



Railtix Maintenance Guide

Version 1: July 2019

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Using This Guide

In this guide, you will be shown how to set up and register your ticket printer, and most frequently asked questions. If you are reading this document on a computer, you can navigate around the guide by either:

Using the Navigation Pane (Microsoft Word)

- Click *View*;
- Tick the *Navigation Pane* box;
- Select a heading from the menu to be taken to that section.

Using the Contents Page

- Hold down the Ctrl key on your keyboard;
- Click on a section to be taken to that page.

Ticket Printers

There are 2 main types of kiosk setup this manual refers to.

One setup involves a normal computer with a ticket printer connected to it, the other involves a single unit with a touch screen, which appears like so:-



If the unit appears similar to the one pictured, you will need to open the unit up and connect a keyboard and mouse to perform the tasks outlined in this manual and would recommend doing so before attempting any of the tasks outlined.



If you are unable to open the unit, you will need to contact the on-site key holder to open the kiosk and carry out the required maintenance on the kiosk.

Registration

To register your ticket printer, you will need to install the kiosk software from the Evolvi website at <http://download.evolvi.co.uk>. From there you will need to use the following link to download the installer for Railtix:-

Kiosk Application

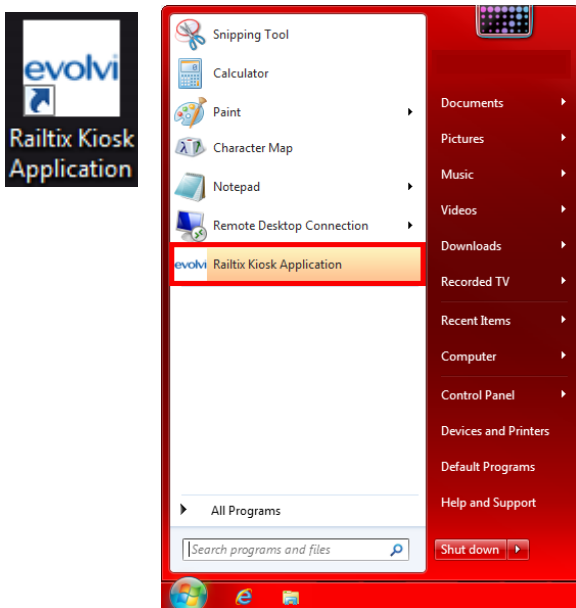
[Kiosk Application Installer](#)

[Kiosk Installation, Configuration and Maintenance Guide](#)

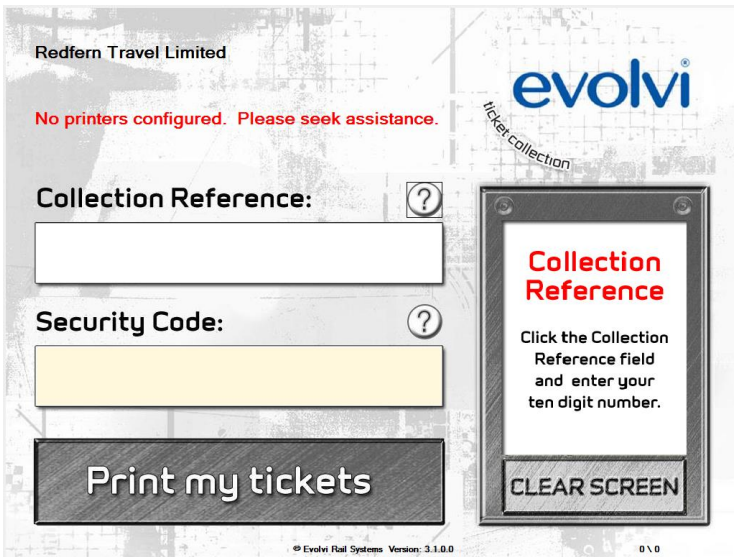
Once the installer has downloaded, follow the instructions outlined by the install wizard and once installed run the “Railtix Kiosk Application”.

If Railtix doesn't run automatically, either run from your Start Menu or if a shortcut was created, run from the desktop.

