



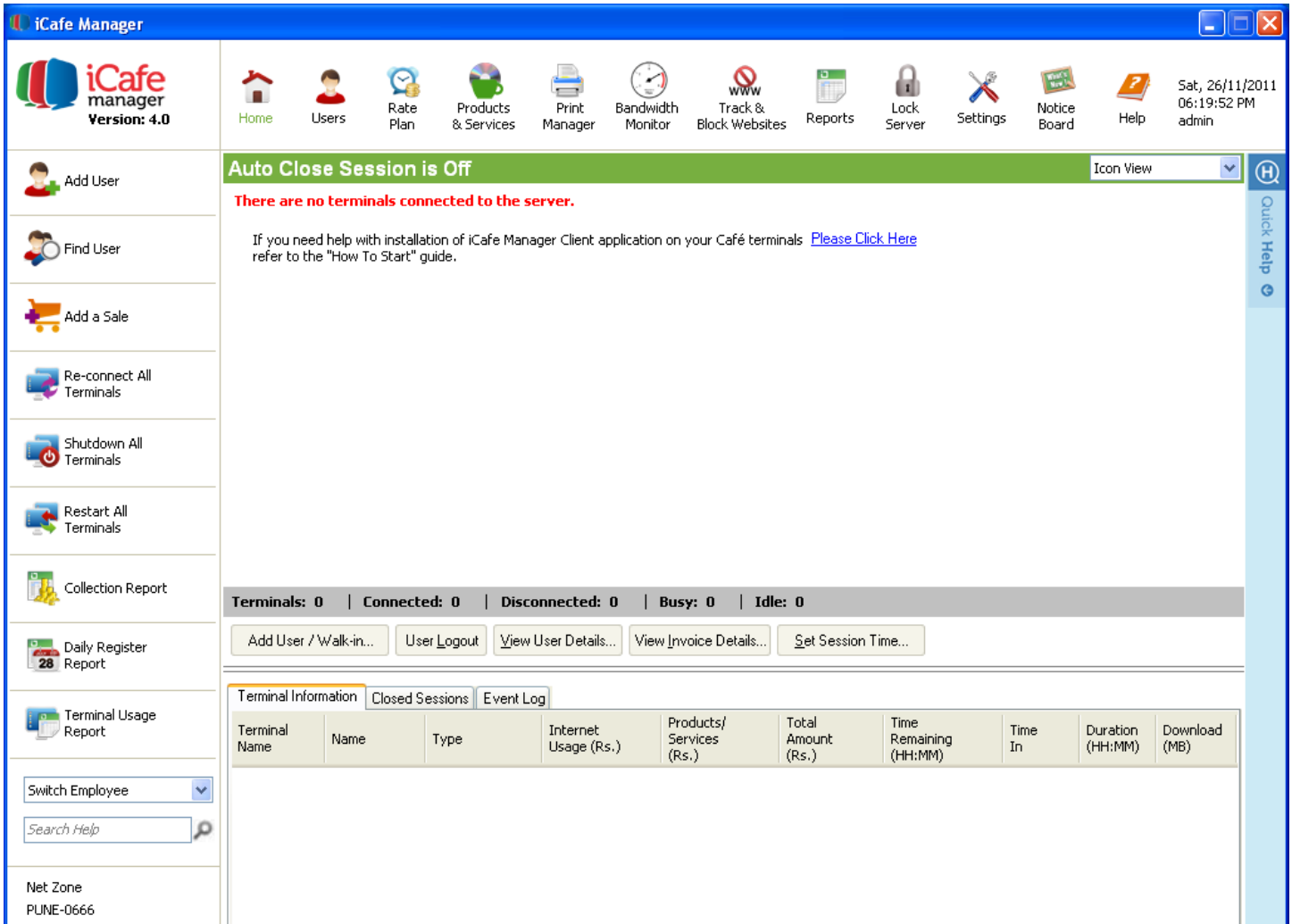
## Network Guide

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# 1. When do I need this document?

You have downloaded and installed the CLINCK Cyber Cafe Manager Server and Client. On the Home screen tab you do not see all of your Client terminals or you see no terminals at all:



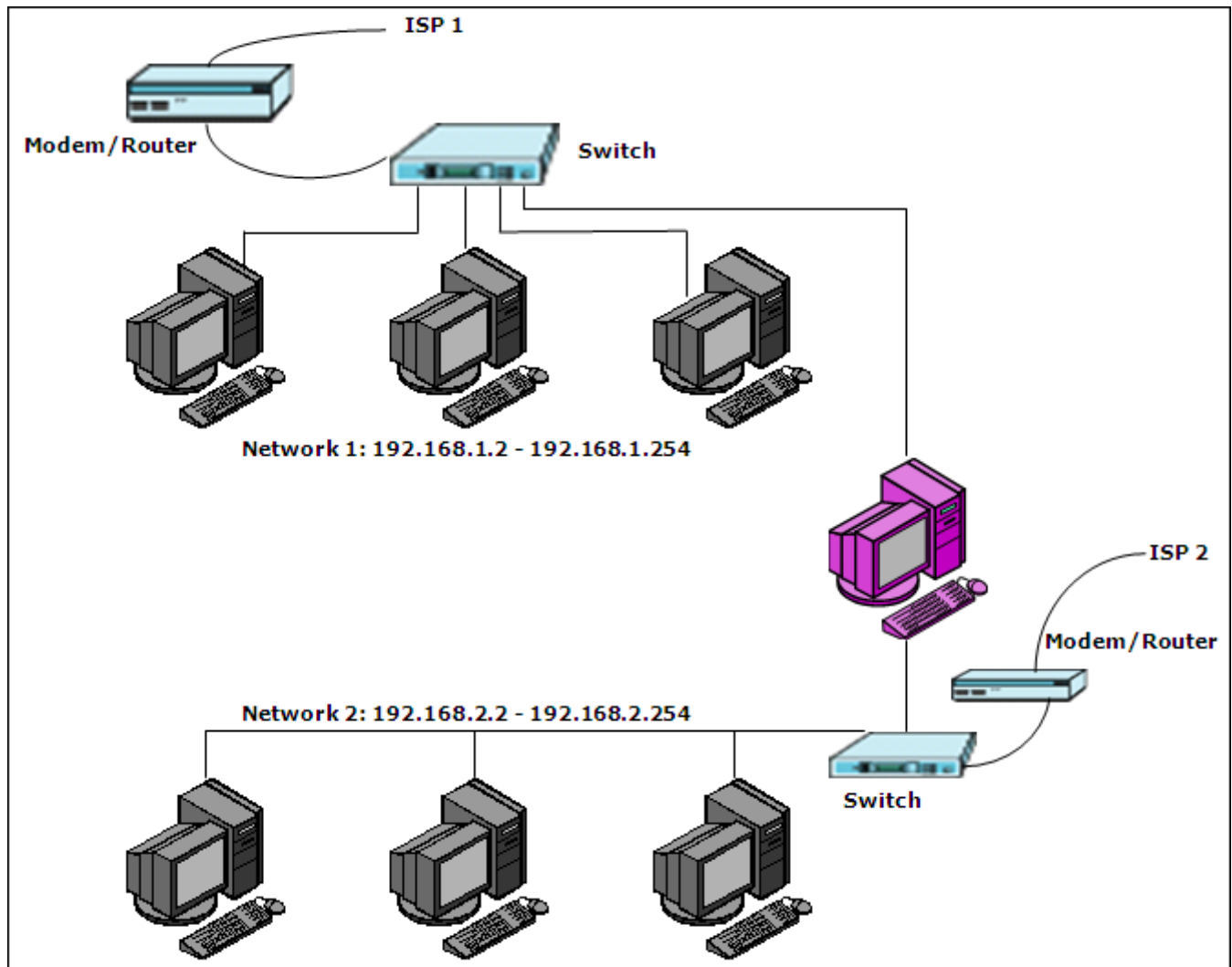
The screenshot displays the iCafe Manager software interface. The top navigation bar includes icons for Home, Users, Rate Plan, Products & Services, Print Manager, Bandwidth Monitor, www Track & Block Websites, Reports, Lock Server, Settings, Notice Board, and Help. The main content area features a green banner stating "Auto Close Session is Off" and a red message: "There are no terminals connected to the server." Below this, a help message suggests clicking a link for installation instructions. A status bar shows "Terminals: 0 | Connected: 0 | Disconnected: 0 | Busy: 0 | Idle: 0". A table titled "Terminal Information" is visible but empty, with columns for Terminal Name, Name, Type, Internet Usage (Rs.), Products/Services (Rs.), Total Amount (Rs.), Time Remaining (HH:MM), Time In, Duration (HH:MM), and Download (MB). The left sidebar contains various management options like "Add User", "Find User", "Add a Sale", "Re-connect All Terminals", "Shutdown All Terminals", "Restart All Terminals", "Collection Report", "Daily Register Report", and "Terminal Usage Report".

Terminal Name	Name	Type	Internet Usage (Rs.)	Products/Services (Rs.)	Total Amount (Rs.)	Time Remaining (HH:MM)	Time In	Duration (HH:MM)	Download (MB)
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Screenshot 2.1-1 iCafe Manager without Terminals

## 2. What are the possible scenarios?

The above described problem can occur on a network setup similar to the one shown below:



Screenshot 2.1-1 Download iCafe Manager

In the above scenario, there are two ISPs on two different networks using a different IP range, with a common server. Such a setup will not support CLINCK Cyber Cafe Manager.

