

EXgarde Suprema Integration

User Manual

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Foreword

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Cautions and Notes

The following symbols are used in this guide:



CAUTION! This indicates an important operating instruction that should be followed to avoid any potential damage to hardware or property, loss of data, or personal injury.

NOTE: This indicates important information to help you make the best use of this product.

Document Control

lssue	Date Issued	Change Summary	Issued by
1	23/02/2017	Initial Release	GFH
2	08/05/2017	Updates to include new features	GFH
3	11/03/2021	Updates document to separate license options	TBA

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1. Overview

The EXgarde Suprema integration module allows the latest Suprema Biometric technology to integrate with the latest EXgarde access control software, providing a high level of security with confidence.

The integration module provides the following features.

- Biometric Enrolment using Suprema W2 readers
- Template distribution to readers
- Monitor reader online/offline status.
- Display reader events in EXgarde including template download progress
- Integration with EX series and MICROgarde controllers using Wiegand reader channels

1.1 Compatibility

The EXgarde Suprema integration module is compatible with all Suprema readers running the Suprema SDK 2 interface.

2. Prerequisites

The follow criteria must be met for the integration to function correctly.

- EXgarde 4.6 pro or higher installed
- .Net 4.5 installed
- An additional network user
- Suprema BioEntry finger License feature enabled
- All connections to Suprema readers have been established and all IP addresses recorded
- All reader serial numbers recorded
- BioStar2 software installed for reader configuration.

3. Setting Up Suprema

This part of the setup will need to be carried out in accordance with the Biostar2 software provided. The screenshot below is an example of the All Devices page of the Biostar2 software.

BioStar 2 🚳 Setting 🕧 About 🕐 Help		Administrator E Logout
BAAH BAAH Q ADVANCED SEARCH	All Devices	← Go ade 🗑 Delete Device
USER	* Device ID Name Group (Master/Slave	IP Address Device Status
Bookmy W2 54158774 (10.0.10.5) Waiting Device Out of the second	S44158774 BioEntry W2 544158774 (All Devices BioEntry W2	10.0.10.5 Hormal



The numbered item are required by EXgarde to complete the setup.

- 1- Serial number of the reader
- 2- IP address of the reader
- 3- Status of the reader



NOTE: This indicates important information to help you make the best use of this product.



CAUTION! Ensure the Wiegand Input / Output mode in the reader advanced settings is set to OUTPUT



BioStar 2	× +											- o ×
← → C ③ loc	calhost/#/device/detail/5441587763	offset=0&total=3&group_id=1	1&distOffset=0&pag	geNum=1							> © ☆	0 * 0 :
Apps 🚦 sipgate A	App 🔯 BioStar 2 🚩 GARDIS 📔	Login - TDSi Produ										
BioStar 2	💮 Setting 🕧 About 🥐 Help											Administrator
3		Scan Finger		OFF v	0	msec	0	msec 📃 Fade	Out			
DASH BOARD		Scan Card		OFF 💌	0	msec	0	msec 📃 Fade	Put			
8		Auth Success		OFF 💌	0	msec	0	msec 🔄 Fade	Put			
USER		Auth Fail										
		Auth Duress										
DEVICE	Trigger & Action											
DOOR	Configuration										_	+ Add
()			Trigger					Action				
ACCESS	Wiegand											
~~	· Input/Output	Quitaut			• P	Pulse Width	(us)	40				
MONITORING	input Surput	Guipar					-1()					
\odot	 Input Format 	ID#2 HID 37 bit-H10302		*		uise interv	ai(µs)	10000				
TIME	 Output Mode 	Normal Fail Co	ode 0x00 -									
										Apply		Cancel
										Афру		ouncer
												0

In the following example we are setting the output to 37-bit Wiegand.

Figure 3

Go to Setting->Card Formats in the Biostar Software. Take note of the format used for the output.

