

Install/Uninstall Procedures

For Solara ION Systems

This document explains how to install the **GERBERconnect** software on a customer's Solara ION computer. The GERBERconnect software will install on all ION systems with firmware revision G or higher.

There are 2 pieces of software that will be loaded onto the computer; the Agent and the Desktop Server.

- ◆ The Gerber Scientific Agent is a small program that captures the ION's log files during operation. When certain errors occur, depending on their severity, a notification will be logged on the Enterprise Server and an email sent to the Customer Support Center.
- *The Desktop Server* is a program that allows remote desktop operations and file transfers when needed to help isolate the system's problems. These remote operations are only allowed if the customer supplies the password for remote access.

Both of these programs connect to a secure Enterprise Server that serves as a data base for each customer's unique history. Gerber's Customer Support Center will be able to look at error results on this Enterprise Server, without disturbing the customer's machine, and gain insights into the customer's problems as soon as they are happening.

This installation requires an Internet connection so the computer can communicate with our secure Enterprise server. It is strongly recommended that you also install anti-virus software if it is not already done.

You will need to know the SAP equipment number and the IP address of the Solara ION printer to complete this installation. See page 3 for more information.

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Firewall Considerations

A. Firewall Considerations

Some Firewall considerations are required for the system to be able to connect to our GERBERconnect Datacenter.

To simplify the process you will need to give the computer access to the following Internet web addresses without the need to login; this will enable the GERBERconnect software to talk to the server whenever it needs to check in for problems or updates.

This is done normally by assigning a fixed IP address to the computer so that the Firewall rules only give it the required privileges, insuring by this that only the bypass goes to the required server addresses and cannot be used for any other reason, similar to a VPN tunnel without the software.

There are three zones worldwide that we cover with the service, therefore for the best throughput, you must choose the one that is closer to your systems location.

Asia

1) gerber.axeda.com	Global Access server in the USA	i/o* Port 443
2) ghjap1.axeda.com	Global Access server in Japan.	i/o Port 443

Europe and Middle East

1) gerber.axeda.com	Global Access server in the USA	i/o Port 443
2) ghuk1.axeda.com	Global Access server in the United Kingdom	i/o Port 443

US

1) gerber.axeda.com	Global Access server in the USA	i/o Port 443
2) ghsom1.axeda.com	Global Access server in the USA	i/o Port 443

*i/o = inbound and outbound traffic

Prior to Installation

A. Obtain the Solara ION Printer's Equipment number and IP Addresses

Enter the Solara ION's SAP Equipment number here. You will not be able to install the 1. GERBERconnect software without this number. Contact your Gerber area administrator or manager if you do not know what it is. (This is an 8-digit number that starts with 10xxxxx.)

	Solara ION Equipment n	umber:
2.	Enter the IP addresses of	the Solara ION Printer and the host PC.
	Solara ION IP Address	
	Host PC IP Address:	(This will be needed for the Agent installation on page 11.) (If no secondary network card is present, this will be needed for the Syslog setup on page 17.)
	Secondary Host PC IP	Address: . . (If present, this will be needed for the Syslog setup on page 17.)
	Not all Host PCs have (2 network cards. This installation will display the IP addresses of

st PCs have 2 network cards. This installation will display the IP addresses of all

→ If your Host PC has only one IP address, use that address for the Syslog printer setup.

installed network cards in step 12 of Installing the Agent. See page 11.

→ If your Host PC has a secondary IP address, use that address for the Syslog printer setup.



B. Additional Requirements

In addition to knowing the SAP equipment number and the IP address of the printer, the following additional requirements must also be met...

- 1. The Ion-X & Ion-V must have firmware rev. G (or higher) installed. The Gerber CAT | UV can be any version.
- The computer must be running Microsoft XP (or newer) operating system. 2.
- 3. The computer must have a non-interruptible Internet connection.
- You must login with Administrator permissions to install this software. 4.
- 5. You must have Microsoft .NET Framework 3.5 SP1 (or higher) installed on the computer.
 - a. This can be checked by going to the Control Panel and looking in the Add or Remove Programs list, as shown below.



b. If you do not have Microsoft .NET Framework 3.5 SP1 installed, go to: <u>http://msdn.microsoft.com/en-us/netframework/cc378097.aspx</u> to get the latest version, and install it before beginning this installation.

