RemoteScan Installation Guide

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Getting Started

Before getting started, please ensure the following (you may have to contact your IT department to verify some of this information):

Administrative Rights Possession

> This allows users the ability to install software. If unsure and unable to verify, please contact your IT department.

An Internet Connection (HTTP and FTP)

> Ensure that your IT department has enabled HTTP (on port 80) and FTP (on port 21) access to www.criticalcontrol.com.

A Chart to Scan

> In this case, a batch of charts is ideal however, a sample or blank chart will also work.

Please Note If your IT department requires additional information from CriticalControl Energy Services, please direct them to ProStream Support at: (403) 464-3972.

Connecting the Scanner to Your Computer

1. There are two cords packaged with the scanner. Connect the power cord and USB cable to the back of the scanner as illustrated below.

2. Connect the power cord to an available power outlet. Connect the USB cable to the computer as shown below.
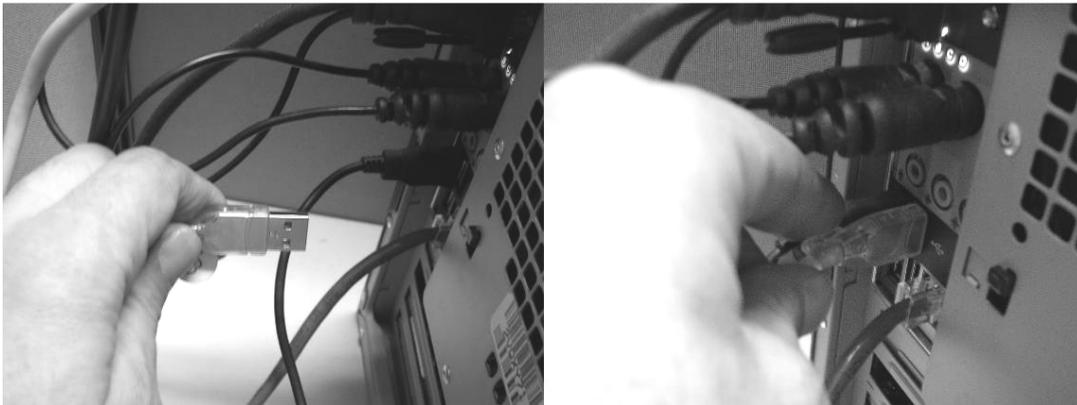
3. Affix the paper feeder to the scanner and pull down the paper tray, as illustrated below.

4. Finish setting up the scanner by pressing the power button located on the right-hand panel, as shown below.

Installing the Fujitsu Scanner Drivers (using CD)

[Please ensure that the scanner is on and connected prior to proceeding]

1. Insert the CD provided with the scanner, which will be labeled like one of the following:

    fi-453PR Setup CD-ROM
    fi-565PR Setup CD-ROM

    If the CD does not automatically launch, please navigate to the CD drive (D: in most cases) and double click on **FisRomUp.exe**. The following screen should appear:
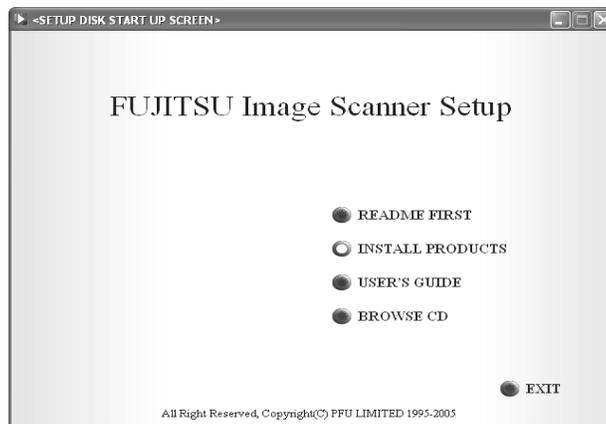
2. Click **Install Products** and the screen will change to the following:
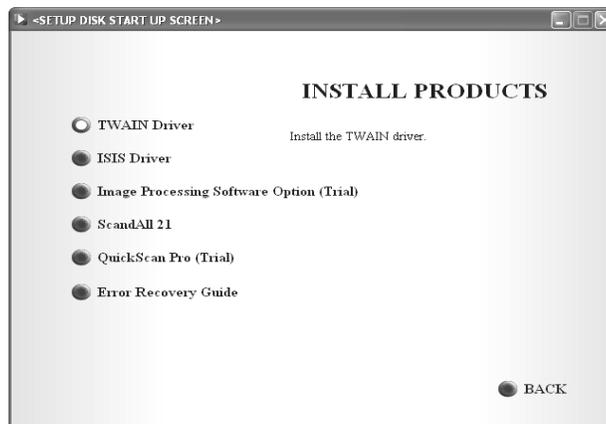
3. From this point, please click on **TWAIN Driver** to begin the installation.

    Please Note
    It is possible to install ScandAll21 from this menu as well.

4. The following screen will be displayed. Select a suitable language and click **OK**.

5. Select the default settings by clicking **Next** and/or **Accept** to complete the installation.

Installing the Fujitsu Scanner Drivers (using the internet)

[Please ensure that the scanner is on and connected prior to proceeding]

1. The drivers for the Fujitsu Scanner should be provided with the scanner. If these items cannot be located, download the drivers by going to the following website:

    http://www.criticalcontrol.com/Downloads.aspx or to the Fujitsu site at
    http://www.fujitsu.com/global/support/computing/peripheral/scanners/drivers/
    for Microsoft Vista drivers.

