Tech Note #: TN-49

Subject: Trilogy Networx Locks used with Expanders might require a firmware download prior to the installation on the door

Created Date: 09/27/2016

Products Affected:

- Trilogy Networx Locks used with an Expander Module (AL-IME2-EXP)

Subject: If a Trilogy Networx Lock is being used with a Generation 2 Gateway and Expander, it might be required to download firmware to the lock via the Gateway, prior to installing the lock on the door.

Summary:

Depending on the manufacturing date, there is a possibility the lock might contain older firmware that can't be discovered using an Expander. If the lock is installed on the door and the Gateway is out of range, the Expander might not be able to communicate with the lock.

Solution:

Prior to installing the lock on the door, download updated firmware to the lock via the Gateway. Once the latest lock firmware is downloaded to the lock, the lock can be installed on the door, reset and rediscovered using the Expander.

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Tech Note #: TN-48

Subject: Firmware files are not installing correctly on a V2.11.17 installation

Created Date: 02/11/2016

Products Affected:

- Continental panels, gateways and wireless locks

Subject:

- Panel, gateway and wireless lock firmware files are not being installed correctly on a V2.11.17 B285 new installation and upgrade

Summary:

Note: Firmware files are not installing correctly on CardAccess 3000, V2.11.17 new installations and upgrades. **It is very important after all new installations and upgrades to perform firmware downloads to all panels, gateways and wireless locks.** After the firmware downloads are complete, it is very important to view the communication driver or Wireless Locks configuration screen to verify the correct firmware has been downloaded.

Locations of Firmware Files:

Panel firmware files - During an installation or upgrade, four panel firmware images get installed in the root of the CardAccess3000 folder. The 4 image names are **super2.img**, **smart2.img**, **accel.img** and **smart.img**.

Wireless Locks and Gateway firmware files - During an installation or upgrade, all firmware files for gateways and wireless locks get installed in the **CardAccess3000/Firmware** folder. There are many of these firmware images including new images for Architech lock models.

Solution:

After the CardAccess 3000 installation/upgrade is complete, perform firmware downloads to all panels, gateways and wireless locks. After all the firmware downloads are complete, YOU MUST verify if the correct firmware images were downloaded.

Continental Panels -

For all panels, this can be accomplished by viewing the hostnt.exe Communication Driver screen. Below are the firmware versions associated with CardAccess 3000, V2.11.17 B285. If the panels do not contain these updated versions, you must copy the four panel images from the DVD into the root of the CardAccess3000 folder. Once the firmware files are manually copied in, you must repeat the process of performing firmware downloads.

Accelaterm (accel.img) – 4.00.79

Super Two (super2.img) – 4.00.77

Turbo Superterm (smart2.img) – 4.00.77

V1 Superterm (smart.img) – 1.04.16

Gateways and Wireless locks -

All gateway and wireless lock firmware images get installed in the CardAccess3000/Firmware folder. Some customers have experienced this folder empty after a new installation and upgrades.

 IT IS VERY IMPORTANT TO VERIFY THIS FOLDER IS NOT EMPTY. If this folder is empty, you must manually copy the gateway and wireless lock firmware files from the firmware folder on the DVD into the firmware folder on the hard drive.

Reminder: The panel firmware images do not go into the CardAccess3000>Firmware folder. The four panel firmware images go into the root of the CardAccess3000 folder.

Tech Note #: TN-47

Subject: Static IP Address vs dynamically assigned IP Address (DHCP)

Created Date: 07/21/2015

Products Affected:

- All Continental products that require an IP address assignment

Subject:

- Static IP address vs Dynamically assigned IP address (DHCP)

Summary:

Almost all Continental devices require that the IP address assigned to it never changes. If it does, the device may lose communications. There is one exception and that is on a Networx Gateway. The CardAccess 3000 will detect an IP address change in the Networx Gateway and the Gateway will continue to communicate with the CardAccess 3000.

The assignment of IP addresses on a network is a critical matter and requires an experienced Network Administrator to perform the administration. Incorrect IP assignments can cause a failure in your Security system.

When a device is assigned a static IP address, it does not change. A static IP address guarantees the device will always have the same IP address.

Dynamically assigned IP addresses are assigned by the network. The device that provides dynamic IP addresses is called a DHCP Server. IP addresses provided by a DHCP server are only temporary and must be renewed by the DHCP server within a specified amount of time. This is called the lease time. There are also other settings available in a DHCP server which will assure a specific device always receives the same IP address. They are mentioned below.

If configured properly, a DHCP server can lease an IP address to a device and keep renewing the same lease. This will result in the device maintaining the same IP address. Again, on all devices except the Networx Gateway, the DHCP server must be configured so the IP address of the device never changes.

If you choose to use dynamically assigned IP addresses (DHCP), below are a few recommendations to follow.

DHCP configuration recommendations:

1) In the DHCP configuration, reserve an IP address to the specific MAC address of the device. The address is left in distribution but you simply reserve it so it will only be delivered to that one unique device.

2) Expand lease times so that IP addresses are not required to be renewed too often.

Tech Note #: TN-44

Subject: PIV is not functioning on an Accelaterm using CardAccess 3000 V2.9.88 B276

Created Date: 03/12/2015

Products:

CardAccess 3000 V2.9.88 B276 / Accelaterm

Summary:

PIV is not working on an Accelaterm using CardAccess 3000 V2.9.88 Build 276.

Solution:

Contact Continental Technical Support to get an updated Hostnt.exe.

Tech Note #: TN-45

Subject: Trilogy Networx Wireless Lock alerts/events are not being received into the CardAccess 3000

Created Date: 03/12/2015

Product:

CardAccess 3000 V2.8.x & V2.9.x / Trilogy Networx Wireless Locks

Summary:

Trilogy Networx Wireless Locks alerts/events are not being received into the CardAccess 3000 software. The firmware and data is being sent to the wireless lock with no problems and the badges are reading properly.

Solution:

Contact Continental Technical Support for updated files (CardAccess.WirelessLocks.Core.dll & CardAccess.WirelessLocks.Gui.exe). This problem occurred under certain circumstances in both V2.8.x and V2.9.x. While contacting Continental Technical support, you must advise them of the exact version of CardAccess 3000 software that is being used.

Below are a few reasons why this might occur:

- The CardAccess 3000 host and the Networx Gateway are on different subnets.

- The active network adaptor is not the first adaptor in the Adapter/Binding list. Set the active Ethernet connection to the first in the Adapter/Binding list. Refer to the figure below.
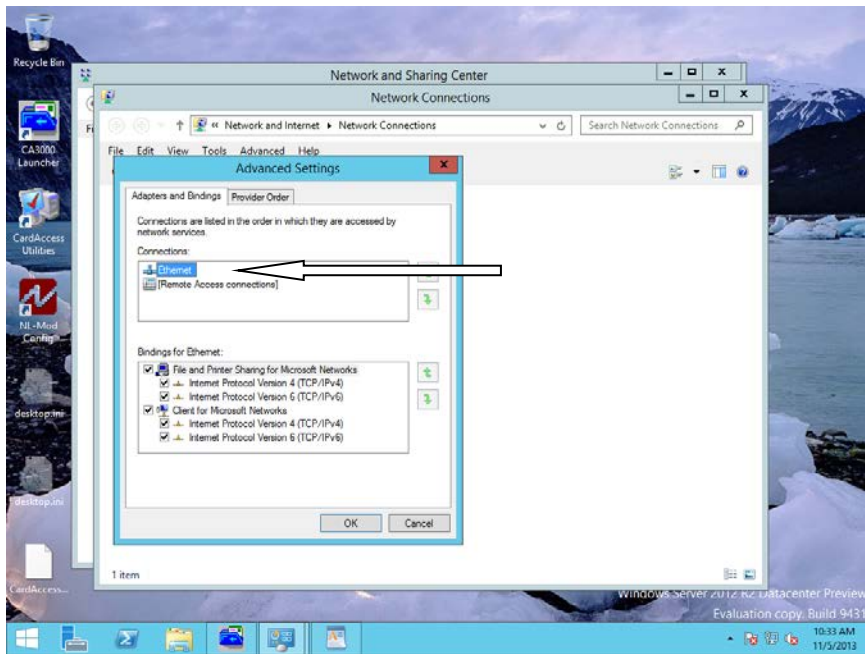
Note: Navigating to this screen will vary depending on the operating system you are using. Once you are at this screen, you must put the active Ethernet connection on the top of the bindings (connections) list.

Tech Note #: TN-46

Subject: The CardAccess 3000 fails to launch and a monitor resolution error displays.

Created Date: 03/12/2015

Product:

CardAccess 3000 V2.9.88 Build 276

Summary:

The CardAccess 3000 fails to launch and the following warning displays when the screen resolution is set above 1600 x 1240:

"Your monitor must be set to 1024 x 768 or higher.
Error: The language translation engine has not be loaded yet…"

Solution:

Lower the current screen resolution to 1600 x 1240 or less. The lowest resolution for the CardAccess 3000 is 1024 x 768.

Note: Refer to Tech Note # 37 for a similar error.

Tech Note #: TN-42 Rev B

Subject: The first camera in a Salient DVR system must be live

Updated Date: 03/12/2015

Product:

CardAccess 3000 V2.9.x and V2.11.x / Salient DVR Integration

Summary:

The first camera in a Salient DVR system must be live. If the first camera is not live, the CardAccess 3000 DVR camera list will not populate.

Solution:

In all cases, verify the first camera in a Salient DVR system is live at all times.

Tech Note #: TN-43

Subject: Troubleshooting Multi-Technology PIV Readers and Badges requires specific troubleshooting steps

Created Date: 04/25/2014

Products:

- Multi-Technology PIV Readers
- Dual-Technology PIV Badges

Summary:

Troubleshooting Multi-Technology PIV readers and Dual-Technology badges can be very misleading. This is due to multiple reads from one PIV card swipe.

Solution:

Note: For this solution, we will use a scenario with a Multi-Technology PIV reader and a Dual-Technology badge with 13.56MHZ PIV information and a 125KHZ, 26 bit badge number.

With the swipe of the Dual-Technology badge, the reader should beep twice when it acknowledges both technologies. The CardAccess will display two Badge Reads with two different numbers. This is assuming the correct Badge Formats are defined in the CardAccess 3000 software.

It is very important to determine which badge read is from the 13.56MHZ PIV card data and which read is from the 125KHZ, 26 bit format card data. The following are a few troubleshooting steps you can take to successfully troubleshoot read problems:

1) If a programming card is available for the reader, disable the 125KHZ portion of the reader. This will make certain the badge number displaying in the CardAccess 3000 software is the PIV badge number.

