
Hardware Recommendations, Requirements, and Installation

Recommended Business Class Workstation Configuration

- ***Computer:** Genuine Intel Motherboard
- ***Processor:** Intel Celeron or Pentium 4, 1.8 GHz or better
- ***Operating System:** Windows XP *Home or Pro Edition
- ***Hard Drive:** Western Digital 80 GB
- ***Memory Ram:** 256 MB
- ***CD-RW Drive:** Used for backup with CD-RW CD-ROMs
- ***Floppy Drive:** A: 1.44 MB (3.5")

***Innsight's Price**
\$895.00

- Battery (UPS):** 500 VA, (3 year warranty on Innsight's computer with a battery purchase)
- Monitor:** VGA Color; Dot Pitch: 28, Colors: 256, Screen Area: 800 x 600 pixels
- Printers (2):**
 1. Parallel Okidata 320 Turbo or Brother 1440 HL on LPT1 port (for reports)
 2. Parallel Okidata 320 Turbo on LPT2 port (for forms; i.e. folios, reg cards, etc.)

Printer(s)

The InnSpectre PMS requires one DOS compatible parallel printer attached to your printer port one (LPT1) on your computer with paper loaded and ready. We recommend using two printers; printer one for reports and printer two for forms (i.e.; folios, registration cards, reservation confirmations, statements, etc.).

Compatible Workstation Operating Systems

Windows XP Home or Pro, 2000, NT, 98Se, 98 (The InnSpectre will NOT run in Windows ME)

Network: File Server / Database Server Operating System:

InnSpectre PMS: Novell Netware Versions 3.2 and 4.x running IPX protocol (Do not run VLM)
New! Windows based ResStar PMS: Windows XP Pro, 2000 Pro, Server 2000 for the database server.

Workstation Network Client for Windows 98Se, 98

You must use Microsoft's Network Client: Client for Netware Networks.
Do NOT use Novell's Network Client: Novell Netware (Workstation Shell 3.X [NETX] or 4.0 and above [VLM])

Workstation Network Client for Windows XP, 2000, NT

You must use Netware's Client v4.83: Install IPX protocol, Bindery (Netware 3.x), See Netware Client Configuration
XP workstations require InnSpectre version 11.x or better.

Network Print Serving thru the File Server

Install print serving on the file server. Sharing 2 printers: printer 1 for reports and printer 2 for forms. The InnSpectre prints reports to printer port LPT1 and forms can be directed to printer port LPT1 or port LPT2.

Call Accounting Requirements

1. Must have one available serial port for communications on the computer.
2. Must have one cable connecting the telephone equipment to the computer (Supplied by telephone service co.)
3. Pinout for computer serial port DB9 Male: 2-RX, 3-TX, 5-GND most computers have a 9 pin serial port today.
Pinout for computer serial port DB25 Male: 3-RX, 2-TX, 7-GND.
4. Communication parameters: (ex. the most common are 1200, N, 8, and 1).

OEM Computers: Dell, Compaq, Gateway, HP, IBM, etc...

Most computers sold at Best Buy, Circuit City, Dell, Compaq, Gateway, HP, IBM and others are Home or Home Office computers. Home or Home Office computers are not recommended! These computers are not designed to run in a 24, 7, 365 environment and often last only 12 to 18 months. They are loaded with unproductive multimedia programs and games.

If you are interested in a OEM Computer look for this: Business Class, WorkStation, often referred to as "Bare-Bones" or "Bare-Metal", Windows XP, with only business applications such as Microsoft Office: Word and Excel. A "Business Class" computer comparable to Innsight's Genuine Intel Workstation Class computer will cost approximately \$1,100.00

Innsight sells Genuine Intel Workstation Class computers for only \$895.00. They come pre-loaded with The InnSpectre software at no additional charge. **No hassles...**, Just take it out of the box, restore your data files and you're ready to work within minutes.

If you need help?

