

# **Doors.NET™ Software Installation**

## **Application Note**

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This document describes the standard software installation process for Doors.NET software. There are three steps to software installation: install the software, activate the license, enable the communication gateway (Doors.NET software to access control hardware).

### **1.0 Doors.NET/Eclipse Recommended PC Configuration**

This section provides recommended PC hardware requirements to ensure acceptable software system operation in typical access control applications using Doors.NET or Eclipse software. Access control applications with large numbers of controllers and/or cardholders should consider upgrading from the minimum recommendation. Operating System compatibility is listed in the next section.

*NOTE: PC capability, cost, and accessibility is constantly changing. This document provides Keri's recommendations, but is subject to change as PC hardware changes.*

#### **1.1 Standard Hardware Requirements**

- Ethernet Adapter
- DVD Drive
- Keyboard, Mouse, Display
- USB Port(s)

#### **1.2 Server PC or Combined Server/Client PC Requirements**

- Microprocessor - Intel Core2 Duo, 2.4 GHz or greater, 8 MB cache or greater
- Memory - 4 GB or greater
- Hard Drive - 500 GB or greater
- Video - either on-board or plug-in card that supports a minimum resolution of 1280x1024 or greater
  - a full EVR client (a licensed option) requires a video card with 64 MB or greater of RAM

#### **1.3 Client Only PC Requirements**

- Microprocessor - Intel Pentium, Dual-Core, 2.4 GHz or greater, 2 MB cache or greater
- Memory - 2 GB or greater
- Hard Drive - 160 GB or greater
- Video - either on-board or plug-in card that supports a minimum resolution of 1280x1024 or greater
  - a full EVR client (a licensed option) requires a video card with 64 MB or greater of RAM

### **2.0 Doors.NET/Eclipse Operating System Compatibility Table**

This section provides *Doors.NET/Eclipse* operating system compatibility information.

#### ***Two Critical Notes Regarding Operating Systems:***

- 1. To ensure proper Doors.NET operation the PC's operating system and .NET platform must be up to date with ALL Microsoft service packs and security updates. Windows Update may need to be run multiple times to ensure all updates are applied before installing Doors.NET. PCs that are not up to date prior to beginning the installation process will require additional software installation time.***
- 2. If you are installing Doors.NET on a Windows Server operating system (2003 or 2008) it is strongly advised that you have an IT person that is a Microsoft Certified Professional present during the install of Doors.NET. Windows Server operating systems have unique requirements that certified IT professionals are trained to handle.***

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Operating Systems not listed in this table are **NOT** supported by Doors.NET/Eclipse software.

**Table 1: Doors.NET / Operating System Compatibility**

| <b>Doors.NET/Eclipse</b> | <b>Windows XP<sup>a</sup></b> | <b>32-bit</b> | <b>64-bit</b> |
|--------------------------|-------------------------------|---------------|---------------|
|                          | Home                          | <b>NO</b>     | <b>NO</b>     |
|                          | Business                      | Yes           | Yes           |
|                          | Pro                           | Yes           | Yes           |
|                          |                               |               |               |
| <b>Doors.NET/Eclipse</b> | <b>Vista<sup>b</sup></b>      | <b>32-bit</b> | <b>64-bit</b> |
|                          | Home Basic                    | <b>NO</b>     | <b>NO</b>     |
|                          | Home Premium                  | <b>NO</b>     | <b>NO</b>     |
|                          | Business                      | Yes           | Yes           |
|                          | Enterprise                    | Yes           | Yes           |
|                          | Ultimate                      | Yes           | Yes           |
|                          |                               |               |               |
| <b>Doors.NET/Eclipse</b> | <b>Windows 7</b>              | <b>32-bit</b> | <b>64-bit</b> |
|                          | Home Premium                  | <b>NO</b>     | <b>NO</b>     |
|                          | Professional                  | Yes           | Yes           |
|                          | Ultimate                      | Yes           | Yes           |
|                          |                               |               |               |
| <b>Doors.NET/Eclipse</b> | <b>Windows Server</b>         | <b>32-bit</b> | <b>64-bit</b> |
|                          | 2003                          | Yes           | Yes           |
|                          | 2003 R2                       | Yes           | Yes           |
|                          | 2008                          | Yes           | Yes           |
|                          | 2008 R2                       | Yes           | Yes           |

a. Requires Service Pack 3 installation.

b. Requires Service Pack 1 installation.

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### 3.0 Installation via DVD

Installation via DVD is the quickest way to perform an installation as all possible installation files are on the DVD. Insert the Doors.NET Software Installation DVD and the AutoRun program begins.



*NOTE: If your system is configured to not allow AutoRun to automatically start, navigate to the DVD's root directory and run the **autorun.exe** program.*

- Click the [Keri Logo](#) to open your web browser and visit the kerisys.com web site.
- Click [View Release Notes](#) to view a Readme.txt file with information on this software release.
- Click [Install Software](#) to install Doors.NET.
- Click [Software Installation Instructions](#) to view this document in PDF format.
- Click [Technical Documentation](#) to open an Explorer window of technical documentation.
- Click [Marketing Documentation](#) to open an Explorer window of marketing documentation.
- Click [View Training Video](#) to open an Explorer window of Windows media video files.
- Click [Exit AutoRun](#) to close the AutoRun window.

### 4.0 Installation via WebInstaller

If you do not have a Doors.NET DVD the WebInstaller links directly to an online version of the installation program. This is a slower process as files are downloaded from the Keri web server on an as-needed basis. Supporting documentation is available for download from the Keri web site.

Contact your Inside Sales Representative to be given access to the download link. Download and run the WebInstaller program to start the Software Installation. Any supporting files required to complete the installation are downloaded from the Keri web site as needed. Hence, installation via WebInstaller is a much more time consuming process than installation via DVD as this process is based on your Internet connection speed and reliability. A high-speed Internet connection is recommended when using the WebInstaller.

