

AccessOne

Software



Installation manual

 English

Version VA1

BRO2313

About this manual

This manual contains information about the installation of the AccessOne access control system.

The manual should be treated as a part of the product and must be kept for the entire service life and duration of use of the product. Keep this manual and pass it on to any subsequent user or owner of the product.

Other applicable documents

Setup	BRO2316
System description	BRO2314
Licence activation	BRO2307

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BRO2313 -2 Version: VA1



Always use the most up-to-date version of this manual. You can obtain updated versions free of charge from www.ces.eu.

1 Prerequisites for the installation

Before you can start using AccessOne as intended, certain prerequisites must be met.

1.0.1 System requirements

The minimum system requirements for AccessOne are based on the recommended system requirements for the Microsoft SQL Server.

- Operating system (server): from Windows Server 2016
- Operating system (PC): from Windows 10 Professional
- RAM: min. 8 GB
- SQL Server: from MS SQL Server 2016, Express version can be used
- Hard disk: min. 1x 500 GB, 2x 500 GB recommended
- Network card

1.0.2 Microsoft SQL Server

The AccessOne requires a Microsoft SQL Server to be operated. At the time of printing, versions 10.5, 11.0, 12.0, 13.0, 14.0 and 15.0 are supported. For some installations it is sensible not to install the SQL Server and AccessOne on the same server. Example: The company already has a corresponding infrastructure and the AccessOne database should be integrated into the existing database instance.

This is why we have refrained from embedding the installation of the SQL Server in the installation routine of AccessOne and the SQL Server installation must be completed beforehand in a separate step. This leaves you with all of the necessary scope to select the database version and location of the installation independently of the AccessOne installation. It is thus also very easy to update the SQL Server at a later date.

To ensure the fast and safe operation of AccessOne, the relevant free express variants of the SQL Server are sufficient. The latest version can be downloaded from the Microsoft homepage (Download Center at www.microsoft.com).



Ensure you select the version with the database tools, as only this version contains the SQL Management Studio. This will save you having to complete an additional installation at a later date.

1.0.3 Database

The AccessOne installation requires the name of the database instance to create the database in the previously installed SQL Server. In addition to logging in via Windows, the database must also grant access via an SQL user. Follow the instructions in the section ""Installation" on page 5".

If the database is installed on a separate machine and only your IT department has privileged access to this database server, creation of the database can be deselected in the installation routine for AccessOne. The installation then skips this step. The corresponding installation step, i.e. the creation of the database in the SQL Server, must then be completed by the database administrator with the relevant privileges on the database server.



Execute all of the setup programs as the administrator. System services are installed during the setup. Administrator rights are a prerequisite.

1.0.4 Licence module

Before you can start using AccessOne to its full extent, you must use a licence to activate the software modules you have purchased. If the licence is not activated, your AccessOne installation can only be used as a restricted demo licence.

The computer signature for the computer on which the software is supposed to be installed is required to create the individual licences. The process to determine the computer signature and licence activation is described in the document "BRO2307_ Activating-Licencemodule-AccessOne".

2 Installation

To install the software, proceed as follows:

1. Ensure that the prerequisites for an installation have been met, see 1
2. Install the SQL Server, see 2.1
3. Install the AccessOne server, see 2.2
4. Install the master controller (MAC), see 2.3
5. Then start the system and the dialogue interface, see 2.4 and 2.5

