



Fleet Manager

4.0.5

User Guide



Note

- Admin Privileges required.
- Compatible with Windows XP and 7.
- See FAQ section for common questions.

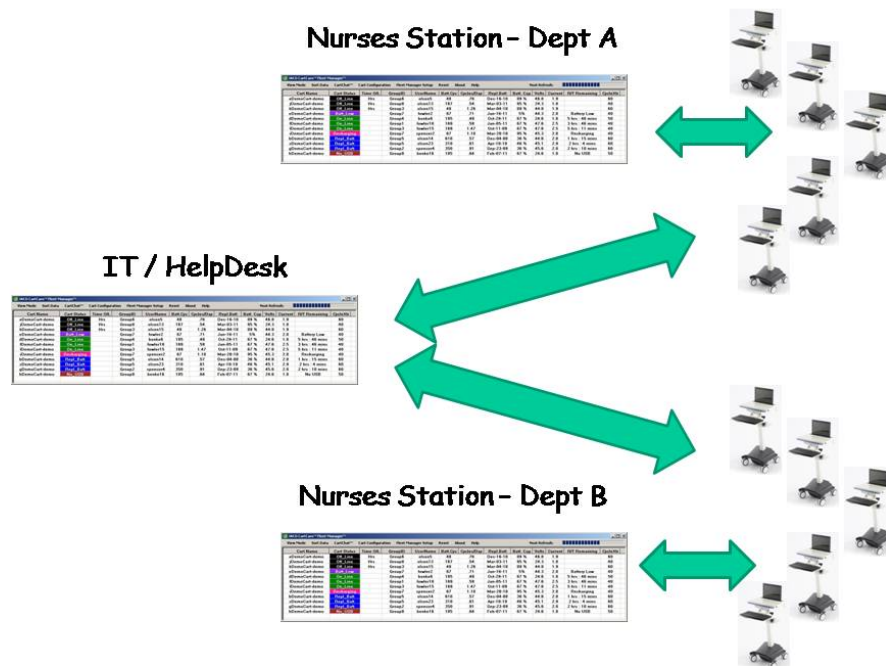
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Introduction

This section explains the concept of the Fleet Manager software and its benefits.

The **JACO CartCare™ Fleet Manager** (hereafter simply called “Fleet Manager or FM”) is a client/server-like software component of a distributed management software system. Installation of this software component configures a network of JACO carts into a cohesive information system by transparently coupling with the JACO CartCare™ Client software resident and operating within the JACO carts.



As a distributed network management system, the operating personnel receive valuable information regarding the various operating conditions of each cart.

From reporting data, operating personnel can undertake corrective actions to insure the operational functionality of individual carts and increase the efficiency of operations through well-managed cart deployment and maintenance.

In addition to receiving cart operating conditions, the Fleet Manager can remotely configure carts via the distributed management system. Virtually all of the cart's operating parameters may be remotely configured on a cart-by-cart basis, all carts in a group/department or all carts in the enterprise via the Fleet Manager's point-and-click configuration interface.

The Fleet Manager also captures, timestamps, and logs various events including cart operating status transitions. These logs may be interrogated and/or exported for later analysis.

“FM” Setup

This section explains the procedures of a clean install, uninstall, and starting up of the “FM”.



Note

It is recommended to make sure “FM” data is not presented on the computer for a new or re-install.

Cart’s historical database can be saved as is or save as excel for trends and future references.



Caution

FM 4.0.5 is compatible with:

CartCareServices 3.1.2 and above.
CartCareClient 4.3.3 and above.
CartCareThinClient 1.3.3 and above.

Requires Admin rights to install and uninstall

Install

Prerequisites for installing the “FM”:

- Windows XP or 7
- .Net Framework 4.0 or greater
- Admin rights
- General knowledge of computers

To install “FM” via CD:

Windows XP or 7

1. Insert JACO CartCare Suite 1.0.5 CD into the CD-ROM drive of the computer.
2. Go to Start→My Computer→CD-ROM→Monitoring Software
3. Run JACOCartCareFleetManager.msi
4. Follow through with the install.
5. After install is complete, click on Close.
6. Complete!!



