003 Standard Edition CD) from which IIS will be installed.

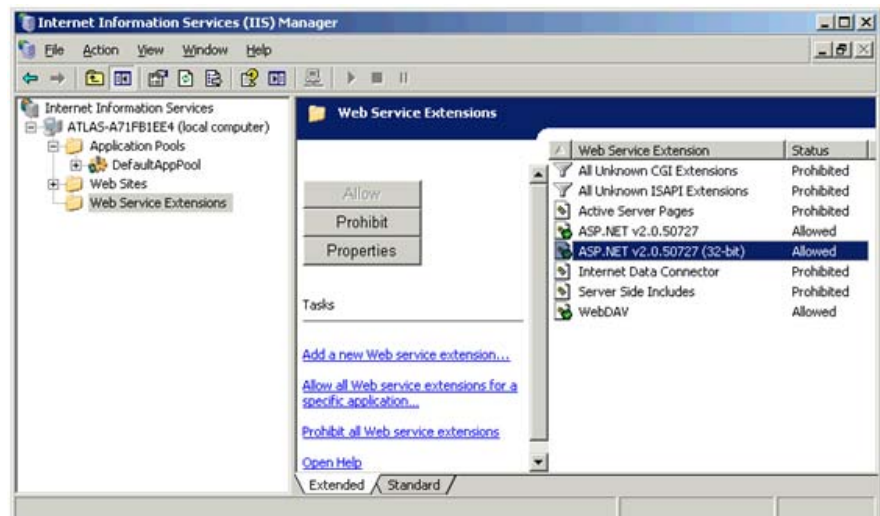
8. When finished, the Completing the Windows Components Wizard screen will be displayed.
9. Click **Finish**.
10. Make sure the Windows Firewall is configured to allow HTTP protocols to pass through. Go to: **Start>Control Panel>Windows Firewall**. Select the Advanced tab. In the Network Connection Settings group box, click the **Settings** button. Select the **Services** tab. Make sure the **Web Server (HTTP)** field is checked.



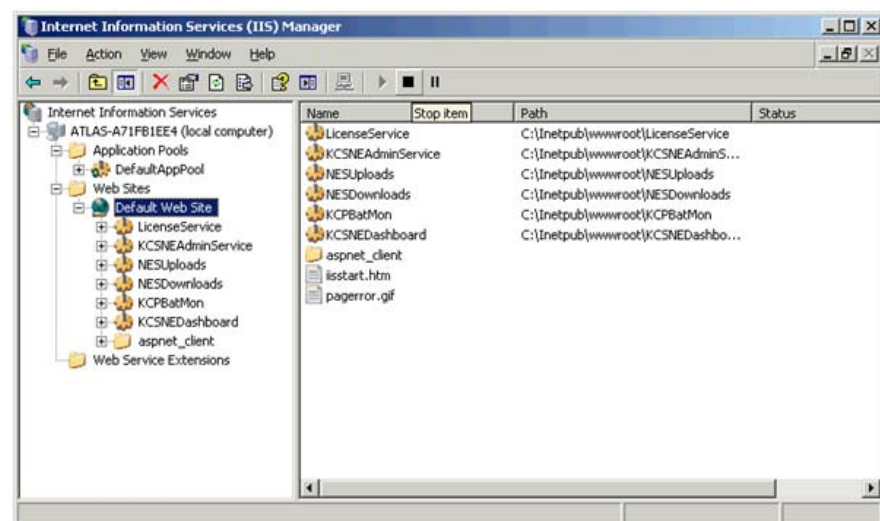
11. You can now install the Capture Pro Server Software or Output Server Software on this PC.

## Requirements for using Capture Pro Server Software with Windows Server 2003 R2 (Standard or Enterprise Edition - 64-bit)

1. Install the 3.5 SP1 Full Package version of .NET Framework. <http://www.microsoft.com/download/en/details.aspx?id=25150>
2. Select **Start>Run**.
3. Enter **cmd** in the *Run* field and click **OK**.
4. Enter the following command to enable 32-bit mode:  
**cscript %SYSTEMDRIVE%\inetpub\adminscripts\adsutil.vbs SET W3SVC/AppPools/Enable32bitAppOnWin64 1**
5. Enter the following command to install the ASP.NET 2.0 (32-bit) version and the script maps at the IIS root:  
**%SYSTEMROOT%\Microsoft.NET\Framework\v2.0.50727\aspnet\_regis.exe -i**
6. On the Internet Information Services (IIS) Manager screen, select the **Web Service Extensions** folder and verify the status of ASP.NET version 2.0.50727 (32-bit) in the Web Service Extension list is *Allowed*.

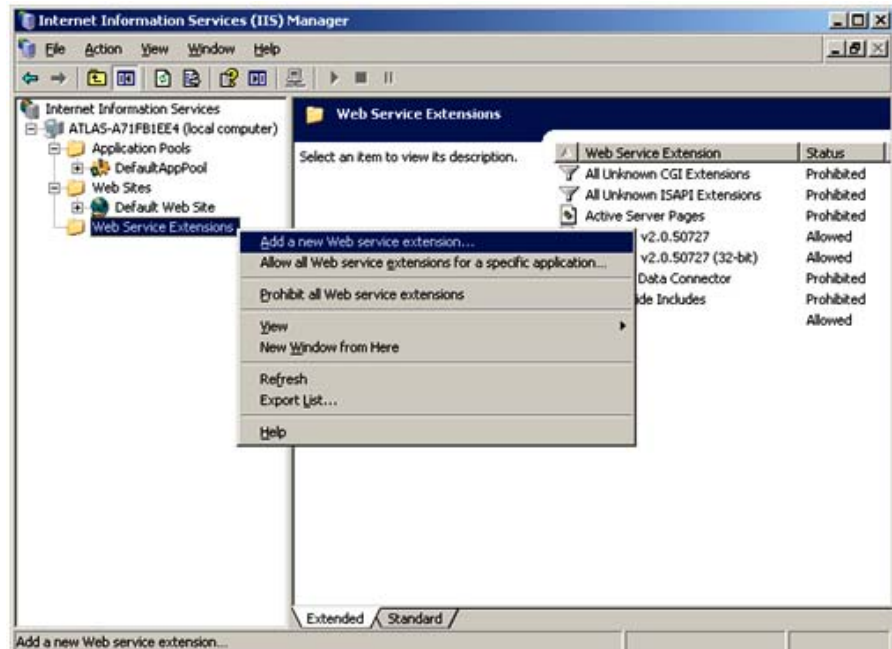


7. Select the **Web Sites** folder, then **Default Web Site**, and click **Stop Item**.

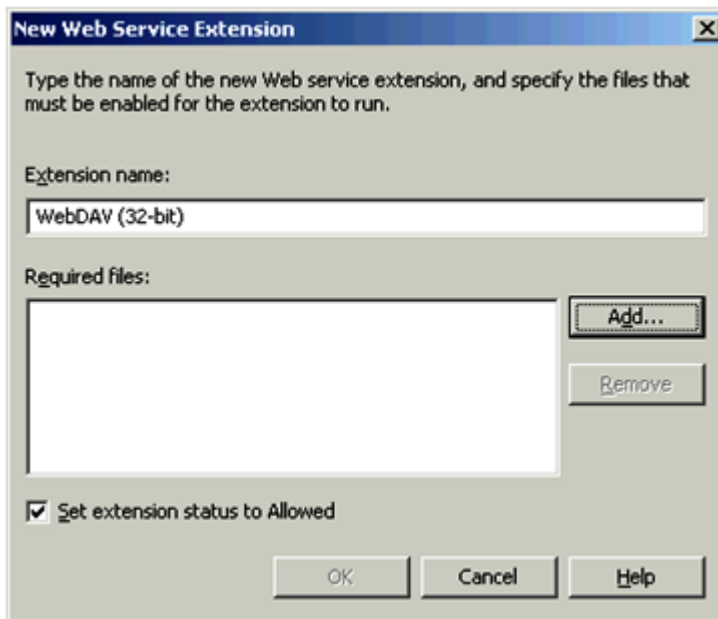


## Configuring IIS for 32-bit mode

1. On the Internet Information Services (IIS) Manager screen, right-click the **Web Service Extensions** folder and select **Add a new Web service extension**.

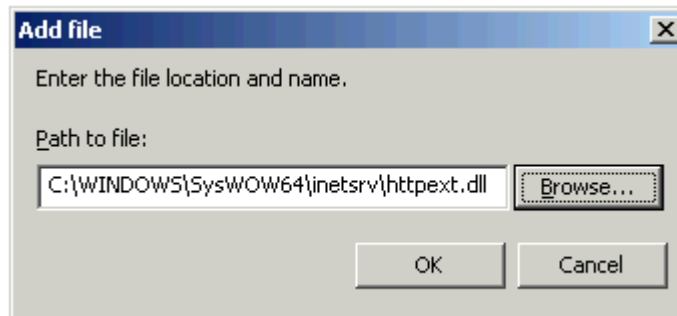


The New Web Service Extension dialog box will be displayed.

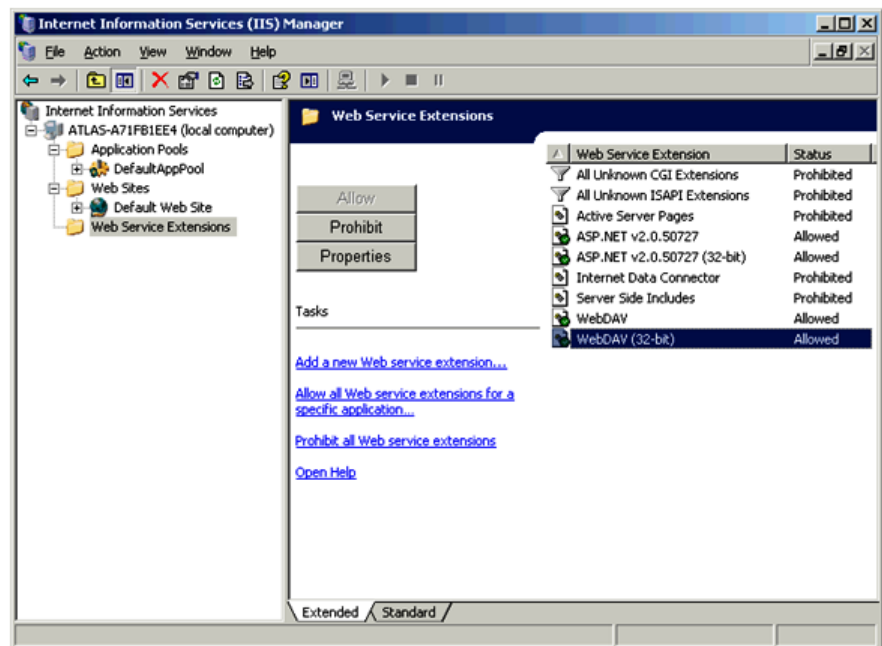


2. Enter **WebDAV (32-bit)** in the *Extension name* field.
3. Check **Set extension status to Allowed**.

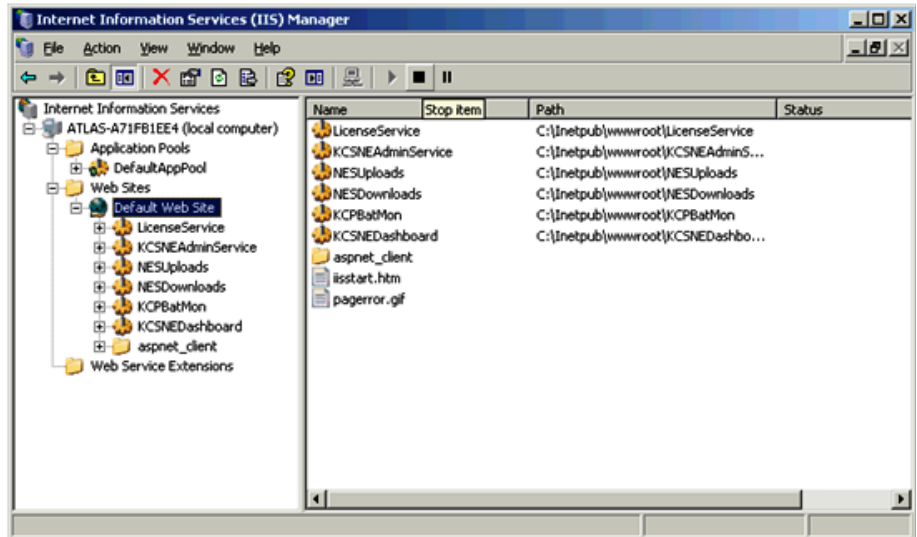
- Click **Add** to display the Add file dialog box.



- Enter the path to the file (**C:\WINDOWS\SysWOW64\inetsrv\httpext.dll**) or browse to the file location and name, and click **OK**.
- On the Internet Information Services (IIS) Manager screen, select the **Web Service Extensions** folder and verify that the status of the WebDAV (32-bit) web service extension is *Allowed*.



