Card Encoding Frequently Asked Questions (FAQ)

Thank you for downloading the Trial Version of Card Encoding Engine™ by CardLogix. If you have already reviewed the Q and A, or choose not to, you can resolve your problem by opening a Trouble Ticket here:

Importing Your Own Card Graphics into CEE
Question: How do I import my own card design?
Answer: Please follow these guidelines when importing your graphic images.

- 300 dpi resolution
- Image dimensions must be exactly 1016 pixels (wide) x 648 pixels (high)
- Save in a PNG file format, with transparent background and masked corners with a radius of 0.125 inches (3.175 millimeters)
- 4.5 MB maximum file size

To import a card design use the Import Card Backgrounds menu pull down found in the Project Editor Workspace and follow the instructions exactly. On your install disc or in the DocumentsCEE folder is an Adobe template for project dimensions. When you are finished you can find your designs using the command Import Card Backgrounds on the top ribbon in the same workspace.

Enrollment Data
Question: My project shows no data or the ID photo on the cards, why?
Answer: There are two scenarios that might cause this behavior

a. You have not selected any data elements for your project in the Project Editor Workspace. These are located in the Right Slider Panel. Be sure to save your work regularly.

b. You have no enrollment data associated with your project; therefore the card display shows blank. Enable the sample data in the Encoder Workspace. Go to the Production menu pull-down, select Use Sample Data only. Or you can test a database import by using the supplied text XML files. These can be accessed in the Encoder Workspace. Before using these files deselect Use Sample Data selection found in the Production pull-down menu, then open the Right Slider Panel and XML FUNCTIONS click Use Test XML files. The displayed card will auto-populate with one of the files and your project is now loaded with the supplied test data. The other imported records can be viewed via the RECORD SELECT Panel found on the Left Fly-Out Automation Panel.

Displayed People

Question: Why do I see a different person on my card in the Encoder Workspace than in the Project Editor Workspace?

Answer: There are three different supplied collections of people in the CEE program to use for practice and testing.

      a. <u>Avatars</u>, these people are place holders for your design and layout. They are selected under the Edit menu pulldown in the Project Editor and can be randomly changed for your projects.

      b. <u>Sample Data</u> - this data set is enabled through the Production pull-down Menu in the Encoder Workspace. The samples can be used in all projects and should not be edited.

      c. <u>Test XMLs</u> are supplied for your project to create Proofs or test printing without corrupting real data. These can be imported into a project in the Encoder Workspace. They are located in the Right Slider Panel under XML FUNCTIONS, then click Use Test XML files..

Enrollment Data

Question: My enrollment data is not importing correctly.

Answer: There are several common reasons associated with failing to import data:

a:Do not use any of the following characters when naming files:
~!@#$%^&*/?<>{}[] ?

b: The database fields exceed the recommended sizes referenced in the importing guide found in the documentation folder.

Enrollment Data

Question: How do I import cloud data correctly?

Answer: The data has to be structured in the idblox formats for auto import and use. To get the idblox interoperability specification contact your local sales representative or send use a message here: http://www.cardlogix.com/corporate/contact.asp

To test this process we have supplied a built-in connection to a in the cloud SQL demo. To use it follow the following steps:

1. Use this link to enroll yourself with a PC with a webcam e.g. a laptop. This site is for demo only **Do not use personal data**! (MacroMedia Flash must be enabled to enable the webcam) http://www.clxdemo.com/tropsphereweb/

2. You can also submit your data to the same location through the FastCheck Android app

3. After submission of your information you can find your enrollment record in the Troposphere cloud admin page http://www.clxdemo.com/troposphereAdmin/

4. Then download the CEE program from here http://clxdemo.com/ceeTrial/ (You must be in an administrator mode on your PC to run this program)

5. After you have installed and opened the program, open any project, use the pull down menu "Production" in the Encoder workspace and turn-off or select the (Use Sample Data - no check mark)

6. Then go to the Connections Workspace and open the Right Fly-out Panel (this may take a moment as some projects are loading the .cfs files) Select the CREDENTIAL DATABASE CONNECTION PANEL and check the Import From SQL Server radial button.

7. The click the [Set SQL Connection] button and choose Troposphere

8. Return to the Encoder workspace and open the Left Fly-Out Panel, open the IMPORT NEW DATA Panel and click the [Scan Troposphere] button. Your data base should auto import and show records on the card.

9. Open the RECORD SELECT Panel and scroll through to your record. And print if you have setup a printer, a simulate printing method is available in the "Production" menu pull-down.

Printing a Credential
Question: Is there a list of supported printers?
Answer: Yes it is found here: www.cardlogix.com/support/tech-support.asp

Printing a Credential
Question: How do I reprint a credential record that is marked as produced?
Answer: This function can only be performed by an administrator or a supervisor that has been given permission. Follow these simple steps:

1. In the Encoder Workspace open the Left Slider Panel and click the RECORD SELECT collapsible panel. Select the record by ID Number that you want to change the status on.
2. Then open the Right Slider Panel and the DATABASE FUNCTIONS collapsible panel
3. Select the option of change produced status for one card
4. You are now set up. The credential can be reprinted and encoded.
5. Note: The card's ID number will not be reprinted with the same number. This is to prevent credential fraud. The changes will be evident in the production log report.