Dynasoft Cybercafe SurfShop
The complete internet cafe solution

User's Manual

Dynasoft Cybercafe SurfShop Pro v5.06 & Free v2.04 - More information on http://www.dynasoft.net/cybercafe_surfshop_software/

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1. Dynasoft Cybercafe SurfShop Pro Features

Dynasoft Cybercafe SurfShop is a *new generation* **of Cyber Café software** packed not only with all the standard features you expect from such a package, but also with powerful security features you will find nowhere else. **Dynasoft Cybercafe SurfShop** is the market leading and definitive cyber café management software in continental Europe. **Dynasoft Cybercafe SurfShop** was developed to finally empower the Cyber Café owner with a precise and robust tool to administer his business. You will be up-and-running in minutes, thanks to the easy-to-use installation package, set of tools, and interface.

Dynasoft Cybercafe SurfShop has all the standard features you expect in a Cyber Café software:

- Up to **250 PCs** configurable.
- Up to **100 different skins** for your server and client programme, and unlimited design capability for all programme screens.
- **20 user-blocking options**.
- Choice of **four charging systems** for your customers: Set fee, decreasing cost, single fee or fixed rate.
- Choose between **on-the-spot prepay** and **post pay** billing or sell **prepaid accounts** through the use of a login and password or a single pin code to your customers.
- **Canteen (POS)**: get your customers to order drinks and food directly through the **Dynasoft Cybercafe SurfShop** client. Keep an **inventory** of all items so you know when to reorder stocks.
- **Customized screensaver** to personalise the computers of your Cyber Café.
- Dynasoft Cybercafe SurfShop is fully **crash tolerant** preventing all loss of session duration and cost.
- Server **access with different levels**: owner, administrator, and operator.
- **Automatic live update built in** (valid for minor updates) and **Wake On LAN**.
- **Very competitively priced.**

Powerful features you will only get with Dynasoft Cybercafe SurfShop:

- **Dynasoft Cybercafe SurfShop, security, and user peace of mind - Exclusive features:**
  o **All personal data is wiped clean between sessions:** including passwords, login names, auto-complete entries, temporary Internet files, and all MSN, Yahoo, AOL Messenger, ICQ, and Skype user account data.
  o **All network data is encrypted**.
  o **Customer passwords are only visible by them**.
  o **Don't loose any sleep over a system crash**. We will send you a copy of your database by email so you can be up and running fast. It's as easy as that.
  o **Dynasoft Cybercafe SurfShop** does not corrupt your PCs: uninstall the programme easily, **install** all **Internet utilities** you will ever need, back up all critical data, and **roll-back all blocking options** on each pc to its original state, all using our special Installer programme.
  o **Check what sites or URL your customers are viewing** and create a screenshot of their PCs at the click of the mouse.
  o **Manage all customer downloads accurately** by specifying the type of files, customers are allowed to save and where to save them on their pc.
- **Ease of use:**
  o **Simply use it as if you were using a VCR** by starting, stopping and resetting sessions at the click of a mouse. Access of all 250 PCs is done in 2 clicks or fewer. An important advantage of **Dynasoft Cybercafe SurfShop** is its simple interface. It is devoid of useless 'value added' features that bloat software, make it hard to work with, difficult to learn and slow it down.
  o **Blocking options and client configuration are set centrally from the server.** This will save you running round your Café trying to change configurations of blocking options, passwords or customisable features on each pc.
  o **Install Dynasoft Cybercafe SurfShop on all versions of MS Windows**: From Windows 95/NT to 7 and Server 2008, on any PC machine, under any Windows user account, alongside any other software, and regardless how the Internet connection is shared (MS ICS, NAT, Routers…) or accessed (modem, broadband,…), all **in minutes**.
  o **Full graphical statistics and sales reporting** either via the programme itself or via **e-mail**, using our stand-alone secure **DB viewer**.
- **Make more money with your cybercafé:**
  o **Differentiate between four groups of programs:** Internet, Games, Multimedia and Office, and set different rates for each one! Limit access to each group whether by pc number or by customer. **Dynasoft Cybercafe SurfShop** supports sessions on non-pc stations like the **X-Box, PlayStation, GameCube,** and **Dreamcast**.
  o **Game consoles fully supported:** Track time usage on any game console (Xbox, Playstation, Gamecube,…).
  o **Turn your cybercafe into a training centre:** network chat, whiteboard, and display of the server's desktop area on all client PCs so the teacher can show to his pupils what he is doing on the server pc.

- **Print manager:** get your customers to print from their PCs, and track all black ink or colour pages printed into a single bill that aggregates all costs: Internet sessions, print jobs, and orders from the canteen. Differentiate costs for black ink or colour pages.
- **Customer codes can be generated in batches** to increase customer fidelity and facilitate the issueing of customer accounts.
- **SurfShop monitors all bandwidth usage** across your network and can be configured so this usage is charged if required.
- **Be more in control:**
  - Only buy licences for the programmes your users really use. **Dynasoft Cybercafe SurfShop manages programme licences dynamically** for you and will tell you if a programme is in big demand and needs more licences.
  - In account or pre-pay mode, **all sessions clock down** and **PCs lock up when they hit zero**. A warning is flagged up to users two minutes before sessions end.
  - Customers can **top up their account while in session**, or **change pc**.
  - **Sales taxes** fully supported.
  - **Event Logger** to ensure you know who's doing what, where and when on your network.
  - **Sessions** can be **paused** and **resumed** at any time.
  - **Import** any existing **list of customers** directly into Dynasoft Cybercafe SurfShop.
  - Many countries around the world require that **cybercafe owners keep information about all customers** who walk into their centres, this includes a log of URLs visited, name and address of the user. SurfShop supports this and makes it easy to keep, save and print and generally manage this data.
  - Configure **happy hour** schedules easily.

2. Basic software and hardware requirements

2.1. In terms of hardware

Common to Client and Server:
- For optimum performance: 866 MHz processor or better
- 128MB of RAM or more
- 245MB of available hard-disk space
- 32 or 64 bit system

Server:
- Cybercafe SurfShop server requires 24MB of RAM
- 1024x768 screen resolution or better

Client:
- Cybercafe SurfShop client requires 12MB of RAM
- 800x600 screen resolution or better

2.2. In terms of software

- Microsoft Windows 95 SP1 with Winsock 2, 98 SE, ME, NT 4.0 SP6. All have to have MDAC 2.8 & SP2 & Jet 4.0 SP3 & Windows Management Instrumentation installed, or
- Microsoft Server 2000, or
- Microsoft Server 2003, or
- Microsoft Server 2008, or
- Microsoft Windows 2000, or
- Microsoft Windows XP, or
- Microsoft Windows Vista, or
- Microsoft Windows 7, or
- Microsoft Windows 8
- Microsoft Internet Explorer 5.01 or later
- Needed for Dynasoft Cybercafe SurfShop Free to work: Macromedia Flash | Macromedia Shockwave | Apple QuickTime | Windows Media Player | Real Media Player | Microsoft Internet Explorer 5.5 or more recent.

3. English Manual

3.1. How to install Cybercafe SurfShop

3.1.1. Before installing

Installing Dynasoft Cybercafe SurfShop Free involves following the same steps as given below. Steps that are only relevant to SurfShop Pro are mentioned by the use of 'SS Pro'.

VERY IMPORTANT: Before you install the software, make sure all the following elements are installed or have been configured:

1. **Registering your licence (SS Pro):** You have two methods at your disposal to activate Cybercafe SurfShop. Go to the licence (System menu) form (Ctrl+D) on the server programme and perform the following steps:
   a. Internet: Go to www.dynasoft.net/surfshop/ and order an activation key. Once you have received the key, press on 'Activation Request' in the licence screen. Paste the key in the dialog box and press '>Verification<'. This method

requires a permanent connection to the Internet. Please make sure you do not loose this(these) key(s) as it is the proof that you hold a valid licence for our Cybercafe SurfShop Pro programme. If you wish to reinstall the programme or if you get authentication messages in SurfShop, please simply generate a new key by going to: http://www.dynasoft.net/billing/customer_area_logon.html. Enter the login details you were sent, paste your key and press generate new key on this page. This newly created key has to be validated in the programme first before you can cancel it and register for a new one on our website. It is always the last key that was created that has to be kept securely, not the original one you received when the purchase was done. We cannot insist enough on the importance of never losing the last key you created, as this is proof that you hold a valid licence of SurfShop Pro. The last key created is the key that is needed to be able to create a new key in case of installation issues.

b. Dongle: Insert a Dynasoft dongle into an available USB port, install the drivers that are installed in the System32 directory of the Windows folder or located in the directory 'All > Extras > DongleDrivers' in the installed package if a CD Rom was provided. The dongle will be correctly installed if a green LED light appears on the inside of the key ring hole. If the LED does not light up, go to the Control Panel > System > Hardware > Device Manager and make sure that there are no exclamation marks for the entries for the USB ports on your system. Should there be some and the dongle does not light up, re-install the drivers for the port by pointing to the USBKEY.INF file in the directory: windows > system/system32. The programme has to have been installed first for the drivers to show. To request more client licences (i.e. you currently have 10 client PCs say and wish to upgrade to 20), get in touch with us to let us know you wish to upgrade the number of client PCs. In the licence menu, press '1. Create user key', generate your current user key, and send it to us. Wait until you receive an upgrade key from us then copy it in the large box at the bottom of the licence form. Write the number of client PCs wanted in the smaller box above and press '>Verification<'. No permanent connection to the net required here. *If you make this request for more client licences, very important: don't change the customer data (name of business,...) you entered between the moment you send us the key and the moment you enter the new key in.*

c. You may switch from the dongle to the Internet-based system by sending the dongle back to us (postal address on our website at http://www.dynasoft.net/contact_us.html) and we will send you an activation key by email. In order to go over to the dongle from an Inter-based licence, you will have to delete all configuration by using the SurfShop Installer. After this, restart the programme, using the dongle correctly inserted and installed.

2. **System date:** That the system date on the server is correctly set.
3. **Connection to the Internet:** That the server programme is on a pc that is connected to the Internet if you seek to activate the user licence for it through the Internet;
4. **Domain/Workgroup:** That the network is under a unique domain name or workgroup. To configure this, click on the My Computer icon on the desktop, then Properties, and change the name of the pc as needed. Ensure all PCs see each other and that you are able to ping them both using with their names and IP addresses. Failure to run a network properly configured can cause client PCs and the server not to connect;
5. **Connecting a printer:** If you want to follow and bill your customers for pages printed, make sure you connect a printer to the server station and not to any other machine. Other printers for printing receipts can be networked printers.
6. **Running the programme under a Windows user:** The client programme can run under any Windows user account, including an Windows guest account for instance. It is nevertheless advised that the programme run under the network administrator account or at least a power user account, but is not absolutely necessary. See point 3.1.4, 3., below for more information on this aspect of the installation. You might have to install our client programme without the skin functionality. Download it from http://www.dynasoft.net/downloads/surfshop_progr/sspcl_noskin.exe.
7. **Sending sales reports by email (SS Pro):** That Microsoft Outlook or Microsoft Outlook Express has been installed and configured correctly if you wish to use the sending of sales report by email.
8. **Name of PCs:** That all PCs have meaningful names with no unwanted characters such as dots, hyphens...
9. **Networks of 40 PCs of more (SS Pro):** For networks with 40 client PCs or more, we recommend using Windows 2000, XP, Vista or 7 for the server side of the software as their memory management is better suited for such large networks. Windows 9x will quickly run out of memory.
10. **Size of customer receipts:** The size of the customer receipts is given as follows: width (margin included): 88mm. Width (margin not included): 70mm.
11. **Adult sites:** You can block sensitive sites in Internet Explorer by setting up a supervisor password in Tools > Internet Options > Content > Content Advisor - Enable > General > Supervisor Password - Create Password. Set the degree of sensitive content you allow in the Ratings tab.
12. **Anti-virus:** *It is highly recommended that you carry out a thorough anti-virus scan of ALL PCs on your network.* Once this is done, the script-blocking feature of your anti-virus should let Cybercafe SurfShop through. *Ensure you run the anti-virus at least once a week and that all virus definitions are up to date.*
13. **Contacting us for support:** If you wish to contact us for support, please be ready to install a VPN programme (VNC is free from www.realvnc.com, http://www.realvnc.com/gettingstarted.html, Netmeeting or Remote Desktop or any other VPN programme) on the server and/or client PCs so as to make identifying any potential problem easier for us. You might have to open and redirect some necessary ports on your router and/or firewall for these VPN programmes to work. For VNC for instance you can get help about setting it up from http://www.realvnc.com/gettingstarted.html - Make sure you redirect ports 5800 + 5900 in your router and/or firewall to the internal ip address of the pc you're working on. Use this page to check if VNC Server is reachable from outside: http://www.realvnc.com/cgi-bin/nettest.cgi. **Important:** Please ensure when you get to call on us for support that no user is using your computers so that we can work efficiently on solving any issue you might have.
14. **Screen resolution:** The server programme requires a screen resolution of 1024 * 768 minimum.
15. **Plugins for Dynasoft Cybercafe SurfShop Free:** Please turn to the SurfShop Installer to access a webpage for the list of plug-ins that have to be installed with the free version of our cybercafe programme (for the server + client PCs).
16. **Windows XP Service Pack 2/3 users:** to test any conflict with Windows, deactivate this Service Pack and/or any script blocking and firewalling that is running.
17. **If you have problems accessing your files and folders on your network, it is highly recommended that you install the protocols NetBIOS and NetBEUI.** More information on installing these protocols: http://support.microsoft.com/default.aspx?scid=kb:en-us:318030, http://support.microsoft.com/default.aspx?scid=kb:en-us:301041