2) If a programming card is not available, remove all the non-PIV formats listed under Administration>Badge Formats. After doing so, the reader should still beep twice, but you will only get one read into the CardAccess 3000 software. This read will be the 13.56MHZ PIV read since there are not any non-PIV formats listed under Administration>Badge Formats.

3) One additional test is to swap the Agency code bits for the Badge Number bits in the PIV format. When the PIV badge is swiped, the Agency code will display as the badge number. This is another verification that the read is a PIV read.

Tech Note #: TN-40

Subject: **Accelaterm Input Mapping**

Created Date: 1/23/2014

Product:

Accelaterm (CICP2800) 8/16 Door Controller

Input Mapping Information:

Note: An 8 door Accelaterm can have up to three I/O expansion boards connected to it. A 16 door Accelaterm can only have two I/O expansion boards connected to it. Each I/O expansion board contains 16 additional inputs and 16 additional relays.

8 Door Accelaterm Input Mapping (Maps identical to an 8 door Superterm and Turbo Superterm):

Inputs 1-16 (There are 8 readers with 2 inputs on each reader (8X2=16). These inputs are mapped identical to the 8 door Superterm and Turbo Superterm. By default, the two inputs on each reader port are used for "Door Sensors" and "Request To Exits")

Inputs 17-24 (These are 8 auxiliary inputs which come standard on the 8 and 16 door Accelaterm).

Can have up to 3 Expansion Boards Added:

Inputs 25-40 //Expansion board # 1

Inputs 41-56 //Expansion board # 2

Inputs 57-72 //Expansion board # 3

16 Door Accelaterm Input Mapping :

Inputs 1-32 (There are 16 readers with 2 inputs on each reader (16X2=32)).

Inputs 33-40 (These are 8 auxiliary inputs which come standard on the 8 and 16 door Accelaterm).

Can have up to 2 Expansion Boards Added:

Inputs 41-56   //Expansion board # 1

Inputs 57-72   //Expansion board # 2

Tech Note #: TN-41

Subject: Accelaterm (CICP2800) Relay Configuration and Mapping

Created Date: 01/23/2014

Product:

Accelaterm (CICP2800) 8/16 Door Controller

Summary:

Configuring the Accelaterm relays and relay power can be a challenge and requires additional documentation.

Solution:

For complete details, please refer to the **Accelaterm (CICP2800) Relay Configuration Guide (8 Door and 16 Door Configurations)** located in the Continental Document Library at the following link:

http://tech.napcosecurity.com/index.php/techlibrary/downloadfile/id/1795/embed/iframe

WARNING: Failure to configure the Accelaterm relays and relay power correctly, can result in damage to the Accelaterm printed circuit boards.

Tech Note #: TN-41

Subject: Accelaterm (CICP2800) Relay Configuration and Mapping

Created Date: 01/23/2014

Product:

Accelaterm (CICP2800) 8/16 Door Controller

Summary:

Configuring the Accelaterm relays and relay power can be a challenge and requires additional documentation.

Solution:

For complete details, please refer to the **Accelaterm (CICP2800) Relay Configuration Guide (8 Door and 16 Door Configurations)** located in the Continental Document Library at the following link:

http://tech.napcosecurity.com/index.php/techlibrary/downloadfile/id/1795/embed/iframe

WARNING: Failure to configure the Accelaterm relays and relay power correctly, can result in damage to the Accelaterm printed circuit boards.

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Tech Note #: TN-37

Subject: **Selecting *Large Size of Text* might generate a monitor resolution error message**

Created Date: 10/25/2013
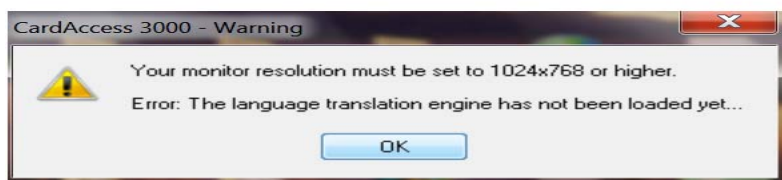
Products:

- CardAccess 3000 Software

Operating Systems:

- All supported operating systems

Summary:

The minimum screen resolution for the CardAccess 3000 software is 1024 X 768. While at this resolution, an error might display if the **size of text** is set to **Larger 150%** under Display settings. Refer to figure 1 for the error message.

Figure 1.

CardAccess 3000 - Warning

Your monitor resolution must be set to 1024x768 or higher.
Error: The language translation engine has not been loaded yet...

OK

Solution:

Under Control Panel>Display, configure the **size of text** to **Smaller 100%**.

Tech Note #: TN-38

Subject: **The CICP1600AB board must be initialized before it's recognized by the panel**

Created Date: 10/25/2013

Products:

- CICP1600 AB (Supervised Alarm Board)

Operating Systems:

- N.A.

Summary:

If the Green XTM LED does not illuminate or flash on startup, this indicates that the alarm board is not being recognized by the panel.

Solution:

You must initialize the board with the following startup procedure:

1) Place jumper on first input (J4) on the alarm board.

2) Depress the red reset button on the panel. The Green XTM LED should illuminate solid on the alarm board. This will indicate the alarm board is being recognized by the panel.

Note: If the following does not occur, please contact Continental Technical Support.

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Tech Note #: TN-39

Subject: **Lantronix Device Installer Utility V4.3.0.9 or later must be used on XPORT-05 devices with MAC range 00-80-A3-XX-XX-XX**

Created Date: 10/25/2013

Products:

- XPORT – 05 devices

Operating Systems:

- N.A.

Summary:

The Lantronix Device Installer utility must be V4.3.0.9 or later while programming XPORT-05 devices with a MAC range of 00-80-A3-XX-XX-XX.

Solution:

Download and install V4.3.0.9 Device Installer utility from the Lantronix website. It can also be found on the V2.9.53 B259 DVD.

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Tech Note #: TN-34

Subject: **Events3000.exe is displaying an error while previewing a personnel report**

Created Date: 4/30/2013

Products:

- CardAccess 3000 V2.9.9 B248

Operating Systems:

- All supported operating systems

Summary:

Events3000.exe is displaying an error while previewing a personnel report. This occurs when the "Name" selection is checked under "Badge Selections".

Solution:

Contact Continental Technical support for an updated "Events3000.exe".

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Tech Note #: TN-35

Subject: **Events3000.exe fails to report**
properly when "Event Photos" is selected

Created Date: 4/30/2013

Products:

- CardAccess 3000 V2.9.9 B248

Operating Systems:

- All supported operating systems

Summary:

Events3000.exe fails to report other data properly when "Event Photos" is selected.

Solution:

Generate a separate report for "Event Photos" only. There is currently no fix for this limitation.

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Tech Note #: TN-36 Rev B

Subject: **Badge Valid alerts are not displaying in the event grid or in reports**

Revised Date: 6/21/2013

Products:

- CardAccess 3000 V2.3.16 and later

Operating Systems:

- All supported operating systems

Summary:

"Badge Valid" alerts are not displaying in the Event grid or in Reports.

Solution:

By default, "Badge Valid" alerts are programmed to go directly to the Event grid. When alerts are programmed to go directly to the Event grid (Event table), they first go through the "hostevent" table.

The "ca3000 DatabaseTask" service is responsible to move the alerts from the "hostevent" table to the "Event" table (Event grid). If the "ca3000 DatabaseTask" service is not started or does not have the correct permissions, the alerts will never move from the "hostevent" table and appear to be missing.

Verify the following:

1) Verify if there are any stuck alerts in the "hostevent" table. Using the SQLServer Management Studio, view the "hostevent" table. The "hostevent" table should be emptied every few seconds. In the example below, the "hostevent" table is empty. Refer to figure 1. If there are multiple alerts stuck in this table, continue on with the following steps.
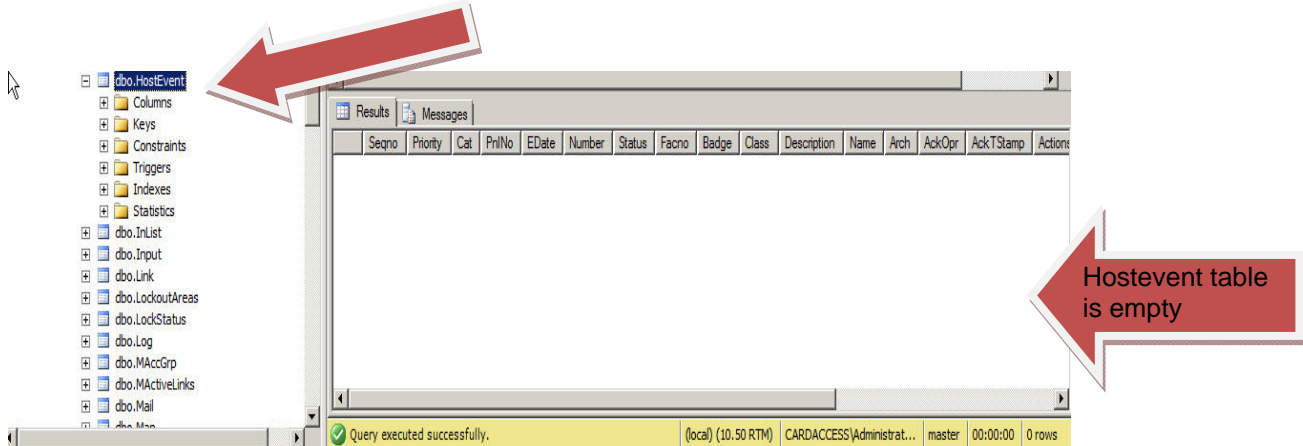

Figure 1.

