

CardAccess® 3000 

Continental **Access**

A Napco Security Group Company



UPGRADING TO V2.6.x OR V2.7.x FROM V2.5.16 and Earlier including CA195, CA295 and CA495

**VERY IMPORTANT: You MUST refer to the Upgrade Paths on
page 2 and 3.**

REVISION C

DATE: 7/2/2010

CardAccess® 3000 



CA3000 Software Installation Procedure

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Document Title: Upgrade Procedure from V 2.5.16 and Earlier

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UPGRADE PATHS - MUST read to determine upgrade steps.

Note: All documents referenced in the document, can be found on the Continental Website (www.cicaccess.com). Click Support/Click Document Library. Refer to the CA3000 documents heading. The installation documents can also be found on the CD.

CA195, CA295 or CA495 UPGRADE

- 1) CA3000 and CAx95 can exist on the same computer. Do not remove the CAx95 until the CA3000 is completely functional.
- 2) Select the correct CA3000 installation document for a new install on the Continental Website or CD.
- 3) As per step 2, install CA3000 as a new install. A new installation will create 2 new databases. After the installation is complete, install the security key. Before copying in your updated database, verify the CA3000 launches with no errors.
- 4) To update the CAx95 data, you MUST send the CAx95 DATA folder to Continental. The DATA folder is located in C:\Program Files\CardAccess folder. You can mail the DATA folder, or copy the DATA folder to the Continental FTP site. Contact Continental Technical Support to obtain the FTP site address. This should be done prior to going on site to perform the upgrade.

Note: The only steps referenced in the document will be steps 23-37. These steps will guide you through attaching in the database Continental Access provides you with your updated data.

CA3000 V2.6.19 OR LATER UPGRADE

- 1) **VERY IMPORTANT - DO NOT USE THIS DOCUMENT.**
- 2) Select the correct CA3000 Upgrade document on the Continental Website or CD (ex. If you are upgrading to V2.7.x from V2.6.x, refer to the V2.7.x Upgrade on a Server/Host document).

CA3000 V2.5.16 AND EARLIER UPGRADE

- 1) **VERY IMPORTANT – YOU MUST FOLLOW THE STEPS IN THIS DOCUMENT.**
- 2) This upgrade is for a SQL 2000 based version of CA3000 to a SQL 2005 based version of CA3000.

Note: The SQL 2000 based versions of CA3000 are versions V2.5.16 and earlier. This includes B81C, B125, B127, V2.0.25-B143, V2.2.13-B160, V2.3.16-B166, V2.5.9-B188 and V2.5.16-B188.

- 3) The SQL 2000 based version of CA3000 **MUST** be completely removed.
- 4) You must completely remove MSDE (Microsoft SQL Desktop Engine) or the full version of SQL 2000, which ever your current installation is using.
- 5) Prior to removing all the components of CA3000 and SQL 2000, you **MUST BACKUP** your databases as per the steps in this document.
- 6) After all components are removed as per this document, you will perform a new CA3000 install. Refer to the (New Install) installation document for your specific version on the Continental Website or CD.

Perform the following steps to remove CA3000 V2.5.16 and earlier, including MSDE or SQL 2000. After all the components are removed, you must perform a new CA3000 installation (refer to the CA3000 installation documents for a new install). After the new installation is complete, you must copy the backed up databases into the new version of CA3000.

Note: This document covers multiple versions. The following screens might vary slightly.

1) Backup the database(s) –

Note: The following steps will explain how to properly detach the Database(s) and save a copy to a safe location. You **MUST** detach the databases. It is very important **NOT** to Pause or Stop SQL server while trying to copy the databases. Copying databases without detaching them will corrupt the database.

Perform Steps 1 - 13

2) Remove all components including CA3000 and MSDE/SQL

Note: If the new version of CA3000 is being installed on a new computer, do not perform these steps.

Perform Steps 14 - 20

3) Perform a new installation

Perform Steps 21 – 22

4) Copy in the backed up databases and update them if needed

Perform Steps 23 - 37

UPGRADE COMPLETE

Note: The following are the steps referenced in the previous section.

BACKUP THE DATABASE(S)

- 1) Detach the CardAccess 3000 database(s) using the CardAccess Database Utilities. The Database Utilities can be found in the start menu. Click Start/Programs/CardAccess3000/Tools”.

Note: If you are prompted for a password, the **password** is **pr1532**.

- 2) Run the CardAccess Utilities. Click the **Create Database** tab. In the **Select a name for your new database**, type **TestTemp** as per figure 1.
- 3) Verify the **Select the directory that your database should be stored in** is pointing to the path of your database. The default path is as per figure 1.

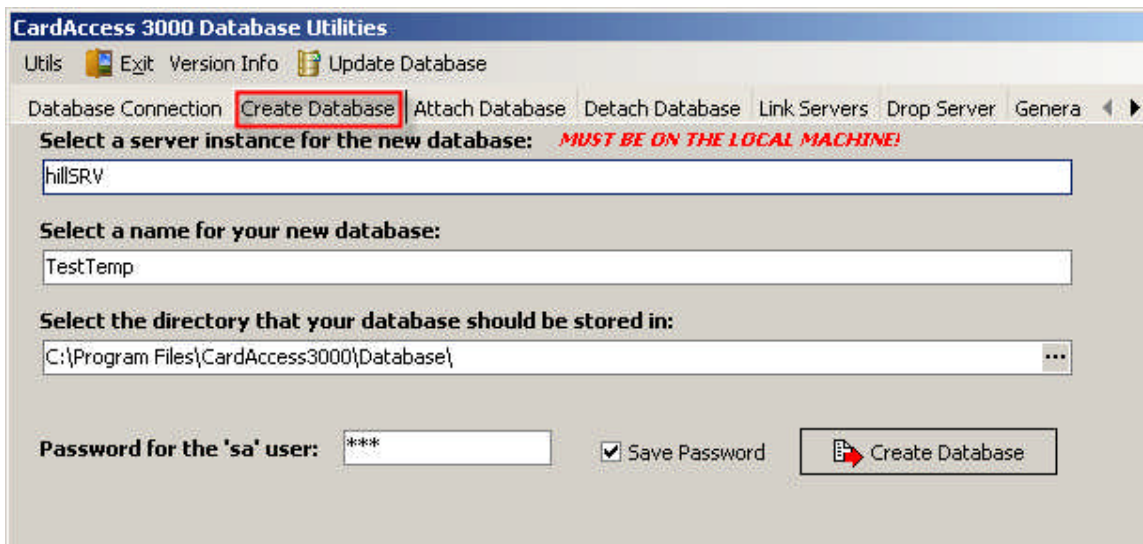


Figure 1.

4) Click the **Create Database** button. After the database is created, an information box will display **Database was successfully created**. Click **OK**.

5) Click the **Database Connection** tab. In the Database Name box, select the **TestTemp** database that was just created. Refer to figure 2.

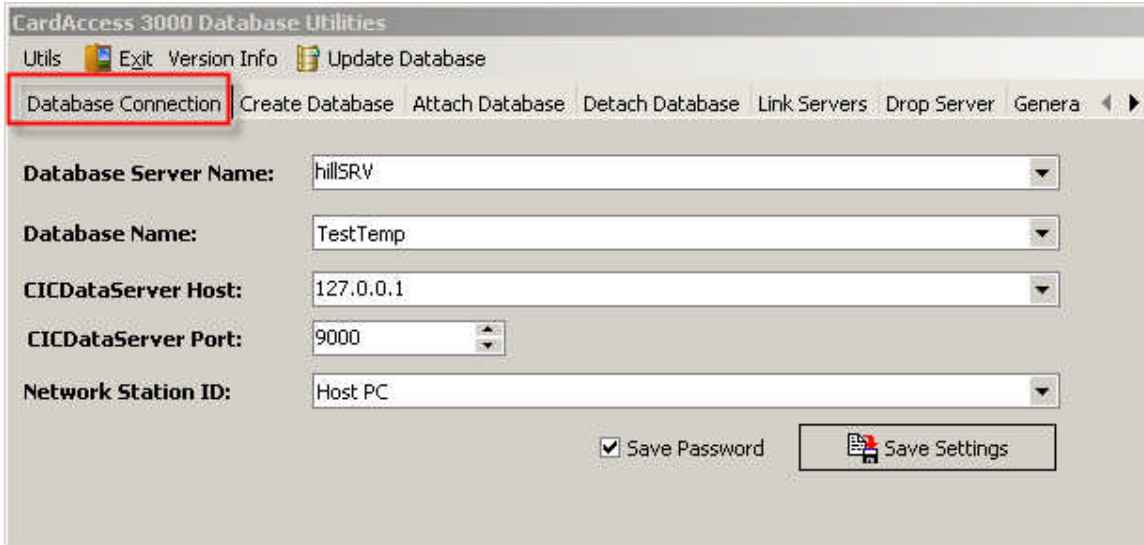


Figure 2.

6) Click **Save Settings** and Click **Exit**.

Note: As per the following steps, you must stop the **CA3000 Database Task Service** before trying to detach your databases. When you connect to a new database, it takes time for SQL server to release the previously connected database, and you will experience timeout errors while detaching. Stopping the **CA3000 Database Task Service** prevents timeout errors.

7) Click Start/Run and type **services.msc**. Refer to figure 3. Click **OK**. Refer to steps 7 and 8 to stop the **CA3000 Database Task Service**.

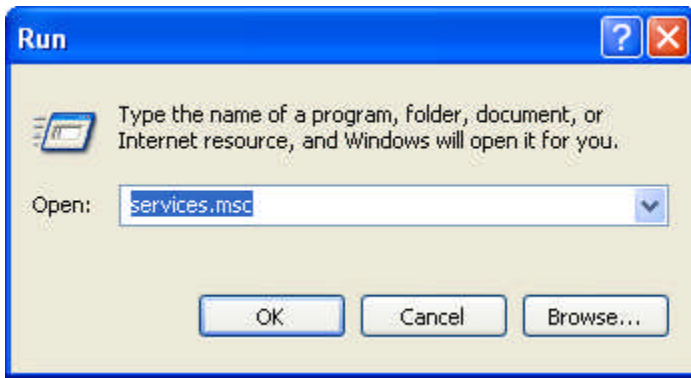


Figure 3.

8) In the Services window, Click **CA3000 Database Task Service**. After it is selected, right click on it, and **Stop** the service. Refer to figure 4. Exit the Services window after the service is stopped.

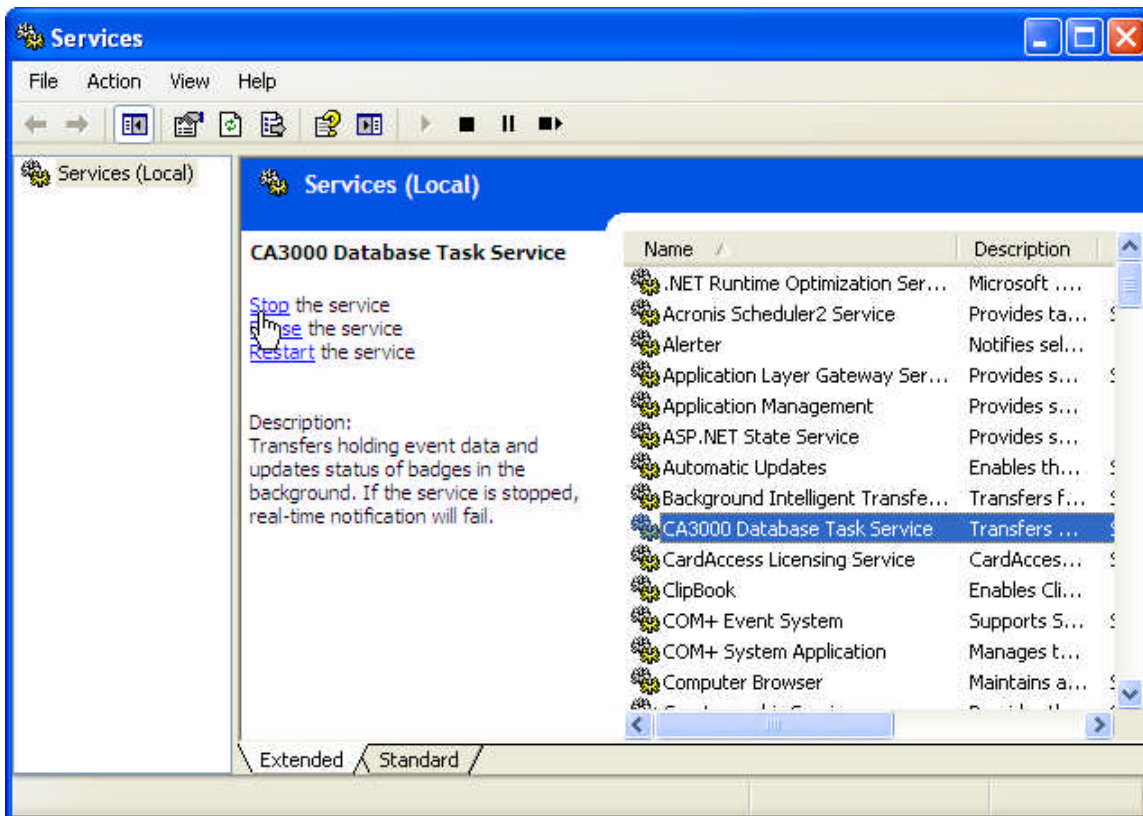


Figure 4.

9) Run the CardAccess Database Utilities again as per step 1. Click on **Detach Database tab**. Refer to figure 5.

10) Select your live database in the **Database Name** box. The live database is the database with all your badges and panels in it. Click **Detach Database** to detach the live database. If you want to move the archive database(s) to the new version, select each archive database, and detach the archive databases. Refer to figure 5 and 6.

Note: Figure 5 displays a Live database selected and figure 6 displays an Archive database selected.

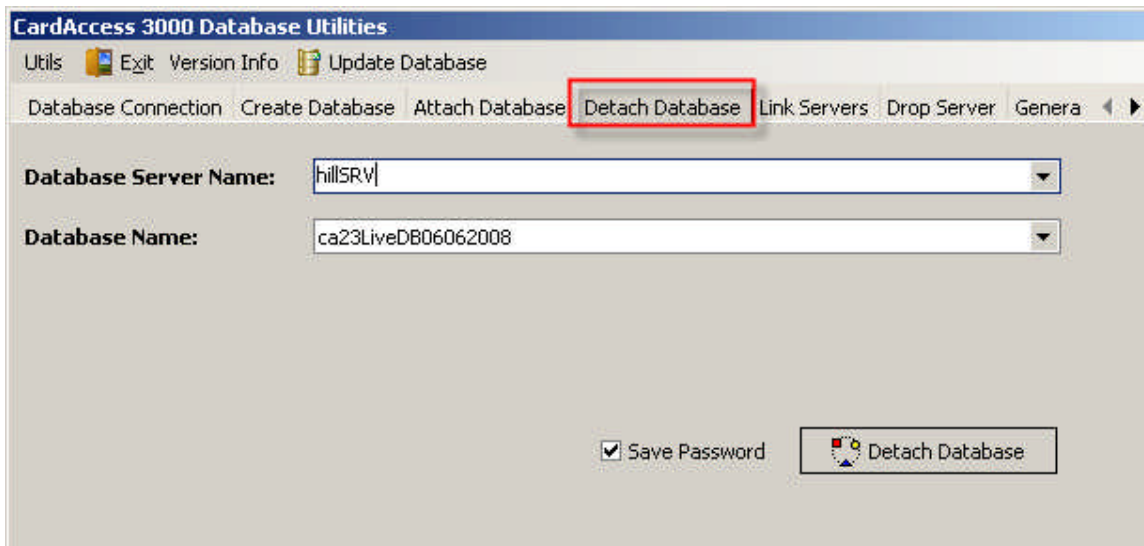


Figure 5.

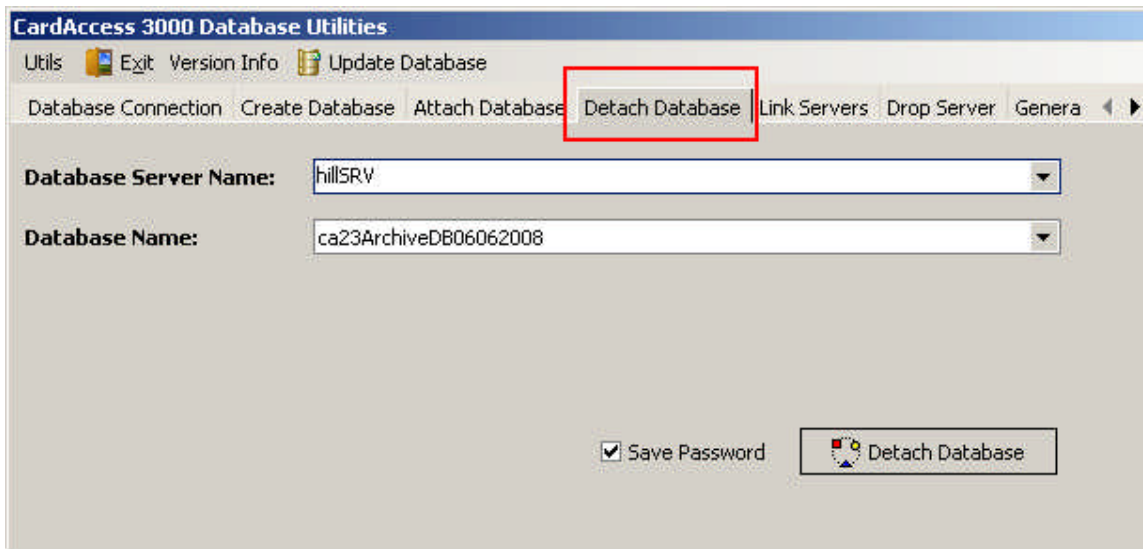


Figure 6.

- 11) After the database(s) are detached, you must copy them to a safe location. It is recommended to get a copy of the databases off the computer. There are 2 files per database. The two files are an **.MDF** file and an **.LDF** file. Refer to figures 7 and 8.

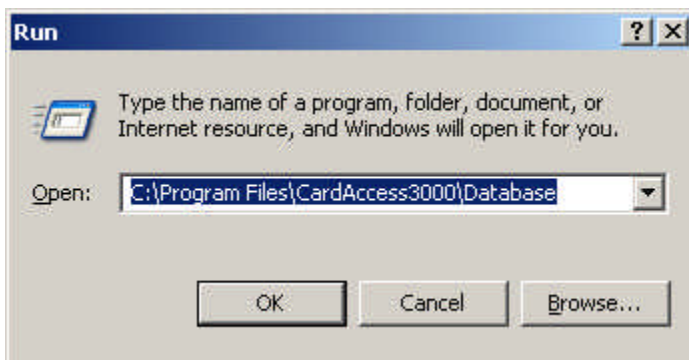


Figure7.

- 12) Click **Start/Run**. Type the path of the databases in the **Open** box as per Figure 7. This is the default location for the database files. If your databases are in a different location, you

must type the location in the **Open** box. If you are proficient using Windows Explorer, you can use it to navigate to the Database folder, rather than using the Run box.

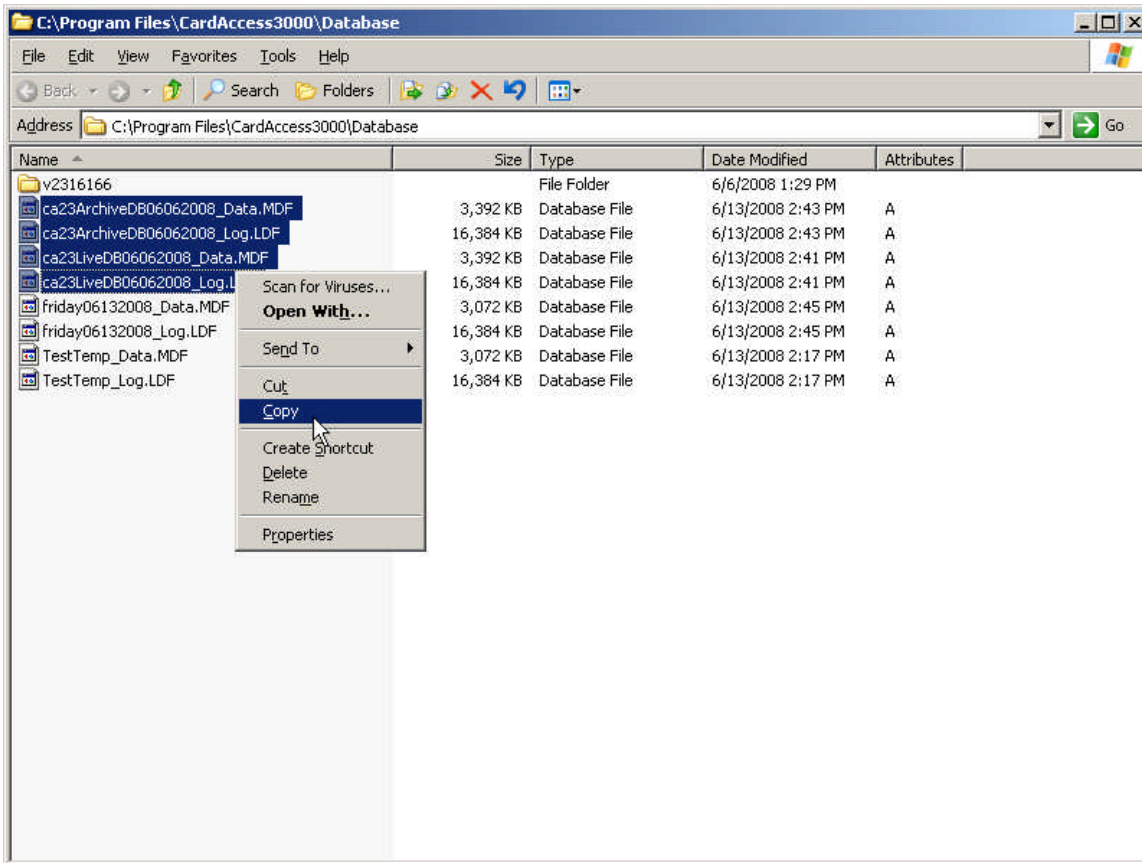


Figure 8.

13) Copy the database files as per figure 8. Paste them to a safe location. As previously mentioned, it is recommended to get a copy of the databases off the computer.

REMOVE ALL COMPONENTS INCLUDING CA3000 AND SQL 2000/MSDE

Note: It is very important to remove all programs and files associated with CA3000 and MSDE/SQL 2000. You might experience installation problems if there are programs or files remaining from the SQL 2000 version.

14) Click Start/Settings/Control Panel. Double click **Add or Remove Programs**. A list will display with all the currently installed programs.

15) Remove **CardAccess 3000**.

Warning: As per the previous section, verify all the databases in the Database folder are detached and copied to a safe location. You will not be able to delete the CardAccess3000 folder if there are databases attached in the CardAccess3000/Database folder.

16) Remove all components of **Microsoft SQL Server Desktop Engine 2000 (MSDE)** or **Microsoft SQL 2000**.

17) Reboot the computer.

18) After the computer is rebooted, Click Start/Run. Type the following in the Open box: **%temp%**. Click **OK**. The Temp folder will display. Delete the all files in the Temp folder.

Note: Old temp files in the temp folder can prevent the new software from installing correctly. You might not be able to delete some files. If this occurs, delete as many files as possible.

19) Using Windows Explorer or using the Run command as per figure 7 and 8, verify the CardAccess3000 folder under Program Files has been deleted. If the CardAccess3000 folder still exists, you must delete it along with all files and folders in it.

20) Using Windows Explorer or using the Run command as per figure 7 and 8, verify the Microsoft SQL Server folder under Program Files has been deleted. If the Microsoft SQL Server folder still exists, you must delete it along with all files and folders in it.

PERFORM A NEW INSTALLATION - REFER TO THE CORRECT INSTALLATION DOCUMENT ON THE CONTINENTAL WEBSITE OR CD.

21) REMINDER: After performing a new installation of CA3000, verify the CA3000 launches with no errors using the new databases created during the installation. Do not copy in your backed up database(s) until the CA3000 is functional with the new security key.

22) If the CA3000 is functioning properly with the new databases, the following steps will explain how to copy in your backed up databases and attach them back in.

ATTACH THE DATABASE(S) AND UPDATE THEM IF NEEDED

23) Copy the backed up database files into the Database folder. The Database folder is located at C:\Program Files\CardAccess3000\Database. Refer to figure 9.

Note: There are 2 files per SQL Database. One file is an **.MDF** file, and one is an **.LDF** file.

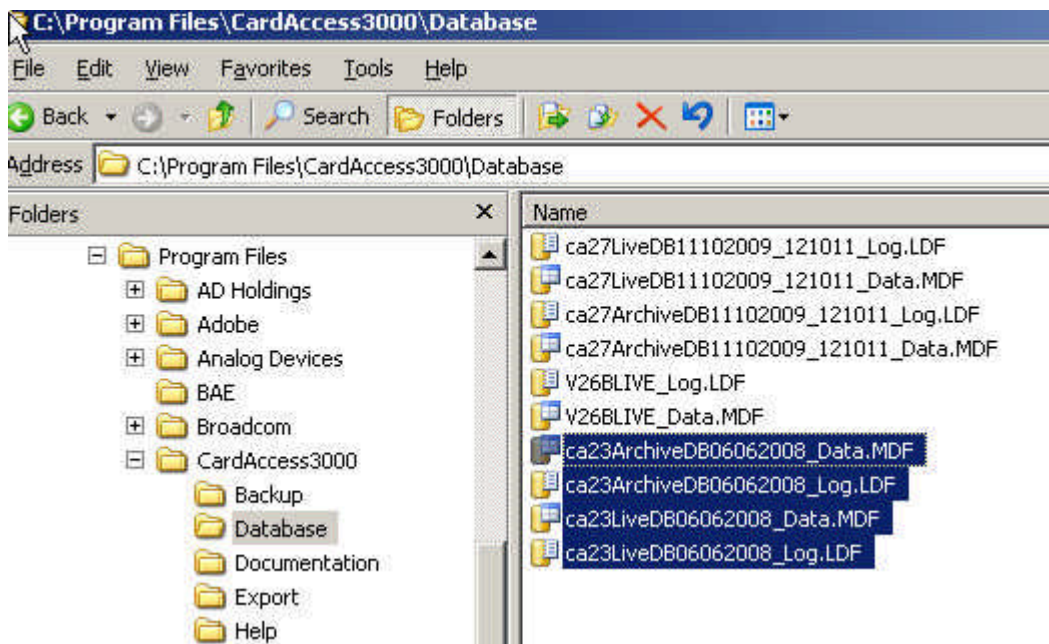


Figure 9.

24) Run the CardAccess Database utility. You can find the CardAccess Database Utility by clicking Start/All Programs/CardAccess3000/Tools. Select **CardAccess Utilities**.

Note: If you are prompted for a password, the **password** is **pr1532**.

25) After the Database Utility displays, click the **Attach/Detach** tab. Verify the **Attach CardAccess Database(s)** screen displays. Refer to figure 10.

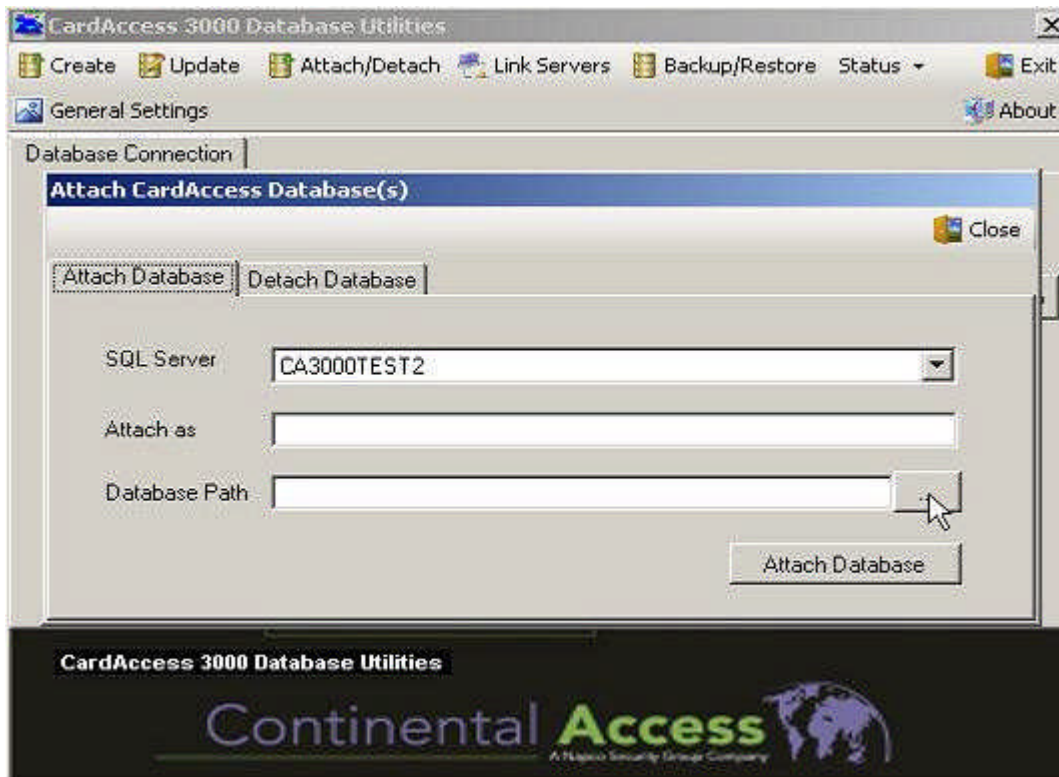


Figure 10.

26) By default, the **SQL Server name** will display in the **SQL Server** box. If it's not selected, select the correct SQL Server by clicking the down arrow.

27) On the **Database Path** line, click the button with 3 dots to navigate to the .MDF file to be attached in. A Windows Explorer screen will display. Refer to figure 11.

Note: If you are attaching in Archive databases along with the Live Database, it is recommended to **attach in the Archive databases prior to the Live database**. After every database is attached in, you will be prompted if you want to use the database as your Live database. Select YES for your Live database.

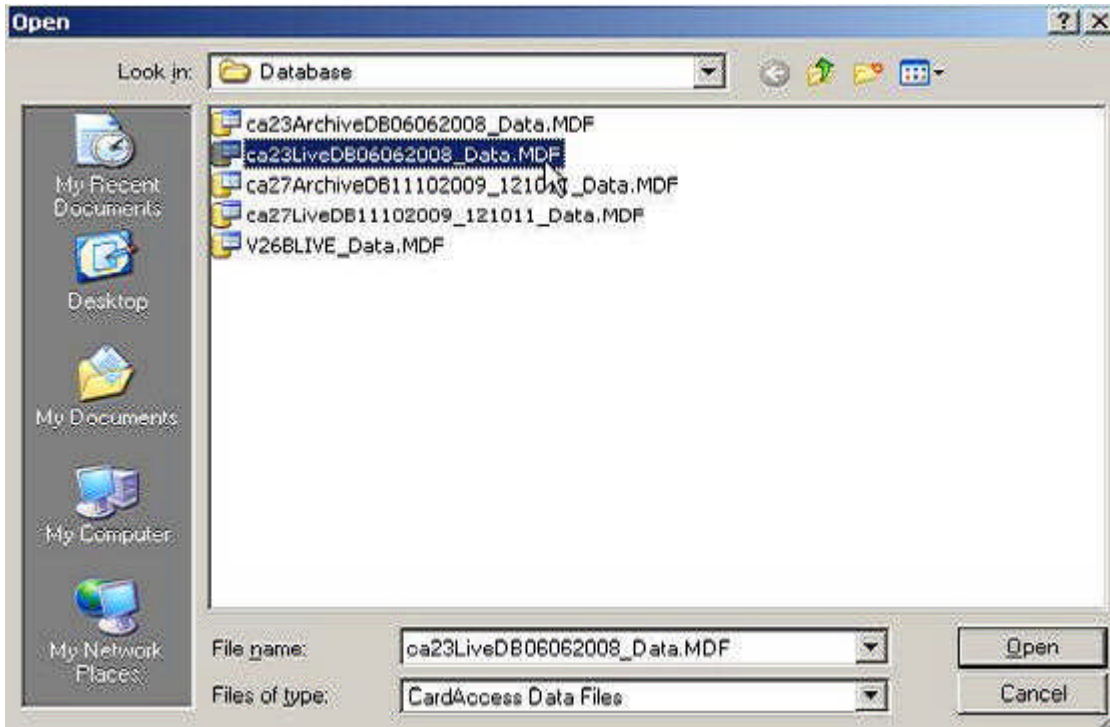


Figure 11.

28) After the correct .MDF file is selected, click **Open**.

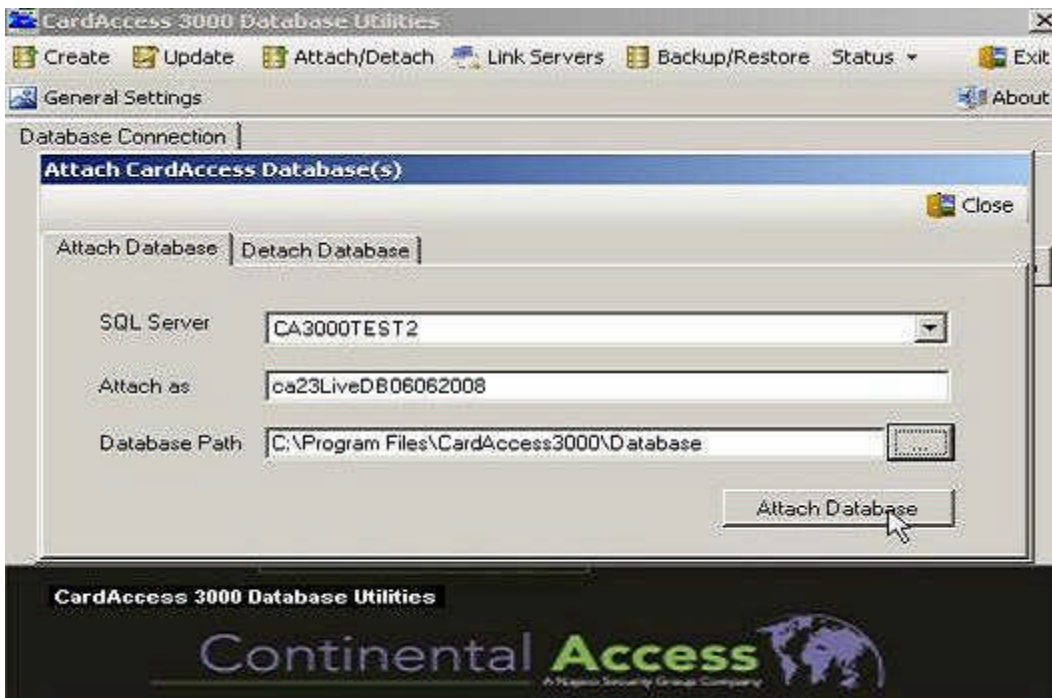


Figure 12.

29) If the settings are correct as per figure 12, click the **Attach Database** button.

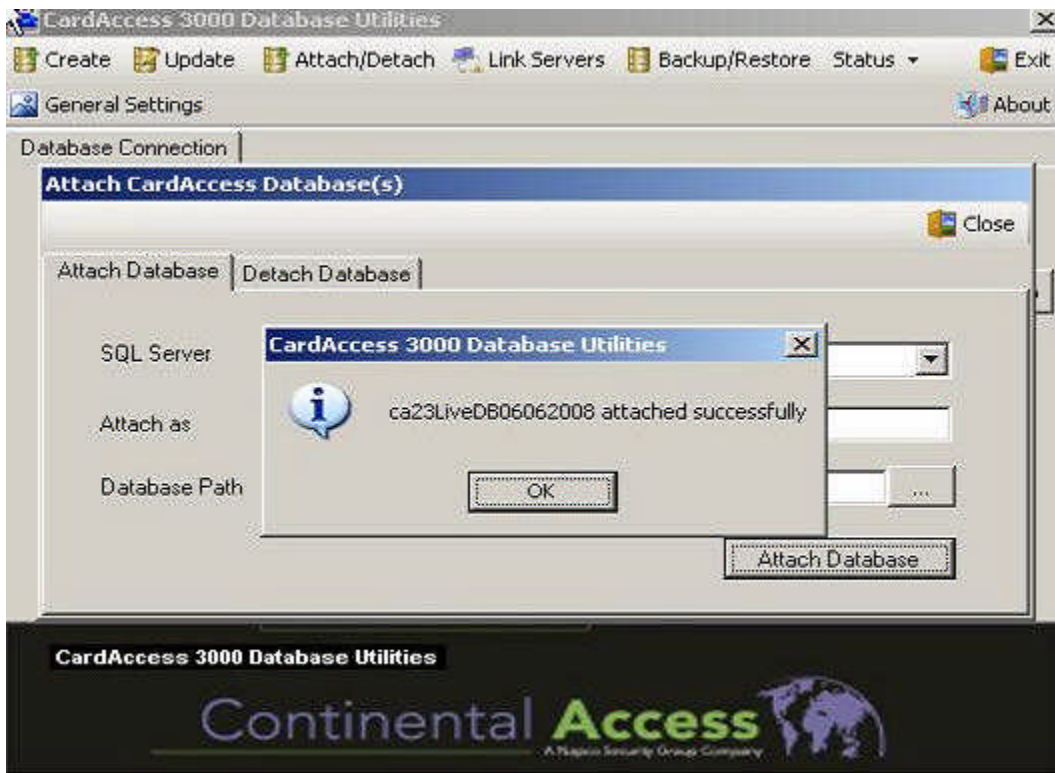


Figure 13.

30) An information box will display displaying the database was **attached successfully**. Refer to figure 13. Click **OK**.

31) Repeat steps 25-30 for all databases needed to be attached in.

32) If the CA3000 database(s) attached back in need updating from an earlier version of CA3000, click the **Update Database** tab and select the database to be updated. Refer to figure 14.

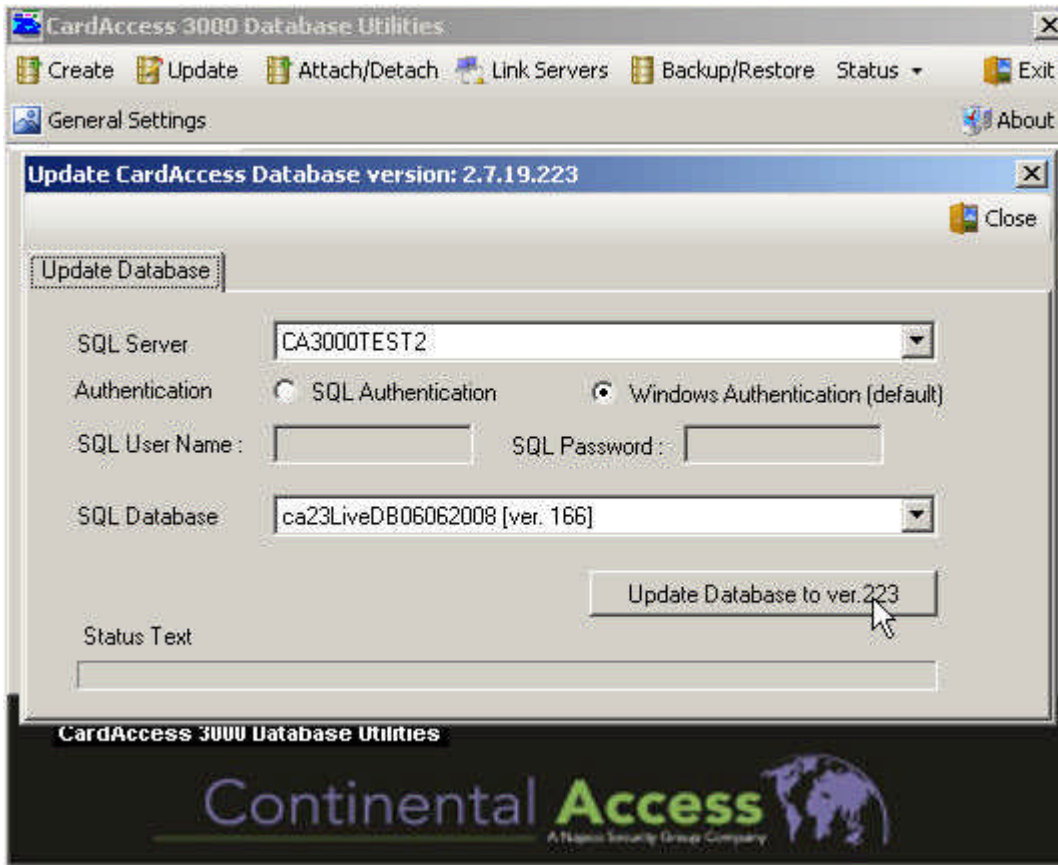


Figure 14.

33) Click the **Update Database to ver. 223** button.

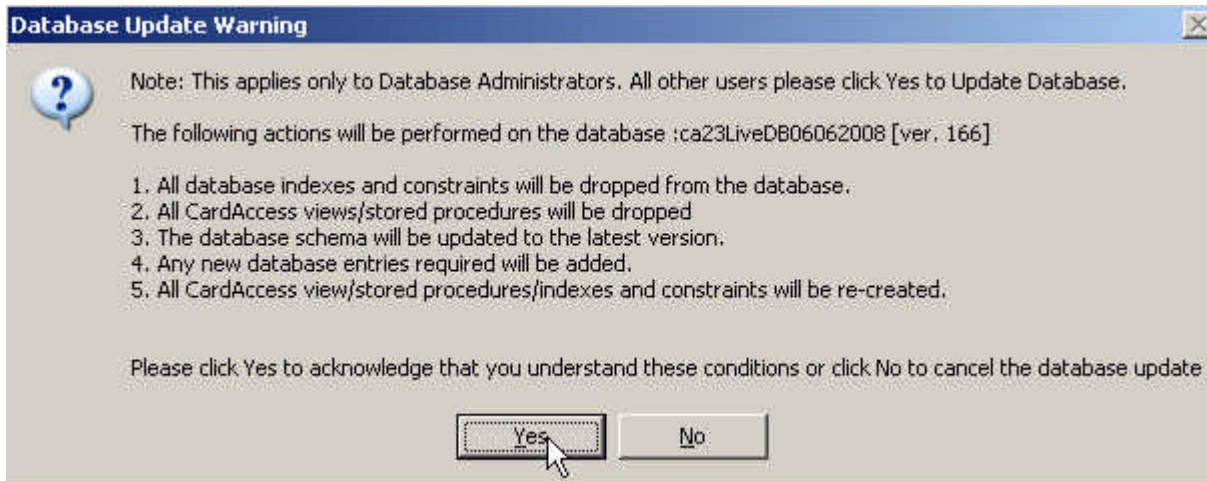


Figure 15.

34) A **Database Update Warning** will display. Click **Yes**. Refer to figure 15.

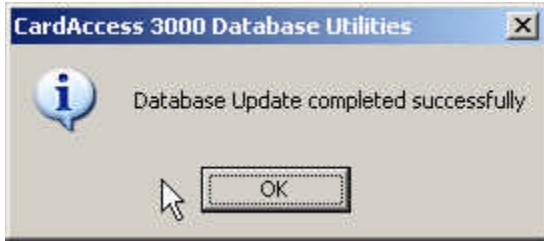


Figure 16.

35) After the database update is complete, an information box will display **Database Update completed successfully**. Click **OK**. Refer to figure 16.

Note: Repeat the update process for all databases from the previous version of CardAccess 3000. **VERY IMPORTANT** – It is highly recommended to keep a copy of all databases prior to updating.

36) **Reminder** - After all databases are updated, click on the **Database Connection** tab. **Verify** the Live database is selected. Click **save settings** and **Exit**.

37) Launch the CardAccess 3000 and verify there are No Errors. You will be required to log into the CA3000 using the previous usernames and passwords from your updated database. After you are logged into the CA3000, you will be required to reconfigure your archive databases. After the software is configured, you **MUST** perform firmware and Data downloads to ALL panels. This is required after all upgrades. It is recommended to disable all panels except one, and perform the firmware and data download to one panel at a time.