

Touch N'Go®

THE DESKTOP IN-AND-OUT BOARD

Internet Edition v. 1.2.12

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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 (such as Internet Explorer) to view the In-and-Out Board.

The **Touch N' Go Internet Edition** features a user login screen, advanced security levels, emailing co-workers if you have internet email capabilities, two types of views to display users - Detailed or Mini-Display, and various tracking and reporting capabilities. In some network environments, there will 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+. We have found some problems with AOL browsers due to the 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 does not 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 will run on Windows 98, Windows Millennium, NT4+ and the Windows 2000 platforms.

The host machine can be a fileserver, internet server, or a workstation in 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.

On a Peer-to-Peer network, all workstations will need to have the TCP/IP protocol installed and the appropriate IP addresses assigned to each workstations. Adding a protocol to a workstation may require a reboot of the computer. After the computer is properly configured with the TCP/IP protocol and IP address, the host's IP address and port number will need to be typed in the URL address field of the browser. You can set this URL to be the default home page of the browser.

Peer-to-Peer

The Server Program should be installed on a machine that is typically up and running before all other workstations login for the day. It is recommended that the host machine match or exceed RAM and processing speed of the typical workstation on your network. You may want to insure that the TNGSVR executable is in the startup menu of the host machine.

After the installation of the TNGSVR program, you must first start the ServerAdmin to correctly identify the computer's IP address and the Port number you have assigned the machine. If IP addresses are being assigned to the computer, you may view the IP address by typing winipcfg in the Run command and select the network card on the machine to view the IP address. If you have Windows 2000, you will type in the ipconfig command to view the IP information.

■ **Server-Client Network Intranet**

The server may be restarted twice during the installation process, please take this into consideration when you install the TNGServer program as each server's reboot time is different. The number of restarts is dependent on the Microsoft components already installed on the server.

If the MDAC is already installed on the server The Server Program should be installed on a machine that is typically up and running before all other workstations login for the day. It is recommended that the host machine match or exceed RAM and processing speed of the typical workstation on your network. You may want to insure that the TNGSVR executable is in the startup menu of the host machine.

After the installation of the TNGSVR program, you must first start the ServerAdmin to correctly identify the computer's IP address and the Port number you have assigned the machine.

■ **Server-Client with Server live on Internet**

If you are hosting a website and installing the TNG Server program on the same server, you will need to use another port than 80. If you should have chosen 80, you will receive our error message which indicates error 1002 - this indicates the port is in use or a bad IP address. Port 80 port is typically used strictly by the website. There are over 66,000 ports available, so you may want to use a number like 4448 or 987 or 32000.

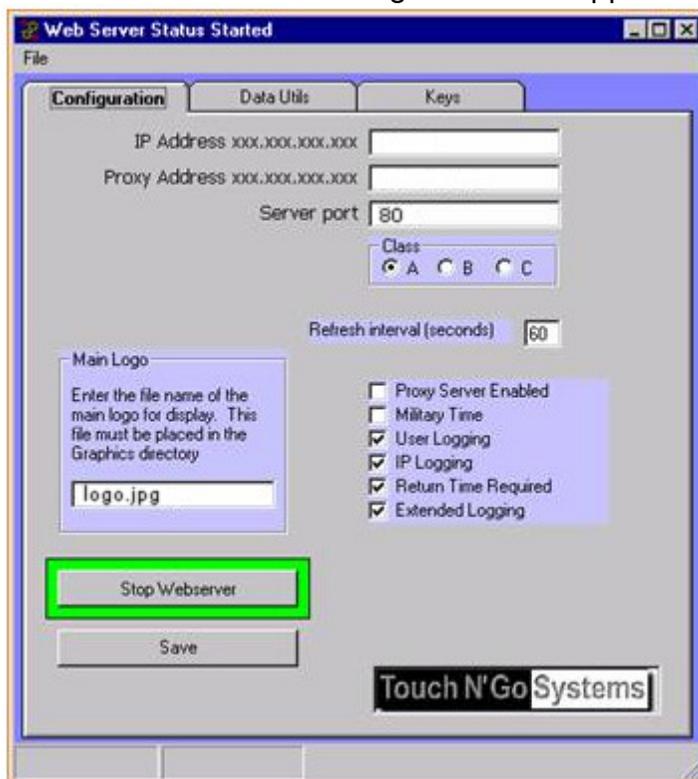
A note about software firewalls: In order for TNG to operate properly, you may need to set up an exception on your firewall, either for the application or the port you chose in the previous step.

Server Program Configuration

There are two main executable files to the TNG Server:

TNGAdmin.exe: is the server configuration program that registers the program and configures the server program access settings plus network-wide program settings for all users using the program. This utility also can compact and repair the tng2k.mdb data file.

TNGServer.exe: starts the TNG Server program on the host machine that allows the workstations to browse to the host machine and view the In-and-Out Board. After the installation of the TNG Server program, you will need to first start the TNGAdmin and the following screen will appear:



You will need to input the computer's IP address assigned to that machine. 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 80 if no other websites are hosted on the computer otherwise you can try running the "netstat -a" at a command prompt to see what ports are already in use.