Note

Most computers will automatically open the CD's content, some may ask how you would like to open the CD contents.
Windows 7 may ask for permission to install even though you are logged in as Admin, all part of the security.

To obtain and install “FM” from our website:

1. Open a web browser. Two common are Internet explorer(IE) and Mozilla.
2. Go to <http://www.jacoinc.com/support/downloads/>
3. Insert fields needed for the newest version and click “Access Download”.
4. Click on link “Please Click Here to start download.
5. Save the file to the Desktop. File will save as zip file.
6. Locate the file on Desktop and open it, if asked how to open, open it with winzip or winrar.
7. Extract the folder JACO CartCare Suite 1.0.5 to the Desktop.
8. Go to the Desktop and Open folder JACO CartCare Suite 1.0.5→Monitoring Software
9. Run JACOCartCareFleetManager.msi
10. Follow through with the install.
11. After install is complete, click on Close.
12. Complete!!

Uninstall

To uninstall “FM”: close or exit “FM” before proceeding.

Windows XP

1. Go to C:\Program Files\JACO\JACOCartCareFleetManager and Run the Fleet Manager Uninstaller.
2. Delete the JACOCartCareFleetManager Folder.

Windows 7

1. Go to C:\Program Files (x86)\JACO\JACOCartCareFleetManager and Run the Fleet Manager Uninstaller.
2. Delete the JACOCartCareFleetManager Folder.

Starting Up

Prerequisites for starting up the “FM”:

- Admin rights
- Windows Firewall Disabled

Running the “FM” for the first time:

To run the “FM”, navigate to the “**JACO Fleet Manager’s**” icon. There are three locations of where the icons are located.

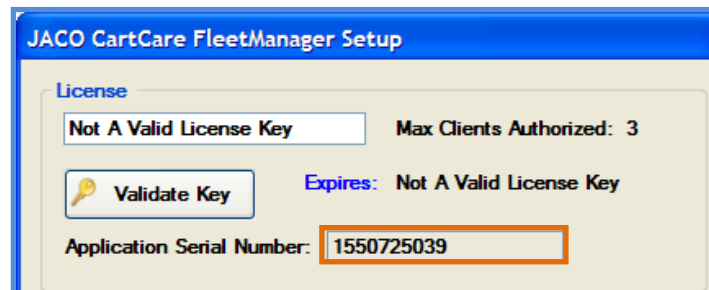
1. **Desktop** has a shortcut.
2. **Start→All Programs** has a shortcut.
3. The **JACOCartCareFleetManager** folder has the root icon.

Step 1: Run/Open the **JACOCartCareFleetManager.exe** application.

Step 2: **Fleet Manager License** Pop-up requesting for license. Click **Yes**. **Copy and Paste** the Application Serial

Number into an e-mail and send to ccsupport@jacoinc.com with a subject “**FM license request**” and

state in the body your contact information and how much carts will be monitored.



Step 3: **Copy and Paste** the FM license key into the **License textbox** and click **Validate key**. If successful, the

Max Client Authorized will change from **default 3** to cart request range. The **Expiration date** will also

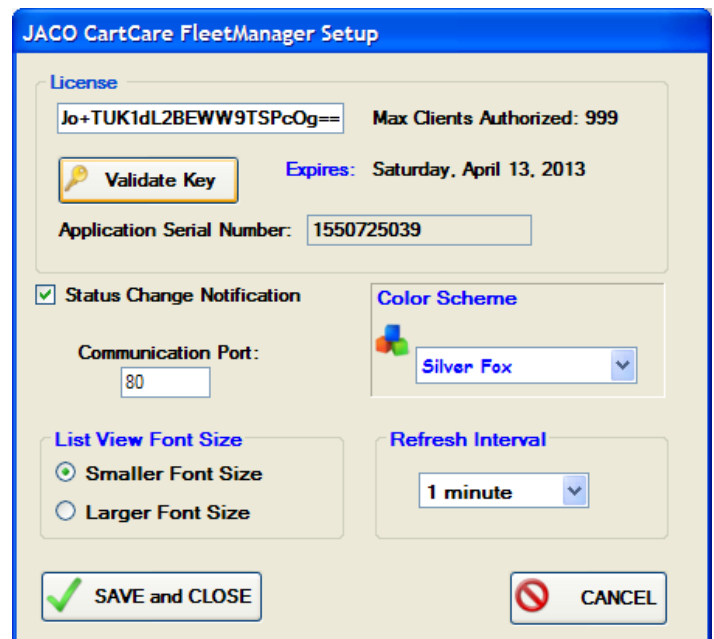
be generated. Click **SAVE and CLOSE**.