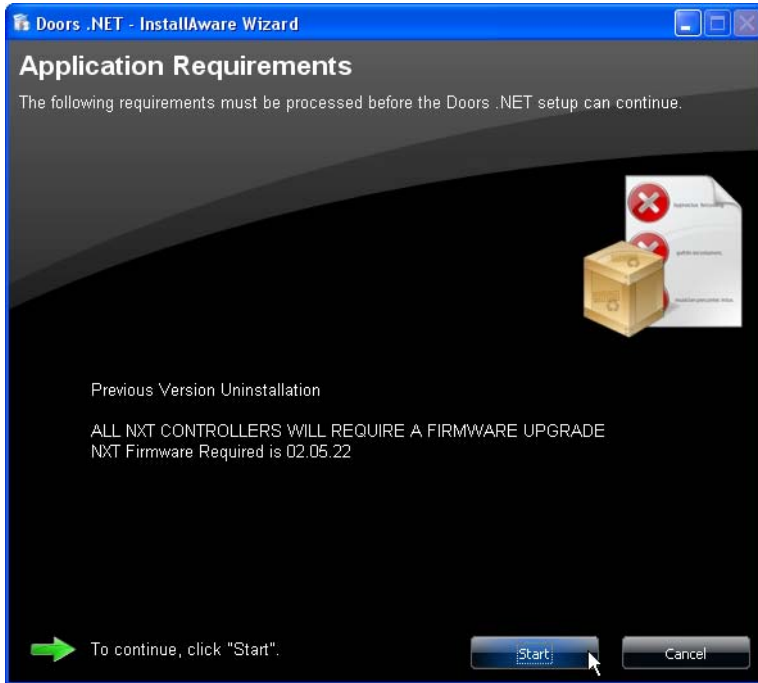
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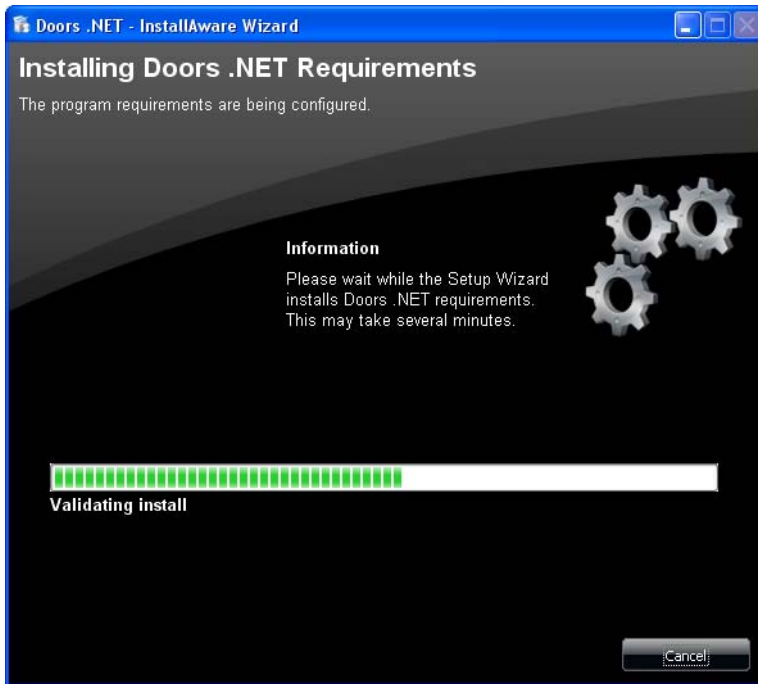
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### 5.0 Software Installation

1. If you are upgrading an existing installation the installer program first reviews the firmware revisions for the hardware in the program database and notifies you of any required firmware updates. Click **START** to begin the software installation. A new installation skips this step.



2. Once started, the installer performs a quick installation file verification and prepares the file set for installation.

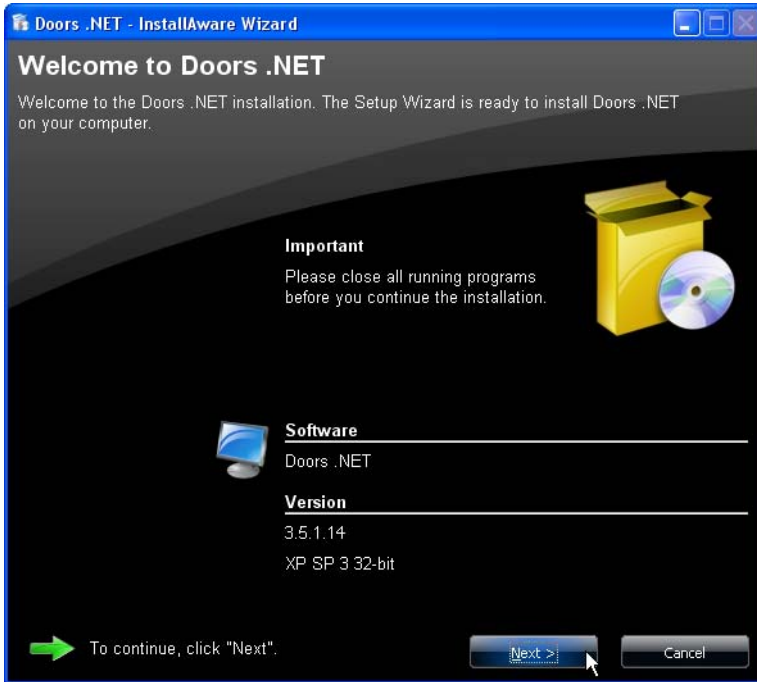


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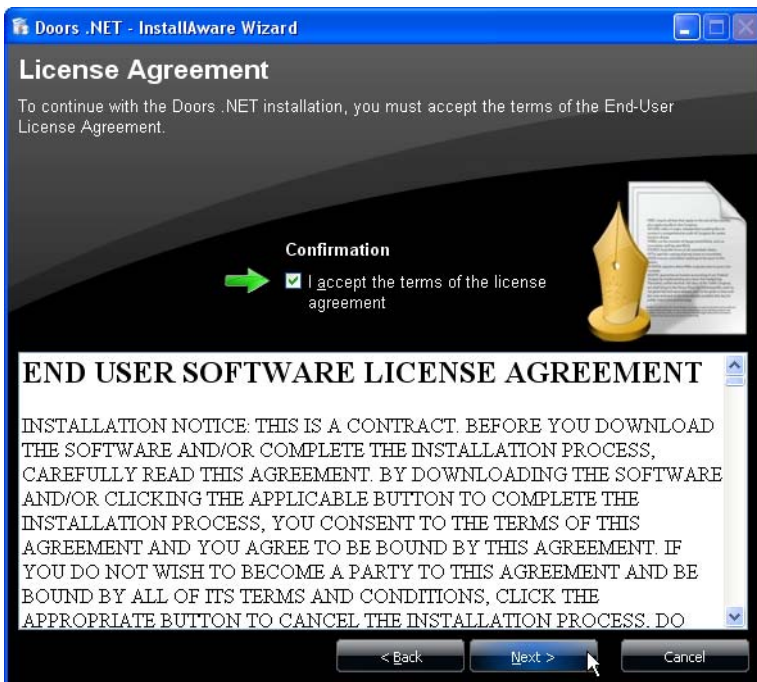
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- The Welcome Window appears when it is ready to begin the installation.



