



Installation Guide

GUARD1/plus
server edition

Version 5.22

Installation Guide for GUARD1 PLUS SE 5

Contents

Visit us on the Web	ii
GUARD1 PLUS Server Edition System Requirements.....	3
PC Requirements.....	3
Software Requirements.....	3
Hardware Requirements	4
Windows Firewall	4
Information you will need	5
Description of GUARD1 PLUS SE 5 Components.....	6
Installation Overview.....	7
1. Configure the SQL Server(s)	7
2. Configure the GUARD1 PLUS SE Server.....	7
3. Configure the GUARD1 PLUS SE workstation(s)	7
4. Connect your Downloader(s)	7
Installing GUARD1 PLUS Server Edition.....	8
Configure the SQL Server	8
Install GUARD1 PLUS Server Edition.....	8
On the Server.....	8
On the Workstation(s)	11
Upgrading GUARD1 PLUS Server Edition	13
Upgrading from GUARD1 PLUS 2.81.....	13
Upgrading from GUARD1 PLUS SE 5.x, 4.40 or 4.30	13
Configure the SQL Server	13
Upgrade GUARD1 PLUS Server Edition	14
On the Server.....	14
On the Workstations.....	17
Connecting Your Downloader	19
Connect a USB Downloader.....	19
Connect an IP Downloader	19
Adding Buttons.....	20
Clear the PIPE	20
Add Buttons	20
Create a Tour.....	20

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You can find the latest version of this and other documents for GUARD1 PLUS Server Edition at <http://www.guard1.com/support>

Our Knowledge Base at <http://www.guard1.com/support/kb> has detailed and up-to-date information about installation, configuration and troubleshooting of GUARD1 PLUS Server Edition 5.

We welcome your suggestions! If you have a suggestion or find a discrepancy, please contact us at support@guard1.com or support.europe@guard1.com.

GUARD1 PLUS Server Edition System Requirements

PC Requirements

Server

- 2.66 GHz CPU
- 4 GB of RAM
- 20 GB of hard drive space*
- CD drive
- A USB port is required for the USB Downloader

*Actual requirements will vary based on your system configuration and the applications and features you choose to install. Additional available hard-disk space may be required. The required hard-disk space indicated is for GUARD1 PLUS SE program installation only and does not include space for database storage. Refer to documentation for MS SQL Server for more information on database storage requirements.

Client Workstation

- 2.80 GHz or higher Pentium-compatible CPU
- 4GB of RAM
- 2 GB of available hard-disk space
- Network connectivity (10 MB or greater recommended)

Attendant Workstation

- 2.80 GHz or higher Pentium-compatible CPU
- 2 GB of RAM
- 2 GB of available hard-disk space
- Available USB port for USB Downloader

Software Requirements

Server

- Windows Server 2012 R2
- Windows Server 2016
- Microsoft .NET Framework 4.5
- Microsoft SQL Server
 - SQL Server 2012 Service Pack 2 to SQL Server 2019 or
 - SQL Server 2012 Express to SQL Server 2019 Express
- Microsoft SQL Reporting Services is required to view GUARD1 PLUS SE reports
- Active Directory environment

Client Workstation

- One of these supported Operating Systems:
 - Windows 7 Service Pack 1 (32/64 bit)
 - Windows 8.1 (64 bit only)
 - Windows 10 (64 bit only)
 - Windows Server 2012 R2
 - Windows Server 2016
- Microsoft .NET Framework 4.5 (enabled by default on Windows 8.1/10 and Server 2012 R2/2016)
- Microsoft Office Excel 2010 Service Pack 2 or later **32-bit** (for the Rounds Tracker Module)
- Microsoft Internet Explorer 11 or later is recommended as the default browser

Attendant Workstation

- One of these supported Operating Systems:
 - Windows 7 Service Pack 1 (32/64 bit)
 - Windows 8.1 (64 bit only)
 - Windows 10 (64 bit only)
 - Windows Server 2012 R2
 - Windows Server 2016
- Microsoft .NET Framework 4.5 (enabled by default on Windows 8.1/10 and Server 2012 R2/2016)

Hardware Requirements

- One or more of these supported GUARD1 Downloaders:
 - USB Downloader
 - IP Downloader

IMPORTANT: GUARD1 PLUS SE 5 **does not support and will not work** with Direct, Mobile or Modem Downloader or with third-party downloaders.

Windows Firewall

If Windows Firewall is enabled on the SQL Server, the following Inbound Rules are required:

- SQL Server Database Engine: allow TCP Ports 1433-1434*
 - SQL Reporting Services: allow TCP Port 80 (HTTP) or 443 (HTTPS)*
- * These are the default port values; if you selected custom ports during SQL Server installation you should substitute your custom port numbers.

Information you will need

The information below will be required during configuration of GUARD1 PLUS SE. You can record your settings here for future reference.

Item	Name/Port/Login (default)	IP or Password (default)
GUARD1 PLUS SE Support Code (this number can be found on the CD label)		
SQL Server name or IP address (including Instance name if applicable)		
SQL SYSADMIN (SA) login and password		
Desired GUARD1 PLUS SE SQL Login and password	(TksGuard1PlusUser)	
Reporting Services Server name or IP address (if different from SQL Server)		
Report Server Virtual Directory name	(ReportServer)	
SQL Server custom port numbers (optional)	(1433-1434)	
Reporting Services custom port number (optional)	(80, 443)	
Desired GUARD1 PLUS SE Supervisor User name and password		
GUARD1 PLUS Plus SE Service custom port (if applicable)	(50152)	
IP Downloader custom port (if applicable)	(50150)	
IP Downloader custom passphrase (if applicable)		(blank)
IP Downloader custom password (if applicable)	(password)	

Notes

Description of GUARD1 PLUS SE 5 Components

GUARD1 PLUS SE 5 consists of two main components:

1. **GUARD1 PLUS SE Server** (G1PServerSetup.exe)
 - Required install on server – not installed on workstations.
 - Comprised of the following:
 - i. *Data Maintenance Application* – allows you to create Archives, mount active SQL databases for viewing in GUARD1 PLUS, set data maintenance reminders and manage your SQL Server connection parameters.
 - ii. *GUARD1 PLUS Service* – handles communication with client components, licensing and event logging.
 - The default login account for the *TKS Guard1Plus Service* is **Local Service**. You may have to change the service login account to ensure the service will start and have access to network resources under your security policy.

