



Windows Docking Station Software - Installation Guide

Introduction:

Our Windows SWIMTAG Docking Station application has been designed to be installed on a reception POS computer.

Our Docking Station tower can be connected to a USB socket on the POS hardware. The Docking Station tower will also require a single 240V power socket.

If the reception POS computer has a USB HID card reader installed this can be used with the SWIMTAG Docking Station application. Alternatively a separate USB card reader can be installed for SWIMTAG.

A shortcut to open the application named Club SWIMTAG is installed on the desktop and the reception team can minimise the application to the taskbar when its not in use.

When the application is in focus, a swimmers membership card / wristband / key is read and checked using the existing connected reader. The application will log the ID number of the membership card and activate a wristband for the user. The receptionist hands the active band to the swimmer. When the wristband is returned to the docking station after the swim the application will download the raw data and upload it to our servers for processing, the swim data is then generated and published to our website. A swimmer can create an account on our website www.swimtag.com once their first swim has been uploaded using their membership card/wristband/key ID number.

If a card reader is setup to use a USB COM port the application does not need to be in focus to activate a wristband.

Supported Operating Systems:

Windows 7 SP1 (x86 and x64)
Windows 8 (x86 and x64)
Windows 8.1 (x86 and x64)
Windows 10

Minimum Hardware Requirements:

1 GHz or faster processor
512 MB of RAM
2.5 GB of available hard disk space
Monitor Resolution of at least: 1024 x 768

Installation steps:

Our latest version of the application is available to download as an MSI file from:
<http://static.swimtag.net/windows-software-advanced-installer/SWIMTAGInstaller.msi>

The installer file name: SWIMTAGInstaller.msi
The installer file size: 9MB
Version: 1.2.81

When you launch the Application the default and preferred location of the installation will be in Program Files folder. The user will require admin rights to the computer to complete the installation. The application is installed for all users of the computer.

On Windows 10 you may see the message below from Windows Defender. Click the “More info” text and then select “Run anyway”.



.Net Framework

The SWIMTAG Docking Station application is built using Microsoft .Net Framework 4.6.1. The Framework is available to download from Microsoft here

<https://www.microsoft.com/en-gb/download/details.aspx?id=49981>

Setup Settings:

Before the application can be used the Docking Station will need to be connected to the computer. You will then need to select your system version, enter your email address and the licence key supplied by the SWIMTAG team. The required pool settings will automatically be downloaded from our server by the application. New hardware installations should be set to system version MK4.

Setup SWIMTAG

Please ensure the Docking Station has power and the USB is correctly connected to your computer. Enter the Licence Key provided by the SWIMTAG team and your email address.

Licence Key

Email Address

Web API connection test: Passed

Processing server connection test: Passed

Docking Station Serial: Failed

System Version

MK2

MK3

MK4

Support Email: support@222sports.co.uk

Support Phone: 01225 282117

Version: 1.2.69

Cancel Register

The pool settings include:

- Pool Name
- Creation of an Access Token and Pool ID
- Membership ID prefix/postfix settings
- Pool lengths options
- Operator logo
- Service expiry dates
- Optional gui features

The settings can be remotely updated as required by the SWIMTAG Team.

Location of installed application files:

The main application files and exe files are installed in C:\Program Files (x86)\222 Sports Limited\SWIMTAG Docking Station\ The total size of this folder contents is approximately 14MB.

The application support files are saved in the Common Data folder C:\ProgramData\Swimtag\ these files include:

- Database files
- Pool config files
- Binary files
- Operator logo
- Log and archive files
- Updates file

The total size of the data in this folder will depend on the usage of the system. A typical raw swim bin file is ~1MB No sensitive personal data is stored by the application, the swimmers card number is stored along with the raw data from the wristband before it is uploaded to the website. The swimmers card number is automatically cleared 30 days after the swim has been uploaded. The docking station log files and raw bin files do not contain any personal data. The raw swim bin files are automatically deleted 7 days after being posted to the website. The log files are limited to hold 5MB of data.

Docking Station Drivers:

A driver is required to enable your computer to communicate with a MK2 or MK3 docking station tower. We include a copy of the driver in our applications if required by Windows. Windows will search for the driver when the Docking Station is initially connected via USB to the computer. MK4 docking station towers use a HID interface and do not require any additional drivers.

Membership Card Reader:

The application can use your existing HID barcode / mag-swipe / RFID reader (depending on the sites membership system). We only read the membership ID, the application does not link or communicate to your membership system in any way. If you current card reader cannot be used for some reason an addition reader can be supplied for the application to use. The SWIMTAG Team will setup any required prefix or postfix settings.