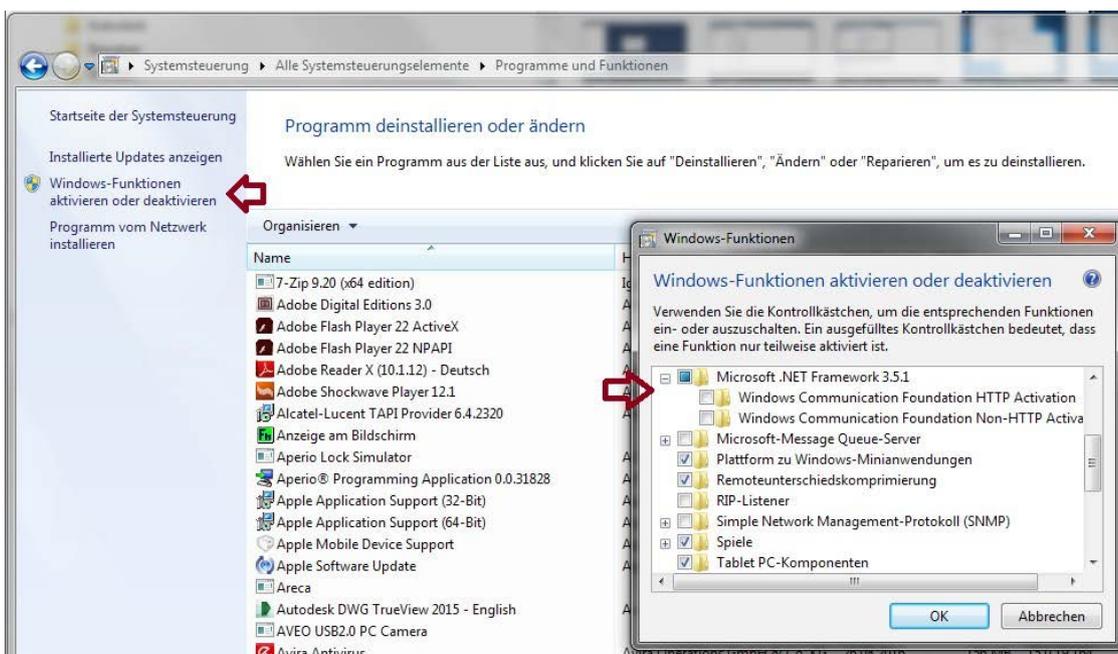
If you encounter any problems during the installation of the software, refer to the "Troubleshooting" section (see 2.6)

2.1 Installation of the SQL Server

Execution of the Microsoft SQL Server requires the support of .NET Framework 3.5. From Windows 10 upwards and from Microsoft Windows Server 2012 this is not enabled by default.

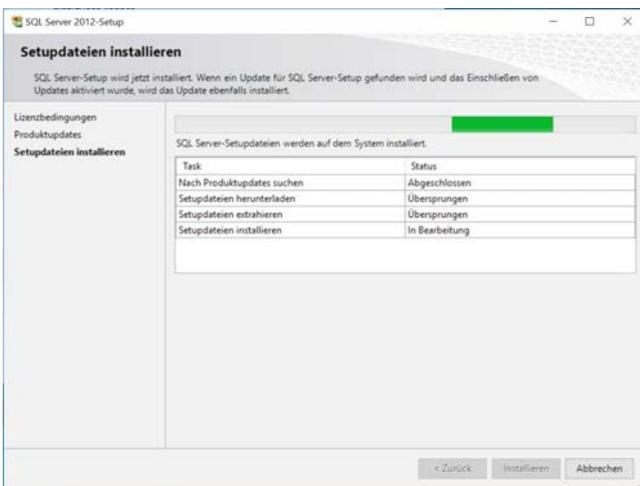
Windows 10 – Install .NET Framework 3.5 by selecting "Control Panel" -> "Programs and Features"

Windows Server 2012 – Install .NET Framework 3.5 via the server manager.





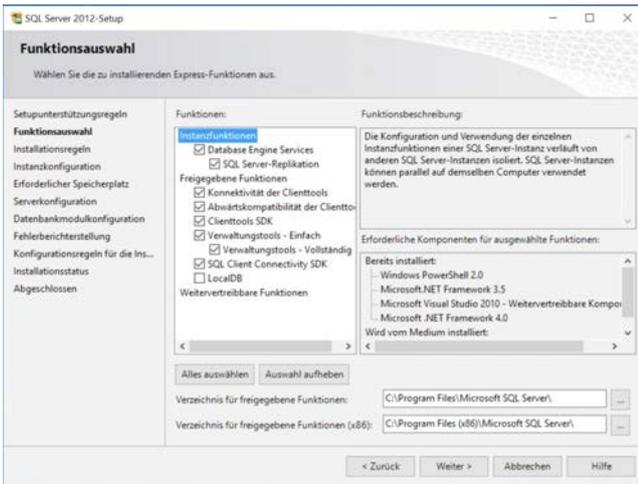
1. Install the SQL Server Express with tools (and SQL Server Management Studio). Execute the following file:
`SQLLEXPRT_x64_DEU.exe`
2. In the start dialogue select the "New installation" option.
3. Accept the terms of the licence.