😰 BioStar 2 🗙 🕂						- o ×	
\leftrightarrow \rightarrow C () localhost/#/setting/card_forma	C O localhost/#/setting/card_format/wiegand/list?timestamp=1615464076221						
👯 Apps 💈 sipgate App 🙀 BioStar 2 🚩 GARD	ipps 📱 sipgate App 🙀 BioStar 2 🚩 GARDIS 📗 Login - TDSi Produ						
BioStar 2 🔞 Setting () About (?) Help					Administrator	
DARD A Wiegand Smart Card USR	✓ Wiegan	d					
	Wiegand ID						
	1	26 bit SIA Standard-H10301	26	2	0		
	2	HID 37 bit-H10302	37	1	0		
DOOR	3	HID 37 bit-H10304	37	2	0		
\oplus	4	HID Corporate 1000	35	2	0		
ACCESS CONTROL	5	HID Corporate 1000 48bit	48	2	0		
- -	6	-	-		0	1	
MONITORING	7				0	1	
<u></u>	8		-	-	0	1	
ATTENDANCE	9		-	-	0	1	
	10		-	-	0	1	
	11		-		0	/	
	12				0	1	
	13				0	1	



Go into the TDSi Suprema folder and edit the following configuration file :-SupremaW2Integration.exe.config. Ensure the SetTDSiWiegandConfig value equals the 37-bit Wiegand format in Figure 4 e.g. in the following example it is set to 2.

SupremaW2Integration.exe.config - Notepad				_		×
File Edit Format View Help						
xml version="1.0" encoding="utf-8"?						^
<configuration></configuration>						
<configsections></configsections>						
For more information on Entity Framewo</td <td>rk configuratio</td> <td>n, visit</td> <td>http://go.micr</td> <td>osoft.</td> <td>com/fw</td> <td>li</td>	rk configuratio	n, visit	http://go.micr	osoft.	com/fw	li
<section <="" name="entityFramework" sku=".NETF</pre></td><td>ramework,Versio</td><td>n=v4.5" td="" type="Syste</td><td>m.Data.Entity.I</td><td>nternal.C</td><td>onfigFile.Enti</td><td>tyFram</td><td>eworkSe</td><td>5C</td></tr><tr><td></configSections></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td><startup></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td><pre><supportedRuntime version=" v4.0"=""><td>></td><td></td><td></td><td></td></section>	>					
<connectionstrings></connectionstrings>	(-)	(a)			- 2 11	
<pre><add connectionstring="Serve (/</td><td>r={0}; Database</td><td>={1}; Use</td><td>r ID={2}; Pass</td><td>word={</td><td>3}" name="Exgarde" pro<="" td=""><td>20</td></add></pre>	20					
<pre><appsettings> </appsettings></pre>	da‼ /s					
<pre>cadd kov="DatabaseServer" value=" \EXCAPPE"</pre>						
<pre>cadd key="Databases"vel" value="EXCARDE" (></pre>	/>					
(add key-"Database Value-"Exgandelise	n" /\					
<pre>cadd key="DatabaseDaseword" value="GV721Drv</pre>	6V7TCxowhREkna	EALLEU0th3	1000Kler6vs="	15		
cadd key="KeyType" value="6" />	STETEXOWINERPub		400000501093-			
<pre><add <="" key="SetTDSiWiegandConfig" pre="" value="2"></add></pre>	S					
<pre><add key="WiegandFormatId" value="42"></add></pre>	•					
<pre><add desfireappid"="" kev="DesfirePrimarvKev" value="1"></add></pre>			1.1			
<add key="DesfireFileId" value="1"></add>						
<add key="TCMClientType" value="11"></add>						
<add key="SSLEnabled" value="0"></add>						
<pre><add key="RootCertificatePath" value="Certi</pre></td><td>ficates/ca.cert</td><td>.pem"></add></pre>						
<pre><add kev="ServerCertificatePath" value="Cer</pre></td><td>tificates/serve</td><td>r.cert.pe</td><td>m"></add></pre>			\sim			
<						>
	Ln 20, Col 49	100%	Windows (CRLF)	UTF-8	with BON	۸
Ci						
ГІ	guie J					

