

Alliance 8300

EZ Edition 1.0

Professional Edition 1.0

# Installation Manual



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## Preface

This is the GE *Alliance 8300 Installation Manual*. This document includes an overview of the product and detailed instructions explaining how to set up, install, and configure an Alliance 8300 system using a server and clients. 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.

**Note:** A qualified service person, complying with all applicable codes, should perform all required hardware installation.

## 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.



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



# Chapter 1 Introduction

This chapter provides an overview of your Alliance 8300, including minimum hardware/software requirements and steps you need to perform before you begin installing, configuring, and using your Alliance 8300.

In this chapter:

<i>Product overview</i> .....	2
<i>Before you begin</i> .....	5

## Product overview

This manual provides information for integration technicians to install and set up an Alliance 8300 system using a server and clients. This manual provides sufficient information to install Alliance 8300 and to check that the installation was successful, for a user with the network permissions of administrator.

This manual does not describe how to plan and structure an entire security and access control system, such as shown in *Figure 1* on page 3 as *Control panels*.

## Product contents

Alliance 8300 Professional Edition consists of a number of elements working together. Most obvious of these elements is the user interface, the Alliance 8300 work space (also called the **Alliance 8300** client application).

In addition to the user interface, there are several other parts to Alliance 8300, some of which are not so obvious, such as the Alliance 8300 services.

A service can start automatically when the computer starts and remains running in the background, regardless of whether a user is logged on. It is important to realize that logging off of Alliance 8300 and closing the **Alliance 8300** client application does not stop the services. For more information about services, see *Configuring services* on page 44.

## Hardware requirements

There are hardware requirements for both the server computer and client computers.

*Table 1* lists our minimum hardware requirements for server and client computers.

Table 1. Hardware requirements for server and client computers

Server	Client
1.8 MHz Pentium 4 CPU (or equivalent)	1.2 GHz Pentium 4 CPU (or equivalent)
512MB RAM	256MB RAM
SVGA monitor, 1024 x 768 resolution, 16-bit high color	SVGA monitor, 1024 x 768 resolution, 16-bit high color
101 keyboard	101 keyboard
Mouse or trackball device	Mouse or trackball device
Network card	Network card
40GB hard disk space	5GB hard disk space free after installation (for diagnostic files).
	An approved image capture card is required if using imaging and a video camera (as the image source).

Hard disk usage will vary depending on your system environment. If you partition your hard drive, verify that sufficient space remains in your system drive for program files to load properly. Depending on the use of archiving and diagnostic monitoring, you may need to reserve 20GB of space for use by Alliance 8300 (archiving can create very large temp files).

**Note:** If you are using the digital video surveillance option, you will need to increase the processor speed and memory to maintain performance for your system.

We also recommend the following hardware items:

- Tape drive.
- Digi® serial port expander, or equivalent to provide additional ports if using Alliance panels and/or CCTV devices.
- Approved modems if using dial-up control panels.

**Note:** Please refer to the GE website for details of approved hardware.

## Software requirements

There are software requirements for both the server computer and clients computers.

*Table 2* lists our minimum software requirements for server and client computers. These software components are not part of the Alliance 8300 installation.

*Table 2. Software requirements for server and client computers*

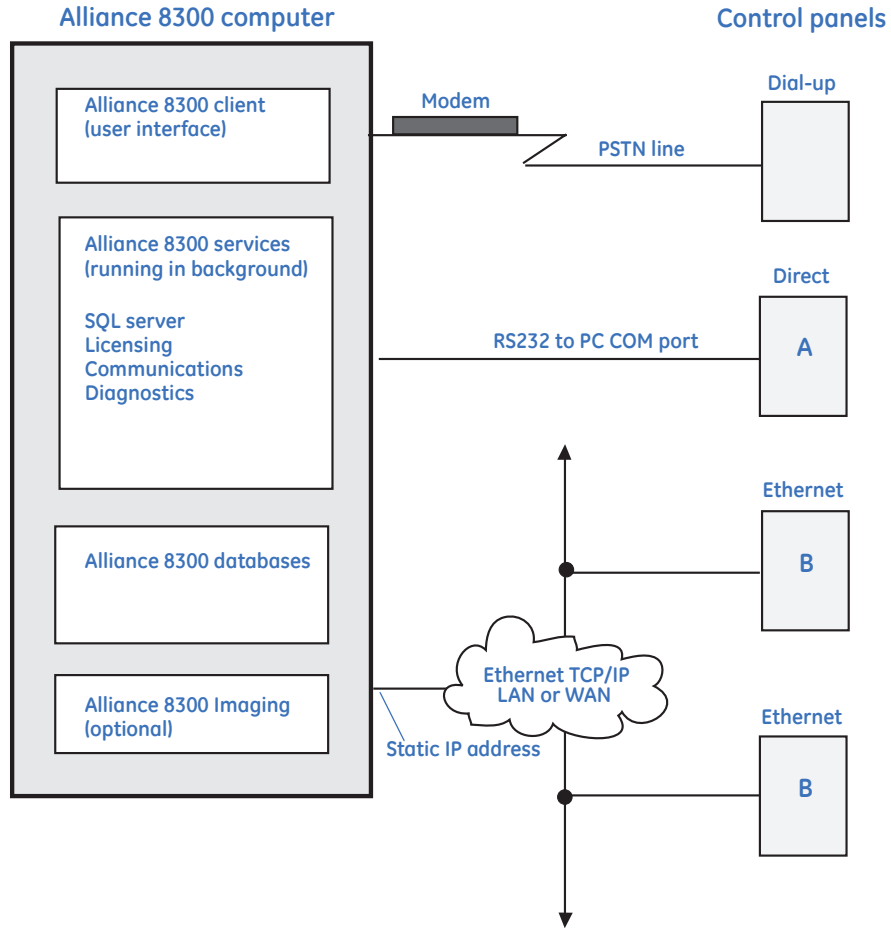
Server	Client
<b>Operating systems (any one of the following)</b>	
Microsoft Windows 2000 Professional	Microsoft Windows 2000 Professional
Microsoft 2003 Server	Microsoft 2003 Server
Microsoft Windows XP Professional (SP1 or SP2)	Microsoft Windows XP Professional
Microsoft Windows 2000 Server	--
<b>Other software requirements</b>	
Microsoft SQL Server 2000 Desktop Engine (MSDE)	--

## Before you begin

Consider the following issues before installing Alliance 8300:

- If you are installing Alliance 8300 on a computer that is attached to a network, it is essential to involve the network administrator. Let the network administrator know that you are installing a Windows Client/Server application that will require the use of the network using TCP/IP. Provide this document to the network administrator for review prior to installation. Corporate networks frequently use security provisions that safeguard the network, but may interfere with successful installation or operation of Alliance 8300 if handled improperly.
- You need to know the rules (if any) for creating network-compatible passwords because you need to create a network-compatible password when installing Alliance 8300.
- Alliance 8300 server requires a minimum of 512 MB RAM (Alliance 8300 client requires 256 MB RAM)
- You must register the Alliance 8300 software license before using outside of demonstration mode.
- Optional CCTV interfaces are available. You can automatically control supported CCTV cameras based on alarm events within Alliance 8300. For details, refer to the *Alliance 8300 Online Help* or the *Alliance 8300 CCTV Interface Operator's Guide*.
- *Figure 1* on page 6 illustrates the relationship between the Alliance 8300 system and the security system control panels.
- *Figure 2* on page 7 illustrates the relationship between an Alliance 8300 server and remote Alliance 8300 clients.

Figure 1. Alliance 8300 connections to security control panels



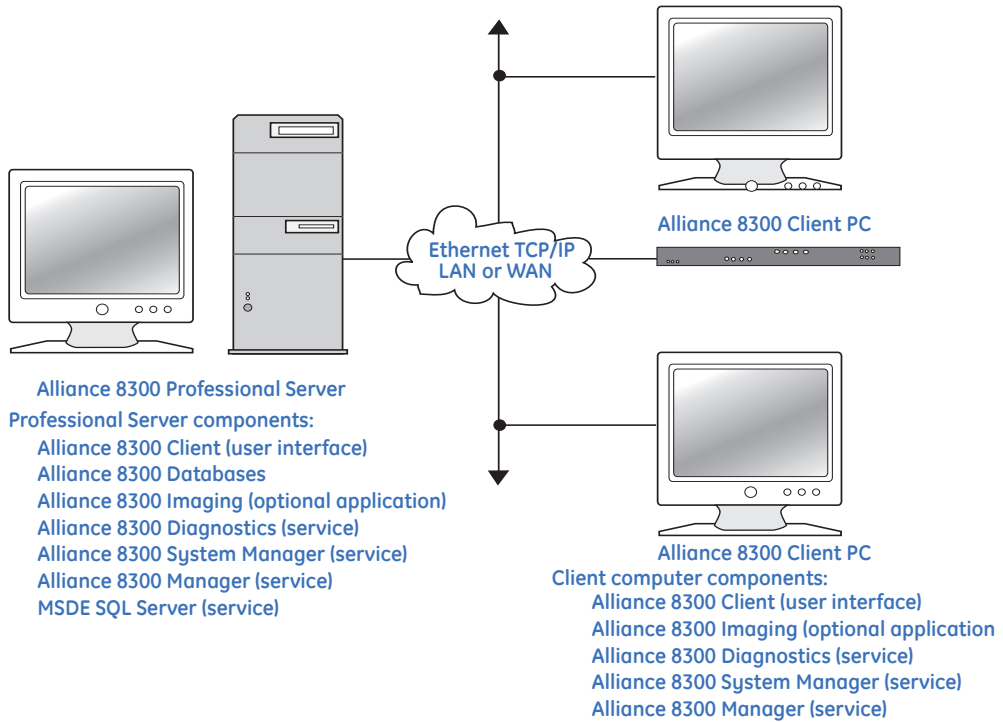
Legend  
A = Control panel fitted with Computer-Printer Interface  
B = Control panel fitted with Computer-Printer Interface and Universal Interface

For detailed connection options, refer to the *Alliance 8300 User Manual*.



Figure 2 illustrates the relationship between an Alliance 8300 Professional server and remote Alliance 8300 clients.

Figure 2. Alliance 8300 Professional with two remote clients



## Tasks to be performed

Table 1 describes the overall process of setting up an Alliance 8300 server.

