

### 1.1 Cards do not work when creating a new Access Group

#### 1. Did you drag-and-drop readers into the new Access Group?

- a. From the **Explorer** screen, click on **All Readers**.
- b. Drag-and-drop readers from the right side of the screen into the new Access Group.
- c. Click on the "+" sign next to the new **Access Group** to view the readers in the new group.
- d. Perform a **Card Send**, as described below.

#### 2. Did you send the cards to the Location?

- a. Click on **"Send Users Full"**.

### 1.2 New Transactions are not appearing in the Transaction Screen

#### 1. Are transactions being filtered?

- a. From the **Transaction** screen, click on the **Filter** icon.
- b. Click on **Defaults**. Click **OK**.

#### 2. Are you logged in to the Location?

- a. From the **Explorer** screen, open the **All Readers** folder to display reader icon(s). Are there Green check marks by each reader icon?
- b. If readers do not have Green check marks (or have red lines through them), is there a Red arrow next to the Location icon?
- c. If there is a Red arrow, but readers are not logged in, click on the **Log-In** icon on the toolbar.
- d. If there is not a Red arrow or a Green check mark, click on the location name, click on the **Connect** icon on the toolbar.

#### 3. Have you excluded any transactions?

- a. Right click on **All Readers**.
- b. Click on the **Transactions** tab.
- c. **View Transaction Types**. If there is a check mark in the box located next to a Transaction Type, it will not be sent to your Transaction database in SK-NET™.

### 1.3 "Invalid Facility Code" message when using newly-added cards

#### 1. Do the new cards have a different Facility Code than the previous ones?

- a. Go to one of the SK-ACP panels or 28SA-Plus readers. Take a sample card with each different facility code. Press the reset button.
- b. Present a sample card with each Facility Code to one of the readers attached to the SK-ACP (or to the 28SA-PLUS) while the LED is flashing Red and Green.
- c. Repeat this process for each SK-ACP or 28SA-PLUS. For the SK-ACP, you can also send Facility codes to all panels through SK-NET™, like this:
- d. From the **Explorer** screen, right click on the name of the reader that has the new Facility Code.
- e. Select **Properties**.
- f. Click on the **Service** tab. You should see the quantity of Facility Codes active in that panel.
- g. Under **Facility Codes (Panel)** click **Edit**.
- h. Click **Close**.
- i. Click **Send To All**.
- j. Click **Close**.
- k. After all cards are working, right click on **All Readers**.
- l. Select **Backup**. Select **All Readers**.

## 1.4 Reader does not read-LED is Flashing Red or Green

A slowly flashing Red LED indicates that the reader is in the **Inactive** mode. A slowly flashing Green LED indicates that the reader is in the **Unlocked** mode. These conditions exist when someone has activated a **Door Control**, from SK-NET,™ or when an input is shorted and programmed **Remote Inactive or Remote Open**. A flashing green LED also indicates the door has been unlocked by the **Door Schedule**. To check the door status:

1. From the **Explorer** screen, right-click on the name of the reader.
2. Select **Properties**.
3. Click on the **Door Controls** tab.
4. What is the Current Door State? This will help identify why the reader is in the Inactive or Unlocked mode.
5. Click on **Normal** if the reader shows **Inactive Lock or Inactive Unlocked**. This will change the **Current Door State** to **Active Normal**.
6. **Unlock via Door Schedule** indicates the door is unlocked by the schedule. To disable the schedule click on **Edit**, click in the Disabled box and **Send**.

## 1.5 Lost Communications between PC and Readers

### 1. Check Com Settings

- a. From the **Explorer** screen, right click on the Location Name.
- b. Select **Properties**.
- c. Click on the **Connection Tab**.
- d. Run the **Connection Wizard**.
- e. If the **Wizard** finds the connection, click **OK** and then **Connect**. If not, select your connection below.
  1. RS-232 direct connect, computer COM port to the SK-ACP or 28SA Plus COM port. **(See Section 1.6.)**
  2. RS-232 to RS485 converter, computer to converter to the SK-ACP or 28SA Plus reader. **(See Section 1.7.)**
  3. TCP/IP connection via LAN, WAN. Contact the IT department.
  4. Modem connection, must have **Local Connect** unchecked and modem phone number provided. Try to repower the modem and SK-ACP or 28SA Plus.

### 2. Login Failure

- a. In the **Explorer** screen, look for a red arrow next to the **Location** icon. This indicates you are connected to the **Location**.
- b. Click on the "+" next to **All Readers**. If the reader shows a green check mark indicates the reader is logged in. An icon with a red "X" indicates lost communications with that reader. If this occurs, perform a Power Reset. **(See Section 1.8)**

## 1.6 Using RS-232 Voltage Measurements to Check Communication Problems

If you cannot connect, it will be necessary to take voltage measurements to identify whether the problem is with the SK-ACP or with the computer.

### RS-232 Direct Connection

1. From the **Explorer** screen, right-click on the Location.
2. Select **Properties**.
3. Click on the **Connection** tab.
4. Uncheck the box next to **"Gateway (RS-232)"**
5. Click on the **Connect** button.

The system will fail to connect, but in the process it will open the computer COM port, making a voltage test possible.

