

# 1. HANDBOOK



## Installation Guide PC-Software Version 3.6.1

floor protector®

Safe from the Ground up.



## Installation fidbox PC-Software

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Upon request or when buying a handheld or the USB Stick Reader you will receive the **fidbox** - PC software for installation on your workstation as a download.

Different operating systems may require a different installation procedure. Please contact your system administrator for the correct procedure and perform a complete data backup before you install a new **fidbox** computer software on your system.



You will need the user-rights of the system administrator to install software on the computer, as it automatically creates a new directory folder in the background.



## Computer software

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The **fidbox** computer software is suitable for different operating systems. By Windows XP and Windows Vista, you may need to load further free drivers which are available on the Windows online portal.

For the operating system on Apple computers, the installation of **fidbox** computer software must be performed in a so-called Windows-Box.

Under normal circumstances **Windows 7** will automatically install all required drivers.



Continuation on the next page ...



## Before starting the software installation:

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You may need to temporarily **disable any anti-virus software** that you may have installed on your personal computer. Check with your system administrator.

Do not forget to re-start the anti-virus software after successful installation.

### **Note:**

Please consider reviewing these pages before you start the installation. It is possible that messages may appear on your screen that are covered in this installation guide but come later in the handbook for some reason.

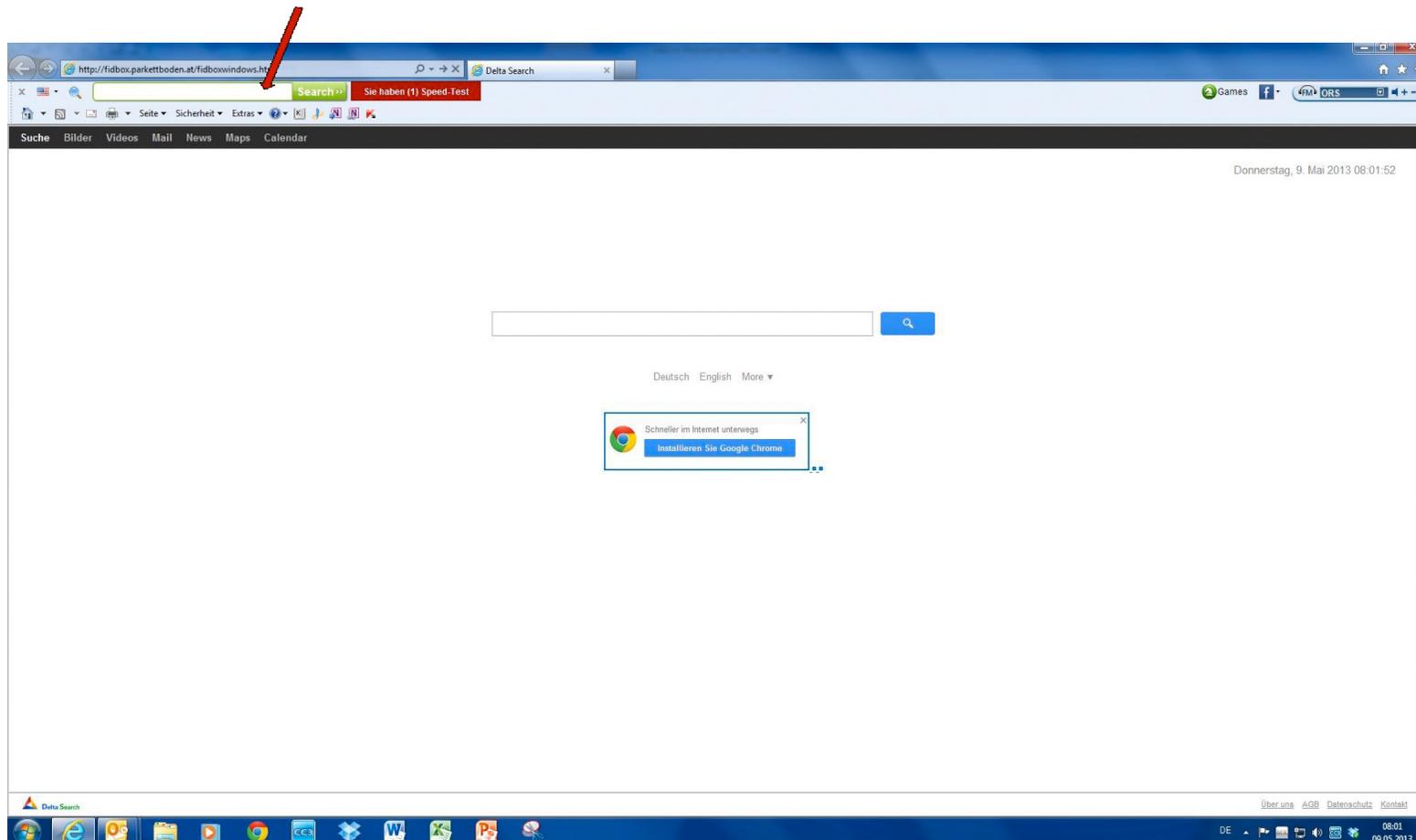
An example would be the message: „Failed to load FTD2XX.DLL, Are the FTDI drivers installed?“  
This subject is covered on page 16 “Trouble shooting”.



