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.NET v2.0 Installation on Windows XP

1. The .NET v2.0 installation files may be downloaded from the Fellowship One Support site.

🕼 Microsoft .NET Framework 2.0 Setup	
Welcome to Microsoft .NET Framework 2.0 Setup	
This wizard will guide you through the installation process.	
	Next > Cancel

2. The installation will begin. Click Next.



3. Click the checkbox to accept the terms of the License Agreement.





🛃 Microsoft .NET Framework 2.0 Setup	
Installing components	
The items you selected are being installed.	
Installation Progress:	
Registering COM+ Applications and Components	
	Cancel

4. The installation will install the files.

🕼 Microsoft .NET Framework 2.0 Setup
Setup Complete
Microsoft .NET Framework 2.0 has been successfully installed.
It is highly recommended that you download and install the latest service packs and security updates for this product.
For more information, visit the following Web site:
Product Support Center
Einish

5. After several moments the installation will complete. Click Finish.

.NET v3.51 Installation on Windows 7 & 8

.Net 2.0 is required to run Check-in and is included as a part of .Net 3.51 which is included in Windows Vista, Windows 7 and Windows 8.



1. Installation will begin by going to the "Programs and Features" application in Control Panel.



2. Double-click the Program and Features icon.



3. Click on the "Turn Windows features on or off"



👿 Windows Features	_ 🗆 X
Turn Windows features on or off	•
To turn a feature on, select its check box. To turn a feature off, check box. A filled box means that only part of the feature is tur	clear its rned on.
🗉 🗹 🌗 Games	
🔲 📗 Indexing Service	
🗹 🍌 Internet Explorer 9	
Internet Information Services	
Internet Information Services Hostable Web Core	
🗉 🗹 🌗 Media Features	
Microsoft .NET Framework 3.5.1	
Windows Communication Foundation HTTP Action	tivation
Windows Communication Foundation Non-HTT	TP Activi
🗉 🔲 📔 Microsoft Message Queue (MSMQ) Server	
Image: Image: The service of	-
•	
ОК	Cancel

Windows 7





- 4. Insure that Microsoft .Net Framework 3.5 is checked. The sub-items don't have to be checked.
- 5. Click OK.
- 6. If the .NET 3.5 option is already checked then it is already installed as is .NET 2.0. Click OK .





- 7. If the .NET 3.5 option is not checked then check in and click OK.
- 8. The installation will make the changes and install .NET 3.5 and 2.0.

Windows Time and Date Settings

The correct date and time are important for the installation and operation of Check-in.

Windows XP is different from Windows Vista and Windows 7 in setting the date and time. The following procedure will show settings for both Windows XP and Windows 7.

Windows XP Time and Date Settings



- 1. Right-click on the clock in the lower right hand corner of the screen.
- 2. Select Adjust Date/Time.





Date	e an	d Ti	ime	Pro	per	ties			? 🛛
Da	te &	Time	Tir	ne Zo	one	Inte	ernet	Tim	ne
C	Date		_						Time
	July		~	•	2011		*		
	S	М	Т	W	Т	F	S		· // ·
						1	2		· · / · ·
	3	4	5	6	7	8	9		
	10	11	12	13	14	15	16		
	17	18	19	20	21	22	23		
	24	25	26	27	28	29	30		
	31								1:03:04 PM 😂
l a	irren	t time	3 ZOD	e: C	entr.	al Da	vliabl	Tir	me
		. carrie	. 201		.oner	u, 20	yngri		
						(ЭК	Cancel Apply

3. On the Date & Time tab select the correct date and time.

Date and Time Properties ?X
Date & Time Time Zone Internet Time
(GMT-06:00) Central Time (US & Canada)
Automatically adjust clock for daylight saving changes
OK Cancel Apply

- 4. Click the Time Zone tab.
- 5. Select the dropdown and set the correct time zone.



Date and Time Properties	×
Date & Time Time Zone Internet Time	_
Automatically synchronize with an Internet time server	
Server: time.windows.com VDpdate Now	
The time has been successfully synchronized with time.windows.com on 7/25/2011 at 1:01 PM.	
Next synchronization: 8/1/2011 at 1:01 PM	
Synchronization can occur only when your computer is connected to the Internet, Learn more about <u>time synchronization</u> in Help and Support Center.	
OK Cancel Apply	

- 6. Insure that "Automatically synchronize with an Internet time server" checkbox is checked.
- 7. Set the Server to time.windows.com
- 8. Click OK.