2. **GUARD1 PLUS SE Clients** (G1PClientSetup.exe)
 - Optional install on server.
 - Required install on workstations.
 - Comprised of the following:
 - i. *Data Maintenance Application* – allows you to create Archives, mount active SQL databases for viewing in GUARD1 PLUS, set data maintenance reminders and manage your SQL Server connection parameters.
 - ii. *GUARD1 PLUS Service Client* – handles communication with server, licensing and event logging.
 - iii. *Unassigned Buttons Application* – used for assigning descriptions and types to new buttons.
 - iv. *Client (optional)* – the GUARD1 PLUS application, used for managing buttons and tours, creating reports and viewing tour data.
 - v. *Rounds Tracker (optional)* – an Excel-based application used to view large amounts of tour data in a graphical format
 - vi. *Attendant* – required on each workstation where a USB Downloader will be connected. If you are using IP Downloader(s), Attendant 5 replaces IP Attendant 2.x, and one Attendant 5 would typically be installed on your server to handle IP Downloader traffic.
 - The default login account for the *TKS Guard1Plus Attendant Service* is **Local Service**. You may have to change the service login account to ensure the service will start and have access to network resources under your security policy.

Installation Overview

To install GUARD1 PLUS SE successfully, it is important that you perform these actions in the following order. The installation is divided into five distinct phases: configuring the SQL Server, configuring the GUARD1 PLUS SE Server, configuring the GUARD1 PLUS SE workstations, connecting your Downloaders, and setting up your buttons.

You can upgrade to version 5 from GUARD1 PLUS SE version 4.30 or 4.40 and from GUARD1 PLUS version 2.81. Refer to the section [Upgrading GUARD1 PLUS Server Edition](#) on Page 11 for detailed instructions.

1. Configure the SQL Server(s)

1. Verify SQL Server is using Mixed Mode Authentication.
2. Verify SQL Reporting Services is installed and that you can successfully open the Reporting Services Report Manager home page in your browser.
3. Create inbound rules for Windows Firewall.
4. Enable the TCP/IP Protocol for the Database instance.

2. Configure the GUARD1 PLUS SE Server

1. Install GUARD1 PLUS SE Server.
2. Complete the GUARD1 PLUS SE Server Configuration Wizard, including Software Activation.
3. Complete the GUARD1 PLUS SE Data Maintenance Wizard.
4. Install and configure GUARD1 PLUS SE Clients (optional).
 - If using IP Downloader(s) it is recommended that you install the Attendant on the server to handle IP Downloader traffic.

3. Configure the GUARD1 PLUS SE workstation(s)

1. Install GUARD1 PLUS SE Clients.
2. Complete the GUARD1 PLUS SE Clients Configuration Wizard.

4. Connect your Downloader(s)

5. Set up your buttons and tours

Installing GUARD1 PLUS Server Edition

Configure the SQL Server

If you have any questions about these SQL Server activities, refer to Help in SQL Server.

1. Install SQL Server selecting **Mixed Mode Authentication**. GUARD1 PLUS SE is NOT compatible with Windows Authentication-only mode.
 - Record your SA password – you will need this when configuring GUARD1 PLUS SE.
2. SQL Reporting Services is required to view GUARD1 PLUS reports. If desired, Reporting Services can be deployed on a different server than the SQL Server database engine.
3. Open the TCP ports 80 (HTTP) or 443 (HTTPS) for Reporting Services and 1433-1434 for the SQL Database through the server's Windows Firewall Settings. This will allow the remote GUARD1 PLUS SE Clients to communicate with the SQL Server and Reporting Services Server.
4. Verify that the SQL Server TCP/IP protocol is enabled via SQL Server Configuration Manager.

Install GUARD1 PLUS Server Edition

On the Server

NOTE: If you are installing version 5 on the same PC as a previous version of GUARD1 PLUS SE and/or IP Attendant, you should uninstall the older version(s) before attempting to install version 5. If you do not uninstall the older version(s), you will be prompted to do so during the GUARD1 PLUS SE 5 installation process.

Install GUARD1 PLUS SE Server

1. **You must be logged on as a Local Administrator to install GUARD1 PLUS SE Server.**
2. Insert the GUARD1 PLUS SE CD in the CD drive.
3. Open **File Explorer** and browse to the CD drive. Double-click the **G1PServerSetup.exe** file.
4. Select a language and click **OK**. NOTE: the installer will extract the GUARD1 PLUS setup files to your hard drive; this may take several minutes to complete.
5. You may be prompted to install the prerequisite "Microsoft .NET Framework 4.5". If so, click **Install**.
6. Click **Next** to complete the prerequisite installation and then click **Finish**.
7. Click **Next** to install GUARD1 PLUS SE Server.
8. After reviewing the End User License Agreement select "I accept the terms in the license agreement" then click **Next** and **Install**.
9. If an older version of GUARD1 PLUS is already installed on this computer, you will be prompted to uninstall this older version of GUARD1 PLUS.
 - a. Click **OK** at the "Setup has detected an older version of GUARD1 PLUS" message, then click **Finish** to exit the GUARD1 PLUS SE 5 installer.
 - b. Uninstall the older version via Control Panel, restart the computer and begin the GUARD1 PLUS SE Server 5 installation again.
10. After version 5 is installed, click **Finish** to launch the GUARD1 PLUS Configuration Wizard.

