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Scrap Metal Manager

Support: **If you need support and have us on your system to help install and configure devices you will need to be under a support contract.**

Peripheral Hardware Implementations

Planning: The first step to a successful SMM Peripheral Hardware Implementation is to acquire only approved hardware. Substitutes may not work as well or even work at all. Starting with the computers, acquire computers that are geared for business, not home entertainment systems such photo albums and movie video systems. Selecting a PC having at least four free USB ports is important. Make sure you have a clean install of the operating system. Do not bring in a computer that has been used in your office for 2 years and is full of software. Too many DLL conflicts will emerge. If you plan to hook up to a scale you will need an RS232 connection. There are small business computers that still have RS232 ports. There are USB to RS232 adapters, but that is just another component to fail. You can also use USB port expanders, but they must have their own power supply. We have also observed issues being created by Windows User Account Control (UAC) in Windows Vista and Windows 7 during installation and operation of some of these peripherals. Turn UAC off and check its status after Windows updates. Windows 7 may need to have DEP also turned off of SMM program exempted from DEP.

The second step is to make sure your hardware is dedicated to the functionality of SMM. Using your system for other stuff will certainly increase you maintenance costs for keeping SMM up and running. If you are using a network version have a dedicated server. Use a separate receipt printer attached to each workstation instead of networking or sharing a single receipt printer. This makes for good printing backup and an easier configuration

The final step is to learn to service SMM yourself. Before you install any software disengage the UAC (User Account Control) notifications found in Vista and Windows 7. Using the SMM **Control Menu/System Configuration/Optional Features** tab select the options and peripherals you are installing. If you are beyond the 90 day trial period, an **Options Registration Code** will be needed to implement the features described below.

NOTE: Always plug in the Peripherals in the same plug-in as before. We suggest labeling or diagramming what goes into what plug-in is best. Install the various options in the order as described below.

Finally: If this system is important to your daily processes keep back-up hardware. If something fails you firm can be up and running the same day. It does not cost much to keep an extra scanner & web camera. Signature pad and IP camera are more expensive so just make sure you have.

Efficient & Effective Recycling Software From The Industry Leader

Signature Pad

Implementation: The **Topaz Signature Pad** must have its software installed before you plug it in. There is a file in the ScrapMetalManager directory on you computer called SigPlusBasic.exe. Run the program or go to our website (SMM page) and toward the bottom of the page is a link to the SigPlus.ocx software used to integrate the Topaz signature pad to SMM. Click in it and RUN the installer. Select the version of Windows and select NO to PDF or Office signatures. Select YES you do have a signature pad, and then select the model you have. Select the USB connection and Finish. When you have finished you should be able to see your signature using the buying screen on the settlement tab as your write on the pad.   If you need to install or reinstall the signature pad software use the SigPlusBasic.exe software placed in your ScrapMetalManager folder on your computer.

Identification Scanner

Implementation: SMM can use most TWAIN compliant image scanners, but you must configure it scan a page size that make sense for an Identification Card (SS-4w x 2.5h, DS-4wx 5.0h and use 100 PDI to save disk space). By doing so, when you print out a copy of the image it will be a readable size instead a post stamp size on a large piece of paper.   We suggest you checkout http://www.bizcardreader.com/ for your scanner needs. (Premier is not affiliated with BIZ CARD-Just a good product **BIZCARD 901C**).   Install the software and drivers that come with the scanner and then plug in the scanner. Using the **SMM Control Menu/System Configuration/Optional Features** page select the **Driver** for the installed scanner from the dropdown box for **Enable Seller Identification Card Scanning Feature**. This drop down box will select the scanner that you have attached to the workstation. If you have multiple drivers **do not** use the WIA….. driver(s). If you have selected the correct driver the **Configure & Test** button will do just that. The scanner may want to be calibrated. The scanner comes with a configuration paper. The optional **Save Master** option means that it will save this image under the sellers name as well as with the ticket. This uses extra disk space but may keep you from having to re-scan an ID every time the seller returns.

Note: Only have one Document/Image scanner and its software installed on a computer. Multiple document scanners seem to create reliability issues and may not work at all. If you are getting postage size scans you do not have the page size set correctly.

Finger Print Scanner

Implementation: Using the **SMM Control Menu/System Configuration/Optional Features** page and after your plug in the **Hamster Model 2, 3 (plus), or 4** scanner and installed the drivers, select the appropriate model from the dropdown list. Push the **Test Finger Print** button and place your finger on the scanner. It should beep and the image should appear.   The optional Save Master option means

that it will save this image under the sellers name as well as the ticket. This uses extra disk space but may keep you from having to re-scan the fingerprint every time the seller returns. There is also an optional field to change the default picture path from C:\ to something else. Remember SMM and the scanner must match.