Windows 7 and 8 Time and Date Settings



- 1. Right-click on the clock in the lower right hand corner of the screen.
- 2. Select Adjust date/time.





💣 Date and Time						
Date and Time Additional Cloc	ks					
	Date: Monday, July 25, 2011 Time: 1:04:48 PM Grange date and time					
Time zone						
(UTC-06:00) Central Time	(US & Canada)					
	Change time zone					
Daylight Saving Time ends on Sunday, November 06, 2011 at 2:00 AM. The clock is set to go back 1 hour at that time. Very Notify me when the clock changes Get more time zone information online How do I set the clock and time zone?						
	OK Cancel Apply					

3. On the Date & Time tab click Change date and time.

Set Da Set Set S 2 1 1 1 2 3	ate and t the dat te: 0 Mo 6 27 3 4 0 11 7 18 4 25 1 1	4 Tin te ar Jul 7u 28 5 12 19 26 2	ne Se nd tin ly, 20 We 29 6 13 20 27 3	ettin ne: 11 11 30 7 14 21 28 4	Fr 1 8 15 22 29 5	► Sa 2 9 16 23 30 6	Time:
Ch	ange ca	alend	dar se	etting	<u>95</u>		OK Cancel

- 4. Select the correct Date and Time
- 5. Click OK.





💣 Date and Time	
Date and Time Additional Clo	cks
	Date: Monday, July 25, 2011 Time: 1:04:48 PM @ Change date and time
Time zone	
(UTC-06:00) Central Time	(US & Canada)
	Change time zone
Daylight Saving Time end clock is set to go back 1 h	ls on Sunday, November 06, 2011 at 2:00 AM. The rour at that time.
Get more time zone infor	mation online
How do I set the clock an	d time zone?
	OK Cancel Apply

6. Click the Change time zone.

Time Zone Settings	
Set the time zone:	
Time zone:	
(UTC-06:00) Central Time (US & Canada)	
Automatically adjust clock for Daylight Saving Time	
Current date and time: Monday, July 25, 2011, 1:05 PM	
OK Cancel	

- 7. Select the dropdown to set the correct time zone.
- 8. Click OK.





💣 Date and Time						
Date and Time Additional Clo	cks					
	Date: Monday, July 25, 2011 Time: 1:04:48 PM @Change date and time					
Time zone						
(UTC-06:00) Central Time	: (US & Canada)					
	Change time zone					
Daylight Saving Time ends on Sunday, November 06, 2011 at 2:00 AM. The clock is set to go back 1 hour at that time. Votify me when the clock changes Get more time zone information online						
How do I set the clock an	d time zone?					
	OK Cancel Apply					

9. Click OK.





Windows BITS Settings

Windows uses the Background Intelligent Transfer Service (BITS) to transfer during standard Windows Updates. Check-in also uses the BITS service to check and transfer data for updates to the Check-in Application. This process shows how to insure that BITS is running.

The process is slightly different for Windows XP and for Windows 7.

Windows XP BITS



1. From the Control Panel, double-click on the Administrative Tools icon.



2. In the next window, double-click on Computer Management.

reomparer management							بقالتكم
File Action View Window Help							_ 5
• + 🗈 🖬 🖸 🗟 😫 🕨 🛌	> = II =>						
Computer Management (Local)	Services						
System Tools							
E C Event Newer	Select an item to view its description,	Name /	Description	Status	Startup Type	Log On As	
H S Local Lisers and Groups		NET Runtime Optimization Service v2	Microsoft		Manual	Local System	
Performance Logs and Alerts		Alerter	Notifies sel		Disabled	Local Service	
Device Manager		Application Layer Gateway Service	Provides s	Started	Manual	Local Service	
Storage		Application Management	Provides s		Manual	Local System	
🗟 😭 Removable Storage		ASP.NET State Service	Provides s		Manual	Network S	
Disk Defragmenter		Automatic Updates	Enables th	Started	Automatic	Local System	
🗃 Disk Management		Background Intelligent Transfer Service	Transfers	Started	Automatic	Local System	
Services and Applications		ClipBook	Enables Cli		Disabled	Local System	
Services		COM+ Event System	Supports S	Started	Manual	Local System	
- 🍓 WMI Control		COM+ System Application	Manages t		Manual	Local System	
🗄 🎦 Indexing Service		Computer Browser	Maintains a		Automatic	Local System	
		Cryptographic Services	Provides th	Started	Automatic	Local System	
		COM Server Process Launcher	Provides la	Started	Automatic	Local System	
		CHCP Client	Manages n	Started	Automatic	Local System	
		Distributed Link Tracking Client	Maintains li	Started	Automatic	Local System	
		Distributed Transaction Coordinator	Coordinate		Manual	Network S	
		DNS Client	Resolves a	Started	Automatic	Network S	
		Error Reporting Service	Allows erro	Started	Automatic	Local System	
		Event Log	Enables ev	Started	Automatic	Local System	
		Extensible Authentication Protocol Ser	Provides wi		Manual	Local System	
		Seast Liser Switching Compatibility	Provides m		Manual	Local System	
		Health Key and Certificate Manageme	Manages b		Manual	Local System	
		Help and Support	Enables He	Started	Automatic	Local System	
		HITP SS.	This servic	20010-2	Manual	Local System	
		Human Interface Device Access	Enables ge		Disabled	Local System	
		IMAPI CD-Burning COM Service	Manages C		Manual	Local System	
		Indexing Service	Indexes co		Manual	Local System	