7. Run Capture Pro Software and synchronize again.



## Requirements for using Capture Pro Server Software with Windows Server 2008 R2 (Standard or Enterprise Edition)

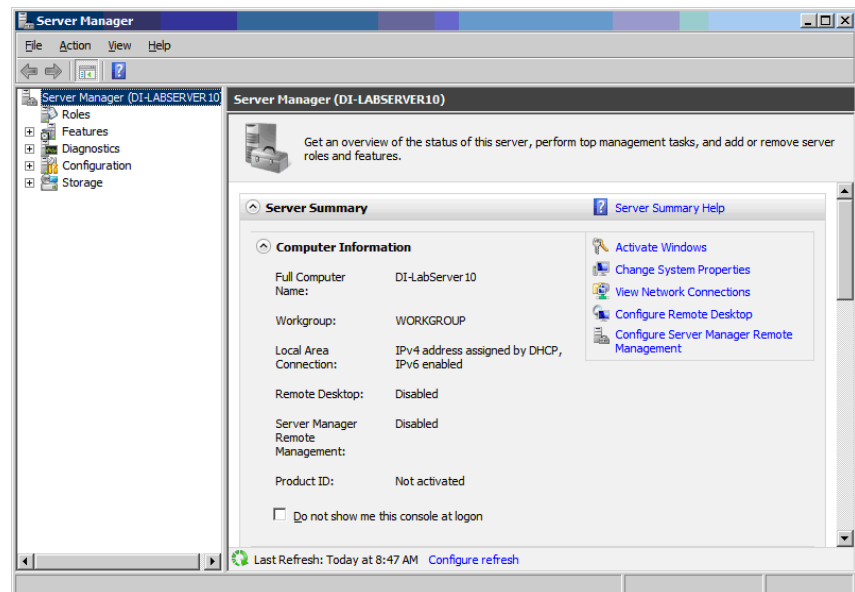
Before you install Capture Pro Server Software:

- Verify that Windows updates are installed. When the Windows updates are complete, verify that .NET 3.5 SP1 was installed as part of the updates and includes the hotfix found at <http://support.microsoft.com/kb/959209>
- Install Microsoft Silverlight, which is needed to run the CPDashboard.  
If your PC has access to the internet and the Microsoft web site, the installation will happen automatically the first time you run any Silverlight application (including the CPDashboard).
- Install Internet Information Services (IIS). See the next section for procedures.

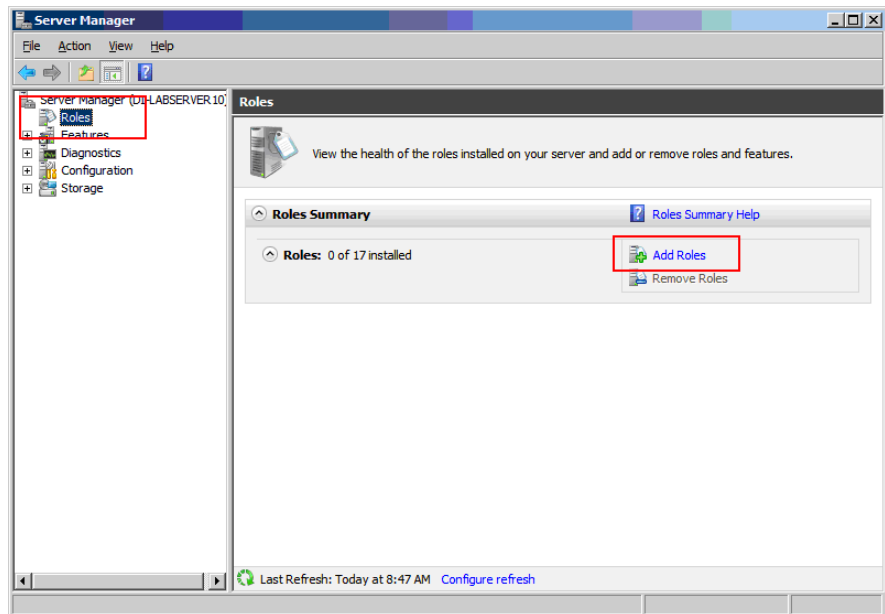
NOTE: Be sure you have access to the source files for the operating system, from which IIS will be installed.

## Installing and configuring IIS for Windows Server 2008 R2

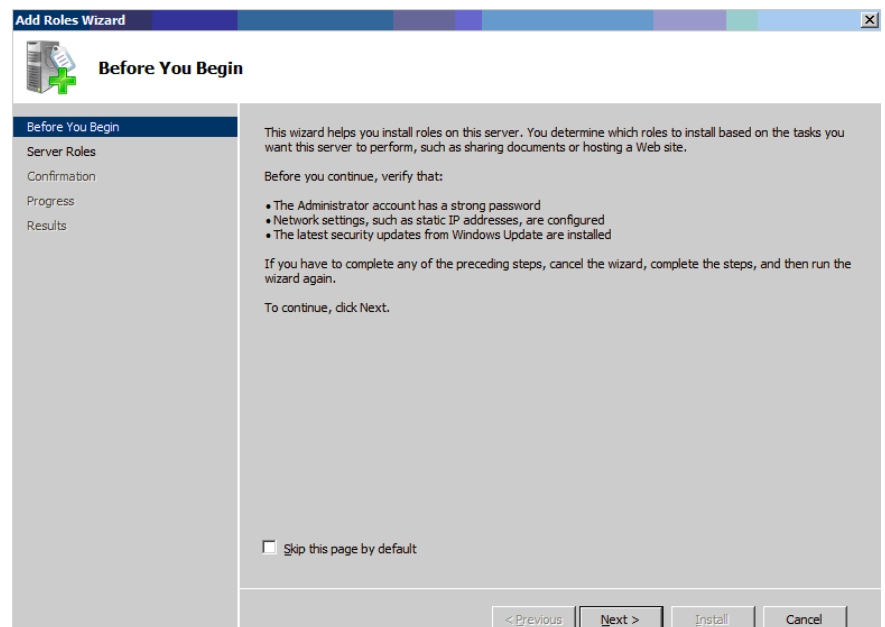
1. From the taskbar, click **Start>Administrative Tools>Server Manager**. The Server Manager screen will be displayed.



## 2. Select **Roles**.



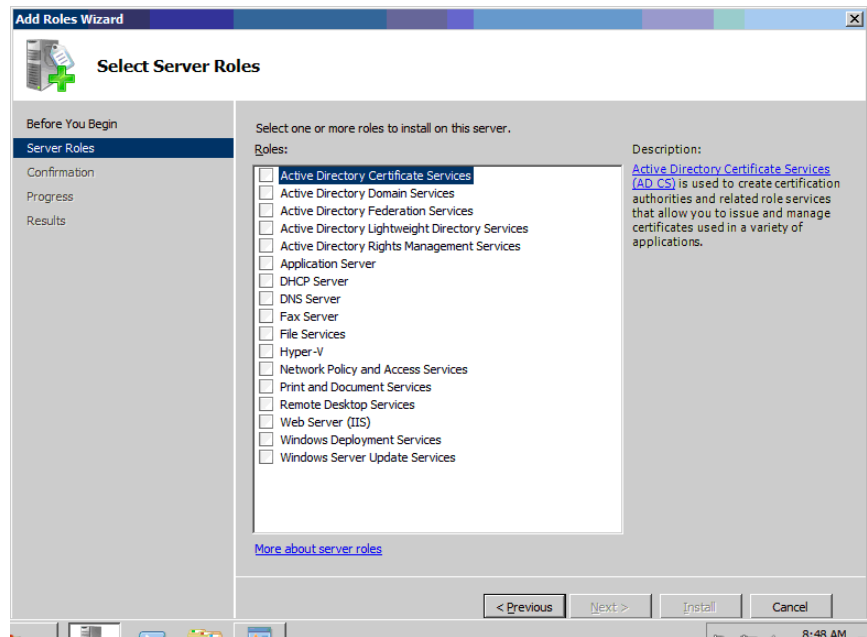
## 3. Click **Add Roles**. The Before You Begin screen will be displayed.



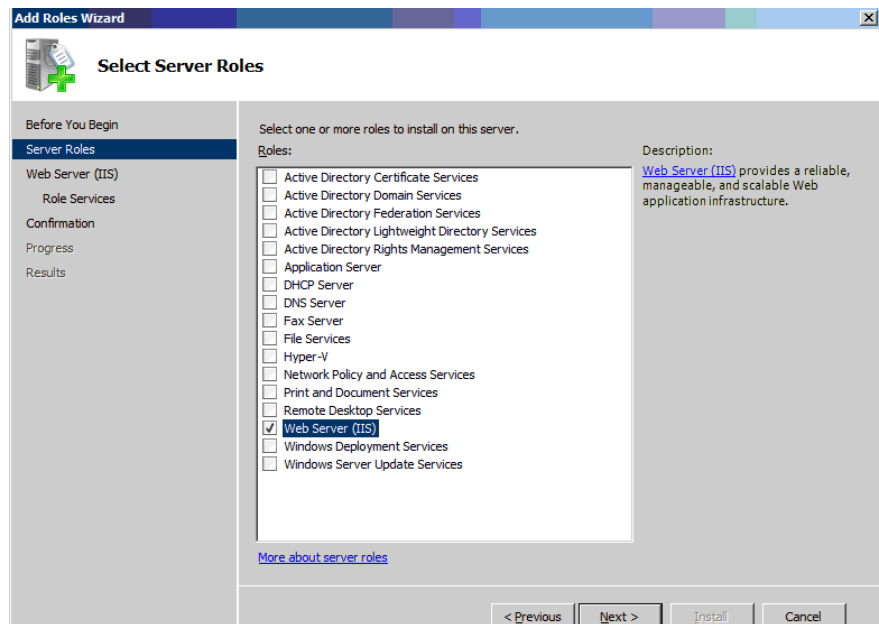
## 4. Click **Next**.



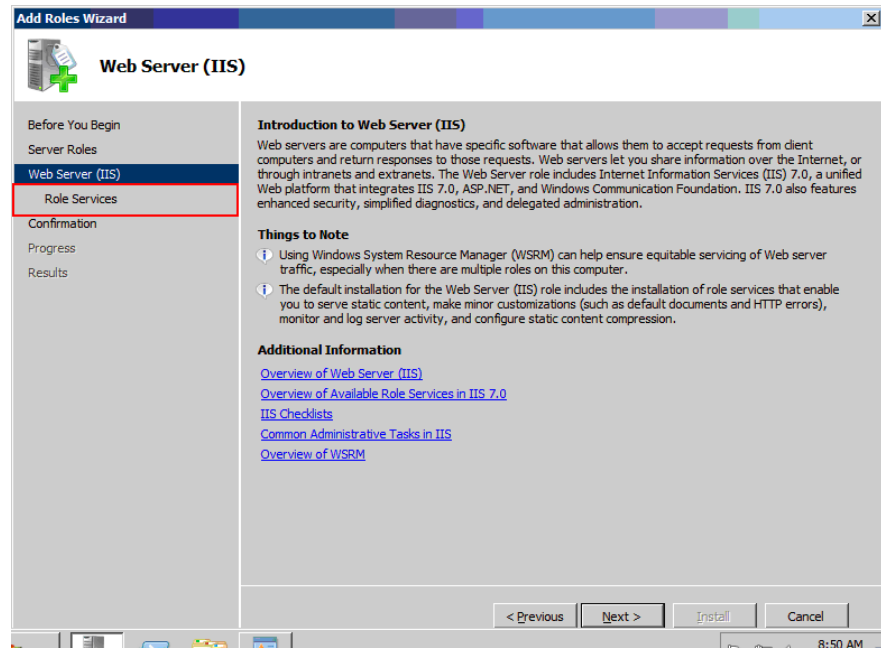
The Select Server Roles screen will be displayed.



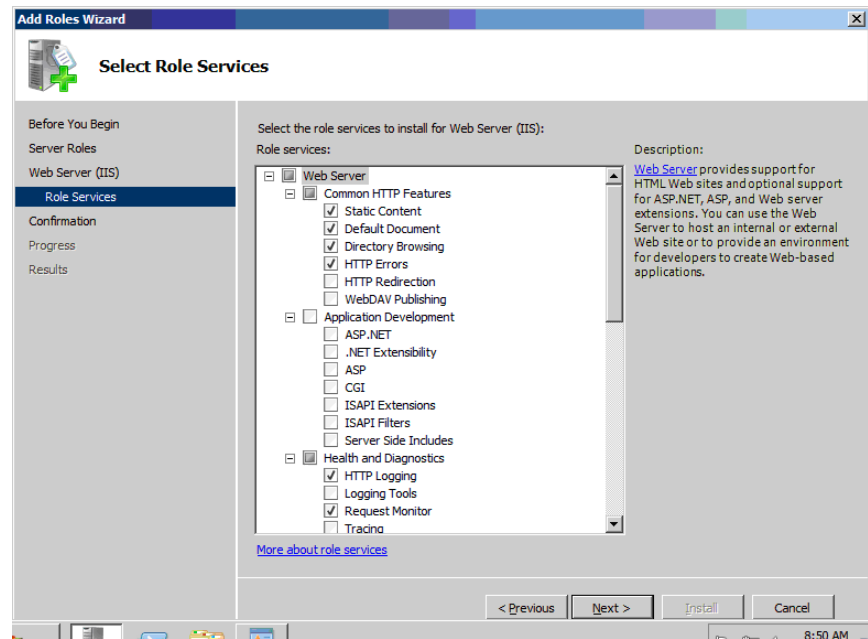
5. Check **Web Server (IIS)** from the *Roles* list and click **Next**.



