

RINGDALE[®]

UniPort

Installation Manual & User Guide

Revision: 1.0

Date: January 14, 2009

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Note: Because of the fast pace of software development it is possible that there will be minor differences between the manual and the actual release of the program.

Trademarks

All trademarks are hereby acknowledged.

Introduction

Overview

The Installation Guide and User Manual provides complete instruction on how to install and use UniPort.

UniPort is a Visitor Management and Self Enrollment Station. UniPort can also integrate with Ringdale's Sentinel Server Authentication Software to provide a comprehensive access control package that can include an Electronic Visitor Book, and track In and Out times.

Ringdale's UniPort uses the latest in biometric fingerprint technology to provide a fast and effective way to enroll staff and visitors. If integrated with the Sentinel software, the adaptable system may be used as an electronic visitors book using biometrics instead of the normal pen and ink to register guests, log their arrival and departure, as well as provide a highly secure time and attendance system for staff.

UniPort is an easy to use, intuitive software application for Windows PCs. It is Touch Screen compatible and available options include: Fingerprint and Face Biometrics, Proximity Reader, USB Camera, ID Badge Printer and a 15 inch touch panel display.

UniPort provides visitor management and visitor ID badge printing in one system with Fargo or Zebra badge printer support, printers sold separately.

Pre-Requisites

Server Hardware Platform

- CPU
 - 1GHz or above
 - The CPU needs to be at least this speed
- Memory
 - 256MB or above
 - The memory available in the machine should be at least this amount
- Hard Disk Space
 - 10GB or above

Operating Systems

- Windows 2000
- Windows XP
- Windows 2003
- Windows Vista

Installation Steps

These are the main steps and the order in which to complete the basic installation:

- 1) Install the UniPort software.
- 2) Connect the optional Ringdale HID proximity reader if you have it.
- 3) Install the optional Ringdale fingerprint reader if you have it.
- 4) Install the optional Ringdale Web Camera if you have it.
- 5) Start the UniPort software.
- 6) Connect to the UniPort or Sentinel database and then restart the UniPort software.
- 7) Add Admin Users.
- 8) Configure two groups: Employees and Visitors.
- 9) Enroll Users.
- 10) Register the software.

Part Numbers

00-13-6000-0001 UniPort Self Enrollment Station

Optional ID Card Printers:

00-34-0400-0120 (USA)

00-34-0400-0240 (UK)

Step 1: Installing Software

Exit all Windows programs.

Insert the UniPort CD into the CD drive of the target PC.

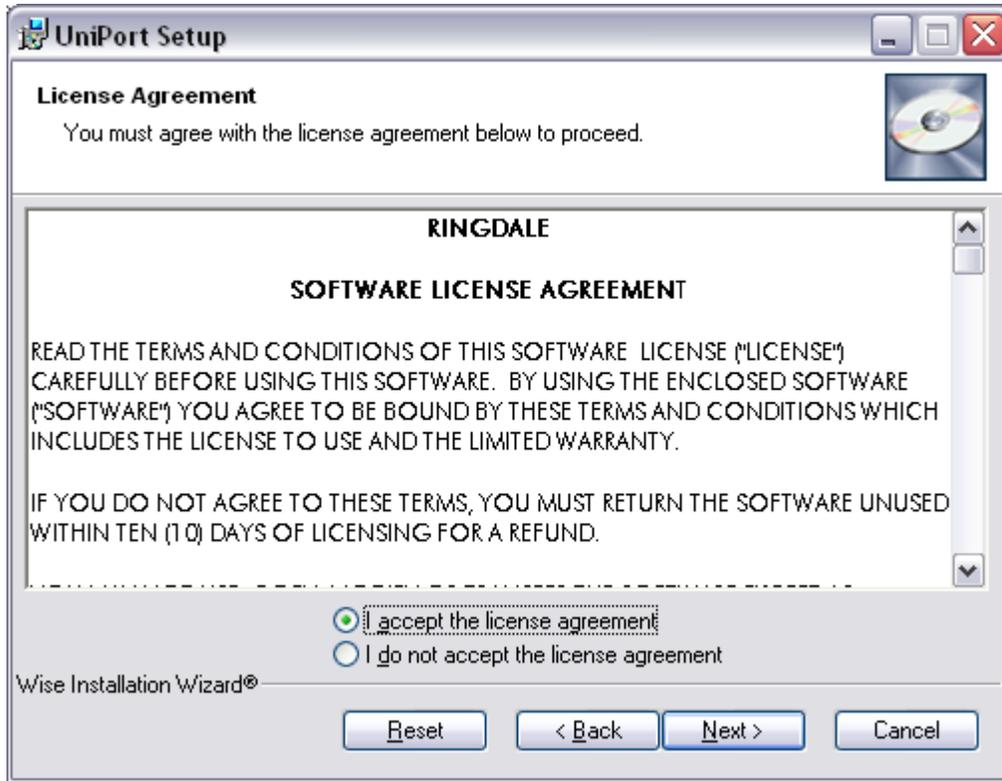
From the UniPort CD directory double-click the  RD_UniPort_1_34_1_Full.msi executable to start the installation process, following the on-screen prompts.



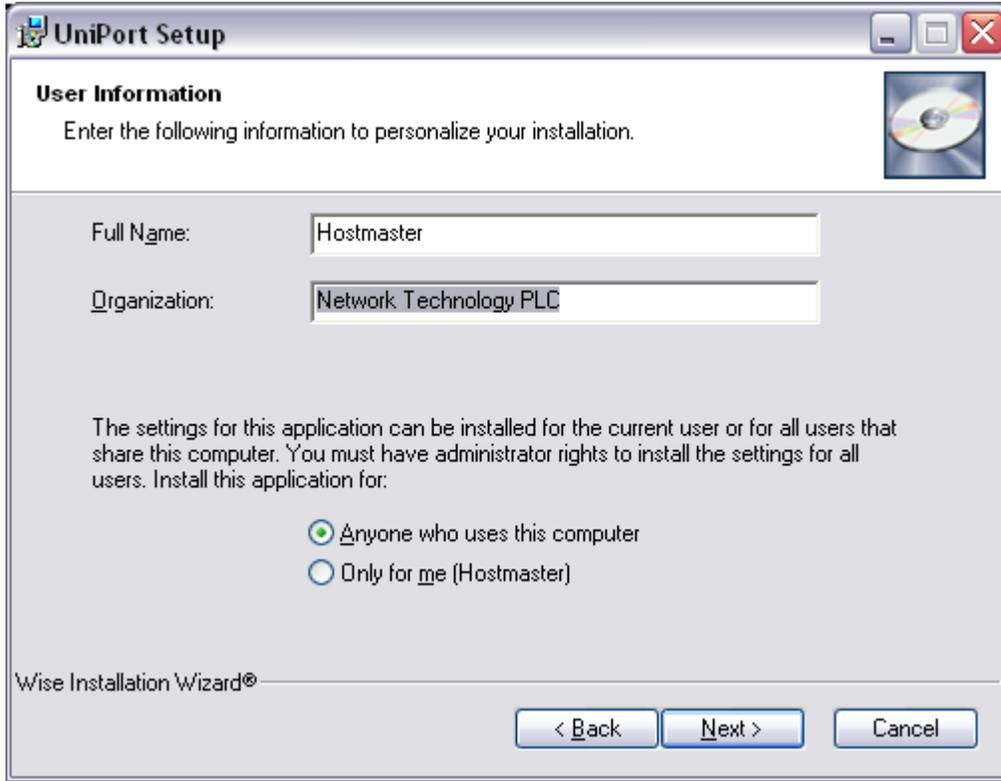
Depending on your operating system, you may get this Security Warning, just click the **Run** button.



Click the **Next** button.



Click the "I accept the license agreement" and then click the **Next** button.



UniPort Setup

User Information
Enter the following information to personalize your installation.

Full Name: Hostmaster

Organization: Network Technology PLC

The settings for this application can be installed for the current user or for all users that share this computer. You must have administrator rights to install the settings for all users. Install this application for:

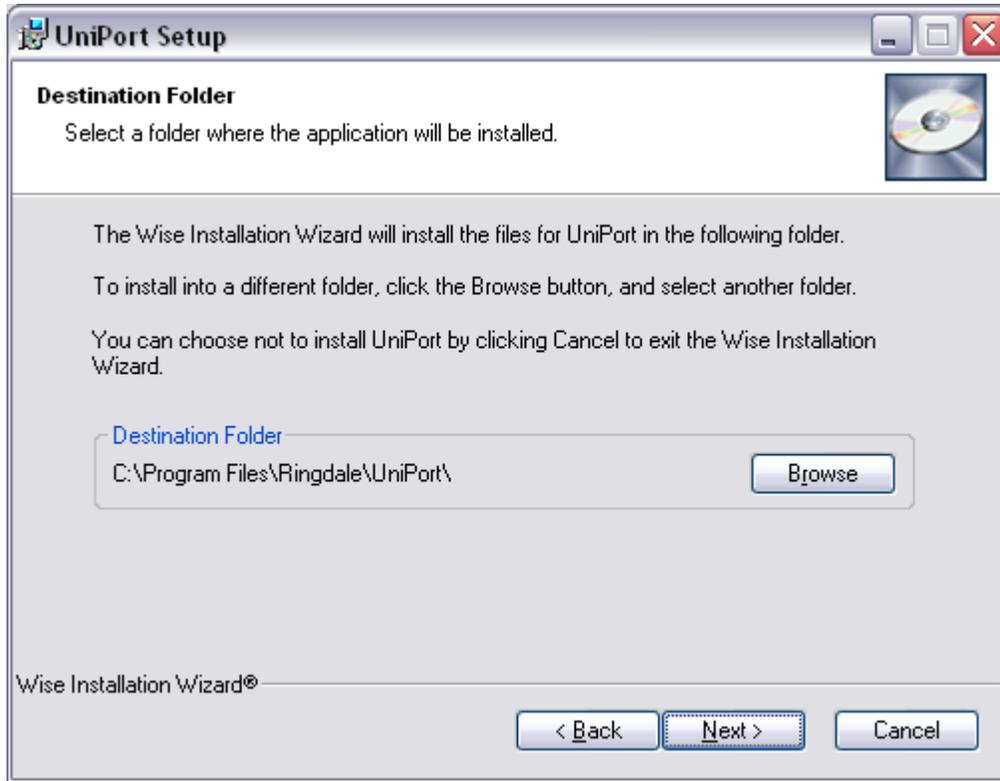
Anyone who uses this computer

Only for me (Hostmaster)

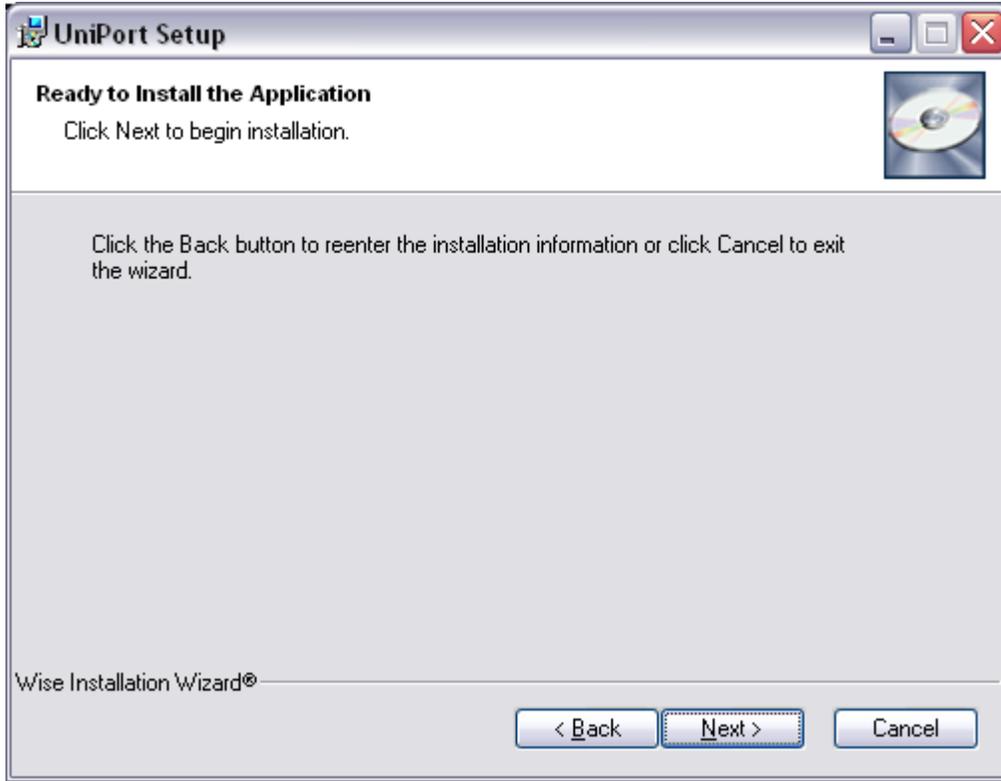
Wise Installation Wizard®

< Back Next > Cancel

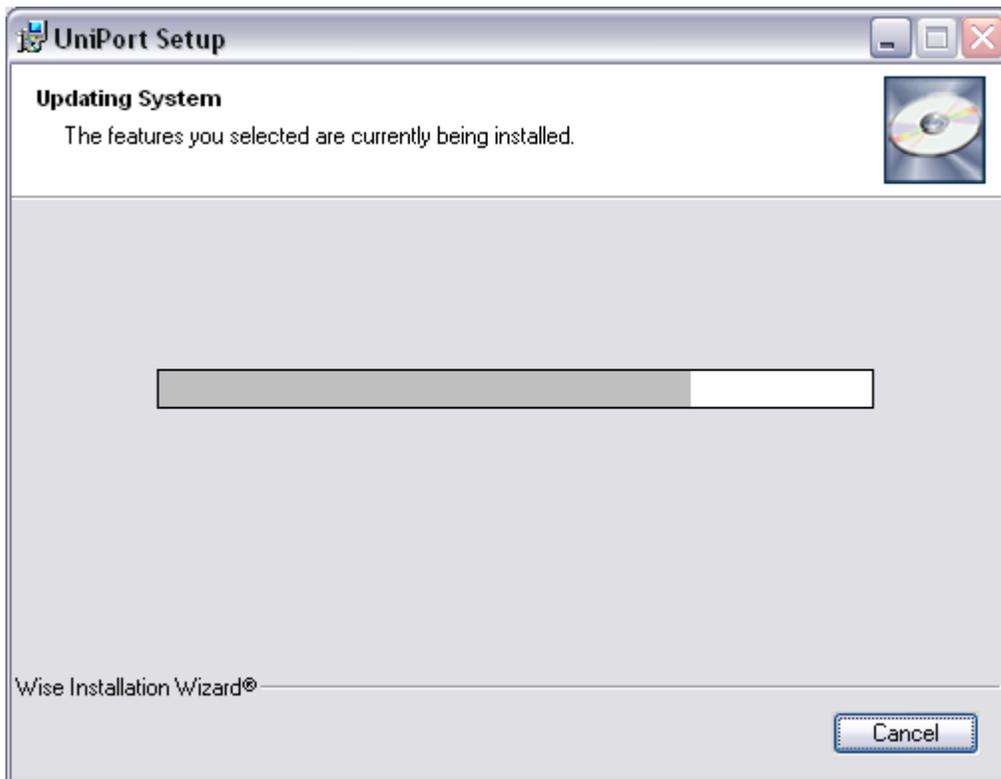
Enter the User Information and select who will use it and click the **Next** button.

