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Welcome

Thank you for using the **Touch N' Go, the Desktop In-and-Out Board Internet Edition** to assist you in your company's day to day activities.

The **Touch N' Go Internet Edition** is an easy-to-use software program designed to track the in, out, unavailable or unknown status of employees in small to large-size offices. Unlike the standard In and Out wall boards used in offices for years, the **Touch N' Go Internet Edition** operates electronically using your Internet browser (Internet Explorer and Netscape) to view the In-and-Out Board.

The **Touch N' Go Internet Edition** features a user login screen, advanced security levels, a link to email co-workers messages if you have Internet email capabilities, two types of views to display user status - Detailed or Mini-Display, and various tracking and reporting capabilities. In some network environments, there may not be any workstation installation variables to perform, but will configure or "point" the workstation's browser to the URL where the Touch N' Go Server program resides to display the In-and-Out Board.

The **Touch N' Go Internet Edition** server program is installed on a host machine which may be a designated workstation on a peer-to-peer network or Novell Network, a dedicated server other than a Novell Server in a server-client network, or live on an Internet Server so employees can update their status over the Internet from all over the world.

The preferred browsers are Microsoft Internet Explorer 4+ and Netscape version 3+. The program will not work with AOL due to AOL connectivity issues when logging onto the AOL servers.



Installation Overview

The only program installation that needs to be performed is the Touch N' Go Server program on the designated host machine. Currently the Touch N' Go Server program is not designed to run as a service and can not function on a Novell server. The Server program will not work on a Windows 95 workstation either, but does run on Windows 98, Windows Millennium, WINNT4+ and the Windows 2000 platforms.

The host machine can be a fileserver, Internetserver, or a workstation (for a peer-to-peer network or Novell network). The program functioning is dependent on an IP address assigned to the host machine where the TNG server is installed and a designated port. Therefore, the TCP/IP protocol must be installed and IP addresses assigned on the host machine and all workstations who will need to use the **Touch N' Go Internet Edition**.

During the Server installation, the setup program may restart the computer up to two times depending on what Microsoft components already exists on the machine. The two main installations are *Microsoft MDAC and the Touch N' Go Server program. If the MDAC already exists on the machine (Windows 2000 already comes loaded with MDAC), the Touch N' Go Server program will be the only installation with one possible reboot.

During the installation, you will be given the opportunity to change the directory location and Program Group name if you do not want to use the default settings. Also you will be prompted to create a backup directory where program files that were updated will be placed. We recommend that you create the backup directory. Later you may want to delete the directory if all is functioning correctly or the files in the directory that are not needed.

Once the installation is complete, the host machine needs to be configured by running the Touch N' Go Server Admin program. In the Server Admin program, the IP address of the host machine needs to be configured plus a port number assigned. The Server Admin program is where the program registration or software key code is entered, user licenses are updated, and network-wide program features are enabled/disabled or set.

After the the configuration is complete in the Server Admin program, you can then start the TNG Server program.

Please go to the Server Program Configuration bookmark for detailed information on setting up the Touch N' Go Server program and network variables required for the workstations to access the Touch N' Go, the In-and-Out Board.

*For more information on Microsoft MDAC see MDAC Notes



Server Program Configuration

First the Touch N' Go Server program must be installed on the selected host machine (WinNT or Win2000 servers, Win98, WinNT or Win2000 workstations). The installation may reboot the host machine up to two times so make sure when you do the installation it is a good time to have the machine down. The number of reboots is dependent on the existing Microsoft program components already installed on the host machine.

The first installation is the MDAC (Microsoft Data Access Components). This portion of the installation does not require much user interaction other than selecting OK or CANCEL to continue or terminate the installation. After the MDAC installation, the machine will reboot. When the machine restarts, the Touch N' Go Server installation will continue. The Windows 2000 platform includes the MDAC as part of its operating system core so this part of the installation will not occur if the program is being loaded on Windows 2000 platforms.

The Touch N' Go Server installation will require user interaction to either change or accept the default variables where the program will be installed (drive and directory structure), to choose whether or not to create a backup directory (it is recommended to create the backup directory), and to change or accept the Program Group Manager name. After this portion of the installation, you may have to restart the machine.

When the installation is complete and the machine properly rebooted, go to the Touch N Go Program Group that has three main executable files regarding the TNG Server functioning:

ServerAdmin.exe: The TNG Server configuration program that registers the program, adds more user licenses, configures the server program access settings (IP addresses and port number), and sets the network-wide program settings for all users using the Touch N' Go, In-and-Out Board. **This step must be done prior to starting the TNG Server program (TNG Server).**

TNGServer.exe: Starts the TNG Server program on the host machine allowing the workstations to browse to the host machine and interact with the Touch N' Go, In-and-Out Board. The TNG Server program currently does not run as a service on WinNT or Windows2000. You may want to put the tngserver.exe into the Start Up Program Group to insure it is running after a system reboot.

Databasefunction.exe: DatabaseFunction is a utility to repair and compact the main user database and the archive database. If possible, it can resolve IP addresses of their reverse lookup, can archive historical data from the main Touch N' Go database to keep it optimized, and delete old historical information from the main Touch N' Go database if it is no longer needed.

After the installation of the TNG Server program, you will need to first start the ServerAdmin and the following screen will appear:



In the TCP/IP Ports License Tab, you will need to input the computer's IP address assigned to the host machine (our example shows an IP of 192.168.1.103). You also need to assign a port number that won't conflict with any existing services running on the host machine (i.e. if you are running IIS and hosting a website port 80 will already be in use). If you need to know the IP address the host machine has, go to Start - Run and type in winipcfg if the machine is a Win98 box or Ipconfig on a WinNT or Win2000 box. You can also

type these commands at the Dos Prompt.

