

Management Console

User Guide



FE Technologies
RFID your way

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Note: This User Guide relates to Software Version Release 3.2

Introduction

The Management Console is the software used to install and configure the FE Technologies Library RFID system. The Management Console can be installed on any PC in the library. It allows relevant staff in your library to perform a range of functions relating to the FE Technologies RFID equipment in your library, including running reports, monitoring the RFID equipment, and configuring various aspects of the software for each piece of equipment.

Document Legend

	Do's (recommended action)		Don't (not recommended action)
	Note (a note of advice)		Caution (A note of warning or caution)
	(FAQ) a frequently asked question		Tips for effective usage
	Optional features		

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Getting the most out of your Management Console

The Management Console controls every aspect of your RFID system, including its overall functionality and the configuration of each individual piece of equipment. This User Guide covers every function in order as they appear on the screen/s, many of which you will not require in your day-to-day administration of your RFID system, and some you will use every day.

Using this Document

Browse through the Table of Contents to find the chapter or section that you require. Most users will find the Dashboard section, the Reporting section and the Terminals section of most interest. Higher level users will find the detailed Configuration Section will take them to the more complex tasks of configuring the system and each piece of RFID equipment.

There are some links embedded to cross reference parts of this document to each other.

Access Levels

The Management Console is designed to be easy to use for all levels of staff. The different access levels will allow you to restrict the access levels of staff that only require monitoring access, or reporting access, and you can give your IT or management staff a higher access level to allow them to perform more detailed configuration tasks. Functions that when altered may affect the stability and/or overall functionality of your RFID system will be restricted to the

Support Level Access and are listed throughout this manual with the note  This is accessible by those with Support Level access only.”

More information on access levels can be found in the Chapter “User Accounts”.

Navigation

Each menu item and button on the Management Console features a “tooltip” – a little callout box that identifies the function of each. Run your mouse over an item to see what it does. If you make a change to a setting you will be asked to save the change before moving to a new screen. You can also click the “back” button to navigate back up a level from most screens or “cancel” to revert back out of the screen without saving any changes.

Further Help

At the end of this guide is a Frequently Asked Questions Section where we cover many of the questions commonly asked by both new and seasoned users.

Full contact details for FE Technologies are provided in the “Support Options” chapter.

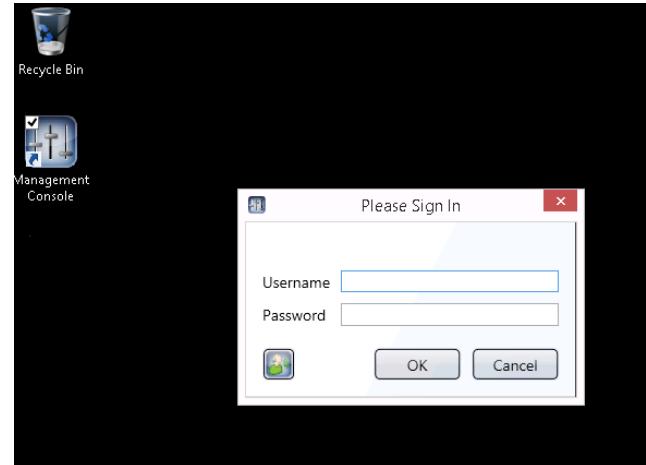
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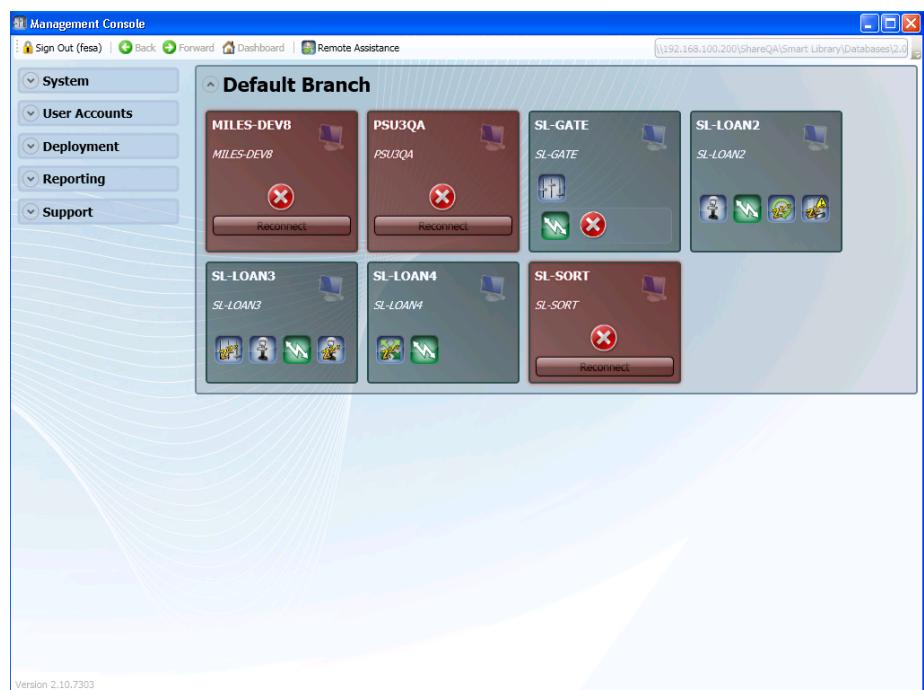
Log in

Launch the Management Console by clicking on the Management Console icon. Log into the Management Console using your Username and Password (supplied by FE Technologies during installation and/or training). You can change your password via User Manage User Accounts [link].



Dashboard

After logging in the users are taken to the Dashboard which displays the various menu options on the left hand side. On the main screen, it displays a status view of all configured and registered FE Technologies Library components. This view can be used as a status monitoring system. Each rectangular tile represents an FE Technologies Library computer terminal and displays the system reference name (e.g. Loan Station), the machine name of the computer (e.g. SL-LOAN) and icons representing components installed on that system and their status.



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The tile background colour represents the following:

Green tile: The computer is accessible by the Management Console and all components installed are functioning. E.g. SL-LOAN2 in the image above.

Red tile with a red cross: The computer is not accessible by the Management Console. E.g. SL-HANDY in the image above

Grey tile: If a terminal has installed applications which are not running or in the event that an alert has been generated the status of the tile will be appear grey.

Icon list

Various FE Technologies Library Icons are as follows:

Indicator	Software name	Description
	Loan Station	Self-Loan Station software
	Services	Service Status Display
	Circulation Assistant	Circulation Assistant software
	Retro Tagging Software	Retro tagging software
	Sort Assistant	Sort Assistant software
	Tag Utility	Tag Utility software
	Singular Tags	Singular Tagging software
	Gate Alarm Viewer	Alarm viewer
	Shelf Scanner	Mobile Scanning Unit software
	Management Console	Management Console software
	Charge-Up Station	Charge-Up Station software
	Zzzz Overlay	The component is installed but not running

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Warning indicators:

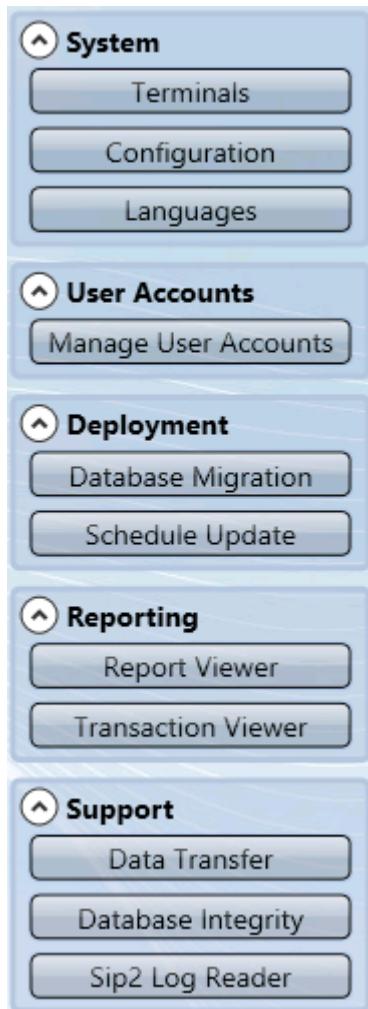
The following indicators alert you to an action that is required on the represented equipment.

Indicator	Action Required
	Offline mode Indicator – Self Loan Station fault indicator – Self Loan Station cannot communicate with LMS
	Rejected offline transactions Indicator - The LMS has rejected offline transactions that were processed by the system after the LMS came back online. Print the "rejected transactions" report and manually process these via the LMS client.
	Receipt Paper is low indicator - Load paper soon (about 10 - 15 receipts can be printed before the paper runs out)
	Receipt Paper is out indicator -Load paper immediately

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Main Menu



On the left of the screen is the Management Console's menu – it contains several main menu items and their sub-menus, which will be covered in detail in later parts of this user guide. These are:

- System
 - Terminals – shows you each of the pieces of RFID equipment on the network
 - Configuration – allows you to configure various aspects of the software on each piece of RFID equipment
 - Languages – allows you to alter the language translations of all the SIP2 calls
- User Accounts
 - Manage User Accounts – allows you to add new user accounts and permission levels and change passwords
- Deployment
 - Database Migration – migration of databases
 - Schedule Update – allows you to upload and install new FE Technologies software versions
- Reporting
 - Report Viewer – create and view a range of reports
 - Transaction Viewer – view the transactions on your Self Loan Stations
- Support
 - Data Transfer – transferring data from one source to another
 - Database Integrity – checking the integrity of your data
 - Sip2 Log Reader – a log of SIP2 calls

System Menu

The systems menu consists of five functional groups:

1. Terminals
2. Configuration
3. Languages

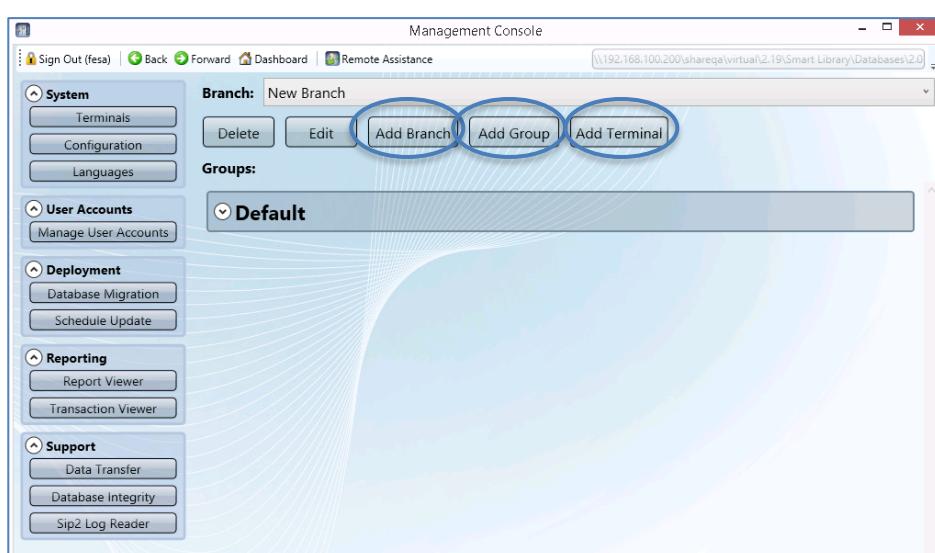
Terminals

A terminal refers to any machine that has FE Technologies library RFID products installed on it. Within each terminal there may be several FE Technologies products installed. Terminals can be grouped hierarchically. A terminal may exist in several groups. However, there can be only one instance of a FE Technologies Library product per terminal.