Cashier Camera

Implementation: SMM can be used with most picture capture devices.   How SMM will work will depend on the camera provided driver and the settings available in Control Panel/Scanners and Cameras.   The drop down box is used to select the camera that you have attached to the workstation. The camera will come into SMM as live video. Push the capture button to freeze the video.   If you are NOT using an attached camera leave the selection as Import Picture.   A search window will open so you can search for the picture you want to import and store.   Configure your device to save the image as   C:\SMMSELLER.BMP (case sensitive) SMM will then be able to import this file into its database. If your image names change you can select the path and file. SMM will save the path information so to return to the same directory for the next Picture Import. **Note:** Windows 7 versions an **Toshiba IK-WB15A** IP camera may have to be used as Windows 7 hides webcams drivers.

Vehicle Tag Camera

Implementation: SMM is designed to work with the **Toshiba IK-WB15A** IP addressable camera or can allow you the ability to import a picture taken by some other means. Install the IK-WB15A camera as per instructions by Toshiba on a STABLE network. After you have the camera up and running with a fixed IP address use the **SMM Control Menu/System Configuration/Network Configuration** tab in the SMM System Configuration program to identify to SMM the network camera with name and the IP address.   Point the camera to display any vehicles you want to photo.

Note: To get the IP camera to work properly you need to let **Explorer** download an ActiveX component from the camera and you need a well configured Work-Group or Domain network.   If you have a DHCP implementation the camera is set to get its IP address from that, but SMM needs a fixed IP address. The IP address will need to be in the SAME subnet (same mask as your PCs.) If you are using a work-group Window's APIPA service will set the IP addresses for the computers in a class B range 169.254.0.1 to 169.254.255.254. The sub mask will be 255.255.0.0. Example: Set the camera to 169.254.0.100 with a subnet mask of 255.255.0.0.   You can verify the IP addresses on each computer by opening up a command line and typing in   **IPCONFIG /ALL**

Scale Camera

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Implementation: SMM is designed to work with the **Toshiba IK-WB21A** IP addressable camera or can allow you the ability to import a picture taken by some other means. Install the IK-WB15A camera as per instructions by Toshiba on a STABLE network. After you have the camera up and running with a fixed IP address use the **SMM Control Menu/System Configuration/Network Configuration** tab in the SMM System Configuration program to identify to SMM the network camera with a name and the IP address.   Point the camera to display any recyclable materials you want to photo.

Note: To get the IP camera to work properly you need to let **Explorer** download an ActiveX component from the camera and you need a well configured Work-Group or Domain network.   If you have a DHCP implementation the camera is set to get its IP address from that, but SMM needs a fixed IP address. The IP address will need to be in the SAME subnet (same mask as your PCs.) If you are using a work-group Window's APIPA service will set the IP addresses for the computers in a class B range 169.254.0.1 to 169.254.255.254.   The sub mask will be 255.255.0.0.   Example: Set the camera to 169.254.0.100 with a subnet mask of 255.255.0.0.   You can verify the IP addresses on each computer by opening up a command line and typing in   **IPCONFIG /ALL**

Cash Drawer Interface

Implementation: SSM can control the opening of an attached USB cash drawer. The **XC_USB Driver** program (on our website) must be installed.   A Print option for End of Day Register check-out is also available as part of this optional feature. If you are using an approved cash register printer they have a plug-in and wire that attach to the drawer. Using Device Manager record which Comport the cable installation chooses. You can then find the rates, stop bit, etc from the properties (Note: Com4 will use port 3). Select the option for SMM using the Printer for the Cash Drawer on the **SMM Control Menu/System Configuration/Optional Features** page**.** You may also use some receipt printers to open a cash drawer. If you select this option we will have to make sure SMM is sending the proper code to the printer to insure the drawer opens.

Weight Scale Interface

Implementation: SMM can read most scales output via an RS232 com port. You need to read your scales manufacturer's manual or call their support division to identify and record the scale controller's required **Baud**, **Parity**, **Byte Size**, and **Stop Bit**.

If you can identify the **Control Characters** for the records **start** and **stop** points, you will save a lot of time. You will need the Decimal format (use ASCII charts with Decimal). The scale's controller will need to set to send out a continual output stream.

You will also need to identify what **COMM Port Number** your computer's RS232 port uses. You can call your Computers help line or uses Device Manager to identify your COMM Ports. Many new

computers do not have an RS232 port. You will then need to acquire an RS232 to USB adapter. The adapter will come with software to make it function. During the set up process make sure you identify what **COMM port number** the device will use.

Using the **SMM Control Menu/System Configuration/Optional Features** page push the **Open Up Weight Scale RS232 Analyzer**. Type in the **Com Port Number** and the **Baud**, **Parity**, **Byte Size**, and **Stop Bit** information (Example: *9600,E,7,1*). If you know the **Control Characters** type their decimal equivalents in and test. See if the returned weight is correct. If you need to identify the outputs starting control character as well as the ending Control character run the test and look for the pattern in the list on the left. If you fail to get any output examine the list on the lower right. It lists what steps have been completed by the test program before a failure.   If the program seems to have stalled at the "Looking for Output" step, your scale has no output to detect. Check with you scale support people.

