



TecomC4 Installation Manual

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Important information

Scope of this manual

This manual provides information for an installation technician to:

- Install the **TecomC4 server** on a server computer.
- Install the **TecomC4 client** on one or more additional client computers.
- Uninstall TecomC4 server and clients.

Note: The TecomC4 client is automatically installed on the server computer when the TecomC4 server is installed.

Related documentation

Refer to the following document:

- *TecomC4 Operators Manual*

Typographical conventions

This manual uses certain notational and typographical conventions to make it easier for you to identify important information.

Table 1: Notational and typographical conventions

| Item | Description |
|------------|--|
| Keystrokes | Text that you type is indicated in Courier New font. For example, "Type dcomcnfg". |
| Notes | Notes alert you to information that can save you time and effort. |
| Warnings | Warnings are displayed to advise the user that failure to take or avoid a specified action could result in loss of data. |

1 System introduction

1.1 System overview

The **TecomC4 system** consists of a single server computer running the **TecomC4 server** and one **TecomC4 client**. You can also install the TecomC4 client on additional client computers.

The server computer must have access to a SQL database server. The default installation process installs Microsoft SQL Server 2014 Express on the server computer. However, the SQL database server can be located on a different computer if required. See “Appendix A: Installing the TecomC4 server with a remote database” on page 21 for more information.

The TecomC4 server runs as a **Windows service** on the server computer.

1.2 Before you begin

Please read this installation manual prior to TecomC4 installation. For the installation process you will need:

- The installation medium with the TecomC4 installation program.

1.3 Requirements for server computer

1.3.1 Hardware

The minimum hardware configuration for the server computer is:

- Processor: Intel Core i5 or alternative
- HDD: 60 GB
- RAM: 8 GB

The TecomC4 server requires 20 GB of free hard disk space.

If a large number of TecomC4 clients will be connecting to the TecomC4 server simultaneously, then you will have to consider network and further hardware requirements.

1.3.2 Operating system

The minimum requirement for the TecomC4 server is Windows 7.

The number of TecomC4 clients that can simultaneously connect to the TecomC4 server is limited by a feature of Windows which depends on the version of Windows. Server versions of Windows such as Windows Server 2012 have no connection limits. Desktop versions of Windows such as Windows 7 have limits.

The limits are as follows:

Table 2: Simultaneous connection limits per operating system

| Limit | Operating system |
|-----------|--|
| 3 | Windows 8 Windows 8.1 |
| 10 | Windows 7 Professional, Enterprise and Ultimate Windows 8 Pro and Enterprise Windows 8.1 Pro and Enterprise Windows 10 Pro and Enterprise |
| Unlimited | Windows Server 2008 Windows Server 2008 R2 Windows Server 2012 Windows Server 2012 R2 |

Note: The operating system should have all service packs installed.

1.3.3 Software

The TecomC4 server requires the following:

- .NET Framework 4.6.1 or later

Note: If .NET Framework 4.6.1 or later is not installed, then the TecomC4 server installation program will install .NET Framework 4.6.1.

- Database server: Microsoft SQL Server 2008 (Express or Standard edition) or later.

Note: If SQL Server is not installed, then the TecomC4 installation program will install SQL Server 2014 Express.

Note: To use SQL Server Standard edition with TecomC4, at least two SQL Server CALs (Client Access Licenses) are required:

- one CAL for TecomC4 system services
- at least one CAL for a TecomC4 client user

1.3.4 Power

The TecomC4 server's power options must be configured such that the hard disks never turn off and the system does not go into standby or hibernate modes.

1.4 Requirements for client computer

1.4.1 Hardware

The minimum hardware configuration for a client computer is:

- Processor: Pentium 1.5 GHz
- HDD: 20 GB

- RAM: 2 GB

The TecomC4 client requires 5 GB of free hard disk space.

The client computer requires a network connection to the TecomC4 server.

Note: If CCTV is to be displayed on the TecomC4 client, hardware and network requirements for viewing video must be considered as well.

1.4.2 Operating system

The TecomC4 client requires Windows 7 or later.

Note: The operating system should have all service packs installed.

1.4.3 Software

The TecomC4 client requires .NET Framework 4.6.1.

2 Installing TecomC4

2.1 Installing the TecomC4 server

This section describes installation of the TecomC4 server where the server computer is located in a Windows workgroup or a domain.

2.1.1 Prerequisites

Installation of the TecomC4 server must be performed by a Windows user account with local administrator rights. If the server computer is located in a domain, then the installer account must be a member of the Administrators group on the computer.

Note: If you are installing the TecomC4 server on a computer which already has a SQL database server installed, then the installer account must also have the **sysadmin** right to the database.

Consult the site's network administrator to ensure the installer account has the necessary rights.

To ensure the installation is completed successfully, ports 80 and 443 on the server computer cannot be used by any other application. After the installation is completed port 80 will be used to install the TecomC4 client. Port 443 is used as a standard secure communication port between the TecomC4 server and TecomC4 clients. You may have to check firewall settings to ensure access.

The TecomC4 server installation program checks for the following prerequisites:

- .NET Framework version 4.6.1 or later.
- Microsoft SQL Server 2008 (Express or Standard edition) or later.