It is recommended to create functional groups so that configurations can be applied per group rather than per terminal. This not only makes configuration easy, but also results in consistency. The following are some examples of common functional groups:

- Self Loan Stations in a branch
- Returns only Self Loan Stations in a branch
- Sort Assistant machines in a branch

Start by adding the branches of the library and then create relevant functional groups. To add terminals to a group, click on add terminal. A terminal template will be added to the default group.



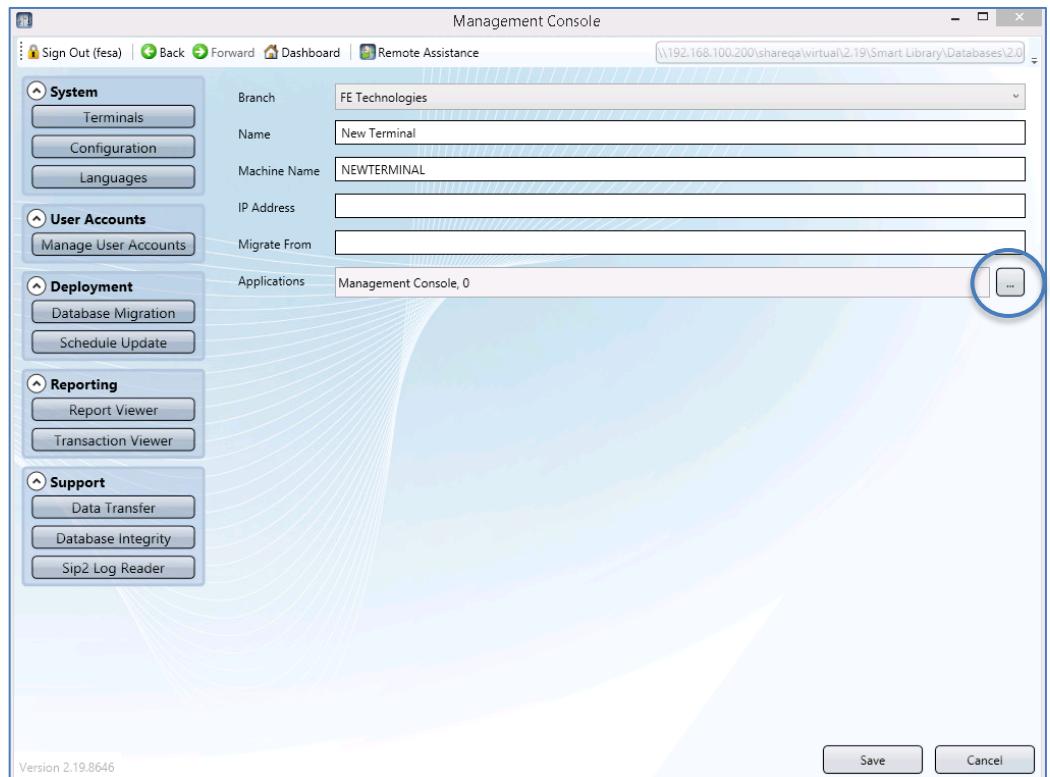
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The screenshot shows the Management Console interface. On the left is a sidebar with sections: System (Terminals, Configuration, Languages), User Accounts (Manage User Accounts), Deployment (Database Migration, Schedule Update), Reporting (Report Viewer, Transaction Viewer), and Support (Data Transfer, Database Integrity, Sip2 Log Reader). The main area shows a 'Branch: FE Technologies' dropdown and a 'Groups:' section. Under 'Groups', there is a list for 'Whitehouse' containing 'New Terminal' and 'SL-QA-219'. Each terminal has 'Edit' and 'Delete' buttons. The URL in the address bar is '\\192.168.100.200\shareqa\virtual\2.19\Smart Library\Datasets\2.0'.

In the example to the left, the branch is "FE Technologies", the group is "Whitehouse" and a new terminal has been added next to the terminal "SL-QA-219". Click on edit terminal and add the relevant parameters for the terminal (machine name and IP address).

Then click on the ellipsis next to "Applications" for a list of available applications. Click "save" to save your changes. You can also delete any terminals, groups or branches; they must be deleted in that order (from terminal upwards.)



The screenshot shows the 'Edit Terminal' dialog box. It includes fields for Branch (FE Technologies), Name (New Terminal), Machine Name (NEWTERMINAL), IP Address (empty), Migrate From (empty), and Applications (Management Console, 0). A blue circle highlights the ellipsis button (three dots) in the Applications field. At the bottom are 'Save' and 'Cancel' buttons. The URL in the address bar is '\\192.168.100.200\shareqa\virtual\2.19\Smart Library\Datasets\2.0'.

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Configuration

The configuration menu allows you to set or modify the various configurable options available to the system as a whole, as well as to individual FE Technologies Library products. Depending on the category, settings may be available at four hierarchical levels via system wide, per branch, per group or per terminal levels. The following categories of settings are available:

- The General category represents configurations available for the FE Technologies Library System as a whole and has both system-wide, as well as branch level settings.
- The Services category represents configurations available for the back office services and has all four levels of settings.
- The product category represents configurations available for each FE Technologies Library product and has all four levels of settings.

A detailed listing of all the settings available along with a description of each setting and the default values is available as an addendum to this document. Please refer to the attached "Management Console Settings". However most of the Management Console Settings are setup by the FE Technologies Technical Support team during installation, or in the event that a change is required. Library staff usually would not have cause to alter these settings, and in fact in some cases altering settings may be detrimental to the performance of your RFID system. If in doubt about any of the settings in the Configuration menu, please contact FE Technologies.

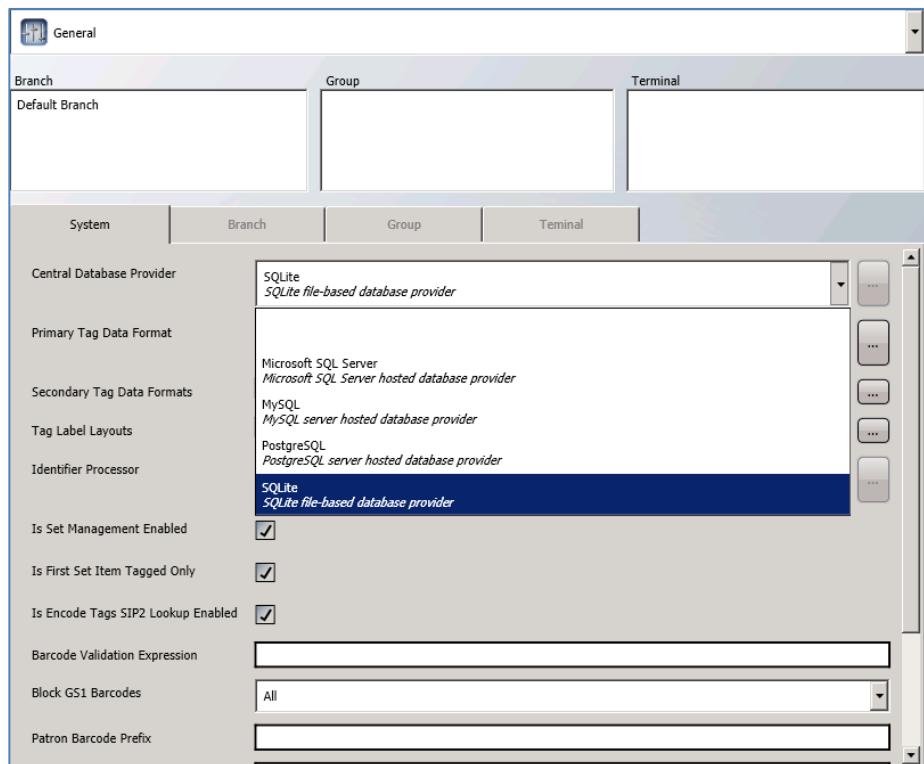
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General

In the General menu, at Branch level you can access the System Menu with gives you access to the following configuration options:

Central Database Provider

From here you can select which database provider the RFID system will use. The default database is SQLite, and this is suitable for single branch and low-traffic libraries. Support Level Users can change also change this configuration to SQL Server, MySQL and PosgreSQL. For documentation on the conditions relating to the support of Regional Database Management Systems (RDMS), please contact FE Technologies.



Primary and Secondary Tag Data Format:

The Management Console allows you to set the parameters of your chosen data format. It also includes functionality to support a secondary tag data format. This can allow tags from other libraries, or older system tags to be read in your library, as well as your current data model. By clicking on the ellipses next to "Primary Tag Data Format" you can access "Encode Elements".

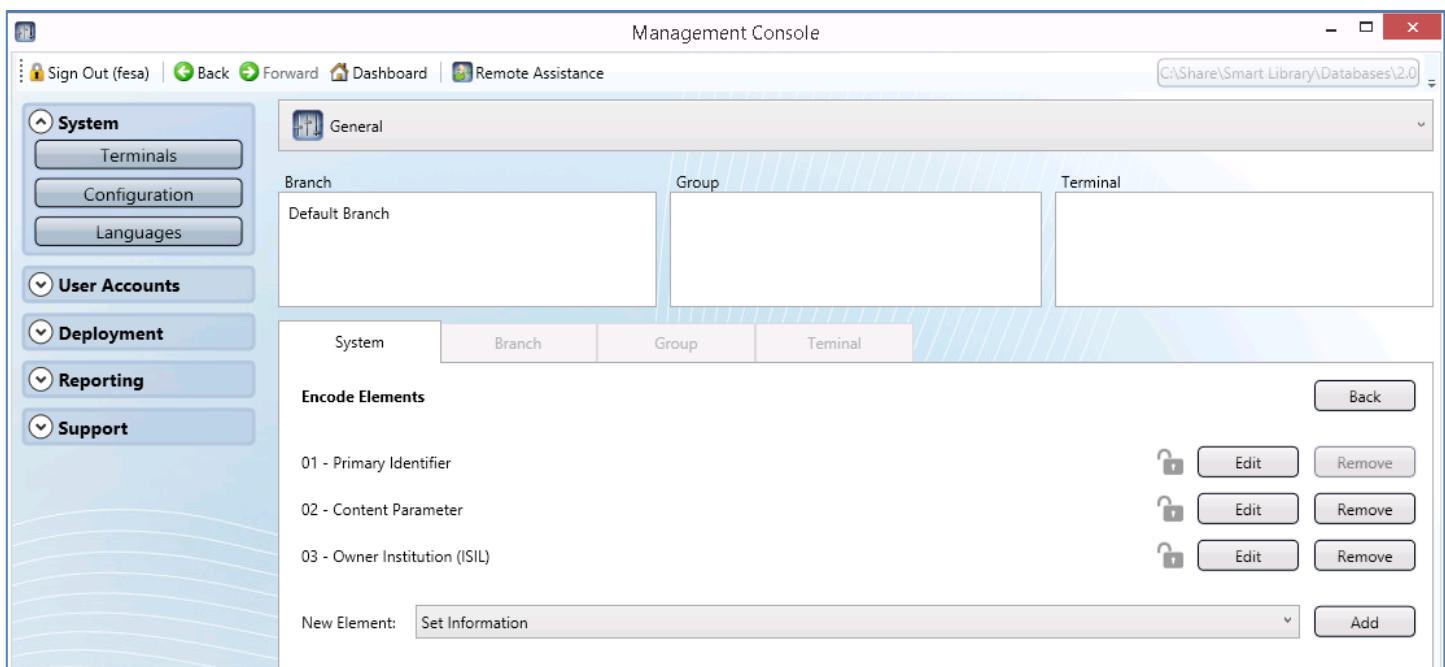
Encode Elements allows you to define optional parameters to encode in the tag as allowed by the ISO28560 tag encoding standards. There are a large range of available categories which can be added to or edited, including ISIL code, Marc media formats, usage type and many

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others. Encode parameters are defined during your initial tagging process and then set by FE Technologies.

