

Rimage Advanced Set Up (Networking) Guide

This manual is designed to guide you through the installing Rimage control centers into a Domain or Peer-to-Peer network environment.

- If you plan on submitting jobs from your Rimage system, this guide is **NOT** for you. The system works correctly out of the box.
- If you are adding the Rimage system to your network, this guide helps with the most common tasks required to ensure the operation of the Rimage system on network.

Contents

About this User Guide	3
Glossary	3
Get Started	5
Prerequisites	6
Set Up and Connect the Rimage Autoloader and Printer to the Rimage Control Center	6
Meet All the Basic Requirements	6
Operating System	6
Rimage System Folder	6
Firewall Configuration	6
Install Additional Systems on an Existing Network	7
Use Remote Desktop Connection to Administer an Embedded System	7
Change the Computer Name	8
Set up a Domain or Peer-to-Peer User Account	8
Set up a Domain User Account	8
Before you Begin	8
Set up the Rimage Control Center	9
Disable the Default Local RimageServices Account	10
Set up a Peer-to-Peer User Account.....	11
Before you Begin	11
Use the Default Account Settings	11
Change the Default Password on your RimageServices Account	11
Update your Applications to Use the New Password (optional)	12
Use a Non-default Account	12
Add the Rimage Control Center to the Domain	12
Change Local Security Policies	13
Configure Messaging Server, Imaging Server	13
Disable the Default Local RimageServices Account	14
Set up Multiple Control Centers with a Single Messaging Server or Multiple Messaging Servers	15
Connect Multiple Control Centers to Multiple Messaging Servers	15
Advantages and Disadvantages.....	15
Set up the Connection	15
Connect Multiple Control Centers to a Single Messaging Server	16
Advantages and Disadvantages	16
Set up the Connection	17
Set up Remote Clients	18
Set up Remote Clients on PC	18

About this User Guide

- While we try to maintain all version of our manuals and documentations, please note that the English version found on our web site always contain the most up-to-date information.
- Unless otherwise indicated, all Windows navigation statements are Windows 11 paths. Windows 10 and Windows Server navigation may differ slightly.

Glossary

Control Center: The computer that controls the hardware and runs the Rimage services. This can be an internal computer (in the embedded system) or an external computer in a non-embedded system.

Client: An application used to submit orders or control the Rimage System such as Rimage QuickDisc or third-party application.

Domain: A logical group of computers that share a central database. This central database contains the user accounts and security information for the resources in that domain. Each person who uses computers within a domain receives his/her own unique account, or username. This account can then be assigned access to resources within the domain.

DTD (Document Type Definition): These files are used by client applications as well as the Rimage services to validate XML messages sent and received from Messaging Server.

Embedded System: This is a Rimage system with an embedded computer. Rimage systems ending with an N (such as 8300N or 6000N) have an embedded, integrated computer, an external computer is not required.

Messaging Server (eMS): This is the link between all client applications and each of the Rimage services. The Rimage services receive order requests from Messaging Server. System requests, errors, and alerts are sent using this service.

Peer-to-Peer Workgroup: A workgroup differs from a domain in many ways. One key difference is there is not a central database for username and accounts. One disadvantage of this configuration is a new account created on a single workgroup computer will need to be created on any workgroup computer the account will be accessing.

Rimage Services: The Rimage control center has five services running that enable disc creation.

- **Discovery Server:** Service that scans for Rimage control centers on the network.
- **Imaging Server (eIS):** Service that pre-masters data for use by production server. This server is not used for audio discs.
- **Messaging Server (eMS):** Server that all orders and system requests are submitted through.
- **Production server (ePS):** Server that handles the disc burning and labeling.
- **Register Server (eRS):** Server that allows Rimage tools, such as RSM or custom applications to manage Rimage services remotely.

RimageService Account: The Rimage Software Suite creates a local administrator account called the RimageServices account during installation. This account is used by the Rimage services for authentication when reading and writing files.

R I M A G E[®]

Rimage System Folder: This is a shared folder located on the control center. This folder is used by the Rimage services for a number of actions, including message validation (DTD files), and image file creation. Image files created by imaging server are stored here by default. In addition, sample label files and log files are in this folder.

Rimage Software Suite (RSS): This is the collective name for the Producer Software Suite (PSS). Use the correct Rimage Software Suite for your system.

