

# STC Utilities™



## Installation & Set-Up Guide (For PFW users)

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**We enjoy hearing from you and here’s how you can contact us.**

<b>Phone</b> (“Live Bodies” generally available 8AM - 5:30 PM Eastern Mon-Fri)	<b>(336) 768-1787</b>
<b>Fax</b>	<b>(336) 768-1602</b>
<b>E- mail</b>	<b>support@pay-ware.com</b>

### **Thanks for purchasing a Service Technologies’ Utility.**

**Our utilities have been designed to provide Platinum for Windows software users with immediate comfort in usage. Further, STC Utilities come with 30 days of unlimited support. So, if after reading the enclosed materials you have additional questions, please contact us.**

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# System Configuration Requirements

STC Utilities™ for Windows requires that **Platinum for Windows® (PFW) Ver 4.6** or higher be already installed. In addition, as with most of today's software you will need a monitor capable of displaying a resolution of at-least 800X600. To run the "Demo" version(s) of our programs, the Platinum demo company (Glsdem) must be setup & available on your system.

## Pre-Installation Checklist

**Pay-Ware® for Windows installation is covered in a separate installation book. If you are installing Pay-Ware for Windows, follow the instructions in the Pay-Ware Installation Guide. Due to the complexity of installation, it is recommended that a PFW Authorized VAR or Consultant install STC products.**

## Installation Overview

The STC Utilities for Windows installation procedure parallels that for Platinum for Windows client/server installation. PFW and any other Windows-based programs should be closed and virus-detection programs disabled before installing.

**Please read through the entire procedure before starting any Installation activities. Documented Installation Issues are detailed on the last page of this document.**

1. **Server Installation** – STC Utilities' executable program files are installed from the CDROM to newly created subdirectory (X:\platinum\stc\_util) on the network file server. Other PFW Resource/Menu files are updated and the STC Client Setup files are installed.
2. **Module User Setup** – STC Utilities' administrative functions (user access and security) may be handled by PFW Security or by using the STC Standalone System Manager. They are set up by the PFW System Administrator for existing and new users to ensure confidentiality.
3. **Individual Client Workstation Set-ups** are made from the Server's Client Files (originating directory X:\platinum\stc\_util\pwclient\setup.exe). Note that the STC System Manager may (at user option) be installed at this time
4. **Registration** is required to unlock STC Products to "Live" status (from Demo status). Once installed, obtaining an "unlock code" for purchased products is required for "unlimited" access from any processing company. This code is obtained by contacting Service Technologies Customer Support (336-768-1787).

### 1. Installation Procedure – Network Server Files (PFW Admin Rights required)

This step does not need to be run on the actual file server. You can perform this step from a workstation.

- Identify the network Drive where Platinum for Windows system files are installed.
- Insert the STC CD-ROM into the drive and close it.

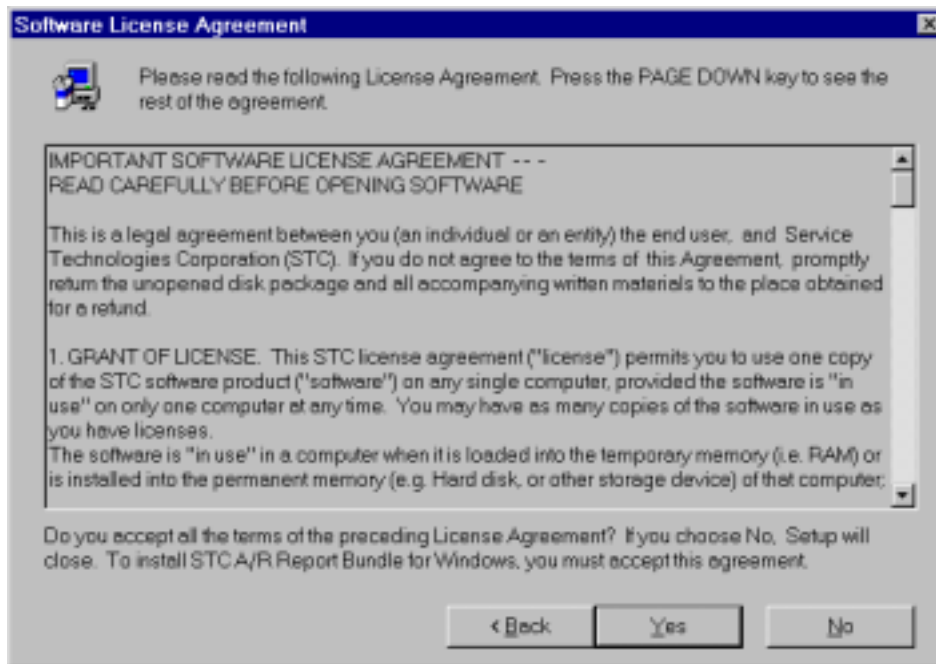
If you are downloading Demo software—you are given the option to run the program from it's current location. If the file has already been downloaded, use Windows Explorer, browse to the download location (x:\download) then double click on the <b>Stcutil.exe</b> file to install.
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- Click the Start Menu & Select: "**Run**".
- Browse the CD Drive (or download folder) for the **stcutil.exe** program. Run it, and the routine will launch to unpack the file.

