



## **ezeVue™ Media Player Installation Guide & Diagnostics**

**For LAN/WAN or Stand Alone Systems**

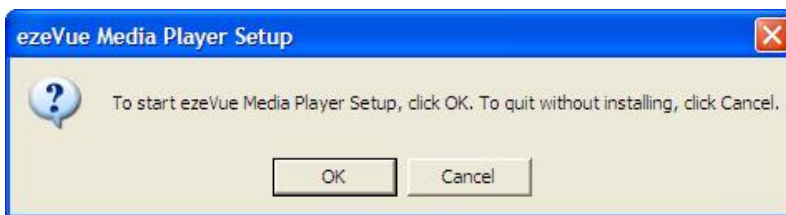
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## 1 LAN/WAN/Standalone ezeVue™ Media Player installation Guide

### 1.1 Install the Media Player Software.

This is the first part of the install and involves running the player software setup pack. Setup.exe.

If you have a Player CD the Player setup should run as soon as you put the CD in the Player machine. However if you do not have an installation CD or if it fails find the Player software setup file Setup.exe. The Player Setup also installs Microsoft Dot Net Framework 1.1. This will be done before the installation of the Player software. Once installed or if the framework is already on the target machine you will see the following screen.

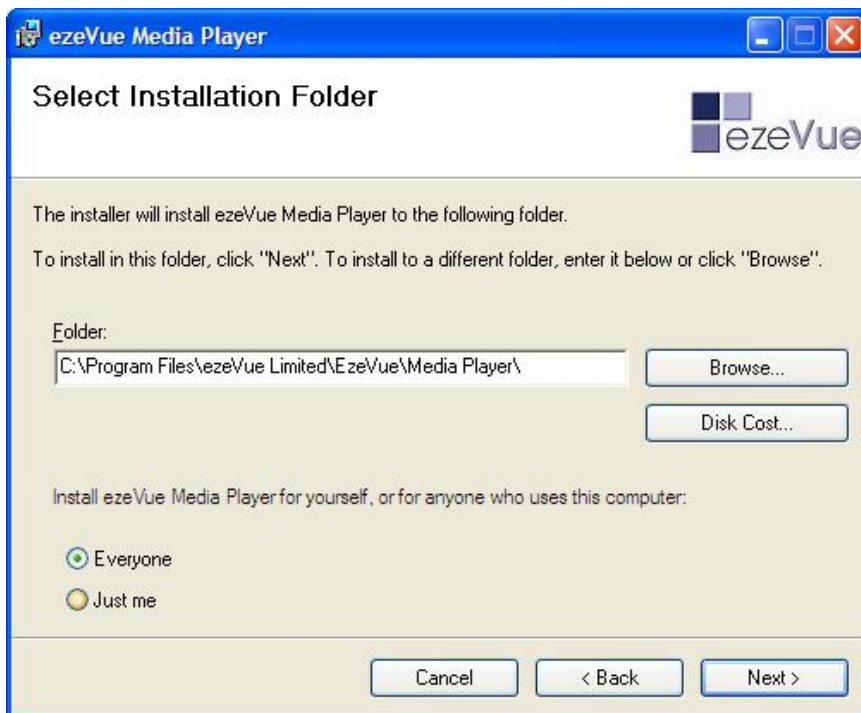


Press OK to continue with the Player Installation.

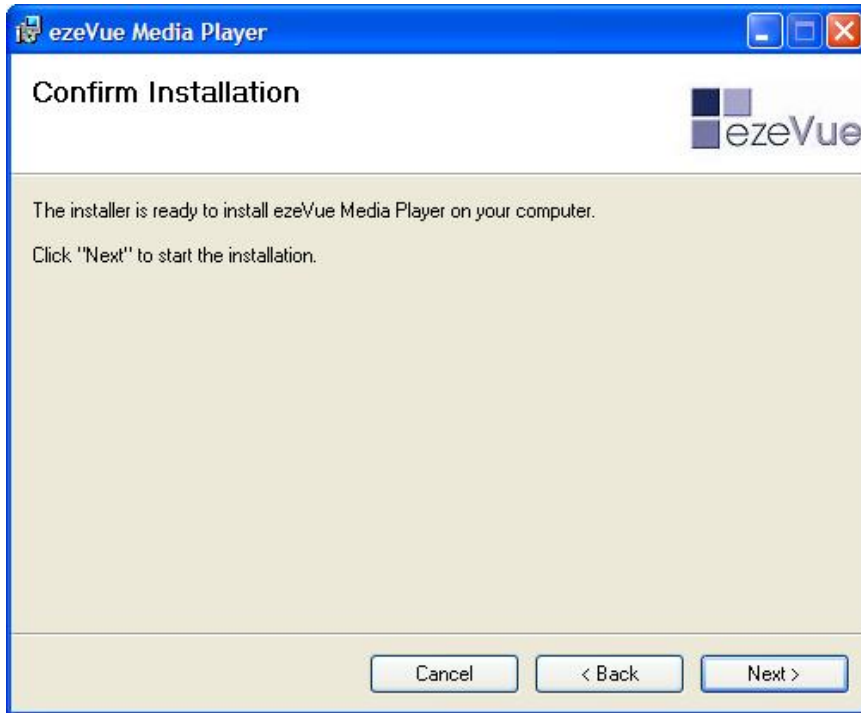
The following screen will appear.



