

## **Matrix Technical Support Mailer-10**

### **Pre-Requisites & Troubleshooting tips of COSEC Installation**

Dear Friends,

This technical mailer will help you in the installation of Matrix COSEC Time-Attendance & Access Control system. Here we will get the idea about the pre-installation requirements of Matrix Time & Attendance System.

### **Software Pre-installation Requirements**

- Operating System: Windows 2000/XP/2003 Standard or higher enterprise editions. Any Operating System which supports IIS 5.01 or higher is sufficient to install the Matrix COSEC Software.
- Processor : Pentium IV at 1.8 GHz or higher version.
- RAM : Minimum 1GB of RAM is required for smooth operation of the software.
- Hard Disk : Minimum 40 GB of hard disk is required for generating daily database backup.
- Screen Resolution : Minimum 1028 x 768.
- Network Interface Card : 10/100 Base-T network adaptor.
- IIS ver. 5.01 or higher.
- Internet Explorer 6.0 or higher [Recommend Internet Explorer]

- Before starting the installation procedure always ensure that PC in which software is to be installed is logged with **Administrator** account.
- In case of Windows XP, OS (Operating System) CD is required to install the IIS. For other Windows OS, Operating System CD is not required.
- If 64-bit version of OS, COSEC software version V2R4 or onward will support. 32-bit version of OS will support all COSEC software platform.
- Installer has to ensure that IIS 5.01 or higher Version is installed, prior to proceeding with the installation of the software.
- Installer needs to ensure that the .Net Framework 3.5 is installed only after the installation of the IIS to complete the IIS registration process with the .Net Framework.
- To check whether the IIS is properly installed or not, enter the following URL (<http://localhost/>) in Internet Explorer and below IIS home page will be opened, if it is successfully installed.



- If the IIS is installed after the installation of the .Net Framework, then Installer need to run command from the command prompt to register IIS with .Net Framework as shown below.

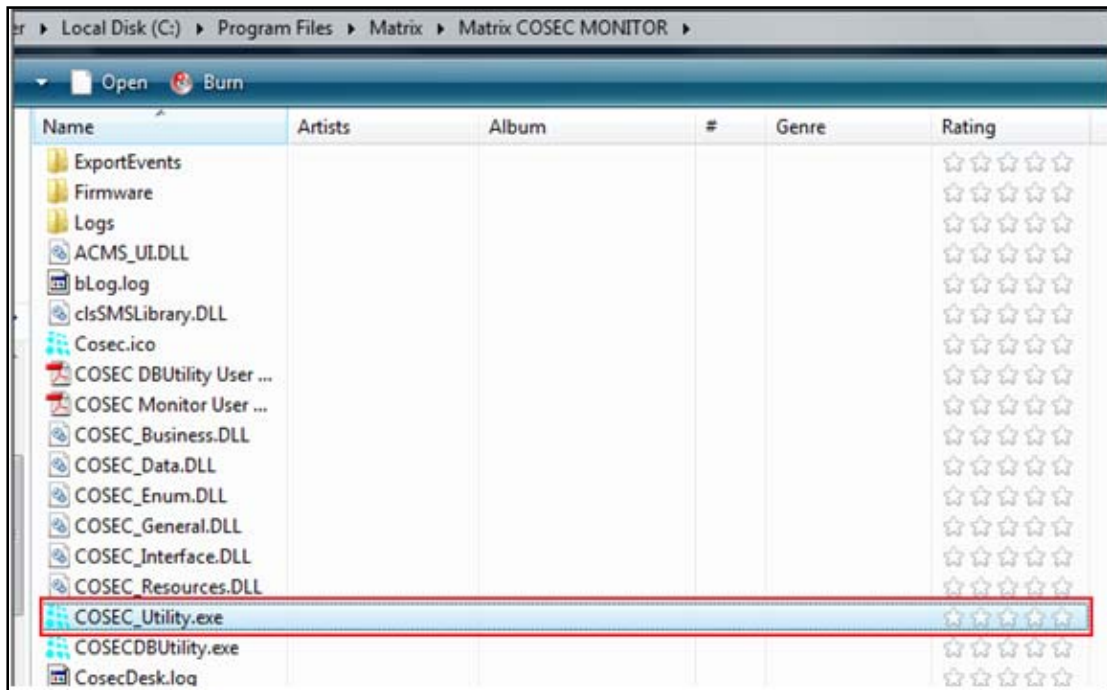
```
Administrator: C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7600]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\vimal.MATRIXTELESOL>cd\
C:\>cd Windows\
C:\Windows>cd Microsoft.NET
C:\Windows\Microsoft.NET>cd Framework
C:\Windows\Microsoft.NET\Framework>cd v2.0.50727
C:\Windows\Microsoft.NET\Framework\v2.0.50727>aspnet_regiis -i
Finished installing ASP.NET (2.0.50727).
C:\Windows\Microsoft.NET\Framework\v2.0.50727>_
```