If any of the prerequisites are not installed, then the installation program will automatically install them.

2.1.2 Installation procedure

The installation procedure is as follows:

1. To begin installation of the TecomC4 server, run **TecomC4ServerSetup.exe** as administrator.

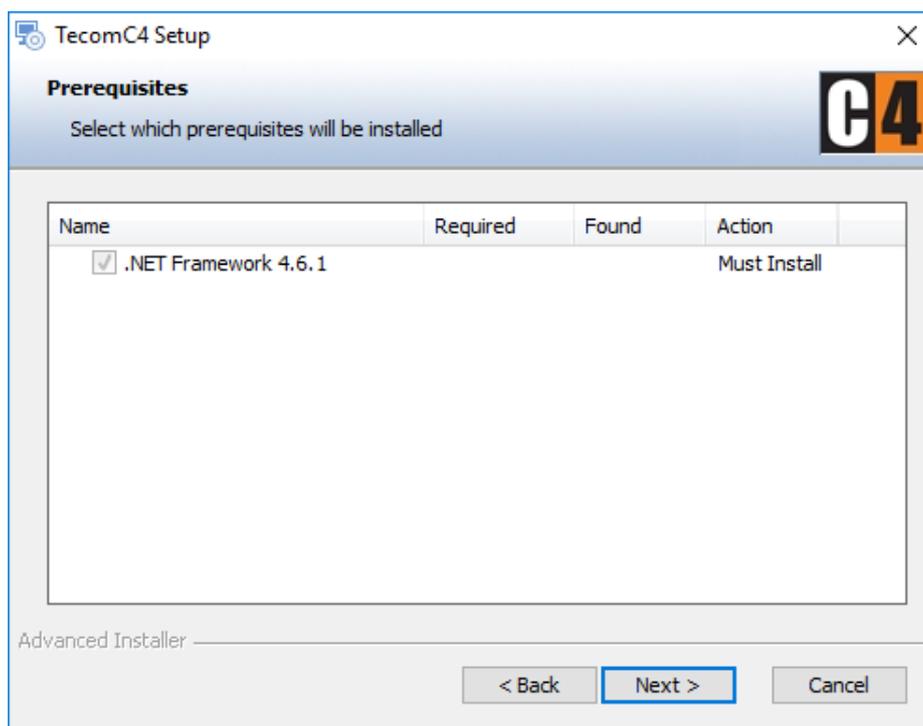
2. The installation program will check the availability of prerequisites on the computer. If any prerequisite is missing, a prerequisite installation wizard will start prior to the installation of the TecomC4 server. If the prerequisites installation wizard appears, click the **Next** button to install the prerequisites.

Figure 1: Prerequisites wizard



The prerequisites to be installed will be listed in the following window. Click the **Next** button to install the prerequisites.

Figure 2: Prerequisites list



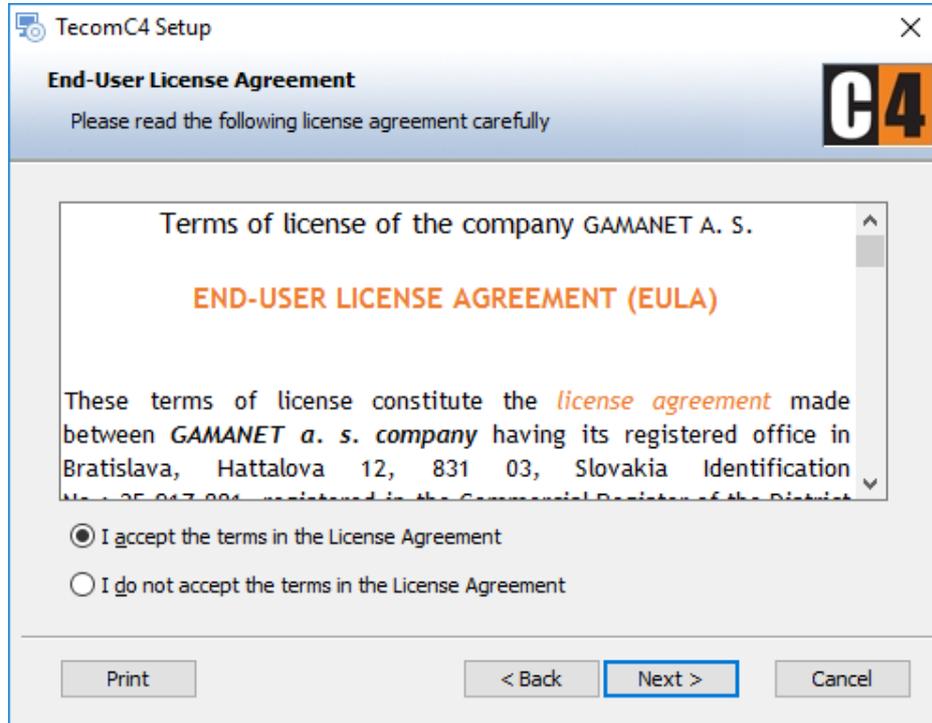
3. After a successful prerequisites check, or installation of prerequisites, a setup wizard appears for installation of the TecomC4 server. In the setup wizard window, click the **Next** button to continue.