Note

The license key will fail if there is a space before or after the key.

If no license key is added and saved, during the next startup the software will ask for the license key.

The license key is unique and ties to the machine it where the application Serial Number was taken from.



- Step 4:** FM will popup **DBInfo**. Click **Yes** to setup.
- Step 5:** **DBPrompt** will popup, Select **SQLite** then Press **Save**.
- !!!BASIC SETUP COMPLETE!!!**

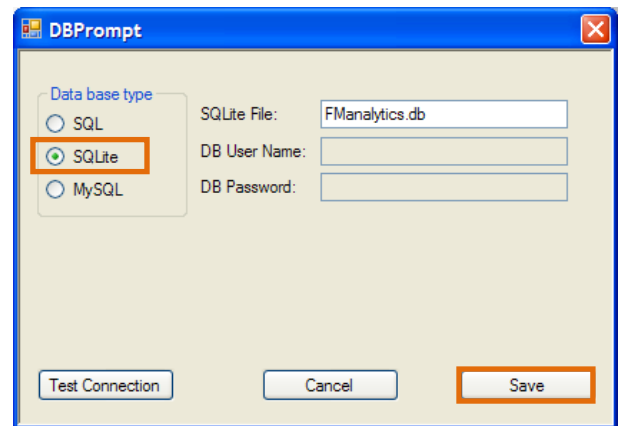
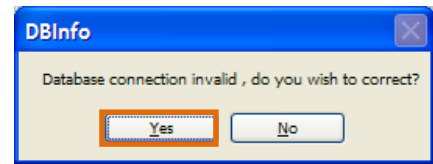


Note

The database created records carts and their status as they change.

The information is not sent anywhere, it is kept on the machine and can be accessed with the SQLite application inside the respective folder.

The database type used is Sqlite and it does not take much space. Reports can be generated via excel and put into visual tables and graphs to show trends and historical data of the cart's power usage.



“FM” Configure

This section goes in dept of configuring the “FM”.



Note

Proceed to configure only if “FM” has complete the “Setup” steps.

Ensure Carts have “FM” Server Name in its Configuration.

Communication

Communication & Port:

Physically at CART – Ensure the cart's JACOCartCareClient **Configuration** setting have the **FM Server One Name** filled with the “FM’s” computer name. **DO NOT** include the domain name.

Ensure the **Communication Port** is **identical** to the “FM’s”.



Caution

Make sure to configure the Cart's Configuration at the cart, NOT at the “FM” computer.

FM Server One Name is CASE SENSITIVE

Physically at FM – Ensure the “FM’s” **Fleet Manager Setup Communication Port** is identical to the **Cart’s Configuration Communication Port**.



Note

Communication Port has to match between “FM” and Cart.

Firewall has to be DISABLE.

BOTH end have to be connected to the network in order to communicate.

Summary – The “FM” sits back and waits for the CARTS to check in. The list of carts gets refreshed at default interval of 1 minute. Default Communication Port is 80 at both locations.

