

Ultragard[®] 2000

Access Control for the Millennium

Installation Manual

6656-0263 Issue 6

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Notices

Manufacturer's details

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Welcome

Welcome to Ultragard 2000

Ultragard 2000 has been designed to set new standards for ease of installation and operation for the Access Control Industry. It gives you the tools to set up and manage your installation with the minimum of training, and yet has all the facilities needed to implement a wide range of security policies. Whether you have just one building and a few areas to protect, or share a large office block with several other companies, Ultragard 2000 will help you to set up, monitor and control your site efficiently and effectively.

Choosing an Access Control system has never been easier; the CD accompanying this Manual allows you to install and use Ultragard 2000 free of charge for up to 30-days. We are confident that when you have seen it, you will agree with us. This is the Access Control solution for the New Millennium.

The purpose of this Manual


This manual is designed to guide you through the steps needed to install Ultragard 2000 on a single computer, or on a network of several computers working together. Note that the 30-day Evaluation Licence is limited to a use on a single computer and does not permit printing of badges.

You should read this manual very carefully, as it contains important information about:

- Preparing for installation
- Options for network installation
- Installing your Licence Key (not required for the 30-day Evaluation)
- Upgrading from Ultragard 8

Once you have completed the installation, you should refer to the on-line Help system for further information.



Occasionally you will see paragraphs - like this one - with a  symbol on the left. These paragraphs contain information that is especially important.




Assumptions

In order for you to use this manual and achieve a successful installation, we have made the following assumptions:

- You already have a basic knowledge of using Windows NT/2000, which is very similar to Windows 95/98/ME. A glossary of Windows-specific terms used in this manual is included at the back of this manual.
- You are installing Ultragard 2000 on computers that have the correct specification. The specifications appear in the section headed “Preparing for Installation” in this manual.
- If you are installing Ultragard 2000 to work over a network, you already have TCP/IP running on all the relevant computers, and have decided which Ultragard 2000 functions are required on each computer.
- You and the installer of your hardware have decided which computer or computers need to provide communications with your ACUs (Access Control Units).

What’s in the box

You should have received the following components:

<p>Ultragard 2000 CD</p>	
<p>One or more Licence Keys, according to the optional upgrades that have been purchased. Without a Licence Key, the software may be used for demonstration purposes, without communications, for 30 days</p>	
<p>This manual</p>	

If any of these components is missing, please contact your supplier.



If you have received one or more floppy disks in addition to the above, please refer to the information that accompanied it/them.

Preparing for installation

Single-user installation

In this context, the term “single-user” refers to a single computer being used for the whole Ultragard 2000 system. If you are using more than one computer, please refer to the next section, entitled “Multi-user installation”.

Minimum specification up to 16 ACUs and 500 Key Holders

- Pentium P3, 1 GHz
- 256 MB RAM
- Windows 98/ME/NT/2000
(Windows 98/ME is only suitable for Ultragard 2000 Lite)
- 10GB Hard disk

Recommended spec up to 32 ACUs and 5000 Key Holders

- Pentium P4, 1.5 GHz
- 512MB RAM
- Windows 2000
- High spec graphics card
- Max. 8 ACUs per com port
- Max. 2 com ports per computer
- 30 GB Hard Disk
- 2nd Hard disk on Database PC
- Explorer always on separate PC from Database and comms (this becomes a multi-user installation – please also read the next section)

Above 32 ACUs or 5000 Key Holders

- Please contact TDSi for advice

Other considerations

- Communication ports as required for direct or modem communication with ACUs (communication over TCP/IP does not require physical communication ports)
- Parallel port for Licence Key
- CD-ROM for installation of software

Multi-user installation

In this context, the term “multi-user” refers to more than one computer being used for the Ultragard 2000 system. If you are using a single computer, please refer to the previous section, entitled “single-user installation”.

Please note that a multi-user Licence Key is required if you want to use more than one computer.

If you already have a single-user installation and want to upgrade to a multi-user installation, then please refer to the section titled “Changing from single- to multi-user”.

Options

During installation, you will be presented with a number of options as to which components you wish to install. There are three main components:

- Database - can only be installed on one computer. Although this is presented as a single option, four sub-components will be installed: the database server, the database, the licence server and the backup utility.
- Communications - must be installed on any computer that has connection to one or more access control units.
- Explorer - can be installed on as many computers as required, subject to licence restrictions.

Also, you will be asked if you wish to install the Ultragard 8 Export program. If you have been using Ultragard 8 then this program will allow you to export much of the data for use in Ultragard 2000.

Computer specifications for multi-user installation

The recommended specification of each computer depends in part on the optional components you will be installing.

Hard disk capacity

Only the computer with the database requires significant hard-disk capacity.

Communication port(s)

Only required for computers which will be connected (directly or via modem) to ACUs.

Parallel port

Only required on the computer where the database is installed, or where printed reports are required.

High-specification graphics card

Only required on computers that will run Ultragard 2000 Explorer.

Installation

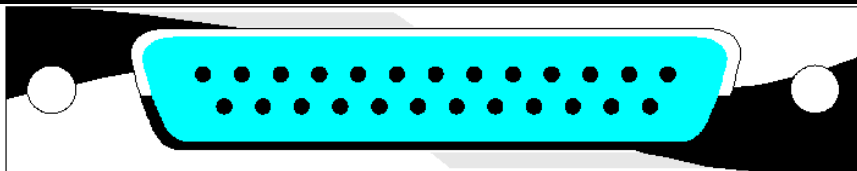
Installing the Licence Key

The Licence Key must be installed in the printer (parallel) port on the back of the computer. In the case of a multi-user installation this should be the computer where the database is to be installed. No Licence Key is required for a 30-day, single-user evaluation period.

Note that the Licence Key is labelled “Computer” with arrows to show which end should be plugged into the computer. In case the printer port is not clearly labelled (look for the words **Printer, PRT, Parallel, LPT, LPT1**), the appearance of this socket is illustrated below.



Be careful not to confuse the parallel port - which is a socket - with a serial port, which has visible pins.



Printer port (25-way socket)

If you have been supplied with more than one Licence Key, one of them will be a Base Licence Key (labelled as, for example, Ultragard 2000 32-doors), and the other(s) will be Upgrade Keys (labelled, for example, as 32 to 64 doors). The Upgrade Keys allow you to add features (such as PhotoID) or to upgrade the number of Users, Doors or Tenants available in the base Licence Key. Upgrade Keys are not required until after the initial software installation.

Insert the Base Licence Key into the printer port. If you are already using a printer on the same port, disconnect the printer cable, insert the Licence Key into the port and tighten the securing screws. Now connect the printer cable to the external socket provided on the Licence Key, and your printer should continue to work as normal.

Please note that the Access Control Units are connected via serial COM ports, and not the parallel printer port.