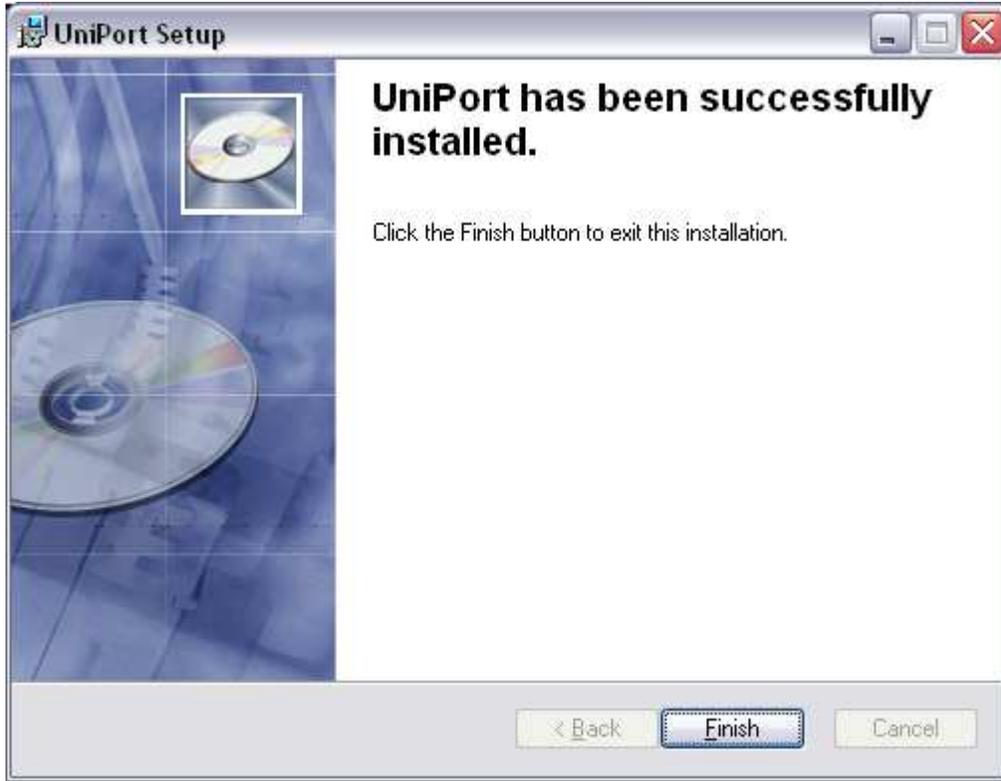


Click the **Next** button.



Click the **Next** button.





Click the **Finish** button.



After the UniPort software installation you will have a shortcut on your Desktop.

Step 2: Connect Optional Proximity Reader

If you are using the Ringdale HID Proximity Reader, please plug it into the USB port at this time.



Step 3: Install Optional Fingerprint Reader

If you have the Fingerprint Reader please plug them into the USB port at this time.



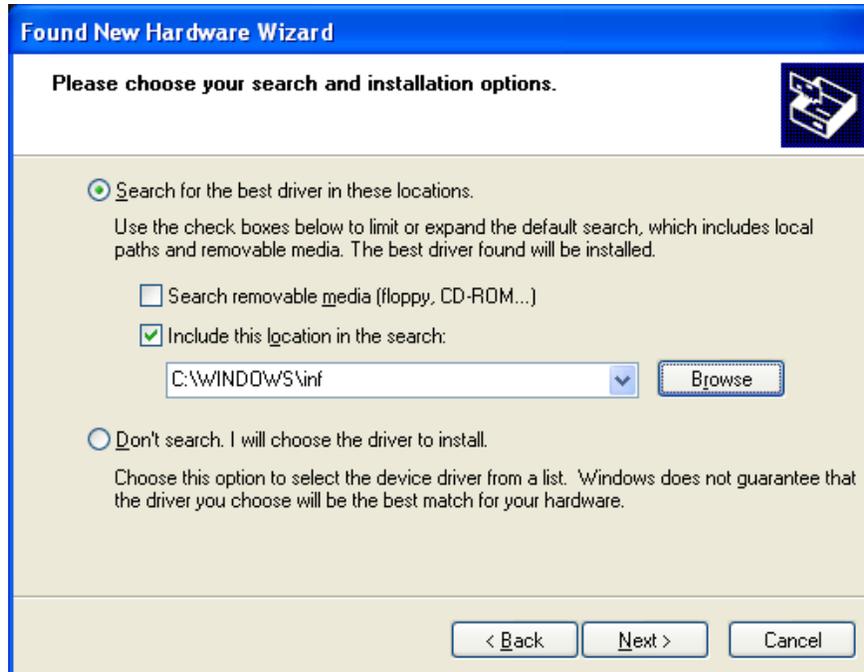
After installing the UniPort Software, plug the Fingerprint Reader into the USB port. This will bring up the "Found New Hardware Wizard" .



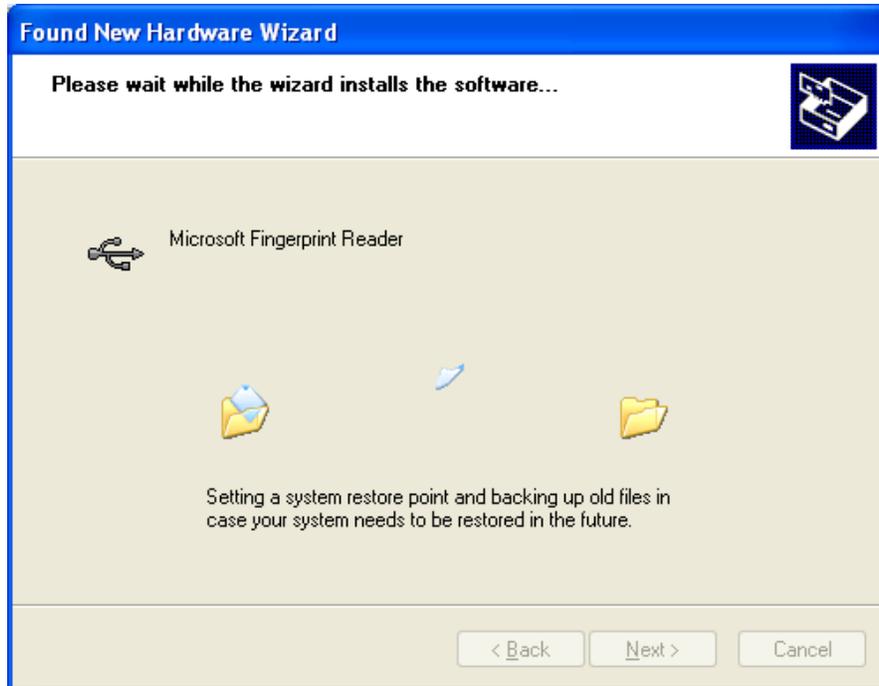
Select **No, not this time** and click the **Next** button.



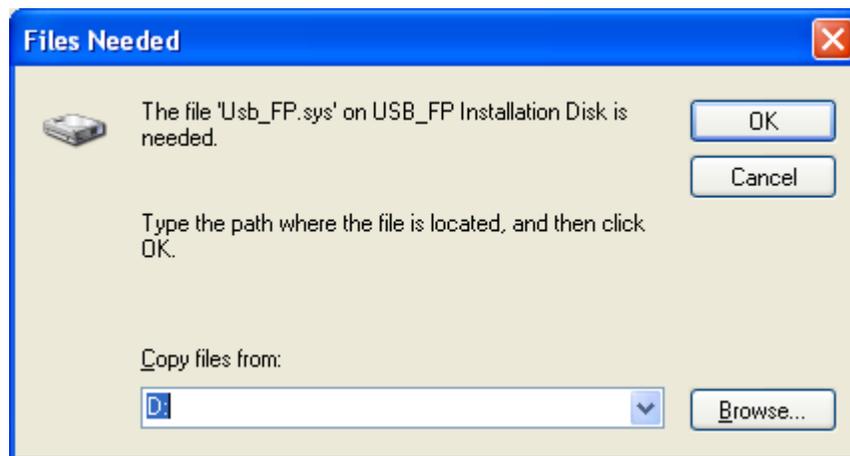
When the this panel appears, select **Install from a list or specific location (Advanced)** and click the **Next** button.



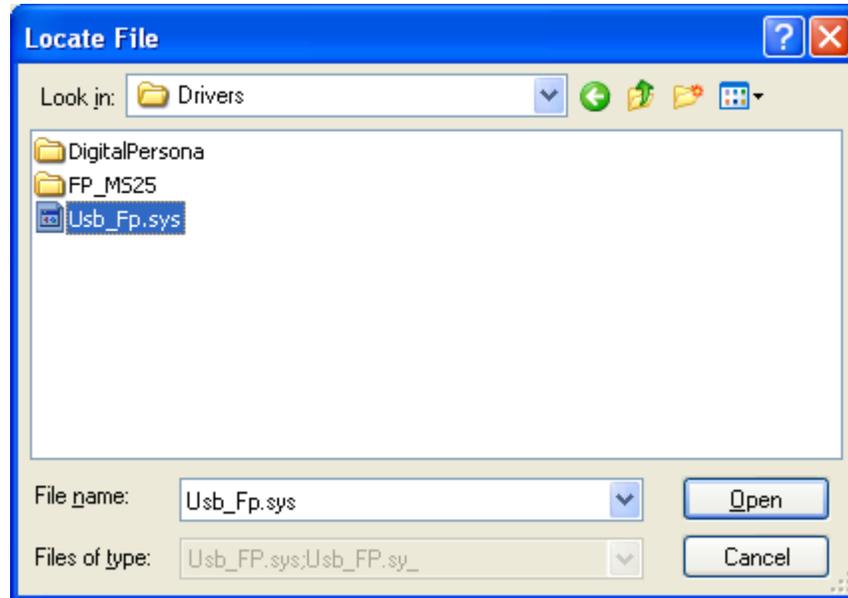
Enter C:\WINDOWS\inf



This **Hardware Update Wizard** panel appears momentarily.



Browse to the **C:\Program Files\Common Files\Ringdale** folder.



Click the **Open** button.



Depending upon what version of Windows is installed on the target PC, the **Hardware Installation - Security Warning** may or may not appear. Click the **Continue Anyway** button.



The **Completing the Found New Hardware Wizard** panel indicates that the installation of the Fingerprint Reader has been successfully completed. Click the **Finish** button.

Step 4: Install the Optional Camera

Refer to the installation guide that comes with the camera software first. Install your camera software prior to plugging in the device. At the appropriate time, you will be prompted to plug in your webcam by the software installation.

Insert the CD included with your camera. Install the camera software from the CD.

Now choose your installation language and select the type of software to install and follow all of the on-screen steps for installing the camera software.

During the installation you will be prompted to connect your camera to the PC. After connecting your camera, you may need to wait a few minutes before the software detects the presence of your new hardware.

After your camera is detected, you will be shown a screen with a picture from your newly installed web camera.

Next the installer will guide you through the configuration of the audio. Follow the on-screen wizard to configure the audio.

After your webcam and software is installed and upon re-starting, the camera software will automatically launch and you can perform basic functions like taking photos and videos.

Step 5: Start the UniPort Software

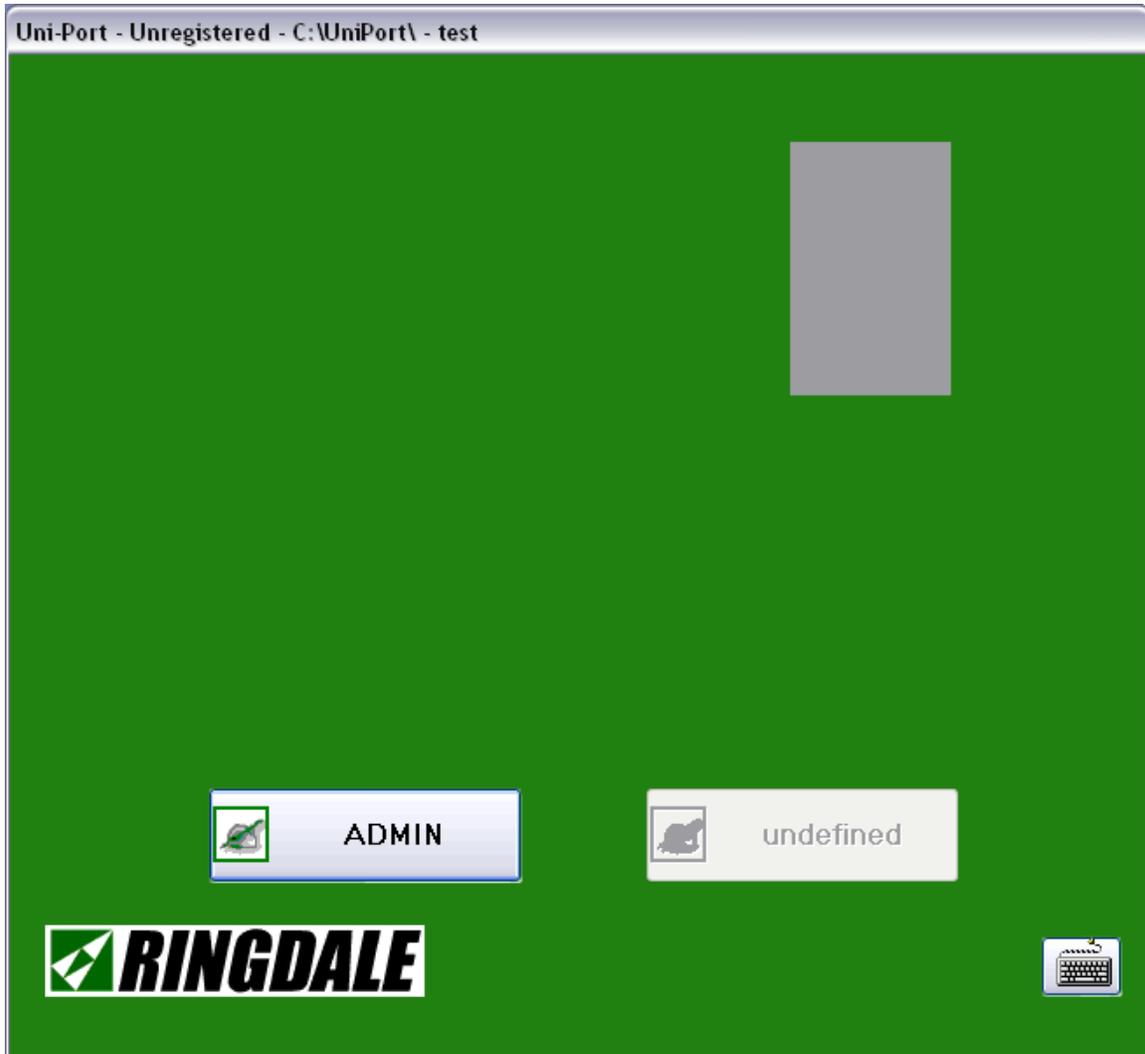


After the UniPort software installation you will have a shortcut installed on your Desktop. Start the program from the shortcut or by clicking the **Start** button, then Programs/Ringdale/UniPort and UniPort.