Table 3. Preparing to use Alliance 8300 Professional on a Server Computer

Task		Reference
1.	Check minimum hardware and software requirements.	<a href="#">Server computer setup</a> on page 12
2.	Set up the monitor.	<a href="#">Setting up your monitor</a> on page 12
3.	Install Alliance 8300 software, part 1	<a href="#">Installation part 1</a> on page 13
4.	Install Alliance 8300 Software, part 2 — database	<a href="#">Installation part 2 (server only)</a> on page 23
5.	Verify MSDE is running.	<a href="#">Verify MSDE operation</a> on page 29
6.	Set up MSDE Services.	<a href="#">SQL Server and SQL Server Agent</a> on page 30
7.	Create the Alliance 8300 database.	<a href="#">Installation part 2 (server only)</a> on page 23
8.	Register the Alliance 8300 license.	<a href="#">Registering Alliance 8300 server</a> on page 34
9.	Configure Alliance 8300 services.	<a href="#">Configuring services</a> on page 38
10.	Verify that services are running.	<a href="#">Stopping services manually</a> on page 40
11.	OPTIONAL: If imaging will be used anywhere on the Alliance 8300 system, install imaging software.	<a href="#">Installing imaging</a> on page 42
12.	If applicable, program imaging logins.	<a href="#">Set registry permissions for imaging</a> on page 43
13.	OPTIONAL: Install Microsoft Access 2002.	<a href="#">Installing Microsoft Access</a> on page 43
14.	OPTIONAL: Program modems.	<a href="#">Setting up dial-up modems</a> on page 43
15.	OPTIONAL: Program serial port expander.	<a href="#">Adding serial ports</a> on page 44
16.	OPTIONAL: If purchased, install and program the CCTV software and hardware.	Refer to the <i>Alliance 8300 CCTV Interface Guide</i> .
17.	OPTIONAL: Install and program printers.	<a href="#">Appendix B, Installing printers</a>
18.	OPTIONAL: Install a tape drive.	Refer to the tape drive instructions.

Table 4 describes the overall process of setting up a client computer after setting up the server computer and adding the client computers to Alliance 8300 (see [Adding Alliance 8300 clients](#) on page 46 for details).

Table 4. Preparing to use Alliance 8300 Professional on a Client Computer

Task		Reference
1.	Check minimum hardware and software requirements.eyw	<a href="#">Client computer setup</a> on page 50
2.	Set up the monitor.	<a href="#">Setting up your monitor</a> on page 12
3.	Install Alliance 8300 software, part 1	<a href="#">Installation part 1</a> on page 13
4.	Register the Alliance 8300 license.	<a href="#">Registering Alliance 8300 clients</a> on page 54
5.	Configure Alliance 8300 services.	<a href="#">Configuring services</a> on page 38
6.	Verify that services are running.	<a href="#">Stopping services manually</a> on page 40
7.	OPTIONAL: Install imaging software.	<a href="#">Installing imaging</a> on page 42
8.	If applicable, program imaging logins.	<a href="#">Set registry permissions for imaging</a> on page 43
9.	OPTIONAL: Add serial ports	<a href="#">Adding serial ports</a> on page 44
10.	OPTIONAL: Program modems.	<a href="#">Setting up dial-up modems</a> on page 43
11.	OPTIONAL: If purchased, install and program the CCTV software and hardware.	Refer to the <i>Alliance 8300 CCTV Interface Guide</i> .

## References and related documentation

For more information, refer to the following:

### *Alliance 8300 Online Help System*

Provides reference information, such as screen and field descriptions, along with instructions for system administrator duties, such as configuring Alliance panels.

### *Alliance 8300 User Manual*

Provides information for both the system administrator and the operator to program, configure, and use the Alliance 8300 system.

### *Alliance 8300 Imaging User's Guide*

Provides instructions for users of the optional imaging package.

### *Alliance 8300 CCTV Operator's Guide*

Provides interface instructions for CCTV equipment.

### *Alliance 8300 API Manual*

Alliance 8300 API (application programming interface) provides the ability to import data from external applications such as a human resource management system.

### *Alliance 8700 Installation Guide*

Installation instructions for the Alliance 8700 Smart Card Programmer application.

# Chapter 2    Preparing the server computer

This chapter provides important information on setting up a Windows computer for Alliance 8300 Professional Edition. We recommend you read these sections carefully before you begin the installation. Perform the steps in the order they appear.

This chapter describes how to prepare the server computer to run Alliance 8300 as both server and client applications, as well as running the optional imaging application.

In this chapter:

<i>Server computer setup</i> .....	12
<i>Installing Alliance 8300</i> .....	13
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<i>Adding Alliance 8300 clients</i> .....	46

## Server computer setup

Refer to [Hardware requirements](#) on page 3 for the minimum hardware requirements and [Software requirements](#) on page 4 for the minimum software requirements for an Alliance 8300 client computer.

**Note:** Before installing Alliance 8300, the installer must create an instance of SQL Server 2000 named SPSQL (where the database user sa has the password master). Refer to [Setting up SQL Server 2000 \(optional\)](#) on page 31.

## Setting up your monitor

The required monitor settings for Alliance 8300 are:

- The minimum monitor resolution is 800 by 600.
- For Windows 2000, font size set to Small Fonts (96 dpi).
- For Windows XP, font size set to Normal Size (96 dpi).
- If using imaging, the minimum color resolution is High Color (16-bit).

To access the display settings, do the following:

1. Right-click the desktop.
2. Select **Properties** from the menu.
3. Click the **Settings** tab in the **Display Properties** window.
4. Change the **Screen Area** to at least 800 x 600, 1024 x 768 pixels is recommended.
5. If using imaging, select **High Color (16-bit)** or higher.
6. Click **Apply**.
7. Click **OK**.
8. Click the **Advanced...** button and then click the **General** tab.
9. Select the font size:
  - For Windows 2000, select **Small Fonts (96 dpi)**.
  - For Windows XP select **Normal Size (96 dpi)**.
10. Click **Apply**.
11. Click **OK**.

## Installing Alliance 8300

The procedure for installing Alliance 8300 on a server computer is listed in *Table 3* on page 8. When installing Alliance 8300 on the server, always log on as *Administrator* to the local computer and use the same login name and password for the entire installation process on all computers. Make sure to reboot whenever indicated during the installation process. The instruction to *log on as Administrator* means that you must log on as a user with administrative rights.

After installation on the server, Alliance 8300 will operate only in demo mode unless Alliance 8300 has been previously installed on the computer (see *Demonstration mode* on page 26).

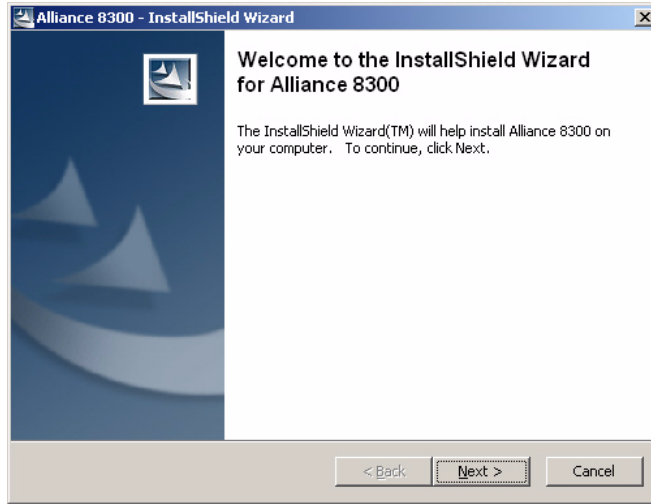
For the **initial** installation of Alliance 8300 on a server computer for evaluation purposes, registration may be deferred, in which case Alliance 8300 may be used in a time-limited demonstration mode. Alliance 8300 must be registered in order to operate outside of demo mode and to connect with Alliance 8300 clients.

### Installation part 1

This section describes the installation process in detail for both server and client versions of Alliance 8300.

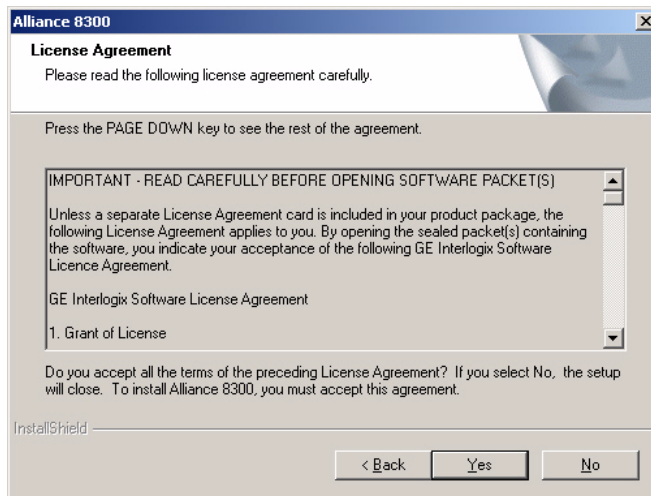
Steps that apply only to a server or a client are indicated as such. Run **setup.exe** from the Alliance 8300 installation CD. When the welcome screen displays, click **Next** to continue (*Figure 3*). The installation program extracts the Alliance 8300 files to your computer.

Figure 3. Welcome screen



12. The GE Software License Agreement displays (*Figure 4*). **Read the License Agreement** and click **Yes** to indicate your agreement. Alternatively, click **No** to exit.

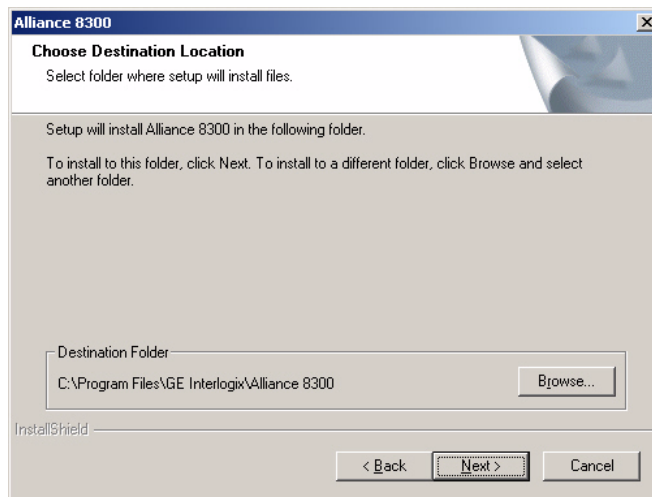
Figure 4. License agreement





13. The installation program suggests a destination folder for the Alliance 8300 files (*Figure 5*). Click **Next** to select the default folder. Alternatively, click **Browse** to specify another location.

Figure 5. Destination folder

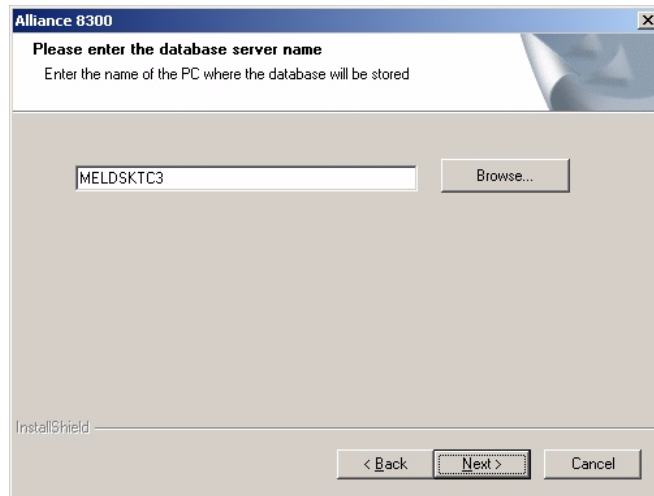


**Server only** — the location that you specify for the Alliance 8300 files must have at least 20 GB of free space in reserve (after installing Alliance 8300).

14. The installation program requests the name of the server computer (the location of the Alliance 8300 databases) and displays the current computer name.