18. Handling User Account Control (UAC): If you have problems running or installing SurfShop under Windows Vista/7, this might be due to UAC. Typically, you might get error messages where certain files don't register correctly. UAC has to be configured correctly, but should you wish to disable it, please follow the instructions here: http://www.petri.co.il/disable_uac_in_windows_vista.htm
19. **Microsoft Service packs and Windows updates:** Finally, make sure all OSs have the latest Service Packs (see above for Win XP SP2/3) and all the utilities located in 'Extras' on your installation CD or downloaded package. For instance:
    A. Macromedia Shockwave is needed to run a Flash film that runs on the Screensaver on the client PCs.
    B. That under all versions of Windows, you have installed all the required Microsoft files and utilities, such as MDAC, MS WMI, Windows Installer. More information on http://www.dynasoft.net/billing/downloads.html.
    C. Make sure Internet Explorer 5.01 SP2 or later is installed.

3.1.2. Installing the Server

1. If you get messages during the installation of the setup package, simply click Yes, OK or Continue until the end of the installation.
2. Place the CD-Rom in the CD drive or download the programme from www.dynasoft.net/surfshop/downloads.html. On our website, the server part is included as part of the full installation package;
3. Depending on how you obtained the files:
    a. CD Rom: Click twice on the 'DynasoftSurfShopProServerSetup.exe' or 'DynasoftSurfShopFreeServerSetup.exe' file in 'Server', or on the server icon from within the SurfShop Installer utility;
    b. Downloaded files: Click twice on the 'DynasoftSurfShopProFullPackage.exe' or 'DynasoftSurfShopFreeFullPackage.exe' file where you downloaded it. Extract the files in this zipped file to a location on your pc, and run the installation as explained in a.;
4. You may install the programme from within a different Windows user account (Windows 2000 onwards only) by right-clicking over the setup.exe file provided with the installation files. Choose Install as, and specify the network administrator's login details. Make sure you install the programme from within the account you wish to use.
5. Follow these steps to install the server programme:
    a. Setup programme: follow the steps as instructed and click OK or Continue if dialogue boxes appear. Once the installation has finished, you will find a link to Cybercafe SurfShop in 'Start' > 'Programs' > 'Cybercafe SurfShop';
    b. Cybercafe SurfShop programme:
        i. Choose a system language;
        ii. Licence menu (Trial Demo mode in **SS Pro**): Enter your details, and press OK. You have 30 days in which to try the product. Enter a valid activation key at any time by going to System > Licence and then click on Activation of Cybercafe SurfShop to unlock the programme. To unlock it, press Activation of Cybercafe SurfShop if you have a valid key or obtain an Activation Key and fill in your order on our webpage if you do not have a key. Paste the key in the large box and then press 'Verification' to activate your programme. Make sure you have an Internet connection active at all times.
        iii. Owner password menu: Enter the owner names (first, last and user names) and password to activate the programme;
        iv. Enter a valid email address **(SS Pro)**;
        v. User costs menu: Determine the type of charging system you want to use for your customers, the different programme groups available to the client PCs, and the various system options given to personalise the behaviour of the programme. More information on this in paragraph 2.2.2.7;
        vi. Selecting your client PCs menu: Choose the stations (PCs and consoles) you want to follow and bill. More information on this in paragraph 2.2.2.15.
6. Move on to the installation of the client programme on each client pc.

3.1.3. Installing the Clients

1. If you get messages during the installation of the setup package, simply click Yes, OK or Continue to the end of the installation.
2. Place the CD-Rom in the CD drive or download the programme from www.dynasoft.net/surfshop/downloads.html;
3. Depending on how you obtained the files:
    a. CD Rom: Click twice on the 'DynasoftSurfShopProClientSetup.exe' or 'DynasoftSurfShopFreeClientSetup.exe' file in 'Client', or on the client icon from within the SurfShop Installer utility;
    b. Downloaded files: Click twice on the 'DynasoftSurfShopProClient.exe' or 'DynasoftSurfShopFreeClient.exe' file where you downloaded it. Extract the files in this zipped file to a location, and run the installation as explained in a.;
4. You may install the programme from within a different Windows user account (Windows 2000 onwards only) by right-clicking over the setup.exe file provided with the installation files. Choose Install as, and specify the network administrator's login details. Make sure you install the programme from within the account you wish to use.
5. Start the application and identify your server, i.e. the station that will follow and bill each user session;
6. You are ready to use Cybercafe SurfShop.

3.1.4. After the installation

1. **Cleaning up of MSN Messenger:** If you are running Windows XP, Vista or 7 and wish to prevent automatic sign-ins into a .net Passport (MSN Messenger,…) and prevent the storing of your users' credentials, make sure you do the following task to disable it: Go to Control Panel > Administrative Tools > Local Security Policy > Local Policies > select Security Options > look for NETWORK ACCESS: DO NOT ALLOW STORAGE OF CREDENTIALS OR .NET PASSPORTS FOR NETWORK AUTHENTIFICATION > Click Enabled.
2. **Oriental language pack:** The programme was extensively tested under these regional settings and should give few problems.
3. **Running the programme under a Windows user:** Under Windows XP, Vista and 7, when the programme starts up for the first time and if you do not use the programme under the main network administrator account, you will be requested to enter

his/her login details. Please note that under Windows 2000, you might need to change the current user's rights so the programme can run using that account. To do this, and from within the network administrator's account, go to Control Panel > Administrative tools > Local Security Policy > Local Policies > User Rights Assignment. Under there, you'll see 'Act as part of the Operating system'. Double click on it and add the Windows user account that will run the Cybercafe SurfShop programme. Reboot the machine afterwards. Doing this, is especially required if you wish to use the blocking options on the client PCs. To install the installation package under a different windows account, right-click over the setup.exe file and choose install as and enter the administrator login details. In some cases you might have to right-click over the exe file of the programme (client or server) and choose 'Run as' to run, within this account with reduced rights, the programme using the new account. This account should ideally be at least an account with power user rights. You may then modify the different windows rights (local security policy in the control Panel) you wish to give to your user.

4. **Uninstalling the client:** If no session was run with the server, the only way that the client can be uninstalled is to reboot the machine, bring up the task manager, and try and kill the task (ssfcl or sspcl for Cybercafe SurfShop Pro Client) before the screensaver comes up. Doing this in safe mode might be easier. There is no other way, as to have included a shortcut would have been a security hole that any malicious user can exploit with your programme. If a session was run, log into the client programme using the last operator's login details. To stop the client software from starting it is also possible to delete the entry for it by connecting to the PCs registry remotely and look up the following key: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run

5. **Re-installing the programme (SS Pro):** You may choose to either keep the configuration files that hold your licence data and the layout of your network and uninstall the programme or choose to delete them and uninstall the programme. To achieve this, use the SurfShop Installer utility provided (drop-down menu at bottom of Installer screen).
    a. Internet-based licence key: If you wish to re-install the programme, you will have to obtain a new licence key from our Website by going to http://www.dynasoft.net/billing/customer_area_logon.html. Enter the login details you received when you purchased the programme. Don't forget to keep these login details, so that you can log back into our site. Changing your key on our site only works once you have activated the key you were sent in the programme. You can't cancel and get a new key if the key you have is valid and was not entered first in the programme. For more information on correctly generating a new key, go to paragraph 3.1.1, 1, a. above.
    b. Dongle key: See paragraph 3.1.1, 1, b. above.

6. **System date:** Do not attempt to tamper with your PCs system date as this may cause errors in the normal running of the programme.

7. **Session tickets:** If you wish to modify the captions that appear on the session tickets, go to the file 'ShopServLangTxt.txt' (located in 'Program Files > Dynasoft > Cybercafe SurfShop Pro or Free > Assets > System'), and modify the blocks labelled [SurfForm-String99], [SurfForm-String174], [SurfForm-String173], [SurfForm-String105], [SurfForm-String123], [SurfForm-String118], [SurfForm-String124], [SurfForm-String125], and [SurfForm-String126].

8. **Keyboard shortcuts to the stations:**
    a. Starting up the PCs: Ctrl + Number of the pc using the numeric keypad on the right of the keyboard.
    b. Stopping your PCs: End key + Station number.
    c. Re-booting your PCs: Home key + Station number· Selecting the payment system ('Pay mode') for the customers: Use the Tab key to move the cursor over the right station.

9. **We suggest the installation of the following two programmes on your network which will greatly help you improve site monitoring:**
    a. **VNC from http://www.realvnc.com:** This VPN makes it possible to enter each pc either from within your LAN or outside of it whilst the user/operator is working with the PCs.
    b. **CC Proxy from http://www.youngzsoft.net/ccproxy/: This proxy server offers the following benefits:**
        i. Web caching expedites the speed of surfing the net.
        ii. Provides powerful management functions including seven ways to control the Internet access on the LAN. They are IP address, IP range, MAC address, User Name/Password, IP + User Name/Password, MAC + User Name/Password and IP + MAC.
        iii. The time schedule can freely control the users' on-line time.
        iv. It gives authority to open the different proxy services to the different users. Some of them may browse the web pages or send and receive e-mails and others may enjoy all the Internet surfing functions.
        v. The bandwidth control can allocate the different bandwidth to the different users. Thus, it can control the speed of net surfing and occupation of the bandwidth resource of each user and avoid the traffic jam of net, which is caused by some users who try to download files.
        vi. Web filter can ban the undesirable sites with unhealthy and irrelevant contents. This proxy software will help you keep the employees concentrate on their work or children stay away from the bad sites.
        vii. Access Logging can keep a full set of the Internet access log.

3.1.5. Upgrading from a Previous version of SurfShop Pro or SurfShop Free to the latest version of SurfShop Pro

-   To upgrade from an earlier version of Pro to a more recent one, simply run the program's installation package, then the main application and all files will be updated accordingly.
-   To perform an upgrade from Free to Pro, simply use the SurfShop Installer utility provided and follow these simple steps:
-   Perform a back up of your registry data and database using the Routine tasks section in the SurfShop Installer;
-   Go to the drop-down menu at bottom of the form of the Installer utility and select "I wish to uninstall the Cybercafe SurfShop programme.";
-   Click the Go button;
-   Uninstall Cybercafe SurfShop Free using the Windows Uninstall window that comes up next;
-   Download Cybercafe SurfShop Pro and install it;
-   Paste the backed-up database in: Drive > Program Files > Dynasoft > Cybercafe SurfShop Pro > Assets > System;
-   If you have any need to create a new key please do it on http://www.dynasoft.net/billing_software/customer_area_logon.aspx using your login details and the last key you were using;

- Important: Also when doing an update, make sure all PCs throughout your cybercafe have the same version of the program.
- Under Windows 2000, XP, Vista, 7 and 8 when installing the program and if you get messages half-way through about files not being able to be copied on your computer, just press OK, Yes or Continue.

