

User Manual



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1.Introduction

Dear Customer.

Thank you for choosing the GateKeeper software. The GateKeeper software is the core of the Access Control Center system, based on a networkable control system. The System operates by setting up the configuration, adding cardholder records, and receiving and storing events from the door controllers.

A GateKeeper system can control 1 to 1024 doors via controllers' Ethernet connections. The software collects and stores millions of events and can manage up to 100,000 users.

2. Installing the software

Before the Software installation, you must first install your Hardware – the Door Keypads on the doors then wire up to the Door Controller/s and connect the Controller/s to the PC USB port running the GateKeeper software.

you can download the software from: https://www.gatekeeperac.com/products

The Setup command will install GateKeeper on a new PC provided is equipped with the following prerequisites:

- .Net Framework 4 and newer
- SQL Server 2012
- GateKeeper files (provided on the Installation CD/Memory Stick)

The setup is optimized to install files only if necessary. Net frameworks will install only if they are not previously installed (This means that if you already have the frameworks installed and use an existing SQL server on the local machine or on another PC, it is not necessary to reinstall).

The setup works on both x86 and x64 Windows types.



2.1. System requirements

Supported operating systems:

- o Windows 11
- o Windows 10
- o Windows Server
- o Windows 8

• Supported Architectures:

- o x86
- o x64

• Hardware Requirements:

- o Recommended Minimum: Pentium 1 GHz or higher with 2 GB RAM or more
- o Minimum disk space: 5 GB

• Prerequisites:

- o Windows Installer 3.1 or later
- o <u>Internet Explorer 5.01</u> or later



2.2. Installation process

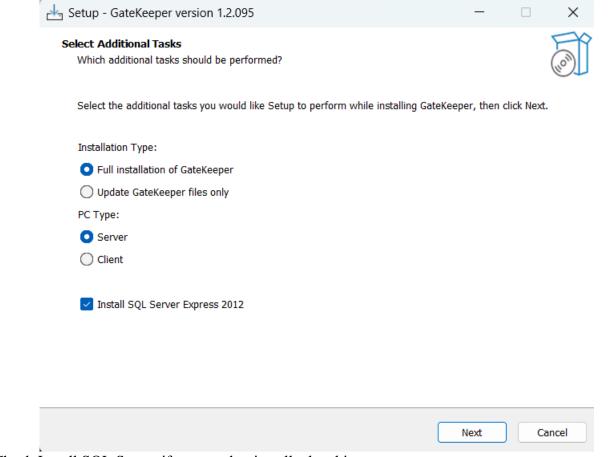
Please Insert the CD or click on the Gate Keeper SetUp.exe provided on the DiskOnKey. You will see the following screen:



Then the next step is to choose the location the program will be installed:

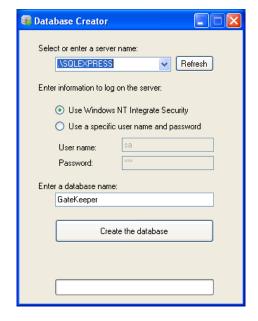






Check Install SQL Server if you need to install a local instance. Note the SQL Server instance name is .\SQLEXPRESS, USER Name is "sa" password is "Tsq14567".

The utility allows the creation of the database by clicking on Create the Database.

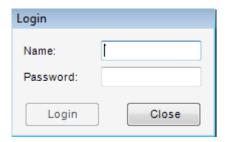




Your GateKeeper and the associated Database are installed and ready to be used!

3. Starting the Software

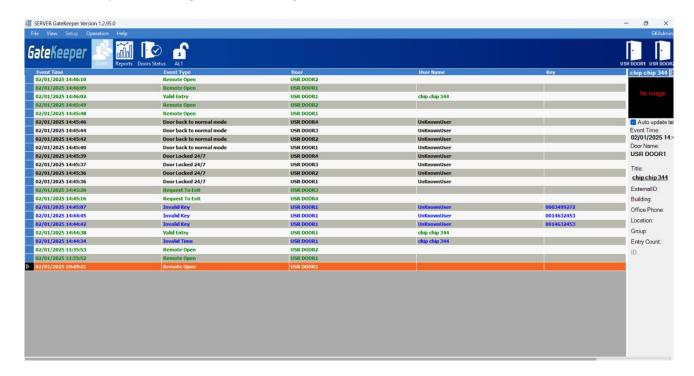
3.1. Login Screen



Note: The default user name is: **GKAdmin**The Default Password is: **adminpass**

3.2. Main Screen

This is the main screen of the program, from which you can see and respond to the stream of events triggered by users in the system. You can use the program's functionality and configuration through the main screen buttons and menus.

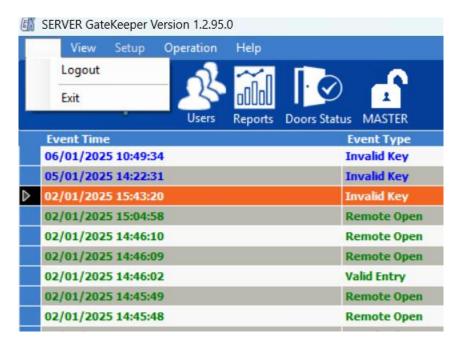




4. Main Screen Menus

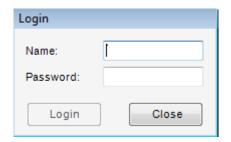
4.1. File menu

The file menu is used to manage Operators and Exit the program:



4.1.1. Logout

Logs out the current Operator/Administrator session. After logging out, the main screen will be disabled and you will have to login again with the operator's or Administrator's credentials to continue using the program, as seen in the next picture:



The logout option is recommended to prevent unauthorized person/s from accessing the program while a GateKeeper operator or administrator is away from the computer.

Note: While logged out, even though the main screen is disabled, the program keeps working in the background, monitoring, receiving and recording events from the doors through the network.



4.2 View menu



4.2.1. **Toolbar**

Displays or hides the program buttons toolbar at the top of the main screen.

4.2.2. Status Bar

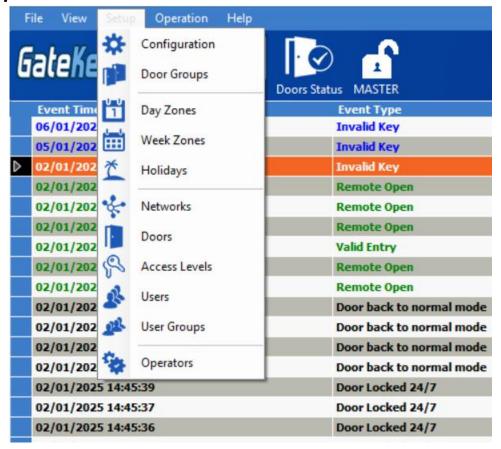
Displays or hides the program status bar at the bottom of the main screen.

4.2.3. User Trace

Displays on the right side the selected User Info (as recorded in the Database).



4.3. Setup menu



4.3.1. Configuration

Opens the configuration screen of the GateKeeper. For more information, see section Configuration screen.

4.3.2 Door Groups

Opens the Doors groups setup Screen. For more information, see the section <u>Doors Groups screen</u>.

4.3.3. Day Zones

Opens the time zones setup screen. For more information, see section Day Zones screen.

4.3.4. Week Zones

Opens the time zones setup screen. For more information, see section <u>Week Zones</u> screen.

4.3.5 Doors

Opens the Doors setup screen. For more information, see section Doors Screen.



4.3.6. Holidays

Opens the holidays setup screen. For more information, see section Holidays screen.

4.3.7. Access Levels

Opens the access levels setup screen. For more information, see section <u>Access Levels</u> <u>screen</u>.

4.3.8. Users

Opens the user's setup screen. For more information, see section Users screen.

4.3.8. Operators

Opens the Operator setup screen. For more information, see section <u>Operator Setup</u> screen.