Configure GUARD1 PLUS SE Server

1. The Configuration Wizard will launch automatically after you click **Finish** in the GUARD1 PLUS SE Server installer window. If the Configuration Wizard does not launch automatically, you can launch it via the Configuration Application shortcut in All Programs by right-clicking it and selecting "Run as administrator".
2. Review the first screen of the Configuration Wizard, then click **Start**.
3. Enter your Support Code. Your Support Code can be found on a label on the GUARD1 PLUS SE 5 CD, or may have been provided to you by Technical Support or Sales.
4. Click **Activate Now**. The Activation Wizard will launch.
5. Complete the Activation Wizard to activate your purchased licenses.

- **NOTE:** if you do not complete the Activate Software Wizard you may continue with the configuration of GUARD1 PLUS SE Server, but you will be limited to one (1) license per component until you activate your software or seven (7) days elapse. If you do not activate your software within seven (7) days, the Trial Period will expire and you will not be able to use GUARD1 PLUS SE until you complete the activation process.
6. After completing the Activation Wizard, click **Next** to continue the GUARD1 PLUS SE Configuration Wizard.
 7. Choose an HTTP port for the GUARD1 PLUS Service. The default port is *50152*. If you select a custom port, you will need to enter it when you configure your GUARD1 PLUS Clients.
 8. Click **Next**.
 9. The Configuration Wizard will set up the GUARD1 PLUS SE Server components. When the Wizard is complete, click **Exit** to launch the GUARD1 PLUS Data Maintenance Wizard.

Configure the SQL Server connection parameters and GUARD1 PLUS SE databases

1. In the Database Configuration screen of the Data Maintenance Wizard, enter the name or IP address of the SQL Server that will host the GUARD1 PLUS SE databases.
 - a. If using a Named Instance, include the instance name after the name or IP address of the server, separated by a back slash (e.g. *ServerName\InstanceName*).
2. Enter the credentials for a SQL Server SYSADMIN login. You can use Windows Authentication (currently logged in user) or SQL Server Authentication (requires a SQL User and Password).
3. Click **Next**.
4. Enter a name for the GUARD1 PLUS SE Configuration database (the default is *Guard1PlusConfig*).
5. Enter a User name and Password for the SQL Login that GUARD1 PLUS SE will use to connect to SQL Server (the default is *TksGuard1PlusUser*). This Login will be created on the SQL Server if it does not already exist. *Record the User Name and Password for later use.*
6. Click **Next**.
7. Create your GUARD1 PLUS SE Supervisor account by entering a User Name and Password. You will use this application-specific administrative account to log in to GUARD1 PLUS and to create additional User accounts if needed. *Record the User Name and Password – you will not be able to log in to GUARD1 PLUS without them!*
8. Click **Next**.
9. Enter a name for the GUARD1 PLUS SE Master database (the default is *Guard1Plus*).
10. Click **Next**.
11. Enter the connection parameters for the SQL Reporting Services server:
 - a. Name or IP address of the SQL Reporting Services server.
 - If using a custom port for your Reporting Services Web Service URL, include the port number after the Name or IP address of the Reporting Services server, separated by a colon (e.g. *RSServerName:Port#*). This is not required for the default ports.
 - b. Name of the Report Server Virtual Directory (the default is *ReportServer*). This can be found in the Web Service URL section of Reporting Services Configuration Manager on the report server.
 - If using a SQL Named Instance, include the instance name after the Report Server Virtual Directory name, separated by an underscore (e.g. *ReportServer_InstanceName*).
 - c. Name of the Report Folder that will be created for GUARD1 PLUS SE reports (the default is *G1PSE*).
 - d. If you have configured Reporting Services to use SSL, select the **Use SSL (HTTPS)** checkbox.
12. Click **Next**. Please wait since connecting to the Reporting Services server may take several minutes.
13. When the Wizard is complete, click **Finish**.
14. Review the information in the Data Maintenance Application. When finished, close the Data Maintenance Application.

Install GUARD1 PLUS SE Clients (optional)

1. **You must be logged on as a Local Administrator to install GUARD1 PLUS SE Clients.**
2. Insert the GUARD1 PLUS SE CD in the CD drive.
3. Open **File Explorer** and browse to the CD drive. Double-click the **G1PClientSetup.exe** file.
4. Select a language and click **OK**. **NOTE:** it is recommended that you choose the same language for GUARD1 PLUS SE Clients as you used for GUARD1 PLUS SE Server.
5. You may be prompted to install the prerequisites "Microsoft .NET Framework 3.5" and/or "Microsoft .NET Framework 4.5". If so, click **Install**.
6. Click **Next** to complete the prerequisite installation and then click **Finish**.
7. Click **Next** to install GUARD1 PLUS SE Clients.
8. After reviewing the End User License Agreement select "I accept the terms in the license agreement" then click **Next** and **Install**.
9. If an older version of GUARD1 PLUS is already installed on this computer, you will be prompted to uninstall this older version of GUARD1 PLUS.
 - a. Click **OK** at the "Setup has detected an older version of GUARD1 PLUS" message, then click **Finish** to exit the GUARD1 PLUS SE 5 installer.
 - b. Uninstall the older version via Control Panel, restart the computer and begin the GUARD1 PLUS SE Clients 5 installation again.
10. After version 5 is installed, click **Finish** to launch the GUARD1 PLUS SE Configuration Wizard.