Figure 3: Installer start screen



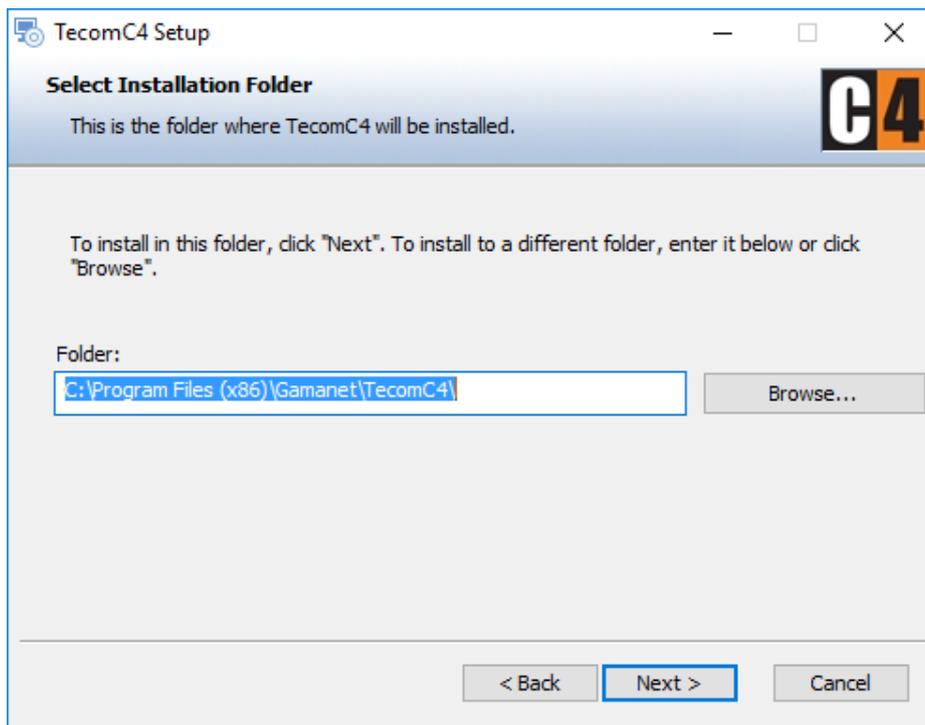
4. Please read the End-User License Agreement. If you agree with the license terms in the License Agreement, accept them. Click to select **I accept the terms in the License Agreement** and click the **Next** button to continue.

Figure 4: End-User License Agreement



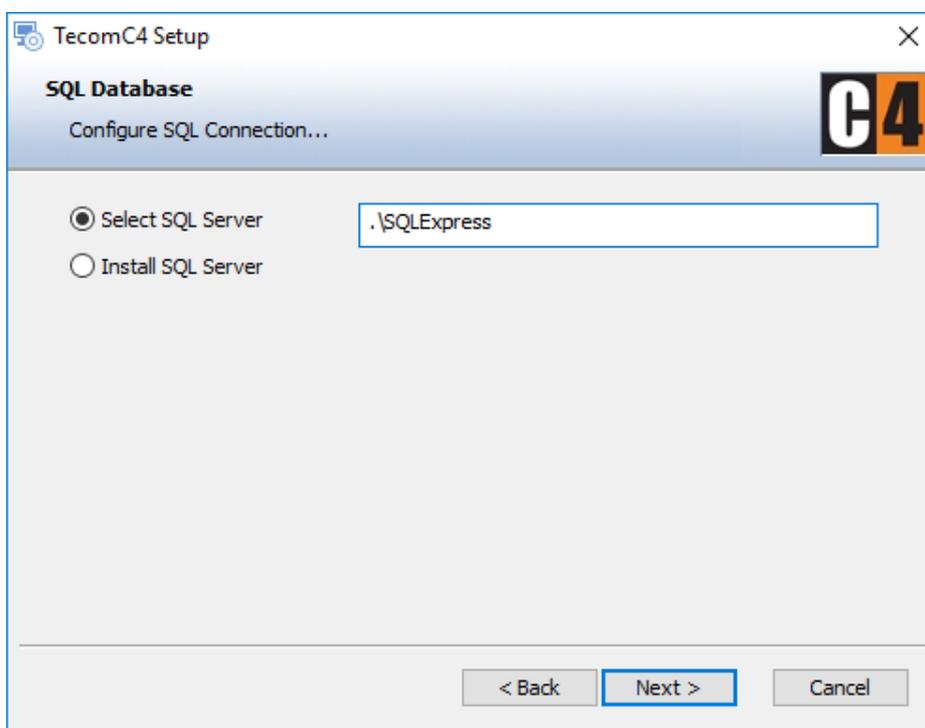
5. Select the folder where you want to install the TecomC4 server. The default can be used in most cases.

Figure 5: Specify the installation folder



6. Enter the name of the installed SQL Server instance and click the **Next** button to automatically verify the availability of the database. If the database is available, the wizard continues to the next page. Otherwise, you must edit the name of the SQL Server instance or install a new instance of SQL Server on the local computer by selecting the **Install SQL Server** option.