The following Welcome Screen will appear-Read the Information and Proceed to the next screen to read the STC User License Agreement.



Read the STC Licensing Agreement. You must hit “Yes” to “Accept” its terms and to proceed with the installation. (Note that you may go back to the previous Screen or Exit the set up program at any time.)



The next Window allows selection of the STC Products to be installed.

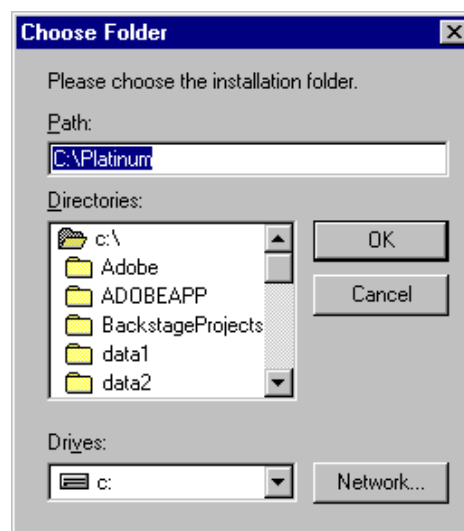
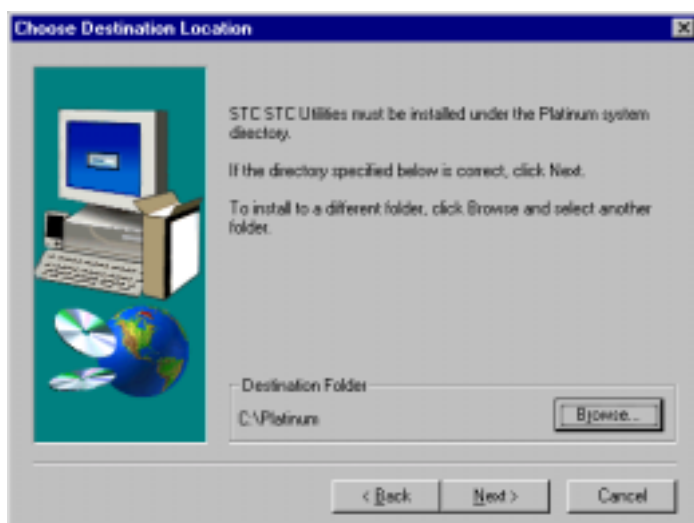
Select (✓) **each** product to be installed. All Products may be installed by clicking the “Select All” Button. Click “Next” when the Selections are complete.



