



Raptor University

Installing Raptor v6.1.3

Instructor:

Installation

This presentation includes the following information:

- System Prerequisites
- Pre-Installation
- Installing Raptor
- or Hardware Service Utility
 - Calibrate Scanner
 - Adjust Settings
 - Register SSL Certificate

System Prerequisites

Computers that will be used to operate Raptor, must meet the following minimum system requirements.

Minimum System Configuration

- Microsoft® Windows® 10, Microsoft® Internet Explorer® 11 and Google® Chrome®
- Microsoft Windows 7 64-bit, Microsoft Internet Explorer 10 and 11, and Google Chrome
- Microsoft Windows 7 32-bit, Google Chrome
- Microsoft .NET Framework 4.5
- Dual-Core or better CPU
- 4 GB of RAM or higher
- 200 MB Disk Space

Recommended System Configuration

(In addition to minimum configuration)

- Quad-Core CPU or better
- 8 GB of RAM or higher
- Two USB 2.0 ports (one for Scanner and one for Printer)
- High-speed internet connection (direct Ethernet connection recommended)

Drivers (printing/scan IDs)

- Acuant Scanner Drivers
- 3M Scanner Drivers
- DYMO Printer Drivers

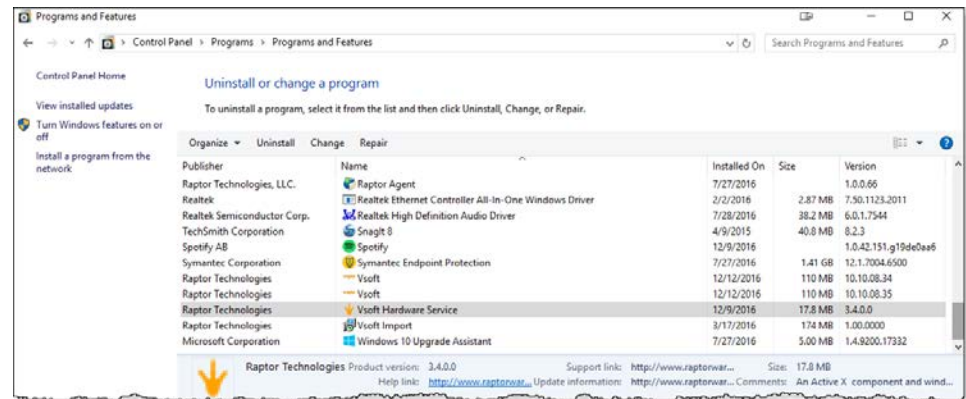
Optional Components (scan 1D and/or 2D barcodes, capture photos)

- Raptor Barcode Reader
- Raptor Capture Cam

Uninstall Raptor vSoft (If Installed)

If you have the previous version of Raptor installed (vSoft), it is strongly recommended that you uninstall the Raptor Technologies Vsoft Client Service, DYMO Label v.x, and CSSN SDK v10.xx.xx programs.

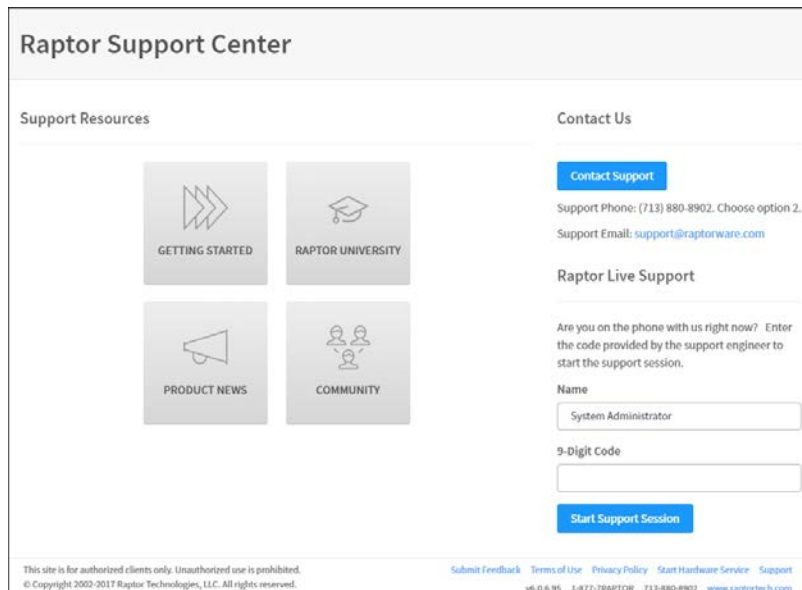
1. On the Windows desktop, click **Start** and type **uninstall** into the search programs and files, click the search icon and then select **Programs and Features**.
2. On the **Program and Features** window, double-click **Raptor Technologies vSoft Client Service** and click **Yes** on the Uninstall dialog. When the uninstall process is complete, click **OK** to close the dialog.
3. Double-click **DYMO Label v.x** and click **Yes** on the Uninstall dialog. When the uninstall process is complete, click **OK** to close the dialog.
4. Double-click **CSSN SDK Version 10.xx.xx** and click **Yes** on the Uninstall dialog. When the uninstall process is complete, click **OK** to close the dialog.
5. Restart Windows.