- Review the Version listing to confirm the revision of the software to be installed.
- Click NEXT to continue to the License Agreement.

*NOTE: You must accept the terms of the License Agreement to install this software. Keri recommends reading through the License Agreement in its entirety before accepting the terms.*

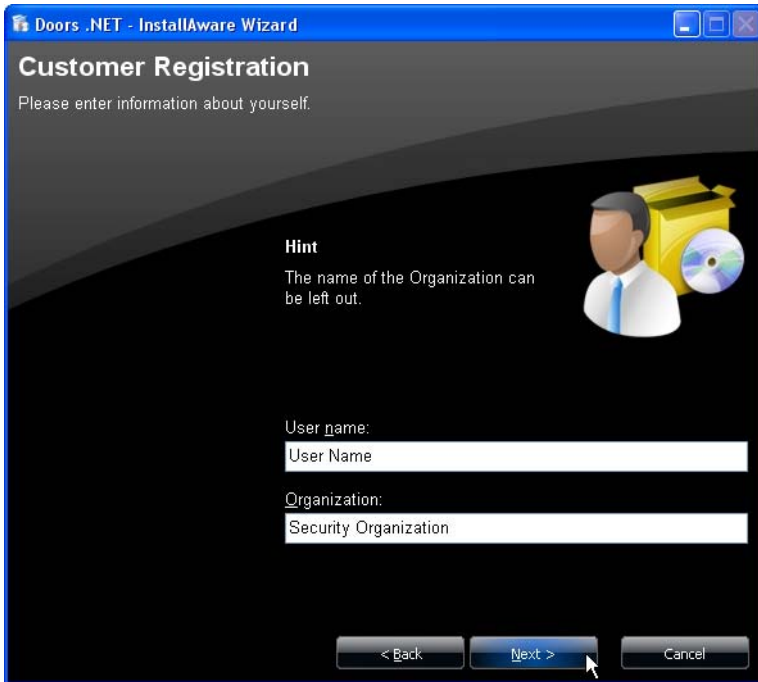


- Click the Check-Box to accept the License Agreement.
- Click NEXT to enter Customer Registration information.

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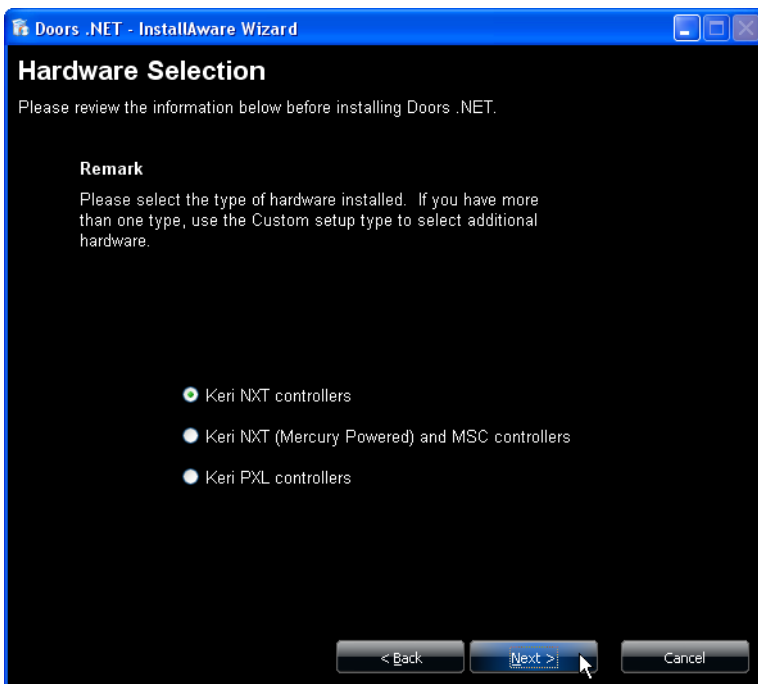
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8. Enter your User Name and (optionally) an Organization Name.
9. Click NEXT for Hardware Selection, identifying the type of controller being used in this installation.

*NOTE: This screen only appears in software versions 3.5.1.14 and greater.*



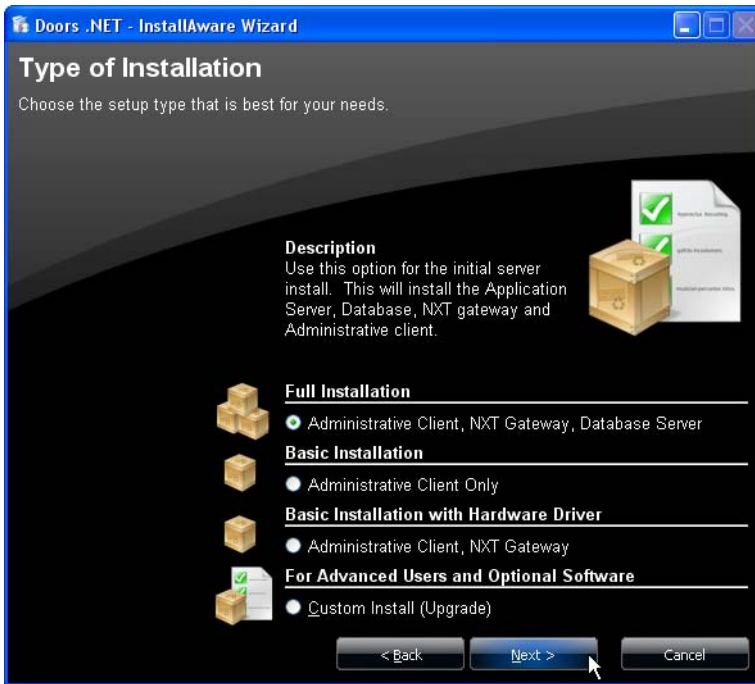
10. Click the Radio Button corresponding to the controller type.
  - Keri NXT for standard NXT controllers.
  - Keri NXT (Mercury Powered) and MSC for either NXT controllers using Mercury firmware or for Mercury hardware controllers.
  - Keri PXL for PXL controllers.