2) Click "Start>Right Click Computer>Click Manage> Click Services and Applications>Click Services". Verify the "ca3000 DatabaseTask" service is started. Right click the "ca3000 DatabaseTask" service and click the "Log On" tab. Verify the "Log on As" Local System Account is selected and the "Allow service to interact with desktop" is not selected. Refer to figure 2.
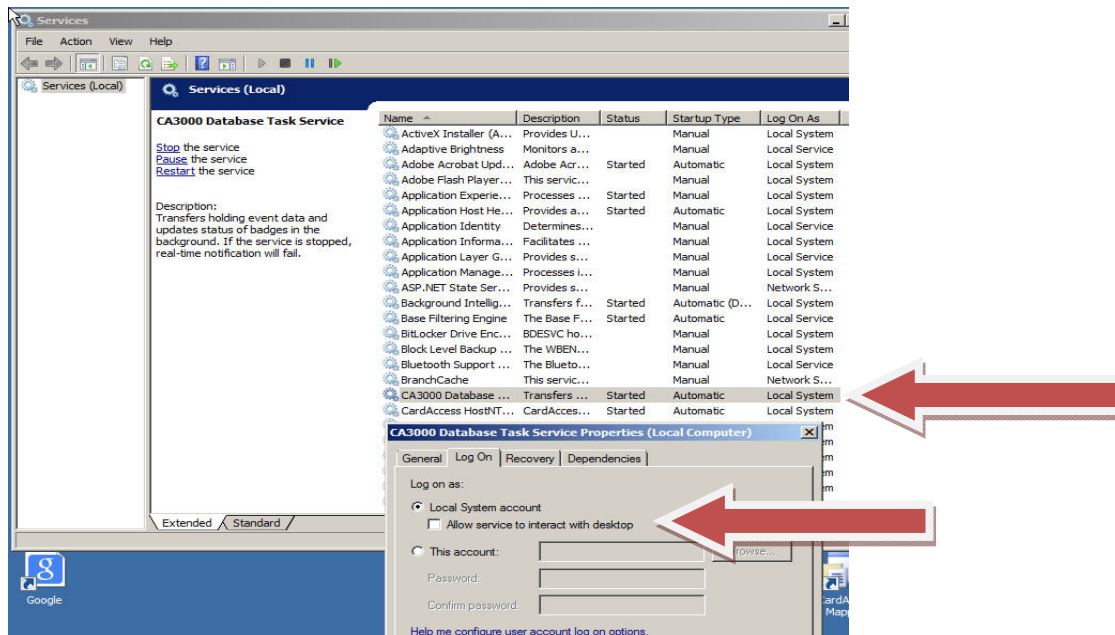

Figure 2.

3) If the above settings are configured properly, go directly to the "caDatabaseTask.exe" program under the CardAccess3000 folder. Right click on it and select the "Compatibility" tab. Select "Run this program in compatibility mode for: Windows 7". Also select "Privilege Level" as "Run this program as an administrator". Refer to Figure 3.
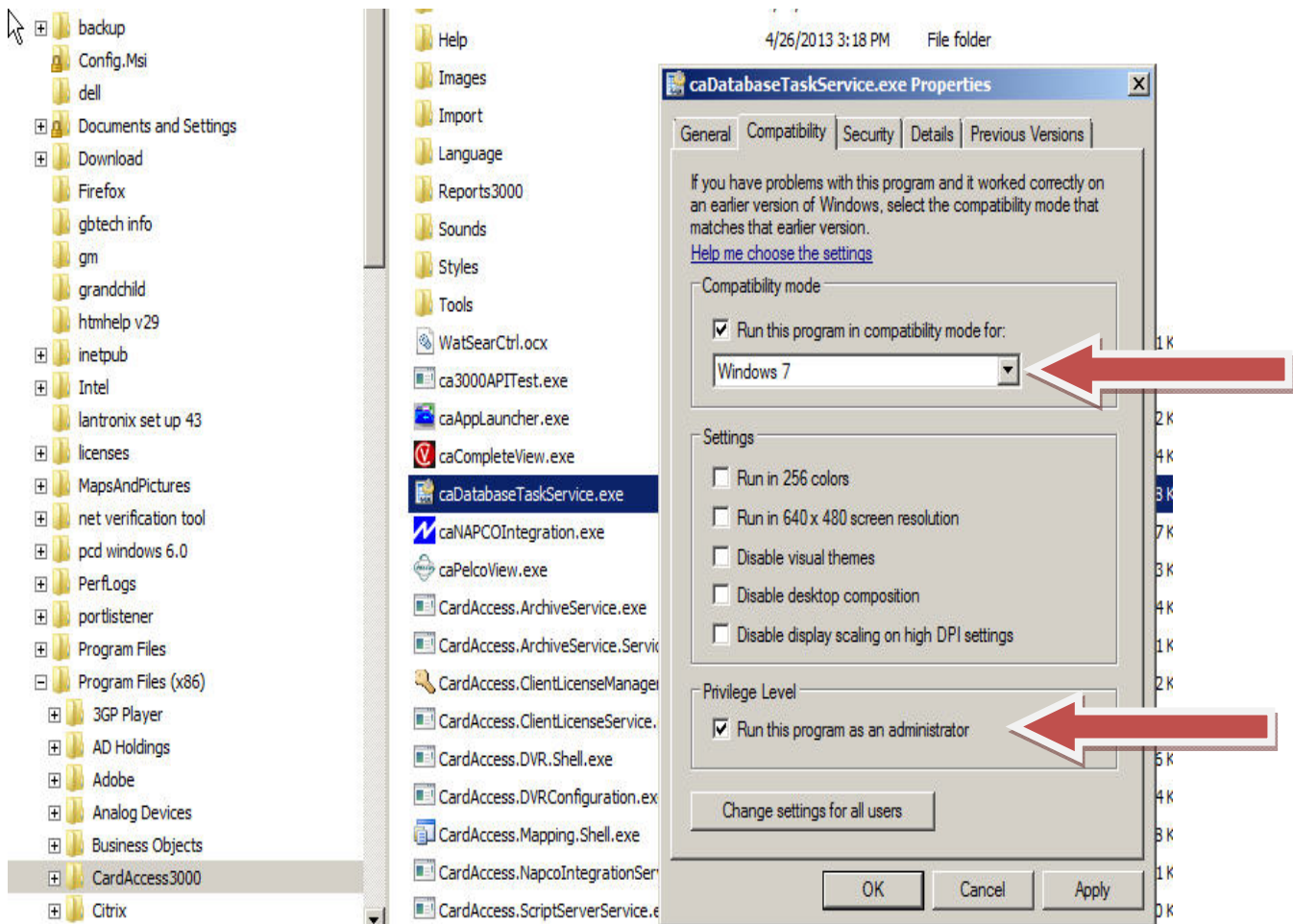

Figure 3.

3) Verify the USERS group has FULL CONTROL to the CardAccess3000 folder. Refer to Figure 4.
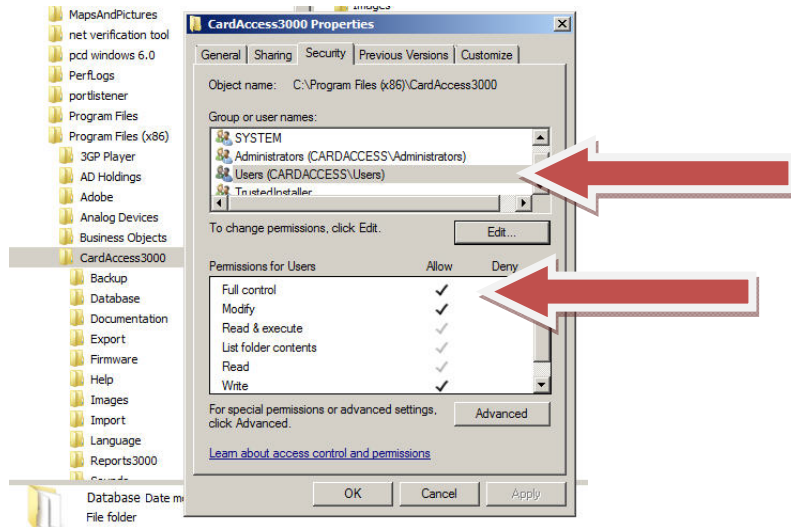

Figure 4.

VERY IMPORTANT:

After the above settings are configured, reboot the computer and verify all the records in the "hostevent" table have moved to the "event" table.

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Tech Note #: TN-19 Rev C

EPI Badging is not supported on Windows 8.1 Pro or Server 2012 Operating Systems

Revised Date: 8/12/2015

Products:
- CardAccess 3000
- EPI Badging (Imageware)

Supported Operating Systems:
- Windows 7 Pro (CA3000 workstation is recommended)
- Windows XP Pro (CA3000 workstation only)

Symptom:

EPI Badging is not supported on Windows 8.1 Pro or Server 2012.

Solution/Fix:

EPI Badging 3000 is not supported on Windows 8.1 Pro or Server 2012. If the CardAccess 3000 host computer is one of these operating systems, it is recommended to install EPI Badging 3000 on a CardAccess 3000 workstation with Windows 7 Pro operating system.

If you are installing EPI Badging 3000 on a 64 bit computer, you must refer to the "CardAccess 3000 EPIBuilder 64 bit Installation guide". This document can be found on the CardAccess 3000 DVD in the "Installation Documents" folder. It can also be found in the Continental document library at www.cicaccess.com/support

Note: On a 64 bit computer, it may not be necessary to make these changes in CardAccess 3000 V2.11.x. If EPI is functioning properly, there is a good chance all the configuration settings are correct.

This guide will assist you with the following steps:
- Activate all the EPI licenses
- Create ODBC connection using "odbcad32.exe"
- Test ODBC connection
- Configure the "Badging 3000 Settings" in the "CardAccess Utilities"

Very Important: It is recommended to install and license the EPI Badging 3000 on a CardAccess 3000 workstation.

Tech Note #: TN-32

Subject: **The LED's on reader ports 3 and 4 are not initialized properly**

Created Date: 3/5/2013

Products:

- CardAccess 3000 V2.9.9 Build 248

Operating Systems:

- All supported operating systems

Summary:

The LED's on reader port 3 and 4 are not initialized properly. The LED's will be an amber color instead of the normal red or green.

Solution:

Update the firmware to the following versions or later:

smart2.img = 4.00.48
super2.img =   4.00.48
accel.img   =   4.00.47

NOTE: If you received an additional support CD with updated firmware images, you must download the updated images to the panel. If the additional support CD is not available, contact Continental Technical Support to obtain the latest firmware images.

Tech Note #: TN-33

Subject: **Remote connections to the CardAccess 3000 host is not recommended**

Created Date: 3/5/2013

Products:

- CardAccess 3000 (All versions)

Operating Systems:

- All supported operating systems

Summary:

Remote connections to the CardAccess 3000 host can cause communication issues to the panels, licensing errors and other intermittent functionality.
.

Solution:

Under ideal situations, it is recommended to work directly at the physical CardAccess 3000 host or workstation. If you must remote connect to the CardAccess 3000 software, it is highly recommended to remote into a CardAccess 3000 workstation.

There are many different remote control software packages available on the market. The functionality of these software packages varies. Certain remote control programs will allow a second instance of CardAccess 3000 to be started, causing additional records to be inserted into the Mail table. These additional records in the mail table can cause communication problems to the panels, licensing errors and other intermittent functionality.

Continental Technical Support recommends using "TeamViewer" as your remote control program. TeamViewer will not insert additional records in the mail table.