Once the readers have been configured correctly, ensure the BioStar 2 Service has been stopped. Failure to do so will prevent EXgarde from connecting to the biometric readers.

ction View	Help							
🖬 🖾 🖸	à 🗟 🚺 🖬 🕨 🖬 🕪							
ices (Local)	Services (Local)							
	BioStar 2 Launcher	Name	Description	Status	Startup Type	Log On As		
		AssignedAccessManager Ser	AssignedAcc		Manual (Trigg	Local System		
	Start the service	Auto Time Zone Updater	Automaticall		Manual (Trigg	Local Service		
		AVCTP service	This is Audio_	Running	Manual (Trigg	Local Service		
	Description:	Background Intelligent Tran	Transfers file	Running	Automatic (De	Local System		
	BioStar 2 Launcher by Suprema Inc.	Background Tasks Infrastruc	Windows inf	Running	Automatic	Local System		
		Base Filtering Engine	The Base Filt	Running	Automatic	Local Service		
		BioStar 2 Launcher	BioStar 2 La		Automatic	Local System		
		BioStar 2 Launcher(x64)	BioStar 2 La		Automatic	Local System		
		BioStar 2 MariaDB(x64)			Automatic	Local System		
		BioStar 2 TA Web Server(x64)	BioStar 2 TA	Running	Automatic	Local System		
		BioStar 2 Web Server	BioStar 2 We_	Running	Automatic	Local System		
		BioStar 2 Web Server(x64)	BioStar 2 We.	Running	Automatic	Local System		
		BitLocker Drive Encryption S	BDESVC hos		Manual (Trigg	Local System		
		Block Level Backup Engine S	The WBENGI_		Manual	Local System		
		Bluetooth Audio Gateway Se	Service supp	Running	Manual (Trigg	Local Service		
		Bluetooth Support Service	The Bluetoo	Running	Manual (Trigg	Local Service		
		Bluetooth User Support Serv	The Bluetoo		Manual (Trigg	Local System		
		Characterice Bonjour Service	Enables har	Running	Automatic	Local System		
		SranchCache	This service		Manual	Network Se		
		🧟 Capability Access Manager S	Provides faci	Running	Manual	Local System		
		CaptureService_9b563	Enables opti	5	Manual	Local System		

Figure 6



CAUTION! Ensure the BioStar 2 Service has STOPPED before running EXgarde Communications

4. Suprema W2 service

To enable communications between EXgarde and the Suprema W2 readers, the Suprema W2 Service installed must be running.

The Suprema W2 Service Manager can be used to install the service and set the start-up method. This can be found in C:\Program Files (x86)\TDSi\Exgarde\Suprema W2\ SupremaW2IntegrationServiceManager.exe

