

# e-RegisterNow Gate Program Operating Manual

Gate v3.6.0    www.e-RegisterNow.com    2010-10-08 16:10:09    Gate 1: Gate 1

Edit Mode Help



**Adult Ticket (Mobile)**  
**READY**

**9DU4M**

Clear

Redeem

**Purchaser**

Ref. Num: 7237143

Purchaser: John Doe

Phone: (416)-777-9999

Email: jdoe@interware.net

9DU4M's status:  
**VALID**

**Ticket Summary**

F	Name	Phone	#
F1	Dave Slemon	(416)-587-3612	1
F2	Dave Slemon	(416)-444-3333	1
F3	Dave Slemon	(416)-777-9999	2

Connected to: e-RegisterNow

Synchronized: 2010-10-08 16:07:28, 55542 / 55542

Last Backup:

Gate's Name: Gate 1

Redeemed: 0

Sync

Server Test

Empty

Backup

Restore

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↻

**Ticket Details**

Code	Ticket Type	Status
9DU4M	Adult Ticket (Mobile)	Valid
14YVW	Adult Ticket (Mobile)	Valid

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# 1 Introduction

This document outlines the procedures required for operating Interware.Net's gate redemption program.

It is highly recommended to follow this guide meticulously when operation the gate redemption program.

The computer or laptop that runs this gate program must run a windows o/s 2000 or higher. Java must be installed and the laptop must have a USB port for the scanner.

The recommended scanner is show below. The gate program generates and reads 128A type barcodes.

Product Details:



## Motorola Symbol LS2208 Bar Code Reader

LS2208 SCNR KIT/CRW/USB/STAND WHITE W/7FT CABL/STAND/SW  
[Wired - Linear](#)

SKU #:	K35413	List
		Price

Model#:	LS2208-SR20001R-UR	\$217.13
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### Preparation:

- Login to your M-account and
  - o print the "initialization code" under the 'Quick Links'
  - o print 3-4 actual eTickets in order to test with

### Background:

The gate program software you've chosen communicates with a server in Toronto to manage all aspects of the on-site venue issues to do with entry and redemption of eTicketed customers. Some of the issues are listed below:

- all data on the lap-tops is encrypted
- the gate program requires a password, called an ignition key in order to be activated
- the gate program works best over the internet but can work without an internet connect in standalone mode
- while in standalone mode, the gate program keeps track of its changes and communicates those changes to the Toronto server as soon as it can
- each gate has a unique name and number to identify itself
- while in Live mode, and if the internet connect goes down, the gate program will switch itself automatically into standalone mode and can continue redeemed patrons. As soon as the internet connect is restore, the data between the Toronto server and the local gate are synchronized
- once the ignition key is deleted from the Toronto server, the data and gate's operation are inaccessible and locked respectively

## 2 System Requirements

### 2.1 Requirements

For this software to run as fast as possible and especially for large shows, the laptop requires quite a bit of RAM. Depending on the size of the show you will want:

768 MB Ram	- for small shows (0-5000 etickets)
1GB Ram	- for medium sized shows (5000 – 10000 etickets)
2GB Ram	- for large shows (10,000+ etickets)

### 2.2 Terminology

Ignition Key: A password. This key is used to activate the software. It can be obtained by contacting **the e-RegisterNow** staff.

Live: Connected to the internet. Continuously updating with other gates.

Standalone: Not connected to the internet. Operating on its own.

Station: Another name for a Gate, a redemption booth at an event.

### 2.3 Files

_Iax12007JGxR7.jar	(Required) - Do not start. This is an execution file.
config.txt	(Required) - Define the Primary and Secondary Servers.
Gate.bat	(Required) - The start file. Run this to start up the Gate program. (The shortcut points to this file).
help.txt	(Required) - Defines the help instructions available inside the program.
Extras/logo.png	(Optional) – This is the logo that appears when you start up the program.

### 2.4 Directories

Extras	(Optional) - The files contained in this directory can be modified to provide alternate backgrounds and sounds.
G	(Required) - The files contained in this directory are required for the User Interface to work.
DAT	Contains the current encrypted data. Erase this directory to clear out all of the data and run 'sync' again to create it.
BACKUP	Contains a backup of the data.

## 3 Setup

### 3.1 Download the Software

The software can be found and then downloaded when you login to an M-account. Look under the 'Quick Links'.

1. Choose the 'Advanced Gate Pgm v3.xx', right click an 'Save target as....' It's best to leave the gate program folder on the desktop.

2. Since the gate redemption program is a Java program, you're going to need to download and install Java on the laptop. In order to load Java onto your laptop, click on the 'Get Java Link' and follow the instructions for loading Java.
3. The Control Panel is an optional program that can give you real-time stats on the process. Place it on the desktop in its own folder.
4. Next contact an e-RegisterNow staff person and obtain an 'Ignition Key'. Ensure that your gate keepers know this key. This is a valuable piece of information, do not give it to more people than is necessary.

## 4 Starting with Ignition Key

### 4.1 First Time Start-up

1. Ensure that there is NO directory named, "DAT" in the gate folder.
2. Start the program by clicking on, 'Gate.bat'.
3. Press 'Server Test' to ensure that you have a valid internet connection.
4. Enter the Ignition Key. The key is case-sensitive.
5. Press the 'Sync' button. This will download a new copy of all the latest ticket information . Depending on the number of tickets this step may take a few minutes.
6. Using the pull-down menu at the top, select EDIT; Gate Options; and give this particular laptop a unique gate name and number. (e.g. North Gate, 6)
7. Scan each of the initialization codes. These codes may be downloaded and printed by logging into an M-account and under the Quick Links printing out the link labeled, 'initialization codes'. Note: if you scanner is brand new, you must scan a code in the instructions which will set the scanner to USB mode.

