Continental Access

A Napco Security Group Company

CA4K™ "Complete Install"

Installation Guide

(Version 1.1.5x)

Revision: Rev F

Date: 1/13/2022

Education   Airport

Healthcare   Government

DISCLAIMER

Continental Instruments LLC makes no representations or warranties with respect to the contents hereof and specifically disclaim any implied warranties of merchantability or fitness for any particular purpose. Further, Continental Instruments LLC reserves the right to revise this publication and to make changes from time to time in the content hereof without obligation of Continental Instruments LLC to notify any person of such revision or changes.

A NAPCO SECURITY TECHNOLOGIES COMPANY
Publicly traded on NASDAQ   Symbol: NSSC

Visit our websites:
http://www.cicaccess.com/
http://www.napcosecurity.com/
http://www.alarmlock.com/

Table of Contents

Must Read before you begin installation

- If you are performing an upgrade on CA4K™ Version 1.1.3x or later, the installation will automatically remove the previous version of CA4K™ and the setup must be launched again.

- The screenshots in this document might not reflect the latest version of the CA4K™.

- The Version 1.1.5x of CA4K™ requires a Version 1.1.x software license. Software licenses for Version 1.0.x will not work with a Version 1.1.x.

- Prior to starting the CA4K™ (Complete Install) installation, you must make certain you have Full Administrator privileges without any restrictions. This includes lowering the UAC settings to "Never Notify" and verifying there are no domain restrictions. Failure to do so, will result in installation failures.

- Prior to starting the CA4K™ (Complete Install) installation, you must make certain you have the appropriate Firewall ports unblocked. Refer to the CA4K™ TCP/IP Ports document. Consult the Network Administrator to assist with the Firewall settings.

- Refer to the recommended computer specifications (System Requirements) to determine if a full version of Microsoft SQL Server is recommended. On large systems, it is usually recommended to purchase and install the full version of Microsoft SQL Server prior to the CA4K™ installation. If a version of Microsoft SQL Server is not detected during the installation, the CA4K™ V1.1.5x installation will install SQL Server 2019 Express.

- Software licenses from CardAccess 3000 are not supported on CA4K™. The support for a physical hardware key might be available under certain circumstances and must be custom ordered for a fee. A physical hardware security key might require additional installation instructions.

- If the EPI Badging software has been purchased, it is highly recommended to install EPI on a CA4K™ workstation. If EPI Badging is installed on the CA4K™ host, the performance might be degraded.

- If you experience .Net Framework errors during the installation or while launching the CA4K, you might be required to go into **Windows Programs and Features**, and manually install the latest version of .Net Framework.

Overview

This document provides a step by step procedure of a CA4K™ (Complete Install) installation. Prior to starting the installation, you must verify the computer meets the recommended computer specifications and you have the CA4K™ DVD and the correct software license. As per the previous notes, Versions 1.1.x requires a V1.1.x software license. Software Licenses from Version 1.0.x will not work.

System Requirements

Ensure Recommended Server Requirements are met

Make sure that the computer meets the specifications that are documented in the **CA4K™ System Requirements** document.

Verify Full Administrator Permissions

The installation of CA4K™ requires Full Administrator permissions. Failure to provide these permissions will result in installation failures.

Related Documents

CA4K™ Database Only Installation Guide - A step by step guide on installing a "Database Server" installation.

CA4K™ Hardware Communication Server (HCS) Installation Guide - A step by step guide on installing an HCS Installation.

CA4K™ Report Station Installation Guide - A step by step guide on installing a "Report Station" installation.

CA4K™ Server Only Installation Guide - A step by step guide on installing a "Server Only" installation.

CA4K™ Workstation Installation Guide - A step by step guide on installing a "Workstation" installation.

CA4K™ Data Migration Guide - A step by step guide on migrating a CardAccess 3000 database to a CA4K™ database.

CA4K™ Quick Start Programming Guide - A step by step guide on programming a basic CA4K™ system.

CA4K™ TCP/IP Ports Reference Guide – TCP/IP Ports document.