3.1.6. Customizing the Interface Skins

To design your own skins you can do it in two ways, starting from a skin file and to modify it, or directly to create a new one.
A skin file has the following look:

You can copy this image and modify it respecting the dimensions and position of the buttons and the parts corresponding to the title bar and body.
You can give the look you wish to the buttons, you also could give the shape to the edges, since there is a colour that will be transparent.
In following illustrations you will see a description of the parts that compose the image and are used to define the skin:
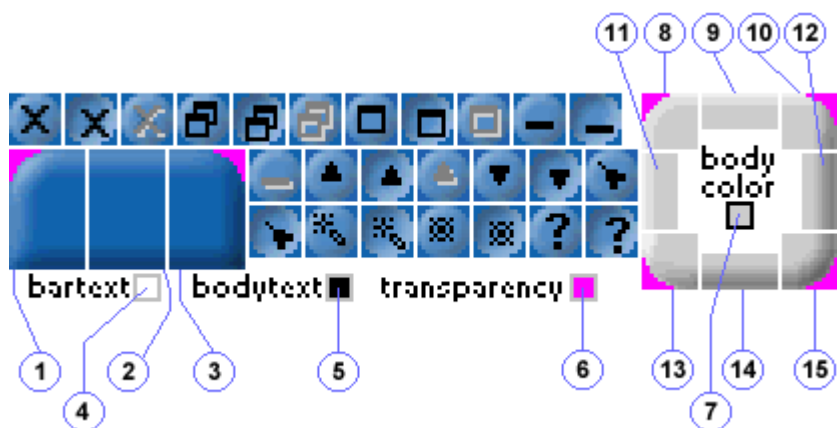
1: left side of the title bar, it is the top left corner of the form.
2: middle section of the title bar, this image stretches according to the length of the form, transparency is not allowed in this part.
3: right side of the title bar, it is the top right corner of the form.
4: colour box that define the text colour in the title bar.
5: colour box that define the text colour in the body of the form, which corresponds to the change that vbSkinner makes automatically to the ForeColour properties of the controls, as long as the ChangeControlsForeColour property value is set to True.
6: colour box that define the colour that will be considered transparent. To have a transparent colour is useful to give roundness to the corners of the form. Transparency is only valid in sections 1, 3, 8, 10, 13 and 15; all the other sections do not allow transparency.
7: colour box that define the body colour of the form, corresponding to the change that takes place in the BackColour property of the same one.
8: top left section of a form when it doesn't display the title bar. This happens when the BorderStyle property is set to 0 or when the properties ControlBox is False and Caption = ""
9: Top middle section of the form when it doesn't display the title bar.
10: Top right corner of the form when it doesn't display the title bar.
11: left side of the form.
12: right side of the form.
13: bottom left corner of the form, it allows transparency colour.
14: bottom middle section of the form.
15: bottom right corner of the form, it allows transparency colour.
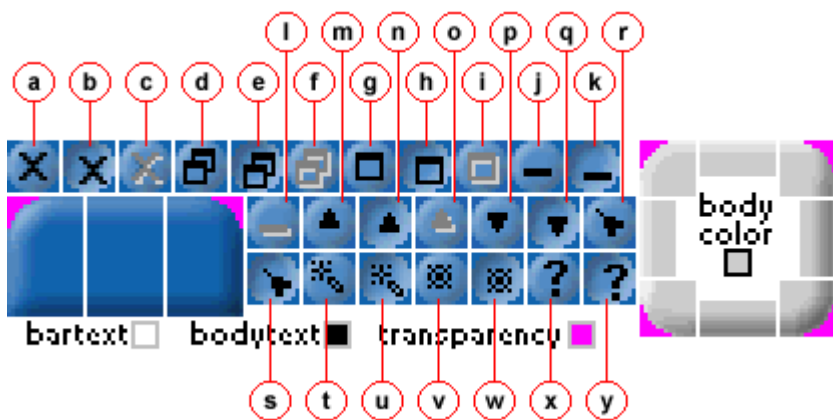
a: close button
b: close button pressed
c: close button disabled
d: restore button
e: restore button pressed
f: restore button disabled
g: maximize button
h: maximize button pressed
i: maximize button disabled
j: minimize button
k: minimize button pressed
l: minimize button disabled
m: minimize to title bar button
n: minimize to title bar button pressed
o: minimize to title bar button disabled
p: restore from title bar button
q: restore from title bar button pressed
r: always on top button
s: always on top button pressed
t: change skin button
u: change skin button pressed
v: custom button
w: custom button pressed
x: help button
y: help button pressed

As you can see, due to the operation there are some buttons that do not need a disable picture, since this state never takes place.
Size and position
The skin image is a bitmap of 207 pixel with by 52 pixel height. The size of the parts that compose it are as follows:

Sections 1, 2 y 3 corresponding to the title bar: 18 width by 30 height.
Sections 8,12,13 y 15 corresponding to the form corners: 14 width by 14 height.
Sections 11 y 12 corresponding to the sides of the form body: 9 width by 19 height.
Sections 9 y 14 corresponding to the from top and bottom sides: 19 width by 9 height, always in pixels.
The square corresponding to the buttons are 13 pixel width by 13 height.

Also the positions must be respected, since SurfShop reads every part from the image and it have to find in the right position for every one, and so the size.

3.1.7. Notes and Troubleshooting

1. **Installer.exe:** The customer has at his disposal a utility called '**SurfShop Installer'** to remove any reference to our programme (deletion of all configuration files and/or the programme itself), make back up copies of all sensitive data, and install Internet utilities. Use the current operator login to access this installer utility. The Installer is located along side the main exe of the programme in Program File > Dynasoft > Cybercafe Surfshop or go to the Start button > Programmes > Cybercafe SurfShop. Use the last drop-down menu on the installer if, when you try and run the programme, you get any error messages. This will reset the entire programme and make it go through the installation and configuration screens again. This option will also help you re-select a server from the client PCs.
2. **Database viewer (SS Pro):** You also have on the CD or from our Website a **DBViewer** programme to help you access all sales statistics from a different location than the actual server pc. This is useful if you activate the email reports and wish to view the sales data that are stored in your Cybercafe SurfShop database. Copy the database in the following directory of your pc: 'Program Files > Dynasoft > Cybercafe DB Viewer Pro > Assets > System'.
3. **Locking up of keyboard and mouse:** The mouse and keyboard on client PCs can lock up depending on the blocking options you have activated. Locking up the keyboard and mouse was designed to make tempering with the PCs impossible from the user's point of view. To access the client PCs, go to the customer accounts on the server, and activate them by ticking the tick

box under the main controls to the right of the screen. Start a session and the dialog boxes for customer logon will then show. Mouse and keyboard are now ready to be used. Most features of the programme have to be activated in their respective forms for these to work. To access the pc without activating the customer accounts, press F8 when the pc starts, and go into safe mode.

4. **Database:** The SurfShop database is compacted and its data optimised every 2 days automatically.
5. **Starting and stopping sessions:** It is normal for the play command on the client PCs to take some time to kick in. A lot of instructions are sent to each client, most notably the blocking options which can take a few seconds to be correctly activated. We recommend you periodically remove any traffic intensive programme you might have running on the client PCs or the network generally so as to improve latency.
6. **Server port:** Server and clients use ports 1001, 1002 and 1003. Avoid having programmes that listen to or communicate with these ports as critical errors can result.
7. **Windows firewall:** Please allow SurfShop to work from within the Windows firewall on the server and all client PCs.
8. **Ghost images:** We highly recommend using ghost images (Symantec Ghost - http://enterprisesecurity.symantec.com/products/products.cfm?ProductID=3) to periodically re-install all machines quickly and easily, and more importantly to avoid accumulating potentially serious problems (viruses, scum-ware programmes,…) that can wreak havoc on your network.
9. **Client PC errors:** If an error has occurred between the server and a client, it is possible to view the nature of the error by passing with the mouse over the icon featuring a disconnected drive and a question mark located on the screensaver when a disconnection has occurred.
10. **Virtual memory:** If you need to increase your virtual memory, check that your memory modules are of quality and in quantity. You may also increase this virtual memory like so (W2K/WXP): MY COMPUTER > RIGHT CLICK > PROPERTIES > ADVANCED > PERFORMANCES OPTIONS > ADVANCED > VIRTUAL MEMORY / MODIFY > MODIFY SIZE > SPECIFY 384MB OR MORE AS LOWER AND UPPER SIZE.
11. **Server PC and Cybercafe SurfShop dongle:** Running the programme with a Cybercafe SurfShop dongle when the licence you have is an Internet-based one, might generate errors. If this is the case follow the instructions given in 3.1.1, 1, above.
12. **Wake On LAN (WOL) (SS Pro):** Client PCs equipped with the right hardware (WOL LAN card, LAN/mother board with WOL and if WOL is activated in the BIOS) may be started up from cold thanks to the WOL capability integrated in Cybercafe SurfShop. No configuration is needed in your programme. This feature will activate on the client PCs, the first time a client pc connects to the server. Shut the PCs down, and start the server. On the logon box on the server, make sure you tick the box 'Start up all PCs'. Port 8900 is used for WOL in Cybercafe SurfShop.
13. **Adobe Flash and/or Shockwave error messages:** Check you correctly have installed these by going to the page http://www.adobe.com/shockwave/welcome/. The code that detects whether a plug-in is installed is correct. However, sometimes a plug-in shows as not being detected by SurfShop. This is usually a problem with your Windows installation. Please try installing SurfShop Free on a different machine in such cases.
14. For additional information on using the programme, read the information provided on each screen of the programme and in the Dynasoft forums on http://www.dynasoft.net/forums.
15. **Trouble shooting:**
    a. **How to report bugs:** Please note that in order for bugs to be fixed Dynasoft needs as comprehensive a bug report as possible. This especially means that we have to know the exact steps that lead to a bug appearing: what buttons are clicked, in what order, what settings were entered, time of day, date, screenshots of the problems and exact configuration of the windows machines used,… Please also send us any error log files, the registry key for your data located in HKEY_LOCAL_MACHINE\SOFTWARE\Xenon and a backup of your database. Please zip all files and send all bug reports to support@dynasoft.net. An alternative would be to let us access the server via VPN and give us access to your database so we can see what the problem is and see what your data and settings are at the exact time the error occurred. Please do not send us any sensitive information contained in your files like customer credit cards…Thank you.
    b. **The programme does not start correctly under Windows Vista/7:** See problem c below.
    c. **Problems registering certain DLLs:** SurfShop was tested with Service Pack 3 for Win XP, Vista and 7 and should not give any problems. Under Windows Vista/7, make sure you turn off Data Execution Prevention for SurfShop and configure your system so that your programme always runs with elevated administrator privileges or disable User Account Control completely. More on this here: http://technet2.microsoft.com/WindowsVista/en/library/0d75f774-8514-4c9e-ac08-4c21f5c6c2d91033.mspx?mfr=true
    d. **Timing on clients and server don't match or times don't get registered correctly on the customer accounts:** Try and use the format dd/mm/yyyy hh:mm:ss for date and time to see if this improves things.
    e. **The demo part of the server programme does not start as I get an authentication box after I install it (SS Pro) or the programme starts and shows login boxes after the installation (SS Free):** We have noticed that on a small minority of cases, the demo part of the software is skipped and the server programme immediately asks the user to enter a key or user details. Please re-install the server on a different machine.
    f. **Client PCs don't connect:** The client pc has a label where error information appears whenever there is a fault. Go over the disconnected icon when the pc is in idle mode (no session active) with the mouse and read what is on there. Send the text to us if you decide to get in touch with us. This can be due to any one of the following things:
        i. Your network is infected with viruses that have damaged critical system files, like DCOM or mswsock.dll.
        ii. The client pc does not point to the correct server pc. If the logon boxes show on the client PCs, enter your operator details, click OK. The screen will minimize. Click twice on the bar and close the programme. The operator will only be able to log into a client pc if the programme has connected previously with the server. Launch the SurfShop Installer, and choose delete all configuration files in the drop-down menu at the bottom. If the client pc logon box does not show, restart in safe mode (press F8 before the Windows picture logo shows), locate the file 'shopservdata.txt' in the windows directory and delete it. Restart the machine and complete the server identification again. Use this Installer utility as explained here every time you have problems with your programme. SurfShop will then be reset if you delete the configuration files. For SurfShop Pro and to register your licence again, go to our customer logon area and generate a new key as explained in paragraphs 3.1.4, 5 & 3.1.5, 1. Another way to prevent SurfShop from starting on each reboot is to delete either directly in the PCs registry or by connecting remotely from a different PC and deleting the entry for

SurfShop in the following key: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run. **Important:** Please note that Dynasoft has not built in any special password or keyboard key combination that could enable the administrator to bypass the screensaver as this kind of information can easily be published on the Internet and thereby risk compromising the security of other cybercafés. Please use the methods given above.

iii. Make sure you can ping all PCs on your network (names *and* IP addresses), and that they all have the same subnet mask. Bad switching of packets between PCs and bad configuration of the IP stack can cause the PCs not to connect as Cybercafe SurfShop uses the IP addresses to establish communications. We have found that some routers, hubs or switches can have faulty switching modules and that some cards do not relay the ICMP protocol (used when pinging) correctly (especially VIA Rhine II cards, and early models of the ADSM modem/router Thomson Speedtouch). Replace the faulty switch, hub, router or LAN card with ones that work.

