

# TID21 Software

# **Installation and Setup Guide**



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#### 1. Scope

This installation and setup guide details the intended installation, configuration, and operation of the software versions listed below:

- TOS-1064, version 1.02.159.0 or higher, installed on the TacticID-1064/TacticID-1064ST devices
- TOS-XM, version 2.0.983 or higher, installed on the TacticID Mobile device
- TID21, version 1.01.77.18 or higher, installed on the PC

To ensure that software functions correctly, you <u>MUST</u> use **compatible versions of TID21 and TacticID series devices, as indicated in the Packing List or Release Note.** 

## 2. Operating System Compatibility

The following operating systems have been verified compatible with this software:

- Windows 8, 64 bit (Pro and Enterprise)
- Windows 10, 64 bit (Pro and Enterprise)

We recommend that the user set the default system locale to English (United States) to ensure compatibility with TID21.

#### 3. Minimum Hardware Requirement

Your PC must meet or exceed the following hardware specifications:

- Processor: 2GHz
- RAM: 2GB
- Hard disk space: 5GB available

#### 4. Installation Package

Upon delivery of the TacticID Mobile Handheld Raman System, locate the USB drive included in the shipping box. This USB drive contains all manuals, software packages and necessary supporting documents and programs.

If the USB drive cannot be located, you may request a file download by submitting a Technical Support Request at <a href="http://www.bwtek/com/support/">http://www.bwtek/com/support/</a>.

Fill out all required fields and be sure to include the following information in the Questions/Comments section:

• That this is a request for TID21 installation issues;



- The current TOS and library version on the TacticID Mobile device and/or TacticID-1064/ST devices;
- The current TID/TID Plus/TID EX/TID21 version installed on your PC (if any).

Once your request has been authenticated, a support ticket will be generated and your request will be answered by our support specialists.

### 5. Installation Prerequisites

**The following requirements must be met** to ensure proper software installation and operation; the required installation components are included on the USB drive provided by B&W Tek. Please copy the "TID21\_1.01.77.18\_Installation\_FD" folder to your PC before beginning installation.

- 1. The user **MUST** have **Windows Administrator privileges** to install and configure the software;
- 2. Internet access is highly recommended during the installation process;
- 3. .NET Framework 4.6.2 or newer is required for running this software:
  - *a*. The installer will automatically detect if the proper version of *.NET Framework* is already installed.
  - b. If not, locate NDP462-KB3151800-x86-x64-AllOS-ENU.exe in the folder under TID21\_1.01.77.18\_Installation\_FD\MySQL Server\. Right click this program and choose Run as administrator.

A trusted root certificate from Microsoft is required to install .NET Framework. Ensure that your PC can access the internet. If internet access is not available, please refer to Microsoft Root Certificate Authority Update Instruction in Appendix I.

 TID21 requires Microsoft Visual C++ 2013 Redistributable (x64) (version 12.0.30501 or newer), Microsoft Visual C++ 2013 Redistributable (x86) (version 12.0.30501 or newer), Microsoft Visual C++ 2015 Redistributable (x64) (version 14.0.23026 or newer), and Microsoft Visual C++ 2015 Redistributable (x86) (version 14.0.24215 or newer). All installers are located in TID21\_1.01.77.18\_Installation\_FD\Prerequisites

#### For further assistance, please contact B&W Tek Support.



Please follow the steps below to fully install and configure the software. Skipping any operation or screen will cause installation or software FAILURE!

Please keep all username and password information created during installation in a safe and accessible location. B&W Tek is not responsible for account recovery!



#### 6. MySQL Server Installation and Configuration

MySQL Server provides the backend database services for TID21. Installation and configuration of MySQL is required in order for TID21 to function.

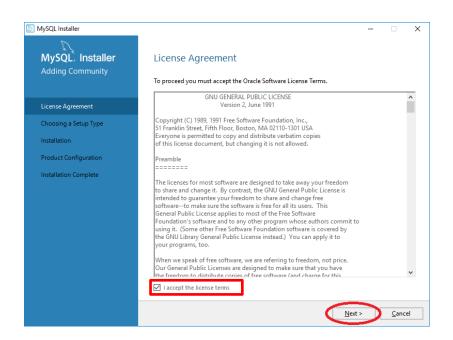
The MySQL Server installer will automatically check if your setup meets all necessary prerequisites. If a compatibility screen displays during installation, click on "Execute" to install.

The versions listed below have been verified to be compatible with TID21.

• MySQL Community 5.7.18.0 or newer

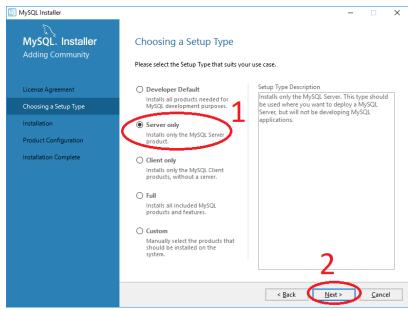
<u>NOTE</u>: If the proper version of MySQL Server is already installed, you can skip MySQL Server installation. Please confirm the MySQL Server configuration settings in the following pages, and continue with TID21 Installation and Configuration in Section 7.

- In the folder TID21\_1.01.77.18\_Installation\_FD\MySQL Server\, launch **mysql-installer-community- 5.7.18.0.msi.**
- "License Agreement": Make sure "I accept the license terms" is checked, then click Next.



• "Choosing a Setup Type": choose "Server only," then click Next.





• Installation: click **Execute** to begin installation.

le la				
MySQL. Installer	Installation			
Adding Community				
	Press Execute to upgrade the following			
	Product	Status	Progress	Notes
License Agreement	MySQL Server 5.7.18	Ready to Install		
Choosing a Setup Type				
Installation				
Product Configuration				
Installation Complete				
	Click [Execute] to install or update the	following packages		



• When the installation is completed, a green check mark will appear. Click **Next** to begin configuring MySQL.