XML (Extensible Markup Language): XML is an industry standard markup language used to share information between applications. Rimage clients use XML to submit orders and system requests to the Rimage services.

Get Started

Read these questions; indicate your answer in the right column, then follow the steps you have marked in order.

1. Will the Rimage System you are installing be used on a Network?		
a. No	No further steps need to be taken. Your Rimage System is ready for use.	
b. Yes	Refer to: Prerequisites on page 6.	
2. Will there be more than one Rimage system on the network that you will be using?		
a. No	Do Nothing. Continue to question 3	
b. Yes	Refer to: Install Additional Systems on an Existing Workgroup Network on page 7.	
3. Do you need to change the account used for authentication?		
a. No	Rimage suggests you use the Rimageservices default settings. Refer to: Use the Default Account Settings on page 11.	
b. Yes		
i. Domain	Refer to: Set up a Domain User Account on page 8. Sections: Before you Begin Set up the Rimage Control Center Disable the Default Local RimageServices Account	
ii. Peer-to-Peer Workgroup	Refer to: Set up a Peer-to-Peer User Account on page 11 Sections: Before you Begin Use a Non-default Account Configure Messaging Server and Imaging Server to Use an Account	
4. Will the network have more than one Messaging Server?		
a. Multiple control centers using a single Messaging Server (eMS)	Refer to: Connect Multiple Control Centers to a Single Messaging Server on page 16.	
b. Multiple control centers using multiple Messaging Servers (eMS)	Refer to: Connect Multiple Control Centers to Multiple Messaging Server on page 15.	
5. Will orders be sent from a remote client?		
a. Yes	Refer to: Set up a Remote Clients on page 18.	
b. No	Do Nothing. Your set up is complete.	

Prerequisites

Note: Unless otherwise indicated, all Windows navigation statements are Windows 11 paths. Previous navigation may differ slightly.

Before you configure the Rimage control center, make sure that the following process have been performed as instructed.

- Set up and connect the Rimage autoloader and printer to the Rimage control center.
- Meet all basic requirements.

Set up and Connect the Rimage Autoloader and Printer to the Rimage Control Center

Set up your Rimage system and install the Rimage software. For more information, refer to the Set up and Installation Guide included with your Rimage autoloader or printer.

Meet All the Basic Requirements

Operating System

- Windows 10 Professional
- Windows 11 Professional
- Server 2016 and later

Rimage System Folder

Important! Clients must have Full Control share access and NTFS permission.

The default name and location for the Rimage System Folder is c:\Rimage or D:\Rimage. By default, the share folder is created with full permissions. Make sure your network has not overridden these settings.

Firewall Configuration

Tip: If you are installing Rimage software into a domain environment, make sure the domain-based group policies allow access to the Messaging Server port.

- Messaging Server uses **port 4664** as the default port.
- Streaming Server uses **ports 9613** and higher (dependent on the number of clients in use).

Install Additional Systems on an Existing Network

This section provides the basic steps needed to configure the embedded PC in the Rimage embedded system and to allow users to submit orders across a network.

Important! Rimage recommends having your company's Network Administrator use these directions as a guide to complete the configuration and software installations.

The embedded PC has the TCP/IP protocol enabled for a DHCP Server. If your network does not have a DHCP Server, the embedded operating system automatically assigns an IP address in the address range 196.254.0.1 through 169.254.255.254, and subnet mask of 255.255.0.0. An experienced Network Administrator can change the embedded PC to use a static IP address by connecting to the Rimage embedded product through a Remote Desktop session.

Use Remote Desktop Connection to Administer an Embedded System

To enable and configure a Rimage embedded product through Remote Desktop connection you need a PC with Windows 10 or later on the same network as the Rimage system.

1. In the search box on the taskbar, type Remote Desktop Connection, and then select **Remote Desktop Connection**
2. Log on to Remote Desktop Connection
 - Select **Options**. The *Remote Desktop Connection* window expands.
 - In the Computer field, enter the computer name.
Important! Do not enter the '^' symbol. For example, enter: RimageSystem
Note: The computer name displays on the operator panel
3. Select Connect
4. Enter the following information in the fields to log on as the Administrator.
 - User Name: User
 - Password: {serial number of the Rimage unit}
Important! The password is case sensitive.
Note: Rimage suggests changing the password after the initial log on.