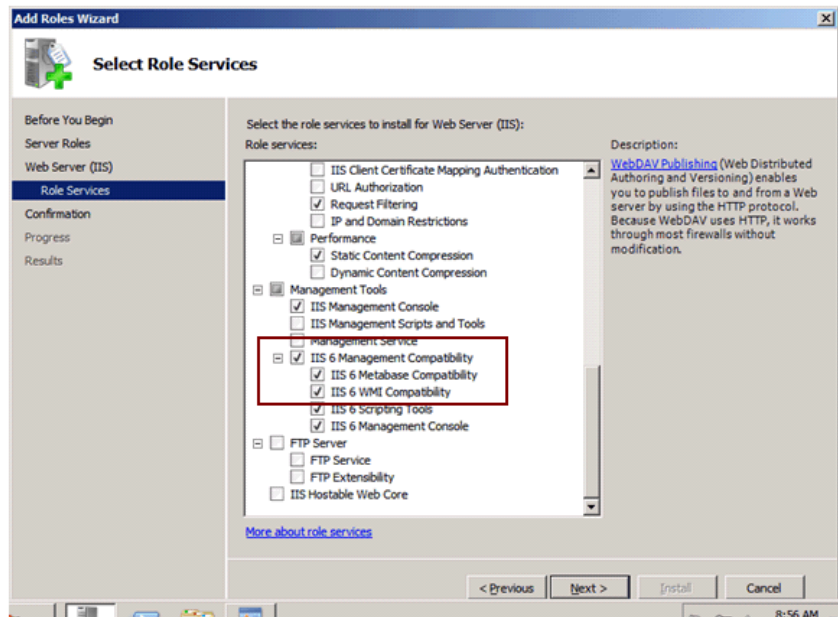
The Introduction to Web Server (IIS) screen will be displayed.



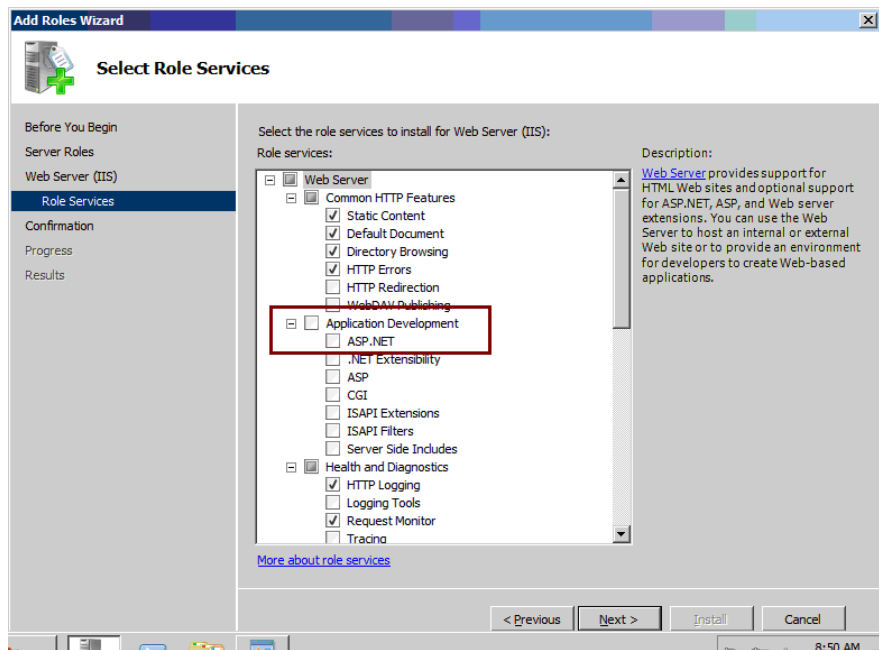
6. Select **Role Services**. The Select Role Services screen will be displayed.



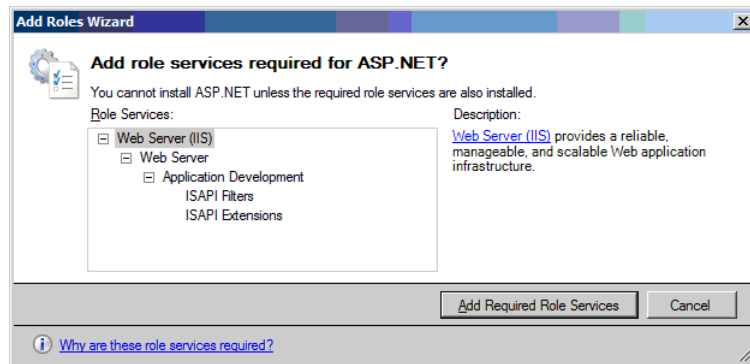
7. Scroll down to **Management Tools** and check **IIS 6 Management Compatibility**.



8. Scroll up to **Application Development** and check **.ASP.NET**.



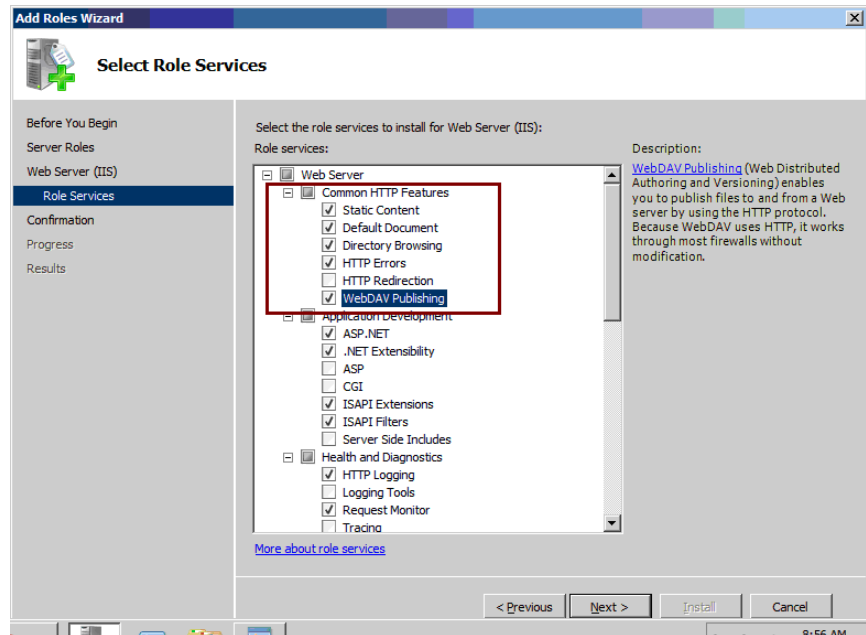
The Add role services required for ASP.NET dialog box will be displayed.



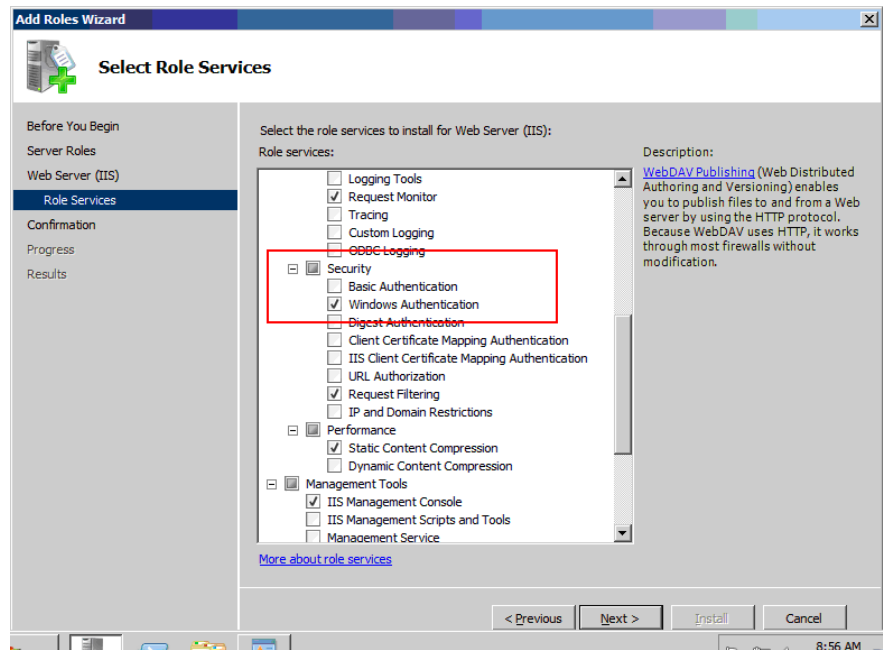
9. Click **Add Required Role Services**. The Select Role Services screen will be redisplayed.

NOTE: When Add Required Role Services is checked and the Select Role Services screen is redisplayed, the **.NET Extensibility**, **ISAPI Extensions** and **ISAPI Filters** will be checked.

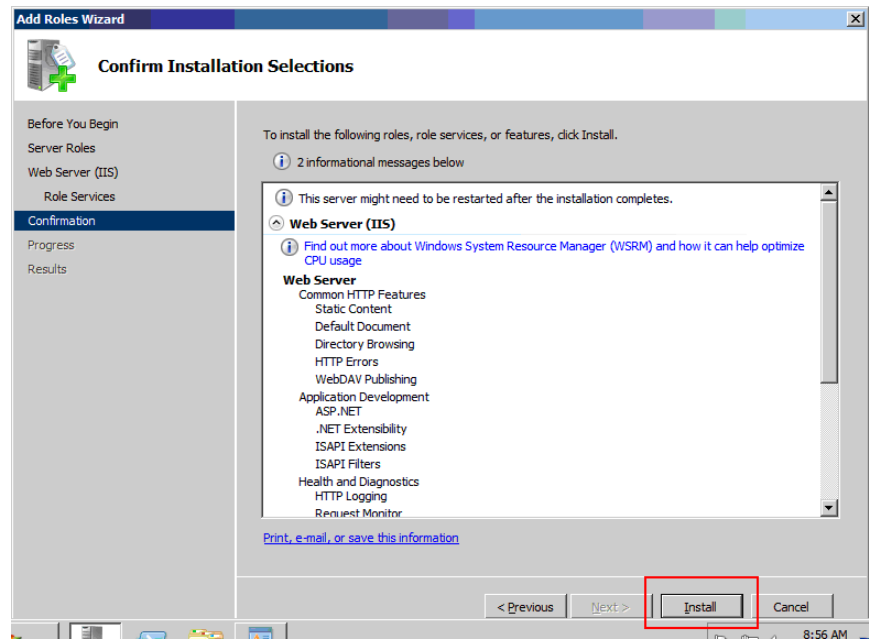
10. Select **Common HTTP Features** and check **WebDAV Publishing**.