Configure GUARD1 PLUS SE Clients

1. The Configuration Wizard will launch automatically after you click **Finish** in the GUARD1 PLUS SE Clients installer window. If the Configuration Wizard does not launch automatically, you can launch it via the Configuration Application shortcut in All Programs by right-clicking it and selecting "Run as administrator".
2. Review the first screen of the Configuration Wizard, then click **Start**.
3. Verify your Support Code. If you have not yet completed the Activation Wizard, click **Activate Now** (see Page 6, [Configure GUARD1 PLUS SE Server](#), Step 5).
4. After completing the Activation Wizard, click **Next** to continue the GUARD1 PLUS SE Configuration Wizard.
5. If the **What would you like to do?** screen is displayed (e.g. when installing on a system where any GUARD1 PLUS SE 5 Clients component was previously installed), select **Create configuration**, then click **Next**.
6. Select the Client components you would like to install on this PC:
 - a. **Client:** installs the GUARD1 PLUS Client application
 - b. **Rounds Tracker:** installs the Rounds Tracker application (requires Microsoft Excel 2010 or newer **32-bit**).
 - c. **Attendant:** installs GUARD1 PLUS Attendant. This is required only if you are attaching a USB Downloader to this PC or you want to use this PC as your IP Downloader Host.
7. Click **Next**.
8. *(If you did NOT select Attendant in Step 6, skip to Step 11)* If you do not have an IP Downloader, or will use another PC as your IP Downloader Attendant workstation, skip ahead to Step 9. If you have an IP Downloader and want to use this PC as your IP Attendant workstation:
 - a. Choose an HTTP port for the Attendant Service (the default port is *50150*). If you select a custom port number you will need to configure each of your IP Downloaders to use the same port number.
 - b. Select an IP Downloader Passphrase (the factory default Passphrase is blank). If you specify a custom passphrase you will need to configure each of your IP Downloaders to use the same passphrase.
9. Click **Next**.
10. If you will **not** be connecting a USB Downloader to this PC, unselect the **Expect a USB Downloader** checkbox. If you **will** be connecting a USB Downloader to this PC, leave the box checked.
11. Click **Next**.
12. The Configuration Wizard will set up the selected GUARD1 PLUS SE Clients components. When the Wizard is complete, click **Exit** to finish the installation.

On the Workstation(s)

NOTE: If you are installing version 5 on the same PC as a previous version of GUARD1 PLUS SE and/or IP Attendant, you should uninstall the older version(s) before attempting to install version 5. If you do not uninstall the older version(s), you will be prompted to do so during the GUARD1 PLUS SE 5 installation process.

Install GUARD1 PLUS SE Clients

1. **You must be logged on as a Local Administrator to install GUARD1 PLUS SE Clients.**
2. Insert the GUARD1 PLUS SE CD in the CD drive.
3. Open **File Explorer** and browse to the CD drive. Double-click the **G1PClientSetup.exe** file.
4. Select a language and click **OK**. **NOTE:** it is recommended that you choose the same language for GUARD1 PLUS SE Clients as you used for GUARD1 PLUS SE Server.
5. You may be prompted to install the prerequisites "Microsoft .NET Framework 3.5" and/or "Microsoft .NET Framework 4.5". If so, click **Install**.
6. Click **Next** to complete the prerequisite installation and then click **Finish**.
7. Click **Next** to install GUARD1 PLUS SE Clients.
8. After reviewing the End User License Agreement select "I accept the terms in the license agreement" then click **Next** and **Install**.
9. If an older version of GUARD1 PLUS is already installed on this computer, you will be prompted to uninstall this older version of GUARD1 PLUS.
 - a. Click **OK** at the "Setup has detected an older version of GUARD1 PLUS" message, then click **Finish** to exit the GUARD1 PLUS SE 5 installer.
 - b. Uninstall the older version via Control Panel, restart the computer and begin the GUARD1 PLUS SE Clients 5 installation again.
10. After version 5 is installed, click **Finish** to launch the GUARD1 PLUS SE Configuration Wizard.

Configure GUARD1 PLUS SE Clients

1. The Configuration Wizard will launch automatically after you click **Finish** in the GUARD1 PLUS SE Clients installer window. If the Configuration Wizard does not launch automatically, you can launch it via the Configuration Application shortcut in All Programs by right-clicking it and selecting "Run as administrator".
2. Review the first screen of the Configuration Wizard, then click **Start**.
3. If the **What would you like to do?** screen is displayed (e.g. when installing on a system where any GUARD1 PLUS SE 5 Client component was previously installed), select **Create configuration**, then click **Next**.
4. Select the Client components you would like to install on this PC:
 - a. **Client:** installs the GUARD1 PLUS Client application.
 - b. **Rounds Tracker:** installs the Rounds Tracker application (requires Microsoft Excel 2010 or newer 32-bit).
 - c. **Attendant:** installs GUARD1 PLUS Attendant. This is required only if you are attaching a USB Downloader to this PC or you want to use this PC as your IP Downloader Host.
5. Click **Next**.
6. Enter the name or IP address of the GUARD1 PLUS SE Server (the PC where the GUARD1 PLUS Service is installed).
7. Choose an HTTP port for the GUARD1 PLUS Service. The default port is **50152**. If you selected a custom port during the GUARD1 PLUS SE Server configuration, select **Use a custom port number** and enter the same port you specified on the server.
8. Click **Next**.
9. (If you did NOT select Attendant in Step 4, skip to Step 12) If you do not have an IP Downloader, or will use another PC as your IP Downloader Attendant workstation, skip ahead to Step 10. If you have an IP Downloader and want to use this PC as your IP Attendant workstation:
 - a. Choose an HTTP port for the Attendant Service (the default port is **50150**). If you select a custom port number you will need to configure each of your IP Downloaders to use the same port number.

- b. Select an IP Downloader Passphrase (the factory default Passphrase is blank). If you specify a custom passphrase you will need to configure each of your IP Downloaders to use the same passphrase.
10. Click **Next**.
11. If you will **not** be connecting a USB Downloader to this PC, unselect the **Expect a USB Downloader** checkbox. If you **will** be connecting a USB Downloader to this PC, leave the box checked.
12. Click **Next**.
13. The Configuration Wizard will set up the selected GUARD1 PLUS SE Clients components. When the Wizard is complete, click **Exit** to finish the installation. Proceed to the section [Connecting Your Downloader](#) on Page 17.