- 6. You must uninstall or disable the KIWI software. GERBERconnect will replace this function.
- 7. Ensure that the computer has Onyx, or similar RIP software installed.
- 8. If the Temp/RH sensor and/or the video camera were included, see the *Installing the Hardware* section. These can be installed after the installation of the Agent software.
- 9. The customer's computer will need two free USB ports if the Temp/RH sensor and video camera are installed.

C. Special Considerations

This procedure shows most the installation screens, and at times, you may be lulled into the trap of just clicking **Next**. Be watchful of that as there are many steps that require verification or data to be entered. In addition to that, you need to pay close attention to the following items.

- 1. Making sure the file that is downloaded from the Gerber website is saved to the computer's desktop.
- 2. Entering the correct Gerber SAP equipment number at step 8, on page 10. If this is wrong, the installation will need to be repeated.
- 3. Making sure the **Server Password** and **Disable Viewers** inputs is set correctly under **Admin Properties** after selecting the Desktop Server icon on the Task tray – on page **Error! Bookmark not defined.**
- 4. Setting the temperature to Fahrenheit or Celsius on the temperature and humidity sensor.
- 5. The installation of the camera may have a couple of different outcomes based on the computer being used. Pay close attention while doing this procedure.

Note: If Microsoft .NET Framework 3.5 is not installed, this installation will attempt to install it after extracting the installation files (Step 1 on page 7.) If this happens, the Agent installation will have to be restarted.

D. Download the Agent.

1. Login to the GERBERnet Software Library at:

http://www.gerberscientific.net/GSP/eService/SoftwareDownloads/SoftwareLibrary.aspx

2. Select the categories, **Software** then **GERBERconnect** on the left side of the screen, and select the *GERBERconnect ION Family PrinterAgent* link.

Home Library Images Sof	tware Newsletter	s Links 🔻				
Select Category		Software Library				
DOCUMENT	5	GERBERconnect				
FIRMWARE						
HOT FIX	Software	Library - GERBERconn	ect			
ILLUSTRATOR CLIPARTS						
MATERIAL UPDATES						
PROFILES		Name	Version	Family	Size	Date
SERVICE PACKS	- a	GERBERconnect, ION Family Printer		OFREE	10.0.110	7/40/2040
SOFTWARE	•	Agent h	V1.10.6.30	GERBERConnect	49.0 MB	//19/2010
AR600 ART Path	\odot	GERBERconnect PC Support Agent	1.10.5.24	GERBERconnect	44.5 MB	4/24/2010
Auto-Carve 3D						
Ergosoft PosterPrint (Mistral)						
GERBERconnect						

3. Click on **Download now** to get the agent.

Software Library	
GERBERconne	ct
Software Library - GERBER	connect
GERBERconnect ION Fan	nily Printer Agent
E	
Download now ▲ 49.0 MB ● 26 min (Cable/DSL)	additional files Language Packs: 💽 🚔 Release Notes: 💽 🚔
	Software Library GERBERconne Software Library - GERBER GERBERconnect ION Fan Download now 49.0 MB

- 4. Save the zip file to your disk. Extract the **executable** (*GERBERconnect-GSP-ION.exe*) from the zip file and place it on the desktop of the ION's computer (approx. 103MB).
- 5. Extract the installation procedure (*GERBERconnect_ION_Install_Vx.pdf*). It is highly recommended that you read this procedure before installing the software. Note that the PDF in the zip file may be a newer version always use the latest version.
- 6. Ensure that the ION computer has an Internet connection. If this is the first time the computer has been connected to the Internet, you may need to install an anti-virus software package.

Installing the Agent

Ensure you have the Solara ION's SAP Equipment number before starting this installation.

A. Download the Agent as follows

1. To start the download, after clicking on the previous link, click Save.

File Download
Do you want to open or save this file?
Name: GERBERconnect-GSP-ION.zip Type: WinZip File, 49.6MB From: esupport.gsi.com
Open Save Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. <u>What's the risk?</u>

2. Save file to the computer's desktop. It is a zip file that has the latest Agent program and the latest installation procedure.