11. Scroll down to **Security** and check **Window Authentication**

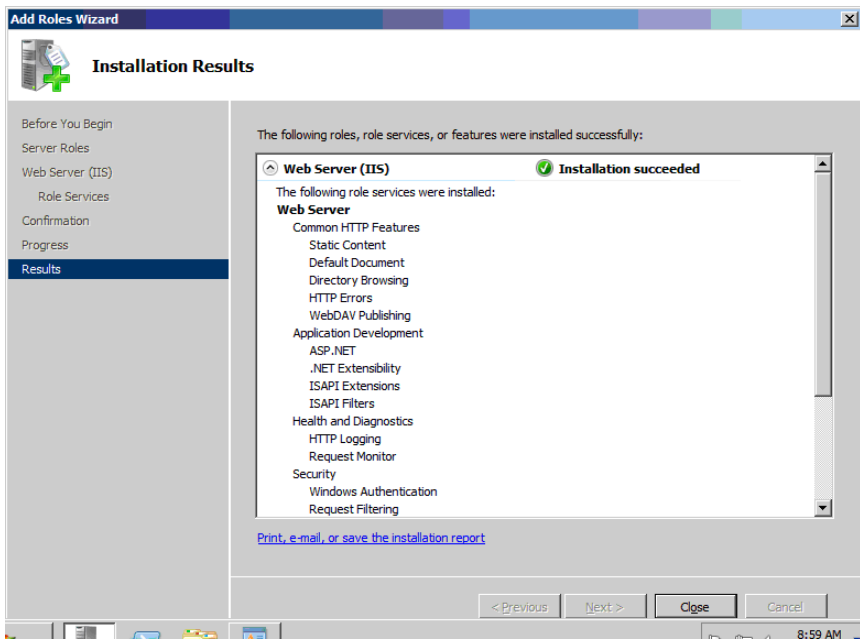


12. Click **Next**. The Confirm Installation Selections screen will be displayed.

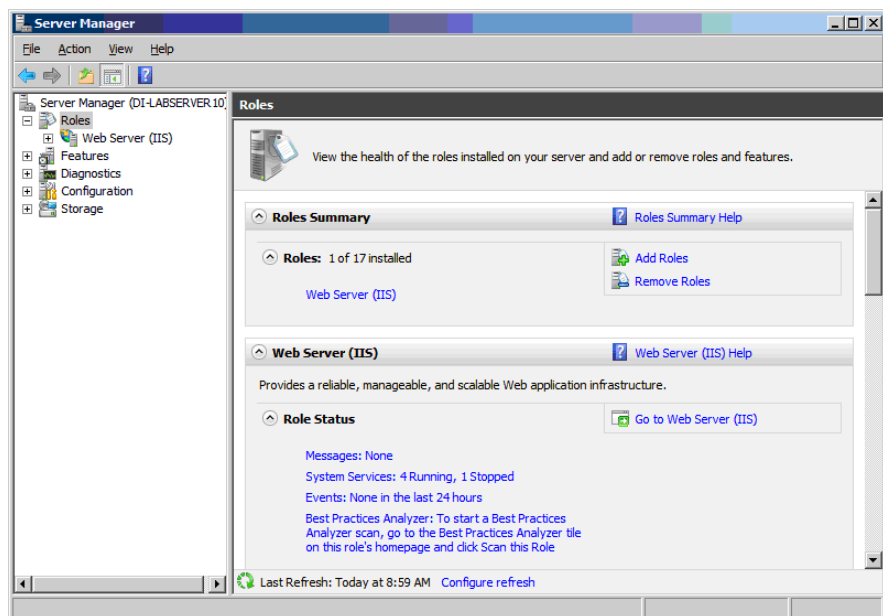


13. Click **Install**. The installation progress will be displayed.

When installation is complete, the installation results will be displayed.

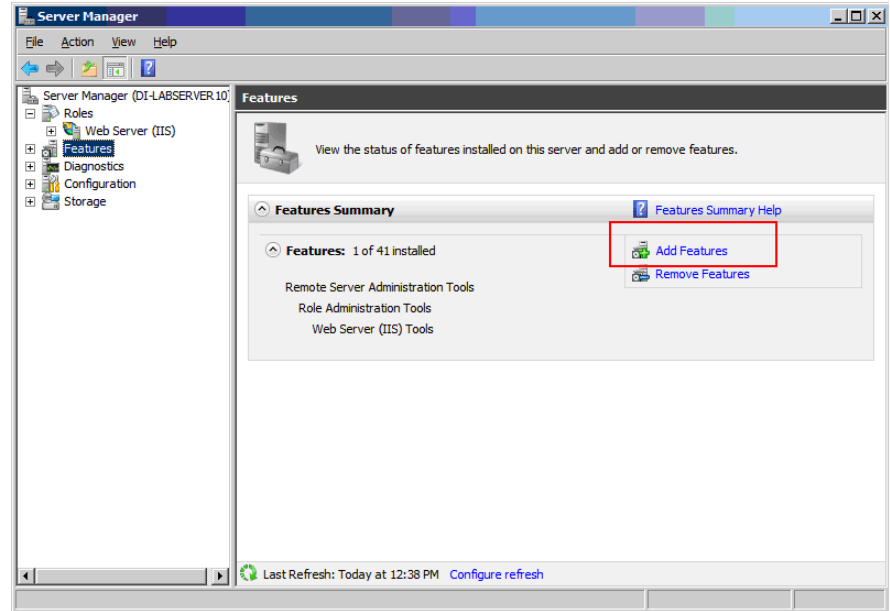


14. Click **Close**. The following screen will be displayed.

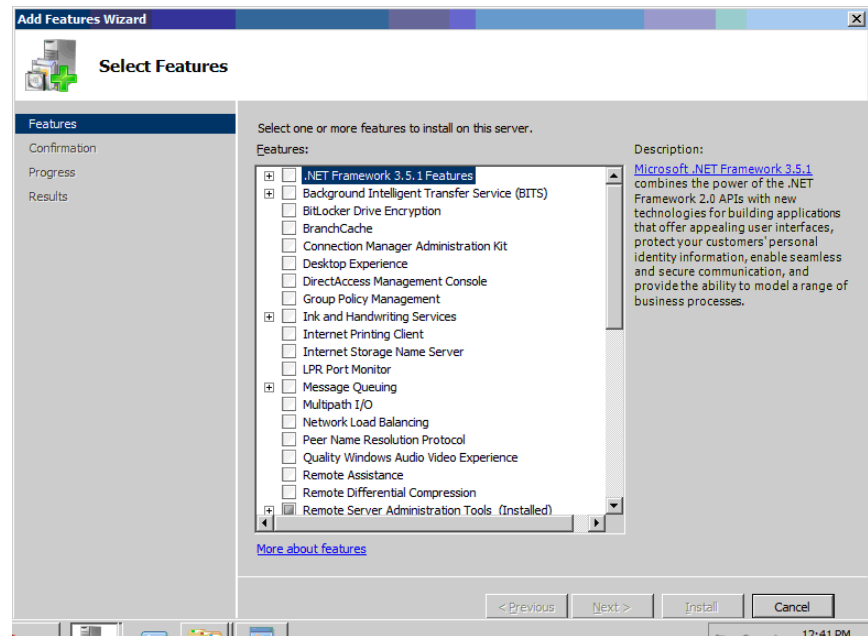


## Add Desktop features

1. On the taskbar, click **Start>Administrative Tools>Server Manager**. The Server Manager screen will be displayed.

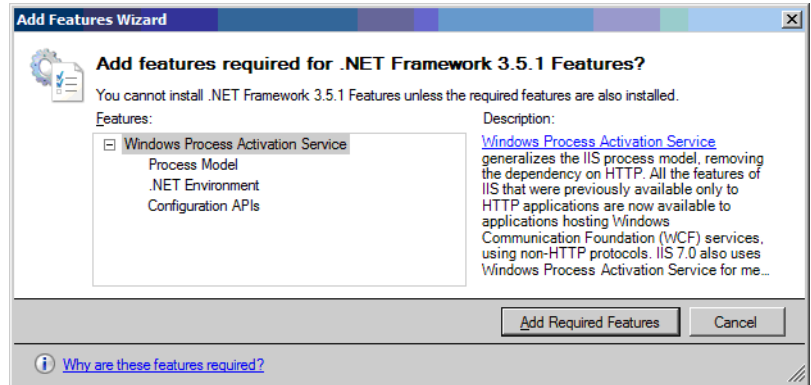


2. Click **Features**, then select **Add Features**. The Select Features screen will be displayed.

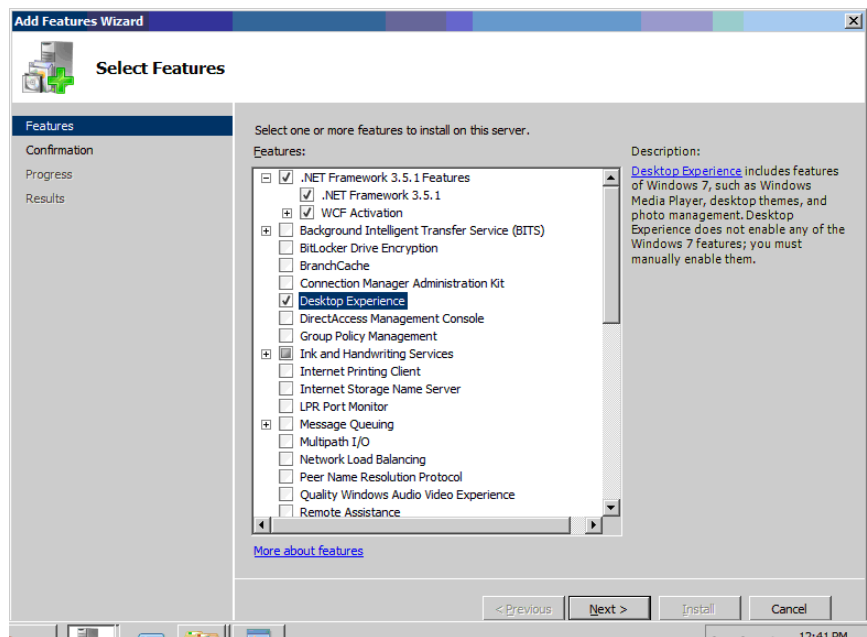


3. Check **.NET Framework 3.5.1 Features**.

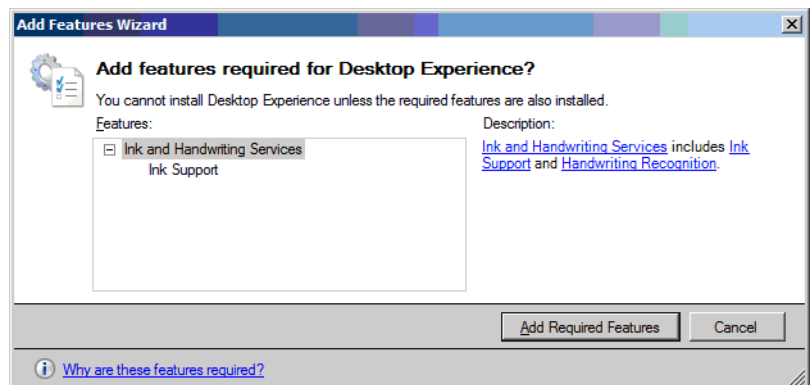
The Add features required for .NET Framework 3.5.1 Features? screen will be displayed.



- Click **Add Require Features**. The Select Features screen will be redisplayed.



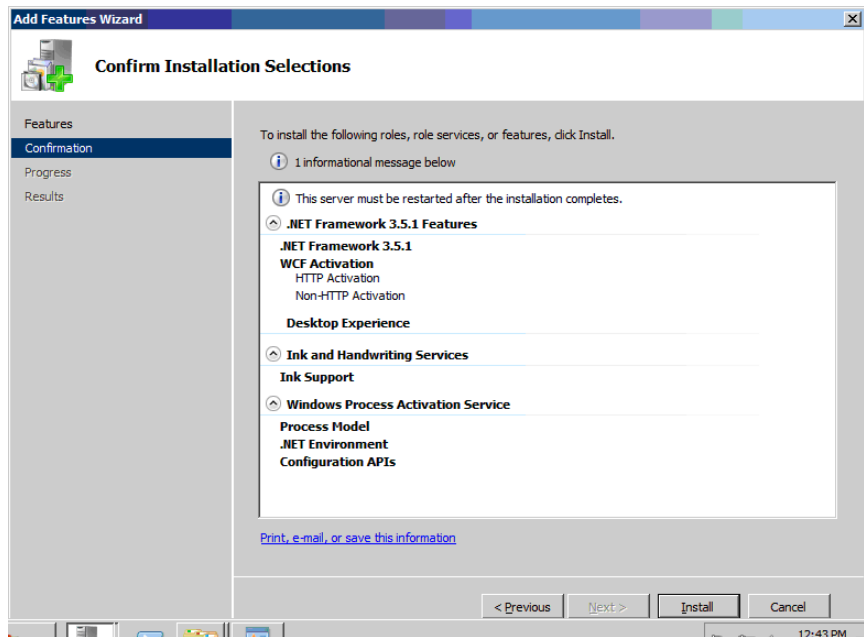
- Check **Desktop Experience**. The Add features required for Desktop Experience? screen will be displayed.



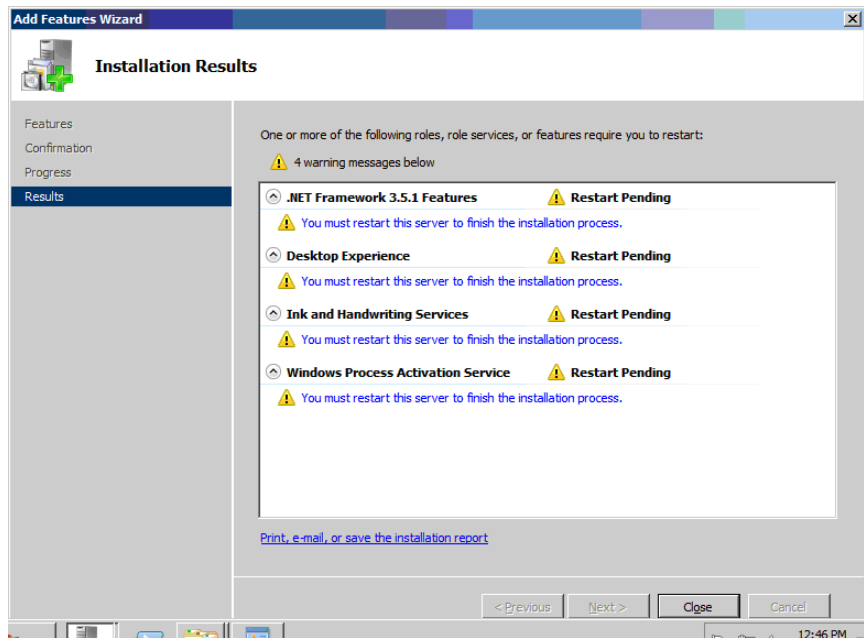
- Click **Add Required Features**. The Select Features screen will be redisplayed.
- Click **Next**.



