

Alliance 8700 Smart Card Programmer Software Installation Manual

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Contact information

For contact information, see
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Description

Alliance 8700 is the software for the standalone TS0870P Smart Card Programmer. Use the Alliance 8700 software to:

- Program Hi-tag II Smart Cards
- Program multiple card formats
- Program cards to be used for site access
- Program reader configuration cards
- Create reports to facilitate administration
- Create a log of programming events
- Blank cards

Alliance 8700 may be used only with the following operating systems:

- Microsoft Windows Vista (excluding Home Edition)
- Microsoft Windows XP Professional (Service Pack 2)
- Windows 2003 Server (Service Pack 1)
- Windows 7 (excluding Home Edition)

Installation overview

The overall process of installing the Alliance 8700 Smart Card Programmer software and the TS0870P Smart Card Programmer hardware is as follows:

1. Install and power the TS0870P Smart Card Programmer hardware on the PC. Read the TS0870P Installation Guide for details.
2. Install Alliance 8700 on the computer. See “Installing the software” on page 2.
3. Run Alliance 8700 and verify communication between Alliance 8700 and TS0870P. See “Verifying the connection” on page 3.

Notes

- Do not install Alliance 8700 on the same computer as Titan Multi-User.
- Imaging help may not run on some Windows versions unless you install the Windows Help (WinHlp32.exe) program. If online help cannot be shown, download WinHlp32.exe from Microsoft webpage.

After installing the Alliance 8700 Smart Card Programmer software and the TS0870P Smart Card Programmer hardware on a computer, you can perform the following tasks:

1. Access Alliance 8700 on-line help for user instructions and details about changing the default passwords.
2. Set up customer site details in Alliance 8700.
3. Add the relevant details from Alliance 8300 Person records to Alliance 8700.
4. Add the relevant details from Alliance 8300 Badge records to Alliance 8700.

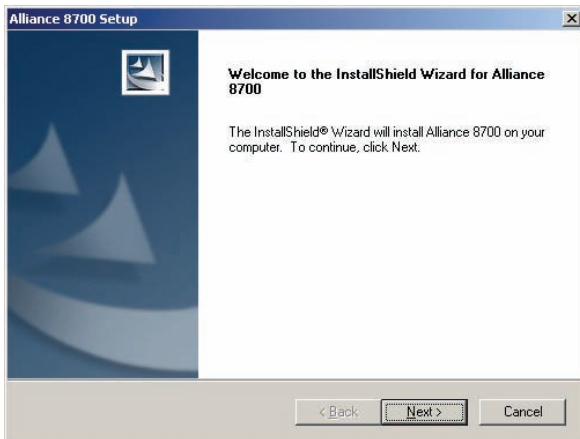
5. Use Alliance 8700 to program cards via the TS0870P Smart Card Programmer hardware.

These additional tasks are described in the Alliance 8700 Smart Card Programmer on-line help.

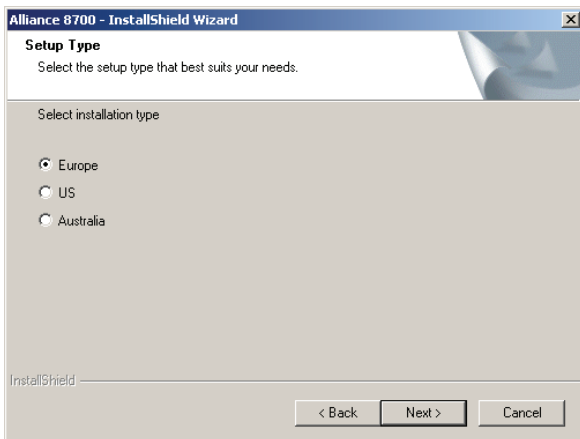
Installing the software

To install the Alliance 8700 software on a computer.

1. Insert the Alliance 8300 Installation CD in the computer's CD drive.
2. Run the file Setup8700.exe located in the Alliance 8700 folder of the Alliance 8300 Installation CD to launch the InstallShield Wizard.



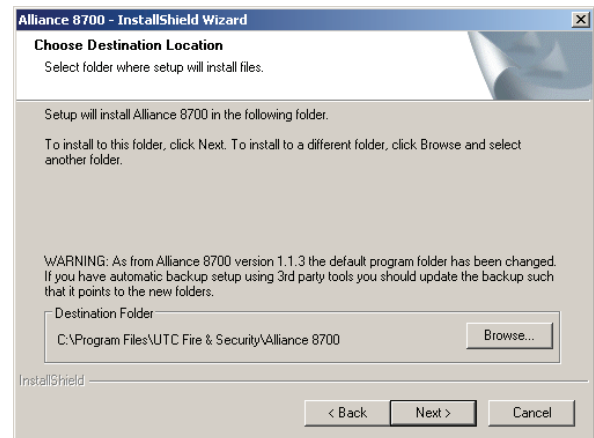
3. Click Next at the Welcome screen.