Organize = Jackuda in librar	ar w Chara with w Naw falder			8== F
organize + Include in librai	y · Share with · New Tolder		^	8 • LB
🔆 Favorites	Name	Date modified	Type	Size
	🌗 fr	12/04/2017 08:56	File folder	
; Libraries	SupremaW2Integration.exe	12/04/2017 09:48	Application	29 KB
	SupremaW2Integration.vshost.exe	12/04/2017 08:46	Application	23 KB
🖳 Computer	SupremaW2IntegrationConfiguration.exe	12/04/2017 09:48	Application	12 KB
	SupremaW2IntegrationServiceManager.exe	12/04/2017 08:46	Application	11 KB
📬 Network	BS_SDK_V2.dll	07/04/2017 09:50	Application extens	4,634 KB
	EntityFramework.dll	09/10/2015 12:40	Application extens	5,075 KB
	EntityFramework.SqlServer.dll	09/10/2015 12:40	Application extens	607 KB
	D(garde.Common.dll	11/04/2017 16:19	Application extens	41 KB
	Exgarde.Functions.dll	10/04/2017 14:07	Application extens	7 KB
	EXgarde.Localization.dll	11/04/2017 16:19	Application extens	143 KB
	D(garde.TCM.dll	11/04/2017 16:19	Application extens	15 KB
	🚳 EXgardeDatabaseInterface.dll	11/04/2017 16:19	Application extens	39 KB
	ExgardeDataDomain.dll	11/04/2017 16:19	Application extens	166 KB
	🚳 ExgardeDataLayer.dll	11/04/2017 16:19	Application extens	132 KB
	EXgardeEventProcessor.dll	11/04/2017 16:19	Application extens	16 KB
	EXgardeTcmInterface.dll	11/04/2017 16:19	Application extens	50 KB
	ExgardeToSupremaUtils.dll	11/04/2017 16:19	Application extens	25 KB
	Microsoft.Web.Infrastructure.dll	08/07/2013 15:15	Application extens	45 KB
	NLog.dll	28/01/2016 14:23	Application extens	411 KB
	SupremaSdkModels.dll	11/04/2017 16:19	Application extens	42 KB
	SupremaW2Commands.dll	11/04/2017 16:19	Application extens	47 KB
	SupremaW2Common.dll	11/04/2017 16:19	Application extens	25 KB
	Summer 1000 a instantant all	11/04/2017 16-10	Application atoms	57 VD

Figure 7

The Suprema Service Manager can be used to control/configure the Suprema Service; the start/stop buttons can be used to start or stop the service. When you first run EXgarde, the Suprema Service will be set to run in manual mode by default. This can be changed to run in Automatic mode by right clicking on the shortcut you have just created and selecting Run as administrator, click yes on the next screen to accept running as Administrator.

The Suprema Service Manager will open and 'Start-up type' will default to Manual. To enable Automatic start-up of the service, click Stop then Uninstall, then select Automatic from the dropdown list and click Install, next click on Start. From now on every time the PC running EXgarde is started the Suprema Service will start.

Figure 8

4.1 Suprema W2 Service Configuration

If a client installation of EXgarde is being used or if EXgarde is connecting to a custom database, the connections will need to be set up for the service to function correctly.

This can be found in C:\Program Files (x86)\TDSi\Exgarde\Suprema W2\ SupremaW2IntegrationConfiguration.exe



NOTE: The configuration tool will need to be run as administrator

To access the service configuration tool, complete the login details

🖳 Login	
Tenant	Landlord
Operator	Admin
Password	××××
	Login
	Figure 9
-	
🖳 EXgarde Suprema W2 S	envice Configuration
Database Server	.\EXGARDE
Database Server Database Name	.vexgardel Exgardel
Database Server Database Name Database User	.VEXGARDE EXGARDE ExgardeUser
Database Server Database Name Database User Database User Password	NEXGARDE Exgarde User
Database Server Database Name Database User Database User Password DESfire Key	NEXGARDE ExgardeUser ••••••••••••••••••••••••••••••••••••
Database Server Database Name Database User Database User Password DESfire Key DESfire Key DESfire App Id	NEXGARDE ExgardeUser I
Database Server Database Name Database User Database User Password DESfire Key DESfire Key DESfire App Id DESfire File Id	NEXGARDE ExgardeUser 1 1

Figure 10

Database server - This needs to be the address of the server.

Database Name - This needs to be the name of the server .

Database User – This need to be the user login.

Database User Password – This needs to be the database password.

DESfire Key - Encrypton key used to access the DESfire cards

DESfire App ID – Location of data stored on DESfire card

DESfire File ID - Location of file store within the application

Once the information entered is correct click on Update

4.2 SSL (Secure Socket Layer) control

The SSL control feature will allow the data communicated between the service and the readers using a 4096 bit encrypted RSA key. This can also be configured to use custom certificates.

4.2.1 Enable SSL

To enable SSL between readers and the service, login in to the service configuration tool and click on the **Enable SSL** button at the bottom of the page.