 It is recommended that any changes made to tag formats are performed by FE Technologies. Incorrectly changing the tag data formats can result in permanent changes to the system that are not easily reversible. For example, if the tag formatter is accidentally changed to a wrong format, all tags encoded after the change may be unreadable by the various RFID products. Additionally, if the items encoded after the error cannot be easily identified and corrected by physical location, you may need to check and re-encode all library items. Please consult with FE Technologies support if you have any questions.

A screenshot of the FE Technologies Management Console. The window title is 'Management Console'. The left sidebar has a tree view with 'System' expanded, showing 'Terminals', 'Configuration', and 'Languages'. Other collapsed categories include 'User Accounts', 'Deployment', 'Reporting', and 'Support'. The main content area is titled 'General' under 'System'. It has three tabs: 'Branch', 'Group', and 'Terminal', with 'Branch' selected. Below these tabs is a sub-tab bar with 'System' (selected), 'Branch', 'Group', and 'Terminal'. The 'Encode Elements' section contains three items: '01 - Primary Identifier', '02 - Content Parameter', and '03 - Owner Institution (ISIL)'. Each item has an 'Edit' and a 'Remove' button. At the bottom of the 'Encode Elements' section is a 'New Element' field with a dropdown menu and an 'Add' button. The status bar at the bottom shows the path 'C:\Share\Smart Library\Datasets\2.0'.

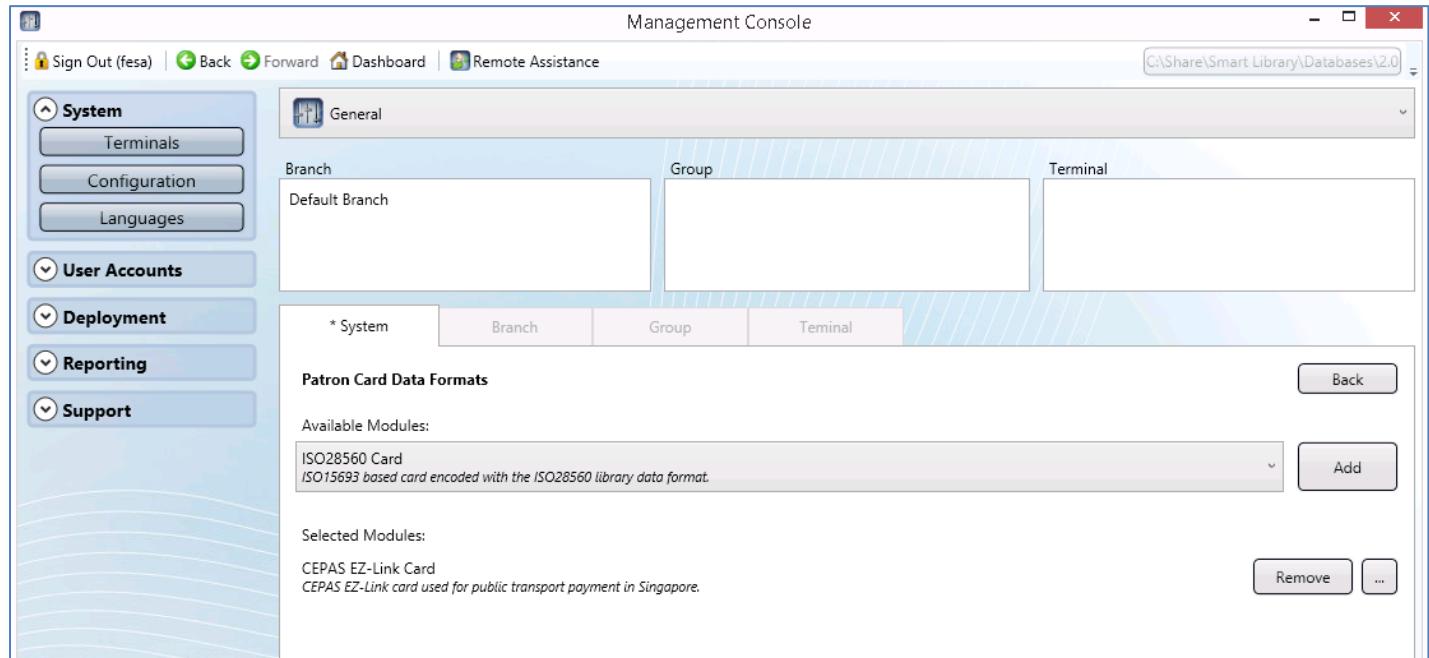
 Note that access to the Encode Elements section is restricted to those with "Support Group" access. It is recommended that these elements are not edited or deleted by anyone except FE Technologies Support Staff.

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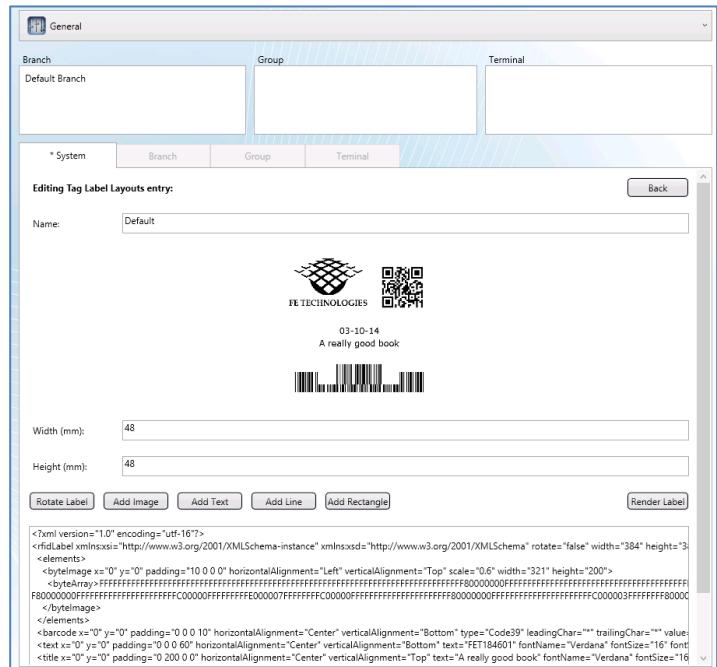
Patron Card Data Formats

This setting allows you to add or change the patron card data format. This only applies if your library uses RFID-enabled patron cards. Options include MIFARE compatible formats and ISO28560 formats. This is accessible by those with Support Level access only.



Tag Label Layouts

You can alter the layout of the tags as they are printed via the Mobile Retrospective Encoder – this includes barcode format, image/s, text etc. Note that this is normally performed by FE Technologies as a detailed understanding of HTML code is required to add text and barcode information. This is accessible by those with Support Level access only.

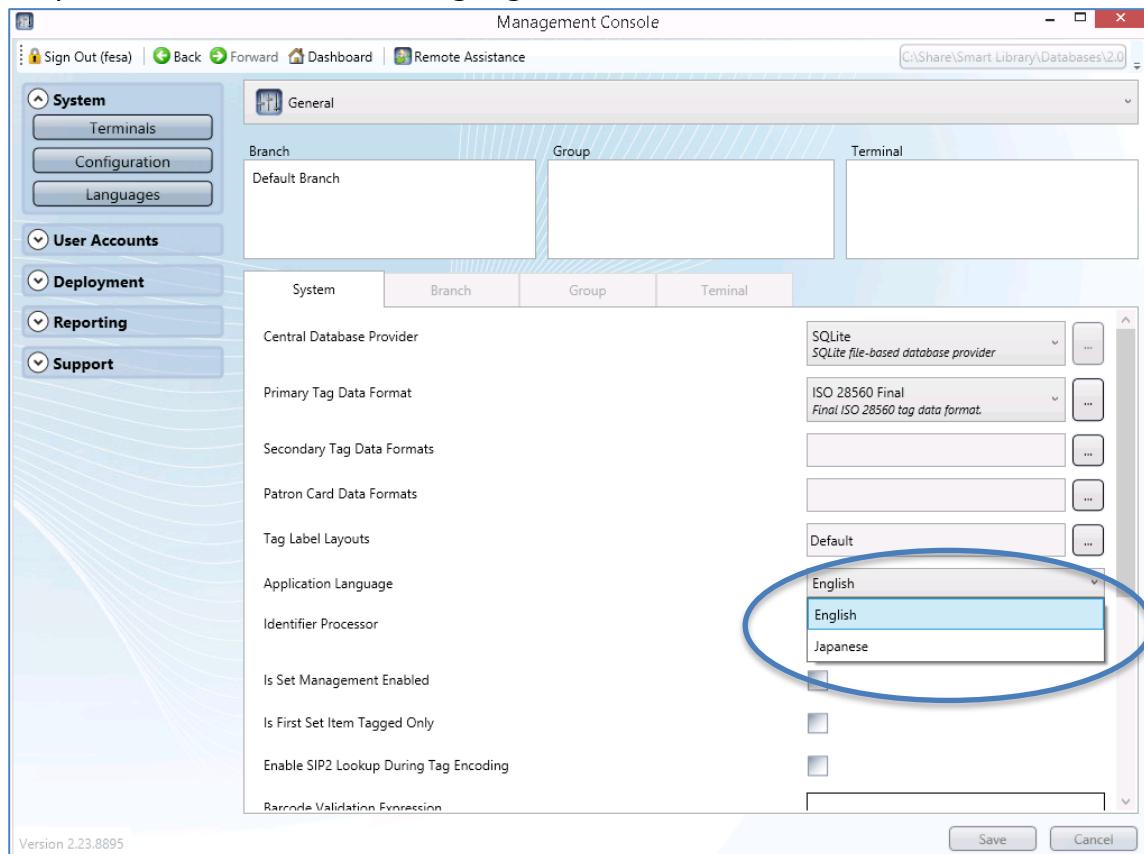


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Application Language

You can change the application language. To change the language of the Management Console itself, select the General tab and chose from the two languages presented in the "Application Language" dropdown menu. You can also change the language of the Circulation Assistant and Sort Assistant by selecting these applications from the Configuration Tab and using the same dropdown list to choose the language.



Identifier Processor

This function defines the processing rules that the system will follow when handling item and patron barcodes (for example, ignoring white space at the start of the barcode or to remove non-identifying prefixes.)

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Is Set Management Enabled and Is First Set Item Tagged Only

These two checkboxes identify the two types of set management supported by the system: Type 1, when all items in the set are tagged (Is Set Management Enabled) – will identify set items as incomplete, partial or complete at the Self Loan Station, Sort Assistant and Circulation Assistant.

Type 2, when only the first item in the set is tagged identifying the number of items that make up the entire set (Is First Set Item Tagged Only) – will mark set items as complete when only the first item is detected at the Self Loan Station, Sort Assistant and Circulation Assistant. (These items will need to be checked manually that they are complete.) For more information on Set Management, please refer to the User Guide for the Mobile Retrospective Encoder.

Enable SIP2 Lookup During Tag Encoding

Ticking this checkbox will retrieve additional information directly from the Library Management System (LMS) during the encoding process. This is particularly relevant when encoding to data standard ISO28560 which defines additional information such as ISIL etc.

Barcode Validation Expression

The regular expression to use when encoding to validate scanned barcodes.

Block GS1 Barcodes

Allows you to block known formats of barcodes If this conflicts with existing barcodes this may need to be disabled.

