

JACO Cart Startup Guide

Table of Contents:

Not using Monitoring Software:

Install/Uninstall.....	page 2
Setup.....	page 3
E-Drawer Setup.....	page 4

Using Monitoring software:

Install/Uninstall.....	page 5
Setup.....	page 6
Fleet manger Setup.....	page 7

Install/Uninstall

Must log in as **administrator** in order to install or uninstall. If a previous version exists, uninstall before proceeding with installation of the new version.

Uninstall

Method 1: (Recommend)

- Go to JACOCartCareClient folder and use the Uninstall shortcut. Ensure folder content is empty
- Same for JACOCartCareServices

Method 2:

- Go to Control Panel and open **Add/Remove Programs**.
- Find JACOCartCareClient and select **remove**.
- Ensure folder content is empty
- Same for JACOCartCareServices

Notes: Here are file paths that may not delete properly and have to be deleted manually.

Win XP or XPe:

File **CCCONFIG.DATA** at C:\Documents and Settings\All Users\Application Data

Win 7 or 7e:

File **CCCONFIG.DATA** at C:\Program Data

Install

1. Open JACO CartCare Suite 105 folder
2. Open **Cart Software** folder
3. Double-Click on **JACOCartCareServices.MSI**
4. Follow through the installation pop-ups
5. Click **Close** when installation completes
6. Double-Click on **JACOCartCareClient.MSI**
7. Follow through the installation pop-ups
8. Click **Close** when installation completes

Note: Windows XPe or 7e FBWF have to be disabled for files to be saved.

Setup

Starting the CartCare Client for the first time

Win XP & XPe

When running the CartCare Client for the first time, make sure the **cartcareservices** have already been installed.

Must run the CartCare Client at least once in **admin mode** for the eventlogs to be created.

Win 7 or 7e

When running the CartCare Client for the first time, make sure the cartcareservices have already been installed.

Must run the CartCare Client at least once in admin mode for the eventlogs to be created.

Even though logged in as Administrator, it is required to right-click on the JACOCartCareClient.exe and run as admin. This is a new security feature of Win 7.

Reposition the Status Bar

The status bar's position at default is located onscreen at mid-left.

To reposition:

1. **Drag** the status bar to desire location.
2. **Right-Click** on the J icon in the system tray.
3. Select **configure**.
4. Press **Save**. Ref to Fig 1

Cart Configuration

Please refer to the JACOCartCare Client User Guide for in dept configuration.

This manual is to get started and running the software at basic.

The screenshot shows the 'Cart Configuration' window with the following sections and controls:

- e-Drawer Unlock PINs:** PIN1 (D1), PIN2 (D2).
- e-Drawer Unlock Time:** 5 seconds.
- Recharge Msg Display Time:** 3 seconds.
- Battery Service Start Date:** Jan-26-12.
- CycleXtender™ Level:** 0.
- Enter Hibernate on Power Supply Shutdown:** False.
- On-screen Display:** Enable.
- Communication Port:** 80.
- Fleet Manager Servers:** FM Server One Name, FM Server Two Name, FM Server Three Name.
- Email Alert Server:**
 - Email Server Name: [Empty]
 - Email User Name: [Empty]
 - Email To: [Empty]
 - Email Password: [Empty]
 - Email Port: 25
 - Battery Low Message Enable: False
 - Replace Battery Message Enable: False
- Multi-Pin Mode:** Default.
- Buttons:** SAVE, CLOSE, Reset Battery Cycle Counter, Reset Cntr.

Fig 1

E-Drawer Setup

Default Setup

Reference **e-Drawer Unlock PINs** on the top left of **Cart Configuration** Fig 1. Ensure that the Multi-Pin Mode is set to Default.

Change the **PIN1** and **PIN2** to your desire and click **Save**.

Default setup uses one pin set for anyone that logs onto the computer. Same pin set regardless who logs in.

Give User full control of JACOCartCareClient folder:

1. Go to the JACOCartCareClient Folder
2. Right-click empty space anywhere inside the folder
3. Select Properties.
4. Select the Security Tab.
5. Click on Users and allow full control.
 - a. May be different for Win 7.
6. After complete, click apply and then OK.

Note: If folder is not given full control to user, the software will not load properly and may give error.

For advanced e-locking security, see Multi-Pin Setup.