    Scroll down to:

    Fujitsu Driver

    There will be two links for drivers. Verify the model of the scanner (it is usually located on the front left side of the scanner) and select the download accordingly. A screen similar to the one below should appear.
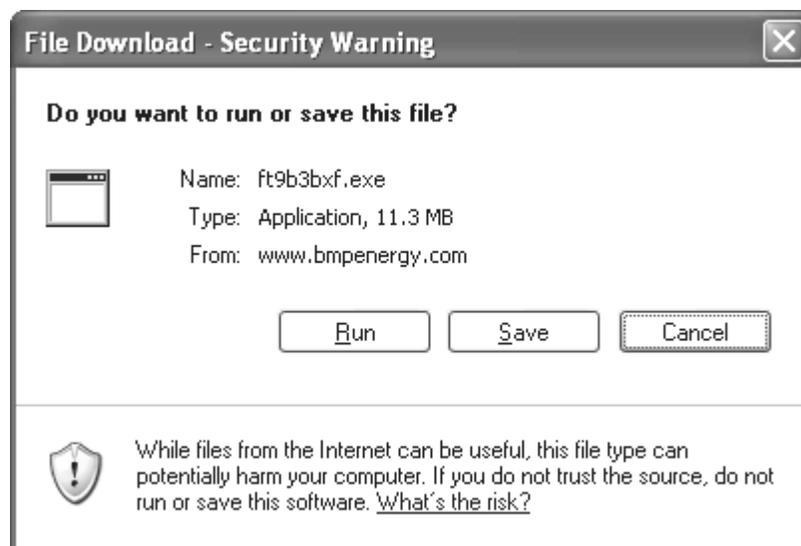
2. Click **Run** or **Open** on this screen. A second screen may appear with an option to click **Run** or **Cancel**. If this screen appears, click **Run** again. This will create a folder on the desktop labeled: **Disk1.**

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3. Open the **Disk1** folder and run setup.exe

4. A screen will appear to select the desired language.

5. Select the default settings when installing the scanner. The screen below will appear:
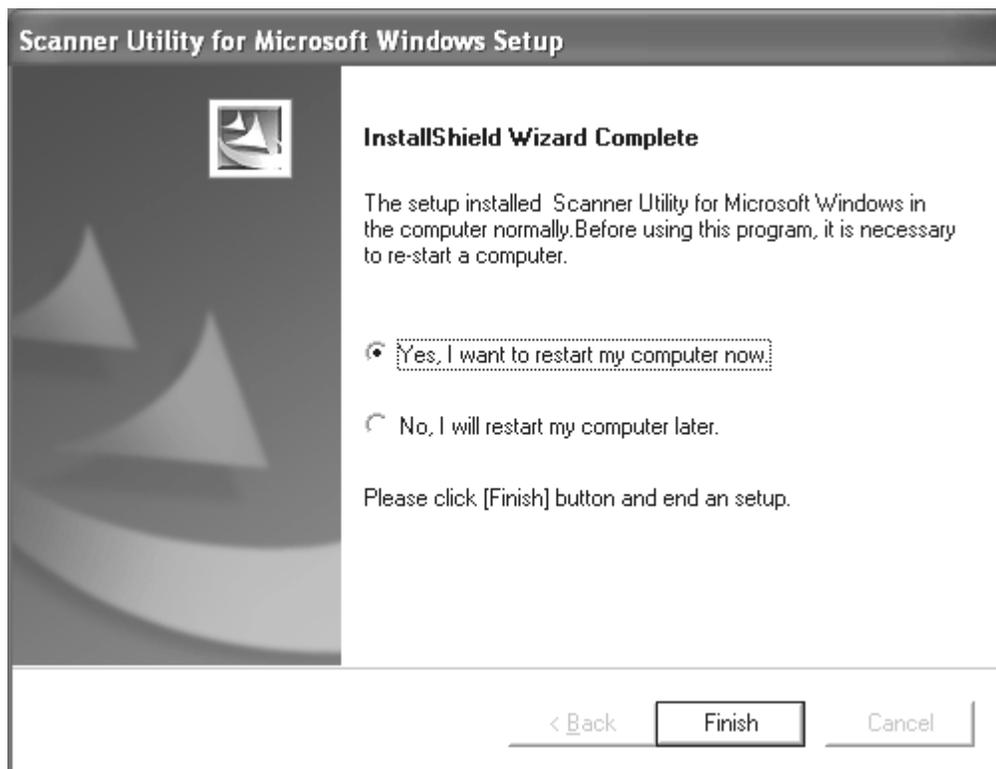
6. Restart the computer by clicking on **Finish**.

Installing RemoteScan

1. Download **RemoteScan** from the following website:

   http://www.criticalcontrol.com/DownloadsProStream.aspx

   Under option 2, there is a download link for **RemoteScan**; click on it and the following screen should be displayed:

