

Genie Installation Manual

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Manual for Genie V3.5

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1 Introduction

This manual is designed to assist with installing Genie.

It covers topics related to what is needed for Genie to run.

1.1 Copyright and Trademarks

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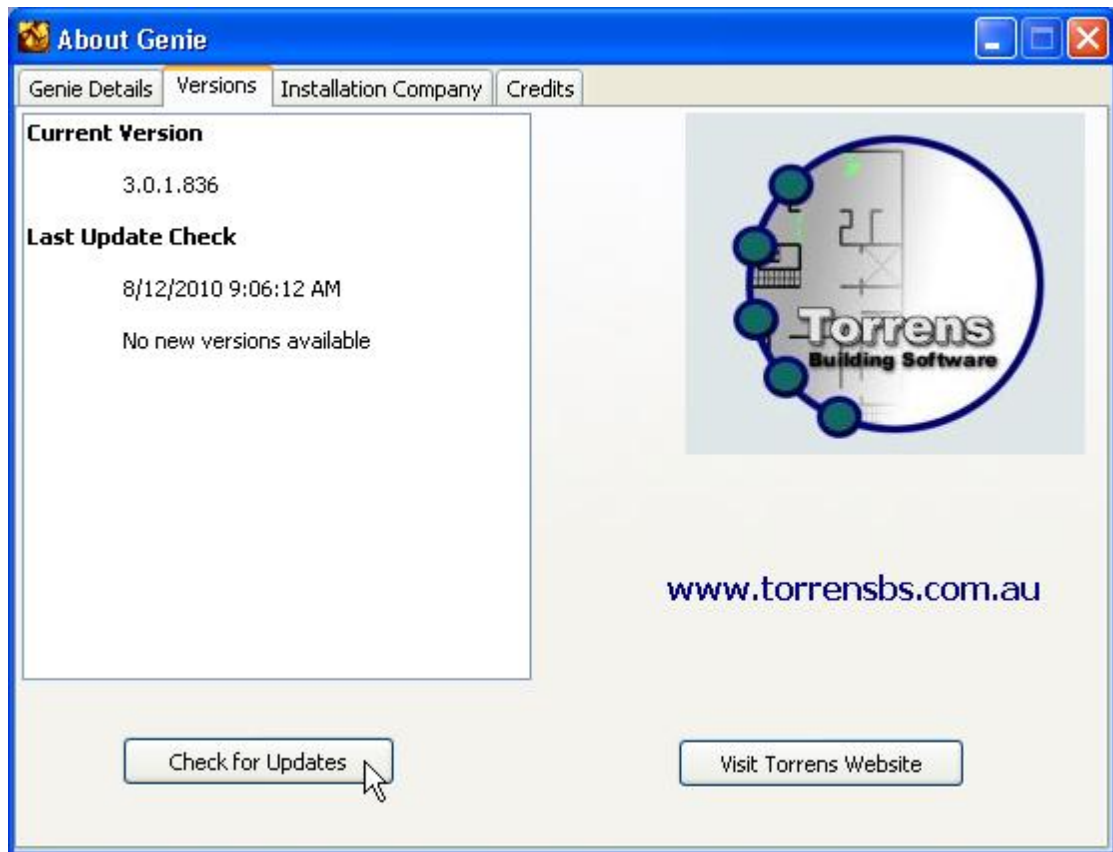
All brand and product names are the registered trade names and trade marks of their respective companies.

1.2 Further Information and Support

If you need to get support for Genie details of the version and options you have installed will be needed.

These are available by looking at the About window for the Genie Main Menu, which is viewed by right clicking on the icon in the icon tray, and then selecting About Genie from the menu.

The latest version of Genie on the web can be checked from Versions.



Torrens can be contacted by via email at support@torrensbs.com.au ⁴

Genie has extensive online help, available from the Main Menu.

Our web site provides General and Installer FAQ.

2 Installing Genie

Do not use this option if you are upgrading Genie and have data which must be preserved. Refer to the chapter on Upgrading Genie.

2.1 Before Installing Genie

Check that the correct version of Windows is on the PC. Genie will run on Windows Vista and Windows 7, 8 and 10 and similar versions of Windows Server.

Genie V3 will upgrade existing Genie V2 installations. This will maintain graphics and other additional information that may be in the database. If this is not required, previous versions may be uninstalled through the Windows (R) Settings - Control Panel - Add/Remove Programs.

Ensure you have a minimum of 500 MB of free disk space for Genie

Initially Genie will use approximately 350MB. This allows for temporary work files. Note that over time more disk space will be required. How much depends on a number of factors, such as how many panels are installed, how many users are enrolled and how many events are generated.

Ensure TCP/IP is installed

if you will be installing a Multi-Workstation Genie and the WINS NetBIOS setting is Default or Enabled.

Check Ports Required

When running Genie in a multi-workstation configuration, the Master (Server) workstation requires

- Ports 2638 and 3446 are accessible by the clients.

Genie is distributed from the Support page of our web site. Once you have downloaded the file and unzipped it,

Run GenieSetup.exe.

2.2 Location of Files

The location of files can be varied from the defaults.

There are currently three default directory structures used, depending on the type of file. These have been selected to fit with Microsoft recommended locations for files.

- Executables and Help files

These default to \Program Files\Torrens Building Software.

- System Data : Database Files

These default to \Documents and Settings\All Users\Application Data\Torrens Building Software\Genie.

The actual name of the directory may vary, depending on the version of Windows. For some versions of Windows, such as XP and Server 2003, these files can be located under Program Files\Torrens Building Software. However you will need to make sure that the appropriate sharing is enabled.

- Shared Data : Drawing, Configuration and other files

These default to \Documents and Settings\All Users\Documents\Genie.

The actual name of the directory may vary, depending on the version of Windows.

2.3 Installation Steps

There are several steps in the Genie Installation.

- Display of the Licence Agreement and Entering the Licence.

Please take a moment to read the terms and conditions of the license. After agreeing to the terms and conditions

- Enter User Name and Organization for Genie Licence.

- Select the Destination Location into which Genie programs will be installed.

It is recommended that you use the default directory.

- Select whether a shortcut is to be created in the Start Menu folder. This is normally created so that Genie starts automatically when the computer is turned on.