3. Select Services under the Services and Applications menu.





📕 Computer Management							
Rile Action View Window Help						1-21-22	_ 8 ×
	II. IIIb						
Somputer Management (Local)	Services						
System Loois		(
B Shared Folders	Background Intelligent Transfer	Name 🛆	Description	Status	Startup Type	Log On As	^
Local Users and Groups	Service	NET Runtime Optimization Service	v2 Microsoft		Manual	Local System	
😥 🙀 Performance Logs and Alerts	Start the service	Alerter .	Notifies sel		Disabled	Local Service	
Bevice Manager		Application Layer Gateway Service	Provides s	Started	Manual	Local Service	
🖻 🏧 Storage	Description	Application Management	Provides s		Manual	Local System	
H 2014 Removable Storage	Transfers data between clients and	SP.NET State Service	Provides s	Charles d	Manual	Network 5	
Disk Danagement	servers in the background. If BITS is	No Automatic Updates	Enables th	Started	Automatic	Local System	
Services and Applications	Update will not work correctly.	Sackground intelligent transfer Se	Start		Disabled	Local System	
Services		COM+ Event System	Stop	Started	Manual	Local System	
🙀 WMI Control		COM+ System Application	Pause		Manual	Local System	
🗈 🎦 Indexing Service		Computer Browser	Resume		Automatic	Local System	
		Cryptographic Services	Restart	. Started	Automatic	Local System	
		DCOM Server Process Launcher	All Tasks 🕨	Started	Automatic	Local System	
		CHCP Client		Started	Automatic	Local System	
		Distributed Link Tracking Client	Refresh	Started	Automatic	Local System	
		Distributed Transaction Coordinate	Properties		Manual	Network S	
		Signation Client	Halo	Started	Automatic	Network S	
		Service	nap 11	Started	Automatic	Local System	
		Security of the Authoritation Declared	Enables ev	Started	Automatic	Local System	
		Se Fact Licer Switching Compatibility	Browides to		Manual	Local System	
		Selection of Certificate Manager	me Manages b		Manual	Local System	
		SHelp and Support	Enables He	Started	Automatic	Local System	
		HTTP SSL	This servic		Manual	Local System	
		Human Interface Device Access	Enables ge		Disabled	Local System	
		NAPI CD-Burning COM Service	Manages ⊂		Manual	Local System	
		Service Indexing Service	Indexes co		Manual	Local System	~
	Extended Standard						

- 4. Background Intelligent Transfer Service should have a status of Start.
- 5. If it is not started right-click on the Background Intelligent Transfer Service and select Properties.

Background Inte	lligent Transfer Service Properties (L ?	X					
General Log On	Recovery Dependencies						
Service name:	BITS						
Display name:	Background Intelligent Transfer Service						
Description:	Transfers data between clients and servers in the Abackground. If BITS is disabled, features such as						
Path to executable	e:						
C:\WINDOWS\sy	vstem32\svchost.exe -k netsvcs						
Startup type:	Automatic						
	Automatic Manual						
Service status:	Service status: Disabled						
Start	Stop Pause Resume						
You can specify th from here.	ne start parameters that apply when you start the service						
Start parameters:							
	OK Cancel Apply	5					

- 6. Set the Startup type to Automatic.
- 7. Click Start.
- 8. Click OK.