MySQL Installer			_	
MySQL. Installer	Installation			
Adding Community	Press Execute to upgrade the following	products.		
	Product	Status	Progress	Notes
License Agreement	MySQL Server 5.7.18	Complete		
Choosing a Setup Type				
Installation				
Product Configuration				
Installation Complete				
	Show Details >			
		< <u>B</u> ack	Next >	<u>C</u> ancel
		< Dack	INCAL /	

• "Type and Networking": set "Config Type" as "Server Machine" and keep other settings as shown below. Click Next.

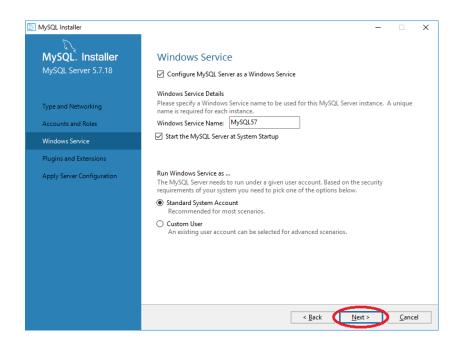
NySQL Installer	– 🗆 X
MySQL. Installer MySQL Server 5.7.18	Type and Networking Server Configuration Type Choose the correct server configuration type for this MySQL Server installation. This setting will define how much active measurements of the MySQL Server instance.
Type and Networking	Config Type Server Machine
Accounts and Roles	Connectivity
Windows Service	Use the following controls to select how you would like to connect to this server.
Plugins and Extensions	✓ TCP/IP Port Number: 3306
Flughts and Extensions	Open Firewall port for network access
Apply Server Configuration	Named Pipe Pipe Name: MYSQL
	Shared Memory Memory Name: MYSQL
	Advanced Configuration
	Select the checkbox below to get additional configuration page where you can set advanced options for this server instance.
	Show Advanced Options
	•
	2
	_
	Next > Cancel



- "Accounts and Roles": create a MySQL Server Root Password. This password must contain ASCII printable characters (uppercase, lowercase, numbers, or special characters). This password should not contain special characters that require a language pack.
  - \*\*\*Document this password and store it securely \*\*\*

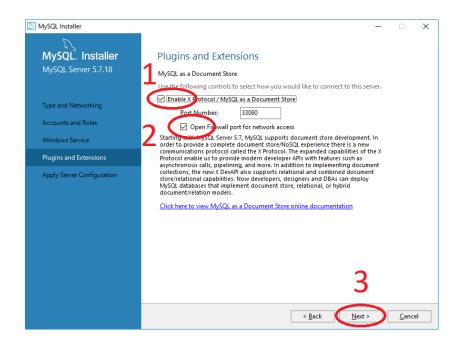
NySQL Installer	– 🗆 X
MySQL. Installer MySQL Server 5.7.18	Accounts and Roles Root Account Password Enter the password for the root account. Please and the store this password in a secure place.
Type and Networking	MySQL Root Password:
Accounts and Roles	Repeat Password: Password Strength: Weak
Windows Service	Password strength. Weak
Plugins and Extensions	±
Apply Server Configuration	MySQL User Accounts Create MySQL user accounts for your users and applications. Assign a role to the user that consists of a set of privileges.
	MySQL Username Host User Role Add User Edit User Delete
	< <u>Back</u> <u>Next</u> > <u>Cancel</u>

• "Windows Service": ensure configuration matches the image below, then click Next.





• "Plugins and Extensions": enable X Protocol and specify "Port Number" as 33060. Select "Open Firewall port for network access" and click **Next**.

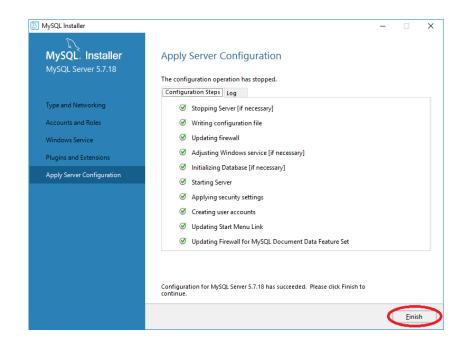


• "Apply Server Configuration": click **Execute**. It will take some time for all configuration steps to finish; no action is required during configuration.

NySQL Installer	- 🗆 X
MySQL. Installer MySQL Server 5.7.18	Apply Server Configuration Press [Execute] to apply the changes
Type and Networking	Configuration Steps Log
	Stopping Server [if necessary]
Accounts and Roles	<ul> <li>Writing configuration file</li> </ul>
Windows Service	O Updating firewall
Plugins and Extensions	<ul> <li>Adjusting Windows service [if necessary]</li> </ul>
Apply Server Configuration	<ul> <li>Initializing Database [if necessary]</li> </ul>
	Starting Server
	Applying security settings
	Creating user accounts
	O Updating Start Menu Link
	O Updating Firewall for MySQL Document Data Feature Set
	< <u>B</u> ack <u>Execute</u> <u>C</u> ancel



• Configuration is complete when all items are checked. Click Finish.

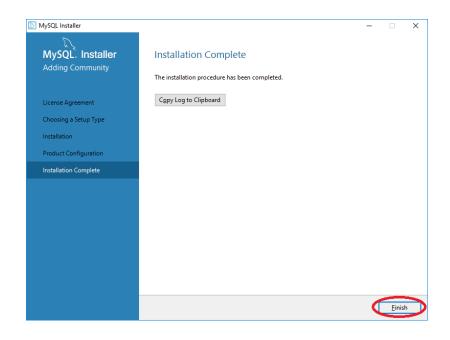


• "Product Configuration": MySQL configuration is complete. Click Next.

MySQL Installer		
MySQL. Installer	Product Configuration	
Adding Community	We'll now walk through a configuratio	n wizard for each of the following products.
		h to leave this wizard without configuring all the
License Agreement	products.	
Choosing a Setup Type	Product	Status
Installation	MySQL Server 5.7.18	Configuration Complete.
ristallation		
Product Configuration		
Installation Complete		
	٢	>
		Next > Cancel
		<u>Next</u> <u>Cancel</u>



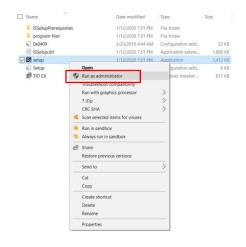
• "Installation Complete": click **Finish** to complete MySQL Server installation.



