ESL

Administrator Manual

indi·tag

* Please read this manual carefully for effective usage.
  For future reference, please keep this manual close to hand.

* Appearance and configuration of the product can be different from the image.

TagZone / ESL
Administrator Guide
Copyright © INDI TAG Co., Ltd. 2017

- All rights to the copyright owned by INDI TAG Co., Ltd. This manual is produced under copyright law. None of its contents may be copied or duplicated without prior approval.
- The information in this manual is prepared based on the current specifications for the product. The manufacturer is currently adding new functions and will continue to upgrade the product with new technology.
- The manufacturer, importer and agent shall not be responsible for accidental damage (including injury) and other damage caused by inappropriate use or operation of this product.
-

The year refers to the year made this manual.

Ethernet™ is the trademark of Xerox Corporation
Microsoft™, MS-DOSTM, Windows(TM Logo) , Windows™ and Windows NT™ are the trademarks of Microsoft Corporation, used in the United States and elsewhere.

Contents

Configuration 7

1. System Configuration 8
2. Device Coverage 8
3. AP Specification 9
4. TAG Specification 10
5. Remote Controller Specification 10
6. Evaluation Kit Components 13

Installation 14

1. Software Installation 15
2. AP(IDAP1A) Set up and registration 23
3. Tag Set up and registration 30
4. Remote Controller Using 37

Trouble Shooting 38

1. Overview 39
2. Trouble shooting 40

Appendix 50

1. Client connections 51
2. Setting Network adaptor priority 54

Preface

- We welcome you as a new user of the world's best price tag (Electronic Shelf Label), and the leading Digital Price Management System.

- For effective usage, please read this manual carefully. For future reference, please keep this manual close to hand.

- This manual is a guide on how to install and use products. If there is no specified details,
  Window running screen can be captured.

- This manual is produced as a guide for general users, it does not described the internal technical matters.

- The product may not contain information about the specific of computer hardware or operating system, and application software in use.

- This manual can not be applied to the entire image for describing a computer screen, and some text are used to describe a portion of screen.

- Commands and name of files are represented in Italics.
  ex) FILE.EXE file : *FILE.EXE*

- INDI Tag is out to continually improve all products and, technical changes and improvements are made from time to time. Thus, some changes, modifications, improvements may not be reflected in this manual.

Precaution

We strongly recommend that users read all safety cautions carefully before operating the product, to operate the product appropriately.
Since the indicated cautions contain critical safety information, they must be fully complied with.

Danger	**Risk of death or serious injury.** **This is the highest priority danger warning**

- Please connect the power cord only to the type of AC outlet indicated in the manual or product specification. If connected to other types of power outlet, fire and electric shock may result.
- Do not expose the product to moisture and dampness. Doing so may result in fire and electric shock.
- Do not touch the product with wet hands. Doing so may result in electric shock.
- Do not place heavy objects on top of the power cord. Damage to the power cord may result in fire and electric shock.
- Do not place containers with liquid or small metal objects on top of the product. Liquid or small metal objects getting into the unit may lead to fire and electric shock.
- Do not score, bend, twist, pull or heat the power cord. Damage to the power cord may lead to fire and electric shock.
- Do not remove the top casing of the product. Doing so may result in electric shock. If internal examination and maintenance are deemed necessary, contact the authorized system vendors or installers.
- Do not modify the product in any way. Doing so may lead to fire and electric shock.
- Please use only the power cord supplied with the product. Use of other power cords may result in fire and electric shock.
- In case of smoke, smell or noise, immediately turn off the power switch and remove the power cord from the power outlet. Continued operation of the product may result in fire and electric shock. Request a maintenance service from the authorized system vendors or installers.
- If the product is dropped or damaged, turn off the power switch and remove the power cord from the power outlet. Continued operation of the product may result in

fire and electric shock. Users should request a maintenance service from the authorized system vendors or installers.

- Do not leave the power cord or other cables in passageways. Passers-by may trip and fall.

Caution	Risk of minor injury or damage.

- If a foreign substance is stuck to the product, remove it using a soft cloth or tissue. Do not use chemical agents (thinner, solvent, etc.) to remove the substance.
- Do not operate or store the product in the following places.
  - An area that is either too cold or too hot
  - An area of high humidity, or in front of an air-conditioner, or in places subject to sudden temperature changes
  - An area where there is excessive dust
- Do not place magnetic properties near the product.
- Static electricity may cause damage to the internal parts of the product. Please remove static electricity from your body before touching the rear panel and internal electronic parts of the product.
- If this product is damaged beyond repair or reaches its maximum service life, dispose of it in compliance with local laws and regulations regarding the disposal of lead and plastic waste.

Important	Requirements or limitations regarding operation. Users are recommended to read the relevant details carefully so as to operate the product properly and without harm.

- The product may not work properly if the power source is unstable or and if electric shock occurs. Make sure the correct rated power is available.
- Since the product is operating under LAN or Wireless Network, there is a risk of malfunctions from external causes. Ensure optimized network conditions for proper operations.

FCC compliance Information

FCC Information to User

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution

Modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC Compliance Information : This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation
Including interference that may cause undesired operation. Modifications not expressly approved by the manufacturer could void the user's authority To operated the equipment under FCC rules. To satisfy FCC exterior labeling requirements, the following text must be placed on the exterior of the end product.

Contains Transmitter Module FCC ID : 2ANM8IDM16

CAUTION : This device and its antenna(s) must not be co-located or operated in conjunction with any other antenna or transmitter. End users cannot modify this transmitter device. Any unauthorized modification could void the user's authority to operate this device.

IMPORTANT NOTE:

FCC RF Radiation Exposure Statement:

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

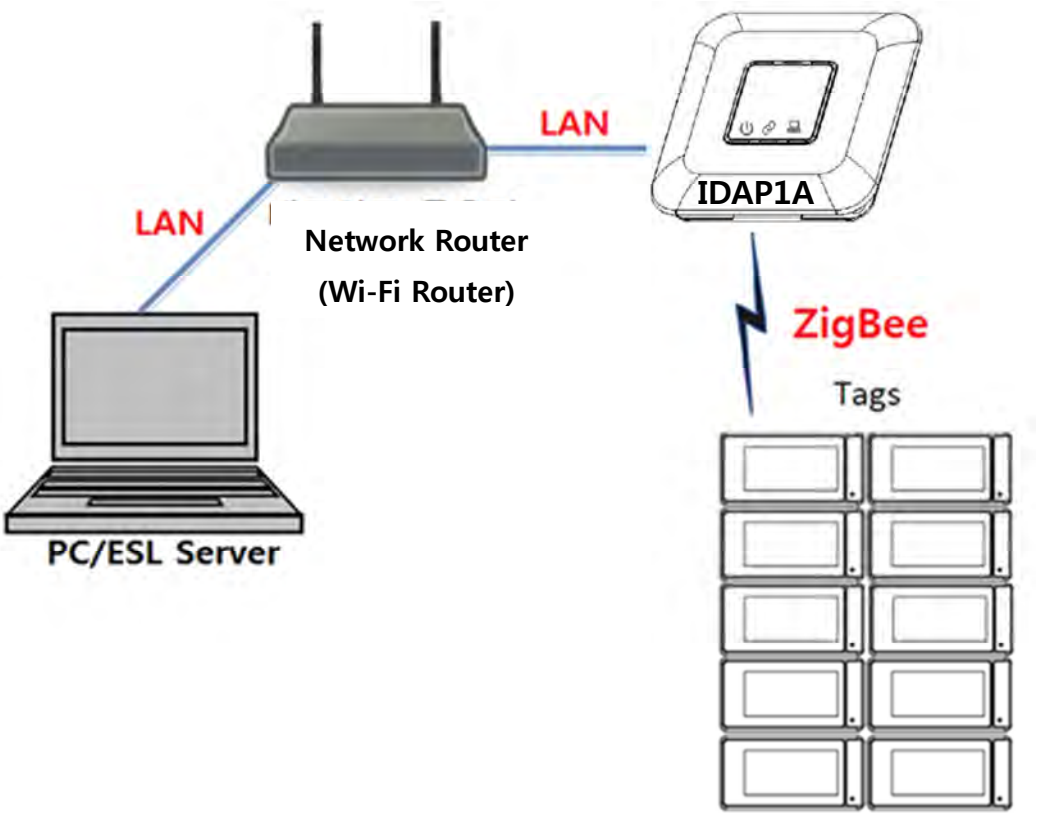
Chapter

I

Configuration

1. System Configuration

- System configuration is as follows :

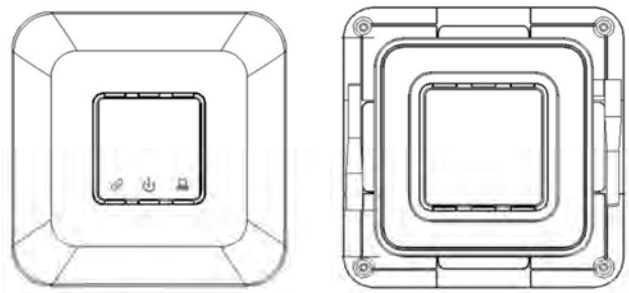


2. Device Coverage

Tags covered by one AP	2,000 ~ 4,000
Distance between AP and Tag	Max. 30m (Line of Sight)

Important	✓ **Coverage may vary depending on the installation environment, network conditions, and many conditions.**

3. AP Specification

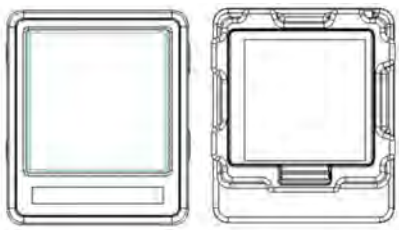


<Top> <Bottom>

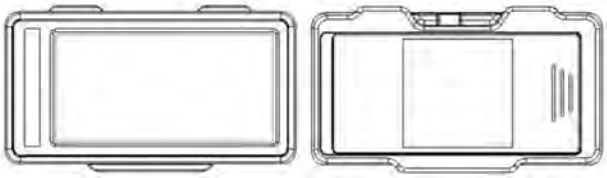
Model	IDAP1A	
INDICATOR	LED Color	Indicator
	Red	Power
	Green	Ethernet link
	Amber	Ethernet Activate
	Blue/Red	Operation Active(Blue) / Error(Red)
Network	Ethernet (10/100 Base)	
Wireless Communication	IEEE 802.15.4 Based on 2.4GHz ISM Band, Data Rate: 250Kbps, Service Area : Radius Max. 30m (Line of Sight)	
Antenna	External Dipole Antenna, 2.5dBi	
Approval		
ROHS	ROHS Compliance	
Power	DC	5V / 3A
	PoE	IEEE802.3af Class 1
Operating Temperature	5°C ~ 40°C / 41°F~104°F	
Operating Humidity	0%~80% / non-condensing	
Size	210mm x 210mm x 40(h) mm	
Weight	TBD	

4. TAG Specification

① IDM16, IDM22



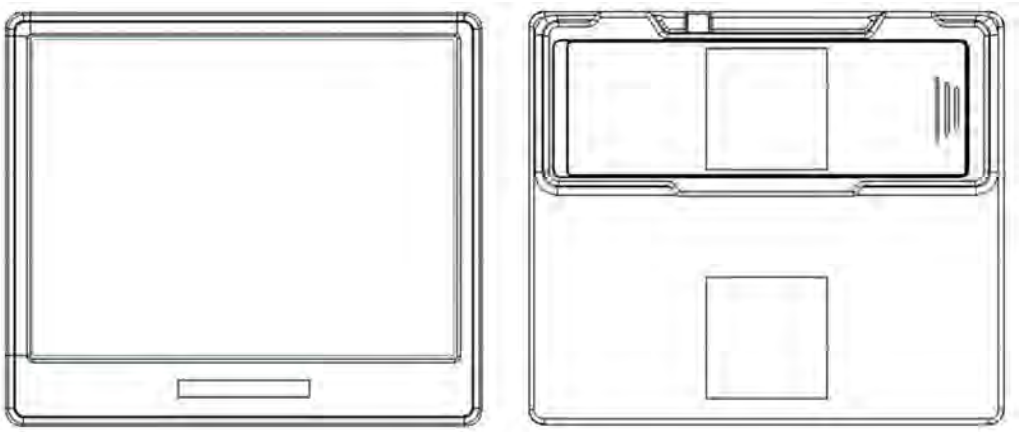
<IDM16>



<IDM22>

Model	IDM16	IDM22
Display	e-Paper 1.6" Matrix	e-Paper 2.2" Matrix
Wireless Communication	IEEE 802.15.4 Based on 2.4GHz ISM Band, Data Rate: 250Kbps, Service Area : Radius Max. 30m (Line of Sight)	
Approval		
ROHS	ROHS Compliance	
Power	Coin Battery CR2450 x 1	Coin Battery CR2450 x 2
Operating Temperature	0°C ~ 40°C / 41°F~104°F	
Size	36.6mm x 43.2mm x 12.4mm (H)	65.1mm x 34 mm x 12.4mm (H)
Weight	TBD	TBD

