

MANUAL

KEYDOM

EN

ACCESS CONTROL

ENTERPRISE
INSTALLATION

Rev.C

FAAC

A BRAND OF
FAAC TECHNOLOGIES

FAAC S.p.A. Soc. Unipersonale
Via Calari, 10
40069 - Zola Predosa (BO)
Italia

FOREWORD

This document is intended specifically for technicians, therefore some information that can be easily inferred from the text and illustrations may not have been specified further. Should the information in this manual be incomplete or difficult to understand, please contact FAAC S.p.A. Soc. Unipersonale.

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1 • COMPATIBILITY

The KEYDOM ENTERPRISE software can be installed on a PC, SERVER or virtual machine with a WINDOWS x64 operating system.

Minimum requirements		
	Physical machine	**Virtual Machine**
CPU	**i5** or **QuadCore**	**4 Core**
RAM	**8 Gb**	**8 Gb**
Display Resolution	Min. 1366x768 Suggested 1920x1080	Min.1366x768 Suggested 1920x1080

Supported operating systems:

Operating System	Architecture	Supported
Windows 7	64 bit	✗
Windows 8	64 bit	✗
Windows 8.1	64 bit	✗
Windows 10	64 bit	✓
Windows 11	64 bit	✓
Windows Server 2008 R1	64 bit	✗
Windows Server 2008 R2	64 bit	✗
Windows Server 2012 R1	64 bit	✓
Windows Server 2012 R2	64 bit	✓
Windows Server 2016	64 bit	✓
Windows Server 2019	64 bit	✓

Supported virtualisation software:

Virtualisation software	Supported
Docker	✗
VMWare	✓
VirtualBox	✓
Hyper-V	✓

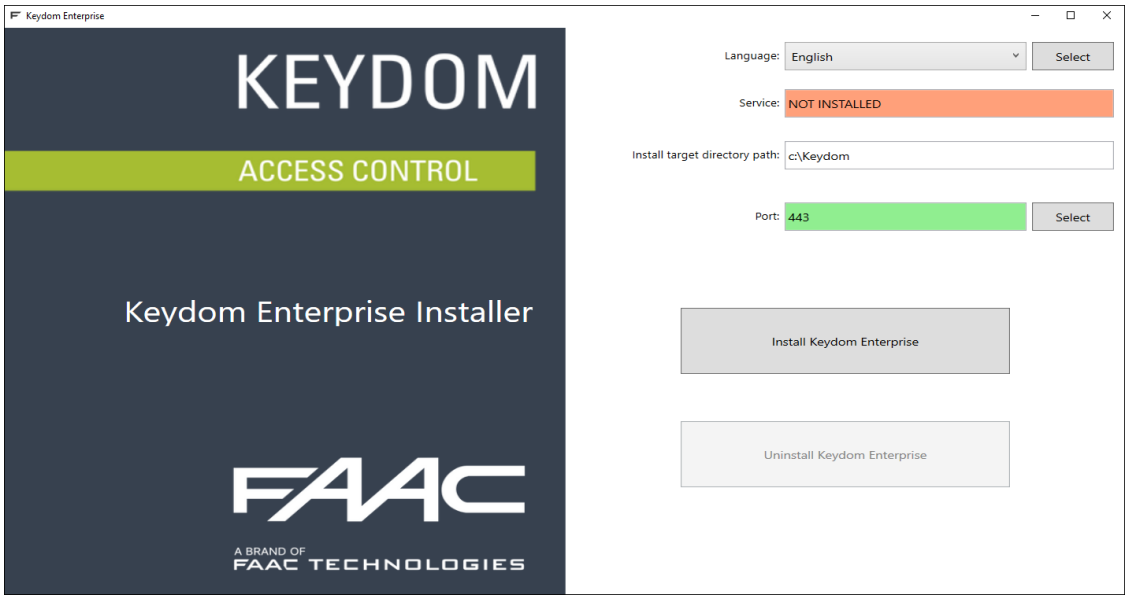
2 • INSTALLATION

To install, update, and uninstall the software, use the "KeydomWindowsInstaller" installer following the on-screen instructions.
Administrator rights are required to proceed.