Connecting the Access Control Unit network


Local connection

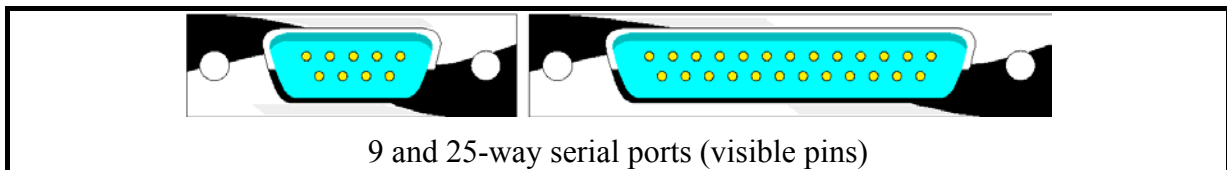
A local Access Control Unit (ACU) network is connected to one or more serial ports of one or more computers, depending upon how the system has been installed. The number and appearance of serial ports does vary - although the majority of computers have two serial ports conforming to one of two conventions:

- COM1 = 9-way; COM2 = 25-way
- COM1 = COM2 = 9-way

Unless a “bus-mouse” is installed, the mouse is likely to be already plugged into COM1, leaving only COM2 available for connection to the ACU network. If more ports are needed, additional hardware is available from suppliers of computer equipment.

In case the serial ports are not clearly labelled (look for the words **Serial**, **Comm**, **COM1**, **COM2**, **RS232**), the typical appearance of these ports is illustrated below.

 Be careful not to confuse a 25-way serial port - which has visible pins - with a parallel port, which is a socket.



Connection via modem

From version 2.1, it is possible to connect an ACU using a dial-up modem link. For full details on how to set up such a link, please refer to the on-line Help file.

Connection via TCP/IP

For full details on how to use a serial/Ethernet converter, please refer to the documentation supplied with the converter.

Installing the Ultragard 2000 software

Starting the installation process

Power up your computer and log in to Windows NT/2000 as an Administrator (not necessary in Windows 98/ME). Close all programs so that only the Windows Start button remains on the task bar.

Insert the Ultragard 2000 CD-ROM in your CD drive. If your computer is configured to auto-run data CDs, the installation process will start automatically - skip forward to the section headed "Installation" on page 15.

If the installation process does not start automatically then run SETUP.EXE on the CD-ROM; or follow the steps which start on the next page:

Click on the Windows **Start** button on the Task bar and move the cursor up to **Settings**. Click **Control Panel**:



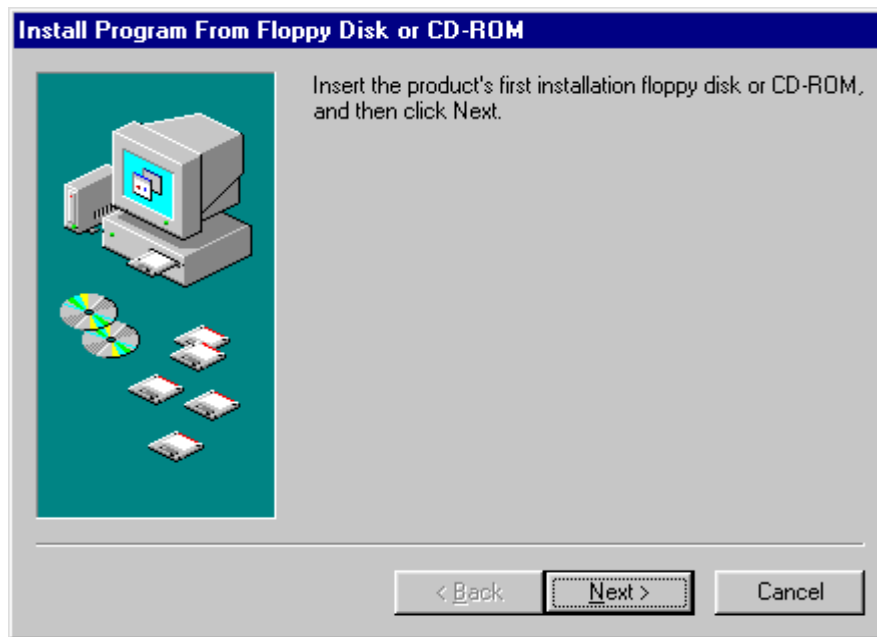
Double-click on Add/Remove Programs:



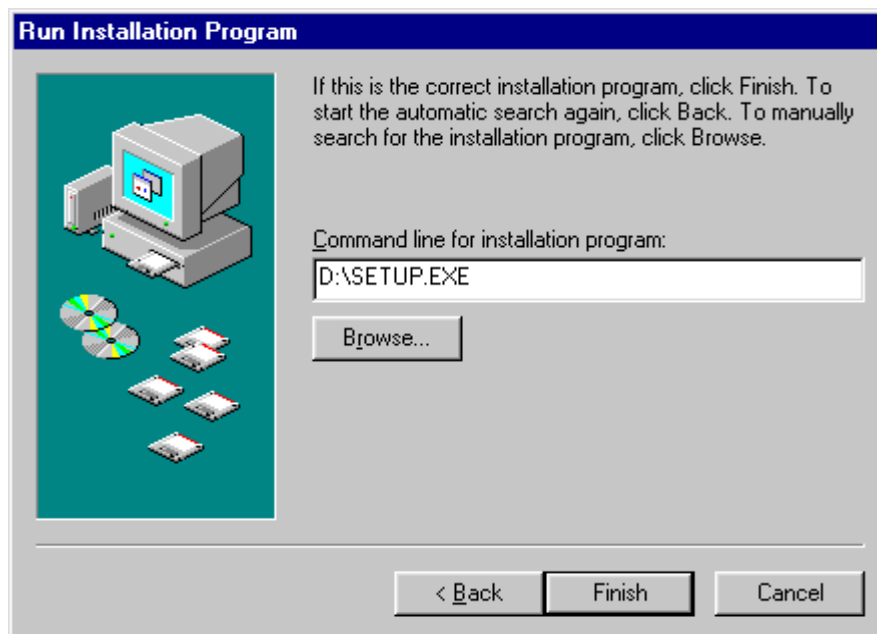
Click on Install:



Click on Next:



The screen you see next should already have located the setup program on your CD drive:

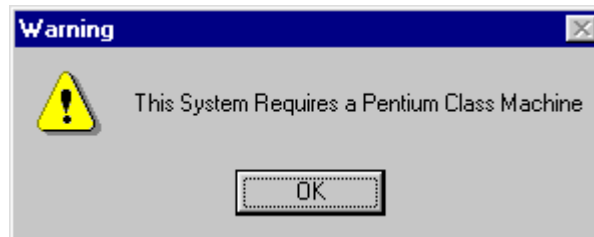


If for any reason the correct information is not already filled in, then type it in (substituting the correct drive letter if your CD-drive is not D:).

