



# Topaz™

## Troubleshooting and Software Revision History

P/N 460911001E • 09FEB12

For Release Notes (Software Revision History), please [Click Here](#).

### Topaz installation on Windows 7 or Vista does not start.

In some cases, Windows 7 or Vista security may prevent the Topaz application from starting, or may cause the program to become unresponsive after starting. If this occurs, disable “Data Execution Prevention” (DEP) by following these steps:

- a. Click Start > All Programs > Accessories.
- b. From the Accessories menu, right-click on “Command Prompt” and from the drop down menu, select “Run as administrator.”
- c. If the User Account Control feature displays, you need to either press the Continue button or provide the User Account Control feature with the details it requires.
- d. When the Command Prompt window opens, type the following, and then press Enter:  
**bcdedit.exe/set {current} nx AlwaysOff**
- e. A window opens stating “The operation completed Successfully.”
- f. Close the Command Prompt window, and then restart your PC for the changes to take effect.

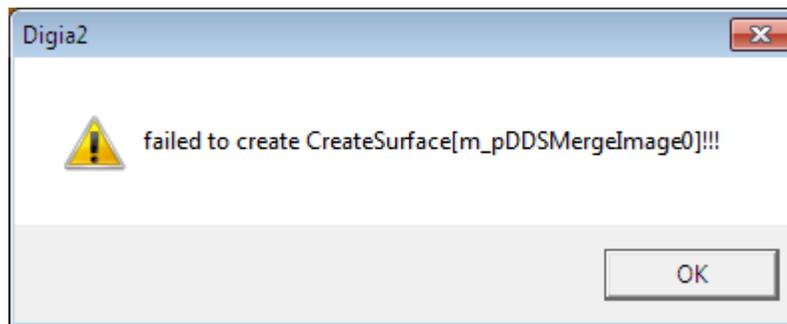
If these steps do not solve the problem, uninstall Topaz and re-install. Be sure to follow the instructions in the Topaz Installation Sheet (P/N 460926001E).

### Topaz installation fails due to Microsoft .NET 2.0 installation failure.

The Topaz installation requires the .NET 2.0 framework. In some cases Topaz installation reports that the framework does not exist, but when the .NET installation begins, it reports that a more recent version of the 2.0 framework does exist, and aborts the installation procedure. This occurs because the Topaz installation does not recognize .NET framework service packs.

To allow Topaz to install, you must uninstall the .NET 2.0 service pack. If you receive a message during uninstall saying “Microsoft .NET Framework 2.0 Service Pack 2 cannot be uninstalled because it will affect other applications that are installed”, you need to uninstall the later versions of the framework before uninstalling the 2.0 version. (see <http://blogs.msdn.com/astebner/archive/2009/04/20/9557946.aspx>). The later versions of the framework, if required for other applications, may be downloaded from the web and re-installed after Topaz installation completes. For example, .NET 3.1 sp1 can be downloaded from <http://msdn.microsoft.com/en-us/netframework/aa569263.aspx>.

**I have the following warning dialog when launching the user interface.**



Digia2 requires hardware graphics acceleration. This dialog appears when the graphics/video drivers of the PC are not properly installed. These drivers must be properly installed before installing Topaz. These drivers should be available with the CD supplied with the PC.

**I have a warning bar across the top of my screen “Your current security settings put your computer at risk.”**

Some versions of Internet Explorer (IE) warn the user in response to certain IE settings. In Topaz, this is due to the Internet Options, Security tab, Custom level setting of items 'Initialize' and script 'ActiveX controls not marked as safe' to 'Enable'. To change this setting, make the Digia ActiveX component 'trusted', after which you may change the setting back to 'Disable'. The registry entries to 'trust' the Digia ActiveX can be found in the 'troubleshooting' folder of the CD, named 'trustdigia.reg'. Double-click on this file to modify your registry.

**When I try to install Topaz, I get “Network not configured or disconnected: ....”**

The Topaz application needs a valid TCP/IP address. If the network cable is disconnected or no network card is in the computer, Topaz will not run. If you have a network card, connect the network cable. If you do not have a network card, install a Microsoft loop back adapter.

1. Go to Start, Settings, Control Panel, click Add/Remove Hardware.
2. At the hardware wizard, click Next, click Add/Troubleshoot a device, and then click Next. (Windows 2000 attempts to detect new plug and play devices).
3. Click Add a new device, and then Next.
4. Select No, I want to select the hardware from a list and then click Next.
5. From Hardware types, select “Network adapters”, and then click Next.
6. From Manufactures, select Microsoft, then “Microsoft Loopback Adapter,” and then click Next.
7. Click Next again and then click Finished.

**When I try to install Topaz, I get “Port 80 in use.”**

The Topaz program emulates a Web Server, so there cannot be another Web Server running on the computer. Examples of Web Server programs are Microsoft's Personal Web Server, and Microsoft's Internet Information Server.

### **When I try to install Topaz, I get the error message “~0000 was not found.”**

Check your c:\temp directory. By default, Windows NT makes a temp directory on the C: drive named temp. If this directory does not exist, you should create one.

### **When I try to startup Topaz, I don't get 'fly-in' background images, and the 'Enter' button is missing. I may get a script error “Object doesn't support this property or method.”**

Some PCs experience timing problems with the script that controls the special 'fly-in' affects of the Topaz login page. The script references a global variable defined in another script, which can cause problems when one script starts running before the second script has finished being interpreted.

- The immediate work-around is to press the <F5> key.
- The permanent work-around is to replace the 'index.html' file with an alternate file that does not contain the fly-in affects, as follows:
  1. Under the Topaz installation directory (normally C:\Program Files\GE\Topaz) locate the folder "htmlnf." Within that folder, rename the file 'index.html' to 'index\_orig.html' (or any unused name).
  2. In the same folder, locate file 'Welcome1.html' and rename to 'index.html'.

### **When I double-click on the Topaz icon, I get the “Open With” dialog box to select a program to run.**

Press the Esc key to abort the process. Install Microsoft Internet Explorer 5.5 or later.

### **When I double-click on the Topaz icon, I get a white screen with “Action cancelled” on it.**

This means the Internet Explorer cannot find the MP.exe server application.

1. Ensure Microsoft's Internet Information Server (IIS) is not installed on this computer.
2. Delete the file WORKSTATION.HTA in the Topaz folder, and then reload the Topaz application.

### **Topaz does not start.**

Before Topaz can run, you must make sure your computer is configured properly.

- The screen resolution must be set to 1024 \* 768 and 65535 colors.
- The computer must have at least 512 MB of memory.
- TCP/IP must be installed, but not set for DHCP.
- Check the TCP/IP configuration by pinging the IP address. For example, if the TCP/IP address is 192.1.1.1, then go to a command prompt, and type: "PING 192.1.1.1." You should get "Reply from 192.1.1.1: bytes=32 time<10ms TTL=128."
- In Windows Control Panel, click on "Devices." Make sure "AFD Networking Support Environment" has "Status" set to "Started" and "Startup" is set to "Automatic."
- Check for any installed firewalls. For example, Windows XP (SP3) firewall, if enabled, requires you to add 'mp.exe' and 'mpuprun.exe' to the 'exceptions' list.
- If the above settings are correct and the program still fails to start, look in the file "scout.txt" or "scout01.txt." These are error event files and contain error messages that can give clues to the proper action.

### **I get the error message “Copy Protection Not Found.”**

- Make sure the Software Sentinel is connected to the parallel or USB port of both server and all workstations. After connecting the Software Sentinel, you may have to re-start the Topaz server to clear the message.
- If there is a printer connected, make sure the printer is “on-line.”
- Make sure you are logged on as the NT Administrator. If not, log in again as the Administrator and reinstall Topaz.

### **When I start Topaz, I get a dialog box that asks about connecting to your Internet Service Provider.**

Go to the Windows NT Control Panel. Under Internet Options, on the Connections tab, under “Dial-up setting”, select “Never dial a connection.”

### **When I start the Topaz, I get the message Server Temporary Unavailable.**

If you are using a proxy server make sure the box “Bypass proxy server for local addresses” is checked.

Use the following procedure:

1. Click on the Internet Explorer icon to bring it up.
2. Click on Tools, Internet Options.
3. Click on the Connections Tab.
4. Click on LAN Settings.
5. If you are using a proxy server, check the box “Bypass proxy server for local addresses.”
6. Click OK.
7. Click OK.

### **My computer hangs. Either the keyboard or the mouse is not working.**

Bring up the Windows Task Manager, either press Ctrl-Shift-Esc (or press Ctrl-Alt-Del and select the Task Manager). End the following processes: mp.exe, mprun.exe, and mshta.exe. Then try to run the program again.

### **The text overlaps on the screen.**

This can occur if the text size in Internet Explorer is not set to medium. Open Microsoft’s Internet Explorer, select View from the tool bar, and next select Text Size. Make sure text size is set to Medium.