### 2.1. The reasons why this will not work:

- 1) Two different networks.
- 2) Two different IP Range.
- 3) Two switches not connected to each other.
- 4) Two different ISP on different network.

### 3. What are the possible solutions?

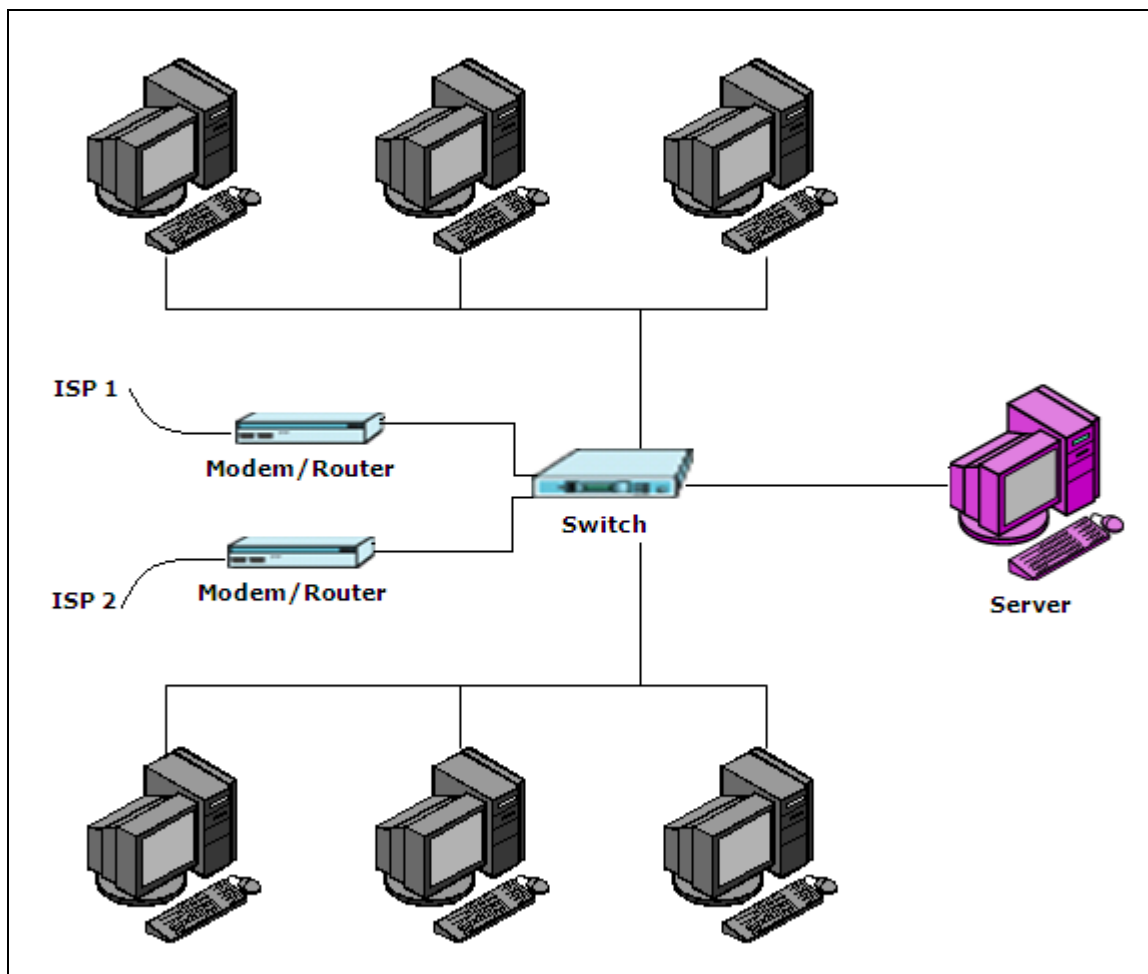
For any Client – Server application to work we need to have a single network using a single IP Range.  
Example: 192.168.1.1 - 192.168.1.254

To achieve this we need to configure the network such that:

- 1) All terminals are on same IP Range
- 2) All terminals are connected on a single switch
- 3) For a large network with multiple switches, all switches connected to each other

