



KioskMaster International B.V. Home of the Identity™
R03279/mb

Identity™ Kiosk

Installation Manual

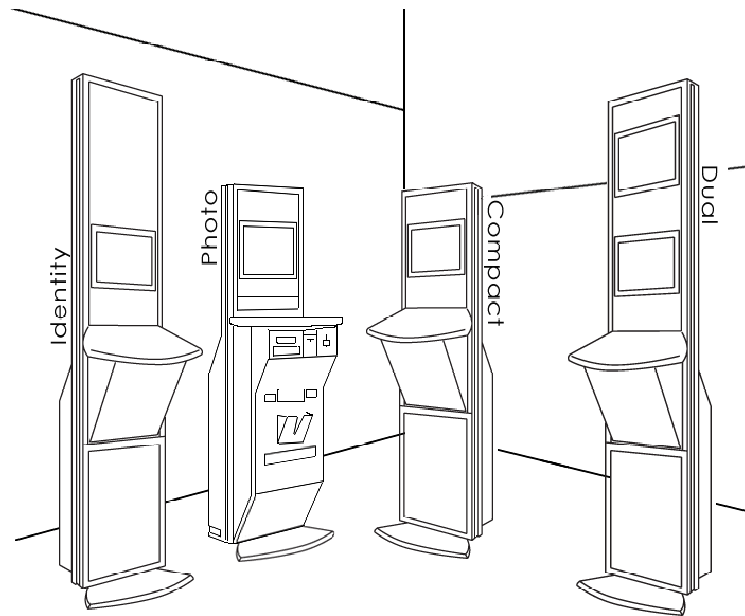


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1 Before you begin

1.1 Legal issues and stuff

Read this installation manual carefully and completely before installing your Identity kiosk. You should also have familiarized yourself with information in the User Guide before continuing the installation.

Using the wrong kind of fastening materials may damage your kiosk. KioskMaster International BV does not accept liability for any damage caused by the use of improper fastening materials.

KioskMaster International BV accepts no liability for any personal or material damage caused by accidents involving kiosks that have not been secured to the floor.

KioskMaster International BV accepts no liability for any personal or material damage caused by uncertified installation personnel or by using an unapproved power supply.

Without prior written consent of KioskMaster International BV, installation of additional equipment or unauthorized replacement of any parts voids the warranty of your Identity kiosk.

KioskMaster International BV accepts no liability for any damage caused by intentional or unintentional use or abuse of any software on your kiosk, neither by authorized users, nor by unauthorized users.

1.2 Requirements

The installation procedures described in this manual require that you are familiar with basic Windows 2000 functionality. If terms like double clicking are new to you, or you do not know how to open an Explorer window, please familiarize yourself with Windows 2000 before continuing.

1.3 Acknowledgements

Identity is a registered trademark of KioskMaster International BV.

Kaseya is a registered trademark of Kaseya, Inc.

Microsoft Windows and Internet Explorer are registered trademarks of Microsoft Corporation.

All other product names mentioned in this document are properties of their respective owners.

2 Hardware

2.1 About metric measurements

Please be aware that your Identity kiosk is constructed using metric measurements. Measurements in any drawings you may find in this or any other documents are in millimeters, unless specified otherwise.

Fastening materials (screws, bolts, nuts, etc.) used for the construction of the kiosk body are based on metric measurements as well. Other fastening materials, such as brackets for the attachment of the computer and peripherals to the kiosk body or fastening materials, which are an integral part of the computer or peripherals, may be based on other measurement systems.

When replacing lost or damaged fastening materials, always make sure you use the correct measurements. US standard bolts do not fit metric nuts. Though metric bolts may initially appear to fit US standard nuts, you will find that after a few turns, they will lock. In such cases, do not use force, but replace the materials with correctly sized materials.

WARNING: USING THE WRONG KIND OF FASTENING MATERIALS MAY DAMAGE YOUR KIOSK. KIOSKMASTER INTERNATIONAL BV DOES NOT ACCEPT LIABILITY FOR ANY DAMAGE CAUSED BY THE USE OF IMPROPER FASTENING MATERIALS.

A spare set of fastening materials based on metric measurements can be purchased from your supplier, if required.

2.2 Unpacking the kiosk

Your Identity kiosk package should consist of the kiosk itself and a box containing the following components:

- a removable hard disk with two docking station keys
- two desk lock keys
- two desk latch keys
- a power cord and a connector retaining clamp
- user manuals and driver disks for the peripherals installed in your kiosk
- a Windows 2000 license certificate, which is attached to the computer case

Before continuing the installation, please ensure that you have received all the above-mentioned components. If any of these components fail, please contact your supplier.