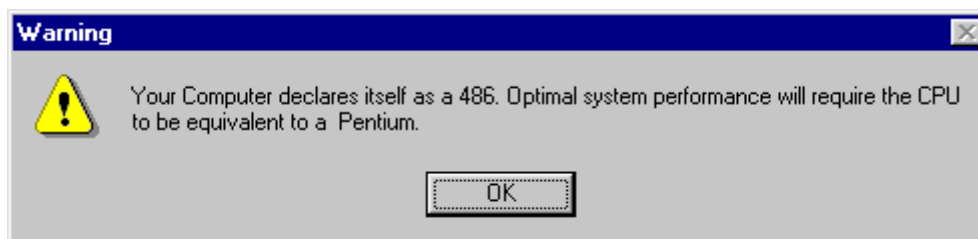
Click on Finish to start the installation.

Installation

If your computer is not up to the required specification you may see a Warning message like this (You will not be able to continue installation if you have this message):



Even if the computer is a Pentium Class machine, some computers may report the following:



You will be able to continue installation: click on OK.

The next screen appears:

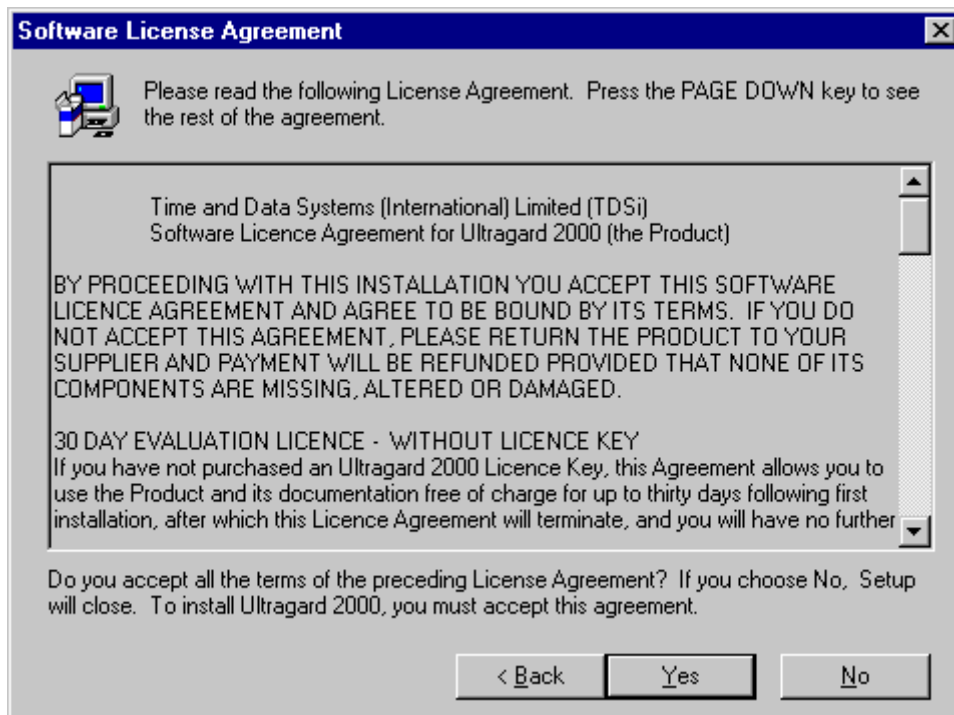


Click on Next if you are sure that no other programs are running.

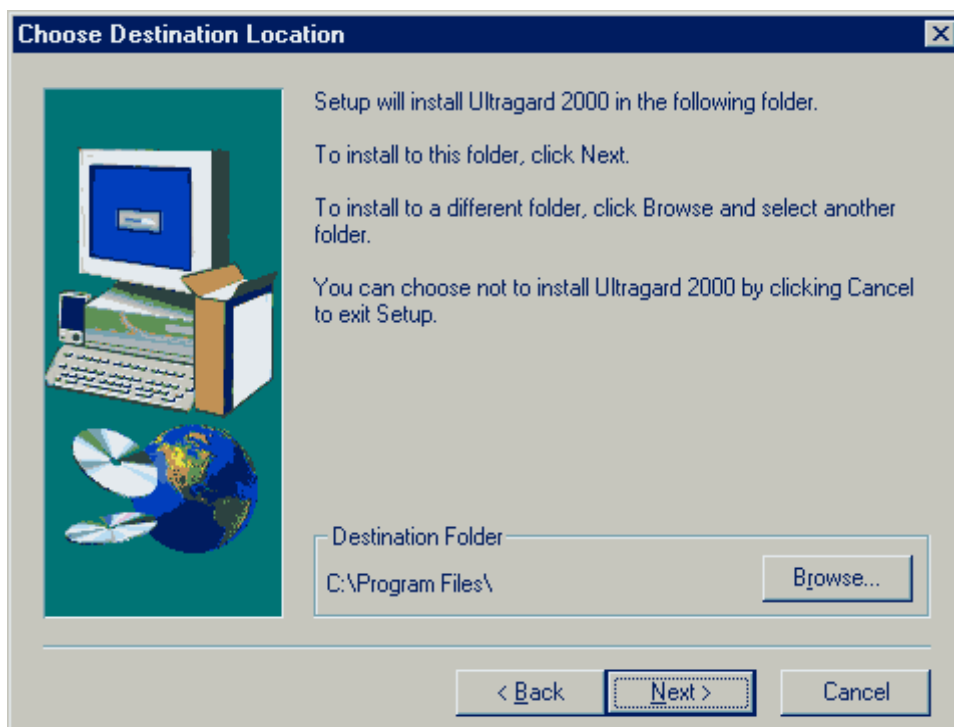
Steps during the installation

Carefully read the terms of the Ultragard 2000 Licence Agreement. If you do not agree with the terms, or are not authorised to accept them, click on No and return the complete installation kit to your supplier for a refund, if appropriate.

