

Rise Display Network Appliance Configuration & Image Preparation:

This document outlines the recommended Windows settings to optimize the performance of your digital signage appliance, and if desired, prepare it to be imaged for mass production.

Before you begin you should verify the computer you have selected meets the minimum requirements defined at: http://risehelp.risedisplaynetwork.com/Display_Appliances/System_requirements.htm

This document only applies to Microsoft Windows XP Professional, Windows XP Home, and Windows XP Embedded Operating Systems. Currently the RDNA software does not run on Microsoft Windows Vista, Mac Operating Systems, or Linux Operating Systems.

Computer Settings

Upon booting, go into the BIOS and ensure that the Reboot after power failure setting is enabled. **IMPORTANT** Because of the multiple versions available, please follow your motherboard manufacturer's instructions. ****

Windows Updates

- a. Ensure all Windows updates are installed, and Windows is configured to download and install updates automatically. The default time for Windows to install and reboot is daily at 3 am, however users can change this to anytime that is acceptable to them. To ensure Windows Updates are configured correctly, go to Start → Control Panel → Automatic Updates, and confirm the option: **Automatic (recommended)** is selected, and there is a value in the date and time drop down boxes.
- b. Ensure the latest verified and working hardware drivers are installed by navigating to www.windowsupdate.com and performing a **Custom** update scan. If any Hardware drivers are displayed as available to download and install, choose to include them in your list of updates.
- c. If Windows Updates fail for any reason, this may be because of a known Windows issue where several key DLL files used by Windows Update become corrupted during installation. To correct this issue, download and run the following batch file (<http://test.risedisplaynetwork.com/downloads/Windows%20Update%20Fix/Update%20Fix.zip>), and run Windows Update again.

Display Properties

Right click on the desktop and choose **Properties** for all of the following:

- a. On the **Desktop** tab, click the **Customize Desktop** button, and uncheck the **“Run Desktop Cleaning Wizard every 60 days”** checkbox.
- b. On the **Screensaver** tab, change the screensaver to the **“None”** option.
- c. From the **Screensaver** tab click on the **Power Options** button then on the Power Schemes tab; Change the power scheme to **Presentation**, and confirm that the options for: **Turn off monitor**, **Turn off hard disks**, and **System Standby** are **“Never”**.

- d. Again from the **Screensaver** tab and **Power Options** Properties, click on the **Hibernate** tab and uncheck the “**Enable hibernation**” checkbox.
- e. On the **Appearance** tab, click the **Effects** button. Ensure that the checkbox “**use the following method to smooth edges of screen fonts**” is checked, and the choice in the drop down box is “**Standard**”.
- f. On the **Settings** tab, set the resolution to the resolution that your presentation template was built for (e.g. 1360 x 768), and the color quality is **Highest (32 bit)**. **IMPORTANT** If you do not see the resolution for the template presentation you have chosen, then you may not have the most up to date driver for your Video card, or your video card cannot handle that specific resolution.****
- g. Finally, after closing Display Properties, right click on your taskbar (not the desktop) choose **Properties**. Check the “**Auto-hide the taskbar**” checkbox, and **Uncheck** “**Keep the taskbar on top of other windows.**”

Operating System Settings

Right click on **My Computer** and choose **Properties** for steps a - e:

- a. On the Advanced tab, click the **Error Reporting** button. Choose the option “**Disable Error Reporting**” and uncheck the “**But notify me when critical errors occur**” checkbox.
- b. Again on the Advanced tab, in the **Startup and Recovery** section, click **Settings**. Ensure that “**Write an event to the system log**” and “**Automatically Restart**” are checked.
- c. Again on the Advanced tab in the **Performance** section, click the **Settings** button, and on the **Visual Effects** tab, highlight the “**Adjust for Best Performance**” radio button.
- d. Lastly on the Advanced tab, in the **Performance** section, click the **Settings** button. Go to the second tab called **Advanced** and then in the bottom section marked **Virtual Memory**, click on the **Change** button. Virtual memory should always be 1.5 the size of the current memory installed on the computer. Choose the **Custom Size** radio button, and enter the current size of RAM x 1.5 for both the **Initial Size** and **Maximum Size** values, and then press **Set**. Restart the machine.
- e. On the **System Restore** tab, check the “**Turn off System Restore**” checkbox. Click **Apply** and **Yes** on the warning box that appears.