iv. Multiplying the Internet connections can cause the networking of Windows not to work correctly. Especially running a router-based connection on the back of an Internet Connection Sharing (ICS) connection can cause the networking in Windows to stop responding to pinging between stations.

v. Make sure all the Microsoft updates and service packs, and utilities are correctly installed as explained in point 15 above. This is especially true for Windows 95, 98, ME and 2000.

g. **Error messages appear on the client or server programme:** Use the drop-down menu at the bottom of the SurfShop Installer to reset your programme. Use the option 'Delete all configuration files'. Restart the programme up again after and complete the different screens. For SurfShop Pro users, you might have to regenerate a new licence key as explained in paragraph 3.1.4, 5. Back up your registry and database files if required using the Routine Tasks section on the Installer.

h. **The programme never went into the demo mode and is asking for an activation key (SS Pro only):** For a reason that is hard to identify, sometimes Surfshop does not allow the user to use the programme in demo mode for 30 days but asks for an activation key immediately after installing it. In this case, please uninstall the programme and try and install it on a different pc.

i. **The programme just hangs if I run it using an account that is not the main administrator account for windows:** We have noticed that this happens with Dynasoft SurfShop Free when Adobe Reader 7.0 is installed. This is a problem strictly related to Adobe. It goes away if one opens a pdf file. Alternatively install version 6.0 or 5.0 of Adobe Acrobat Reader.

j. **The running of the server is slow:** This programme was tested extensively in many real-life environments and will work fine provided your network is correctly configured:

i. e.g., NetBEUI should be installed as a protocol;
ii. Remove all other non-essential protocols and services from all your systems,…;
iii. All PCs should be 'pingable' by their net bios names and IP addresses;
iv. No unnecessary resource-hogging programmes should be running on your systems (spyware, and too many peer-to-peer programmes will slow the network, and the normal running of the programme);
v. Also, check that the machines installed fits within the minimum requirements laid out in this manual in paragraph 2 above;
vi. Every now and then the SurfShop Free programme will appear to be slow. This is normal and will only happen every other day, the first time you end sessions at the start of a new day. Just let the programme finish what it is doing (an hourglass will show for a prolonged time period, usually up to 60 seconds with an ADSL line);
vii. If after you started a session, the station's play and stop on the server grey out and the stop button never appears again, simply close the server programme and restart it. The programme will detect the live sessions again;
viii. SurfShop uses Unicode character sets for the programme's captions to allow for non-Western users. Make sure you activate Unicode on your system;
ix. The TCP/IP network stack can become corrupted;
x. Corrupted Networking or Winsock (Windows Socket Interface) problems on Windows caused by missing registry entries;
xi. Installation of programs or tools that modify Network and Winsock configurations;
xii. Issues caused by Microsoft updates and patches;
xiii. PC not obtaining DHCP address;
xiv. Network driver problems or Winsox errors;

To fix some of the above problems, you may use utilities like WinSock XP Fix available on the Internet as a free download for Windows XP only. For Vista, to 7 use the command 'netsh winsock' [like so](#).

k. **The client programme disconnects often at the end of sessions (SS Free only):** This behaviour is normal as it is required that client programmes be restarted when problems are detected by SurfShop. Simply carry on with the next session when the client programme reconnects.

l. **I get a 'Data corruption' detected message (SS Free only):** Make sure neither your operator nor your customers tamper with the files that are necessary for the programme to run or the programme itself.

m. **I get a 'Error found trying to authenticate / validate your product' message:** This normally occurs if the programme has been tampered with, the database is damaged, the data that is saved by the programme on your hard drive is damaged, your system date is incorrect, or the programme cannot communicate with the Internet effectively (having two network cards may cause problems). Check the following breakdown of what the error codes 'Err. Loc.' mean: For SurfShop Free:

1: The application files themselves have been tampered with.
2: Some of the dll files SurfShop installs have been tampered with.
3: General error when trying to check for the integrity of the programme.
4: Some of the configuration files and settings of the programme have been tampered with or got corrupted.
5: Some of the configuration files and settings of the programme have been tampered with or got corrupted.
6: The programme found general problems when it tried to go on the Internet.
7: The programme communicates with our servers and it found a problem when it tried to connect to them.

8: Problem found when trying to run some daily-required scripts.

9: Problem found when trying to run some required scripts that are needed when a registration of the programme is done.

10: Problem found when trying to run some required scripts that are needed when a registration of the programme is done.

11: General error found when trying to run some daily and/or registration scripts that are required.

12: General error found when trying to run some daily and/or registration scripts that are required.

13: The programme needs to close.

14: The programme found errors when trying to run some local files that are needed.

15: The programme performs a number of tasks that are time-dependent. It could not perform these as the time information was found to be erroneous in your system.

16: The programme performs a number of tasks that are time-dependent. It could not perform these as the time information was found to be erroneous in your system.

17: Some system files the programme requires are not present on your system.

For SurfShop Pro:

1: The application files themselves have been tampered with.

2: Some of the dll files SurfShop installs have been tampered with.

3: Some of the dll files SurfShop installs have been tampered with.

4: The trial period has expired.

5: General error when trying to check for the integrity of the programme.

6-12: Some of the configuration files and settings of the programme have been tampered with or got corrupted.

The solution to all these problems is to:

- Ensure *all* Windows updates and Service packs are installed for your OS, that no viruses exist and no spyware programmes.
- Whilst SurfShop Free should work with no connection on the server pc, it is best to make sure this station in connected to the Internet.
- Check your system date is correct.
- Ensure you can ping our website at http://www.dynasoft.net from the command line.
- Uninstall the old copy of the programme and delete the configuration files using the last option in the drop-down menu at bottom of the SurfShop Installer utility as explained previously in this manual.
- Download the programme package from our website (http://www.dynasoft.net/surfshop/downloads.html) and reinstall it on a computer that has all the Microsoft updates and that is free of spyware and viruses and any Windows problems.
- **If the problem persists, we will check what might be wrong on the server by connecting to it via VPN (Remote desktop, VNC, Netmeeting,…). This will be done free-of-charge and we would invite all users to get in touch with us and request our assistance as we wish that our programme perform satisfactorily for all. More information about setting up a VPN in paragraph 3.1.1, 13 above.**

n. **I get a message saying 'Please check the database 'SurfShopDB.mdb' is installed in the directory 'Program Files > Dynasoft > Cybercafe Surfshop Pro > Assets > System' or that it is not being used…' (SS Free only):** This means the database is corrupted or missing. To remedy this, make sure you regularly back up your database using the SurfShop Installer supplied with the programme. If your database is lost, you may purchase a restored copy of it through our website at http://www.dynasoft.net/surfshop/.

o. **I get an error 'Error found trying to authenticate/validate your product' (SS Pro only):** This occurs if the hardware was changed on your pc, if the date on the server pc is not correct, if some of the programme files are corrupted or missing, if the programme's demo period has expired and no valid licence key exists, if you are running a version of the programme you are not entitled to, or if you are trying to register a key twice and have not cancelled the first key on our Web site (http://www.dynasoft.net/billing/customer_area_logon.html). Again, use the Installer as explained in 3.1.4, 5 & 3.1.5, 1 to delete all configuration files and run the programme again.

p. **The play button is pressed for a client session but no time shows:** You might have to simply restart the server programme and let the client PCs connect again.

q. **An error 10048 is produced on starting up the server:** simply reboot the server pc and the problem should go away.

r. **Starting the server takes a long time and the programme seems to hang on the spashscreen:** SurfShop communicates with our servers on programme start-up. Make sure your Internet connection is not experiencing any slowness or problems.

s. **How do I gain access to the client PCs as I can't find a way to bypass the screensaver?** Please turn to point f ii, above.

t. **The server PC is behaving erratically, or is not receiving connections:** We have found that this can be due any one of the following things:

    i. Make sure all the Microsoft updates and service packs, and utilities are correctly installed as explained in point 15 above. This is especially true for Windows 95, 98, ME and 2000.

    ii. Follow step ii. in point b. above

    iii. Make sure no programme on the server pc uses port 1001, 1002 or 1003 as the Cybercafe SurfShop uses them.

3.1.8. Summary

>>Important considerations for any successful installation and use:

- Let Cybercafe SurfShop through on the script blocking of your anti-virus and ensure it is running at all times and is up-to-date in terms of version and virus definitions;
- Check that the cabling is UTP Cat V and was installed by a professional;
- Make sure the client pc names are the same as the DNS name when you run 'winipcfg' (Win 9x) or 'ipconfig' (WinNT/2k) at the command prompt. Check the IP stack. Make sure all PCs can ping themselves by name *and* IP address;
- Remove any reference in the name of the PCs to a domain name and make sure names do not contain any dots;
- We recommend installing Cybercafe SurfShop on a newly installed pc with as few programmes as possible;
- Internet Explorer has to be version 5.01 SP2 or more recent;
- Install all Microsoft Service Packs and security updates for your OS;
- Avoid accumulating too many print jobs in the Print Manager as this can result in Windows becoming unstable due to a high demand on system memory;
- Even though Cybercafe SurfShop can be used within any Windows user, it is preferable to install and the programme from within the Windows administrator account.

3.2 Quick Start Guide

Once the setup has been successful, launching and getting Dynasoft Cybercafe SurfShop to work is very simple. The programme uses two types of users: the occasional user in either prepaid or post-paid mode, and the regular customer with an account. The latter type can access the Internet through a pin code (called an auto-code) or a login name.

- Identify the server pc on each client pc and connect them to the server by making sure the button on the server's main interface turns green. This indicates the client pc is connected.
- For the occasional customer (i.e. someone who does not need to set up an account) use the play and stop buttons on the server's main interface for opening and closing sessions. Pressing the stop button will display a form so that you can decide to apply the following action to the session:
    o Stop it
    o Stop it and print a receipt
    o Pause it so you can carry it on later
    o Transfer the session to a different pc, one that is not already in session
    o Top up the session if in prepaid mode with more money
  To set up a prepaid session, simply click on the drop-down menu right of the display of time and money for the pc you wish to allocate to the user, and click on prepaid for the required rate (Standard, Reduced A, reduced B –see 3.3.2.7). A form will appear. Enter a time (in minutes) or money value and click OK. Click on the play button to start the prepaid session.
- For the regular customer, create an account for him/her by following these simple steps:
    o Go to menu > Services or click on the Customer Accounts button in the shortcut menu at bottom right of the main interface
    o Decide if you want to give the user a login name or a pin-code (called auto-codes) by clicking the wide button at centre of screen ("See and activate Auto-codes/User Accounts")
    o Login names:
        o Enter at least a first name, last name and user name
        o Click on the time or money radio button at centre of screen
        o Enter the time they wish to spend in hours and minutes or a money value
        o Choose the rate you wish to apply to this purchase in the framed radio buttons at top right
        o Click Insert and confirm (and print a receipt if required) the sale
        o Finally ask your customer to go to an available pc and enter their newly created login name. They will have to create their password the first time they connect. This is done only once.
    o Pin codes:
        o Click generate auto-code
        o Enter the time they wish to spend in hours and minutes or a money value
        o Choose the rate you wish to apply to this purchase in the framed radio buttons at top right
        o Click Insert and confirm (and print a receipt if required) the sale
        o Finally ask your customer to go to an available pc and enter their newly created pin-code.

3.3. How to use Cybercafe SurfShop

Dynasoft Cybercafe SurfShop has a number of design considerations. These are:

- Many options have to be activated first by ticking a check box in the relevant screens (to activate the canteen so your customers can click on the canteen button on their interface, tick the checkbox in the canteen screen. The same goes for customer accounts for instance);
- When seeking to apply settings to your client PCs, Cybercafe SurfShop requires that a comma-separated string with the pc numbers be entered to assign the settings to specific pc numbers or a star (*) to apply these to all the PCs in the café. This applies to, for instance, sending a message to the screen of the client PCs (see 3.3.2.9). You would enter 1,2,3,4 to send the message to pc 1 to 4 or * to all PCs in the café.

## 3.3.1. Running the programme using a Windows user account

Access: On first start-up

If you wish to run the programme using a different account than the network administrator account (Windows 2000 onwards), enter the administrator details so that the programme can run from within that account: Administrator user name, password, and workgroup or domain name. Only the programme and not the current user will benefit from the increased rights that are granted. In some cases you might have to right-click over the exe file of the programme (client or server) and choose 'Run as' to run, within this account with reduced rights, the programme using the new account. This account should ideally be at least an account with power user rights. You may then modify the different windows rights (local security policy in the control Panel) you wish to give to your user.