Figure 6: SQL database path



The default value for this field is the address of the locally installed version of SQL Server Express. The address is `.\SQLExpress`, where:

- `.` denotes the local computer,
- `\` separates the computer name and database instance name, and
- `SQLExpress` denotes the database instance.

Note: In the case of using the default instance of an existing installation of SQL Server Standard edition (as opposed to the Express edition), enter the name as `.\` without specifying an instance name. If you wish to use a named instance of SQL Server Standard edition, you must specify the instance name.

7. In the next window:
 - Enter an **Installation name**. The default value is the server's computer name. Enter a meaningful name if you wish.
 - Select the **HW Address** (i.e. MAC address). You can choose from a list of all the MAC addresses of the network adaptors installed in the computer. We recommend selecting the MAC address of the network adapter that is usually active on the computer (e.g. local

area connection), because the TecomC4 license is bound to this MAC address.

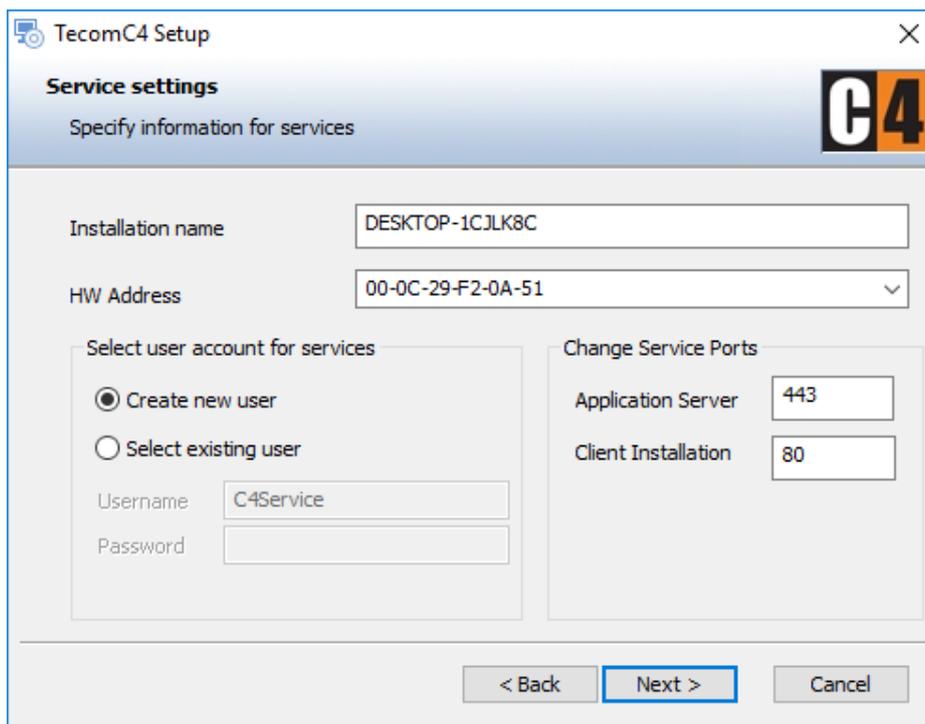
- Select a user under which the TecomC4 server service will run. You can usually keep the default setting of **Create new user** so that the installation program automatically creates a user with all of the necessary rights. In this case, the installation program will create a new Windows user account called **C4Service**, which will run the TecomC4 server service.

Note: If you select the **Create new user** option when reinstalling or upgrading TecomC4, a new user account will always be created. If you wish to ensure that you always use the same user account for the TecomC4 server service, you should create a dedicated user account before installation and select the **Select existing user** option, specifying the dedicated account's **Username** and **Password**.

- You can change the ports for the TecomC4 server application and for installation of the TecomC4 client (see the “Installing additional TecomC4 clients” section on page 13). You can usually keep the default values.

Click the **Next** button to continue.