## Step 1:

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Start your Internet Browser. Copy the installation program <http://fidbox.parkettboden.at/fidboxwindows.htm> to the address bar (omnibox) on your internet browser and press enter.

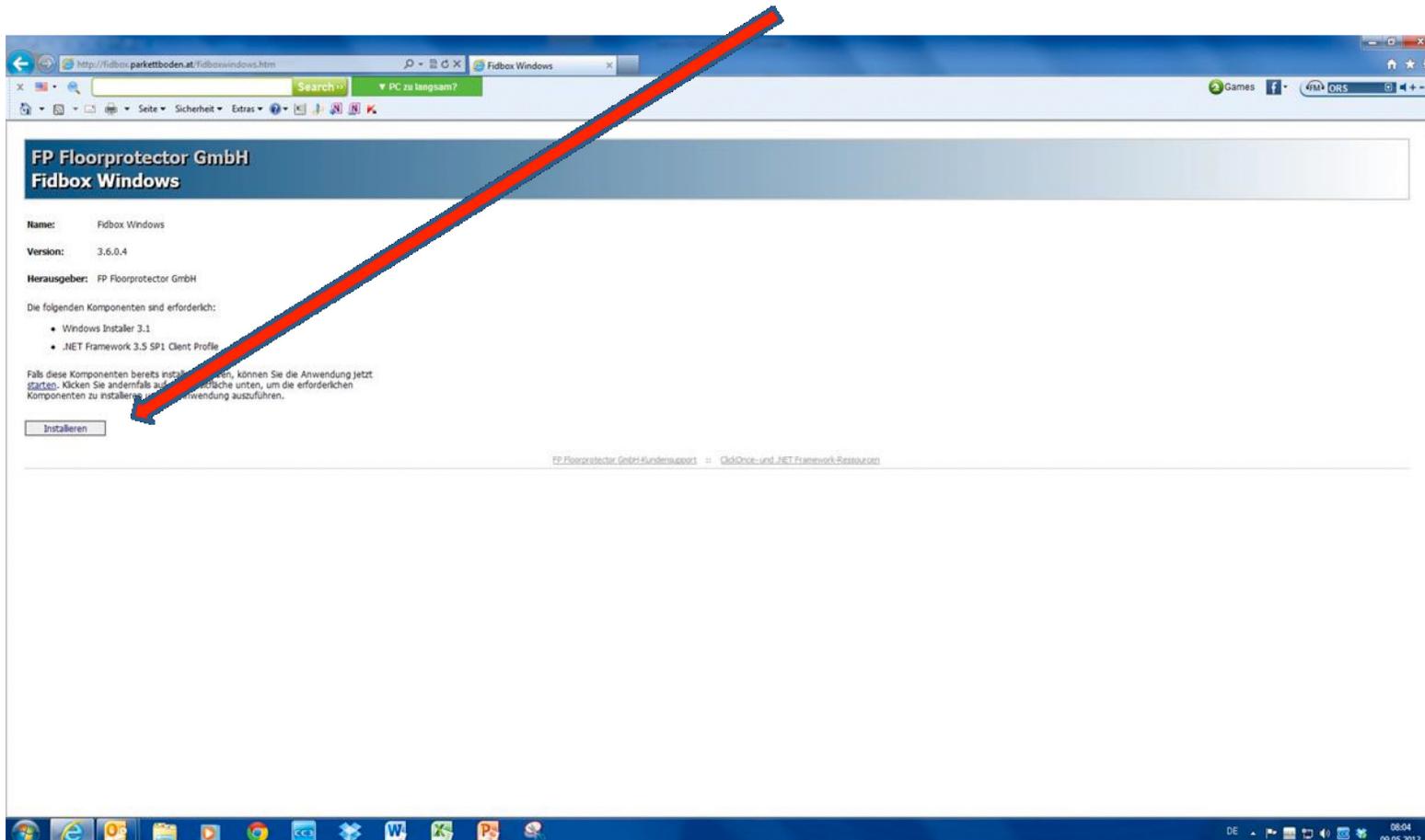




## Step 2:

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The following display will appear on your screen. Click on the “Install” button.

