

# **ACCEPTNET SERVER FOR CONCEPT PANELS OPERATOR'S MANUAL**

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## 1 GETTING STARTED

### 1.1 Main Menu

The main menu while logged out of the server contains the following menu items. *Login to the server* (Login | Disable clients) to extend the available menu.

#### File

View Event Log

Panel Status

Minimize

Minimizes the application. An icon will appear in the task bar status area only. You will need to double click or right mouse click and restore from the pop-up menu.

Exit

#### Window

Tile

Organises resizable child windows such that all non-minimised windows are displayed as large as possible with no edges overlapping other windows.

Cascade

Organises resizable child windows such that all windows are overlapped and offset slightly down and right and all window title bars are visible.

#### Login

Disable/Enable Clients  
(LOGIN/LOGOUT)

Activate this feature to "login" to the server and extend the menu for administration of the system.

Broadcast Message

#### Help

About

Contents

Hardware Key

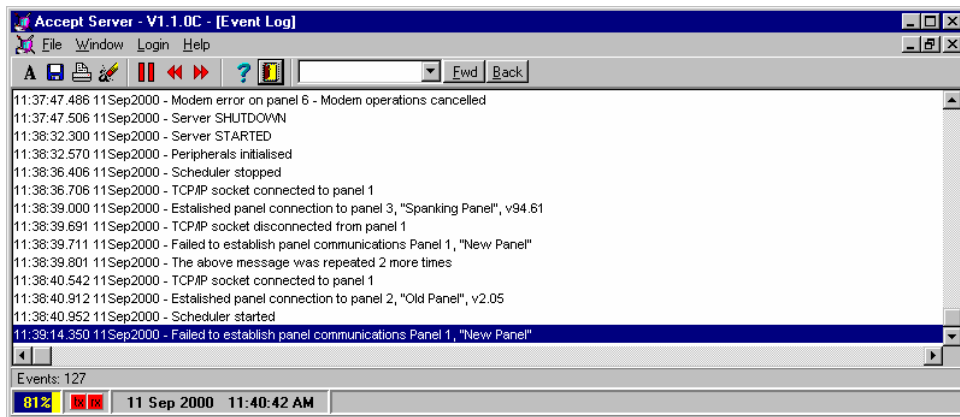
Invokes the contents dialog for the application help file.

### 1.2 The Event Log

The event log contains status information about the server or actions performed on it. It also contains exception or error messages generated during normal execution. This log can be particularly useful to PSD support but also to the AcptNet administrator when attempting to trace problems or understand why the system is not doing what is expected. It is important therefore to consult this log whenever problems occur and notify your

support person with the information contained therein.

The event log is opened automatically whenever an application exception occurs.



To locate a specific event or search for an event containing a specific key word, enter text in the input field of the toolbar and click on either **Fwd** or **Back** to begin a search through the log from the currently highlighted row in the event list. The event log will be "paused" if an event is found and that event containing the key word/phrase will be highlighted. Continually click on **Fwd** or **Back** to repeat the search for the next or previous matching event.

**NOTE:**

The log will be archived if its length exceeds a specific limit. The log should however be cleared regularly to avoid consuming excessive resources.

## 1.3 Panel Status

The panel status can be viewed at any time and indicates whether a panel is on-line (connected) and initialised. An initialised panel is one for which version, memory structure and auto-review has been successfully read or set by the AcptNet server.

Pnl.ID	Pnl.Name	Pnl.Ver.	Online	Init'd	Dnld'd	Upld'd	Device	Con. Type	Host Name	IP Address	TCP Service	Phone #
1	New Panel	v96.44	no	no	YES	YES	WinSock	TCP/IP	GEORGE	203.38.54.122	4001	
2	Old Panel	v2.05	YES	YES	YES	YES	COM 5	Direct				
3	Spanking Pa...	v94.61	YES	YES	YES	YES	COM 7	Direct				
4	Invisible	v96.44	no	no	YES	YES	Standard Modem	Modem				94439878
5	Pretend	v96.44	no	no	YES	YES	Standard Modem	Modem				94439878
6	Voidax 7	v96.44	no	no	YES	YES	Interlink Voidax	Modem				94439878
7	Voidax 8	v96.44	no	no	YES	YES	Interlink Voidax	Modem				94439878

Refresh Time (s): 3  Detailed Modem Process: Scheduler OFF 7 Panels

82% 11 Sep 2000 11:39:23 AM

If a panel is not initialised then the exact structure of the memory configuration and possibly firmware version will not be known. Therefore if an uninitialised panel has not been downloaded successfully, previously, that panel will be unavailable for editing.

The status of the panel is checked periodically according to the value of the **Refresh Time** in seconds. If **Detailed** is not checked only the first 5 columns in the above table are displayed.

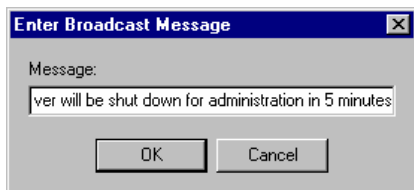
After logging into the server the connect, disconnect and schedule buttons are enabled.

Select a panel from the table and use the connect button to reschedule or manually connect a particular panel immediately. Use the disconnect button to disconnect a panel or if the scheduler is running to give up the modem to another panel.

Click on the schedule (clock) button to invoke the schedule setup dialog.

## 1.4 Broadcast Message

It is possible to send a simple text message to all the clients on the AcptNet network using the **Login | Broadcast** feature. A message box will be displayed, simply type the text you would like all clients to receive and click OK.



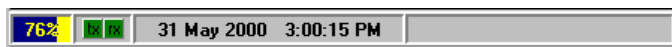
If no clients are currently connected then a broadcast message will not be allowed.

## 1.5 Exiting the Server

In order to exit the server application no clients must have an active TCP/IP connection whether logged in or not. If there are active clients on the network select **Login | Disable Clients** in the main menu to disable the client connections. If any of the clients fail to respond then the login will not be allowed. Terminate the failed client as required then re-attempt to close down the server.

## 1.6 Status Bar

The status bar is located at the bottom of the AcptNet Server main screen.



The status bar indicates (from left to right)

- Resource Meter Select the resource to monitor from the *preferences setup* dialog
- Panel/Comms Activity Indicates communications activity to ANY panel. When RED data is being tx'ed or rx'ed to or from the panels, green indicates no activity. Enable this feature in the *preferences setup* dialog.
- Current Date Time
- Progress when visible When performing uploads, update states or review archive; progress will be displayed in this field.

## 1.7 About Box

The about box details the software version and some support contact information. Use this when submitting fault notifications to identify the application version and build date for the software you are running.



## 2 ACPTNET SERVER AS NT SERVICE

The AcptNet Server may be installed as an NT service under Windows NT or Window 2000. The advantage of running the AcptNet server as a service is that it will execute even while no-one is logged into an NT/2000 workstation. The AcptServer service will be started automatically as the main operating system starts up – unless the startup properties for the service (Services applet) have been altered.

The **Admin | Install As NT Service** option is only available from the main menu when running AcptServer directly. Use this option to install the AcptNet Server as an NT service. Once running as a service this option will no longer be available.

The **Admin | Remove As NT Service** option is only available from the main menu when running AcptServer directly. Use this option to uninstall the AcptNet Server as an NT service.

The advantage of using AcptNet server as a service will be that the application will execute immediately after the system is rebooted and does not require a valid NT user login or that the AcptServer shortcut be created in the startup menu.

### NOTE:

*These (service) features are only supported under Windows 2000 or Window NT4.*

Reboot to start the service once installed, or stop the service if deleted. Alternatively use the Services applet from the control panel to start/stop the service. You will need to close the current invocation of the AcptServer application first AND remove any AcptServer shortcuts from the **Programs | Startup** folders (if they exist) in the Windows **Start** menu.

You must be familiar with the NT/2000 services applet under the control panel. Use this applet to start and stop the application as necessary. You cannot remove the AcptNet server or shut it down if it is installed as a service unless the service is stopped from the control panel services applet.

To add the AcptNet server service to the operating system from a command prompt simply type the following - this does not start the service:

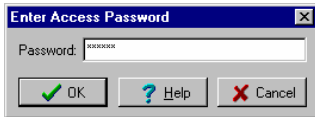
```
AcptServer /add
```

To remove the AcptNet server service from the services list and stop the application without using the Services applet, simply type the following at a command prompt:

```
AcptServer /del
```

## 3      **DISABLING CLIENTS - LOGGING IN**

Logging into the server to access administrative function requires that all AcptNet Client applications be disabled. Thus select **Disable Clients** from the login menu to login to the server and take control of the network. To login enter the INSTALLER password or the password used by the "additional operator" as specified in the preferences, ie. the password that the operator would use to login to AcptClient. By default the "additional operator" will be assumed to be the first operator created after the INSTALLER account.



The default "factory set" INSTALLER password is "Accept". The administrator should **change this password** as soon as possible to a more secure value. The password is the same password required to Accept the AcptClient.

Once a login is successful the administrator and setup menus will become visible.

### 3.1      **Administrator Menus**

Once logged in, the following Menu will become visible within the *main menu*:

#### **Admin Menu**

Archive Tenants Review

Operators

Permissions

Review Manager

Tenants

Backup Database To Zip

Restore Database From Zip

Reset Modem Scheduler

Recover All Session Keys

Recover Session Key...

Set up ALL Panels Time

Update States ALL Panels

Update States

Download ALL Panels

Download Panel

Download Changes  
Upload ALL Panels  
Upload Panel

Re-initialise Server  
Repair Database  
Delete All Panel Data

Install As NT Service (Available only under W2000/NT)  
Remove As NT Service (Available only under W2000/NT)

**Set up Menu.**

Change Password  
Clients  
Graphics  
Panels  
Preferences

**Accounts Menu**

(Visible only if the Access Accounting feature enabled under the hardware key).

Setup  
Clear Clears all access statistics, empties the summary table.

**Storage Units Menu**

Import All  
Update Now  
List Lockers  
Clear All Locker Info

**Card Menu**

(Visible only if the Photo-ID feature is enabled under the hardware key).

Lost & Found  
Manage Pool

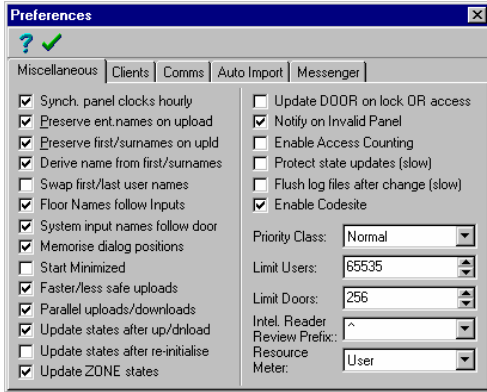
**Register Menu**

Upgrade

## 4 PREFERENCES SETUP

The preferences set up dialog is used to set features that affect the whole AcptNet system.

### 4.1 Miscellaneous Preferences



#### Sync panel clocks hourly

When ticked, the RTC of each panel is synchronised to the current PC time on the hour. Care must be taken to ensure the PC clock is accurate and will not be changed manually.

#### Preserve names on upload

When checked entity names are preserved, hence any changes to the entity names in the panel will be ignored on an upload of this data to the server unless the entity has only a default name. This applies especially to auxiliary, siren-list and module names etc... (which are not stored nor exist in the panel)

#### Preserve user names on upload

When checked panel user names are preserved, hence any changes to the user names in the panel will be ignored on an upload of this data to the server unless the user has only a default name. If unticked the panel user name will overwrite the panel user name in the user records however will not affect the existing last or first name values (unless these are empty or defaulted).

