

# INTEGRITI CS QUICK START GUIDE

## Overview:

---

Integriti CS Software is available to Integriti certified installers free of charge and is to be used to commission Integriti Security Controllers on a single or multi controller site. It is not to be made available to end user customers under the terms of the license agreement.

This document will contain instructions on how to use the Integriti CS software in its intended manner and also advise the prerequisites and troubleshooting techniques involved.

## Prerequisites:

---

- A laptop or desktop running Windows Vista, Windows 7 or Windows 8.
- If Windows XP or Windows 8 is being used you must have Version 3.0 controller firmware and 3.0 Integriti CS Software see Troubleshooting for more details
- If Integriti System Designer Pro is already installed it is recommended by Inner Range that it be removed before Integriti CS is installed
- An Inner Range Keypoint account where you can obtain your CS Software product key— contact your distributor for more info
- Integriti CS Software is available for download on the Inner Range website
- Integriti Controller firmware must be Version 2.5 or later Refer to the Inner Range website for the latest available firmware version
- If Ethernet, Dial up or SkyTunnel is to be used as a connection mechanism, the Integriti Controller must either have no SMART card or a level 0 license only (feature licenses such as Automation are OK – but no level 1 or higher licenses)
- If Remote connection is necessary to an Integriti Controller that has a SMART card with a level 1 or higher license, Inner Range now offer an Allow CS Remote Connection SMART card licence, this can be purchased from Inner Range distributors For further info please refer to [Product Release information](#)

- Elite keypad (can be a temporary Elite keypad)
- Depending on the connection method between the Integriti Controller and the Integriti CS Software:
  1. A USB cable for connection to the installer’s computer (Male A to Male B)
  2. An Ethernet cable (RJ45 connector) connected the sites network
  3. An RJ11 phone cable connected the site’s PSTN connection
- Installer Pin must not be 01
- For firmware versions before V3.0 make sure the Installer Access “I” option is flagged Y in the Menu Group – this is done by default in later versions, You’ll need an Elite keypad to perform this action for early versions
  1. Go in to the Menu Group programming menu: [Menu], [2], [4], [1]
  2. Select the ‘All Menus’ menu group: [▼] x?, [Ok]
  3. Go to the 2<sup>nd</sup> Remote Access Flags screen: [Ok] x12
  4. Enable the Installer Access option: [▶] x5, [9], [Ok]
- CT01 Integriti CT must be deleted unless the Integriti Controller has been defaulted or is new out of the factory.
  1. Go in to controller communications task programming: [Menu], [7], [3], [1]
  2. Select the Integriti communications task: [Ok]
  3. Change the state from Active to Idle: [9]
  4. Delete the communication task: [◀], [Off], [Ok], [9]

## Cautions & Warnings:

The default synchronisation setting in Integriti CS Software is set to prefer controller changes therefore entities that exist in the controller get written to the CS Software database.

Please note Integriti CS only supports 1 controller connection at a time; however multiple controllers can be added to allow programming for global sites.