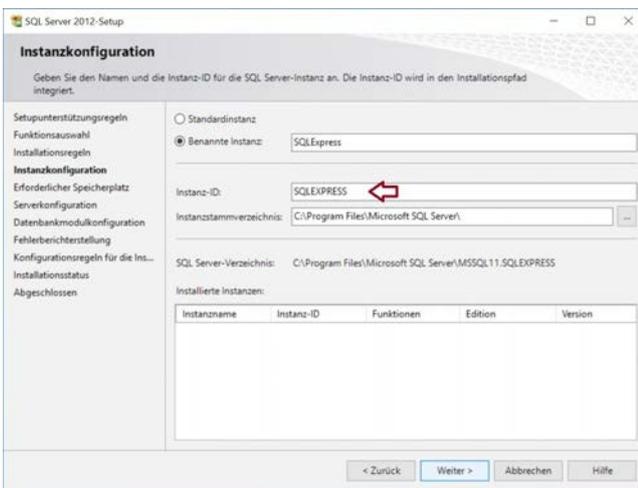
4. Check whether there is an online connection. If there is no connection, click "Install".



The software can be installed without product updates. As soon as the PC is back in the domain or has an online connection, the updates will be installed with the next Windows update.

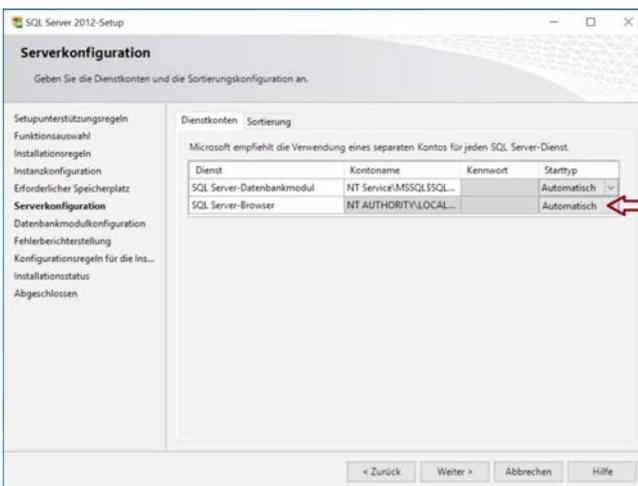


5. Accept the suggested selection with "Continue" or adjust, if necessary.



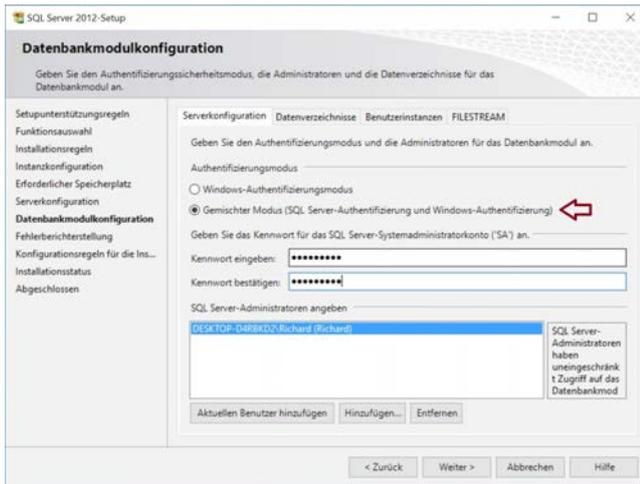
6. Accept the preset instance ID "SQLEXPRESS" to create a named database instance and click "Continue".

 This instance ID is subsequently used for the installation of the AccessOne server.