#### Swap first and last user names

The first name and last name of a user record is determined from the panel name uploaded into Accept. If this option is checked then the panel name uploaded (and downloaded) is expected to be in the format

	<surname> <first-name> and will be derived accordingly.
<b>Floor names follow inputs</b>	When ticked, lift button input names on lift control modules are used to name the floors associated with the lift module. This is especially useful when interpreting floor access review received from the panel.
<b>Memorise dialog positions</b>	When ticked, the size and position of sizeable dialogs opened within the server application are saved and restored when the dialog is subsequently reopened.
<b>Start Minimized</b>	When ticked the server application will minimize automatically (and appear only in the task-bar status area). Double click on the server icon to restore or right click to invoke a pop-up menu.
<b>Faster/Less safe uploads</b>	When ticked, upload speed will be increased, however the risk of database corruption may be increased should there be a power or system failure before the upload completes.
<b>Parallel Upload/Download</b>	When ticked and during upload or download, all panels are uploaded and downloaded at the same time. If not ticked then each panel is uploaded or downloaded only after the previous panel upload/download has completed (and generally will take longer). Untick this if panel communications is unreliable.
<b>Update States after up/dnload</b>	When ticked and following an ALL panels upload/download, entity states will be updated from all panels.
<b>Update States after reinitialise</b>	When ticked the server will attempt to update entity states whenever the system is re-initialised. This includes immediately upon startup or whenever the "reinitialise server" option is selected from the "Admin" menu after logging in.
<b>Update Zone States</b>	When ticked zone inputs states will be updated when Updating States. When unticked they are skipped. Use this option only if input states received by the panel cannot be trusted - <i>you must therefore rely on review to synchronise input states</i> . Alternatively upgrade panel firmware to a version where updating of

	input states has been corrected.
<b>Update Door on lock OR access</b>	Normally door states are updated from the state of the door lock auxiliary event. However it is possible that the auxiliary-on event (door unlock) will not be delivered by the panel - especially for doors controlled from 4 door intelligent controllers. Subsequently only the door access event and auxiliary off event is sent . In this situation tick this option to ensure that door states (for diagrams) are updated and shown correctly.
<b>Notify on Invalid Panel</b>	When ticked then after initialising the server the panel status dialog and a warning message will be displayed if modem connected panels could not be initialised.
<b>Enable Access Counting</b>	When enabled an additional menu will be available (the Accounts menu). Use this to configure the inputs and outputs for counting, debiting and control of panel user access through specific doors. See Setup Accounting.
<b>Protect State Updates</b>	Tick this option to protect against database corruptions in the entity state table during entity state updates. In general this option should not be necessary, however on some systems where the file-system is unreliable or a UPS is not available and power or other failures or are imminent, corruption of this table can be avoided by enabling this option. Be aware however that this may slow the AcptNet server application considerably where enormous amounts of review are being received or there is a lot of banked up review to be processed from the panel.
<b>Flush log files after change</b>	Similar to the "protect state updates" option, tick this option to help reduce review log corruptions on unstable systems. Be aware however that this may slow the AcptNet server system noticeably where enormous amounts of review are being received from the panel or there is a lot of banked up review to be processed from the panel.
<b>Enable Codesite</b>	Used by PSD support, requires the codesite application (not supplied).
<b>Limit Users</b>	Use this option to limit the maximum number of users uploaded from each panel and hence improve editing performance and reduce storage demands particularly

where only a few user records are required from the panels pool of user records. The absolute maximum number of users uploaded from each panel is determined by the hardware key (dongle) settings.

**Limit Doors**

Use this option to limit the maximum number of doors uploaded from each panel.

**Intel.Reader Review Prefix**

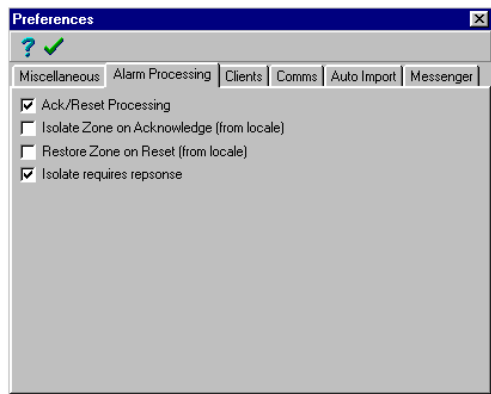
The prefix entered is prepended to each review event sent by an intelligent reader to indicate the review was generated during a LAN failure (panel and I/Reader could not communicate).

**Resource Meter**

The meter in the status bar of the main screen can be used to indicate any of the available resource values in this drop down field.

## **4.2 Extended Alarm Processing**

Extended Alarm processing features can be used to affect the way the client displays and manages entities in alarm states as well as imposing additional alarm processing by the operator such as acknowledging then resetting alarms to clear them from an alarm log; so better protecting operators by providing an improved audit trail during an alarm situation.



**Ack/Reset Processing**

Alarms must "reset" by an operator to be cleared from the alarm log. A reset is not allowed until an alarm has first been "acknowledged". An acknowledgment is recorded in the operators review log for his tenancy to indicate that the alarm has been observed. Subsequently after investigating the cause of the alarm

and taking any action, the alarm can be reset. The operators review log for his tenancy will then indicate the alarm has been reset and additionally show any operator response message explaining the alarm or what was done.

#### **Isolate zone on Acknowledge (from locale)**

When an input is acknowledged at a locale diagram in the AcptNet client, if this option is ticked then that acknowledgment will be recorded and in addition, the AcptNet system will attempt to isolate the zone causing the alarm, this stops any further alarms being recorded on the selected zone. **NOTE:** Isolation of zones on Acknowledge are not checked by the AcptNet system however, the acknowledgment will still be processed regardless of the success of the setting of zone state.

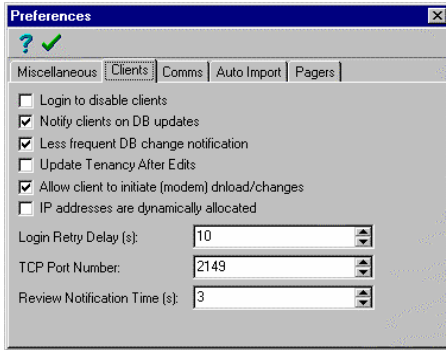
#### **Restore zone on Reset (from locale)**

When an input is acknowledged and isolated (as above) from a locale diagram, if this option is ticked, an alarm reset on an input can be used to re-enable the selected zone. Thus while the zone is isolated the operator can investigate it's cause and once satisfied can fix the problem, physically reset the input then return to AcptNet and re-enable (restore) the zone automatically as part of the ack/reset procedure.

#### **Isolate Requires Response**

If this option is ticked, all zone isolates initiated from an AcptClient must be annotated. Thus when an isolate is attempted by an operator, an alarm response dialog or response list is displayed so the operator can indicate a reason for isolating the zone and that action and reason be logged in the review in a similar manner to an operator alarm acknowledgment/reset event.

## 4.3 Clients



### Login To Disable Clients

When ticked the administrator is required to enter a login password via the login dialog to access the additional menu items.

### Notify Clients on DB updates

When ticked, all clients are notified when the DB is modified (by any operator at any client).

### Less Frequent DB change notification

When ticked notification messages sent by the server to the client whenever a DB change is downloaded successfully to a panel is sent less frequently to the client. When set the AcptNet client is forced to notify the server of DB changes ONLY after the current DB editor is closed at the client. If the option is not set (unticked) then the client will notify of changes whenever a record is saved from the editor, subsequently downloads performed by the server and notification of completion thereof by the server will be more frequent.

### Update Tenancy After Edits

When ticked the AcptNet client will attempt to update the tenancy map with any changes made at the AcptNet client to entities that could affect the tenancy mapping for the system. For example: changes to area list programming in a panel could affect the area accessibility of a tenancy and therefore a rebuild of the tenancy map (specific to areas) will be required.

**NOTE:** When activated this option could noticeably slow the processing of each individual area list, user

type or other entity edit within the AcptNet client. *Therefore proper planning and allocation of the tenancy user types at the outset should avoid the need for this option to be activated.*

**Login Retry Delay**

When a login is not accepted the system will delay for the period of time specified before allowing a further login attempt. The larger this value the more challenging it will be to guess the administrator's password.

**TCP Port Number**

This should always be 2149 and has been allocated to AcptNet by the Internet Associated Numbers Authority (IANA), All AcptNet clients must use this number to make a connection to the server. This is the value used for TCP port number in the Client Setup dialogue.

**Review Notification Time**

The server notifies the clients whenever review is received. In general, particularly for low priority events, this notification time is not immediate. The amount of time the server will wait before sending a review update notification message to the client is determined by this field. Reduce this value to reduce network traffic whenever large amounts of review are being received at the server.

**Allow client to initiate (modem)**

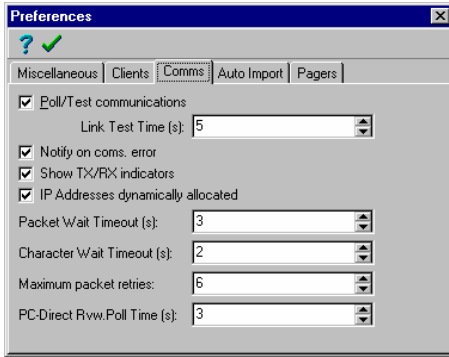
**download changes**

When ticked the clients are permitted to initiate a download changes on modem connected panels. When an update is therefore requested the server modem schedule is interrupted until the update is completed.

**IP addresses are dynamically allocated**

When ticked the client setup dialog will not provide resolution of IP addresses. Tick this option if the client and/or server machine use a DHCP server to allocate IP addresses - thus the IP addresses of the AcptNet client/server are not always fixed.

## 4.4 Communications



### Poll/Test Communications

When ticked communications to each panel is tested. A simple poll message is sent and reply awaited. If no reply succeeds after a specific period of time or after a number of attempts the connection is deemed failed. The **Link test time** simply indicates after how often the link test should be performed.

### Notify On Comms.error

When ticked polling errors or general communications errors will be logged in the event log.

### Show Tx/Rx indicators

When ticked the tx/rx lights of the main screen status bar will become visible. These can be used to get a rough idea of serial comms activity between the server and panels.

### IP addresses are dynamically allocated

When ticked the panel setup dialog will not provide resolution of IP addresses. Tick this option if the server and/or TCP/IP to serial converter rely on a DHCP server to allocate IP addresses - thus the IP addresses of the AcptNet server or TCP/IP to serial device are not always fixed.

### Packet Wait Timeout

This is the time the server will wait for a reply to a command/request sent to a panel before deeming the command/request has failed and thence to retry.

### Character Wait Timeout

This the time the server will wait from the beginning to the end of a complete packet reply to be received from the panel before deeming the communication to have failed and thence to retry.

**Maximum Packet**

A failure to send or receive data from the panel will be accepted upto the maximum packet count before communications with the panel is deemed unrecoverable and a suitable comms error generated in the application.

Increase the packet count and timeouts to improve tolerance to communication errors, due to either panel or multiple serial card lassitude.

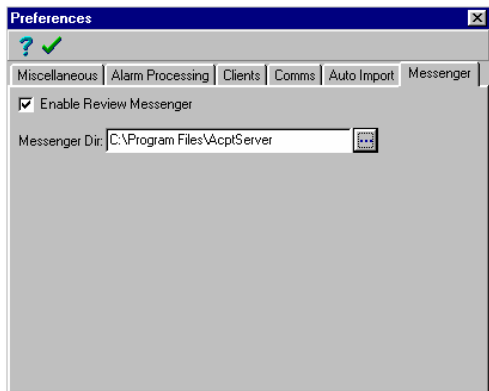
**PC-Direct Rvw.Poll Time (s)**

Any PC-Direct (generally by modem) connections to V3.5 or earlier panels must be polled periodically to absorb any review stored since last connection. The number of seconds between each request for review is entered here. This does not affect Accept protocol connections. The maximum number of review events per poll that can be received is 10 for a version 2 panel and 11 for a version 3 or better panel. Hence care must be taken to ensure that the panel does not produce more than 10/11 review events per second or the AcptNet system may lose review - for this reason always use the Accept comms task wherever possible for direct (serial or TCP/IP) connection to panels.

Increase the packet count and timeouts to improve tolerance to communication errors, due to either panel or multiple serial card lassitude.