- Select Tasks for the Installation. There are several that can be selected

- Create Desktop Icon
- Create Quick Launch icon

- Setup Type
 - New Installation, or
 - Upgrade Genie
 - Upgrade Genie and Licence
 - Upgrade Licence only
- Select Directories for Genie data files. There are two types of data files
 - System files such as the Genie database and help files which are not generally updated or accessed directly
 - Shared files such as Drawings and Icons which may be copied and shared between workstations
- Genie Licence. Enter your Genie license details. This may include extension licences if more than one panel or workstation are to be installed.
- Ready to Install Page shows the selections made that will be used during setup
- Unpacking Data Files.

This will take a few minutes. The progress bar indicates what proportion of the files have been unpacked. When the files are unpacked, the following configuration is required.
- Setting System Defaults
 - Set default number of Events expected per day. Genie will not be limited to this number. It is used to calculate how much disk space to pre-allocate for events before it is needed, reducing the need to expand the database as events are stored. If the estimate is too low, the data base will still expand automatically as required, but there may be fragmentation file which can degrade performance over time.
 - Set estimate of number of doors and users. As with the default number of events, this is not a limit, but is used to estimate the amount of space that will be needed in the data base. Allocating this space when the system is installed is much more efficient than allocating as it is required.
- Establishing the Genie Workstation details.

The first computer onto which Genie is installed is the Genie Server, also referred to as the Master Workstation. If the licence is for more than one workstation, select whether this is the Master or a Client workstation.
- Installation of the Genesis panel.

When there is more than one Genesis panel in the system, only the first one is added at this stage. Additional panels are added after Genie installation is complete, and the system is running.

Note : TCP/IP is required for Multi Workstation Genie.

2.4 Setting Workstation Details

The default details for the workstation can be adjusted later.

- Workstation Description
- Alarm Mode

2.5 Adding the First Genesis Panel

Details for the First Genesis panel

During Installation, the Panel Definition wizard is automatically started so that the first panel can be added to the system.

Full Details of this option are in the Installer Manual. This manual is available as a PDF. It is also installed during this process and is available through the Help, and Field Context Sensitive Help available once Genie is installed.

A summary of the settings provided during installation is given below.

Select Default Time Region

Select the default time region for the system. If multiple panels are installed, they may be in different time regions. This will be the default time region for any panel added to the system.

Genie logs events using Universal Time Coordinates, but displays events using local time. In this way, different time zones can be used for different panels in the system, if required.

Set the Panel System Details

Panel

The name of the panel will be used in events relating to the panel.

Time Region

for the panel. Events from the panel are stored with the local time at which the event occurred, and the UTC time at which they were processed by Genie.

Panel Version

selects the version of firmware in the panel. This allows Genie to correctly process information from the panel. If this is not set correctly, Genie will not be able to communicate with the panel. If the firmware in a panel is upgraded, this setting must be changed.

Panel Serial Number

is automatically set for the first panel in the system. For additional panels, this is set when the panel is added to Genie.

Panel Address

is used by Genie to identify the panel. This defaults to 1 for the first panel, and the next available number when additional panels are added. It may be changed to any valid address.

Panel Prefix

is added to the beginning of data item names uploaded from the panel when the Genie data base is being established.

When the window is first displayed, a default prefix will be displayed. This will generally start with P, and have a number indicating the number of the panel in the system. For example, for the first panel the default prefix is P1.

The prefix is used to assist in sorting data in a multi-panel system, so that data from a particular panel is generally displayed with data from the same panel.

The prefix can be changed. The maximum number of characters that may be used is 10. The prefix may also be set to 'nothing' so that there is no prefix added to the uploaded data. This is only permitted for single panel systems.

If it is possible that a single panel system will grow in the future into a multi-panel system, it **HIGHLY RECOMMENDED** that a panel prefix be allocated to the first panel.

Once data for a panel has been added, the prefix cannot be added or changed to existing data items.

Panel Connection Details

This window tells Genie where and how the Genesis panel is connected to the computer.

Computer Panel Connects To

This is always the Master workstation.

Panel Group

determines to which panel group this panel belongs. For Lite and Standard systems, there is only one panel group. A panel group can contain up to 16 panels, of which 15 can be directly connected. Lite systems may only connect to one panel.

Connection

determines whether the Genesis panel is directly connected, or whether a modem is used and the Genie must dial the panel.

If a panel is connected via dial-up, an additional window is displayed for editing modem details.

PC Device

selects which serial port is used for the connection. For dial-up panels, this is not used. Dial-up panels connect through the first modem found in the Windows device list.

Modem Settings Options

Genie uses the modem configured in Windows for connecting to dial-up panels.

Phone No

contains the phone number to use when dialing a panel.

Call Mode

indicates how the telephone connection is configured at the panel. That is, whether the line is dedicated to the Genesis panel, or whether, for example, it shares with a fax.

Ring Count, Defeat Timer 1 and Defeat Timer 2

are described in the Genesis documentation.

Disconnection Delay

gives the number of minutes to wait before disconnecting after detecting that there is currently no activity from Genie to the panel. Genie thinks there is no activity if

- there is no data currently being uploaded
- there is no data currently being downloaded
- at least one request for events has returned no new events.

The default value for Disconnection delay is 1 minute.

Note : When setting options for the modem in Windows®, make sure that there is a wait of at least 30 seconds, recommended 60 seconds, before the call is canceled if not connected.

Other Options

The Advanced button that appears on the panel where the communications port is set causes an additional window to be displayed where the limits for the panel are set. These limits, including the number of users and number of events, determine how the memory in the Genesis panel is configured. These values will be read from the panel when Genie connects for the first time.

Values that can be set on this window are:

Poll Delay

gives the number of seconds that Genie will wait until it next polls a panel for events. More than one event may be processed in a single poll loop. Default for this value is 1. If there are a number of panels in the same panel group with different levels of traffic this value can be adjusted to poll low traffic panels less frequently to allow more time for high traffic panel processing.

Reply Timeout

gives the number of seconds that communications will wait for a reply from the panel. When using a virtual serial port connected to a LAN, this value should be a minimum

of 5 seconds. Setting this value higher will not slow down normal communications, as replies are processed as soon as they are received.

Retries

gives the number of times a message will be retried before it is considered to have failed.

Alive Timeout

is used by Genesis panels with Version 4 firmware and above. This gives the frequency for an 'alive' message to be sent to the panel. The default value for Alive timeout is 30 seconds. This value will determine how quickly a panel is reported offline, and how quickly it is then reported online if there has been a break in communications. This should be set to 0 for Genesis V2 firmware.

Once a panel has been connected to Genie, this window can be used to check how the panel was configured when initialized.