The Confirmation Installation Selections screen will be displayed.



8. Click **Install**. An Installation Progress screen will be displayed. When installation is complete, the Installation Results will be displayed.



9. Click **Close**. If you are running Server 2008 Standard Edition, restart the PC to complete the installation. If you are running Server 2008 Enterprise Edition, make sure the Windows Firewall is configured to allow file and printer sharing. Go to **Control Panel>Windows Firewall**. Select **Allow a program** or feature through the Windows Firewall. Make sure the *File & Printer Sharing* field is checked. Restart the PC.
10. You can now install the Capture Pro Server Software or Output Server Software on this PC.

## Requirements for using Capture Pro Server Software with Windows Server 2012 R2

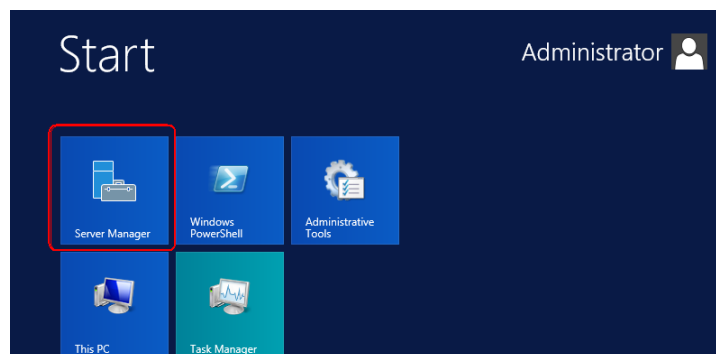
Before you install Capture Pro Server Software:

- Verify that Windows updates are installed.
- Install Microsoft .NET Framework 3.5 SP1. See the section entitled, “Installing Microsoft .NET Framework 3.5”.
- Install Internet Information Services (IIS). See the section entitled, “Installing and configuring IIS”.
- Install WebDAV. See the section entitled, “Installing WebDAV”.
- Install Windows Authentication. See the section entitled, “Installing Windows Authentication”.
- Install IIS 6 Compatibility. See the section entitled, “Installing and configuring IIS 6”.
- Install User Interfaces. See the section entitled, “Installing User Interface - Desktop Experience”.
- Install Application Development Features. See the section entitled, “Installing Application Development features”.
- Configure IIS8. See the section entitled, “IIS8.0 Configuration (64-bit).”.

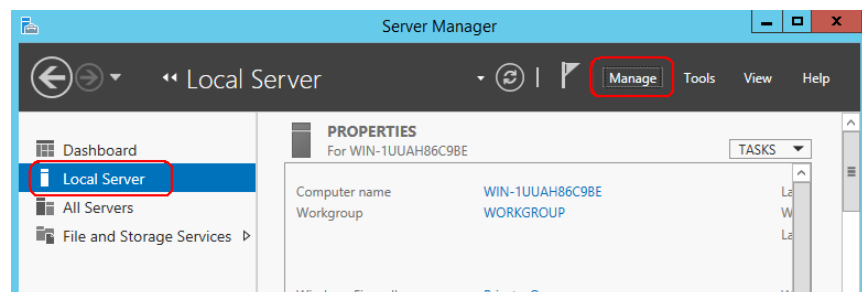
## Installing Microsoft .NET Framework 3.5

If during installation, the message **Microsoft .NET Framework 3.5 is required and is not installed on your computer** is displayed, you will need to install Microsoft .NET Framework 3.5.

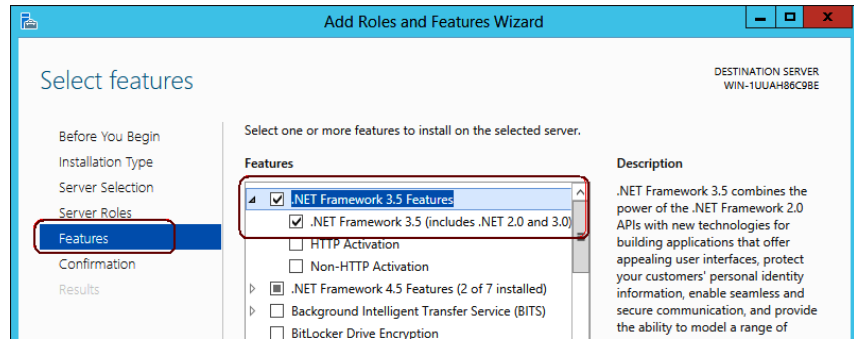
1. On the Start screen, click **Server Manager**.



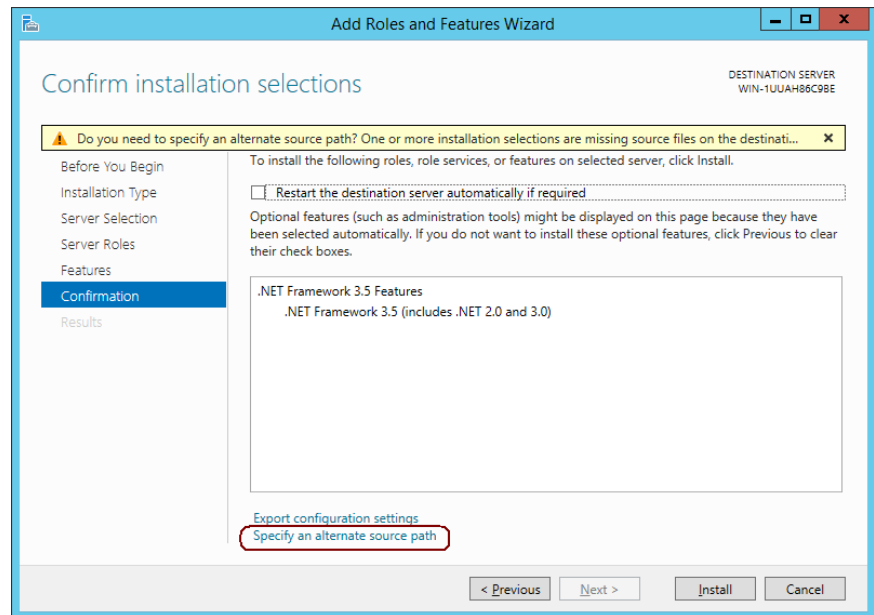
2. Select **Local Server**, then click **Manage>Add Roles and Features**.



3. Select **Features** then select **.NET Framework 3.5 Features** from the *Features* list and click **Next**.



4. Select **Confirmation**, then select **Specify an alternate source path**.

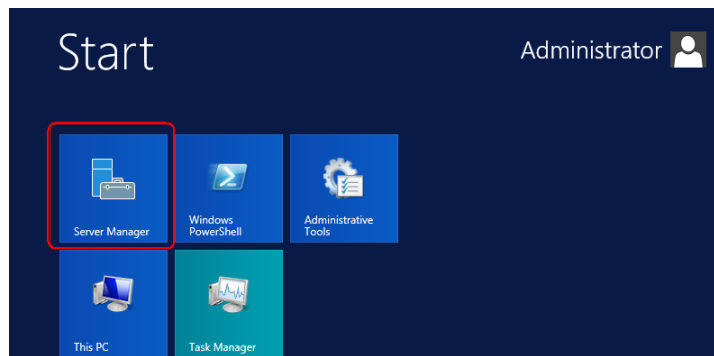


5. Set the path to **<%2012 DVD driver root%>:\sources\sxs** and then click **Install**.

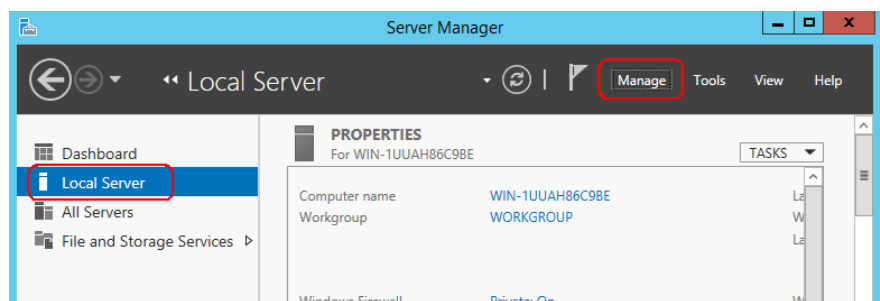
## Installing and configuring IIS

If during NE server installation, the message **Internet Information Services (IIS) is required but not installed on this system. Please install IIS first** is displayed, you will need to install IIS.

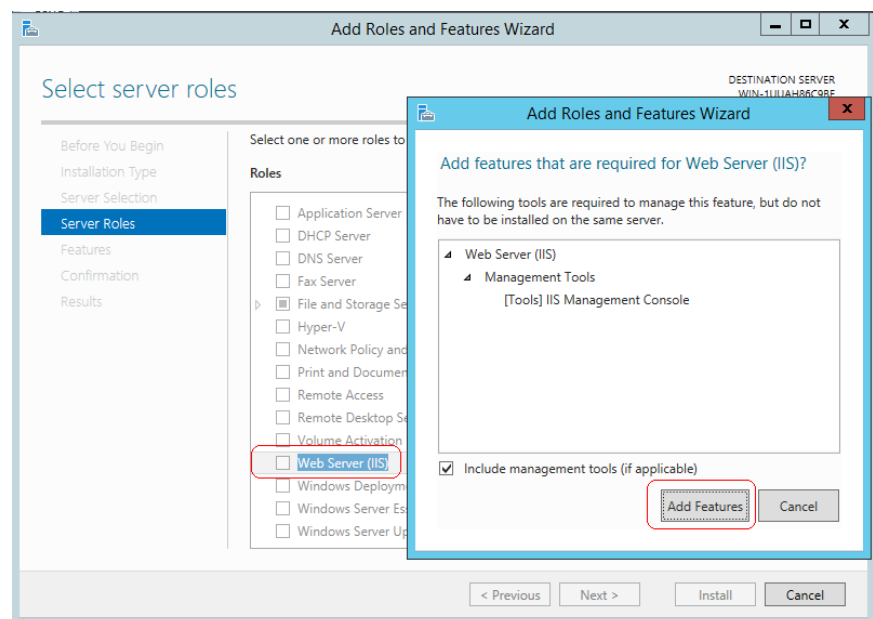
1. On the Start screen, click **Server Manager**.



2. Select **Local Server**, then click **Manage>Add Roles and Features**.



3. Select **Server Roles**, then check **Web Server (IIS)**. The Add Roles and Features Wizard will be displayed.

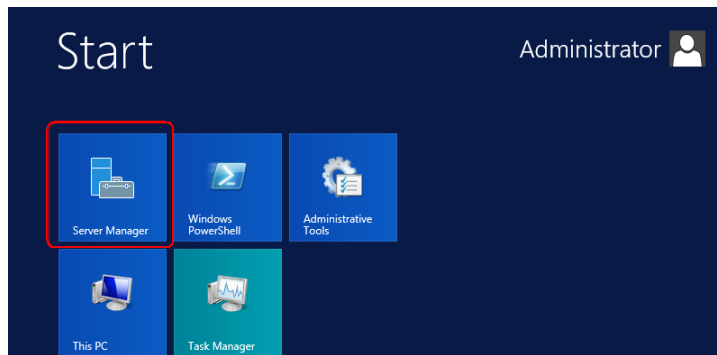


4. Click **Add Features** and click **Next**.
5. Click **Install**.

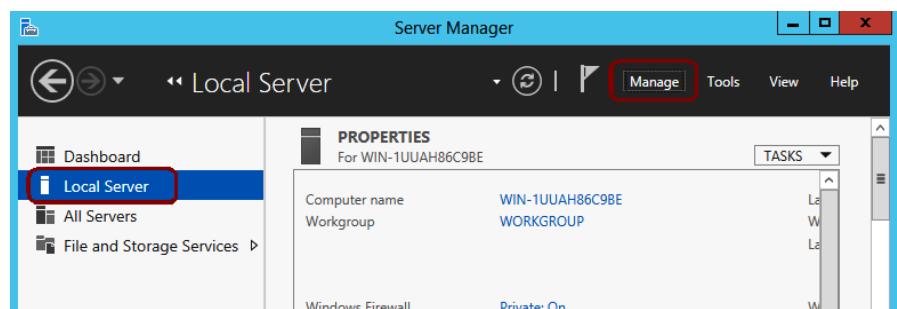
## Installing WebDAV

If during NE server installation, the message **IIS component WebDAV module is required but not installed on this system, continue installation?** is displayed, you will need to install the WebDAV module.

