

SENTINEL

Knowledge Base For version 4.x

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Sentinel Knowledge Base



Contents

Application errors	7
Provider is not registered on local machine	7
Cannot resolve the collation conflict	8
No value was given for one or more required parameters	9
Could not use "; file already in use / Record is deleted	
The system cannot find the file specified	11
You are not authorized to view this page due to invalid authentication	on headers13
Unrecognized database format C:\inetpub\wwwroot\Sentinel\App	_Data\Sentinel.mdb14
On Sentinel opening, error message "SERVER ERROR 500.19" is disp	layed14
Could not load type 'System.Service.Activation.HttpModule' from a 'System.ServiceModel	ssembly 15
Configuration Error	16
Cannot open Database [Name] requested by the login	16
Object reference not set to an instance of an object	
RPC Server Unavailable	
Web application is not opened - Port 8081 is occupied	
No data exist for row/column	20
Request Timed Out	21
Input string was not in correct format	22
Invalid Object/Column Name	23
Configuration Error	25
Controllers	25
Controller Definitions	25
Old controllers (TIBO) communication with server	
System Events: ComTCP not responding to SNTMON UDP message.	
Jobs list does not support Hebrew names	29
Controller "Freeze"	
RFID Types	
Change/Remove time restriction on Copy	
Controllers connection cable to the net	
Light controller	



Controller does not respond correctly	
Keypad usage is restricted	
General	
System Events	
Log file	
Problems in DB	35
Correct IPs	35
License Expired	
Incorrect License	
Add Permissions	
ScanDirect configuration "Connection Failed" - Account is blocked	
Open SQL Block	
Synchronization with AD for more than one Domain	41
Open Port on server	43
Slow Performance	45
Auto Synchronization to AD LDAP	45
Specific definitions for one site in service.ini	46
How to install Sentinel on secure (https) server	47
Sync. to AD's Organization Unit	47
Sync. to AD LDAP Groups	
Sync. To Secure LDAP	
Multiple Servers / Sites	
Sync users to Default Profile	49
Timeout error on server - Displayed on event log	50
Installations	51
Upgrade version for exiting customer	51
IIS Configuration before installation	52
Install Sentinel for QR code	53
Error in Setup - "The Setup requires IIS 5.1 or higher"	55
Error in setup - "Error occurred while installing system components"	56
Error in Setup - "Some of all identity references could not be translated"	56
Software was downgraded "automatically"	56



	Problems after installation - Check IIS	.57
	Installation failed at the beginning	.59
	Sentinel application does not open after installation	.59
	After installation the Sentinel is opened with IUSR user Account page	.60
	Error in Setup "The cabinet file required for this installation is corrupt"	.61
	Installation is "Stuck" before printers list window is displayed	.61
	Installation failed when all IIS is configured correctly	.62
Pı	rinters	.63
	Printer definitions - General	.63
	Print Processor	.63
	Printer IP	. 64
	Printer Status	. 65
	Logical Connection between Printer and Controller	.66
	Check Printer Behavior	. 68
	Connect/disconnect all printers to Sentinel	. 69
	Prints are "stuck" in printer	. 69
	Virtual printers	.70
	Push Printing	.71
	Drivers for Sentinel on Server 2012 – Limitation	.72
	Recommended Drivers	.72
	Define printer in Oracle Application	.73
	Printer is Offline	.74
	Problems in Copy/Copy Counting	.75
	Problems in scanning	.75
	PDF files are not printed	.78
	Specific user sent job but the job is not printed	.79
	Connect net printer to workstation	.80
	Delete Job on Error	. 82
	Devices->Add printer - Printer is not displayed in printers list	. 82
	Use SNMP to count pages	. 83
	For specific user - Not all jobs are displayed in Jobs list	.84
	Incorrect printing behavior	.84



Printer has physical problem - Move all jobs to Sentinel other printers	85
User is not allowed to print to specific printer	85
Scanning to Folder	85
Login is not permitted	86
Printer Port	86
Printer for both B/W and Color	87
Printer with embedded application is not connected	87
Define printer on MAC computer	88
Printer is "Push" but jobs are not pushed	89
Jobs are not displayed in Waiting Jobs	91
Jobs are not removed from printer queue	91
Print Processor is changed back to non-Sentinel	92
Jobs are "stuck"- error message "Spooled file is missing" is displayed	92
Color Scan in B/W printers	92
Reports	93
In application tool – Pipeline mode should be 'Integrated'	93
Could not find installable ISAM- Reports cannot work	95
Login failed for user 'sentinel' - Reports cannot work	96
Upload Report	96
System error message includes "System.Security.Cryptography.MD5.Create"	97
Services and Processes	98
Services	98
Processes	99
Srvapp	100
Process Port	100
Process definitions	100
Utilities	101
APClient	101
APClient - Incorrect Behavior	102
Error in APClient uninstall	102
Wizard	103
DevSim.exe - Utility to check messages to controller	104



Connect/disconnect all printers to Sentinel	107
ImportCVUsers	107
Import all BillCodes values into SQL DB Table	108
Add all users via AD sync	109
Lock/Unlock printer	110
TCPClient	111
Import DB from Access to SQL	112



Application errors

Provider is not registered on local machine

When the following error is displayed:



It means that the application cannot run because this is a 32 bit application and the IIS does not enable it. In order to solve it, it's most recommended to run the Wizard (See **Wizard**), which will enable 32 bit applications.

Another way to update the settings is by activating:

- IIS Manager->Sites->Sentinel->Basic Settings-> Check which Application Pool is used as follows:



- IIS Manager->Application Pools-> select the above Application Pool ->Advanced Settings->



Enable 32-bit Applications = True:

Internet Information Servi	ces (IIS) Manager	Advanced Settings		×	_ 🗆 🗙
😋 🕤 🔝 🕹 WIN-G121	T3DIRE9 Application Pools	🖯 (General)		4	🖬 🖂 🟠 I 🔞 🔸
File View Help	4	Enable 32-Bit Applications	True		
Connections	<u></u>	managed ripeline mode	Integrated	•	Actions
😔 - 🗔 🤌 😥	Application Po	Name	ASP.NET v4.0 Classic		Add Application Real
Start Dags	11.2 1	Queue Length	1000		
Start Page	This page lets you view and mana	Start Automatically	True		Set Application Pool Denaults
Application Pools	processes, contain one or more a	E CPU			Application Pool Tasks
	Elbert	Limit	0		Start
	11001.	Limit Action	NoAction		Chan
	Name A	Limit Interval (minutes)	5		a stop
	A PRIME TO THE	Processor Affinity Enabled	False	-	Recycle
2	ASP.NET v4.0 Classic	Processor Affinity Mask	4294967295		Edit Application Pool
	Classic Hac I Approve	Process Model			Resir Settions
	DefaultAppPool	Identity	ApplicationPoolIdentity		Description
		Idle Time-out (minutes)	20		REVIEW
		Load User Profile	False	3	Advanced Settings
		Maximum Worker Processes	1		Rename
		Ping Enabled	True		Y Domous
		Ping Maximum Response Time (secon	90		Kellove
		Ping Period (seconds)	30		View Applications
		Shutdown Time Limit (seconds)	90		A Halp
		Startun Time Limit (seconds)	90	<u> </u>	- Holp
		Name			Online Help
	•	[name] The application pool name is the	unique identifier for the application pool.		
T)	Features View				
Ready			OK Cancel	1	¶.:

The same error can be displayed when activating QR Code:

Server Error in '/bguardQRC' Application.
The 'Microsoft.Jet.OLEDB.4.0' provider is not registered on the local machine.
Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.
Exception Details: System.InvalidOperationException: The "Microsoft_Jet.OLEDB.4.0" provider is not registered on the local machine.
Source Error:
The source code that generated this unhandled exception can only be shown when compiled in debug mode. To enable this, please follow one of the below steps, then request the URL:
1. Add a "Debug+true" directive at the top of the file that generated the error. Example:
<n# %="" debug*true*="" language*c#*="" page=""></n#>
er:
2) Add the following section to the configuration file of your application:
<configuration> <pre>capitalion deluge*true*/> </pre> </configuration>
Note that this second technique will cause all files within a given application to be compiled in debug mode. The first technique will cause only that particular file to be compiled in debug mode.
Important: Running applications in debug mode does incur a memory/performance overhead. You should make sure that an application has debugging disabled before deploying into production scenario.
Stack Trace:
<pre>[InvalidOperationException: The 'Microsoft.Jet.OLED8.4.0' provider is not registered on the local machine.] System.Data.OleDb.OleDbServicesWrapper.GetDataSource(OleDbConnectionString constr, DataSourceWrapper% datasrcWrapper) System.Data.OleDb.OleDbConnectionInternaltcor(OleDbConnectionIng constr, OleDbConnection onenection) +1651036 System.Data.ProviderBass.DbConnectionFactory.CreateGonnection(DbConnectionGon owningConnection, TaskCompletionSource') re System.Data.ProviderBass.DbConnectionFactory.GreateGonnection(DbConnection owningConnection, TaskCompletionSource') re System.Data.ProviderBass.DbConnectionInternal.TryOpenConnection(DbConnection outerConnection, DbConnectionFact System.Data.ProviderBass.DbConnectionInternal.CpGenConnection(DbConnection outerConnection, DbConnectionFact System.Data.ProviderBass.DbConnectionInternal.ProVenConnection(DbConnection outerConnection, DbConnectionFact System.Data.OleDb.OleDbConnection.Open() +47 bguardQRC.BassPage.GetLanguage() in D:NProjects\CProjects\b_guard-3.0\Sentinel\bguardWebV3.0\</pre>

In QRC settings in IIS - Application pool should be ASP.NET v4.0 Classic witch is configured with "Enable 32-bit application" is enabled.

Cannot resolve the collation conflict

When the following error is displayed:



Server Error in '/Sentinel' Application.

Cannot resolve the collation conflict between "SQL_Latin1_General_CP1_CI_AS" and "Hebrew_CI_AS" in the UNION operation.
Description: An unhanded exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where E originated in the code.
Exception Details: System Data Okob Okobexception: Cannot resolve the collabor conflict between "SQL_Latin1_Centeral_CP1_CLAS" and "Hebrew_CLAS" in the UNION operation.
Source Error:
An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below.
Stack Trace:
<pre>[0]dbbb:coption (0x80040e14): Cannot resolve the collation conflict between "SQL_LatinL_Seneral_CPI_CLAS" and "Hebrew_CL_AS" in the UNION operation.] System Data.Oleb.OlebOataReader.NextBeall() dbbbreall hit) +105750 System Data.Oleb.OlebOataReader.NextBeall() +433 System.Data.Oleb.OlebOataReader.NextBeall() +433 System.Data.Oleb.OlebOataReader.NextBeall() +433 System.Data.Onno.DbbtadAgeter.FillOtatset dataset, Int21 startBecord, Int21 startBecord, Int21 startBecord, String serTable, IDECommand commandBehavior behavior) +44 System.Data.Common.DbbtadAgeter.FillOtatset dataset, Int21 startBecord, Int21 startBecord, Int21 startBecord, String serTable, IDECommand commandBehavior behavior) +45 System.Data.Common.DbbtadAgeter.FillOtatset dataSet, Int21 startBecord, Int21 startBecor</pre>

It means that in SQL table/s there are fields with different collation that the DB defaults. Each query that attempts to compare between fields of different collations will cause a conflict.

In the above error, a table field which was defined with different than the DB default collation was Union-ed with another table fields defined in default collation.

The field's collation should be corrected to be the DB default collation as follows:

WIN-OE63VM5	/Frd dbo.Sites		
Column N	ame Data Type	Allow Nulls	Design
ID.	int		
SiteName	nvarchar(255)		
[From]	mt	N. 14	
[7-]	int		
Alias	nvarchar(255)		
T			
Column Properties	1		
column Properties			
2↓ 🖻			
Allow Nulls		Yes	
Data Type		nvarchar	
Default Value	or Binding		
Length		255	
Table Design	ner		
Collation		<database< td=""><td>e default></td></database<>	e default>
El Computed Col	umn Specification		
Condensed Da	ata Type	nvarchar(25	255)
Description			
E Full-text Speci	fication		
Has Non-SQL	Server Subscriber	No	
 Identity Speci 	fication		

No value was given for one or more required parameters

When the following error "No value was given for one or more required parameters" is displayed:



Server Error in '/Sentinel' Application.

No value given for one or more required parameters. Description: As what de accepts occurs during the seconds of the curst we threads the tor more information about the exception of the acception to take given for user seconds during the seconds of the curst well required parameters. Burnet IIII IIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	
Description: A unhandle scoption to school ObeEcocptin. To where yous for use required parameters. A unhandle acception to skool ObeEcocptin. To where yous for use required parameters. A unhandle acception was generated during the execution of the ourrent web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below. A unhandle acception (0x80040et0): No value given for one or more required parameters.] System. Data. Oleb. OleB.Commond. Executed commandle information regarding the origin and location of the exception can be identified using the exception stack trace below. Poleblocception (0x80040et0): No value given for one or more required parameters.] System. Data. Oleb. OleB.Commond. Executed commandle information regarding the origin and location of the exception can be identified using the exception stack trace below. System. Data. Oleb. OleB.Commond. Executed commandle information regarding the origin and location of the exception can be identified using the exception stack trace below. System. Data. Oleb. OleB.Commond. Executed commandle information regarding the origin and location of the exception can be identified using the exception stack trace below. System. Data. Oleb. OleB.Commond. Executed commandle information regarding the origin and location of the exception can be identified using the exception stack. System. Data. Oleb. OleB.Commond. Executed commandle information regarding the origin and location of the exception state. System. Data. Oleb. OleB.Commond. Executed commandle exception regarding the bears or system. System. Data. Oleb. OleB.Commond. Executed commandle exception regarding the bears or system. System. Data. Oleb. OleB.Commond. Executed commandle exception regarding regarding the bears or system. System. Data. Oleb. OleB.Commond. Executed commandle executed commandle executed exact or the origin of the system. System. Data. Oleb. OleB.Commond. Executed commandle executed commandle executed exact	No value given for one or more required parameters.
Exception Details: System Data Octob DetaExceptor. No value yoar for use or nore repard garanters. Source Text: As unhanized exception was generated during the exception of the ourrent web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below. Exc Trace: [0] Details: Detail Detail. Detail. Detail: Detai	Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.
Sauce Irrat An unhanited exception was generated during the execution of the ourrent web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below. Soften Euro (060004601): No value given for one or more required parameters.] 9 steps. Biol. Oleb., Oleb.Command. Executed CommandTetrorSing(06E88681): 19: 19: 100056 System. Biol. Oleb., Oleb.Command. Executed CommandTetrorSing(06E88681): 19: 19: 100056 System. Biol. Oleb., Oleb.Command. Executed CommandTetrorSing(06E88681): 19: 19: 100056 System. Biol. Oleb., Oleb.Command. Executed CommandTetrorSing(06E88681): 19: 19: 100056 System. Biol. Oleb., Oleb.Command. Executed CommandTetrorSing(06E88681): 19: 19: 100056 System. Biol. Oleb., Oleb.Command. Executed CommandTetrorSing(06E88681): 19: 19: 100056 System. Biol. Oleb., Oleb.Command. Executed CommandTetrorSing(06E88681): 19: 19: 100056 System. Biol. Oleb., Oleb.Command. Executed CommandTetrorSing(06E88681): 19: 19: 100056 System. Biol. Oleb., Oleb.Command. Executed CommandDetaviro Haviro; Siring settless): 19: 19: 100056 System. Biol. Oleb., Oleb.Command. System. Stat. IDCommand. Executed CommandDetaviro; 19: 10005681 System. Biol. Oleb., Oleb.Command. System. Stat. IDCommand. Contexted Executed CommandDetaviro; 19: 1000568 System. Biol. Oleb., Oleb.Command. System. Stat. IDCommand. Contexted Executed CommandDetaviro; 19: 1000568 System. Biol. Oleb., Oleb.Command. System. Stat. IDCommand. System. Stat. IDC	Exception Details: System Data OleDo DeDdException: No value given for one or more required parameters.
An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below. But States Back Debu Oleb. Oleb.Context. Executed commandTextForoniag(OlebWidesult H) -1070856 System. Data. Oleb. Oleb.Context. ExecutedCommandTextForoniag(OlebWidesult H) -1070856 System. Data. Oleb. Oleb.Context. ExecutedCommandTextForoniag(OlebWidesult H) -1070856 System. Data. Oleb. Oleb.Context. ExecutedCommandTextForoniag(OlebWidesult H) -1070856 System. Data. Oleb. Oleb.Context. ExecutedCommandTextForoniag(OlebWidesult) +194 System. Data. Oleb. Oleb.Context. ExecutedCommandCentror bakarse, Object& executedEsult) +194 System. Data. Oleb. Oleb.Context. ExecutedCommandCentror bakarse, Object& executedEsult) +194 System. Data. Oleb. Oleb.Context. ExecutedEcommandCentror bakarse, Object& executedEsult) +194 System. Data. Oleb. Oleb.Context. ExecutedEcommandCentror bakarse, Object& executedEsult) +194 System. Data. Oleb. Oleb.Context. ExecutedEcommandCentror bakarse, System. Data. Data. Data. ExecutedEcommandCentror bakarse; System. Data. Da	Source Error:
Stack Trace: (0) (dokodecaj): No. Vole pixer pixer for one or one required parameters;] potence Disk. Olitiko. Olitik	An unhandled exception was generated during the exception of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below.
<pre>(DiebBiscoption (0x80040c10): No value given for one or more required parameters.] System.Data.OleBA.OleBA.OleBA.Omend.ExecutedCommandTextErrorNaudIIsm(D)CebBHEsult Nr / 4170356 System.Data.OleBA.OleBA.Omend.ExecutedCommandTextErrorNaudIIsm(D)CebBHEsult Nr / 4170356 System.Data.OleBA.OleBA.CommandTextErrorNaudIIsm(D)CebBHEsult Nr / 4170356 System.Data.OleBA.OleBA.OleBA.CommandTextErrorNaudIIsm(D)CebBHEsult Nr / 4170356 System.Data.OleBA.OleBA.OleBA.OleBA.OLEBA.CommandTextErrorNaudIIsm(D)CebBHEsult Nr / 4180560 System.Data.OleBA.OleBA.OleBA.OLEB</pre>	Stack Trace:
	<pre>DDCECkcaption (DAEDMORED)) the value given for one or one required gammaters] Systems bits.0bitdCommand.texcutScommandTextForSingleScut[ttggQEPMADS; dbFarams, 0bjtct executeResult) +247 Systems.bits.0leBb, 0leBCommand.SecutScommandTextForSingleScut[ttggQEPMADS; dbFarams, 0bjtct executeResult) +247 Systems.bits.0leBb, 0leBCommand.SecutScommandTextForSingleScut[ttggQEPMADS; dbFarams, 0bjtctd executeResult) +34 Systems.bits.0leBb, 0leBCommand.SecutScommandTextForSingleScut[ttggQEPMADS; dbFarams, 0bjtctd executScommandTextForSingleScut] +38 System.bits.0leBb, 0leBCommand.SecutScommandTextForSingleScut[ttggQEPMADS; dbFarams, 0bjtctd executScommandTextForSingleScut] +38 System.bits.0leBb, 0leBCommand.SecutScommandTextForSingleScut] +38 System.bits.0leBb, 0leBCommand.SecutScatScotCommandDehavior balavior; 0bjtctd executScotEscutSc</pre>

it means that the application cannot run because at least one parameter is missing.

For example, the error can occur after incomplete installation.

In order to solve it, it's most recommended to run the Wizard (See solution Run Wizard), which corrects/add all required parameters.

If the error is displayed after upgrade customer's version, and the problem is in the DB, the following should be done:

- 1. Stop Sentinel service.
- 2. Run Wizard or run UpdateTbl.exe
- 3. Restart the service

Could not use "; file already in use / Record is deleted

The on opening Sentinel web one of the errors (See attached files MBD_Is_Busy, OpenAccessFailed) is displayed:





- + al 10.180.66.50	_ 0 X
(C) (S) http://localhost/Sentinel/ D - C (S) Record is deleted. X	🕀 🖈 🔅
Server Error in '/sentinel' Application.	
Record is deleted.	
Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.	
Exception Details: System.Data OleDb. OleDbException: Record is deleted.	
Source Error:	
An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception trace below.	on stack
Stack Trace:	
<pre>[OleDbException (0x80004005): Record is deleted.] System.Data.OleDb.OleDbCommand.ExecuteCommandTextErrorHandling(OleDbHResult hr) +1138392 System.Data.OleDb.OleDbCommand.ExecuteCommandTextForSingleResult(tagDBPARAMS dbParams, Object& executeResult) +247 System.Data.OleDb.OleDbCommand.ExecuteCommandText(Object& executeResult) +208 System.Data.OleDb.OleDbCommand.ExecuteCommandGehavior behavior, Object& executeResult) +58 System.Data.OleDb.OleDbCommand.ExecuteReaderInternal(CommandBehavior behavior, String method) +162 System.Data.OleDb.OleDbCommand.System.Data.IDbCommand.ExecuteReader(CommandBehavior behavior) +9 System.Data.OleDb.OleDbCommand.System.Data.IDbCommand.ExecuteReader(CommandBehavior behavior) +9 System.Data.OleDb.OleDbCommand.System.DataSt dataSet, Int32 startRecord, Int32 maxRecords, String srcTable, IDbCommand System.Data.Common.DbDataAddapter.Fill(DataSet dataSet, Int32 startRecord, Int32 maxRecords, String srcTable, IDbCommand, CommandBehavior behavior behavior) +9 System.Data.Common.DbDataAddapter.Fill(DataSet dataSet), Int32 startRecord, Int32 maxRecords, String srcTable, IDbCommand, CommandBehavior behavior behavior) =0 System.Data.Common.DbDataAddapter.Fill(DataSet dataSet), Int32 startRecord, Int32 maxRecords, String srcTable, IDbCommand, CommandBehavior behavior behavior) =0 System.Data.Common.DbDataAddapter.Fill(DataSet dataSet) =0 in D:\Projects\C\Projects\Sentinel\WebV3.0\SentinelWebV3.0\Default.aspx.cs:592 WebApplication1Default.FillGrids() in D:\Projects\C\Projects\SentinelWebV3.0\SentinelWeb</pre>	nd command, C vior) +136 sult.aspx.cs:

it's usually because of Access DB limitations. When there are too many accesses to the MDB DB, it can be corrupted.

The solution is to create SQL DB, transfere all info from the Access to the new SQL and to connect Sentinel to SQL DB.

The system cannot find the file specified

The error message (panhandled exception) is displayed on attempt to: Devices -> Add Printer / Edit Printer.

The application fails on Get_InstalledPrinters ():



Server Error in '/Sentinel' Application.



In order to correct it, the application pool which runs Sentinel should be defined as "LocalSystem", which enables more permission.

Activate:

IIS -> [Sever name] ->Sites ->Default Web Site -> Sentinel -> Basic Settings -> Get the Application Pool name IIS->Application Pools -> Select the above Application Pool ->Advanced Settings-> In Process Model: Identity = 'LocalSystem' as follows:





Toternet Information Service	res (IIS) Manager	Idvanced Settings		<u>Y X</u>	
G Wew Heb	3DIRE9 + Applicatio	(General) .NET Framework Version Enable 32-Bit Applications	v4.0 True		i i e •
The Life (reg)	Applica Threapolities you're Processes, coular o Processes, coular o Asphert yn 0 Classe, Affrag Defaultigepool	Managod Fachar Mode Name Queu Lorgh Sart Automataly United Control (International Link Control (International Para Managorian Response Time (C Para Managorian Response Time	Korg and Active Active Via Oracles Looo action Pool Identity actions Pool Identity LoooSystem concerts concerts	CK Cancel	Action Statistical Pool Crashe Statistical Pool Crashe Statistical Pool Crashe Statistical Pool Crashe Bacyche Elf Arginization Pool Elf Arginization Pool Bacs Satrage Approximation Statistics Advord Sattage Advord Sattage Ven Arginization Ven Arginization Other Help
Ready	100 - CALL OF 1001		ок	Cancel	• <u>1</u> .:

You are not authorized to view this page due to invalid authentication headers

When the error message is displayed:

N 📲 🙋 http://localnost/Sentinel	T	🗟 🏘 🗙 📴 Bing
whee 🔅 🖪 Supported Shor 💌 🖉 Web Size Calena 💌		
		N Co co Co como colore ante
7.5 Detailed Error - 401.2 - Unauthorized		M · M · E I · Page · Sarecy · Tools
erver Error in Application "DEFAUL"	T WEB SITE/SENTINEL"	
Error Summary		
HTTP Error 401.2 - Unauthorized		
Management and a first transfer of the second se	and the state of t	
You are not authorized to view this page due to in	ivalid authentication neaders.	
Detailed Error Information		
ModuleIIS Web Core	Requested URLhttp://localhost:80/Sentinel	
ModuleIIS Web Core NotificationAuthenticateRequest	Requested URLhttp://localhost:80/Sentinel Physical PathC:\inetpub\wwwroot\Sentinel	
Module IIS Web Core Notification Authenticate Request Handler Extensionless Url-Integrated-4.0	Requested URL http://localhost:80/Sentinel Physical Path C:\inetpub\wwwroot\Sentinel Logon Method Not yet determined	
Module115 Web Core NotificationAuthenticateRequest HandlerExtensionlessUrl-Integrated-4.0 Error Codobx80070005	Requested URL http://localhost:80/Sentinel Physical Path C: Unetpub kwwroot Sentinel Logon Method Not yet determined Logon UserNo t yet determined	
Module II 5 Web Core Notification Authenticate Request Handler Extensionles Sufri Trategrated-4.0 Error Cod60x80070005	Requested URLhttp://locathostid0/Sentinel Physical PathCt/inetpub/wwwroadtSentinel Logon Nethodolia yw a determined Logon UserNot yst determined	
Module J15 Web Core Notification AuthenticateRequest Handlericktensionels stiff-integrated-4.0 Error Code0x80070005	Requested URL http://localhost:B0/Sentinel Physical Faht C:\netpub\wwwoot\Sentinel Logon HethooNet yet determined Logon UserN ot yet determined	
Modela 15 Web Core Notification Authenticate Request Naidler Extensionles sUH-Lategrated -4.0 Error Code0x00070005	Requested URL/http://focahosts/0.5entinel Physical Path-Charlowkywwraoa/Sentinel Logan MethodNat yst determined Logan UserNat yst determined	
Module IIS Web Care Notification AuthenticateRequest HandleristensenialesUF1stegrated-4.0 Error Code0x00070005	Requested URLhttp://localhost00/Sentinel Physical PathCL,Inetpub/wwwrost\Sentinel Logon HeshobNety zet determined Logon UserNat yet determined	
Model 115 Web Core Rotification Authenticate Request Handler Stetension Insul-Integrated - 4.0 Error Codebxe0027005 Most likely causes: - No authentication protocol (including anonymous) is selected of - Only integrand a uthentication is enabled, and a client forward	Requested URUhttp://localhosting/Genitinel Physical Path-Charge-builty-wavenody-benitinel Logan UserNot yet determined Logan UserNot yet determined	
Module IIS Web Core Rodification AuthenticateRequest HandleristensinelesUrl-Integrated-4.0 Error Code0x00070005 Most likely causes: - No authentication protocol (including anonymous) is selected i - Only integrated authentication is enabled, and a client browsen - Thergeted authentication is enabled and the request was sain - Thergeted authentication is enabled and the request was sain - Thergeted authentication is enabled and the request was sain - Thergeted authentication is enabled and the request was sain - Thergeted authentication is enabled and the request was sain - Thergeted authentication is enabled and the request was sain - Thergeted authentication is enabled and the request was sain - Thergeted authentication is enabled and the request was sain - Thergeted authentication is enabled and the request was sain - Thergeted authentication is enabled and the request was sain - Thergeted authentication is enabled and the request was sain - Thergeted authentication is enabled and the request was sain - Thergeted authentication is enabled and the request was sain - Therget authentication is enabled and the request was sain - Thergeted authentication is enabled and therget was sain - Thergeted authentication is enabled and therget was sain - Therget was sain therget was an outhentication is a sain therget was sain - Therget was sain therget was an outhentication is a sain therget was sain therget was an outhentication is a sain therget was sain therget was an outhentication is a sain therget was sain therget was sain therget was a sa	Requested URLhttp://focalhostu0/Sentinel Physical PathCt\intgu0k/wwwroat\Sentinel Logon ItemboNot yet determined Logon UserNot yet determined nilS. milS.	erver,
Notification Authenticate Request Hondiarist Wah Core Hondiarist cate Request Hondiarist cate Request Hondiarist cate Request Hondiarist cate Request Most likely causes: No authentication protocol (including anonymous) is selected Only integrated authentication is enabled, and a client troverse Integrate authentication is enabled, and a client troverse Integrate authentication is enabled, and a client troverse Toringrate authentication is enabled.	Requested UR/Mtrp://localhosting/sentinel Physical Path-Chargeburgeburgeburgeburgeburgeburgeburgebu	erver.
Module 115 Web Core Rodification AuthenticatRequest Hindificitation singles SUI-Lategrated-4.0 Error Code0x00070005 Most likely causes: • No authentication protocol (including anonymous) is selected in • Only integrade authentication is enabled, and a client browsen • The Web server is no configured for anonymous access and • The "configuration/system.webServer/authentiation" configure	Requested URLhtp://localhostid0/sentinel Physical PathCt/inetpub/wwwroat\sentinel Logon Isenbolkia yrei determined Logon UsenNot yet determined n IIS. "Was used that does not support integreted authentication. "Was used that does not support integreted authentication. "Teguined authonization header was not received."	ever.