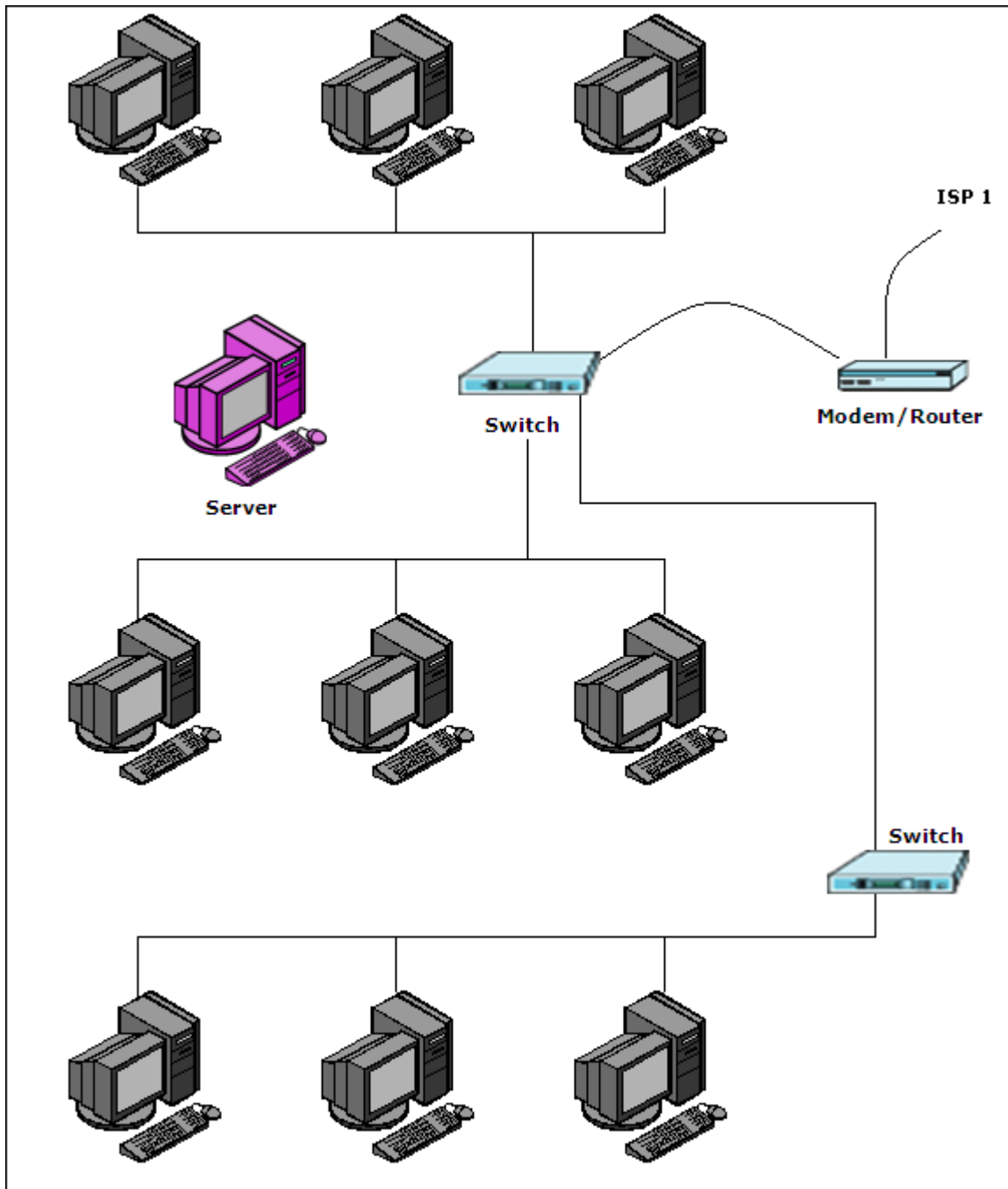
The diagrams shown below are the ideal scenarios where the CLINCK Cyber Cafe Manager will work.

#### 3.1. Small network with one switch:



Screenshot 3.1-1 Small Network

### 3.2. Large network with more than one switch:



Screenshot 3.2-1 Large Network

## 4. More Information

You can get additional information on iCafe Manager on our website  
[www.icafeManager.com/support](http://www.icafeManager.com/support)



### [FAQ](#)

Frequently asked questions on Installation and Usage, designed to provide a better understanding of iCafe Manager



### [Download Quick Start Guide](#)

A quick guide to the terminology and features of iCafe manager. It has easy steps on how to use iCafe Manager.



### [Download Manual](#)

Complete Document from Installation to Backups. All features and process explained in detail with appropriate screenshots and notes.



### [Knowledge Base](#)

A collection of Knowledge Articles which provides solution to common issues faced in cafes.



### [Training Videos](#)

Learn iCafe Manager with free training videos. Each video explains all the steps for each feature available in the application.



### [Product Slide Show](#)

Browse through the Screenshots and briefs of the features of iCafe Manager.



### [Useful Downloads](#)

Easy to use Complete Cyber Cafe Management software

- .Net Framework
- Team Viewer