!!WINDOWS 7 PRO OR 7embedded!!
SEE PAGE 8

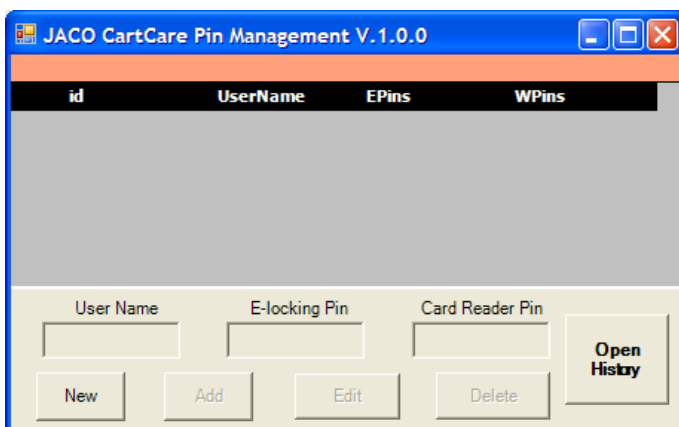


Fig 2

Multi-Pin Setup

Reference Multi-Pin Mode on the bottom left of Cart Configuration Fig 1. Multi-Pin Mode cannot be set until Multi-Pin Database is setup.

Multi-Pin Database setup:

1. Open **CartCare Pin Management** software located in the same folder as the CartCare Client. Ref Fig 2
2. Click New → Insert User Name → Set the e-locking Pin.
 - a. User name is the computer login name and is case sensitive.
 - b. E-locking Pin is the pin followed by a comma and no spaces between comma and pin. Ex) Pin = J,O,H,N,D1,D2
3. Click Add.
4. For more other functions, refer to CartCare Client User guide.
5. Database file JPDB is created, and can be used on other computers.

Multi-Pin Mode:

1. Select desired Multi-Pin Mode.
2. Press Save.
3. Message should appear stating that the CartCare Client software needs to be restart for the changes to take effect.
4. Click OK
5. Right-Click on the J icon in the system tray and select Exit.
6. Go to Start → All Programs → Startup → JACOCartCareClient.ext shortcut

Give User full control of JACOCartCareClient folder:

1. Go to the JACOCartCareClient Folder
2. Right-click empty space anywhere inside the folder
3. Select Properties.
4. Select the Security Tab.
5. Click on Users and allow full control.
 - a. May be different for Win 7.
6. After complete, click apply and then OK.

Note: If folder is not given full control to user, the software will not load properly and may give error.

Install/Uninstall With FM

Must log in as **administrator** in order to install or uninstall. If a previous version exists, uninstall before proceeding with installation of the new version.

Uninstall

Method 1: (Recommend)

- Go to **JACOCartCareClient** folder and use the Uninstall shortcut. Ensure folder content is empty
- Same for **JACOCartCareServices & Fleet Manager**

Method 2:

- Go to **Control Panel** and open **Add/Remove Programs**.
- Find **JACOCartCareClient** and select **remove**.
- Ensure folder content is empty
- Same for **JACOCartCareServices & Fleet Manager**

Notes: Here are file paths that may not delete properly and have to be deleted manually.

Win XP or XPe:

File **CCCONFIG.DATA** at C:\Documents and Settings\All Users\Application Data

Win 7 or 7e:

File **CCCONFIG.DATA** at C:\Program Data

Install

At CART:

1. Open JACO CartCare Suite 105 folder
2. Open **Cart Software** folder
3. Double-Click on **JACOCartCareServices.MSI**
4. Follow through the installation pop-ups
5. Click **Close** when installation completes
6. Double-Click on **JACOCartCareClient.MSI**
7. Follow through the installation pop-ups
8. Click **Close** when installation completes

Note: Windows XPe or 7e FBWF have to be disabled for files to be saved.

Win XP & 7 IT Station/Desk

1. Open JACO CartCare Suite 105 folder
2. Open Monitoring Software folder
3. Double-Click on **JACOCartCareFleetManager.MSI**
4. Follow through the installation pop-ups
5. Click **Close** when installation completes

Setup

Starting the CartCare Client for the first time

Win XP & XPe

When running the CartCare Client for the first time, make sure the cartcareservices have already been installed.

Must run the CartCare Client at least once in admin mode for the eventlogs to be created.

Win 7

When running the CartCare Client for the first time, make sure the cartcareservices have already been installed.

Must run the CartCare Client at least once in admin mode for the eventlogs to be created.

Even though logged in as Administrator, it is required to right-click on the JACOCartCareClient.exe and run as admin. This is a new feature of Win 7.

Reposition the Status Bar

The status bar's position at default is located onscreen at mid-left.

To reposition:

5. **Drag** the status bar to desire location.
6. **Right-Click** on the J icon in the system tray.
7. Select **configure**.
8. Press **Save**. Ref to Fig 1

For e-drawer setup, reference page 4.