Access Raptor Support Center

1. Open a web browser and enter the following URL: <https://apps.raptortech.com>
2. Enter the **Username** and **Password** provided to you, and then click **Log in to Raptor**.
3. In the navigation menu, select **Support** and then click **Getting Started**.

If this is your first time installing Raptor, proceed to the next slide.

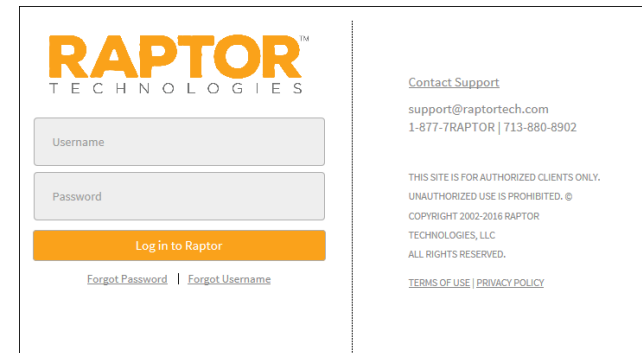


The screenshot shows the Raptor Support Center homepage. At the top, there is a header with the text "Raptor Support Center". Below the header, there are two main sections: "Support Resources" and "Contact Us".

Support Resources includes four icons: "GETTING STARTED" (three arrows), "RAPTOR UNIVERSITY" (a graduation cap), "PRODUCT NEWS" (a megaphone), and "COMMUNITY" (two people icons).

Contact Us includes a "Contact Support" button, support phone and email information, and a "Raptor Live Support" section with a name and 9-digit code input field, and a "Start Support Session" button.

At the bottom, there is a footer with copyright information and links for "Submit Feedback", "Terms of Use", "Privacy Policy", "Start Hardware Service", and "Support".



The screenshot shows the Raptor Technologies login page. At the top left, there is the Raptor Technologies logo. Below the logo, there are two input fields for "Username" and "Password", and a "Log in to Raptor" button. Below the button, there are links for "Forgot Password" and "Forgot Username".

On the right side, there is a "Contact Support" section with the email address "support@raptortech.com" and the phone number "1-877-7RAPTOR | 713-880-8902". Below this, there is a disclaimer: "THIS SITE IS FOR AUTHORIZED CLIENTS ONLY. UNAUTHORIZED USE IS PROHIBITED. © COPYRIGHT 2002-2016 RAPTOR TECHNOLOGIES, LLC. ALL RIGHTS RESERVED." and links for "TERMS OF USE" and "PRIVACY POLICY".

To install the [Raptor Hardware Service](#) or any individual components, proceed to the specific slide for the component to be installed ([.NET and Acuant Scanner Drivers](#), [3M Scanner Drivers](#), [DYMO Printer Drivers](#)).