Press Next to continue with the Install and the following screen will appear.



Do not change the Folder field. Select the "Everyone" option and Press next. You will see the following screen.



The installer will now install The Player software. Once the installation is complete re-boot the system before running the player for the first time.

If the installer fails for any reason it may be that the machine is not running the latest version of Windows XP software. If this is the case you will need to obtain upgrade patches via the Microsoft Update site on the Internet.

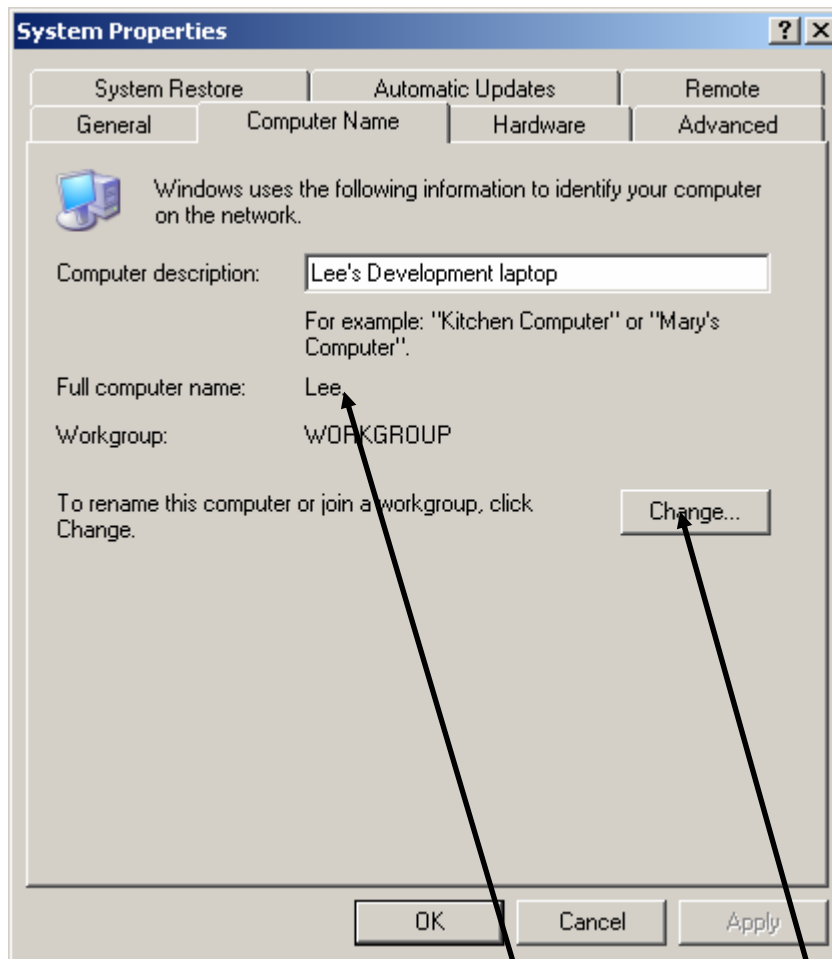
**If you are installing a Stand Alone Player your installation is now complete.**

## 1.2 Obtaining/Changing the Player's physical name.

In order that the Server software can control a Player the server needs to know the Name of the Player. This can be obtained by the following steps.

- Right clicking on the My Computer icon
- Select properties
- Select the computer name tab.

### Example of a Computer Name.

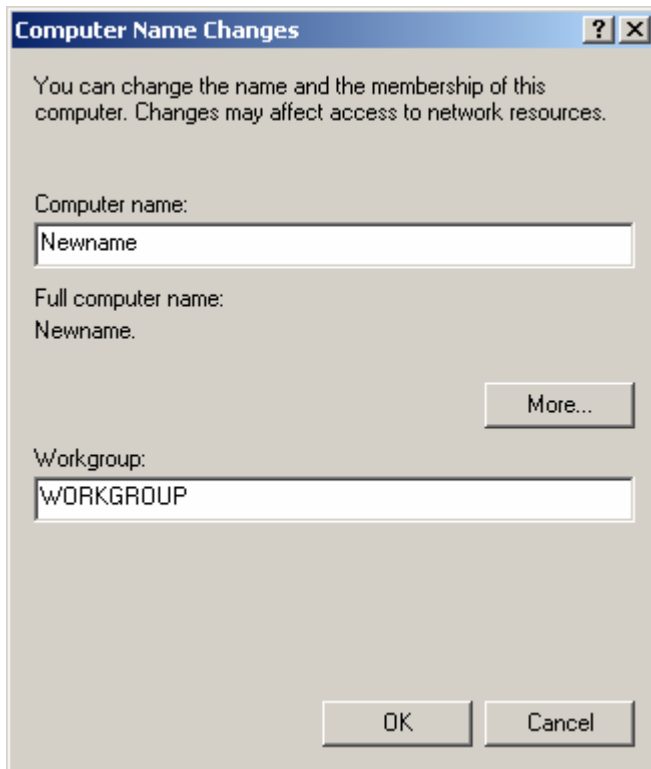


In this example the computer name is **Lee**

You can change the name of a computer by pressing the **Change** Button.