Change the Computer Name

Note: Unless otherwise indicated, all Windows navigation statements are Windows 11 paths. Previous navigation may differ slightly.

If more than one Rimage system is running on the same network, each system must have a unique computer name.

1. Make sure the Remote Desktop Connection is active. Refer to Use Remote Desktop Connection to Administer an Embedded System on page 7.
2. In windows Start > Settings > System > About and click Rename this PC.
3. Enter a unique name in the Computer Name field.

Note: The name can be up to 15 characters long.

4. Select **Next**.
5. **Restart** the system.

Set up a Domain or Peer-to-Peer User Account

Either a Domain User Account or a Peer-to-Peer User Account can be set up on the network. Both types of accounts cannot be set up on the same network.

Set up a Domain User Account

The default method of software installation creates a local administrator account named RimageServices on each PC where the Rimage software suite is installed. When setting up domain authentication, the local account is no longer used.

Before you Begin

Your Domain administrator must create an account (username and password) on the domain that is dedicated to the authenticating requests to the Rimage control center. This account is referred to as the Domain Account.

This account must have access to all files used during production, such as label, data and merge files.

Set up the Rimage Control Center

Note: You must login with administrative rights to set up the Rimage control center

Note: Unless otherwise indicated, all Windows navigation statements are Windows 11 paths. Previous navigation may differ slightly.

1. Add the Rimage control center to the domain.
 - a. From the Rimage control center desktop click the **Start** button, type **Control Panel** and then press ENTER.
 - b. Click on **System and Security** and then click **System**.
 - c. In Related Links click **Domain or workgroup**.
 - d. From the Computer Name tab click **Change**.
 - e. Select Domain radio button and type your domain name, then press OK.
 - f. Enter the credentials for the Rimage control center to access the domain.
 - g. Press **OK**
2. Change local security policies.
 - a. From the Rimage control center desktop, select **Start** button type **Local Security Policy** and then press ENTER.
 - b. Expand to **Local Policies** and select **User Rights Assignment**.
 - c. Double click **Log on as a Batch**.
 - d. Click **Add User or Group**.
 - e. Change **From this Location** field to your domain.
 - f. Enter the user account name into **Enter the object names**.
 - g. Press **Check Names**.
 - h. Press **OK**
3. Configure Messaging Server, Registry Server and Imaging Server to use Domain account.

Important! The following steps apply only to Messaging Server, Registry Server and Imaging Server. To configure Production Server to use the Domain Account, refer to step 4.

Important! The following steps should be performed for Messaging Server, Registry Server and Imaging Server. Set up the Messaging Server first, then Registry Server then the Imaging Server.

 - a. From the Rimage control center desktop, click **Start** button, type **Services.msc** and press ENTER.
 - b. Right-click on **Rimage Messaging Server**, select Stop Server. The Stop Other Services window opens.
 - c. Press **Yes** to stopping the services. All Rimage services should now stop. If they do not, manually stop each one.
 - d. Right-click on **Rimage Messaging Service** (or **Rimage Registry Server**, or **Rimage Imaging Server**).
 - e. From the displayed menu, select **Properties**. The Rimage Server Properties window opens.
 - f. Select Log On tab.
 - g. Select the **This Account:** radio button.
 - h. Enter or browse to the **Domain Account name** in the Account Name field.
 - i. Enter the **accounts password**.

- j. Enter the **password** again in the **Confirm Password** field.
 - k. Press OK.
 - l. Repeat **steps d – k** for Rimage Registry Server and then Rimage Imaging Server.
 - m. Repeat **steps a – l** for all other Rimage control centers on this domain.
Tip: You can firm that you have completed this process correctly. For each of the Rimage servers, start the Service. If the service starts, you have completed the process correctly.
4. Configure the Production Server to use the Domain Account.
- Important!** In the Services Control Panel, the Rimage Production Server still shows that it logs in as a Local System. Do not change this setting. If this setting is changed, the configuration will not work.
- Note:** The following directions require the software EPS Credentials. You can get this software from Rimage support, support@rimage.com or 1.800.553.8312, option 2.
- a. From the Rimage control center desktop, click **Start** button, type **Services.msc** and press ENTER.
 - b. Right-click on **Rimage Production Server**, select Stop Server.
 - c. Click **Start** button, type **Regedit** and press ENTER.
 - d. In Registry Editor navigate to Computer > HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Services > Rimage_eps > Settings.
 - e. Remove **SrvcPassword** if it exists.
 - f. Contact Rimage Support team and download EPS Credentials.
 - g. Extract EPS Credentials into a folder on the desktop of the Rimage control center.
 - h. Right-click on **EPSCredentials.exe**, select Run as administrator.
 - i. Enter your **account name**, **domain name** and **password** for account name.
 - j. Select Apply.
 - k. Using **Services.msc** application right-click on **Rimage Production Server**, select Start Server.