If you need help installing your new system, call InnSight to schedule your installation during the following hours:

Monday through Thursday, 9am - 4pm CST, not including Legal Holidays. There is an extra charge for installation help outside of these hours. To help make your installation go smoothly, allow enough time and schedule an installation time with us in advance!

UPS Battery Backup:

It is essential to have every computer plugged in to and protected by an Uninterruptible Power Supply, UPS battery. Each computer should be plugged into a separate battery. Never plug printers into the same battery with a computer. Your battery should be a minimum of 500VA. The higher the VA number the longer the battery will power/run your computer when the power is off.

Drive:\Directory Assignment

The new installation setup & updates of the InnSpectre, default to the folder/directory INNSIGHT on drive C: or I:. To install in a different directory, you can type any drive:\path you want. If you use C:\INNSIGHT or I:\INNSIGHT, supporting your system will be much easier.

Installing Programs:

Insert the "Installation CD" into your CD ROM Drive. The installation menu will automatically display. If not, please execute Start.bat from the CD drive via RUN. InnSight uses the default path and folder name of C:\INNSIGHT for local and I:\INNSIGHT for network installations.

New Install of The InnSpectre:

If the InnSpectre has not been installed on your computer, use this install option. This option creates program groups and icons.

Update of The InnSpectre:

This option is used to update the program file of an existing installation.

Repair an Installation:

If you have previously installed The InnSpectre, but have lost the program group or icons, run the New Install of The InnSpectre option and choose "Repair" from the options. This will re-install the program group and icons.

Internet Update Download:

If you download the update from www.ResStar.com, you will have to [Browse] to your program drive:\folder to update your system via "My Computer".

Starting the InnSpectre PMS:

Under [Start], [Programs], [InnSpectre], choose InnSpectre PMS to start the program.

If you would like to create your own shortcut/icons for your Desktop screen, the file name to start the program is AHRLOAD.EXE.

InnSpectre with Call Accounting:

Insert the "Installation CD" into your CD ROM Drive. The installation menu will automatically display. If not, please execute Start.bat from the CD drive via RUN. InnSight uses the default path and folder name of C:\INNSIGHT for local and I:\INNSIGHT for network installations.

InnSpectre CA Input:

To install the call accounting program choose this option. You must install the call accounting program in the same program location as the InnSpectre PMS. Note: you must execute "Set Path" in the F10 Setup of the call accounting program and open the folder to the InnSpectre PMS data files before the InnSpectre PMS will process any telephone calls.

InnSpectre Backup:

InnSpectre wzBackup:

Choose this option to install the InnSpectre PMS Backup program. WzBackup must be installed in the same program location as the InnSpectre PMS. The backup program will only backup the InnSpectre data files: *.001, *.RPT, and HELP*.BAS. This backup program creates a zip file named wzBackup.zip. You can backup to any accessible drive letter. If a wzBackup.zip exists it will be overwritten.

CD ROM Backup:

You must have direct access to your CD-RW drive in order to backup directly to the CD-RW drive. In order to have direct access to your CD-RW drive you must install additional software that works with your CD-RW drive. The two most popular versions are InCd by AHEAD Software (www.nero.com) and Direct CD by Roxio Software (www.roxio.com)

Virus Protection Programs

Some virus protection programs have prohibited the Netware Servers File-sharing feature. If you're having problems with sharing files on your server, please upgrade to The InnSpectre version 11.x.

Installing the Startup Data Disk

1. Insert diskette into drive A:, go into the A: drive in My Computer
2. Double click the file "wzBackup.zip", extract the file in to the correct directory/folder, C:\INNSIGHT or I:\INNSIGHT.

Novell Network Installation Requirements

Drive:\Directory Assignment

The system can be installed in any drive:\directory. We suggest the directory name INNSIGHT. Map this directory name to drive letter I:. By using the INNSIGHT directory and the drive letter I:, we will be able to better assist you with software and file maintenance technical support questions. I:\INNSIGHT in Windows 9x will map to I:\INNSIGHT. Windows NT, 2000, and XP will map to I:\. On Netware versions 4.x and above you may have to enable Novell's semaphore locking feature.