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11. Click NEXT to select your Type of Installation.



12. Click the Radio Button corresponding to your Type of Installation.

- A Full Installation installs all software components for a standard installation onto the PC.
- A Basic Installation installs only the user client onto the computer.
- A Basic Installation with Hardware Driver installs the user client and an NXT gateway onto the computer. Use this option if your user client is on a different subnet than the PC with the full installation.
- A Custom Install allows you to select additional applications to be installed.

This can include optional licensed applications beyond those included in the standard installation package.

13. Click NEXT to verify the installation parameters.

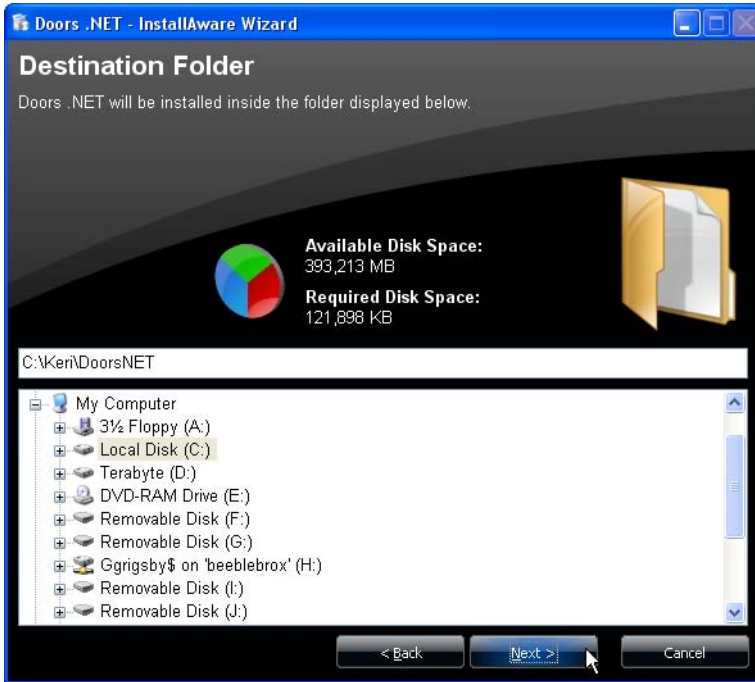


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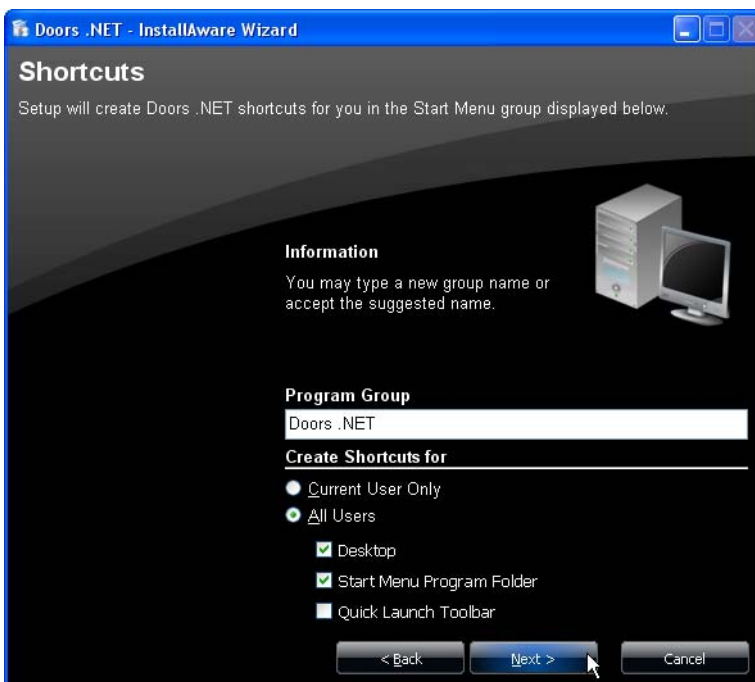
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14. Review this list carefully as it explicitly states what will and will not be installed on your PC.
  - A list of items **to be installed** is displayed in GREEN.
  - A list of items that **will not be installed** is displayed in RED.If this list is not correct, click BACK and review the Type of Installation options.
15. Click the checkbox to confirm the installation parameters are correct.
16. Click NEXT to select the Destination Folder. This is the folder into which the Doors.NET software is installed.



17. The default destination folder is listed in the destination folder field. Keri recommends using this folder for the software installation. If a different destination folder is desired than the default, use the Explorer window to locate the desired folder. Once located, double-click on the folder name to enter the folder name into the destination field.
18. Click NEXT to select the types of program shortcuts to be installed on the computer.