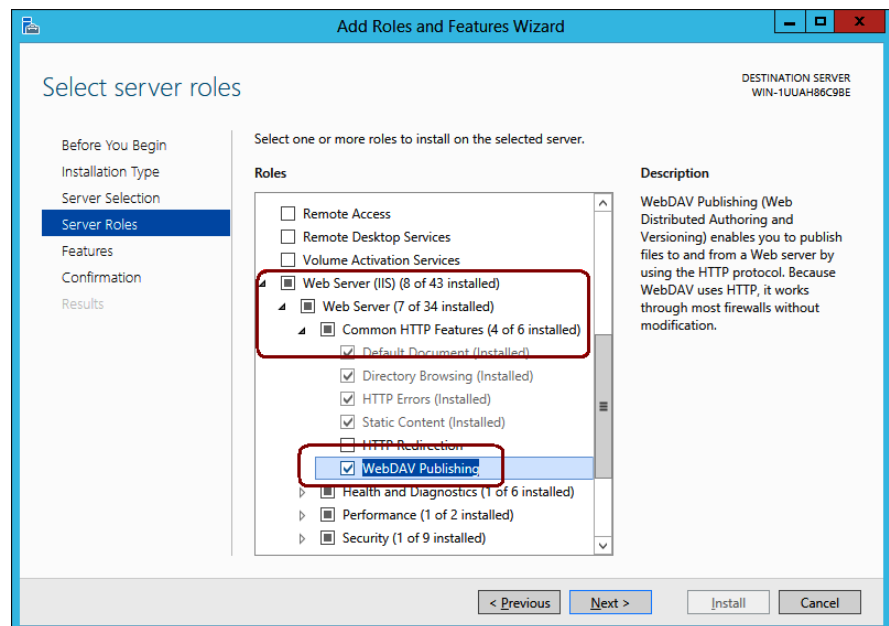
1. On the Start screen, click **Server Manager**.



2. Select **Local Server**, then click **Manage>Add Roles and Features**.



3. Select **Server Roles** and expand the following:
  - Web Server (IIS)
  - Web Server
  - Common HTTP Feature

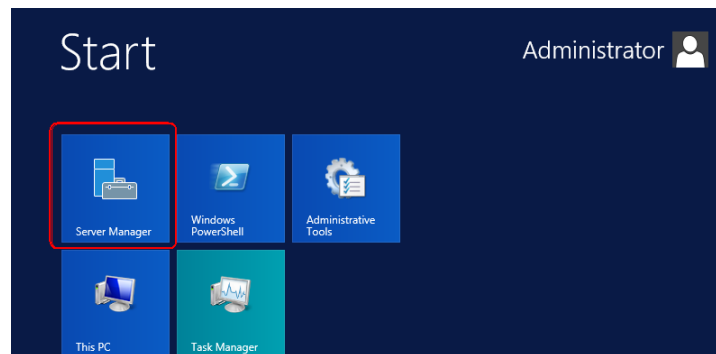


4. Check **WebDAV Publishing** and click **Next**.
5. Click **Install**.

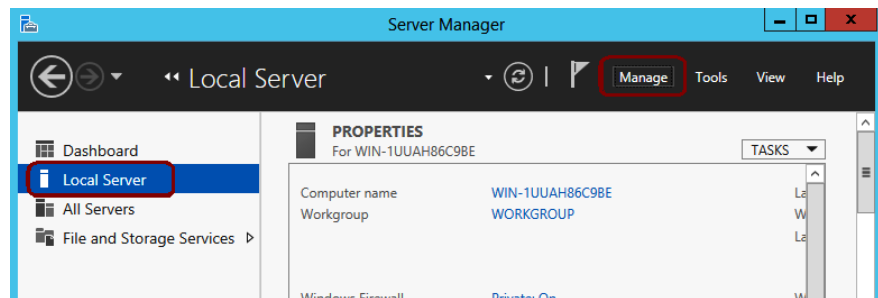
## Installing Windows Authentication

If during NE server installation, the message **IIS component Windows Authentication module is required but not installed on this system, continue installation?** is displayed, you will need to install the Windows Authentication module.

1. On the Start screen, click **Server Manager**.

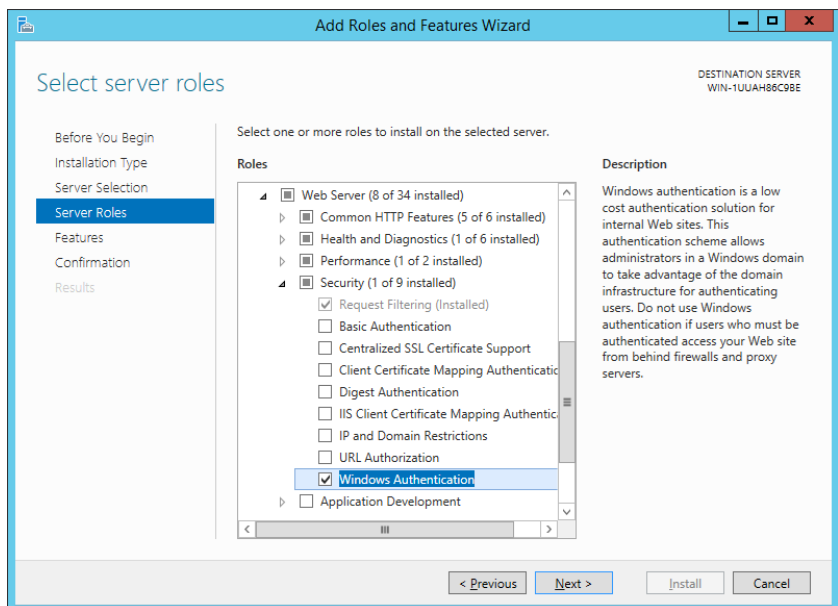


2. Select **Local Server**, then click **Manage>Add Roles and Features**.



3. Select **Server Roles** and expand the following:

- Web Server (IIS)
- Web Server
- Security

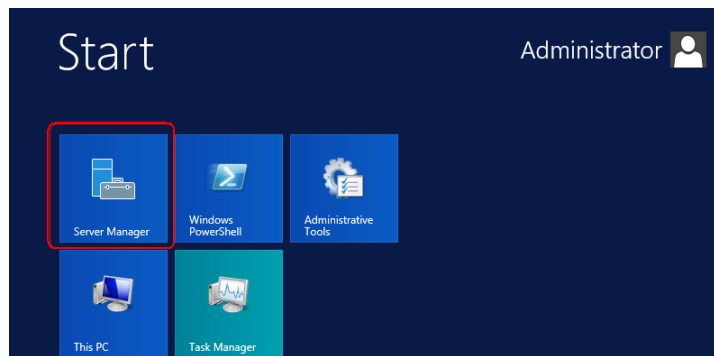


4. Check **Windows Authentication** and click **Next**.
5. Click **Install**.

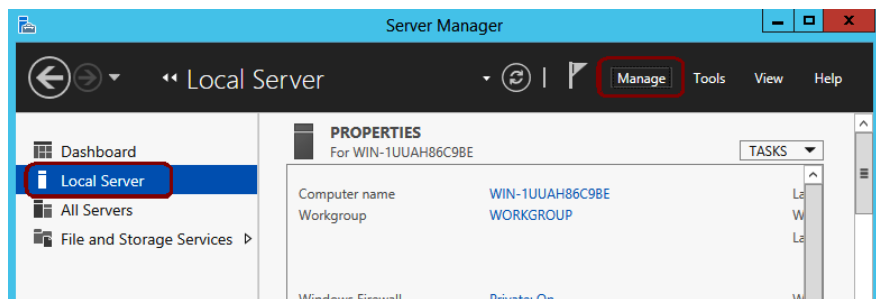
## Installing and configuring IIS 6 compatibility

If during NE server installation, the message ***IIS6 compatibility module is required but not installed on this system, continue installation?*** is displayed, you will need to install the IIS6 Compatibility module.

1. On the Start screen, click **Server Manager**.

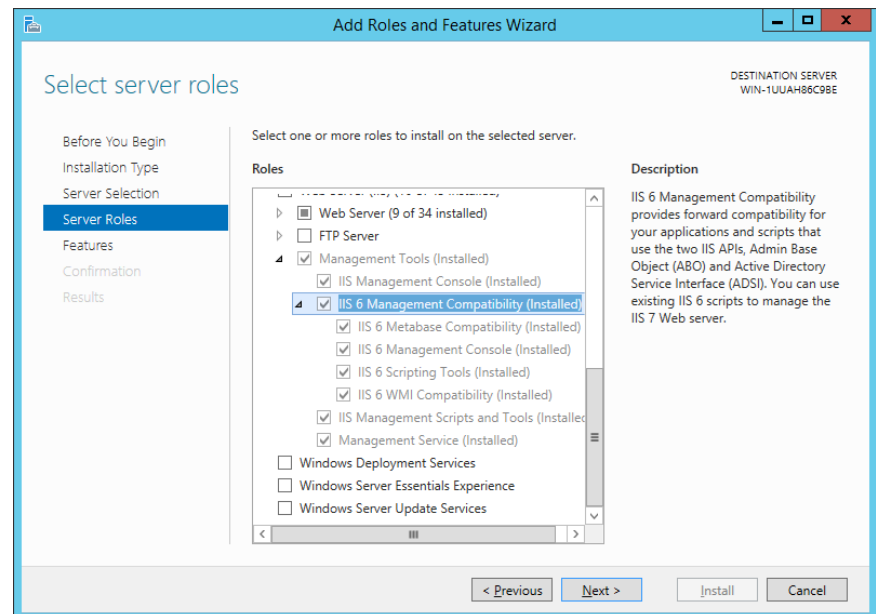


2. Select **Local Server**, then click **Manage>Add Roles and Features**.



3. Select **Server Roles** and expand the following:

- Web Server (IIS)
- Management Tools (Installed)

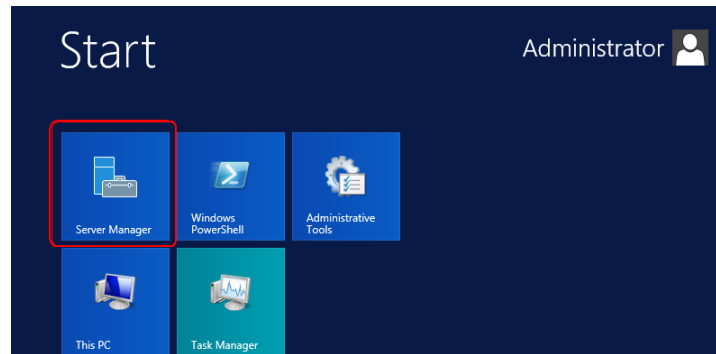


4. Check **IIS 6 Management Compatibility (Installed)** and then click **Next**.
5. Click **Install**.

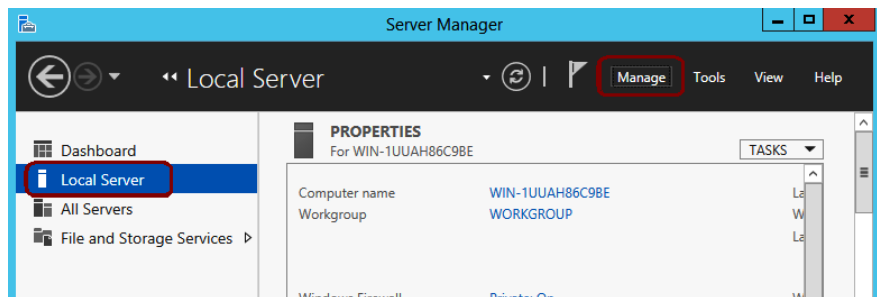
NOTE: This may also require the installation of the .NET 4.5 Framework.

## Installing User Interface - Desktop Experience

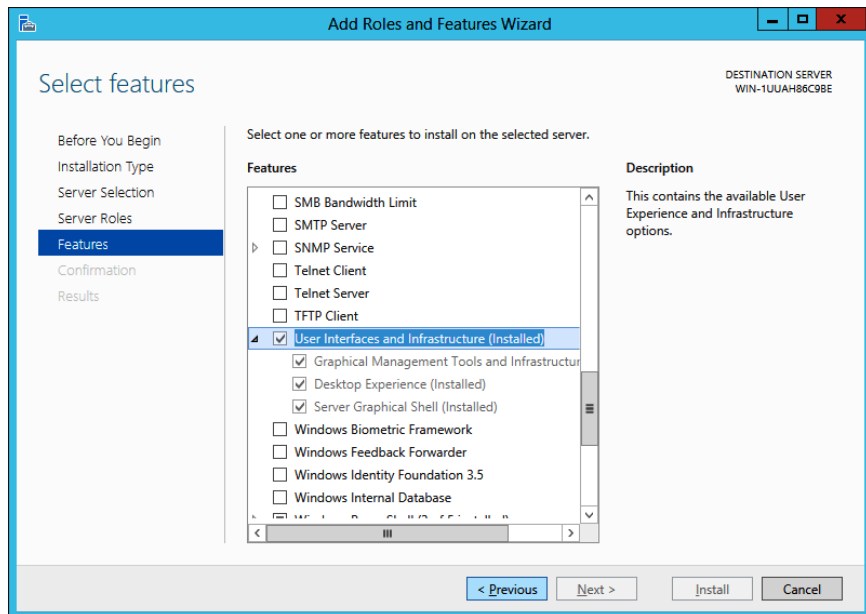
1. On the Start screen, click **Server Manager**.