Click on **Start → Control Panel** for steps f - j:

- f. In the **Folder Options** menu, click on the **View** tab. In the list, uncheck the “**Show pop-up description for folder and desktop items**” option, and press **Apply**.
- g. In the **Security Center** menu, click the option on the left marked: “**Change the way Security Center alerts me**”. Uncheck all Alerts (Firewall, Automatic Updates, Virus Protection).
- h. In the **Administrative Tools** menu, click on **Services**. Right click on each **Service** listed below and choose **Properties**. Change the **startup type** from “**Automatic**” to “**Manual**” (Some services may not exist on certain machines):
 - "Error Reporting Service"

- "Help and Support"
 - "Print Spooler"
 - "Security Center"
 - "Smart Card"
 - "System Restore Service"
 - "Themes"
 - "Windows Time"
- i. Left click on **My Computer**, and then right click on the **C: Drive** (or appropriate System Drive) and choose **Properties**. On the **General** tab, uncheck the "**Allow Indexing Service to index this disk for faster file searching**" checkbox. On the next dialog screen, leave the default value "**Apply changes to C:\, subfolders, and files**" highlighted, and click **OK**. The process may say that "**access is denied**" to some files. On the first instance of this, choose "**Ignore All**".
- j. Click on **Start → Run**, and run **regedit**. In Regedit, navigate to this registry key: **HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Explorer\Advanced** Right click in the right pane, and select **New** and the create a new **DWORD** value. Name the new DWORD value **EnableBalloonTips**. Double click the value and give it a value of **0** (zero). Quit Regedit, and restart Windows.

Internet Explorer Settings

Open Internet Explorer, and go to **Tools → Internet Options** for steps a - h:

- a. On the **General** tab, in the **Browsing History** section, click the **Settings** button. Change the "**Check for newer versions of stored pages**" radio button to "**Every visit to the page**".
- b. On the **Security** tab, click **Custom Level**. [NOTE: You need to do this once each for Internet and Local intranet]
- Under **Miscellaneous**, change the following:
 - i. Enable "Allow Web pages to use restricted protocols for active content"
 - ii. Enable "Display mixed content"
- c. On the **Privacy** tab, click the **Advanced** button. Check the "**Override automatic cookie handling**" checkbox and check the **Accept** radio button for **First-party** and **Third-party** Cookies.
- d. Again on the **Privacy** tab, click **Settings** in the **Pop-up Blocker** section, and Uncheck "**Play a sound when a popup is blocked**".
- e. On the **Content** tab, in the **AutoComplete** section, click the **Settings** button. Uncheck all AutoComplete boxes (Web Addresses, Forms, User names and passwords)
- f. On the **Advanced** tab, scroll down to the **Phishing Filter** area, and highlight the radio button "**Disable Phishing Filter**". Click **Apply**.

- g. On the **Advanced** tab, scroll down to the **Security** area, and check “**Allow Active content to run in files on My Computer.**” Click **Apply**.
- h. Change the View Settings in Internet Explorer by doing the following: Start Internet Explorer, and click on the **View** menu. Change **Encoding** to “**Auto-Select**”, and **Text Size** to **Medium**.