### **When I run Auto Configuration, it does not find the device I have plugged into that COM port or it does not detect any field panels.**

Topaz’s Auto Configuration is set at the factory to connect to the ACUs at 9600 baud. If you have changed the ACU baud rate, reset it to 9600 baud. Then try Auto Configuration again.

If that does not correct the problem, you may have a wiring error. Ensure each field panel is wired correctly, and each field panel has a unique polling address on the serial port. Then try Auto Configuration again.

### **I get an error message that the workstation cannot connect.**

This can occur if the "workstation.hta" file at the workstation has an IP Address of 127.0.0.1 (localhost). The "workstation.hta" file must contain the IP Address of Topaz server computer.

To check for a valid IP address:

1. At the Topaz Server, go to a command prompt. (Click Start, then Run, and enter CMD). At the command prompt enter IPCONFIG.
2. Note the IP Address.
3. From My Computer, Open the C: drive.
4. Double-click on the Topaz directory.
5. Locate the file "Workstation", a.k.a. "Workstation.hta."
6. Right-mouse-click on the file and select "Open With..."
7. From the programs listed, select "Notepad", and click OK.

Sample of a non-functional workstation.hta file:

```
<FRAME NAME="main" SRC="http://127.0.0.1/index.html" SCROLLING=NO  
MARGINWIDTH="0" MARGINHEIGHT="0" BORDER=0>  
<FRAME NAME="dummy" SRC="http://127.0.0.1/dummy.html" SCROLLING=NO  
MARGINWIDTH=0 MARGINHEIGHT=0>
```

8. Enter the correct IP Address and save the file.
9. Restart the Topaz.

### **Topaz shows the same screen even if I know it is wrong.**

Internet Explorer has 'cached' the screen.

Disable 'caching' by:

1. Double-click on the Internet Explorer icon.
2. Click on Tools, Internet Options.
3. On the General Tab, click Settings.
4. Click on "Every visit to the page" to disable it.
5. Click "OK" to save.

### **The Add/Save Button of Time Schedules disappears after I click "Save." I am using IE6.**

This occurs because IE6 handles 'cookies' differently than IE 5.5.

Use the following procedure:

1. Click on the Internet Explorer icon to bring it up.
2. Click on Tools, Internet Options.
3. Click on the Privacy Connections Tab.
4. Move the slide bar all the way down and click "OK" to save.

### **I get system error messages.**

Call UTC Fire & Security Technical Support (1-888-487-3287).

### **I get the error message "EMERGENCY, REBUILD CARD FILE."**

Call UTC Fire & Security Technical Support (1-888-487-3287).

**I can run Topaz, but when I click on the Help button(s), either nothing happens or I get the error message “Action Cancelled.”**

Reinstall the software.

**I can run Topaz, but I don't get any events, alarms, reports or status displays.**

The Java Virtual machine is not running. Install the Microsoft Virtual Machine or Sun Java Runtime Environment. The installation kits are available from the CD's 'troubleshooting' folder.

**Some Topaz functions don't work, and when I move the cursor over the buttons, I get a red circle with a line through it.**

You are working 'offline'. From Internet Explorer's 'file' menu, uncheck the 'work offline' option.

**On the Photos Tab in the cardholder database, the screen keeps refreshing.**

This occurs because IE6 handles 'cookies' differently than IE 5.5.

Use the following procedure:

1. Click on the Internet Explorer icon to bring it up.
2. Click on Tools, Internet Options.
3. Click on the Privacy Tab.
4. Move the slide bar all the way down and click "OK" to save.

**I get Script Errors when viewing live video for Multiple View page and Controller page.**

At the server:

1. Double-click on the Internet Explorer icon to open it.
2. Click on Tools, Internet Options.
3. Click on the Security Tab.
4. Click on the Local Intranet icon.
5. Click on the Custom Level button.
6. Under "ActiveX controls and plug-ins" change "Download signed ActiveX controls", "Download unsigned ActiveX controls" and "Initialize and script ActiveX controls not marked as safe" change all three to "Enable."
7. Click OK to save.

At the Workstation:

1. Click on the Internet Explorer icon.
2. Click on Tools, Internet Options.
3. Click on the Security Tab.
4. Click on the Local intranet icon.
5. Click on the Custom Level button.
6. Under "ActiveX controls and plug-ins" change "Download signed ActiveX controls", "Download unsigned ActiveX controls" to "Enable" and Initialize and script ActiveX controls not marked as safe" change all three to "Enable."
7. Click on the Internet icon.
8. Click on the Custom Level button.

9. Under "ActiveX controls and plug-ins" change "Download signed ActiveX controls", "Download unsigned ActiveX controls" to "Enable" and Initialize and script ActiveX controls not marked as safe" change all three to "Enable."
10. Click OK to Save.

### **I cannot Shutdown or Run Reports.**

This can occur if the "workstation.hta" file has an IP address of 127.0.0.1 (localhost). The "workstation.hta" file must contain the IP address of Topaz server computer.

To check the IP address:

1. At the Topaz Server, go to a command prompt. (Click Start, then Run, and enter CMD). At the command prompt enter IPCONFIG.
2. Note the IP Address.
3. From My Computer, Open the C: drive.
4. Double-click on the Topaz directory.
5. Locate the file "Workstation", a.k.a. "Workstation.hta."
6. Right-click on the file and select "Open With..."
7. From the programs listed, select "Notepad", and click OK.

Sample of a non-functional workstation.hta file:

```
<FRAME NAME="main" SRC="http://127.0.0.1/index.html" SCROLLING=NO  
MARGINWIDTH="0" MARGINHEIGHT="0" BORDER=0>  
  
<FRAME NAME="dummy" SRC="http://127.0.0.1/dummy.html" SCROLLING=NO  
MARGINWIDTH=0 MARGINHEIGHT=0>
```

8. Enter the correct IP Address and save the file.
9. Restart the Topaz.

### **I cannot Shutdown Topaz.**

If you are using a proxy server make sure the box "Bypass proxy server for local addresses" is checked. Use the following procedure:

1. Click on the Internet Explorer icon to bring it up.
2. Click on Tools, Internet Options.
3. Click on the Connections Tab.
4. Click on LAN Settings.
5. If you are using a proxy server, check the box "Bypass proxy server for local addresses."
6. Click OK.
7. Click OK.

### **I get the error "No Such Interface Supported" on some screens.**

This can occur if one or more of the following files are missing, damaged, or improperly registered.

To resolve this problem in Internet Explorer, follow these steps:

1. Quit all programs that are running.
2. Click Start, and then click Run.
3. Type regsvr32 urlmon.dll, and then click OK.

4. When you receive the "DllRegisterServer in urlmon.dll succeeded" message, click OK.
5. If this does not resolve the problem, repeat steps 2 through 4 for each of the following files (in step 3, replace Urlmon.dll with each of the file names below):

Shdocvw.dll

Msjava.dll

Actxprxy.dll

Oleaut32.dll

Mshtml.dll

Browseui.dll

Shell32.dll (Windows XP and Windows 2000 only)

The following link to Microsoft Support can provide more information:

<http://support.microsoft.com/default.aspx/kb/281679/EN-US/>

#### Other Notes:

To run Topaz, you must have the Microsoft Internet Explorer set for "cookies enabled" (default). Some people turn cookies off for privacy reasons when browsing the Internet, but Topaz needs the "per-session" cookies enabled to recall screens and link to windows. Topaz does not work properly without this setting.

You can reset the cookies in MS Internet Explorer by the following procedure:

1. Click on the Internet Explorer icon to bring it up.
2. Click on Tools, Internet Options.
3. Click on the Privacy Tab.
4. Move slider to 'Low', and press the 'Apply' (or 'OK') button. Note that if your machine is not in the 'Internet' zone, you may have to use the 'override cookie handling for individual web sites' function.

The workstation's on-line event printer must be configured to print directly to the printer.

In Window NT's Printer Properties, on the Scheduling Tab, select "Print directly to Printer."

**Note:** If using a K-panel ribbon you need to specify how the resin panel should be applied when printing. This can be done in the "Advanced" tab of the printer's "Document Defaults." Click on "Ribbon" and change the "Front and Back Option" to "Color on both sides." Then click on "Black panel options" and set it to "Use Always." The settings are normally used when printing bar codes for infrared readers.

The Winnov video capture card may fail to register into NT, resulting in a black picture when attempting to take a photo. If this occurs, click on "Browse This CD", then double-click on the "Video Capture" folder, then on the "Winnov" folder, and finally double-click on the VIDMP.REG icon.

# Software Revision History

## Topaz 1.5 Patches, Feb. 2012

The patches described below are available for Topaz 1.5. If any of issues fixed with these patches apply to your Topaz installation, please install the appropriate patch(es) from the folder <drive>:\Troubleshooting\Patches on the Topaz 1.5 CD.

### Patch 1

The *Unlock Door on REX* option on the **Hardware > Reader** page is selected (On) by default. Previously, if the check mark on *Unlock Door on REX* was removed, the change was not saved and was not sent to the panel. The door continued to unlock when the Request to Exit was activated through a button, motion detector, or other device.

