



STOPware Product Installation Manual

PassagePoint Global

PassagePoint Product Installation

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PassagePoint v10 Technical Specifications

PassagePoint Components

PassagePoint installs and uses Java 5, PostgreSQL database and Apache Tomcat web server. Below are the components that are installed with each installation package:

- **STANDALONE: Tomcat, Java, PostgreSQL and hardware drivers**
- **SERVER: Tomcat, Java and PostgreSQL**
- **CLIENT: Java and hardware drivers**

System Requirements

Operating System requirements

Before installing PassagePoint, please assure that the Windows Operating System meets the following requirements:

- Windows 2000, XP or 2003 - Update to Service Pack levels as listed below. These Service Packs are required for Windows Installer.
- Microsoft Windows 2000 Service Pack 3 (SP3) or newer
- Microsoft Windows XP Service Pack 1 (SP1) or newer
- Microsoft Windows Server 2003
- Windows Installer 3.1

NTFS partition is recommended for installing PostgreSQL. Otherwise, special installation steps are required.

For Logitech QuickCam support, you must have [DirectX 9.x or higher](#) and [Internet Explorer 5.5 or higher](#) installed prior to installing Logitech's software.

During install of Standalone or Server, administrative rights are required for installing PostgreSQL.

RAM, storage and application requirements

The table below lists the RAM, storage and application requirements for PassagePoint by install option.

Table 1— Client Workstation (including Kiosk) Requirements for Windows

	Minimum	Recommended
Processor	Intel Pentium 3 or equivalent	Intel Pentium 4 or better
RAM	1 GB	2 GB *
Hard Disk Space	200 MB	200 MB
Monitor	SVGA (800x600)	XVGA (1024x768) or higher
CD-ROM	Required for installation	Required for installation
Serial Ports	USB 2.0 ports for devices	USB 2.0 ports for devices

Table 2 —Standalone/Server (up to 5 users) Requirements for Windows

	Minimum	Recommended
Processor	Intel Pentium 4 or equivalent	Intel Pentium 4 2.8 GHz or better
RAM	2 GB	2 GB*
Hard Disk Space	1 GB	30 GB**
Monitor	SVGA (800x600)	XVGA (1024x768) or higher
CD-ROM	Required for installation	Required for installation
Serial Ports	USB 2.0 ports for devices	USB 2.0 ports for devices

Table 3 —Server (up to 25 users) Requirements for Windows

	Minimum	Recommended
Processor	Intel Core 2 or equivalent	Intel Xeon or better
RAM	2GB	4 GB
Hard Disk Space	5 GB	30 GB **
Monitor	SVGA (800x600)	XVGA (1024x768) or higher
CD-ROM	Required for installation	Required for installation

* Additional RAM may be required when using multiple USB devices, such as license scanner, printer, barcode scanner, camera, biometric scanner, etc. USB 2 ports offer best performance.

Special Note: Assure Tech Scanners require a minimum of 4 Gigabytes of RAM and .NET Framework installed on the Client Workstation

** Hard disk space is based on moderate data growth. Please contact your PassagePoint representative for larger deployment requirements.

Port Requirements

PassagePoint Server requires TCP ports 2080, 2443, 9876 and 9875 to be available. Ports are used for communication from PassagePoint Client, Kiosk, Web Pre-Registration and Mobile to the PassagePoint Server. Additional configurable Tomcat administration ports may be needed, such as 8005, 8009 and 8082.

Installing PassagePoint

Whether this is a standalone or network installation the treatment is the same.

Server Installation

The person installing PassagePoint must have Administrator rights to the server. Begin by loading the product into the Server CD drive.