3.3.2. Dynasoft Cybercafe SurfShop Server

3.3.2.1. Operator logon window
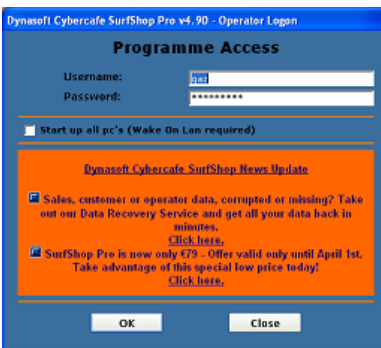
Access: On programme start-up

This window gives you access to the programme as an authorised operator. Access rights set when your account was created will be reflected as soon as you logon. The very first time you launch Cybercafe SurfShop, the screen is slightly different. This screen is for the owner operator. He has to enter a first, last and user name along with a password. His details will then appear in the operator accounts screen. All rights will be activated by default.

Tick the checkbox in the middle of the screen to enable Wake-on-LAN. This will only work if your PCs support this feature and if port 8900 is open on client PCs and server.

3.3.2.2. Main Interface

- You have 5 tabs for each group of 50-client PCs, and 5 such groups in total, thus representing 250 PCs that potentially can be configured.

- Access the main functions of the programme with the System, Services or Help menus at the top of the main interface. At the bottom you also have shortcuts to the main options, like the customer accounts,…
- Meaning of the column headings on each tab:

  Stations:

  Number and name of each client pc

  State:

  Meaning of icons:

  Red: the station is in session. Click on the red icon with the mouse and see what is the URL of the page the customer is currently viewing. If an account-holding customer is in session, the name of the customer will show by clicking this button.

  Green: the station is available, i.e. the station is not currently being used and is ready to be assigned to a user;

  Black: the station is disconnected from the server;

  Yellow: an operator is logged into the station;

  Control:

  Start a user session: Press on the 'Start' button for any of the station provided they State button is green.

  Stopping a session: Press on the 'Stop' button matching the required station. You then are showed a screen that lets you stop the station session, stop and print a receipt, pause the session, change the session to a different station or resume a live session by topping it up with more credit. When the user stops his session on the client pc, the operator has to confirm this stop. During this time, the logon boxes on the client PCs are disabled until the confirmation has been done.

  Time and Costs:

  Display of the time and costs associated with live sessions.

  Pay Mode:

  Post-pay: The customer pays for time spent on the station after the session ends.

  Pre-paid: The customer pays a fixed sum or wishes to determine the length of his session before he goes to sit at a station. Any orders from the canteen or pages printed will be aggregated with the Internet session at the end of the user's session.

  In there you will see the types of rates that you activated in the Charges and Options screen explained in 3.3.2.7.

  Boot:

  Shutdown, start (Wake on LAN required) or reboot your pc.
- The status bar at the bottom of the form gives you instant access to all the basic information you will need at a glance: current sales for the day, current operator logged in, number of PCs currently with an active session, number of PCs that are not connected.
- All orders from your customers in session will get to you through the main interface. If someone orders from the client PCs canteen, this box will flash in red. The same goes if they send something to your printer. The box will flash in green if someone wants to send you a chat message. All these will only occur if you have activated the relevant options (network chat, canteen, and print manager).
- By pressing the stop button against each pc, the operator can confirm the stop, print a receipts for your customers, resume any session you or your customers wish to pause, whether they are working in 'prepaid' or 'post-paid' mode, and finally switch the customer to a different pc.
- The orange bar showing when you press the red button of a live session indicates: the name of the user currently logged in, the money total spent and the URL of the page he's currently viewing.
- Right-click with the mouse over the name of a station shows a menu giving you access to all the most common tasks (stop or start a session, reboot a pc, add a canteen item to this user's session,…). The second item in the menu lets you start a session for a customer account, but only for stations that are not PCs.
- *Any disconnections between the server and its client PCs are systematically grabbed and recorded by the programme. This includes a crash by the server or a client programme, a crash of the server pc itself, a disconnection of a possible network cable, or the sudden closure or crash of a client pc. In the latter two cases, the server might take up to 80 seconds to register the disconnection. It is advised to let the programme manage any disconnection during that time.*

3.3.2.3. Customer accounts

(Cybercafe SurfShop Free limited to 100 customers)

Access: Services Menu > Customer accounts

Two systems exist that are available to your customers for them to buy their packs of prepaid minutes:

- Auto-codes: These are like pin codes. Generate an auto-code from within the programme. Enter the number of minutes or the money they wish to spend, the programme groups allowed (Internet, Games, Multimedia or Other), and press Add to add the newly created customer. The auto-codes are useful if you wish to sell prepaid tickets that print in advance and sell over the counter. You then simply sell the tickets with these codes on them and customers just enter them on the client PCs. You may also use the 'Generate a set of codes' button to generate a series of codes automatically and save the result set in a csv file.
- Login names: Specify your customer's first and last name (at least), a user name, and the amount of money or number of minutes they wish to spend. Add the new customer in the system (Add button). Determine what programme groups they have access to. For added security, the password is never seen by anyone (not even the operator), but is created by the customer the first time he/she logs on. Likewise if a customer has forgotten his/her password, simply reset it and ask them to re-create a new one the next time they connect.

Customer accounts are not tied in with a particular pc, they can log into any one in your café once their account has been created.

Customers can be deleted provided the operator was granted such a right. You may enter negative values, in case a refund has to be given to a customer. Enter a negative amount of time to deduct time. Here, the money total does not change unless you specifically enter a negative value in money terms. So, it is possible to enter negative time or money values if a correction has to be done for a particular account. Entering a negative value for money credit will not affect the time the customer has left. To modify this, enter a negative value for the time as well.

By double-clicking the name of a customer, you can view all of the customer's sessions, URLs visited (if this option was activated) and the customer's prepaid packs bought. In this screen, you may search sessions, packs purchased or URL visited between two dates and print the results displayed in the tables or save them in a csv file. To view all sessions and packs bought by all customers, click on the button 'See all customers transactions'. To navigate to an URL in the URLs' table, double-click on it. Sessions are deleted not from this screen but from the Income screen explained in 3.3.2.16.

Click on 'Activate URL logger' to activate it and set in the Options and Charges screen a number of days after which URLs are deleted. URLs are logged on the client PCs every 20 seconds and only new ones are registered for a particular session. The length of URLs is limited to 255 characters.

By right-clicking over a customer name with the mouse, you may unblock an account that might otherwise show as being used when in fact it is not, or link a customer with an activate session.

Only available with Dynasoft Cybercafe SurfShop: Import an existing list of customers from another programme directly into Cybercafe SurfShop using the import facility provided on this form. Simply, point the system to a CSV file that you created using your old programme.

3.3.2.4. Reports by email

(Cybercafe SurfShop Pro only)

Access: System Menu > Email reports

As owner, you have at your disposal a window that enables you to send to any email address comprehensive sales reports of the activity in your Cyber Café. This includes either a copy of the Dynasoft Cybercafe SurfShop database or a sales report in Excel format. Microsoft Outlook or Outlook Express has to be correctly configured for the sending of the reports to work. You may have these reports sent every so often (monthly, weekly,…). Specify a date after which these reports will be sent.

Important: Use the DBViewer utility supplied with your programme to view the content of your database (sales,…) that you received on the email. Paste the database in the directory 'Program Files > Dynasoft > Cybercafe Surfshop Pro > Assets > System' on your system. This utility is not meant to be used in parallel with the Cybercafe SurfShop server but as a standalone programme to view your business data.

3.3.2.5. Screensaver

(Cybercafe SurfShop Pro only)

*Access: System Menu > Screensaver*

- Top frame: Enter the remote path (i.e. the path of the images on the remote systems) to the two-image files that will appear in your personalised screensaver. This will appear in conjunction with the preset Dynasoft Cybercafe SurfShop screensaver and change at regular intervals from one to the other: Specify the number of seconds that will lapse between the two screensavers. Screensavers appear when PCs are idle, between sessions. The path must be a local path on the client and common to all client machines. Both paths have to be valid for your pictures to show correctly. Indicate also the colour of the background of the screensaver.
- Middle frame: Enter the scrolling text you want to appear on the screensavers when PCs are idle.
- Bottom frame: Enter the start or home page to appear on user browsers when sessions start.

Make sure paths entered do not have any quote characters.

Once you save this data, restart the server programme, stop a client station and restart a new session. The changes in the screensaver should now show. Please note the screensaver you define will appear alongside a Dynasoft one. Just set the rotation time to a higher value of you wish to increase the time during which your screensaver will show as the Dynasoft one only shows for about 10 seconds at a time.

3.3.2.6. Operator accounts

(Pre-set rights only for Cybercafe SurfShop Free)
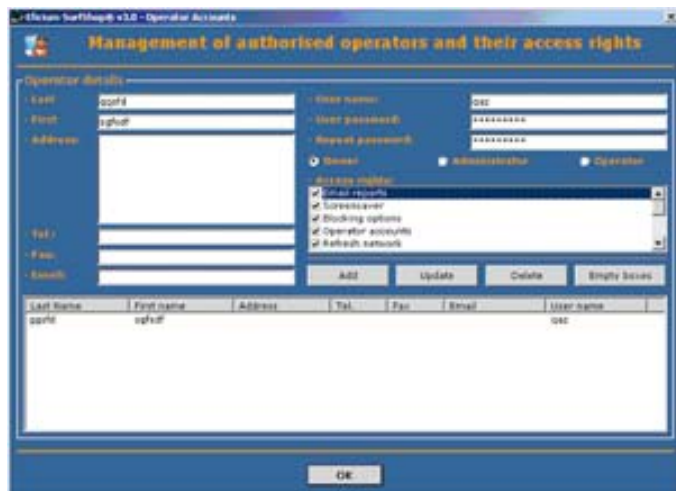
Access: System Menu > Operator accounts

Manage all personnel authorised to use the system from within this form. You can add, remove or modify all operators and grant them access rights to different parts of the programme. Operators with the relevant right granted to them can also log into each client pc. The Cybercafe SurfShop screensaver will then minimise. Simply double-click on the minimised screen to restore it.

Usage:
- Only operators with sufficient rights can modify or delete the owner operator.
- Operators cannot create accounts that have more rights than the ones they were originally given.
- They cannot delete their own accounts or types of operator above them. For instance a simple operator cannot delete an administrator. The operator sitting at the top is the original owner, the person that was identified when the programme was installed and run for the first time.

3.3.2.7. User charges and System options

(No programme groups with Cybercafe SurfShop Free and limited number of system options)
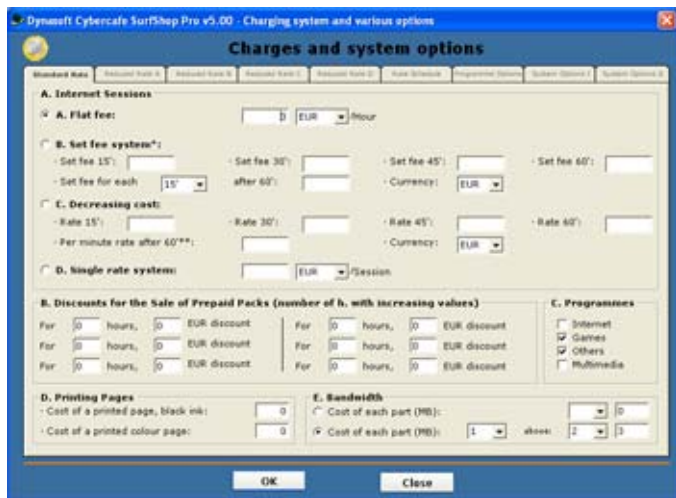
Access: System Menu > Charges and options

The billing model here is an uncomplicated one. Time sold is either to occasional customers or regular customers. You create accounts (see 3.3.2.3) for the latter type and activate sessions directly on the main interface for the former type (see 3.3.2.2). All your customers will use the charging systems you define here, whether they are account-holding customers, or occasional customers paying for prepaid or post-paid sessions.

You can create five levels of rates: standard, reduced A, reduced B, reduced C, or reduced D. Standard might be for adults, reduced A might be for students, and reduced B for OAPs or unemployed people, for instance. For each of these rates you can choose between four charging systems (see below). For each of these rates, associate the programme groups that will be linked to them. Generally the more expensive the rate (e.g., standard rate) the more expensive the type of programmes they are allowed to use will be (games, and multimedia are normally charged at a higher hourly rate than office programmes). These programme groups also appear in the customer account screen (see 3.3.2.3) where you can change the default settings for each account you create.

