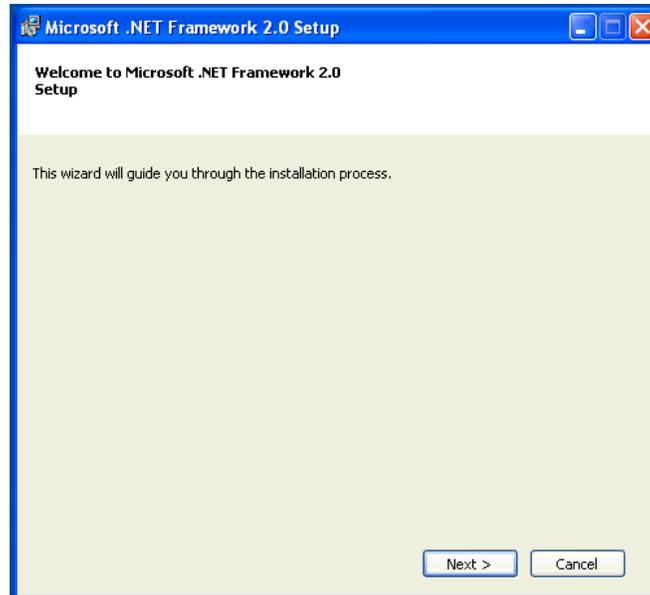


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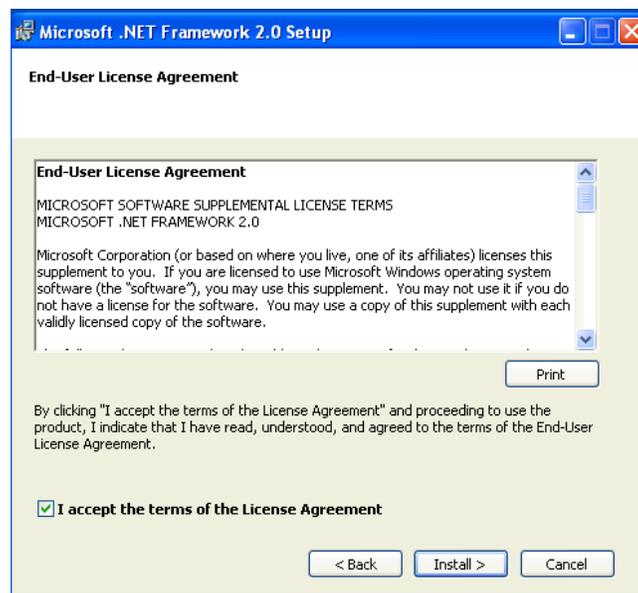
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.NET v2.0 Installation on Windows XP

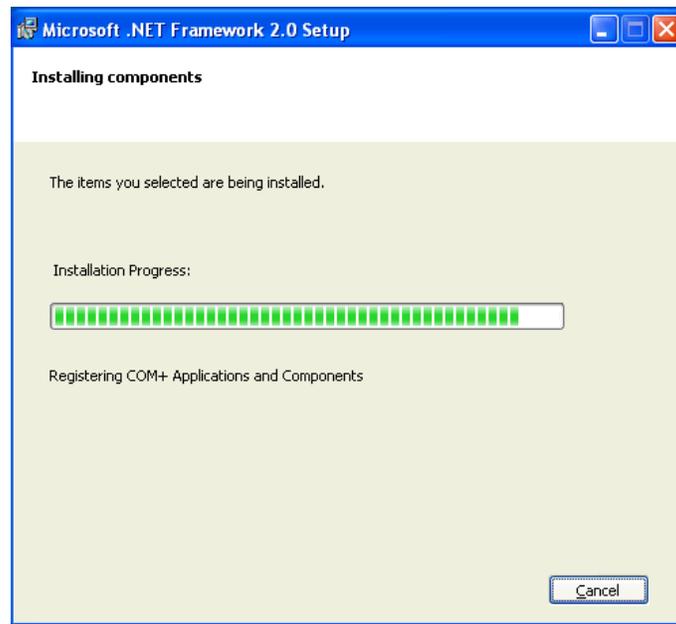
1. The .NET v2.0 installation files may be downloaded from the Fellowship One Support site.



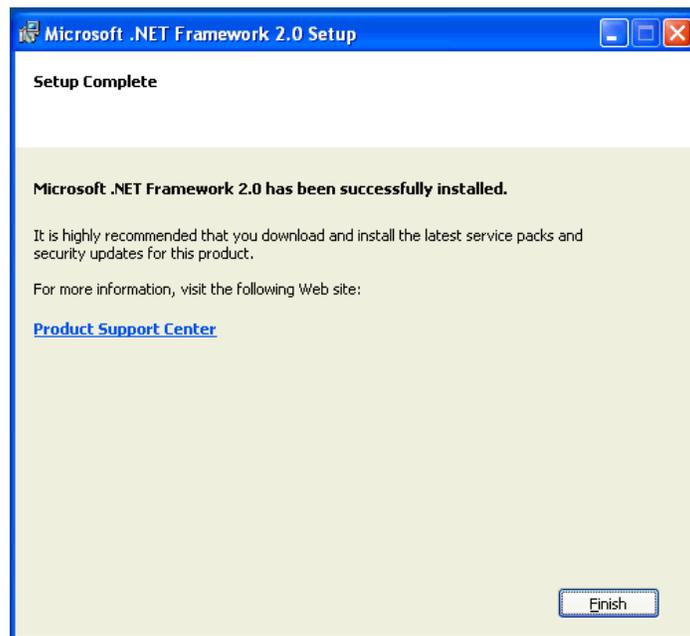
2. The installation will begin. Click Next.



