

TouchPoint Lite

Version 1.0

Installation Guide

Cogent Connect (P) Ltd.
Chennai

TouchPoint Lite had been tested with the below hardware and software environment.

Hardware Requirement

Particulars	Recommended
Processor	Pentium/Celeron above 1GHz
Memory	512 MB
Free Disk Space	10 MB

Software Requirement

Particulars	Recommended
Operating System	Windows XP Professional SP2/ Windows Server 2003 Standard Edition/ Windows 2000 Professional

System Settings

Particulars	Recommended
Screen resolution	1024 by 768 pixels

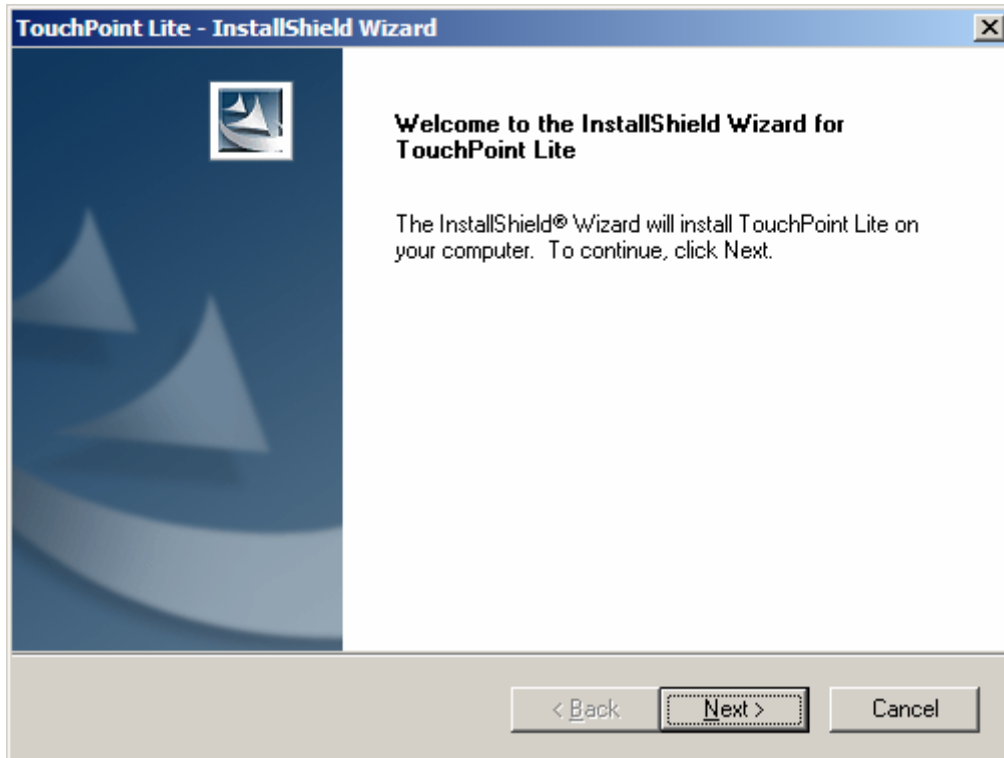
Optional Hardware Devices

Particulars	Recommended Brand-Model
Printer	Dymo Printer - LabelWriter 400 OR Epson T11 Inkjet Printer
Webcam	Logitech Webcam – Quickcam Go