A. First five tabs:
Choose between five charging systems for your end-customers. These charging systems are simply five models you can use to bill your customers. They are all based on the charge-per-hour spent principle.

- Flat-fee: Customer pays an amount based on the time he spends and an hourly charge that is evenly spread over each fraction of 60 minutes. No minimum usage charge is set. If you set it to 2€, say, and they leave after 30 minutes, they would then have too pay €1.
- Set-fee system: Determine a set-fee the user has to pay no matter how much time he spends. Set fees can be set for slots of 15, 30, 45 and 60 minutes and all increments of 15, 30 or 60 minutes after that. For instance if someone comes in and spends 30 minutes in prepaid mode and there he leaves after 5, the operator would bill him for the entire 30 minutes.
- Decreasing cost system: Same as previous system but monies apply to the full length of the increment with no set fee established. In short, you can make the user surf more and pay less. This is a combination of the first system and splitting each 60 minutes in slots of 15, 30 and 45 minutes. Instead of setting a cost for the whole 60 minutes, you set it for each such slot. This makes it possible to vary the rate as people spend time on the stations. Usually these rates go down over time.
- Single fee: Customer pays the same amount no matter how long he is connected.

Specify in Frame B. on the first tab, the discounts you will give to your account-holding customers. For so many hours bought, how much in money terms will they get as discount?

Identify which programme groups will be available to each rate in C.

Write in D., how much you wish to charge for pages printed in black ink and colour.

In E., determine how much will be charged for the use of you Internet bandwidth. Two models are offered, either a fee is levied for each fraction (in MB) that is used, or this fee is levied for each fraction above a certain threshold.

In F., identify the discount (if relevant) customers will get on items from the canteen (drinks,…).

B. Fourth tab:
Activate the scheduling of happy hour slots by using the tick box on the bottom left-hand corner on this tab. This feature enables you to add items during which the programme will by default go to specific rates depending on the day of the week and time of day. The programme will check for any such information at regular interval and you will see the drop-down menus for the rates on the main interface switch over to the rate that was defined for a particular time of the day, and day of the week. This will enable the operator to pre-define happy hour times and not have to set them manually when customers wish to use the centre.

C. Fifth tab:
It is now possible to identify four main programme groups and determine what charges apply to these: Internet, Games, Multimedia and others (Office…). Enter a name, a path to the programme exe file (this is the remote path of the programmes on the client PCs), whether the programme's licences have to be managed by CyberCafé SurfShop Pro, and a pc number for each programme, and press Add. The path for the programmes on each machine can easily be identified by going to 'Start' > 'Programmes' on each pc and right-clicking over each programme and 'Properties'. Copy and paste the path into a text file that you can subsequently open on the server.

D. Last two tabs:
A number of system options enable you to configure the behaviour of your programme. Fill in the other options given as explained below:

- Customers have a stop button to end their session. If they close their browser, the session will end also. Activate this option or not.
- All systems: In prepay mode and without an account, if user does not go to the end of his session, I give him money back. The money to give back will appear on the main form for each pc at the end of the user's session, like so: duration of session and money for refund, e.g. 2:23 – 1,22 EUR. Any orders he placed in the intervening time will appear at the end along with the actual time he spent on the Internet and the money this represents. In the calculation of sums refunded, any chargeable increment is billed whether it was used or started by the user.
- Number of times the programme is tampered with by a customer before I get a warning message. Useful if you want to know who is tampering with the client application and be told about it.
- Number of days before which a purchased prepaid pack expires.
- Number of days after which any inactive customer will be deleted.
- Make the programme take main focus of your pc if an order is received, a prepaid session finishes or if a pc suddenly gets disconnected.
- Activate and identify a printer for all your customers black ink print jobs. This printer has to be connected locally on the server.
- Activate and identify a printer for all your customers colour print jobs.
- Activate and identify a printer for all your server system print jobs. This can be any printer on the network.
- Pause all print jobs by default as they come into the system. The operator will give each job the green light himself.
- Number of 'buffer' minutes during which the fee of the previous increment will be applied in the case of a set fee.
- Prepaid sessions: Make the time box on the server blink when the time for the customer hits (seconds).
- If a customer orders from the canteen or if his session ends, make the bell on the pc sound.
- Determine the basis of the numbering system for all customer receipts. The last character only has to be a number.
- Percentage tax to levy on all prices.
- Identify the types of stations that are not connected with the LAN but that you wish to bill.
- Activate the automatic update feature of your programme.
- When do sessions on consoles start: when the operator presses the play button or when they are switched on. And sessions will end when the console is switched off or when the stop button is pressed.
- Enter sessions that are interrupted suddenly in the income file.
- Let client PCs automatically reboot into a windows account when these reboot or start up.
- Only keep in the Event Logger those entries that are not older than (in days).
- Only keep in the URL Logger those entries that are not older than (in days).

3.3.2.8. Blocking Options

(Cybercafe SurfShop Free: Main security levels only, no management of downloads, hiding of drives and killing of certain windows.)
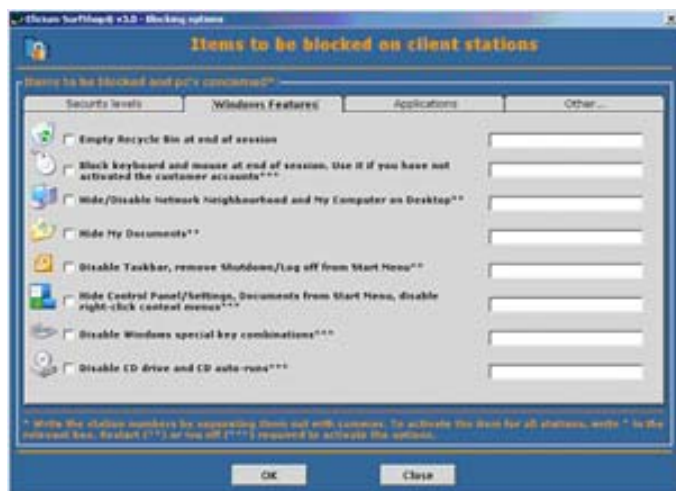
Access: System Menu > Blocking options

- First tab: Set the security level on all client PCs to either high, medium or low or choose custom to set all 19 options manually. Going from one level to another undoes the blocking items that were activated with the previous level. By clicking Custom, all blocking options will disappear on the client PCs and they will be restored to their original state.

- Other tabs: Activate 19 system-wide options if you want to protect the client PCs and avoid users from tampering with the machines. Enter a star to activate the relevant option for all PCs or a comma-separated character string with the pc numbers. You have at your disposal a very useful anti-download option at the top of the last tab, whereby you can set the types of files you wish to authorise or disallow and specify four different locations where users can save these files.

Items secured	High Level	Medium Level	Low Level
Empty Recycle Bin at end of session	✓	✓	✓
Block keyboard and mouse at end of session. Use it if you have not activated the customer accounts.	✓		
Hide/Disable Network Neighbourhood and My Computer on Desktop**	✓	✓	✓
Hide My Documents	✓	✓	
Disable Task Manager, remove Shutdown/Log off from Start Menu	✓	✓	
Hide Control Panel/Settings	✓	✓	✓
Documents from the Start Menu	✓	✓	
Disable right-click context menus (right-clicking of the mouse)	✓	✓	
Disable Windows special key combinations (Win+F, Ctrl+Alt+Del, Alt+F4,…)	✓	✓	
Disable CD drive (a cd rom has to be in the drive) and CD auto-runs	✓	✓	
Empty all Internet-related history entries at end of sessions (Temporary folder, Internet temporary folder, cookies, auto-completes, passwords,…)	✓	✓	✓
Restrict Internet Explorer options (Open file, Save As,…)	✓		
The use of Internet Explorer and any window as a browser	✓		
Stop Windows Explorer and Internet Explorer from acting as Windows Explorer	✓	✓	
Block MSN Instant Messenger	✓		
Restrict MSN Instant Messenger (stop downloads/auto update)	✓		
Block Windows Registry Editor	✓	✓	✓
Block Command Prompt (MS-DOS window)	✓	✓	✓
Downloads (Cybercafe SurfShop Pro only)	✓	✓	

3.3.2.9. Sending of Messages to Users
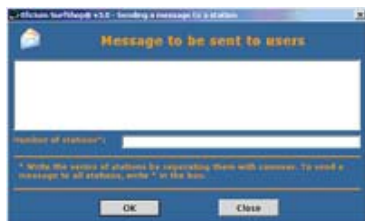
Access: Services Menu > Send messages

Send a message to any station. Enter the text in the topmost box and the station numbers underneath and press OK.

3.3.2.10. Print Manager
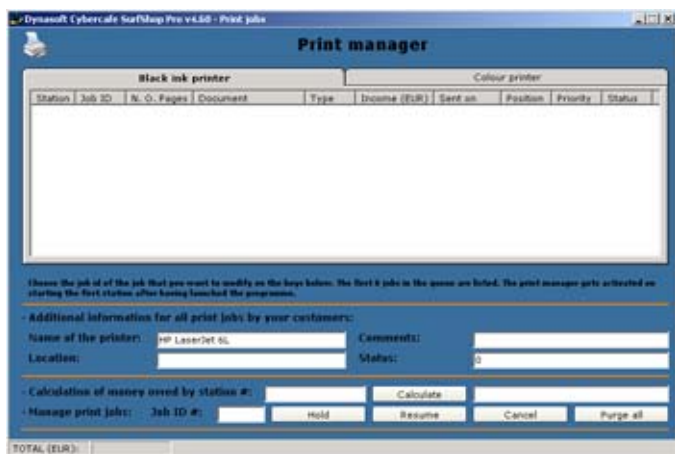
Access: Services Menu > Print manager

First time use: Determine the black ink and colour printers you wish to activate by going to the system option window explained in 3.3.2.7. More information about the printers (location, name,…) is given in the print manager. Make sure the printers you want to activate are connected locally to the server station.

You can determine how much a station owes in terms of print jobs and manage these jobs, by entering the job id near the bottom of this screen. Hold, cancel, resume or purge any print job. Totals are given in the status bar at the bottom of the form. Call up this form and keep it in loaded and in focus whilst you manage the PCs on the main interface. If you activated the option (in 3.3.2.7) that says that the operator will authorise print jobs, each time one is received, will cause the box with the name of the pc to flash in red on the main interface. All print jobs are aggregated with the other items a customer orders and are totalled at the end of his session. You can also view the money users owe in terms of pages printed in the Orders at the Canteen screen (see 3.3.2.12).

The print manager does not detect that a job is being sent 100% of the time. This is due to the information that SurfShop is able to get from Windows which itself is not very reliable. In programming speak, the printing API available to software developers is not that good. As a consequence, errors might appear where jobs do not get rated correctly, especially small ones (e.g., one page jobs). This beahvious will also vary from one printer to another.

3.3.2.11. Canteen

(Part of the Point of Sale system of your café)

(Limited to 5 items and no inventory system with Cybercafe SurfShop Free)

Access: System Menu > Canteen

Activate or disable the canteen.

This is where you configure the items available to your customers, i.e. where you configure your point of sale. Add any canteen items or modify and delete existing ones. These items will appear on the client interface when they click on the canteen button on their time tracking form (3.3.3.2). Any new order placed by them will cause the name of the pc to flash in red on the main interface. Double-click inside the name of the station to show the order that is being placed by the customer. All items have to be marked as either served or not served when orders are received. To finalise a session, these have to have been all served.

You may include any type of item that you have for sale in your business. This includes drinks, food, cameras, cd roms, tapes, …

An inventory of items (Cybercafe SurfShop Pro only) available to your customers can be kept by specifying the number of items available against each one. Any shortage of items (i.e., any item that has fewer than 5 items left in the inventory minus those items that are on order from your current customers) will show on the application's main interface in the status bar. Items that have hit 0 (we also take into account items that are on order from your current customers) will not be shown in the list of items available for order in the client and server interfaces. Make sure you regularly top up these items or simply write a big enough figure for them in this Canteen screen.

3.3.2.12. Orders at the Canteen

(Part of the Point of Sale system of your café)

Access: Services Menu > Canteen orders

This is where all orders in your point of sale system are viewed.

Any customer order the main server gets will make the box with the name of the pc flash. To access the details of the order, simply click on it when you see it flash.

The items you are likely to get as orders are then:

- All orders at the canteen for drinks and food or other;
- Print jobs;
- Internet sessions that were prepaid. All prepaid sessions will appear as a line in this point of sale viewer.

