



In This Document

Overview

This document supplements other printed documentation, and summarizes critical steps or pitfalls that may be encountered. This is not a substitute for any other documents.

Symptom Categories List



Database



Diagnostics



Documentation



Global Edition Configuration



Installation and Setup



Networking



Printers



Readers



Secure Perfect Application



Server Computer



Terminal Services

Symptom Categories



Database

Symptom: My services shut down unexpectedly. The log reports with a message, “Database is down.”

Solution: This indicates a problem with connectivity to the database. In order not to lose any transactions, Secure Perfect 6.1 will save all badge and alarm messages by writing them to a file and read the file back in, when the services start up again. Correct the connectivity problem with the database and restart services.

Symptom: Secure Perfect performance is sluggish and seems to hang. The Windows Task Manager indicates an excessive level of memory usage. The diagnostic log indicates ‘Server is too busy to complete operations’ or ‘Too many resources are allocated.’

Solution: SQL Server can be configured to use a fixed amount of memory or to dynamically adjust the amount of memory based on demand.

► **We recommend that you set the SQL Server memory as follows:**

1. In Enterprise Manager on the selected Server computer, select and then right-click to access **Properties**.
2. Select and display the **Memory** tab of the SQL Properties window.
3. Select **Dynamically Configure SQL Server memory**.
4. Set the Minimum (MB) to no less than a quarter of the allowable limit. Set the Maximum (MB) at approximately half of the allowable MB.
5. Exit Enterprise Manager.



Diagnostics

Turning on Diagnostics

To display debug messages in the Diagnostics Log within Secure Perfect, the diagnostics for that component you want to monitor (COM port, micro, or client) **MUST** be turned on.

Each client computer will have a set of diagnostic objects that represent what can be monitored on that machine. Diagnostic objects can be controlled remotely (turned on or off). All diagnostic objects can write messages to a common logfile or any diagnostic object can write to a separate logfile that can be defined by the user.

Creating a Logfile

► To create a logfile:

1. Select the **Administration** menu, then **Logfile** to display the Logfile Form.
2. Click **Add**.
3. Your Computer name displays.
4. Enter a LogFile name to include an .spl extension.
5. Click **Browse** to navigate and select a folder in which to store the report.
6. Click **Save**.

► To enable diagnostics:

1. Select the **Administration** menu, then **Diagnostic Settings**.
2. In the Logfiles windowpane, select the logfile for the computer that you want to monitor, if your system consists of multiple computers.
3. Click **Search** in the toolbar to display a list box of components that you can monitor.
4. Select the desired component.

Note: All diagnostic objects are prefixed with a machine client name.

5. Select **Enable debug messages** check box and click **Save**.
6. When you are finished troubleshooting the system, don't forget to go back and **DISABLE** debug messages.

Warning: The more items you turn on for monitoring, the more the Secure Perfect 6.1 system performance is affected! This is even more important when monitoring port, communications, or micro items.

7. There are many components available to monitor.

- The COM1 diagnostic object displays the communications protocol between the micro and its server as the information comes into the COM port.
- The MICRO 1 diagnostic object displays how information is being processed for that micro.
- The remaining components are for client, manager service, system service, and other functional components.

Viewing the Diagnostics Logs

Secure Perfect 6.1 provides a convenient way to view what's happening on the system. For each client, there is a default logfile (others can be created) for each day of the week such as `SPEEFriday.spl`. This file is overwritten each week, thus creating a new log for that day.

Additionally, for each client, there is a log located in the `WINNT\system32` folder. Under normal system operation, this log will be empty. It will be used to log messages if the server and the database cannot be reached.

During normal operation of Secure Perfect, informational as well as debug messages are written to the daily log file. Under abnormal conditions, the log file may also contain warning and/or fatal messages indicating failure conditions.