**CA4K™ System Requirements –** Computer Specifications.

Prerequisites

The following prerequisites are required prior to installing CA4K™. If they are not detected, they will be installed automatically. The installation of these prerequisites will vary between different operating systems:

- .Net Framework 4.72
- Microsoft Visual C++ Redistributable Packages
- SAP Crystal Reports

CA4K™ Complete Install

1. Insert the CA4K™, V1.1.5x Installation DVD into the DVD drive. If **Auto-Play** is enabled on the computer, the software will launch automatically. On some operating systems, the following screen will display. If the screen below displays, click **Run Launch.exe** to start the installation. **Note:** a different screen might display where it is required to **Tap** the screen to launch the installation.

    Note: The version numbers on the following screens might display an earlier version than V1.1.5x, but the screens should be the same.
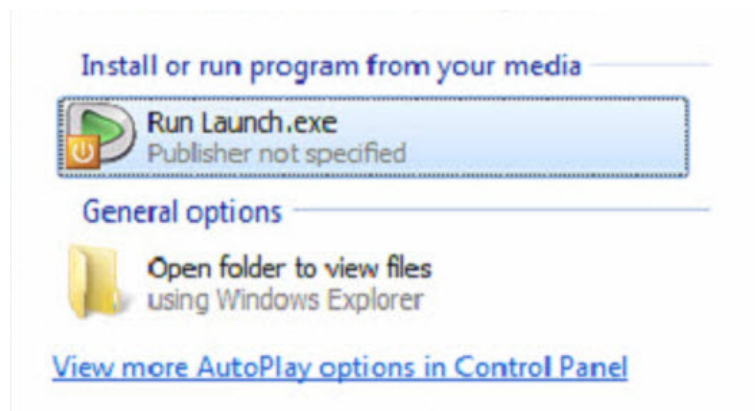

2. If **Auto-Start** is not enabled on the computer, you must manually launch the CA4K™ installation. Simply click the **Windows Start** button, then click **Run**. In the **Run** window, browse to the DVD and select **launch.exe** from the DVD drive. Alternatively, you can navigate to the DVD manually and run **launch.exe**. For our demonstration, the DVD drive letter is D:
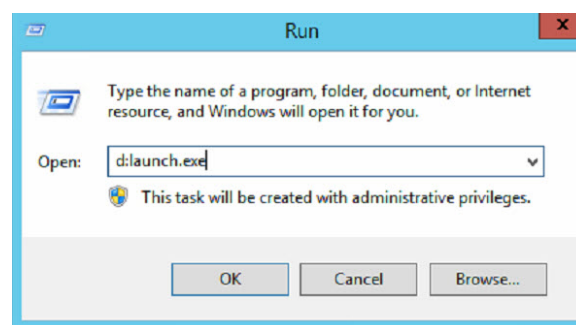
3.   If the installation launches automatically, the CA4K™ main menu will display. Click **Install CardAccess 4K** on the Main menu.