Cart Configuration

Enter the **FM Server One Name** with the name of the **Computer Name** of where the Fleet Manager software will be installed.

Disable windows firewall.

Please refer to the JACOCartCare Client User Guide for in dept configuration.

The screenshot shows the 'Cart Configuration' window with the following sections:

- e-Drawer Unlock PINs:** PIN1 (D1), PIN2 (D2).
- e-Drawer Unlock Time:** 5 seconds.
- Recharge Msg Display Time:** 3 seconds.
- Battery Service Start Date:** Jan -26-12.
- CycleXtender™ Level:** 0.
- Enter Hibernate on Power Supply Shutdown:** False.
- Email Alert Server:**
 - Email Server Name: [Empty]
 - Email User Name: [Empty]
 - Email To: [Empty]
 - Email Password: [Empty]
 - Email Port: 25
 - Battery Low Message Enable: False
 - Replace Battery Message Enable: False
- On-screen Display:** Enable.
- Communication Port:** 80.
- Fleet Manager Servers:**
 - FM Server One Name: [Empty] (highlighted with an orange box)
 - FM Server Two Name: [Empty]
 - FM Server Three Name: [Empty]
- Multi-Pin Mode:** Default.
- Buttons:** SAVE, CLOSE, Reset Battery Cycle Counter, Reset Cntr.

Fig 1

Starting the Fleet Manager for the first time

Running Fleet Manager(FM)

- Win XP:** Double-click “Shortcut to JACOCartCareFleetManager.exe” at **Start→All Programs**
- Win 7:** Hold down **Shift**, then **right-click** on “Shortcut to JACOCartCareFleetManager” and select **run as admin** at **Start→All Programs**.

Licensing & Database setup

When FM is ran for the very first time it will ask for license key. The license key is obtained by:

1. Click **Yes** to enter the license key.
2. The FM Configuration will appear. Copy the **application Serial Number** and e-mail it to LicenseRequest@JacoInc.com and specify how many carts to monitor.
3. When license is received from JACO, copy and paste it into the license key field.
4. Press **validate**, and observe the expiration date.
 - a. If it says invalid key, e-mail the JACO tech for help.
5. Click **Save and Close**.
6. After licensing is complete, Database setup will appear. Click **Yes** to **config**.
7. Click on the **Sqlite**, then press **Save**.
8. Go to **Control Panel** and **disable** the **windows firewall**.
9. Within 1 – 2 refresh, the cart should appear if they were configured with **FM Server One Name**.

Windows 7 Pro or 7embedded:**Applies to carts with E-locking Drawers.**

With high security in Windows 7 pro and 7 embedded operating system, the JACO E-locking drawer keyboard Pin command gets blocked after the 6th time of Unlocking and Locking. There is a workaround that sets the **LowLevelHooksTimeout** from **default 5000** to **10000**. There are two routes to accomplish this:

Option 1: Create a script.**Option 2: Manually set it.**

We recommend the script option since it is the easiest, but here are both options:

Option 1: Create a script.

1. Copy and paste the following into a blank notepad.

```
Const HKEY_CURRENT_USER = &H80000001

strComputer = "."
Set StdOut = WScript.StdOut

Set oReg=GetObject("winmgmts:{impersonationLevel=impersonate}!\" & _
strComputer & "\root\default:StdRegProv")

strKeyPath = "Control Panel\Desktop"
strValueName = "LowLevelHooksTimeout"
dwValue = 10000
oReg.SetDWORDValue HKEY_CURRENT_USER,strKeyPath,strValueName,dwValue
```

2. Save the notepad as **JACOLOWLEVEL.vbs** to a flash or thumb drive to be used on other carts if needed.
3. This script will need to run once for each user account that will be using the E-locking drawer on this cart.
4. Restart the computer.

Option 2: Manually set it.

1. Log in as the user that is appointed to use the e-drawer on the cart.
2. Go to START-->TYPE IN REGEDIT→SELECT REGEDIT.
3. In the Registry go to HKEY_CURRENT_USER→CONTROL PANEL→Right-click on DESKTOP→NEW→DWORD(32-bit) Value→name this **LowLevelHooksTimeout** press enter when done
4. Right-Click LowLevelHooksTimeout→Modify→Click Decimal→enter 10000 for Value data→Click OK.
5. This will have to be done once for each user account on this computer that will be using the E-locking drawer.
6. Restart the computer.

For assistance please contact us at ccsupport@jacoinc.com or 1-877-803-0101.