## Changing a computer Name

Once you press the Change button the following screen will appear.

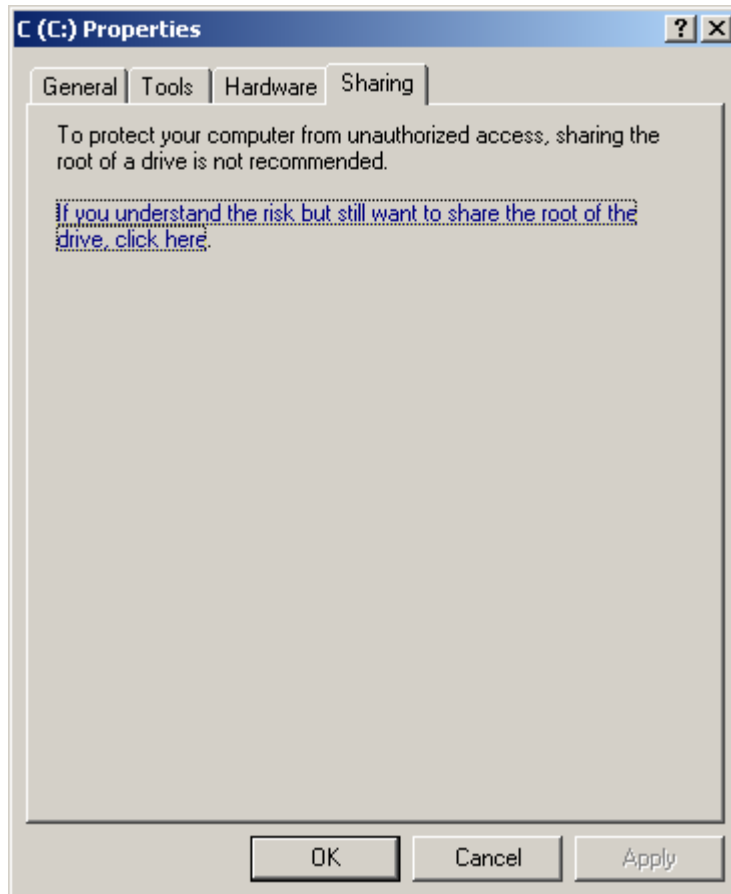


The computer name and workgroup can be changed by entering new text in the Computer Name and Workgroup fields (**There should be no spaces in the computer name**). Once you press **OK** the system will have to be rebooted to enable your changes.

Once you are happy with the name of your player this is the name you must enter on the network setup screen in the system for the Player/Receiver you are defining.

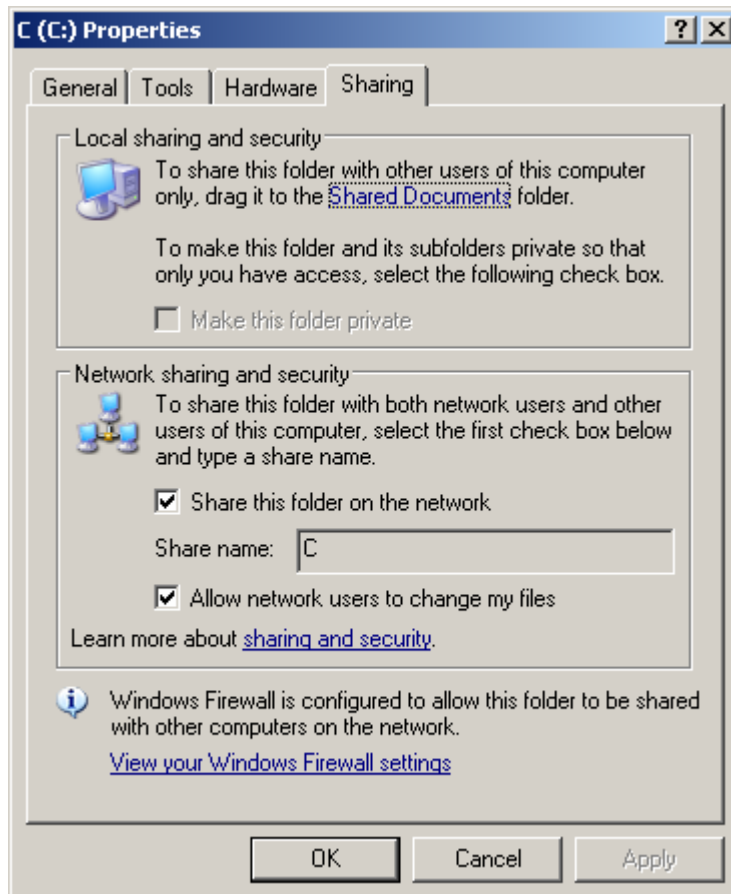
## 1.3 Sharing the C drive.

A player’s hard drive needs to be shared on the network in order that the host machine running the server can write schedule details to that machine. Right click on the C drive in the Explorer or My Computer windows and select the option “Sharing and Security”. Click the Share this folder on the network option. You will see the following dialog screen



Press OK to accept the share and then enter C in the Share name box.