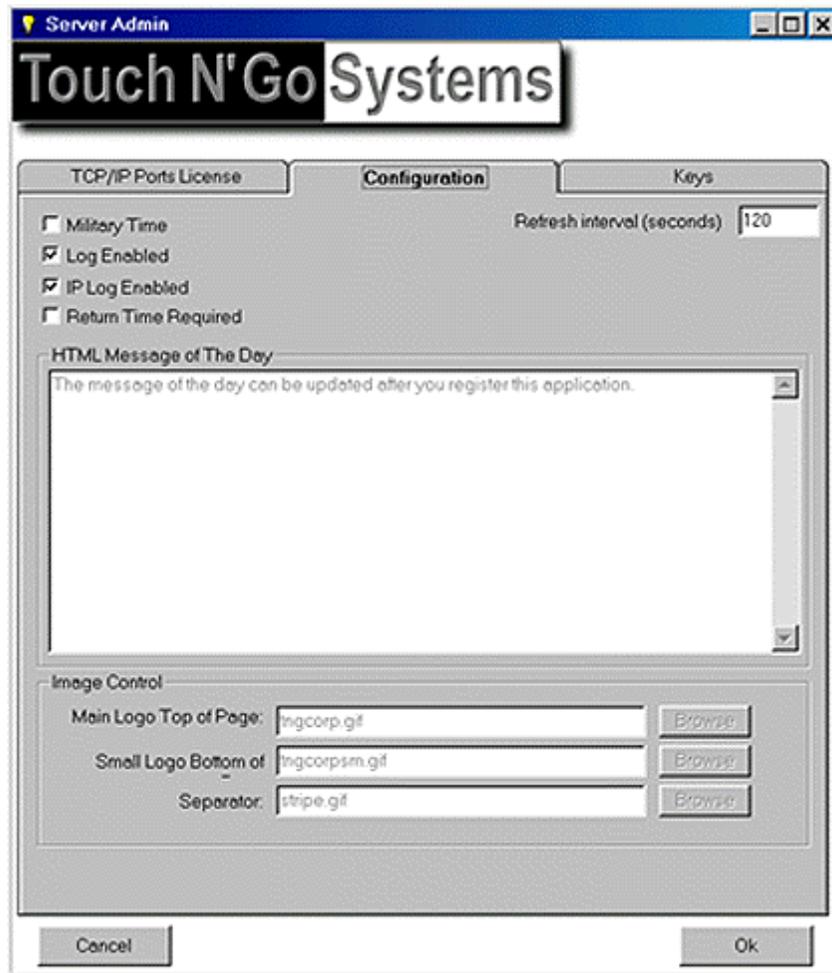
If you are unsure which port number to use, try 4448, 987, 801 or some number between 500 and 65,000. This should not be a problem if you are on a Peer-to-Peer network without a Router or a Router that has all ports opened. If you are on the Internet fulltime by accessing via a router, you may have to contact your ISP (Internet Service Provider) to open a port for your use. They usually can configure your router via the Internet and obtain the port number they opened for Touch N' Go Server program.

The TCP/IP protocol has a number of ports which are used to differentiate requests to different processes. Commonly used ports are:

- 7 = Echo
- 21 = ftp
- 23 = telnet
- 25 = smtp
- 53 = dns
- 79 = finger
- 80 = http
- 110 = pop3
- 119 = nntp
- 161 = snmp
- 162 = snmp trap

See additional information on Proxy Server Support or More Router Information if you are using some kind of router for full time internet access.

The Configuration tab:



Includes the enable or disable program settings that effect all users viewing the In-and-Out Board, you will check or uncheck the necessary features listed at the top of the configuration screen.

Military Time allows for either a 24 hour clock or standard time. Military time is disabled by default.

Log Enabled is enabled by default and will track all the In-and-Out activity of all users listed in the program - this includes the dates, times, and comments of their whereabouts. The information in the log is used to generate various reports. This can be disabled if the historical information is not needed or if disk space is an issue.

IP Log Enabled tracks all IP addresses interacting with the TNG Server host program. If possible, a name resolution of the IP address can be captured if one can be found.

Return Time Required is disabled by default. When enabled, all users will need

Again you will input or paste the Authorization Key into the first available field and click on Validate Key. You will then see how many users you are licensed and the validation date.

You can purchase increments of the 100-User Licenses for larger organizations. See our website for pricing or contact us for more information. Our contact information can be found in the Company Information.

Workstation Browser Setup

In order to view the **Touch N' Go, the Desktop In-and-Out Board Internet Edition** from the workstations, you will need to "point" the workstation's browser to the Touch N' Go server. This means the Touch N' Go Server program must be installed, properly configured and running.

See Server Program Configuration for configuration information.

If you are using IP address's within your network, just type the IP address with the port information assigned to the host machine in the address or location field of the browser. This address can be the default location to open whenever the browser starts.

Example - if IP addresses have been issued within your organization, type in the IP address of the TNG Server machine with the port address:
`http://192.168.1.145:4448` (note there is a colon between the IP address and the port number. The IP address and Port number was configured in the Server Admin utility after the TNG Server program was installed.

If the server is live on the Internet, as well as the rest of the workstations on the network, you will input the IP address assigned by your ISP or network administrator plus the port being used for the program like
`http://12.17.186.21:987`. If you handle your own DNS entries you can assign a name to the IP address so you may connect using the named URL like
`http://tngip.touchngo.com`.

If the server is live on the Internet but the workstations are not live on the Internet and you want remote users to use the Touch N' Go, In-and-Out Board, the TNG Server program can be configured enabling the Proxy settings that include the external IP address for the server (or router) and the internal IP addresses being used by the inhouse workstations. Internal workstations would use the internal IP address assigned to the host machine plus port information and remote workstation will use the External IP address plus port information. So external workstation might use `http://12.17.186.21:987` (using the appropriate external IP address assigned to your server usually by router configuration or your ISP) while the internal workstations might use `http://192.168.1.10:987`. It should be noted that you may have to contact your ISP to open up a port on your router so can properly configure the Touch N' Go server program and make accessible remotely.

If your network has not needed the TCPIP protocols to be loaded for any other applications, you will need to do so now and then configure IP addresses for each workstation.

To add the TCPIP protocols:

You should consult with your Network Administrator to get the correct IP Address information. The following instructions apply to Windows 95 and Windows98 machines.