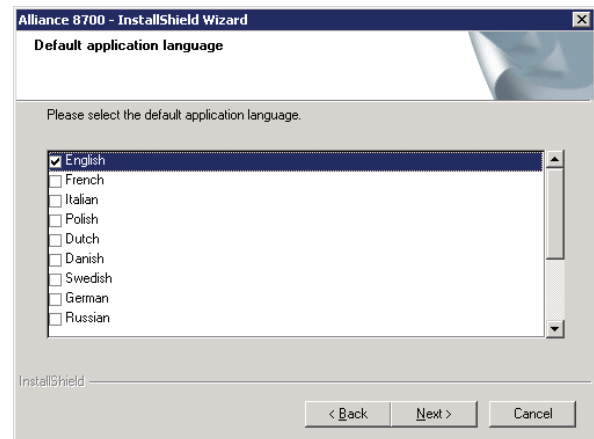
4. Select the setup type and click Next. InstallShield Wizard displays the Smart Card Programmer Software license agreement.



5. Read the terms of the Smart Card Programmer Software license and click Yes to state that you accept them. Alternatively, click No to exit. If you accepted the terms, InstallShield Wizard displays the default installation folder for the Smart Card Programmer Software.

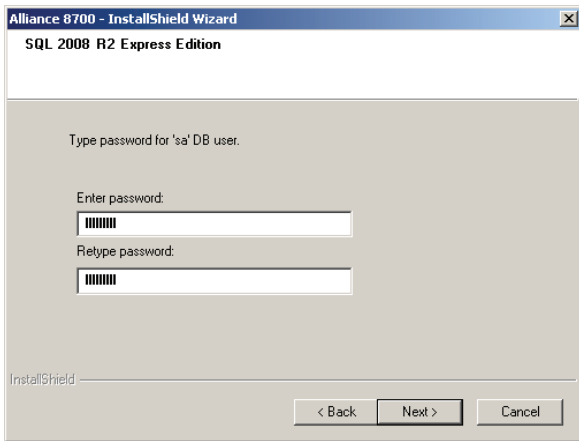


6. Choose the installation folder and click Next to continue. You will be prompted to choose the default application language.

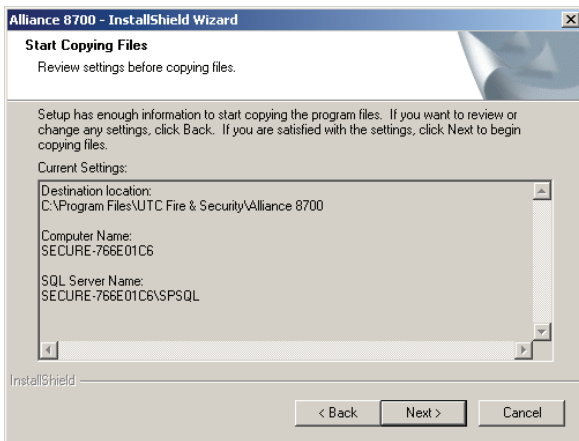


7. Choose a language and click Next to continue.

If an SQL instance SPSQL doesn't exist on the PC, the following dialog will be displayed.



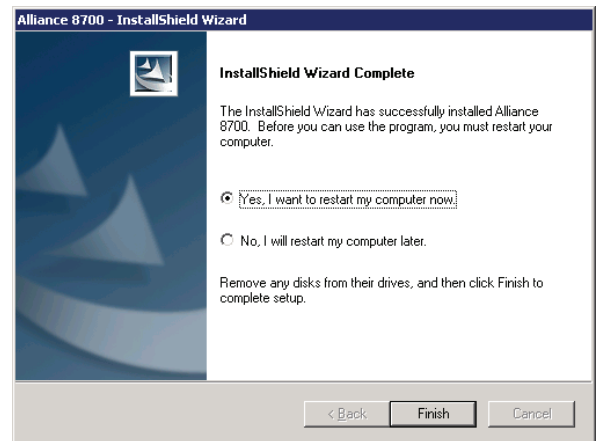
8. Please type password for database user "sa"; .NET 3.5 SP1 (if needed) and SQL 2008 R2 Express Edition will be installed in the result.



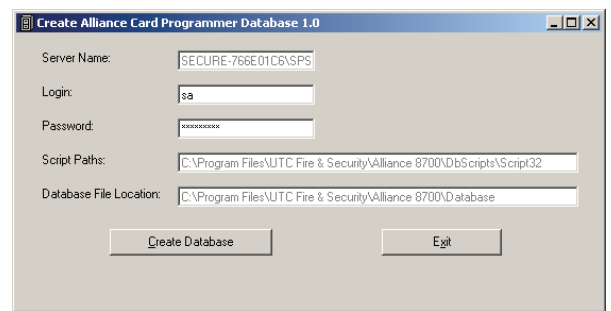
9. InstallShield Wizard displays the settings confirmation window. Click Next to accept the settings.
10. If SQL instance SPSQL doesn't exist on the PC, .NET 3.5 SP1 and SQL 2008 R2 Express Edition will be installed. The information will be displayed. This process may take several minutes.