When you first start the program you will get the **Unregistered Application** warning. You will have 30 days to use the software unregistered. If you do not register it before the time is up it will cease to operate.



NOTE: For security purposes, if there is no keyboard activity for 30 seconds, the Administrator is automatically logged-off and returned to the UniPort Desktop. If the Administrator features are still needed, simply log back on as an administrator.

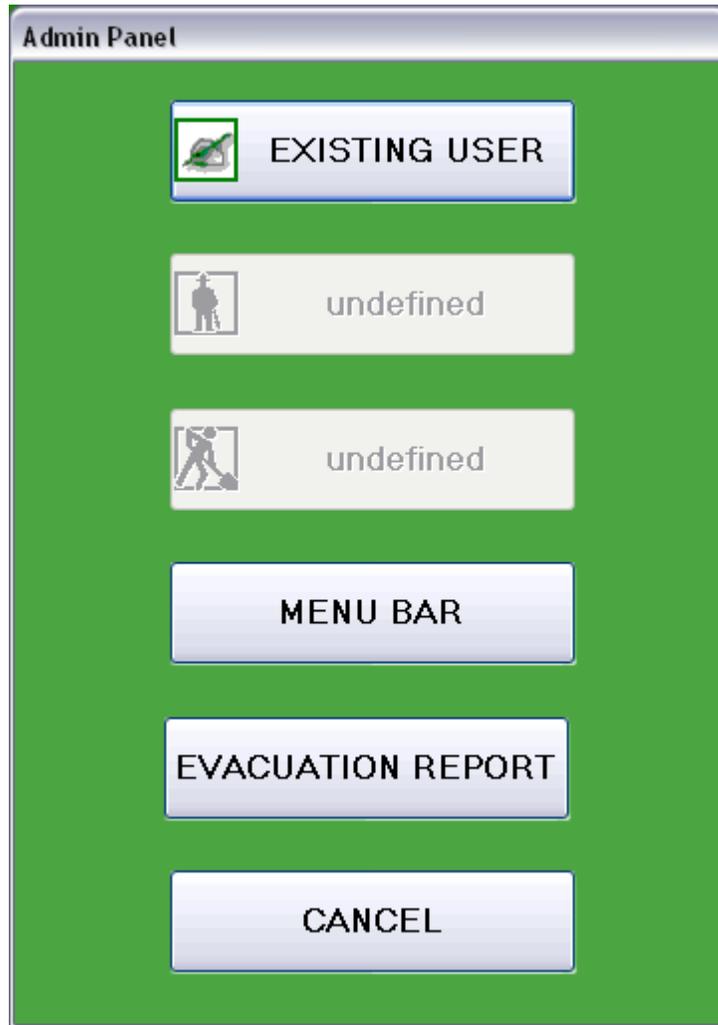


Click on the **ADMIN** button to bring up the **Password Validation** panel.

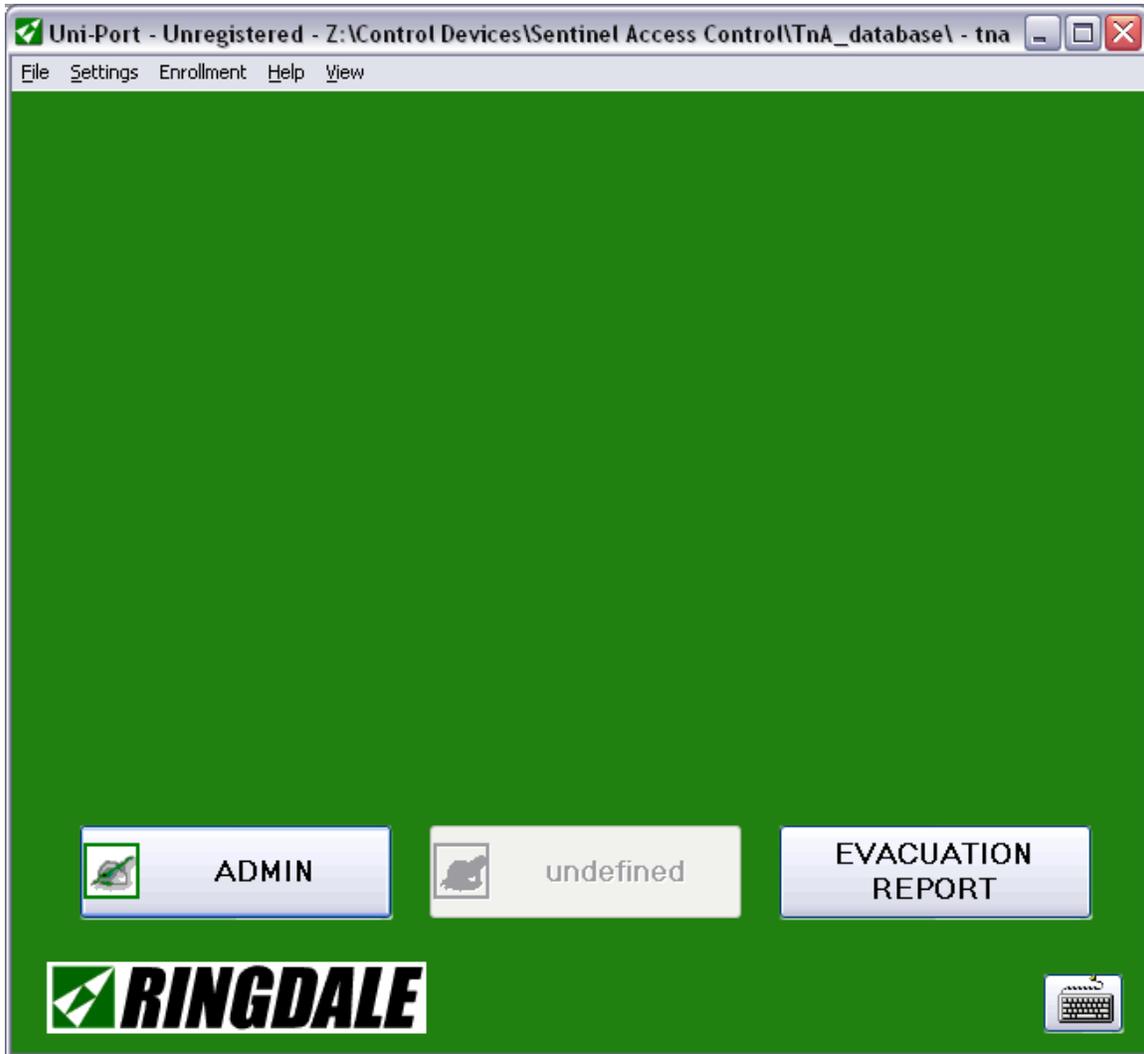


The default Administration password is <password> (all lower-case).

After 30 seconds of inactivity you will be automatically logged out.

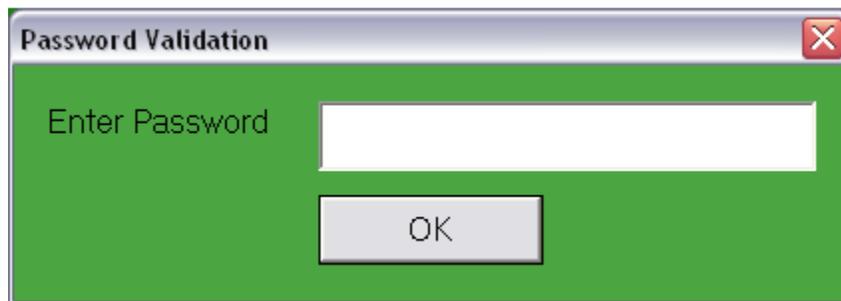


Click on the **MENU BAR** button to enable the menu bar.



The menu bar (File Settings Enrollment Help View) will stay active for 30 seconds after which time it will timeout and go away, requiring the Admin password to be re-entered.

First configure the database link. From the menu bar, select "Settings", "Database", and then "Locate Database".



The default Password is <password>.

Menu Bar Options

The pictures below show the various menu options. Each will be covered in detail later.

File Menu Options



Settings Options



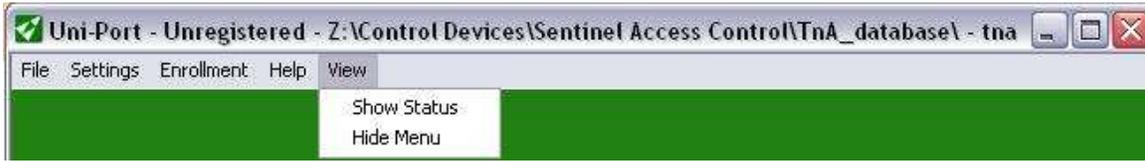
Enrollment Options



Help Options



View Options



Step 6: Connect to the Database



At the displayed panel, click on the Microsoft Access or SQL Server tab to point to the database that is to be used by UniPort.



Click the **Test** button to verify the settings. If these settings are correct the message "Database Valid" will be displayed. Click "OK" to exit. If the message "Database Invalid" is displayed, check all of the settings for the SQL server and test again.

NOTE: Do not proceed beyond this panel until the database settings are correct, indicated by the message "Database Valid" is displayed after the **Test** button is clicked.

Close the Program

After you configure or if you change from one database to another, you must close the UniPort program and restart it to see existing users.

To close the program, bring up the **Menu Bar**, and then select **File / Close**.



NOTE: After you configure, reconfigure or if you change from one database to another, you must close the UniPort program and restart it to save your changes and see existing users.

Step 7: Setup Admin Users

Setup an Admin User or two. From the **Menu Bar**, select "**Settings**", and then "**Admin Users**". It will ask for the password at each step. The default password is <password>.



Admin Users

Username: Password:

Uniport Admin Users

User Rights	Enable	Disable
Re-Enroll	<input type="radio"/>	<input type="radio"/>
View Details	<input type="radio"/>	<input type="radio"/>
Edit Details/Top Menu	<input type="radio"/>	<input type="radio"/>
View Security Details	<input type="radio"/>	<input type="radio"/>

To add a user enter a username and password and click the add button. To set user rights select a username from the admin list and choose the appropriate user right. To remove an admin user select the username from the list and click the remove button.

Enter a valid Username for an Administrator (<|doe> for example) and a password. Make certain to write it down or log it somewhere. Click the **Add** button. Select the Uniport Admin User and then enable the appropriate User Rights. When you are done adding Admin Users, click the **Save** button to save the changes and then click the **Close** button to exit.

After assigning at least one admin user, the **Admin Logon** popup will come up when you click on the **ADMIN** button.



Admin Logon

Username:

Password:

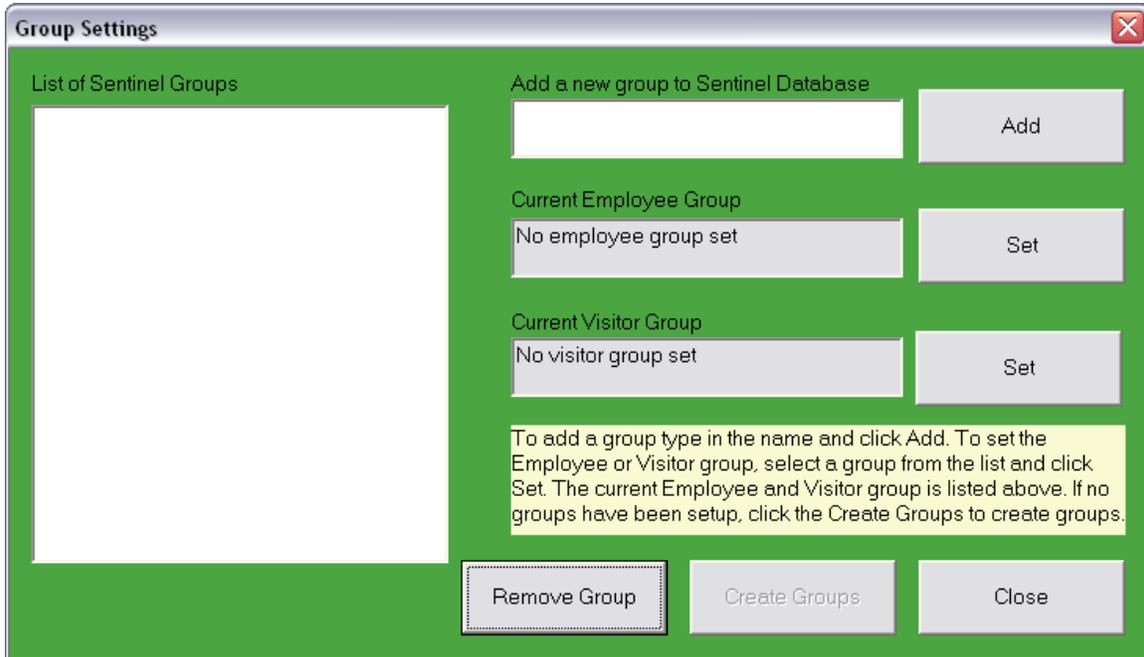


CAUTION: If you change the database after setting an Admin password that password will stay with the previous database. Any password already assigned to the new database will be required the next time an Admin password is required.

You can access the Admin features from the Toolbar, "Enrollment" or the "Admin" panel on the UniPort Desktop. Either method will require a valid User Name and Password. You can now enroll new employees, enroll existing employees and enroll new visitors. The Administrator will automatically log-out at the completion of each enrollment process and return to the UniPort desktop.