Processing Mode

Processing Mode sets rules for Genie when communicating with the panel.

The rules relate to

- whether or not event processing is to occur
- whether or not scripts are to be automatically uploaded from the panel whenever communications with the panel are started.
- whether or not users are automatically deleted from the panel if an Access Granted event is received for an unknown user,

When a panel is first installed, event processing is generally turned off. This prevents unnecessary error messages being displayed as Genie receives events relating to data that it does not have in its database.

During commissioning, if the communications is being restarted frequently and scripts are not being added to the panel while the communications is stopped, the delay in uploading scripts may be a nuisance.

The modes that can be selected are :

- Non Polling Mode uploads scripts automatically, but does not automatically process panel events. When the panel is first connected, the data has not yet been loaded into Genie to enable correct processing of events.
- Commissioning Mode does not upload scripts automatically, but does process panel events. This is designed for sites where there are a lot of scripts, and the delay in processing events when the communications is restarted is significant, and holds up the commissioning of the site. If there are few scripts, this mode will not be required.
- Normal Processing Mode uploads scripts automatically, and processes panel events automatically.

When a new panel is added to the system, the processing mode defaults to Non Polling Mode.

Once an upload from the panel has been completed, the Processing Mode should be changed to Normal Processing Mode so that event processing can occur normally.

When the Event processing is first enabled, Genie will process events from the oldest event stored in the Genesis event log.

Access Reporting Mode

defines the way in which the Genesis panel will report access events to Genie. There are two modes possible.

- Door Number must be selected for panels with firmware prior to Version 4 Build 56.
- Unit and Reader Number

is also available for panels with firmware Version 4 Build 56 and later, and is the the default access reporting mode. This enables configuration of readers as Entry/Exit. It is essential if running the Time Attendance option using doors instead of dedicated readers.

Panel Inactive

allows an installer to mark a panel as temporarily inactive. Genie will not open communications with inactive panels.

User Name Formatting

sets the way in which names are split into first name and last name when uploaded from the Genesis panel.

The routine looks for the first blank, or the first comma. Text before this character will be the first name or last name, depending on which format has been chosen.

The rest of the name from the panel will go into the other field.

If there is only one name read from the panel, it is always stored in the Last Name field.

This rule also determines how names are formatted when downloaded to the Genesis panel.

User Deletion

sets rules for when Genie automatically deletes users during processing.

Delete on Access causes deletion of a user when an Access Granted Event is received for an unknown user for a panel. The user is only deleted from the panel from which the message has been received. This rule will default to On when a panel is directly connected, and to Off if the panel is connected via a Dial-Up link.

Automatic deletion of users enforces the requirement to add users to the Genesis panel using Genie. For dial-up sites, where it may be appropriate to add users via the keypad, this should be turned off, as the users will be deleted when Genie receives an event granting them access.

Delete on Upload

causes Genie to check for users that exist in its database that have not been read from the panel when an upload all users is performed. This type of upload takes longer than an upload that does not perform the checks, but does provide a mechanism for automatically deleting users from Genie who have been deleted from the panel through other means, such as keypad.

Panel Passwords

User 101 (PC) is the PIN to be used by Genie to connect to the panel. If this is not correct, communications will not be established. The default is set to 1001.

User 100 is the PIN for the Master user in the panel.

Start History on Install

When the Processing Mode is first changed to Normal Processing, this setting is used to determine whether to read from the first event in the panel event buffer, or start with the last event in the buffer.

2.6 Running Genie without Administrator Privileges

Genie installation requires with administrator privileges. It can be installed by an administrator, or by a standard user providing administrator privileges can be assigned to the user for the installation.

Genie does not need to be run by a User with Administrator permissions.

The default file locations are :

- Executables and Help Files are in directories under c:\Program Files\Torrens Building Software\Genie
- Database Files are stored in the default location for Application Data. This varies depending on which version of Windows is used. A subdirectory, Torrens Building Software\Genie\3.0 is created for the Database directories.
- Data files such as Drawings, Icons, User Images and Report data are stored in a directory, Genie, in the default location for Shared Documents.

2.7 After Installation

Add Share Names for Multi Workstations

- Share Name 'GenieSharedData' is created for the Genie folder within the path selected for Shared files during installation, eg C:\Users\Public\Documents\Genie
- Share Name 'UserImages' is created for the folder containing the user images, if they are to be displayed on client workstations. This is only required if the folder is not under the path selected for Shared files during installation.

3 Online Help and Manuals

Genie has full online manuals and field context sensitive help within all options. Pressing <F1> on any screen will result in the relevant chapter in the Manuals being displayed.

The Manuals provide extensive explanations and screen displays to guide operators through different aspects of the system. There are a different manuals for each of the system operator levels, with the amount of information in each manual reflecting the options that are available for that operator within the system.

The online manuals are created using the Microsoft Help Compiler.

Installation, Installer and System Administration Manuals in PDF format are available for downloading by registered installers from from the General Support page at www.torrensbs.com.au.

4 Configuring Genie on Installation

When Genie Restarts

When Genie is first restarted after installation, the Installer is automatically logged on.

After this, the Logon window is displayed every time Genie is restarted, or an operator logs off. The default operator and password for Installer are

Operator = Installer, Password = Installer

Refer to the Installation Chapter of the online manual for details of other default operators and passwords.
Remember to change this.

Connecting to a Dial Up Genesis panel

With the modem turned on, and connected to the phone line, a dial up connection can be started from the Command Centre.

During normal operations, a request to dial the panel can be added to the Scheduler. When a connection is successfully made, Genie will retrieve all the events from the event buffer, and then disconnect from the panel. It will wait for a period of time to elapse during which no events are processed, and then disconnect. This period is set in the Panel Definition Wizard, on the Advanced window - No Event Timeout.

Remember that events will not be processed until the processing mode changed from Non-Logging Mode.

Uploading Data from the Genesis panel

After Genie has restarted, the next step is to upload data from the Genesis panel.

If the panel is a dial up panel, make sure it is connected before attempting to upload data. Connecting to a panel can be done from the Command Centre option in the Control Menu of the Main Menu.

- From the Main Menu, select Configure.
- Select Upload/Download.
- Click Next on the Welcome window

- Click Upload
- Click Upload/Expand Data
- Click on All Data
- Click Upload

This will take a few minutes, depending on how much data has been added to the Genesis panel.

The Fast Upload flag indicates to Genie that it can give the upload messages priority over all other messages. When installing a single panel, Fast Upload should be ticked.