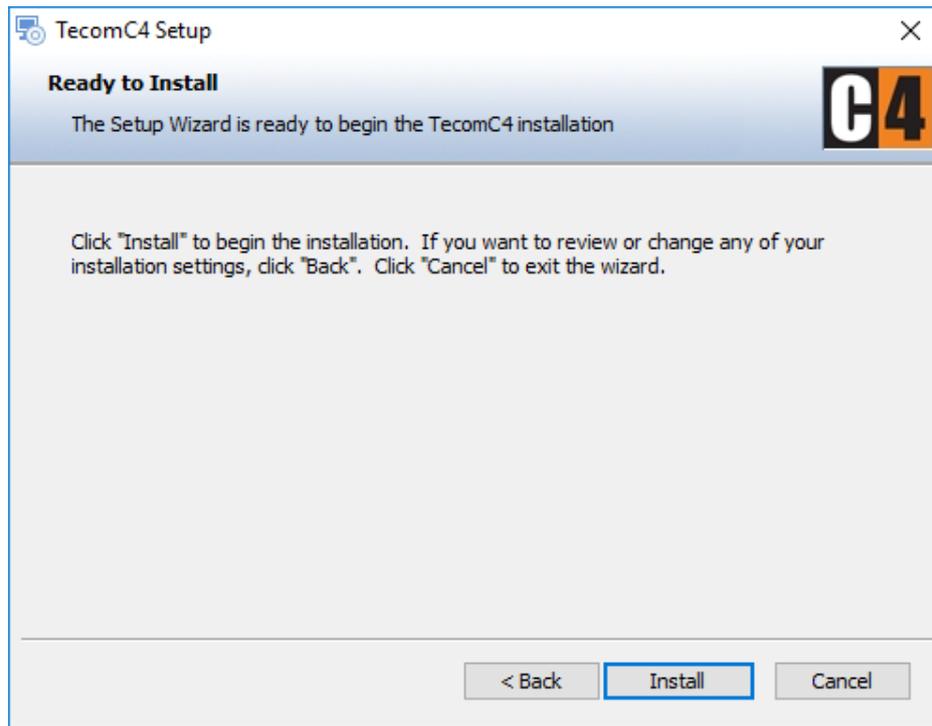
Figure 7: TecomC4 service settings



The screenshot shows the 'TecomC4 Setup' window with the 'Service settings' tab selected. The window title is 'TecomC4 Setup' and it has a close button (X) in the top right corner. The 'Service settings' section includes a subtitle 'Specify information for services' and the TecomC4 logo (C4). The 'Installation name' field contains 'DESKTOP-1CJLK8C'. The 'HW Address' field contains '00-0C-29-F2-0A-51'. Under 'Select user account for services', the 'Create new user' radio button is selected. The 'Select existing user' radio button is unselected. The 'Username' field contains 'C4Service' and the 'Password' field is empty. Under 'Change Service Ports', the 'Application Server' field contains '443' and the 'Client Installation' field contains '80'. At the bottom of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a blue border.

- At this point, everything is ready for installation to begin. Click the **Install** button to proceed.

Figure 8: Ready for installation



9. Click the **Finish** button to confirm the installation is completed.

When the installation of the TecomC4 server is complete, the installation program will also automatically install the TecomC4 client. If you want to start the client after the installation is finished, check the **Launch TecomC4 Client** box.

Figure 9: The installation completed successfully



If you checked the **Launch TecomC4 Client** box, then a login window will appear after successful installation of the client.

The TecomC4 system has one standard predefined operator account with the following login name and password:

- Login name: **support**
- Password: **support**

Note: For security reasons, the “support” operator account must have its password changed after initial login. Upon entering the new password in the **New password** box, the system checks its strength based on built-in security algorithms. The password is considered strong enough when the coloured bar underneath the **New password** box is filled and coloured green. Confirm the new password by entering it again and then click the **OK** button.

2.2 Installing additional TecomC4 clients

This section describes installing the TecomC4 client on a different computer to the one on which the TecomC4 server is installed. The TecomC4 client is automatically installed on the server computer when the TecomC4 server is installed.

The TecomC4 client can be downloaded and installed by accessing the TecomC4 server via the Internet Explorer or Edge web browsers.

2.2.1 Before installation

The following information should be collected before beginning the installation procedure:

- The IP address or server name of the TecomC4 server.

2.2.2 Prerequisites

Microsoft .NET Framework 4.6.1 or later is required on the client computer before the TecomC4 client can be installed.

If the client computer has access to the internet, and its operating system is not Windows 7, then the installation program for the TecomC4 client will automatically install .NET Framework 4.6.1.

If the client computer does not have access to the internet or its operating system is Windows 7, then you must install .NET Framework 4.6.1 manually. Refer to the documentation for .NET Framework 4.6.1 for the installation process.

Note: Installation of Microsoft .NET Framework must be performed by a user with administrator rights.

If the prerequisites are already installed, it is possible to install the TecomC4 client under the account of a normal user.

2.2.3 Installation procedure

The procedure is as follows:

1. Open Internet Explorer or Edge.
2. Enter the address of the TecomC4 client installer into the browser's address bar. The address format is:

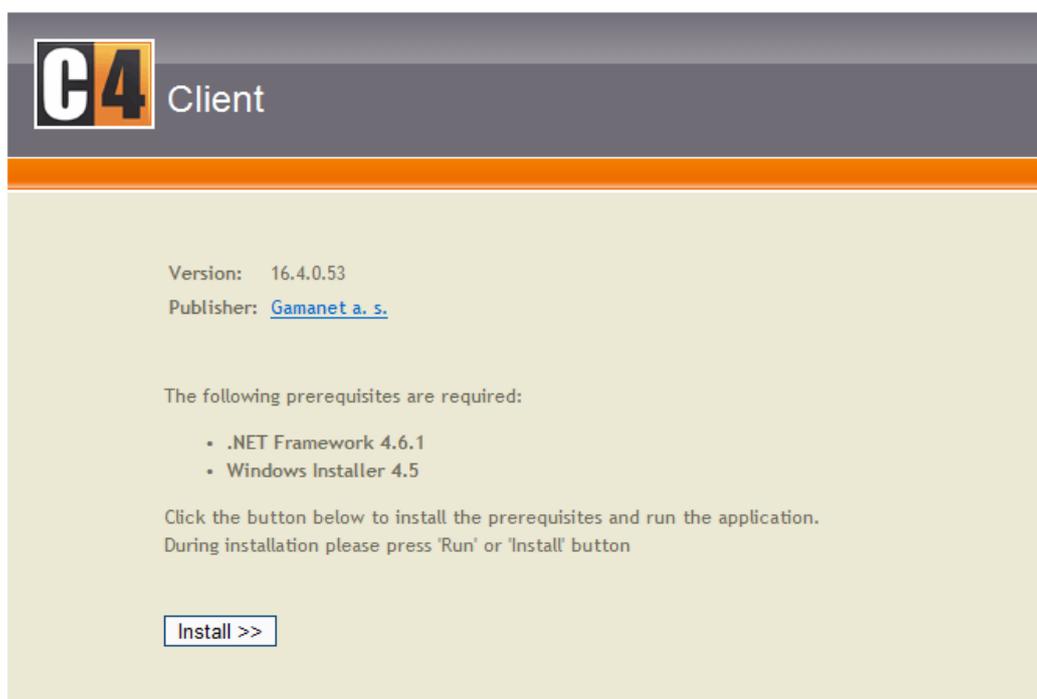
```
http://nnn.nnn.nnn.nnn/c4client/
```