By launching the executable "KeydomWindowsInstaller" in the folder, the display language can be selected.



Press 'select' to activate.



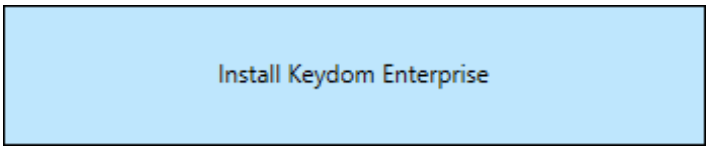
Enter the path where the software folder is to be saved:



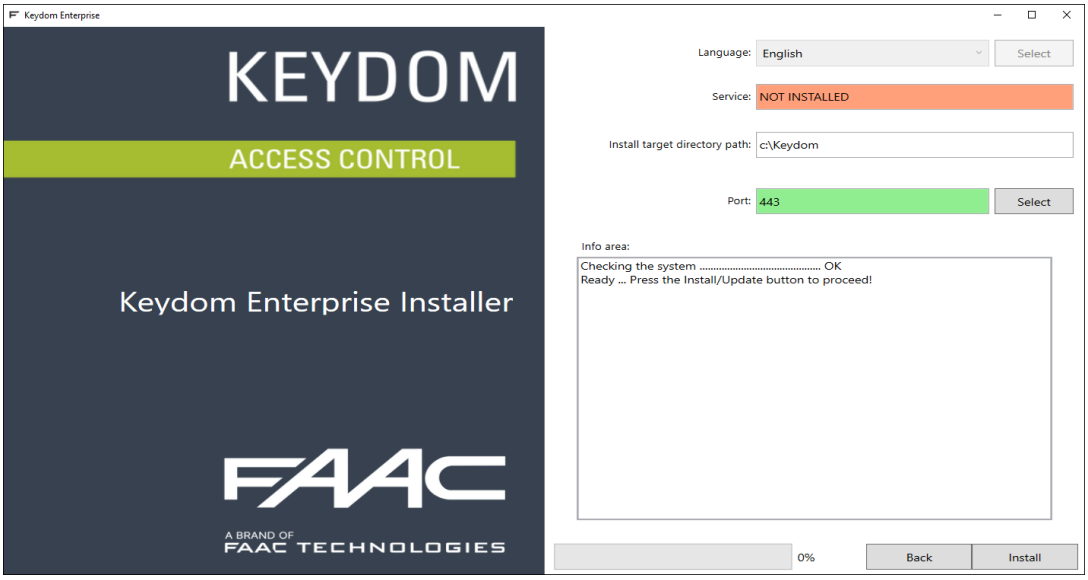
Port 443 is checked
If the port is free, the software can be installed.