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Tech Note #: TN-31

Subject: **OTL (Open Too Long) alerts are not being reported**

Created Date: 09/14/2012

Products:

- CardAccess 3000 V2.8.2 Build 229

Operating Systems:

- All supported operating systems

Summary:

The default firmware downloaded from the CardAccess 3000 V2.8.2 CD does not report "Open Too Long" (OTL) alerts.

The following firmware versions are the default images on the CD and exhibit the problem:

smart2.img = 4.00.44
super2.img = 4.00.44
accel.img   = 4.00.27

Solution:

If Door Contacts are being used to monitor the position of the door, you must update the firmware in the panels to the following versions:

smart2.img = 4.00.45
super2.img = 4.00.45
accel.img   = 4.00.28

NOTE: Contact Continental Technical Support for assistance with downloading the necessary updated firmware.

Tech Note #: TN-28

Subject: **Remote Links are not working properly**

Created Date: 07/05/2012

Products:

- CardAccess 3000 V2.8.2 Build 229

Operating Systems:

- All supported operating systems

Summary:

Remote links are not working properly.

Solution:

Contact Continental Technical Support for an updated "Hostnt.exe" program.

Tech Note #: TN-29

Subject: **Error message displays while adding, deleting and saving holidays**

Created Date: 07/05/2012

Products:

- CardAccess 3000 V2.8.2 Build 229

Operating Systems:

- All supported operating systems

Summary:

While adding, deleting and saving holidays into the CardAccess 3000, an error message displays "Date cannot be blank" (refer to figure 1). This occurs during the following two scenarios:

Scenario # 1 - While selecting and saving a date with the calendar control.

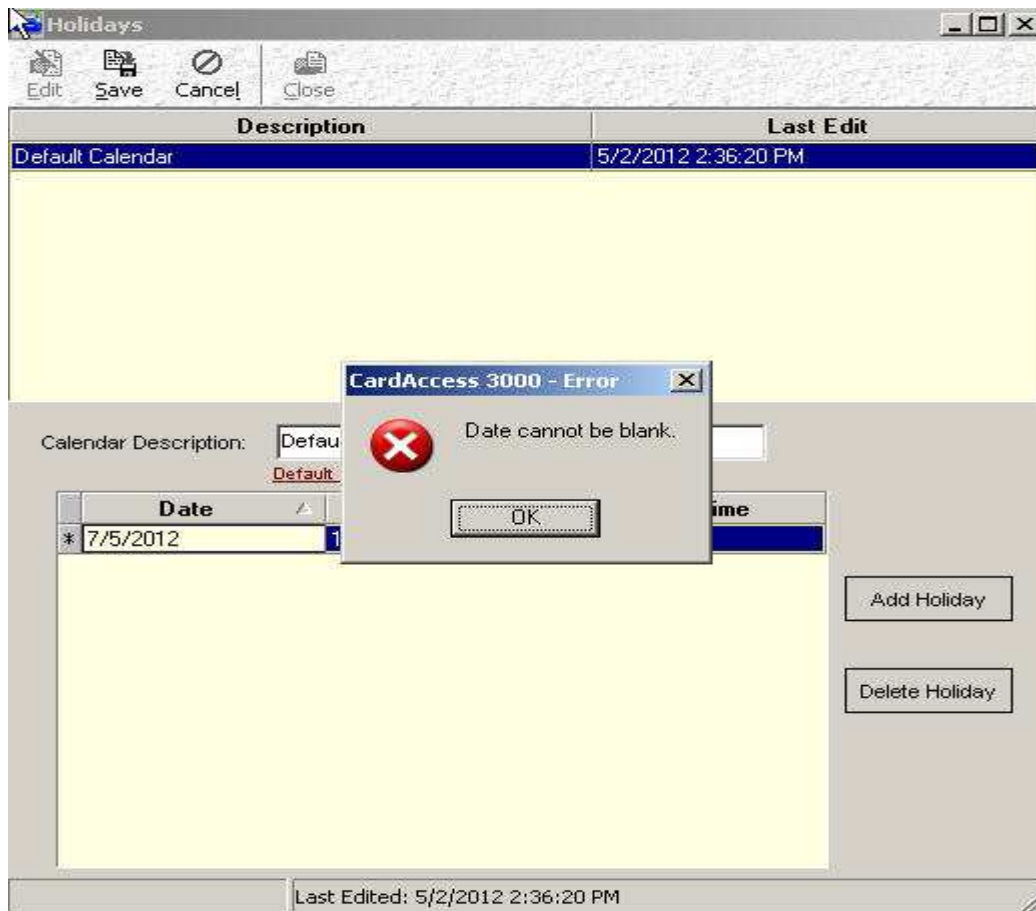Scenario # 2) – While deleting all holidays from the calendar list.

Figure 1.

Solution:

This is a known issue and will be fixed in the next released version. The following are workarounds for the above two scenarios.

Scenario # 1 – Click OK to the error message. Manually edit the date as follows and then click save:

07/05/2012

Scenario # 2 - Empty the holiday table in the livedatabase. This will clear out all the entries in the holiday list.

Tech Note #: TN-30

Subject: **Web Client displays message "unable to connect to database"**

Created Date: 07/05/2012

Products:

- CardAccess 3000 V2.8.2 Build 229

Operating Systems:

- All supported operating systems

Summary:

After configuring the Web utilities, the Web Client is unable to connect to the database. This is due to incorrect information in the .esf and .esx file which is located in the CA3000Web folder.

Solution:

Make a copy of the "CardAccess.esf" and the "CardAccess.esx" files currently in the CardAccess3000 folder. Paste these 2 files into the C:\Inetpub\wwwroot\CA3000Web folder. You will be prompted to overwrite the existing files. Click "YES".

Tech Note #: TN-27

Additional Remote COM Servers

Created Date: 06/22/2012

Products:

- CardAccess 3000 V2.5 and Newer

Operating Systems:

- All supported operating systems

Summary:

The CardAccess 3000 has one default COM Server that communicates to all the panels. The default COM Server is on the CardAccess 3000 host computer. On larger systems, or systems with costly WAN data issues, it is recommended to add additional Remote Com Servers for remote polling. Additional licensing is required to be purchased for each additional Remote COM Server.

Com Server Specifications:

- Each Com Server supports up to 256 panels and up to 256 serial or network Com Ports, plus an additional 256 modem ports (if being used).

- An unlimited amount of Remote COM Servers can be added as of CardAccess 3000 V2.7.x. On older versions of CardAccess 3000, you were limited to 7 additional Remote COM Servers.

- Additional Remote COM Servers shall be added to CardAccess 3000 workstations. **Note**: The CardAccess 3000 workstation must contain a hostnt.exe (communication driver).

- It is recommended to add an additional Remote COM Server when the system starts to exceed 200 panels.

- Adding an additional Remote COM Server is cost effective when communicating over a WAN where fees are incurred for data usage.

Computer Specifications for a CardAccess 3000 Workstation with a Remote COM Server:

If you are adding an additional Remote COM Server to a CardAccess 3000 workstation, the specifications for the workstation computer should be the same as a CardAccess 3000 host computer.

Adding an Additional Remote COM Server:

To add an additional Remote COM Server to the CardAccess 3000 software, go to "Configuration/Com Ports". Click "NEW" and a screen will display "You are adding a new workstation Com Port definition, Continue with workstation configuration?". Click Yes. While configuring an additional Remote COM Server, you must select the workstation number and a description.

Tech Note #: TN-26

Manual configurations are needed in SQL, if the SQL install is performed separate from the CardAccess 3000 installation.

Created Date: 05/25/2012

Products:
- CardAccess 3000
- SQL 2005 / SQL 2008 R2

Operating Systems:
- N.A.

Symptom:

After installing the FULL version of SQL or installing SQL from a folder on the hard drive, an error displays. This includes errors displayed while performing the following actions:

- Creating a database using the "CardAccess utility"

- Attaching a database using the "CardAccess utility"

- Launching a CardAccess 3000 host

- Launching a CardAccess 3000 workstation

- Failure of a workstation to connect to a host

Solution/Fix: Verify the following settings in SQL.

VERY IMPORTANT: It is very important to verify the following settings on a CardAccess 3000 host, workstation and database server.

1) Click on the **SQL Configuration Manager**. The SQL Configuration Manager can be executed from the Start button (Refer to figure 1).

Figure 1.

2) Verify the protocols are enabled for the instance of SQL you installed. The protocols are under "SQL Server Network Configuration". You must verify "Shared Memory", Named Pipes" and "TCP/IP" are enabled (Refer to figure 2.)
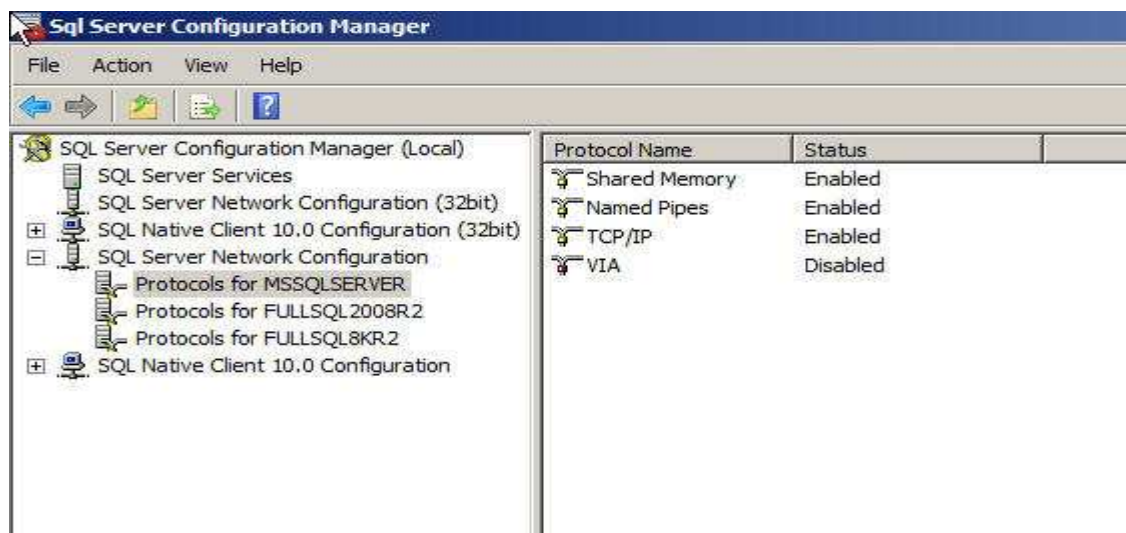

Figure 2.

3) Verify the protocols are enabled for the **SQL Native Client (Client Protocols)**. Verify the "Shared Memory", Named Pipes" and "TCP/IP" are enabled (Refer to figure 3.)

