



Networking Guide 2.0

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|---|-----------|
| Table of Contents | 2 |
| <hr/> | |
| I. Introduction | 4 |
| II. Server Setup | 5 |
| Software Installation..... | 5 |
| Sharing Configuration..... | 5 |
| Security & Permissions..... | 6 |
| Local Mapped Network Drive Configuration..... | 6 |
| Setting The Database Path..... | 6 |
| III. Client Setup | 7 |
| Software Installation..... | 7 |
| Mapped Network Drive Configuration..... | 7 |
| Setting The Database Path..... | 7 |
| IV. License Management | 8 |
| V. Database Updater | 8 |
| VI. Changing Database Path | 9 |
| A. Appendix A – Sharing a Folder | 10 |
| Windows® Server 2003..... | 10 |
| Windows® XP Professional & Home..... | 11 |
| Simple File Sharing..... | 11 |
| Regular File Sharing..... | 13 |
| Windows® 2000 Professional & Server..... | 13 |
| Windows® 98 SE & Windows® Millennium..... | 14 |
| Windows® NT 4.0 SP6 Workstation & Server..... | 14 |
| B. Appendix B – Mapping a Network Drive | 15 |
| Windows® 2000 Professional & Server, Windows® XP Professional & Home, and Windows® Server 2003..... | 15 |
| Windows® 98 SE, Windows® Millennium..... | 15 |
| Windows® NT 4.0 SP6 Workstation & Server..... | 16 |
| Startup Batch Script..... | 17 |
| C. Appendix C – Determining Your Computer Name | 18 |
| Windows® XP Professional & Home, and Windows® Server 2003..... | 18 |
| Windows® 2000 Professional & Server..... | 18 |
| Windows® 98 SE, Windows® Millennium..... | 18 |
| Windows® NT 4.0 SP6..... | 18 |
| D. Appendix D - Enable File Sharing | 19 |
| Windows® 2000 Professional & Server, Windows® XP Professional & Home, and Windows® Server 2003..... | 19 |
| Windows® 98 SE, and Windows® Millennium..... | 19 |
| Windows® NT 4.0 SP6..... | 19 |
| E. Appendix E – Permissions & Sharing Security | 20 |
| Windows® 2000 Professional & Server, Windows® XP Professional & Home, and Windows® Server 2003..... | 20 |
| Windows® 98 SE, and Windows® Millennium..... | 20 |
| Windows® NT 4.0 SP6..... | 21 |
| F. Appendix F – Troubleshooting | 22 |
| G. Appendix G – Resources | 22 |

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I. Introduction

Welcome to the Price tag Pro™ Networking Guide. This guide is written as a supplement to the Price tag Pro™ User's Guide. You should be familiar with the Users Guide before using the Networking Guide, as many Price tag Pro™ concepts are covered there. For this manual to be applicable, you must have at least a two-computer Price tag Pro™ license.

Price tag Pro™ is a multi-user network application capable of supporting many simultaneous access points. One computer is configured as the Price tag Pro™ server, sharing the Price tag Pro™ database files to all Price tag Pro™ clients. The server is typically used as a Price tag Pro™ client, though the Price tag Pro™ database files can be hosted on any file server.

During installation the 'Client' option must be installed on each Price tag Pro™ client. Price tag Pro™ Software 'Client' and 'Database' options must be installed on each Price tag Pro™ server. Price tag Pro™ software must be installed locally on each computer that is to run Price tag Pro™. Though a networked Price tag Pro™ configuration uses Windows' mapped network drives, it cannot be run from a network share or mapped-network-drive.

Price tag Pro™ software supports the following Microsoft® Windows® operating systems for server and client:

- Windows® 98 SE
- Windows® Millennium
- Windows® NT 4.0 SP6 Workstation & Server
- Windows® 2000 Professional & Server
- Windows® XP Home & Professional
- Windows® Server 2003

Price tag Pro™ does not support Windows® 3.1, Windows® NT 3.51, Windows® 95, Apple Macintosh®, or UNIX®/Linux for server or client.

Price tag Pro™ network software features:

- Centralized Database Management
- Central Database Updates

Minimum server requirements

- Pentium II processor (233MHz) or equivalent
- 192 megabytes RAM
- 56Kbps modem or better Internet connection is required for product updates. Broadband suggested.
- 50 megabytes disk space for program and databases.
- Windows® 98 SE, Me, NT 4.0 SP6, 2000, XP, 2003
- Internet Explorer 5.5 or greater
- File sharing support
- Administrative user privileges

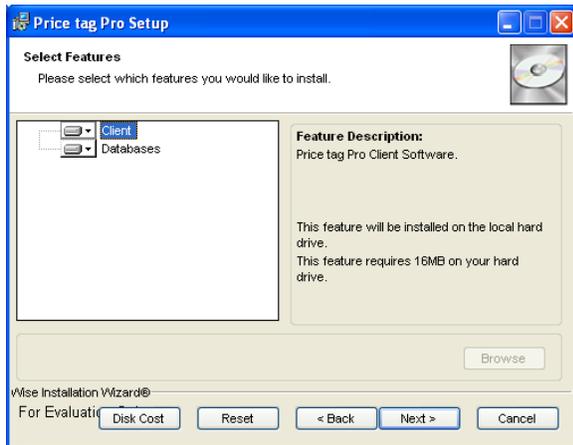
Minimum client requirements

- Pentium II processor (233MHz) or equivalent
- 128 megabytes RAM
- 56Kbps modem or better Internet connection is required to view manufacturer's product page. Broadband suggested.
- 30 megabytes disk space for program.
- Windows® 98 SE, Me, NT 4.0 SP6, 2000, XP, 2003
- Internet Explorer 5.5 or greater
- Mapped-network-drive support
- Administrative user privileges

II. Server Setup

Software Installation

Pick one of your computers to be designated the Price tag Pro™ server. The computer you choose will host the Price tag Pro™ database files and usually manages periodic database updates. This computer will also govern database security and is usually responsible for database backups. The Price tag Pro™ server includes all Price tag Pro™ client functions.