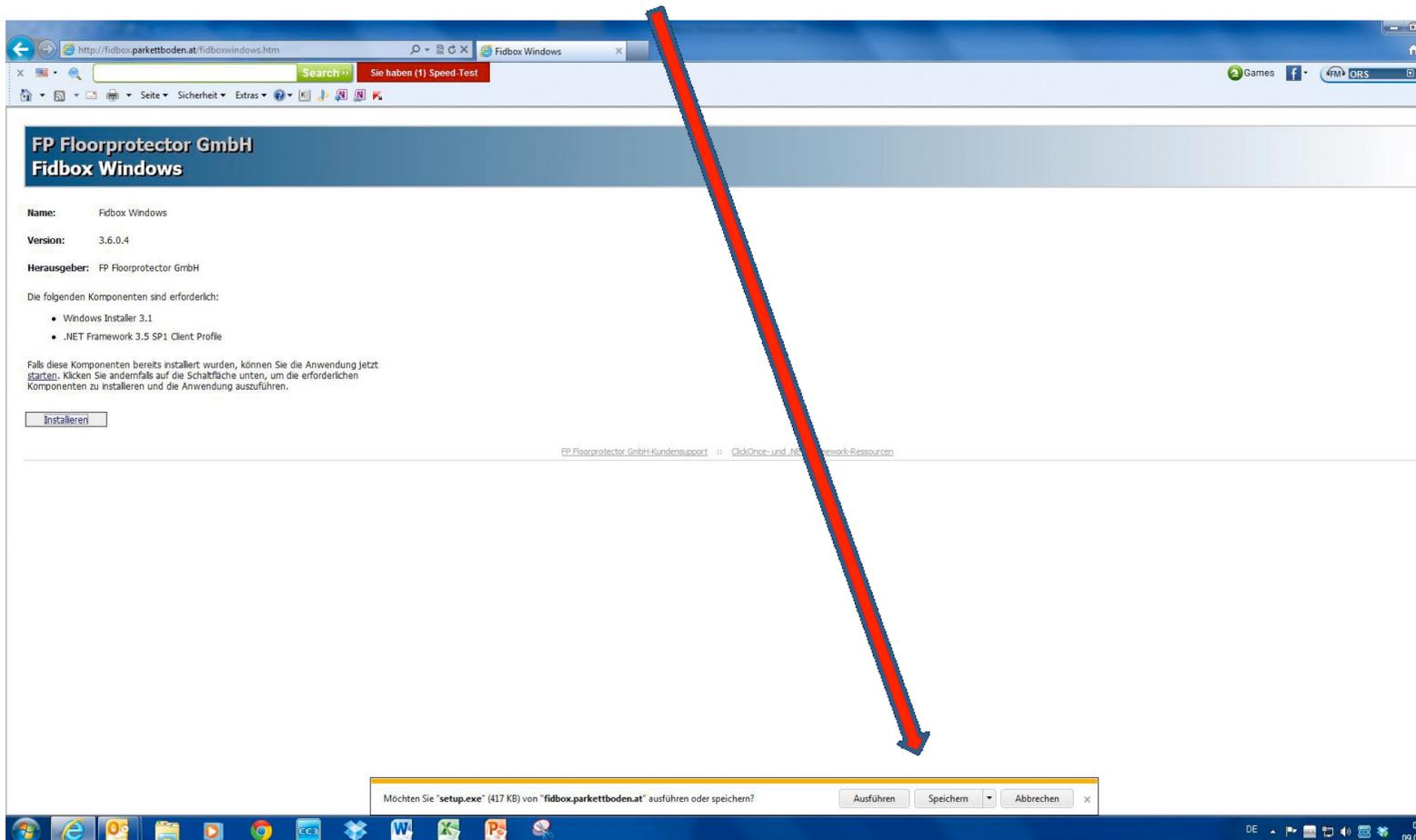




### Step 3:

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To install the **fidbox** software to your desktop, just click on the "Save" button! Immediately after clicking a software security will start.

