



GSR

Installation Manual

Issue 0

Contents	
Contents	2
Introduction	4
System Requirements	4
Copy Protection	4
Security	5
GSR Features	5
Running GSR in Demo Mode	6
Installation	7
Automatic Installation	7
Installing GSR	8
Selecting a Disk Drive And Directory	9
Overwriting an Old GSR	9
COM Port Setup	10
File Transfer	10
Installing the Borland Database Engine	11
Setting up the Borland Database Engine	12
Dongle Installation	13
Customising GSR	14
On-Line Help	16
Starting GSR	17
GSR Data Files	18
Problem Solving	19
Uninstalling GSR	21
Installation Disk Files	22
GSR Files	23
The Configuration File	24

Connections25

Introduction

System Requirements

GSR requires a PC with a minimum of;

- MS Windows 98 or higher.
- 25 Mbytes¹ of disk space
- 64 Mbytes of RAM
- at least a P366 processor
- Screen Resolution capable of displaying 1024 x 768.

This basic configuration will be adequate for editing the data base and panel configurations. The **recommended configuration** is;

- MS Windows 98 or higher.
- 100 Mbytes of disk space
- 128 Mbytes of RAM
- 1GHz processor or above

You will need the recommended PC configuration if you are using the PC for remote management functions. However, you can successfully run GSR on a low specification PC if you intend only to input data, for example customer details.

GSR has been tested on Microsoft Windows 98, NT, Windows 2000 and XP.

Note: It is recommended that real time anti virus checking is switched off when using GSR (you should speak to your system administrator before doing this).

Note: If the PC is using a processor with Hyper-threading, you should disable this feature (this is normally done in the BIOS but you should speak to your system administrator before doing this).

Copy Protection

You must connect the supplied copy protection device (dongle) to the parallel printer port (LPT1) or USB port of your PC. This device is checked while GSR is running and must be left connected at all times. Only GSR Direct and the Demo can be run without a Guardall dongle.

GSR requires a License Number to be typed in (on first use). This number is written on the front of the CD Jewel Case.

Please Note: A software driver may be needed to make the dongle work properly (this can be installed from the installation program).

¹ The disk space required is dependent on the size of the customer database and the amount of information stored (e.g. logs and configuration) for each customer.

Security

In addition to the hardware protection GSR includes further security features;

- PIN codes - all operators are individually identified
- All operators are assigned an authority level which restricts access to features
- Operators must enter a name and password to log on
- All operator actions are logged in the audit trail
- Remote communications use a pseudo-random PIN code to authenticate the caller. This code changes with every connection.

GSR Features

GSR is a stand-alone product running on a Windows PC used to connect to Guardall based security control systems.

Feature list:

- Support for all the PX (V3.00 or above) panel types.
- Support for all the QX panel types.
- Produce detailed reports.
- Display of status information
- Up to 99 operators (including the supervisor) can be set-up to control the system.
- Ease of use: based on Microsoft Windows explorer interface.

Access Control Features (If supported):

- Display of Diagnostic information.
- View Access Event logs.
- Rollcall.

Security Control Features (If supported):

- View Security logs.
- Call monitoring.
- Migrate configurations between Panel Types.
- Compare panel configurations.

Interactive Maps (If Supported)

- View/Edit Site Plans and location maps.
- Monitor panel activity through the site plan.

Note: "GSR" cannot be run without a licensed dongle.

Note: GSR cannot be used to connect to a Balmoral, Windsor 300, or an early PX (Below V3.00) Control Panel (please use an earlier version of GSR to do this).

Note: GSR can connect to a Windsor 500 if this feature is enabled.

Running GSR in Demo Mode

The GSR program can be run as a demo, allowing end-users to try the product without a dongle but the following restrictions do apply:

- Single customer only (can't add or delete customers)
- Direct only connection supported (no IP connections allowed).
- 30 minute connection time limit.
- A maximum of 200 historic logs for each customer are stored (wrap-around)

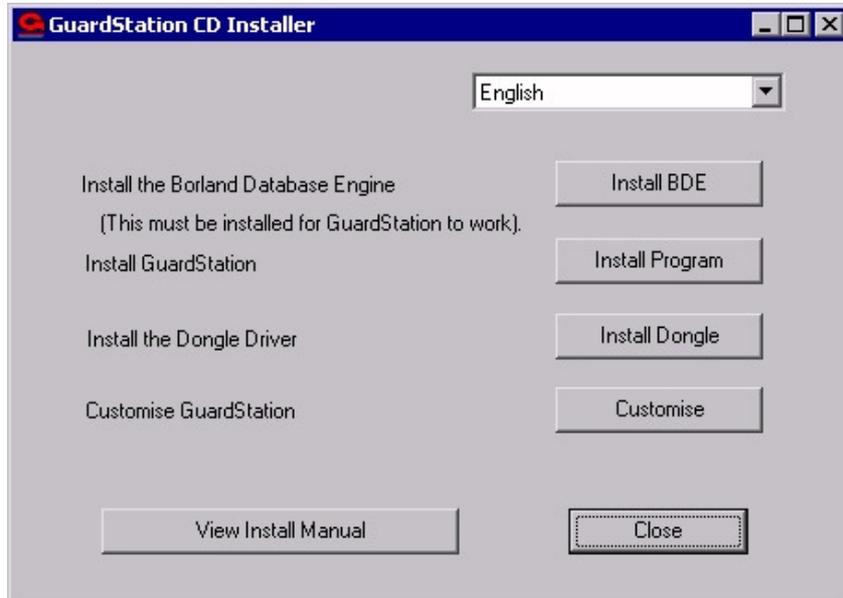
The demo does, however, allow maps to be created and used, and it is not time-limited. If the program is to be run as a demo, then use the following license Number when prompted:

"DEMO-1234-1234-1234-1234".

