

# **RAPS Help, Support and Trouble Shooting Document By The Software Clinic Date: 28th of December 2012**

**RAPS** (Rental And Point-of-sale Software)

**BY USING THE RAPS SUIT OF SOFTWARES, YOU ACCEPT THE TERMS AND CONDITIONS CONTAINED IN THIS DOCUMENT PAGES (3-7). IF YOU DO NOT ACCEPT THEM, DO NOT USE THE SOFTWARES OR THIS DOCUMENT.**

**\*Note that more than 90% of all none related network problems experienced by RAPS can be remedied by running the reindex procedure found on page 14 of this manual. Make sure all operators have exited the RAPS program before executing the reindex procedure.**

**\*This document can be downloaded from [www.softwareclinic.co.za/raps\\_support.zip](http://www.softwareclinic.co.za/raps_support.zip)  
Or [www.softwareclinic.co.za/raps\\_support.doc](http://www.softwareclinic.co.za/raps_support.doc) use underscore for space in link.**

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## 1. Introduction

This document has been created to inform the RAPS/RAPS\_COMMS/RAPS\_STORE Monitor/STARLITE Users of the common anomalies and incidents that are sometimes encounter while running the RAPS products in different computer environments. This document then provides the steps and instructions to help resolve and or overcome these problems. Also covered are the normal maintenance routines and emergency procedures to be followed when RAPS has to be reinstalled or recovered/restored.

The target audience is for the Users that would like to keep the RAPS system running at maximum uptime without having to call the RAPS help desk or when the RAPS help desk is not available due to the software clinic becoming incapacitated or the software clinic not able to attend to your call timelessly due to work levels, family/staff emergencies, telecommunication/transportation problems or out of office hours. These recommended instructions/procedures can be followed when management or senior staff have a moderate understanding of computer technology (e.g. how Windows Explorer works) and the confidence to handle these problems efficiently and quickly. This document will also assist the field computer technician/engineers that support your computer hardware and networks helping to guide the engineer in reconfiguring a system whose computer hardware/Windows operating system has been replaced or repaired.

In any event we highly recommend that management and senior staff make an effort to read and understand this document for it has been compiled in their best interest.

Note1: When a serious problem within the RAPS environment is encountered refer to the table of contents to find a relevant page to be referenced. Also do not hesitate to contact the software clinic with matters that are not covered or that are not understandable. Remember the software clinic exists to assist you when we are available; and we are making every effort to allow you to grow with the RAPS system. Hence the reason for putting this help/support document into writing and making it available to you.

Note2: Always make sure that backups are made on a daily basis and that they are done onto an external media such as a memory stick. Also keep backup offsite; you never know when a disaster will strike. If the backup is stolen or is flooded with the computer then there will be no way of restoring your customer, catalogue and transaction history onto another computer without this backup. Be aware that making backups onto the same computer and then having the computer suffer a hard disk crash or corruption of some type; this would be equivalent as to having your computer stolen with all your data and backups.

Note3: Have a biweekly schedule to perform a scandisk and defrag operation on your computers hard disks. Refer to this document as to how this is done.

Note4: Make sure your antivirus software is up to date, running and on every computer.

Note5: Make sure your UPS (Battery backup) is working properly for each computer.

Note56: Make sure your computer dates and times are correct before start RAPS.

## 2. Telephonic Help Desk

- The telephonic Help Desk is made available between the core hours of 09:00 to 17:00. The core hours are available Monday through Friday excluding public holidays and also excluding the lunch hour of between 13:00 to 14:00. Currently core hours are manned +-60% of the time so one may need to leave a message or call back. If catastrophe strikes the software clinic then every possible effort will be made to reestablish an emergency Help Desk to administer Push Codes only; between the hours of 10:00 and 13:00; within +-96 hour's period which will be the minimal service available during these times. Currently there is an emergency push code procedure on the main RAPS home web site for registered customers that accounts are up to date. Also note that we try to field after hour calls as well; and we will continue to do this for as long as we can.
  - Normal Tel.: +27 11 4628509
  - Mobile/Cel: +27 832620886
  - Emergency Tel: +27 11 0837501
- The help desk is a courtesy that we provide to our end Users, which utilize our RAPS products. The type of telephonic help we provide is advising and sometimes assisting when possible with:
  - Network problems and configurations
  - Antivirus suggestions and how to install
  - Configurations of some computer hardware
  - Installation/recovery of the Raps products
  - Business related questions
  - Operational queries and interpretation of RAPS reports and documentation.
- The software clinic cannot be held accountable, liable, or responsible for any problems arising from the software clinics help and or assistance. The User asks for assistance knowing that there are many factors and variables that can affect the outcome of any assistance and or help. Our help and or assistance is asked for and provided in good faith. You bear the risk of making use of the Software clinic help desk. The Software Clinic gives no expressed warranties, guaranties or conditions.
- Note that RAPS is a product and not a service. The RAPS products are downloaded from our web site by customers that agree to our licensing agreement, terms and whom wish to make use of the processes and functionality that are embedded within the RAPS products. The RAPS products have no moving parts or physical mass/dimensions and are binary in nature thus it is not susceptible to wear and tear. The RAPS products are installed by the end Users onto their computers and networks which could be at risk from electrical power grids, viruses, Internet and or inferior computer/network equipment and or out of date Windows operating systems. RAPS has been tested under various conditions and found to be +- 95% stable (by our end Users) under most conditions; excluding viruses and other malicious attacks. Also note that we cannot vouch for every eventuality that can cause a problem. Please read our disclaimer.
- RAPS is documented internally with help selection/buttons that cover +-95% of the operational business questions that may be asked. Also there are some basic and informative movie clips to be found on the RAPS home web page [www.softwareclinic.co.za](http://www.softwareclinic.co.za) as well as a white paper documenting how to maintain your hard disk.
- We hope you enjoy using the RAPS products for the software clinic has made a serious effort to make it a fine product.

### **3. Licensing agreement**

RAPS can only be used by any Users that agree to pay a monthly or year license fee for the use of the RAPS software product as prescribed by the software clinic. The monthly license fee is charged every month at the end of the month for the use of the said month. For example 1<sup>st</sup> of March 2011 to 31<sup>st</sup> of March 2011 license fee is posted on the 17<sup>th</sup> of March to be paid at the End of March 2011. We would appreciate a one month's notice period to cancel a license subscription. The monthly license entitles the User to use the RAPS software at one store site with one database; and the User would be entitled to free upgrades that are made available as patches from our web site from time to time.

Our Increment date for inflation and other factors such as higher functionality workloads is the 1<sup>st</sup> of January of every year.

Some special yearly license agreements have been established for large RAPS\_COMMS Users. Also RAPS yearly license fee are only established with customers outside of our national borders.

The RAPS software's (RAPS/RAPS\_COMMS/RAPS\_STORE Monitor/STARLITE) are products and not a service. The RAPS products are downloaded from our web site ([www.softwareclinic.co.za](http://www.softwareclinic.co.za)) by customers that agree to our licensing agreement, terms and whom wish to make use of the processes and functionality that are embedded within the RAPS products. The RAPS products have no moving parts or physical mass/dimensions and are binary in nature thus it is not susceptible to wear and tear. The RAPS products are installed by the end Users onto their computers and networks which could be at risk from electrical power grids, viruses, Internet and or inferior computer/network equipment and or out of date Windows operating systems. RAPS has been tested under various conditions and found to be +- 95% stable (by our end Users) under most conditions; excluding viruses and other malicious attacks. Also note that we cannot vouch and or document for every eventuality that can cause a problem. Please read our disclaimer.

#### **4. Disclaimer**

The *Software Clinic* makes no representation or warranties expressed or implied that the RAPS/RAPS\_COMMS/RAPS\_STORE Monitoring/STARLITE software will be uninterrupted or free from error. You use this software entirely at your own risk.

The *Software Clinic* accepts no liability for errors contained herein or for incidental or consequential damages which may occur from the use or performance of the RAPS/RAPS\_COMMS/RAPS\_STORE Monitoring/STARLITE software.

In no event will the *Software Clinic* be Liable for any loss of profit or any other commercial damage of any kind.

*Copyright:*

The RAPS/RAPS\_COMMS/RAPS STORE Monitoring/STARLITE software remains the property of the *Software Clinic* and is protected by the copyright laws. It is unlawful to use this product if it is not registered and a monthly/yearly subscription as prescribed by the software clinic is not being paid to the software clinic.

## **5. Requests for change**

From time to time User's contribute to the enhancement/development of the RAPS/RAPS\_COMMS/RAPS\_STORE Monitor/STARLITE software by making change requests. These changes are evaluated for the use by the movie/ rental and or other industry which wishes to use the RAPS software products. If the request seems valid for the industry, from the Software Clinic and the User's perspective, then the software clinic will give a +-time of delivery after evaluating the work involved. This can take from 1 to 21days depending on the difficulty of the request and the software clinic's workload. Note that the schedule is not fixed and the software clinic may have other priorities that may change the deliverable time line or may even stop the development of the requested change; no reasons will need to be given to outside parties. The requested change is under no contractual obligation. The software clinic has the final veto on any change request.

Initial testing of the change will be done at the software clinic bench before being delivered to the requesting User so that they can perform their test at their work bench. If all is well a test site will be chosen by the User where it will undergo a stress test under production conditions for +- 1 week or even month end if required. If the User is satisfied with the change then it will be placed onto the software clinic site for download by the rest of the licensed User Base.

Note that all changes requested by any User is available to all our licensed Users. It is the way that software matures such as Microsoft Windows, Microsoft word, Excel etcetera. This has been the policy of the software clinic ever since its inception 25 years ago. That is why we never charge for development costs and always charge a license fee to each of our User's in our User base (Our customers).

## 6. Hardware & Operating Systems Requirements:

- Pentium IV Computer or better
- Color monitor 14 inch but 17 inch preferred
- Mouse and Keyboard
- 1 Gig of Ram min for XP ....2 Gig min Ram for VISTA/Windows 7.
- 2 GIG Meg Free Hard Disk for program and data growth (For Multi User a 7200 RPM drive minimum with 2Meg Cache or Serial drive)...**Ensure Directory Structure implemented with Windows is NTFS and not FAT.**
- ADSL for internet email/download support and SMS services.
- Barcode scanner to be fitted between keyboard and computer keyboard jack set to read code of 39 barcodes (can input manually if required). Also set scanner inter-character delay to +- 10ms and to have an automatic carriage return.
- CD ROM Writer, ZIP Drive or Memory Stick (We highly recommend memory sticks for backups)
- Fingerprint reader if required for customer lookup and authentication. Models that we have standardized on:
  - DigitalPersona (please read our help in the Workstation POS settings within RAPS)
  - Note will require a minimum 4 Gig Ram on File Server... 8 Gig if over 6000 fingerprints
- Laser printer for reporting purposes (we have found the HP1010, HP1020 and later models)
- Receipt printers 80mm thermal that we have tested are Epson TM88III, TM88IV Hero Printer TH80 and POSIFLEX PP7000.
- Pole Display unit that we have tested: Hero CD5220 with all its dip-switches set to the off position. This unit displays Amount due, Change and other information that a customer can relate to while at the counter transacting. Note there are other pole displays that support the CD5220 proto-call that we have tested and all worked fine.
- A serial port connecting cash-draw or kick out via the Thermal printer. One that has been tested by us in South Africa: Manufacture(DigiPos), Model(EC410), Supplier(PC\_POS) Tel(011-4664000) Cost(R500draw + R250SerialConnection)
- A UPS ...Uninterrupted Power Supply (protects hard-disk and data integrity during a power outage). From experience we can report that many stores that have UPS power protection systems have far less down time. We can also vouch that when a power spikes hit a computer that it can be catastrophic to the businesses data files. So be warned if you decide not to have a UPS that you are gambling with your businesses future. And if backups are not done daily the store can face keying in all of the data manually with the added embarrassment when having to face your customers and not know their accounting status. Note only plug the computer box, its screen and network hubs into a UPS exclude everything else especially Laser printers that can burn out a UPS due to its power consumption peaks when using its laser. Note each workstation must have a UPS in a production environment. Batteries should be checked yearly to ensure that they take a proper charge to keep computers up and running while a proper shut down procedure is done.
- Multi-User environments requires Ethernet networking cards on each computer plus networking cables (ensure cables are of CAT 5E standard)
- For customer pictures some form of WEB cam camera, able to take JPG Photos. Once installed RAPS will startup this camera and take a picture when the user pushes the take picture button on the RAPS customer window. The Users can have a camera per workstation.



**Operating system requirements:**

- Windows XP/VISTA/WINDOWS 7 with latest service packs.
- Microsoft EXCEL (for Graphical representation of Statistics... note no operator intervention required)
- Microsoft Internet Explorer (used to navigate help files)
- WinZip software should also be installed

## 7. File Does Not Exist error (on Main Work station RAPS ST1)

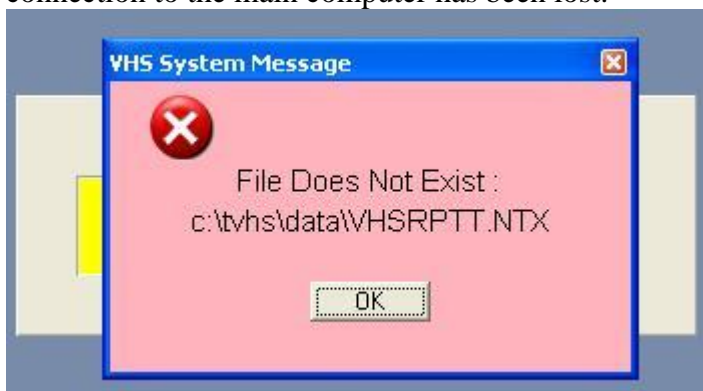
If the following or similar error message is encountered then the operator must click on the OK button and then exit out of all RAPS applications on all other workstations.



Once RAPS is logged out of all workstations then on the main RAPS workstation run the reindex program that is explained in section 11. (Re-indexing RAPS manually) found in this document. After re-indexing then restart RAPS as you would normally do.

## 8. File Does Not Exist error (on Other Work stations) IP address problem?

If the following or similar error message is encountered then in all likelihood the network connection to the main computer has been lost.