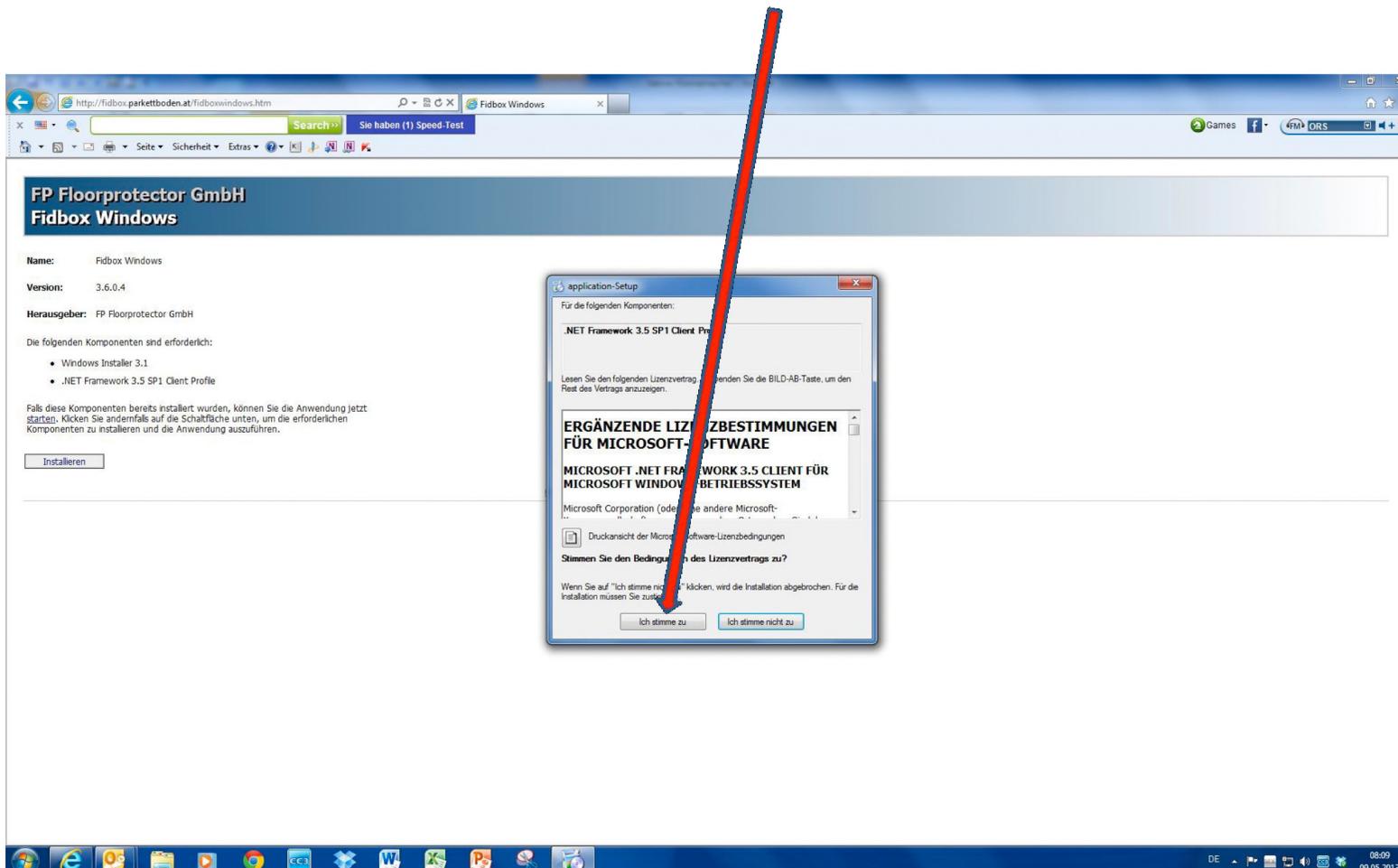




## Step 4:

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Read the license requirements from Microsoft and click on “I agree” to start the download.