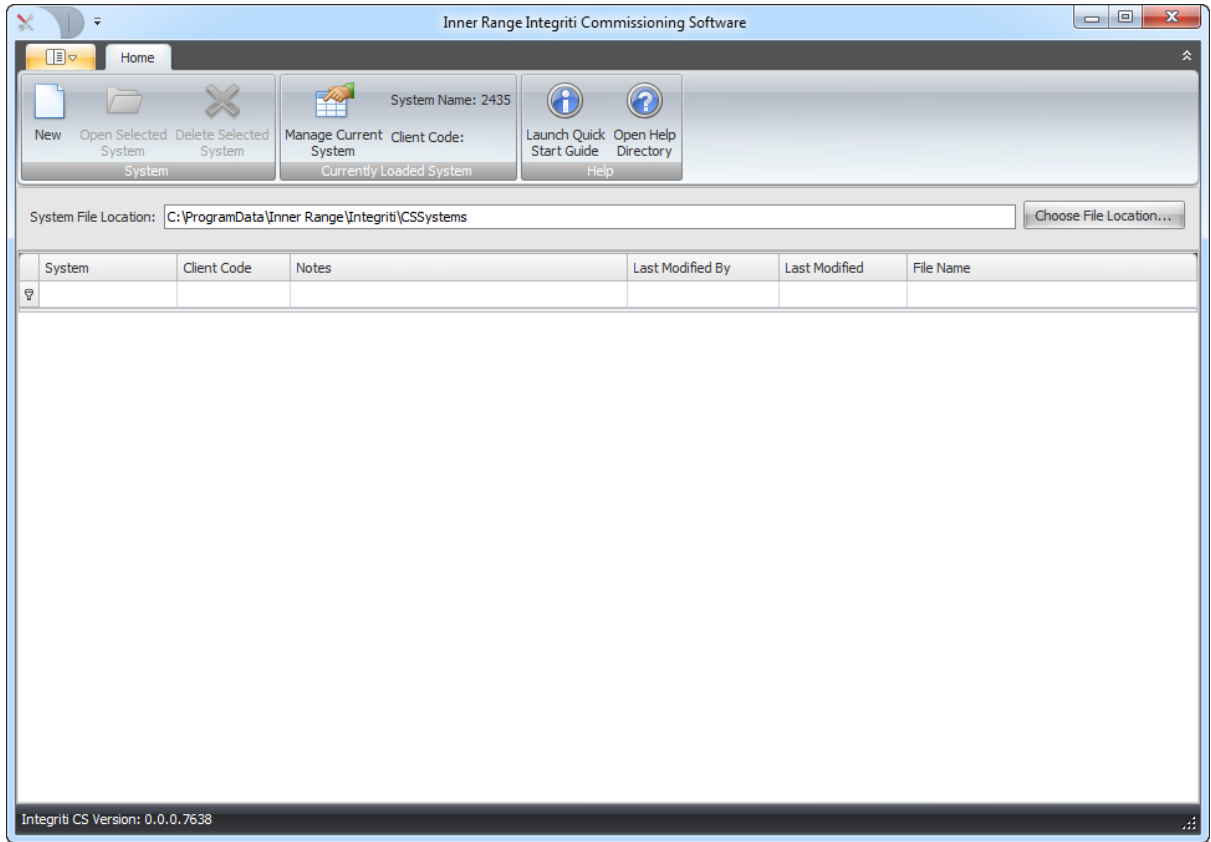
If the Controller has a Level 1, 2, 3 or 4 level SMART card installed, the only connection method available is USB unless it has an Allow CS Remote Licence in the SMART card. However Level 0 Controllers can be connected via Ethernet, Dialup, USB or SkyTunnel.

An Integriti CS system is designed to exit after 2 hours from the time of logon so be sure all work is saved to prevent loss of programming

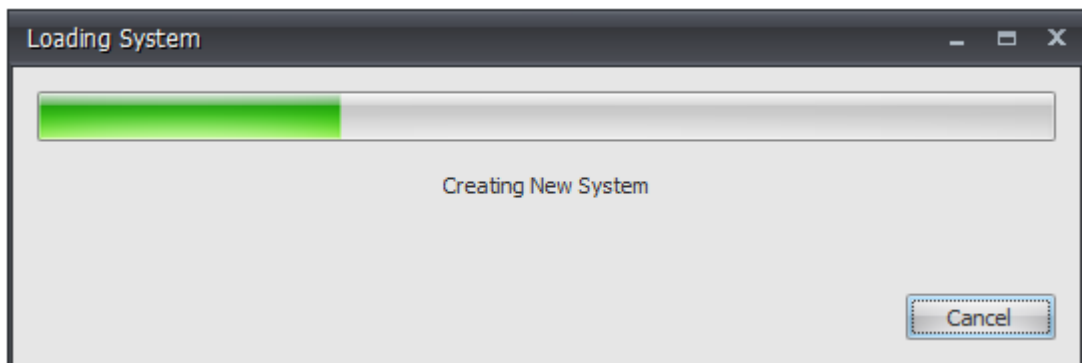
Do not proceed to enrol any controllers until all the prerequisites above have been checked.