If the additional card reader is setup to use a USB COM port the application does not need to be in focus to activate a wristband. USB serial drivers will be provided for additional scanners supplied with your order. Once the reader is setup on the computer please send the support team the corresponding COM port number.

Updates:

The application is installed and updated using Advanced Installer. The application is set to check for an updated version of our application after 11pm each day. You can manually check for any updates by clicking the internet test icon on the top menu bar. An updater exe is included in the main SWIMTAG Docking Station application folder which is called to check, download and install any available updates.

Certificate:

The application and updates are signed with our Code Signing Certificate from Comodo RSA Code Signing SA.

Help and Training:

Our support team is available on (0)1225 282 117 or support@222sports.co.uk to answer any questions you may have regarding the application. Once installed the users can click the ? icon in the application or go direct to access our Windows Docking Software Help Centre: <https://club.swimtag.com/help> The help center contains all the required training information, videos, faqs etc. for using the application.

Health Posts:

The application will periodically post application health messages to our server. The health posts include:

- The current application configuration settings
- Active band details
- Docked band status
- Docking station status
- Computer status

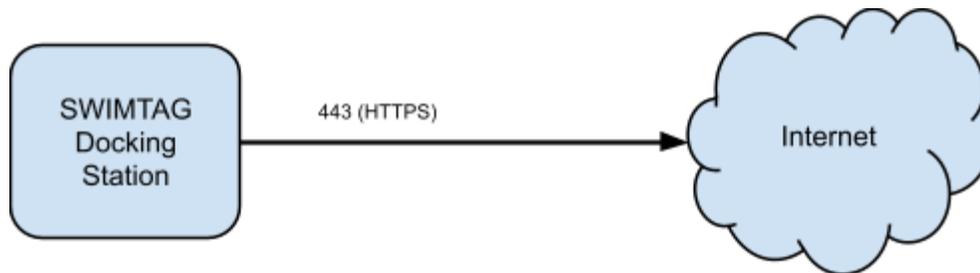
Network Requirements:

The application requires an internet connection to facilitate the upload of raw swim data to the SWIMTAG servers. The application has been designed with network security in mind, there are no special inbound requirements and all communication is made over standard HTTP/S ports.

All communication is via outbound HTTPS (port 443), a typical swim upload is ~1MB and all periodic status messages are very low bandwidth.

If required our support team have a commercial Teamviewer licence and can use the Teamviewer Host software to login remotely, this uses port 5938 and 443 as a fallback, for more information see:

<https://www.teamviewer.com/en/help/334-which-ports-are-used-by-teamviewer.aspx>



The SWIMTAG application will communicate with the SWIMTAG servers via the following HTTPS (443) endpoints:

<https://api.swimtag.com>

<https://processing.swimtag.com>

<https://dock.swimtag.com>

*(these are the minimum required for the software to work however we would recommend whitelisting *.swimtag.com)*

The following two test endpoints can be used to check connectivity using a web browser:

<https://api.swimtag.com/test/connection> (should return the test "Connection to SWIMTAG Web API is OK")

<https://processing.swimtag.com/api/rest/status> (should return an upload address)

When the application is initially started the setup page will test the connections and inform the user if the application can communicate with our servers correctly. You will not be able to setup or use the application if either the Web API connection test or the Processing server connection test fail.

To allow remote Teamviewer host access, the Teamviewer DNS range *.teamviewer.com should be made accessible.

If the internet connection fails the application can still be used. The swims will all be stored on the system and uploaded when the connection is restored.

Data Security:

No sensitive personal data is stored on the docking station computer, the swimmers card number is stored along with the raw data from the wristband before it is uploaded to the website. The swimmers card number is automatically cleared 30 days after the swim has been uploaded.

Uninstall Steps:

In control panel, an admin user can uninstall the application using the standard windows uninstaller. The additional application support files will still remain on the hard drive after you use the uninstaller, in case that the next time you decide to reinstall it, the settings of this program still be kept. If required you can manually delete the files in C:\ProgramData\Swimtag\

Antivirus and Firewall Rules:

To function correctly and download updates the application will be required to connect to the Internet. Antivirus and firewall rules may need to be configured to allow ClubSWIMTAG.exe to run uninhibited and connect to the Internet.

Website Data Protection:

The SWIMTAG web servers and databases are hosted within Amazon Web Services (AWS) in the EU-West-1 region (located in Ireland), the web servers are running within their own dedicated Virtual Private Network and all communication is encrypted from end to end.

Data is stored in accordance with the UK Data Protection act, database snapshots are generated daily to prevent against data loss.

Sensitive user data such as passwords are strongly encrypted by default.

UK Data Protection Register

222 Sports Ltd. - Ref. Z280218X

<https://ico.org.uk/ESDWebPages/Entry/Z280218X>