## 7. TID21 Installation and Configuration

After successful installation and configuration of MySQL Server, TID21 can now be installed.

 In the folder \ TID21\_1.01.77.18\_Installation\_FD\TID21\_v1.01.77.18\, launch *setup.exe* by rightclicking the icon and selecting Run as administrator. Click Yes if presented with a User Account Control message.





• The installer will automatically check whether you have installed the necessary prerequisites for setup. Click **Install** and reboot your computer if required.

Status	Requirement
Pending	Microsoft Visual C++ 2015 Update 3 Redistributable Package (x86)
Pending	Microsoft ReportViewer 2015
Pending	Microsoft system CLR Types fo SQL Server 2014

Read and accept the end-user license agreement. Complete your User Name and Company Name information. Choose Complete setup and the default installation location: C:\Program Files (x86)\BWTEK\TID21\. Click Next.

cense Agreement Please read the following license agreem	nent carefully.	Customer Information Please enter your information.	
B&W Tek, LLC.	^	Please enter your name and the name of the company for which y	iou work.
Software License Agreeme	ent	User Name:	
PLEASE READ THIS SOFTWAR BEFORE DOWNLOADING OR	RE LICENSE AGREEMENT CAREFULLY	User	
USING THIS SOFTWARE. BY OTHERWISE USING THE SOFT	INSTALLING, COPYING, OR	Company Name: BW/TEK	
<ul> <li>I accept the terms of the license agre</li> <li>I do not accept the terms of the license</li> </ul>	eement Print		
Shield	< Back Next > Cancel	nstallShield < Back	Next > Cancel
	Customer Information Please enter your information.		
	Please enter your name and the name of the c	ompany for which you work.	
	User Name:	ompany for which you work.	
	User Name: User	ompany for which you work.	
	User Name:	ompany for which you work.	
	User Name: User Company Name:	ompany for which you work.	
	User Name: User Company Name:	ompany for which you work.	



• During the installation, the following screen may appear and installation may pause temporarily. Press **any key** to continue.

In C:\Windows\system32\cmd.exe	-		×
Creating EventLog source TIDEXDatabaseService in log Application			
The Install phase completed successfully, and the Commit phase is beginning. See the contents of the log file for the C:\Program Files (x86)\BWTEK\TID21\TID EX\WindowsServiceHost.exe areas.	asser	mbly's	s pro
press. The file is located at C:\Program Files (x86)\BWTEK\TID21\TID EX\WindowsServiceHost.InstallLog. Committing assembly 'C:\Program Files (x86)\BWTEK\TID21\TID EX\WindowsServiceHost.exe'. Affected parameters are: loctoconsole =			
<pre>logfile = C:\Program Files (x86)\BWTEK\TID21\TID EX\WindowsServiceHost.InstallLog assemblypath = C:\Program Files (x86)\BWTEK\TID21\TID EX\WindowsServiceHost.exe</pre>			
The Commit phase completed successfully.			
The transacted install has completed.			
2:\Program Files (x86)\BWTEK\TID21\TID EX>sc config TIDEXDatabaseService start= auto [SC] ChangeServiceConfig SUCCESS			
C:\Program Files (x86)\BWTEK\TID21\TID EX>set CERTNAME=TacticIDServer			
2:\Program Files (x86)\BWTEK\TID21\TID EX>certmgr.exe -del -c -r localMachine -s my -n TacticIOServer CertMgr Succeeded			
:\Program Files (x86)\8WTEK\TID21\TID EX>makecert.exe -sr LocalMachine -ss My -a sha1 -n CN-TacticIDServe 9 -pe Succeeded	er -sk	cy exc	chang
C:\Program Files (x86)\BWTEK\TID21\TID EX≻pause Press any key to continue			

• When the installation is done, click **Finish.** 

TID21 - InstallShield Wizard	
	InstallShield Wizard Complete The InstallShield Wizard has successfully installed TID21. Click Finish to exit the wizard.
	< <u>B</u> ack Finish Cancel

• The message shown below will appear. For first-time installation, click **No** to exit; if this is a software upgrade, click **Yes** to finish.

TID21 - InstallShield Wizard				
Wou	ld you like to la	unch TID21?		
	Yes	No		



Installation of TID21 software is complete. The icon for TID21 will appear on the Desktop. Right click
 TID21 and left click on Properties. Under the Compatibility tab, check Run this program as an administrator. Click Apply and then OK. If this option is already enabled, click OK to exit.

Security	Details	Previous Versions	
General	Shortcut	Compatibility	
running the compatil	bility troubleshooter.	version of Windows, try	
Run compatibili	ty troubleshooter		
How do I choose co	mpatibility settings man	ually?	
Compatibility mod	e		
Run this progra	am in compatibility mode	e for:	
Windows 8		~	
Settings			
Reduced colo	rmode		
8-bit (256) color	.~		
Run in 640 x 48	0 screen resolution		
Disable fullscr	een optimizations		
Run this progra	am as an administrator	<b>`</b>	
	an UPI settings		
Change hi	gn DPI settings		
Change sett	ings for all users		
	OK	Cancel Apply	

• Launch **TID21** from the Desktop; the TID21 login screen will appear. Choose the appropriate device to go to the login screen and configure the database before use.





• Enter username "IT ADMIN" with default password "999999"; click Login to continue. A device SN is not required to log in as "IT ADMIN."



"Configure Database": If this is the first time configuring TID21 on this computer, configure the database as follows. Otherwise, skip this step and continue to "Service Setup."
 Configure the database as shown below, using the password created for MySQL Server in the previous section. Click OK to save the configuration. A message "Database configured successfully" will appear. Click OK to finish.