Save As		? 🛛
Save in:	: 📴 Desktop 🕑 🕜 🎓 💬	
My Recent Documents	My Documents Wy Computer My Network Places Shortcut to Gerber Connect	
My Documents		
My Computer		
	File name: GERBERconnect-GSP-ION.zip	Save
My Network	Save as type: WinZip File	Cancel

3. The file downloads and the pop-up window goes away. Double-click on the zip file and extract the two files to the desktop. If the installation document is a newer version, **use that document for the installation**. There may be changes to the Agent installation that are not covered in an older procedure.

🗐 V	VinZip -	GERBER	connect-G	SP-ION.zi	р					
Eile	<u>A</u> ctions	Options	Help							
×	iew lew	Open	Favorites	Add	Extract	View	CheckOut	Wizard		
Nam	ie			Type		Modified		Size	Ratio	Packed P
G	ERBERcor	nnect-GSP	-ION.exe	Applicat	ion	6/17/2010	11:00 AM	49,363,014	0%	49,274,618
™ G	ERBERcor	nnect_ION	_Install_V0.pd	lf Adobe A	crobat	4/5/2010 5:	05 PM	2,901,681	5%	2,742,259
<]			>
Select	ted 0 files	, 0 bytes			To	tal 2 files, 51,	,040KB			0 🔘 🤃

B. Install the Agent as follows

1. With the installation files on the ION computer's desktop, double-click on the *GERBERconnect-GSP-ION_VM.exe* file. Files are extracted on the computer.



- *Note:* If the Agent was previously installed on the system, it will be automatically uninstalled as soon as the files are extracted.
- *Note:* Also, if Microsoft .NET Framework 3.5 (or higher) is not installed, it will get installed here. When the installation is complete, repeat step 1 to continue.
- 2. After the files are extracted, the following Setup Warnings appear.



- If the above requirements have not been met, click **Later**, then **Next**, to stop the installation.
- If the above requirements have been met, click **Now**, then **Next**, to continue on the next page.

3. The Welcome screen will appear if you are continuing. Click Next to continue.



4. At the Installation Warning window, ensure that the system is a Solara ION and it has firmware revision G or higher installed. Click Next to continue.



5. Accept the License Agreement and click Next.

License Agreement	×
License Agreement	P
Please read the following license agreement carefully. Press the PAGE DOWN key to see the rest of the agreement.	
Gerber Scientific Agent	^
Powered by Axeda	
END-USER LICENSE AGREEMENT	
IMPORTANT-READ CAREFULLY: This Axeda Corporation End-User License Agreement ("EULA") is a legal agreement between you (either an individual or a single entity) and Axeda Corporation (or one of its subsidiaries) for the software product identified above, which includes computer software and associated media and printed materials, and may induce "online" or electronic documentation ("SOFTWARE PRODUCT" or "SOFTWARE").	•
• [FES - I Accept the terms of the License Agreement!] NO - I DO NOT Accept the terms of the License Agreement!	
WWW.GERBERconnect.com	Cancel

6. The Firewall Considerations are the same as shown on page 2 of this procedure.



7. Click **Agree** in the *Access Agreement* window to allow Gerber Technical Support to view and access your computer.

Access Agre	ement	
Remote	e Support and Access Agreement	P
Cus By Å com prol Ger you pun Tha	tomer Access and Support Agreement. Agreeing to this Dialog you allow Gerber Technical Support to access your puter, data and settings for the purpose of troubleshooting and diagnosing olems that may have arisen on this PC. ber Technical Support agrees not to take any propietary information from r system, unless instructed to do so by you or your company for the sole pose of troubleshooting or diagnosing it. nk you for your understanding.	
	Agree	
WWW.GER	BERconnect.com < Back Next > C	ancel

Confirm your agreement or disagreement to the above terms of service, click **Ok**, and then **Next** to continue.

Attentio	n 🗙	Attention	$\overline{\mathbf{X}}$
⚠	ATTENTION Please confirm the agreement	Δ	ATTENTION Please confirm that you do not agree.
			<u>O</u> K

8. Enter SAP equipment number you obtained at the beginning of this procedure. See page 3.



9. The installer will connect to the authorization server to validate the equipment number. If you see the following screen, the key was validated successfully.