Installation

Automatic Installation

Installation is done by running the program **install.exe** from the CD-ROM. If Windows has been set up for Autorun on the CD-ROM drive, the install program will start automatically.



You can start the GSR installation in 3 ways.

- Select Run from Start Manager and type "install" (prefixed with CD-ROM drive letter).
- Use Windows Explorer to select install.exe.
- Type "install" at the DOS prompt (in the CD-ROM drive directory);

You can choose the **language for the installation program** to use, (this will also set the language to use in GSR). It is recommended that you install GSR first and then install the Borland Database Engine.

Note: To install the product properly you should ensure you have the correct permissions to install programs. **Typically this means logging on as an administrator to the machine.**

Note: If you are already running the same version of GSR, InstallShield will prompt you to uninstall the current version first.

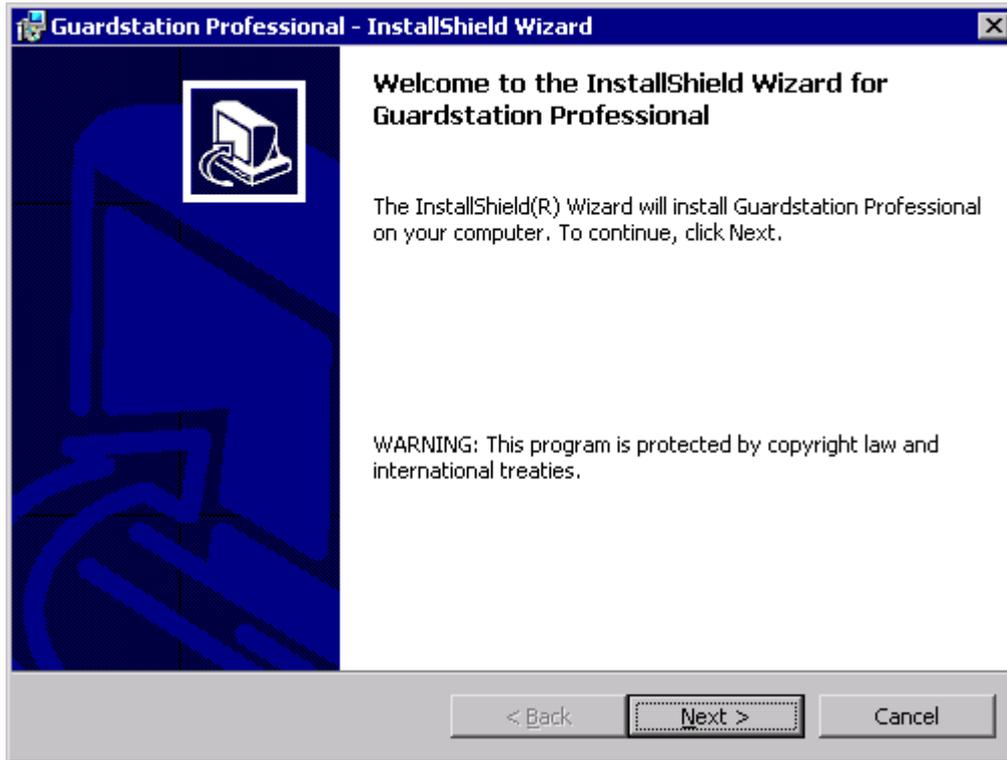
Note: The uninstall program may require the original disk that the software was installed from. Please make sure that you keep the original install disk.

Installing GSR

When the **"Install"** button is pressed the GSR Installation process is started. If the Microsoft Windows Installer program has not already been installed on the machine – run the "instmsia.exe" (Windows 95/98) or "instmsiw.exe" (Windows 2000/XP) programs on the root of the CDROM.

This may require a reboot of the system.

The InstallShield wizard will then start and guide you through the installation of the program. This will unpack the compressed files, and place them in a directory of your choice.



If the message "The language of this installation package is not supported by your system" appears please check that the GSR program has not already been installed on the system using a different language. This is an InstallShield/Windows MSI installer problem.

Selecting a Disk Drive And Directory

The GSR installation program will automatically identify the available disk drives on your PC. You can choose any drive which has at least 10 Mbytes of free disk space.

If there is insufficient space to install GSR a warning message will be displayed and the installation will be aborted. You must either choose an alternative drive with sufficient space or create space on your preferred drive.

You can choose any valid directory name in which to install GSR. InstallShield will automatically create a directory with your chosen name and copy all GSR files to this directory. If you specify a directory which does not exist it will create a directory with your chosen name.

Note: Any map pictures should go into the "data\mapdata\images" directory (rather than the images directory – which does not get saved if you backup/restore GSR).