Disable the Default Local RimageServices Account

After creating the new account, you should disable the default account. Security issues may result if the default account is not disabled.

Use this procedure to disable the default account.

1. On each control center where the Rimage software was installed, right-click the **start menu**, select **Computer Management**.
2. From the Computer Management window, navigate to **Local Users and Groups > Users**.
3. Double-click on **RimageServices** account. The RimageServices properties window opens.
4. Select **Account is disabled**.
5. Select **OK** to close the RimageServices Property window.

Set up a Peer-to-Peer User Account

Before you Begin

Your administrator must create an account (username and password) on the control center that is dedicated to authenticating requests.

This account must have access to all files used during production, such as label, data and merge files.

Use the Default Account Settings

If orders are submitted using the QuickDisc application on the Rimage control center, the Rimage system functions correctly out of the box; otherwise, you must create a user account on the File Server.

The default RimageServices account is set up with correct permissions. If you use the default account, it must be set up exactly the same on all systems that interact with the Rimage control center.

Important! In a Peer-to-Peer environment, the RimageServices account must be created on every computer that will be interacting with the Rimage system.

Change the Default Password on your RimageServices Account

All default installs of Rimage software suites are configured at the factory with an account set up for the Rimage control centers. Rimage suggest that you change the password for security reasons.

The default account information is:

Username: RimageServices (not case sensitive)

Password: (Serial number of the Rimage unit)

The RimageServices user account for Rimage control centers must have access to all applicable file locations, in order to operate properly. If this account does not have proper access, you will have difficulty producing discs.

Note: This procedure assumes that the RimageServices account is created on each Peer-to-Peer authenticated server (the default installation). To create a domain authenticated account, refer to page 9.

1. Stop all orders and close all Rimage programs.
2. Change the password.
 - a. From the Rimage control center desktop, right-click on the **Start** button, select **Computer Management**. The computer management window opens.
 - b. From the Computer Management window, select: **Local Users and Groups > Users**. All local user accounts display in the right panel.
 - c. Right-click on the **RimageServices** account.
 - d. From the pop-up menu, select Set Password. The Set Password for RimageServices warning opens.
 - e. Select **Proceed**.
 - f. In the New password and confirm password fields, enter your **new password**.

- g. Select **OK**.
- h. Close the Computer Management window.

Update your Applications to Use the New Password

Note: This is an alternative method of updating your application to use the new password. Refer to the [Change Default Password on your RimageServices Account](#) instructions if you are encountering problems or if you do not have your Rimage Software Suite disc available.

Configure Messaging Server, Registry Server and Imaging Server to use the new password.

Important! The following steps should be performed for Messaging Server, Registry Server and Imaging Server. Set up the Messaging Server first, then Registry Server then the Imaging Server.

1. From the Rimage control center desktop, click **Start** button, type **Services.msc** and press ENTER.
2. Right-click on **Rimage Messaging Server**, select Stop Server. The Stop Other Services window opens.
3. Press **Yes** to stopping the services. All Rimage services should now stop. If they do not, manually stop each one.
4. Right-click on **Rimage Messaging Service** (or **Rimage Registry Server**, or **Rimage Imaging Server**).
5. From the displayed menu, select **Properties**. The Rimage Server Properties window opens.
6. Select Log On tab.
7. Enter the new **accounts password**.
8. Enter the **password** again in the **Confirm Password** field.
9. Press OK.
10. Repeat **steps 4 – 9** for Rimage Registry Server and then Rimage Imaging Server.
11. Repeat **steps 4 – 10** for all other Rimage control centers.

Use a Non-default Account.

If you use an account other than the default account, use the following procedure to set up a Peer-to-Peer user account.

Note: You must login the administrative rights to set up the Rimage control center.

