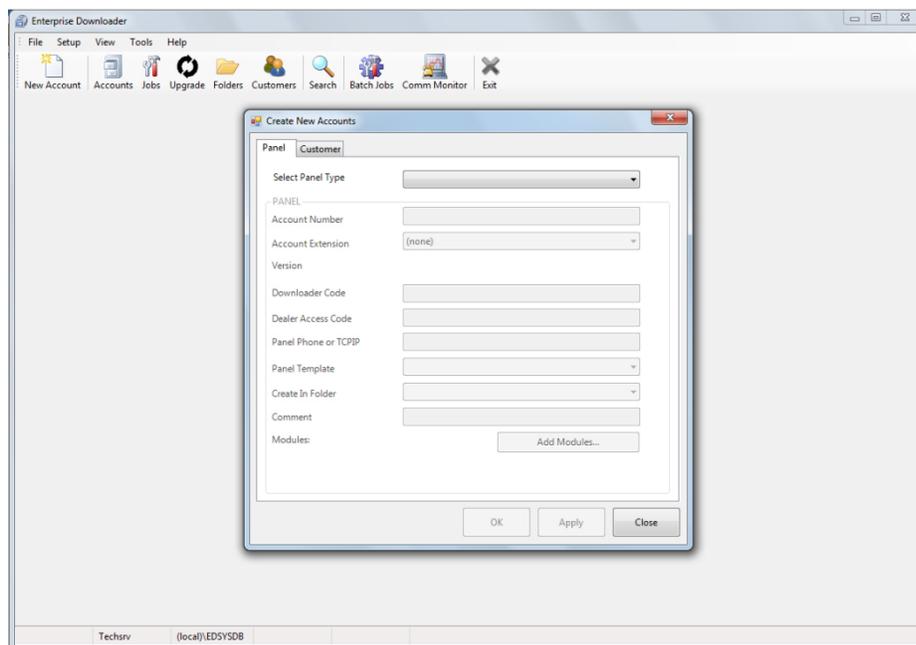


Enterprise Downloader Installation Manual



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1.0 Product Overview

Enterprise Downloader is a modular, scalable software solution for remote programming of certain UTC CCS control panels. Enterprise Downloader maintains a database of account information and panel programming, and allows you to upload panel programming and download centrally prepared configurations to panels.

Enterprise Downloader has four components:

- **User Interface (UI):** The user interface works with the database to maintain and display panel property settings and information. It links customers to accounts, allows you to create and schedule jobs, and displays the status of scheduled and completed jobs.
- **JobServer:** The JobServer continuously searches the database to identify communication jobs that are ready to run and dispatches them to a communication server for processing. The JobServer runs independently of the other system components, and can be run on any PC connected to the network with the Enterprise Downloader database. The JobServer manages both scheduled and unscheduled jobs.
- **CommServer:** CommServers will support up to four modems. CommServers interface with JobServers using Microsoft.NET services. CommServers are usually set up as a bank of servers to handle unattended incoming calls, and also on individual machines with the user interface to be used for call-out jobs specific for each user.
- **Database:** Microsoft SQL server database stores customer and data information. The SQL Express database is provided with installation if you don't have full-blown SQL.

Enterprise 6.0 contains feature enhancements from the 5.4 release. We recommend that you upgrade if you require any of the new features.

1.1 New Features

- Features support for the Simon XTi5 2.x (with uploading firmware tool)
- Sensitive data encryption
- Password retention policy
- Improved authentication security

1.2 Software Requirements

Table 1 below shows the software requirements for Enterprise Downloader v6.0 software. Systems with the minimum memory specified for SQL Server may be unacceptably slow.

Table 1: System Requirements

	All-in-one	Client only UI and CommServer	JobServer	SQL Server Express
Computer	IBM compatible			
Processor	Recommended i3 2.5 GHz or faster	Recommended i3 2.5 GHz or faster	Recommended i3 2.5 GHz or faster	Recommended i3 2.5 GHz or faster
Hard disk space	Minimum 50 GB	Minimum 50GB	Minimum 50 GB	Minimum 170 GB
	Recommended 120 GB or more	Recommended 80 GB or more	Recommended 80 GB or more	Recommended 200 GB or more
Memory (RAM)	Recommended 4 GB or more	Recommended 4 GB or more	Recommended 4 GB or more	Recommended 4 GB or more
Network connection	Required for network installation Minimum 100 Megabit, Recommended 1 Gigabit			
Operating system & SQL Install	Windows 7, Windows 8.1 (with SQL Express 2014), Windows 10 (with SQL 2014 and SQL 2016 Standard and Express versions) Note: SQL 2016 requires .NET 4.6 framework, and is not compatible with Windows 7 or Windows 2008 Server			
Network protocols	TCP/IP; Internet connectivity			

1.3 Supported Modems

Table 2: Supported Modems

Allied Data TRON DF56.0	AT&T Smartlink 14.4	Hayes Accura 14.4
Hayes Optima 2400	Hayes Optima 33.6	Practical Peripherals 14.4 MT II
Practical Peripherals Mini 1200 SA	Securcomm DL 110	Super Modem 2400
The following modems are added for communications with Simon XTi and NX panels:		
Zoom 56k USB modem Series 1063	Conexant HAD V.92 D330 MDC V.92 Modem	

Note: The use of modems with the Advisor One panel is not recommended due to its large number of properties and resulting long transmission times. Also, Advisor One supports modem connections at 1200 or 2400 baud only.

1.4 Recommended USB Serial Adapters

Table 3: Recommended USB Serial Adapters

Tripp-Lite	Keyspan	Model: USA-19HS
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2.0 Enterprise Downloader installation