Directory	Function
Bin	Hold the Programs, DLLs and Help files.
Data	Holds the Databases, Configs and Scripts.
Images	Holds User Photos and the Main Image.
Language	Holds the Language files.
Temp	Holds any temporary work files.



The Guardall directory after Installing GSR.

Overwriting an Old GSR

If you already have the same version of GSR installed, the installation program will give an error.



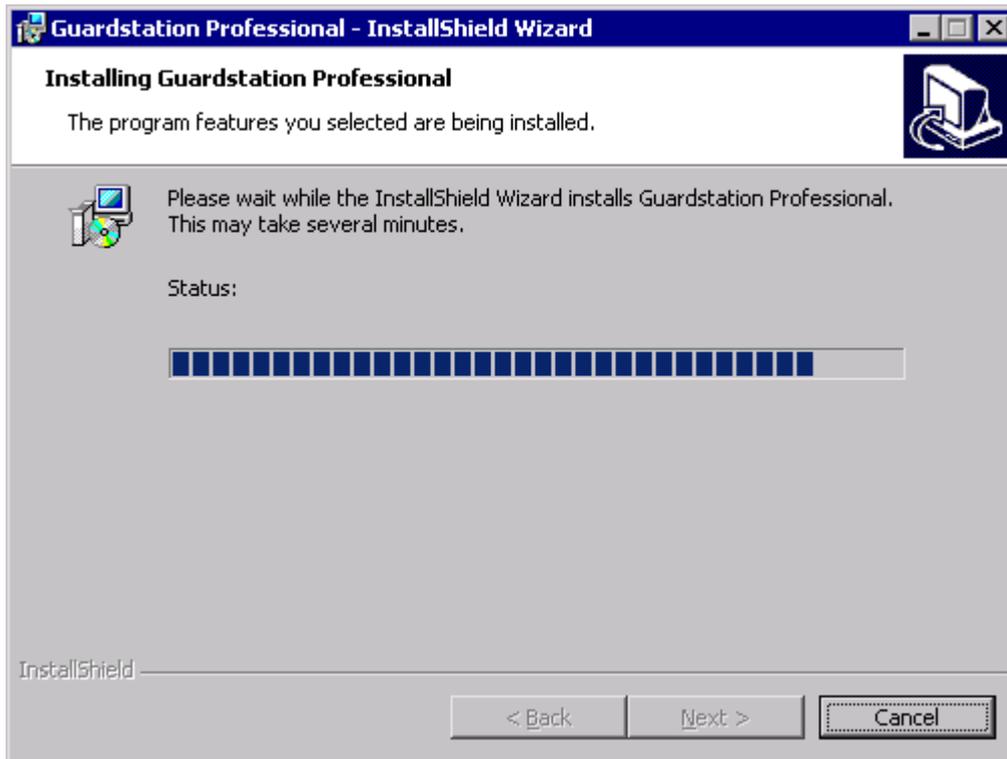
If a previous version of GSR has been installed, you should take a copy of the configuration file (gsr.cfg or access.cfg) and all the files in the data directory, before installing the new version.

COM Port Setup

By Default, GSR is set to use COM port 1. When GSR is installed you can use the comms options menu to change the COM port to any free COM port on your PC. GSR can be used with COM ports 1-8.

File Transfer

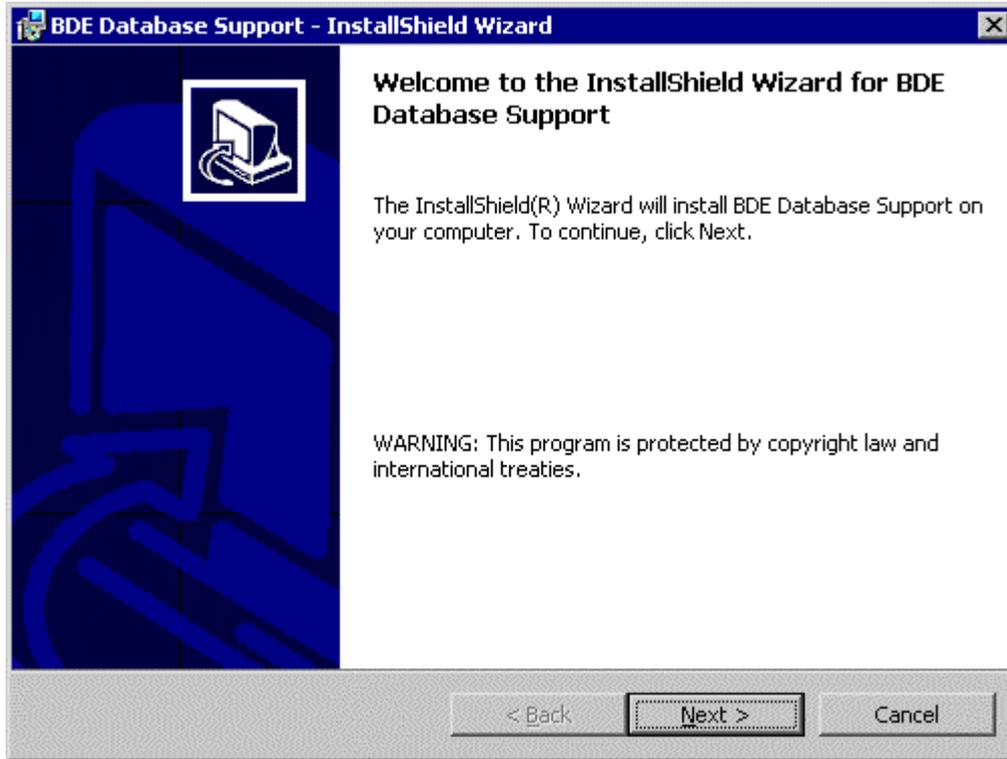
The files will now be transferred from the installation disk to your specified drive and directory. The progress window shows the name of each file as it is copied.