At a later date, if a second panel is being installed, Fast upload may be left unchecked if events from the first panel need to be processed during the upload of data from the new panel.

If Fast upload is not checked, the time taken to complete the upload is considerably longer.

Processing Events from the Genesis panel

Once the initial upload has been completed, the flag that suppresses Event processing should be turned off.

Go to the *Define Panel* option, chose Change, and click Next until the Processing Mode window is displayed. Select Commission or Normal Operation mode, then Click Next to move through the remaining windows to Save the details.

If enabled, select whether Genie starts reading events from the panel buffer from the First or Last event in the buffer.

If Commission mode is selected, remember to change to Normal Operation mode once the commissioning is complete.

The communications task will be automatically restarted whenever changes are made to the panel definition.

5 Upgrading Genie

There are different reasons and methods for upgrading Genie.

- Upgrading Genie version using the download Setup
 - This updates Genie to the latest version, adjusting system data and installing required executables and libraries
- Upgrading the Genie version and licence to use additional features
 - As well as updating the system data and executables, this processes the licence adding support for additional features and options
- Upgrading the Genie Licence only.
 - This will add support for additional features and options without updating the executables and libraries

Service Packs are no longer used as a standard mechanism for updating Genie. Some options are provided in separate installation setup files.

Genie Master Workstation must always be closed down for Upgrading. When adding clients, the Master must be running. When upgrading clients, the Master is not required.

5.1 Version Update

This section relates to upgrading Genie from a downloaded GenieSetup.exe.

When the setup task starts, it checks to see if Genie is currently installed or not. If it is installed, it checks the version number, and will only proceed if the upgrade on the upgrade is valid for the currently installed version of Genie.

The following options are provided :

- Upgrade Genie
- Upgrade Genie and Licence Upgrade
- Licence Upgrade only

Select the required option.

The previously entered licence details will be displayed. Enter the new licences as required.

If upgrading from V2 to V3, an option is also provided to move the System and Shared data files from Program Files to their new default locations.

The initial stages of updating the system are the same as a new installation. However once the new files have been installed, the existing database will be updated instead of a new database being installed.

A licence will be requested and processed only if one of the licence upgrade options is selected.

5.2 Adding Workstations

Note : Whenever updating a Genie Licence, make sure that the licence with the maximum number of workstations is used. If a different licence is used, the additional workstations will not be able to connect to the Genie database, and will not run, even though Genie knows that they are legitimate clients.

To add additional workstations to a system,

- Close down Genie
- Run GenieSetup.exe on the Master PC and enter the new Workstation Extension License.
- Restart Genie on the Master Workstation.
- Install Genie on the new workstation. You will need to provide all licences to the setup. Select Client workstation during installation.

5.3 Adding Panels

When adding panels to Genie

- Close down Genie and run GenieSetup entering the new Panel Extension Licence.
- Restart Genie.
- Use the Define Panel Wizard to set the details for the new panel(s). If Professional is installed, and the number of panels is over 15, you may also need to create a new Panel Group in the Panel Group Wizard.

5.4 Moving Genie Master to Another Computer

Sometimes it is necessary to move the Genie server to different computer.

The simplest way to do this is to install Genie on the new PC and then copy the required files from the old PC. If the version of Genie installed on the new PC is the newer than that on the old PC, the new system is upgraded to ensure the database contains the latest system data. The NodeReinstall utility is run to update the computer name in the database to that of the new PC.

- Close down Genie.
- Install Genie on the new PC as the Master workstation. Complete the installation adding the Master workstation and first panel. This information will not be used, but the installation must be completed normally for the installation to be complete.
- If Genie is restarted by as restart of Windows, close it down from the Control Menu.
- With the two computers connected, you will need to copy the following files from the original Genie to the new workstation. These files will not copy correctly if Genie is running on either workstation.
 - Main Database files are in the Genie System Directory (see Installation chapter)

```
..\Database\GenieMain.db  
..\Database\GenieMain.log
```

- Archive Database files are in the Genie System Directory (see Installation chapter)
 - Standard and Lite Genie
 - ..\Database\GenieArch.db
 - ..\Database\GenieArch.log

Professional Genie

If the system has been upgraded from Standard or Lite, or from a very early version of Professional and has events stored in GenieArch.db, the following files should be copied.

```
..\Database\GenieArch.db  
..\Database\GenieArch.log
```

If the system has always been Professional the Archive databases will have a name of the form GenieArchYYYYMM.db for monthly archiving, or GenieArchYYYY_MMmm for 6 monthly archiving. Copy all required files, plus their associated .log file.

- Drawing Backgrounds and Underlays files are in the Genie Shared Directory (see Installation chapter)

..\Drawings*.*

- Configuration File is in the Genie Shared Directory (see Installation chapter)
..\Etc\Genie.tcf
- User Images, if used. The way in which user images are correctly located will depending on how they were originally set up. If they are in the Genie directory structure, then all files in ..\Users will need to be copied to the new workstation.
..\Users*.*

This directory will be in the Genie Shared Directory (see Installation chapter)

If the user images are located in a directory belonging to another system, then once Genie has been installed, the location of the directory needs to be changed through the Configure -> Settings utility.

- To reset the Computer name for the Master workstation, run NodeReinstall.exe in the ..\Genie\bin directory. This updates the database so that Genie knows which computer is the Master.
- If the previous version of Genie was a prior version to the one installed on the new PC, rerun GenieSetup to ensure the database is up to date.
- Restart the Genie Master Workstation.
- Reset the Computer name for the Client workstations. This requires running NodeReinstall.exe in the ..\Genie\bin directory of each client. Select client workstation from the options presented. The computer name of the master workstation is stored in the registry for each client. This utility will change this name to that for the new master.

5.5 Moving a Genie Client to Another Computer

This is easier than moving a Master workstation.

Install Genie on the new computer, selecting the old workstation from the list when asked which workstation is being installed. This will overwrite references to the old computer in the database, and install the new computer as the workstation with the same number.

Uninstall Genie from the old computer.

6 Multi-Panel Configuration

When configuring Genie for more than one panel, there are different ways the user data can be set up, depending on how the panels are located.

There are two main configurations :

1. Each panel is independent, and the users from one panel are programmed independently of other panels. In this case, if a user has access to doors at more than one panel, a separate access record is established for each panel.
2. The panels are combined to present a single system to the operators. If a user has access to doors in more than one panel, this is programmed by creating user types and door access groups that span the panels. Operators may be unaware that there is more than one panel in the system.