Patron Barcode Prefix

Prepopulates the patron barcode prefix to save time.

Hold Expiry Days

Sets the number of days that an on hold or reserved item expires. The default is set to 10, and 0 indicates “never expire”.

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Item Types for Dynamic Floating

Specifies exceptions to the general floating setting for items by their item type.

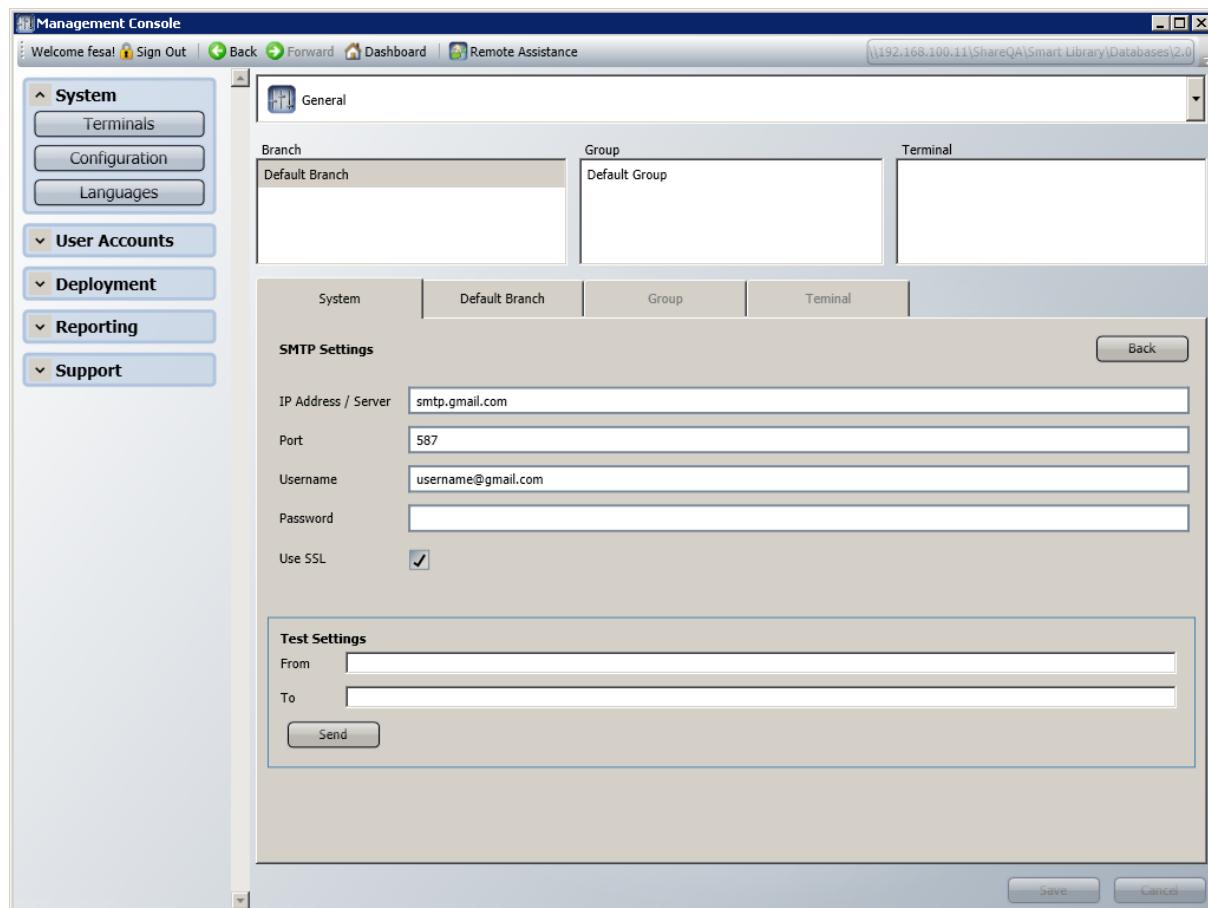
SIP2 Location Field for Non Floating

The SIP2 field used to determine if an item is non-floating, e.g. destination location or permanent location.

SMTP settings

The SMTP server settings are used to send email alerts (for conditions such as Self Loan Station receipt low or out, security gate alarms etc.) Use this screen to fill in the IP address or server, port, username and password for the service.

You can also general a test email from this screen.



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Default opening/closing times for branches

In this setting you can set the library opening and closing hours. This has implications for many of your reports, in particular the people counter on the Security Gates – the reports will only report on data between the hours of the library's opening times. See the Reporting Section of this User Guide for more information on what reports are available. The opening hours will also affect the email alerts – alerts will not be sent before or after the selected opening hours. This setting is the default setting for all branches, if the branches do not have their own opening hours set at a branch level.

General

Branch	Group	Terminal
Default Branch	Default Group	SL-GATE PSU3QA SL-LOAN2 MILES-DEV8

System Default Branch Default Group SL-GATE

Enable SIP2 Lookup During Tag Encoding

Barcode Validation Expression

Block GS1 Barcodes

Patron Barcode Prefix

Hold Expiry Days

Item Types for Dynamic Floating

SIP2 Location Field for Non Floating

SMTP Settings

Default opening time for branches (for reports, alerts and synchronisation tasks)

Default closing time for branches (for reports, alerts and synchronisation tasks)

Diagnostic Logging

Save Cancel

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Diagnostic Logging

When FE Technologies support staff need to log events or interactions, this section allows the allocation of a maximum log size and number of roll over log files. The library should not need to access this function and it is restricted to Support Level users only.

Branch Tab

Next tab in the General menu is the Branch level Tab. Here you can find the following items:

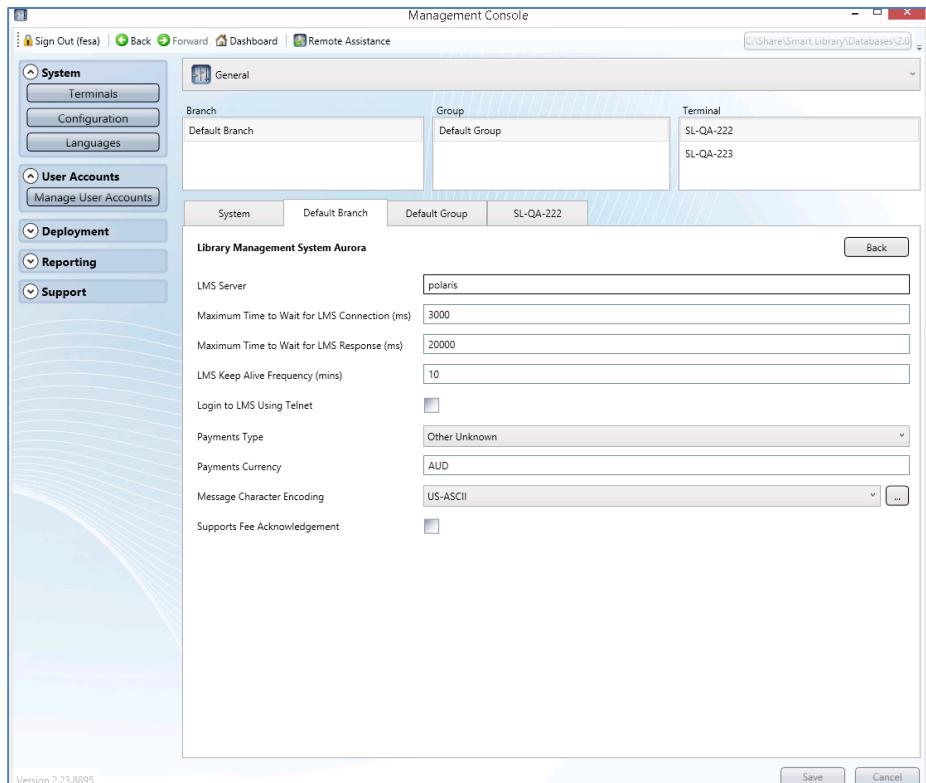
Is floating enabled

Checkbox to determine if collection is floating, relevant when returned sorting items.

Library Management System

Identifies the Library Management System vendor and type and the SIP2 service global connection parameters. Clicking on the ellipses for this item gives you access to various configuration options in relation to the LMS settings, including:

- LMS Server
- Maximum time to wait for LMS connection
- Maximum time to wait for LMS connection
- LMS keep alive frequency
- Login to LMS using Telnet
- Payments type
- Payments currency
- Message character encoding
- Supports fee acknowledgement



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Patron Importer

From here you can import a dump of the patron file and then configure the parameters to use for offline patron lookup. During an offline event the Self Loan Station will consult this file for borrowing rules, for example. See screenshot below for configuration settings:

General

Branch	Group	Terminal
Default Branch	Default Group	SL-QA-222 SL-QA-223

System * Default Branch Default Group SL-QA-222

Patron Importer Default

Member Number Column Index	-1
Member Alias Column Index	-1
Full Name Column Index	-1
First Name Column Index	-1
Last Name Column Index	-1
E-mail Address Column Index	-1
Password Column Index	-1
Whitelisted Conditions	...
Blacklisted Conditions	...
Field Delimiter	,
Text Qualifier	"
Number of Header Lines	0
Import File Location	...

Back Save Cancel

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Item Importer

From here you can import a dump of the item file and then configure the parameters to use for offline item lookup. During an offline event the Self Loan Station will consult this file for borrowing rules, for example. See screenshot below for configuration settings:

General

Branch	Group	Terminal
Default Branch	Default Group	SL-QA-222
SL-QA-223		

System *** Default Branch** Default Group SL-QA-222

Item Importer Default

Asset Number Column Index	-1
Title Column Index	-1
Location Column Index	-1
Collection Column Index	-1
Call Number Column Index	-1
Author Column Index	-1
Item Type Column Index	-1
Fee Amount Column Index	-1
Sort Code 1 Column Index	-1
Sort Code 2 Column Index	-1
Sort Code 3 Column Index	-1
Sort Code 4 Column Index	-1
Sort Code 5 Column Index	-1
ISIL Column Index	-1
Set Information Column Index	-1
Type of Usage Column Index	-1

Back Save Cancel

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Weed item importer

From here you can import a dump of the weed item file and then configure the parameters to use for offline item lookup. During an offline event the weed item file will be consulted for weed item alerts. See screenshot below for configuration settings:

General

Branch	Group	Terminal
Default Branch	Default Group	SL-QA-222 SL-QA-223

System * Default Branch Default Group SL-QA-222

Weed Item Importer Default

Asset Number Column Index	-1
Reason Column Index	-1
Field Delimiter	,
Text Qualifier	"
Number of Header Lines	0
Import File Location	<input type="text"/> ...

Back

Save Cancel

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Administration barcode

The barcode value to use to gain access to the Administration Screen on the Self Loan Station.

Shutdown barcode

The barcode value to use to immediately shut down the Self Loan Station or Recharge Station.

RFID admin identifier

The identifier value to use to allow the administrator to perform special hardware functions.

Manual entry admin password

Password to access the Patron Return Pad Instruction Screen.

Branch location ID (for sorting)

The location ID for this branch for sorting at the Self Loan Station (Patron Sort) and Sort Assistant.

Opening and Closing time

To set the opening and closing times for this branch only (relevant for reports, alerts and synchronisation tasks.)

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Smart Library Web Service

The SIP2 configuration and sorting rules that relate to the Patron Return Pad. From here you can set the sorting colours, rules, locations and ordering for the Patron Return Pad.