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



4. The installation will install the files.

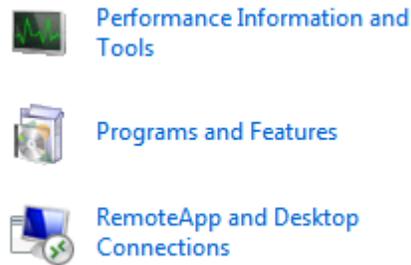


5. After several moments the installation will complete. Click Finish.

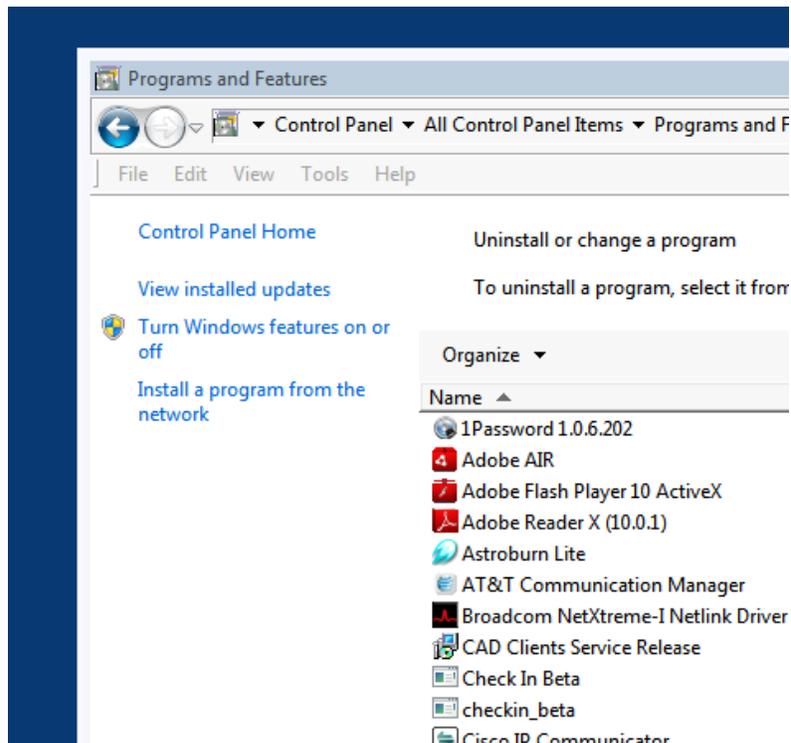
.NET v3.51 Installation on Windows 7 & 8

.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.

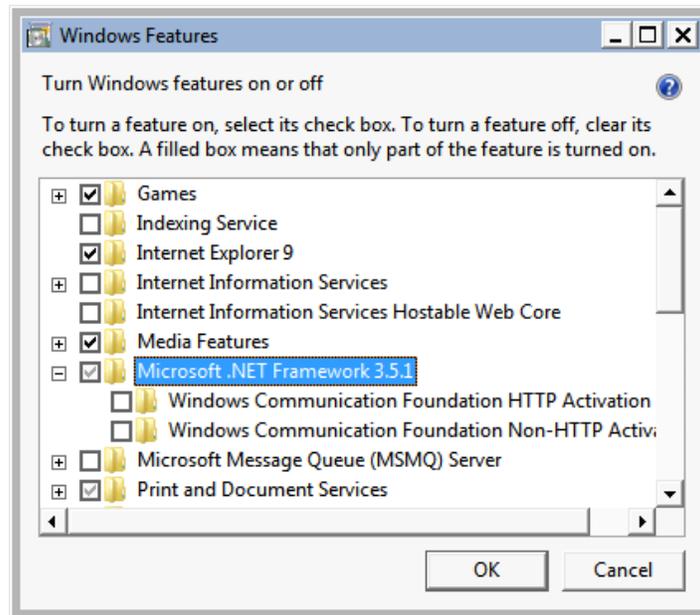
1. Installation will begin by going to the “Programs and Features” application in Control Panel.