Upgrading GUARD1 PLUS Server Edition

IMPORTANT: To ensure that your data is not lost, you should download all of your PIPEs just prior to beginning the upgrade, and instruct your users not to download the PIPEs again until the upgrade is complete, GUARD1 PLUS SE 5 is functional and all IP Downloaders are configured to communicate with the new Attendant.

You can upgrade from GUARD1 PLUS SE versions 5.x, 4.40 and 4.30 and from GUARD1 PLUS 5.x and 2.81.

Upgrading from GUARD1 PLUS 2.81

If you are installing GUARD1 PLUS SE 5 Server on a **different** PC than the one GUARD1 PLUS 2.81 is installed on:

1. Create a Backup of your GUARD1 PLUS 2.81 database using the GUARD1 PLUS 2.81 Data Maintenance Wizard.
2. Install and configure GUARD1 PLUS SE 5 as described in the section [Installing GUARD1 PLUS Server Edition](#) starting on Page 6.
3. After finishing the GUARD1 PLUS SE 5 installation, run the 5 **Data Maintenance Application** from the shortcut in the All Programs menu.
4. Login with your GUARD1 PLUS SE Supervisor credentials.
5. Click **Restore .G1P file**.
6. Click the browse (...) button to select the GUARD1 PLUS 2.81 Backup file you created in Step 1.
7. Click **OK**. The conversion/restore process will begin and may take several minutes depending on how large your GUARD1 PLUS 2.81 database is.
8. When the conversion/restore process is complete, exit the Data Maintenance Application.
9. Proceed to the section [Connecting Your Downloader](#) on Page 17.

If you are installing GUARD1 PLUS SE Server on the **same** PC that GUARD1 PLUS 2.81 is installed on (uncommon):

1. Install and configure GUARD1 PLUS SE 5 as described in the section [Installing GUARD1 PLUS Server Edition](#) starting on Page 6.
 - The GUARD1 PLUS SE 5 Data Maintenance Wizard will detect and automatically upgrade your GUARD1 PLUS 2.81 database as part of the configuration process.

Upgrading from GUARD1 PLUS SE 5.x, 4.40 or 4.30

Configure the SQL Server

If you are upgrading from GUARD1 PLUS SE 5.x, 4.40 or 4.30 and using the same SQL Server you will need the following:

1. The name and password for a SQL SYSADMIN account (e.g. SA).
2. The name and password of the GUARD1 PLUS SQL Login (typically *TksGuard1PlusUser* or *guard*).
3. The SQL Server name or IP address, and instance name and custom ports (if applicable).
4. The Reporting Services server name or IP address (if different from SQL Server), Virtual Directory name and custom ports (if applicable).
5. Create a Backup of your GUARD1 PLUS SE Application and Configuration databases.

If you are moving your GUARD1 PLUS SE 5.x, 4.40 or 4.30 databases to a new SQL Server you will need the following:

1. The name and password for a SQL SYSADMIN account (e.g. SA).
2. The name and password of the GUARD1 PLUS SQL Login used on the old SQL Server (typically *TksGuard1PlusUser* or *guard*).
3. The new SQL Server name or IP address, and instance name and custom ports (if applicable).
4. The Reporting Services server name or IP address (if different from SQL server), Virtual Directory Name and custom ports (if applicable).

5. Backup files of the GUARD1 PLUS SE 4.x Application and Configuration databases from the old SQL Server.
 - a. Restore these backup databases to the new server, using the same database names.
 - b. Delete the old GUARD1 PLUS SQL Login from each database (typically *TksGuard1PlusUser* or *guard*).
6. Create a new SQL Login for GUARD1 PLUS to use to access the databases.
 - a. The suggested Login name is *TksGuard1PlusUser*.
 - b. Default database is **master**.
 - c. **Enforce password policy** must be disabled.
 - d. Assign **bulkadmin** and **dbcreator** roles to the Login in addition to the default **public** role.
 - e. *Record the Login name and password for future reference.*
7. Add the new SQL Login to both GUARD1 PLUS databases.
 - a. Enter **dbo** for the **Default schema**.
 - b. Assign the **db_owner** Role Membership.

Upgrade GUARD1 PLUS Server Edition

On the Server

NOTE: If you are installing version 5 on the same PC as a previous version of GUARD1 PLUS SE, GUARD1 PLUS and/or IP Attendant, the Version 5 installer will automatically detect the older versions and prompt you. Click OK to allow the installer to uninstall the older versions. Additional user input may be required depending on which legacy components are installed. Once the older versions are uninstalled, the Version 5 installer will continue.

Install GUARD1 PLUS SE Server

1. Close all GUARD1 PLUS SE applications including:
 - a. Client SE
 - b. Attendant SE
 - c. Rounds Tracker SE
 - d. IP Attendant service
2. Disconnect all USB Downloaders from the PC.
3. Using Add/Remove Programs or Programs and Features, uninstall all GUARD1 PLUS SE components and IP Attendant.
4. Restart the PC.
5. **Log on as a Local Administrator to install GUARD1 PLUS SE Server.**
6. Insert the GUARD1 PLUS SE CD in the CD drive.
7. Open **File Explorer** and browse to the CD drive. Double-click the **G1PServerSetup.exe** file.
8. Select a language and click **OK**. **NOTE:** the installer will extract the GUARD1 PLUS setup files to your hard drive; this may take several minutes to complete.
9. You may be prompted to install the prerequisite "Microsoft .NET Framework 4.5". If so, click **Install**.
10. Click **Next** to complete the prerequisite installation and then click **Finish**.
11. Click **Next** to install GUARD1 PLUS SE Server.
12. After reviewing the End User License Agreement select "I accept the terms in the license agreement" then click **Next** and **Install**.
13. If older GUARD1 products are installed on this computer, you will be prompted to uninstall them. Click OK at the message "The following products must be uninstalled". The listed products will be uninstalled. You may be prompted to proceed during this process – if so, click OK or Yes. Once all older products are uninstalled, the version 5 installer will proceed.
14. After version 5 is installed, click **Finish** to launch the GUARD1 PLUS Configuration Wizard.