Visual

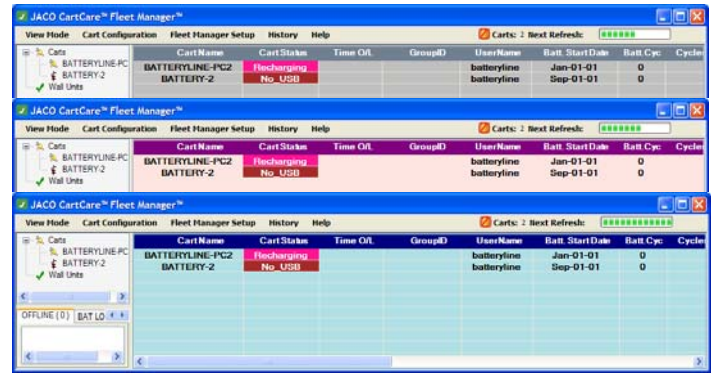


Value	Description
1	View Mode – Three options to choose from: Icon View , List View , Default Layout . Ref p12
2	Cart Configuration – Allows the FM to configure the Carts remotely. Ref p16
3	Fleet Manager Setup – All configurations to the Fleet Manager including the license key. Ref p10
4	History – View carts history and change database settings. Ref. p18
5	Help – Contains FM and Cart’s manual.
6	Refresh Meter – The refresh interval meter.
7	Cart Tree – Branches groups, subgroups, and carts
8	Alert Box – Shows carts that are OFFLINE or has Battery Low.
9	Display Box – shows carts and their status.

Color Scheme – there are a total of 8 color schemes to choose from. Default color scheme is Silver Fox or grey. The CartStatus color changes according to the status of the carts.

To change color schemes:

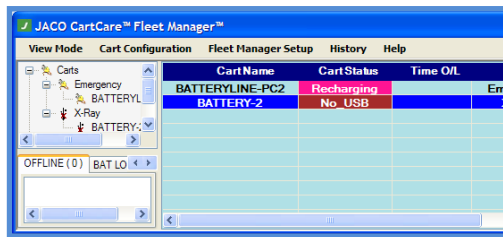
1. Go to **Fleet Manager Setup**.
2. Locate **Color Scheme** box.
3. Select the color from the drop down.
4. Click **“SAVE and CLOSE.”**



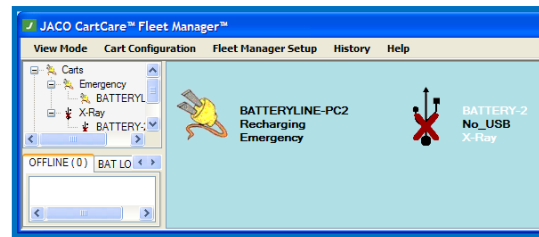
List and Icon View

List View – List carts in a list format. List view is the default view due to its popularity and ability to see more carts onscreen than the Icon View.

Icon View – Shows all carts on a blank canvas with their respective icon status and description. This view is ideal for identifying cart’s status from a distance with less information.



List View



Icon View

Creating and Adding Carts to a Group

Creating Group:

1. In the top-left panel, **right-click Carts** and select **“Add Node.”**
2. **GroupAdd** will popup, enter desired group name.
3. Press OK

Adding Carts to Group:

1. In the top-left panel, drag the cart into the group created.
2. To **Save** changes Go to **Fleet Manager Setup**→Click **SAVE and CLOSE**

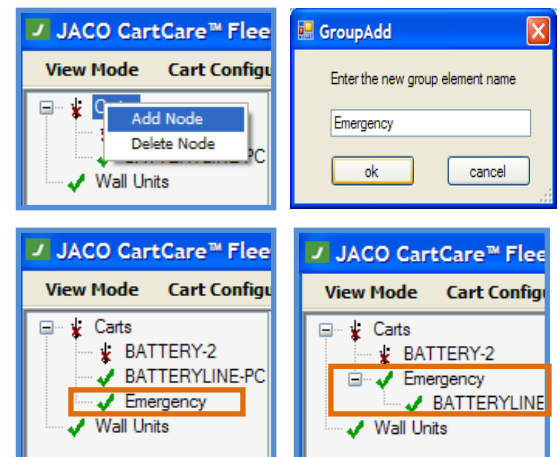


Note

Sub-Groups are created by right-clicking on the Group and Add Node.

Adding carts to Sub-Groups by drag and dropping the carts into the Sub-Groups.

Make sure to Save Changes when complete.



OFFLINE and BAT LOW Carts

OFFLINE Carts – Carts that are offline are listed in the bottom-left of the FM under the tab “**OFFLINE**” with a number next to it signifying number of carts that are offline.