WARNING: DO NOT USE A SHARP OBJECT TO REMOVE THE WRAPPING OF THE KIOSK OR OTHER PARTS. SHARP OBJECTS MAY DAMAGE THE PAINT OR COMPONENTS.

Furthermore, the package may contain peripherals manuals and driver software.

2.3 Placing the kiosk

Always place the kiosk on a flat, horizontal surface. Once the kiosk is in position, it can be fastened to the floor as follows:

- Open the desk as described in the Identity Kiosk User Manual.
- Unscrew the bolts inside the kiosk, which secure the lower front cover. (fig.1)
- Remove the lower front cover.
- Locate the fastening holes at the bottom of the kiosk. See Figure 1.
- Secure the kiosk to the floor using these fastening holes.

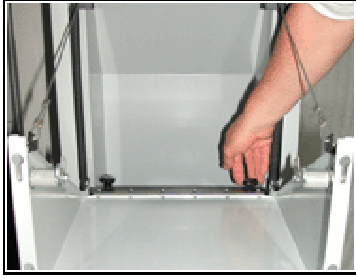


Figure 1: Fastening holes inside the kiosk.

WARNING: THOUGH IDENTITY™ KIOSKS CAN BE PLACED WITHOUT FASTENING, FOR SECURITY REASONS IT IS ADVISED TO FASTEN THE KIOSK FIRMLY TO THE FLOOR OR TO A FLOOR PLATE. KIOSKMASTER INTERNATIONAL BV ACCEPTS NO LIABILITY FOR ANY PERSONAL OR MATERIAL DAMAGE CAUSED BY ACCIDENTS INVOLVING KIOSKS THAT HAVE NOT BEEN SECURED TO THE FLOOR.

2.4 Checking the connections inside the kiosk

Connectors can get loose during transport. When installing the kiosk, check if all connectors are connected securely. If a device after unpacking does not work properly check all connections.

2.5 Placing the hard disk

Your Identity kiosk comes with a removable hard disk, which is supplied with Windows 2000, peripheral drivers and demo kiosk software preinstalled.

To install the hard disk, do the following:

- Open the desk of the kiosk, to provide access to the computer.
- See the User Manual for details on how to do this.
- Slide the hard disk into the empty docking station. (fig.2)
- As soon as you feel a soft click, the hard disk is in position.
- To lock the hard disk in this position, turn the hard disk docking station key 90° counterclockwise (Figure 3).

IMPORTANT: The computer will not function properly if the hard disk is not locked in position. Upon system startup, it will report the following error:

DISK BOOT FAILURE, INSERT SYSTEM DISK AND PRESS ENTER

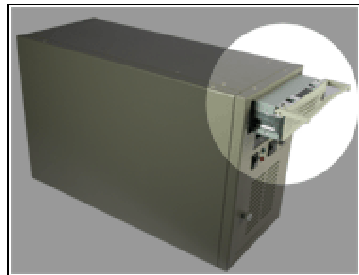


Figure 2: Placing the Hard Disk



Figure 3: Hard disk docking station lock.

2.6 Connecting the kiosk to a power supply

Before connecting the kiosk to a power supply, check that the computer is set up to use the appropriate voltage.

Have a certified electronics installation technician connect the power socket (fig.4) on the lower backside of the kiosk to an approved and grounded power outlet.

WARNING: KIOSKMASTER INTERNATIONAL BV ACCEPTS NO LIABILITY FOR ANY PERSONAL OR MATERIAL DAMAGE CAUSED BY UNCERTIFIED INSTALLATION PERSONNEL OR BY USING AN UNAPPROVED POWER SUPPLY.

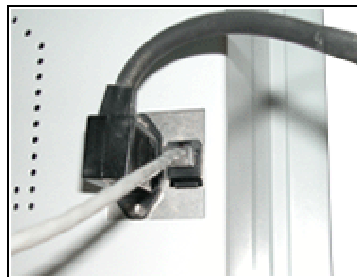


Figure 4: RJ-45 LAN (right) and power (left) connectors.

The kiosk is set up to boot the computer automatically when you connect it to a power supply. If, for whatever reason, you need to switch off the power, you can simply unplug the power from the kiosk.

2.7 Connecting the kiosk to external network equipment

Your Identity kiosk is equipped with an RJ-45 LAN socket on the lower backside of the kiosk (see Figure 4). It allows you to connect the kiosk to a network, such as your local area network (LAN) or the Internet. Network setup is discussed in paragraph 3.4.