**Server only** — Ensure that the displayed computer name is the **Alliance 8300 server computer** then click **Next**.

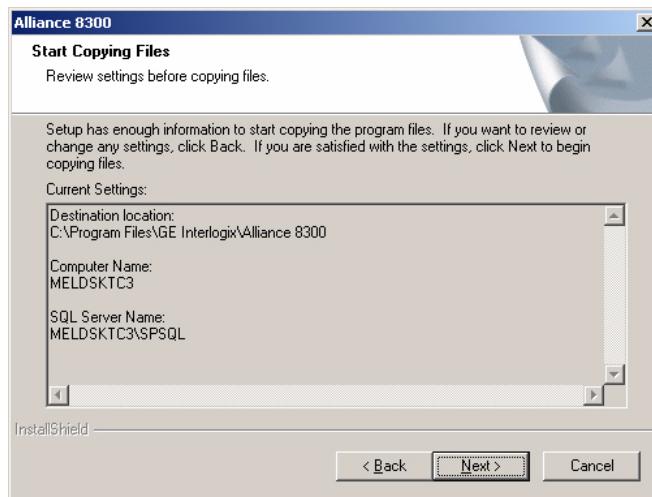
Figure 6. Computer name.



**Client only** — click the **Browse** button to find the Alliance 8300 server. Select the server computer and then click **Next**. Click **Next** again to proceed to the next step in the installation.

15. Review the details displayed on the screen (*Figure 7*). If OK, click **Next** to copy files. Alternatively, click **Back** to change details on a previous screen.

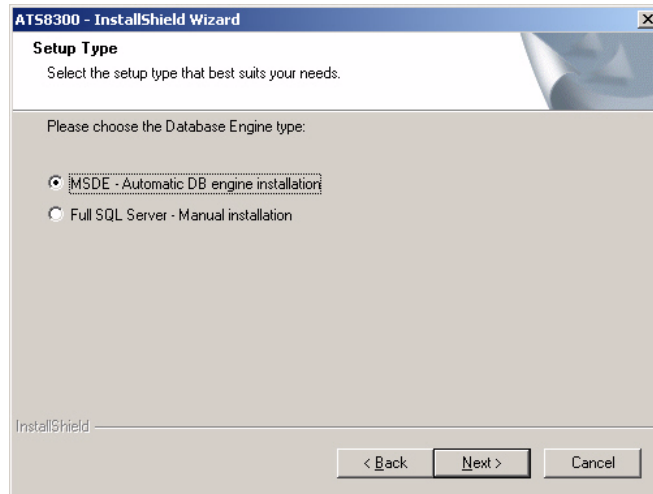
Figure 7. Review the screen



16. The installation program copies files and displays a progress bar.

17. **Server only** — the installation program displays the Setup Type window. Select **MSDE** (*Figure 8*) then click **Next** to continue.

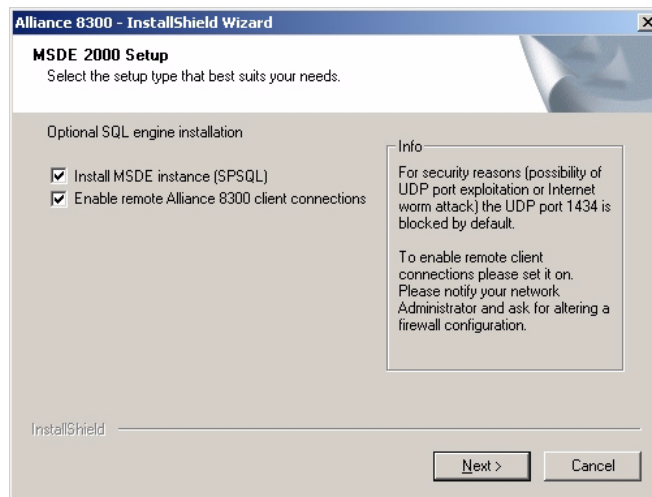
Figure 8. Select MSDE



**Note:** If you need to use Full SQL Server, you must have already created an instance of SQL Server 2000 named *SPSQL* (where the database user *sa* has the password *master*) **prior to** installing Alliance 8300. Refer to Setting up SQL Server 2000 (optional) on page 31. If you have not yet done this, you cannot proceed with the installation.

18. **Server only** — the installation program displays the MSDE 2000 Setup window (Figure 9). Make the required selections (typically both options) and then click **Next** to continue.

Figure 9. Option selection



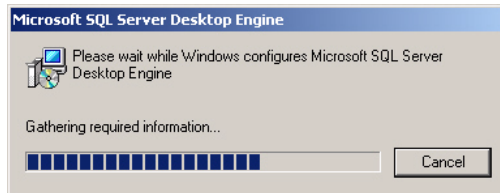
The selections you make in the MSDE 2000 Setup window depend on the type of installation you require:

- The *Install MSDE instance* option is selected by default to install MSDE. If you clear this selection, you will need to install MSDE or Microsoft SQL Server 2000 (Service Pack 3a or later) separately (this is an advanced user option, and may require assistance by GE technical staff).
- The *Enable remote client connections* option is cleared by default in order to prohibit remote connections as a security precaution. Select this option to enable remote Alliance 8300 client computers to connect with the Alliance 8300 server.

**Note:** If you do not select *Enable remote client connections*, Alliance 8300 client computers will not be able to connect to the Alliance 8300 server.

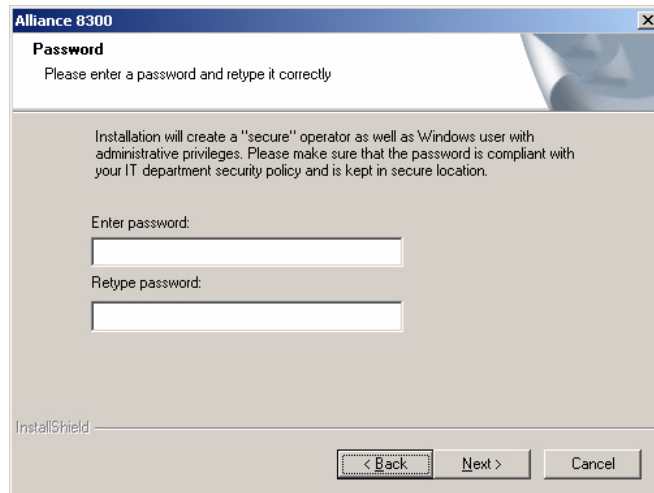
19. Windows configures MSDE (*Figure 10*).

Figure 10. MSDE configuration



20. The installation program continues the installation, returning to the window displayed in Figure 16 on page 17 (the progress bar indicates completion).
21. The installation program creates a default Windows user named *secure* and a default Alliance 8300 operator named *secure*. The Windows user *secure* requires a password that complies with your IT department's security policy (e.g. for password length). Enter a password, retype the password then click **Next** (*Figure 11*).

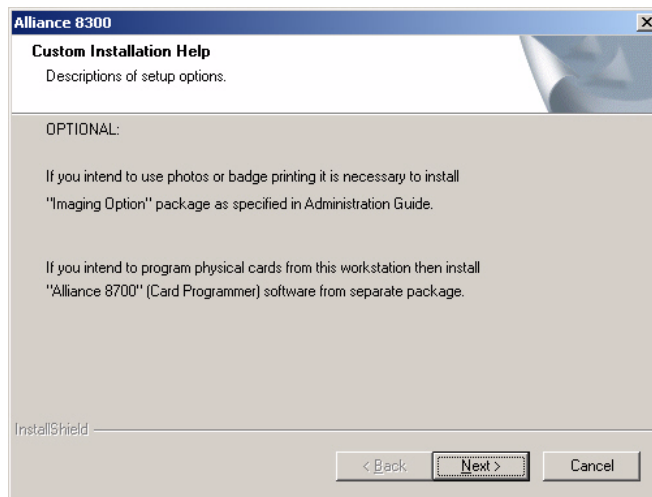
Figure 11. Password



**Note:** You must use this password to initially log on to Alliance 8300. You must also use the identical password when installing Alliance 8300 clients.

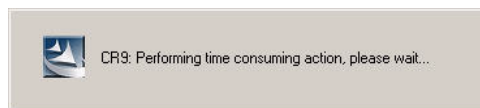
22. When finished, the installation program displays a message listing the optional modules *Imaging* and *Alliance 8700 Card Programmer* (Figure 12). These applications are installed separately. Click **Next** to close the window.

Figure 12. Optional modules



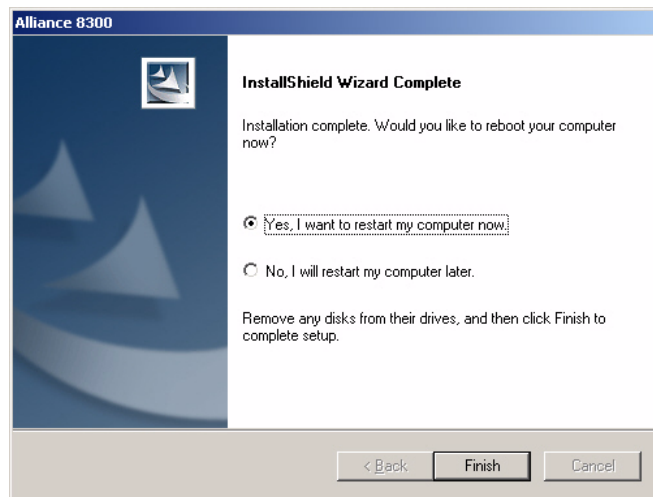
23. The installation program installs Crystal Reports (Figure 13).

Figure 13. Crystal reports



24. The installation program displays the restart dialogue (*Figure 14*). Click **Yes** to reboot the computer. If you select **No**, the installation program displays a reminder message.

Figure 14. Restart dialog



25. After rebooting, log onto Windows again as **Administrator** to resume the installation process.

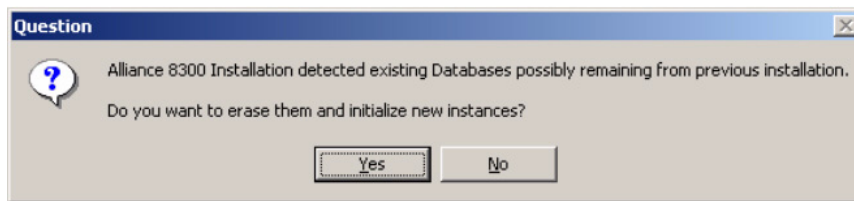


## Installation part 2 (server only)

To install the database for the Alliance 8300 server only, do the following:

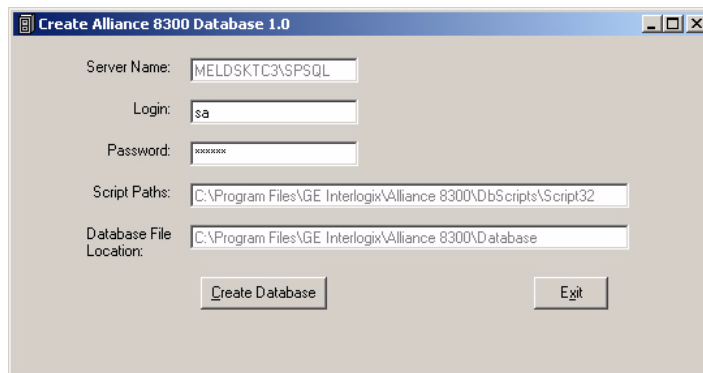
1. Upon restarting the server computer, the **Create Alliance 8300 Database** application starts automatically. If Alliance detects any existing databases, you will be asked whether you want to erase them and reinitialize (*Figure 15*).

