

Wickets Administrator

Software For Managing Stored Value Wickets

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Product Summary And Download Instructions



Feature Summary

Wickets Administrator is PC based software for managing your Stored Value Wickets operation.

- » Revalue / Initialize Account Values On Wickets
- » Execute Wicket Refunds & Redemptions
- » Create Equipment Service Wickets
- » Create Reader Programming Wickets
- » Read System Report Wickets - View Reports
- » Online Software Update For Program & Readers
- » Data Backup & Restore For All Transaction Records

The composite picture below provides an idea for the breadth and depth of management and control features provided. Further detailed operational information can be found in a companion "Wickets Administrator - Product Details" brochure or on the Web. There is an evaluation demo mode that allows you to try it out prior to committing to a purchase of any equipment or site licenses. Once you are convinced that Stored Value Wickets are what you need, IDX sales will help you easily convert your installed software into a fully functional installation.



Station Hardware

The Wickets Administrator Station hardware consists of two main components: 1.) the Wickets Administrator Computer that runs the software (below left), and 2.) the Wicket Reader Programming Module that connect via USB / serial port and is used to read/write data to the Wickets (below right).



Wickets Administrator Computer



Wicket Reader Programming Module

Wickets Administrator Computer

Wickets Administrator runs on pretty much any reasonably modern PC running one of the Windows operating systems. **IDX does not market, sell, or repair PCs**, we only provide this application software to run on a PC that you acquire and maintain. IDX recommends the following minimum specifications for your computer to achieve reasonable performance of the software.

Recommended / Minimum PC Specifications	
Operating System	Windows 2000, Windows XP, Windows Vista, etc. See Vista note below.
Screen Resolution	800 x 600 minimum - results in full screen application window sizes.
Processor Speed	800MHz minimum recommended. Faster is fine, but it will not make it better.
RAM Memory	Only the usual: 512MB min for Win2K and WinXP, and 1GB min for WinVista.
Hard Drive	This application takes very little space. If you PC runs well, it has enough already.
Serial / USB Ports	One Serial Port (COM Port) or a USB Port with an adapter is required.
Internet Connection	Required for online software download and for the online update feature.

Wicket Reader Programming Module

The Wicket Reader Programming Module is for desktop use by a customer to program Configuration Wickets, Customer Wickets, Service Attendant Wickets, and read data from Report Card Wickets. It includes the component parts listed in the table below.

Wicket Reader Programming Module Components	
Programming Module	WR88 Wicket Reader packaged in a 4.75"L x 4.75"W x 3.75"H enclosure. It has a DB-9F serial port connector and a +5VDC 5mm circular power connector.
USB Adapter	USB to Serial Port Adapter for computers without RS232 Ports. See USB note below.
Serial Port Cable	6' long serial port cable with DB-9 male/female connectors
Power Adapter	+5VDC @1.2A Power Adapter for 90-264VAC. Has international plug adapters.

Download & Install Wickets Administrator

Try Demo Mode - No Commitment - Go Kick The Tires

Normally, in order to run Wickets Administrator you must get AppID, SiteID, and Site License Codes assigned from the factory. They are required to preserve the system security for all operating customers. However, Wickets Administrator has a "Demo Mode" that allows you to try it out to see what facilities it provides prior to committing to a purchase of any equipment or site licenses. Once you are convinced that Stored Value Wickets are what you need, IDX sales will help you easily convert your installed software into a fully functional installation.

To run in Demo Mode, after you have installed Wickets Administrator as instructed below and have started it up, the first screen will be like the screen shot about a dozen lines below. You will note that in the bottom left corner there is an orange button named **Demo Only**. By clicking this button, you will automatically be assigned AppID Code 41 (carwash market) and SiteID Code 777 (reserved for Demo Mode) and you will be off and running.

Full Installation Instructions

Use these steps to download and install Wickets Administrator:

- 1.) Go to the Web page at http://www.idxinc.com/laundry/wickets_admin_summary.htm and click the Download button. The download file **WAdminInstall.zip** contains all of the installation files. Save it to your Desktop.
- 2.) Open the zip file by double-clicking it to view its contents. Find and double-click file **setup.exe** to install Wickets Administrator on your computer. Note: To perform this step, the account of the person currently logged on to your computer will likely have to be setup with "**computer administrator**" rights.
- 3.) Once you have installed the software, start the application by clicking **Start - All Programs - Wickets Administrator**.
- 4.) You may left-click the icon to start the program, or you may create a **shortcut icon on your desktop** by right clicking the icon, selecting "**Send To**" and then selecting "**Desktop (create shortcut)**".
- 5.) When you first start the program, the screen pictured to your right will open and offer you an Installation ID number and request that you contact the IDX factory at **1-800-643-1109** to obtain your AppID Code (specifies your market), your unique SiteID Code (to ensure only your Wickets are used at your location) and a Site License Code which will allow the program to operate on your computer.
- 6.) Before continuing, see the special note about Windows Vista below. Then once these codes have been properly entered, click the O.K. button and Wickets Administrator will startup and run for you.
- 7.) IDX strongly recommends that the first thing you do is to click the **Setup** button on the main screen of Wickets Administrator and enter your company information, select the Com Port to be used with your Wicket Reader Programming Module and set the Site Division for this location. Note that you can use the **?** buttons found on the screen to get a detailed description of what that item is about.



Window Vista Special Note: About Pesky Run-Time Error #75

Windows Vista has imposed new access control restrictions with its **User Account Control (UAC)** utility in order to protect your computer from application software that may want to surreptitiously alter files on your computer. Wickets Administrator needs to save and update files during its use, and thus must be given special permission to do so or you will surely encounter **Run-Time Error #75**, after which Wickets Administrator will terminate.

Full details on preventing this problem are posted at http://www.idxinc.com/carwash/vista_uac.htm. Neither Windows XP and Windows 2000 have the problematic UAC. In short, to install the program on your computer you will need to be logged in as an administrator. Then, to prevent the UAC from causing problems you will need to either disable it in **Control Panel – User Accounts** or specifically change the properties of the program file **C:\Program Files\Idx\WAdmin\Wadmin.exe** to have administrator privileges.

USB to Serial Port Adapter Warning Note

If you are considering using your own USB to Serial Port Adapter, please beware that some don't function as well might be expected. Some just do not transfer data in a sufficiently timely manner for IDX real-time software applications, and some of them will not re-initialize themselves after the computer has gone through a Standby or Hibernate cycle. When the adapter does not get re-initialized after Standby or Hibernate modes then Windows will report to our software that the selected serial port is not valid. You have three solutions: **1.)** if you have an adapter that malfunctions as described you can unplug and plug it back in to re-initialize it... that may eventually get tiresome, or **2.)** you can choose to always use a full shutdown and restart sequence by disabling Standby and Hibernate in **Control Panel – Appearance / Themes – Display - Screen Saver - Power** screen, or better yet **3.)** make sure you get a Serial Port Adapter that functions well to begin with... such as the ones sold by IDX. The tables below list our experience with a variety of units... so, buyer beware!

USB to Serial Port Adapters That Work

Manufacturer	Model	Comments
Byte Runner	PL-4COM	Single USB port converts to 4 serial ports.
Cables Unlimited	USB-2920	Single USB port to single serial port

USB to Serial Port Adapters That DON'T Work

Manufacturer	Model	Comments
Belkin	F5U109 / N10117	Port is invalid (does not re-initialize itself) after Standby or Hibernate.
Micro Innovations	USB610A	No LEDs - Some blue screen of death in XP - no Vista support.
Keyspan	USA-19HS	Some blue screens of death in Win2K and freezes in WinXP