The icons for Railtix are as follows:-

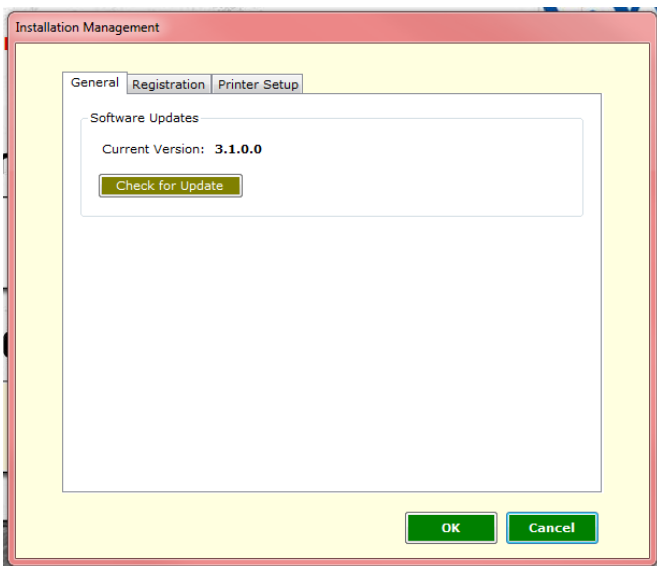


From there, you should be presented with a screen as follows:-

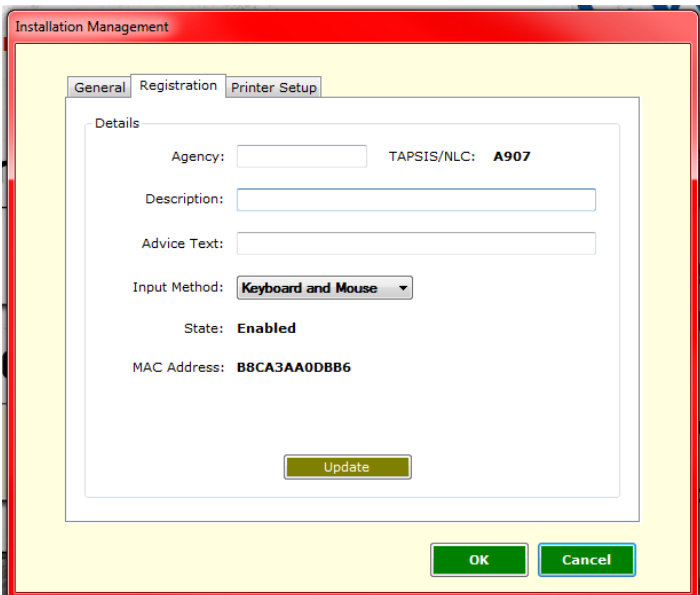


For the next part you will need to register the Raitix software to collect rail tickets.

Press F3 on your keyboard to open the following window:-



Click the registration tab to see the following options:-



Next to “Agency” enter “redfern4” (no quotation marks).

Next to description, enter something that identifies the kiosk in some way, for example, if it’s located in the reception of Travel House in Leeds, you could enter something along the lines of “Leeds Travel House – Reception”

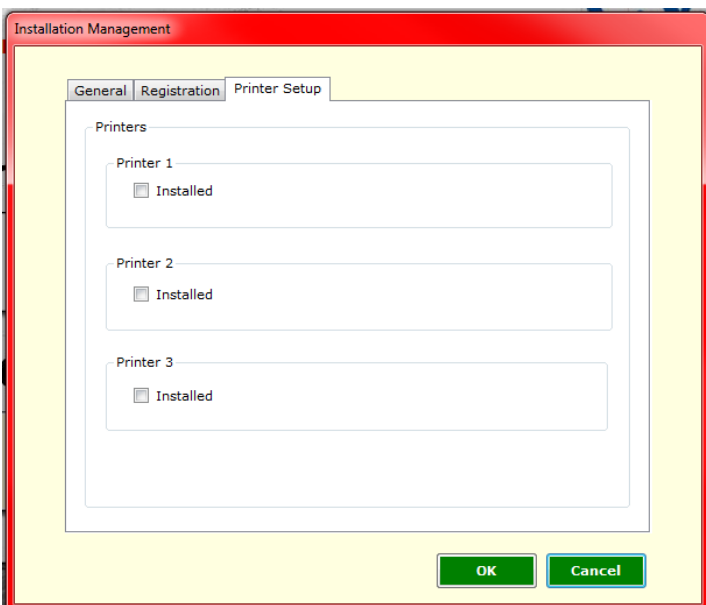
For “Advice Text” enter information that may be helpful to users of the kiosk e.g. who to contact on site if there is an issue.

For “Input Method” you will need to set this based on the following:-

If the kiosk is setup like a normal computer with a printer attached, set this to “Keyboard and Mouse”.

If the kiosk is setup in a single unit with a touch screen, set this to “Touch Screen”.

Once this is complete, click the “Printer Setup” tab to see the following options:-

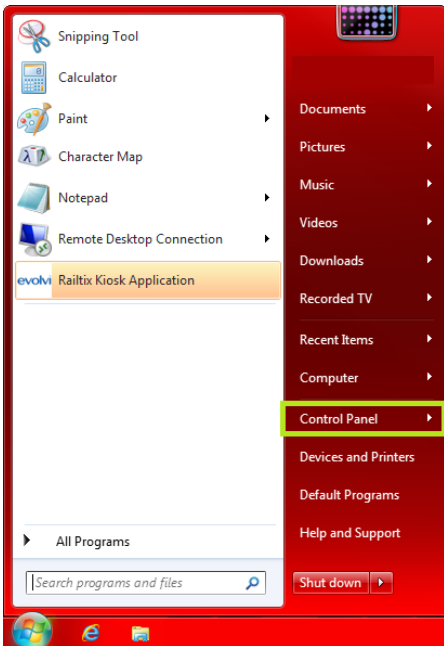


Depending on how many printers are connected to the kiosk, you will need to tick the relevant “Installed” tick boxes, e.g. if you have 2 printers, tick “Installed” for “Printer 1” and “Printer 2”

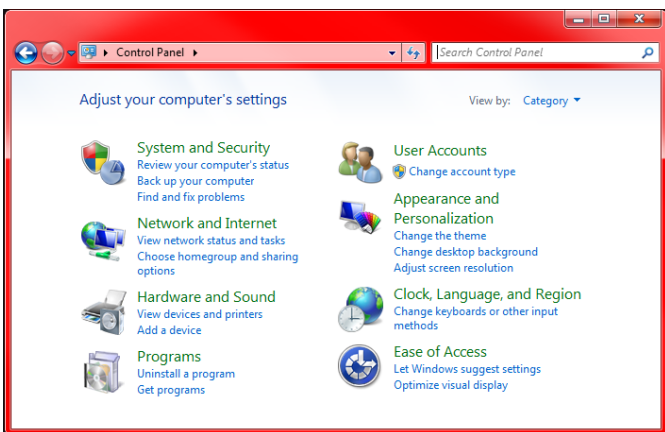
Once you click installed, the software will request the port the printer is connected to.

To find this out press the Windows Key on your keyboard (between the Ctrl and Alt keys at the bottom left of your keyboard) to pull up the Start Menu.