Figure 15. Reinitialize existing databases confirmation



2. Ensure that the Login is *sa* and the Password is *master* (the password displays as *\*\*\*\*\**). Click **Create Database** to continue (*Figure 16*).

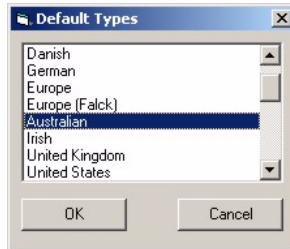
Figure 16. Login and password



**Note:** The default passwords listed in this manual are intended for use only during the installation process. In the interest of security, it is advisable to change passwords as soon as practicable. Consult with the network administrator about this.

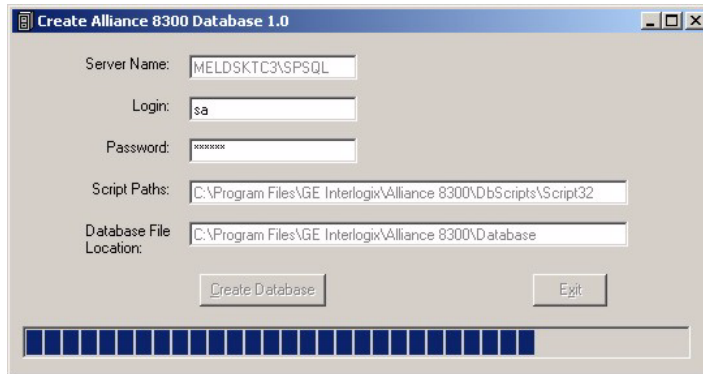
3. *Create Alliance 8300 Database* displays a list of available default types. Each default type corresponds to a set of default hardware settings to provide for regional differences between control panels. Select the types that you require (or may require in future) and then click **OK** to continue (*Figure 17*). If unsure, select all types.

Figure 17. Default types



4. *Create Alliance 8300 Database* creates the Alliance 8300 databases and defaults (*Figure 18*). This will take several minutes and progress may appear to stop. Please be patient.

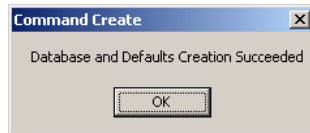
Figure 18. Database creation progress



5. *Create Alliance 8300 Database* displays a confirmation message (*Figure 19*). Click **OK** to continue.

---

Figure 19. Confirmation message



6. *Create Alliance 8300 Database* returns to the window displayed in Step 4 (with the **Exit** button enabled). Click **Exit** to close the window.

## Demonstration mode

For the **initial** installation of Alliance 8300 on a server computer for evaluation purposes, registration may be deferred, in which case Alliance 8300 may be used in a time-limited demonstration mode.

In demonstration mode, the following conditions apply:

- *Demo Mode* is displayed in the Alliance 8300 title bar.
- Imaging is not available.
- Remote connections to Alliance 8300 client computers are not available.
- There is a one-hour session time limit.
- Support for four Kalatel DVMRes.
- 200 person records.

See [Registering Alliance 8300 server](#) on page 34 for details about using Alliance 8300 outside of demonstration mode.

## Installation results

After installing Alliance 8300 note the following new items:

- A default Windows user and Alliance 8300 operator named ‘secure’ with a password entered by the installer. The Windows user ‘secure’ is a member of the local groups AllianceGroup, AllianceAdmin, and Administrators.
- The 8300 icon (*Figure 20*) appears on your desktop.

---

Figure 20. Alliance 8300 icon



- The Alliance 8300 program group (*Figure 21*) appears on your Start menu.

Figure 21. Alliance 8300 program group



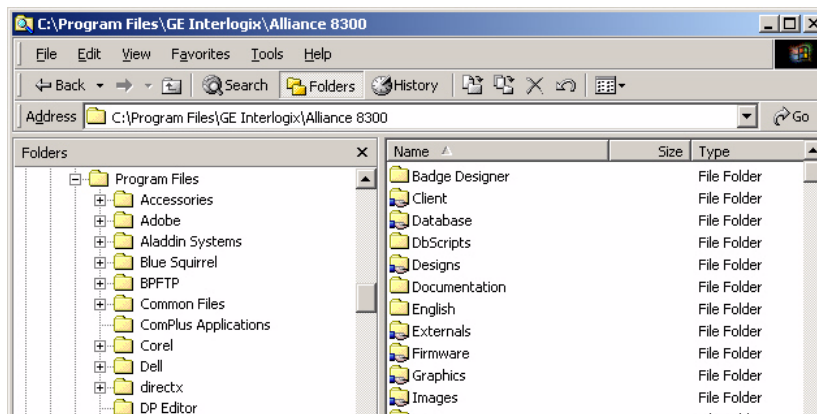
The Alliance 8300 program group contains the following options:

- **Diagnostic Viewer** — to run Diagview (it can also be run from within Alliance 8300).
- **Alliance 8300 License** — to register the installation of Alliance 8300.
- **Alliance 8300** — to run Alliance 8300.
- **Create Alliance 8300 Database** — to install the database for an initial installation.
- **Remove Alliance 8300 Database** — to delete the Alliance 8300 database.

During installation of the Alliance 8300 and imaging software, a number of folders are created. If other languages are installed, other language-specific folders display.

As shown in *Figure 22*, some of the folders are shared (indicated by a hand on the folder graphic). This allows other computers to gain access to the information stored in these folders, as long as they logged on as an authorized user.

Figure 22. Shared folders



The following is a typical list of Alliance 8300 server folders:

- **Badge Designer** — Contains the executable file for the Badge Designer program.
- **Client** — A shared folder that contains the imaging installation program and a Microsoft troubleshooting tool.
- **Database** — A shared folder that contains the Alliance database, archive database, and history database files.
- **DbScripts** — Contains the scripts, utilities, and programs used to create the Alliance database.
- **Designs** — A shared folder for the badge design files used by the imaging stations.
- **EnglishAU** (or EnglishUK or EnglishUS) — Localized English language Alliance resource files.
- **Externals** — A shared folder for Alliance 8300 external reports.
- **Firmware** — Reserved for future use.
- **Graphics** — A shared folder that contains the maps and icons used for alarm graphics.
- **Images** — A shared folder for the captured badge holder pictures.
- **Logs** — A shared folder that contains the Alliance 8300 diagnostic log files. For more information on these logs, refer to the *Alliance 8300 Administrator's Guide*. The Logs folder has a share name of *LicenseInfo*: this is the folder that holds the Alliance 8300 licensing information for the client PC.
- **Manuals** — A folder containing the Alliance 8300 and Alliance 8700 Smart Card Programmer manuals in PDF format.
- **Signature** — A shared folder for captured signature pictures.

## Setting up MSDE

### Verify MSDE operation

To verify that Microsoft SQL Server 2000 Desktop Engine (MSDE) is installed properly and is working, you have the following two options:

- Look in the Windows task bar for the MSSQL icon.
- Check the status of the service MSSQL\$SPSQL in **Component Services**.

To verify MSDE using the task bar, look for the icon shown in *Figure 23* in the task bar status area. (This may display differently depending on the operating system and service pack.)

---

Figure 23. MSDE icon



Alternatively, to verify MSDE using the *Services* screen, do the following:

1. Click **Start | Settings | Control Panel**. Steps for Windows XP vary slightly.
2. Double-click **Administrative Tools** then double-click **Component Services**.
3. Scroll to locate the service MSSQL\$SPSQL.

The status should read *Started* which means that the service is running.

If it is blank, then the service is not running. You cannot proceed with the installation unless the service is running. Check your MSDE documentation for more information on troubleshooting.

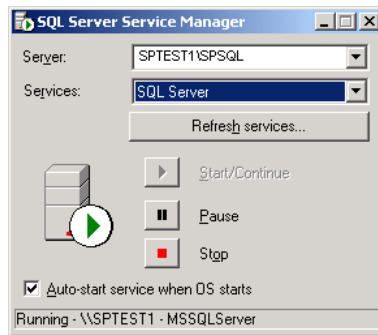
4. Exit the window.

## SQL Server and SQL Server Agent

To verify and set up SQL Server and SQL Server Agent services (Windows 2000 example), do the following:

1. Click **Start | Programs | Startup | Service Manager**. The **SQL Server Service Manager** window displays.
2. Click the **Services** arrow and select **SQL Server** from the list. A green arrow displays on the computer image, indicating the service is running. Note the server computer name and service status at the bottom of the dialog box.
3. Select **Auto-start service when OS starts**. Note the server computer name and service status at the bottom of the dialog box (*Figure 24*).

Figure 24. Computer name and service status

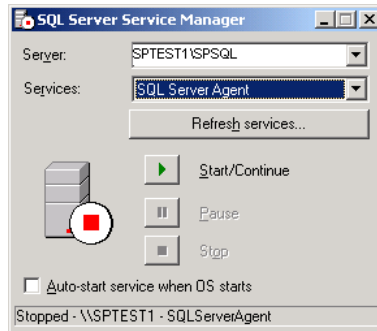


**Note:** The **SQL Server Agent** must be running to keep the Alliance 8300 databases in optimal condition.



4. Click the **Services** arrow and select **SQL Server Agent** from the list (*Figure 25*).

Figure 25. Select SQL server agent



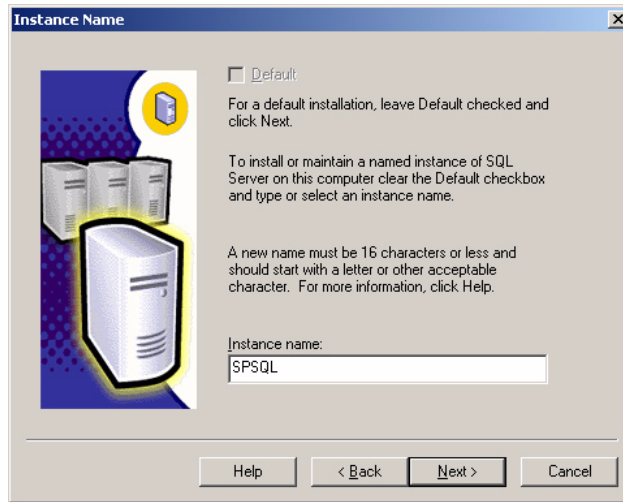
5. Note the server computer name and service status as *Stopped* at the bottom of the dialog box. Click **Start/Continue**. A green arrow displays on the computer image, indicating the service is running.
6. Select **Autostart service when OS starts**.
7. Exit SQL Server Service Manager.

## Setting up SQL Server 2000 (optional)

As an alternative to MSDE, Alliance 8300 may be used with Microsoft SQL Server 2000 (Service Pack 3a or later).