DiagView operates in "real time." To access DiagView, select Diagnostic Viewer from the Administration menu. That is, every time Secure Perfect 6.1 writes an entry to the log file, DiagView automatically displays the latest message. By default, DiagView displays only the latest 1000 messages. The number displayed can be changed on the Preferences Form.

All log files should be saved in the Logs folder; it will be easier to locate for backups and upgrades. It is a shared folder which means other clients can gain access to the log files.

Remote Diagnostics

If you purchased your computer from GE Security, the program `pcANYWHERE™` was included. If you are experiencing problems, this program allows your GE Security Business Partner or Support Center personnel to dial into your Secure Perfect 6.1 computer and observe the situation, thus providing a quicker response and resolution time.



Documentation

Symptom: When the Secure Perfect Documentation CD is inserted into the CD-ROM drive, and **Web Site** is clicked on the menu, the GE Security Web Site link opens a blank page.

Solution: Reset your Internet Explorer®, Options security setting to enable **Allow META REFRESH**.



Global Edition Configuration

Symptom: Converting an existing database to a Regional Server returns error messages and the database creation fails.

Solution: Conversion to a Regional Server is not allowed. An existing Secure Perfect database can only be converted to a Global Database Server.

Symptom: Subscription to Publication database-name is invalid.

Solution: Run `SELECT @@SERVERNAME` in Query Analyzer on both the Global Database Server and the Regional Database Server. If either name does not match its related Server Computer name, run the following on the affected server:

```
sp_addserver <real-server-name>, LOCAL
```

If this gives an error message stating that the name already exists, then use the following sequence:

```
sp_dropserver <real-server-name>
```

```
go
```

```
sp_addserver <real-server-name>, LOCAL
```

```
go
```

If the error message states, There is already a local server, then use the following sequence:

```
sp_dropserver <old-server-name>
```

```
go
```

```
sp_addserver <real-server-name>, LOCAL
```

```
go
```

Stop and restart SQL Server.

Symptom: Event Log contains the following error message:

The File Replication Service is having trouble enabling replication from <remoteservername> for <directory> using the DNS name

<remoteservername>. FRS will keep retrying. Following are some of the reasons you would see this warning.

[1] FRS cannot correctly resolve the DNS name <remoteservername> from this computer.

[2] FRS is not running on <remoteservername>.

[3] The topology information in the Active Directory for this replica has not yet replicated to all the Domain Controllers.

This event log message will appear once per connection. After the problem is fixed, you will see another Event Log message indicating that the connection has been established.

Solution 1:

System times may not be synchronized. To resolve, synchronize with the domain controller clock time.

a. Run the following command on all computers to synchronize the clock time with the domain controller:

```
Net time \\(domain controller name) /set /y
```

b. Stop and then restart the File Replication Service on all servers that are experiencing the problem.

c. Open Event Viewer to make sure that the errors are not longer occurring.

Solution 2:

The domain name for the server may not be represented in the DNS Snap-in. Click **Start, Programs, Administration Tools, DNS**. The DNS displays. Expand the node for the domain. Make sure that the Server computer name displays under the domain root. If the Server computer name is not here, but it is in the Active Directory Users and Computers Snap-in, the FRS will not recognize the Server computer as part of the domain.

Symptom: Experiencing space issues.

Solution: Consider cleaning out your Secure Perfect/ Replication folder.

Symptom: An error message displays when attempting to add a device to another Region within the Secure Perfect Global system. The message informs the operator that addition of the device is in excess of the license limit for that Region.

Solution: From the Administration menu, select **Region**. When the Region Form opens, click **Search** and select the Regional Server computer in question from the list box on the right. The

License Info at the bottom of this form displays the current licensing capabilities of the selected Region. Review the license capabilities. If limits for a device have been reached, additional devices cannot be added at this time.

Symptom: Domain Controller Down Time. There may be an occasion when the domain controller is inaccessible. In a Global Edition configuration, replication continues; however, be aware that Microsoft® SQL Server® services (MSSQL and SQLAgent) have limitations.