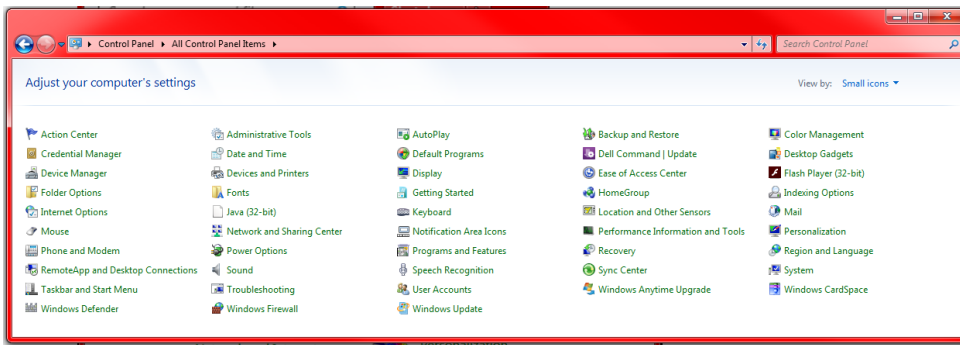
From here you will need to go into “Control Panel”.



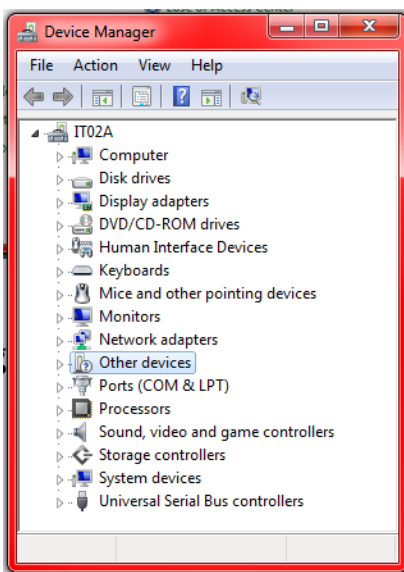
Once Control Panel has been opened, you should see the following window:-



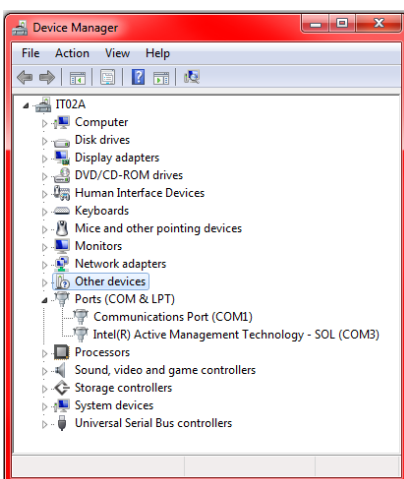
Next to “View By”, click the dropdown and set it to either “Large Icons” or “Small Icons” so the screen becomes like so:-



From this window, select “Device Manager” to bring up the following window:-



You need to expand the selection “Ports (COM &LPT)” to produce a list similar to the following:-

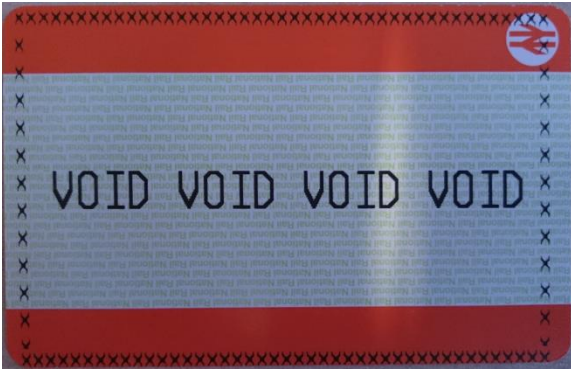


In the example above, there are 2 devices listed at COM1 and COM3. The numbers after COM are the ports they're registered to.

Take note of these numbers and return to the Raitix software.

Enter one of the numbers into the "Port" field and click "Print Test Ticket".

Your printer should print a ticket that looks like the following:-



If you have successfully printed a ticket like the one pictured, that printer has now been configured.

Repeat this process for the remaining printers, making sure not to set a port already configured for one of the other printers.

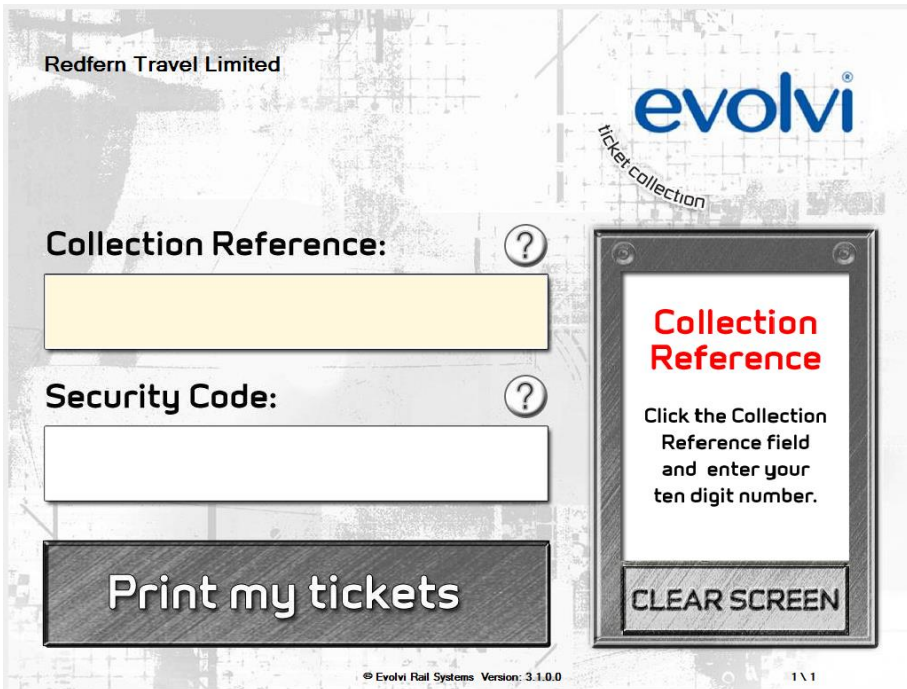
Once all this information has been entered, your ticket printer should be registered and you should be ready to print tickets.

