Controlsoft Ltd.

Frequently Asked Questions

1) **What is the difference between IA-STD and IA-PRO?**

   a) The Identity Access software can be downloaded free of charge from our website www.controlsoft.com. Alternatively, it can be ordered on a flash drive as part number IA-STD. This includes everything that you will need to install the software. It does include certain features, however, which require a license to activate them. The part number for this Professional Features License is IA-PRO
   These features are:

   i) Airlocks

   ii) AntiPassBack

   iii) Elevator Control

   iv) Fingerprint Enrolment (a Morpho VERIF license will be required on the enrolment reader)

   v) Fire Alarm Roll Call Report

   vi) More than 24 doors or readers

   vii) Time Sheet Reports

   viii) Turnstiles

2) **What PC Specification do I need to run Identity Access?**

   a) The following spec will suffice for systems with fewer than 10,000 users:

   i) Intel i5 processor @ 3GHZ

   ii) 8GB RAM

   iii) 100GB Free Disk Space

   iv) 10/100 Network Card

   v) USB Port

   b) If you do have more than 10,000 users, we would recommend an i7 processor with 16Gb RAM and 250GB free disk space

3) **How do I get a copy of Identity Access?**

   a) You can either order a copy of IA-STD which is delivered on a "USB Stick" together with all the support software needed to install the system (drivers for enrolment readers, database backup software etc.) or you can download it from our website

   i) Go to www.controlsoft.com.

   ii) Select "login" in the top right-hand corner of the screen

    iii) Enter the Username and Password given to you by Controlsoft Technical Support

    iv) Click on "See all >" underneath "Software Download"

b) The software is split into 3 parts so you can download as much or as little as you need.

    i) Identity Access Server & Client – all the files you need to install IA either as a Server or as a Client application, including Microsoft SQL Server Express database software and manuals

    ii) Identity Access Extras – support software for enrolment readers, database backup software etc as well as videos to explain how to create users, groups or time zones.

    iii) Identity Access SQL Management Studio – database support software for advanced users.

4) How do I upgrade Controlsoft Lite to Identity Access?

a) First, close "Download Server" on the PC running Controlsoft Lite.

b) Once Identity Access software is installed on the new PC, use the 'Find Controller' Wizard and the Door Wizard to configure controllers, doors and readers.

c) Next, manually generate the required Groups, then use the IA Import feature to import all your employees and visitors from the Controlsoft Lite database. Finally, allocate the users to their respective Groups and test the system.

d) You MUST uninstall Controlsoft Lite otherwise transactions will be saved either in the Controlsoft Lite database OR the Identity Access database, depending on which program connects to the controllers first.

5) How do I setup Time & Attendance?

a) First ensure you have an IA-PRO license installed. In Identity Access, click 'Home' and 'About' for details on the current license.

b) Once this is confirmed you must add or edit your readers from the Setup > Readers section of Identity Access. On the 'General' tab, ensure that you have ticked 'Reader is used for Time and Attendance'. Also, you need to set the reader for a location either "Reader leads to the outside" or "Reader leads to the inside".

c) Next, select the employee group settings and tick 'Time and Attendance Group' at the bottom of the Users page.

d) Perform a rebuild to your controller and the T&A events can now be reported on using the T&A report.

Frequently Asked Questions

6) How do I run an Access Log report?

   a) To do this, run the Identity Access User interface and Log in.

   b) From the Dashboard, select 'Reporting' from the menu bar. Next, open the 'Access Control' Report. Customise the report with the wide range of options available, for example - the first 100 logs from today or even a specific employee report showing access denied events at a specific reader.

   c) The customised reports can be saved for future use by using the large [Save] button in the top right. Using the [Load] button will enable you to load a previously saved custom report.

   d) Using the smaller floppy disk shaped 'Save' icon directly above the report allows you to export an executed report into the following formats – Acrobat (PDF) file, CSV (comma delimited), Excel 97-2003, Rich Text Format, TIFF file, Web Archive.

7) How can I print cards directly through Identity Access?

   a) Firstly, you will need to ensure you have purchased an Asure ID license (part number IA-AID).

   b) During the Identity Access install, tick the 'Asure ID' option, this will then install and configure Asure ID ready to integrate directly with Identity Access. Once this is installed, you will be prompted to license the product which can be done either at this stage or at any time later simply by running the IA Client Configuration application, logging in and selecting the Asure ID option.

   c) Once installed, log into Asure ID using the default login Username (admin) and Password (admin) and setup your custom card templates, then choose save.

   d) Close Asure ID and start the IA User Interface. Once logged in, go to Management > Employee highlight the required employee in the list and then click on the Asure ID button from the menu above, choose the card template you wish to use for this employee, click [OK] and print.

   e) Further information on using Asure ID with identity Access can be found in the Identity Access Software manual provided with the software.