## 4.5 Messenger Options

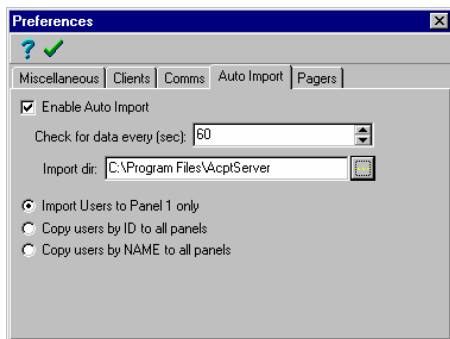
For use with the PSD Messenger software.



## Enable Review Paging

When ticked the pager set up options are enabled in the review manager and review events that involve a paging definition in their review process will be sent to the PSD paging software. The location of the paging log table is entered in the **Pager Dir** field

## 4.6 Auto Import



### Check For Data Every (sec):

Enter the period of time after which the import file will be located and processed from the import directory.

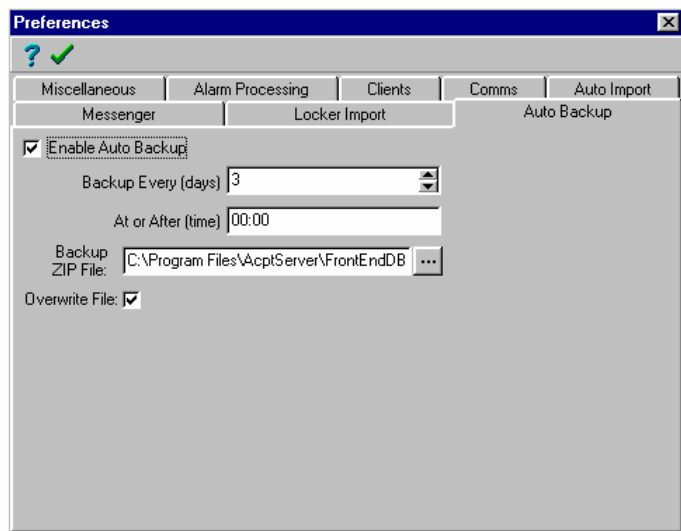
### Import Dir:

Enter the directory the AcptNet server will search for the file containing user import data - as created by the PSD photo ID software.

### NOTE:

Data is import according to settings specified in the import users dialog, invoked from the Admin menu see section "Importing Users from a text file" on page 52

## 4.7 AutoBackup



**Backup Every (days):**

Specifies the number of days between backups.

**At or After (time):**

Specifies the time of day at which a backup will be attempted. If the application is not running then a backup will be attempted at the earliest convenience when the AcptServer is next started. For best results choose a time of day which can be considered a "quiet" period (when no database editing is needed and few clients are connected).

**Backup Zip File:**

The backup zip file to which the AcptNet database and operation data will be saved.

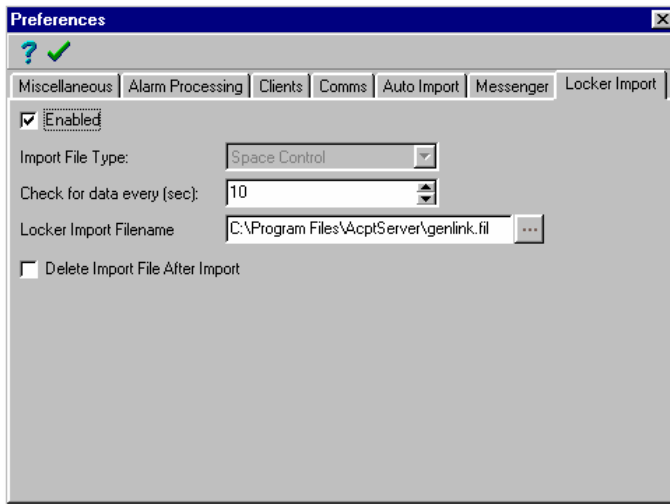
**Overwrite File:**

If ticked then the database file specified in the **Backup Zip File** field will be replaced, otherwise a new ZIP file is created and a number appended to each output zip file name to give uniqueness.

### NOTE:

For a more accurate snap-shot of the operating data a backup may be initiated manually. Since database, review operations are still permitted during an automatic backup, not all changes that occur in the operation data during the backup may be saved particularly where a backup may take several minutes during periods of heavy review or client activity.

## 4.8 Storage Units

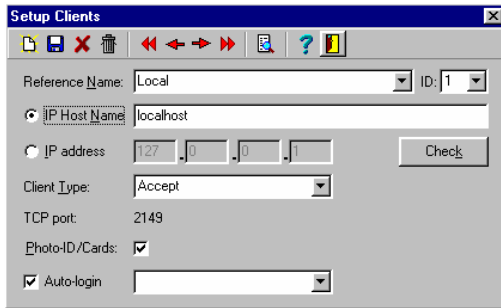


Use this page of the preferences dialog to specify the type of file being imported (from either SpaceControl or Storman software packages); how often AcptNet Server must poll for the existence of the import file and the import file path and name itself.

The file is renamed by AcptNet Server unless the “Delete file after import” is ticked, in which case the link file will be deleted.

## 5 CLIENTS SETUP

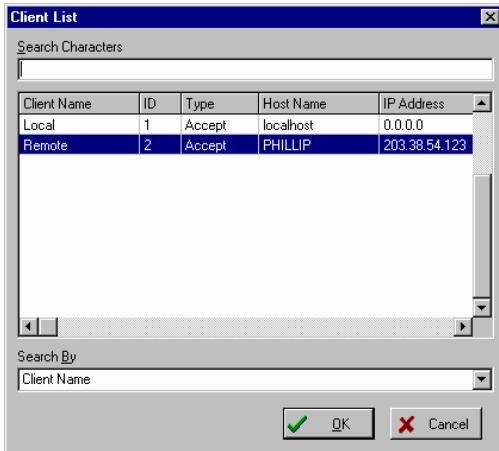
For the server to connect to and communicate with an AcptNet client, a database entry must be specified for that client. The record information indicates the client's IP address or IP host-name for the TCP/IP connection as well as some AcptNet specific name that can be used to reference each client within the AcptNet system.



### TIPS

- Enter a IP host-name in the "Network Name" field of the dialog. Alternatively if the IP address is fixed you may enter an IP address for the client to which a TCP/IP connection is required.
- To enable the IP address field and resolve button the dynamic IP addressing option in the client page of the preferences dialog should NOT be ticked.
- Click on the resolve button when available to resolve the entered IP address or IP host-name. If necessary, verify the returned host-name or IP address is valid for the details entered.
- The client type should always be set to "Accept" the "User-Edit" client type (when selectable) is available to third party software developers who need a special interface with the AcptNet server user database.
- Where the Photo-ID feature has been enabled a Photo-ID/Cards check box will be visible. Tick this field if the indicated client is to have access to Photo-ID card design and printing features. The field will be disabled if no further photo-id licenses are available.
- Tick the auto login property to force the client specified in this record to automatically login, when re-started, the operator account specified in the adjacent field. Care should be taken to choose an operator whose permissions disallow access to sensitive features of the AcptClient, since anyone will be able to start the AcptClient and gain access via auto-login to AcptNet once this property is enabled

View a summary of the client connections by activating the print preview button to invoke the following dialog.



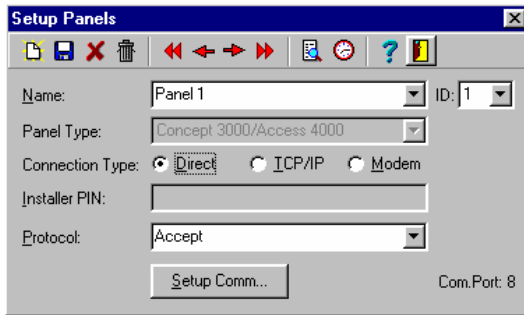
## 5.1 Using TCP/IP

TCP/IP services must be installed on the PC running the server (and on the PC's running the clients), you should be able to verify TCP/IP connectivity between servers and clients using PING or other TCP/IP test utilities. The client and server IP address must not change between invocations of the AcptNet client or server applications.

## 6 PANELS SETUP

After *logging in* select **Setup | Panels** to invoke the panel setup dialog below. Use this dialog to allocate a communications port to a panel and hence associate a panel number and name to that connection. One serial port must be allocated for each panel.

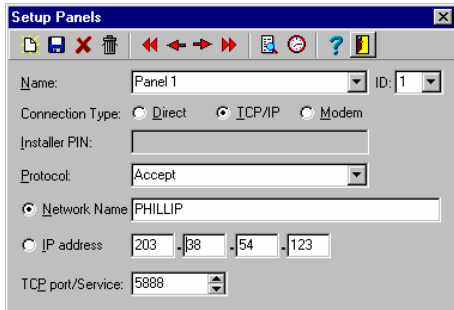
A multiple panel system must have at least 2 free communications port. Ideally multiple serial port cards should be used. The internal serial comms ports (1 and 2) will not offer ideal performance in busy panel and PC systems.



### 6.1 TCP/IP Panel Settings

If you are using DHCP to dynamically allocate an IP address to the UDS10 then make sure when you program the panel settings in the panel setup dialog that only a HOSTNAME is shown. Enable (tick) the “IP addresses dynamically allocated” option in the COMMS page of the preferences dialog in the AcptNet Server application to disable entering/use of IP address values when setting up panel connections.

If you have assigned a fixed IP address to the UDS10, untick the “IP addresses dynamically allocated” option in the COMMS page of the preferences dialog in the AcptNet Server application to disable entering/use of IP address values when setting up panel connections. You may now enter an IP address or resolve an IP address when setting up a panel connection.

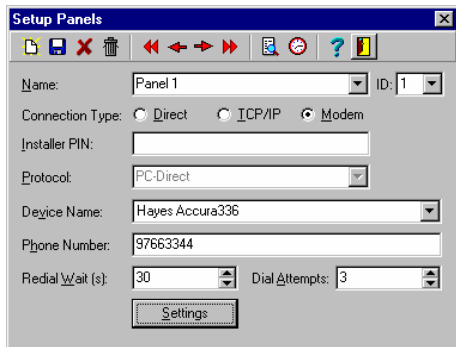


Enter the computer (host) name of the host device or an IP address of the host device. The TCP-to-serial device connected to the panel may be a PC running the PSD TCPtoSerial utility or a dedicated TCP to serial device. Once entered the IP address or host name will be resolved from the entered name or IP address respectively if possible. Verify the resolved information before exiting.

A connection with the panel is attempted whenever the server is re-initialised or when the server is started. The panel end of the TCP/IP connection must be configured with the IP address entered above and the TCP port number (of the service used) must be the same. The TCP-to-serial device at the panel must be a server type socket and be “listening” in order for the connection to proceed.

## 6.2 Modem Panel Settings

The modem option when checked invokes the modem setup fields of the dialog.



Click on the scheduler button (clock button) to invoke the modem connection schedule setup dialog, to configure the timing of multiple modem/panel connections.

Select the modem device through which a connection will be made for the current panel using the **Device Name** input field. A list of the installed modems is available from this drop down list. Specify the redial wait time and dial attempts to indicate respectively how long between failures the communications layer must wait before re-dialling and how many failures it will tolerate before assuming the connection is invalid.

The phone number must be unique for each modem/panel definition. Activate the **Settings** button to invoke the TAPI System dialog for configuration of the selected modem device. Refer to the Windows help and your modem installation documentation for information about setting up modems under Windows.

### NOTE:

Modem delays are significant. Care should be taken to ensure that a valid connection or connection failure can be recognised within the modem schedule time if configured from the [schedule dialog](#){linkID=320}. You must use the PC-direct protocol when connecting to a panel modem, consequently the panel should be programmed to use the External Modem comms task - *generally, use of the concept panel on-board modem is not recommended since the baud rate is limited to 1200Baud. The slow character rate will adversely affect control and configuration update performance. The required PC modem initialisation string entered in the advanced settings of the operating system modem-settings dialog should be set to...*

**E1Q0L1X0B0%CIN0** (all 0 characters are zeros)

when connection to the panels internal modem cannot be avoided.