4.   The **CardAccess 4K Setup is Preparing** progress bar displays momentarily.
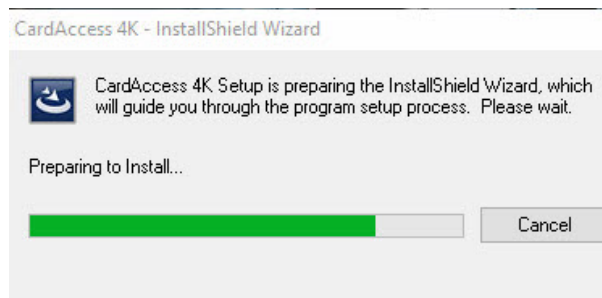
5. If prerequisites need to be installed, the following two screens display all the required software components which must be installed before the installation begins. Click **Install**.
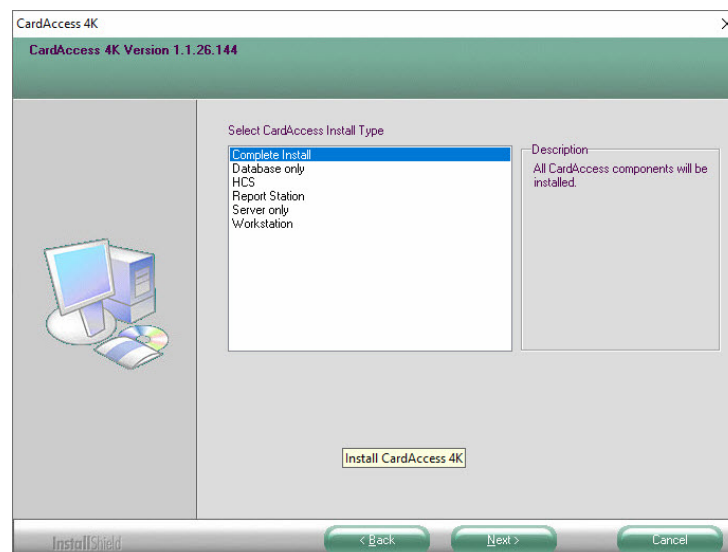
    Note: The following two screens might display differently if some or all of the components are already installed on the computer.
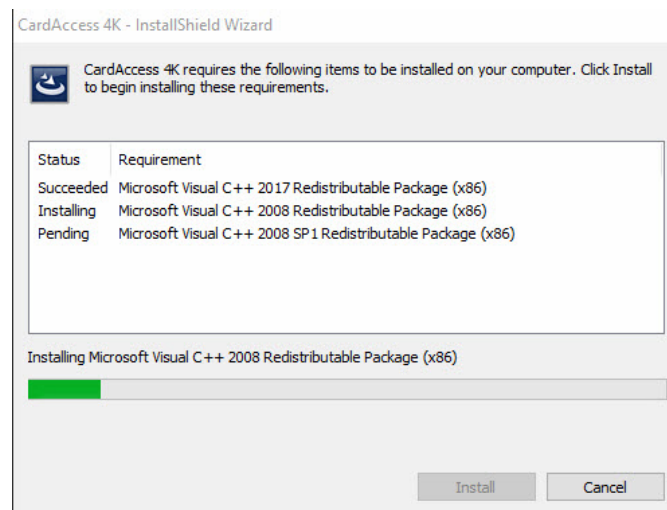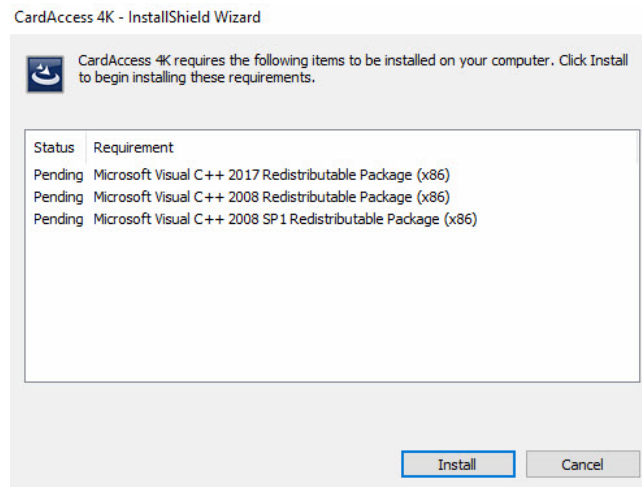
COMPLETE INSTALL