## Enrolling an Integrati Controller via USB:

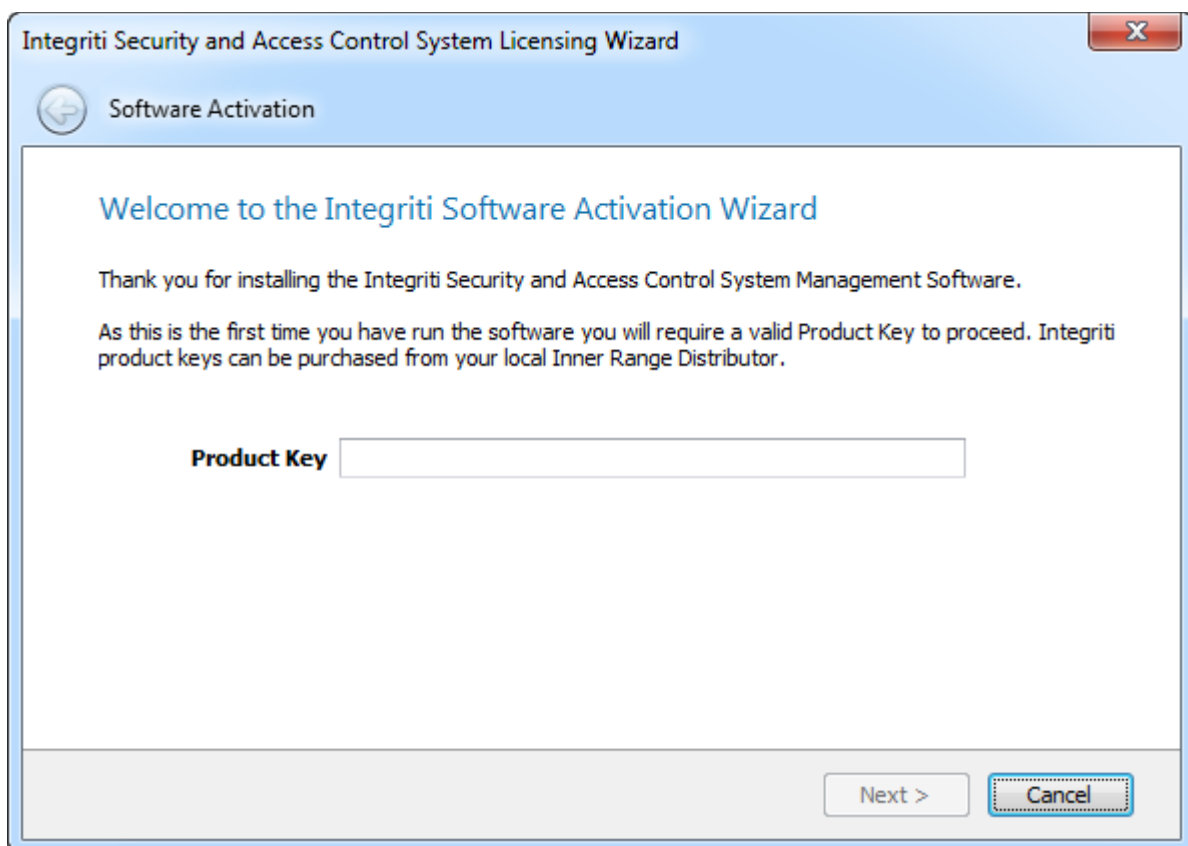
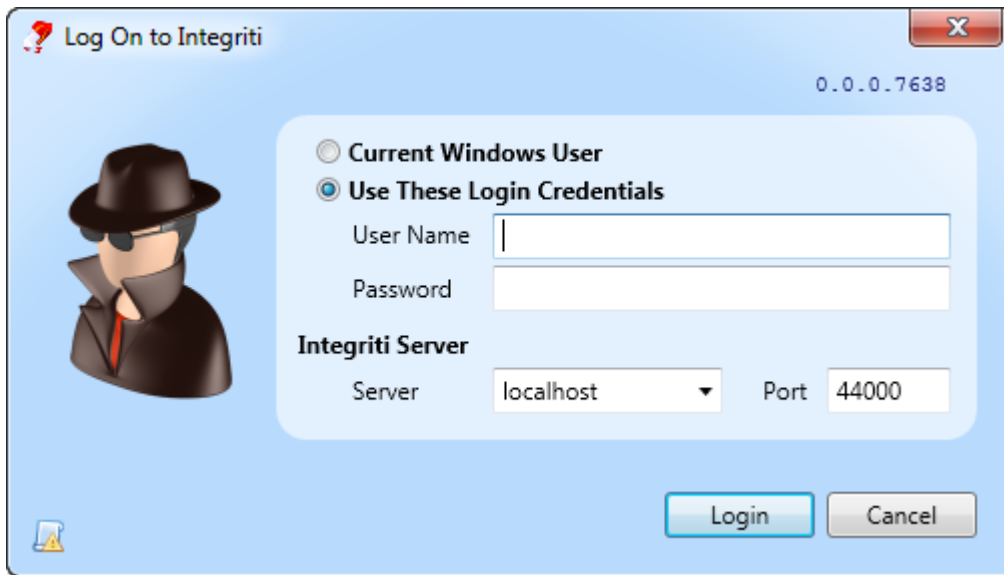
1. The software is installed and the home screen is open.