② IDM42



<IDM42>

Model	IDM42
Display	e-Paper 4.2" Matrix
Wireless Communication	IEEE 802.15.4 Based on 2.4GHz ISM Band, Data Rate: 250Kbps, Service Area : Radius Max. 30m (Line of Sight)
Approval	
ROHS	ROHS Compliance
Power	Coin Battery CR2450 x 3
Operating Temperature	0°C ~ 40°C / 41°F~104°F
Size	95.8mm x 82.9mm x 13.2mm
Weight	TBD

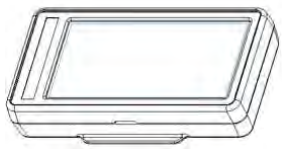
5. Remote Controller Specification

<IDRM1A>

Model	IDRM1A
Display	LED Indicator (Red : Click / Blue : Link)
Wireless Communication	IEEE 802.15.4 Based on 2.4GHz ISM Band, Data Rate: 250Kbps, Service Area : Radius Max. 30m (Line of Sight)
Approval	
ROHS	ROHS Compliance
Power	Battery 12V 23A
Operating Temperature	0°C ~ 40°C / 41°F~104°F
Size	92mm x 40mm x 15mm
Weight	40g

6. Evaluation Kit Components

Important	✓ **Evaluation Kit contents may vary and some of components are not included in your package as it depends on the system structure or options. Below list describes only a general component of ESL system. For detail information please contact to your local supplier.**

ESL Access Point (AP)	AP (IDAP1A) Power Adaptor (DC 5V/3A) RJ-45 Ethernet Cable Antenna	
ESL (TAG – IDM16)	TAG 1.6″	
ESL (TAG – IDM22)	TAG 2.2″	
ESL (TAG – IDM42)	TAG 4.2″	
ESL Remote Controller	Remote Controller (IDRM1A)	
USB Memory	USB Flash drive for Installation	

Chapter

II

Installation

1. Software Installation

1.1 Recommended PC Specification

The following minimum PC specification would be needed for TagZone/ESL installation.

	Requirement	
	Minimum	**Recommended**
OS	MS-Windows 7 or higher	MS-Windows Server 2012 or higher
Memory	4GB or higher	8GB or higher
Disk	10GB or higher	20GB or higher
Processor	Intel i5 or higher	Intel i7 or higher
Ethernet	10/100Mbps or higher	100M/1Gbps or higher

1.2 Software for ESL Operation

For TagZone/ESL operation, the following software would be provided.

- Java SE Runtime Environment 8
- .NET Framework 4.5
- Tomcat 8
- MariaDB 10.1
- MariaDB Connector/J

Important	✓ **Please note that we only support the latest version of *Google Chrome* (ver. 40 or higher). Please always keep the latest version.**

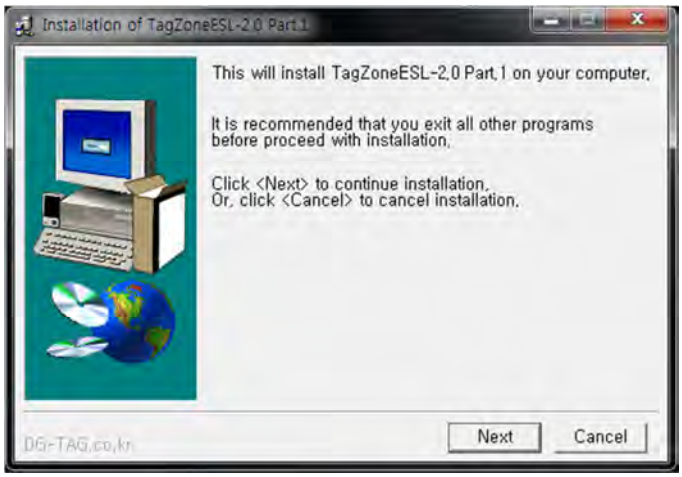
1.3 Software Installation

① Connect the Software USB provided with the device to PC and then verify the installation files.

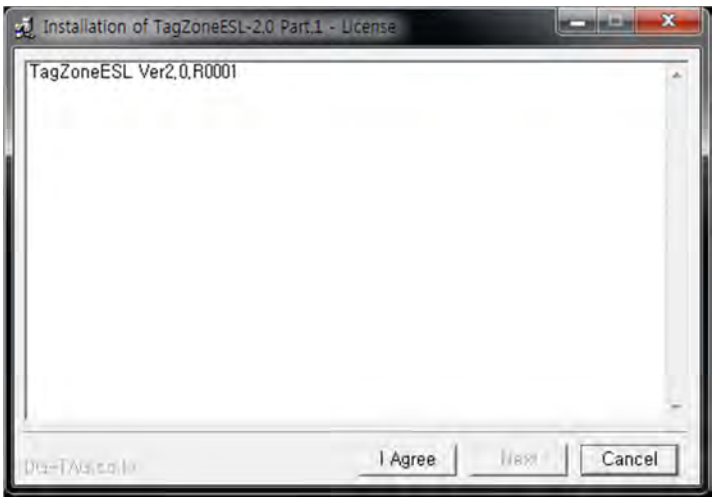
Name	Date modified	Type	Size
Readme	7/8/2015 4:05 PM	Text Document	1 KB
TagZoneESL-1.0.0.0.Part.1 Setup	7/9/2015 2:01 PM	Application	57,671 KB
TagZoneESL-1.0.0.0.Part.2 Setup	7/9/2015 5:01 PM	Application	350,543 KB
TagZoneESL-1.0.0.0.Part.3 Setup	7/9/2015 3:37 PM	Application	96,909 KB

* The file name can be differ from the SW version provided.

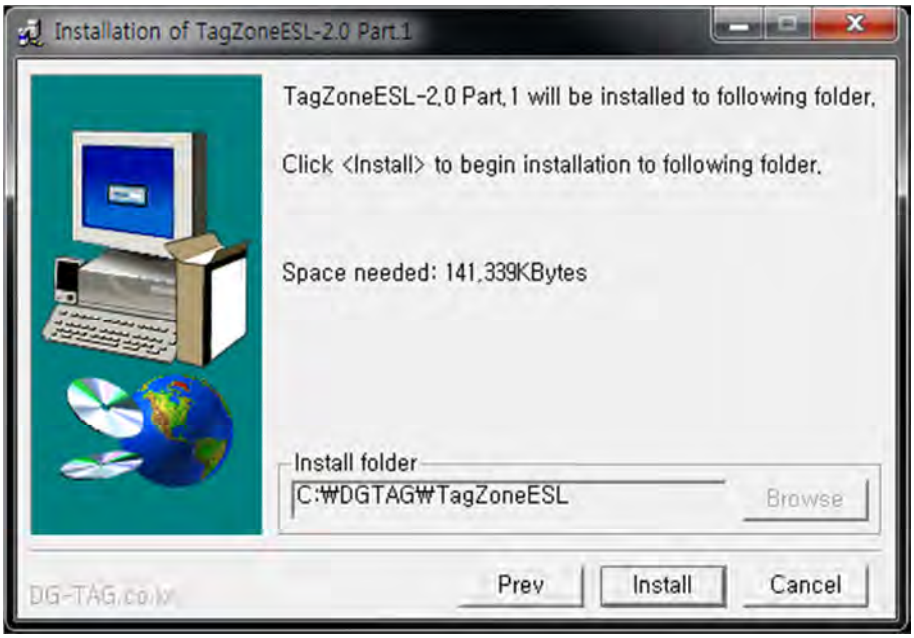
② Start **TagZoneESL-1.0.0.0.Part.1 Setup**, and click the [Next] button to proceed.



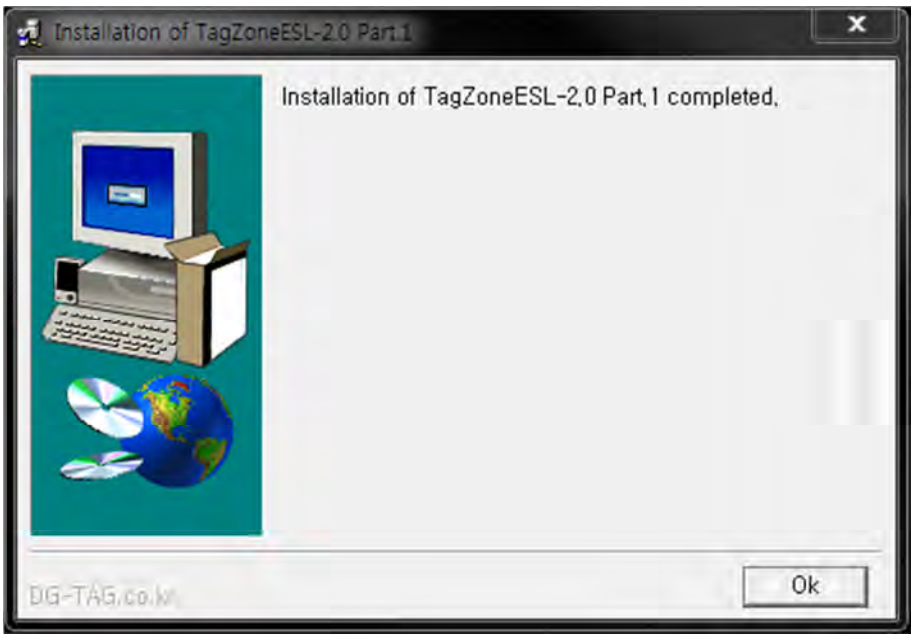
③ Click the [I Agree] button.



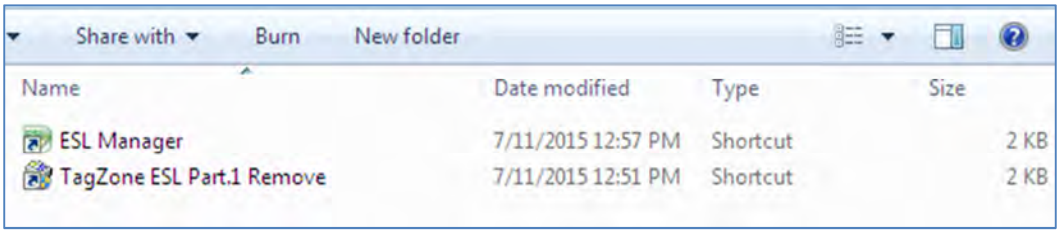
④ Click the [Install] button to proceed.



⑤ After the installation is completed, click the [OK] button.



⑥ Once the installation is completed, below files will be found on your PC.

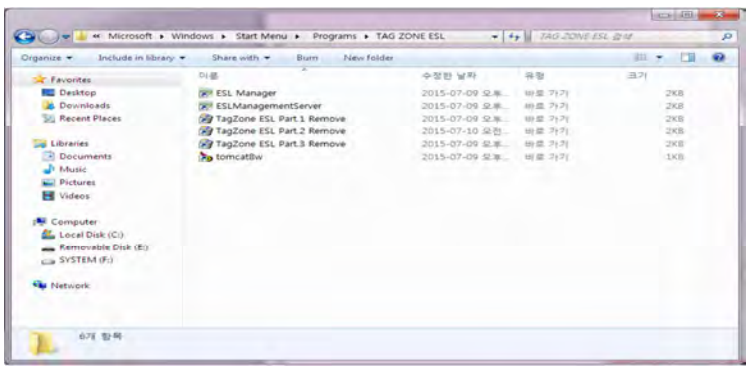


⑦ Now the installation Part 1 is over. Please install the rest of Part 2 and part 3 for same way.

※ If a pop-up that require a reboot during installation, pleaser reboot after installation completed.

※ Do not force to close below window pops up during installation as it disappears in a few seconds automatically.

⑧ Once the installation is completed, below icons will be found on PC.
(Windows->INDITAG->TagZoneESL)



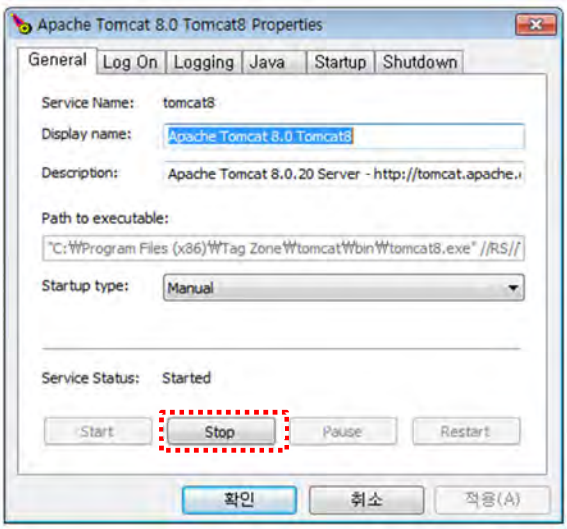
⑨ Below icons will be found on your PC screen.