2. Click on **Save** and choose the location to save the program. Once it is saved go to the specified location and run the RemoteScan.msi. The screen below will appear:
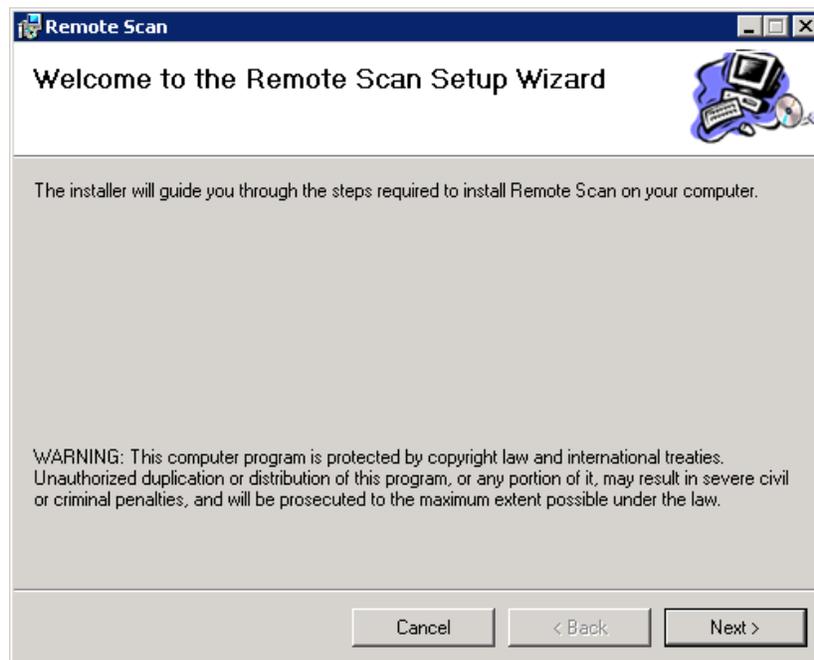
3. Choose next and the following screen will appear.
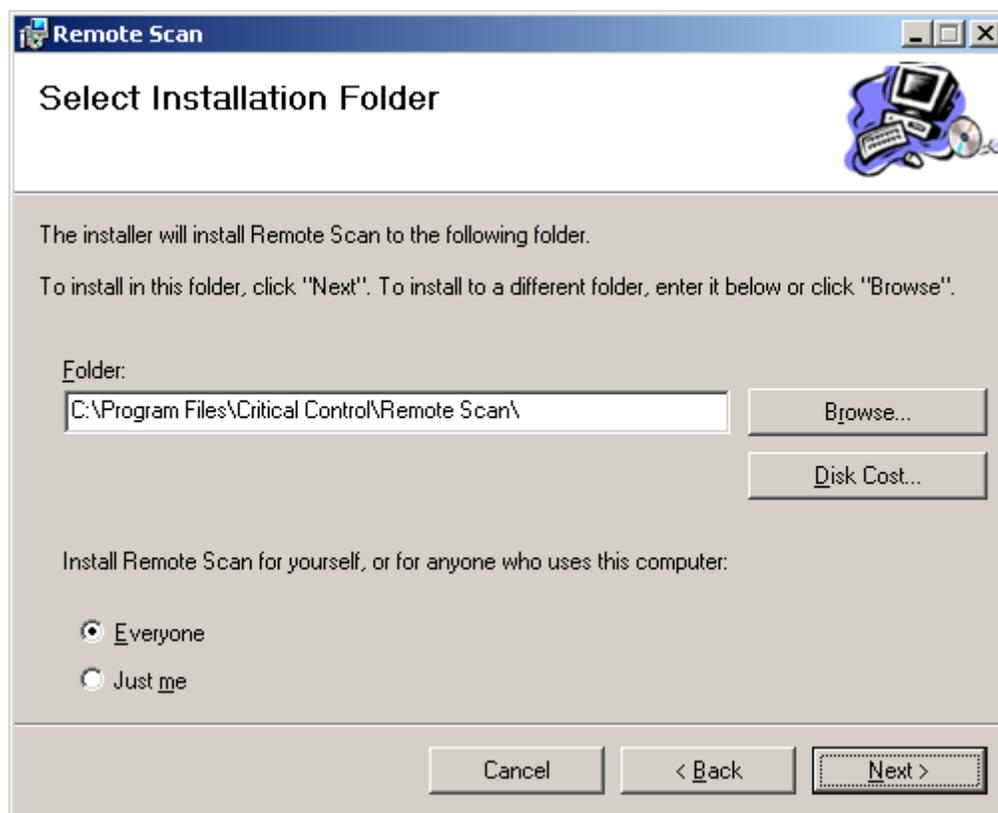
4. The default location will always be C:\Program Files\Critical Control\Remote Scan\ you can choose this or change it to what you would prefer. Click next twice and the program will be installed.

If browse has been selected, you can change the directory where the application will be installed. The following screen will appear:

** PLEASE NOTE: If you change the default installation it will not change the default location of temporary images folder. This will need to be changed in the "Settings" tab. The default folder is: C:\Images\

If Disk Cost… has been selected, you can select a different area from your computer. Simply double click and select Ok. The following screen will appear:
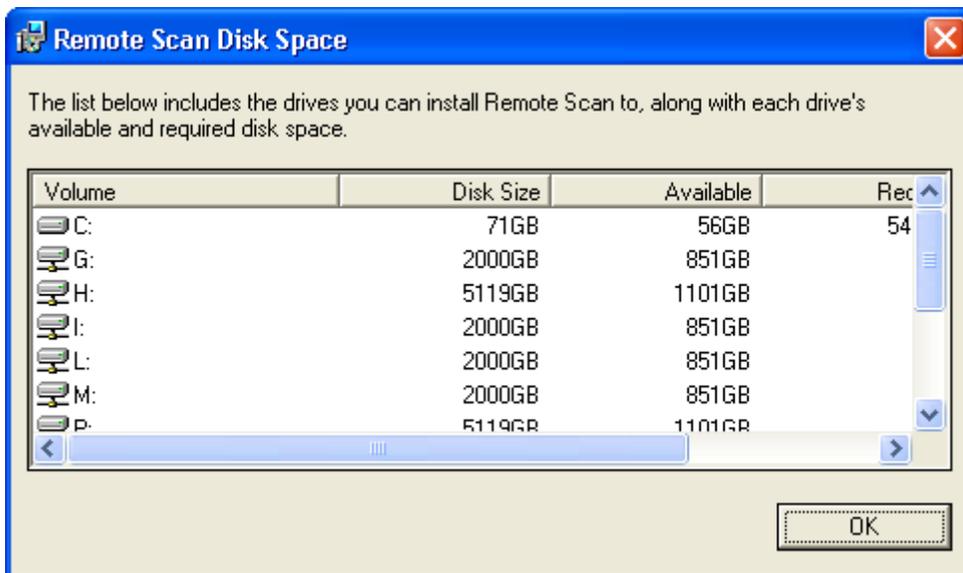
5.   Once the correct directory has been chosen simply click next.