Install Price tag Pro™ software. Refer to the Price tag Pro™ User’s Guide for help.

Choose the default options to install all Price tag Pro™ components. Your Price tag Pro™ server must include the ‘Client’ and ‘Databases’ options.

When installation is complete, do not run Price tag Pro™ yet.

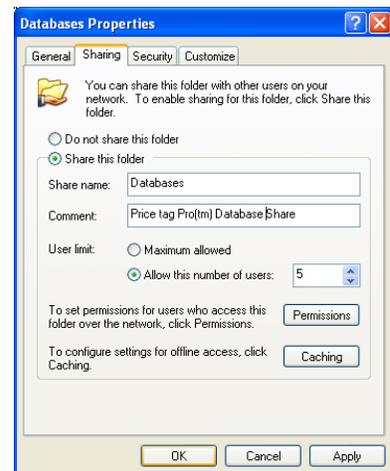
Sharing Configuration

To open a Windows Explorer window, right-click on the ‘Start’ button and click on ‘Explore’ to open Windows Explorer, or Click on ‘Start’, ‘Accessories’, ‘Windows Explorer’.

Open the Windows Explorer folder to the path that you’ve installed Price tag Pro™, usually ‘C:\Program Files\PricetagPro\’.

Right-click on the ‘Databases’ folder, and click on ‘Properties’. Click on the ‘Sharing’ tab. If you do not have a ‘Sharing’ tab, your computer does not have file sharing enabled. See Appendix D for information on how to enable File Sharing on your computer.

Select the radio button, ‘Share this folder’ to share the folder. Windows will automatically choose the share name ‘Databases’. You can choose another share name, but this manual will assume the share name is ‘Databases’.



Click on the ‘Caching’ button, if present. Uncheck ‘Allow caching of files in this shared folder’. Click ‘OK’. This disables the caching of shared files by network clients. The feature is normally used when users need offline access to network files that will be later synchronized with the shared copy. Failing to disable offline-caching support can result in divergent copies of the Price tag Pro™ database that may result in potential data loss.

See Appendix A for specific information on your Windows version’s file sharing support.

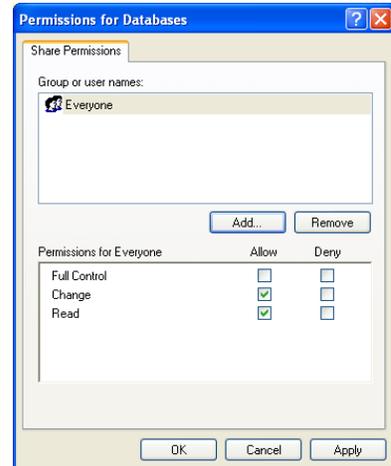
Security & Permissions

While still on the 'Sharing' tab, click on the 'Permissions' button, if present. This window controls which users or groups can access the shared folder from the network.

Network Users or Groups require at least 'Read' and 'Change' permissions to use Price tag Pro™.

If you have a specific set of users or a group that will be allowed to use Price tag Pro™, use the 'Add' button to add that user or group to the 'Group or user names' list. Use the 'Remove' button to remove users or groups that should not have access to Price tag Pro™.

Add the group 'Everyone', and check the 'Full Control' box, if you're not sure. This will allow all users access.



Click 'OK' to accept your Sharing Permissions changes.

See Appendix E for more information on sharing security.

Local Mapped Network Drive Configuration

Open Windows Explorer. Type "\\Server" in the Address bar (where "Server" is the name of your Price tag Pro™ server) and press <Enter>. If you do not know the name of your computer, see Appendix C.

The 'Databases' share will be listed in your computer's shared resources. Right-click on the 'Databases' share, and click on 'Map Network Drive'.

Choose an available drive letter from the drop-down menu; we suggest using 'P:'. Make sure the drive letter you choose is available on each computer that will be a Price tag Pro™ client. Price tag Pro™ database path must be exactly the same on the server and all clients.

See Appendix B for more information on mapping network drives.

Setting The Database Path

Open Price tag Pro™ by double-clicking on the Price tag Pro™ desktop icon or by clicking on 'Start', 'Programs', 'Price tag Pro', 'Price tag Pro'.

The opening screen provides Data Path selection the first time you start Price tag Pro™.

Input the path of the mapped network drive you created, or use the '...' button to locate the database path using a folder browser.

The example uses 'P:\' since 'P:' is the example's local mapped network drive.

Click the 'OK' button to accept the database path.



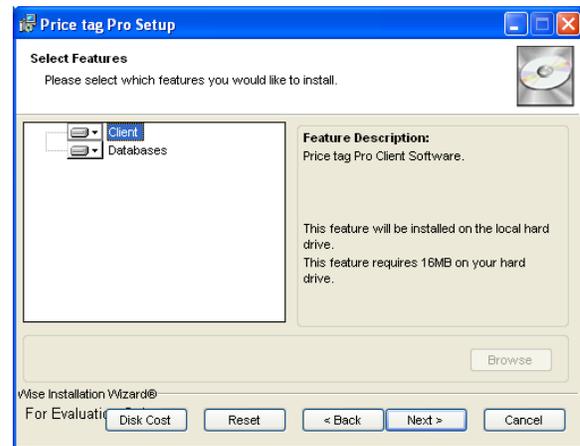
III. Client Setup

Software Installation

Install Price tag Pro™ Software. Refer to the Price tag Pro™ User's Guide for help.

Choose only the 'Client' option for the Price tag Pro™ client installation.

When installation is complete, do not run Price tag Pro™ yet.



Mapped Network Drive Configuration

Open Windows Explorer. Type "\\ServerName" in the Address bar (where 'ServerName' is the name of your Price tag Pro™ server) and press <Enter>.

You will see the 'Databases' share listed in your server's shared resources. Right-click on the 'Databases' share, and click on 'Map Network Drive'.

Choose the same drive letter from the drop-down menu you chose for the server's local mapped network drive. Price tag Pro™ database path must be exactly the same on the server and all clients.