2. Select **Local Server**, then click **Manage>Add Roles and Features**.



3. Select **Features** and expand **User Interfaces and Infrastructure (Installed)**.

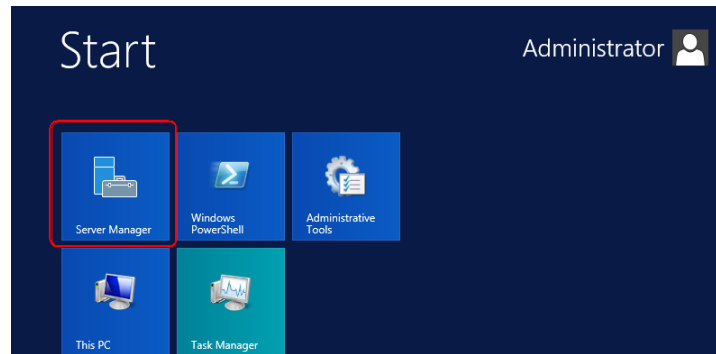


4. Select **Desktop Experience** and click **Next**.
5. Click **Install**.

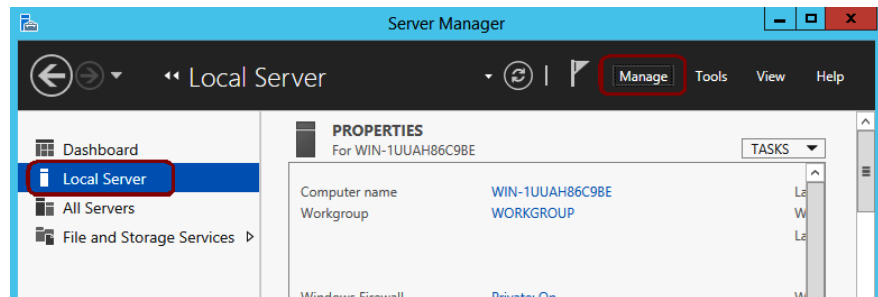


## Installing Application Development features

1. On the Start screen, click **Server Manager**.

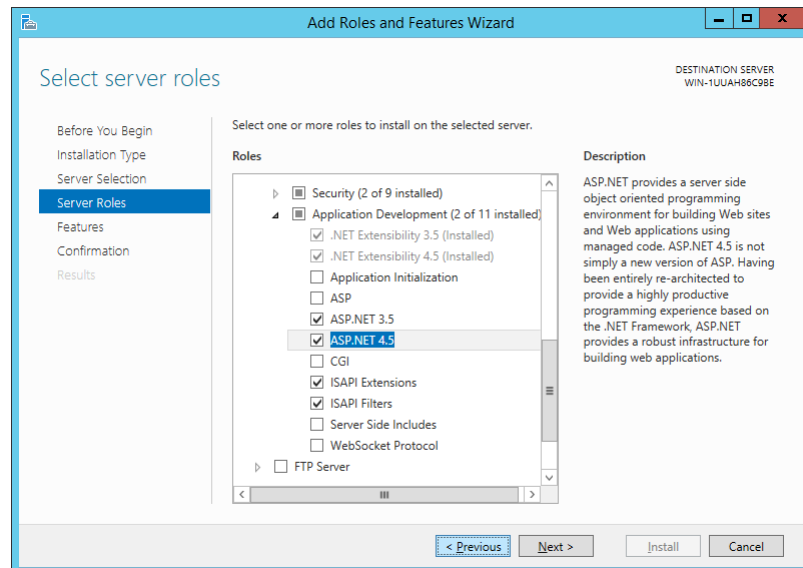


2. Select **Local Server**, then click **Manage>Add Roles and Features**.



3. Select **Server Roles** and expand the following:

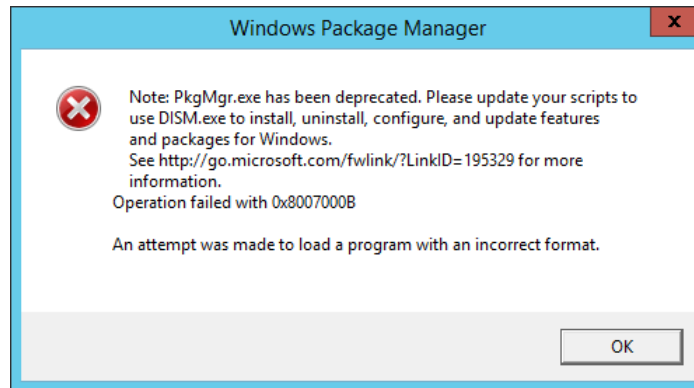
- Web Server (IIS)
- Web Server
- Application Development



4. Verify that the following boxes are checked:

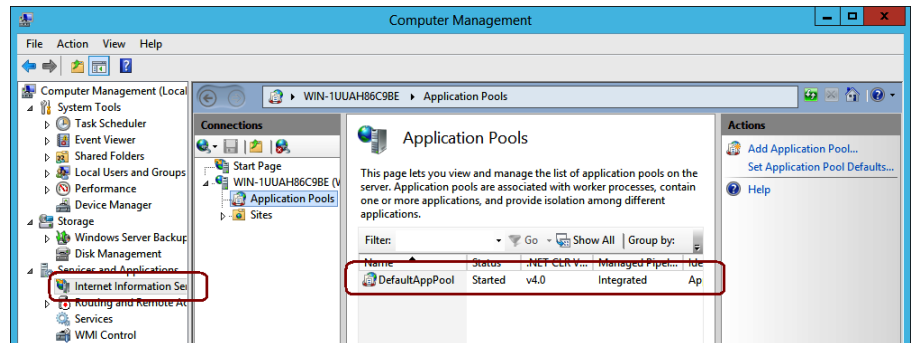
- .NET Extensibility 3.5
- .NET Extensibility 4.5
- ASP.NET 3.5
- ASP.NET 4.5
- ISAPI Extensions
- ISAPI Filters

5. If any of the items need to be checked, select the item(s) and click **Install**.
6. If the following message is displayed during installation, click **OK** to complete installation.

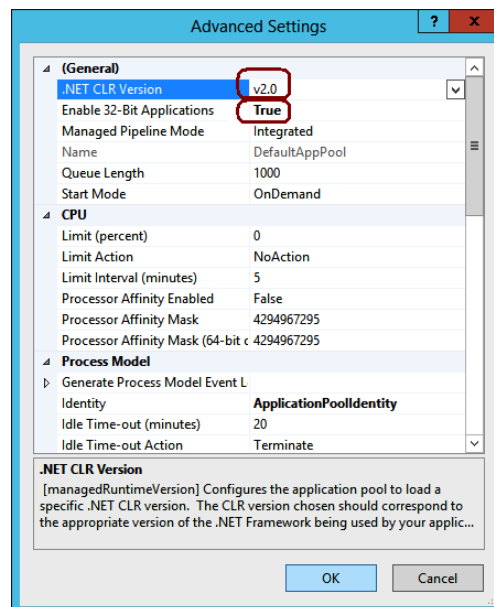


## IIS 8.0 Configuration (64-bit)

1. Open IIS Manager and select **Application Pools**.



2. Right-click **DefaultAppPool** and select **Advanced Settings**.

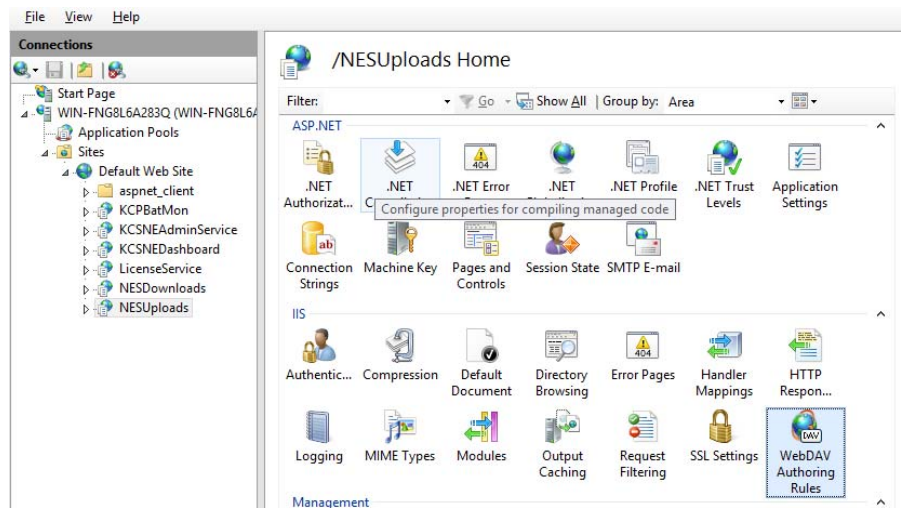


3. Set **.NET CLR Version** to **v2.0** and set **Enable 32-Bit Applications** to **True**.

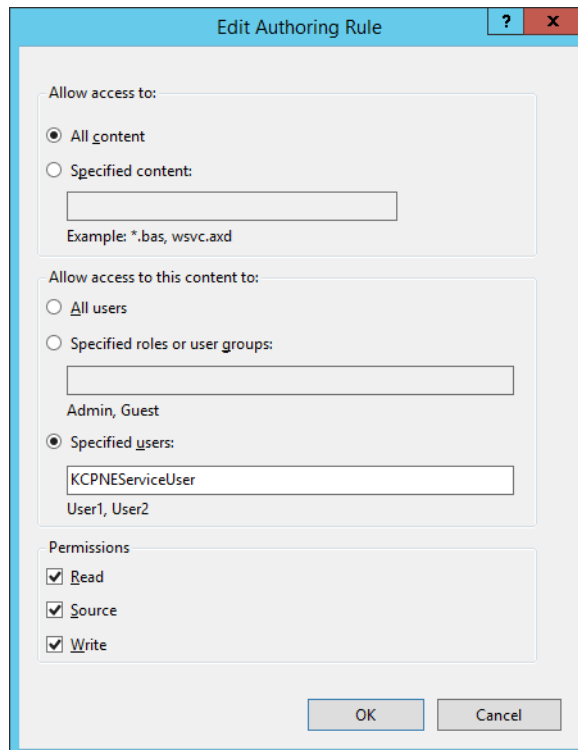
## Improved WebDAV Security

In some environments installing and enabling WebDAV may cause security concerns. WebDAV security may be improved by specifying Authoring Rules.

1. Launch IIS.
2. Expand *Sites* and on the *Default Web Site* select *NESUploads*.



3. Select **WebDAV Authoring Rules**.
4. Select the default Authoring Rule.
5. Update the Authoring Rule to specify the user *KCPNServiceUser*.
6. Click **OK**.



7. On the *Default Web Site* select **NESRemoteBatch**.

8. Select the default Authoring Rule.
9. Update the Authoring Rule to specify the user *KCPNServiceUser* and disable **Read** and **Source** permissions.
10. Click **OK**.

**Edit Authoring Rule** ? x

Allow access to:

☒ All content

☐ Specified content:

Example: \*.bas, wsvc.axd

Allow access to this content to:

☐ All users

☐ Specified roles or user groups:

Admin, Guest

☒ Specified users:

User1, User2

Permissions

☒ Read

☒ Source

☒ Write

OK Cancel

## Appendix B Server Map

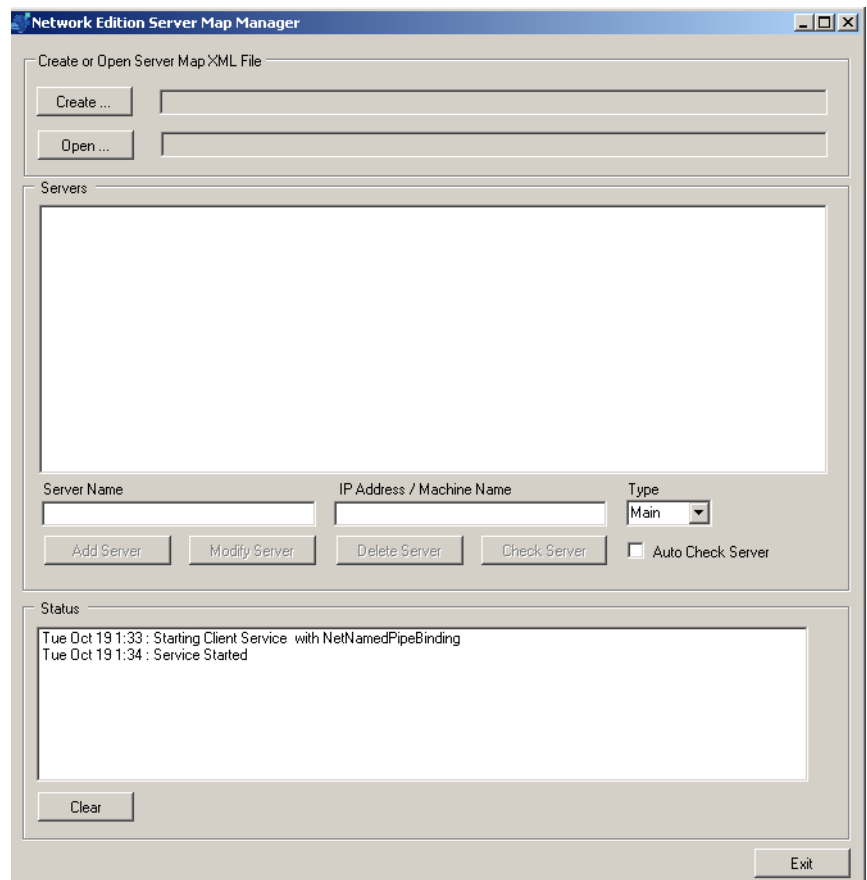
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The Network Edition Server Map Manager (SMM) is an application used during the installation of Capture Pro Software Network Edition. It allows the user to create and edit the *initial* KCSServerMap.xml file used by Capture Pro Network Edition.

