

Innovative Technology

INTELLIGENCE IN VALIDATION

Customer Software Guide



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1 GUIDE INTRODUCTION

1.1 Manual Amendments

| Rev. | Date | Amendment Details | Issued by |
|------|----------|--|-----------|
| 1.0 | | - First Issue | JB |
| 1.1 | 05/01/15 | - Links updated | JB |
| 1.2 | 04/07/19 | - Ticket Template Manager added - Wording Amendments - Common Error Messages added | AF |
| | | | |
| | | | |

1.2 Copyright

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A list of Innovative Technology Ltd offices can be found on the ITL website. If the product proves defective within the applicable warranty period, Innovative Technology Ltd will repair or replace the product. Innovative Technology Ltd shall have the sole discretion whether to repair or replace, and any replacement product supplied may be new or reconditioned.

The foregoing warranties and remedies are exclusive and are in lieu of all other warranties, expressed or implied, either in fact or by operation of law, statutory or otherwise, including warranties of merchantability and fitness for a particular purpose.

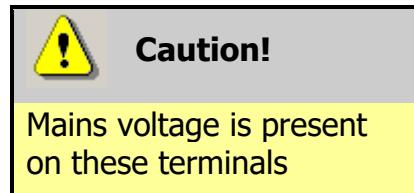
Innovative Technology Ltd shall not be liable under this warranty if it's testing and examination disclose that the alleged defect in the product does not exist or was caused by the customer's or any third person's misuse, neglect, improper installation or testing, unauthorized attempts to repair, or any other cause beyond the range of the intended use. In no event will Innovative Technology Ltd be liable for any

damages, including loss of profits, cost of cover or other incidental, consequential or indirect damages arising out the installation, maintenance, use, performance, failure or interruption of an Innovative Technology Ltd product, however caused.

1.4 Product Safety

Throughout this manual set, we may draw your attention to key safety points that you should be aware of when using or maintaining the product.

These safety points will be highlighted in a box, like this:



This manual set and the information it contains is only applicable to the model stated on the front cover, and must not be used with any other make or model.

1.5 Purpose of this Manual

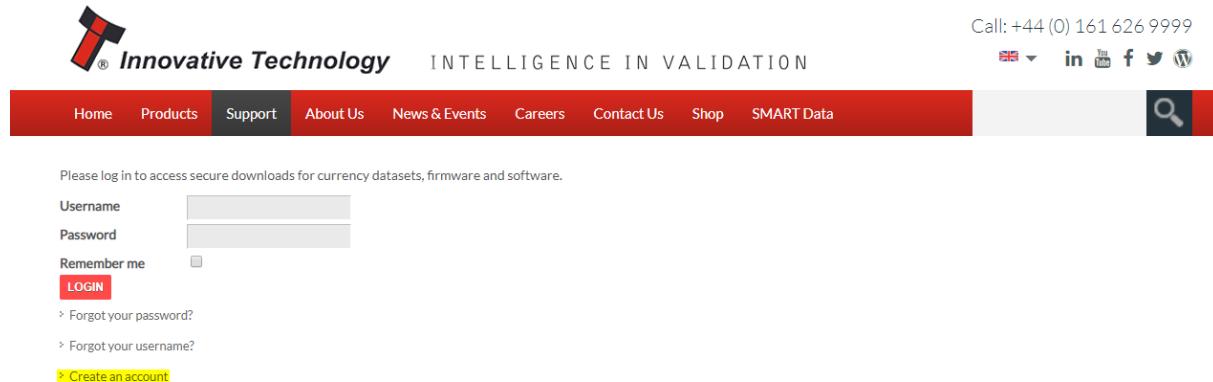
The purpose of this manual is to provide a brief overview of the software packages supplied by ITL. The manual will cover:

- Driver Install
- Validator Manager
- NV Card Utilities
- PIPS / CPIPS
- Smart Data
- Device Programming System
- Ticket Template Manager

2 INITIAL SETUP

2.1 ITL Account Creation

If you do not have an account with Innovative Technology, you can create one through our web portal. Please visit www.innovative-technology.com and select Support. You will then be prompted with the screen below:



The screenshot shows the Innovative Technology website's login page. At the top, there is a navigation bar with links for Home, Products, Support, About Us, News & Events, Careers, Contact Us, Shop, and SMART Data. To the right of the navigation bar are social media icons for LinkedIn, YouTube, Facebook, Twitter, and WordPress, along with a phone number (Call: +44 (0) 161 626 9999) and a flag icon. Below the navigation bar, there is a message: "Please log in to access secure downloads for currency datasets, firmware and software." There are input fields for Username and Password, a "Remember me" checkbox, and a red "LOGIN" button. Below the login form are links for forgot password, forgot username, and create an account.

Secure Downloads

Welcome to the Secure Downloads area of our website.

Log on to download [Currency datasets](#) and [Software](#).



Click 'Create an account', you will then be redirected and asked to complete the following form:



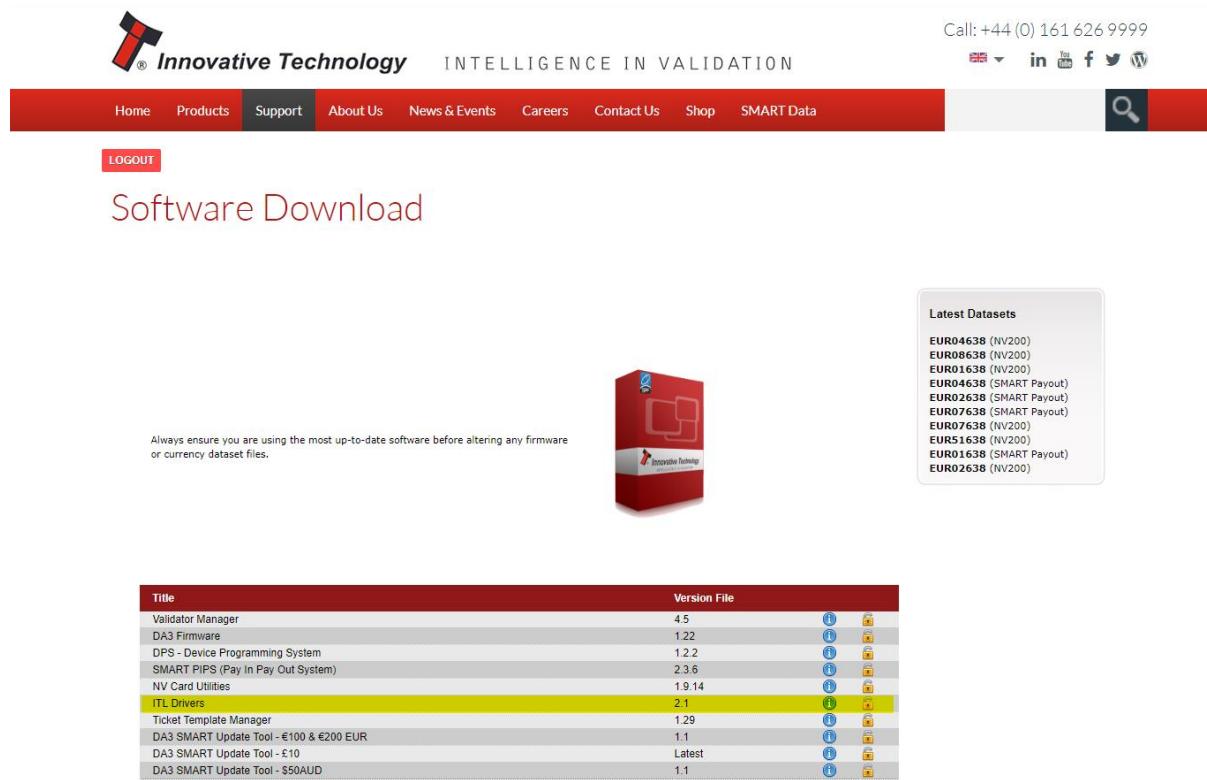
The screenshot shows the Innovative Technology website's client registration page. At the top, there is a navigation bar with links for Home, Products, Support, About Us, News & Events, Careers, Contact Us, Shop, and SMART Data. To the right of the navigation bar are social media icons for LinkedIn, YouTube, Facebook, Twitter, and WordPress, along with a phone number (Call: +44 (0) 161 626 9999) and a flag icon. Below the navigation bar, there is a heading "Innovative Technology Client Registration". The form is divided into two sections: "Client Details" and "Company Details". The "Client Details" section contains fields for Name, Username, Email, Confirm email, Password, and Verify password, all marked with asterisks (*) indicating they are required. The "Company Details" section contains fields for Company Name, Address, City, State or Province, Zip Code, Country (a dropdown menu), Telephone, and Mobile. At the bottom of the form, there is a note stating "Fields marked with an asterisk (*) are required." and a CAPTCHA field "Spam check: 11 minus 5 equals" followed by a text input field and a red "REGISTER" button.

Once you click register, you will automatically be sent an activation email, simply click on the link and your account will be activated. This will allow you to download datasets and software utilities free of charge.

2.2 ITL Drivers

The ITL drivers allow you to connect any of our validators to a compatible Windows device. If you are connecting via an IF17 then you will not need to follow this process as they are signed Microsoft Drivers and should install automatically. If this isn't the case or your computer is disconnected from the network, there is a standalone package included within the driver downloads.

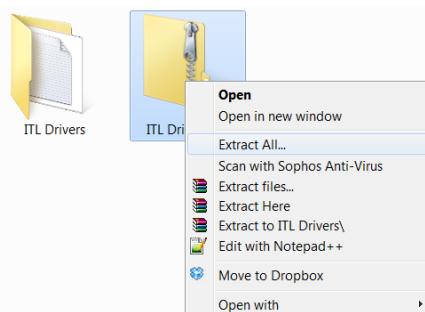
They can be downloaded from the Software download page on support, to download click on the padlock to the right of the screen.



The screenshot shows the 'Software Download' section of the Innovative Technology website. At the top, there's a navigation bar with links for Home, Products, Support, About Us, News & Events, Careers, Contact Us, Shop, and SMART Data. A search bar is also present. On the left, a message says 'Always ensure you are using the most up-to-date software before altering any firmware or currency dataset files.' In the center, there's a red software box labeled 'ITL Drivers'. To the right, a sidebar titled 'Latest Datasets' lists several datasets with their file names and descriptions. Below the box, a table lists various software titles with their versions and download links.

| Title | Version | File |
|---|------------|---------------------------------|
| Validator Manager | 4.5 | Download |
| DA3 Firmware | 1.22 | Download |
| DFS - Device Programming System | 1.2.2 | Download |
| SMART PIPS (Pay In Pay Out System) | 2.3.6 | Download |
| NV Card Utilities | 1.9.14 | Download |
| ITL Drivers | 2.1 | Download |
| Ticket Template Manager | 1.29 | Download |
| DA3 SMART Update Tool - €100 & €200 EUR | 1.1 | Download |
| DA3 SMART Update Tool - £10 | Latest | Download |
| DA3 SMART Update Tool - \$50AUD | 1.1 | Download |

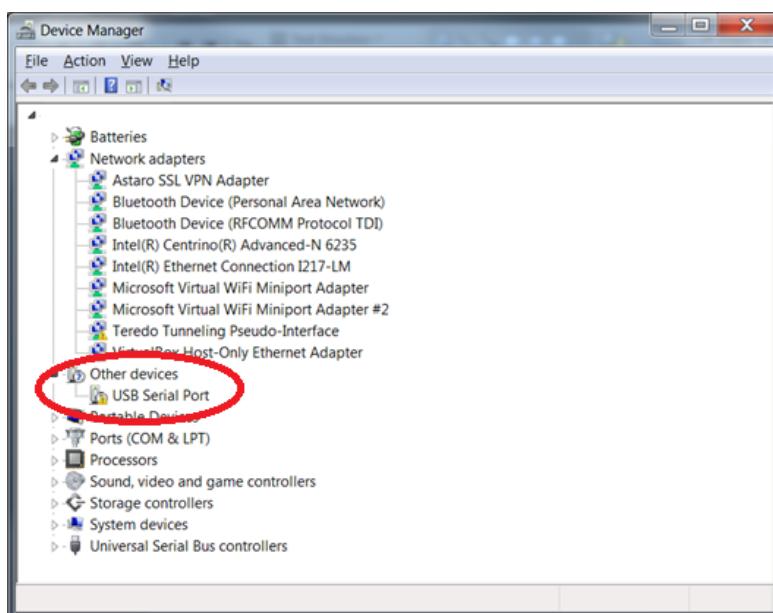
Once downloaded you will need to extract the drivers from the zip file, this can be done by right clicking and selecting extract all.



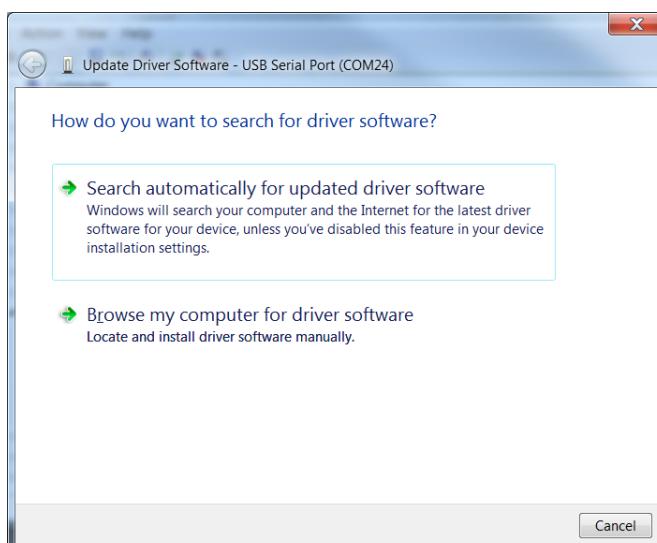
This will create a new folder with the extracted files.



Now navigate to device manager, an unknown device should be present, as shown in the figure below.



Right click and select 'Update Driver Software', a screen will appear asking you to either search Windows update for the correct driver or to 'Browse your computer', you will need to click browse my computer.

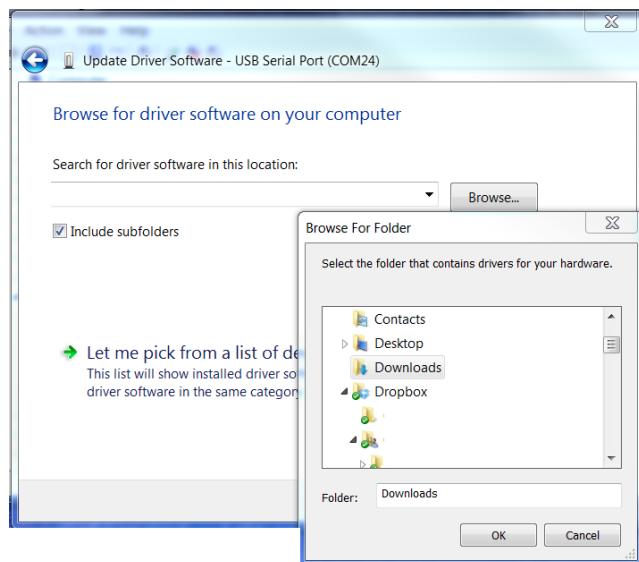


Please note:

For old DA2's (pre 2013) you must install the DA2 drivers twice, the first install will install the 'Da2 adapter' and the second driver install the 'high speed' driver. Without both of these drivers the DA2 will not function correctly.



Now navigate to the folder where the drivers were extracted, as shown below:



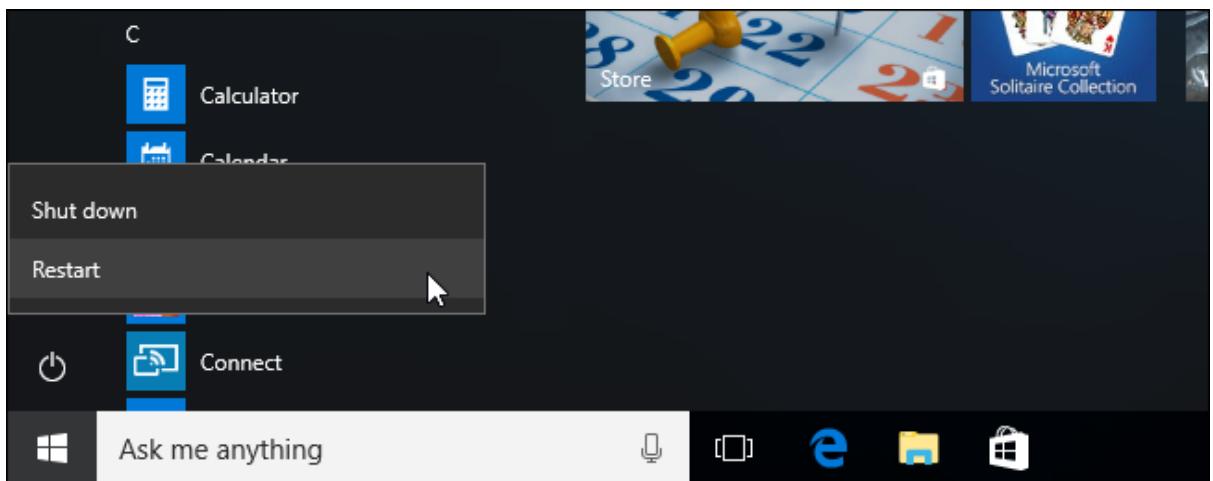
Click next then the driver will install, once the process has completed the interface device will be visible under ports.

2.2.1 Windows 8/10 Driver Installer

For Windows 8 and 10 it is necessary to disable enforcement of driver signatures, otherwise Windows will not allow the installation to complete successfully. When the system restarts you can select "Disable Driver Signature Enforcement" from the advanced options screen screen and continue the installation as usual. Once the drivers have installed you can reboot your system to Enable Driver Signature Enforcement.

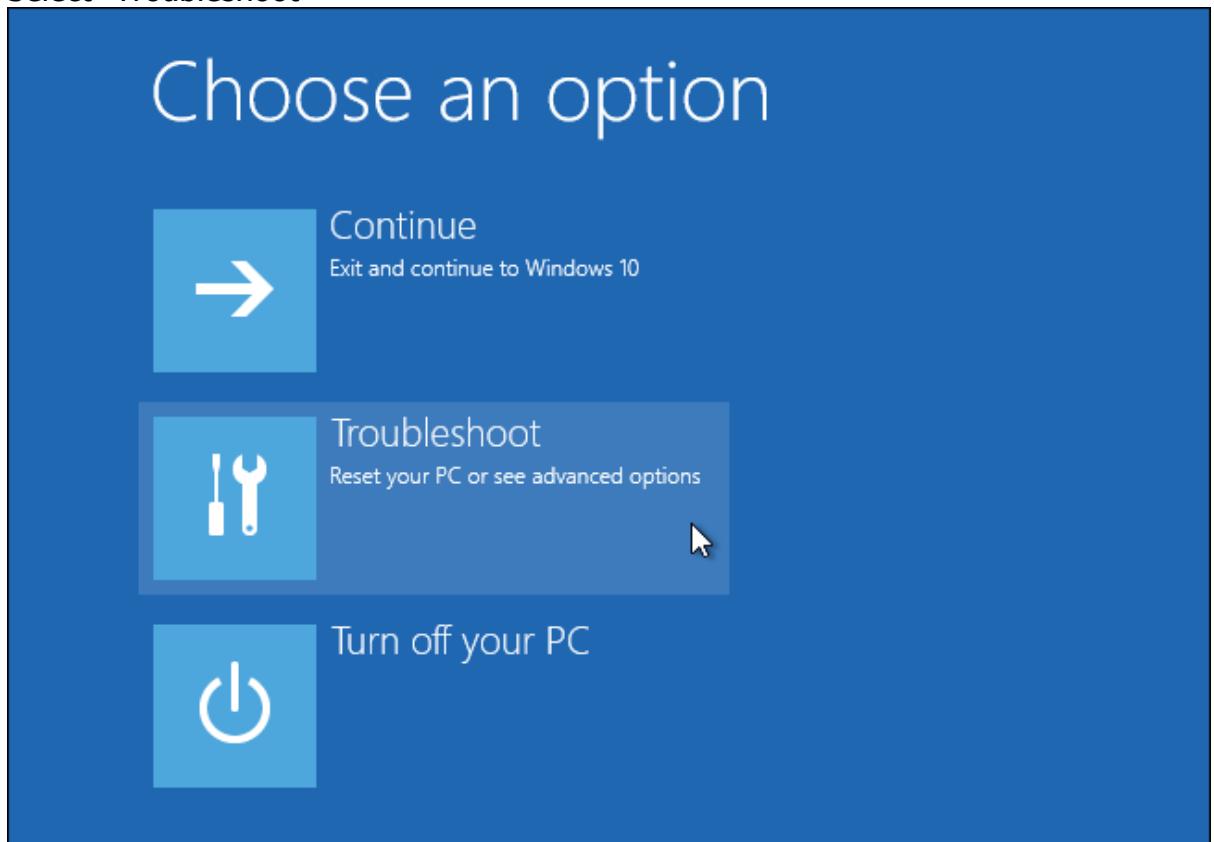
To disable the Driver Signature Enforcement, follow the steps below:

1. Get to the Windows 8 or 10 advanced boot options menu → hold down the Shift key while you click the “Restart” option in Windows

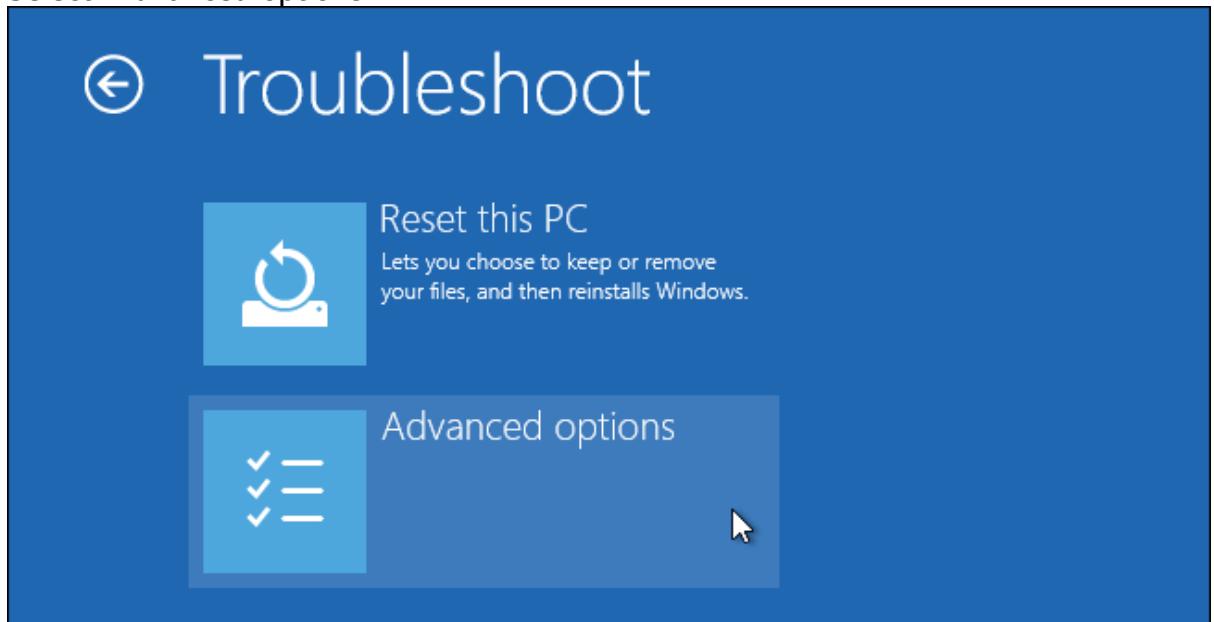




2. Select "Troubleshoot"

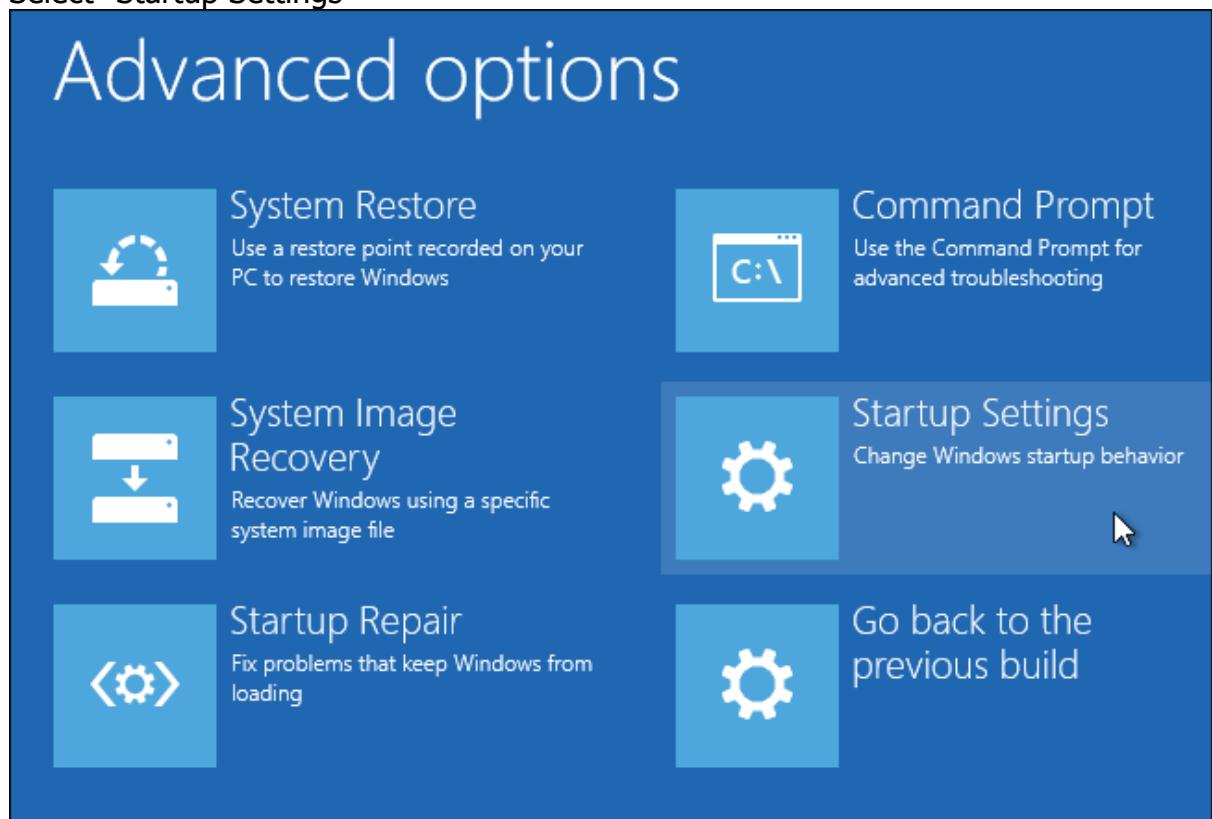


3. Select "Advanced options"

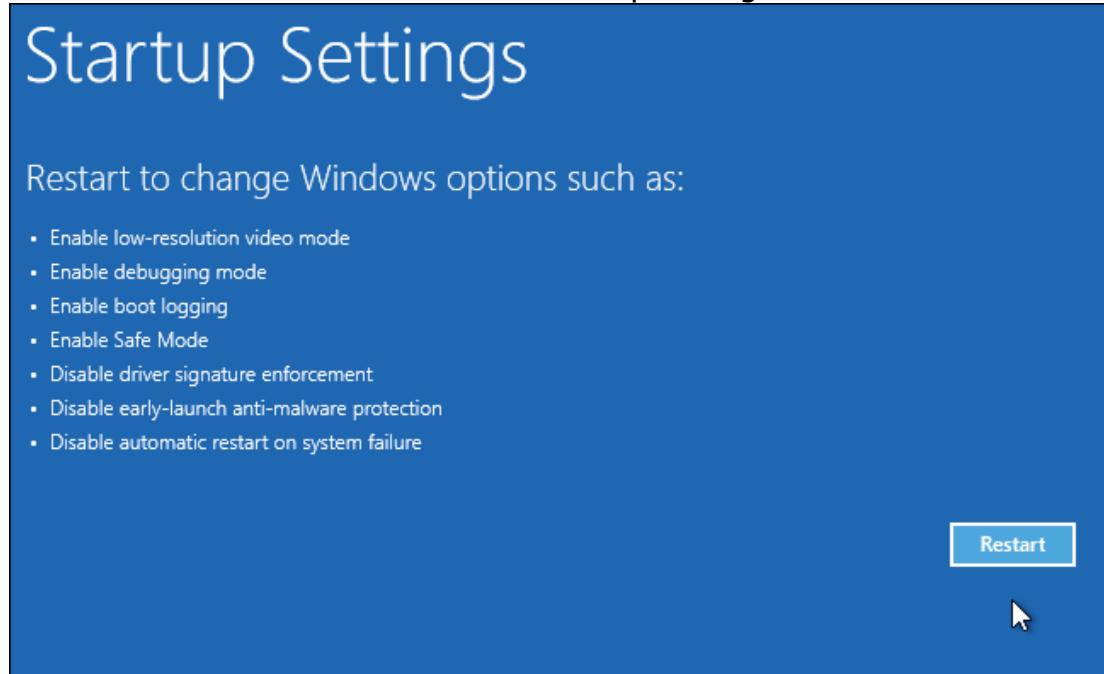




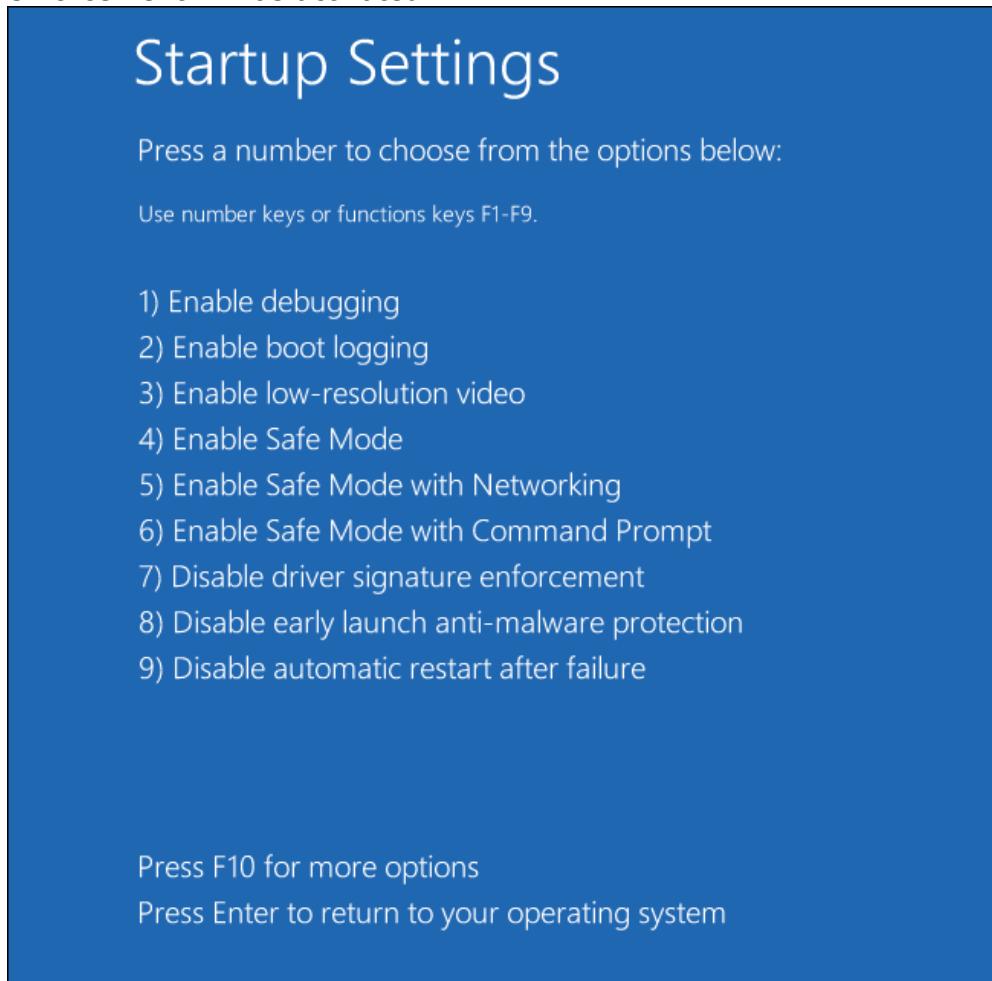
4. Select "Startup Settings"



5. Select "Restart" to restart PC into the Startup Setting Screen



6. Type "7" or "F7" at Startup Settings screen → Disable driver signature enforcement will be activated



The PC will boot with the driver signature enforcement disabled. You can now install the ITL Drivers.



2.3 Linux installation

On Linux, available devices appear as files in the '/dev' directory. In modern Linux distributions, the drivers are usually in with the system so it is not necessary to use modprobe command. The IF17 should appear as a /dev/ttyUSBx device, while the direct USB will appear as /dev/ttyACMx.

Should this fail you will need to use the below commands to load the drivers for the unit:

On a DA2/IF17:

```
modprobe -r ftdi_sio  
modprobe ftdi_sio vendor=0x0403 product=0x6001
```

Direct USB:

```
modprobe -r usbserial  
modprobe usbserial vendor=0x191c product=0x4104
```

2.4 Error during installation

If the modprobe command is not successful then it's likely that the distribution does not contain the driver modules for one or both these USB connections. In which case the kernel will have to be re-complied with the USB driver options selected during the configuration stage. Unfortunately, this is beyond the scope of support we could offer.

3 VALIDATOR MANAGER

Latest Version Can be downloaded from:

https://www.dropbox.com/s/e1kjcheui8t6toz/Validator_Manager_4.5.exe?dl=0

Validator manager is a utility which allows the user to reprogram any of ITL's validators. It can be installed from the link above; please note admin rights are required during installation. The validator must be in SSP for validator manager to detect the device.

1. Minimum System Requirements:

- Microsoft Windows 7 or later;
- ASP.NET Framework 4.5 or later;
- 256MB ram;
- 50MB hard disk free;
- ITL USB Driver for windows 8 or later;
- Connected ITL's Validator with active com port (serial or USB connection);

2. Drivers Requirement:

- Microsoft C++ 2015 Redist driver (x32 bit) or later; (must install)
- Microsoft C++ 2015 Redist driver (x64 bit) or later; (only install if computer is x64 bit)
- .NET Framework 4.5 or later; (already included on Windows 8 and later)
- ITL_USB driver; (must install if using USB connection)

3. Installation Instructions:

- Un-install all previous versions of Validator Manager installed on your computer. (Control Panel -> Programs -> Uninstall a program)
- Update Windows. Make sure your Operating System has the latest updates
- Install all required drivers. Please refer to "READ_ME-BEFORE_INSTALL.txt" for further details, in order to know what version of drivers to install
- Run the software executable and follow the on-screen instructions to install Validator Manager.