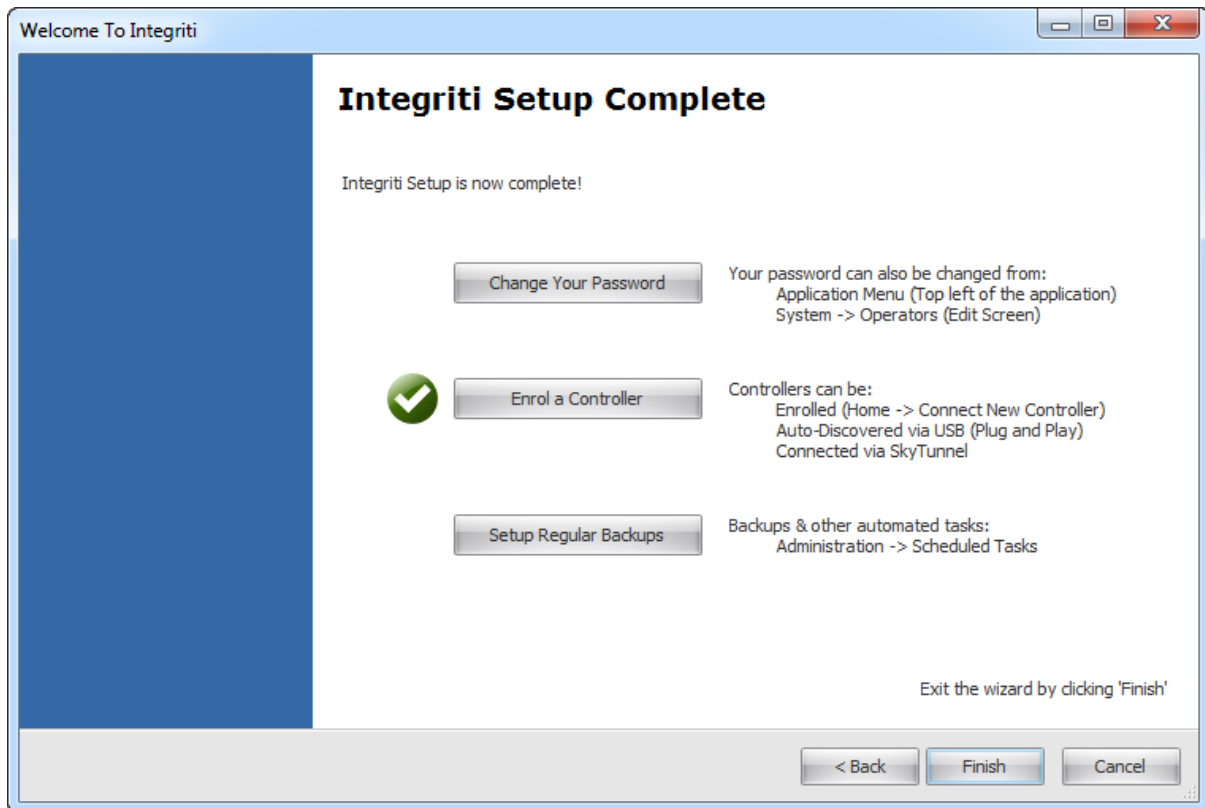
2. Click new




3. Login with user name and password 'installer' (all lower case), Paste product key then register online.



4. There is no need to enrol a controller at this stage so click finish to close the wizard. The wizard can be launched later by right clicking the site and selecting Run setup wizard.



5. Insert the USB cable into the USB (B) port of the controller.
6. Insert the other end of the USB cable into the laptop.
7. The Controller will now Enrol, connect and synchronise itself.

 Please note that if for some reason the controller does not automatically connect then refer to the troubleshooting section.

## Enrolling an Integriti Controller via Ethernet:

Level 0 SMART card only or Allow CS Remote Connection Licence refer to prerequisites for more info.

### Integriti controller IP configuration

Before enrolling a controller, you will need to ensure it has been appropriately configured for the network it has been attached to.

### Determining what IP address was given to an Integriti controller:

This procedure assumes the controller is connected to a LAN with a DHCP server and a terminal is attached to the device bus with its address set to 1.