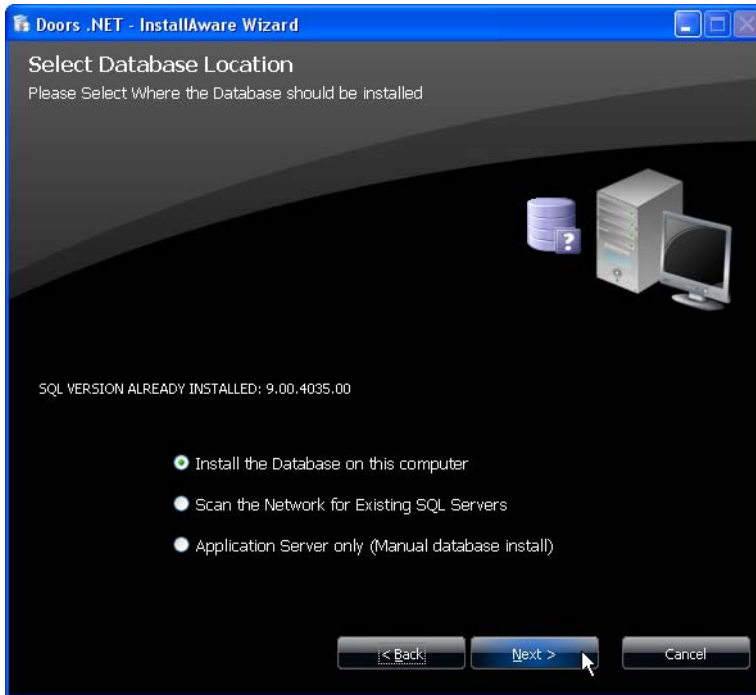


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19. Use the radio buttons to select if software access is to be granted to:
  - Current User Only (the user logged into the PC)
  - All Users of the Computer (any user logged into the PC)
20. Use the checkboxes to select any combination of:
  - Desktop icon
  - Start Menu folder
  - Quick Launch Toolbar
21. Click NEXT to install the Doors.NET database.

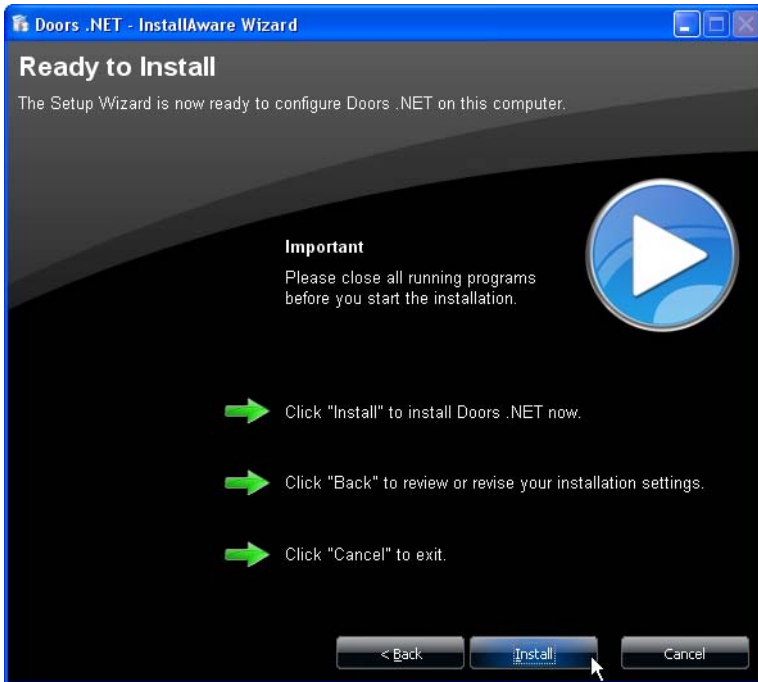


22. The installer lists if it detects an SQL Server is available on the host PC. There are three options based on what the installer finds:
  - Install the Database on this computer - this is the default option. If the Installer detects an existing SQL application, its revision is listed. If there isn't an SQL Server available on the PC, then Microsoft's SQL Server Express® (a free SQL server package) will be installed and then the database will be installed.
  - Scan the Network for Existing SQL Servers - allows the installer to search all accessible network folders for an SQL application and installs the database on that network folder. Using this option requires that the network folder always be available for the PC/Doors.NET program.
  - Install the Application Server only - requires a Manual database installation. This option is recommended only for installers who are very familiar with SQL.
23. Click NEXT to confirm you are ready to install the software.

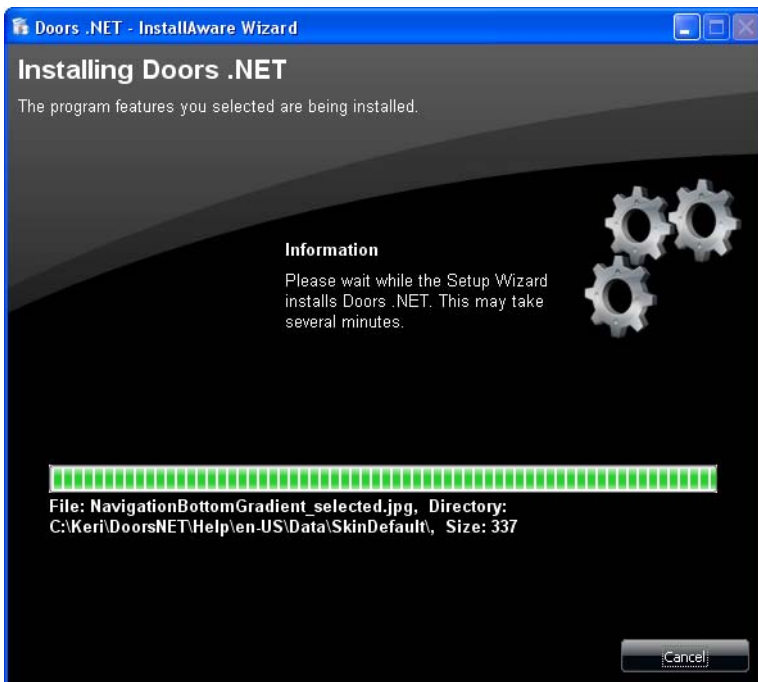
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24. Doors.NET is now ready to install. You have one final opportunity to exit the installation without any files being installed.
  - Click INSTALL to begin installing software.
  - Click BACK to step to a previous screen to verify or change an installation parameter.
  - Click CANCEL to exit without installing the program.
25. A progress bar appears to keep you informed on the installation process. There are several steps during the installation process where there may be a delay of several minutes. Please be patient as the software installs.