Step 8: Configure Groups

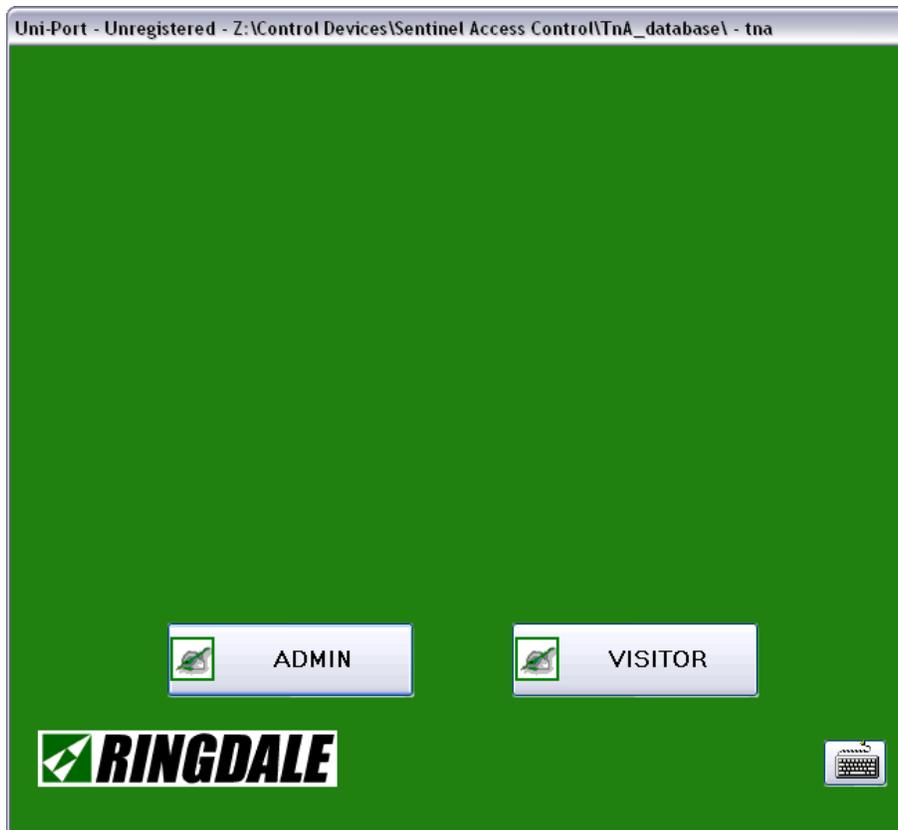
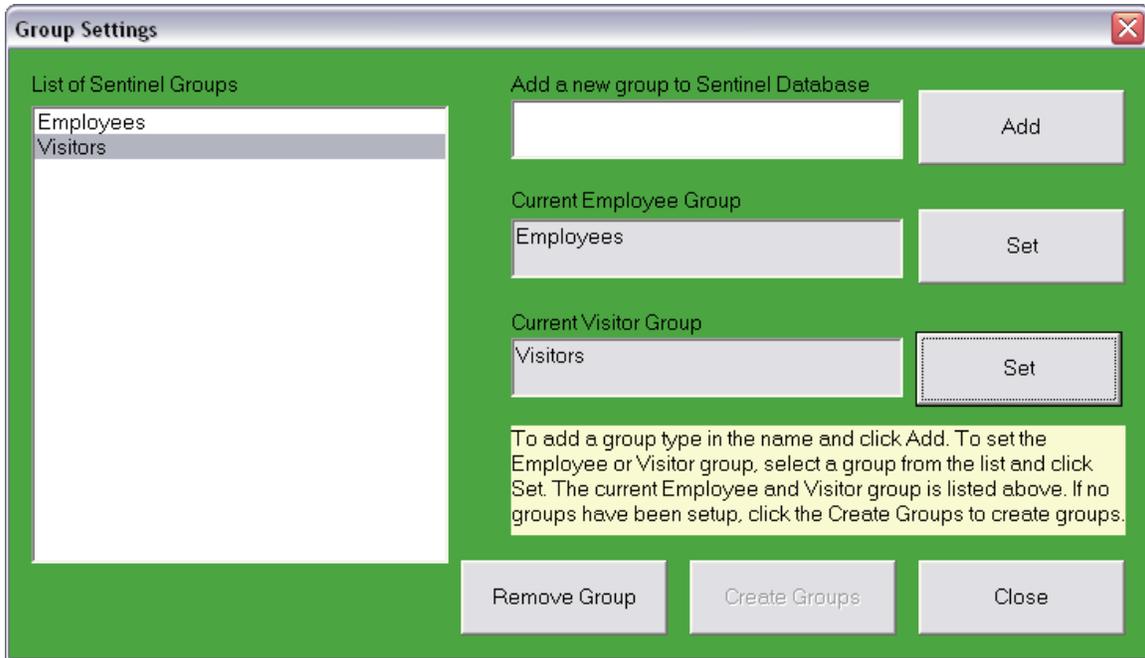
From the Toolbar select “Settings” and then “Group Settings ... ” and add the required Group names that are to be used for UniPort.



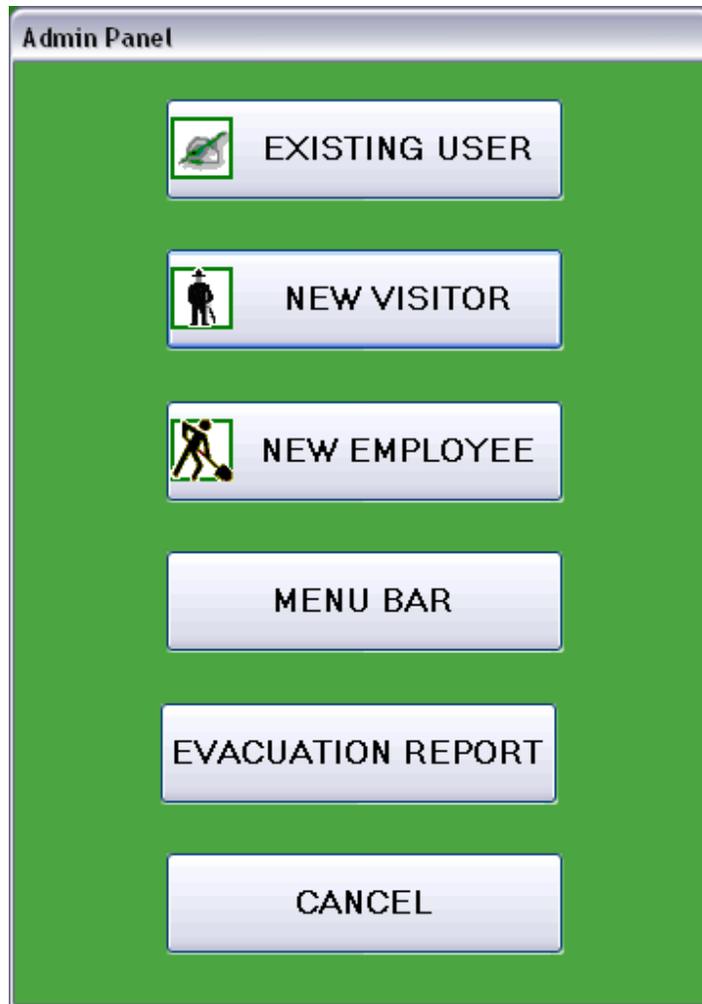
In the **Add a new group**, provide a name, ('Employees' for example) and click the **Add** button.

Select the Sentinel Group to become the **Employee Group** and click the click that **Set** button.

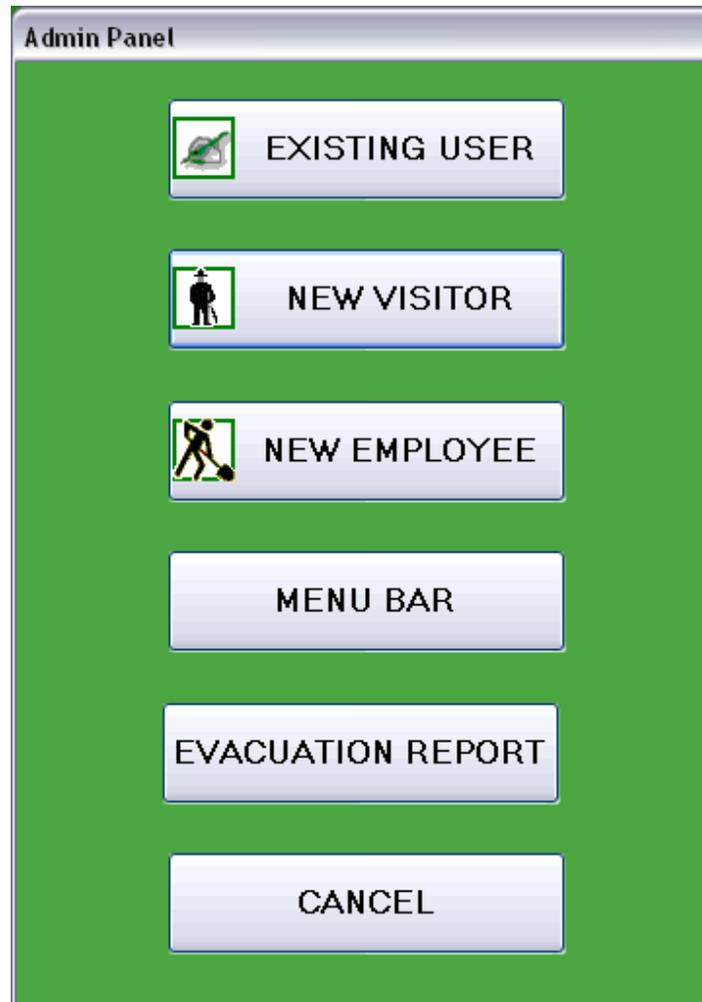
Select the Sentinel Group to become the **Visitor Group** and click the click that **Set** button.



Your **VISITOR** button will now become active.



When you click on the **ADMIN** button and enter the correct password, the **EXISTING USER**, **NEW VISITOR**, **NEW EMPLOYEE**, and **EVACUATION REPORT** buttons should all be active as well.



EXISTING USER – This button is used to add biometrics for existing users.

NEW VISITOR – This button is used to enroll new company visitors.

NEW EMPLOYEE – This button is used to enroll new staff members.

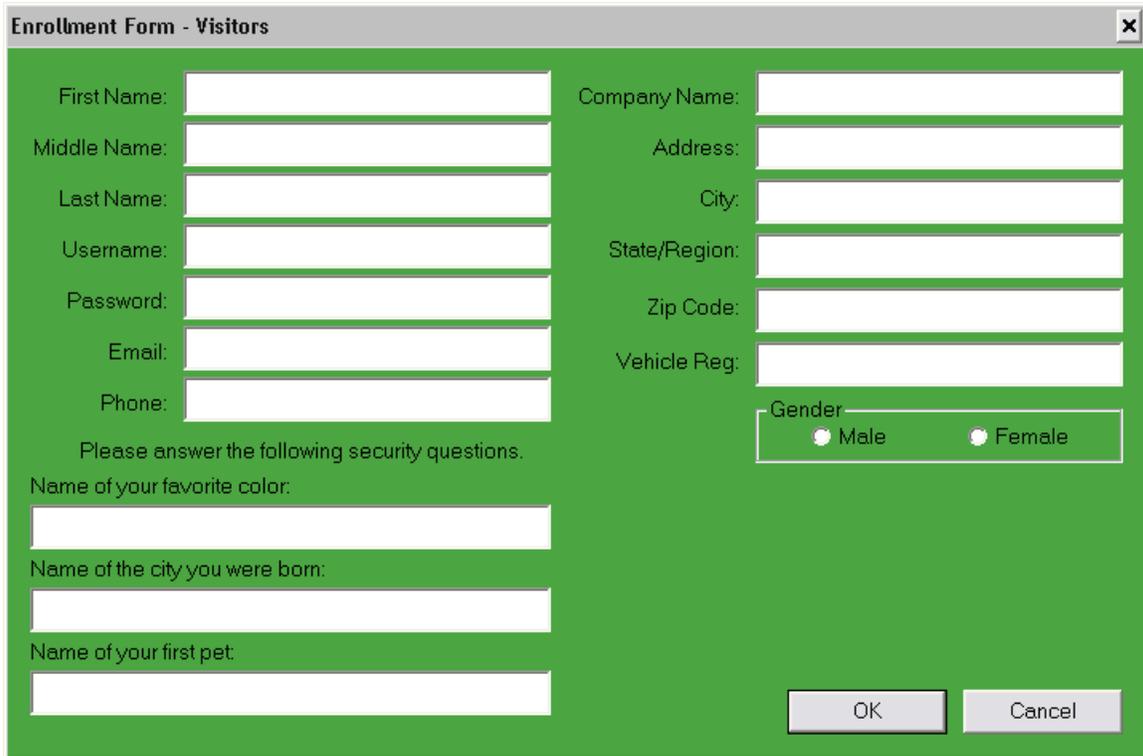
MENU BAR – This button is used to show the menu bar.

EVACUATION REPORT – This button is used to show all users currently logged in.

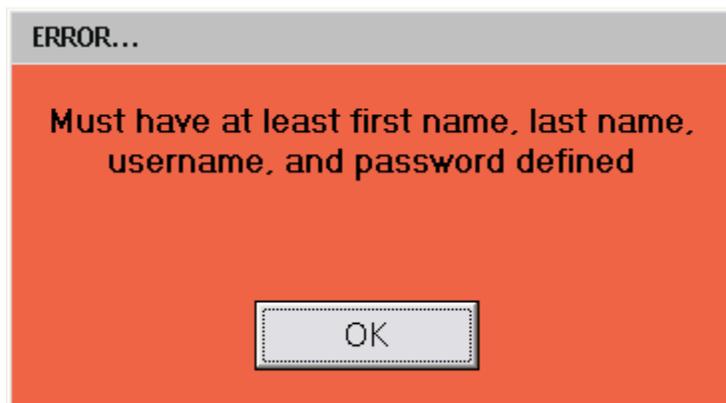
CANCEL – This button is used to close the dialog.

Step 9: Enroll Users

Click on the **NEW EMPLOYEE** or the **NEW VISITOR** button to add each of the employees and approved visitors and fill in the screens as appropriate.



Click the **OK** button when you are finished. If you do not add sufficient information, it will provide an error message. If you wish to cancel the add, then click the **Cancel** button.