Sql Server Configuration Manager

File   Action   View   Help

Name	Order	Enabled
Shared Memory	1	Enabled
TCP/IP	2	Enabled
Named Pipes	3	Enabled
VIA		Disabled

SQL Server Configuration Manager (Local)
- SQL Server Services
- SQL Server Network Configuration (32bit)
- SQL Native Client 10.0 Configuration (32bit)
- SQL Server Network Configuration
- SQL Native Client 10.0 Configuration
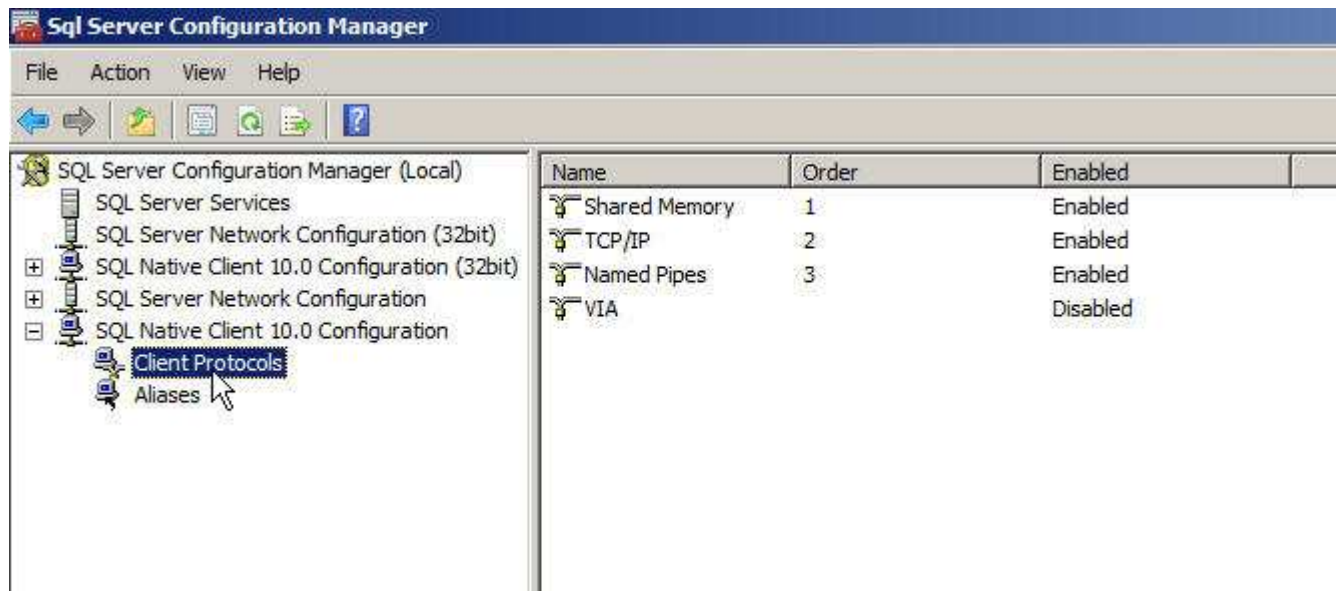 - Client Protocols
  - Aliases

Figure3.

3) Using the SQL Server Configuration Manager, verify the **SQL Server Instance** that was installed is "Running" and the **SQL Server Browser** is "Running" (Refer to figure 4).

Note: In the screen shot below, the "SQL Server (MSSQLSERVER) is the instance installed.
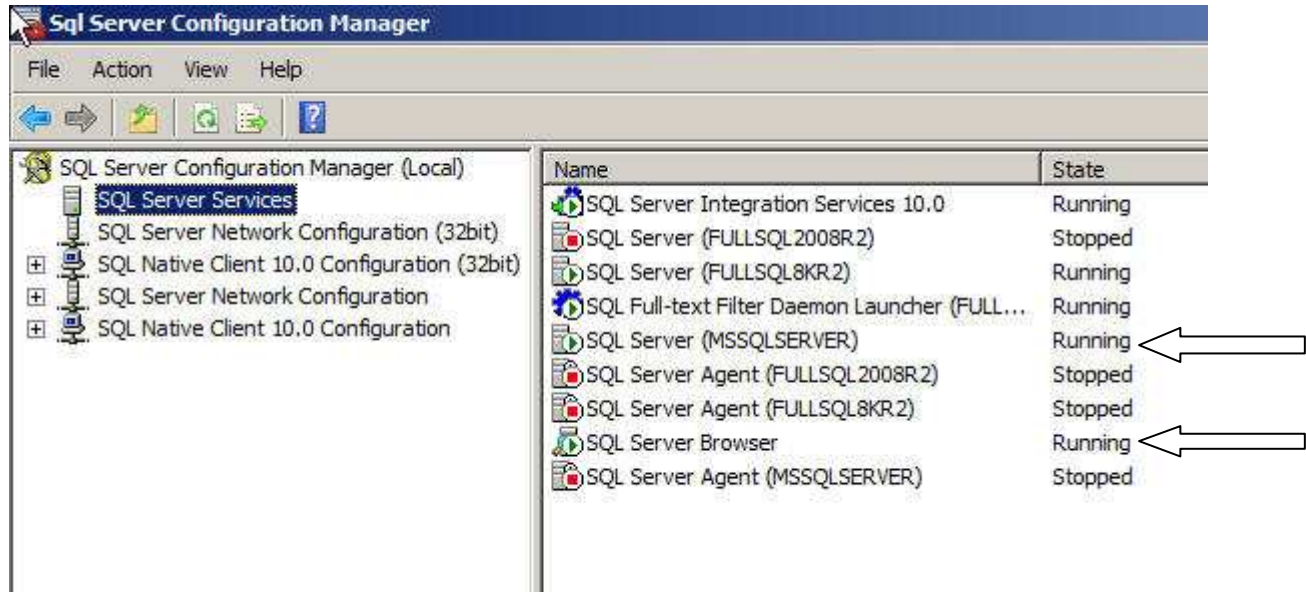

Figure 4.

4) To perform the following tests, you MUST install the SQL Server Management Studio. This can be installed from the CardAccess 3000 installation CD or downloaded from Microsoft.

WARNING: While performing the SQL Server Management Studio installation, the screens might appear that you are performing another full SQL installation. Do not get concerned. After a few screens, you will have the option to select "Install Tools". This will install the SQL Server Management studio which is a SQL Tool.

5) After the SQL Server Management studio is loaded, verify you can log into SQL using the "sa" and "cic" user. Set the "**Authentication**" to "**SQL Server Authentication**" mode to perform these tests (Refer to figure 5).

6) Below are the default passwords for the "sa" and "cic" users created by the CardAccess 3000 software.

VERY IMPORTANT: The "sa" password will be different if the SQL installation was not installed from the CardAccess 3000 CD. The user who installed SQL chose the "sa" password during the installation.

CardAccess 3000 V2.5.x:

user = sa / password = cic

user = cic / password = cic

CardAccess 3000 V2.6.x :

user = sa / password = cic

user = cic / password = cic

CardAccess 3000 V2.7.19:

user = sa / password = cic

user = cic / password = cic

CardAccess 3000 V2.7.26

user = sa / password = cic!23456789

user = cic / password = cic!23456789

CardAccess 3000 V2.8.x

user = sa / password = Cic!23456789
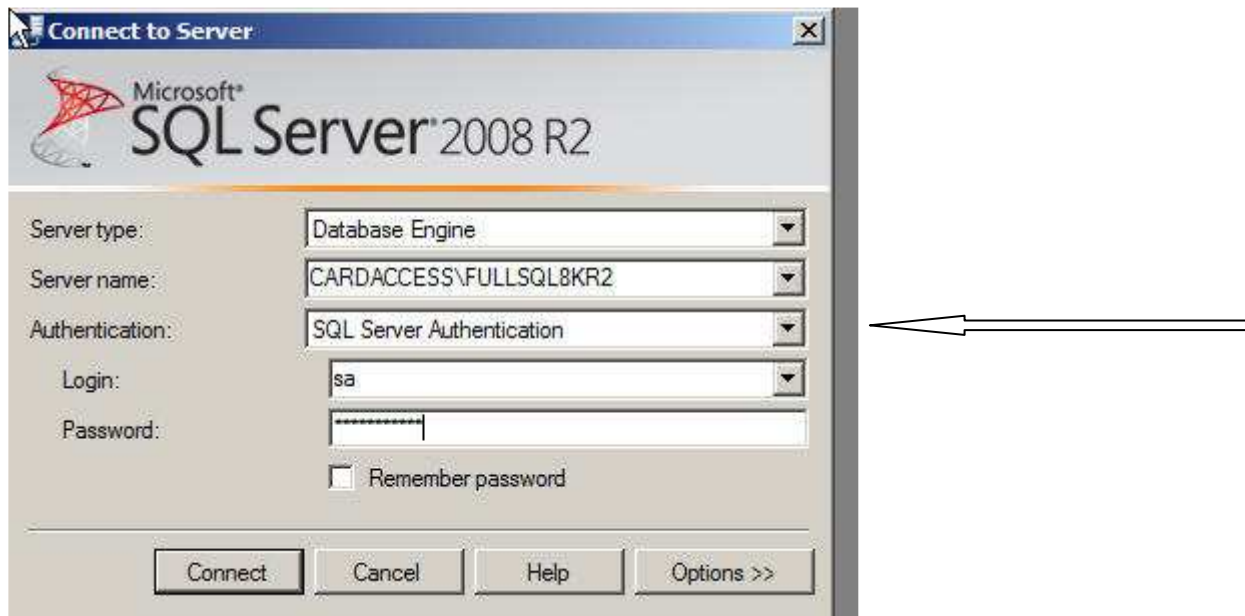
user = cic / password = Cic!23456789

Figure 5.

6) If you are unable to log in with the "cic" user, use the **SQL Management Studio** and log in with "sa". Verify the "cic" user login is configured (Refer to figure 6).