Click OK to return to the main Raitix window.

Printing

Once the printer has been registered, you can now print your tickets.

Go to your kiosk and if everything is registered properly and there are no errors, you should be presented with the following screen:-



Simply enter your collection reference and security code provided in your order confirmation to start printing.

Note for touch screen users, the white box at the right with “Collection Reference” written in red will be replaced with a number pad if the input method is set to “Touch Screen”.

If your printer has run out of blank tickets and you require more, please contact our rail department with the details of where the tickets need to be posted to at North.Rail@travelctm.com.

Common Errors

There are common errors which can occur during the use of your ticketing machine and the Railtix software.

This section will cover some of those common issues and how to resolve them.

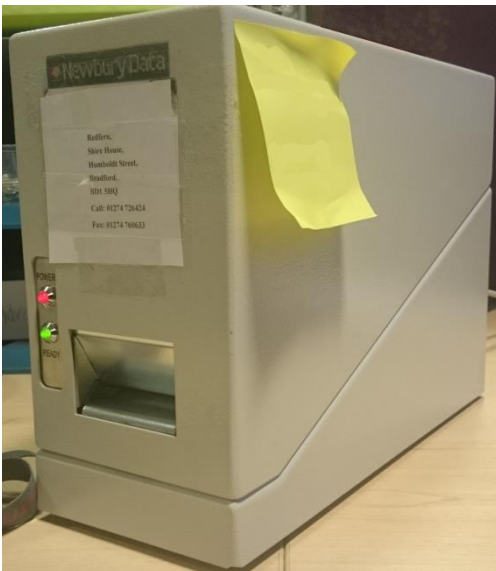
None of the configured printers are operational

On occasion whilst using the Railtix software, an error message may appear on screen saying “None of the configured printers are operational”

This normally occurs due to a minor glitch in the connection or due to an issue occurring whilst printing.

This issue is normally resolved by simply rebooting both the printer and the computer the printer is connected to.

On ND4020 printers which look like the printer in the following image, the power switch is at the back near the bottom of the printer.



On ND4800 series printers, there is a power button on the front which sets the printer to standby mode.

To reboot this printer it is recommended to disconnect the power, wait 30 seconds, then reconnect it again.

ND4800 series printers look like the following:-



Should the problem persist, further fixes you can attempt include changing the serial cable connecting the printer to the computer and changing the port the computer is connected to on your computer.

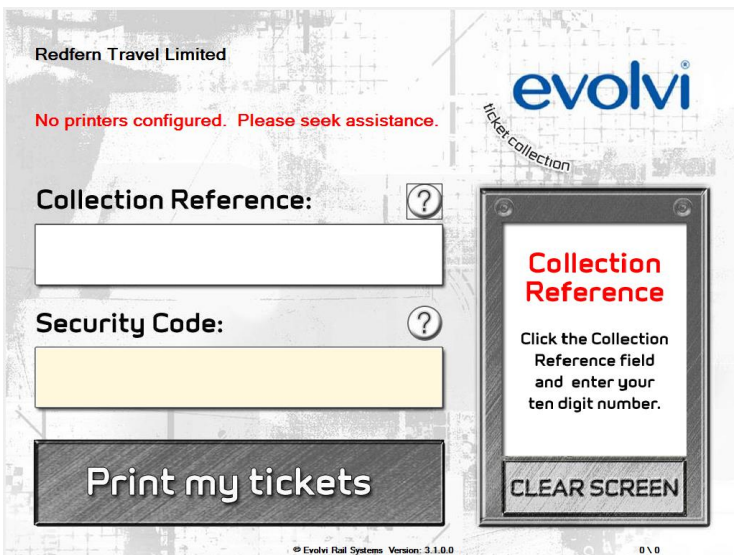
If you only have one serial port on your computer, you may need to order a serial to USB adaptor to plug the printer into another port.

For more information on ordering one of these, please contact North.Techsupport@travelctm.com

No Printers Configured

If the printer hasn't been setup properly or the settings have been altered, it's possible the correct port will no longer be registered for your printer in Raitix.

If this is the case, your Raitix console will display something similar to the following:-



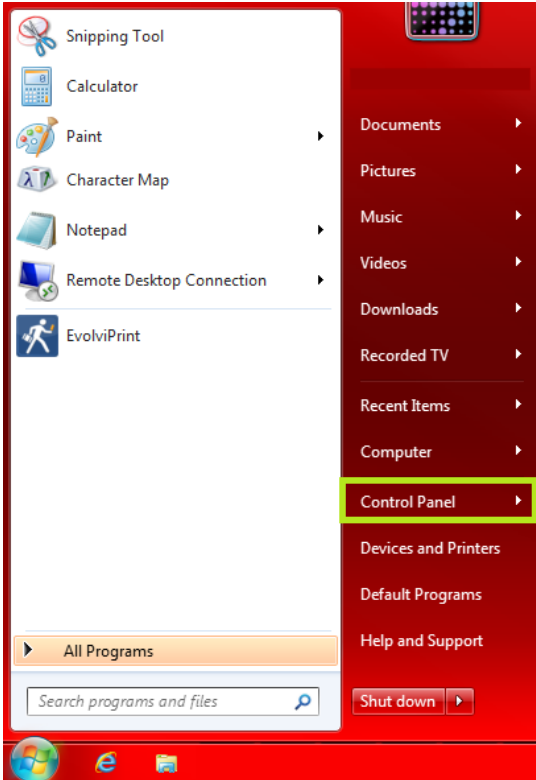
If your printer is connected to your computer using a serial to USB adaptor, you may require to install the drivers for this adaptor to rectify your issue.

Go to <https://serialio.com/drivers-and-set-up-usb-rs-232-adapter-in-windows> and download the necessary driver for the adaptor and install it.