2.8 Loading printer paper

If your kiosk is equipped with a printer, you are now ready to install the paper. See the Printer User Manual for details on how to do this.

3 Software installation and configuration

The installation procedures described in this manual require that you are familiar with basic Windows 2000 functionality. If terms like double clicking are new to you, or you do not know how to open an Explorer window, please familiarize yourself with Windows 2000 before continuing.

3.1 Introduction

The computer will boot automatically as soon as the kiosk is connected to a power supply (see paragraph 2.6). Your Identity kiosk comes with a removable hard disk, which is supplied with Windows 2000, peripheral drivers and demo kiosk software preinstalled.

Before your kiosk is ready for use, a few software setup steps may be required:

- Adjust the network settings, e.g. for an Internet connection, if required.
- Install the Kaseya remote management software if an Internet connection is available.
- Activate the demo kiosk software.

These steps are described in this chapter.

WARNING: IT IS CRUCIAL THAT YOU FOLLOW THESE STEPS IN THE ORDER IN WHICH THEY ARE DESCRIBED.

3.2 Change the password

Windows 2000 is preinstalled on the removable hard disk. It is configured to log on automatically with a default user name (kioskadmin) and password (Identity). For security reasons, you are advised to change the password now.

If you have a standard keyboard connected to the kiosk, change the password as follows:

- Press the Ctrl, Alt and Delete keys simultaneously to open the "Windows Security" window.
- In the "Windows Security" window, click on the "Change Password" button.
- In the "Change Password" window, enter the old and new password (twice, for confirmation) and click the OK button.

If you don't have a standard keyboard connected, do the following to change the password:

- In the Control Panel, double click "Users and Passwords". This opens the "Users and Passwords" window.
- In the "Users and Passwords" window, select the "Advanced" tab sheet and click on the button "Advanced". This opens the "Local Users and Groups" window.
- In the "Local Users and Groups" window, select the folder "Users".
- Select the user "kioskadmin".
- Now select "Set password" from the "Action" pull-down menu. This opens the "Set Password" window.
- In the "Set Password" window, enter the new password (twice, for confirmation) and click the OK button.

As mentioned above, Windows 2000 has been set up to log on automatically when the computer boots. After changing the password, this feature needs to be corrected. This can be done as follows:

- In the Control Panel, double click "Users and Passwords". This opens the "Users and Passwords" window.
- In the "Users and Passwords" window, mark the check box "Users must enter a user name and password to log on to this computer."
- Next, unmark the check box and click the "OK" button. An "Automatically Log On" window will now appear.

- In the "Automatically Log On" window, enter the new password (twice, for confirmation) and click the OK button.

3.3 Activating the automatic reboot schedule

For sustained optimum performance, it is advisable to reboot Windows 2000 regularly. Kiosks often operate 24 hours a day, without ever shutting down.

3.4 Connecting to a local area network or the Internet

Your Identity kiosk is equipped with an RJ-45 LAN socket on the lower backside of the kiosk (see Figure 4). It allows you to connect the kiosk to a network, such as your local area network (LAN) or the Internet. Connecting the kiosk to an external network usually requires reconfiguring the network settings of Windows 2000.

Contact your systems administrator for details on how to connect the kiosk to your LAN.

Your Internet provider should provide you with networking details for connecting the kiosk to the Internet. If such information is not provided with the equipment (such as DSL or cable modem), it can usually be found on the help pages of your provider's website.

If necessary, your kiosk supplier can provide networking support.

3.5 Additional equipment drivers

The drivers for all peripherals supplied with your Identity kiosk are preinstalled on the removable hard disk. No driver installation is required for these peripherals.

Any additional equipment not supplied with the kiosk, such as a modem, may require driver installation. For details on how to do this, please refer to the manual of this equipment or its supplier.

WARNING: WITHOUT PRIOR WRITTEN CONSENT OF KIOSKMASTER INTERNATIONAL BV, INSTALLATION OF ADDITIONAL EQUIPMENT OR UNAUTHORIZED REPLACEMENT OF ANY PARTS VOIDS THE WARRANTY OF YOUR IDENTITY KIOSK.