The screenshot shows the JACO CartCare Fleet Manager interface. The left sidebar has a tree view with 'Emergency' and 'X-Ray' categories. The 'OFFLINE (9)' tab is selected, showing a list of offline carts. The main table displays the following data:

CartName	CartStatus	Time O/L	GroupID	UserName	Batt. StartDate	Batt.Cyc	Cycles/Day
BATTERYLINE-PC2	No_USB		Emergency	batteryline	Jan-01-01	0	
BATTERY-2	No_USB		X-Ray	batteryline	Sep-01-01	0	
JACOCart001	Off_Line	Hrs	Emergency	User001	Jan-01-01	0	
JACOCart002	Off_Line	Hrs	X-Ray	User002	Mar-20-09	181	.16
JACOCart003	Off_Line	Hrs	X-Ray	User003	Apr-11-09	163	.14
JACOCart004	Off_Line	Hrs	Emergency	User004	Jun-21-08	132	.09
JACOCart005	Off_Line	Hrs	X-Ray	User005	Jan-13-08	50	.03
JACOCart006	Off_Line	Hrs	Emergency	User006	Aug-08-08	92	.07
JACOCart007	Off_Line	Hrs	Emergency	User007	Nov-20-08	124	.1
JACOCart008	Off_Line	Hrs	X-Ray	User008	Jan-06-09	137	.11
JACOCart009	Off_Line	Hrs	X-Ray	User009	Sep-21-08	69	.05

BAT LOW Carts – Carts that have low battery are listed in the bottom-left of the FM under the tab “**BAT LOW**” with a number next to it signifying number of carts that have low battery.

The screenshot shows the JACO CartCare Fleet Manager interface. The left sidebar has a tree view with 'Emergency' and 'X-Ray' categories. The 'BAT LOW (1)' tab is selected, showing a list of carts with low battery. The main table displays the following data:

CartName	CartStatus	Time O/L	GroupID	UserName	Batt. StartDate	Batt.Cyc	Cycles/Day
BATTERYLINE-PC2	No_USB		Emergency	batteryline	Jan-01-01	0	
BATTERY-2	No_USB		X-Ray	batteryline	Sep-01-01	0	
JACOCart001	No_USB			User001	Jan-01-01	0	
JACOCart002	Batt_Low		X-Ray	User002	Mar-20-09	181	.16
JACOCart003	Repl_Batt			User003	Apr-11-09	163	.14
JACOCart004	Recharging			User004	Jun-21-08	132	.09
JACOCart005	Repl_Batt			User005	Jan-13-08	50	.03
JACOCart006	On_Line			User006	Aug-08-08	92	.07
JACOCart007	No_USB			User007	Jan-01-01	0	
JACOCart008	Repl_Batt			User008	Jan-06-09	137	.11
JACOCart009	Repl_Batt			User009	Sep-21-08	69	.05

“CART” Configure Remotely

This section goes in dept of configuring the “Cart” remotely.



Note

Proceed to configure only if “FM” has listed the cart not OFFLINE.

Cart Configuration

Description:

1. **Cart Configuration** – GUI interface that is accessed through the top menu between View Mode and Fleet Manager Setup.
2. **E-Drawer Unlock Pins** – Pins code required to access the electronic drawers.
3. **E-Drawer Unlock Time** – The amount of time the electronic drawers remain unlocked for.
4. **Recharge Msg Display Time** – The amount of time the alert messages stays onscreen.
5. **Battery Service Start Date** – The date the power system was put into service.
6. **CycleXtender Level** – A pre-warning alert of battery low of how much capacity is left.
7. **Enter Hibernate on Power Supply Shutdown** – Will put CPU into hibernation when battery is critically low.
8. **On-screen Display** – Enable or Disable the square status box onscreen.
9. **Fleet Manager Servers** – The computer name of the Fleet Manager's computer.
10. **Communication Port** – The port that the cart communication with the FM. Default is port 80.
11. **E-mail Alert Server** – When battery is low, an e-mail will be sent from the cart to designed account.
12. **View Cart Parameters** – Pulls the cart's current configuration settings.
13. **To: Cart Selected** – Sends changes to the selected cart.
14. **To: Cart Selected Group** – Sends changes to the group of the selected cart.
15. **To: All** – Sends changes to every cart on the list.
16. **Close** – Exits the Cart's Configuration GUI and cancels any changes made.