Latest release as 22/08/17 is version 4.5, the best way to download the latest version of Validator Manager is to refer to ITL's website

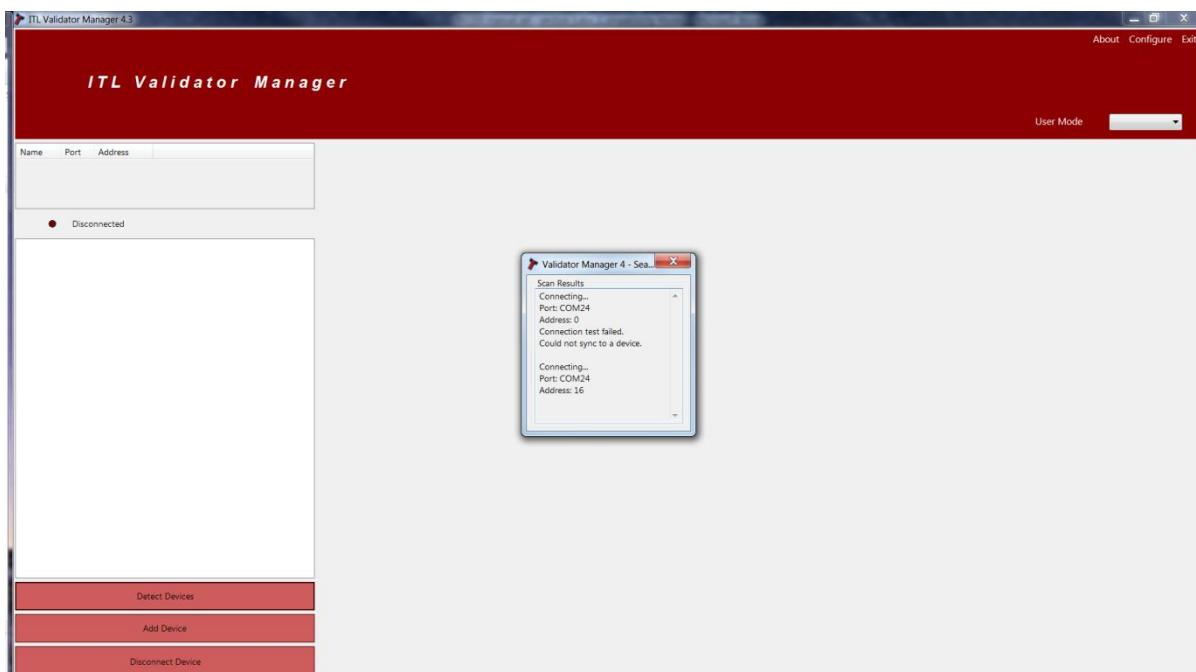


website -> Support -> Downloads -> Software Download -> Validator Manager

<http://innovative-technology.com/support/secure-download>

Please note: We have seen instances where one of the dll's (itdata1.dll) used in validator manager are flagged as a Trojan, this is a false positive and if this happens you will need to add a rule to your antivirus to allow the file to run

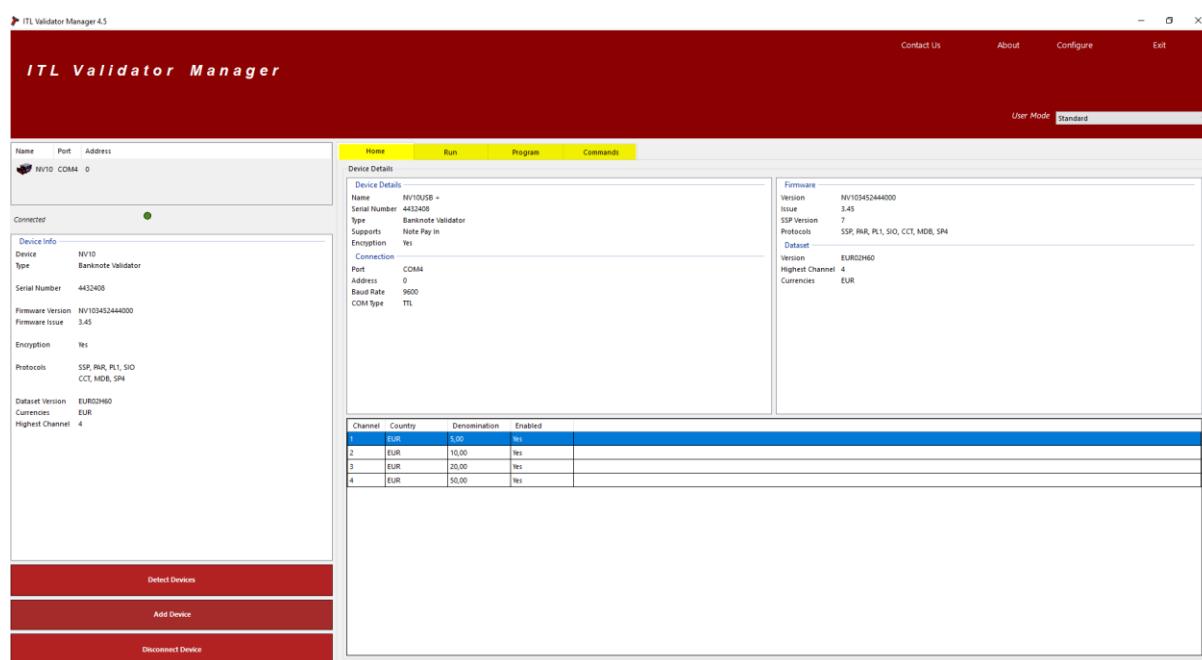
Once opened the initial screen will look like this:



Make sure that the Validator is powered up and the relevant cables are connected before going any further. When the program loads it will begin scanning through the active com ports on the machine until it gets an appropriate response. If an error is encountered, please ensure the device is generating a com port on device manager and the validator is in SSP.

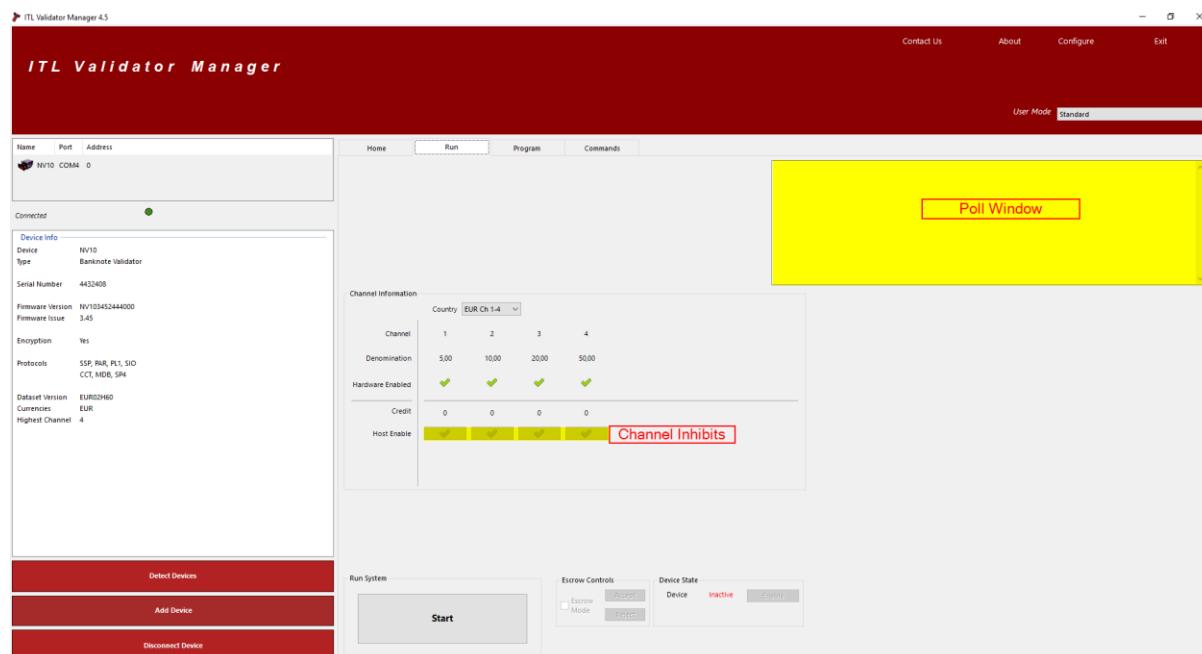


Once loaded the entire program options can be accessed from the menu bar at the top of the screen.



3.1 Running the Validator

The unit can be run from within validator manager, simply click on the 'Run' tab and it will prompt you with the screen shown below. Here the channels are shown and each channel can be inhibited. The poll window will show information of the validator, like error messages or actions.

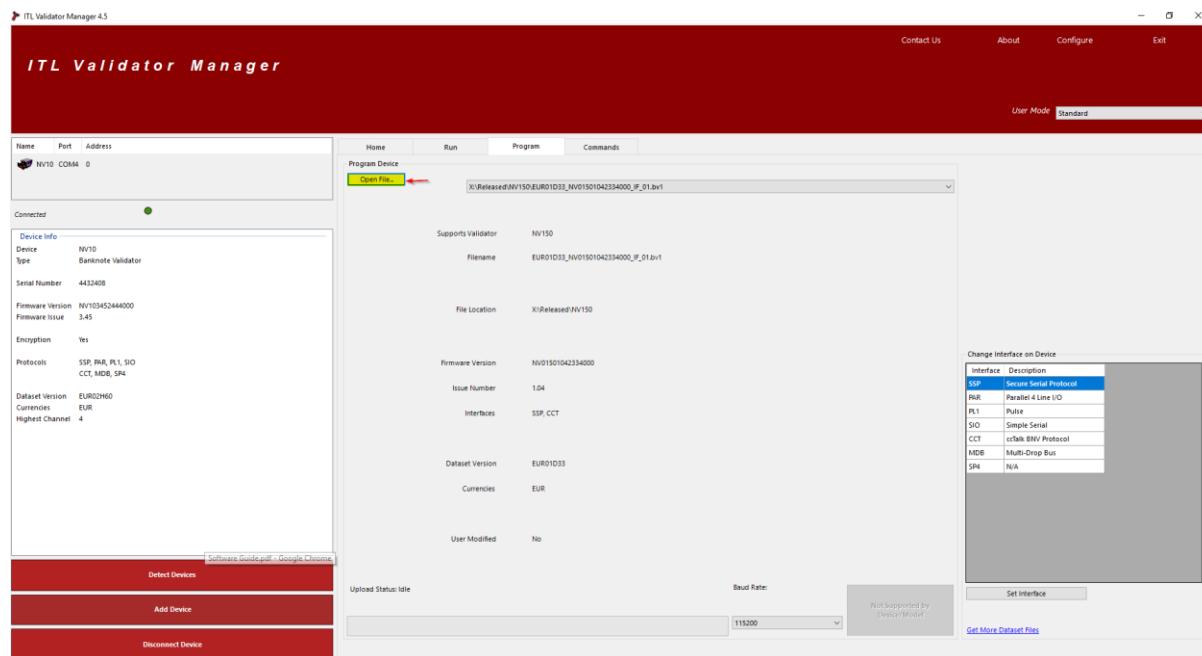


Click start and the unit will enable and allow you to feed notes.

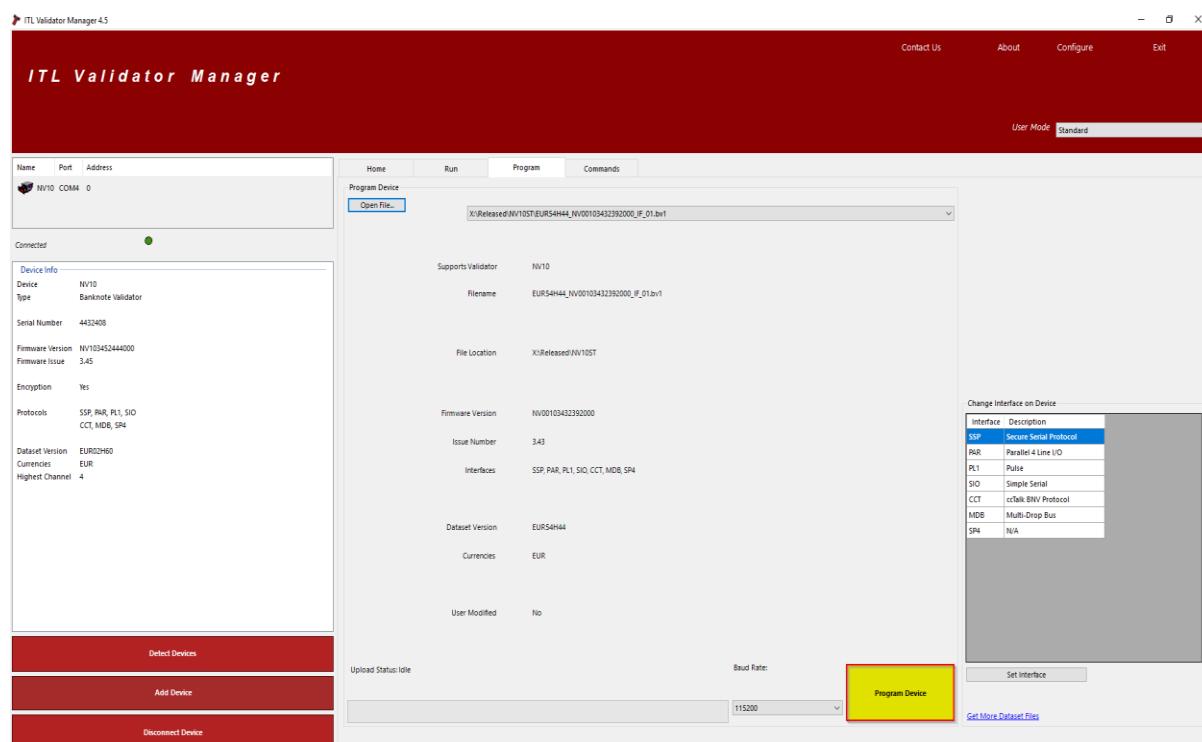


3.2 Programming the Validator

By selecting the “Program” tab you can reprogram the validator. To begin the upload, click open file and browse to the file location (usually Downloads).



Once the file has been selected its information will be populated and the Program device tab will become active.



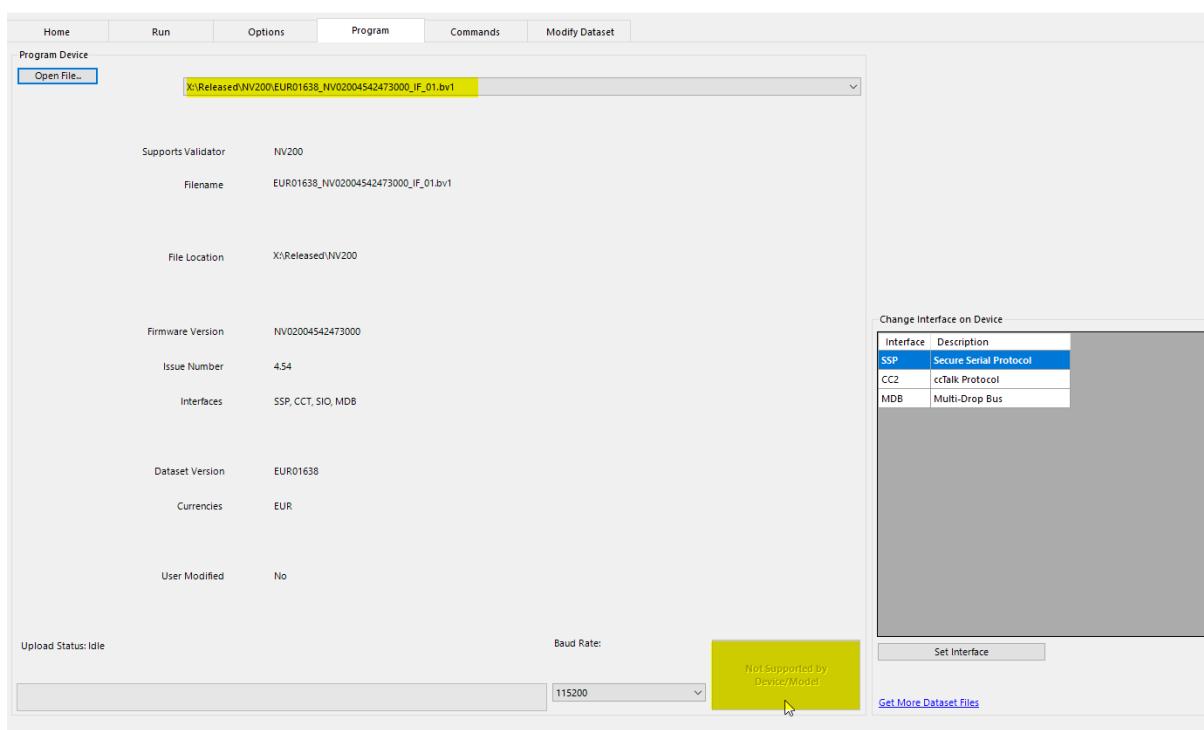
Click the program button and the device will begin to be programmed. Once the download starts the bezel will be flashing blue, and when completed the unit will restart and a pop up box will appear saying Device Programming Complete.

3.2.1 Problems Programming

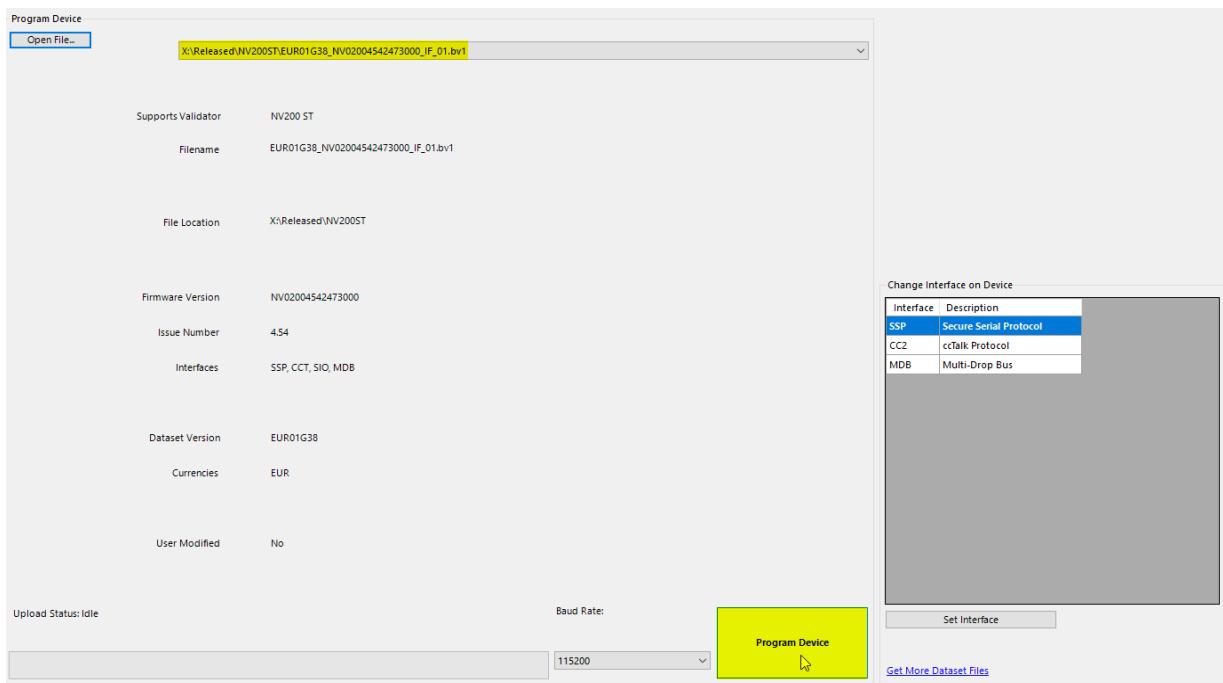
If the “Programming Device” button remains grey and shows “Not Supported by Model”, you have chosen a incompatible dataset. The most common issue is that you have a device with a ST processor and try to program a dataset for a device with an ASIC processor or vice versa. The picture underneath shows a connected NV200ST but a dataset for the NV200 with ASIC processor selected. In the second picture the button only enable with the correct ST dataset selected. For more detailed information about the different datasets, please visit our FAQ area on our website, or directly use the link underneath.

<https://innovative-technology.com/support/faq-2/item/148-interpreting-dataset-file-names>

1. Incorrect dataset selected

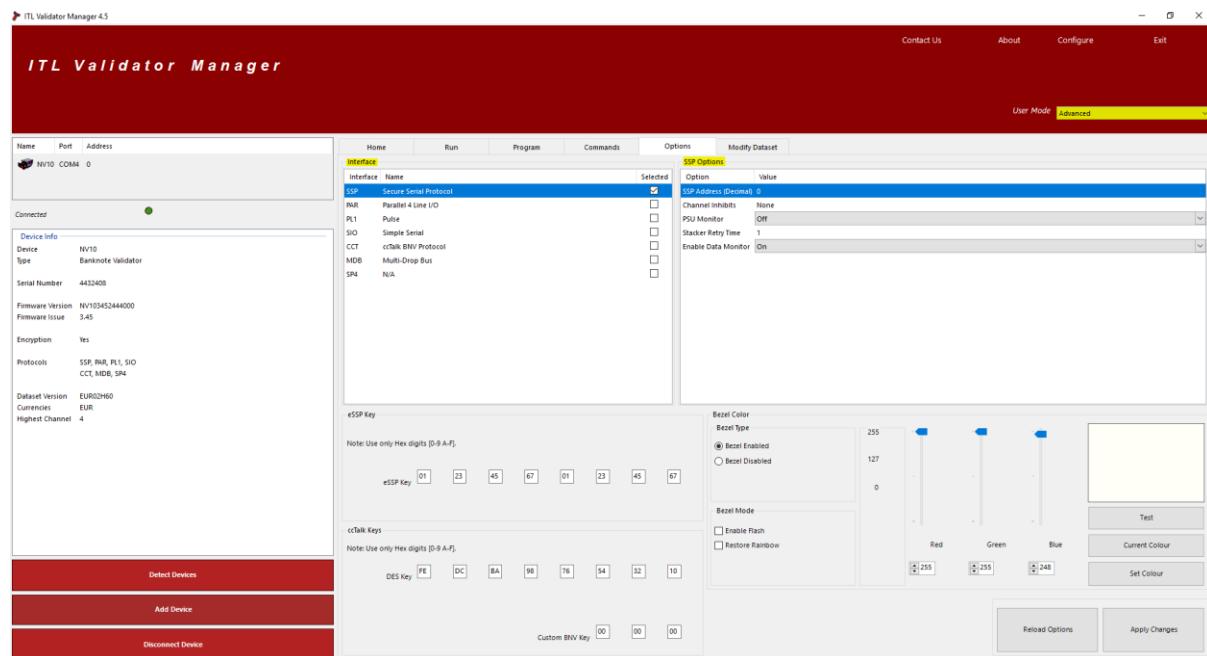


2. Correct dataset selected



3.3 Configuring your Validator

Validator and interface specific options are accessed from the 'Options' tab at the top of the screen. Please select the advanced user mode to activate the tab.



Device Info to the left of the screen. Specific interface options are available in the main part of the display, in the example above CCT is selected, from here des encryption can be enabled/disabled, the CCT address can be set, channel inhibits can be set.

TIP: hovering over options provides a description of the function.

| SSP Options | |
|--|-------|
| Option | Value |
| SSP Address (Decimal) | 0 |
| eSSP Mandatory | On |
| Channel Inhibits | None |
| PSU Monitor | On |
| Stacker Retry Time | 1 |
| The time (in seconds) between stacker retries for full note detection. | |

3.3.1 Change the Bezel colour

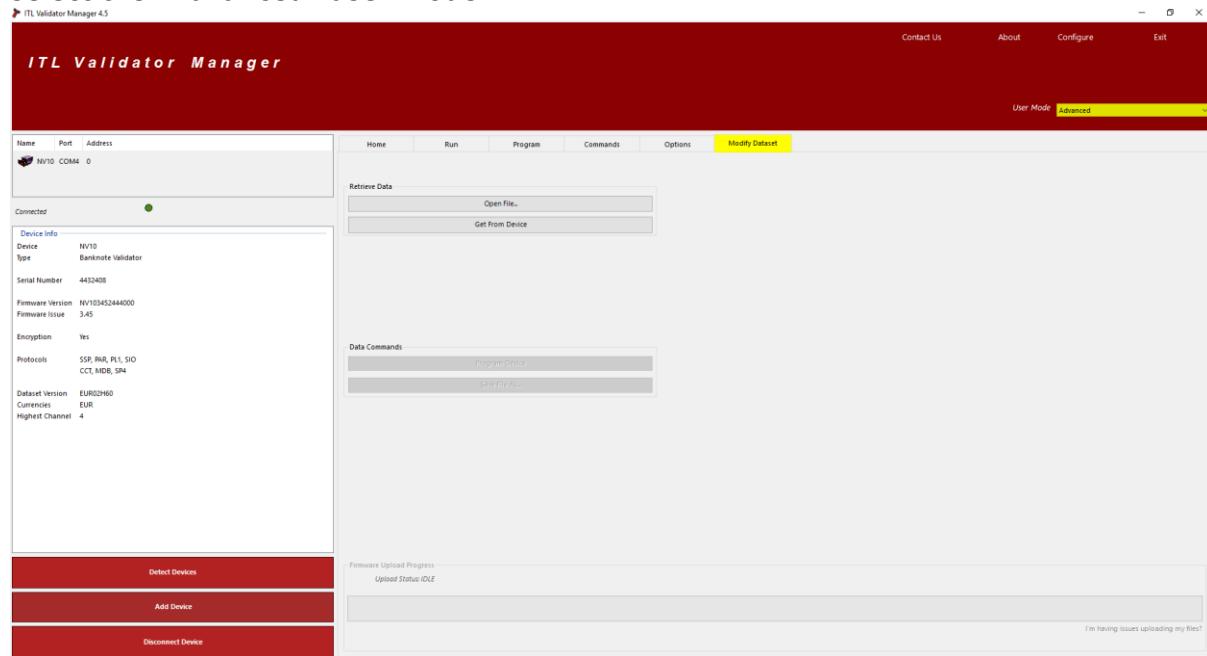
1. Select the “Advanced” user mode
2. Open the tab “Options”

The screenshot shows the software interface with the 'Options' tab selected. On the left, there's a list of interfaces: SSP (Secure Serial Protocol), CC2 (ccTalk Protocol), CCT (ccTalk BNV Protocol), and GDS (GDS). The SSP row is selected, indicated by a blue highlight. On the right, under the 'SSP Options' tab, there are several configuration settings. The 'Bezel Color' section is the focus, featuring a radio button for 'Bezel Enabled' (selected) and another for 'Bezel Disabled'. Below these are sliders for Red, Green, and Blue color components, with a preview window showing a bright green color. A red box highlights this area with the instructions: 'choose between enabled and disabled Bezel colour'. Another red box highlights the color sliders with the instruction: 'configure the colour you wish'. At the bottom right of the 'Bezel Color' section are buttons for 'Test', 'Current Colour', and 'Set Colour'. To the right of the main panel are buttons for 'Card Pin', 'Set', 'Reload Options', and 'Apply Changes'.

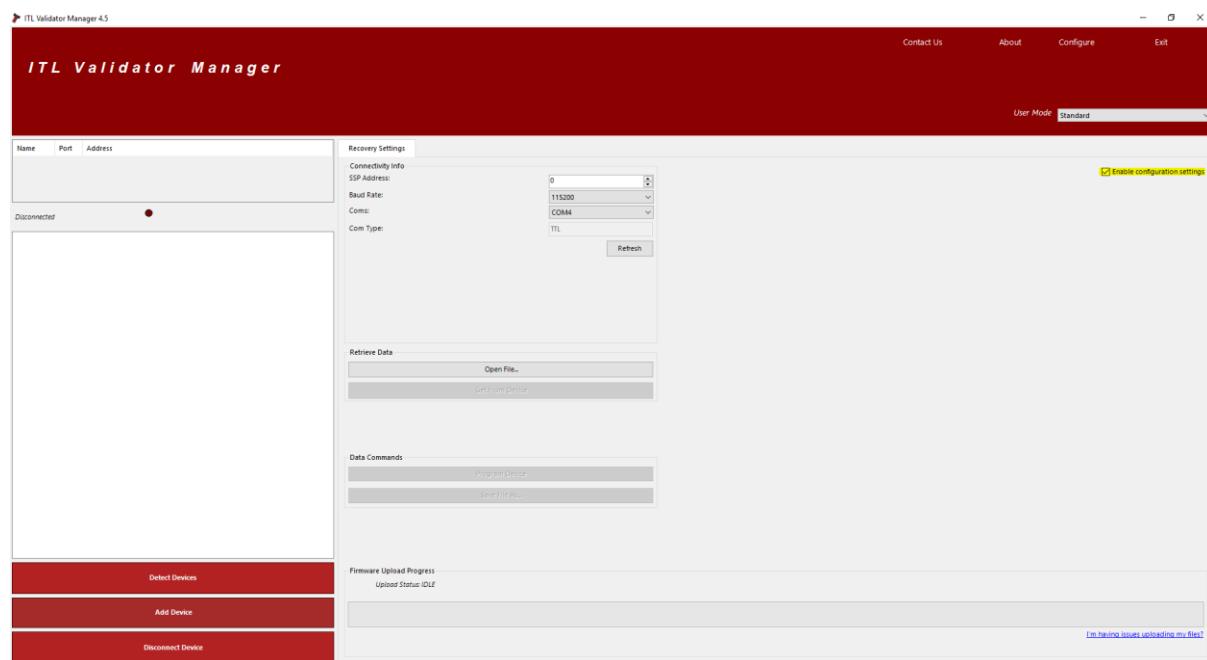
3. Choose the enabled or disabled Bezel
4. Configure the colour you would like the bezel to have
5. Click on “Set Colour”
6. Click on “Apply Changes”

3.4 Dataset modification

It is possible to modify the dataset if you have specific needs, such as number of pulses for each note. These options can be configured in the dataset tab. Please select the “Advanced” user mode.

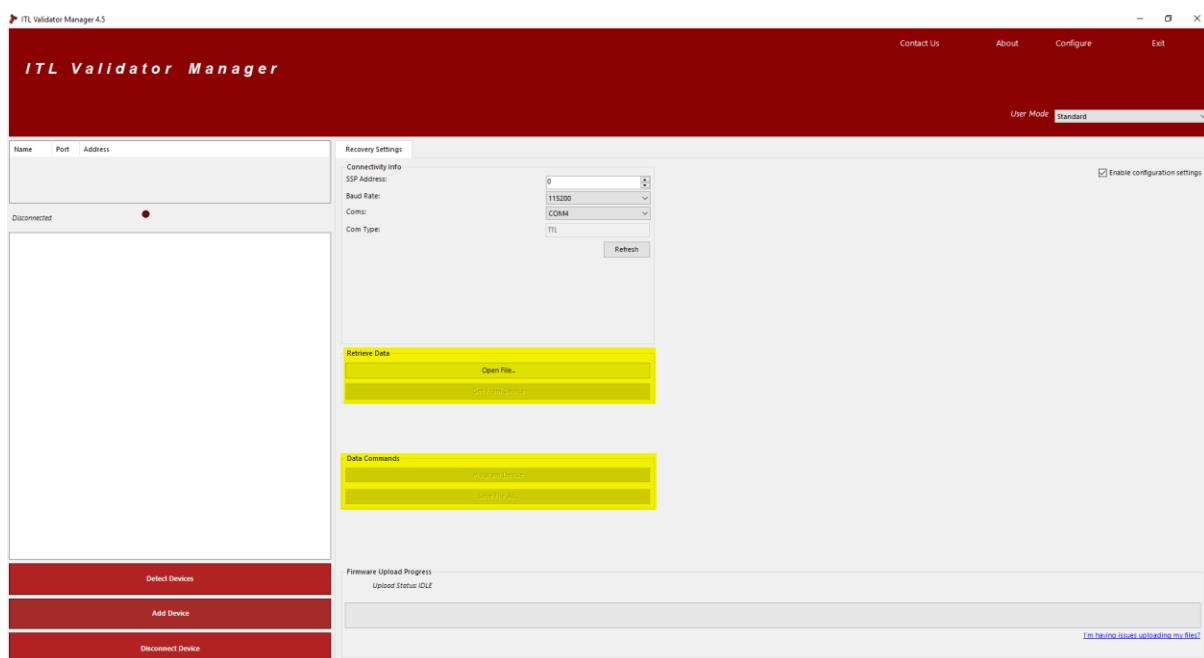


The second possibility to modify a dataset is that you check the box “Enable Configuration Settings” on the first screen (before you connect the validator).

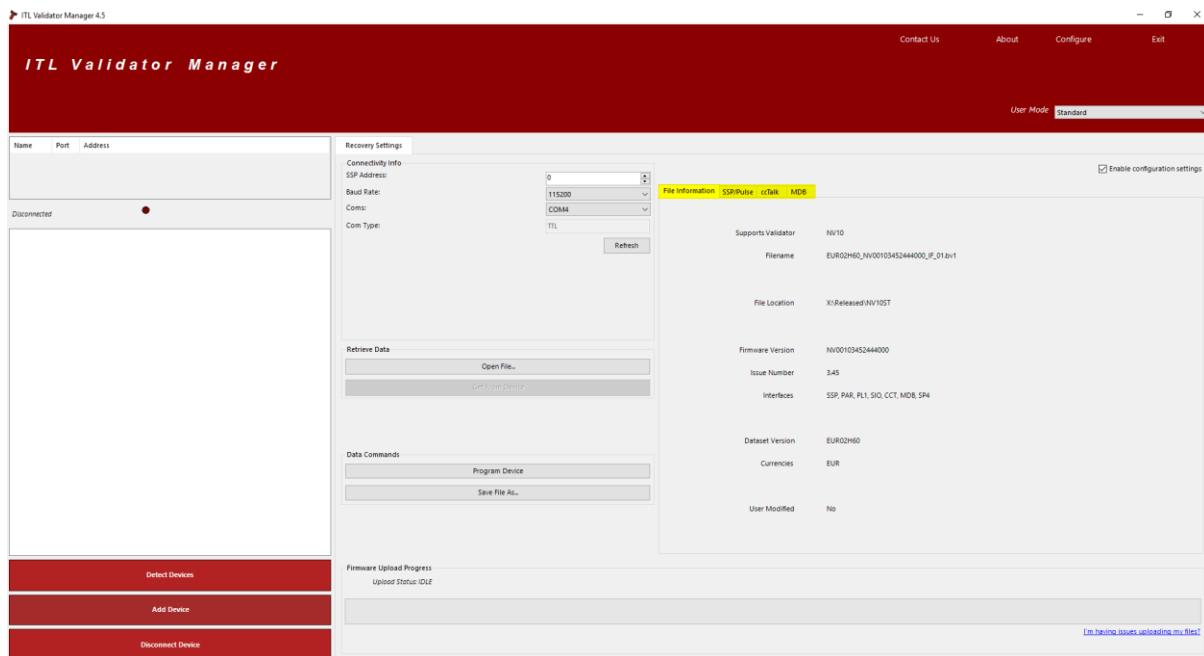




After one of these two methods has been chosen, click on open file and choose a dataset.



The dataset can either be one you have downloaded or one which has been pulled from the validator. Once a dataset is selected, the relevant options will be populated and can be set by navigating the tabs shown below.

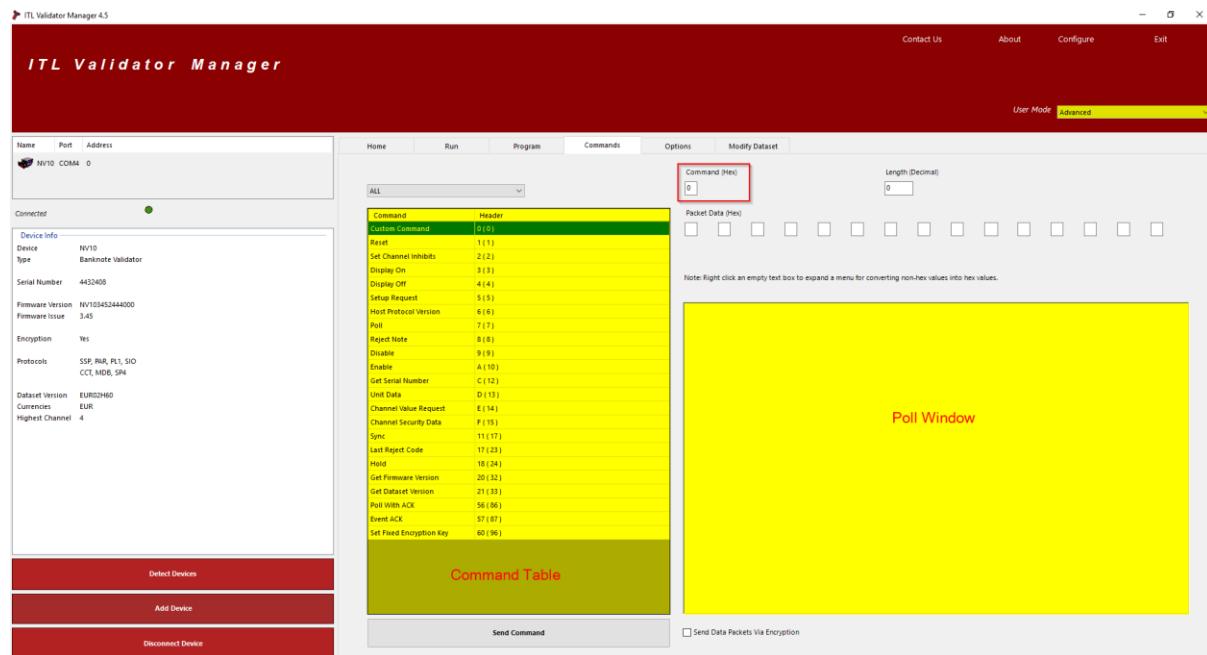


Once the dataset modification has been completed it can either be uploaded to the device or saved locally for use later.