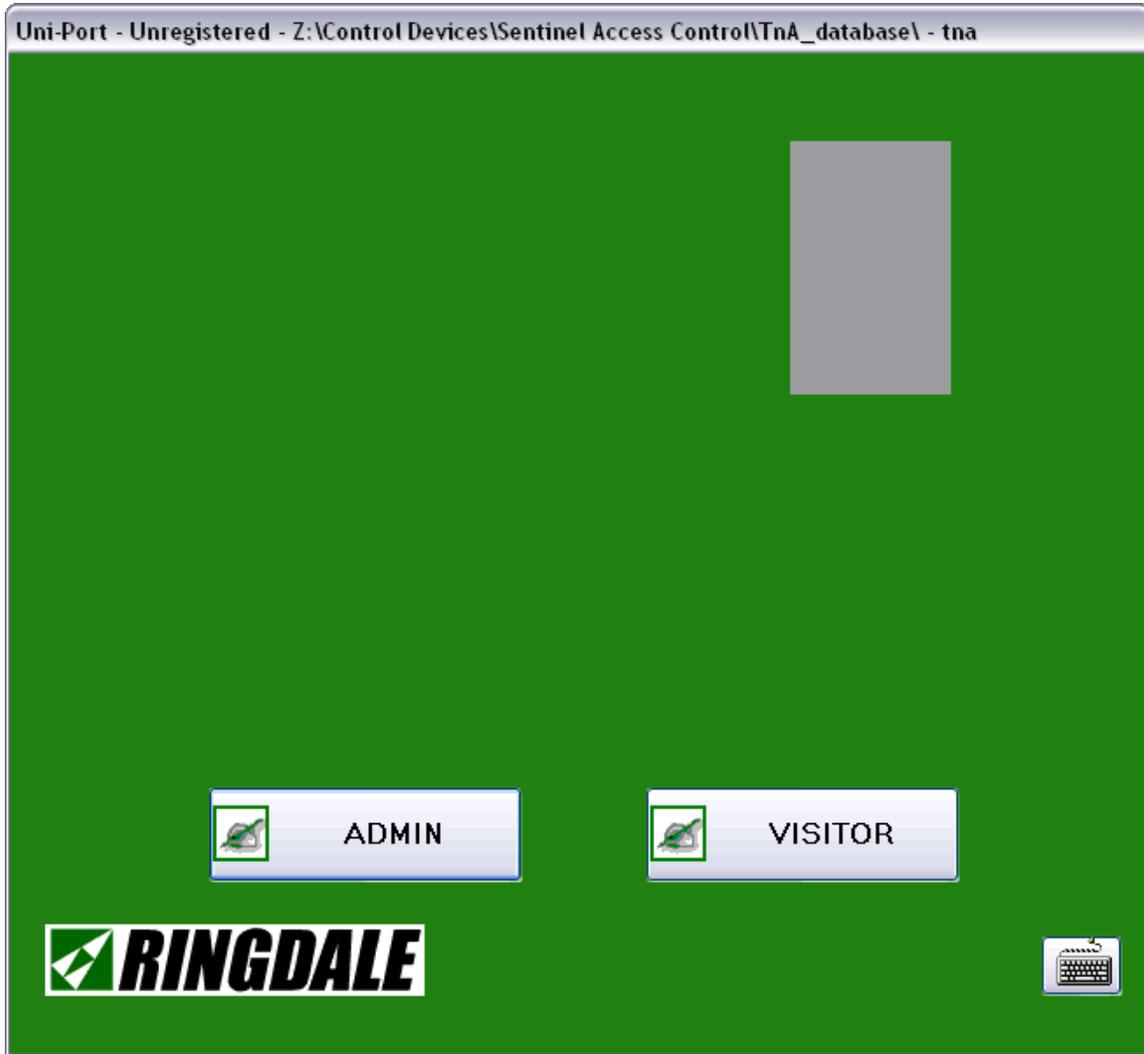


After adding the employees and/or visitors, click on the **EXISTING USERS** button to enroll them, add details, or delete them.

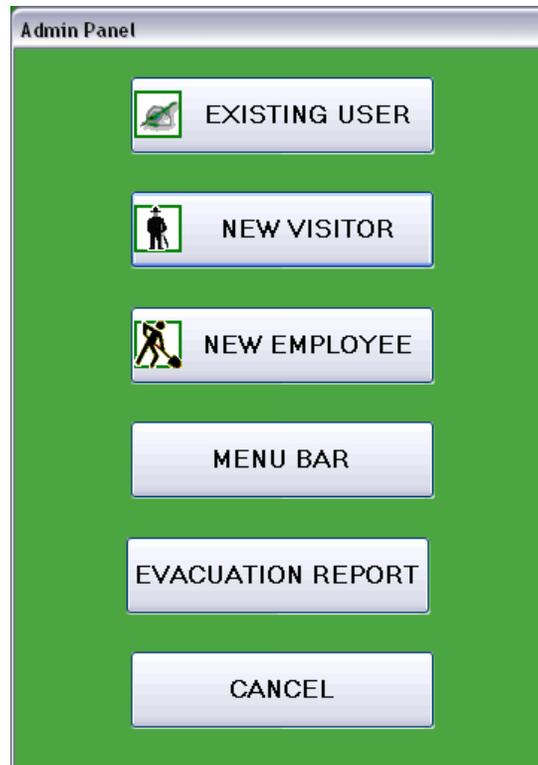
NOTE: After making changes to a user there is a pause of about 15 seconds before further changes can be made. The interface will be greyed out until the next options are enabled.

Enrolling Users

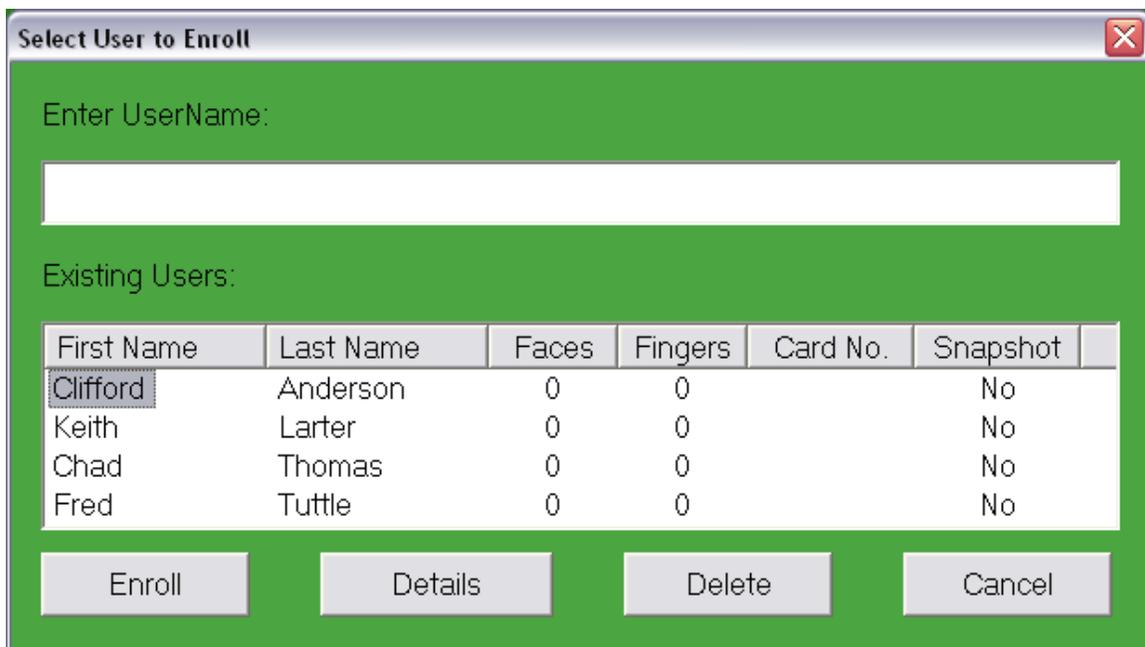
Make certain that your fingerprint enrollment reader is plugged in. You should see a gray box in the upper right of your Admin panel if it is.



If the fingerprint enrollment reader is installed and showing on the Admin panel, click the **ADMIN** button and logon.



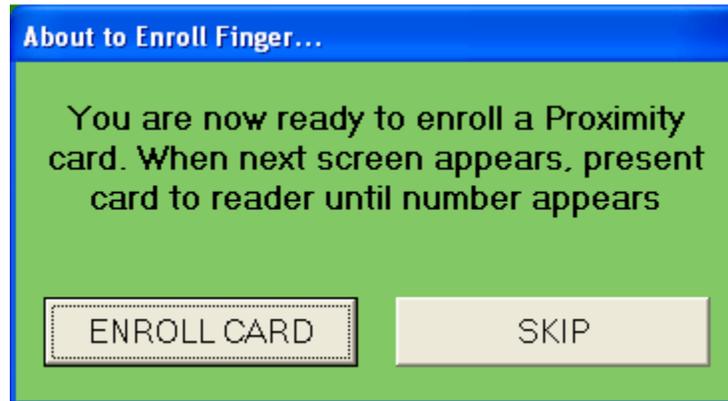
After adding the employees and/or visitors, click on the **EXISTING USERS** button to enroll them, add details, or delete them.



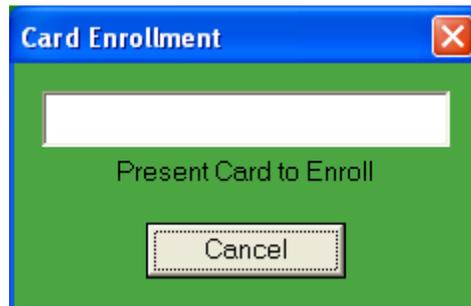
Either select a user and then click Enroll or double-click on a user.

Enroll card

If you have a proximity reader or a numeric keypad reader installed you will this popup.

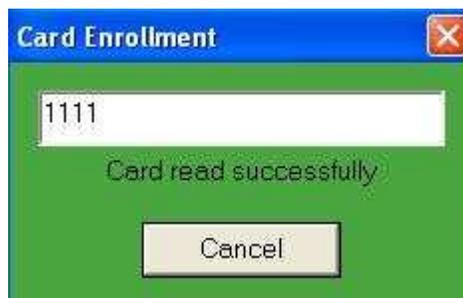


If you click on the **ENROLL CARD** button you will get this popup:



If you have the numeric keypad reader, enter your assigned PIN code followed by the #.

After you present the card it will show in the window.



If the card or number exists you will get the following popup:

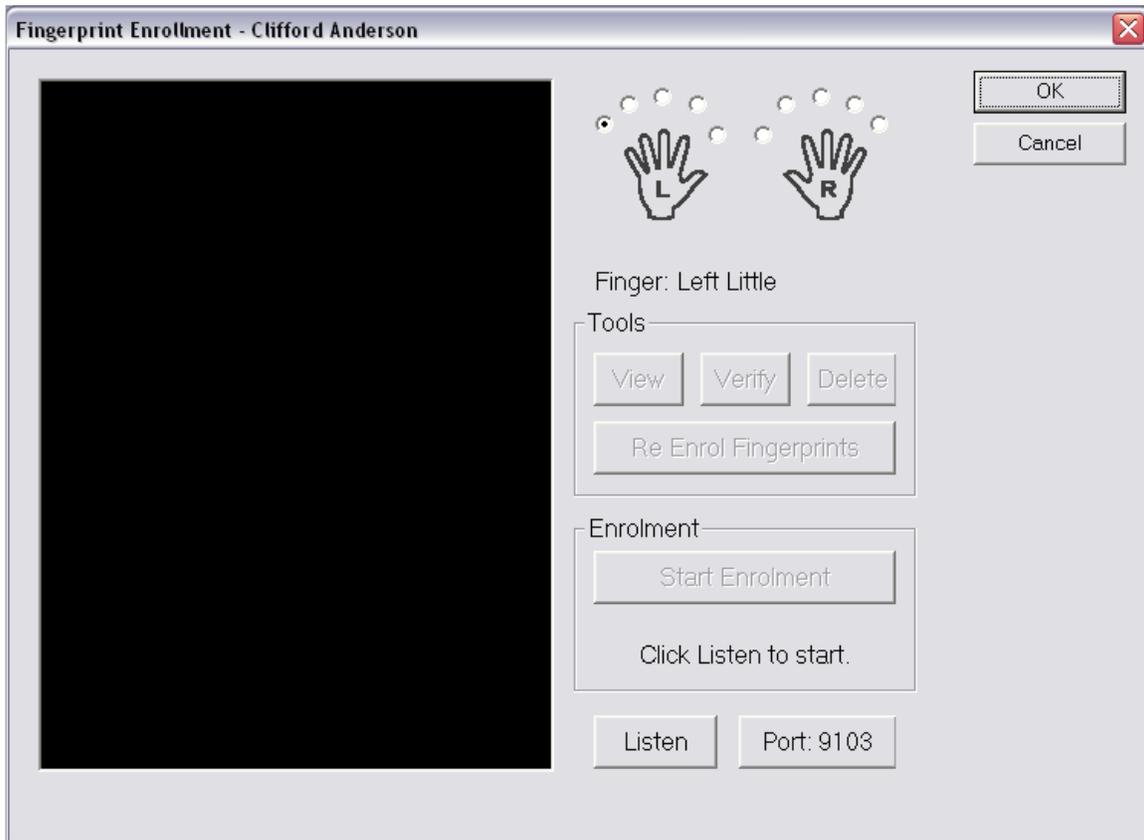


Enroll Fingerprints

If you have a fingerprint reader installed you will this message:



Click on the **ENROLL FINGERS** button.



Fingerprint Registration

When using the optical USB fingerprint reader for registering users, please read the details below before commencing.

IMPORTANT INFORMATION

When using the fingerprint readers please bear the following in mind:

- a) Care needs to be taken when setting up users for the fingerprint reader. The more meticulous the approach taken with this procedure, the clearer and sharper the image will be. The stronger the quality of data that is stored, the more reliable and consistent will be the access capability of the user. Below are some tips to help achieve this:
 - i Ensure the fingerprint sensor is clean (use scotch tape) before starting.
 - ii User's fingers should be clean (if their hands are washed prior to the start of the procedure, approx. 15 minutes will be needed for the moisture content of the skin to recover).
 - iii The lights inside the reader will flash while it is reading a fingerprint. The finger should be held on the sensor for two-three seconds when it has stopped flashing, or until it has beeped. Combi readers have a beep. Solos and Duplos send the fingerprint to the server and you may not hear it.
 - iv The fingerprint should cover as much of the sensor as possible. Place the finger directly on the sensor without sliding across the surface and maintain an even pressure, just enough to get a good full contact. Above all, keep the finger still.
 - v Present the finger flat to the sensor as shown below:



NOTE

Movement of the finger while it is in contact with the sensor will stretch the skin and thus distort the fingerprint, making a clear reading more difficult. Similarly, pressing too hard on the Standard (Capacitive) reader will also distort the fingerprint. Avoiding these common mistakes can greatly improve the consistency of recognition.

- b) Every finger registered will need to be processed four times to ensure a thorough identification is possible.
- c) It is recommended that each individual register two or three fingers. There will then be a backup fingerprint that can be used in the event of one of the fingerprints becomes temporarily or permanently altered (for example by a paper cut or minor burn).
- d) It is useful to have the fingerprint reader close to the Sentinel Server, or a PC running Sentinel.NET software, when setting up new users.

Use the following procedure to register a fingerprint:

1 Click on the Fingerprints tab to move from the Access Details page to the Fingerprints page. An example is shown below (NOTE: this example is shown with a fingerprint, when viewing for the first time the window will be empty):



If the port number needs to be changed, click on the **Port: 9103** button and set the required port number (see the Changing the Server Port section earlier in this section for full details on this).

2 Click on the radio button for the first finger that is to be registered. The finger selected will be confirmed.

3 Click on the **Listen** button and ask the user to apply the correct finger to the sensor of the fingerprint reader. After a few seconds the fingerprint will be displayed on the Fingerprint page.

It is important to get as clean an image of the fingerprint as possible. Don't be afraid to redo the fingerprint if the image displayed is poor. The better the data held for each finger by Sentinel the more reliable will be the recognition by the reader in everyday use.

Don't forget to employ the tips detailed at the start of this section to achieve consistent results of a high standard.

4 Two buttons will now be enabled – Verify and Start Enrolment.

Click the **Verify** button. This allows the print to be verified to ensure that it does not match too closely an existing print in the database. If this occurs, ask the user to select another finger for registration.

After the **Verify** button has been clicked the following will be displayed:



Click the **OK** button and if happy with the fingerprint click the **Start Enrolment** button to hold this print as the first of the four that are needed for each finger that is to be registered.

NOTE: The Same finger will need to be presented three additional times in total, and will be matched to the first fingerprint - this is to allow Sentinel to learn to recognize the fingerprint.