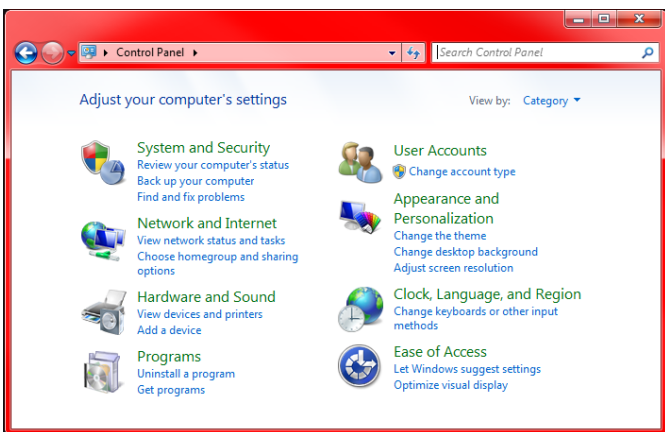
If installing the driver doesn't rectify your issue, please try the following steps.

To rectify this issue, we need to determine which port number on your computer the printer is assigned to.

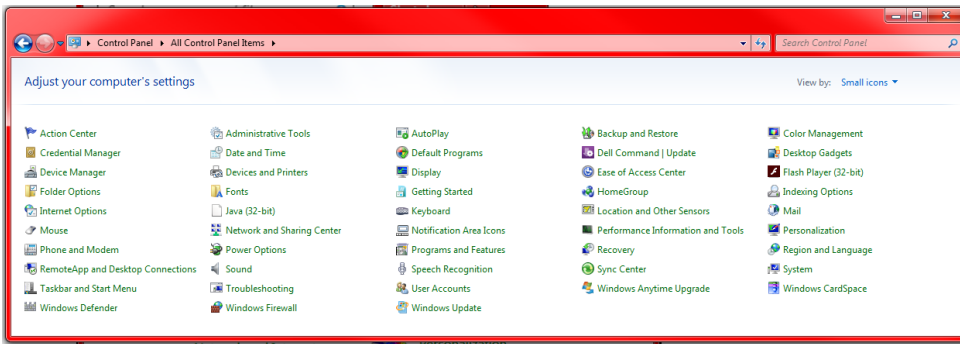
Open your Start Menu and click "Control Panel".



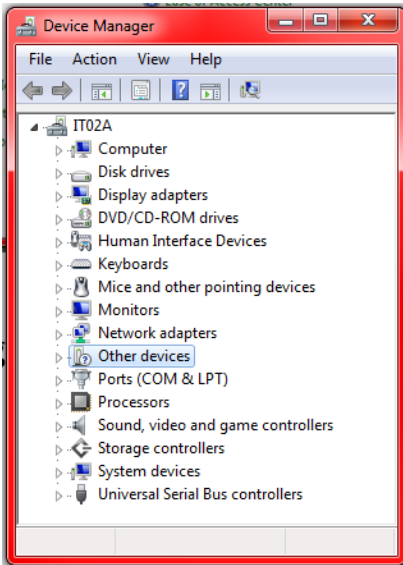
You should open a window like so:-



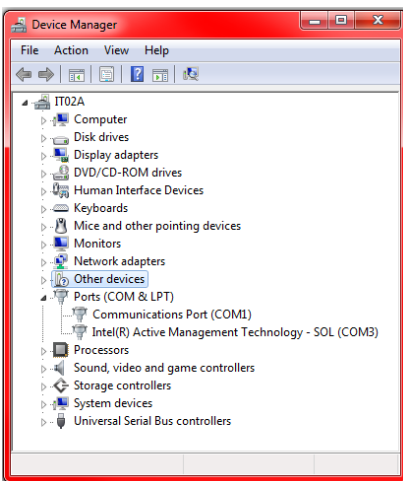
Next to "View By", click the dropdown and set it to either "Large Icons" or "Small Icons" so the screen becomes like so:-



From this window, select “Device Manager” to bring up the following window:-



You need to expand the selection “Ports (COM &LPT)” to produce a list similar to the following:-



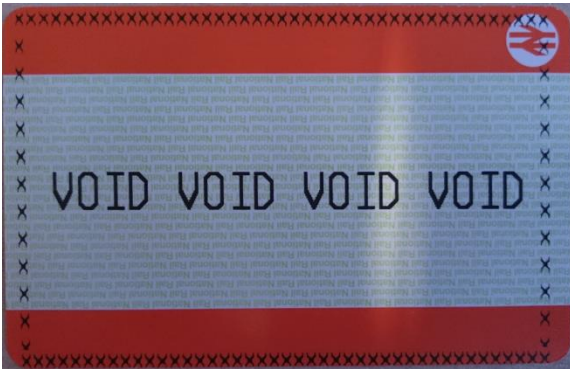
In the example above, there are 2 devices listed at COM1 and COM3.

The numbers after COM are the ports they're registered to.

Take note of these numbers and return to the Raitlix software.

Enter one of the numbers into the “Port” field and click “Print Test Ticket”.

Your printer should print a ticket that looks like the following:-



If you have successfully printed a ticket like the one pictured, that printer has now been configured.

If the test ticket didn't print, you will need to select one of the other used ports and attempt printing a test ticket again until you are able to print a test ticket.