3.5 Sending Individual Commands

It is also possible to send individual SSP commands if you are attempting to gather specific validator information. With the user mode set to Advanced, a list of common commands are displayed.



The left-hand column is the command table (yellow highlighted and lettered). The right-hand side is the dedicated poll window (yellow highlighted and lettered). When commands are sent and received, SSP packets are displayed here. At the top is a text box allowing you to send specific hex commands.

4 PIPS / CPIPS

Latest Version Can be downloaded from:

PIPS:https://www.dropbox.com/s/lo8u8g2sgo6rl3/CPiPs_2_2_8%20Beta%202_2_8.msi?dl=0

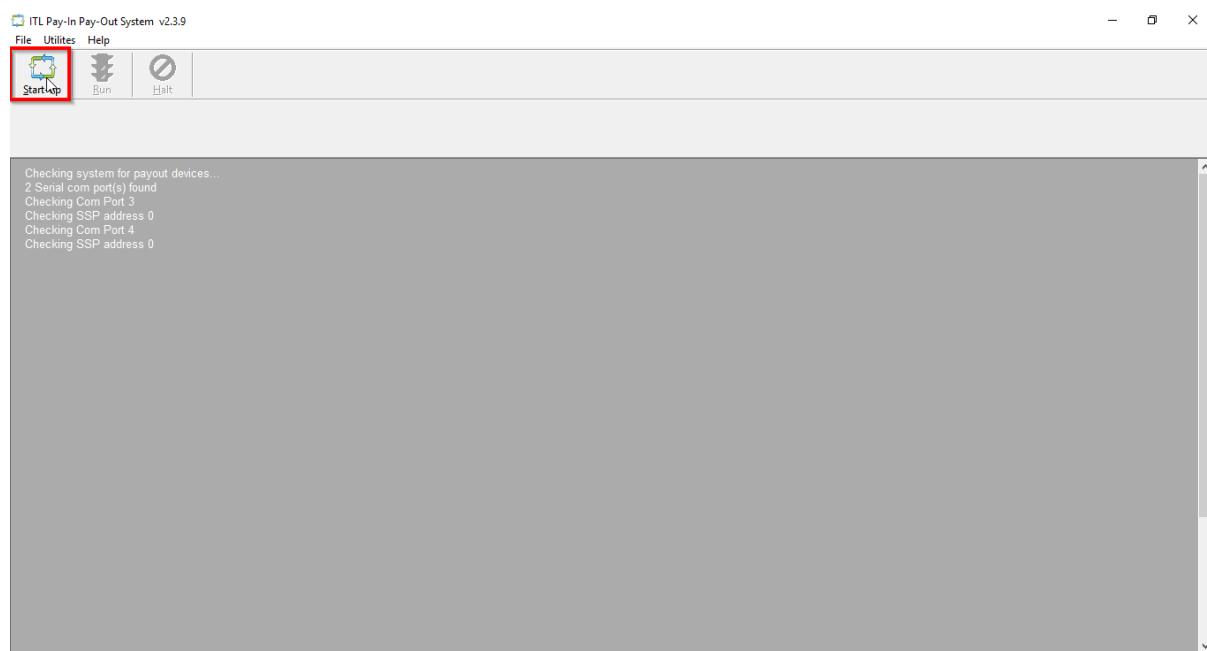
CPIPS: <https://www.dropbox.com/s/lpum21ctj85ew5q/PIPS%202.3.9.zip?dl=0>

PIPS or Pay-in Pay-out system is a demo tool which allows you to run any of ITL's validators. The latest version can be downloaded from the link above.

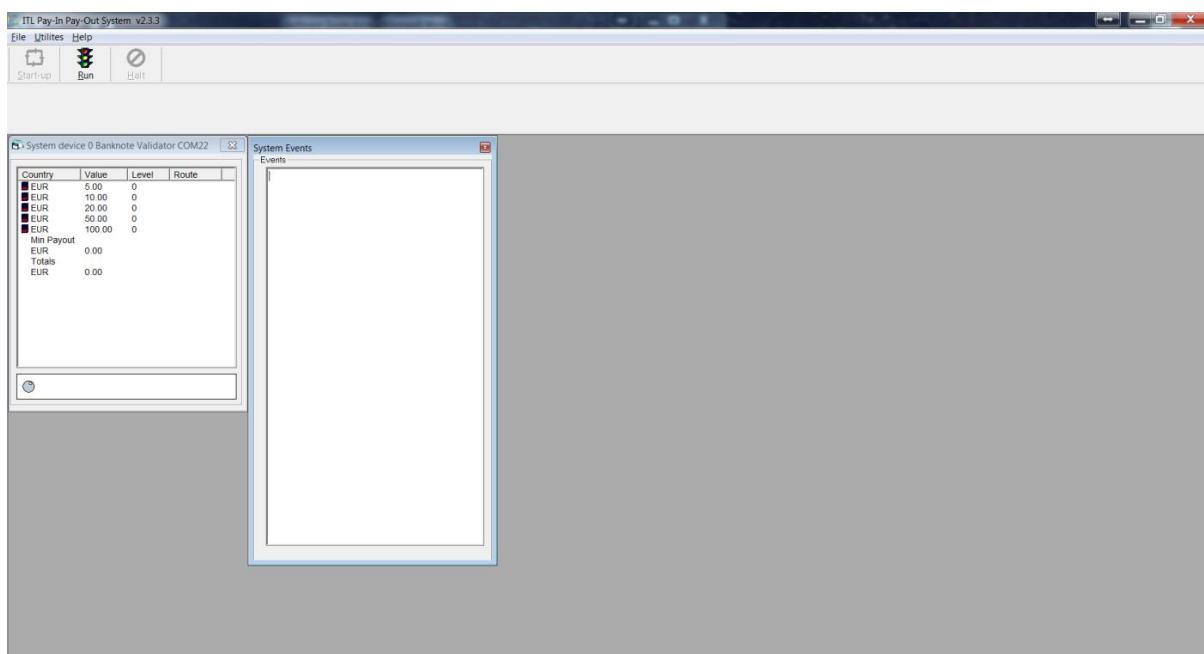
System Requirements:

- Windows XP SP3 or above
- 256mb ram
- 50mb hard disk free
- Connected validator with active com port
- Validator on SSP for PIPS or ccTalk for CPIPS

The initial loading screen will be blank; if you click Start-up the software will begin to scan the active com ports until a correct response is received from the validator.

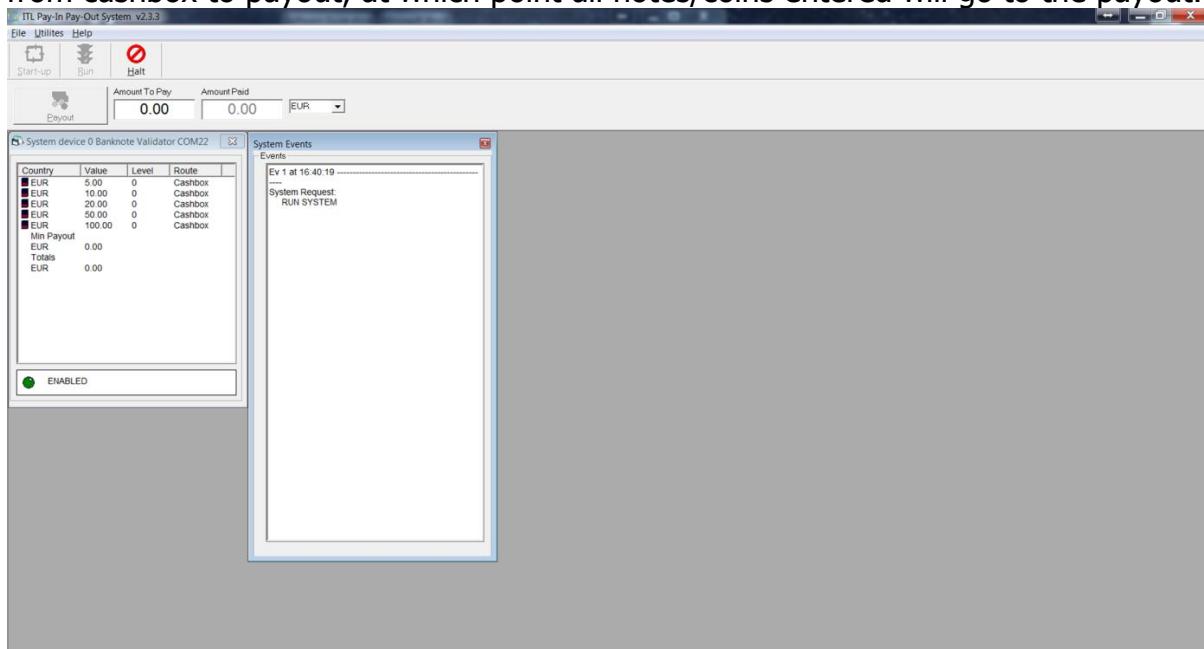


Once the software has detected a validator the relevant fields will be loaded, as shown below:



4.1 Running the Validator

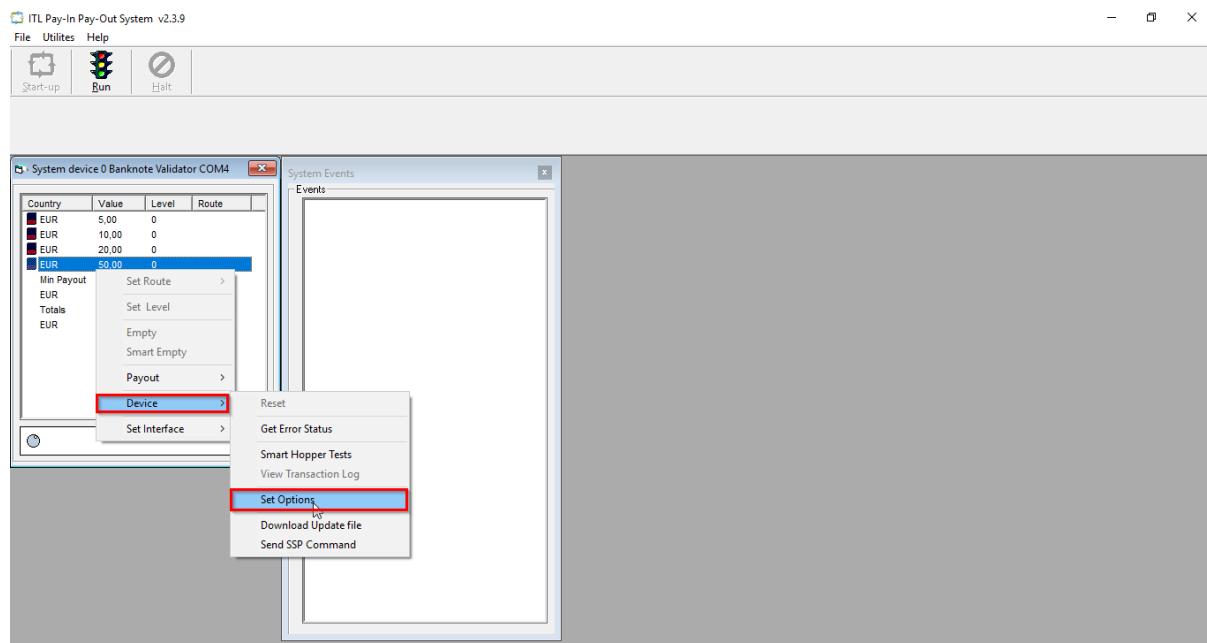
To enable the Validator you must click the run tab. Once the validator is running the poll window will become active and the unit will be polling. When a note is credited, the levels will increment. If a payout module is attached, the routing can be changed from cashbox to payout, at which point all notes/coins entered will go to the payout.



If a note has entered into the payout the user can payout a given amount by typing the desired value into the 'Amount to Pay' box, hit enter then the payout button will be activated.

4.2 Setting Options

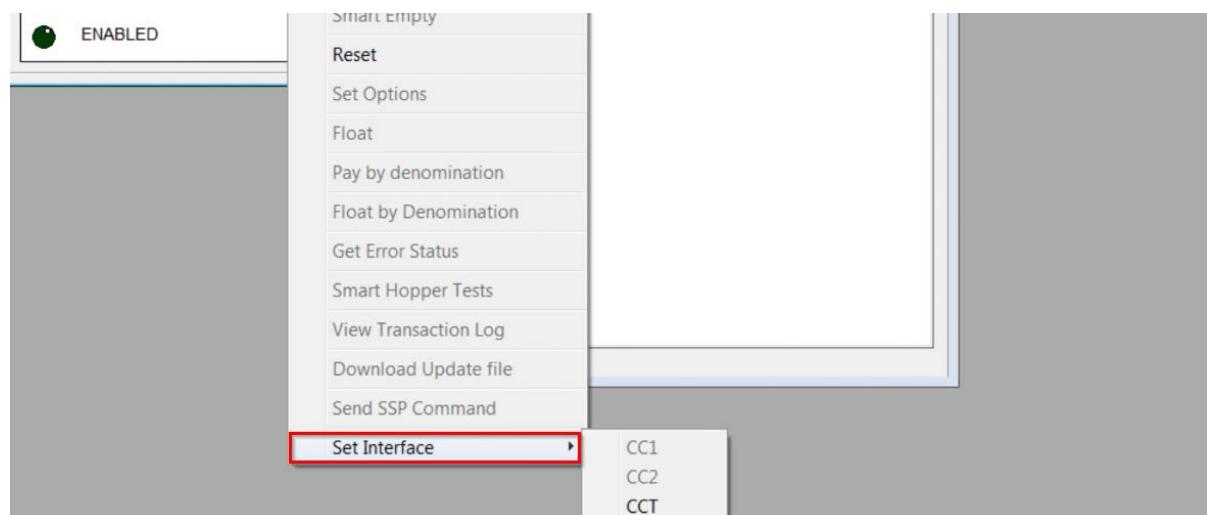
If you need to configure options on the validator you must halt the polling process then right click, this will allow you to set specific options on the validator or to send specific SSP/CCtalk commands.



4.3 Switching the interface

It is also possible to toggle the interfaces between SSP and CCtalk; this can be achieved from the right click window in PIPS and from the Utilities dropdown in CPIPS. Simply click and the options will be set. **The option set interface may not function correctly and the error message NOT SUPPORTET may appear. In this case please change the interface with the validator manager or the configuration button.**

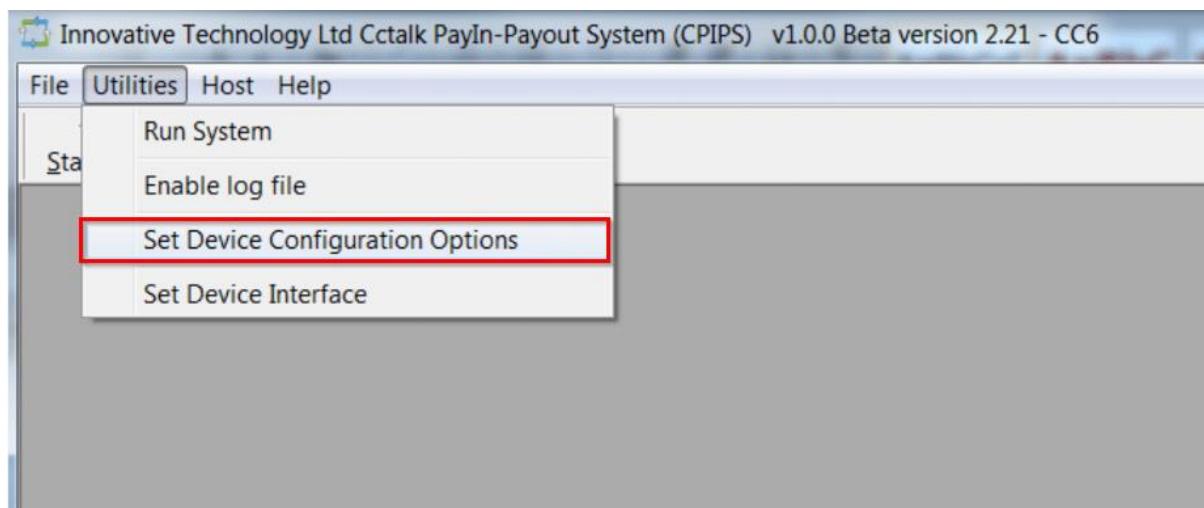
PIPS Set Interface:



Please Note:

- CC1 – Multiple hopper emulation
- CC2 – Payout cc2 (hopper, smart payout)
- CC4 – NV11
- CCT – true CCtalk

CPIPS Set Interface:





5 NV CARD UTILITIES

Latest Version Can be downloaded from:

<https://www.dropbox.com/s/inwhazgvy0fzkb7/NVCardUtilites%201.9.14.msi?dl=0>

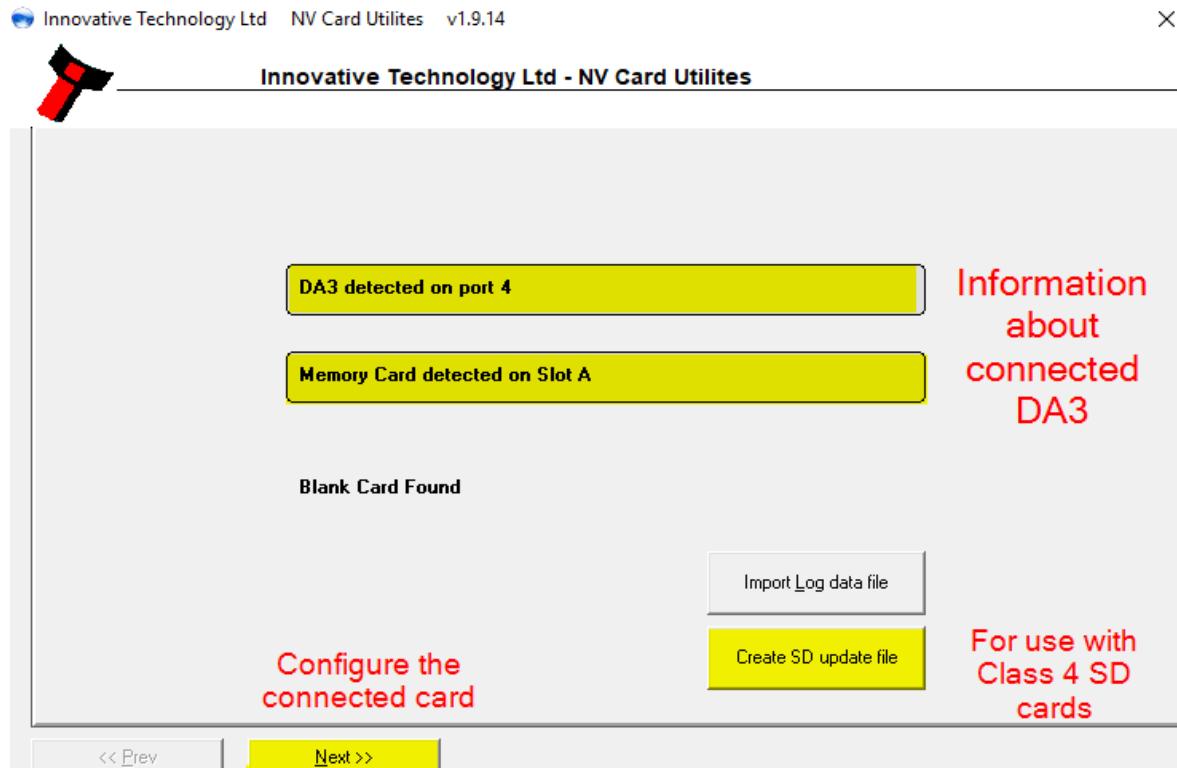
NV Card Utilities is designed to work with the DA3 handheld programmer and Atmel card; it allows the user to create update cards for the NV200 family of products as well as log card functions for all units.

System Requirements:

- Windows XP SP3 or above
- .Net framework 4
- 256mb ram
- 50mb hard disk free
- Connected DA3 with active com port
- Data Flash Card (PA01121)

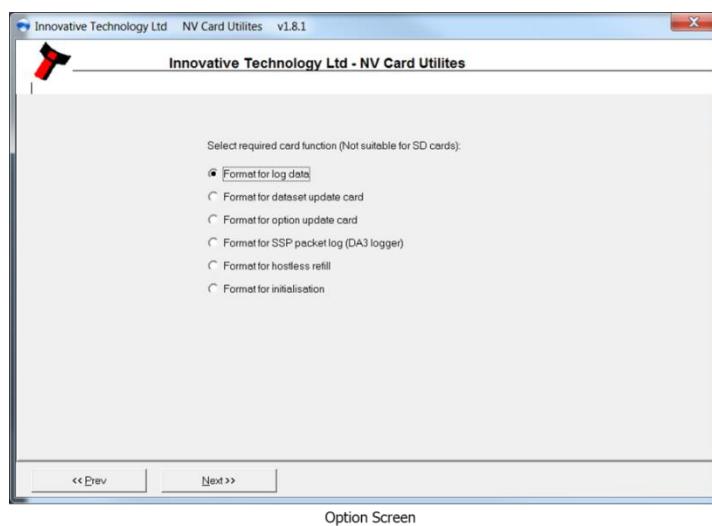
Once you have installed the program and connected your DA3 to the computer the landing screen will look like this. If you have troubles connecting the DA3 to your PC, please have a look on the DA3 manual, please find the link below.

<https://innovative-technology.com/images/pdocuments/manuals/DA3Manual.pdf>





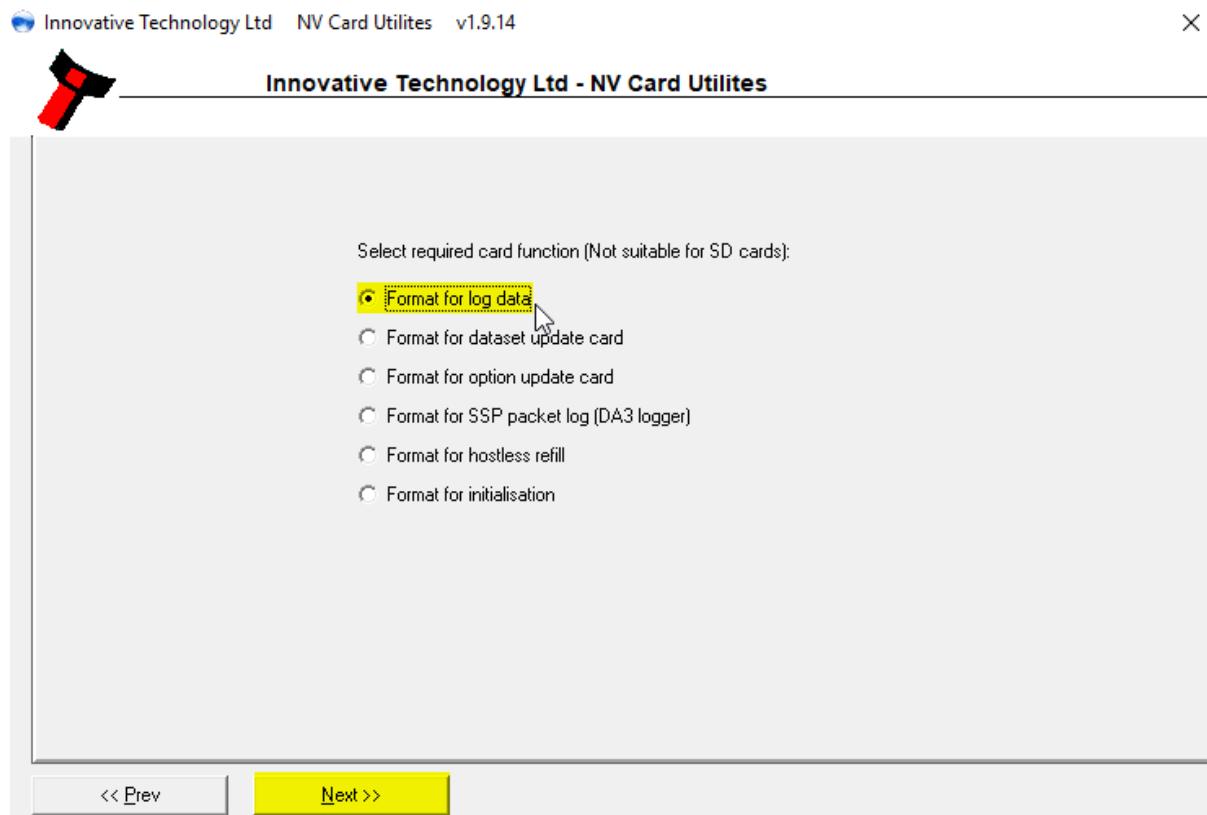
When you click next you will be prompted with another screen highlighting further options for the user to select from.



5.1 Formatting for Log Data

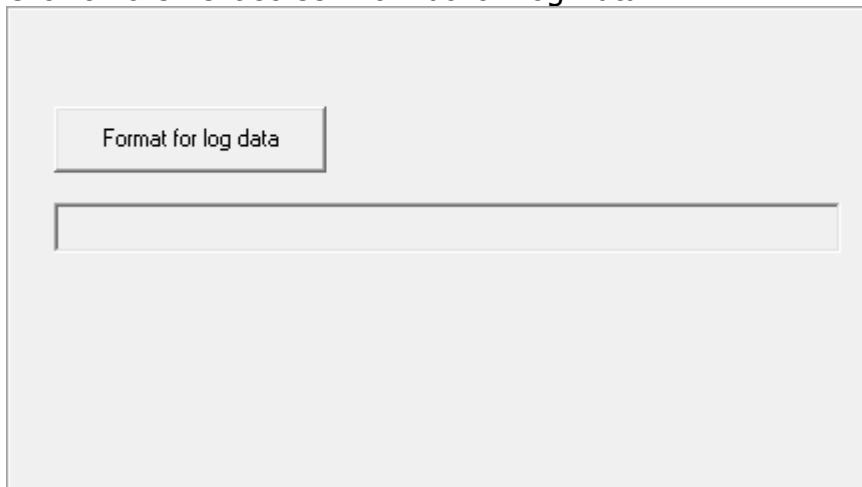
Formatting for log data allows any ITL validator to collect up to 2 weeks' worth of data; this can then be used for dataset improvements and troubleshooting.

1. Select the option at the screen then click next





2. Click on the next screen Format for Log Data

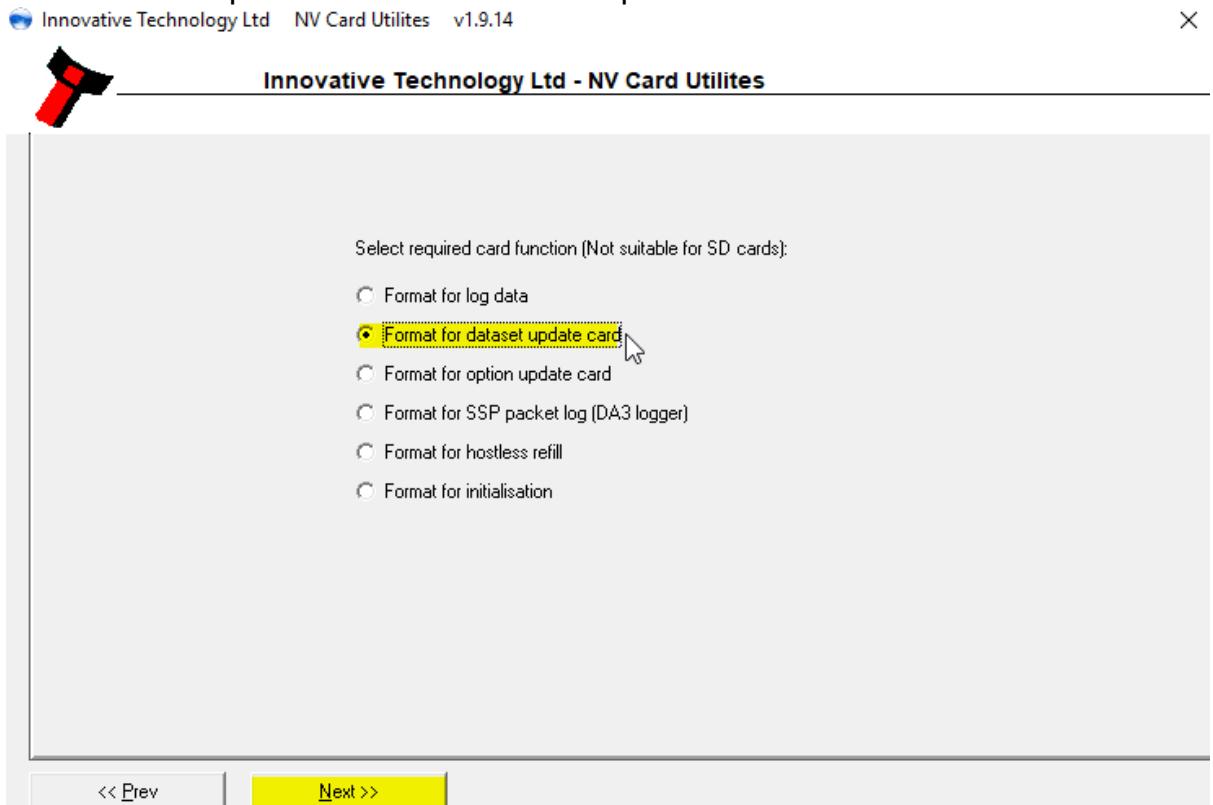


3. Card can then be placed into the slot at the front of the NV200 to begin logging, if you are using a different validator you will also have to create a SSP packet logger.

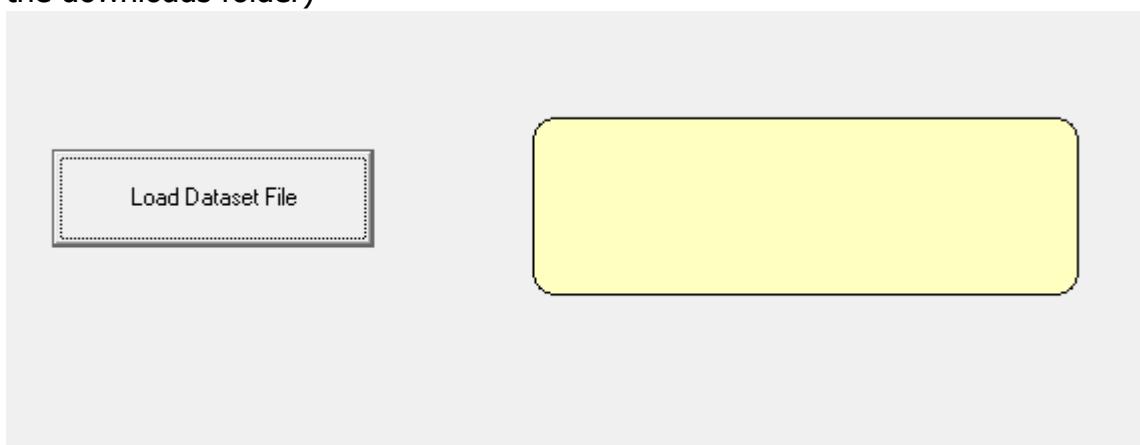
5.2 Formatting for Dataset Update

This function allows you to load any NV200 dataset onto an Atmel card for the purposes of re-programming the validator.