User Name: root

Password: the MySQL password you setup previously Server Address: localhost



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TID EX V2.01.77.2		TID EX V2.01.77.2			<sub>EN</sub> = 🗆 ×
4 IT		а IT — Р			
Change Password		Change Password			
Configure Database		Configure Database			
Service Setup	Size Nove on Texason Backnow B	Service Setup	X Determinations	Ner Nere And Prevent Second Automation Second Automation Perf Jose	
ENTER Account le	logged in to TID: IT ADMIN ()	EXAMPLE TANK Account logs	ged in to TID: IT ADMIN ()		

If a failure occurs in database configuration, contact B&W Tek support.



• "Service Setup": this screen lists functions related to database service setup and configuration.

💓 TID EX V2.01.77.2		en - 🗆 🗙
≜ IT		
Change Password		
Configure Database		110-
Service Setup		- Con
	Create/Update Database Picture Directory Backup Directory Library Directory Start Service Stop Service	
	Default Configuration	OSH HA
Just Phase Specification Provide Account	logged in to TID: IT ADMIN ()	

Select Create/Update Database: (the database creation process may take some time).
 When complete, a message like the one below will appear. Click OK to finish.

TID EX V2.01.77.2		en – 🗆 X
⊥ IT		
Change Password		
Configure Database		
Service Setup		
	Create/Update Database Picture Directory Backup Directory Lifrary Directory * rt Service p Service * Database cented succentry * Configuration	
For Park Spationary Partner Account	logged in to TID: IT ADMIN ()	

If a failure occurs in database creation, contact B&W Tek support.

Select Stop Service. A message that reads "Would you like to stop service?" appears. Click
 OK. Wait until the message "Services stopped successfully" show up.



🦉 TID EX V2.01.77.2 IN - 🗆 >	: 🚺 TID EX V2.01.77.2 IN - 🗆 X
ал	. m Р
Change Password	Change Password
Configure Database	Configure Database
Service Setup	Service Setup
Create/Update Database Ficture Directory Umpany Directory Umpany Directory ** r Stervice p Service CCC	Create/Update Database Ficture Directory Hickay Directory Hickay Directory * Service Service Service Service Service
EXAMPLE Account logged in to TID: IT ADMIN ()	Contract Space Prese Account logged in to TID: IT ADMIN ()

Select Start Service. A message that reads "Would you like to start service?" appears. Click
 OK. Wait until the message "Services started successfully" show up.

💱 TID EX V2.01.77.2 IN - 🗆 ×	🐨 TID EX V2.01.77.2 IN - 🗆 X
Change Password	Change Password
Configure Database	Configure Database
Service Setup	Service Setup
	Jervice Setup
Create/Update Database	Create/Update Database
Picture Directory	Picture Directory
Backup Directory	Backup Directory
Library Directory	Library Directory
× t Service	× art Service
Would you like to start service ? Service	Service Statistic Surgership, pp Service
OK Canal Default Configuration	OK Default Configuration
M THOMAS IN THE REPORT OF THE	
	Sold Sold
Profess Submacy America Account logged in to TID: IT ADMIN ()	Le Mar Junited Dates

- Exit the IT Configuration window by clicking **X** on the top right.
- **Optional:** Search via the Start menu for "Services." In the services list, find "TID 21 Database Service" (for TacticID Mobile users) and "TID EX Database Services" (for TacticID-1064/ST users) and confirm it is running and the Startup Type is shown as Automatic. If not, change it to Automatic.



Q 📑 🛛 📩 🕨 🖬 🖬 🖬					
ent (Local 💽 Services					
TID EX Database Service	Name	Description	Status	Startup Type	Log On As
	SSDP Discovery	Discovers n	Running	Manual	Local Service
Stop the service Restart the service	State Repository Service	Provides re	Running	Manual	Local Syste
Restart the service	Still Image Acquisition Events	Launches a		Manual	Local Syste
er	Storage Service	Provides en	Running	Manual (Trig	Local Syste
Description:	Storage Tiers Management	Optimizes t		Manual	Local Syste
nent TID EX Database Service V1.01.18.142	Superfetch	Maintains a	Running	Automatic	Local Syste
isations	Sync Host_eb86730	This service	Running	Automatic (D	Local Syste
	System Event Notification S	Monitors sy	Running	Automatic	Local Syste
	System Events Broker	Coordinates	Running	Automatic (T	Local Syste
	System Guard Runtime Mo	Monitors an	Running	Automatic (D	Local Syste
	Charles Scheduler	Enables a us	Running	Automatic	Local Syste
	CP/IP NetBIOS Helper	Provides su	Running	Manual (Trig	Local Service
	CamViewer 12	TeamViewer	Running	Automatic	Local Syste
	Carlephony Telephony	Provides Tel	Running	Manual	Network S
	No Thomas	Provides us	Running	Automatic	Local Syste
	🙀 TID EX Database Service	TID EX Data	Running	Automatic	Local Syste
	Time Broker	Coordinates	Renning	Manual (Trig.	Local Service
	🍓 Touch Keyboard and Hand	Enables Tou	Running	Manual (Trig	Local Syste
		Manages W	Running	Automatic (D	Local Syste
	Children Provide Host	Allows UPn		Manual	Local Service
	🍓 User Data Access_eb86730	Provides ap	Running	Manual	Local Syste
	🖏 User Data Storage_eb86730	Handles sto	Running	Manual	Local Syste
	🧠 User Manager	User Manag	Running	Automatic (T	Local Syste
	Control Contro	This service	Running	Automatic	Local Syste
	🖏 Virtual Disk	Provides m		Manual	Local Syste
	🍓 Volume Shadow Copy	Manages an		Manual	Local Syste
		Hosts spatia		Manual	Local Service
	Cale WalletService	Hosts objec		Manual	Local Syste
	A WarpJITSvc	Provides a JI		Manual (Trig	Local Service
	🏟 Web Account Manager	This service		Manual	Local Syste
	Q WebClient	Enables Win	Running	Manual (Trig	Local Service
		Manages co		Manual (Trig	Local Service
	Windows Audio	Manages au		Automatic	Local Service
			Running	Automatic	Local Syste
	Windows Backup	Provides Wi		Manual	Local Syste
		The Windo		Manual (Trig	Local Syste
				Manual (Trig	Local Service
	Q Windows Connect Now - C			Manual	Local Service
		Makes auto	Running	Automatic (T	Local Service
	Q Windows Defender Antiviru	Helps guard		Manual	Network S
				Manual	Local Syste
		Windows D		Automatic	Local Service
	Windows Defender Security	Windows D	Running	Automatic	Local Syste
	Windows Encryption Provid			Manual (Trig	Local Service
	Windows Error Reporting Se			Manual (Trig	Local Syste

### 8. Device USB Driver Installation (for TacticID-1064/ST devices only)

For TacticID Mobile users, this step can be skipped.