Software Versions

Install the latest versions of:

- a. Windows Media Player: www.windowsmediaplayer.com. (Start and run Windows Media Player after installation)
- b. Divx For Windows: <http://www.divx.com/divx/windows/download/index.php>
- c. **Go into the properties found in Start → All Programs → DivX → DivX Codec → Decoder Configuration Utility → Toolbar tab and uncheck the option for the DivX watermark.**
- d. Microsoft Approved XVID Codec: <http://www.xvidmovies.com/codec/>
- e. Flash Player: www.adobe.com. (In the **Folder Options** menu, go to the **File Types** tab. Once there, search for the file type “.swf”. Click on the **Advanced** button, and uncheck “**Confirm Open After Download**”.)
- f. VNC Server (Free Edition): www.realvnc.com (**Important - Set a VNC Server Authentication password, and ensure this information is available for the appropriate parties if remote troubleshooting needs to be performed on the appliance**)

RDNA Installation

- a. Install the latest version of rdna with all the default selections during installation: <http://www.risedisplaynetwork.com/Installs/RiseVision.exe>
- b. Reboot the machine, upon reboot, your machine will begin playing demo content shortly. Wait up to 5 minutes for the demo content to begin running, and then Press Ctrl + Shift + F11 to pause the presentation and do the following:
 - i. Click **Start**, and then **Run**, and type in **eventvwr**. In the Event Viewer, right click on the **Rise Display Network Appliance** Log and choose **Properties**. Change the radio button selection to “**Overwrite Events as Needed**”, and press “**Apply**”.
 - ii. If you are going to leave the Windows Firewall enabled, tweak to the Windows Firewall to the specifications below.

Windows Firewall Settings

- a. If you are in an environment where you can safely turn off the Windows Firewall, turn it off by doing the following: Follow this path: Start → Control Panel → Windows Firewall. Change the status of the Firewall from **On (Recommended)** to **Off (Not Recommended)**.
- b. If you prefer to leave the Windows Firewall on, you can add exceptions to the Firewall to ensure your content and VNC Server run correctly by doing the following: Follow this path:



Start → Control Panel → Windows Firewall. Click on the **Exceptions** tab, and ensure that the “**Display a notification when Windows Firewall blocks a program**” is checked. In the list of Programs and Services, check “**File and Printer Sharing**”, and uncheck “**Remote Assistance**”

Click the Add Program button, and add the following program: **Rise Player Configuration**

Click the Add Button again, and add the following programs by clicking **Browse**:

- C:\Program Files\RealVNC\VNC4\winvnc4.exe
 - C:\Program Files\RealVNC\VNC4\vnviewer.exe
 - C:\Program Files\RealVNC\VNC4\vnconfig.exe
 - C:\Program Files\Rise Softtools\Rise Auto Update\RiseVision.RAU.exe
 - C:\Program Files\Rise Softtools\Rise Vision Enterprise\RisePlayer.exe
 - C:\Program Files\Rise Softtools\Rise Vision Enterprise\Rise Data Collector\RDC.exe
 - C:\Program Files\Rise Softtools\Rise Data Drivers\datamngr.exe
 - C:\Program Files\Rise Softtools\Rise Data Drivers\Reuters SFC Data Driver\ReutSFC.ldr
 - C:\Program Files\Rise Softtools\Rise Data Drivers\Bridge Data Driver\ bridge.ldr
- c. Allow the appliance to receive incoming echo requests by doing the following: Follow this path: Start → Control Panel → Windows Firewall. Click on the **Advanced** tab. In the ICMP section, click on the **Settings** button. Check the “**Allow incoming echo request**” checkbox.

Proxy Setup

If you are using a Proxy, you will need to enter in the proxy server, port and any user authentication in the Rise Display Network Appliance configuration. Click on Start → All Programs → Rise Vision → Rise Player Configuration to enter the values.

The proxy information will also need to be placed into the appropriate data driver (Financial Wire as an example). Right-click on the Rise Data Provider in the System Tray and select Properties. Click on the question mark on the right-hand side, next to where it says Financial Wire. Click on Yes at the prompt: ‘**DataSource “FinancialWire” is online. Show Properties Dialog for Rise FinancialWire Data Driver on local PC**’. Click on the Settings tab and enter the proxy server information.