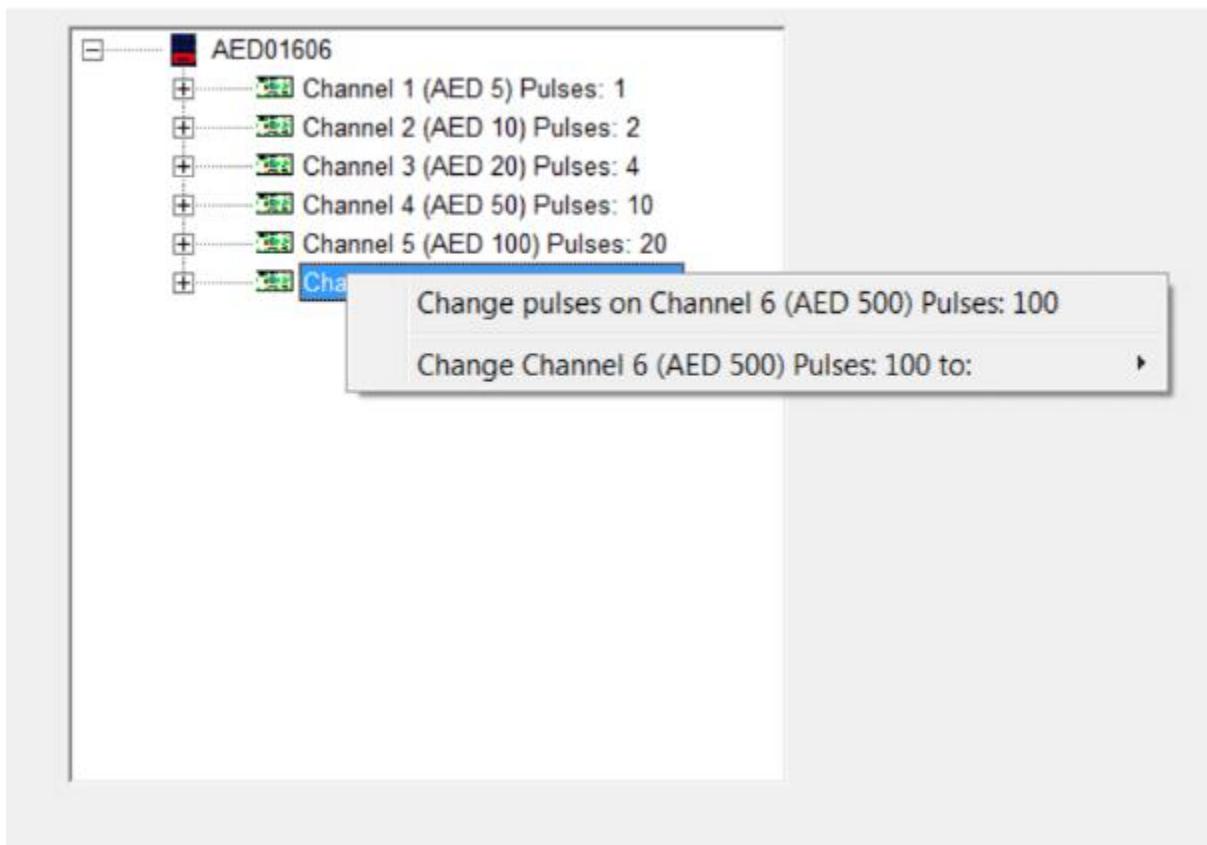
1. First click the option “Format for Dataset Update Card” and then click next



2. You will be prompted to the below screen, select your dataset (usually located within the downloads folder)

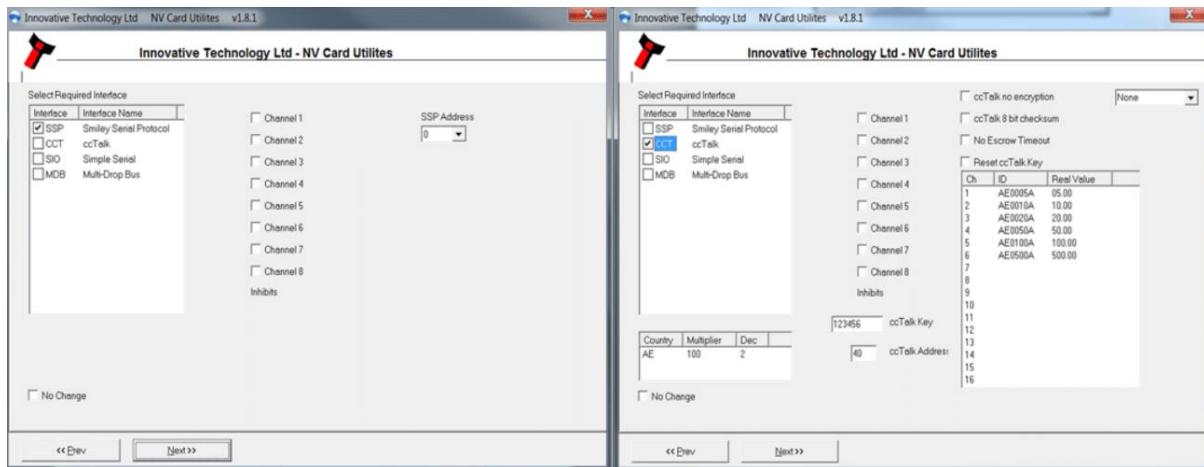


3. Once the dataset has been loaded it is possible to configure it to suit your needs, on the first screen there is the option to alter the pulses on any of the channels. This can be changed should the host machine be expecting specific values

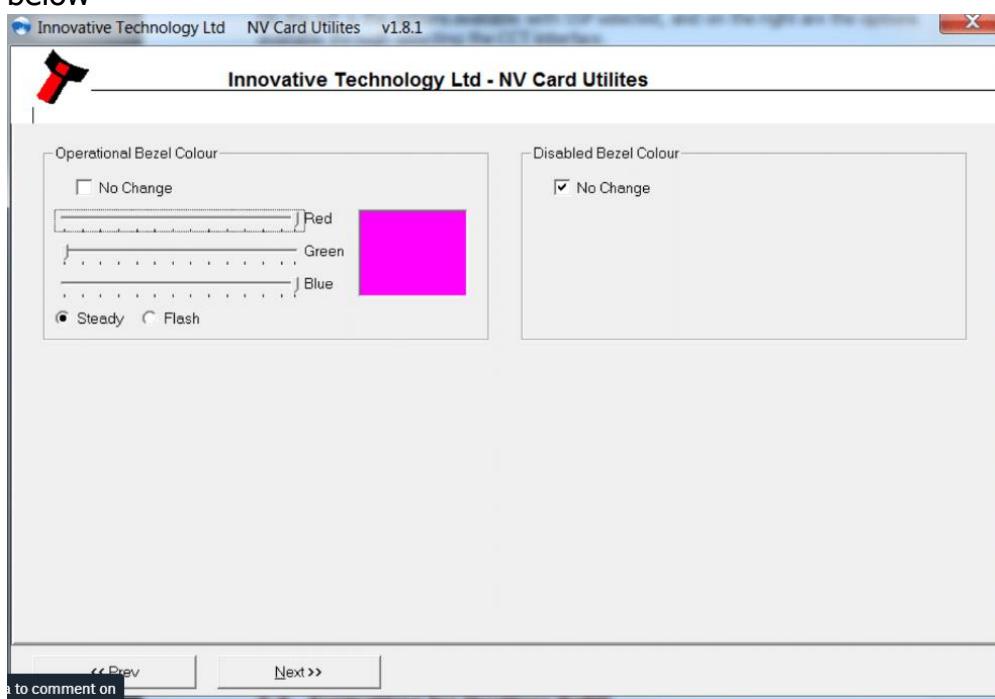




4. The next screen will allow you to customise the interface and channel inhibits. To change the interface, simply check the relevant box. Similarly to inhibit a channel tick the corresponding box.
- On the left is the options available with SSP selected, and on the right are the options available through selecting the CCT interface

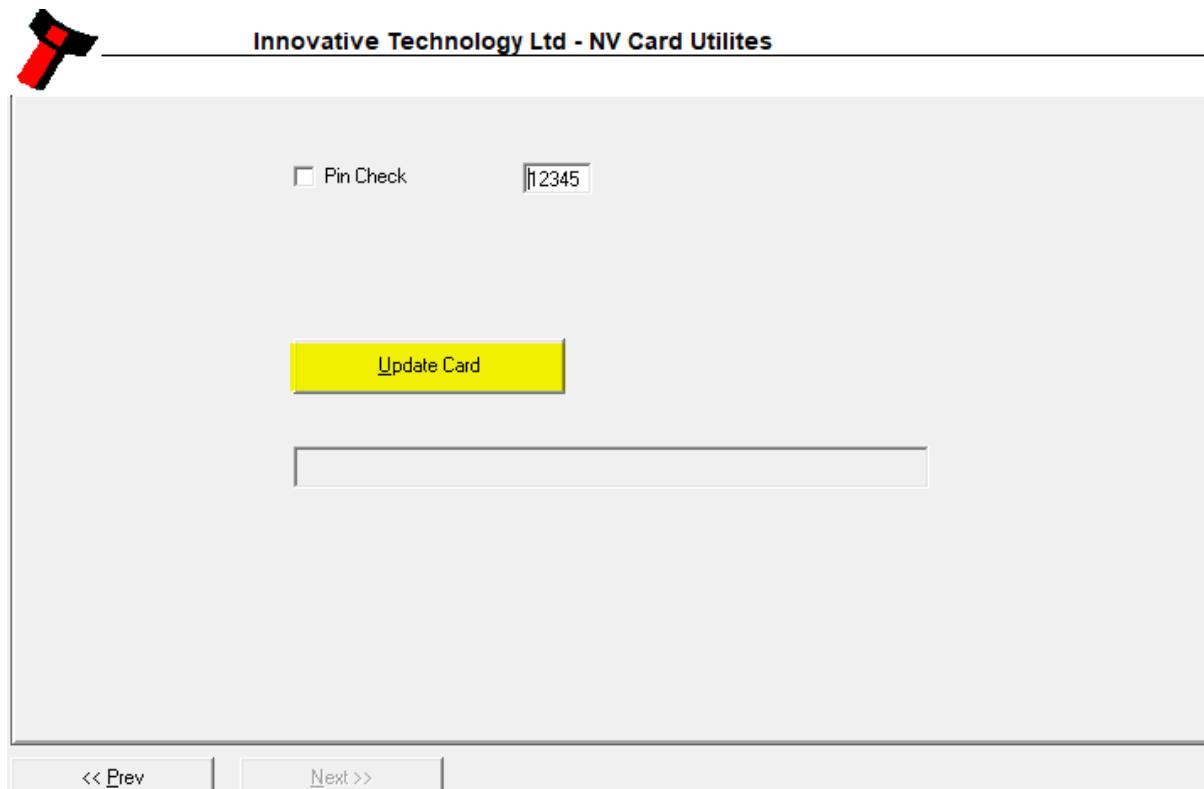


5. The next screen allows you to get modify the bezel colours during operation and whilst disabled. The colour can be selected using an RGB slider as shown below





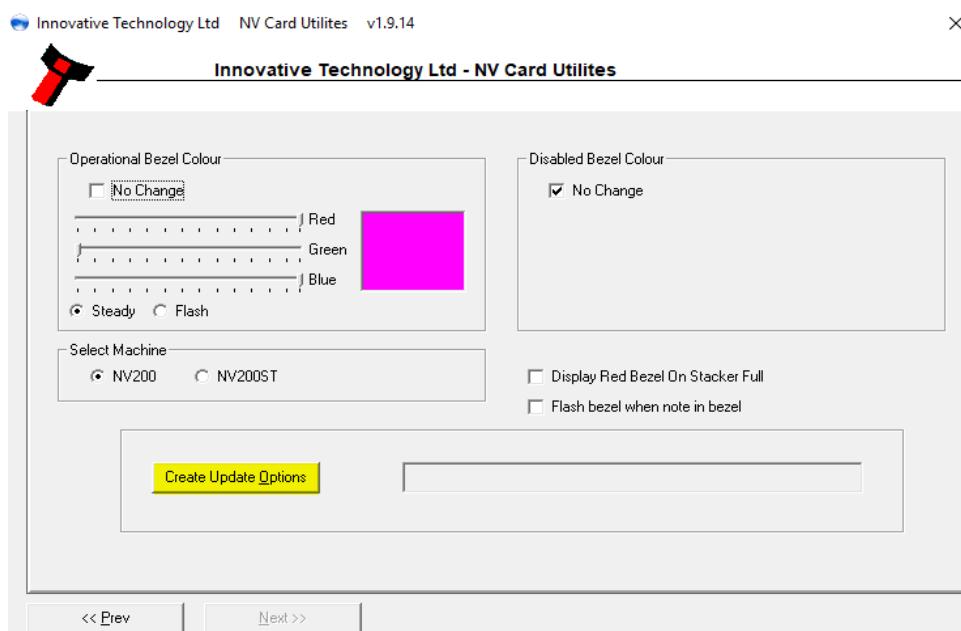
6. Once you are happy with the colours selected press next to proceed to the next screen, here you will be able to load the update onto the Atmel card. Simply click 'Update card' and the file will be loaded onto the Atmel card



5.3 Formatting for Option Update

Formatting for option update allows you to modify the bezel colour of the NV200.

1. Select the RGB colour using the sliders as before and select 'Create Update Options'. Once this has been clicked it will format and upload the changes onto the Atmel card



5.4 Formatting for SSP Packet Log

Formatting for SSP packet logging is to be used in conjunction with a standard log card in a da3 to capture all the transmitted and received packets between any of ITL's validators and the host machine. Please find a more detailed guide under the link below.

<https://innovative-technology.com/images/pdocuments/manuals/DA3Manual.pdf>

5.5 Formatting for Hostless Refill

Formatting for hostless refill is designed to allow a customer to fill a payout module without connecting data lines to the host machine, this is useful if the payout needs to be loaded in a secure location where only power is available.

5.6 Formatting for Initialisation

This feature allows the user to re-initialise the NV200 validator to the sensor values required for SPF3 datasets. To perform the initialisation you will also need the corresponding calibration paper (LB00149).

5.7 SD Update Tool

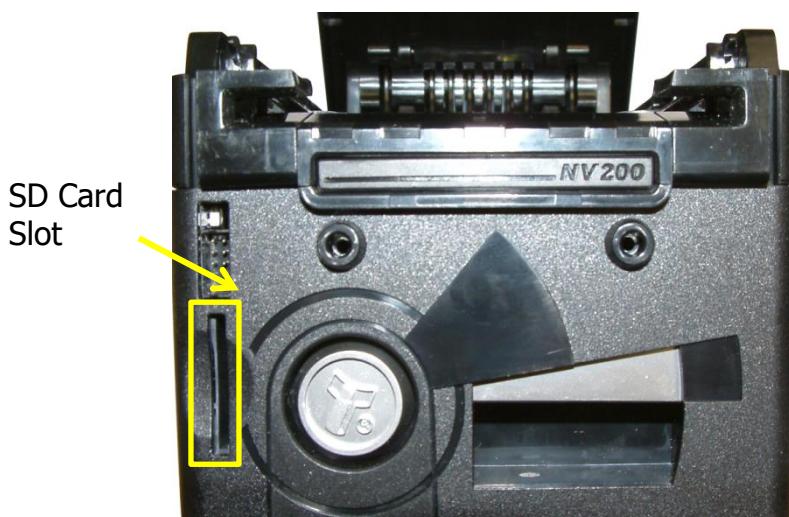
Another option available on NV Card Utilities is the SD update tool; this is the same process as the dataset update card however it generates a file which can be loaded onto any Class 4 SD card. For further information about the updating process via SD card, please have a look into the NV 200 Manual. Please find the link underneath.

https://innovative-technology.com/images/pdocuments/manuals/NV200_Range_1.pdf

Please note: this feature is only available in 4.20 and above firmware and providing the unit isn't in an error state.

5.8 Applying the changes to the NV200

Once you have successfully loaded the desired file onto either the Atmel card or an SD card simply put the card into the slot on the front of the NV200, this will then cause the NV200 bezel to flash blue and pink. Once the update has been completed the bezel will go solid green, once this happens eject the card and the NV200 will restart.



6 DEVICE PROGRAMMING SYSTEM

Latest Version Can be downloaded from:

https://www.dropbox.com/s/5dzkmnskfg4bj1v/DPS_121.msi?dl=0

Device Programming System (DPS) is designed for loading datasets directly onto a DA3; this is useful for field engineers who need to update validators on site.

System Requirements:

- Windows XP SP3 or above
- .Net framework 4
- 256mb ram
- 50mb hard disk free
- Connected DA3 with active com port

6.1 Update the DA3 firmware

The DA3 comes pre-loaded from ITL however over time this may need to be updated; the latest firmware files can be downloaded from the ITL website. Users should periodically check to ensure their DA3 is running the latest firmware.

Please Note: If a DA3 is from 2012 or earlier and hasn't been updated old drivers are required. Please contact ITL for support with this.

Once the drivers have been installed and the DA3 is displaying an active COM port, it should be possible to connect to the DA3 using the DPS programme.

The current version of DA3 is shown within the green box below; if this is different to the version present on ITL's website then you may need to update the unit.

Please note: Firmware files ending in SMT are smart Euro update firmware files.

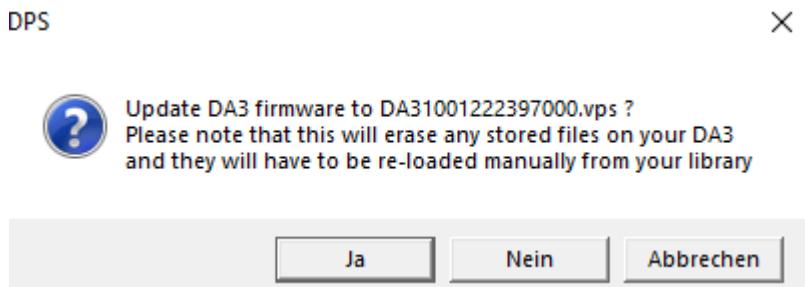


| Item | Value |
|------------------|------------------|
| Firmware version | DA31001222397000 |

| Device | Country | Dataset | Firmware | Update mode | Available interfaces | I/F after update |
|---------|------------|----------|----------|-------------|---------------------------------|------------------|
| NVSPiis | UNITED ... | GBP02E33 | 378 | Match | SSP,PAR,PL1,SIO,CCT,MDB,SP4,... | N/A |

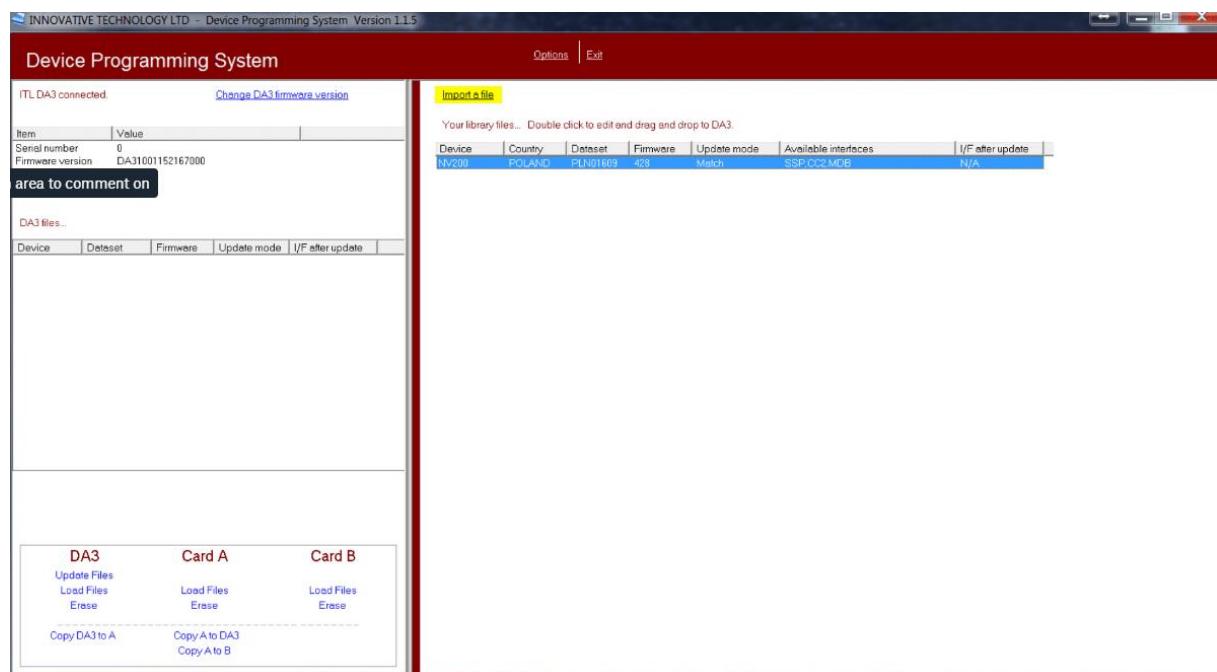


1. Click on the 'Change DA3 firmware version' this will load a window allowing you to navigate to the downloaded firmware file. Once the file has been selected a dialog box will open informing you this process will erase all of the files you currently have stored on your DA3. Click yes to proceed with the download as shown below



6.2 Loading and configuring a dataset

Now the DA3 is updated, you can prepare the dataset(s) to be loaded in. The first step is to import a dataset into the program, to do this select 'Import a file', this will open a new dialog box, now browse to the location of the dataset, and click open.

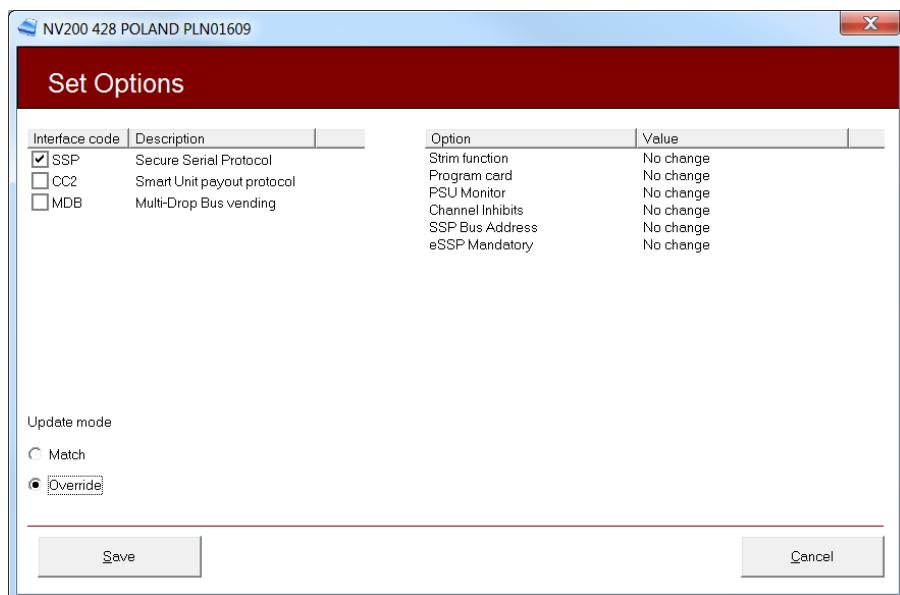


Once a dataset has been loaded into the program it is loaded as a ‘match’ download, if you wish to modify any of the settings you must switch it to an override download as shown below.

Please note:

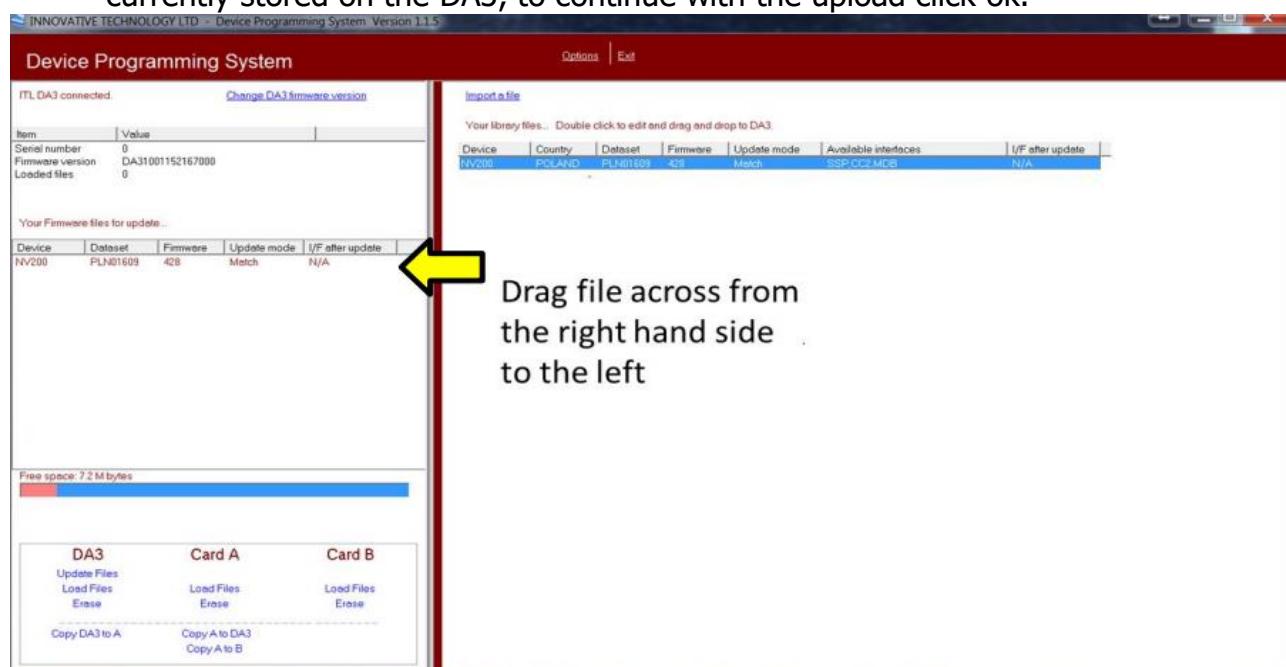
- A **match download** will keep all of the existing settings on a validator.
 - An **override download** will force new settings such as a change in interface onto a validator.

Double clicking on the dataset will open a 'Set Options' screen, from here you will be able to modify all of the settings in the firmware. The SSP options are displayed below; options for CCtalk included setting the encryption, enabling/disabling DES, setting the CCtalk address. Once you are happy with the changes to the firmware click 'Save' this will take you back to the landing page.



6.3 Copying the dataset onto the DA3

1. Simply drag the file from the right and drop on the left. This will prepare the file to be loaded onto the DA3. The DA3 has 8mb of flash storage and can hold up to 20 datasets simultaneously. To complete the upload click 'Update Files' this will bring up a message box explaining doing this will erase everything currently stored on the DA3, to continue with the upload click ok.



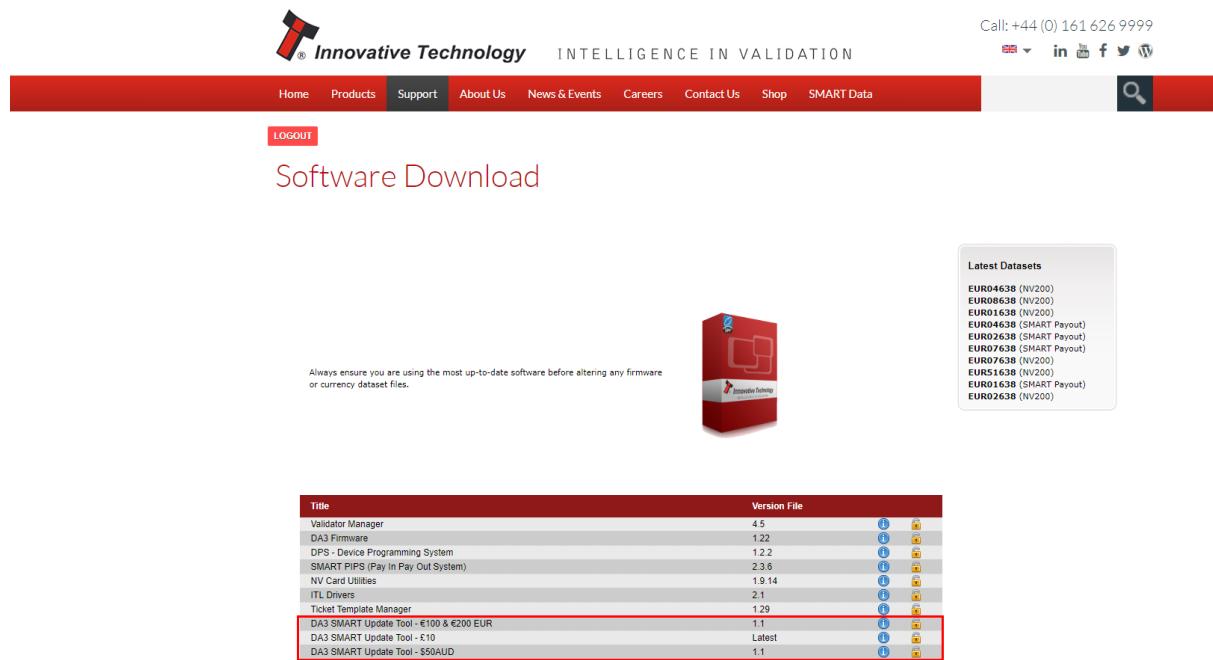
2. A status bar will now appear at the bottom of the left pane, when this reaches 100% the process has finished and it is safe to remove the DA3

6.4 SMART Update

ITL have released a smart update tool for the DA3. The operator can load the smart update firmware and when connected to a supported validator it will interrogate the connected unit and download the appropriate update file.

This Smart update is useful to field engineers who operate a large variety of machines each with their own configuration or for users who are unsure of the specific configuration on their units.

The latest version of smart update can be obtained from ITL support and also on the ITL website under the section Support/Downloads/Software.



The screenshot shows the ITL Software Download page. At the top, there's a navigation bar with links for Home, Products, Support (which is highlighted), About Us, News & Events, Careers, Contact Us, Shop, and SMART Data. To the right of the navigation is a search bar and social media links for LinkedIn, Facebook, Twitter, and YouTube. Below the navigation, there's a red button labeled 'LOGOUT'.

The main content area is titled 'Software Download'. It features a large image of a software box for 'DA3 SMART Update Tool'. Below the image, a note says: 'Always ensure you are using the most up-to-date software before altering any firmware or currency dataset files.' To the right of the image is a sidebar titled 'Latest Datasets' containing a list of dataset files with their versions and download links.

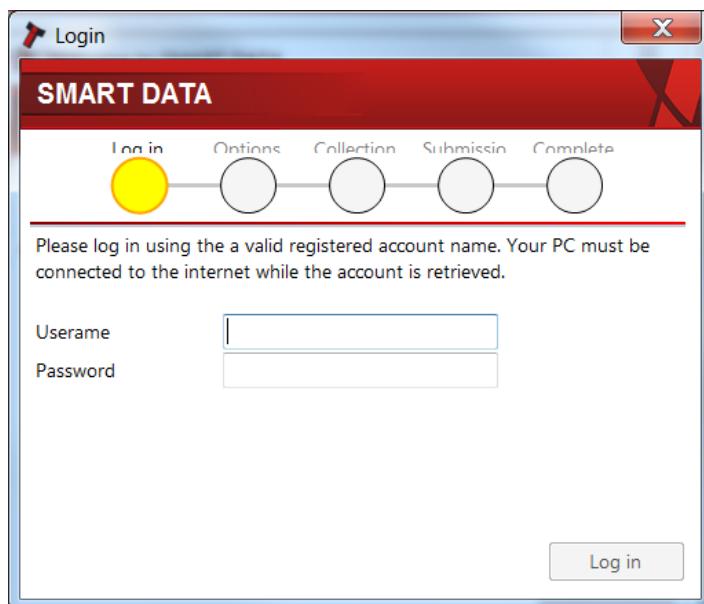
| Title | Version File |
|---|--------------|
| Validator Manager | 4.5 |
| DA3 Firmware | 1.22 |
| DPS - Device Programming System | 1.2.2 |
| SMART PIPS (Pay In Pay Out System) | 2.3.6 |
| NV Card Utilities | 1.9.14 |
| ITL Drivers | 2.1 |
| Ticket Template Manager | 1.29 |
| DA3 SMART Update Tool - €100 & €200 EUR | 1.1 |
| DA3 SMART Update Tool - £10 | Latest |
| DA3 SMART Update Tool - \$50AUD | 1.1 |

7 SMART DATA

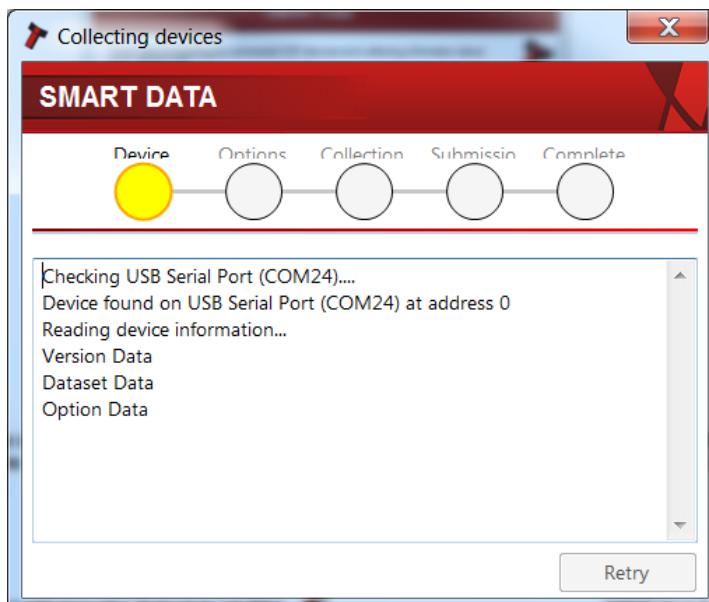
Latest version can be downloaded by logging into the link below:

<https://innovative-technology.com/smart-data>

The first time the software is run the user is required to enter his registration username. This is to allow the system to identify the submitted collection jobs and it only happens the first time the system is started. An internet connection is required for this stage.



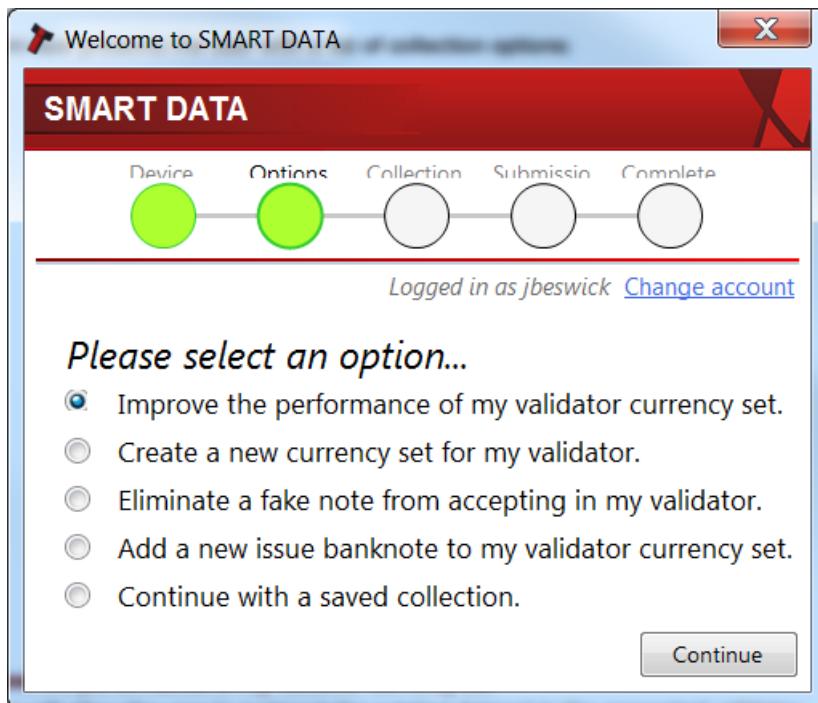
The system will check registration details against those held on the ITL server and then move to the device screen.



This stage checks for a connected ITL SSP validator. If one is not connected the system will prompt the user to connect one and retry. The system cannot move forward until a device is detected.

7.1 Job Options

The system now presents the user with a list of collection options:



7.2 Improve the performance of my validator currency set

This option will allow the user to augment the existing dataset in the connected validator. For example: an NV9 validator is not performing very well on 50 euro notes. The rate of acceptance is very low. Use this to collect the 50 euro notes which are not accepting to create a dataset to include these definitions.

For this option, please ensure that the dataset to be improved is downloaded to the device first.

7.3 Create a new currency set for my validator

This option will allow the user to collect a completely new set of notes to create an entirely new dataset for that validator. Please note when creating a new dataset we recommend collecting data over several units.

7.4 Eliminate a fake note

The user can stop a fake note from accepting in their validator using this option. For this option, please ensure that the dataset to for this option, please ensure that the dataset to be improved is downloaded to the device before the operation has started.

7.5 Add a new issue bank note

This option enables the user to collect and add data for a new issue of banknote to a current ITL dataset.

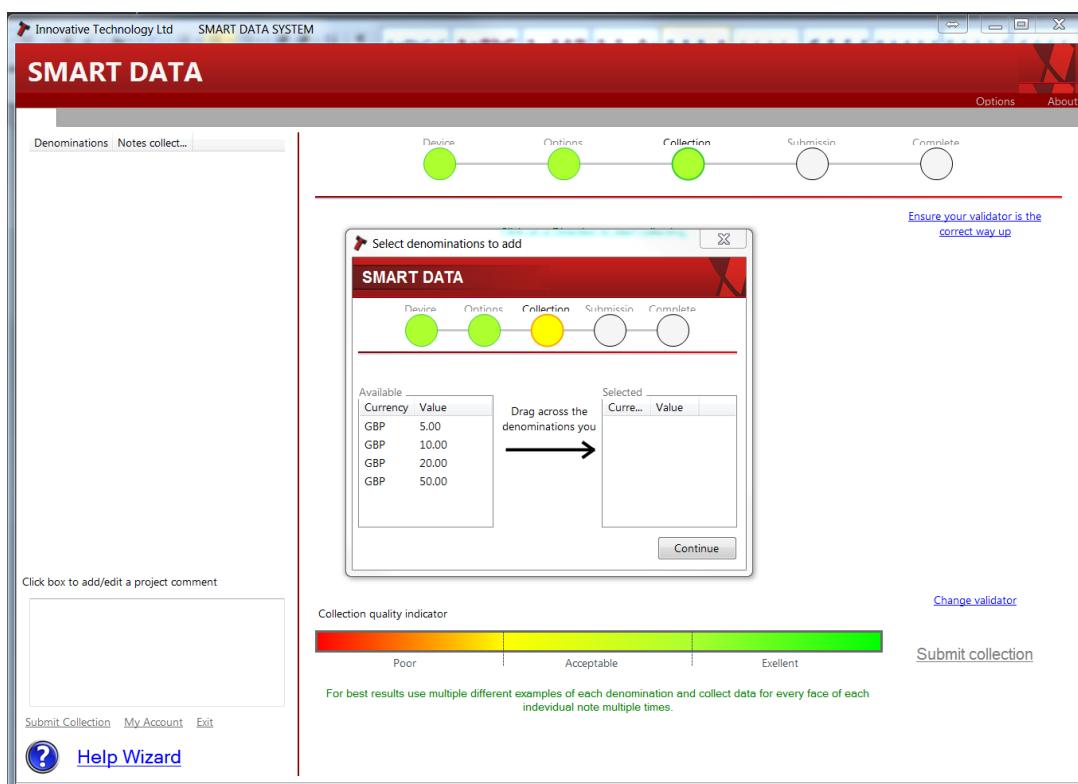
For this option, please ensure that the dataset to be improved is downloaded to be improved is downloaded to the device the device first.