1. Click on the Start button, select Settings, then Control Panel.
2. Double-click on the Network icon.
3. In the Configuration window, if the TCP/IP protocol is not listed in the Configuration window, click on the Add button.
4. Double-click on Protocol.
5. Highlight Microsoft under the list of manufacturers.
6. Find and double-click TCP/IP in the list in the right-hand window.
7. After a few seconds you will be brought back to the main Network window. The TCP/IP protocol should now be listed.
8. Highlight the TCP/IP protocol and left click on the Properties button and then choose the IP Address tab. If DHCP is running on your network, make sure the Obtain an IP address automatically is selected. If you are manually assigning IP addresses, select Specify an IP address. As an example we will use 192.168.1.xxx as possible IP addresses that should be configured. In the IP address field enter 192.168.001.101 and in the Subnet Mask enter 255.255.255.000. Select the Gateway tab and enter 192.168.1.1.
9. Click OK. Windows may ask for the original Windows installation files. Supply them when prompted (i.e. D:\Win98 or F:\Win95 or C:\Windows\options\cabs).
10. Windows will ask to restart the PC - click on YES.

You may need to repeat these steps for each PC on your network.

Some networks may have a DHCP service running that is automatically assigning the IP addresses to machines as they logon to the network. If this is the case you will not have IP addresses noted in the TCPIP properties in Network Configuration. If IP addresses are being assigned, you can check for the IP assignment by going to Start - Run and type in winipcfg if the machine is a Win98 box or Ipconfig on a NT or Win2000 box. The screen, Ethernet Adapter window, that comes up will show the network card (you may have to select it from the drop down menu) the IP address, submask and gateway information.

Security Levels

Administrative or security levels are divided into seven levels. As security levels progress so does the user's capabilities of administrating elements within their own assigned group. Only a Security Level 6 has all functioning capabilities company-wide or regarding all users. The security level of each user is defined while adding a new user or editing an existing user.

Guest

- Gains access to the program by leaving the login and password fields blank
- Can view the status of all users in the Detailed or Mini Displays
- Can use the mail and view links of all users listed in the In-and-Out Board

Level 1

- [Gains access to the program by inputting user login name and password](#)
- [Has the ability to change their own personal in/out status and personal information](#)
- [Can generate a report of their in/out activity but no one else's](#)
- Can view the status of all users in the Detailed or Mini Displays
- Can access the mail and view links of all users listed in the In-and-Out Board

Level 2

- Gains access to the program by inputting user login name and password
- Has the ability to change their own personal in/out status and personal information
- Can generate a report of their in/out activity but no one else's
- Can view the status of all users in the Detailed or Mini Displays
- Can access the mail and view links of all users listed in the In-and-Out Board
- [Can change the status of any user within their assigned group](#)

Level 3

- Gains access to the program by inputting user login name and password
- Has the ability to change their own personal in/out status and personal information
- Can generate a report of their in/out activity and all other users in the assigned group
- Can view the status of all users in the Detailed or Mini Displays
- Can access the mail and view links of all users listed in the In-and-Out Board
- Can change the status of any user within the group they are assigned
- Can ADD users with a security level 1 to their assigned group
- EDIT users personal information with Security Levels 1 through 3 except for the security levels in their assigned group
- Can DELETE users within their assigned group

Level 4

- Gains access to the program by inputting user login name and password
- Has the ability to change their own personal in/out status and personal information
- Can generate a report of their in/out activity and all other users in the assigned group
- Can view the status of all users in the Mini and Detailed Displays
- Can access the mail and view links of all users listed in the In-and-Out Board
- Can change the status of any user within the group they are assigned
- Can ADD users up to security level 4 (1 through 4) to their assigned group
- EDIT users personal information and change security levels from 1 through 4 in their assigned group
- DELETE all users within their assigned group
- The Drop Down Report Menu option is available on the detail screen
- Can generate a variety of listed reports of members of their assigned group only and the reports will not include any users with security levels 5 and 6

Level 5

- Gains access to the program by inputting user login name and password
- Has the ability to change their own personal in/out status and personal

information

- Can generate a report of their in/out activity and all other users in the assigned group
- Can view the status of all users in the Mini and Detailed Displays
- Can access the mail and view links of all users listed in the In-and-Out Board
- Can change the status of any user within the group they are assigned
- Can ADD users up to security level 5 (1 through 5) to their assigned group
- EDIT users personal information and change security levels from 1 through 5 in their assigned group
- DELETE all users within their assigned group
- The Drop Down Report Menu option is available on the detail screen
- Can generate a variety of listed reports of members of their group only and will not include any users with security levels 6

Level 6

- Gains access to the program by inputting user login name and password
- Has the ability to change their own personal in/out status and personal information
- Can generate a report of their in/out activity and of individual users company-wide
- Can view the status of all users in the Mini and Detailed Displays
- Can access the mail and view links of all users listed in the In-and-Out Board
- Can change the status of any user company-wide
- Can ADD, EDIT, and DELETE all users company-wide
- Can assign security levels to all users company-wide
- Generate all available reports
- ADD, EDIT, and DELETE groups
- Assign users from one group to another

Displays

There are two types of displays - Detail Display and Mini Display.

The Detail Display allows all functioning in viewing the status of all Groups/Departments and of the Users. The Detail Display shows all Groups/Departments and allows viewing each Group/Department with a pop-up Mini or Detail Display window while in another Group/Department. The Detail Display is divided into three parts: The upper section is the functioning of the In-and-Out Board while the middle section has a Search Field plus other Menu Options (Menu Options are dependent on the security level of the user logged in the Touch N' Go In-and-Out program). The lower section includes a Help button and a quick reference legend of the Touch N' Go symbols, the User name currently logged in and their security level, the IP address they are accessing the Touch N' Go In-and-Out Board from, and the current version/build number of the software plus whether or not the program is registered and for how many users.

The Upper Section is sub-divided into six categories:

Menu: Lists all the Groups or Departments along with two icon links that will open another Group either in Mini Display or Detail Display to view the status of other users.

View: The View Link next to each user's name opens a detailed screen of that User that includes all known information of the user - phone number, email address, the complete return description, and the date and time they made their last status change.

User: Lists all the users assigned to the Group/Department in their color coded status - red they are out, green they are in, yellow - unavailable, and blue their status is unknown.

Mail: If the user has an Internet email account, you can quickly email a note to the User. The machine sending the email must have the necessary Internet Email software.

Status: Notes the status - IN, OUT, UNAVAILABLE, and UNKNOWN. There is also a symbol link to change the status of the user. The symbol link brings up the User Detail screen.

