



Common Errors and Questions



What is the default password for Secure Admin?

- There is no default password for Secure Admin , if you forgot it or don't know it you need to uninstall Secure Admin Server and install the Server again, no data would be lost.



Can I register the reader using Client only and USB cable?

- Unfortunately not, the client is just a portal that talks to the server, you would physically need to connect the 4G device to the server or have server and client on the same PC.




Can I power the 4G product using USB only?

- USB power cannot support all the electronics in the device. Recommend to use 12 volts at 500 ma.

I get error message “cannot delete enterprise user”



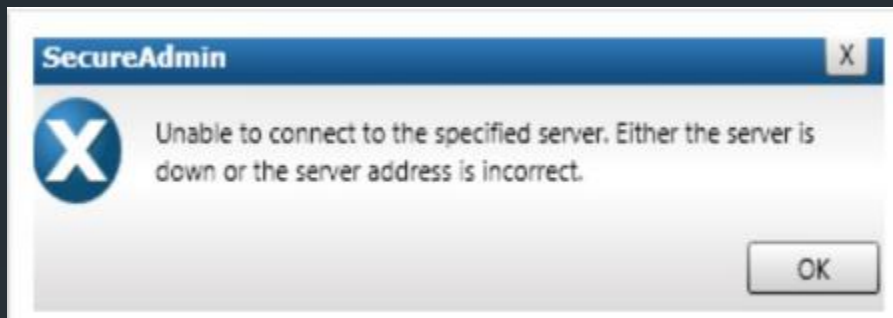
- You cannot delete a user before you delete the template associated with that person. Remove the person from the database first then remove the user.



I cannot see my reader in Secure Admin after it was repaired.

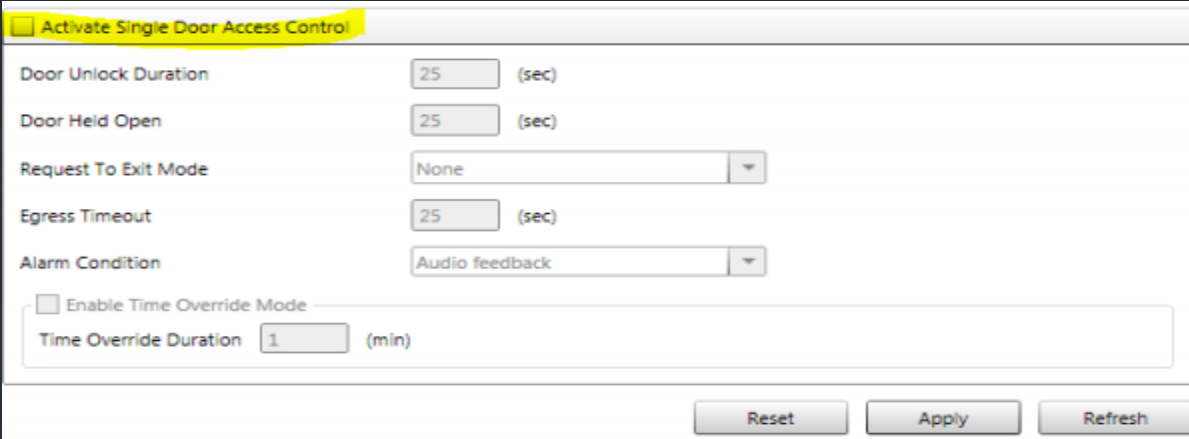
- They could be several reasons why this occurs
- 1. The Software version is outdated to the firmware on the reader, contact tech support for an updated version of Secure Admin.(4.1.12 is not recommended)
- 2. You have selected the wrong Icon on the top left corner for your type of device.
- 3. You did not remove the device in causing confusing within Secure Admin, unregister the device and register the device again. ** remember to transfer the templates back into the reader from the database**

You get error Unable to connect to the Specified server. Either the server is down or the server address is incorrect.



- Need to open up Services and check if Secure Admin services has started or not. If not started, right click and start services.

I want to use the 4G Device as SDAC but it's not working.



The screenshot shows a configuration window titled "Activate Single Door Access Control" with a yellow highlight. The window contains several settings:

- Door Unlock Duration: 25 (sec)
- Door Held Open: 25 (sec)
- Request To Exit Mode: None
- Egress Timeout: 25 (sec)
- Alarm Condition: Audio feedback
- Enable Time Override Mode: (unchecked)
- Time Override Duration: 1 (min)

At the bottom of the window are three buttons: "Reset", "Apply", and "Refresh".