Figure 1: Install

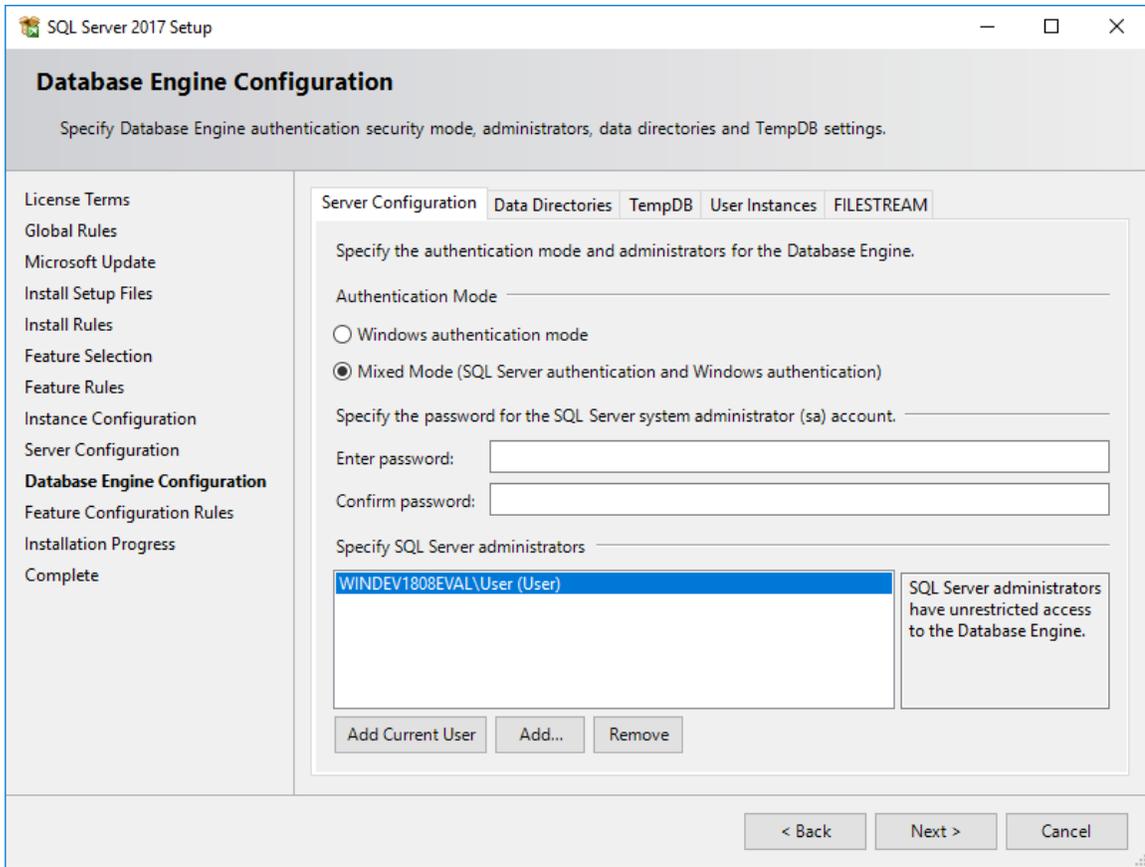


2.1 Pre-requirements

Before running Enterprise Downloader installation, please be sure that You have SQL Server (Express, or Standard) instance installed on your local machine, or You have proper credentials to connect to remote SQL Server instance.

Please also be sure, that during SQL Server setup, Your database engine has configured authentication mode as: **“Mixed Mode (SQL Server authentication and Windows authentication)”**.

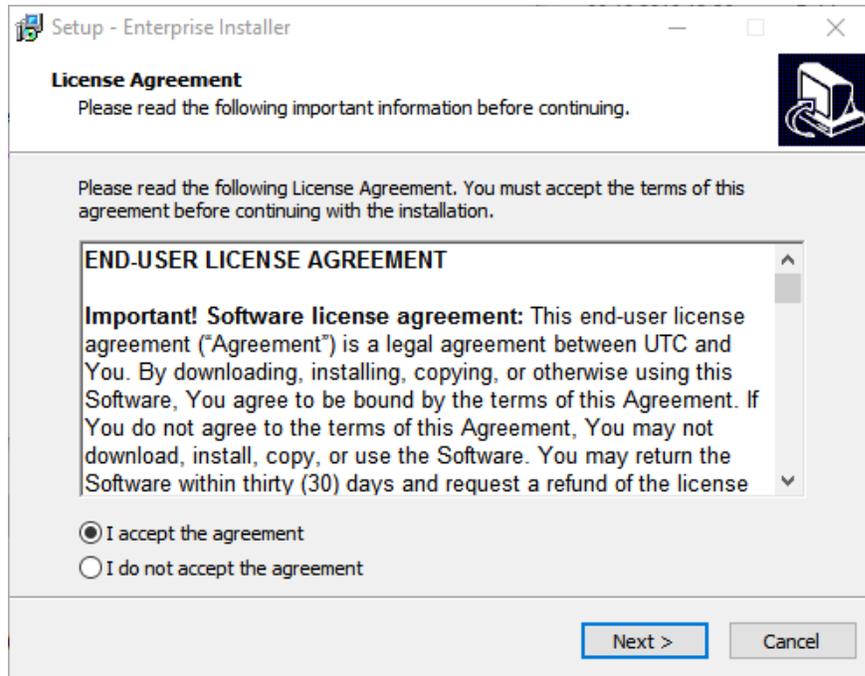
Figure 2: Setting Authentication Mode



To install Enterprise Downloader:

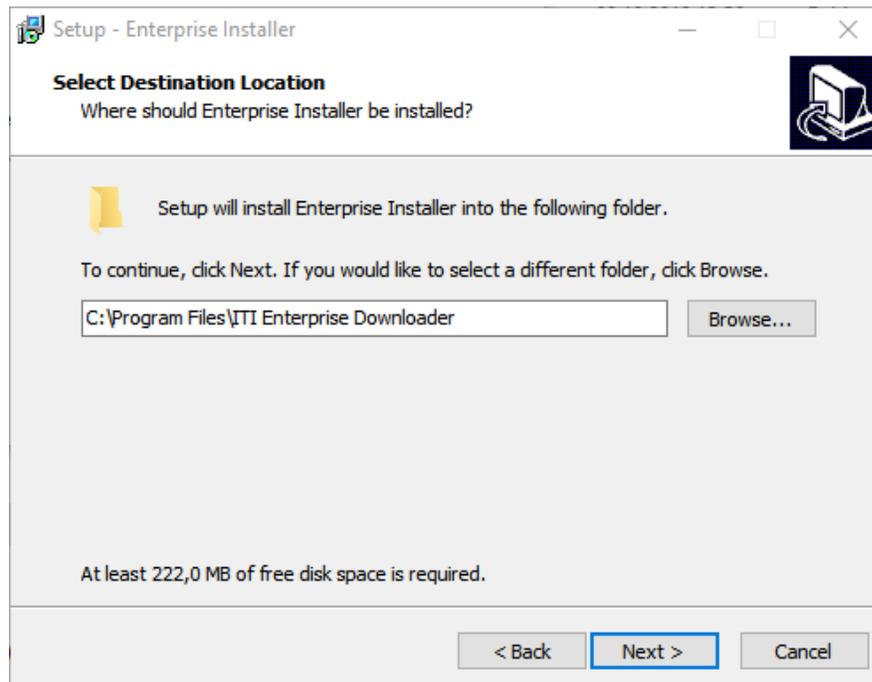
1. Extract the contents of the zip file (downloaded from the Enterprise Downloader website) to your chosen location and double-click the *setup.exe* file to start the installation.
2. If you don't have the Microsoft .NET 4.7 framework installed on your machine, you will be prompted to install it. You will need the .NET 4.7 framework to run the Downloader software. To install .NET 4.7 framework:
 - a. Click Yes to install.
 - b. Click I Agree, and then click Install.
 - c. Click OK when finished to continue the installation.
3. Once the .NET 4.7 installation has completed, click the Run the Enterprise Downloader Installation Wizard link. The License Agreement screen appears.