Add the Rimage Control Center to the Domain

1. From the Rimage control center desktop click the **Start** button, type **Control Panel** and then press ENTER.
2. Click on **System and Security** and then click **System**.
3. In Related Links click **Domain or workgroup**.
4. From the Computer Name tab click **Change**.
5. Select Domain radio button and type your domain name, then press OK.
6. Enter the credentials for the Rimage control center to access the domain.
7. Press **OK**

Change Local Security Policies

1. From the Rimage control center desktop, select **Start** button type **Local Security Policy** and then press ENTER.
2. Expand to **Local Policies** and select **User Rights Assignment**.
3. Double click **Log on as a Batch**.
4. Click **Add User or Group**.
5. Change **From this Location** field to your domain.
6. Enter the user account name into **Enter the object names**.
7. Press **Check Names**.
8. Press **OK**

Configure Messaging Server, Imaging Server, and Registry Server to Use an Account

Important! The following steps apply only to Messaging Server, Registry Server and Imaging Server. To configure Production Server to use the Domain Account, refer to step 2.

Important! The following steps should be performed for Messaging Server, Registry Server and Imaging Server. Set up the Messaging Server first, then Registry Server then the Imaging Server.

1. Configure Messaging Server, Registry Server and Imaging Server to use Domain account.
 - a. From the Rimage control center desktop, click **Start** button, type **Services.msc** and press ENTER.
 - b. Right-click on **Rimage Messaging Server**, select Stop Server. The Stop Other Services window opens.
 - c. Press **Yes** to stopping the services. All Rimage services should now stop. If they do not, manually stop each one.
 - d. Right-click on **Rimage Messaging Service** (or **Rimage Registry Server**, or **Rimage Imaging Server**).
 - e. From the displayed menu, select **Properties**. The Rimage Server Properties window opens.
 - f. Select Log On tab.
 - g. Select the **This Account**: radio button.
 - h. Enter or browse to the **Domain Account name** in the Account Name field.
 - i. Enter the **accounts password**.
 - j. Enter the **password** again in the **Confirm Password** field.
 - k. Press OK.
 - l. Repeat **steps d – k** for Rimage Registry Server and then Rimage Imaging Server.
 - m. Repeat **steps a – l** for all other Rimage control centers on this domain.

Tip: You can firm that you have completed this process correctly. For each of the Rimage servers, start the Service. If the service starts, you have completed the process correctly.

2. Configure the Production Server to use the Domain Account.

Important! In the Services Control Panel, the Rimage Production Server still shows that it logs in as a Local System. Do not change this setting. If this setting is changed, the configuration will not work.

Note: The following directions require the software EPS Credentials. You can get this software from Rimage support, support@rimage.com or 1.800.553.8312, option 2.

- a. From the Rimage control center desktop, click **Start** button, type **Services.msc** and press ENTER.
- b. Right-click on **Rimage Production Server**, select Stop Server.
- c. Click **Start** button, type **Regedit** and press ENTER.
- d. In Registry Editor navigate to Computer > HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Services > Rimage_eps > Settings.
- e. Remove **SrvcPassword** if it exists.
- f. Contact Rimage Support team and download EPS Credentials.
- g. Extract EPS Credentials into a folder on the desktop of the Rimage control center.
- h. Right-click on **EPSCredentials.exe**, select Run as administrator.
- i. Enter your **account name**, **domain name** and **password** for account name.
- j. Select Apply.
- k. Using **Services.msc** application right-click on **Rimage Production Server**, select Start Server.

Disable the Default Local RimageServices Account

After creating the new account, you should disable the default account. Security issues may result if the default account is not disabled.

Use this procedure to disable the default account.

1. On each control center where the Rimage software was installed, right-click the **start menu**, select **Computer Management**.
2. From the Computer Management window, navigate to **Local Users and Groups > Users**.
3. Double-click on **RimageServices** account. The RimageServices properties window opens.
4. Select **Account is disabled**.
5. Select **OK** to close the RimageServices Property window.