Do the following check list:

- 1) If there is a computer ROUTER/SWITCH then check that the power is on for the device.
- 2) Check that all network cables are securely connected to each computer and to the ROUTER/SWITCH if one exists
- 3) Make sure that the workstation can see the master computers hard drive as G: drive. Use the windows mapping function to ensure that the mapping is correct.
- 4) Make sure that the master workstations C: drive is shared and that the hard drive allows full control to all users on network and does not have a share name starting with "\$" otherwise it is invisible to all other workstations.
- 5) Make sure that the IP address of each computer are masked to the same group also make sure that the IP addresses are within range of what is prescribed by the Router; that is if using a Route. Refer to the DHCP server range found in the Router configuration. For example :
  - a. Work station main IP address 196.1.1.1
  - b. Work Station 2 IP address 196.1.1.2
  - c. Work Station 3 IP address 196.1.1.3

Note because this is such a technical issue it would be wise to call in a network specialist to resolve this problem if it should occur. And do not forget to show them the notes on this page.

### 9. Security 02 error message

If the following error message is encountered then the operator must click on the OK button and then exit out of all RAPS applications on all other workstations. Then try and re-enter the RAPS system on the main computer.



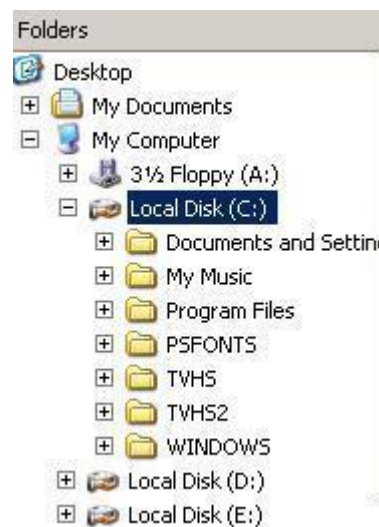
If the error has not gone away then click onto the ok button to close RAPS and proceed with the following:

- a) Depress and hold down the Microsoft flag key (1)
- b) Depress the "E" one time (2)
- c) Now let go of the Microsoft flag key

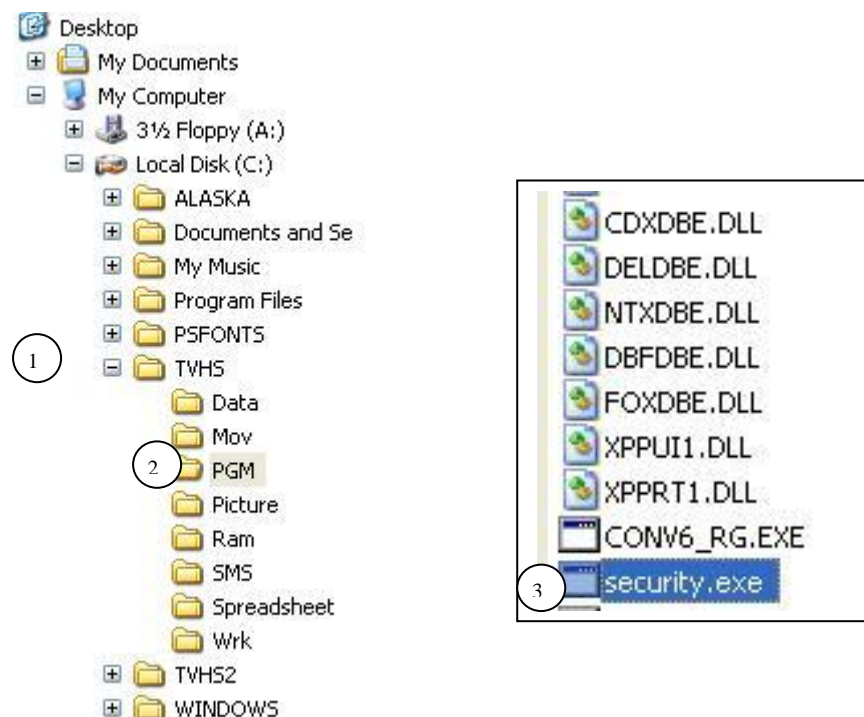
Refer to illustrated keyboard below:



This operation will get the operator into what is called Windows Explorer then the operator will left click the plus sign by the Local Disk (C:) that will show all the folders within C: drive as follows:



The operator will then with the mouse pointer <sup>1</sup> left click on the plus sign by the TVHS folder to expand that folders view then <sup>2</sup> left click once on top of the PGM Folder to view the program files found to the right of the Window. <sup>3</sup> Use the vertical scroll bars on the right to find the program called **security** then double left click on top of the **security** program to run it:



This program will run in the blink of an eye. Once run then close Windows Explorer and restart RAPS. Note that when restarted RAPS will request a 90-day push code, the operator must call the Software clinic to get this 12 alphanumeric code so that RAPS can run again. But there is a small quirk you must first logoff RAPS and on again before calling the software clinic for the push code.

## 10. RAPS behaving erratically

If RAPS is not finding records or is experiencing software crashes then it is a good chance that the references to the data have been corrupted.

To correct the problem log out of all RAPS workstations and then on the main RAPS workstation run the reindex program that is explained in section 11. Re-indexing RAPS manually of this document. After re-indexing then restart RAPS as you would normally do.

Note that this kind of behavior can also be caused by a hard drive that has not been scandisk'd or defragged on a regular basis; to ensure that all bases are covered also follow the procedure documented in section **8. Maintain Hard Disk Integrity**

Ensure that you have a scheduled scandisk and defrag procedure that is followed biweekly.

Another possibility is that the RAPS database has become bloated because of heavy removal of stock items and sometimes-heavy automatic flushing of customers that have not returned to re-patronize the store within a given period of time; do sometimes to seasonal trends. This sometimes tends to slow down the operation of RAPS because of too many empty records floating around in the RAPS Database that are later recycled. To remedy this ensure that all RAPS Users are out of the RAPS program. Then run the following program on the RAPS main computer only:

- C:\TVHS\PGM\Reindex.exe (\* re-index RAPS ...do not forget to do this \*)

## 11. Re-indexing RAPS manually

Before starting ensure that all RAPS workstations have exited out of all RAPS applications. Also ensure that this operation is being performed on the main RAPS workstation where the RAPS database is housed. Note your RAPS icon on your desktop will normally be captioned with RAPS ST1 that indicates that it is the main station. Also in some cases the main computer should be powered down and restarted before beginning this operation.

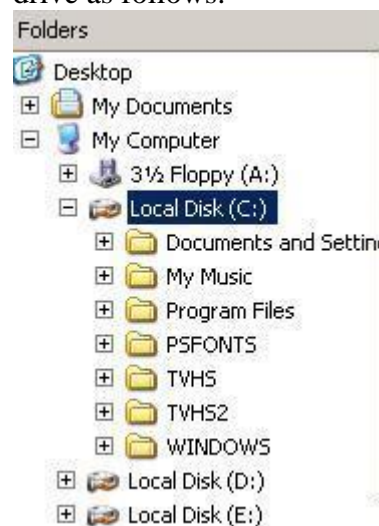
Now begin as follows on the main station:

- a. Depress and hold down the Microsoft flag key (1)
- b. Depress the “E” one time (2)
- c. Now let go of the Microsoft flag key

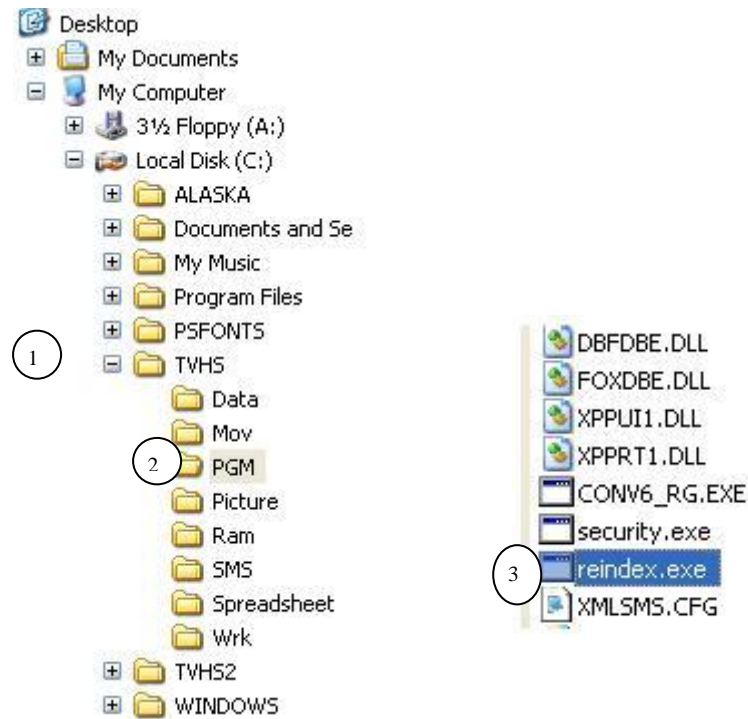
Refer to illustrated keyboard below:



This operation will get the operator into what is called Windows Explorer then the operator will left click the plus sign by the Local Disk (C:) that will show all the folders within C: drive as follows:



The operator will then with the mouse pointer <sup>(1)</sup> left click on the plus sign by the TVHS folder to expand that folders view then <sup>(2)</sup> left click once on top of the PGM Folder to view the program files found to the right of the Window. <sup>(3)</sup> Use the vertical scroll bars on the right to find the program called **reindex** then double left click on top of the reindex program to run it:



The operator will notice progress bar windows appearing on the screen. Please be patient while this RAPS utility does its work. It can take five to ten minutes to finish depending on how large the database is. Once completed the black window will disappear.

When the re-indexing has completed then close the Windows Explorer window so that you can see the desktop again.

## 12. Maintain Hard Disk Integrity:

There are a few computer maintenance routines that must be performed monthly to ensure the health and integrity of the computer hardware as well as the RAPS system. By doing these management will prevent many down type situations and save money on support calls. These routines are performed when all operators of the RAPS system are logged out. Note all workstations must be subjected to these monthly maintenance routines. It would be wise to schedule a monthly date and time for these routines to be performed and to have a signoff schedule document for both the backups and maintenance routines so that management is satisfied that they are being done.

### Power Failures:

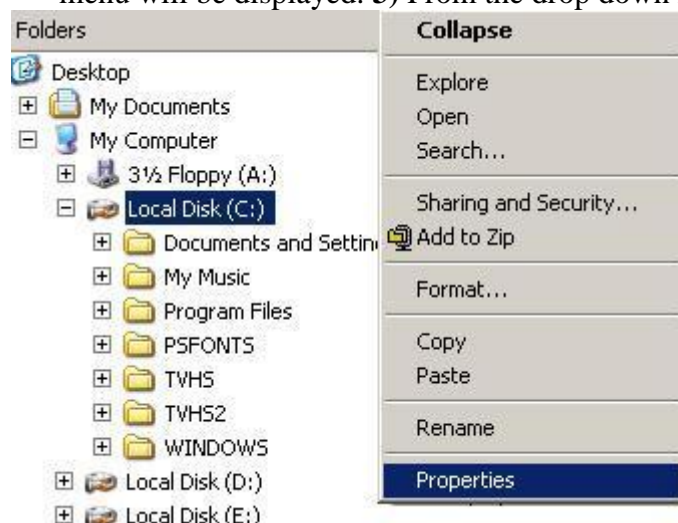
There is a lot of hardware disk activity when updating databases, and a power failure/electrical spike can damage the hard disk pointer making data files appear to be lost or damaged. Note there is a utility that comes with Microsoft windows that is called SCANDISK. This utility should be run on a regular basis to repair any unknown logical damage to a hard disk. This practice will resolve many unneeded support calls.

### Disk Fragmentation:

With a lot of database activity on the hard disk, the disk drive develops fragmentation. As files grow they will need to expand on the hard disk. As this happens the file becomes splintered into fragments, which are scattered across the disk drive. The more fragmented the files become the slower your computer operates. To remedy this Microsoft Windows have included a hard disk de-fragmentation utility (DEFRAG) with its operating systems. This utility when run brings all the fragments of files together to make contiguous files that are faster to read and update; this includes programs as well as data. Note that the below procedure may not look the same as found in VISTA/WINDOWS 7 but the basics are still the same.

**Please make a monthly schedule and signoff document to execute the routines once monthly in the order in which they have been documented in the following steps:**

1. **Performing a Scan Disk:** 1) Make sure all RAPS workstations are signed off. 2) Within Windows Explorer highlight the *Local Disk (C:)* and right click on it, now a dropdown menu will be displayed. 3) From the drop down menu select *properties* and left click on it.





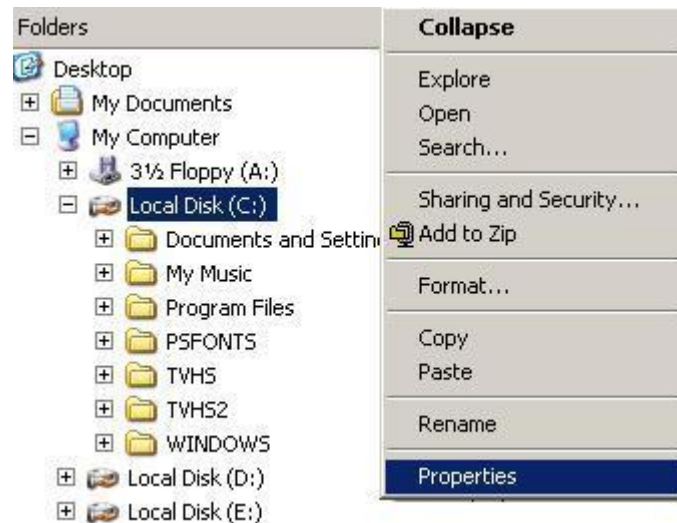
2. After clicking on the *properties* menu option the following window will be displayed: **1)** Left click onto the Tools tab. **2)** Left click onto the *Check Now* button that will display the sub-window: Check Disk Local. **3)** Ensure that the two check boxes are ticked. **4)** Left click the *Start* button.



