

Touch Screen Assembly Installation – Networking and Adapter ID

Please check the following after installing the new touch screen assembly:

- Power on the system and verify the green network light is lit at the network connection on the rear of the touch screen.
- Verify the machine is connected
 - Log in and go to the help tab if there is content, it is “Connected”
 - If not connected, connect a usb keyboard and press the F5 key.
 - If it still not connected a ping command and possibly a tunnel command will need to be performed.

1. Test the Internet Connection to the Costco Router

The actual commands you need to type are in **bold blue text like this**.

- Log into the Linux prompt press Ctrl, Alt F2
- Login = root
- Password = cmykismine Please note, no characters are displayed when typing password.
- To find out the IP or MAC address:
 - **Type: ifconfig eth0** (that’s a zero at the end)
 - Note: The IP will be returned as 4 sets of numbers like this: **10.144.72.42** (Costco IP’s always end in **42**)
 - Note: The MAC address will be 6 sets of two #’s like this – **00:04:5f:89:74:a6**
- To test the connection to the router:
 - **Type: ping xx.xxx.xxx.41** (where the x’s are the IP address except it ends in 41, not 42)
- The machine should respond with something like the image below.
 - **NOTE: No response means the machine is not connected to the router in the warehouse**

```
# ping -c 5 www.example.com
PING www.example.com (192.0.43.10) 56(84) bytes of data.
64 bytes from 43-10.any.icann.org (192.0.43.10): icmp_seq=1 ttl=250 time=80.5 ms
64 bytes from 43-10.any.icann.org (192.0.43.10): icmp_seq=2 ttl=250 time=80.4 ms
64 bytes from 43-10.any.icann.org (192.0.43.10): icmp_seq=3 ttl=250 time=80.3 ms
```

- To stop the ping routine, hold **CTRL** and type **C**.

2. Test the Internet Connection to the RIS Network

- Next, test to see if the machine can reach the RIS network:
 - **Type: ping services.retailinkjet.com**



- The response should look like the previous ping result above. As before, if the ping gets no response or times out, this means that the machine is not able to reach the RIS server.
- To stop the ping, hold **CTRL** and type **C**.

3. **CALL RIS Connectivity Engineer**

RIS needs to establish and verify a network connection to the machine.

Call RIS tech support: **858-779-9148 opt.3**

Some commands that might be necessary for this step include:

```
ssh -R xxxxx:0.0.0.0:22 -g risuser@services.retailinkjet.com
```

where 'xxxxx' is replaced by a number that Gary will provide. Please do not use this command unless instructed to by a RIS technician.

- Press and hold the **ALT, CTRL, and F7** keys to exit the Linux system display and return to InkCenter main screen.

The RIS technician will then upload and install software and make the necessary identity changes to activate the Ink Center online. The Technician will then call you back to request that you reboot the system. After the reboot, the latest software version number will be displayed on the System tab.

Reboot or power cycle if necessary

- **Verify** the network is connected and communicating before putting the back cover back on! ***Call RIS service support before leaving the site to verify the system is online.***
- **Verify** all fill adapters have been registered in the fill chamber correctly:
 - Navigate to the Maintenance Tab and select "Identify Adapter"
 - **Place each fill adapter in the fill chamber and select the appropriate ID.**
 - Be sure to ID each O2 vent cover located in the middle supply drawer.
 - Recheck the adapter to make sure the proper ID was selected.
 - *If an adapter is incorrectly identified, remember that you can re-ID the adapter.*

Contact RIS support @ 858-779-9148, opt. 3 to verify that the system is online, or for installation assistance.