Once you have selected the appropriate option the data collection window will open.

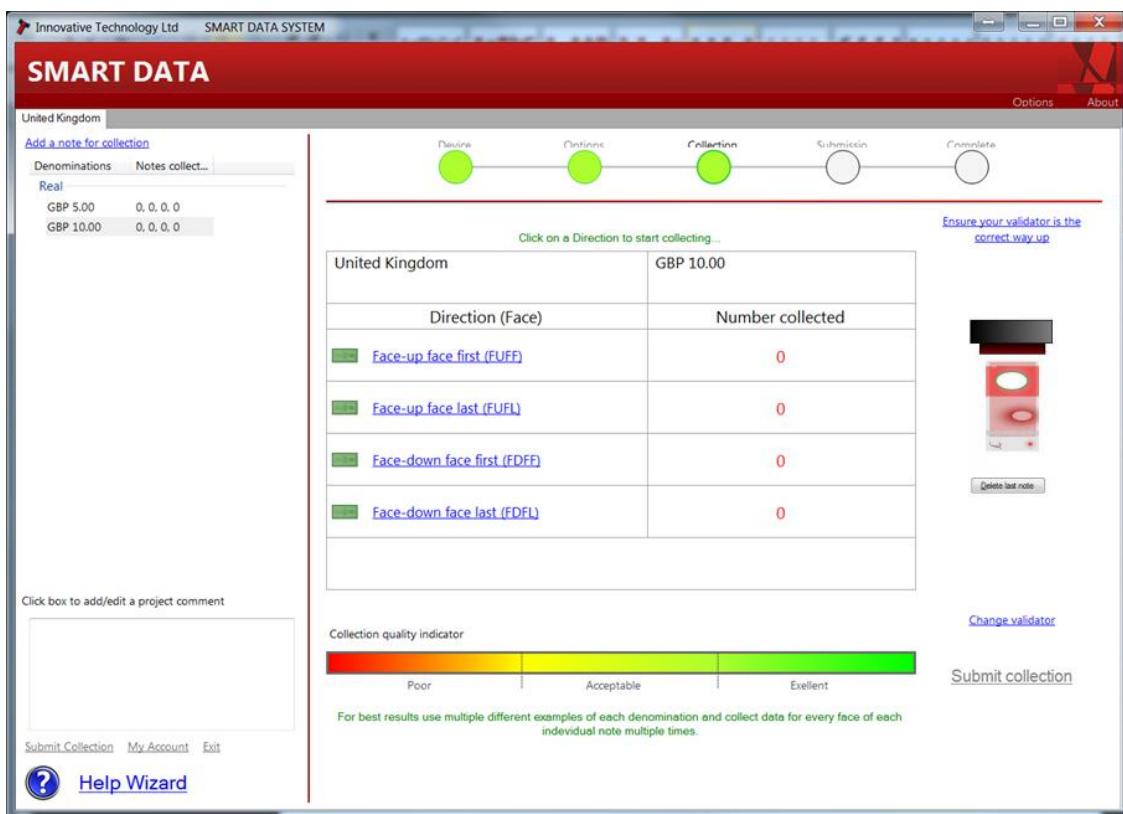
PLEASE NOTE: If you are unsure which option is suitable for you please contact support@innovative-technology.com

7.6 Data collection

Remember to load the relevant dataset before you proceed to this stage.



Simply drag the denominations you wish to collect to the right of the window then click continue, this will load up the data collection screen where you will be able to collect data.



On the left hand panel a list of the banknotes the user is collecting is displayed. This can be added to by clicking on the 'Click here to add a new denomination' link. To begin collecting select the note you wish to collect, now click the face you wish to collect.

Please note: Any banknotes consist of four 'Faces'. It is important to collect each of these faces separately:

- Face-up face first (FUFF) - The main 'head' feature of the banknote is upwards and towards the front of the note.
- Face-up face last (FUFL) - The main 'head' feature of the banknote is upwards and towards the back of the note.
- Face-down face first (FDFF) - The main 'head' feature of the banknote is downwards and towards the front of the note.
- Face-down face last (FDFL) - The main 'head' feature of the banknote is downwards and towards the back of the note.

If it is unclear where the main head feature of the note is, select an orientation and use this rule throughout the collection process. It is more import that the faces are separate and consistent for each face collection.

Clicking on the face will enable the connected validator for note collection. The user can now enter the banknotes for each face. The counters will increment at each insertion. If a mistake is made, the user can click the 'Delete Last Note' button to remove the last note from the collection.

7.6.1 Collection Limits

In order for the SMART Data system to create a good dataset modification it requires a minimum number of banknote examples with which to work with, the greater the number of notes entered in a larger number of validators the better the result will be. The system requires a minimum of 30 banknote readings per face collected in order for a submission to be allowed. The recommended collection for the best results would be 100 - 200 notes per face spread across several validators.

As more data is collected, the 'Collection quality indicator' at the bottom of the screen will begin to slide, please try and get as many reads as possible to ensure the note data is a good representation of the majority of notes in circulation.

7.7 Data Submission

When you are happy with your entire collection (all problem denominations and faces collected) the job can be submitted to ITL. At this stage, the user's PC must have an internet connection. Click on the Submit collection link in the bottom left corner of the screen. The system will attempt to submit the job to the SMART Data server and will return a confirmation screen when this has been done.

If the submission fails, the user can retry at a later time. After a successful submission, the PC software will close. The user can check the job progress on the smart data account page (www.innovative-technology.co.uk/smart-data). Once loaded onto our server the job can take up to 2 days to complete. Upon completion the system will email the user at the user's address given at registration with a link to enable download to the user PC of the completed ITL dataset files. Should you not receive your job back within 3 days please email to support@innovative-technology.com for support.

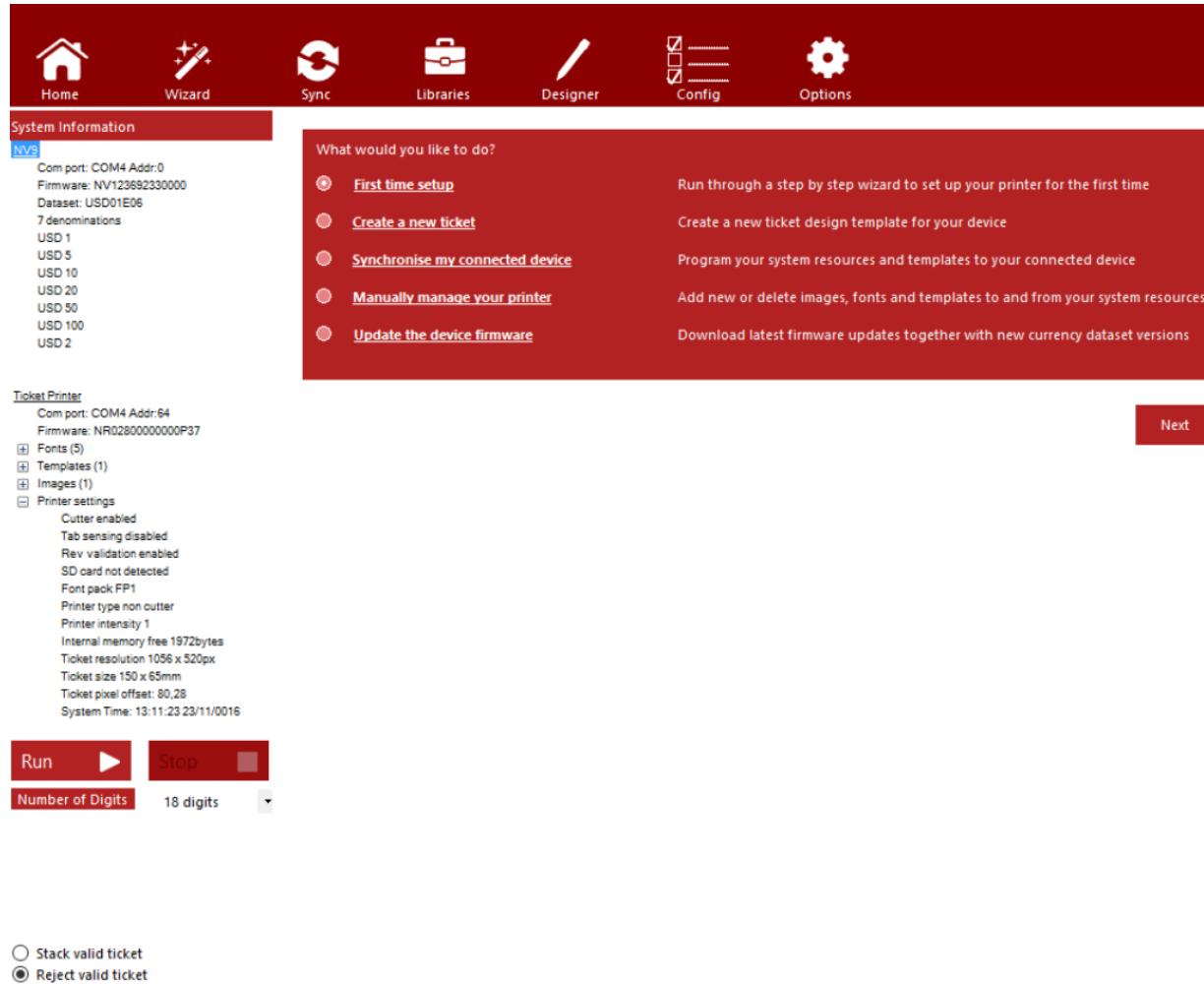
Please note: SMART Data will always return the latest firmware version of firmware version.

8 TICKET TEMPLATE MANAGER

8.1 Quick Select

For quick help on a specified area of Ticket Template Manager select an Area of the image below to jump to the relevant section of this Guide.

Each section has Images displaying parts of Ticket Template Manager, these images may be clicked for ease of access.



The screenshot displays the main interface of the Ticket Template Manager software. At the top, there is a navigation bar with icons for Home, Wizard, Sync, Libraries, Designer, Config, and Options. Below this is a sidebar titled "System Information" containing "NVS" settings (Com port: COM4 Addr:0, Firmware: NV123692330000, Dataset: USD01E06, 7 denominations: USD 1, USD 5, USD 10, USD 20, USD 50, USD 100, USD 2) and a "Ticket Printer" section listing printer details (Com port: COM4 Addr:64, Firmware: NR02800000000P37), fonts (5), templates (1), images (1), and printer settings (Cutter enabled, Tab sensing disabled, Rev validation enabled, SD card not detected, Font pack FP1, Printer type non cutter, Printer intensity 1, Internal memory free 1972bytes, Ticket resolution 1056 x 520px, Ticket size 150 x 65mm, Ticket pixel offset: 80,28, System Time: 13:11:23 23/11/2016). At the bottom, there is a control panel with "Run" and "Stop" buttons, a "Number of Digits" dropdown set to "18 digits", and a selection for "Stack valid ticket" (radio button) or "Reject valid ticket" (radio button selected).

8.2 Download and Installation

Ticket Template Manager is a utility which allows the user to program any of ITL's Ticket Printers so Tickets can be Designed and Modified.

It can be installed from the link Below; please note admin rights are required during installation.

The Ticket Printer must be in SSP for Ticket Template Manager to detect the device.

System Requirements:

- Windows XP SP3 or above
- .Net framework 4
- 256mb ram
- 50mb hard disk free
- Connected Ticket Printer with active com port

8.3 Installation

1. Sign in to the Support section of the ITL website
(<http://innovativetechnology.com/support/secure-download>)
2. Navigate to the software portal



The screenshot shows the Innovative Technology website homepage. The header features the ITL logo, the company name "Innovative Technology", and the tagline "INTELLIGENCE IN VALIDATION". On the right side of the header, there is a phone number "Call: +44 (0) 161 626 9999" and social media links for LinkedIn, YouTube, Facebook, Twitter, and WordPress. Below the header, a red navigation bar contains links for Home, Products, Support, About Us, News & Events, Careers, Contact Us, Shop, and SMART Data. A search icon is also present in the top right corner. A "LOGOUT" button is visible at the bottom left of the header area.

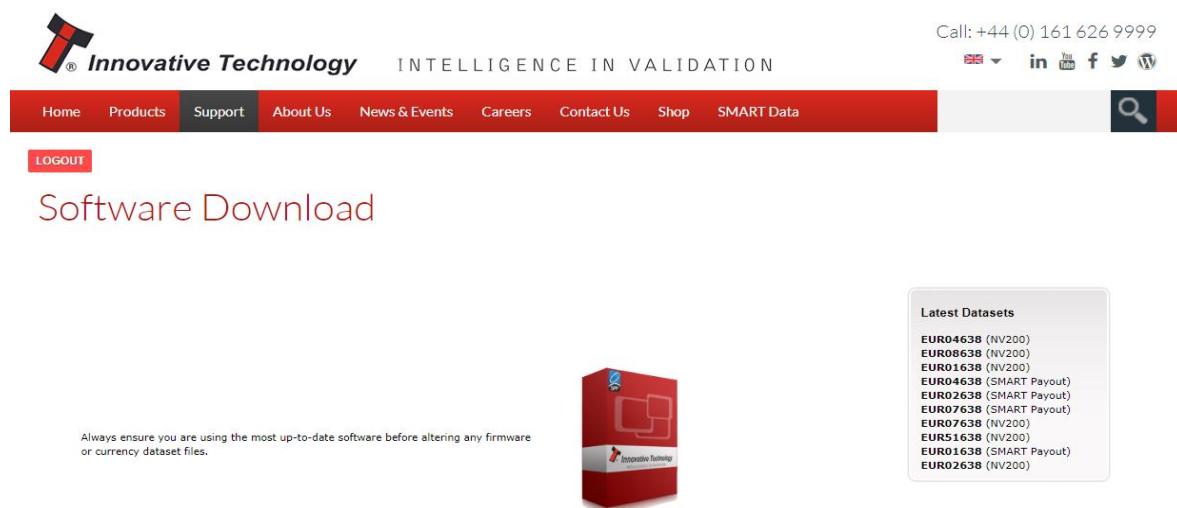
Secure Downloads

Welcome to the Secure Downloads area of our website.

Log on to download Currency datasets and Software.



3. Click the padlock to download



The screenshot shows the Innovative Technology website's software download section. At the top, there's a navigation bar with links for Home, Products, Support, About Us, News & Events, Careers, Contact Us, Shop, and SMART Data. To the right of the navigation is a search bar and social media links for LinkedIn, YouTube, Facebook, Twitter, and WordPress. A "Logout" button is visible on the far left of the header.

Software Download

Always ensure you are using the most up-to-date software before altering any firmware or currency dataset files.

A red download icon with a padlock symbol is positioned next to the "Ticket Template Manager" entry in the software list.

Latest Datasets

- EURO04638 (NV/200)
- EURO08638 (NV/200)
- EURO1638 (NV/200)
- EURO04638 (SMART Payout)
- EURO02638 (SMART Payout)
- EURO07638 (SMART Payout)
- EURO07638 (NV/200)
- EUR511638 (NV/200)
- EURO1638 (SMART Payout)
- EURO2638 (NV/200)

4. Once the .exe has been downloaded, right click to extract the installer. Then double click to run the installer



The screenshot shows the "Welcome to the Ticket Template Manager Installation!" screen of the setup program. On the left, there's a decorative graphic of a green arrow pointing upwards with a CD icon at its base. The main text area contains the following information:

Welcome to the Ticket Template Manager Installation!

This setup program will install Ticket Template Manager on your computer. Click Cancel if you do not want to install this application. Click Next to continue the installation.

WARNING: This program is protected by international copyright law and treaties.

Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties and will be prosecuted to the maximum extent of the law.

At the bottom, there are two buttons: "Next >" and "Cancel".

5. Once the installer has finished you will be prompted to open Validator Manager, untick this option and click Finish. Starting Ticket Template Manager

8.4 Home

The first Tab in ticket template manager is the Home Tab.

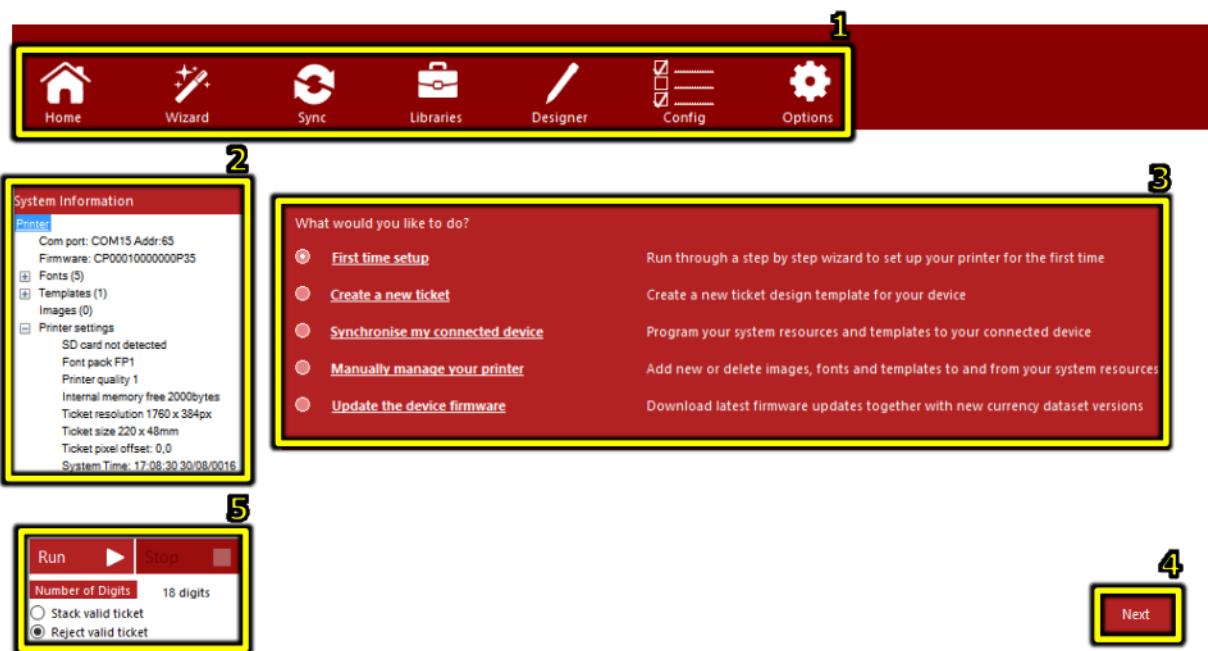
When Ticket Template Manager is started, it automatically scans active com ports for connected Devices, if a device is present then the device information will be loaded and shown on Ticket Template Manager.

If a device isn't present, a prompt to scan again or to start Ticket Template Manager without Connecting a Device will be shown.

If a Device is or isn't connected Ticket Template Managers Home page will vary.

8.5 Device Connected

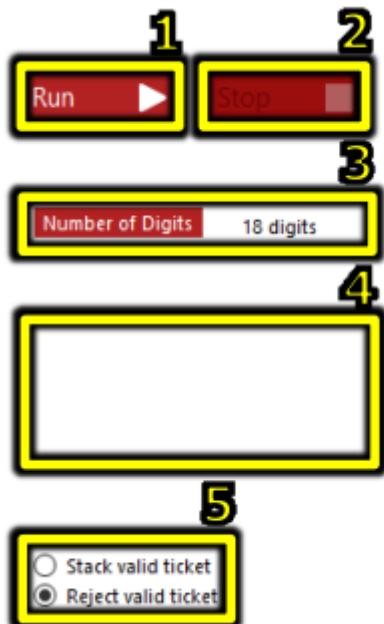
When a device is connected, the following information is shown.



1. **Navigation Panel →**
Along the Top is the Navigation Pane allowing Ticket Template Managers functions to be navigated
2. **Device Data →**
When a Device is Successfully connected the device-data will be shown on the Left. This Data includes what Com Port the Printer is connected to, the current Firmware, what ticket data is currently available on the Printer (fonts, templates and images) and a range of Printer settings
3. **Useful Options →**
Frequently used Ticket Template Managers options are available
4. When a useful option has been selected pressing the "Next" Button will proceed to the selected options window

8.5.1 Testing the Device

Ticket Template Manager can also be used to test the device's validation.

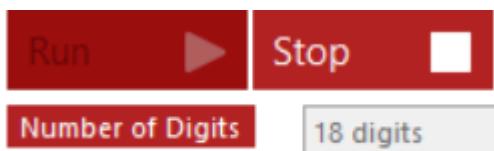


1. Run →
The "Run" button enables the connected device allowing notes and tickets to be inserted
2. Stop →
The "Stop" button disables the connected device stopping notes and tickets being inserted
3. Number of Digits →
The "Number of Digits" indicates how long a barcode Ticket Template Manager will accept as valid. This can be changed by clicking on the digits and selecting a new value from the list

6 digits
7 digits
8 digits
9 digits
10 digits
11 digits
12 digits
13 digits
14 digits
15 digits
16 digits
17 digits
18 digits
19 digits
20 digits
21 digits
22 digits
23 digits
24 digits
18 digits

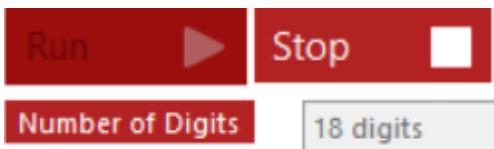
8.5.1.1 Log

The “Log” provides information on what was validated, if a note is validated then the value of the note will be shown.



Note read: 5

If a barcode is validated the barcode will be shown and the value stated below.



Bar code read: 012345678012345678

8.5.1.2 Options

1 Stack →

The “Stack” option will take any valid note/barcode and place them in the cashbox

2 Reject →

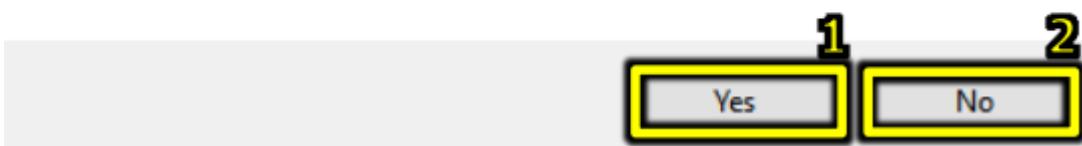
The “Reject” option will validate the inserted note/barcode but still reject them from the front of the device

8.6 No Device Connected

If Ticket template manager can't detect a device then an Encryption Setup Failed window will appear, this window will prompt you to redetect or to start without a device attached.



Could not connect (no devices found). Would you like to continue without connecting to any devices? (Some functionality may be restricted)





8.6.1 Run without a Device Connected

The "Yes" button will run Ticket Template Manager without a device connected. A prompt will ask what type of Paper the device being designed for uses.

Select Target Printer

Select the type of device the tickets are to be designed for. This will effect the size and shape of the design area presented. Tickets previously designed targeting a different device may not display properly when viewing them.



8.6.2 Ticket Type

Ticket Template Manager auto scales the ticket template. This allows the different ticket sizes to be designed.

Select Target Printer

Select the type of device the tickets are to be designed for. This will effect the size and shape of the design area presented. Tickets previously designed targeting a different device may not display properly when viewing them.



8.6.2.1 Navigation Pane

Along the Top is the Navigation Pane, multiple tabs are displayed so Ticket Template Managers functionality to be navigated. As a device isn't connected the Sync and config Tabs are disabled.

8.6.2.2 Device Data

The section for device-data will indicate that nothing is connected

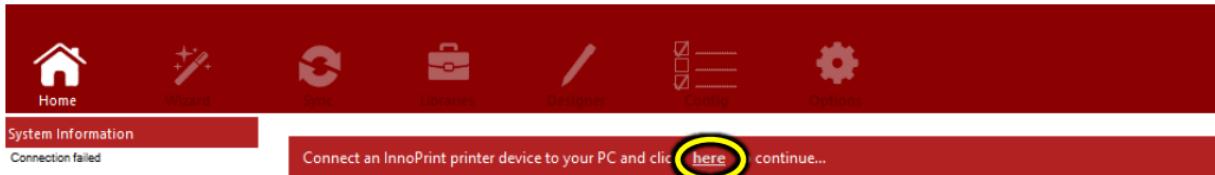
8.6.2.3 Useful Options

In the centre, useful options are shown allowing quick access to Ticket Template Manager frequently used applications.

8.6.3 Retry Connection

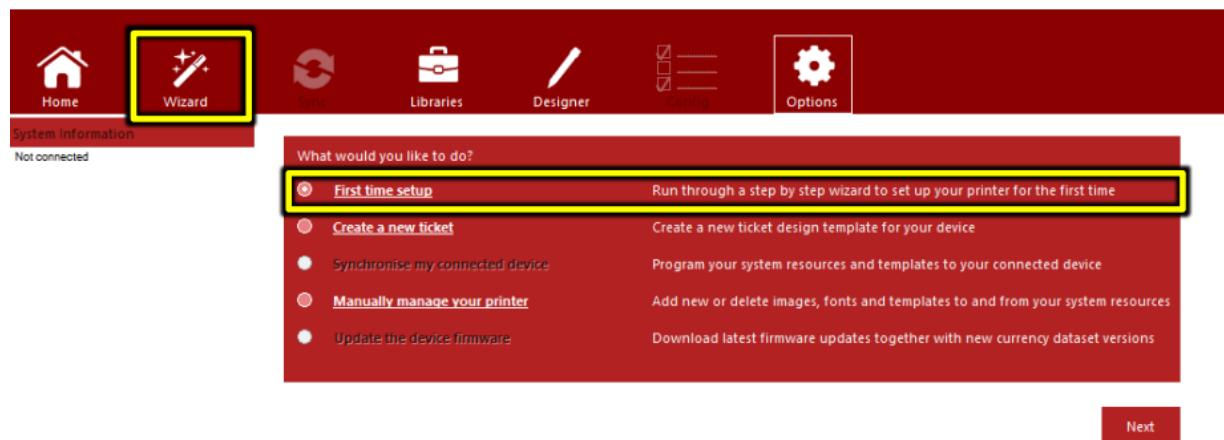
If a device is connected check the devices Protocol (check the relevant product manual for information on how to do this), also check that another program isn't blocking the com port.

To try to reconnect press "No". On the next screen press "here" to scan for devices.



8.7 Using the Wizard

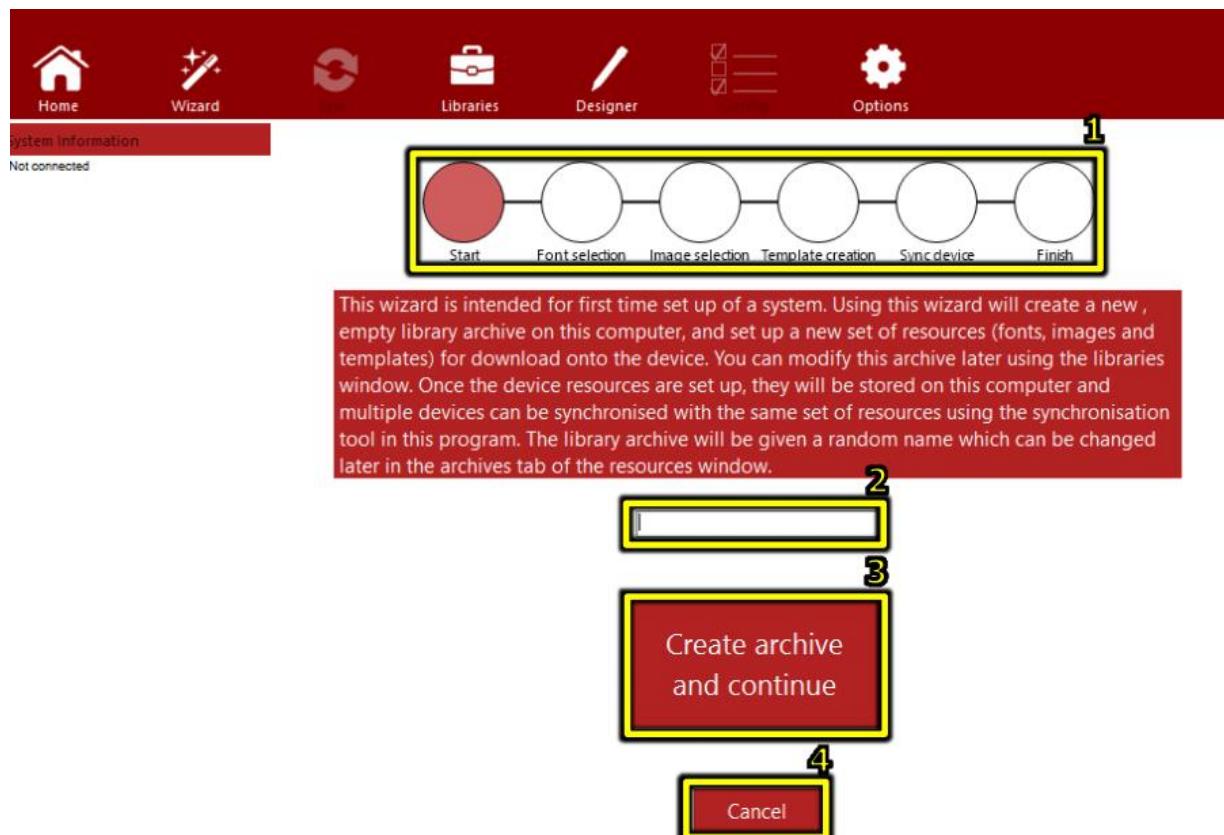
When first using Ticket Template Manager the Wizard is Recommended. Pressing “Next” when the “First time setup” option is selected will continue to the wizard. The “Wizard” Tab can also be pressed.



The Wizard will walk you through creating the first Ticket Archive on this computer. this will prepare Fonts, Images and Tickets ready to be loaded onto a Printer.

8.7.1 Start

The first section of the wizard is the “Start” section



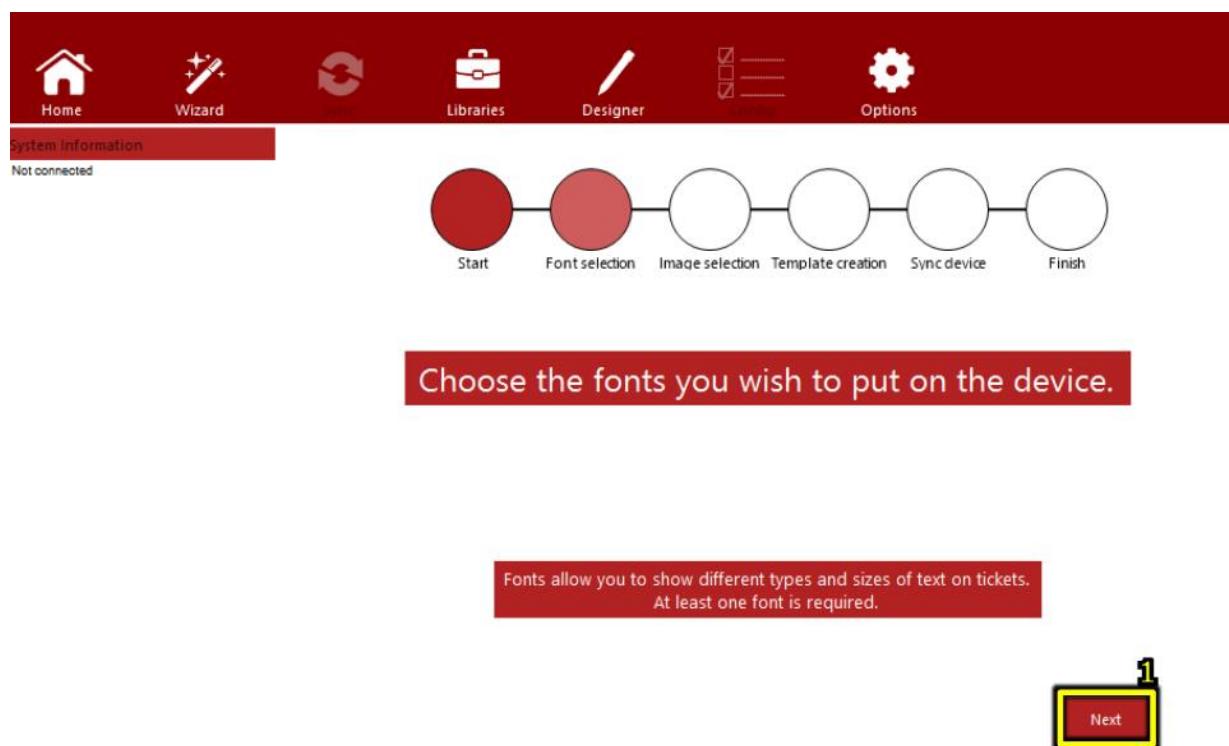
1. Wizard Process Indicator →

The “Wizard Process Indicator” displays the current stage the wizard is on and the stages to follow

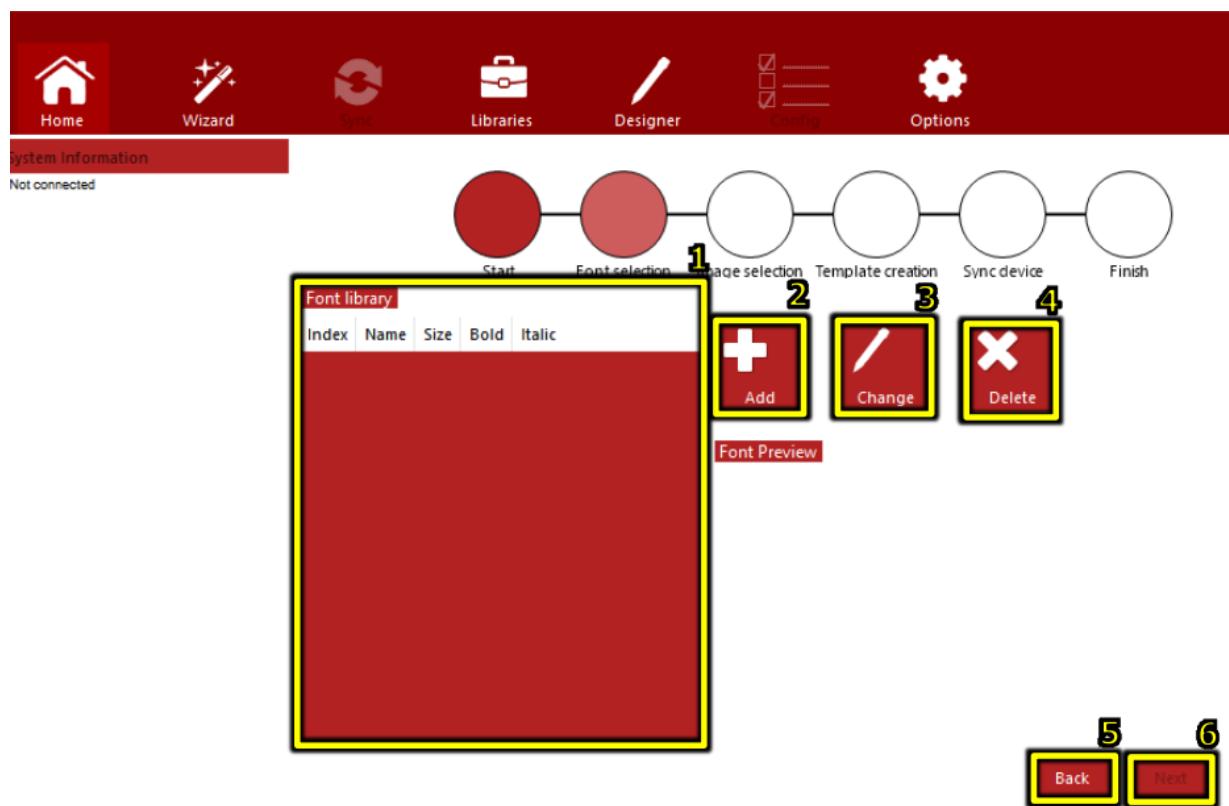
2. Archive Name →
The “Archive Name” inserted into the text box will become the name of the Archive created by the wizard
3. Create Archive and Continue →
The “Create Archive and Continue” button will create this Archive.
The Wizard will progress to the next stage
4. Cancel →
The “Cancel” button will cancel the wizard so an archive won’t be made and the process will stop

8.8 Font Selection

The second section of the Wizard is the “Font Selection” starting with the section introduction page.