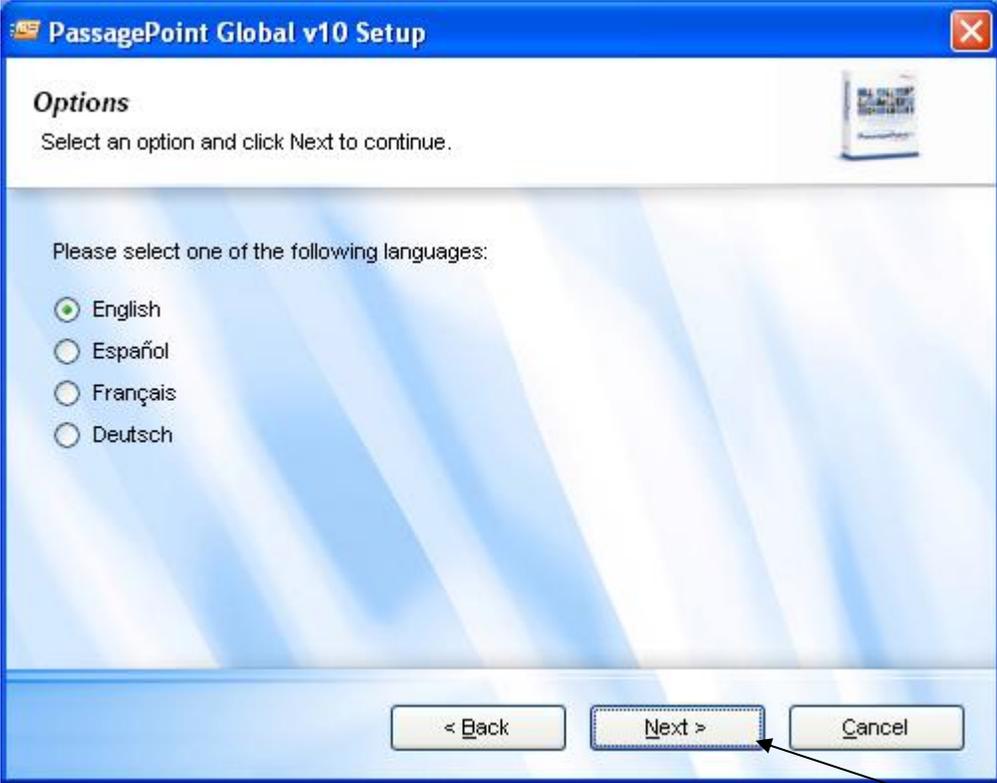
Server Information

Note: Before beginning with the Server installation write down the Server name and the IP Address. You will need this information for the Client work station installation. If your company uses DNS then you can use the Server name for the client. If your company does not use DNS then you will need to assign the server a Static IP Address.

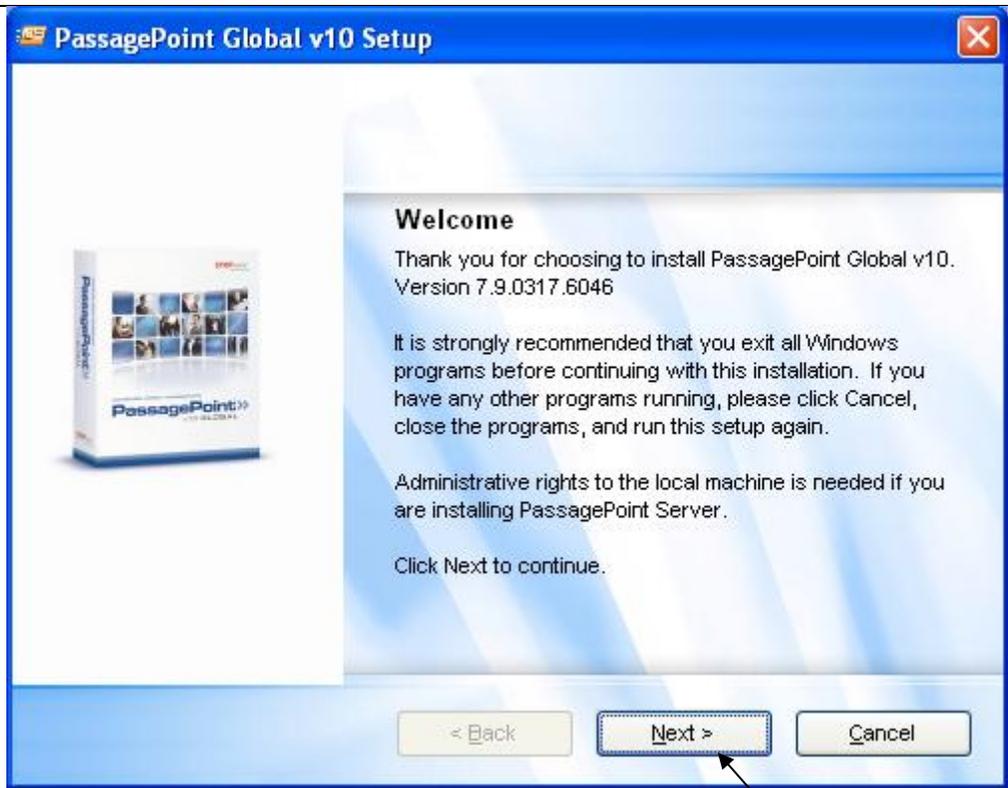
Open the Global folder on the CD drive. Double click on the "Setup_Global.exe" file. The installer is programmed to ask several questions during the installation process.

Note: While PassagePoint has been designed for multi-lingual use, for installation purposes this process shall be treated using English. The same steps shall apply when installing using one of the below depicted languages.