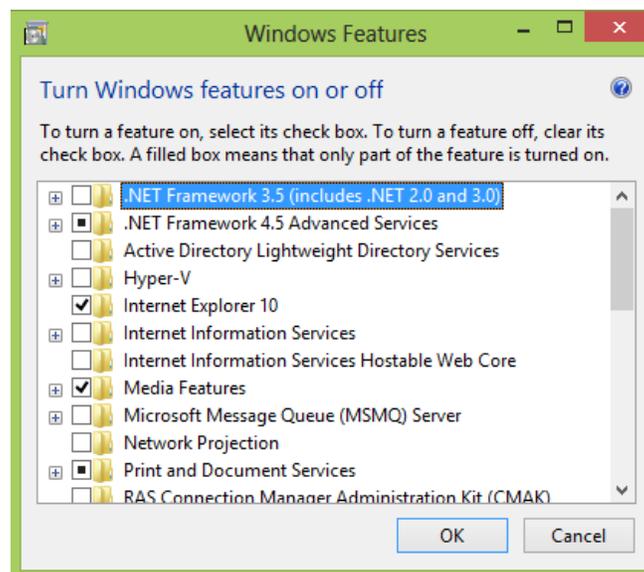
2. Double-click the Program and Features icon.



3. Click on the “Turn Windows features on or off”

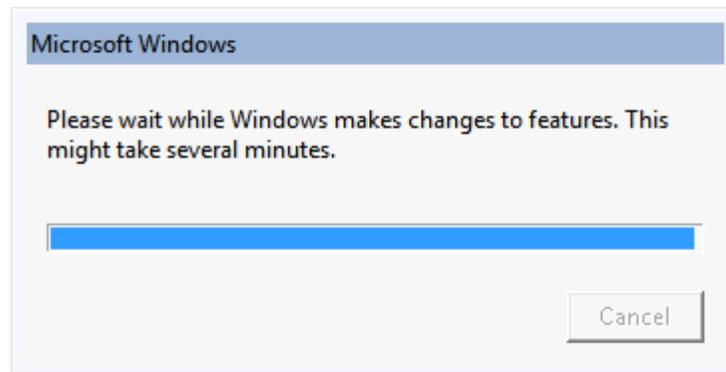


Windows 7



Windows 8

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 .



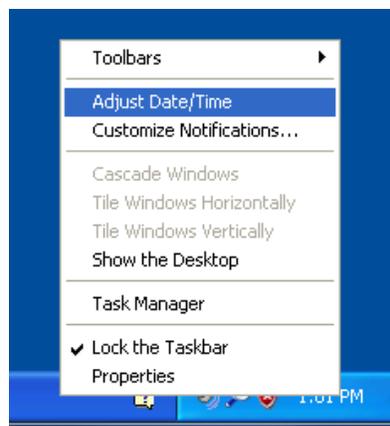
7. If the .NET 3.5 option is not checked then check in and click OK.
8. The installation will make the changes and install .NET 3.5 and 2.0.

Windows Time and Date Settings

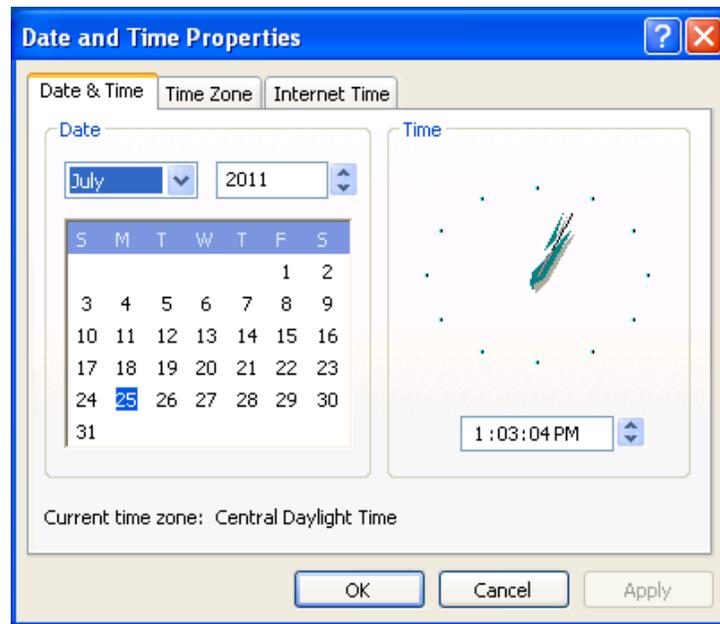
The correct date and time are important for the installation and operation of Check-in.

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.