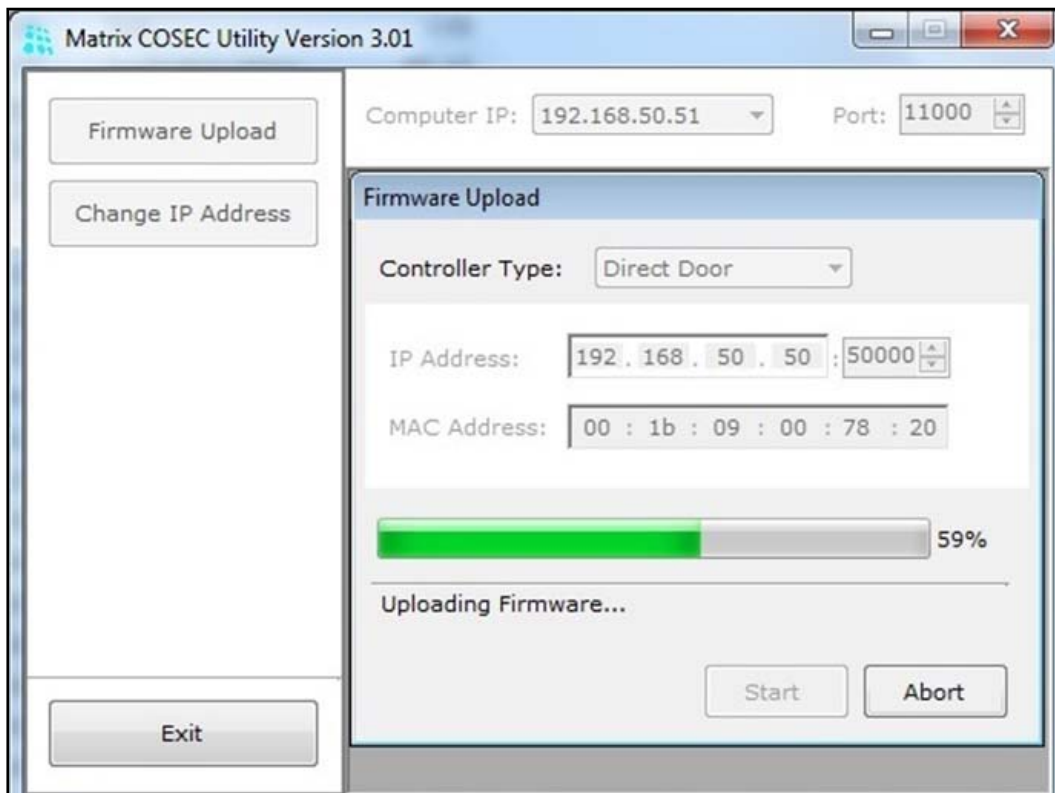
## **Hardware Pre-Installation Requirements**

- Cabling should be lying properly at each and every location where Device is to be installed and ensure connectivity with the Server.
- Location should be free from high level of moisture, vibration and shock.
- Make sure site's electrical system is properly grounded or not.
- Before starting hardware installation, always check the Firmware Version of the Door Device. It should be matched with software Version.
- If Software version is not matched with COSEC Door's current Firmware version then upload the Firmware by using COSEC Utility as shown below. You will find COSEC Utility in this folder:

C:\Program Files\Matrix\Matrix COSEC MONITOR\



- Enter the IP Address & MAC Address of the COSEC Door and click on start. It will start to upgrade firmware of the device as shown below.