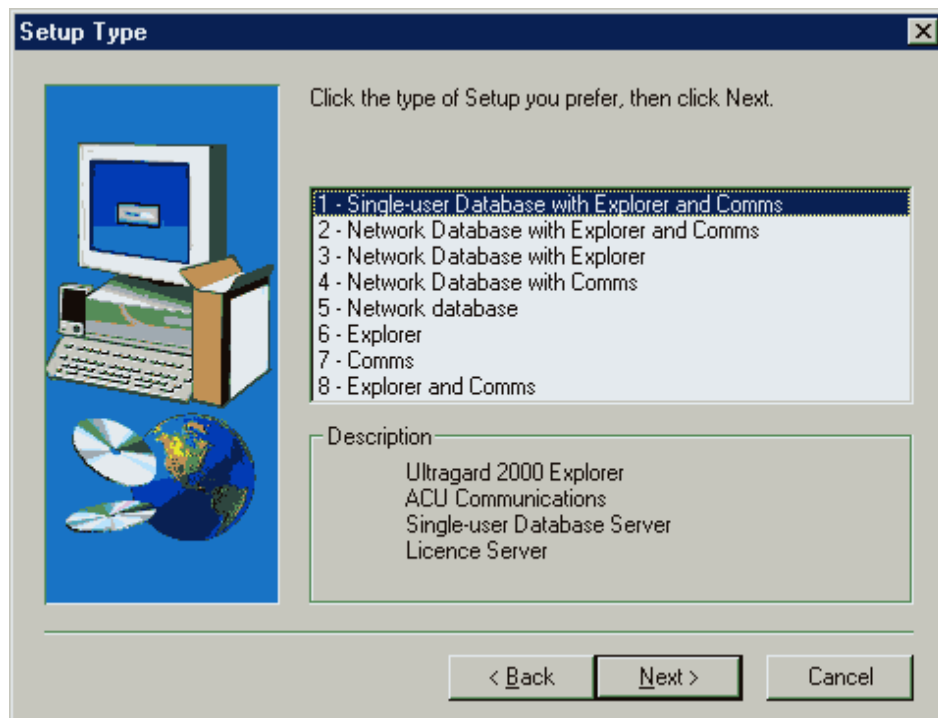
If you do accept the terms, click on Yes, to proceed with the installation.



You will then be asked which directory is to be used for the installation (we recommend you accept the directory shown):



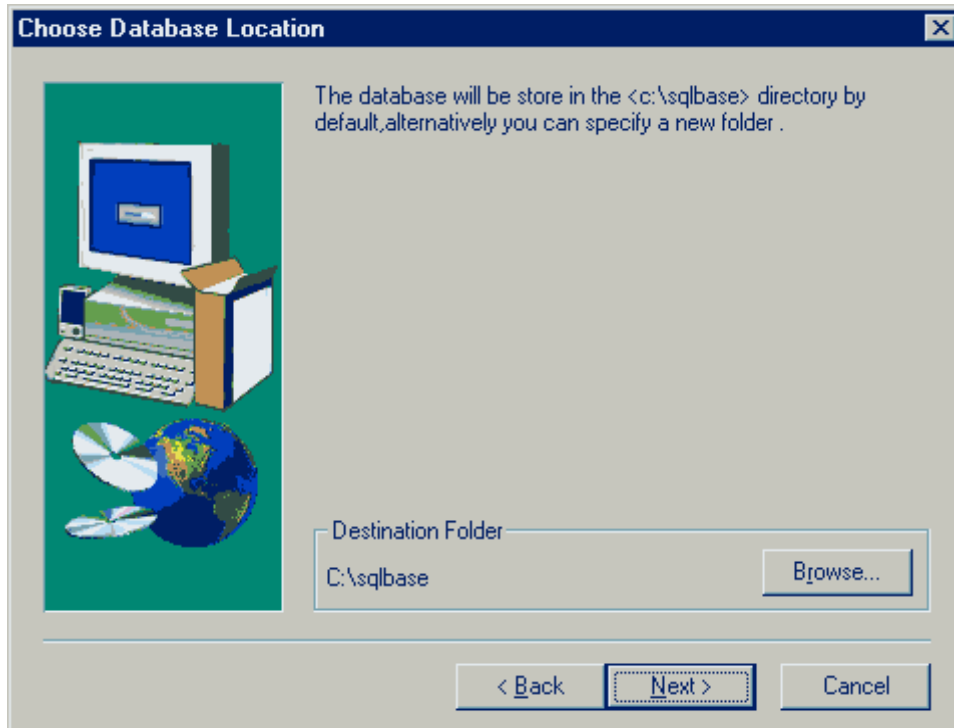
If this is a single-user installation, click on “Single-user Database with Explorer and Comms”. If this is a Lite installation, click on “Ultragard 2000 Lite”. If this is part of a multi-user installation, select the appropriate option (the options are explained in the section titled “Preparing for installation”). Then click on Next.



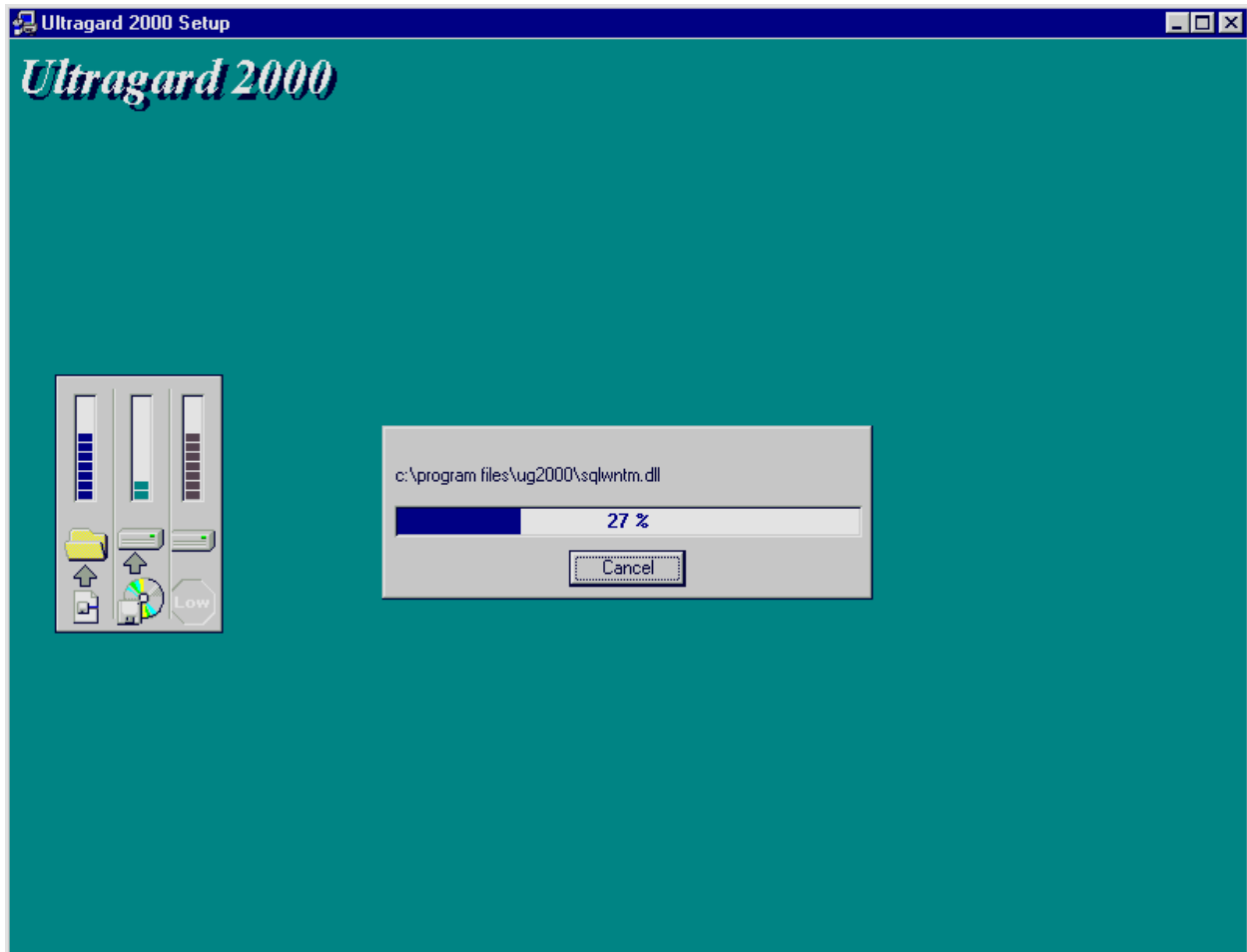
The next screen asks you to choose a Program Folder, where the icons that allow you to start programs will be placed. We recommend you simply accept what is displayed (unless you have your own reasons not to) by clicking on Next:




If you are installing a database on this computer, you are then asked to confirm the directory for the database files installation (we recommend you accept the directory shown):

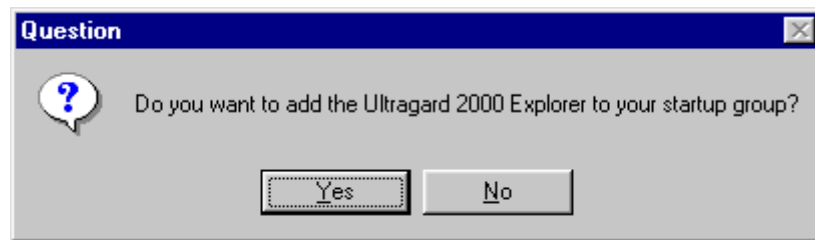


The Ultragard 2000 files will be copied onto your computer. This takes a few seconds, with the display showing progress:



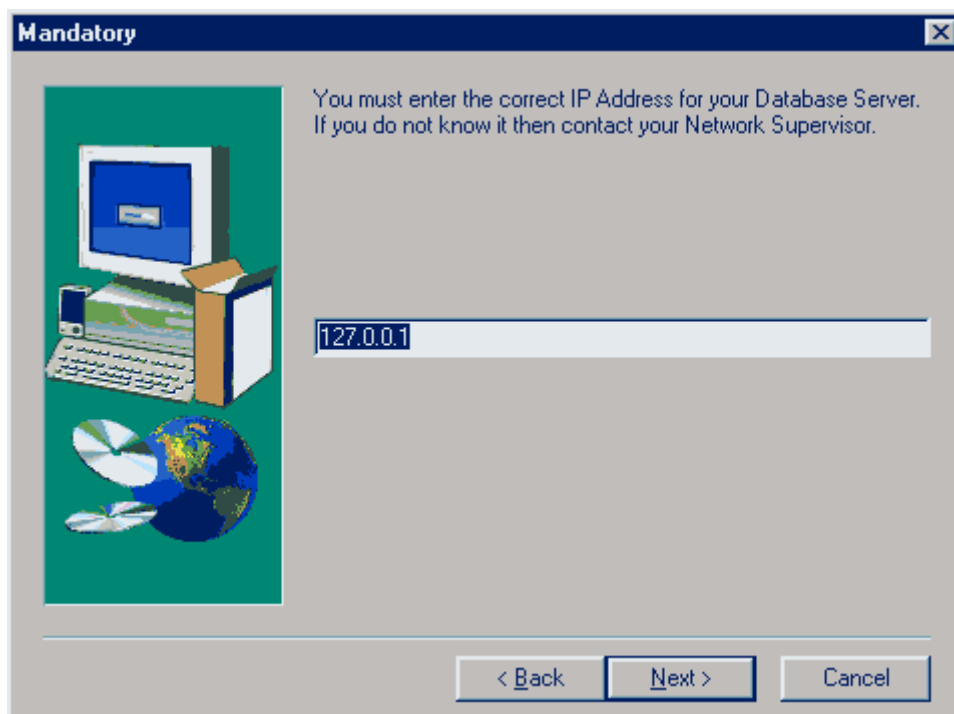
At the end of this, you might be asked if you want to add program icons to the Startup group. The benefit is that every time you start your computer, the chosen programs will start automatically.

 In particular, if this computer has Ultragard Communications installed, we strongly recommend that you answer “yes” to the question “Do you want to add Ultragard 2000 Communications to your Startup group?”.



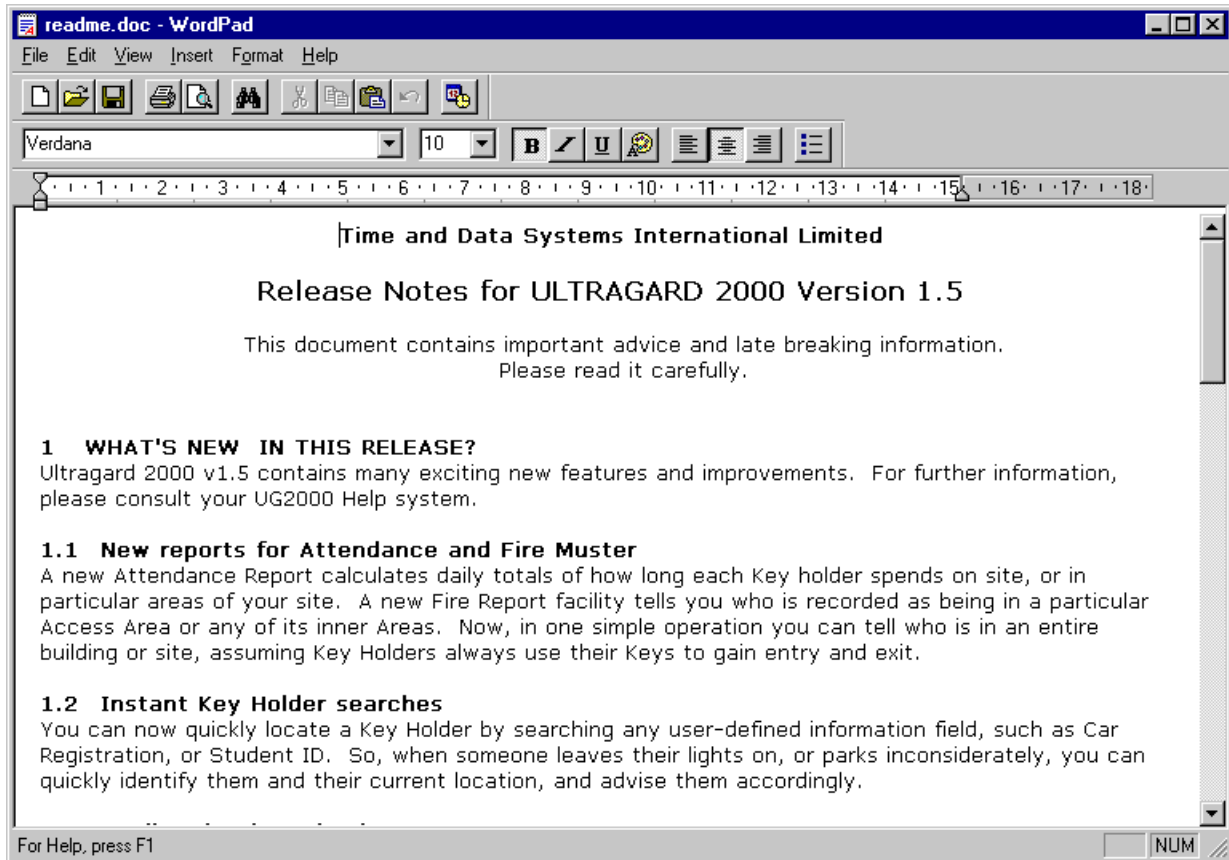
If this is a multi-user installation and the Database has not been installed on this computer then you will be asked for the TCP/IP address for the computer where the Database is installed. If you are not sure what this means, please contact your network administrator, or computer supplier.