General

Branch	Group	Terminal
Default Branch	Default Group	SL-QA-222 SL-QA-223

System * Default Branch Default Group SL-QA-222

Patron Sort Configuration

Sort Locations	Yellow Bin, Purple Bin, Red Bin	...
Offline Sort Rule	Sort Rule - Purple Bin - Secured	...
Sort Rules	Transit Item - Yellow Bin - Secured, Hold Item - Red Bin - Secured	...
Default Sort Rule	Sort Rule - Purple Bin - Secured	...
Display	Ready Screen - #FF00FF00 Processing Screen - #FF1C64FF	...

Back

Save Cancel

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Group Tab

This tab relates to all equipment within a preconfigured group.

Configuring returns on the Self Loan Station

A screenshot of the Management Console software interface. The title bar says 'Management Console'. The left sidebar has buttons for 'System' (selected), 'Configuration', 'Languages', 'User Accounts', 'Deployment', 'Reporting', and 'Support'. The main area shows 'Self-Loan Station' selected. It has three tabs: 'Branch' (Default Branch), 'Group' (Default Group), and 'Terminal' (SL-LOAN4, SOE9-004, SL-QA-227). Below these are four tabs: 'System', 'Default Branch', 'Default Group' (selected), and 'Terminal'. The 'Default Group' tab contains several configuration options with checkboxes: 'User Interface Flow' (checked), 'Check Out Page Flow' (checked), 'Is Check In Enabled' (checked), 'Is Check Out Enabled' (checked), 'Is Borrowing Status Enabled' (checked), 'Is Reservation Status Enabled' (checked), 'Is DVD Unlock Enabled' (unchecked), 'Is Sorted Return Enabled' (unchecked, highlighted with a black box), 'Sorted Return Removal Delay (ms)' (500), 'Is Item Renewal Enabled' (checked), 'Ignore Checkin Failures' (checked), 'Hide Account Summary Main Menu' (unchecked), 'Hide Account Summary' (unchecked), 'Hide DVD Unlock Icon' (unchecked), and 'Show Smart Shelf Details On Reservation Status' (unchecked).

Management Console

Sign Out (fesa) | Back | Forward | Dashboard | Remote Assistance

192.168.100.200\shareqa\Smart Library\Datasets\2.0

System

Terminals

Configuration

Languages

User Accounts

Deployment

Reporting

Support

Self-Loan Station

Branch

Default Branch

Group

Default Group

Terminal

SL-LOAN4

SOE9-004

SL-QA-227

User Interface Flow

Standard menu driven flow after patron identification

Check Out Page Flow

Standard scrolling items

Is Check In Enabled

Is Check Out Enabled

Is Borrowing Status Enabled

Is Reservation Status Enabled

Is DVD Unlock Enabled

Is Sorted Return Enabled

Multiple Items

Sorted Return Removal Delay (ms)

500

Is Item Renewal Enabled

Ignore Checkin Failures

Hide Account Summary Main Menu

Hide Account Summary

Hide DVD Unlock Icon

Show Smart Shelf Details On Reservation Status

Under Self Loan Station, select the Default Group tab. From here you can configure the various aspects of the returns functionality as seen in the above screenshot. To enable multiple item sorted returns, select "Multiple Item Returns" from the dropdown menu "Is Sorted Returns Enabled".

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Application monitor refresh interval

Defines how often (in seconds) application monitors such as Alarm Viewer and Services Console should check for new data.

Terminal Tab

The terminal tab relates to each individual terminal.

Convert tags automatically

When this checkbox is enabled the system will convert automatically, any tags detected in the old data model and automatically re-encode these tags with the current data model.

Convert tags with missing data elements

Tags that comply with ISO28560 can be automatically re-encoded with additional data elements during the returns process, by checking the box "Convert Tags with Missing Elements".

A screenshot of a software interface showing the 'General' tab. The tab is titled 'General' and contains three main sections: 'Branch', 'Group', and 'Terminal'.

- Branch:** Contains 'Default Branch' and 'New Branch'.
- Group:** Contains 'Default Group'.
- Terminal:** Contains 'SL-QA-231', 'SL-QA-233', and 'SL-QA-232'.

Below these sections is a row of buttons: 'System', 'Default Branch', 'Default Group', and 'SL-QA-232'. At the bottom of the tab, there are two checkboxes:

- Convert Tags Automatically:** An empty checkbox.
- Convert Tags With Missing Elements:** A checked checkbox.

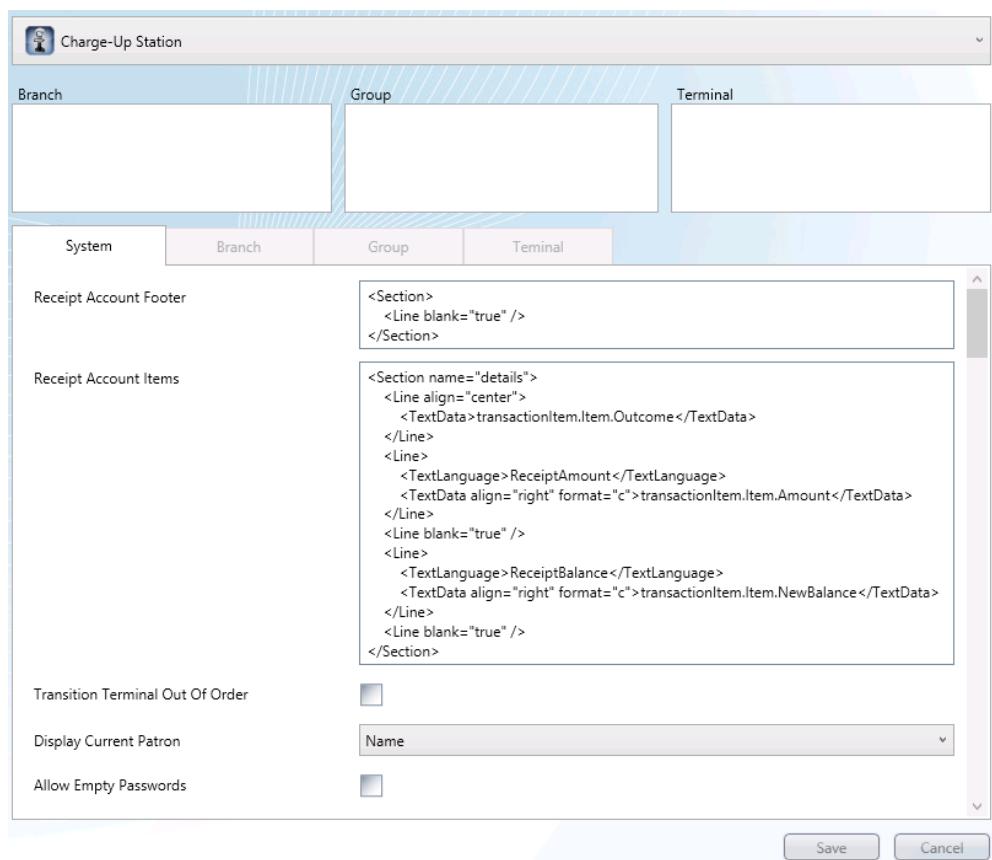
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Charge Up Station

This section allows you to configure the Charge Up Station, including touchscreen layout, receipt format and layout, minimum payment, password details, etc. This will, in most cases be setup by FE Technologies technicians upon installation. More information on the Charge Up Station can be found in the Charge Up Station User Manual.

System Tab

The System Tab gives you access to edit the Receipt Account Footer and the Receipt contents. It also allows you to configure aspects of the display including the patron identifier.



Branch	Group	Terminal

Receipt Account Footer

```
<Section>
<Line blank="true" />
</Section>
```

Receipt Account Items

```
<Section name="details">
<Line align="center">
<TextData>transactionItem.item.Outcome</TextData>
</Line>
<Line>
<TextLanguage>ReceiptAmount</TextLanguage>
<TextData align="right" format="c">transactionItem.item.Amount</TextData>
</Line>
<Line blank="true" />
<Line>
<TextLanguage>ReceiptBalance</TextLanguage>
<TextData align="right" format="c">transactionItem.item.NewBalance</TextData>
</Line>
<Line blank="true" />
</Section>
```

Transition Terminal Out Of Order

Display Current Patron

Allow Empty Passwords

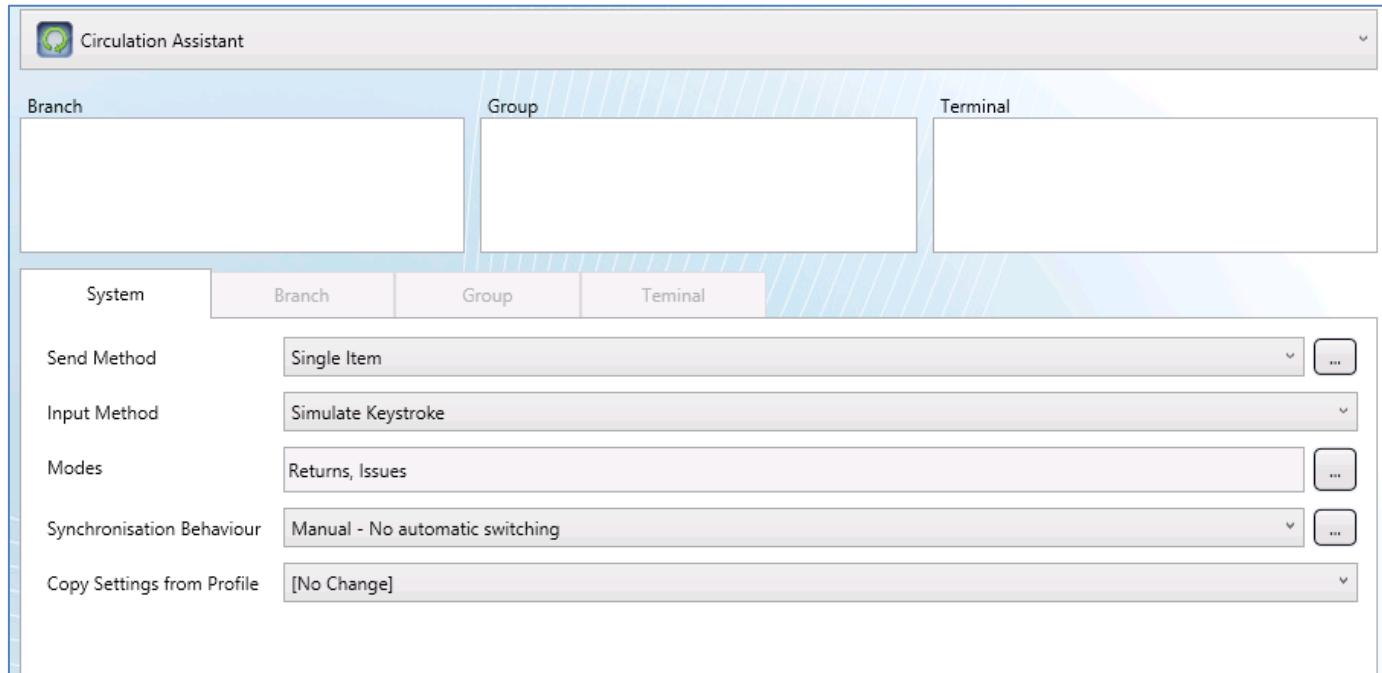
Save Cancel

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Circulation Assistant

The Circulation Assistant section of the Configuration menu allows you to configure the Circulation Assistant. For more information on the Circulation Assistant itself, please refer to the Circulation Assistant User Guide.

Settings include Send method, Input method, Modes, synchronisation behaviour and copy settings from profile.