6. After the required software components are installed, the **CA4K™** version screen will display. The version should be V1.1.2x or later. Click **Next**.
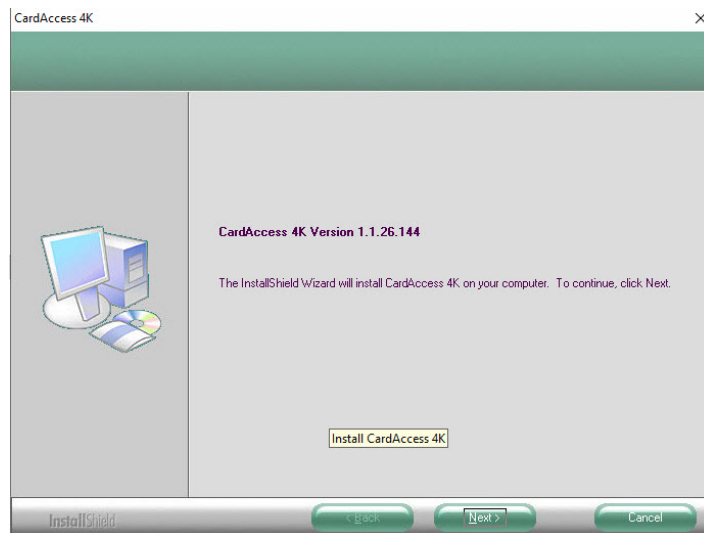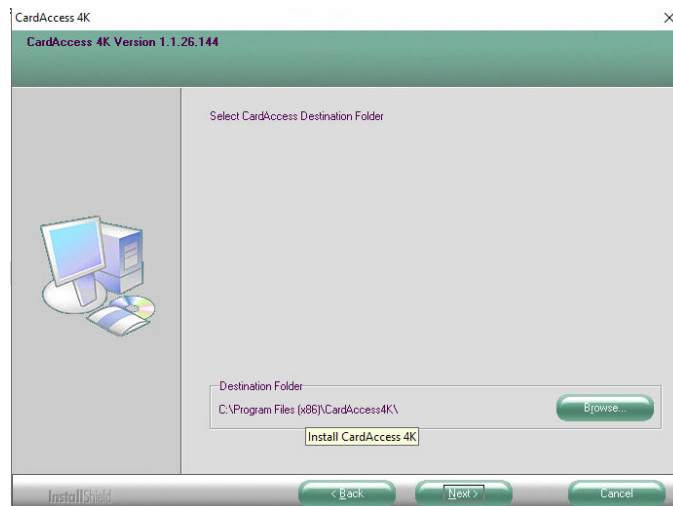

7. On the **Setup Type** screen, select **Complete Install**. Click **Next**.

8. The **Select CardAccess Destination Folder** screen displays. It is recommended to use the default path. Click **Next**.

    Note: To change the destination path, click the **Browse** button and navigate to the new location.


9. The **Select Additional Components** screen displays. If you purchased a hardware key (custom order), you must select the **Install Hasp Device Driver** option. If you purchased the EPI Badging 4K software, it is recommended to install it on a CA4K™ Workstation. For our demonstration, we will not select the **Install CardAccess Badging** option on this screen.
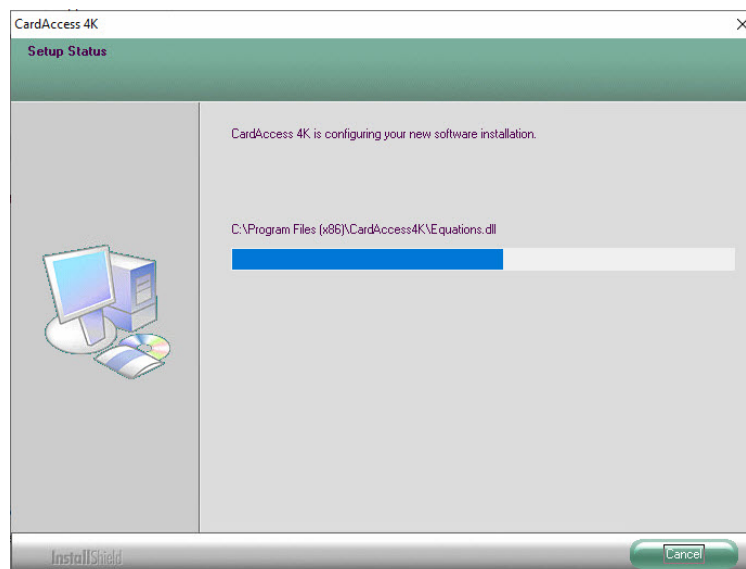
    Very Important: If you are upgrading from an earlier version of CA4K, do not remove the existing version of EPI Badging. In addition, do not select **Install CardAccess Badging** on this screen.
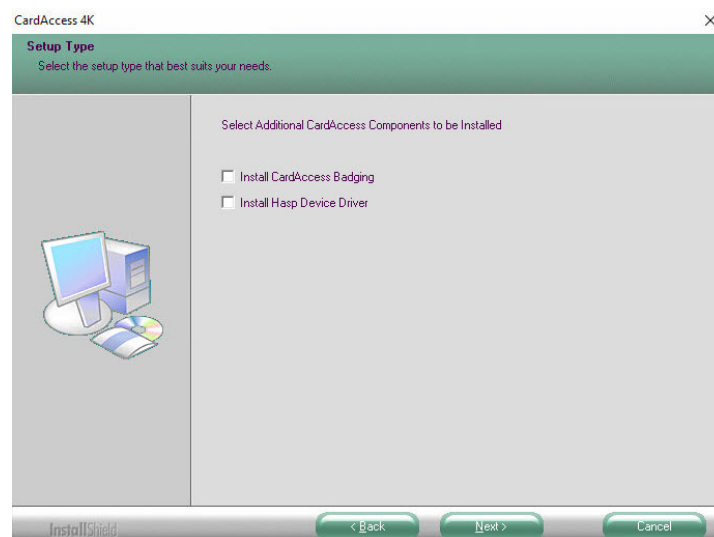
10. The **CardAccess 4K** Setup Information screen displays. Click **Next**.
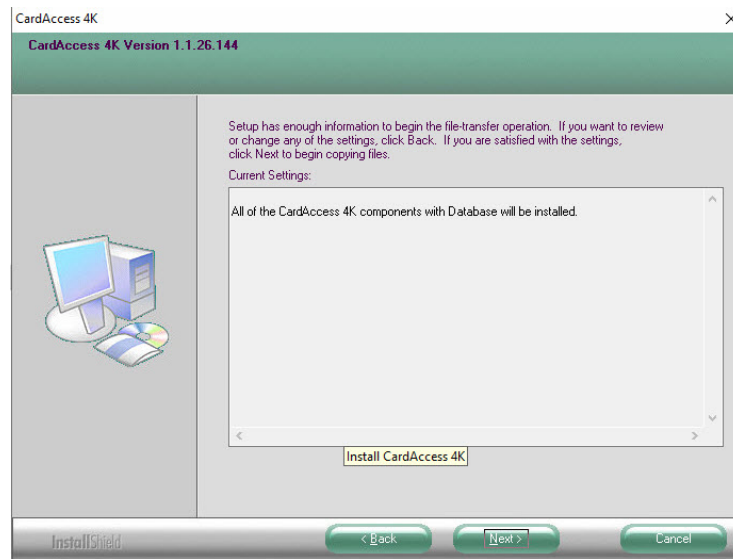
11. The **Setup Status** screen displays a progress bar during the installation of the CardAccess 4K.

