

## Connecting the AcceptNet Server and Panel

For more information on AcceptNet please refer to the QuickStart Guide, which came with your AcceptNet CD. A Troubleshooting guide is included at the end of this document.

This document assumes that you have successfully installed the AcceptNet Client and the AcceptNet Server onto the allocated PCs. We recommend using Pentium 4 PCs with 256Mb RAM using Windows 2000 or XP Pro as minimum.

The screenshots in this document were taken from a PC running Windows XP Pro and, thus, may appear slightly different on your PCs.

AcceptNet Server's primary function is to receive, process and archive review data from Inner Range Concept 3000/4000 and Generic Serial (eg CCTV) Panels. AcceptNet Server can communicate with an upgradable number of panels either via RS232, via PSTN modem or via a TCP/IP network.

### Setup Panel

Run AcceptNet Server and Login using your INSTALLER user account (See QuickStart Guide pp27-28) and select Setup/Panels. The window in Figure 1 will be displayed. All fields have dropdown lists which can be used to quickly lookup another Panel.

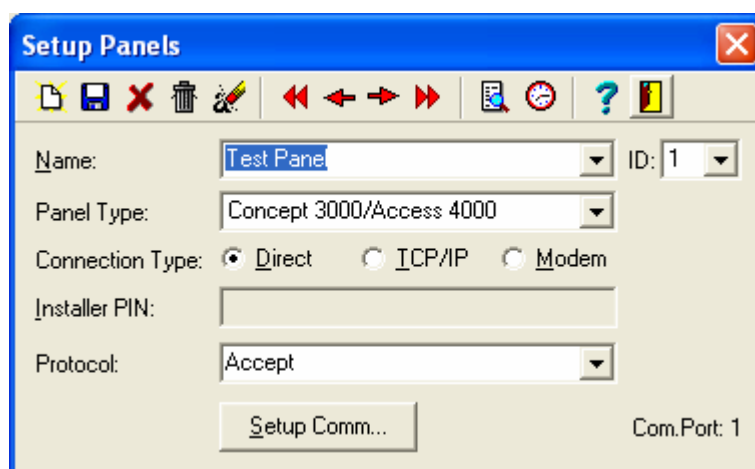


Figure 1.

The **Name** field is free text so can be used to describe the Panel.

The **ID** field is set automatically by AcceptNet.

The **Panel Type** can be set to either "Concept 3000/Access 4000" or "Generic Serial CCTV".

The **Connection Type** can be set to "Direct", "TCP/IP" or "Modem". See sections below for their respective setup details.

The **Protocol field** can be set to "Accept" or "PC Direct". It should be set to "Accept" for "Direct" and "TCP/IP" Connection Types, and "PC Direct" for the "Modem" Connection Type.

## Setup for Connection Type

### 1. Direct Connection Type

The Direct Connection Type must be used when connecting a Panel to AcceptNet via an RS232 Serial Cable.

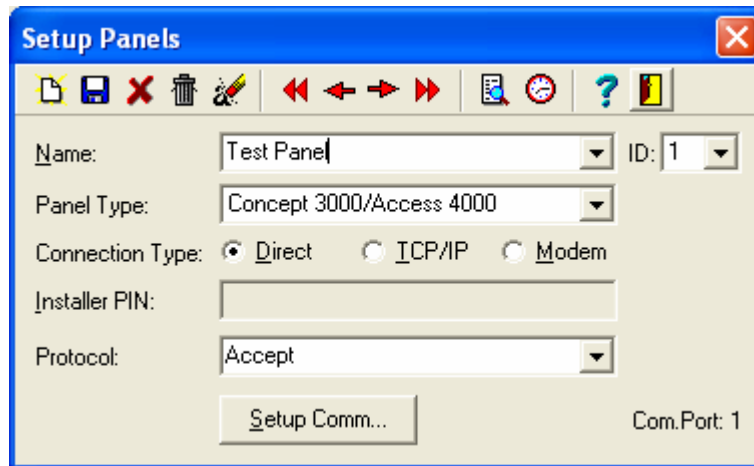


Figure 2.