1. Next →
The “Next” button will progress the wizard to start adding fonts



1. Font Library →

The “Font Library” displays Fonts added to the current archive

2. Add →

The “Add” button allows font information to be specified and added to the current Archive. The font selection window will be opened once pressed.

For information on adding font go to the [Adding Font](#) section

3. Change →

The “Change” button allows a currently created font to be changed.

The desired font should be selected before pressing the “Change” button.

The font selection window will be opened once pressed

For information on adding font go to the [Adding Font](#) section

4. Delete →

The “Delete” button can be used to delete a font from the Archive, the font will need to be selected before the delete button is pressed

5. Back →

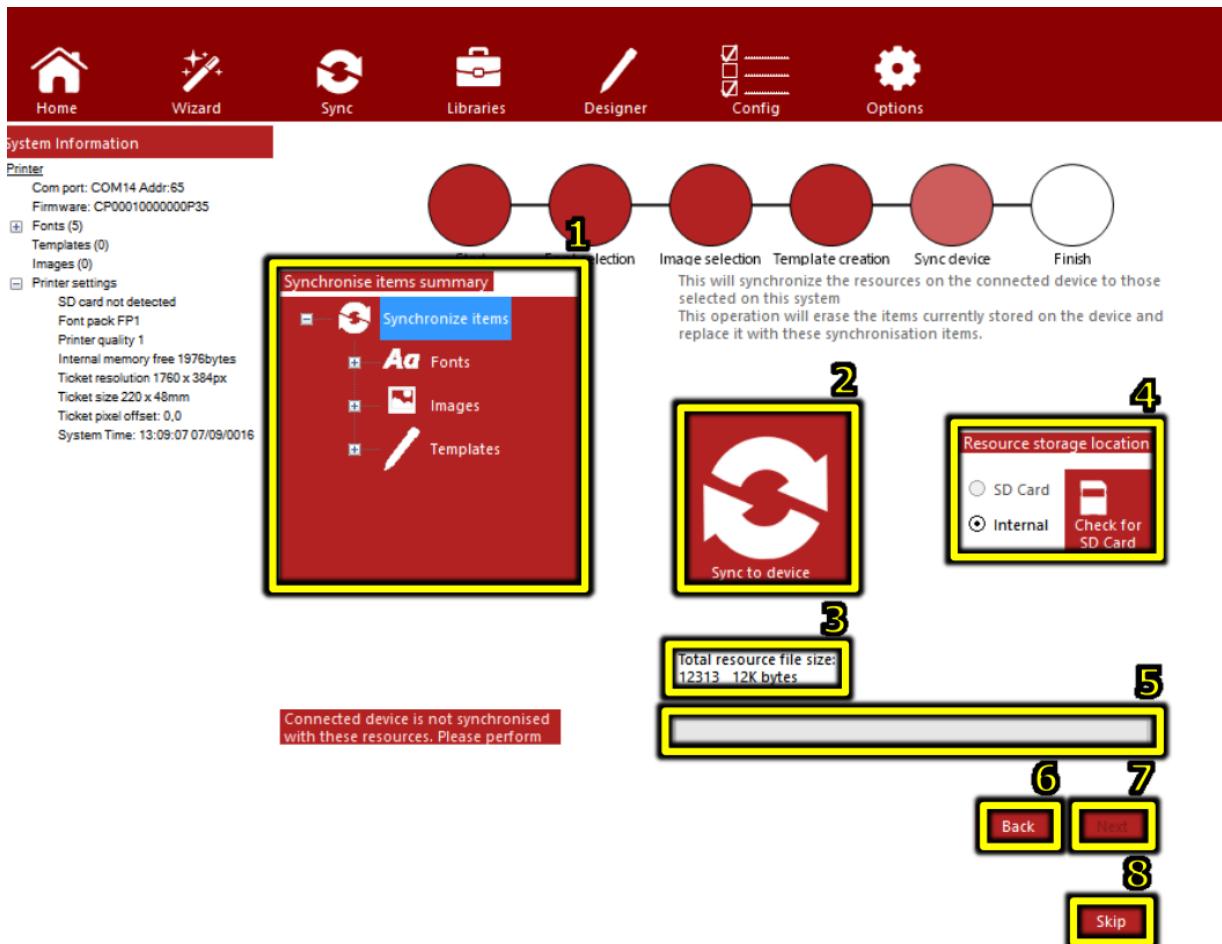
The “Back” Button will return the Wizard to the [Template Creation](#) introduction page

6. Next →

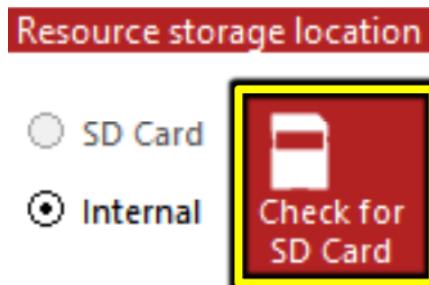
The “Next” Button will continue the Wizard to the [Sync Device](#) page

8.9 Sync Device

If a Device is connected, the fifth section is "Sync Device"



1. Synchronize Items Summary →
The "Synchronize Items Summary" shows data on the Fonts, Images and templates stored in the current Archive
2. Sync to Device →
The "Sync to Device" Button allows the Archive to be loaded onto the connected Device
3. Resource File Size →
The "Resource File Size" section shows how big the current Archive is
4. Resource Storage Location →
The "Resource Storage Location" determines where the Archive will be stored, it can be held in the SD card (if one is present) or in the devices internal memory

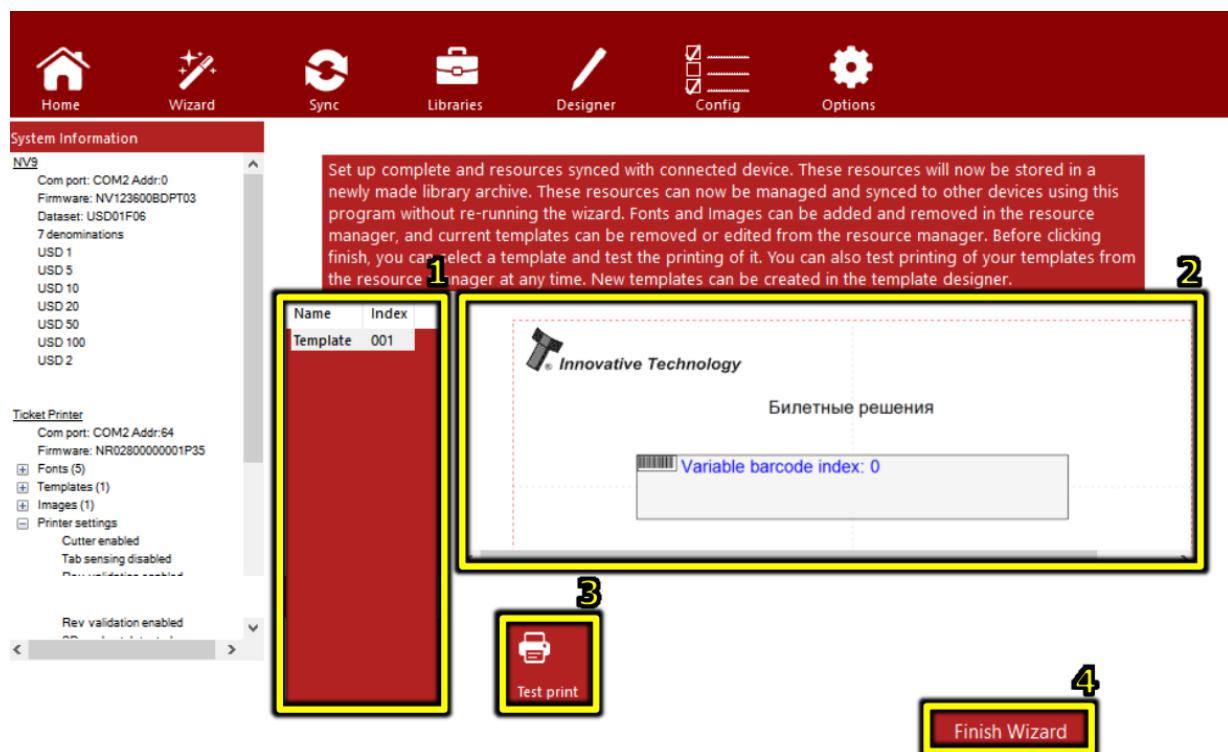


If a SD card either hasn't been detected or has been inserted after the storage locations were checked. The "Check for SD Card" button can be used to refresh the storage location information.

5. Progress Bar →
The "Progress Bar" indicates how much of the download has been completed
6. Back →
The "Back" Button will return the Wizard to the [Template Creator](#) page
7. Next →
The "Next" button will continue the wizard to the [Test Print](#) section
8. Skip →
The "Skip" button will move the wizard to the [Finish Wizard](#) section

8.10 Test Print

If the Device was synced another option section will appear.
The "Test Print" section allows the synced tickets to be printed.



1. Template List →
The "Template List" displays tickets added to the current archive.
Tickets can be selected on this list
2. Template Viewer →
The "Template Viewer" displays the currently selected template
3. Test Print →
The "Test Print" button makes the device print the selected ticket
4. Finish Wizard →
The "Finish Wizard" button will end the wizard process



8.11 Finish Wizard

This “Finish Wizard” section will be seen if no device is connected or of the sync was skipped.

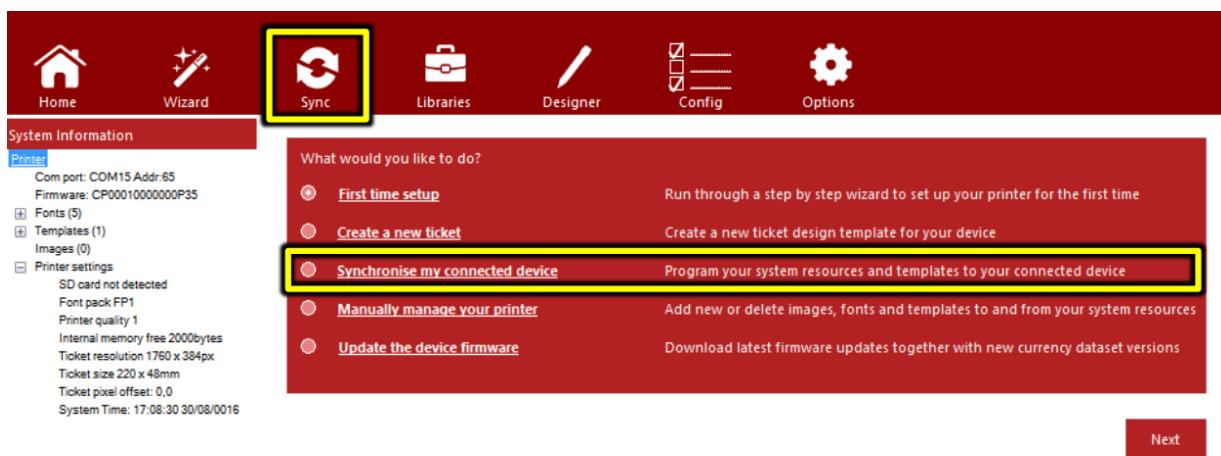


The “Finish Wizard” button will end the wizard process.

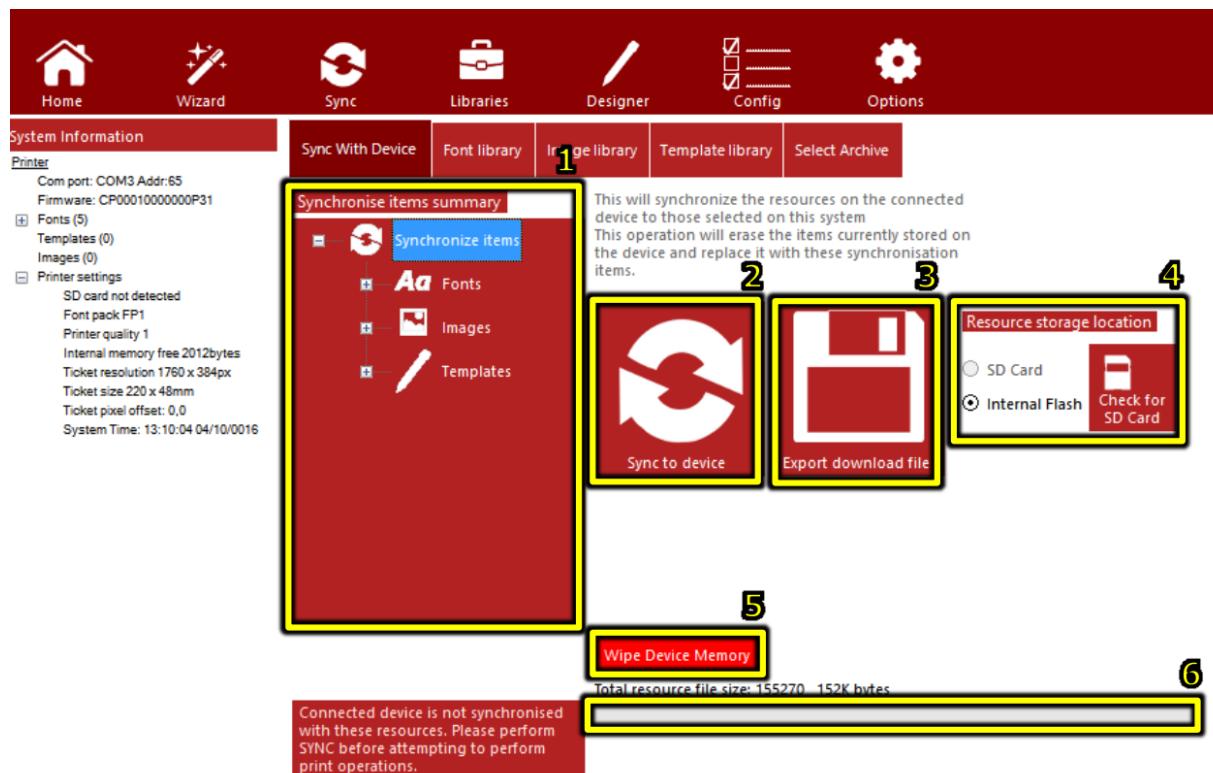
8.12 Syncing to the Device

Archives need syncing to the device so the Fonts, Images and Templates can be used. A Device must be connected for this process.

The “Next” button can be pressed when the “Synchronise my connected device” option is selected or the “Sync” Tab can be pressed.



This will open the Sync Window.



1. Synchronise Items Summary →

The "Synchronise Items Summary" shows data on the Fonts, Images and templates in the current Archive

2. Sync to Device →

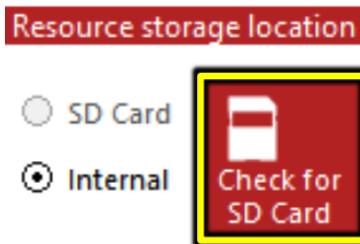
The "Sync to Device" Button starts syncing the Archive to the Device

3. Export Download File →

The "Export download file" button turns the Archive into a .BV1 update file, this file can be used to update Devices remotely

4. Resource Storage Location →

The "Resource Storage Location" allows you to choose where the Archive will be stored on the device, it can be held in the SD card (if one is present) or in internal memory



If a SD card hasn't been detected or was inserted after the storage locations were checked, then the "Check for SD Card" button can be used to refresh the storage location information.

5. Wipe Device Memory →

The "Wipe Device Memory" button will clear any archives currently on the Device, this includes the connected SD card

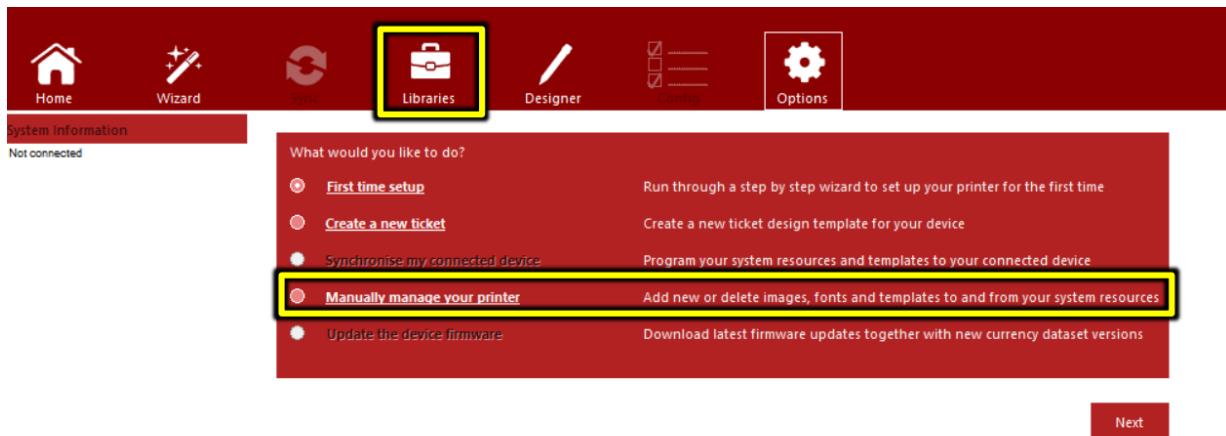
6. Progress Bar →

The "Progress Bar" indicates how much of the download has been completed

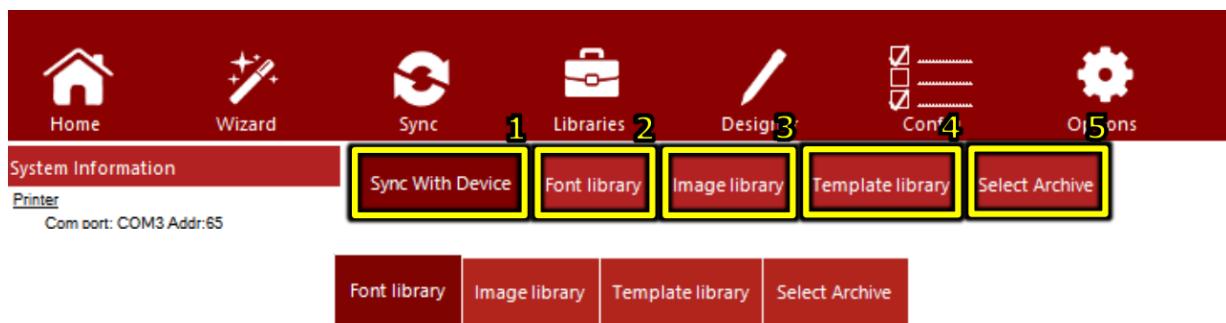
8.13 Navigating the Libraries

The Fonts, Images, Templates and Archives Libraries need to be accessed to develop new items.

The “Next” button can be pressed when the “Manually manage your printer” option is selected or the “Libraries” Tab can also be pressed.



This will open a Library window with Subtabs for the other libraries.
If a Device is connected then there are 5 tabs, if not then there are only 4.



8.13.1 Sync with Device

The “Sync With Device” Subtab is the same as the “Sync” Tab.

Sync With Device Font library Image library Template library Select Archive

Synchronise items summary

This will synchronize the resources on the connected device to those selected on this system
This operation will erase the items currently stored on the device and replace it with these synchronisation items.

 Synchronize items

 Fonts

 Images

 Templates

 Sync to device

 Export download file

Resource storage location

SD Card

Internal Flash

 Check for SD Card

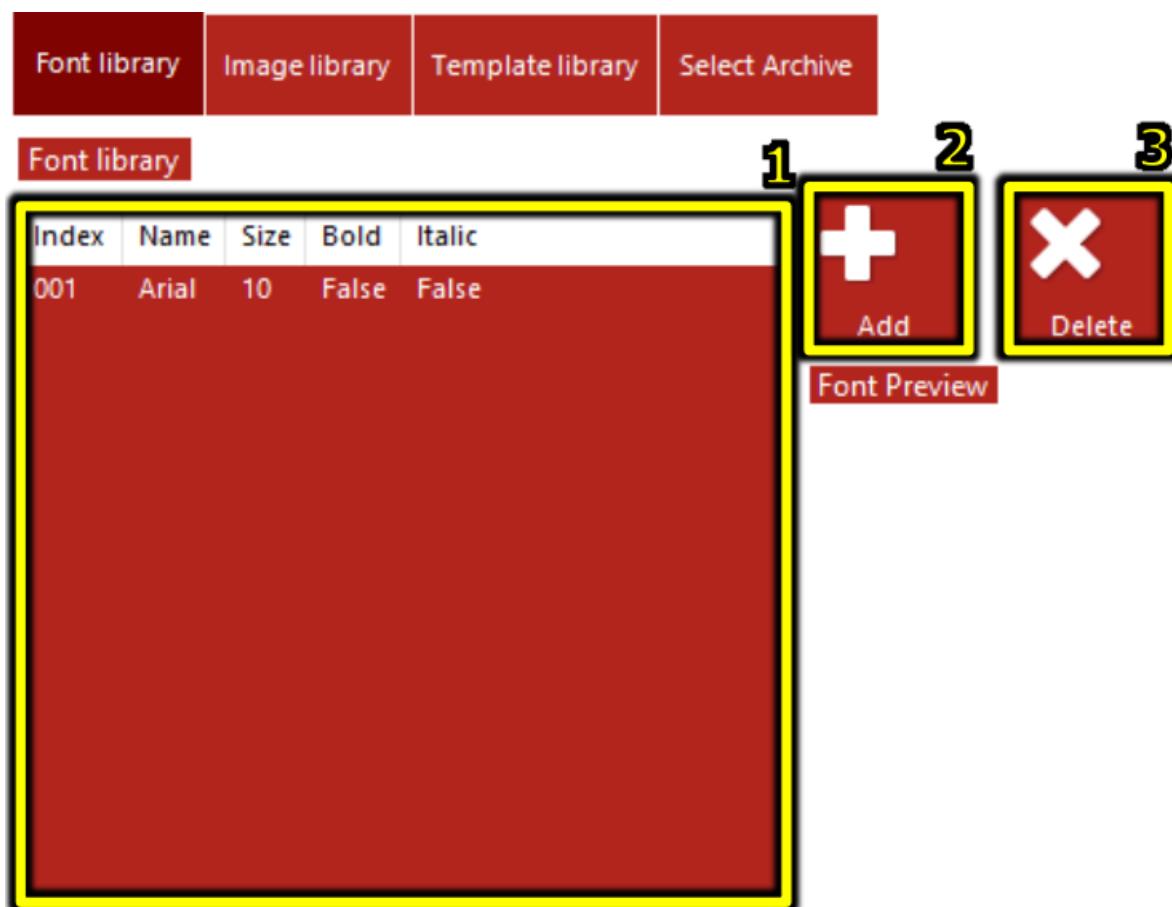
Wipe Device Memory

Total resource file size: 155270 152K bytes

Connected device is not synchronised with these resources. Please perform SYNC before attempting to perform print operations.

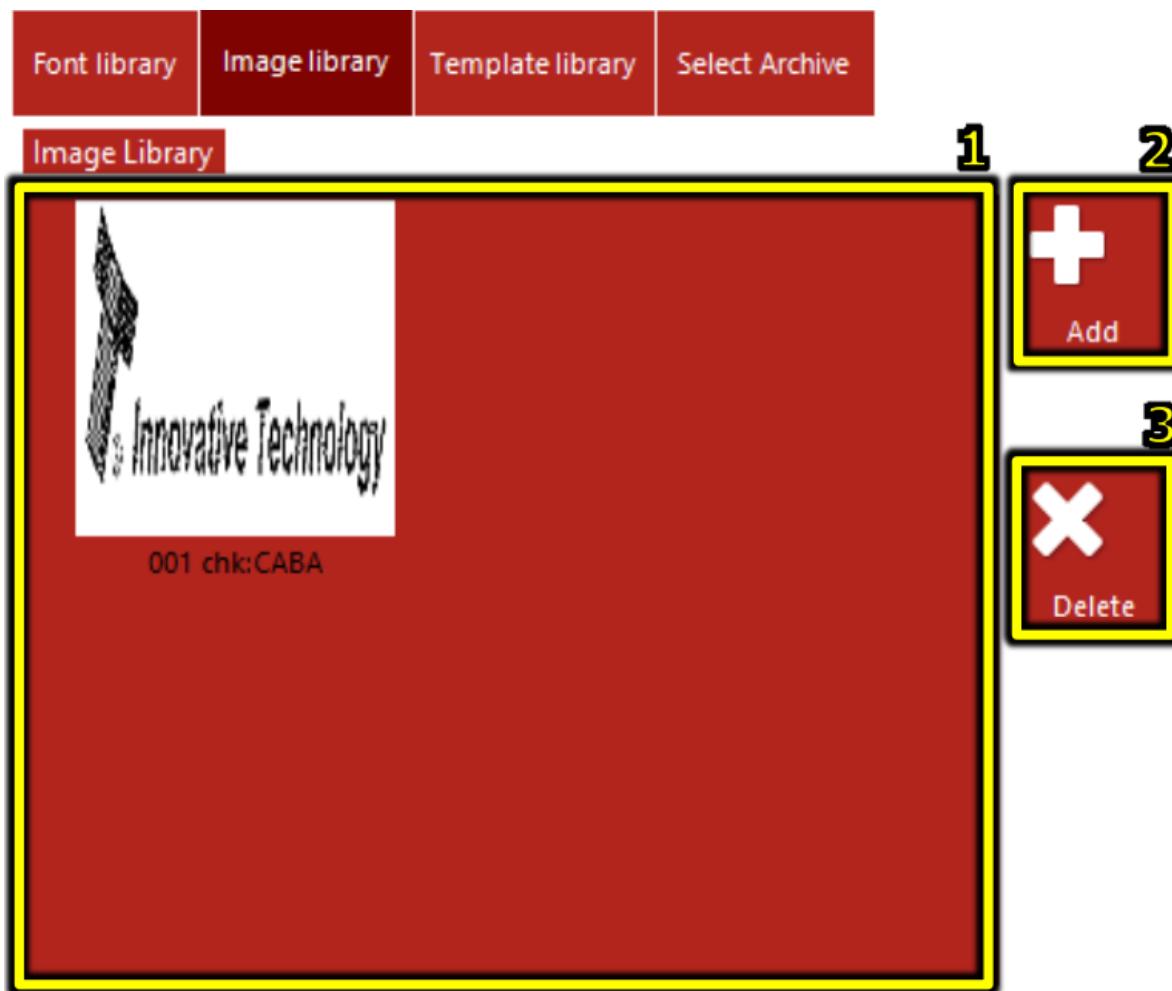
For more information on syncing to the device go to the Syncing to the Device section.

8.13.2 Font Library



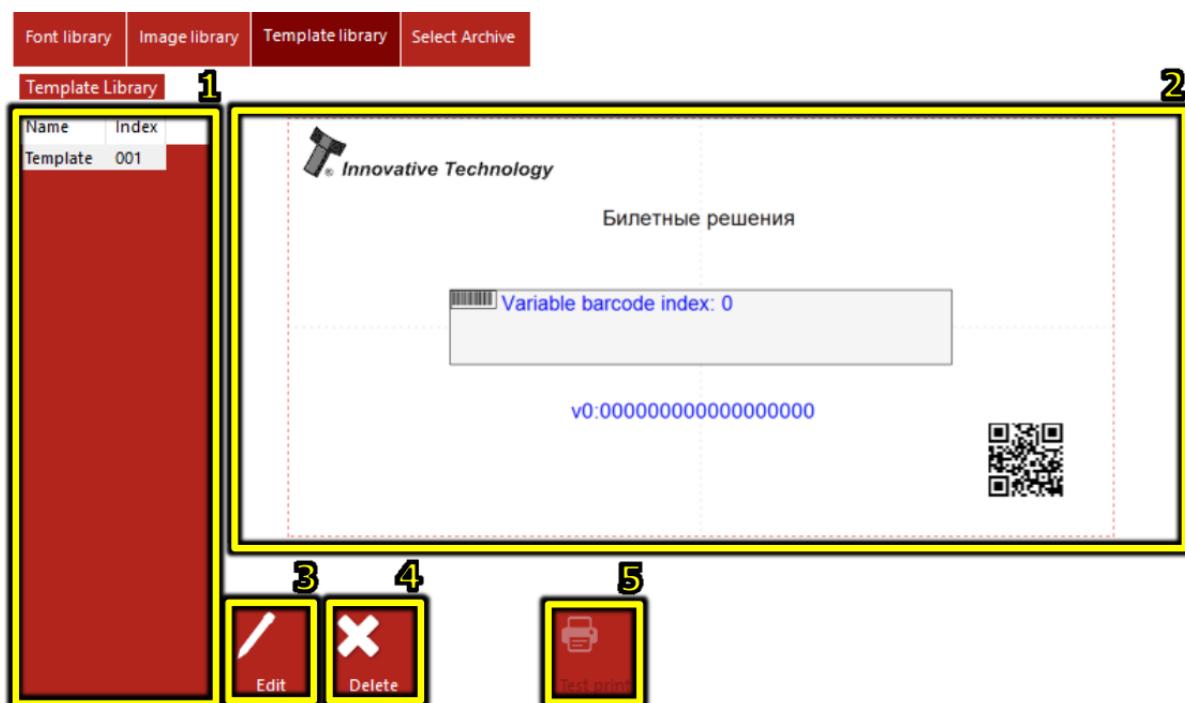
1. Font Library →
The “Font Library” displays Fonts added to the current archive
2. Add →
The “Add” button allows font information to be specified to be added to the current Archive
3. Delete →
The “Delete” button can be used to delete a font from the Archive, the font will need to be selected before pressing the delete button

8.13.3 Image Library



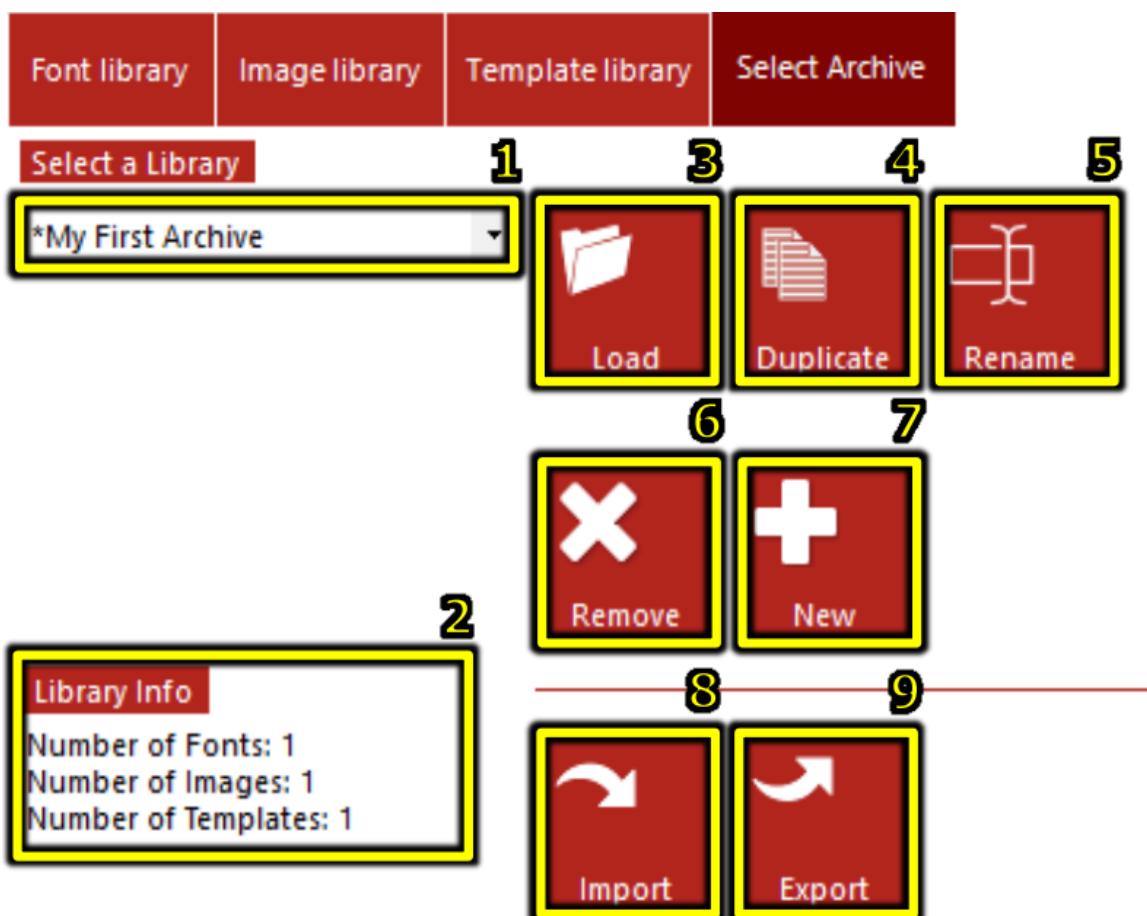
1. Image Library →
The “Image Library” displays images added to the current archive
2. Add →
The “Add” button allows image information to be specified to be added to the current Archive. For information on how to add images go to the [Adding Images](#) section
3. Delete →
The “Delete” button can be used to delete an image from the Archive, the image will need to be selected before pressing the delete button

8.13.4 Template Library



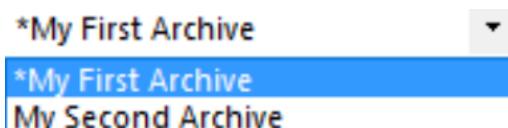
1. Template Library →
The “Template Library” displays templates available in the current archive
2. Template Library →
The “Template Viewer” displays the currently selected template.
Changing the selected template in the [Template Library](#) will change which template is shown in the Viewer
3. Edit →
The “Edit” button allows the currently created template to be edited, select the template you wish to edit before pressing the “Edit” button.
For information on how to edit a template go to the [Creating a Template](#) section
4. Delete →
The “Delete” button will delete a template from the Archive, the template will need to be selected before pressing the delete button
5. Test Print →
The “Test Print” button makes the connected device print the selected ticket.
If the device isn’t synced to the current archive an error will be given

8.13.5 Select Archive



1. Archive List →

The “Archive List” will display all archives available on Ticket Template Manager. The loaded archive will be indicated with a *.



Once an archive is loaded it becomes the active solution which can be modified

throughout Ticket Template Manager and synced to the device.

The selected archive will be shown next to the drop-down arrow.

The selected archive can be changed on the “Select Archive” Subtab.