🖳 EXgarde Suprema W2 Ser	vice Configuration 💼 🔳 🗾
Database Server	.\EXGARDE
Database Name	EXGARDE
Database User	ExgardeUser
Database User Password	
DESfire Key	
DESfire App Id	1
DESfire File Id	1
	Update Enable SSL

Figure 11

A message box will appear informing that the service will need to be restarted.



Figure 12

Click on the **OK** button and restart the service to complete the process.

4.2.2 Disable SSL

To disable the SSL feature, log in to the configuration tool and click on the **Disable SSL** button.

🖳 EXgarde Suprema W2 Se	rvice Configuration 📃 🔳 🗾
Database Server	NEXGARDE
Database Name	EXGARDE
Database User	ExgardeUser
Database User Password	
DESfire Key	•
DESfire App Id	1
DESfire File Id	1
	Update Disable SSL
Ci	jauro 12



A message will appear informing of disabled readers and the requirement to restart the service.

Success	
SSL disabled in 3 readers. You will now need to restart the service	
OK	
Figure 14	

4.3 DESFire Card Configuration

The current encryption method use by Suprema is the Triple DES format, therefore the Suprema Service Configuration tool can also be used to allow the readers to operate with the Triple DES card technology.

For the Triple DES cards to function with the Suprema readers, the Master key, Application ID and the File ID must be available.

To set the application and file id's, log in to the configuration tool.

🖳 Login	
Tenant	Landlord
Operator	Admin
Password	XXXX
	Login
	5: 45



The DESFire Key application and file ID's will now be available to amend.

DESfire Key		
DESfire App Id	1	
DESfire File Id	1	<u>*</u>
	Update	Enable SSL
	Figure 16	

Perform the necessary changes and click on the **Update** button.



NOTE: The service will need to be restarted and an ACU reset will need to be performed

5. Setting up Suprema in EXgarde

5.1 Suprema W2 Readers connected to controllers

Log into the EXgarde using the default password **tdsi.** This can be changed at a later date if required.

Once logged in, you will be presented with the EXgarde Home Page. From here you will be able to add the Suprema readers to the system.



Figure 17

To begin adding the first reader, click on the ACU Wizard icon. This will guide to through the necessary steps for you to get the first reader online.



Figure 18

Follow the step through the process and when prompted to select the type of reader, select Suprema from the list.

🚂 EXgarde - ACU Wizard	
<u>File Edit Actions View Too</u>	Is <u>W</u> indows <u>H</u> elp
6 6	
apredx	Select the type of reader to be used on your system Magnetic Panasonic Iris Success TDSi MIFARE TDSI Wiggand Universal Decode

Figure 19

To add further door controllers as required, click the Start Again button. When all the readers have been added, click on the finished button.

😹 EKgarde - ACU Wizard					
File Edit Actions View Tools	Windows Help	in (in the second s			2
					<u> </u>
<u>u</u>	ACU Suprema has been successfully created			D)A	Comma PC TDSI-WKS05 selected
				11	PC connects to the Door controller using 10.0.01
					Door controller Suprema added
X				1	Using Suprema readers
W					Door controller has 1 Door(s)
		Finish Statt Again		1	The Door Readers are convigured
		Clicking Finish will save the addition of the new (C)		\$ 7	Readers are assigned to Aeeas
	If you wish to run through the Wi	card again to add another ACU, the Start Again button will take you back to the beginning	*	~	End
Operator logged in : Admin - Ten	ant : Landlord	TCM - Infe		_	

Figure 20

You will now need to set up the readers in the system. Click on the Expert Mode icon on the home page.



Figure 21

From the Shortcut bar on the left-hand side, click on the **Equipment** button.

Active Tenant: Landlord) Det
Keyholders	Date/T
Equipment	
Reports	
# M 🖆 0	21
Operator logged in : Admin - Tenant : Landlord	
Figure 22	

To create a portal for the Suprema BioEntry W2 or BioStation readers, click on the Summary button and the select **Portals**.