Now select the “Allow network users to change my files” option. Your screen should now look like the example below



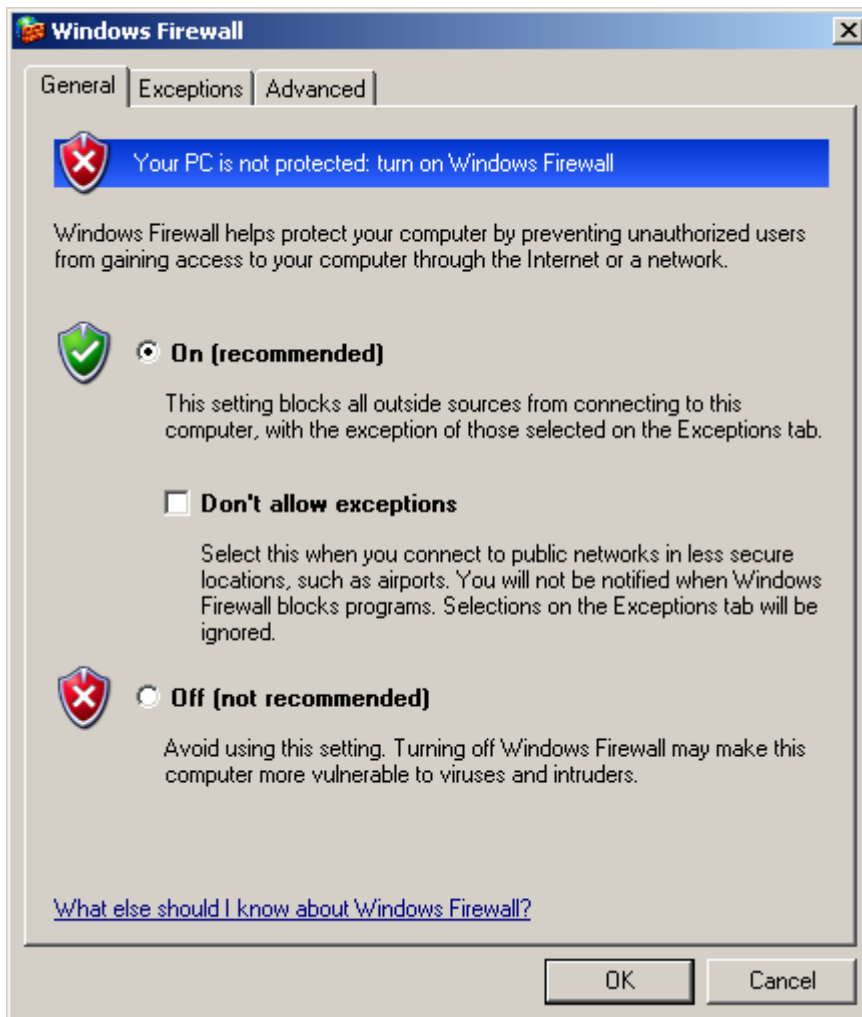
Click 'OK' to continue.

## 1.4 Setting the Windows Firewall.

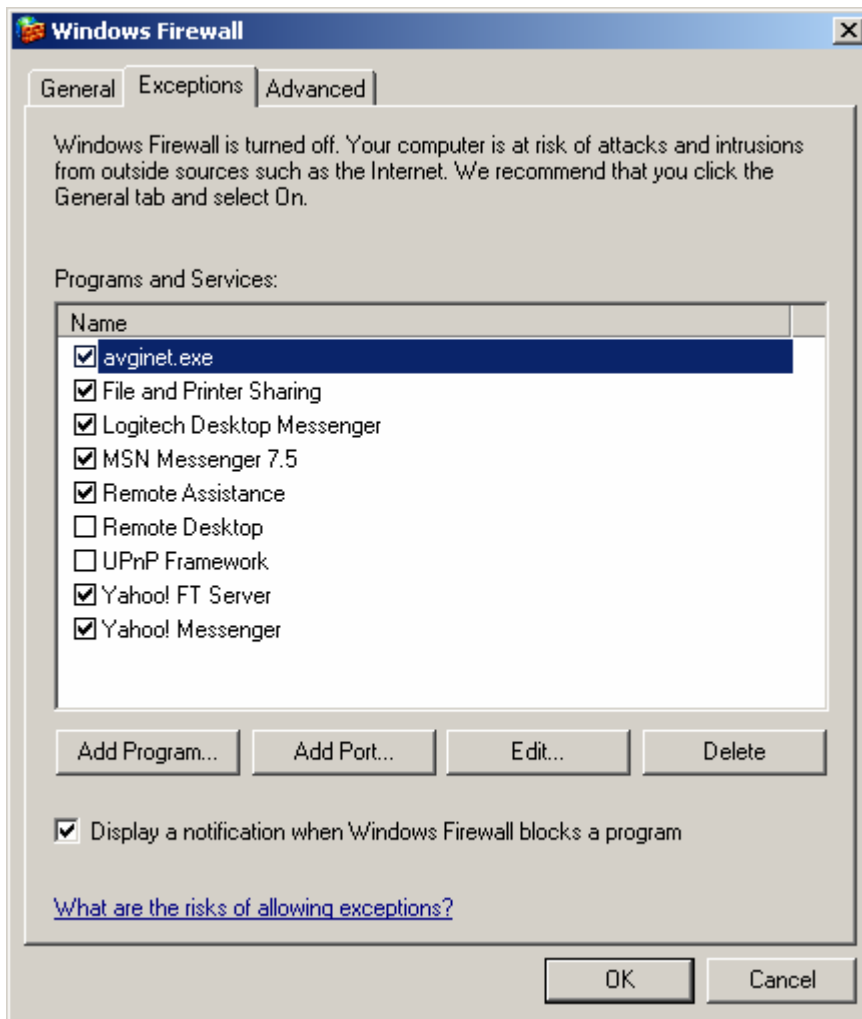
The windows firewall can stop network traffic from reaching your player thus disabling the ability to be remotely controlled by the Server Software.