1.4 Delete Software

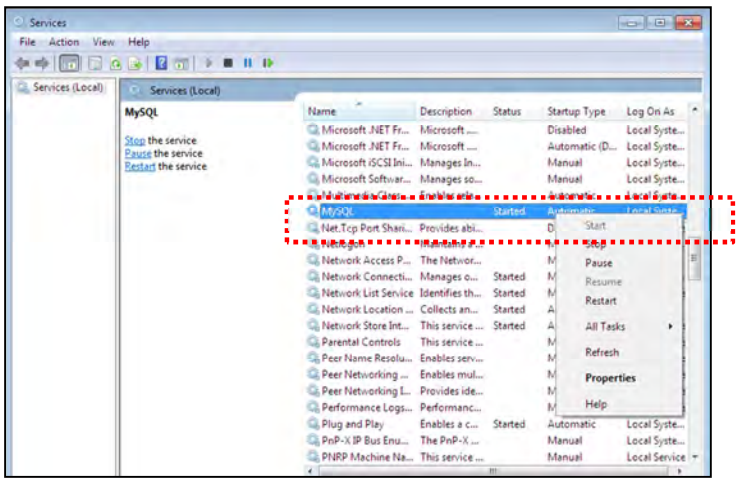
- Delete can be conducted in the reverse order of installation.
- Start -> Program -> INDITAG -> TagZone/ESL
- Please delete as the order of ***Uninstall TagZoneESL Part.3 → Uninstall TagZoneESL Part.2 → Uninstall TagZoneESL Part.1***

※ Before starting deletion, please stop tomcat8w and MDB32 Database that are running

※ Stop tomcat8w



※ MariaDB Database: To stop MariaDB Database program, click mouse right (For more information about file path, see troubleshooting)



Caution) Please clear the cache when re-install the program after deletion.

Browser Settings → advanced settings... → Clear browsing data... → check Cookies /other site and plugin data / Cached images and files then click Clear browsing data

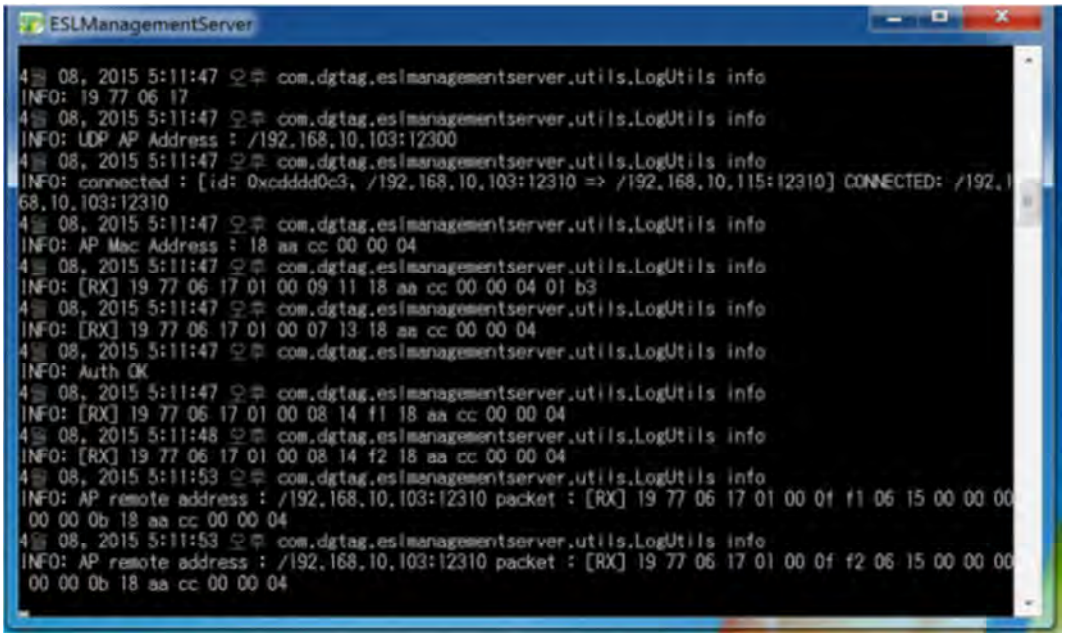
1.5 The order of running software

Please make sure to start TagZone/ESL in order as follows

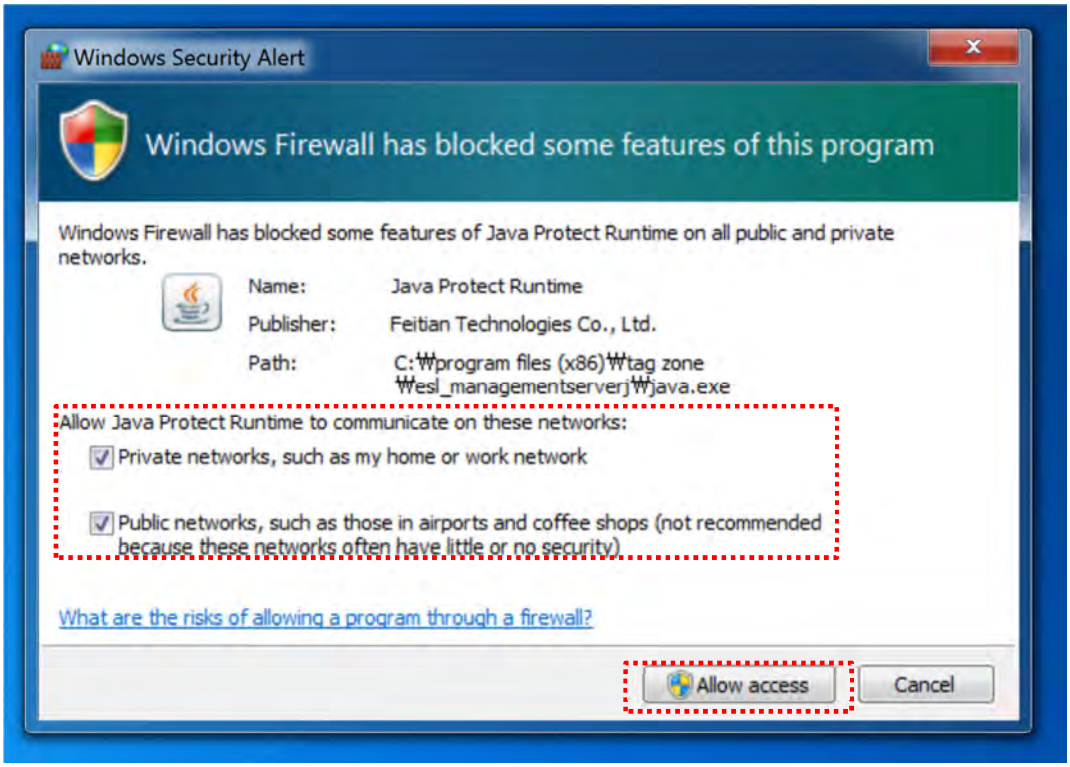
① ESL Management Server
② Tomcat8w
③ Tag Manager

1.6 Running Software

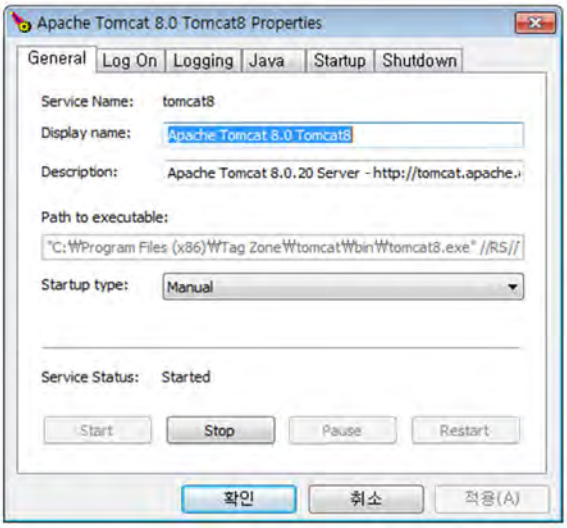
① Please double click the ESL Management Server icon. It will pop up below window.



If the Windows Firewall is turned on, the following screen can be shown.
If it pops up as shown in below and then click the [**Allow access]** after check the options.


Windows Security Alert
Windows Firewall has blocked some features of this program
Windows Firewall has blocked some features of Java Protect Runtime on all public and private networks.
Name: Java Protect Runtime
Publisher: Feitian Technologies Co., Ltd.
Path: C:₩program files (x86)₩tag zone ₩esl_managementserverj₩java.exe
Allow Java Protect Runtime to communicate on these networks:
Private networks, such as my home or work network
Public networks, such as those in airports and coffee shops (not recommended because these networks often have little or no security)
What are the risks of allowing a program through a firewall?
Allow access
Cancel

② When double click tomcat8w icon, pop-up window will be shown as below.



A screen pops up as shown in the picture, click [**start] -> [OK]** button to run.

③ Please double click the icon to start the main client. It will show log in page to enter the system manager.

Important	✓ **When connecting from clients, it is secure to access the server through the domain name specified during installation. For Domain name setting, follow the customer domain management regulations.** ✓ **Please use default ID/PW to log in** ✓ **ID : admin** ✓ **Password : 1111**

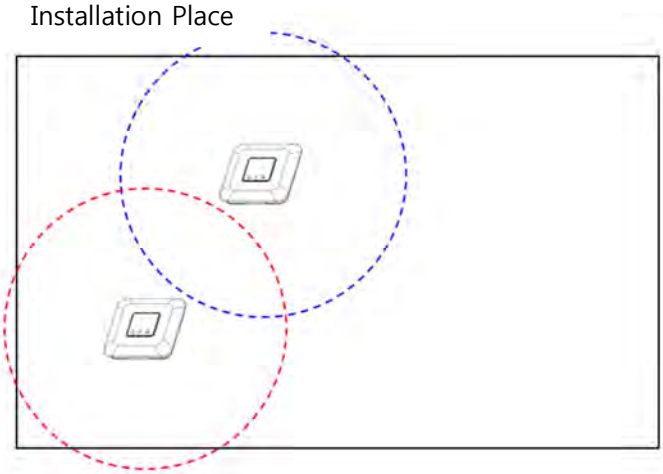
2. AP(IDAP1A) Set up and registration

2.1 Location Selection of AP(IDAP1A)

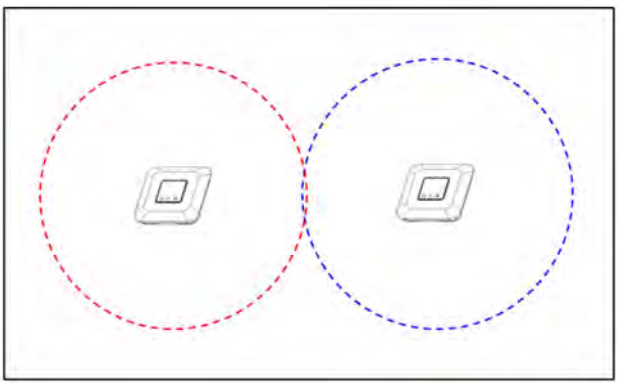
In order to maintain the best performance of IDAP1A, given the following precautions to select a location.

- Do not install near any equipment such as transformers, microwave and refrigerator. (Separation Distance : Over 5m)
- Metal, Concrete, Walls may block the communication that causes to signal lost.
- The ideal installation height from the ground is the point of 3m(10ft).
- Please locate an antenna toward to the ceiling to improve a receiving rate.
- Please place an AP close to a TAG.
- When placing 2 or more APs, properly position the distance between the place of the space available to the AP to increase the efficiency.

Installation Place



<Improper AP allocation>



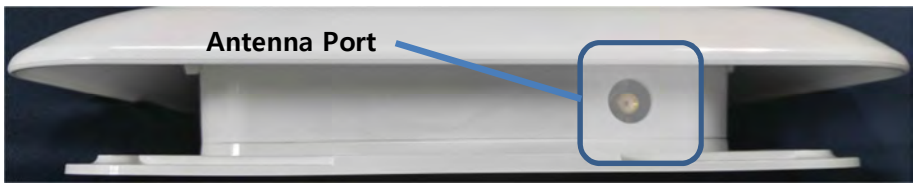
<Proper AP allocation>

2.2 AP (IDAP1A) installation

① Installation on a Table

When install to the table, place in the open space than the enclosed and place the point of over 3m from the ground. Also, organize the cables to ensure that no obstacle to the passage.

- Connect the antenna provide with IDAP1A.
  (Please be screwed tightly.)