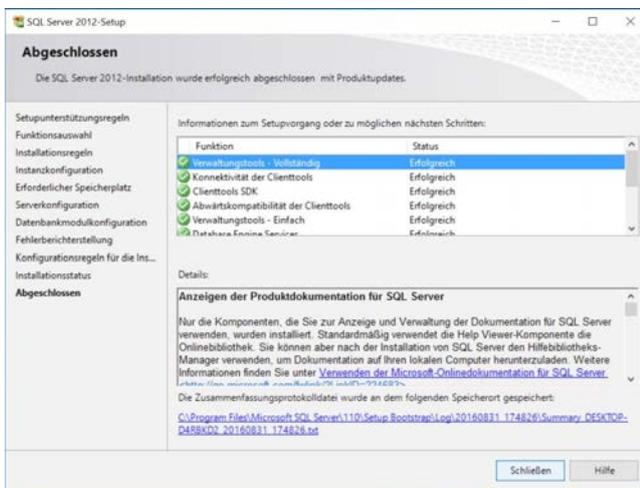


7. In the "Server configuration" section, set the start type of the "SQL Server Browser" service to "Automatic". This ensures that client logins are supported.

 This setting can subsequently be changed via "Services" or in the SQL Server Configuration Manager.



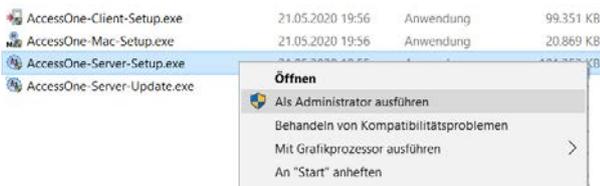
8. Set the authentication mode to "Mixed mode".
9. Enter a password for the server system administrator account (SA) (min. 8 characters and 3 complex characters, e.g. "Access1Tronic2").



10. Confirm the following dialogues with "Continue" or "Exit" until the installation has been successfully completed. Product updates are not required.

The installation is complete.

2.2 Installation of the AccessOne server



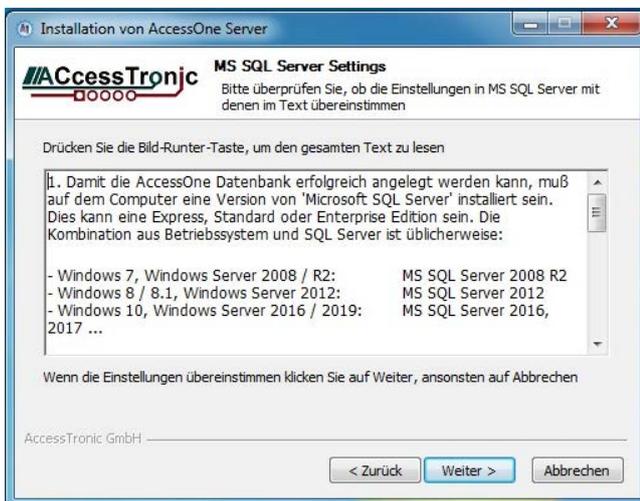
1. As the administrator, execute the installation of the AccessOne software on the server of the AccessOne-Server-Setup.exe installation program.



The AccessOne client setup program is executed once on a client PC. An update of the software is executed at a later date with an AccessOne server update. If the Windows user who is logged in has the necessary authorisations, the client subsequently updates itself automatically when the interface with the "AccessOne DialogUpdater" symbol is started.



2. Click "Continue" to execute the individual installation steps.



3. Click "Continue" if the information matches your system.

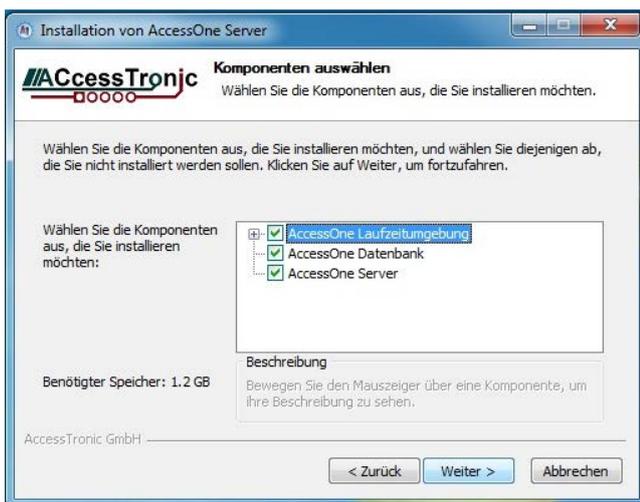


4. Click "Continue" if you accept the licence agreement.



5. Ensure that the displayed name of the database instance matches the instance ID from step 6 of the SQL Server installation. Adjust the name, if required.