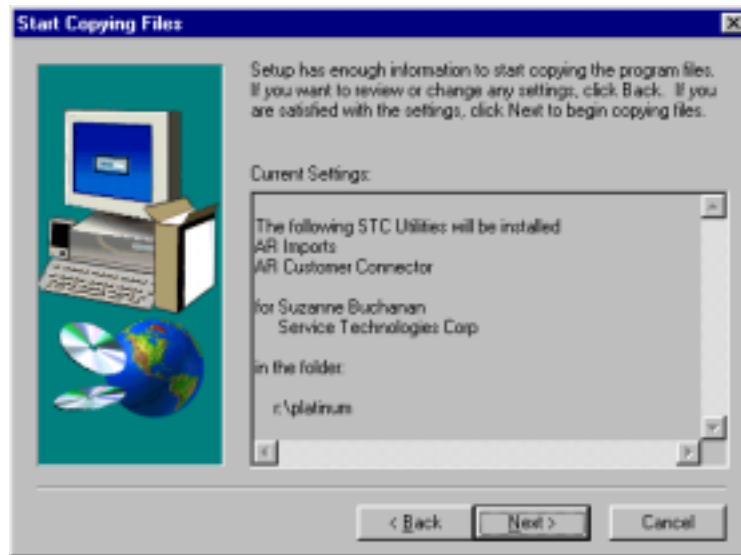
The following Installation Screen will appear requesting User and Company/Organization information. Enter it and click Next.



The next Screen will appear requesting the Drive/Directory locations of the Platinum for Windows® files. “Browse” to change the default Directory Path information. Click Next once the correct path is entered

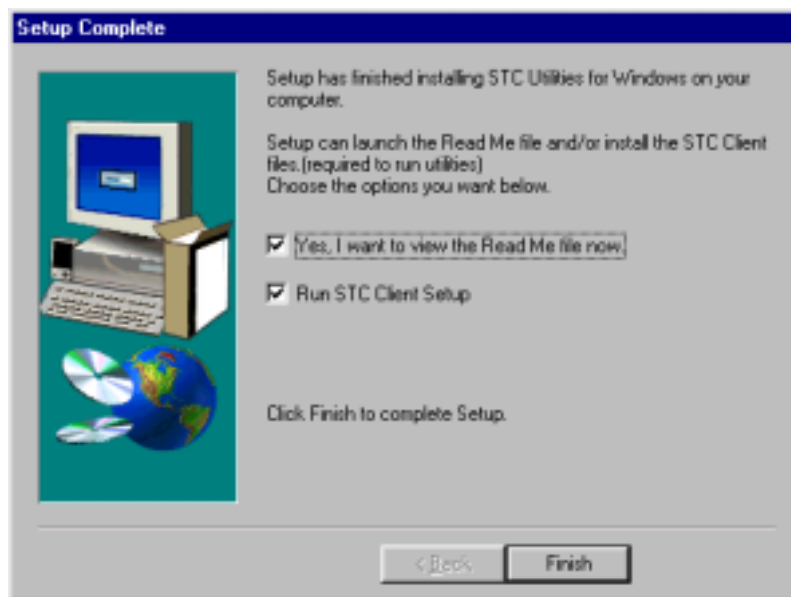


This Screen allows confirmation of all information provided thus far.



Hit "Next" button to confirm this information and after a small delay the file installation process will begin. **The data movement process will take several minutes.**

When all files are copied to the Server and the PFW menu file has been updated with the new options the following message will appear