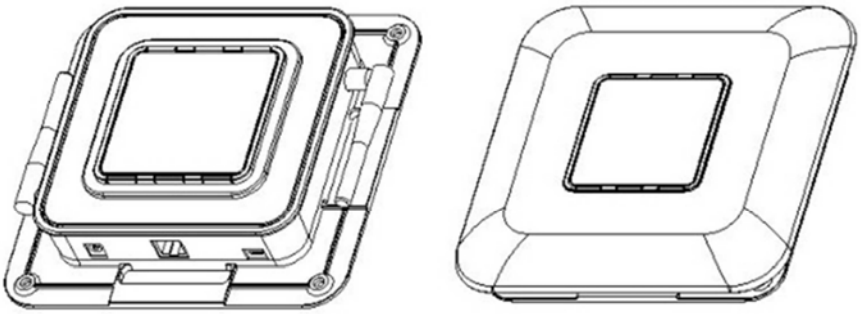
- Install the AP(IDAP1A) on the place where visible from any place.
- Once the installation completed, connect a cable.
  <Refer to the **2.3 AP(IDAP1A) cable connection** >

② Installation to the Wall

Assemble the hole at the bottom of the IDAP1A on the wall to be installed.

- Connect the antenna provide with IDAP1A.
  (Please be screwed tightly.)

- Remove Top Cover Case
  And Fix on the wall



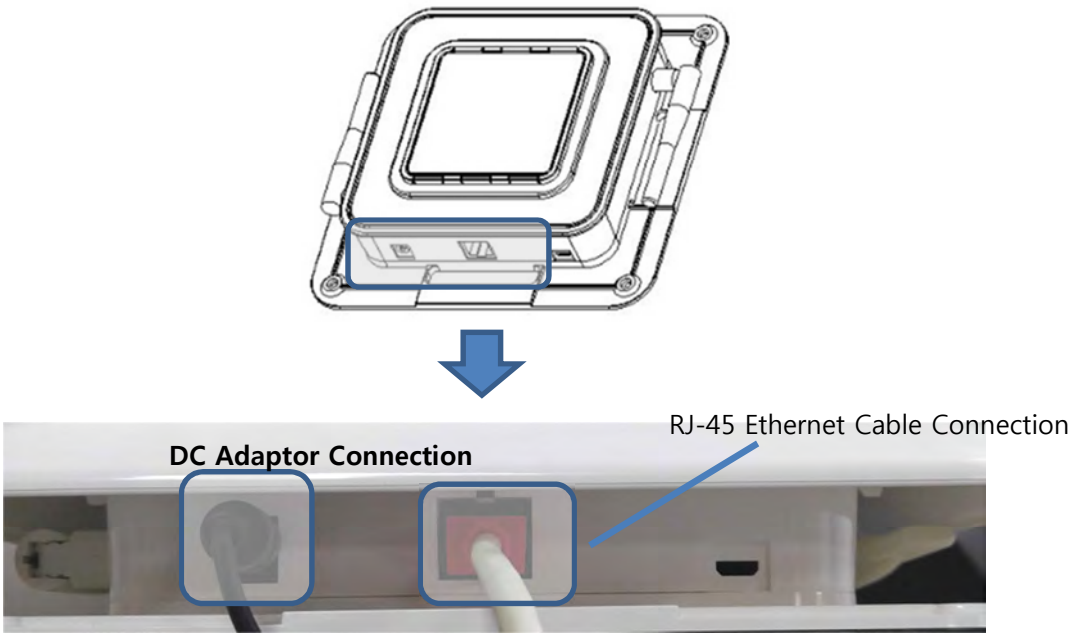
< Remove Top Cover Case >

- Put Top Cover Case

2.3 AP(IDAP1A) cable connection

① **Ethernet cable connection**

Connect an Ethernet cable between the prepared router and the AP.

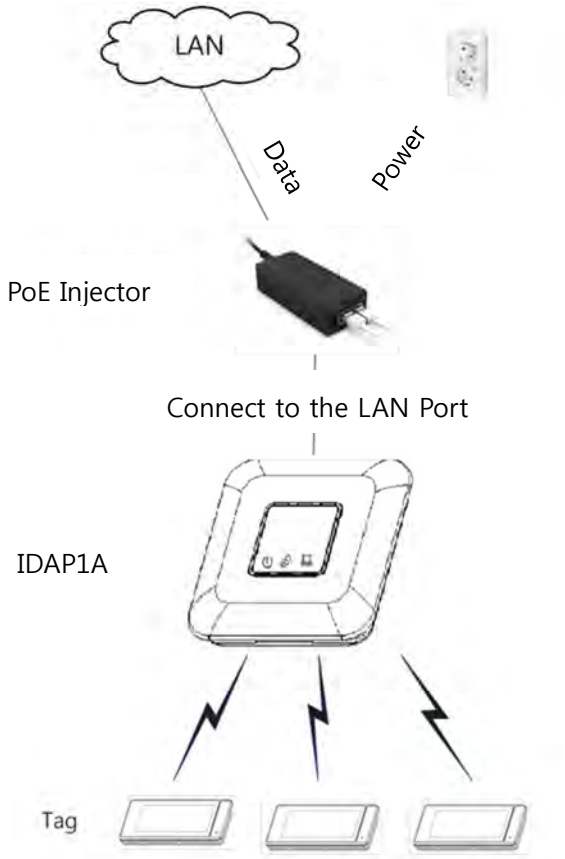


<AP cable connection with DC adaptor>

② **Power cable connection**

Connect the supplied adaptor to the Power port.

There are 2 ways for power supply of IDAP1A. One is using provided DC adaptor with product and the other is using PoE injector. If it is difficult to use AC power in the place that the tags are installed, the power can be supplied by Ethernet cable.
However, be cautious that the length of Ethernet cable is no longer than 100M.



Please connect the PoE injector to the IDAP1A following the steps.

① Connect the power cord of injector to the AC outlet.

② Data In(LAN) and Data Out(POE) ports are in injector.

③ Connect the router with Data IN(LAN) port using Ethernet cable.

④ Connect the Data Out(PoE) port to the AP.

2.4 Check AP (IDAP1A) operation

4 LED on the front of the AP will be indicated once the AP connected properly.

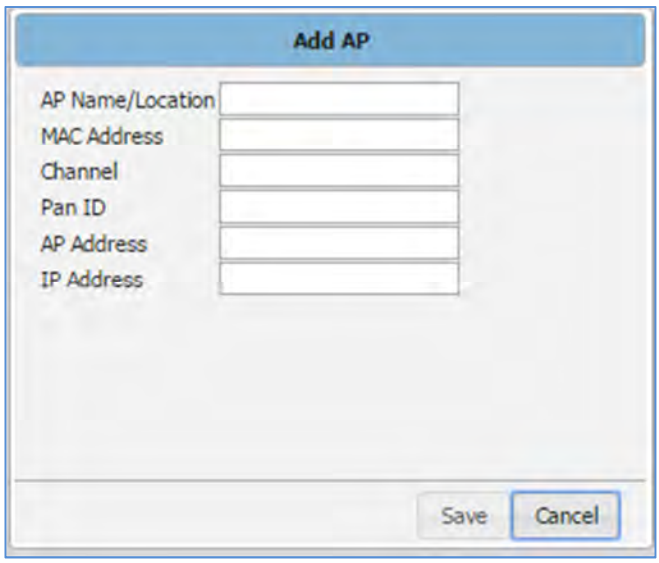
- Red LED
  Power ON
- Green LED
  Network connected
- Yellow LED flickering
  Network communication
- Blue LED flickering / Red LED Flickering
  TAG communicating by wireless / communication Error

< LED Status >

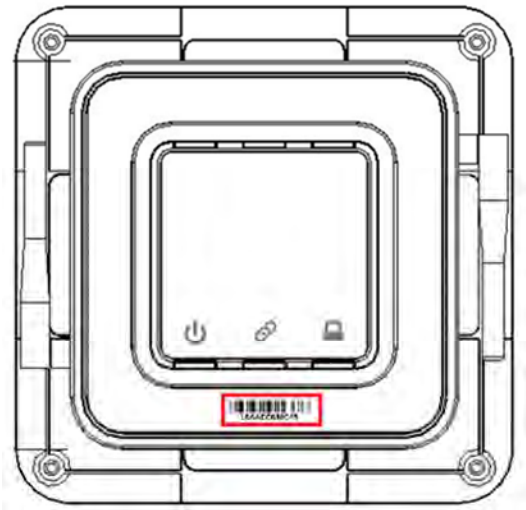
2.5 Register AP

① To register AP, please log in to Tag Manager and go to AP menu.

② Click the Add button at the bottom and the pop-up as seen below will appear.



List	Description
AP Name	Set any names or it can be a location where it is placed
MAC Address	Please check S/N attached on the bottom of AP and enter it (Refer below image)
Channel	Channel Set up (**will be set automatically**)
PAN ID	Pan ID Set up (**will be set automatically**)
AP Short Address	AP Short Address Set up (**will be set automatically**)
IP Address	None



< MAC Address location >

③ The registered AP will be shown on AP Manager.

	AP Name	MAC Address	Channel	Pan ID	AP short address	Numbers of Tag	AP TX Strength
	Test_1	18AACC00FF01	15	800	900	0	0
	Test_2	18AACC00FF02	13	802	902	0	0
	Test_3	18AACC00FF03	14	804	904	0	0

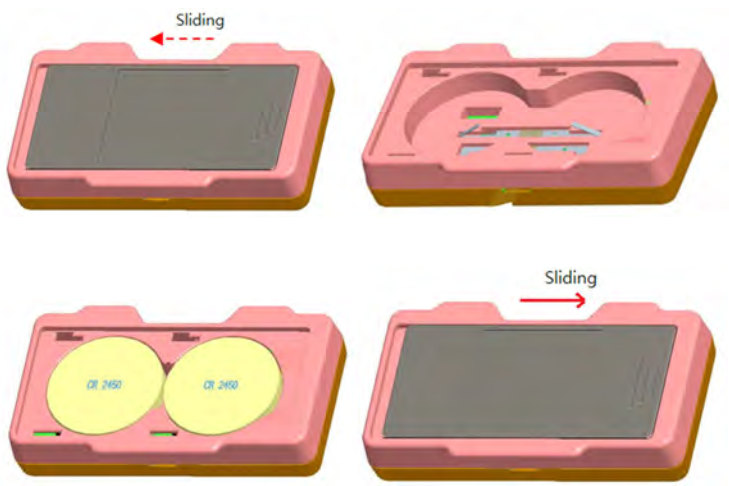
3. Tag Set up and registration

Please be attention to the below cautions when install the tags.

- Do not install near any equipment such as transformers, microwave and refrigerator. (Separation Distance : Over 5m)
- Metal, Concrete, Walls may block the communication that causes to signal lost.
- If the batteries are shipped separate from the tags, be careful not to stick to each other. (It causes the fire due to the battery damage or high temperature).
- Fix the tags not to fall.
  (There is a risk of breakage when dropped.)
- If a tool of a metal used for removing the battery, it may temporarily consumed drastically due to the (+) and (-) are short circuited

TAG installation

① Insert a coin battery in the rear of a tag.

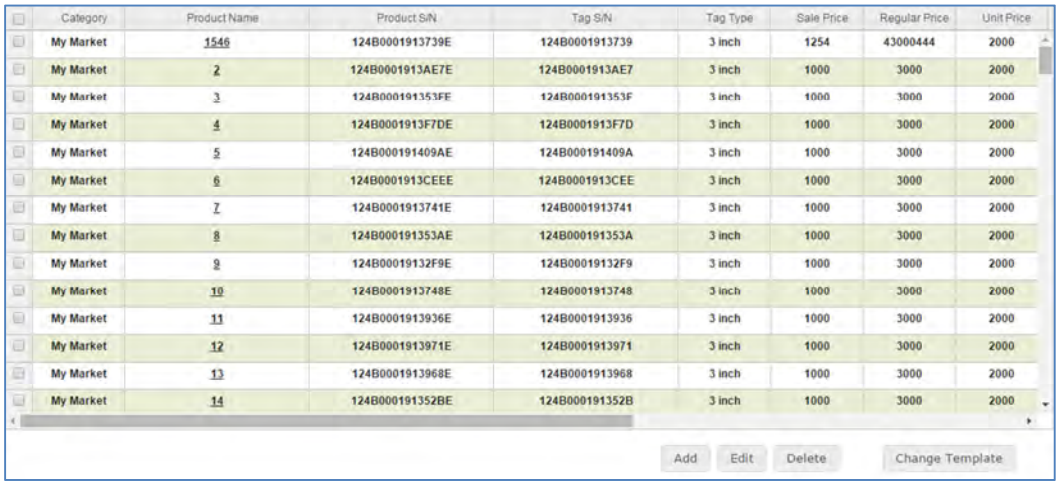


② If a tag is registered on the system (when the template is selected), the registered info will be updated on the tag.
If a tag is not registered, "Please register" will be displayed on the tag.