6. Click "Continue" if the SQL Server is installed on the same server or your Windows login grants you administrator rights on the server.



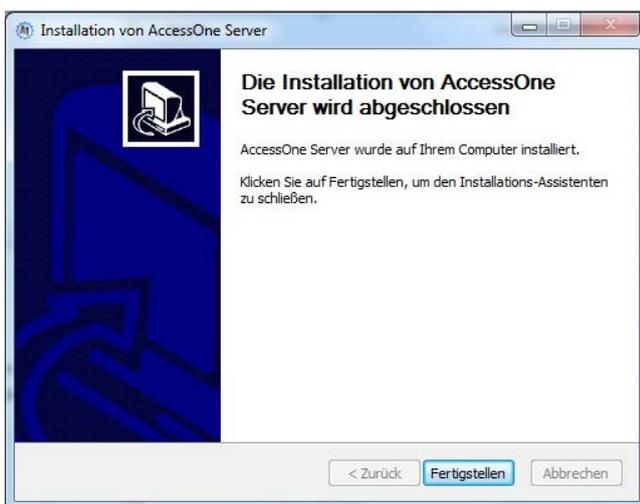
7. Deactivate the checkbox "AccessOne database" if the database was installed by the IT department and is already available.



8. Select whether the software should only be installed for the current user or whether it should be available for all of the users of this PC.



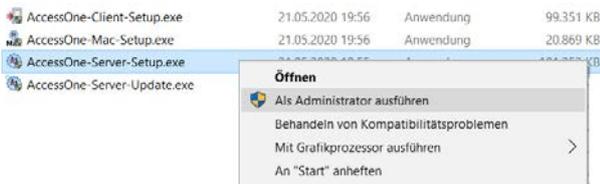
9. Select the installation directory and click "Install".



The installation is complete.

2.3 Installation of the master controller (MAC)

If the master controller is to be installed on the same system as the server, you must also execute the AccessOne MAC setup on the server.

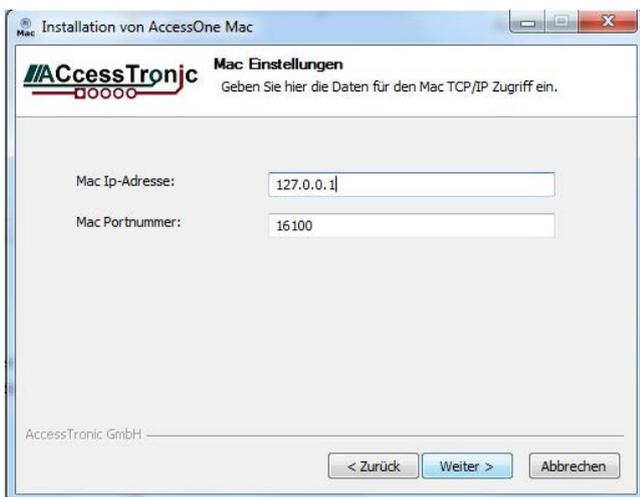


1. Start the installation program as the administrator.



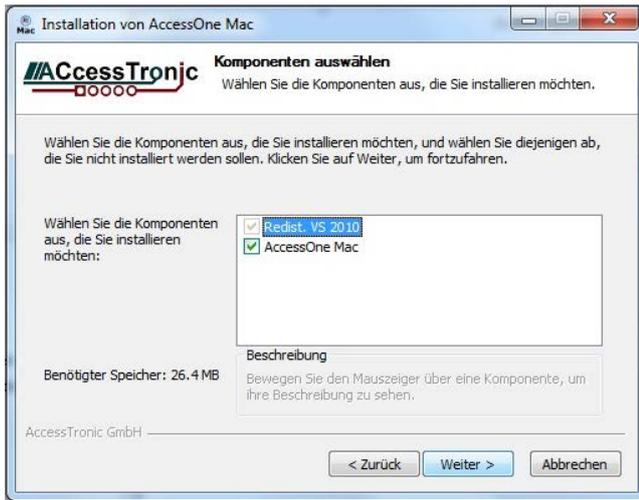
2. Click "Continue" to execute the individual installation steps.