When this interface opens, you have to mark all items as 'served' if you accept the order. When a session is stopped, you have to mark all items as 'served'; otherwise you won't be able to end the current session. Only customers themselves can remove items from their list when their sessions are active. This is a security feature to avoid any accidental deletion of canteen items by the sales rep.

Any new session requires the removal of all items from previous session that were ordered for this station, unless this item is a paused session. All sessions that were cut or interrupted suddenly can be re-activated from within this form. If the disconnection originated on the server and no exit dialog box appeared, only prepaid sessions can be retrieved if the box for registering interrupted sessions was not ticked in the system options screen (3.3.2.7).

Summary of how the PoS system works:
- A customer sitting at a client pc, presses the canteen order button on his tracker form (3.3.3.2) and chooses the items he wants to order;
- On pressing 'Confirm', the name of the pc where he is sitting will flash in red on the server's main interface. Click on it and open the Orders at the Canteen screen as per 3.3.2.12;
- Mark the items ordered as served or otherwise. Close the form;
- When he finishes his session, a form will come up reminding you that he ordered from the canteen. This form is the one with the different stop buttons as explained in 3.3.2.2. Click on the 'See Canteen' button.
- The box on the server's main interface showing the money and time spent will then flash in red. Click inside it and a separate window will open giving you a summary of all the items ordered by the customer, including all prepaid Internet sessions. You would usually remove the items if you are happy the session finished. Close the form.

If the customer was an account-holding one, and he ordered from the canteen, you would not see any Internet session, but only the drinks, say, he ordered.

3.3.2.13. Add items to the canteen manually

(Part of the Point of Sale system of your café)

Access: Services Menu > Canteen orders > Add item

This is where the operator can add items that customers have ordered. As mentioned before they normally have a separate screen where they can order from (see 3.3.3.3), but the operator can also choose to add things himself by using this screen.

It is then possible to manually add items to the canteen. This is useful if your shop charges for scanning of documents, CDR burning, … etc…, i.e. items that the customer can't readily order from the station he's working from.

For sales to a customer without associating the sale with a client pc, write 0 for the station number. The table at bottom right shows your canteen menu as it appears in the canteen screen explained in 3.3.2.11.

3.3.2.14. See screenshot of client pc

(Cybercafe SurfShop Pro only)

Access: Services Menu > Screenshot client pc

Use this box to see a screenshot of the client PCs work area. Use this facility with caution as it puts some strain on the network and server PCs resources.

3.3.2.15. Refresh Network

(Non-pc station feature on Cybercafe SurfShop Pro only – Number of PCs limited to 20 in Cybercafe SurfShop Free)
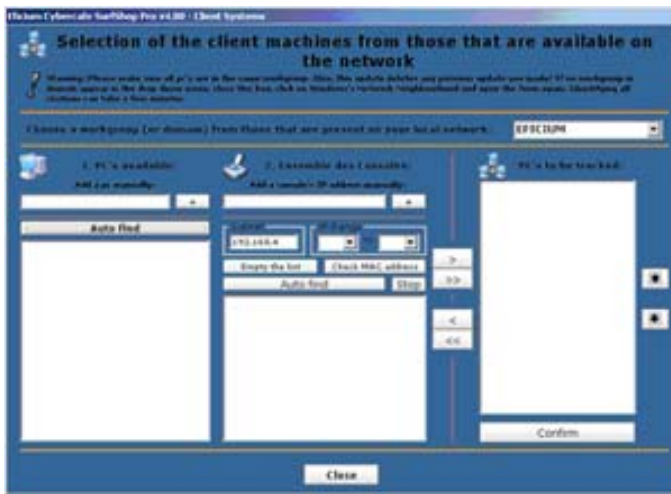
Access: System Menu > Refresh network

Use this screen to change the configuration of the network. Determine the domain name or workgroup your PCs belong to; in 1, the PCs on your network, and in 2, the non-pc stations (SS Pro only) connected to the network that you wish to bill. For non-pc stations, specify the range of the stations' IP addresses. Press 'Auto find' to let the system find them. You may add these manually if they don't show automatically with the Auto find buttons.

Non-pc stations can be typically:

- Game consoles
- Wi-fi stations
- Apple MACS
- Linux desktops boxes
- And generally, any device that is able to receive an IP address.

Cybercafe SurfShop only serves as a timer for non-pc stations. To be able to turn them off or on would require a hardware switch and is outside the scope of what a software programme is able to achieve. Cybercafe SurfShop makes it possible to set the physical switching on and off of these stations by your customer as being the start and end points of sessions. These can also simply be set to start when the operator uses the play and stop buttons on the server's main interface. This is set in the Charges and Options screen (last tab) in section 3.3.2.7.

There is a file that will automatically identify the type of non-pc stations. The initial characters in MAC addresses for game consoles tell us what the type of console we are dealing with. For instance '0050f2' or '00D3A' indicate we are dealing with an X-Box. The file that SurfShop uses to identify the type of non-pc station is called ShopConsolesMAC.ini and is located in the directory 'Program Files > Dynasoft > Cybercafe Surfshop Pro > Assets > System' on the server.

A limited number of stations are preset in the file (e.g. X-box). If you wish to add another console/station under a specific type of non pc station and not identified in the file, you may add it under its correct location ([X-BOX] , [DREAMCAST] ,... or [OTHER]) and use the same syntax used: ie the first few characters of the MAC address followed by '=NetType'. This file is used so the type of consoles can show on the main interface and thereby lets you know what device each station refers to (ie, X-Box vs Gamecube,..). You may also simply add a non-pc station manually and make it appear on the main interface quickly for customers who wish to connect a wi-fi station quickly for instance. For this simply look up the wifi client's MAC address by entering its IP address and pressing the 'Check MAC address' button. Write the first few characters of this MAC address under the correct section in the ini file as explained above. You can add your own types of non pc stations just as long as you make an entry for it in a new section in the ini file.

The entry called 'SendPing' under each section lets us know whether SurfShop should query the station by sending regular pings to it so it knows the station is still online. Some types of non pc stations like X-Boxes do not respond to these pings. If this is the case, wite 0 next to this entry like so: '0=SendPing'. If stations respond to pings, write '1=SendPing'.

Press on the double arrow button pointing to the right to add the selected PCs/non-pc stations to the group of stations that will be tracked and that will feature on the main interface.

Your current licence, will determine the number of stations allowed.

3.3.2.16. Income File

(No graphics display or detailed reporting with Cybercafe SurfShop Free)

Access: System Menu > Income file

Check all your past sales using this interface. Enter a station number, a series of comma-separated numbers or a star for all PCs, and view, print (a sales report will show –see below) or save all results. You can set a date for all sales for a particular day or two dates for sales during a certain period. You may also see your sales in a graph either sorted by product, customer, station or operator, by day or month in money terms of minutes sold. To switch to a monthly view or daily view, right-click over the graph to see a menu. You can also change the type of graph. Press Ctrl+Shift-D to delete entries from this screen.
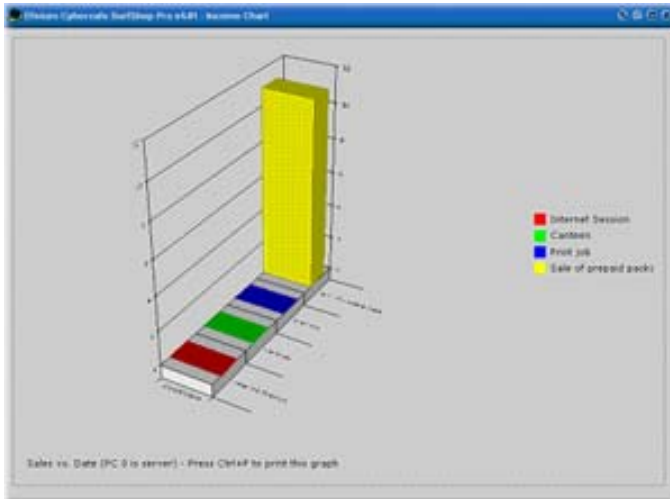
You may print your report or save it using 10 different file-formats with this screen. Use the Printer Setup button at the bottom of the screen to modify your printer settings.

3.3.2.17. Licence

(Cybercafe SurfShop Pro only)

Access: System Menu > Licence

Go to this section to enter your personal details and to activate your programme. You have two methods of activation at your disposal to do this:

- Internet-based key: Go to www.dynasoft.net/surfshop/ and order an activation key. Once you have received the key, press on 'Activation Request'. Paste the key in the dialog box that appears. To obtain more licences should you wish to plug in more machines into your network, send us a request for more licences then when we have confirmed this to you, click on the button next to 'Activation Request', called 'Check client licences' or use the new key that we will send you via email.
- Hardware dongle key: Insert an Dynasoft dongle into an available USB port, install the drivers located in the directory 'All > Extras > DongleDrivers' of your downloaded package or CD Rom. To request more client licences, press on '1. Create user key', send it to Dynasoft, and copy the key you will receive back from Dynasoft in the large box at the bottom. Write the new number of client PCs wanted in the smaller box above and press '>4. Verification<'.
- You may switch from the dongle to the Internet-based system by sending the dongle back to us (postal address at bottom of manual) and we will send you an activation key by email.

See section 3.1 for more information on this.

3.3.2.18. Event Logger
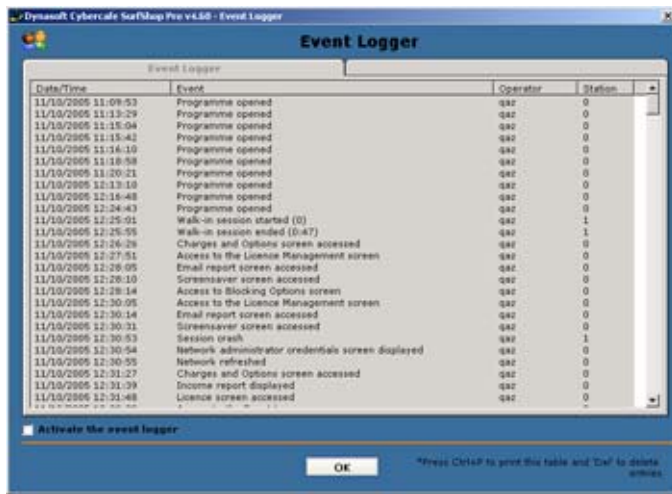
Access: Service Menu > Event Logger

This utility is useful if you wish to follow closely what operators and users are doing on your network. To activate it, go to Charges and Options, System Options II (last tab) and tick the activate Event Logger line and specify how far back the logger should log these events for. You may print the table or select line for deletion by hitting the Delete key on your keyboard. This feature appears as a configurable user right in the Operators screen in 3.3.2.6.

Click on 'Activate event logger' to activate it and set in the Options and Charges screen a number of days after which events are deleted.

3.3.2.19. Client PC Tools

(Cybercafe SurfShop Pro only)
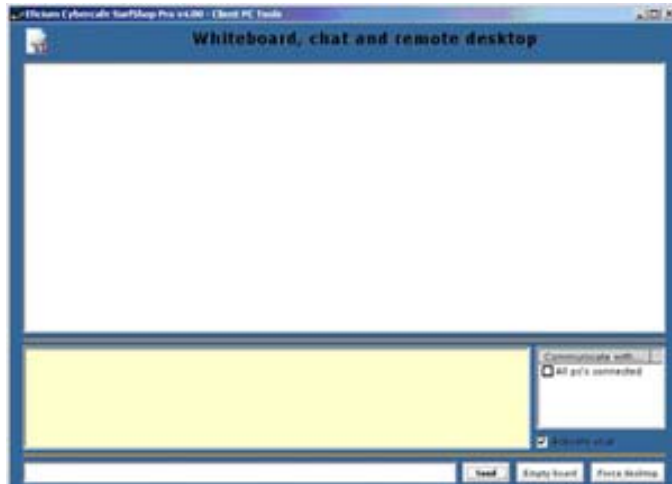
*Access: Service Menu > Client PC Tools*

Tools include a whiteboard, a local network chat and the possibility of forcing client PCs to see the server's desktop. These tools are useful if computer-based training is organised. Displaying the server's desktop enables pupils to follow what the teacher is doing on his/her machine. If someone wishes to communicate with you with the built-in chat, the name of the client pc will flash in green on the server's main interface. Double-click inside the PCs name to show the screen and to start chatting. Select the PCs you wish to communicate with in the table called 'Communicate with…'

To activate the chat functionality, make sure you activate the client pc tools by ticking the tick box on the bottom left-hand side. Only then will customers be able to click on the chat button on their programme interface. The whiteboard will also only work once these tools have been activated.

To activate the remote desktop, run a session on the client PCs where the server desktop has to be shared, then click on 'Force desktop' on the form above. A window will open on the client PCs showing the desktop of the server.