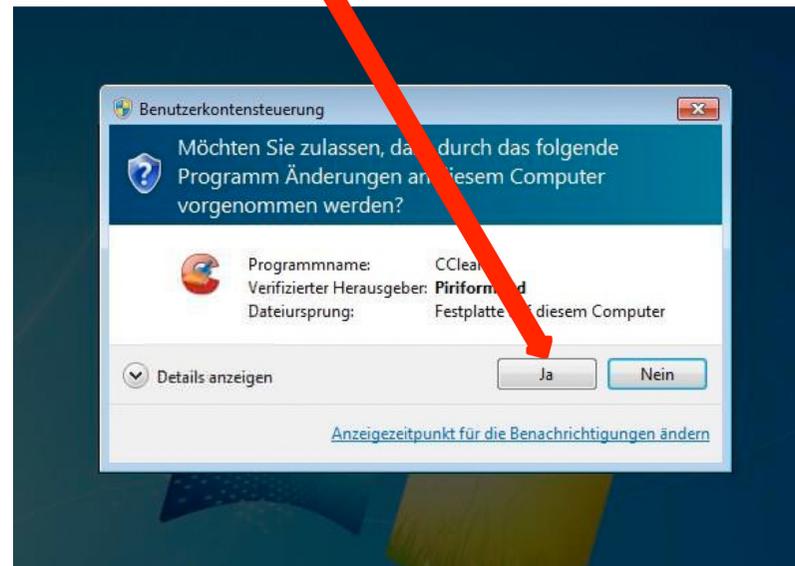




## Step 5:

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Before installation begins Windows will ask if you are sure that you want the **fidbox** Software to make changes on your computer. You must respond with a “Yes” to start the installation!

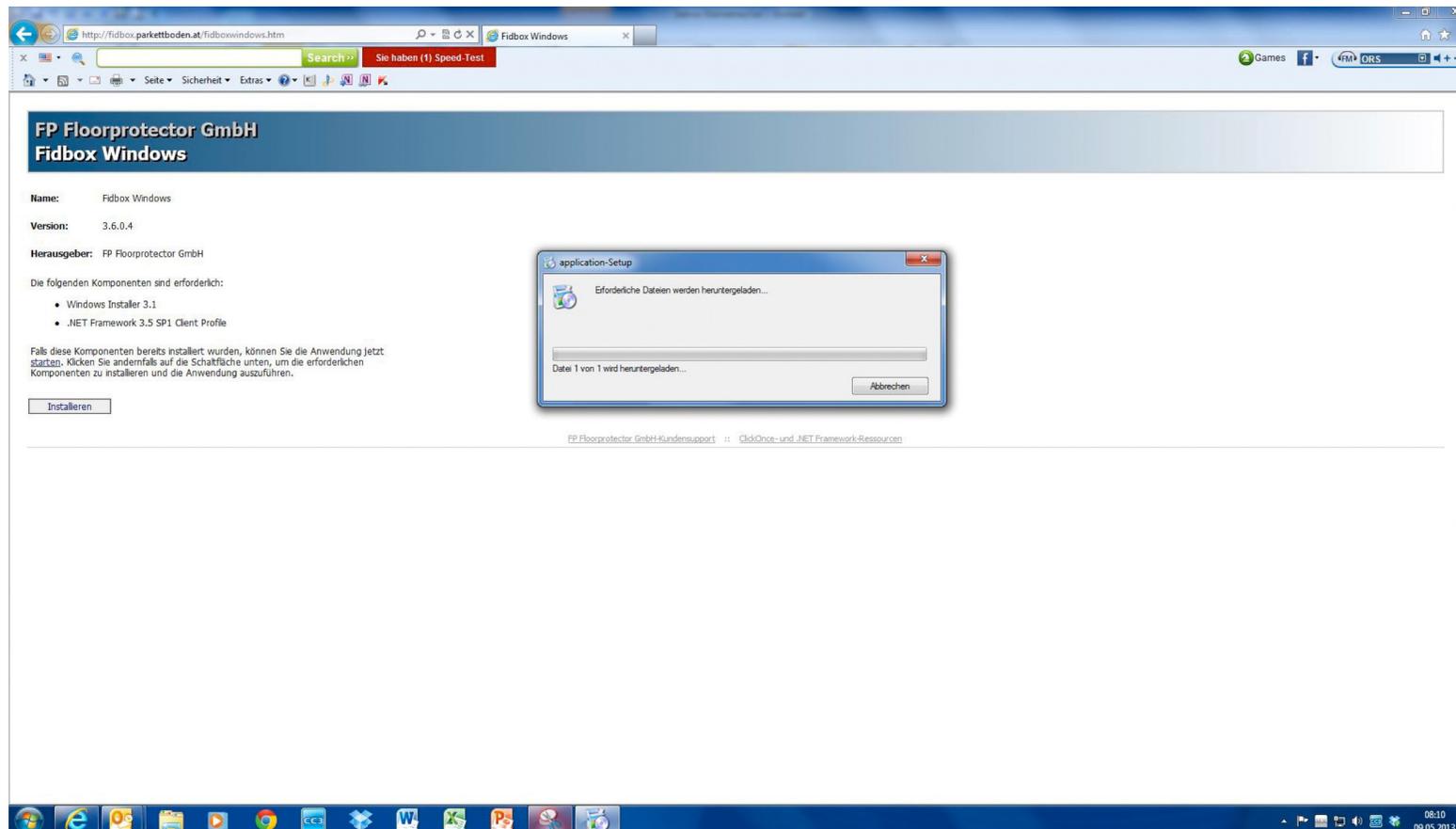




## Step 6:

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The **fidbox** software will determine which support files are required. Just be patient ...