If you can't determine if there is a DHCP server present on the network, follow this procedure through to step 7. If the displayed IP address is 0 . 0 . 0 . 0, the controller was not issued with an IP address. Follow the procedure 'Manually assigning an IP address of the Integriti controller' below.

1. After performing the pre-power up checks, turn the Integriti controller on.
2. Wait for the controller to start. When the controller is up and running, the Status 1 and Status 2 LEDs will flash in an alternating pattern (*Figure 1*).

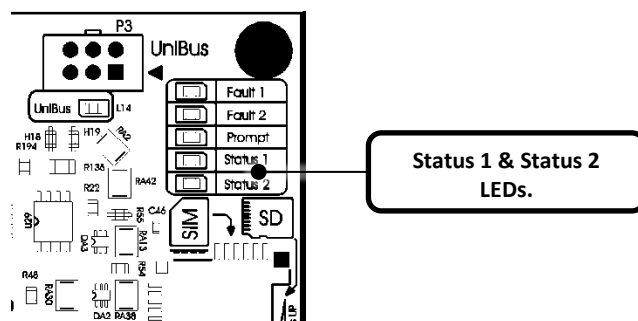


Figure 1

3. Log in to the terminal by pressing: [0], [1], [Ok]
4. Go in to controller information by pressing: [Menu], [1], [9]
5. Press [▼] once to display the controller serial number.
6. Press [▼] once more to display the controller MAC address.
7. Press [▼] two more times to reveal the controller IP address. (assuming the controller is connected to a network and a DHCP server has assigned an IP address to the controller)

## Manually assigning an IP address of the Integriti controller:

---

**This procedure assumes the controller is connected to a LAN without a DHCP server and a terminal is attached to the device bus with its address set to 1.**

1. After performing the pre-power up checks, turn the Integriti controller on.
2. Wait for the controller to start. When the controller is up and running, the Status 1 and Status 2 LEDs will flash in an alternating pattern (*Figure 1 above*).
3. Log in to the terminal by pressing: **[0], [1], [Ok]**
4. Go in to controller NIC configuration by pressing: **[Menu], [7], [3], [4]**
5. Press **[Ok]** once to configure NIC01.
6. Enter in the desired IP address for the Integriti controller followed by **[Ok]**.
7. Enter in the subnet mask followed by **[Ok]**.
8. Enter in the gateway address (if required) followed by **[Ok]**.
9. Enter in the primary DNS address (if required) followed by **[Ok]**.
10. Enter in the secondary DNS address (if required) followed by **[Ok]**.
11. The controller is configured to use DHCP by default. Press **[5]** to disable DHCP.

## Controller enrolment

Enrolling via Ethernet method is exactly the same as Enrolling via USB, except the “Enrol a controller” option needs to be selected in the Setup wizard.

**Connect to Controller**

Controller Server: IR-KEVIN Site: Default Site

Controller Name:

TCP / IP | SkyTunnel | Dialup

Controller IP Address: 192.168.105.157

Server IP Address:

Auto: IR-KEVIN - 192.168.1.126

Manual:

Discover Controllers ...

**Authentication**

User Name: PIN:

**Data Synchronization Policy**

Merge Changes

Differences between the Software and Controller databases are merged, such that both the controller and server have a consistent database containing all programmed records. If there is a conflict on a particular record, the record from the Software will overwrite the record in the Controller.

This mode is suitable for single controller installations, or installations where keypad programming is desired.

**Connection Status**

Connect



1. Enter the IP address of the controller (as described in the two sections above).
2. Enter the Installer name and PIN number. ( Must not be the default of 01)
3. The Server IP Address should also be available by default.
4. The synchronisation options are now available to be selected, choose “Prefer Controller Changes”.
5. Click Connect, the controller will now connect and synchronise with the Integriti CS Software.



*Please note that if for some reason the controller does not automatically connect then refer to the troubleshooting section.*

## Enrolling an Integriti Controller via SkyTunnel:

---

Level 0 SMART card only or Allow CS Remote Connection Licence refer to [prerequisites](#) for more info.

SkyTunnel is a protocol introduced by Inner Range to allow a simple Ethernet connection via the internet, using a “Cloud Service”.

Enrolling via the SkyTunnel method is exactly the same as Enrolling via USB, except the “Enrol a Controller” option needs to be selected in the Setup wizard.

1. Make sure both the Laptop and the Controller have an outbound internet connection.
2. Log onto the keypad and select **[Menu], [8], [0]**, select on, you will now be given a password.
3. Click “Enrol a controller” and then click the SkyTunnel tab.
4. Enter your Controller Serial number and password.
5. Enter the Installer name and PIN number (Must not be the default of 01)
6. Click Connect.
7. The controller will now connect and synchronise with the Integriti CS Software.