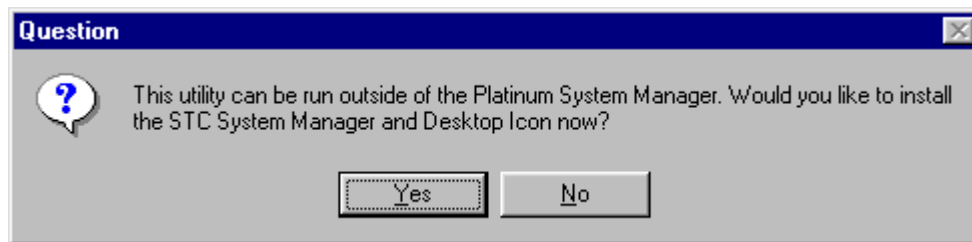
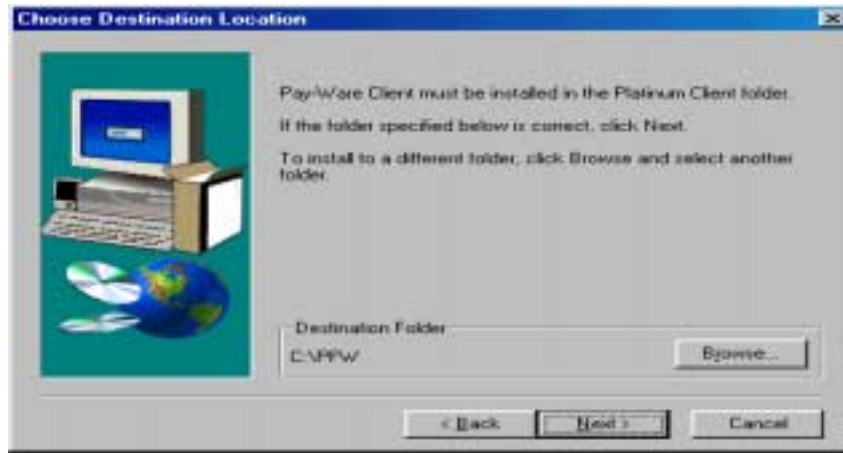
Leave the boxes checked and click finish. **The client install will launch.**

## 2. Installation Procedure – Client Workstation Set Up

- To install “Live” Utility or STC System Manager – see Next Section-

After all STC Utilities server/system setups are done, the individual STC Client Workstation setups are run.

The installation procedure for the first 3 screens is the same as section 1 (above) except that the destination location folder on screen 3 should be pointed to the workstation’s local **PFW Client** drive (**c:\pfw** for example).



Once the files have been copied to the local PFW drive, you will be asked whether to install the STC System Manager. Click either yes or no. Directions for configuring it follow in section 4b.

**Additional workstations will be prompted to run the client setup as they are used.**

**Congratulations! Your selected STC Utilities should be successfully installed in DEMO mode and will work successfully in the Glsdem Company. Launching the Utility in any company other than Glsdem requires that the “live” version be purchased and will automatically prompt you to contact STC for “live” product registration & unlock. See next section for details.**

**Refer to the individual Utility’s Configuration & Processing Guide in the STC manual. This document Stc\_Man1 is available in the “platinum”\Stc\_util folder.**

## 3. Installation Procedure – PFW System Administrative Set up

**User & User Group Access/Setups** - Once the STC Utilities system files are installed on the server, the PFW System Administrator should log on and enable the new options for the eligible user groups.

**Crystal Viewer** - STC Programs run on the workstation and reports can be output to Crystal Reports’ viewer or to Windows Laser Printers. Unlike PFW, jobs are not archived in the PFW Queue Manager Inbox. To view the

report again (without re-running it) it must be “saved” (to the Desktop is easiest) and opened in Crystal. Reports may also be printed to Windows’ printers after they are displayed in the Viewer.

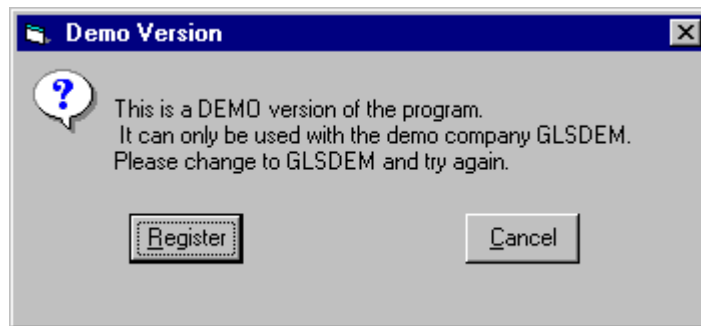
**Printer Setups** should be reviewed to verify they will work with the new options. STC Programs print directly through Windows. PFW–defined printer setups are not used. Since Crystal is a graphical, page-based output interface designed for Laser printers, printing reports to Dot-Matrix printers will be significantly slower than under PFW and some formatting may be lost.