Patch 1 ensures that the *Unlock Door on REX* option functions properly, that is, if the door has a crash bar that allows exiting without unlocking the door, remove the check mark from *Unlock Door on REX* and save the Reader page. The door can now be opened from the inside and the *Forced Open Alarm* is masked.

### Patch 2

Patch 2 ensures that the *Executive APB Override* and *Authorized for Conditional Unlock* fields on the **Cards > Access** page are set persistently in the database when saved.

### Patch 3

Patch 3 corrects the *Back Up Database* and *Restore Database* functions on the main **Control** page. With this patch it is possible to successfully perform backup/restore operations to/from drives other than the default drive. The alternate folder path values are updated appropriately whenever the selection in the list box changes.

### Patch 4

Patch 4 prevents the mp.exe process from being stopped when a legacy printer is set up in Windows and selected from Topaz 1.5.

## Capacity Increase for New Installations

If the default Topaz system capacity is insufficient, use the updated *sysconfig.dat* file from the Topaz 1.5 CD.

To apply the updated *sysconfig.dat* file:

1. Shut down Topaz.
2. Go to folder where Topaz is installed. The default location is C:\Program Files\GE\Topaz.
3. Go to Screens folder and back up the file *sysconfig.dat*.
4. Copy the *sysconfig.dat* file from the Topaz 1.5 CD folder <drive>:\Troubleshooting\.
5. Replace the old *sysconfig.dat* file in the folder <drive>:\Program Files\GE\Topaz\Screens with new file from the CD.
6. Start Topaz.

**Note:** This only affects new installations. Upgrades are not affected if the installer follows the upgrade procedure.

## Version 1.5, Date: 2/10/2012

This release contains the following fixes and enhancements:

### 1. Bug fixes:

- **Photo Badging:** Fixed an error that occurred when a remote workstation used VFW hardware to perform photo badging. Previous enhancements to allow a user to override 'legacy' badging cameras resulted in always overriding these cameras on the workstation.
- **Door strike delay default option:** Modified the 'door strike relay' list to remove the stand-alone 'default' option. Depending on code version, the 'default' option prevented relay '0' from being used or prevented the default relay from being explicitly specified. The word '(default)' is now added to the appropriate relay number in the list (dynamically changes depending on reader address).
- **Database repair:** Fixed Cardholder Database Repair function to not reject cards with a PIN number of 0x0FFFF. This value, which cannot be entered from the GUI or reader keypad, was added in a previous bug fix to prevent users without any PIN number assigned from accessing readers that required a PIN.
- **T&A report:** Fixed Time and Attendance report to run in 'offline' workstations (for example, from browser-only connections).
- **Wrong alarms getting cleared:** Fixed a problem that could cause an alarm displayed on a workstation to be cleared when a completely different alarm was cleared on the server. The problem could occur when an alarm not displayed on the workstation was acknowledged from the server. [root cause: ack gets 'broadcast'. Applet knows if the alarm isn't displayed, the ack doesn't get displayed either, but was still saving it in internal table. When the ack'd alarm was cleared, the workstation sensed that the alarm was in its tables, and proceeded to clear alarm at the corresponding position. Fixed by not saving alarms that aren't displayed.]
- **Workstation blank popup:** Fixed a problem that caused a blank popup box to appear on the workstation if the server was shut down while the workstation was still connected.
- Removed port number from event window startup message (security best-practice).
- Fixed 'no acknowledgement' alarm routing, including initial routing and subsequent updates to alarm state. Some state updates (alarm vs. secure) will still not be routed to the "no ack" workstation after alarm has been acknowledged. [root cause – state updates missing: subsequent alarms against the same device+zone used the original event # in the acknowledgment table, but the timer code always tried to use the current event number; initial routing – working on alarm table copy instead of actual.]
- **Traps fixed:**
  - Fixed a trap that occurred when 'diagnostics' were enabled, and a large number of DVR were defined in the system.
  - Fixed a memory corruption error caused by long filenames in some event messages. Memory corruption can lead to unexplained program errors (no explicit problems were reported).
  - Fixed a problem that would cause the program to trap if a reported error occurred in the routine that reports errors. A circular definition caused the logic to continuously call itself.

## 2. Enhancements:

- Support for Windows 7 (32-bit). The User Interface has been re-written to remove all 'pop-up' windows.
- Support for workstation connection by name (support for dynamic address assignment).
- Modification of license interpretation: The 'Number of Districts' in the license file now refers to the number of active workstations instead of the number of workstations in the allowed workstation list. The allowed workstation list can now hold 32 workstations regardless of license limits.
- New messages added to login page to distinguish between login failure due to username/password errors, or due to maximum users already logged on.
- Modified login to count how many workstations currently logged in.
- Added code to free a workstation (automatic logout) if the mpuprun handshake is active but subsequently lost.
- Installation changes include adding a 'proxy override' into the registry if the current workstation has proxy enabled. The program has also been enhanced to process a second .hta file included with Topaz 1.5 (Digia II support).
- Support for Symdec DVR.
- Support for TVR 10 DVR.
- Startup modifications: A small popup will appear during the 'waiting for server response' period, which includes a timer (timeout period remaining) and an option to continue waiting in the case where the timeout completes.

## 3. Other:

- The currently supported firmware version is: 8.14.02.  
Customers currently running ACURT panels at firmware version 9.00.05 must reflash the panel with 8.14.02 firmware.
- An error dialog may occur with message "Error 1721. There is a problem with Windows installer package....." while upgrading from Topaz 1.4.9 to 1.5. Ignore this error and continue with the installation.
- At times, newly created Windows users may not see events in the events page & status of panels, readers and relays (because of script errors). This behavior is observed when Java runtime is not running properly and can be resolved by opening and closing the Internet Explorer.

## Version 1.4.9 sp1, Dec. 16, 2009

- **Security fix:** Fixed a security flaw that allowed users to view data they were not privileged to see using certain 3<sup>rd</sup> party software. Also added logic to prevent the web server from returning data without specific suffixes or from outside the Topaz working folder.
- **EULA Update:** All installation kits have been updated with the current end-user license agreements. The EULA is also saved into the root installation folder for reference after installation. Please review the new license agreement before using this product.
- **Traps Fixed**
  - **Local Time Command overflow trap:** Fixed a problem that could cause the program to trap or otherwise misbehave when a Local Time Command event was formatted for display (text field overrun).

- **Program trap during Reader status:** Fixed a problem that would cause the server to trap if an ACU went offline during reader status display. The problem would occur only if the previous reader searched for did exist.
- **Alarm Instruction Message trap:** Fixed a variable overrun error caused by long alarm point instruction messages. The software could trap when the alarm was triggered.
- **Diamond 1 conversion:**
  - Fixed a problem with some unexpected cardholder record sizes.
  - Added code that will sense and remove security area date ranges (not supported in Topaz).
  - Fixed a problem that could result in fewer access groups on the imported database than in the original Diamond database. The Topaz conversion routine was using the maximum number of access points where it should have been using the maximum number of access groups.
- **Modified message** returned from 'Start Diagnostic Viewer' and 'Design Badge' requests to 'Request to execute detached program submitted' to better reflect actual program operation. [VI 6983]
- **Unprivileged page request recovery:** Fixed the logic that determines which page to view after the user attempts to view a page to which they do not have privilege. In some cases, the system was sending them back to the login page.
- **Device Tree:** Missing configurable operator privileges) has been added.
- **Invalid Data causing database corruption:** Validity test added to prevent readers named with all zeros or spaces. Readers named with only zeros could not be retrieved. Validity test added to prevent leading or multiple embedded spaces in operator name, causing non-selectable names. [vi 7014] Added a validity check for illegal characters ('<', '>', '&', '%') within a camera name.
- **Badge Design Save:** Fixed a problem with the badge design 'save' function. Now defaults to 'save as...' if no name currently assigned to the template. Previously an error messages would be displayed on the status line of the alarm frame, but no file would be saved. [VI 7020]
- **Missing 'Video' button:** Fixed a problem that prevented video associated with an alarm to be displayed when the 'expanded alarm window' was displayed.
- **Video Playback appears on workstation when requested from server:** Fixed a problem that resulted in the camera display being broadcast on all workstations when requested on the server. [VI 3097]
- **Unable to delete Custom Cardholder Field Label:** Fixed a problem that prevented the clearing of all Customer Cardholder field labels. The program was interpreting all fields cleared as no data received instead of all data received as blank. [VI 2531]
- **Autoconfig doesn't delete readers:** Fixed a bug that prevented readers from being deleted when selected from the 'not found' list. Since readers were not being deleted, the user was also unable to delete panels associated with readers, with an 'Operation failed or command not supported by device' error. [VI 6878]
- **Report Printer:** Fixed a problem that caused a 'print report' to fail if the printer name was 32 characters long (the maximum printer name size allowed).
- **Time Schedule Report:** Fixed a problem that caused the Time Schedule setup report 'report complete' message to display '0 Records Printed'. Will now display actual number of Time Schedule records in the report complete message. [vi 7018]
- **Broadcast messages not sent to workstations:** Fixed a problem that prevented broadcast messages (for example, device offline) from being sent to all clients.
- **Workstation not sensing network disconnect:** Added an active handshake function between the workstation daemon (mpuprun) and the server to sense network breakage. Previously the daemon depended on notification from the network that a connection was no longer valid, which does not occur when the breakage is at the server. The demon will now shutdown the workstation if no active response is received in 15 seconds (will beep several times before shutting down). [UL redundant server requirement]. [vi 7022]