Having set the Connection Type, you must now set the Com Port parameters. Click on the “Setup Comm..” button on the Setup Panels window, shown in Figure 2. The form in Figure 3 will be displayed.

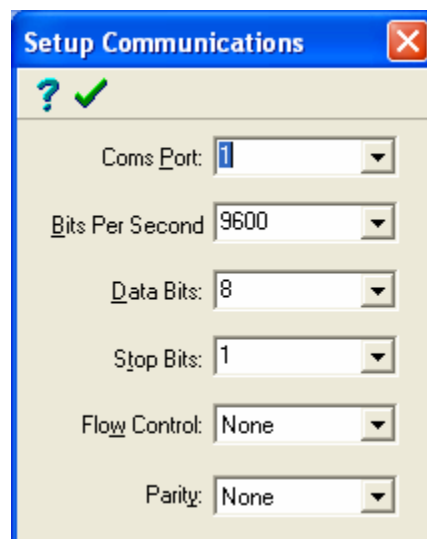


Figure 3.

#### **Important**

The Com Port parameters are configurable from within the Panel and must match the entered values exactly. If you are not sure how to access the Comms Task on the Panel, consult your Hardware Installation Company.

Once saved, Acceptnet should be able to communicate with the Panel. Make sure that :

1. Your RS232 cable is connected to the correct Com port on the back of your AcceptNet Server PC.
2. No other software is using that Com Port. Eg Touchscreen software.

If you have any difficulties, consult the Troubleshooting guide at the end of this document.

## 2. TCP/IP Connection Type

The TCP/IP Connection Type must be used when connecting a Panel to AcceptNet via a Lantronix UDS-10. For information on installation and set up of UDS-10 devices, consult : [www.psdesign.com.au/Software/acptServer/UDS10Setup.doc](http://www.psdesign.com.au/Software/acptServer/UDS10Setup.doc). If you have any further problems with your UDS-10, consult your Hardware Installer.

The Setup Panels window for TCP/IP Connection Types can be seen in Figure 4.

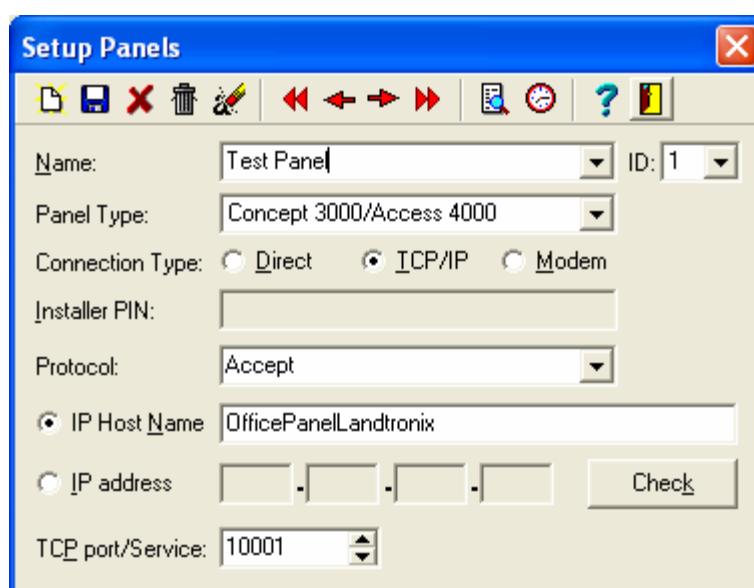


Figure 4.

You must either enter the HostName of your UDS-10 in the "IP Host Name" field, or enter its address in the "IP Address" field.

### Important

The Hostname and IP Address parameters are configurable from within the UDS-10 and must match the entered values exactly. If you have any further problems with your UDS-10, consult your Hardware Installer.