Language Options

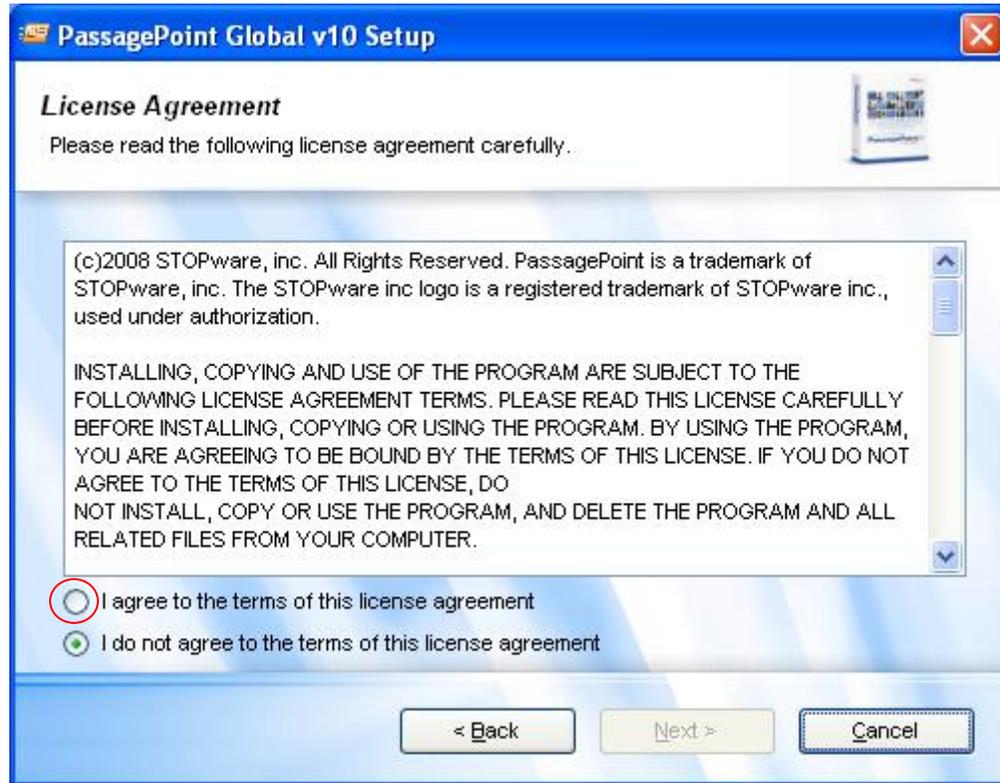


This is the first installation screen. Pick language and then click on the Next button



Opening instructions screen, read and click on the Next button

License Agreement



Standard End User License Agreement. Please read and if you agree to the Stopware Terms then click on the I Agree Radio button. Once you click on this button the next button will light up and you will be able to continue with the installation.

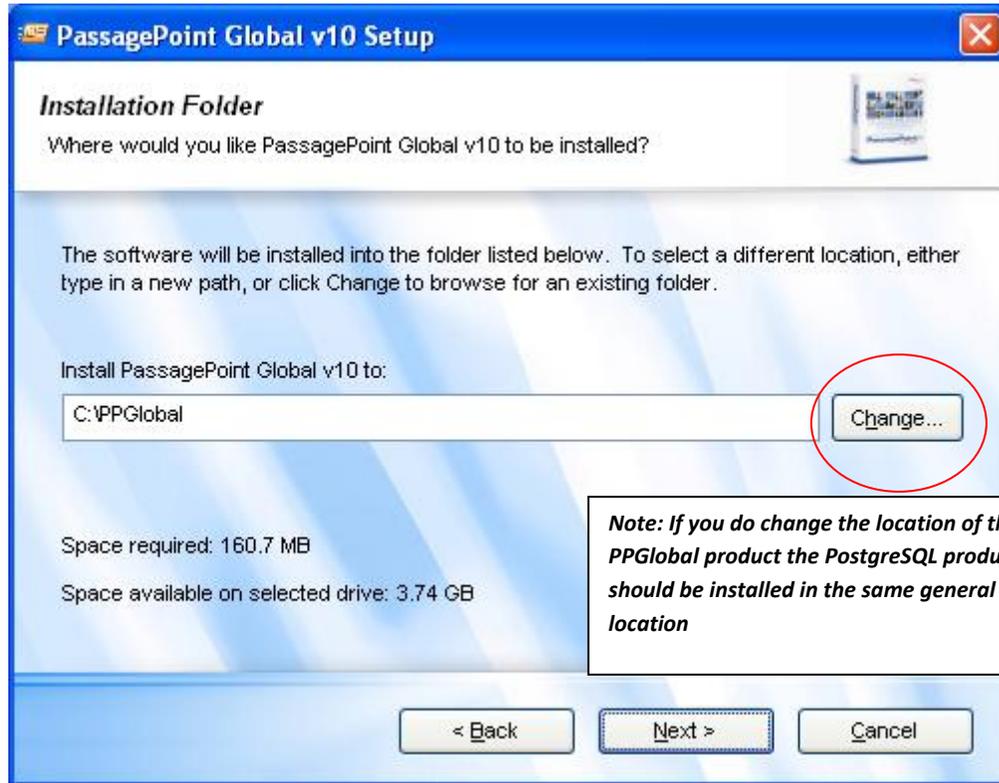
Installation Type



When doing a Server installation, STOPware recommends that you install the product as a Standalone on the server. This gives you the benefit of using the GUI interface to the product so as to add product licenses and customize the product for the end user.

Note: When doing a client work station installation you would only click the Client radio button.

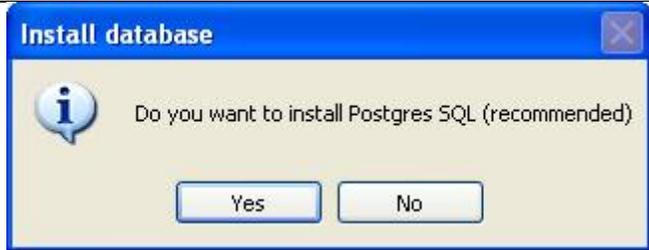
Locating an Installation Place for your Software



The PassagePoint installation routine defaults to the root of the “C” drive to install the product. True Server installations should be installed on the Server Application drive. Typically this would be the “D” drive but this is customer driven and company policy should be adhered to when installing the server side of the product.