- **Missing Status:** On very fast machines, the status displays could be missing data due to data lines sent faster than the browser can process. A throttle has been added to the code feeding status data.
- **Multidrop Dialup:** Fixed an initialization problem that prevented the telephone number assigned to a dialup panel from being changed.
- **Video Switcher Preset zero:** Fixed a problem that prevented '0' being used as a video switcher preset value.
- **Security Area report:** Added Masking Allowed, Masking Delay, Area Security Schedule and Area Description data that was not being included on the report due to a programming error.
- **Keypad Pin:** Fixed a problem that allowed cardholders with no PIN assigned access via readers requiring a PIN (by pressing the '#' key).
- **Topaz Elevator:** Fixed a problem that prevented multiple cabs on the same ACU from assigning different security areas to the floors associated with each cab. The program was using the floor to security area definition of the first cab for all cabs on the ACU.
- **Vista Printer Select:** Fixed a problem that caused the badge printer selection button to be missing when running under the Vista operating system.
- **Sun Java Support:** Fixed reliability problems that occurred when using Sun Java Runtime Environment. Sun Java 6 may be used in place of the Microsoft Java Virtual Machine.
- **Audible Alarm:** Fixed a problem that caused the audible alarm to sound only the first time the point went into alarm state, then not again until the alarm was cleared.
- **Badge camera/printer override:** Fixed a problem selecting USB cameras or printers after having native printers and camera installed by adding the ability to tell the software to ignore native badge printers and cameras. The 'uninstall' of these drivers often did not succeed, leading the software to assume 'legacy' processing (presenting only the native printer/camera options).
- **Sysconfig.dat Issues:** Modified demon program (mpuprun) to properly process sysconfig.dat files set to 'read-only', and to report (popup window) when it has other errors reading the configuration files. Previously, the software would display a 'primary/alternate' query box instead of reporting the actual error.
- **End User License Agreement:** Updated.

**Version 1.4.9 Date: 09/03/2008 Build: 2593**

#### **Bug fixes:**

- **Program trap while saving cardholders:** A problem has been identified and fixed related to making a large number of cardholder changes (approximately 12) without intermediate saves. The list of fields changed could overflow an internal storage variable, causing corruption in surrounding memory, leading to a 'trap' or other undesirable behavior.
- **Diamond 1 conversion:** Fixed a problem that occurred on some converted Diamond 1 databases. An illegal alarm message instruction reference is now ignored. Fixed a problem with converting SCPDEV files caused by unexpected record sizes in the Diamond I database. Fixed a problem with some unexpected cardholder record sizes. Added code that will sense and remove security area date ranges (not supported by Topaz).
- **Program trap due to alarm 'ack' table re-allocation:** Fixed a problem that caused the system to trap if multiple threads accessed the internal alarm 'acknowledgement' table and the table was being re-allocated due to a large number of un-acknowledged alarms.
- **Access Groups / Card sysconfig setting can cause bad report output:** A change has been made to limit the number of access groups per card to 32 when the sysconfig.dat file

has a larger value. The cardholder record only has space for 32 access groups. A larger value was causing an Employee report that uses the access group as a filter to also select cards that had the access group number matching non-access group data within the cardholder record.

- **Topaz GUI:** Migrated html to Netobjects Fusion version 8 (producing html version 4). HTML code has been run through a syntax checker, and non-standard constructions have been modified or removed where appropriate. The cardholder 'search by' menu has been re-written due to copyright problems. Removed superfluous and redundant initialization code to improve GUI response time. Fixed a problem that prevented all user defined cardholder label names from being cleared.
- **Guardview script error:** Fixed a script error that occurred when a blank part of the alarm window of the 'guardview' (expanded alarm queue) page receives a double-click.
- **Internal Queue management:** Modified code to prevent a condition where more alarms are transmitted to a workstation upon login than can reasonably be handled. The code will now internally acknowledge and clear the oldest alarm not currently active (including device status and access alarms) when the size of the queue exceeds 200 alarms at an individual workstation. The problem may occur when a large number of alarms (for example, 'photo popup' access alarms) are being sent to a workstation not currently logged on. The problem could cause the workstation to become unresponsive for a long period after login or in extreme cases, could cause the server to hang due to excessive memory usage related to storing the excess alarms.
- **Interface format & display thread blocked bug:** Added a test to prevent the condition where alarms would fail to be displayed on any workstation due to a lack of resources at any one workstation. The test will sense and log the condition, skip transmission to the offending workstation, but continue to send alarms to other workstations (and to the offending one, once resources are once again available).
- **Duplicate 'trace' alarms:** Fixed a bug that would result in duplicate alarms being displayed in response to a 'trace by' (area/reader/cardholder) event. The duplicate alarm would occur when an alarm was displayed at a particular workstation both as a normal destination of the 'trace' and as part of an alarm routing group.
- **Windows printers not appearing on printer pick list:** Fixed a problem that caused some printers to not appear on the list of printers available to the Topaz user. The problem occurred when the sum of the length of the printer name and descriptive data exceeded a certain length. Memory is now allocated at run-time as required.
- **Deleted card file processing:** Modified the logic to keep the most recent deleted cards in the deleted card file. The code previously would keep up to the number of deleted cards defined in the configuration file, and then dispose of newly deleted ones. It will now dispose of the eldest deleted card and keep the most recently deleted.
- **Map popup menus on Vista:** Fixed a bug that resulted in only a single menu item being displayed on the map's popup menus in response to a right mouse click on Windows Vista.

#### **Enhancements:**

- **Digia II support:** Modifications have been made to the Video Recorder definition page to include a 'Digia II' recorder type selection. Modifications made to alarms/events/colorgraphics to sense **Digia II** and display the proper viewer. New scheme to determine if **Digia II** is online, and to synchronize time. Digia II does not support tagging, but events can be viewed by date/time.
- **Diagnostic setup and viewing support:** Added a page for configuring diagnostic output. Created a diagnostic viewing application, which can be started via the diagnostic setup page (Control/Diagnostic).

- **Topaz GUI:** An alternate left frame menu has been added (outline format), which allows access to any page without the need to select from intervening menus. Maximum Retries added to Field Panel definition page. Photo popup added to Workstation & Reader pages. 'Device Tree' has been added to configurable operator privileges.
- **Photo popup option added:** A photo of the cardholder can now be displayed at the time of the access event when the card is used at specified readers. Supports 10 simultaneous popup photo displays.
- **Reports:** Video events added to Recall System Events report. The "report complete" message is now delayed to allow time for complete report transmission (fixes a problem with html format reports missing data, since that report is not updated after 'report complete' is received). Modified report generation code to no longer require a workstation to be 'on-line' (background programs) in order to generate a report.
- **Badging Camera:** Added support for higher-resolution webcams now common in the market. The photo capture now stores photos up to 640x480 (was 320x240). Cameras with higher resolutions may use 'digital zoom' without loss of image quality, provided that the zoomed rectangle is at least 640x480. Tested with Logitech Notebook Pro (a 1920x1440 resolution webcam) at 3x zoom.
- **Validity Checks:** A test has been added to prevent non-numeric or dash characters from being entered into the social security number field of the cardholder information page. A test has been added to prevent non-number or dot character from being entered into the IP Address field of the video recorder definition or Workstation definition page.
- **Panasonic Switcher:** Added support for Panasonic Switcher for command codes greater than 128.

**Version 1.4.7 Service pack 1 Date: 05/09/2007 Build: 2421**

#### **Bug fixes:**

- **Autoconfiguration:** Fixed an autoconfiguration problem that mis-identified the ACU panel type, resulting in non-Topaz panels being included as 'found' in autoconfiguration list (illegal panel types should not be included in configurable panels list).
- **Photo capture and processing:** Fixed a trap that occurred when the program attempted to process a bad .jpg photo file. The Interface now displays an error message and aborts when the 'take photo' function fails to write output. Added test to prevent the same photo IDs being assigned to multiple cards, which resulted in a single picture assigned to multiple cardholders. Tests include both ID in use by another cardholder and Photofile already exists. Fixed a trap that occurred if the user attempted to change configuration parameters of an offline USB camera, and other problems that occurred when multiple cameras were defined and the user changed the camera selection.
- **Reports:** Fixed one case in Operator Events report that reported as an 'Assign' operation that should have been reported as a 'Display' operation. Added 'System Capacities Report' text previously reported as 'Unknown event 753'. Fixed a problem decoding database data that caused the 'key' (device-reader#) of a reader to display incorrectly. Modified the scripts run on report cancel and report display to fix script errors that occurred on some systems due to the timing of frame updates [vi 6574]. Fixed a bug that prevented Alarm History Summary report from being filtered by Security Area. Added a test for invalid start/end dates [vi 6574]
- **Illegal spaces in object names:** Leading and multiple embedded spaces are now automatically removed from name of reader, relay, LAN adapter [vi 5564], alarm instructions, facility codes, remote control functions [vi 5720] and security areas [vi 5532].