Configure GUARD1 PLUS SE Server

1. The Configuration Wizard will launch automatically after you click **Finish** in the GUARD1 PLUS SE Server installer window. If the Configuration Wizard does not launch automatically, you can launch it via the Configuration Application shortcut in All Programs by right-clicking it and selecting "Run as administrator".
2. Review the first screen of the Configuration Wizard, then click **Start**.
3. Enter your Support Code. Your Support Code can be found on a label on the GUARD1 PLUS SE 5 CD, or may have been provided to you by Technical Support or Sales.
4. Click **Activate Now**. The Activation Wizard will launch.
5. Complete the Activation Wizard to activate your purchased licenses.
 - **NOTE:** if you do not complete the Activate Software Wizard you may continue with the configuration of GUARD1 PLUS SE Server, but you will be limited to one (1) license per component until you activate your software or seven (7) days elapse. If you do not activate your software within seven (7) days, the Trial Period will expire and you will not be able to use GUARD1 PLUS SE until you complete the activation process.
6. After completing the Activation Wizard, click **Next** to continue the GUARD1 PLUS SE Configuration Wizard.
7. Choose an HTTP port for the GUARD1 PLUS Service. The default port is 50152. If you select a custom port, you will need to enter it when you configure your GUARD1 PLUS Clients.
8. Click **Next**.
9. The Configuration Wizard will set up the GUARD1 PLUS SE Server components. When the Wizard is complete, click **Exit** to launch the GUARD1 PLUS Data Maintenance Wizard.

Configure the SQL Server connection parameters and GUARD1 PLUS SE databases

1. In the Database Configuration screen of the Data Maintenance Wizard, enter the name or IP address of the SQL Server that hosts the GUARD1 PLUS SE databases.
 - If using a Named Instance, include the instance name after the name or IP address of the server, separated by a back slash (e.g. *ServerName\InstanceName*).
2. Enter the credentials for a SQL Server SYSADMIN login. You can use Windows Authentication (currently logged in user) or SQL Server Authentication (requires a SQL User and Password).
3. Click **Next**.
4. Enter the name of the GUARD1 PLUS SE Configuration database (the default is *Guard1PlusConfig*).
5. Enter the User name and Password for the SQL Login that GUARD1 PLUS SE will use to connect to SQL Server (the default is *TksGuard1PlusUser*).
 - a. If you are using the same SQL Server as the previous version of GUARD1 PLUS, enter the existing GUARD1 PLUS SQL Login (typically *TksGuard1PlusUser* or *guard*) and password.
 - b. If you are using a different SQL Server, enter the new GUARD1 PLUS SQL Login that you created in the previous section, **Configure the SQL Server**.
6. Click **Next**.
7. If you are upgrading your older GUARD1 PLUS SE Configuration Database, you will be prompted to upgrade the database. Click **Next**.
8. Create your GUARD1 PLUS SE Supervisor account by entering a User Name and Password. You will use this application-specific administrative account to log in to GUARD1 PLUS and to create additional User accounts if needed. **Record the User Name and Password – you will not be able to log in to GUARD1 PLUS without them!**
9. Click **Next**. The Configuration Database will be created or upgraded as necessary.
10. If you are upgrading your older GUARD1 PLUS SE Application Database, you will be prompted to upgrade the database. If you are not prompted, skip to Step 11.
 - a. Click **Finish** to launch the Data Maintenance Application.
 - b. Enter your GUARD1 PLUS Supervisor credentials and click **Login**.
 - c. In the Data Maintenance window, click the **Upgrade** button.
 - d. When the upgrade is complete, you will be notified that the GUARD1 PLUS Server does not have the Report Server connection parameters. **Exit** the Data Maintenance Application, then re-run it from the shortcut in the All Programs menu.

- e. After launching the Data Maintenance Application, login with your GUARD1 PLUS Supervisor credentials, then proceed to Step 13.
11. Enter a name for the GUARD1 PLUS SE Master database (the default is *Guard1Plus*).
12. Click **Next**.
13. Enter the connection parameters for the SQL Reporting Services server:
 - a. Name or IP address of the SQL Reporting Services server.
 - b. If using a custom port for your Reporting Services Web Service URL, include the port number after the Name or IP address of the Reporting Services server, separated by a colon (e.g. *RSServerName:Port#*). This is not required for the default ports.
 - c. Name of the Report Server Virtual Directory (the default is *ReportServer*). This can be found in the Web Service URL section of Reporting Services Configuration Manager on the report server.
 - If using a SQL Named Instance, include the instance name after the Report Server Virtual Directory name, separated by an underscore (e.g. *ReportServer_InstanceName*).
 - e. Name of the Report Folder that will be created for GUARD1 PLUS SE reports (the default is *G1PSE*).
 - f. If you have configured Reporting Services to use SSL, select the **Use SSL (HTTPS)** checkbox.
14. Click **Next**. Please wait since connecting to the Reporting Services server may take several minutes.
15. When the Wizard is complete, click **Finish**.
16. Review the information in the Data Maintenance Application. When finished, close the Data Maintenance Application.