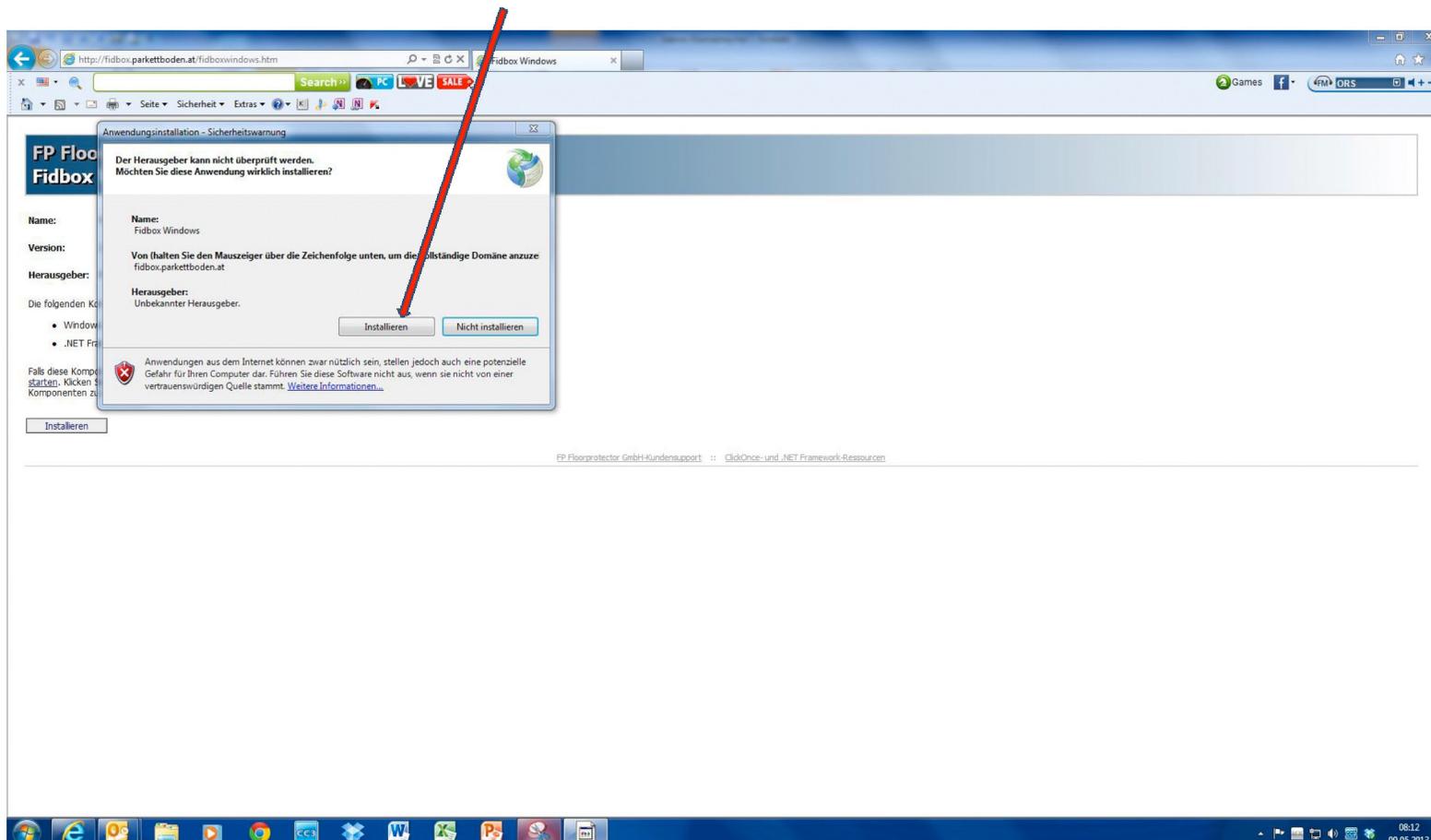




## Step 7:

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The **fidbox** software is not a program that is sold in mass and therefore is not a known product. To install the **fidbox** software to your desktop you must select “Install”.

