

Starting in January of 2019 ACTIVE Net will no longer be implementing the use of Java for any of its modules. Beginning with the release of ACTIVE Net 18.12, organizations will have the option of turning on the ACTIVE Net Workstation Service, which will be used in replacement of functionalities previously carried out by Java.

These functionalities include:

- Payment via Encrypted Payment Devices
- Point of Sale
- Pass Validation
- Pass Production

Organizations may transition to the ACTIVE Net Workstation Service at any time between the release of ACTIVE Net version 18.12 and Dec 31, 2018. Please note, however, that it is **mandatory for all organizations using Java based functions to be fully transitioned to the ACTIVE Net Workstation Service by January 1, 2019**. Failing to do so will place your systems outside of our supported settings, a detail which would need to be resolved before troubleshooting any issues found within the associated services.

The transition to the ACTIVE Net Workstation Service consists of a simple two-step process:

1. ***At any time***: Organization staff installs the ACTIVE Net Workstation Service on all computers which use java services (Instructions below)
2. ***After the release of ACTIVE Net version 18.12 and before Dec 31, 2018***: Organization staff contacts ACTIVE Net support to activate the ACTIVE Net Workstation Service functionality in their system

Note: *Installing the ACTIVE Net Workstation Service will cause no changes in your system until the functionality is activated in your system by ACTIVE Net support.*

There are two levels of activation that can be turned on by support: one for Pass Production / Pass Validation, and another for Services of Encrypted Payments/POS. Integration with the POS module is *not* included in the 18.12 release, but will be included as part of a release later this year. Because of this ***if your organization utilizes the POS module on any device in your system please inform ACTIVE Net Support when activating the service*** so that we turn on the appropriate modules for your organization.

Until the ACTIVE Net Workstation Service is **supported** and **enabled** for **all modules requiring java applets** your organization **do not** remove Java from computers using ACTIVE Net. Removing Java without ensuring that **Payment via Encrypted Payment Devices, Pass Validation, Pass Production** and **POS** have all been configured to use the ACTIVE Net Workstation Service can result in modules no longer functioning. Java will no longer be required for any module once fully transitioned to the ACTIVE Net Workstation Service, and may be removed from your computer at the discretion of your organization's IT team.

Installing the ACTIVE Net Workstation Service

Note: *Administrator permissions are required for installation of the ACTIVE Net Workstation Service.*

1. Download the ACTIVE Net Workstation Service, save the file to your computer, and then execute the installer file.

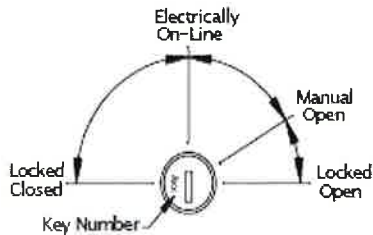
2. On the **Welcome to the ACTIVE Net Workstation Service Setup Wizard** screen, to proceed with installation, click **Next**.
3. On the **Select Installation Folder** screen, either use the default folder or select the required folder to install the application. Select Everyone and click **Next** to continue.
4. On the **User Account Control** popup, click **Yes**.
5. Wait for the installation to complete, then click **Close**.

For Frequently Asked Questions concerning the ACTIVE Net Workstation Service, please refer to our [ACTIVE Net Workstation Installer Service - FAQ](#)

For troubleshooting of the ACTIVE Net Workstation Service installation please consult the [Help File](#) or contact ACTIVE Net support.

A cash drawer that makes a clicking noise generally has correct connections and settings, but is being prevented from opening. Use these steps to resolve:

1. Make sure cash drawer is not locked closed
 1. Cash drawer key should be facing straight up and down (in 12 o'clock position) to allow for it to open when triggered
 2. If key is in wrong position, drawer will click when triggered, but will not open



1. Ensure nothing is blocking cash drawer physically
 - Unlock cash drawer and ensure it opens and closes smoothly
1. Ensure cash drawer has power
 - USB cash drawers should try a back port, or a port with more consistent power
 - Serial drawers should have a power supply attached
1. Some serial cash drawers may need to have DIP switches set
 1. From a command prompt, type: **MODE COM1:9600,N,8,1** ("Enter" key)
 2. Sample result below:

```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\LMccutcheon>cd\
C:\>mode com1:9600,n,8,1
Status for device COM1:
-----
Baud:          9600
Parity:        None
Data Bits:     8
Stop Bits:     1
Timeout:       OFF
XON/XOFF:      OFF
CTS handshaking: OFF
DSR handshaking: OFF
DSR sensitivity: OFF
DTR circuit:   ON
RTS circuit:   ON

C:\>
```

- Final line says **RTS circuit: ON**
- If cash drawer in question returns this value, switch **DIP switch 2** to **OFF**
- This is a security setting and setting switch to OFF will enable use of RTS

Access Control / Gate Kickers

The gate kicker is a relay switch that opens a door when a signal is provided.

- VIE Technology USB / Serial Gate-Kicker
- Also Supported: Team Axess Gates (not sold by Active)

Barcode Scanners - Area Scanning

Barcode scanners are hand-held or tabletop devices used to scan in barcodes from cards or POS items. They are differentiated from barcode swipes which require the user to physically swipe a card into a slot. These scanners allow an area to be scanned, and the user waves a card in front of the scanner.

