

Chapter 11 - Troubleshooting and FAQs

These are general questions about the APM. More information can be found on the Lucidiom website: <http://www.lucidiom.com/support>

Windows Update:

Q: On my other computers and my computers at home, I sometimes use Windows Update to download updates for my system. Can I do this with the APM?

A: Yes, it is definitely a good idea to periodically check Windows Update for any applicable updates for the operating system. This can help with the overall performance of the system. On the APM, click Start > Windows Update to check for current Windows updates.

APM Updates:

Q: How often do I get APM updates?

A: There are several major APM updates available each year, and periodically, there may be patches, fixes, and smaller updates. All updates are announced in Lucidiom's electronic newsletter, on the Lucidiom website, and the user's forum. They are available to download from the support web site once they are released.

Anti-Virus Software:

Q: Can I install anti-virus software on the APM?

A: The APM systems do not include any anti-virus programs. As with all computer systems, it is highly recommended that you install (and regularly update) an anti-virus program. Please keep in mind you may need to make some adjustments to your anti-virus configuration settings in order to allow the APM software suite to function properly.

Firewall:

Q: Can I install firewall software on the APM?

A: The APM systems do not include any firewall programs, aside from the built-in Windows Firewall which is disabled by default. Firewalls can be installed on the system in the same fashion as Anti-Virus Software, but it is important to make sure that the appropriate ports and protocols such as file sharing, FTP, and any minilab and toner based printer protocols such as SNMP are enabled to allow proper communication with other devices. Lucidiom has documents available on all the ports and protocols that the APM software and Lab 50 use. Lucidiom generally recommends that a firewall is installed at your router, thereby protecting all of the machines on your network.

FTP:

Q: What is FTP?

A: FTP stands for File Transfer Protocol. It is a means of transferring files across the internet. The typical setup includes an FTP client and an FTP server. The APM Dispatcher can act as an FTP client and allows for the creation of a connection to upload the orders to an FTP server.

Q: How do I configure an FTP server?

A: Lucidiom's APM Order Agent removes the need for an FTP server, though you can still use one if you'd like. There are several ways to setup an FTP server, but Lucidiom's technical support is limited to configuring the kiosk software to interact with your FTP server and cannot provide support for individual server configurations. The Windows operating system comes with FTP server capabilities, but they must be installed and configured. There are also several third-party FTP applications available. Other considerations to keep in mind for running an FTP server are the limitations and restrictions that your Internet Service Provider (ISP) may have in place, as well as proper configuration and maintenance.

APM Dispatcher

Q: What is the APM Dispatcher?

A: The APM Dispatcher is an FTP and file copy utility that sends the orders, diagnostics and statistical information to Lucidiom via the APM Network. This utility can also upload the orders from remote APMs to Lab 50 via APM Anywhere, which can pick up and process the orders. It also can act as a file copy/move utility to automatically generate a backup of the orders as well as move them across your local network.

Bluetooth/Camera Phones and Infrared:

Q: How do I enable my system to accept images from camera phones?

A: APM version 2.0 and up provide Bluetooth connectivity which will allow your customers to send images from their Bluetooth-enabled phones. A USB Bluetooth adapter must be installed and properly configured on your APM and it must be using the Windows XP driver available with Windows XP service Pack 2.