Send Method

Defines the method of sending barcodes to the LMS window – single, multiple or batch sending. By clicking on the ellipses you can configure further details of the send method such as wait time and delay time between barcodes and/or the LMS. You can also alter the title of pop-up windows.

Input Method

Defines the method of inputting the barcode into the LMS window – simulate keyboard (keyboard wedge) or send message.

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Modes

Allows you to edit the different modes (returns or issues), the name of the mode and the colour of the returns or issues “button”. You can also refine the RFID reader that will be polled for each mode, for example library item reader or Patron item reader. This section also allows you to force single item processing.

System	Branch	Group	Terminal
Editing Modes entry:			
Id	Returns		
Description	Returns		
RFID Reader	Library Item Reader		
Action	Secure Items		
Color	#FF8B0000 <input type="button" value="..."/>		
Force Single Item	<input type="checkbox"/>		
<input type="button" value="Save"/> <input type="button" value="Cancel"/>			

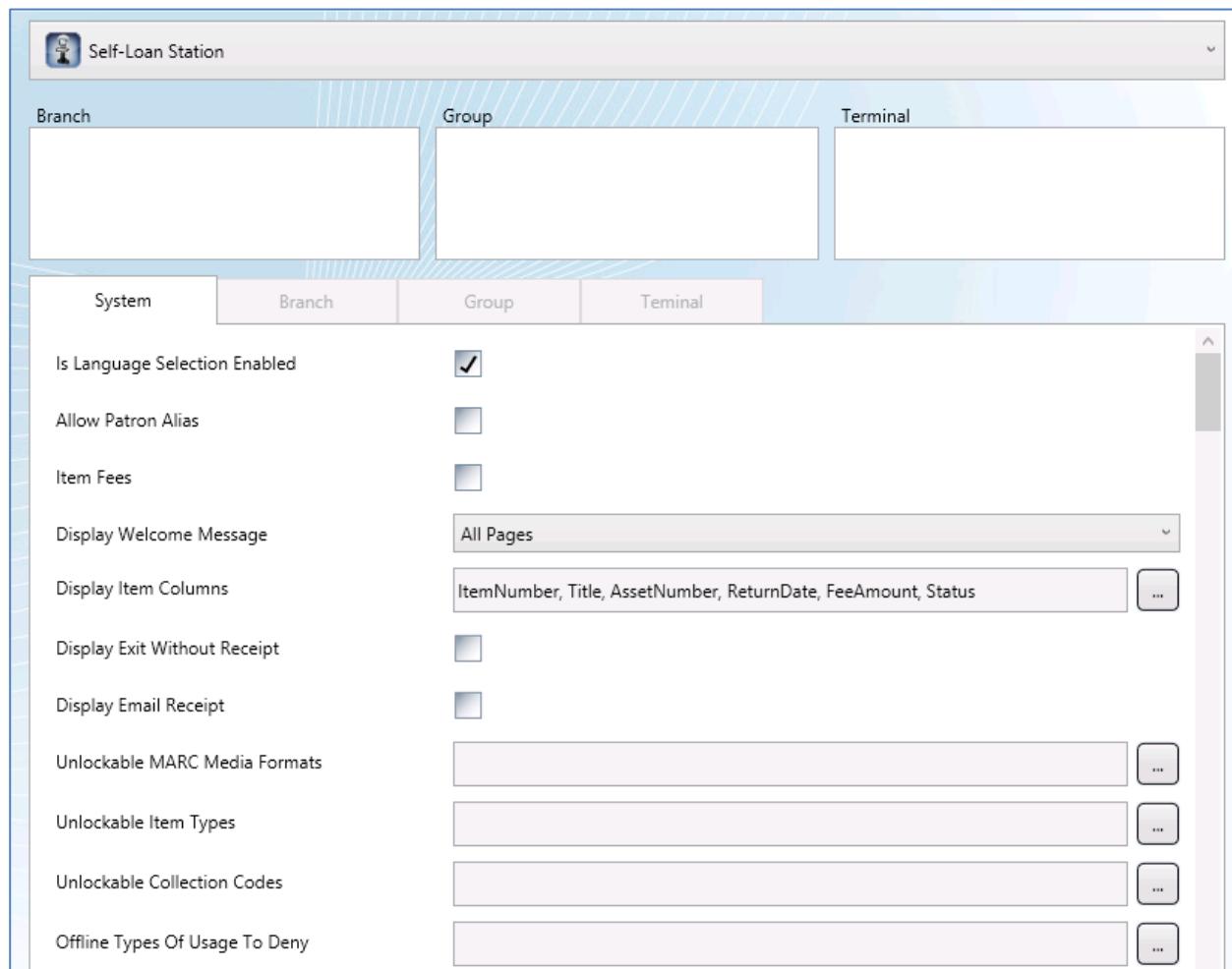
Mobile Retrospective Encoder

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Mobile Scanning Unit

Self Loan Station

The Self Loan Station section allows you to configure various aspects of the Self Loan Station including languages, SIP2 translations, workflows, receipt configuration, error messages, patron messages etc. The configuration of your Self Loan Stations will have been initially setup by FE Technologies during installation. The configurations are managed through the "System" tab of Self Loan Station section.



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Is Language Selection Enabled?

This checkbox, when enabled allows patrons to select a language from a (configurable) set of icons (stylised versions of countries' flags) onscreen.

Allow Patron Alias

When selected, allows patrons to enter their alias instead of their barcode.

Item Fees

If an item being borrowed attracts a fee, selecting this checkbox will prompt the patron to accept the fee prior to proceeding.

Display Welcome Message

Configures the way the welcome message is displayed on the main screen.

Display Item Column

Configures the way item columns are displayed on each screen, for example item number, title, return date, fee amount etc. You can add, change, move or delete columns by clicking on the ellipsis.

The screenshot shows a configuration interface for item columns. At the top, there are three large boxes labeled 'Branch', 'Group', and 'Terminal'. Below this, a tab bar has 'System' selected, with 'Branch', 'Group', and 'Terminal' as other options. A section titled 'Display Item Columns' contains six items: 'Item Number', 'Title', 'Asset Number', 'Return Date', 'Fee Amount', and 'Status'. Each item has a set of icons (up, down, red circle) and a dropdown arrow. At the bottom, there are buttons for 'Add Item', 'Save', and 'Cancel'.

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Display Exit Without Receipt

When checked, enables an "Exit With Receipt" or "Exit Without Receipt" option.

Display Email Receipt

When checked (and if the patron has a valid email address stored in the LMS) will enable a "Email Receipt and Exit" or "Print Receipt and Exit" option.

Note that there is also an option for the receipt button to be hidden if the patron has an email address associated with their account and email receipts are enabled.

Unlockable MARC Media Formats

A list of MARC media formats that will prompt for media unlocking using the integrated DVD Unlocker when the transaction is complete.

Unlockable Item Types

A list of the SIP2/item file media types that will prompt for media unlocking using the integrated DVD Unlocker when the transaction is complete.

Unlockable Collection Codes

A list of the collection codes that will prompt for media unlocking using the integrated DVD Unlocker when the transaction is complete.

Offline Types of Usage to Deny

A list of types of usage to deny when operating offline.

Default Offline Loan Days

The default number of loan days to give for checkout return dates when operating in offline mode.

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Force Offline Results

When enabled, queued offline transactions will be force through and will use the generated offline return date.

Offline Item Type Source

Identifies which source to use to determine the item type used to calculate return dates when operating in offline mode.

Item Type Offline Loan Days

The number of loan days to use for specific item types when operating in offline mode.

Maximum Offline Items

The Maximum number of items that can be borrowed from the Self Loan Station when operating in offline mode. (A value of 0 means that no items can be borrowed at all during an offline event.)

Display Current Patron

Configures how the currently logged in patron's details are displayed onscreen, e.g. full name, patron number etc.

Enable Empty Passwords

When enabled, empty passwords will be accepted.

Allow Offline Patron Login

When enabled, allows patrons to use the Self Loan Station when the LMS is down. All transactions will be queued for later processing when the LMS comes back online.

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Enforce Fee Limit

When enabled enforces a fee limit for patrons (if the LMS provides patron fine amounts).

Allow Manual Barcode Entry

When enabled patrons can enter their membership barcode via the virtual keyboard onscreen.

Use Numeric Keypad for Barcode Entry

When enabled, the default manual entry method for patrons to enter their barcode is a numeric keypad.

LMS Rules

LMS SIP2 screen message processing rules to block patrons and change display results. By clicking on the ellipsis you can set the priority, description, type of rule and the displayed result

* System	Branch	Group	Terminal
Editing LMS Rules entry:			
Priority	1		
Description			
Type	Check Out		
Search For			
Displayed Result	Lms Result		
Message Override	[LMS Message]		
Always Show Message	<input type="checkbox"/>		
<input type="button" value="Save"/> <input type="button" value="Cancel"/>			

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Minimum Payment

The maximum fee (in local currency) required for allowing payment via EFT (on an EFTPOS-enabled Self Loan Station.)

Print Failed Items Receipt

When enabled, a separate receipt will also be printed for every failed item.

Receipts Editing Functions

The following is a list of editable receipt details. You can edit the header, footer and content of all the receipts provided by the Self Loan Station. The default layout is set by FE technologies at installation.

 The user should have a moderate understanding of html code to edit the receipt layout and contents.

- Receipt Payment Footer
- Receipt Payment Items
- Receipt Borrower Status Header
- Receipt Check In Header
- Check In Items Layout
- Receipt Check Out Header
- Receipt Failed Items Header
- Receipt failed Items Layout
- Receipt Items Layout
- Receipt Renew Item Header
- Receipt Transaction Information Layout
- Receipt Smart Shelf Status Header
- Receipt Smart Shelf Status Items
- Receipt Smart Shelf Status Footer

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Require Patron Password Account Provider

When enabled, patrons will be prompted for their password before accessing account information.

Require Patron Password Barcode Scan

When enabled, patrons will be prompted for their password when scanning their barcode or using an RFID card.

Require Patron Password Manual Entry

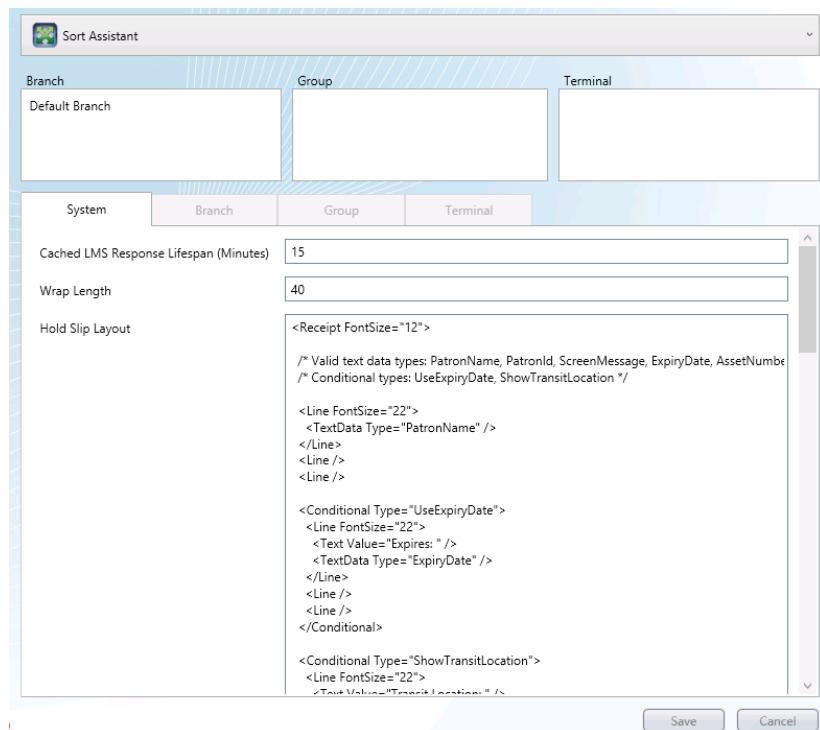
When enabled, patrons will be prompted for their password when using the manual barcode entry form.