#### 4. Additional Installation Options –

##### a) **Unlocking Utilities to “Live” Status - b) Installing STC System Manager**

#### 4a. **Registering & Unlocking Programs to “Live” Status**

All STC Programs install in a “Demo” mode. To Unlock & Register your software for “live” use, launch the installed Utility in any company **except** Glsdem. [You must purchase (or have purchased) the program to run in another company]. The “Demo” reminder message will display.



Clicking the “Register” button will load the STC registration window. Contact STC to receive the unlock code information to enter on this window. STC Sales may be reached at 888-523-5020 or [sales@pay-ware.com](mailto:sales@pay-ware.com).



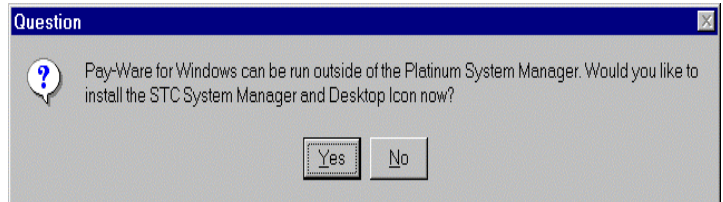
Upgrading any Demo Utility to “Live” mode for use in any company can be done in minutes with a bank credit card via phone or email.

## 4b. Installing the *OPTIONAL* STC System Manager

Users may choose to install the STC System Manager during the Client Install (Section 3, above) The installation procedure for the first 3 screens is the same (the destination folder must be the PFW Client folder on the Local Workstation drive (C:\PFW is the default))



When “Next” is clicked, The routine will then prompt whether to install the **STC System Manager**.



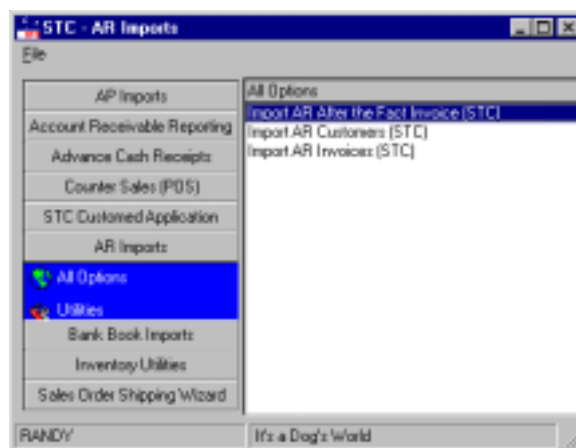
Clicking “Yes” loads the program installation window.



Specify the appropriate Windows Program Menu Group where the Program can be “launched.” Specifying the default will create an Stc\_util group on the Start > Programs Menu.

Click Next to confirm the installation parameters on the following window and the “Data Move” process begins. Once the files have been copied to the local Workstation drive, click “**Finish**” to complete the installation.

After all Client Workstations are set up, **software installation is complete**. You must repeat this procedure for all Workstations accessing STC Utilities. The Icon (below) will be installed on the workstation’s desktop to access the STC System Manager. The STC System Manager (below right) use a standard “Browser” format with each Utility listed on the left side and its “clickable” Menu Items on the right.