Return: Shows the return information. This is limited to a brief recap like next week, a date and time, or a message like "a few hours".

The Middle Section includes various Menu Options which are dependent on the Security Level of the User:

The Search option is included in all Security Levels and allows finding a user by their last name. Type in the last name and click on the Search Button and you are taken to department where the person is located.

Depending on Security Level there are maybe two other menu option categories - one category deals with program functioning and the other is strictly reporting features.

Program Menu Options are dependent again on Security Levels. For instance a Level 1 or 2 user will not have the ability to add another user to their department so the Add User selection will not be included in the drop-down menu option, but Level 3, 4, 5, and 6 will have the Add User selection.

Report Menu Options - are available from Security Level 4, 5 and 6. Again the Report Menu Option selections are dependent on security levels. For instance, only a Security Level 6 user can generate a report on Archived information. Also the report selections for Levels 4 and 5 will generate reports of their assigned Group/Department only. A Level 6 can generate reports company-wide.

The Mini Display can be viewed in two ways - a company-wide display of all users in their color-coded status or by Group. For the company-wide Mini Display, select the Mini Display from the Program drop-down menu option then click on Go.

A user's status can be changed in the Mini-Display providing the user has the authority to make the change (for instance, a Level 1 User can only change their own In and Out Status and no others). To change the status single click on the checkmark by the User's name. Also you can view the status remarks by placing

the mouse cursor over the check mark and the description for being out or unavailable will appear on the status bar of your browser.

The other Mini-Display is by Group which you can view by clicking on the red and green TNG icon to the left of the Group name. You can also go to the Program drop-down menu and select Mini Group Display and click on GO.

Reports

There are two types of reporting categories. One is the personal user status report that can be generated from User Information screen after selecting the View link by the person's name. The other is a variation of activity reports that can only be generated by users with Security Levels 4, 5 and 6. The Security Levels 4, 5, and 6 have a drop-down Report Menu option with associated reporting selections according to security level on the main Detail Display screen.

Personal Status Information of a User: These reports are ran by going to the View screen of the individual users and selecting the Report button. Level 1 can generate a report of their own in/out activity and no one else. Level 2 can generate a report of their own in/out activity and no one else. Levels 3, 4, and 5 can generate a user activity report within their own group regardless of security level. Level 6 can generate a user activity report of all users regardless of what group or department they are assigned.

The following reports are generated from the Report drop-down menu option:

Status Report by User - (Security Levels *4, *5, and 6) This is a current status report on all users configured to use the Touch N' Go In-and-Out Board listing the users in alphabetical order. *Users with Level 4 and 5 Security levels can generate reports that are only within their group. No other group information will be reported. Only a Level 6 User can generate a report of all users.

Status Report by Status - (Security Levels *4, *5, and 6) Lists users by status starting with the OUT status first then UNAVAILABLE, then IN and lastly UNKNOWN. Users listed within the status are in alphabetical order. *Users with Level 4 and 5 Security levels can generate reports that are only within their group. No other group's information will be reported. Only a Level 6 User can generate a report of all users.

Status Report by Group - (Security Levels *4, *5, and 6) Lists Groups/Departments in alphabetical order with the users in alphabetical order within their group reporting the status of the users. *Users with Level 4 and 5 Security levels can generate reports that are only within their group. No other group information will be reported. Only a Level 6 User can generate a report of all groups/departments.

User List - (Security Levels *4, *5, and 6) Lists all users in alphabetical order noting their Security Level, Phone number, email address and the

Group/Department in which they belong. *Users with Level 4 and 5 Security levels can generate reports that are only within their group. No other group information will be reported. Only a Level 6 User can generate a User list of all users within the organization.

User List by Level - (Security Levels *4, *5, and 6) Lists user in alphabetical order by Security Level assignment. Listing starts with Level 1 through Level 6. Report includes phone, email and group assignment. *Users with Level 4 and 5 Security levels can generate reports that are only within their group. No other group information will be reported. Only a Level 6 User can generate a User list of all users within the organization.

User List by Group - (Security Levels *4, *5, and 6) Lists users in alphabetical order according to the group they belong. Groups are listed in numeric then alphabetical order and the report includes Security Levels, phone and email addresses. *Users with Level 4 and 5 Security levels can generate reports that are only within their group. No other group information will be reported. Only a Level 6 User can generate a User list of all users within the organization.

Log by User and Date - (Security Levels *4, *5, and 6) Users are listed in alphabetical order which includes date, status and remarks. *Users with Level 4 and 5 Security levels can generate reports that are only within their group. No other group information will be reported. Only a Level 6 User can generate a User list of all users.

Log by Group and Date - (Security Levels *4, *5, and 6) Users are listed in alphabetical order under their group assignment which includes date, status and remarks. *Users with Level 4 and 5 Security levels can generate reports that are only within their group. No other group information will be reported. Only a Level 6 User can generate a User list of all users.

Reports by Date Range - (Security Levels *4, *5, and 6) This reporting feature allows you to pick two types of reports: User and Date and Group and Date. You will select which type of report you want to generate and input the start and end dates (6/15/00 or 6-15-00 format will work). The user and date range will list all users in alphabetical order and the dates and time of the in/out activity and associated remarks. The report by Group and Date will list all users with activity in alphabetical order with the dates and times of the in/out activity and associated remarks under their appropriate group. *Users with Level 4 and 5 Security levels can generate reports that are only within their group. No other group information will be reported. Only a Level 6 User can generate a User list of all users.

Report from the IP Log - (Security Level 6) will list the IP address interacting with

the Touch N' Go In-and-Out Board and if a reverse lookup was successful what domain the IP address belongs to, plus the date and time is noted.

Report from the Archive - (Security Level 6) Lists users in alphabetical order listing all statuses in date order including the remarks.

