

How to Change your Infocat Plus Server

This procedure has been built for your technician, don't try to do it if you're not absolutely sure about what you're doing, because you could lose all your data.

Important: Infocat is not compatible with systems running in 64 bits mode, unless you use a virtual server (ex: Microsoft virtual PC or VM Ware) and that you create a 32bits virtuel computer.

*Please contact VL Communications technical support if you require assistance at **1-800-268-4044 ext.6 or at 450-963-8940 ext.6** (Montreal area). We are open from 8am to 5:30pm (eastern time), monday to friday.*

It is important to contact VL Communications technical support after the installation process to verify that InfoCat Plus and its components are operating properly.

Transferring your data from the old computer to the new one

1- Backup your files from your Infocat old server

First, make sure that you have a backup of all your Infocat's folders. The Infocat's folders are at the root of a drive, usually the C: drive. Here's the list of the folders, make sure all of them are copied:

CC

CLOGUE

CPTE

LETTRE

LOG

PRG

QTEVTE

VLFAX (this folder doesn't exist on all the versions, ignore it if you don't have it)

VLINFO

VLGL *

VLVL

* You must also copy all folders starting by VLGL if you have more than one (for exemple VLGL2, VLGL2007, etc.). Make sure you have all the files and subfolders.

2- Windows and hardware configuration

Install Windows OS and its updates (Windows Updates) to your new server including the latest printer driver that can be downloaded from the printer manufacturer's website.

Please note that some printers will install their own software onto your computer that may cause *InfoCat Plus* to minimize to the system tray during a printing process. To prevent this event from occurring please uninstall the printer software and install the printer's driver only, if possible.

With Windows 7, 8 or 10, you must deactivate the users account settings. Here's how to do it :

- You must be logged with a administrative account
- Open User Account Control Settings by clicking the Start button (right click for Windows 8 or 10), and then clicking Control Panel. In the search box, type uac, and then click Change User Account Control settings.
- To turn off UAC, move the slider to the « Never notify » position, and then click OK.
- If you're prompted for an administrator password or confirmation, type the password or provide confirmation.
- You will need to restart your computer for UAC to be turned off.

Important: If you have more than one computer using Infocat, use the same network name and domain as previously. Also, share the C: drive with the same name as it was on the old computer. Also, don't forget to configure the access in Windows (the stations must be able to access the shared drive and be able to read and modify files on it).

Network configuration :

- All computers using Infocat must be in the same workgroup
- Network profile must be private (NOT public)
- Computers must be connected to the router with a wire (no wireless)
- Deactivate TCP/IPV6

3- Downloading the Infocat Plus demo

- Open your Internet browser and go to www.vlcom.com
- Click on « **English** », that should open the english home page
- Click at the top on « **DOWNLOADS** »
- In the drop-down menu, choose « **SOFTWARE** »
- Download the **Infocat Plus Demo** and save the file infod.zip on the Windows desktop. The file is compressed in ZIP format. You must extract it before proceeding to the software installation.

4- Installing the Infocat Plus Demo

Install the InfoCat Plus demo on your computer. To do that, click on the file name « SETUP.EXE » that is in the decompressed Infocat's folder. Infocat will be install at the root of the C: drive unless you specify another location. If you choose another hard drive, Infocat will be install at the root of that other drive.

5- Copy the data to the new computer

When the Infocat demo has been install, copy all the folders from your backup (see step1 for the list of folders) and replace the demo's folders by the one coming from your backup (you must overwrite the folders from the demo with the original data).

6- Verification of installation

Once the replace is completed, run the Infocat Plus program: click on the Start menu--->All Programs--->InfocatPlus--->Infocatp.exe (you can copy this shortcut to your Windows desktop). Initializing the program will open the Global Menu and by selecting Run will open *InfoCat Plus*. Please ensure that all the original data is accessible.

At this point, it is possible that you encounter some problems with the screen. Don't bother with that for now. If the datas are there (for exemple, if the historic contain all the invoices), you are ready for the next step.

Installing AllPrices

In order to do updates via the internet you must install the freeware *AllPrices* software. *AllPrices* must be reinstalled even if have previous versions of the software installed.

You can download the *AllPrices* software from our website at www.vlcom.com.

-Click on « **English** », that should open the english home page

-Click at the top on « **DOWNLOADS** »

-In the drop-down menu, choose « **SOFTWARE** »

-Download **ALLPRICES**

Save the file *setupap.exe* to your desktop and double-click on the file to begin the installation process. During each step of the installation select *Yes* or *Next* and choose the standard installation when prompted. If during the installation you experience an error please contact our technical support for assistance.

When the installation is completed, an AllPrices icon will appear on your desktop.

When you will use the program for the first time, you will get a message telling you that a new version is available. Click on « Yes » to download it. AllPrices will close, and after that you will see « Allprices » in the task bar at the bottom of your screen. Click on it and click on « Install » in the windows that will appear. AllPrices will open again by itself and will be at the latest version.

VNC installation procedure

TightVnc is a free software that we use to take control of your computer when needed. All our customers must have this software installed on their computers.

You can download TightVnc software from our website at www.vlcom.com.

-Click on « **English** », that should open the english home page

-Click at the top on « **DOWNLOADS** »

-In the drop-down menu, choose « **UTILITIES** »

-Beside Tigh VNC, click on « **Download 32 BITS** »

2- Run the file « tightvnc-2.7.10-setup-32bit.msi » or save it on the Windows desktop and double-click on it. This will start the installation program.