3.6 Remote kiosk management

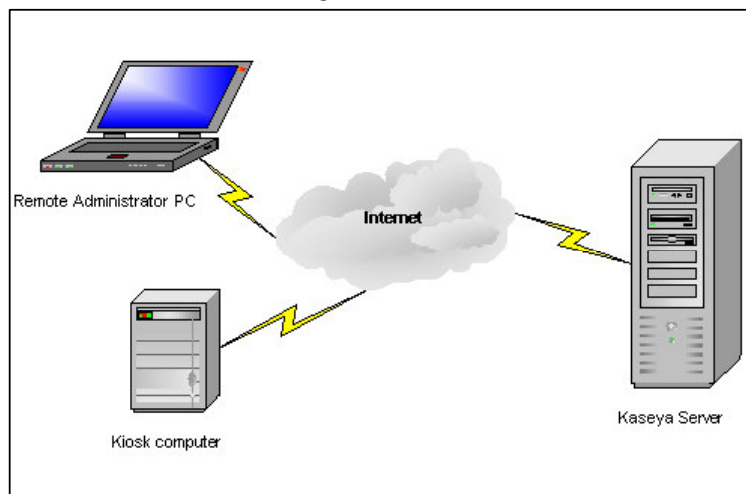


Figure 5: Systems involved in remote kiosk management.

The software on your kiosk can be managed remotely, provided the kiosk is connected to the Internet. This works as follows (see also Figure 5):

- The kiosk computer reports through the Internet to a system called the Kaseya Server.
- This is done automatically at regular intervals, by a software utility installed on the kiosk, called the Kaseya Remote Management Agent.
- Administrators can perform kiosk management through the Kaseya Server. All that is required, is a computer connected to the Internet and a user name and password.
- This allows them to log on to the web interface on the Kaseya server, called the Kaseya Virtual System Administrator, which provides the necessary management facilities.

Note 1: The exact Internet address of your Kaseya Server, as well as a group id, username and password should have been provided to you. In not, please contact your supplier.

Note 2: Kaseya Virtual System Administrator recommends the use of Microsoft Internet Explorer version 5.0 or greater, with cookies and JavaScript enabled.

Note 3: For best viewing, your monitor should be set to a minimum resolution of 800x600 pixels.

To enable remote kiosk management, connect the kiosk to the Internet and install the Kaseya remote management agent, as follows:

Step 1: Verify that your kiosk has a working connection to the Internet.

Step 2: Double click the "Register your kiosk" icon on the Desktop. This will open an Internet Explorer window with the "KioskMaster register your kiosk" web page.

Step 3: Now click on the server name provided to you. This will open another Internet Explorer window with the "Kaseya Administrator Login" screen (see Figure 6). Log on with the user name and password provided to you.

LOG OFF Administrator Login : Session Logged Out HELP

Kaseya

AUDIT INSTALL CONFIGURE PROTECT REMOTE CNTL REPORTS AGENT SYSTEM

Enter Administrator Name and Password

Administrator Name

Password

Login

Kaseya Virtual System Administrator version 2.1.1.0

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Figure 6: The "Kaseya Administrator Login" screen.

Step 3: After a successful login, a new screen will appear. Near the right top of this screen, click on the "Agent" Tab. This will result in the screen below (see Figure 7).