Install GUARD1 PLUS SE Clients (optional)

1. **You must be logged on as a Local Administrator to install GUARD1 PLUS SE Clients.**
2. Insert the GUARD1 PLUS SE CD in the CD drive.
3. Open **File Explorer** and browse to the CD drive. Double-click the **G1PClientSetup.exe** file.
4. Select a language and click **OK**. NOTE: it is recommended that you choose the same language for GUARD1 PLUS SE Clients as you used for GUARD1 PLUS SE Server.
5. You may be prompted to install the prerequisites "Microsoft .NET Framework 3.5" and/or "Microsoft .NET Framework 4.6.1". If so, click **Install**.
6. Click **Next** to complete the prerequisite installation and then click **Finish**.
7. Click **Next** to install GUARD1 PLUS SE Clients.
8. Select "I accept the terms in the license agreement" then click **Next** and **Install**.
9. After version 5 is installed, click **Finish** to launch the GUARD1 PLUS SE Configuration Wizard.

Configure GUARD1 PLUS SE Clients

1. The Configuration Wizard will launch automatically after you click **Finish** in the GUARD1 PLUS SE Clients installer window. If the Configuration Wizard does not launch automatically, you can launch it via the Configuration Application shortcut in All Programs by right-clicking it and selecting "Run as administrator".
2. Review the first screen of the Configuration Wizard, then click **Start**.
3. Verify your Support Code. If you have not yet completed the Activation Wizard, click **Activate Now** (see Page 12, [Configure GUARD1 PLUS SE Server](#), Step 5).
4. After completing the Activation Wizard, click **Next** to continue the GUARD1 PLUS SE Configuration Wizard.
5. If the **What would you like to do?** screen is displayed (e.g. when installing on a system where any GUARD1 PLUS SE 5 Clients component was previously installed), select **Create configuration**, then click **Next**.
6. Select the Client components you would like to install on this PC:
 - a. **Client:** installs the GUARD1 PLUS Client application, used for managing Buttons, organizing Tours, viewing Tour data and running reports.

- b. **Rounds Tracker:** installs the Rounds Tracker application (requires Microsoft Excel 2010 or newer 32-bit).
 - c. **Attendant:** installs GUARD1 PLUS Attendant. This is required only if you are attaching a USB Downloader to this PC or you want to use this PC as your IP Downloader Host.
7. Click **Next**.
8. *(If you did NOT select Attendant in Step 6, skip to Step 11)* If you do not have an IP Downloader, or will use another PC as your IP Downloader Attendant workstation, skip ahead to Step 9. If you have an IP Downloader and want to use this PC as your IP Attendant workstation:
 - a. Choose an HTTP port for the Attendant Service (the default port is 50150). If you select a custom port number you will need to configure each of your IP Downloaders to use the same port number.
 - b. Select an IP Downloader Passphrase (the factory default Passphrase is blank). If you specify a custom passphrase you will need to configure each of your IP Downloaders to use the same passphrase.
9. Click **Next**.
10. If you will **not** be connecting a USB Downloader to this PC, unselect the Expect a USB Downloader checkbox. If you **will** be connecting a USB Downloader to this PC, leave the box checked.
11. Click **Next**.
12. The Configuration Wizard will set up the selected GUARD1 PLUS SE Clients components. When the Wizard is complete, click **Exit** to finish the installation.

On the Workstations

NOTE: If you are installing version 5 on the same PC as a previous version of GUARD1 PLUS SE and/or IP Attendant, you should uninstall the older version(s) before attempting to install version 5. If you do not uninstall the older version(s), you will be prompted to do so during the GUARD1 PLUS SE 5 installation process.

Install GUARD1 PLUS SE Clients

1. Close all GUARD1 PLUS SE applications including:
 - a. Client SE
 - b. Attendant SE
 - c. Rounds Tracker SE
 - d. IP Attendant service
2. Disconnect all USB Downloaders from the PC.
3. Using Add/Remove Programs or Programs and Features, uninstall all GUARD1 PLUS SE components and IP Attendant.
4. Restart the PC.
5. **Log on as a Local Administrator to install GUARD1 PLUS SE Clients.**
6. Insert the GUARD1 PLUS SE CD in the CD drive.
7. Open **File Explorer** and browse to the CD drive. Double-click the **G1PClientSetup.exe** file.
8. Select a language and click **OK**. NOTE: it is recommended that you choose the same language for GUARD1 PLUS SE Clients as you used for GUARD1 PLUS SE Server.
9. You may be prompted to install the prerequisites "Microsoft .NET Framework 3.5" and/or "Microsoft .NET Framework 4.6.1". If so, click **Install**.
10. Click **Next** to complete the prerequisite installation and then click **Finish**.
11. Click **Next** to install GUARD1 PLUS SE Clients.
12. After reviewing the End User License Agreement select "I accept the terms in the license agreement" then click **Next** and **Install**.
13. If an older version of GUARD1 PLUS is already installed on this computer, you will be prompted to uninstall this older version of GUARD1 PLUS. If so, click **OK** at the "Setup has detected an older version of GUARD1 PLUS" message, then click **Finish** to exit the GUARD1 PLUS SE 5 installer. Uninstall the older version via Control Panel, restart the computer and begin the GUARD1 PLUS SE Clients 5 installation again.
14. After version 5 is installed, click **Finish** to launch the GUARD1 PLUS SE Configuration Wizard.