where `nnn.nnn.nnn.nnn` is the IP address of the TecomC4 server computer, e.g. 192.168.1.200.

Note: If DNS is set up on the site's network and the client computer is configured correctly, then you can enter the TecomC4 server computer's name instead of its IP address.

3. A web page appears from which the TecomC4 client can be installed.

Figure 10: TecomC4 client installation page



4. Click the **Install** button to continue with the installation.

Note: If nothing happens, try the following steps:

- a. Check whether the TecomC4 server computer is accessible from the client computer.
- b. Check whether the user of the client computer has access to the TecomC4 server computer (the user's permissions may have been denied).
- c. Check whether Internet Explorer or Edge is the default web browser. See the note below.

Note: If Internet Explorer or Edge is not the default browser, nothing may happen or an error message may appear stating that the system cannot launch **c4client.application**. In this case, you must enter the address in Internet Explorer's address bar in the following format:

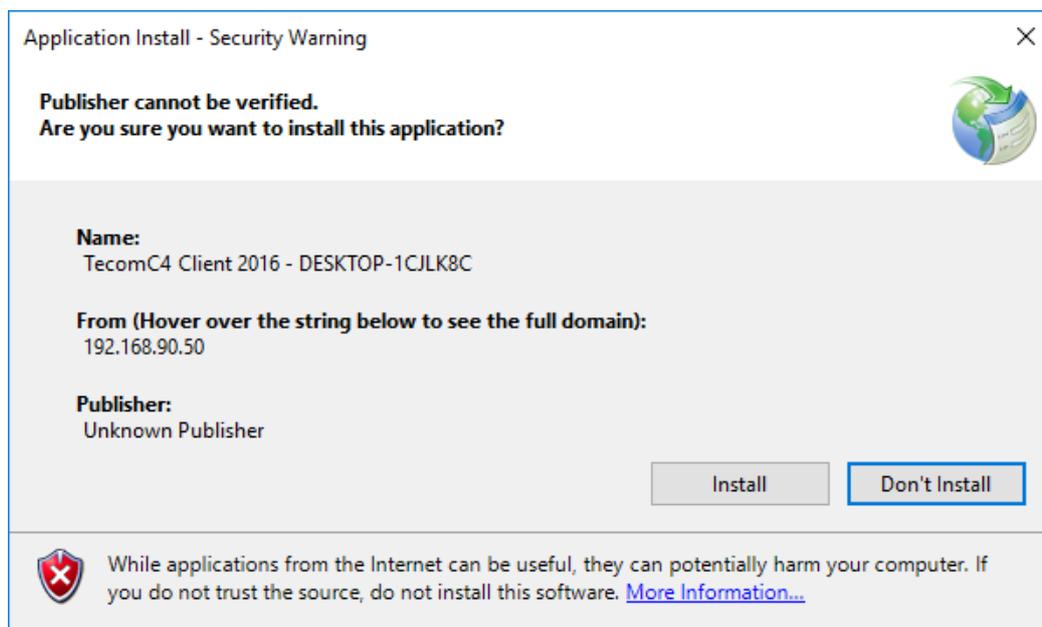
```
http://nnn.nnn.nnn.nnn/c4client/c4client.application
```

where `nnn.nnn.nnn.nnn` is the IP address of the TecomC4 server computer, e.g. 192.168.1.200.

5. You may see a warning from Internet Explorer or Edge that a website wants to open web content using the program **dfsvc.exe** on your computer. Click the **Allow** button to continue.

6. After a successful prerequisites check (or installation of prerequisites), a window will appear with the option to install the TecomC4 client. Click the **Install** button to start the installation.

Figure 11: Start TecomC4 client installation



7. The TecomC4 client is installed.

After a successful installation, a login window appears. If you have not already logged into the TecomC4 system, then you may use the standard predefined operator account with the following login name and password:

- Login name: **support**
- Password: **support**

Note: For security reasons, the “support” operator account must have its password changed after initial login. Upon entering the new password in the **New password** box, the system checks its strength based on built-in security algorithms. The password is considered strong enough when the coloured bar underneath the **New password** box is filled and coloured green. Confirm the new password by entering it again and then click the **OK** button.