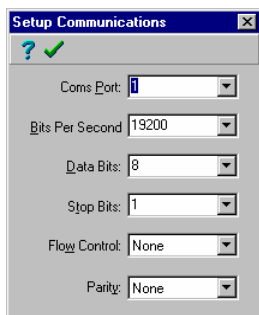
### **6.3 Maxpro 1000 CCTV Support**

In order to support control of MAXPRO CCTV switchers you must create a new panel record and specify the panel type from the **Panel Type** drop down field as MAXPRO 1000. Additionally a serial port will need to be setup and specified. Refer to the MAXPRO 1000 serial communications settings for the correct baud, bit and data settings.

One configured control of any MAXPRO rack/slot by function number can be initiated from an AcptClient. Also review triggered control of MAXPRO rack/slot/functions from the review manager can be configured.

### **6.4 Serial Panel Settings**

Setup the serial communications parameters by activating the **Setup Comm...** button in the panel setup dialog. The following communications setup dialog will be displayed.



Use this dialog to specify the com/serial port to which the panel is connected, the baud rate and stop bits required to communicate with the panel. The baud rate should match the baud rate programmed into the comms task via a concept terminal.

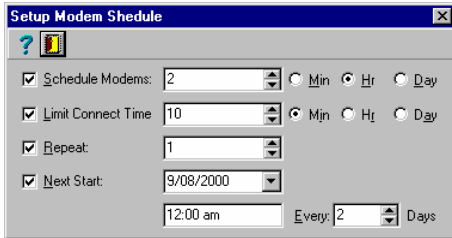
Use 1 stop bit and 8 data bits, no flow control nor parity.

### **6.5 Modem scheduling**

The modem scheduler dialog can be invoked from the panel setup dialog or panel status dialog. You must login to the server to get access to this feature.

The timing for automatic modem connections to panels is configured using the following

dialog.



## TIPS

- Enter the per modem time from the **schedule modems** input field. This is the time that will be allocated to a particular modem panel connection before dialling and connecting to the next panel using the same modem. If there is only one panel using a modem then that modem/panel connection will be permanent while the scheduler is running.
- Enter the time the modem will remain connected to a panel during the schedule time from the **Limit Connect Time** input field. If this option is disabled the modem will be connected for whole of the schedule time above.
- Select the number of time the schedule will be repeated in the **Repeat** input field. One iteration is counted when *all* panels have been connected then disconnected once. If the repeat option is disabled the schedule will repeat indefinitely.
- Enter the start date and time of the schedule and indicate when the schedule is to repeat (in days). If this option is disabled the schedule will begin immediately.

## NOTE:

Modem delays are significant. Care should be taken not to limit the schedule modem time or connect time such that the dial process cannot complete. You should allow at least 1 minute for a valid modem/panel connection to ensue and another minute for an initial communication between the panel and the AcptNet Server. If large amounts of banked up review exist in the panel then a sufficient amount of time must be allocated for the connection if all outstanding review is to be received. Allow 3 review events / second for a 9600 modem connection.

**For example:** if a panel is offline for 2 days at a time and in that time generates 2000 review events then the connect time and hence schedule modem time must be at least 667 seconds (~12 minutes) to ensure that the panel review does not eventually overflow and that all outstanding review is absorbed during the scheduled connection !

---

## 7 COMMUNICATIONS PROTOCOLS

### 7.1 Using Accept Comms Task

To limit software access to a panel to the single instance of the Accept Net server software installed use the Accept/CommPass protocol. For best review acquisition performance the Accept comms task is preferred.

To communicate with a Access 4000 panel via the Accept comms task you need to ensure that panel configuration of the comms-task via a terminal has been set up correctly.

- Make sure the panel is configured to use the Accept comms-task type.
- Make sure there are no conflicting comms task in the panel (tasks that are active and configured to use the same UART port).
- Make sure the baud rate matches the baud rate of the serial device to which the panel is connected. In general the baud rate should be limited to 9600.
- Make sure the port setting of the serial device, to which the panel is connecting, has NO low control set, the parity is NONE and stop bits is set to 1.
- Make sure the client code has been set to 0001 for the Accept comms-task.
- If the panel has never communicated with AcptNet before then the K option should be set to Y.
- Make sure the cable you are using is not a modem cable and that no crossover modules have been used.

Finally, if you are still having difficulty communicating with the panel using the Accept comms. task and there doesn't appear to be any physical or configuration errors with the connection then *check the session keys*.

### 7.2 Using PC-Direct Comms Task

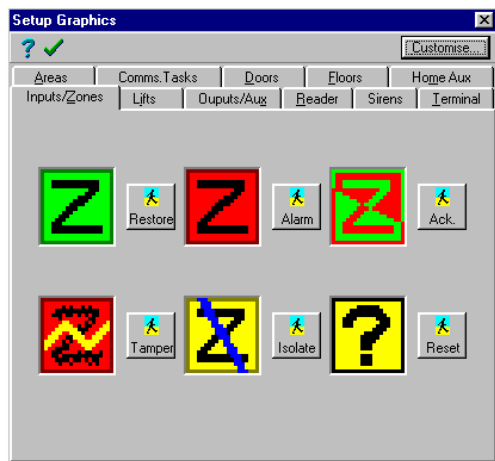
This comms task type should only be used with Accept NET for modem connections or where the Accept/CommPass protocol is not supported in the panel. Review performance is limited to a maximum of 10 review events per second when using PC-direct.

Because of the nature of the login sequence when communicating with a panel using PC-direct, connection may take some time (up to 30 seconds) to initialise. Check the following if communications difficulties occur:

- Make sure the panel is configured to use the PC-direct comms-task type. If you are using an external modem, configure to use the External Modem comms-task.
- Make sure there are no conflicting comms task in the panel (tasks that are active and configured to use the same UART port).
- Make sure the baud rate matches the baud rate of the serial device to which the panel is connected. In general the baud rate should be limited to 9600.
- Make sure the port setting of the serial device, to which the panel is connecting, has NO flow control set, the parity is NONE and stop bits is set to 1.
- External modem connection is recommended for connection to AcptNet, do not use the internal/on-board panel modem.

## 8 ENTITY GRAPHICS SETUP

The icons used in the AcptNet Client locale diagrams and control feedback dialogs can be specified using the graphics setup dialog below. After logging in select **Setup | Graphics** from the extended menu. The icon graphics are applied to all tenant and client diagrams in the system and represent the default graphics used commonly by all entities (where no customised graphics have been defined).



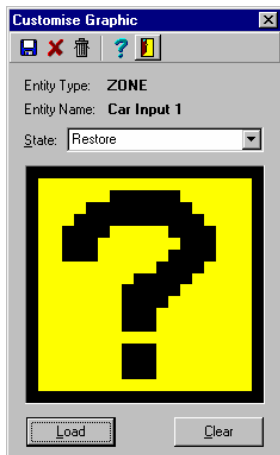
Activate the button to the right of the displayed icon to invoke a file explorer system dialog. Choose a bitmap graphic file to replace the current icon.

### NOTE:

The reset graphic state (when available) is only displayed if Reset/Acknowledge processing is enable in the AcptNet Server. This is also only available if the enhanced alarm processing has been registered via the hardware key.

## 8.1 Customising Entity State Graphics

To customise a particular entity within the system, click on the customise to invoke a list dialog for all entities relevant to the entity type of the current graphics page. Chose an entity for which specific graphics need to be assigned for any or all of that entities possible states.



For the selected entity a number of specific graphics may be defined depending on the state selected via the "State" drop down list. Thus instead of the default state graphics of the main graphics setup dialog above, when that specific entity changes state any of the graphics entered within this dialog will be displayed in locale or control dialogs at the AcptNet Client.

### NOTE:

Areas and zones have an additional non-physical state. The additional state is the "AcptNet-Acknowledgeable-Alarm" state. When displayed at the AcptNet Client it indicates that the specific area or zone has triggered an AcptNet alarm and an acknowledgment is required, once an acknowledgment is received the entity graphic will indicate the actual physical state.

## 9 ACCESS COUNTING

### 9.1 Setting Up Access Accounting

Select Accounting | Setup, where access counting is enabled in the hardware key, to invoke the following dialog. This option will only be available once registration has enabled this feature in the hardware key *and* the Setup | Preferences | Miscellaneous | Enable Access Counting option is ticked.

The screenshot shows the 'Access Counter Setup' dialog box. It features a title bar with standard window controls (minimize, maximize, close) and a toolbar with icons for help, search, and other functions. The main area contains several groups of controls:

- Counting Limits:** 'Max Entry Count' (104) and 'Curr Entry Count' (90) are set via spinners. 'Valid Period' is 24, and 'Exit Grace (s)' is 20.
- Time Selection:** Radio buttons for 'Sec', 'Min', and 'Hr' are present, with 'Hr' selected.
- Inputs and States:** 'Entry input' is 'R01:Z01\*', 'Exit input 1' is 'E01:Z02\*', and 'Exit input 2' is empty. States for 'Entry input' and 'Exit input 1' are set to 'Alarm'.
- Control and Full Aux:** 'Exit Aux' and 'Full Aux' are checked. 'Full Aux' is set to 'B01:X06\*'. 'Door 1' is 'DR1\*' and 'Door 2' is 'DR2\*'. 'Exit aux 1' is empty and 'Exit aux 2' is 'B01:X07\*'. A checkbox 'Neutralise user-type on empty purse' is unchecked.

Use this to dialog to configure the inputs and outputs for counting, debiting and control of panel user access through specific doors. This feature can effectively be used to control access out of and auto-debiting of users within a two-boom car-park.

#### TIPS

- When initialising the counting system for the first time, the operator must know and enter the **Current Entry Count** so that the system can accurately determine when and if the system becomes full.
- Define the single **Entry Input** to count users as they enter the system. When the number of users reaches the **Max Entry Count** the system is deemed full and the **Full Aux** is enabled provided the **Full Aux** check box option is ticked. Identification of the user upon entry is not determinable.
- Whenever the exit inputs are used, the user account is not debited, instead the system will records an accumulated income for each input according to the value of the **Exit # Value** fields - thus the exit inputs could correspond to coin/cash input triggers. The

user account is only debited whenever there is an access on either of the doors (**Door 1** or **Door 2**). In the latter case the user account is debited according to the debit value assigned in the user editor.

- The **Exit Aux #** is controlled by AcptNet provided the **Exit Aux** check box is ticked and user access is granted or when an exit input is triggered. Successful user access will depend on the payment type of the user and/or provided sufficient funds exist in the purse to cover the user's debit value (configured in the AcptNet Client/User editor), or whenever one of the exit inputs are triggered. In the latter case the user ID of the access will not be known.

In general using AcptNet to control access within the security system is *not* recommended where the AcptNet Server PC is disabled or powered down regularly, no UPS is present or where *fast* reaction and aux-control time is required.

- The exit grace determines how long user accesses of the exit door (readers) is permitted before the access is treated separately. That is the system will only count 1 access (even if the user accesses the exit door more than once) within the grace period.
- Enable the **Neutralise user-type on empty purse** to allow the AcptNet system to disable user access forcefully (clear the user type of the user) should the user's purse become empty or be insufficient for future access.

## **10 STORAGE UNITS**

### **10.1 Import All**

Select the Import all menu item from the storage unit menu when a complete link file (created by the storage management software) is available and locker to user associations need to be created from scratch or replaced in the panel configuration. The system will allocate locker IDs and user information from each line of the link file from top to bottom to the first available user record and storage unit record defined in the panel. Upto four units ids are supported directly in the user record and any users with more than four units will additionally be programmed with a unit list containing the additional units. A separate unit list is created for each new user as required.

