

FAQs

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FAQs

1) What is the default password for the CardAccess Utilities/Database Utilities?

pr1532

2) What is the default username and password for the CardAccess 3000 software?

The default username and password for the CardAccess 3000 is the following:

Username = Admin

Password = q

3) **I am unable to run reports because the Report icon is grayed out** – You must configure a **Report Printer** under “**System/System Settings/Printers**”. If you do not have a physical printer, you still have to select a printer in this list to preview a report. If the **Microsoft Document Writer** is in the list, you can select it to preview a report.

4) CardAccess 3000 automatically **logs off** after a short time – You must increase the **Auto-Logoff Time** under “**Administration/Operators**”. If you don’t want it to logoff automatically, set it to 99999.

5) Who should I call when I am having problems licensing the EPI Imageware runtime and designer license?

You must call EPI (Imageware). The number is 819-772-7600. EPI licenses are designed like other software licenses. If a hardware change is detected, the EPI license will revoke itself. If this occurs, you must call EPI (Imageware) to have the reset the license.

Note: Continental Access has no access to the EPI license servers.

6) Why am I getting an error during the CA3000 installation on V2.6.x and V2.7.19a, stating the Password doesn't meet the security requirements?

On the above mentioned versions, the password for our installation is lower case "cic". If the password complexity requirements are set too high in the Windows security policy, the IT department MUST lower them to get the installation completed. When the installation is complete, the IT department can set the requirements back to the higher setting.

7) How do I wire up an rs-232 polling cable to a 8 door panel and a Supertwo panel?

9 pin	POLL Connector on 8 door panel (16 pin conn)
2-----	4 (TXD) (purple)
3-----	5 (RXD) (red)
5-----	6 (GND) (brown)

9 pin	RS232 Connector on Supertwo
2-----	(TXD) (purple)
3-----	(RXD) (red)
5-----	(GND) (brown)

8) How do I wire up the Lantronix cable to the panel?

25 pin (Lantronix side)	POLL Connector (16 pin conn.) on 8 door panel
2-----	4 (TXD) (purple)
3-----	5 (RXD) (red)
7-----	6 (GND) (brown)

25 pin (Lantronix side)	RS232 Connector on Supertwo
2-----	(TXD) (purple)
3-----	(RXD) (red)
7-----	(GND) (brown)

Note: It is not recommended to cut the programming cable supplied with the Lantronix. The supplied cable doesn't meet the specifications. You can purchase a modem cable (RFQ-0001) to use as a Lantronix cable. Another option is to fabricate a cable as per the above wiring diagrams.

9) How do I wire up one panel to another using repeat mode?

1 st Panel	2 nd Panel
(RT+) Pin 7	-----Pin 13 (MR+)
(RT-) Pin 8	-----Pin 14 (MR-)
(RR+) Pin 9	-----Pin 11 (MT+)
(RR-) Pin 10)	-----Pin 12 (MT-)

Notes:

- Repeat pins on the first panel, go to Multidrop pins on the second panel.
- (T)ransmits on the first panel, go to (R)eceives on the second panel.
- (R)eceives on the first panel, go to (T)ransmits on the second panel.
- Polarities on the first panel, go to the same polarities on the second panel (ex. + to +) and
and
- (- to -).
- When wiring a superterm/turbosuperterm to a supertwo, the pin numbers above are not noted on the Supertwo panel. Refer to the notations on the supertwo board.
- Refer to the Superterm/TurboSuperterm Installation and service manuals on the Continental Website for detailed wiring drawings and jumper settings.

10) Do I have to activate and register the CardAccess 3000 soft license?

YES

If you are supplied a .LIC file from Continental Access, you must copy it to the desktop. Once the .LIC file is on the desktop, you must open the CardAccess License Manager by clicking Start/Programs/CardAccess3000. From the main menu in the CardAccess License Manager, you must **IMPORT** the license. After the license is imported, you must **ACTIVATE** it. After the license is activated, we recommend **REGISTERING** it. Registration is optional, but you must have it registered if you ever need to move it to a new computer.

11) **Is it necessary to disable the Windows firewall or any other firewalls?**

If the Windows firewall is not disabled, you must open all the ports used by the CardAccess Software and all other applications. To prevent any installation problems, we recommend disabling ALL firewalls. To disable the Windows firewall, right click My Computer and click Manage. Select **Services and Applications** and then **Services**. It is recommended to stop the Windows Firewall service, and set the startup type to disabled.

12) **Can I upgrade a CA195, CA295 or CA495 database to CA3000?**

If you have CardAccess 3000 V2.6 or later, you must send the DATA folder to Continental to get it upgraded. The pdxsql.exe transfer utility has been removed from the latest versions of CardAccess 3000.

13) **How do I determine the badge format of my existing badges?**

Send a minimum of 3 badges to Continental Access for a card analysis. Prior to sending them in, you must call Continental Sales and get an RMA for a card analysis. Also, refer to the Continental Website (www.cicaccess.com click support then click Document library) for common badge formats.

14) **Can I determine my facility code without sending the badges into Continental?**

YES

You can swap bits in the badge format. You must swap the bits for the Badge ID and the Facility code. After doing so, when you swipe the badge, the facility code will display as the badge number. (ex. Badge Violate Void with a badge number). The badge number is actually your facility code in decimal. You must convert this facility code to a hex number to use in the CA3000.

15) **Can I power my locks using the +12 volts on a TurboSuperterm or a Superterm?**

NO

The 12 volts on the Superterm and TurboSuperterm is only rated for 500 ma. It is recommended to use an external power supply. If too much current is drawn on the 12 volt line on a Superterm or TurboSuperterm, the board will buzz and eventually get damaged. The Supertwo controller supplies 1.6 Amps on the 12 volt line. The 12 volts on the Supertwo panel can be used to power locks.