When the last file is written to your specified drive and directory the installation is complete. A "Guardall" group will automatically be placed in the Start Menu.

Installing the Borland Database Engine

When the "Install BDE" button is pressed the Borland database Engine Installation process is started. You may select the default directories when prompted. Once this has completed you will be prompted for a machine reboot. (If you have installed the Borland Database Engine before GSR, you may leave this reboot until after GSR has been installed to save time).



Note: This program will install the Borland Database Engine version 5.20. If a previous version of the engine is installed and you do not install this version, program errors may occur.

Setting up the Borland Database Engine

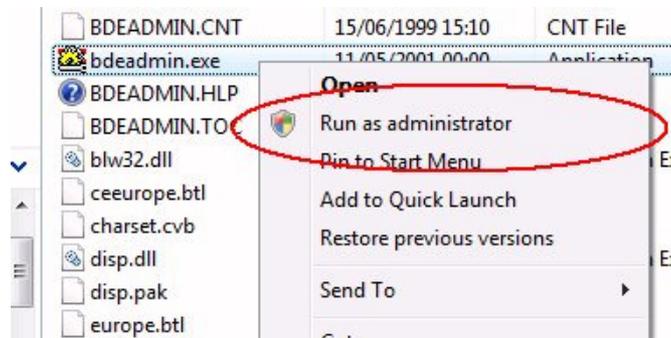
Start the "BDE Administrator" program, depending on the operating system used, this program can be found in one of the following directories:

"C:\Program Files\Borland\Common Files\Bde"

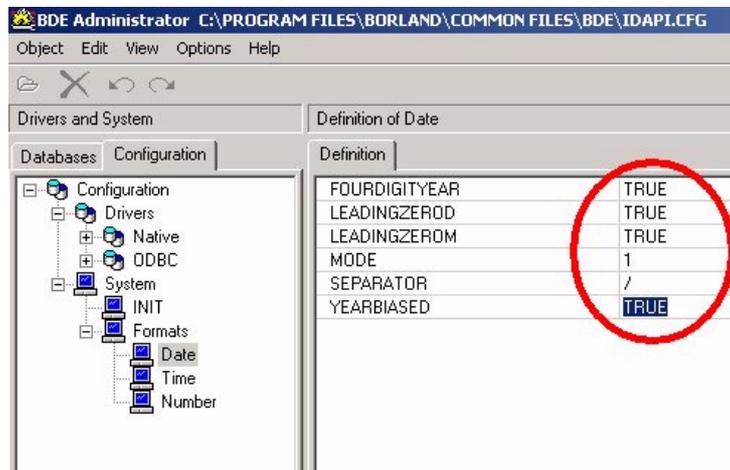
Or

"C:\Program Files\Common Files\Borland Shared\Bde"

Important Note: To start the program, right click on the "bdeadmin.exe" file and select the "Run as administrator" option. You will then need to supply the computer administration password to proceed.



When the program is started,



- Select the "Configuration" tab page and set "System", "Formats", "Date", "FOURDIGITYEAR" to be TRUE.
- Check SEPERATOR is set to the same seperator as the Date Seperator in the operating system (Control Panel, "Regonal Settings", "Dates", Short Date format). Typically this will be the "/" character.
- Check the "MODE" value: Set to 1 for DAY then MONTH then YEAR [0 (for MDY), 1 (for DMY), or 2 (YMD)].
- LEADINGZEROM: Set to TRUE
- LEADINGZEROD: Set to TRUE

Dongle Installation



If a dongle has been purchased from Guardall, you should select the "Install the Dongle driver software" option. [This install program is in the Dongle directory of the installation CD-ROM and is also available from Guardall Technical Support].

For convenience, both USB and Parallel dongle types are supported by GSR:

- If a USB dongle is being used, it should be placed on a spare USB connector on the PC
- If a Parallel dongle is being used, it should be placed on the printer port of the PC [this should not affect a printer or any other dongles attached to the system].

Note: The dongle installed in this version of GSR is not the same as the dongle installed on GSR Version 2.XX programs. You should therefore re-install the dongle drivers if upgrading from these versions.

Note: On certain Operating Systems such as Windows NT, Windows 2000 or Windows XP, you must ensure that you have the correct permissions. This may require the user temporarily being added to the Administrators group for the dongle installation. This is needed because the softlok installation process needs to access protected system files.

Note: If using a USB dongle, Windows 98 Second Edition (SE) machines will display a "Found New Hardware" window when the dongle is attached to the PC. When this appears, select the "Display a list of all the drivers .." option and press "Next". Select the "USB Human Interface Device" from the list and press the "Next" button to install the driver.