Important	✓ **If AP or ESLManagementServer is not working, it will display a blank screen. In this case, please check AP status or ESLManagementServer is running properly.** ✓ **If the Server or AP is disconnected, the battery consumes quickly. Please keep the Server or AP is connected as much as possible.**

3.1 TAG registration (Single)

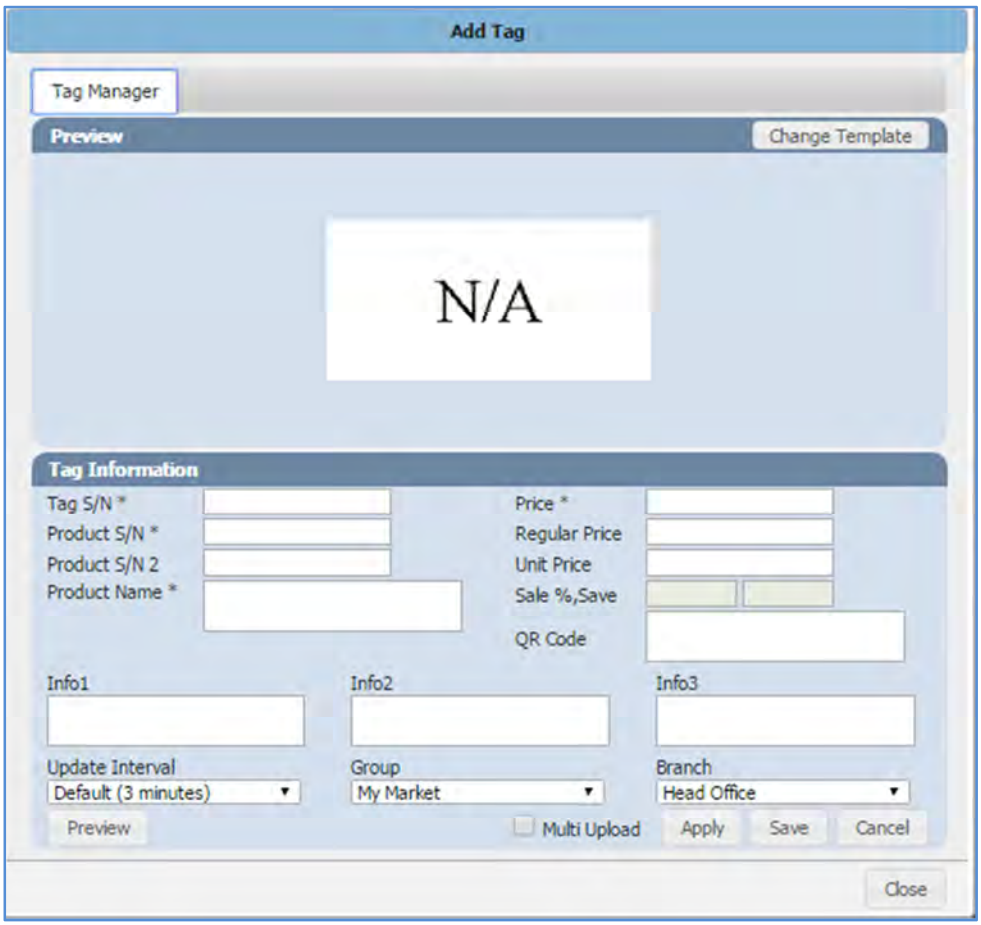
① Please log in Tag Manager to start operating a tag. Go to Tag and click the Add button at the bottom as seen below.



Category	Product Name	Product S/N	Tag S/N	Tag Type	Sale Price	Regular Price	Unit Price
My Market	1546	124B0001913739E	124B0001913739	3 inch	1254	43000444	2000
My Market	2	124B0001913AE7E	124B0001913AE7	3 inch	1000	3000	2000
My Market	3	124B000191353FE	124B000191353F	3 inch	1000	3000	2000
My Market	4	124B0001913F7DE	124B0001913F7D	3 inch	1000	3000	2000
My Market	5	124B000191409AE	124B000191409A	3 inch	1000	3000	2000
My Market	6	124B0001913CEEE	124B0001913CEE	3 inch	1000	3000	2000
My Market	7	124B0001913741E	124B0001913741	3 inch	1000	3000	2000
My Market	8	124B000191353AE	124B000191353A	3 inch	1000	3000	2000
My Market	9	124B00019132F9E	124B00019132F9	3 inch	1000	3000	2000
My Market	10	124B0001913748E	124B0001913748	3 inch	1000	3000	2000
My Market	11	124B0001913936E	124B0001913936	3 inch	1000	3000	2000
My Market	12	124B0001913971E	124B0001913971	3 inch	1000	3000	2000
My Market	13	124B0001913968E	124B0001913968	3 inch	1000	3000	2000
My Market	14	124B000191352BE	124B000191352B	3 inch	1000	3000	2000

Add Edit Delete Change Template

② **[Add Tag]** tap screen will be displayed as shown below.



Essential Requirement	Description
Tag S/N	• Enter Tag S/N(barcode) attached front of the tag • If the last digit on the barcode is C, it indicates 2" Tag If the last digit on the barcode is E, it indicates 3" Tag
Product S/N	Enter product S/N that you may want to register
Product Name	Enter product name
Price	Enter selling price (Only number , . can be entered)

* Please refer an user manual for more details.

<Tag S/N : Barcode on a Tag>

③ Enter the TAG information first and click [Change Template].

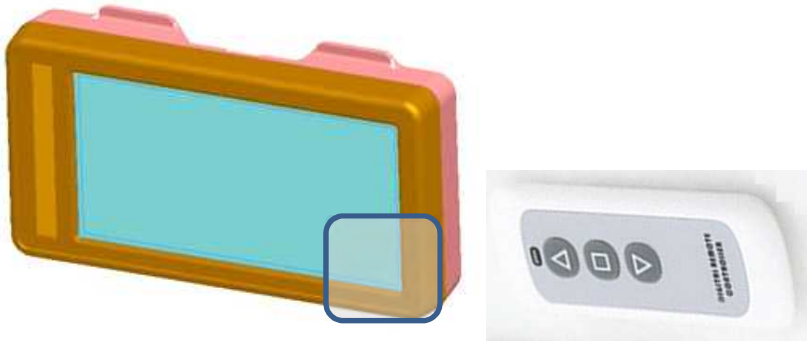
④ Select a template from the list.

⑤ Enter the Tag information and click the Save and Close button to save it.

⑥ Once the Tag registration is completed, registered tag appears on the list.

⑦ It may take a few minutes a tag to be active and display a screen as set. Please check Status to make sure the tag is in active mode.

Tag S/N	Tag Type	Sale Price	Regular Price	Unit Price	Status
124B0001913739	3 inch	1254	43000444	2000	Inactive
124B0001913AE7	3 inch	1000	3000	2000	Active
124B000191353F	3 inch	1000	3000	2000	Active
124B0001913F7D	3 inch	1000	3000	2000	Active
124B000191409A	3 inch	1000	3000	2000	Active
124B0001913CEE	3 inch	1000	3000	2000	Active

Important	**To check the registration status immediately, please use a remote Controller.** 

3.2 Tag registration (using CSV file)

- Recommended for using existing product list

① Go to [Configuration] -> [Register CSV]. Click the Price form to download product/price Tag form. Enter item and Tag information accordingly and save.

	A	B	C	D	E	F	G	H	I	J	K
1	Group	Product Name	Product S/N	Tag S/N	Price	Regular Price	Unit Price	Text1	Text2	Text3	
2											
3											
4											
5											

② Select the CSV File button at the bottom of the menu to import a saved file.

③ TAG information will be displayed on the screen.

④ After Click the Apply button, tag information has move to [Tag] menu. The default template setting is not included in the TAG information entered in the CSV file. Please select Tag in the TAG menu and click the Edit or Change Template button to set default template.

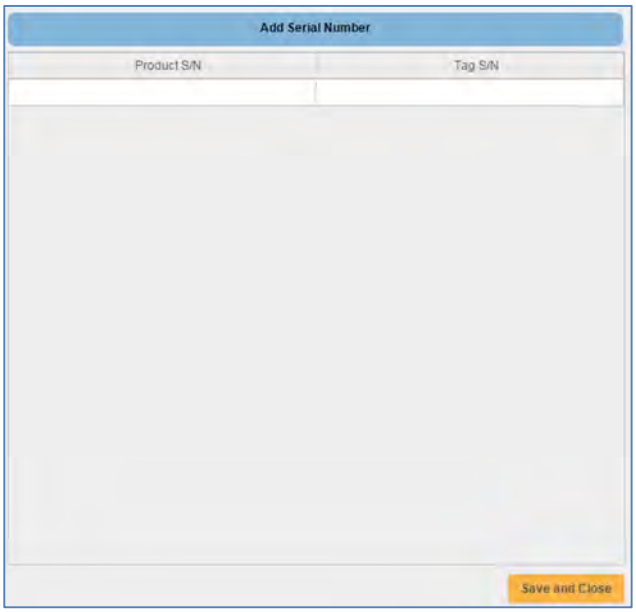
Important	✓ **Leaving the template has not been set, the tag update delay problem may occurs.**

3.3 Tag registration (using Barcode Scanner)

- Recommended for adding number of new items

① Go to [Configuration]-> [Register CSV]. Click the Add button.

② The screen pops up for TAG registration, register TAG information using Barcode Scanner and click the Save and Close button.



③ Once the tag information is entered in Register CSV screen, please click the Apply button.

④ To modify the TAG information using barcode scanner, use the Edit button at the bottom of the Tag menu.

4. Remote Controller Using

Remote controller use “tags install and manage”

[Button Command]

△ – Product display for “Sold-Out”

□ – Barcode Display

▽ – Remove Tag

LED RED – Blink : Click button

LED BLUE – Blink : Link of Tag and Remote Controller

Chapter

III

Trouble Shooting

1. Overview

Please take the following steps first when experienced problems.

- Check the Tag, AP and the status of Server. Inspection methods are described in the chapter.

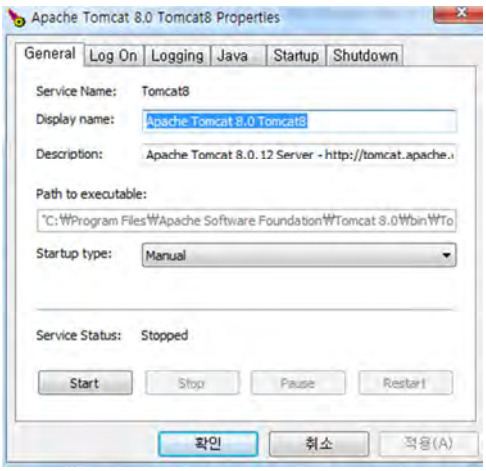
- If the software is not connected or operated properly, please follow suggestion in error message on screen first. If the problem is not solved, check Troubles Shooting in the chapter.

- Please refer to each article in this chapter. Most problems may described here, and can be solved by using the suggested solutions.

- If the problem is not solved to run in accordance with this manual, Please contact INDI Tag.

Important	**The path of each program may be different depend on the installation environment. After confirming your installed programs , please follow the troubleshooting procedures.**

2. Trouble shooting

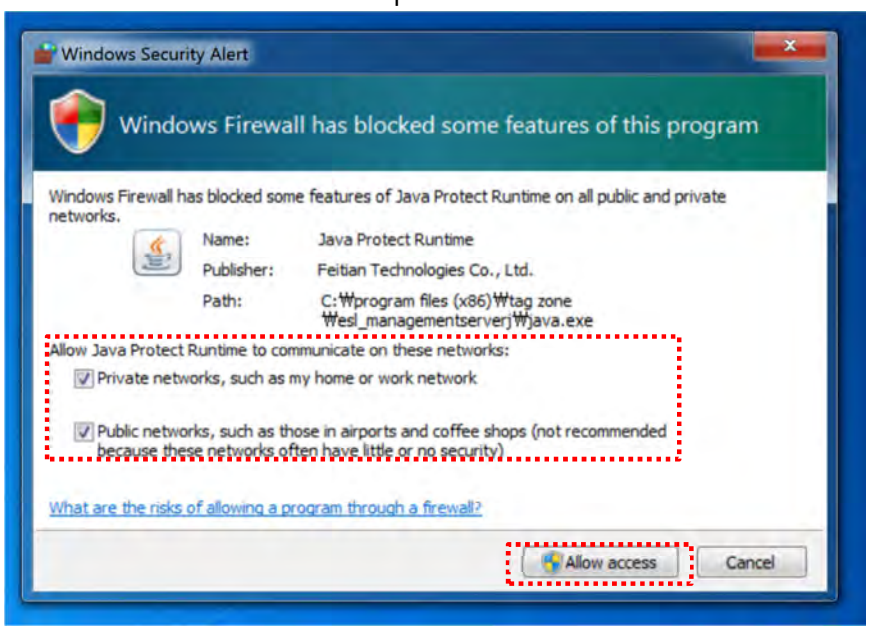
Q : Not able to access to software
A : Web server may be stopped. Please check the web server as follow : • Run C:₩Program Files (x86)₩Apache Software Foundation₩Tomcat 8.0₩bin₩Tomcat8w • If the Service Status is indicated as Stopped, please click Start to run. 