Service Control	
Windows is attempting to start the fo	llowing service on Local Computer
Background Intelligent Transfer Serv	vice
]
	lose

9. The service will start.

1.1.1.1

Windows 7 and Windows 8 BITS



- 1. Open the Control Panel.
- 2. In the top right corner, set the View by dropdown to Large Icons.



3. Double-click on the Administrative Tools icon.

Component Services

🛃 Computer Management

📷 Data Sources (ODBC)

4. In the next window, double-click on Computer Management.

Computer Management (Local) Servi	ces							Actions
System Tools								Services
Event Viewer Select an n	tem to view its description.	Q 1Password	Description	Status	Automatic	Log Un As Local Syste	ń	More Actions
A State of orders A State of orders		ActiveX Installer (AdnstSV) Adaptive Brightness	Provides Us Monitors a		Manual Manual	Local Syste Local Service	Ξ	
O Performance Device Manager		Application Experience	Processes a	Started	Manual	Local Syste		
Storage Disk Management		Application Identity	Facilitates t		Manual	Local Service Local Syste		
Services and Applications		Carl Application Layer Gateway Service	Provides su Processes in		Manual Manual	Local Service Local Syste		
i WMI Control		ASP.NET State Service	Provides su Zebra Desig	Started	Manual Automatic	Network S Local Syste		
		AT&T Con App Svc			Manual	Local Syste		
		Background Intelligent Transfer Service	Transfers fil	Started	Automatic (D	Local Syste		
		G Base Filtering Engine BitLocker Drive Encryption Service	The Base Fil BDESVC hos	Started	Automatic Manual	Local Service Local Syste		
		Block Level Backup Engine Service Bluetooth Support Service	The WBENG The Bluetoo		Manual Manual	Local Syste		
		BranchCache	This service		Manual	Network S		
		Certificate Propagation	Copies user Provides sof	Started Started	Automatic Automatic	Local Syste Local Syste		
		CNG Key Isolation	The CNG ke Supports Sy	Started Started	Manual Automatic	Local Syste Local Service		
		COM+ System Application	Manages th		Manual	Local Syste		
		Computer Browser	Maintains a Provides se	Started	Manual Manual	Local Syste Local Syste		
		Credential Vault Host Control Service Generation Vault Host Storage	Host Contr Host Storag	Started Started	Automatic Automatic	Local Syste Local Syste		
		ale.					+	



5. Select Services under the Services and Applications menu.

File Action View Help								
🗢 🔿 🖄 📰 🖂 🗟 🔂 📷								
Computer Management (Local)	O Services							Actions
System Tools					1			Services
Figure 1 ask scheduler	Background Intelligent Transfer	Name	Description	Status	Startup Type	Log On As	- Â	More Actions
> R Shared Folders	Service	G 1Password		Started	Automatic	Local Syste		De alexand Jata Kanat Tana
Local Users and Groups	Start the service	G ActiveX Installer (AxInstSV)	Provides Us		Manual	Local Syste	=	Background Intelligent Tran
Performance		Adaptive Brightness	Monitors a	Que.e.	Manual	Local Service		More Actions
Device Manager	Description:	Application Experience	Processes d	Started	Manual	Local System		
a 📇 Storage	Transfers files in the background	Application Information	Eacilitates t		Manual	Local Surte		
Disk Management	using idle network bandwidth. If the	Application Laver Gateway Service	Provides su		Manual	Local Service		
a point Services and Applications	applications that depend on BITS.	Application Management	Processes in		Manual	Local Syste		
will WMI Control	such as Windows Update or MSN	ASP.NET State Service	Provides su		Manual	Network S		
-	Explorer, will be unable to	G AST Service	Zebra Desig	Started	Automatic	Local Syste		
	and other information.	AT&T Con App Svc			Manual	Local Syste		
		AT&T RcAppSvc			Manual	Local Syste		
		🔍 Background Intelligent Transfer Sen	T			. Local Syste		
		G Base Filtering Engine	Start	d	Automatic	Local Service		
		G BitLocker Drive Encryption Service	Stop		Manual	Local Syste		
		G Block Level Backup Engine Service	Pause		Manual	Local Syste		
		G Bluetooth Support Service	Resume		Manual	Local Service		
		G BranchCache	Restart		Manual	Network S		
		Certificate Propagation		4	Automatic	Local Syste		
		G Cisco WebEx Connect Upgrade Serv	All Tasks		Automatic	Local Syste		
		CNG Key Isolation	Refresh	4	Manual	Local Syste		
		COM+ Event System		1	Automatic	Local Service		
		COM+ System Application	Properties	L	Manual	Local Syste		
		Computer provider	Help	P	Manual	Local Syste		
		Credential Vault Host Control Service	Host Contr.	Started	Automatic	Local Syste		
		Credential Vault Host Storage	Host Storag	Started	Automatic	Local Syste		
	Extended Standard		-					-
	In enterate Astandard /							1