Solution: Review the following scenarios:

Scenario One: A Database Server, using a domain login, successfully starts. Later, the domain controller becomes inaccessible.

Result: SQL services and replication continue normally, without interruption.

Scenario Two: A Database Server, using a domain login, successfully starts. Later the domain controller becomes inaccessible. The Database Server computer is rebooted.

Result: SQL services and replication continue normally because the assigned security token has not expired for the SQL services domain account. There are limitations of which you should be aware.

Domain login must have been obtained before the domain controller became inaccessible. Consult your IT Administrator for additional discussion about the security token.



Installation and Setup

Installing Secure Perfect 6.1

The complete order of installation is defined in the table, “Installation and Setup Outlines,” page 1.12 of the *Secure Perfect Installation Manual*.

Symptom: A message displays, “You must have Administrator Rights in order to install Secure Perfect Server software.”

Solution: You are logged in as a user who does not belong to the Administrators group. The Secure Perfect 6.1 software can only be installed by a user who belongs to the Administrators group. Log off, then log on as a user who belongs to the Administrators group or add the user to the Administrators group.

Secure Perfect 6.1 Client Connection and Startup

Symptom: I get a connection error when I try to start the client software. What do I do now?

Solution:

1. Make sure that your network client is defined in the Client Form.
2. Check the bottom of the Client Monitor Form and verify that there is at least one license available.
3. Verify that you are using TCP/IP as your network protocol and that it is configured properly.
4. Verify that the network protocol you are using is installed on both the client and Server computers.
5. On the Server computer, go to the Services form and check Secure Perfect Services. If the Status column is blank for that service, then it is not running. Select the service line, and click the **Start** button:

If the status changes to Started, then the service is now running. Try to start the program now. If the program still won't start, the network may be down. Check the current day's log on the network client.

If the status does not change to Started, check the current day's log of the server log. It should display an error message providing a reason for shutting down.

Symptom: Secure Perfect 6.1 System Service will not start.

Solution:

- The Service cannot access the database.
- The client machine name is not in the client table.
- The services on the Database server are not running. Review “[Secure Perfect 6.1 Client Connection and Startup](#)” on page 4.

Symptom: What are some of the reasons the Secure Perfect 6.1 Managers Service will not start?

Solution: System service on the local machine will not start. The local machine did not receive a ping from the license domain machine within the ping timeout interval (check the license domain services are running). Also, client license count may have been exceeded. Refer to the Licensing Capacities table on page 8.2 of your Secure Perfect Installation Manual, for supported capacities.

Symptom: What does this message mean? “**Maximum Number of Clients Limit Reached?**”

Solution: The maximum number of clients are already connected to the server. Refer to the Licensing Capacities table on page 8.2 of your Secure Perfect Installation Manual, for supported capacities.



Networking

Symptom: My COM port is not working as expected. What should I do now?

Solution: Use the Micro Utility Form to troubleshoot communications between the host and the micro.

- Make sure the **State** field shows the micro as **Online**. If it is **Offline**, right-click, then select **Set Online**. If it is **Error**, then the host is not able to communicate correctly with the micro.
- If this is a direct-connect micro, make sure the **Connection** field shows **Connected**.
- Make sure the baud rate setting on the micro matches the baud rate setting for the computer’s COM port.
- Make sure the **Comm. device** field shows the proper communications port for this micro, that is, COM1 for COM port 1.
- Use the **Status** and **Message Queue** fields to check the condition of the communications. Refer to the Online Help for information on status messages.

If everything looks all right on the **Micro Utility Form**, check the hardware settings:

1. Click **Start, Settings**, and then **Control Panel**.
2. From the Control Panel window, double-click **System**, then select **Device Manager**, then **Ports**.
3. Check that the baud rate on the host matches the baud rate set for the micro.

Symptom: My network micro is not working as expected. What should I do now?