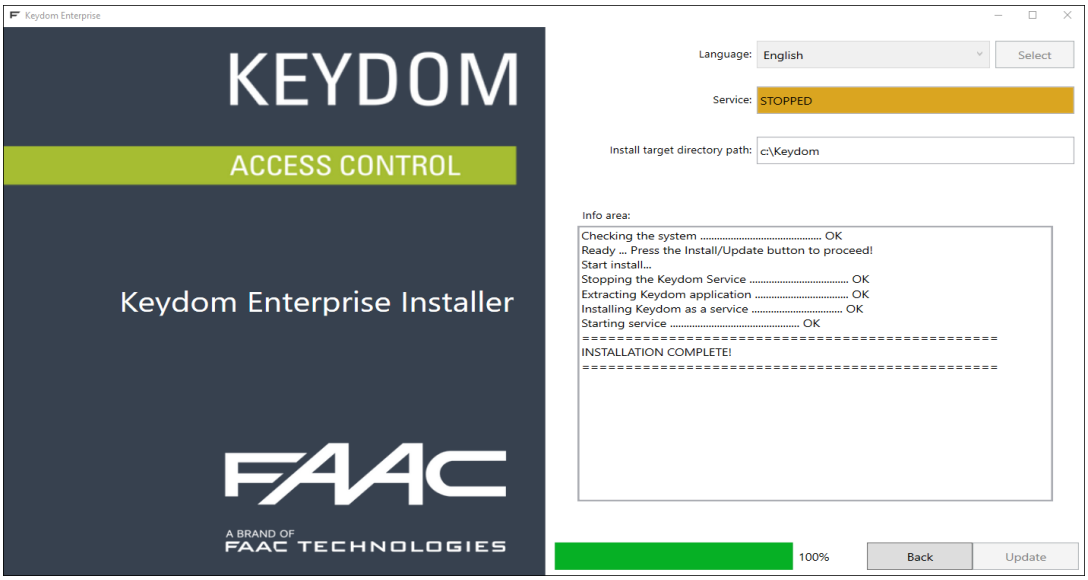


Press the "Install Keydom Enterprise" button to proceed with the system check

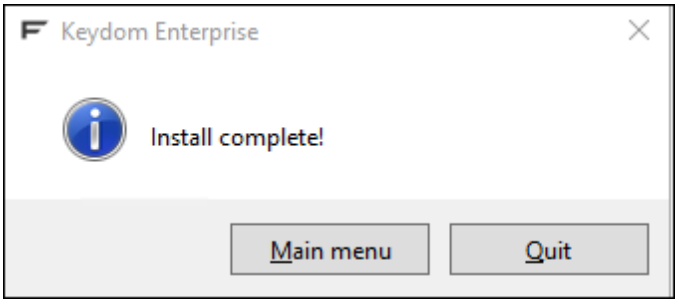


If the system is OK, press the "Install" button to finish the installation.



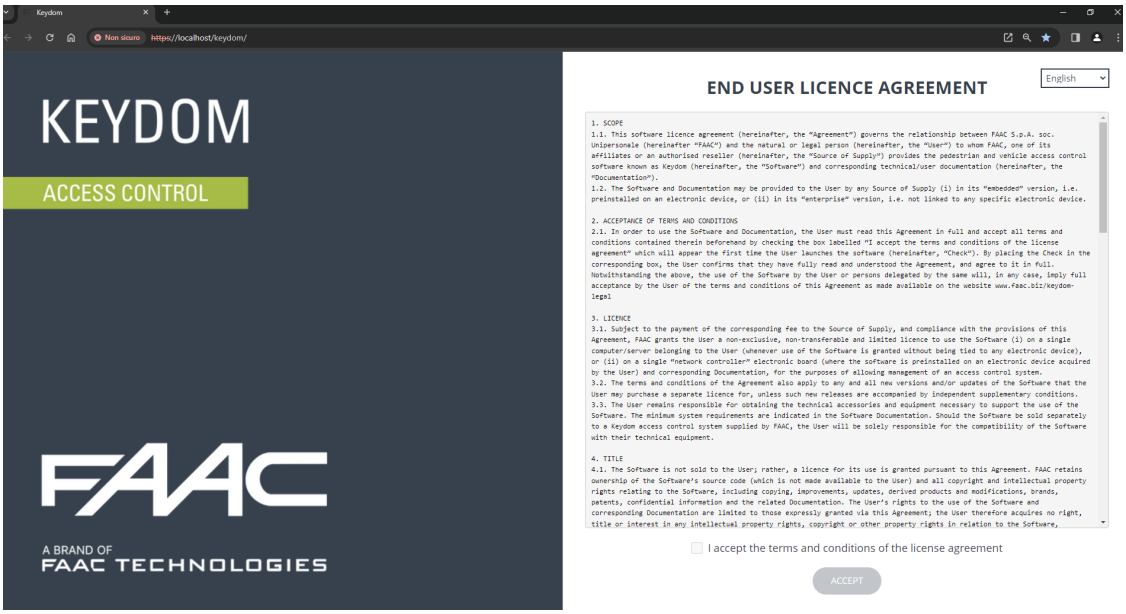


The bar at the bottom indicates the progress of the installation, at the end, if everything is correct the following message will appear



You can choose to close the installer or return to the main menu.