Once saved, Acceptnet should be able to communicate with the Panel. Make sure that :

1. Your HostName or IP Address values match the values in the UDS-10 exactly.
2. Your UDS-10 is powered and not in use by any other PC.
3. You are connecting to the UDS-10 via a correctly wired Cat5 network cable.
4. You are using a Serial to Modem cable between the Concept UART board and the UDS-10.

If you have any difficulties, consult the Troubleshooting guide at the end of this document.

### 3. Modem Connection Type

The Modem Connection Type must be used when connecting a Panel to AcceptNet via a Modem.

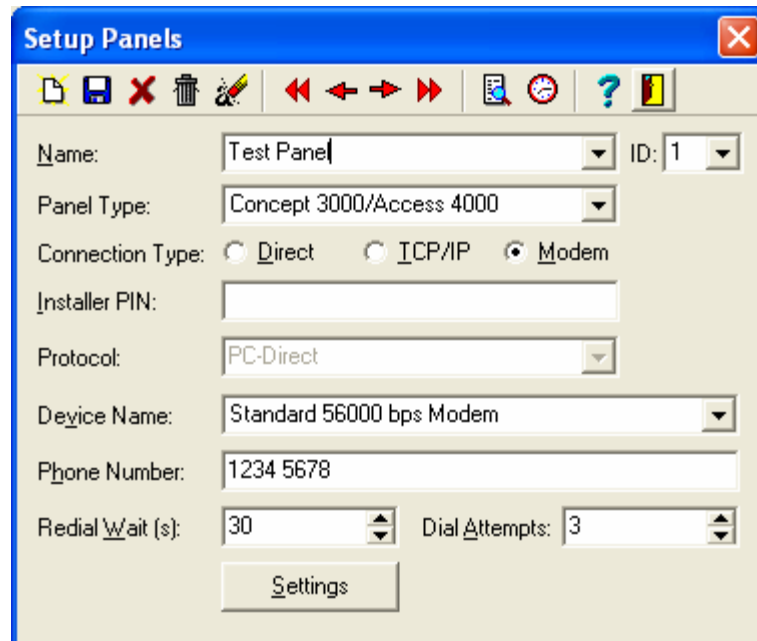


Figure 4.

#### Important

Before you set up your Modem in AcceptNet, the Modem **MUST** be correctly installed in your Windows Operating System.

Once installed, the Modem will be available to you in the “**Device Name**” dropdown list. Select the appropriate Modem for this Dial up Panel.

The “**Phone Number**” field is the number required to dial the Panel. Remember to include any international, national or Dial Out prefixes in the number.

The “**Redial Wait**” time is the amount of time the Scheduler will wait before attempting to redial the modem if a previous connection failed.

“**Dial Attempts**” is the maximum number of times the scheduler will attempt to dial the Panel in any one Connect Attempt.

Once saved, Acceptnet should be able to communicate with the Panel. Make sure that :

1. You have installed the Modem correctly. This includes using the correct driver for the Windows Operating System that you are using and that you have entered any Initialisation Strings required.
2. Your “**Redial Wait**” time is sufficiently high for your variety of Modem. Modems take a long time to do anything. Never rush them.

If you have any difficulties, consult the Troubleshooting guide at the end of this document.

## AcceptNet Server-Panel Troubleshooting Guide

For more information on AcceptNet, please refer to the QuickStart Guide and Online Manuals on the PSD website at: [www.psdesign.com.au](http://www.psdesign.com.au). This guide assumes you have successfully installed the AcceptNet Client and Server software onto the allocated PCs.