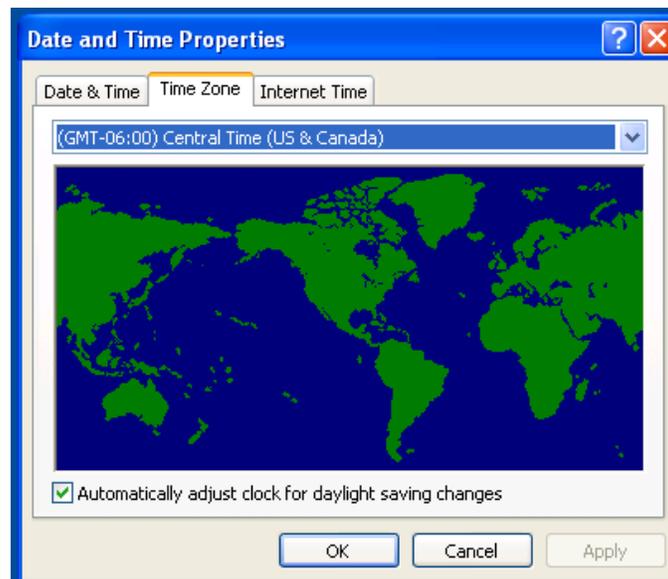
Windows XP Time and Date Settings



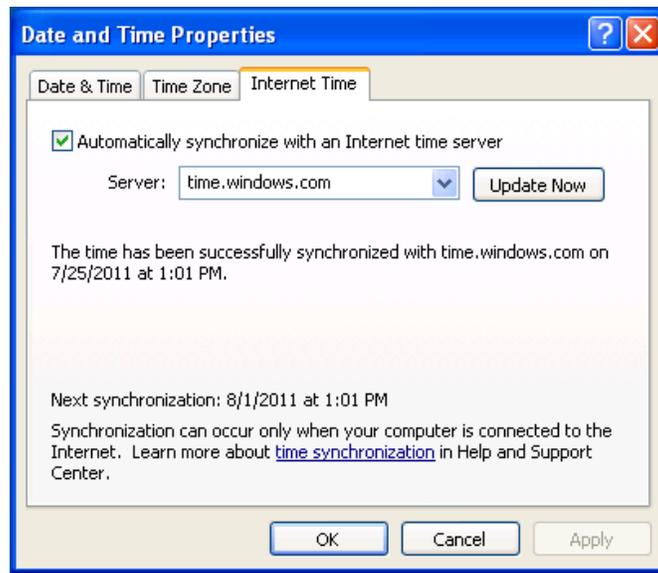
1. Right-click on the clock in the lower right hand corner of the screen.
2. Select Adjust Date/Time.



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

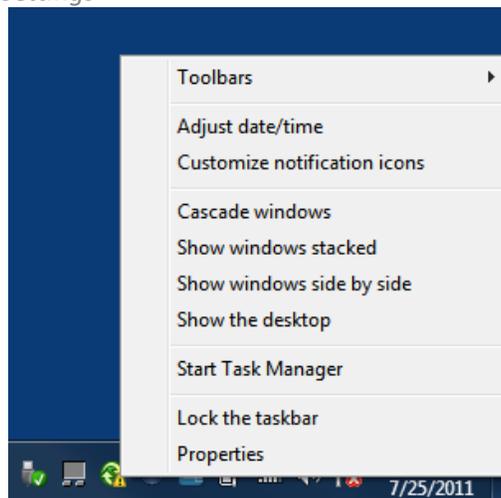


4. Click the Time Zone tab.
5. Select the dropdown and set the correct time zone.

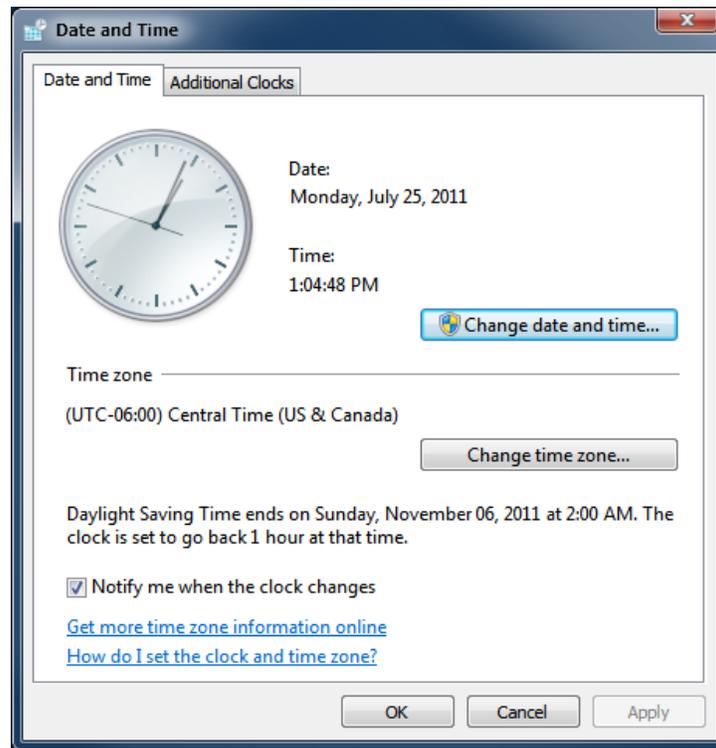


6. Insure that “Automatically synchronize with an Internet time server” checkbox is checked.
7. Set the Server to time.windows.com
8. Click OK.