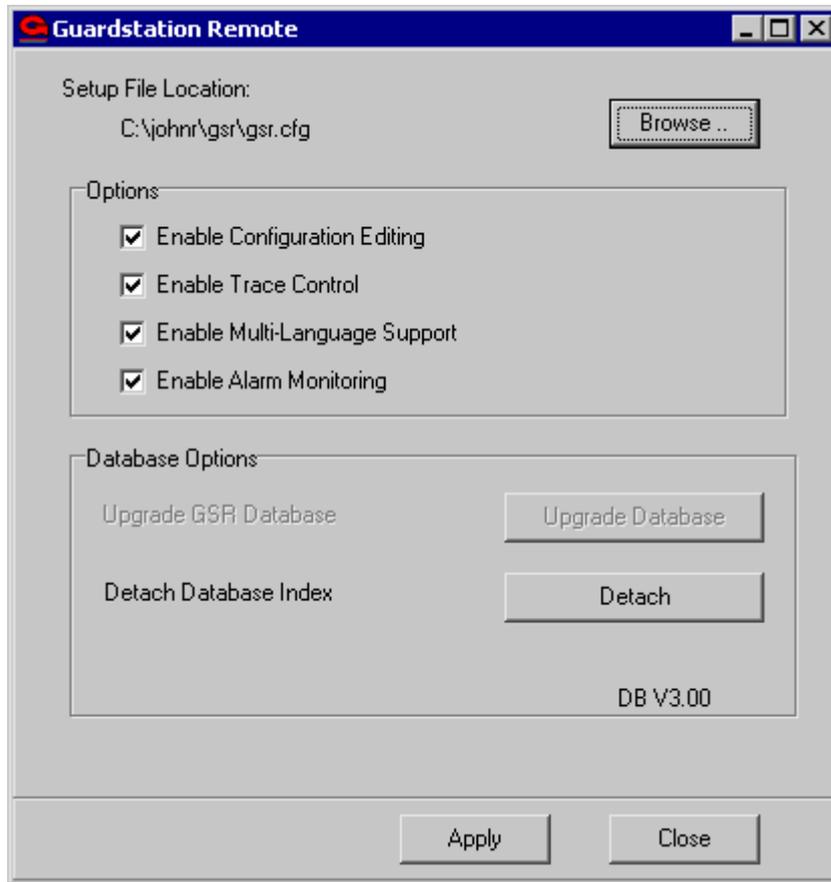
Once the Installation has completed, you will still need to install the softlok drivers.

Please note that Windows 95 and earlier versions of Windows 98 do not support USB devices.

Important Note: For Windows Vista and Windows 7 users you must reboot the PC after the Softlok device driver has been installed (before GSR is started).

Customising GSR

Once GSR has been installed, you can customise it by pressing the "**Customise**" button on the installation window. This will give the installer the ability to limit the functionality of a GSR installation where features may not be needed.



The Setup file location should point to the GSR configuration file (either gsr.cfg or access.cfg). If the path is incorrect, press the "**Browse**" button to select a different location. If no configuration file is found the "Options" and "Database Options" groups will be greyed out.

Feature	Meaning
Enable Configuration Editing	If disallowed, operators will not be able to edit site configurations.
Enable Trace Control	If disallowed, operators will not be able to create or view trace files.
Enable Multi-Language Support	If disallowed, operators will not be able to change the startup language.
Enable Call Monitoring	If disallowed, operators will not be able to do Call Monitoring.

The "**Database options**" section can be used to upgrade the GSR Customer database version. In GSR V2.41 the database was changed to allow longer descriptions to be added to the notes field. This made the old database incompatible with the new program. To upgrade the old database into the new format you can use the "**Upgrade Database**" button.

The "**Detach**" Button is used to detach production indexes from the Customer database.

Indexes are used to speed up Customer database searches, and are stored in the "GSRCusts.mdx" file.

As described in the "Problem Solving" section. If the error message "Can't Open Database" or "Script not found" appears on GSR startup, then it is possible that the indexes are missing or have been corrupted. Selecting this button will detach and delete the index. They will be rebuild when the program starts up again.