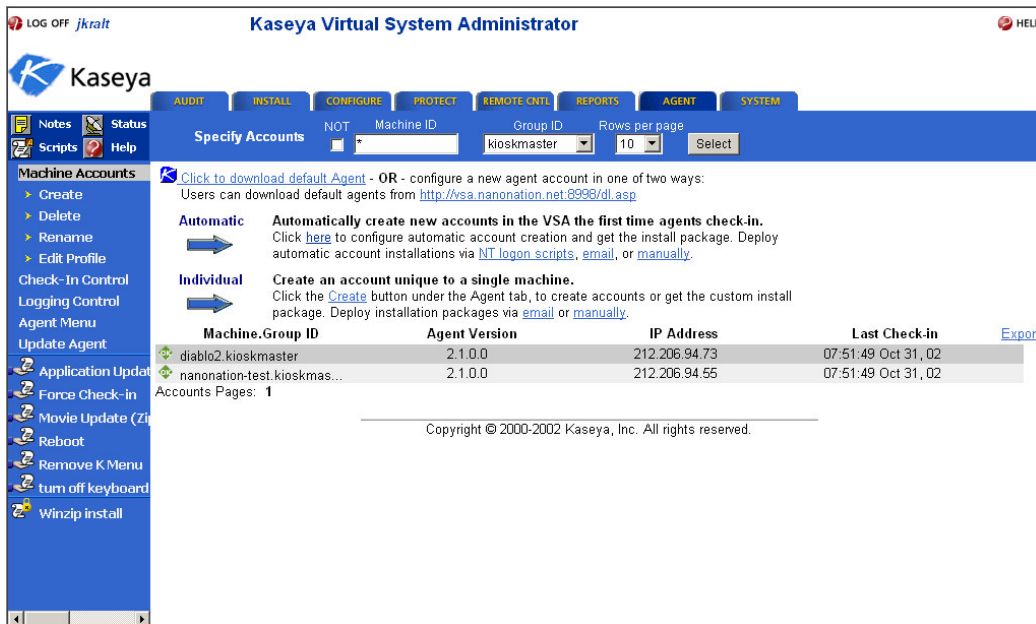


Figure 7: The "Agent" Tab Sheet of the Kaseya Virtual System Administrator.

Step 4: In the Agent Tab Sheet, click on "Automatic". This will open a new window, titled "Configure Automatic Account Creation" (see Figure 8).

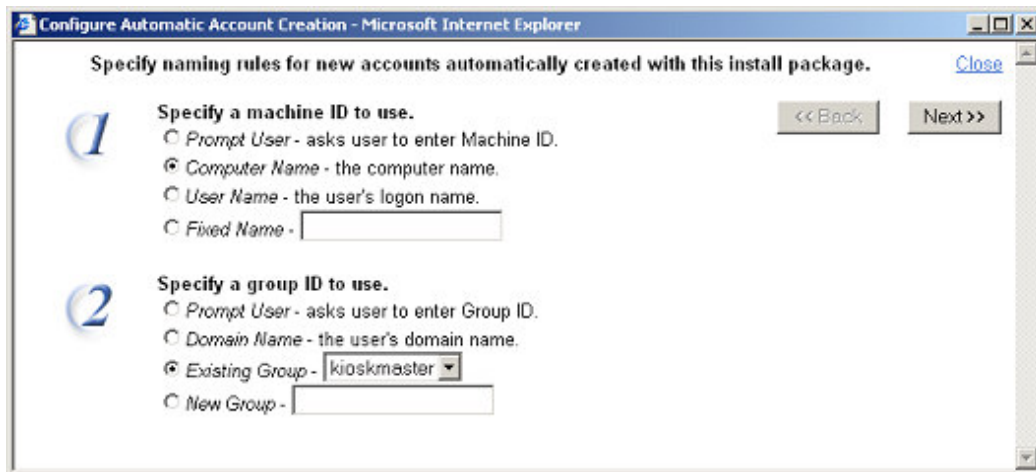


Figure 8: The "Configure Automatic Account Creation" screen.

Step 5: You are now in the "Configure Automatic Account Creation" window. Option 1 defines which name your kiosk will be given in Kaseya. Since this can be changed at a later stage, for now select the value "Computer Name – the computer name". Under Option 2, select the value "Existing group". It should display the group ID provided to you. If not, select it from the pull-down menu. Click "Next" to confirm these settings and to proceed to Options 3 and 4 (see Figure 9).

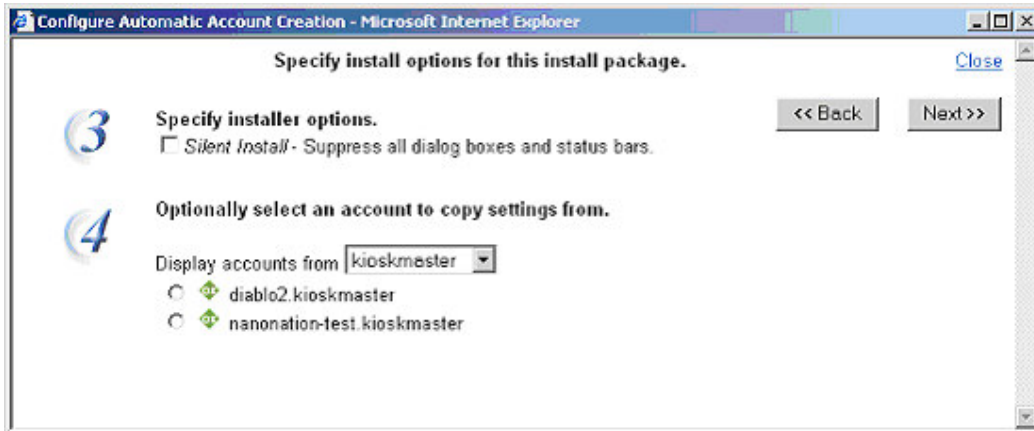


Figure 9: Options 3 and 4 of the “Configure Automatic Account Creation” screen.