12. If the **SAP Crystal Reports** is not installed, the **Welcome to the SAP Crystal Reports runtime engine for .NET Framework 4 (32 bit) Installation Wizard** screen will display. Click **Next**.

Note: If SAP Crystal Reports is already installed, skip to step 17.
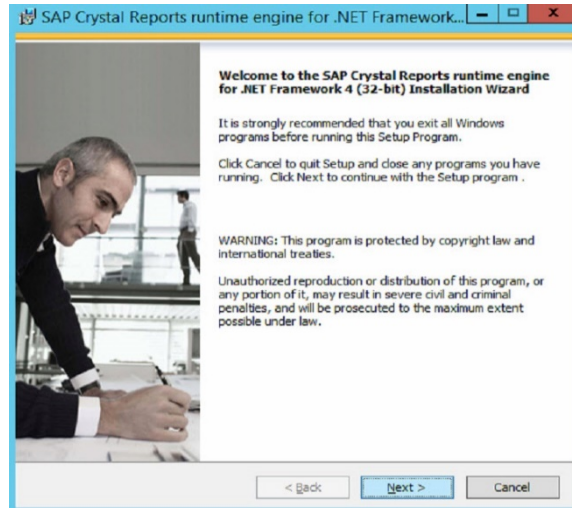
13. The **License Agreement** screen displays. Select **I accept the License Agreement**. Click **Next**.
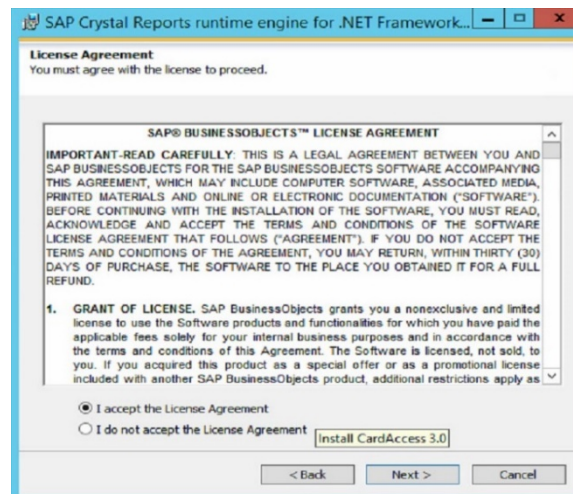
14. The **SAP Crystal Reports Start Installation** screen displays. Click **Next**.