See Appendix B for more information on mapping network drives.

Setting The Database Path

Open Price tag Pro™ by double-clicking on the Price tag Pro™ desktop icon or by clicking on 'Start', 'Programs', 'Price tag Pro', 'Price tag Pro'.

The opening screen provides database path selection the first time you start Price tag Pro™. Type the path of the mapped network drive you created in the 'Database Path' text field, or use the '...' button to locate the database path with a folder browser.

Click the 'OK' button to accept the database path.



IV. License Management

Price tag Pro™ licensing is sold per-computer whereby each client computer, including the server (if it's being used as a client), consumes one of your available licenses. Price tag Pro™ license packs are available for Appliances or Consumer Electronics or both. Licensing is sold per-module. Contact Price tag Pro™ customer service for more information.

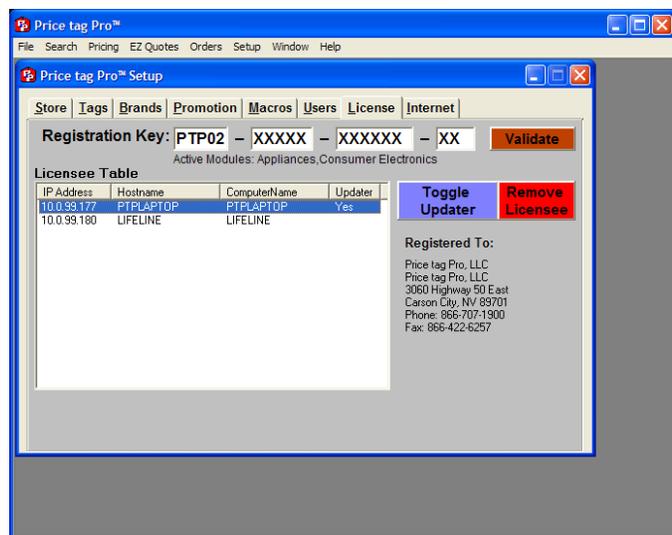
The number of total licenses can be determined from the Price tag Pro™ Registration Key. The first three characters of the key will always be, "PTP". The following two characters of the key will always be numbers between "01" and "99" representing the total number of licenses you've purchased.

After you've validated your license, the module or modules for which you're licensed are displayed under your registration key.

In the Price tag Pro™ Setup, on the License tab, each line in the Licensee Table represents a computer that has successfully logged in to Price tag Pro™.

If a licensee must be removed, start by opening the Price tag Pro™ Setup to the License tab. From the Licensee Table, click on the licensee computer that must be removed to select it, and click the 'Remove Licensee' button.

If the number of licensees exceeds the total number of available licenses, an error message will be displayed at login, and the Price tag Pro™ Setup will open to the License tab so you can remove at least one licensee or enter a new registration key that supports more licensees.



V. Database Updater

Only one Price tag Pro™ client can perform database updates. This client is designated the Price tag Pro™ updater. If Price tag Pro Internet Updates are attempted from a computer not designated the Price tag Pro™ updater, an error message will be displayed indicating that the updater setting must be toggled.

To change the designated Price tag Pro™ updater, log in to Price tag Pro™ with an administrative account, and click on 'Setup' in the menu, and click on the 'License' tab. From the list of computers in the Licensee Table, click on the computer you'd like to designate the new updater. Click the 'Toggle Updater' button to toggle the updater status of the selected computer.

VI. Changing Database Path

Close the Price tag Pro™ software.

Open a command prompt by clicking on your 'Start' button and selecting 'Run'.

If you're using Windows® 98 or Windows® Millennium, then type in "command" and click the 'OK' button.

If you're using Windows® NT 4.0, Windows® 2000, Windows® XP, or Windows® Server 2003, then type in "cmd" and click the 'OK' button.

In the command prompt window, change directory to your Price tag Pro™ directory with the command, ``cd C:\Program Files\PricetagPro``. If you've installed Price tag Pro™ to an alternate location, replace "C:\Program Files\PricetagPro" with your own installation path.



```
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\>cd progam1
C:\PROGRAM1>cd pricet1
C:\PROGRAM1\PRICET1>ptp /setpath
```

Run the command, ``PTP.exe /SetPath`` to select a new database path.



Input the database path, or use the '...' button to locate the database path using a folder browser.

Click the 'OK' button to accept the database path.

After accepting the new database path, you will be presented with a warning that all Price tag Pro™ clients must have exactly the same database path. Click 'OK'.

A. Appendix A – Sharing a Folder

Windows® Server 2003

Open Windows Explorer to the 'C:\Program Files\PrictagPro\' folder.

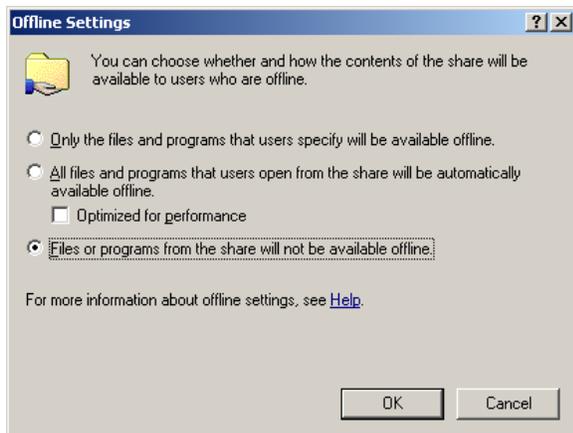
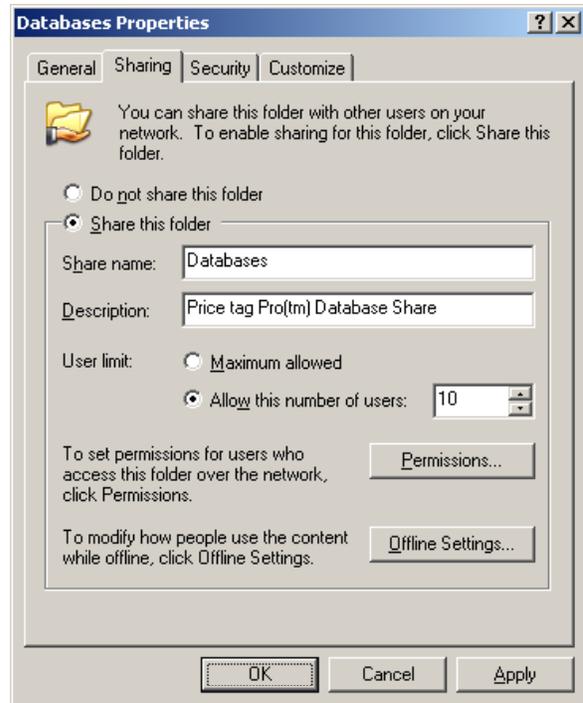
Right-click on the 'Databases' folder, and click on 'Properties'. Click on the 'Sharing' tab.