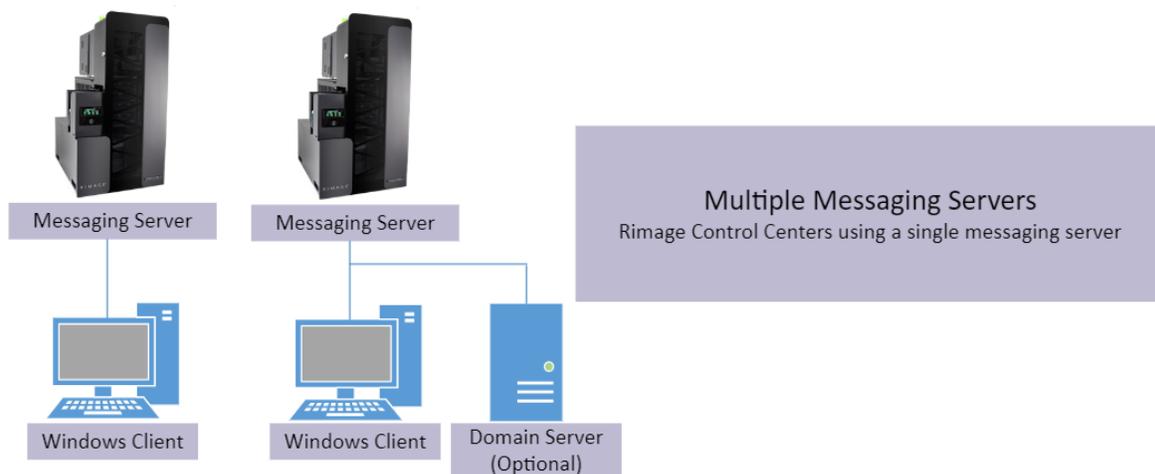
Set up Multiple Control Centers with a Single Messaging Server or Multiple Messaging Servers

The Rimage Messaging System communicates order requests, completion notices, and error messages. The system uses a Messaging Server that forwards the orders to the Image and Production Servers.

Each control center can have its own Messaging Server or, along with other control centers, be associated with one Messaging Server.

Connect Multiple Control Centers to Multiple Messaging Servers

This is the default set up that is configured when the control centers are installed.



Advantages and Disadvantages

Configuring each control center to use its own Messaging Server eliminates the main disadvantage of the single Messaging Server.

Advantages:

- Using multiple messaging servers eliminates the single-point-of-failure issue that the use of a single messaging server creates.

Disadvantages:

- Submitting jobs to multiple control centers requires you to disconnect from the current Messaging Server. This can result in loss of feedback from jobs on the current Messaging Server.
- Load balancing can be more difficult with this configuration.

Set up the Connection

1. Make sure the same version of Rimage Software Suite is installed on all control centers.
2. If necessary, install or upgrade the software.

Important! If upgrading Rimage software suite, uninstall the old Rimage Software Suite first.

- a. Place the Rimage software disc in the control center recorder or disc drive.
- b. Run **Distsetup** from the Rimage software suite media.

c. Use the following table to guide you through a typical installation.

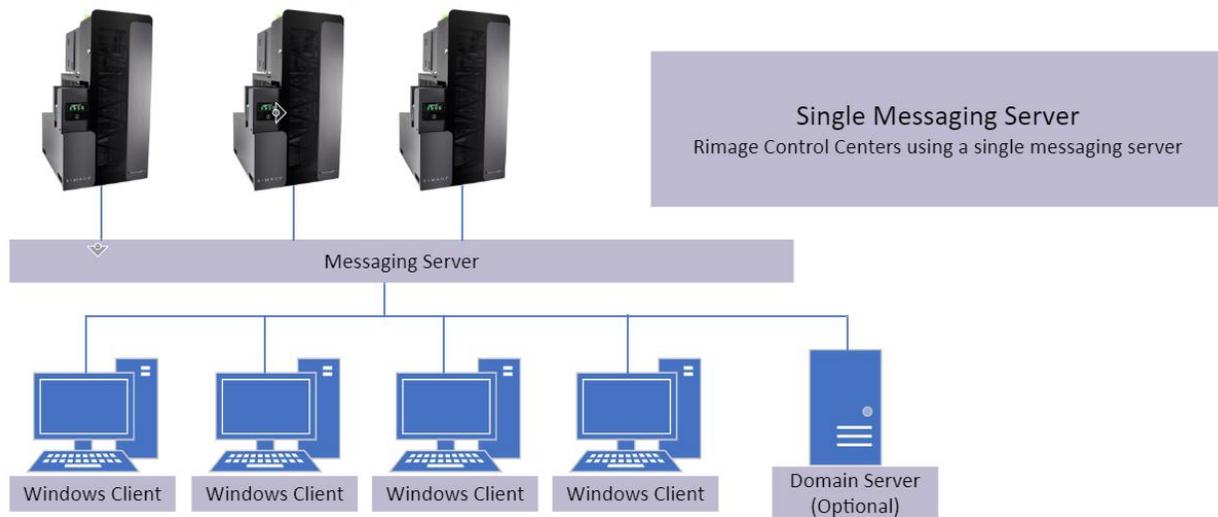
Field	Action
Domain	Use dropdown menu to select local PC name
Account	Enter local PC admin account
Password	Enter password for local PC admin account
Confirm Password	Enter password for local PC admin account