5 The page will now be displaying a message 'Waiting for Print 2'. Ask the user to apply the same finger to the sensor of the fingerprint reader again. Click the **Verify** button once more. This time the following should be displayed:



If the fingerprint image is clear and precise enough, the software will display a score that is matched to the first fingerprint.

The match score shows how successfully Sentinel is recognizing each fingerprint.

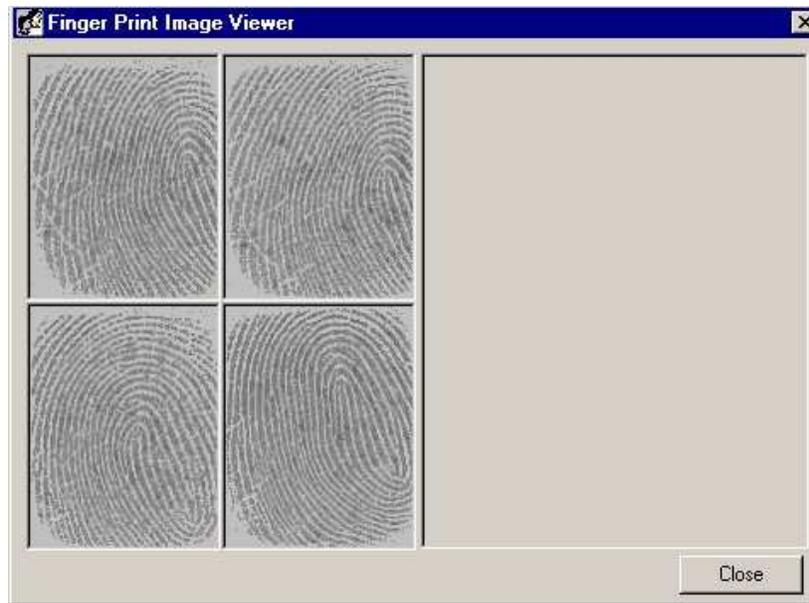
Any score over 170 is very good. It is recommended that scores lower than 130 be rejected.

Click the **OK** button. If the score is unsatisfactory, click the **Cancel** button and restart the procedure and click **Verify** again until a successful match is achieved. If happy with the score - as in the previous example shown - then ask the user to present their fingerprint again.

6 Repeat the step five for the third and fourth fingerprints.

After each stage check the finger diagram to ensure that the fingerprints are being matched to the correct finger.

At the end of the procedure, the fingerprints can be viewed by clicking on the **View** button. An example of the Fingerprint Image Viewer window is shown following. If the quality of the images is not high, do not be afraid to start again.



Clicking the **Delete** button will clear all of the held images for that finger to start again with a clean slate. When the registration is complete, it will say enrolment complete.

Do not click the **Re Enroll Fingerprints** button unless you wish to delete all fingerprint data for all fingers held for that user.

7 Try two or three tests to check the access capability of the user by getting the user to provide additional fingerprints. Click the **Verify** button after each print appears on the Fingerprint page. The print should be identified with a matching score of consistently over 200. Routine scores below this will require the registration procedure to be repeated to improve recognition. Click the **OK** button to save the data.

8 Repeat the registration procedure for each additional finger for that user (it is recommended that two or three fingers are registered for each user).

The user set-up procedure is now complete. Click the **OK** button to close the window saving all the information and the user's name will appear on the list in the Users window.

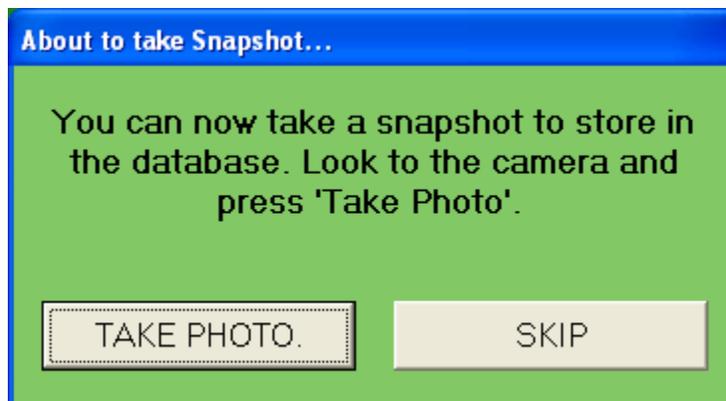
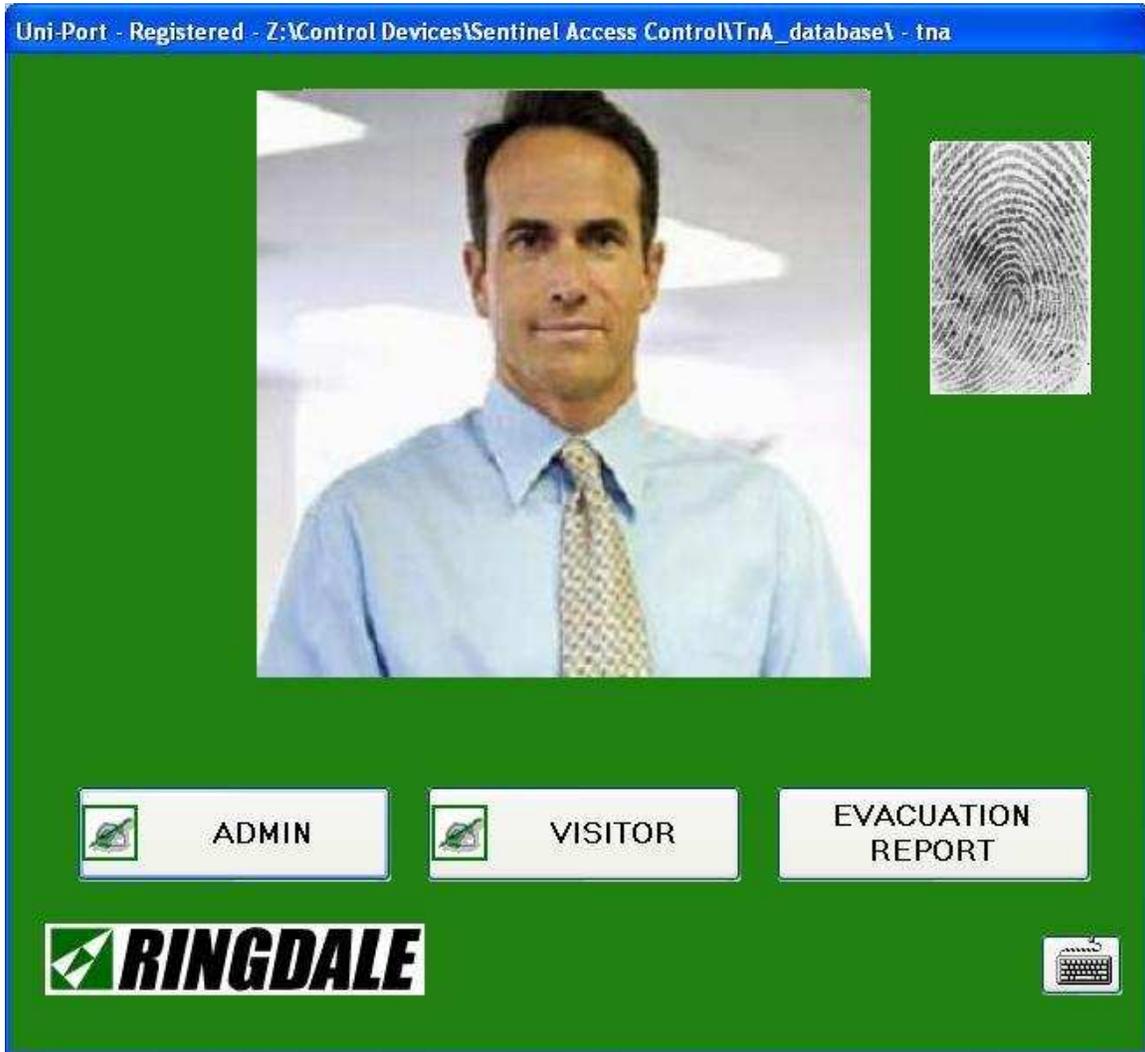
The user can now be associated to specific groups and specific ID readers (see the section Managing Users for More than One ID Reader to complete the user configuration procedures).

IMPORTANT: Until the user has been assigned to a group (and that group is assigned to the device), they will not be able to use their ID to gain access. Complete the full configuration procedures before attempting use.

Repeat the procedures detailed in this section to set up as many users as required.

Take Photo

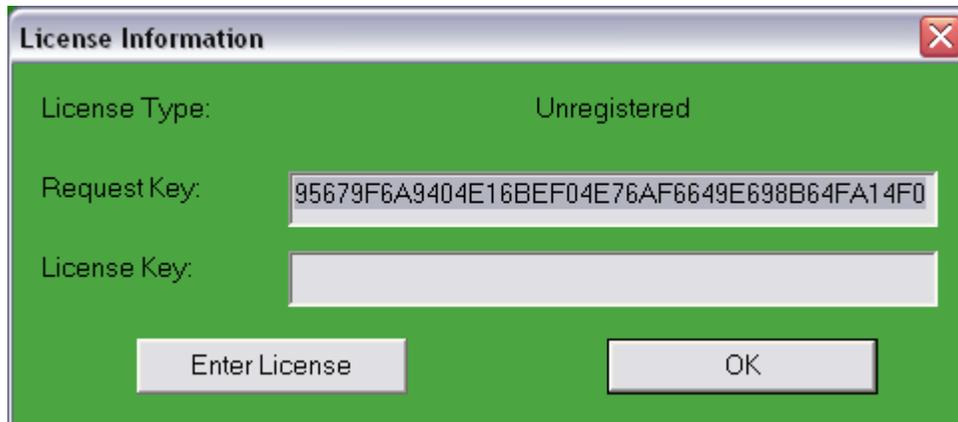
If you have a Ringdale UniPort camera attached you see the image on the UniPort screen



You will then get the option to take a photo when you enroll the user. Just click the **TAKE PHOTO** button where you are ready. The user's photo will show on the **User Found - Welcome** screen.

Step 10: Register Software

To register the software, bring up the **Menu Bar**, and then click on the **Help** menu and select **License Information**.



- 1) Drag the mouse over the **Request Key** and email that to Support@ringdale.com
- 2) When your Request Key is processed you will receive an email back with the **License Key**.
- 3) Bring the **License Information** panel back up.
- 4) Click on the **Enter License** button to open that field, and then paste the license key in.
- 5) After that click on the **Active License** button, and then click the **OK** button.

The software should now show **UniPort - Registered** in the top left.



Menu Bar Options Details

The pictures below show the various menu options. Each will be covered in detail.

File Menu Options



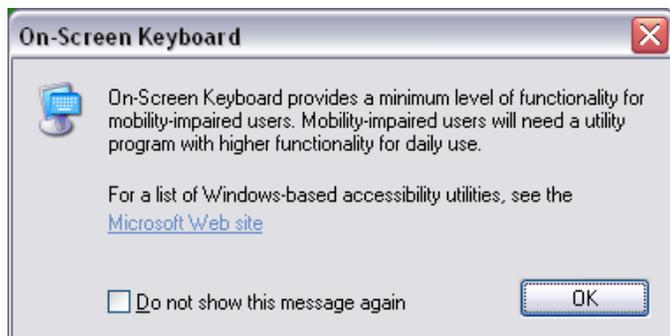
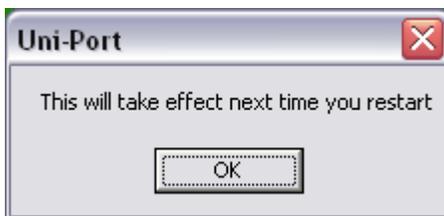
Evacuation Report will generate a report that will show all users currently logged in.

Close will shut down the software.

Settings Menu Options



TouchKeyboard will enable the Touch Keyboard for Username, Password, and details entry. If a physical keyboard is not going to be used and the on-screen Touch Keyboard is required, remember to enable it under “Settings”.

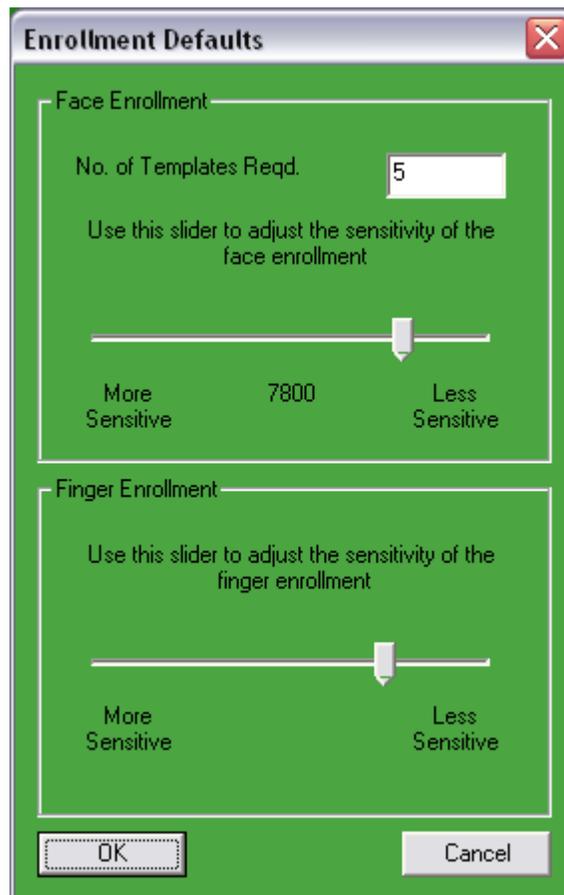


If the keyboard is not onscreen you can click the keyboard icon in the lower right to bring it up.

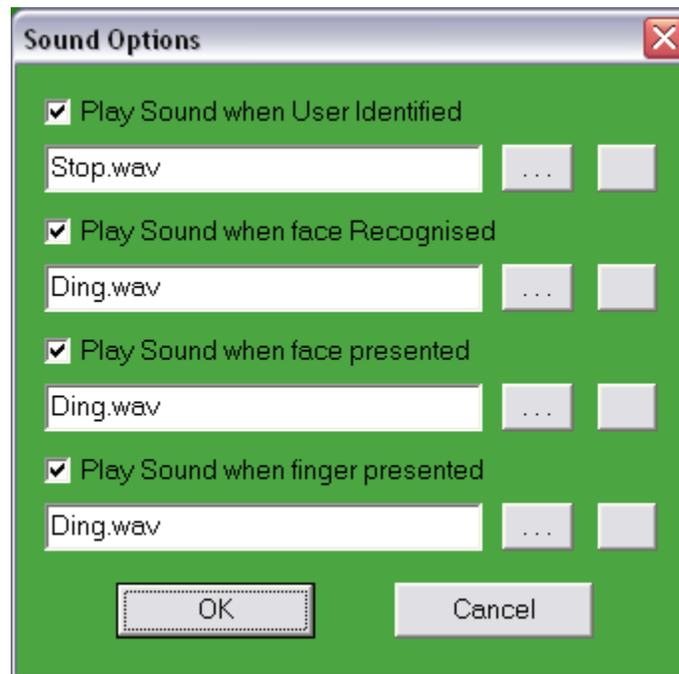




Sensitivity... brings up the following panel where you can adjust the sensitivity.



