Raptor University
Installing Raptor v6.1.4

Instructor:
This presentation includes the following information:

- **System Prerequisites**
- **Access Raptor Support Center**
- **Install All Components**
- **Install Individual Components**
- **Raptor Hardware Service Manager**
System Prerequisites

Computers that will be used to operate Raptor, must meet the following minimum system requirements.

Minimum System Configuration

- Microsoft® Windows® 10, Microsoft® Internet Explorer® 11 and Google® Chrome®
- Microsoft Windows 7 64-bit, Microsoft Internet Explorer 10 and 11, and Google Chrome
- Microsoft Windows 7 32-bit, Google Chrome
- Microsoft .NET Framework 4.5
- Dual-Core or better CPU
- 4 GB of RAM or higher
- 200 MB Disk Space

Recommended System Configuration

(In addition to minimum configuration)

- Quad-Core CPU or better
- 8 GB of RAM or higher
- Two USB 2.0 ports (one for Scanner and one for Printer)
- High-speed internet connection (direct Ethernet connection recommended)

Drivers (printing/scan IDs)

- Acuant Scanner Drivers
- 3M Scanner Drivers
- DYMO Printer Drivers

Optional Components (scan 1D and/or 2D barcodes, capture photos)

- Raptor Barcode Reader
- Raptor Capture Cam
Access Raptor Support Center

1. Open a web browser and enter the following URL: https://apps.raptortech.com
2. Enter the Username and Password provided to you, and then click Log in to Raptor.
3. In the navigation menu, select Support and then click Getting Started.

If this is your first time installing Raptor, proceed to the next slide.

To install the Raptor Hardware Service or any individual components, proceed to the specific slide for the component to be installed (.NET and Acuant Scanner Drivers, 3M Scanner Drivers, DYMO Printer Drivers).
Install All Components

**WARNING:** If you have a previous version of Raptor installed, **DO NOT** manually uninstall it; the new installer will uninstall any previous version.

1. On the **Getting Started** screen, click **Install All Components** and click **Next** on the **Welcome** panel.

2. Review the System Requirements and then click **Install**. Any previous version of Raptor that is installed (vSoft or Raptor v6 with Hardware Service v1) will be automatically uninstalled. The installer begins installing the software. The progress of the installation displays.

3. Once the installation is complete, click **Launch** to open the Raptor Hardware Service Manager or **Done**.

Proceed to **Raptor Hardware Service Manager**.
Install .NET and Acuant Scanner Drivers

Install .NET Framework 4.5
On the Getting Started screen, click **Advanced Install Options** and select **Install .NET Framework 4.5**.
The system checks the version of .NET installed, and upgrades to 4.5 if necessary. Otherwise, a dialog displays indicating the version is already installed. Click **Close** to exit the dialog.

Install Acuant Scanner Drivers
1. On the Getting Started screen, click **Advanced Install Options** and select **Install Acuant Scanner Drivers**.
The sdk_setup_<version number>.exe file is downloaded to your computer.
2. Double-click the **sdk_setup_<version number>.exe** file to launch the Acuant SDK wizard.
3. On the Welcome panel, click **Next**.
4. Read the License Agreement, select **I accept the terms of the license agreement** and then click **Next**.
5. Accept the default folder or click **Change** to select another location where the setup files will be installed, and then click **Next**.

6. Select the **ScanShell 800DX** check box and click **Next**.

7. On the Ready to Install panel, click **Install**.

8. On the InstallShield Wizard Complete panel, click **Finish**.
Install 3M Scanner Drivers

1. On the Getting Started screen, click **Advanced Install Options** and select **Install 3M Scanner Drivers**.

2. On the Version Info panel, click **Next**. The 3M Scanner drivers will install.

3. On the Installation Complete panel, click **Finish**.
Install DYMO Printer Drivers

1. On the Getting Started screen, click **Advanced Install Options** and select **Install DYMO Printer Drivers**.
2. Select the language version to be installed and click **OK**.
3. On the Welcome panel, click **Next**.
4. Read the License Agreement and then click **I Agree** to continue.
5. Accept the default **Express Installation** type and then click **Next**.
Install DYMO Printer Drivers, cont.