It usually means that anonymous authentication is not defined properly.

In order to correct it do the following:

1. In IIS select Sites ->Sentinel

2. For selected site, in IIS home page select Authentication as follows:

Internet Information Servi	ces (IIS) Manag	ger							_ 0	×
C→ C→ C→ SRV03 →	Sites 🕨 Defau	ilt Web Site 🔸	Sentinel 🕨						🖬 🖾 🟠 I 🔞	•
File View Help										
Connections	() (a)								Actions	
🔍 • 🗟 🖄 🥵	/Se	ntinel Hor	ne						🔉 Explore	
Start Page	Filter:		• All Go • (Show All G	oup by: Area				Edit Permissions	
Application Pools	ASP.NET			e (Basic Settings	
🖻 🔞 Sites					[View Virtual Directories	
			404	S			3		Manage Application	
EPSScan	.NET Authorizati	.NET Compilation	.NET Error Pages	.NET Globalization	.NET Profile	.NET Trust Levels	Application Settings		Browse Application	
🕮 💮 Sentinel									Browse *:80 (http)	
	ab	Y		<u> </u>	-				Advanced Settings	
	Connection Strings	Machine Key	Pages and Controls	Session State	SMTP E-mail				😢 Help	
									Online Help	
	115	_								
			CGI	A			4			
	ASP	Authentication	CGI	Compression	Default	Directory	Error Pages			
	1.51	- Schork Collor		compression	Document	Browsing	Lifer ruges	_		
						r*>	_			
• • • •	Features Vie	w / Content	View							
Ready									•	1.:
8										



3. Select Anonymous Authentication and press 'Enable' as follows:

Thternet Information Servi	es (IIS) Manager		
(3) (2) ► SRV03 ►	Sites + Default Web Site + Sentinel +		🖬 🖂 🏠 I 🕲 👻
File View Help			
Connections		Action Ens	s able
SRVU3 (SRVU3(Administrator)	Name Resp	onse Type	p
🖃 🧕 Sites	Anonymous Authentication Disabled	Onl	ine Help
⊕ ∰ Default Web Site ⊕ ∰ Default Web Site ⊕ ∰ PESSan ⊕ ∯ EPSSan ⊕ ∯ Koncawistle ⊕ ∯ Sentinel	nahinis impersonation Usaged Forms Authentication Desibled HTTP	302 Logn/Redirect	
	💽 Features View 💦 Content View		
Configuration: 'localhost' applicatio	Host.config , <location path="Default Web Site/Sentinel"></location>		€ <u>1</u> .:

4. Enter Sentinel.

Unrecognized database format C:\inetpub\wwwroot\Sentinel\App_Data\Sentinel.mdb

Server Error in '/Sentinel' Application.

Unrecognized database format 'C:\inetpub\wwwroot\Sentinel\App_Data\Sentinel.mdb'.
Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.
Exception Details: System Data Old/D Old/DException: Unrecognized database formal "C limetpublixwroot/SentineLApp_Data/SentineLmdd".
Source Error:
The source code that generated this unhandled exception can only be shown when compiled in debug mode. To enable this, please follow one of the below steps, then request the URL:
1. Add a "Debug=true" directive at the top of the file that generated the error. Example:
<88 Page Language*"C#" Deboys*"Erve" 45
or:
2) Add the following section to the configuration file of your application:
<pre>configuration></pre>
Note that this second technique will cause all files within a given application to be compiled in debug mode. The first technique will cause only that particular file to be compiled in debug mode.
Important: Running applications in debug mode does incur a memory/performance overhead. You should make sure that an application has debugging disabled before deploying into production scenario.
Stack Trace:
[01e0bException (0x80004005): Unrecognized database format 'c:\interpub\usarroot\SentinelApp_Data\Sentinel.mdb'.] System.Data.01e0b.01e0bConnectionInternalctor(01e0bConnectionString constr, 01e0bConnection orangetion) +304 System.Data.01e0b.01e0bConnectionFactory.CreateConnection(DbConnectionOptions, DbConnectionPoolKey poolKey, 0bject poolGroupProviderInfo, DbConnectionPool, DbConnection owningObject) +86

When the error message is displayed it means that the Access DB was corrupted. Just enter the DB (According to the mentioned path), click on it and 'Recover'.

On Sentinel opening, error message "SERVER ERROR 500.19" is displayed

It looks like WSUS is enabled. Let's try running the following command line to disable an HTTP compression feature used by WSUS. You will need to run it from a command prompt with elevated privileges (run as Administrator). %windir%\system32\inetsrv\appcmd.exe set config -section:system.webServer/httpCompression /- [name='xpress']

Another thing to try after you run that command is to make an adjustment to the SentryFileAppPool:

1) Open IIS and click on Application Pools

2) Locate and right-click on the AppPool serving the SentryFile application (default is "SentryFileAppPool") and choose "Properties"

- 3) Locate "Load User Profile" under the "Process Model" and set it to "True".
- 4) Restart the Application Pool (in the Actions Pane on the right-hand side of the screen).
- 5) Test SentryFile



Could not load type 'System.Service.Activation.HttpModule' from assembly

'System.ServiceModel......

When the following error is displayed, it means that something is wrong with ASP.NET



On googling for the error:

https://msdn.microsoft.com/en-us/library/hh169179%28v=nav.90%29.aspx

.....

This error can occur when there are multiple versions of the .NET Framework on the computer that is running IIS, and IIS was installed after .NET Framework 4.0 or before the Service Model in Windows Communication Foundation was registered.

.....

Resolution:

For Windows 7 and Windows Server 2008, use the ASP.NET IIS Registration Tool (aspnet_regiis.exe,) to register the correct version of ASP.NET.

.....

To register the correct version of ASP.NET

- 1. On the computer that is running Microsoft Dynamics NAV Web Server components, open a command prompt as an administrator as follows:
 - 1. From the **Start** menu, choose **All Programs**, and then choose **Accessories**.
 - 2. Right-click **Command Prompt**, and then choose **Run as administrator**.
- At the command prompt, type the following command to change to the Microsoft.NET\Framework64\v4.0.30319 folder, and then press Enter cd\Windows\Microsoft.NET\Framework64\v4.0.30319
- 3. At the command prompt, type the following command, and then press Enter aspnet_regiis.exe -iru
- 4. At the command prompt, type the following command, and then press Enter *iisreset*



Configuration Error

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	(G) (G) · [@ http://ocahost/setton/
	S Configuration Error ×
	🙀 🔚 Parts 🔽 Oudbook Web App 🛄 MittaabBOX
	Server Error in '/' Application.
	Configuration Error
	Description: An error occurred during the processing of a configuration file required to service this request. Please review the specific error details below and modify your configuration file appropriately.
	Parser Error Message: It is an error to use a section registered as allowDefinition-MachineToApplication beyond application level. This error can be caused by a virtual directory not being configured as
	Source Error:
	Line 39:
	Line 40: <authentication mode="Windows"></authentication>
	Line 41: <identity impersonate="false"></identity>
	Source File: C/instpublikwwrootisentineliweb.config Line: 40
	Version Information: Microsoft NET Pranework Version 4 0.30119, ASP NET Version 4 0.30319 34200
	1 📰 🐃 🕟 👧 🖪 🛛 👘 👘 🖬 👘 👘 👘

When this error is displayed the following should be checked:

1. In IIS:

"Windows Authentication" - Enabled.

All others - Disabled.

2. Check if Customer installed the web application in port different from 8080.

If so, the shortcut from the upgrade is default to be in 8080.

The shortcut should be deleted and be built manually.

Cannot open Database [Name] requested by the login

When the following error is displayed, it means that connection to the Sentinel DB failed:

🗃 Cannot open database "sentinel" requested by the login. The login failed Microsoft. Internet Explorer 🛛	. [
Ejle Edit View Favorites Iools Help	
🕓 Back 🔹 🕤 👻 🖹 👔 🐔 🔑 Search 👷 Favorites 🥙 🔊 - 😓 🚍	
Address 👔 http://locahost/Sentinel/Log.aspx	Link
Server Error in '/Sentinel' Application.	
Cannot open database "sentinel" requested by the login. The login failed.	
Description: An unhanded exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.	
Exception Details: System Data.OleDb.Exception: Cannot open database "sentlinet" requested by the login. The login failed.	
Source Error:	
The source code that generated this unhandled exception can only be shown when compiled in debug mode. To enable this, please follow one of the below steps, ther request the URL:	1
1. Add a "Debug=true" directive at the top of the file that generated the error. Example:	
<%0 Page Language="C#" Debug="true" %>	
or:	
2) Add the following section to the configuration file of your application:	
<configuration> <system.web></system.web></configuration>	

Connection String to the DB should be check manually – The Connection String from Registry will be checked in order to detect the connection error.



Object reference not set to an instance of an object

When the following error is displayed, it means that there's a problem in DB Table's record:



The error occurs when there's an attempt to edit a record, and a field that should have a value is empty. Correction is done in the DB itself.

Another reason for that message is if access to C:\inetpub\wwwroot\Sentinel\web.config file is denied:



Version Information: Microsoft .NET Framework Version: 4.0.30319; ASP.NET Version: 4.7.2106.0

In that case it's commandeered to check permissions to that specific folder or to its parent folder/s.



RPC Server Unavailable

The following message was displayed on browsing to Devices page:

Server Error in '/Sentinel' Application.

he RPC server is unavailable	
escription: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.	
xccption Details: System ComponentModel Win32Exception: The RPC server is unavailable	
purce Error:	
n unhandled exception was generated during the execution of the current web request. Information reparding the origin and location of the exception can be identified using the exception stack trace below.	
ack Trace:	
<pre>[Win32Exception (0x80004005): The RPC server is unavailable] System.Drawing.Printing.PrinterSettings.get_InstalledPrinters() +455 WebApplication1.Win32API.PopulateDropDownList() in D:\Projects\C\Projects\SentinelWebV3.0\SentinelWebV3</pre>	cs:3884

The meaning is that the spooler is down and should be up again- Print Spooler server should be started.

Web application is not opened - Port 8081 is occupied

Sometimes the web application is not opened after installation, and the reason for it is that the default port for the web application - 8081 - is occupied by another process.

1. <u>Checking opened ports:</u> Activate command line: *netstat -aon|find ":80"|find "LISTENING"*



k Manager	netstat	-aon f ir 0.0.0.0 0.0.0.0 [::]:0 [::]:0 [::]:0	nd '':]:0]:0	80"¦find	"LISTENING" 4 LISTENING 4864 LISTENING 4864 LISTENING 4 LISTENING 4 LISTENING 4 LISTENING 4
sers\Administrator> k Manager w Help D Convices Performar			_		
k Manager swHelp D					
D Forwices Performan					
	nce Netwo	orking Users	1		
	P. A	User Name	CPU	Memory (Commund Line
	3668	SYSTEM	00	1,172 K	cme je "node odrnodeserver.js 1"
32	3692	Administ	00	2,644 K	APClient\clnagt.exe /TERM
	3716	SYSTEM	00	15,032 K	<pre>////////////////////////////////////</pre>
	3812	SYSTEM	00	1,352/	C:\Windows\system32\cmd.exe /C "C:\hp\hpsmh\bin\rotatelogs.exe -f C
	3820	SYSTEM	00	1,36 K	\??\C:\Windows\system32\conhost.exe
æ	3836	SYSTEM	00	2 0 0 K	C:\hp\hpsmh\bin\rotatelogs.exe -f C:/hp/hpsmh/logs/error_log 5M
	3844	SYSTEM	00	,356 K	C:\Windows\system32\cmd.exe /C "C:\hp\hpsmh\bin\rotatelogs.exe -f C
	3852	SYSTEM	00	1,360 K	\??\C:\Windows\system32\conhost.exe
(e	3868	SYSTEM	00	1,996 K	C:\hp\hpsmh\bin\rotatelogs.exe -f C:/hp/hpsmh/logs/access_log 5M
	4804	NETWO	0	2,040 K	C:\Windows\system32\svchost.exe -k NetworkServiceNetworkRestricted
*32	4864	SYSTEM	0	3,900 K	c:\Sentinel\HttpServ\httpserv.exe
: "JZ	5016	Haminist	-00	7,720 K	"C:\Program Files (x86)\Citrix\ICA Client\Receiver\Receiver.exe" -autoup
	5096	SYSTEM	00	1,380 K	\??\C:\Windows\system32\conhost.exe
	5168	NETWO	00	3,668 K	C:\Windows\System32\svchost.exe -k termsvcs
	5244	SYSTEM	00	2,192 K	"C:\Program Files (x86)\TeamViewer\tv x64.exe"action hookslog C:▼
esses from all users					End Process
	(e *32 32 esses from all users	3552 4804 *32 4864 5096 5168 5244	3852 5751EM 4804 SYSTEM 4804 NETWO *32 4864 SYSTEM 5096 SYSTEM 5096 5168 NETWO SYSTEM 5168 NETWO 5244 esses from all users SYSTEM	3652 5151EM 00 4804 NETWO 00 *32 4864 SYSTEM 00 *32 4864 SYSTEM 00 *32 5096 SYSTEM 00 5096 SYSTEM 00 5168 NETWO 00 sesses from all users 5096 SYSTEM 00 5244 SYSTEM 00	3852 5751EM 00 1,360 K 4804 NETWO 00 2,040 K *32 4864 SYSTEM 00 2,040 K *32 5076 Administ 00 7,720 K 5096 SYSTEM 00 1,380 K 5168 NETWO 00 3,668 K 5244 SYSTEM 00 2,192 K

If port 8081 is occupied by another process (Not Sentinel), the Sentinel port should be changed

- 2. Change port:
 - In IIS select [Server Name] -> Sites ->Default Web Sites -> Binding
 - Select http ->Edit
 - Change port number (For example: 8089), approve ("OK", and "Close")
 - You can see that the in Manage Application -> Browse Application -> Browse port was changed Check port change:
 - In IIS select [Server Name] -> Sites ->Default Web Sites ->Sentinel

Select Manage Application ->Browse - The site will be opened in the new port correctly



File View Help		
Connections	Defendente Che Universit	Actions
ଷ୍ଟ 🗔 🖄 😡	Default web Site Home	🔉 Explore
Start Page	Filter:	Edit Permissions
- Application Pools	ASP.NET	Edit Site
Sites Site Site Site Site Site	؋ 🔄 🍳 🗟 🚷 🗈 🚺	Bindings Basic Settings
AuthenticationAgent	. NET .NET INTO NET .NET Profile .NET Trust Application Connection Machine Keyn ragis and https://www.into.net.org/application/stationary/applicationary/applicationary/applicationary/applicationary/applicationary/applicationary/applicationary/applicationary/applicationary/	View Applications
EmbdFax	Hadrolizadari Compadori Pagos Grobalizadari Edvels Jedangs Jalings Controls	View Virtual Directories
Endescan		Manage Web Site 🔷
EPSScan - Save	Section State Type Host Name Port IP Address Binding Add	👶 Restart
HpScanToFolder	http 80 *	Start
OPSSampleClient	net.tcp 808;* Edt	Stop
🕀 👰 Sentinel	IIS net.ppe Remove Remove	Browse Web Site
🕀 💮 vd	msmq. Edit Site Binding	Browse *:80 (http)
H A Inhs	https	Browse *:443 (https)
	ASP IVP: IP address: ages Handler HTTP Redirect Mappings	Advanced Settings
Change to another port.	Host name:	Configure
For example: 8089		Limits
	HTTP IP Addre: Example: www.contoso.com or marketing.contoso.com Request SSL Settings WebDAV 1 Reson and Dom. Authorit	Add FTP Publishing
		😥 Help
	Management	Online Help
	OK Cancel	
		1





No data exist for row/column

Customer attempted to define User as Support User and got the following error message:



Server Error in '/Sentinel' Application.

No data exists for the row/column.

Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

Exception Details: System.bwaldQperduft.cepton: No data exists for the row/column.
Source Error:
In unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below.
Stack Trace:
InvalidOperationException: No data exists for the row/column.]
System.Oata.OleDb.OleDbDDataReader.OeValue(Ent2 ordinal) +1167991
System.Oata.OleDb.OleDbDDataReader.get_Item(String name) +28
Dal.UsersDAL.GetUserType(String strCurrentUser) in D:/Projects/CVProjects/Sentinel/SentinelWebV3.0/SentinelWebV3.0/DAL/UsersDAL.cs:115
Dal.UsersDAL.GetUserType(String strCurrentUser) in D:/Projects/CVProjects/Sentinel/SentinelWebV3.0/SentinelWe

The reason is that something is missing in the DB -In Settings Table the Setting 'Admin' is missing. In order to check and update: 1. Check if Setting exists: USE [DB name] SELECT * FROM [Settings] WHERE Setting = 'Admin' 2. If setting is missing - It should be added: USE [DB name] INSERT INTO [Settings] ([Setting],[Value]) VALUES ('Admin','0') 3. Query No. 1 should be re-run for check the existence of the Setting.

Request Timed Out

When the following message is displayed, it means that there's not enough time for the requested operation - For example: Export big Report to EXCEL:

C 🛈 10.110.1.32/Sentinel/FastReport.Export.aspx?reportguid=12ar/714b1d614219bcre294474810c5a3&object=WebReport/Wewer&export_excet2007=1
🛱 Apps 🛢 Aeonix Administratio 🚯 mako nmiho nmo 🕐 10.2001.222/default: 🕚 10.2001.231/default: 💮 SeaMail - 🚱 SysAid Help Deix Sci 🛱 XerMobile - Consoli 🧊 Forcepoint Security i 🔓 Google 🔘 portnox 3.0, No Hoti 🧧 Imported From E 🔶 Fucion UDM 🌒
Server Error in '/Sentinel' Application.
Request timed out.
Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.
Exception Details: System Web HttpException: Request timed out.
Source Error:
An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below.
Stack Trace:
[HttpException (0x80004005): Request timed out.]
Timeout is increased as follows: n C:\inetpub\wwwroot\Sentinel\Web.config
The value of ExecutionTimeput can be change from default value .of 12000 to, for instance: <system.web> <httpruntime executiontimeout="12000" maxrequestlength="2097151"></httpruntime> </system.web>





Input string was not in correct format

When the following error



is displayed on User editing, it means that something was damaged for that user in Users Table in DB.) he value of User Type for that user in DB Users Table is NULL, instead of correct value (0 for Standard, 1 for Admin....)



Invalid Object/Column Name

When the following error is displayed it might be because the DB collision is in correct.

For example – For Table name:





For example - For Column name



The collision should include CI (Case Insensitive) instead of CS Case Sensitive).

If the collision is incorrect, it can be updated by query.

For SQL, for example, the query is as follows:

```
use Sentinel
ALTER DATABASE [Sentinel] SET SINGLE_USER WITH ROLLBACK IMMEDIATE
GO
ALTER DATABASE [Sentinel] COLLATE Hebrew_CI_AS
GO
```

Sentinel Knowledge Base



ALTER DATABASE [Sentinel] SET MULTI_USER GO

Configuration Error

When the following error message "Configuration Error" is displayed

Server Error in '/' Application.

Configuration Error

Description: An error occurred during the processing of a configuration file required to service this request. Please review the specific error details below and modify your configuration file appropriately.

Parser Error Message: It is an error to use a section registered as allowDefinition="MachineToApplication' beyond application level. This error can be caused by a virtual directory not being configured as an application in IIS. Source Error:

Line 5	2:	
Line 5	3: K	compilation>
Line 5	4: «	authentication mode="Windows" />
Line 5	5: c	.dentity impersonate="false" />
Line 5	6: <td>/stem.web></td>	/stem.web>
Source Fi	ile: C:Vinetpul	www.voot\sentinelid2\web.config Line: 54

it means that the web application is not activated.

In order to activate:

IIS->...-> Sites -> Default Sites -> Sentinel -> Right click -> Convert to Application as follows:

Operault web Site	Filter:		• 🔐 Go 🕞 🖣	Show All G	roup by: Area		-				
AuthenticationAgent	ASP.NET										M
AuthenticationAgent - Copy Opy Op	.NET Authorizati	.NET Compilation	.NET Error Pages	NET Globalization	.NET Profile	.NET Trust Levels	Application Settings	Connection Strings	Machine Key	Pages and Controls	9
Porscan Porscan Porscan Porscan Porscan Porscan Porscan Porscanpeclients Porscanpeclients Porscanpeclient	Session State	SMTP E-mail									
TopCient TopCient TopCient TopCient MosclamitsAppSetup MosclamitP MoreOptions	IIS			_	0						
				CGI	Compression	Default	Directory	A04 Error Pages	Handler	HTTP Redirect	
			Rules			Document	Browsing	1	Mappings		
B- PBWeb B- PullPrint B- PullPrint	HTTP	IP Address	Logging	MIME Types	Modules	Je State Sta	Request	SSL Settings	(RebDAV		
B Cance Cance Cance Scan Scan Explore	Respo	and Dom				Caching	Filtering		Authori		
Senti Edit Permissions Senti Senti Senti Senti Senti Senti	managem	200									
Add Application	Configuration Editor										

Controllers

Controller Definitions

Sentinel Controller should be connected to the server, e.g., the IPs of both the controller and the server should be checked.

Server IP is accepted by Start -> cmd -> "ipconfig" as follows:



🛋 Administrator: Command Prompt	_ 🗆 🗡
C:\Users\Administrator>ipconfig	
Windows IP Configuration	
Ethernet adapter Local Area Connettion:	
Connection-specific DNS Suffix <u>ferM::fchh:8f11</u> :80c0:5d9c%12 Link-local IPv6 Address	
Default Gateway : fe80::b969:db2a:?b4c:?fbdx12 192.168.4.1	
Tunnel adapter isatap.{F02BC5FB-056B-4D?7-AF7C-D7359FD99FE0}:	
Media State : Media disconnected Connection-specific DNS Suffix . :	

If Server IP in Sentinel controller settings is not identical to the above, it should be re-configured on the controller itself.

Verification that the controller is connected is done by activating Start -> All programs ->Sentinel ->External Device Manager as follows:

SENT		Dverview History
Dashboa	rd Network Printers	Status (Graphical View)
v v	ersion sers /ating jobs	v4.1.2 6 0
Internet Explorer (64-bit) Internet Explorer TeamViewer 11 Windows Update Windows Update Accresorins	Administrator	
Administrative Tools	Documents	Unlimited Days
FastReports HP Management Agents	Computer	bs Devices found
HP System Tools Maintenance	Network	Logged 8/4/2016 4:08:08 P 8/2/2016 12:35:46
Sentinel	Control Panel	8/2/2016 12:35:36 8/2/2016 12:35:36 8/2/2016 12:35:24
External Device Manager	Devices and Date	8/2/2016 12:35:12
FastReports Designer	er Administrative Tools	7/31/2016 3:55:10
Sentinel BSIActivationTool Sentinel web application	Help and Support	
Sentinel wizard	▼ Run	

On External Device Manager GUI the controller should be displayed with same IP. It's recommended to press 'Refresh':

SENTINEL	Overvie	w Hi:	story		Users	Device	Acco	untin	J		ÿ	20	
Device Manager Data Collec	tion Gro	oups Profiles	Printe	irs Map						_			
Edit Printer [192.168.4.209]										Sar	Cancel		
Device Type	[External	•			🔲 Enable S	iDE						
RFID Type	0	EM Rossler	۳			🔲 Use Por	t Monitor						
Printer Type	Printer Type BAW •					🗆 Use Bill	Code						
External Controlle	External Controllegeneration 192.168.4 .209						Require Pin Code						
Functions		MultiEunction				🔲 Open Co	opier Before Prir	ting					
					II_	Onen Cr	nniar Aftar Drinti						
External Device Manager													
Auto Discovery Manual Discovery													
MAC De Ce IP	DHCP	Serial	D-Port	Firmware	Subnet Mask	Gateway	Server IP	S-Port	Description	Type	Strings	Rofe	ionth
10:80:e1:cf:78:1f 192.168.4.209	I-Disable	DPHF43084347	7001	1.43.27	255.255.255.0	192,168,4,1	192.168.4.239	7001		Heb	SENT1		
9 00:17:61:10:84:7A 192.168.4.90	-		192.1							Tibbo		Sett	ings
												Exp	port
													.
												Upgi	ade ware

Sometimes controller IP is on another VLAN and External Device Manager cannot find it. In that case the IP should be entered manually:



🙀 External Devic	e Manager												_ 🗆 ×
File Access mo	de Device Help												
Auto Discov ry	fanual Discovery												
MAC	Device IP	DHCP	Serial	D-Port	Firmware	Subnet Mask	Gateway	Server IP	S-Port	Description	Туре	Strings	Refresh
													Settings
					uice Febru				1				Add
					wice thury		_						Export
					IP-address:	192.168.4.20	1		/				Remove
					Access por	65535							Upgrade Firmware
						Car	ncel (IK					

When the controller is selected, all its settings should be displayed correctly as follows:

St 24 🖂	· ·
Mac	0:80:e1:8e:a4:97
DevicelP	192.168.4.240
DHCP	False
Name	SENT9348247
Senal	EPIF43114843
DevicePort	7001
FirmWare	1.43.27
UnitType	Heb
SubNetMask	255.255.255.0
LiateWay	192.168.4.1
Description	100 100 1 15
ServerIP	192.168.4.45
ServerPort	7001
Name Defines the Device name ident	ificator for the External Device Unit

Another way to verify if the controller is connected to the server is on the same GUI, for selected controller, is to activate Advanced -> Beep.