Configure GUARD1 PLUS SE Clients

1. The Configuration Wizard will launch automatically after you click **Finish** in the GUARD1 PLUS SE Clients installer window. If the Configuration Wizard does not launch automatically, you can launch it via the Configuration Application shortcut in All Programs by right-clicking it and selecting "Run as administrator".
2. Review the first screen of the Configuration Wizard, then click **Start**.
3. If the **What would you like to do?** screen is displayed (e.g. when installing on a system where any GUARD1 PLUS SE 5 Client component was previously installed), select **Create configuration**, then click **Next**.
4. Select the Client components you would like to install on this PC:
 - a. **Client**: installs the GUARD1 PLUS Client application, used for managing Buttons, organizing Tours, viewing Tour data and running reports.
 - b. **Rounds Tracker**: installs the Rounds Tracker application (requires Microsoft Excel 2010 or newer 32-bit).
 - c. **Attendant**: installs GUARD1 PLUS Attendant. This is required only if you are attaching a USB Downloader to this PC or you want to use this PC as your IP Downloader Host.
5. Click **Next**.
6. Enter the name or IP address of the GUARD1 PLUS SE Server (the PC where the GUARD1 PLUS Service is installed).
7. Choose an HTTP port for the GUARD1 PLUS Service. The default port is *50152*. If you selected a custom port during the GUARD1 PLUS SE Server configuration, select **Use a custom port number** and enter the same port you specified on the server.
8. Click **Next**.
9. *(If you did NOT select Attendant in Step 4, skip to Step 12)* If you do not have an IP Downloader, or will use another PC as your IP Downloader Attendant workstation, skip ahead to Step 10. If you have an IP Downloader and want to use this PC as your IP Attendant workstation:
 - a. Choose an HTTP port for the Attendant Service (the default port is *50150*). If you select a custom port number you will need to configure each of your IP Downloaders to use the same port number.
 - b. Select an IP Downloader Passphrase (the factory default Passphrase is blank). If you specify a custom passphrase you will need to configure each of your IP Downloaders to use the same passphrase.
10. Click **Next**.
11. If you will **not** be connecting a USB Downloader to this PC, unselect the Expect a USB Downloader checkbox. If you will be connecting a USB Downloader to this PC, leave the box checked.
12. Click **Next**.
13. The Configuration Wizard will set up the selected GUARD1 PLUS SE Clients components. When the Wizard is complete, click **Exit** to finish the installation.

Connecting Your Downloader

Connect a USB Downloader

The USB Downloader should be connected **AFTER** you install the Attendant component of GUARD1 PLUS SE Clients.

1. Position the Downloader near the computer.
2. Connect the USB cable from your Downloader to the computer's USB port.
3. The Downloader should now appear in the System Tab in GUARD1 PLUS. If it does not, click on the **Guard1 Plus** folder in the System Tab, then press **F5** on your keyboard to refresh the display.

Connect an IP Downloader

1. Connect the Ethernet cable to the IP Downloader, then to your LAN/WAN/Internet port.
2. If applicable, connect the power supply to the IP Downloader.
3. The IP Downloader may take up to two minutes to acquire its IP address. Wait for the Network LED to be solid green. If the Network LED is not lit, refer to the troubleshooting section of the *IP Attendant and IP Downloader Administration Manual*.
4. On a computer connected to the same network as the IP Downloader, open a Web Browser window.
5. If DHCP is enabled, enter the IP Downloader's network name in the browser's address bar. The network name begins with "tks" and can be found on the label on the bottom of the IP Downloader. For example: **http://tks002223390034**
6. If DHCP is not enabled, enter **http://192.168.104.104** into the browser address bar. (Note: You should modify this factory default address upon commissioning to avoid any duplicate IP addresses on the network.)
7. From the IP Downloader's home page, click **Manage Downloader**.
8. Enter the password (default password is **password**) and click **Log in**.
9. Enter the **Contact, Location and Time Zone**.
10. For the **Server Host Name**, enter the **computer name** or **IP Address** of the computer running the GUARD1 PLUS SE Attendant service.
 - If you entered a custom Port and/or Passphrase during GUARD1 PLUS SE Attendant configuration, modify the **Server IP Port** and/or **Passphrase** of the IP Downloader to match.
11. If DHCP is enabled, **do not change** the IP address, subnet mask, default gateway and DNS server address, unless you wish to assign it a static IP address.
12. If DHCP is **not** enabled, enter the IP Downloader's **new IP address, subnet mask, default gateway and DNS server address**.
13. Click **Apply** to save the IP Downloader's configuration, then click **OK**.
14. The IP Downloader will attempt to communicate with the GUARD1 PLUS Attendant. Upon successful communication, the IP Downloader's System and Network LEDs will turn green. You can now download your PIPE.
15. The Downloader should now appear in the System Tab in GUARD1 PLUS. If it does not, click on the **Guard1 Plus** folder in the System Tab, then press **F5** on your keyboard to refresh the display.

Adding Buttons

Clear the PIPE

Before you add any new buttons, the PIPE should be cleared.

1. Place the PIPE in the Downloader.
2. The PIPE should download automatically.
3. If there are any new buttons, a notification from the Configure Unassigned Buttons application will appear in the System Tray.
4. In GUARD1 PLUS, open the Buttons tab and right-click the Unassigned Buttons folder, then select **View All Unassigned Buttons**.
5. In the right window pane, select any button, press **CTRL+A** on your keyboard, then press the **Delete** key on your keyboard. Click **Yes** to delete the buttons.
6. Proceed to the next section to add new buttons.

Add Buttons

Officer, Location and Incident buttons are all added in the same way.

1. Read each button with the PIPE. Keep track of the order you read them in.
2. Carefully record the description of each button you read, in the correct order.
3. Place the PIPE in the Downloader. It should download automatically.
4. Open the Configure Unassigned Buttons app by double-clicking its Tray icon, or from the Buttons Tab in GUARD1 PLUS by right-clicking the Unassigned Buttons folder and selecting **Configure Unassigned Buttons**.
5. Select the download that contains the buttons you want to assign.
6. In the right window pane, the buttons are listed in the order they were read. For each button, specify a description and the button's type (Officer, Location or Incident).
7. When finished, click **Save**.
8. Proceed to the next section to add your Location buttons to a tour.

Create a Tour

You must add your Location buttons to a tour to see their data in reports.

1. Open the Facilities tab.
2. Double-click **Clients** to add a new Client. This Client represents your security tour.
3. Enter the Client information and click **Next**.
4. Select **Go to the Finish screen** and click **Next**, then **Finish**.
5. Locate the Client you have just created in the Facilities tab.
6. Right-click this Client and click **Add Location**.
7. Select all of the Location buttons that should be added to this Client and click **Next**.
8. Click **Finish**.