



Alliance 8300 Installation Manual

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Important information

Scope of this manual

This manual provides information for Integration Technicians to install and set up an Alliance 8300 system using a server and clients.

This manual provides sufficient information to install Alliance 8300, and to check that the installation was successful, for a user with the network permissions of Administrator.

This manual does not describe how to plan and structure an entire security and access control system, such as shown in Figure 1 on page 2 as Control Panels.

Related documentation

For more information, refer to the following:

- *Alliance 8300 Online Help System*: Provides reference information, such as screen and field descriptions, along with instructions for system administrator duties, such as configuring Alliance panels.
- *Alliance 8300 Administration Manual and Operation Guide*: Provides information for both the system administrator and the operator to program, configure, and use the Alliance 8300 system.
- *Alliance 8300 Imaging User Guide*: Provides instructions for users of the optional Imaging package.
- *Alliance 8300 CCTV Interface Guide*: Provides interface instructions for CCTV equipment.
- *Alliance 8300 API Manual*: Alliance 8300 API (Application-Program Interface) provides the ability to import data from external applications such as a Human Resource Management System.
- *Alliance 8700 Installation Guide*: Installation instructions for the Alliance 8700 Smart Card Programmer application.

Typographical conventions

This manual uses certain notational and typographical conventions to make it easier for you to identify important information.

Table 1: Notational and typographical conventions

Item	Description
Command sequences	Where appropriate, command sequences are abbreviated with the ">" symbol. For example, the command "Click Start, and then click Run" is written as "Click Start > Run".
Command alternatives	Many commands can be executed in a variety of ways including menu bar, tool bar, shortcut keys, right click, or double click. In general, commands are described from their menu bar location only, even when alternatives exist.
Keys	Capitalized, for example "press Enter".
Keystrokes	Text that you type is indicated in Courier New font. For example, "Type <code>dcomcnfg</code> ".
Expanding a "tree" view	The word "expand" is used to indicate that selections may be hidden. For example, the command "Click the + box next to Computers" is written as "Expand Computers".
Notes	Notes alert you to information that can save you time and effort.
Caution	Cautions are displayed to advise the user that failure to take or avoid a specified action could result in loss of data.

System introduction

System overview

Alliance 8300 Professional Edition consists of a number of elements working together. Most obvious of these elements is the user interface — the Alliance 8300 workspace (also called the Alliance 8300 client application).

In addition to the user interface, there are several other parts to Alliance 8300, some of which are not so obvious, such as the Alliance 8300 services.

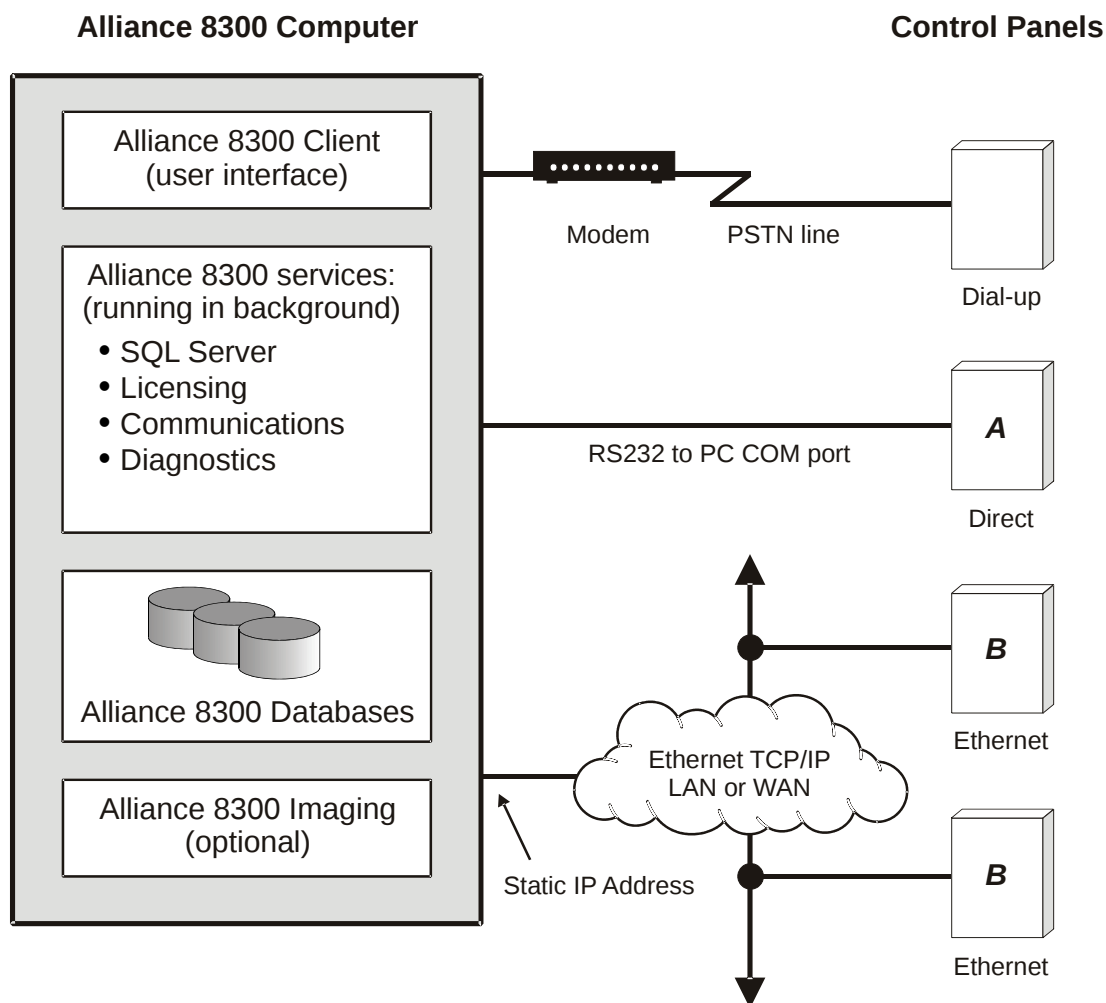
A service can start automatically when the computer starts, and remains running in the background, regardless of whether a user is logged in. It is important to realise that logging out of Alliance 8300 and closing the Alliance 8300 client application does not stop the services. For more information about services, see “Configuring services” on page 25.

Before you begin

Before you begin the installation, review Figure 1 and Figure 2.

- Figure 1 illustrates the relationship between the Alliance 8300 system and the security system control panels.
- Figure 2 illustrates the relationship between an Alliance 8300 server and remote Alliance 8300 clients.

Figure 1: Alliance 8300 connections to security control panels



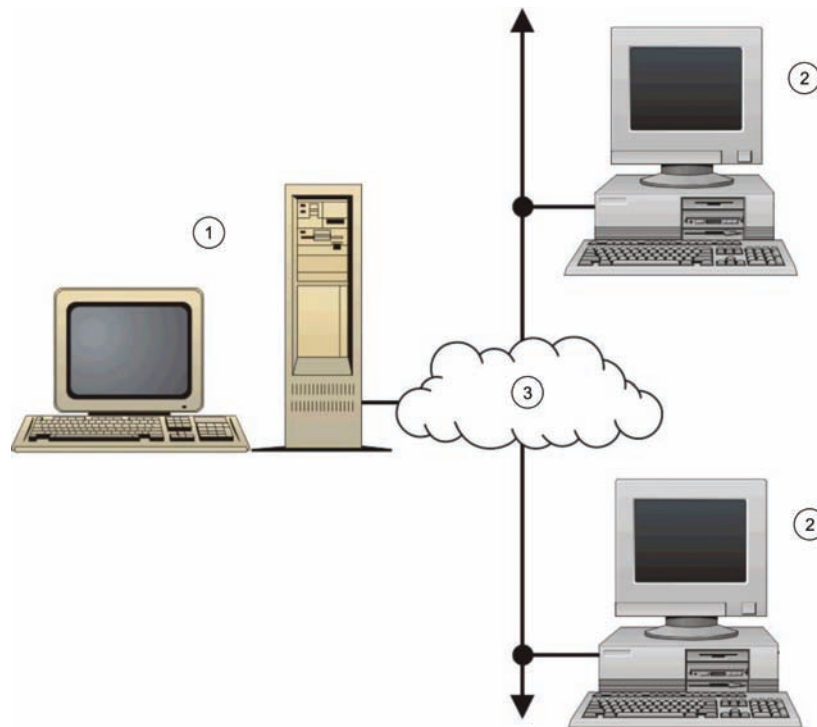
Legend

- A — Control Panel fitted with Computer-Printer Interface
- B — Control Panel fitted with Computer-Printer Interface and Universal Interface

Note: WAN data transfer latency can significantly reduce the Alliance applications usability.

For details of the connection options, refer to *Alliance 8300 Administration Manual and Operation Guide*.

Figure 2: Alliance 8300 Professional Edition with two remote clients



1. Alliance 8300 Professional Server

Professional Server components:

- Alliance 8300 Client (user interface)
- Alliance 8300 Databases
- Alliance 8300 Imaging (optional application)
- Alliance 8300 Diagnostics (service)
- Alliance 8300 System Manager (service)
- Alliance 8300 Manager (service)
- MS SQL Server (service)

2. Alliance 8300 Client PC

Client computer components:

- Alliance 8300 Client (user interface)
- Alliance 8300 Imaging (optional application)
- Alliance 8300 Diagnostics (service)
- Alliance 8300 System Manager (service)
- Alliance 8300 Manager (service)

3. Ethernet TCP/IP, LAN or WAN

Before you proceed, make sure that your peripheral system hardware is installed and operational.

Consider the following issues before installing Alliance 8300:

- See “Hardware” on page 6 for minimum hardware requirements.
- See “Required software” on page 6 for operating system requirements.
- If you are installing Alliance 8300 on a computer that is attached to a network, it is essential to involve the network administrator. Let the network administrator know that you are installing a Windows Client/Server application that will require the use of the network using TCP/IP. Provide this document to the network administrator for review prior to installation. Corporate networks frequently use security provisions that safeguard the network, but

may interfere with successful installation or operation of Alliance 8300 if handled improperly.

- You need to know the rules (if any) for creating network-compatible passwords because you need to create a network-compatible password when installing Alliance 8300.
- Alliance 8300 server requires a minimum of 3 GB RAM (Alliance 8300 client requires 2 GB RAM).
- You must register the Alliance 8300 software license before using outside of demonstration mode.
- Optional CCTV interfaces are available. You can automatically control supported CCTV cameras based on alarm events within Alliance 8300. For details, refer to the Alliance 8300 Online Help or the *Alliance 8300 CCTV Interface Guide*.

Tasks to be performed

The tables that follow outline the steps to set up an Alliance 8300 system.

Table 2 below describes the overall process of setting up an Alliance 8300 server.

Table 2: Preparing to use Alliance 8300 Professional Edition on a Server Computer

Step	Task	Reference
1.	Check minimum hardware and software requirements	Page 6
2.	Set up the monitor	Page 7
3.	Install Alliance 8300 software (part 1)	Page 8
4.	Install Alliance 8300 Software (part 2, database)	Page 16
5.	Set up Microsoft SQL Server 2008 R2 Express Edition	Page 20
6.	OPTIONAL: Set up Microsoft SQL Server 2008 R2	Page 20
7.	Create the Alliance 8300 database	Page 16
8.	Register the Alliance 8300 license	Page 23
9.	Configure Alliance 8300 services	Page 25
10.	Verify that services are running	Page 27
11.	OPTIONAL: If Imaging will be used anywhere on the Alliance 8300 system, install Imaging software	Page 28
12.	If applicable, program Imaging logins	Page 29
13.	OPTIONAL: Install Microsoft Access 2002	Page 29
14.	OPTIONAL: Program modems	Page 29
15.	OPTIONAL: Program serial port expander	Page 30
16.	OPTIONAL: If purchased, install and program the CCTV software and hardware	<i>Alliance 8300 CCTV Interface Guide</i>

Step	Task	Reference
17.	OPTIONAL: Install and program printers	Appendix B “Installing printers” on page 44
18.	OPTIONAL: Install a tape drive	Refer to the tape drive instructions

Table 3 below describes the overall process of setting up a client computer after setting up the server computer and adding the client computers to Alliance 8300 (see “Adding Alliance 8300 Clients” on page 31 for details).

Table 3: Preparing to use Alliance 8300 Professional Edition on a Client Computer

Step	Task	Reference
1.	Check minimum hardware and software requirements	Page 34
2.	Set up the monitor	Page 35
3.	Install Alliance 8300 software, part 1	Page 8
4.	Register the Alliance 8300 license	Page 37
5.	Configure Alliance 8300 services	Page 38
6.	Verify that services are running	Page 39
7.	OPTIONAL: Install Imaging software	Page 39
8.	If applicable, program Imaging logins	Page 39
9.	OPTIONAL: Add serial ports	Page 39
10.	OPTIONAL: Program modems	Page 29
11.	OPTIONAL: If purchased, install and program the CCTV software and hardware	<i>Alliance 8300 CCTV Interface Guide</i>

Preparing the server computer

This chapter provides important information on setting up a Windows computer for Alliance 8300 Professional Edition. We recommend that you read these sections carefully before you begin the installation. Perform the steps in the order they appear.

This chapter describes how to prepare the server computer to run Alliance 8300 as server and client applications, as well as running the optional Imaging application.

Minimum requirements

Hardware

The following hardware items are recommended as a minimum for an Alliance 8300 server:

- Intel Pentium IV 3 GHz
- 3 GB RAM
- SVGA monitor, 1024 by 768 resolution, 16-bit High Color
- 101 keyboard
- Mouse or trackball device
- Network card
- Hard disk space 40 GB

Hard disk space will vary depending on your system environment. If you elect to partition your hard drive, verify that sufficient space remains in your system drive for your program files to load properly. Depending on the use of archiving and diagnostic monitoring, you may need to reserve 20 GB of space free for use by Alliance 8300 (archiving can create very large temporary files).

Note: If using the Digital Video Surveillance option, increasing the processor speed and memory will be required to maintain performance in your specific system.

The following hardware items are suggested:

- Tape drive (or other storage device)
- Digi serial-port expander, or equivalent
- Approved modems if using dial-up control panels

Required software

One of the following operating systems (and any applicable Service Packs) is required for an Alliance 8300 Professional server computer and are not part of the Alliance 8300 installation:

- Microsoft Windows Vista 32-bit (excluding Home Edition)
- Microsoft Windows XP Professional 32-bit (Service Pack 3)

- Windows 2008 Server R2 64-bit (Service Pack 1) - server only.