Step 6: Options 3 and 4 require no changes, therefore simply click on the “Next” button to proceed to Option 5 (see Figure 10).

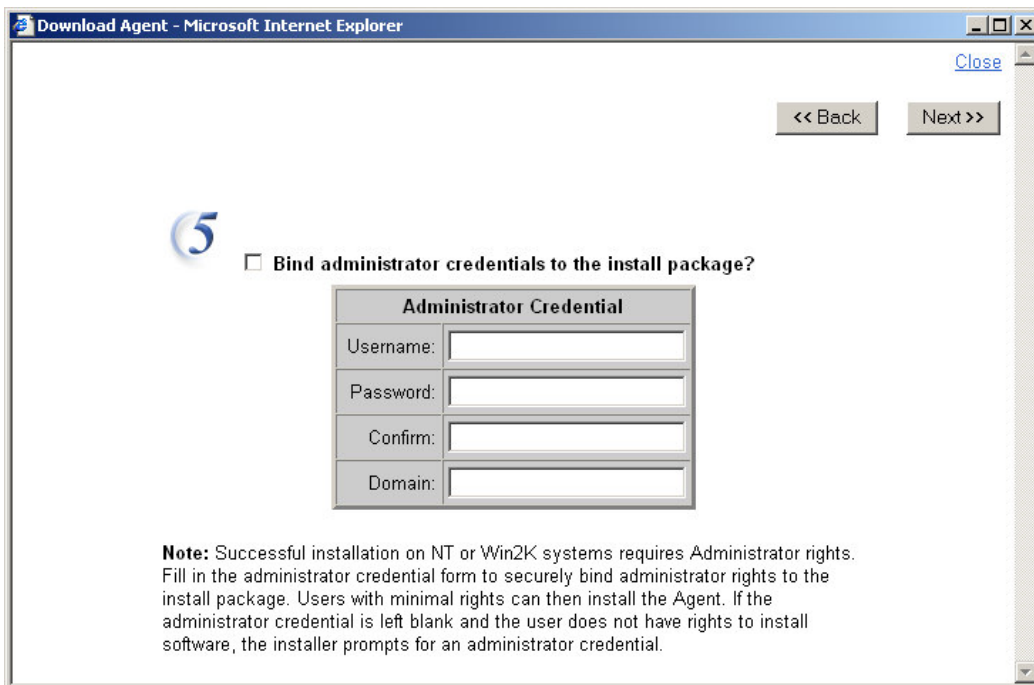


Figure 10: Option 5 of the “Configure Automatic Account Creation” screen.

Step 7: The computer boots with automatic logon, using an account with administrative privileges, therefore again no changes are required for Option 5. Simply click on the “Next” button to proceed to the “Download Agent” screen (see Figure 11).

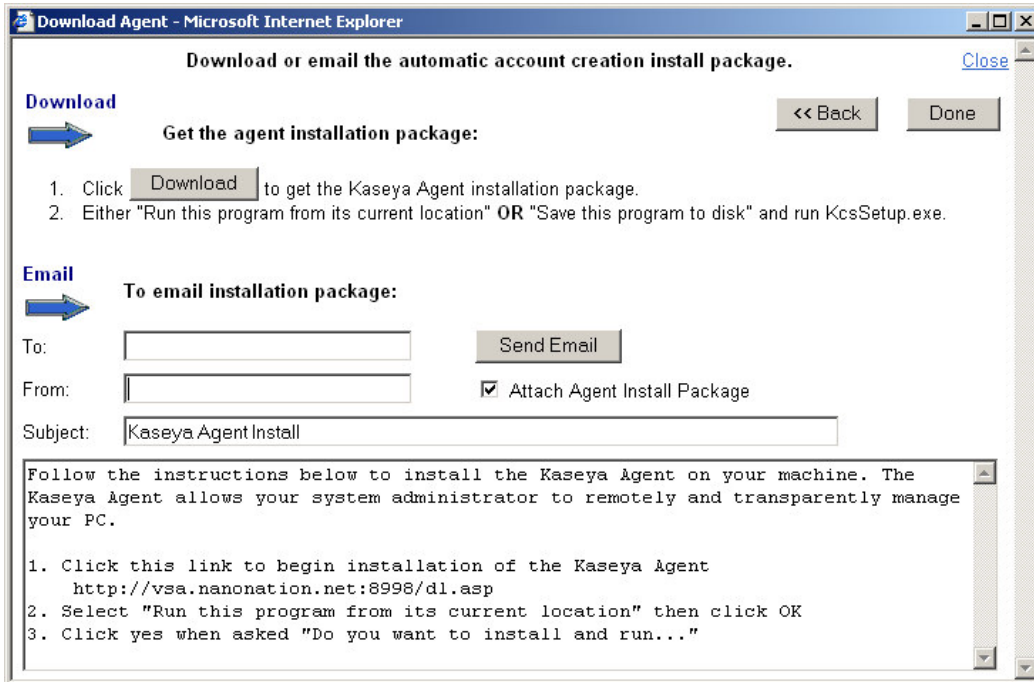
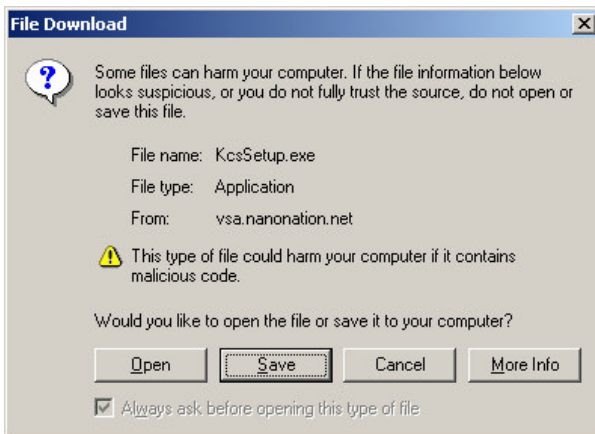