- Honeywell Orbit MS7120 - USB / Serial emulating
- Honeywell Genesis 7580G-2 - USB / Serial Emulating

Barcode Scanners - Handheld

Handheld scanners are primarily used for POS and inventory functions.

- Honeywell MS9520 - Hand Held Scanner - USB / Serial Emulating

Barcode Slot Swiper

These barcode readers allow users to swipe a card, much the same way as a magnetic stripe reader.

- IDTech WCR3227-600S - Serial device, only used in background scanning
- Unitech MS1462 - USB Serial emulating device, only used in background scanning (rarely sold)

Biometrics

Biometric scanners read finger prints and veins, as well as palms. ACTIVE Net does not support biometric hardware at this time.

Camera

In general, all Microsoft branded cameras are supported. While we currently sell only two models, we can support most of the Microsoft web cams, such as the VX-3000, VX-5000 and Studio models which are no longer sold.

- LifeCam Cinema - sturdy and higher quality
- LifeCam HD-3000 - simpler and less expensive

Card Printer

ACTIVE Net sells two types of card printers. One prints only barcodes, the other prints both mag stripe encoded cards and barcodes. Only specific models are sold and supported for these functions.

- Datacard SD260 - Barcode only, currently being sold
- Datacard SP25/35 - Barcode only, discontinued model, limited support
- Fargo DTC4250e - Barcode and magstripe printing, currently being sold
- Fargo DTC1000 - Barcode and magstripe printing, discontinued model, limited support

Older models of Fargo printers may not mag stripe encode for all users. Due to the age of the printers, the DTC550 and DTC400 can no longer be supported for use with magstripe. Zebra P310i and P330i printers were once sold, but are both discontinued and no longer supported.

Cash Drawer

The APG S4000 is a heavy duty cash drawer. It is the standard drawer for both ACTIVE Net and Class. ACTIVE Net used the serial and MultiPRO connections. USB is not supported.

Receipt Printer

ACTIVE Net supports only standard receipt printers. Endorsing and franking receipt printers are not supported.

- Epson TM-T88v/iv - most commonly sold thermal receipt printers
- Star TSP100 - thermal receipt printer
- Ithaca P90 - impact printer, discontinued

Signature Capture

ACTIVE Net uses the Topaz T-LBK57GC-BHSB-R signature capture device for use with waivers. This device is not compatible with payment processing uses such as signing receipts.

Touchscreen

Touchscreens are no longer available for ACTIVE Net customers. These were optional pieces of hardware primarily for the POS module. We formerly supported the following:

- ELO 1529L / 1729L - 15"/17" monitors

Integrated card swipes on the ELO monitors are not compatible with Dynamags. Larger screens are supported by ACTIVE Net but are not sold.



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Installing the ACTIVE Net Workstation Service

About the ACTIVE Net Workstation Service

ACTIVE Net now provides a new ACTIVE Net Workstation Service which will allow the portions of ACTIVE Net to work without the need for updating Java Applets. Once you have updated the appropriate workstations, please go to the [Administration Home > System Settings > Configuration - General page > ACTIVE Net Workstation Service section](#) and enable or disable any modules for the ACTIVE Net Workstation Service as required.

For workstations that already have the ACTIVE Net Workstation Service installed

For workstations that already have the ACTIVE Net Workstation Service installed, please refer to [How to install the ACTIVE Net Workstation Service](#) and re-install the new ACTIVE Net Workstation Service.

The new ACTIVE Net Workstation Service has the following enhancements:

No Internet Explorer configuration changes required

Previously, to run the ACTIVE Net Workstation Service, configuration changes to the Internet Explorer browser were required.

Now, with the new ACTIVE Net Workstation Service staff users are no longer required to make any Internet Explorer configuration changes.

Configure a port number

Previously, the ACTIVE Net Workstation Service required the 4444 port. However, it was inconvenient for organizations that already used the 4444 port for other services or applications. Now, staff users can also now configure a required port number and override the default 4444 port number.

If the 4444 port is already occupied in a workstation, then:

To configure a required port number with which browsers communicates:

1. Go to the **Administration Home > System Settings > Workstations** > select the required workstation > **Workstation Service** section.
2. Enter the required port number in the **Workstation Service Port** setting.

To configure a required port number on which the ACTIVE Net Workstation Service listens:

1. Go to the installation folder specified during installation (default path: C:\Program File (x86)\ACTIVE Net Workstation Service).

2. Click the 'ACTIVE Net Workstation Service ConfigurationUI.exe' item to open the **ACTIVE Net Workstation Service Configuration** window.
3. Entering the required port number in the **Workstation Service Port** setting.

For workstations that have not been installed with the ACTIVE Net Workstation Service

For workstations that have not been installed with the ACTIVE Net Workstation Service, please refer to [How to install the ACTIVE Net Workstation Service](#).

How to install the ACTIVE Net Workstation Service

To install the ACTIVE Net Workstation Service, execute the following steps:

Note that you need Administrator permissions to allow this application to make changes to your computer.

