

Alliance Professional  
Installation Instructions



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**Intended use** Use this product only for the purpose it was designed for; refer to the data sheet and user documentation. For the latest product information, contact your local supplier or visit us online at [www.gesecurity.com](http://www.gesecurity.com).

**Regulatory**





## Preface

This is the *Alliance Professional Installation Instructions* for the Alliance Professional and Alliance Builder software applications.

The Alliance Professional CD-ROM has the software for both Alliance Professional and Alliance Builder.

This document includes an overview of the product and detailed instructions explaining:

- how to install all the software applications required to operate Alliance; and
- how to uninstall and, if need be, reinstall the software applications.

There is also information describing how to contact technical support if you have questions or concerns.

To use this document effectively, you should have the following minimum qualifications:

- a basic knowledge of Microsoft Windows operating system.

Read these instructions and all ancillary documentation entirely before installing or operating this product. The most current versions of this and related documentation may be found on our website. Refer to *Online publication library* on page 8 for instructions on accessing our online publication library.

## Conventions used in this document

The following conventions are used in this document:

<b>Bold</b>	Menu items and buttons.
<i>Italic</i>	Emphasis of an instruction or point; special terms. File names, path names, windows, panes, tabs, fields, variables, and other GUI elements. Titles of books and various documents.
<i>Blue italic</i>	(Electronic version.) Hyperlinks to cross-references, related topics, and URL addresses.
Monospace	Text that displays on the computer screen. Programming or coding sequences.

## Safety terms and symbols

These terms may appear in this manual:



**CAUTION:**

*Cautions* identify conditions or practices that may result in damage to the equipment or other property.

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**WARNING:**

*Warnings* identify conditions or practices that could result in equipment damage or serious personal injury.

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## Product overview

**Alliance Professional** software puts a new generation of security management at your fingertips. Complete with GE's revolutionary **Alliance Builder** tool—which designs, configures, and provides as-built information of your security system—Alliance Professional brings a perfect fit to every commercial application.

- access control
- application templates
- as-built designer
- drag-and-drop design interface
- intrusion detection
- onsite or central station monitoring
- photo-ID badging
- remote diagnostics and service
- report management
- system design wizards
- video surveillance

## Product contents

The Alliance Professional product includes the following:

- a CD-ROM with the following software components:
  - GE Security Alliance Professional
  - GE Security Alliance Builder
  - GE Security WaveReader
  - Microsoft .NET Framework
  - Microsoft SQL Server Desktop Engine (MSDE)
  - DirectX 9
  - Adobe Acrobat Reader 6.0
  - online help
  - PDFs of all the Alliance documentation listed below
- paper copies of the following documentation:
  - Alliance Professional User Manual
  - Alliance Builder User Manual
  - Alliance System Quick Guide
  - the latest Alliance Professional Release Notes, and
  - this document.

## Hardware requirements

The Alliance software application is compatible with most Windows 2000-compliant server-level machines. To run Alliance Professional and Alliance Builder software, your computer must meet these minimum hardware requirements:

- 600 MHz Pentium 3 (or equivalent) CPU
- 256MB RAM
- 200MB hard disk space for all required software
- SVGA monitor, 1024 x 768 resolution, 16-bit high color
- 101 keyboard
- Mouse or trackball device
- Network card
- Video card that supports DX7

## Software requirements

Alliance requires the following applications:

- Microsoft .NET Framework 1.1
- Adobe Acrobat Reader 6.x
- GE Security WaveReader v3.0.56 or later
- Microsoft SQL Server Desktop Engine (MSDE)
- DirectX 9 v4.9.0.904
- GE Security Alliance Builder



## Installing the Alliance software

It is important to remember that Alliance is more than a single software application, and the Alliance install wizard installs several components that run their own install software. As a result, you might need to install or uninstall one or more components before you can complete your installation or uninstall/reinstall task.