Right-click on the 'Databases' folder, and click on 'Properties' from the menu. Click on the 'Sharing' tab.

Change the radio button position from 'Do not share this folder' to 'Share this folder'. Windows® will automatically name the share 'Databases' after the folder.

The default setting for 'User limit' is 'Maximum allowed'. If you wish to limit the number of connections available on your Databases share, change the radio button from 'Maximum allowed' to 'Allow this number of users'. Set the number of allowed users using the up/down arrow buttons next to the listed number.

Click the 'Permissions' button to adjust sharing security for this share. See Appendix E for more information on sharing security.



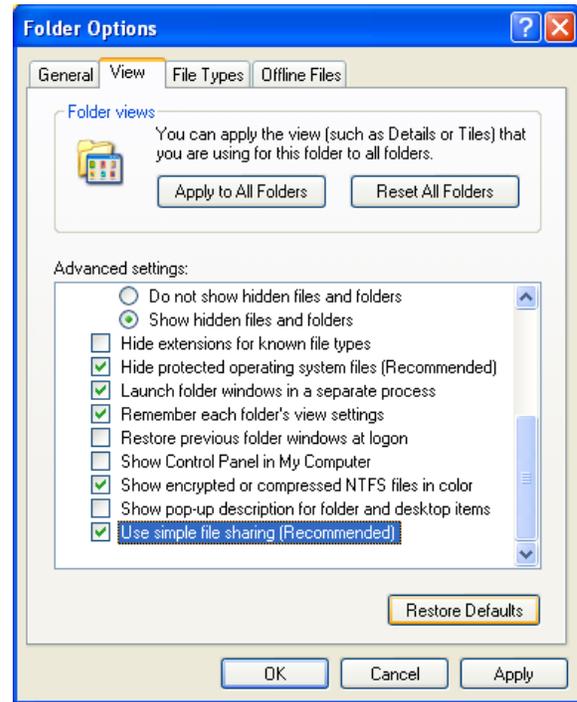
Click on the 'Offline Settings' button. Change the radio button selection from the default 'Only the files and programs ...' to 'Files or programs from the share will not be available offline'. Click 'OK'.

Click 'OK' to activate the share.

Windows® XP Professional & Home

First, determine if you're using the 'Simple File Sharing' interface by opening any Windows Explorer window. Click on the 'Tools' menu and select 'Folder Options'. Click on the 'View' tab, and scroll the 'Advanced settings' list to the bottom. If 'Use simple file sharing (Recommended)' is checked, you're using Simple File Sharing. If it's unchecked, you've already switched to Regular File Sharing. Click 'OK' to apply changes and exit the Folder Options menu.

Both Simple and Regular File Sharing are useable for Price tag Pro™.



Simple File Sharing

Open Windows Explorer to the 'C:\Program Files\PricetagPro\' folder.

Right-click on the 'Databases' folder, and click on 'Properties'. Click on the 'Sharing' tab.

If you've already configured your computer's networking, do not run the 'Network Setup Wizard'.

Click on the link, 'If you understand the security risks but want to share files without running the wizard, click here.'



You will be prompted to confirm that you really want to share this folder. Click the radio button to 'Just enable file sharing', and click 'OK' to continue.

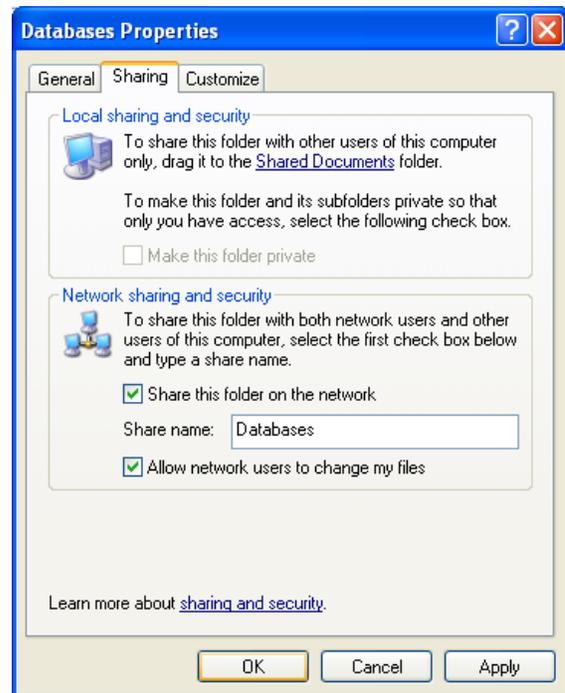


Make sure there is a check in the 'Share this folder on the network' checkbox.

Change the 'Share name' if necessary. Windows® will automatically name the share 'Databases' after the folder.

Place a check in the 'Allow network users to change my files' checkbox. This gives Price tag Pro™ clients change access to the shared database files.

Click 'OK' to activate the share.



Regular File Sharing

Open Windows Explorer to the 'C:\Program Files\PrictagPro\' folder.

Right-click on the 'Databases' folder, and click on 'Properties'. Click on the 'Sharing' tab.

Click the radio button from its default, 'Do not share this folder', to the 'Share this folder' option.