Solution: Follow the same steps as in COM Port Not Working (as discussed above). Verify the micro’s IP address from the Comm Device field. If no problems are identified on the Micro Utility form, try pinging the micro using the IP address presented in the Micro Utility form.

For example: C:\ping 192.9.201.107

If the ping command fails with a Request timed out message, verify that the micro IP address is correct, that the micro is operational, and that all the gateways (routers) between this computer and the micro are operational. You will receive a reply screen display.

Symptom: My domain controller is inaccessible.

Solution: There may be an occasion when the domain controller is inaccessible. In a Global Edition configuration, replication continues; however, be aware that Microsoft® SQL Server® services (MSSQL and SQLAgent) have limitations. Review the following scenarios:

Scenario One: A Database Server, using a domain login, successfully starts. Later, the domain controller becomes inaccessible.

Result: SQL services and replication continue normally, without interruption.

Scenario Two: A Database Server, using a domain login, successfully starts. Later the domain controller becomes inaccessible. The Database Server computer is rebooted.

Result: SQL services and replication continue normally because the assigned security token has not expired for the SQL services domain account. There are limitations of which you should be aware.

***Note:** Domain login must have been obtained before the domain controller became inaccessible. You may want to review Microsoft and Windows® publications relating to security tokens. Additionally, consult your IT Administrator for discussion about the security token as applied in your company.*



Printers

Symptom: My badge printer is not functioning as expected.

Solution: You may use either a printer directly connected to your computer or a printer on the network. For example, you may have two Imaging stations but only one printer.

- If you plan on printing either badge or alarm transactions, at least one of those printers **MUST** be a line printer, such as a dot matrix that supports a width of 133 characters either by using a wide carriage or printing in compressed mode.

- You can now print badge transactions or alarms transactions from any client workstation printer.
- If you plan on printing badges, you must use a GE-approved Imaging printer. Contact your GE security business sales representative for a list of supported printer models. For directions on installing the drivers for this printer, refer to the appropriate GE documents or the instructions that came with your printer.

***Note:** If you purchased this system with this printer from GE, the DataCard drivers are installed for you.*

- To print badges, the default printer **MUST** be the Imaging printer. However, this means that the **Print Preview Report (File menu)** will not display accurately. You will need to select your report printer **BEFORE** you preview a report.
- To select a new printer within Secure Perfect 6.1, from the **File** menu, select **Print Setup** and then your report printer.



Readers

Symptom: What is the maximum number of readers per micro?

Solution: That depends on the micro. Refer to the Licensing Capacities table on page 8.2 of your Secure Perfect Installation Manual.



Secure Perfect Application

User Questions

- **My Secure Perfect Diagnostics component services have started. Why doesn't Secure Perfect System Manager and Secure Perfect Manager services start?**

If you have just restored a database or re-created a database, you need to relicense and restart your system in order to start the Secure Perfect application.

- **Can I customize the toolbar and add more buttons?**

No. The toolbar cannot be customized and buttons cannot be added to the toolbar.

You can, however, change the position of the toolbar. Simply click and drag the toolbar wherever you would like it to be on the screen.

- **How do I perform a search on a specific item?**

The **Search** button can be found on any form that provides search capabilities. If you click this button and the current form is blank, all records will be returned. To specify a criteria, fill in the desired information. For example, if you want to find all badge holders with the last name Smith, type Smith in the Last name field and click **Search**.

You can also use the * character which allows you to search for patterns. For example, to search for badge holders with the last name starting with Sm* would yield such names as Smith and Smithers.