d. Press Install.

Note: If adding to a domain refer to Set up a Domain User Account on page 8 after installation completes.

Connect Multiple Control Centers to Multiple Messaging Servers

This section provides information on installing two or more Rimage systems and connecting all systems to a single Messaging Server.



Advantages and Disadvantages

Configuring your control centers with a single Messaging Server allows a client application (QuickDisc, or third-party applications) to communicate with all the control centers that are connected to Messaging Server.

Advantages:

- When a client application submits a job, the job is visible to all control centers. Any available server can pick up a job.
- Individual control centers are easy to target. This can be helpful when an application is balancing its workload across all control centers.

Disadvantages:

The main disadvantage of this configuration is that there is only one Messaging Server. If messaging Server is disabled, all the control centers are rendered useless.

Set up the Connection

1. Make sure the same version of Rimage Software Suite is installed on all control centers.
2. If necessary, install or upgrade the software.

Important! If upgrading Rimage software suite, uninstall the old Rimage Software Suite first.

- a. Place the Rimage software disc in the control center recorder or disc drive.
- b. Run **Distsetup** from the Rimage software suite media.
- c. Use the following table to guide you through a typical installation.

Field	Action
Domain	Use dropdown menu to select local PC name
Account	Enter local PC admin account
Password	Enter password for local PC admin account
Confirm Password	Enter password for local PC admin account
Show Advanced Settings	
Messaging Group	Uncheck box
Messaging Host	Enter Computer Name of server hosting Rimage Messaging Server
Messaging Port	Leave as 4664
Imaging Group	Leave Checked
Production Group	Leave Checked
System Management Group	Leave Checked
Client Group	Leave Checked
Share Rimage Folder for Network Clients	Leave Checked
Native Programs Location	Leave as Default
Programs Location	Leave as Default
Resources Location	Select Browse and navigate to the Rimage Control center where the Rimage Messaging Server resides

- d. Press Install.

Note: If adding to a domain refer to [Set up a Domain User Account on page 8](#) after installation completes.

3. Repeat the **steps 1 and 2** for each control center using this Messaging Server.

Set up Remote Clients

This section provides information on installing and connecting additional remote clients in an existing network.

Set up Remote Clients on a PC

All order requests are processed on client PCs that are using client applications, such as QuickDisc. A client computer submits orders to Messaging Server. Messaging Server is located on the Rimage control center.

Note: You can use the IP address only if the IP address is static.

1. Gather the following information:

Note: The remote client set up requires administrative rights to be installed

Note: Make sure that you have access to the Rimage System Folder

- The **computer name** (Host Name) of the Rimage control center (the computer that is running the Rimage client applications).
- The **username and password** of the client that sends orders to the Rimage control center.

2. Begin the installation.

- If you are using a Peer-to-Peer account:
 - a. Create a **user account** on the control center with the same username and password as the user that is submitting jobs from the client PC.
 - b. Log on to the client PC as an administrator.
 - c. On the client PC, open **File Explorer** and navigate to the computer name of the control center.

OR

- If you are using a Domain Account, make sure the domain has access to the Rimage shared folder. The default for this folder is C:\Rimage or D:\Rimage.

3. Select the computer name and log on if prompted.

4. Install the **Rimage Client Suite** on the client control center.

Note: The following directions require the Rimage Client Software. You can get this software from Rimage support, support@rimage.com or 1.800.553.8312, option 2.

- a. Download Rimage Client Suite from Rimage distribution server.
- b. Run the file QDSetup.exe from the Rimage Client Suite download media.
- c. Press Install
- d. When set up is complete, log off and log back on as the user that will be using the client application.