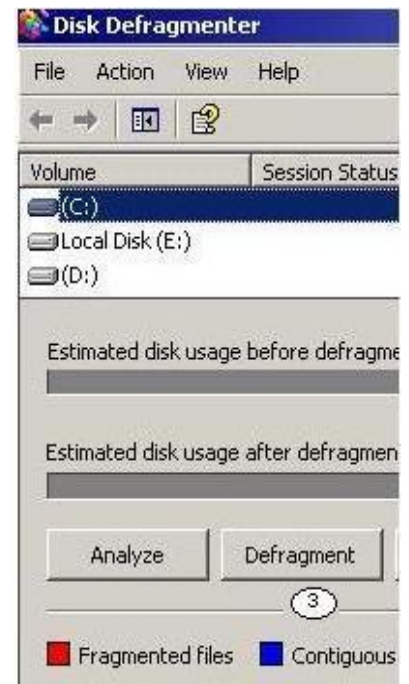
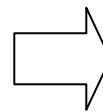
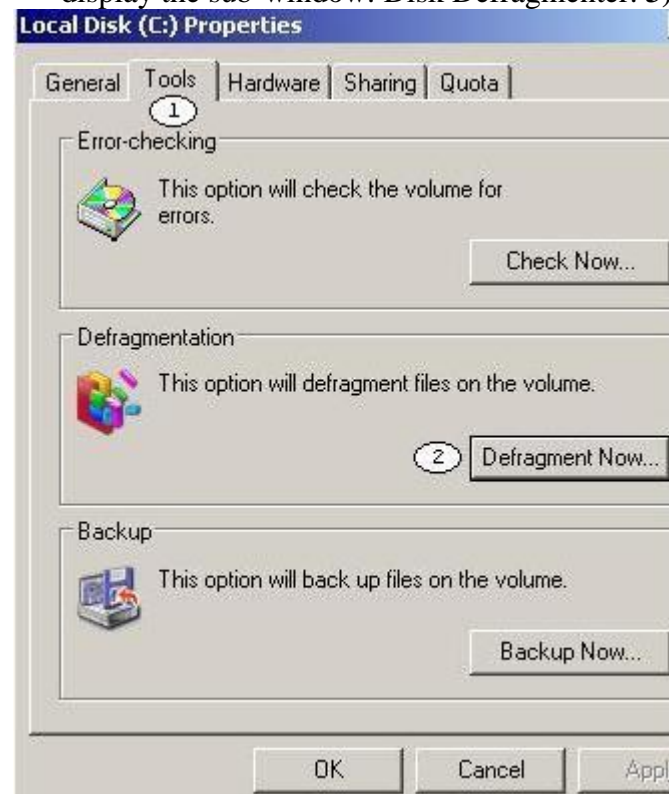
3. The following message Window will be displayed. Note that the scan disk operation can only be started on the next startup of the computer, so: **1)** Left click onto the following *Yes* button. **2)** Shutdown and restart this workstation. **3)** On restarting the computer will do an automatic scan and repair of any faults found on the Hard disk. **4)** Remember to do a complete defrag of the computer hard disk after the ScanDisk operation has been completed; instructions found in following set of instructions.



4. **Performing a Defrag operation:** 1) Make sure all RAPS workstations are signed off. 2) Within Windows Explorer highlight the *Local Disk (C:)* and right click on it, now a dropdown menu will be displayed. 3) From the drop down menu select *properties* and left click on it.



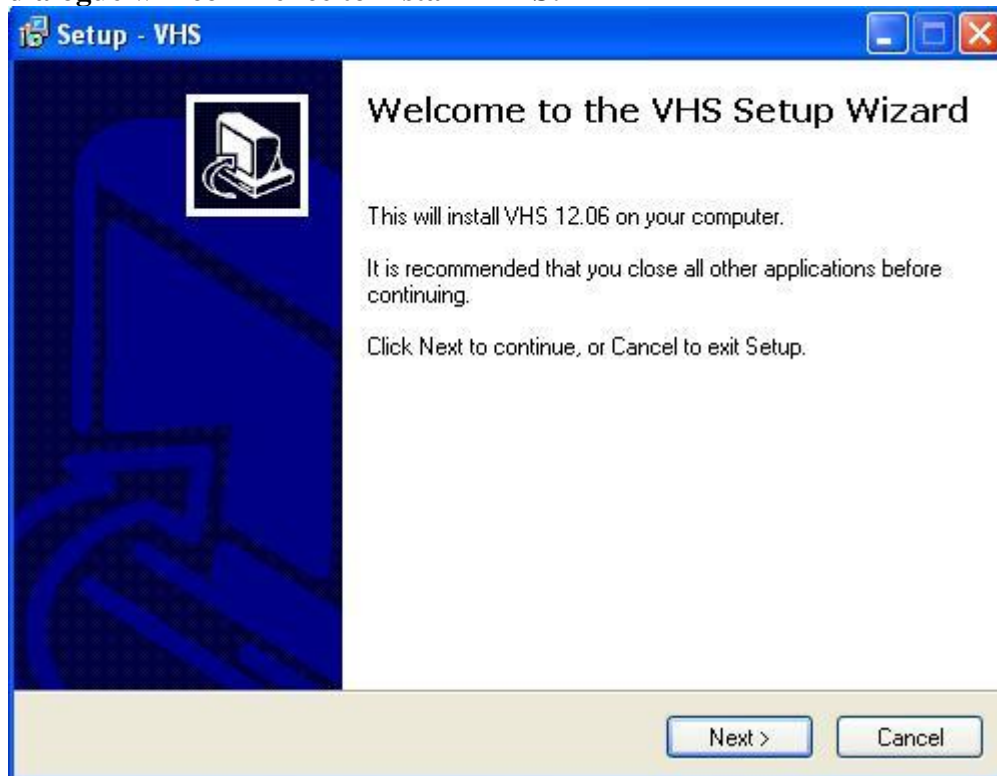
5. After clicking on the *properties* menu option the following window will be displayed: 1) Left click onto the Tools tab. 2) Left click onto the *Defragment Now* button that will display the sub-window: Disk Defragmenter. 3) Left click the *Defragment* button.



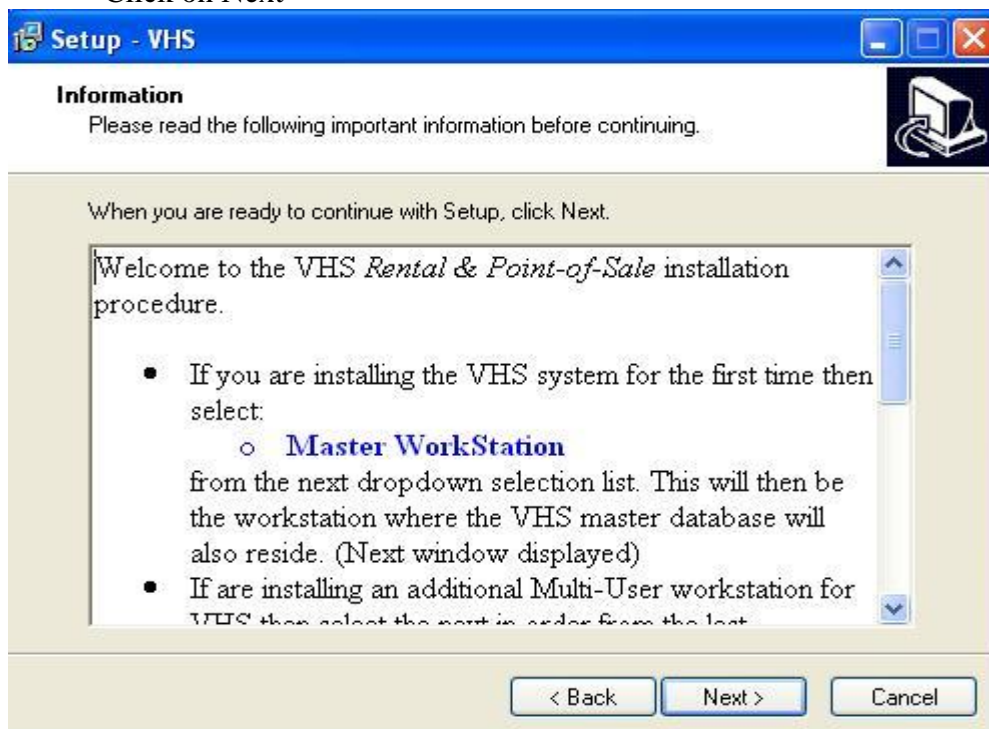
## 12. Installing RAPS for first time (not to be used to upgrade RAPS!!!!)

The installation of the **RAPS** system is very simple for a Single or Multi-User; following are the steps for the installation:

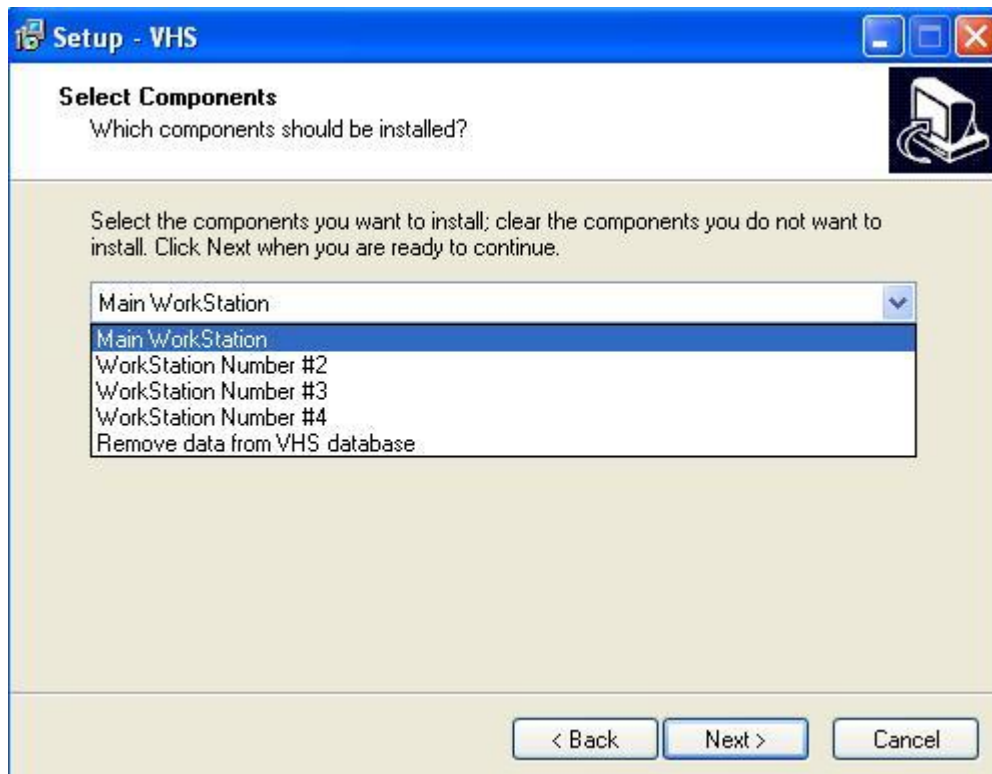
**Run the RAPS\_Setup\_SA.Exe or RAPS\_Setup\_USA.Exe (depending on what country you are in) found on CD or downloaded from the Internet and the following Windows dialogue will commence to install RAPS:**



- Click on Next

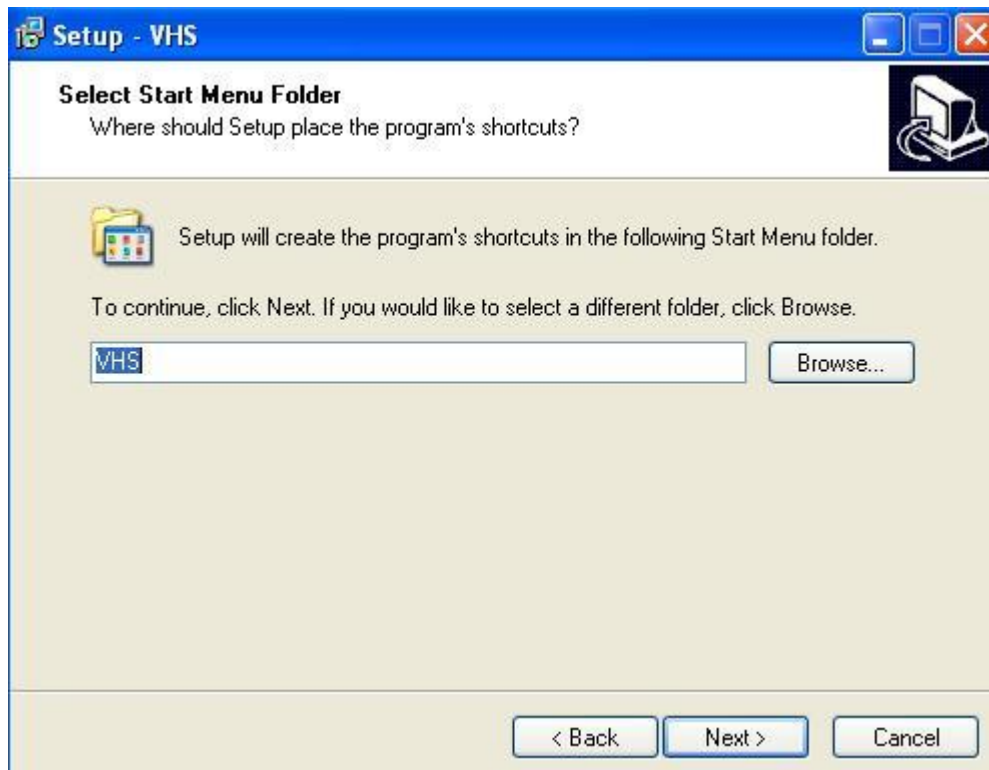


- Click on Next

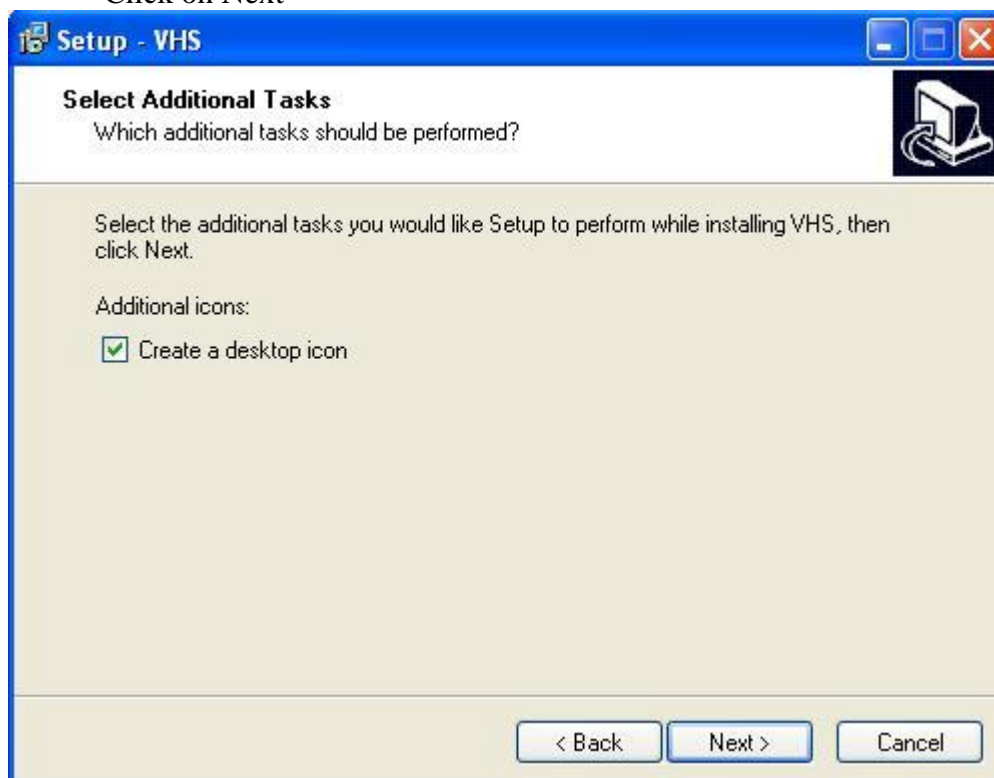


- If you are installing the **RAPS** system for the first time then select:
  - **Main WorkStation**
- If you are installing an additional Multi-User workstation for RAPS then select the next in order from the last workstation installed:
  - **WorkStation Number #2**
  - **WorkStation Number #3**
  - **WorkStation Number #4**
- If you want to empty the RAPS database of DEMO data then select (Note RAPS must have been installed first before this operation can be preformed on the main workstation):
  - **Remove data from RAPS database**