192.168.4.240		_
etwork Display Advanced Debug		
RFid Beep:	O On	C Off
802.1x		
Status:	O On	O Off
User:		
Password:		
Wiegand		
Reverse Wiegand data:	O On	O Off
UDP		
Accept udp messages from all Device servers:	🔿 O On	O Off
Overloaded Network:	C On	C Off
Retry Send UDP: 6	· \	
Device Hide numbers:	C On	O Off
Password:	Factory defaults	Веер
Save Load	Cancel	OK

The controller should beep.

When there's no communication between the controller and the server, or even if the controller sends messages but the server doesn't reply, it's recommended to check controller's IP. Activating 'ping' (See section **Logical Connection**) duplicated IPs can be detected.



Sometime assigning a new free IP to the controller can help.

It's also recommended to check of port 7001 is not blocked from both directions.

Attention

External controller <u>cannot be assigned for specific Site</u>. Doing it will cause the following errors:

- 1. Time is not displayed on controller ("00:00").
- 2. Controller restarts very often.

Old controllers (TIBO) communication with server

Old controllers (TIBO) can accept communication from IP in one of the following:

1. According to IP - Comm. with the server IP which last contacted the controller

2. IP matching definition - Comm. will be to server IP defined in controller.

At customer the controllers were configured as 1st option ("According to IP"). In addition, the controllers were defined both in old server and in new server ==> They replied each time to the server contacting to them. That's why sometimes it took a long time to respond.

Solution:

Remove old controllers from "Devices" in old server

or

Define controller comm. only to the server IP configured in them:

In old DS Manager: Auto Discovery -> Connections ->

Accept connection from connection mode = "IP matching destination IP address"

State	IP MAL	Owner/Device n	Refresh
20	0.36.119.3.145 19	2.168.4.231 (local)	Settings
-			Upgrade
1	Setting: DS <1/2 70 NL>		Initialize
	Network Connection Seri	al port Outbound packets All	Routing Status
	Connectionation	5	Burad
	Transport protocol	0-UDP	DUZZI
	Broadcast UDP data	0-Reject	Change IP
	Link Service login	(irrelevant)	
	Inband commands	(irrelevant)	
	Data login	(irrelevant)	Add
	Pouting Mode	1. Course OR Cleant (Master)	Find
	Accept connection from	1- IP matching destination IP-address	
	Connection mode	1- On data OR command	
	Destination IP-address	192,168,4.33	
	Destination port	7001	
	Notification destination	0-Last port	

System Events: ComTCP not responding to SNTMON UDP message

When error "ComTCP not responding to SNTMON UDP message' is displayed in History->System Events, reappearing every 1 min., it means that server IP address cannot be found by controller/s.



Each 1 min. the controller checks communication to the server (Sends UPD message), but the server, e.g., engine ComTCP, does not respond, because server IP address was not found. Communication is done via ports 7002 & 7003.

Updating server IP

In Settings -> Behavior -> Monitor -> The Sentinel Server IP should be updated. The value 'IPAddress' in C:\Sentinel\service.ini in [Settings] section will also be updated:



Jobs list does not support Hebrew names

When Jobs list with Hebrew names is displayed in Gibberish ("??????..."), the following should be done: On Server ->Control Panel -> Region and Language -> Administrative -> Change System Local.... -> Should be "Hebrew":





Controller "Freeze"

Sometimes the controller seems to "freeze", e.g., to be stuck when user presses something, and goes back to normal work after timeout.

(Usually the users restart the controller, which of course causes the controller to work again).

The problem is usually caused by <u>POE (Power Over Ethernet)</u> defined in the organization. The solution is to remove the definition from the points, where the controllers are connected to.

If the problem is not solved, the result may be because of problem in the touch screen. In order to check it do the following:

1. For MFP printers:

On selection screen 'Print"/"Copy"/"Exit" - Select "Exit".

If the controller is still stuck, the problem is not in communication with the server.

(On "Exit" there's no connection to the server. The controllers just returns to previous screen).

- 2. Both for SFP and MFP printers:
 - For MFP Define the printer AS "Print" (only)
 - Edit User and define print option = "Last Document"
 - Send a job to print
 - Pass your card.

If the job is printed correctly, the problem is not because of communication, but with the touch. General

RFID Types

Controller reader can be:

- EM Rossler
- Synel

Synel RFID can be connected in two ways:

- Synel Synel
- Synel Standard

Synel reader are not in the market any more, but EM Rossler FRID can be used as Synel.

The usage is defined in:

Devices->Edit External Device -> RFID Type as follows:

SENTINEL OV	erview History Users	Devices	× 🛛
Device Manager Data Collection	n Groups Profiles Printers Map		
Edit Printer [192.168.4.209]			Save Cancel
Device Type RFID Type Printer Type External Controller Functions Printer	External EM Rossler Onoyn SynStd MultiFunction Samsung 230	 Enable SDE Use Port Monitor Use Bill Code Require Pin Code Open Copier Before Printing Open Copier After Printing ScanDirect 	
Location Description		SNMP count Delete Job on Error	



Change/Remove time restriction on Copy

When the organization has many copies and users do not wish to be restricted, the Copy time can by locked

In order to change time restrictions do as follows:

For all relevant printers in their profile: Devices->Profile->Copy Timeout = The required time.

vice Manager Data Collecti	on Groups Profiles Pri	inters Map		Q		Profile
it Profile [Default]					Sav	Cancel
Profile	Default					
Description	Default System Profile					
Error timeout	30	seconds				
Delete current user file after	40	seconds				
Copy timeout	30	seconds				

In order to remove time restrictions do as follows:

1. In SNTMnagaer: Select the controller -> Debug -> Reset button in Copy mode = 'Freeze'



2. On controller: When Copy screen is opened with all Copy parameters, Press on "Lock Timer". The Copy will be unlimited

26	User: Administrator
Quota:	Copier: Sa After pressing the button. Copy time will be locked
Pages: 0	Bill code: COPYING
Timeout:	Lock Timer

Controllers connection cable to the net

The controller connection cable to the net should not be CAT C. Not only the controller will not work, but the printer might be disconnected also.

The controller should be connected with net cable 5E.



Light controller

Light controller is a more compact controller, which enables print only with Print Option = "Print all". The controller has <u>no touch screen</u> but only the processor itself, and USB card reader is attached for authentication.



Configuration is done by:

- Store proper <u>SNTManager version 1.0.0.50</u> on workstation.
- (This version can be activated from workstation, and does not need the server).
- Connect the light controller to the station
- Activate SNTmanager, configure Device IP only and save
- Configure all other parameters (Server IP, Netmask, Gateway) and save

Controller does not respond correctly

Sometimes the controller seems to work improperly.

- 1. Message "Send to server, please wait" is displayed until "Pass card..." is re-displayed <u>Solution:</u>
 - It is commandeered to check the following:
 - Permanent 'ping' command line: 'ping [controller IP] -t', to check it there are problems on the net.
 - disconnect the controller and re-check via 'ping'. If there's respond ==> it's a case of IP conflict, e.g., another device has the same IP as the controller
 - Check controller parameters via SNTManager:
 - * Device IP
 - * Device Port/Server Port Default is 7001 (Or the value changed by the administrator). Both should be the same value
 - * NetMask
 - * GetWay
 - * Server IP
 - * DHCP = false (To prevent broadcasting)

2. Message does not reflect the actual situation: "No jobs for " when there are jobs

Solution:

- The reason can be one of the two:
- User sent job IN B/W and the printer is of type Color, or vice versa.
 - In that case the printer should be configured to support both types as follows:

Printer Type	EVVV	Supported Types
IP Address	192 .168 .4	Printer Type
External Controller		Undefined
Functions	Multin metion	✓ B/W
Printer	U kmark Univers:	Colour
		Cheques
		Сору
Description		Colour Copy
🖉 Count Pages 🛛 🖉 Ac	tive filly if number of pages is 0	Scan
Device Group		
Device Profile	Use System Def	OK Cancel
Supported Types	2,3	

- The Print Processor of the virtual printer is not "Sentinel", and that's why the jobs are not sent.
- All printers in Sentinel should have Print Processor = Sentinel
- 3. "Printing job..." when no job is printed.



Solution:

Check if the job is displayed in History->History.

If so - The server has released the jobs, and it seems like problem in the printer itself.

Keypad usage is restricted



If User tries to authenticate, and error message "Keypad usage is restricted" (See attached file UserKeypadRelease_1) is displayed on the controller, the reason can be that the User Type was damaged in the

file UserKeypadRelease_1) is displayed on the controller, the reason can be that the User Type was damaged in the DB.

It can be checked as follows by entering page History->SystemEvents (See attached file UserKeypadRelease_2) It seems that the value of KeypadRelease for that user is NULL instead of 2

😑 PRINTE	R5-Q1 - Team¥iewer			
	X) Нот	e 🗲 Actions 👻 🚽	View 👻 🖞 Communicate 👻 🔓 Files & Extras 👻 😫	<u></u>
TINE	Overview History	Users	Devices Accounting	× 0
iiting Job	s History System Events		<u>୍</u>	Code V
ear Log E	ixport			
e Code	Event	Logged	Info M	Server
1002	Cannot release job in device since device do not hav	7/5/2018 3:30:43 PM	Keypad attempt from user: ofire was denied, device:	PRINTERS-Q1
5008	User was successfully a Cannot release job in device sine	ce device do not have an a	ttached printer with the proper page type	
9001	Tepaper: 192.168.210.2101-11-0-Del. to d	71510040 2 20 47 214		printers-g1

General

System Events

Sentinel keeps a log of system events, which can be viewed in Sentinel GUI, by Selecting History -> System Events:



SEN	TIN	Overview History	/ Users	Devices Accounting	× 🕄
Wa	iting Jol	bs History System Events		୍	Code 🔻
Туре	e Code	Event	Logged	Info	Server
٩	9001	[Administrator] : Device Updated.	8/14/2016 10:20:35 AM	Device Samsung 230 was updated	SRV05
٩	9001	[Administrator] : Device Updated.	8/14/2016 10:20:24 AM	Device Samsung 230 was updated	SRV05
٩	9001	[Administrator] : Device Updated.	8/14/2016 10:20:13 AM	E Device Vitrual1 was updated	SRV05
٩	9001	[Administrator] : User Updated.	8/4/2016 4:08:08 PM	User Sara was updated, Type updated	SRV05
٩	9001	[Administrator] : User Updated.	8/2/2016 12:35:46 PM	User Sara was updated	SRV05
٩	9001	[Administrator] : User Updated.	8/2/2016 12:35:36 PM	User Rachel was updated	SRV05
٩	9001	[Administrator] : User Updated.	8/2/2016 12:35:24 PM	User Dany was updated	SRV05
٩	9001	[Administrator] : New User Added.	8/2/2016 12:35:12 PM	User Michael was added.	SRV05
٩	9001	[Administrator] : Device Updated.	7/31/2016 3:55:10 PM	Device Lexmark C510 PS (MS) was updated, Island updated	SRV05
٩	9001	[Administrator] : New Device Added.	7/31/2016 3:54:22 PM	Device Lexmark C510 PS (MS) was added.	SRV05
Ф Э	3016	KeyCode was used with an unlisted device	7/31/2016 3:53:41 PM	Device IP = 192.168.4.221	SRV05
٩	55007	ePsLogger Searching event files	7/31/2016 3:52:51 PM	ePsLogger Searching event files	
٩	55000	Starting ePsLogger	7/31/2016 3:52:51 PM	Starting ePsLogger	

In general, most problems can be analyzed due to System Event Info.

In case <u>none of the user's operations</u> is displayed on System Events list, it's a symptom of another error type (DBs incompatibility, etc.).

Log file

In order to debug the system when supporting a customer, it's recommended to activate writing to log file and debug mode.

This is done by change in C:\Sentinel\Service.ini, in [Settings] section:

1. Flag "WriteToLogFile" is changed from '0' to '1' (ComTCP log, Touch log, ...).

2. For more info., Flag "DebugMode" is changed from '0' to '1' (SendReceive log, ...) and search for:

"RECEVIED= 53 4e 54 30 31 20 49 44 32 20". The read value is after this string.

			,		
rganize 🔻 🧾 Open 🔻	Print New folder				
Eavorites	Name *	Date modified	Туре	Size	
Tesktop	💷 ScanDirect	5/20/2015 4:15 PM	Application	60 KB	
鷆 Downloads	ScanDirect	5/26/2015 11:23 PM	Text Document	0 KB	
🔛 Recent Places	ScanDirect.XmlSerializers.dll	5/20/2015 4:15 PM	Application extension	36 KB	
-	SearchPrinters	5/20/2015 4:15 PM	Application	312 KB	
Libraries	💷 SendEmail	5/20/2015 4:15 PM	Application	20 KB	
Music	🗟 Sentinel.dll	5/20/2015 4:15 PM	Application extension	55 KB	
Fictures	🐝 Sentinel	5/20/2015 4:15 PM	Application	88 KB	
Videos	🔊 Sentinel	5/20/2015 4:15 PM	Internet Shortcut	1 KB	
	🚳 Sentinel-64.dll	5/20/2015 4:15 PM	Application extension	67 KB	
Nomputer	b SentWizard	5/20/2015 4:15 PM	Application	716 KB	
-	SentWizard	5/26/2015 11:23 PM	Text Document	9 KB	
V INETWORK	SerioSNMP.dll	5/20/2015 4:15 PM	Application extension	336 KB	
	🛞 SerioSNMP	5/20/2015 4:15 PM	Application	540 KB	
	SerioSNMP	5/20/2015 4:15 PM	Configuration settings	3 KB	
	5 servapp	5/20/2015 4:15 PM	Application	485 KB	
	1.23 Det MCe	0/20/2010 Trito FM	мррисации	TU NU	
	i Service	5/20/2015 4:15 PM	Configuration settings	3 КВ	
	1 <u>35</u>	5/27/2015 0.51	Toxi Document	1,070 KD	
	5 SETLANGCUR	5/20/2015 4:15 PM	Application	84 KB	



Service - Notepad	
Description = Sentinel Description = The Pull Printing solutions. ProcCount =9 Charlongers Councils 15	
CheckProcess = 1 AutoStart=1	nfo. is written to log files (ComTCP. Touch)
WriteroLogFile1 DebugMode1 Wditerimeroxxx=50	More info, is written regarding communication (Card reading,).
Retry⊤DACk=5 ChargeByJob=0 JobNumberRange=500000 jDevicesType=−1 Teaddress=	Log file = SendReceive
Process] Process] Process] CommandLine = c:\Sentinel\comTCP.exe WorkIngpir = c:\Sentinel\ WorkIngpir = c:\Sentinel\ UserInterface = No Restart = No	
Engeneer13	
SendReceive - Notepad	
13/12/2015 09:21:29:1620378375 :: 192.168.4.202 13/12/2015 09:21:29:1620378453 :: 192.168.4.203 13/12/2015 09:21:42:162039053 :: 192.168.4.203 13/12/2015 09:21:42:162039053 :: 192.168.4.203	: SENT-SNTSRV CLK09:21 DEnter code or place card . Port-7001 ≤ SENT-SNTSRV CLK09:22 DEnter code or place card . Port-7001 ≤ : RECEVIED- 53 4e 54 4c 4f 47 30 2f 41 52 50 3a 32 2f 4d 65 6d 3a 32 30 30 : RECEVIED- 53 4e 54 30 31 20 49 4f 43 12 0f ff ff 97 de ff 6f 6f bb
13/12/2015 09:21:47:1620396031 :: 192.168.4.203 13/12/2015 09:21:47:1620396406 :: 102.168.4.203	: RECEVIED= 53 4e 54 30 31 20 49 44 32 20 7f db d7 05 b8 00
13/12/2015 09:22:10:1620439063 5: 192.168.4.202 13/12/2015 09:22:30:1620438625 : 192.168.4.203 13/12/2015 09:22:40:1620438707 :: 192.168.4.203 13/12/2015 09:22:42:16204509 :: 192.168.4.203 13/12/2015 09:23:10:1620477.62 :: 192.168.4.203	1 RELYUENERS A REAS 25 C 4 TATA 30 CT 41 C2 0 1 28 44 4 4 0 5 0 0 7 1 27 20 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
13/12/2015 09:23:30:1620/47/859 : 192.168.4.202 13/12/2015 09:23:30:1620/8921 :: 192.168.4.203 13/12/2015 09:23:42:167/10968 :: 192.168.4.203 13/12/2015 09:24:10:10/0539078 :: 192.168.4.202 13/12/2	SENT=SNTSKV CLK09123 UEnter code or place Card Port-7001 SENT=SNTSKV CLK09123 UEnter code or 52 place Card Port-7001 BEFEVTED= 33 4e 54 4c 4f 47 30 2f 41 52 00 3a 34 2f 4d 65 6d 3a 32 30 30 rd Port-7001
13/12/2 13/12/2 13/12/2 13/12/2 13/12/2 13/12/2	14 32 20" + Recieved card value + "00" (End-of-code) 27 4 4 65 6d 3a 32 30 30 27 4 d 65 6d 3a 32 30 30 20 7 4 d 65 6d 3a 32 30 30 20 7 4 d 65 6d 3a 32 30 30 20 7 4 d 65 6d 3a 32 30 30 20 7 4 d 65 6d 3a 32 30 30 20 7 4 d 65 6d 3a 32 30 30 20 7 4 d 65 6d 3a 32 30 30 20 7 4 d 65 6d 3a 32 30 30 20 7 4 d 65 6d 3a 32 30 30 20 7 7 4 d 65 6d 3a 32 30 30 20 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7
13/12/2015 09:25:30:1620619390 :: 192.168.4.203 13/12/2015 09:25:42:1620631000 :: 192.168.4.203 13/12/2015 09:26:10:1620659109 :: 192.168.4.202 13/12/2015 09:26:18:1620667546 :: 192.168.4.202 13/12/2015 09:26:18:1620668109 :: 192.168.4.202	: SENT-SNTSW CLK09:25 CEnter code or place card for Fort-7001 RECEVEDE 53 46 54 47 47 30 57 41 52 05 33 20 10 50 50 30 20 10 50 10 10 10 10 10 10 10 10 10 10 10 10 10
13/12/2015 09:26:30:1620679546 :: 192.168.4.202 13/12/2015 09:26:30:1620679609 :: 192.168.4.203	: SENT=SNTSRV CLKU9:26 UENTER CODE or place card , Port=7001 : SENT=SNTSRV CLK09:26 UENTER code or place card , Port=7001

Attention: Don't forget to reset the above flag after problem is solved !

Problems in DB

When there are problems in DB it's recommended to use C:\Sentinel\UpdateTbl.

The .exe updates the DB as follows:

- * Create all DB tables, which are not in DB
- * Add all new version fields and updates.

If SQL Table is corrupted (For example, info. was moved from Access DB to SQL DB and Keys were not moved correctly), it's recommended to copy it to temporary Table with different name, delete it, run UpdateTbl, and then copy all info from temporary Table.

When Access DB is corrupted a suitable message is displayed on web GUI. In order to repair the DB double-click on the DB file and it will be "Repaired".

Correct IPs

T

It's always recommended to verify all IP addresses. Sometimes customer configuration was incorrect and details should be verified.

When configuration new External Device, the 1st IP should be the controller IP, and the 2nd IP should the printer's.



it Printer [192.168.4.20	09]	Sawe Cancel
Device Type RFID Type	External V EM Rossler V	Enable SDE Controller IP. Port Monitor
Printer Type External Controller	192.168.4 .209	Bill Code
Functions	MultiFunction •	Open Copier Before Printing
Printer	Samsung 230	Open Copier After Printing
Location		ScanUrect
Count Pages 🖉 Active	only if number of pages is 0	Delete Job on Error
Device Group	•	copy timeout
Device Profile	Use System Defaults 🔹	Default Printer Permissions Allow All
Supported Types		Exceptions:
Port Name	192.168.4.230	Printer IP
Site	· · · · · · · · · · · · · · · · · · ·	- Remove Group

When configuring functionality involving Email server (ScanDirect, Mail2Print), the Sentinel server IP address should be entered.

SENTINEL	Overview History	Users Devices Accounting
Behaviour Databases	Mail2Print ScanDirect License Card Rea	ader Scripts SDE APClient Islands Print Server
Sender Name Sender Email	Scan Direct info@epapersign.com	Authentication Settings
Sender Subject	Scan Direct Automatic message	Sentinel Server IP 192.168.4 .115
SMTP Server	mail.epapersign.com	User Name administrator
User Name	rachelb@epapersign.com	Password ······
Password	•••••	Incoming Folder C:\Sentinel\Queue\FtpMail
Port	25	
This server requires Test smtp Connection	an encrypted connection (SSL) Connection Established.	Scan Quality File name BSIScanDirect Resolution Normal
Delete User Control	File When Finished	File type PDF ▼
Create user subfold	er on scan to folder	Sharepoint Authentication

License Expired

License is given per installation, and is depended on customers entered values during installation and server definitions.

Default values are: License for 60 days for 20 Devices.

Attention

If the server is restarted, or hardware changes are made on it, the message "LICENSE EXPIRED" can be displayed. In that case no new license is needed - Sentinel Service should be restarted.

When customer accepts the notification of "LICENSE EXPIRED", both on controller panel and in History->System Events on web GUI, he/she has to call us in order to generate a new license.

This of course depends if customer's service agreement is still valid, and that the details are agreed about with us.


ENTIN	Cverview	History Use	ers Devices Acco	unting	*
Waiting Jo	bs History System Events			୍	Code
Clear Log	Export				
Type Code	Event	Logged	Info	Server	
- 2000 -	Unculturized condition area	6/22/2015 1.120/20 /11	0	MOL CONTOINCE	
3005	Evaluation Period is expired	6/22/2015 4:14:36 AM	LICENSE EXPIRED	WIN-G12IT3DIRE9	
3005	Evaluation Period is expired	6/22/2015 4:14:30 AM	LICENSE EXPIRED	WIN-G12IT3DIRE9	
3005	Evaluation Period is expired	6/22/2015 4:13:11 AM	LICENSE EXPIRED	WIN-G12IT3DIRE9	
3005	Evaluation Period is expired	6/22/2015 4:12:55 AM	LICENSE EXPIRED	WIN-G12IT3DIRE9	
3005	Evaluation Period is expired	6/22/2015 4:11:15 AM	LICENSE EXPIRED	WIN-G12IT3DIRE9	
3005	Evaluation Period is expired	6/22/2015 2:27:13 AM	LICENSE EXPIRED	WIN-G12IT3DIRE9	
3005	Evaluation Period is expired	6/22/2015 2:26:58 AM	LICENSE EXPIRED	WIN-G12IT3DIRE9	
3001	Card was used with an unlisted d	6/17/2015 5:16:53 AM	Device IP = 192.168.4.26	WIN-612IT30IRE9	
43 3000	Unauthorized card was used	6/17/2015 4:21:59 AM	Card ID = 5655, Device IP = 192	WIN-G12IT3DIRE9	
3000	Unauthorized card was used	6/17/2015 4:16:23 AM	Card ID = 223, Device IP = 192.1	WIN-G12IT3DIRE9	
3 3001	Card was used with an unlisted d	6/16/2015 10:46:46 PM	Device IP = 192.168.4.245	WIN-G12IT3DIRE9	
3 3001	Card was used with an unlisted d	6/16/2015 10:46:36 PM	Device IP = 192.168.4.245	WIN-G12IT3DIRE9	
5001	Start ComTcp Scheduler	6/16/2015 7:01:02 AM		WIN-G12IT3DIRE9	
5007	ComTco is Loading	6/16/2015 7:01:01 AM		WIN-G12IT3DIRE9	
3 5001	Start ComTcn Scheduler	6/16/2015 4:29:43 AM		WIN-612TT3DIRE8	
5007	ComTro is Londing	6/16/2815 4/29/38 AM		WIN-G12IT3DIRE9	



Generating new license:

1. In web GUI->Settings->License, copy current license code

SENTINEL Overview	History Users De	evices Accounting	8
Behaviour Databases Mail2Print ScanDi	rect License Card Reader Scripts SDE	APClient Islands	Î
Current License Code	12 Y3c/PO68cR2RdcgOkSFhODW71BRPMGUOFÅu / QurefEYT2XIN4jKmUJTRqYOyVldaXNMTdJ4S MMTExWg==	p2r8FEqRehdR1XE8+BSNT580 g6QF91P0VW0y0kI3yp9yXjhy	
New License Code		License Now	. 11
Current License	Email rachelb@epapersign.com	Server	
🖉 Embedded (Internal)	Period	Unlimited	
	Users	100	
🖉 Scan Direct	External	20	

- 2. Send the current value to us by mail.
 - You will get a new value from us by mail.
- 3. In web GUI->Settings->License, enter new license code into relevant TextBox and press "License Now".