Most networks use a class C subnet mask (255.255.255.0)

■FireWall Configuration

If you are publishing Touch N' Go for access outside of your local network, you need to provide the public IP address provided by your ISP in the Proxy Address field. This would match the WAN ip address on your external firewall. You will also have to forward traffic on the port that you publish you TouchNgo service to the internal address of your server.

Example:

Firewall or router Lan IP	192.168.1.1
Firewall or router Wan IP	122.253.33.1
Port forwarding	Port 80 to 192.168.1.99
Internal TNG server static IP	192.168.1.99

In order for TNG to operate properly, you may also need to set up an exception on your software firewall either for the application or the port you chose in the previous step. In XP you can create a windows firewall exception in **control panel – security settings - firewall settings – exceptions – add program** - click **browse** and look for the *tngserver.exe* which is usually in `c:\program files\tngweb\`

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

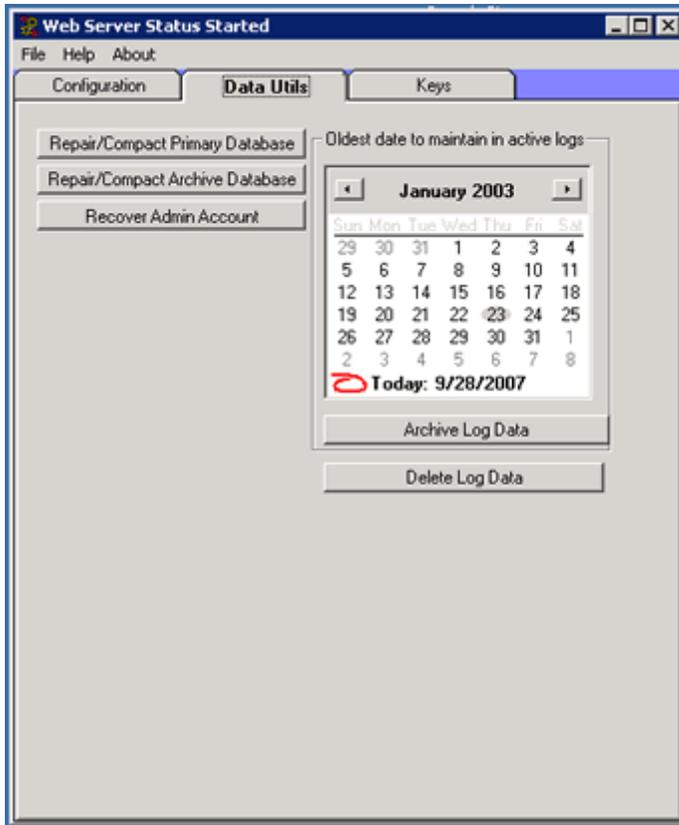
Military Time allows for either a 24 hour clock or standard time. Military time is disabled by default.

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 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.

The Return Time Required option is disabled by default. When enabled all users will need to input their return information, otherwise, they can not check themselves out.

The Refresh Interval can be adjusted from 10 to 120 seconds. This frequency is how often the program will update the status display of all changes made as users check in and out.



The Data Utils tab provides you with tools to backup, recover and monitor TouchNGo.

Repair/Compact Primary Database will copy 'tng2k.mdb' to 'tngbak.mdb,' and then compact the database. It is recommended that you perform at least weekly backups of the TNG database.

Repair/Compact Archive Database will copy 'archive.mdb' to 'archive.mdb,' and then compact the offline database.

Recover Admin Account does one of two things. If the 'admin' account still exists, it will reset the password back to the default of *Password*. If there is no 'admin' account, it will prompt you to elevate an existing user to admin, starting with the user with the highest security level.

Archive Log Data will archive records prior to a given date, and move them to archive.mdb

Security Levels

Administrative or security levels are divided into seven levels. The security level of each user is defined while adding a new user or editing an existing user.

Should you want to have the ability for users to log in anonymously, Create a user named "anonymous" and set the password to "blank" (not empty but the word blank)

If there is a user named anonymous then anonymous users can do whatever the anonymous account is set to allow based on it's group membership.

The default user on install is:

Username: **admin**

Password: **Password**

As a best practice, we recommend you do not use the administrator account on a day to day basis.

■ 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 access email and contact information of all users

■ Level 1

- Gains access to the program by inputting user login name and password
- Has the ability to change own personal status
- Can view the status of all users in the Detailed or Mini Displays
- Can access email and contact information of all users

■ Level 2

- Gains access to the program by inputting user login name and password
- Has the ability to change own personal status
- Can viewing the status of all users in the Detailed or Mini Displays
- Can access email and contact information of all users
- 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 own personal status

- Can view the status of all users in the Detailed or Mini Displays
- Can access email and contact information of all users
- [Change the status of any user company-wide](#)