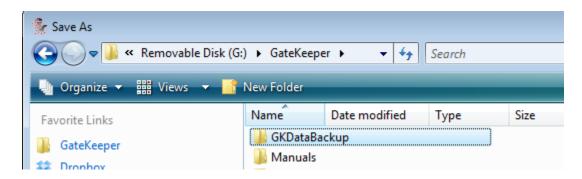
4.4. Operation Menu



4.4.1. Backup Database to file

After adding users, door configuration, access level set etc., it is advised to Back up the data to a safe storage device such as Disk on Key or a Portable Disk and keep it in a safe place, where usually all Vital Data is stored.





4.4.2. Backup Database to file

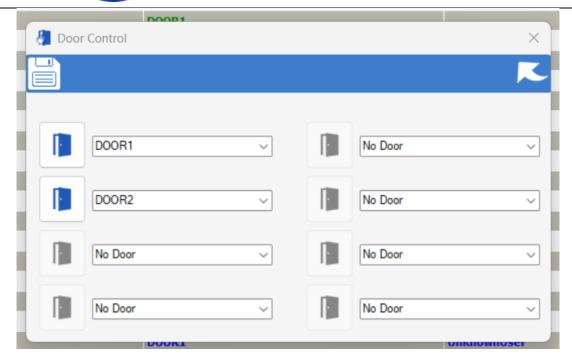
Restores the Gate Keeper Data from the Backup device, to the Gate Keeper Data Base on the PC.



4.4.3. Shortcuts

You can place shortcuts up to 8 Doors on the top menu bar by selecting the doors from the shortcut menu:





After saving the selected doors a door icon/s is/are placed on right side of the menu bar:



4.4.4. Global (Door) Control

The Global Control allows the Operator to control remotely each Door or All the Doors simply with one click:



Normal - IN that mode the door/s are functioning normally/

Open Constantly - The door will remain open as long as this function is active. To reset back, choose the Normal mode again.

Lock Constantly - The door/s will be locked constantly as long as this function is active. To reset back, choose the Normal mode again.

Pulse (open 3 sec) - The door will open for 3 sec and will lock back. s

Pulse Aux (open for 3 Sec) - The Aux relay will open for 3 sec only and will lock back.



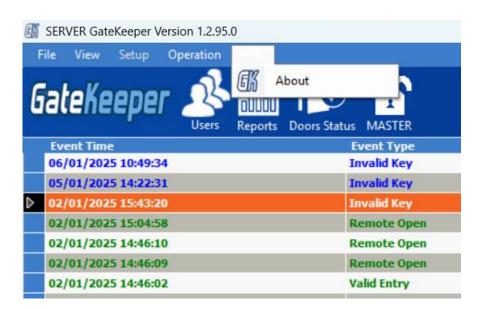
4.4.5. Door Status

See Section 5.2.

4.4.6. Reports

See Section 5.3.

4.5. Help menu



4.5.1. About

Opens the About screen of GateKeeper (GateKeeper Version).



5. Main screen toolbar

The main screen toolbar buttons are (left to right) Users, Reports, door Status and up to eight door buttons on the toolbar's right side, as seen in the next picture:

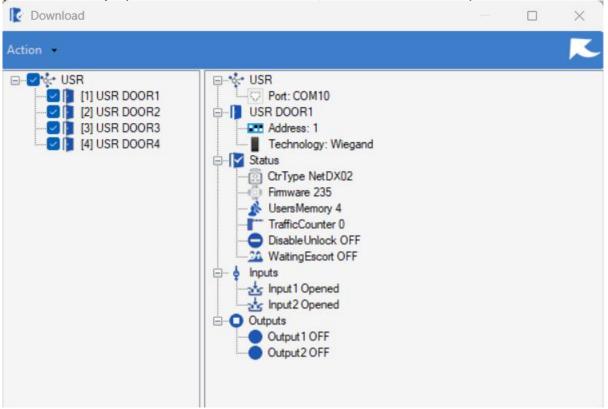


5.1. *Users*

Opens the user's screen. For more information, see section Users screen.

5.2. Doors Status

Opens the Doors Status menu from which you can get all the Info on the Doors status and fully or selectively update the Doors Controller, as seen in the next picture:

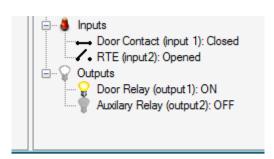


First Select which Network you want to view (by clicking on the Network), then select by clicking on the specific Door and select the door. All the Door parameters will be shown on the right side as seen in the previous screen.

- Network Name and Port used
- **Door Name**, Address and Keypad Technology
- **Status** Controller Type, Firmware, Loaded No of users, Traffic Counter (when activated), Fire mode, when unlock is Disabled and if Escort is activated or disabled
- Inputs -Door contact status and Request to Exit status
- Outputs Door relay Output and Auxiliary Relay output
 By clicking on one of the relays, you can test remotely the

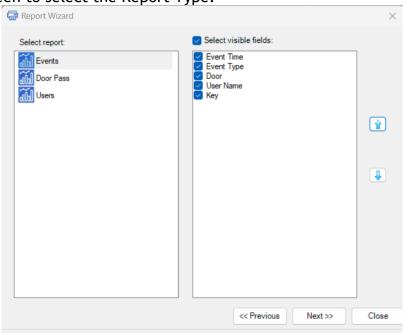


relay - the Relay will change state from Off to On and the Light will go on as seen below:



5.3. Reports

Opens a first screen to select the Report Type:

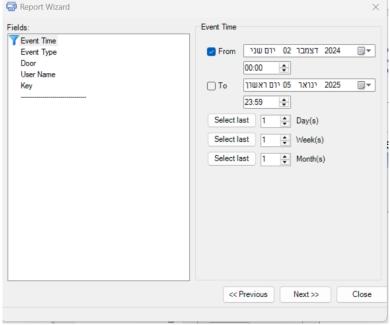


Then select the type of the Report first and then a report will be generated!

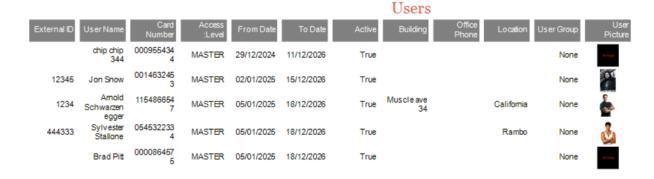


5.3.1 Events Report

Opens a reports configuration screen where you can select multiple filtering criteria for the events report (Time, Event Type, Source or Users as seen in the next picture:



5.3.2 Users Report



5.4 Door buttons (1 - 8)



For more information, see section Global (Door) Control screen.

5.4.1 Shortcuts screen

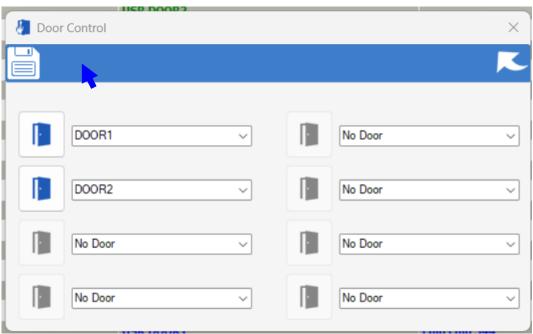
Press first the Operation Button then select Shortcuts (Door) Control Button. The following Shortcuts (Door) Control screen will be displayed:



The doors control screen enables you to place up to eight door control buttons on the main screen toolbar. These buttons enable you to open the associated doors with just a click (e.g. at a user's request to enter or exit). To enable the buttons, select a door from each of the eight pull-down menus. You can test each door by clicking on the corresponding button to the left of the pull-down menu.

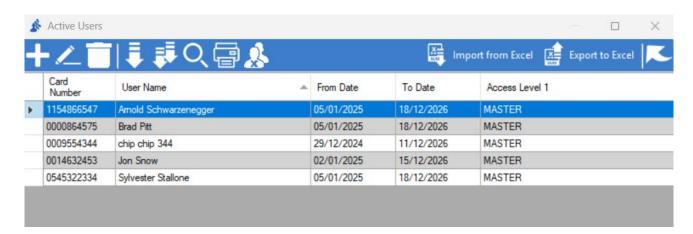
When finished, click the Save button (the storage Diskette Icon) as seen in the next

picture:



The new door buttons will now appear on the right side of the main screen toolbar.