SENTINEL Overview	History Users Dev	ices Accounting	8
Behaviour Databases Mail2Print ScanDin	ect <mark>License</mark> Card Reader Scripts SDE AF	Client Islands	Î
Current License Code WYFqBgLGnfnEi IHR3cDKB0417/ fllowHDAwHDIx	2Y3c/PO68eRZRdcgOkSFhODW71BRPMGUOFAup2 QurefEYT2XfN4jRmUJTRqYOyV1daXNMTdJ4Sq6 MTExWg==	r8PEqRrhdR1XE8+BSNT580 . QF91POVWOyOKI3yp9yXjhy ~	
New License Code WYFgBgLGnfnE: IHR8CbNfWcRaj fllowHD&wHDIx	2Y3c/PO68eRZRdcgOKSFh0DW71BRPMGXCK2806 purefEYT2XfN4jKmUJTRqYOyV1daXNMTdJ4Sq6 NzgzUg==	/ <u>B6cqRchdR1XE8</u> +BSNT580 QF91POVWOyOkI3yp9yXjhy / License Now	
License Details			
Company Epaper	Email rachelb@epapersign.com	Server	
C Embedded (Internal)	Period	Unlimited	
	Users	100	
🖉 Scan Direct	External	20	
New license will be set.	Rrother Devices		111



Incorrect License

It may occur that customer has "corrupted" the license. There was installation on "old" server and installation on "new" server.

By mistake customer copied the "old" license to the "new" installation.

Because the license is deepened on the server - This is of course incorrect operation !

In order to correct it:

- 1. In DB License Table The line of License should be deleted
- 2. Application C:\Sentinel\CheckLicense should be activated
- 3. New license will be generated according to the above.

Add Permissions

Sometimes the reason for operations which are not performed is lack of permission/s. In that case permission should be added to the item involved.

Right-Click on the item -> 'Permissions' ->

Window with all permissions is opened -> 'Add' ->

Adding window is opened -> Enter 'Everyone' and fill-in the required permissions -> 'OK'.

The new permission is displayed.

Examples:

1. Scan is not performed - The sub-folder under C:\Sentinel\Queue has no permissions, so the scanned file cannot be stored.



- 2. A group of users cannot print Software is blocked for them, e.g., no permission.
 - In that case, in Registry -> HKEY_LOCAL_MACHINE -> software the following should be updated:
 - Sentinel
 - Waw6432node



L Normo	L Turno	I Dobo
lermissions for Sentinel		×
Security	Permission a	dded
Authenticated Ine & Everyone STSTEM][
Administrators (WIN-G12IT3	DIRE9\Administrat	tors)
Add values	Add	Remove
remissions for Everyone	Allow	Deny
Full Control Read Special permissions		
For special permissions or advance click Advanced.	ced settings,	Advanced
OK	Cancel	Apply

ScanDirect configuration "Connection Failed" - Account is blocked

When configuring ScanDirect with mailing server details, "Test Connection "should be performed. If connection fails for valid account, it can be blocked according to account security definitions. For example:

Mailing server is gmail, and valid account results with 'Connected Failed", update security definitions as follows: https://www.google.com/settings/security/lesssecureapps - Mark "Turn On" option (Which means that applications can enter the account).

Sender Name	shadi.private@gmail.com
Sender Email	rachela.benjamini@gmail.com
Sender Subject	Scan Direct Automatic message
SMTP Server	smtp.gmail.com
User Name	rachela.benjamini@gmail.com
Password	•••••
Port	587
This server requires an encr	ypted connection (SSL)
Test Connection	Connection Failed.



Google		
	← Less secure apps	
	Some apps and devices use less secure sign-in technology, which You can tum off access for these apps, which we recommend, or despite the risks. Learn more	n makes your account more vulne turn on access if you want to use
	Access for less secure apps Turn off	Unblock
Candar Nama	chadi privata@amail.com	
Sender Fmail	rachela henjamini@gmail.com	
Sender Subject	Scan Direct Automatic message	
SMTP Server	smtp.gmail.com	
Lines Manag	rachela.benjamini@gmail.com	
User Name		
Password	•••••	

Open SQL Block

Connection to SQL DB can fail (For example: Activating APClient, Test Connection on installation/Running Wizard, etc.)

In order to "open" the DB for connection the following operation should be done:

From SQL server select:

Configuration Tools -> Configuration Manager:



1. Browser should run automatically and should 'Start':



SQL Server Configuration Manager File Action View Help			Ŀ	- • ×
🗢 🔿 🖄 🔚 🔚 🔒	0			
🛞 SQL Server Configuration Manager (Loc	al) Name	State	Start Mode	Log On A
SQL Server 2005 Services	EDSOL Server (MSSOLSER/EF	l) Running	Automatic	NT AUTH
SQL Server 2005 Network Configurat	ion 🔊 SQL Server Browser	Running	Automatic	NT AUTH
Protocols for SQLEXPRESS		9 2		
SQL Sel SQL Sel SQL Sel	ver Browser Properties			
Section Protocols	n Service Advanced			
🗸 Aliases				
в	inary Path C:\Pro	gram Files\Microsoft SOL S		
	Control 1			
1. If 'Disabeld' - Select 'Automatic'	de O			
2. 'Start' the servcie	ame NABEE	L-PC		
	SQL Se	rver Browser		
P	rocess ID 6252			
	QL Service Type SQL Br	owser		
	art Mode Autom	atic 🗸		
Start	Mode			
The	start mode of this service.			
				- F
	OK Cancel	Apply Help		

2. Client Protocols should be 'Enabled':

🙀 SQL Server Configuration Manager						
File Action View Help						
🗢 🔿 🙍 🗔 🤕 📓						
SQL Server Configuration Manager (Local) SQL Server 2005 Services SQL Server 2005 Network Configuration	Name	Order	Enabled			
	Shared Memory	1	Enabled			
Protocols for SQLEXPRESS	Named Pipes	3	Enabled			
Protocols for MSSQLSERVER	3 VIA	4	Enabled			
🔩 Client Protocols						
Alizza			R			
			\			
		All proto	cols should be 'En	abled'		

Synchronization with AD for more than one Domain

In order to sync. users who are defined in several domains the following should be done:

- 1. File ADGetUserPr.exe should be copied to C:\Sentinel.
- 2. AD sync. will be updated All domains will be entered to 'Domain Name', separated by ";" as follows:



ENTINEL	Overview Histo	ry Users	Devices Account	ting	X
ehaviour Database	Mail2Print ScanDirect Licens	e Card Reader Scripts S	DE APClient Islands		Save Cancel
Enable Auto Syn	ic Send card Id to e-mail.	/			
• User LDAP to (Domain Name	CEL USERS from active directory	ID field name	pager		7
AD user From LDAP field	Use LDAP group TESTDOMAIN\Administra displayName	AD Password To Field	Generate random ID	Add	
				_	
 Ose SQL Serve AD and SQL S 	er to get users ync (use if card data is stored in a	ı separate SQL database)			
⊖ Generate Rano	dom Card ID for New Users				
Test smtp Connecti	ion				_

When any user who is defined in one of the configured domains will send job to print - The user will be added to Users Table.

When any user who is defined in one of the configured domains will send job to print - The user will be added to Users Table.

Domains with different parameters

When customer has more than one Domain, but Domain parameters are different (AD user & Password, ID field name), there's an addition to the system, which includes two .exe files (ADGetFullListUsers.exe, ADGetUserPr.exe) and one .ini file (ADGetUserPr.ini) for configuration.

The .ini file should be configured as follows:

<u>In [Domain] section:</u> NumberOfDomains = # of customer Domains for AD sync.

<u>For each Domain</u> New section will be added for each Domain. All required parameters, which are defined in AD sync. on web GUI, will be added.

For example, the 1st Domain section will be: [Domain1] Domain=TestDom User=administrator Password=1234 ADCardCodeKey=Pager

When the web GUI is configured as follows:



SENTINEL	Overview Hist	ory Users	Devices Accounting	8 🕄
Behaviour Databases	Mail2Print ScanDirect Lice	nse Card Reader Scripts :	The parameters for Domain1 are defi and also in the .ini file. All Domains parameters are in the .ir	ined here save Cancel
🗹 Enable Auto Syno	: 🔲 Send card Id to e-mail.			
• User LDAP to g	et users from active directory			_
Domain Name	TESTDOMAIN;Domain2	ID field name	pager	
AD user	Use LDAP group	AD Paceword	Generate random ID	
From LDAP field	displayName 🔻	To Field	Alternate User	3
Use SQL Serve	r to get users			
AD and SQL Sy	nc (use if card data is stored ir	n a separate SQL database)	The additional fields will be	added from all
Generate Rand	om Card ID for New Users		Domains as defined	
Test smtp Connectio	n			

Attention:

AD Sync. configuration in web GUI, including the 1st Domain definitions, <u>is not changed</u>, but the .ini file <u>must</u> <u>include</u> this configuration of the 1st Domain (Domain1)

Open Port on server

When client communicated to Sentinel on the server is not working, the connection should be checked by activating from workstation cmd: "telnet [Server IP] [Port No.]" (For example: 'telnet 192.168.4.236 1690')

If there's no reaction, the port should be opened on server as follows:

• Windows Firewall and Advanced Security-> Inbound Rules -> New Rule:

💮 Windows Firewall with Advance	ed Security					_ 🗆 ×	1
File Action View Help							
🗢 🔿 🙋 📅 🗟 👔 📅							
Windows Firewall with Advanced S	Inbound Rules					Actio s	
Inbound Rules	Name	Group 🔺	Profile	Enabled	Action 🔺	Inbou Rules 🔺	
Connection Security Pules	🕑 4client		All	Yes	Allow	New Rule	
	🛛 🕜 APClient		All	Yes	Allow		
	BinfoCounters		All	Yes	Allow	Tilter by Profile	pols 👻 🕜 🕶
	🕑 BSI		All	Yes	Allow	Tilter by State	
	O EPSLPD		All	Yes	Allow		l all
	🛛 🕜 KonicaPrt1		All	Yes	Allow	Y Filter by Group	
	🛛 🕜 KonicaPrt2		All	Yes	Allow	View	
	🛛 🕑 lpd		All	Yes	Allow	Defined	T
	🛛 🕑 proinstaller		Public	Yes	Allow	Kerresi	
	🛛 🕑 proinstaller		Public	Yes	Allow	Export List	Price
	Sentinel		All	Yes	Allow	12 Help	
	🛛 🕑 SentinelAgent		All	Yes	Allow	Tiop	
	SentinelMonitor		All	Yes	Allow		
	🛛 🕑 SmallFtp		All	Yes	Allow		
	SNTMANAGER		All	Yes	Allow		



• Select "Port" and press 'Next":

🍻 New Inbound Rule Wiza	rd	×	
Rule Type			₽
Select the type of firewall rule	to create.		Ł
			Ľ
Steps:			Į.
 Rule Type 	What type of rule would you like to create?		Ł
Protocol and Ports			Ł
 Action 	C Program		L
 Profile 	Rule that controls connections for a program.		Ł
Name	Port		Ł
	Rule that controls connections for a TCP or UDP port.		L
	C Predefined:		Ł
	BranchCache - Content Retrieval (Uses HTTP)		Ł
	Rule that controls connections for a Windows experience.		L
	C Custom		Ł
	Custom rule.		Ł
	Learn more about rule hopes < Back Next > Cancel		
	Core Networking - Multicast Listener Query (Core Networking All Yes	Allov	11

• Enter Port No. and press "Next":



• If nor marked, "Allow" the connection and press "Next":



- Name the rule and verify.
- Define new rule for Windows Firewall and Advanced Security-> Outbound Rules also.
- Check by re-activating "telnet" for workstation.



Duplicate copies when printing EXCEL - HP Universal Printing PCL6 Driver

HP Driver "HP Universal Printing PCL6" <u>should not be used</u> with version 61.180.1.<u>20062</u> The <u>correct version</u> of HP Universal Printing PCL6 is previous version <u>61.180.1.17508</u>

	WHHPRAP02 (. WHHPRAP02 (. WHHPRAP02 (. WHHPRAP02 (WHHPRAP02 (Microsoft Shared Fax Driver HP Universal Printing PCL 6 Kerox Global Print Driver PCL6 Xerox Global Print Driver PCL6 	6.2.9200.17099 61.180.1.20062 61.180.1.20062 61.180.1.20062 61.180.1.20062 61.180.1.20062 61.180.1.20062 61.180.1.20062 61.180.1.20062 61.180.1.20062 61.180.1.20062 61.180.1.20062 61.180.1.20062 5404.800.0,0 5404.800.0,0 5404.800.0,0 5404.800.0,0	X	Type 3 - User Mode Type 3 - User Mode
0	WHHPRAP02 (Xerox Global Print Driver PCL6 Xerox Global Print Driver PCL6	5404.800.0.0 5404.800.0.0		Type 3 - User Mode Type 3 - User Mode Type 3 - User Mode

The problem caused duplicate copies when printing Excel file with "Collate copies" option. For example, if 1 page was sent with 3 copies - 4 copies were printed (Square value of No. of pages). When using regular "Copies" - Number of copies was correct.

HP Universal Printing PCL6 <u>version 61.180.1.20062 includes bugs and is not recommended</u> by HP company for usage. Instead, version 61.180.1.17508 should be used.

Slow Performance

Slow performance, e.g., the time until job is actually printed is too long, usually occurs because of communication problems.

Communication between the workstation printer and the server will be checked by activating Start -> cmd ->

"ping" to server IP as follows:



Auto Synchronization to AD LDAP

Rather than having to manually enter information for each user, you can easily synchronize with existing information. This is particularly useful as many organizations maintain detailed user information in their Windows AD.

For most activities, synchronization is one way - from the LDAP to User Table Sentinel DB.



Configuration process:

o Sync Bill Code Backup	AD s	ync.	The LDAP field i	including the card ID	Save Cance
inable Auto Sync	end card Id to e-mail.				
• User LDAP to get users	from active directory				
Domain Name TESTDC	MAIN	ID field nam	ie pager		
Use	LDAP group		🗆 Generate ra	andom ID	
AD user TESTDC	MAINAdministra	AD Passwor	-d		
		To Tiold			
○ Use SQL Server to get (users				
AD and SQL Sync (use i	if card data is stored in a	separate SQL database	1		
Generate Random Card	ID for New Users				
Test smtp Connection		Check definitions	כ		

At first AD access is updated (Domain name, Ad user & password).

Than sync. mode and activation are defined:

1. Sync. can be done by addition of specific ID values stored in specific LDAP Field. In that case the name of <u>LDAP attribute in AD</u> should be entered.

For example, Fields' names displayed on LDAP GUI are not always the LDAP real attributes' names:

	New Object - User	objectC	ass	×
DN = Full Na	ime + Path	.CP.COM/Cowbridge		
CN First + Last	First name:	Guy	givenName	
	Full name:	Guy Thomas	displ	layName
	User logon name: guyt	@cp.com		ipalName
	User logon name	(pre-Windows 2000): guyt	samAcco	untName
				-
		- Back	iext > Cancel	1

2. Users will be added with generated random personal codes. In that case ID field name <u>must be empty</u>.

Attention

Users are added into the system <u>once they print</u>, e.g., when non-existing user send his/her first print, user and user's details are added to Users Table in Sentinel DB.

Specific definitions for one site in service.ini

Sometimes there's a need to define specific values for one site, when the organization has many sites using the same DB.

The DB in Settings cannot be changed, because this will affect all sites.



The solution is to update the site's file servcie.ini. Specific definitions are:

1. In [Settings] section: [Settings] Scan2MeIncomingFolder=F:\Sentinel\PrivateQueue\Ftpmail - Incoming Folder is changed UseNewDeviceSelectAction=1 - When Print Option = "Select by Keypad", operation is faster 2. New section [CardReader]: [CardReader] - Change Card Reader definitions for current site only UseCardReaderSettingFromLocal=1 - Enable the section to work GetFullHID=0 - Get whole read value - for HID only ReadCharFromCardRight =0 - Read Char From Card - Right ReadCharsFromCardLeft =6 - Read Char From Card - Left ConvertDecToHex=0 - Convert Decimal To Hex ConvertHexToDec=0 - Convert Hex To Decimal

How to install Sentinel on secure (https) server

- 1. On IIS Manager click on sites/Default Web Site.
- 2. In the right side menu click on Binding.
- 3. Add new site binding with https type and hostname: localhost, and choose IIS express SSL certificate.
- 4. Find Url Rewrite on IIS under the project

If you can't find it, install it as the stepson of this site, and don't forget finally to update the Web.Config file in the project folder:

http://www.jppinto.com/2010/03/automatically-redirect-http-requests-to-https-on-iis7-using-url-rewrite-2-0/

Sync. to AD's Organization Unit

Sometimes the sync. to AD is needed for only several Groups of the Organization, included in the AD.

In that case, in:

Settings->Database->Auto Sync> Domain Name = Will include the domain name, the Organization Units defined upwards (e.g., from sub-group to upper group), and the Domain Controller name.

For example:

If the domain name is epapersign.com, and we wish to add all users in:

epapersign.com Organization Misgav

The Domain Name in the configuration will be: epapersign/OU=Misgav,OU=Organization,DC=epapersign,DC=com

When there are two sub-units under one OU, the syntax is as follows (Divided by ';'):OU=Misgav;OU=Karmiel,OU=Organization.....



Sync. to AD LDAP Groups

When the customer wishes to sync. to LDAP Groups (Not Organization Units), all Groups must be defined first as Groups in Sentinel.

After that, in:

Settings->Darabase ->Auto Sync -> Use LDAP to get users.....: The check box "Use LDAP Groups" must be marked as follows:

SENTINEL Overview History	Users	Devices Accounting		×	6
d Behaviour Databases Mail2Print ScanDirect Licence Card F	Reader Scripts	SDE APClient Islands			
			Save	Cancel]
Auto Sync Bill Code Backup			_	_	
Enable Auto Sync. Send card Id to a mail	-				
	-				
• Use LDAP to get users from active directory					
Domain Name TESTDOMAIN	ID field name	pager			
Use LDAP group		Generate random ID			
AD user TESTDOMAINVAdminisgt	AD Password	•••••••			
From LDAP Display Name	To Field	Alternate User			
field	To Held		_		
	LDAP	Sentinel	命		
	dienlavName	Descr	m m		
	uispiayivame	Desci	w		

The system recognizes the LDAP Groups defined in Sentinel and sync. the users accordingly.

Sync. To Secure LDAP

When the customer wishes to sync. to Secure LDAP, e.g., to SLDAP, the following should be added to domain name: ":636" as follows:

ENTINEL Overview H	story Users Devices Accounting	
Behaviour Databases Mail2Print ScanDirect	cence Card Reader Scripts SDE APClient Islands	
Auto Sync Bill Code Backup	Save	
✓ Enable Auto Sync ✓ Send card Id to e-main		
• Use LDAP to get users from active director		
Domain Name epsdom:636	ID field name	
Use LDAP group	🗹 Generate random ID	
AD user administrator@epsdom	AD Password	
From LDAP field displayName	To Field Alternate User	
	LDAP Sentinel	
	mail Mail 🔟	
	displayivame Descr	

Multiple Servers / Sites

Sentinel enables to install the system on multiple servers, all using the same DB. Each server installation will be done defining the server as "Site":



	SENTINE
Database configuration	This option:
BSI configuration	Checks 0S and checks folder access permission Checks IS installation and configuration Checks firewall settings and opens necessary ports in the awall Device for the setting of the setti
Device configuration	Corrects read/write access to folders
Troubleshooting	Site Name : UDP Port: 7001 Auto installation of virtual printers Log Getting Connection string from registy : SOFTWARE\Sentinel\Settings

<u>Attention</u> The Site is not added to the DB automatically on installation. On first job sent from that Site - The Site will be added to the DB

Handling all multiple server from one URL:

In Settings->Behavior->Other->Cluster Name - Add all servers' names, separated by ',', and mark "Support Multiple Servers"

SENTINEL Overview History Users Devices Accounting		X
Behaviour Databases Mail2Print ScanDirect Licence Card Reader Scripts SDE APClient Islands Document Email Monitor Interface TCP/IF Other	Save	Cancel
Cluster name (leave empty if local) SRV1;SRV3 Application System User System Release All Jobs for Application User Remove Symbols from User Name (Left) Remove Symbols from User Name (Right) Support Multiple Servers Support Multiple Servers Support Multiple Servers		
Default Currency [USD] US Dollar Page quota Enable Proxy Server		
Auto login Sentinel mobile. QRC Server IP Address		

On Add/Edit printer - The list of Printers will include all printers on all servers.

Sync users to Default Profile

When user is synchronized from AD (or from ext. SQL table), the Profile is defined by the value in Users table for Column ProfileID - It should be: DefaultValue or Binding = 0

When the value is zero, the Profile for the user is Default Profile. If the value is not zero, the user will be added with the one of the Profiles in the UsersProfiles table.



Connect - 📑 📑 👕 🖒 🍒	Column Name	Data Type	Allow Nulls		*
dbo.UserGroups	Limit7	int			
I dbo.UserProfiles	ScanToFolder	nvarchar(255)			
🛞 🛄 dbo.Users 🛛 🔤 🖉 Design:	AlterMainUser	nvarchar(50)			
dbo.UsersMM	RemovelobAfter	real			
dbo.WeeklyReports	DefaultPrinter	musechar(50)			
Views	Deladice miller	invarchar(50)			
General Synonyms	IsGuest	int			
Service Broker	Groupit	inc		1	
🗑 🧱 Storage	ProfileID	int			
Gecurity	Dudger	1001	2		
🗉 📋 strauss	UserMAC	nvarchar(255)	M		
	ApplUser	nvarchar(50)			
	EnverDINCede	interenting (per			
⊡ Test1 Test1	ForcePINCode	int			Ψ
Iesti	Column Properties				
Test11					
Test-17-01-017	21				
I Test2	✓ (General)				-
Test3	(Name)		ProfileID	Sould be zero	
🗉 🧻 Test4	Allow Nulls		Yes		
	Data Type		int		
🗉 📋 test4upgrade	Default Value or Bindir	ng			
I U Test5	✓ Table Designer				Ŧ
	Default Value or Binding				

Timeout error on server - Displayed on event log

When event log displays "Closing TCP socket with local port 1690...." as follows:

evel	Date and Time	Source	Event ID	Task Categ	^
Warning	26/08/2018 07:20:39	AFD	16002	None	
Warning	22/08/2018 06:35:03	AFD	16002	None	
Warning	21/08/2018 06:35:05	AFD	16002	None	=
Warning	20/08/2018 06:35:03	AFD	16002	None	10
Warning	17/08/2018 06:35:04	AFD	16002	None	
Warning	13/08/2018 06:35:05	AFD	16002	None	
Warning	12/08/2018 06:35:04	AFD	16002	None	~
vent 16002, AFD					×
General D					
Closing a TCP so	cket with local port number 1	1690 in process 3680) is taking long	er than expected. The local	
Closing a TCP so port number may misbehaving net software includin	cket with local port number r not be available until the cl work drivers. Ensure latest up g NIC drivers, firewalls, or ot	1690 in process 3684 ose operation is cor dates are installed f her security produc) is taking long npleted. This h or Windows an ts.	er than expected. The local appens typically due to d any third-party networking	
Closing a TCP so port number may misbehaving net software includin	cket with local port number ' not be available until the clo work drivers. Ensure latest up g NIC drivers, firewalls, or oth System	1690 in process 368 see operation is cor dates are installed f her security produc	D is taking long npleted. This h or Windows an ts.	er than expected. The local appens typically due to d any third-party networking	
Closing a TCP so port number may misbehaving net software includin Log Name: Source:	cket with local port number ' not be available until the clo work drivers. Ensure latest up g NIC drivers, firewalls, or ot System AFD	1690 in process 368 see operation is cor dates are installed f her security produc Logged:	D is taking long npleted. This h or Windows an ts. 26/08/2018 07	er than expected. The local appens typically due to d any third-party networking 20:39	
Closing a TCP so port number may misbehaving net software includin Log Name: Source: Event ID:	cket with local port number ' not be available until the clo work drivers. Ensure latest up g NIC drivers, firewalls, or ot System AFD 16002	1690 in process 368 see operation is cor dates are installed f her security produc Logged: Task Category:	D is taking long npleted. This h ior Windows an ts. 26/08/2018 07 None	er than expected. The local appens typically due to d any third-party networking :20:39	
Closing a TCP so port number may misbehaving net software includin Log Name: Source: Event ID: Level:	cket with local port number ' not be available until the clo work drivers. Ensure latest up g NIC drivers, firewalls, or oth System AFD 16002 Warning	1690 in process 368 ose operation is cor dates are installed f her security produc Logged: Task Category: Keywords:	D is taking long npleted. This h ior Windows an ts. 26/08/2018 07 None Classic	er than expected. The local appens typically due to d any third-party networking :20:39	
Closing a TCP so port number may misbehaving net software includin Log Name: Source: Event ID: Level: User:	cket with local port number ' not be available until the clo work drivers. Ensure latest up g NIC drivers, firewalls, or oth System AFD 16002 Warning N/A	1690 in process 368 ose operation is cor dates are installed f her security produc Logged: Task Category: Keywords: Computer:	D is taking long npleted. This h ior Windows an ts. 26/08/2018 07 None Classic MODAPM2.m	er than expected. The local appens typically due to d any third-party networking 20:39	
Closing a TCP so port number may misbehaving net software includin Log Name: Source: Event ID: Level: User: OpCode:	cket with local port number ' not be available until the clo work drivers. Ensure latest up g NIC drivers, firewalls, or oth System AFD 16002 Warning N/A	1690 in process 368 ose operation is cor dates are installed f her security produc Logged: Task Category: Keywords: Computer:	D is taking long npleted. This h or Windows an ts. 26/08/2018 07 None Classic MODAPM2.m	er than expected. The local appens typically due to d any third-party networking 220:39	

it means that MS update is needed.

You should download update No. KB4338815, or install update No. KB488831



Installations

Upgrade version for exiting customer

When upgrading version for existing customer, there are two options (According to customer request):

- Upgrading on same env.
- Upgrading on new env.

<u>Attention</u>

There's no way to upgrade from version 2.x.x to version 3.x.x and up In that case a new installation will be performed and only DB will be "fixed". <u>License issue should be checked/verified before installation.</u>

Upgrading on same env.

- 1. The upgrade will affect two folders:
 - C:\\sentinel
 - C:\\inetab\\wwwroot\\Sentinel

These two folders must be Backed before installation.

2. The DB should be backed up before installation:

For Access - The DB must be copied to different folder before installation. For SQL - The DB must be backed up before installation

3. When customer has special scripts / reports, the following folders must be backed up by copying them to different folder:

- Scripts: Folder C:\Sentinel\Scripts
- Reports:

Folders C:\inetpub\wwwroot\Sentinel\CustomReports\Access Folder C:\inetpub\wwwroot\Sentinel\CustomReports\ SQL

- 4. Only then 'Stop' the Sentinel service (Doing that will stop all printing).
- 5. Installation can be done by uninstall and install the new version, but sometimes the customer has special definitions, which can be destroyed by the operation.
 - In that case it's recommended to copy ("'override") all relevant files to:
 - C:\\sentinel
- 6. Update DB:

When local (Access) DB is used, copy it to: C:\inetpub\wwwroot\Sentinel\App_Data For SQL DB there's no such operation.