Notes

- A special procedure must be followed when installing the software on 64-bit operating systems. See “Installing the software on 64-bit operating systems” on page 32 for more details.

- Due to particular limitations, Windows 2008 Server R2 64-bit (Service Pack 1) is not suitable for installing client applications that are used for monitoring purposes, for example, displaying maps and confirming events. Use such clients only for equipment connection.

- Windows 7 32-bit (excluding Home Edition)

Other required software:

- Windows Installer 4.5 or later

Optional software

One of the following database applications is required for an Alliance 8300 Professional server computer:

- Microsoft SQL Server 2008 R2 32-bit Express Edition. Provided on the installation CD.
- Microsoft SQL Server 2008 R2 32-bit. Not provided on the Installation CD.
- Microsoft SQL Server 2008 R2 64-bit. Not provided on the Installation CD.

If Microsoft SQL Server 2008 R2 is required, do the following prior to installing Alliance 8300:

- Microsoft SQL Server 2008 R2 must be installed on any PC in the network.
- The installer must create an instance of SQL Server named “SPSQL”. Refer to “Setting up Microsoft SQL Server 2008 R2 (optional)” on page 20.

Setting up your monitor

The required monitor settings for Alliance 8300 are:

- The minimum monitor resolution is 800 by 600
- If using Imaging, the minimum color resolution is High Color (16-bit)

To access the display settings:

1. Right click the desktop.
2. Select Properties from the menu.
3. Click the Settings tab in the Display Properties window.
4. Change the Screen Area settings to at least 800 by 600, 1024 by 768 pixels is recommended.
5. If using Imaging, select High Colour (16-bit) or higher.
6. Click Apply.

7. Click OK.

Installing Alliance 8300

The procedure for installing Alliance 8300 on a server computer is listed in Table 2 on page 4.

When installing Alliance 8300 on the server, always log in as Administrator to the local computer and use the same login name and password for the entire installation process on all computers. Make sure to reboot whenever indicated during the installation process. The instruction to “log in as Administrator” means that you must log in as a user with administrative rights.

After installation on the server, Alliance 8300 will operate only in trial mode unless Alliance 8300 has been previously installed on the computer (see “Trial mode” on page 18).

For the initial installation of Alliance 8300 on a server computer for evaluation purposes, registration may be deferred, in which case Alliance 8300 may be used in trial mode. You can use full functionality with 5 clients, 16 DVRs and 2048 panels/FASes for 14 days. After that time Alliance 8300 may be used in a time-limited demonstration mode only. Alliance 8300 must be registered in order to operate outside of trial and demo mode and to connect with Alliance 8300 clients.

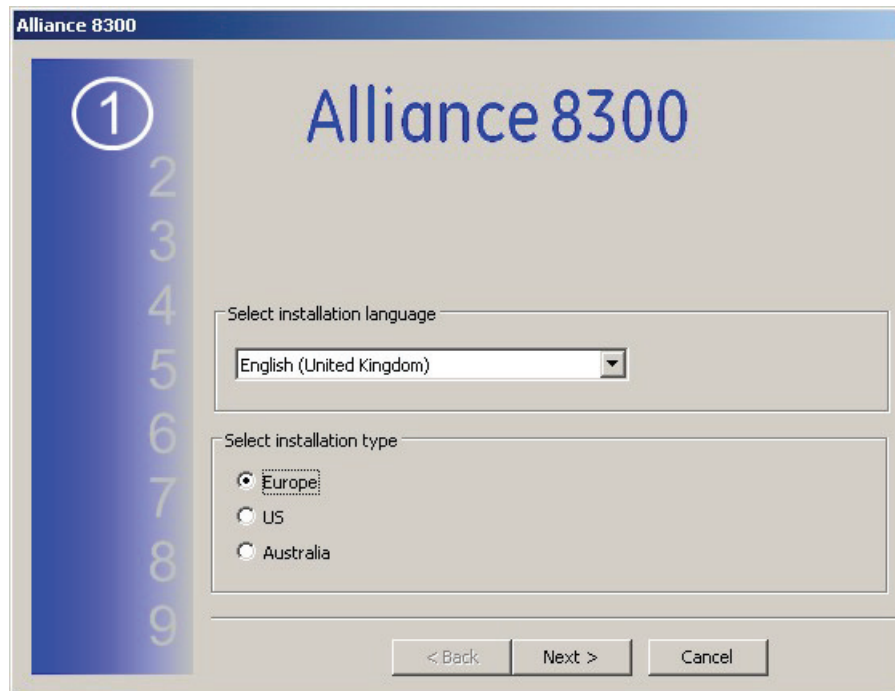
Installation, part 1

This section describes the installation process in detail for both server and client versions of Alliance 8300.

Note: Before starting installation, please ensure that Windows Installer 4.5 or higher is installed.

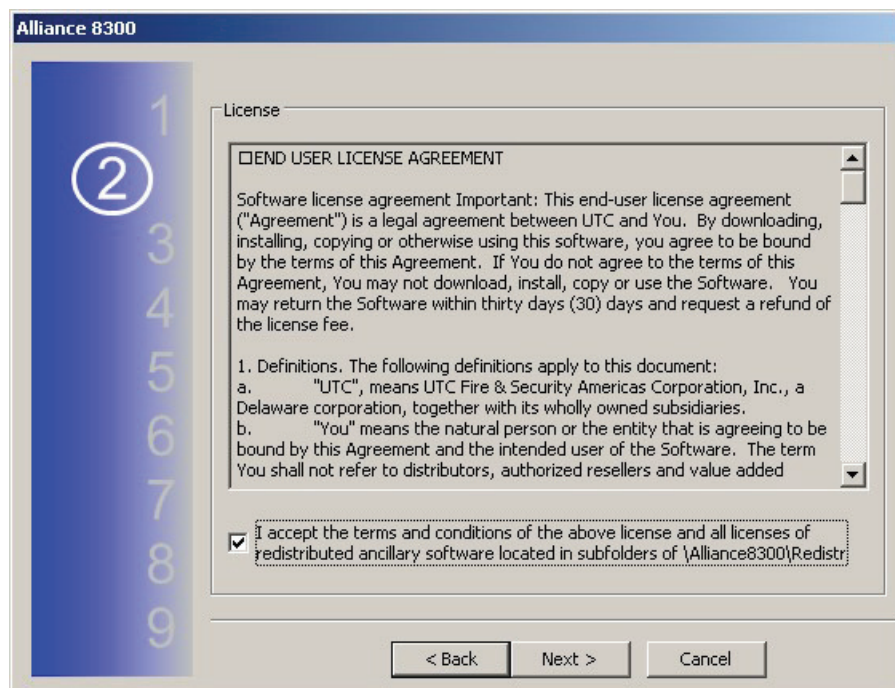
To install Alliance 8300:

1. Run setup.exe from the Alliance 8300 installation CD. When the welcome screen displays, select language for installation process and installation type.

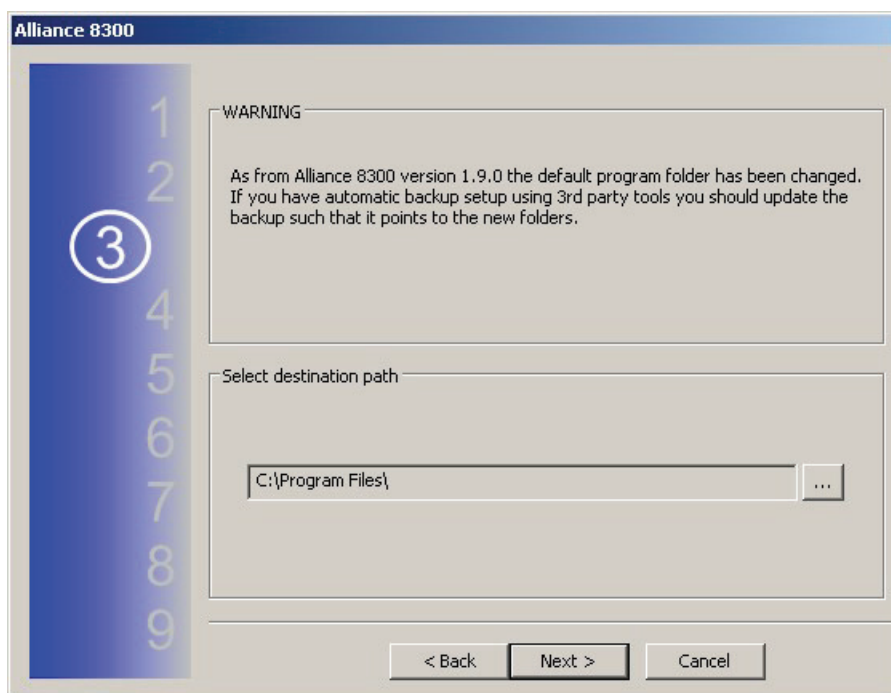


Click Next to continue.

2. The End User License Agreement (EULA) displays. Read the License Agreement and mark "Accept license" check box to state that you agree. The Next button is inactive until the license is accepted.

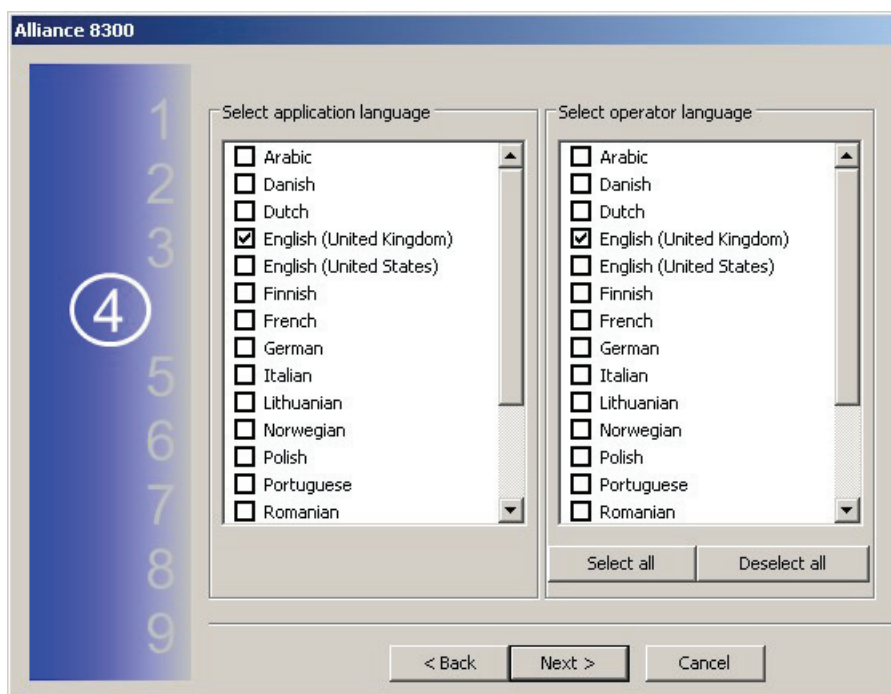


3. The installation program suggests a destination folder for the Alliance 8300 files. Click Next to select the default folder. Alternatively, click “...” to choose another location.



Server only: The location that you specify for the Alliance 8300 files must have at least 20 GB of free space in reserve (after installing Alliance 8300).

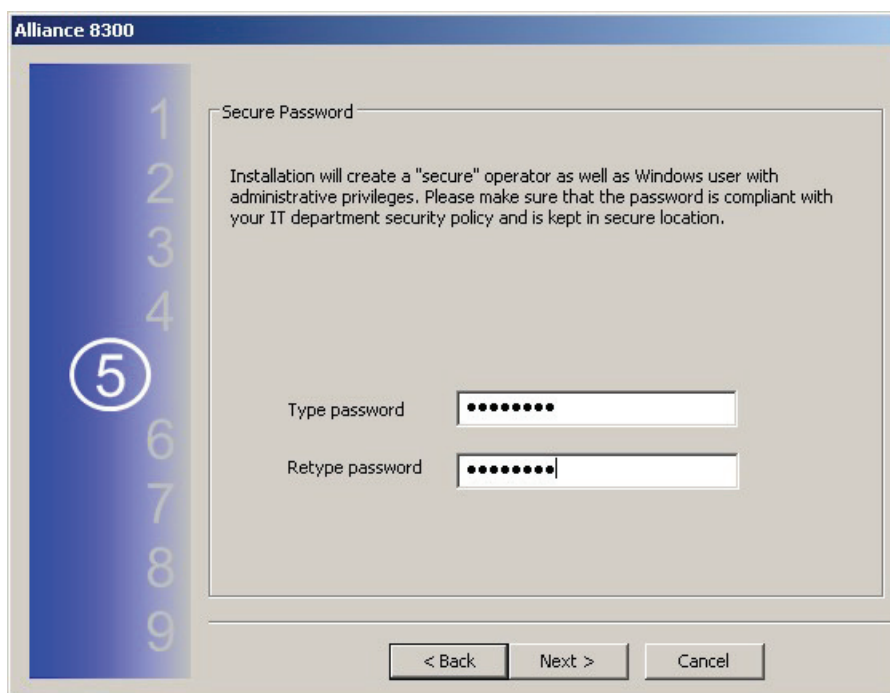
4. Select application language and operator languages.



Click Next.

5. The installation program creates a default Windows user named “secure” and a default Alliance 8300 operator named “secure”. The Windows user “secure”

requires a password that complies with your IT department security policy (for example, for password length).