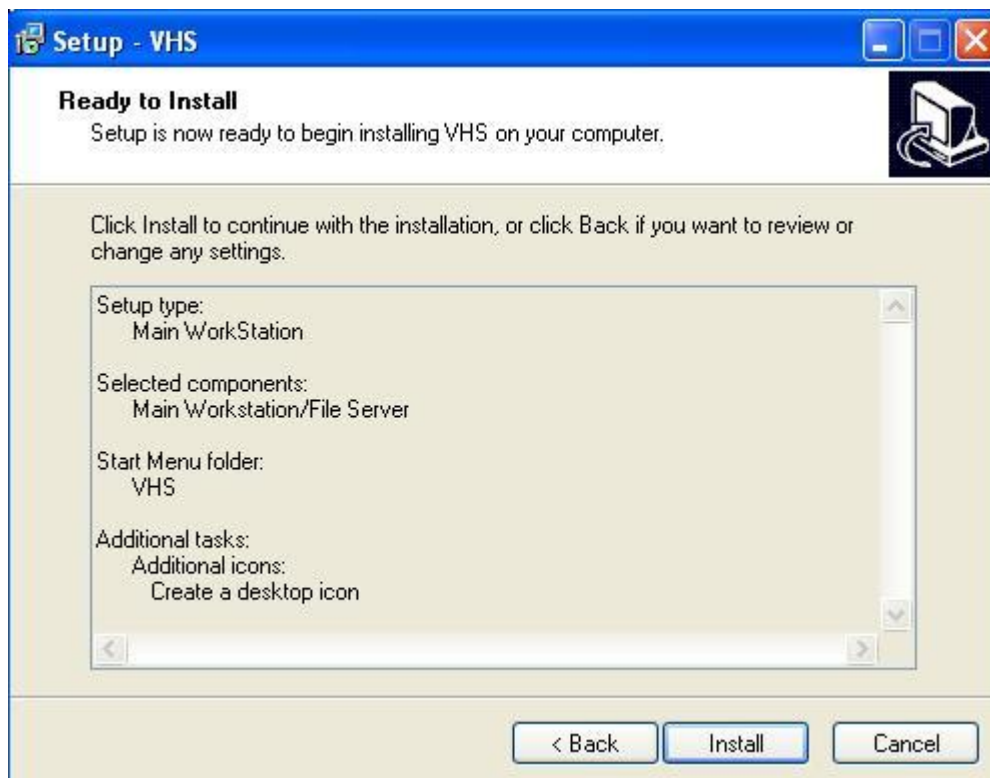
**Click on Next after making your Selection**



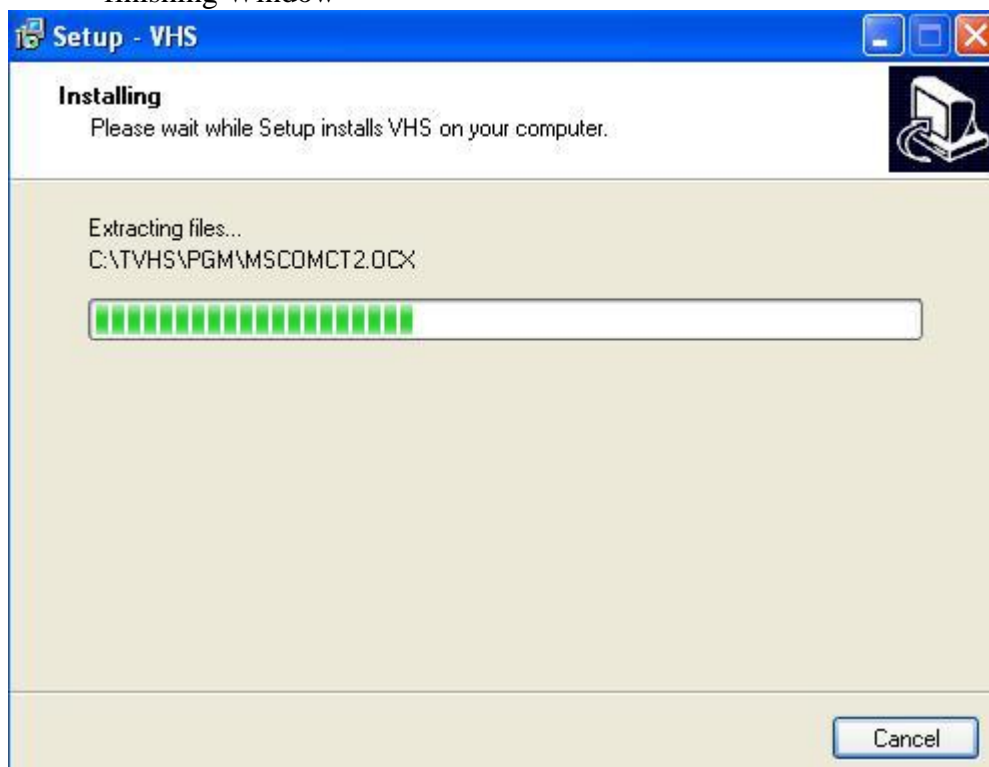
- Click on Next



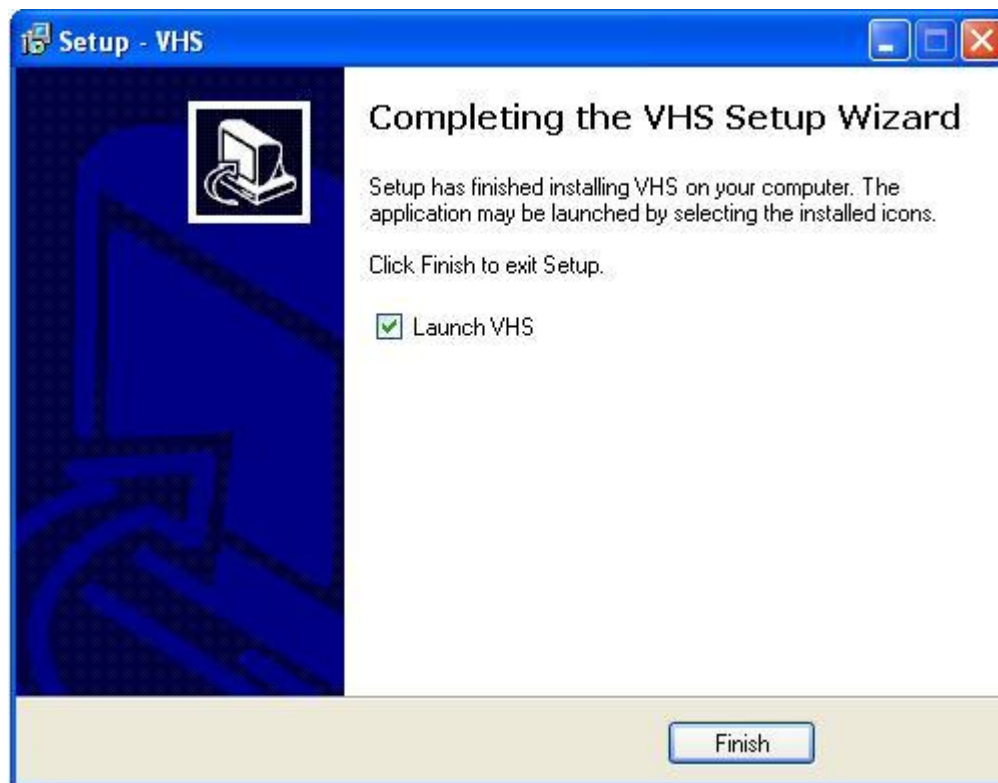
- Click on Next



- Click on Install and the following Window will show the progress followed by the finishing Window







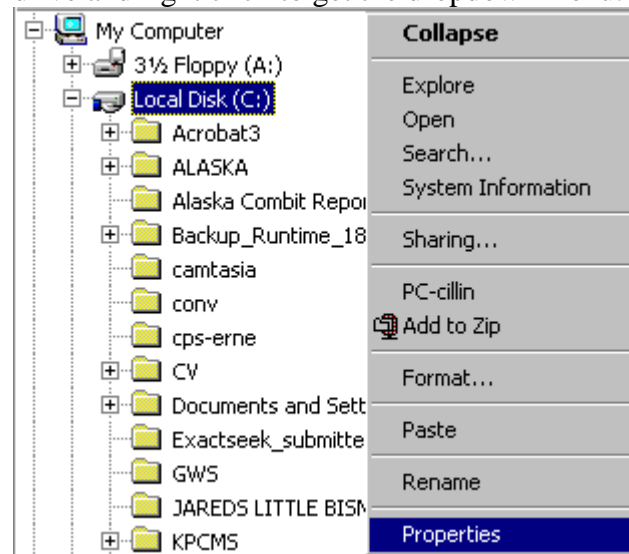
- Click on Finish and **RAPS** is then automatically launched for the main workstation.

For Multi-User systems ensure that the computers are communicating through Ethernet network cards. The workstations will be known as "ST1", "ST2", "ST3", "ST4" by the RAPS system and will have access to the root directory of the master workstation and it must be seen and shared as the "G:" drive. i.e. map all workstation("ST2", "ST3" and "ST4") to the "C:" drive of the master workstation making the mapped drive "G:"...otherwise it will not work. Refer Note1 below. If you have problems do not hesitate to call us our contact details are found in the Help/About.

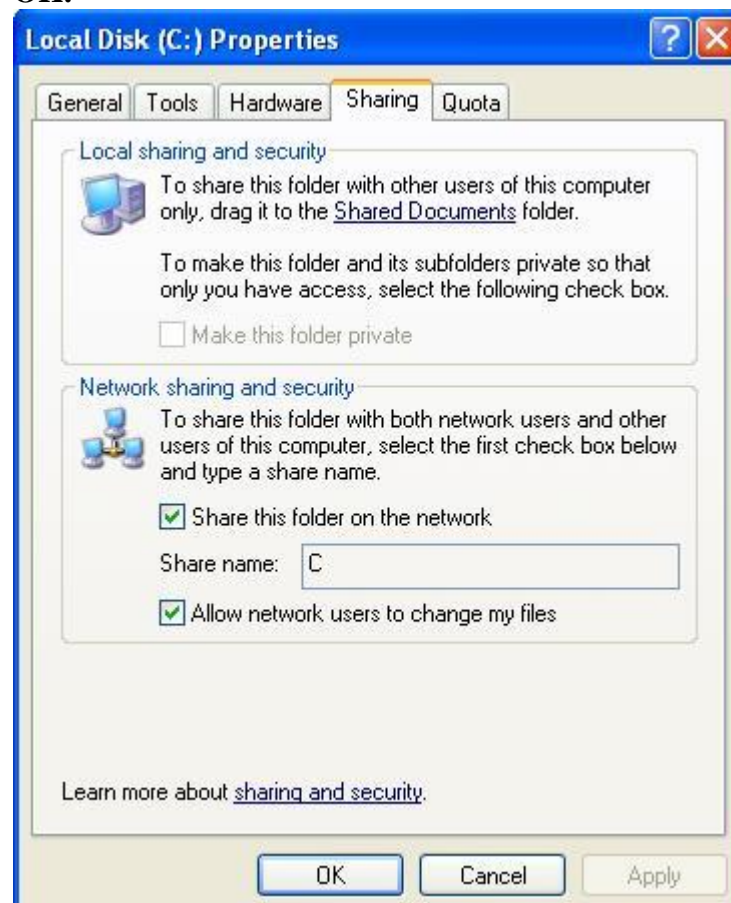
Note1: The master workstations "C:" drive must be setup as shared with full control rights...and take away the "\$" sign from the "C:" drive share-name otherwise it remains invisible to the network. You will need to create a new share on the main computer to set this up.

*Setting up the master workstation for multi-user access:*

For Window XP use Windows explorer at the master workstation to highlight the “C:” local drive and right click to get the dropdown menu. Then right click onto the **Properties** option:



For Windows XP it is very Simple...Just set the tick boxes as shown below and click on **OK**:





**Note2:** If running in multi-workstation mode it would be wise to have a fast IDE drive or a skuzzy drive in the master workstation computer housing the dbase files making file/data access faster refer to Hardware and operating system requirements within this document look at table of contents.

**Note3:** Within the *system settings* set the virtual memory paging sizes to system managed

**Other points to take note of:**

**Note4:** Always ensure that the dates and times are properly set in all computers logging onto the **RAPS** system

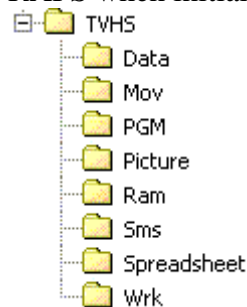
**Note5:** Always sign-on to the master workstation first

**Note6:** When closing down always exit all the client workstations from the RAPS system first then the master will be exited last. Once this is done the operators can do the normal windows shut down on the clients followed by the master

**NOTE:** Starting with RAPS version 16.05 it is not required to share the entire hard disk on the main computer. Now it is possible to share only the “c:\tvhs” folder and then Map it as G: drive from the other workstations. If you encounter problems doing this then please contact us for assistance... This new type of configuration may be required by VISTA/WINDOWS 7 and can also be deployed in XP.