Sort Assistant

In the System tab you can update the Hold Slip content and layout.

Note that some coding experience is required for this activity.

In the Default Branch tab you can enable hold slips and/or Transit slips by ticking the checkboxes for these items.



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In the machine tab for the appropriate Sort Assistant instance you can access configuration options for the RFID reader, the Receipt Printer, the barcode scanner and also set SIP2 parametres.

Branch	Group	Terminal
Default Branch	QA	SL-QA-225 DESKTOP-1 SOE9-004
System	Default Branch	QA
RFID Reader	Simulated RFID Reader <small>Simulated RFID reader for testing purposes.</small>	...
Receipt Printer	Simulator <small>Simulated receipt printer for testing purposes.</small>	...
Barcode Scanner		...
SIP2 Parameters	Port = 5001, Username = "", Password = "", Location = "", Terminal Password = "	...

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Services

The Services menu gives you access to high level configuration settings for the RFID system services, including those listed in the below screenshot:

This screenshot shows the 'Services' configuration interface. At the top, there are three main categories: 'Branch', 'Group', and 'Terminal'. Under 'Branch', 'Default Branch' is listed. Below these categories is a navigation bar with tabs: 'System', 'Branch', 'Group', and 'Terminal', with 'Branch' being the active tab. The main content area contains five configuration items, each with a description and a '...' button:

File System Watcher Configuration	[Applies to Synchronisation, Data Aggregator, Importer, Offline Processor, Patron Image]	...
Poller Configuration	[Poller Service Configuration]	...
Offline Processor Configuration	[Offline Processor Configuration]	...
Synchronisation Configuration	[Synchronisation Configuration]	...
Archiving Configuration	[Archiving Configuration]	...

At the branch level you can access, change, delete and add the email addresses for alert conditions (such as receipt paper low or out, LMS offline etc.)

This screenshot shows the 'Services' configuration interface with 'Default Branch' selected in the 'Branch' list. The 'Group' list shows 'QA' and the 'Terminal' list shows 'SL-QA-225', 'DESKTOP-1', and 'SL-QA-226'. The 'Branch' tab is active in the navigation bar. Below the navigation bar is a section for 'Email Alerts' containing the email address 'mubeen.bahadhur@gmail.com' with three entries: '(DeviceError)', '(GenericError)', and '(EmailError)'. There is also a '...' button for this section.

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At the Terminal level you can access configuration for devices, LMS relay configuration, SIP2 parameters, Automated Circulation Systems and Master Service Y/N.

Branch	Group	Terminal
Default Branch	QA	SL-QA-225 DESKTOP-1 SL-QA-226
System	Default Branch	QA
		SL-QA-225
Devices		[...]
LMS Relay Configuration	[LMS Relay Configuration]	[...]
SIP2 Parameters	Port = 0, Username = "", Password = "", Location = "", Terminal Password = "	[...]
Automated Circulation Systems		[...]
Is Master Service	<input type="checkbox"/>	

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Languages

This screen is used to enable language options and also to edit various language strings. In the Languages menu, it is possible to edit a translation (the message displayed on screen), add a new language or remove a language.

Management Console

Sign Out (fesa) | Back | Forward | Dashboard | Remote Assistance | \\192.168.100.200\shareqa\virtual\2.19\Smart Library\Datasets\2.0

System

- Terminals
- Configuration
- Languages

User Accounts

- Manage User Accounts

Deployment

- Database Migration
- Schedule Update

Reporting

- Transaction Viewer

Support

- Data Transfer
- Database Integrity
- Sip2 Log Reader

Version 2.19.8646

Languages

Name	Display Name	Enabled
English	English	True
Filipino	Paglalarawan	True
Mandarin (Simplified Chinese)	中文	True
Mandarin (Traditional Chinese)	正體	True
Vietnamese	Tiếng Việt	True
Maori	Māori	True
Greek	Ελληνικά	True
Arabic	العربية	True
Italian	Italiano	True
Portuguese	Português	True
Indonesian	Bahasa Indonesia	True
Hindi	हिन्दी	True
Korean	한국어	True
Pirate	It be pirate speak... yaaaarrrr!	True
Spanish	Español	True
Japanese	日本語	True
Hebrew	עברית	True
Russian	Русский	True
Polish	Polski	True
German	Deutsch	True
Bahasa Malaysia	Bahasa Malaysia	False
Turkish	Türkçe	False
Croatian	Hrvatski	False
Sinhalese	සිංහල	False
Dutch	Nederlands	False
French	Anglais	False
Tamil	தமிழ்	False
Dari	دari	False

Manage Elements... Add... Edit... Remove

To edit a language, select the required language and click 'Edit'. The page will list all the elements available, a description in English and the translation for that language. You may edit any of the translations as required. To change a translation, simply replace the text in the field and save.

If an element translation is missing it will revert to the default language, usually English. You may also add new elements using the Manage Elements button (see below) or add a whole new language using the Add button on the main language page.

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FE Technologies

Management Console

Sign Out (fesa) | Back | Forward | Dashboard | Remote Assistance | \\192.168.100.200\shareqa\virtual\2.19\Smart Library\Datasets\2.0

System

- Terminals
- Configuration
- Languages

User Accounts

- Manage User Accounts

Deployment

- Database Migration
- Schedule Update

Reporting

- Transaction Viewer

Support

- Data Transfer
- Database Integrity
- Sip2 Log Reader

Language Elements

Name	Description
AccountDetailsMainMenuText	The text displayed on the Account Details main menu button.
AccountDoesNotExist	Message to display when patron account doesn't exist.
AccountSummaryMainMenuText	The heading to describe the current patron's library account information
ActionStoppedByLMSWithoutMsg	The message to display when the LMS has stopped the action without a screen message.
ActionStoppedByRuleWithoutMsg	The message to display when the Rule has stopped the action without a message.
AddCashCreditInstructionsText	The message to display when a patron requests to add cash to their account.
AddCreditAmountAddedText	The heading used to display the patrons current cash added.
AddCreditAmountOwingText	The label text for the amount owing when adding credit.
AddCreditCurrentBalanceText	The heading used to display the patrons current balance as cash is being added.
AddCreditEftInstructions	The instructions displayed when requesting the patron enters the amount to crediting their account.
AddCreditMainMenuText	The text displayed on the Add Credit main menu button.
AddCreditRetrievingBalanceText	The message to display to the patron while their account balance is retrieved.
AddCreditSelectPaymentInstructions	The instructions displayed when requesting the patron choose a method by which to add credit.
AddCreditUpdatingAccountText	The message to display to the patron while their account is being updated.
AssetNumberText	The words 'Asset Number'.
Available	The Word 'Available'
BackToMenuText	Text displayed near the Back to Menu button.
BorrowingStatusItemNotFound	The message to display when the item cannot be found.
BorrowingStatusMainMenuText	Text for borrowing status main menu
BorrowStatusFormDescriptionText	Description on borrowing status screen
CallNumberText	The words 'Call Number'.
CancelText	The word 'Cancel'.
CheckInBooksFormInstructionText	Instruction text on checkin screen
CheckInBooksMainMenuText	Text for checkin main menu
CheckInItemCannotBeIssued	The message to display when the item the user is trying to checkin cannot be issued.
CheckInItemNotFound	The message to display when the item the user is trying to checkin cannot be found.
CheckInItemsError	The message when errors occurred checking in items.

Back | Add... | Edit... | Remove

Version 2.19.8646



If the language required by your library is not present, you can add your own or log a support call and request the language to be included as part of the next biennial language release. This is a free service.

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User Accounts

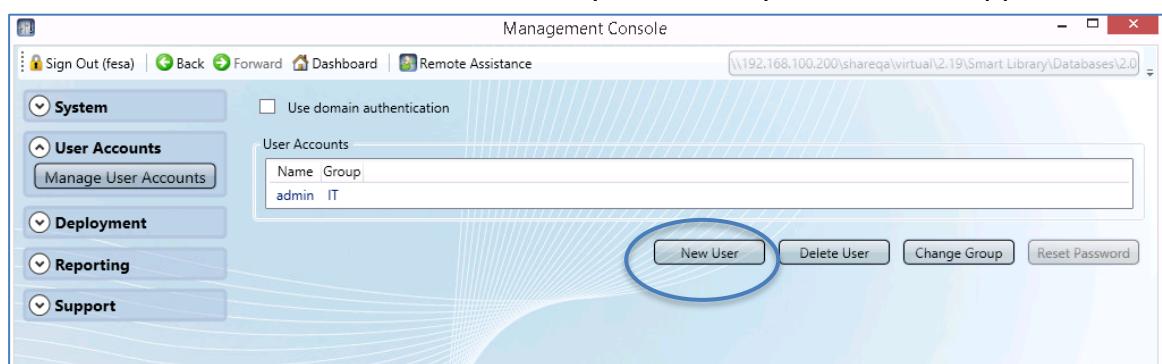
The Manage User Accounts section is used to create new users, manage users and reset passwords. Users are classified into four groups according to their level of access. The four groups are as follows:

- **Dashboard Group:** Users of this group can only access the software in a mode where they can only view the overall status. They will have access to the dashboard screen only and can monitor the status of the system.
- **Reporting Group:** Users of this group will have access to the dashboard, transactions and the reports menu. These users can monitor the status of the system and run reports
- **IT Group:** Users of this group will have full access to all of the configuration options of the system. These users can configure and modify any of the settings of the various RFID systems. However, they do not have access to the Support Group specific functions listed below.
- **Support Group:** Reserved for FE Technologies system support and development staff. The Support user has four main functions that are not available to the IT user. These functions are
 - Adding new terminals
 - Changing Tag Formatter (Configuration > System > Tag Formatter)
 - Changing Identifier processor (Configuration > System > Identifier Processor)
 - Preparing a terminal for deployment

The library's IT Staff will belong to the IT user group and can create and manage their own users.

A library wishing to have access to the support group may do so after signing a waiver document, and then a relevant support user account will be created. Once one support account is created, that user can create other support accounts. The "FESA" support user account is a special system account and cannot be deleted or reset by the Library IT staff or Support Users.

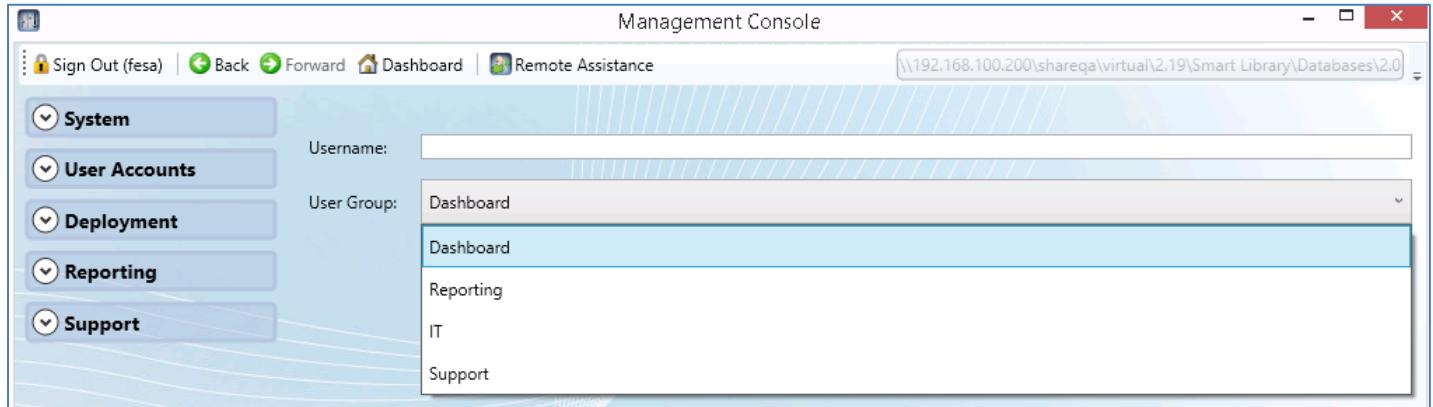
To add a new user click on "New User".