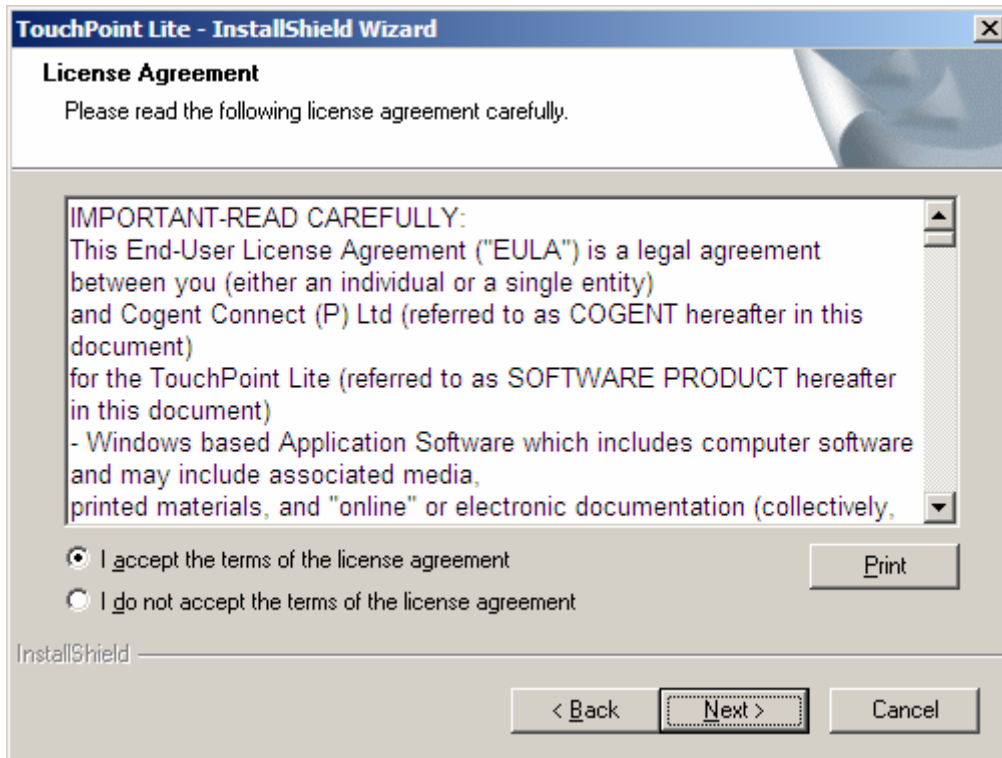
Installation Steps:

Double click the executable file named "TPLite_Setup.exe" from the setup folder. This will start the installation wizard as shown below.

Click on Next to continue with TouchPoint Lite installation.

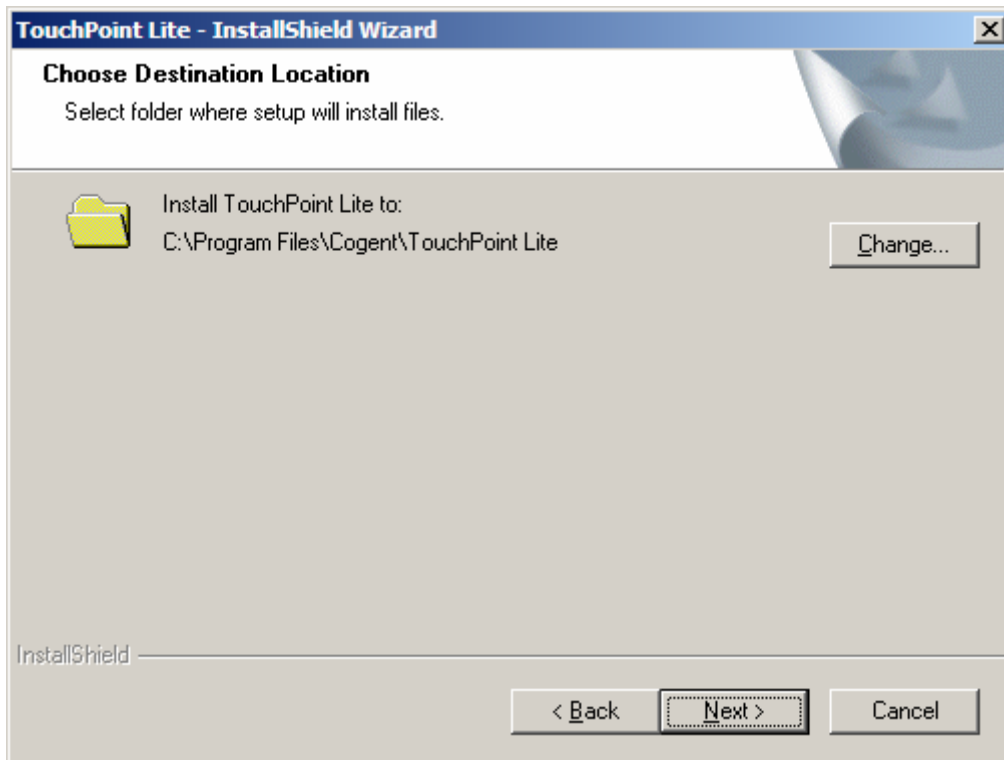


Read the License Agreement for the Software and accept the terms by choosing the first option, which starts with the caption "I accept...", and click the Next Button. If you select the "I do not accept..." option, the installation will be aborted.