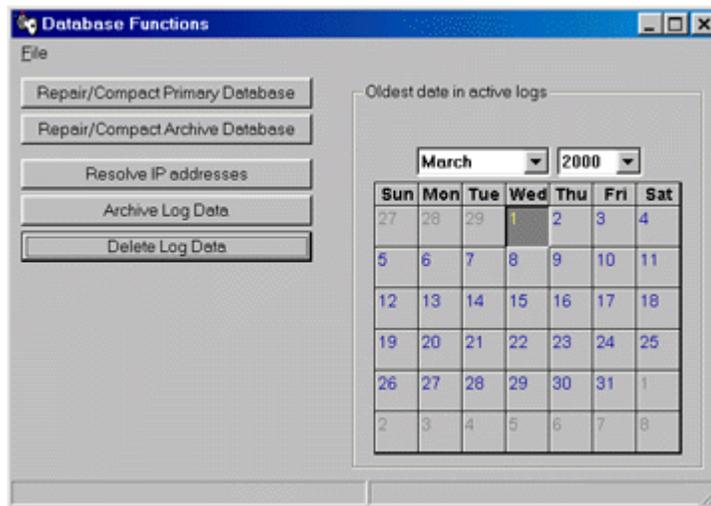
Archiving and Deleting Logs

If you are tracking the In-and-Out activity within your organization, you may want to periodically archive or delete the existing historical information to keep the primary database performing optimally. If you need to Archive the information, it will move all records previous to your date selection to an Archive Database. This will allow you to retrieve any historical information should you need the information at a later date.

Deleting the information permanently removes the records from the primary database and is irretrievable after the delete process.

You can Archive or Delete the historical information by executing DatabaseFunctions on the Host Machine. You must first select the month, day and year then select the Archive Log Data or Delete Log Data button. There will be a message confirming you want to Archive or Delete records prior to the date you have selected. Selecting Yes will continue the process and No will terminate the process. Selecting no will generate Process Done screen, however, nothing was removed from the main database.

After Archiving or Deleting records, it is recommended to Repair/Compact Primary Database. If you just performed Archiving Log Data, you should perform the the Repair/Compact Archive Database as well.



To retrieve information from the Archive file, you must have a Level 6 security and will select the Archive Report from the Report drop-down menu.



Specifications

Server System Requirements:

- Operating System: Windows 98, Windows Millenium, Windows NT 4 with SP5+, Windows 2000
- Memory: use recommended memory outlined by Microsoft and your equipment. The Touch N' Go Internet Edition uses about 3% of available RAM
- System: *P166mhz+ processor - Intel or compatible
- Server Diskspace for installation: 70mb
- Server Diskspace after installation: **55mb
- Recommended Browsers: Internet Explorer 4+ and Netscape 3+. There are known issues with AOL.

Workstation System Requirements:

- Workstation installation: There is no Touch N' Go Internet Edition software to load.
- Recommended Browsers: Internet Explorer 4+ and Netscape 3+. There are known issues with AOL.
- TCPIP must be loaded on the workstation and IP addresses assigned.

Diskspace usage is dependent on program files that are installed or updated during the installation. The Touch N' Go software uses Microsoft program files so many of the files may already exist on the host machine. After the installation, you can delete the Touch N' Go installation executables found in the Touch-N-Go backup directory and the temp directory to free up diskspace.

* The server program should be installed on a machine that typically has more resources than the workstations accessing the server machine.

**Diskspace needs may increase if you are tracking the in and out activity of all users. The program does allow for archiving or purging data that is no longer needed. Plus the program includes a utility that will repair and compact the database. It is recommended to optimize the database on a monthly schedule.



Features at a Glance

No **Touch N' Go Internet Edition** workstation software to be loaded.

Unlimited Departments or Groups

There is a User Login into the Touch N' Go In-and-Out Board

Email Users from a Mail link for companies with internet email capabilities

Remote Access for companies that are setup accordingly

Defined User Security levels

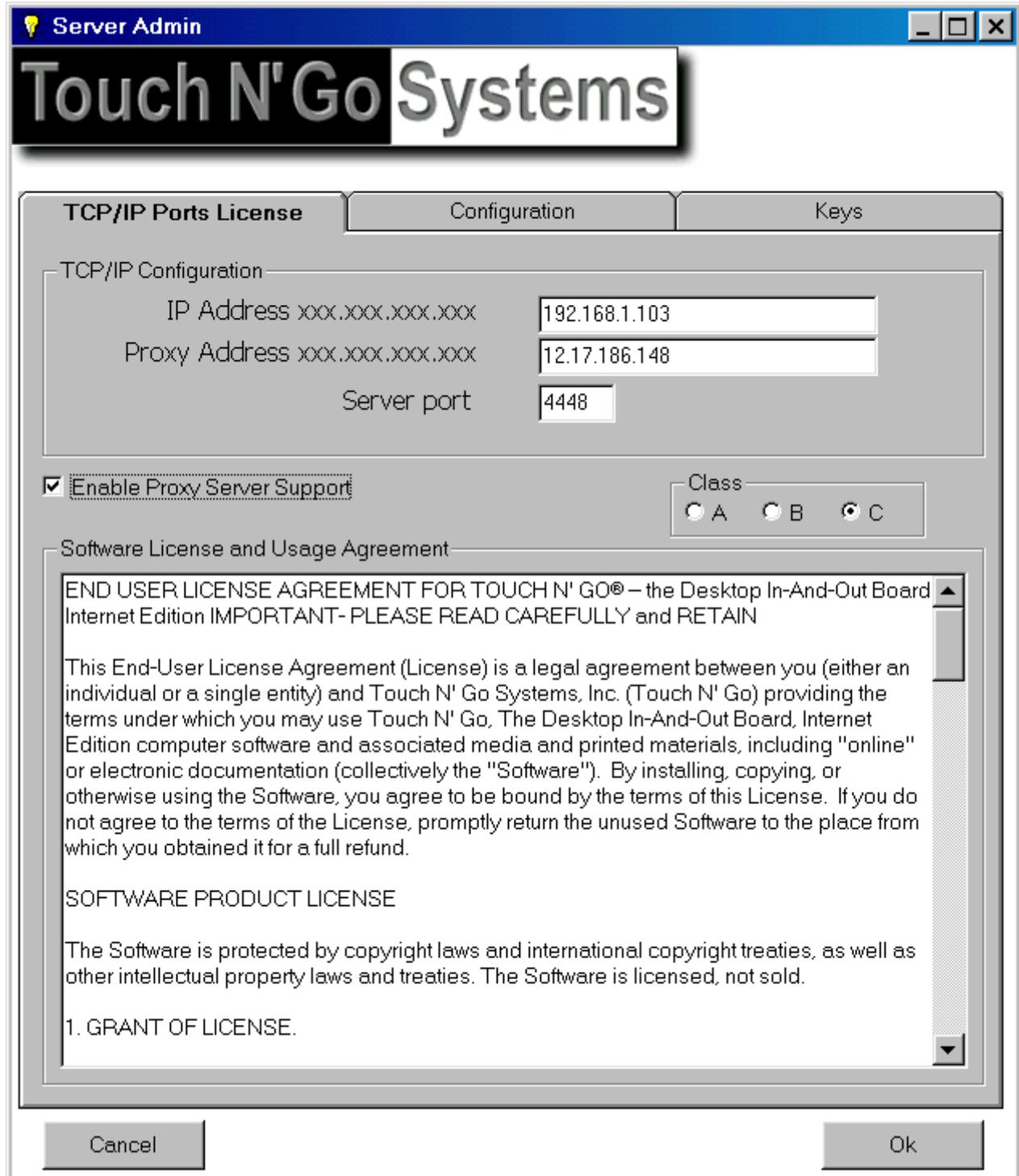
Mini Display can view all employees in the organization or by department