3. Click "Continue" if you accept the licence agreement.



4. Enter the IP address of the MAC.

 If this address is installed on the same computer as the AccessOne server, enter "127.0.0.1" as the IP address, otherwise use the IP address of the computer on which you are completing the installation.



5. Click "Continue" to install the components.

6. Select the target directory for the installation and click "Install".

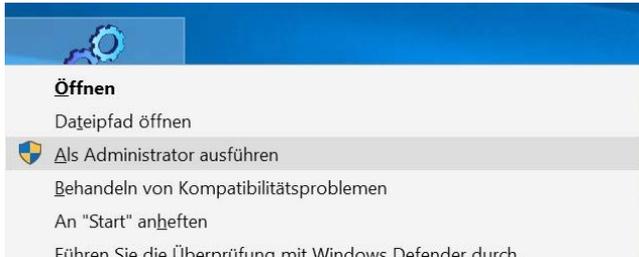


7. Click "Finish".

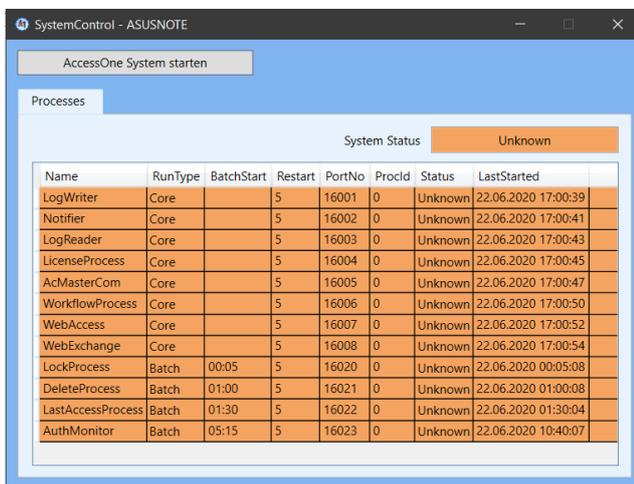
The installation is complete.

2.4 Starting the system

Two new icons are available on the desktop following a successful installation.

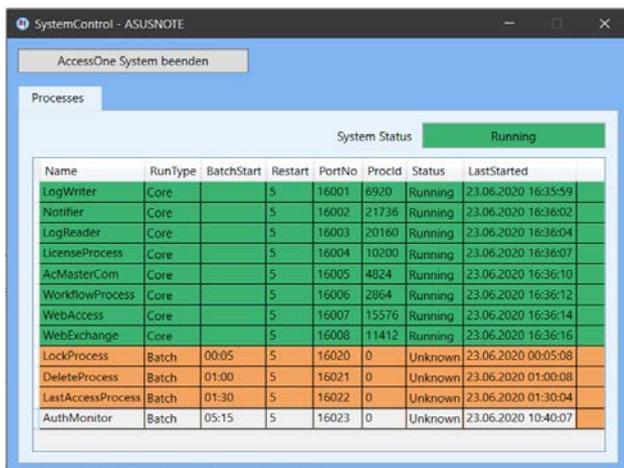


1. Use the right mouse button to click on the icon to start the AccessOne processes and select "Execute as administrator".



2. Click the "Start AccessOne system" button if all of the "Core" type processes are not highlighted green. Only once all of the "Core" type processes are highlighted green is the system ready for operation and you can log in.

 During installation, a service is installed for the server software and MAC that ensures that the system is started automatically after a restart. A manual start such as this one after the installation, is subsequently no longer necessary, except in the event of a software update.



The installation is complete.

2.5 Starting the dialogue interface



1. Start the program by double clicking the "AccessOne dialogue" symbol. Starting the program does not require administrator rights.



2. Log in using your user name and password (default login for the user name and password is: admin).

 Change the password after logging in for the first time.

The application is started.