If USB connection is used to connect the TacticID 1064/ST device and TID21 on the PC, the device driver may need to be installed on PC. Generally, the device driver will be installed on PC automatically once the connection is established between the device and the PC using the USB cable shipped with the system. The following steps will guide the users to check whether or not the device driver installation is completed.

- 1. Power on the TacticID-1064/ST device;
- 2. Insert one end of the USB cable into the MicroUSB port of the TacticID-1064/ST device and insert the other end into a USB port on the PC;
- 3. A message "a device is plugged in and may need further configuration" may appear. Wait until the driver is installed automatically on the computer with a message "device is configured/installed and ready to use";
- 4. Another message may show up indicating the device is installed as "USB Ethernet/RNDIS Gadget";
- To confirm the device driver is installed successfully, go to Windows Search Bar and type "Device Manager". The device driver is installed successfully when "USB Ethernet/RNDIS Gadget" is listed under Network Adaptors.

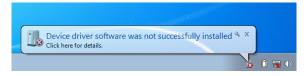


Action View Help		
Q Cameras		
💻 Computer		
Disk drives		
Tisplay adapters		
Firmware		
🖓 Human Interface Devices		
The ATA/ATAPI controllers		
🕎 Intel WiUSB		
to Intel(R) Dynamic Platform and Thermal Framework		
Explored Sector		
Mice and other pointing devices		
Monitors		
Vetwork adapters		
Bluetooth Device (Personal Area Network) #2		
Bluetooth Device (RFCOMM Protocol TDI)		
USB Ethernet/RNDIS Gadget #3		
WAN Miniport (IKEv2)		
🚽 WAN Miniport (IP) 🥏 WAN Miniport (IPv6)		
WAN Miniport (IPV0)		
WAN Miniport (L2TP)		
WAN Miniport (Network Monitor)		
WAN Miniport (PPPOE)		
WAN Miniport (PPTP)		
Print queues		

6. Manual driver installation:

Most computers with Windows 7 or Windows 8 operating systems (and some Windows 10 operating systems) will need a manual installation of the device driver. Follow the instructions listed below:

If the USB driver cannot be installed automatically, perform operation steps 1-3 listed above to make the physical connection of the TacticID Mobile to the PC.

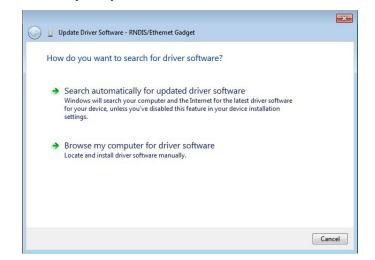


a. In the Windows search bar, type "Device Manager" and find the malfunctioning USB device "RNDIS/Ethernet Gadget". Right click this device and select **Update Driver**.

🚔 Device Manager		
File Action View Help		
determine the setting the		
RNDIS/Ethernet Gadget	Update driver	
Processors	Disable device	
Sound, video and game co	Uninstall device	
Universal Serial Bus control	Scan for hardware changes	÷.
	Properties	
1		



b. Select Browse my computer for driver software;



c. Click "Browse" and navigate to the folder of "RNDIS driver" in the TID21 installation folder:

Update Driver Software - RNDIS/Ethernet Gadget	+ EUpdate Drivers - USB Ethernet/RNDIS Gadget
Browse for driver software on your computer	Browse for drivers on your computer
Search for driver software in this location: Users/User/Desktop/NID EX_1.01.151.0 Installation FD\:RNDIS drives • Browse	Search for drivers in tt \\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\
⊠ Include subfolders	⊘ Include subfolders       Image: With the subfolders     Image: With the subfolders
Let me pick from a list of device drivers on my computer This list will show insulted driver stoware compatible with the device, and all driver software in the same category as the device.	→ Let me pick f This list will show category as the Folder: Win78Win10 v Folder: Cancel
Next Cancel	Next Cancel

d. Click Next and then wait until the driver is installed successfully onto the computer:





e. Go back to Device Manager to confirm the "USB Ethernet/RNDIS Gadget driver" is installed and running properly:



#### 9. Firewall Configuration

**Note**: Please present this document to your IT administrator. Use the procedures to check or set firewall configuration only when a connection cannot be established between TacticID Mobile/TacticID-1064/ST device and TID21.

This procedure is to ensure proper communication can be established between the TacticID series device and TID21 on the PC. Certain network traffic rules and Windows Firewall settings may need to be applied. **Third Party Antivirus or Firewall** software (such as McAfee, Norton Endpoint, Avast etc.) may block or conflict with communication between the device and software. Consult your IT Department regarding firewall configuration.

Communication Port Requirement

The TacticID Mobile and TacticID-1064 series product uses several specific network ports to establish communication between database services on the device and PC. These communication ports need to be **OPEN** and allow **BOTH TCP and UDP** protocols. **Third Party Antivirus or Firewall software,** or other applications, may block or conflict with communication between the device and software. The specific ports used are:

MySQL Server:

• TCP: 3306, 33060

TacticID Mobile:

• TCP: 22101, 22102, 12501, 8735



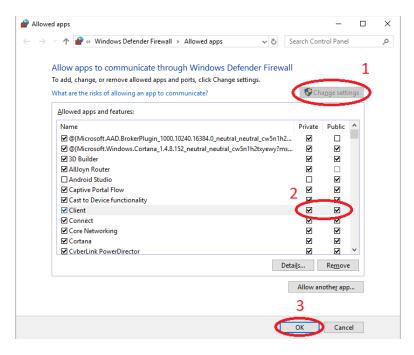
• UDP: 12502, 12503

TacticID-1064/TacticID-1064ST:

- TCP: 12301, 8733
- UDP: 12302, 12303
- Allow Programs through Windows Firewall
  - 1. Open Windows Firewall from the Control Panel. Click on Allow a program or feature through Windows Firewall.