5.5. Users Screen



On the users screen you can view information about the system users, add, edit or remove users. You can also update users' data at the door controllers, search for users by



different criteria, add pictures to users, define user groups, create a report of user events in the system and view the removed users.

A user is any person who is granted access to the building, which is protected by the GateKeeper program. Each user must enter valid credentials in order to access the building. A user's credentials can be a magnetic swipe card, an ID/pin code combination, an RFID tag or any combination of the aforementioned. The specific type of credentials is defined by the client, and the door controllers will be adapted to it.

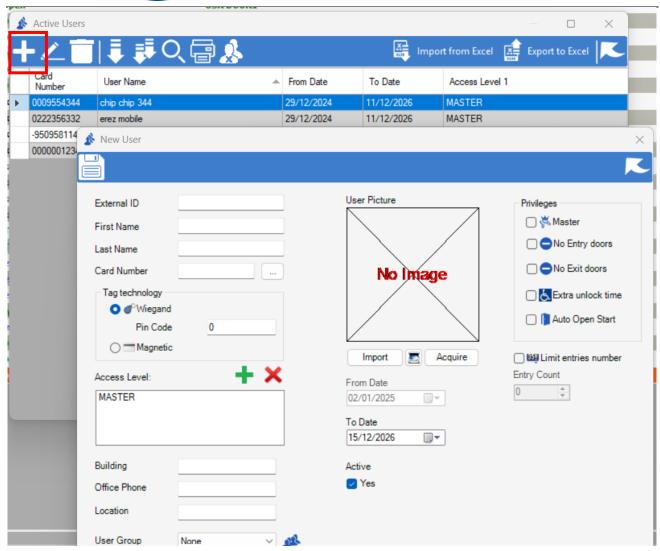
5.5.1. Adding a user

<u>First</u> you have to read a Card Number to be associated with the user. Take a New Card and present it to a Reader > the GateKeeper will react with an Invalid Key since it is an new Card. Select the line and then simultaneously press Ctrl + K keys on your computer.



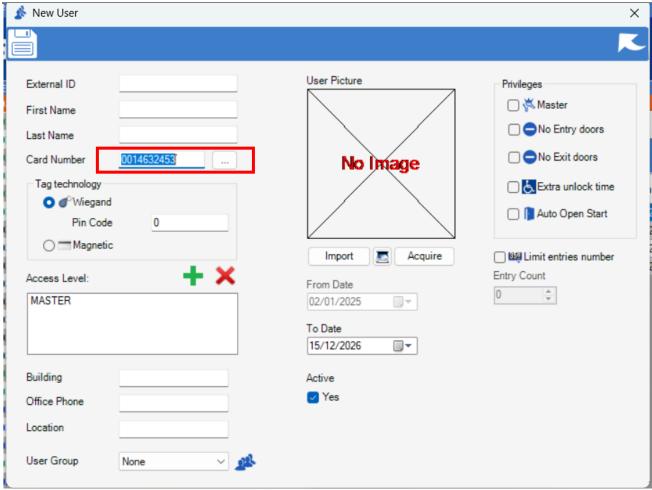
Then to add a user, click on the Add User button (Plus sign) as seen in the next picture. The user properties screen will open for you to enter the new user's information:





Then press again Ctrl + K keys and the Card serial number will be automatically inserted:



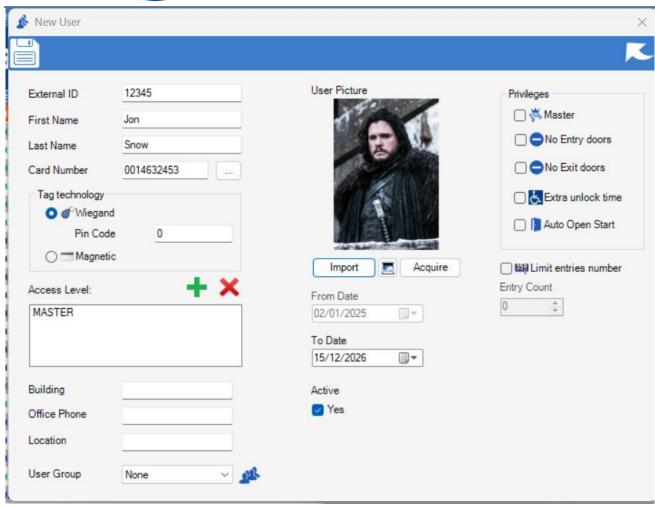


Then fill in the rest of the information required:

You must enter the new user's first and last name, assign the user to a user group, select a 'from' and 'to' date for the user (user will be active on this time frame only), assign the user with 1-4 access levels, and/or a pin code of four to eight digits. You can allow extra privileges to the user, with the special flags on the right side of the add screen Additional information is a great resource when someone is looking to locate the person who accessed the premises: Building, Office Phone and location.

You can also import an existing picture of the user by clicking the Import button or to acquire a new picture with your internal/external web Camera by clicking the Acquire button. After you finished filling in the Data, save it by clicking on the Save button.

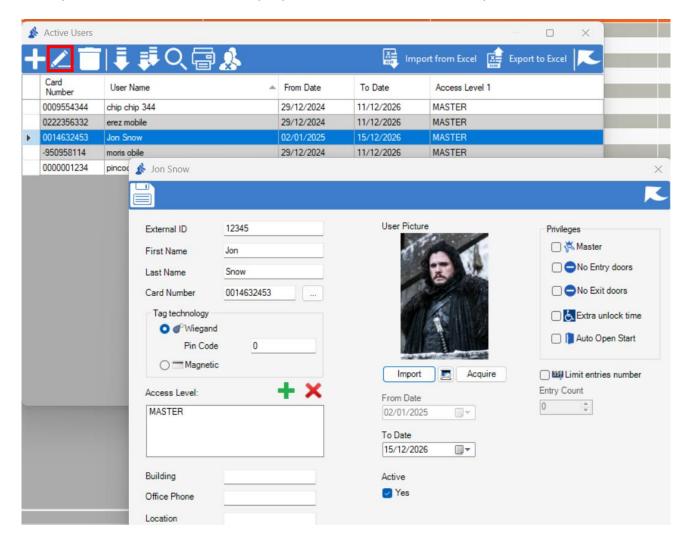






5.5.2. Editing Users' Information

To edit a user, select a user from the list on the user's screen and click on the User Editing button (The Pencil) as seen in the next picture then the user properties screen will open with the selected user properties, as seen in the next picture:

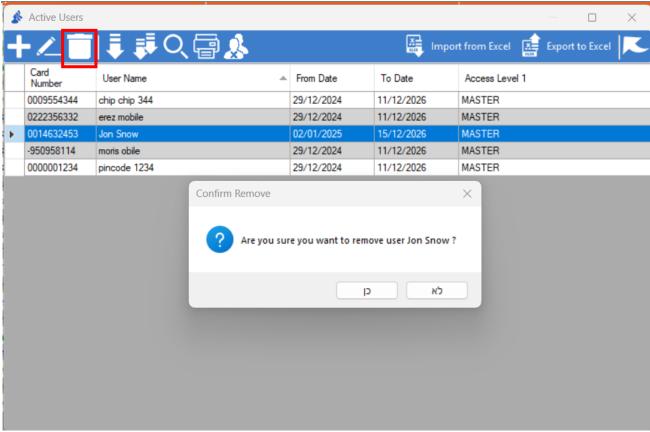


After updating the user's information, click on the Update button to save the information.

5.5.3. Removing a user

To remove a user (to make the user inactive in the system), select the user line from the users list, and click the Remove User button (the Waste bin) as seen in the next picture. You will get the following warning screen:

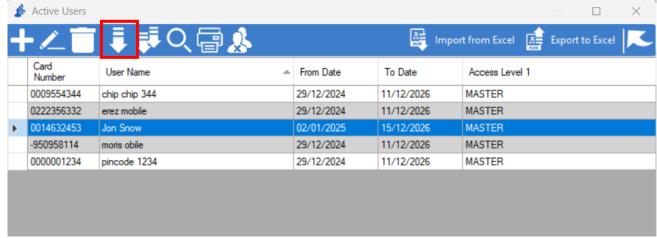




To remove a user, select the Yes button!!