Adjust the 'Share name' if necessary. Windows® will automatically name the share 'Databases' after the folder.

The default setting for 'User limit' is 'Maximum allowed'. If you wish to limit the number of connections available on your Databases share, change the radio button from 'Maximum allowed' to 'Allow this number of users'. Set the number of allowed users using the up/down arrow buttons next to the listed number.

Click on the 'Permissions' button to adjust the security for this share. See Appendix E for more information on sharing security.

Click on the 'Caching' button. Uncheck the 'Allow caching of files in this shared folder' checkbox. This disables the caching of shared files by network clients. This feature is normally used when users need offline access to network files that will be later synchronized with the shared copy. Failing to disable offline caching support can result in divergent copies of the Price tag Pro™ database that may result in potential data loss.

Click 'OK' to apply your caching settings.

Click 'OK' to activate the share.

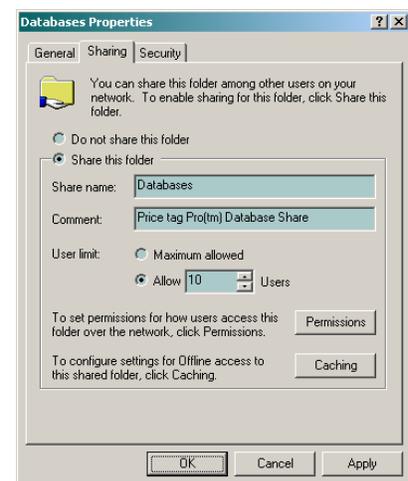
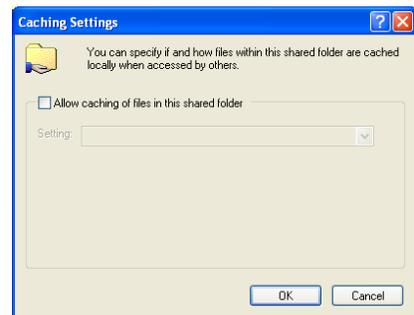
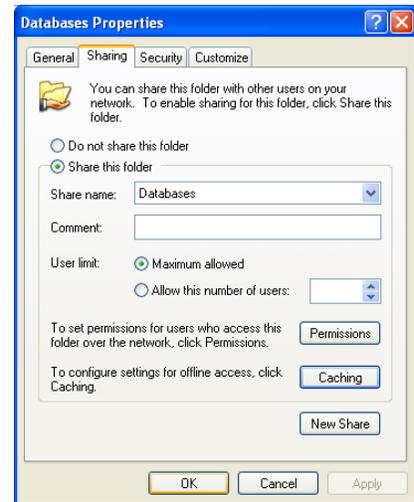
Windows® 2000 Professional & Server

Open Windows Explorer to the 'C:\Program Files\PrictagPro\' folder.

Right-click on the 'Databases' folder, and click on 'Properties'. Click on the 'Sharing' tab. Change the radio button position from 'Do not share this folder' to 'Share this folder'. Windows® will automatically name the share 'Databases' after the folder.

The default setting for 'User limit' is 'Maximum allowed'. If you wish to limit the number of connections available on your Databases share, change the radio button from 'Maximum allowed' to 'Allow *n* users'. Set the number of users allowed using the up/down arrow buttons next to the listed number.

Click on the 'Permissions' button to adjust the security for this share. See Appendix E for more information on sharing security.



Click on the 'Caching' button. Uncheck the 'Allow caching of files in this shared folder' checkbox. This disables the caching of shared files by network clients. The feature is normally used when users need offline access to network files that will be later synchronized with the shared copy. Note: Failing to disable offline caching support can result in divergent copies of the Price tag Pro™ database that may result in potential data loss.

Click 'OK' to apply your caching settings.

Click 'OK' to activate the share.

Windows® 98 SE and Windows® Millennium

Open Windows Explorer to the 'C:\Program Files\PricetagPro\' folder.

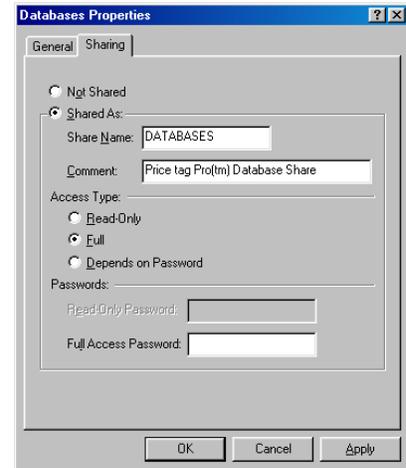
Right-click on the 'Databases' folder, and click on 'Properties'. Click on the 'Sharing' tab. Change the radio button position from 'Not Shared' to 'Shared As'.

If necessary, change the share name in the 'Share Name' field. Windows® will automatically name the share 'DATABASES' after the folder.

Change the 'Access Type' radio button from the default 'Read-Only' to 'Full'.

See Appendix E for more information on Sharing security.

Click 'OK' to activate the share.



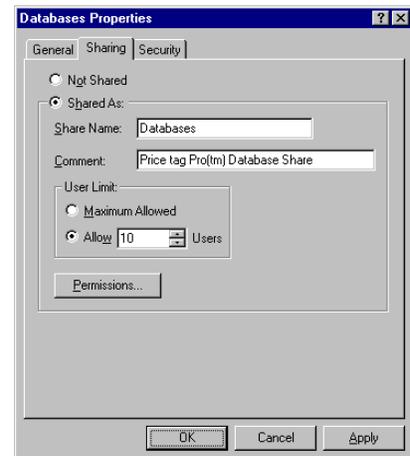
Windows® NT 4.0 SP6 Workstation & Server

Open Windows Explorer to the 'C:\Program Files\PricetagPro\' folder.

Right-click on the 'Databases' folder, and click on 'Properties'. Click on the 'Sharing' tab. Change the radio button position from 'Not Shared' to 'Shared As'.

If necessary, change the share name in the 'Share Name' field. Windows® will automatically name the share 'Databases' after the folder.