- 7. Activate UpdateTbl.exe and 'Start' the Sentinel service.
- 8. If installation is done by copying files to the relevant folders Copy all relevant files to C:\\inetab\\wwwroot\\Sentinel

8. Sometimes there are processes in use in IIS memory. In order to clear it, activate 'iisreset' (See solution Check IIS)

9. Open the software, Refresh and check that everything is OK. If not - run Wizard and re-check

All actions will be included in a batch file, which will be created on version release. All required files will be copied.



Upgrading on new env.

This is almost like regular installation, but with special handling of customer's existing DB.

1. Devices:

All required devices (e.g., to be activated for pull printing) should be installed on the new server, including drivers. (Same as for regular installation)

2. DB:

It's always recommended to check connection string to DB in old env. Registry in

1

in order to verify which DB is used (Local, e.g. Access / SQL).

🕵 Registry Editor				_ 🗆 🗙
File Edit View Favorites Help				
Computer Compu	Name del:(Doffault) del:(Doffault) del:Doffault del:Do	Type REG_52 REG_52 REG_52 REG_52 REG_DWORD REG_52 REG_52 REG_DWORD REG_52 REG_DWORD	Deta: (value not set) Fonder=Microsoft.Jet.OLED6.4.0;Data Source=C:[netpub](wwwroot[Sentinel(App_Data[Sentinel.mdb;	3
Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Sentinel\Setti	ngs			1

For Access - The DB is saved on old server and will be copied to new server after installation. For SQL - The DB must be backed up before installation

- 3. When customer has special scripts / reports, the following folders will be copied to new env. as well.
 - Scripts: Folder C:\Sentinel\Scripts from old server
 - Reports:

Folders C:\inetpub\wwwroot\Sentinel\CustomReports\Access from old server

- Folder C:\inetpub\wwwroot\Sentinel\CustomReports\ SQL from old server
- 4. Install new version from start (Regular installation).
- 5. When local (Access) DB is used, copy it to: C:\inetpub\wwwroot\Sentinel\App_Data For SQL DB there's no such operation.
- 6. 'Stop' the Sentinel service, Activate UpdateTbl.exe and 'Start' the Sentinel service
- 7. 'Start' the Sentinel service and Check for all 'Settings' configurations which need sever IP: ScanDirect, Mail2Print, Behavior->Monitor.
 In addition, update all external controller with the new server IP.
- 8. Open the software, Refresh and check that everything is OK. If not run Wizard and re-check

IIS Configuration before installation

System Requirements include a retirement that IIS will be configured so that Sentinel will be able to work.



For server 2008/2012, configuration should be as follows:

- 1. Common HTTP -> Static Content Selected.
- 2. **Application Development** All its sub-options are selected.
- 3. Security -> Windows Authentication Selected
- 4. **IIS 6 Management Compatibility** All its sub-options are selected.

Server Manager			
(= -) 🗶 📅 🛛			
Server Manager (WIN-G12IT3DIRE	Roles Wew the health of the roles installed on	your server and add or remove roles and features.	
Fedures Jognostics Configuration Storage	Description: <u>Print Server</u> includes the Print Management snap print servers and migrating printers to and from	p-in, which is us other Windows p In order to update- Press 'Add On opened screen all options	Rele Services. will be available for mark/unmark
	Web Server (IIS)		Web Serve LIS) Help
	Provides a reliable, manageable, and scalable wet	o application infrastructure.	
	Role Status Messages: None System Services: 4 Running, 1 Stopped Events: 13 informational in the last 24 ho Best Practices Analyzer: To Start a Best the on this role's homepage and cick Scar	ation are displayed urs hystoch Analyzer scan, go to the Best Practices Analyzer this R p	Go to Web Briver (IIS)
	Role Services: 29 installed	1	Add Role Services
	Role Service	Status	Remove Role Services
	🐁 Web Server	Installed	
	Common HTTP Features	Installed	
	📩 Static Content	Installed	
	befault Document	Installed	
	Directory Browsing	Installed	
	HIP Errors	Installed	
	WebDAV Rybitting	NUL HISLORGU Alek installed	
	Application Development	Installed	
1			

If the server is a simple computer with IIS, IIS configuration is checked by:

Control Panel -> Programs and Features -> Uninstall -> Turn Windows feature on/off.

			ı x
🚱 🕗 🖉 Control Panel 🕨 Programs 🕨 Programs and Features	👻 🍫 Search Program	s and Features	Q
Control Panel Home View installed updates Tum Windows features on or	n click Uninstall, Change, or Repair.		
Gff Windows Features		833	• 0
	Publisher	Installed On	Size ^
Turn Windows features on or off 🛛 🛛 🔞	Adobe Systems	10/08/2015	1.
To turn a feature on, select its check box. To turn a feature off, clear its	Adobe Systems Incorporated	13/04/2014	=
check box. A filled box means that only part of the feature is turned on.	Adobe Systems Incorporated	13/04/2014	
Internet Evolorer 9	s Incorporated	12/08/2015	8.
IIS Co	nfiguration Incorporated	12/08/2015	8,6
The Fire Server	s Incorporated	30/07/2015	18
😑 🔲 🔓 Web Management Tools	Famatech	28/05/2014	17
IS 6 Management Compatibility	e-Paper	24/08/2015	
IS Management Console	AVG Technologies	22/07/2015	
IS Management Scripts and Tools	KONICA MINOLTA	08/07/2014	
IS Management Service	Brother	10/11/2013	
World Wide Web Services	Check Point	09/03/2015	3
Image: Imag	CheckPoint	09/03/2015	8
Common HTTP Features	Citrix Systems, Inc.	01/05/2014	25
Health and Diagnostics	Foxit Corporation	08/11/2013	4.1
OK Cancel	KEROX	10/03/2015	1.1
	Microsoft Corporation	24/12/2013	41
Demo App	XEROX	26/11/2013	1.1
Device Simulation Framework 1.0.1	Microsoft	24/12/2013	3.0
Otfuscator Software Services - Community Edition	PreEmptive Solutions	14/11/2013	6.4
Stropbox	Dropbox, Inc.	11/08/2015	
🚔 e-Paper Printer Report Client 1.65	e-Paper	27/05/2015	
FortiClient SSLVPN v4.0.2270	Fortinet Inc.	18/11/2013	15 -
٠			F.
Currently installed programs Total size: 126 programs installed	5.14 GB		

Install Sentinel for QR code

The option to work with QR code, e.g., the user's ID/code value will be read via chip in the smartphone (replacing a controller) is built-in the Sentinel main installation.

1. After installation, verify that "Mobile Print" is licensed:



ENTINEL	Overview History	Users Devices	Accounting	R (
ehaviour Databases Ma	il2Print ScanDirect License Card Re	ader Scripts SDE APClient Is	slands	_
				_
Current License Code	8KfluiHI5up&Ivu62DcfVJI00P/H36D; wYFqBgLGnfnE12Y3c/P068eRZRdcgOk;	aMPF9UmMm9qjG3n1GuBiJkQoH3CO SFhODU71BRPMGdB9DxDxZj4nH5s/	UyhyAIVVS2+aLf ^ gV2UpdIGOdH2XI *	
Neu Licence Cede	WX13diqs2/YuOxsYHCtfipkNv8OxR+o	:R3t/YbOr5ty/mv3Hvr4ioGOcIyD	+/XP7ESsOuAIyU	
New License Code				
			Zi License Now	_
License Details				
Company Epaper	Email rachelb@	epapersign.com Server		
C Embedded (Internal)	Period		Jnlimited	
☑ Mail2Print	Users	1	150	
Scan Direct	External	2	25	
	Brother Devices	C	D	
Scripts	Non-Brother Devices	1	LO	
Mobile Print	Push Printers	4	4	
	Data Collection - Netwo		100	

2. On web application -> Devices - For each Device (printer) the unique QR code is displayed



3. Press on the required QR code in order to produce it (Print on sticker, etc.)



First activation:

1. Make sure that the connection string of QR code application is correct:



bguardQRC					
즠 💽 🗢 🚺 🝷 Comput	er 👻 Local Disk (C:) 👻 inetpub 👻 www.root 🤊	+ bguardQRC +	👻 🚱 Search bo	juardQRC	P
Organize 👻 Include in lit	orary 🔻 Share with 👻 New folder			:== •	- 🔳 🔞
🔆 Favorites	Name ^	Date modified	Туре	Size	
🧾 Desktop	App Browsers	15/12/2015 14:20	File folder		
鷆 Downloads	App LocalResources	15/12/2015 14:20	File folder		
🔛 Recent Places	hin	15/13/2015 14:20	File felder		
		13/12/2013 14:20			
🥽 Libraries	us Style	15/12/2015 14:20	File folder		
Documents	Default.aspx	27/11/2012 12:55	ASPX File	18 KB	
🍶 Music	Site.Master	27/11/2012 12:55	MASTER File	3 KB	
Pictures	Web.config	15/12/2015 14:50	CONFIG File	3 KB	
Videos					
F. computer					
b.config 🛛					
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For more information	on how to configure your ASP.NET applic	ation, please visit			
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<configuration></configuration>					
<connectionstrings></connectionstrings>	· · · · · · · · · · · · · · · · · · ·				
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<system.web></system.web>					
<customerrors mode="</td"><td>"Off"/></td><td></td><td></td><td></td><td></td></customerrors>	"Off"/>				

In C:\inetpub\wwwroot\bguardQRC\web.config check 'ConnectionString' value is correct, or correct it if needed.

2. Start the application by entering your UserName and Password (ID value), as defined in Sentinel software.

Error in Setup - "The Setup requires IIS 5.1 or higher....."

Lap-Top was upgraded from Windows 7 to Windows 10.

On installing Sentinel on the Lap-Top an error window was opened with message "The Setup requires IIS 5.1 or higher.....":



The problem is in MicroSoft msi package, which is used for Sentinel Setup. The problem was found when running the Setup with log file as follows: msiexec /i "C:\MyPackage\Example.msi" /L*V "C:\log\example.log"



On installation there was check of IIS version with the condition: (IISMAJORVERSION >= "#5" AND IISMINORVERSION >= "#1") OR IISMAJORVERSION >= "#6" Although IIS version was as required in the condition (Version 10) - the condition failed. The condition was corrected in Setup .msi to (IISMAJORVERSION >= "#5" AND IISMINORVERSION >= "#1") OR IISMAJORVERSION >= "#6" OR IISMAJORVERSION >= "#10

Error in setup - "Error occurred while installing system components...."

The error occurred on installation of .NET 4 during Sentinel installation



In that case .NET 4 will be installed separately and then Sentinel installation will be re-activated from start

Error in Setup - "Some of all identity references could not be translated...."

When this error is displayed during installation in means that no permission was given to folders:

Some or all identity references could not be translated., at System.Security.Principal.NTAccount.Translate(IdentityReferenceCollection sourceAccounts, Type targetType, Boolean forceSuccess) at System.Security.Principal.NTAccount.Translate(Type targetType) at TSWizardDemo.Step21.get_DomainSId(),	
ОК	

Installation can continue after pressing "OK" until it's finished.

It's recommended to activate Wizard with TroubleShooting after the installation.

Software was downgraded "automatically"

If on pressing Sentinel shortcut (in order to open the application) - No web page is opened but "something" start running" ==> It means that one or more files was/were changed / deleted / renamed. In that case the .msi detect a change and re-install the application, e,g,. <u>the last full version installation</u>



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18	lease wait while W	/indows config	ures Sentinel	Cance					
Sentinel									
1 1 1	Please wait while V	Vindows config	gures Sentinel						
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Attention

If the installed version before repair is not full version, but batch file of patch - The re-install will downgrade to the previous last full version installed.

In that case <u>all shortcuts should be removed</u> and re-created.

Problems after installation - Check IIS

When there are problems entering the site after installation it's recommended to check IIS.



From Start->cmd:

1. Activate: iisreset

If there are error during uninstall.

The command cleans all processes remained in memory, and is much recommended to be used before upgrading version via batch file.

2. Activate: aspnet_regiis.exe -i

to synchronize between ASP.NET and IIS



From explorer activate:

IIS should be displayed:



localhost

4. When error "HTTP 401.1 - Unauthorized..." is displayed:





It's recommended to check in IIS:

Sentinel -> Manage application -> Browse, and also check it for other sites. If no other site can be entered to, it might be ISS redirect problem.

Installation failed at the beginning

Sometimes when installation starts, right after "Install IIS" there's a screen with information that installation had an error and the process must be "Closed".

The common reason for it is that IIS configuration is not suitable the System Requirements for the specific server type.

In addition, command line "iisreset" might also help.

- Check that C:\\inetpub\wwwroot exists and if there's p[permission to create folders under it.
- In IIS check that 'Default Web Site' exists under 'Sites'
- If not Site named 'Default Web Site' should be created on path C:\inetpub\wwwroot

Then the installation will be restarted.

Sentinel application does not open after installation

After installation the web application was not opened.

"Error 500.19 - Internet server error"

On attempt to open the web application via the shortcut, resulted with the above message

<u>File Edit View Favorites Tool</u>	: <u>H</u> elp							
🚖 戰 Main page - Lansweeper				🏠 Home 🔻 🛐 Feeds (🖉 🔻 📑 Read mail	🖶 Print 🔻 Pag	e 👻 Safety 🕶	Tools 🔻 🔞 Help 👻
HTTP Error 500.19 - Internal Server Error The requested page cannot be accessed because the related configuration data for the page is invalid.								
Detailed Error Infor Module Notification Handler Error Code Config Error Config File	mation: IIS Web Core BeginRequest Not yet determined Ox80070003 Cannot read configuration file \\P\C:\inetpub\www.root\Sentinel\web.config	Requested URL Physical Path Logon Method Logon User	http://localhost:80/Sentinel/ C:\instpub\wwwroot\Sentinel\ Not yet determined Not yet determined					
Config Source: -1: 0: More Information: This area occurs when the	re is a problem reaction the configuration file for the Web server or Web	amplication to come cases t	ke suest loor muu oostiin moos informati	ation shout what caused this				
View more information	re is a proviem reasing the configuration file for the Web Berver or Web.	appreadors in some cases, o	ne event logs may contain more informa	ation about what caused the	eror.			

It might be that the IIS wasn't built properly.

Check that Sentinel folder is under C:\inetpub\wwwroot\.

If not - Permission to create folder under C:\inetpub\wwwroot\ should be added.

After that, re-installation should be done (After uninstalling the Sentinel, of course).

<u>"401- Unauthorized: Access is denied due to invalid credentials</u>" On attempt to open the web application via the shortcut, resulted with the above message



(<) The second s	🔎 🕆 🖒 🜄 401 - Unauthorized: Access 🗙	
Eile Edit View Favorites Tools Help		
👍 ⋐ Main page - Lansweeper		🐎 Home 💌 🖾 Feeds (1) 💌 🗔 Read mail 🛛 🚔 Print 💌 Page 💌 Safety 💌 Tools 💌 🙆 Help 💌
the second se		Contraction Contraction (Contraction Contraction Contr
Server Error		
401 - Unauthorized: Access is de	anied due to invalid credentials	
401 - Ollautholized, Access is de	shed due to invalid credentials.	
You do not have permission to view this direct	tory or page using the credentials that you supplied.	

Check configuration in: IIS-> [Server name] -> Sites -> Default Web Sites -> Sentinel ->Authentication



If configuration is correct, or updating does not solve the error, it might be problem in the DNS.

Try to open the web application via server IP, e.g., instead of 'localhost/Sentinel' from the server open via '[Server IP]/Sentinel. Create the shortcut on the server desktop accordingly.

After installation the Sentinel is opened with IUSR user Account page

If after installation the application is opened with user account page for user IUSR, the following IIS update is needed:

IIS ->Server name] -> Sites -> Default Web Sites ->Sentinel->Select "Authentication"

Make sure that:

- Anonymous Authentication = Disabled



- Windows Authentication = Enabled

Connections	Authentication		
Application Pools	Name	Status	Response Type
⊿ - 🙆 Sites	Anonymous Authentication	Disabled	
🔺 😔 Default Web Site	ASP.NET Impersonation	Disabled	
▷ imes aspnet_client	Forms Authentication	Disabled	HTTP 302 Login/Redirect
AuthenticationAge	Windows Authentication	Enabled	HTTP 401 Challenge
⊳ 🔐 bguardQRC			
⊳ 🔐 EmbdFax			
EmbdScan			
▶ 💮 EPSScan			
▶ 💣 HpScanToFolder			
MDSLoginEP			
Sentinel			

Error in Setup "The cabinet file required for this installation is corrupt..."

When the error occurs during installation, it might be that the SETUP package is incomplete or files are missing/corrupted

nstalling	Sentinel		SENTINEL
Sentinel is being	intelled	Sentinel	×
The cabin is compt- the CD-RI	et file _DC1F08E40A00F and cannot be used. This 3M, or a problem with this	280426C7CD819398A could indicate a netwo package	27' required for this installation rk error, an error reading from
	Try Again		Cancel
			< Back Next >
		Larce	

In that case the installation should be downloaded from legal Dropbox link, supplied by ePaper.

Attention

The package should always be complete, and stored on the server, where the installation will take place.

Installation is "Stuck" before printers list window is displayed

During installation, after the Wizard is closed, there a window including all installed printers for monitoring. Usually this window is closed and is not used during installation.

If the window is not displayed and the following error is displayed, it means that PrintSpooler service is "Disabled":





The service should be configured as Automatic and Started, in order for the installation to complete.

After installation you must:

- * Run the Wizard with "TroubleShooting" in order to create all virtual path files in C:\Sentinel\Queue\Virtual
- * Create Sentinel Print Processor by running in C:\Sentinel\InsPrtPrc-Reg as follows:



- Run as administrator: InsSntReg64.exe
- Run as administrator: InsSntRegX86.exe
- Double click: InsSntPrtProcs.exe

Attention

It's always recommended to enable PrintSpooler before installation.

Installation failed when all IIS is configured correctly

Sometimes the installation fails even when all IIS configuration is correct according to System Requirements.

It might be that he IIS 'Default Web Sites' is curreputed.

It should be checked that there's no sites under 'Default Web Sites'. In that case it should be deleted and re-built as follows

IIS->Srver name->Sites->Right click: Add web Site.....

Site Name = Default Web Sites Physical path = C:\inetpub\wwwroot

Sentinel Knowledge Base



Check that Port = 80 and press "OK":

🙀 l 🗋 🚺 = 1	Application Tools		Sentinel_V4.2.4		_ □	x
File Home Share	View Manage Site name: Default Web Site Content Directory Physical path: C:\inetpub\wwwroot Pass=througn autnentication Connect as Test Settings.	Add Website Application pool: Default Web Site	? X	C. Search Sentinel_V	4.2.4	Q
Mu Pict Vid- Comp Loc Loc Loc	Connect as Test Settings. Binding Type: IP address: IP address: http v Host name:	gned	ОК	its		
Netw State	Example: www.contoso.com or m	arketing.contoso.com Submit: O	к			

Restart the installation.

Printers

Printer definitions - General

Each printer connected to Sentinel should be installed on the server (with its' compatible driver). This should be verified.

Attention

If Sentinel is installed on server 2012: Microsoft driver <u>will not be used</u> - Only original drivers will be used. This is because on server 2012 Microsoft blocked RAW DATA, which is used by Sentinel

For all other printer's definitions, activate: Start -> Devices and Printers -> Select the required printer -> Printer properties.

Print Processor

Print Processor should be 'Sentinel'. In order to check it, activate Advanced-> Print Processor



Devices and Prin	ters		_ 🗆 ×
	Control Panel + Hardware + Devices and Printers +	▼ Search Devices and Printers	P
Add a device Add	a printer See what's printing Print server properties	Remove device	🖕 - 💿 🔀 🕻
Window 1	and the second sec	ck to change	× Code ▼
• De Selected b	by 'Printer properties'		
WIN-G12 18DIRES • Printer and Faxes	Brother MFC-990CW Properties General Sharing Ports Advanced Color Managem C Always available C Avail Print Processor Selecting a different print processor may available for default data types. If your	ent Security Device Settings	
	Selection below will be used.		
	Sentinel	Derault data type:	
	© Spoce winprint	NT EMF 1.006 NT EMF 1.007	
MFC-990CW	• St	NT EMF 1.008 TFXT	
	C Brint		
	T Hold		
	Print:	OK Cancel	
Br	Keep Enable advanced mining features		
	Printing Defaults Print Processor	Separator Page	
	ОК	Cancel Apply	

Attention

When driver is replaced - Print processor is switched back to 'winprint' and should be updated to 'Sentinel'.

Update/define Print processor = 'Sentinel' can also be done via the web application:

Devices->Edit [device] -> Press 'save'.

The operation updates Print Processor to be 'Sentinel'

Printer IP

Printer IP is accepted by activating Ports from 'Printer Properties'->Ports as follows:



At first it's recommended to check if the printer is connected and in working mode, and that there's communication between the printer and the server. If no such communication exists, nothing will arrive to Sentinel. This will be checked by activating Start -> cmd -> "ping" to printer IP.

The 'ping' reply indicates that the printer is connected to the server. Otherwise a timeout message will be displayed:





Printer Status

Printer's working mode will be checked by activating Start -> Devices and Printers -> Select the required printer -> See what's printing:



When printer's documents list is opened, check if the printer is 'Paused':



If this is the case, the 'Pause' option should be canceled.

Error statuses:

Whenever the job, which was sent to print, does not reach the "Waiting Jobs" on the web application, the printer status should be checked.

Printer status is displayed on See what's printing title.

Whenever the status is an error one (offline, Door opened, etc.), the jobs are still displayed in the printer. In that case the error is in the printer itself, and the job has not entered Sentinel system.



Attention

If Sentinel is installed on server 2012: Microsoft driver <u>cannot work with Sentinel</u> - Only original drivers can. This is because on server 2012 Microsoft blocked RAW DATA, which is used by Sentinel In that case the driver will be removed and an original driver will be installed instead.

Logical Connection between Printer and Controller

When a printer is connected to Sentinel, it has a logical connection to sentinel external controller. The IPs of both the printer and the controller should be identical to the logical definition.

Printer IP is accepted by activating Ports from 'Printer Properties'. For Sentinel controller IP see **Controller Definitions**.



At first it's recommended to check if the printer is connected and in working mode as follows:

- Communication between the printer and the server. If no such communication exists, nothing will arrive to Sentinel. This will be checked by activating Start -> cmd -> "ping" to printer IP as follows:



The above 'ping' reply indicates that the printer is connected to the server. Otherwise a timeout message will be displayed.

 Printer's working mode will be checked by activating Start -> Devices and Printers -> Select the required printer -> See what's printing:



Windows can display enhanced device icons a	nd information from the Internet. Click to c
* Devices(1)	
WIN-G12IT3DIRE9	
* Printers and Faxes (2)	
Open Open in new window See what's printing	
MFC-990C Set as derauk printer	_
Printing preferences	
Printer properties	
Create shortcut	
Remove device	
Properties]

When printer's documents list is opened, check if the printer is 'Paused' as follows:

WIN-GIZITADIPER			/				
Driphors and Envor (2)	Rother MFC-990CW -	Paused					_ 🗆 🗙
- Princers and Paxes (2,	Printer Document View						
	Connect		Status	Owner	Pages	Size	Subrr
	✓ Set As Default Printer Printing Preferences	_					
Brother MFC-990CW	 Pause Printing Cancel All Documents 						
	Sharing Use Printer Offline						
	Properties						
	Close						

If this is the case, the 'Pause' option should be canceled.

Now the logical connection to the Sentinel can be checked. The logical connection should be displayed as follows:

t Printer [192.168.4.209]		Sarve Cancel
evice Type	External •	Enable SDE
FID Type	EM Rossler 🔻	Controller Port Monitor
rinter Type	BAW 🔻	Use Bill Code
xternal Controller	192 .168 .4 .209	Require Pin Code
unctions	Print •	Open Copier Before Printing
rinter	Xerox Phaser 6120 PS	Open Copier After Printing
acation		ScanDirect
accription		SNMP count
land	•	on Error
Count Pages 🖉 Active on	h if number of pages is 0	Finder
evice Group	y in humber of pages is t	Default Printer Permissions Allow All
evice Profile	Lise System Defaults	Exceptions:
Sunnorted Types		
ort Name	192 168 4 98	- Remove Group
		Total Crown

For verification, it's recommended to print Test Page by activating General -> Print Test Page from 'Printer Properties'.



Devices and Printers		
Control P	anel • Hardware • Devices and Printers • • 😧 Searce	:h Devid
Add a device Add a printer	r See what's printing Print server properties Prove device	
- Devices (1)	Lexmark Properties	
	Crowity Device Settings About General Sharing Ports Advanced Color Management	
WIN2K8-BGUARD	Lexmark	
 Printers and Faxes (17) — 	Location:	
	Comment:	HA CONTRACTOR
MP CIRI R	Model: Lexmark X651de (MS)	C-990C
1	Features Color: No Paper available: Double-sided: Yes Letter +	
E Lexmark	Staple: No Speed: 45 ppm Maximum rev. 1200 dpi 🗸 🗸	ng CLX- 50 Serie
Lexmark	PreferencesPrint Test Page	168.4.2 (0)
	OK Cancel Apply	

The job should be added to the list of Waiting Jobs displayed on Sentinel GUI -> History -> Waiting Jobs as follows:

Waiting Job	System Ever	its						Q	Job ID
Release Now	Resume Hold Delete F	avorite Choose Printer:		 Change 			🔲 Sele	ect All Jobs	Total Rows:
D	Job	Printer	Туре	User	Status	Pages	Copies	Spooled	Pr
2 🔲 331	Test Page	Lexmark	B/W	Administrator	Wait	1	1	8/14/2016 3:11:39 PM	(
330	tst.bdNotepad	APCLIENT	B/W	Rachel	Wait	1	1	8/14/2016 3:11:32 PM	l
2 🔲 329	tst.txtNotepad	APCLIENT	B/W	Dany	Wait	1	1	8/14/2016 3:11:24 PM	0
/ 🔲 328	tst.txt - Notepad	APCLIENT	B/W	Sara	Wait	1	1	8/14/2016 3:11:17 PM	0

Attention

It is possible that jobs will not be displayed on Waiting Jobs list but instead will be printed automatically. This is a legal printing option, and it can be defined on purpose.

The problem is when no such intention to push printing is required and jobs are printed automatically.

