

# Trovan Access Guard Quickstart\_Tips and tricks

Read this entire document before installing Trovan Access Guard.

## **Before Installation:**

**Note:** When migrating from version 4.0.8.x or older to the latest version please contact Dorset Identification. Maybe some manual alteration have to be done in the database.

**Note:** When migrating from version 4.0.9.x or later to the latest version backup the database from the old version using the Trovan Access Guard Configurator. You will need this backup later to import in the latest version of Trovan Access Guard.

**Note:** Check if other versions of Firebird are installed and what they are used for. When possible uninstall older versions of Firebird.

## Creating backup of the database:

Creating a backup of the TAG database is done by:

- Start the TAG Server Configurator (Start → All Programms → Dorset ID → Trovan Acces Guard → Trovan Access Guard Server Configurator)
- Click the “set default database values” button (presuming this values has not been changed from default installation values)
- Click the “Open database connection” button
- Go to the tab sheet backups
- At the “Create backup” section select the file name and file location by using the button at the right side of the field “Backup filename”
- Click the “Create database backup” button

## Restoring backup of the database:

Restoring a backup of the TAG database is done by:

- Stop the Trovan Access Guard service at Windows services, type services.msc at the Windows command line
- Start the TAG Server Configurator (Start → All Programms → Dorset ID → Trovan Acces Guard → Trovan Access Guard Server Configurator)
- Click the “set default database values” button (presuming this values has not been changed from default installation values)
- Click the “Open database connection” button
- Go to the tab sheet backups
- At the “Restore backup” section select the file name and file location to restore by using the button at the right side of the field “Backup filename”
- Click the “Restore database backup” button
- After a successful restore of the database, close the TAG Server Configurator and restart the Trovan Access Guard service at Windows services.

## Procedure moving software to other PC

On the old (server) computer running the server installation:

- Create backup of the TAG database as explained earlier by using the TAG Server Configurator

On the new (server) computer running the server installation:

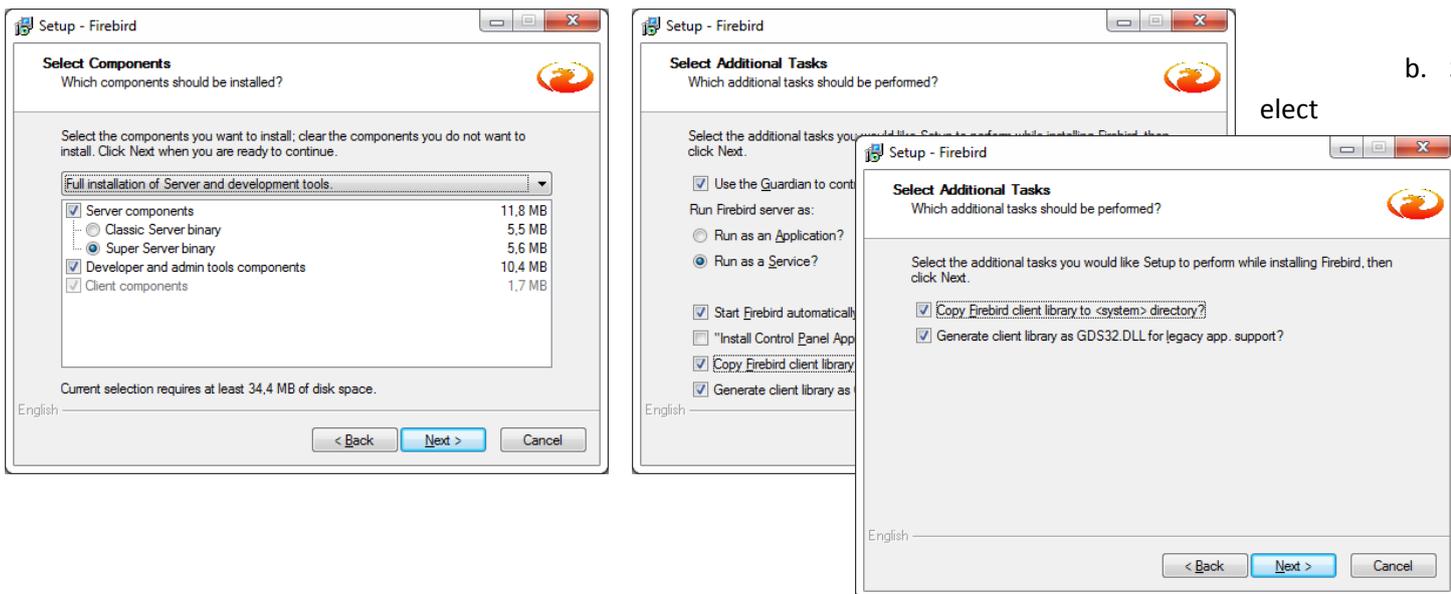
- Follow the firebird server installation as described on next pages
- If the optional Moxa NPort Ethernet to RS485 device (Like the NPort 5150 using virtual COM port mapping) is used for communication between PC and access network, install the NPort Windows Driver Manager. This tool can be downloaded from the Moxa website, [www.moxa.com](http://www.moxa.com)
- Install the TAG software server version as described below, from point 1 to 9, but skip point 10 where a complete configuration of the database is issued. Instead restore the existing backup of your old PC as described above at “Restoring backup of the database”.