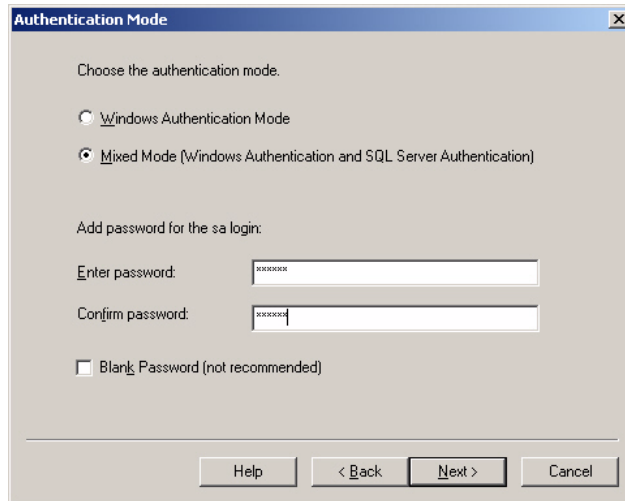
Before you install Alliance 8300, you must create an instance of SQL Server 2000 named *SPSQL* (where the database user *sa* has the password *master*). See *Figure 26*.

Figure 26. Creating an instance named 'SPSQL'



The user *sa* is created automatically (Figure 27 on page 33). Assign the password *master*. Select *Mixed Mode* for authentication.

Figure 27. Authentication mode window



## Registering Alliance 8300 server

Register the Alliance 8300 license in order to use Alliance 8300 on a server computer outside of demo mode (see *Demonstration mode* on page 26). The Alliance 8300 server must be registered before adding clients. To register a client, refer to *Registering Alliance 8300 clients* on page 54.

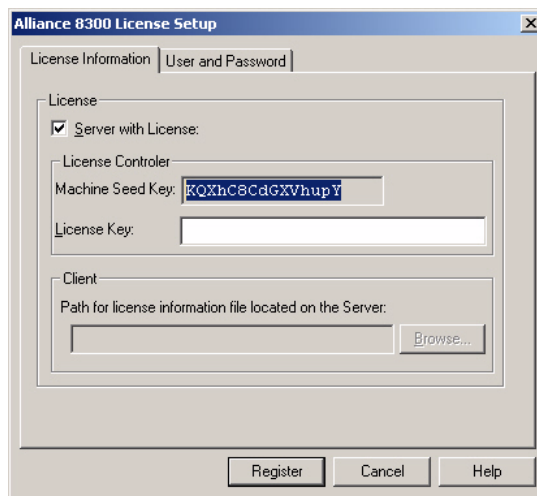
The **Alliance 8300 License Setup** application generates a *machine seed key*, which is unique to the current hardware configuration of the server computer. You need to provide the machine seed key to GE, who will in turn provide you with a license key that corresponds **only** to the current hardware configuration of the server computer.

**Note:** You must obtain a license key from GE during the session in which you run the Alliance 8300 License Setup application. If you changed the password for the default user 'secure', if you reinstalled Alliance 8300, or if you changed hardware configuration, you may need to repeat the license registration process on all Alliance 8300 computers (server and then clients).

To register the license, do the following:

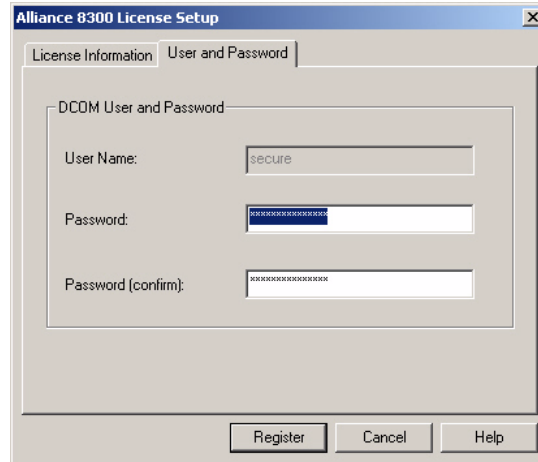
1. Click **Start | Programs | Alliance 8300 | Alliance 8300 License**. The Alliance 8300 License Setup screen displays (*Figure 28*), with a Machine Seed Key value that is unique to the session.

Figure 28. Alliance 8300 license setup



2. Select **Server with License**.
3. Note the contents of the *Machine Seed Key* field.  
**Note:** Do not close the Alliance 8300 License Setup screen until you obtain the license key from GE and enter the license key into the License Key field. If you close Alliance 8300 License Setup and run it later, a new Machine Seed Key will be generated.
4. Call GE Customer Support and advise them that you need to register an Alliance 8300 license. Have the Machine Seed Key ready.
5. Enter the license key that you obtained from GE into the *License Key* field then click the *User and Password* tab.
6. Alliance 8300 License Setup displays a DCOM User and Password screen for user *secure* (Figure 29). Type the password that you previously entered in step 21 on page 20 then retype it to confirm.

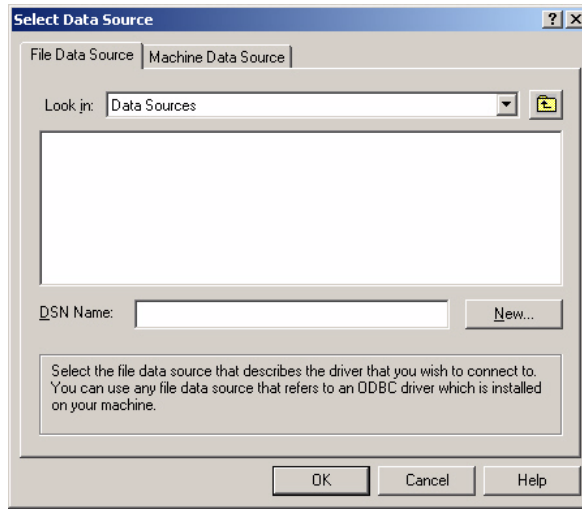
Figure 29. User password



The screenshot shows a dialog box titled "Alliance 8300 License Setup" with two tabs: "License Information" and "User and Password". The "User and Password" tab is active. Inside the dialog, there is a section titled "DCOM User and Password" containing three input fields: "User Name:" with the text "secure", "Password:" with a masked password, and "Password (confirm):" with a masked password. At the bottom of the dialog are three buttons: "Register", "Cancel", and "Help".

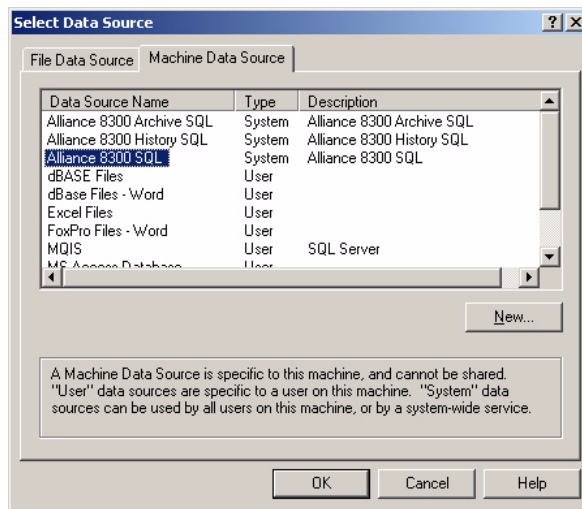
7. Click **Register** to continue.
8. Alliance 8300 License Setup displays a Select Data Source window. Click the *Machine Data Source* tab (Figure 30).

Figure 30. Machine data source tab



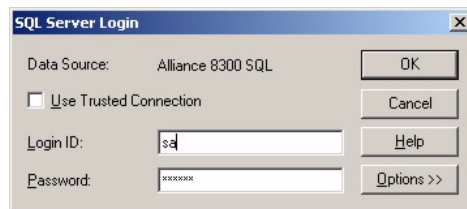
9. On the *Machine Data Source* tab select **Alliance 8300 SQL** (Figure 31) and then click **OK** to continue.

Figure 31. Select Alliance 8300 SQL



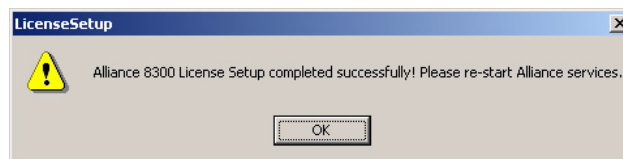
10. Alliance 8300 License Setup displays an *SQL Server Login* dialog box (Figure 32). Type the database login ID *sa* and the database password (the default is *master*). The password displays as *\*\*\*\*\**. Clear the *Use Trusted Connection* box then click **OK**.

Figure 32. SQL server login



11. Alliance 8300 License Setup displays a message indicating successful completion (Figure 33). Click **OK**.

Figure 33. Successful license setup



**Note:** If Alliance 8300 was previously installed on this computer, the Alliance 8300 services may be running. The services must be stopped and restarted before the new license takes effect. The easiest way to do this is to restart the computer.

## Configuring services

Windows computers use special programs called services. A service is a process that can start automatically when the system boots and remains running as a background process independent of anyone being logged on. These services **MUST** be running in order for the Alliance 8300 server to communicate with Alliance 8300 client computers and control panels.

All computers running **Alliance 8300** software use three services, listed here in the order in which they must be started (if started individually):

- **Alliance 8300 Diagnostics** controls the diagnostic information log.
- **Alliance 8300 System Manager** coordinates the communications of data between server and client computers and handles Alliance 8300 licensing.
- **Alliance 8300 Manager** controls the communications between Alliance 8300 and Alliance control panels.

Starting one service will automatically start any other service that needs to be running. For example, starting Alliance 8300 Manager will automatically start all three services.

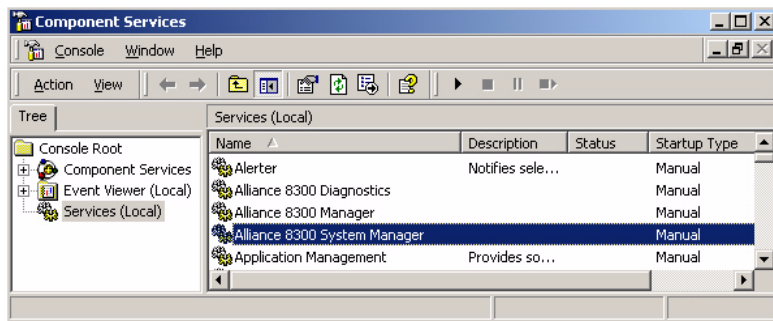


## Starting services automatically

Change the startup method of the **Alliance 8300 Diagnostics**, **Alliance 8300 Manager**, and **Alliance 8300 System Manager** services to automatic. This means every time the computer starts, the Alliance 8300 services start. To change the startup method to automatic, do the following:

1. Click **Start | Settings | Control Panel**. Steps for Windows XP vary slightly.
2. Double-click **Administrative Tools** then double-click **Component Services**.
3. Select **Services (Local)** in the left-hand panel then select **Alliance 8300 Diagnostics** in the right-hand panel (*Figure 34*).

Figure 34. Component services.



4. Right-click and select **Properties**.
5. Click the **Startup type** arrow and select **Automatic** from the list.
6. Click **Apply**, then click **OK** to close the window.
7. Repeat steps 3 through 6 for the **Alliance 8300 Manager** service and the **Alliance 8300 System Manager** service.
8. Close the *Component Services* window.
9. Restart the computer to automatically start the Alliance 8300 services.