2.3 Installing device drivers

In order for the TecomC4 system to be able to communicate with a security device, a **driver** for the device must be installed within TecomC4. TecomC4 supports many different security devices for which drivers are available, including Challenger10.

Please refer to the *Installing Drivers* chapter of the *TecomC4 Operators Manual* for information on how to install device drivers.

3 Uninstalling TecomC4

3.1 Uninstalling the TecomC4 server

Note: It is recommended that you back up the TecomC4 database using SQL Management Studio prior to uninstalling the application. Please refer to the documentation for SQL Management Studio for backup procedures.

The uninstallation procedure is as follows:

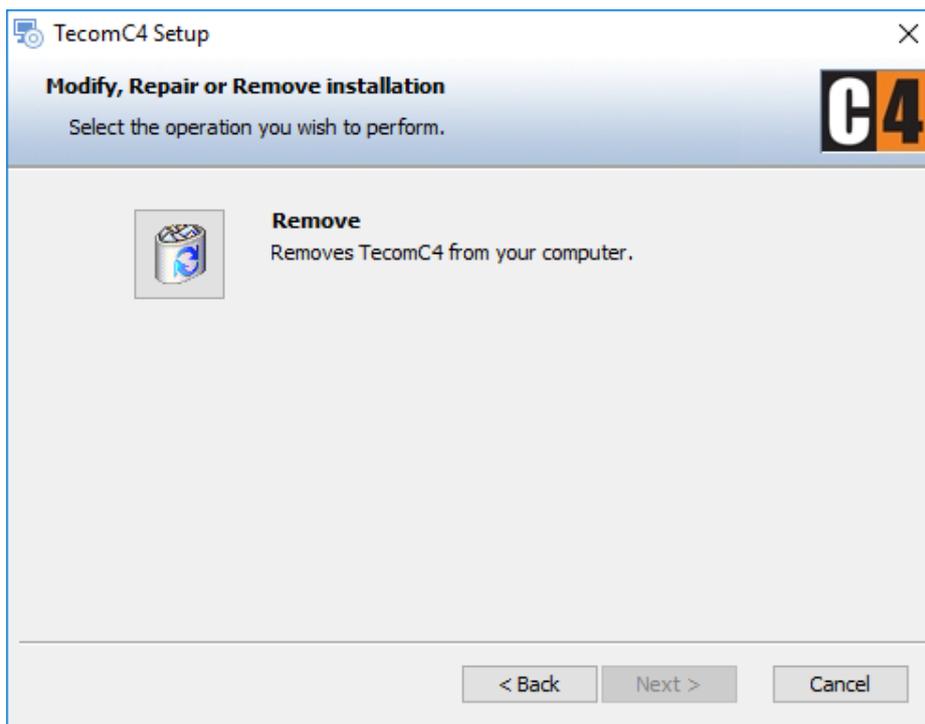
1. Access the **Programs and Features** tab in the Windows **Control Panel**.
2. From the list of installed applications select the row with the TecomC4 server and click the **Uninstall/Change** button.
3. The TecomC4 Setup wizard will open. Click the **Next** button to continue.

Figure 12: Installer start screen



4. To remove the application, click the **Remove** icon.

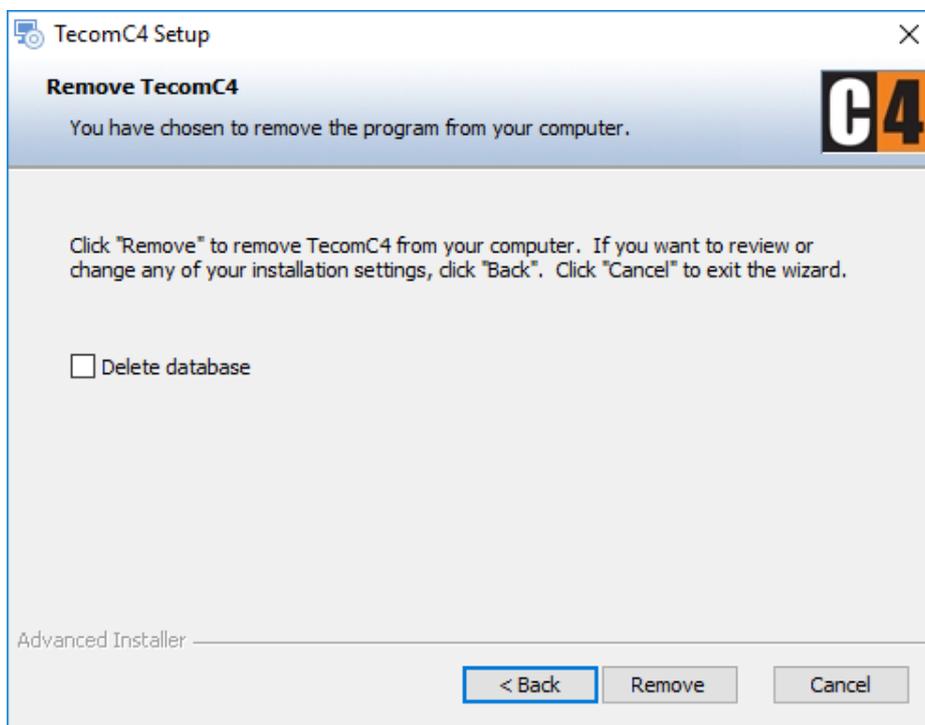
Figure 13: Remove TecomC4 server



4. If you want to delete the TecomC4 database, check the **Delete database** box. To start uninstalling the application, click the **Remove** button.