### 13. Restoring RAPS:

Following is the TVHS directory structure found on the Main workstation C: drive root. Shown here for your reference as you read this procedure. Also note that this TVHS folder contains the entire programs and data and that it can be copied to another computer with a short cut made to VHS00000.exe (found within the PGM Folder) that will allow RAPS to be run again. RAPS when initially installed does not change any of the computer registries:



- In the event of an emergency where the RAPS data must be restored to the C:\Tvhs\Data folder of the main workstation:
  1. Unzip and restore the contents of the backup file VHS\_Data.Zip found within the latest VHS Data backup folder e.g.( **TVHS\_Backup\_DATA\_yyyymmdd**) into the **C:\Tvhs\Data** folder as illustrated in the above directory structure. Note this step should be done by someone who knows how to work with ZIP software.
  2. Run the reindex procedure found in section **7. Re-indexing RAPS manually** of this document
  3. Start RAPS as per normal
- In the event of an emergency where the RAPS system must be restored to another computer:
  - If the TVHS folder can be copied from the old computer to the new then do it (note the TVHS folder must be put onto the root of C: drive)  
Then make a shortcut from the VHS00000.exe found within the PGM folder and drag it to the desktop. You will now be able to start RAPS and run within the new computer. The only things that will be missing are the barcode fonts that will prevent one from printing barcodes. These can be emailed to you just email us for them.
  - Otherwise we are recovering from a backup onto a new computer
    1. Install RAPS as per the installation instructions found in section (9.Installing RAPS for first time)...Get latest the VHS\_Setup\_SA.EXE or VHS\_Setup\_USA.EXE from the [www.softwareclinic.co.za](http://www.softwareclinic.co.za) site
    2. Unzip and restore the contents of the backup file VHS\_Data.Zip found within the latest RAPS Data backup folder e.g.( **TVHS\_Backup\_DATA\_yyyymmdd**) into the **C:\Tvhs\Data** folder as illustrated in the above directory structure. Note this step should be done by someone who knows how to work with ZIP software.
    3. Run the reindex procedure found in section **7. Re-indexing RAPS manually** of this document
    4. Run the latest RAPS patch found on the [www.softwareclinic.co.za](http://www.softwareclinic.co.za) web site.

Note that you should reinstall the following utility software if it is a new computer:

- SMS software from your SMS service provider
- If the above can not be done because these software's are not available then ...just note that SMS sending will not be able to be done through RAPS until this software is reinstalled.

**Restoring the Workstations “RAPS ST2”, “RAPS ST3”, “RAPS ST4”:**

Install RAPS as per the installation instructions found in section (9.Installing RAPS for first time)...Get the latest RAPS\_Setup\_SA.EXE or RAPS\_Setup\_USA.EXE from the [www.softwareclinic.co.za](http://www.softwareclinic.co.za) web site.

Note: “RAPS ST1”, “RAPS ST2”...are the names of each icon found on the workstation desktops when originally installed.

Note: **Do not just copy the TVHS folder from the main workstation to other peripheral workstations. By doing so a duplicate database will be created and things will look fine but the transaction and customers will not be visible from one computer to the other. It will be running separate RAPS/DATABASE systems on each computer and not sharing the database as it should.**

## 14. Common Problems

- **Fines being generated for same day item rented...** to some Users it appears that a customer has been fined double if the rental item that is issued on a special is brought back late on day due.

- i. Look at the rental specials definitions ... The User has probably left one of the keep days at zero when defining his rental specials ... If zero then it means that the item rented within that special must be returned on the same day which is not the case with video stores.



- **Fine being generated double for same day**
  - i. A reason for fines being issued as double is that the User has by accident launched RAPS twice on the main computer. We have tried to rectify the double launch of RAPS but on some slow Hard Drives it still happens. Note RAPS internally launches a little demon that waits until the predefined fine time before beginning the fining process in the background, thus two demons can be launched. So the moral of the story is to make the User aware that he must be careful when launching RAPS on the main computer; do not just click in haste three or four time on the RAPS Icon especially on slow hard drives. And if launched twice close one of them down immediately.
  - ii. Yet another reason for the phenomena is that the User has exited from the RAPS application on the main computer while the Demon is busy fining customers and has not finished with the process. The User must be aware that when the fine time is reached that RAPS should not be exited until the process is complete; normally the process will take 5 to 10 minutes working in the background and then display a green message box when the process has completed.
- **Web Cam camera not working within RAPS after being installed....**  
Make sure the latest Windows service packs are installed
- **Error log written when trying to produce financial report....** Found that the error log was telling me that the ST11005.DBF could not be created. Note all work files like ST11005.DBF are created and destroyed within the **Wrk** Folder. In this case I deleted the **Wrk** folder within the **TVHS** folder and recreated it and then everything worked well again. Note the **Wrk** folder can be empty/or deleted it does not contain anything of importance. But it must exist!!! Within the TVHS folder.

- **Anti-Virus Software**  
Ensure that the anti-virus software has been set to have an exception for path “C:\TVHS” on the main file server and on the other RAPS workstations. In Addition RAPS workstations 2,3,4,5 ect must also have an exception for path “G:\TVHS” or in some cases “G:\DATA” . By doing this RAPS does not have to wait for file updates which if the wait is to long then the database may not be updated in some cases.
- **XP/VISTA/WINDOWS 7 ...** Do not use a mix set of operating systems on the LAN that run RAPS. Also ensure that all Windows operating systems are up to the same service pack level and that they are the latest.
- **Network Cables ...** Ensure that they are CAT-5-E Compliant otherwise it could slow the network down.
- **RAPS not able to enter new processing day...**Found that while processing the health check on the start of a new day that RAPS would jump out of this process and back to the desktop ...due to a lack of memory (less than 256meg).
- **Reports not able to be processed and hanging/crashing system...**Found that the printer driver was not implemented or no default printer set.

## 15. Printers

- 15.1. Hp ink jet printers have a problem with RAPS ...** Tend to be very slow and we do not know why ...so stay away from them
- 15.2. HP1010/Hp1020 and later models laser jet ...** Highly recommended for report printing
- 15.3. HP TM-T88III thermo 80mm printer ...**highly recommended for receipt printing

## 16. SMS appears to be sending but doesn't

Check the SMS parameters to ensure that the country code is set to the correct country. E.g. South Africa is “+27” America is “+1”.

## 17. Compiling and linking

- 17.1. To compile a .Prg file:**
  - 17.1.1. Get into Command mode
  - 17.1.2. Get to c:\Alaska\hppw32\source\VHS
  - 17.1.3. Type: XPP /W name.prg
  - 17.1.4. To edit a prg use notepad (yes I wrote this whole system with notepad)
  - 17.1.5. Main Prg is VHS00000.PRG
- 17.2. To comp the whole .Prg suit:**
  - 17.2.1. Get into Command mode
  - 17.2.2. Get to c:\Alaska\hppw32\source\VHS
  - 17.2.3. Type: compile.bat
- 17.3. To Link RAPS:**
  - 17.3.1. Get into Command mode
  - 17.3.2. Get to c:\Alaska\hppw32\source\VHS
  - 17.3.3. Type: alink @link.lnk
  - 17.3.4. Will create *vhs00000.exe* in same folder
  - 17.3.5. To edit *link.lnk* use notepad

### **18. Forgot password?**

If the password has been forgotten or misplaced then on the RAPS dropdown menu for the *Tools Selection* select and click on *Maintain Shop Details* this will then ask the operator for the level four password. Since management has misplaced or forgotten the password it is a simple matter of just entering:?????; which will then make the RAPS system ask for a push code to be entered; once entered access will be allowed into this section. The push code can be obtained by contacting the Software Clinic. The Software clinic will ask for SEED1, SEED2 and the sites Serial number that is found within the RAPS HELP ABOUT section. After entering the push code access will be allowed into the maintain shop details where all of the password levels are displayed. (Only available for versions 15.01 or higher)

### **19. Need more transaction lines in Rental and Sell-thru Window?**

Then on the RAPS dropdown menu for the *Tools Selection* select and click on *Security Management/ Security levels*. Set security level flag [74] to 4 = 15 lines...3 = 30 lines ... 2=45 lines ... 1=60 lines ... 0=75 lines

### **20. Physical Keyboard Problems**

We have noticed at two installations that while transacting with a client that the application kept displaying a message "Monetary Transaction Set" that is only displayed when the insert key is depressed. In this case the insert key was not being depressed and the application was being blamed. To correct the fault we powered down the workstation and turned the keyboard upside down and tapped it gently on the counter to remove any food and dirt particles that might have been wedged between the keyboard and the ivory keys. We then switched the computer back on and all worked again. So keep this in mind if keyboard problems happen to hamper the operation of the application.

## 21. Backup Options and Setting Up

Refer Bar Menu: **Tools Selection\Backup RAPS**

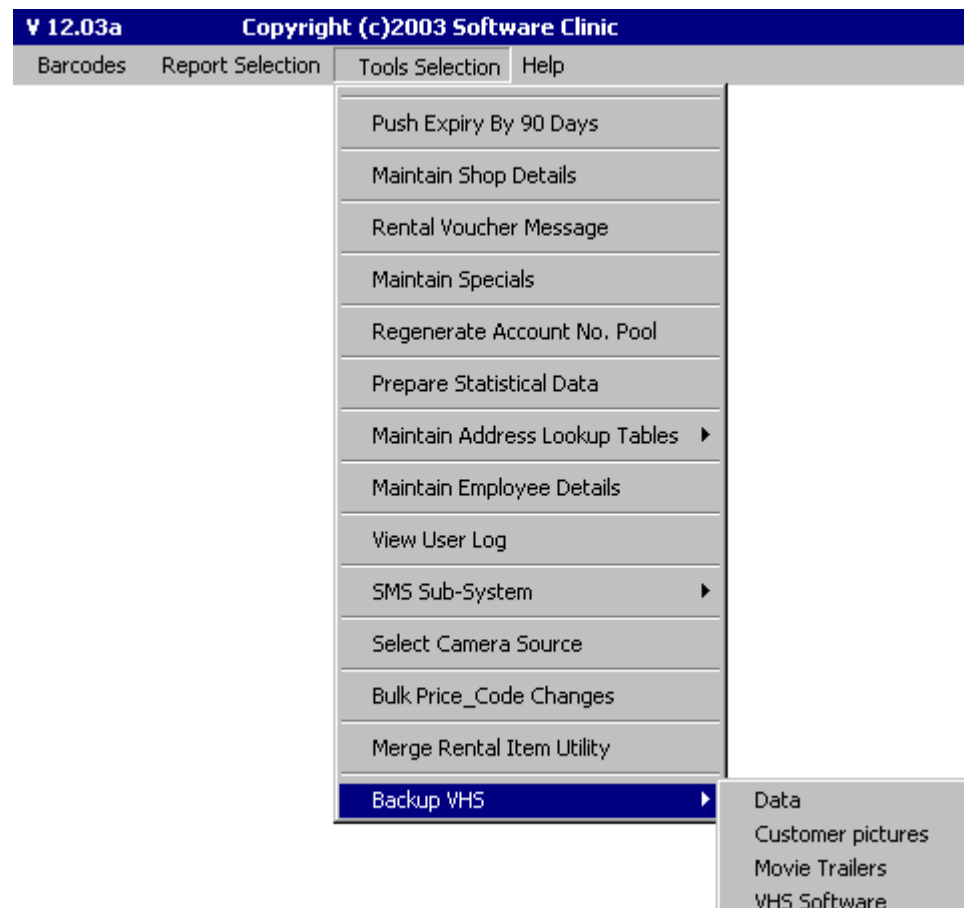
The RAPS system is supplied with a backup function that allows for the selectable backups for *Data*, *Customer Pictures*, *Movie Trailers* and the *RAPS software*. As the designers of *RAPS* we found that backups were not taken regularly enough due to the misunderstanding of technical issues. I.e. What media, how to depending on media. To be able to cope with the indecisions as to what media we have taken a stance so that a standard within the *RAPS* system is set.

We are opting for backups to be taken onto memory stick media. And to support this we have settled on a set of supporting software that must be implemented with our *RAPS* system for this scheme to work. The basic concept for this scheme is that backups will be controlled and executed through the *RAPS* Tools menu section. The User will select the backup type, for example *Data*. Then the *RAPS* system will zip the data into one file and then post this file to a created and dated backup folder on the designated backup device. The designated backup device will normally be a memory stick attached to a USB port.

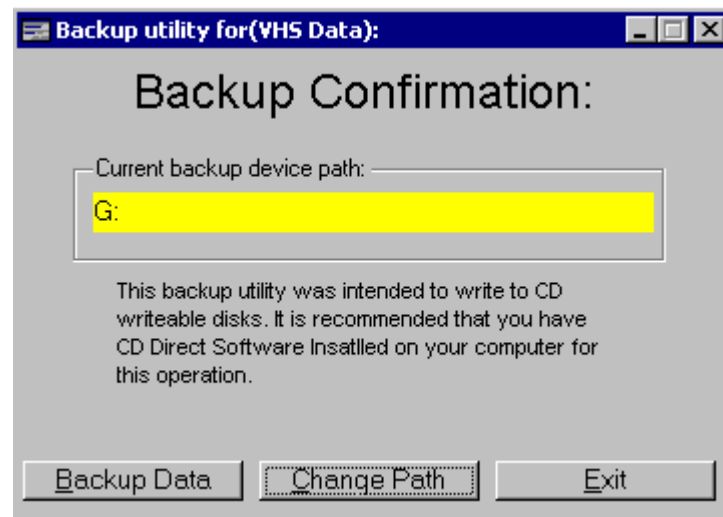
**Also note that other external removable media such as external drive technology can be used.**

With the above configuration the process of backing up data and software becomes a simple matter of just selecting the backup type and pressing a button to commit the backup, any one can do it.

Following is a sample dialogue of the backup process:



If *Data* was chosen for backup:



Highlighted in yellow is the destination backup device “G:” this can be changed to direct the backup to your requirements by depressing the *Change Path* button.

To commit the backup the User just depresses the *Backup Data* Button.