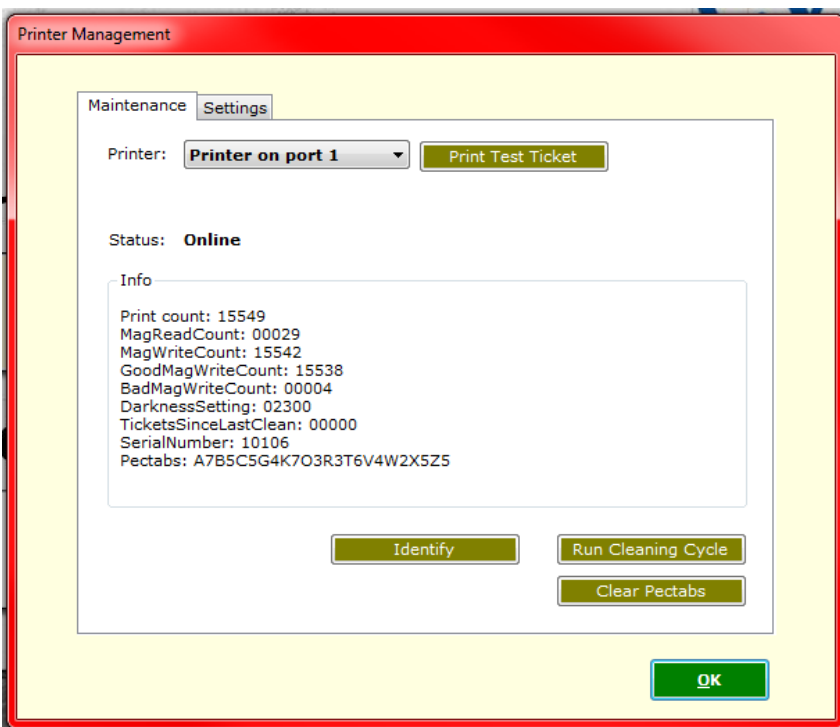
Repeat this process for the remaining printers, making sure not to set a port already configured for one of the other printers.

Once a test ticket is successfully printed one each printer, close the dialog box to continue printing.

[An Error Has Occurred. Please seek Assistance](#)

This error normally occurs due to not being able to download further templates for your ticket types.

Press F2 on your keyboard to be presented with the following screen:-



The important part here is the line starting "Pectabs".

Click “Clear Pectabs” in this window.

You should do this until there is no text after the word “Pectabs”, this may take up to 25 clicks of “Clear Pectabs”.

Press OK, wait 5 seconds and then press F2 and click “Print Test Ticket”.

If an error message is received, please write down/screenshot the error and send to North.Techsupport@travelctm.com.

If the test ticket prints OK, please return to the main screen and attempt to print a live ticket.

Basic Printer Maintenance

Certain issues can occur over time due to general wear and tear on the printers and may require maintenance every so often.

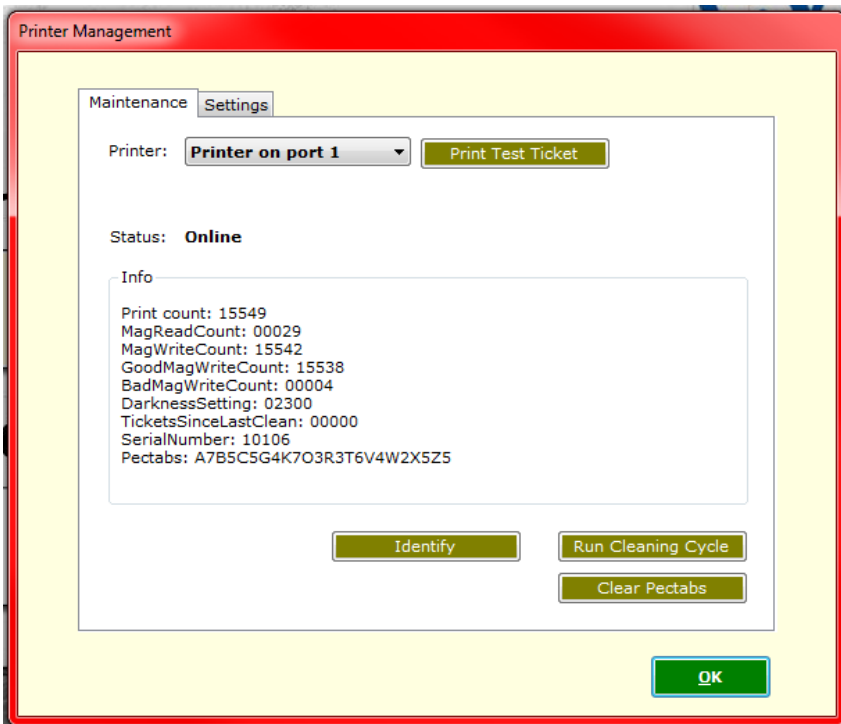
You will normally see a message whilst printing orders that will notify you when this is required or over time, tickets that are printed may become faded or misaligned.

There are some basic maintenance routines that can easily be performed periodically to prevent these issues from occurring.

These functions can be found under the “Maintenance” menu within the Railtix console.

Within Railtix, press the F2 key on your keyboard.

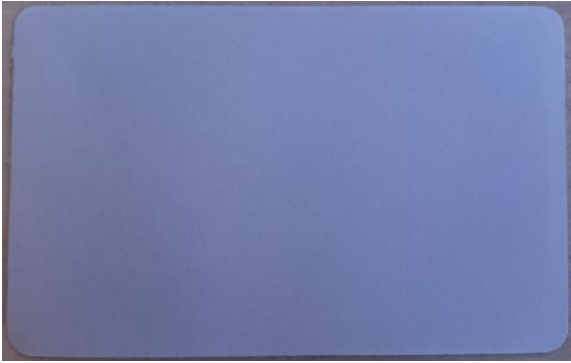
This should give you the following dialog box:-



From this window we’re going to “Run Cleaning Cycle” and “Clear Pectabs”.

Before doing this, please make sure you have either a blank ticket or a cleaning card available when running this command.

Cleaning cards look like so and will have a very small amount cleaning solution on it:-



If you require more cleaning cards, please send a request to North.Rail@travelctm.com making sure to state the address the cleaning cards will need posting to.

Within the “Cleaning and Pectabs” window, click “Run Cleaning Cycle”.

When the printer starts up, insert the blank ticket or cleaning card in the front of the ticket machine (where printed tickets are dispensed).