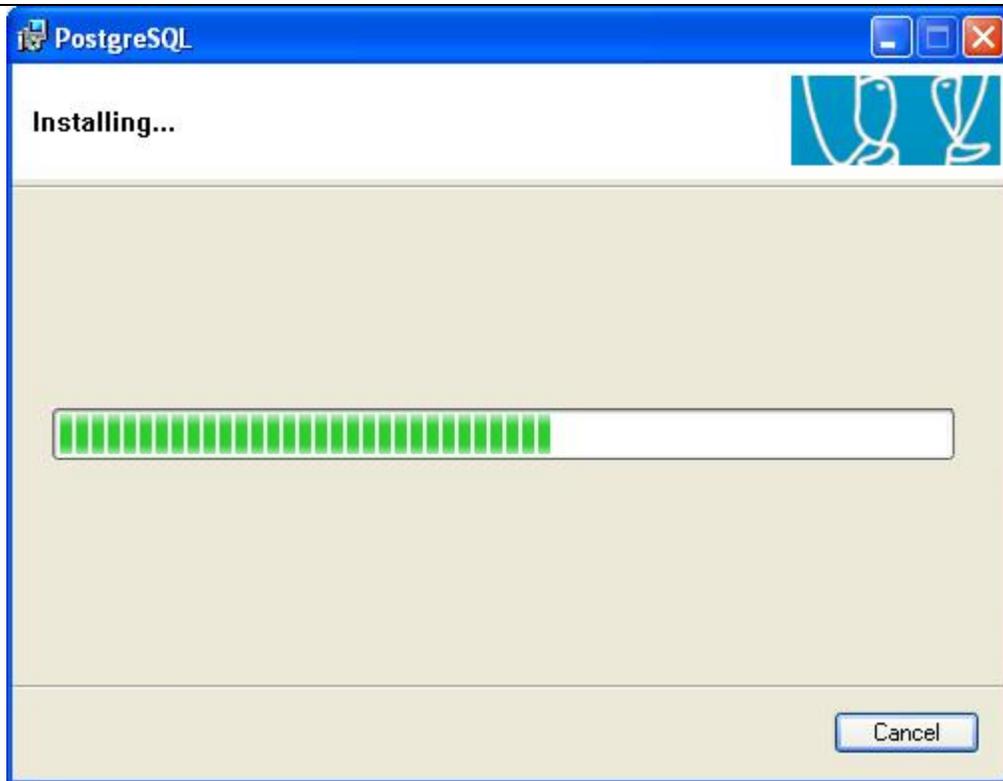
Please check to make certain that the new installation locations are correct if you intended to change the locations. Once confirmed please click the next button.



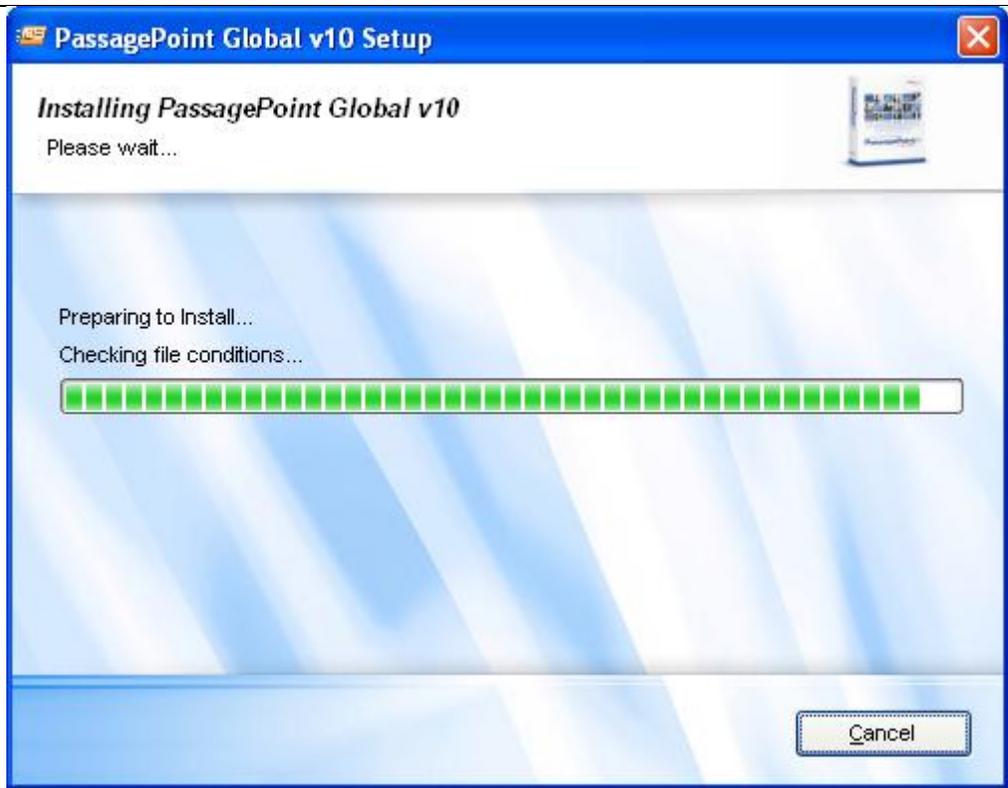
Postgres SQL is a required sub-component of the PassagePoint Global product so the answer would be Yes.