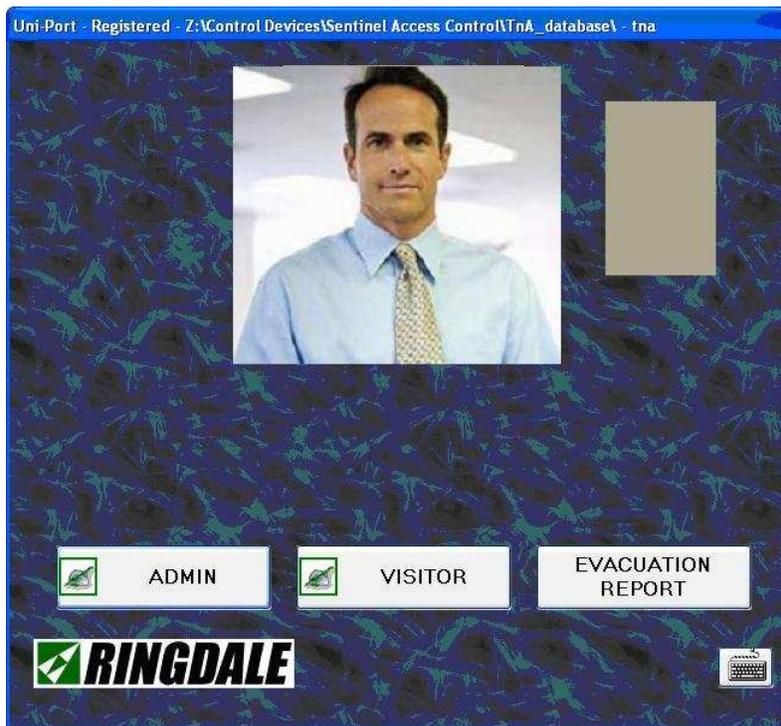
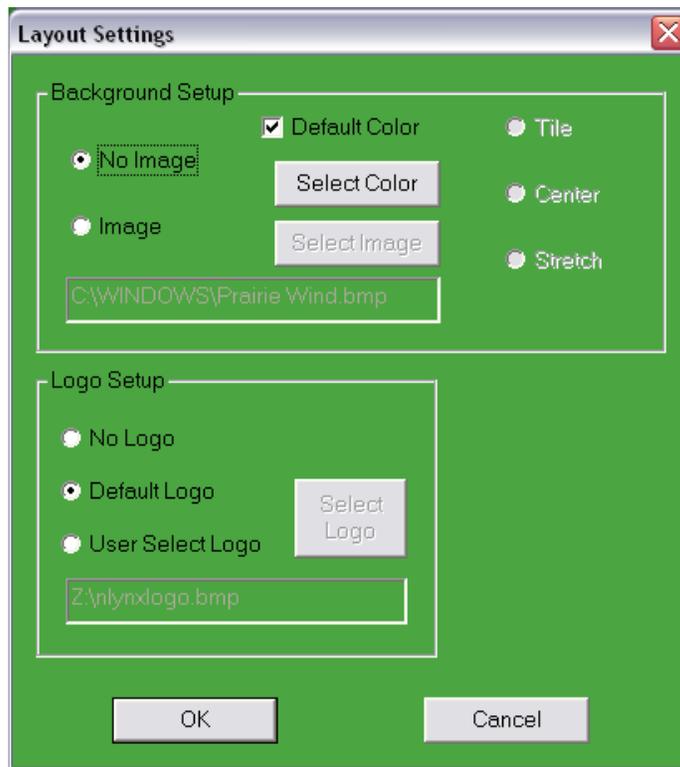
Sound... brings up the following Sound Options panel where you can select different sounds for different functions.



Click the box to browse for a different sound WAV file.

Click the box to test the sound WAV file.

Layout brings up the following Layout Settings panel where you can customize the screen for the company.



The **Camera** setting offers the following options to customize the camera imagery. You must have a Ringdale-supplied camera installed before this function will be enabled.



Image Size controls the size of the image on the main screen. If you set the image width or image height too wide or too high, the image will not display.

Image Source should only be adjusted by Technical Support.

Recog. Settings brings up the **Face Extraction Settings** panel. It is factory set and should not be changed without Technical Support.

Portrait Image If you have a supported camera, **Portrait Image** should rotate the image through 90 degrees. Typically, cameras have aspect ratios that are 4:3 and a head and shoulders image is more like 3:4. So if one mounts the camera on its side and rotates the image 3:4 is achieved.

Live Video Depending on the camera, live video should only be running when this item is checked. Switching it off should leave you with a still image from the last time it was on.

The **Database** brings up the panel below.



Enable the check for **Log to Sentinel** in order to make entries when users log in or out. The default is checked. See the section on **Database Settings** for more information.

Group Settings is covered in the previous Group Settings section.

Admin Users is covered in the previous Admin Users section.

Enable Face Recognition should be left unchecked.

Display Evacuation Button enables the **EVACUATION REPORT** button on the front panel. When enabled it will show who is currently logged in.

Enrollment Options



These three options bring up the enrolling panels. See the **Enrolling Users** section for more information.

Help Options



The **About...** option brings up the following panel containing information about the software version.



License Information brings the **License Information** panel. See the **Register Software** section for more information.

View Options



Show Status enables the following status information at the bottom of the display when enabled:

Camera Running - X FP Connected - X Card Readers Connected

or

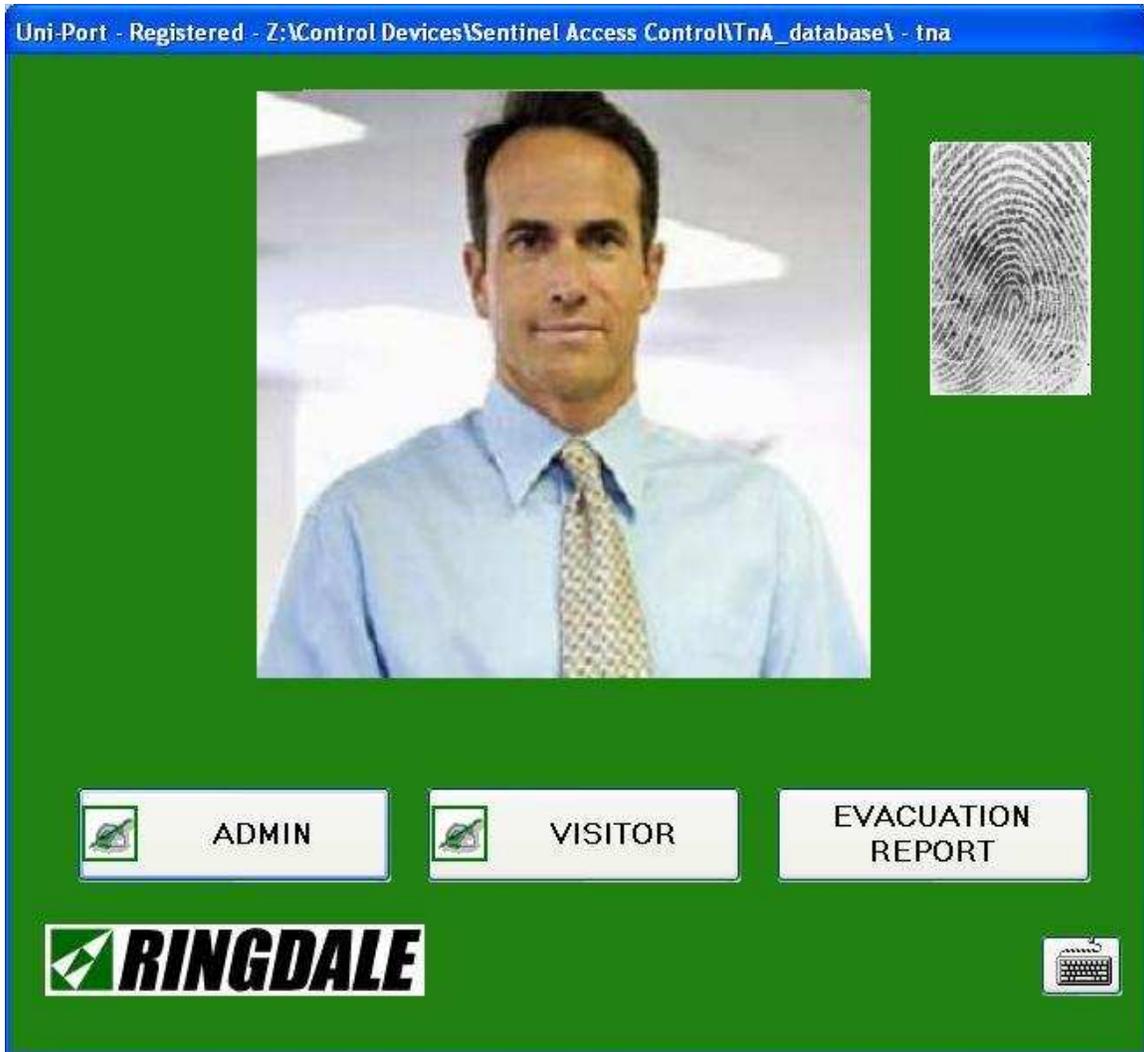
No Camera Located - X FP Connected - X Card Readers Connected

Where X = the number of finger print readers or card readers connected.

Hide Menu shuts down the Menu Bar immediately if you are leaving the area for example.

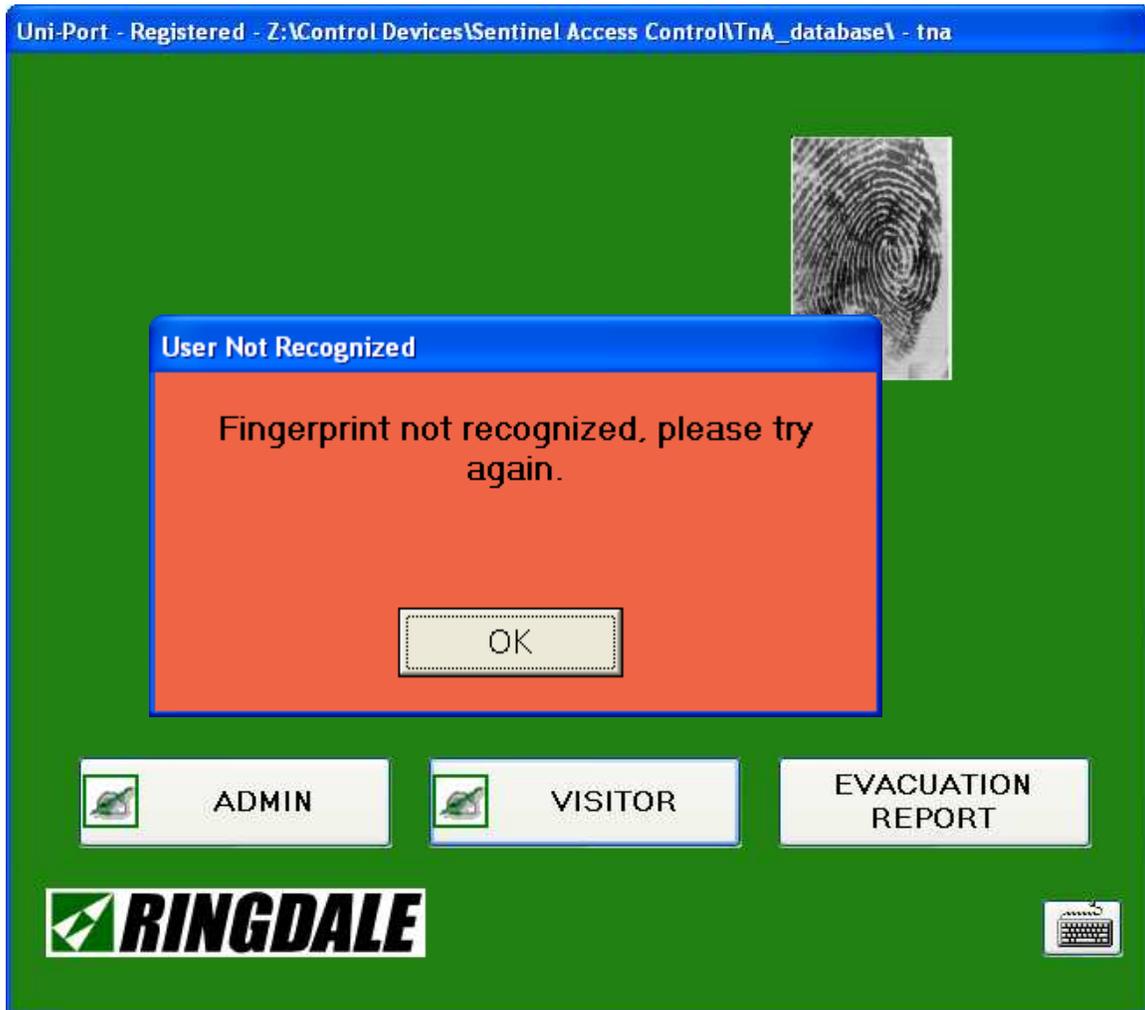
Using the UniPort System

Logging in or out



Once the system is configured the user can either press a registered finger on the fingerprint reader, wave a proximity card over the reader, or key in their PIN code on a USB keypad (followed by the #) to bring up the **User Found** screen.

If the user is not recognized, you will get the User not recognized pop-up. Just try again, it will occasionally take a few tries. This is normal.



User Found

If your prox card, PIN code, or fingerprint matches an entry in the database, it will bring up the **User Found** popup. Click the appropriate box to log in or out to add or remove your name to the Evacuation Report.



Visitor button

Click on the **Visitor** button to bring up the NEW OR RETURNING VISITOR dialog.



The dialog box has a blue title bar with the text "NEW OR RETURNING VISITOR" and a close button (X) in the top right corner. The main area has a green background. At the top, there is a yellow text box with the following text: "If you are a returning visitor, please enter your username and password to view your details. If this is your first time, please click the New Visitor button to enter in your user details." Below this text are two input fields: "Username:" followed by a white text box, and "Password:" followed by a white text box. At the bottom, there are five buttons: "Edit Details" and "Time In or Out" are in the top row; "NEW VISITOR" and "Forgot Password" are in the middle row; and "Cancel" is centered in the bottom row.

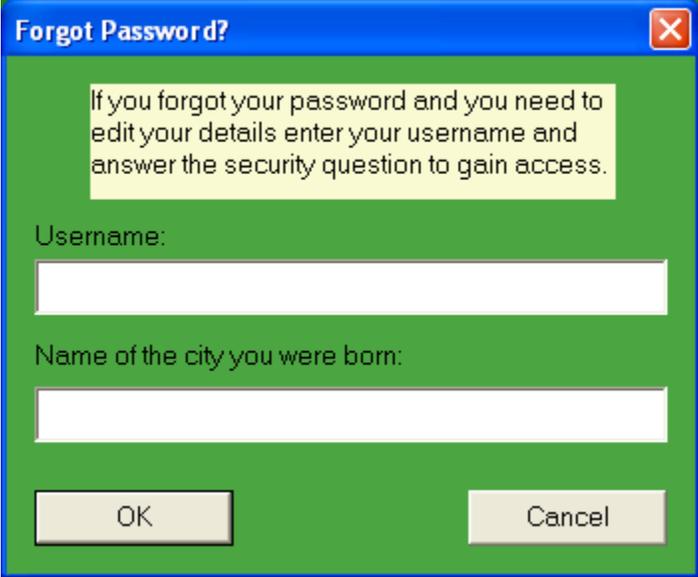
Edit Details brings up the **Enroll Users** dialogs covered in Step 9.