Figure 3: License Agreement



4. Read the agreement. To continue, select *I accept the agreement* and click Next. The Setup screen appears.

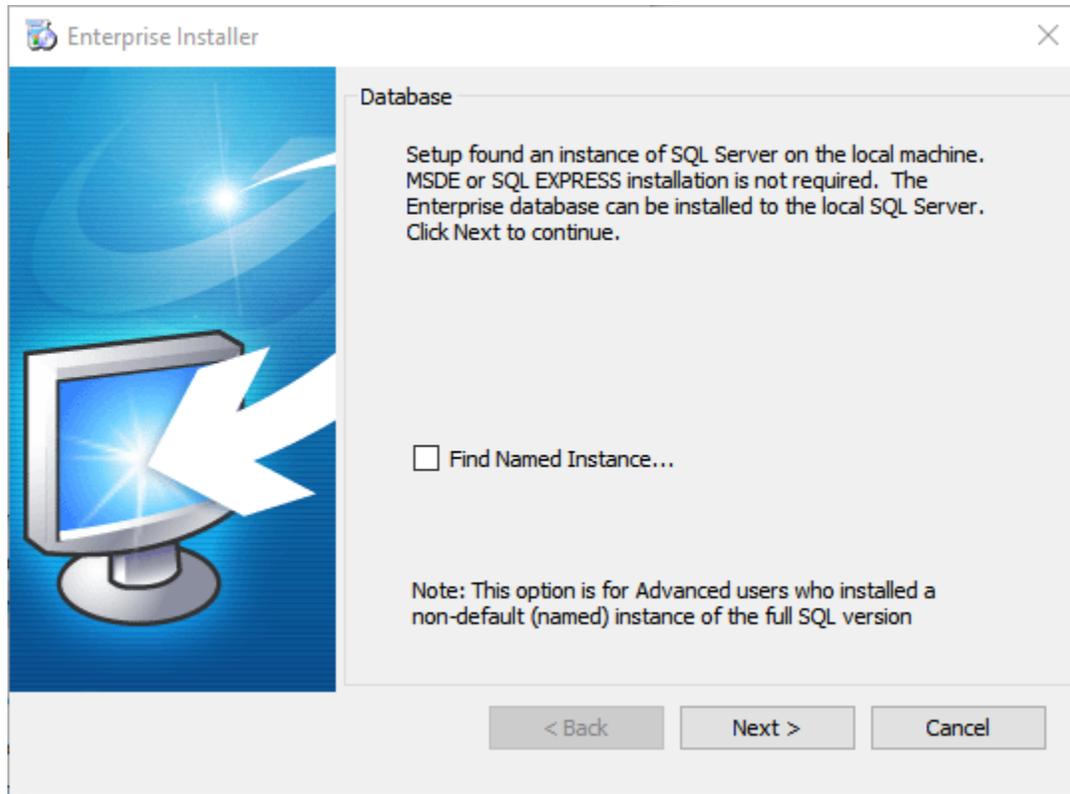
Figure 4: Setup - Select Destination Location



5. Type in the location for the software to be installed and click Next.

6. The install scans for instances of a database server, SQL Express, or SQL Standard edition. If no database is detected, you will be prompted to install the SQL Express database engine that is provided with the Downloader software. Select Install SQL Express Database Engine and click Next.

Figure 5: Database



Note: The Find Named Instance option is for advanced users who installed a non-default (named) instance of the full SQL database version. To install or upgrade the database to a named instance of SQL Server, check the Find Name Instance... check box and click Next. The DB Server name will be defaulted to Local since installing to a named instance must be done locally. Type the name of the Named Instance in the DB Server Instance Name text box (excluding the server name) and click Next. The full server name will be displayed in the DB Server text box on the following page indicating that the named instance was found. Continue with the installation. Be sure that the SQL service SQL Server Browser is running, or named instances may not be detected.