### **10.2 Update Now**

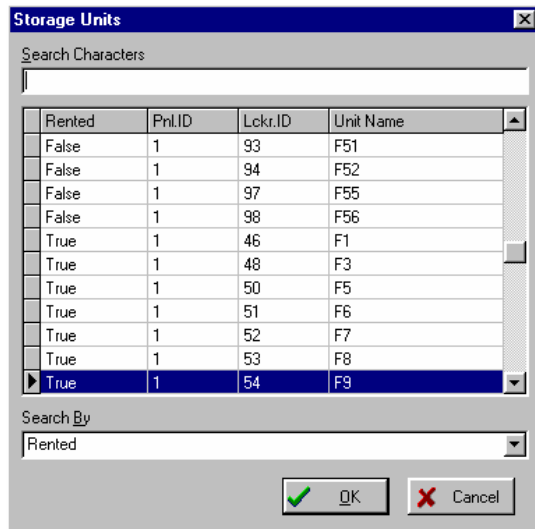
When selected the from the storage unit menu, the link file specified in the storage unit preferences is examined and contents imported, as it would be periodically if the import feature is enabled in the preferences.

### **10.3 Clear All Locker Info**

Selecting this menu item from the storage unit menu will clear all unit programming from all user records whose unit ID fields or unit lists contain locker references. All other user record information is unaffected. This will effectively lockout all users from the site.

## 10.4 List Lockers

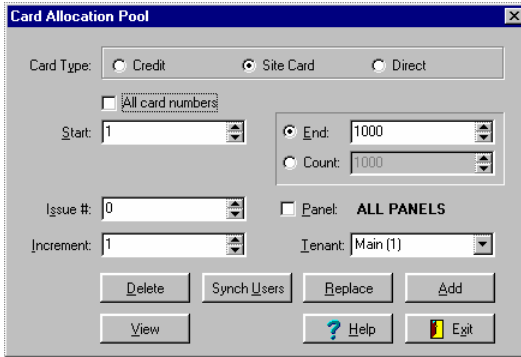
A list of panel locker records is displayed as follows. Reorder the list as required. The locker name is the locker ID or alphanumeric locker ID specified in each line of the import file – ie. the space identifier as it would appear in the storage unit management software.



## 11 CARD MANAGEMENT

### 11.1 Card Pool Management

The card pool dialog is invoked from the **Card | Manage Pool** menu item of the main menu. This feature is only available where a PHOTO-ID license has been purchased.



#### TIPS

- Use the card pool to manage the card numbers of a sequence of physically available cards for each tenant in the system. By allocating a card pool in the AcptNet system, the AcptNet clients can instantly know which cards are available, which are lost and which users own them.
- Select a tenant from the tenant drop down list to change, create or update their current card pool. You can only manage one tenant's card pool at a time.
- A card pool is unique to every tenant. However if both tenants in a system utilise the same card type in the same panel (eg. both use site-cards) then the range of site cards created for each tenant must be unique (no-overlap), this ensures that all users of the common underlying hardware have a unique card.
- In general cards are allocated to users in sequence. Thus the next available card in the card pool should always be the lowest numbered unused card. It is important therefore - to simplify card allocation - that cards be numbered in sequential blocks and assigned (and printed) sequentially for users from within the user editor.
- To allocate a range of cards chose the card type: **Credit**, **Site Card** or **Direct** from the card type radio group then specify a **Start** and **End** card number (or **Count**) from the relevant edit fields. Activate **Add** to add a new range to the card pool or **Replace**

to overwrite and reset the range of cards in the card pool. Replacing a range of cards clears their user ID assignment and any lost/used information within that range.

- Select a specific panel as required or add/replace the card pool over all panels simultaneously.
- The issue number field will only be available if the **Site Card** type is selected.
- Activate the **Delete** button to delete the specified range of cards for the given card type from the card pool.
- Activate the **Synch Users** button to match the given card pool range to the current card allocations in the user database. That is all card numbers assigned to users in the user database for the current card type will be marked as **USED** and **USERID** allocated in the card pool.
- Specify an increment that suitably matches the sequential ordering of cards in the physical pile. Thus if all card numbers are odd, set the **Start** number to an available odd numbered card from the pile and set the **Increment** to 2 then set the **Count** suitably or **End** values to the last available odd numbered card from the physical pile.
- Activate the **View** button to invoke the card pool viewer dialog showing the card pool and status of individual cards for the current number range, panel and card types.

## 11.2 Card Pool Lost & Found

The card pool dialog is invoked from the **Card | Lost & Found** menu item of the main menu. This feature is only available where a PHOTO-ID license has been purchased

Tenant	Pnl.ID	Card Number	Card-type	Issue #	User ID	Lost	Used	Date Of Issue
Main (1)	1	1	SITECODE	0	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	16/02/2001
Main (1)	1	2	SITECODE	0	2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	16/02/2001
Main (1)	1	3	SITECODE	0	3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	14/02/2001
Main (1)	1	4	SITECODE	0	4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	14/02/2001
Main (1)	1	5	SITECODE	0	5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	15/02/2001
Main (1)	1	6	SITECODE	0	6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	14/02/2001
Main (1)	1	7	SITECODE	0	7	<input type="checkbox"/>	<input checked="" type="checkbox"/>	14/02/2001
Main (1)	1	8	SITECODE	0	8	<input type="checkbox"/>	<input checked="" type="checkbox"/>	14/02/2001
Main (1)	1	9	SITECODE	0	9	<input type="checkbox"/>	<input checked="" type="checkbox"/>	14/02/2001
Main (1)	1	10	SITECODE	0	10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Main (1)	1	11	SITECODE	0	11	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Main (1)	1	12	SITECODE	0	12	<input type="checkbox"/>	<input checked="" type="checkbox"/>	12/02/2001
Main (1)	1	13	SITECODE	0	13	<input type="checkbox"/>	<input checked="" type="checkbox"/>	12/02/2001

Records: 4000

## **TIPS**

- Filter the displayed card pool by stipulating the card state (**Lost, Available, Used** or **ALL**), card type, issue number (if card type is SITECODE) date of issue, tenancy and any panel information specific to the requested cards.
- Reinstate or allocate cards by unticking or ticking them as lost or used.
- An issue date will only be visible if the card was allocated at the user editor. If the card was determined as used as a result of synchronising with the panel information then the card pool manager will be unable to determine the card issue date.

## 12 CHANGING THE LOGIN PASSWORD

After *logging in* to the server select **Admin | Change Password** to change the current login password for the server application. This changes the password for the whole AcptNet system for the operator currently logged into the AcptServer.



Once a new password is entered the password must be verified before it is accepted. Once accepted the new password becomes the login password required to access the extended menu features.



Press OK to accept the new password, or cancel to abort the change of password.

## 13 SOFTWARE REGISTRATION & HARDWARE KEY

A hardware key is provided with the AcptNet Server. This is simply a DB25 male/female plug about 2 cm deep. One end (the male) must be plugged into the *printer* (parallel) port of the PC on which the server application will execute. The other end continues the connection to any printers or parallel-devices connected to the PC. If another hardware key has been installed for other software, you should still be able to connect the AcptNet key to the PC before or after the existing key.

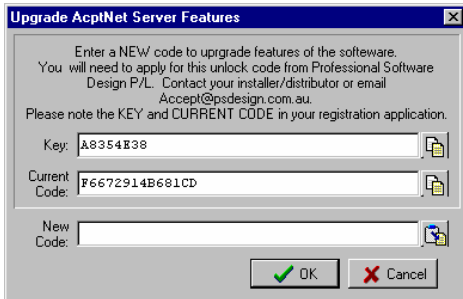
### NOTE:

The key must not be removed while the AcptNet Server is running, hardware key violation errors will be displayed and unpredictable behaviour may ensue.

### 13.1 Registration and Upgrade

To invoke the software registration dialog you will need to login to the server, **Admin | Disable clients**. Select **Register | Upgrade** from the menu when it appears.

Use the software registration input dialog to upgrade the current AcptNet system limits to new values. That is to increase the number of users, panels, clients or features required to be supported by the server a new registration code will be required. You should provide, in writing, the key, the current code and the required total number of users, doors, panels and clients to Professional Software Design P/L when purchasing an upgrade key.



Upgrade AcptNet Server Features

Enter a NEW code to upgrade features of the software.  
You will need to apply for this unlock code from Professional Software Design P/L. Contact your installer/distributor or email Accept@psdesign.com.au.  
Please note the KEY and CURRENT CODE in your registration application.

Key:

Current Code:

New Code:

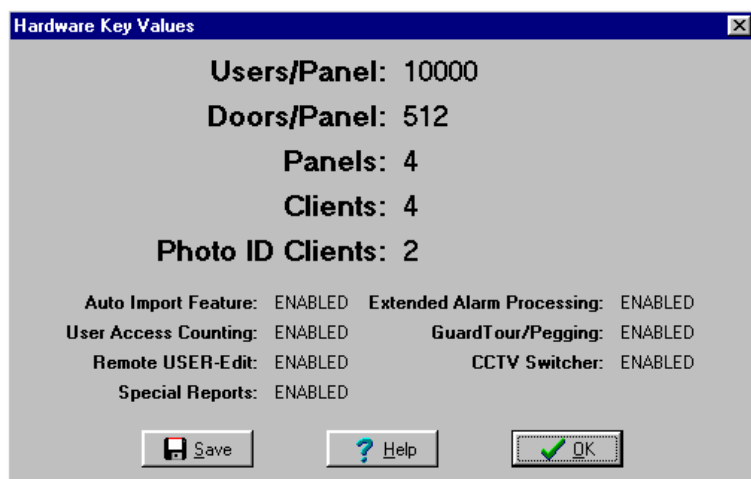
OK Cancel

Once a valid new code is received enter the hexadecimal string, as it appears in the correspondence, into the "New Code" field. If the code is deemed valid for the current key the dialog will close and the user/door/panel and client limits will be updated in the hardware key. Additional features may also be unlocked. The unlock or "New" code may vary in length between 10 to 14 characters.

You can view the hardware key limits and feature list via the hardware key dialog as below.

## 13.2 Viewing Key Information

Activating the **Help | Hardware Key** option from the *main menu* will invoke the following information dialog. This tells the administrator which key he is using and what features the AcptNet system is licensed to provide. The feature list can be change by re-registering the software after applying for a new unlock code.



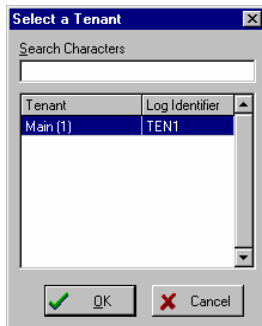
Click on the **Save** button to save these details to a text file. A file explorer dialog will be displayed so that the filename required to store a summary of the information displayed can be created.

## 14 ARCHIVE TENANTS REVIEW

Although tenant review can be archived periodically, automatically it may be necessary to archive a tenant's review (effectively clearing the current review log up to the current date/time).

Each tenant is provided with a single, active review log file, maintained by the server. A tenancy review log identifier defined in the tenancy record of the *tenancy editor* ensures the uniqueness of the log file name maintained by the AcptNet server. The tenant's log file contains only review events specific to that tenancy (eg. area related events) or events for which tenancy limits cannot be applied (eg. auxiliary, comms task, system message type events).

Select **Admin | Archive Tenants Review** after *logging in* to the server and choose the tenant for which the log is to be archived from the ensuing list dialog:



Click OK to begin the archive.

## 15 OPERATOR SETUP

Invoke the operator setup dialog from the Admin menu after *logging in* to the server. All the operators for every tenancy will be accessible. Take care when creating new operators to assign the correct *permission set* and hence tenancy.

A valid last name, password, login name and permission set is required to create a valid operator account. The additional address, cit, state, zip etc... fields are provided to better identify an operator if required.

### TIPS

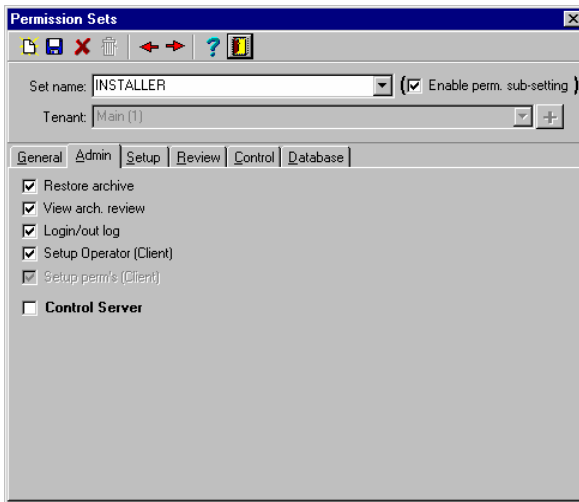
- You may invoke the permission set editor by activating the "+" button to the right of the permission set input field.
- Clear the operators password by activating the red "X" to the right of the password input field.