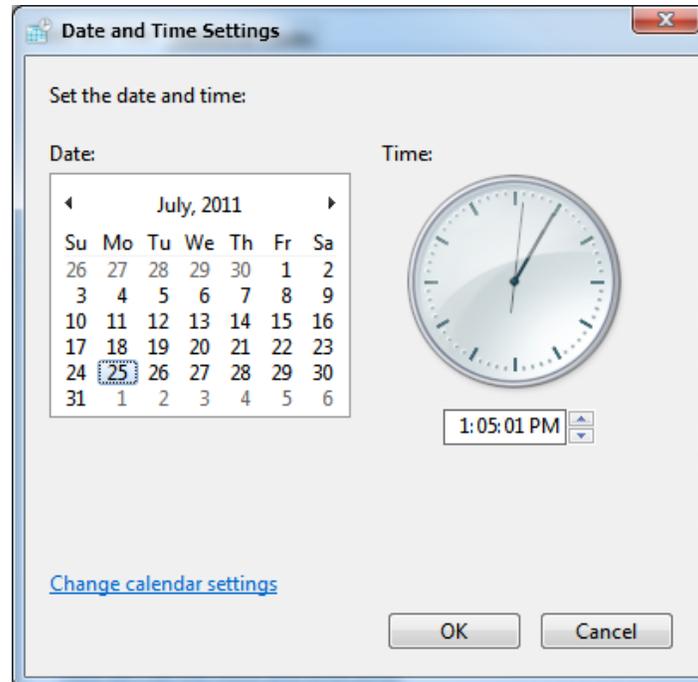
Windows 7 and 8 Time and Date Settings



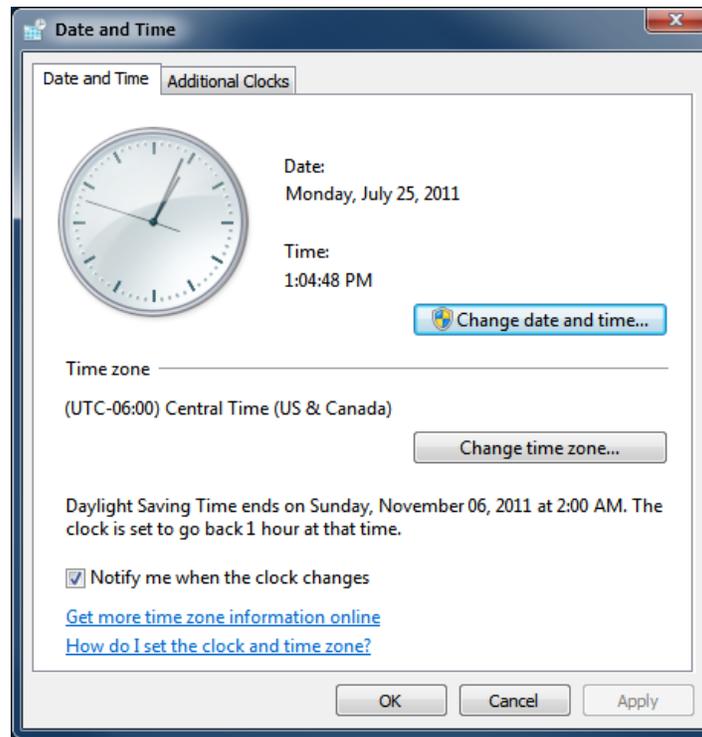
1. Right-click on the clock in the lower right hand corner of the screen.
2. Select Adjust date/time.



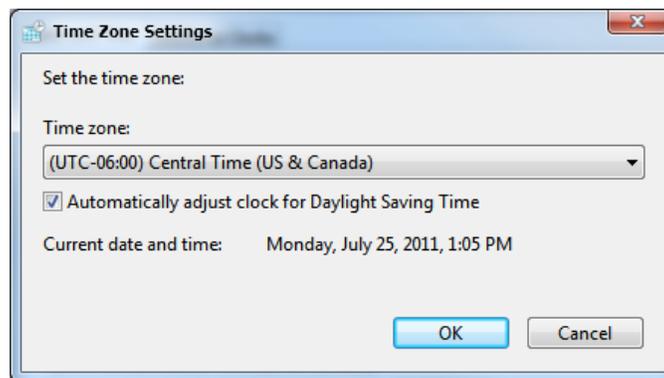
3. On the Date & Time tab click Change date and time.



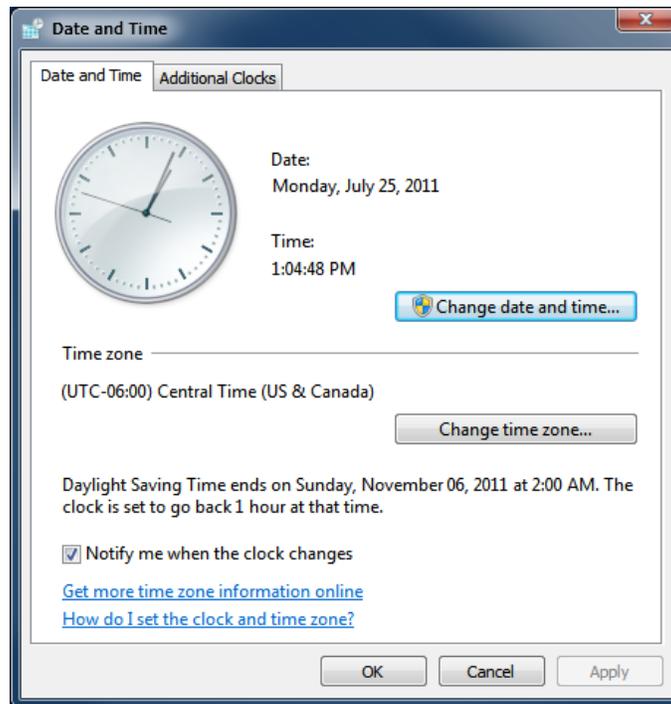
4. Select the correct Date and Time
5. Click OK.