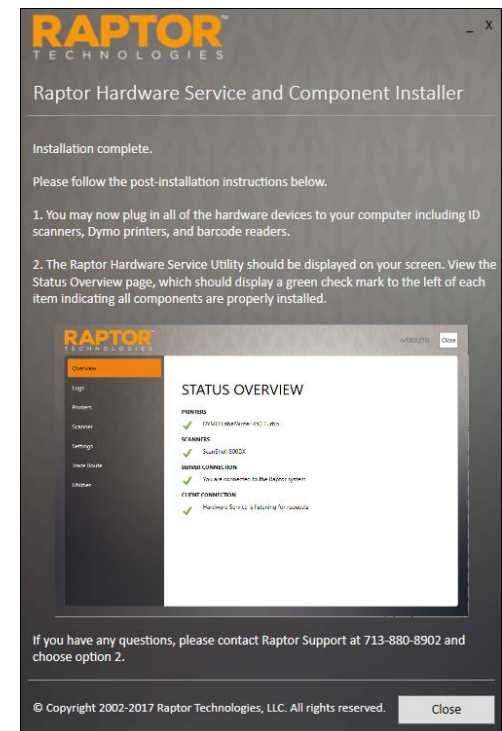
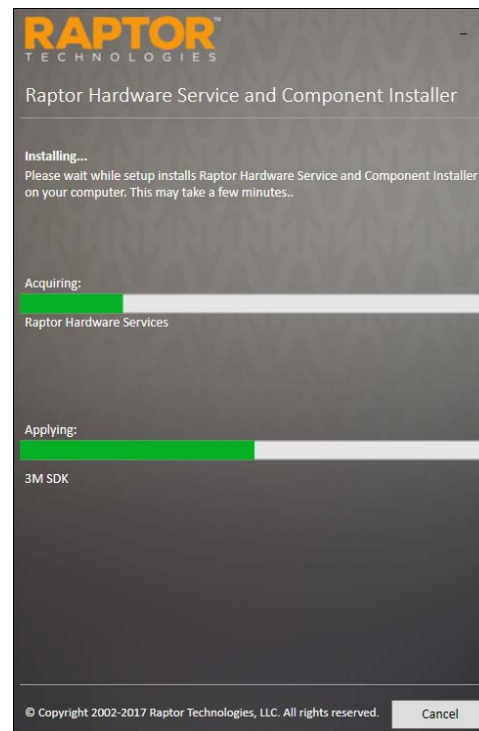
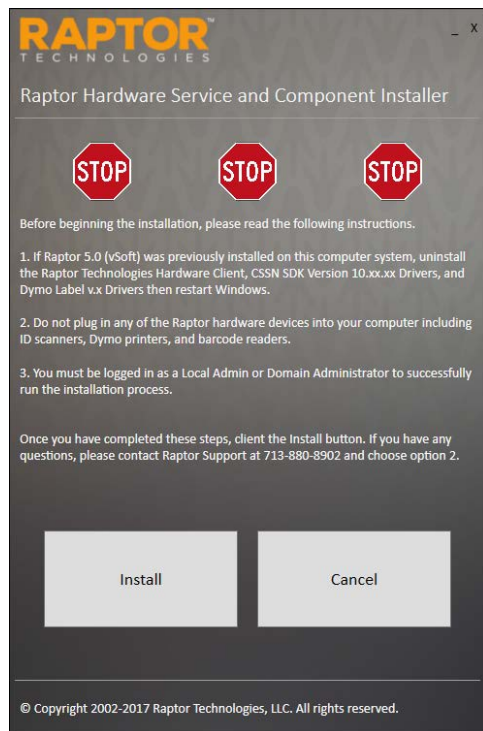
Install All Components

If this is your first time installing the Raptor Hardware Service and components, perform the following procedure.

1. On the **Getting Started** screen, click **Install All Components**.
2. On the Raptor Hardware Services Installer dialog, read the instructions and then click **Install**.

The installer begins installing the Hardware Service and components. The progress of the installation displays.

3. On the Installation Complete dialog, read and follow the post-installation instructions, and then click **Close**. Proceed to [Raptor Hardware Service Utility](#).



Install .NET and Acuant Scanner Drivers

Install .NET Framework 4.5

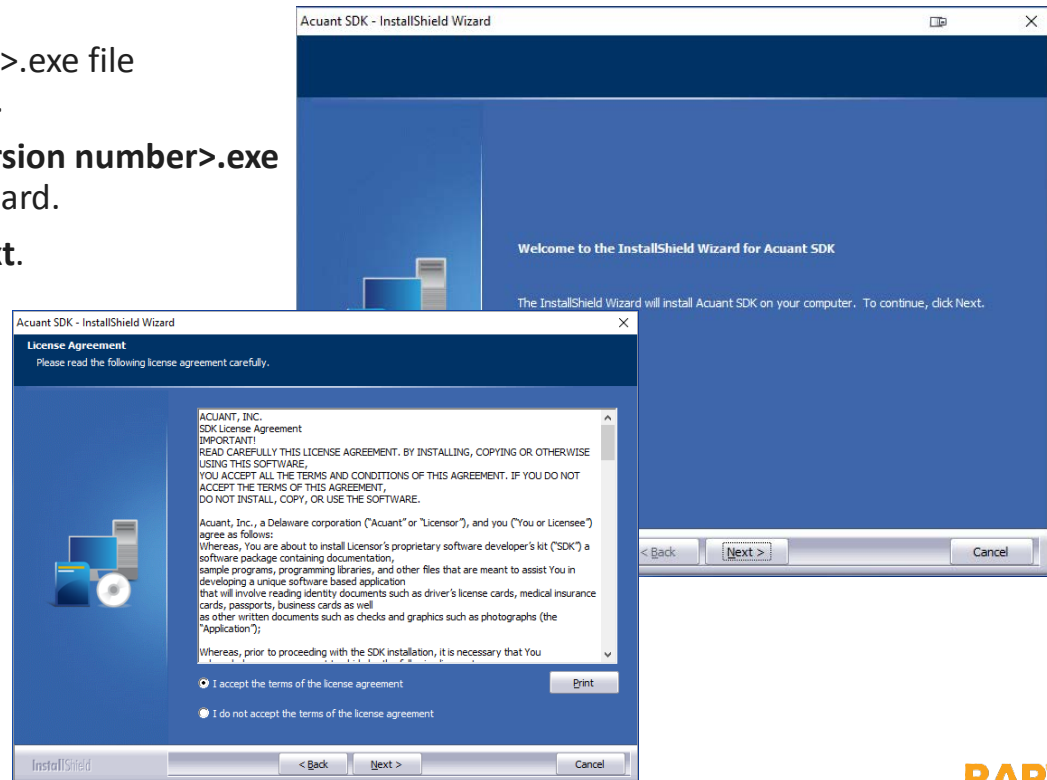
On the Getting Started screen, click **Advanced Install Options** and select **Install .NET Framework 4.5**. The system checks the version of .NET installed, and upgrades to 4.5 if necessary. Otherwise, a dialog displays indicating the version is already installed. Click **Close** to exit the dialog.