3.3.2.20. Other Surf Stations

(Cybercafe SurfShop Pro only)
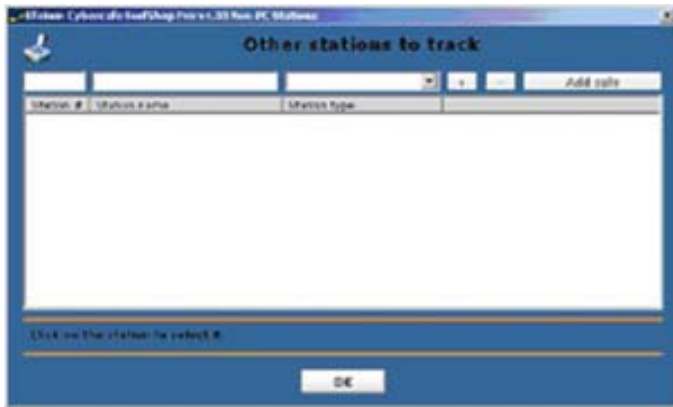
Access: System Menu > Other Surf Stations

Enter stations that are not either PCs or consoles connected to the local network. These could be standalone PCs, non-networked game stations, generally any machine you let to customers but that does not feature on your network. To add new types, open the Charges and Options screen (3.3.2.7) and go to the system options.

3.3.2.21. Skin Loader

(Cybercafe SurfShop Pro only)

Access: System Menu > Skin Loader

With this screen it is possible to change:
- The colour of the title bar
- The colour of all captions in the title bars
- The skin and colour of all body part of all screens
- The colour of all captions in the bodies of the forms
- The type of buttons used and finally,
- Load fully designed skins from file. You may design you own skins by following the same design layout as the ones we provide. Skins are available from http://www.dynasoft.net/cgi-bin/downloads_redirect.asp?FileName=SurfShop_Skins.

- The look and feel of the tabs on the main interface: specify a picture file to display, a solid colour, a gradient colouring effect, or even an animated gradient. SurfShop uses a default design that can be changed at any time.

All changes here will appear on all forms on the server programme. It's not currently possible to change the client PCs interfaces from the server. This has to be done on each client programme.

3.3.2.22. Identification of Customers

Access: Help Menu > Contents

Cybercafe SurfShop makes the tracking of all customers and their identification easy. You can use this screen to add customer identifications as and when they come into your centre. It is also possible to link a customer with an active session by right-clicking over a customer and clicking 'Associate session with customer', then click on a customer and then press 'Update'. The programme will register this session as belonging to the customer selected.

The table of customers can easily be printed or exported to a csv file by pressing Ctrl+P or Ctrl+S respectively.

By double-clicking the name of a customer, you can view all the customer's sessions, and URLs visited (if this option was activated). In this screen, you may search sessions or URLs visited between two dates and print the results displayed in the tables or save them in a csv file. To view all sessions and URLs visited by all customers; click on the button 'See all customers transactions'. To navigate to an URL in the URLs' table, double-click on it.

Click on 'Activate URL logger' to activate it and set in the Options and Charges screen a number of days after which URLs are deleted. URLs are logged on the client PCs every 20 seconds and only new ones are registered for a particular session. The length of URLs is limited to 255 characters.

3.3.2.23. Support

Access: Help Menu > Support

Send us any question you might have about Dynasoft Cybercafe SurfShop or any other query or orders for Dynasoft products or services.
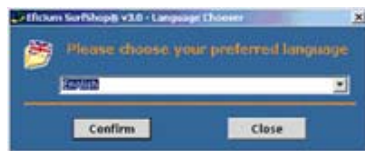
3.3.2.24. New licence request form

(Cybercafe SurfShop Pro only)

Access: Help Menu > Licence request

Order a new client licences or server licences required using this form directly linked to our Website.
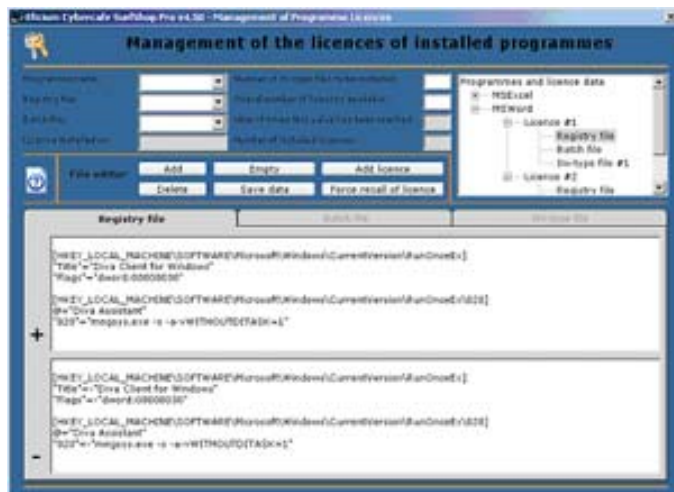
3.3.2.25. Choose language

Access: Services Menu > Change language

Choose the language you want by using this interface. All changes take effect immediately without having to restart the programme.

3.3.2.26. Licence Management

(Cybercafe SurfShop Pro only)

Access: Services Menu > Licence management

This screen is used to manage all the programme licences on your network. The tree view on the right-hand side displays the following information:
- On the top-most nodes: The programmes, the licences of which, are managed by Cybercafe SurfShop Pro;
- The different licences you bought for each programme, on the second level of nodes;

- Within each licence, the different formats licences normally use to store the licence information on the remote client PCs. These formats and ways licence data can be stored are:
  - The registry: This works just like running a registry '.reg' file on a pc. It stores all the different changes you wish to make to the remote registries. This file will be sent to the pc making a request for a licence, and then run on the remote system. In the box marked with a bold '+' sign, write the modifications to the remote registries that have to be made when this request is made. In the box with the '-' sign, write the information needed to restore the remote registry to its original state before the licence was requested;
  - Batch files and their extension: These will be run, as with registry files, each time a user requests a licence for a particular programme. As with registry files, you can build a batch file that will restore the systems to their original states by using the second pane on the 2nd tab;
  - Ini-type files: these can be of any type, are flat text-based files that will be pasted at the location specified in the path box on the third tab.

You may choose any combination of these files using the command buttons in the top half of the screen. To add a new programme and its licences, build the different choices that best fit the way licences are kept for this programme, then press 'Add'. You may add a programme then decide to add an additional licence later by pressing the 'Add licence' button. Whenever the different files have been modified, press the 'Save data' button. To recall a licence that is being used by a remote pc, press the 'Force recall a licence'. For this, make sure you click on the relevant licence that has to be recalled in the tree view.

By clicking on a licence under a programme heading, you may check how many times it has hit the total number of licences available during the past 30 days. This extra bit of information is very useful as, this way, you can decide to purchase additional licences for programmes that are in big demand in your centre. Even though a message will show on the client pc, saying that no licences are currently available for a particular licence a user is requesting, this counter is incremented only once during a session, i.e., the first time he/she clicks on the programme wanted.

Each time a user finishes a session, all licences are recalled automatically to the server and shown as available for the next user. All these files are kept on the server in 'Program Files > Dynasoft > Cybercafe SurfShop Pro > Assets > LicMan'. Make sure none of these files are tampered with to avoid any problems with your licences. You may back them up if needed.

Licences are called each time a user clicks on a programme icon on his/her main control screen (see 3.3.3.2). The programmes listed there are set using the 'Charges and Options' screen in 3.3.2.7.

Ensure that when registry, batch or ini-type files are created, they all contain data and that for ini-type files, a valid path is specified in the relevant boxes on this screen. It is normal for the client pc to freeze for a few seconds when licences are installed. This makes sure the user is not interfering with the process of installing licences.

More information on how to write batch files: http://www.robvanderwoude.com/index.html
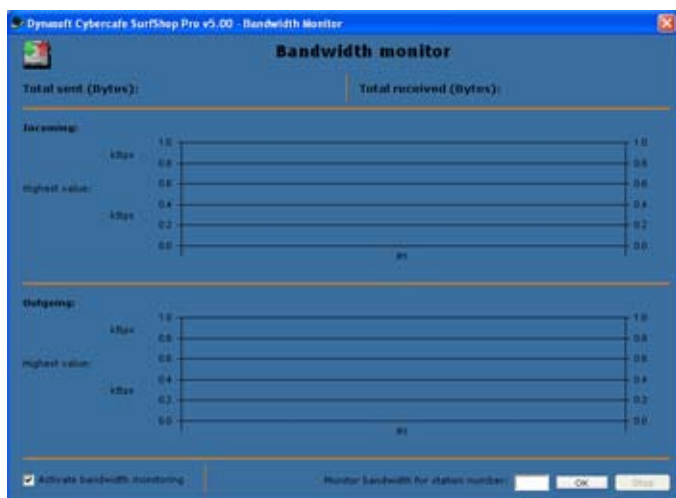
3.3.2.27. Reboot/Shutdown Station

Access: Services Menu > Reboot/Shutdown station

Write a comma separated string of station numbers or a single station number to start up (Wake on Lan required – SS Pro), reboot or shutdown a station. Only stations that are not in session can be rebooted or shutdown.

3.3.2.28. Bandwidth Monitoring...

(Cybercafe SurfShop Pro only)

Access: Services Menu > Bandwidth Monitoring

Bandwidth monitoring is a powerful feature that, combined with the rates you can set for its use, lets you decide if you want to charge for heavy use of your Internet bandwidth. For it to work click the tick box to activate monitoring and remember to set rates in the Charges and Options screen for the bandwidth usage.

The programme uses this form to display the usage of a particular station but will keep tracking this usage during the entire length of a session. This form shows you the total bandwidth used, the current value and the highest value attained by the user both for incoming and outgoing usage. You may access this screen by right clicking over a station name and selecting 'Analyse station bandwidth'.

Once sessions end, a value will show for the user's use of the bandwidth and will be added to the cost of the session. It is the highest value of either incoming or outgoing usage that will be used.

Monitoring will only start for new sessions and not active ones if it is activated during sessions.

3.3.2.29. About…

Access: Help Menu > Contents

More information about your product, Dynasoft Cybercafe SurfShop.

3.3.3. Dynasoft Cybercafe SurfShop Client

3.3.3.1. Server Selection

Access: On first start-up

As with the server when you identify the client stations, use this box to set and identify the server pc on your network. If you have to change the server, delete the file ShopServData.txt located in the windows directory of your PC either manually or by using the SurfShop Installer. This is explained in the installation part of the manual.

3.3.3.2. Tracker Form

(Programme groups with Cybercafe SurfShop Pro only)

This box gives to the end-customer access to the canteen, the programmes allowed to him, and a means to stop his session. He can view also the time and money spent so far in his session. Customers can choose the language they wish to work with using this interface. All changes take effect immediately without having to restart the programme. Buttons available:
- Canteen: add or modify an order;
- A stop button to stop the active session;
- More: Information about how to stop or pause a session and drop-down menu to change the language;
- Five buttons for the four programme groups and to start a network chat session. The buttons for the programme groups will only be available if the programme paths exist, and if the programme groups were activated for the current customer's session.

Click on the x to close this form will make the form go to the system tray and does not cause the programme to exit. When the user stops his session on the client pc, the operator has to confirm this stop. During this time, the logon boxes on the client PCs are disabled until the confirmation of the stop has been done by the operator.

3.3.3.3. Canteen Orders

(Part of the Point of Sale system of your café)

Access: Canteen button

To the left, the end-customer has a box detailing the contents of the canteen. He can order new items, specify the quantity and send the order. As long as items are marked as not served, he is allowed to delete them. To the right is the list of items currently on order by him/her. To send his order, he has to press the 'confirm' button.

3.3.3.4. Screensaver

The Dynasoft screensaver tells users the pc is blocked with no session active. **Logon boxes appear at the top of the window depending on whether this feature was activated on the server-side**. All authorised operators have full access to the client PCs provided this right was activated in the operator account screen for the operator. They simply enter their login details. The current operator can even access the client PCs if the client is disconnected from the server. All blocking options get disabled whilst the operator is in the client pc. These reactivate themselves after the operator logs off.

Important: If you wish to modify the server to which the client pc is pointing, use the Installer utility supplied and delete all configuration files on the client pc (drop-down menu at the bottom of the installer utility). If the PCs keyboard and mouse lock up (which is normal as it is an additional security measure), each time you start the pc and wish to access the desktop area, restart in safe mode (press F8 before you see the Windows screen picture) and go the windows directory and delete the file, shopservdata.txt. The programme will ask you to identify the server again the next time it starts up.

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