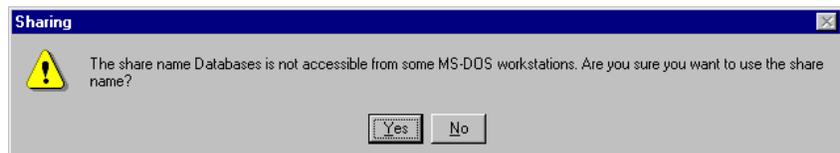
The default setting for 'User limit' is 'Maximum Allowed'. If you wish to limit the number of connections available on your Databases share, change the radio button from 'Maximum Allowed' to 'Allow n Users'. Set the number of users allowed using the up/down arrow buttons next to the listed number.



Click on the 'Permissions' button to adjust sharing security for this share. See Appendix E for more information on sharing security.

Click 'OK' to activate the share.

A Warning window will ask for confirmation if your share name is longer than 8 characters. Click 'Yes'.



B. Appendix B – Mapping a Network Drive

Windows® 2000 Professional & Server, Windows XP Professional & Home, and Windows Server 2003

Open Windows Explorer. In the Address bar, type in, backslash, backslash, and the name of the server to which you're connecting, thus if the computer you're connecting to is called 'Server', you'll type:

\\Server

Press <Enter> or click on the 'Go' button to the right of your Address bar.

Explorer should return a list of shared resources from the computer, 'Server'.

Right-click on the 'Databases' share, and click on 'Map Network Drive'.

From the drop-down list, select your network-wide Price tag Pro™ drive letter, usually drive 'P:'.

Be sure the 'Reconnect at logon' checkbox is checked so the connection can be reestablished automatically when the user logs in to Windows®.



If necessary, you can use a different user name than your current login by clicking on the 'different user name' link. Type in the username and password in the provided fields. Domain usernames are in the form of "DOMAIN\username". Click 'OK' to accept the user name and password you've entered.

Click 'Finish' to complete the mapped network drive.

Windows® 98 SE and Windows® Millennium

Open Windows Explorer. In the Address bar, type in, backslash, backslash, and the name of the server to which you're connecting, thus if the computer you're connecting to is called 'Server', you'll type:

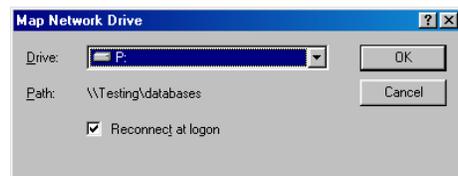
\\Server

Press <Enter> or click on the 'Go' button to the right of your Address bar.

Explorer should return a list of shared resources from the computer, 'Server'.

Right-click on the 'Databases' share, and click on 'Map Network Drive'.

From the drop-down list, select your network-wide Price tag Pro™ drive letter, usually drive 'P:'.



Be sure the 'Reconnect at logon' checkbox is checked so the connection can be reestablished automatically when the user logs on to Windows®.

Click 'OK' to complete the mapped network drive.

Windows® NT 4.0 SP6 Workstation & Server

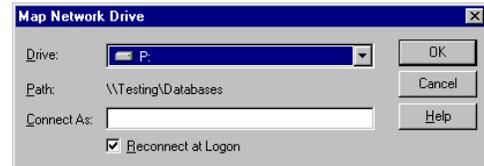
Open Windows Explorer. In the Address bar, type in, backslash, backslash, and the name of the server to which you're connecting, thus if the computer you're connecting to is called 'Server', you'll type:

\\Server

Press <Enter> or click on the 'Go' button to the right of your Address bar.

Explorer should return a list of shared resources from the computer, 'Server'.

Right-click on the 'Databases' share, and click on 'Map Network Drive'.



From the drop-down list, select your network-wide Price tag Pro™ drive letter, usually drive 'P:'.

If necessary, you can use a different user name than your current login by typing a different user name in the 'Connect As' field. Domain usernames are in the form of "DOMAIN\username". Click 'OK' to accept the user name you've entered. Windows® will prompt you for the password associated with the user name you specified.

Be sure the 'Reconnect at logon' checkbox is checked so the connection can be reestablished automatically when the user logs in to Windows®.

Click 'OK' to complete the mapped network drive.

Startup Batch Script

Some users may find that Windows® doesn't properly reconnect their Price tag Pro™ mapped network drive on reboot. Whether the drive doesn't remap automatically or it continually comes up with a "red X", a startup batch script can help counter these troublesome situations.

Below is an example batch script. For simplicity, the script location is in 'C:\'. The example user name is, 'username', and the example password is, 'pAsswOrd'.

```
@echo off
REM REM means that Windows/DOS should ignore this line as comments
REM @echo off means that Windows/DOS should turn command echoing
REM off quietly without notification.

REM The 'net use' command can be used to map a network drive
REM

net use P: \\Server\Share pAsswOrd /USER:username /persistent:no

REM Remove the '/persistent:no' option for Win98/Me

REM Changing to '/persistent:yes' will make Windows® remap the drive
REM on reboot. If you have this script linked in your Startup menu
REM you will see errors when the script tries to map a network
REM drive that's already mapped.
```

Create a text file in a known directory with the above contents. Name the text file something like, 'script.txt'. Then rename the script 'script.bat'. Windows® will confirm that you wish to change the file extension; click 'Yes'.

Create a Start menu shortcut in the Startup Program group by clicking on 'Start', 'Settings', 'Taskbar & Start Menu'.

Click on the 'Start Menu' tab, and click the 'Customize' button.

Click on the 'Add' button. This will open the Add Shortcut wizard.

Type in the Location of the script or use the 'Browse' button to find the file through a file browser.

Click 'Next' to continue.

Select the Programs Startup folder.

Choose 'Start Menu -> Programs -> Startup'.

Click 'Next' to continue.

Name the shortcut and click on 'Finish'.

Click 'OK' to exit the Start menu options.