Please note that TDSi and its Dealers, Distributors and Installers do not design, build or test computer networks, and are not able to provide support for Ultragard 2000 unless your network is functioning correctly.

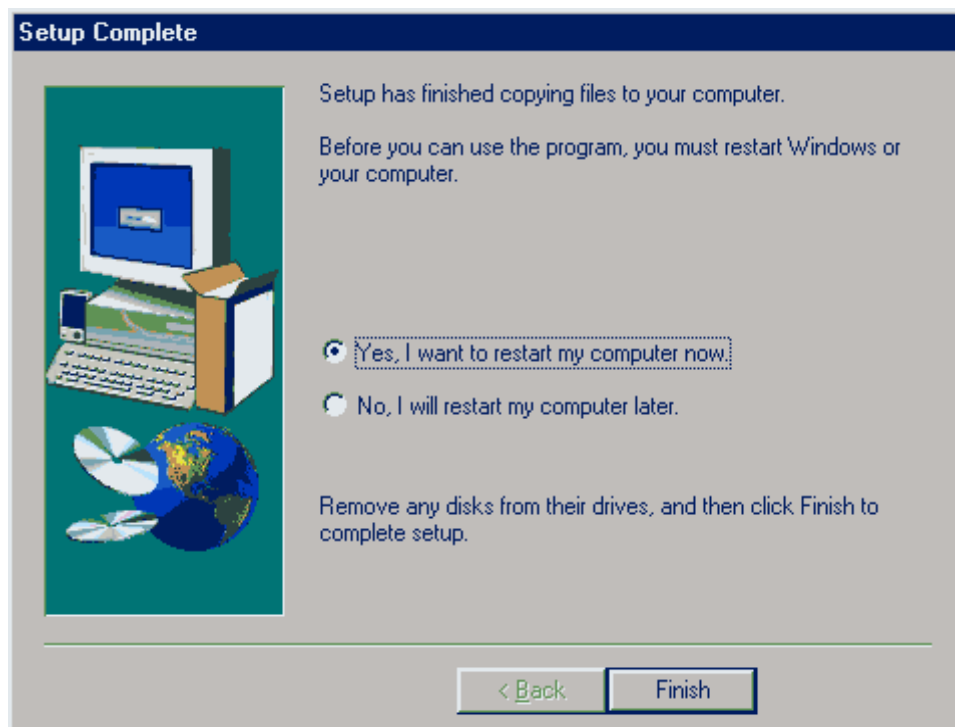


If you are asked whether to allow information to be stored in the registry (this depends on the operating system), be sure to answer “Yes”.

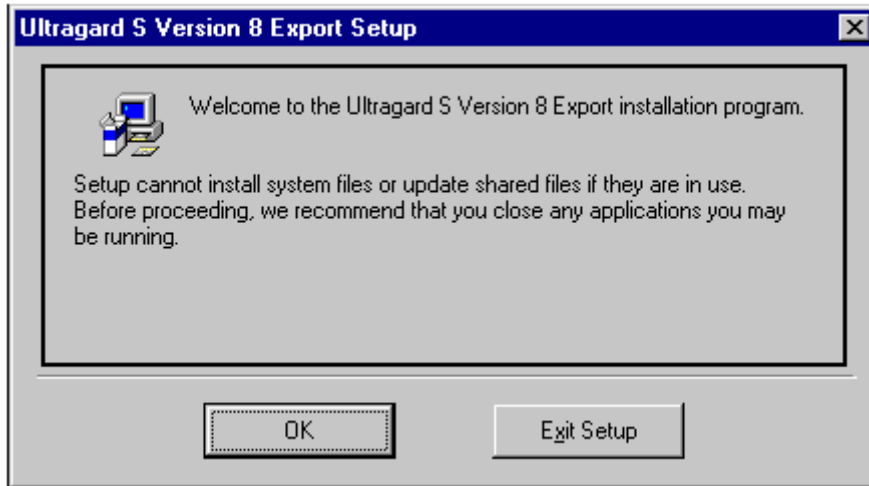
You will be then be shown a “Readme” file, the purpose of which is to give you important or late-breaking information which may affect your installation. Please read carefully before closing it and continuing with the installation.



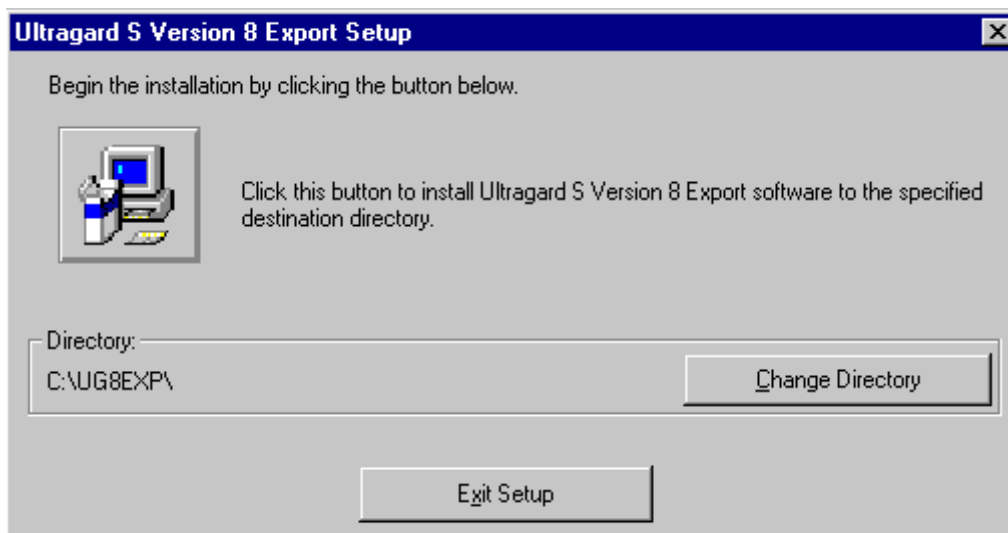
Setup (i.e. installation) is almost complete. All you have to do is to re-start your computer and Ultragard 2000 can be started for the first time. Click on Finish and your computer will be re-started automatically for you.