Install Acuant Scanner Drivers

1. On the Getting Started screen, click **Advanced Install Options** and select **Install Acuant Scanner Drivers**.

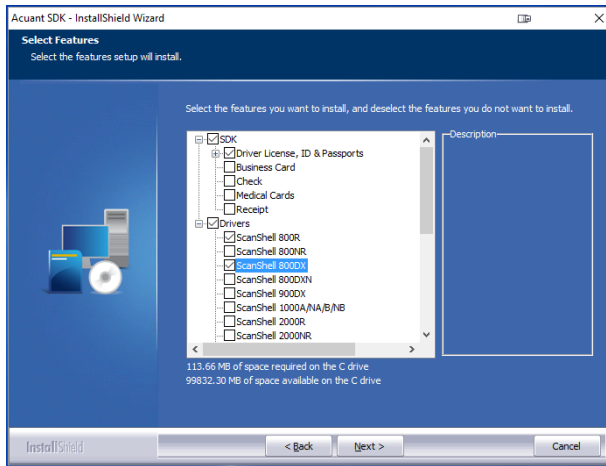
The `sdk_setup_<version number>.exe` file is downloaded to your computer.

2. Double-click the `sdk_setup_<version number>.exe` file to launch the Acuant SDK wizard.
3. On the Welcome panel, click **Next**.
4. Read the License Agreement, select **I accept the terms of the license agreement** and then click **Next**.

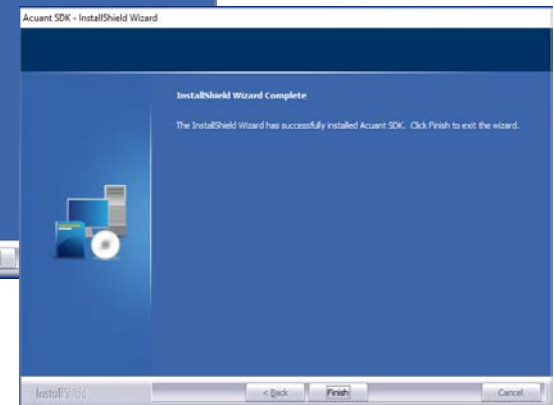
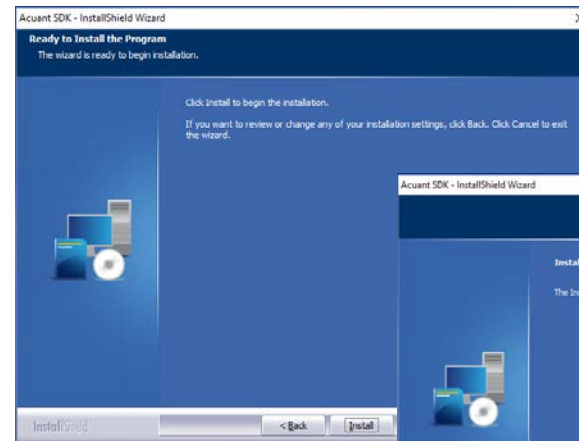
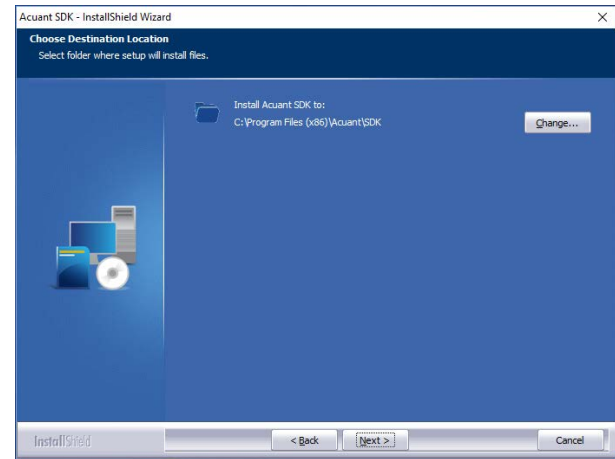


Install Acuant Scanner Drivers, cont.

5. Accept the default folder or click **Change** to select another location where the setup files will be installed, and then click **Next**.
6. Select the **ScanShell 800DX** check box and click **Next**.