## Stopping services manually

If you need to individually stop the Alliance 8300 services, do so in the following order:

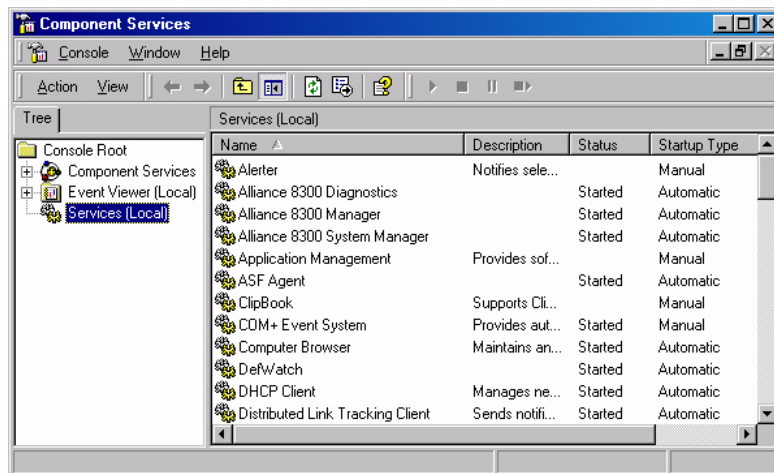
1. Alliance 8300 Manager
2. Alliance 8300 System Manager
3. Alliance 8300 Diagnostics

## Verifying that services are running

To verify that services are running, do the following:

1. Click **Start | Settings | Control Panel**. Steps for Windows XP vary slightly.
2. Double-click **Administrative Tools**, then double-click **Component Services**.
3. Select **Services (Local)** in the left-hand panel. The **Component Services** window displays as shown in Figure and shows the Alliance 8300 services as started.

Figure 35. Alliance 8300 services started



The status will be either **Started** or blank. If it is blank, then the service is not running. See [Chapter 5, Troubleshooting, maintenance, support](#) on page 63 for assistance.

## Starting Alliance 8300

1. Select **Start | Programs | Alliance 8300 | Alliance 8300** to run the application. Alternatively, double-click the **Alliance 8300** desktop icon (Figure).



2. On the Alliance 8300 menu, select **File | Login**. Use the default login ID *secure* and previously defined password to log on.

Refer to *Alliance 8300 Administrator's Manual* for details of using Alliance 8300.

## Optional server applications

### Installing imaging

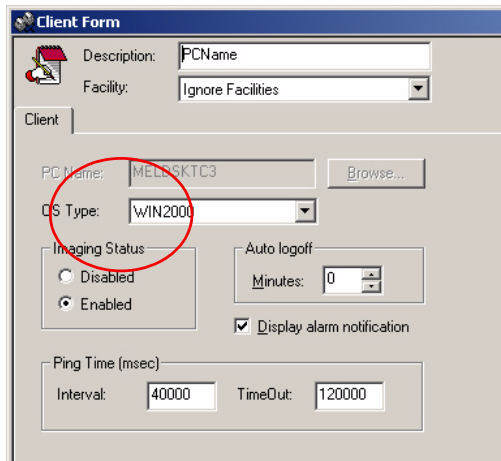
The next step during the installation process is to install imaging on the server computer. Imaging is used to add images such as photographs and signatures to Alliance 8300 badge designs and person records.

If imaging is to be used on any server or client computer it must first be installed on the server computer followed by installation on each client workstation that may need to use imaging.

The required number of imaging licenses must be issued via the Alliance 8300 license registration process prior to using imaging (imaging licenses are floating and may be enabled and disabled on various Alliance 8300 clients, as required).

After installing imaging, you must set the imaging status to *Enabled* (Figure 36) for the Alliance 8300 client before imaging can be used on the client. This setting is made on the Alliance 8300 server computer on the corresponding Client Form

Figure 36. Enable imaging status.



**Note:** If imaging was previously installed on this computer you must uninstall it before proceeding. You MUST have Alliance 8300 installed and working before you install imaging. If you have not installed Alliance 8300, do so now.

To install imaging, do the following:

1. Close all applications then log on to the computer as the administrator.
2. Use Windows Explorer to open the folder where Alliance 8300 is installed (for example *C:\Program Files\GE \Alliance 8300*).
3. Open the *Client* folder in the *Alliance 8300* folder.
4. Double-click the *ImagingInstallationSpecialNote.txt* file in the *Client* folder. This file contains provisional installation instructions.
5. Follow the instructions in *ImagingInstallationSpecialNote.txt* to install imaging.

## Set registry permissions for imaging

**Note:** This utility must be run on every computer that has Alliance 8300 imaging installed.

To run the utility to set up registry permissions for imaging, do the following:

1. Click **Start | Run | Browse**.
2. Select the file *C:\Program Files\GE\Alliance 8300\SPShare.exe*.
3. Click **Open** and then click **OK** to run the application. If the system encountered any Windows errors, the errors will be displayed. Contact GE Customer Support for assistance.

## Installing Microsoft Access

Microsoft Access 2000 or Microsoft Access 2002 is used optionally for database maintenance and for creating custom reports.

Refer to the *Alliance 8300 Administrator's Guide* for instructions to create new projects and connect to your Alliance 8300 database files with Microsoft Access.

## Setting up dial-up modems

Modems may be used to communicate with dial-up control panels. Before a modem can be used in **Alliance 8300**, it must be set up using Windows. Refer to your Windows documentation for more information.

**Note:** If a modem is to be used to communicate with a control panel, you must manually lock the speed of the modem at 300 baud.

To lock the speed of the modem at 300 baud, do the following:

1. Click **Start | Settings | Control Panel**.
2. Double-click **Phone and Modem Options**.
3. On the *Modems* tab, highlight the modem you are using for your Alliance panels; and then click **Properties**.
4. In the *Maximum Port Speed* field, select **300** from the drop-down list.

**Note:** Not all modems will use the exact commands listed in the previous step. So, if your modem does not use that command, use the definitions below to select the equivalent command.

- &Q0: Selects direct asynchronous operation and turns off error correction, data compression, and automatic speed buffering (ASB).
- S37: Selects the speed that your modem uses to attempt a connection with the remote modem. This is the data transmission speed across the telephone line from modem to modem. If the remote modem does not support the speed specified by S37, your modem attempts to connect at the next lower speed. This continues until a connection is made, the options are exhausted, or the remote modem times out.
- =9: 300 bits/second

5. Click **OK**.
6. Click **OK**.
7. Click **Close**.

## Adding serial ports

The Alliance 8300 Professional server computer uses serial ports to connect to:

- CCTV matrix switchers.
- Control panels.

Depending on your requirements, you may need to add serial ports to the Alliance 8300 Professional server computer.

**Note:** The procedure described in this section applies **only** to the **Digi®** serial-port expander. Other brands of serial-port expander may be used, however, the particular procedure will vary.

To install or change the configuration of the Digi serial-port expander (you will need your operating system CD), do the following:

1. Shut down the computer and turn the power off. Remove the power cord from the back of the computer. (Stand-by power will cause the system to start up automatically on the insertion of a new card of any type into the computer bus.)
2. Open the computer and install the Digi board into any free computer slot of the motherboard. Secure the card to the computer chassis.
3. Close the computer case and connect the Digi box to the cable from the Digi board you just installed.
4. Turn the power on and wait for the computer to reboot. If the computer does not reboot, manually reboot the system at this time. During the boot sequence, Windows will detect the Digi serial-port expander and prompt you for the Windows operating system CD.
5. Insert the Windows operating system CD. A screen will display, prompting you for the type of module you have attached to the board.
6. Select **16em** if you are using the 16-port expander box (**16em** is the default) or **8em** if you are using the 8-port expander box.
7. Click **Add** then click **Next**.
8. You will be asked what port number you want to install first, beginning with the first available COM port (usually, COM 4, if an internal modem is installed). We recommend starting with COM 5, ending with COM 20 on a **16em** board and COM 12 on an **8em** board.
9. Click **Next**. The Ports Configuration window displays.
10. Click **Next** then click **Finish**. The installation is complete. You must shut down and restart your computer system.

After the computer restarts, to verify the lists of COM ports and numbers that you installed, do the following.

1. Click **Start | Settings | Control Panel** then double-click **System**. Click the **Hardware** tab then click **Device Manager**.
2. In Device Manager, on the right side of the screen, click to select and expand the COM ports available to your computer. Check the number.

## Adding Alliance 8300 clients

The Alliance 8300 server must be registered before adding clients.

**Note:** Create Alliance 8300 client records on the Alliance 8300 server **before** installing the Alliance 8300 software on the client computers. Client computers must be on the network.

The Alliance 8300 server computer may connect with remote Alliance 8300 client computers (subject to the Alliance 8300 license). The relationship between an Alliance 8300 Professional server and remote Alliance 8300 clients is depicted in Step 1 on *Figure 2* on page 7.

To add a client computer to the Alliance 8300 server computer database, do the following:

1. On the Alliance 8300 server computer, click **Start | Programs | Alliance 8300 | Alliance 8300**.
2. Log on as *secure* using the password assigned during installation (or subsequently changed password).
3. Select **Administration | Client**. The Client form displays in search mode (the **Save Record** command is disabled).
4. Select **File | New Record**. The Client form displays in edit mode (the **Save Record** command is enabled).
5. Type the name of the client computer. Alternatively, browse the network, select the client computer then click **OK**.

## Modifying or removing clients

To modify client details or to remove a client from the network, the client must be disconnected. This can be done by:

- Having that client log off of Alliance 8300.
- Alternatively, the operator on the server computer can select the client on the *Client Monitor Form* and use the **Disconnect** command to disconnect the client from Alliance 8300 (subject to the permissions settings for the operator).



## Enabling imaging

You can enable or disable the imaging application on a client without disconnecting. You may have more imaging stations set up than you have licenses. However, if not all the clients require the license at the same time, you can enable and disable the license for the appropriate clients.

Open the client computer's *Client Form*. In the *Imaging Status* section, select **Enabled**. Alternatively, select **Disabled** to disable the license for a client computer (see [Installing imaging](#) on page 42).

## Completion of server setup

This completes the Alliance 8300 server computer setup. You will now set up the client computers. Continue with [Preparing a client computer](#) on page 49.



# Chapter 3    Preparing a client computer

This chapter describes how to prepare a client computer to run Alliance 8300 as a client application, as well as installing the optional imaging application.

**Note:** Create Alliance 8300 client records on the Alliance 8300 server **before** installing the Alliance 8300 software on the client computers (see [Adding Alliance 8300 clients](#) on page 46). Client computers must be on the network.

In this chapter:

<i>Client computer setup</i> .....	50
<i>Installing Alliance 8300</i> .....	51
<i>Registering Alliance 8300 clients</i> .....	54
<i>Configuring services</i> .....	56
<i>Optional client applications</i> .....	57

## Client computer setup

Refer to *Hardware requirements* on page 3 for the minimum hardware requirements and *Software requirements* on page 4 for the minimum software requirements for an Alliance 8300 client computer.

### Installing the capture card

A capture card is required only if you are using the capture feature of imaging and you are using a video camera as the image source.

Imaging can be installed on any computer and is used to add images such as photographs and signatures to Alliance 8300 badge designs and person records.

If you have not done so already, install the capture card now.

GE supports the Integral Technologies FlashPoint 3D Plus card. For directions on installing a capture card, refer to installation instructions supplied with the card.

**Note:** You must use a GE-approved capture card.

### Setting up your monitor

See *Setting up your monitor* on page 12 for details about setting up the monitor for Alliance 8300.

## Installing Alliance 8300

You must add clients to the Alliance 8300 Server computer database **before** proceeding. Refer to *Adding Alliance 8300 clients* on page 46. When you have all clients added to the Alliance 8300 Server computer database, return to this page and continue.

**Note:** When installing Alliance 8300 on a client computer, log on as administrator to the local computer. Reboot the computer after installation regardless of whether you are prompted to reboot. After rebooting, log onto Windows using the login name **secure** and the previously-defined password (this local user account was created automatically during the installation process). Until you create another Windows user account and assign it to the required local groups on every computer in the Alliance 8300 system, you must log on to Windows as **'secure'** in order for Alliance 8300 to function correctly.

To install Alliance 8300 on a client computer, follow the steps in *Installation part 1* on page 13, except for the server-only steps (as noted).

### Installation results

After installing Alliance 8300 and restarting the computer, note the following new items:

- The Alliance 8300 icon (*Figure 37*) appears on your desktop.

Figure 37. Alliance 8300 icon



- The Alliance 8300 program group (*Figure 38*) appears on your Start menu.

Figure 38. Alliance 8300 program group



The Alliance 8300 program group contains the following options:

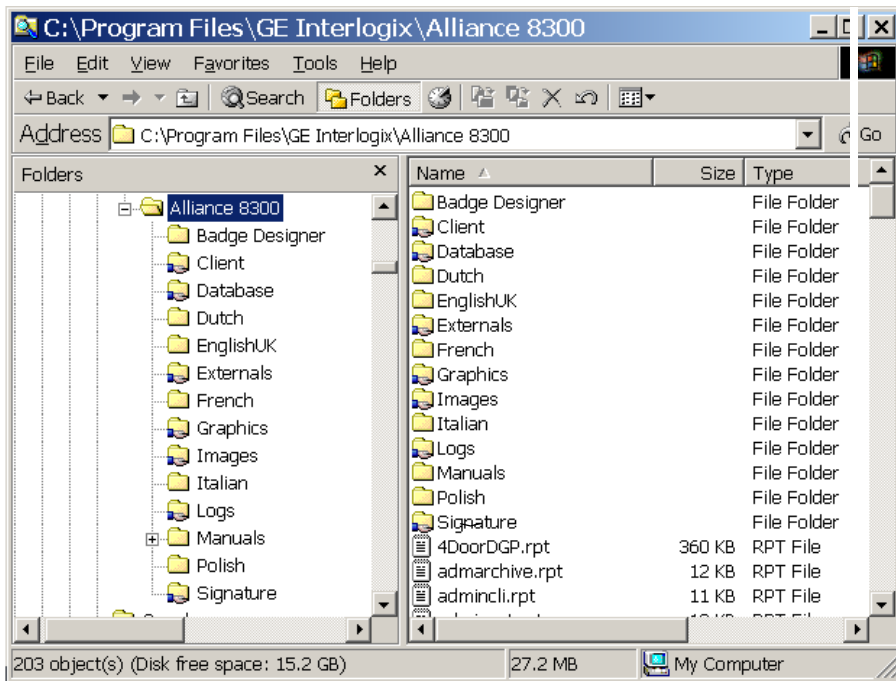
- **Diagnostic Viewer** — to run Diagview (it can also be run from within Alliance 8300).
- **Alliance 8300 License** — to register the installation of Alliance 8300.
- **Alliance 8300** — to run Alliance 8300.

## Client folders

During installation of the Alliance 8300 software, several folders are created. If other languages are installed, language-specific folders are added.

As shown in *Figure 39*, some of the folders are shared (indicated with a hand on the folder graphic). This allows other users to gain access to the information stored in these folders, as long as they are logged on as an authorized user.

Figure 39. Shared folders



The following is a typical list of Alliance 8300 client folders:

- **Badge Designer** — Contains the executable file for the Badge Designer program.
- **Client** — A shared folder that contains the imaging installation program and a Microsoft troubleshooting tool.
- **Database** — A shared folder that contains the Alliance database, archive database, and history database files.
- **DbScripts** — Contains the scripts, utilities, and programs used to create the Alliance database.
- **Designs** — A shared folder for the badge design files used by the imaging stations.
- **English** — Contains the files required to display the Alliance 8300 client software in English. As more languages are installed, more language-specific folders will display.
- **Externals** — A shared folder for Alliance 8300 external reports.
- **Graphics** — A shared folder that contains the maps and icons used for alarm graphics.
- **Logs** — A shared folder that contains the Alliance 8300 diagnostic log files. For more information on these logs, refer to the *Alliance 8300 Administrator's Guide*.
- **Manuals** — A folder containing the Alliance 8300 and Alliance 8700 Smart Card Programmer manuals in PDF format.
- **Signature** — A shared folder for captured signature pictures.

## Registering Alliance 8300 clients

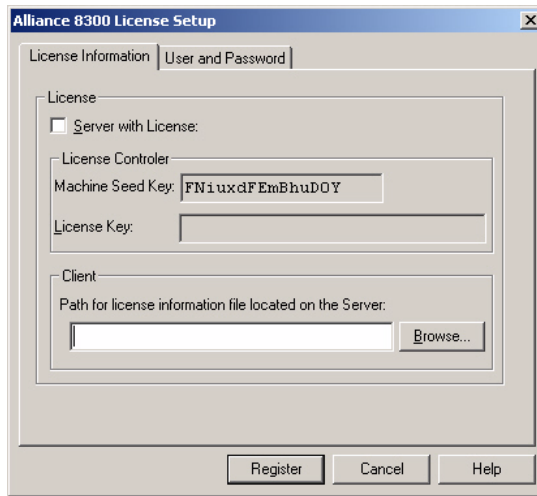
You must register the Alliance 8300 license on the server in order for the client computer to use it. See *Registering Alliance 8300 server* on page 34.

Client computers use the registered license stored on the server and accessed via the network. In order to access this license information for the client computer, you must be logged on to Windows on the client computer with user name *secure*.

**Note:** Until you create another Windows user account and assign it to the required local groups on every computer in the Alliance 8300 system, you must log on to Windows as 'secure' in order for Alliance 8300 to function correctly.

1. Click **Start | Programs | Alliance 8300 | Alliance 8300 License**. The Alliance 8300 License Setup screen displays (*Figure 40*).\

Figure 40. Alliance 8300 license setup



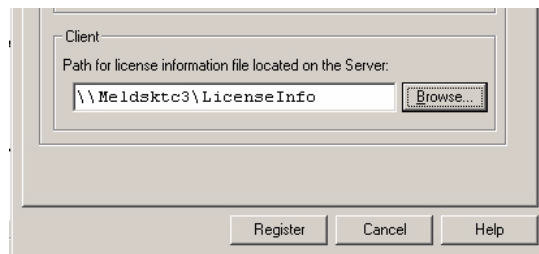
2. Clear the *Server with License* selection box.



3. In the *Client* section of the License setup screen, click **Browse** to navigate to your license domain (the name of the server computer) and find the folder named **LicenseInfo**. Double-click the **LicenseInfo** folder. *Figure 41* shows a sample license domain location. The path displays in the selected field.

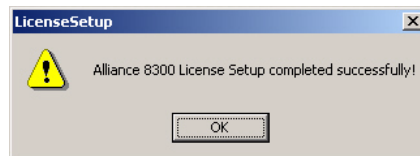
**Note:** Do not type the server path from your keyboard, because licensing will not occur. You must navigate to your license domain.

Figure 41. Sample license domain location



4. Click **Register** to continue.
5. Alliance 8300 License Setup displays a message indicating successful completion (*Figure 42*). Click **OK**.

Figure 42. Successful license setup message



**Note:** If Alliance 8300 was previously installed on this computer, the Alliance 8300 services may be running. They must be stopped and restarted before the new license takes effect. The easiest way to do this is to restart the computer.

## Configuring services

Windows computers use special programs called services. A service is a process that can start automatically when the system boots and remains running as a background process independently of anyone being logged on. These services **MUST** be running in order for connection to the client computers and for Alliance 8300 to communicate with control panels.

See *Configuring services* on page 38 for more details about configuring Alliance 8300 services.

## Starting services automatically

Change the startup method of the Alliance 8300 services to **automatic**. This means every time the computer starts, the Alliance 8300 services start.

See *Starting services automatically* on page 39 for details about changing the startup method of the Alliance 8300 services.

## Verifying that services are running

Verify that services are running and set to automatically start. *Verifying that services are running* on page 40 for details.

## Optional client applications

### Installing imaging

The next step during the installation process is to install imaging on the client computer. Imaging is used to add images such as photographs and signatures to Alliance 8300 badge designs and person records.

**Note:** You MUST have Alliance 8300 installed and working before you proceed. If you have not installed Alliance 8300, do so now. Before installing imaging, verify that the Server is running and the client computer can connect to it. The Alliance 8300 Server must already have imaging installed.

See *Installing imaging* on page 42 for details.

### Set registry permissions for imaging

A utility named **SPShare.exe** is provided to set up registry permissions for imaging.

See *Set registry permissions for imaging* on page 43 for details about using SPSHare.exe.

### Adding serial ports

The Alliance 8300 client computer uses serial ports to connect to:

- CCTV matrix switchers.
- Alliance control panels.
- External modems.

Depending on your requirements, you may need to add serial ports to the Alliance 8300 client computer.

This process is similar to that described in *Adding serial ports* on page 44.



# Chapter 4 Shutting down

This chapter addresses the following topics:

<i>Logging off the Alliance 8300 client</i> .....	60
<i>Exiting Alliance 8300 client</i> .....	60
<i>Stopping Alliance 8300 services</i> .....	60
<i>Logging off Windows</i> .....	61
<i>Shutting down</i> .....	61

## Logging off the Alliance 8300 client

The Alliance 8300 **File | Logoff** command allows an operator to log off the Alliance 8300 client application and another operator to log on without exiting the program.

During the time when an operator is not logged on to Alliance 8300, the Alliance 8300 services are still running in the background. However, you will not receive any alarm notifications because these require an operator to be logged on.

**Note:** If you also want to log off of Windows so that another Windows user can log on, see [Logging off Windows](#) on page 61.

## Exiting Alliance 8300 client

The Alliance 8300 **File | Exit** command logs off the currently logged on operator and shuts down the Alliance 8300 client application.

During the time when the Alliance 8300 client application is shut down, the Alliance 8300 services are still running in the background. However, you will not receive any alarm notifications these require an operator to be logged on.

## Stopping Alliance 8300 services

If you need to stop the Alliance 8300 services manually, refer to [Stopping services manually](#) on page 40.

Do not stop the Alliance 8300 services when the Alliance 8300 client application is running.

## Logging off Windows

To log off the current Windows user, do the following:

1. To exit Alliance 8300, select **File | Exit**.
2. Click **Start | Shut Down**.
3. From the *Shut Down Windows* form, select **Log off nnnn** (where *nnnn* is the Windows user name that you used to log on) then click **OK**. This logs off the current user and allows another user to log on. Keep in mind that the Alliance 8300 services are still running but you will not receive any alarm notifications.

## Shutting down

To do a total shutdown of Alliance 8300 and your computer, do the following:

1. To exit the Alliance 8300 client application, select **File | Exit**.
2. Type your operator password then click **OK**.
3. Click **Start | Shut Down**.
4. From the *Shut Down Windows* form, select **Shut down** then click **OK**.



**CAUTION:** You can cause serious damage to your computer if you do not follow the procedure above. In fact, the resulting damage could require you to reload all the software on your computer.

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# Chapter 5 Troubleshooting, maintenance, support

This chapter provides information to help you troubleshoot problems and contact technical support in case you need assistance with your GE equipment.

In this chapter:

<i>Troubleshooting</i> .....	.64
<i>Contacting technical support</i> .....	.66

## Troubleshooting

This section provides information to help you diagnose and solve various problems that may arise while configuring or using your GE product and offers technical support contacts in case you need assistance. (See [Contacting technical support](#) on page 66.)

### Troubleshooting your Alliance 8300 system

Alliance 8300 has diagnostic viewing facilities to assist in troubleshooting. The use of Diagnostic Viewer is described in the *Alliance 8300 Online Help System*.

### Services

- *One or more of the Alliance 8300 services is not running.*

Ensure the services are set to automatically start (see [Starting services automatically](#) on page 39) and restart the computer.

### Licensing

- *After registering the license, Alliance 8300 does not recognize the License Key and remains in demonstration mode.*

Restart the computer.

### Server and client installations

- *Client computers are remote.*

Make sure you set up the client network properties before setting up the computer systems.

- *Failed to add and configure client computers in the Alliance 8300 server database prior to installing Alliance 8300 on client workstations.*

See [Adding Alliance 8300 clients](#) on page 46.

Errors may be caused by one or more of the following:

- *The Alliance 8300 server is not up and running.*

- *The Alliance 8300 server is not accessible using the network.*
- *The Alliance 8300 database was not created on the server.*
- *The Alliance 8300 software was not licensed on the server.*
- *Clients are not added and configured in the database on the Alliance 8300 server.*
- *The installation instructions were not carried out in exact sequence.*

## Imaging

- If imaging is to be used anywhere on any host or client Alliance 8300 system, the imaging application must first be installed on the server computer followed by installation on each client workstation that may need to use imaging.
- Imaging requires permissions to be set correctly for your particular system.
- Imaging Status must be **enabled** on a client computer's **Client Form**.
- The number of imaging licenses available is displayed on the **Client Monitor Form**.

## 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 5. 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).

# Appendix A Preparing the operating system

This section represents an overview of the installation procedure and does not provide step-by-step instructions to install the operating system.

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<i>Network considerations</i> .....	69
<i>Setting the network properties</i> .....	70
<i>Checking the setup</i> .....	70

Install your operating system along with the latest service packs.

The following items are provided for your guidance only and use Windows 2000 Professional as an example. Other acceptable Windows operating systems will be similar, but the specific instructions may vary. Assistance will be provided where the instructions are *significantly* different between operating systems.

- For added security, we recommend that you select **NTFS** as the file system type.
- Under the **Networking Settings** screen, select **Custom Settings** in order to use a static IP address.

**Note:** All Alliance 8300 computers that host control panels via IP must use static IP addresses. Please consult your network administrator.

- For network services and binding, leave the default settings.
- At the **Workgroup or computer domain** window, select one:
  - **No, this computer is not on a network, or is on a network without a domain.**  
Type the workgroup name in the field.
  - **Yes, make this computer a member of the following domain.**
- Enter the workgroup or domain name in the **Workgroup or computer domain** field.

For additional information, consult your Microsoft documentation.

## Windows user password

When installing and configuring the Windows operating system, the user **Administrator** MUST be assigned a password. For Alliance 8300 to work correctly once installed, all Windows login IDs used in conjunction with Alliance 8300 must have assigned passwords. DO NOT leave blank.

## Network considerations

You need to decide whether the server computer will be:

- **Part of a workgroup** — If your Alliance 8300 server and Alliance 8300 client computers participate in a workgroup, add the workgroup name during the installation. We suggest using **Alliance**. Write down the server name and workgroup name as these are required during the client installation.
- **Part of an existing domain** — If the Alliance 8300 server computer will be part of an existing domain, you will need to add the server computer to the network. Since network configuration varies from company to company, see your network administrator for assistance.

Always consult with the network administrator before adding any computers to an existing network.

## Setting the network properties

It is important that the same network properties are used for both the server and client Alliance 8300 computers.

To check the network settings:

1. Right-click **My Network Places** on the desktop.
2. Select **Properties** from the shortcut menu.
3. Right-click **Local Area Connection** and select **Properties**.
4. Select **Internet Protocol TCP/IP**.
5. Click **Properties**.
6. All Alliance 8300 computers that host control panels via IP must use static IP addresses. Obtain a valid IP address from the network administrator, and then select **Use the following IP address**. Complete the details (IP address, subnet mask, default gateway) as provided by your network administrator.
7. Click **OK**.
8. Click **OK**.

## Checking the setup

After the operating system is installed, reboot the computer and make sure it is connected to the network.



# Appendix B Installing printers

This chapter provides information about connecting printers to your computer or your network.

## Connecting printers

You may use either a printer directly connected to your computer or a printer on the network. For example, you may have two imaging stations but only one printer.

If you plan on printing either badge or alarm activity, at least one of those printers **MUST** be a dot matrix that supports a width of 133 characters either by using a wide carriage or printing in compressed mode.

**Note:** The printer used for transaction printing **MUST** be installed on the Alliance 8300 server computer. All transactions will be printed on that printer. You cannot print badge transactions or alarms transactions from a client printer.

If you plan on printing badges, **you must use a GE-approved imaging printer**. Currently, GE supports the DataCard ImageCard Express and the DataCard III printers. For directions on installing printer drivers, refer to the instructions that came with your printer.

To print badges, the default printer **MUST** be the imaging printer. However, this means that the report preview will not display accurately. You will need to select your report printer **BEFORE** you preview a report.

In Alliance 8300, select **File | Print Setup** to select your report printer.

# Appendix C Uninstalling

Alliance 8300 Professional Edition contains several standard components, which need to be removed or stopped separately:

- Alliance 8300 client (the user interface)
- Alliance 8300 services (Alliance 8300 Manager, Alliance 8300 System Manager, and Alliance 8300 Diagnostics)
- Alliance 8300 databases
- Microsoft SQL Server 2000 Desktop Engine (MSDE)

Alliance 8300 may have a number of optional components, including:

- Imaging
- CCTV Interface

In this chapter:

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<i>Removing the CCTV interface</i> .....	75
<i>Removing Alliance 8300</i> .....	75
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## Removal sequence

Alliance 8300 components must be removed or shut down in the correct sequence. To remove or shut down components, do the following:

1. If applicable, use the Alliance 8300 *Controller Utility Form* to set offline any Alliance 8300 control panels that are currently online.
2. If applicable, use the Alliance 8300 *Client Monitor Form* to disconnect all Alliance 8300 Client computers that are currently connected.
3. If applicable, remove the imaging and/or CCTV interface applications. See [Removing imaging](#) on page 74 and [Removing the CCTV interface](#) on page 75.
4. Exit from the Alliance 8300 client and related applications, such as DiagView.
5. Remove Alliance 8300. See [Removing Alliance 8300](#) on page 75.
6. Manually remove the local Windows user *secure* from the computer.
7. Manually remove the local groups *AllianceGroup* and *AllianceAdmin* from the computer.
8. If required, remove the Alliance 8300 databases. See [Removing the Alliance 8300 databases](#) on page 76.
9. Remove MSDE. See [Removing MSDE](#) on page 77.

## Removing imaging

To remove imaging, do the following:

1. Log on to Windows with administrative privileges.
2. Open the **Control Panel** and double-click **Add/Remove Programs**.
3. Select **Imaging Option 1.2** and click **Change/Remove**.

## Removing the CCTV interface

The Alliance 8300 - Kalatel CCTV Interface program is removed when you delete the CCTV client interface for that CCTV from any one of the Alliance 8300 client PCs.

To delete the CCTV Client interface, do the following:

1. From the **Administration** menu, select **Client Form**.
2. Select the CCTV client.
3. Select the **File | Delete Record** command.

## Removing Alliance 8300

To remove Alliance 8300, do the following:

1. Log on to Windows with administrative privileges (do not use the Alliance 8300 default login *secure*).
2. Stop the Alliance 8300 services in the following order:
  - Alliance 8300 Manager
  - Alliance 8300 System Manager
  - Alliance 8300 Diagnostics

Refer to [Configuring services](#) on page 38 for details about Alliance 8300 services.

3. Open the **Control Panel** and double-click **Add/Remove Programs**.
4. Select **Alliance 8300** and click **Change/Remove**.

**Note:** During the removal process you will be asked whether you would like to remove the Alliance 8300 databases. If you agree, the databases will be removed. Make a backup of your database **before** performing this procedure if you want to preserve data.

## Removing the Alliance 8300 databases

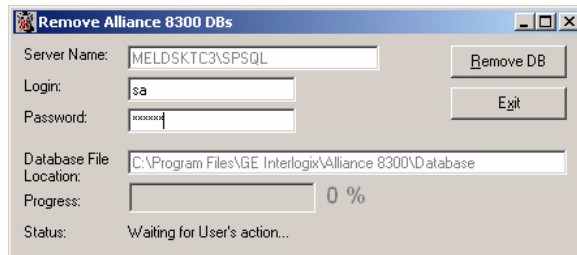
Database removal is normally performed during the removal of Alliance 8300. This section describes how to do it separately, if required.

**Note:** Make a backup of your database **before** performing this procedure if you want to preserve data.

To delete the Alliance 8300 databases from the Alliance 8300 Professional Server computer, do the following:

1. Click **Start | Programs | Alliance 8300 | Remove Alliance 8300 Database**.
2. Type the password for the user name *sa* (the default password is *master*) as shown in *Figure 43*.

Figure 43. Password



3. Click **Remove DB**.

## Removing MSDE

Microsoft SQL Server Desktop Engine (MSDE) is used for:

- Alliance 8300
- Alliance 8700 Badge Programmer

If both of these products are removed, you can also remove MSDE.

**Note:** Removing MSDE does not delete Alliance 8300 or Alliance 8700 databases; however, the database files become unusable because the engine to access and control the database will be removed.

To remove Microsoft SQL Server 2000 Desktop Engine (MSDE) software, do the following:

1. Open the **Control Panel** and double-click **Add/Remove Programs**.
2. Select **Microsoft SQL Server 2000 Desktop Engine (SPSQL)** from the Currently Installed Programs list and click **Remove**.





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