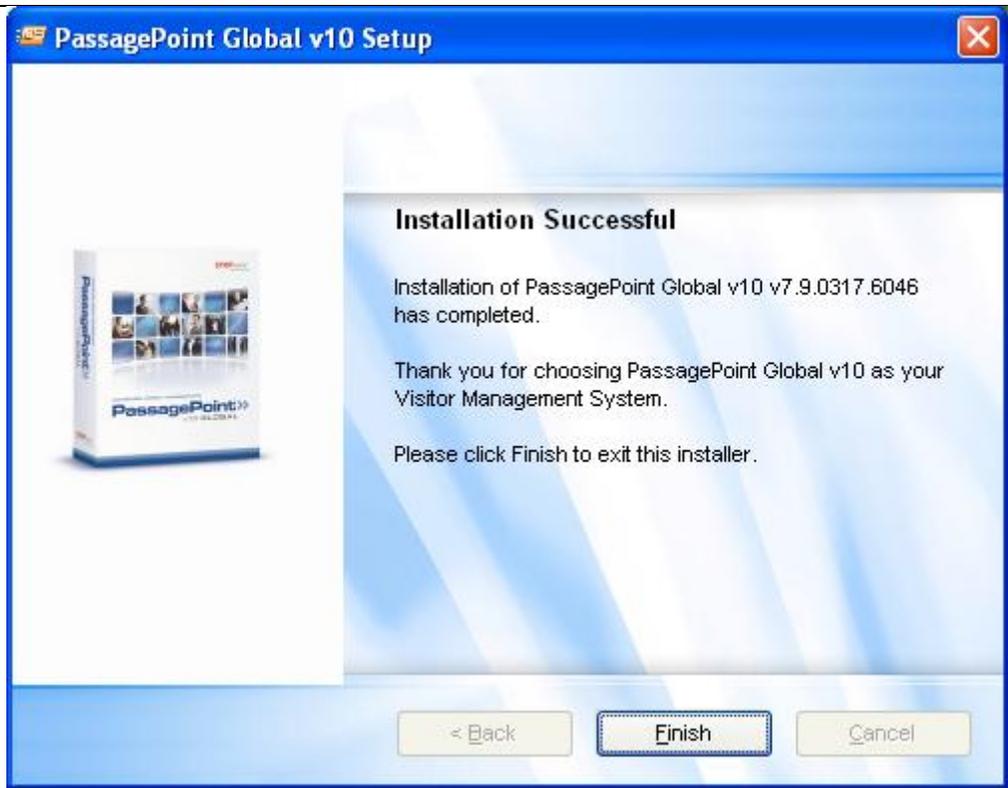
STOPware has embedded the the PostgreSQL password into the installation program. While you do not need to use this password again, please note its location in this manual and then click on the "OK" button.



The product will now install the PassagePoint Global and PostgreSQL programs.



The installation bar may disappear during this process. The installer is setting up the services on the computer. There is no need to be concerned if this happens.



The product is formally installed when the finish box appears. Click the Finish button.



A new Icon will appear on your desktop. This is the new PassagePoint program. DoubleClick the icon to start the program.



This is the PassagePoint Log in Screen. Click your mouse in the Login Name box. The user name is: **admin**.

Leave the password box blank and then click on the Login Button



You will now start the licensing process. Information about your company goes here. Pink areas on the data entry fields are required data fields.

Licensing your product

Auto License Feature

Add License

On-line License Entry

If you have internet access, the fastest way to add licenses to PassagePoint is by entering the Product Key below. The license file will be downloaded automatically. Note: The information about your organization must be entered before you can use this option.

Product Key

Get License

Manual License Entry

If you are unable to use the on-line option above, you can manually download your license and then load it using the button below. Note: You will need to enter the Machine ID shown below when you download your license files. To begin, open a web browser and go to <https://visitorbadging.com/register> and follow the instructions to download each license file. Use the "Load License..." button below to load it into PassagePoint.

Machine ID

Load License...

OK

Hint: You will be placing the product key in the Product key box. Before you press the Get License Button, Open your Web Browser. In some cases this makes it easier for the PassagePoint program to get out and touch the Stopware Licensing Server

STOPware encloses license keys in the CD case. Depending on what was purchased by your company will determine what product keys will be supplied.

Once the license key number is placed in the Product Key field area, press the Get License button. If the download was successful then a Blue Bar will appear with a comment insidethat states download was successful.

Repeat process for all licenses purchased.