6. Click the Change time zone.



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



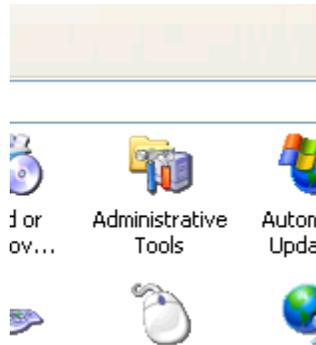
9. Click OK.

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.

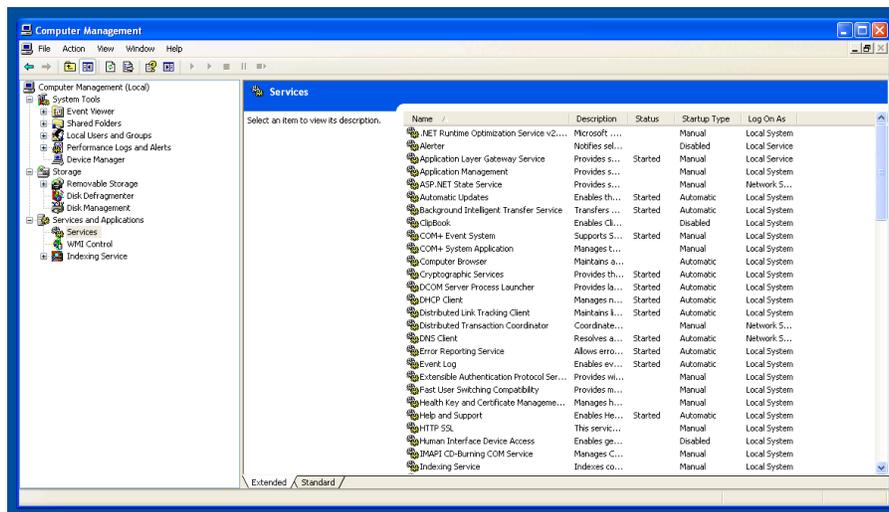
Windows XP BITS



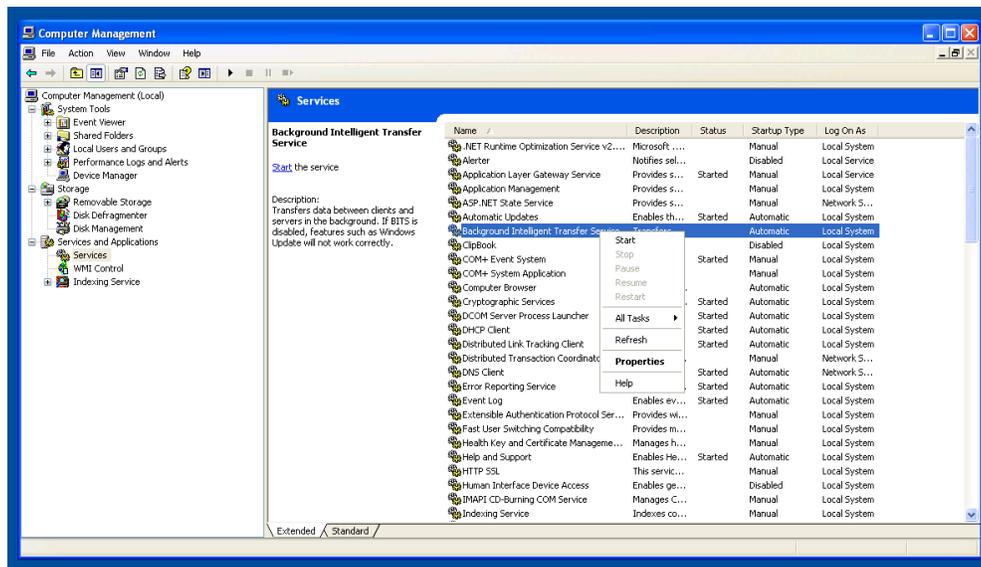
1. From the Control Panel, double-click on the Administrative Tools icon.