The "Keydom" service will be started, **which can be stopped or restarted in the Windows Services section**, and the access page to the software will be opened automatically in the default browser.

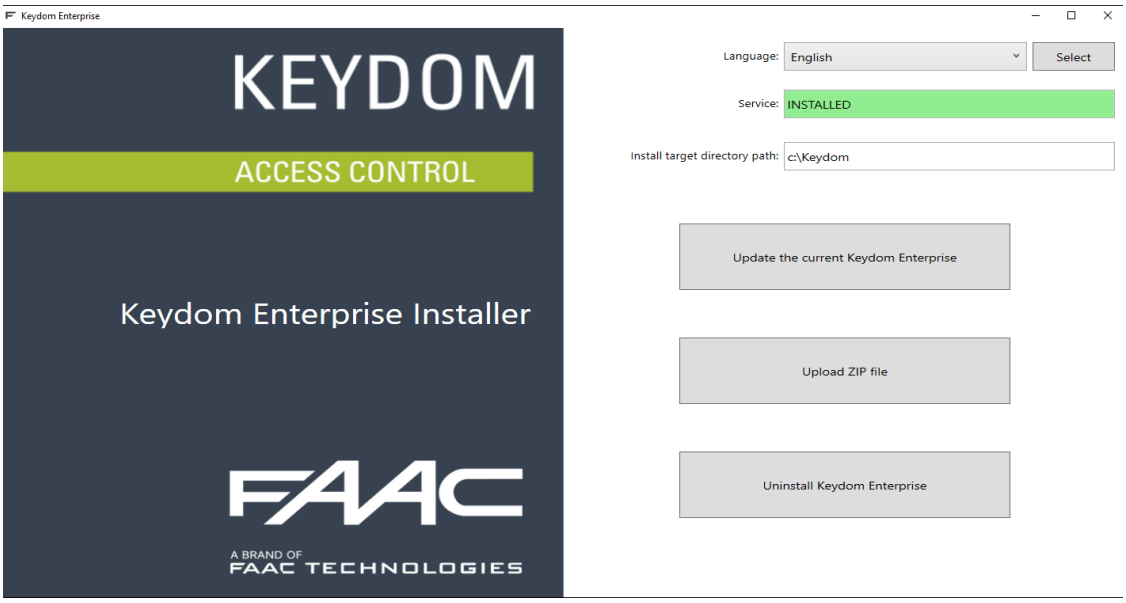


⚠ Attention !!!

Once the software is installed, you will have 15 days to activate it. After this time, you will no longer be able to access the software and all communication with the configurad Device will be interrupted.

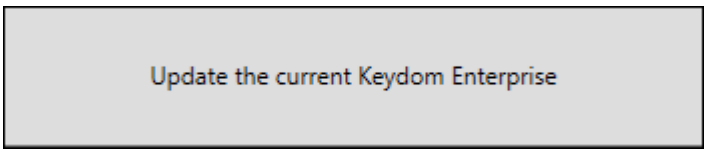
3 • UPDATE

To update the Keydom software, the Installer must always be used.



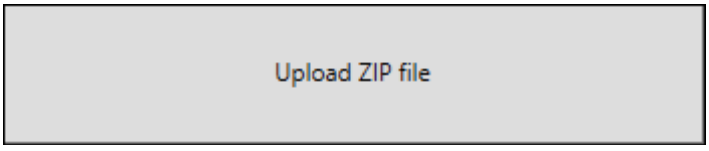
1. **If the entire package (software installer + update files) was provided for the update :**

The update can be carried out by pressing the update button.