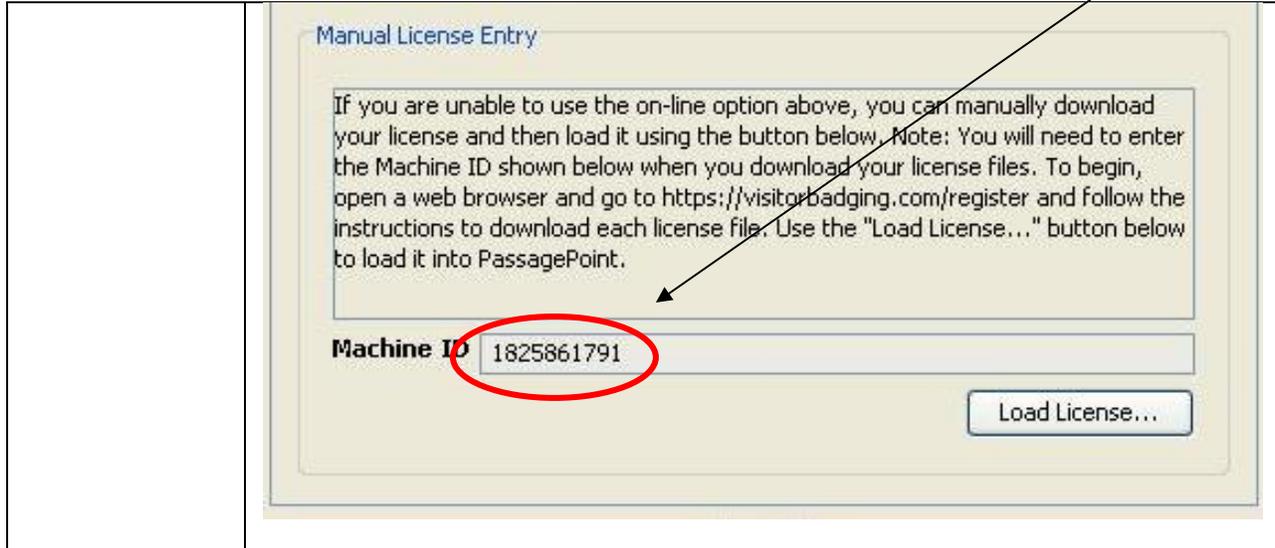


If the license download was unsuccessful then a Red bar will appear stating Download was unsuccessful.

Note: In some cases PassagePoint cannot get out of your companies firewall. If this happens then you will need to manually download the license key from the STOPware Licensing Server.

Manually Licensing PassagePoint

Note: Leave the Licensing page open in PassagePoint. Copy down the Machine ID number.



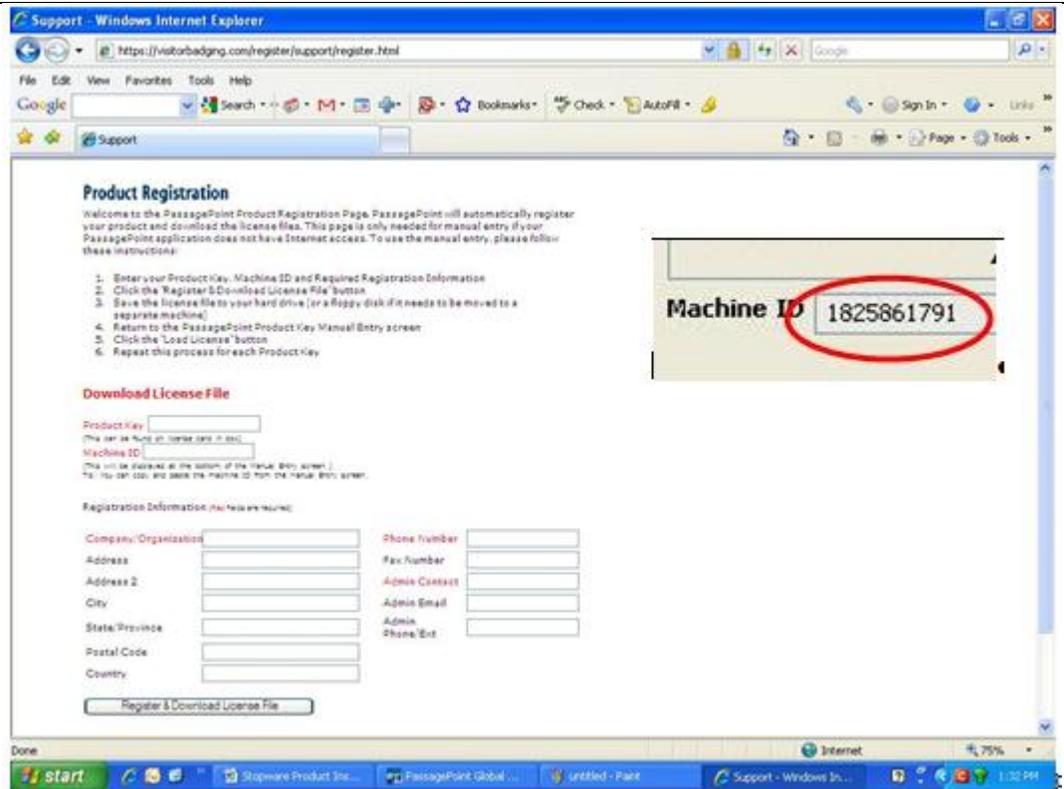
Manual License Entry

If you are unable to use the on-line option above, you can manually download your license and then load it using the button below. Note: You will need to enter the Machine ID shown below when you download your license files. To begin, open a web browser and go to <https://visitorbadging.com/register> and follow the instructions to download each license file. Use the "Load License..." button below to load it into PassagePoint.

Machine ID 1825861791

Load License...