1. Voltages: Measure voltages at the gateway reader's terminal block, communications pins 1 to 5. Connect the ground lead to pin 1 (logic ground) for all measurements.
  - a) Pin 2 (Receive Data, RXD). The voltage should read between -5 VDC to -12 VDC. This voltage comes from the PC. If the voltage is wrong or missing, disconnect the reader from the PC, and measure the voltages at the reader (should be 0.0 VDC) and at the PC (should be between -5 VDC to -12 VDC).

- b) Pin 3 (Clear to Send, CTS). The voltage should read between +5 VDC to +12 VDC. This voltage comes from the PC. If the voltage is wrong or missing, disconnect the reader from the PC, and measure the voltages at the reader (should be 0.0 VDC) and at the PC (should be between +5 VDC to +12 VDC).
- c) Pin 4 (Request to Send, RTS). The voltage should read between -5 VDC to -12 VDC. This voltage comes from the Card Reader. If the voltage is wrong or missing, disconnect the reader from the PC, and measure the voltages at the reader (should be -9.5 VDC) and at the PC (should be 0.0 VDC).
- d) Pin 5 (Transmit Data, TXD). The voltage should read between -5 VDC to -12 VDC. This voltage comes from the Card Reader. If the voltage is wrong or missing, disconnect the reader from the PC, and measure the voltages at the reader (should be -9.5 VDC) and at the PC (should be 0.0 VDC).

After testing voltages, return to the **Location/Properties/Connection** box and re-check the box next to **“Gateway (RS-232)”**.

## 1.7 NET-CONV Converter Connection

If you cannot connect and you are connected using the NET-CONV converter, test voltages as follows:

1. Measure input voltage from the converter power supply. It should be between 9VDC and 16VDC.
2. Measure voltage between Ground (minus side of power supply) and TD (A). It should be 0VDC.
3. Measure voltage between Ground (minus side of power supply) and TD (B). It should be between 2.5 VDC and 5 VDC.

If these voltages are incorrect, contact Secura Key Technical Support.

## 1.8 Power Reset

Occasionally it may become necessary to perform a power reset on a 28SA-PLUS or SK-ACP panel. (For example, after a power surge.) This procedure will reset the node address, requiring a recovery procedure in SK-NET™.

### To perform a Power Reset:

1. Disconnect power from the reader or panel (including any backup battery)
2. Hold down the reset button.
3. While holding the reset button, restore power. Continue holding the button for two seconds.

### To clone the readers:

1. From the **Explorer** screen, right click on the Location Name.
2. Select **New**.
3. Select **Readers**.
4. Select **Quick Find** (with less than 20 readers), or **Search** if (with more than 20 readers).
5. SK-NET™ will find the original reader(s) as new ones.
6. Click **OK** to bring them into the system. Do not log in at this time.
7. Look under **All Readers** and you will notice that you now have duplicate reader(s) names. The old one will still have the red X through the icon, and the new one will not.
8. Drag and drop the **New** reader(s) on to the old reader(s) with the same name. You will be asked to **Replace the reader**, click **Yes**. This will clone the original reader settings in to the **New** reader.
9. Right click on **All Readers** and select **Login**. Now all the readers should have a green check next to each reader.

## 1.9 Replacing an SK-ACP or 28SA Plus

**NOTE:** There are no changes required in SK-NET™ when replacing a card reader connected to the SK-ACP or when replacing the SK-029W connected to the 28SA Plus.

While replacing the SK-ACP or 28SA Plus it is recommended that you note the serial number of the board/reader being replaced along with the new board/reader being used for the replacement. This will simplify the following steps used in this procedure.

**Note:** DO NOT delete any readers from the Explorer screen!

After completing the replacement of the board/reader you need to start SK-NET™, connect and login. Click on the + next to **All Readers** and you will notice a red X through the reader(s) icon(s) which have been replaced.

1. Left click on **All Readers**, now it will be highlighted.
2. At the top of the Explorer screen click on **Explorer**.
3. Select **View**.
4. Select **Details**. Notice that on the right hand side of the Explorer screen all of the readers are listed along with the **Node ID, Logged In, Serial Number, Version, and Type**.
5. Right click on **All Readers**.
6. Select **New, Readers, Quick Find** (for less than 20 readers) or Search (for more than 20 readers).
7. After SK-NET™ finds the new readers, click **OK** to add them to the system (note that under **All Readers** the new readers found show the serial number as the name of the reader). **Do not login**.
8. Look at the serial number or name of the new reader(s) and drag and drop the new one over the old one with the red X through the icon (if replacing the SK-ACP, be sure to include the “-1” or “-2” as part of the serial number).
9. When asked ‘Do you wish to replace the reader?’ answer **YES**. SK-NET™ now will use the data files from the old reader and program them in to the new reader including sending cards.
10. Repeat steps 8 and 9 for all readers being replaced.
11. Test a card or two, the replacement is now complete.

### Tech Support Options:

Web Page: [www.securakey.com](http://www.securakey.com)  
E-Mail: [techsupport@securakey.com](mailto:techsupport@securakey.com)  
Fax: 818-882-7052  
Toll-Free Telephone: 800-891-0020  
Tech Support Hours: 7:00 am to 4:30 pm P.S.T.  
Best Time to call: Afternoons P.S.T.

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