After re-starting your computer, if you previously chose to install the Ultragard S Version 8 Export program, then the installation of that program will start automatically. Click on OK:



Click on the computer-icon in the top-left of the next screen:



When installation is complete, you will be asked if you want to run the export program. If the necessary Ultragard 8 files are not already on your computer, or if you do not want to run the export program until later, click on No.

Running Ultragard 2000 for the first time

Automatic starting of programs

If you requested the appropriate option during installation, the Ultragard 2000 installation process will have placed short-cuts to the Ultragard 2000 programs in your Windows Startup folder, which means that they will be started automatically every time you log in to Windows.

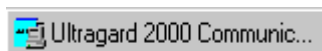
Starting the Database

All the Ultragard 2000 programs need to access the Ultragard database. If this is located on your machine, it will be started automatically when you start Ultragard 2000. If it is not located on your machine, then it must be running on some other computer on the network before you can run any Ultragard 2000 application on your computer.

If this is a single-user installation then at least the Database and Licence Server should have started automatically. Your task bar should have two buttons on it looking something like this:



If Communications has started then its button looks like this:



If Explorer has started then you will see the log-in screen:



The initial login is as follows (note that the tenant and operator fields are case sensitive):

Tenant = Landlord

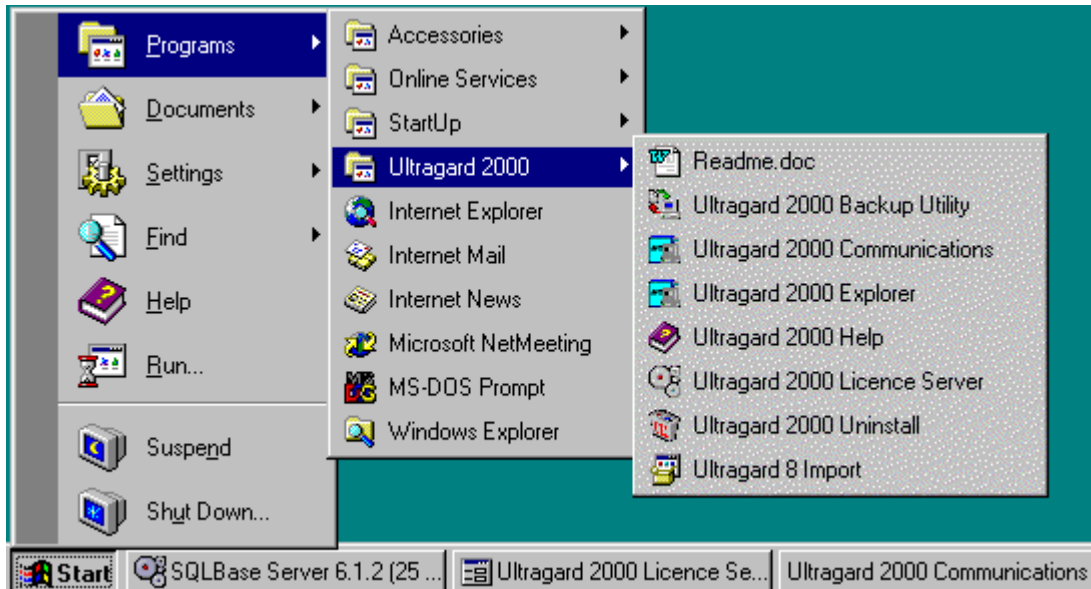
Operator = Admin

Password = tdsi

Starting Ultragard 2000 programs manually

To start Ultragard 2000 programs manually:

- Click on the Start button
- Move the cursor up to Programs, then across to Ultragard 2000
- Click on the program you want to start:



Completing the installation



If you were supplied with Upgrade Keys as well as a Base Licence Key, please refer to the section “Upgrading your Licence Key” later in this manual.

Testing the installation

The best possible test that all the components of the system are working is to use the Ultragard 2000 Explorer to make a Key (card) valid for a door, and to check that using the Key at the door causes the door to be unlocked.

The process can be summarised as:

1. Create a Computer and set up its communications port
2. Create and set up the first ACU, including the Door(s) and Reader(s) attached to that ACU
3. Create an Access Area
4. Create a Group, and give that Group access to the Access Area you created in the last step.
5. Create and set up the first Key Holder, giving them membership of the Group you created in the last step, and issue them with a Key

Upgrading from Ultragard 8

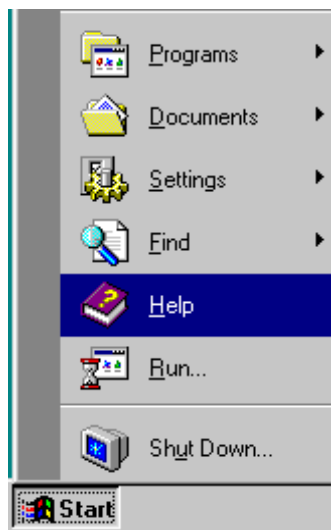
If you are upgrading an existing Ultragard 8 installation, then the personnel (Key Holder) data and access rights can be imported into the Ultragard 2000 database using tools which are included on the Ultragard 2000 CD ROM.

For full details on how to perform the upgrade process, please refer to the Ultragard 2000 Help.