The browser removes ungrammatical spacing during display, making these objects unselectable after being defined.

- **Alarm Comments:** GUI modifications have been made to inform the user when an alarm comment exceeds the length that will be stored in the database (59 characters). Characters exceeding this length are ignored. In addition, any newline character (<enter> key) typed as part of the comment will be removed. These changes have been implemented to ensure that what the operator types matches what gets reported.
- **Unable to set cardholder status:** A bug which prevented modification of the cardholder's status (valid, lost, stolen, inactive, terminated) when the list of cardholders was displayed by a non-name means (by card number, for example) has been fixed.
- **DES field visibility:** GUI modifications have been made to 'hide' the 'data encryption' field when this feature is not included in the system configuration. Although current plans are for encryption to be a standard feature, future sales and export requirements may make selling systems without this option necessary in some cases. When the option is enabled in the GUI, but not enabled in the system configuration, the software can trap.
- **Tab order:** Errors in the order the tab key moves through the GUI fields have been fixed.
- **Webhelp:** Updated online help for minor indexing and content errors.
- **Mpuprun.exe:** Updated demon program for diagnostic simplification purposes.
- **IE 7.0 compatibility:** Modifications made to html code to be compatible with Internet Explorer version 7.0 (removed <BASE> tag from multiple pages and superfluous FORM from alarm frame).
- **Reader Name corruption:** Fixed a bug that caused an underscore ('\_') in the reader name to corrupt the remote control point. The underscore was being removed from the remote control point name, causing it not to match the reader name and preventing the reader from being modified or deleted. Also fixed a problem that allowed more characters to be entered as a reader name than the database would accept.
- **Alarms fail to appear:** Fixed a bug that prevented alarms from being displayed if more than 2048 alarms were awaiting user action.
- **Diamond I compatibility:** Added conversion routine for expanded alarm point and cardholder definition files used on some recent Diamond 1 installations.
- **Workstation problems affecting server:** Fixed a bug that caused the server to trap when a catastrophic event occurred on the workstation during the 'Take Photo' operation.
- **Heap Allocation infinite loop:** Fixed a problem that would cause an infinite loop (system hang) when the memory allocation routines were unable to satisfy a memory request.
- **Device tree:** Modified the code that builds the device tree to decrease the time required to build and expand/compress the tree. Also added messages to status line to indicate tree progress during expand/compress.
- **Workstation window cleanup:** Fixed a problem that allowed various popup-type windows to remain displayed after Topaz running on a workstation was terminated via a local shutdown request or via automatic shutdown due to server shutdown. The windows included the Events window, video viewer and a non-modal alert window (that normally displayed a 'page not found' message).
- **Local Time Command Message Formatting trap:** Fixed a trap that could occur during the formatting of a local time command event message, due to an overflow of a temporary variable used to hold the message. The problem was not observed in the released version of the software (only in the debug version), but it is not known what other problems the overflow might have caused.

- **Dialup connections:** Made changes to improve reliability. Added code to clear type-ahead buffer to prevent previously received message data from affecting current conversation. Modified reset logic to use a hardware (DTR line) reset instead of the software 'hangup' command to fix a condition whereby the modem would occasionally ignore the reset request.
- **Alarm Window Refresh:** Fixed problems that caused alarms to drop from the alarm window when the window was refreshed (including changing display from normal to expanded views). The problem occurred with alarms routed from one workstation to another. Also fixed a problem that would cause events to stop being sent to the event window after an alarm window refresh.
- **Relay Output:** Fixed a bug that prevented the software from flagging duplicate relay definitions.
- **Unable to set mouse to Elevator Floor Relays 32-35:** Fixed a bug that didn't allow the mouse to be positioned to relays 32 – 35 of an RT2 floor definition. The cursor could be positioned to the floor via the 'tab' key, but could not be directly positioned by clicking on the mouse.
- **Maps not appearing on top:** Modified the scripts to fix a problem that appeared on some systems, which caused the graphic maps or Badge Design window to appear behind the Topaz GUI window.
- **PFREE error after Colorgraphic Map definition:** Fixed a problem that resulted in a 'pfree' error being displayed when both the server and workstation were colorgraphic map enabled with no maps configured, and an initial configuration was done on 1 of the systems.
- **Deleted cardholder records:** The configuration file has been modified to retain 1000 deleted cardholders. The file had inadvertently been set to save 0 deleted cardholders. Retaining the deleted records allows reports and events to display cardholder name when appropriate, while still denying access to the card.
- **Trap when adding cameras to a map at the workstation:** Fixed a problem that would cause a trap when a camera was added to the map from a workstation. The program will no longer trap, but instead display a message indicating that cameras must be configured from the server. Available camera information is not currently available at the workstation (to be added in a future release).

#### Enhancements:

- **Cardholder Database Import (host upload):** Added support for the option that allows cardholder data to be imported from a text file (available only with Topaz Expansion license).
- **Video:** Internet password support added (requires VideoManager 1.03, included in service pack installation). Changes to GUI recorder definition and video viewer to accept a password.
- **Autoconfiguration:** Added a status line messages so user can observe autoconfiguration progress.
- **Door Held Open Time:** The held open time assigned to a door can now be specified to the second (1 – 9999 seconds). Previously this field allowed only one of 11 pre-defined values.
- **Reports:** Added phone extension and hire date (field names TELEPHON and ISSUEDAT) as Employee report display fields.

- **'Generic' card printing:** Added error message displays to report problems associated with printing via the generic (windows driver) card printing option.
- **Capabilities Report:** Added missing capacities (maximums for Colorgraphics objects and DVR recorders & cameras) to report. Added optional feature list to report.
- **Guardview display:** Implemented an expanded alarm monitor page. This page allows viewing of additional alarms by allowing the user to move the alarm queue to the main frame of the user interface.
- **Alarm Processing and Map 'display-only' privilege:** Modified the 'display only' privilege for alarm processing to disable 'ACK' and 'CLEAR' buttons, and to prevent entry of comments on the alarm details display. Modified the 'display only' privilege for display/configure MAPs to disable to 'go offline' button, which is a requirement for modifying the map display.
- **Card printers:** Dual-sided printing and MagStripe encoding now supported for printers accessed via the windows drivers. Topaz now uses windows drivers for all newly added card printers. The 'printer select' function now brings up the windows-standard window of installed printers. NOTE: If a 'generic printer' was previously selected, it will have to be re-selected due to the differences between old and new windows printer select functionality.
- **Dialup commands:** Added a warning to be display if the user tries to perform one of the dialup connection commands without selecting a dial-up panel or dial-up port (Control / Service / Panel page).

**Version: 1.4.7.4 Build: 2289 Date: 04/28/2006**

This release contains the following fixes and enhancements:

#### **Bug fixes:**

- **CODABAR option:** Fixed a bug that grayed out the CODABAR option in Photo Badging window.
- **Imajenus Elevator:** Fixed a bug that caused incorrect tripping of relays on the RRM.
- **VideoManager-Search Algorithm:** Changed the search algorithm to include start and end date and times, and the camera associated with the event, to reduce the time taken to retrieve recorded video event from Kalatel DVR.
- **VideoManager issues:** The following vide manager issues are resolved in the release.
  1. Unable to tag events while viewing video from either our viewer or the WaveReader application.
  2. Unable to tag events after using WaveReader, if a request to tag an event occurred while in WaveReader. The video manager in some cases was never able to connect to the DVMR again (until Topaz or the videomanager service restarted).
  3. Message 'another user is currently logged in' while trying to start our viewer, or WaveReader. This occurred if we tried to start while a tagging operation was in progress.
- **Workstation/Server Colorgraphics connection port:** Modified the port number that workstations use to connect to the server (from 5000 to 5010) due to an XP service that uses the same port number. Also added the ability to override the port number via a registry key, should the problem re-appear in the future. Note: This change means that this version must be installed on both server and workstation to allow CG (maps and badging) to work properly.

- **Cardholder modifiable by non-privileged user:** Fixed a bug that allowed a non-privileged user to save cardholder data despite not having a 'save' button displayed. If the user changed cardholder data, then selected another card record, the code was sensing the change and displaying a pop-up box asking if the user wanted to save the changes.
- **Internet Script Error:** Fixed the Internet Script Error showing up in some of the Topaz pages.
- **Alarm Events Report:** Fixed a bug that caused the alarm instruction messages to be displayed twice on the recall events reports.