## 16 PERMISSIONS SETUP

Invoke the permissions setup dialog from the Admin menu after *logging in* to the server. All the permission sets for all tenancies will be accessible.

Remember that the permission set must have a tenancy and that permission set is therefore used when *defining an operator account* and therefore determines an operator's tenancy.

The permission set is *only used by operator accounts at an AcptNet Client*. In general you should never need to enable the **Control Server** (client) permission option of the **Admin** Page of the dialog. Server control at an AcptNet client should be limited to only the most trusted operators or the system or the administrator/INSTALLER.

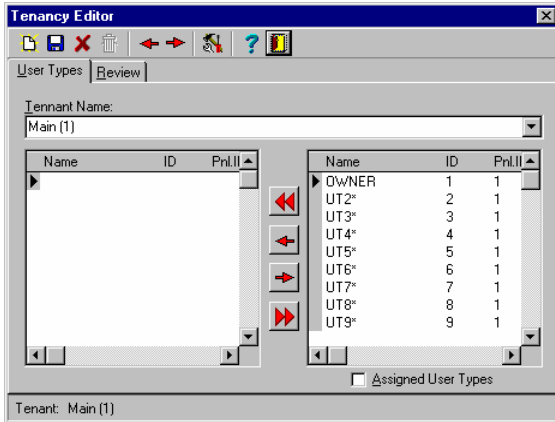


Once ticked the feature the check box describes, will be visible and enabled in the AcptNet Client application menu or tool bar.

## 17 TENANCY EDITOR

The tenancy editor is used to allocate user types to each tenant in the system. If no user types are allocated then the tenancy is assumed to encapsulate all user types (no tenancy limits are applied).

By specifying the user types that "belong" to a tenancy it is possible to limit the access by that tenancy to areas, doors, lifts and users within a panel or across a number of panels.



### TIPS

- Click on the double left arrow to copy all user types from the list of available user-types to the current tenancy.
- Click on the double right arrow to remove all user types from the current tenancy.
- Use the single left/right arrows to move selected user types into and out of the current tenancy record respectively.

### NOTE:

You cannot edit the user type list of the "Main(1)" tenancy. This list is always empty so that an operator of this tenancy will have full access to all user types and therefore related lists and entity records for all panels

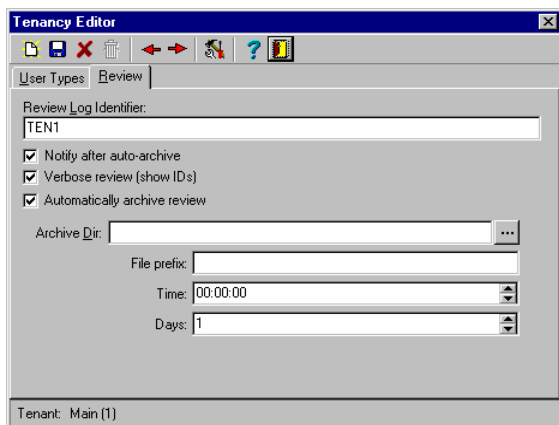
Assigning user types to a tenant also restricts access by other tenants to areas, area lists, doors, door lists, lifts, lift lists, time zones, floors and floor lists associated with the user types allocated. However, note, user types can be shared with other tenants thus access to associated entities is also shared amongst those tenants.

## 17.1 Timezones, Holidays, Diaries, Homezones, HomeAux's

In addition to restricting entities pertaining directly to a user type, it is also possible to restrict access by other tenants to additional time-zones, holidays, diaries, home zones (inputs) and home auxiliaries (outputs).

Allocating the entities listed in the right hand side list box into the left hand side list box reserves those entities to the current tenant record. Thus anything added to the current tenant cannot be viewed/edited by operators logging in on other tenancies unless the entity is shared between the tenants.

## 17.2 Review Settings



The default tenancy {main (1)} does not require an archive directory since this is assumed to be the directory "Archived Review" under the servers work directory. Change this to another location as required.

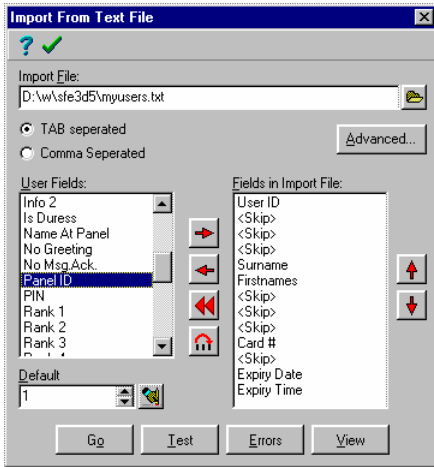
When defining new tenancies a non-blank archive directory will be required.

A review log identifier must be entered to uniquely identify the review log to which this tenants review will be logged. If the verbose review option is checked additional ID and AcptNet names will be used in the review logged in the tenants log file.

A tenant's review should be archived regularly and frequently to avoid accumulating excessively large active review logs. Specify the number of days and the archive time after which an archive will be attempted for that tenant. The file prefix (which by default is "AutoArch") is pre-pended to a date string in the file name to identify the archive file created in the archive directory specified.

## 18 IMPORTING USERS FROM A TEXT FILE

Select **Import Users** menu item from the Admin menu to invoke the following dialog. Use this dialog to import user information from a text file, containing record information in tab or comma separated format, into the AcpNet database. The settings entered here also determine how a file is imported when done so automatically via the auto-import preferences.



### TIPS

- An import file is selected by clicking on the **Import File** box or adjacent file button. A standard file explorer dialog is displayed, choose the text file from which you would like the application to extract user information. An import file must contain a tabulated list of user information, where each import line defines 1 user record and the information columns on that line are separated by tabs or commas. Blank lines are skipped.
- Select **Tab Separated** or **Comma Separated** depending on whether columns in the import file are separated by tabs or commas respectively.
- Specify user ID ranges and additional advanced import preferences by clicking on the **Advanced** button. The import setting dialog will be invoked. If user ID ranges or auto-incrementing settings are applied then the "User ID" field should *not* be added to the import field list.
- Select fields from the **User Fields** list and assign them to the **Fields In Import File** list box by clicking on the right arrow. Each list item in the import field list corresponds to a column of information in the import file. The position from the top

of the list corresponds to the column number in the import file. If a field has not yet been assigned to the import field list box then a default value may be entered for the item selected in the user fields. If a default value is assigned then that default value is applied to every user record being imported.

- Remove fields from the **Fields in Import File** list box by selecting an item and activating the left arrow button.
- In order to skip a column in the import file simply add a <Skip> item by clicking on the "skip column" button between the two list boxes.
- Test the import by clicking on the **Test** button. Errors will be indicated and displayed if they are encountered. The whole import file is parsed unless a critical error is detected. Click on the **Abort** button (when visible) to cancel the current test.
- To import data into the database, activate the **Go** button. Data will only be imported if all import lines are successfully processed. A list of errors will be displayed if the import fails. The whole import file is parsed unless a critical error is detected. Click on the **Abort** button (when visible) to cancel the current processing.
- View the list of errors produced by the last import action by clicking on the **Errors** button. No error list will be displayed if none was created.
- View the contents of the file being imported (as named in the **Import File** box) by clicking on the **View** button. The file *cannot* be edited from the view dialog. Use an external application to modify the import file as required.

## 19 WHAT IS REVIEW

Review is log information sent by the Concept control panel to the front end application. It contains information about security violations (break-ins) user access and general system details.

Every review event sent by the panel is a datagram (NOT text) that contains information fields applicable to that event. Not all review events deliver the same type or content of information however two or more review events that deliver the same number and type of information fields are said to belong to a review event type or event group. The review manager allows processing, text and alarm priority to be assigned to each event type.

**For Example:** The "user access door" event sent by the panel is a specific datagram that contains, user ID, door ID, access value (PIN/CARD) and a success/fail value (GRANTED/DENIED). Additionally the users CARD number can be determined (at the front-end) from the user ID and thus card information is also available within this review event type. The affected entity is the door that is accessed.

Now all doors accessed by any user (regardless of which user and which door) will be sent using the same "User access door" event type format. Hence those review events all belong to the "User access door" event type.

### 19.1 How to Use a Review Process

The review process for a particular review event type or group is configured using the *review manager*.

#### 19.1.1 Event Groups or Event Types

Every binary review event (10 bytes) sent by the panel belongs to a group. Each group implies a fixed byte format. The information in the raw bytes of a review event are broken down into information items according to the byte format rules for each group. Those information items are then filtered and acted upon according to the specifications of a review process. There is only one review process per review event group and this process tells Front-End how to process the review event. The assignment of the review process to each review event group is fixed and cannot be changed.

**For example:** When a user accesses a door by a card at a reader an event will be sent by the panel to Front-End. The type and format of the bytes of the review sent belong to a user-door-access review group. Hence the "User access door" default review process will be used to process the event, as that is the process assigned permanently to this type of review.

The review process therefore allows a priority and text to be assigned to all events belonging to the underlying review event group, as well as sound and actions. Remember however that the review process applies to a group of review events hence in the example for user-door-access events all card user access through any door will be process identically. That is the format of the output text, any sound and the priority will be same. Note however that the text strings may change slightly if variables are used in the review process string.

As discussed above an event in an event group contains several information items. These items can be different for each review event in the same group, hence a review message like "User accessed a door" in the review text part of the review manager dialog would not be suitable for every door and user in the installation. Thus variables are permitted in the review text to tell the front-end software to insert the appropriate information. Now a user access door event contains, panel ID, door (affected entity), user ID, access information (access by card/pin etc...) and error value and an action (denied, granted), thus only 6 variables will be recognised. The variables can be inserted by using the add/modify button when editing text. Each variable is delimited by a % to help distinguish them from the static parts of the message.

### **19.1.2 Specific Events**

While processing a review event according to its group is efficient, it does not allow for tailoring of the system to a specific review event. A specific review event might be one that occurs at a particular door or by a particular user.

For a specific event the generalised event-group review process may not be adequate to describe the actions to take or the apply an alarm priority appropriately.

**For example:** A user accesses the stationary cupboard via a card reader. Under the applicable event-group review process the system assigns no priority (it is not an alarm event) and the derived review event text is black on white (window text on window background) - depending on your desktop's colour scheme.

Now a company may decide that there have been a number of excessive withdrawals from that cupboard and would like to monitor accesses to this cupboard as a low priority alarm, so that the guard who is positioned appropriately knows when the cupboard is being accessed and watch it more closely during those times.

Obviously setting the priority on the "User access door" process would not be a solution as every door being accessed through-out the day would result in an alarm which the

security guard must eventually acknowledge and discard. The solution therefore is to leave the user-access door review process as it is but set up *specific review criterion* under the "User access door" review process that defines the door being accessed. Like a review filter the values assigned in the review criterion must match the review event being sought.

For the above example therefore under the "User access door" review process go to the **Specific Criteria** page in the *review manager* and click on the **Define** button. The ensuing *criterion setup dialog* shows several information field names in two columns. As discussed above a user access door event contains, panel ID, door (affected entity), user ID, access information (access by card/pin etc...), an error value and an action (denied, granted). By selecting the appropriate values for these fields we can specify exactly which review event (or events) we wish to "trap" and process it separately according to the process settings defined in the **Specific Criteria** page.

In the case of the stationery cupboard scenario, we can set the affected entity ID field to the door ID for the stationery cupboard (check the **Affected Ent.ID** check box to enable selection), and the action to "granted" (check the **Action** check box to enable selection).

Once the criterion is defined and upon returning to the **Specific Criteria** page of the review manager, the process options will be visible. These process options will apply to the criterion just defined - and *only* that criterion. Now set the priority to "Low" and the "Sound WAV file" to a suitable file name. Set the review text to "User %user% has accessed the stationery cupboard" and choose an appropriate text colour.