Wireless Appliances

We do not recommend an appliance run wirelessly due to the network bandwidth that can be consumed by the Digital Signage Application, however if your appliance is going to be connected wirelessly to download content, we recommend doing the following:

Have a scheduled task that runs this [restart script](#) every 12 – 24 hours. Since the wireless connection may not be available once the Rise Display Network Appliance service starts, this can

result in no presentation starting since an internet connection is not readily available. This script will restart the Rise Display Network Appliance Service on the appliance at the specified times you want the scheduled task to run.

This restart script is not necessary for appliances that will be connected via an Ethernet network connection.

To set up this Restart Script as a scheduled task, please do the following:

- a. Download the restart script and save it on your appliance:
<http://test.risedisplaynetwork.com/downloads/Restart%20Script/RestartScript.vbs>
- b. Click on Start → All Programs → Accessories → System Tools → Scheduled Tasks
 - i. Click **Add Scheduled Task**.
 - ii. Click **Next**.
 - iii. Click **Browse** to find the RestartScript.vbs, and then press **Next**.
 - iv. Give the task a name and choose **Daily** for how often you want it to execute.
 - v. Choose the **time** you want the task to run.
 - vi. Leave the **password** blank unless the logged in user has been assigned a password.
 - vii. Check the box to **Open advanced properties for this task when I click finish**, and click **Finish**.
 - viii. On the **Task** tab, check the box at the bottom "**Run only if logged on**", and then click **Apply**.
 - ix. Click **OK** to save the task.

Create a task for as many times as you want this scheduled task to occur. We recommend every 12 – 24 hours.

Image Preparation

Option 1

If you would like the appliance to not start playing demonstration content upon start up, and instead have a link on the desktop that a user would click on to begin using the Rise Display Network, follow these steps.

- i. Download the RDNA Auto Installer Deployment files from here:
<http://test.risedisplaynetwork.com/downloads/RDN%20AI/RiseVision.RDNA.zip>).
- ii. Update the windows service "Rise Display Network Appliance Service"
 - a. Change the start-up type to "Manual".
 - b. Stop the service.
- iii. Ensure that the Rise Player, Rise Data Provider, and Rise Data Collector are not running.
- iv. Delete the file "RiseDisplayNetworkAppliance.xml" from C:\Windows\system32.
- v. Unzip all files in the downloaded zip file to this location:
C:\Install\RiseVision.RDNA.AI

- a. RiseVision.RDNA.AI.exe
 - b. RiseVision.RDNA.AI.exe.config
 - c. Interop.IWshRuntimeLibrary.dll
 - d. Activate Rise Player.lnk
 - e. TBYB.bmp
- vi. Copy the Activate Rise Player.lnk file to these locations:
- a. All Users → Desktop
 - b. All Users → Start Menu → Programs → Rise Vision

Option 2

If you prefer the appliance begin playing content once Windows starts, click Start → Run → Services, and stop the "Rise Display Network Appliance Service". Once that service is stopped, delete the following files and folders before the appliance is imaged:

- C:\Windows\System32\RiseDisplayNetworkAppliance.xml
- C:\Windows\RiseVision\Cache
- C:\Program Files\Rise Softtools\Rise Vision Enterprise\Temp\Cache

****Important – Make sure that the appliance does not reboot into Windows after the files and folders above have been deleted.**

Sysprep Preparation

To build an image of your appliance for production, we recommend using Sysprep. A step by step guide to using Sysprep has been written by Microsoft, and is available here: <http://support.microsoft.com/kb/314472>.

Run sysprep.exe on the appliance, and choose to reseal the appliance. Ensure that the option to regenerate SID's when the appliance restarts is chosen.

Once the machine has shut down after the Sysprep reseal, image the appliance with the imaging software of your choice.

If you have any questions or concerns, please feel free to contact our support team at support@risevision.com.

Thank you for choosing the Rise Display Network. If you have any feedback regarding this document, please direct them to support@risevision.com