* The file path can be differentiated by the PC or Server environment.

Q : AP and the TAG is normal operation but the AP can not communicate with the tags

A : Check if the Daemon is blocked by the firewall

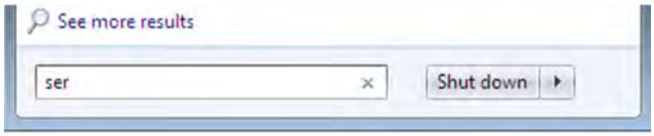
- Click Control Panel -> System Security -> Windows Firewall -> Advanced -> Inbound rules
- Please delete ESL_Daemon rules if it is shown as below
-
- Run the Daemon again and it will be displayed as below
- Click **Allow Access** and the Firewall problem will be solved



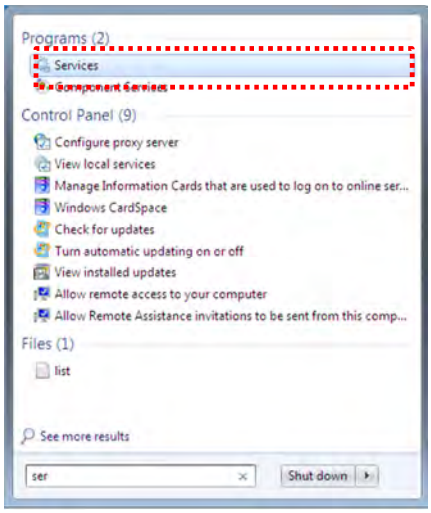
Q : Able to access webpage but not able to log in

A : Database Server is not running. Please check as follow:

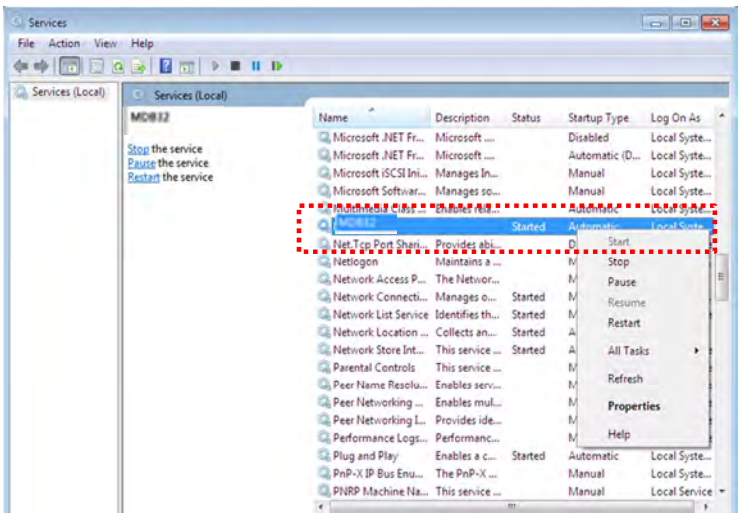
① Type in '**Services**' in Window Search



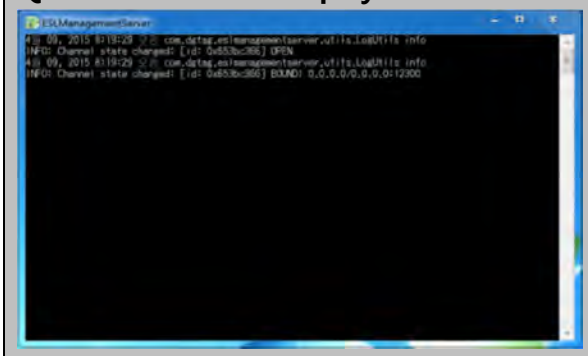
② Click '**Services**'



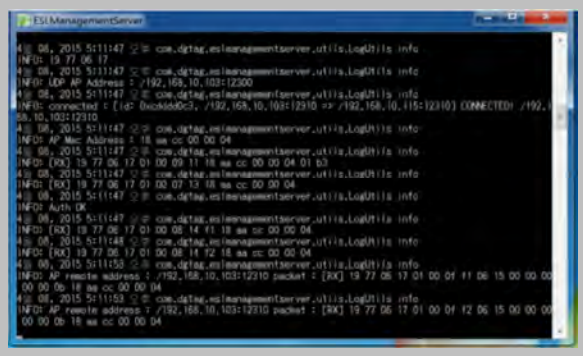
③ Find **'MDB32'** program, and click start from the menu using a right mouse button



Q : Error screen is displayed as shown below



<Abnormal Running>

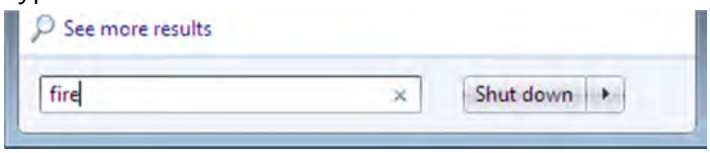


<Normal Running>

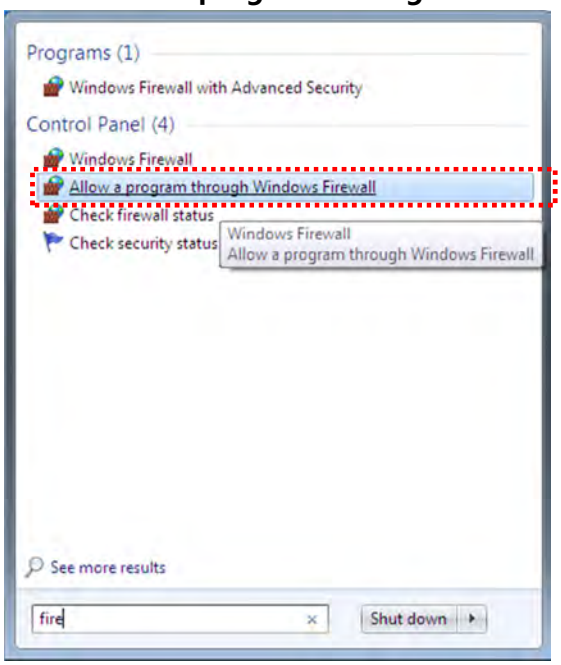
A : Not running ESLManagementServer. Restart or run allow the program in Windows Firewall

① Please disconnect and reconnect AP power and cables, and restart the system.

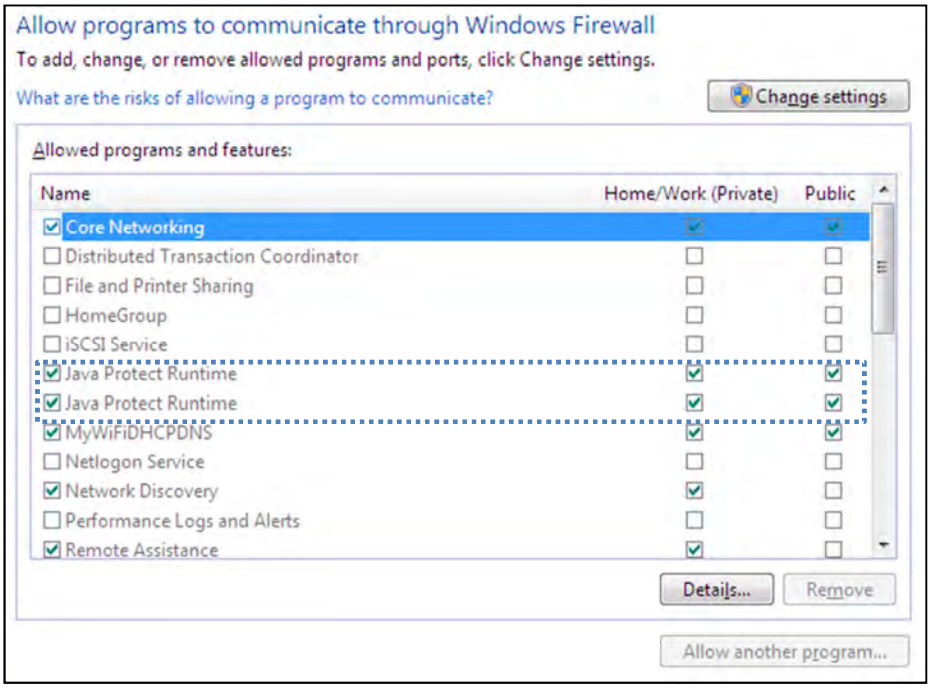
② Type in '**firewall**' in Window Search



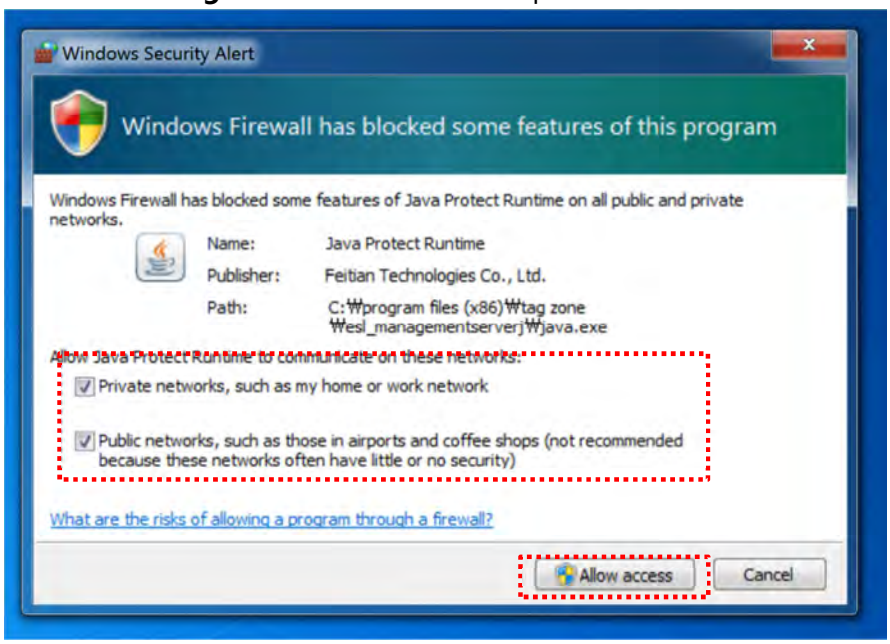
③ Click '**Allow a program through Windows Firewall**'



④ Find 'Java Protect Runtime' and click OK after check options in the box



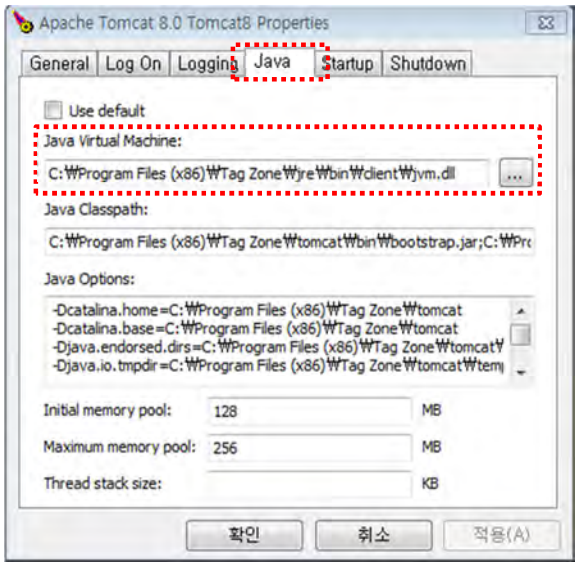
⑤ Run **ESL Management Server**. Check options and click '**Allow access'.**



Q : Not able to start 'Tomcat'. Service status remains as 'Stopped'

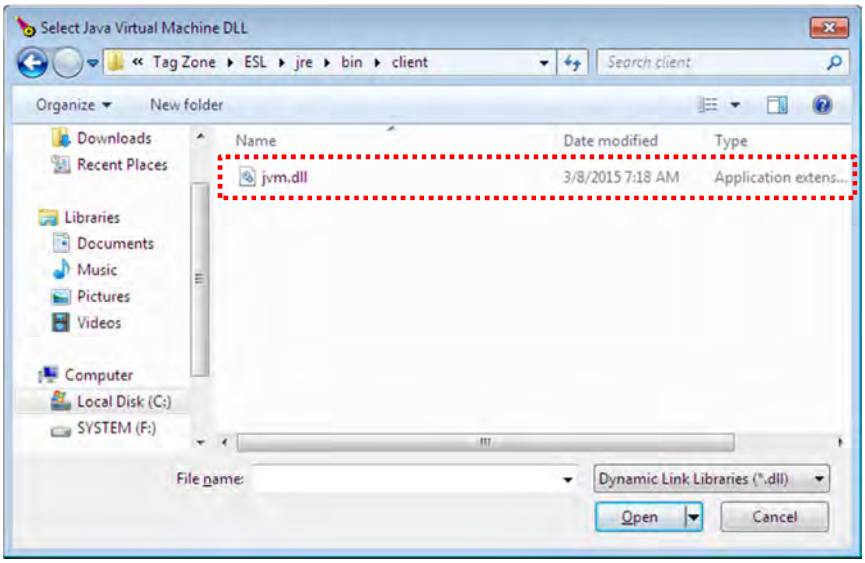
A : Please check JRE (Java Runtime Server) running on your PC.