#### Enhancements:

- **CODABAR option:** Implemented the bar code draw functionality for CODABAR option.
- **DirectShow USB camera support:** Topaz now supports DirectShow USB cameras. Tested the compatibility of Topaz with Quick Cam Logitech 4000Pro, Logitech 3000Pro, and Logitech Express. The DirectX9 installation (required to support these cameras) has been added to the Topaz installation procedure.
- **Store Safe Pro II:** Added support for using GE Store Safe Pro II DVMR.
- **DES Encryption (for future implementation):** Added Single DES feature in Topaz. Use of this feature requires ACU firmware version 7.13 or greater. A released version of the firmware was not available at Topaz release time. Contact tech support if you require this feature and do not have updated firmware. Encryption may not be available on older Topaz panels without a factory update, as these panels were not programmed with the DES master key when manufactured.
- **Recalling of tagged video events from reports:** Added video information to data stored with alarm and access events in the logfile, and created reports that support playing recorded video for events no longer visible in the event or alarm window.
- **Generic Printer Driver support:** Added a Generic Printer option that uses Windows print drivers to print single-sided, non-magstripe encoded badges for any printer supported by Windows. If 'Generic Printer' is selected (from Badge Design/Printer selection), a printer dialog with all printers configured on the local machine and network gets displayed at the time the badge print is requested. A config file is also provided for configuration of badge sizes.
- **Sentinel driver:** Sentinel driver update to 7.2.1. The new version of the driver fixes issues with parallel ports.
- **Capacity upgrades:** The standard Topaz system now supports up to 512 readers.

**Version: 1.4.6.0 Build: 2255 Date: 02/01/2005**

This release contains the following fixes and enhancements:

#### Bug fixes:

- **Access Group Report Data:** Fixed a bug that caused the Access Group report to be missing data when run from a workstation.
- **Access Report:** Fixed a bug that caused the Recall Access Events report to filter by reader during the first execution of the report, regardless of operator intent.

- **Employee Report:** Modified the code so that the order of 'selected' fields (the data to be included on the report) will display in the same order as actually printed. This also fixes a problem that made it difficult for the user to specify the order, since 're-saving' the template would cause the display order to change.
- **Cardholder Report Phone Extensions:** Fixed a bug that caused '0's within the employee extension or visitor escort extension to be displayed as 'A'. The 'A' value was an encoding trick to distinguish between 0 and 'no value entered'.
- **Recall Events Report:** Added 'Security Area Name Change' to known events. This operation was previously displayed as 'Unknown Event 858'.
- **NISCA Badge Printers:** Removed the attempt to print the 'magstripe' data from this printer series definition to fix a resultant trap.
- **Door Unlock Slow Response:** Fixed a problem that caused slow response to a door unlock command (Control/Reader page). The problem occurred when the command became queued behind a status update process occurring simultaneously. The status window generation process is now aborted when the reader (door) control button is pressed.
- **Unable to modify multidrop dialup phone numbers:** Fixed a problem that prevented the user from modifying the phone number of a multi-drop dialup panel group. The error message displayed did not indicate real cause of the problem. The code has been changed to interpret a blank telephone number as not belonging to any group, and the error message has been changed to 'Cannot change device 1 telephone number while other devices exist in dialup group.' [VI #4663]
- **Door Strike does not re-fire on overlapped access:** Added an option 'Lock on strike timeout' to the 'Relock Door' field of the reader definition to allow configurations where the 'door strike relay' will fire when the door contact indicates the door is already open. The 're-fire door strike' feature, which also requires firmware version 5.79 or 6.10, is used to control automatic doors that operate on a 'pulse' of the door strike, and where the door must be re-pulsed to prevent it from closing on a cardholder who presents a card while the door is open.
- **Operator Password:** Fixed a problem that prevented the 'password' field from being cleared when the 'clear' button was pressed. Under some circumstances, this could cause the password to be assigned to another operator who previously had no password.
- **'Clear' button not clearing all fields:** On 'Relay Output' page, the clear button now resets the 'control by alarm point' to 'no' (the default) [VI #5878]. On the 'Cardholder Setup' page, the clear button now resets the 'status' field to 'valid'. On the 'Cardholder Access' page, the clear button now sets the 'Security area time schedule' field to 'always'. On the 'Operator Type' page, the 'lear' button now resets the 'level of restriction' field to 'No Access'.
- **JPEGLIB: Updated jpeglib.dll.** Previous version reportedly leaked memory each time a cardholder photo was displayed.
- **Memory corruption test:** Added a test to prevent pages with more input fields than allocated internally from corrupting the program.
- **Privilege granted to restricted page:** Fixed a problem that allowed a user to navigate to a page via sibling pages that they could not access via the parent page. For example, a user without privilege to 'System Setup Reports' page would be prevented from navigating to that page from the 'Reports' menu, but was allowed access to the page from the Cardholder report (via the tab buttons). [VI 4374]
- **Colorgraphic Absolute Limits:** Removed a test that imposed an absolute limit on the number of colorgraphics objects that can be downloaded to a workstation.

- **Colorgraphic Icons Displaying Wrong State:** Fixed a bug that sometimes resulted in doors or relays displaying the wrong state on colorgraphic maps. The problem occurred when a panel goes offline during the time an update of the state was in progress.
- **Close File Buffer Flush:** Modified the code that 'flushes' the file header record to disk upon file close. The code was writing 512 bytes memory although only 22 bytes had been officially allocated. No reports of aberrant behavior have been attributed to this bug, although the potential for a program trap did exist.
- **Variable Card Format:** Fixed a problem that caused the variable card format assigned to a reader to store improperly into the database. In some cases, this would cause custom format cards to read only when the reader was set to 'standard' format. [VI 5094]
- **Database Restore Message Text:** Modified the text displayed after a database restore to "Restore complete. Please restart the application on the server." to eliminate possible confusion (message was 'Restart Workstation'). [VI 4827]
- **Database Restore Superfluous Directory:** The database restore function was creating some superfluous empty directories. The problem had no deleterious effects, but has been fixed. [VI 5169]
- **Lost Sockets:** Made a change to the code to possibly fix the 'lost sockets' problem. The code was not releasing a socket when it had no data in the message. Lost sockets use system resources, and can affect performance.
- **Security Areas Field Verification:** Verification of numeric fields has been added to ensure that only positive numeric values are entered into 'Time Delay for Re-entry'.
- **Memory Leak fixed:** Fixed a problem that caused a memory leak in MSHTA executable proportional to the number of alarms received.
- **LAN Comm IP change trap:** Fixed a trap that occurred if the IP address of a LAN Comm port was changed twice (without Topaz restart).

#### Enhancements:

- **Fargo C11-16-25, Zebra I and Magicard Alto cardprinters support:** Added support for FARGO PERSONA C11/16, FARGO PERSONA C25, Zebra P210I, P310I, P320I, P420I and Magicard Alto/Opera badge printers.
- **DVR Video support:** Topaz now supports the GE Triplex digital video recorder. Alarms and events can be 'tagged' onto the video stream, and the user can view live and recorded video from the Topaz interface.
- **Support for ACUX Version 6.xx firmware flash:** Added code to support the 512K bytes prompts. [VI 4967]
- **Elevator Cab and Floor Definitions:** Modified the Cab and Floor definition pages to display only relays appropriate to the selected panel (ACURT2, ACURT4). Also added graphics to show where the relays are located.
- **Installation procedure:** Topaz now uses a standard MSI installation procedure. Also updated sentinel driver (includes USB sentinel support). Removed unused objects. Added 'Event Log' message file and all dependant dlls (to be installed if not already on the destination computer). Added ability to read/write 'workstation.hta' from a location other than the floppy disk.
- **Log files application name:** The revised installation allows shared application components to recognize their environment. For example, the SCOUT file now says "Topaz" instead of "Sapphire Pro/Topaz."

- **Duress alarm video switcher preset:** Added a 'preset' field to Alarm Duress Video Switcher Number to support GE/Kalatel video switcher for duress events (previously added to alarm point definitions).
- **Print buttons on Status pages:** Ability to print the displayed status added. [VI #3822]
- **Reader Overlapped Access:** Added the 'overlapped access' checkbox to the reader setup page to allow card reads to be recorded during door open time.
- **Report 'lines written' shown on status line:** Added a display line to report 'line written' for reports written to a disk file.
- **Validity Check improvements:** Added a test to ensure that a card record was not stored without a facility code. Restored a test for valid card number that had been accidentally bypassed, and added this test to non-setup Cardholder pages. Added the test for Last Name to non-setup Cardholder pages (previously only performed on setup page). Moved test for 'Panel COM Port' from general script to Panel setup page, and added to non-setup Panel definition pages. Moved test for Relay Field Panel from general script to Relay Output page. Moved test for Reader's Field Panel from general script to Reader Setup page, and added the test to non-setup reader definition pages. Moved test for Alarm Point's Field panel and Input address from general script to Alarm Point Setup page, and added to 'Alarm Point Options' page.
- **Colorgraphics Processing Changes:** Modified the processing algorithms for getting the status of readers and relays for Colorgraphic maps to reduce unnecessary requests sent to the panels, increasing total system throughput and minimizing network bandwidth usage.