Reporting activity capabilities



Proxy Server Support

If your network is on the Internet full-time using a router, you may want employees to have the ability to access the Touch N' Go In-and-Out Board from both sides of the router. Depending on your Internet access and router configuration, you will need to input the Router's IP address or the external IP address assigned to the host machine into the Proxy Address field and Enable Proxy Server Support by clicking on the box next to it (a check mark should appear).



Users on the network (or inside of the Router), will point their browsers to <http://192.168.1.103:4448>. Whereas, users on the outside of the network (or Router), will use <http://12.17.186.148:4448>. This external IP addresses are provided by your Internet Service Provider (ISP).

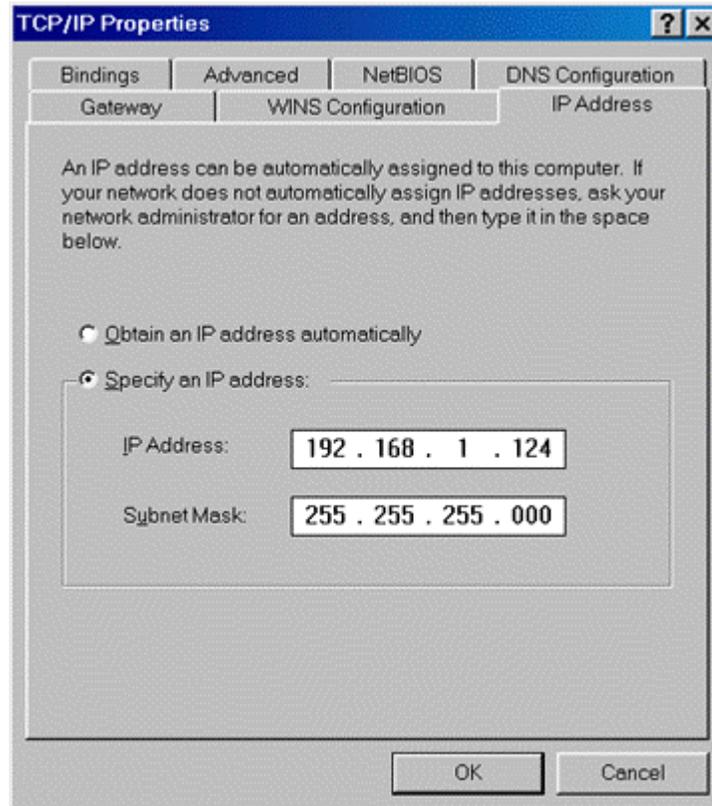
For more information on Routers see [More Router Information](#).

IP Address and Port Numbers

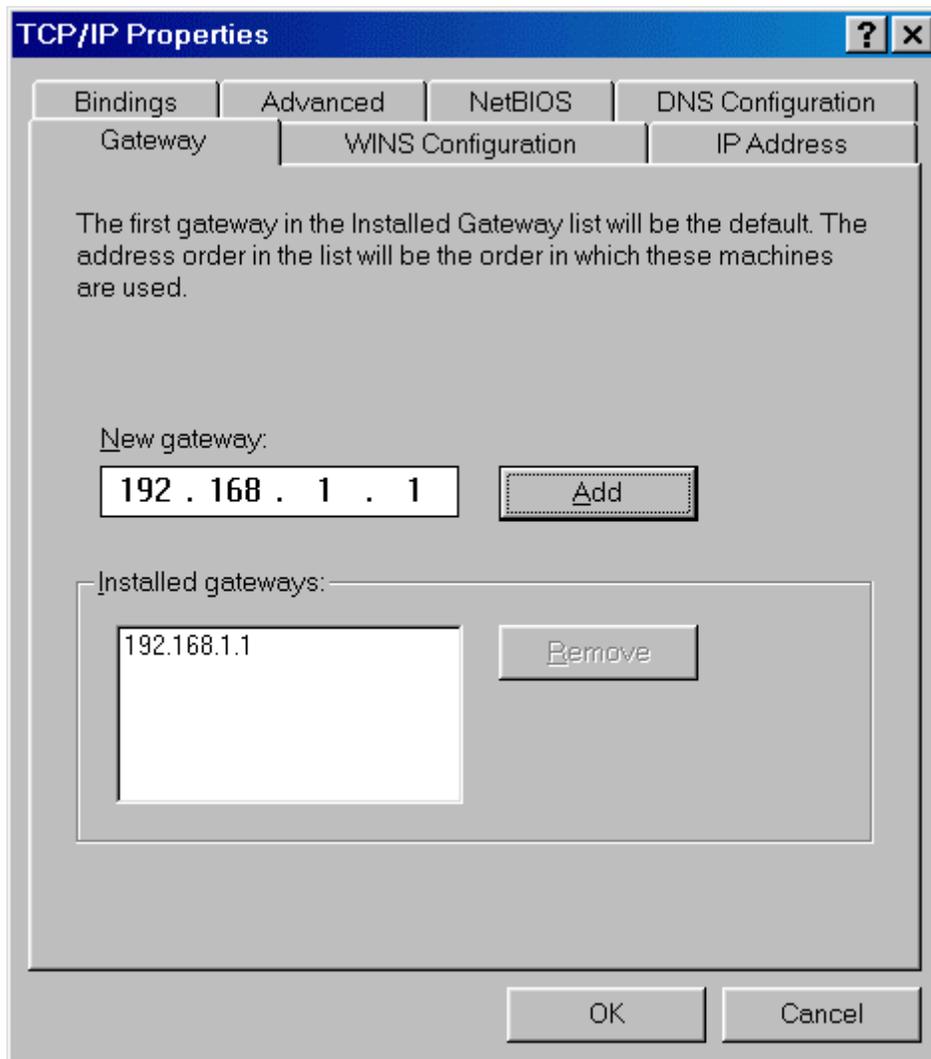
If you already have IP addresses either statically assigned or being assigned by a DHCP server, this section may not be needed for review unless you need more information on Port Numbers.