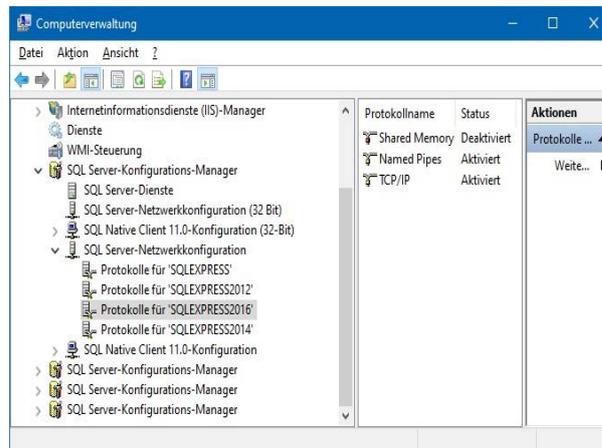
2.6 Troubleshooting

Connection problem – AccessOne client to master server

Check whether the values entered under "MasterHost" and "MasterPort" in the .\AccessOne\config\ClientConfig.xml file correspond to those of the AccessOne server. If a name is entered in "MasterHost", a DNS should also be available on the Intranet. To test the availability of the server via IPv4, the "ping MasterHost -4" command can be executed in the Windows input request. The availability can also be tested if an IP address is entered in the "MasterHost", regardless of whether it is IPv4 or IPv6. If the AccessOne server and client PCs are in one domain, the "MasterHost" entry can also be a URL, i.e. <MasterHost>A1Server.Firma.Intranet.de<MasterHost>. In this case, the availability can also be tested with the "ping" command.

- Are the required ports enabled in the server firewall? Both the server and client installation of AccessOne generate the port releases required for AccessOne in the Windows firewall. This is not possible for the database, as the AccessOne database is often installed on a different computer or a virtual machine. Required ports include the: SQL Server port (TCP 1433), SQL Server browser port (UDP 1434) and the AccessOne ports (TCP 16000-160xx). To prevent any problems with the firewall, the firewall on the server and client can be switched off for testing purposes.

- Are the "SQL Server" and "SQL Server Browser" services executed on the server on which the database is installed, and are the "TCP/IP" and "Named Pipes" protocols enabled in the network and client configuration? This can be checked and changed on the database server using the "SQL Server Configuration Manager".



- If the time on the client does not exactly match the time of the server, the operating system may prevent a connection from being established. A time difference of less than 5 minutes is allowed by default.

The AccessOne system on the server does not start

When starting, the master process initially connects with the AccessOne database to check its integrity and to read the parameters required for operation from the database. The `.\AccessOne\log\Master.log` file documents information and error messages. If the system does not start, this is the files that should be checked. If it contains the following messages, the database is not accessible:

```
18:05:37.044 02-08-20 AccessTronic.CoreLib.Base.Info.ServiceInfo [6]
INFO Service "MSSQL$SQLEXPRESS" does not exist
18:05:37.046 02-08-20 AccessTronic.CoreApp.Master.MasterProcess [6]
ERROR Local database service MSSQL$SQLEXPRESS is not running
```

In the `.\AccessOne\config\ClientConfig.xml` file of the server, there are several alternatives to configure the "DatabaseName" value.

- Named local SQL Server Express instance: `<DatabaseName>SQLEXPRESS<DatabaseName>`
- Named local SQL Server instance: `<DatabaseName>MSSQLSERVER<DatabaseName>`
- Unnamed local SQL Server instance: `<DatabaseName><DatabaseName>`
- The same applies to instances that are not local.

The server name is prefixed in addition. For example:

```
<DatabaseName>Server name\instance name<DatabaseName>
```

If a "SQL Server Management Studio" is installed on the server, the database connection can be tested with the user name/password combination for the AccessOne database.

Installation of the .Net Framework fails

The AccessOne software currently requires .Net Framework 4.7. It is installed during the installation of the client and the server if this or a newer version is not already installed. If the installation fails on a machine with an older "update status", the machine should be updated via the Internet. If this is not possible, then update KB4019990 (d3dCompiler) must at least be executed before .Net Framework 4.7 is installed again.

A connected webcam does not work

A USB webcam must be connected to record personal images using AccessOne . Check the following points if the webcam cannot be found by the "AccessOne dialogue" or is not controlled correctly:

1. Are the drivers required by the webcam installed?
2. Has access to the camera been granted under data protection in the Windows settings?
3. Has the "Media Feature Pack" been installed in the Windows Enterprise N or KN version?

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