Trouble Shooting

Understanding USB issues: Most USB devices implementations require the USB device software and drivers to be installed before connecting the USB device. When installing a USB device, always follow the documentation from the USB device manufacturer.

Clearing the USB Controllers and Scanning for Hardware Changes: Perform the following steps to **start over** with your USB connections.

1. Unplug all of your USB Devices
2. Click **Start**, right-click the **Computer** icon, and select **Properties**. The **System** window appears.
3. Select **Device Manager** from the left pane in the **System** window. If prompted, allow the action to proceed. The **Device Manager** window opens.
4. From the displayed list, open the **Universal Serial Bus Controllers** by clicking the plus sign (+).
5. Starting with the bottom **USB Controller**, right-click on it and select **Uninstall** or push the **Delete** key.
6. **Uninstall** all of the **USB Controllers** you can.
7. Use the **Action** menu of the **Device Manager** and select **Scan for Hardware Changes**.
8. Now plug your devices back in one at a time allowing Windows to detect and install the controller before plugging in the next device.
9. If any devices are not detected use the **Action** menu of the **Device Manager** and select **Scan for Hardware Changes** again.
10. If they are still unable to be detected or installed continue below.

Troubleshoot USB port when device is detected: Perform the following steps to troubleshoot the USB port when a USB device is detected by the computer but is not working properly:

11. Click **Start**, right-click the **Computer** icon, and select **Properties**. The System window appears.

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12. Select **Device Manager** from the left pane in the System window. If prompted, allow the action to proceed. The **Device Manager** window opens.
13. Open **Universal Serial Bus Controllers** by clicking the plus sign (+).
14. If the device displays in **Device Manager**, the USB port is working properly. If there is a physical problem with the device or there is an issue with the device software drivers try disconnecting the USB device, closing any software for the device that may be open, uninstalling the USB device software driver, and then reinstalling the driver. Connect the USB device to the computer after the software drivers are installed. Refer to the device manufacturer for more information.

If the device displays as an unknown device check the following items:

1. If the USB device is connected to a USB port on a port replicator unplug it and plug it into a USB port on the notebook.
2. The device may not be getting enough power. If other USB devices are connected to the system, remove all other USB devices (except keyboard and mouse) and restart the computer. Check **Device Manager** again. If this solves the issue, use a **Powered USB Hub** to power more devices. Powered USB Hubs have their own power supply that plugs into the wall.
3. Disconnect the USB device, close any software for the device that may be open, uninstall the USB device software driver, and then reinstall the device software driver.
4. If the device displays under Other Devices, then the USB ports are working, but the device software drivers need to be installed. Unplug the USB device and install the software drivers.
5. The device is not listed at all. See Troubleshoot the USB port when device not detected.

Troubleshoot USB port when device not detected: If you have looked in **Device Manager** as outlined in **"Troubleshoot the USB port when device is detected"** and the USB device is not listed follow the steps below to troubleshoot the problem:

1. If the USB device is missing, go to the **Device Manager**. Under **Universal Serial Bus Controllers**, double-click the **USB Root Hub**, and when the window opens, click the **Power** tab. The available ports and power usage are shown. Remove the devices and use a powered hub if the displayed power is over 500mA. To check the properties of a hub, double-click HUB and the hub information window will open.
2. Remove high-speed USB cables that are over three meters and use high-speed cables that are less than three meters.
3. Only use high-speed cables less than three meters with high-speed USB devices (Multifunction devices, scanners, and cameras).
4. If the USB device is connected to a USB port on a keyboard, unplug it and plug it into a USB port on the computer or a powered HUB.
5. There may be an issue with the USB port. Try plugging into a different USB port. If the USB device displays in Device Manager after plugging the cable into a different port, then uninstall and reinstall the USB device software driver.

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Troubleshoot message "Activation failure of BIOS USB": Check the Basic Input/Output System (BIOS) for legacy USB support. To do this, follow the procedures below:

1. Restart the computer.
2. When the first screen displays press **F10** repeatedly until the setup screen displays.
3. Use the Left Arrow and Right Arrow keys to select the **Advanced** tab. Now use the **Up** and **Down Arrow** keys to select **Legacy USB Support**.
4. Press **Enter**, select **Enabled**, and then press **Enter**.
5. Press **F10** to save settings and exit. The error message should no longer display.

Resolving other USB Issues: Many USB issues can be resolved by updating your operating system, BIOS, and/or device drivers as described below or Rebooting:

- Performing Windows Updates - For Microsoft Windows products, go to **Start** and type **updates** and then select **Windows Update** from the resulting list for additional information on scheduling automatic updates or performing manual updates.
- Sometimes just **"Rebooting"** the system helps.
- HP BIOS and Driver Updates - HP recommends that you use HP Health Check to update your HP BIOS and device drivers.