Following are examples of the backup folders and files created onto the backup device (*the date is formatted as YYYYMMDD so that folders are stored in chronological order*):

**Data backup folder:**

- TVHS\_Backup\_DATA\_20030525
  - RAPS\_DATA.ZIP

**RAPS software backup folder:**

- TVHS\_Backup\_PGM\_20030525
  - RAPS\_PGM.ZIP

**Customer Pictures backup folder:**

- TVHS\_Backup\_PICTURE\_20030525
  - RAPS\_PICTURE.ZIP

**Movie trailer backup folder:**

- TVHS\_Backup\_MOV\_20030525
  - RAPS\_MOV.ZIP

Note1: RAPS does not have a procedure to backup the workstation configurations so this must be done manually. All that needs to be backed-up is the data folder for each external workstation e.g. “RAPS ST2”, “RAPS ST3”, “RAPS ST4”. The backup space for these data folders will only take +- 10KB for each workstation. These backups only need to be done after the software is changed or upgraded.

All Backups are very important !!!!! If you do not have them and your computer is damaged or stolen then you have lost very valuable data and it will require many man-hours of work to recapture it.

Note if you are using another form of backup system or service then it is up to you the User to understand how the backups are done by the service provider. And to ensure that the service provider can restore the data required by RAPS into the correct folders.

## 22. Point-of-Sale Settings (Equipment/hardware)

Refer Bar Menu: [Tools Selection\Work-Station POS Settings](#)

This function allows management to configure a Point-Of-Sale workstation so that the application can address a receipt printer, Crystal display and or a Cash-Drawer if attached. Special note for those that only have USB ports: We have found USB port to serial port converters that are readily available... in one of our tests we used one of these devices that was configured as COM9 and it worked perfectly with this software application.

**Receipt printer:** Can be an 80 Column dot matrix printer or a thermal printer designed for receipt printing e.g. Epson TM-T88III or Hero TH-80 or Hero TH-82 thermal printer.

**Cash Drawer:** Is an electronic cash drawer that can be fitted onto a separate serial port or attached to the back of a Thermal printer.

**Crystal Display:** Is an electronic device used to display AMOUNT DUE, CHANGE DUE, and or a Revolving-advertising message to the customer at the serving counter. This device is attached onto a separate serial port.

**Fingerprint Scanner:** We have standardized on the following fingerprint scanners:

- Microsoft Fingerprint Reader
- DigitalPersona U.Are.U 4000
- DigitalPersona U.Are.U 4000B

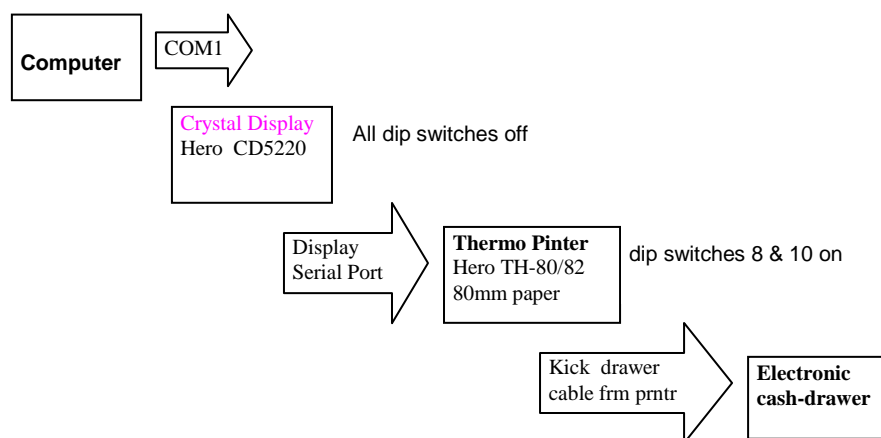
for customer lookup and authentication if required. These are USB devices that are attached to the point-of-sale workstations and must have the required drivers installed for activeX before this hardware can be utilized. Also the “*Fingerprint Scanner Y/N*” field within this Window must be set to “Y” for each workstation that has a fingerprint scanner attached.

[Also refer to notes at the end of this help page for more information about this technology and how to install it. For customer fingerprint enrollment refer to:](#) Customer transaction Processing help within RAPS.

Devices can be attached to your computer in a number of different configurations. Following are some that are supported:

### [Tested Example #1:](#)

com1 port (baud rate 9600, 8bit, parity none, 1 stop bit, Xon Xoff)...Daisy chain



Note in the above example a Windows **Generic/Text Only** printer driver was added with its port set to com1 ...also for this driver the printer command for *begin print job* was set to hex:

<1B>!<1E> by giving it this command it sets the printers font to the correct size before printing a receipt. If a Logo is defined within the NV memory of the receipt printer then the *begin print job* within the generic print driver must be set as follows:

<1B401C700100><1B>!<1E>...this will then print the logo followed by the recipe information... We have found that a good size for the bitmap logo is 572x262 set at no more than 256 colors for the HERO printers. To load the bitmap into the NV memory of the receipt printer please install the **HERO print and logo driver** found on our download web page and follow the instructions within to accomplish this, note do not use the HERO driver to do receipt printing through our rental and point-of-sale application. If the auto-cutter printer is being utilized and auto-cutting of the receipts is required then the *end of print job* in the generic print driver must be set to: <1B401C7002001B64051B69> or: <10140100011B69> so that receipt can be cut for easy extraction from the printer. In the *Generic/Text Only* print driver /*Printer commands* set the unit of measure to **0.1mm** and the **left margin to 150**.

Another setting that must be set correctly in the *Generic/Text Only* print driver is the **Paper setting**, it should be set to **US Std Fan Fold**...otherwise it will be ejecting too much paper for each receipt. Remember to check the printer driver com1 settings to ensure they match with the physical port com1 setting of your computer as described above.

Once the Generic Windows printer has been configured correctly then **RAPS** must be configured with this function as follows (Note you may need to restart the computer to resynchronize all of the peripherals and computer settings):

Point-Of-Sale WorkStation Settings

Point Of Sale workstation parameters:

Receipt Printer: **Generic / Text Only**

Thermal 80mm Receipt Printer Y/N?: **Y**

Heading Pad Left: **14** Signature On Receipt Y/N?: **Y** Balances On Receipt Y/N?: **Y**

End Lines: **12**

Printer and Drawer on LPT: **N** <= This is only set if a cash drawer is attached to the LPT printer!

Finger Print Scanner Y/N?: **N**

	Baud Rate	Data Bits	Parity	Stop Bits	Flw Cntrl	
Com Port For Device...Display:	1	9600	8	None	1	XonXof
Com Port For Device...Printer:	1	9600	8	None	1	XonXof
Com Port For Device...Drawer:	1	9600	8	None	1	XonXof

Display Select Escape Sequence: **27 61 2**

Printer Select Escape Sequence: **27 61 1**

Drawer Open Escape Sequence: **27 112 48 50 50**

Display Upper Escape Sequence: **27 81 65**

Display Lower Escape Sequence: **27 81 66**

Display Clear Escape Sequence: **12**

Message Escape Sequence: **27 81 68**

Message To Display: **Unlimited viewing for \$19.95/Month conditions apply...**

Movie Path: **G:\TVHS\MOV**

Accept Help Test Cancel

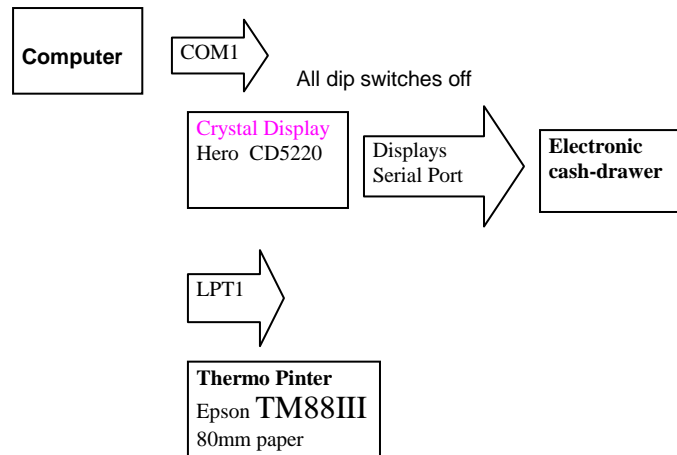
Note1 The Escape sequences are entered in decimal and separated by a space for each number e.g. 27 represents the escape ASCII code.

Note2 Ensure that all the com port setting are set as above.

Note3 The Movie Path is set to where the multi media resides e.g. the Mpeg and Mp3 files to be played by this applications internal jukebox function.

Tested Example #2:

com1 port (baud rate 9600, 8bit, parity none, 1 stop bit, Xon Xoff) and a LPT1 port just for a TM-T88III thermal printer



Note the Epson [ATM\\_301dE.Exe](#) printer driver must be installed for this configuration to work. When installing this driver just select the TM88III component it will default to a logical EPSON LPT1 driver do not change this. Refer. to our web site [www.softwareclinic.co.za](http://www.softwareclinic.co.za) download page to download a copy of this printer driver. Following is how the above configuration can be defined within this function:

The screenshot shows the "Point-Of-Sale WorkStation Settings" dialog box. It contains various configuration options for the workstation, including printer settings, communication ports, and escape sequences.

	Baud Rate	Data Bits	Parity	Stop Bits	Flw Cntrl
Com Port For Device...Display:	9600	8	None	1	XonXof
Com Port For Device...Printer:	9600	8	None	1	XonXof
Com Port For Device...Drawer:	9600	8	None	1	XonXof

Buttons at the bottom: Accept, Help, Test, Cancel.

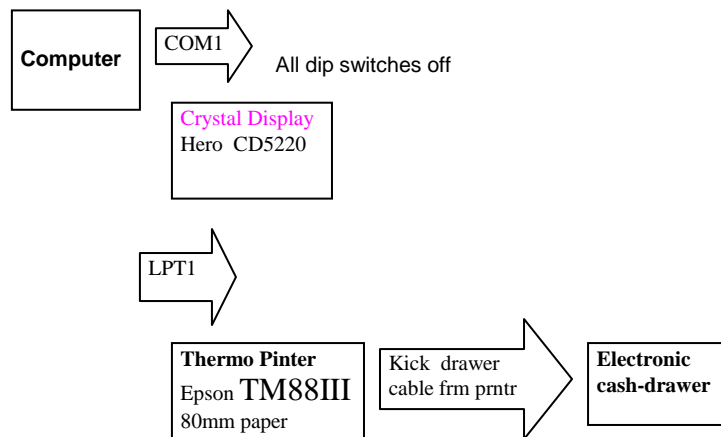
Note1 The Escape sequences are entered in decimal and separated by a space for each number e.g. 27 represents the escape ASCII code.

Note2 Ensure that all the com port setting are set as above.

Note3 The Movie Path is set to where the multi media resides e.g. the Mpeg and Mp3 files to be played by this applications internal jukebox function.

### Tested Example #3:

com1 port (baud rate 9600, 8bit, parity none, 1 stop bit, Xon Xoff) and LPT1 port



Note the Epson [ATM\\_301dE.Exe](#) printer driver must be installed for this configuration to work. When installing this driver just select the TM88III component it will default to a logical EPSON LPT1 driver do not change this. Refer. to our web site

[www.softwareclinic.co.za](http://www.softwareclinic.co.za) download page to download a copy of this printer driver.

Following is how the above configuration can be defined within this function:

**Point-Of-Sale WorkStation Settings**

Point Of Sale workstation parameters:

Receipt Printer:

Thermal 80mm Receipt Printer Y/N?:

Heading Pad Left:  Signature On Receipt Y/N?:  Balances On Receipt Y/N?:

End Lines:

Printer and Drawer on LPT:  <= This is only set if a cash drawer is attached to the LPT printer!

	Baud Rate	Data Bits	Parity	Stop Bits	Flw Cntrl	
Com Port For Device...Display:	<input type="text" value="1"/>	<input type="text" value="9600"/>	<input type="text" value="8"/>	<input type="text" value="None"/>	<input type="text" value="1"/>	<input type="text" value="XonXof"/>
Com Port For Device...Printer:	<input type="text" value="N"/>	<input type="text" value="Ignore"/>	<input type="text" value="8"/>	<input type="text" value="None"/>	<input type="text" value="1"/>	<input type="text" value="Ignore"/>
Com Port For Device...Drawer:	<input type="text" value="N"/>	<input type="text" value="Ignore"/>	<input type="text" value="8"/>	<input type="text" value="None"/>	<input type="text" value="1"/>	<input type="text" value="Ignore"/>

Display Select Escape Sequence:

Printer Select Escape Sequence:

Drawer Open Escape Sequence:

Display Upper Escape Sequence:

Display Lower Escape Sequence:

Display Clear Escape Sequence:

Message Escape Sequence:

Message To Display:

Movie Path:

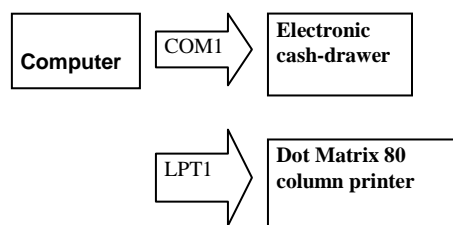
Note1 The escape sequences are entered in decimal and separated by a space for each number e.g. 27 represents the escape ASCII code.

Note2 Ensure that all the com port setting are set as above.

Note3 The Movie Path is set to where the multi media resides e.g. the Mpeg and Mp3 files to be played by this applications internal jukebox function.

**Tested Example #4:** com1 port (baud rate 9600, 8bit, parity none, 1 stop bit, none) this is the default settings for com1

Some stores are just utilizing a cash draw and letting the receipt print to the default windows printer. In the case where a do matrix printer is used then make sure that the Generic/Text Only printer driver is added and its port setting is LPT1. Also check the BIOS and ensure that the hardware LPT1 port is set to *Standard* and not *Bidirectional*.



Note1 The escape sequences are entered in decimal and separated by a space for each number e.g. 27 represents the escape ASCII code.

Note2 Ensure that all the com port setting are set as above.

Note3 The Movie Path is set to where the multi media resides e.g. the Mpeg and Mp3 files to be played by this applications internal jukebox function.

**Tested Example #5:** com1 port (baud rate 9600, 8bit, parity none, 1 stop bit, Xon Xoff)

As an overall note each POS Device e.g.(Crystal display, Printer, Cash Drawer) can reside on different Com Ports if they are serial connection compatible.