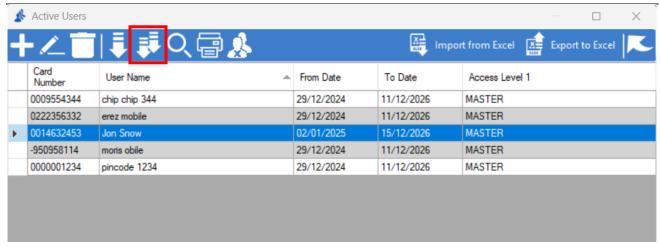
5.5.4. Sending users' data to the controllers

To send a single user's data to the controllers, select the user from the users list and click the Download One button (the Blue Arrow) as seen in the next picture:

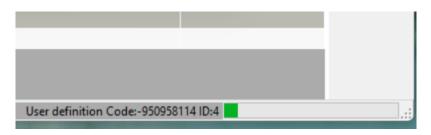


To send all users data to the controllers, click the Download All button (the Double Green Arrows) as seen in the next picture:



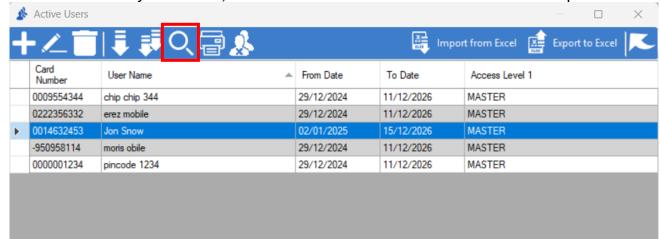


In either case the download progress is displayed on the down right corner of the screen:



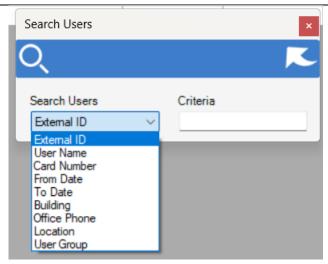
5.5.5. Searching users

To search in the system users, click on the Search button as seen in the next picture:



The search user dialog will open, allowing you to search the system users by several criteria:

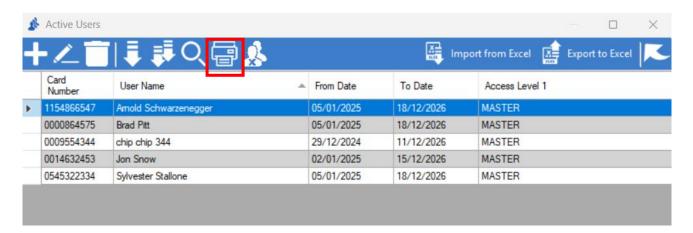




Note: When adding a new User, remember to fill in as much data as possible; it will help you search for the person faster!

5.5.6. Users Report (List)

By clicking on Users Report button (the Printer Icon), it will prepare a printable list of All active users:

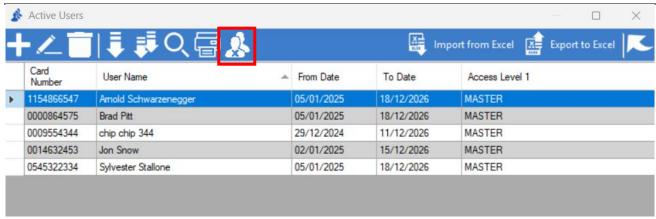


See Reports in **Section 5.3**.

5.5.7. Viewing removed users list

To view the removed users list, click on the removed users' button as seen in the next picture:

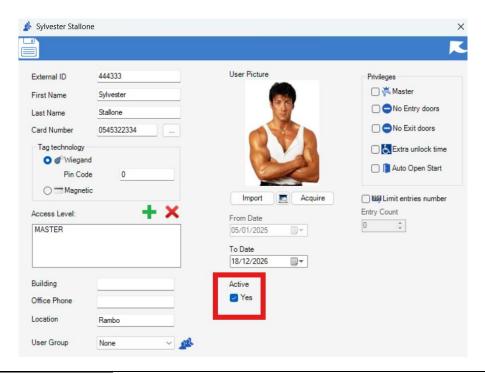




The users list will change its colors, and will display all the users that have been removed from the system (users that are inactive), as seen in the next picture:



To reactivate a user, select the user from the list and click on the User Properties button (see section about <u>Editing Users Information</u>). On the user properties screen, mark the check box next to active and click update. The selected user is now active again.

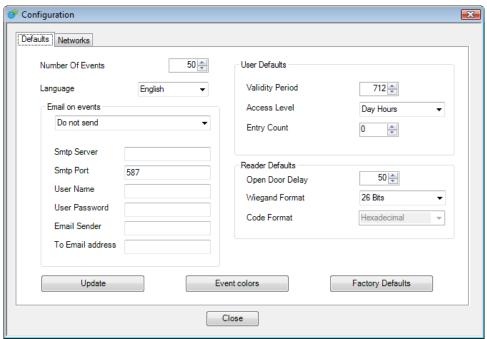




5.6. The Setup Button

5.6.1. Configuration screen

The configuration screen controls all the Default program's technical definitions of networks:

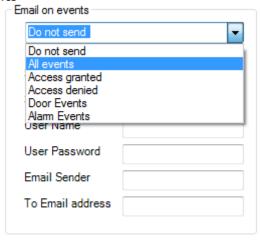


The defaults tab configures 3 main data areas

5.6.1.1 Number of Events

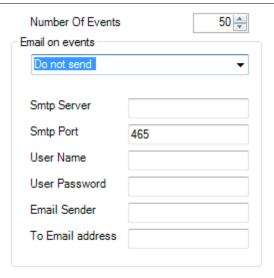
The maximum number of events to display on the main program screen.

5.6.1.2 Email on Events



You can choose to totally stop all the events (Do not send) or send ALL events by mail (All Events) or filter the Emails sent by type (e.g. send only a mail when Access is denied). To configure the Email sent, you have to fill in the following table:





SMTP Server - is the sending /outgoing SMTP server used (e.g. Google Gmail out going is smtp.gmail.com). *Please make sure you enter the outgoing SMTP mail server!!*

SMTP Port - The SMTP servers are using dedicated open ports to transmit out. Make sure to get the right ports (e.g. Gmail is using 465 or 587).

User Name - is usually your email user name (e.g. Email address) or other User name you use to send your emails.

Email Sender - the mail address of the sender.

To Email address - The mail addresses the emails are sent to.

5.6.1.3 User Defaults

- 2. Validity Period
 - The default amount in days a new user is configured to be valid
- 3. Access Level 1, 2
 - The default access levels 1 and 2 for a new user
- 4. Entry Count
 - The default entry count of new user

5.6.1.4 Reader Defaults

- 1. Open Door Delay
 - The default number in seconds of a new door's unlock time
- 2. The Reader format (or the message length)
- 3. The Reader Code format (e.g. Hexadecimal)

On the bottom there are 3 buttons:



Always when finishing updating the form, click **Update** to save changes.

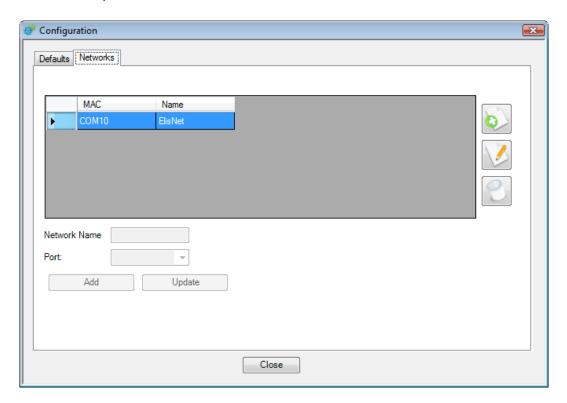
The **Event Colors** button is defining the color for each type of event recorded e.g. Valig entry will get a green color (meaning the user has a green light to enter) while an Invalid entry will get a blue color and Denied Entry will get a Red Color.