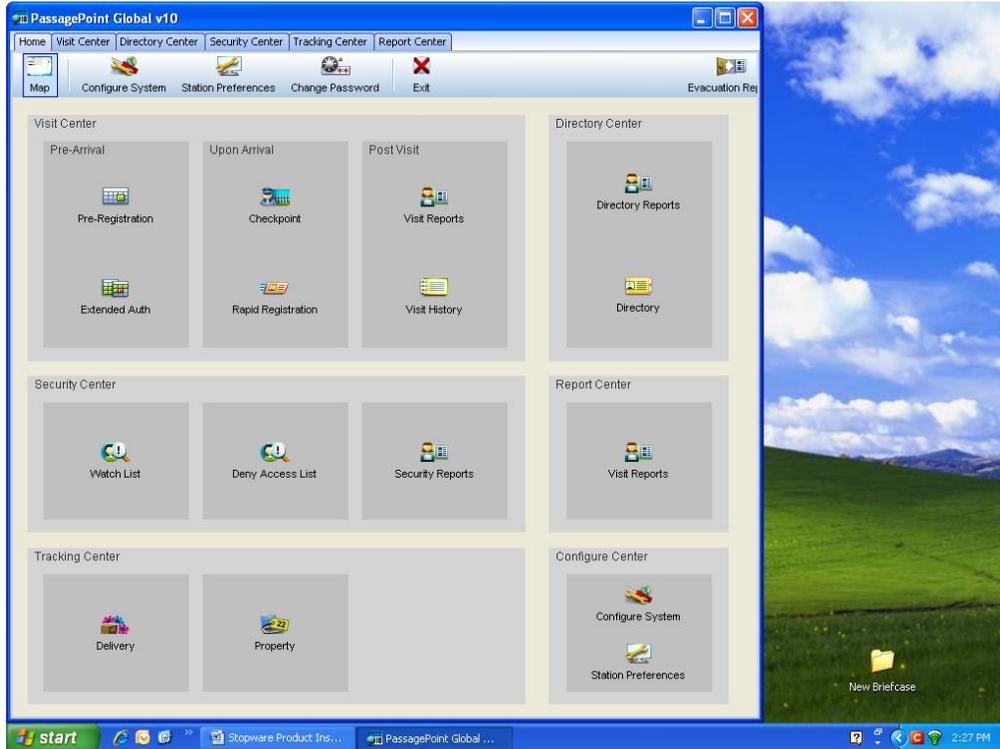
Connecting to the STOPware Licensing server is easy. Open your Web Browser and go to the following web site: <http://visitorbadging.com/register>



You will need to fill in the Red box fields which required. Remember the Machine ID number that you copied down will need to go into the Machine ID box.

HINT: Once the required fields are filled in you will click on the Register and Download License file button. The license file will have an SWR extension on it. Please download this file to the root of the PPGlobal folder on your server. DO NOT CLOSE OUT THE WEB BROWSER IF YOU HAVE MORE THAN ONE (1) LICENSE TO REGISTER. You only have to change the license number, this will save you time.

Server Installation is Complete

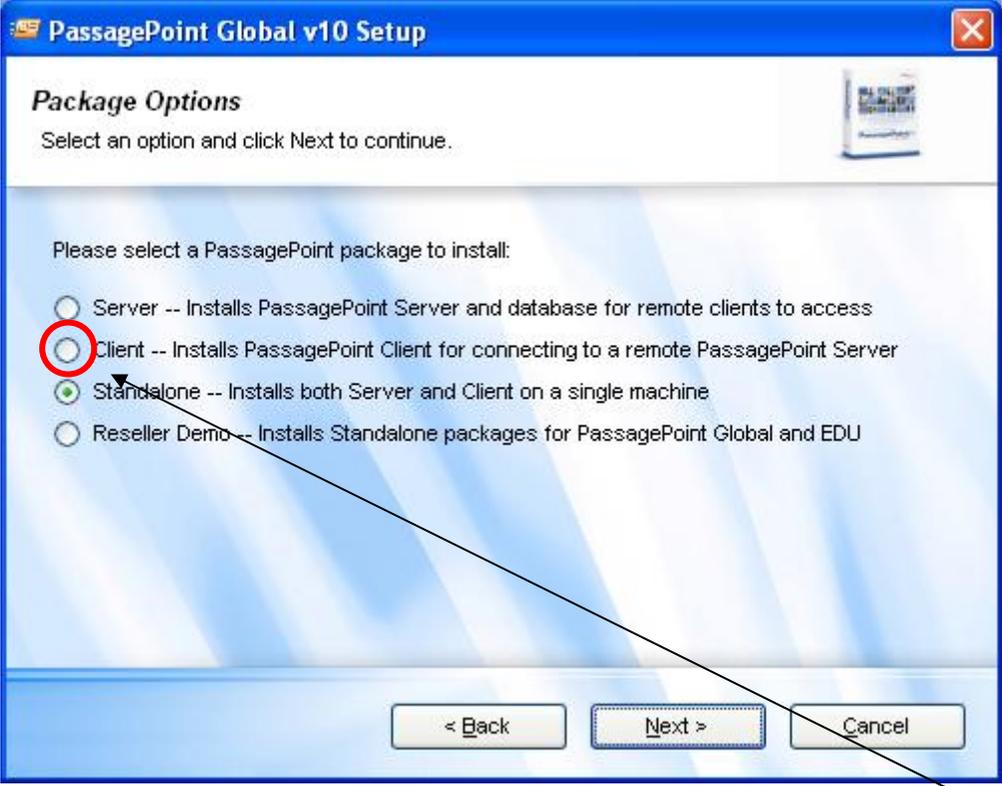


This is the map screen. Congratulations you have successfully setup the PassagePoint server.

Client Workstation Installation

The steps to installing a client workstation are the same as installing the server but with one exception.

Installation Type



Package Options
Select an option and click Next to continue.

Please select a PassagePoint package to install:

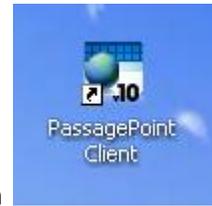
- Server -- Installs PassagePoint Server and database for remote clients to access
- Client -- Installs PassagePoint Client for connecting to a remote PassagePoint Server
- Standalone -- Installs both Server and Client on a single machine
- Reseller Demo -- Installs Standalone packages for PassagePoint Global and EDU

< Back Next > Cancel

When you get to the Package Options section you will click on the Client Radio Button.

Note: When doing a client work station installation you would only click the Client radio button.