10. Close the browser window to continue.

11. The following pop-up appears.

Readme	X
Readme	Ð
Attention	
	ATTENTION Please Wait for the Agent Setup Dialog do NOT Click Next! Downloading profile configuration.
for the l	e unee zones wonowide tractive cover with the service, therefore throughput, you must choose the one that is closer to your
WWW.GERBERC	onnect.com < <u>B</u> ack <u>Next</u> <u>C</u> ancel

12. Enter the requested information below.

	displayed here for informational
Agent Setup	purposes.
Please enter the requested information below	If a Secondary IP address is shown, as seen here, it is usually used for
Company Name Cutter Systems Main IP is 192.168.0.49 System Location Secondary IP 192.168.0.51	direct connection to the printer. This must be used for the Syslog Printer
Service Link URL gerber.axeda.com GERBER, SOLARA IONX, EIGHT HEAD PKGD Model Solara ion Printer IP 192 168 0 50 Verify	(Printer IP must be in the same subnet to work properly.)
Serial Number GSP8HUV3209-02-246 Equipment number 10421212	
Country United States Ok!	Enter the Printer's IP address,
Region Connecticut	obtained back on page 3, here.
WWW.GERBERconnect.com	(The IP address shown is the default IP address for all ION Printers.)

The computer's IP address will be

- a. Enter the *System Location* of the equipment. This can be a building name, a room name, or a town anything to identify to the FSE where the machine is located.
- b. Select the correct *Country* and *Region* from the drop-down menus.
- c. Enter the ION Printer's IP address obtained at the beginning of this procedure. (See page 3.) Then, Click **Verify IP** to check the address. If it is not correct, you will see a message similar to the following. (The installation will still continue with a wrong IP address, but this is a good confidence check.)



- d. The Serial number will be filled in automatically if the equipment number was found on our server.
- 13. Verify that all of the other information is correct and click Next.

14. Enter the address and contact information into the *Location Information* screen below. Verify the information is correct and click **Next**.

Location Information					
Please enter complete location information					
Address	24 Industrial Park Road West				
Address (cont.)					
City/Town	Tolland	Postal Code	06084		
State/Prov/County	ст	Country Code	US		
Contact Name	Me				
Contact Last Name	Myself				
Contact Email	myself@company.com				
Contact Telephone	888-999-5656				
Function/Title	User	~			
WWW.GERBERconnect.com					

15. Select the Run Mode for your system and click Next.

Service Type				
Select the way GERBERconnect runs				
Select Run Mode				
As Service	Agent will run as a hidden process.			
As Application	Agent will run when launched from the Programs menu.			
WWW.GERBERconnect.com	< Back Next > Cancel			



16. Click **Next** to begin copying files.

Confirm Setup Settings	X				
Confirm Setup Settings	P				
Setup has enough information to start copying the program files. If you want to review or change any settings, click Back .					
Target Directory: c:\GERBERconnect Start/Program Menu Entry: GERBERconnect Solara Ion Agent					
Click NEXT to begin copying files					
WWW.GERBERconnect.com	<u>C</u> ancel				

17. Files are copied onto the ION's host computer.

Copying Files		×
Copying Files		9
File: Axeda_Desktop_Server.exe Folder: c:\GERBERconnect\Connector		
WWW.GERBERconnect.com	< <u>Back</u> <u>Next</u> > <u>Cance</u>	

18. Click Finish when done.



19. You will get a reminder to set the Printer Syslog IP address to the address you specified earlier.



Note: The Syslog Setup will be done later, on page 17.

20. If this is the first time the Agent was loaded onto the computer, the Desktop Server installation will begin next. You will see the following display...

InstallAnywhere		
InstallAnywhere is preparing	to install	
	27%	
	Cancel	
(C) 1997-2008 Acresso Software Inc. and/or	InstallShield Co. Inc.	

- a. Proceed to the next page to continue.
- → If this is a reload of the Agent software, the Desktop Server is already installed and will not continue. The installation is complete. **Reboot** the computer.
- → Go to the *Installing the Hardware* on page 17.