#### Other programming notes:

Note4: For a HERO PRINTER set RAPS Pad Left to 14 and lines at end to 12.

Note5: Epson TM88III drawer kick out is Chr(16)+Chr(20)+ Chr(1) + Chr(0)  
+Chr(4)

Chr: \* command \* \* constant\* \*0= pin 2 1= pin5\* \*1 to 8 ..where n x100ms= pulse \*

Also note that when a double receipt is required then go to general settings/printing preferences and set

for two copies and collate.

Note6: Hero TH80 drawer kick out is chr(27) + chr(112)+ Chr(48) + CHr(50)  
+CHR(50)

Chr: \* Command \* \* 48 = drw1\* \*50 x2 =ms pulse \*50 x2 =ms off time  
\* 49 = drw2\*



Note7: When using the Epson TM88III and there exists two defined printer drivers of serial type com1's; note that a deadlock may occur. Do not know why.

**Equipment that we tested dip switch settings to support above escape sequence examples:**

**Epson TM88III** thermal 80mm receipt printer with the parallel connections the dip switches were set as follows:

SW1 dip1-off dip2-off dip3-off dip4-off dip5-off dip6-off dip7-on dip8-on

SW2 dip1-off dip2-off dip3-off dip4-off dip5-off dip6-off dip7-off dip8-off

**Note:** for the logo that is loaded into the TM88III printer NV memory the logo must be 256 colors and size is 495x227 pixels within paintbrush. It must also be saved as a BMP. To be able to print the logo the print driver must send the following command to the printer: **1C 70 01 00** this is done by clicking on the *General* tab/clicking on the *Printing Preferences* button/Clicking on the *Operation* tab/clicking on the *Start Of Document* button/ticking on the *Command Send* tick box then entering **1C 70 01 00 ...**Note use the Epson Flash Logo software TMFLASH.EXE to load the BMP into the printer. For the BLOCKBUSTER logo We used font *ITC Bookman Demi* in Bold

**Hero Liquid Crystal Display CD5220**

All dip switches set to off position

**Hero TH80 and TH82** thermal 80mm receipt printer  
dip8-on dip10-on all the rest were set to off

**Customer authentication utilizing fingerprint scanners:**

What this means is that customers that would like to protect their account from unauthorized usage can now have this option if required. Note when a customer making use of this authentication option approaches the counter, to access their account, the scanner will lights up and the operator will requests the customer to place his/her right index finger onto the scanner for authentication. This process takes about a second and there is no need for tricky passwords that the customer needs to remember. Also each family member authorized to use the account can have this type of fingerprint authentication available to him or her.

*Note that the Software Clinic has been monitoring the usage of the RAPS software for many years and it has come to our attention that at times some customers have complained that they were not the ones to rent out the equipment that has failed to be returned on time. We have come to the conclusion that possibly the operator used the wrong account to issue the rental equipment or another family member/third party took out the equipment without the knowledge of the original account holder. With this new fingerprint authentication process these types of complaints can be eliminated and the customer-base can be made to feel more secure.*

The Software Clinic makes the following customer privacy statement regarding the fingerprint technology used within the RAPS software:

"The RAPS Fingerprint technology protects the privacy of an individual by ensuring that fingerprint images are not stored within the RAPS system.

**When fingerprint biometric information is captured, software algorithms** are used to extract the 'essential key data' of what makes the customers biometric Fingerprint unique. This data is stored as a one-way encrypted binary-code and not as an image. At no stage is a fingerprint image stored on the system and no fingerprint image can be recreated from the key data stored."



## ***Installation of Fingerprint Drivers:***

### **Fingerprint Hardware requirements:**

- DigitalPersona U.Are.U 4000
- DigitalPersona U.Are.U 4000B
- DigitalPersona U.Are.U 4500 (The HD model is recommended for High Durability)
- Or later Digitalpersona fingerprint scanner devices

### **System requirements requirements:**

- Microsoft .NET framework v2.0 or later. If not sure, do not worry system will inform you.
- Administrative privileges.
- File server/main computer hosting Raps\_comms.exe (Windows 7/Vista 4Gig of memory) (XP 2Gig memory).

Special note for **Vista** Users Please turn off UAC (User Account Control) before installing otherwise an error may occur. Once the drivers are installed then turn the UAC back on. To find this setting type **User Account** into **start search** then double click onto **User Accounts**. Then Click onto **Turn User Account Control on or off**. Untick this setting and click **ok** then follow the instructions below to install the fingerprint drivers remember to turn it back on after the fingerprint drivers have been installed.

- 1) Make sure that the fingerprint scanner is not attached to the PC 's USB port before starting this process.
- 2) RAPS must be installed on the computer before starting this process.
- 3) Download DigitalP\_Driver\_Setup.exe from the RAPS download page....or in your web address space type the following address:  
[http://softwareclinic.co.za/DigitalP\\_Driver\\_Setup.msi](http://softwareclinic.co.za/DigitalP_Driver_Setup.msi) followed by the enter key to start the download process. Remember not to run but to save it onto your memory stick or desktop. Once downloaded double click onto it to install the Digitalpersona drivers. Follow the default prompts. If it complains about the Dot Net framework not being available or out of date then download the following from our webpage to assist you in installing the dot net framework: Type the following address into your web browser: <http://softwareclinic.co.za/dotNetFx35setup.exe> followed by the enter key to start the download process. Remember not to run but to save it onto your memory stick or desktop. Once downloaded double click onto it to start the installation process of the dot Net framework. Once installed you will need to restart the computer. If the Digitalpersona drivers have not been installed then you must retry from the beginning of this step. On successful installation of the Digitalpersona drivers the computer will need to be restarted.
- 4) Click onto **START** then click onto **RUN** and then type in the following to register the additional activex control required:  
<c:\tvs\pgm\dotnetinstall.exe> <c:\tvs\pgm\OTIDComponent.dll>  
After typing in the above click onto the **Ok** button to execute the dotnetinstall command.
- 5) After the drivers have been installed plug in the USB fingerprint scanner. No need to restart computer.

*Windows will detect that there is new hardware and will inform you that the digitalpersona scanner is installed and ready for use and will light-up.*

- 6) On the main computer only ....the c:\tvhs\pgm\Raps\_Comms.exe ...must be started every morning before raps starts up
- 7) Make sure that the **Raps\_comms IP** address settings are set correctly within the RAPS: **Work-Station POS Settings** function found under the **Tools Selection** tab. All workstations must set this IP address to the workstations IP address that is running the Raps\_comms.exe....also do not forget to follow the IP address with :88 ... Note that you can schedule the Raps\_comms.exe to start-up automatically every time the computer is switched on.
- 8) At this point customers can be requested to put their index finger onto the scanner to start the search and authentication of the customers account number. If a customers fingerprint has not been enrolled then the customers account will not be found. To enrol a customer refer to: "[Customer Transaction Processing](#)"

**Note:** Each Computer will need a license for the fingerprint technology software that will cost R500.00 or \$70US. But you will be able to use it unlicensed for 90 days. Note the fingerprint license is a once-off fee, which is separate from the RAPS monthly/yearly license fee.

Email us to arrange payment and to receive your fingerprint license.  
nestor@softwareclinic.co.za

### 23. Jukebox Setup

The RAPS system allows management to start a Jukebox session on a workstation that has been configured to play multi-media files through Microsoft Windows media player. Other workstations can then submit their requests to play multi-media files to this workstation by depressing the Play Button on the catalogue browser and if the title being highlighted has multi media associated to it then it will be played through Microsoft Windows media player. This adds a new dimension to the workstation allowing for commercials, coming attractions and or fun movie/animated shorts to be played at a designated area of the store. Customers will be attracted to view these multi-media shows and will think of your store as progressive, stimulating and an establishment to be revisited. If the store becomes busy then this workstation can revert back to a normal workstation by ending the jukebox session.

So how does one go about doing this:

- 1) Visit <http://www.pocketmovies.net/pop.html> to download popular mpeg or avi multi-media files. Then store these files into the **C:\TVHS\MOV** folder of the designated multi-media workstation.
- 2) Setup the **Movie Path** within the *Work-station POS Settings* function found within the Tool Selection dropdown menu. For the station that contains the downloaded multi-media files (e.g. mpeg/avi files) the path is set to C:\TVHS\MOV. For satellite workstations the path is normally set to G:\TVHS\MOV refer: [Work-station POS settings](#)
- 3) At the multi-media workstation go to the catalogue browser and find a Title to associate a stored file ...refer above to the files downloaded and stored. Start the *Amend* process for the highlighted *Title* and for the *Item attribute/ Jukebox* press the Jukebox associated button to find the file to be played when the Jukebox session is started refer: [Amend Title](#). Remember the *Title* must be requested to play by an operator (i.e. Play button on catalogue browser window) before it is played refer further down.

- 4) At the multi-media workstation select **Start Juke Box** from the Tools Selection\JUKE Box Options drop down menu to start the Jukebox session.
- 5) From any RAPS workstation highlight the Title to be played from the Catalogue Browser and press the Play button. If all is setup correctly the multi-media file will start playing on the designated multi-media workstation. Note that the appropriate Codec's must be loaded on the multi-media workstation...If you do not understand then someone familiar with Codec should be called to help you.
- 6) At the multi-media workstation select **End Juke Box** from the Tools Selection\JUKE Box Options drop down menu to end the Jukebox session. Ending the jukebox session will clear the play list and may take a few minutes before it ends totally.

Note: If one has a Hero's systems Crystal display unit attached to the multi-media workstation then when playing multi-media a revolving message will be displayed showing the title being played. Refer: [Work-station POS settings](#)

Note: When using another workstation as a JUKE BOX, it may be necessary that all other RAPS workstations reattach to the JUKE BOX by using Windows explorer (e.g. click on the juke box network drive to activate it from each workstation accessing the JUKE BOX). This is done just to get the network connection identified otherwise you may get messages that the file selected to play does not exist. Also ensure that the JUKE BOX drive has read and write privileges available to those accessing the JUKE BOX otherwise ACCESS DENIED messages will be received by the operators updating the play list.

## 24. SMS setup

### Maintain SMS Parameters:

Refer Bar Menu: **Tools Selection\SMS Sub-system**

This option allows management to set the various parameters that allows RAPS to send SMS messages to customer cell/mobile phones. Currently RAPS makes use of a few service providers that we have partnered with to give you the most economical and professional SMS service:

- **SendEasy** SMS service provider download their software:  
<http://www.sendeasy.co.za/download/BulkFileSMS/BulkFileSendSetupFull.zip>  
and or contact [support@sendeasy.co.za](mailto:support@sendeasy.co.za) or tel.: +27 11 781-0480 (just tel them that their sms service is to be used within the Raps movie rental software). They will help you install the software required by their service. Please also confirm their price per SMS before committing to the service.
- **WINSMSS** SMS service provider download their software:  
<http://www.softwareclinic.co.za/winsmsscsetup.exe> or contact +27 11 789-8330. ). They will help you install the software required by their service. Please also confirm their price per SMS before committing to the service.
- **Stouf** SMS service provider download their software  
[http://www.softwareclinic.co.za/Raps\\_SMS\\_203.exe](http://www.softwareclinic.co.za/Raps_SMS_203.exe) or contact 0832226171. They will help you install the software required by their service. Please also confirm their price per SMS before committing to the service.

From the above service providers basically you just need to install their software into the main RAPS computer workstation. Then you will need to get a *smsusername* and an *smspassword* from the service provider chosen. The *smsusername* and *smspassword* must then be entered into the RAPS SMS parameter window. Also you must enter the path of where to find the SMS service provider program into the RAPS SMS parameter window. Currently the service providers software paths are:

- The default location for **SendEasy** :  
<c:\Program Files\Netgen\SendEasy Bulk File SMS\BulkFileSend.exe>
- The default location for **WINSMSS**:  
<c:\program files\winmssc\winmssc.exe>
- The default location for **Stouf**:  
<c:\XML SMS\XMLSMS.EXE>

### Maintaining the RAPS SMS Parameters:

The following entry Windows are provided within **RAPS** for the setting of the SMS parameters that will allow **RAPS** to construct SMS messages and automatically dial into the service provider sending the messages to the required customer cell/mobile phones. Please read the accompanying notes at the bottom of these windows to familiarize yourself with the requirements of what needs to be entered here:

SMS Parameters	Message Templates	SMS Directories
<p>Global SMS parameters:</p> <p>SMS Y/N: <input type="text" value="N"/></p> <p>Cntry dial cde: <input type="text" value="+27"/></p> <p>Lang 1 code: <input type="text" value="EN"/></p> <p>Lang 2 code: <input type="text" value="AF"/></p> <p>Cost per sms: <input type="text" value="0.29"/></p>		
<p>Services User names and passwords:</p> <p>IP User name: <input type="text" value="janexy"/></p> <p>IP User password: <input type="text" value="yhuyrr"/></p> <p>Sms User name: <input type="text" value="janexy"/></p> <p>Sms User passwd: <input type="text" value="245345"/></p> <p>Dial-up connection name: <input type="text" value="Dial-up Connection"/></p>		
<p>Month to date Sms counters:</p> <p>Late: <input type="text" value="0"/></p> <p>Reminders: <input type="text" value="0"/></p> <p>Birthdays: <input type="text" value="0"/></p> <p>Promotions: <input type="text" value="0"/></p> <p>Est. Cost: <input type="text" value="0.00"/></p> <p>Last update: <input type="text" value="//"/></p>		
<p>Managers SMS reporting cell phones:</p> <p>Cell 1: <input type="text" value="0832620884"/></p> <p>Cell 2: <input type="text" value="0836543288"/></p> <p>Cell 3: <input type="text" value=""/></p> <p>Cell 4: <input type="text" value=""/></p>		

**Note1:** **RAPS** already comes setup with the default settings required for the SMS Directory settings, so please leave them as they are.

**Note2:** You must have an Internet service provider that you normally dial up to when browsing the Internet, if not then the SMS messages cannot be sent. If you have an Internet service provider then you must make note of your **User name** and **Password** with your IP service provider and record this information into the **Services User names and Passswords** group:

- IP User name: *Your user name with the Internet service provider*
- IP User Password: *Your pass word with the Internet service provider*
- Dial-up connection name: *Your dial-up connection name for the Internet, this is normally found via Start → Accessories → Communications → Network and Dial-up connections ... under the column name. Make sure you enter it as shown with small and uppercase letters.*

**Note3:** You must also open an SMS account with 'SMS Enterprise Powered By MTN Business Solutions'. Read *Installing the SMS provider software* at the beginning of this page. Once the account has been opened you will be given a User name and Password for this service, this information must be recorded within the **Services User names and Passswords** group:

- SMS User name:
- SMS User passwd:

**Note4:** As a User of the RAPS system you are able to setup two language codes that will be used by the RAPS to assemble SMS messages in the customer's language of choice. These are recorded in the **Global SMS parameters** group as Lang1 and Lang 2 code. These codes are later related to a customer record when they are being created or updated.