## Firebird installation:

Trovan Access Guard needs the Firebird Database Engine. First install this before installing Trovan Access Guard

Installation of Firebird:

- 1) Download the latest version of Firebird 2.5.xxx from [www.firebirdsql.org](http://www.firebirdsql.org)
- 2) Start the Firebird installation.
  - a. Select “Full installation of Server and development tools” when you want to install Trovan Access Guard Server. During the installation process select the following options:



“Minimum client install – no server, no tools” when you want to install Trovan Access Guard Client.  
During the installation process select the following options:

- 3) Finish the firebird installation

## **Moxa NPort software installation** (Optional if Moxa TCP/IP to RS485 converter is used):

Download the “NPort Windows Driver Manager” from the website [www.moxa.com](http://www.moxa.com) if for example a Moxa NPort TCP/IP to RS485 converter like the Moxa NPort 5150 is used for communication between the PC/Server and the Trovan® RS485 decoder network. The PC/Server TAG software communicates then by using a virtual COM port. The managed virtual COM ports are selected in the TAG Configurator software.

The TAG software will communicate with the Trovan® decoders by using the following way:

PC LAN → Moxa NPort → Trovan® RS485 bus

After correct configuration of the NPort Windows Driver Manager and create the desired COM port mapping, please test the hardware connection by the COMTEST ACCESS tool which is available via Dorset Identification b.v. This to be sure the configuration of the COM port mapping and cabling of the NPort and RS485 bus is correct.

## **Trovan Access Guard installation:**

When the installation of Firebird is completed successful you can start the installation of Trovan Access Guard software.

- 1) **Be sure to run the Setup as Administrator (right-mouse-click/run as administrator).**
- 2) Start the Trovan Access Guard Setup
- 3) Select whether you need a Single-user version or a Multi-user version (Server or Client)
- 4) After finishing the installation the Trovan Access Guard Configurator is started automatically.
- 5) Click “Set default database values”, the default database values will be used.
- 6) Click “Open database connection”.
- 7) Choose the correct COM port at the tab sheet “Communication” of the Trovan Access Guard Configurator.
- 8) When all other desired settings are done press “Close”.
- 9) Restart the service when the messagebox appears.
- 10) Start the TAG software to verify and/or update the database settings, starting with the Units, Persons, Levels. If all done, update the LID665/650 decoder units by the database information using the update function.

## **Tips and tricks:**

Often when it doesn't work a reason is a firewall blocking the communication of Firebird or NPorts. Another reason can be the permissions of a user or local administrator.

- 1) Try login in as administrator
- 2) Try running software as administrator
- 3) Disable the firewall (local on the PC or a network firewall)

## **Server tips and tricks:**

- The database file (.fdb) must be stored on a local disc drive on a PC where the Firebird server is also running
- On W7 and later the configurator must be started as Administrator. Otherwise the settings can't be written to the proper Programdata folder. The service uses the settings written in the TAGConfigurator.XML file
- If it seems that the settings of the TAGConfigurator aren't stored then search for all TAGConfigurator.xml on the system and delete them. Then restart the TAGConfigurator as Administrator and re-enter the settings.

## **Client tips and tricks:**

- The client needs the same Servername and databaselocation as the Server for the connection
- When the client wants to connect to the firebird server it uses Port 3050 for the Firebird connection. This portnumber must be opened on the Servers firewall. Also the Firebird application must be added to the Firewall
- When NPorts are used for communication then port 950 has to be opened in the Firewall
- If it seems that the settings of the TAGClient aren't stored then search for all TAGClient.xml on the system and delete them. Then restart the TAGClient as Administrator and re-enter the settings.

**Trouble shooting:**

- After start client software, screen minimizes and can't be opened.

Problem:

.xml configuration file in folder ProgrammData is corrupted

Solution:

make note of database servername and database location path, rename old xml file, start client software and re-create database connection.