*Please note that if for some reason the controller does not automatically connect then refer to the troubleshooting section.*

## Enrolling an Integriti Controller via Dialup:

---

**Level 0 SMART card only or Allow CS Remote Connection Licence refer to [prerequisites](#) for more info.**

Enrolling via Dialup method is exactly the same as Enrolling via USB, except the “Enrol a controller” option needs to be selected in the Setup wizard.

Assuming the Integriti controller and laptop both have a connection to a phone line follow these steps to get the controller connected.

1. Log in to the terminal by pressing: **[0], [1], [Ok]**
2. Go in to control module (C01) programming: **[Menu], [7], [2], [0], [1]**
3. Go to the C01 Answer rings screen: **[◀]**
4. Enter the number of rings to answer eg: 00003 then press: **[End]**
5. Click “Enrol a controller” click Dialup tab.
6. Enter the Com port number and telephone number.
7. Enter the Installer name and PIN number. ( Must not be Default 01)
8. Select prefer controller changes.
9. Click Connect.
10. The Integriti Controller will now dial, connect then synchronise with the Integriti CS Software.

## Commissioning scenarios:

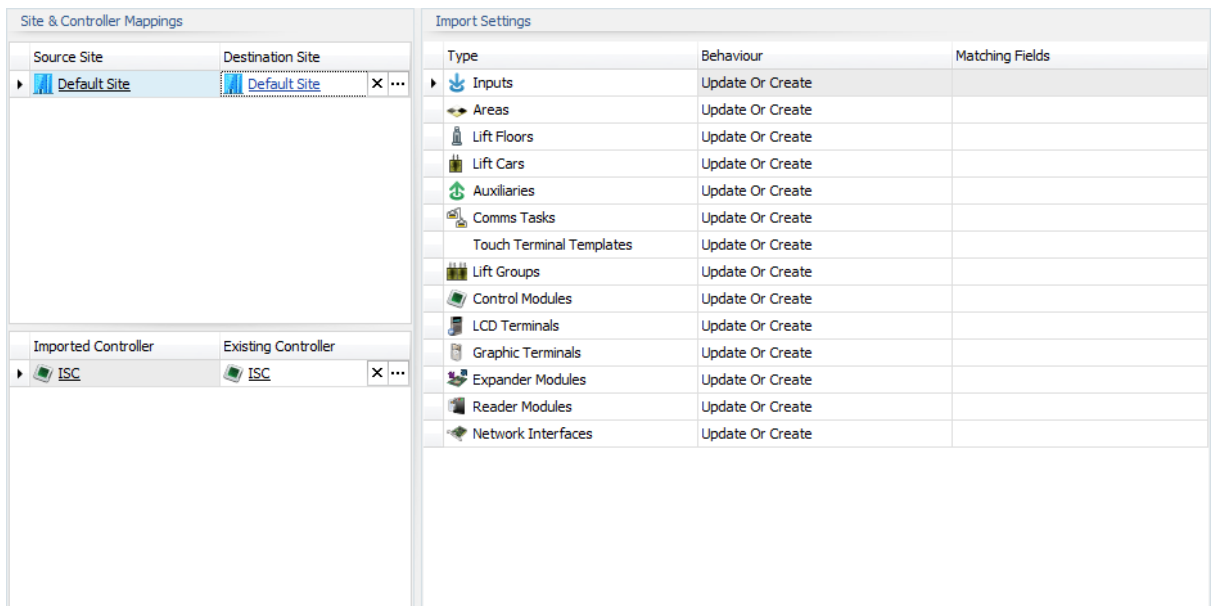
---

### Scenario A: Integriti Controller is connected to Integriti Pro System Designer Software but it cannot be accessed by the installer.