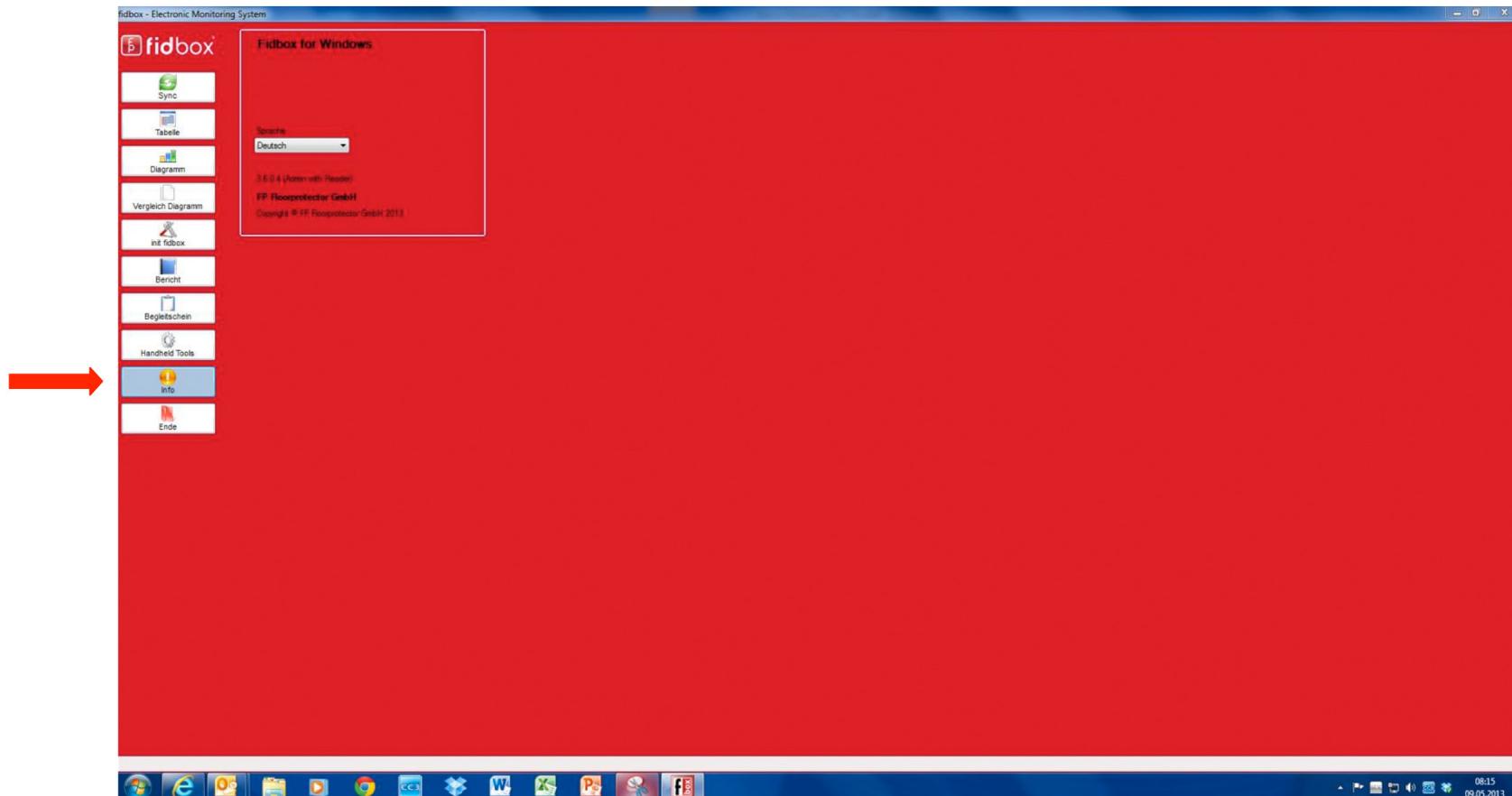




## Step 8:

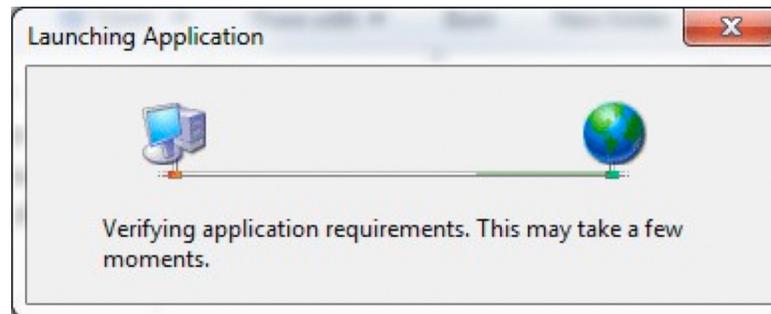
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The **fidbox** software is now correctly installed on your workstation. Now click on the “Info” button. A new mask will appear with the title “**fidbox** for Windows”. You can select between the German and English language in this mask. You will also see the actual software version.





As new software updates are made available, your program will be automatically updated, by each new program start. As you start the **fidbox** software you will see the “Launching Application” appear on your screen as it searches for available updates. This is completed in a very short time.





The “**fidbox Windows**” desktop icon, will not be automatically created. You will find it under “**Start**”. Just place the cursor on the icon in the start menu and click with the left mouse button and while continuously holding the button down and you can move a copy of the icon to the desired position on your desktop by “**drag & drop**”. Once the icon is in place, move the cursor on top of the desktop icon, click with the right mouse button. Select “change name” from the drop-down menu and you can change or add whatever information that might be important for you.





The use of **fidbox** software and handheld readout devices makes it necessary, depending on your operating system, to install additional programs from Microsoft® suitable for the particular operating system. If you are unsure as to which Microsoft® operating system version you are using, it is imperative that you ask responsible system administrator.

### 1. ActiveSync® from Microsoft®

You need this program to produce a fault-free and automatic communication between the "Handheld PDA" and your computer. The „ActiveSync“ installation file is available free on the Internet portal of Microsoft®. Use the link below and follow the instructions.

<http://www.microsoft.com/downloads/details.aspx?FamilyID=9e641c34-6f7f-404d-a04b-dc09f8141141&displaylang=eng>



### 2. NetFramework 2.0® from Microsoft®

This software driver must be present on your computer system. The required version may differ depending on the operating system being used. The "Net Framework 2.0®" installation file is available free on the Internet portal of Microsoft®. Use the link below and follow the instructions.

<http://www.microsoft.com/downloads/details.aspx?displaylang=de&FamilyID=0856eacb-4362-4b0d-8edd-aab15c5e04f5>  
(should already be installed by applications from XP / VISTA and Windows 7)