8) How do I run a report on a single Employee?

   a) To do this run the Identity Access User Interface and log in.

   b) Select Management from the menu bar and click on Employee.

   c) Find the employee you wish to run the report on, right click and select Report.

   d) Customise the report from a wide range of options, for example - the first 100 logs from today.

9) Why do I get a Fire Roll Call Report when the fire alarm goes off?

a) As standard, Identity Access is setup to print a Fire Roll Call Report to show who is in the building. If a Fire Sensor is enabled, this will automatically print. If you do not require this level of functionality it can be disabled in the IA Server Configuration application.

b) Go to Start > All Apps / Programs > Controlsoft > Server > IA Server Configuration and press Logon.

c) Enter the Administrator logon details, click on "Download Server" and scroll down until you see "Fire Alarm".

d) Uncheck "Automatically run Fire Roll Call Report" and press Accept. The next time the Download Server is restarted this setting will take effect.

10) How do I ensure that events received from the controller have the correct date and time?

a) Right click on the Download Server icon in the System Tray and select Show, then log on with the Administrator credentials.

b) Highlight the controller you wish to set the clock on and press "Set Clock", followed by "Use Current Time". This will synchronise the controller's clock with the PC clock, so please make sure this is correct as well.

c) To ensure that the i-Net time remains accurate, open the IA Server Configuration utility, log on with Administrator credentials and select "Download Server" in the side menu. Scroll down through the options to "Sync i-Net time and date"

   i) "Every day at" – will synchronise the clock in each i-Net controller with the PC clock at the relevant time.(the Download Server on the PC must be running for this to happen)

   ii) "After Download Server logs onto the controller" will synchronise the clock in each i-Net controller with the PC clock when Download Server is started and connects to each controller

   iii) "Before incremental download" will synchronise the clock in an i-Net controller with the PC clock when an incremental download is sent to that i-Net controller.

   iv) "Before full download" will synchronise the clock in an i-Net controller with the PC clock when a full download (Rebuild) is sent to that i-Net controller.

11) After modifying a reader name, why does it show the old name in the Access Log?

a) After modifying the reader name, you are required to "Reload" the controller. This can be done by accessing the Dashboard and click on "Reload" in the Controller Status window.

12) What can Extra Data Fields be used for?

a) The Extra Data fields are customisable entries that can be used to store additional data against users. Different fields can be applied to Employees, Visitors or Contractors.

b) These fields can include the following data types, Text, Numeric, List, Check, Date, Time, DateTime, Picture / Scan or colour.

c) The Extra Data Fields is a powerful tool which could be used by a courier company to record a driver's license number, or even a scan of the license itself.

13) Why can I not report of historical events over 3 months old?

a) As standard Identity Access only keeps records for 3 months. This is to keep the Log Databases to a manageable size. It is not recommended to change this value, but if it is a requirement, it can be changed in the IA Server Configuration.

b) Go to Start > All Apps / Programs > Controlsoft > Server > IA Server Configuration and press Logon. Enter the Administrator logon credentials, click on "Log Server" and scroll down until you see "Log Settings".

c) Change the "Keep log entries for" setting to the period you require and press Accept. The next time the Download Server is restarted these settings will take effect.

14) My Employee Manager and Group Manager windows take a long time to load?

a) It is recommended that if you have over 10,000 users that the Performance is optimised for large number of users.

b) To achieve this, firstly ensure that the IA User Interface is closed. Go to Start > All Apps / Programs > Controlsoft > IA Client Configuration. Click on Logon and enter the Administrator Credentials.

c) Click on "Configuration" and check "Optimise for large number of users". If you have less than 10,000 users and this is affecting you, check the PC specifications match our recommended specifications found in the IA Installation Manual

15) I've just added a new Card Template via the Asure ID button in Identity Access, I'd now like to start using the new template in IA but it's not showing in the list when I try to print?

Controlsoft Ltd.

Frequently Asked Questions

a) After adding a new template while the IA User Interface is already loaded, you must close the IA User Interface and restart it so it can discover the newly added Card Template.