1. Log in to the terminal by pressing: [0], [1], [Ok]
2. Go in to communication task programming: [Menu], [7], [3], [1]
3. Select the Integriti communications task: [Ok]
4. Change the state from Active to Idle: [9], [◀]
5. Create the next available communications task: [0], [4], [Ok], [9]
6. Change the communication task type to Integriti CT: [Ok], [▶], [▶], [Ok]
7. Change the Crypt Type to AES128: [Ok], [Ok], [Ok], [▶], [Ok]
8. Change the Model Type to Installer CS: [▶], [Ok]
9. Set the P flag to Y under the Gip options screen: [▶] x7, [9], [Ok]
10. Change the Priority 1 option to USB Port: [Ok] x6, [▶] x4, [Ok]
11. Set the C and A flags to Y under the PFlgs1 options screen: [Ok] x3, [▶] x6, [9], [9], [Ok]
12. Enable the communications task: [Ok] x7, [9], [End]
  
13. Open a new Site in Integriti CS and enrol using the preferred connection protocol in most cases that would be USB
  
14. Once commissioning is complete delete the CS comms task (refer to the prerequisites for how to delete a communications task)
  
15. Make the Primary communications task Active.

**Scenario B: The site will be programmed using Integrati CS from the Installer’s premises then imported into the Integrati Pro System Designer server on the customer’s premises.**

- A single controller can be enrolled, connected and programmed or multiple panels can be added and programmed by right clicking the site and selecting Add New—New Controller
- Additional modules can also be added to the controllers prior to the hardware being connected. To do this right click the desired controller and select Add New then select the module
- Once the site is ready to be exported then imported into Integrati System Designer Pro follow these steps:
  1. Right click the Site ( NOT THE CONTROLLER ) and select Export then save it to the preferred location
  2. Take note of all Licences in the Software that may be required for this import before proceeding.
  3. Log into Integrati Pro select Administration—Import data then select your Export (irentities) file



4. The default import method above shows Update or Create as the behaviour, but there are other options such as Update or Ignore or don't Import. This is where entities such as the Site name and Controller name can be matched during import. If the Pro database is a fresh default install then clicking import should just work with no configuration required.

**Scenario C: The site is live and there is no Integriti System designer software connected to the Controller and the Controller needs to be swapped out for some reason.**

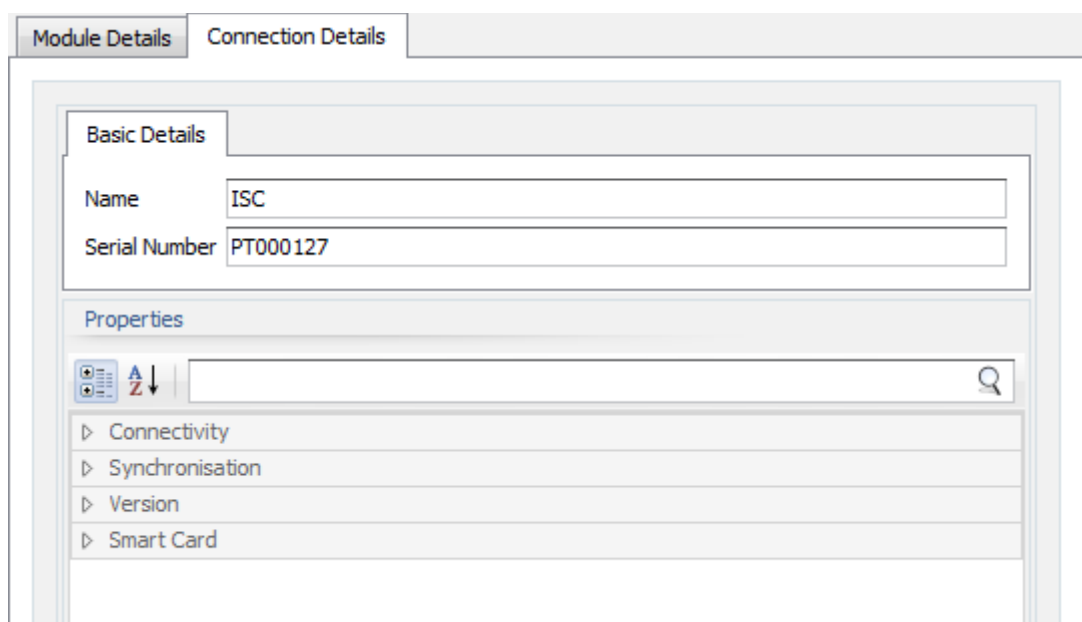
If you have an up to date copy of the current Integriti Controller's database in your Integriti CS, skip to the section "New Controller"

**Old Controller**

- The Integriti communications task must be deleted if it exists
  1. Go in to controller communications task programming: [Menu], [7], [3], [1]
  2. Select the Integriti communications task: [Ok]
  3. Change the state from Active to Idle: [9]
  4. Delete the communication task: [◀], [Off], [Ok], [9]
- Follow the "Enrolling an Integriti Controller via USB" procedure here then continue to the next step
- Save the current system and disconnect the Controller

**New Controller**

- Make sure the Controller's data sync mode in the Software is set to Disallow Changes from the controller
- Swap out the Controller but do not connect USB just yet
- Swap out the SMART card if one exists ( You can use the SMART card from the old panel)
- Power up and Default the new Controller: [Menu], [7], [5], [2], [Ok], [9]
- Take note of the new Controller's Serial number: [Menu], [1], [9], [▼]
- Right click the Controller in Integriti CS and change the Serial number to be that of the new Controller.