- First open the Control Panel.
- Click the Security Centre and then the Windows Firewall option or The Windows Firewall option if you are not using category view's for your control panel.

You will see the following:



- Ensure the **Don't allow exceptions** box is **NOT** ticked, Click the Exceptions Tab and you will see the following screen.



- The options on this screen may vary depending on the installed software however it is imperative that the **File and Printer sharing option IS ticked.**
- Press OK and close the control panel. Your player firewall is now configured.

If you have an Anti Virus program you wish to run on the player it will need configuring to allow network traffic. See your Anti Virus software documentation for instructions on how to do this.

## ***1.5 Connecting to the LAN/WAN.***

The Player will need to have a connection to a LAN/WAN these can vary with different network types. For setup of the software side of the connection we recommend that you use the Windows Network Connections / Create a new connection wizard to setup the machine for network access. Windows also provides a diagnostics facility for network connections if there are problems with network setup.

## 2 Additional Recommended Installation Task

### 2.1 Switch off screen save

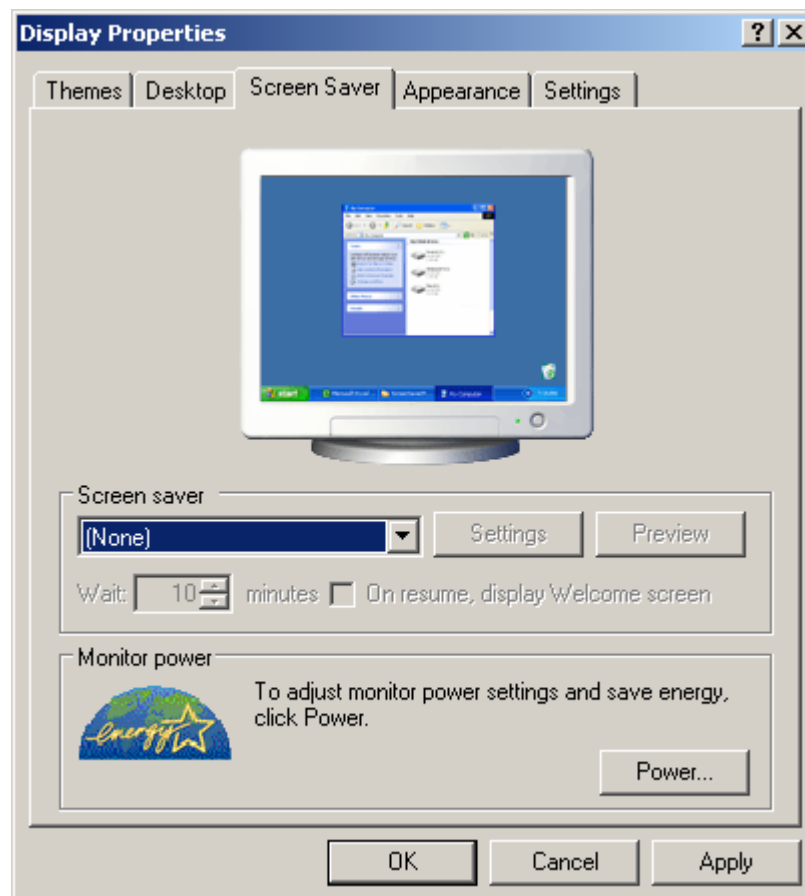
#### Switch off the desktop cleanup service

Other things that are recommended to do to a player before the completion of an installation are:

#### 1. Switch off the screen saver.

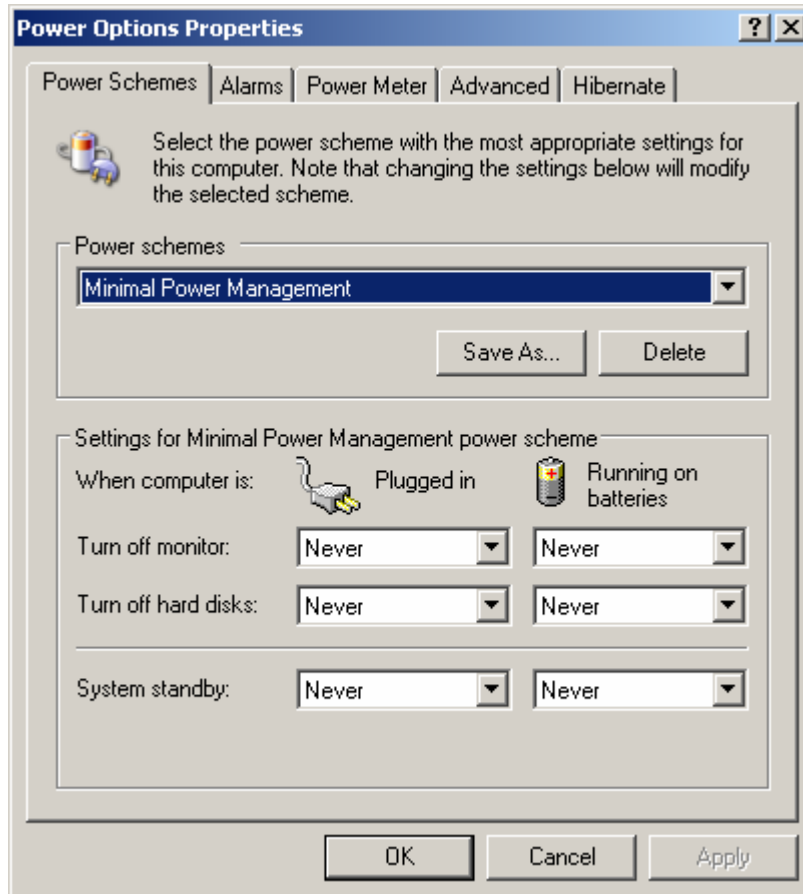
- From the **control panel** choose the **display** options and then the **Screen Saver** tab

Example:



- Make sure the screen saver is set to **(None)**.
- Press the **Power...** button. Make sure all options are set to **Never**. These options may vary from machine to machine.

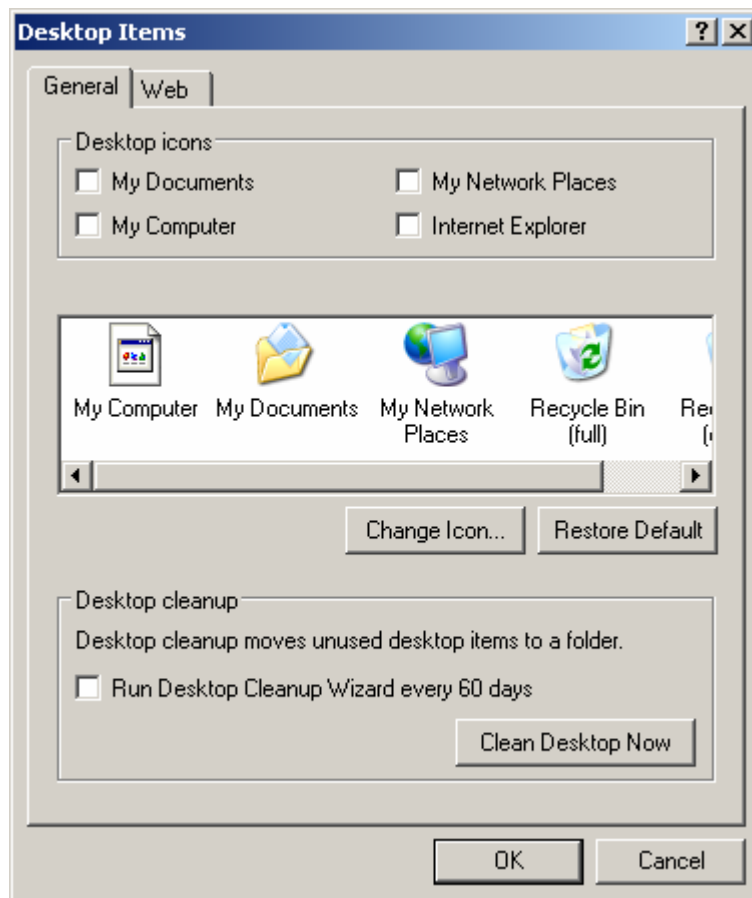
Example:



## 2.2 Switch off the desktop cleanup service.

- Select the Control Panel
- Select the display option
- Select Desktop and Press Customize Desktop.
- Switch off the option “Run Desktop Cleanup Every 60 Days.”

Example:



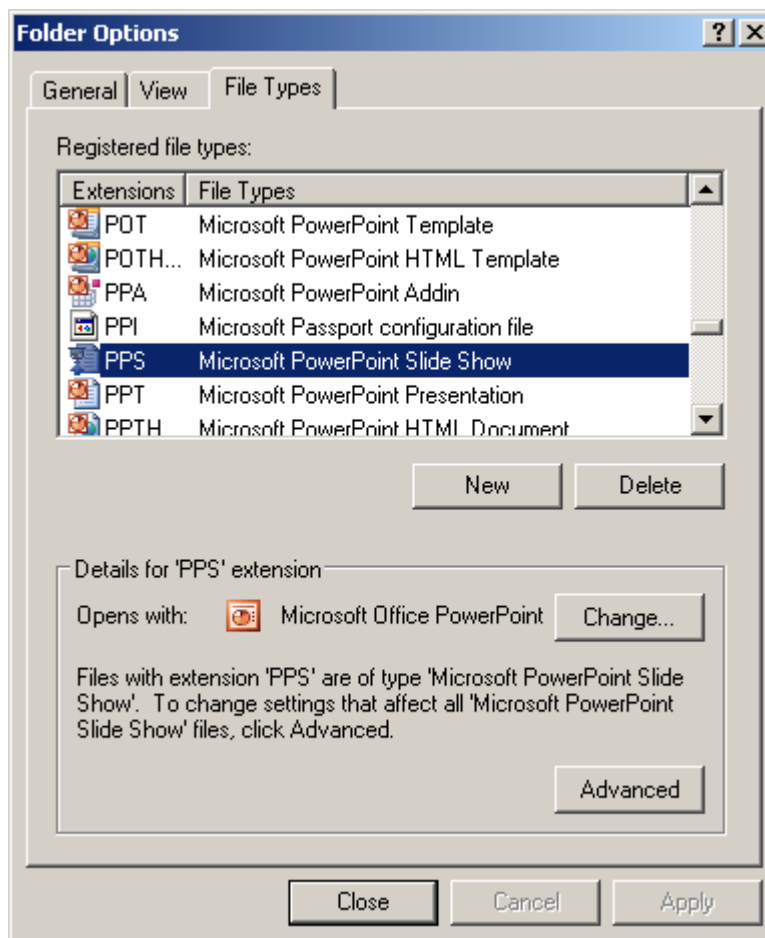
Click 'OK' to continue.

