

Operating systems: Windows 7 (SP1) (64-bit), Windows 8.1 (64-bit), Windows 10 (64-bit) (Windows XP is no longer supported and 32 – bit OS no longer supported)

PC requirements:

The host system must have a 64-bit x86 CPU with 1.3 GHz or faster core speed. Multiprocessor systems are supported and are recommended that the host machine have at least 4 cores.

When you install Workstation Player, the installer performs checks to make sure the host system has a supported processor. You cannot install Workstation Player if the host system does not meet the processor requirements.

Processor Requirements for 64-Bit Guest Operating Systems

The operating system that runs inside a virtual machine is called the guest operating system. To run 64-bit guest operating systems, the host system must have one of the following processors.

- An AMD CPU that has segment-limit support in long mode
- An Intel CPU that has VT-x support

If you have an Intel CPU that has VT-x support, you must verify that VT-x support is enabled in the host system BIOS. The BIOS settings that must be enabled for VT-x support vary depending on the system vendor. See the VMware knowledge base article at <http://kb.vmware.com/kb/1003944> for information about how to determine if VT-x support is enabled.

1. Copy VMplayer Version 12.1.0 to desktop and install.
 - a. VMtools will be installed within the VMplayer installer
 - b. Once VMplayer is installed, head to (default installation)
 - I. C://programdata/vmware/vmware workstation
 - II. Right click settings.ini
 - III. Change printers.enable = "FALSE" to "TRUE"
 - IV. You may will need to be an admin user on the host computer and set the permissions to read and write on settings.ini
 - V. To set permissions > right click on settings.ini > properties > security tab > edit > checkbox full control. (Sometimes windows will not allow you to change the permission – you need to restart windows to clear the settings.ini from ram so you can change it).
2. Copy gate program onto the desktop from the USB
3. Install Driver for desired printer and ensure that correct printer is selected during driver installation.
 - a. TM-T88V printer
 - I. Driver came on USB memory stick or is located on the google drive on the virtual machine once it is up and running
 - II. Driver name: APD_501_T88V.exe
 - III. Version after install should read Version 5, 0, 0, 1011

- IV. Set up printer to cut after every page not document
 - V. Start > Devices and Printers > TM-T88V (right click) > Printing Preferences > Document Settings Tab > Set Paper Source to Page(feed, cut) > Apply > OK
4. Start and Set up VM player
 - a. Player > File > Open > eReg_Gate (on desktop in eReg_Gate_[version number] > eReg_Gate.vmx)
 - b. Edit virtual machine settings
 - I. Set Memory between 1552 MB to 2048 MB.
 - II. Ensure that Network Adapter is set to NAT – to copy host’s current IP address to ensure internet connectivity.
 - i. Select bridged if the network can handle another IP and DCPH assignment.
 - c. USB Controller
 - I. compatibility set to USB 1.1 to ensure older model scanners and printers work on virtual machine
 - II. That all checkboxes are selected ensure virtual machine detects all USB devices
 - d. Printer option is present and connect at power on is selected
 - e. Play Virtual machine
 5. There are 4 accounts on this VM
 - a. Admin – administrator access to the VM
 - b. Box office – launches the e-RegisterNow Box office program
 - c. Gate – launches the e-RegisterNow gate redemption program
 - d. Kiosk - – launches the e-RegisterNow kiosk program
 6. Log into the account that you need.
 7. Wait for system to load
 - a. Best indicator that everything has loaded is Google Drive finishes loading last in the system tray.
 8. Ensure that printer is online and available
 - a. Start > Printer and Faxes > TM-T88V (right click) > Printing Preferences > (ensure that this setting copied over from the host machine) Set Paper Source to Page(feed, cut)
 - b. Set receipt printer as default printer as the hosts default printer is usually preselected.
 9. Test online connectivity
 - a. Start command prompt (quick launch bar)
 - I. Ping 8.8.8.8
 - i. No packet loss is desired result
 - II. Ping nfl.com
 - i. No packet loss is desired result
 10. BoxOff folder on desktop contains gate program
 - a. Set up config.txt
 - I. Set ignition key
 - II. ID is set by server, no input required
 - III. MODE = BOXOFFICE
 - IV. Set year and month
 - V. Go through rest of options and turn on/off as needed
 - VI. Set ticket stock to THERMAL, HENGSTLER OR TICKETSTOCK as needed
 - VII. For THERMAL AND HENGSTLER printer types, ensure that pixel coordinates are as follows: X1=15, Y1=0, X2=195, Y2=420, PX=210, PY=420 for optimal printer settings.