In the middle of the screen, click on the **New** button. Enter the name of your portal in the Name field

🎑 EXg	garde - Portals					
<u>F</u> ile <u>E</u>	<u>E</u> dit <u>A</u> ctions	View	<u>T</u> ools	<u>W</u> indows	<u>H</u> elp	
€	٢					\frown
Actio	ons					🛛 🎯 New 📄 Save
O Se	nd configurati	on and I	Keys to A	ACU		Ivame
Figure 24						

Select the Type of Portal to be Biometric

- Type of Portal		
Type Biometric	Computer TDSI-WKS05	•
- Fi	gure 25	

Select the Biometric Reader Model to be Suprema W2.

- Portal Configuration	
Biometric Reader Model	☑ IP Communications
Figu	re 26

Check the IP communications Box and the click on Save.

Next in the Summary List on the left-hand side of the screen, select the Biometric Readers from the list.



Click on the **New** button to create a new Biometric reader.

🍒 EXgarde - Biometric Readers							
<u>F</u> ile	<u>E</u> dit	<u>A</u> ctions	View	<u>T</u> ools	<u>W</u> indows	<u>H</u> elp	
C	© © 🏠						
Act	Actions Save						
Instant Report Name							
Figure 28							

In the Reader properties window, complete the following fields

🛞 New 📃 Save 🗶 Delet	e 🖊 Properties 🛄 <u>C</u> olumns 🛛
Name New Bio Reader 1	
- Information	
Long Name	Comment
- Biometric Type	
Biometric Reader Type	Biometric Reader Model
Suprema W2 🔹	BioEntry W2
Unit number	is to reader
- Communication	
Portal	
TDSI-WKS05 : Suprema W	2 🗸
Connected to ACU:	Reader
None	
IP Address	IP Port 51211

- Type the name for the reader into the Name field.
- Select the Biometric Type as Suprema W2 and the model as BioEntry W2.
- Enter the Unit Serial Number as specified in the Suprema BioStar2 software.
- Select the Controller and reader to which the reader is physically connected to
- Finally, enter the IP address for the Suprema reader and the port to 51211
 Once done, click Save.

To add more readers to the system, repeat this process until finished.

Finally, Start the EXgarde Communications application to establish connect to the door controllers and readers.

6. Biometric Enrolment Reader

To specify a reader for enrolment, Click on Tools and select Options

🎉 EXgarde - Tenants	
File Edit Actions View	Tools Windows Help
	Options
	Event <u>P</u> rocedures
· · · · · · · · · · · · · · · · · · ·	

Figure 29

From the options, select **Biometric Enrolment**.

Options
🛠 About EXgarde
🛠 Event Log Control
🛠 Compatibility
🛠 Area Bookings
🛠 Occupancy
🛠 Keypad-only Digits
🛠 Universal Decode
🛠 Enrolment Readers
🛠 Biometric Enrolment
🛠 Reader Types
🛠 Update Statistics
🛠 Video Verfication Opti
🛠 Dual Login
🛠 Wizard Defaults
🛠 Info field options
Elevine 20



Next, scroll the top bar until the Suprema BioEntry Finger option appears.

💼 New 📃 Save	🗶 Delete 👘	
📂 System Optic	on	
s Finger Panas	onic ET Iris	Suprema BioEntry Finger
Suprema Version	1 💌	
Enrolment Unit ID	🗖 Use	Finger Pod
COM Port		O Use Serial
IP Address 0.0.0.0	Port 10001	O Use IP
Admin ID Admin 1 1234	Password (To Use with BioEntry Lite)
Default Key Box General Use	De V	fault Key Technology icrocard

Figure 31

Enter the following details into the fields

- Suprema Version Set to 2
- Enrolment Unit ID Reader Serial number
- IP address Reader IP Address
- Port set to 51211

💼 New 🔚 Save 🗶 Delete	
System Option	
s Finger Panasonic ET Iris Suprema BioEntry Finger	
Suprema Version	

Figure 32

7. Adding a Keyholder to EXgarde

To set up and keyholder on the EXgarde system, click on the **Keyholders** button on the Shortcut Bar.