- **Why can't I delete a record?**

Some forms, such as the Digital Output Status Form and the Manual Door/DO Control Form, do not contain a **Delete** button because they display status information only. Other forms, such as the Reader Form, Alarm Form, Alarm Group Form, and Digital Input Form also do not contain a **Delete** button. To keep the system stable, NO ONE is given permission to delete these records, not even a system administrator. These records are deleted when the associated micro board is deleted. However, on all other forms, you may be assigned the permission action All. (Permission actions are assigned using the Permission Form. Verify that the permission assigned to the operator on the Operator Form contains the desired permission actions by checking that permission on the Permission Form.) If you can't delete on those forms, you do not have permission to do so.

- **I'm trying to create an access right, but no readers display in the reader list box. Why?**

Only readers that have been marked Active will be displayed in the list box. Go to the Reader Form and click the Reader tab. Verify that the readers assigned to this Access Right are set to Active.

- **Why are there no alarms being displayed on the Alarm Monitor Form?**

Check the following:

- Go to the Alarm Form and click the Alarm tab. Make sure that the Monitor option is enabled.
- Schedules in effect regarding alarms.
- The alarms may be in an intrusion zone that is not armed.

- **How do I put a reader online?**

From the Secure Perfect 6.1 main menu, select **Device**, then select **Reader**. From the right side of the screen, select the reader you want to set online and check the **Online** and **Active** options.

➤ **How do I get into the Badge Design program?**

1. The Secure Perfect 6.1 client you are using must have a license for Imaging. Select **Operations**, then **Client Monitor**. The bottom section of the Client Monitor Form contains the section **Imaging Information**. (You may need to make the window larger to display the number of Imaging licenses presently in use and number of Imaging licenses you are allowed, as purchased with your system.) Locate the name of your computer in the **Client** list. Then, look in the column **Imaging status** and verify that it reads **Enabled**.
2. If Imaging status reads **Disabled** and the numbers indicate a license is available for use, go to the **Administration** menu and select **Client**. On the Client Form, **Client** tab, select **Enabled** in **Imaging Status** to enable Imaging. Return to the Client Monitor Form to validate the **Enabled** status. You may need to log off of Secure Perfect and log on again in order for the selection to take effect.
3. If you are licensed and Imaging is enabled, the **Edit Badge Design** button becomes enabled allowing you to enter the Badge Design program. Sample badge designs are provided to get you started.

➤ **What is wrong when I run DiagView, try to open a file, and only one logfile shows in the Logfile Dialog?**

Solution: This indicates the database cannot be accessed. Test the database connection by following the steps in “[Secure Perfect 6.1 Client Connection and Startup](#)” on page 4.

➤ **Why do Services shut down while DiagView is running? A dialog box pops up and displays the message “Diagnostic Manager Service has Shutdown”. After I restart services, no new messages are displayed.**

Solution: Communication has been lost with the services and the file needs to be reopened again when the services are up and running.

➤ **What is the order in which the services should be shut down and started?**

Solution: Shutting down the Diagnostics Service will shut down the other Services. Refer to your *Secure Perfect Installation Guide*, “Secure Perfect 6.1 Services Overview,”

for a detailed description of Secure Perfect Services. Note the service dependencies as described in [Table 1](#):

Table 1: Service Dependencies

Service	Dependency
Diagnostics	Microsoft SQL Server 2000 must be running on the Database Server PC before diagnostics will run on Secure Perfect client computers.
System Manager	Diagnostics
API	Diagnostics, System, System Manager

➤ **I shut down my license domain server (cold boot). My clients are reporting database errors (that is, they have lost their network connection). Why?**

Solution: This can occur when the network goes down for any purpose (common examples: hub loses power temporarily; network cable cut or broken).

It is best to either have clients use the Client Monitor Form to force users off, or notify all clients to restart after a cold boot of the server is complete and after services have restarted on the license domain.

➤ **My services will not shut down. What can I do?**

Solution: Run the program `spstop.exe` found in the Secure Perfect folder. Click **Start**, then **Run**. At the Run window, click **Browse** and navigate to `spstop.exe`. Click **Open** to display the file name in the command line of the Run window and enter `all`. The Run window now displays as follows:

```
"Program Files\GE Interlogix\Secure Perfect\
SPstop.exe" all
```

Click **OK** to stop the services.