In that case 'Push printing' option should be checked and corrected if needed.

The attribute 'Enable Push Printing' is defined in user profile. It can also overridden by definition for specific user. (See section **Push Printing** below).

Check Printer Behavior

In order to check if the printer itself is working correctly, do the follows:

- "Disconnect" the printer from Sentinel by change Print Processor from 'Sentinel' to 'winprint' (default).
- View 'See what's printing' (See section Logical Connection above).
- Print Test Page The print should be displayed on printing list and then be printed.
 It's recommended to Pause Printer before and after doing this stage in order to view print jobs list more accurately.
- When this is not the case, the problem is in printer behavior. In that case printer should be fixed, and Test Page will be printed afterwards.

Attention

If printer is 'Paused', the 'Pause' option should be canceled.



If printer is OK, update Print Processor to 'Sentinel', in order to reconnect the printer to Sentinel.

Attention

If Sentinel is installed on server 2012:

Microsoft driver <u>cannot work with Sentinel</u> - Only original drivers can. This is because on server 2012 Microsoft blocked RAW DATA, which is used by Sentinel In that case the driver will be removed and an original driver will be installed instead.

Connect/disconnect all printers to Sentinel

When there's need to connect all defined printers at once to the Sentinel (For example: Installation on new server), it's done by activating: ComTCP.exe install_all.

Attention

There's a batch file - ToSentinel.bat - which activates the command from the web.

Disconnecting all printers at once from Sentinel (When there's problem and users cannot print via Sentinel while checking) is done by activating: ComTCP.exe remove_all

Prints are "stuck" in printer

When prints are "stuck" in printer (and do not arrive to Sentinel), the following parameters should be checked and updated, if necessary:

1. Printer Properties->Advanced->"Spool...." - Options should be selected are displayed as follows:

Security	Device	Settings	A A	bout
General Sharing	Ports	Advanced	Color M	anagement
Always available				
C Available from	00:00	To To	00:00	-
Driovitu 1	-			
Filondy. 1	•			
Driver: Lexmark	X651de (MS)		▼ Nev	Sriver
Spool print docume	ents so program i	finishes printin	g faster	
Start printing af	ter last page is sp	ooled	_	
 Start printing af Start printing in 	ter last page is sp mediately	ooled		
Start printing af Start printing im Start printing im	ter last page is sp imediately	ooled		
 Start printing af Start printing irr Print directly to the 	ter last page is sp imediately printer	ooled		
Start printing af Start printing in Trint directly to the Hold mismatched a	ter last page is sp imediately printer locuments	nooled		
Start printing af Start printing in Start printing in Print directly to the Hold mismatched d Print spooled docur	ter last page is sp imediately printer locuments ments first	nooled	Dther option	s should
Start printing af Start printing im Start printing im Print directly to the Hold mismatched a Print spooled docum Keen printed docum	ter last page is sp imediately printer locuments ments first	oooled	Dther option	s should
Start printing af Start printing in Start printing in Print directly to the Hold mismatched a Print spooled docur Keep printed docur Freible advanced ap	ter last page is sp imediately printer locuments ments first nents	nooled	Dther option be unmarked	s should
Start printing af Start printing af Start printing im Print directly to the Hold mismatched a Print spooled docur Keep printed docun Enable advanced pr	ter last page is sp imediately printer locuments ments first nents inting features	rooled	Other option be unmarked	s should
Start printing af Start printing in Start printing in Print directly to the Hold mismatched a Print spooled docur Keep printed docun Enable advanced pr Printing Defaults	ter last page is sp imediately printer locuments ments first nents inting features Print Pro	pooled	Other option be unmarked Separator 1	s should I Page

22. Printer Properties->Ports->"Enable bidirectional..." - Option should <u>not</u> be selected:



Brother MFC-	9970CDW Printer P	operties	×
General Sharin	g Ports Advance	Color Management Security	Accessories
esta Br	other MFC-9970CDV	/ Printer	
Print to the fo	ollowing port(s). Doo	uments will print to the first fro	20
Port	Description	Printer	^
COM1:	Serial Port		E
COM2:	Serial Port		
COM3:	Serial Port		
COM4:	Serial Port		
FILE:	WSD Port	ET0021 P77E6P07	
WSD-9	WSD Port	Brother MEC-9970CDW	/ Printer
Add P	ort	Delete Port Confi	gure Port
Enable bid	irectional support	Option	Should NOT be selected
		OK Cancel	Apply Help

Virtual printers

In order to simplify the operation of printing for users/customers, Sentinel enables to define a virtual printer. When user prints to a virtual printer, the job enters 'Waiting Jobs" but it can be printed from <u>any suitable printer</u> (According to Printer Type)

Virtual printer is added as follows:

- 1. Add virtual printer to the server:
 - Devices and Printers->Add Printer
 - 1.1 Add a local Printer
 - 1.2 Use an existing Port.
 - Select one of 5 virtual ports from
 - C:\Sentinel\Queue\Virtual\Virtual1-5.prn (Local Port)
 - 1.3 Select suitable driver



- 2. Add the virtual printer to "Devices":
 - Add printer as "Virtual Printer"

You can add more supported types to the printer.



ENTINEL	Overview History User:	5 Devices Accounting	X
Device Manager Data Co	llection Groups Profiles Printers Map		
Edit Printer [1.1.1.1]			Save Cancel
Device Type	Virtual Printing ▼	Enable SDE	
RFID Type	EM Rossler 🔻	Use Port Monitor	
Printer Type	B/W •	Use Bill Code	
From Marcon		Require Pin Code	
Functions	Print	Open Copier Before Printing	
Printer	Sentinel	Open Copier After Printing	
Location		ScanDirect	
Description		SNMP count	
Island	Ŧ	Delete Joh on Error	
🗹 Count Pages 🛛 🗹 Active	only if number of pages is 0	Conv timoaut	
Device Group	Ψ	Copy timeout	
Device Profile	Use System Defaults	Default Printer Permissions Allow All	Ŧ
Supported Types		Exceptions:	
Port Name		A	

Printer is added with special IP to "Virtual Printers" group

evice Manager Data Collec	tion Groups Profiles Printers N	1ap			୍	IP Address
udd New						Export
Address	Printer		Copy Print	Туре	Group	
🕅 External Controller						
192.168.4.222	Samsung CLP-350 Series PCL6	MultiFunction		B/W		** 🗹 💼
192.168.4.209	Xerox Phaser 6120 PS	Print		B/W		** 🗹 前
Push Printers						
🖷 Push	BR-HL6400		Print	B/W		I
🖷 Push	Brother MFC-990CW		Print	B/W		1
🖷 Push	KONICA MINOLTA C353 Series PS	(P)	Print	B/W		I
🖷 Push	Samsung 73		MultiFunction	B/W		I
Virtual Printers						
1.1.1.4	APClient		Print	B/W		
🖷 1.1.1.1	Sentinel		Print	B/W		I
🖷 1.1.1.2	Sentinel_color		Print	B/W		
🗏 External Tibbo						
External libbo 192.168.4.231	Bguard4stress1		Print	Charger		1

Job printed to the virtual printer is added to Waiting Jobs, but it can be released at any printer suitable to the virtual printer's definitions.

Attention

All printers which will be used with the virtual printer should have the same "Supported Types" as the virtual printer. Otherwise, the prints will stay in "waiting Jobs" and will not be printed (The display will be "No Jobs for.....').

Push Printing

Sentinel has an option for jobs to be printed automatically. This is a legal printing option, and can be configured.

The attribute 'Enable Push Printing' is defined in user profile. It can also overridden by definition for specific user.

When there's no wish to print automatically, all these options should be disabled. Even if all users' profile does not allow push printing, the option can be configured for specific user:



ers Group: Profiles Se	essions			୍	Profile	
lit Profile [Default]					Save	Ca
Profile Settigns		Profile Permiss	ions			٦
Profile Name	Default	Сору	🗹 Enabled	🗷 Colour		
Description		Scan	🗹 Enabled			
		Fax	🕑 Enabled	Colour		
Jser Type	Standard •	Print Fax	🗹 Enabled	Colour		
Print Option	Select by keypad 🔹	Direct Print	🗹 Enabled	🗹 Colour		
Default Printer	· · · · · · · · · · · · · · · · · · ·					
Allow Web Release	Allow •	ScanDirect	🗹 Enabled			
Allow Keypad Release	Allow •		🔲 Duplex	Scan		
Enable Push Printing	Deny 🔻					
Quota Policy	999					
cland						



In addition, the printer itself can be defined for push printing by selecting the option in 'Device Type' as follows:

t Printer [0.0.0.0]		Save Cancel
evice Type	Push Printing	Enable SDE
HD Type	EM Rossler	Use Port Monitor
rinter Type	B/W *	Use Bill Code
	-	Require Pin Code
vinctions	VONICA MINOLTA C252 Review DS/D	Open Copier Before Printing
inter	KONICA MINOLIA COOL SENES FO(F)	Open Copier After Printing
ocation		ScanDirect
escription		SNMP count
Tariti 🖉 Count Dagos – 🖉 Activo	ank if number of pages is 0	Delete Job on Error
evice Group	The second	Copy timeout
evice Profile	Use System Defaults 🔹	Default Printer Permissions Allow All
Supported Types		Exceptions:
ort Name	192.168.4.225	▲
ite	Ŧ	Remove Group

Drivers for Sentinel on Server 2012 – Limitation

Please pay attention to the fact that if Sentinel is installed on server 2012, all drivers should not be Microsoft drivers but original drivers.

This is because Microsoft added block on RAW DATA, which is needed for Sentinel operation. If Sentinel is installed on server 2003, 2008 - There's no such limitation.

Recommended Drivers

Sometimes jobs are not printed or printed in gibberish.


This is usually because the driver is not compatible.

The following is the list of recommended q universal drivers:

General driver	- Brother Pcl5e
For HP -	HP Universal PCL6 61.160.1.17508
	Customers who used higher HP driver version 61.180.1.20062 had problems:
	Jobs were printed many times.
	On check with HP team –
	The version included bugs and was removed from HP web site.
	The recommended version is 61.160.1.17508
For Lexmark -	Lexmark_Universal_v2_UD1_XL
For Toshiba -	TOSHIBA_e-STUDIO_Universal_Printer_Driver_PS3_v7.149.3660.14

Define printer in Oracle Application

Instructions how to define printer in Oracle Application are described as follows:



\$ADDFONTS/tk2_print \$PROFILES\$.PRINTER \$PROFILES\$.FILENAME \$PROFILES\$.CONC_COPIES -t"\$PROFILES\$.TITLE" http://docs.oracle.com/cd/A60725_05/html/comnls/us/fnd/custom01.htm



Figure 1 - 24.

Example - Printer Drivers form's Arguments field.

lp -d\$PROFILES\$.PRINTER -n\$PROFILES\$.CONC_COPIES -t"\$PROFILES\$.TITLE" \$PROFILES\$.FILENAME

Passing Arguments to UNIX lp Print Command

Argument Syntax	Token and Value Retrieved
-d\$PROFILES\$.PRINTER -d calls out the destination printer.	\$PROFILES\$.PRINTER retrieves the operating system name of the printer associated with the request.
-n\$PROFILES\$.CONC_COPIES -n calls out the number of copies to print.	\$PROFILESS.CONC_COPIES retrieves the value of the profile option <i>Concurrent:Report Copies</i> , unless this value is updated at runtime.
-t"\$PROFILES\$.TITLE" -t calls out the report title to print on a banner or header page.	"SPROFILESS.TITLE" retrieves the title of the output file, typically titled as <i>Application username.Request ID</i> . For example, if user John Smith ran a report whose concurrent request ID was 64225, the title would be JSMITH.64225. This is operating system dependent.
\$PROFILES\$.FILENAME	\$PROFILES\$.FILENAME calls out the filename of the report to be printed. The value retrieved is the output file name, including the path to the file.
Table 1 - 22. (Page 1 of 1)	

Attention

System should work with Sentinel LPD (Not MS LPD).

Printer is Offline

For some printers, when printer is Offline, the reason for it can be that SNMP protocol is disabled.

The printer show Offline and will not print. As soon as SNMP is enabled, it will go back Online and functioning.

		MINOLTA	C364SeriesPC	L Properties					×
	General	Sharing F	orts Advance	d Color Managemen	t Security Configure	Settings			
Configure Standard TCP/IP F	Port Monito	or 👘		×	٢				
Port Settings									
Port Name:	[192.168.4.2	25		ie first free				
Printer Name or IP Addres	s:	192.168.4.2	25						
Protocol						1			
C Raw			⊙ LPR						
Raw Settings									
Port Number:	515				d. IMS) -8. 0 Series PCL6				
LPR Settings					DLT. C364Series				
Queue Name:	print								
🗖 LPR Byte Counting E	nabled				Configure Port				
SNMP Status Enables									
Community Name:	public								
	<u> </u>								
SNMP Device Index:	1								
			OK	Cancel	ОК	C	ancel	Apply	Help

If this is not the case, check it printer is connected by activating command line:

ping [Printer IP]

If there's no reply check if the printer is connected to the net.



Problems in Copy/Copy Counting

For RICHO printers:

Problem:

Controller does not open the printer for Copy.

Solution:

Maybe the controller is not with RELAY - Controller with RELAY will solve the problem.

For Xerox printers:

Problem:

All Sentinel operations are working correctly except for counting copies, both on web and on controller.

Solution:

There's a way to configure the Xerox:

A small manual is added to the printer, in which there are instructions to configure specific pin (1-10) according to printer model. Configuration will solve the problem.

For HP printers:

<u>Problem:</u> Printer is not locked to prevent copy. <u>Solution:</u>

Activate FIH.exe to lock/unlock the printer.

- Press 'Enable' or 'Disable' and confirm
- Enter code '1234' and press 'Network'
- Enter printer IP address

Problems in scanning

When scanning is not working correctly, it can occur because of the following reasons:

- ScanDirect Incoming Folder definitions
- Problems in mailing server
- In that case, "Test Connection" should be performed.
- Incorrect configuration of ScanDirect web page.

At first it's always recommend to check to ScanDirect process. If the process is "stuck" (or appear more than once) - It Should be restarted.

ScanDirect Incoming Folder definitions

ScanDirect Incoming Folder stores all scanned files and user information file in sub-folders according printers used for scanning.



ScanDirect Incoming Folder should be shared, and sharing must be with correct name.



In order to check and correct sharing name:

In C:\Sentinel\Queue->FtpMail / ScanDirect ->Properties ->Sharing -> Advanced do the following:

- Check 'Share name'. If not correct:
- Add New share Name -> OK
- Select the correct name





Sentinel Knowledge Base



Attention

The CurrentUser.ini file is written to the server by Sentinel, but all other (pdf) files are written to the folder according to printer's definition for scanning.

When the (pdf) files are not stored in the correct folder - Printer relevant definitions should be updated/corrected.

Sometimes the ScanDirect process is "stuck" and should be ended via Task Manager. In that case the process will be up again after a short while.

The reason for it is that one printer is writing PDF file and the session is not ended, e.g., the file is not closed properly. The process waits for the printer to end writing and therefor is "stuck".

Problems in mailing server

Sometimes there are problems in customer's mailing server.

Mailing server/Sending mail will be define as ours (at office), and scanning wil be performed for testing.

If result is OK - Customer has inner problem with mailing server.

Check scanning process

Enter the scanning folder for the required printer, and ask someone else to try scanning from that printer, while you check the folder all the time.

.pdf file should be stored in the folder for a few sec. and then will be deleted automatically. If no such file is stored – The problem is in printer definitions for scanning.

Incorrect configuration of ScanDirect web page

Correct configuration:



When the file is passed to Email the scanned file in incoming sub-folder is deleted.

The information file is deleted according to the following configuration: Sometimes CurrentUser file is deleted before card is passed for next scan:

In Settings -> ScanDirect -> Checkbox "Delete user control file...." should not be marked.

Attention

After each configuration change - ScanDirect process must be restarted (Or the Sentinel service should be restarted).



PDF files are not printed

When PDF files are not printed there are several way to solve it:

1. Define LPR port for the printer as follows:











2. In case customer does not wish to update printer definitions, another way is to change Adobe settings for relevant users:



Specific user sent job but the job is not printed

One specific user sends job for printing, but the job in not printed – The origin for that can be because of various reasons:

1. User is not in users list

User is not included in Users or the ID/code used for identification is incorrect.

In that case the message "Wrong user code was typed" will be displayed both on the controller/Panel and in History->System Events.

The user should be added with the correct ID as follows: For manual entering:

- If the organization uses entered keypad codes - The user's correct code will be defined for the user.

- If the organization used passed ID cards and the card ID is known, the user will pass his/her card. The "incorrect" card will be displayed in History->System Events, and that value will be defined for the user.

For synchronization with AD/SQL:

Sentinel Knowledge Base



- The user details will be added to AD LPAD / SQL DB Table

- When the user sends job for printing, his/her details will be added to Sentinel
- 2. Job was sent for different user:

The user is in Users list, but message "No Jobs for" is displayed on the controller/Panel.

The error can occur because of duplicate card ID for more than one user. When the incorrect code will be corrected, the user will get his/her jobs printed.

Another reason for user not to get his/her printed jobs, is that when the job was sent it was sent with different owner:

Printer Document View					
Document Name	Status	Owner	Pages	Size	S
🚾 test1 - Notepad		David	1	3.16 KB	3
Job owner					

In that case the station user accounts should be fixed.

3. The user is in Users list, message "Printing Job for" is displayed on the controller/Panel but the job is not printed.

This can be because of unsuitable driver. The driver will be checked and replaced if needed.

Connect net printer to workstation

In order to send job to Sentinel from workstation, the printer should be connected to the server.

- The process is as follows:
- 1. Connect to the server ==> All net printers are displayed.

Select the requested printer, right-click and select "Connect...":



2. Windows Updates search for the driver



				x I
Network >	192.168.4.236			Q
Organize 🔻 Network an	d Sharing Center View remote pr	inters	17 V	1 🕜
Uropbox ^ Libraries	APClient	Brother HL-7050 series	Brother-MFC-9970	
 Documents Music Pictures 	HP LaserJet 42 Windows	Printer Installation	konica minolta c252 ps(p)	
Videos	Lexmark X651c Conne 192.16	cting to konica minolta c252 ps(p) on 58.4.236	Samsung CLP-770 Series PCL6	
e Homegroup ™ Computer	Virtual 1	g Windows Update. This might take a while		
🚢 Local Disk (C:) 👝 Local Disk (D:)		Cancel		
vetwork				
192.168.4.236				
konica minolta d	c252 ps(p) (\\192.168.4.236)			

When driver was found - OK.

When driver was not found - The driver should be downloaded from the internet and installed as follows:







							L	x
🖉 🔁 🖡 🖡 Networ	k 🕨 192.168.4	.236				 Search 192.168.4.2 	236	م
Organize 💌 Networ	k and Sharing	Center Vie	w remote printers					0
Cropbox		APClient	A	Brother HL-7050 series	<i>.</i>	Brother-MFC-9970		
Documentr								
Music		HP LaserJet 42	Windows Printer Installation	×	1 🥪	konica minolta c252 p	is(p)	
E Pictures								
Videos	1	Lexmark X651	Connecting to konica 192.168.4.236	minolta c252 ps(p) on	1	Samsung CLP-770 Ser	ries PCL6	
🔏 Homegroup	-	Virtual 1	Finishing the installation					
💻 Computer								
🏭 Local Disk (C:)								
👝 Local Disk (D:)				Cancel				
🖵 zoom (\\192.168.			¢		·			
Network								
192.168.4.236								
N BELAL-LENOVO								



Delete Job on Error

In order to cancel jobs when there's error in the printer, the option "Delete Job on Error" should be marked as follows:

vice Manager Data Colle	ction Groups Profiles Printers Map	
lit Printer (192.168.4.221]	Saive Cancel
Device Type RFID Type	Internal EM Rossler	Enable SDE Use Port Monitor
Printer Type	B/W •	Use Bill Code Option should be marked
P Address External Controller		Qpen Copier Before Printing
Functions Printer	MultiFunction Lexmark	Gen Copier Anter Printing ScanDirect
ocation Description		SNMP count Delete Job on Error
land	Island 1-1 💌	Copy timeout
🗹 Count Pages 🛛 🗹 Active or	nly if number of pages is 0	Default Printer Permissions Allow All
evice Group evice Profile	▼ Use System Defaults	Exceptions:
Supported Types		Remove Group
Port Name	192.168.4.221	Add Group

When there's error in printer and the option is marked, the application CancelJobs.exe is activated.

Activation includes two files:

- Suitable .exe for the specific printer in order to reset the it.
- .ini file, in which the printer password is defined (In 'Key' parameter), as follows:

[General] Key=BSI2012

When: Key = The password in printer itself.

Devices->Add printer - Printer is not displayed in printers list

Before adding printer to Sentinel via Devices->Add Printer, the printer should be installed on the server as pre-installation requirement.



SENTINEL Overv	iew History Users	Devices Accounting
Device Manager Data Collection 0 Edit Printer 192.168.4.221	roups Profiles Printers Map	Save Cancel
Device Type RFID Type Printer Type	Internal EM Rossler B/W	Printers list UniPort Monitor See Bill Code
IP Address External Controller Functions	192.168.4 .221 MultiFunction	Require Pin Code Open Copier Before Printing Open Copier After Printing
Printer Location	Lexmark APClient Bguard4Stress Bouard4stress1	ScanDirect SNMP count Delete Job on Error
Island Count Pages Active only if num	BR-HL6400 Brother Brother MFC-990CW KONICA MINOLTA C353 Series PS(P)	opy timeout Default Printer Permissions Allow All
Device Group Device Profile Supported Types	Lexmark Mfc8950 Microsoft XPS Document Writer Samsung 73 Samsung 73	Remove Group
Port Name Site	Samsung CLX-8640 6650 Series (192.168.4.222) Samsung CLX-8640 6650 Series (192.168.4.222) (0) Samsung230 Santinel	Add Group
[Sentinel_color Xerox Phaser 6120 PS	9, Fax: 972-73-7253217, www.epapersign.com

If the printer is not included/displayed in printers' list

he printer Security	<pre>/ configuration should</pre>	be checked and updated t	o include permission	for IIS USERS
---------------------	-----------------------------------	--------------------------	----------------------	---------------



Use SNMP to count pages

In order to accept accurate counters results it's recommended to use SNMP counting.

This is not a default configuration, because SNMP slows performance, and is used only when accurate results are needed.

Configuration is done by entering Printer IP for "Port Name" (If IP is not already displayed) and marking the CheckBox "SNMP Count":

ENTINEL	Overview History U:	sers Devices Accounting
Device Manager Data Col	lection Groups Profiles Printers Map	
dit Printer [192.168.4.22	1]	Save Cansel
Device Type RHD Type Printer Type IP Address External Controller Functions Printer Location Description	Internal EM Rossler Image: second	Enable SDE Use Port Monitor Use Bill Code Require Pin Code Open Copier Bdore Printing ScaDirect ShMP count Deter Code Error Deter Too out Error
Count Pages Active	only if number of pages is 0	Default Printer Bernssions Allow All
Device Group Device Profile Supported Types Port Name Site	Vuse System Defaults Vuse System Defaults Vuse System 2000 Vuse System 200	Excepte

Sentinel Knowledge Base



In order to check if SNMP was used, check that file C:\Sentinel\PrintSNMP.log was created:



For specific user - Not all jobs are displayed in Jobs list

Sometimes user does not view all his/her jobs on the controller / panel.

The reason for it can be that the specific Device the users tries to release the job from do not support the job type. For example: The user sends Job in Color and the device were the user views jobs list is B/W (Or vice versa). Because the B/W device does not support Color Jobs, these jobs will not be displayed in Jobs list.

In order to "make the device" support Color Jobs also, update the Device "Supported Types":



Incorrect printing behavior

Sometimes the printed job is not as expected.

The symptom can be "corrupted" pages such as:

- Printed data is in Gibberish
- Blue stripes /different background color on the printed pages

Another incorrect behavior is when too many pages are printed"

- Doable copies
- All pages are out until the tray is empty

All these above problems are caused by unsuitable driver.

See **Recommended Drivers** in order to install suitable driver.



Printer has physical problem - Move all jobs to Sentinel other printers

Sometimes there's a physical problem in printer connected to Sentinel.

In order to move all jobs to the system other printers, the problematic printer port will be changed to virtual port, as if it war a virtual printer:

C:\Sentinel\Queue\Virtual\virtual1-5.prn

User is not allowed to print to specific printer

When error message "User is not allowed to print to printer...... ":

3002 User is not allowed to print to ...

it can occur because one of the following reasons:

- 1. User and Device are not in same Island
- 2. Print job type is not supported by Device
- 3. Script is defined, which prevent printing on the specific Device by the specific User
- 4. User group is not allowed to print on the Device

Attention:

For restricted group, please check that "empty group" is not added. If no group is defined, just mark the "hidden" group press "Remove Group"

Scanning to Folder

In order to scan the file both to Email and to folder:

1. Configure the printer via entering te printer IP on browser -

Printer IP -> Settings -> Apps -> Apps Management -> Sentinel app. -> Select scan upload methode =

Scanning option should not be "Email" but "Web Upload":

LEXMARK	Ready Ac Refresh Lo	exmark MX511de Idress: 192.168.4.221 Intact Name: Intact Name:	Ť		
Device Status	Apps			and the second	and the second se
Scan Profile	Settings > Apps > Apps Management				
Copy Printer Settings	Apps System				
Settings	BETA - Sentinel - Priva	ate printing V5.8			
Reports	Information Configure	License			
Links & Index	User Login Timeout (seconds)	30			
Applications	Messages Timeout (seconds)	15			
Set up Scan to Network	Sentinel IP Address	192.168.4.118	0		
Remote Operator Panel	HttpServ Port	8081	0		
	Select Scan Upload Method	Web upload 🔺			
Order Supplies		EMAIL SMB - 2			

2. In Sentinel -> Users -> Edit User -> Scan -> Scan to Folder = Scanning folder



SENTINEL	Overview History Users Devices Accounting	× 🛛
Users Groups Profile:	s Sessions	
Edit User [Rachel] Information Print S	can Security Cost Control	Save Cancel
Scan To Folder	ministrator\Desktop\Scan	
Sharepoint folder		

The file will be scanned both to user's email and to defined user's scanning folder.

Login is not permitted

When the message "Login is not permitted" is displayed on embedded application panel, it means that the Internal printer is defined in Devices with:

Functions = Print

As for now, sentinel does not support Internal printers when they are defined as above. In order to enable working, the printer should be defined as follows: Functions = MultiFunction Even if the printer itself is for printing only.

When the user is identified, the printer will enter directly to "Print" option.