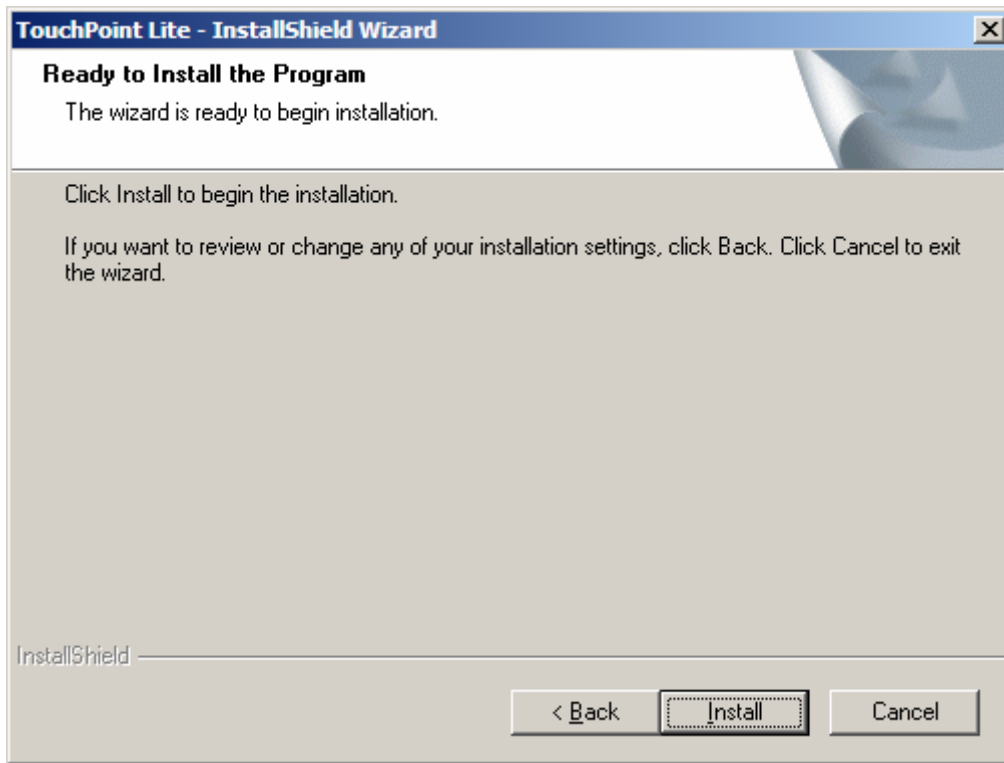


Once the License is accepted follow the on screen instructions and provide all the required details as requested.

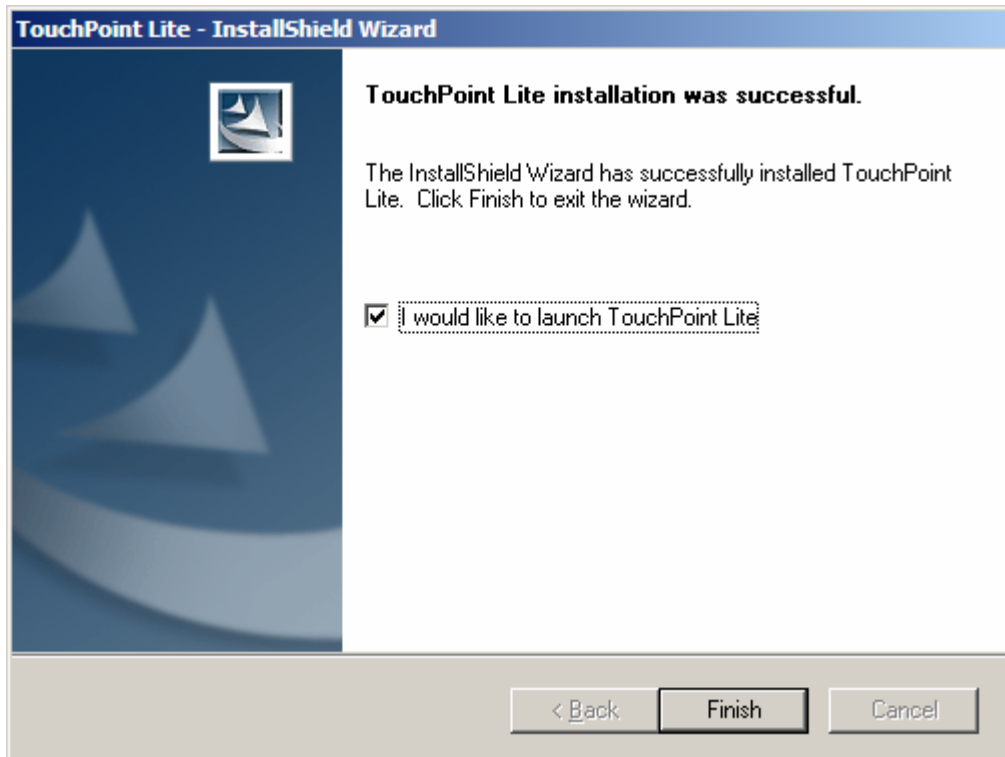
Then choose the path for the application to install and then click next.