The Third Button will restore the set ups to factory Defaults.

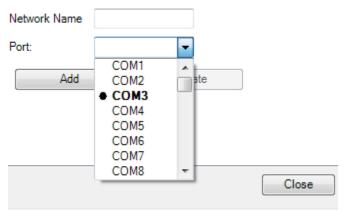


5.6.2. Networks tab

The networks tab displays information about the networks connected to the computer running the GateKeeper program. Through these networks the program communicates with the controllers, and receives events information.



To add a network, first click on the Add (plus button) then enter the Network name. To select a free COM Port from the list by clicking on the Port Button (make sure that the right COM port is selected - Bold and marked by a Star) as seen in the next picture:



In that example the free port is COM3, and click Add Button on the bottom and immediately after the Update Button.

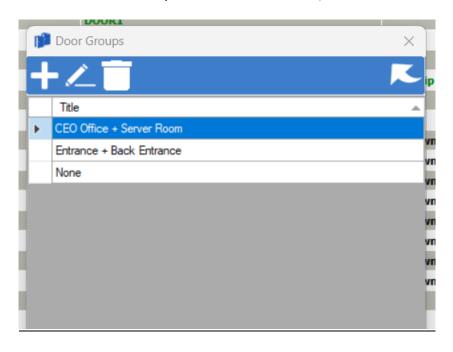
To edit a network, select the network from the list, edit the data in the text boxes and click Update (or the Pencil Button). To remove a network, select the network from the list and click remove (the "Waste Bin" button).

At the end click on the close button and the setting will be saved!



5.7. Door Groups

Doors groups are used mainly for keeping access level records and making an interlock (two or more doors that cannot be open at the same time).



Door groups define a set of doors which have similar characteristics, or adhere to certain rules, such as no pass back (user can enter through only certain doors, and exit through others). Selecting a door group from the left list will display its doors on the right list.

Important note - Added/updated/removed door group information must be downloaded to the controllers. Please see the section called <u>Updating door groups data to the controllers</u>.

5.7.1. Adding a door group

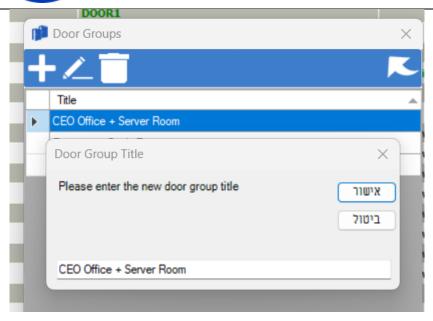
To add a door group, click on the Add button as seen in the next picture and enter a door group name:

After naming the Door Group, click OK!!

5.7.2. Editing a door group name

To edit a door group, select the door group from the list and click on the edit button (the Pencil Button), as seen in the next picture:

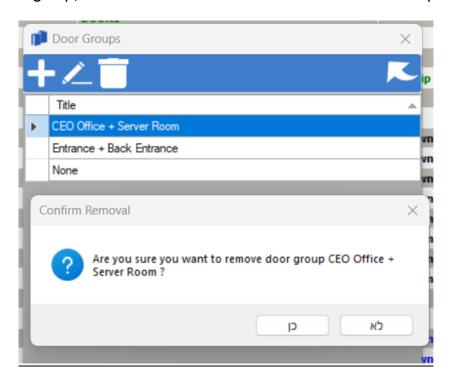




After updating the door group's information, click on the OK button!!

5.7.3. Removing a door group

To remove a door group, click on the Remove button as seen in the next picture:

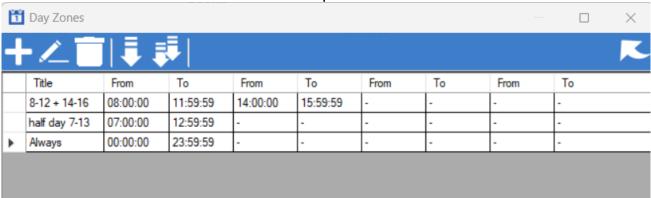


Select Yes to remove the selected Door group.



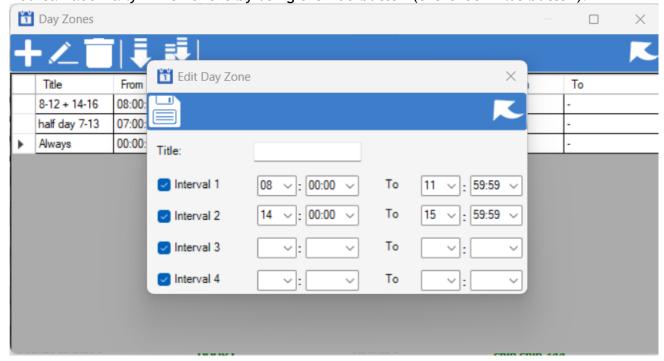
5.8. Day Zone

Time zones define periods of access time during a day. Up to 4 daily periods can be defined per User:



5.8.1. Adding of Daily Time zone/s

You can add Daily Time zone/s by using the Add button (the Green Plus button):

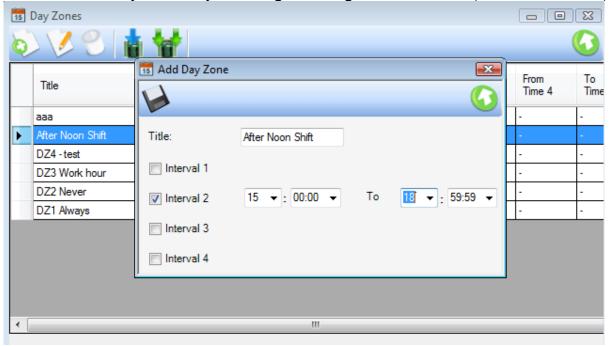


Note: After adding the new Day Zone, save it by pressing the save button (the Diskette icon)!!



5.8.2. Editing of Daily Time zone/s

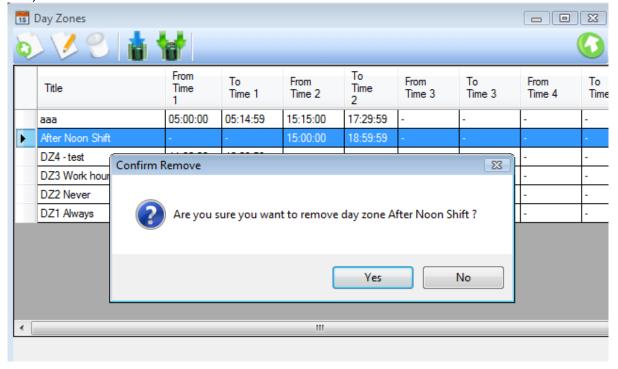
You can Edit the Daily zone/s by selecting the using the Edit button (the Pencil button):



Note: After editing the Day Zone, save it by pressing the save button (the Diskette icon)!!