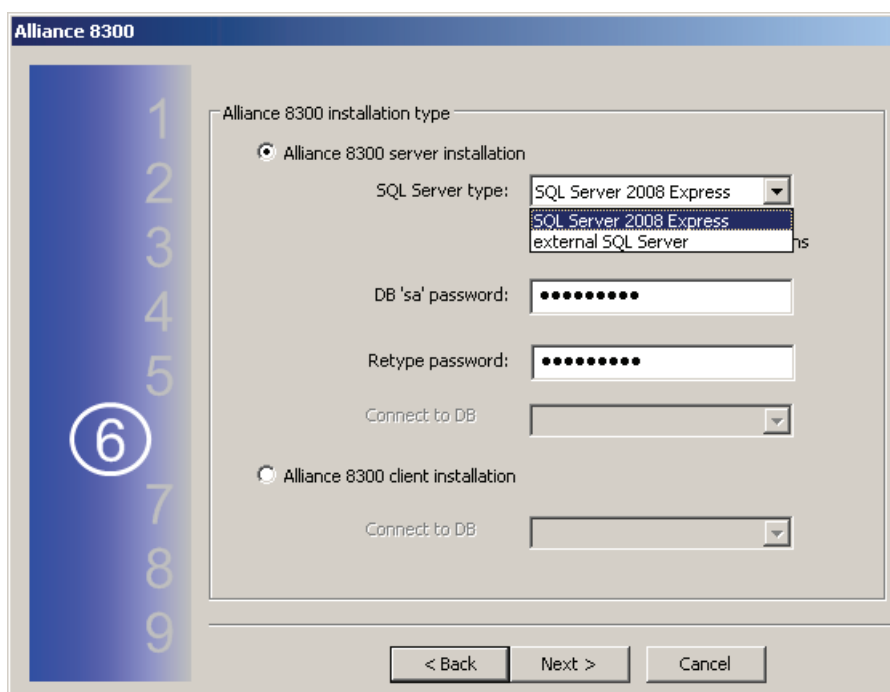


The image shows the 'Alliance 8300' window with a vertical sidebar on the left containing numbers 1 through 9. The number 5 is circled. The main area is titled 'Secure Password' and contains the following text: 'Installation will create a "secure" operator as well as Windows user with administrative privileges. Please make sure that the password is compliant with your IT department security policy and is kept in secure location.' Below this text are two password input fields: 'Type password' and 'Retype password', both containing masked characters (dots). At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

Enter a password, retype it, and then click Next.

Note: You must use this password to initially log in to Alliance 8300. You must also use the identical password when installing Alliance 8300 clients.

6. Select if you intend to install database server or client.



The image shows the 'Alliance 8300' window with a vertical sidebar on the left containing numbers 1 through 9. The number 6 is circled. The main area is titled 'Alliance 8300 installation type' and contains two radio button options: 'Alliance 8300 server installation' (selected) and 'Alliance 8300 client installation'. Under the 'server installation' option, there is a 'SQL Server type' dropdown menu with 'SQL Server 2008 Express' selected, a 'DB "sa" password' field with masked characters, a 'Retype password' field with masked characters, and a 'Connect to DB' dropdown menu. Under the 'client installation' option, there is a 'Connect to DB' dropdown menu. At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

Server only: In case of database server installation specify password for “sa” DB user. This password will be required during DB operations. The password must comply with SQL Server policy; otherwise the installation may result with

a failure. See “Appendix D. Troubleshooting” on page 50 for more information.

Server only: Check the Enable Remote Client Connections checkbox to enable remote Alliance 8300 client computers to connect with the Alliance 8300 server.

Note: If you do not check the Enable Remote Client Connections checkbox, Alliance 8300 client computers will not be able to connect to the Alliance 8300 server.

If the SPSQL instance is present locally, and the local installation of the Microsoft SQL Server 2008 R2 Express edition has been selected during the program installation, then the following error message appears: “SQL Server (instance SPSQL) already exists.”

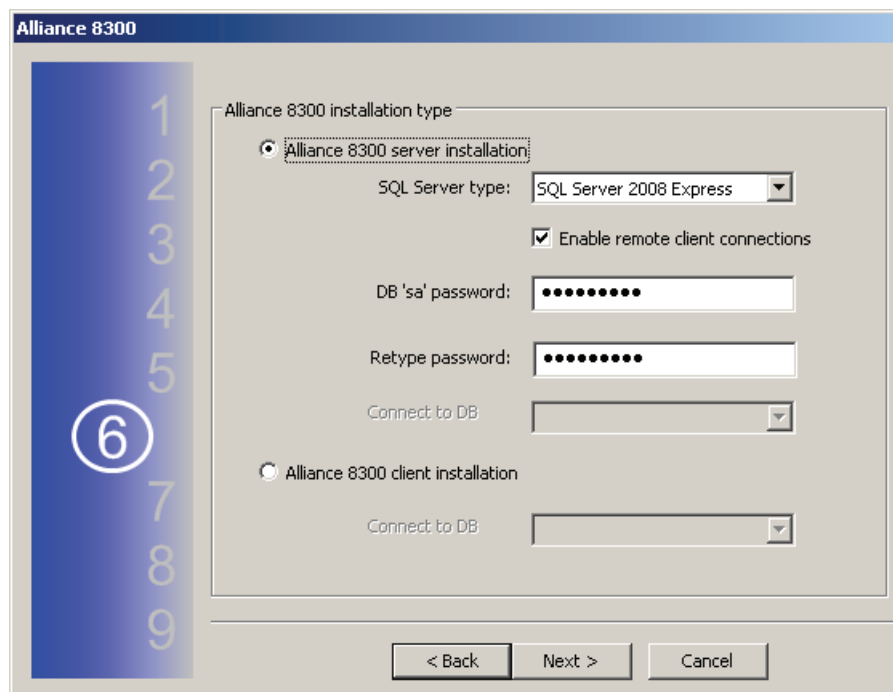
It is possible to solve the problem with one of the following methods:

- Cancel the installation. Uninstall the SQL Server and start the installation process again from step 1.

— or —

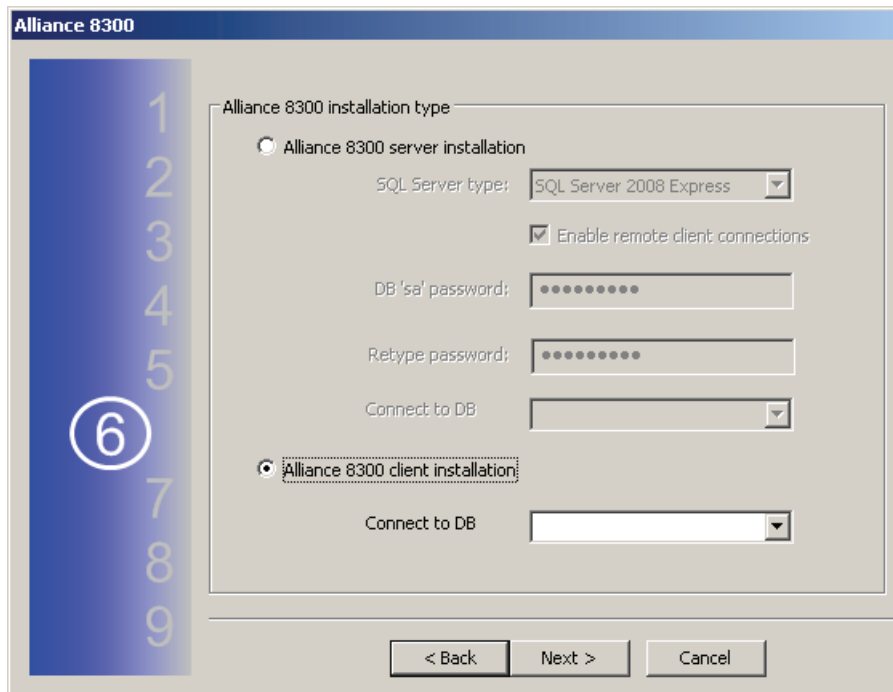
- Choose External SQL server, and provide your PC address in the Connect to DB combo box, described below.

Server only: Please chose *External SQL Server* if you need to use Full SQL Server. You must have already created an instance of SQL Server named “SPSQL” prior to installing Alliance 8300. If you have not done this yet, you cannot proceed with the installation.



If the external SQL Server option is chosen, the Connect to Server combo box is enabled. It contains a list of available SQL Servers in the network neighbourhood. Choose an appropriate server.

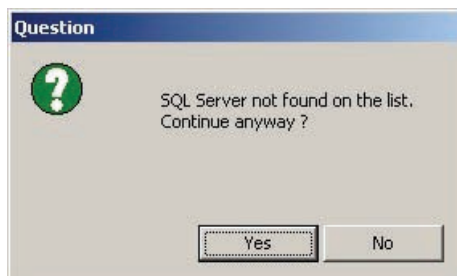
Client only: Select Database Client Installation and specify database server to connect to from the list.



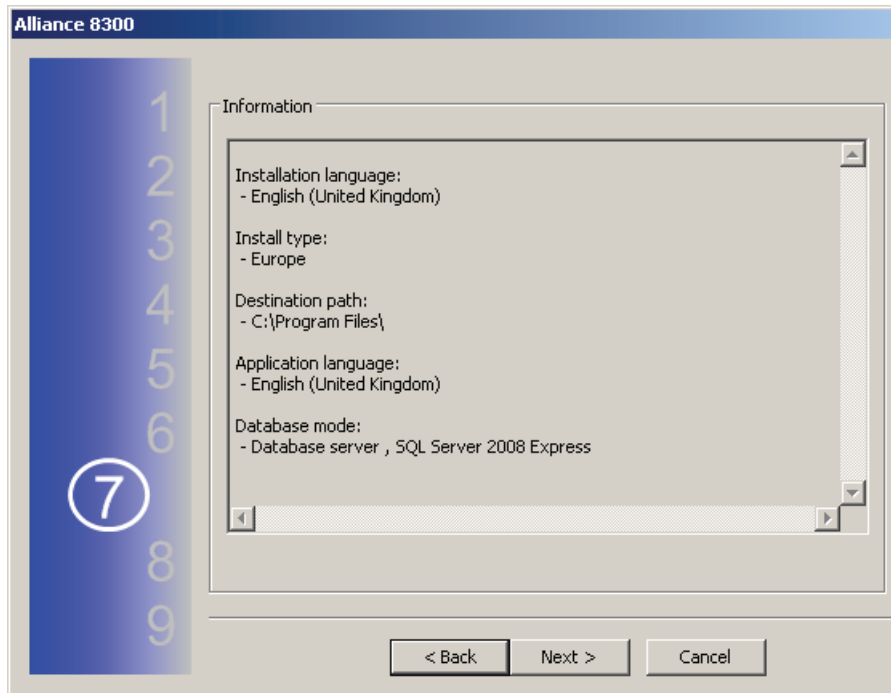
Client only: You can type name of database server manually.

Note: Do not use any additional path-specific characters — slashes or backslashes.

If the name doesn't exist on the list, the warning is shown.

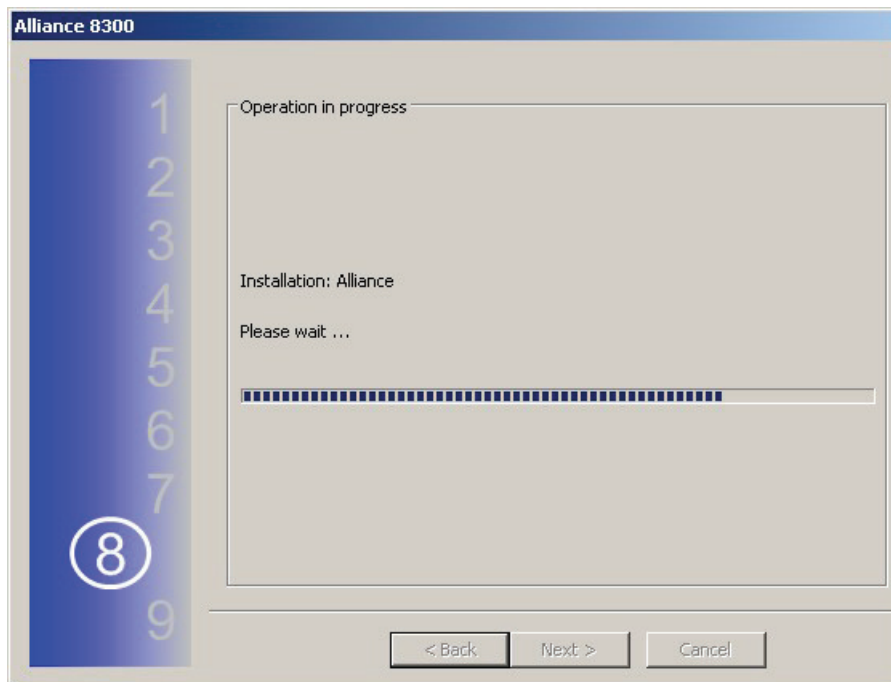


7. Review the details displayed on the screen.



If everything is correct, click Next to copy files. Alternatively, click Back to change details on the previous screen.

8. The installation program copies files and displays a progress bar.

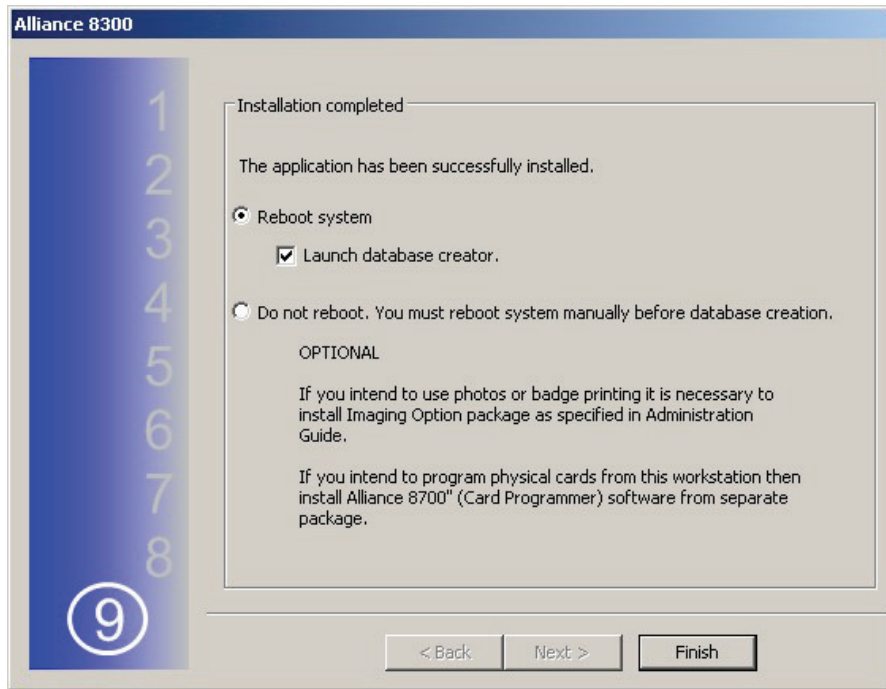


This part of process installs all necessary redistributable software before proper Alliance installation. Depending on operating system and installation type the following components can be installed:

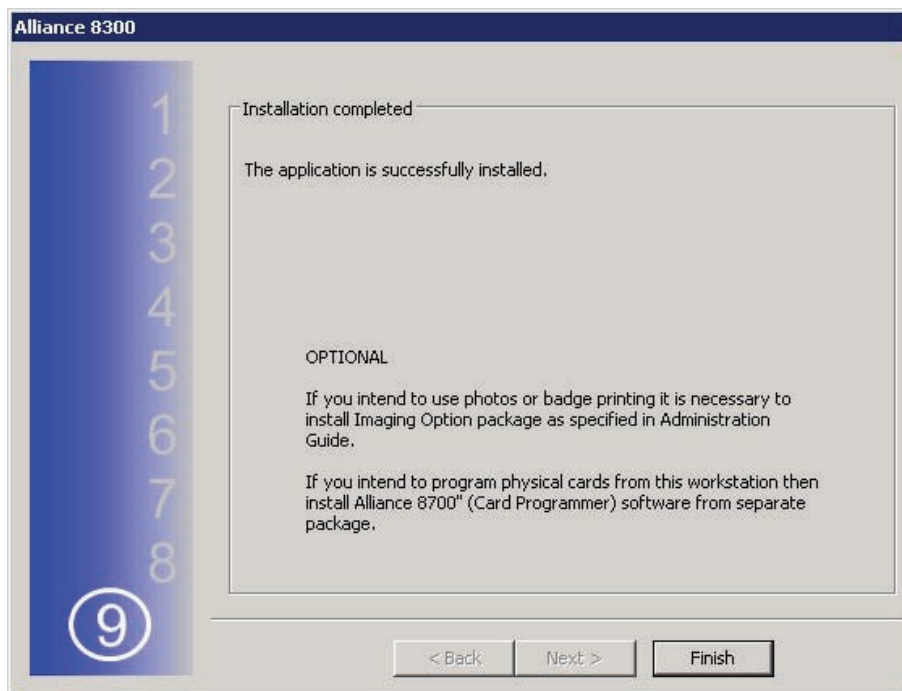
- VB Runtime
- RDO 2.0
- MDAC 2.7
- .NET 3.5

- Microsoft SQL Server 2008 R2 Express Edition
 - Crystal Reports 9
9. The installation program displays the finishing dialogue.