7. On the Select Components screen, select the components you want to install from the options and click Next.

Figure 7: Select Components

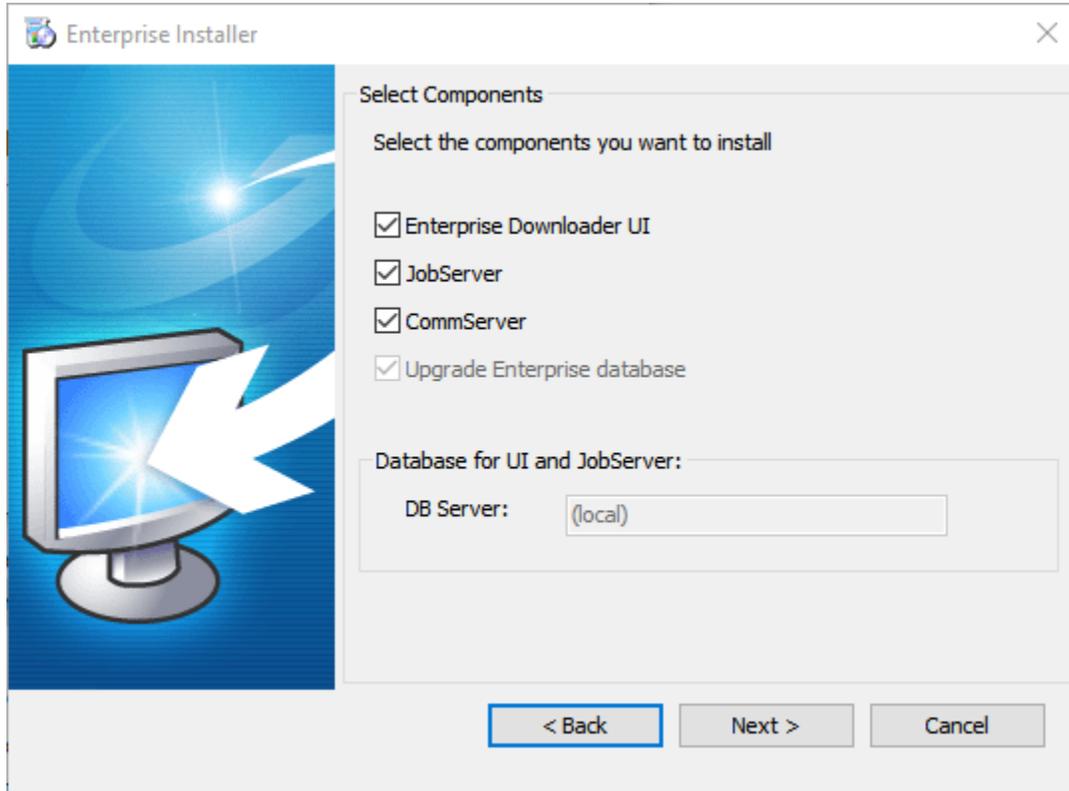
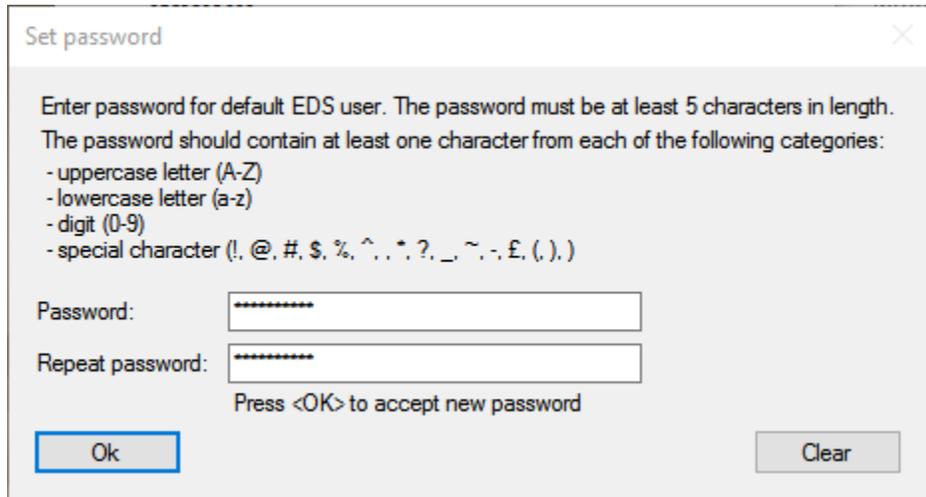


Table 1: Table 4: Select Components

Enterprise Downloader UI	Installs the graphical screens used to view and edit panel and customer data.
JobServer	Typically installed on the same machine as the database. UI and JobServer installs require the DB Server name. This is the name of the machine where the database is installed. It will be similar to <i>(local)\InstanceName</i> if installing on a single machine. If your system database is located on a different machine, replace <i>(local)</i> with the name of that machine.
CommServer	Installing the CommServer allows the computer to connect through a serial modem to the security panel.
Upgrade Enterprise Database	Installs the database for Enterprise Downloader.

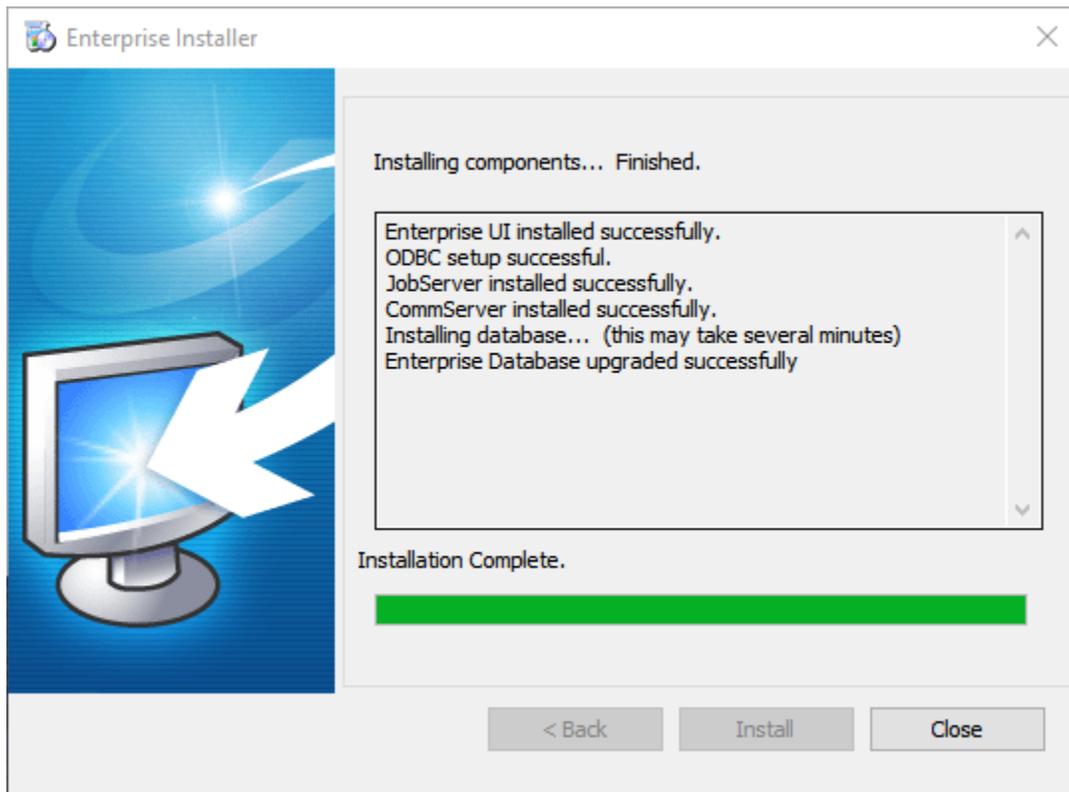
8. Click Install to install the Downloader software. If you don't have the Microsoft .NET framework 4.7 runtime installed, you will be prompted to install it. The install will require a system restart.
9. During installation process you will be prompted with message to change password for default user.

Figure 9: Setting Default User Password



When the installation is complete, an *Installation Complete* message will display on the Summary screen and the Close button will be enabled.