Note : Both types of programming can be used for a single system, depending on the way the different parts of the system are to operate.

Note : Event processing should not be enabled until after this process has been completed. If access events are received from panels before Genie has the user information in its database, these USERS WILL BE DELETED FROM THE PANEL.

Panels are Independently Programmed

This type of programming would normally be used when the panels are at different locations, and there is little overlap of users between the panels.

If the panels have been programmed prior to installing Genie, each panel can be uploaded, and if the upload finds a user with a card / key already programmed in the system, it will link the user in the second and subsequent panels with the user first created.

A list of users will show multiple entries in the User Centre for a user, one for each panel to which they have access.

Panels are Programmed as Single System

Panels are programmed as a single system if there is more than one panel installed in a single 'logical' area such as a building or self-contained site. There may be more than one panel for a number of reasons, such as

- simpler installation by splitting units across multiple Master Units
- better performance for a large system by having multiple Master Units
- redundancy achieved by having multiple Master Units

In this case, it is not possible to create the Genie data base by uploading all the information from the panels, and another approach must be taken.

When Genie is installed prior to the users being added to the system, the installation is quite straight forward. In this case, we can upload the data from the panels, if the door access groups, user types and users have not yet been added to the panel. Genie will automatically create door access groups for multiple panels when operators add doors to a group from different panels.

Similarly, global user types are created by using these multi-panel door access groups, and area access groups is required. A system script will need to be created linking the access scripts in each panel that are required for the user type.

If a single system is to be created from previously programmed systems, or a system must be recreated due to computer hardware failure and no backups are available, there is more that needs to be done to set the system up.

To successfully combine data that already exists in panels in to system wide groups and user types, consideration must be given to achieving this when setting up the data in the Genesis panels.

In order to create a single user access entry for each user, it is important that users are not uploaded from each panel. This makes it much more difficult to create the global access for users.

Uploading from the Panels

Select the panel that contains the most users and user types. If there is a panel which covers main entry areas to which all or nearly all users have access, this panel is selected for the first upload. Upload all data from this panel, and Panel and Points Data Only from the other panels.

In the Data Upload Centre

- Select the first panel to upload
- Select Upload
 - Select All Data (including Users)
 - Click on the Upload Button and upload the data
- Select the next panel to upload
 - Select Upload
 - Select Panel and Points Only
 - Click on the Upload button and upload the data
- Repeat for any other panels that need to be uploaded.

Linking Scripts

For global data types such as user types, system scripts need to be created that link the scripts for the each panel to which the user type will be downloaded. This is done in the Script Wizard, which can be accessed using the Configure Menu option. Create system scripts by following these steps

- Select Add New System Script.
- Give the script a name, and select the script type. For user types, Access Scripts must be linked.
- Select the scripts from each panel that are required for the system script. For example, if creating a system script for a user type, link the scripts that are for the related user groups.
- Save the system script.
- Repeat the process for any other system scripts that are needed.

Linking Timeblocks

It is a good idea to link Clock 1 for each panel to the default 24 Hours timeblock in Genie. This is done in the Panel Link Wizard under the Configure Option of the Main Menu.

- Select Change Panel Linking
- Select Timeblocks
- Select 24 X 7 ACCESS
- Select Clock 1 for each panel
- Save the settings

Repeat this process for other time blocks that are global to the system. For example, there might be an Office Hours time block.

Linking Time Groups

There is a default time group in Genie which provides 24 X 7 Access. If a Clock List has been created in the panel for the same time, it is recommended that this be linked with the Genie timegroup.

In the Panel Data Link Wizard

- Select Change Panel Linking
- Select Timegroups

- Select 24 X 7 ACCESS
- Select Clock List 1 for each panel
- Save the settings

Repeat this process for other time groups that are global to the system. For example, there might be an Office Hours time groups.

Upload Area and Door Access Groups

The next step is to upload the area and door access groups for the minor panels. In the Data Upload Centre

- Select the first panel for which no access data has been uploaded
 - Select Upload
 - Select Areas for Access and Doors for Access
 - Click on the Upload button and upload the data
- Repeat for any other panels that need to be uploaded.

As global time groups have been previously created, the area and door access groups uploaded will refer to the global groups. If a change needs to be made to, for example, an Office Hours group, this will descend to all the areas and doors groups in the groups for each panel.

Linking Area Access Groups

When Area Access Groups are linked, Genie is including into an existing area access group all the areas from another panel, as well as using the area clock list that was previously programmed in the panel will be used in the new group.

In the Panel Data Link Wizard

- Select Change Panel Linking
- Select Area Access Groups
- Select the existing Area Access Group that is to include the additional areas
- Select Area Clock List from another panel to be included in the area access group
- Save the settings

Linking Door Access Groups

When Door Access Groups are linked, Genie is including into an existing door access group all the doors from another panel, as well as using the door clock list that was previously programmed in the panel will be used in the new group.

In the Panel Data Link Wizard

- Select Change Panel Linking
- Select Door Access Groups
- Select the existing Door Access Group that is to include the additional doors
- Select Door Clock List from another panel to be included in the door access group
- Save the settings

Uploading User Types

Once the Door and Area access groups have been linked, User Groups from the panel can be uploaded. This needs to be done so that the user groups can be linked to global user types. Linking will be done automatically if all the parameters for the user group, excluding the door and area clock lists and scripts, match exactly. That is, parameters such as Code change date and the key pad options. Genie will look at the linked scripts, door access groups and area access groups when matching user groups to types.

In the Data Upload Centre

- Select the first panel for which no user groups have been uploaded
 - Select Upload
 - Select User Groups
 - Click on the Upload button and upload the data
- Repeat for any other panels that need to be uploaded.

Linking User Types

After all the user groups have been uploaded, check that the linking for the panels. Genie will attempt to link groups to types automatically. If some of the parameters did not match exactly, it may be necessary to link the groups manually.

In the Panel Data Link Wizard

- Select Change Panel Linking
- Select User Types
- Select a system User Type that should be panel linked to the newly uploaded panels
- Check the User Groups for each panel, and make sure all the panel groups are assigned to the system group
- Save the settings
- Repeat for any other User Types that need linking

Upload Users

Finally, users need to be uploaded for the minor panels. Providing the user groups in the panel have been correctly assigned to user types in Genie, this process will not add any data to the list of users in Genie. It will simply link the user in the panel with the same user in Genie, by matching the user type with the user group, and checking that the same card/key, PIN (if applicable) and other details match with an existing Genie user.