C. Appendix C – Determining Your Computer Name

Windows® XP and Windows® Server 2003

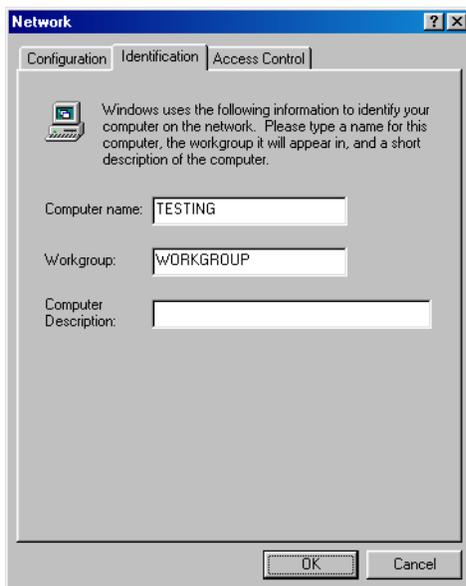
Click on 'Start', 'Settings', 'Control Panel'. Open the 'System' control panel.

Click on the 'Computer Name' tab. Your computer's name will be listed in this screen under 'Full Computer Name'.

Windows® 2000

Click on 'Start', 'Settings', 'Control Panel'. Open the 'System' control panel.

Click on the 'Network Identification' tab. Your computer's name will be listed in this screen under 'Full Computer Name'.



Windows® 98 SE and Windows® Millennium

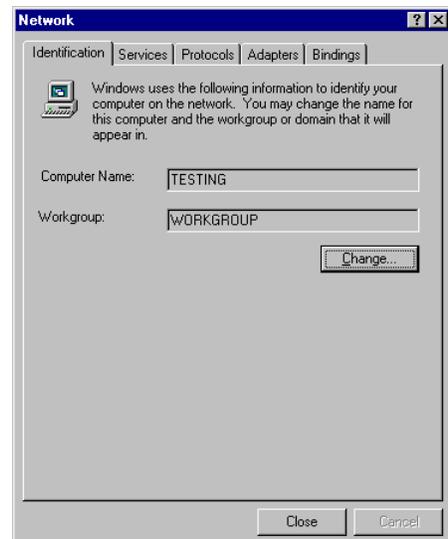
Click on 'Start', 'Settings', 'Control Panel'. Open the 'Network' control panel.

Click on the 'Identification' tab. Your computer's name will be listed in the 'Computer name' text field.

Windows® NT 4.0 SP6

Click on 'Start', 'Settings', 'Control Panel'. Open the 'Network' control panel.

Click on the 'Identification' tab. Your computer's name will be listed in the 'Computer Name' text field.



D. Appendix D – Permissions & Sharing Security

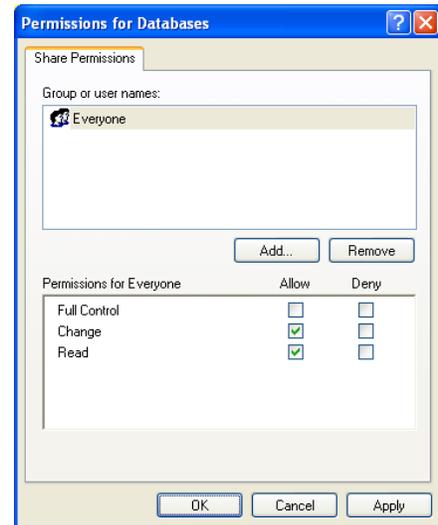
Windows® 2000 Professional & Server, Windows® XP Professional & Home, and Windows® Server 2003

While still on the 'Sharing' tab of the folder Properties window, click on the 'Permissions' button. This window controls which users or groups can access the shared folder from the network.

Network Users or Groups require at least Read and Change permissions to use Price tag Pro™.

If you have a specific set of Users or a Group that will be allowed to use Price tag Pro™, use the 'Add' button to add that group to the 'Group or user names' list. Use the 'Remove' button to remove Users or Groups that should not have access to Price tag Pro™.

Click 'OK' to accept your Sharing Permissions changes.



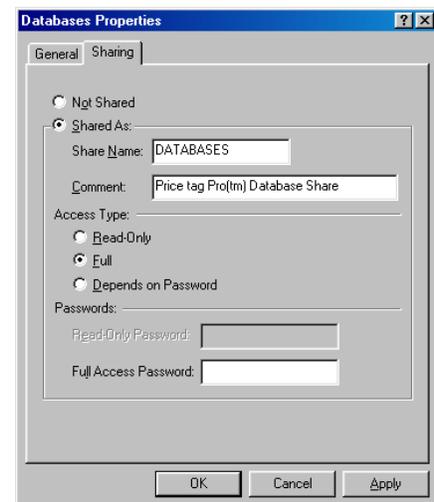
Windows® 98 SE and Windows® Millennium

Windows® 98 SE and Windows® Millennium allow for a limited security configuration. The best one can do is to place an Access Password on the shared resource.

While still on the 'Sharing' tab of the folder Properties, type in your desired access password in the 'Full Access Password' text box.

Price tag Pro™ requires Change access to shared files, thus 'Full' Access Type is required.

Click 'OK' to accept your Sharing Permissions changes.



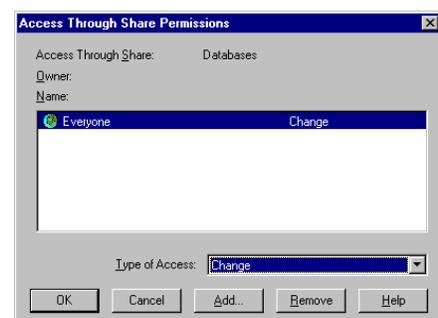
Windows® NT 4.0 SP6

While still on the 'Sharing' tab of the folder Properties window, click on the 'Permissions' button. This window controls which Users or Groups can access the shared folder from the network.

Network Users or Groups require at least Change permissions to use Price tag Pro™.

If you have a specific set of Users or a Group that will be allowed to use Price tag Pro™, use the 'Add' button to add that group to the 'Group or user names' list. Use the 'Remove' button to remove Users or Groups that should not have access to Price tag Pro™.

Click 'OK' to accept your sharing permissions changes.