The machine will run the ticket around the parts inside and at the front where tickets are dispensed a few times before ultimately ejecting the ticket.

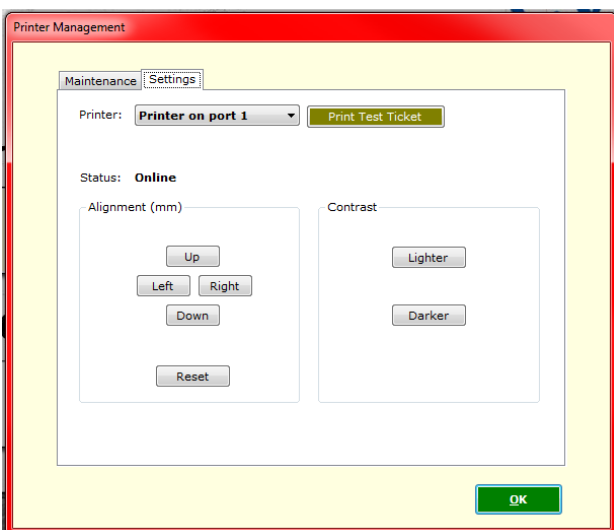
Once the ticket has been fully ejected, the cleaning cycle has been fully completed.

After completing the cleaning cycle, click “Clear Pectabs”.

The dialog box will grey out for a couple of minutes whilst this process occurs.

Once complete, you should have access to the options in the window again.

Click the “Settings” tab to present the following options.

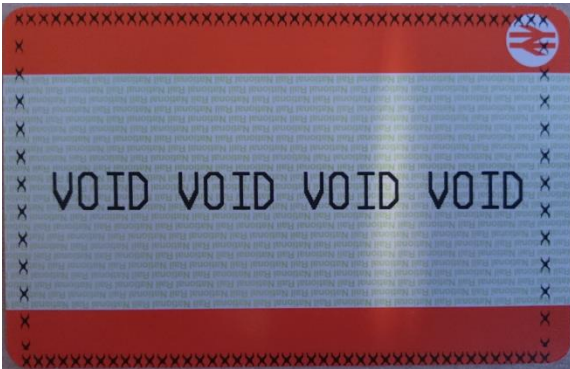


Under “Alignment (mm)” click “Reset”.

The options will grey out briefly and once complete, should allow you to select another option.

To check everything is in working order again, click “Print Test Ticket” and check the void ticket is printed correctly.

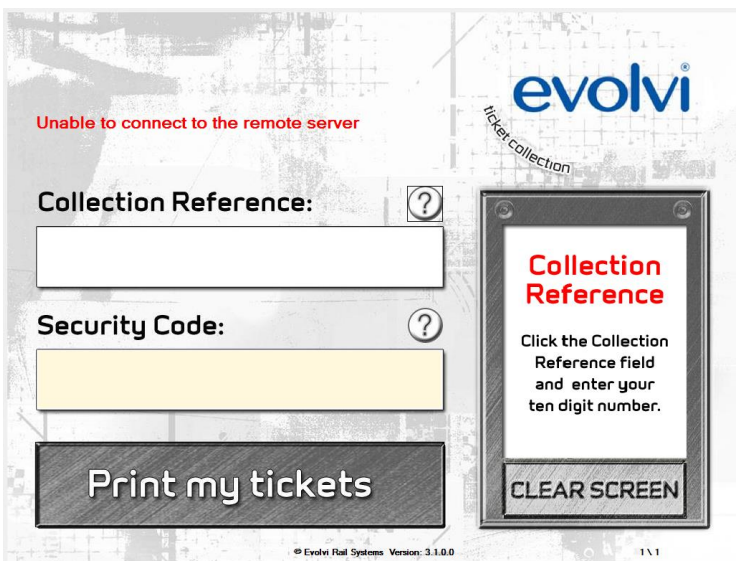
A correctly printed test ticket should look like the following:-



Performing these actions periodically should keep the printer in optimal working condition and prevent most issues from occurring on a day to day basis.

Unable to Connect to Remote Server

When a drop in connection occurs, you may see an error message such as the following:-



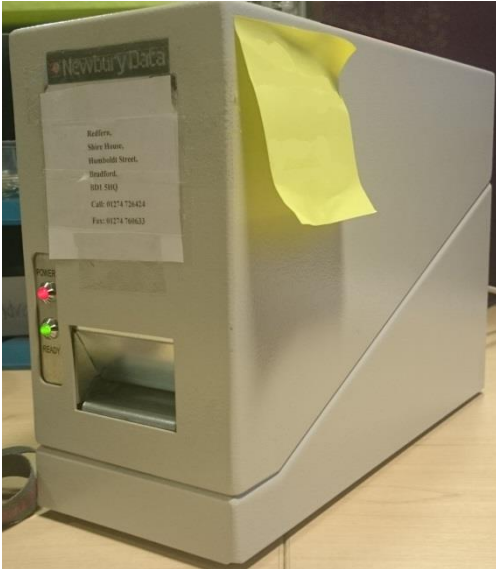
Other messages that can use the same resolution are “The Remote name could not be resolved gas.evolvi.co.uk” or “The remote server returned an error: 404/407/504”

If this message appears, you will need to ask your internal IT department to check the internet connection to the kiosk and make sure the network connection is connected properly and there are no connection issues with the internet addresses or that the proxy settings for the kiosk are configured correctly. Please also make sure the firewall is configured correctly as per the settings described in the FAQ section of this manual.

Printer Status LED's

The CCST printers have 2 LED's on the front which provide operational information. The meaning of these LED's differs depending upon which model of CCST printer is being used.

For 4020 series printers (shown below) have 2 LED's fitted on the front panel. The upper red LED indicates that power is present. The lower green LED indicates the status of the printer as below.