15. A **progress bar** will display while the SAP Crystal Reports is installing.
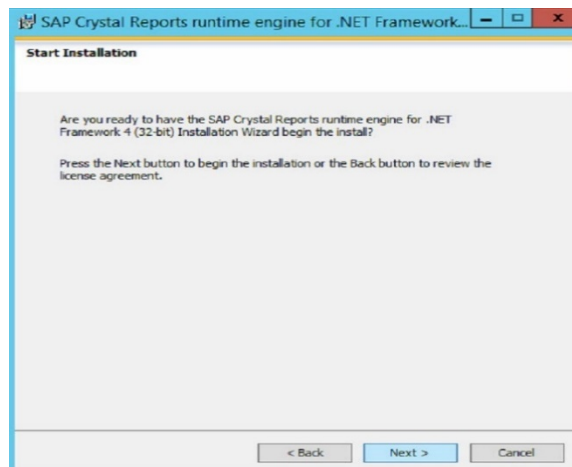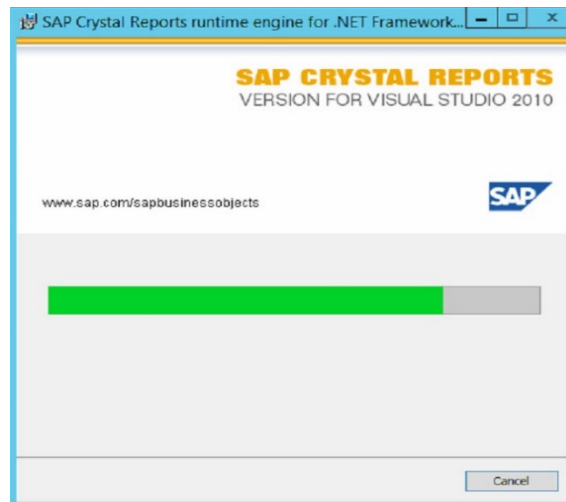

16. After the installation is complete, the **SAP Crystal Reports runtime engine for.NET Framework 4 (32 bit) has been successfully installed** screen displays. Click **Finish.**
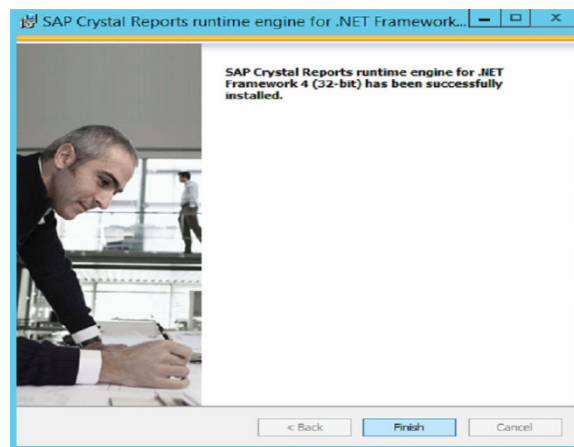
17. Next, the **Setup is copying Firmware files** screen will display.

   NOTE: For CA4K V1.1.5x, SQL 2019 Express will install if a version of SQL is not detected.

18. If an instance of SQL Server is not detected, the **Installing SQL Server 2019, please wait** screen will display a few times during the installation of SQL Server 2019.

Start Installing SQL Server 2019, please wait ....

19. The **Please wait while Microsoft SQL Server 2019 Setup processes the current operation** screen also displays a few times during the installation.

SQL Server 2019

Please wait while Microsoft SQL Server 2019 Setup processes the current operation.