Then Click the Install button which will start copying all the required files to your system.

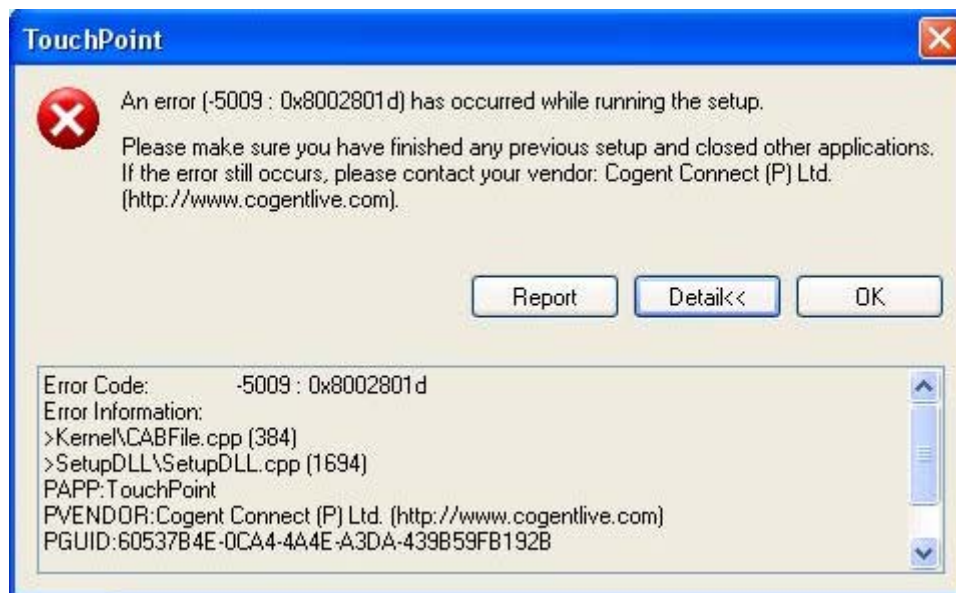


Click the finish button to complete the installation. The TouchPoint Lite installation had been completed.



Known Issues and Resolutions

1. When installing TouchPoint Lite, you may receive an error message with a code containing the terms -5003, -5009, -6002, or -6009. The error may look similar to the following screen.