#### Version 1.4.5 Build: 2065 Date: 10/6/2003

This release contains the following fixes and enhancements:

- **Anti-passback:** Fixed a problem with anti-passback settings assigned to an auto-configured reader. The problem prevented anti-passback from working correctly.
- **Download Aborted on Elevator Panels:** Fixed an improperly initialized variable that caused some systems to abort during card record download to a panel running 5.x series firmware and defined as an elevator.
- **Alarm/Access/Device Detail Comments:** Fixed a problem that caused comments entered in response to one alarm to become associated with a different (subsequently selected) alarm. [VI 3820]
- **Unnamed Hardware Can Be Saved:** Fixed a problem that allowed Alarm Points, Readers, Field Panels and Elevator Cabs to be saved without a name if saved from a non-setup page. [VI 3818]
- **No Rollover Images from No Alarm Queue Footer Frame:** Fixed a problem that prevented a 'rollover' image (displayed when the cursor is over the button) from appearing on a footer frame presented to operators without privilege to see the alarm queue.
- **Device Tree Long Name Linking:** Fixed a problem that prevented the automatic linking and full display on the device tree of alarm points with names greater than 20 characters. [VI 3824]
- **Operator Setup Password:** Fixed a problem that allowed the display of operator passwords on the Setup/Operator page. The field is now displays asterisks (\*). [VI 3821]
- **Event window corruptions:** Fixed a problem that could cause some event messages to be improperly parsed, resulting in loss and corruption of some event display line data.

- **All Reports:** Fixed a problem that caused reports output to file to not produce the file or to produce an empty file. The problem was caused by interactions between different report types, and differed depending on the order reports were created.
- **System Setup/Readers Report:** Fixed a problem that caused the reader report to sometimes display the wrong user-defined door contact name on systems with more than 1 panel. Also fixed a problem that caused this report to skip the first reader when the report was run multiple times.
- **Employee Reports:** Fixed a bug that prevented named security areas from being used as filters. Modified the logic related to filtering by access groups to avoid the cases where no filtering would occur (only 'equal' and 'not equal' are valid conditions for access group filters). Fixed a problem that caused 3 leading characters to be missing from printed Employee Reports.
- **SCP Communication 'stop bits':** Fixed a problem that set the communication port with 2 stop bits instead of 1 as expected by the field panels. Although not normally a problem, some newer hardware (digi port expanders) was found that was sensitive to this difference and prevented communication with the panels.
- **Colorgraphic False Alarms:** Fixed a problem that would cause an alarm point on a colorgraphics map to become associated with more than 1 alarm or event condition. In particular, Device Offline and Access alarms could sometimes cause CG icons with alarm addresses between 0 and the 8 (on the same panel) to flash, and acks on the CG map to acknowledge and clear the offline and access alarm.
- **Badging Signature Pad:** Fixed a problem that prevented proper initialization of the signature pad and required users to recycle power on the signature pad each time Topaz was restarted. A signature pad shutdown command had to be added during program shutdown. Note that it may still be necessary to recycle power on the pad if the program or computer shuts down abnormally.
- **XP Script Errors:** Fixed several script errors occurring on Windows XP systems when a linked (popup) window was referenced after the window had been closed.
- **Alarm 'blank' Shutdown buttons:** Fixed some problems with shutdown button display and rollover images, some of which caused a script error for users restricted from alarm processing.

#### Enhancements:

- **Time Schedules:** Added a test to prevent time schedules without any intervals from being saved. Time schedules without intervals defined may be overwritten by the next schedule added.
- **Video Switcher Preset:** A new field for Video Switcher Preset Number has been added to the Alarm Point Definition page and underlying database to support Kalatel Switcher.
- **Alarm Point Options:** Added code to prevent alarm points from being saved from the alarm point option page if no alarm point name has been entered.
- **Access Granted...Duress:** Modified the default state of this reader event to Ack:Yes (access granted under duress should be an alarm).
- **Help:** Online help files updated.
- **Badging camera resolution:** Added a test to sense and report problems with the camera setup. Previously, cameras set to the wrong resolution would cause the software to trap.

- **Alarm/Access/Device Details:** Added a 'save' button to the details screen. Although not actually required (comments were saved automatically when the screen was closed), the 'save' button makes the pages consistent with the rest of the application pages.
- **Display Speed Enhancements:** Combined multiple images into a single image on the Field Panel, Workstation, Reader and Alarm Point hardware definition pages for improved display performance.
- **Facility Codes:** Increased the number of facility codes that can be defined from 8 to 16.
- **Security Areas with Multiple Spaces:** Modified security area matching code to allow for areas defined with multiple spaces. This compensates for browser behavior that displays multiple spaces as a single space.
- **XP drivers:** Support drivers for several XP cameras and badge printers are now included on the CD.

### Version 1.4.4 June 26, 2003

This release contains the following fixes and enhancements:

- **Memory management:** Identified and fixed 8 'memory leaks' that caused the size of the program to grow as user interface pages were accessed. In addition, modified the memory management code to fix program size inflation caused by memory fragmentation.
- **Log file full message:** Modified the behavior of Topaz in response to a log file full condition. The program was displaying an alert window every 15 seconds, and 'queuing' alerts such that acknowledging one immediately caused the next one to display, making the system virtually unusable. "Log file full" messages are now displayed on the status line, and do not freeze the interface.
- **Memory Check removed:** A 'memory check' routine, which previously would delay some threads when memory became scarce, has been removed. The routine was only valid on systems with less than 2 gigabytes total memory (physical + virtual) and fixed-size pagefiles, and might prevent the display of event and alarm messages in some cases.
- **Script error closing event window:** Fixed a script error that could occur if the event window was closed at the same time that the system was trying to write a new event to the window.

#### Enhancements:

- **New Artwork:** Changed the background images of several pages.
- **Event Window Messages:** Additional startup information has been added to the event window. The server now sends a message to the event window when communication channel has been successfully established. The event window will also display a message when communication has terminated.
- **Lost Sockets problem:** The code now reports when a socket on port 80 (IE Browser) is opened for an extended period of time, and will close the connection if open for more than 30 minutes. Browser connections are normally open only as long as it takes to download a web page, image, script or applet from the server to the browser. 'Lost' socket connections caused a loss of system resources and could result in degraded performance.
- **Alarm Point Status/Control delays:** The code which controls the alarm point status display has been modified to prevent the built-in 'minimum interval between displays' (which prevents the alarm point status from updating at shorter intervals than a browser can format) from affecting other pages. Leaving any status display now cancels the

status generation code (it previously continued to run even though there was no window to send it to). In addition, the code now checks for a user cancel during the delay period, meaning the delay sometimes encountered on the page displayed after the status page is no longer significant. The 20-second minimum interval between alarm point status displays remains in effect, including displays requested after leaving, and then returning to the page.

- **Runtime executable is smaller:** Removed and/or rearranged unused code, resulting in the executable shrinking in size by approximate 35 Mbytes.
- **Setup Time Schedule Report:** Modified the Time Schedule Setup Report page to not display the list of time schedules when 'All Time Schedules' is 'Yes'.

### Version 1.4.3 May 5, 2003

This release contains fixes and enhancements, including the following:

- **Missing pages added:** Fixed missing icons and page related to displaying a cardholder's photo from the event window.
- **Employee Report Security Areas:** Fixed a bug that prevented fields SA 1 through SA 8 (security areas 1 through 8) from displaying on the report or being used as a report filter.

#### Enhancements:

- **Alarm queue order reversible:** Added ability to re-order the alarm queue. Alarms may now be displayed with priority 1 at the top or priority 16 at the top.

### Version 1.4.2 Apr 9, 2003

This release contains fixes and enhancements, including the following:

- **Misc Report Cleanup:** Added 'End of Report' to Alarm Point, Relay, Instruction Message reports (was not included when only single element was requested). Made item lists for system setup reports not display by default. Removed unused images from html. Fixed Relay Report formatting.
- **Log file stops recording events:** Added code to fix a problem that caused the log file to stop recording events. The problem occurred when an external program, such as some system backup utilities, locks and/or closes the log file.
- **Long Username or Password:** Fixed a bug that allowed a username or password defined using the maximum field length to match user input longer than the maximum length, but matching in the first maximum length characters.
- **Duplicate Workstation Names:** Fixed a problem that could occur when a database was moved to another machine, or the address of a server machine was changed. The code that forces the server to be the first item in the workstation list was checking only addresses, and thus could create records with duplicate names. The code now checks both address and workstation name.
- **Java generated alert window:** Fixed a problem caused by a missing html page which displayed errors sensed by the Java Applets.
- **Installation Speed Improvements:** Removed support for help file video support from post-installation procedure, resulting in cutting post-installation time by approximately 50%. Help file videos were never implemented.
- **Initialization message:** Date, time and version number added to initialization message written to file SCROUT1.TXT.

- **Duress Access Event Priority:** Duress access event (granted or denied) is now assigned priority 15 to force the event to appear at top of alarm list (UL requirement).