4- After that, just follow the steps :

-**Welcome to the TightVNC setup wizard** : click on Next

-**End-User Licence Agreement** : click on « I accept the terms in the Licence Agreement » and click on *Next*

-**Choose Setup Type** : click on *Typical*

-**Select Additionnal Tasks** : click on *Next*

-**Ready to install TightVNC** : click on *Install*

-**TightVNC Server : Set Passwords**

- Password for remote access (on top) : click on « Do not use password protection »

- Administrative Password (below) : click on « Do not use password protection » and click OK and after on « Finish »

Final step

Once everything is done (copy of the datas, AllPrices and VNC installation), **you must call VL Communications technical support at 1-800-268-4044 ext.6 or at 450-963-8940 ext.6** (Montréal area). It is important that you communicate with us, to make sure that Infocat and all its related components works at peak efficiency. We will also help you to set the printers in Infocat.

InfoCat Plus on a station

If you have more than one computer, you may want to have InfoCat on some of them. This is the procedure to install InfoCat on each station. Be aware that you must possess the necessary licences. Each station cost an additional 12.00\$/month to your InfoCat membership. To add licences, you must contact our technical support.

If you are only changing the main computer and if you kept the same computer name and domain name, and you are not adding a NEW station, please do not mind of this procedure.

1- The server hard drive must be shared in full access and shared as **C**. The station must have a configuration similar to the server, see « **2-Windows and hardware configuration** » on page 2.

2- From the new station, " **Map** " the server's hard drive. To do so, from your desktop, double-click on " **My network place** ". Locate the main computer (the server). You should see the hard drive (C:) of the server, which will appear as a folder named C. Right click once on it and choose " **Map a network drive** ". A unit (a letter) will be given to that network drive. Remember it, because it will be asked later. Also, make sure to check " **Connect at startup** ".

3- Open your Internet browser and go to www.vlcom.com

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-Click at the top on « **DOWNLOADS** »

-In the drop-down menu, choose « **SOFTWARE** »

-Download the **Infocat Plus Station** and save the file on the Windows desktop. The file is compressed in ZIP format. You must extract it before proceeding to the software installation. **WARNING: You need to download INFOCAT PLUS STATION and not INFOCAT PLUS DEMO.**

4- Install the program from the station. Once done, open the program (a shortcut should be found in the " **Program** " section of the " **Start** " menu under " **InfoCatP** "). You will be asked for the station number (don't forget, the server must always be number 01 and each station must have different numbers. The server will be 01,

the first station 02, the second station 03, and so on...). You will be asked for the letter corresponding to the drive previously defined.

5- The Global Menu should open. You have to select "**InfoCat**" and click on "**Run**".

6- If InfoCat doesn't open in full screen mode, you must configure the properties of the current window. To do so, right click on the title bar of the window and select "**Properties**". If you don't see the title bar, hit "**Alt-Enter**". In the "**Layout**" tab, height must be 80 and width must be 25 for the memory and for the size of the window. Then, click on "**Ok**". The technical support will help you to adjust the screen size perfectly.

7- You must configure the printers for each station. Refer to "**Printer configuration**" in this document.

Printer setup

It is very complicated to set the printers in Infocat, we strongly suggest that you do that with the help of our technical support. What is important is that your printers are installed and working properly in Windows. It is better to have the latest driver's version for your printers. You can usually get them at the website of the compagny's printer. This section is here only for information purpose, in case the technical support would be close by the time the reinstallation procedure is finish and that you really need to use your printers.

Before installing the printers that are going to be used in InfoCat, you must determine if they are DOS compatible or not. i.e. if they possess the EPSON FX-850 emulation. Almost all printers (ink jet, laser) will work even if they don't have the Epson FX-850 emulation. Therefore, multifunctional printers (those who can be used as fax machine, scanner etc.) aren't going to work with InfoCat Plus.

Here are some DOS compatible doc matrix printers (mostly for invoicing):

Okidata ML-320 T (Microline 320 Turbo)
Lexmark 2380+
Panasonic KXP-1150

Here are some « incompatible » printers :

- Any laser printer
- Any ink jet printer (HP, Canon, etc.)

Printers configuration in InfoCat

First, you must install your printers in Windows with recent drivers, and make sure that you are able to print a test page in Windows. Then, go to the InfoCat main menu.

To access printer setup :

- Main Menu
- Access 7-Miscellaneous
- Then 2-General parameters
- F8-Printers

You should be in the "Printers configuration of station X" menu.

Compatible doc matrix printers

If you have more than one computer that uses InfoCat Plus, you must install the printer in Windows as a local printer, with its driver on the station where the printer is physically connected. Then, shared this printer. The share name must have 8 characters maximum, no spaces or special characters (example : !&%?). We strongly recommend that you name your invoice printer " Invoice " and your white paper printer " Document " in order to recognise them easily.

If the desired printer is local, assign the corresponding LPT port and press "ALT-F11". If it is networked, assign an unused LPT port then press "ALT-F12". Then choose a printer corresponding to the line you're at (if you are on the second line " Invoices & estimates are printing on ..." , you must choose an invoice printer).

Incompatible printers (laser or ink jet)

You must install them in Windows as local or network printers (according to what is suitable) with their corresponding drivers, which are usually provided at the website of the company's printer.

You must delete the LPT port assigned by pressing on "**Delete**", then press on "**ALT-F10**". Position the white line (cursor) on the desired printer and hit "**Enter**".

In all cases, you can quit the printer configuration by pressing on "Page down" (or "Enter" several times) until you go back to "General parameters". Then, you hit "Esc" until you get to the main menu.

If it has not been done yet, **you must call VL Communications technical support at 1-800-268-4044 ext.6 or at 450-963-8940 ext.6** (Montréal area). It is important that you communicate with us, to make sure that Infocat and all its related components works at peak efficiency. We will also help you to set your printers if needed.