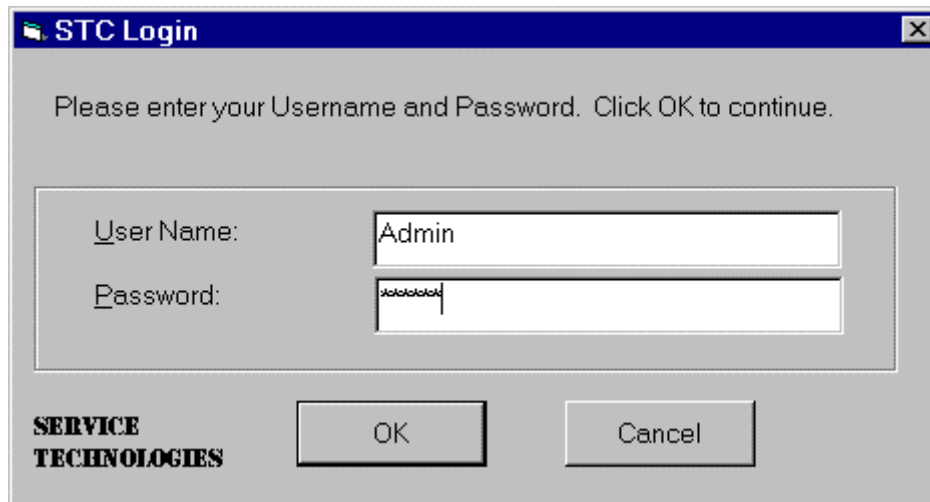


## 5. Setup Procedure – STC System Manager Configuration-First Time Access

**PC Administrator or Accounting Supervisory Personnel should perform these steps**

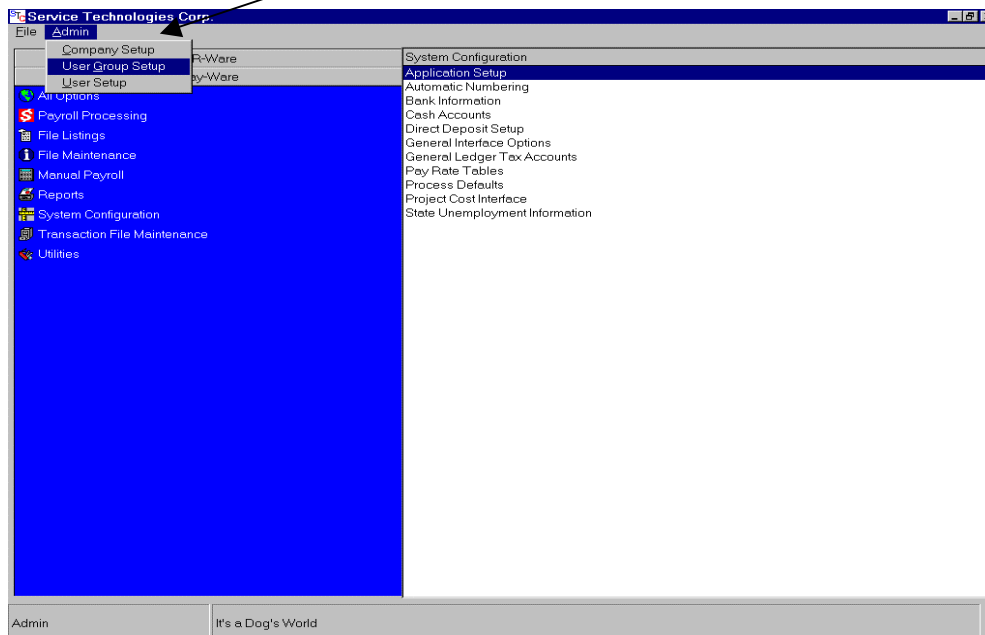
This is the final step before an STC Program can be run from the STC System Manager.

Launch the STC System Manager by Double clicking the STC Program Menu item or the STC Desktop Icon to bring up the Login Window. Someone with responsibility for PC Implementation/Supervisory responsibility next logs in as “**Admin**” with the Password “**MASTER**” (both of these are case-sensitive) to access the program configuration options.