5.8.3. Deleting of Day zone/s

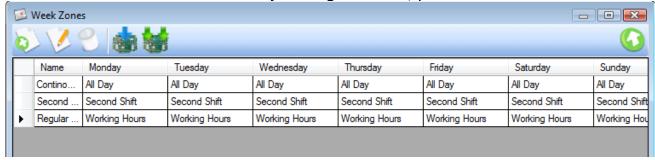
You can Remove the Day zone/s by selecting the using the Delete button (the Waste Bin button):





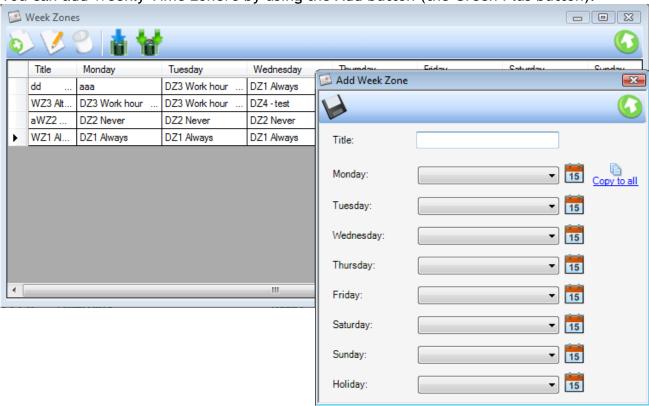
5.9. Week Zone

Week Zone defines the accessible days during the Week, per user:



5.9.1. Adding of Weekly Time zone/s

You can add Weekly Time zone/s by using the Add button (the Green Plus button):

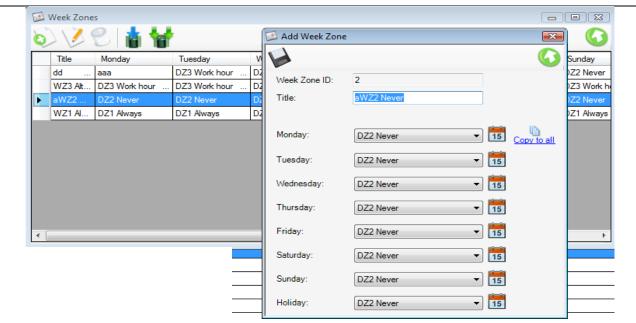


Note: After adding the new Week Zone/s, save it by pressing the save button (the Diskette icon)!!

5.9.2. Editing of Weekly Time zones

You can Edit Weekly zone/s by selecting the using the Edit button (the Pencil button):

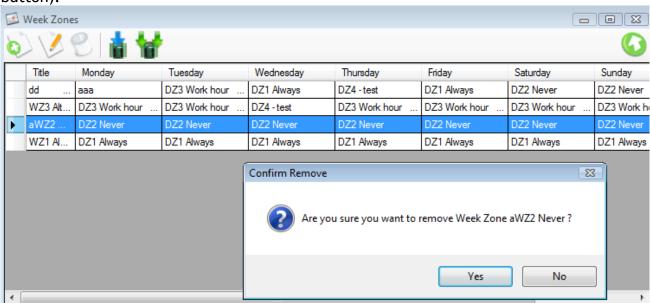




Note: After editing the Week Zone, save it by pressing the save button (the Diskette icon)!!

5.9.3. Deleting of Week Time zone/s

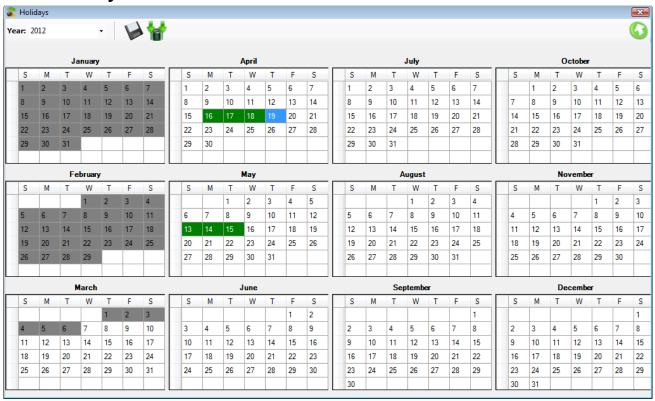
You can Remove the Week zone/s by selecting the using the Delete button (the Waste Bin button):



Note: After selecting the Day Zone to Remove, press the Yes button.



5.10. Holidays tab

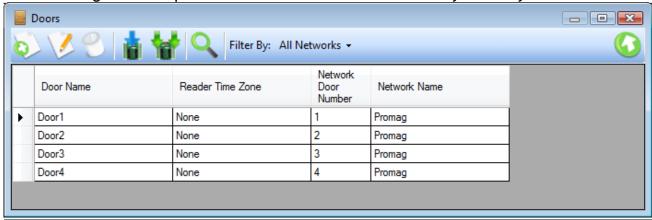


<u>Note</u>: Select the dates of your Holidays. They will turn Green. To unselect, just click once more.



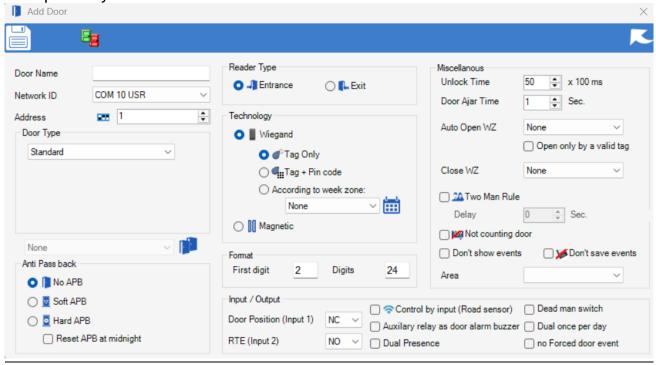
5.11. Doors (Setup)

The doors screen displays information about the configured doors of the system. Each door is configured with parameters that define its functionality in the system:



5.11.1. Adding a door

To add a door, click on the Add button (the Green Plus button and the add door screen will open for you to enter the new door:



There is a wide selection of possibilities to define the Doors from a basic operation to parking doors and interlock doors.

To add a door there are a minimum number parameters you must fill in:

- **a.** First enter the Door's name, the Network ID (that the Door belongs to) and the Door Address (usually is No 1, No2 No6 ...).
- **b.** Then, select the door Type; select a Reader Type and Technology. Advanced Selections



There are advanced selections you can choose from:

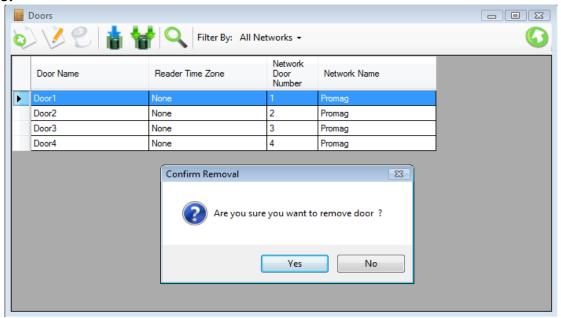
- **a.** Select Interlock door if you have a Double door system. In that mode the user will open the first door and only after the first door is closed it will allow to open the second door.
- **b.** Select a Parking door -in that mode the system will count the No of cars going in and out you have to start by filling the No of Cars that are already parking and the Max No of cars that the Parking can accommodate. From now on the system will keep track of the No of cars including operation of a Traffic Light at the Door via the Aux relay (Green when there are still places and Red when the Parking is full).
- c. Anti Pass Back for allowing the door to stay open longer to allow more than one person to pass. The soft APB will allow to keep the Door open as long as required without getting an Alarm and the Hard APB will allow to keep it for a preset time duration.
- d. You can select the Type or the traffic direction. In or Out.
- e. Select the Input/Output NC or NO and the Request to Exit NC or NO.
- **f.** You also may select Unlock /Lock on Global Fire command and Lock/ Unlock on Global Unlock command to let emergency personal to enter the premises on special events.
- **g.** select 2 readers for 1 door for a door that has 2 readers (entrance and exit) (see photo for wiring explanation)

5.11.2. Editing a door

To edit a door, simply double-click on the corresponding line of the door. The software will open up the same screen as when adding a new door and will allow you to change the door parameters. After updating the door's information, click on the Update button to save the information.