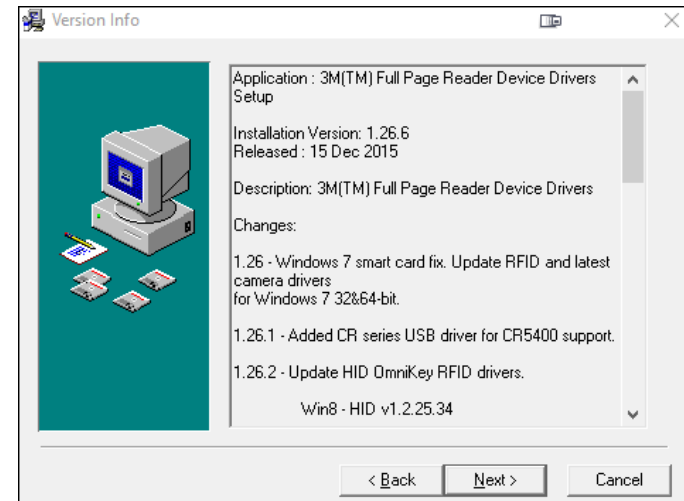
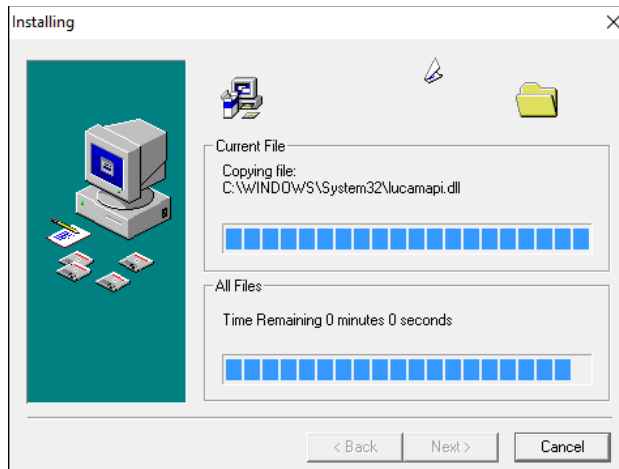


7. On the Ready to Install panel, click **Install**.
8. On the InstallShield Wizard Complete panel, click **Finish**.

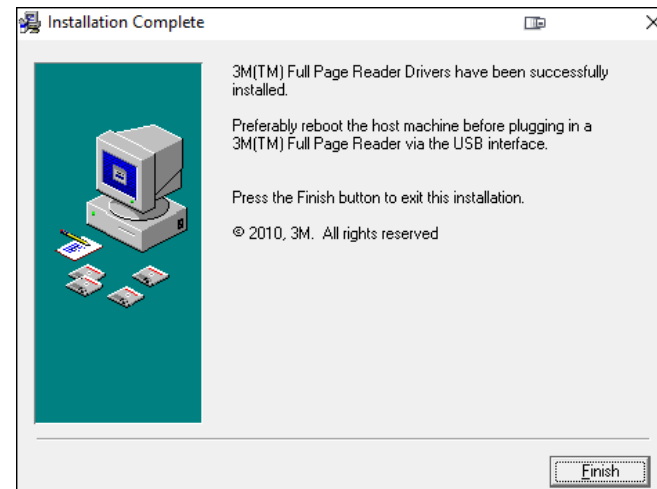


Install 3M Scanner Drivers

1. On the Getting Started screen, click **Advanced Install Options** and select **Install 3M Scanner Drivers**.
2. On the Version Info panel, click **Next**. The 3M Scanner drivers will install.