Note: The "cic" user is a user created by CardAccess 3000 software. This user might not be configured until you create a database using the CardAccess utility.
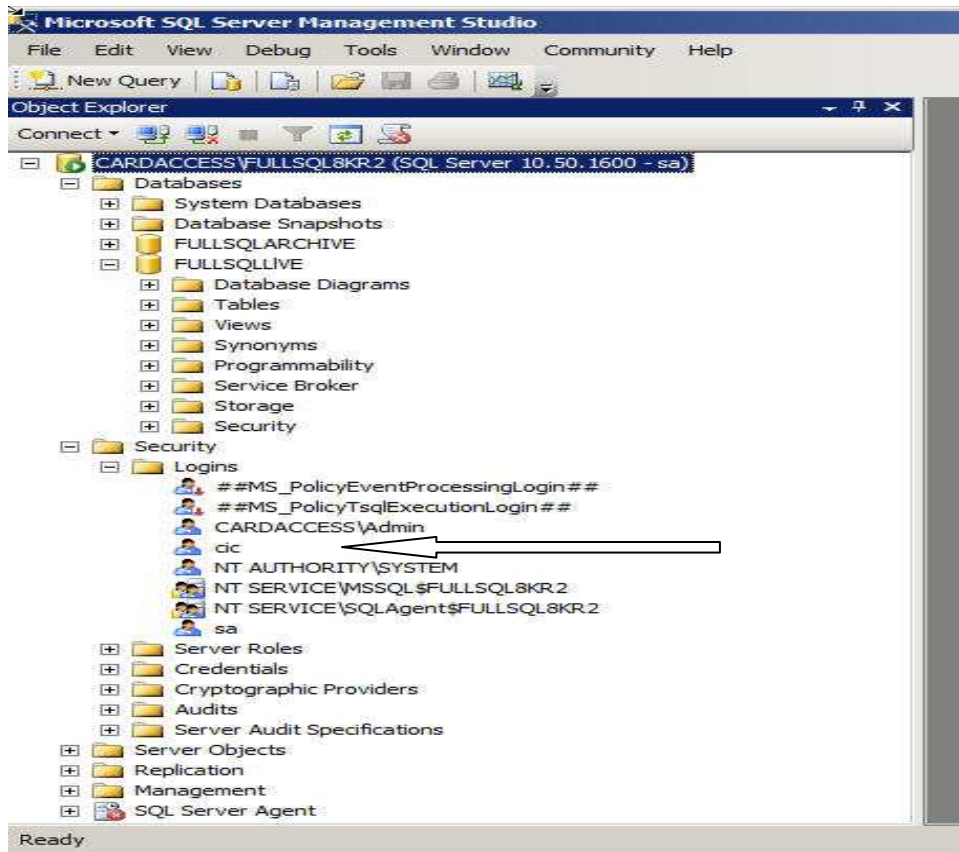
Figure 6.

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Tech Note #: TN-25

All operations with the Napco Integration seem sluggish and slow to respond.

Created Date: 02/14/2012

Products:

- NL-Mod UL

Operating Systems:

- N.A.

Symptom:

While using the **CardAccess 3000 Napco Integration**, all operations will seem sluggish and slow to respond. A delay will be exhibited while the Napco events are displaying.

Solution/Fix: (This tech note is based off the tech note generated by Napco Tech Support).

Subject: NL-Mod-UL Response delay

Issue: With the release of ICD293-1.6.203 on March 23, 2011 a problem was introduced involving the defaults used in this product. This caused the NL-Mod-UL to make repeated attempts to connect to the Napco NL-RCM server, an impossible task considering that no NL-RCM board exists in the product. As a result, attempts to connect to the NL-Mod-UL would result in an approximate 80% failure rate.

Symptoms and Indications: Units having this problem are labeled with either a triangle 1 or triangle 2. Symptomatically, the red LED on the unit will remain lit for approximately 80% of the time. Attempts to connect to the unit using NL-Mod Config will often result in a failure to connect. If used with Continental Napco Integration, all operations will appear sluggish and slow to respond.

Correction Method: This problem is field correctable. It involved connecting to the NL-MOD-UL with NL-Mod-Config, uploading the current state from the NL-MOD-UL, removing the offending connection to the NL-RCM server and downloading the changed account back to the NL-MOD-UL. Proceed as follows:

1. Using NL-MOD-CONFIG ver. 3.0.1.27 or later, select the account representing the NL-MOD-UL to be fixed and UPLOAD.
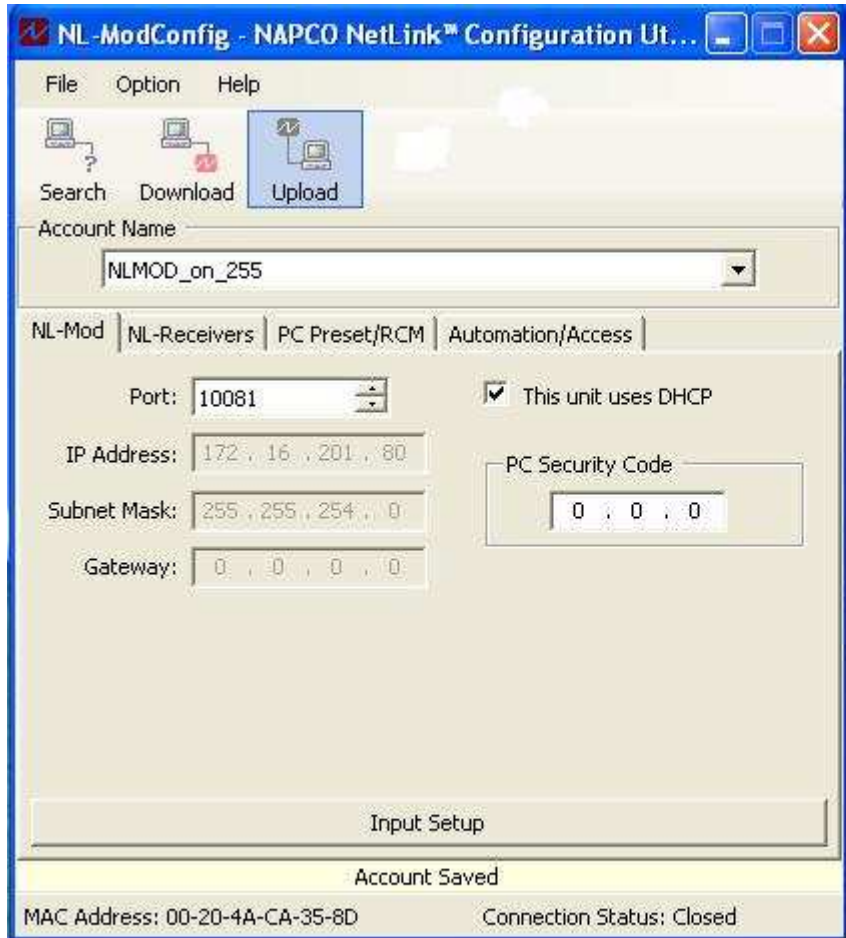
2. Click on the PC Preset/RCM tab. On the right hand side of the screen select the Secondary/RCM tab. If the default is incorrect, the IP Address field will be populated with 72.3.180.2. This value needs to be removed. Edit this field and change it to 0.0.0.0. Please note that the Populate NAPCO Defaults button at the bottom of the screen will restore the 72.3.180.2 value if pressed. DO NOT USE THIS FEATURE WHEN USING AN NL-MOD-UL. After making this change click on the Download button and download this change to the NL-MOD-UL and test. The NL-MOD-UL should be easier to access and be much more responsive. The red LED will no longer be lit 80% of the time.

NL-ModConfig - NAPCO NetLink™ Configuration Ut...

File   Option   Help

Search   Download   Upload

Account Name

NLMOD_on_255

NL-Mod | NL-Receivers | PC Preset/RCM | Automation/Access |

Secondary PC Preset/RCM

Port: 5011

IP Address: 72 . 3 . 180 . 2

PC Security Code 2

0 . 0 . 0

Primary   Secondary/RCM

Options

Check-In Time Interval(Hours): 0

Populate NAPCO Defaults

Account Saved

MAC Address: 00-20-4A-CA-35-8D   Connection Status: Closed

Tech Note #: TN-23

What percent of the CPU usage should HostNT.exe utilize?

Created Date: 01/27/2012

Products:

- CardAccess 3000 (All Versions)

Operating Systems:

- All supported operating systems

Explanation:

This is a common question proposed to Continental Access. The HostNT.exe CPU utilization is runtime optimized by design and should not be a concern.

The HostNT.exe is one of the main executables in the CardAccess3000 application. It is the application that communicates to the Continental Access control panels. By design, the HostNT executable is assigned to the IDLE Priority of one core or processor of the PC/Server when CardAccess is installed. The IDLE Priority often runs at 100% of a processor or core. If ANY other application, utility, or service is launched or needs CPU bandwidth, HostNT relinquishes the CPU usage. That way, the HostNT executable can always utilize the maximum available bandwidth at any point in time to communicate, but will never interfere with other Windows operation.

The above information can be verified as follows. While running CA3000, monitor the CPU usage and then start any other application. You will immediately see the HostNT usage drop. In essence, the HostNT executable really only uses CPU time when NOTHING else needs to be run on the server. A further qualification to this is that HostNT is assigned to only one processor of a multi-processor server or one core of a multi-core / multi-processor server. Therefore, you will see the CPU usage of HostNT maximize at 50% Idle Time for a dual core or dual processor server, 25% maximum Idle Time for a quad core single processor or two dual core processors, and continue to scale lower accordingly for the percentage of maximum CPU Idle Time assigned by the Windows OS.

VERY IMPORTANT: The CardAccess 3000 is a security program. To prevent a breach of security, we highly recommend that the CardAccess 3000 software be the only application on the server. This will guarantee the quickest system response to door commands, lockdowns, and emergencies or threats.

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Tech Note #: TN-24

While opening the EPI designer, an error displays "Can't Connect To Database"

Created Date: 01/25/2012

Products:
- CardAccess 3000 V2.8.2

Operating Systems:
- Windows 7 (32 bit)
- Windows Server 2008 (32 bit)

Symptom:

While opening the EPI designer, an error displays *"***Can't Connect To Database***"*

Solution/Fix:

Please contact Continental Technical Support for assistance.

There are some situations where the **BADGING3000** ODBC connection is not created properly. This requires recreating the ODBC connection and overwriting the existing one.

Reminders:
- It is recommended to run the EPI Badging on a CardAccess 3000 workstation.
- EPI Badging is not supported on a 64 bit operating system.

