



## Appendix 1

# Report Manager Troubleshooting Tips

If you are having problems with the Toye Report Manager, try the following things:

1. Go to Tools, Database Utilities, Compact and Repair and do both compact and repair. Do this on Access Central, and on the Report Manager. (They are two separate programs).
2. If you have a Network Controller (N.C), be sure the path for the Refresh Transactions is to the N.C.
3. Be sure to DOUBLE CLICK the path.
4. After you do the refresh, click the "All Data" button at the top. Be sure all of the data is in there before trying any reports.
5. Check the Windows Regional Settings in Control Panel. They must be as follows for reports to work:

Short Date MM/dd/yy (01/01/06), Time: HH:mm:ss TT (08:30:05 AM)

6. Be sure you are using Report Manager V6.0 and not V7.x. V7.2 thru 7.4 have a number of problems. If you do not have RM V6.0, download it from the following links:

[http://www.toyecorp.com/Log6\\_97.zip](http://www.toyecorp.com/Log6_97.zip) For MS Access 97 version

[http://www.toyecorp.com/Log6\\_2K.zip](http://www.toyecorp.com/Log6_2K.zip) For MS Access 2000 up versions

7. Check the name of the Access Central file. It must be named Access Central.mdb and be located in the Tc85dir directory.
8. Try re-installing MS Access. Be sure to do a CUSTOM install, and select all of the options. Most Access install disks have a repair option, which you should try first. If you are using Access 2000, it is full of bugs. You must go to the Microsoft Office Update website and do a complete Office update to fix all of the bugs.
9. Look in your card file and be sure there are no illegal characters. The apostrophe will likely cause the cardholder report to crash. This is an MS Access limitation.
10. Use Windows Explorer, and go to C:\Tc85dir. Look for the file tlog1.txt AFTER you have done a refresh. This file should be about 10 MB in size. Try opening this file with WordPad. You should be able to see the transactions. Be very careful not to make any changes while this file is opened in WordPad.
11. If you still are having problems with reports, it is possible that the tlog.dta file is corrupted in the PC or in the N.C. You should archive this file about once a month. This file is being written to constantly, and can get corrupted, in which case your history reports may not work. The file is a rotating buffer that contains 125,000 transactions. If you do not archive the file occasionally, you will lose the oldest transactions. Follow the steps in Section C of the Software Maintenance Procedures, Appendix 2 to do the archive. ||

# Appendix 2

## Recommended Software Maintenance Procedures

The following procedures are recommended to keep your software running trouble free:

### A. Make Regular Backups

The following files should be backed up at least weekly:

1. Access Central.mdb
2. defs.bas
3. cardtext.dta
4. cardx.dta (if you have this file)
5. card1, 2, 3 and 4.bas (if you have these files)
6. elev1, and 2.bas (if you have these files)
7. cardtext.ssn (if you have this file)
8. tag.dta (if you have this file)
9. tclog.dta (This is often a very large file and contains your transaction history.)

All of the above files should be located in the folder C:\Tc85dir at the root of the C: Drive of your PC.

### B. Compact all MS Access Files

1. With Access Central or Access Anywhere running, select from the top menu bar: Tools, Database Utilities, Compact or Compact and Repair. In some version of MS Access the Compact and Repair functions are combined. If they are not combined, you only need to do a Repair if there is a problem with the software. Compacting should be done at least weekly.
2. Repeat the same process with Report Manager and Password Manager. If these programs are used less frequently, the compacting can be done less frequently.

### C. Archive Transactions Log File

1. You must go offline with the system for a few minutes to do this procedure. The card readers will be down or in degraded mode until this process is completed. After you have shut down the software, you should unplug the power supply to the converter, so that no transactions can come in while a new log file is being created. The converter is a small black or gray unit that plugs into the back of the PC or N.C. and connects to the cable going to the card readers. There are three possible configurations of your system. Follow the steps listed below for your type of system.

#### 2. If You Have a New style Linux Network Controller (N.C.)

- a. Map a drive to [\\Name\backup1](#) (Name is the host name of the N.C. The default is NC1).
- b. Use Windows Explorer and copy tclog.dta from the N.C. backup1 folder to another location on your PC or network. You can also use a synchronization program such as Smart Sync Pro to do this on an automatic schedule. See <http://www.smsync.com/>.
- c. Connect a keyboard and monitor to the N.C. and press D for DOS. If that function is not available, Press F for Function, and the X for Exit to DOS. The default password is acs10.
- d. Press Ctl-C, and Y for yes.

- e. Press d: <enter>
- f. Type: warmx <enter> [If that command is invalid, type: warm <enter>]
- g. Type del tclog.dta <enter>
- h. Type dir <enter> Be sure tclog.dta is NOT there.
- i. Type exitemu <enter>
- j. Wait for the unit to restart and a new log file to initialize, and then re-connect the power supply to the converter.
- k. Log into the second screen as a administrator, and type: fixpermi <enter> (For the Administrator password contact your dealer or the Toye factory.)
- l. Your system is now online with a new empty log file.