■Level 4

- Gains access to the program by inputting user login name and password
- Ability to change own personal status
- Can view the status of all users in the Mini and Detailed Displays
- Can access email and contact information of all users
- Can change the status of any user within the group they are assigned
- Can ADD, EDIT, and DELETE users within their assigned group
- [Can assign security levels for their group](#)
- [Generate reports for individuals within their department and all users within the company report from the drop-down list are available at this level!](#)

■Level 5

- Gains access to the program by inputting user login name and password
- Has the ability to change own personal status
- Can viewing the status of all users in the Mini and Detailed Displays
- Can access email and contact information of all users
- Can change the status of any user within the group they are assigned
- Can ADD, EDIT, and DELETE users from their department only. Can assign security levels
- Can assign security levels for their group
- Generate reports for individuals within their department and all users within the company report from the drop-down list are available at this level
- [Can ADD, EDIT and DELETE groups](#)
- [Assign users from their group to another](#)

■Level 6

- Gains access to the program by inputting user login name and password
- Has the ability to change their own personal status
- Can viewing the status of all users in the Mini and Detailed Displays
- Can access email and contact information of all users
- [Can change the status of all users regardless of department](#)
- [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](#)

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 and configured first.

See Server Program for configuration information.

If you are using IP address's within your network, just type the IP address with the port information in the address or location field of the browser. This can be made 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. If the server is live on the internet, 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 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 to each workstation.

To add the TCPIP protocols:

Select My Computer, then Control Panel, select Network and if TCPIP is not listed in the window, select Add, then protocols, then

Features at a Glance

Unlimited Departments or Groups

Emailing capabilities for companies on full-time internet access or internet email capabilities.

Security levels

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

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

Mini Display can view all employees by entire company or by department

Reports now include reporting items to review by User Security Level

Reports

Reports that can be generated by users with Level 4, 5 and 6 permissions:

Status Report by User - this is a report on all users in alphabetical order

Status Report by Status - will list users by their status in alphabetical order noting who is out first, then unavailable, then in and lastly the unknown status.

Status Report by Group - will list the group in alphabetical order with the users in alphabetical order in the group.

User List

User List by Level

User List by Group

Log by User and Date

Log by Group and Date

Reports by Date Range

Report from the IP Log

Report from the Archive

Displays

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

The Detail Display displays all Groups/Departments, the activated Group information and all functional options.

Under the Menu field lists all Groups/Departments for the organization and to switch easily between the Groups to view the status of other users. There are two icons next the Group name - one will show the Group Mini Display and the other the Group pop-up window.

The View link displays the detailed information of the user that was selected – this includes Title, phone and pager numbers, email address, status, return time and remarks. In this User screen, you can update the status, edit user information, generate a report on the user (no date ranges) and delete the user. Deleting the user removes all historical information. If you place your cursor over the View link, status information is displayed on the bottom status bar.

The User field displays the names in a color coded field - red being out, green - in, yellow - the person is unavailable, and blue means the status of the person is unknown.

The Mail link allows for emailing a user providing there is email capabilities are configured for the organization.

The Status field notes the status of the user: In, Out, Unavailable, and Unknown. It also allows for a quick In or Out change by clicking on the check marked box next to the status.

The Return field shows a part of the information in the Status Description, to view more of the Status description place your cursor over the View Link which will display the status on the bottom status bar.

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 drop-down menu then click on Go. A user's status can be changed from in the Mini-Display providing the user has the authority to make the change. To view the details of the status you must return to the Detail Display.

The other Mini-Display is by Group which you can view by clicking on the TNG icon to the left of the Group name or going to the middle drop-down menu and selecting Mini Group Display then clicking on GO.

IP Address and Port Numbers

If IP addresses have not been assigned to the workstations for other network needs, the following IP address format may be used:

192.168.1.xxx. The first three sets up numbers (192.168.1) must be used on all workstation and host machine. The last three numbers must vary as no two machines can have the same IP address. You can use a range of 1 to 254 since you will be using a subnet mask of 255.255.255.000.

Specifications

■ Server System Requirements:

Operating System: Windows 98, Windows Millenium, Windows NT 4 with SP5+, Windows 2000, Windows XP, Windows Server 2000, Windows Server 2003

System: *P166mhz+ processor - Intel or compatible

TCP/IP: Assigned IP address.

Server Disk space for installation: 60mb

Server Disk space after installation: **15mb

Browser: Java-enabled web browsers, including Internet Explorer 4+, Netscape 3+, Mozilla, etc.

■ Workstation System Requirements:

Workstation installation: There is no Touch N' Go Internet Edition software to load.

Browser: Java-enabled web browsers, including Internet Explorer 4+, Netscape 3+, Mozilla, etc.

TCP/IP must be loaded on the workstation and IP addresses assigned.

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

**This disk space need may increase is 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.

Company Information

You can contact Touch N' Go Systems, Inc. product support via telephone, fax, or the Web.

Ordering or general Product information, call 1 907 338-8188

Product Support Technician, call 1 907 338-8188

Fax number is 1 907 274-9493

Our hours are 9am – 5pm Alaska Standard Time. If you call outside those hours, please leave a message so we can return your call as soon as possible.

Touch N' Go's support website address is:

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

For general product information:

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

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