Figure 33

Click on the Keyholders tab and select the All keyholders from the list

斄 Keyholders 🛛 🔝 Keys 🔏 Access Groups 💷 B	adge Designs	Â
Name	Tenant	
All Key Holders	Landlord	



Click on the **New** button to create a new Keyholder. This will allow full access to the Biometric integration features of the software.

- Enter the user's name into the **Name** field.
- Enter **Key to issue** number in the **Keyholder Keys** section.
- Change the Type to 37-bit Wiegand and type in a key number. This is the number used to identify that keyholder in both the fingerprint template and also door controller.

Click on the **Save** button when done.

Name New Keyholder 1			
Keyholder Information Long Name		Comment	
Keyholder Keys Key to issue 12345678	T	Type 37-bit Wiegand	
Figure 35			

8. Adding a Keyholder Biometric Template

With the Keyholder entered into the system, click on the **Biometrics** tab at the top of the screen.

\$. A		
¥ 🕖 🛡	\sim	
🎯 New 🔻 🛅 Save 🗶 Delete 👻 🖉 Properties 🛛 🛷 Search 🔑 Issue K 👔	🛞 Biometrics) Ph
💿 Show events 🛛 🐺 Keyholder access 🛛 🚷 Export Keyholders 🛛 🔢 Tagged events	🔎 кеуз [[[]	<u>C</u> olum
Figure 36		

With the Biometric window now open, click on the **Type of biometrics** and select **Suprema Finger** and from the **Associate Key** drop down, select the keyholders 37-bit Wiegand key



Next, click on the radial button of the finger to be enrolled and the click Capture.



The window below will pop up prompting you to present the finger twice on the reader to enrol



If the template has been captured successfully, the below message box will appear.



Figure 40

If however, the template was not successfully captured, the below message will appear and you will have to recapture the template.



With the template now captured, click on the **Store** button to save the template to the database. This will also send the template to all applicable readers.



Figure 42

To test the system, present your finger to the reader. If the system is operating correctly the reader will indicate that the print has been accepted.

9. Reloading templates to readers

To reload templates to readers firstly select the reader from either the Outline View figure 43 or the main window figure 43





🎯 New 📃 Save	🗶 Delete 🛛 🯒 Proper	ties <u>C</u> olumn	s 🕑 Check All	🗌 Uncheck
Name	Long Name	Comment	Biometric Rea	Biometric
🗆 🎒 Suprema 1			Suprema W2	BioEntry V
🗹 🎒 Suprema 2			Suprema W2	BioEntry V

Figure 44

Next click on **Reload Templates** from the Actions windows.

	Actions
	🔄 Instant Report
Ľ	🎨 Reload Templates



The action will display **Action Processed** while the templates are being loaded

Actions	
🔚 Instant Report	
Action Processed	

Figure 46

The action will also be displayed in the event window.

📰 Details 🔻 💽 Go 🌘	🖢 Stop 🛛 👎 Filter 📲 Period 🔻	From 21/02/2017 15:33 👻	To 21/02/2017 15:33 - All	
Date/Time	Event	Source	Detail 1	
21/02/2017 15:37	Operator Reload Biometric Templates	Admin	Suprema 1	
21/02/2017 15:37	Biometric Reader Download Successful	Suprema 1		
Figure 47				

10. Troubleshooting

Connection Issues

- Check RJ45 is connected, and unit is powered.
- Check unit can be pinged.
- Check correct IP address has enter and matches unit settings.
- Check Suprema service has correct firewall rights

Distribution Error

- Check serial number entered matches unit.
- Check unit is displayed online in EXgarde.

Reader Shown Offline

- Check IP address and port are correct.
- Check the EXgarde Suprema service is running.
- Check conflicting services are not running I.E. BIOstar service
- Check connection I.E., can you ping unit?



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