- VIII. Save and quit config.txt
11. Run startup.bat
 - a. Login
 - I. Box #: box office number
 - II. Ticket #: number of tickets available for sale
 - III. Email login: your login
 - IV. Password: your password
 - b. Press Test ticket to ensure printer connectivity and function ability
12. Enjoy!

Trouble Shooting

- 1. Internet does not work on virtual machine**
 - a. First determine if internet works on host machine by testing pings to google and DCHP
 - i. Ping 8.8.8.8. and ping nfl.com in command prompt
 - b. Restart virtual machine with NAT setting selected.
 - c. Test ping to google and DCHP in virtual machine
 - i. See if IP address is being assigned by windows to the virtual machine in command prompt using ipconfig /all
 - d. Ensure correct connection is being used by windows in network settings
 - e. If still no internet, try all options above with bridged internet settings in VM player.
- 2. Printer may print garbage sometimes instead of real data**
 - a. Ensure that the correct driver is installed and that the printer is the default printer.
 - b. Ensure that the printer is connect via USB port and the settings are the same on the printer
 - i. <https://www.beaglehardware.com/howtousb.html>
 - c. A queue may be present on the host tying up printer and being translated into garbage – ensure nothing on the host is using the printer first
 - d. Set all settings on printer first, then box office program
- 3. Printer not printing on VM player**
 - a. Unplug and plug with the VM player in foreground to force virtual machine to take priority of the printer.
 - b. Test printer with either test button on box office or print test ticket on windows printer preferences.
4. Connection errors on Box office program
 - a. If a Handshake error occurs within the java kiosk program when it is started there is a simple fix – put in the cacert file found on the google drive under Google Drive\Gate\cacert into where java is located by default C:\Program Files\Java\jre7\lib\security and replace it

Setting up New Events for box office

1. Log into your M# for your venue (note this method will only work if your M# has been set up in the past. For new M# contact us at 1-888-218-1020)
2. Go to edit > Preferences > Step 1 Page

- a. Under “Event Matrix Enabled” turn Step 1 Event Matrix Enabled to “yes”
 - b. Save changes
3. Go to edit > events > create new event tab > create new event
4. Fill in the required fields: (leave everything not listed below in default state)
 - a. Event Information:
 - i. Event name: this is what appears on the matrix under edit > events (make sure to add BO, box office or equivalent to the name to distinguish from other events)
 - ii. Event Date and Time: From when it starts to when you want the tickets to no longer be available.
 - iii. Event enabled: yes
 - iv. Event order number: placing the event in order from top to bottom with top being 1.
 - v. Event location – what appears at **A** in ticket diagram (see figure 1).
 - vi. Event Code: Type “Ticket” into the field
 - b. Registration / Enrollment:
 - i. Registration Period: Set the desired period for tickets that be bought to.
 - ii. Registration Form: General Form
 - c. Event Pricing (Basic):
 - i. Event Cost: set ticket price and ONE-TIME
 - ii. GL account Number: set general ledger number for easy summary of all tickets bought under this GL
 - iii. Message 3: this message appears at **B** in ticket diagram and in the box office program under the ticket name (see figure 1).
 - iv. Applicable Taxes: set taxes as needed.
 1. Create new taxes under edit > Pricing > Taxes > Create New Tax > fill in fields and ensure that it is “ON”
 - d. Display Options (Step 1):
 - i. Step 1 Selector: Drop-down Quantity
 1. Set range from 0 – 20 (max tickets of this type that can be bought at a time)
 - ii. Display Event on Step 1 Event Matrix?: “Yes”
 - e. Event Pricing (Advanced):
 - i. Early Registration discount: activate if needed and attach proper code with date valid until. (see making coupons below)
 - ii. Group Discounts: Attach coupon
 - iii. Box Office Button Name: Set button name on box office (be sure to keep it under 14 characters [including spaces]). This name will also appear on the ticket at **C** (see figure 1).
 - f. Create a new ticket series
 - i. Make sure that the series number is higher than the previous ticket series.
 - g. Create user(s) account(s) for the cashier to log into the box office
 - i. Only account that have access to edit > users can create users.
 - ii. Within the M, head to edit > users > create a new user > set it to cashier1 or something along those lines. > create a password
 1. This account will only work for this particular M
 - iii. If you jump up to the client level – session > clients > cxxx company name

1. Create the cashier account here – this way it can be used on all box office M numbers.
- iv. Please note that the cashier can log into the e-RegisterNow system with this account.
 1. You can turn off accessibility under > edit > users > show access privileges > turn off all privileges for both the M and C level access
- h. New for ETS App for iPhone.
 - i. Make sure that the new MID is connected to a CID or the ETS will not recognize the ignition key and return “not valid key”