User Name Login Script

We recommend the user name of ISC with no password. All workstations using The InnSpectre can login using the same name, ISC.

```
MAP INS S1:=SYS:\PUBLIC
MAP I:=SYS:\INNSIGHT           (The InnSpectre only)
MAP W:=SYS:\APPS              (Any other programs)
```

Workstation Network Client Setup Windows 9x:

You must use Microsoft's Network Client:
Client for Netware Networks.

Under Properties, General: Enable logon script processing must be checked.

Workstation Logon Setup Windows 9x:

Primary Network Logon: Windows Logon

Windows User Name: ISC with no password.

When the system boots up, the system will logon to the file server with no logon prompts to the user.

Install Netware Client 4.83 for WinNT, 2000, XP or Install Netware Client 3.32 for Win9x

Download Netware Client 4.83 from : www.novell.com and run SetupNW.exe on CD:\WINNT\i386\setupnw.exe

Before installing, make sure your server is up and running and your network cable is plugged into the network switch/hub.

Setup options:

Select Custom Installation, [Next]
Check only Novell Client for Windows
(Required), [Next]
Select IPX, [Next]
Select Bindery (NetWare 3.x), [Next]
[Finish]
Installation Complete..., [Reboot]

When Login Screen prompts:

Type ISC for Username
There is no password, leave the password it
blank.
Select [Advanced >>]
Bindery tab:
Server: SERVER
Select [Advanced <<]
Select [OK] to login

Right Click N icon in icon tray, click Novell Client Properties...

Client tab:
Preferred server: SERVER
Advanced Login tab:
Show on login frame:
Check Workstation only
Uncheck all other options
Click [Ok]

Prompts to Reboot, [Ok] to reboot.

Startup or Login Username and Password

Novell Login:
Username: ISC
Password: (no password)
Uncheck Workstation only
Select [OK]

Once everything is working, Boot up and Login

Remove N icon from System icon Tray
Right Click N icon in icon tray, click
Configure System Tray icon...
Check, Remove N icon from System
Tray
Select, [OK]

To change Novell Client Properties...

Start, Settings, Control Panel, Netware and
Internet Connections, Network Connections
Right click, Local Area Connection, click
Properties
Select Novell Client for Windows, click
[Properties]

Installing the Program on the Server:

Attach and logon to the server. Install under drive I:\INNSIGHT. Follow the Installation Instructions.

Flagging the program files sharable, read, and write.

All The InnSpectre PMS program files, prior to version 11.0, must be flagged sharable, read, and write. InnSpectre PMS versions 11.0 and better do not require any files to be flagged.

Netware Version: 3.2: FLAG *.* SRW

Netware Version: 4.x: FLAG *.* ShRW

Rights: The ISC user name must have all rights to the INNSIGHT directory except Supervisory and Access Control.

Network Cabling Guidelines

The network cable installation is one of the most important factors in network performance.

Use the following as a guideline when installing your cable:

Maximum cable length for CAT5 is 328 feet, 100 meters

Do not crimp, cut, tear, nail, screw, staple through or stretch cable insulation

If you are pulling the cable through conduit, the cable should pull easily. If it does not pull easily, do not force it. You could damage the insulation or break wires. Reroute your cable.

Do not pull cable through conduit containing electrical service or run within 2 feet of Electrical Sources:

Electrical sources which produce magnetic fields. Low voltage electrical signals passing through network cables encountering these magnetic fields become scrambled. Scrambled signals corrupt data files and adversely affect network performance.

Fluorescent lighting

Transformers of any size

Power strips or outlets

Do not run cable in heavy traffic areas or under carpet

Cables in high traffic areas may become damaged. If you must cable through high traffic areas, protect the cable with conduit or a similar means.

Do not leave cable runs lying on top of drop ceilings.

Cable runs above drop ceilings, should not be left lying on the ceiling tiles. These should be tied up off of the tiles.

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