## 2.3 If PowerPoint files either PPS or PPT are to be used:

First associate the file type of PPS and PPT with the Internet Explorer.

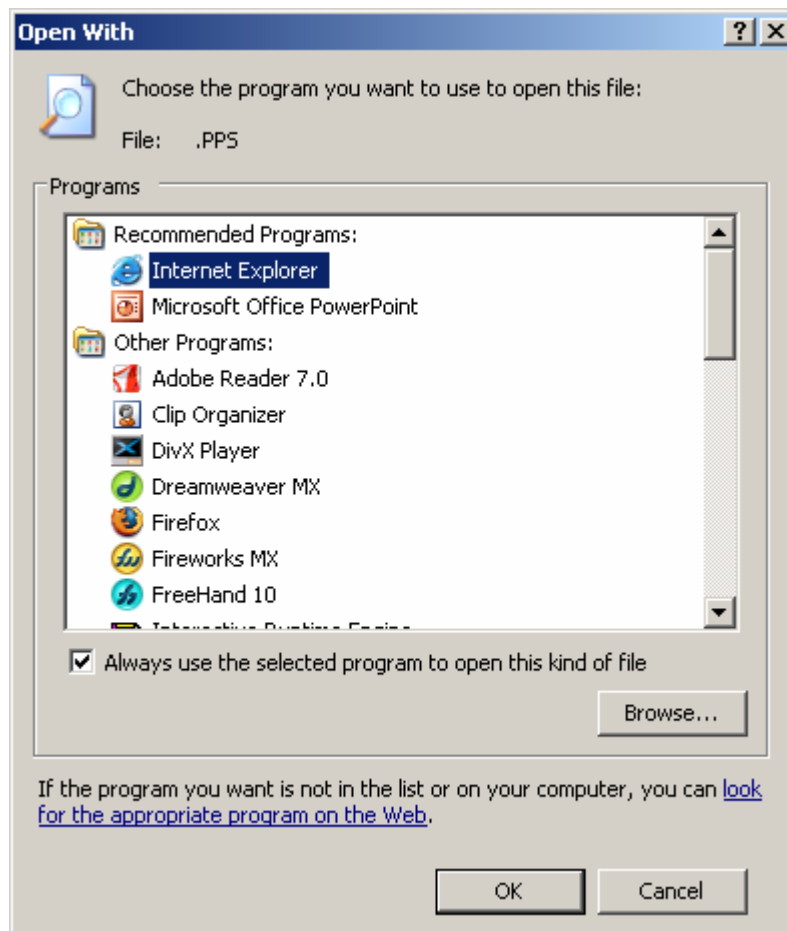
- Right Click on the windows **Start** button and Select Explore.
- From the menu at the top Select the **Tools** Option
- From the Tools Menu select the **Folder Options** option
- Select the **File Types** tab and find the options PPS and PPT

Example:



- Press the **Change...** button.
- Select Internet Explorer as the associated program.

Example:



- Now open the Internet Explorer and open a PowerPoint presentation
- You will be asked if you want to **open** or **save** at this point. First Switch **OFF** the “**Always ask me this**” option and press **open**.

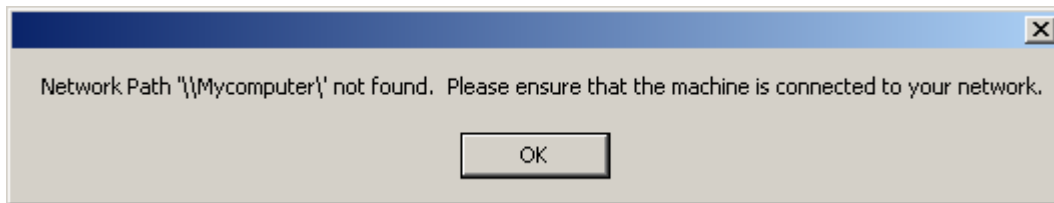
Your player is now configured to run PowerPoint. Players can be configured to run other Microsoft office types in the same way.