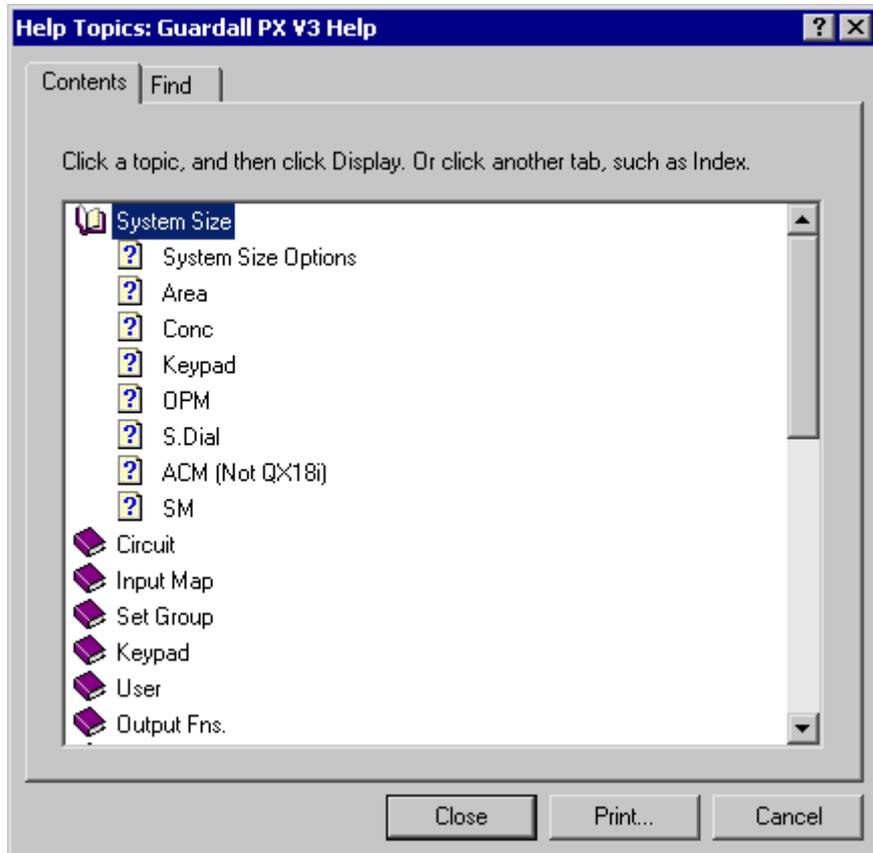
Note: GSR should not be running when these utilities are used.

Note: If the program detects that the database is already the latest version, the button will be greyed out.

Note: To upgrade the database properly you should ensure you have the correct permissions to install programs. **Typically this means logging on as an administrator to the machine.**

On-Line Help

The on-line help files are automatically installed. Only one language can be installed. Pressing the F1 Key, when running GSR will bring up the GSR Help file. Please refer to the GSR Manual for more information.



Starting GSR

When the program is first run, the main GSR License window is displayed.

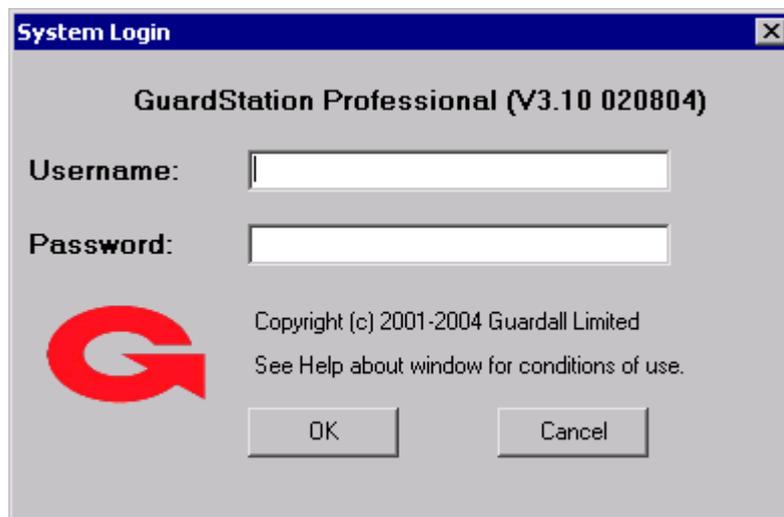


Type in the License number written on the label at the front of the GSR jewel case and press the "**Apply**" button. Depending on the features purchased, one or more ticks will appear in the feature list. Click the "**OK**" button to continue.

Note: If the program is to be run as a demo, use the following license Number :
"**DEMO-1234-1234-1234-1234**".

Please check the section "Running GSR in Demo Mode" for more details.

If the License window has accepted a valid License number, it will display the following Login window.



When a valid user name and password are entered, the current customer window is displayed. When shipped, GSR has all 99 users configured.

User Name	Password
Supervisor	558032
User 01	User 01
User 02	User 02
..	..
User 99	User 99

Note that user 2 onwards have a space in the default name and password. The Supervisor has all options enabled and cannot be edited. Users 3 to 99 have, by default, no options set.

Note: It is recommended that you change the supervisor password immediately after installation.

GSR Data Files

GSR uses Borland dBase (.DBF) to store its Customer and User data [GSRUsers.dbf and GSRCusts.dbf]. These can be viewed using Microsoft Excel and Word. These programs should not edit these files since it may store it in a slightly different format.

When GSR is started, it loads the production index for the Customer database to speed up customer searches. If this index file (GSRCusts.mdx) does not exist, an attempt is made to create it. As detailed below, if the production index is deleted or moved by accident, you must first detach the index, otherwise the error "Can't open database" is displayed. This can be done by using the "**Detach**" button in the CDROM installation program.

These files should be backed up regularly either onto floppy disk or a network drive if available. To ensure all data is saved, back up the entire Data directory and the configuration file (gsr.cfg and/or access.cfg).