➤ **What should a normal startup of services look like in the logfile?**

It should look similar to the following with the exception of machine name and machine-encoded seed and micros that may show up in the log. The following sample startup script displays a sequence of key events in the startup process. Note in bold: **SYSTEM SERVICE STARTED, STARTING MANAGER SERVICE**, etc.



Server Computer

Symptom: The RAID Server, Event Viewer Systems and Applications Log indicates a drive failure. (Periodically checking the Event Viewer will help detect drive failures.)

Solution: The specifics of your error and warning messages can be determined by consulting the manufacturer's documentation or Customer Support for your brand of hardware. This is intended to be a guide in the recovery of a Dell PowerEdge system with a PERC 3/SI RAID 1 controller, in the event of a system failure. For specific details, refer to the documentation shipped with your Dell PowerEdge system. Continue with the following:

["RAID Disclaimer" on page 8](#)

["RAID Recovery: What You Will Need" on page 8](#)

["Replacing a RAID Failed Hard Drive" on page 8](#)

["Installing OpenManage Server Assistant" on page 8](#)

["Installing the Operating System" on page 9](#)

["Installing Dell OpenManage RAID Array Manager" on page 9](#)

["Installing MS SQL Server 2000 on the RAID Server" on page 9](#)

RAID Disclaimer

GE recommends that Secure Perfect installations that implement RAID Server configurations use RAID 1 configurations. RAID 5 configurations are not recommended for the Secure Perfect database due to possible transaction load issues. RAID 1 configurations provide 100% data redundancy by disk mirroring.

Some customers may implement a combination of RAID 1 and RAID 5 configurations supported on one Server. This can be a valid Secure Perfect configuration if the operating system and miscellaneous files are isolated on a RAID 5 configuration, while the Secure Perfect Database resides on a RAID 1 mirrored disk drive configuration.

Note: *You should only use RAID 5 for your operating system boot partition if your RAID 5 solution is hardware-based. Hardware-based RAID solutions are provided by Dell's line of PowerEdge servers available to order directly from GE Security.*

For those systems that have already been configured, and the location of the Secure Perfect databases needs to be corrected, GE have created step-by-step procedures when moving the database files. The procedures are located in the Secure Perfect Technical Bulletin section of the GE security business Web site. Go to www.ge-security.com for additional information.

RAID Recovery: What You Will Need

➤ **In order to perform a recovery, you will need the following items:**

- ☐ Dell OpenManage Server Assistant™ CD Version 7.2 or later (provided with your Dell Server)
- ☐ Dell OpenManage Applications CD Version 3.2 or later (provided with your Dell Server)
- ☐ Dell Online Documentation CD (provided with your Dell Server)
- ☐ Dell PowerEdge Systems Installation and Troubleshooting Guide (provided with your Dell Server)
- ☐ Microsoft Windows 2000 or Windows 2003 Server CD and applicable Service Pack
- ☐ Microsoft SQL Server 2000 CD (Standard Edition) and latest applicable Service Pack

Replacing a RAID Failed Hard Drive

Note: *For optimum results, GE recommends that the drive be powered off before it is removed or replaced. A loss of data or data corruption may occur if disks are replaced without powering off.*

Replace the damaged hard drive with another hard drive with the same capacity, then restart the system. The RAID controller will automatically rebuild the mirror hard drive.

For instructions on replacing a failed hard drive, refer to the documentation shipped with your Dell PowerEdge System.

Installing OpenManage Server Assistant

The Server Assistant software provides tools to set up and configure the PowerEdge system components and software. Installation includes drivers, diagnostics, and utilities. Refer to the documentation and instructions shipped with your Dell PowerEdge System.