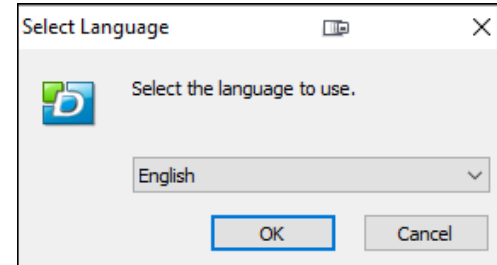


3. On the Installation Complete panel, click **Finish**.

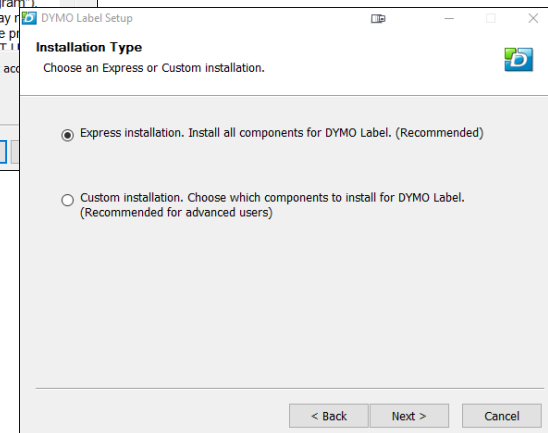
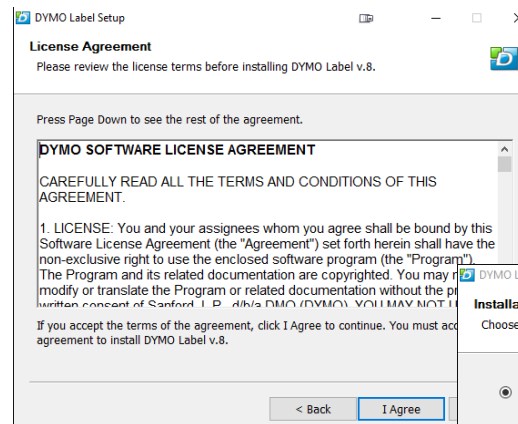


Install DYMO Printer Drivers

1. On the Getting Started screen, click **Advanced Install Options** and select **Install DYMO Printer Drivers**.
2. Select the language version to be installed and click **OK**.
3. On the Welcome panel, click **Next**.

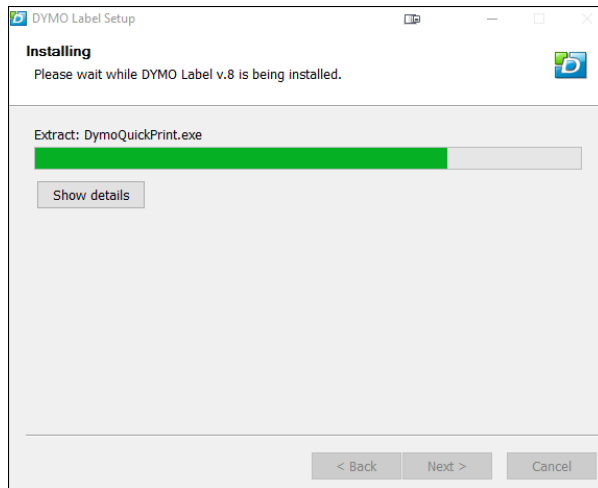


4. Read the License Agreement and then click **I Agree** to continue.
5. Accept the default **Express Installation** type and then click **Next**.

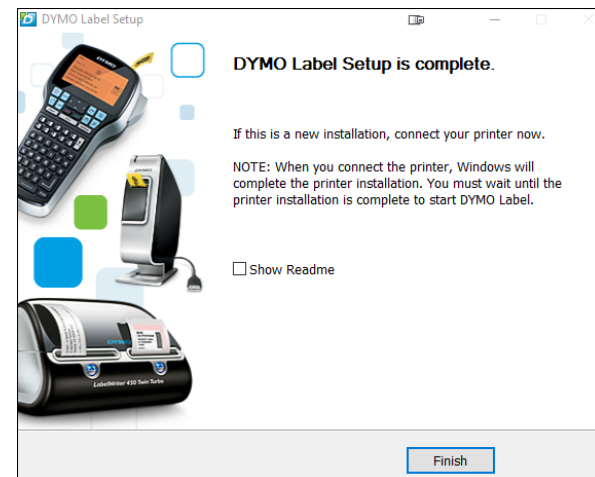
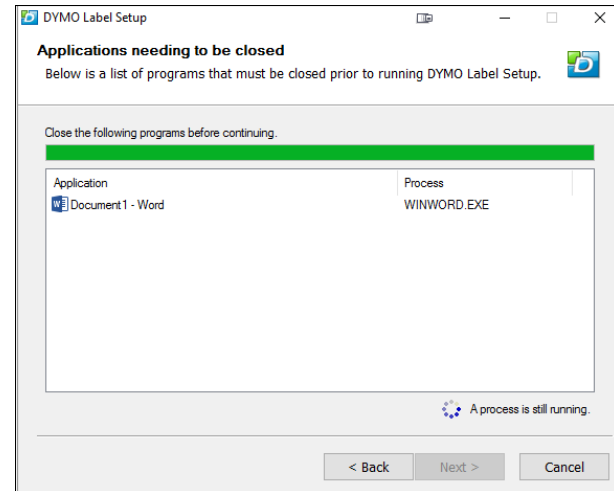


Install DYMO Printer Drivers, cont.

6. If you have other applications running, you must close them and then **Next**.
7. When the installation has completed, click **Next**.



8. On the DYMO Label Setup is complete panel, click **Finish**. If this is a new installation, you can now connect your printer and Windows will complete the printer installation.