Figure 11: The "Download Agent" screen.

Step 8: Click on the "Download" button. A "File Download" message box will appear (see Figure 12), asking you for a location to save the installation package for the Kaseya Remote Management Agent.

Figure 12: The "File Download" message box.



Step 9: In the "File Download" message box, click the "Save" button to open the "Save As" dialog box (see Figure 13).

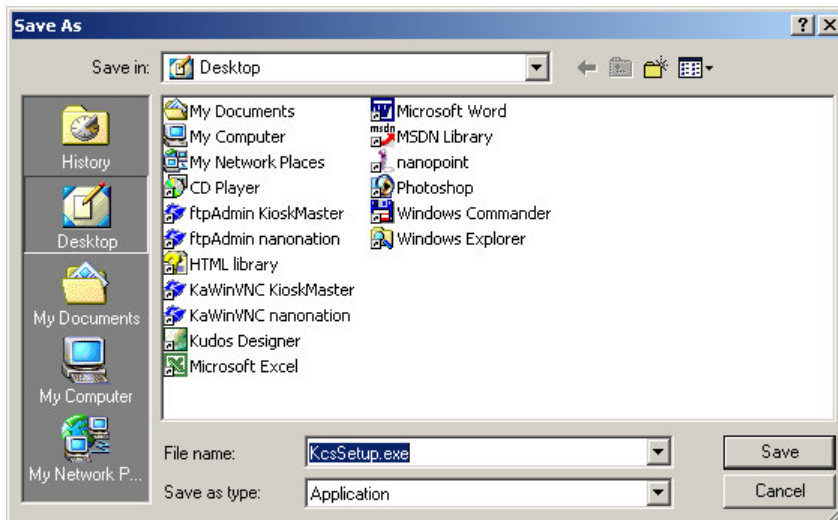


Figure 13: The “Save As” dialog box.

Step 10: In the “Save As” dialog box, click the “Save” button to save the file to the Desktop.

Once the download is finished, click on the “Done” button in the “File Download” message box to close the message box. You can now log off and close the “Kaseya Virtual System Administration” window too.

Step 11: To install the package you have just downloaded, locate it (there should be an icon on the Desktop) and double click on it. Once the installation procedure is finished, a new icon, a “K” should appear in the System Tray (in the Task Bar, on the right bottom side of the screen).



Figure 14: The Kaseya Agent icon in the System Tray.

In Figure 14, the icon is grey, indicating that the kiosk is not online with the Kaseya Server. This means remote management is not possible. Please verify that the icon on your kiosk is blue, indicating that the kiosk is online.

3.7 Activating the demo kiosk software and security

The final steps in the software setup are to tighten security and to activate the kiosk software. A demo version of the kiosk software is preinstalled in this directory on the removable hard disk.

To activate the demo software, double click on the icon “Activate KioskMaster Demo Software” on the Desktop. The next time the computer boots, the kiosk software will appear, instead of the regular Windows Desktop.

Apart from being the user interface for the kiosk, it also tightens security, by locking the kiosk user out of potentially harmful features of the Windows Desktop.