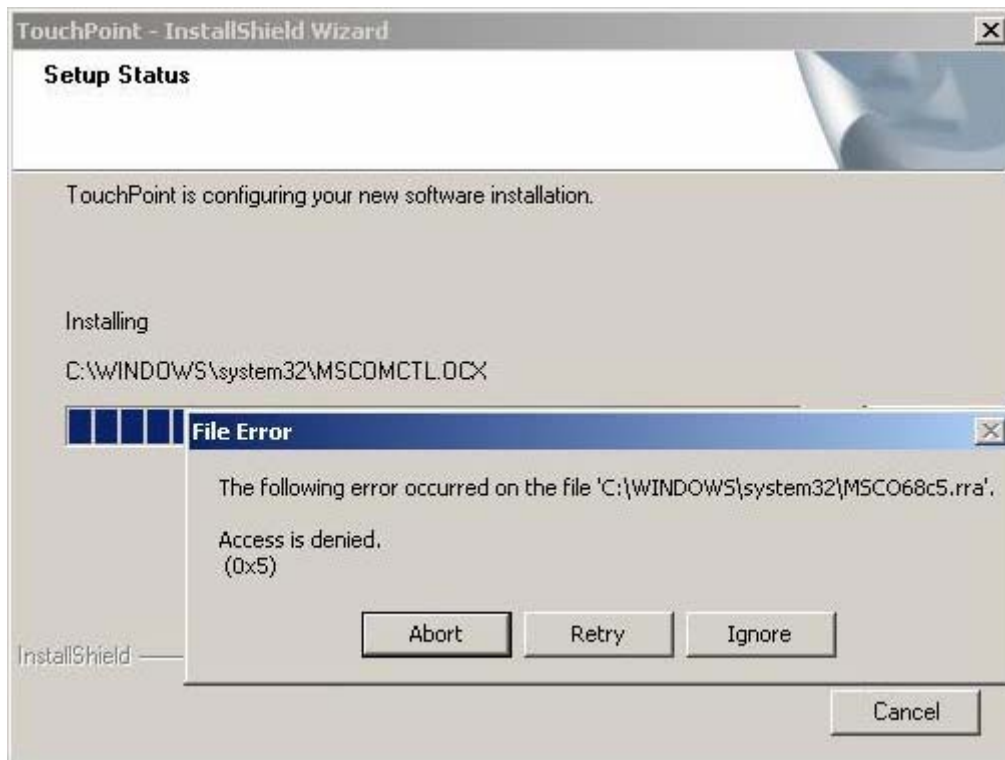
Solution:

This is usually due to an older version of the installation software (Install Shield) on your machine than the one that is needed by the installer. To successfully complete the installation process, please follow the steps below:

- Open the folder on your PC located at C:\Program Files\Common Files.
- Locate a folder called Installshield.
- Right click on the folder and click the option "Rename".
- Rename the folder to something like "InstallShield_OLD".
- Close the folder and try to re-run the installer.

Alternatively, if the above doesn't work, you can install the program using Windows "Safe Mode". (Note: you only need to install in Safe Mode; you can run the program in normal mode once the program is successfully installed.)