Figure 10: Summary Window



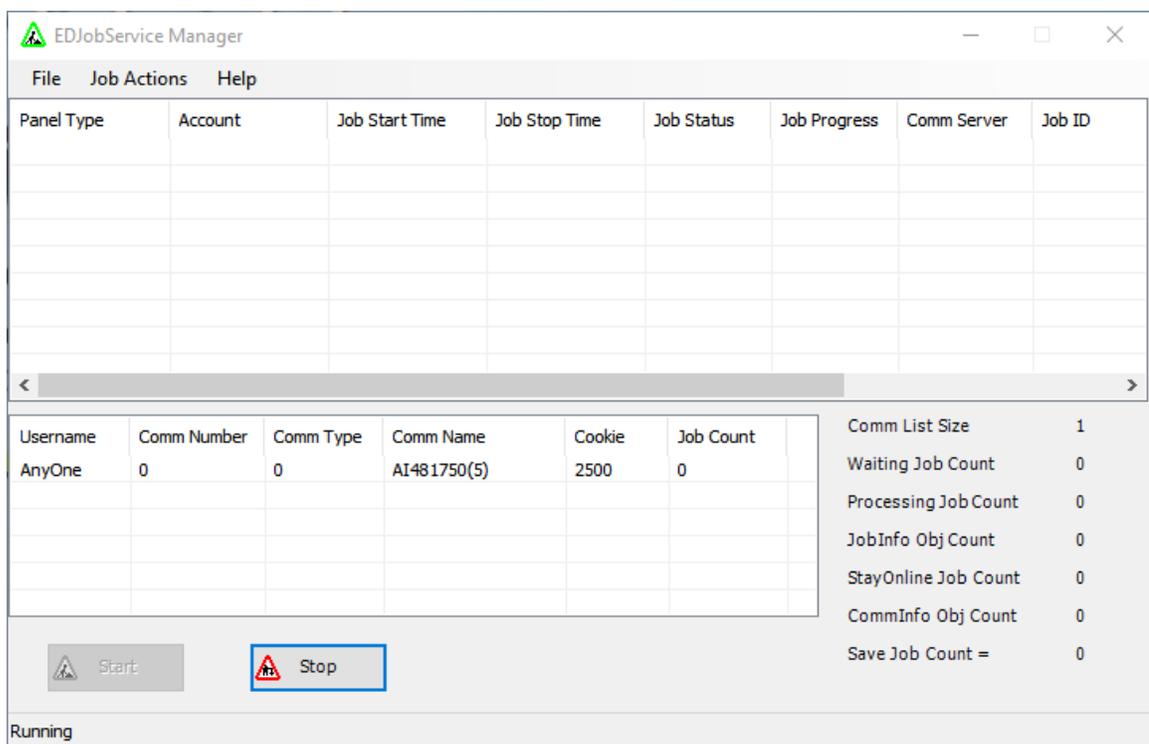
3.0 Installation Notes

3.1 JobServer and CommServer Startup

3.1.1 JobServer

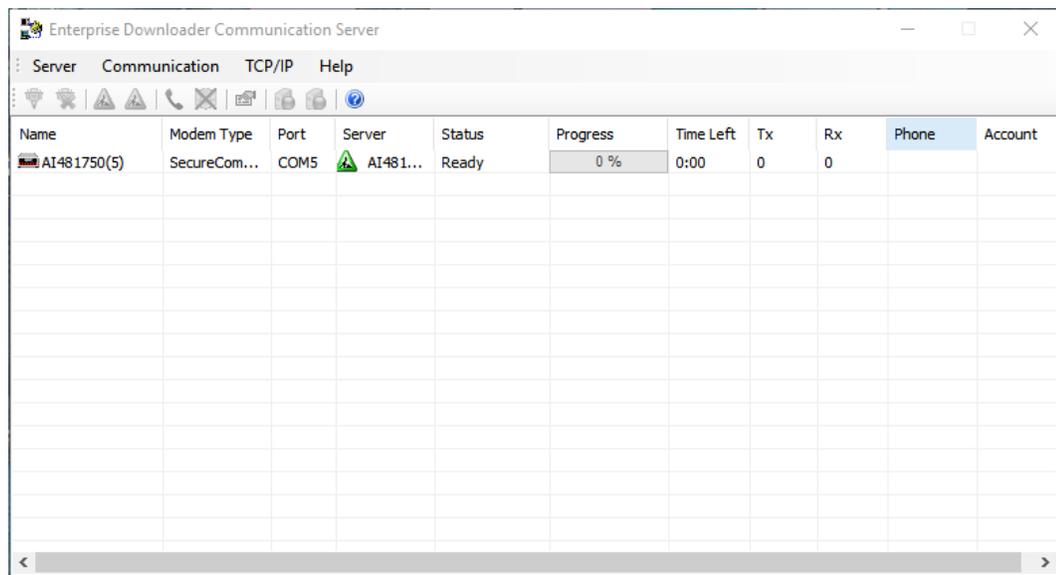
Double-click the JobServer icon and wait for the green triangle to appear. Red will indicate that you are not connected to the database.

Figure 2: ED JobService Manager



3.2 CommServer

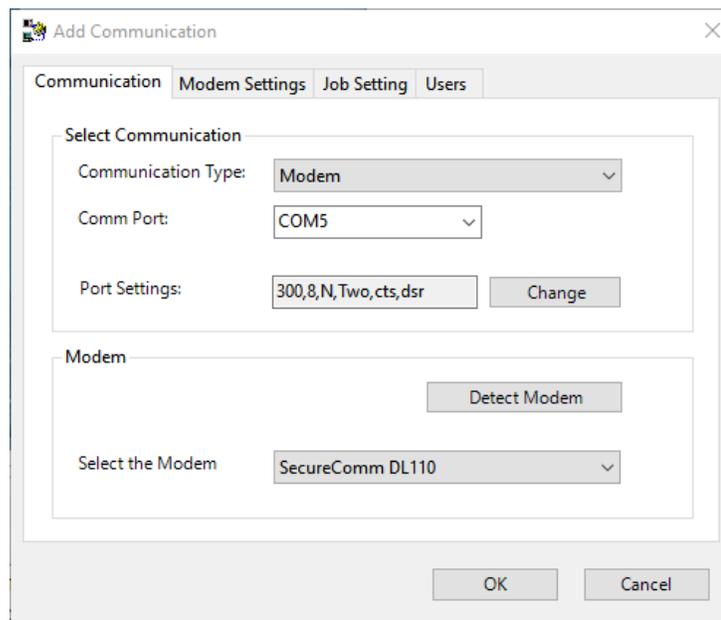
Figure 3: ED CommServer Monitor



To start the CommServer:

1. Double-click the CommServer icon and select Server > Add Communication. The Add Communication screen displays.

Figure 4: Add Communication



2. On the Communication tab, select the Comm Port from the dropdown list. You can select the modem type manually or hit the Detect Modem button to automatically detect the connected modem.