Server only: Select Reboot System and check Launch Database Creator. In this case the system will be rebooted, and after that Database Create application is launched during system start (see “Installation, part 2 (server only)” on page 16).



Client only: After client installation no action is required. Click the Finish button to finish installation.



To be sure everything went properly, check log file after installation. The log file is Alliance8300Installation.log created in Program Files folder.

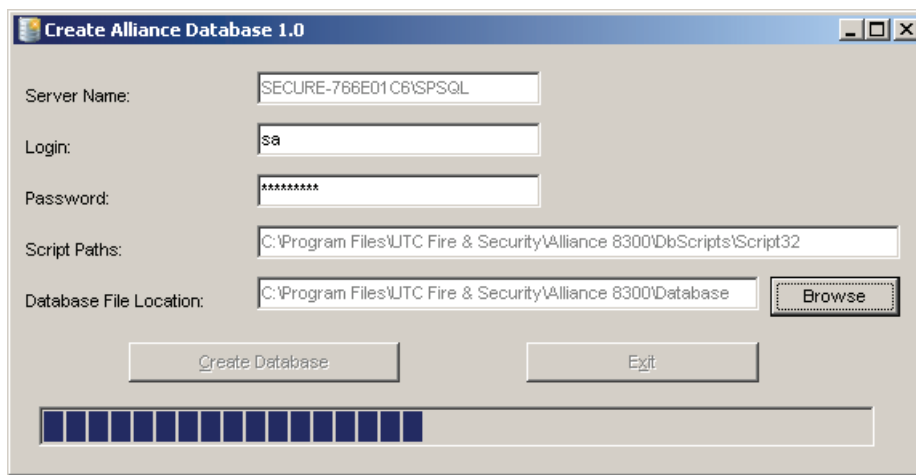
10. After rebooting, log into Windows again as Administrator to resume the installation process.

Installation, part 2 (server only)

The following steps describe the Alliance 8300 server database installation process.

To continue installation of Alliance 8300:

1. Upon restarting the server computer, the Create Alliance 8300 Database application starts automatically.



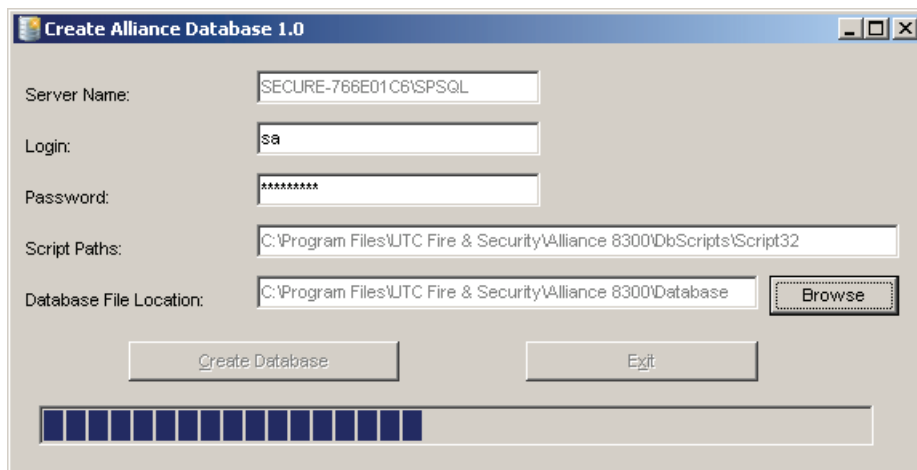
2. Ensure that the Login is “sa”, and the Password corresponds with this user (the password displays as *****). Click Create Database to continue.

3. Create Alliance 8300 Database displays a list of available default types.



Each default type corresponds to a set of default hardware settings to provide for regional differences between control panels. Select the types that you require (or may require in future) and then click OK to continue. If unsure, select all types.

4. Create Alliance 8300 Database creates the Alliance 8300 databases and defaults. This will take several minutes and progress may appear to stop. Please be patient.



5. Create Alliance 8300 Database displays a confirmation message.



6. Click OK to continue. Create Alliance 8300 Database returns to the window displayed in step 4 above (with the Exit button enabled). Click Exit to close the window.

Trial mode

For the initial installation of Alliance 8300 on a server computer for evaluation purposes, registration may be deferred, in which case Alliance 8300 may be used in trial mode. You can use full functionality with 5 clients, 16 DVRs and 2048 panels/FASes for 14 days. After that time Alliance 8300 will shutdown and automatically switch into the demo mode. Trial mode is also activated after DB restoring.

Demo mode

This is time-limited demonstration mode.

In demonstration mode, the following conditions apply:

- “Demo Mode” is displayed in the Alliance 8300 title bar
- Imaging is not available
- Remote connections to Alliance 8300 client computers are not available
- The session is limited to one-hour time
- Program supports only four DVMRe's
- 200 person records are available

See “Registering Alliance 8300 Server” on page 23 for details about using Alliance 8300 outside of demo mode.

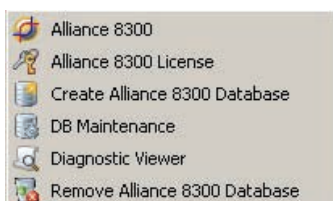
Installation results

After installing Alliance 8300 note the following new items:

- A default Windows user and Alliance 8300 operator named “secure” with a password entered by the installer. The Windows user “secure” is a member of the local groups AllianceGroup, AllianceAdmin, and Administrators.
- The Alliance 8300 icon appears on your desktop.



- The Alliance 8300 program group appears on your Start menu.



The Alliance 8300 program group contains the following options:

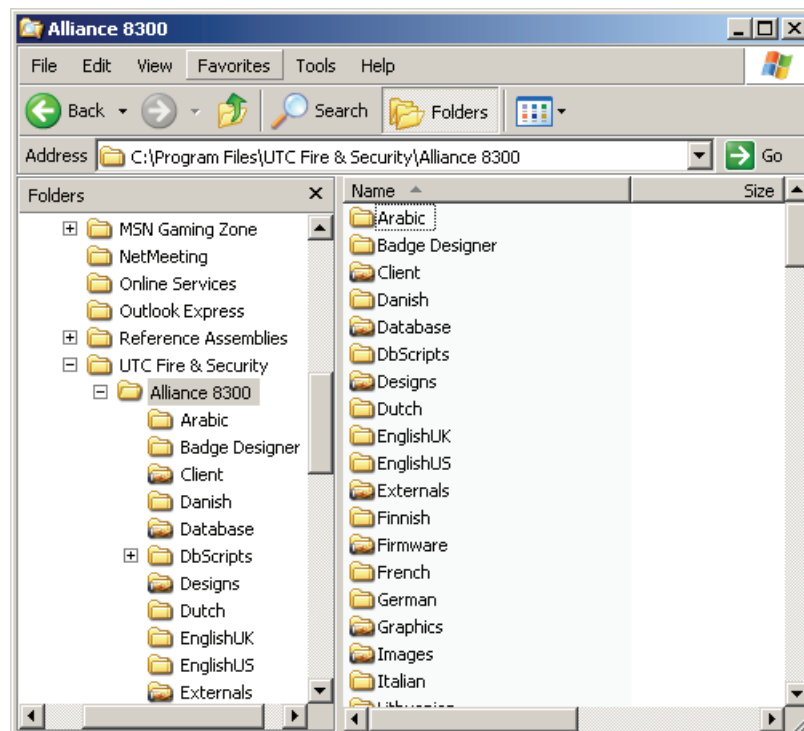
- Alliance 8300: To run Alliance 8300.
- Alliance 8300 License: To register the installation of Alliance 8300.

- Create Alliance 8300 Database: To install the database for an initial installation.
- DB Maintenance: To perform diagnostic operations with the Alliance 8300 database.
- Diagnostic Viewer: To run Diagview (it can also be run from within Alliance 8300).
- Remove Alliance 8300 Database: To delete the Alliance 8300 database.

During installation of the Alliance 8300 and Imaging software, a number of folders are created. If other languages are installed, other language-specific folders display.

As pointed out in the following screen example, some of the folders are shared. This allows other computers to gain access to the information stored in these folders, as long as they logged in as an authorised user.

Figure 3: Shared folders



Note: The “hand” folder icons indicate that the folders are shared.

The following is a typical list of Alliance 8300 server folders:

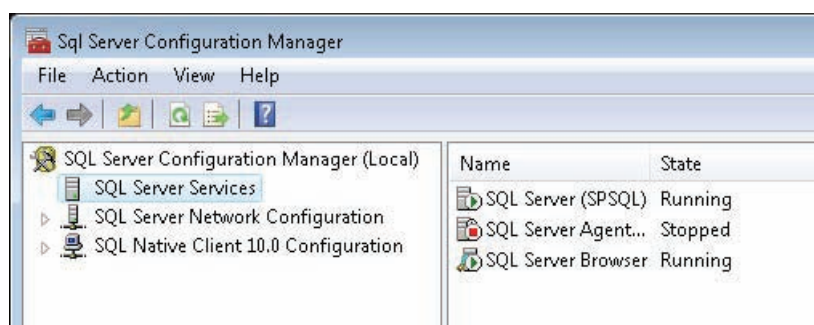
- Badge Designer: Contains the executable file for the Badge Designer program.
- Client: A shared folder that contains the Imaging installation program and a Microsoft troubleshooting tool.
- Database: A shared folder that contains the Alliance database, archive database, and history database files.

- DbScripts: Contains the scripts, utilities, and programs used to create the Alliance database.
- Designs: A shared folder for the badge design files used by the imaging stations.
- EnglishAU (or EnglishUK or EnglishUS): Localised English language Alliance resource files.
- Externals: A shared folder for Alliance 8300 external reports.
- Firmware: Reserved for future use.
- Graphics: A shared folder that contains the maps and icons used for alarm graphics.
- Images: A shared folder for the captured badge holder pictures.
- Logs: A shared folder that contains the Alliance 8300 diagnostic log files. For more information on these logs, refer to the *Alliance 8300 Administration Manual and Operation Guide*. The Logs folder has a share name of LicenseInfo: this is the folder that holds the Alliance 8300 licensing information for the client PC.
- Manuals: A folder containing the Alliance 8300 and Alliance 8700 Smart Card Programmer manuals in PDF format.
- Signature: A shared folder for captured signature pictures.

Setting up Microsoft SQL Server 2008 R2 Express Edition

After installation database server and database creation please check if MS SQL Express works properly. You need to run SQL Server Configuration Manager.

Figure 4: SQL Server Configuration Manager



SQL Server (SPSQL) and SQL Server Browser services must be running. First service should be logged on the Local System account, but Browser service must be logged on the Network Service account.

Setting up Microsoft SQL Server 2008 R2 (optional)

As an alternative to Microsoft SQL Server 2008 R2 Express edition, Alliance 8300 may be used with Microsoft SQL Server 2008 R2.

Before you install Alliance 8300, you must create an instance of Microsoft SQL Server 2008 R2 named "SPSQL".

Refer to the figures below for additional details.

Figure 5: Instance name in SQL Server 2008 R2

SQL Server 2008 R2 Setup

Instance Configuration

Specify the name and instance ID for the instance of SQL Server. Instance ID becomes part of the installation path.