5.11.3. Removing a door

To remove a door, click on the Remove button (the Waste bin) as seen in the next picture:

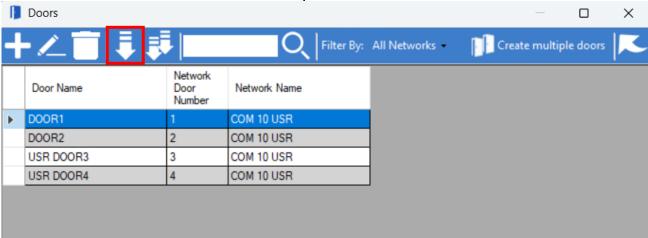




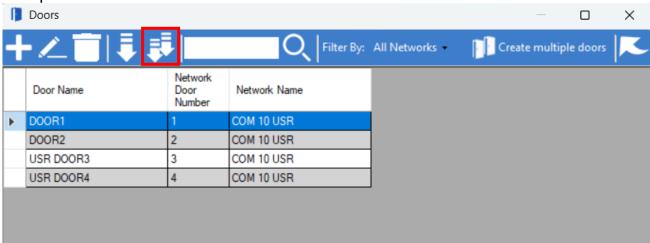
Note: After selecting the Door to be removed, press the Yes button.

5.11.4. Updating doors data to the controllers

To send a single door data to the controllers, select the door from the list and click the Download One button as seen in the next picture:



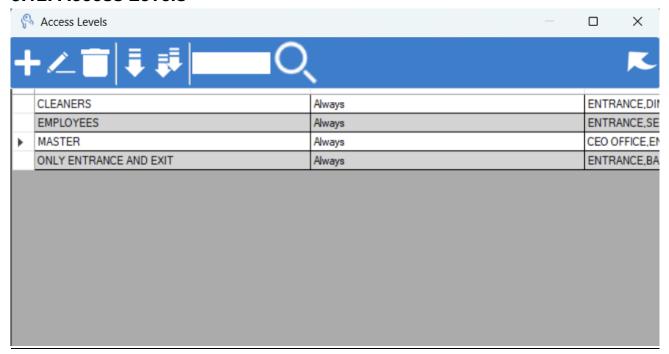
To send all the doors data to the controllers, click the Download All button as seen in the next picture:



In either case the sent messages screen will open, displaying the data messages sent to the controllers.



5.12. Access Levels



Access levels are usually comprised of one or two time zones, and specific doors which can be accessed only on this access level.

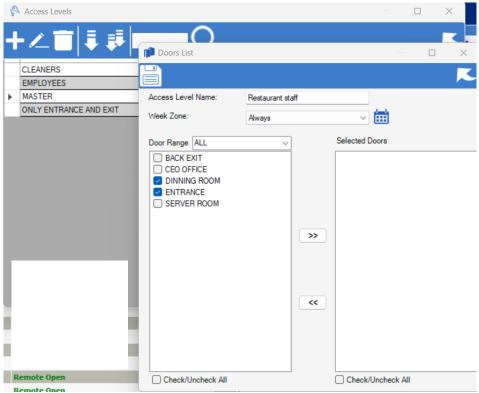
Note: There are 4 Access Levels supported.

Important note - Added/updated/removed access levels information must be downloaded to the controllers. Please see the section called Updating access levels data to the controllers.



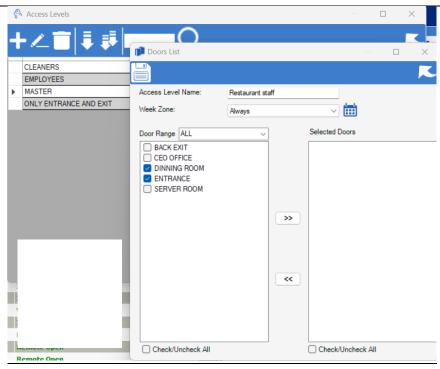
5.12.1. Adding an Access Level

To add an access level, click on the Add button (the Green Plus icon) as seen in the next picture then the access level screen will change to the add/edit mode, as seen in the next picture:



To finish adding an access level, enter the level's name, select either one or two time zones (click on the right-side Button next to Week Zone field), select the specific doors for the selected times zones from a list, and click the Add button. To add doors to the time zones, click on the Time Zone1 Doors/TZ2 Doors buttons, the doors list screen will open as seen in the next picture:

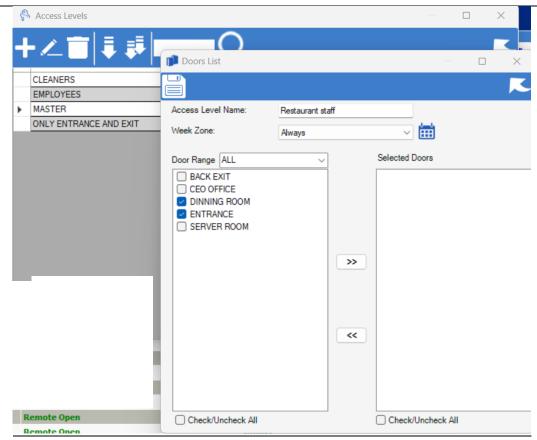




5.12.2. Editing an Access Level

To edit an access level, click on the Edit button as seen in the next picture: The access level screen will change to the add/edit mode, as seen in the next picture:

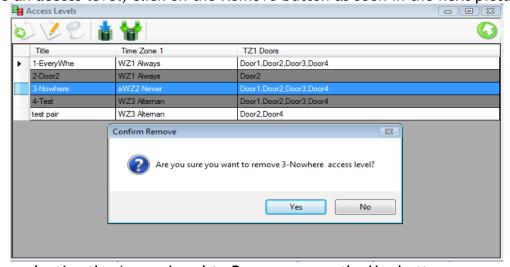




You can now change the access level name, time zones and doors. After updating the access level's information, click on the Update button to save the information.

5.12.3. Removing an Access Level

To remove an access level, click on the Remove button as seen in the next picture:

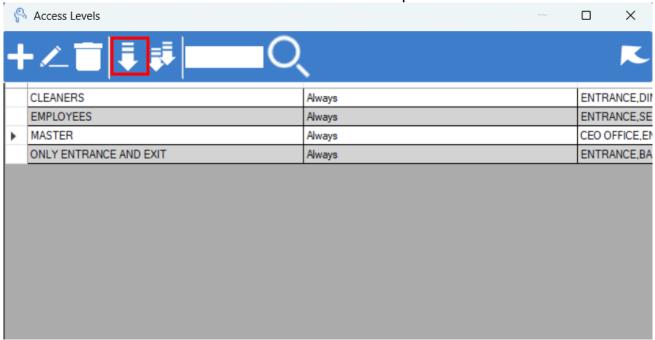


Note: After selecting the Access Level to Remove, press the Yes button.

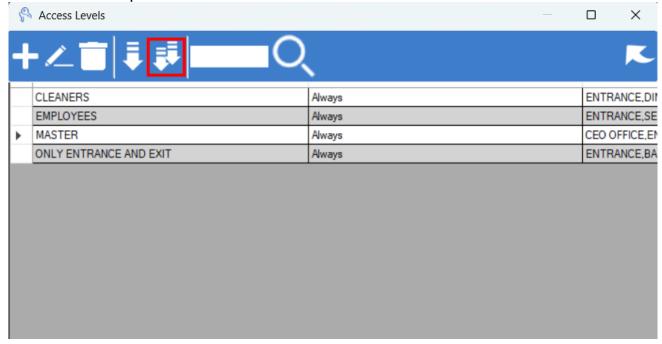
5.12.4. Updating access levels to the controllers



To send a single access level data to the controllers, select the access level from the list and click the Download One button as seen in the next picture:



To send all the access levels data to the controllers, click the Download All button as seen in the next picture:

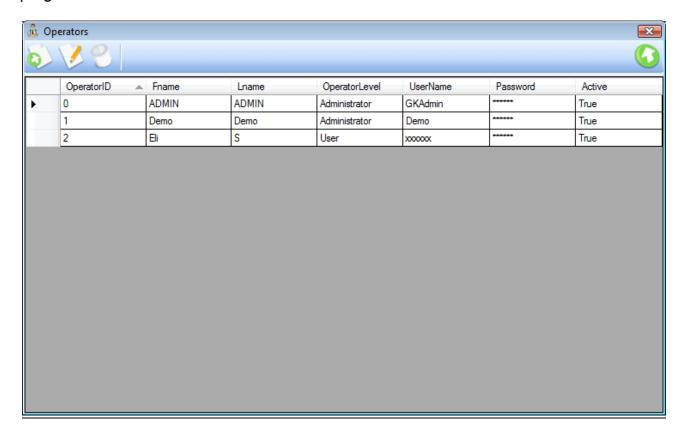


In either case the sent messages screen will open, displaying the data messages sent to the controllers.