**Note5:** The RAPS system supports messages for *Late Rentals*, *Reservation/Booking Reminder*, *Customer Birthday Greetings*, *Friendly Return Reminders* and *Promotions*. These message templates can be maintained within the **Message Template** tab.

The screenshot shows the 'Message Templates' tab in the RAPS system. It contains five sections for creating message templates:

- Late message in two parts by language:**
  - Lang1 m1: Please return late rental
  - Lang1 m2: Penalty charges will apply
  - Lang2 m1: Sal u asseblief laat video inhandig
  - Lang2 m2: Boete toegepas
  - message = customer name+m1+rental item+m2+store+tel
  - E.g.: James, Please return late rental: Star Wars. Penalties apply. Video Star. T.:4638654..
  - Note exclude punctuation!
- Reservation/booking reminder by language:**
  - Lang1: Booked for today reminder
  - Lang2: Herinder bespreeking vir vandag
  - message = customer name+m1+rental item+store+tel
  - E.g.: James, reservation/booking reminder for: Star Wars. Video Star. T.:4638654..... Note exclude punctuation!
- Birthday message by language:**
  - Lang1: Happy birthday. Come on in and get a
  - Lang2: Gelukkige verjaardag!!!
- Friendly reminder:**
  - Lang1: Please do not forget about rental items
  - Lang2:
- Promotional message by language:**
  - Lang1: Promotion lang1
  - Lang2: Promotion lang2

- *Late rental messages* can only be created when customers have not returned rental items by due date and time. To create messages refer: [Browse Outstanding Rental Items](#)
- *Reservation/Booking Reminder* can only be created on the day that customers are to pick up the rental items reserved/booked. Normally done in the morning as a reminder to the customers. To create messages refer: [Browse Outstanding Reservations/Bookings](#):
- *Customer Birthday Greetings*. Normally done in the morning to send birthday greetings to customers on their birthdays (good for public relationships). To create messages refer: [Browse Customers](#)
- *Friendly Return Reminders*. Normally done in the morning to remind customers that they have rental equipment that is due back for current date. Sometimes customers forget and most do not mind being reminded; and are thankful. To create messages refer: [Browse Outstanding Rental Items](#)
- *Promotional messages*. These messages can be of anything the store would like to promote to their customer base. Note that the message length is set to a maximum of 320 characters in length. You must consider that when a message is larger than 160 characters that it will be counted as two messages when being processed by the service provider (e.g. cost x 2). To create messages refer: [Browse Customers](#)
- Note all messages created must be sent. Refer: [Sending SMS Messages](#). It's always a good idea to extract all your messages and then do one bulk send.

**Note6:** RAPS can also send SMS statistical reports to the managers of the store if their Cell/Mobile numbers are entered within the *Managers SMS reporting cell phones* group. Following is facsimile of this report:

- Number of messages sent and Turn Over for this accounting month:
  - Lates: 87
  - Reminder: 56
  - Birthday: 45
  - Promotions: 1000
  - SMS Cost: 45.00
  - Store T/O: 23056.56

**Note7:** The 'Cntry dial cde' field within the *Global SMS parameters* group should be set to the country where the business resides e.g. South Africa will be '+27' the U.S.A. will be '+1' the U.K. will be '+44' this code is used by the SMS service provider. If a customer has his own country dial code set in his record then that takes precedence for that customer's message.

**Note8:** If all the parameters are correct and you are to use the SMS services then the *SMS Y/N* field within the *Global SMS parameters* group must be set to 'Y'

**Note9:** Checklist: If the following has been done then you are ready to start using the RAPS SMS services:

- *User name* and *Password* from SMS service provider
- Installed and configured *SMS* software
- Windows *Dial-Up-Connection* to your internet service provider operational
- RAPS SMS parameters setup
- Ensure that your ADSL internet connection is working.



## 25. Hanging or Freezing Computer

- This can be an indication that there is not enough computer RAM available or the computers virtual memory needs to be reconfigured. Note that the virtual memory of the RAPS file Server computer on a network should be configured as System managed. Follow the following steps to configure the RAPS file server/workstations virtual memory configuration:
  - Right click onto **My Computer** desktop icon
  - Left click onto the **Properties** menu selection
  - Left click onto the **Advanced** tab
  - Left click onto **Performance\Setting** button
  - Left click onto **Advanced** tab
  - Left click onto **Virtual Memory\Change** Button
  - Left click onto **System Managed** radio button to select system managed memory.
  - Once the virtual memory has been configured then click onto the **SET** button followed by the **OK** buttons to exit My Computers setup windows.
  - If this is the file server for RAPS then ensure that all RAPS operators exit the RAPS programs.
  - Restart the computer so that the virtual memory can take effect.
  - Note all computers using RAPS should be configured as above.
- Another possibility can be that Norton/ AVG or other antivirus software is causing a bottle neck problem with the updating of the RAPS database on the main file server. We found this to be the case on a few sites that we have visited. To overcome this problem (also read all notes in red):
  - Fire up the **Norton antivirus** window.
  - Click onto the **Options** (tab)
  - Within the **Options** window find the **Other** (grouping of functions).
  - Within the **Other** grouping click onto **Threat Categories**
  - From the dropdown menu click onto **Exclusions**
  - Onto **What Threats to exclude** click onto the **New** button
  - Select the **c:\TVHS** folder
  - Also tick on the **Include subfolders**
  - Accept these settings and exit out of the Norton antivirus window.

**Note1: do the equivalent if you have avg or another anti-virus software**

**Note2: Ensure that the anti-virus software has been set to have an exclusion for path “C:\TVHS” on the main file server and on the other RAPS workstations. In Addition RAPS workstations 2,3,4,5 ect must also have an exception for path “G:\TVHS” or in some cases “G:\DATA” . By doing this RAPS does not have to wait for file updates while the anti-virus software which if the wait is to long then the database may not be updated in some cases.**
- Yet another possibility is that the Local Area network settings have been cluttered with to many protocols. What we have found to work very well is to have only the following network protocols installed for each computer using RAPS:
  - Client for Microsoft Networks
  - File and Printer Sharing for Microsoft Networks
  - Internet Protocol (TCP/IP)



1. For this protocols set your own IP address for each computer making sure that the IP addresses are within the range prescribed by the Router DHCP server settings (if there is a Router device being used)
    1. main computer e.g. 198.200.100.001
    2. second computer e.g. 198.200.100.002
    3. third computer e.g. 198.200.100.003
  2. Make the Workgroup name the same for all computers.
  3. Note we have seen improvements in network speed using the above setting.
- Another possibility is that the Ethernet card has a setting called: Optimal performance that has been disabled; please Enable it. Other Ethernet cards may have an option for Optimize for that has been set for CPU; please set it to Throughput. And yet another option on the card may be PCI Bus Efficiency has been Disabled; please Enable it. You will be surprised at the performance and reliability improvements on the other workstations if this has been found to be the case. So the moral of the story is to look for any settings that improve overall throughput performance I say this because different manufactures of this type of card use different terminology for the same thing.

## 26. Corrupted Database files

If the RAPS installations has experienced a power fluctuation due to a power spike or possibly a lighting strike and there is no Uninterrupted Power Supplies (UPS) attached to the file server then there is a possibility that the RAPS/DATA database has been corrupted. Corruption is noticed when looking at the customer browser and the operator notices \*&^%\$# type of characters in the surname, first-name or other character fields. Corruption is also indicated if the month end process crashes. At the software-clinic we have developed a **Database Filter** program that will clean up a corrupted database; this program is found on our download page at [www.softwareclinic.co.za](http://www.softwareclinic.co.za) look for **Database filter** in large bold letters and double click onto them to start saving this program onto your computer(note do not attempt to run it from our web site... just save to your hard-drive). When downloaded from our web page the program name is: FIX\_REINDEX.EXE. Once downloaded please copy into the main file servers **C:\TVHS\PGM** folder. Then make sure all operators have exited from the RAPS application, then using windows explorer navigate to the **C:\TVHS\PGM** folder and double click onto FIX\_REINDEX.EXE to execute it. Note that this program will filter out the garbage records, and this may mean that some unknown quantity of customer records could be lost. If at all possible try to drop back to a previous backup of the RAPS database before taking this drastic step. With Version of 16.2 and higher just run the REINDEX.EXE that automatically filters corrupted databases.

## 27. Electricity Requirements for Computers

A UPS is required for each computer workstation ...Uninterrupted Power Supply(UPS) is a battery backup system that protects the computer, hard-drive and data integrity during power spikes or power cuts. Note these UPS devices are relatively inexpensive. From experience we can report that many stores that have UPS power protection systems have far less down time. We can also vouch that when a power spikes/outage hit a computer that it can be catastrophic to the businesses computer data files. So be warned if you decide not to have a UPS that you are gambling with your businesses future. And if backups are not done daily the store can face keying in all of the data manually with the added embarrassment when having to face your customers and not know their accounting status. Note only plug the computer box, its screen and network hubs into a UPS exclude everything else especially Laser printers that can burn out a UPS due to its power consumption peaks when using its laser. Note each workstation must have a UPS in a production environment.

Also note that a UPS is only a temporary power source that can keep the computers online for between 10 to 45 minutes depending on the UPS rating. When normal electrical power is cut then make sure that all operators exit out of the RAPS program and that a normal shut down of the computers are done before the UPS's are drained of power. **Note allowing the computers to remain on UPS Backup power during a power outage and drain the batteries can harm your computers.**

## 28. Password level four forgotten

If a store-owner has forgotten what his password level four is then there is a way of by-passing the password. Management must just navigate to the Maintain Shop Details function under the Tools selection tab and then enter into this function. When asked for the password level 4 then the operator will enter ??????. This will then require the operator to contact the Software Clinic to ask for a push code to by-pass the password entry. Once into this function the operator can then reset the passwords at the bottom right hand side of the Maintain Shop Details Window.

Note that the operator may be asked for a level four password when entering the RAPS system after a period of more than one day. In this case the RAPS system will require a level four password before being allowed into RAPS. Again just enter ??????. This will then require the operator to contact the Software Clinic to ask for a push code to by-pass the password entry.

## 29. RAPS\_COMMS and Url Configuration

The Raps\_Comms programs is a very special piece of software developed by the Software Clinic that allows Internet and other external workstations on the Internet to communicate directly with RAPS at a specific site; this is only possible when the RAPS installation is connected to the Internet through the use of a Router ADSL connection.

- 1) RAPS\_COMMS is automatically installed as a service on the main workstation by the RAPS installation procedure.
- 2) When trouble shooting always check that the service for raps\_comms is up and running. It will be identified in the “Windows services” window as **Raps.Net Comms version 2.00** and its status should be running. If the status is anything else then start it.
- 3) Windows XP firewall....Allow program Raps\_Comms.exe through the firewall. Also make a rule and call it Raps\_Comms\_Port to allow port 88 through http. For local area connection advanced setting allow webserver http protocol by ticking it on.
- 4) Windows 7 firewall....set an inbound rule to allow Raps\_Comms.exe through the firewall. Also allow program Raps\_Comms.exe through the fire wall.
- 5) Note that if you are using Norton or other antivirus software that you must allow the Raps\_comms.exe to go through their firewall; as well as allowing port 88 to go through as well. Each antivirus software has its own way of dealing with this.
- 6) The Raps store monitor communicates with RAPS\_comms only if it knows the IP address of the Router. This is achieved through the use of a Url that is purchased through [www.dyndns.com](http://www.dyndns.com) to which the software Clinic has an account. These url's take the format of for example raps0006.homeunix.com (which is the url for BB Douglasdale). This url is installed within the Routers configuration at a store site and each time the Router is started the Url is updated with a unique IP address that is associated to the url. So if one pings the url for Raps0006.homeunix.com anywhere in the world you will be talking and addressing the Router at BB Douglasdale. As of 09/10/2011 the Urls currently purchased are valid for 3 to 5 years, with renewal

possible. If this type of configuration is required one must purchase a router with the ability to be configured with [www.dyndns.com](http://www.dyndns.com) (Netgear/Billion/Belkin) and some others. Using the router function for Dynamic DNS (DDNS). The Username and password configured within the Router will be the same as for the account at [www.dyndns.com](http://www.dyndns.com). The Domain name within these settings should be the Url as purchased within the [www.dyndns.com](http://www.dyndns.com) account for example: raps0006.homeunix.com. Note you can have your own account and purchase your own urls.

To check if all is configured correctly:

- a. Within the main workstations Internet connection browser go to a site called [www.whatismyip.com](http://www.whatismyip.com); once in this site it will display the IP address of the Router at the store.
  - b. From an external workstation; say from BB head office ping the url raps0006.homeunix.com. It should show you the same IP address as obtained from [www.whatismyip.com](http://www.whatismyip.com) ...if all is well ...if not then you may have done something wrong.
- 7) As a special Note... if one wants to see if RAPS\_COMMS is being communicated to then:
- a. Turn off the RAPS\_COMMS service as apposed to turning it on as previously described.
  - b. Then run the RAPS\_COMMS.EXE program from the C:\tvhs\pgm folder, by just double clicking onto it. It will then start a black Window that will show all dynamic incoming communications in white lettering.
  - c. Once satisfied that communications are being received then pressing escape on the black window will exit the application. Now restart the windows service for RAPS\_COMMS and everything should be setup for normal RAPS\_COMMS communications.

### **30. Port forwarding to main workstation where RAPS\_COMMS is listening to Port 88**

Port forwarding is configured at each individual stores Router so that the store RAPS store monitor at a Head Office can communicate with the main workstations RAPS\_COMMS software at store level.

Please refer to [www.portforward.com](http://www.portforward.com)

From the above website one can get instructions on how to port forward for many different types of Routers. The steps to follow:

- Scroll down and select the Router Make and Model from the list
- Click onto Skip the advert on the upper right side
- Scroll down and select HTTP for the type of port forwarding required
- Follow the instructions to port forward to the IP address of the main workstation running RAPS\_COMMS.