Setup Support Rules
Setup Role
Feature Selection
Installation Rules
Instance Configuration
Disk Space Requirements
Server Configuration
Database Engine Configuration
Error Reporting
Installation Configuration Rules
Ready to Install
Installation Progress
Complete

☐ Default instance
☒ **Named instance:** SPSQL

Instance ID: SPSQL

Instance root directory: C:\Program Files\Microsoft SQL Server\

SQL Server directory: C:\Program Files\Microsoft SQL Server\MSSQL10_50.SPSQL

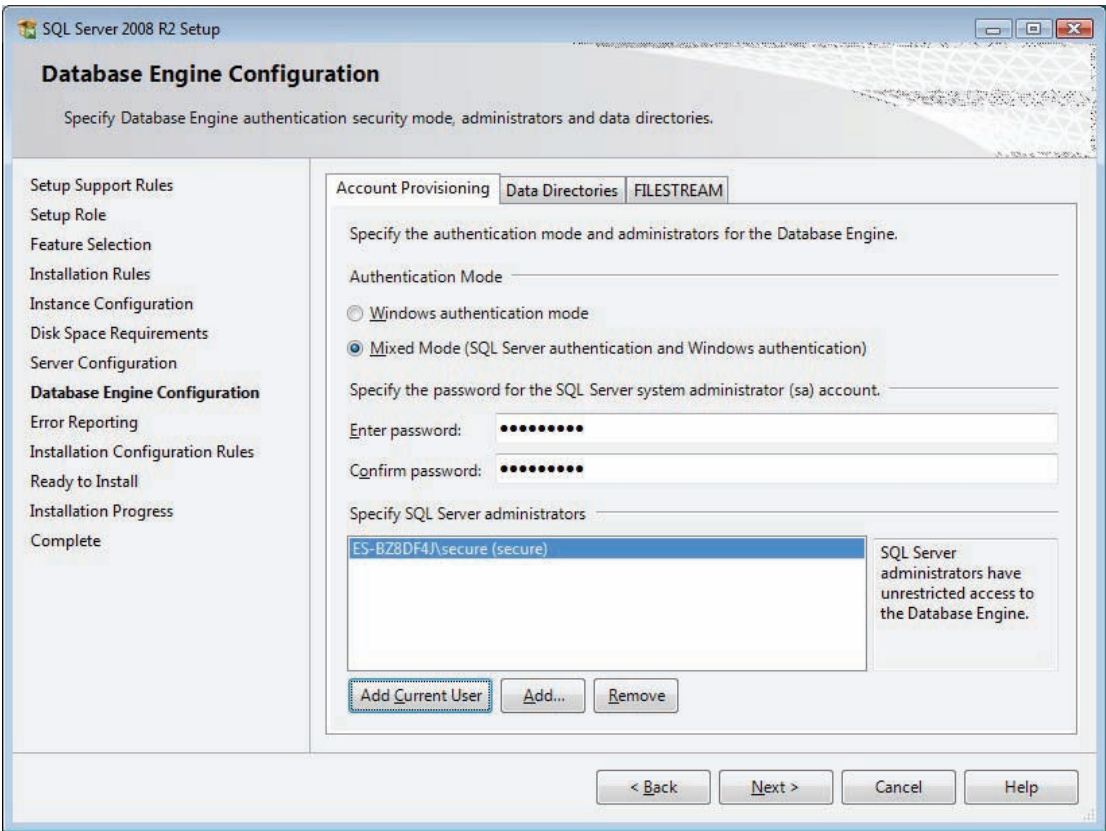
Installed instances:

Instance Name	Instance ID	Features	Edition	Version
---------------	-------------	----------	---------	---------

< Back Next > Cancel Help

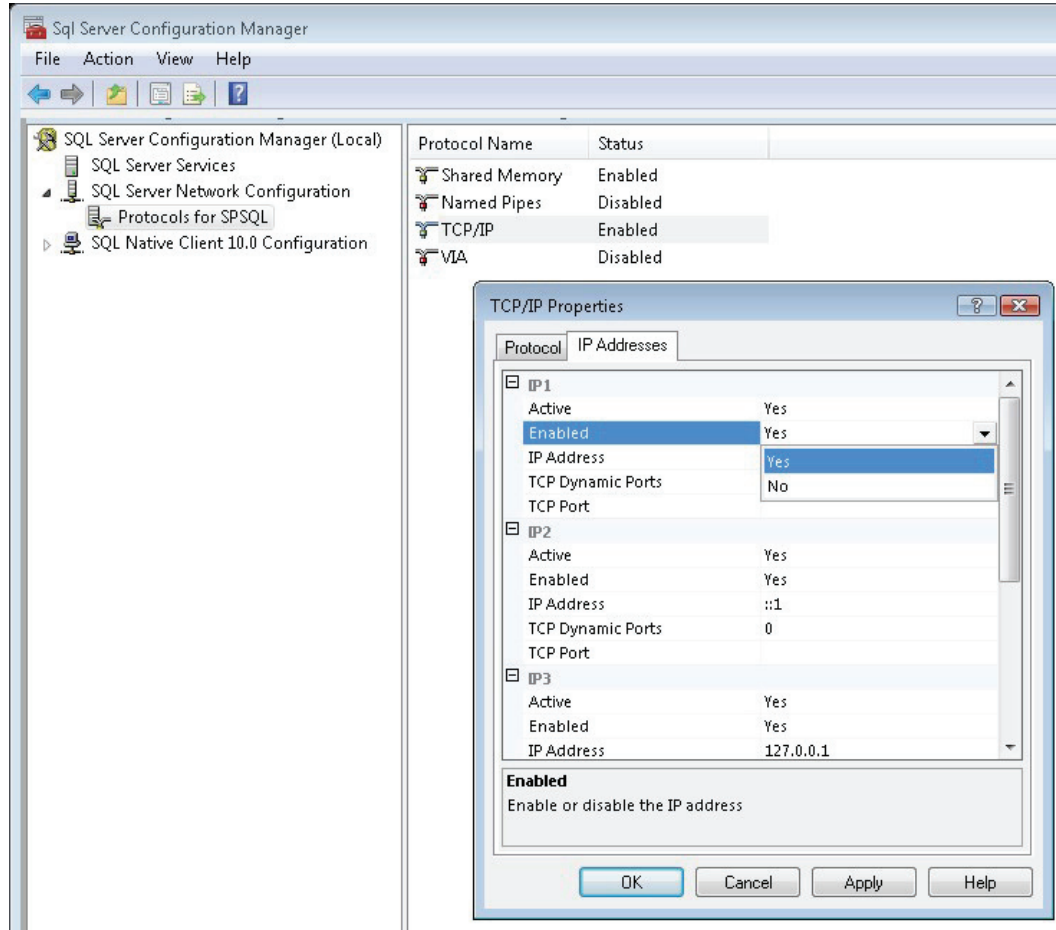
The user named “sa” is created automatically. Select Mixed Mode for authentication.

Figure 6: Authentication mode in SQL Server 2008 R2



Run SQL Server Configuration Manager. Click Start > Programs > Microsoft SQL Server 2008 R2 > Configuration Tools > SQL Server Configuration Manager. Enable IP interfaces in Protocols for SPSQL, which are to be used by database server. Also, disable the Named Pipes protocol.

Figure 7: SQL Server Configuration Manager



Registering Alliance 8300 Server

Register the Alliance 8300 license in order to use Alliance 8300 on a server computer outside of trial and demo modes (see Trial and Demo modes on page 18).

The Alliance 8300 server must be registered before adding clients. To register a client, refer to "Registering Alliance 8300 clients" on page 37.

The Alliance 8300 License Setup application generates a "machine seed key", which is unique to the current hardware configuration of the server computer.

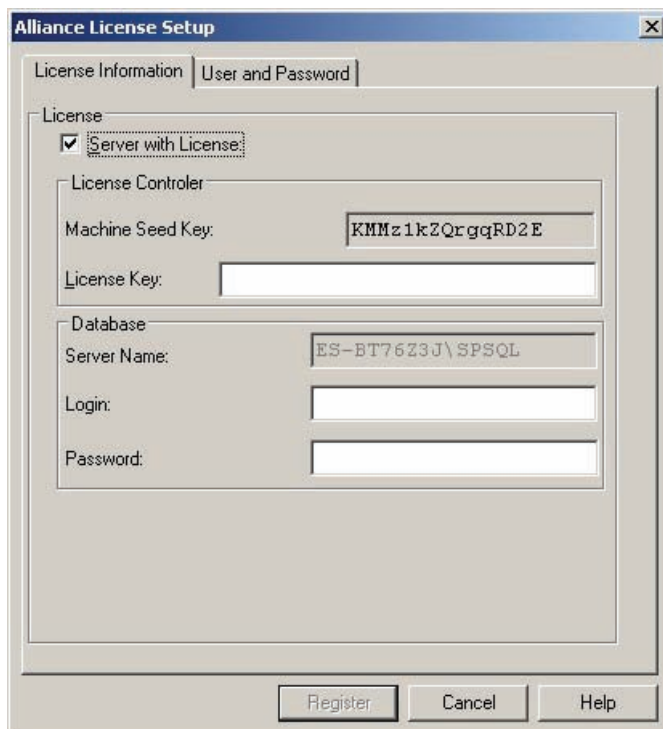
You need to provide the machine seed key to UTC, who will in turn provide you with a license key that corresponds only to the current hardware configuration of the server computer.

Notes

- You must obtain a License Key from UTC during the session in which you run the Alliance 8300 License Setup application.
- If you changed the password for the default user “secure”, if you re-installed Alliance 8300, or if you changed hardware configuration, you may need to repeat the license registration process on all Alliance 8300 computers (server and then clients).

To register Alliance 8300 Server:

1. Click Start > Programs > Alliance 8300 > Alliance 8300 License. The Alliance 8300 License Setup screen displays, with a Machine Seed Key value that is unique to the session.

The image shows the 'Alliance License Setup' dialog box. It has two tabs: 'License Information' and 'User and Password'. The 'License Information' tab is active. Inside, there is a 'License' section with a checked checkbox labeled 'Server with License:'. Below this is a 'License Controller' section containing a 'Machine Seed Key' field with the value 'KMMz1kZQrgqRD2E' and an empty 'License Key' field. Below that is a 'Database' section with a 'Server Name' field containing 'ES-BT76Z3J\SPSQL', and empty 'Login' and 'Password' fields. At the bottom of the dialog are three buttons: 'Register', 'Cancel', and 'Help'.

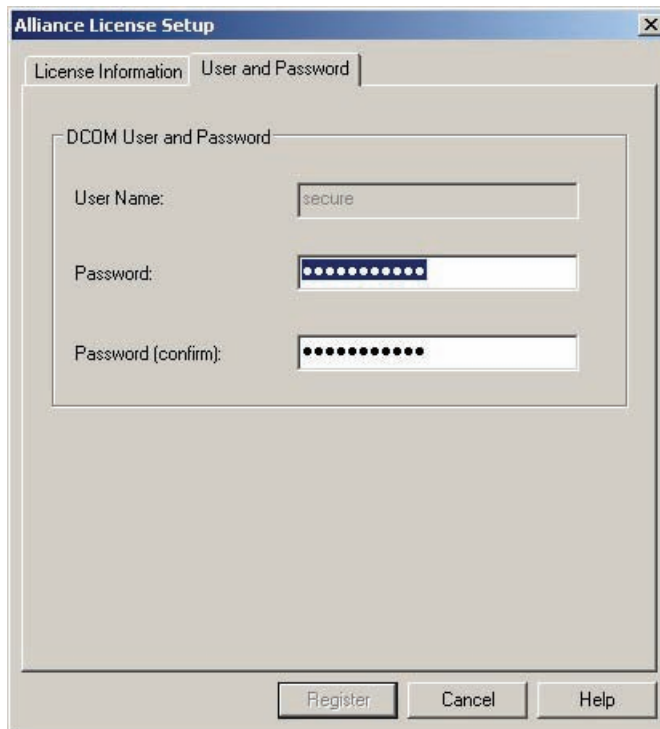
2. Select Server with License.
3. Note the contents of the Machine Seed Key field.

Note: Do not close the Alliance 8300 License Setup screen until you obtain the license key from UTC and enter the license key into the License Key field. If you close Alliance 8300 License Setup and run it later, a new Machine Seed Key will be generated.

4. Call UTC Customer Support and advise them that you need to register an Alliance 8300 license. Have the Machine Seed Key ready. Contact details can be found on the beginning of this manual.
5. Enter the license key that you obtained from UTC into the License Key field.
6. Enter “sa” as a login, and provide a correct password for “sa” database user (defined in the step 6 on page 11).

7. Next, click the User and Password tab.

Alliance 8300 License Setup displays a DCOM User and Password screen for user “secure”. Type the password that you previously entered in step 5 on page 10, and then retype it to confirm.



8. Click Register to continue.
9. Alliance 8300 License Setup displays a message indicating successful completion. Click OK.



Note: If Alliance 8300 was previously installed on this computer, the Alliance 8300 services may be running. The services must be stopped and restarted before the new license takes effect. The easiest way to do this is to restart the computer.

Configuring services

Windows computers use special programs called services. A service is a process that can start automatically when the system boots and remains running as a background process independent of anyone being logged in. These services **MUST** be running in order for Alliance 8300 server to communicate with Alliance 8300 client computers and with control panels.

All computers running Alliance 8300 software use three services, listed here in the order in which they must be started (if started individually):

- Alliance 8300 Diagnostics controls the diagnostic information log.
- Alliance 8300 System Manager coordinates the communications of data between server and client computers and handles Alliance 8300 licensing.
- Alliance 8300 Manager controls the communications between Alliance 8300 and Alliance control panels.

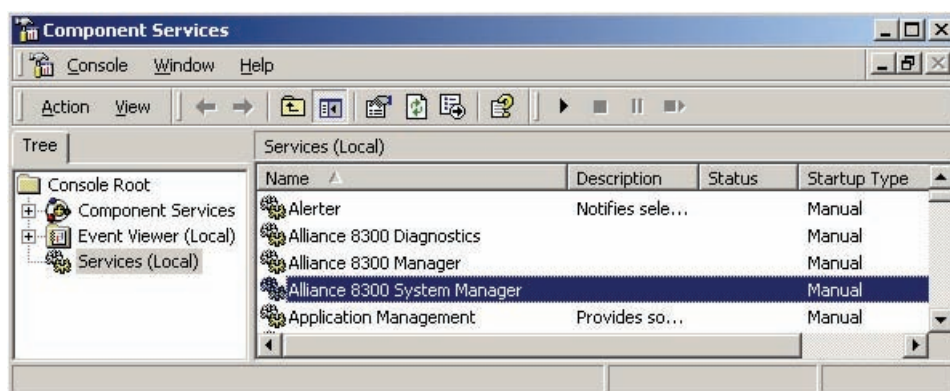
Starting one service will automatically start any other service that needs to be running. For example, starting Alliance 8300 Manager will automatically start all three services.

Starting services automatically

Change the startup method of the Alliance 8300 Diagnostics, Alliance 8300 Manager, and Alliance 8300 System Manager services to automatic. This means every time the computer starts, the Alliance 8300 services start.

To change services startup method:

1. Click Start > Settings > Control Panel. Steps for Windows XP vary slightly.
2. Double click Administrative Tools, and then double click Component Services.
3. Select Services (Local) in the left-hand panel, and then select Alliance 8300 Diagnostics in the right-hand panel.



4. Right click and select Properties.
5. Click the Startup type arrow and select Automatic from the list.
6. Click Apply, then click OK to close the window.
7. Repeat steps 3 through 6 for the Alliance 8300 Manager service and the Alliance 8300 System Manager service.
8. Close the Component Services window.
9. Restart the computer to automatically start the Alliance 8300 services.