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You can select the access level for the user in the dropdown menu.



Deployment

The Deployment Menu includes two sub-menus:

- Database Migration – to prepare your databases for migration to a new FE Technologies Library RFID software version. This will only be required during a major version upgrade and should be performed by FE Technologies' Support Technicians.
- Schedule Upgrade – to schedule an upgrade of some or all terminals to a new FE Technologies Library RFID software version.

Database migration

Major version upgrades occur very infrequently, but may require the migration of your database/s. It's recommended that this is performed by FE Technologies Technical Support Officers. If you wish to find out more about this feature, please contact FE Technologies. Contact details are listed at the end of this document.

Schedule Upgrade

By clicking the button titled "Check online for the latest updates", Management Console will download the installation package for the latest revision of the FE Technologies Library RFID software, which will become visible under the software version combo box control. In the scenario that you may have obtained the installation package from an alternate source, you can import the installation package into Management Console by pressing the "Import" button and specifying the location of the file.

You can also specify when you would like the upgrade to be performed – either "Now" or on a date in the future. Select which branches and terminals you would like the upgrade to apply to, or click on "Select All/None". By clicking on "Schedule Now", the upgrade will commence at

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the date/time selected. The upgrade will not take effect until the applications are restarted. If required, you can select the checkbox "Force restart of upgraded applications".

A screenshot of the Management Console window. The left sidebar has buttons for "Sign Out (fesa)", "Back", "Forward", "Dashboard", and "Remote Assistance". The main area has a "System" section with a dropdown for "Software version to update to" and buttons for "Import..." and "Check online for the latest updates". Below that is a section for "When should the update be performed" with radio buttons for "Now" and "A specific date and time", and a checked checkbox for "Restart applications after update". A note says "Only Sort Assistant, Loan Station and Charge-Up Station will be restarted. The Windows service named Library Services by FE Technologies must be running under the LocalSystem account." The application list shows "FE Technologies" with version 2.19.8646 and "New Branch". Both have "Update All" buttons.

 Note that if a newer version of an application is detected when opening the Management Console, the user will be notified with the following message:
"New Version Detected
Deployed applications more recent than this Management Console (2.6.0001) have been detected. To edit configuration settings, please upgrade to version 2.6.002 or above. [OK]

Reporting

The Reporting menu contains the following submenus:

- Report Viewer – creating and viewing a range of reports relating to the RFID equipment
- Transaction Viewer – viewing Self Loan Station transactions and payments

Report Viewer

This screen provides access to various reports included within the system. Reports are written in crystal reports. Reports can be exported to a file in a variety of formats, for example PDF, or printed. Please note that reports are only accessible to those users with an access level of

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“Reporting Group” or higher. Users in this group can also access the Transaction Viewer. Please refer to the section “Manage Users” for information on access levels.

The reports are grouped into sections according to the device they relate to:

- Gates
- Smart Shelf
- Payments
- Transactions (Self Loan Station)

The following reports are available:

Security Gates:

- Average time in library
- Library utilisation
- Traffic per day
- Traffic per hour

Smart Shelf:

- Exception items
- Inventory lookup
- Item grouping
- Missing on hold items

Transactions (relating to the Self Loan Station and Charge Up Station):

- Average usage time
- Languages used
- Daily patron usage
- Daily transaction percentages by hour
- Daily transactions by hour
- Daily transactions by kiosk
- Hourly transaction percentages by day
- Hourly transactions by day
- Kiosk cash payment details
- Kiosk cash payment summary
- Kiosk offline transactions
- Kiosk transaction details
- Kiosk transactions per day
- Kiosk transactions per month
- Kiosk utilisation per day
- Monthly patron usage per kiosk
- Payment transactions
- Pending offline transactions
- Rejected payment transactions

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- Rejected transactions
- Total kiosk items by hour for period
- Total kiosk patrons by hour for period
- Total transactions per day
- Total transactions per month
- Transactions by hour matrix
- Unprocessed payment transactions

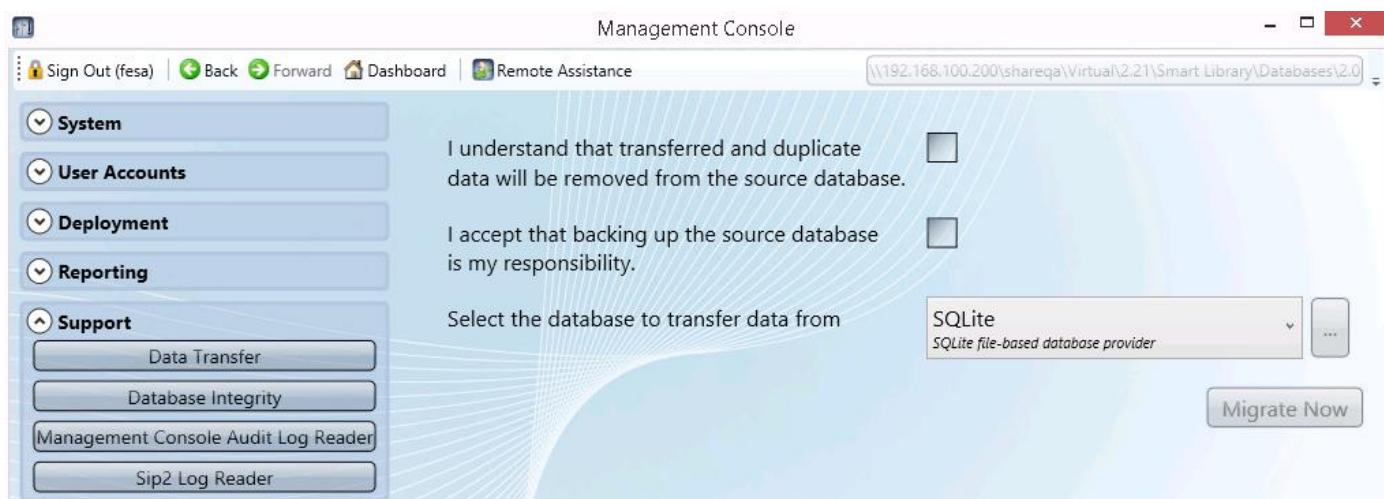
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Support

The Support Tab contains several functions which, under most circumstances will be used only by FE Technologies Technical Support Officers (TSOs) or by high level library IT staff.

Data Transfer

This feature is designed to allow you to move database/s from one location to another. Duplicate data will automatically be removed from the original source, so it's important for the library to backup this data before you commence this process. FE Technologies recommends that any data transfer be performed by an FE Technology TSO or library IT staff under instruction/advice from FE Technologies.



Database Integrity

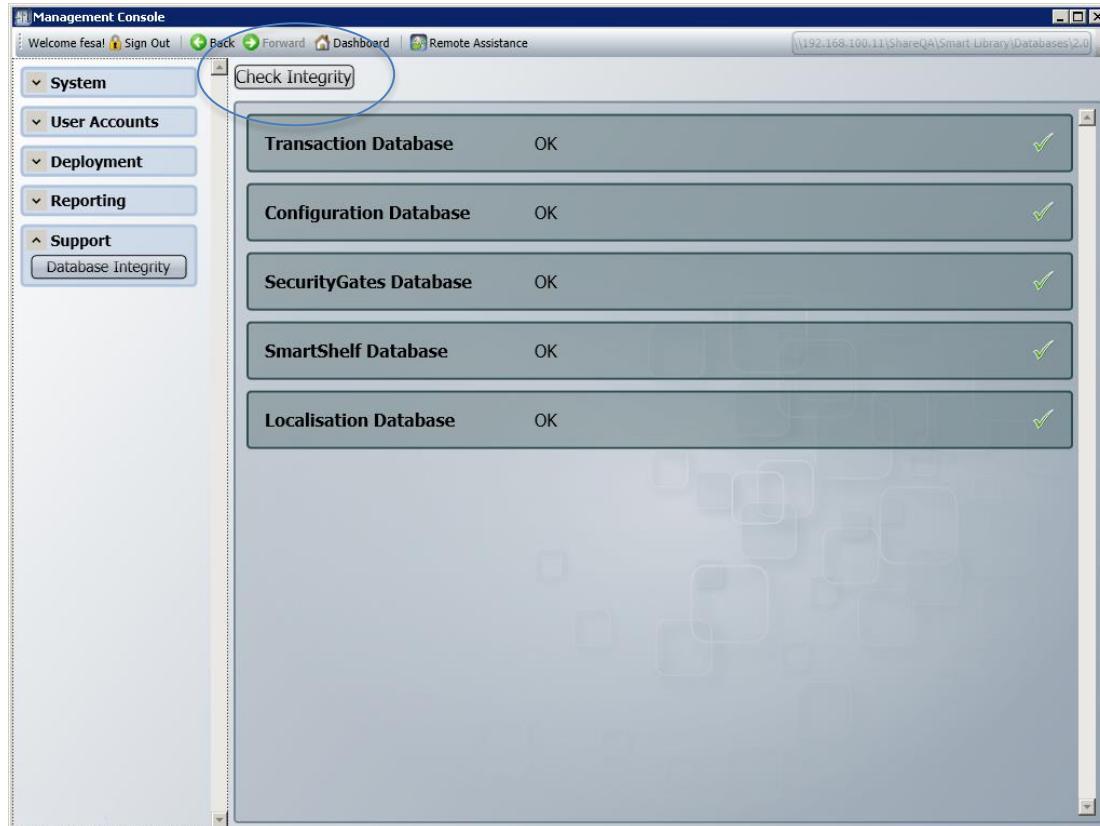
This function allows you to check the integrity of your databases and is grouped into the different types of databases, including:

- Transaction Database
- Configuration Database
- Security Gates Database
- Smart Shelf Database
- Localisation Database

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You can check the integrity of these databases by clicking the "Check Integrity" button. This need only be performed once a week or less frequently for large libraries.



Management Console Audit Log Reader

All changes made to configuration are captured and logged by the Management Console. There is a screen under the Support tab where you can view any changes recorded and their details. This is useful if you wish to roll back changes or understand when/how configuration changes were made to each piece of equipment. It is also a diagnostic tool for the TSOs should they require it.

SIP2 Log Reader

Another diagnostic tool, this feature logs all SIP2 calls made from your LMS. TSOs will use this when they are investigating the history of a problem or SIP message translation problem.

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Support Options

For any queries or to log a support call, please contact
FE Technologies Customer Care Centre via one of the following forum:



Online Support

<http://www.fetechgroup.com.au/online-support.html>
[Email: support@fetechgroup.com](mailto:support@fetechgroup.com)



Phone Support

1300 731 991 – Australia

0800 231977 – New Zealand

+85 2 3008 5757 – Hong Kong

+60 3 2788 4847 – Malaysia

+65 3158 0074 – Singapore

801 4033 – Brunei

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