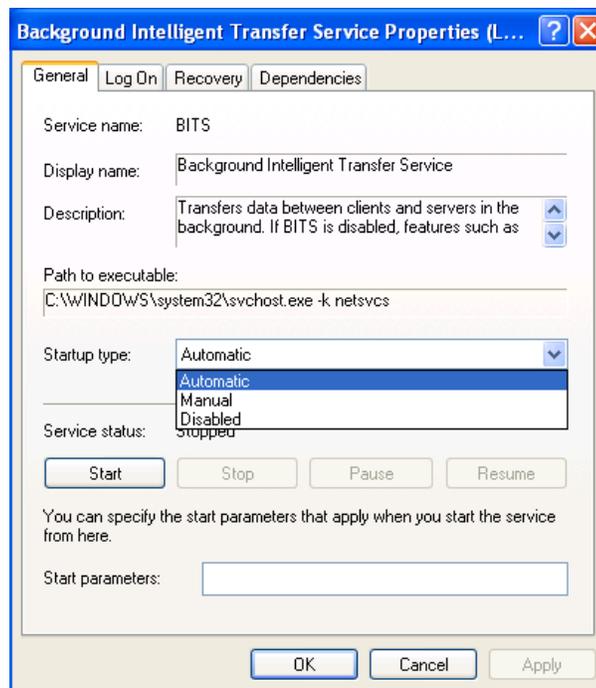
2. In the next window, double-click on Computer Management.



3. Select Services under the Services and Applications menu.



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.



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



9. The service will start.

1.1.1.1

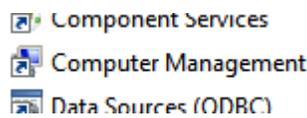
Windows 7 and Windows 8 BITS



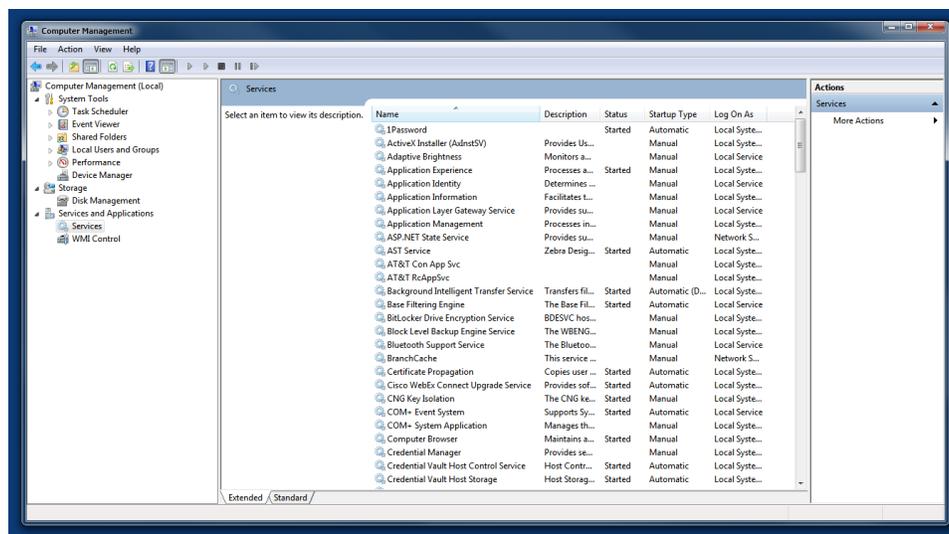
1. Open the Control Panel.
2. In the top right corner, set the View by dropdown to Large Icons.



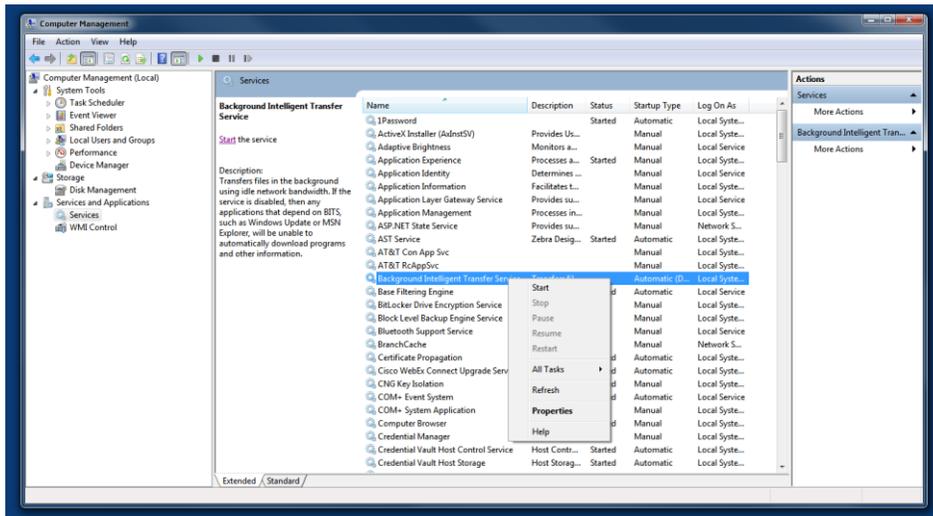
3. Double-click on the Administrative Tools icon.