The screenshot shows the 'Cart(s) Configuration' window. It contains several sections: 'e-Drawer Unlock Pins' with fields for PIN1 and PIN2; 'e-Drawer Unlock Time' and 'Recharge Msg Display Time' with dropdown menus; 'Battery Service Start Date' with a date picker; 'CycleXtender Level' with a dropdown; 'Enter Hibernate on Power Supply Shutdown' with a checkbox; 'On-screen Display' with a checkbox; 'Fleet Manager Servers' with three text fields; 'Communication Port' with a dropdown; 'Email Alert Server' with fields for Email Server Name, Email User Name, Email To, Email Password, and Email Port; and 'Battery Low Message Enable' and 'Replace Battery Message Enable' with checkboxes. At the bottom right, there are three buttons: 'View Cart Parameters', 'To: BATTERY-2', and 'To: All'. A large red number '1' is placed at the top left of the window title bar. Other red numbers are placed over various fields and buttons to correspond to the list items: 2 over PIN1, 3 over e-Drawer Unlock Time, 4 over Recharge Msg Display Time, 5 over Battery Service Start Date, 6 over CycleXtender Level, 7 over Enter Hibernate on Power Supply Shutdown, 8 over On-screen Display, 9 over FM Server One Name, 10 over Communication Port, 11 over Email To, 12 over View Cart Parameters, 13 over To: BATTERY-2, 14 over To: All, and 15 over To: All.



Note

It is required to "View Cart Parameters" first before editing.

If sending to Group, only carts that are ONLINE in that group will receive the changes.

To Configure Cart Remotely:

Step 1: Click on the **cart** from the **list**.

Step 2: Click **Cart Configuration** from the top menu between **View Mode** and **Fleet Manager Setup**.

- The buttons on the bottom-right corner of the Cart's Configuration should show from top to bottom: To the cart selected, To the cart selected group, or To everyone.
- If it is blanked out, but the button is popped up, then the name of the cart or group is too long.
- If it is grayed out, it means that a cart has not been selected. Go back to the list and select a cart.

Step 3: Click "**View Cart Parameters**" – this will pull the cart's current configuration to be edited. **This is required.**

Step 4: **Edit** the configuration, then click one of the options:

- To: cart **selected**.
- To: cart selected **group**.
- To: **everyone**. "**Not preferred**" unless all carts are configured the same way.
- **CLOSE** to **cancel** the configuration.



Note

View Cart Parameters pulls the cart's configuration remotely via network. If firewall is ON at either end, the pull may fail. Check on firewall and make sure the cart is in the list and is **NOT OFFLINE**.

Cart(s) Configuration

e-Drawer Unlock PINs

PIN1: D1, PIN2: D2

e-Drawer Unlock Time: 5 seconds

Recharge Msg Display Time: 5 seconds

Battery Service Start Date: Jan -01-01

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: , Email User Name: , Email To: , Email Password: , Email Port: , Battery Low Message Enable: , Replace Battery Message Enable:

View Cart Parameters

CLOSE

To: BATTERY-2, **To: X-Ray**, **To: All**

History - Trend

This section steps through obtaining historical data.



Note

Historical trend help department manager understand how the carts are used and if additional training is needed.

Graphs can be produced to show trends.

History

Historical Data:

JACO CartCare Database Query – An embedded application within the FM that searches the database for a particular cart, group, or all carts that are or were on the list.

To search database for a cart:

1. Click on **History** in the top menu between “**Fleet Manager Setup**” and “**Help**”.
2. Select “**View Carts History**”.
3. Select the checkbox of “Select Data to View” region.
4. Select date range of data to view.
5. Enter **Cart Name**, it is case sensitive.
Optional: Click View at the top Menu area to further filter search.
6. Click on **View** to search or **Clear** to reset fields.

Example – Inserted **BATTERY-2** and clicked **View**.