2. Library Info →

The “Library Info” section provides information on the Fonts, Images and Templates of the selected Archive

3. Load →

The “Load” button makes the selected Archive the loaded Archive

4. Duplicate →

The “Duplicate” button copies the selected Archive, allowing changes to be made while maintaining a copy of the original

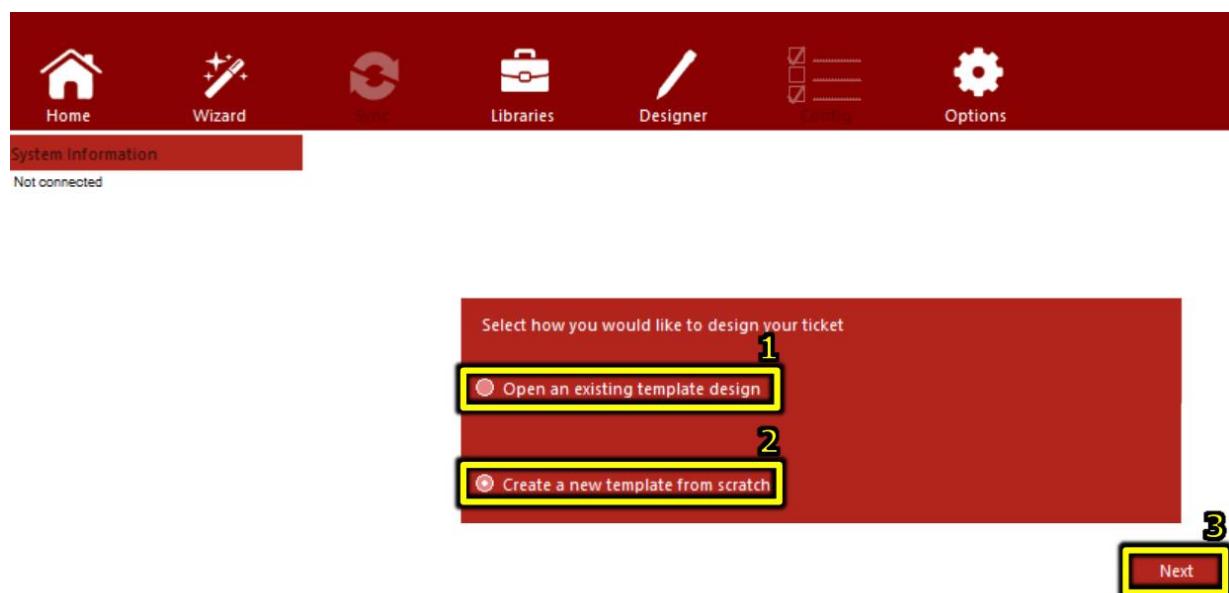
5. Rename →

The “Rename” button allows the selected Archive name to be changed

6. Remove →
The “Remove” button deletes the currently selected Archive
7. New →
The “New” Button creates a new blank Archive
8. Import →
The “Import” button allows an Exported Archive to be added to Ticket Template Manager. This allows archives created on different computers to be shared
9. Export →
The “Export” Button saves the selected archive as a file on the PC, this file can then be sent to another user

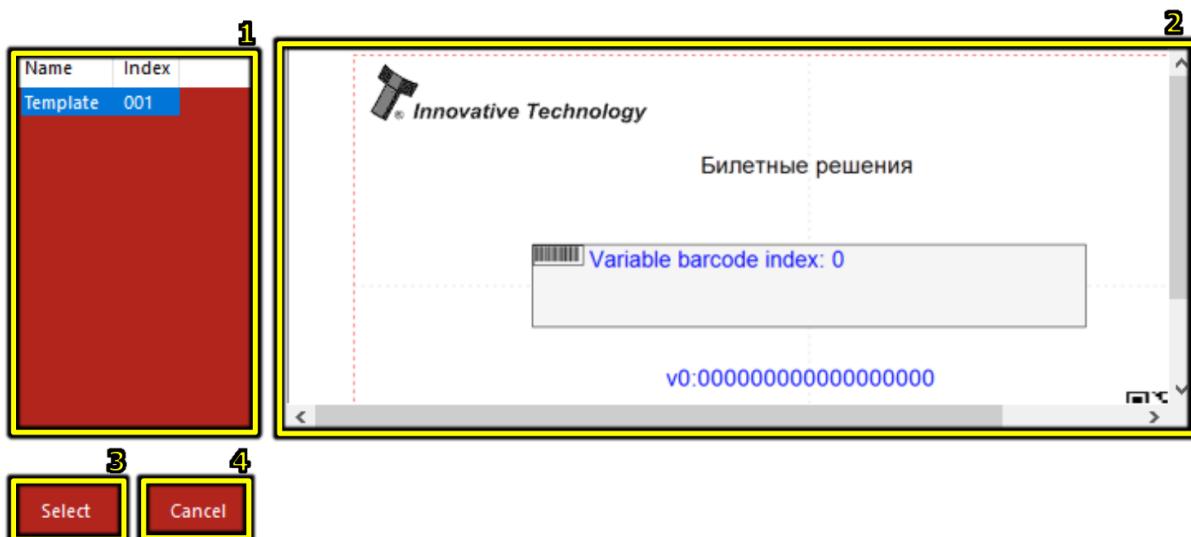
8.14 Using the Ticket Designer

On the “Designer” tab templates can be modified and created. “Open an existing template design” allows an existing template to be modified. “Create a new template from scratch” creates a whole new template. If there are no templates present in the current Archive the “Open an existing template design” option won’t be available.



8.14.1 Open an existing Template Design

The “open an existing template design” option will allow an existing template to be specified and changed.



1. Template List →
The “Template List” displays tickets added to the current archive.
Tickets can be selected on this list
2. Template Viewer →
The “Template Viewer” displays the currently selected template
3. Select →
The “Select” button opens the selected ticket in the Template Creation window.
For information on how to create a template go to the [Creating a Template](#) section
4. Cancel →
The “Cancel” button closes the Ticket Selector and will return to [Using the Ticket Designer](#) home page

8.14.2 Create a new Template from Scratch

The “Create a new template from scratch” option opens the template creation window.

For information on how to create a template go to the [Creating a Template](#) section.

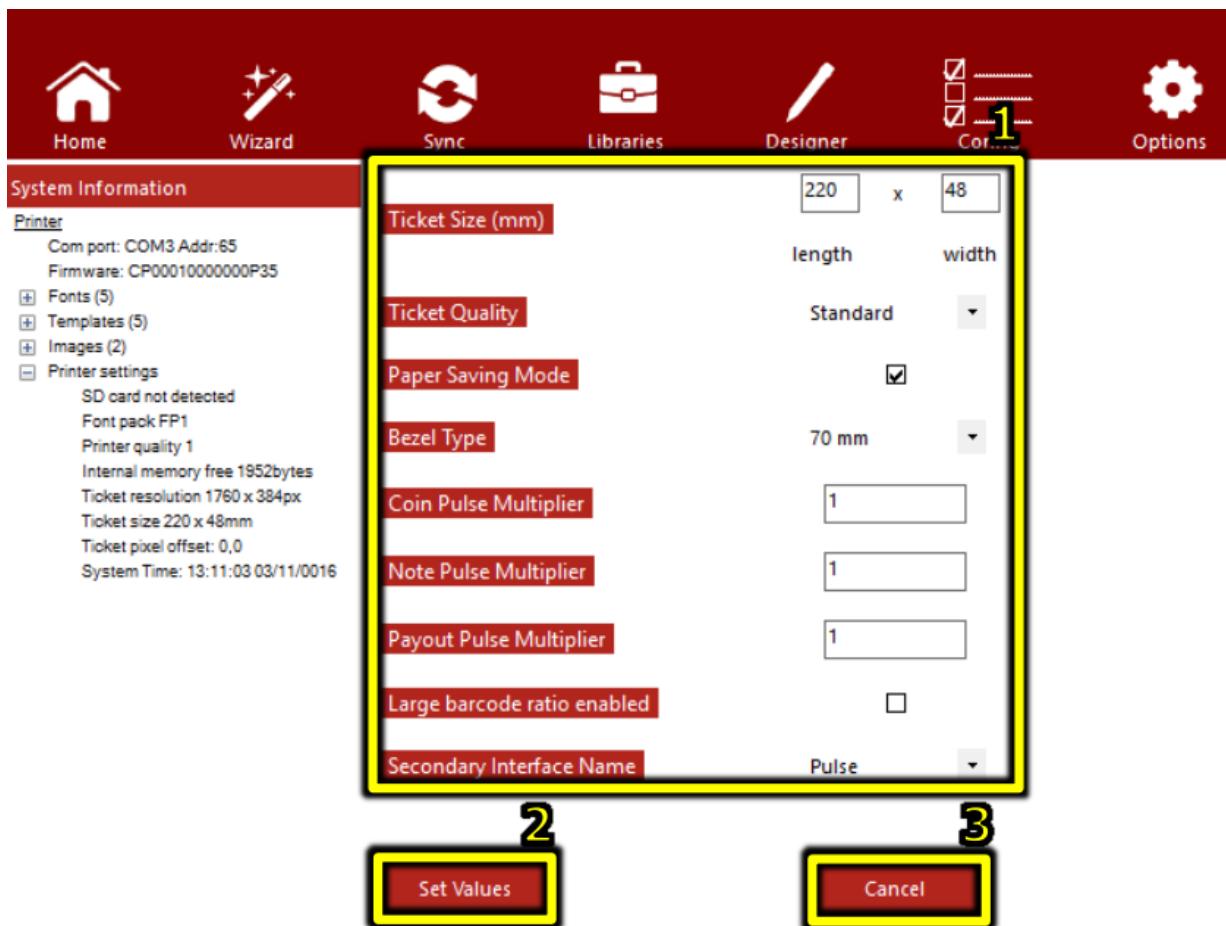
8.14.3 Next

The “Next” Button is used to continue the process of the selected option.



8.15 Configuring the Printer Options

The “Config” tab allows Printer options to be changed.
A Printer must be connected for this Tab to be Available.



1. Options Available →

The options available for the attached Device are shown in this section.
For information on each option refer to the relevant product manual

2. Set Values →

The “Set Values” button programs the attached device with the specified options

3. Cancel →

The “Cancel” button goes back to the [Home Tab](#)

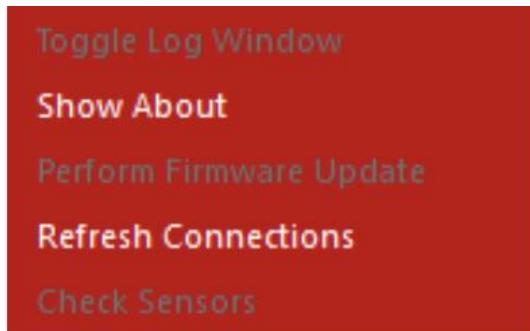


8.16 Ticket Template Manager Options

The “Options” tab allows various Ticket Template Manager Options to be changed, clicking this Tab will open a Drop-down list.



When a device is not connected then only “show About” and Refresh Connections” will be available.



8.16.1 Toggling the Log Window

The “Toggle Log Window” option toggles a window on the bottom of ticket template manager. A printer must be connected for this option to be available.

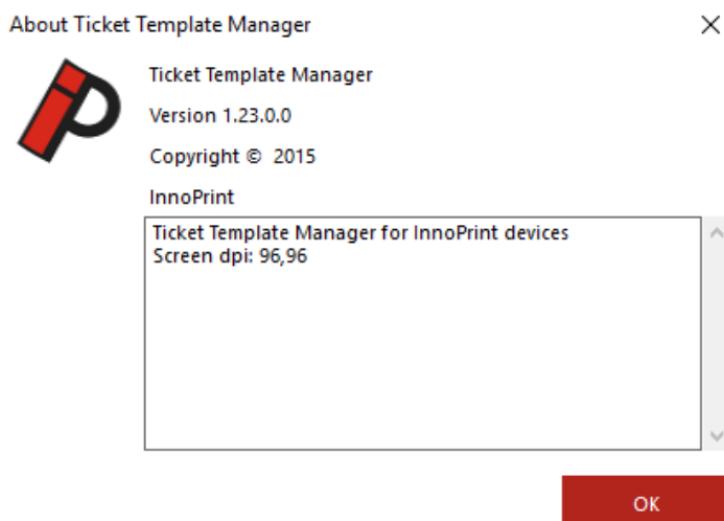
This window shows SSP Packet logs displaying what Ticket Template Manager send/receives from the printer.

| Dir | Time | Name | Plain packet | Encrypted packet |
|-------|--------------|--------------------|--|--|
| Tx >> | 14:12:41.582 | Get Font Data | 7F C1 04 70 05 05 08 94 A7 | 7F C1 11 7E D7 8B F3 76 AC E7 DB 31 04 C1 92 05 B9 1B 38 05 02 BC |
| Rx << | 14:12:41.603 | | 7F C1 0F F0 29 00 34 00 12 00 00 00 69 6D 70 61 63 74 3D 91 | 7F C1 21 7E F0 D8 84 EA C9 80 E8 5C F8 74 61 F0 52 44 48 6E EE 9D 5F 6C 9... |
| Tx >> | 14:12:41.717 | Get Template Data | 7F 41 03 70 05 09 8D 9E | 7F 41 11 7E 4A 70 4B B2 AF 92 9D 49 27 95 5B E3 8A 91 B1 85 3B 8C |
| Rx << | 14:12:41.722 | | 7F 41 21 F0 1E 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 ... | 7F 41 31 7E 66 A5 E0 72 71 BD 32 B8 DE D8 CF 28 01 D7 1F BF 02 77 F8 96 E... |
| Tx >> | 14:12:41.837 | Get Image Data | 7F C1 03 70 05 0B 81 A2 | 7F C1 11 7E 23 AA 06 59 0B 15 8E 84 9C AD 94 5E C4 43 8B 9C 23 FC |
| Rx << | 14:12:41.841 | | 7F C1 21 F0 1E 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 ... | 7F C1 31 7E 0B 23 E0 BA ED 93 AA C1 07 16 09 0C 92 4C A0 D9 02 77 F8 96 ... |
| Tx >> | 14:12:41.893 | Get Image Checksum | 7F C1 04 70 05 0F 04 BC 9B | 7F C1 11 7E 0B DC 00 EF AD 8C 93 21 94 A6 AC 5D 9E 16 DA AB D2 2D |
| Rx << | 14:12:41.903 | | 7F C1 03 F0 31 72 94 91 | 7F C1 11 7E B8 09 FD A2 AD F2 2C 3A 14 5E 3F F5 DA 8E 48 81 F6 47 |
| Tx >> | 14:12:42.013 | Set RTC | 7F 41 07 64 11 0B 10 0E 0C 2A 43 4F | 7F 41 11 7E 28 E5 96 B4 A8 CD BF E8 D5 DF D4 F5 08 55 61 FE 5A 6F |
| Rx << | 14:12:42.015 | | 7F 41 01 F0 34 0F | 7F 41 11 7E 59 13 6D 7E 33 20 7D 04 11 69 A7 0F BB D4 FD D1 1E 9D |
| Tx >> | 14:12:42.128 | Get RTC | 7F C1 01 63 5D 86 | 7F C1 11 7E 8F 8B C6 2C EF B0 5B 8E C8 6C 09 A7 71 3F C4 A5 86 F5 |
| Rx << | 14:12:42.129 | | 7F C1 07 F0 11 0B 10 0E 0C 2A 09 E2 | 7F C1 11 7E 80 DF A7 AB 1C 15 E4 BA C4 6C 50 D3 3A 9E 75 14 CD B9 |

This window aide's development in SSP for the Tickets.
It can also aid in troubleshooting if an issue is seen.

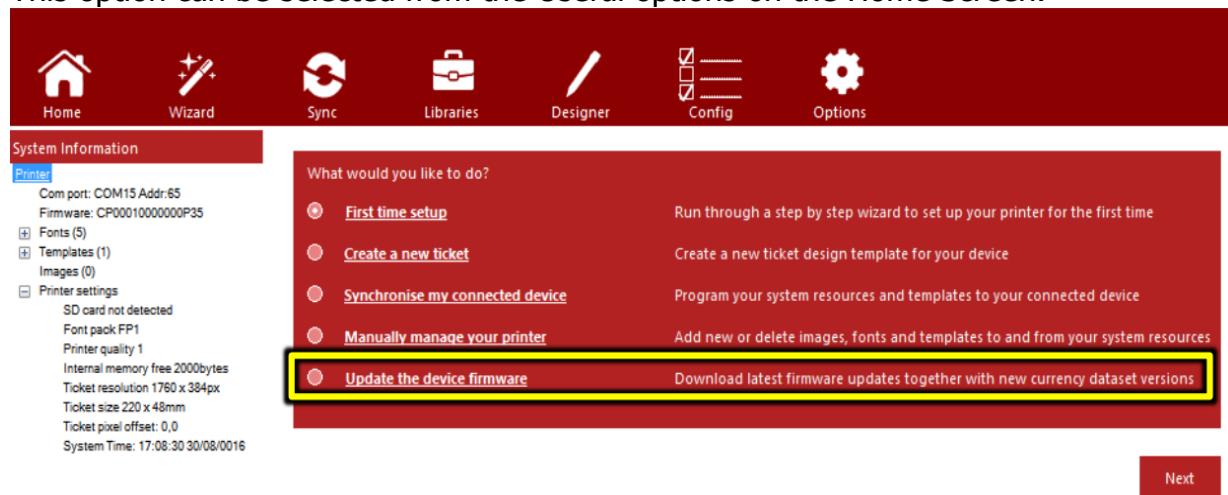
8.16.2 Show About

The “Show About” option opens a window providing information on the version of Ticket Template Manager being used.



8.16.3 Perform Firmware Updates

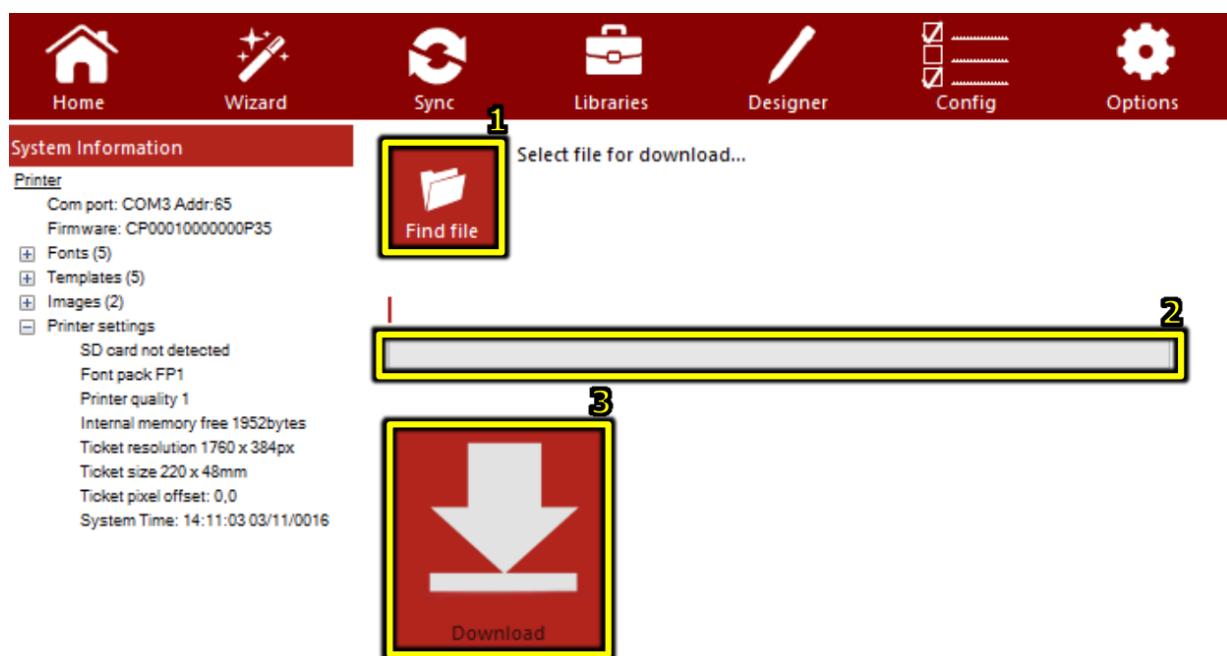
This option can be selected from the Useful options on the Home Screen.



What would you like to do?

- [First time setup](#) Run through a step by step wizard to set up your printer for the first time
- [Create a new ticket](#) Create a new ticket design template for your device
- [Synchronise my connected device](#) Program your system resources and templates to your connected device
- [Manually manage your printer](#) Add new or delete images, fonts and templates to and from your system resources
- [Update the device firmware](#) Download latest firmware updates together with new currency dataset versions

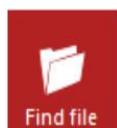
The “Perform Firmware Update” option allows a new firmware or an Archive file (.BV1) to be downloaded to the printer.



1. Find File →

The “Find File” Button opens a Browser window so a .BV1 file to be selected from the PC.

Once selected the file will be shown



C:\Users\support\Desktop\Printer
Firmware\CP0001000000P35_14-12_09-03-2016.bv1 ready for
download

2. Progress Bar →

When the download has started, the progress of the download will be shown here

3. Download →

The “Download” button starts programing the printer with the selected file

8.16.4 Refresh Connections

The “Refresh Connections” option makes Ticket Template Manager scan for devices connected to the PC.

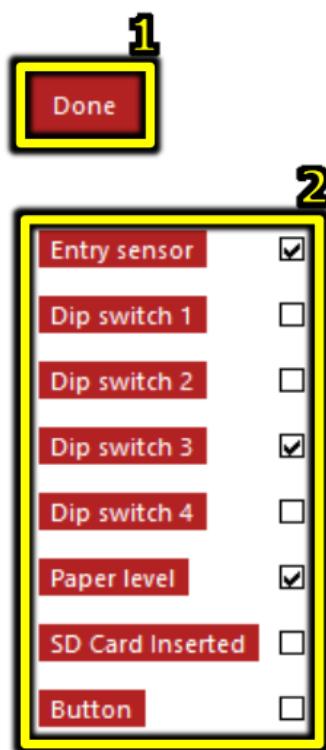
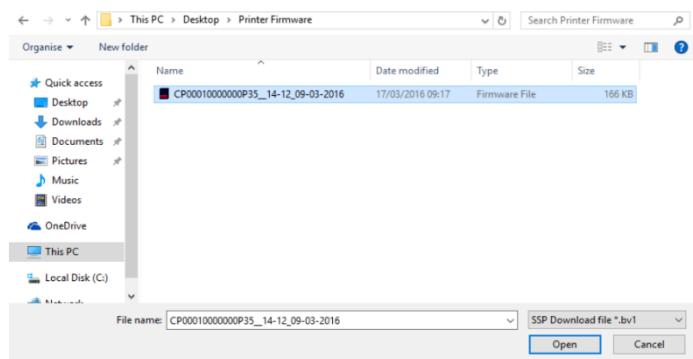
It can be used if a device has been disconnected but the disconnection hasn't been acknowledged by Ticket Template Manager.



8.16.5 Check Sensors

TTM contains some in-built diagnostic tools to assist in diagnosing issues with the given ticket printer.

The “Check Sensors” section allows sensors and switches to be tested to ensure they are functioning as expected.

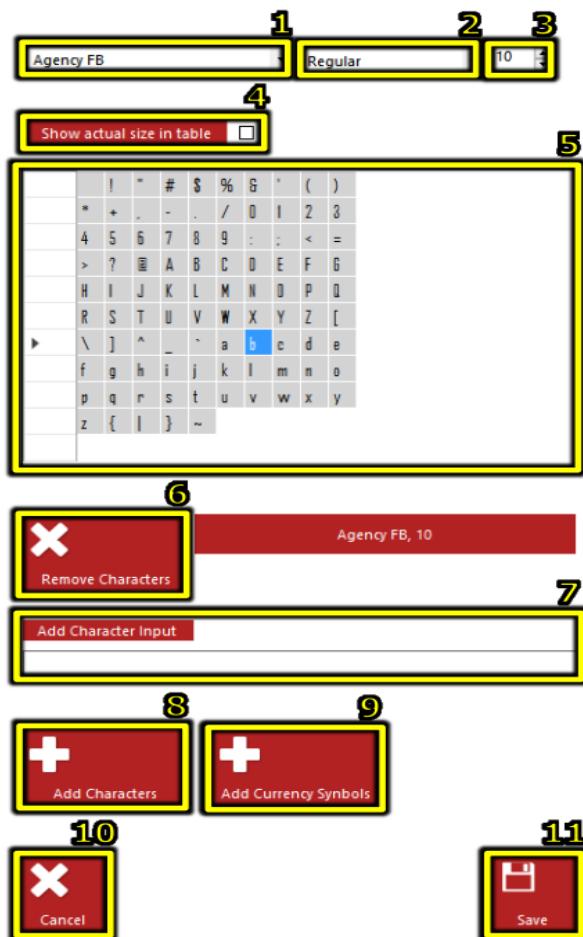


1. Complete Diagnostics →
The “Done” button closes the window
2. Diagnostics results →
The sensors and switches will be monitored, depending on the state of the component the box will either be empty or have a tick.
Changing the state of the sensor will lead to the tick being added/removed

8.17 Creating an Archive

8.17.1 Adding Font

The Font Selection window is used to specify font information to be added to an archive.



1. Font →

The font can be changed using the dropdown box.

The available fonts are taken from the Font library of the PC running Ticket Template Manager. To add different/more fonts, fonts should be downloaded to the computer

2. Style →

The style of the font is changed here.

If a bold font is desired, then the font must be saved as bold.

If a mix of bold and regular text then two different fonts will be required, one as bold and the other as regular

3. Font Size →

The font size must be specified; each saved font can only have one size

4. Visual Representation →

This option changes how the characters are shown in the character table. If ticked the character table provides an example not only of the characters but the character's size

5. Character Table→

This table displays characters currently available in this font, these characters can be selected allowing characters to be removed

6. Remove Characters →

The “Remove Characters” button will remove selected characters from the Character table. Base characters can’t be deleted; these characters are displayed in a grey box. Added characters can be deleted, these are in a white box



7. Character Input →

The “Character Input” text box allows various characters to be inputted e.g. Russian symbols. Please note that some Fonts can’t process some characters, this will result in a “□” being printed instead of the character

8. Add Characters →

The “Add Characters” button will load the Characters typed in the [Character Input](#) section into the current font library

| | | | |
|-----------------------|--------------------|-----------------------|--------------------|
| ▶ | ! " # \$ % & ' () | ▶ | ! " # \$ % & ' () |
| * | + . - . / 0 1 2 3 | * | + . - . / 0 1 2 3 |
| 4 5 6 7 8 9 : | ; < = | 4 5 6 7 8 9 : | ; < = |
| > ? ☎ | А В С Д Е Ф Г | > ? ☎ | А В С Д Е Ф Г |
| Н И Й К Л М Н О Р | О | Н И Й К Л М Н О Р | О |
| Р С Т У В В Х Y Z [|] | Р С Т У В В Х Y Z [|] |
| \] ^ _ а б с д е | | \] ^ _ а б с д е | |
| ф г х и ј к л м н о | | ф г х и ј к л м н о | |
| п ѕ р с т у в в х њ ў | | п ѕ р с т у в в х њ ў | |
| з { } ~ | | з { } ~ Б е и л н | |
| | | р т њ њ ј | |

9. Add Currency Symbols →

The “Add Currency Symbols” button loads the range of Currency Symbols into the current font library

10. Cancel →

The “Cancel” Button closes the Font Selection window.

If this was an add font option, then no font will be added.

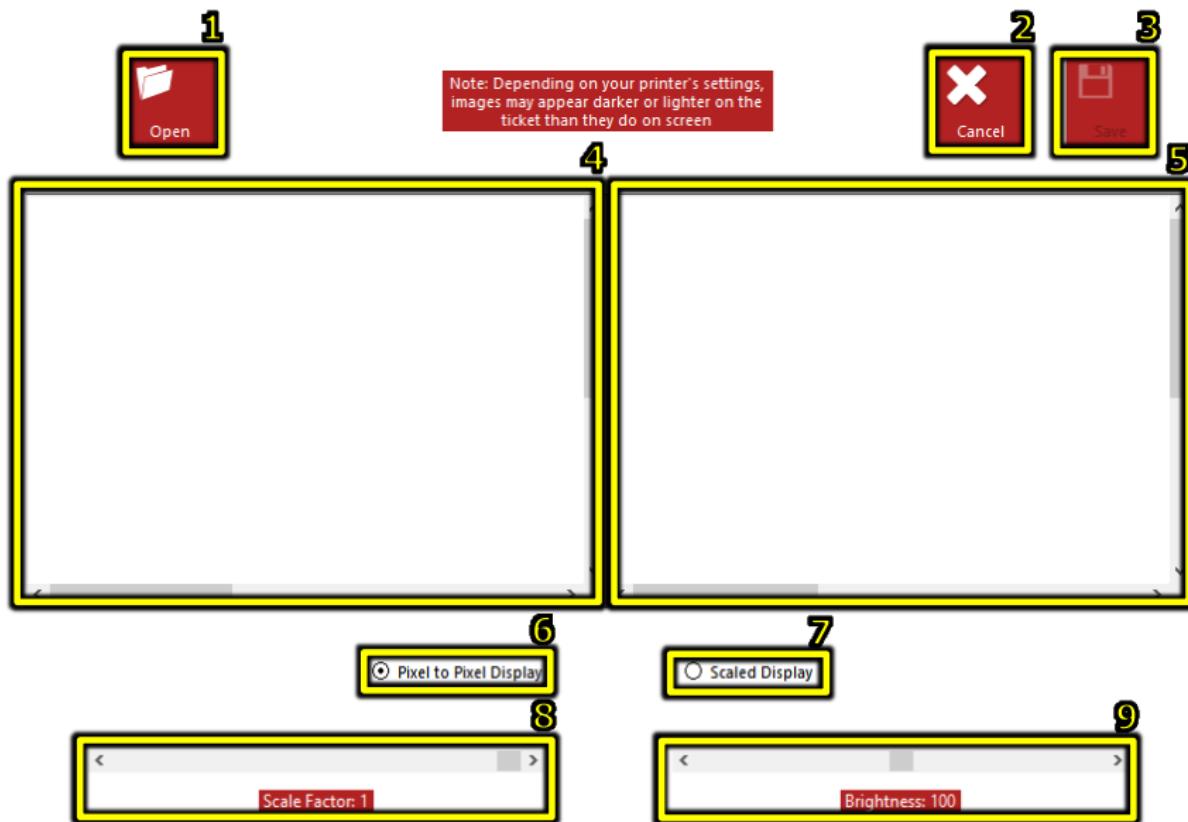
If it was a change font option, then how the font will stay how it was before

11. Save →

The “Save” button closes the Font window and the updated/new font will be available in the current Archive

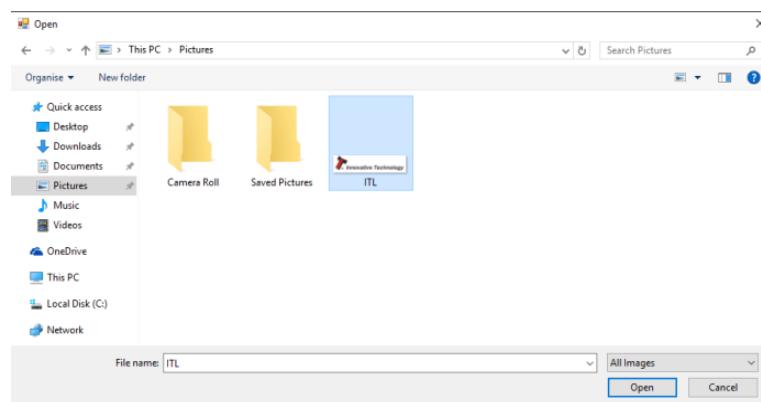
8.17.2 Adding Images

The Image Selection window is used to select and configure images to be added to the archive.



1. Open →

The “Open” Button opens a browsing window so an image saved on the PC can be selected.



2. Cancel →

The “Cancel” button closes the image selection window, any work done up to this point won’t be saved. If this was a modify image option, then the image will remain the same

3. Save →

The “Save” button closes the Image Selection Window and the Updated/new image will be available in the current Archive

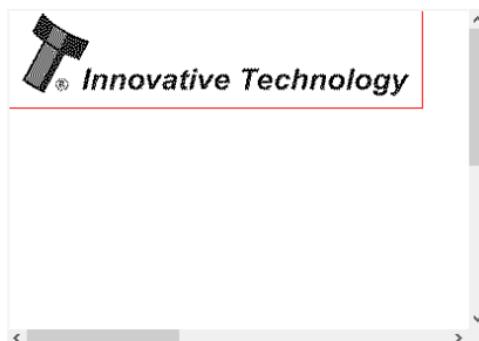
4. Real Image →

The loaded image is shown in this panel; it can be used to compare the real image to the greyscale image.

**5. Greyscale Image →**

The Greyscale image is what will appear on the Ticket.

This screen also displays the ticket boundaries, allowing the image to be scaled to fit on the ticket as desired

**6. Pixel to Pixel Display →**

The "Pixel to Pixel" option displays the image as one screen pixel to one printer pixel

7. Scaled Display →

The "Scaled Display" option has the image displayed as the size to be shown on the ticket. Allowing the ticket to be held up to the screen to see what size the image is

8. Scale Factor →

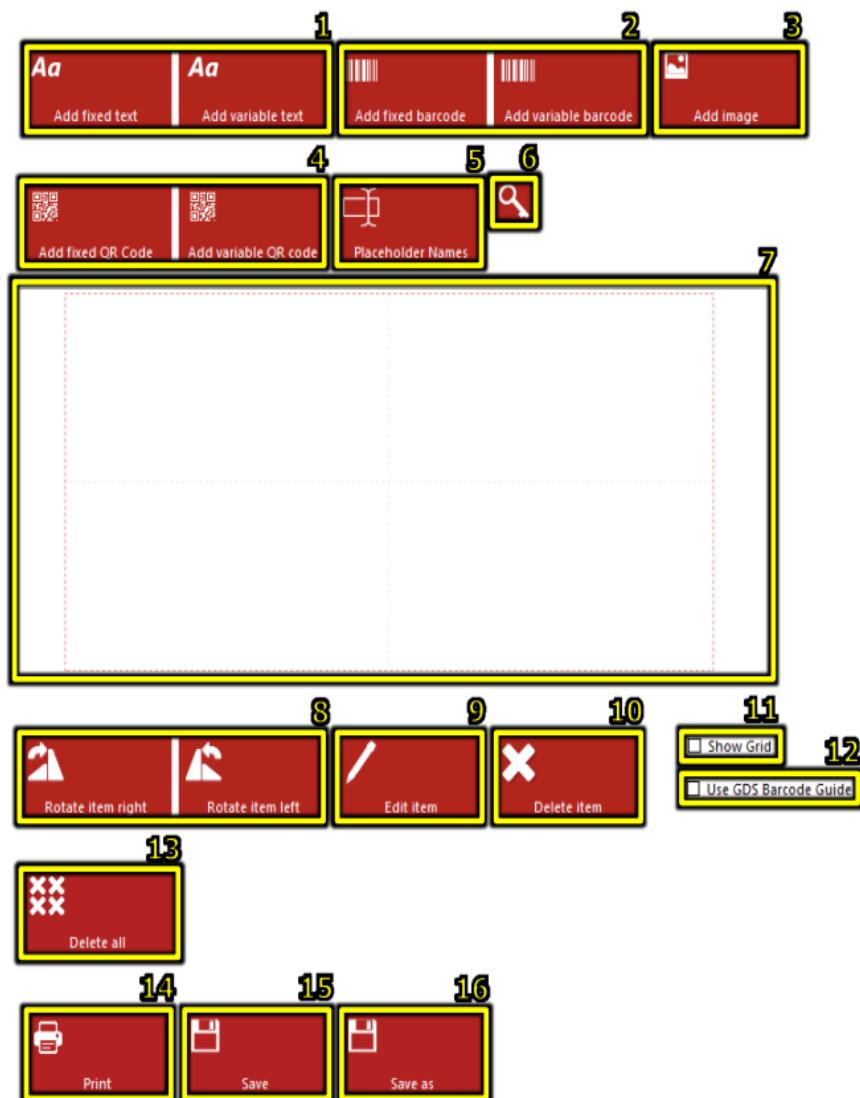
The "Scale Factor" slider changes the size of the image; the image size will be shown to change

9. Brightness →

The "Brightness Slider" changes the concentration of the image Greyscaling

8.17.3 Creating a Template

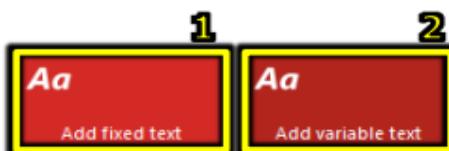
The Template Design window is used to create ticket templates.