Stopping services manually

If you need to individually stop the Alliance 8300 services, do so in the following order:

1. Alliance 8300 Manager
2. Alliance 8300 System Manager
3. Alliance 8300 Diagnostics

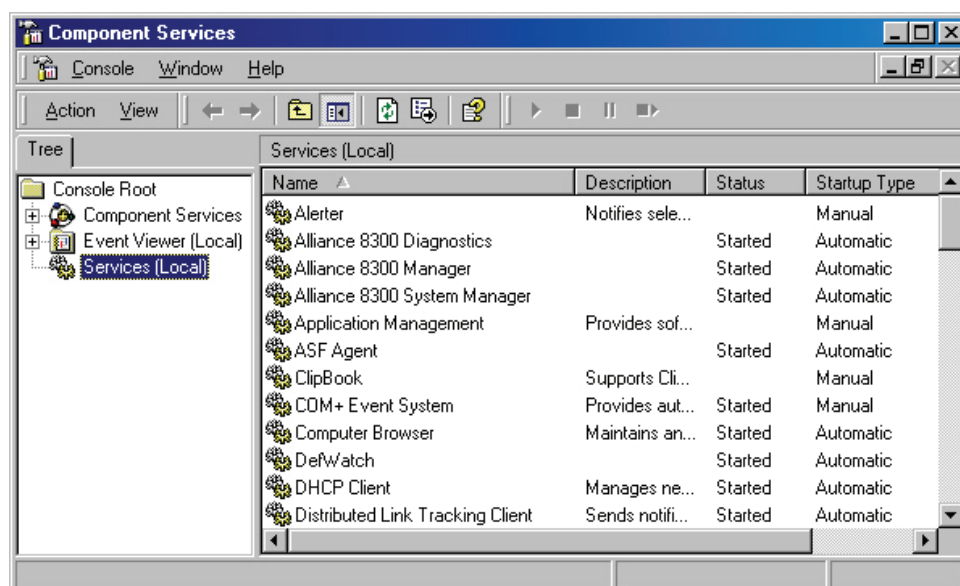
Verifying that services are running

To verify that services are running:

1. Click Start > Settings > Control Panel. Steps for Windows XP vary slightly.
2. Double click Administrative Tools, then double click Component Services.
3. Select Services (Local) in the left-hand panel.

Result: The Component Services window displays. An example follows.

Figure 8: An example of the Component Services window



The status will be either Started or blank. If it is blank, then the service is not running.

Starting Alliance 8300

To start Alliance 8300:

1. Select Start > Programs > Alliance 8300 > Alliance 8300 to run the application. Alternatively, double click the Alliance 8300 desktop icon.



2. On the Alliance 8300 menu, select File > Login. Use the default Login ID "secure" and previously defined password to log in.

Refer to *Alliance 8300 Administration Manual and Operation Guide* for details of using Alliance 8300.

Optional server applications

Installing Imaging

The next step during the installation process is to install Imaging on the server computer. Imaging is used to add images such as photographs and signatures to Alliance 8300 badge designs and person records.

If Imaging is to be used on any server or client computer it must first be installed on the server computer followed by installation on each client workstation that may need to use Imaging.

The required number of Imaging licenses must be issued via the Alliance 8300 license registration process prior to using Imaging (Imaging licenses are floating and may be enabled and disabled on various Alliance 8300 clients, as required).

After installing Imaging, you must set the Imaging Status to Enabled for the Alliance 8300 client before Imaging can be used on the client. This setting is made on the Alliance 8300 server computer on the corresponding Client Form (see Figure 9 below).

Figure 9: Alliance 8300 Client Form used to enable Imaging for a client computer

The screenshot shows the 'Client Form' window. On the left, there are several input fields and checkboxes. The 'Description' field contains 'PCName'. The 'Facility' dropdown is set to 'Ignore Facilities'. The 'Client' tab is selected. The 'PC Name' field contains 'MELDSKTC3' with a 'Browse...' button next to it. The 'OS Type' dropdown is set to 'WIN2000'. The 'Imaging Status' section has two radio buttons: 'Disabled' and 'Enabled', with 'Enabled' selected. The 'Auto logoff' section has a 'Minutes' spinner set to '0'. The 'Display alarm notification' checkbox is checked. The 'Ping Time (msec)' section has 'Interval' set to '40000' and 'TimeOut' set to '120000'. At the bottom left, the 'Replace existing client' checkbox is unchecked. On the right, there is a table with four columns: 'PC Name', 'Description', 'Imaging Status', and 'Alarm Notification'. The table is currently empty. At the bottom right of the table area, it says 'Records: 0'.

Notes

- Imaging was previously installed on this computer you must uninstall it before proceeding.
- You must have Alliance 8300 installed and working before you install Imaging. If you have not installed Alliance 8300, do so now.

To install Imaging:

1. Close all applications, and then log on to the computer as Administrator.
2. Use Windows Explorer to open the folder where Alliance 8300 is installed (for example C:\Program Files\UTC Fire & Security\Alliance 8300).
3. Open the Client folder in the Alliance 8300 folder.
4. Double click the ImagingInstallationSpecialNote.txt file in the Client folder.
The file contains provisional installation instructions.
5. Follow the instructions in ImagingInstallationSpecialNote.txt to install imaging.

Set registry permissions for Imaging

Note: This utility must be run on every computer that has Alliance 8300 Imaging installed.

To run the utility to set up registry permissions for Imaging:

1. Click Start > Run > Browse.
2. Select the file C:\Program Files\UTC Fire & Security\Alliance 8300\SPShare.exe.
3. Click Open and then click OK to run the application.

If the system encountered any Windows errors, the errors will be displayed.
Contact UTC Customer Support for assistance.

Installing Microsoft Access

Microsoft Access 2000 or Microsoft Access 2002 is used optionally for database maintenance and for creating custom reports.

Refer to the *Alliance 8300 Administration Manual and Operation Guide* for instructions to create new projects and connect to your Alliance 8300 database files with Microsoft Access.

Setting up dial-up modems

Modems may be used to communicate with dial-up control panels. Before a modem can be used in Alliance 8300, it must be set up using Windows. Refer to your Windows documentation for more information.

Note: If a modem is to be used to communicate with a control panel, you must manually lock the speed of the modem at 300 baud.

To lock the speed of the modem at 300 baud:

1. Click Start > Settings > Control Panel.
2. Double click Phone and Modem Options.
3. On the Modems tab, highlight the modem you are using for your Alliance panels; and then click Properties.

4. In the Maximum Port Speed field, select 300 from the drop-down list.

Note: Not all modems will use the exact commands listed in the previous step. So, if your modem does not use that command, use the definitions below to select the equivalent command.

- &Q0: Selects direct asynchronous operation and turns off error correction, data compression, and automatic speed buffering (ASB).
- S37: Selects the speed that your modem uses to attempt a connection with the remote modem. This is the data transmission speed across the telephone line from modem to modem. If the remote modem does not support the speed specified by S37, your modem attempts to connect at the next lower speed. This continues until a connection is made, the options are exhausted, or the remote modem times out.
- =9: 300 bits/second

5. Click OK.

6. Click OK.

7. Click Close.

Adding serial ports

The Alliance 8300 Professional server computer uses serial ports to connect to:

- CCTV matrix switchers
- Control panels

Depending on your requirements, you may need to add serial ports to the Alliance 8300 Professional server computer.

Note: The procedure described in this section applies only to the Digi® serial-port expander. Other brands of serial-port expander may be used, however, the particular procedure will vary.

To install or change the configuration of the Digi serial-port expander:

Note: You will need your operating system CD.

1. Shut down the computer and turn the power off. Remove the power cord from the back of the computer (standby power will cause the system to start up automatically on the insertion of a new card of any type into the computer bus).
2. Open the computer and install the Digi board into any free computer slot of the motherboard. Secure the card to the computer chassis.
3. Close the computer case and connect the Digi box to the cable from the Digi board you just installed.
4. Turn the power on and wait for the computer to reboot. If the computer does not reboot, manually reboot the system at this time. During the boot sequence, Windows will detect the Digi serial-port expander and prompt you for the Windows operating system CD.

5. Insert the Windows operating system CD. A screen will display, prompting you for the type of module you have attached to the board.
6. Select 16em if you are using the 16-port expander box (16em is the default) or 8em if you are using the 8-port expander box.
7. Click Add, and then click Next.
8. You will be asked what port number you want to install first, beginning with the first available COM port (usually, COM 4, if an internal modem is installed).

We recommend starting with COM 5, ending with COM 20 on a 16em board and COM 12 on an 8em board.

9. Click Next. The Ports Configuration window displays.
10. Click Next, and then click Finish. The installation is complete. You must restart your computer system.

After the computer restarts, verify the lists of COM ports and numbers that you installed.

To verify the COM ports installed:

1. Click Start > Settings > Control Panel, and then double click System. Click the Hardware tab, and then click Device Manager.
2. In Device Manager, on the right side of the screen, click to select and expand the COM ports available to your computer. Check the number.

Setting up the power options

On each PC that is a communication server, a database server or a license server, the power options must have standby and sleeping mode disabled. In case of a database server the PC cannot also turn off its hard disks.

Adding Alliance 8300 Clients

The Alliance 8300 server must be registered before adding clients.

Note: Create Alliance 8300 client records on the Alliance 8300 server before installing the Alliance 8300 software on the client computers. Client computers must be on the network.

The Alliance 8300 server computer may connect with remote Alliance 8300 client computers (subject to the Alliance 8300 license). The relationship between an Alliance 8300 Professional server and remote Alliance 8300 clients is depicted in Figure 2 on page 3.

To add a client computer to the Alliance 8300 server computer database:

1. On the Alliance 8300 server computer, click Start > Programs > Alliance 8300 > Alliance 8300.
2. Log in as secure, using the password assigned during installation (or subsequently changed password).

3. Select Administration > Client. The Client form displays in search mode (the Save Record command is disabled).
4. Select File > New Record. The Client form displays in edit mode (the Save Record command is enabled).
5. Type the name of the client computer. Alternatively, browse the network, select the client computer, and then click OK.

Modifying or removing clients

To modify client details or to remove a client from the network, the client must be disconnected. This can be done by:

- Having that client log out of Alliance 8300.
- Alternatively, the operator on the server computer can select the client on the Client Monitor Form and use the Disconnect command to disconnect the client from Alliance 8300 (subject to the permissions settings for the operator).

Enabling Imaging

You can enable or disable the Imaging application on a client without disconnecting. You may have more Imaging stations set up than you have licenses. However, if not all the clients require the license at the same time, you can enable and disable the license for the appropriate clients.

Open the client computer's Client Form. In the Imaging Status section, select Enabled. Alternatively, select Disabled to disable the license for a client computer (see Figure 9 on page 28).

Completion of server setup

This completes the Alliance 8300 server computer setup. You will now set up the client computers. Continue with "Preparing a client computer" on page 34.

Installing the software on 64-bit operating systems

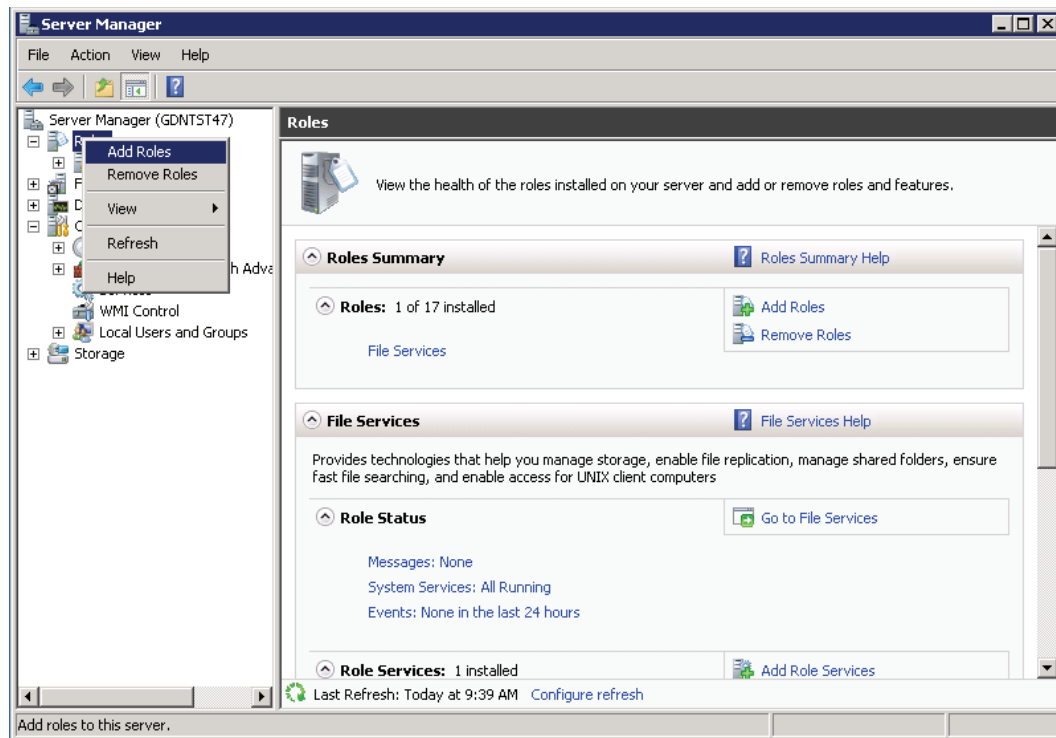
In case of 64-bit operating system, for example, Windows 2008 Server R2 SP1, .NET 3.5 cannot be installed. This causes that the standard Alliance installation process is interrupted with the following error message: "Windows 2008 R2 Server pre-requisites require the application server role to be enabled. Please enable this before installing Alliance 8300".

To avoid this, follow these steps prior to install Alliance:

1. Click Start > Computer > Manage.

The Server Manager window appears.

2. Right-click Roles. Click Add Roles in the shortcut menu.



Choose Application Server.

You can start Alliance installation now. See “Installing Alliance 8300” on page 8.

Preparing a client computer

This chapter describes how to prepare a client computer to run Alliance 8300 as a client application, as well as installing the optional Imaging application.

Note: Create Alliance 8300 client records on the Alliance 8300 server before installing the Alliance 8300 software on the client computers (see “Adding Alliance 8300 Clients” on page 31). Client computers must be on the network.

Minimum requirements

Hardware

The following hardware items are the recommended minimum for an Alliance 8300 client computer:

- Intel Pentium IV 3 GHz
- 2 GB RAM
- SVGA monitor, 1024 by 768 resolution, 16-Bit High Colour
- 101 keyboard
- Mouse or trackball device
- Network card
- Hard disk space — at least 5 GB of space free after installation for diagnostic files
- If using Imaging and a video camera (as the image source), an approved image capture card is required

Note: If using the Digital Video Surveillance option, increasing the processor speed and memory will be required to maintain performance in your specific system.