**STC Login Window**

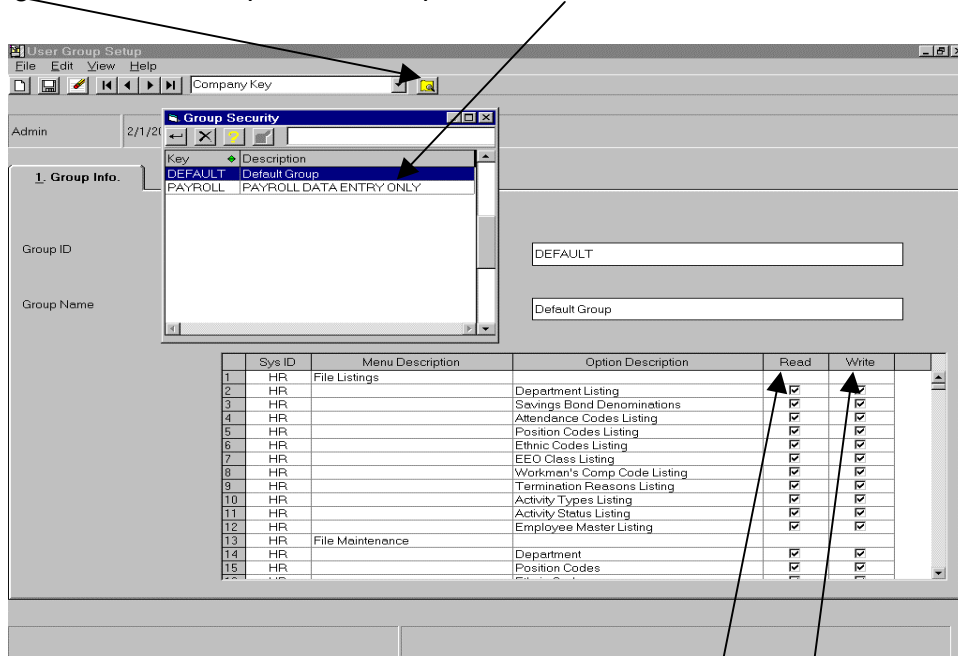
Once the STC System Manager loads, access Administrative Option by clicking “**Admin**” just below the blue Task Bar. The first item to be configured is “**User Group Setup.**” Note that no menu items may appear yet.



**STC System Manager Menu-Administrative Options**

## STC System Manager Configuration - (continued)

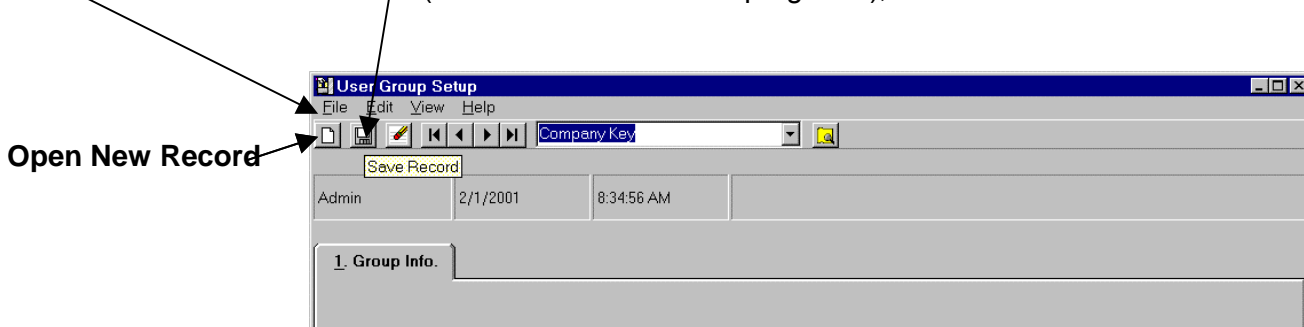
**User Group Setup** controls Menu Security allowing Administrators to customize Processing Menus by User Group. The Menu Items visible to each User and their ability to process (or merely view the data available) on a Menu Item is determined by the User Group to which that User is assigned. The “Default” user Group comes with the program. The easiest way to load the Configuration Window is by double clicking the “**Find Record**” Lookup button & then clicking on Default Group in the lookup window.



**User Group Setup Window**

After the window builds, the list of all Menu Items will appear with a Read & Write Column of checkboxes. Each Menu Item that is checked “Write” will appear to every User assigned to the “Default” User Group. They will be able to fully process all these items. Menu Items checked “Read” will allow the User access to the information available on that Menu Item, but the user will not be allowed to change or process any of its data. Items that are not checked will not appear at all on the User Menu.

Once the Default Group’s Menu is checked off, the change to the record must be “saved” by clicking the **File>Save** or the **Diskette** Icon (same as most windows programs),



“Cloning” a User Group (or any record) is quickly done by selecting an existing record (Group), which is setup similarly to the record to be added. Once the record is loaded, click the “**Edit>Set As Default**” Menu options and then the “**New Record**” Button. Change the ID, Name and revise any other desired data. Then “save” the newly named record.