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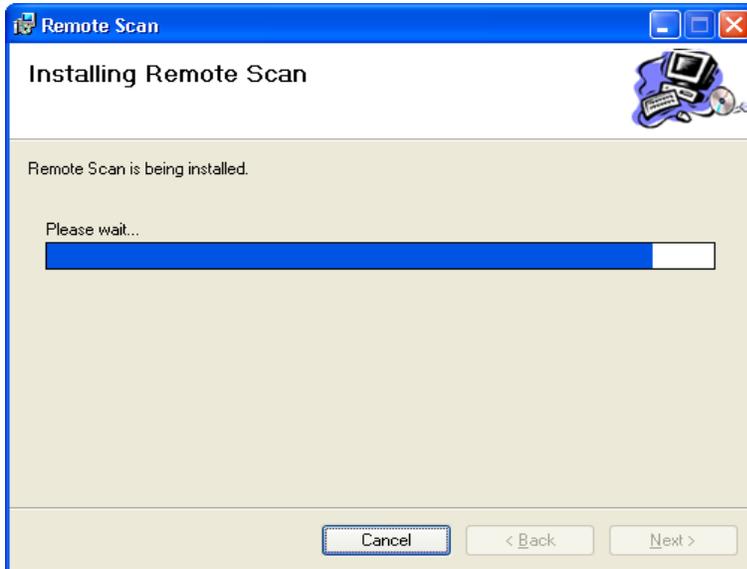
6. Once the status bar is completely blue click next again. The following screen will appear:
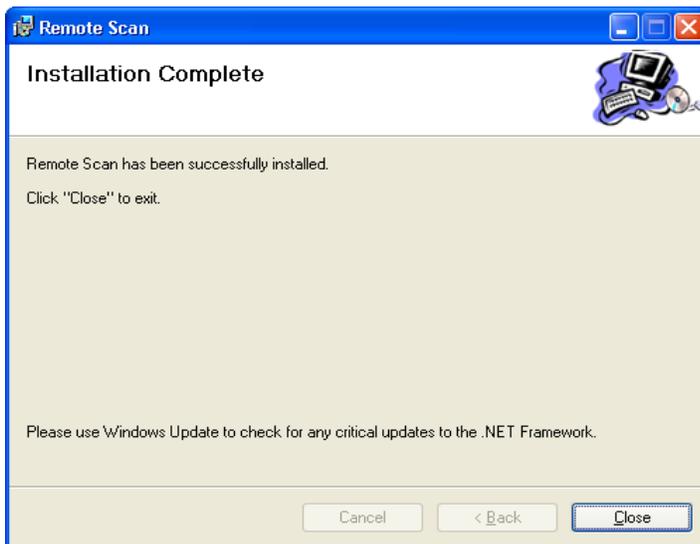
7. Select close and the Remote scan application icon will appear.

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8. Double click the RemoteScan icon to activate the application.

Note: In order to shutdown your PC, ensure RemoteScan application is turned off.

When installing new software and there is an older version that exists on your computer, you need to uninstall it. The following message will appear:

Simply follow procedure below for un-installing Remote Scan.

Uninstalling Pre-existing RemoteScan

Note: When uninstalling remote scan ensure the application is not running.

1. User will need to go into their control panel :

2. Double click on the following icon.

3. Scroll through list of programs till you reach the remote scan application.

4. Left click on Remove, the following message will appear and select yes.
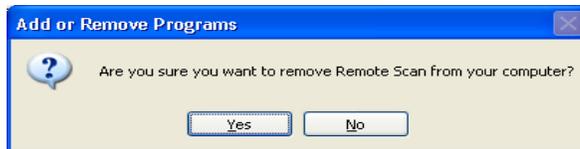
5. The remote Scan should be removed from the list and the remote scan icon that was displayed on the desktop should also have been removed.

Setting up RemoteScan

1. Open **Remote** scan from the desktop icon. The following screen below will appear:
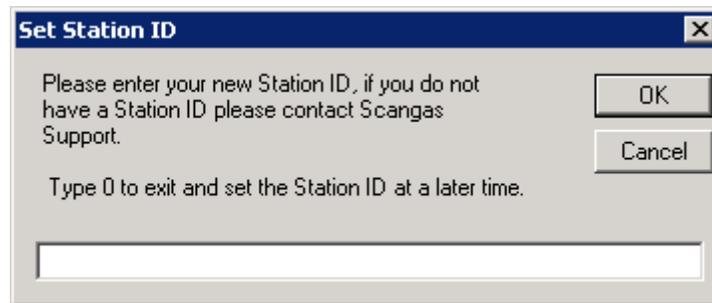
2. To get your station id please contact CriticalControl ProStream Support at: **(403) 464-3972.**