1. Download the [ACTIVE Net Workstation Service](#), save the file to your computer, and then execute the installer file.
2. On the **Welcome to the ACTIVE Net Workstation Service Setup Wizard** screen, to proceed with installation, click **Next**.
3. On the **Confirm Installation** screen, click **Next** to continue.
4. (Optional) If you are using a proxy server to connect to the Internet, then on the **Proxy Configuration** screen, enter the proxy server's IP address and port number, otherwise leave this screen blank and click **Next**.
5. On the **User Account Control** popup, click **Yes**.
Note that you need Administrator permissions to allow this application to make changes to your computer.
6. Wait for the installation to complete, then click **Close**.

If you are using a proxy server to connect to the Internet, then either:

- During the ACTIVE Net Workstation Service installation, on the **Proxy Configuration** screen, enter the proxy server's IP address and port number.

or

- After the ACTIVE Net Workstation Service installation is complete, run the C:\Program Files (x86)\ACTIVENet Workstation Service\ActiveNet.ConfigurationUI.exe using a user account with admin permission. In the **ACTIVE Net Workstation Service Configuration** window > **Enable Proxy Setting** section, enter the proxy server's IP address and port number.

Note that if you are using a proxy server on the workstation:

- then in the **IE Browser** > **Internet Options** > **Connections** > **LAN settings** page > **Proxy server** section > **Advanced** > **Exceptions** section, add **wss.active.com** to your exceptions list.
- and you are a non-admin user and using the IE browser, then ensure that in the **IE Browser** > **Internet Options** > **Security** > **Local intranet** > **Sites** > **Local intranet** window, the:
 - **Automatically detect intranet network** check box is unselected
 - **Include all local (intranet) sites not listed in other zones** check box is selected

- **Include all sites that bypass the proxy server** check box is unselected
- **Include all network paths (UNCS)** check box is selected

Automatic upgrade

Once a new version is available, if the workstation is connected to the Internet, then the ACTIVE Net Workstation Service is automatically upgraded to the latest version.

If any problems occur and you need to roll-back to a previous version, contact the ACTIVE Net support team.

Manually Upgrade the ACTIVE Net Workstation Service (for internal teams only)

To manually upgrade or roll-back the ACTIVE Net Workstation Service:

1. Wait for the installation to complete, then click **Close**.
2. Go to the installation folder specified during installation (default path: C:\Program Files (x86)\ACTIVE Net Workstation Service).
3. Click the 'ACTIVE Net Workstation Service Configuration' item to open the ACTIVE Net Workstation Service Configuration window.
4. Refer to the current version of the application and select the upgrade method. Automatic upgrade is recommended.
5. In the Manual Upgrade > Update to version dropdown, you can choose a newer version or roll-back to a previous version.

Troubleshooting

If you are using a previous version of the ACTIVE Net Workstation Service, then please refer to How to install the ACTIVE Net Workstation Service and re-install ACTIVE Net Workstation Service 1.1.5.

To locate the ACTIVE Net Workstation Service version number:

- Right-click the **C:\Program Files (x86)\ACTIVENet Workstation Service\ActiveNet.ConfigurationUI.exe** file and select **Properties**. Under the **Details** tab, the **Product Version** field displays the current version number.
- Run the **C:\Program Files (x86)\ACTIVENet Workstation Service\ActiveNet.ConfigurationUI.exe** using a user account with admin permission. The **ACTIVE Net Workstation Service Configuration** window > **Service Version** field displays the current version number and the **JAR Version** field displays the jar file version number.
- View the current version number in the **Windows > Control Panel > All Control Panel Items > Programs and Features** window > **Version** column for the ACTIVE Net Workstation Service.

If the ACTIVE Net Workstation Service malfunctions, you can:

- Check the log file to see if the service is running correctly. The log file folder is under the C:\Program Files (x86)\ACTIVENet Workstation Service\logs folder.
- The default TCP port that the service listens to is 4444. Please ensure that this port is not occupied by any other services on your machine. If port 4444 is occupied by any existing services on your machine, then to override the default 4444 port number, please refer to Configure a port number.
- If the setup.exe or ACTIVENetWorkstationServiceInstaller.msi files are automatically deleted when run, and the workstation is running Symantec Endpoint Protection (SEP), then you can restore these files from Quarantine. Note that:
 - The installation file may be quarantined by the Symantec's reputation score system, but the installation file is NOT a security risk.
 - If you are running other anti-virus software, then you can manually restore these files.
- If you are using a proxy server to connect to the Internet, and you are a non-admin user and using the IE browser, then ensure that in the **IE Browser > Internet Options > Security > Local intranet > Sites > Local intranet** window, the:
 - **Automatically detect intranet network** check box is unselected
 - **Include all local (intranet) sites not listed in other zones** check box is selected
 - **Include all sites that bypass the proxy server** check box is unselected
 - **Include all network paths (UNCS)** check box is selected

Related topics

Viewing Workstation Service Status

Want more information about ACTIVE Net, including our product knowledgebase? Visit our ACTIVE Net Answers.