### **3. If You Have the Old Style DOS Network Controller**

- a. Connect a keyboard and monitor to the N.C. and press D for DOS, or F for functions, and X for exit to DOS.
- b. From the Windows PC using Explorer, go to the mapped drive [\\Name\tc85dir](#) and copy the file Tclog.dta to a backup folder in the PC. (Name is the host name of the N.C. The default is NC1.) If you have a second mapped drive [\\Name\Logfiles](#) tclog.dta is located on that drive.
- c. Go to the N.C. and be sure you are in the Tc85dir directory. Type: del Tclog.dta <enter>. Type: dir <enter> and be sure the file is gone.
- d. Disconnect the power supply to the converter, and type: pc <enter>. Wait for a new log file to initialize.
- e. When the Toye menus re-appear, re-connect the power supply to the converter.
- f. Your system is now online with a new empty log file.

### **4. If You Do Not Have an N.C, and are running the Toye Software on a Windows 95/98 PC.**

- a. Click on the Access Online icon in the system tray, usually at the bottom of the screen. Press D for DOS. If the D is gray, press F for Function, and X to exit to DOS. At the DOS prompt type warmx <enter>. If the response is that this is an invalid command, type warm <enter>. If you have a window that says press Ctl-C to exit, press Ctl-C.
- b. Using Windows Explorer, browse to the folder C:\Tc85dir, and copy the file Tclog.dta to another folder or network location.
- c. Go back to C:\Tc85dir and delete Tclog.dta.
- d. Launch the Toye software. (This is usually done by double clicking the PC.bat shortcut on your desktop or in Tc85dir directory.)
- e. Wait for the new log files to initialize, and you will see the usual Toye software menus. Then reconnect the power supply to the converter.
- f. Your system is now online with a new empty log file.

### **5. If You are Running the Toye Software on a DOS PC**

- a. Press D for DOS. If the D is gray, press F for Function, and then X to exit to DOS.
- b. You should now be at the c:\tc85dir: prompt. If you are not, then type cd\ <enter> and then cd\tc85dir <enter>. Type: warmx <enter>. If the response is that this is an invalid command, type warm <enter>.
- c. Type: copy Tclog.dta c:\ <enter>. Your old log file is now at the root of C:\.
- d. Type: del Tclog.dta <enter>
- e. Type: pc <enter>

- f. Wait for the log files to initialize and the normal Toye Menus to appear. You can then plug in the converter power supply.
- g. Your system is now online with a new empty log file.
6. Make a transaction archive at least monthly. There are two standard log file sizes, one is less than 1 MB, and has 10,000 transactions, and the other is just under 10 MB, and has 125,000 transactions. After the log file is full, the transactions wrap around with the new transactions erasing the oldest transactions. It is therefore recommended that you archive the transactions at least as often as when you expect the log file to be full, so you do not lose any history. You should keep copies of your old Tclog.dta files in a Backup directory. You can rename them with the month and year for easy identification, i.e. Tclog3-05.dta.

## **Appendix 3**

### **General Manual Updates**

#### **A. Entering Time Restrictions in Security & Command Levels**

1. Enter the time in Military format with a 24:00 hour clock.
2. Enter the time in the following format HH:MM
3. The following times are not allowed : 00:00 and 24:00. For example, to define a time range from Midnight to 6 AM, program the range as 00:01 to 06:00
4. Avoid a time range that spans Midnight, since it will span to the next day, which may not be intended. For example to program a graveyard shift that spans Midnight, you can span Midnight on Monday through Thursday, but if you include Friday, then access will also be granted Saturday morning, which may not be desired. It is better to program two security levels for the graveyard shift, and NOT span Midnight.
5. When you program Security or Command Levels, it is best to scroll to a previous level with the scroll arrow at the bottom of the form and then scroll back to the level being programmed. If invalid data such as the time has been entered, it will not be saved. Be sure that all of your entries are saved after you scroll to the previous level and then back.

#### **B. Programming Inputs and Outputs In 16 I/O Panels**

1. Go to Reader, Module, and Alarm Point definitions, then to Input and Output Module Text definitions.
2. Define the purpose or use of each of the 16 inputs or outputs.
3. Select either Output Relay for a 4190 panel or Alarm Input for a 4177 panel.
4. Enter the panel address 00 thru 3F (20 is not allowed).
5. Go to Define Levels, Holidays, Emergency Mode, then to I/O Module Levels.
6. Define the time range and days of the week for the level.
7. Scroll the inner Zone box to find the inputs or outputs defined in Steps 1 thru 4 above.
8. Check the inputs or outputs that will apply to the level being defined. Put check marks in only one Zone box (panel address) for each I/O level. You cannot assign the same address to both a 4190 and a 4177.
9. Scroll the I/O level box (large box) one forward or back to save changes.