The KCSServerMap.xml contains the name and URL's of the License Server, Remote Administration Server, and optional Remote Output server(s). The Server Map is required when installing client workstations and any optional Remote Output servers.

The Server Map Manager is found on the Capture Pro Server Software disk. From the Capture Pro Server folder, select the Utilities folder and open the Server Map Manager Tool folder. Launch the Server Map Manager application.

You can also copy the Server Map Manager Tool folder to a local drive and run the application from there.

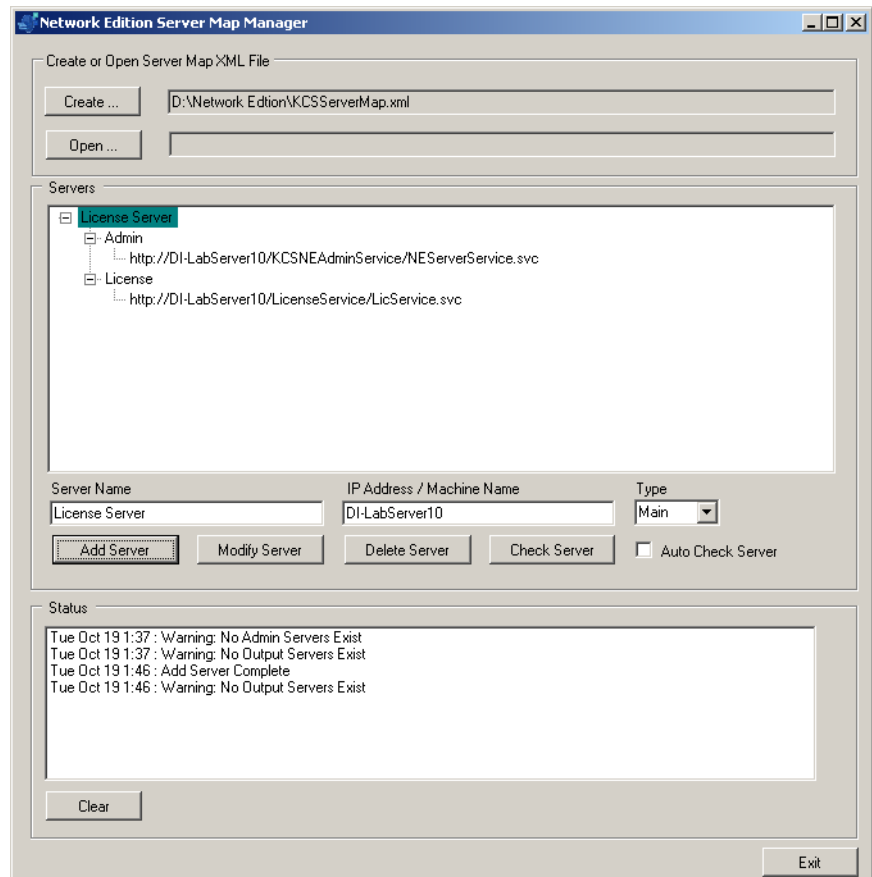


## Creating a new server map .xml file (adding servers)

1. Select **Create**. A folder browser will be displayed.
2. Select the folder where you want to create a new Server Map .xml file.

### NOTES:

- The file name KCSServerMap.xml will be appended to this path. There is no way to override the file name. If a server map file already exists in that folder, an overwrite warning will be displayed. If you select **Yes**, an empty server map file will replace the existing file. There is no undo. If you select **No**, the existing file will be unchanged.
  - Information from the worksheet in Appendix C will be needed for the remaining steps.
  - For each defined server, *Server Name* and *IP address/Machine Name* must be unique.
3. Add the License/Admin (Main) server first. Type in the user-friendly name in the *Server Name* field and the IP address or machine name in the *IP Address/Machine Name* field.
  4. Select **Main** from the *Type* drop-down box.
  5. **If the server has already been installed**, check **Auto Check Server** to verify communication to the License server.
  6. Select **Add Server**. The SMM will validate the information before adding it to the contents of the current KCSServerMap.xml file. When you add the Main server, both the Admin server and License server will be added at the same time. To add a backup Main server, repeat Steps 3-6.



7. Click **Exit** to close the Network Edition Server Map Manager window, or continue with the next step to add a Remote Output server.

NOTE: The Remote Output server can now be installed on the same server as the License/Remote Administration server. However, it is still recommended, for overall system performance, to have the Capture Pro Software server and Remote Output server on separate servers.

8. Add the Remote Output server, if one is to be installed. Type in the user-friendly name in the *Server Name* field and the IP address or machine name in the *IP Address/Machine Name* field.
9. Select **Output** from the *Type* drop-down box.
10. Make sure **Auto Check Server** is **not** enabled.
11. Select **Add Server**. To add additional Output servers, repeat Steps 8-11.
12. Click **Exit** to close the Network Edition Server Map Manager window. The completed server map .xml file will be saved in the folder selected in Step 2.

NOTE: The Intel Standard Image Processing library is not installed on the Windows 2008 server by default. If you see the system error, ***The program can't start because STI.dll is missing from your computer. Try reinstalling the program to fix this problem.*** see the section entitled, "Installing the Windows Still imaging component on Server 2008" in Chapter 3, *Troubleshooting*.

**Open** — use to browse to and select an existing server map .xml file.

**Modifying a server** — changes made to server will overwrite the current information in the servers list and in the current KCSServerMap.xml file. There is no undo operation. When you select **Modify Server**, the SMM will validate the information before adding it to the contents of the current KCSServerMap.xml file. For each defined server, *Server Name* and *IP Address/Machine Name* must be unique.

**Deleting a server** — deleting a server will remove the current information in the Servers list and the current KCSServerMap.xml file. There is no undo operation. When you select **Delete Server**, the selected item in the Servers list will be removed along with the information in the KCSServerMap.xml file.

**Auto Check Server** — allows you to verify the connectivity of the server. **Auto Check Server** is not checked by default. When it is checked, the server connection will be verified any time a server is added or modified. If a connection cannot be established, the appropriate errors will be displayed in the Status list.

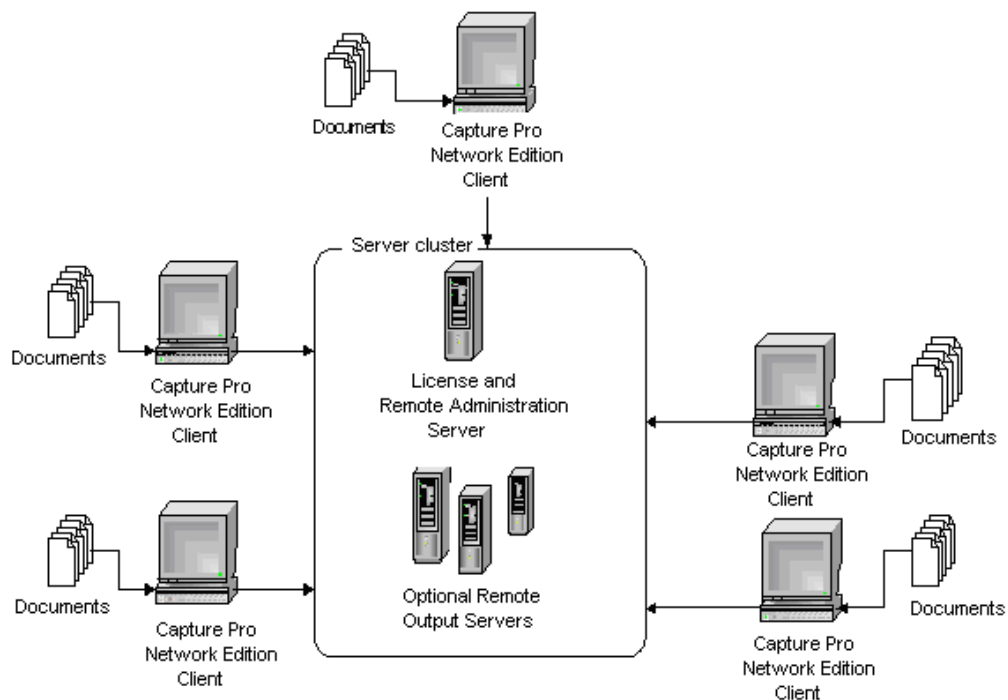
If **Auto Check Server** is selected at the time a KCSServerMap.xml file is opened, each server's Connection Path is checked for connectivity. For each connection that cannot be established, the appropriate errors will be displayed in the Status list.

**Check Server** — allows the user to manually check any server selected from the Servers list. If a connection cannot be established, the appropriate errors will be displayed in the Status list.

## KCSServerMap.xml contents

```
<?xml version="1.0" encoding="utf-8"?>
<KCP_Server_Map xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <Servers>
    <Server Type="Admin">
      <ServerName>F90</ServerName>
      <ConnProtocol>HTTP</ConnProtocol>
      <ConnPath>http://EASTMAN-OFRRF90/KCSNEAdminService/
NEServerService.svc</ConnPath>
      <UserName />
      <Password />
    </Server>
    <Server Type="License">
      <ServerName>F90 License</ServerName>
      <ConnProtocol>HTTP</ConnProtocol>
      <ConnPath>http://EASTMAN-OFRRF90/LicenseService/LicService.svc</
ConnPath>
      <UserName />
      <Password />
    </Server>
    <Server Type="Output">
      <ServerName>CU</ServerName>
      <ConnProtocol>HTTP</ConnProtocol>
      <ConnPath>http://EASTMAN-0NPT0CU/KCSNEOutputService/
NEServerService.svc</ConnPath>
      <UserName />
      <Password />
    </Server>
  </Servers>
</KCP_Server_Map>
```





The following worksheet should be filled in before you install the software.

The Computer Name or IP address of each PC will be needed when creating the server map.

### License/Remote Administration (Main) server

**Name of computer:** \_\_\_\_\_

**Processor:** \_\_\_\_\_

**Memory:** \_\_\_\_\_

**Operating system:** \_\_\_\_\_

**32-bit or 64-bit:** \_\_\_\_\_

**Service Pack:** \_\_\_\_\_

**Domain:** \_\_\_\_\_

**IP Address:** \_\_\_\_\_

*NOTE: The Remote Output server can now be installed on the same server as the Capture Pro Server Software. However, it is still recommended, for overall system performance, to have the Capture Pro Server and Remote Output Server on separate servers*

### **Remote Output server**

**Name of computer:** \_\_\_\_\_

**Processor:** \_\_\_\_\_

**Memory:** \_\_\_\_\_

**Operating system:** \_\_\_\_\_

**32-bit or 64-bit:** \_\_\_\_\_

**Service Pack:** \_\_\_\_\_

**Domain:** \_\_\_\_\_

**IP Address:** \_\_\_\_\_

### **Remote Output server**

**Name of computer:** \_\_\_\_\_

**Processor:** \_\_\_\_\_

**Memory:** \_\_\_\_\_

**Operating system:** \_\_\_\_\_

**32-bit or 64-bit:** \_\_\_\_\_

**Service Pack:** \_\_\_\_\_

**Domain:** \_\_\_\_\_

**IP Address:** \_\_\_\_\_

### **Remote Output server**

**Name of computer:** \_\_\_\_\_

**Processor:** \_\_\_\_\_

**Memory:** \_\_\_\_\_

**Operating system:** \_\_\_\_\_

**32-bit or 64-bit:** \_\_\_\_\_

**Service Pack:** \_\_\_\_\_

**Domain:** \_\_\_\_\_

**IP Address:** \_\_\_\_\_