Installing the Desktop Server

A. Install the Axeda Desktop Server as follows

1. Use all the defaults for the Desktop Server installation. At the Introduction screen, click Next.



- 2. Select "I accept the terms..." and click Next.
- 3. Use the default Installation folder and click **Next**.
- 4. Install as a service and click **Next**.
- 5. Start the service after installation click **Next**.
- 6. Use the default service name click **Next**.
- 7. When the following screen appears, verify the default settings and click **Install** to start the installation.



- 8. The Installation begins (~1 minute). When finished, click **Done** at the final screen.
- 9. If you are running Windows XP with SP3, check that the newly installed Agent is not blocked by the Windows firewall as described on the next page.

Important Note:

Some systems running Windows XP with SP3 may experience a one-time problem getting through software firewall. When starting as a service, the Agent could be blocked from getting out without any indication of a problem. Perform the following simple steps to ensure that the Agent is not blocked by the firewall.

- → Stop the Agent by going to Start > Programs > GERBERconnect Solara Ion Agent > GERBERconnect Agent Stop.
- Restart the Agent by going to Start > Programs > GERBERconnect Solara Ion Agent > GERBERconnect Agent Start.

If a pop-up message similar to the following appears, click Unblock.

🖗 Windows Security Alert 🛛 🔀				
To help protect your computer, Windows Firewall has blocked some features of this program.				
Do you want to keep blocking this program?				
Name: Axeda Connector Publisher: Axeda Corporation				
Keep Blocking Unblock Ask Me Later				
Windows Firewall has blocked this program from accepting connections from the Internet or a network. If you recognize the program or trust the publisher, you can unblock it. When should I unblock a program?				

Once the Agent has been unblocked, it will not be blocked again during future startups.

If no pop-up appears, then the firewall has already been unblocked and the Agent will be able to connect to the Axeda server and register the new installation.

- 10. If you are installing a temperature/humidity sensor and/or a video camera, continue on with the next section.
- 11. If not, **Reboot** the computer.

Configuring the Printer and Installing the Hardware

This section describes how to configure the printer for logging and how to install the following hardware that may be included with the installation.

- Temperature and Humidity sensor, with associated cables.
- Microsoft LifeCam Cinema Camera, with associated cables.

A. Syslog Setup

1. To enable/change the Syslog message transfer please select from the following menu item:

Gerber Scientific Products, Inc. Al Rights Reserved.						
Welcome to Gerber Solara ion ^x						
(GERBERconnect Solara ion) Job Status: not-printing						
	[System Status] [System Settings] [Network Settings]					
	[Diagnostics] [Calibration]					
	TECHNICAL SUPPORT					
Contact GerberService for all software and hardware questions.						
Fax: 860-871-3862						
	Email: gspservice@gspinc.com					

- *Note: PC* and printer must be on the same subnet to be able to communicate unless you specify a gateway, please refer to the Solara Ion installation documents or Technical Support if you have any doubts.
- 2. Enter the new IP address of the PC that runs GERBERconnect.

<u>Home</u>	(Static Settings)	<u>Back</u>			
	IP Address 192.168.0.50 Subnet Mask 255.255.255.0 Gateway Address 00.0.0 SysLog Address 192.168.0.51 MAC Address 00-50-C2-8A-80-66				
	Change Settings Restore Network Settings to Factory Defaults: Restore Settings				

3. If you are installing a temperature/humidity sensor and/or a video camera, continue below.

B. Install the Temperature and Humidity Sensor

All the software and drivers needed for the sensor are included in the GERBERconnect Agent installation.

- 1. Plug the *Realtime Temp/RH Data Logger* into the supplied extension cables and USB adaptors. Then plug the USB end into the computer.
- 2. Position the sensor in the same room as the printer. Ideally, it should be suspended in the air near the ION machine. If that is not possible, try to position it near the ION and as close as possible to the height of the machine.
- 3. Go to Start > Programs (XP) or Start > All Programs (Vista). Under GERBERconnect Solara ION Agent, select Humidity Temperature Logging (Minimized).