If IP addresses have not been assigned to the host machine (a server or workstation) and workstations for other network needs, the following IP address format may be used: 192.168.1.xxx. If you have network printers that were assigned an IP address you will want to conform to that IP address format using the first three sections of the IP address. If you don't follow that format you will lose your network printer connectivity.

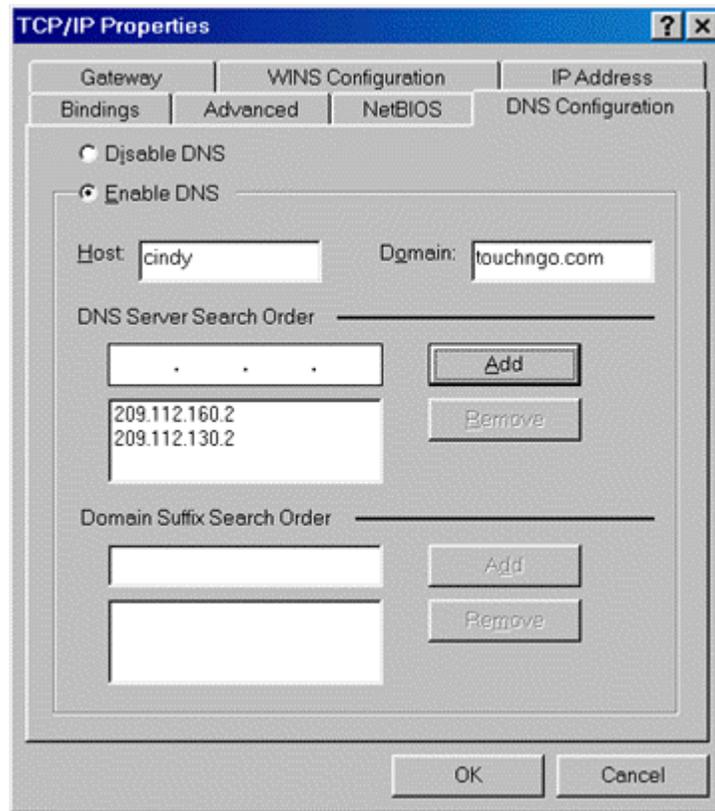
192.168.1.xxx. The first three sets of numbers (192.168.1) must be used on all workstations and the host machine. The last set of three numbers must vary as no two machines can have the same IP address. You can use a range of 2 to 254 since you will be using a submask of 255.255.255.000. For a Peer-to-Peer network that does not have full time internet access via a router this is the ONLY step you need to perform. If you have full time internet access, follow the next two steps for IP configuration.



The three tabs that must be configured for a network that has full-time internet connection are the IP Address, Gateway and the DNS Configuration tabs. Typically the Gateway tab will use 192.168.1.1 if the 192.168.1.xxx format is being used:



The DNS information would include the IP addresses of your Internet Service Provider which would be some other IP address than the 192.168.1.xxx (these are used for internal network purposes only).



Port Numbers: You also need to assign a port number that won't conflict with any existing services running on the host machine (i.e. if you are running IIS and hosting a website port 80 will already be in use).

If you are unsure which port number to use, try 4448, 987, 801 or some number between 1023 and 65,535.

The TCP/IP protocol has a number of ports which are used to differentiate requests to different processes. Commonly used ports are:

- 7 = Echo
- 21 = ftp
- 23 = telnet
- 25 = smtp
- 53 = dns
- 79 = finger
- 80 = http
- 110 = pop3
- 119 = nntp
- 161 = snmp
- 162 = snmp trap

If your company has a router for full-time Internet Access, you may need to configure the router (or your ISP will need to open up ports) for the necessary port information.

See additional information on Proxy Server Support if you are using a router for full time internet access.



MDAC Notes

MDAC is well documented at the Microsoft website:

<http://msdn.microsoft.com/library/default.asp>

The following article is from:

<http://msdn.microsoft.com/library/psdk/dasdk/mdac39b8.htm>

The following information was gathered on June 9, 2000.

MDAC Background

Microsoft's data access technology before 1996 consisted of several technologies, including the Open Database Connectivity (ODBC) library and software development kit (SDK), and the Data Access Objects (DAO) library. In 1996, two major new data access technologies, OLE DB and Microsoft® ActiveX® Data Objects (ADO) were released. The Active Data Connector, later to become Remote Data Services for ADO, was also released. In 1998, OLE DB for Online Analytical Processing (OLAP) was released.

Each technology is implemented using several dynamic-link Libraries (DLLs). The SDKs through which each technology was released included information on redistributing the DLLs. However, many application vendors and information systems groups installed the redistributable versions of these DLLs in a variety of locations on a workstation, rather than in one consistent location for all workstations. By doing this, they could be sure that the correct version of a DLL was indeed installed on the workstation with the application.

This situation created a problem because of the way Microsoft Windows® (except Microsoft Windows 2000 and Microsoft Windows 98 Second Edition—see below) manages DLLs. Once Windows loads a particular DLL into memory, it is used by all applications that need a DLL with the same name, regardless of the DLL's version. Thus, the wrong version of a DLL was sometimes used even if the right version of the DLL was installed where the setup program put it, causing applications to crash or run incorrectly. This problem was difficult to correct because the exact cause of the problem was difficult to detect.

To illustrate this problem, assume that two versions of a DLL are installed on a workstation in two different folders, as follows:

Msador15.dll version 2.10.3513.2 is installed in C:\Program Files\Common Files\System\Ado\.