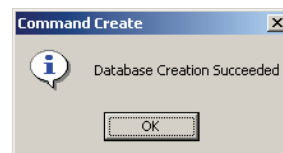
11. When finished copying files, InstallShield Wizard displays the completion window. Select Yes and click Finish to exit and restart your computer.



12. After restarting, InstallShield Wizard displays the Create Alliance 8700 Database window, and displays the login name "sa" automatically.



13. In the Password field, type the "sa" user password defined before, and then click Create Database. When the files have finished copying, click Exit, and the Database Creation Succeeded window displays.



14. Click OK. This concludes the installation process.

The next sections describe how to check the connection with a TS0870P Smart Card Programmer and resolve possible difficulties.

Verifying the connection

Use the following process to run Alliance 8700 and to verify communication with the TS0870P Smart Card Programmer hardware:

1. Select Start > Programs > Alliance 8700 > Alliance 8700 Card Programmer. Alliance 8700 displays the Logon window. Alternatively, you can start Alliance 8700 from within Alliance 8300 (from

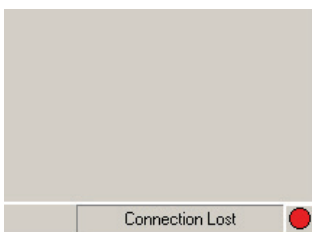
the main menu select Personnel > Badge Programmer).



2. Type the user name PROGRAMMER and password MASTER, and then click OK. (The password field displays * characters in place of the password. The main window displays the user name PROGRAMMER at the bottom-left.



3. The Alliance 8700 main window displays a connection status icon at the bottom right. Alternating green and white icons indicate that the Alliance 8700 software is successfully communicating with the TS0870P Smart Card Programmer hardware. Alternating red and white icons indicate that the connection password is incorrect.



4. Watch the connection status icon at the bottom right of the Alliance 8700 main window. If the icon doesn't alternate green and white, use the "Troubleshooting connection problems" section below to solve the communication problem.

Troubleshooting connection problems

The following indicates successful communication between Alliance 8700 software and TS0870P hardware:

- The connection status icon at the bottom right of the Alliance 8700 software main window alternates green and white.
- The mode LED on the TS0870P hardware displays orange.

This section describes the typical conditions preventing successful communication.

In general, the first step in troubleshooting is to restart the computer with the TS0870P hardware powered and connected to the correct COM port.

Problem: COM port mismatch

Alliance 8700's default setting is for TS0870P to be connected to COM1. If the TS0870P hardware is actually connected to COM2, this is a COM port mismatch.

Solution: Change COM ports

Do one of the following:

- Reconnect the TS0870P hardware to the same COM port as the Alliance 8700 software is set to use.
- In the Alliance 8700 software, use the Setup Programmer option from the Administration menu to select the required COM port. (If needed, read the Alliance 8700 on-line help for detailed instructions.)

Problem: Incorrect connection password

The newly installed Alliance 8700 software uses a default connection password to communicate with the TS0870P Smart Card Programmer hardware. If the TS0870P hardware was used with other management software before this installation, it may be storing a different connection password, and be unable to connect.

Solution: Change the password

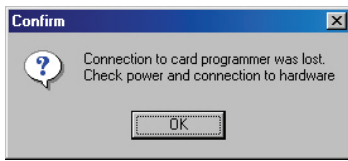
In the Alliance 8700 software, use the Setup Programmer option from the Administration menu to change the Connection Password to match the one used in the management software. If needed, refer to the Alliance 8700 on-line help for detailed instructions.

Problem: Connection lost

Communication is not possible if the TS0870P Smart Card Programmer hardware is not powered and connected to the correct computer COM port via an

appropriate serial cable. A Lost Connection message will display if this occurs.

Figure 1: Lost Connection message



Solution: Restore physical connection

Ensure that the TS0870P hardware is powered and connected to the correct COM port using the correct serial cable.

Removing the software

To remove Alliance 8700:

1. Open the Windows Control Panel and double-click Add/Remove Programs.
2. Select Alliance 8700 and click Change/Remove.

During the removal process you will be asked whether you would like to remove the Alliance 8700 database.

Note: If you agree, the database will be removed. Make a backup of your database before performing this procedure if you want to preserve data.

Disclaimer

The customer is responsible for testing and determining the suitability of this product for specific applications. In no event is UTC Fire & Security responsible or liable for any damages incurred by the buyer or any third party arising from its use, or their inability to use the product.

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