Ē	Programs	Þ	GERBERconnect Solara Ion Agent	•	Uninstall GERBERconnect Agent
Ò	<u>D</u> ocuments	۲	×	1	GERBERconnect Agent - Start
₽	Settings	۲		1	GERBERconnect Agent - Stop
P	Sear <u>c</u> h	۲		J.	Humidity Temperature Logging (Minimized)
?	Help and Support		т	Ð	PC System Report
9	<u>R</u> un			1	Report last log to Server
	Undock Computer				Request GERBERconnect Support
0	Shut Down		ne		$\mathbf{\tau}$

4. Open the *GERBERconnect HTD Monitor* window and verify that the status is "Connected." Leave the default settings at this time.



5. Click on the Configuration menu and select *Settings* to set the Alarm settings as shown below.

Temperature (*F) 72.68	
Humidity (%RH) 39 🗸 Unlock	 Allow changes
Dew Point (°F) 46.40 Lock	Do not allow front panel changes
 Form Position Exit Monitor 	
Status: Connected 🖾 - 🛛 🔡	 Image: A set of the set of the
📲 Alarm Settings 🔔 🔲 🔀	Specify Maximum and Minimum Values for Alarms.
Max Temperature 90 💌	
Min Temperature 32 💌	
Max Humidity 60 🗸	
Set Cancel	

C. Install the Microsoft LifeCam Cinema Camera

- 1. Plug the *USB Microsoft LifeCam Cinema camera* into the supplied extension cables and USB adaptors. Set the camera on top of the computer monitor for now.
- 2. Plug the USB end of the cables into a spare USB port on the computer. The camera will register and load drivers automatically.
- 3. After the system has installed the device, go to C:\GERBERconnect\Connector and doubleclick on *1yawcam_install.exe* to install the camera software. Select all the default choices.

a. At the last screen, uncheck, *View the README file*, and click **<u>Finish</u>**.



4. Enable the *Stream* button by clicking on the Enable button, so the indicator turns green. (The button will change to "disable" as shown below.)



Note: If a Java Security Alert occurs pop-up window appears, click Unblock

5. Select **Settings > Device** (**USB Video Device**) **> Change to > USB Video Device** from the *Yawcam* window.



Note				
 → If the Device (USB Video Device) is not available from the drop-down, such as shown below, select Settings > Detect webcam Then, select USB Video Device from the following drop-down (as shown) and click OK. → Then, go back and perform step 5 above. 				
🕞 Yawcam - Yet Another	The following devices were detected. Please select one and click ok.			
File View Settings Window H	Help			
Control pa Device (none)	Ip Camera			
F Edit Settings	USB Video Device none			

6. Select **Settings > Edit Settings** from the *Yawcam* window and click on the category, *Startup*, on the left side of the window. Check the following Boxes.

Yawcam - Settings		×
Category: Language Connection Connection Connection Connection Connection File File Connection File File Connection File File Connection File Fil	Startup Here you can change what shall be started and performed, when Yawcam starts. Start File output Start Ftp output Start Http output Start Stream output Start Motion detection Show preview Show console Show viewers Hide to traybar at start Check for new versions Save log file	
	OK Cancel	

7. Select to the Category, *Stream* on the left side of the window. Change the *Port* setting to **8086** and the *Image Quality* slider to **100%**.

Category: Stream Connection Connection Connection Connection Connection Connection Connection Port: 8086 Port: B086 Scale to: Real image size Stream Coverlay Cov

8. Click on the **Page designer...** button and edit the Title and Heading as shown:

Page designer	Title: Solara Ion
Title: Solara Ion Heading: Company, Location	Heading: "Your company name and Location"
Border color:	
BG color: BG image: imalback ing Bcowce	
Text color:	
Text size: 14 px.	
Page text:	
Link color:	
Link visited:	
Link active:	
Preview OK Cancel	

- 9. Click OK.
- 10. Test streaming by opening the Web browser on the PC and enter one of the following: <u>Http://localhost:8086</u> or <u>Http://"PC's Network IP":8086</u>
- 11. You can also open a local window by selecting **Window > Preview** from the *Yawcam* window.





After selecting Preview, the preview window appears and shows you what the camera sees.

One last thing...

In order to be able to use the camera remotely, from the Axeda Enterprise, the YawCam software needs to be running. It is not running by default – for security reasons. Start the Yawcan software as follows...

1. Go to Start > Programs > Yawcam > Yawcam.



When it is running, you should see the Yawcam icon in the Task bar. That's it!