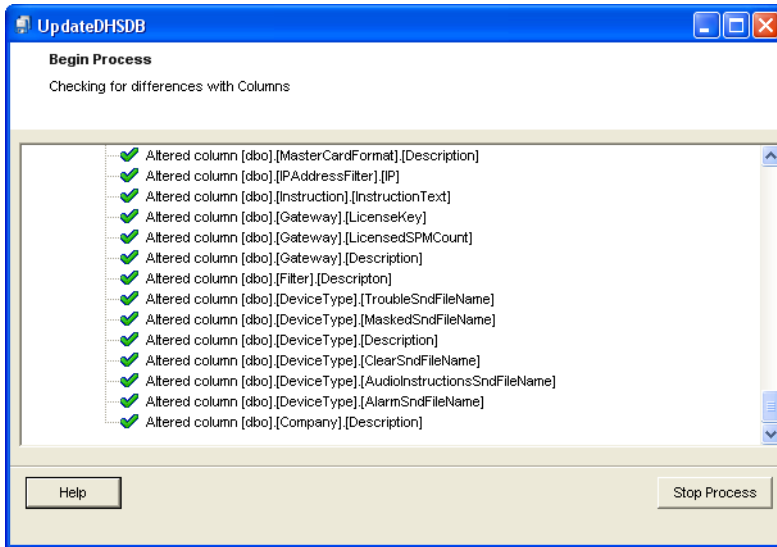


26. If you are upgrading the software from a previous revision the existing system database may need to be upgraded as well. If so, the database upgrade program will automatically run once software installation is complete. A new software installation will not perform this step.

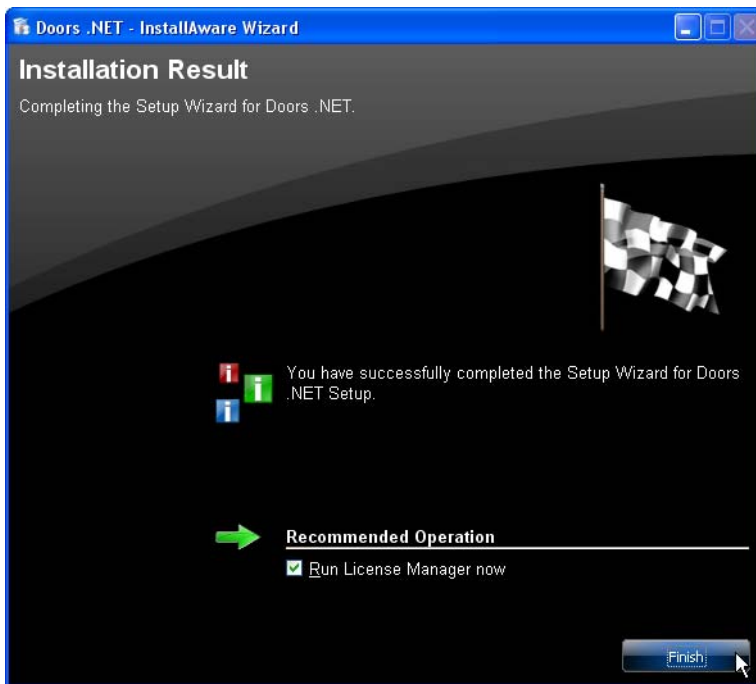
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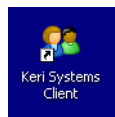
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27. The installation process is complete once the software is installed, and a new database is created or an existing database is upgraded.



28. Click FINISH to close the Installation Window.



29. If you opted for a desktop icon, the  shortcut icon is placed on your desktop.

30. The next step is to run the License Manager (see Section 6.0) and activate your software.

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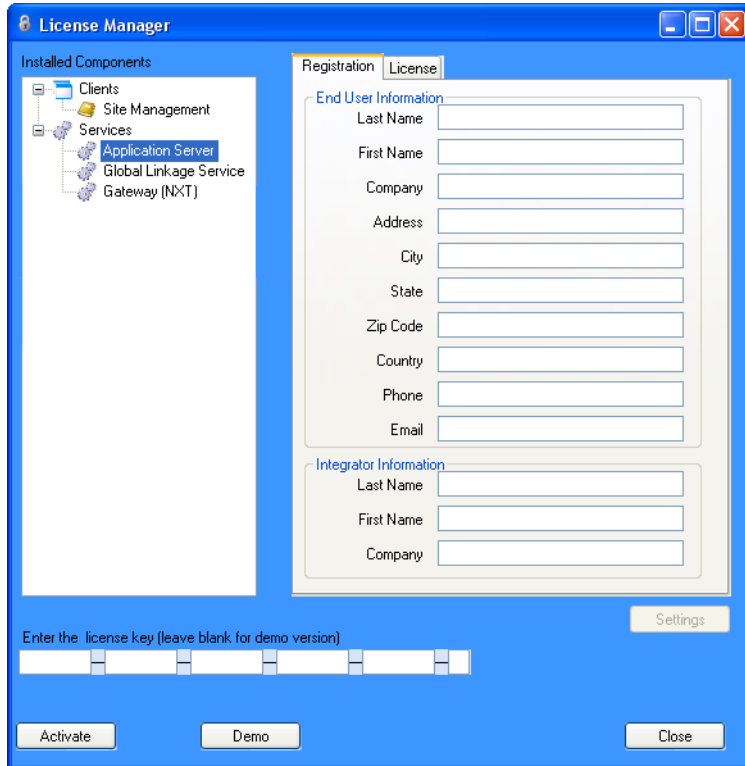
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### 6.0 License Manager

The License Manager registers then activates your Doors.NET software allowing use.

1. Retrieve the License Key from the DVD sleeve or from the product shipping documentation.  
If you do not have a License Key, you have two options:
  - Run the system in Demo mode. This will give you 30 days of limited, basic operation.
  - Contact the Inside Sales department at Keri Systems to be issued a License Key.
2. In the Keri\DoorsNET folder, locate and run the LicenseManager.exe program.
3. The License Manager window appears.