3. Select the Modem Setting tab to access the modem settings options.

Figure 5: Modem Settings

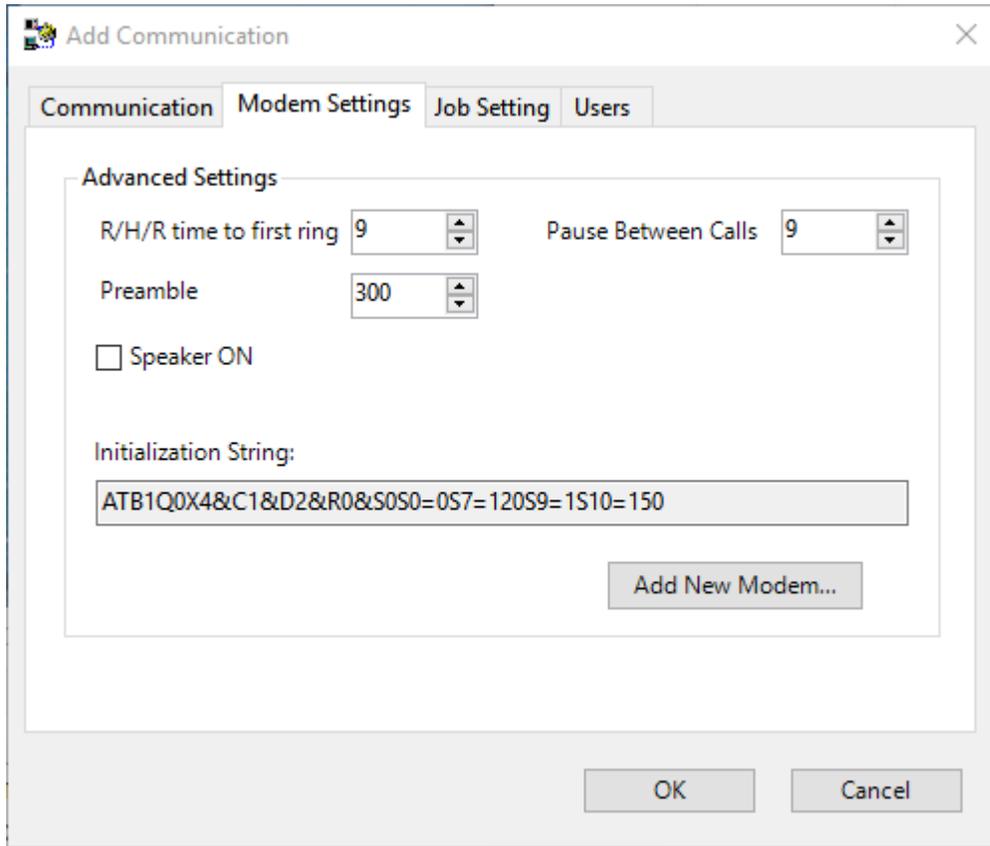


Table 2: Table 5: Modem Settings

R/H/R Time to First Ring	The time in seconds to wait before hanging up and retrying the call for the answering machine defeat feature.
Pause Between Calls	The time in seconds to wait before making the second call for the answering machine defeat feature.
Preamble	This option should be left at the default value (programming for advanced users only).
Speaker On	If checked, this option will turn on the speaker in the modem.

Note: For R/H/R defeat, if the panel is ringing two to three times before hanging up and retrying, the R/H/R time to first ring property should be lowered.