Tech Note #: TN-22

The Web Client displays an error while running reports on a 64 bit computer

Created Date: 01/24/2012

Products:
- CardAccess 3000 V2.8.2 Web Client

Operating Systems:
- All supported operating systems

Symptom:

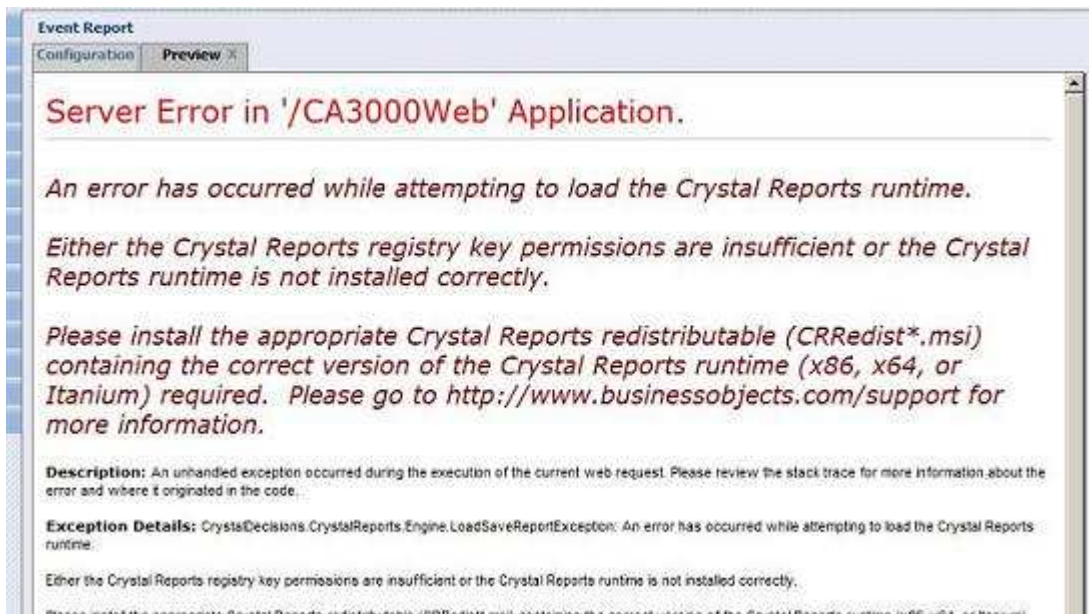The Web Client displays an error while running reports on a 64 bit computer. Refer to figure 1.

Figure 1.

Solution/Fix:

Install the CRRedist2008_X86.exe (32 bit version of Crystal Reports).This file can be found on the production DVD in the "WebInterface/CrystalReports10_5" folder.

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Tech Note #: TN-20

Prior to importing a new soft license, you must run the caLicenseRemover.exe utility

Created Date: 01/13/2012

Products:

- CardAccess 3000 V2.5 and later (CardAccess versions which support soft licensing)

Operating Systems:

- All supported operating systems

Symptom:

Prior to importing a new soft license, you must run the caLicenseRemover.exe utility.

Solution/Fix:

You must run the **caLicenseRemover.exe** utility prior to importing a new software license. The **caLicenseRemover.exe** utility can be found in the CardAccess3000 folder. If you are unable to locate it, please contact Continental Technical Support.

VERY IMPORTANT: In all cases, you **MUST** stop the **CardAccess Licensing service** in **SERVICES** prior to running the **caLicenseRemover.exe** utility. Failure to do so will result in some files not being removed.

Note: In most cases, the **caLicenseRemover.exe** utility is for soft licenses. There are some instances where it can clear up physical security key failures. If a physical security key is displaying "Invalid version" or "48 hour backup mode, it is recommended to remove the physical security key and run the **caLicenseRemover.exe** utility

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Tech Note #: TN-21

Installing CardAccess 3000 from a network drive requires Mapping a Network Drive

Created Date: 01/13/2012

Products:

- CardAccess 3000

Operating Systems:

- All supported operating systems

Symptom:

Installing CardAccess 3000 from a network drive requires **Mapping a Network Drive**. Failure to do so will result in errors during the SQL installation.

Solution/Fix:

If the CardAccess 3000 is being installed from a network drive, you must **Map a Network drive** to the network drive being used.

NOTE: We highly recommend installing the CardAccess 3000 with a CD on the local computer.

Tech Note #: TN-18

Salient analog capture cards are not supported on 64 bit Operating Systems

Created Date: 12/28/2011

Products:
- Salient DVR Analog Capture Card

Operating Systems:
- 64 bit Operating Systems

Symptom:

Salient DVR Analog capture cards will not work on a computer with a 64 bit Operating System.

Solution/Fix:

You must use a computer with a 32 bit Operating System.

Note: If you are using Windows 7 or Server 2008, you must be using Completeview 3.7 or higher with all IP cameras.

Tech Note #: TN-15

A failure occurs while exporting photos out of the database.

Created Date: 12/14/2011

Products:
- **Importphotos.exe** utility in CardAccess 3000.

Operating Systems:
- N.A.

Symptom:

While using the **export** feature in the **Importphotos.exe** utility, a failure occurs and the utility aborts.

Solution/Fix:

View the Badgephoto table in the database. View the binary data fields (blob fields), and determine which record has a corrupted or missing photo.

Re-import the photo for the associated badge record or delete the Badgephoto record with the corrupted or missing photo.

Tech Note #: TN-16

It is recommended to open all ports in the Windows 7 and Server 2008 firewall

Created Date: 12/14/2011

Products:

- Windows Firewall

Operating Systems:

- Windows 7 and Server 2008

Symptom:

Certain functions will not work properly due to ports being blocked. This can include Workstation to Host communications, Napco integration, Wireless Lock integration and other functions.

Solution/Fix:

If you are unable to open specific ports in the Windows firewall, it is recommended to open/ allow ALL ports in the Windows 7 or Server 2008 firewall. Configuring specific ports in the Windows firewall requires an experienced IT associate. Refer to the Continental website for documentation on configuring firewalls and a listing of all ports used by the CardAccess 3000 software.

Note: Do not stop the Windows 7 or Server 2008 firewall in Services. Unlike XP and Server 2003, stopping the firewall doesn't open all ports.

Tech Note #: TN-17

The web client fails on a 64 bit computer

Created Date: 12/14/2011

Products:

- CardAccess 3000 V2.8.2 Build 229 (Web Client)
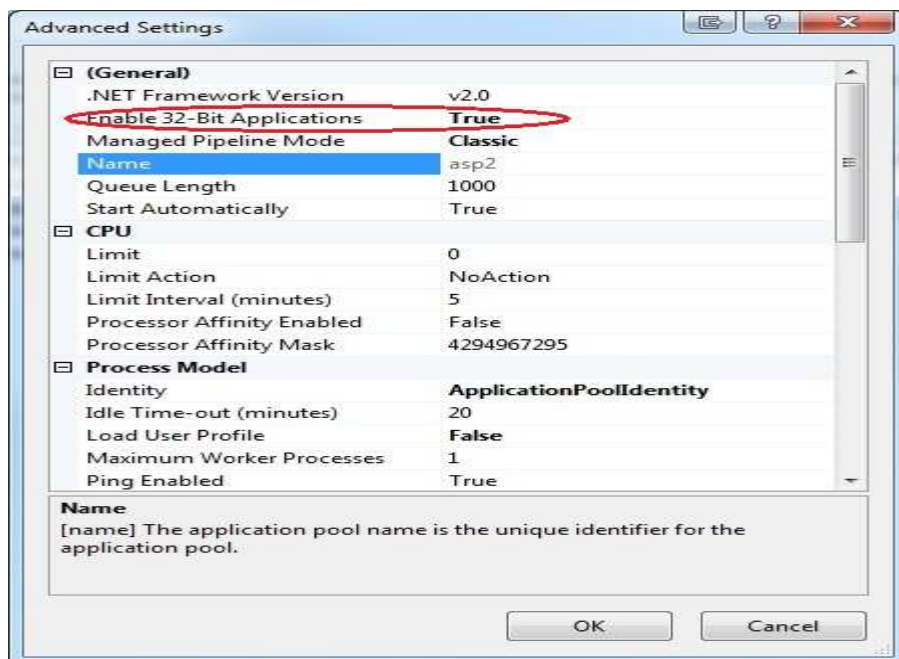
Operating Systems:

- 64 bit computers

Symptom:

The web client will not operate properly on a 64 **bit computer**.

Solution/Fix:

You must configure "**Enable 32 bit applications**" in IIS under Application Pools. Refer to figure below.

Tech Support REMINDER #8 (For Internal Use Only)

Subject: CaImportData utility

Pertains to All Versions

Date: 10/7/2011 Rev A

Problem: It is very important to specify the correct **Import Data From**) path while using the CaImportData utility. This folder should only contain the files that are to be imported by the CaImportData utility. If there are other files in the specified folder, they will be deleted.

Fix : The folder (**Import Data From path**) specified for the **CaImportData** utility should not contain any other files except the files that the **CaImportData** utility imports.

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Tech Note #: TN-14

*While logging into the **CardAccess Mapping**, an error displays*

Created Date: 10/7/2011

Products:

- CardAccess 3000 Version 2.8.2 Build 229

Operating Systems:

- N.A.

Symptom:

While logging into **CardAccess Mapping**, an error displays.

Solution/Fix:

You must contact Continental Technical Support for an updated DLL (Interop.caAlertObject.DLL).

Copy the updated DLL into the "C:\Program Files\CardAccess3000" folder. After this DLL is updated, re-launch the **CardAccess Mapping** and log in.

Tech Note #: TN-12 (Rev B)

The time schedules are not saving while editing an Access Group.

Created Date: 05/2/2013

Products:
- CardAccess 3000 Version 2.719 B223

Operating Systems:
- N.A.

Symptom:

A few customers experience a problem while editing and saving a time schedule in an ACCESS GROUP. The time schedule being added reverts back to "Not Used", after clicking SAVE.

Solution/Fix:

If this symptom occurs, you must contact Continental Technical support for assistance. This fix requires modifications to the "AccGrp" table. It should be performed by an experienced SQL Administrator using the SQL Server Management Studio.

Note: Archiving the configuration data to a new database and then restoring will not correct this problem.

Tech Note #: TN-11

*A CardAccess 3000 update from V2.3.16
to V2.7.26 fails on some databases*

Created Date: 05/6/2011

Products:

- CardAccess 3000 Version 2.3.16 B166

Operating Systems:

- N.A.

Symptom:

You might experience a failure on a CardAccess 3000 update from V2.3.16 to V2.7.26 and later.

Solution/Fix:

If an update error occurs, you must empty the **AccGrp_Badges** table and then repeat the update process. To empty the table, you can use the "SQL Server Management Studio" utility. If this utility is not loaded, you can install it from the CardAccess 3000 CD.

Tech Note #: TN-10

The Socket Notifier files on the CA3000 production CD are incorrect

Created Date: 04/28/2011

Products:
- CardAccess 3000 Version 2.7.26 B228

Operating Systems:
- N.A.

Symptom:

The **caSocketNotify.exe** file on the V2.7.26 B228 is not correct. If you use this file, the events are not sent to the specified IP address and port number.

Solution/Fix:

Contact Continental technical support for the correct files.