Msador15.dll version 2.0.3002.11 is installed in D:\DataClient\.

Now suppose that Program1.exe in D:\DataClient began running and consequently loaded Msador15.dll version 2.0.3002.11 into memory. The module name for this DLL is ADOR15. Later, Program2.exe, in a different folder, begins to run and attempts to load the latest version of Msador15.dll. Windows has the module ADOR15 already in memory. It can't unload the module, and it can't load a different version of Msador.dll in memory. Therefore, it returns a handle to the 2.0.3002.11 version to Program2.exe, which crashes when it calls Msador15.dll because it is expecting the newer version 2.10.3513.2.

To conquer part of this problem, Microsoft collected data access technologies and created a single installation program. The intention was to prevent multiple versions of the same DLL from being installed at different locations on the workstation, as well as making sure that all versions that were installed had been designed and tested to work with each other. This installation program is known as the Microsoft Data Access Components (MDAC) setup program.

Unfortunately, this approach was not consistently applied, which aggravated the problem. Since MDAC was introduced, software installation programs have not uniformly installed the data access technologies in MDAC. Only since mid-1999 has MDAC been uniformly installed, and with the release of Windows 2000, MDAC 2.5 will be part of the operating system, further reducing the likelihood that this problem will occur.

By allowing multiple versions of the same DLL to be loaded at the same time, Windows 2000 and Windows 98 Second Edition eliminate the DLL-version problem entirely. This feature is called side-by-

side component sharing. Read the MSDN technical article "Implementing Side-by-Side Component Sharing in Applications" for details on this feature.

Known Errors and Issues

All program errors that generate an error message box will create an errors.txt file in the Touch N' Go Server program directory. This information includes specific error numbers to assist in the troubleshooting process.

Known Errors that you can resolve:

Error 1002 indicates that the port or IP address configured in the Server Admin program is an incorrect IP address or a port number is conflicting with an existing port being used on the server. For instance if the TNG Server program was configured for port 80 and you are running a website on the server (which also uses port 80 and is the standard for websites) you will have a port conflict. The TCP/IP protocol has a number of ports which are used to differentiate requests to different processes. You can choose any port number from 1 to 65000, however, many port numbers on your system are reserved for other applications you may want to try 4448, 987, 43333 and 801.

Error 9 can be resolved by shutting down the Touch N' Go Server program and deleting the tng2k.LDB and then restarting the server program.

Error 13 is a type mismatch error and the only way to resolve the error is to shutdown the TNGServer program and then start it up again.

Error 52 is kind of a fluke and may never occur. We had this error come up only once in a 6 month time frame of testing the program and it was a bad IP address. Just click OK on the message box and all is functioning as normal.

Error 339 refers to a specific system file that is missing. Several of the files used by the Server program can be copied into the system or system32 directory (depending on the operating system being used) to resolve the error.

Error 3051 indicates the tng2k database has been opened exclusively by another user. This error is usually followed by error 75. To resolve the error, close the TNG server program before continuing with datafunctions on the database.

Error 3077 is a syntax error caused when using quotation marks in names and description fields.

Unterminated String Constant - This Javascript error will pop up if a remark was entered with the use of the <enter> key. The solution is to type the entire remark as one line of text.

Known issues:

- Login names and group names can not use an apostrophe (') in the name.
- You may encounter a longer than normal processing time when generating reports, or an error message. There is an upper limit of 1500 file records per database. As the database approaches this limit the time required to generate a report increases significantly. When you encounter long processing times you may need to purge or archive your database. Depending upon the number of users and the amount of activity, you may have to
- Proxy Enabled by accident can result in a few errors especially while in the Company-wide Mini-Display:

1) A network error occurred: unable to connect to the server (TCP Error: Can't assign requested address). The server may be down or unreachable. Try connecting again later. Selecting OK does take you back the active screen. Or

2) You have a "The Page Cannot be Displayed" and in the URL field this IP address: http://0.0.0.0/rub.htm. Or

3) Runtime Error has occurred. Do you wish to Debug? Regarding Line: 19 - select No.

Corrective action includes reconfiguring the Server Admin by deselecting Enable Proxy Server Support.

- AOL - is not recommended as the default browser but to use Internet Explorer 4+ or Netscape 3+. AOL 4 apparently works well if you are accessing the Internet with AOL but using Internet Explorer or Netscape as your browser. AOL 5 was having significant problems during the development of the Touch N' Go Internet Edition. It was found that if the AOL5 was selected as the default browser, you could not successfully use the Internet Explorer or Netscape.
- Novell - the Touch N' Go Internet Edition does not run as a service (or NLM), therefore, can not be loaded on a Novell server. It will be necessary in a Novell environment to install the Touch N' Go Internet Edition server program on a WinNT 4 or Windows 2000 server, or a Windows 98, Windows NT4, Windows 2000 Professional station or Windows Millennium workstation.
- During the installation it is recommended to select the backup option so any older program files that are being updated are placed in the backup directory. It should be noted that other Touch N' Go Internet Edition program files will be placed in the backup directory that you may want to delete to conserve on hard drive space. All files with .mdb, .exe, .gif, .ini, .htm, .jpg, and .001(2) may be deleted. This should release approximately 36.1mb of harddrive space.
- Windows95 (a,b, and c) is not a compatible operating system for the Touch N' Go server program host machine. There are several areas the Windows 95 operating system that is weak regarding ports, and is too slow when updating recordsets. The Touch N' Go Server program needs to be installed on Windows 98, Windows NT4 (Service Pack 6a is recommended), Windows 2000 (server and workstation operating systems), and has been successfully tested on a Windows Millennium Beta operating system



Company Information

You can contact Touch N' Go Systems, Inc. product support via telephone, fax, e-mail, or the World Wide Web.

■ Ordering or general Product information, call 1 800 691-6333

■ Product Support Technician, call 1 907 264-6333

■ Fax number is 1 907 274-9493

■ E-mail address is support@touchngo.com or touchngo@touchngo.com

■ Touch N' Go's support website address is:

<http://touchngo.com/tng/Support/index.htm>

■ For general product information:

<http://www.touchngo.com/tng/>

Thank you from all of us at Touch N' Go Systems, Inc.

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