- It is now time to plug the USB cable into the Integriti Controller then the PC

- During connection the Database will synchronize and download all programming to the new Controller. To confirm this right click the Controller and select Resynchronize Model to Controller
- Once Synchronized and the Controller is online it is ok to disconnect the Integrati CS Software
- Some normal site commissioning testing and verification should be done before leaving site.

## Troubleshooting:

---

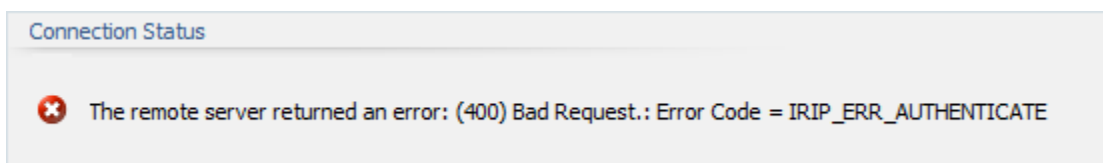
- In earlier versions of Integriti CS Software the USB com port driver was not digitally signed. This can cause problems during installation using Windows XP and Windows 8.

**Resolution:** To resolve this upgrade Integriti CS to version 3.0 or later.

- There is a known issue with Windows 8 and in some cases Windows 7 where the Integriti CS Software will always prompt for product key registration every-time an existing or new system is opened. This is because Windows is denying the application access to the registry.

**Resolution:** Disable User account control (UAC) and run Integriti CS as administrator.

- When connecting via Ethernet and SkyTunnel this error may appear:



**Resolution:** This can be resolved by changing the Installer PIN to anything other than 01 as mentioned in the [Prerequisites](#). If this error is still occurring make sure the "I" option is flagged in the Menu Group Ra f 2 options (as described in the [Prerequisites](#) above).

- Connecting to a controller via Ethernet when the controller is on a different Subnet than the server. If the connection fails these steps may help:

1. Ping the controller and confirm it replies
2. Program the communications task manually by following these steps:
  1. Go in to controller communications task programming: [Menu], [7], [3], [1]
  2. Select the Integriti communications task: [Ok]
  3. Disable the communications task and enter programming: [9], [Ok]
  4. Enter the Server IP: [1], [9], [2], [1], [6], [8], [0], [0], [1], [0], [0], [1], [Ok]
  5. Enter the server TCP port: [0], [0], [4], [7], [1], [1], [Ok], [Ok]
  6. Change the Crypt type to AES128: [▶], [Ok]
  7. Change the Model type to Professional: [▶], [▶], [Ok]
  8. Set the P flag to Y under the Gip options screen: [▶] x7, [9], [Ok]
  9. Change the Priority 1 option to USB Port: [Ok] x6, [▶] x4, [Ok] x4
  10. Set the C and A flags to Y under the PFlgs1 options screen: [▶] x6, [9], [9], [Ok]
  11. Enable the communications task: [Ok] x7, [9], [End]



## Product Release Information:

---

### Product:

ISC Allow CS Remote connection (Annual Subscription)

### Overview:

The 996029 ISC Allow CS Remote Connection is a licence key for SMART cards which allows an ISC controller fitted with Level 1 or higher SMART card to be remotely managed by the installer with their Integriti CS software, (Via PSTN, Ethernet Connections etc.)

### Prerequisites and Compatibility:

The 996029 ISC Allow Remote Connection requires the following:

- Integriti CS Software Version 3.1.4 or newer
- It is not possible to connect Integriti CS Software to an ISC controller if the controller is already paired with Integriti Pro or Integriti Express Software.

### Renewal:

Prior to expiry the installer will receive an email notification inviting them to renew the subscription on 3 occasions. 30 days, 7 days and on final day prior to expiry. After the first expiry notification has been sent the installer has the option to renew for a further 12 months or simply allow it to expire.

### Part Number:

996029