10. Click UpdateNC and send the data to the N.C.

### **C. Programming Elevator Levels**

1. Follow Steps 1 thru 4 above.
2. Go to Define Levels, Holidays, Emergency Mode, Transaction Activated Levels (Elevator).
3. Define Elevator levels numbered 801 and up. Define start and stop time, and days of the week.
4. Select the card reader in the Elevator Cab by moving it from the left side to the right side by highlighting it (one click on the name) and clicking the single right arrow.
5. Click the Outputs Tab and scroll through to find the correct 4190 MOD address, and check the floors that are to be activated by this level.
6. If you want the elevators to go on security at night, but give free access during the day without a card, then you must also program an I/O level. (See steps 1 thru 10 above. For example, if the elevators are OFF security from 8 AM to 5 PM, but require a cards from 5 PM until 8 AM, you would need to program two levels. I/O Level #1 from 8 AM to 5 PM to take the elevators OFF security, and Elevator level 801 from 5 PM to 8 AM to grant card access in the evening.

### **D. Searching By Card Number in Access Central**

1. Open any cardholder record.
2. Open the Cardholder Programming Status Report either by clicking the Cardholder Report Programming Status and Level Button (large rectangle) or the Binocular Icon inside the Cardholder Form (labeled "Find Another Cardholder")
3. Highlight any card number in the report list with a single click.
4. Click the Binoculars at the TOP of the toolbar.
5. Enter the desired card number in the "Find What" field.
6. Select MEMORY\_NO in the "Look In" field.
7. Select "Any Part of the Field" in the Match field.
8. Leave the Search Field set at "ALL", and leave the "Search Field as Formatted" checked.
9. Click the Find "Next Button" then click the "Cancel" button.
10. The desired card number will be highlighted and at the top of the report list. Double click the number to open that record.
11. Most of the settings in the Binocular search form will be preserved for the future searches.

## **Appendix 4**

### **Future Date Problem in Real Time System Activity**

If an error occurs, and the time is set incorrectly in the future, after the date is corrected, there will be a problem with the real time system activity (RTSA) screen. The screen is sorted

with the latest transactions at the top. Since the future transactions will be newer than the current ones, the current transactions will not be easily visible, since they will be added to the bottom of the screen.

There are two solutions to this problem. You can either wait until the future date passes by, and the problem will fix itself, or you must go into the log table and delete the future transactions. The procedure to delete the future transactions is shown below.

### **Steps to Delete Future Transactions for the RTSA Screen**

1. Open Access Central.
2. In the tool bar, Go to Tools, Options
3. Be sure that Hidden Objects and System Objects are checked.
4. In the toolbar Go to Window, Unhide, and click OK
5. Click the Tables Tab
6. Double Click the table LogRcdDsply. (The list is in alphabetical order)
7. Go to the top of the list of transactions, and click on the left side of the first future transaction so that it is highlighted.
8. Go down the list to the last future transaction in the table, but DO NOT select the last transaction in the table.
9. Hold down the Shift key and click on the left side of the last future transaction
10. Press the Delete key
11. Answer Y for yes to delete the transactions
12. DO NOT delete ALL of the transactions in the table. You must leave a least a few at the bottom of the table, or the program will no longer work.
13. Close the LogRcdDsply table
14. In the toolbar go to Tools, Database Utilities, Compact Database (or Compact and Repair Database)
15. Your program should now work properly.

## **Appendix 5**

### **Increasing the Number of Transactions in the Real Time System Activity Screen**

The size of this table is factory set at 100 transactions. Its purpose is to display the most recent 100 transactions. Some people modify the program to allow 1,000, and even 10,000 without problems.

Procedure to Change the Number of Transactions:

1. Copy Access Central.mdb to a backup in case of problems.
2. Go to Window, Unhide the TransactionDisplay form and close it

3. Go to Window, Unhide, Click OK for Access Central, and Select the Forms Tab.
4. Select the TransactionDisplay form and click the design button
5. From the toolbar, go to View, Code
6. You will see the following code:

Option Compare Database  
Option Explicit

```
Const NumberOfRecords = 100
```

7. Change the value from 100 to 1000
8. From the Tools menu, go to Database Utilities, and select Compact.

The change should now be in affect.

Note: If you do not see any forms or tables when you Unhide the database, go to Tools, Options, View, Show, and check all of the boxes. Then Unhide the database again. Be sure to go back and uncheck the boxes that were unchecked after you finish this procedure. This prevents the End User from making changes to the software that could cause problems.

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