In the Data Upload Centre

- Select the first panel for which no user groups have been uploaded
 - Select Upload
 - Select Users Cards/PINs
 - Click on the Upload button and upload the data
- Repeat for any other panels that need to be uploaded.

If the user details cannot be matched with an existing user, additional records will be added to Genie.

- If there is no user with the same card/key and/or PIN, a new user will be added to Genie.
- If there is a user with the same card/key and/or PIN, but Genie cannot link the user group to an existing type, Genie will create another user access details record for the existing user. This will show as another item in the panel users list for an existing user.

7 Multi Workstation Installation

When installing a system for more than one workstation, the Master Workstation, which is the server for the system, is installed first. Once this has been completed, Genie is started, and the client systems can be installed.

Note : The communications between the Master and Client workstations is based on TCP/IP. Prior to attempting to install a client, it is important that the network is correctly configured for TCP/IP communications. Refer to the Chapter on PC Networking.

Configuration of Workstations

When running Genie in a multi-workstation configuration, the Master (Server) workstation requires

- Permit client workstations to access Ports 2638 and 3446.
- Provide shared access to shared data folders on the master, for access to files such as drawings and icons.
- Provide shared access to folders containing User Images if images are used.

In addition to this, Genie requires that NetBIOS is installed, as the NetBIOS computer name is used for workstation communications. .

Installing the Master

The installation of the master in a multi workstation system is very similar to installing a single workstation system. The only difference is that another option is given in the installation to chose

- Master Workstation
- Client Workstation

Once the Master workstation option is selected, the installation completes in a manner similar to a Single workstation system.

Installing the Client

Note : The client installation will only complete successfully if the the Master workstation is accessible via the network, and Genie is running on the Master workstation.

Execute the GenieSetup.exe.

If the Master has been installed onto a network drive, DO NOT install the client into the same location of the same drive.

When the option to choose Master or Client system is shown, choose Client.

The next window sets up parameters for the database client. For most systems, no changes will be required.

Note: If the Network Administrator has disabled broadcasts on the network for security reasons, special parameters will need to be set in this window.

- Check Broadcast Disabled
- Enter the computer name for the Genie Master workstation

Click on Next to check display the next window and click on Test Network to check the status of the Networking for Genie. This checks

- The number of workstations in the Genie licence is more than the number installed
- TCP/IP communications can be established with the Master Workstation
- Genie Messaging can be established successfully with the Master Workstation

If any of these fail, an error message will be displayed. The installation will not complete unless all these conditions are met.

Once a successful connection is made to the Master workstation, its computer name is stored in the registry of the client workstation. This is used to connect to the master.

When a client system starts, it reads the computer name of the Master from the registry. It will then attempt to connect to the server system, which must be running for the client to start.

Running a Multi-Workstation System

The Server system must be running for the client systems to run. If a client system cannot find the server, the message

Waiting for Server

is displayed on the main menu. Once the system finds the server, the log on screen is automatically displayed.

The client systems access the database on the server workstation through a database server task which is started by the server workstation. The clients locate the server by using the ODBC settings established during the installation process. On the client PC, this establishes the details of the server for the database, and allows the client to connect to the server on the main workstation. As the database used is on the server workstation, it is not stored in the ODBC setting for the client system.

Note that clients do not access the database by mapping the server hard disk as a network drive.

Although there is a database file on the client workstation, this is not used. It is created as part of the installation procedure. The main database can be backed up on a regular basis to this directory on a client if required. This way, the latest version of the programs and database are stored together on a client and can be used in emergencies.

Sharing Drawings and Other Files

In order to share drawings, underlays and icons between different workstations, as well as some other files, a share name is required for the Master PC shared data folder.

By default, this share name is *GenieSharedData* and needs to be created by setting sharing on for

`C:\Users\Public\Documents\Genie`

(or its equivalent in your installation).

If a different name is used, you will need to close Genie and run `NodeReinstall.exe` from the `Genie\bin` folder on the Master PC to update the file locations information in the Genie database.

User Images on Multi-Workstation Genie

When User Images are displayed in the Users Centre or Door Watcher option on a Multi-Workstation System, all client machines need to have permission to access the directory on the Master Workstation which contains the User Images.

Although a default folder is created for these images when Genie is installed, a different folder can be used on the server Workstation.

So that the client workstations can find the images, the images folder needs to be set up to be shared, and given the Share Name *UserImages*.

This is set from the Properties menu item displayed when the right button is clicked while a folder is selected. Select the Sharing tab, Advanced Sharing to enabled sharing using the Share Name *UserImages*.

8 Time Attendance

This chapter describes the setup required to record user entry and exit for generating reports and export data containing Time Attendance Information.

More information can be found in the online documentation.

Note : If the Genesis panel is using firmware Version 4 Build 56 or later, Time Attendance information can be gathered from doors. If the firmware version is earlier than V4 B56, readers must be programmed solely for Time Attendance, without an attached door.

In order to link Time attendance readers with Doors, the panel must be running using the mode which reports Unit number and Reader number in access events. If the panels is running in the mode which reports Unit number and Door number, Time attendance readers cannot be linked to a door.

Genie records user access events at the readers identified for time attendance. For valid time attendance information to be produced, users must enter at a Site Entry reader and exit at a Site Exit reader. Genie matches these transactions to determine how long a user has been on site.

Configuring Panel Processing for Time Attendance

Event Processing Mode

For Genesis Panels Version 4 Build 56 and higher, there are two ways that access events can be reported back to Genie.

It is recommended that access event reporting be set for Unit and Reader. This is essential if Time Attendance is to be reported on general Access doors. If this is not set, Time Attendance can only be reported from dedicated readers.

Another advantage of using this mode is that readers can be assigned as In or Out readers. Two readers can then be assigned to a single door, and entry and exit events can be distinguished. This can limit the number of doors that need to be programmed for a site where the distinction between In and Out is required.

Configuring Readers for Time Attendance

Genesis Firmware Versions Prior to Version 4 Build 55

When Genie is connected to panels with firmware of these versions, Time Attendance readers cannot be linked to a door.

When configuring readers attached to RAS or TDC, the Reader Function will include 'Time Attendance'. Select this for the reader, and then set the Direction for the reader, eg, Site Entry or Site Exit.

Genesis Firmware Versions Version 4 Build 56 and later

If the panel is configured for Event Access reporting using Doors, the configuration is the same as for version prior to V4B56.