If you are installing the Alliance software for the first time on a server, do the following:

1. Insert the Alliance software CD into the computer's CD tray. The InstallShield wizard will start automatically. If the wizard does not start, go to the CD drive in your Windows Explorer and double-click the *setup.exe* file.
2. Alliance requires Adobe Acrobat Reader 6 or later and GE Security's WaveReader v3.0.56 or later. Click **OK** to install.
3. The wizard will install **Microsoft .NET Framework 1.1** software (if it is not already installed). Read the license agreement, check the *I agree* button, and click **Install**. When Microsoft .NET Framework is finished installing, click **OK**.
4. The wizard will install **Acrobat Reader 6**. At the Acrobat install wizard splash screen, click **Next** to begin and click **Next** again at the welcome screen.
5. At the destination folder screen, specify a location to install the Acrobat software or click **Next** to accept the default folder.
6. Click **Install**.
7. When Acrobat Reader is finished installing, click **Finish**.
8. The wizard will install **GE Security WaveReader 3.1**. At the WaveReader install wizard welcome screen, click **Next** to begin.
9. At the customer information screen, enter your name and organization.
10. In the *Install this application for* area, check the appropriate button for group or individual usage of the software, then click **Next**.
11. At the destination folder screen, click **Change** to specify a location to install the WaveReader software or click **Next** to accept the default folder.
12. Review the installation settings. If you are satisfied, click **Install**; otherwise, click **Back** to change settings.

13. When WaveReader is finished installing, click **Finish**. You must restart the computer for WaveReader to operate; however, you can choose to restart the computer later.
14. The install wizard will install **Microsoft SQL Server Desktop Engine** (MSDE). This requires **DirectX 9 v4.9.0.904**. If you do not already have DirectX 9 installed, the wizard will prompt you to install it. Click **Yes**.
15. Read the Microsoft DirectX 9.0 license agreement and click **Yes**.
16. The install wizard will install **Alliance Builder**. Click **Next** to begin.
17. Read the Alliance Builder license agreement and click **Yes**.
18. At the customer information screen, enter your name and organization.
19. In the *Install this application for* area, check the appropriate button for group or individual usage of the software, then click **Next**.
20. If you are satisfied with the installation settings, click **Next**; otherwise, click **Back** to change settings.
21. When Alliance Builder is finished installing, click **Finish**.

## Uninstalling/reinstalling the software

Because the Alliance Builder install wizard installs several components that run their own install software, you cannot remove Alliance Builder by itself for a successful uninstall or reinstall. The *Add or Remove Programs* list will contain several entries, not just one for Alliance Builder, and you must remove them individually.

To uninstall the software, do the following:

1. Go to the Control Panel.
2. Click the *Add or Remove Programs* icon.
3. In the *Add or Remove Programs* window, remove the following:
  - *Alliance Professional*
  - *Microsoft SQL Server Desktop Engine (GESECURITY)*
  - *Alliance Builder*
4. In Windows Explorer, navigate to the SQL Server directory (typically in *C:\Program Files\Microsoft SQL Server*). Delete the *MSSQL\$GESECURITY* folder.



**CAUTION:** It is important to delete the SQL Server folder. If you attempt to reinstall Alliance Builder while this folder is still defined, the reinstall process is guaranteed to **fail**.

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5. Reboot the computer. Once rebooted, the computer will successfully accept an Alliance reinstall, if necessary.

## Reinstalling the software

Do not reinstall the Alliance software until you have successfully completed all steps in [Uninstalling/reinstalling the software](#). Once the uninstall process is done, you can reinstall the software by repeating the steps in [Installing the Alliance software](#) on page 5.

## Contacting technical support

For assistance installing, operating, maintaining, and troubleshooting this product, refer to this document and any other documentation provided. If you still have questions, you may contact technical support during normal business hours (Monday through Friday, excluding holidays, between 6 a.m. and 5 p.m. Pacific Time).

Table 1. Sales and support contact information

	Sales	Technical support
Phone	Toll-free: 888.GESECURity (888.437.3287 in the US, including Alaska and Hawaii; Puerto Rico; Canada). Outside the toll-free area: 503.885.5700.	
E-mail	info@gesecurity.com	generaltech@ge.com
Fax	800.483.2495	541.752.9096 (available 24 hours a day)

**Note:** Be ready at the equipment before calling for technical support.

## Online publication library

Another great resource for assistance with your GE product is our online publication library, available to all of our customers. To access the library, go to our website at the following location:

<http://www.gesecurity.com>

In the **Tools** area at the top, click the *Publication Library* link. After you register and log on, you may search through our online library for the documentation you need.<sup>1</sup>

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1. Many GE documents are provided as PDFs (portable document format). To read these documents, you will need Adobe Acrobat Reader, which can be downloaded free from Adobe's website at [www.adobe.com](http://www.adobe.com).