Printer Port

Printer port should be "Standard TCP/IP" as follows: In Printer Properties->Ports

⊕ ⊢	IP 31 Properties		x
General Sharing Ports Advan	ced Color Management	Security	Device Settings
🞻 НР 31			
Print to the following port(s). E checked port.	Ocuments will print to t	he first fre	e
Port	Description	Pri	nter ^
192.168.4.225	Standard TCP/IP P	ort Ko	nica Minolt
192.168.4.226	Standard TCP/IP P	ort HF	226
192.168.4.248	Standard TCP/IP P	ort Bro	other 248
192.168.4.27	Standard TCP/IP P	ort Le	xmark 27
✓ 192.168.4.31	Standard TCP/IP P	ort HF	2 31
192.168.4.31_1	Standard TCP/IP P	ort HF	LaserJet 1
	Chandrad TCD/ID D		×
Add Port	Delete Port	Config	gure Port
Enable bidirectional support Enable printer pooling	t		
	ОК	Cancel	Apply

In case the port is not defined properly, the printing queue will behave incorrectly.



For example:

Port was defined as WSD - All jobs sent to the server had one copy "stuck" in the printer:

e of	iice color			_ D X
Printer Document View				
Document Name	Status	Owner	Pages	Size
Sentinel Job:436;User:dana;Microsoft PowerPoint - 2017	Printing	SYSTEM	1	6.50 MB/48.0 MB
	1 A 1 A 1 A 1 A 1 A 1 A 1 A 1 A 1 A 1 A			

Printer for both B/W and Color

When customer has one printer, which prints both in B/W and in Color, it is possible to define the printer twice, each instance with different printer type.

The printer can be added to Devices once with B/W type and once with Color type.

This can be done only if the printer post name is the same for both instances.

In that case the system "recognizes" that the two definitions are of the same printer.

Printer with embedded application is not connected

The connection port between embedded application and the server is by default 8081.

When the embedded doesn't connect to the server, it's recommended to check the port.

This is done as follows:

- Stop Sentinel service
- Activate utility TCPClient with port 8081

==> Operation should fail, because process 'httpserv' is down.

If operation is successful, it means that the port is "taken", and the connection port to the embedded should be changed. In C:\Sentinel\httpserv\config.ini:

HTTPPort = [New port]





If the embedded printer is Brother, the value should be change via printer web as follows:

General Address Book Fax Cop	y Print Scan Administrator Network	
Login Password User Restriction Function Setting Lock Solutions Solutions Application Entry External Card Reader Store Print Log to Network Signed PDF Reset Menu Firmware Update	Solutions Application Entry	Update port for each
General Address Book Fax	Copy Print Scan Administrator	letwork
Login Password User Restriction Function Setting Lock	Login	
Solutions Solutions Application Entry External Card Reader	Application ID URL	1 http:/ <mark>192.168.4.115:8081/b-g</mark> iard.xml
Store Print Log to Network Signed PDF	Argument	
Reset Menu Firmware Update	Cancel Submit	

Define printer on MAC computer

In order to define printer on MAC computer, open Printers section and press '+'

Define: Address = Server IP Protocol = LPD Queue/Name = Printer name

And press "Add"

Process is as follows:



			Printers & Scanners	Q Search	
Sectors Sectors Edit View Window Help O O O O O O O O O O O O O O O O O O O	An T	Printers Black • Urio, Last Used • Orfline Pour Inter	Black Open Prin Options & Location: Kind: HP LaseLet Se Status: Idle	nt Queue Supplies rries PCL 4/5	
System Preferences Edit View	Pause Settings	+	Share this printer on the netw	ork Sharing Preferences	
Default paper size: A4		-	Default printer: Last Printer	Used 🗘	
System Preferences Edit View Window Help I I I I I I I I I I I I I I I I I I I			Default paper size: A4	٥ (؟	
Arydesk Printers & Scarvers Print Scan Deskjet 3070 B811 series Print Scan Deskjet 3070 B811 series Print Scan Deskjet 3070 B811 series Deskjet 3070 B811 series Desk	•	X			
Printers Deskjet 30/0 8811 serue Deskjet 30/0 8811 serue Deskjet 30/0 8811 serue Deskjet 30/0 8811 serue Add Server IP UP Defau Printer Damon - LPD Defau Protocol: Line Printer Damon - LPD Defau Wirtual printer name More BLACK Lozation: L	612665582 System Preferences Edit View Wind	ow Help ◆ Q ♥ G	à III - A - R - A - R - A - R - A - R - A - R - A - R - A - R - A - R - A - R - A - R - A - R - A - R - A - R - A - R - R	6) 100% 1898 🖪 ABC Mon 2 Oct 10	:45 Q 👩
Add Server IP PD Address: 10.10.70.2 Windows Defau More BLACK Virtual printer name More information Virtual printer name Use information Use informatio	612665582 System Preferences Edit View Wind	x ow Help ◆ C ♥ F	N de en porte de la consers	 took took 20 Arc Mon 2 Oct 10 Q. Saaron An 	1:45 Q 💿 ydesk
Thi Default P Windows UPD In Your Address: 10:10:70.2 Interview of scores Interview of scores Here Default Protocol: Like Printer Daemon - LPD Interview of scores Protocol: Like Printer Daemon - LPD Interview of scores Interview of scores More information Default Name: BLACK Virtual printer name Use: Interview of scores Use: BLACK Interview of scores Use: Interview of scores Use: BLACK Interview of scores	612665582 System Preferences Edit View Wind	kov Help	Print Scan Deskjet 3070 Bill ser	10 100% (59) 🖸 Acc Mon 2 Oct 10 O, Savron	1:45 Q 🕑 ydesk Ver
Your Address: 10.10.70.2 Mdrs	612665582 System Preferences Edit View Wind	kov Help	Print Scan Deskjet 3070 Bill ser	0) 100% (59) Acc Mon 2 Oct 10 O, Savron	1:45 Q 🕑 Vdesk Vdesk Vdesk
Mers + Rer D Protocol: Like Printer Daemon - LPD Cueue: BLACK Virtual printer name Virtual printer name Usave BisK for some	612665582	kov Help	Print scan Print Scan Deskjet 3070 Bill ser Det kjet 3070 Bill ser	 took issk Acc Mon 2 Oct 10 C. Savron Add Server IP 	International State Stat
Protocol: Line Printer Daemon - LPD Pre Protocol: Line Printer Daemon - LPD Case BS/N for some Virtual printer name Virtual printer name Location: Use: HP Lase/et Series PCL 4/5 S	612665582	kov Help	Print scan Print Scan Deskjet 3070 B611 ser Det att (# Werdows	(i) 100% (KS) Arc Mon 2 Oct 10 Q Server Add Server IP	1:45 Q Vydesk Usra V V LPD
+ - Use: BLACK Use: BLACK Use: Use: BLACK Use: Use: Use: BLACK Use:	612665582	kov Help	Prints & Scanners Print Scan Deskjet 3070 B611 ser Defext @ Windows Defext @ Windows	 took iss Arc Mon 2 Oct 10 C barron Add Server IP 	Integration of the second seco
Ref Di Pres Defau you Defau More information Name: BLACK Location: Use: HP LaserJet Series PCL 4/5	612865582	kov Help	Printers & Scanvers Print Scan Deskjet 3070 Bill ser Defest W Windows Defest W Windows Defest W Windows Defest W Windows	 took took took took took took took took took <	IA45 Q Oracity of the second s
you Virtual printer name More Internation Location: User HP LaserJet Series PCL 4/5	612865582 System Preferences Edit View Wind	Nov Help	Printers & Scanners Print Scan Deskiet 3070 Bells er Detaut Printers & Scanners Detaut Printer Scan Detaut Printer Scan Detaut Printer Scan Detaut Printer Scan Detaut Detaut Printer Scan Detaut Lave Biol Scanners St	 tions too too tions too toos too toos too too t	HAS Q Or View of the second se
Location: User: HP LaserJet Series PCL 4/5	612665582	kov Help • C • F • Preters Preters Desket 3000 B01 ser- • Ordine, Lat Used Thi Your Mos Pre	Printers & Scanners Print Scan Deskigt 3070 Bells er Detaut Printers & Scanners Detaut Printer Scanners Detaut Printer Scanners Detaut Printer Scanners Detaut Deta	 tions too Mon 2 Oct 10 tions too Mon 2 O	k45 Q Q ydest UPD Q
Use: HP LaserJet Series PCL 4/5	612665582	for Help Image: Control of the second secon	Printers & Scanners Print Scan Deskigt 3070 B011 ser Default Printers & Scanners Default Printers & Scanners Default Protocol: Line Printer Deemo	 6) 100% (50° Acc Mon 2 Oct 10 C Severa Acc Mon 2 Oct 10 C Severa Acc Mon 2 Oct 10 Acc Mon 2 Oct 10	k45 Q Q ydest UPD Q Q Q Q Q Q Q Q Q Q Q Q Q Q Q Q Q Q Q
The extended extended to be a first of the second	612665582	Kow Help	Printers & Scanners Print Scan Deskjet 3070 B011 ser Default Printers & Scanners Deskjet 3070 B011 ser Default Printers 1010.70.2 Kale ser scanners Deskjet 3070 C.2 Kale ser scanners Deskjet	 ac Mon 2 Oct 10 c Seven c Seven c Seven IP c Seven IP	k45 Q Q ydest UPD Q 2 00

Printer is "Push" but jobs are not pushed

When printer is defined as "Push printing" and jobs are not pushed, e.g., printed directly, it might be incorrect SNMP community.

First of all, the value of "SNMP Count" in printer's configuration must be checked:



SENTINEL	Overview History U	sers Devices Accounting 😤
Device Manager Data	Collection Groups Profiles Printers Map	
Add Printer		Save Cancel
Device Type	Push Printing	Enable SDE
RFID Type	EM Rossier	Use Port Monitor
Printer Type	B/W	Use Bill Code
Functions	Print	Require Pin Code
Printer	Samsung 230	Open Copier Before Printing
Lection	(Open Copier After Printing
Description		Open Copier if no waiting jobs
Sound Dagas	a only if number of pages is 0	ScanDirect
Device Group	e only it number of pages is 0	SNMP count
Device Profile	Use System Defaults	Delete Job on Error
Supported Types		Copy timeout
Port Name	192 168 4 222	
Sito	102.100.7.222	Executions:
GIRG	· · · · · · · · · · · · · · · · · · ·	Exceptions:

If SNMP Count is marked, the Port Name must have a correct IP. Otherwise, the SNMP will not work.

In addition, the SNMP community must be identical in printer's configuration and in Sentinel web app.:

SENTINEL Overview History Users Devices Accounting	0
Behaviour Databases Mail2Print ScanDirect Licence Card Reader Scripts Should be the same as in the printer configuration Save Cancel	
UDP port: 7001 UDP Popup Port: 7002 Community: public	
Ignore IP after user name	

How to find out the printer's SNMP community:

• First, the configuration via Printer Properties should be checked:



Sentinel Knowledge Base



• Even if the two values are identical, the configuration via printer IP on the web should be checked:

SvncThru™	SAMSUNG	M4583FX						, nyi sh
Web Service	6	Information	Вох	Address Book	Settings	Security	Maintenance	ХОА
Settings	Simple Ne	twork Management I	Protocol (SNMP)					Q Q
General TCP/IPv4							Apply	Undo
TCP/IPv6 Network Protocol Standard TCP/IP, LPR, IPP	Simple No to remote General	twork Management Protoco ly monitor and configure ne	l (SNMP) is a managem twork devices.	ent protocol that facilitates the exc	hange of manageme	nt information between network devic	es. It enables network admir	nistrators
FTP Print Server	v s	NMPv1/v2 Protocol						
ThinPrint®	Com	munity Name						- 1
Google Cloud Print Telnet		Community Name						
WSD		Selected : 0 Total : 1 (MAX	: 5)					
UPnP		Add Delete	Edit	<u> </u>				
mDNS		Commun	ity Status t	Community Na	ame	Access Permissi	ion	
CIFS (Shared Folder)		E E	nable	public		Read and Wr	ite	
▼ SNMP								
SNMPv1/v2								
SNMPv3								
Outgoing Mail Server (SMTP)								

The incorrect value should be updated.

Jobs are not displayed in Waiting Jobs

Sometimes all configurations are correct in Printer Properties->Advanced, and the printer is Ready and OK, but still the sent jobs are not displayed in Waiting Jobs.

In order to check in the jobs actually reached the Sentinel queue on the server, please check folder C:\Sentinel\Queue If the folder includes F/H files with the jobs numbers - The problem is in the DB definitions.

Please check that both Registry->HKEY_LOCAL_MACHINE ->SOFTWARE ->Sentinel ->Settings ->DBConnectionString = [value] and file C:\inetpub\wwwroot\Sentinel\Web.config has the same and correct DB connection string.

• If Web.config is not updated - Just update the value in:

<connectionStrings>

```
<add name="SentinelConnectionString"
connectionString="Provider=SQLOLEDB.1;Server=SQLSERVER2012\SQLEXPRESS;Database=Sentinel.4.2.4_New;Uid=rachel;Pwd=1234;"
providerName="System.Data.OleDb" />
</connectionStrings>
```

If the Registry is not updated - Run Wizard with "Database Configuration", and afterwards check the Registry again.

Jobs are not removed from printer queue

When job is sent to printing to Sentinel from workstation, and there's a message "Ready: X jobs wait for printing" - Check:

1. Printer->See what's printing, if the sent job is not removed from the printer's queue

2. History->Waiting Jobs, if the job has entered correctly

If the job is in Waiting Jobs, and on release is in History, but is still not removed from printer's queue - It means that the Printer Port is not defined correctly.

The Printer properties->Ports->Port should be changed according to Devices->Printer->Port Name:



it Printer [100.0.0.227]	1	Save Cancel
evice Type	External	Enable SDE
FID Type	EM Rossler 🗸	III Use Port Monitor
rinter Type		Use Bill Code
ternal Controller	Printer:	Require Pin Code
		Open Copier Before Printing
inter	Pqacc	Open Copier After Printing
10100		Open Copier if no waiting jobs
escription		ScanDirect
Count Pages Active of	only if number of pages is 0	SNMP count
evice Group		Delete Job on Error
evice Profile	Use System Defaults 🗸	Copy timeout
Supported Types	2	Prove Properties
ort Name	100.0.230	
2		Pracc Print to the following port(s). Documents will print to the first free checked port
Printer Port is	not same as pyright © 2016 ePaper Ltd. Tel: -	+97 Port Description Printer
		U File WSD-035e0890-93e8-491F-se52-a., WSD Port Po129
Port Name		
Port Name		CAN BELLEVILLE AND
Port Name		WSD-1866622-556e-411a-4571
Port Name		
Port Name		ASD 0-344 00-01 1-357 WSD Pert Patro WSD 1806622 b55e-411a u311 WSD Pert WSD 737dbac-455-49c9-022-6 WSD Pert WSD 737dbac-455-49c9-022-6 WSD Pert WSD 707dbac-455-49c9-022-6 WSD Pert Social Statement (Statement (

Re-activate Printer->See what's printing, in order to delete all waiting jobs, and check after sending job to Sentinel. No job/s should be in Printer's queue

Print Processor is changed back to non-Sentinel

Sometimes, when printers are not functioning correctly, checking the Print Processor shows that it was changed back to previous Print Processor (Not Sentinel).

<u>In HP drivers</u> it can occur that on installing new printer, other printer/s Print Processor is changed. The solution for it is to run scheduled task, which re-configure all printers in Sentinel to be with Print Processor = Sentinel.

The scheduled task install.bat includes:

c:\Sentinel\ComTcp.exe install_all

Jobs are "stuck"- error message "Spooled file is missing" is displayed

"Spooled file is missing" means that files sent for printing didn't reach the stored location. The files should be displayed in WaitingJobs and be stored he Queue Path (As displayed in Registry) - The default is C:\Sentinel\Queue.

It's recommended to check the printer queue (See what's printing) and see if the jobs are "stuck" there, and that all configurations (Correct Port, Print Processor..) are correct.

After fixing configuration. it's recommend to remove all jobs from the Windows queue - C:\Windows\System32\spool\PRINTERS

For example, if the jobs are sent to Virtual printers, the port is **C:\Sentinel\Queue\Virtual\virtual1-5.prn** The folder C:\Sentinel\Queue\Virtual and file/s virtual[i].prn must exist. If not – Folder.files must be created.

Color Scan in B/W printers

Sentinel Knowledge Base



Scanning can be done in Color, even if the printer type is not Color (B/W for example).

The configuration is as follows: Users->Profiles->Edit Profile: Scan Quality->Color = is marked as follows:

SENTINEL	Overview Histor		Users	Devices	Accounting	×
sers Groups Profiles Se	essions				्	Profile •
dit Profile [Default]						Save
Profile Settigns			Profile Permiss	ions		
Profile Name	Default		Сору	Enabled	Colour	
Description			Scan	Enabled		
			Fax	Enabled	Colour	
User Type	Standard •		Print Fax	🗹 Enabled	Colour	
Default Printer	Select by keypad		Direct Print	🗷 Enabled	Colour 🗹	
Allow Web Release	Allow		ScanDirect	Enabled		
Allow Keypad Release	Allow 🔻			Duple:	(Scan	
Enable Push Printing	Deny 🔻					
Quota Policy	•					
Scan Quality						
File name BSISca	anDirect					
Resolution Norma	al 🔻					
File type PDF	Scan in (olor for	Printers with	B/W Type also		
Colour Colour	Stair in C	.000, 101	T THICL'S WITH	by we type also		

Reports

In application tool – Pipeline mode should be 'Integrated'

In order for Reports to work, the relevant application pool setting for Sentinel should include 'Managed pipeline mode' = Integrated.

Sometimes the reports are opened and work correctly, but export to EXCEL, PDF etc. is not working. The reason is, again, incorrect pipeline mode:



is no becalled entry booler internal server en	ror - Windows	Internet Explorer	- 0
🗨 💽 🗢 🙋 http://localhost/Sentinel/FastReport.Exp	ort.aspx?ID=b2d	4cc11e9954 💌 🗟 🐓 🗶 📴 Bing	2
Favorites 🙀 🖉 Suggested Sites 🔹 💋 Web Slice	Gallery 🔻		
IIS 7.5 Detailed Error - 500.21 - Internal Server Error		🏠 🔹 🔂 👻 🖃 🚔 👻 Page 🐂 Safety 👻 Tools	. 👩
Server Error in Applic	ation "	DEFAULT WEB SITE/SENTINEL"	ľ
		Internet Information Services 7	.5
Error Summary HTTP Error 500.21 - Int	ternal S	erver Error]
Error Summary HTTP Error 500.21 - Int Handler "FastReportHandler module list Detailed Error Information	ternal So " has a ba	erver Error ad module "ManagedPipelineHandler" in its]
Error Summary HTTP Error 500.21 - Int Handler "FastReportHandler module list Detailed Error Information Module IIS Web Core Notification ExecuteBonuestLandler	t ernal S " has a ba Requested URL	erver Error ad module "ManagedPipelineHandler" in its http://localhost:80/Sentinel/FastReport.Export.aspx? . DD=b224cc11e995465ab3a8b4838f2fe8b4&displayinline=Fals	
Error Summary HTTP Error 500.21 - Int Handler "FastReportHandler module list Detailed Error Information Module IIS Web Core Notification ExecuteRequestHandler Handler FastReportHandler	ternal S " has a ba Requested URL Physical	erver Error ad module "ManagedPipelineHandler" in its http://localhost:80/Sentinel/FastReport.Export.aspx? D=b2d4cc11e995465ab3a8b4838f2fe8b4&displayinline=Fals C:\inetpub\wwwroot\Sentinel/FastReport.Export.aspx	

Activation is done by:

- 1. Find which application is used for the site:
- IIS Manager->Sites->Sentinel->Basic Settings-> Check which Application Pool is used



2. Update pipeline mode in that application pool

- IIS Manager->Application Pools-> select the above Application Pool ->Edit Application pool -> Managed pipeline mode = Integrated





Could not find installable ISAM- Reports cannot work

When the following error is displayed:



it means that there's a conflict between DB type and the directory, in which the reports designs are installed.

All Reports designs are installed under:

- C:\inetpub\wwwroot\Sentinel\CustomReports\Access for Access DB reports
- C:\inetpub\wwwroot\Sentinel\CustomReports\SQL for SQL DB reports as follows:



When the DB type is different than the directory name in CustomReports table, the error occurs. This can be caused by incorrect passing DB from Access to SQL and vise verse. The solution is to correct the Reports Path in CustomReports Table via suitable query:



Messages	Decesto Dette					
portsName	Demosts Death					
	Reportsmath		Status	RegDate	UserDeployed	ReportType
nters Summary	~/CustomReports/SQL/Pr	ters Summary.frx	2	NULL	NULL	NULL
oups Summary	~/CustomRepots/SQL/Gr	upsSummary.frx	2	NULL	NULL	NULL
nt Jobs Type	~/CustomRepc ts/SQL/Pr	ntJobsType.frx	2	NULL	NULL	NULL
ers Summary	~/CustomRepc ts/SQL/Us	ersSummary.frx	2	NULL	NULL	NULL
p 10 most used printers	~/CustomRepc ts/SQL/To	Most10PrintersV3.frx	2	NULL	NULL	1
p 10 least used printers	~/CustomRepo ts/SQL/To	Least10PrintersV3.frx	2	NULL	NULL	1
p 10 users	~/CustomRepo ts/SQL/To	10UsersV3.frx	2	NULL	NULL	1
vings Report	~/CustomRepo ts/SQL/Sa	vingReportV3.frx	2	NULL	NULL	1
p1 p1 vin	0 least used printers 0 users gs Report	0 least used printers ~/CustomRepcts/SQL/To 0 users ~/CustomRepcts/SQL/To as Report ~/CustomRepcts/SQL/Sa	0 least used printers ~/CustomRepc s/SQL/To Least 10PrintersV3.frx 0 users ~/CustomRepc s/SQL/To 10UsersV3.frx as Report ~/CustomRepc s/SQL/Se ingReportV3.frx	0 least used printers ~/CustomRepcts/SQL/TopLeast 10PrintersV3.frx 2 0 users ~/CustomRepcts/SQL/Top10UsersV3.frx 2 as Report ~/CustomRepcts/SQL/SatingReportV3.frx 2	0 least used printers ~/CustomReports/SQL/Top Least 10PrintersV3 frx 2 NULL 0 users ~/CustomReports/SQL/Top 10UsersV3 frx 2 NULL qs Report ~/CustomReports/SQL/SatringReportV3 frx 2 NULL	0 least used printers ~/CustomRepots/SQL/TooLeast 10PrintersV3.fx 2 NULL NULL 0 users ~/CustomRepots/SQL/Too10UsersV3.fx 2 NULL NULL as Report ~/CustomRepots/SQL/SavingReportV3.frx 2 NULL NULL

Login failed for user 'sentinel' - Reports cannot work

When the following error is displayed:

Printer Prich	19
Report Vie	wer ogin failed for user 'sentinel'
at System.I	Data.ProviderBase.DbConnectionPool.TryGetConnection(DbConnection owningObject, UInt32
waitForMu	ltipleObjectsTimeout, Boolean allowCreate, Boolean onlyOneCheckConnection,
DbConnect	ionOptions userOptions, DbConnectionInternal& connection) at
System.Da	a ProviderBase DbConnectionPool TryGetConnection(DbConnection owningObject,
TaskComp	letionSource T retry, DbConnectionOptions userOptions, DbConnectionInternal& connection) at
System.Da	a ProviderBase DbConnectionFactory. TryGetConnection(DbConnection owningConnection,
TaskComp	letionSource 1 retry, DbConnectionOptions userOptions, DbConnectionInternal oldConnection,
DbConnect	ioninternal& connection) at
System.Dat	a ProviderBase.DbConnectionInternal.TryOpenConnectionInternal(DbConnection
outerConne	ection, DbConnectionFactory connectionFactory, TaskCompletionSource 1 retry,
DbConnect	ionOptions userOptions) at
System.Dat	a.ProviderBase.DbConnectionClosed.TryOpenConnection(DbConnection outerConnection,
DbConnect	ionFactory connectionFactory, TaskCompletionSource 1 retry, DbConnectionOptions
userOption	s) at System Data SqlChent SqlConnection TryOpenInner(TaskCompletionSource Tretry) at
System.Dat	ta.SqlChent.SqlConnection.TryOpen(TaskCompletionSource 1 retry) at
System.Dat	ta.SqlClient.SqlConnection.Open() at
FastReport	Data.DataConnectionBase.OpenConnection(DbConnection connection) at
FastReport	Data.DataConnectionBase.FillTableData(DataTable table, String selectCommand,
CommandI	ParameterCollection parameters) at

it means that something is wrong with the connection to DB with DB user 'sentinel'.

The reports connect to the DB according to registry connection string and retrieve all information from it.

The error occurs because the connection to sentinel DB failed.

The following should be checked:

- Permissions

- Existence of DB user by the required name (Usually 'sentinel') in SQL: sentinel->Security->Users

Upload Report

In order to add new Report or new version of existing Report to Sentinel, do the following:

In Accounting-> Reports -> Custom Reports:

- If previous version of the Report already exists 'Delete' it.
- 'Add Report'
- Select the Report as 'Dynamic Report' in order to get specific results for each selected range when activating.

Reports which include only static information, like Users List / Printers List, which are not depended on dates, should be added as 'Static Report'.

Sentinel Knowledge Base



- Name the Report and select reports group
- Upload the Report file from the relevant folder.



• Register the Report

System error message includes "System.Security.Cryptography.MD5.Create"

This is related to Federal Information Processing Standard (FIPS). If possible you can disable FIPS by going to Administrative Tools | Local Security Policy | Local Polices | Security Options | System cryptography: Use FIPS. Change the setting to Disabled.



Security Settings	Policy	Security Setting	Π
Account Policies	Retwork security: Restrict NTLM: NTLM authentication in th	Not Defined	
Local Policies	Network security: Restrict NTLM: Outgoing NTLM traffic to	Not Defined	
Audit Policy	Recovery console: Allow automatic administrative logon	Disabled	
Security Options	Recovery console: Allow floppy copy and access to all drives	Disabled	
Windows Firewall with Advanced Secu	Shutdown: Allow system to be shut down without having to	Disabled	
Network List Manager Policies	Shutdown: Clear virtual memory pagefile	Disabled	
Public Key Policies	System cryptography: Force strong key protection for user k	Not Defined	ł
Software Restriction Policies	System cryptography: Use FIPS compliant algorithms for en	Disabled	I,
Application Control Policies	System objects: Require case insensitivity for non-Windows	Enabled	
IP Security Policies on Local Compute	System objects: Strengthen default permissions of internal s	Enabled	
Advanced Audit Policy Configuration	System settings: Optional Subsystems	Eashlad	
	System settings: use Certificate Rules on Windows Executable.	Enabled	
	Ilser Account Control: Allow IllAccess applications to prom	Dicabled	
	User Account Control: Rehavior of the elevation prompt for	Promot for consent on t	
	User Account Control: Behavior of the elevation prompt for	Automatically deny elev	
	User Account Control: Detect application installations and p	Enabled	
	User Account Control: Only elevate executables that are sign	Disabled	
	User Account Control: Only elevate UIAccess applications th	Enabled	
	User Account Control: Run all administrators in Admin Appr	Enabled	
	User Account Control: Switch to the secure desktop when pr	Enabled	
	User Account Control: Virtualize file and registry write failure	Enabled	

After the operation - IIS must be restarted or reboot.