Control Panel Home	Help protect your computer with Wi	ndows Firewall
Allow a program or feature through Windows Firewall	Windows Firewall can help prevent hackers or m through the Internet or a network.	nalicious software from gaining access to your computer
Change notification settings	How does a firewall help protect my computer?	
Turn Windows Firewall on or	What are network locations?	
off Restore defaults	🖉 🤡 Home or work (private) netv	vorks Connected 📀
Advanced settings	Networks at home or work where you know an	d trust the people and devices on the network
Troubleshoot my network		
	Windows Firewall state:	On
	Incoming connections:	Block all connections to programs that are not on the list of allowed programs
	Active home or work (private) networks:	BWTEK 3
		BWTEK_EMPLOYEE
	Notification state:	Notify me when Windows Firewall blocks a new program

 Click on Change settings and find Client. Enable both Home/Work (Private) and Public categories, and check the checkbox. Click OK to exit. (You might see multiples of them that belongs to TID21)





**NOTE:** In a scenario where "Client.exe" is not listed, the program will need to be added manually. Click on **Allow another app**. Find the program in the following directory: "C:\Program Files (x86)\BWTEK\TID21\TID Client.exe" (for TacticID Mobile) and "C:\Program Files (x86)\BWTEK\TID21\TID EX\TID Client.exe" (for TacticID-1064/ST). Then click on **Add** and follow step 2 above.

- Windows Firewall Rule Configuration
  - Navigate to "Control Panel" (Category View) -> "System and Security" -> "Windows Defender Firewall" -> "Advanced settings" -> "Inbound Rules" -> "New Rule."

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- 2. "Rule Type": choose "Port" and click Next.
- "Protocol and Ports": choose "TCP." In "Specific local ports," enter the proper communication port (TacticID Mobile: 22101, 22102, 12501, 8735. TacticID-1064: 12301, 8733) and click **Next**.

Prev Inbound Rule Wizard	P New Inbound Rule Wizard X
Rule Type Select the type of frewall rule to create.	Protocol and Ports Specify the protocols and ports to which this rule applies.
Step: • Rule Type of Ade would you like to create? • Adam • Profic • Name • Name • Profic • Per 1 • Rule in at controls corrections for a TCP or UDP part. • Per 1 • Rule functions for a TCP or UDP part. • Per 2 • Rule functions for a Windows experience. • Cancel Cutom rule. • Cancel • Cancel	Steps: Protocol and Pote Action Profice Name Dees the rule apoly to TCP or UDP? © ICP 1 Dees the rule apoly to all local pots or specific local pots? Office apoly to all local pots or specific local pots? Office apoly to all local pots or specific local pots? Dees the rule apoly to all local pots or specific local pots? Dees the rule apoly to all local pots or specific local pots? Dees the rule apoly to all local pots or specific local pots? Dees the rule apoly to all local pots or specific local pots? Dees the rule apoly to all local pots or specific local pots? Dees the rule apoly to all local pots or specific local pots? Dees the rule apoly to all local pots or specific local pots? Dees the rule apoly to all local pots or specific local pots? Dees the rule apoly to all local pots or specific local pots? Dees the rule apoly to all local pots or specific local pots? Dees the rule apoly to all local pots or specific local pots? Dees the rule apoly to all local pots or specific local pots? Dees the rule apoly to all local pots or specific local pots? Dees the rule apoly to all local pots or specific local pots? Dees the rule apoly to all local pots or specific local pots? Dees the rule apoly to all local pots or specific local pots? Dees the rule apoly to all local pots or specific local pots? Dees the rule apoly to all local pots or specific local pots? Dees the rule apoly to all local pots or specific local pots ? Dees the rule apoly to all local pots or specific local pots ? Dees the rule apoly to all local pots or specific local pots ? Dees the rule apoly to all local pots ?

- "Action": choose "Allow the connection" and click Next.
   "Profile": check "Domain," "Private," "Public" and click Next.
- 19 Shea Way, Newark, DE 19713, USA Tel: +1 (855) MY-BWTEK Fax: +1 (302) 368-7830 Web: www.bwtek.com



Prev Inbound Rule Wizar	d	×	New Inbound Rule Wizard  Profile	×
Specify the action to be taken w	hen a connection matches the conditions specified in the rule.		Specify the profiles for which this rule applies.	
Steps: • Kuk Type • Protocol an Ports • Action • Trotte • Name	What action should be taken when a connection matches the specified conditions?		Steps: <ul> <li>Plotocal and Parts</li> <li>Protein</li> <li>Plote</li> <li>Immain</li> <li>Plote</li> <li>Plane</li> <li>Pla</li></ul>	
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- 4. "Name": enter "TID21 TCP" (for TacticID Mobile) or "TID EX TCP" (for TacticID-1064/ST) and click **Finish.**
- 5. Create a second "New Rule."

P New Inbound Rule Wizard X	
Name Specify the name and description of this rule.	Rule Type Select the type of frewall rule to create.
Rote     Rote     Rote     Rote	Steps: P Net Type P Net Type
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"Rule Type": select "Port" and click **Next**.

6. "Protocol and Ports": choose "UDP." In "Specific local ports," enter the appropriate ports (TacticID Mobile: 12502, 12503. TacticID-1064: 12302, 12303) previously and Click **Next.** 



💣 New Inbound Rule Wiza	rd	× 🔗 New Inbound Rule Wiz	ard	×
Protocol and Ports Specify the protocols and ports	to which this rule applies.	Action Specify the action to be taken	when a connection matches the conditions specified in the rule.	
Steps: a Rule Type Protocol and Ports Action Protile Name	Does the rule apply to TCP or UDP?  UPP  Does the rule apply to all local ports or specific local ports?  All local ports  Specific local ports  2 Damper of 443, 5000-5010	Steps: Public Type Protocol and Ports # Action # Portle Name	What action should be taken when a connection matches the specified conditions?	
	< Bock (Berl) Cancel		(Back (Berl) Cancel	

"Profile": check "Domain," "Private," "Public" and click Next.
 "Name": use name "TID21 UDP" (For TacticID Mobile) or "TIDEX UDP" (for TacticID-1064/ST) and click Finish.