① Select Java tab

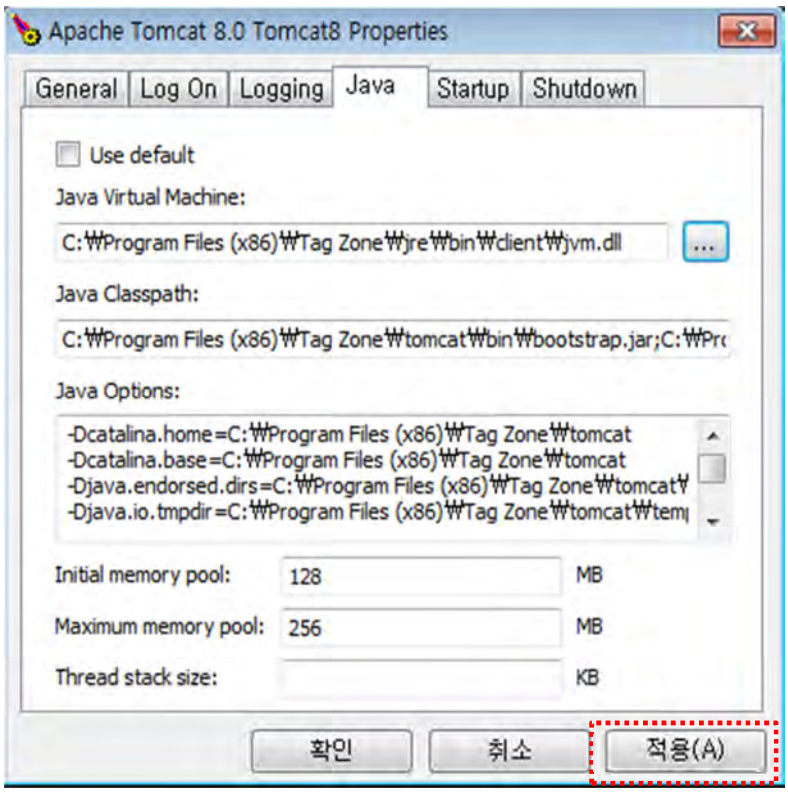


② Select under 'F Java Virtual Machine'

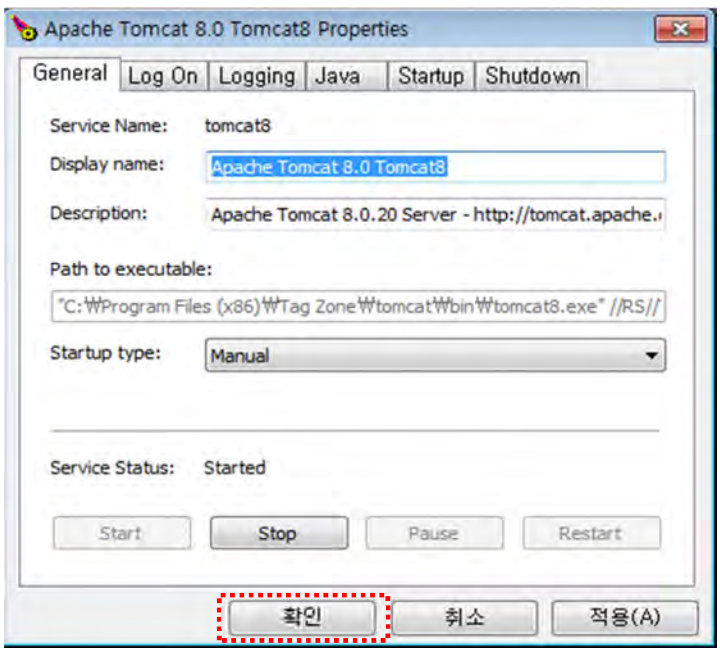
③ Select F **:₩Program Files (x86)₩Tag Zone₩jre₩bin₩client₩jvm.dll** and click open



④ Click Apply button



⑤ Go General tab and click Start button



Q : Not able to update TAG display after change TAG information

A : Please check following cases.

① TAG is located too far from AP (recommend TAG to be installed within 15m from AP). There might be an object between AP and TAG interfering the signal.

② Check TAG S/N is registered correctly

③ Reset TAG by pressing the reset button (TAG might be in sleep mode. TAG wakes up to receive updated data based on the interval schedule as set).

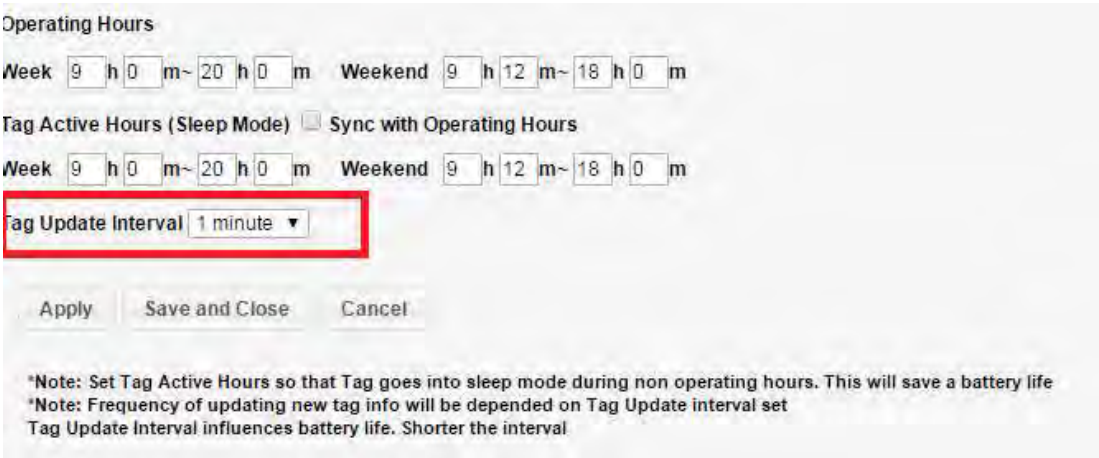
④ Please replace a battery. It can not be operated on battery discharge or failure.

⑤ Please make sure AP in On (Check Red and Green LEDs are on or flickering).

⑥ Please all the cables are connected properly.

Q : TAG update is too slow

A : Please check or change TAG interval (Log in -> System information -> Tag update interval)
(Battery life depends on TAG interval. Shorter interval will reduces the battery life.)



Q : Red LED is not on AP
A-1 : Check if an adaptor is connected properly. **A-2 : Check if any other adaptor is being used apart from the one (DC5V) provided with AP**

Q : There are lines or abnormal update on TAG
A : Display panel might have been broken. Please contact your supplier.   < Ex. Damaged display>

3. Maintenance

- Please use the AP and the tag in a dry place, avoid a place whether the temperature is too high or too low. It is recommended to use AP and Tags in a room temperature.

- Do not disassemble the deck or Tags. Disassembling will void the warranty.

- Avoid contact with water or beverages. Contact with water or beverages may result in damage that cannot be repaired.

- Be careful not to scratch the display part of a tag as a pointed object. If scratched, whole or the part of screen may not be displayed.

- If a foreign substance is stuck to the deck or tags, remove it using a soft cloth or tissue. Do not clean the liquid or sprayed detergent directly on the deck or tags. Do not use chemical agents (thinner, solvent, etc.) to remove the substance. INDI TAG warranty does not cover any damage caused.

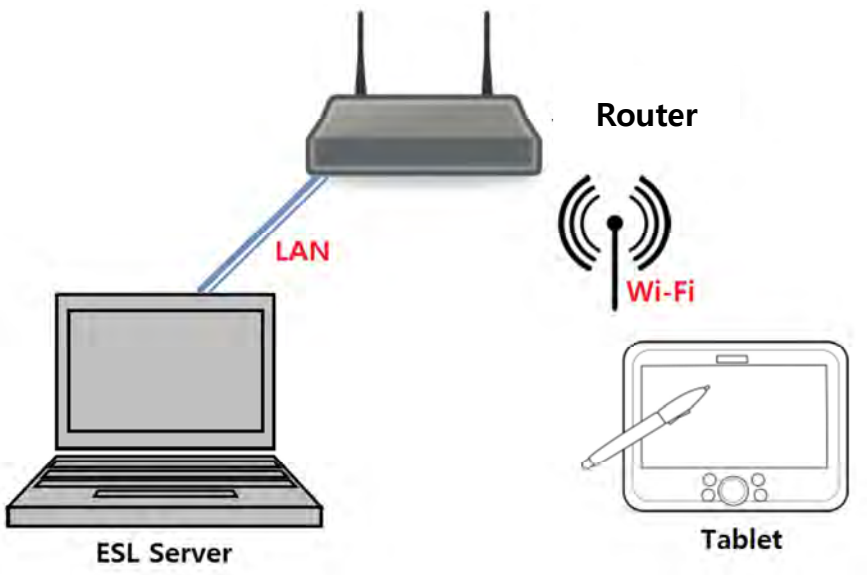
Appendix

1. Client connections

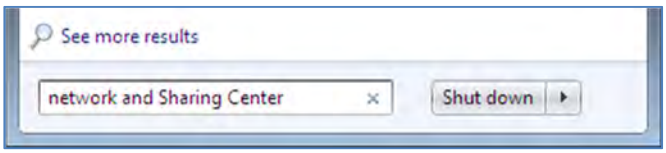
Important	✓ **To access the webpage, using a domain name is recommended to connect rather than using an IP. It is not recommended to use an IP.**

To access an IP address on TagZone/ ESL webpage using client (PC, Tablet and the devices can access browser), must need to know IP address and it can be checked as the following ways

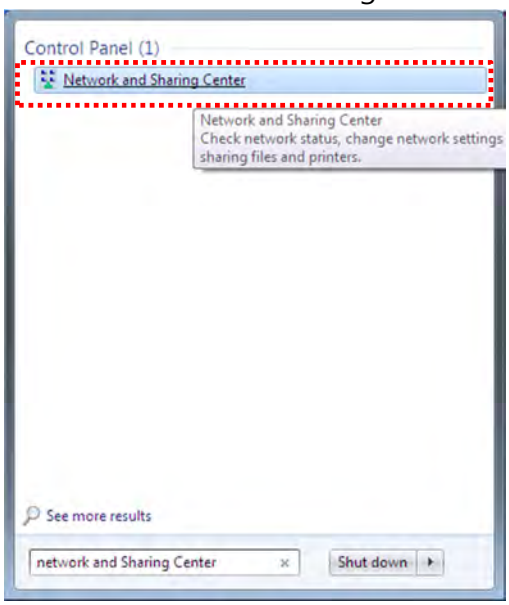
① The ESL Management Server and Tablet should be connected to the same network access.



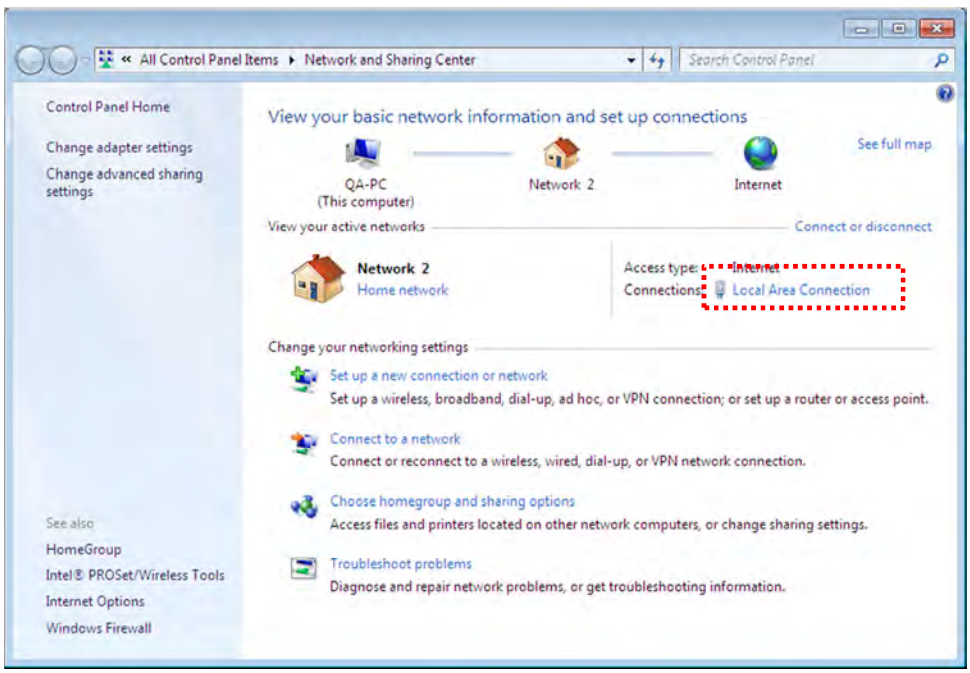
② Enter Network and Sharing center in Window Search.