Customer Security

Verify or Change the Desktop Server Settings as follows:

1. Right-click on the Desktop Server icon **Properties** in the Task tray and select **Admin Properties** from the drop-down menu. The following screen should appear.

Axeda Desktop Server Property Page	
Incoming Connections ✓ Accept Socket Connections Display Number or Ports to use: O Display N° 0 O Ports Main: 5920 Http: 5820 ✓ Enable JavaViewer (Http Connect) ✓ Disable Viewers	sconnects Query on incoming connection I (W2K) Display Query Window n Timeout: 10 befault action: Refuse Accept Multi viewer connections Disconnect all existing connections puts Kace suiting connections
Allow Loopback Connections Japanese LoopbackOnly (Default = gerber) May be customer defined. Server Password: Willing View-Only Password: Require MS Logon (User/Pass./Domain) New MS Logon (supports multiple domains)	 Keep existing connections Refuse all new connections Misc. Remove Aero (Vista) Remove Wallpaper for Viewers Enable Blank Monitor on Viewer Request Disable Only Inputs on Blanking Request Enable Alpha-Blending Monitor Blanking Capture Alpha-Blending
Configure MS Logon Groups File Transfer ✓ Enable ✓ User impersonation (for Service only) DSM Plugin Use : No Plugin detected ✓ Config. KApplyCancel	 DisableTraylcon Porbid the user from closing down the Server Default Server Screen Scale: 1 / 1 Logging Log debug info to the AxedaDesktop.log file Path: C:\Program Files\Axeda\Desktop\Serve

This property page gives the customer as much security as he would like.

The *Server Password* can be changed by the customer at any time. Without this password, Gerber cannot gain remote access to the system. (*The View-Only Password is not used at this time.*)

2. Ensure that the ☑ Allow Loopback Connections and the ☑ Disable Viewers inputs boxes are checked, as shown. (*Other boxes might be checked that do not match the display above.*) Then click OK.

If the customer provides us the password to do a remote session, the *Disable Viewers inputs* checkbox prevents us from operating his software. We will only be able to watch.

The customer is in complete control of who can access his system, when they can do it, and how much they can do when they do have access.

Note:

After clicking **OK** or **Apply**, depending on your operating system, you might be asked to specify the Admin account that will save the settings.

- \rightarrow If not, go on to step 3.
- → If you are asked to specify the Admin account, continue as follows...
 - If the user does not have full Administrator rights, use the computer's Administrator account as follows: (You will need to know the computer's Administrator password.)

Run As					
Which user account do you want to use to run this program?					
O <u>C</u> urrent user (NA\mick	.stevens)				
Protect my compu	ter and data from unauthorized program activity				
This option can prevent computer viruses from harming your computer or personal data, but selecting it might cause the program to function improperly.					
• The <u>f</u> ollowing user:					
<u>U</u> ser name:	🔮 COMPUTER \Administrator 🛛 💽				
Password:	••••••				
	OK Cancel				

• If the user does have full Administrator rights, use the following:

Run As				
🐒 wh	ich user account do you want to use to run this program?			
Ourrent	user (NA\mick.stevens)			
	ect my computer and data from unauthorized program activity			
This option can prevent computer viruses from harming your computer or personal data, but selecting it might cause the program				
to fu	nction improperly			
to fu	nction improperly.			
to fu	nction improperly.			
to fu O The <u>f</u> ollo User na	nction improperly. wing user: me: I NAJZHUANG\Administrator V			
to fu O The <u>f</u> ollo User na Passwoi	nction improperly. wing user: me: MAJZHUANG\Administrator			

→ Click OK.

3. Right-click on the Desktop Server icon (*in the Task tray*) and select **Properties** from the dropdown menu.

About Axeda Desktop Server	
Admin Properties	
Properties	
Add New Client	
Kill All Clients	
List All Clients	
Install Service	
Uninstall Service	
Stop Service	
Start Service (needs to be previously installed)	
<u>C</u> lose Axeda Desktop Server	
	◙₽₽₽₽₽₽

4. Please ensure that the following presets are set in the Properties dialog.



5. Click **Ok** when done and **Reboot** the computer.

Requesting Support

You can request support from GERBERconnect as follows:

1. Go to Start > Programs (XP) or Start > All Programs (Vista). Under GERBERconnect Solara ION Agent, select Request GERBERconnect Support.