## 3 Diagnosing system problems.

### 3.1 What can go wrong?

Q. I have set up my LAN/WAN Player on a Network and created a Schedule however when the Schedule is sent to the Player the schedule does not play and I get the message: Network Path '\\computer name\' could not be found. Please ensure the machine is connected to your network.

An example of a player named “Mycomputer” that could not be found on a network.



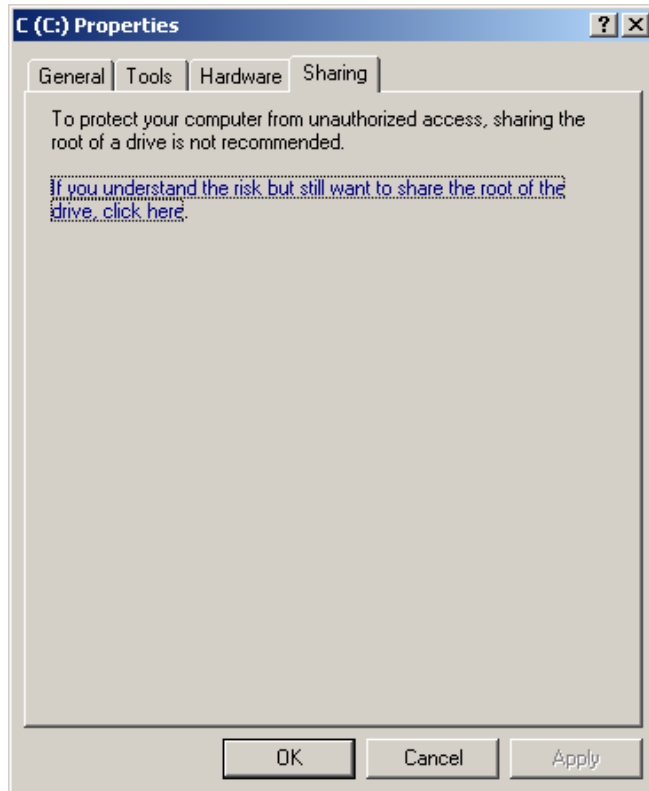
A. There can be a number of things wrong however typical faults are:

### 3.2 The Player may be switched off.

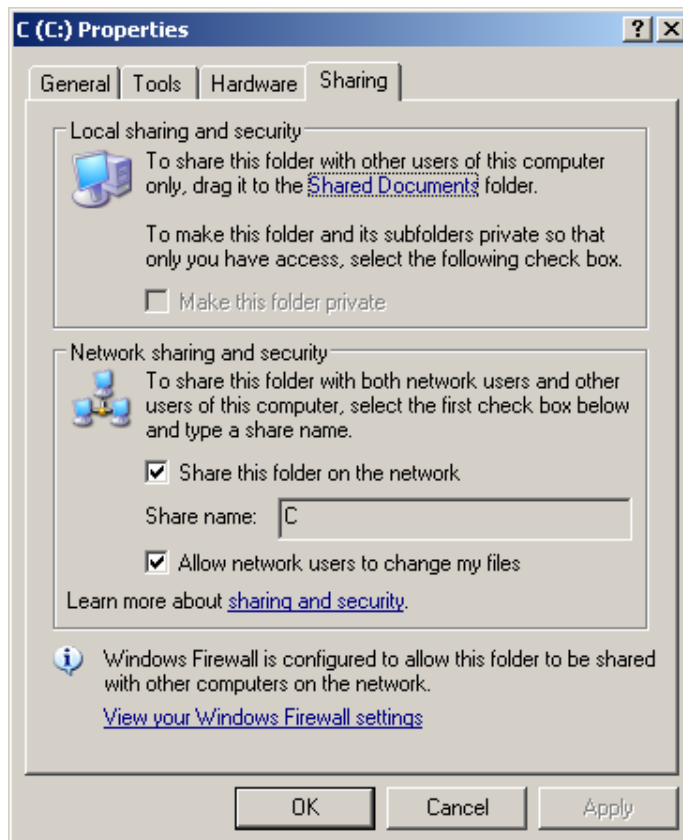
Obvious if the player is in front of you but if your player is remote this may be the case.

### 3.3 The Player's Drive may not be shared.

A player's hard drive needs to be shared on the network in order that the host machine running the server can write schedule details to that machine. Right click on the C drive in the Explorer or My Computer windows and select the option “Sharing and Security”. Click the Share this folder on the network option. You will see the following dialog screen



Press OK to accept the risk and then enter C in the Share name box. Now select the “Allow network users to change my files” option. Your screen should now look like the example below.



### **3.4 *The Player's network card may not be functioning***

This is a more complicated problem to diagnose however the player system diagnostics should be able to give information on why the network card is not functioning. To see the system diagnostics of the network card do the following:

- Click on the Control Panel
- Select the Administrative Tools option
- Select Computer Management
- Select device manager
- Select network adapters

If there is a red cross through the Network adapter Click on it to check the system diagnostics for that connection. It may just be disabled in which case you can select to enable it at this point.

### **3.5 *The Player Name does not match the name in the Setup Screen.***

The system finds players on a network by their computer name. You can find a computer name for a player by right clicking on the My Computer icon and selecting properties and then the computer name tab. This is the name you must enter on the network setup screen in the system for the Player/Receiver you are defining.