If the panel is configured for Event Access reporting using Units and Readers, the readers may be configured either as dedicated Time Attendance readers, or as Access and Time Attendance Readers.

When programming the readers in Genie, the Reader Function will include

- Time Attendance
- Access/Time Attendance

For both functions, the reader direction is required. This can be Site Entry or Site Exit.

If the reader is programmed for Access as well as Time Attendance, a Door is associated with the reader. This is not permitted for Time Attendance only readers.

Viewing Readers Configured for Time Attendance

The Time Attendance reports and export data are generated from a new option under the Reports Menu. This option contains a number of configuration items.

- Select Reports -> Time Attendance.
- Select Configuration -> Readers

A list is displayed of the readers configured for Time Attendance, and the Direction associated with them.

9 Floor Access

This chapter describes the setup required to set specific output lists as relating to floor access and providing a way that operators can change the floor buttons (outputs) that will permit access.

Lift access is provided to users by using output lists in the script associated with the group for the user. The list that is used, and its link to the user group are established in the Genesis panel by the installer when the group is established and the script is written.

However it is possible to configure Genie so that the operator can see what lists are assigned to a particular group, and allow the operator to change the outputs in the list. More information can be found in the online documentation.

Setting up Floor Access in the Genesis Panel

Output Lists

Create the Output lists in the Genesis panel using the Technician Software.

Group Programming

Create the Groups required and assign a scripts referencing the output list using the Technician Software.

Configuring Genie for Floor Access

Upload Groups and Output Lists into Genie

After creating the groups and output lists in the Genesis panel, upload these into Genie using the Upload/Download Centre. This option is on the Configure item of the Main Menu.

This step is only necessary if the lists and groups have been created after Genie has been set up. If creating these groups and lists was done prior to the upload all that is normally done in establishing a Genie system, this step can be omitted.

Set Output Lists for Floor Access

In order for Genie to know that these lists have special meaning, they must be flagged as floor access lists.

- From the Main Menu, select Points -> Output Groups -> Change Output Groups.
- For each output lists that relates to floor buttons, click through the pages until the page is displayed showing *List Type*.
- Check the box setting the List Type to Floor Access.
- This will automatically set the other check box to flag the outputs in the list as floor access buttons. This is required so that when operators edit the lists, the outputs that may validly be assigned to the list are known to Genie.
- Click Next to view the Summary of the list, which will show the outputs in the list.
- Click Next to save the changes.

Note : The list of available outputs shown when editing output lists is not limited to floor access buttons. This option is only available to operators with Installer privileges.

When the changes are saved to the database, all the outputs in the lists are flagged as floor access outputs.

Create Floor Access Groups

Floor Access Groups in Genie contain one or more floor access output lists, being none or one list for each panel in the system.

- From the Main Menu, select Access -> Floor Access -> Add Floor Access Groups.
- Set a description for the group, and any notes that are required.
- Select the appropriate output list for each panel. It is only possible to select lists that have been flagged as floor access lists described above. Each list can appear in one and only one floor access group.
- Click Next to view the Summary of the list, which will show the output lists for each panel
- Click Next to save the changes.

Repeat this process to create as many floor access groups as are required.

Assign Floor Access Groups to User Types

Assign Floor Access Groups to the User types to which they relate.

- From the Main Menu, select Access -> User Types.

- For each User Type that has floor access associated with it, find the type and view its details.
- Select the appropriate Floor Access Group from the list.
- Save the details.

Operators will be able to view this group, and view the outputs in the group. Only operators with Installer privileges can change this group.

Outputs as Floor Access Buttons

By flagging outputs as floor access buttons, Genie knows which buttons can be added into the floor access groups by authorised operators.

To ensure that floor access outputs have appropriate descriptions,

- From the Main Menu, select Points -> Points -> Outputs.
- Set a description for the output if it requires further clarifications.
- Note the check box indicating that the output is for floor access. This can be checked for outputs not in lists flagged as floor access lists, but cannot be unset for outputs that are in lists flagged as floor access.
- Save the updated details.

Click Next to save the changes.

10 Uninstalling Genie

Uninstall Genie from the Control Panel, Add/Remove Programs option. This uses information established when Genie was installed to remove the components from the computer.

Some files will not be uninstalled and need to be manually deleted.

By default, Genie is installed in :

1. C:\Program Files\Torrens Building Software
2. {Shared Documents}\Genie
3. {Application Data}\Torrens Building Software

The folders for Shared Documents and Application Data depend on the Windows version.

If any details are remaining in the registry, they can be manually deleted using RegEdit. The entries are located under

```
HKEY_LOCAL_MACHINE
SOFTWARE
  SysWow64 (64 bit Systems only)
    Torrens Building Software
```

Remove the entry for Torrens Building Software.

If Genie needs to be uninstalled manually, the following components must be removed.

1. Registry entries under HKEY_LOCAL_MACHINE, SOFTWARE, Torrens Building Software
2. Files in the directories in which Genie has been installed. The directories depend on the version installed. By default, the directories are:
 - c:\Program Files\Torrens Building Software
 - {Shared Documents}\Genie
 - {Application Data}\Torrens Building Software

11 PC Networking

When running Multi-Workstation Genie, TCPIP networking is used and must be correctly configured for the client installation to complete successfully and for Genie to run.

Genie uses NetBIOS computer names for linking workstations.

Network Connection Parameters

Network configuration is done from the Control Panel -> Network Connections -> Local Area Connection.

Select the General tab, and click on Properties. The following items are required :

- Client for Microsoft Networks
- NetBIOS
- Internet Protocol (TCP/IP)

Select Internet Protocol, and click on Properties. Select the General tab. The first option selects between obtaining an IP address automatically or statically.

If you are connecting workstations on the same subnet, either type of IP addressing can be used. However if you are connecting computers on different subnets, static IP addresses are required so that each client workstation can be configured to find the master through the network.

Connection Workstations on Different Subnets

There are several requirements for this.

- Network connection parameters must be established for each PC
- lmhosts file needs to be created

Network Connections:

- Internet Protocol (TCP/IP)
- Set IP Address
- Set Subnet mask
- Set Default Gateway
- lmhosts File. This file maps the IP addresses to computer names and allows the LAN manager to negotiate through the network to the desired workstations. This file requires an entry for each workstation running Genie.

11.1 ODBC Settings

Two entries are created for Genie in the Data Sources (ODBC) . These are SystemDSN entries for GenieMain and GenieArch.