💣 New Inbound Rule Wizz	ard	×	🔗 New Inbound Rule Wizard			×
Profile Specify the profiles for which th	is rule applies.		Name Specify the name and description	of this rule.		
Steps: • Rufe Tpe • Protocol and Pots • Action • Profile • Name	When does this use apply?		Steps: a Rule Type b Protocol and Pots a Action b Profile Name	<	Index USP Technological Benchological	2
	< Back Next > Cancel				< Back	nish Cancel

#### 10. TID21 Login

User must choose which device to use for TID21 before login. Choose the device name you will be using.

Device 5h:	Device SN:
Password:	Password:
The Automatic Section	V20177.15



TID21 allows for several different types of user accounts. For first time users who just completed the previous steps, an initial synchronization using the account "TID ADMIN" is required before use. All accounts that can be used with TID21 are:

- Username: IT ADMIN (including space)
   Default Password: 999999
   Allows user to perform IT management functions. "Device SN" can be blank.
- Username: TID ADMIN (including space) Default Password: 999999 This is for first-time use, to activate the server database when MySQL database has never been synchronized. After first-time synchronization with a device, this account will be disabled. "Device SN" can be blank.
- "ADMIN" and all other device-created user accounts are accepted by TID21. These are not available until the first synchronization using "TID ADMIN" account is complete. User must select the correct "Device SN" in addition to the appropriate login credentials.



# **11.IP address configuration (For TacticID-1064/ST only)**

Make sure the device is powered on and connected via USB cable to the PC where TID21 is installed. Start TID21 and login using the "TID ADMIN" account for the first time, or another device account. After a successful login, the screen below should appear:



The "Check USB" button is activated when the device is detected. Click this button and the IP address of this connection will be configured automatically.

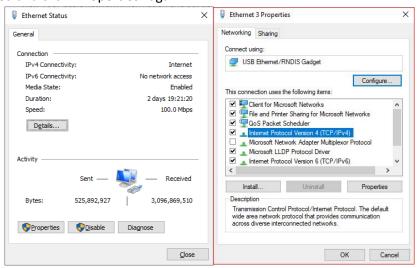
In some scenarios, due to IT restrictions, the automatic IP address configuration for USB connection will not work after clicking this button. In this case, manual setup is required by authorized IT personnel:



 Go to the "Network and Sharing Center" in Windows 10 or equivalent program in Windows 7 or 8. Find the network connection which is associated with this device. Plug in the device while on this window to easily determine which connection to change. It should appear as an "Ethernet" connection:

→ * 个 望 → Control P	Panel > All Control Panel Items > Network an	d Sharing Center	
Control Panel Home	View your basic network information and set up connections		
	View your active networks		
Change adapter settings			
Change advanced sharing	BWTEK 3	Access type: Internet	
settings	Public network	Connections: Wi-Fi (BWTEK)	
	Unidentified network Public network	Access type: No network access Connections: U Ethernet 3	
	Change your networking settings		
	Set up a new connection or netv		
	Set up a broadband, dial-up, or	/PN connection; or set up a router or access point.	
	Troubleshoot problems		

 Click the appropriate "Connections" link, for example "Ethernet 3" as shown above. Click "Properties" on the status window that appears. In the Properties window, select "Internet Protocol Version 4 (TCP/IPv4)" until highlighted and click "Properties" again:

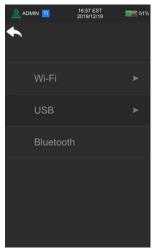




- 3. "Internet Protocol Version 4 (TCP/IPv4) Properties": select "Use the following IP address" and configure as below:
  - IP address: 192.168.7.10 (increment the 4th digit if unavailable. Ex. 192.168.7.11)
  - Subnet mask: 255.255.255.0
  - Default gateway: 102.168.7.1
  - Preferred DNS server: 102.168.7.1
  - Alternate DNS server: keep blank

nternet Protocol Version 4 (TCP/IP	Pv4) Properties
General	
	utomatically if your network supports d to ask your network administrator
Obtain an IP address automat	tically
• Use the following IP address:	
IP address:	192.168.7.10
Subnet mask:	255.255.255.0
Default gateway:	192.168.7.1
Obtain DNS server address au	utomatically
Use the following DNS server	addresses:
Preferred DNS server:	192.168.7.1
Alternate DNS server:	
Validate settings upon exit	Advanced

4. On the TacticID-1064/ST device, login with any account. Navigate to "Data Transfer" and select the USB on the left to cause the green check mark to appear. Do not navigate away from this screen or connection to device will not occur.





- 5. The TacticID-1064/ST icon with the device SN will appear under "Device Group" in the TID21 interface. This means communication has been established successfully.
  - Note: If the icon does not appear under "Device Group", double check the firewall settings and IP configuration, or call B&W Tek technical support for help.



- 6. Click the device under "Device Group" that you want to login to, and input the "User Name" and "Password" for this account. Click "Login" to connect to the device.
- 7. Connection and installation are complete.



#### 12. Appendix I: Microsoft Root Certificate Authority Update Instructions

The following information can be referenced in the event that .NET Framework 4.6.2 failed to install properly:

The .NET Framework 4.5 redistributable was updated on October 9, 2012 to correct an issue related to an improper timestamp on a digital certificate, which caused the digital signature on files produced and signed by Microsoft to expire prematurely.

docs.microsoft.com/en-us/

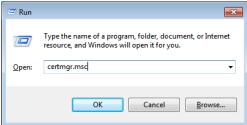
This issue occurs when this certificate MicRooCerAut2011\_2011\_03\_22.cer is missing particularly when you operate in an environment that's disconnected from the Internet or that has a firewall that blocks content from http://ctldl.windowsupdate.com. This behavior is due to recent changes to Microsoft Windows Enforcement of Authenticode Code Signing and Timestamping.

https://blogs.msdn.microsoft.com/

To manually import the missing certificate:

#### Step 1:

Press the **Win** key and **R** key at the same time to bring up the "Run dialog." Enter **certmgr.msc** and click the **OK** button.