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Tech Note #: TN-08

MSXML6 fails to install during the installation of SQLEXPRESS

Created Date: 4/26/2011

Products:

- CardAccess 3000 V2.6.x and later

Operating Systems:

- All

Symptom:

On some computers, MSXML6 fails to install during the installation of SQLEXPRESS. This will occur if the computer has a newer version of MSXML6 on it.

Solution/Fix:

You must remove the existing version of MSXML6. To remove MSXML6, you must use the "Microsoft Windows Cleanup utility". Contact Continental Technical Support to obtain this utility.

It is very important to use extreme caution while removing applications with this utility. Do not remove any other versions of MSXML.

After MSXML6 is removed, you must reinstall SQLEXPRESS.

Tech Note #: TN-07

The parity settings are incorrect for the75 bit PIV format

Created Date: 4/26/2011

Products:

- CardAccess 3000 (V 2.7.19 Build 223) and earlier

Operating Systems:

- All

Symptom:

The "Odd" parity bits are wrong for the 75 PIV (MSB) -NO DEGRADE format.

Solution/Fix:

You must change the "Odd" parity bits as follows:

FROM:

Offset	Length
39	36

TO:

Offset	Length
38	37

Tech Note #: TN-05

The console relay (#73) is not available for use as an elevator relay

Created Date: 3/15/2011

Products:

- All Continental Controllers

Operating Systems:

NA

Symptom:

The console relay (#73) is unavailable for use as an elevator relay.

Solution/Fix:

The console relay can't be used for elevator controls.

NOTE: If you need extra relays for elevator controls, you should purchase a relay expansion board.

Tech Note #: TN-06

The "Select Language" box will not display on a CardAccess 3000 workstation

Created Date: 3/16/2011

Products:

- CardAccess 3000 (V 2.7.26 Build 228)

Operating Systems:

- All

Symptom:

On a CardAccess 3000 workstation, the "Select Language" box does not display after clicking "System/Language" on the main menu. The cause of the problem is because the "Language" folder is not being installed during the installation.

Solution/Fix:

Copy the "Language" folder from the CardAccess 3000 host to the CardAccess 3000 workstation. Copy the "Language" folder into the CardAccess 3000 folder.

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Tech Note #: TN-04

EPI is displaying "Invalid Pointer" message

Created Date: 1/21/2011

Products:

- EPI Badging3000

Operating Systems:

- Windows 7 Pro
- Windows XP Pro
- Server 2003

Symptom:

While trying to use the EPI designer, an "**Invalid Pointer**" error message displays.

Solution/Fix:

Windows 7

EPI uses an early version of MSXML. You must verify MSXML 4.0 is installed on the computer. Go into "Programs and Features", and verify that MSXML 4.0 is installed. If it's not, you must download it from Microsoft, and install it.

Windows XP/Server 2003

EPI uses an early version of MSXML. You must verify MSXML 4.0 is installed on the computer. Go into "Add/Remove Programs", and verify that MSXML 4.0 is installed. If it's not, you must download it from Microsoft, and install it.

Tech Note #: TN-03

Sleep Mode can cause CA3000 failures, resulting in the loss of communications

Created Date: 12/21/2010

Products:
- CardAccess 3000

Operating Systems:
- Windows 7 Pro

Symptom:

The activation of sleep mode can cause the cicdataserver and hostnt.exe to terminate. This will result in the loss of communications to the panels.

Solution/Fix:

1) Click Start/Control Panel/Power options

2) Click "Change when the computer sleeps"

3) Select "Never" for the "Put the computer to sleep:" settings (refer to the figure 1 below)

4) Click OK

Change settings for the plan: Balanced
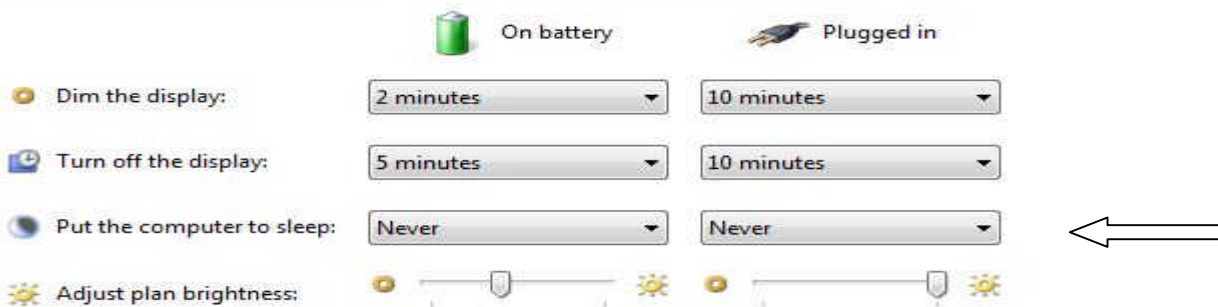Choose the sleep and display settings that you want your computer to use.

	On battery	Plugged in
Dim the display:	2 minutes	10 minutes
Turn off the display:	5 minutes	10 minutes
Put the computer to sleep:	Never	Never
Adjust plan brightness:		

Figure 1.

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Tech Note #: TN-02

For Windows 7 Pro and Server 2008, it is recommended to lower or disable the UAC settings

Modified Date: 4/27/2011

Products:

- CardAccess 3000

Operating Systems:

- Windows 7 Pro
- Server 2008

Symptom:

It is recommended to lower or disable the UAC settings prior to installing the CardAccess 3000. Failure to lower or disable the UAC settings will result in problems executing the CardAccess 3000 utilities. The procedure is different for Windows 7 Pro and Server 2008.

Solution/Fix:

WINDOWS 7 PRO:

1) Click **Start** and then click **Control Panel**

2) Click **User Accounts**

3) Click **Change User Account control settings**

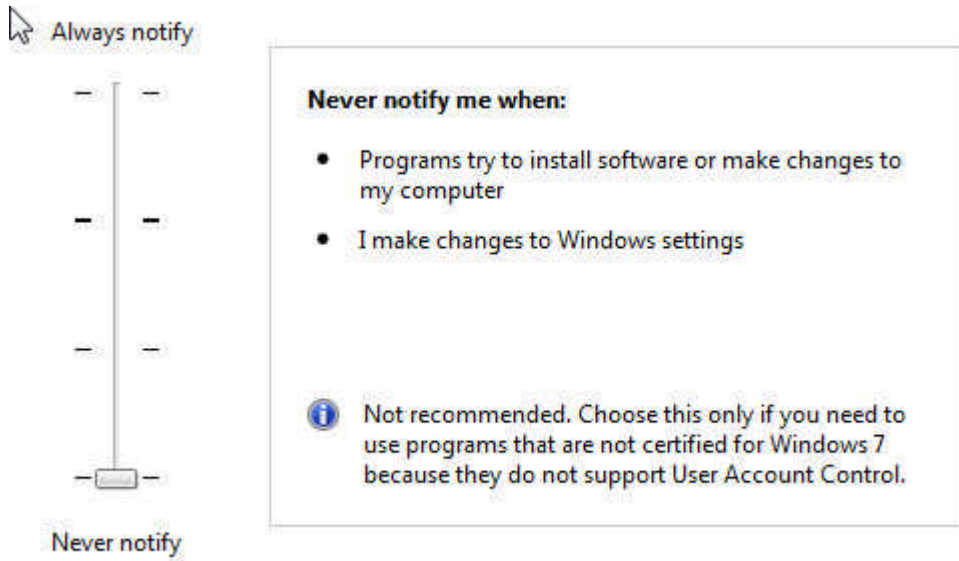4) Slide the bar down to **Never Notify** as per the figure 1.

5) Click **OK**

Figure 1.

SERVER 2008: (In Server 2008, you must disable the UAC settings)

1) Click **Start** and then click **Control Panel**

2) In **Control Panel**, click **User Accounts**

3) Click **Change User Account control settings**

4) Remove the checkmark for **Use User Account Control (UAC) to make your computer more secure**

Note: By removing the checkmark, this disables User Account Control (UAC)

5) Click **OK**

Tech Note #: TN-01

CA3000 Web Interface installation failure

Created Date: 12/21/2010

Products:

- CardAccess 3000

Operating Systems:

- Windows 7 Pro
- Windows XP Pro
- Server 2003

Symptom:

The CA3000 web Interface fails during the installation. During the installation, an error message will display. The message will be similar to "The installer has been interrupted". To correct this problem, refer to the following steps. The fix will be different depending on your operating system.

Solution/Fix:

Windows 7 Procedure

1. Click Start/All Programs/Control Panel

2. Click "Program and Features"

3. Click "Turn Windows features on or off ". A list will populate with all the features.

4. Configure the settings for "Internet Information Services" as per figure 1.
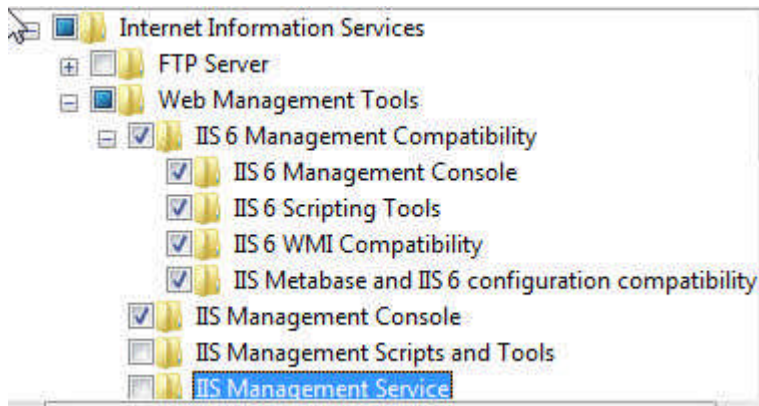
Figure 1.

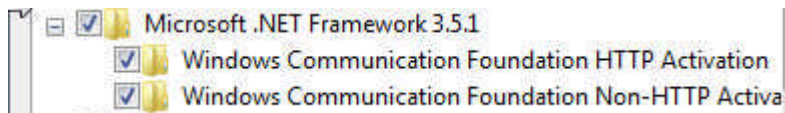5. Configure the settings for ".Net Framework 3.5.1 as per figure 2.

Figure 2.

6. Restart the computer and reinstall the CA3000 web interface.

Windows XP Professional/Server 2003 Procedure

1. Click Start/All Programs/Control Panel

2. Click "Add Remove Programs"

3. Select "Microsoft Framework 3.5 SPx"

4. Click "Change/Remove"

5. You will be prompted to "Repair" or "Remove". Select Repair and follow the prompts.

6. After the Repair is completed, restart the computer and reinstall the CA3000 web interface.