4. Select the Job Settings tab to access the job settings options.

Figure 6: Job Settings

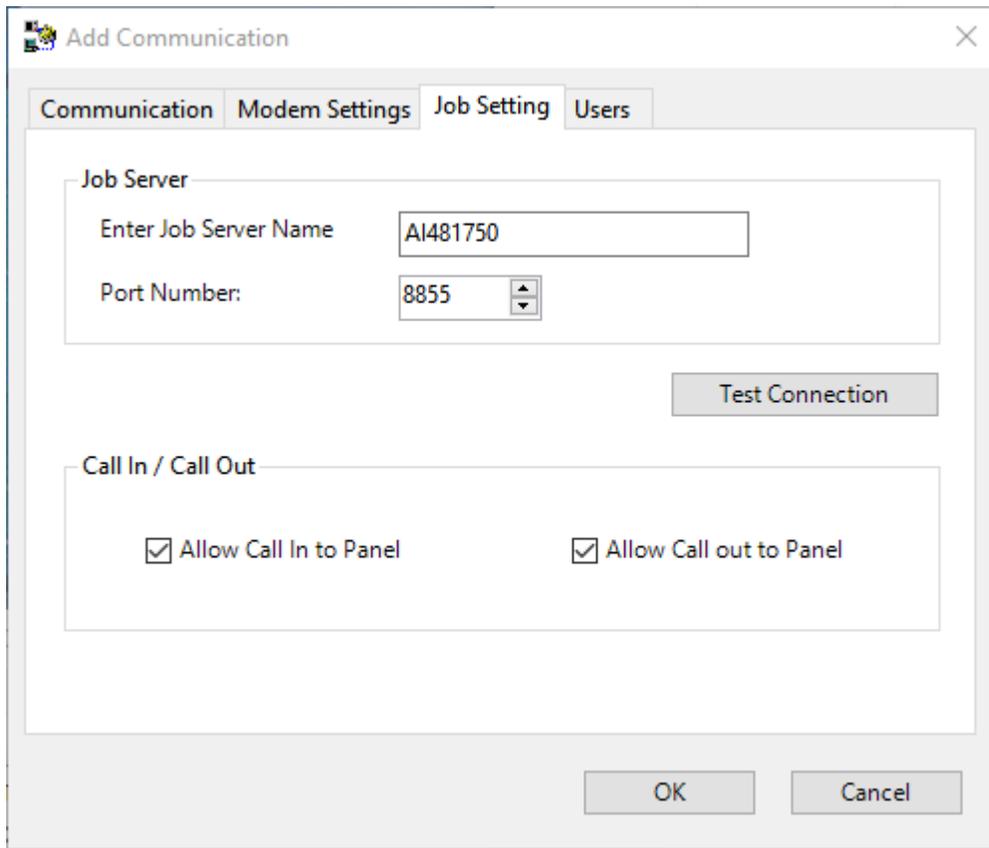
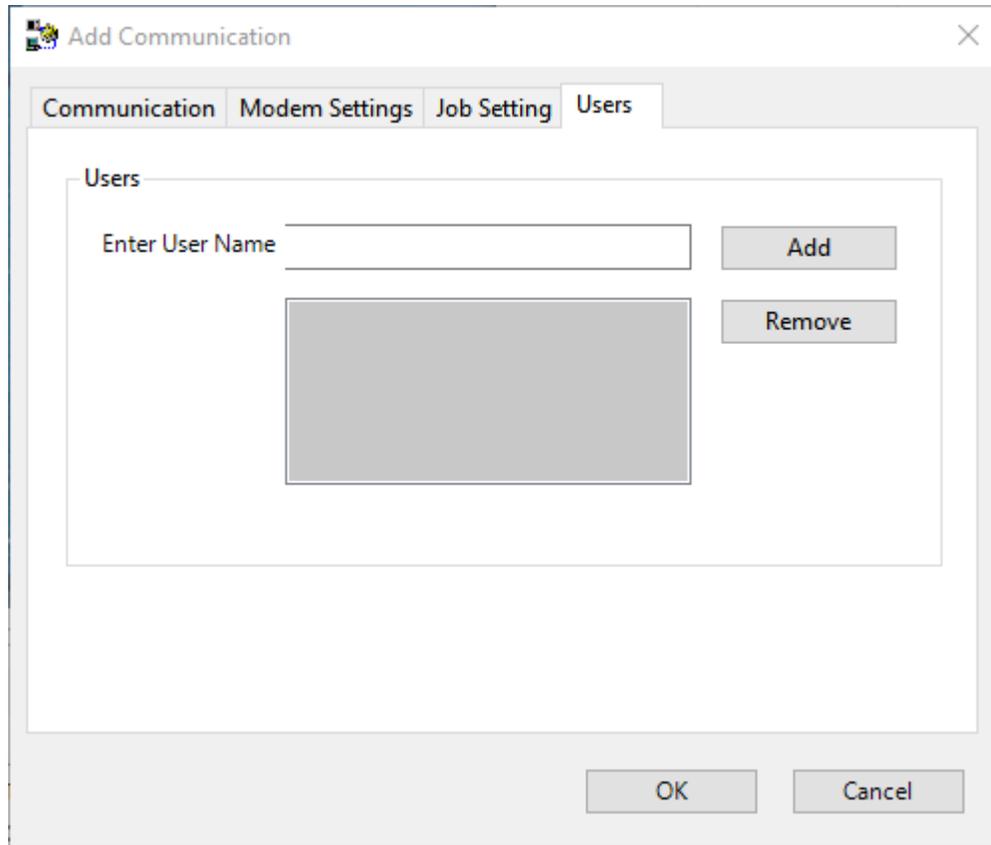


Table 3: Table 6: Job Settings

Enter JobServer Name	Name of the machine that is running the JobServer.
Test Connection button	Use the Test Connection button to verify the connection to the JobServer application.
Allow Call In to Panel	Check this box if the modem can handle calls from the panel.
Allow Call Out to Panel	Check this box if the modem can make calls out to the panel.

5. Select the Users tab to add user names to configure specific users or machine names to specific modems.

Figure 7: Users



If you install more than four CommServers, we recommend that you install the CommServers on a separate machine from the database and JobServer.

4.0 Troubleshooting

4.1 Frequently Asked Questions (FAQ)

This section provides information to help you troubleshoot your Enterprise Downloader.

Q1: Why am I unable to log on to the JobServer?

A1: Open CommServer Properties window and go to the Job Settings tab. Verify that the name of the JobServer is the correct machine name and click the Test Connection button to verify the connection.

Q2: Why can't I log on to the database from the user interface?

A2: Check the server name. It should be similar to one of the following examples:

- *(local)*
- Your computer name
- *(local)\EDSYSDB*

Q3: What if I start a job and nothing happens?

A3: Verify that the Use Unassigned CommServer option is checked if no users are entered in the CommServer UI.

Confirm Dial Out Type is set to Dial Out to Panel.

Make sure the phone number is the correct number and has not been left blank.

Q4: What should I do if the CommServer is unable to log on to the JobServer?

A4: Make sure the JobServer service is started.

Verify that the JobServer name in the CommServer Properties window is correct.

Stop the JobServer service and restart it, then log on with CommServer.

Try to exit and restart CommServer.

Q5: Why isn't the modem responding?

A5: Verify that the modem is turned on, plugged into a phone line, and the type is correctly defined as the Right Com Port from the Profiles list.

Q6: Why did my job fail?

A6: Verify that JobServer is logged on (green triangle).

Verify that the CommServer is communicating with the modem (no Xs in CommServer UI).

Q7: After a panel upload, why do the property values fail to appear in the UI?

A7: Make sure you do not have Enable Difference Tracking enabled in the Job window. If you do, you will have to go to the Differences window and update the values.

After a panel upload, the system may take a while to update the properties to the database. On slower machines, this may take some time to complete. Verify that the user interface indicates the job has completed on the Job Summary or Account Summary window.

Q8: Why do similar time values appear in the Differences window when their values are the same?

A8: Sometimes times will appear to be the same (for example, 10:00 AM for the Saved value and 10:00 AM for the Panel value). Even though the times are the same, sometimes the associated dates will not be the same. If updated, these values will no longer appear in the Differences window.

Q9: How do I blank out an output trigger for a SnapCard in a Concord panel?

A9: In order to completely blank out an output trigger for a SnapCard in the panel, you must go to the Output Configuration window from the Onboard Options tab or go to the Output Responses window from the Accessory Modules tab and select the following options:

- Set the Output trigger to (255) Blank Trigger
- Enable the Siren Tracking and Trip Delay
- Set the Response Time to Sustained

Q10: How do I change the access code length setting in a Simon panel?

A10: Since the Access Code Length setting affects the security codes as well as the access codes, you must download all access codes and properties as well as all security properties when changing the value of the Access Code Length.

Q11: How do I back up my database if I'm using the MSDE version of the SQL database?

A11: The best way to back up the MSDE database is to copy the database files to a backup location. Before copying these files, you will have to stop the SQL Server Service Manager. You can do this by double-clicking the SQL Service icon located in the system tray, then clicking the Stop button. Once the files are copied, it is important to restart the service.