How to get more information

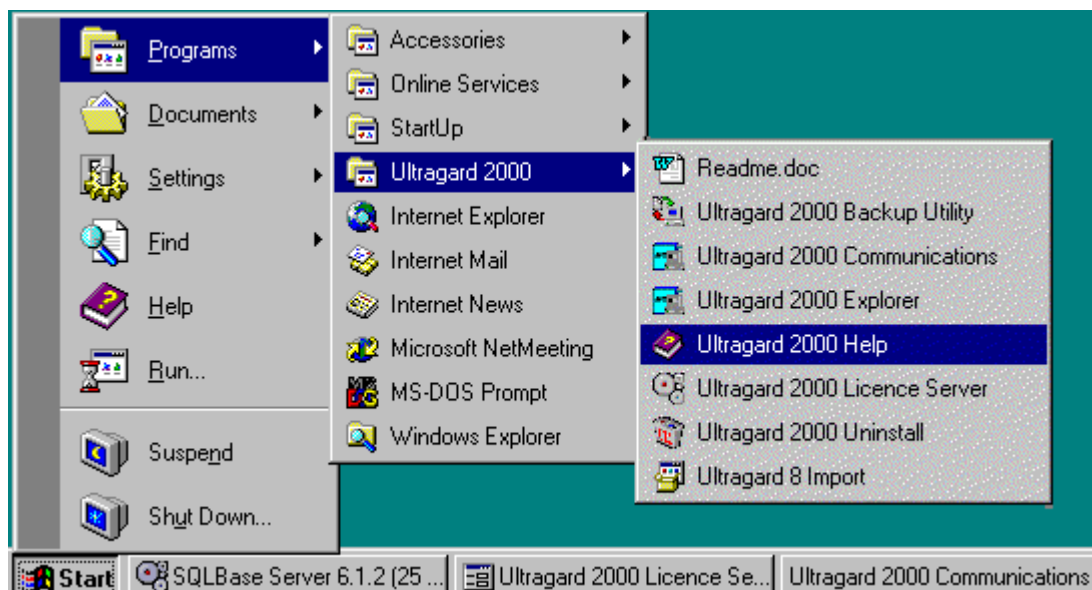
Help on using Windows

The Ultragard 2000 Explorer follows the same conventions as Windows 95/98/NT/2000. In particular, expandable trees and right-click menus are used extensively. A glossary at the back of this manual contains brief explanations of some of the more commonly used terms, but if you are at all unfamiliar with these techniques then please take some time to familiarise yourself with them, by starting the Windows help system (click on the Start button then click on Help) and selecting Introducing Windows:

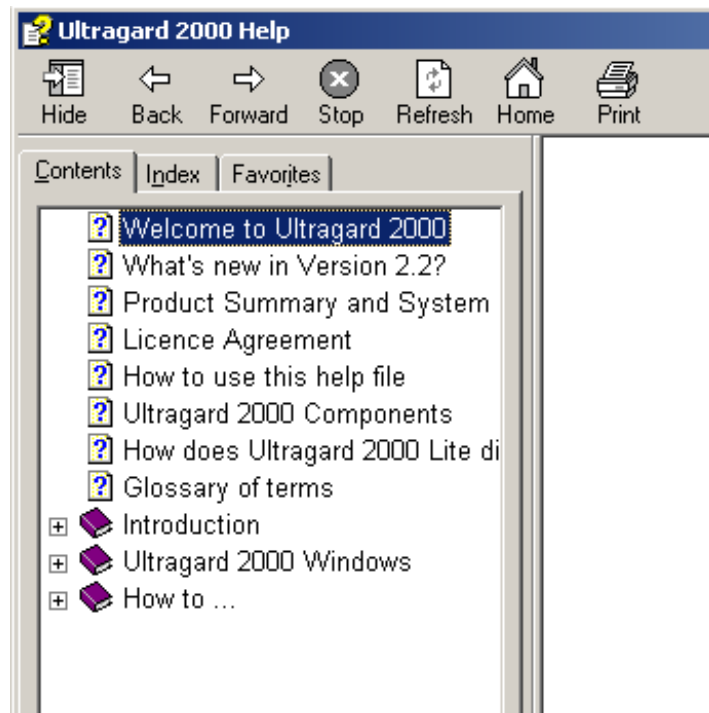


The Ultragard 2000 On-line Help Facility

The Ultragard 2000 Help system can be started from the Windows Start button:



It can also be started from the Help menu in the Ultragard 2000 Explorer. When the Help system opens, select Contents and you will see the following screen, from which you will be able to read specific information or find out how to perform tasks:



Changing from single- to multi-user

If you wish to change from a single- to a multi-user installation, you will need an appropriate Upgrade Licence Key which you will need to apply to your existing Base Licence Key. This procedure is described in the Ultragard 2000 Help file, in the **How to ... Upgrade your Licence Key** section. You will need to upgrade your Licence Key before your new, multi-user installation will work properly.



You should make a copy of the database file(s) to avoid the risk of losing all of the previous set-up information and event history. This is covered in the first two steps below.

To convert from single- to multi-user:

1. Close all Ultragard 2000 programs.
2. Make a copy of your database file: this can normally be found in C:\SQLBASE\UG2000. If there is more than one file in this directory, make a copy of each file.
3. Un-install Ultragard 2000. To do this, run the Add/Remove Programs from Control Panel (see the Installation section of this manual if you do not know how to do this). Select “Ultragard 2000” from the list and click on Add/Remove. Follow the on-screen instructions for removing the programs. If you are asked whether or not to remove shared programs, then answer “No to All”.
4. Follow the instructions earlier in the manual for creating a new multi-user installation.
5. Copy your database file(s) to the C:\SQLBASE\UG2000 folder on the computer where the database is installed, answering “Yes” when you are asked if you want to replace UG2000.DBS.

Upgrading your Licence Key

This procedure is performed using the Ultragard 2000 Licence Server application, as described in the Ultragard 2000 Help file, in the **How to ... Upgrade your Licence Key** section. Upgrading your Licence Key is performed after installation, using the Ultragard 2000 Licence Server that is installed from the Installation CD-ROM.

Glossary

The following terms are used extensively in this manual and in the Ultragard 2000 Help. In case you are not familiar with these standard Windows and techniques we have included guidance below:

Click	Position the cursor over the object to be clicked, or the item to be selected. Press and release the left mouse button .
Close	Click on the Close button, which contains an X, and can be found in the top-right-hand corner of a window as the right-most of three buttons.
Cursor	An on-screen arrow which can be positioned by moving the mouse.
Double-click	Position the cursor over the object to be clicked, or the item to be selected. Press and release the left mouse button twice in quick succession.
Drag-and-drop	Position the cursor over the object to be dragged. Keep the left mouse button pressed down and move the cursor (the object will move with it) to the position where you want it to be. Release the mouse button.
Expand	A single-click on the “+” symbol next to an object, or a double-click on the object itself, which results in a display of the “branches” off that object.
Left mouse button	With the cable of the mouse pointing away from you, the left-most button of two or three buttons OR in the case of a left-handed mouse, the right-most button.
Right mouse button	With the cable of the mouse pointing away from you, the right-most button of two or three buttons OR in the case of a left-handed mouse, the left-most button.
Maximise	Click on the Maximise button, which contains a square with a thick top border and can be found in the top-right corner of a window, as the middle of three buttons.
Minimise	Click on the Maximise button, which contains a dash and can be found in the top-right corner of a window, as the left-most of three buttons.
Right-click	Position the cursor over the object to be right-clicked, or the item to be selected. Press and release the right mouse button .
Start	Start a program, usually by clicking on the Start button on the Task Bar , then clicking on the desired program.
Task-bar	A horizontal bar, at the bottom of the screen and stretching the width of the screen, which contains at least one button (the Start button) on the extreme left.
Virtual memory	A means of increasing the computer’s memory by using disk space instead of fitting extra RAM.