Starting the Client Workstation



Once the client software is installed there will be a PassagePoint icon on your desktop.

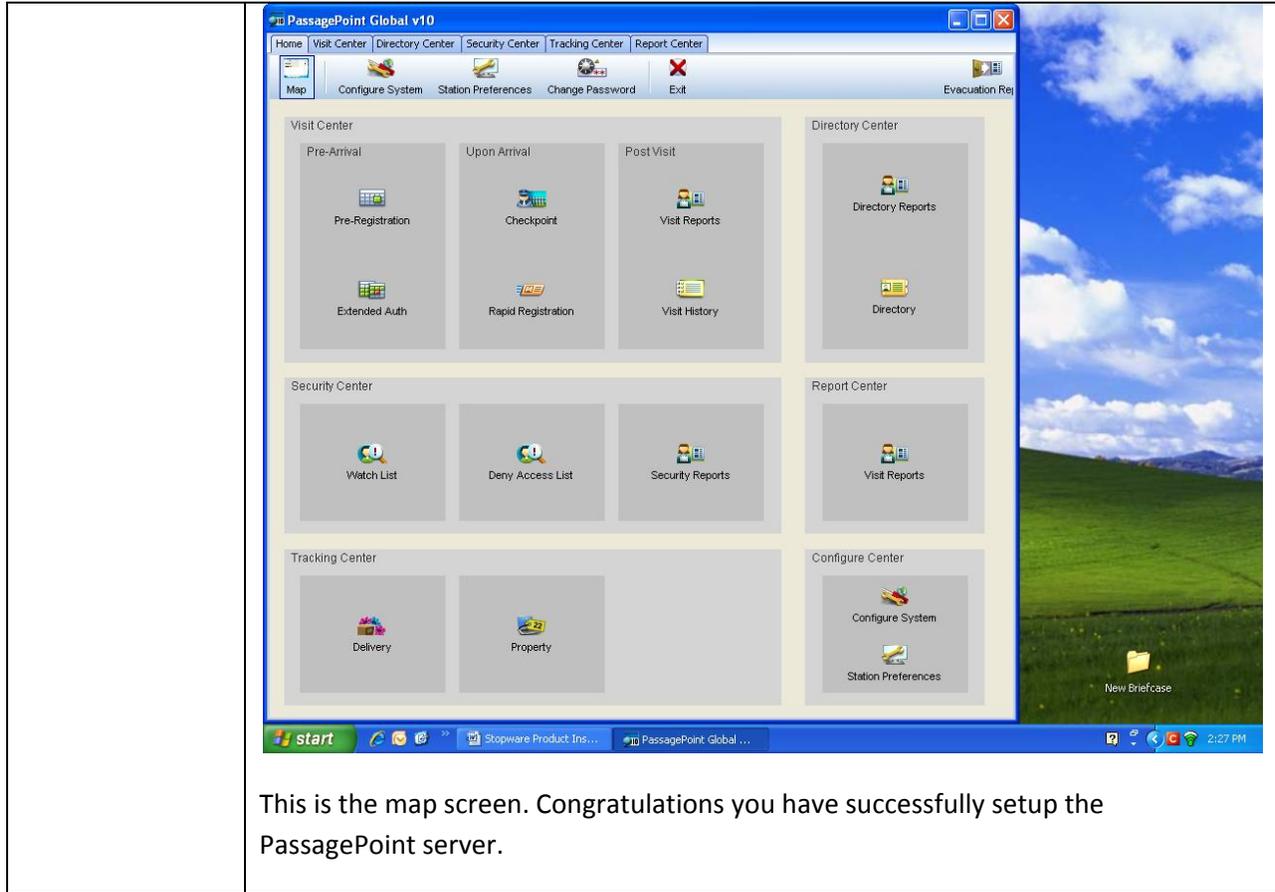
Pointing the Client Workstation

Before the log in page appears the network location box pops up. This is where you will type in the name of the server or the static IP address depending on your company's IT procedure.

Section II

Using PassagePoint

If you are only using the PostgreSQL SQL database, then you are finished and ready to start customizing the PassagePoint Global product.



Please refer to the PassagePoint Administrator's Manual for Table Set-up and User Configuration.

Section III

Other Configurations

The PassagePoint product is very API friendly (Application Programming Interface). The following sections are provided as needed to the customer based on the API need.

Alternate Databases

PassagePoint uses a PostgreSQL as its default database. PassagePoint can also link to the following databases.

- MS Sequel
- Oracle
- MySQL

In any of the above the cases the client must possess and/or purchase the necessary product licenses for those products. Please send an e-mail to STOPware at support@stopware.com to request the database integration documentation.

Access Control Integration

PassagePoint can integrate with over 20 different Access Control Systems. This list continues to grow. Please send an e-mail to Stopware at support@stopware.com to request the proper Access Control integration documentation.

Employee Directory Integration

For employee lookups PassagePoint can either use a LDAP connection or an ODBC Lookup. Please send an e-mail to Stopware at support@stopware.com to request the proper Directory integration documentation.

Technical Support

STOPware has a technical support team available from 9:00 AM EST to 8:00 PM EST Monday through Friday. Our support telephone number is 408-367-0220 Extension #2. Please have your Customer Information, hardware specifications, and Software Operating information available prior to calling for support.

Installation Information

STOPware offers for a fee either onsite installation and training or Remote Web Enabled installation and training. Please call your Sales Representative for information and pricing.