Attention:

if your PC is part of a Windows Domain, there may be a Group Policy that re-enables this setting every time you reboot your PC.

Services and Processes

Services

Sentinel service and the required processes should run. In order to check Sentinel service, activate Start -> Enter "services. msc" and search for the service in the list:



& Services						_	
File Action View	Help						
= ⇒ <u> </u>	è 🛛 🖬 🕨 🖉 🖬 🖬 🕬						
Services (Local)	🔕 Services (Local)						
	Select an item to view its description.	Name +	Description	Status	Startup Type	Log On As	
		Remote Desktop C	Remote De	Started	Manual	Local System	
		🤹 Remote Desktop Se	Allows user	Started	Manual	Network S	
		🤹 Remote Desktop Se	Allows the	Started	Manual	Local System	
		🥋 Remote Procedure	The RPCSS	Started	Automatic	Network S	
		🤹 Remote Procedure	In Window		Manual	Network S	
		🏟 Remote Registry	Enables re	Started	Automatic	Local Service	
		Resultant Set of Po	Provides a		Manual	Local System	
		Routing and Remot	Offers rout		Disabled	Local System	
		RPC Endpoint Mapper	Resolves R	Started	Automatic	Network S	
		Secondary Logon	Enables st		Manual	Local System	
		🚳 Secure Socket Tun	Provides s		Manual	Local Service	
		WE DECORE HECODIES	the statum	statted	Automatic	cocar system	
		Sentinel	The Pull Pri	Started	Automatic	Local System	
		We per ver	supports him	stated	Automatic	cocar system	-
		Shell Hardware Det	Provides n	Started	Automatic	Local System	
		🎱 Smart Card	Manages a		Manual	Local Service	
		Smart Card Remov	Allows the		Manual	Local System	
		💁 SNMP Trap	Receives tr		Manual	Local Service	
		Software Protection	Enables th		Automatic (D	Network S	
		🔍 Special Administrati	Allows adm		Manual	Local System	
		SPP Notification Ser	Provides S		Manual	Local Service	
		SSDP Discovery	Discovers		Disabled	Local Service	
		🥋 System Event Notifi	Monitors s	Started	Automatic	Local System	
		🎑 Task Scheduler	Enables a	Started	Automatic	Local System	
		TCP/IP NetBIOS He	Provides s	Started	Automatic	Local Service	-
	Extended Standard						

Sometimes there are problems which occur without any invisible reason. In these cases it is recommended to restart the Sentinel service.

Attention

It's recommended to check Sentinel service when:

- * All of printers/controllers stop working without any reason
- * New License is not activated
- * Any other problem without reason.

In many time it's down and should be started again.

Processes

In order to check Sentinel processes activate Start Task Manager -> Processes:

	Waiting	g Jobs						
🜉 Windows	s Task Ma	nager 🦽						_
File Option	is View ⊢	telp	_					
Annihashina	- Processe	e louis			Lune 1			
Applications	s mocesse	sa pervice	is Perrori	iance Networking	Users			
Image .		User Name	CPU	Memory (Prival	e Working Se	t) Description		
cmd.ex	e .	Administ	nn		648	K Windows	_	
ComTC	P.exe :	SYSTEM	00		6,232	K b-guard C.		
coninosi	cieze i	Administerre	- 00		242	R Console	_	
conhost	t.exe :	SYSTEM	00		720	K Console		
conhost	t.exe :	SYSTEM	00		648	K Console		
conhost	t.exe	SYSTEM	00		648	K Console		
conhost	t.exe	SYSTEM	00		724	K Console		
CSYSS.83	xe :	SYSTEM	00		1,404	K Client Ser.		
CSYSS.83	xe :	SYSTEM	00		1,368	K Client Ser.		
CSYSS.0	xe :	SYSTEM	00		1,004	K Client Ser.		
dwm.e>	(e	Administ	00		1,064	K Desktop		
explore	r.exe	Administ	00		30,560	K Windows		
httpser	v.exe :	SYSTEM	00		3,532	K httpserv		
iexplore	3.exe *32	Administ	06		15,392	K Internet E.		
iexplore	3.exe *32	Administ	00		12,144	K Internet E.		
l iexplore	3.exe *32	Administ	00		5.176	K Internet E.		-
Show	v processes	from all use	ars					End Process
	sk Flanage	er -						
Options Vi vlications Pr	iew Help ocesses	services F	Performanc	e Networking Us	ers			
Options Vi blications Pr	iew Help rocesses	services F	Performanc	e Networking Us Memory (Private W	ers orking Set)	Description		
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Options Vi slications Pr Image Instinfo.exe LogonUI.exe VDP.exe *32 Isass.exe Isas	View Help rocesses SYST SYST	Ervices F Name CF EM 0 EM 0 EM 0 EM 0 EM 0 EM 0 nist 0 EM 0 nist 0 EM 0 EM 0 EM 0 EM 0 EM 0	Performance 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	e Networking Us Memory (Private W	ers 1,860 K 6,776 K 296 K 3,348 K 1,000 K 3,348 K 1,000 K 4,000 K 3,680 K	Description Internet I Windows LPD Local Secu Local Secu Mail2PrintSrv Marcocoft OpenAPIR RDP Clip REPCIDIT REPCIDIT		
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Options Vi alications Pr Image inetinfo.exe LogonULexe LPD.exe *32 Isas.exe Mal2PrintSiv osche ava OpenAPIRez Kepurcheret.e Service.exe Service.exe	Help rocesses SYST SYS	Envices F Name CF EM 0 EM 0 EM 0 EM 0 EM 0 EM 0 EM 0 EM 0	Performanc 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	e Networking Us Memory (Private W	ers 1,860 K 6,776 K 296 K 3,348 K 4,755 K 8,256 K 984 K 1,336 K 1,336 K 1,336 K 4,868 K 000 K 484 K	Description Internet I Internet I Windows LPD Local Sect Mal2PrintSw Microsoft OpenAPIR RDP Clip. RDP Clip. RDP Clip. ScanDirect erspervice		A
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Options Vi dications Pr Image Interinfo.exe Logon/LI.exe 2 agent Mal2PrintSrv Mal2PrintSrv Mal2PrintSrv Mal2PrintSrv Mal2PrintSrv Service.exe Service.exe Service.exe Service.exe Service.exe	User User SYST SYST	Ervices F Name CP EM 0 EM 0 EM 0 EM 0 EM 0 EM 0 EM 0 EM 0	Performance U 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	e Networking Us Memory (Private W	ers 1,860 K 6,776 K 296 K 3,348 K 1,555 K 8,256 K 984 K 1,336 K 1,336 K 1,336 K 0,368 K 0,368 K 0,260 K 4,720 K	Description Internet I Internet I Vindows LPD Local Secu Local Secu Local Secu Mal2PrintSrv Mal2PrintSrv Mal2PrintSrv RepOrtig Seculor Service Service Service Seculor Service Seculor		
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Options Vi dications Pr Image LogonULexe LogonULexe *32 Bass.exe IzP.exe *32 Bass.exe Consol Mail2PrintStv openAPIRec rdpclp.exe Service.exe Service.exe Service.exe Service.exe Service.exe Service.exe Service.exe Service.exe Service.exe Salitod.exe *3 Smailftod.exe	Werner Werner Werner Werner Werner SYST SYST	iervices F Name CF EM 0 EM 0 all users	Performance U 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	e Networking Us	ers 1,860 K 6,776 K 296 K 3,348 K 4,555 K 3,348 K 4,555 K 3,348 K 1,336 K 1,336 K 1,336 K 2,608 K 1,036 K 1,036 K	Description Internet I Windows UPD Local Sectur. Local Sectur. Local Sectur. Sector Mail2PrintSrv Mail2PrintSrv Mail2PrintSrv Service Service Service Service Service Service Steal SMail SMailETP		



Verify the processes are working correctly, e.g., don't occupies big portion of CPU time, appear only once, etc. The following processes should be checked:

- ComTCP The engine
- Submitter
- ScanDirect
- httpserv For embedded app.
- Mail2PrintSrv (When installed)

System->cmd: 'iisreset' cleans all processes from memory.

Srvapp

The process 'srvapp' is created client is connected to server, in order to retrieve needed files from client to server:

- APClient
- Binfo
- ePS PpcClient

Process Port

When port 7001/7002, working with UDP protocol, is occupied by external process - Printing will not work.

In that case only restart of the Sentinel service can help, but if the external process occupies the port again, printing will stop.

In order to view which process are connected via which ports on UDP protocol - Activate cmd "netstat -ab -p UDP"



Explanation:

- netstat Display protocol statistics and current TCP/IP network connections
- -a Display all connections and listening ports
- -b Display the executable involved in creating each connection or listening port
- -p Protocol

Process definitions

In order to get were the process .exe file is located: In Task Manager -> Right click on the process -> press "File Location":





In order to check is process is active - Double click on the .exe file in the above location. If process is working - Process window will be opened and all operations will be displayed. In order to get process version - Click on the icon at the top left corner:



Utilities

APClient

See document APClient.pdf

Installation requirements:

Sentinel Knowledge Base



- Ipr should be installed on the workstation
- .NET 2.0 should be on the workstation
- TPC\IP ports 515, 1690 should be opened

APClient - Incorrect Behavior

When the jobs are not send from APClient printer to the server, and the indication to it is that the jobs are "stuck" in C:\APClinet\Queue, it's recommended to check the following:

In C:\APClient\SntPopUpClient.ini file:

- 1. IP Address (All lines including) is the correct server IP
- 2. Port has the same value as the Port in the configuration file on the server C:\Senitnel\epsserver
- 3. DataFolder=C:\APClient\Queue\
- 4. FileMask=*.spl

Ports checking

In command line, check via 'telnet' that he following Ports are opened

- 1. Port 515
- 2. The port defined in the above .ini file (usually 1690)

In command line, check:

'dir C:\APClient\Queue *.*' in order to find out if the files have the extension configured in FileMask

In order to debug the process it's recommended to define higher log level by changing configuration in C:\APClient\SntPopUpClient.ini and restart the service

1. More detailed log level, in [General] section change value:

LogLevel=1

2. Add parameter to [General] section

DebugPrint=1 Download software debugview and activate (After service restart) the application Dbgview.exe.

[General] Port=1690 Debug=0 **DebugPrint=1** LogLevel**=1** LogLines=100

In addition:

- if APClient was already installed before and the new installation doesn't work:
- * The word station should be restarted !
- * If there's problem with Print Processor:
- Check if the following file exists:
- C:\Windows\System32\spool\prtprocs\x[32/64]\APClient.dll

If so - It should be deleted.

Error in APClient uninstall

If the following is accepted during uninstall of APClient:





It means that the Print Spooler service should be restarted as follows:

- 1. Run 'services.msc'
- 2. Select service 'Print Spooler' and 'Stop' it

Services				_	
File Action View	Help	Press one of the	em in order to	stop the :	service
					_
🔍 Services (Local)	Services (Local)				
	Print Spooler	Name	Description	Status	Startup Ty ^
_		🥋 Network Store Interface Service	This service	Running	Automati
	Stop t service	Q Office Source Engine	Saves install	-	Manual
	Restart the service	🖏 Offline Files	The Offline		Manual (T
		Q Optimize drives	Helps the c		Manual
	Description:	Payments and NFC/SE Manager	Manages pa		Manual (T
	This service spools print jobs and	Reer Name Resolution Protocol	Enables serv		Manual
	If you turn off this service, you won't	🖏 Peer Networking Grouping	Enables mul		Manual
	be able to print or see your printers.	🖗 Peer Networking Identity Manager	Provides ide		Manual
		Performance Counter DLL Host	Enables rem		Manual
		Performance Logs & Alerts	Performanc		Manual
		Rhone Service	Manages th		Manual (T
		🏟 Plug and Play	Enables a c	Running	Manual
		🖏 Pml Driver HPZ12		Running	Automati
		Rep Machine Name Publication Ser	This service		Manual
		🌼 Portable Device Enumerator Service	Enforces gr		Manual (1
		O Dower	Manages p	Running	Automati
		Rint Spooler	his service	Running	Automati
		W Printer Control		Running	Automati
		🌼 Printer Extensions and Notifications	This service		Manual
		Problem Reports and Solutions Contr	This service		Manual
		A Distance Construction According Constru-	TL:	n	A
		`			>

3. 'Start' the service again

The local port, which was "hooked", will be deleted.

Wizard

Sometimes there's general problem that cannot be detected otherwise. In that case the best recommendation is to run the Sentinel Wizard.

The Wizard checks, and corrects if necessary, all environment definitions, permissions etc.

Run the Wizard is activated by Start -> All programs ->Sentinel -> Sentinel Wizard as follows:



Don't show this welcome screen again			
CIER NEX IO COMINUE.			
Click Next to continue			
cieve annocessary programs periode continuing	÷.		
Place upperessary programs before continuing			
installation to match your environment and rea	quirements.		
This wizard will help you to configure the softw	are		
		SE	
Configuration wizard	·		
Search programs and files	Log off		
Back All programs	Windows Security		
	Run		
startup	They and support		
Sentinel web page	Help and Support		
👌 Monitor printers	Administrative Tools		
FastReports Designer & Konica Minolta	Devices and Printers		
🔇 External Device Manager	ConcroirPaner		
BSI Configuration Utility	Cashal David	-	
Maintenance	Network		
Mail2Print	Computer		
BinfoCounters		_	
📕 Administrative Tools	Documents		
Accessories	Administrator		
TeamViewer 10			
Malware Protection Live			

After 'Next' is pressed there are several options. 'Troubleshooting' option should be selected.

When the operation is finished, it's recommended to save the log to file for farther analyze by pressing the relevant button as follows:

Sconfiguration wizard	
Database type selection	SENTINEL
Database configuration	Called user did these from the first below
BSI configuration	Local database (recommended)
Device configuration	C Microsoft SQL Server (advanced)
Troubleshooting	
Restore Database	
	Log
	Detected Windows 54-bit/Vindows folder is C. Windows Witard detected Windows Server 2008 R2. Configure database
Close	Save Log to File Kack Next >

DevSim.exe - Utility to check messages to controller

DevSim.exe is a utility which enables sending text messages to the controller from server/workstation, so that they are displayed on controller's screen.



After activating, do the following:

1. Select File->Open Device

Continel Davise Simulator	×					
sentinei Device simulator						
File Actions Settings Help						
Open Device	Output Log:					
Save Device	A					
Exit						
	· · · · · · · · · · · · · · · · · · ·					
7 8 9 ОК	P					
	Input Log:					
4 5 6 ESC	^					
1 2 3 0	-					
	<					

2. Select Settings->Addresses (See attached file Send_Message_To_Controller_2)

Sentinel Device Simulator						
File Action: Settings Help Addresses	and Log:					
Enter Code or Place Card						
7 8 9 ок	Input Log:					
4 5 6 ESC	^					
1 2 3 0	▼					

Update all definitions and press "OK"

Sentinel Device Simulator					
File Actio	Set Device Addresse	s X			
Ente	Device IP Address:	192.168.4.201	*		
Plac	Device Subnet:	255.255.255.0			
1	Device Gateway:	192.168.4.1	-		
7	Server IP Address:	192.168.4.8	•		
4	Server IP Port:	7001	*		
1		Cancel OK	Ŧ		
			Þ		

Server IP can include workstation IP, in case message is sent form it.

3. Select Actions->Send message to controller

Sentinel Device Simulator						
File Actions Settings Help						
Place Card						
Send message to server						
Send message to controller						
Place Card						
7 8 9 OK						
Input Log:						
4 5 6 ESC						

In text box enter message string in the format: SNTSR10DSP[string] and press "OK"



Sentinel Device Simulator	×
File Actions Settings Help	
Output Log:	
Enter O Enter Card Code	*
Place C Text: SNTSR10DSPHello world I	~
7 8 Cancel OK	•
4 5	~
1 2 3 0	~
•	•

When connection is OK, the string will be displayed on controller's panel:

Sentinel D	evice Simulator	_	×
File Action	s Settings H	elp	
			Output Log:
Enter	Code or	:	SNTSR10DSPHello world !
Place	e Card		
7	8 9	OK	
			Input Log:
4	5 6	ESC	SNTLOGC/ARP:3/Mem:200.200/IPin:1/ A
1	2 3	0	~
			< <u> </u> ►
	He	llo wor	ld !
2	3	~	
5	6	×	
8	9	0	

4. Select Actions->Send message to server



Enter the suggested code value or enter any code you wish and press "OK"



Sentinel Devic File Actions S	e Simulator ettings Help	\times
Enter C	Output Log:	~
Place C	Enter Card Code X	~
7 8	Cancel OK	>
4 5	6 ESC	^
1 2	3 0	>

When connection is OK, "Unlisted Device" message will be displayed on screen and in History->SystemEvents

Sentinel	Device Si ns Setti	mulator ngs H	elp	Command text			
Ente	r Cod	le or :d		Output Log: SNT01 ID1 9999 SNT01 ID1 3333	-		
7	8	9	OK	< >			
4	5	6	ESC	SNTSR0ADSPUNLISTED DEVICE	-		
1	2	3	0	< > >			

ENTI	NEL	Overview History	Users	Devices Accounting IP of computer activating DevSim	**
Waiting Clear Lo	g Jobs	History System Events			Code V
Type Co	de	Event	Logged	Info	Server
30	01	Card was used with an unlisted device	4/2/2017 10:19:46 PM	Device IP = 192.168.4.18	WIN-7CVM9H
50	05	Job is resumed	4/2/2017 10:14:19 PM	Port Number = 7003	WIN-7CVM9H
90	01	[Administrator] : Settings key was changed.	4/2/2017 9:51:43 PM	The Key [Scan2MeFileType]changed from (JPEG) to (PDF)	WIN-7CVM9H
90	01	[Administrator: LocalHost] : Printer key was changed.	4/2/2017 9:35:24 PM	Device BrotherColor44 External Controller changed fr	WIN-7CVM9H

Connect/disconnect all printers to Sentinel

When there's need to connect all defined printers at once to the Sentinel (For example: Installation on new server), it's done by activating:

ComTCP.exe install_all.

In order to make it easier:

There's a batch file - ToSentinel.bat (See attached file) - which activates the command from the web.

Disconnecting all printers at once from Sentinel (When there's problem and users cannot print via Sentinel while checking) is done by activating: ComTCP.exe remove_all

Attention

When there's problem with the DB (Access or SQL) - These commands <u>will not work.</u> That's because activation includes getting info. from DB.

ImportCVUsers

There's an option to import a list of users into Sentinel Users Table from .csv file in specific format as follows:



Username	CardID		Description	Mail	Keypadcode
user11		11	Desc1	Mail1	k1
user22		22	Desc2	Mail2	k2
user3		33	Desc3	Mail3	k3

The application can be activated both for Access and for SQL DB.

The import is performed to the DB defined in registry:

HKEY_LOCAL_MACHINE ->SOFTWARE ->Sentinel ->Settings ->DBConnectionString

The application is activated in command line as follows:

ImportCVUsers.exe [L/I] <CSV full file name>

When:

CSV full file name: Input file - Mandatory L/I: Create log file - Optional

Add New	Profile	TD.	Description	Kornad Code
Unassigned Group	Totac		Description	Repart Code
accuser		168	acc User	
User 910		9090101	Office cleck 910	
🕹 User 920		9090202	Saleswoman 920	
Administrator: Cor	nmand Prompt			
E Sant C: Users Addmini. 10/12/2015 09:0 10/12/2015 09:0 C: Users Addmini P pr: portlesen avec 10/12/2015 10:5 10/12/2015 10:5 10/12/2015 10:5 10/12/2015 10:5 10/12/2015 10:5 10/12/2015 10:5	trator Desktop Yub 5:37 : InportUsers 5:37 : Error >> >> 5:37 : Error >> >> 5:37 : Error >> >> 7:33 : InportUsers 7:34 : Insert >> > 7:34 : Insert >> >	lish>ImportUser >> >> ImportUser Excel file does dish>C:\Users\Ad ator\Decktop\User >> >> ImportUse > adding new use > user record we > user record we >>> >> ImportUse	.exe UserSample.xlsx prs Etarted i not exist! Infnistrator>Desktop\Pul prsSample.xlsx prs Etarted pr record to database. pr record to database. us added. prs Ended.	lishin
C: Users Admini portUsers.exe 1 10/12/2015 11:0 10/12/2015 11:0 10/12/2015 11:0 10/12/2015 11:0 10/12/2015 11:0 10/12/2015 11:0	strator\Besktop\Pub C:\Users\Administr. Y44 : Insert >>> P:44 : Insert >>> P:45 : Insert >>>> P:45 : Insert >>>> P:45 : Insert >>>>>>>>> P:45 : Insert >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	lish)C:\Users\Ad ator\Desktop\Use >>>> ImportUse > adding new use > adding new use > adding new use > user record we >>>> ImportUse 113D2-	Ininistrator Desktop Pul IrrSanple.xlsx IrrS Started Irr Precord to database. Ir Precord to database. Is added. Is added. Irr Ended.	119N1)

Import all BillCodes values into SQL DB Table

For SQL DB only -

There's an application (ImportCVBillCode.exe), which imports all BillCodos values from input .csv file. Input file should include 2 columns:

Column A - BillCode

Column B- Description

🗶 📴 👻 🖓 👻 😓 CustomerFiles.csv - Microsoft Excel											
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2	Z\1\0	כללי 2									
3	T\1\0	כללי 3									
4	14\1\א	ישיבות									
5	א\2\12	תשלומים									
6	26\3\א	נסיעות									
7	1\35\א	הנח"ש									
8	ת\99\ס	כללי סוף									
9											


Activation is done by:

ImportCVBillCode.exe [Input .csv file - Full Path]





All new BillCodes will be added to BillCodes Table:

SENTINEL	Overview	History	Users	Devices	Accounting
Reports Quotas Budgets	Billing Printer Pricing	9			
Add New		Description			
A\1\0		נללי 1			
Z\1\0		2 כללי		Values added	
Τ\1\0		כללי 3			
14\1\×		ישיבות			
12\2\א		תשלומים			
26\3\x		נסיעות			
1\35\א		"הנח""ש			
0\99\JJ		כללי סוף			

Add all users via AD sync.

In order to configure sync. between Sentinel and AD LDAP info., Activate Settings->Database->Enable Auto Sync and configure all required info., including "Test connection" verification.

After configuring the connection between DB and AD, each user who will send prints for the 1st time will be added to the DB Users Table.

There's a way to add all users from AD at once by activating:

C:\Sentinel\ADGetFullListUsers



1. In order to add new users from AD and update existing users in Sentinel activate: ADGetFullListUsers.exe



Activation will:

- Add all non-existing users from AD to Sentinel
- Update existing users in Sentinel according to AD

2. In order to remove from Sentinel non-existing users in AD activate ADGetFullListUsers.exe –DU



Activation will remove from Sentinel non-existing users in AD.

Lock/Unlock printer

In order to lock printer / unlock printer there's an application FIH.exe.

On running the application the user is required to select to lock (Disable) or unlock (Enable) the device. There's also an option to change the PIN (password) code.

After entering PIN (password) code, the user will select if printer is on net or local, and then enter printer IP.

The correct message will be displayed before exiting:



Sentinel Knowledge Base



Foreit Default: 1234 .s Please enter the current PIN ** OK Tancel	Select if Device onnet/local Foreigneeters How is the finter conjucted to this machine? Direct Network Cancel
Foreign Interface Harness IP Address 9100 OK Cancel	FIH Disable result The Foreign Interface Harness has been disabled.

TCPClient

The application is used to analyze a TCP connection problem – the program can take data (IP Address and TCP Port) from CONFIG.INI / SntPopUpClient.INI file located in the .exe folder of client installation. It also can define another address/port. The program is able to work with IP Address or DNS name. The program doesn't require any installation or run-time library (the library exists in any Windows OS).

The application uses config.ini, but all parameters can be entered during activation.

Activation is very simple:

Just activate and Success / Failure in connection will be displayed:

Tcp Client	
Initialized WinSock SOCKET created DNS name resolved to IP A Connecting to server 192.1 Connected to server 192.10	Address 192.168.4.236 68.4.236, port 1690. Please wait 58.4.236
Connection established - S	SUCCESS!
SOCKET closed De-Initialized WinSock	Correct Port
IP Address or DNS	192.168.4.236
ТСР	1690
	Test connection Close



Z Tcp Client	
Initialized WinSock SOCKET created DNS name resolved to IP Address 192.168.4.236 Connecting to server 192.168.4.236, port 1670. Please wait Unable to connect to server 192.168.4.236 - server port is not responding. Connection FAILED. SOCKET closed The Incorrect Port	
IP Address or DNS 192.168.4.236	
TCP 1670	
Test connection Close	

Import DB from Access to SQL

When customer using local Access DB wishes to move to SQL DB, or when Access DB was corrupted, here's an application which does exactly that.

NSB

Operation is as follows:

- 1. Create empty SQL DB with SQL User DBO Permissions and SQL authentication
- 2. Activate the application SNTDBConfig from C:\Sentinel.

The user needs to enter local Access path and SQL DB parameters. At the end, window with "...finished successfully..." is displayed.

Source		
Local MDB:	C:\inetpub\www.root\Sentinel\App_DataV	
Destination		
DataSource:	192.168.4.33\SQLEXPRESS	
Database:	Test4Rachel	
User:	sa	
Password:	••••	
	- Martocloung	
:\Sentinel\UpdateTbl. The column	exe	
:\Sentinel\UpdateTbl. The column The column New table (exe Post) added to [PrintersMap] table [Back[mage] added to [PrintersMap] table :reated : MapsBuildings	
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	×	
Select the source DB and the destination DB. Whole DB will be imported from the local mdb to SQL DB.		
Source		
Local MDB:	C:\inetpub\www.root\Sentinel\App_Data\	
	Finish	
Destination —		
DataSource:	DB imported successfully	
Database:		
User:	ОК	
Password: _		
	Import DB Cancel	

3. Activate the Wizard in order to change DB configuration.