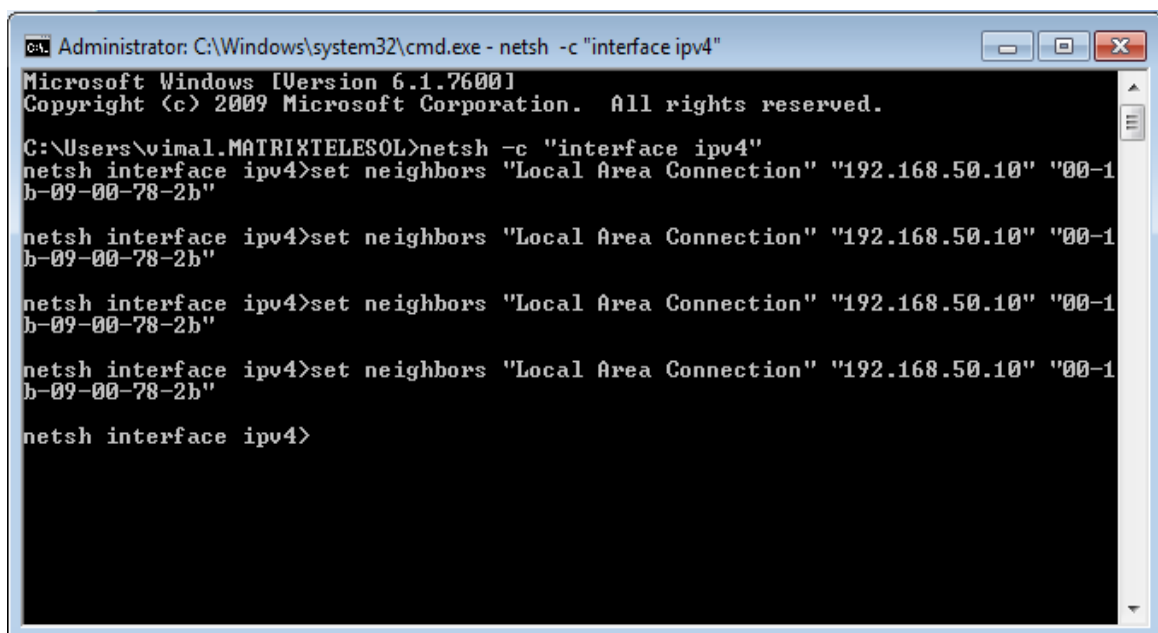


**Note:-**While uploading the Firmware if possible, connect COSEC Door directly to the PC.

- After connecting the Door Device directly to the PC if it is not showing LAN connectivity, then it is because of older version of LAN card.

In such cases either use cross cable or use Ethernet switch.

- If you are facing any problem while uploading the Firmware then ensure that any Antivirus software or Firewall is disabled.
- If you are using Windows 7 or Windows Vista and failed to upload the Firmware then you need to bind MAC address of the Door Device with IP Address by using following “netsh” command and repeat the same command till the Firmware uploading gets completed.



```
Administrator: C:\Windows\system32\cmd.exe - netsh -c "interface ipv4"
Microsoft Windows [Version 6.1.7600]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\vimal.MATRIXTELESOL>netsh -c "interface ipv4"
netsh interface ipv4>set neighbors "Local Area Connection" "192.168.50.10" "00-1
b-09-00-78-2b"

netsh interface ipv4>set neighbors "Local Area Connection" "192.168.50.10" "00-1
b-09-00-78-2b"

netsh interface ipv4>set neighbors "Local Area Connection" "192.168.50.10" "00-1
b-09-00-78-2b"

netsh interface ipv4>set neighbors "Local Area Connection" "192.168.50.10" "00-1
b-09-00-78-2b"

netsh interface ipv4>
```

## Multi-location Device connectivity

- If the Door Devices are installed in different network (In remote location), then dedicated Public IP for Server or Port forward in the Router at Server side is required.
- In case if customer having already static IP and assigned to the router then forward following two ports in the router.
  1. Forward port 11000 of the PC on which the COSEC Monitor is installed and enter Router's WAN IP in the Server IP setting in the remotely installed Door devices so that devices installed at different network can communicate to the COSEC Monitor on this port.
  2. Forward port 80 of the PC on which COSEC Web Application is installed, so that customer can access COSEC Web Application from anywhere in the world. Customer needs to enter following URL to access COSEC Web Application from the outside Network.

<http://Public IP/COSEC>

**Thanks & Regards,**

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