Status LED Activity	Printer State
Continuously On	Ready
Continuously Blinking	Waiting for a manually fed ticket to be inserted
Flashes Once	Command successful
Flashes Twice	Command Unsuccessful
Blinking Every 2 Seconds	Cleaning Cycle Due
Off	Cleaning Cycle in progress, cover raised or printer not ready

The 4800 series printers (shown below) have 2 bi-colour LED's fitted to the front panel. The upper LED indicates the state of the power and the lower LED indicates the status of the printer.



Power LED Activity	Status LED Activity	Printer State
Red Continuously On	Off	Powered Down
Green Continuously On	Green Continuously On	Ready

Red Light Flashing Rapidly	Red Light Flashing Rapidly	No I/O interface card detected
Green Continuously On	Green Light Flashing Rapidly	Waiting for manually fed ticket to be inserted
Green Continuously On	Green Light Flashes Once	Command Successful
Green Continuously On	Green Light Flashes Twice	Command Unsuccessful
Green Continuously On	Blinking Every 2 seconds	Cleaning Cycle Due
Green Continuously On	Red Continuously On	Printer not ready due to cover being raised

Complex Errors

Some issues aren't as easily resolved and may require further assistance from either CTM Technical Support or an engineer.

In these cases, please log a query to North.techsupport@travelctm.com and please be sure to include the following information in your query in case an engineer must be requested.

<ul style="list-style-type: none"> • Site Company Name 	<ul style="list-style-type: none"> • Equipment Location on site
<ul style="list-style-type: none"> • Site Contact Name 	<ul style="list-style-type: none"> • Equipment Manufacturer
<ul style="list-style-type: none"> • Site Contact Telephone No. 	<ul style="list-style-type: none"> • Model Name/Ref
<ul style="list-style-type: none"> • Site Contact Email Address 	<ul style="list-style-type: none"> • Serial No
<ul style="list-style-type: none"> • Site Address 	<ul style="list-style-type: none"> • Fault Description

Please be as accurate and descriptive as possible when describing the fault description to allow either technical support or the engineers to assist with the fault and rectify as soon as possible.

To determine the Equipment Manufacturer, model name/ref and serial number, these can be found on the printer itself.

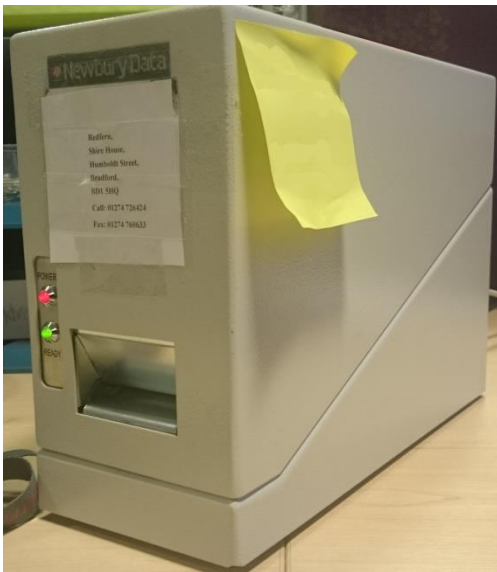
On the ND4800 series printers which look like the following, the information can be found to the right of the connectors behind the casing (you may need to lay the printer on its side to see the sticker).



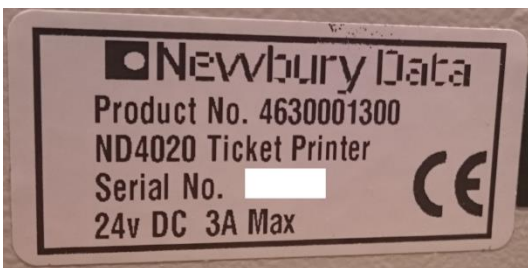
The sticker should look like the following:-



For the ND4020 printers, which appears as follows, the sticker with the printer details should be on the back of the machine:-



The sticker should look like the following:-



In both cases, the serial number should be 5 digits.

For the site contact, please make sure that the named person is someone who will be available for the date of visit by the engineer.

The engineer typically visits within a few working days.

FAQ

General


Q. How do I uninstall Railtix in Windows 7?

A. Perform the following:

- Exit Railtix.
- Click the Windows Start Menu.
- Select Settings -> Control Panel.
- Select Programs and Features.
- Select EvolviPrint for removal.

Q. How do I uninstall Railtix in Windows 8?

A. Perform the following:

- Exit Railtix.
- Click the Windows icon Windows key (), to display the Apps menu
- Select Windows System -> Control Panel.
- Open the Programs and Features panel.
- Click on EvolviPrint and then select Uninstall.

Q. How do I download and install Railtix if I do not have permission to download .exe files?

A. You must contact your system administrator to install on your behalf.

Q. Is online help available for Railtix?

A. Railtix help documentation can be accessed at <http://help.evolvi.co.uk/>.

Q. How do I check if the software is up to date?

A. Press F3 on your keyboard and a window should come up stating the current version of Railtix.

Proxy Server and Firewall Settings

Q. I have configured the proxy server settings within Internet Explorer (IE). Do I need to configure the proxy server settings within Railtix too?

A. No, not unless you wish to bypass the proxy server, use a different proxy server or override the credentials of the logged in user. By default, Railtix will use the proxy server settings configured within IE.

Q. When should I bypass the proxy server?

A. Some firewall/proxy server combinations will reject HTTP(S) requests from EvolviPrint. In these cases it is recommended that you bypass the proxy server and add a firewall rule that allows HTTPS traffic from the PC running Railtix to *.evolvi.co.uk or IP address 5.79.42.174. Please allow both HTTP and HTTPS traffic and you must make sure ports 443 and 80 are available in your internet connection and firewall settings.

Q. Does the Kiosk Application support Proxy auto-configuration (PAC) files?

A. No.

Q. Can I specify multiple different proxy servers?

A. No.