2. While installation you may get an error message as shown below.

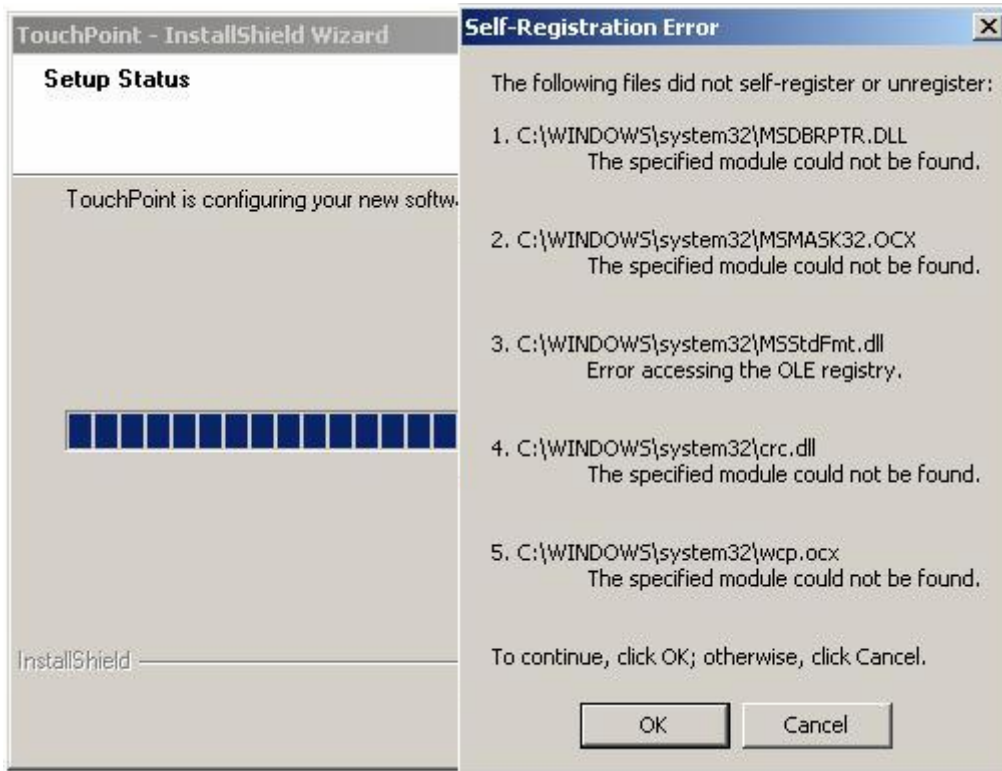


Solution:

There might be two reasons for the above error message. Either you might not have administrator rights or the files being installed might already exist in your system and is in use by some other application. To resolve this issue try the following steps:

- If you do not have administrator rights then Abort the installation and login as an administrator and proceed with the new installation.
- If you have administrator rights then click Retry button once after a while before which the file in use might have been released.
- If the same error message continues to display click Ignore button and continue with the installation.
- This error will not interrupt your installation process.

3. While installing the application you might get an error message as shown below:



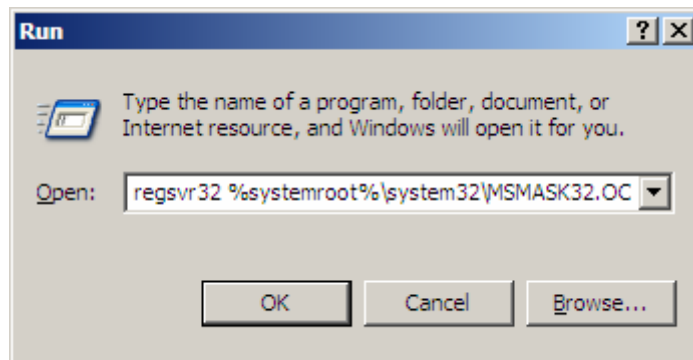
Similarly after installation, when you try to start the application using the application icon or the shortcuts, you may get an error message like as in the following screen.



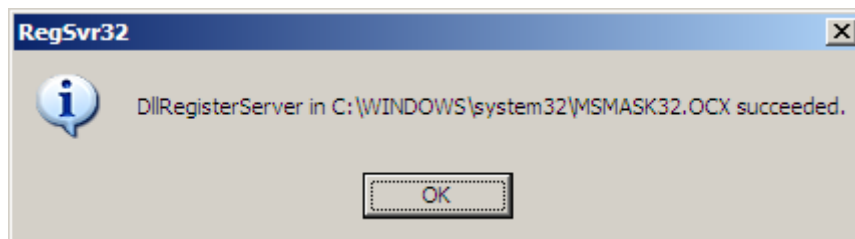
Solution:

This is because the files required for the application to run might not been registered properly. One of the cause for this error may be you may not have the administrator rights. To resolve this issue proceed with the following steps:

- If you are not an administrator or the user from administrator group, then try to install the application as an administrator. If you are already an administrator then continue with the following steps.
- Locate the file which is mentioned in the error message. (E.g. "MSMASK32.OCX")
- These files will be located in the "%systemroot%\system32" folder.
- Once the file is located go to Start Menu → Run, then in the run dialog box type in the command "regsvr32" with the file name in the error message with full path as shown in the following screen.



- Alternatively to typing the file name with its path you can just drag and drop the located file to the run dialog.
- Then click Ok button in the run dialog.
- You must get a message stating that the DLL Register succeeded as shown below.



- If you receive any other message then ensure that you have done the above steps properly.

Un-Installation Notes:

- When TouchPoint Lite is uninstalled, the image files stored in the path, <INSTALLATION_PATH>\images\visitors\ are not removed by the installer.
- After the uninstallation of TouchPoint Lite, the user need to manually clear the contents of this folder, in case the image files are not required after uninstallation.

Re-Installation/Installation Repair Notes:

- The user is advised to take a backup/copy of the files in the above location, in case re-installation or a installation repair is done.
- Please take backups of the <INSTALLATION_PATH>\data\ and <INSTALLATION_PATH>\system\ folders, in case of a repair or re-installation.