JACO CART DATABASE			
	INDEX	TimeStamp	cartname
▶	1	5/15/2012 11:56...	BATTERY-2
	2	5/15/2012 2:55...	BATTERY-2
	3	5/15/2012 2:56...	BATTERY-2
	4	5/16/2012 3:17...	BATTERY-2
	5	5/16/2012 3:18...	BATTERY-2
	6	5/16/2012 4:19...	BATTERY-2
	7	5/16/2012 4:20...	BATTERY-2
	8	5/17/2012 10:34...	BATTERY-2
	9	5/17/2012 10:35...	BATTERY-2
	10	5/22/2012 9:44...	BATTERY-2
	11	5/22/2012 9:45...	BATTERY-2
	12	5/23/2012 10:16...	BATTERY-2
	13	5/23/2012 10:17...	BATTERY-2

JACO CartCare Database Query

File View About Help

Select Data to View:

☐ Select ALL

☒ Date/Time

☒ Cart Name

☐ Capacity

☐ Load Current

☐ Login Name

☐ Battery Voltage

☐ Group ID

☐ Cycle Xtender

☐ Status

☐ Cycle Average

☐ Time Remaining

☐ Time Offline

Search Within Dates:

Monday, October 18, 2010

To

Wednesday, May 23, 2012

Enter Cart Name:

BATTERY-2

Enter Group Name:

View

Clear

Save Data:

Searched Data can be saved as **Comma Separated Value(.CSV)** or **Excel(.xls)**.

To save a search:

1. Do the **Search Database** from previous section.
2. With the **JACO CART DATABASE** open, go to **File** located in the top menu on the **JACO CartCare Database Query** application. Select **File** then **Save as**.
3. Navigate where to save, give the file a name, then **Save**.

Help:

Help – Opens up the PDF manual for the Query and other helpful information.

FAQs

Most asked questions in regards to the FM

Frequently Asked Questions

Question: Can I install FM on a MAC?

Answer: No, currently FM is compatible with Windows XP, 7, and Servers.

Question: Why did I received a .net framework error that said “Topframe is not valid”

Answer: FM only runs with Administrative privileges. Windows 7 have new security feature that treat a logged in admin as a standard user. To run FM as admin, right-click the FM icon and run as admin. On FM shortcut icon: hold down shift then right-click the icon and run as admin.

Question: I renamed a cart’s computer name and the old name remains on the list. How do I remove the old name from the list?

Answer: There is a secondary application in the JACOCartCareFleetManager folder called “FMSQLLite” that will allow you to delete the old computer name.

- **Exit** out of the **Fleet Manager** software.
- **Run** the application as **admin**
- Click on the **black area** on the side of the ID column on the row of the old computer name you wish to delete.
- Then click on **Delete**.
- Click on the **X** to **exit** out.

Question: After I remotely configured the carts with the Fleet Manager, the next day the cart shows **OFFLINE**. Why does it say **OFFLINE** when at the cart it says **100%**?

Answer: There are few circumstances that may show the cart OFFLINE on the FM:

1. The cart is not on the network or wireless has been disabled.
2. The cart was configured remotely without pulling the cart’s parameters first.
 - a. To resolve this:
 - i. Win XP
 1. Go to “C:\Documents and Settings\All Users\Application Data” and **delete** the CCCONFIG.DATA file.
 2. Then restart the computer.
 3. Log in as admin – Configure the JACOCartCareClient with the FM computer name in the Server section since the configuration was deleted.
 - ii. Win 7
 1. Go to “C:\ProgramData” and delete the CCCONFIG.DATA file.
 2. Then restart the computer.
 3. Log in as admin – Configure the JACOCartCareClient with the FM computer name in the Server section since the configuration was deleted.
3. The cart is missing the FM Computer Name in its configuration settings.

Question: My license key will expire soon, can I obtain a new one?

Answer: Yes you can, e-mail us the FM serial number via LicenseRequest@jacoinc.com and we’ll reply back with a new license key.

Question: What if I need a walkthrough or help?

Answer: You may contact us via phone 508-553-1082 or e-mail ccsupport@jacoinc.com.