1. Adding Text →

It is possible to add both Fixed Text and Variable Text.

The difference between the two is that Fixed Text will always have a specified value whereas Variable Text will need to be specified before every print.

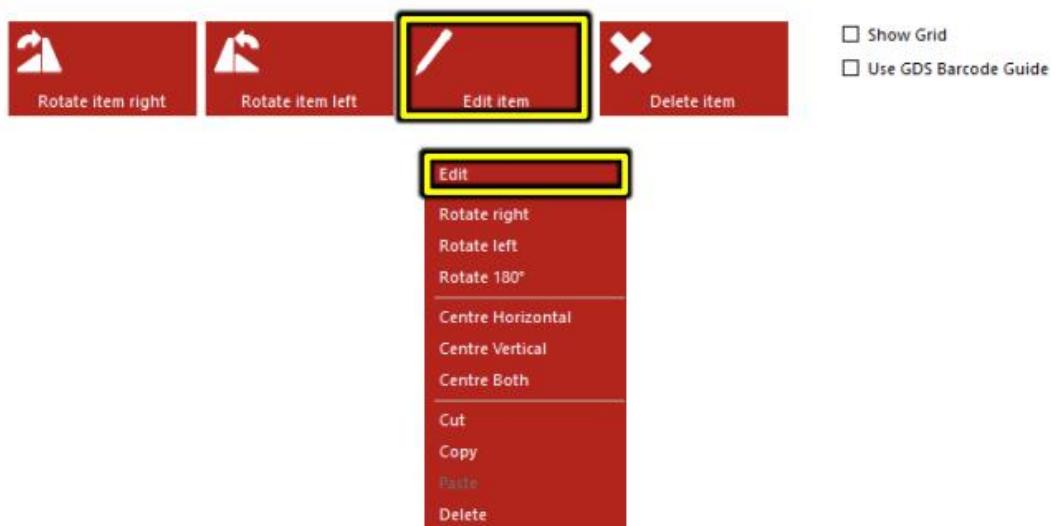


2. Fixed Text →

The "Add fixed text" button adds text in the top left corner saying "Location x" where x is the number of Fixed Text items that have been added to the current template



To modify the Text, press the “Edit item” button or right click the item and select “Edit”.



This will open the Fixed Text Editor.



1. Edit Text →

This text box allows the Text to be changed



2. Select Font →

The Fonts available in the archive are shown here, the desired font can be selected



3. Font Example →

The selected font will have an example of the font style and size shown

4. Ok →

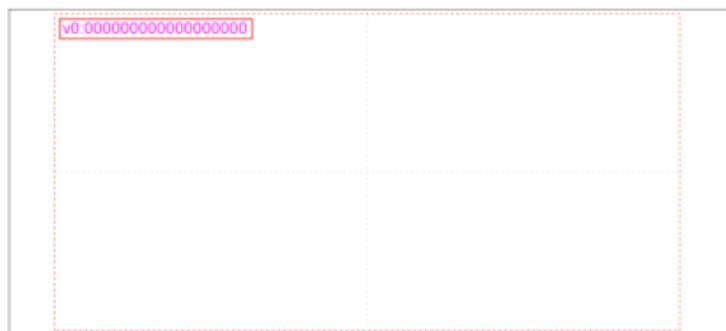
The "Ok" button closes the Fixed Text Editor and changes the text as specified

5. Cancel →

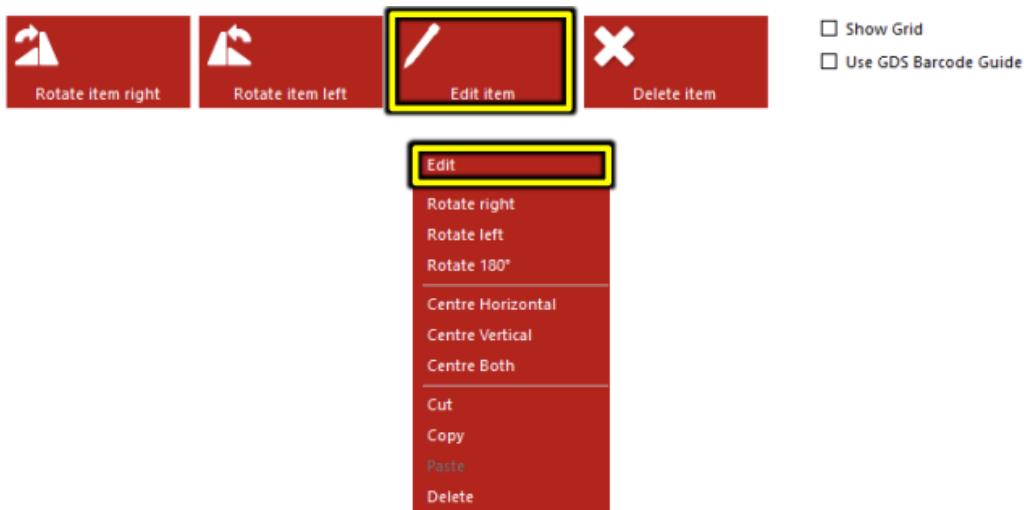
The "Cancel" button closes the Fixed Text Editor and won't change the text

8.17.3.1 Add Variable Text

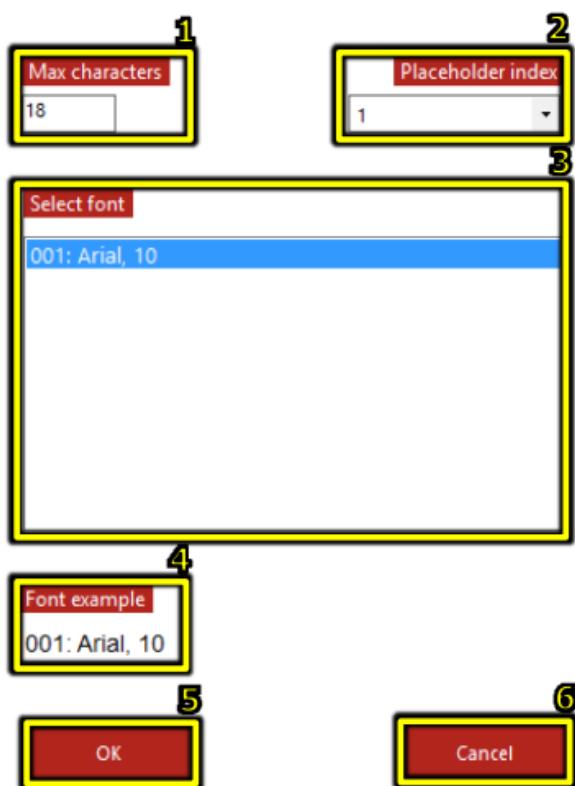
The “Add variable text” Button adds variable text in the top left corner showing “Vx:000000000000000000000000” where x is the number of placeholder items (not just variable text items (not including Variable QR codes)) that have been added to the template.



To modify the maximum character length or the placeholder number press the “Edit item” button or Right click and select Edit.



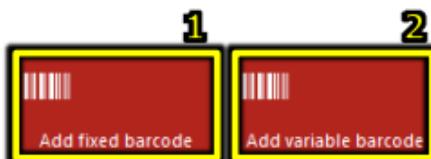
The Variable text editor window will then open.



1. Max Characters →
The length available to the variable character input can be specified here
2. Placeholder Index →
The Placeholder index can be specified here.
This allows variable items to be linked so they show the same information, allowing a Barcode or Text code to have the same value without having to specify the value twice
3. Select Font →
The Fonts available in the archive are shown here, the desired font can be selected.
4. Font Example →
The selected font has an example of the font style and size shown.
5. Ok →
The “Ok” button closes the Variable Text Editor and changes the text as specified.
6. Cancel →
The “Cancel” button closes the Variable Text Editor and without changing the parameters.

8.17.4 Adding Barcode

It is possible to add both Fixed Barcodes and Variable Barcodes. The difference between the two is that the Fixed Barcode will have a specified value whereas the Variable Barcode will need to be specified before every print.

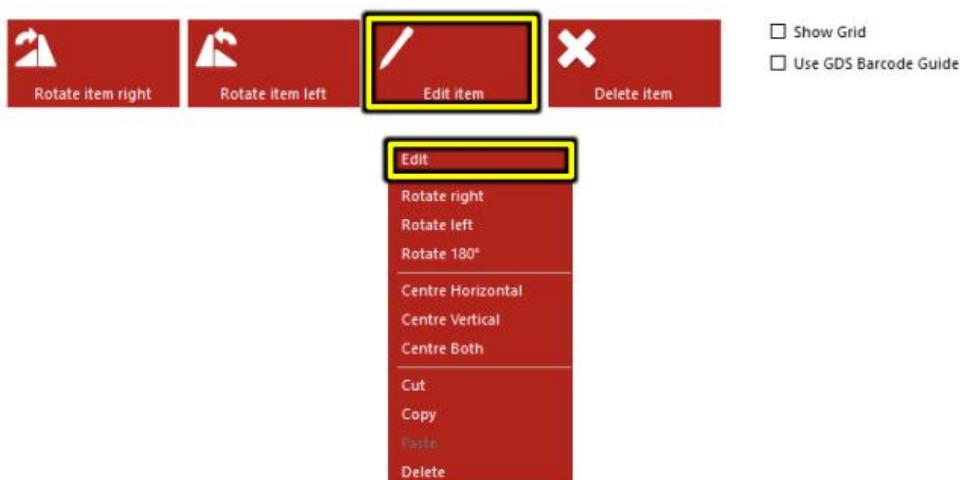


8.17.4.1 Fixed Barcodes

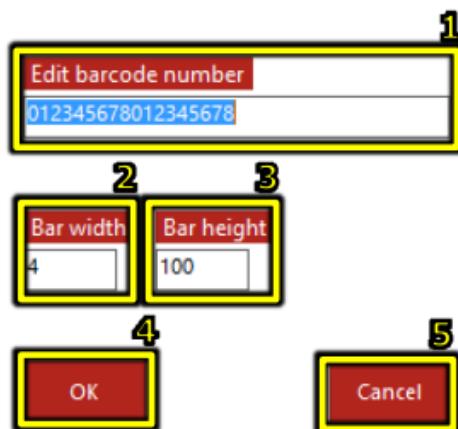
The "Add fixed Barcode" button adds a Fixed Barcode slightly off center with a value of "012345678012345678".



To modify the Barcode, press the "Edit item" button or right click the item and select "Edit"



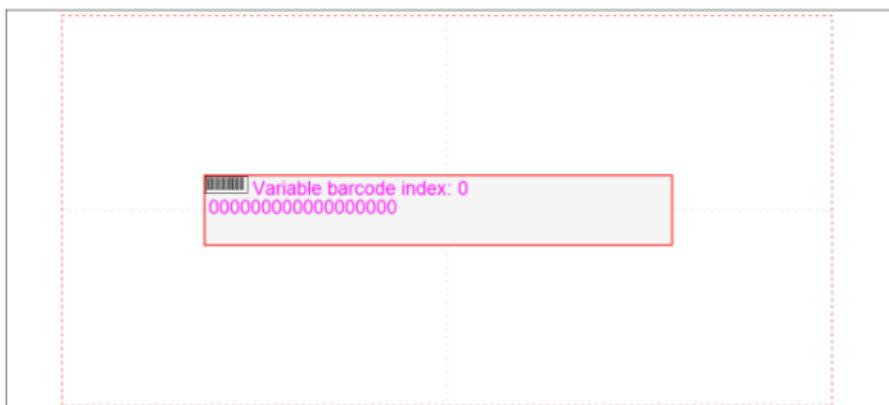
This will open the Fixed Barcode editor window.



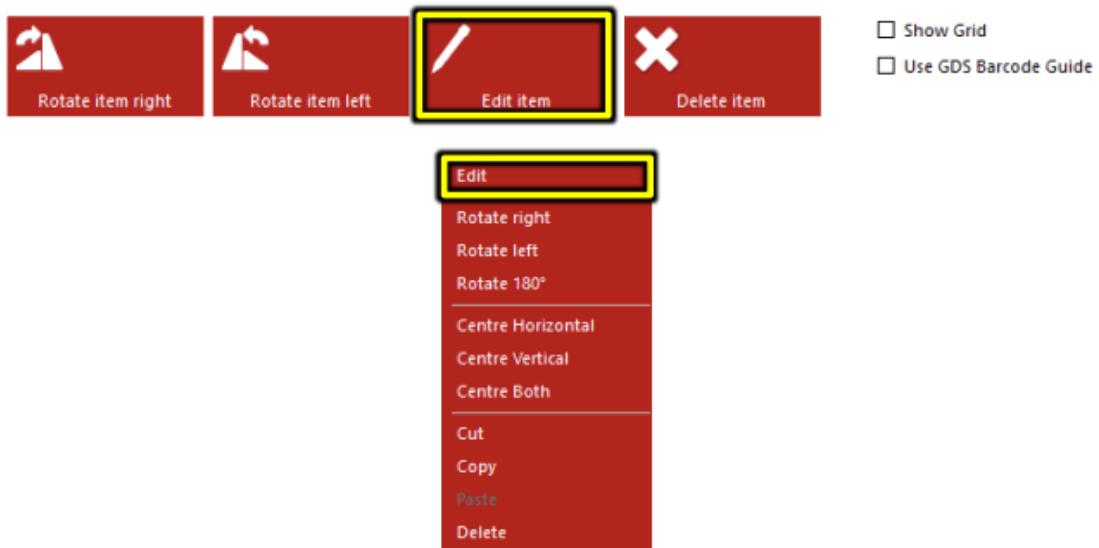
1. Edit Barcode Number →
This text box allows the Barcode value to be specified
2. Bar width →
This text box allows the Barcode value to be specified
3. Bar heights →
This text box allows the Barcode value to be specified
4. Ok →
The “Ok” button closes the Fixed Barcode Editor and changes the Barcode as specified
5. Cancel →
The “Cancel” button closes the Fixed Barcode Editor without changing the Barcode

8.17.4.2 Variable Barcodes

The “Add variable Barcode” button adds a Variable barcode slightly off center with a value of “000000000000000000000000” and an “index: x” where x is the number of placeholder items (not just variable barcodes (not including Variable QR codes)) that have been added to the template



To modify the Barcode, press the “Edit item” button or right click the item and select “Edit”.



This will open the Variable Barcode editor.

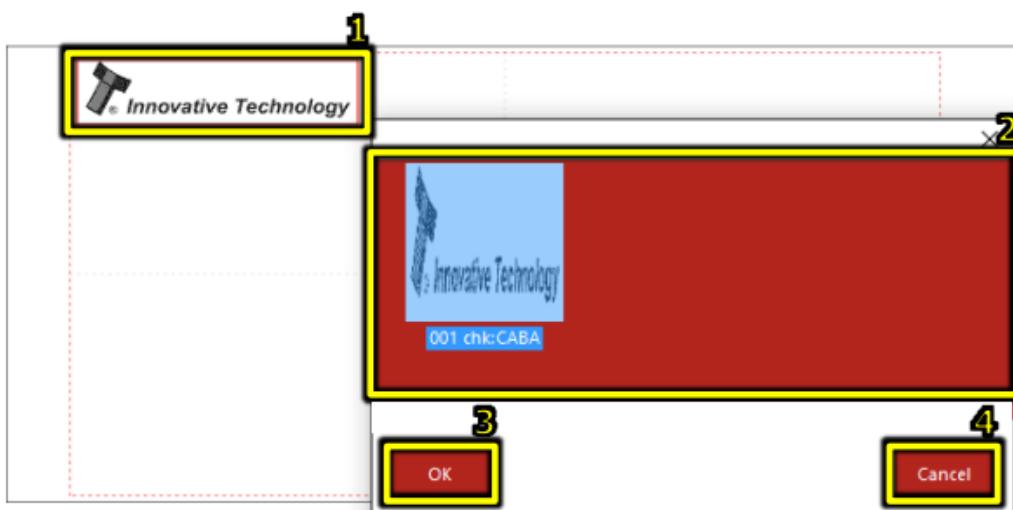
| | |
|-------------------|-----|
| Max characters | 18 |
| Bar width | 5 |
| Bar height | 100 |
| Placeholder index | 0 |

OK Cancel

1. Max Characters →
The length available to the variable Barcode can be specified here
2. Bar width →
The width of a single bar can be specified here
3. Bar height →
The height of the barcode can be specified here
4. Placeholder Index →
The Placeholder index can be specified here.
This allows variable items to be linked so they show the same information, allowing a Barcode or Text code to have the same value without having to specify the value twice
5. Ok →
The "Ok" button closes the Variable Barcode Editor and changes the Barcode as specified
6. Cancel →
The "Cancel" button closes the Variable Barcode Editor and won't change the parameters

7. Add Image →

The "Add image" button opens the image selection window



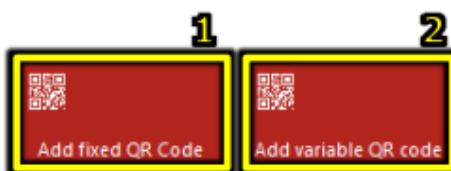
- Selected Image
- Selected Image shown
- Accept changes or cancel



8. Add QR Codes →

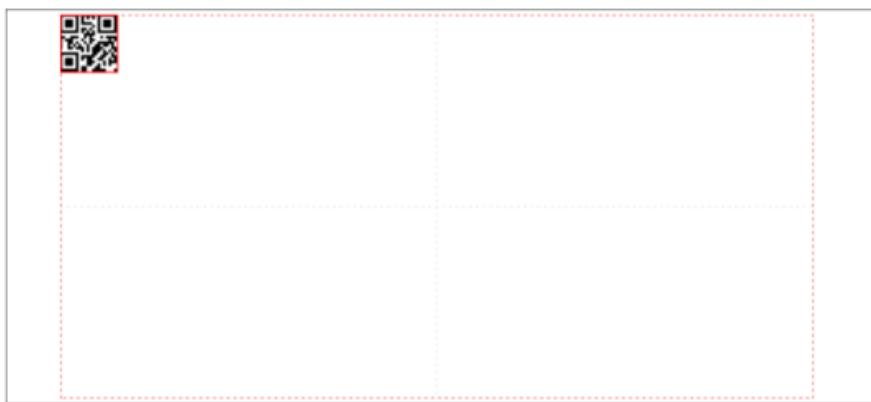
It is possible to add both Fixed QR Codes and Variable QR Codes.

The difference between the two is that Fixed QR Codes will always have a specified value whereas Variable QR Codes will need to be specified before every print

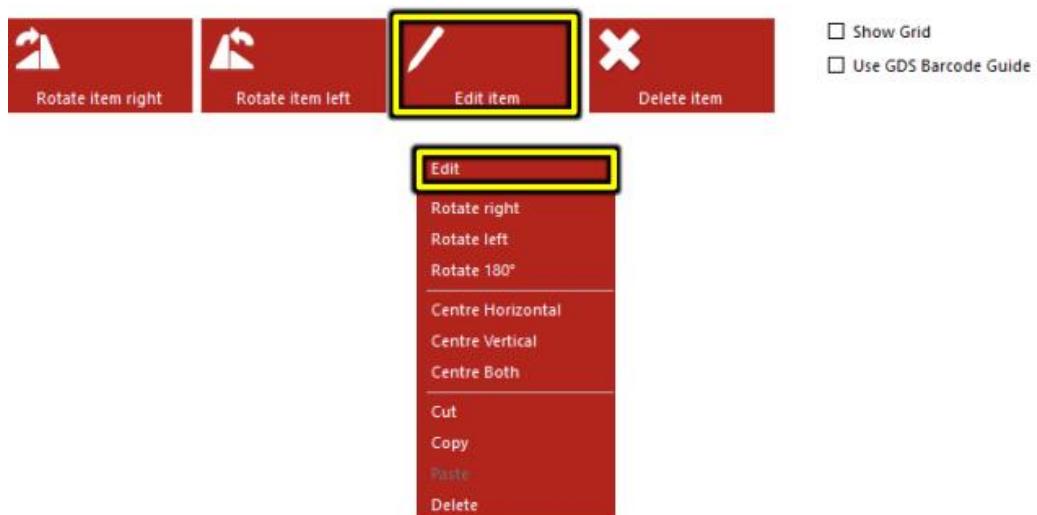


8.17.4.3 Fixed QR Codes

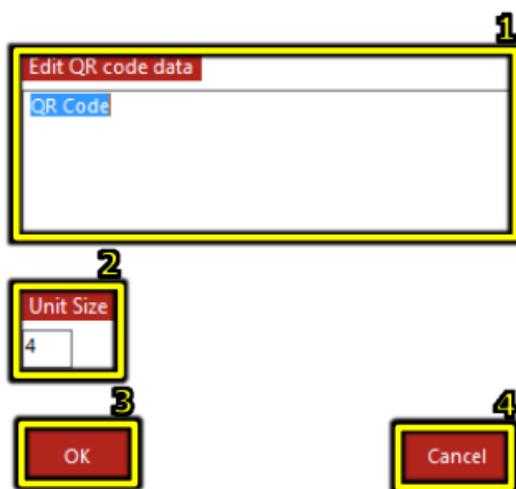
The "Add fixed QR Code" button adds a fixed QR code in the top left corner with a value of "QR Code".



To modify the QR Code, press the “Edit item” button or right click the item and select “Edit”.



This will open the Fixed QR Code editor.

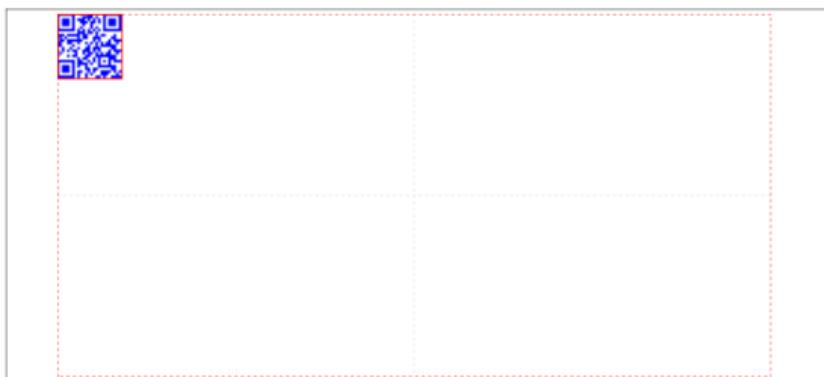


8.1.1.1 Fixed QR Code editor

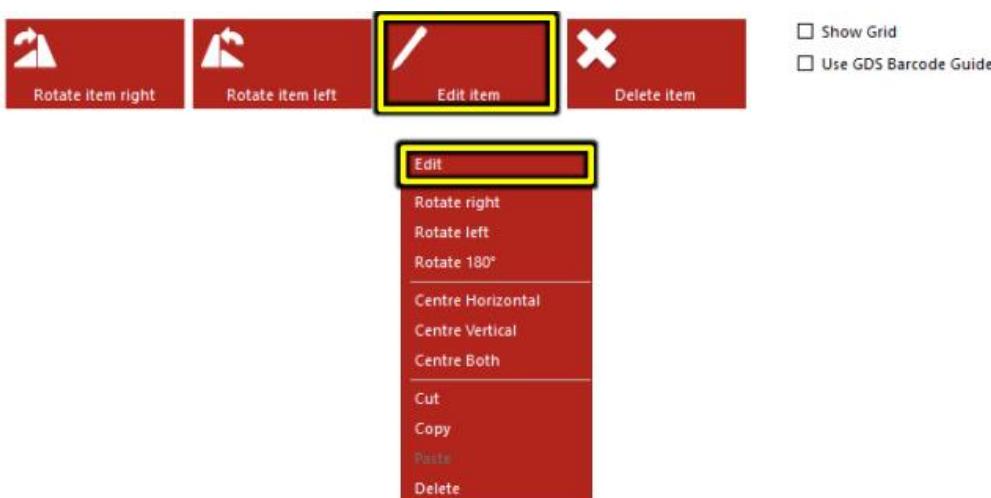
1. Edit QR Code Data →
This text box allows the QR Code value to be specified
2. Unit Size →
The “Unit Size” specifies how many pixels represent a single block of the QR Code
3. Ok →
The “Ok” button closes the Fixed QR Code Editor and changes the QR Code as specified
4. Cancel →
The “Cancel” button closes the Fixed QR Code Editor and won’t change the QR Code

8.17.4.4 Variable QR Codes

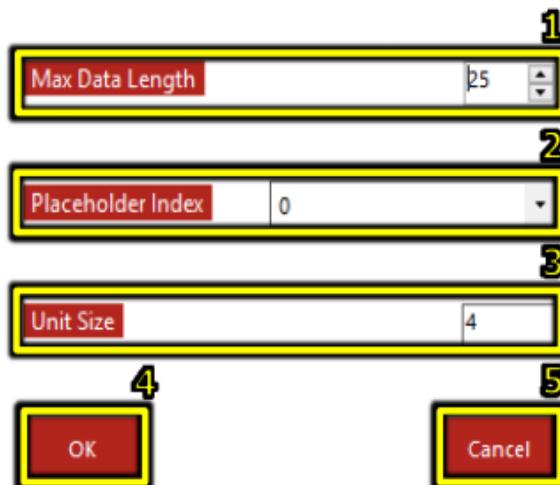
The “Add variable QR Code” button will add a variable QR Code in the top left corner.



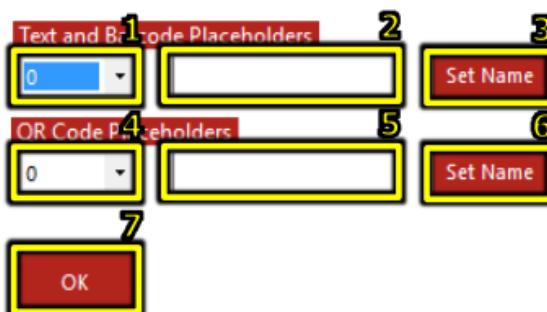
To modify the QR Code, press the “Edit item” button or right click the item and select “Edit”.



This will open the Variable QR Code editor.



1. Max Data Length →
The length available to the variable QR Code can be specified here
2. Placeholder Index →
The Placeholder index can be specified here
3. Unit Size →
The "Unit Size" specifies how many pixels represent a single block of the QR Code
4. Ok →
The "Ok" button closes the Variable QR Code editor and changes the text as specified
5. Cancel →
The "Cancel" button closes the Variable QR Code editor without changing the text

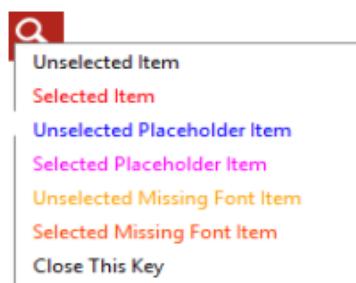


1. Text and Barcode Placeholder ID →
The Text and Barcode Placeholder ID can be changed using the dropdown box, this allows all placeholders to be named
2. Name Textbox →
The name of the Text and Barcode placeholder can be stated in this textbox
3. Set Name →
The "Set Name" button names the selected Text/Barcode placeholder ID with the specified name
4. QR Code Placeholder ID →
The QR Code Placeholder ID can be changed using the dropdown box, this allows QR Code placeholders to be named

5. Name Textbox →
The name of the QR Code placeholder can be stated in this textbox
6. Set Name →
The “Set Name” button names the selected QR Code placeholder ID with the specified name
7. Ok →
The “Ok” button closes the Placeholder Naming window

8.17.4.5 Key

The “Key” can be used to help identify what item is selected and if the item is a placeholder.

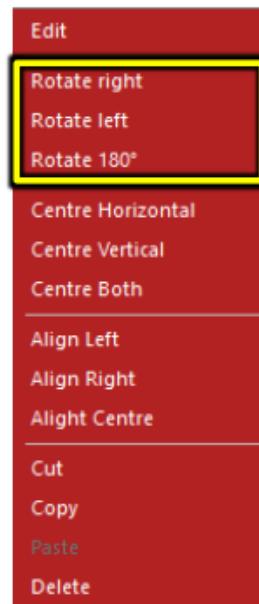


8.17.4.6 Template

The “Template” that is being created will be shown in this area, the items can be selected and moved in this region as desired.

8.17.4.7 Rotate Items

The items can be rotated using the Rotate Right and Rotate Left buttons. Right clicking the item will also allow Rotate Right, Rotate Left and Rotate 180° options to be pressed.



8.17.4.8 Edit Item

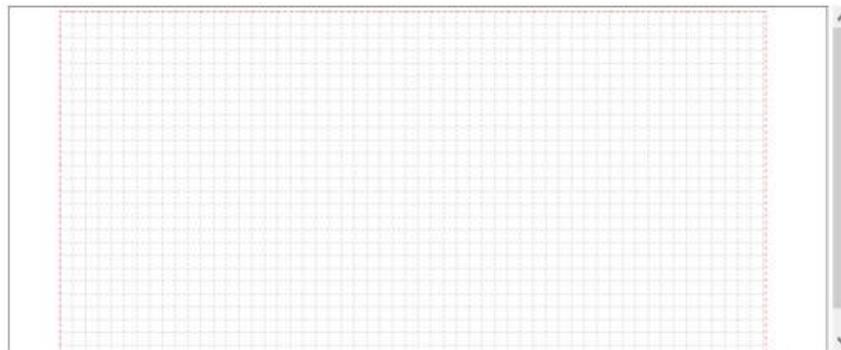
The "Edit Item" button opens the item editor for the selected item.

8.17.4.9 Delete Item

The "Delete Item" button deletes the currently selected item.

8.17.4.10 Show Grid

The "Show Grid" option allows the ticket to have gridlines visible so it's easier to structure tickets.



8.17.4.11 Use GDS Barcode Guide

The “GDS Barcode Guide” option allows the ticket to have a barcode guide visible so it is easier to create a valid barcode ticket.

A barcode must be present for this option to work.



When the GDS Barcode Guide is selected an additional option of “Unidirectional” will be available.

- Use GDS Barcode Guide
- Unidirectional
- No barcode present**

This will change the barcode guide to show how a Unidirectional barcode should be setup.



8.17.4.12 Delete All

The “Delete All” button deletes all items on the template.

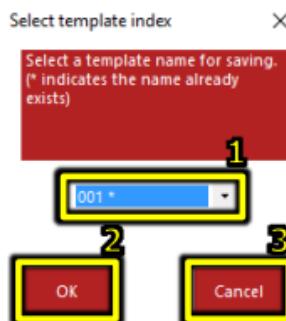
8.17.4.13 Print

The “Print” button allows the current ticket to be test printed, the archive must be synced to the device so the images and fonts are available.

8.17.4.14 Save

The “Save” button will save the current template.

This overrides the previous version of this ticket, if it is a new ticket then a prompt for what template number this ticket should be saved as will appear.



1. Template ID →

The Template ID can be selected using the dropdown box, currently used templates are indicated with a “*”.

2. Ok →

The “Ok” button closes the Template Index Selector saves the ticket with the specified ID.

3. Cancel →

The “Cancel” button closes the Template Index Selector and won’t save the ticket.

4. Save As →

The “Save As” button prompts for the ticket ID to be selected.

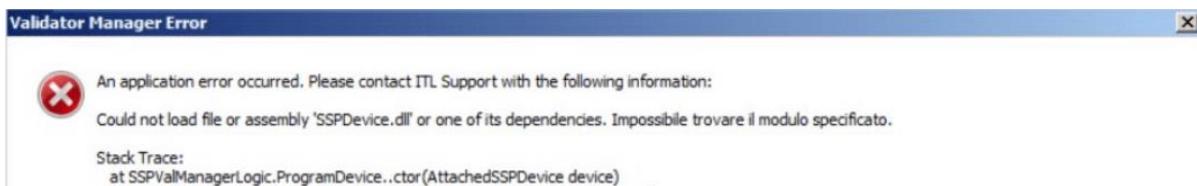
5. Text Alignment →

The Text can be aligned as required, it is left aligned by default. By right clicking the text. The options to align the Text Left, Right and Centre will be shown.



9 COMMON ERROR MESSAGES

9.1 SSP Device.dll Error Message



This is a common fault when the software has not been installed as an admin, the user account does not have access to the C++ libraries or they are not installed.

C++ Redist driver

- .NET Framework 4.5 (or above) is a pre-requisite before Validator Manager can be installed.**

- Download and install the following Windows service pack.**

(Microsoft Visual C++ 2015 Redistributable Update 3 RC) from the link below.

Please select the correct download according to your operating system.

(check this via the control panel-> system and security -> system)

<https://www.microsoft.com/en-us/download/details.aspx?id=52685>

For 64bit operating systems you should install both the x64 & x86 versions.

- Ensure Validator Manager is installed as an Admin.**

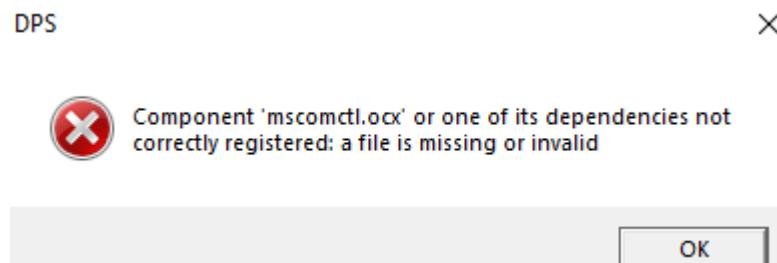
- Ensure all Windows updates have successfully installed.**

If this process does not resolve the issue, below is a screenshot of the C++ redistributables that are currently installed on our Win10 x64 machines allowing the software to run successfully. Download these separately and install them. We suggest working from the newest to the oldest and trying the software after each install

| | |
|--|--|
| | Microsoft Visual C++ 2015 Redistributable (x86) - 14.0.24123 |
| | Microsoft Visual C++ 2015 Redistributable (x64) - 14.0.24215 |
| | Microsoft Visual C++ 2013 Redistributable (x86) - 12.0.30501 |
| | Microsoft Visual C++ 2013 Redistributable (x64) - 12.0.30501 |
| | Microsoft Visual C++ 2012 Redistributable (x86) - 11.0.61030 |
| | Microsoft Visual C++ 2012 Redistributable (x64) - 11.0.61030 |
| | Microsoft Visual C++ 2012 Redistributable (x64) - 11.0.51106 |
| | Microsoft Visual C++ 2010 x86 Redistributable - 10.0.40219 |
| | Microsoft Visual C++ 2010 x64 Redistributable - 10.0.40219 |
| | Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.6161 |
| | Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.4148 |
| | Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.17 |
| | Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729 |
| | Microsoft Visual C++ 2008 Redistributable - x64 9.0.30729.6161 |
| | Microsoft Visual C++ 2008 Redistributable - x64 9.0.30729.17 |
| | Microsoft Visual C++ 2008 Redistributable - x64 9.0.30729 |
| | Microsoft Visual C++ 2005 Redistributable |

9.2 OCX file not registered

On all ITL software a common error message could appear that the component “*.OCX” or one of its dependencies is not registered correctly. A file is incorrect or invalid.



Often the problem occurs after a Windows (7) update. The solution is to (re) register the missing or invalid file. The files are registered with the regsvr32.exe. Depending on the type of operating system (32Bit / 64Bit) you can find it in one of the following folders: 32-bit: C:\Windows\system32\ 64-bit: C:\Windows\SysWOW64\. The re-registration is carried out via the CMD prompt. To do this, just type "cmd" into the search and start the executable file with a right-click -> "Run as administrator". In order to prevent errors, the affected file is first deleted from the register. This is done with the following command:

32-bit: C:\Windows\system32\regsvr32.exe /u FILE.OCX

64-bit: C:\Windows\SysWOW64\regsvr32.exe /u FILE.OCX

Now a message should appear that the file was successfully deregistered.

Of course, the file has to be registered again.

32-bit: C:\Windows\system32\regsvr32.exe FILE.OCX

64-bit: C:\Windows\SysWOW64\regsvr32.exe FILE.OCX

The program can now be used without problems.