The following items are suggested:

- Approved modems if using dialup control panels
- Digi serial port expander to provide additional ports if using Alliance panels and CCTV devices

Software

One of the following operating systems (and any applicable Service Packs) is required for an Alliance 8300 client computer and are not part of the Alliance 8300 installation:

- Microsoft Windows XP Professional 32-bit (Service Pack 1 or 2)
- Windows 2008 Server R2 64-bit (Service Pack 1) - server only.

Notes

- A special procedure must be followed when installing the software on 64-bit operating systems. See “Installing the software on 64-bit operating systems” on page 32 for more details.

- Due to particular limitations, Windows 2008 Server R2 64-bit (Service Pack 1) is not suitable for installing client applications that are used for monitoring purposes, for example, displaying maps and confirming events. Use such clients only for equipment connection.
- Microsoft Windows Vista 32-bit (excluding Home Edition)
- Windows 7 32-bit (excluding Home Edition)

Installing the capture card

A capture card is required only if you are using the capture feature of Imaging and you are using a video camera as the image source.

Imaging can be installed on any computer and is used to add images such as photographs and signatures to Alliance 8300 badge designs and person records.

If you have not done so already, install the capture card now.

UTC supports the Integral Technologies dPict Aexeon card (32MVPCI or PCIe). For directions on installing a capture card, refer to installation instructions supplied with the card.

Note: You must use a UTC-approved capture card.

Setting up your monitor

See “Setting up your monitor” on page 7 for details about setting up the monitor for Alliance 8300.

Installing Alliance 8300

You must add clients to the Alliance 8300 Server computer database before proceeding. Refer to “Adding Alliance 8300 Clients” on page 31.

When you have all clients added to the Alliance 8300 Server computer database, return to this page and continue.

Note: When installing Alliance 8300 on a client computer, log in as Administrator to the local computer. Reboot the computer after installation regardless of whether you are prompted to reboot. After rebooting, log into Windows using the login name “secure” and the previously defined password (this local user account was created automatically during the installation process). Until you create another Windows user account and assign it to the required local groups on every computer in the Alliance 8300 system, you must log in to Windows as “secure” in order for Alliance 8300 to function correctly.

To install Alliance 8300 on a client computer, follow the steps in “Installation, part 1” on page 8, except for the server-only steps (as noted).

Installation results

After installing Alliance 8300 and restarting the computer, note the following new items:

- The Alliance 8300 icon appears on your desktop.



- The Alliance 8300 program group appears on your Start menu.



The Alliance 8300 program group contains the following options:

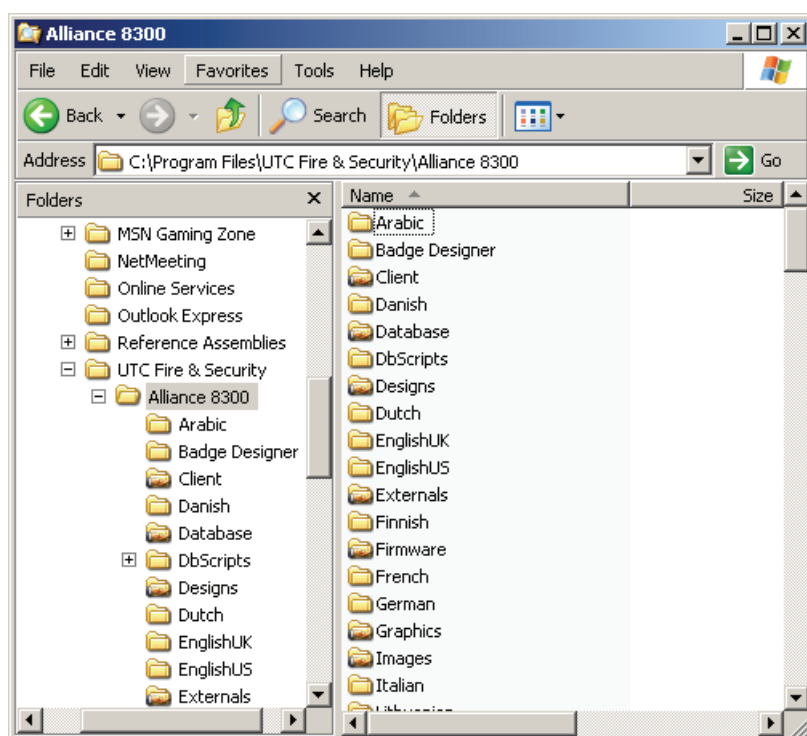
- Alliance 8300: To run Alliance 8300
- Alliance 8300 License: To register the installation of Alliance 8300
- Diagnostic Viewer: To run Diagview (it can also be run from within Alliance 8300)

Client folders

During installation of the Alliance 8300 software, a number of folders are created. If other languages are installed, language-specific folders are added.

As pointed out in the following screen example, some of the folders are shared. This allows other users to gain access to the information stored in these folders, as long as they logged in as an authorised user.

Figure 10: Shared folders



Note: The “hand” folder icons indicate that the folders are shared.

The following is a typical list of Alliance 8300 client folders:

- **Badge Designer:** Contains the executable file for the Badge Designer program.
- **Client:** A shared folder that contains the Imaging installation program and a Microsoft troubleshooting tool.
- **Database:** A shared folder that contains the Alliance database, archive database, and history database files.
- **DbScripts:** Contains the scripts, utilities, and programs used to create the Alliance database.
- **Designs:** A shared folder for the badge design files used by the imaging stations.
- **EnglishUK (or EnglishAU or EnglishUS):** Localised English language Alliance resource files.
- **Externals:** A shared folder for Alliance 8300 external reports.
- **Graphics:** A shared folder that contains the maps and icons used for alarm graphics.
- **Images:** A shared folder for the captured badge holder pictures.
- **Logs:** A shared folder that contains the Alliance 8300 diagnostic log files. For more information on these logs, refer to the *Alliance 8300 Administration Manual and Operation Guide*.
- **Manuals:** A folder containing the Alliance 8300 and Alliance 8700 Smart Card Programmer manuals in PDF format.
- **Signature:** A shared folder for captured signature pictures.

Registering Alliance 8300 clients

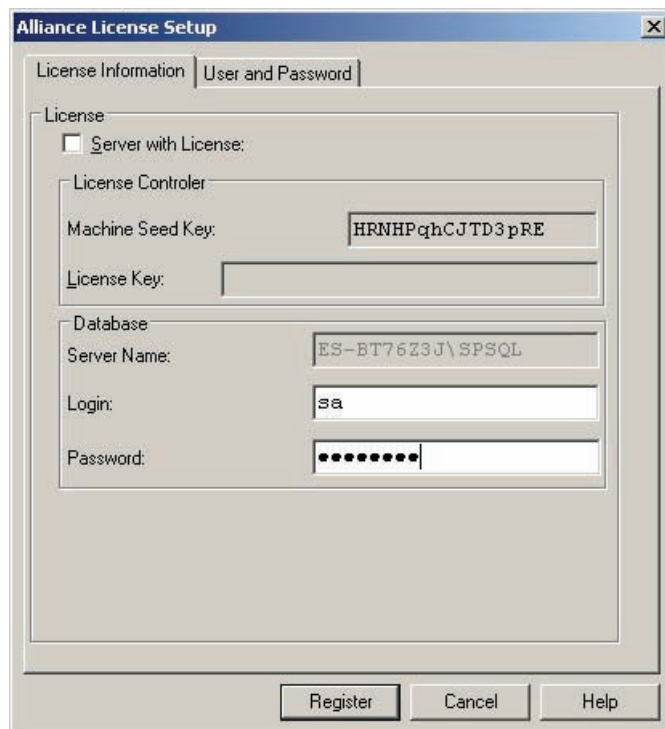
You must register the Alliance 8300 license on the server or work in trial mode in order for the client computer to use it. See “Registering Alliance 8300 Server” on page 23.

Client computers use the registered license stored on the server and accessed via the network. In order to access this license information for the client computer, you must be logged in to Windows on the client computer with user name “secure”.

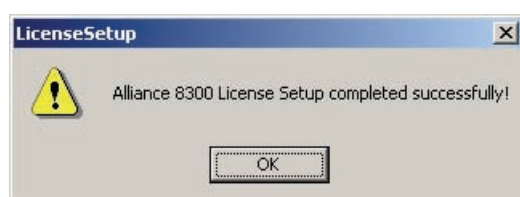
Note: Until you create another Windows user account and assign it to the required local groups on every computer in the Alliance 8300 system, you must log in to Windows as “secure” in order for Alliance 8300 to function correctly.

To register Alliance 8300 clients:

1. Click Start > Programs > Alliance 8300 > Alliance 8300 License. The Alliance 8300 License Setup screen displays.



2. Clear the Server with License selection box.
3. In the Database section of the License setup screen, enter login “sa” and its password defined previously (see step 6 on page 11).
4. Click Register to continue.
5. Alliance 8300 License Setup displays a message indicating successful completion. Click OK.



Note: If Alliance 8300 was previously installed on this computer, the Alliance 8300 services may be running. They must be stopped and restarted before the new license takes effect. The easiest way to do this is to restart the computer.

Configuring services

Windows computers use special programs called services. A service is a process that can start automatically when the system boots and remains running as a background process independently of anyone being logged in. These services

must be running in order for connection to the client computers and for Alliance 8300 to communicate with control panels.

See “Configuring services” on page 25 for more details about configuring Alliance 8300 services.

Starting services automatically

Change the startup method of the Alliance 8300 services to automatic. This means every time the computer starts, the Alliance 8300 services start.

See page 26 for details about changing the startup method of the Alliance 8300 services.

Verifying that services are running

Verify that services are running and set to automatically start. See page 27 for details.

Optional client applications

Installing Imaging

The next step during the installation process is to install Imaging on the client computer. Imaging is used to add images such as photographs and signatures to Alliance 8300 badge designs and person records.

Note: You **MUST** have Alliance 8300 installed and working before you proceed. If you have not installed Alliance 8300, do so now. Before installing Imaging, verify that the Server is running and the client computer can connect to it. The Alliance 8300 Server must already have Imaging installed.

See “Installing Imaging” on page 28 for details about installing Imaging.

Set registry permissions for Imaging

A utility named SPShare.exe is provided to set up registry permissions for Imaging.

See “Set registry permissions for Imaging” on page 29 for details about using SPShare.exe.

Adding serial ports

The Alliance 8300 client computer uses serial ports to connect to:

- CCTV matrix switchers
- Alliance control panels
- External modems

Depending on your requirements, you may need to add serial ports to the Alliance 8300 client computer.

This process is similar to that described in “Adding serial ports” on page 30.

Shutting down

Logging out of Alliance 8300 Client

The Alliance 8300 File > Logoff command allows an operator to log out from the Alliance 8300 client application and another operator to log in without exiting the program.

During the time when an operator is not logged in to Alliance 8300, the Alliance 8300 services are still running in the background. However, you will not receive any alarm notifications because these require an operator to be logged in.

Note: If you also want to log out of Windows so that another Windows user can log in, see “Logging out of Windows” below.

Exiting Alliance 8300 Client

The Alliance 8300 File > Exit command logs out the currently logged in operator and shuts down the Alliance 8300 client application.

During the time when the Alliance 8300 client application is shut down, the Alliance 8300 services are still running in the background. However, you will not receive any alarm notifications these require an operator to be logged in.

Stopping Alliance 8300 services

If you need to stop the Alliance 8300 services manually, refer to “Stopping services manually” on page 27.

Do not stop the Alliance 8300 services when the Alliance 8300 client application is running.

Logging out of Windows

To log out the current Windows user:

1. Exit Alliance 8300 by selecting File > Exit.
2. Click Start > Shut Down.
3. From the Shut Down Windows form, select Log off nnnn (where nnnn is the Windows user name that you used to log in), and then Click OK.

Result: This logs off the current user and allows another user to log on. Keep in mind that the Alliance 8300 services are still running but you will not receive any alarm notifications.

Shutting down

To do a total shutdown of Alliance 8300 and your computer:

1. Exit the Alliance 8300 client application by clicking File > Exit.
2. Type your operator password, and then click OK.
3. Click Start > Shut Down.
4. From the Shut Down Windows form, select the Shut Down option, and then click OK.

Note: You can cause serious damage to your computer if you do not follow the procedure above. In fact, the resulting damage may require that you reload all the software on your computer.

Appendix A. Preparing the operating system

Install your operating system along with the latest service packs.

The following items are provided for your guidance only and use Windows 2000 Professional as an example. Other acceptable Windows operating systems will be similar, but the specific instructions may vary. Assistance will be provided where the instructions are significantly different between operating systems.

This section represents an overview of the installation procedure and does not provide step-by-step instructions to install the operating system.

- For added security, we recommend that you select NTFS as the file system type.
- Under the Networking Settings screen, select Custom Settings in order to use a static IP address.

Note: All Alliance 8300 computers that host control panels via IP must use static IP addresses. Please consult your network administrator.

- For network services and binding, leave the default settings.
- At the Workgroup or computer domain window, select one:
 - No, this computer is not on a network, or is on a network without a domain. Type the workgroup name in the field.
 - Yes, make this computer a member of the following domain.
- Enter the workgroup or domain name in the Workgroup or computer domain field.

For additional information, consult your Microsoft documentation.

Windows user password

When installing and configuring the Windows operating system, the user Administrator must be assigned a password. For Alliance 8300 to work correctly once installed, all Windows login IDs used in conjunction with Alliance 8300 must have assigned passwords. Do not leave blank.

Network considerations

You need to decide whether the server computer will be:

- Part of a workgroup: If your Alliance 8300 server and Alliance 8300 client computers participate in a workgroup, add the workgroup name during the installation. We suggest using Alliance. Write down the server name and workgroup name, as these are required during the client installation.
- Part of an existing domain: If the Alliance 8300 server computer will be part of an existing domain, you will need to add the server computer to the network. Since network configuration varies from company to company, see your network administrator for assistance.

Always consult with the network administrator before adding any computers to an existing network.

Setting the network properties

It is important that the same network properties are used for both the server and client Alliance 8300 computers.

To check the network settings:

1. Right click My Network Places on the desktop.
2. Select Properties from the shortcut menu.
3. Right click Local Area Connection and select Properties.
4. Select Internet Protocol TCP/IP.
5. Click Properties.
6. All Alliance 8300 computers that host control panels via IP must use static IP addresses. Obtain a valid IP address from the network administrator, and then select Use the following IP address. Complete the details (IP address, subnet mask, default gateway) as provided by your network administrator.
7. Click OK.
8. Click OK.