#### Version 1.4.1 Mar 13, 2003

This release contains fixes and enhancements, including the following:

- **Report Date Saved:** Fixed bug that prevented the date & time from being saved when a report was written to disk, as it is when the report is displayed. The saved date and time are used next time a report request page is displayed.
- **Cardholder Alternate Search Menu:** Fixed a problem that prevented the warning 'If card number or facility code is changed, all other changes will be lost' from being displayed when the cardholder search list was anything other than cardholder name. Also fixed a problem that prevented the 'Authorized for Conditional Unlock' value from being saved when an alternate cardholder search menu was displayed.
- **Cardholder Reports to Workstation:** Fixed a problem that prevented a report requested from a workstation from including 'User Defined Fields' or 'Access Information' data.

#### Enhancements:

- **Cardholder Issue Code:** Increased selectable values to '49'.
- **Page Automatic Posting:** Several pages within the application previously needed to be displayed in the browser twice to show proper database data. The code has been modified to fill most of these pages before display to eliminate the time-consuming and annoying double display. The pages affected are Hardware/Multiple Server Options, Setup/Guard Tour Event Code, Setup/Site Settings, Setup/User Defined Fields and Setup/Facility Code Definitions.
- **Library MSVCP60.dll:** Added to installation procedure.
- **Readers/panel:** Increased the number of readers that can be supported/panel from 4 to 8. The potential reader number values have been correspondingly increased.
- **Magic Card Tango:** Added support for Magic card Tango printer.
- **Generic USB camera:** Added support for the Generic USB Camera.

#### Version 1.4.0 Feb 14, 2003

This release contains fixes and enhancements, including the following:

- **Cardholder & Hardware pages update fixes:** A problem that could cause loss of data due to operator actions has been fixed. Previously, if the operator moved to a new page for the same object (cardholder, reader, etc) after pressing the 'save' button, but before the update was completed, a subsequent save of the save object could cause bad data to be saved into the database. The code has been modified to prevent the user from moving to a new page until the update completes.
- **Event Queue:** Efficiency improvements made to speed initial display of events.
- **Eltron 720 Badge Printer supported.**
- **Duplicate executables running simultaneously:** Fixed a bug that allowed more than one version of the Topaz Server to be running simultaneously.
- **Acknowledgement 'Initiating event number':** Fixed a bug that caused the initiating event number to be incorrect on Recall Events reports whenever the event number exceeded 65535.

- **Right Mouse Button Disabled:** The right mouse button no longer brings up the generic IE options menu. This is to prevent problems including making Topaz artwork as the monitor background, and to tighten security of the code. For engineering purposes, the generic menu is still available by holding the <ctrl> key while pressing the right mouse button.
- **Java Alerts made non-modal:** Made alerts generated by the Java code appear in a non-modal window, to prevent the error from freezing the system.
- **Unable to save from Dialup Panel page:** Fixed a problem that caused the dialup field panel page to loop continuously (constantly refreshing) when a save from that page was attempted.

#### Enhancements:

- **Streamlined workstation installation:** Files not needed by a workstation installation (htmlInf, sounds, report templates) are no longer installed when the user indicates this system is not a 'server' during installation.
- **User popup messages moved to status line display:** The previous release moved some popup messages to the status line. This release continues that task. Includes another version of 'Already acknowledged by', and 'color graphics not ready'.
- **Map Button not displayed if not supported:** The MAP button is now hidden if the workstation or the user does not have colorgraphic map privileges.
- **New Event Window Message:** When a user logs in, a message is now generated in the local event window indicating the client has been initialized. The message indicates that the Java applet is running, and is meant to assist installations where events are not being received for an unknown reason.

#### Version 1.3.9 Jan 17, 2003

- **Footer & Alarm Queue:** Modified to use Sapphire Pro type layout, including addition of separate 'refresh main frame' and 'refresh alarm queue' buttons.
- **Cardholder page:** Now defaults to the template named 'default'. Punctuation tests and formatting added to telephone numbers on 'information' page. The layout of the cardholder pages has changed to allow more space for the right frame, allowing longer cardholder names to be listed without the need of a scrollbar.
- **Operator Type page:** Modified code to support a 'display-only' operator type 'Level of Restriction'. Removed unsupported restriction levels from the privilege list. Added 'Run Quickstart' to available restrictions list.
- **Menu Links:** Fixed problems that prevented using some links from the main menu screen.
- **"Clear" buttons removed:** The 'clear' button has been removed from the facility code and alarm categories pages.
- **"AutoAcknowledge" feature added:** Reader events may now be set to automatically acknowledge and clear alarms.
- **Reports:** Fixed a problem that prevented multiple fields from being displayed when an employee report template was selected. Fixed a script error that occurred when the 'cancel report' button was pressed.
- **"Reset" button added:** Added 'reset' button to Control/Services/Panel screen.
- **Installation procedure changes:** Removed installation procedure option 'Copy help videos to hard drive' (there were no help videos). Modified installation to produce the file

'workstation.hta', instead of 'infographics.hta', with corresponding changes to run-time command file.

- **Alarm Queue Details:** Added support to allow disabling of alarm details window display on acknowledgement (right mouse button when inside alarm queue window).
- **Linked pages:** Fixed a problem that caused the Batch Add and Batch Delete Cardholders pages to not close linked windows.
- **Public Access Elevator Areas:** Added a 'public access' security area definition page to elevator definition.
- **Event Report Dates:** Modified code to save date used to create event reports, and to use that date the next time the report is requested (within the same Topaz session).

### Version 1.3.8 May 16, 2002

- Fixed problem in color graphics that could make processor ran at 100%.
- Fixed problem in color graphics that allow an alarm to blink even if already acknowledged.
- Added support for Logitech's ClickSmart 510 USB and Logitech's Quickcam 3000 cameras.
- You must run the program "Cameraselect" in the Topaz folder to select which camera to use.
- Fixed a problem, which prevented changing the TCP address assigned to a LAN ACU. Previously, the LAN ACU had to be deleted and re-defined to communicate properly.
- LAN Communication expanded to 250 ports.
- Support for additional badge printers and options added (dymo printers, rounded photos support etc).
- Due to some changes in field names for the cardholder database, the import cards from ASCII file feature was broken. Code has been added to make both old and new format import files function properly. Affected fields are 'CRDHLDR#', 'ORG' and 'ISSUEDAT' (changed to 'EMP NO', 'DEPT' and 'HIRE DATE').
- Updated Help files.

### Version 1.3.7 Nov 26, 2001

- Added checkbox labeled 'Authorized for Conditional Unlock' to Cardholder Access page.
- Added checkbox labeled 'IKE Allow Ingress' to reader options.
- Added 'Door Bounce Delay Time' edit field to Reader Setup.
- Updated java scripts. Several other changes have been made to the scripts for efficiency purposes.

### Version 1.3.6 Oct 25, 2001

- Added Delayed Alarm Reporting and Masking support added to Topaz. Added IKE Reader checkbox to Reader options page. Added 'Alarm Reporting Delay' list to Alarm Point page. Added a 'Delay for Securing Area' list to Security Area page.
- Added 'Print' button to report display page.
- Remove the "Title" option from "Event Report Card Name With" in Site Settings.
- Added warning if beginning event number is greater than ending event number of reports/Recall Events by Number page.

#### **Version 1.3.5 Oct 18, 2001**

- The Topaz sometimes made the processor go 100% used.
- Fixed trap in Load Panel Program.
- Fixed Time Schedule report to show correct 'day of week'.
- Last 4 time intervals of a time schedule were not saving properly.

#### **Version 1.3.4 Aug 17, 2001**

- Prevent color graphics from freezing on systems with lots of readers or relays.
- Added 'build number' to logon screen.

#### **Version 1.3.3 June 27, 2001**

- In Reader, Alarm and Relay and Field Panel Setup, set read only fields to 'gray'.
- Added test to not save instruction messages without message.
- Added option to backup database not clear the existing history.
- Added test to remove double-spaces from alarm point and reader names.
- Improved support for systems with over 255 alarm points.

#### **Version 1.3.2 May 4, 2001**

- Fixed problem where system created duplicate time commands for same reader.
- Text changed from "Backup to "Back up."
- Fixed problem where deleting an alarm point from Auto-configuration could corrupt the alarm point files.
- Fixed problem where color graphics would just work on the second workstation. Color graphics will now work on all workstations.
- Show the correct number of readers per panels.
- Fixed problem detecting alarms and readers on LAN communication devices.
- Fixed problem if alarm was acknowledged at workstation 2, alarm could not be cleared if workstation went off-line.
- When user deletes a reader the system also deletes the alarm points on the reader.
- Fixed problem deleting a serial port.

## Technical Support

You can reach technical support by phone 8 a.m. to 7 p.m. EST, Monday through Friday.

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Australia	Tel. 61 3 9239 1200	Fax 61 3 9239 1299
Canada	Tel. 800 267 6317	Fax 613 737 5517
Europe, Middle East, Africa (EMEA)	Tel. 48 58 326 22 40	Fax 48 58 326 22 41
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