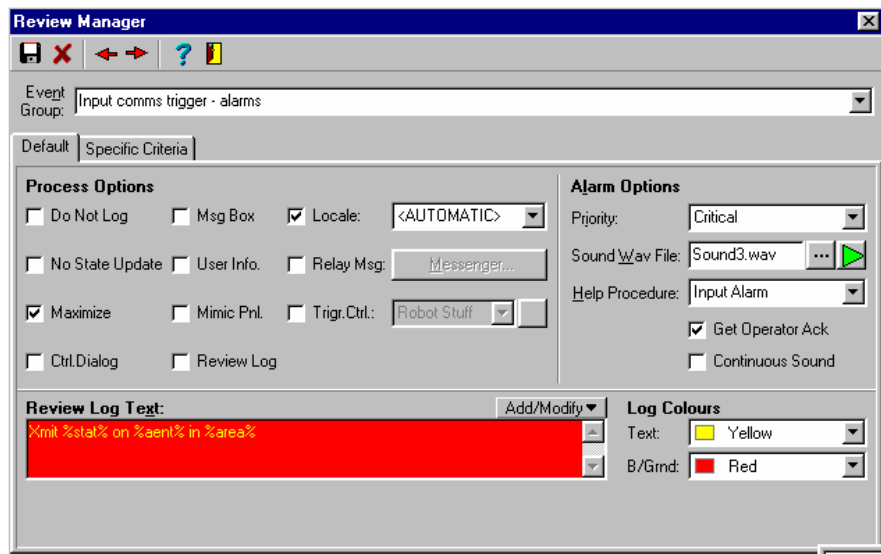
Thus whenever a user successfully accesses the stationery cupboard a low priority alarm will sound and coloured text will appear as defined in the review manager. Only that review event will be processed in this way. Unsuccessful accesses to the stationery cupboard would be processed according to the more general event-group process - because the criterion requires successful access.

Further modify the specific criterion to trap access to the cupboard by a particular user by activating the user field of the criterion definition dialog and selecting a specific user. Set the subsequent review text to "Suspect has opened stationery cupboard" - no variables required.

## 19.2 Review Manager

The review manager is used to define the way a *review event* is processed by the AcptNet system. A review process provides general rules that indicate the text format and colours of the event as it appears in a review log, whether any post processing of the event is

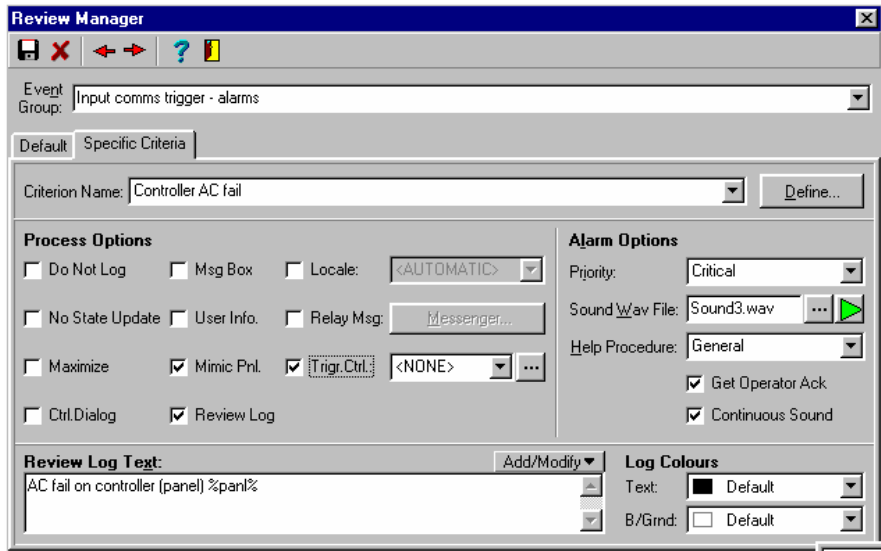
required, such as alarm sounds, dialog invocations etc...



## 19.2.1 Specific Criteria

To provide more specific processing use the *criterion editor* to "trap" a specific type of event under the more general review process umbrella and hence impose uniquely different processing options.

Changes to the way the system processes review affects ALL tenancies. However a particular review event may only be received by a single tenant (especially if it contains user, area, door information). As such a review criterion could be created for that event to produces a series of actions that would only be visible on the client whose tenancy contains the event's area, door, lift or user.



## 19.2.2 Process Options

The review process options for each review event type in the review manager specify any additional processing that the front-end must perform upon receipt of a specific event or generalised review event type. These options include:

### Do Not Log

The event will not be saved in the review log - it will still be processed however. This helps to keep the review log down to minimum size however does not reduce CPU processing overhead.

### No State Update

When ticked the entity whose state would normally be updated (for display in locale diagrams etc...) is not updated. This is particularly useful where zones have been isolated and a change of state (via raw input changes review) events should be ignored until the zone is restored (ie. xmit trigger is received).

### Maximize

If the application is not visible or minimized it will be

	brought to the front and set to full screen.
<b>Ctrl.Dialog</b>	If the affected entity of the event type can be controlled from the front-end a control feedback dialog will be displayed.
<b>Msg Box</b>	The review text for the event is displayed in a separate message box at the front of the screen.
<b>User Info</b>	The user info dialog is displayed (the process/event information must contain a user ID)
<b>Mimic Pnl.</b>	The mimic panel is displayed.
<b>Review Log</b>	The "all events" review log is displayed.
<b>Locale</b>	If the affected entity of the event type or criteria exists in a locale, that locale diagram will be displayed, provided the adjacent locale selection item is blank or set to "<AUTOMATIC>". If a locale is specified then on any alarm event that locale will be displayed. This is particularly useful since the specified locale can be used as the section summary, with hotlinks to the various locales within the section, and so is useful for giving operators a better idea of the location of the alarm. Locale hotlinks flash on the locale diagram if alarms exists within the locale to which they are pointing.
<b>Relay to Pager</b>	Click on the adjacent messenger button to display the paging details dialog. This allows the paging IDs and a message format to be entered. When ticked this options allows the event to be relayed to a paged via the PSD messenger program (purchased seperately).
<b>Trig.Ctrl</b>	When ticked the associated control list will be triggered when the review process group or criterion is matched. Select the required control list from the adjacent drop down list or modify/create a new list by clicking on the elipses button to the right of the drop down field.

### **19.2.3 Alarm Options**

The review alarm options include:

<b>Priority</b>	The priority of the event, if not NONE then the event is an alarm.
-----------------	--

<b>Sound Wav File</b>	The file name and path of the sound file that will be played when the event is received. If no WAV file is stipulated no sound will be issued.  Click on the ellipses button of the <b>Sound Wav File</b> field to select a WAV file from the ensuing file open system dialog when setting up alarms. Test the sound by activating the play button to the right.
<b>Help Procedure</b>	This is the name of the help procedure that will be displayed while the event is being acknowledged.
<b>Get operator Ack</b>	When checked and provided the event priority is not NONE, an operator must acknowledge the alarm this event represents
<b>Continuous Sound</b>	The alarm sound (wav file) when stipulated is played continuously when this event occurs.

## **19.2.4 Review Message Text**

Click on the **Add/Modify** button or right mouse click in the text editor to cut/copy or paste text or add event variables to the review text.

The review text of the review manager is referenced whenever a review event is received, the review text of the paging details dialog is referenced whenever a paging message is required to be sent. This text is comprised of fixed words and review variables. The review variables include:

Access Information	%asci%	gives "denied in by menu", "granted out by card" type results
Action Granted	%actn%	gives "granted" or "denied"
Affected Entity	%aent%	gives the entity name/ID of the entity to which this review event applies
Entity State	%stat%	gives the state of the entity to which this review event applies
Card Number	%card%	gives the card number associated with a user or the credit card details (10 digits over two events) for special credit card events.
Panel	%panl%	gives the panel ID/Name of the panel sending the review.

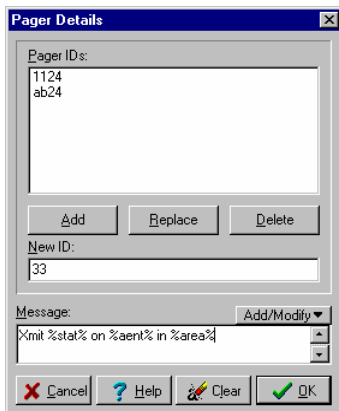
User	%user%	gives the user ID/Name if applicable in the review event.
Causal Entity	%cent%	gives the entity name/ID of the entity that has caused this review to be generated.
Area	%area%	gives the area name/ID if available of the area in which the event occurred.
Area State	%arst%	gives the state of the area (Open/Closed) of the area in which the event occurred.
Floor Bits	%flrb%	gives the floor button states (in y/n format) of a lift access event.
Module	%modl%	gives the module ID/Name specific to the affected entity or module.
Reason Message	%rsnm%	gives a reason (fixed string) for the event
Error Message	%errm%	gives any error information (fixed string) associated with the event

Not all variables are available for each review event, eg. User access Door type review messages do not contain floor-bit information. The affected entity is the DOOR and there is no causal entity (a user is not an entity).

Most review events have reason or error fields.

### 19.2.5 Paging/Messenger Details

The paging details dialog is invoked from the review manager when defining the process options for a *review process* or review event criterion. Pager information is relayed to PSD Messenger for management of pager/SMS notification of review events.

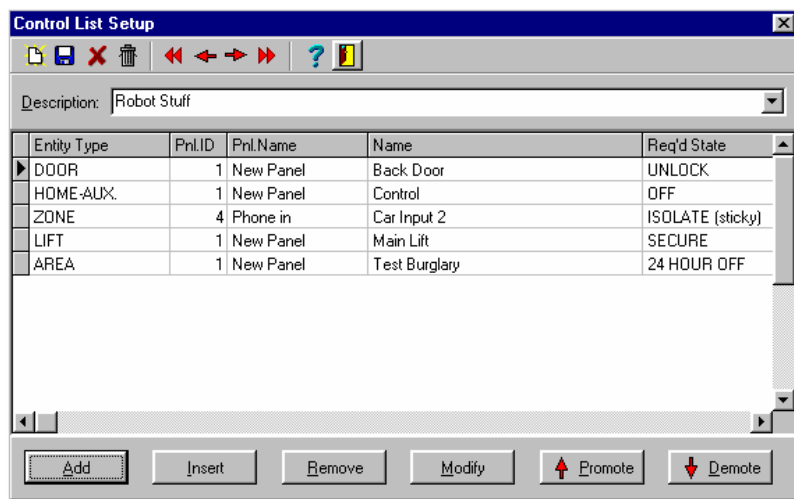


To specify a pager to be notified when the review process or criterion is met, simply enter an ID in the **New ID** field and click on the **Add** button. To delete a pager as listed, select the pager from the pager ID list the click **Delete**. To modify a list entry, select a pager item in the list and edit in the **New ID** field then click **Replace**.

By default the message sent to the page will be the same as the message logged in review. You may modify the message sent to the pager from the **Message** box, the same variable names and rules apply as per the review manager.

### 19.2.6 Control Lists

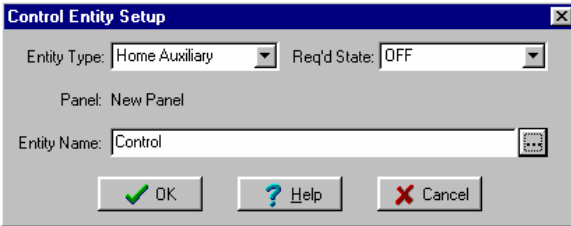
A control list can be associated with a review event or process in the review manager. Use the control list to force AcptNet to trigger the control of various auxiliaries, doors, areas, lifts, lists or switch MaxPro CCTV sub-rack item etc... when a particular review event occurs.



The order of each event determines the order in which each entity is controlled when the list is triggered. Re-order the events using the **Promote** and **Demote** buttons. Edit the event by double-clicking on an item in the list or via the **Modify** button. Add a control item to the end of the list using the **Add** button or insert between two list elements using the **Insert** button. Delete items from the list by selecting the element and clicking the **Remove** button.