3. Once the correct station ID has been entered the following menu will appear:
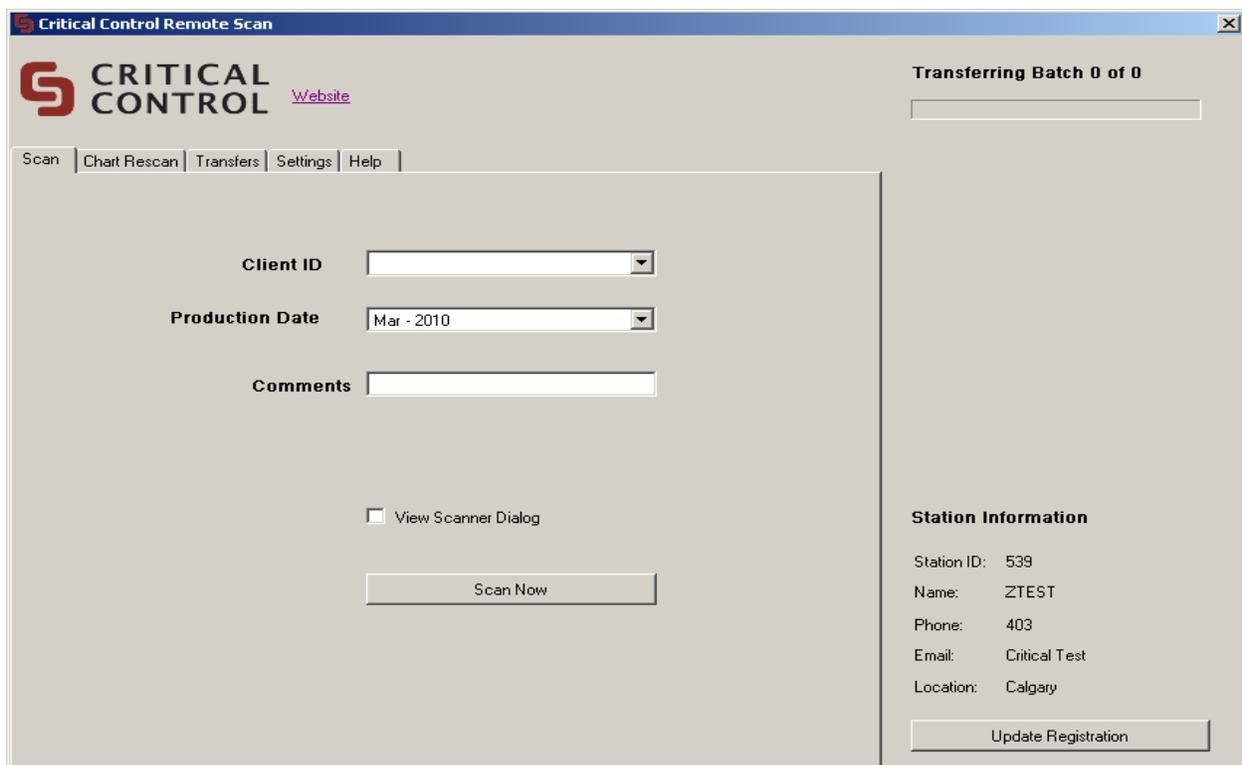
4. If you have any information to update Select update Registration. The following menu will appear:
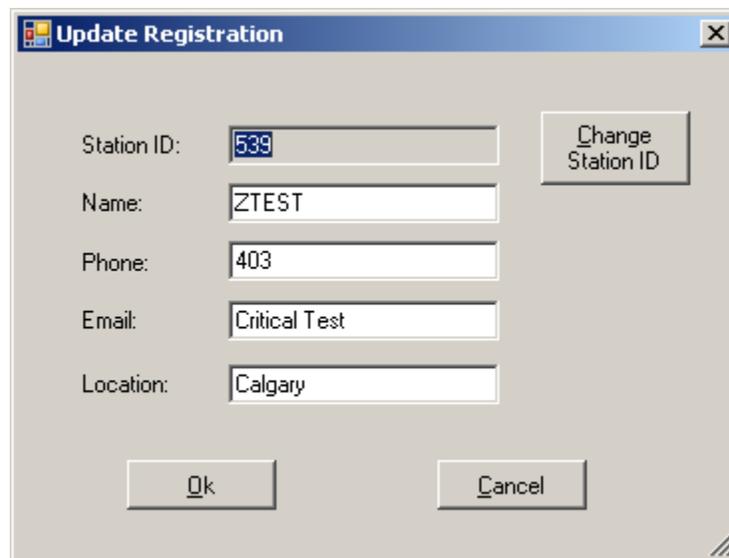
Once information has been entered select Ok.

4. **A**. If you select change station ID the following menu will appear:
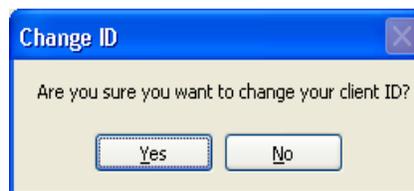
When Yes is selected, enter a new number.

Settings Tab (Setting up Cont)

- Ensure that the scanner is detected by the RemoteScan by clicking on the Settings tab. Check that the **Default Scanner** indicates that the **Scanner is Online** (Figure 1). If not, please ensure that the scanner is on, has a power supply, and is connected to your computer.

  Restart the RemoteScan application and check these settings again. If they have not changed, try restarting the computer.

  If the error persists, please contact the CriticalControl ProStream Support department.