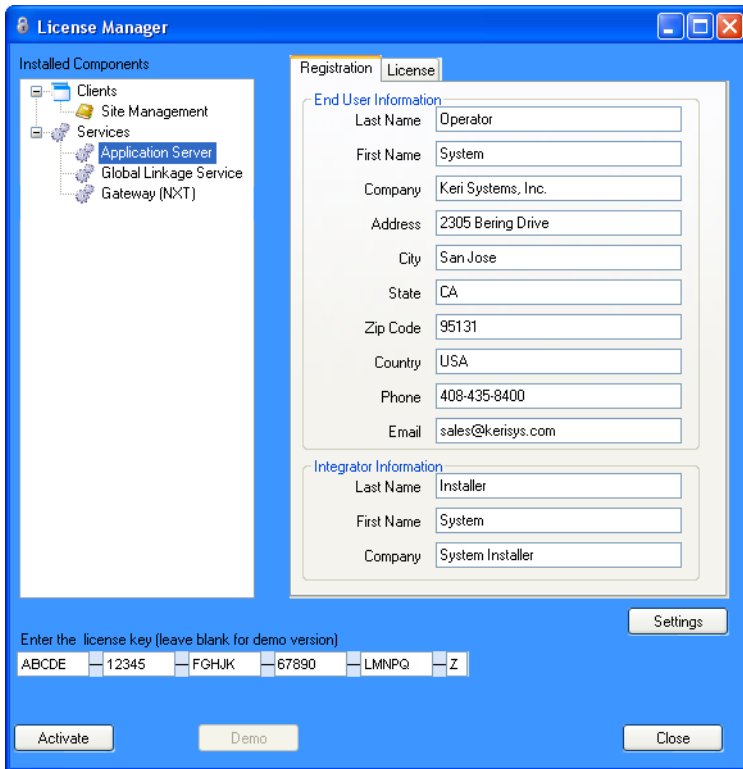


4. Under Installed Components, expand the Services list and click on the Application Server call-out.
5. Under the Registration Tab, please enter your Registration Information.
6. In the License Key field, enter your License Key.

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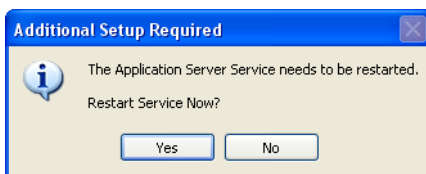
7. Double-check your License Key entry as an incorrect character will invalidate your software installation.



8. Click ACTIVATE.

- If the License Manager **CANNOT** connect to Keri's license server an error message appears. You have the option of either correcting the Internet connection issue and retrying the activation or performing activation via E-mail. Refer to the Activation via E-Mail section below for instructions.
- If the License Manager **CAN** connect to Keri's license server (requires an Internet connection with external access permission) the software license is activated and a "Thank You for Registering" window appears. Click OK to continue.

9. The Application Server Service needs to be restarted so it may receive the activated license information.



10. Click YES to continue.

11. A confirmation window appears when the Application Server service has been restarted.

12. Click OK to acknowledge the restart.

13. Click CLOSE to close the License Manager.

14. The next step is to run the Gateway Wizard (see Section 7.0) to enable communication between software and access control hardware.

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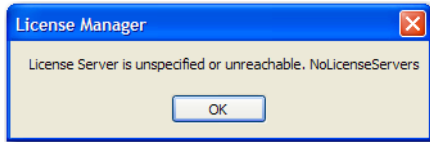
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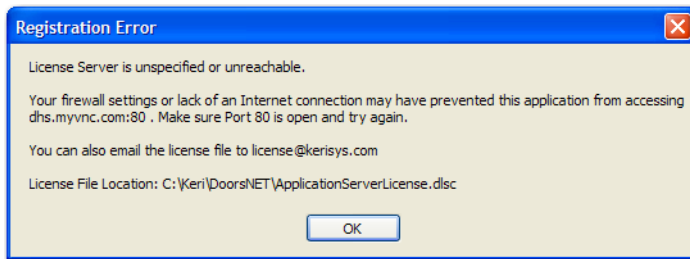
### 6.1 Activation via E-mail

If the License Manager is unable to connect to the License Server it may be due to a firewall or security setting that does not allow access. You may try resolving this connection issue or you can activate your software via e-mail. This is done by e-mailing the original license file to Keri, receiving an updated file, and then overwriting the original with the new. This process typically takes one business day to complete.

1. If the License Manager is unable to connect to the Internet the following window appears.



2. Click OK. The Registration Error window appears with instructions on retrieving and e-mailing the license file.



3. Locate the license file within the Keri folder – C:\Keri\DoorsNET\ApplicationServerLicense.dlsc.
4. E-mail this file to license@kerisys.com.
5. You will receive an updated license file within one business day.
6. Click OK to close the Registration Error window.
7. Click CLOSE to close the License Manager.
8. Overwrite the existing file in the C:\Keri\DoorsNET\ directory with the new file.
9. Reboot your PC to restart the Application Server and activate the new license file.

### 6.2 License Details

Click the License Tab to view information on the features and capacities enabled on your system. Information is given on the following categories:

- Branding - lists the program identity displayed to the user
- Capacities - lists basic program feature capacities
- Optional Services - lists licensed application status (as applicable)
- Options - lists enabled optional features
- Server - lists server activation status
- Supported Hardware - lists the hardware gateways supported by this installation
- User Interface - lists the type of user interface that was installed
- Video Options - lists the enabled video feature set
- Visitor Management - lists optional visitor management status

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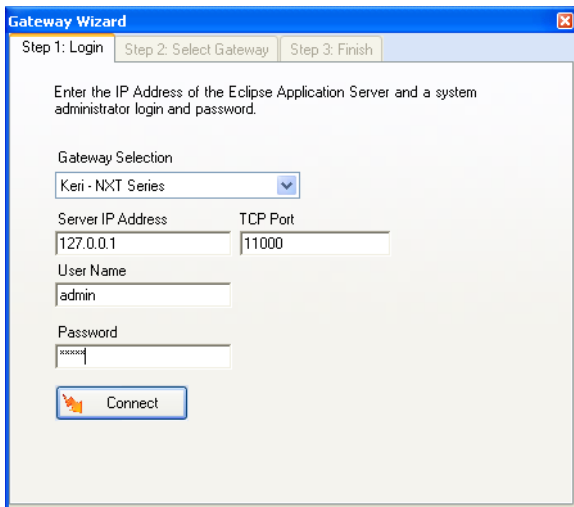
### 7.0 Gateway Wizard

The Gateway Wizard allows system administrators to add a Gateway to the Doors.NET system. The Gateway enables communication between the computer system and the access control hardware.