Alternatively, the kiosk software can be activated from the Kaseya Virtual System Administrator. Go to the “Configure” Tabs Sheet, select the “Activate kiosk software” script on the left side, select the right kiosk and run the script.

Similarly, the Windows Desktop can be restored any time, by running the “Restore Windows Desktop” script.

The security of your kiosk can be improved further by double clicking the "Activate Basic Kiosk Security" icon on the Desktop. This will hide the drives for the user, it hides the Administrative Tools, improves the security settings of the Internet Explorer, etcetera.

WARNING: FAILING TO PERFORM THESE TASKS IS A SERIOUS SECURITY HAZARDS FOR YOUR KIOSK. IT LEAVES WINDOWS 2000 WIDE OPEN TO ABUSE.
KIOSKMASTER INTERNATIONAL BV ACCEPTS NO LIABILITY FOR ANY DAMAGE CAUSED BY INTENTIONAL OR UNINTENTIONAL USE OR ABUSE OF ANY SOFTWARE ON YOUR KIOSK, NEITHER BY AUTHORIZED USERS, NOR BY UNAUTHORIZED USERS.

This concludes the setup procedure of your Identity kiosk. Reboot the computer and it will be ready for use.

4 Troubleshooting and frequently asked questions

This paragraph describes problems you may encounter during the installation procedure, how to diagnose them and how to solve them.

4.1 How do I deactivate the security settings

To undo the security settings described in paragraph 3.7, open the Control Panel and double click the "Add/Remove programs" icon. Find the "No File Access" item and click on the "Remove" button. Do the same for the "Secure Internet Explorer" and "Secure Internet Options" items. A reboot may be required before the changes take effect.

4.2 The computer does not boot when you connect the kiosk to the power supply.

First check that both ends of the power cord have been plugged in properly. If they were connected properly, check if your power supply is working properly, e.g. by plugging in equipment that is known to be OK, instead of the kiosk. If this equipment works, reconnect the kiosk to your power supply.

If your power supply is OK and the problem remains, open the kiosk. You should be able to hear the computer's system fan, which generates a soft zooming noise. If you do not hear the system fan, the power cord inside the kiosk may have come loose from the backside of the computer. Please check if it is connected properly.

If you do hear the system fan, the power is properly connected. The computer may have been shut down. In that case, pressing the power button should boot the computer.

If the problem still remains, the computer may be booting properly, but the display may be malfunctioning. One or more of the following connections may have come loose, causing the display to stay blank:

- The power connector to the LCD.
- The VGA signal cable, either on the backside of the computer or on the LCD itself.

4.3 An error is displayed during booting of the computer.

If the hard disk is not properly placed or not locked in position, the computer will report the following error upon system startup:

DISK BOOT FAILURE, INSERT SYSTEM DISK AND PRESS ENTER

See paragraph 2.5 for details on how to place the hard disk.

4.4 The network connection to my LAN or the Internet does not work.

Each network has its own configuration details. Therefore it is impossible to describe a standard solution for configuring it correctly.

To check if the physical connection is working properly, you could remove the network cable from the computer and connect the cable to a computer, which is known to function properly. If the network functions for this computer, this proves that the wiring is correct. In this case, contact your system administrator or Internet Service Provider for help on configuring the kiosk computer properly.

4.5 The Kaseya Agent installation package cannot be downloaded.

Instead you get the warning similar to the one displayed in Figure 15.

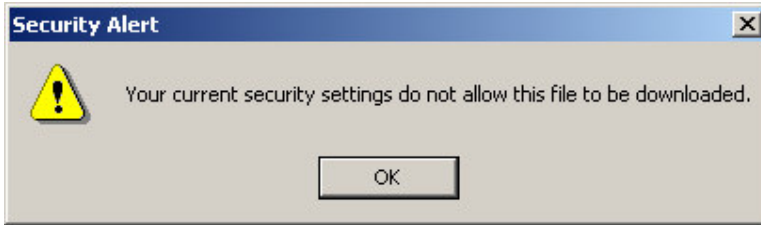


Figure 15: Error message while downloading the Kaseya Agent.

This happens when the security settings of the Internet Explorer have been changed to disable File downloads. This security setting is changed when you run the "Activate kiosk software" script, as described in paragraph 3.7.

Paragraph 4.1 describes how to undo the changes to the security settings.

4.6 The Kaseya Remote Management Agent does not go online after installation.

This is most likely caused by a malfunction in your Internet connection. Open the Internet Explorer and check if you can browse the Internet. If not, check your Internet connection.