Problem Solving

Problem	What to check
Installation Problem: "Windows Installer – The language of this installation is not supported by your system"	This message appears because the install program can take only one Language at a time, i.e. if you installed GSR using French, then it remembers this and will not allow an English, Italian etc installation (until you uninstall the french version).
'1155:file D:\borland\BDE520\BDE database support.msi not found'	The CD-ROM you are using to install the package may not support long filenames. Check the CD-ROM icon is available in the device manager list in the System icon of the control panel. Also check that the CD-ROM driver is installed properly.
"No Administration Rights to the Registry: Please Read Install Manual"	To install GSR properly, you need to have Administration rights to the Windows Registry. During installation, the program needs to add/update a registry key entry.
The Message "Create ToolHelp32snapshot is not available in Kernel32.dll" appears.	The program has been installed on a Windows NT machine. Please contact Guardall Technical Support for an update to the program to allow it to run on Windows NT.
"Can't Open Database" or "Script not found"	Check that the DataDirectory line in the gsr.cfg or access.cfg file points to a valid directory which contains the database "C:\Program files\Guardall\Data"]. Check that the Borland Database engine has been installed properly (Under Windows NT/2000 be sure the user has permission to run/install the files). If the database has production indexes which can't be opened, this error will also appear. You can detach the indexes by running the detach program from the GSR Install Program.
Remote Communications	Check that the comms options in the setup window are correct for the communication device connected to GSR and the panel. Check that the Engineer is not logged on to a keypad and that the keypad does not display the "Engineer" logon prompt. Check the current customer database entry has the correct phone number and correct panel communicator type. The PC comms device is connected to the correct port If using a serial Module, check the DIP switches are correctly used: Switch number 6 should be ON and no other (unless more than one serial module is in use then switches 1 to 5 may be ON). If a Windsor Modem is being used through a USB convertor, you should set the "Send Delay" value to 100 (In the Comms Options window). The new serial port drivers supplied with GSR have been installed. Check that the program authentication seed is correct
Disk Space	The alarm reports are written to a file named in the "Options/Alarm monitor" window. This file will be added to every time an alarm report is received and will grow in size until you delete all or part of it which can cause you to run out of disk space.
GSR terminates incorrectly	If this happens then you may find some files on disk with names matching the wildcard "tmp*.\$\$\$" - these files should be removed. When GSR next runs, it will check for old temporary files, and prompt the user for permission to remove them.
GSR reports missing	Check the Dongle driver has been successfully installed from the

Problem	What to check
dongle	GSR installation program. [The dongle driver was updated for GSR V3.00].
	If a printer is connected ensure the printer is switched on and is on line.
	Set the Parallel Port to be an ECP type rather than a bi-directional type. (The machine should then be fully shutdown and switched off before being re-started).

Note: In the unlikely event that GSR crashes, you can restart the program without rebooting by displaying the Applications list and stopping the **gmanager or access** task. Once this has been done, you can run the program again.

Note: When GSR is connected to a heavily loaded PX 500 system, the circuit status window may update very slowly. This has been noticed when all 500 circuits have been programmed on the system.

Note: If anti-virus software is running in the background, GSR may take a long time to load and will run more slowly. It is recommended that real time anti virus checking is switched off when using GSR (you should speak to your system administrator before doing this). Please note that this does not mean you should switch off virus checking altogether – just the real time checking of files – as you should be able to schedule virus checks of the machine instead.

If you have a problem which you can repeat, please turn on tracing, repeat the problem, and send the gcmltrace file to Guardall. You can contact Guardall for support at

Guardall Ltd,
Lochend Industrial Estate,
Newbridge,
Midlothian,
EH28 8PL,
United Kingdom

Tel: 0131 333 3802
Fax: 0131 333 5369

If you do contact Guardall, please supply the version information from the "Help/About" window.

Technical support may also ask for the following Items: Audit information, Historic logs from the panel and configuration files. Any notes that you can take, such as how often the system crashes, the actions that preceded the crash and a list of any programs that were running in the background would also help.