The Gateway Wizard performs the following tasks:

- Automatically detects and allows you to view any Gateways already installed
- Allows you to add a new Gateway to the system
- Automatically sets the Gateway's world timezone settings to the local computer settings
- Updates the software's database with the Gateway license information

1. In the Keri\DoorsNET folder, locate and run the GatewayWizard.exe program.
2. The following window appears:



3. Under the Gateway Selection pull-down list, select the gateway type that matches your hardware.
  - Keri - NXT Series – for standard Keri NXT hardware
  - Keri - PXL Series – for Keri PXL hardware
  - MSC - SCP Series – for Keri NXT hardware using Mercury firmware
4. The Server IP Address and TCP Port value is automatically entered. This assumes the access control hardware and the host computer on which the software is installed are all on the same network.

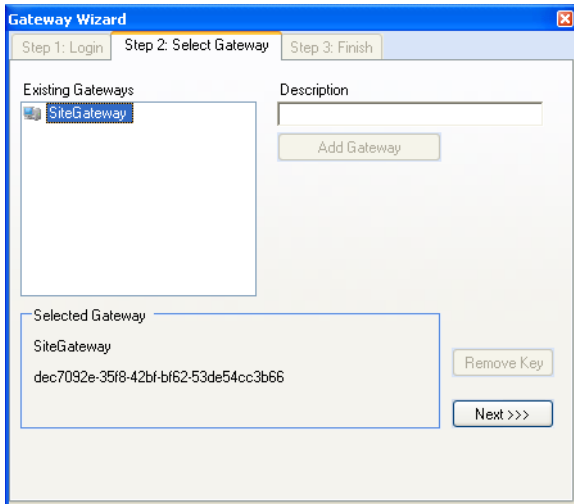
*NOTE: You will need to enter a Server IP Address and TCP Port value if your access control hardware is on a different subnet from the one on which the host computer is connected. Contact your IT department for this information.*

5. Enter the User Name and Password. The default value is “admin” for both of these fields.
6. Click CONNECT to select an existing Gateway or to create a new Gateway.

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### 7.1 View Existing Gateway Information

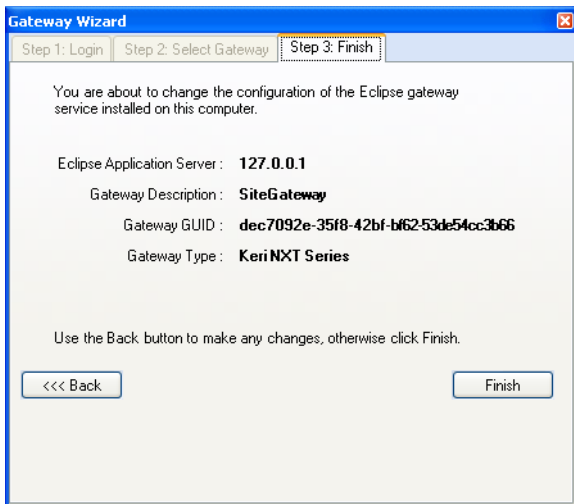
1. A list of existing Gateways is displayed. Click an existing Gateway name to view its GUID value.
2. Click NEXT for a closing summary of Gateway information.

### 7.2 Create a New Gateway

1. Click in the Description field and enter a descriptive name.
2. Click ADD GATEWAY. The new Gateway is added to the Existing Gateways list.
3. Click on the Gateway name to select the new Gateway.
4. Click NEXT for a closing summary of Gateway information.

### 7.3 Start/Restart the Gateway

1. Review the displayed information.

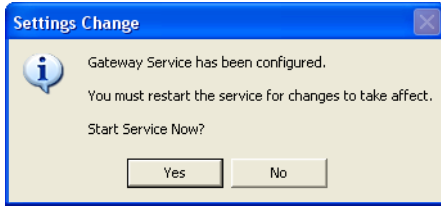


2. If something needs to be corrected, click BACK to return to the Select Gateway window.
3. If everything is correct, click FINISH.
4. Click YES to verify the restart of the Gateway.

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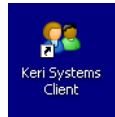
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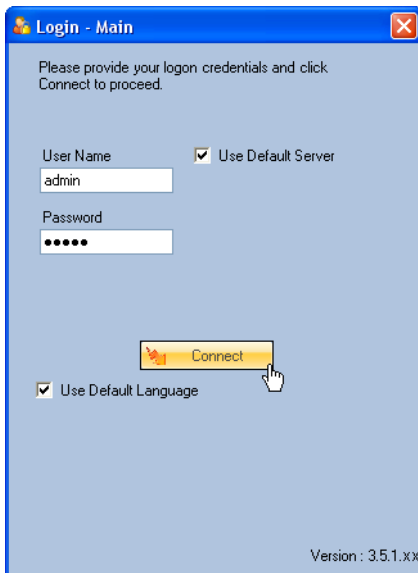


5. A confirmation that the Gateway Service has been started appears. Click OK.
6. Doors.NET is now ready to run.

## 8.0 Start Doors.NET



1. Locate and double-click on the icon. The Login window appears.



2. Enter the User Name and Password (the default is “admin” for both User Name and Password).
3. Click CONNECT and the Doors.NET program opens.
4. Refer to the [Basic System Setup Overview](#) section of the Online Help document for a summary of how to configure Doors.NET and the hardware for standard access control operation.

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### **9.0 Contact Keri Systems**

| <b>Keri USA</b>  | <b>Keri UK, Ireland, Europe</b>  |
|--|--|
| 2305 Bering Drive<br>San Jose, CA 95131  | Unit 17<br>Park Farm Industrial Estate<br>Ermine Street<br>Buntingford<br>Herts SG9 9AZ UK   |
| Telephone: (800) 260-5265<br>(408) 435-8400  | Telephone: + 44 (0) 1763 273 243   |
| Fax: (408) 577-1792  | Fax: + 44 (0) 1763 274 106   |
| Web: <a href="http://www.kerisys.com">www.kerisys.com</a>  | Web: <a href="http://www.kerisystems.co.uk">www.kerisystems.co.uk</a>  |
| E-mail: <a href="mailto:sales@kerisys.com">sales@kerisys.com</a><br><a href="mailto:techsupport@kerisys.com">techsupport@kerisys.com</a> | E-mail: <a href="mailto:sales@kerisystems.co.uk">sales@kerisystems.co.uk</a><br><a href="mailto:tech-support@kerisystems.co.uk">tech-support@kerisystems.co.uk</a> |

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