➤ **If you have a complete system failure (where both hard drives are damaged) or your system has no operating system installed, follow the steps below:**

1. Set up the speakers, monitor, mouse, and keyboard as directed by the documentation provided by Dell.
2. Attach the AC adapter and plug the power cable into a grounded power outlet.
3. Insert the Dell OpenManage Server Assistant CD into the CD-ROM drive.
4. If prompted, select the appropriate language.

5. Accept the terms of the **Software License**.
6. When **Welcome to Dell OpenManage Server Assistant** opens, verify that the language is correct, then click **Server Setup**.
7. The **Server Setup** window displays.
8. Set the **Time Zone** and **Day, Date, and Time**, then click **Start Server Setup**.
9. When the **Configure RAID Controller** window opens, select **RAID-1** and set the **RAID Virtual Disk Size** to **Maximum**. Click **Configure RAID**.

***Note:** If a window opens asking if you want to delete the existing virtual disk, click Yes. You are then prompted to reboot. Click OK.*

Installing the Operating System

Refer to appropriate section of the *Secure Perfect Installation Manual* for details and instruction to configure the operating system.

Installing Dell OpenManage RAID Array Manager

► Follow the instructions below to install and configure the Dell OpenManage RAID Array Manager.

1. Insert the Dell OpenManage Applications CD in the CD-ROM drive. The CD will autorun unless this function has been disabled. If disabled, click **Start**, **Run**, then **Browse** to navigate to the drive containing the CD-ROM, then select **setup.exe** to display the **Dell OpenManage Installation** window.
2. Click **Next**.
3. At the **Software License Agreement**, click **Accept** to continue the installation. The **OpenManage Installation Wizard** displays.
4. At the **Select setup type** screen, click **Express Setup**.
5. At the **Select system type** screen, click **Both** to indicate that you are installing both **Managed Node** and **Management Station**. A summary window displays the installation options you have selected and gives you an opportunity to verify the installation criteria, make corrections, or abort the installation. When you are satisfied with the summary, click **Next**.
6. You are prompted to verify all options by asking, **Are you sure?** Click **Yes** to begin the installation. A progress monitor displays, listing the components being installed

and the installation of applications proceeds. When installation of all components is complete, you will be asked to reboot the computer.

7. Reboot your computer at this time. An icon displays on the desktop, labeled IT Assistant. You can access the Disk Array software from the icon or the group created in the **Start** menu.
8. After the computer restarts and you log on, a message will display, stating that the Windows 2000 Server application, Disk Administrator, has been replaced by the Dell OpenManage Array Manager. If, for some reason, you later uninstall the Array Manager software, the Windows 2000 Server Disk Administrator will be restored to the pre-installation configuration.
9. Double-click the IT Assistant icon on the desktop to display **Logon Information**. By default, you will be given the choice of **Read only** access to monitor the status of the Disk Array. You may also select **Read/Write** access allowing you to make changes and configure the various parameters of the RAID Array and the files contained on the disk. For this configuration process, we will need **Read/Write** permissions.
10. Select **Read/Write** access and click **OK**. You will not need to provide logon information unless someone has already configured and secured the system and you are making changes to the previous configuration.

***Note:** When the program opens for the first time, a message displays stating, IT Network Monitoring Service is not configured for discovery; would you like to configure now? Click **No** to close the window and return to the main screen for IT Assistant.*

Installing MS SQL Server 2000 on the RAID Server

Refer to the appropriate chapter in the *Secure Perfect Installation Manual* for details and instruction to configure SQL Server 2000.



Terminal Services

Symptom: I cannot capture and print with terminal services.

Solution: Capturing images requires the camera to be attached to a computer where the person is located, which is not the case with terminal services. However, images can be captured elsewhere, saved to file, and loaded to Secure Perfect.

Printing badges with terminal services is similar to printing a report or Microsoft Word® document. If the operator has

permission to access the Badge Design application and photo
(which is taken care of based on the terminal service login),
printing a badge is permitted.