Figure 1
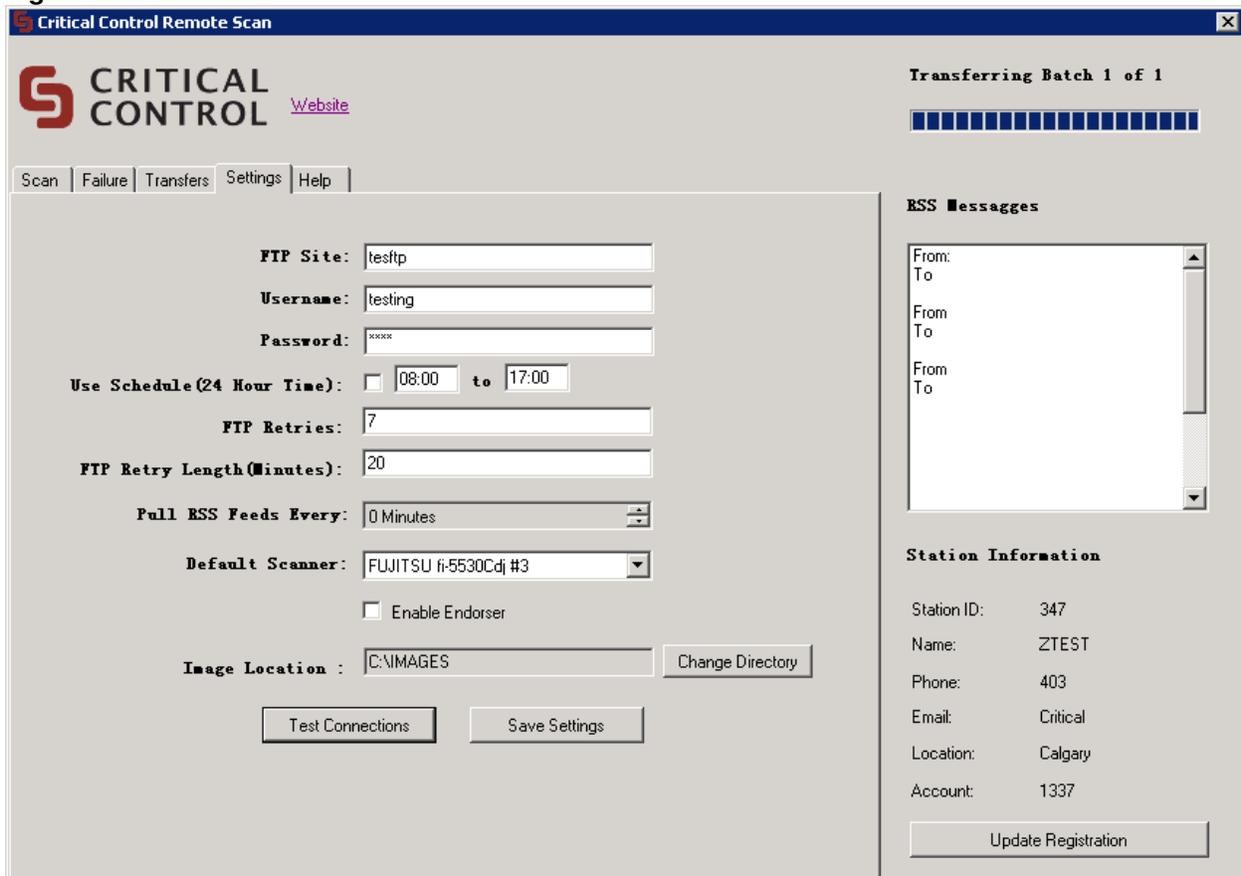
- Ensure a working internet connection. Test the connection by first hitting the "Test Connections" button. This will attempt to refresh any changed settings. You may also attempt to visit a webpage such as www.criticalcontrol.com. If the webpage is not accessible, please contact your IT department and alert them to the situation. If you are behind a firewall the firewall may be blocking the address; verify this with your IT department.

Scan Setting Explained:

FTP Site:
Username:
Password:

The 3 settings above will be configured by CriticalControl, there will be no need to change any information it is purely used for troubleshooting purposes by IT. If they are changed, you may not be able to transfer images back to CriticalControl and your batches will not be read.

Use Schedule: This will be used in the event that network traffic during the day for your office is high. You can set this schedule to only allow transfers during a time of your choice.

Ftp Retries: This determines the maximum amount of tries to send your images before it marks the batch as failed. If you have a poor connection you may consider raising this number significantly.

Ftp Retry Length: The amount of time between failed connection attempts.

Default Scanner: This is the scanner that will be used for all your chart scanning. If more then one scanner is connected to the computer please make sure this list has the correct one selected.

Image Location: The location in which the images will be saved to the computer. If you do not have admin rights to save to c:\Images please select a location of your choice. Default will always be C:\Images

If you change any of these settings you MUST click the "Save Settings" button to ensure these changes will load upon the next run of the program.

- Occasionally the Remote Scan program will pick up a different Scanner than is supplied by CriticalControl Services.   To remedy the situation, ensure that the scanner has power and is properly connected and choose it from the drop down menu on the **Settings** page of the Remote Scan program (Figure 2) and click "Save Settings" followed by "Test Connections". If you get connection errors please restart the Remote Scan program and try again. If the problem persists, contact your IT department to adjust the settings of your secondary scanner.

  Figure 2

The screenshot shows the "Critical Control Remote Scan" application window with the Settings tab selected. It contains the following fields:

- **FTP Site:** tesftp/
- **Username:** testing
- **Password:** ****
- **Use Schedule(24 Hour Time):** ☐ 08:00 to 17:00
- **FTP Retries:** 1
- **FTP Retry Length(Minutes):** 1
- **Default Scanner:** FUJITSU fi-5530Cdj #2 / FUJITSU fi-5530Cdj #2
- **Image Location :** C:\IMAGES   [Change Directory]

Buttons: [Test Connections] [Save Settings]

A callout box reads: "If more than one scanner exists it will appear in this list."

Transferring Batch 0 of 0

Station Information
- Station ID: 539
- Name: ZTEST
- Phone: 403
- Email: Critical Test
- Location: Calgary

[Update Registration]

- For all other error messages, please contact the CriticalControl ProStream Support department and/or send an email with a screenshot of the error message to ProStream.support@criticalcontrol.com.

Scan Tab

Click the "Scan" tab and select the appropriate:

Client ID
Production Date
Relevant comments for the batch

Press the "Scan Now" button.