Checking the setup

After the operating system is installed, reboot the computer and make sure it is connected to the network.

Appendix B. Installing printers

This chapter provides information about connecting printers to your computer or your network.

Connecting printers

You may use either a printer directly connected to your computer or a printer on the network. For example, you may have two imaging stations but only one printer.

If you plan on printing either badge or alarm activity, at least one of those printers must be a dot matrix that supports a width of 133 characters either by using a wide carriage or printing in compressed mode.

Note: The printer used for transaction printing **MUST** be installed on the Alliance 8300 server computer. All transactions will be printed on that printer. You cannot print badge transactions or alarms transactions from a client printer.

If you plan on printing badges, you must use a UTC-approved Imaging printer. Currently, UTC supports the DataCard ImageCard Express and the DataCard III printers. For directions on installing printer drivers, refer to the instructions that came with your printer.

To print badges, the default printer must be the Imaging printer. However, this means that the report preview will not display accurately. You will need to select your report printer before you preview a report.

In Alliance 8300, click File > Print Setup to select your report printer.

Appendix C. Uninstalling

Alliance 8300 Professional Edition contains several standard components, which need to be removed or stopped separately:

- Alliance 8300 client (the user interface)
- Alliance 8300 services (Alliance 8300 Manager, Alliance 8300 System Manager, and Alliance 8300 Diagnostics)
- Alliance 8300 databases
- Microsoft SQL Server 2008 R2 Express Edition

Alliance 8300 may have a number of optional components, including:

- Imaging
- CCTV Interface

Removal sequence

The following is the sequence in which the Alliance 8300 components must be removed or shut down.

To remove Alliance 8300 components:

1. If applicable, use the Alliance 8300 Controller Utility Form to set offline any Alliance 8300 control panels that are currently online.
2. If applicable, use the Alliance 8300 Client Monitor Form to disconnect all Alliance 8300 Client computers that are currently connected.
3. If applicable, remove installed patches, like IO4A patch.
4. If applicable, remove the Imaging and/or CCTV Interface applications. See “Removing Imaging” below and “Removing the CCTV Interface” on page 46.
5. Exit from the Alliance 8300 client and related applications, such as DiagView.
6. If applicable, remove API (Dir Watcher) application.
7. Remove Alliance 8300. See “Removing Alliance 8300” on page 46.
8. Manually remove the local Windows user “secure” from the computer.
9. Manually remove the local groups AllianceGroup and AllianceAdmin from the computer.
10. If required, remove the Alliance 8300 databases. See “Removing the Alliance 8300 Databases” on page 48.
11. Remove SQL Server 2008 R2 Express Edition. See “Removing SQL Server 2008 R2 Express Edition” on page 49.

Removing Imaging

To remove Imaging:

1. Log in to Windows with administrative privileges.
2. Open the Control Panel and double click Add/Remove Programs.

3. Select IO4APatch — Imaging Option Patch for Alliance 8300, and click Change/Remove.
4. Select Imaging Option 1.2 and click Change/Remove.

Removing the CCTV Interface

The Alliance 8300 - UTC Fire & Security CCTV Interface program is removed when you delete the CCTV client interface for that CCTV from any one of the Alliance 8300 client PCs.

To delete the CCTV Client interface:

1. From the Administration menu, select Client Form.
2. Select the CCTV client.
3. Select the File > Delete Record command.

Removing Alliance 8300

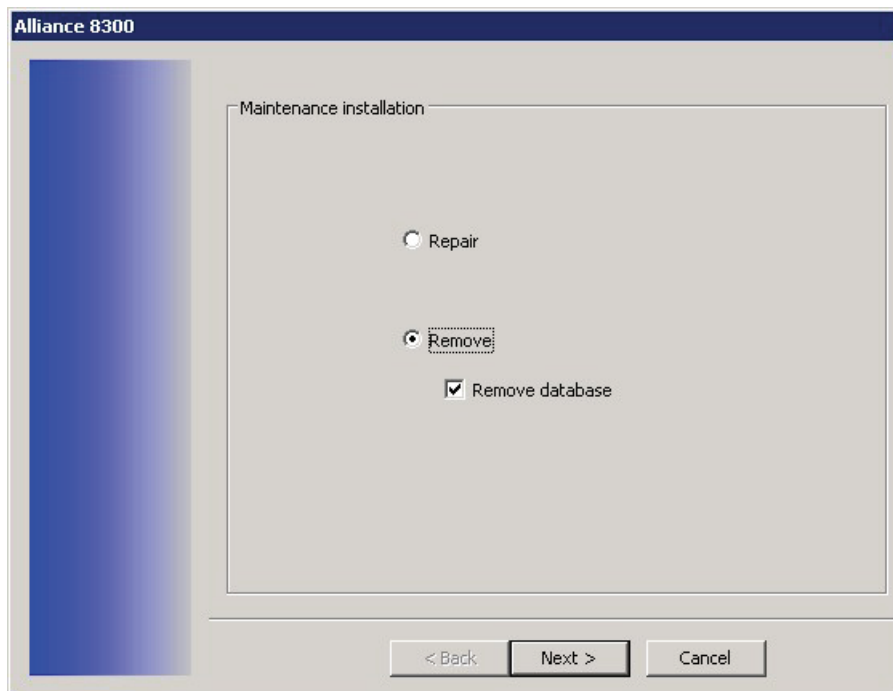
To remove Alliance 8300:

1. Log in to Windows with administrative privileges (do not use the Alliance 8300 default login secure).
2. Stop the Alliance 8300 services in the following order:
 - a. Alliance 8300 Manager,
 - b. Alliance 8300 System Manager,
 - c. Alliance 8300 Diagnostics.

Refer to “Configuring services” on page 25 for details about Alliance 8300 services.

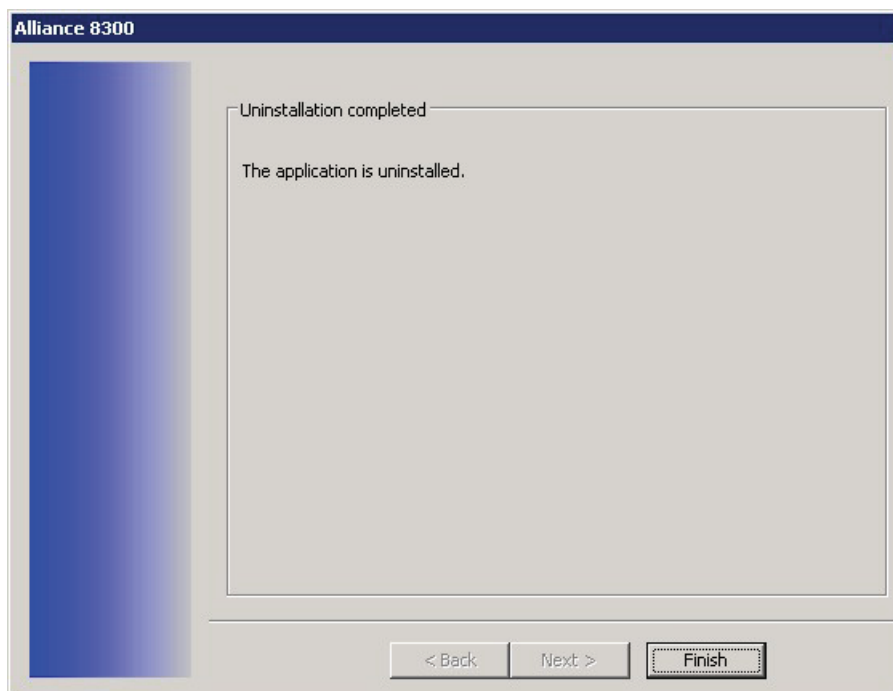
3. The program can be removed in two ways:
 - a. Run Setup.exe from the installation CD.

Note: To remove Alliance software correctly, you must use the CD that the program was installed from.

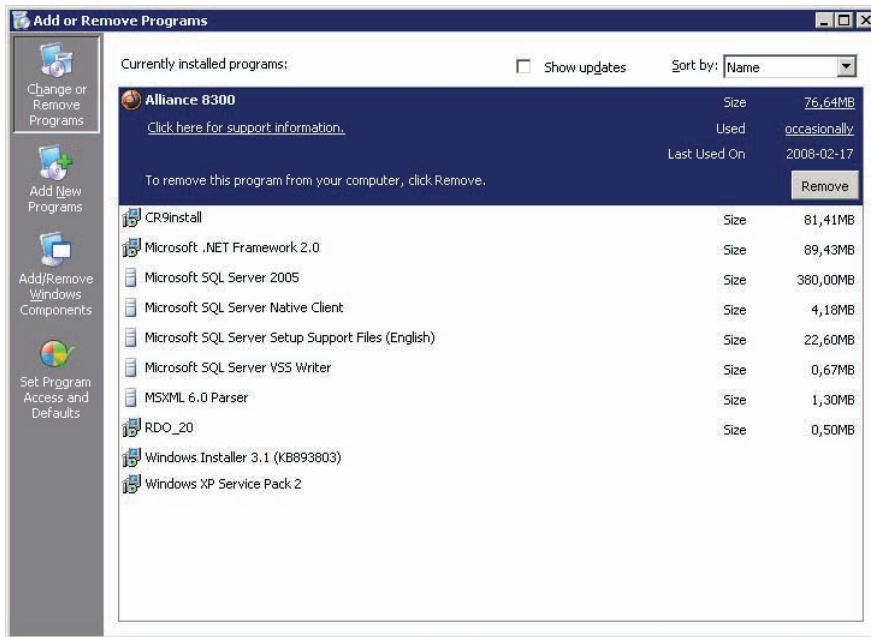


Select the Remove option. In case of uninstalling database server the Remove database option is visible. If it is checked, the Remove Alliance DB application runs before the main uninstalling program (refer to “Removing the Alliance 8300 Databases” on page 48).

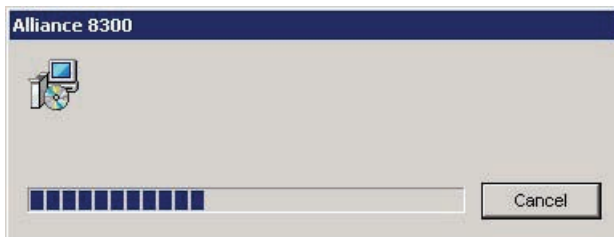
Press Next to start process. It finishes with the screen below.



b. Open the Control Panel and double click Add/Remove Programs.



Find Alliance 8300 and press Remove. System will uninstall the application.



Notes

- It is impossible to remove the database using this method of uninstalling.
- Make a backup of your database before performing this procedure if you want to preserve data.

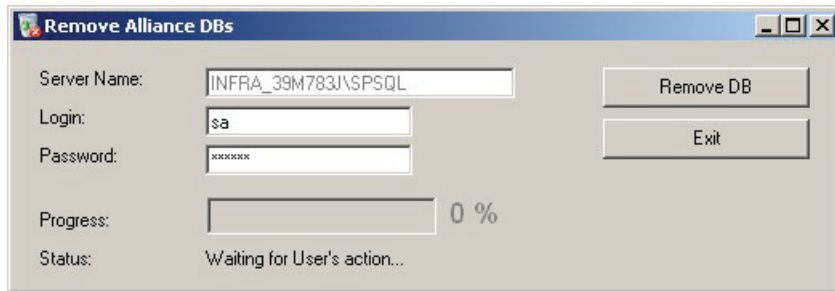
Removing the Alliance 8300 Databases

Database removal is normally performed during the removal of Alliance 8300. This section describes how to do it separately, if required.

Note: Make a backup of your database before performing this procedure if you want to preserve data.

To delete the Alliance 8300 databases from the Alliance 8300 Professional Server computer:

1. Click Start > Programs > Alliance 8300 > Remove Alliance 8300 Database.
2. Type the password for the user name "sa".



3. Click Remove DB.

Removing SQL Server 2008 R2 Express Edition

Microsoft SQL Server 2008 R2 Express Edition is used for:

- Alliance 8300
- Alliance 8700 Badge Programmer

If both of these products are removed, you can also remove Microsoft SQL Server 2008 R2 Express Edition.

Note: Removing Microsoft SQL Server 2008 R2 Express Edition does not delete Alliance 8300 or Alliance 8700 databases; however, the database files become unusable because the engine to access and control the database will be removed.

To remove Microsoft SQL Server 2008 R2 Express Edition software:

1. Open the Control Panel and double click Add/Remove Programs.
2. Select Microsoft SQL Server 2008 R2 from the Currently Installed Programs list and click Remove.

Appendix D. Troubleshooting

Alliance 8300 has diagnostic viewing facilities to assist in troubleshooting.

The use of Diagnostic Viewer is described in the *Alliance 8300 Online Help System*.

Services

Problem: One or more of the Alliance 8300 services is not running.

Solution: Ensure the services are set to automatically start (see “Starting services automatically” on page 26) and restart the computer.

Licensing

Problem: After registering the license, Alliance 8300 does not recognize the License Key and remains in demonstration mode.

Solution: Restart the computer.

Server and client installations

On a 64-bit operating system, for example, Windows 2008 Server R2 SP1, the standard Alliance installation process is interrupted with the following error message: “Windows 2008 R2 Server pre-requisites require the application server role to be enabled. Please enable this before installing Alliance 8300”. See “Installing the software on 64-bit operating systems” on page 32 for details on the problem solution.

The general server installation failure may occur when the ‘sa’ password does not comply with SQL Server policy. The installation process is interrupted by SQL Server installation application, therefore this information is not recorded in the Alliance installation log file, but it can be found in Windows application log.

Problems that may occur with Alliance 8300 client computers include the following:

- If the client computers are remote, make sure you set up the client network properties before setting up the computer systems.
- Failure to add and configure client computers in the Alliance 8300 server database prior to installing Alliance 8300 on client workstations. See “Adding Alliance 8300 Clients” on page 31.

Errors may be caused by one or more of the following:

- The Alliance 8300 server is not up and running
- The Alliance 8300 server is not accessible using the network
- The Alliance 8300 database was not created on the server
- The Alliance 8300 software was not licensed on the server
- Clients are not added and configured in the database on the Alliance 8300 server
- The installation instructions were not carried out in exact sequence

Imaging

If Imaging is to be used anywhere on any host or client Alliance 8300 system, the Imaging application must first be installed on the server computer followed by installation on each client workstation that may need to use Imaging.

Imaging requires permissions to be set correctly for your particular system.

Imaging Status must be enabled on a client computer's Client Form.

The number of Imaging Licenses available is displayed on the Client Monitor Form.

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