#### Step 2:

Right-click on "Trusted Root Certification Authorities," then "All Tasks," then "Import."



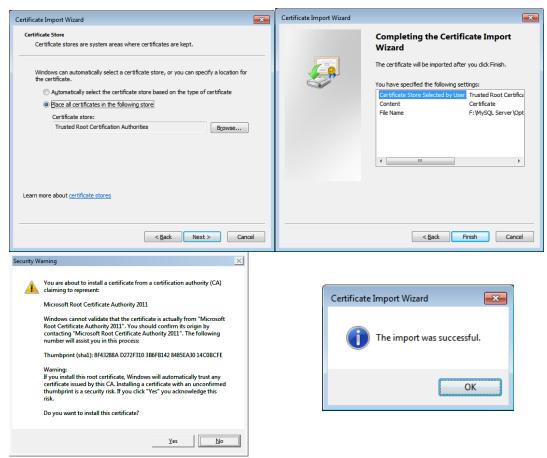
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۰ III	► ◄		m	
Add a certificate to a st	dd a certificate to a store			

#### Step 3:

Click the **Next** button on the "Certificate Import Wizard," then use the **Browse** button to locate the certificate file in the installation folder of Prerequisites. Click the **Next** button on all of the following pages. On the last page, click the **Finish** button. If a Security Warning message pops out to inform you that you are installing the "Microsoft Root Authority 2011", click the **Yes** button to complete the import.









## **13. Appendix II: Frequently Asked Questions**

# 1.What if my TacticID-1064/ST device is identified as USB Serial device (COM port) and not as RNDIS device?

Solution:

a) Locate the file "5-runasadmin\_register-CA-cer.cmd" in the folder

Prerequisites\kindle\_rndis.inf\_amd64-v1.0.0.1\kindle\_rndis.inf\_amd64. Right click this file and "Run it as administrator".

- b) In "Device Manager", find this device and right click to update driver.
- c) Manually locate the folder of Prerequisites\ kindle\_rndis.inf\_amd64-v1.0.0.1\ and click **Next**.
- d) Device is recognized successfully as "Kindle USB RNDIS Device (USBNetwork enabled).

#### 2. What if the TID21 Database Service cannot start?

#### Solution:

Most of the time this is due to a port conflict between TID21 and other software preinstalled on the same computer. The list of ports used in by TID21 and all handheld devices is provided in section 9 of this document. Disable other services that have port conflicts. So far, the only known app with a port conflict is "HP JumpStart."

Additionally, to make sure the TID21 Database Services is automatically started when the PC reboot, under "Services", find the TID21 Database Services, and check the "Startup Type". If the "Startup Type" is not automatic, change it to Automatic under Services.

# 3. What if, after connecting the TacticID-1064/ST device to PC and logging in to both TOS and TID, the device SN does not show up under Device Group? Solution:

a. On the device's "Data Transfer" screen, go to the configuration page (tap on the arrow) of the selected connection to see if it is disabled. If it is disabled, enable it.

b. Check if the device is plugged into a different USB port than before. If so, click "Check USB" again to re-configure the IP address setting, or check section 11 of this document if there are IT restrictions stopping the automatic configuration.

c. If the device is connected through Wi-Fi, check to ensure that both device and PC are on the same network.

d. Check firewall settings to ensure that TID21 traffic is allowed through the necessary ports (see section 9.)

**e.** If the MySQL service is running on another computer within the same network, make sure both computers have inbound/outbound rules set correctly.

#### 4.What if I forget MySQL root password? Solution:

#### This procedure requires IT assistance.

- a. First, shut down the service "mysgl57."
- b. Go to C:\ProgramData\MySQL\MySQL Server 5.7; note that "ProgramData" is a hidden folder.
- c. Look for the file "my.ini". Create a copy of "my.ini" as a backup in different folder. Open the original file and add the line "skip-grant-tables" below "[mysqld]", as shown below:



#### [mysqld]

skip-grant-tables

- d. Start the service "mysql57."
- e. If done correctly, you should now be able to access the database.
- f. Using cmd or PowerShell, run "mysql -u root –p" from the database directory to access the database. Typically, the database directory is located at C:\Program Files\MySQL\MySQL Server 5.7\bin.
- g. Use the following query to update the password: "update mysql.user set authentication\_string=password('NEW\_PASSWORD') where user='root'". Replace 'NEW\_PASSWORD' with the new password you want to set.
- h. Shut down the "mysql57" service again and remove the line 'skip-grant-tables' from "my.ini." Save the file.
- i. Start the service again and attempt to use your new password to login to your MySQL root account.

# 5. What if I'm having trouble connecting my TacticID device to TID21 Solution:

Typical connection issue arises if the user skipped steps in the installation guide or because of special firewall rules blocking the communication. The following troubleshooting checklist may require IT assistance:

Items to Check	Expected Result
The data connection is enabled	The device is at the Data Transfer screen and the proper
on the device.	connection method is checked.
USB cable	USB cables are directly connecting the device to the computer,
	without going through usb hubs. For TacticID Mobile, USB 2.0
	port is used instead of USB 3.0 or higher.
Wi-Fi connection	The device and the PC are in the same network.
Firewall on your PC	Firewall ports and rules are setup according to Step 9. No
	additional anti-virus software running or blocking the TID21.
TID21 Services and MySQL	Go to Windows Start -> Services
Services	TID21 Database Services and MySQL services are running and in
	automatic mode.
TID21 software compatibility	TID21 software is compatible with the device software listed in
	the release notes.
USB connection	If a new USB port is used for TacticID-1064 series, click the check
	USB button, and wait until the device icon shows up again.