20. The **SQL Server 2019 Setup** screen displays with a progress bar and the task being performed.
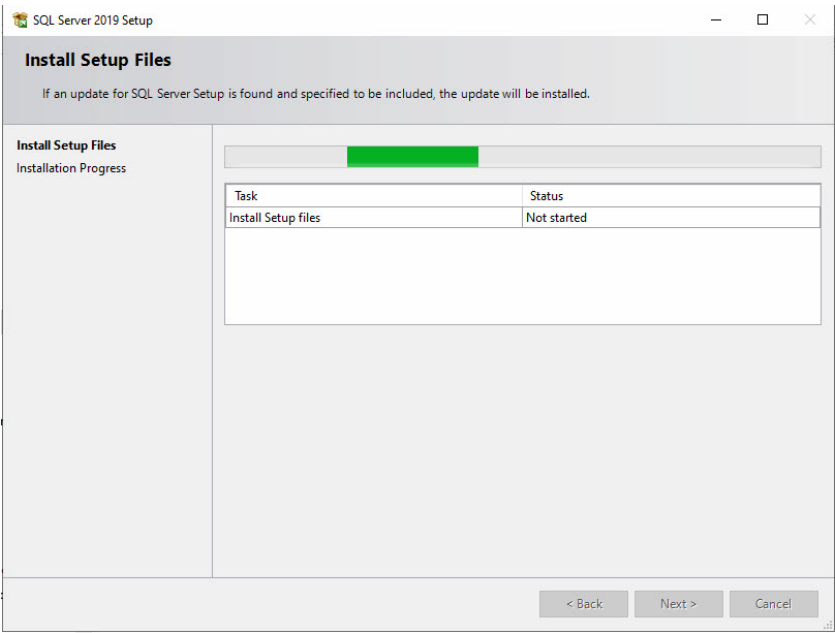
21. The following screen will display if the CA4K installation detects databases that need to be updated. If any databases need updating, you must select the databases and click Next. If there are no databases to update, click **Close**.
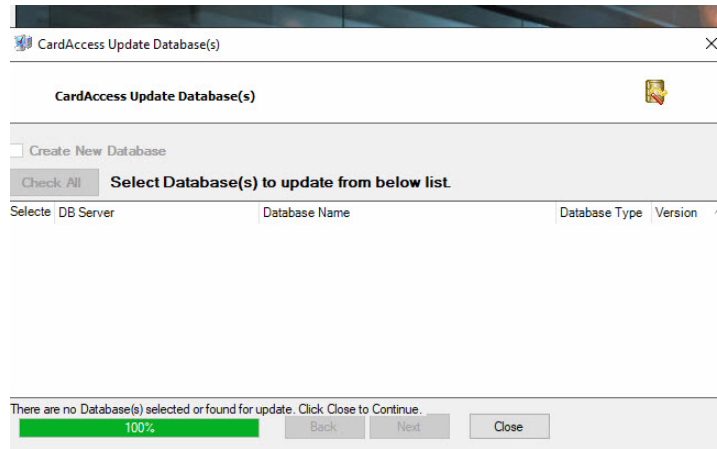
22. On a new installation, the CA4K will create five new databases. The **Creating Database(s)** screen displays momentarily while the Databases are being created.

VERY IMPORTANT: On a new system, you must verify the 5 databases (10) files were created in the "Program Data>CardAccess>Database folder. You might be required to configure File Explorer to show hidden folders. If the 5 databases (10 files) were not created, it is recommended to restart the Complete Installation over.

23. The **Installation completed successfully** screen displays at the end of the installation. Click **Yes** to restart now.
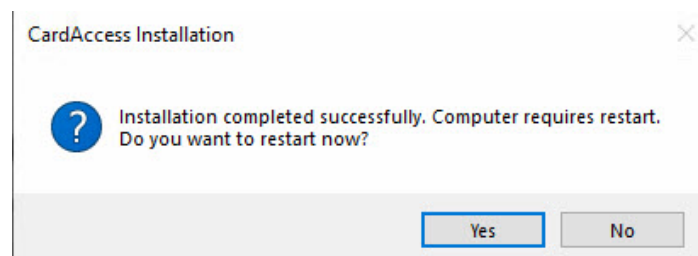
24. If the CA4K™ Main menu displays, click **Exit.**

Software License Information

CardAccess Software license (Import, Activate and Register)

Note: For additional licensing information, refer to the "CA4K Help File" and the CA4K licensing document.