E. Appendix E – Enable File Sharing

Windows® 2000 Professional & Server, Windows® XP Professional & Home, and Windows® Server 2003

Click on 'Start', 'Settings', 'Control Panel'.

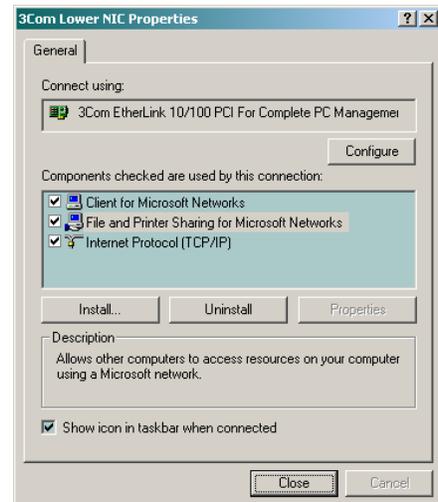
Double-click on 'Network Connections'.

Right-click on the Local Area Network (intranet) connection, and click on 'Properties'.

Ensure that 'Client for Microsoft Networks' and 'File and Printer Sharing for Microsoft Networks' have checks in their checkboxes.

If either 'Client for Microsoft Networks' or 'File and Printer Sharing for Microsoft Networks' is missing, click on the 'Install' button, and select them from the list of Services.

Click the 'Close' button to exit the Properties menu.



Windows® 98 SE and Windows® Millennium

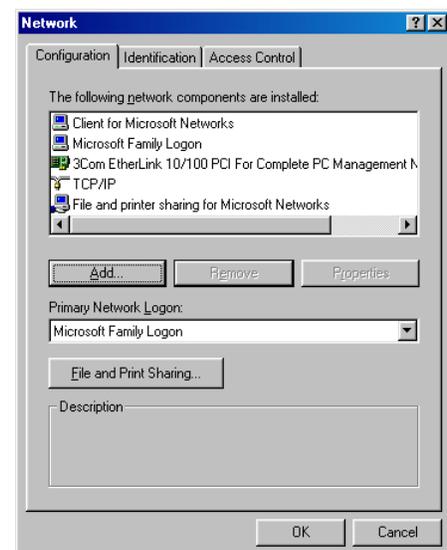
Click on 'Start', 'Settings', 'Control Panel'.

Double-click on 'Network'.

On the 'Configuration' tab, ensure that you have 'Client for Microsoft Network' and 'File and printer sharing for Microsoft Networks'.

If 'Client for Microsoft Networks' is missing, click on the 'Add' button, and select 'Service' from the menu, and click 'Add'. Select the Company 'Microsoft', and select 'Client for Microsoft Networks' from the list of Products. Click 'OK' to add the service.

If 'File and printer sharing for Microsoft Networks' is missing, click the 'File and Print Sharing' button, and place a check next to 'I want to be able to give others access to my files' to enable file sharing. Click 'OK'.



Click 'OK' to accept any changes. Windows® may ask you to insert your operating system installation disc.

Windows® NT 4.0 SP6

Click on 'Start', 'Settings', 'Control Panel'.

Double-click on 'Network'.

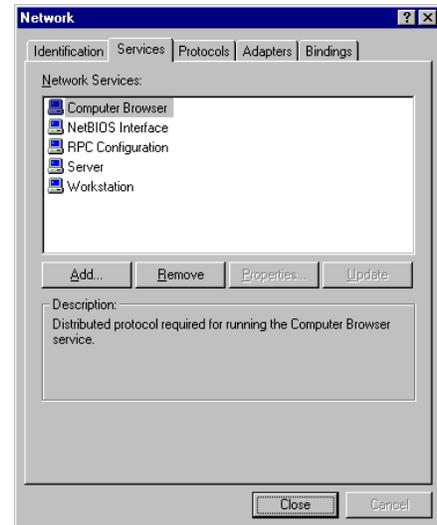
On the 'Services' tab, ensure that you have 'Computer Browser', 'NetBIOS Interface', 'Server', and 'Workstation'.

If any of these are missing, click on the 'Add' button, and select them from the 'Services' list. Click 'OK' to add any selected service(s).

Click 'OK' to accept any changes. Windows® may ask you to insert your operating system installation disc.

Click on the 'Bindings' tab and ensure that WINS bindings aren't disabled on the Local Area Network interface.

Click 'Close' to save your changes.



F. Appendix F – Troubleshooting

| Problem | Resolution |
|--|---|
| Run-time error '52' | Price tag Pro™ is failing to connect to its database path. Make sure your mapped-network drive is functioning, and reconnect if necessary. |
| Run-time error '429' | Remove the Price tag Pro™ software from your computer. Download the latest version of Price tag Pro™ from the Price tag Pro™ downloads page, and reinstall the software. |
| Run-time error '3001' | The Price tag Pro™ Client Database is out of date. Download the latest Price tag Pro™ patch from http://www.pricetagpro.com/downloads and apply it. |
| Run-time error '-2147217911 (80040e09)': Cannot Update. Database or object is read-only. | The Price tag Pro™ Client software is finding read-only access to the Price tag Pro™ Client Database. You probably haven't given yourself 'Change' permission over the 'Databases' network share. See Appendix D on Permissions & Security. |
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G. Appendix G – Resources

| Resource | Location |
|---|---|
| Price tag Pro™ Website | http://www.pricetagpro.com |
| Price tag Pro™ Support Website | http://www.pricetagpro.com/support |
| Price tag Pro™ Download Website | http://www.pricetagpro.com/download.html |
| Telephone Technical Support Monday – Friday, 8:00 AM – 5:00 PM Pacific time zone | (866) 707-1900 |
| Email Technical Support | support@pricetagpro.com |
| Toll Free Customer Support Telephone Number | (866) 707-1900 |
| Toll Free Fax Telephone Number | (866) 422-6257 |
| Company Address | Price tag Pro, LLC 3060 US Highway 50 East Carson City, NV 89701 USA |
| Information Email Address | info@pricetagpro.com |
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