- 6. Background Intelligent Transfer Service should have a status of Start.
- 7. If it is not started right-click on the Background Intelligent Transfer Service and select Properties.

Backgroun	d Intellig	gent Transfer Service Properties (Local Comp
General	Log On	Recovery Dependencies
Service	name:	BITS
Display	name:	Background Intelligent Transfer Service
Descript	tion:	Transfers files in the background using idle network bandwidth. If the service is disabled, then any
Path to C:\Wind	executabl lows\Syst	e: em32\svchost.exe +k netsvcs
Startup	type:	Automatic (Delayed Start)
Help me	configure	Automatic (Delayed Start) Automatic Manual
Service	status:	Disabled Stopped
S	tart	Stop Pause Resume
You car from her	n specify tl re.	ne start parameters that apply when you start the service
Start pa	rameters:	
		OK Cancel Apply

- 8. Set the Startup type to Automatic.
- 9. Click Start.
- 10. Click OK.



FAITH | Fellowship One



Service Control					
Windows is attempting to start the following service on Local Computer					
Background Intelligent Transfer Service					
-					
Close					

11. The service will start.

Disable Windows User Access Control

Windows Vista, Windows 7, and Windows 8 uses User Access Control (UAC). UAC often causes problems with Windows applications. UAC causes problems with Check-in. This procedure will show how to disable it in Windows 7.



- 1. Open the Control Panel.
- 2. In the top right corner, set the View by dropdown to Large icons.



3. Double-click the user Accounts icon.





🤁 User Accounts ⓒ ◯ マ 🍭 ▼ Control Panel ▼ All Control Panel Items ▼ User Accounts						
Control Panel Home	Make changes to your user account					
Manage your credentials	Change your picture					
Link online IDs	Change User Account Control settings					
Manage your file encryption certificates	Wanage User Accounts					
Configure advanced user profile properties	To change your parsword, press Ctrl+ Alt+ Del and select Cha					
Change my environment variables	to change your possions, press ettir Ait i bei and select change					

4. Click "Change the User Account Control settings".



- 5. Slide the slider to Never notify.
- 6. Click OK.
- 7. The workstation will then need to be restarted.



Application Failure Resolutions

Check-in Stuck at Checking For Updates

- Date and Time is not correct on the computer.
 SOLUTION: Set the correct date, time and/or timezone.
- Windows is a 64-Bit version and is installed in the C:\Program Files (x86) folder. SOLUTION: For 64-bit Windows Computers, Fellowship One Check-in should be installed in the root directory on your computer located in C:\FT\Fellowship One Check-In. This is not the default and will have to be changed at install.
- 3. The Background Intelligent Transfer Service (BITS) is stopped or disabled. NOTE: Some anti-virus/firewall packages disable it. It is the same service that Windows uses to install Windows updates.

SOLUTION: Ensure that the Background Intelligent Transfer Service (BITS) is set to Automatic and is started. It can be Stopped and Started from the Windows Management Console and under Services. It should always be set to Automatic Start and should be started.

4. The Network Router or Firewall is "inspecting" the data coming from the F1 installation servers. NOTE: This option would normally apply the first time that ANY Check-in workstations have been installed. Once this setting is set the first time it will not need to be addressed again.

SOLUTION: Ensure that your Network Firewall, Internet Content Filter, and any routers (wireless and wired) have the correct IP address exceptions for SSL (Port 443) and HTTP (Port 80).

Add the following SSL and HTTP exceptions on your network firewalls and content filters: (Here is the IP range in various forms since some devices accept IP ranges in various ways) 69.93.40.0/26 69.93.40.0 - 255.255.255.192 69.93.40.1 - 69.93.40.62

If you are using a true Proxy Server it is also advisable to add an exception for the Proxy for *.fellowshipone.com or at a minimum checkin.fellowshipone.com