16) **Does the CardAccess 3000 backup the Databases automatically?**

NO

You must manually detach and backup the databases. You can purchase the full version of SQL, or buy a third party backup application. This will require an IT administrator to do this.

17) **What can cause EVENTS to display the time 1-3 hours off ?**

Reason 1: You must check the Windows clock. Double click the clock. It must display the correct time zone. If your current time zone is "Daylight Savings Time", and your PC time zone is displaying "Daylight Standard Time", the alerts will be an hour off. Adjusting the Windows clock to compensate for the incorrect time zone, will not fix the problem. You must download all the correct Windows updates to get the correct time zone setting in the clock.

Reason 2: In the CA3000, you must verify the com port is set to the correct time zone. Click "Configuration/Comports". Verify the correct time zone is configured for each com port.

18) **Will the CA3000 run in a Virtual environment?**

YES

The CA3000 will run in a virtual environment. It is recommended to get a soft license for the CA3000 instead of a physical security key. A virtual environment shares USB and parallel ports between environments. There is one thing to take into consideration. If there are problems with the software, technical support might request installing the software on a dedicated computer for troubleshooting purposes. It is virtually impossible for Continental Access to duplicate all VMs.

19) **If I configure Holidays in the CA3000, should the free access schedules have "HOL" in them?**

NO

This is a very important issue. In almost all cases, schedules used for "Free Access" should not have "HOL" in it. If the Free Access schedule has "HOL" in it, and holidays are configured, the door will open on the holiday.

20) **Are security keys interchangeable between different versions of CardAccess 3000?**

NO

Each version of CardAccess 3000 has a different security key. Verify you have the correct security key before installing new software.

21) **What is the first thing I should check if the CA3000 will not start?**

If the system was previously working, the first setting to check is the CardAccess Utilities/Database Utilities. As previously mentioned in question #1, the password is pr1532. Verify the settings are correct. Verify the CicDatasever Host IP address is correct. If this is incorrect, the CA3000 will not start. If it's a CA3000 host, you can set the IP address to 127.0.0.1. If this doesn't correct the problem, verify the Windows firewall didn't turn on (refer to question #7).

22) **How do I check if my security key supports workstations, DVRs, Napco Integration and other features?**

As per question #6, launch the CardAccess License Manager to view the settings in the security key/soft license.

23) **If I'm unable to log in to the CardAccess 3000 because I lost my passwords, how do I restore my operators to the default?**

The Continental dealer must fax in a letter from the Enduser, giving Continental Access permission to reset the operators. It must be written on the Endusers letter head. It also must be written by an executive of the company (ex. CEO, owner...). The fax number is 631-842-9135. After this is faxed in, technical support will assist with the process.

24) **The CA3000 is displaying an alert "Database is nearing the limit. Should I be concerned?"**

If you have version 2.2.13 B160 or later, you should not have to be concerned. Version 2.2.13 and later, creates a new archive database when it fills up. This is just a warning message that the archive database is almost full. If you have Version 2.0.25 or earlier, you must manually create and configure a new archive database.

25) Why am I receiving the error message “Max comservers have been reached” when I try to configure a new comport under Configuration /Comports?

In the Configuration/Comports screen, you must click Edit /Save, not NEW to add a new comport.

26) Why am I receiving a error stating “You Don’t have administrative rights” when I try to launch a program using Windows 7 or Server 2008?

Even though you are an Administrator, there is a new setting in Windows 7 and Server 2008. The setting is UAC (User Account Control). In Windows 7 this must be lowered to the lowest setting to eliminate this error message. There is a slider control you must lower to the bottom. In Server 2008, you must disable UAC.

27) Does CardAccess 3000 run as a service?

No, as of Nov 2011, it does not. A future release of V3 will run as a service. V3 is expected out in 2012.

28) What can cause the communications driver to start and shut down immediately when the program starts?

If the mail table has wrong entries in it, this will occur. You must empty the mail table using the CASqlexplorer utility or the Sql Management Studio Express. The command to empty the Mail table is “Delete from Mail”. After emptying the mail table, you must reboot the computer.

29) Where can I find all the available Documentation?

All the available documentation can be found on the Continental Access website (www.cicaccess.com - click Support and then click Document Library)

30) What Trilogy Networx Wireless locks are supported by the CardAccess 3000 V2.8.x ?

CardAccess 3000 V2.8.2 B229 : Supports PDL6100, PL6100

CardAccess 3000 V2.8.A : Supports PDL6100, PL6100, PDL6500 and PL6500

31) What can cause a “Maximum users have been reached” error message?

It is **NOT** recommended to Remote into the CardAccess 3000 host computer. This will insert extra records in the MAIL table, resulting in a “Maximum users have been reached” error message. If this error occurs, you must empty the MAIL table. After emptying the MAIL table, you must restart the computer and the CardAccess 3000 application.

32) What can cause the “Print” button not to display in “Personnel”?

If the Video Badging setting in System Settings is configured for “Photos only”, the Print button will not display. You must purchase and configure the Badging3000 option to print.

33) When I open the door, a “Door Now Closed” Alert displays and then a “Forced Door Alert”.

If the door contact is wired backwards, this will occur.

34) Installing CardAccess 3000 V2.8 and later without a DVD drive

CardAccess 3000 V2.8.2 and later, is shipped on a DVD. It requires a DVD drive to install. If you do not have a DVD drive, you can map a drive to another computer with a DVD drive.