Create or edit each item in the list using the control entity setup dialog below.

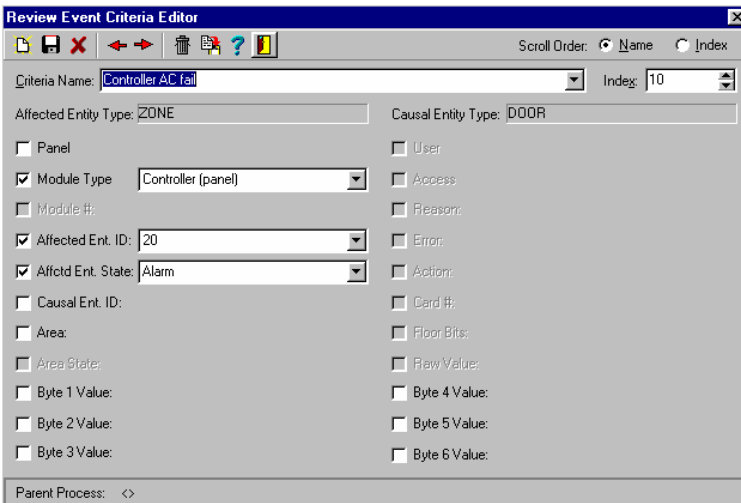
## 19.2.7 Control Entity Setup



- The items in the list are controlled in the order they appear in the list
- **Add** to the end of the list or **Insert** an item into the list as required. The control entity setup dialog will be displayed.

## 19.3 Review Criterion Editor

The criterion editor allows specific aspects of a *review event* to be trapped within a review process. Once trapped the incoming review event can be processed by the criterion for which it matches rather than by the *parent review process* to which it belongs. In this way specific review events can be displayed with a specific colour or text content and herald different alarm processing or priority than related review of the same review process.



## TIPS

- Only those input fields that are valid for the review process to which the criterion belongs are enabled. For example auxiliary on/off type review does not contain user information, hence when defining a criterion for a particular auxiliary on/off you will not be able to specify a user ID.
- Use the index field to order criteria such that more general criteria are indexed higher (larger number) and so will be considered last when matching the review information to the criterion information.

**For example:** A general criterion for an auxiliary on/off event might only test for the module to which an auxiliary belongs. A more specific criterion would specify the actual auxiliary module *and* number/code, hence set the index of the latter criterion to a value less than the former criterion so that it is considered first when an auxiliary on/off event is received from the module used in both criteria.

- Similar to the raw value field, byte values 1 to 6 can be used to map against any raw values in the 6 byte review packet. This is particularly useful where integer identity or raw level values are stored in the review packet, eg. C-Bus/Inovonics/Spreadnet comms task events where voltage, signal and noise dB levels are relayed in the review.

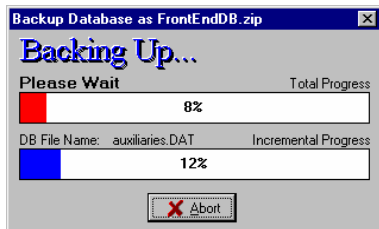
## 20 BACKING UP AND RESTORING THE DATABASE

It is imperative that the AcptNet system database is backed up regularly in order to preserve changes to tenancies, client, panel, operator, permissions, locale and extra panel information not stored in the panel or other source. Thus if ever a catastrophic system failure occurs (HDD or other failure) the system can be restored without having to re-commission the system.

For this reason the backups should be created regularly and stored in a safe place (not on the same machine as the AcptNet server) and labelled appropriately.

### 20.1 Backing Up Data

When backing up create a new file using the file explorer system dialog and click OK to proceed. The backup dialog below is displayed to indicate progress. The whole server database as well as locale graphics and tenants' log files is backed up to the ZIP file selected.

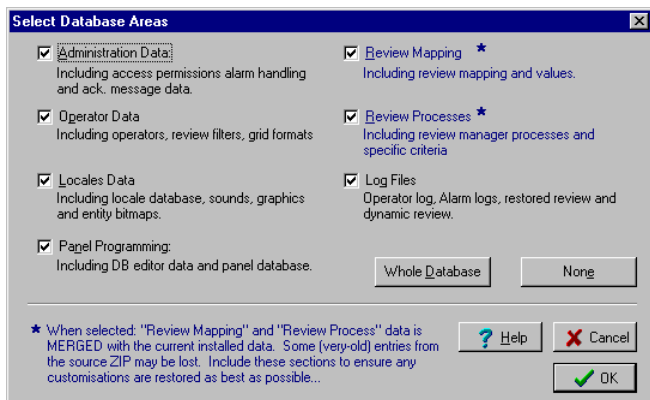


#### NOTE:

An auto-backup feature can also be setup in the **preferences** however an unchanging snap-shot of all operating data will only be possible when backing up manually. Since database, review operations are still permitted during an automatic backup, changes that occur in the operation data during a lengthy background auto-backup may not be saved.

## 20.2 Restoring Data

When restoring data a Database Selection dialog is displayed as follows:

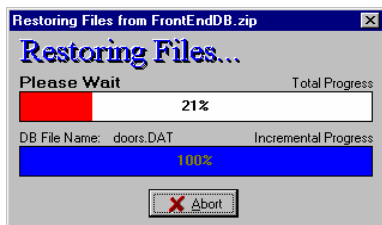


If the zip from which data is to be restored was created from the current version of the software then it is safe to restore the review mapping and review processes sections. Use the above dialog to specify which sections of the database to restore.

It is not necessary to restore panel programming if user names, graphics etc... and entity names are not required - simply upload from the panel(s) once the restore is completed. Restore panel programming to recover entity names, user information and graphics not stored in the panel.

Click NONE to clear all selections.

Click OK to proceed. A file explorer system dialog will ensue. Select the ZIP file you wish to restore from and click OK to proceed. The restore dialog below is displayed to indicate progress.



## **21      RESET MODEM SCHEDULER**

Resetting the modem scheduler interrupts the current manual or update schedule and disconnects all modem connections then re-instates the automatic timer scheduler based on the current settings - if the scheduler has not been activated then all scheduling will be cancelled.

See the scheduler setup dialog for more information about setting up modem schedules.

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## 22 SESSION KEYS

The session key is statistically unique to every installation of AcptNet. The key is used to secure communications with panels using the *Accept* or *CommPass* comms. task, so that no other unauthorised software can communicate with these panels in this installation. This is particularly important when using TCP/IP or long serial connections to panels..

### 22.1 Recovering Keys

If communications fails to a panel even though the physical connection looks ok (the baud rates and so on are configured correctly) then the reason could simply be that at some stage the session key was reset, in either the panel or at AcptNet. The latter is only likely if the software was uninstalled and moved to a different PC or HDD or a different hardware key was installed. *Replacing the hardware key with a new key (and not a replacement copy from PSD) will require that ALL panel communications be reset for all panels as per the NOTE below.*

In most cases, all that is required to recover the session key is to simply click on **Admin | Recover All session Keys** to recover all keys with all panels. This will not adversely affect panels that are currently on-line and communicating. Alternatively click on **Admin | Recover Session Key...** and select the panel to recover from the ensuing dialog list box.

#### NOTE:

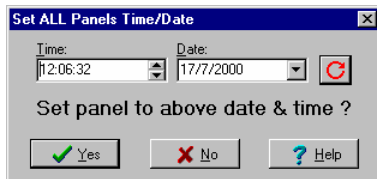
Recovery may take some time (depending on the packet timeout settings and number of retries configured in the preferences dialog "comms" page), however provided the panel has never been connected to another AcptNet system before the session key should be re-instated after a short delay. If communications *still* fails and you are absolutely sure there is no physical reason (baud rates, cable problems etc...) then you should log into the panel as INSTALLER, deactivate the Accept comms-task, scroll through to the option menu and re-enable the K option (set the K option to Y), then re-activate the Accept comms-task. Now return to the server and **Admin | Recover Session Key...** again. If this fails then you need to debug your physical connections.

## 23 SETTING THE TIME AND DATE IN ALL PANELS

When invoked from the "Admin" menu the following dialog is displayed. Enter the time to be configured in each panel connected to the server.

### NOTE :

You cannot individually set the panel times.



- Click on the "reset time" button (red circular arrow) to reset the displayed time to the current PC system date and time. The displayed time and date will be updated. If the time and date is edited the date and time update will stop.
- Edit the time or date using the scroll arrows or drop down calendar respectively.
- Select YES to download the time to all panels.

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## 24 UPLOADING DOWNLOADING AND UPDATING STATES

### 24.1 Uploading From Panels

When commissioning the system or whenever panel data is changed outside of the AcptNet system (via terminal or PC direct, *not recommended*) it is important to ensure that the panel data stored in the AcptNet database is the same as the data stored in the panel. Thus all panel data should be uploaded.

After *logging in* select **Admin | Upload Panel** and choose the required panel from the ensuing list dialog or select **Admin | Upload All Panels** to upload panel data from all panels at the same time.

#### NOTE:

The AcptNet database will only be considered valid (hence various programming/control or access features enabled in the client) *once all panels have been uploaded successfully*.

### 24.2 Downloading Data to Panels

If the panel memory is defaulted or a panel is replaced, it may be necessary to restore the panel programming. A panel configuration can therefore be restored from the panel programming information stored in the AcptNet database. It may also be necessary to revert panel programming to a known configuration by *restoring panel programming* from a suitable ZIP then downloading that panel.

After *logging in* select **Admin | Download Panel** and choose the target panel from the ensuing list dialog or select **Admin | Download All Panels** to download panel data to all panels. The panel configuration of the panels downloaded to will be completely overwritten.

### 24.3 Downloading Changes

In general it should not be necessary to download panel programming changes created by editing a panel database from the AcptNet client. The AcptNet server accumulates such changes and periodically downloads them to the relevant panels, automatically. If for some reason those changes have not been downloaded (due to comms errors or failed connections etc...) it is possible to force the server to initiate such a transfer manually once any problems have been resolved..

After logging in select **Admin | Download Changes** and select the panel from the ensuing list dialog to which any accumulated changes for that panel are still awaiting download.

## 24.4 Updating States

To ensure that entity states in the AcptNet database reflect the current physical state of entities in the panel it is important to update states at least once after a system is commissioned. It should not be necessary to run the update states feature frequently thereafter since entity states are tracked and updated from review received from each panel.

After *logging in* select **Admin | Update States** and choose the panel from the ensuing list dialog, for which states are to be updated or select **Admin | Update States All Panels** to update the states of all entities from all panels.

### **NOTE:**

Input/Zone states on peripheral modules that are not programmed into areas or their areas are off may not return a valid entity state. To ensure the entity state read by the AcptNet server is correct, ensure the input is in a closed area. Allocate and close a specific area (and exclude this area from any reporting/monitoring comms task area lists) for the inputs whose states are required to be accurately presented at all times.

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## 25 REINITIALISING THE SERVER

Select **Admin | Re-initialise Server** after *login in* to the AcptNet Server to restart all communications with the panels and initialise the TCP/IP socket. If changes to the client or panel connection database has been made the system should be re-initialised before those changes will take effect.

You will not be able to access the additional administration features, uploads, downloads etc... *until* the server initialisation succeeds.

Unless the initialisation process succeeds, the client's connections will be accepted at the server.

## 26 REPAIRING THE DATABASE

The AcptNet server database may become corrupted if untimely system or power failures are experienced. It should be possible to repair any damage created by running the **Admin | Repair Database** feature after *logging in* to the server. Note however that data may have been lost when the damage occurred so a full *upload from all panels* and *update states from all panels* may be required to ensure stored panel information is up-to-date.

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## 27 DELETING ALL PANEL DATA

To completely re-initialise the AcptNet database, clear all user and panel programming for all panels. Select Admin | Delete all Panel Data after *logging in* to the server.

All locale, user, entity name programming will be erased. A full *panel upload* will be required to restore the database and before any AcptNet Client features will be enabled..