## STC System Manager Configuration - (continued)

**Company Setup** (accessed by clicking the **Admin Menu**) is the second Setup item to be configured. There are no defaults setup for this menu item. New processing companies may be setup from “scratch” or the STC System Manager can be configured to access data from an existing Accounting System. The window allows a Company Key & Company Name to be setup in fields 1 & 2. These can be the same or different than the Key(s) & Name(s) specified for the same data in the Accounting System. The data fields, which get processed, depend entirely on the data paths entered in Fields 3 & 4. This feature can allow sensitive payroll data to be moved to a separate Network drive/directory for security reasons.

Lookups and record “cloning” work just like those in User Group Setup.

Company Setup

File Edit View Help

Admin 1/13/2001 2:07:34 PM Find Record

1. Company

Company Key GMDOS

Company Name GMasf-Dos-Test

Path to Company Data n:\platinum.old\grmast

Path to Accounting Data n:\platinum\dothan

Company Setup Window

**User Setup** – After User Groups and Companies have been setup, Users may be assigned to them. Clicking on the **Admin Menu's User Setup** option loads the following configuration window.

User Setup

File Edit View Help

Admin 2/1/2001 9:10:56 AM Find Record

1. User Info.

User Id BETTY

Password

Security Group PAYROLL

Available Companies	
1	<input type="checkbox"/> It's a Dog's World
2	<input type="checkbox"/> GRTEST
3	<input type="checkbox"/> GMasf-Dos-Test
4	<input checked="" type="checkbox"/> ALBERT RETTIG CO
5	<input checked="" type="checkbox"/> SUE TEST COMPANY

User Setup Window

User IDs are entered in Field 1 and Password in Field 2 (leaving blank will allow user access without a password). The user is assigned to the desired User Security Group and Processing Companies (see above) in Fields 3 & 4. Note the “Find Record” lookup on the “User Key” field at the top of the window allows quick retrieval of all users’ configuration. Lookups and record “cloning” work as previously described.

**When all Users have been setup, STC System Manager configuration is complete.**

# **TROUBLESHOOTING DOCUMENTED INSTALLATION ISSUES**

## **CRVIEWER Failed to Self-Register**

The Crystal Viewer is dependent on certain files matching up. They vary by operating system. The newer windows releases install without incident.

If you get an error on a Windows 95 workstation, copy the files from the server's **platinum\payware\win95** directory to the c:\windows\system directory and reinstall the client.

If you get an error on a Windows NT workstation, copy the files from the server's **platinum\payware\winnt** directory to the c:\winnt\system32 directory. You need to register the crviewer. From the c:\winnt\system32 directory select regsvr32 and add the parameter crviewer. Then reinstall the client.

## **Comcat.dll failed to self-register**

The solution varies depending on operating system. On a Windows 95 or 98 machine, rename the existing comcat .dll in the c:\windows\system directory to comcat.old. On a Windows NT workstation, rename the existing file in the c:\winnt\system32 directory to comcat.old. In either case, then rerun the client install. The correct version of Comcat.dll will be copied in and registered. (Comcat.dll – 22kb – 6-11-1999).

## **Error 115—File name pvcalendar.ocx**

This indicates the system does not handle long file names—old Novell system. We have a work-around even though we highly recommend the server be upgraded, call for instructions.

## **ACBTRV32.OCX failed to self-register**

This message is caused by a dependency issue with file WBTRV32.DLL which goes in the windows\system or winnt\system32 directory depending on the Windows version being run. It should be a 42K file. The correct version should be in the pvs\bin directory on each workstation and can just be copied into the correct directory.

## **Error 163 updating files**

Some STC programs may require the environmental variable of cobsw to be set to -f.

In the older operating systems that utilize autoexec.bat during bootup, edit this file and insert this statement first in that file:

```
Set cobsw=-f
```

On Windows 2000 or NT4 workstations this is entered from the Control Panel, System, Advanced, Environment, New—then in the Variable box enter cobsw and in the Value box enter -f

**You will need to reboot the workstation for this change to take effect.**