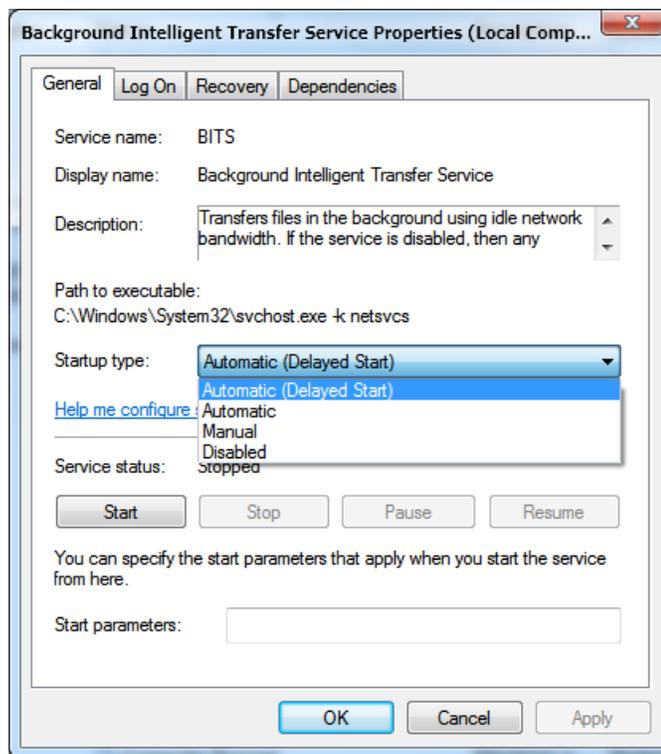
4. In the next window, double-click on Computer Management.



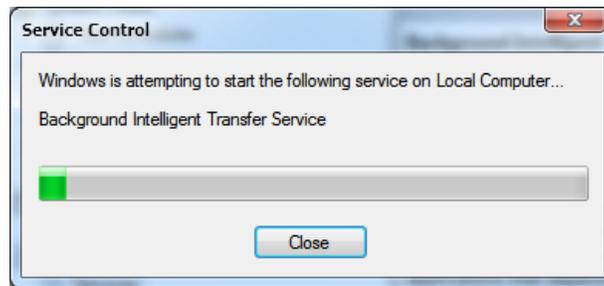
5. Select Services under the Services and Applications menu.



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.



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



11. The service will start.

Disable Windows User Access Control

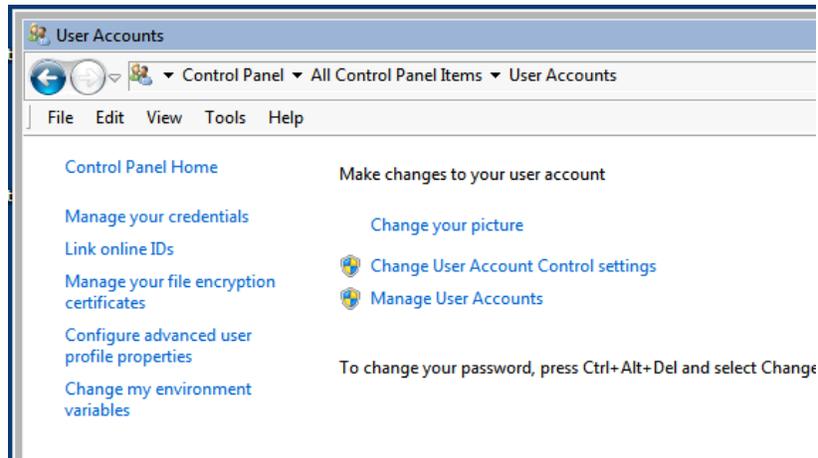
Windows Vista, Windows 7, and Windows 8 uses User Access Control (UAC). UAC often causes problems with Windows applications. UAC causes problems with Check-in. This procedure will show how to disable it in Windows 7.



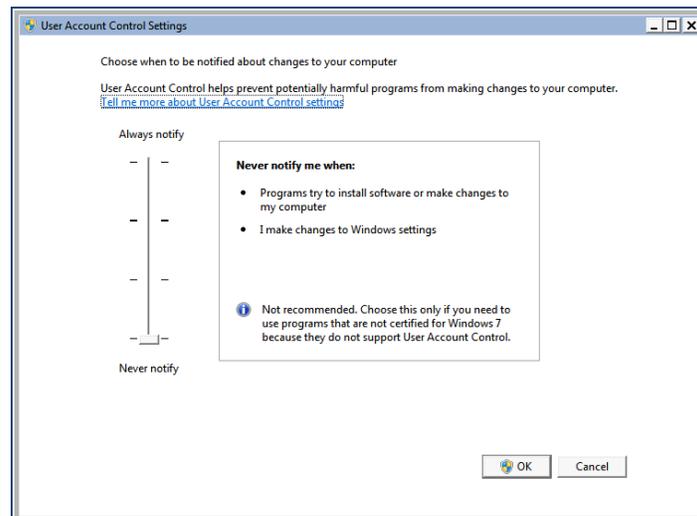
1. Open the Control Panel.
2. In the top right corner, set the View by dropdown to Large icons.



3. Double-click the user Accounts icon.



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

1. Date and Time is not correct on the computer.

SOLUTION: Set the correct date, time and/or timezone.

2. 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