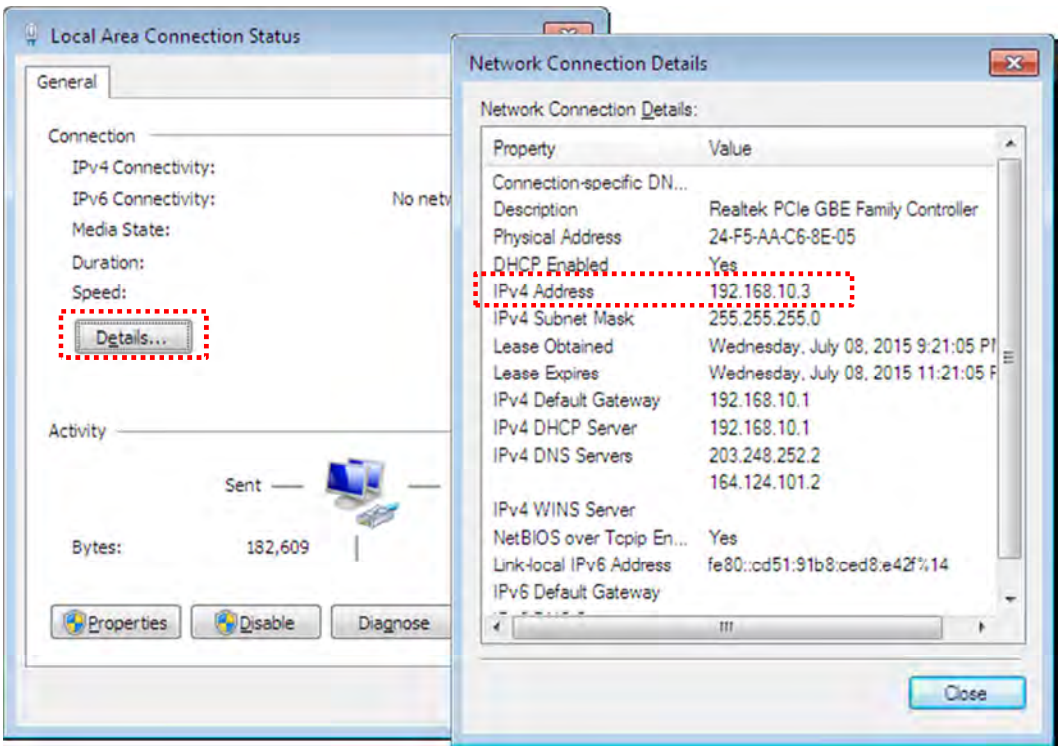
③ Select Network and Sharing Center



④ Select Local Area Connection



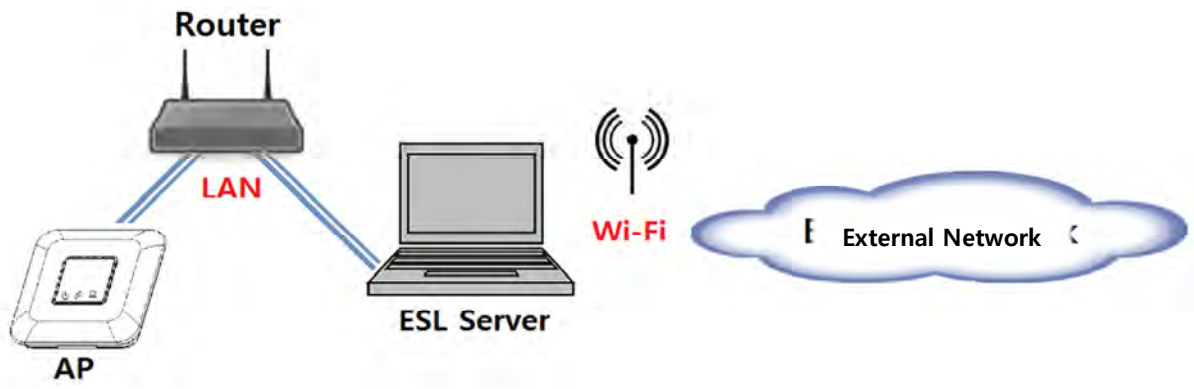
⑤ Click Details -> IPv4 Address. This is the IP address of Server webpage. Type the address specified in your browser, can access the TagZone/ ESL web page.



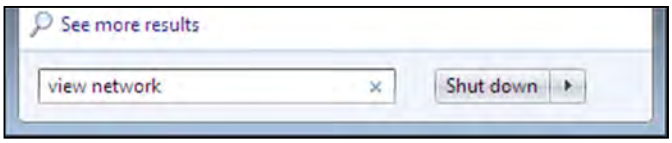
2. Setting Network adaptor priority

* If there are several network adaptors exist in the PC using ESL Server, user may not be able to access to ESL Server depending on the priority of network adaptor.

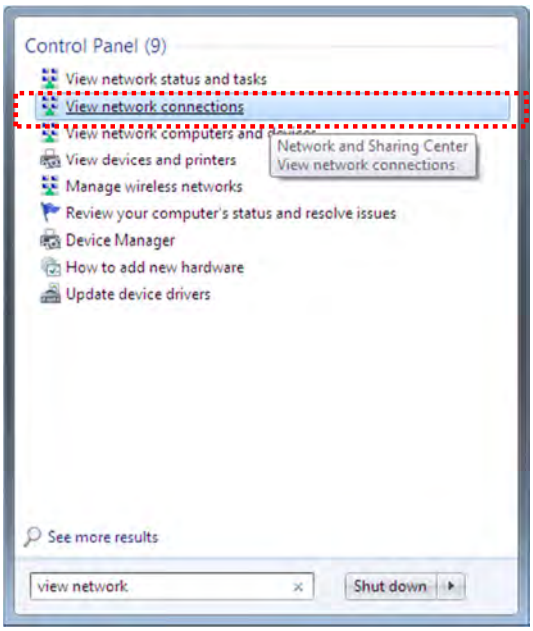
* If there are 2 kinds of LAN and Wi-Fi network adaptor exist in the ESL Server as shown in below, it need to be increased the priority of LAN network adaptor using the ESL Server.



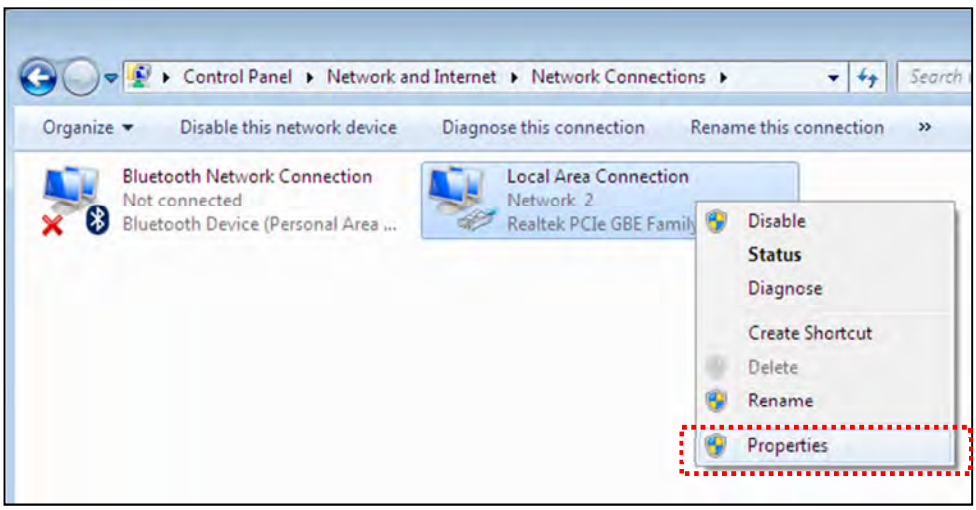
① Type **View network** in Window Search



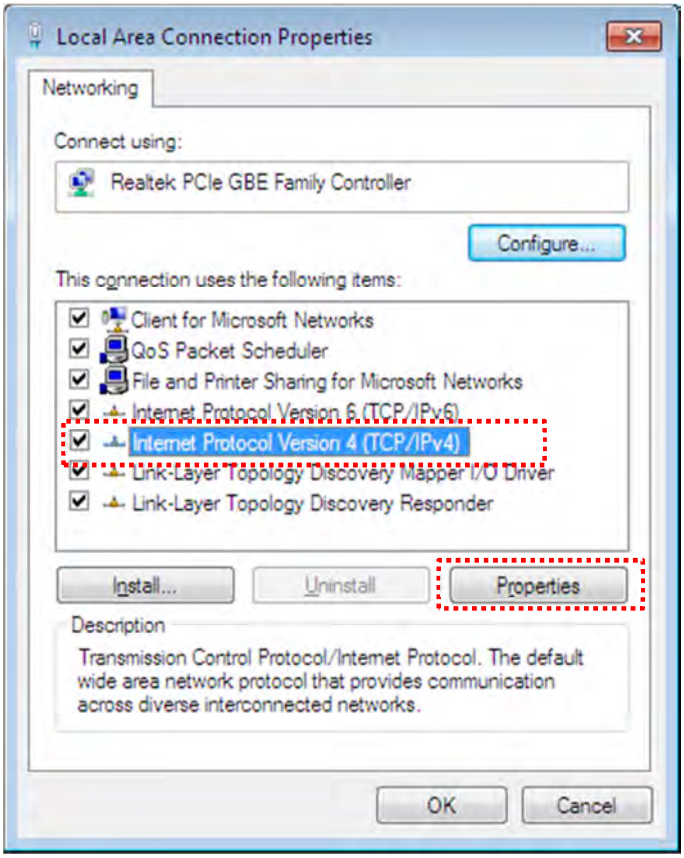
② Click the **View network connections**



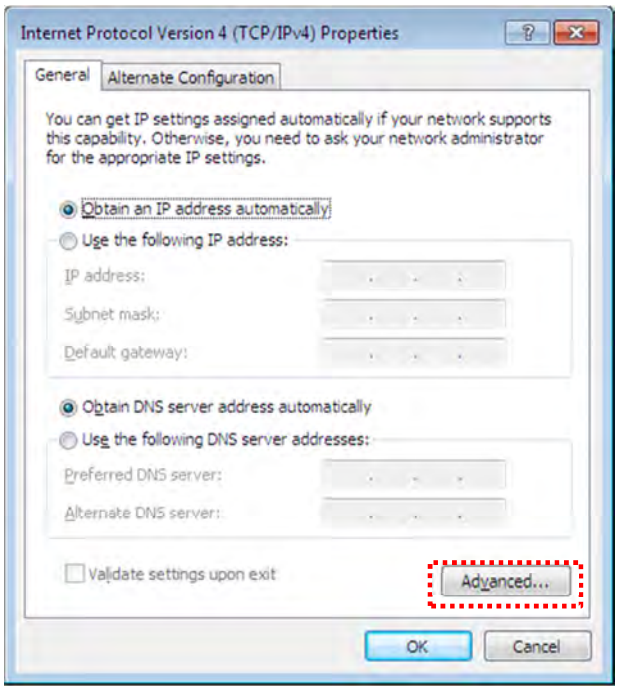
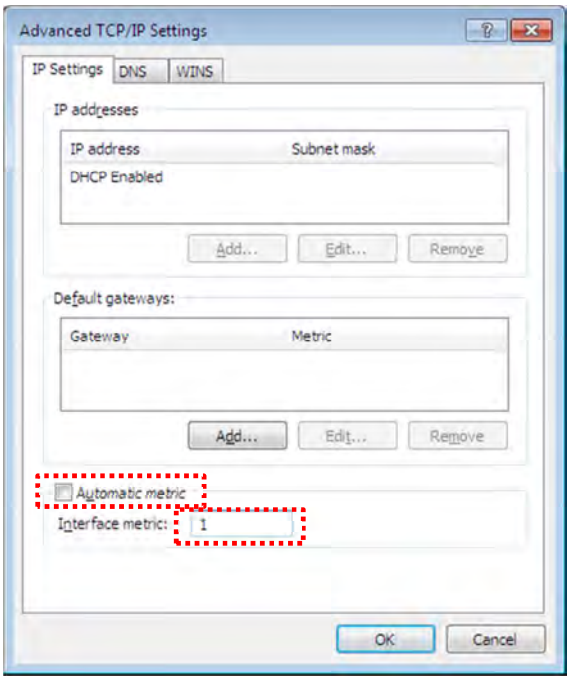
③ Right-click your network connection using ESL, and then click **Properties**.



④ Click Internet Protocol Version 4 (TCP/IPv4). After clicking it, select Properties.



⑤ Click the Advanced button



⑥ Clear the Automatic metric check box. Type 1 in Interface metric and the click the OK button.