A CA4K™ Version 1.1.x software license is required to launch the CA4K™ V1.1.5x software. A software license for V1.0.x will not be valid for the V1.1.5x. The name of the license file is "CardAccess.lic". The license file will be emailed to you from Continental Access. The software license only needs to be installed on the CA4K™ "Complete Server" or "Server Only" computer. After the software license is Imported, Activated and Registered, information regarding your software license, can be found in the *Help > About* section of the CA4K™ application and also in the CardAccess License Manager application.

Below are to steps required to license the CA4K™ application.

Copy the License file to the desktop

1. After receiving the CardAccess.lic file via an email, save the file to the desktop of the CA4K™ server.

2. In addition to step 1, save a copy of the license off the computer in a safe location. Be sure that you know where the license file is saved, in case you need the original file in the future.

Import a New License

1. Start the **CardAccess 4K Client License Manager** application (Right click and Run As Administrator).
2. Click **System>Import License.**
3. Navigate to the **CardAccess.lic** file on the desktop.
4. Click **Import**.

> **NOTE**: After the license is Imported, you will be provided a grace period that allows the software to function. You must Activate and Register the software license prior to the Grace Period expiring. Failure to do so will result in the software not launching. In most cases, the Grace Period is approximately 60 days or less. It is recommended to have an internet connection for Online Activation and Registration.

Activate and Register Software License (Both Mandatory)

> **Reminder**: You must activate and register the software license prior to the Grace Period ending. If the Grace Period is still active, the amount of time left will display in the **CardAccess 4K Client License Manager screen** under "Days Left".

1. Using the **CardAccess 4K Client License Manager screen,** view the license that you have imported and verify it is the correct version.
2. From the main menu, click **Activate and Register.**
3. Choose an activation method:
   - **Online** – (Recommended) select this option to activate the license over the Internet. You may be prompted to provide proxy information to connect to the activation server.

NOTE: If you are unable to obtain internet access, please contact Continental Sales Licensing department to perform a phone activation.

Hardware USB Security Key Information

NOTE: In almost all cases, a software license will be used with the CA4K software. If you placed an order for a Custom Hardware Dongle, follow the following steps:

Configuring the Hardware USB Security Key (Dongle)

Important: In almost all cases, it is recommended to use a software license. A hardware USB key will only be available upon request with an additional cost. If you are using a software license, you do not need to use a hardware USB key. For information on importing, activating and registering a software license, refer to the Software License Information on the previous pages.
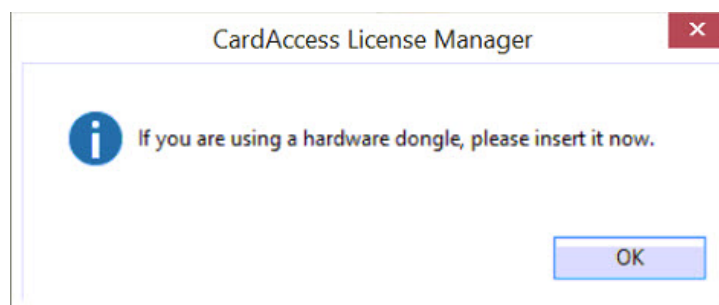
Configure a USB Hardware Key

If you are using a hardware key that attaches to the USB port, then you must install a driver in order for Windows to recognize the device.

Important: You must install the driver for the USB hardware key BEFORE attaching the key to the computer.

To configure a USB hardware key:

1. Install the Hasp USB hardware key driver by doing the following:
   a. On the DVD, navigate to the Drivers>Hasp folder. While in the Drivers>Hasp folder, double-click the **haspinst.exe**.
   b. The InstallShield Wizard starts. Click **Next**.
   c. The wizard continues, and the License Agreement window opens. Select the **I accept the terms in the license agreement** radio button, and then click Next.
   d. The wizard continues, and the Setup Type window opens. Click **Install**.
   e. After the installation is complete, a message will display to insert the Hardware USB key into a USB port.

NOTES: