

Site Manager



Security Systems

EN | Getting Started Guide
Software

BOSCH

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Contents

Preface	4
Guide Layout	4
Audience.....	4
Version	4
Document Conventions	5
1 – Installation	6
PC Requirements.....	6
Microsoft Windows and Site Manager Software Compatibility	7
Before Installation	8
Standalone PC Installation	9
Small Office Network Installation	10
Installing Site Manager.....	11
Identifying Your Computer's Name	15
Updating Microsoft Data Access Components (MDAC).....	15
Updating Microsoft Windows Installer	15
Enabling File and Printer Sharing for the Database Server	16
Allowing Data Access through Personal Firewalls.....	17
Un-installing Site Manager	24
2 – Getting Started	26
Logging In.....	26
Operator Authorities	27
Main Menu Overview	28
Creating a New Site	29
Panel Overview.....	31
Selecting / De-Selecting Entire Columns	32
Panel Panes Overview.....	33
Connecting to a Panel.....	37
Synching Panel Data.....	38
Panel History Log Form Options.....	41
Setting the Panel Time	43
Interactive Mode	44
Using the Keypad Simulator	46
Remembering Last Operator and Password	48
4 – Troubleshooting	49

Preface

Guide Layout

This guide highlights the basics steps for installing the Site Manager - Onsite Administration Software (Site Manager) and connecting to an alarm panel.

This manual is divided into the following sections:

1. Installation – Steps required to successfully install Site Manager on your computer.
2. Getting Started – Basic features of Site Manager and instructions on how to connect to a panel.
4. Troubleshooting – Installation and usage problems. Contains answers to common issues.

Audience

This guide assumes the reader has worked with alarm panels before, and that you have a general understanding of the following concepts:




- Files and folders
- Hard drive / DVD-ROM
- Software installation
- Uploading/Downloading alarm panel information

Version

Version 1.00 – April 2014 – Initial Release of Site Manager

Document Conventions

This guide adheres to the following conventions:

Style	Explanation
ALL CAPITALS	Acronyms, abbreviations, and keys on your keyboard.
Bold	Menu, menu command, button, tab, and option names, as well as service and process names.
Monospace	Sample line commands, program code, World Wide Web addresses, file and folder names.
<i>Italics</i>	Other documentation.
	Tips.
	Configuration notes.
	Things that should not be done.

1 – Installation

PC Requirements

The following table lists minimum computer hardware and software specifications necessary to install Site Manager:

Component	Description
Compatible Microsoft™ Windows™ operating systems	Windows XP Home/Professional with Service Pack 1/2 Windows 2003 Server 32/64 bit Windows Vista/2008 Server 32/64 bit Windows 7/2008 Server R2 32/64 bit Windows 8/8.1 32/64 bit
Processor (CPU)	Windows XP – Intel Pentium II 300Mhz Pentium or AMD equivalent. Windows 2003 Server 32/64bit – Intel Pentium 4 1GHz or AMD equivalent. Windows Vista/2008 Server 32/64 bit – Intel Pentium 4 2GHz or AMD equivalent. Windows 7/2008 Server R2 32/64 bit – Intel Pentium 4 2GHz or AMD equivalent. Windows 8/8.1 32/64 bit – Intel Pentium 4 2GHz or AMD equivalent
Memory	Windows XP – 128MB Windows 2003 Server – 512MB Windows Vista/2008 Server – 1GB Windows 7/2008/8/8.1/ Server R2 – 1GB
Disk Space	Site Manager – 100MB available hard disk space. Database Server – 400MB available hard disk space.
Display	Minimum resolution 1366 x 768 pixels 16 bit (high-colour)
CD-ROM	4X or faster
Windows Installer	Windows Installer V2 or higher (Available on installation CD) Note: Windows Vista/2008 Server and Windows 7/8/8.1/2008 Server R2 requires Windows Installer 3.1
MDAC	Microsoft Data Access Components V2.7 or higher. (Available on installation CD)

Microsoft Windows and Site Manager Software Compatibility

Below is a table outlining Site Manager and Microsoft Windows compatibility. Please use this compatibility list as a guide only when attempting to install Site Manager on older versions of Microsoft Windows. Whenever possible, it is always better to obtain the latest release of Site Manager as this will help ensure compatibility with recent firmware updates for Solution 144 and Solution 6000 alarm panels.

Microsoft Windows Version	Compatibility / Information
Window XP Home/Professional Windows 2003 Server	Site Manager V 1.0.0 and later. MSDE or Microsoft SQL Server 2005 database engine. The default database engine is MSDE, this may be optionally be upgraded to Microsoft SQL Server 2005 via the Site Manager Maintenance Utility. Upgrade is only required if a large amount alarm log data is stored or backup and restore compatibility is required. ie. Different PCs using the Microsoft SQL Server 2005 database engine.
Windows Vista Windows 2008 Server	Site Manager V 1.0.0 and later. SQL Server 2005 Express database engine. If database backup and restore support is required for PCs running the MSDE database engine then run Site Manager Maintenance Utility to upgrade the database engine on these PCs from MSDE to Microsoft SQL Server 2005 before attempting to backup and restore.
Windows 7 Windows 2008 Server R2	Site Manager V 1.0.0 and later SQL Server 2008 Express database engine. If database backup and restore support is required for PCs running the MSDE database engine then run Site Manager Maintenance Utility to upgrade the database engine on these PCs from MSDE to Microsoft SQL Server 2005 before attempting to backup and restore.
Windows 8 Windows 8.1	Site Manager V 1.0.0 and later SQL Server 2012 Express database engine. If database backup and restore support is required for PCs running the MSDE database engine then run Site Manager Maintenance Utility to upgrade the database engine on these PCs from MSDE to Microsoft SQL Server 2005 before attempting to backup and restore.



Warning: Use of minimum memory requirements with the database server on the same PC will result in very sluggish performance.

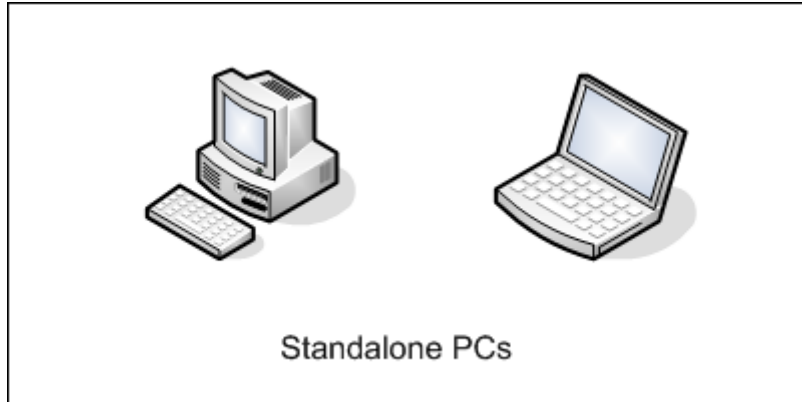
Before Installation

Below is a list of simple steps to ensure the installation goes smoothly. Please complete the tasks below before installing Site Manager:

1. Make sure the PC meets the minimum hardware requirements outlined in the PC Requirements section of this guide.
2. Microsoft Installer Version 2 (Windows XP) or Microsoft Installer Version 3.1 (Windows 2003 Server/Vista/2008 Server/7/8/8.1/2008 Server R2) is needed to install this software. An upgrade (if necessary) is available on the installation CD. For more information see **Updating Microsoft Windows Installer** section.
3. MDAC 2.7 or higher is needed for database data storage. MDAC is automatically updated when the latest patches are downloaded for Internet Explorer. The installation routine will also attempt to upgrade MDAC to Version 2.8. If this fails an upgrade is available on the installation CD. For more information see **Updating Microsoft Data Access Components (MDAC)** section.
4. Ensure that you have Administrator privileges on the PC before attempting to install the software. On Windows 2003/Vista/2008/7/8/8.1/2008 R2 you will also need to use the 'Run as Administrator' popup menu option when installing the database server.
5. File and Printer Sharing for Microsoft Networks must be enabled. For more information see **Enabling File and Printer Sharing for the Database Server** section.

Standalone PC Installation

This type of installation is for PCs that are standalone and is typically used on laptops where the client software (Site Manager) and the database server need to be installed on the same PC.



In standalone mode the Site Manager application, Database and maintenance utility should be installed on the same PC:

Step 1 – Install the Site Manager application.

Step 2 – Install the Site Manager Database Server.

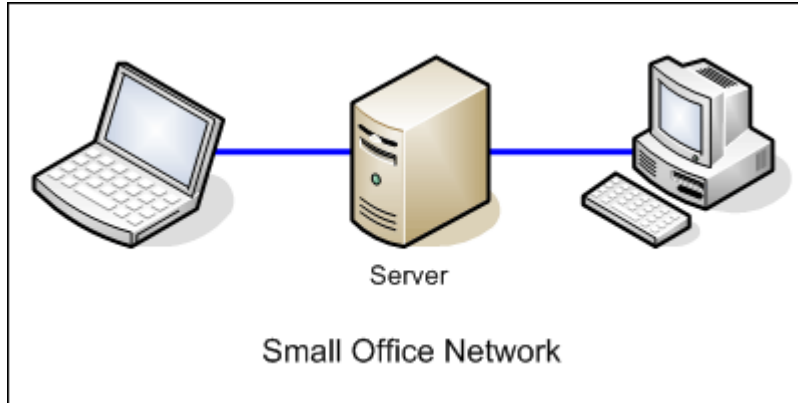
Step 3 – Install the Site Manager Maintenance Utility

Step 4 – Run Site Manager. At the login prompt enter your login details ensuring that the correct server (in this case your PC name) is listed in the server field.

Small Office Network Installation

This type of installation is for PCs that are connected to a small office network. The Site Manager Database server should be installed on the network server. The Site Manager application can then be installed on each computer requiring access to alarm data.

The database server can be used by up to 12 operators at the same time.



Steps for performing a small office network installation:

Step 1 – Install the Site Manager application on each computer requiring access to alarm data.

Step 2 – Install the Database Server on your network server. Alarm data will be shared among users on your network.

Step 3 – Install the Site Manager Maintenance Utility on your network server.

Step 4 – You may optionally install the Site Manager application on the network server.

Step 5 – Once complete run Site Manager. At the login prompt enter your login details ensuring that the correct server is listed in the server field.



Personal firewalls may prevent data stored in a database server on another PC from reaching your PC. For more information please see **Allowing Data Access Through Personal Firewalls** section.

Installing Site Manager

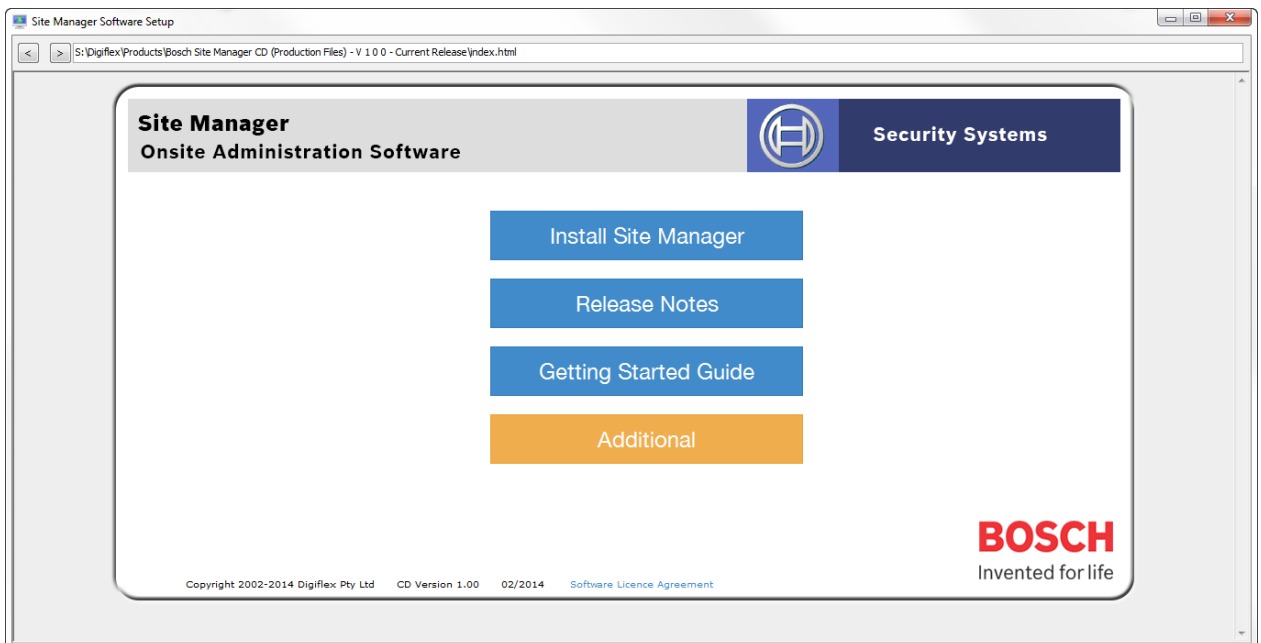
Before installing Site Manager ensure the steps outlined in the **Before Installation** section have been followed.



Networked and standalone installations require slightly different steps. Please read **Standalone PC Installation** and **Small Office Network Installation** sections for more information on these differences before proceeding.

Step 1 – Begin installation by placing the DVD into your DVD-ROM drive.

The DVD will automatically launch and the selection menu will automatically appear in your default web browser.



If no web browser appears or it does not show the selection menu then:

- A. From the Windows taskbar, click **Start > Run** or double-click the **My Computer** icon on the Windows desktop and open your computer's CD drive.
- B. Type <CD drive>:\autorunpro.exe in the Open field and click **OK**. Example: If you CD-ROM drive is H: then type: h:\autorunpro.exe.

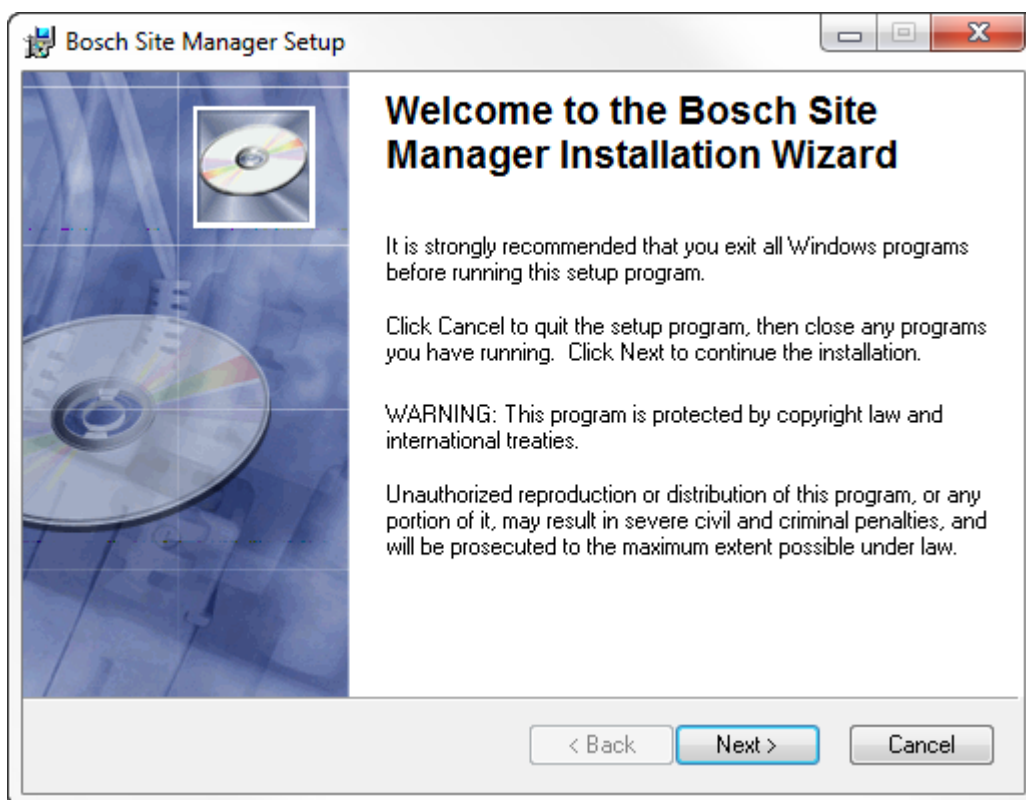
Step 2 – Click **Software Installation** to launch Site Manager Setup Utility.



Firefox web browsers have an inbuilt security system which prevents clicked links from launching an application. In order to launch the Remote Access Software Setup Utility in Firefox you need to click the Software Installation link and save the application to disk. After the application is saved run **Windows Explorer** to find it and run it.

Other web browsers such as Safari, Opera, etc may have similar security features. If you have difficulty launching the Remote Access Software Setup Utility please follow the steps above (Firefox browsers) or consult the online help for your particular web browser.

Step 3 – Click **Install Site Manager** and follow the prompts.



If Site Manager fails to install you might need to update the Windows Installer utility on your PC. For more information see **Updating Windows' Installer** section.

The install application will also try to update the MDAC (Microsoft Data Access Components) engine on your PC to release 2.8. If MDAC cannot be automatically updated please see **Updating Microsoft Data Access Components (MDAC)** section for instructions on performing a manual update.

Step 4 – If you are installing Site Manager for the first time then click **Install Database Server** and follow the prompts. Also see **Standalone PC Installation** and **Small Office Network Installation** sections according to your network setup.

If you are upgrading from a previous installation of Site Manager you do NOT need to install the Database Server.

Step 5 – (Optional) Click **Install Maintenance Utility** and follow the prompts. The Site Manager Maintenance Utility allows you to backup and restore databases as well as perform other general housekeeping tasks.



If you are installing Site Manager for the first time you need to install the database server. If you are upgrading from one release of Site Manager to another then do NOT install the database server.

If the Database Server has previously been installed, attempting to re-install the database server will result in a 'duplicate instance' error.

The database server stores all panel data information and can be shared by up to 12 operators at the same time.

Identifying Your Computer's Name

Occasionally personal firewalls may block Site Manager from obtaining the server name. To work out your computer's name, perform the following steps according to your Windows version:

Windows XP/2003 Server: Right mouse click on the My Computer icon of your desktop, then select Properties and click on the Computer Name tab. (Note: If the computer name contains dots (.) only use the word before the first dot).

Windows Vista/2008 Server/7/8/8.1/2008 Server R2: Right mouse click on the Computer icon of your desktop, then select Properties. Use the name to the right of title, Computer Name.

Once you know your computer name enter it in the Server field followed by the word \SITEMANAGER. Example: 'MYPC\SITEMANAGER.

Updating Microsoft Data Access Components (MDAC)

If your computer has a very old version of Microsoft Internet Explorer the MDAC engine will be out of date. The MDAC engine is an inbuilt interface that allows Site Manager to talk to the database. During installation the Site Manager Setup Utility will check which version of MDAC you are running and attempt to automatically upgrade it to version 2.8 (or later).

If the automatic MDAC engine update fails you may manually upgrade the MDAC engine by running MDAC_TYP.EXE utility located in the \Site Manager Software\Software\MDAC directory of your installation CD. Updating Microsoft Internet Explorer to the latest version available will also update MDAC and may be the preferred option.

Updating Microsoft Windows Installer

Site Manager and Site Manager Maintenance Utility require at least version 2.0 of Microsoft Windows Installer (Windows Vista/2008 Server/7/8/8.1/2008 Server R2 require Windows Installer 3.1 or above) for installation. If you are having installation related error messages you may need to update Microsoft Windows Installer engine.

To update Microsoft Windows Installer:

Windows XP/2003 Server: Go to folder \Site Manager Software\Software\MSI20W of the Site Manager installation CD and run INSTMSIW.EXE.

Windows Vista/2008 Server/7/8/8.1/2008 Server R2: These versions of Windows should already have Windows Installer 3.1 installed. Make sure you have the latest service packs and patches applied.

Enabling File and Printer Sharing for the Database Server

If you are installing Site Manager Database Server please ensure file and printer sharing has been enabled on your PC. If this option is not ticked (see screenshot below) the database server installation process will halt.

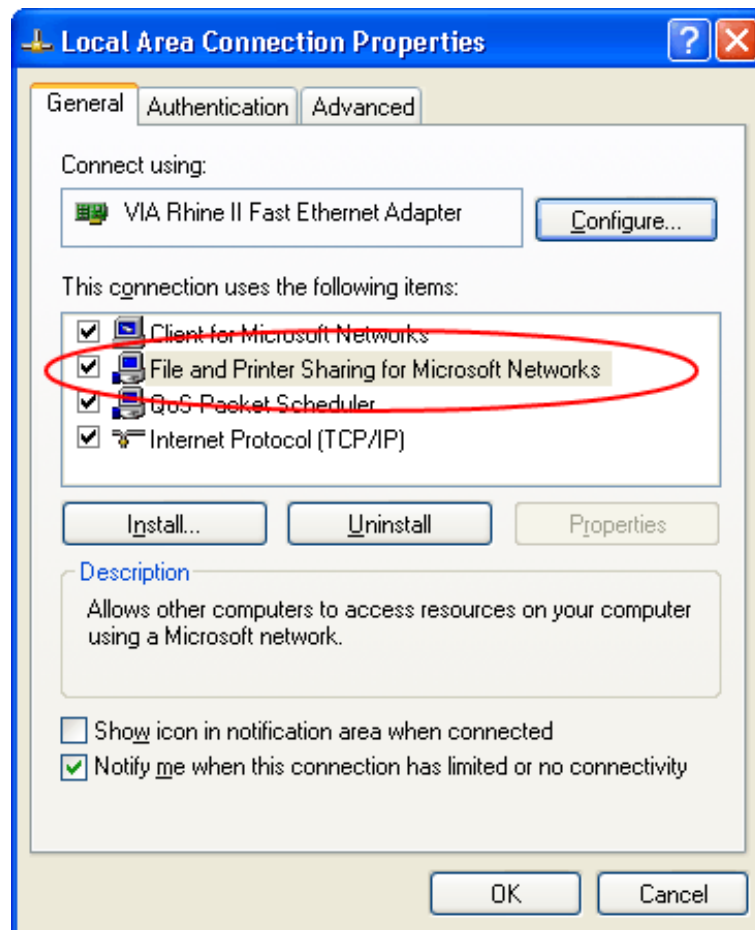
To enable file and printer sharing follow these steps:

Step 1 – Click on **Start > Settings > Network Connections**.

Step 2 – Right-mouse click Local Area Connection and select Properties.

Step 3 – On the General tab of the Local Area Connection Properties dialog ensure the option 'File and Printer Sharing for Microsoft Networks' is ticked.

Step 4 – Click **OK** to save settings.



Allowing Data Access through Personal Firewalls

Windows XP/2003 Server

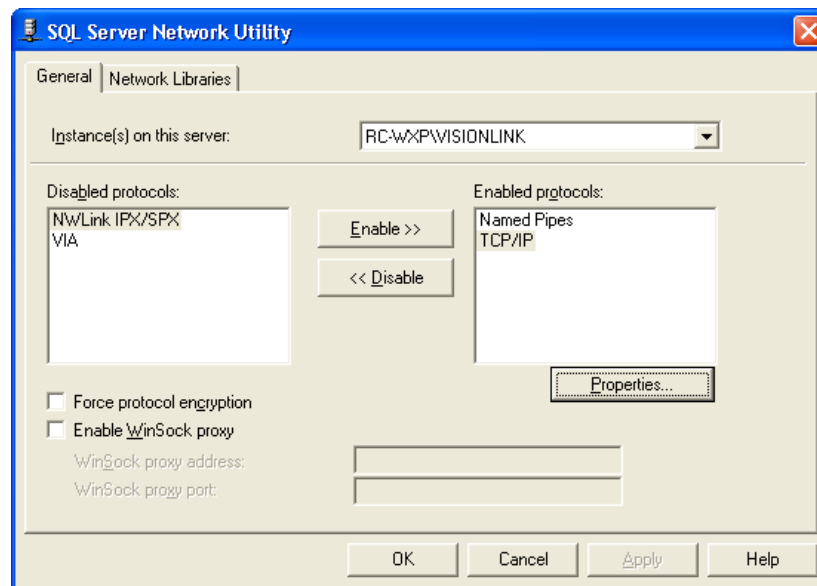
Service Pack 2 (SP2) for Windows XP and Windows 2003 Server installs a personal firewall that may prevent operators from other PCs accessing Site Manager data stored in the database server. This is only a problem if the database server is running on a PC with Windows XP SP2 and the client software (Site Manager) is trying to access the database server from another PC.

During database server installation the Setup Utility will attempt to configure the XP SP2 firewall to allow access. In some cases it may be necessary to perform the firewall configuration steps manually.

The following commands are for configuring Microsoft Windows XP (SP2) firewall. Steps for manually enabling access:

Step 1 – Open a command shell by clicking **Start > Run** In the Open field type `cmd` then press **Enter**.

Step 2 – Type `svrnetcn` and press **Enter**. From the SQL Server Network Utility program select TCP/IP under enabled protocols and click Properties. Take note of the Default Port. This will be used later.



Step 3 – Type `netsh firewall set portopening udp 1434 SQLBrowser enable subnet` and press **Enter**.

Step 4 – Type `netsh firewall set portopening tcp 445 SQLNP enable subnet` and press **Enter**.

Step 5 – Type `netsh firewall set portopening tcp <Default Port from Step 2> SQLSiteManager enable subnet` and press **Enter**.

For more information see [http:// support.microsoft.com/kb/841251](http://support.microsoft.com/kb/841251)



If a third party firewall is used similar steps can be applied. Below is a list of ports needed to be opened for database access:

Port	TCP/UDP	Function
<From svrnetcn>	TCP	Data port
1434	UDP	Browser service
445	TCP	SMB over TCP (File sharing)

Windows Vista/2008 Server

Windows Vista/2008 Server comes with an in-built advanced firewall which may prevent users from other PCs accessing the Site Manager database. This is only an issue if the database is shared in a network. If Site Manager and the Database Server are on the same PC then the firewall will not affect Site Manager operation.

During database server installation the Setup Utility will attempt to configure the Vista/2008 Server firewall to allow access. In some cases it may be necessary to perform the firewall configuration steps manually.

The following commands are for configuring Microsoft Vista/2008 Server firewall. Steps for manually enabling access:

Step 1 – Click Start and go to Programs > Microsoft SQL Server > Configuration Tools and run SQL Server Surface Area Configuration



Main form of the SQL Server Surface Area Configuration.

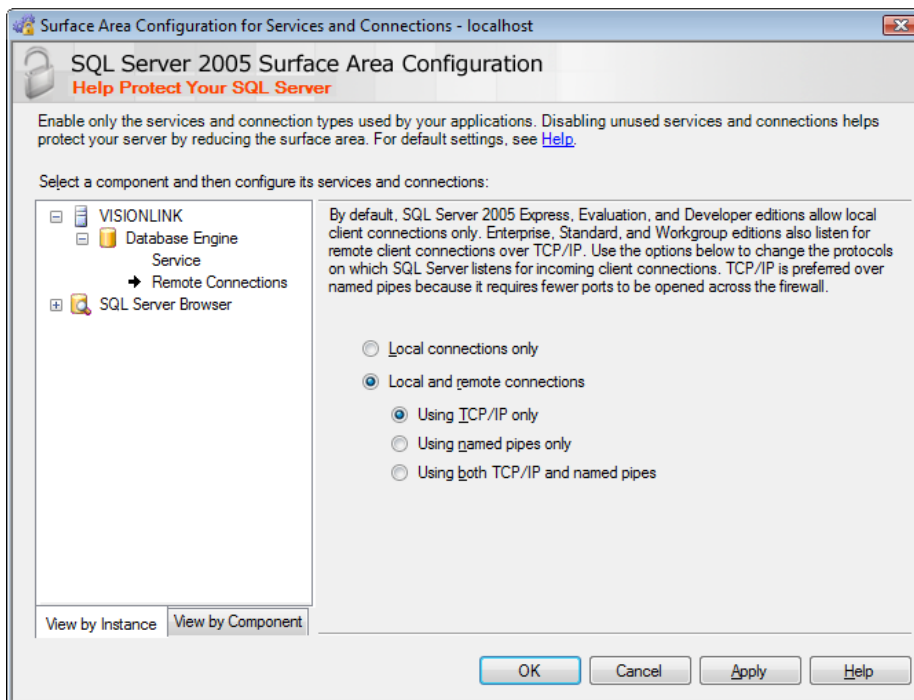


Windows Vista/2008 Server uses Microsoft SQL Server 2005 Express as the default database engine. Windows 7/2008 Server R2 uses Microsoft SQL 2008 Express.

Windows XP/2000/2003 Server uses MSDE (Microsoft SQL Desktop Engine).

Please be aware of these differences when upgrading Windows' versions. For more information see **Backing Up Customer Data** section.

Step 2 – From the SQL Server Surface Area Configuration utility click Surface Area Configuration for Services and Connections.

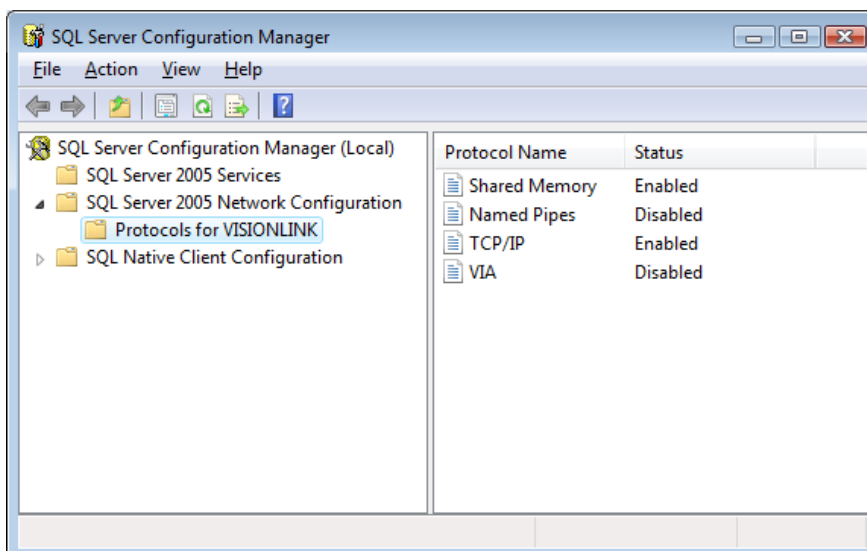


Make sure 'Using TCP/IP only' is ticked on the right hand pane.

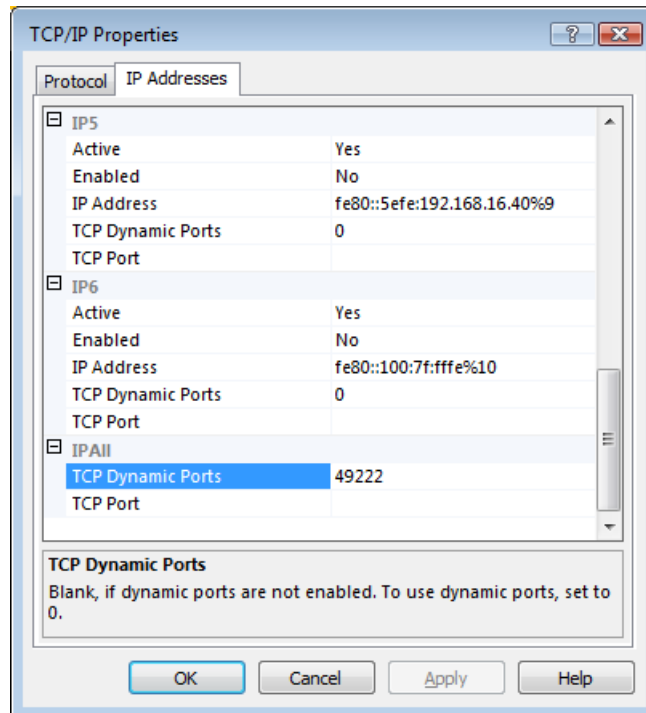
Step 3 – In the Surface Area Configuration for Services and Connections click on VISIONLINK then click Database Engine then Remote Connections. On the right hand pane ensure the *Local and remote connections* and *Using TCP/IP only* radio button are ticked.

Click Apply then click OK. You can now close all SQL Server 2005 Surface Area Configuration utility programs.

Step 4 – Click the Start button and go to Programs > Microsoft SQL Server > Configuration Tools and run SQL Server Configuration Manager.



Step 5 – From the SQL Server Configuration Manager, click SQL Server 2005 Network Configuration option on the left hand pane. Then click Protocols for VISIONLINK. On the right hand pane make sure TCP/IP has 'Enabled' next to it. Now double-click TCP/IP on the right hand pane.



Take note of the number after TCP Dynamic Ports, you will need it when typing the netsh commands.

Step 5 – In the TCP/IP Properties dialog click on the IP Addresses tab, then scroll down until you will see the IPAll section. Write down the number next to TCP Dynamic Ports, in the above example it is 49222.

Now close all forms in relation to the SQL Server Configuration Manager.

Step 6 – Click Start and go to Programs > Accessories. Highlight Command Prompt menu option and then right-mouse click over it. At the popup menu select Run as Administrator.

Step 7 – In the Command Prompt (Administrator mode) window type...

Step 8 – Type `netsh advfirewall firewall add rule name=SQLBrowser dir=in action=allow enable=yes localport=1434 protocol=udp` and press **Enter**.

Step 9 – Type `netsh advfirewall firewall add rule name=SQLSiteManager dir=in action=allow enable=yes localport=<Default port from Step 5> protocol=tcp` and press **Enter**.

Step 10 – Close the command prompt.

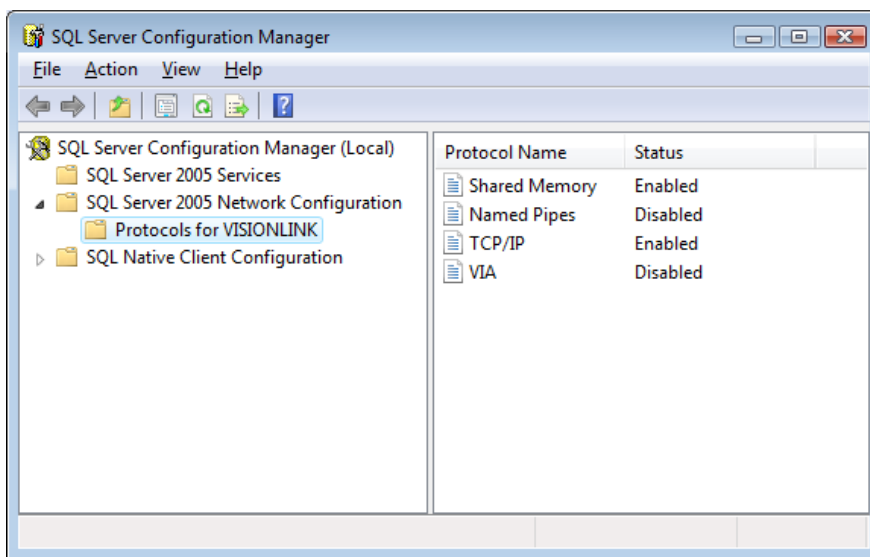
Windows 7/2008 Server R2

Windows 7/2008 Server R2 comes with an in-built advanced firewall which may prevent users from other PCs accessing the Site Manager database. This is only an issue if the database is shared in a network. If Site Manager and the Database Server are on the same PC then the firewall will not affect Site Manager operation.

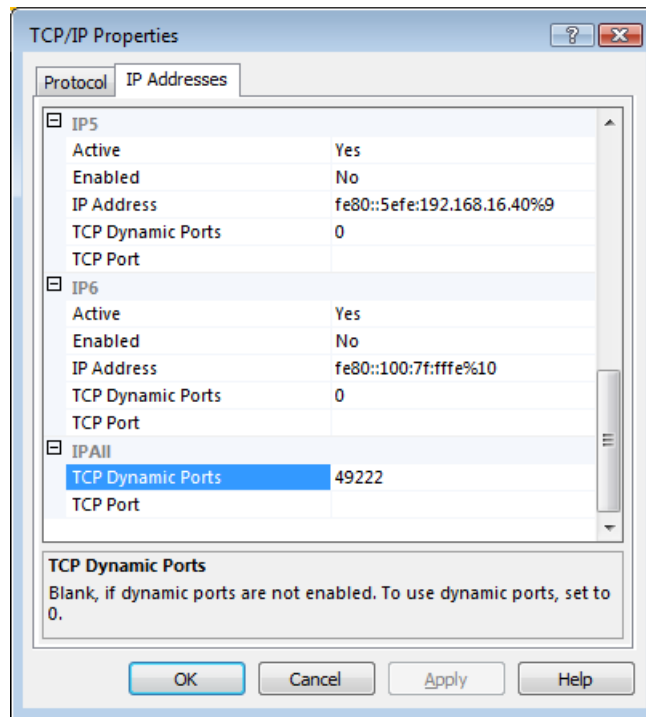
During database server installation the Setup Utility will attempt to configure the Windows 7/2008 Server R2 firewall to allow access. In some cases it may be necessary to perform the firewall configuration steps manually.

The following commands are for configuring Microsoft Windows 7/2008 Server R2 firewall. Steps for manually enabling access:

Step 1 – Click the Start button and go to Programs > Microsoft SQL Server > Configuration Tools and run SQL Server Configuration Manager.



Step 2 – From the SQL Server Configuration Manager click SQL Server 2005 Network Configuration option on the left hand pane. Then click Protocols for VISIONLINK. On the right hand pane make sure TCP/IP has 'Enabled' next to it. Now double-click TCP/IP on the right hand pane.



Take note of the number after TCP Dynamic Ports, you will need it when typing the netsh commands.

Step 3 – In the TCP/IP Properties dialog click on the IP Addresses tab, then scroll down until you will see the IPAll section. Write down the number next to TCP Dynamic Ports, in the above example it is 49222.

Now close all forms in relation to the SQL Server Configuration Manager.

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Step 7 – Type `netsh advfirewall firewall add rule name=SQLSiteManager dir=in action=allow enable=yes localport=<Default port from Step 5> protocol=tcp` and press **Enter**.

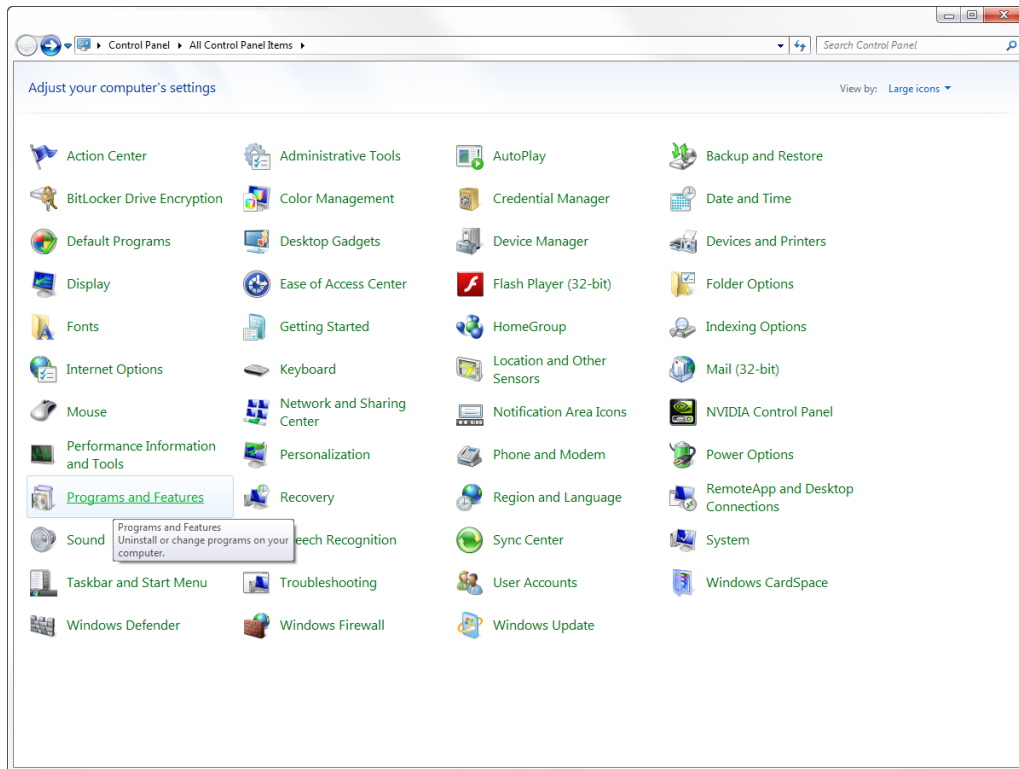
Step 9 – Close the command prompt.

Un-installing Site Manager

Before attempting to remove Site Manager make sure you are logged onto the computer with Administrator privileges.

Steps for uninstalling the software:

Step 1 – Open your Control Panel by going to **Start > Settings > Control Panel** and then double-click **Add or Remove Programs**.



Step 2 – From the list of installed programs, select Site Manager and click **Remove**.

Control Panel > All Control Panel Items > Programs and Features

Search Programs and Features

Control Panel Home

View installed updates

Turn Windows features on or off

Install a program from the network

Uninstall or change a program

To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.

Organize Uninstall Change Repair

Name	Publisher	Installed On	Size	Version
7-Zip 9.20 (x64 edition)	Igor Pavlov	20/05/2013	4.53 MB	9.20.00.0
Adobe Flash Player 11 ActiveX	Adobe Systems Incorporated	26/02/2013	6.00 MB	11.6.602.168
Adobe Reader XI (11.0.02)	Adobe Systems Incorporated	26/02/2013	125 MB	11.0.02
Audacity 2.0.3	Audacity Team	11/04/2013	44.1 MB	2.0.3
Axialis IconWorkshop 6.70	Axialis Software	17/07/2013	6.70	
Bonjour	Apple Inc.	29/04/2013	1.74 MB	2.0.2.0
Bosch Site Manager	Digiflex Pty Ltd	9/04/2014	73.1 MB	1.0.0
Bosch Site Manager Maintenance Utility	Digiflex Pty Ltd	9/04/2014	15.1 MB	2.0.2
Bosch Solution Link Maintenance Utility 2.1.0	Digiflex Pty Ltd	2/04/2014	8.57 MB	2.1.0
Bosch Solution Link Remote Access Software 2.1.1	Digiflex Pty Ltd	11/03/2014	135 MB	2.1.1
Bosch Solution Link Remote Support Software V 8.0.0	Digiflex Pty Ltd	23/09/2013	4.39 MB	8.0.0
Camtasia Studio 8	TechSmith Corporation	25/03/2014	379 MB	8.3.0.1471
Digiflex VisionLink Maintenance Utility 2.1.0	Digiflex Pty Ltd	5/02/2014	8.53 MB	2.1.0
Digiflex VisionLink Remote Access Software 2.1.0	Digiflex Pty Ltd	5/02/2014	67.3 MB	2.1.0
Disk Recoup 2.2	QueTek Consulting Corporation	25/08/2012	2.14 MB	2.2.1.0
Dotfuscator Software Services - Community Edition	PreEmptive Solutions	11/01/2013	6.45 MB	5.0.2500.0
DYMO Label 7 Update Setup	Sanford, L.P.	1/05/2013		8.2.3.1027
DYMO Label v.8	Sanford, L.P.	1/05/2013		8.5.0.1751
DYMO LabelWriter Drivers	Sanford L.P.	1/05/2013	2.51 MB	8.3.0.443
Entity Framework Tools for Visual Studio 2013	Microsoft Corporation	18/11/2013	140 MB	12.0.20912.0
Epson Connect Guide		5/02/2014		
Epson Event Manager	Seiko Epson Corporation	5/02/2014	42.4 MB	3.01.0007
Epson Network Guide XP-700 Series		5/02/2014		
Epson Print CD	SEIKO EPSON CORPORATION	5/02/2014		2.20.00
EPSON Scan	Seiko Epson Corporation	5/02/2014		
Epson User's Guide XP-700 Series		5/02/2014		
EPSON XP-700 Series Printer Uninstall	SEIKO EPSON Corporation	5/02/2014		
EpsonNet Print	SEIKO EPSON CORPORATION	5/02/2014		2.6.0
Ext2Fsd 0.51	Matt Wu	9/10/2013	2.84 MB	0.51
Extended Asian Language font pack for Adobe Reader XI	Adobe Systems Incorporated	22/04/2013	146 MB	11.0.0
File Scavenger 3.0		25/09/2012		
Foxit Cloud	Foxit Corporation	24/03/2014	7.01 MB	1.3.99.311
Foxit Reader	Foxit Corporation	6/11/2013	91.4 MB	6.1.1.1031

Digiflex Pty Ltd Product version: 1.0.0
Size: 73.1 MB

2 – Getting Started

Logging In

You should see a new icon on the desktop called Site Manager. Double-click on this icon to launch the application.



Alternatively Site Manager can be launched by clicking **Start > Programs > Bosch > Site Manager > Bosch Site Manager**

At the login prompt the Server name will default to the name of your computer plus the word \SITEMANAGER.

Example: If your computer is called 'TECH' then the Server name will be 'TECH\SITEMANAGER'.

If you have more than one server installed or the database server is on another PC click the pull-down box to select your server.

The default login is:

Operator **admin**
Password **admin**

A screenshot of the 'Login' dialog box for Bosch Site Manager. The dialog has a title bar 'Login' and a header area with the Bosch logo and the text 'BOSCH Site Manager Software Login' and 'Invented for life'. Below the header, there are three input fields: 'Operator:' with a text box, 'Password:' with a text box, and 'Server:' with a pull-down menu showing 'LOCALHOST\SITEMANAGER'. To the right of the input fields are two buttons: 'OK' and 'Cancel'.

Personal firewalls may prevent your database server from being listed in the Servers pull-down box. To configure your firewall for network database access see **Allowing Data Access Through Personal Firewalls** section.



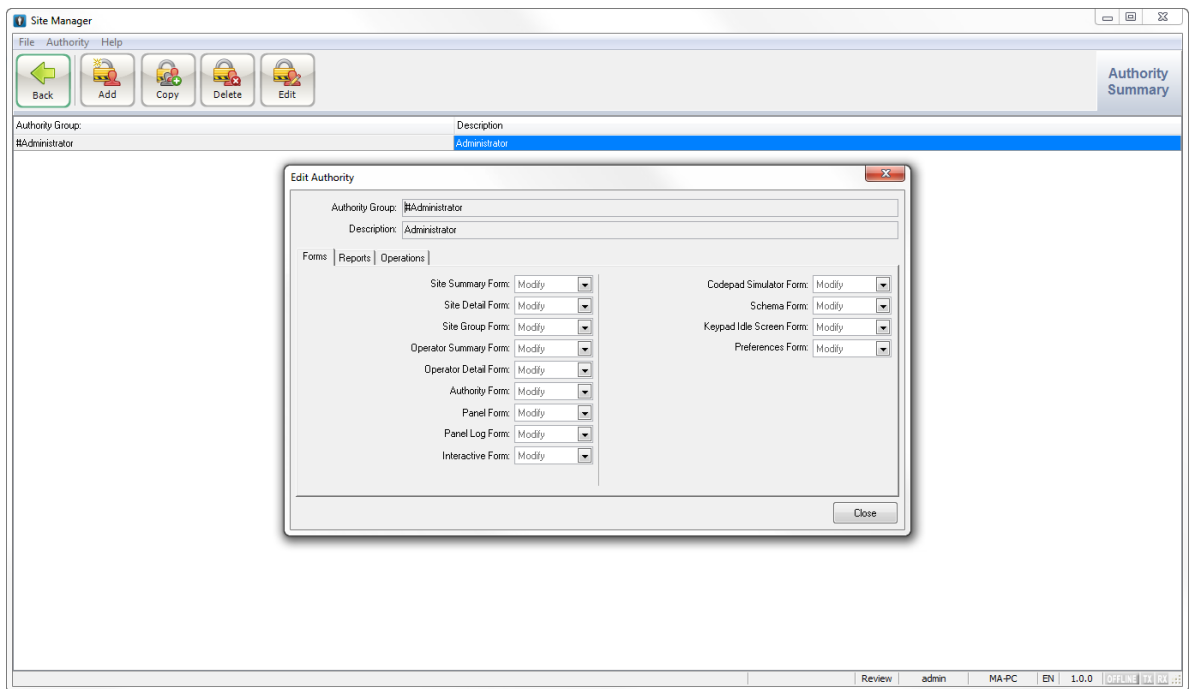
Site Manager can be set to remember your operator and password. For more information see **Remembering Last Operator and Password** section.

Operator Authorities

In multi-user installations you may need to block and/or restrict some or all operators for being able to access or change certain information.

To cater for this, Site Manager allows you to create a number of operator authority groups and to assign each operator to the appropriate one.

In this scenario the Administrator password needs to be changed from the default setting to prevent unauthorised access.



To prevent unauthorised access the default Admin operator password should be changed from the default 'admin' after installation.

Main Menu Overview

After successfully logging in you will be presented with the main menu. Below is a brief description of each menu option:

Sites – Add, modify or delete sites. Also allows you to view/modify panel information for a particular customer.

Operators – Add, modify or delete operators as well as setting access rights for each operator.

Reports – Print/view most common reports

Tools – Set preferences, perform backups and modify the default screen for graphic keypads.

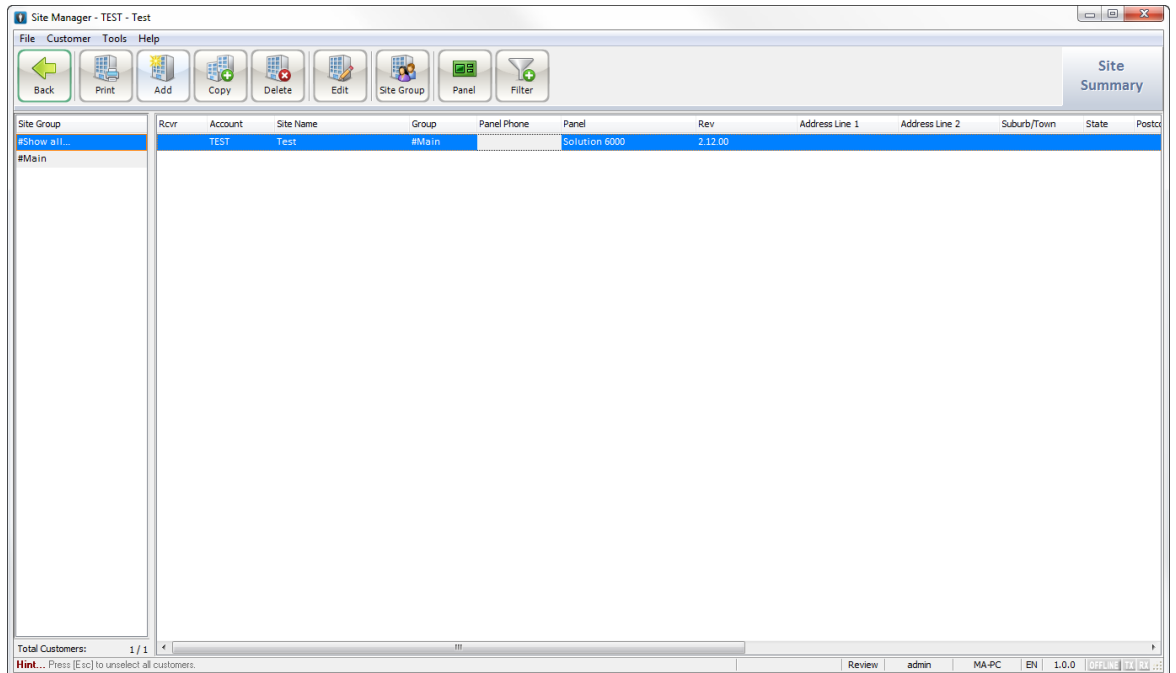
Logout – Allows you to logout of Site Manager without exiting the program.

Exit – Exit Site Manager Onsite Administration Software.



Creating a New Site

Clicking Sites from the Main Menu will display the Site Summary form. To create a new site, click the **Add** icon.



The Site Group column (left hand side) allows you to create different site groups. This is useful for sorting sites by different categories such as location, business group or panel type.

Show all – Displays all sites regardless of their site group.

Main – Stores all sites that have not been assigned to a different group.

To create a new site group click the **Groups** icon.

Upon clicking the **Add** icon you will be shown the Site Detail form.

Please fill in customer information as required. To quickly connect to a panel via IP (this requires a Ethernet module connected to the panel), only the Receiver No, Account No, Customer Name, Panel type MAC address, User Port and User RAS Security PIN fields need to be filled in.

If you wish to connect remotely please fill in the Panel MAC Address field as well. (See arrows in the Site Detail form sample below).

If you are about to perform a remote connection ensure the User RAS Security PIN field matches what's stored in the panel.

The screenshot shows the 'Site Manager - TEST - Test' application window. The title bar includes 'File', 'Customer', and 'Help' menus. The toolbar contains icons for Back, Save, Print, Add, Copy, Delete, Site Group, and Panel. The main content area is titled 'Customer Detail' and contains the following fields:

- Receiver No: []
- Account No: TEST
- Site Group: #Main
- Name: Test

Below these fields are tabs for Panel, Contact, History, Notes, Resources, and Peripherals. The 'Panel' tab is active, showing two sections:

- Panel:** Solution 6000, Revision: 2.12.00, Installed Panels: 1, Site Name: MyAlarm, Panel Phone: [], GSM Backup No: [], Panel Time Zone: (GMT+10.00) Canberra, Melbourne, Sydney, CLI Capable: NO
- Connection:** Default Method: Ethernet (TCP/IP), User RAS PIN: 10000000, MAC Address: 00-04-23-14-15-08 (with an 'Auto Detect...' button), User IP Port: 07706, User Static IP Address, Public IP: 220.233.211.182 (with an 'Update...' button), Private IP: 192.168.016.033

At the bottom of the window, there is a 'Hint...' message: 'Use the Page Up/Page Down keys to scroll through customers.' and a status bar with 'Review', 'admin', 'MA-PC', 'EN', '1.0.0', and 'OFFLINE' indicators.



The User RAS Security PIN is used to validate that you have authority to connect to the panel. This number must match the User RAS PIN stored in the panel otherwise a connection will not be possible.

It is important to change this PIN from the factory default setting otherwise connection is not possible.

Panel Overview

The screenshot displays the Site Manager software interface. At the top, there is a menu bar (File, Panel, Tools, View, Help) and a toolbar with various icons for user management and system operations. The main window shows a table of users with columns for User ID, User Name, Pin Code, and various authentication methods (RF Keyfob, Card/Token, Fingerprint). A secondary section titled 'Area Assignment' shows a grid of checkboxes for assigning users to different areas (Area 1 through Area 8). To the right, there are three pop-up windows: 'TimeZones' (listing various time zones like '24 Hour TimeZone'), 'Doors' (listing doors like 'Door 1 Name'), and 'Panel' (partially visible).



User	User Name	Pin Code	RF Keyfob	Card/Token Label	Card/Token ID	Fingerprint Label	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Area 8	Master PIN	Reserved
001	User 1 Name	2580					✓								✓	
002	User 2 Name						✓									
003	User 3 Name						✓									
004	User 4 Name						✓									
005	User 5 Name						✓									
006	User 6 Name						✓									
007	User 7 Name						✓									
008	User 8 Name						✓									
009	User 9 Name						✓									
010	User 10 Name						✓									
011	User 11 Name						✓									
012	User 12 Name						✓									
013	User 13 Name						✓									
014	User 14 Name						✓									
015	User 15 Name						✓									
016	User 16 Name						✓									
017	User 17 Name						✓									
018	User 18 Name						✓									
019	User 19 Name						✓									
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021	User 21 Name						✓									
022	User 22 Name						✓									
023	User 23 Name						✓									
024	User 24 Name						✓									
025	User 25 Name						✓									
026	User 26 Name						✓									
027	User 27 Name						✓									
028	User 28 Name						✓									
029	User 29 Name						✓									

Panel information is divided over three panes. These panes contain the main information from the panel providing a general overview of the user's interaction with the panel.

Each window has a more detailed view which can be accessed by double clicking the User/TimeZone/Door that you are interested in. These more detailed views provide a more concise and individual view for a specific User/TimeZone/Door.

Selecting / De-Selecting Entire Columns

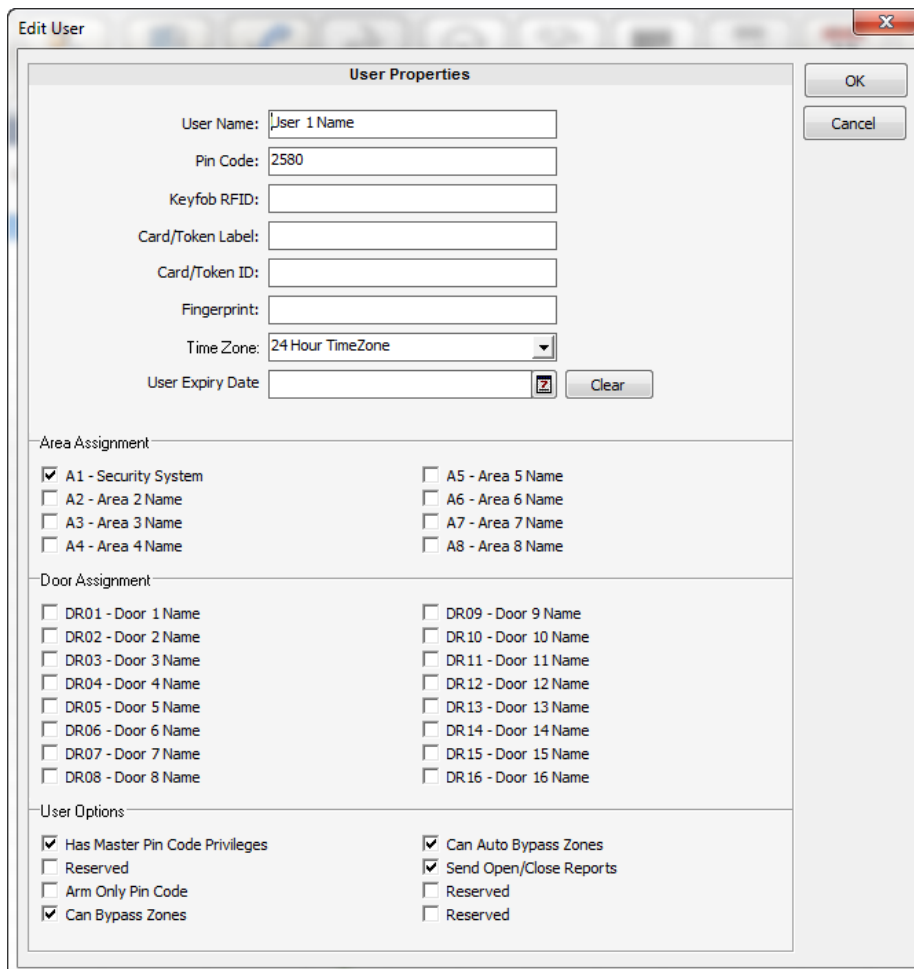
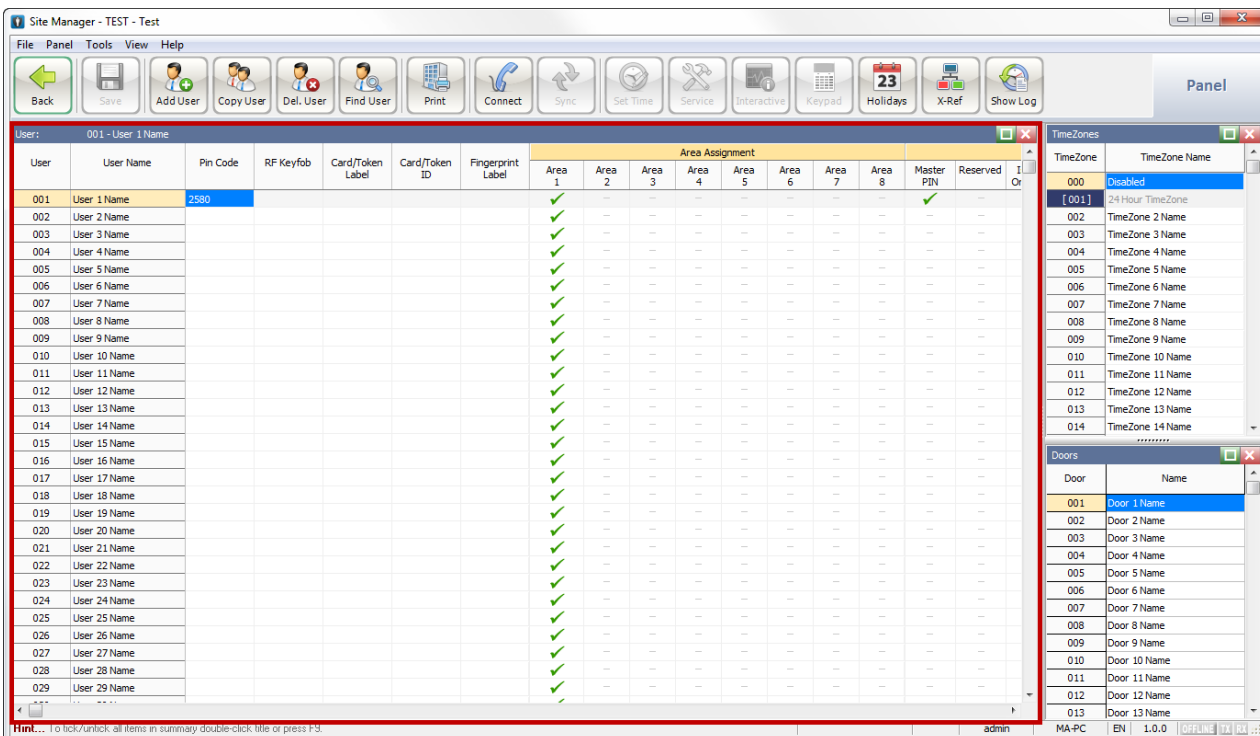
Columns in summary view of the panel form which have tick marks can be bulk ticked/unticked in a single action. To tick or untick an entire column, **double-click** the title of that column.

	<p>◀ Left mouse double clicking the title of a tick mark column will tick all cells.</p> <p>If the column is already partially ticked then double clicking will tick the remainder cells.</p> <p>Left mouse double clicking the title of a tick mark column where all items are already ticked will untick all items.. ▶</p>	
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Panel Panes Overview

Below is an overview of panel information stored for each pane.

Users – Modify information pertaining to users and readers. **Double-Clicking** a Users Name will bring up their detail view.



TimeZones – Modify information pertaining to TimeZones. **Double Clicking** a TimeZone Name will bring up its detailed view.

The screenshot shows the Site Manager interface. The main window displays a list of users with columns for User, User Name, Pin Code, RF Keyfob, Card/Token Label, Card/Token ID, Fingerprint Label, and Area Assignment (Areas 1-8). A 'TimeZones' panel is open on the right, showing a list of TimeZones (000 to 014) with their names. The 'TimeZone 2 Name' entry is highlighted in blue, indicating it is selected. Below the TimeZones panel is a 'Doors' panel showing a list of doors (001 to 013) with their names.

The screenshot shows the 'TimeZone Detail' dialog box. The 'Name' field is set to 'TimeZone 2 Name'. Below this, there are four rows representing different periods (1, 2, 3, 4). Each row has fields for 'Start Time' and 'Stop Time', and checkboxes for 'Sun', 'Mon', 'Tue', 'Wed', 'Thu', 'Fri', 'Sat', and 'Hol'. To the right of each row are checkboxes for 'Invert Period Logic' and 'Master Can Edit', along with a 'Clear' button. Below the period settings is a 'Weekly Graph' section with a grid showing the days of the week (Sun to Hol) and hours (00 to 23). At the bottom left, there is an 'Info:' label.

Doors – Modify information pertaining to Doors. **Double Clicking** a Door Name will bring up its detailed view.

The screenshot shows the Site Manager interface with a main table of users and their area assignments. A 'TimeZones' panel is open on the right, and a 'Doors' panel is also open, showing a list of doors. The 'Doors' panel is highlighted with a red border.

User	User Name	Pin Code	RF Keyfob	Card/Token Label	Card/Token ID	Fingerprint Label	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6	Area 7	Area 8	Master PIN	Reserved	1 Or
001	User 1 Name	2580					✓								✓		
002	User 2 Name						✓										
003	User 3 Name						✓										
004	User 4 Name						✓										
005	User 5 Name						✓										
006	User 6 Name						✓										
007	User 7 Name						✓										
008	User 8 Name						✓										
009	User 9 Name						✓										
010	User 10 Name						✓										
011	User 11 Name						✓										
012	User 12 Name						✓										
013	User 13 Name						✓										
014	User 14 Name						✓										
015	User 15 Name						✓										
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019	User 19 Name						✓										
020	User 20 Name						✓										
021	User 21 Name						✓										
022	User 22 Name						✓										
023	User 23 Name						✓										
024	User 24 Name						✓										
025	User 25 Name						✓										
026	User 26 Name						✓										
027	User 27 Name						✓										
028	User 28 Name						✓										
029	User 29 Name						✓										

Door Detail

Door Properties

Door Name:

Unlock TimeZone:

Options

<input checked="" type="checkbox"/> Hold Off If Area Armed	<input type="checkbox"/> Alarm On Door Forced
<input type="checkbox"/> Hold Off Auto Unlock	<input type="checkbox"/> Reserved
<input type="checkbox"/> Reserved	<input type="checkbox"/> Reserved
<input type="checkbox"/> Report Door Forced	<input type="checkbox"/> Reserved

Panel Log – View the history of the panel.

The screenshot shows the Site Manager interface. The main window displays a list of users and their area assignments. The Panel Log window is open at the bottom, showing a table of system events.

SEQ#	Date/Time	Category	Event Description	Report Summary	Area Name	Route 1	Route 2	Route 3	Marked
60407-P1	Fri 04 Apr 2014 - 02:32:07 PM	System	LAN Communication Lost To Module: Kp13-Keypad 13 Name	-					<input type="checkbox"/>
60406-P1	Fri 04 Apr 2014 - 01:32:07 PM	System	Power Up Or Reset Fp13-Keypad 13 Name	-					<input type="checkbox"/>
60405-P1	Fri 04 Apr 2014 - 01:32:07 PM	System	LAN Communication To Module Restored Kp13-Keypad 13 Name	-					<input type="checkbox"/>
60404-P1	Fri 04 Apr 2014 - 01:27:21 PM	System	LAN Communication Lost To Module: Kp13-Keypad 13 Name	-					<input type="checkbox"/>
60403-P1	Fri 04 Apr 2014 - 08:04:41 AM	System	Low Battery Condition P1-Control Panel	-					<input type="checkbox"/>
60402-P1	Fri 04 Apr 2014 - 02:00:00 AM	Test	Test Report - With Trouble Rt1-Route 1	-					<input type="checkbox"/>

Panel Log window controls: Upload, Show Detail, Reset Cols, Filter, Copy, Clear, Print, Status: Upload complete. FILTER OFF AUTO RTV ON

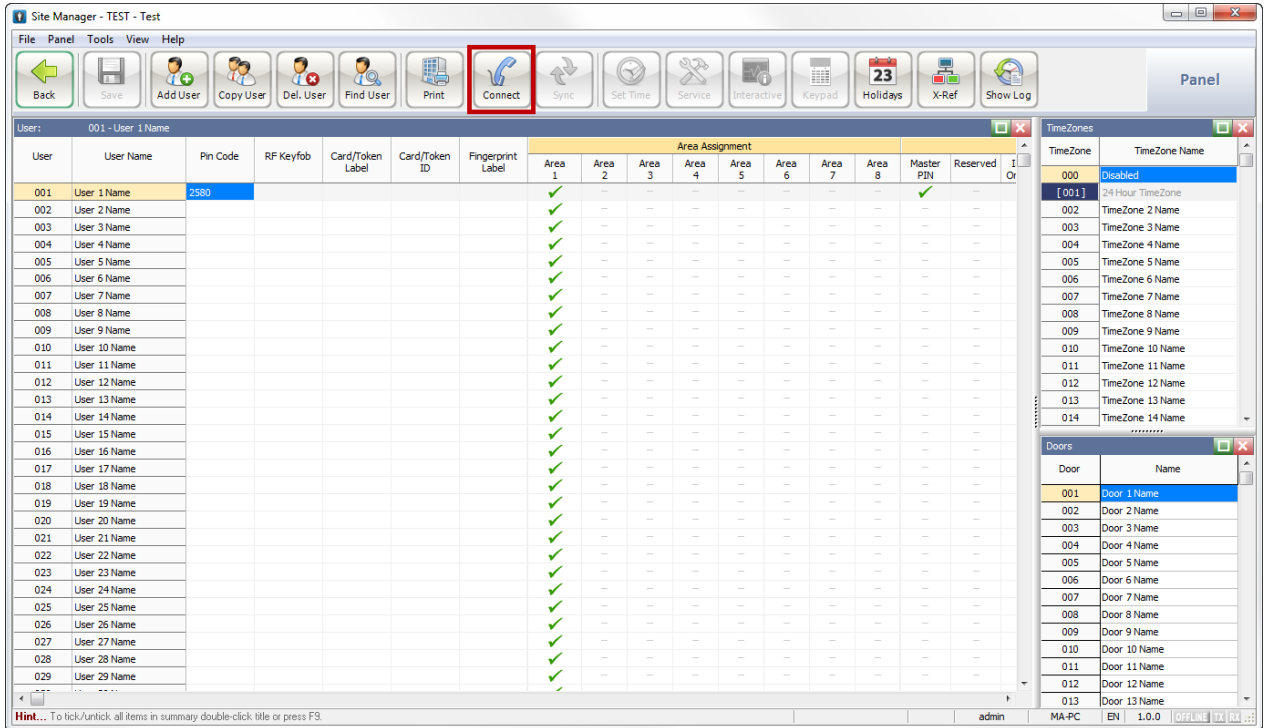
Hint... Summary view columns are sizeable. Click on title divider.

TCP: 192.168.16.95 Review admin MA-PC EN 1.0.0 ONLINE

Connecting to a Panel

To connect to a panel select a site from the Site Summary form and click the **Panel** icon.

If you just added your first site then upon saving this site the **Panel** icon will be displayed in the Site Detail form.



Site Manager has two IP connection types available:

Remote Ethernet Connection using TCP/IP – Allows connections using the CM751B Ethernet Module connected to the panel. The Panel MAC Address field should have been previously filled in from the Site Detail form and the connection option Ethernet (TCP/IP) selected. To perform a remote connection, click the **Connect** button.

Remote Ethernet Connection using UDP/IP – Allows connections using the CM751B Ethernet Module connected to the panel. The Panel MAC Address field should have been previously filled in from the Site Detail form and the connection option Ethernet (UDP/IP) selected. To perform a remote connection, click the **Connect** button.

Synching Panel Data

You can sync the panel data and your computer by connecting to the panel and then click the **Sync** button.

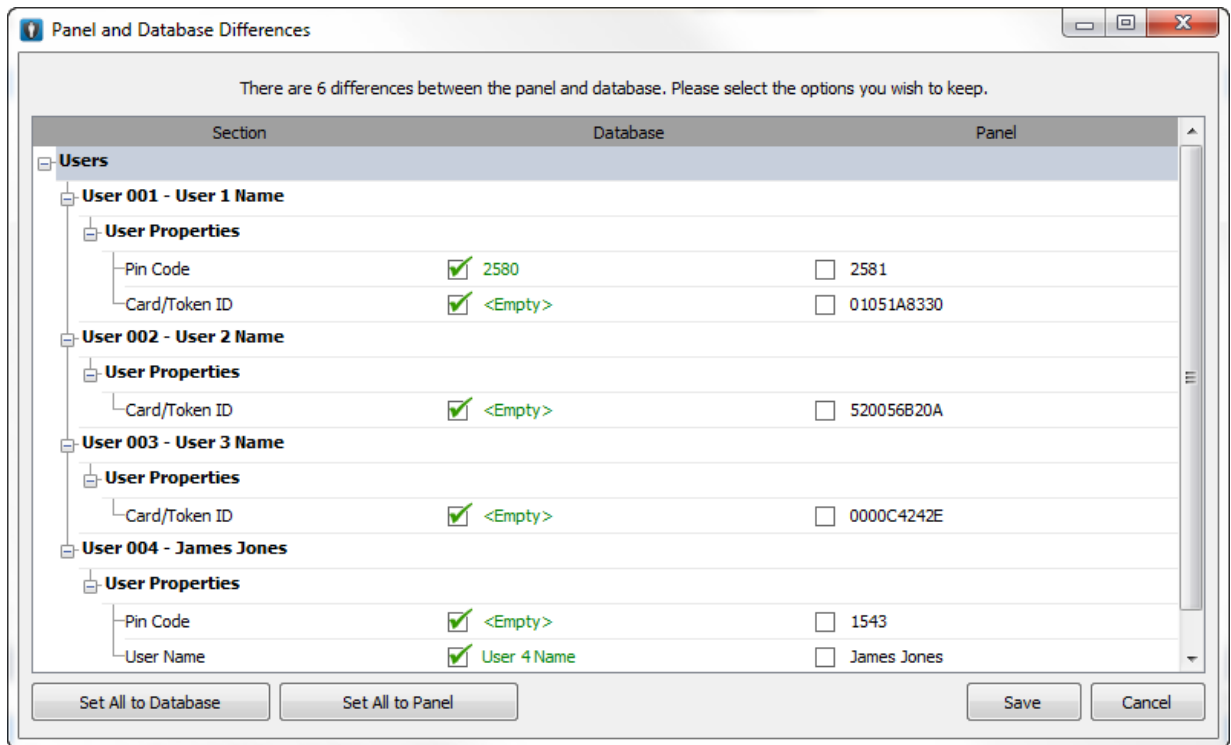


The screenshot shows the Site Manager interface with a 'Sync' dialog box in the center. The dialog box contains a progress bar and the text 'Synching data with panel... Please wait'. The background shows a table with columns for User, User Name, Pin Code, RF Keyfob, Card/Token Label, Card/Token ID, Fingerprint Label, Area Assignment (Areas 1-8), Master PIN, and Reserved. The table lists users 001 through 018. To the right, there are panels for TimeZones and Doors. At the bottom, there is a Panel Log table with columns for SEQ#, Date/Time, Category, Event Description, Report Summary, Area Name, Route 1, Route 2, Route 3, and Marked. The status bar at the bottom indicates 'Upload complete' and 'TCP:192.168.16.95'.



Warning: Syncing can overwrite all your panel data with what's in the database. **It is important to double check site details to ensure you are not overwriting the wrong panel.**

Once the Sync has completed you will be presented with a screen showing you the differences between your computer and the panel. Select which changes you want to keep and the software will ensure that both the PC and panel are the same.



Uploading/Viewing Panel Log Information

To view panel log information click the **Show Log** button at the top of the panel form.



SEQ#	Date/Time	Category	Event Description	Report Summary	Area Name	Route 1	Route 2	Route 3	Marked
60407-P1	Fri 04 Apr 2014 - 02:32:07 PM	System	LAN Communication Lost To Module Kp13-Keypad 13 Name	-					<input type="checkbox"/>
60406-P1	Fri 04 Apr 2014 - 01:32:07 PM	System	Power Up Or Reset Fp13-Keypad 13 Name	-					<input type="checkbox"/>
60405-P1	Fri 04 Apr 2014 - 01:32:07 PM	System	LAN Communication To Module Restored Kp13-Keypad 13 Name	-					<input type="checkbox"/>
60404-P1	Fri 04 Apr 2014 - 01:27:21 PM	System	LAN Communication Lost To Module Kp13-Keypad 13 Name	-					<input type="checkbox"/>
60403-P1	Fri 04 Apr 2014 - 08:04:41 AM	System	Low Battery Condition P1-Control Panel	-					<input type="checkbox"/>
60402-P1	Fri 04 Apr 2014 - 02:00:00 AM	Test	Test Report - With Trouble Rt1-Route 1	-					<input type="checkbox"/>

Status: Next auto-retrieve in 6 seconds.

Panel log information is sorted in create date order. To re-order by Event, Description, or any other order **left mouse click** on the column header.

To retrieve the latest panel log data click **Upload Log** button. Due to panel memory size constraints log information may have been overwritten before being uploaded. If information has been lost you will see the following entry in your log:

<----- Log Overflow/Lost Events ----->

Panel History Log Form Options

Filter – Allows you to filter panel log data by Date, Event, or Route errors. Information which does not meet the filter condition will not be shown.

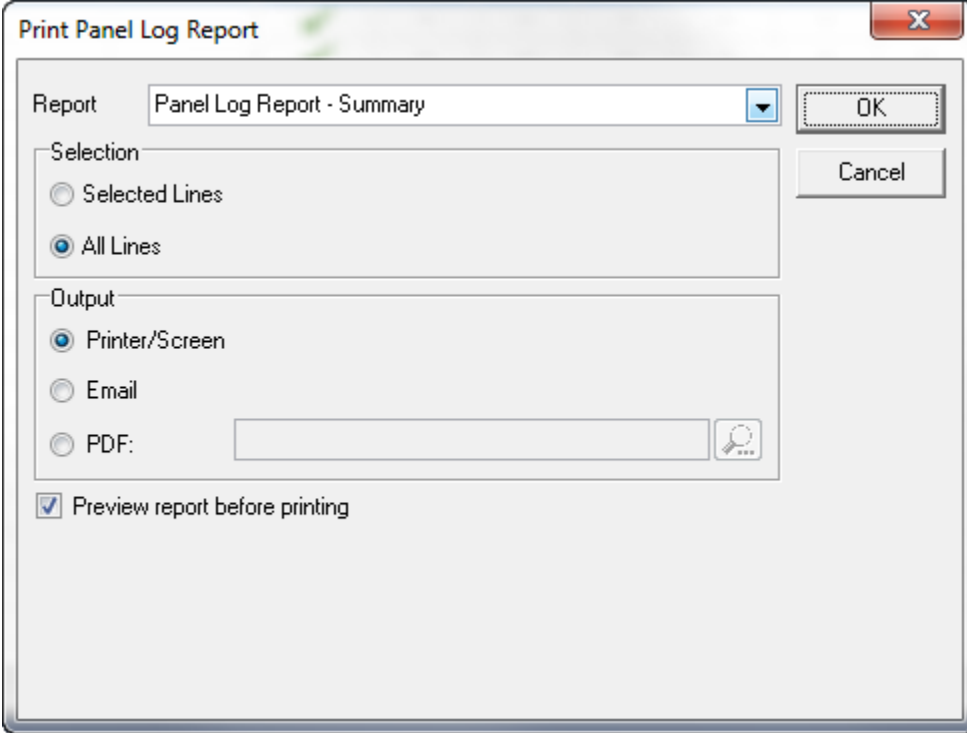
The screenshot shows the 'Panel Log Filter' dialog box. It features a title bar with a close button. The main area includes a 'Description' text field, an 'Area' dropdown menu currently set to 'All', and a 'Date Range' section. Under 'Date Range', the 'All' radio button is selected. The 'Range' option is also visible, with two date dropdowns both set to '9/04/2014'. Below the date range is a list of event types: 'Undefined', 'Access', 'Open/Close', 'System', 'Zone', 'Test', 'Emergency', and 'RAS'. Each item has a plus sign and a checked checkbox. At the bottom of the dialog are four buttons: 'Collapse All', 'Expand All', 'Mark All', and 'Unmark All'. On the right side, there are three buttons: 'OK', 'Clear', and 'Cancel'.

Copy – Copies the selected lines to the Windows clipboard. Selected entries can then be pasted into any Windows application. Lines can be selected by holding down **Shift** or **Ctrl** keys while **left mouse clicking** over each log entry.

Clear – Permanently deletes all log entries for selected customer. **Warning, this action cannot be reversed.**

Print – Prints all or selected log entries. To select individual log entries hold down **Shift** or **Ctrl** keys while **left mouse clicking** over each log entry.

Options are provided to allow direct printing to PDF file or printing to an email address.



Close – Closes the panel log form.

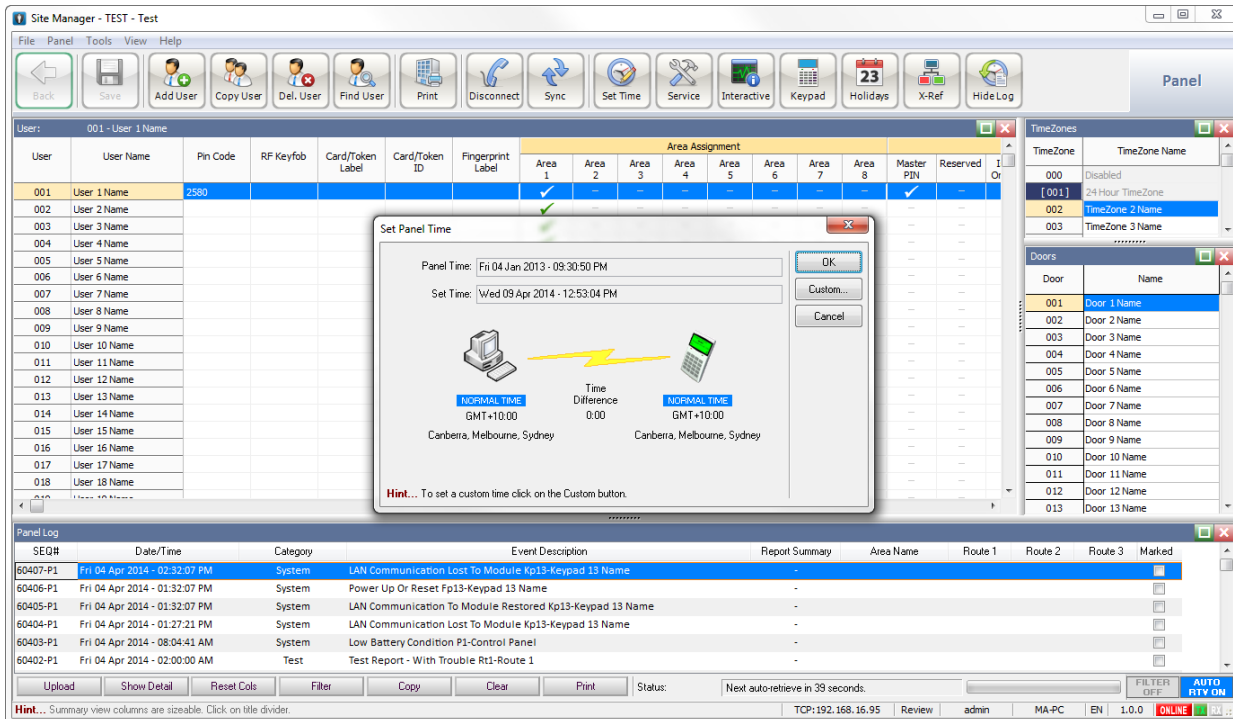


To select all entries for copying press **Ctrl + A**, to copy all entries to the keyboard you can click the **Copy** button or press **Ctrl + C**.

Setting the Panel Time

The Set Time button is available whenever Site Manager is connected to a panel. Selecting this function allows you to easily check and or set the panel clock.

Site Manager will calculate and display any time zone related differences making it easy to correctly set the clock for panels which are located in different time zones.



Interactive Mode

The Interactive button is available whenever Site Manager is connected to a panel. When in interactive mode Site Manager will display real time information for all system parameters.

The form is divided into two sections. The vertical selection panel on the left of the form allows you to select the particular option you wish to view and the corresponding data will be displayed on the horizontal data panel to the right of the form.

When viewing area status information it is possible to control the state of an area by double clicking in the corresponding area status symbol.

Coloured symbols are also used to indicate the validity of the displayed data at all times. A Green symbol indicates that the displayed data is current, a Yellow symbol indicates that the data is currently being refreshed and a Red symbol indicates a trouble condition is in effect in the corresponding section.

The screenshot shows the Site Manager - TEST - Test interface. The top navigation bar includes 'File', 'View', and 'Help' menus, along with 'Back', 'Extra Info', and 'Legend' buttons. A status bar displays 'Update: Wed 09 Apr 2014 - 12:54:10 PM', 'Faults: 3', and 'Panel: Solution 6000 Rev 2.13.16 B'. The main content area is divided into a left sidebar and a central table.

The left sidebar contains a 'Fault Log' section with a blue header and a list of system components, each with a colored status symbol: Panel (grey), Areas (green), Keypads + Readers (green), Inputs (yellow), Outputs (grey), Doors (yellow), Access Controller (grey), Ethernet Module (green), GSM Modem Module (grey), Lift Module (grey), RF Receiver (green), Serial Device Interface (grey), and LAN Power Supply (yellow).

The central table displays the following data:

Device	Address	Fault Description
Panel	1	Battery Trouble
Panel	1	Memory Checksum
Panel	1	Date/Time Not Set

The bottom status bar shows 'TCP:192.168.16.95', 'Review', 'admin', 'MA-PC', 'EN', '1.0.0', and 'ONLINE'.

Interactive screen showing current system / panel faults.

The screenshot shows the Site Manager software interface. At the top, there is a menu bar with 'File', 'View', and 'Help'. Below the menu bar are three buttons: 'Back', 'Extra Info', and 'Legend'. The main area displays a table with columns for Zone, Name, Area No, Area Name, Status, Alarm Memory, Resist (R), Bypass, Chime, Part 2, Dialler Lockout, Siren Lockout, Sensor Trouble, Zone Missing, Low Battery, and Mo. The table contains 20 rows of data, with the first 8 rows showing 'OPEN' or 'NORMAL' status and the remaining 12 rows showing 'Not Used'. A sidebar on the left lists various components like Panel, Areas, Keypads + Readers, Inputs, Outputs, Doors, Access Controller, Ethernet Module, GSM Modem Module, Lift Module, RF Receiver, Serial Device Interface, and LAN Power Supplies. The bottom status bar shows 'TCP:192.168.16.95', 'Review', 'admin', 'MA-PC', 'EN', '1.0.0', and 'ONLINE'.

Zone	Name	Area No	Area Name	Status	Alarm Memory	Resist (R)	Bypass	Chime	Part 2	Dialler Lockout	Siren Lockout	Sensor Trouble	Zone Missing	Low Battery	Mo
1	Zone 1 Name	Area 1	Security System	OPEN		841500	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>						Panel
2	Zone 2 Name	Area 1	Security System	OPEN		841500	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>						Panel
3	Zone 3 Name	Area 1	Security System	NORMAL		3404	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>						Panel
4	Zone 4 Name	Area 1	Security System	OPEN		841500	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>						Panel
5	Zone 5 Name	Area 1	Security System	OPEN		841500	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>						Panel
6	Zone 6 Name	Area 1	Security System	OPEN		841500	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>						Panel
7	Zone 7 Name	Area 1	Security System	NORMAL		3351	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>						Panel
8	Zone 8 Name	Area 1	Security System	OPEN		841500	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>						Panel
9	Zone 9 Name	Area 1	Security System			Not Used									Panel
10	Zone 10 Name	Area 1	Security System			Not Used									Panel
11	Zone 11 Name	Area 1	Security System			Not Used									Panel
12	Zone 12 Name	Area 1	Security System			Not Used									Panel
13	Zone 13 Name	Area 1	Security System			Not Used									Panel
14	Zone 14 Name	Area 1	Security System			Not Used									Panel
15	Zone 15 Name	Area 1	Security System			Not Used									Panel
16	Zone 16 Name	Area 1	Security System			Not Used									Panel
17	Zone 17 Name	Area 1	Security System			Not Used									
18	Zone 18 Name	Area 1	Security System			Not Used									
19	Zone 19 Name	Area 1	Security System			Not Used									
20	Zone 20 Name	Area 1	Security System			Not Used									

Interactive screen showing live input status information including zone name, zone area, area name, zone status, zone resistance etc.

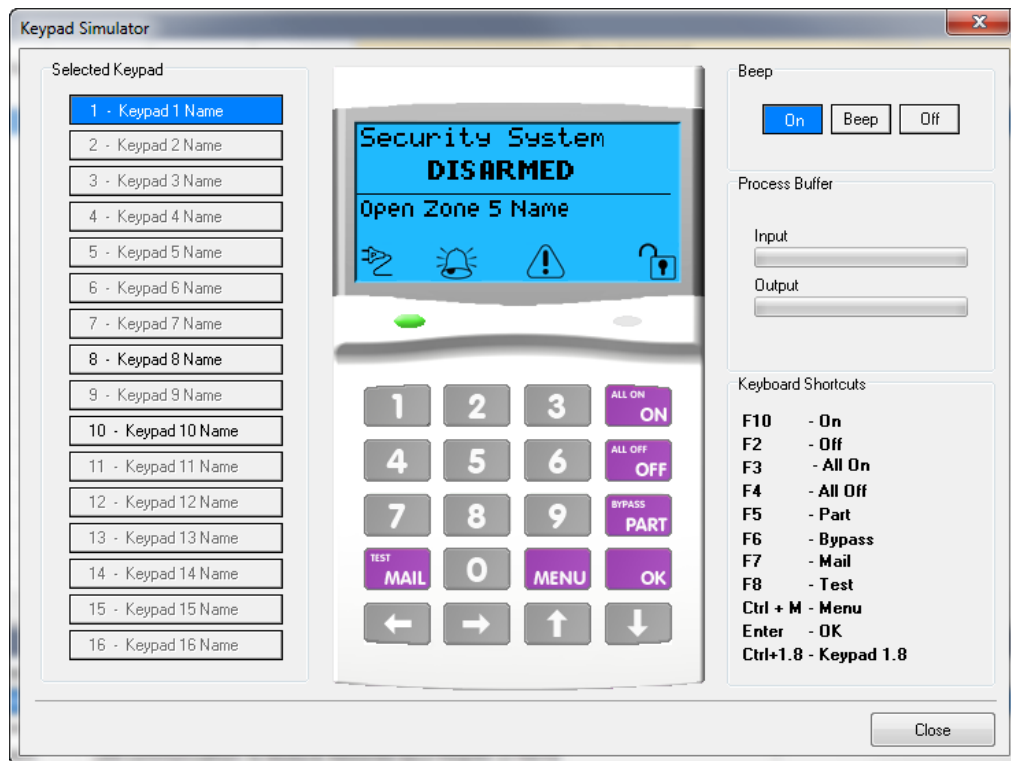
Using the Keypad Simulator

The keypad simulator is available for Solution 144 panels, and Solution 6000 panels.

Clicking the **Keypad** button while connected to a panel will display the Keypad Simulator form.



The panel simulator is useful to remotely program a panel using the same key presses and feedback as if you were programming on site.



Individual keypads can be selected by clicking the keypad button on the left side of the form. If the keypad has not been installed the button will be disabled.

There are three sound options:

On – Emits the same sounds as a keypad.

Beep – Makes a beeping sound for all keystrokes and feedback. This option is useful if the sound card on your computer has not been properly installed as this option uses the internal speaker of your computer rather than the sound card driver.

Off – Turns off all sound.

Shortcuts for common key sequences are also available. These are:

Key	Function
F1	On
F2	Off
F3	All On
F4	All Off
F5	Part
F6	Bypass
F7	Mail
F8	Test
Space Bar	Menu
Ctrl + 1...8	Select Keypad 1 to 8
Left Arrow	Left
Right Arrow	Right
Up Arrow	Up
Down Arrow	Down
0...9	0...9

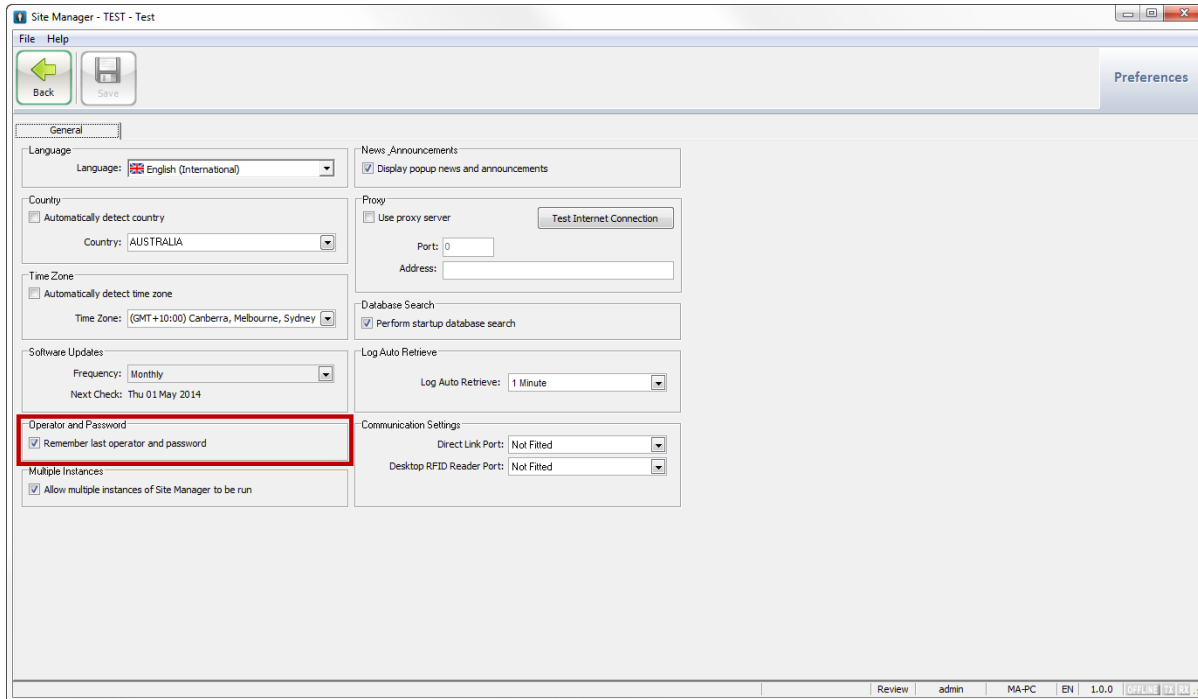
The Process Buffer displays the state of the keystroke (input) and display (output) buffer. The input buffer is useful when on slow speed dial up connections to give an indication of how many keystrokes have not as yet been processed.

If too many keystrokes are in the buffer (Input indicator is at 80% or above) it is recommended that you pause for one or two seconds to allow pending keystrokes to be processed. This ensures the keypad simulator screen is displaying the results of current rather than past keystrokes.

Remembering Last Operator and Password

To speed up logging into Site Manager the last operator and password can be remembered. The operator will only then need to click the **OK** button to login.

To remember last login details, from the Main Menu click **Tools > Preferences**, then tick Remember last operator and password box.



The screenshot shows the 'Site Manager - TEST - Test' window with the 'Preferences' dialog box open. The 'Operator and Password' section is highlighted with a red box, showing the checkbox 'Remember last operator and password' is checked. Other sections include 'General' (Language: English (International), Country: AUSTRALIA, Time Zone: (GMT+10:00) Canberra, Melbourne, Sydney), 'News Announcements' (Display popup news and announcements checked), 'Proxy' (Use proxy server unchecked), 'Database Search' (Perform startup database search checked), 'Log Auto Retrieve' (Log Auto Retrieve: 1 Minute), and 'Communication Settings' (Direct Link Port: Not Fitted, Desktop RFID Reader Port: Not Fitted). The status bar at the bottom shows 'Review admin MA-PC EN 1.0.0'.



Warning: To prevent unauthorised access to Site Manager we recommend this option only be used if you are the sole user of your computer.

4 – Troubleshooting

Problem	Solution
The CD does not launch Microsoft Internet Explorer (or equivalent web browser). How do I perform a manual install?	You may have switched off AutoPlay from your CD drive properties; this will prevent the CD from automatically launching Microsoft Internet Explorer. To perform a manual install browse to Site Manager installation CD and run AutoRunPro.Exe.
Firefox web browser does not allow me to run the software installation utility, it only saves it on my hard drive.	Firefox web browsers have a security feature which blocks clicked links from launching an application. You may save the setup utility to your hard drive and run it from there, alternatively, browse the Site Manager installation CD, and go to [Drive Letter]:\Site Manager Software\Software and run Setup.Exe.
When I attempt to install the Database Server I get a duplicate instance error and installation halts.	You may have already installed the database server. It is NOT necessary to install the database server when you upgrade Site Manager. You can check if the database server is running by going to the bottom right hand side of your screen and checking if there is a server icon with a green arrow.
When I attempt to log in using Site Manager the program freezes for about 30 seconds, then I get a message saying: 'Could not log in because server not found or access denied'.	Ensure the operator name and password is correct. Also, if you are running the database server on the same computer ensure the server is running. You can do this by looking at the bottom right hand side of your screen and checking if there is a server icon with a green arrow on it. If the database server is on another computer a personal firewall may prevent Site Manager from communicating with the database server. For more information see Allowing Data Access Through Personal Firewalls section.
No servers are listed at Site Manager login prompt or my computer is not listed under servers.	Personal firewalls may prevent the database server from broadcasting its whereabouts on your network. If you know what the database server's computer name is you can type the name in directly. If you do not remember your computer name see Getting Your Computer's Name section.
When I first run Site Manager it attempts to initialize the database but fails asking me to view the Setup logs.	You may have previously uninstalled and re-installed the database server. This may have caused the database files to unlink themselves to the server. When an attempt is made to initialize the database the server is blocked from re-creating the database files because of the previous installation files. To fix this, go to the computer where the database server is installed and click Start > Search > For Files or Folders and enter <i>sitemanager.mdf</i> or <i>sitemanager.ldf</i> as the search file. If the file is found on your computer rename both <i>sitemanager.mdf</i> and <i>sitemanager.ldf</i> to <i>sitemanager.mdf_old</i> and

	<p><i>sitemanager.ldf_old</i> respectively. After renaming the files run Site Manager again.</p> <p>Alternatively, the database files (<i>sitemanager.mdf</i> and <i>sitemanager.ldf</i>) may be re-attached to the database server. To do this launch Site Manager Maintenance Utility and click the Attach Database button. For more information on re-attaching database please look at the online Help in Site Manager Maintenance Utility.</p>
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