These entries are created as part of the Genie installation. They are documented here for troubleshooting.

The parameters for each entry are similar but not the same. Entries for Genie Main also vary depending on whether the PC is the Master for a single or multi workstation system or a Client Workstation.

Genie Main Database

EngineName = GenieMain

Start line

Single Workstation Master: 'dbsrv7.exe -Q -x NONE'

Multiple Workstation Master : 'dbsrv7.exe -Q -x TCPIP'

Client Workstation : no start line is required

Database Name = GenieMain

Database File

Server : {location}\Database\GenieMain.db

Client : empty

where {location} is the directory for Genie database files.

Network

Server : Shared Memory checked

Client : TCPIP checked

'DoBroadcast=No;Host=hostname' if broadcasts have been disabled for the network. Hostname = NetBIOS computer name.

Genie Archive Database

EngineName = GenieMain

Start line : empty

Database Name = GenieArch

Database File

Server : {location}\Database\GenieArch.db

Client : empty

11.2 Checking Network Connections

TCPIP is configured correctly when each client can ping the Master, and the Master can ping each client.

From the Command prompt, enter

```
ping hostname <enter>
```

where hostname is the name of the PC to ping. You can also use the IP address of the Master.

Note : Administrator privileges are required to use the ping command.

If the ping is successful, several lines will be displayed, similar to these:

```
Pinging TORRENS-P2 [192.168.1.50] with 32 bytes of data:
```

```
Reply from 192.168.1.50: bytes=32 time=1ms TTL=127
```

```
Reply from 192.168.1.50: bytes=32 time=1ms TTL=127
```

```
Reply from 192.168.1.50: bytes=32 time=1ms TTL=127
```

```
Reply from 192.168.1.50: bytes=32 time=1ms TTL=127
```

```
Ping statistics for 192.168.1.50:
```

```
Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
```

```
Approximate round trip times in milli-seconds:
```

```
Minimum 1ms, Maximum = 1ms, Average=1ms
```

Other messages that may be displayed, and indicate errors include:

- Destination host is unreachable
- Time out

Resolve any networking issues before trying to install client workstations.

12 Troubleshooting

Topics are grouped by subject.

12.1 General

Events in the panel are not being displayed on the History Screen

Events are suppressed when

- the processing mode is Non-Logging Mode. Check through the Define Panel Option, and change Processing mode to one which Logs events from the panel.
- A Fast Upload is in progress
- Some events for Inputs, Doors, Areas, and Outputs are suppressed if Logging is not enabled.

When the processing mode is set to Non-Logging Mode, events can be requested from the panel from a command under Panels in the Command Centre, or from the History Screen. *Note : This command reads events until the event buffer has been emptied, and then stops reading logs.*

Master is 'Waiting for Server'

- Registry Settings

Check the MasterName is set to the NetBIOS computer name of the Master workstation. The entry is \HKEY_LOCAL_MACHINE\SOFTWARE\Torrens Building Software\Genie\MasterName.

The MasterName also needs to be set on the Master workstation with its own computer name.

Running NodeReInstall.exe fixes this.

Drawings are not displaying on client workstations

In order to share drawings, underlays and icons between different workstations a share name is required for the Master PC shared data folder. Client workstations check their local copy of a drawing with the master copy when a drawing is loaded.

By default, this share name is *GenieSharedData* and needs to be created by setting sharing on for

`C:\Users\Public\Documents\Genie`

(or its equivalent in your installation).

If a different share name is used, you will need to close Genie and run NodeReinstall.exe from the Genie\bin folder on the Master PC to update the file locations information in the Genie database.

Genie Cannot Connect via Modem

Genie connects to a modem defined under Windows. There must be only one modem defined.

Under Configure -> Define Panel Check

1. The Connection type is Dial RS232
2. The modem parameters are set on the next tab displayed after the selection of the connection type. Ensure that the telephone number to dial, and the Call Mode are entered.

Diagnostic information can be obtained from the Windows tools.

1. Select Control Panel -> Phone and Modem Options
2. Select Modems tab and highlight the modem
3. Click on Properties Button
4. Select Diagnostics tab
5. Select View Log.

This shows transactions relating to the modem. These can highlight problems associated with the modem.

12.2 Networking

Client Unable to Connect To Server

Check on the Server:

- About ->Help -> Number of workstations

Licensed workstations must be > 1

- Port Active for dobserver : receiving port (2638)

At the cmd prompt on the Master workstations, run
netstat -m

This should show a connection with this port active

- ODBC Database Settings

The difference between server settings for single workstation and multiple workstations is in the Start line parameter of the Database settings. For a single workstation, the Start line should contain '-x NONE'; for multiple workstations, the Start line should contain '-x TCPIP'.

Check on the Client Workstation

- ODBC Network Parameters

If the network administrator for the site has disabled broadcasts across the network, the TCPIP settings need addition parameters :

'DOBROADCAST=NO;HOST=hostcomputername'

where hostcomputername = the NetBIOS name for the master workstation.

Independent test of DB connectivity can be achieved through the ODBC Test Connection option. When the database connects successfully, the message 'Integrated logins not permitted' is displayed.

Client 'Unable to get My NodeNumber'

Check

- About ->Help -> Number of workstations

Licensed workstations must be > 1

DB Licensed Clients > 1

- Configure->Workstations – is the client in the list

If there is no record for this workstation, and there should be as the number of workstations is less than the licence, this can be fixed by running from the DOS prompt, on the client workstation,

NodeWizard -install -client

- Compare DB Licensed Clients with Licensed Workstations

If the DB Licensed clients is less than the Licensed Workstations and this Workstation is not in the list, Genie Master workstation needs to be upgraded from GenieSetup.exe. Select upgrade Licence. Add a new client (as described above) once this has been done.

Client 'Waiting for Server'

Check

- Genie is running on the Master PC

This is the normal message displayed if the server is not running.

- Registry Settings

Check the MasterName is set to the NetBIOS computer name of the Master workstation. The entry is \HKEY_LOCAL_MACHINE\SOFTWARE\Torrens Building Software\Genie\MasterName.

If this is not correct, NodeReinstall should be run and ensure that the computer name for the client is correctly stored in the Genie Database for referencing this workstation. NodeRegistry is located in the Genie bin directory and can be run directly.

- Message Port

Check that the messaging port is active. This is currently 3446. For XP systems, at the DOS prompt on the Master workstation run

```
netstat -m
```

A connection with this port active should be listed.