### 4.2 Regular Start-up

A regular start-up should be done when the Gate software has already been synchronized on a previous occasion. The program can be run in 'Live' or 'Standalone' mode. If you run without an internet connection in 'Standalone' mode you must have Sync'ed all gate laptops at least once previously using 4.1 First Time Start-up.

**LIVE MODE:** (with an internet connection)

- a) start the gate program by double clicking on, 'Gate.bat'
- b) activate the program by entering the Ignition Key. Scan the 4 initialization codes.
- c) scan a fake barcode (such as one on a book or already redeemed ticket), or search on a common name like 'John'). Either of these will trigger the gate to get the latest updates from the server in Toronto. This synchronizes from a given point which is much faster than doing a whole new synchronization.
- d) you are ready to go...

**STANDALONE:** (without an internet connection)

- a) start the gate program by double clicking on, 'Gate.bat'
- b) activate the program by entering the Ignition Key. This will only work if you have activated the software online previously with 4.1 First Time Start-up. Scan the 4 initialization codes.

c) go to the pull down menu, MODE and select standalone

d) you are ready to go...

## 5 Test Runs

### 5.1 Print Out Some Sample eTickets to Test With

Login to your M-account and in manage registrants, print out 3 or 4 sample eTickets from existing customers. In the section we will use those sample eTickets to test the gate program. After the test we will reset the eTickets so that the real owner will be able to use the eTicket to enter the show.

To begin the test, make sure you have:

- 3-4 sample eTickets
- You have completed the steps in 4.1

Test Process

- If in LIVE mode, Press the 'Server Test' button to ensure you are connected to the Toronto server.
- Scan each eTicket for the first time.
- Rescan an already redeemed eTicket
- Now call an eRegisterNow staff person to perform the reset function detailed in section 6.

## 6 Technical Procedures

### 6.1 Erasing Test Transactions

The following procedure resets all test eTicket redemptions. Be sure to do the procedure on both sides, i.e. on the Toronto side and locally.

#### **TO BE DONE ON THE TORONTO SERVER**

Use this command to reset specific eTickets

```
use M???  
update codes set ATTENDANCE="", C_DATE_REDEEMED="0000-00-00 00:00:00", GATENAME="", IP="" where CODE="JMIZV" or  
CODE="VRJFE" or CODE="49FV9" or CODE="2K7VZ"
```

Use this command to reset ALL eTicket redemptions. This should only be done before the show starts.

```
use M???  
update codes set ATTENDANCE="", C_DATE_REDEEMED="0000-00-0000:00:00", GATENAME="", IP="" where ATTENDANCE="Y"
```

#### **TO BE DONE ON EACH GATE LAPTOP**

1. Exit the gate program
2. In the gate program's folder, delete the DAT and BACKUP directory
3. Restart the gate program (gate.bat)
4. Enter the ignition key.
5. From the pull-down menu, Edit; Gate Options; Add a Gate Name: (e.g. Gate 9) and Gate #: (e.g. 9)
6. Press the SYNC button.

# 7 Control Panel

## 7.1 Running the Control Panel

The control panel is usually run on a separate laptop in the management office. This is an optional program. It doesn't have to be running for the gate redemption process to function properly.

1. Download the program from your M-account. Right click on 'Control Panel' and save the zip file.
2. To start the control panel, double click on 'controlpanel.jar'. Then type in the ignition key.

The screenshot shows the Control Panel 3.6.0 interface. At the top, it displays 'Control Panel 3.6.0', 'www.e-RegisterNow.com', and the date '2010-10-08 16:12:04'. The main content is divided into several sections:

- Gate Statistics:** A table with columns for Status, Gate Name, and # Redeemed. The status is set to 'MIN'. The table lists various gates with their respective redemption counts.
- Redemptions:** A large green box displaying '37199' with the date '2010-10-08 16:12:04'.
- Tickets Sold:** A large yellow box displaying '38606'.
- Percent Redeemed:** A large blue box displaying '96%'.
- Lookup:** A form with fields for Ref Num, Purchaser, Phone, Email, and Code, along with a Search button and navigation arrows.
- IGNITION KEY:** A field with a masked key '\*\*\*\*\*' and a submit button.

Status	Gate Name	# Redeemed
OFF	600 LEVEL	0 3347
OFF	NORTH WEST 1	0 8175
OFF	NORTH WEST 2	0 4459
OFF	NORTH WEST 3	0 3042
OFF	NORTH WEST 4	0 4639
OFF	NORTHEAST 2	0 1
OFF	NORTHWEST 1	0 1216
OFF	SOUTH	0 5013

# 8 Troubleshooting

In the worst case, if the gate laptop is connected to the internet, an e-RegisterNow person can take over control of the laptop and usually remedy the problem. 1 888 218-1020

## 8.1 Scanner Problems

The scanner doesn't send an "ENTER" after it scans the barcode from the eTicket.

This occurs if you don't scan the 4 initialization codes. One of the codes is responsible for telling the scanner to send an ENTER after each scan. Test this by opening up Notepad and scanning a code. After the code is scanned in notepad, the cursor should go to a new line.

## 8.2 None of the Codes are Scanning Properly

Reinitialize the gate program. While on the internet, exit the gate program and delete the DAT and BACKUP directories. Start up the gate program with the ignition key. Give the gate a name and number from the pull down menu. Press the "SYNC" button to re-create a new DAT directory.