## Trouble Shooting

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### File "Report.xml" could not be found

- Error: The file `c:\Program Files\fidbox Tool\Report.xml` could not be found.
- Reason: If a new installation of the **fidbox** Software is performed i.e. using Windows 7, then it is necessary in this newly installed program folder to accordingly release the access rights. Full access rights must be granted, as the report generation creates a report file.
- Solution: Click the File Manager folder `c: \ Program Files \ fidbox Tool \` with the right mouse button and release it. Now you can enter the full access rights in the security tab to all relevant users.

### The Program "ActiveSync" will not run under Windows 7

- Error: If a new installation of the fidbox Software is performed i.e. using Windows 7 and then a PDA is connected via the USB cable, a device manager will be automatically started to communicate with this same set PDA. Should this not work, the cause will be a missing device driver "rapi.dll" from Windows 7 which was not installed.
- Solution: A new installation procedure with Windows 7 resp. the device manager ActiveSync from Windows.  
**Ask you System Administrator.**

### The file "FT2XX.DLL" could not be found

- Error: This is appears by clicking on the "INFO" button after the new installation of the software.
- Solution: This error message appears solely for the reason that a **fidbox** Reader which is used only by the **fidbox** team, is not connected. Procedure - simply close the error message. It has otherwise no effect.





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### Display "Table" could be correctly displayed

- Error:** The dubbed measurement data from the PDA are not shown correctly in the table view of the fidbox software, or only single readings can be shown.
- Reason:** If a country code, for example United States or England has been set in the PDA Master Data „Control“, the number formats are adjusted accordingly.
- Example:** Germany writes 1.000,00 (period separation for thousands and decimal) England writes 1,000.00 (Comma separation for thousands and period)
- Solution:** Click on the Windows Button found on the PDA, then select Settings. Thereafter select System Control Panel and then Country Settings. Now select your country and then go to Customize. Set the decimal separation symbol to („," Comma) and symbol („." Point). Then click on „OK“ to confirm and close the program again (X). Finally you should read the fidbox again. You should now have the correct display of values.



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