2. Select a reason from the dropdown menu in the Support Request form that appears.

GERBERconnect Support Request	
	Support Request Form 3/26/2010 12:56:41 PM
GERBER DE CONNECTED STAY SMART. GET CONNECTED STAY SMART. GET CONNECTED STAY SMART. GET CONNECTED STAY SMART. GET CONNECTED	Please select the reason for your request System Down Describe the pro Application Crash Operational Question Software Hardware Other Other
Key # 10421212 Equipment # 10421212 Customer # 151 Contract # 40161741 Contract Start 9//2008 Contract End Evergreen	Only one file can be attached to the request; you can attach individual files or images to this request. If multiple files need to be sent, please zip them into one file. Attach The Information shown at the left is valid as of the date and time it was retrieved from our server during the GERBERconnect Agent software installation.

3. Describe the problem in the text area of the form and click on Submit.



4. All of the system information will be sent to the GERBERconnect Enterprise server, and an email will be sent to the support group. Notice the "Connection" icon in the upper right corner of the *Support Request Form*.



→ If the "Connection" icon color is normal, it means that the Agent is running and connected to the server. The request will be sent immediately.



➔ If the "Connection" icon color is reversed, it means that the Agent is not running or is not connected to the server. The Support Request will be sent as soon as the Agent is running or connected.

Stopping and Uninstalling the Software

A. Starting and Stopping the GERBERconnect Agent

 Go to Start > Programs (XP) or Start > All Programs (Vista). Under GERBERconnect Solara ION Agent, select GERBERconnect Solara ION Agent – Stop to Stop the Agent (or Start to restart the Agent).

🛱 Programs	•	GERBERconnect Solara Ion Agent	G	Uninstall GERBERconnect Agent	►
Documents	•	×	Ð	GERBERconnect Agent - Start	
📴 Settings	•		Ð	GERBERconnect Agent - Stop	
🔎 Sear <u>c</u> h	•		11	Humidity Temperature Logging (Minimized)	
<u>Help and Support</u>	т.		Ð	PC System Report	
i <u>R</u> un			Ð	Report last log to Server	
Undock Comput <u>e</u> r			Ð	Request GERBERconnect Support	

B. Removing the Gerber Scientific Agent

1. Go to Start > Programs (XP) or Start > All Programs (Vista). Under GERBERconnect Solara ION Agent, select Uninstall GERBERconnect Agent > Uninstall GERBERconnect Solara ION Agent.

🚡 Programs	•	GERBERconnect Solara Ion Agent	•	Uninstall GERBERconnect Agent	• 5	Uninstall GERBERconnect Solara ION Agent
Documents	•	×	9	GERBERconnect Agent - Start		
📴 Settings	•		1	GERBERconnect Agent - Stop		
🔎 Sear <u>c</u> h	•			Humidity Temperature Logging (Minimized)		
Help and Support	т.		9	PC System Report		
🖅 <u>R</u> un			9	Report last log to Server		
Undock Computer			Ð	Request GERBERconnect Support		
Shut Down	ine	2				

2. The Uninstall window displays briefly and goes away when done.



3. To get a clean uninstall, also remove the directory, C:\GerberConnect

C. Stopping the Desktop Server Service

If you are not doing a full uninstall, and you only need to temporarily disable the Axeda Desktop Server, Stop the service as follows:

- 1. On the Desktop, right click on My Computer and select Manage from the drop-down menu.
- 2. Click on the + sign next to **Services and Applications** and select **Services** from the left side of the *Computer Management* window.
- 3. On the right side of window, select **Axeda Desktop Server** and <u>Stop</u> the service.

D. Removing the Axeda Desktop Server from your Computer

- 1. Go to **Control Panel > Add or Remove Programs**.
- 2. Select the **Axeda Desktop Server** if you are doing a full uninstall, and remove the software by clicking on the **Change/Remove** button and following the prompts.



- 3. At the Introduction screen, click **Next** to start the uninstall.
- 4. Select Complete Uninstall and click Next.



5. Click **Done** to complete the uninstall.