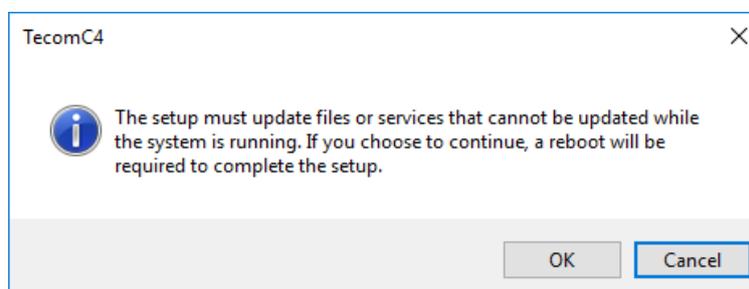
Warning: Deleting the TecomC4 database is irreversible and all customer data will be lost.

Figure 14: Delete database



5. If a message appears indicating that a reboot will be required, click the **OK** button to confirm the message. When the uninstall process has completed, you must reboot the computer.

Figure 15: Confirm reboot message



6. To finish removing the TecomC4 server, click the **Finish** button.

Figure 16: Finish uninstallation



Note: The TecomC4 client on the server computer is uninstalled automatically when the TecomC4 server is uninstalled.

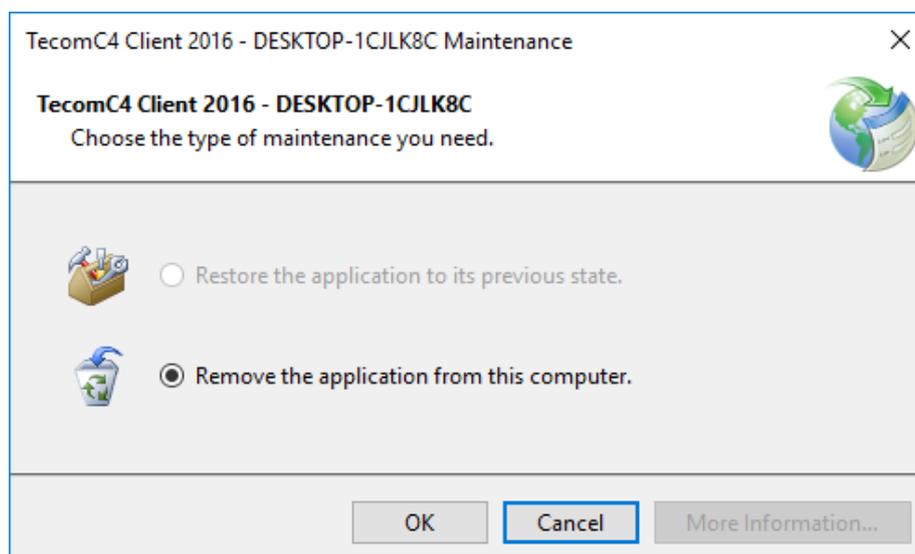
Note: The TecomC4 client must be uninstalled from each client computer.

3.2 Uninstalling TecomC4 clients

You can delete the TecomC4 client from a client computer by following these steps:

1. Access the **Programs and Features** tab in the Windows **Control Panel**.
2. From the list of installed applications select the row with the TecomC4 client application and click the **Uninstall** button.
3. Confirm removal of the client application by clicking the **OK** button.

Figure 17: Remove the TecomC4 client



Appendix A: Installing the TecomC4 server with a remote database

Note: It is important to consult the site's network administrator about the following requirements.

If you are installing the TecomC4 server in an environment where the SQL database server will run on a different computer to the TecomC4 server, the following requirements must be met:

- The SQL database server computer and the TecomC4 server computer must be in the same Windows domain.
- The SQL database server must be configured to enable remote connection. Please refer to the documentation for the relevant database server.
- The domain account of the installer must exist with local administrator rights for the TecomC4 server computer and the **sysadmin** right for the SQL database server.
- A domain account must exist which will be used to run the TecomC4 server service on the TecomC4 server computer.

The account must have access to the SQL database server with the **public** role. The account must also be included in the "Log on as a service" list under Windows Domain/Local Security Policies on the TecomC4 server computer. The account must also not be set to require a password change after the next logon.

When these requirements are met, the installation program for the TecomC4 server can be launched. Follow the installation procedure beginning on page 4 with the following changes:

1. When selecting the database connection (step 6 of the installation procedure), enter the path to the remote database server in the following format:

```
tcp:nnn.nnn.nnn.nnn,port
```

where:

- `tcp`: is the connection protocol to the SQL database server. Enter the text as shown, including the colon.
 - `nnn.nnn.nnn.nnn` is the IP address of the SQL database server, e.g. 192.168.1.200.
 - `port` is the communication port for the SQL database server, e.g. 1433. Note that the IP address and port number are separated by a comma.
2. When selecting an account for TecomC4 server service (step 7 of the installation procedure), enter the domain account name in the *Domain\AccountName* format.

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