5. If the View Scanner Dialog box has been selected, the following menu will appear:
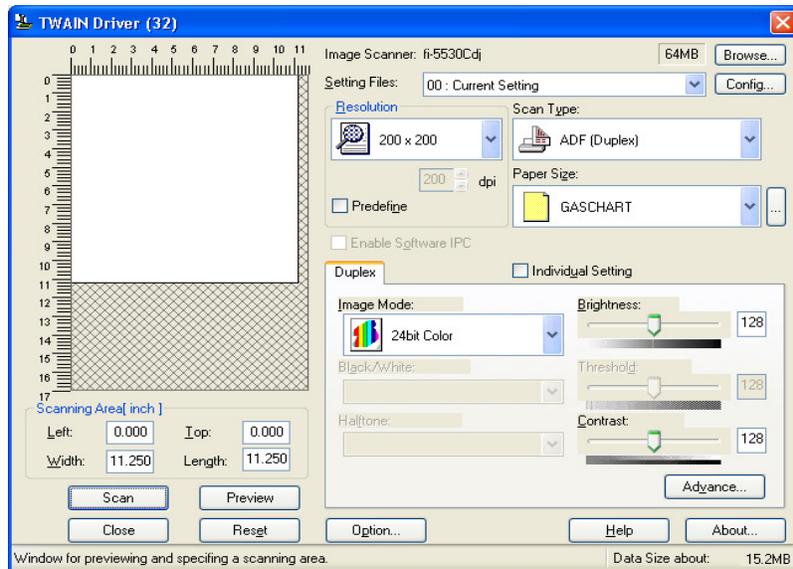
**All of the Scanner settings will automatically be configured before every scan to default settings needed for a gas chart.

You will be given the message below once all the charts are processed.
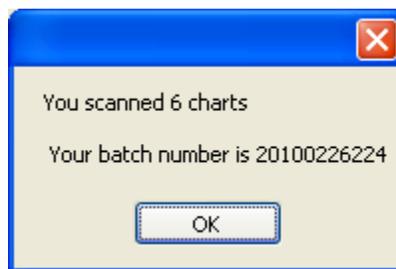
Batch number: A unique number given to a group of charts that were scanned. This number is:

YYYY MM DD followed by a 3 or 4 digit number indicating the batch number for the day.

Transfers Tab

When a batch of charts has been scanned, it will appear in the transfers tab. It will display the appropriate batch number, a corresponding status bar and status.
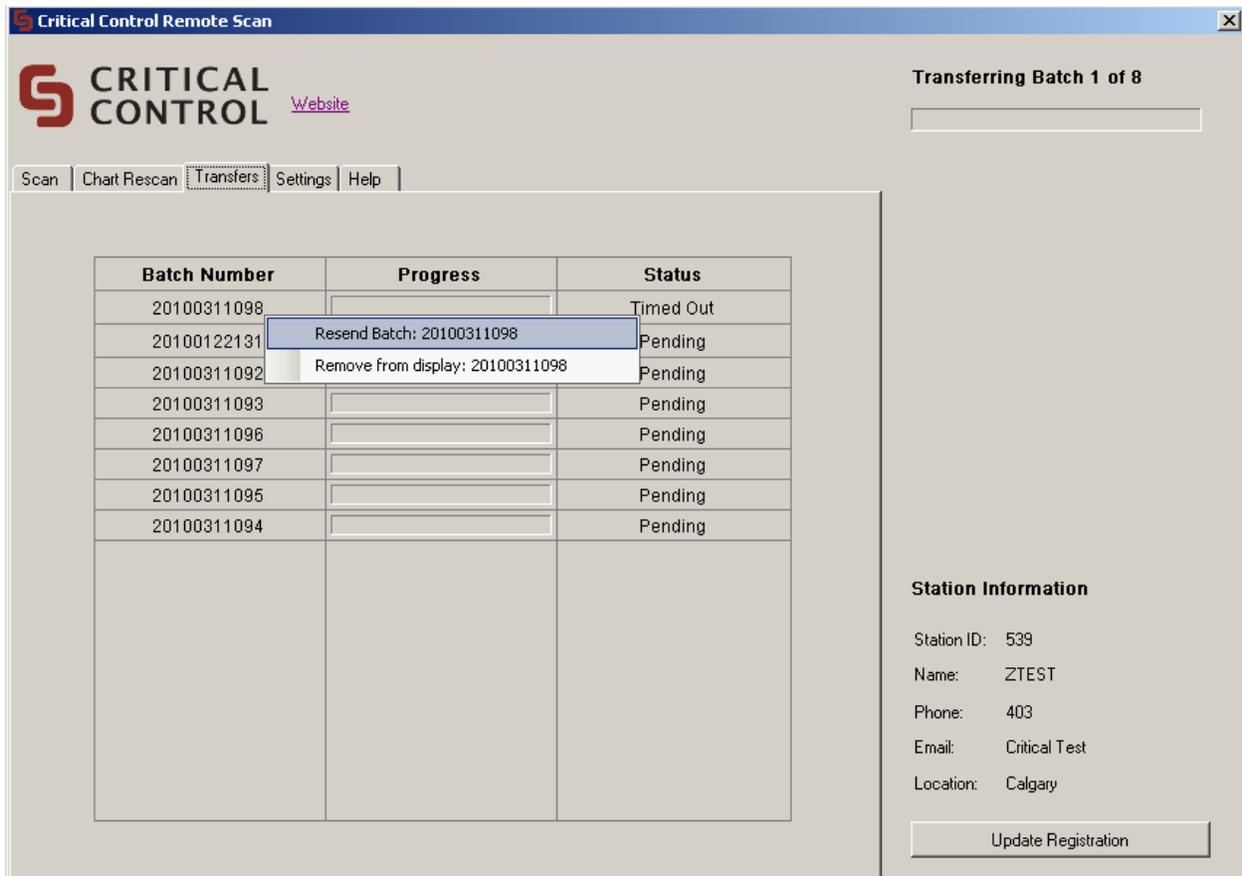
There will be a listing of all batches scanned or unsent during the current session of the Remote Scan software. Below is a list of the status's

Pending: The images are waiting to transfer.