The files are named: ED_Data.MDF, ED_Log.MDF, ITIED_Data.MDF, and ITIED_Log.LDF. These files should be under location C:\Program Files\ITI Enterprise Downloader\Database.

Also back up the files in location
C:\Program Files\Microsoft SQL Server\MSSQL\$EDMSDE2000.

Q12: How do I get Enterprise Downloader to handle unattended calls with an Enterprise Downloader (DL) Code in the panel that is not the default value?

A12: The Enterprise Downloader code is a five-digit security code set in the panel that will not allow remote connectivity to the panel if the code is not configured properly in Enterprise Downloader.

To get non-default DL codes to upload into Enterprise Downloader when performing an unattended call-in:

1. From the JobServer user interface, select File > Options. Go to the Unattended Call-in Settings tab. Under this tab, make sure the New Account Panel Template option is set to Custom, not Default ITI. Then right-click the specific default DL code number and select Edit to modify the number. After you change the number, click OK. You must change this number for each corresponding panel type.

Note: After you make any changes in the JobServer UI, you must stop and restart the service before the changes will go into effect.

2. To edit the corresponding panel templates in the Enterprise Downloader user interface, select Setup > Panel Template. From the panel type selected, make sure to check the appropriate template to be used for call-in data by clicking the Custom check box from the Template tab. Once you are editing the template flagged as Custom, click on the Security tab and edit the Enterprise Downloader Code value to match the value in the panel.
3. Once you have completed this procedure, the values linked with the panel template flagged as Custom, will be the values that get created and downloaded to the panel when a new panel calls in. The properties that get downloaded to the panel are determined by job actions that are defined in the Job template set to handle unattended call-ins.

Q13: How can I adjust the ring/hang/ring timing when calling a panel?

A13: There are two settings in the CommServer user interface that will change the timing of how the ring/hang/ring setting will work. The R/H/R Time to First Ring option represents the number of seconds to wait after the call is initiated from the EDS software before hanging up and calling again. The Pause Between Calls setting determines how many seconds to wait after the first R/H/R dial attempt to call the panel again.

The R/H/R Time to First Ring setting should be extended if the Downloader is calling the panel and hanging up before the panel has a chance to receive the call. The R/H/R Time to First Ring setting should be shortened if the panel is receiving more than two rings before hanging up and retrying on the ring/hang/ring setting.

Q14: How does the Use Unassigned CommServer setting work?

A14: The Use Unassigned CommServer setting in the Job window is used to determine which modem will be used for a particular call-out job. Unassigned means that there are no users assigned to it from the CommServer user interface screen. When the CommServer is initially configured, if no names are entered into the users list, the Use Unassigned CommServer option will have to be checked for all call-out jobs.

If a user name or computer name is entered into the users list when configuring the CommServer, the Use Unassigned CommServer option can be left unchecked.

Assigning user names to specific CommServer controls which modems are used for specific call-out jobs. This can help with modem load sharing as well as helping to debug errors that occur during call-out.

Note: The software will automatically detect if users have been assigned to the CommServer and check the setting automatically based on the user's configuration.

Q15: Why do the jobs I create get stuck in "pending" mode?

A15: One of the following issues in the Edit Job window may be the cause of the problem:

- Is the Call Type set to Dial Out to Panel?
- Is there a phone number in the Panel Dial Out Phone field?
- Is the JobServer started?
- Is the CommServer started?
- Is the CommServer successfully configured with a modem and logged into the JobServer?
- Do you have an assigned user for the CommServer? If so, the Use Unassigned CommServer check box must not be checked. If no CommServer user is assigned from the CommServer user interface, the check box must not be checked. If the assigned user in the CommServer user interface is the name of the computer, then the Job Created By option in the Preferences window of the user interface must be set to Computer Name.

Q16: What is the difference between MSDE and SQL Server Express?

A16: SQL Server Express is the latest release from Microsoft that includes several enhancements over the MSDE engine and is compatible with Microsoft Vista. See Microsoft's web site for detailed information on the differences.

Q17: Can I arm/disarm my panel with the EDS software?

A17: You can remotely Arm /Disarm the Simon XT, Simon XTi 5 Refresh, Simon XT EMEA, Concord 4, and NX-8V2 panels.

Q18: Can I upload the entire contents of the Concord panels using the interactive mode?

A18: Yes, this capability was added in the EDS 4.3 release.

Q19: Can I use a USB cable to connect to the modem instead of a serial cable?

A19: We have noticed that some USB cables do not work correctly with certain supported modems. We have verified that specific versions of the USB cable made by Keyspan (USA-19HS) will work with all supported modems. This can be purchased online through various vendors. Newer Simon XT_i panels and NX panels will connect with all USB cables by changing the configuration to use 1 stop bit in the port setting screen in the CommServer.

Q20: What modems can I use to connect remotely to the panels over the phone line?

A20: Connection to the Simon, Concord, and Allegro panels are limited to the defined modem set documented in "1.3 Supported Modems

A21: Table 2: "Supported Modems" on page 5. The Simon XT_i and NX panels support a broader set of modems and the initialization strings can be manually added and configured in the CommServer Modem Settings tab. The updated modems may need to have "Stop Bits" set to 1. This can be modified from the CommServer>Properties>PortSettings>Change tab.

Q21: Why doesn't the panel diagnostic information match the actual panel status?

A22: When arming a panel remotely, the diagnostics will not reflect until you run another job to upload diagnostic data. It may not directly reflect the status of the panel if a recent arm/disarm was sent.

Q22: What happens if I remotely disarm a panel that is sub-disarmed?

A23: The software will keep the panel in sub-disarmed mode.

Q23: Can I remotely arm a Simon XT panel to Away (doors/windows and motions)?

A24: If you attempt to remotely arm a Simon XT panel to Away, it may drop the arming level down to Stay after the exit delay expires if you have the Auto Arm option turned on in the panel.

Q24: Can I copy sensor data from a Simon 3 panel to a Simon XT panel?

A25: Sensor group 28 is the only sensor data that will not copy over from a Simon 3 panel to a Simon XT panel.

Q25: Can I remotely download a sensor to an NX panel by typing in the TX ID number from the sensor's box?

A26: You can remotely download a sensor into an NX panel by leaving out the "0" from the TX ID number from the bar code information on the box.

Q26: What if I add a new module to my NX panel after it has already been uploaded in EDS?

A27: If a new module is added in the field, performing a full upload of the existing module data is recommended.