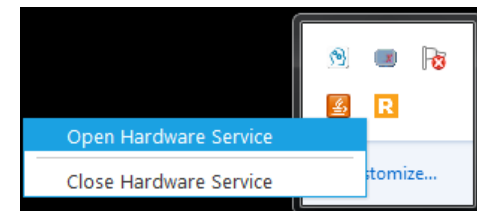
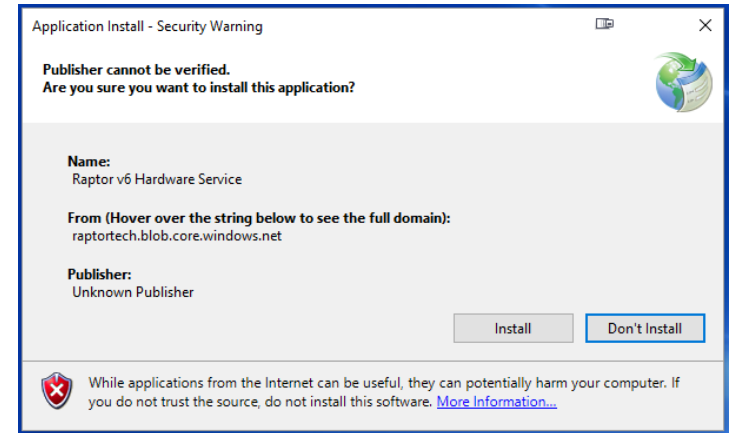
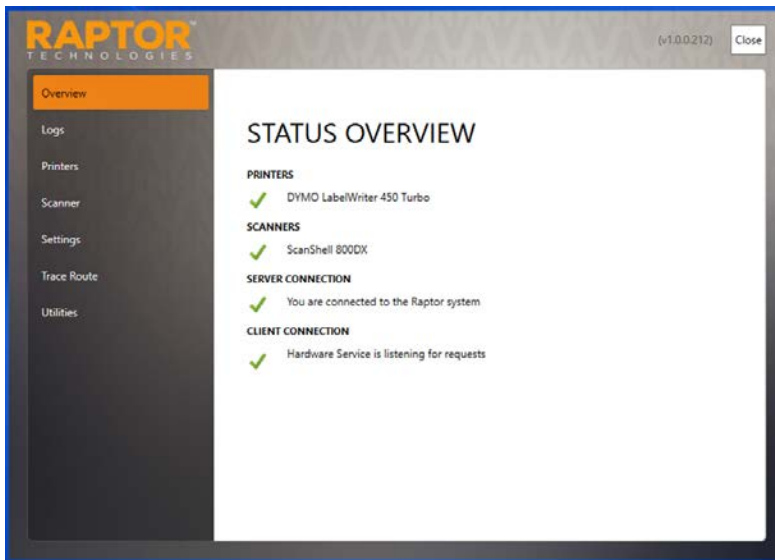


Install Raptor Hardware Service

1. On the Getting Started screen, click **Install Hardware Service**.
2. On the Security Warning dialog box, click **Install**.

Upon completion, the Raptor Hardware Service Utility automatically launches and displays the status of the system.

There should be a green check mark for each item to indicate it is properly installed and working.



If the Raptor Hardware Service Utility does not automatically launch, you can manually open it from the System Tray by right-clicking the Raptor icon and select Open Hardware Service.

Calibrate Scanner/Adjust Settings

You should always calibrate your scanner after the software is installed.

Note: Calibration is not required for the 3M CR5400 scanner.

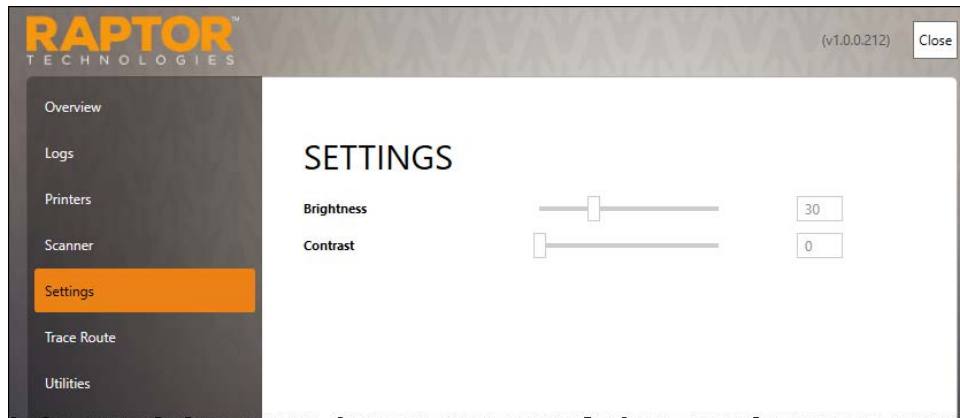
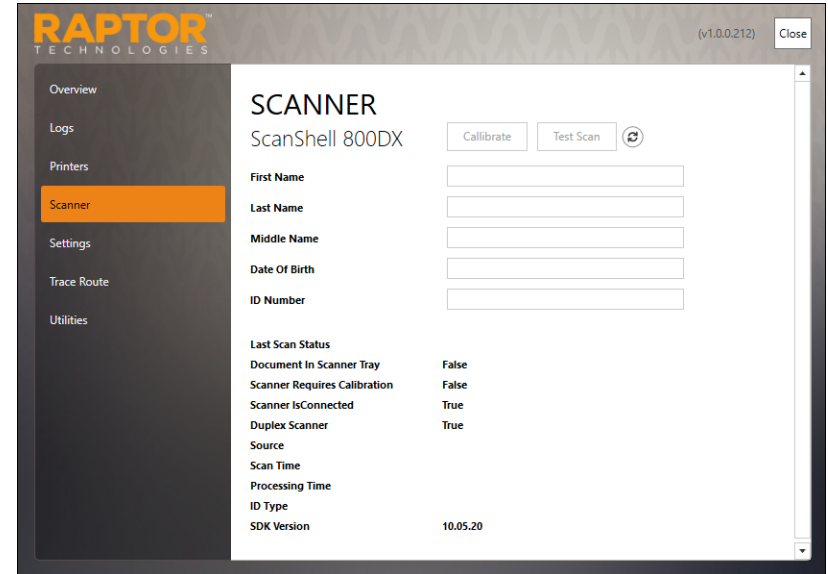
1. Select **Scanner** in the navigation menu.
2. Insert the calibration paper into the scanner and click **Calibrate**.