5.13. Operators (setup)

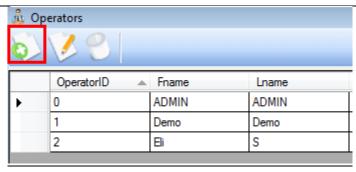
The operators screen displays information about the operators which monitor the GateKeeper program. Some operators' roles are just set as users (only monitoring the events), while operators set as administrators can configure the entire GateKeeper program.



5.13.1. Adding an operator

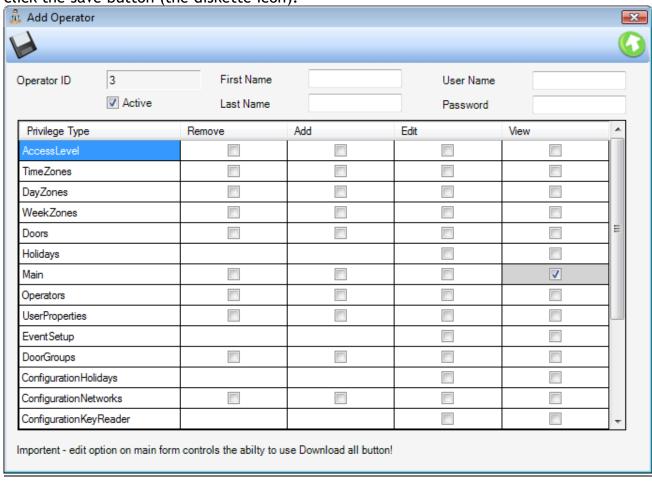
You can add a new operator in the following way:





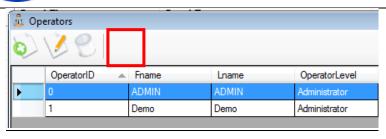
Click on the Add button (the Green Plus Icon) as seen in the picture.

To add an operator, select the operator's level/role (User - a user which just monitors the GateKeeper program or an Administrator which controls all the aspects of the program), enter the new operator's first name, last name, user name, and password and click the save button (the diskette Icon):



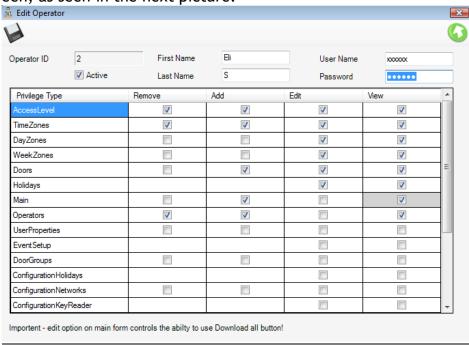
You also can select a user from the user list you want to create an operator from by clicking on the removed Users Icon:





5.13.2. Editing an operator

To edit an operator, select the operator from the list and double click it to open the Edit Operator screen, as seen in the next picture:

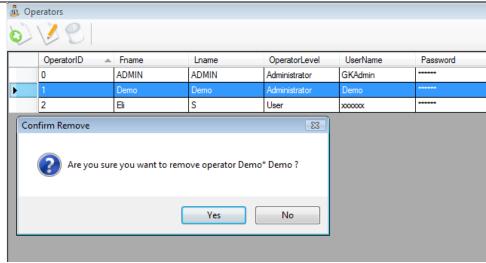


After updating the operator's privileges, click on the Save button (the Diskette icon) to save the information.

5.13.3. Removing an operator

To remove an operator, select the operator from the list and click the Remove button (Waste Bin Icon) as seen in the next picture:

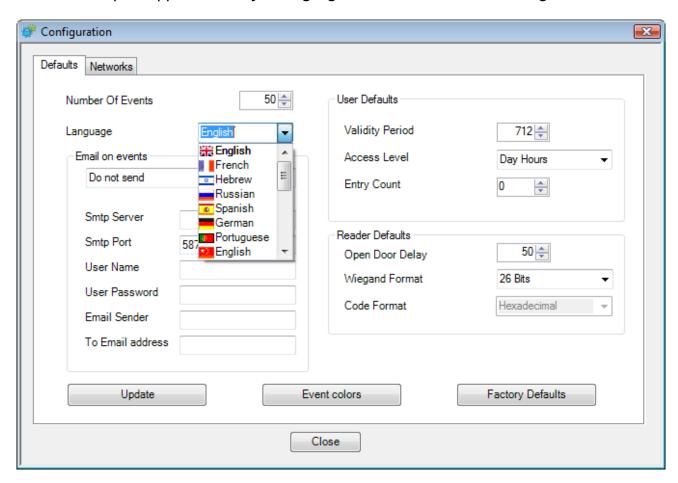




Note: After selecting the Operator to Remove, press the Yes button.

5.14. Languages

Our Gate Keeper supports all major Languages selectable from the Configuration menu:



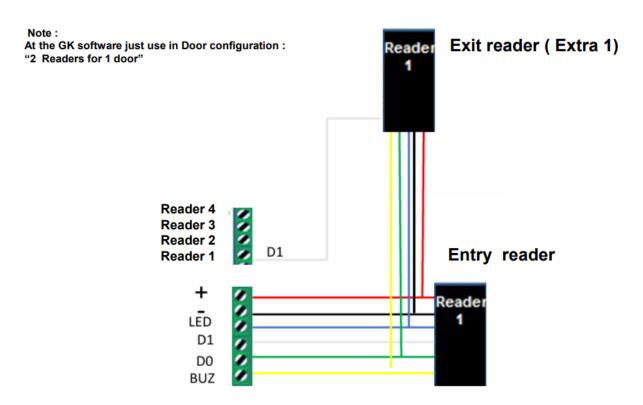
After selecting the required language, please click on the Update button.



6. Using two readers on same door (entrance and exit):

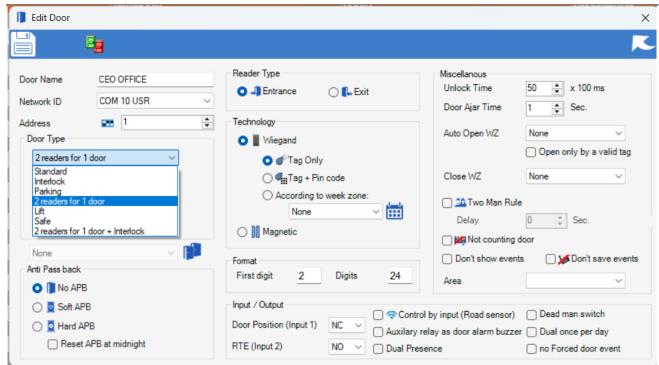
To use two readers for the same door you need to connect the readers wires in parrellel except for the white/ D1 wire that will be connected to the corresponding place (see photo for explanation)

2 READERS TO ONE DOOR



After you wired everything correctly' on the door properties tab you need to change the DOOR TYPE from Normal to 2 readers for 1 Door (see attached photo)





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Neither GateKeeper AC nor the Distributor or any of their licensors, directors, employees, or anybody acting on their behalf shall in any case be responsible or liable for any special,



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Entire Agreement

This Agreement sets forth the entire understanding and rights and duties between you and **GateKeeper AC**. This Agreement may be amended only in writing signed by both parties. No person or entity is authorized to modify this Agreement or to make any warranty, representation or promise which is different than, or in addition to, the representation or promises of this agreement.

Waiver

No waiver of any right under this Agreement shall be effective unless in writing, signed by a duly authorized representative of the party to be bound. No waiver of any past or present right arising from any breach or failure to perform shall be deemed to be a waiver of any future right arising under this Agreement.

Severability

If any provision in this Agreement is invalid or unenforceable, that provision shall be construed, limited, modified or, if necessary, severed, to the extent necessary, to eliminate its invalidity or unenforceability, and the other provisions of this Agreement shall remain unaffected.