<b>What is the problem?</b>	<b>To solve the problem.....</b>
General	<p>Make sure the Comms Task “K” option is set each time you attempt to connect to the Panel. The Comms Task must be set to Idle before setting the “K” option, then set back to Active before you can connect to the Panel. Also check that the ClientCode is set to 0001.</p> <p>If you are not sure how to do this, consult your Hardware Installer.</p>
Direct Serial Connections	<p>Make sure you are using a “Direct Serial to PC” cable as supplied by your distributor.</p> <p>If you are not sure, consult your IT Department.</p>
	<p>If you are using a Serial Card for extra Com Ports, make sure you have installed the correct driver for your Windows Operating System. You can test your Com Port using a suitable Serial Communications Software such as “Hyperterminal”</p> <p>If you are not sure how to do this, consult your IT Department.</p>
	<p>Make sure no other software is using the Com Port assigned to this Panel. All other software running on the AcceptNet Server PC, must be checked to make sure they are not using your Com Port.</p> <p>If you are not sure how to do this, consult your IT Department.</p>
	<p>Make sure your RS232 Serial cable is connected into the Correct Com Port on your Acceptnet PC. It is very easy to accidentally plug the cable into the incorrect socket on the back of the PC.</p> <p>If you are not sure how to do this, consult your IT Department.</p>
	<p>Make sure your RS232 Serial cable is connected into the Correct Coms Task on your Panel. It is very easy to accidentally plug the cable into the incorrect socket on the Panel.</p> <p>If you are not sure how to do this, consult your Hardware Installer.</p>
	<p>Make sure your RS232 Serial cable is not too long or in an excessively “electrically noisy” location. The recommended maximum length of an RS232 cable is 20m. Electrical interference from other cables and devices might also interrupt the signal.</p> <p>If you are not sure how to do this, consult your IT Department.</p>
TCP/IP Connections	<p>Make sure the Lantronix UDS-10 Hostname and/or IP Address is installed correctly. Use “Ping” to test whether or not the UDS-10 is reachable from the AcceptNet Server PC. If you are using an IP</p>

	<p>Address, check with your Network Administrator that you are not using DHCP or if you are, that the IP Address is unique. Use a "Serial to Modem" cable between the UDS-10 and the UART Board as supplied by your distributor.</p> <p>If you are not sure how to do this, consult your IT Department.</p>
	<p>Make sure no other PC is using the UDS-10. Only one AcceptNet Server can communicate with it at one time.</p>
Modem Connections	<p>Modems take a finite time to accomplish anything. It can take in the order of minutes to dial a number and establish a connection. NEVER rush a Modem. Always allow sufficient times for dialling, retries and downloading.</p>
	<p>There are many varieties of modems, drivers, operating systems and telephone exchanges. It may not be a trivial task to install your modem on the AcceptNet Server PC. Make ABSOLUTELY sure the Windows Operating System on your Acceptnet Server PC supports your flavour of modem. Some Modem drivers are not compatible between different varieties of Windows Operating Systems (eg there may be different Windows2000 and XP drivers for a modem). Make sure you are using the correct Modem driver for your Operating System. You can test your Modem using suitable Communications Software such as "Hyperterminal".</p> <p>Remember, if Windows has trouble recognising your Modem, AcceptNet Server has no chance!</p> <p>If you are not sure how to do this, consult your IT Department.</p>
	<p>Some modems require Initialisation Strings to communicate with a Panel. The Initialisation String you require must be entered into the Modem Settings in the Windows Control Panel before you attempt to dial a Panel. The Initialisation String is dependant on your flavour of Modem. Eg the D-Link Initialisation String is "ATE1Q0L1X0B0%C0\N0"</p> <p>Consult your Modem manufacturers website for this information.</p>
	<p>It is not possible for PSD to test every make and model of modem for compatibility with Acceptnet Server. Acceptnet Server uses standard Windows Telephony API calls to communicate with these devices. It is possible for a modem to not work with Acceptnet due to bugs in the modem's driver software or if they use non-standard Windows API calls. For this reason we strongly recommend only using industry recognised modem manufacturers.</p> <p>PSD recommend D-Link DFM-560E Modems.</p>