- Did you active the SDAC in the software?
- You active the SDAC but the reader is beeping Did you tie wires 20 and 25 together? review the quick start guide that comes with your product for wiring instructions. (4G wiring only)



I want to have a mix network of 4G Lite and 2G, 3G's readers

- You would need to use Secure Admin software; you would need to update the 4G lite reader firmware from 4.4.X to 4.6.X in order to have full control of the product in Secure Admin.
- Go to the how to video's section and review the video on having a mix network of 2g, 3g, 4g lite readers.


I inserted Bioscrypt software DVD & I see following screen. Which option should I select?






Which option should I select?

- Option-1: Pure 4G Reader Network – Secure Admin (currently 4.1.20.x): For Administrators wanting to install and manage 4G devices only
- Option-2: Pure 4G Lite Reader Network – Secure Admin Lite (currently 4.4.5.x): For Administrators wanting to install and manage 4G Lite devices only
- Option-3: Mixed 2G, 3G & 4G Lite Reader Network – Secure Admin (currently 4.1.20.x): For Administrators wanting to install and manage a mixed Network of 2G, 3G and 4G Lite devices for daily or frequently used features



Would upgrading Secure Admin means I have to reload the database?

- Secure Admin does not affect the templates that are stores in the readers or any of the settings.
- The 4G product keeps all the information in its internal memory. (except Iclass and Mifare readers)

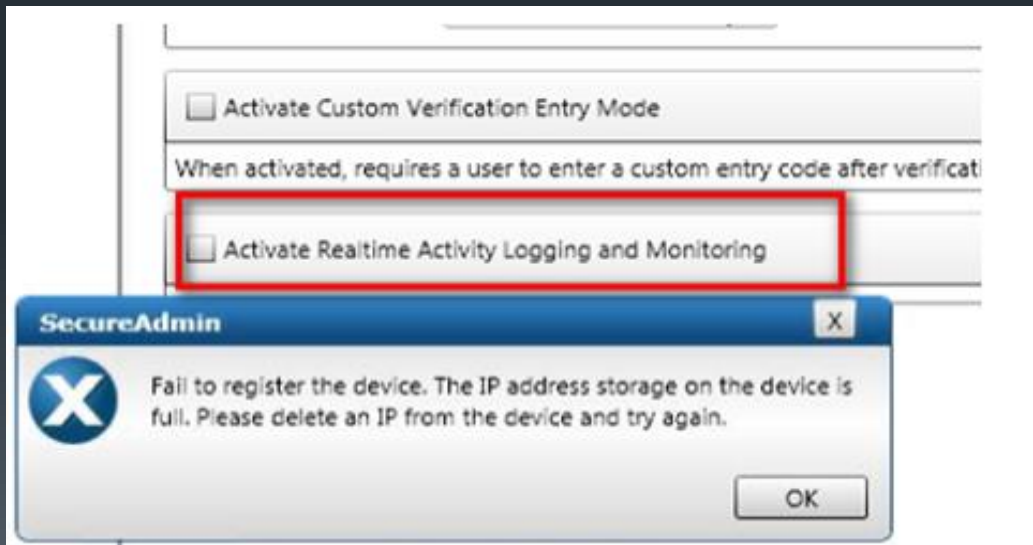


I received a new reader what do I do now?

- All readers are set with a DHCP enabled from the factory
- All 4G readers need to be program before adding them to the network.
- There is no default IP address in the readers
- If using Static IP address you need to connect with separate power and USB cable to configure the reader. Secure admin is used to configure the reader. (See the how to section on how to do that) V-Flex only**
- Once the reader has been configured you can then add it to the network.
- Register via Client (network>register via client) and input the IP address you program the reader before.
- Once add the reader you need to transfer templates from the database to the unit (see how to video section on how to do that)

I get this message “IP address storage on the device is full” when trying to activate real time monitor.

- You would need to update both Server and Client and Firmware.





When installing the SQL I get 27502 errors what now?

- If the Windows Log in is different then what has been added to the SQL you will get this error.



27552 error continues

- User does not have sufficient privileges to access a specific SQL database



27552 error continues

- Solution
 - Use the same Windows Log in
 - Have correct Windows privileges
 - Install another SQL with the current Windows log in, you can install the SQL first then install Secure Admin Server and point to the new SQL

Install SQL separately

- To find the SQL installer >>click on the Secure Admin folder





Website

- Please visit our website Service.morphotrak.com for software, firmware, video's and PDF's.