Processing: Your batch is being sent.

Timed Out: Your batch has failed to transfer and must manually be restarted (if the timeout period has been exceeded). Do this by right clicking on the batch in question and choosing "Resend Batch ######"

Completed: Indicates the entire batch has been sent, this will also have a full progress bar to accompany it.

The settings tab will contain all the connection information that will interact with the transfers tab.

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Error during RemoteScan

When scanning a batch and an error occurs you can either create a new batch from remaining charts or scan charts into a pre-existing batch. To begin this process go to "Chart Rescan tab"
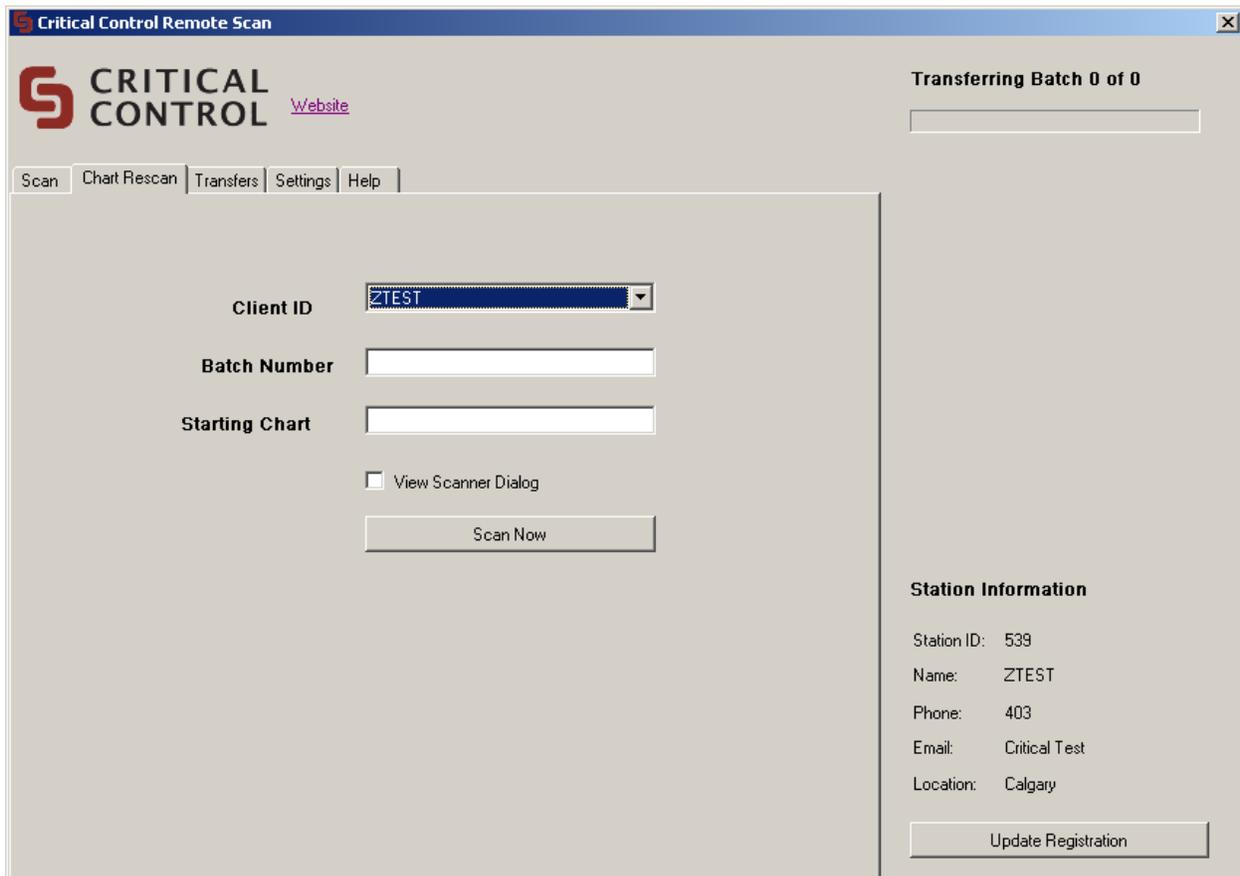
General Procedure:

1. Resolve issue that caused failure
2. Select appropriate client id from list.
3. Enter batch number that charts belong to.
4. The starting chart should be the chart that needs to be rescanned or one greater than the number of charts in the batch if charts were missing.

Note: If you receive an error stating "Batch does not exist for client" first ensure you are entering the correct batch number or contact **ProStream Support**.

Errors and troubleshooting:

1. If charts create a paper jam the following message will appear:

Simply open scanner and un-jam papers and select retry.

2. If connection to scanner has become compromised the following message will be displayed:

This can be fixed by inserting cable into scanner again and selecting Ok to resume.

3. If no charts exist in scanner and accidentally hit scan the following message will appear:
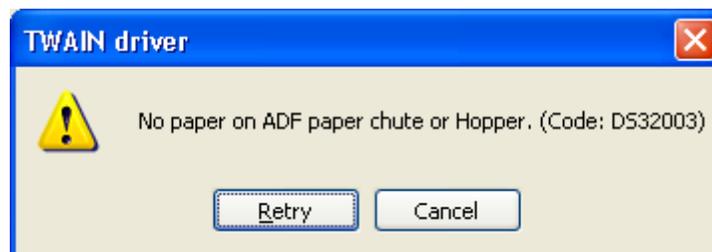
Insert the charts and select Retry.