Time In or Out brings up the **User Found** dialog covered previously.

NEW VISITOR brings up the **Enroll Users** dialogs covered in Step 9.

Forgot Password

If you forgot your password you can



A dialog box titled "Forgot Password?" with a blue header and a green background. It contains a yellow text box with instructions: "If you forgot your password and you need to edit your details enter your username and answer the security question to gain access." Below this are two input fields: "Username:" and "Name of the city you were born:". At the bottom are "OK" and "Cancel" buttons.

Forgot Password?

If you forgot your password and you need to edit your details enter your username and answer the security question to gain access.

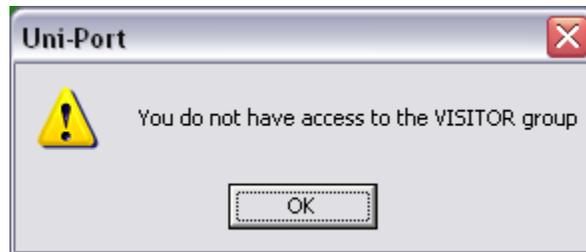
Username:

Name of the city you were born:

OK Cancel

VISITOR BUTTON

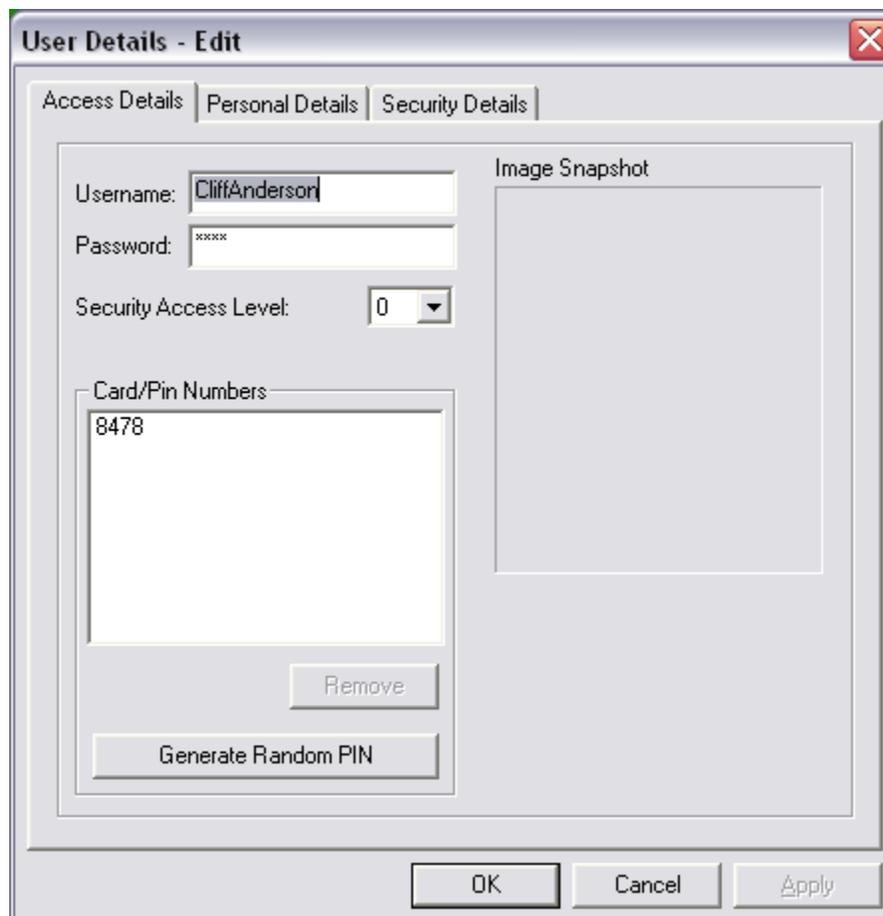
If a visitor wants to change details in the database, click on the **VISITOR** button then enter the username and password.



The user must be in the Visitor Group. All other users must access through the **ADMIN** button and the **EXISTING USERS** button.

Click on the **Details** button or press Enter to bring up the **User Details – Edit** window.

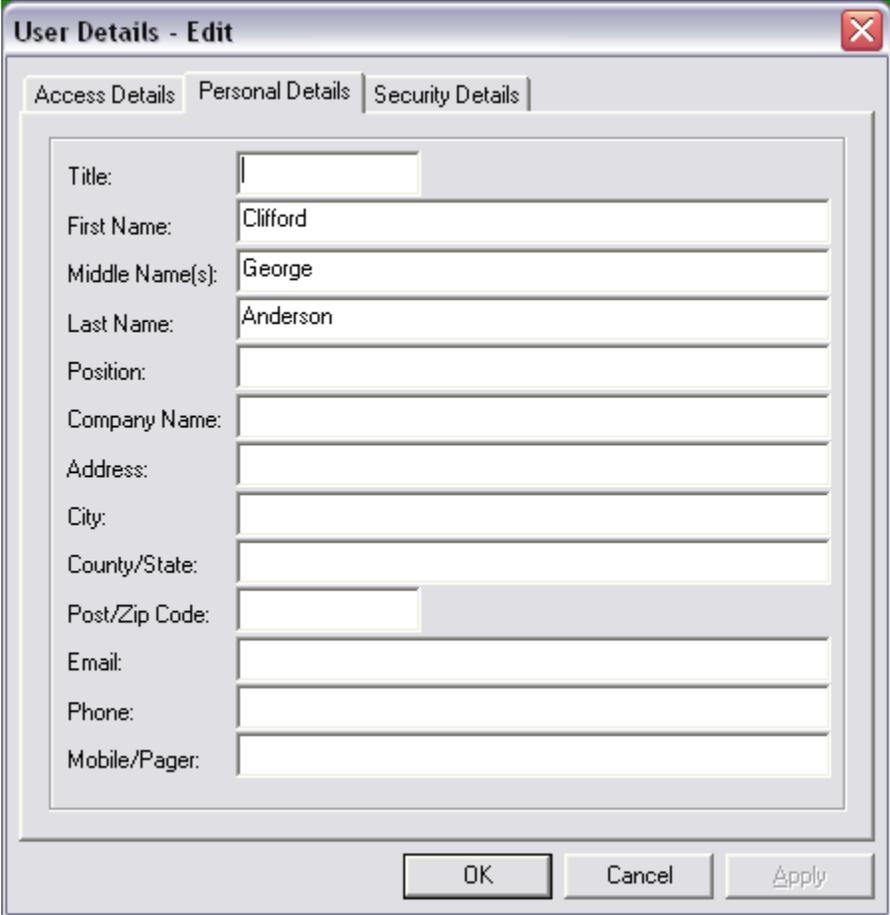
Click on the **Access Details** tab:

A dialog box titled "User Details - Edit" with a red close button in the top right corner. It has three tabs: "Access Details", "Personal Details", and "Security Details". The "Access Details" tab is selected. The form contains the following fields:

- Username:
- Password:
- Security Access Level: (dropdown arrow)
- Card/Pin Numbers:
- Image Snapshot: A large empty rectangular area.

At the bottom of the Card/Pin Numbers section are two buttons: "Remove" and "Generate Random PIN". At the bottom of the dialog box are three buttons: "OK", "Cancel", and "Apply".

Personal Details tab:



The image shows a 'User Details - Edit' dialog box with three tabs: 'Access Details', 'Personal Details', and 'Security Details'. The 'Personal Details' tab is selected. The form contains the following fields:

Title:	<input type="text"/>
First Name:	Clifford
Middle Name(s):	George
Last Name:	Anderson
Position:	<input type="text"/>
Company Name:	<input type="text"/>
Address:	<input type="text"/>
City:	<input type="text"/>
County/State:	<input type="text"/>
Post/Zip Code:	<input type="text"/>
Email:	<input type="text"/>
Phone:	<input type="text"/>
Mobile/Pager:	<input type="text"/>

At the bottom of the dialog box are three buttons: 'OK', 'Cancel', and 'Apply'.

Security Details tab:

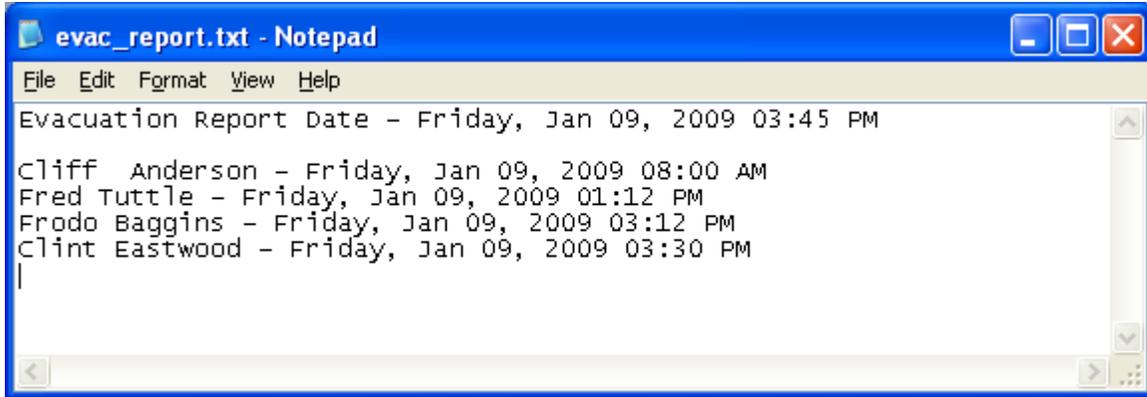
The screenshot shows a dialog box titled "User Details - Edit" with a close button (X) in the top right corner. The dialog has three tabs: "Access Details", "Personal Details", and "Security Details". The "Security Details" tab is selected. The form contains the following fields:

- Date of Birth:** A dropdown menu showing "7/11/2005".
- Name of your favorite color:** A text input field containing "green".
- Name of the city you were born:** A text input field containing "Springfield".
- Name of your first pet:** A text input field containing "Snoozer".

At the bottom of the dialog, there are three buttons: "OK", "Cancel", and "Apply".

EVACUATION REPORT

Click on the **EVACUATION REPORT** button to bring up the Evacuation Report that will identify everyone who is currently logged in.



If a printer is configured for the PC, then the Evacuation Report can be printed to this configured printer by selecting **File, Print**.

Questions and Answers

QUESTION: I pointed to an existing Sentinel database, but it did not look like it sees the existing users in the database.

CAUSE: You must restart the software to see the new database.

SOLUTION: Go to the Menu Bar and do File - Close. Then restart the software.

QUESTION: Even though I pointed to my Access database, it still has Admin users that were in the SQL database.

CAUSE: You must restart the software to see the new database.

SOLUTION: Go to the Menu Bar and do File - Close. Then restart the software.

QUESTION: Why is the Evacuation Report button red?

CAUSE: This is handled by the PC's display properties theme.

SOLUTION: Change your Display Properties - Appearance tab Windows and buttons setting from Windows classic Style to Windows XP Style.

QUESTION: My Locate Sentinel Database is greyed out. How do I enable it?

SOLUTION: This function is no longer available and will be removed in a future version.

QUESTION: When I click on Log to Sentinel nothing seems to happen.

ANSWER: You should see the check next to Log to Sentinel. The action that is taken is to enable the log in to the SQL database when the software is restarted.

QUESTION: Why do you have to log back in after every function that you complete?

ANSWER: This is to be certain that the system is secure at every stage.

QUESTION: Clicking on Evacuation Report does nothing.

CAUSE: Either you have not restarted the software after setting the database up, entered users in groups, or you do not have people logged in.

SOLUTION: Restart the software, make certain that users are assigned to groups, and have some users log in.

QUESTION: Why is there an UNDEFINED button on the first screen?

CAUSE: Either you have not restarted the software after setting the database up, entered users in groups, or there are no staff and/or visitors logged in.

SOLUTION: Restart the software, make certain that users are assigned to groups, and have some users log in.

QUESTION: Why does my Admin Panel have two UNDEFINED buttons?

CAUSE: Either you have not restarted the software after setting the database up, entered users in groups, or you do not have people logged in.

SOLUTION: Restart the software, make certain that users are assigned to groups, and have some users log in.

QUESTION: I am still in a menu doing things and it times out. Can the timeout be extended?

CAUSE: It was determined that 30 seconds was the longest that an inactive Admin interface should be exposed.

SOLUTION: A future version will allow this to be configured.

QUESTION: I cannot enroll a user. I click on Existing User from the Admin Panel but everything is greyed out. Likewise the Existing User is greyed in from the administration toolbar.

I can get to the Enrollment Form - fill it out, click OK, but nothing happens, and nothing is saved.

CAUSE: Either you have not restarted the software after setting the database up, entered users in groups, or you do not have people logged in.

SOLUTION: Restart the software, make certain that users are assigned to groups, and have some users log in.

QUESTION: How do I get the code to register the software?

ANSWER: See Step 7: Register Software for the procedure.

QUESTION: There is a View - Show Status, but it does not seem to do anything... What status should it show?

ANSWER: Once enabled, at the bottom of the main screen it will show **Camera Running - X FP Connected - X Card Readers Connected**

or

No Camera Located - X FP Connected - X Card Readers Connected

Where X = the number of finger print readers or card readers connected.

QUESTION: There are a bunch of groups that are from the SQL database when I am pointing to the Access database. The group in my test Access database does not show up.

CAUSE: Either you have not restarted the software after setting the database up, entered users in groups, or you do not have people logged in.

SOLUTION: Restart the software, make certain that users are assigned to groups, and have some users log in.

QUESTION: When I install the UniPort software, the Fingerprint panel of the Sentinel software is rendered unusable.

CAUSE: The DLL used by Sentinel is different from the one used by UniPort. For this reason you cannot install both on the same machine.

SOLUTION: Don't install Sentinel and Uniport on the same PC

QUESTION: I click on the VISITOR button then try to open my account to edit my details, but it says "You do not have access to the Visitor group".

CAUSE: You must be in the Visitor group. If the user was added as an Employee they cannot change the parameters.

SOLUTION: This must be done by an Administrator.

QUESTION: Can someone be in both groups?

ANSWER: Yes, but you would have to use another tool (Sentinel, Microsoft Access or a SQL Administrator) to accomplish this.

QUESTION: Where does an administrator see who is in each group?

ANSWER: The Administrator would have to open the database with Sentinel, Microsoft Access or a SQL Administrator tool.

QUESTION: Can I move a user from the visitor to the employee group?

ANSWER: No, you must delete the user from one group before creating them in the other.

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