6. If you have other applications running, you must close them and then **Next**.

7. When the installation has completed, click **Next**.

8. On the DYMO Label Setup is complete panel, click **Finish**. If this is a new installation, you can now connect your printer and Windows will complete the printer installation.
Install Raptor Hardware Service

1. On the Getting Started screen, click **Install Hardware Service**.
2. On the User Account Control dialog box, click **Yes**. Any previous version of Raptor that is installed (vSoft or Raptor v6 with Hardware Service v1) will be automatically uninstalled.

Upon completion, you can launch the Raptor Hardware Service Manager by clicking **Launch** on the **Installation Complete** panel, or you can manually open it from the system tray by right-clicking the **Raptor** icon and selecting **Open Hardware Service**.
Raptor Hardware Service Manager

The Raptor Hardware Service Manager is used to view the status of the system, specify printer settings, calibrate your scanner and register the SSL certificate.

Use the **Status** menu item in the navigation pane to display the **Status Overview** workspace. There should be a green check mark for each item to indicate it is properly installed and working. If there is an issue, suggestions will be provided to help resolve the issue.
Printer Settings

Printer Mapping

Click **Settings** in the navigation pane and use the **Printers** tab to specify the device to be used for printing badges, the default number of copies to print, and whether an Expiring Badge is to be used.

For each **Type** of badge, click the **printer** icon in the **Action** column and select the **Printer**, number of **Copies** to print, and whether to use an **Expiring Badge** (**Yes** or **No**). Click the **save** icon to save your settings.

If you want to print a test badge, click the **test** icon.

---

**Printer Settings**

Use the adjustment bars in the lower portion of the workspace to adjust the printer brightness and contrast settings.
Scanner Settings

The scanner settings are only available for the ScanShell 800DX scanner. If you are using the 3M CR5400, the Scanner Settings do not display.

Click **Settings** in the navigation pane and click the **Scanner** tab to enable or disable optical character recognition.

Select **Yes** (to enable) or **No** (to disable) from the **Enable OCR** drop-down list and then click **Save**.
Calibrate Scanner and Test Scan

You should always calibrate your scanner and perform a test scan after the software is installed. Use the Scanner tab on the Utilities workspace to calibrate and test your scanner.

**Note:** Calibration is not required for the 3M CR5400 scanner.

Select Utilities in the navigation menu, insert the calibration paper into the scanner and click Calibrate. A Scanner Calibrated message displays.

You can also test the scanner from this workspace. Insert an ID card into the scanner and click Test Scan. The results of the last scan display in the lower pane.
Register SSL Certificate

If you installed the components individually, you must register the SSL Certificate to be able to allow communication between the browser and Hardware Service.

1. Select **Utilities** in the navigation menu and then click the **Network** tab.
2. Click **Register SSL Certificate**.
View Printer/Scanner Logs

Use the **Logs** menu item in the navigation pane to view the logs for the hardware service, printer and scanner events.

It logs when the Hardware Service starts up or shuts down, when updates are available and applied, when the web service and image queue service start, and any errors encountered along with information related to the printers and scanners.

<table>
<thead>
<tr>
<th>Category</th>
<th>Timestamp</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information</td>
<td>03/01/18 11:12 AM</td>
<td>Scan Complete: Could not get data from license</td>
</tr>
<tr>
<td>Information</td>
<td>03/01/18 11:12 AM</td>
<td>Scan Complete: Could not get data from license</td>
</tr>
<tr>
<td>Information</td>
<td>03/01/18 11:05 AM</td>
<td>Scan Complete: Could not get data from license</td>
</tr>
<tr>
<td>Information</td>
<td>03/01/18 11:05 AM</td>
<td>Scan Complete: Could not get data from license</td>
</tr>
<tr>
<td>Information</td>
<td>03/01/18 10:50 AM</td>
<td>Scanner Event: Calibrating Scanner</td>
</tr>
<tr>
<td>Information</td>
<td>03/01/18 10:45 AM</td>
<td>Scanner Event: Calibrating Scanner</td>
</tr>
</tbody>
</table>
Raptor Technologies Support

Email: support@raptortech.com

Call: 877-7RAPTOR (877-772-7867) Option #2