You can also test the scanner from this screen. Insert an ID card into the scanner and click **Test Scan**.

Adjust Settings

You can adjust the label brightness and contrast settings from the Raptor Hardware Service.

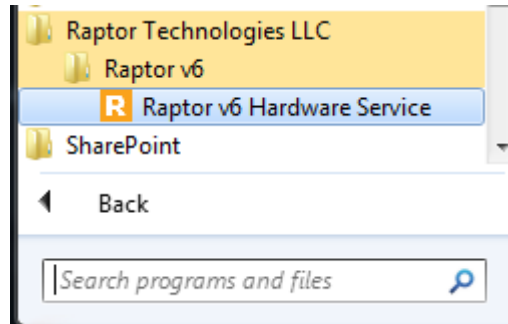
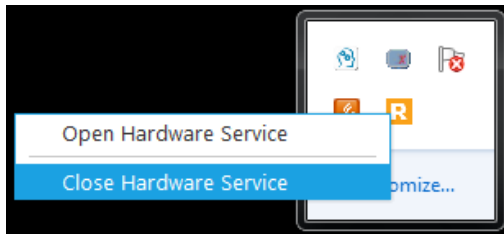
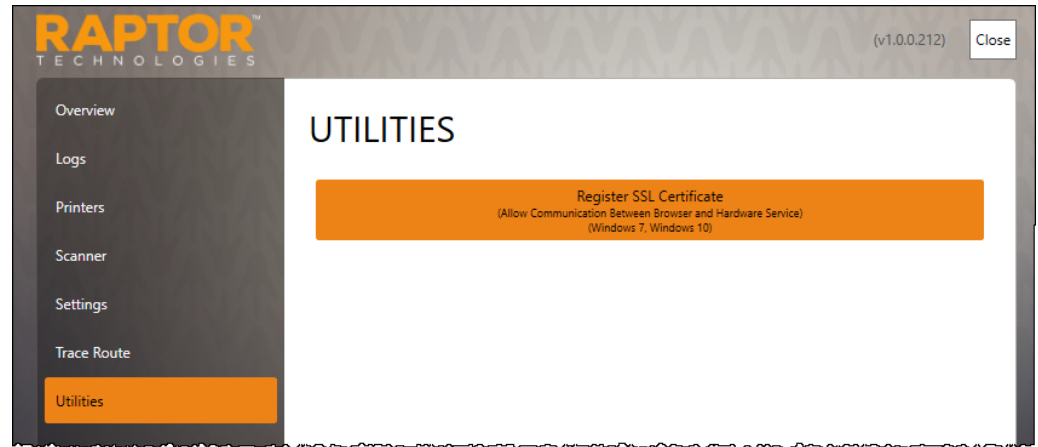
1. Select **Settings** in the navigation menu.
2. Adjust the **Brightness** and **Contrast**.



Register SSL Certificate

If you installed the components individually, you must register the SSL Certificate to be able to allow communication between the browser and Hardware Service.

1. Select Utilities in the navigation menu and then click Register SSL Certificate.
2. In the System Tray, right-click the Raptor icon and select **Close Hardware Service**.
3. On the Windows desktop, click **Start > All Programs > Raptor Technologies LLC > Raptor v6 Hardware Service** to start the hardware service.



Contact Us

Raptor Technologies Support

Email: support@raptortech.com

Call: 877-7RAPTOR (877-772-7867) Option #2