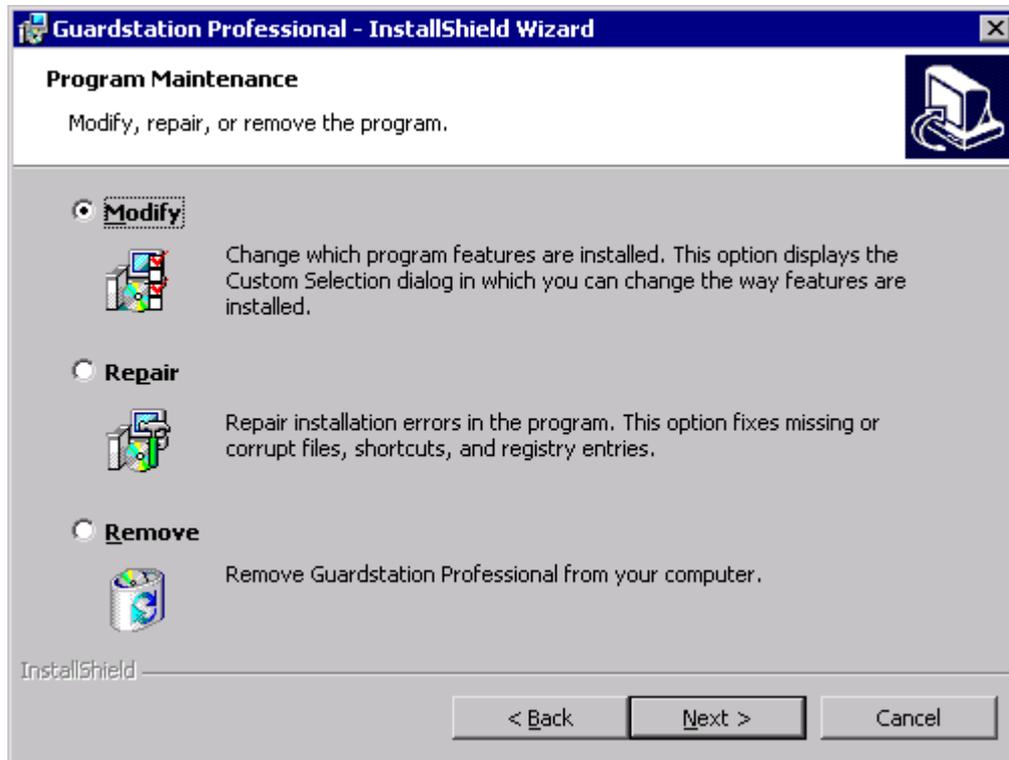
Uninstalling GSR

Note: Removing GSR will also remove the data files, if these are important they must be backed up/copied to a different location (Typically this would be files with the extension ".dbf" and the configuration file).

The uninstall program may require the original disk that the software was installed from. Please make sure that you keep the original install disks.

To remove GSR, follow these steps:

- In the Control panel, click "Add/remove Programs".
- Find the "GSR", "GSR Remote" or "GSR Access" (depending on which GSR you installed) entry in the list of programs displayed.
- Click the entry and press the "Add/Remove.." button.
- When Prompted, select the "Remove" option as shown below:



- Delete any of the files remaining in the Guardall directory (in "c:\program files" by default).

Installation Disk Files

The installation disks contain the following files;

File name	Purpose
install.rtf	This installation Document
GSR.msi	The GSR Microsoft Installer package.
Data.cab	The Compressed Installation data.
instmsia.exe	The Win95/98 windows installer program.
instmsiw.exe	The WinNT/2000 windows installer program.
setup.exe	The InstallShield Express launcher.
setup.ini	The InstallShield Express setup file.
Install.exe	The Guardall CD Installer (To choose a language to install).
Autorun.inf	To allow the install program to start immediately on CD-ROM insertion.
Boland	This directory contains the setup files for the Borland Database Engine.

GSR Files

When you install GSR the **bin** directory will contain the following files:

File name	Purpose
Gmanager.exe	The GSR program
Gsr.cfg	The GSR ini file. The contents of this file are explained in detail elsewhere.
Readme.txt	Information on GSR installation and operation.
Gsr_v3.hlp	The GSR Help file.
Gsr_v3.cnt	The GSR Help Contents file.
Px_v3.hlp	The PX Help file.
Px_v3.cnt	The PX Help Contents file.
*.dll	The Editor files (e.g. "PX34_V300_FR.DLL" indicates a French PX34 V3.00).

When you install GSR the **Data** directory will contain the following files:
(Further files will be created as you add customers and configurations)

File name	Purpose
2003_02A.dbf	The audit trail for February 2003.
0861_Rollcall.dbf	The Rollcall database for site 0861.
0861_Rollcall.mdx	The Rollcall Index file for site 0861.
0861_SL.dbf	The Security panel event logs for site 0861.
0861_AL.dbf	The Access event logs for site 0861.
alarms.dbf	The GSR Call Monitor database file (for Received Events).
gsrccusts.dbf	The GSR customer database.
gsrccusts.mdx	The index file for the customer database.
Trace.txt	The GSR trace file. This will only be created if you turn on the GSR trace option.
GsrUsers.dbf	The GSR operator database.

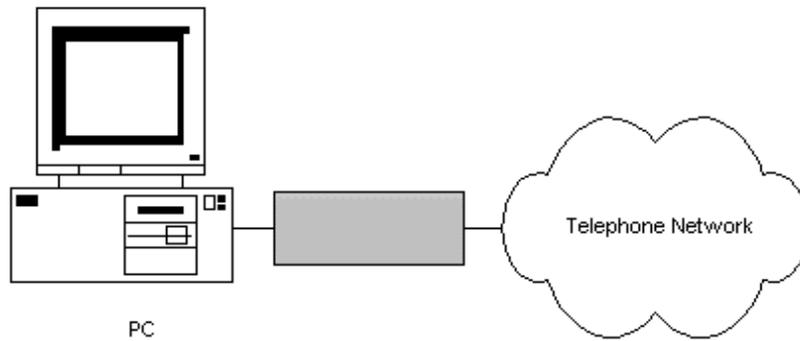
In the **Data\Configs** directory, e.g. :
(Initially empty but files are created as customers are added)

8989_PX18_V300_UK.cab	The configuration data for site 8989 (PX 18 V3.00 UK).
------------------------------	--

Connections

If you are using GSR to communicate only with PX then you can use any of the following on your PC provided that Windsor has the same type of device connected.

- Guardall Windsor modem
- Hayes compatible modem (the same type is recommended for both the panel and GSR)
- IP (Ethernet)



You may also connect a PX panel directly to your PC. In this case you must attach a Guardall Serial Module to the PX XiB Bus.

Guardall Limited
Lochend Industrial Estate
Newbridge
Edinburgh EH28 8PL

Tel: 0131-333-2900
FAX: 0131-333-4919

Technical Hotline: 0131-333-3802

Part Number: 320493-0N