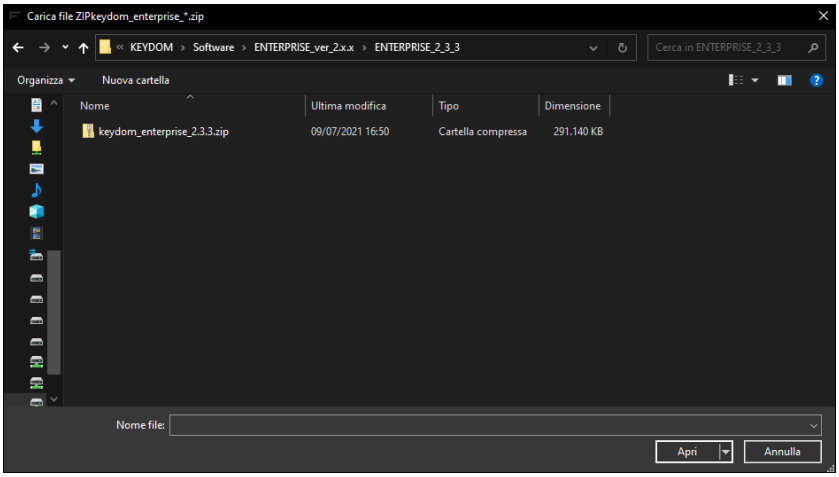


2. **If only the update file was provided for the update :**

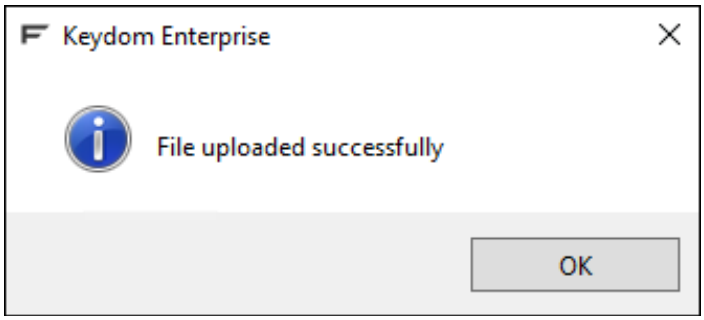
After starting the installer, you can load the update file provided by pressing the update button.



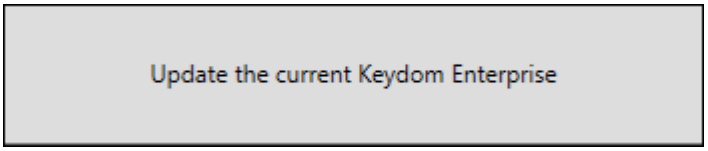
You will be asked to select the file to upload



If the selected file is correct, it will be uploaded to the appropriate folder, confirming the operation performed.



You can now carry out the update by pressing the update button.



The Keydom Enterprise service will be stopped (all doors will go into degraded mode), the system updated and the service automatically restarted.

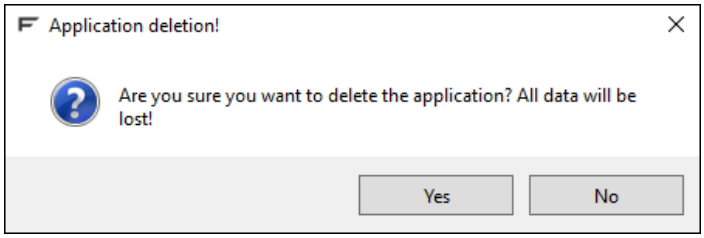
4 • UNINSTALL

If you need to uninstall Keydom Enterprise, you must always use the Installer to do so.

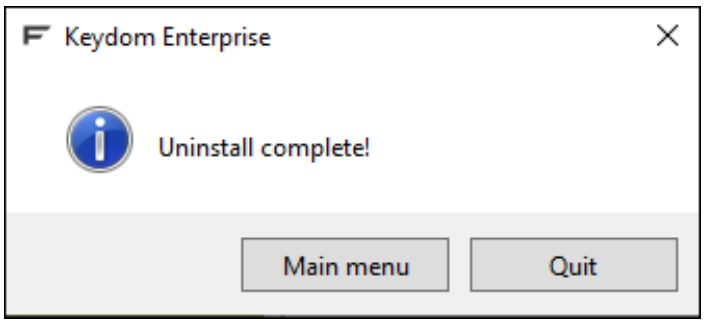
Press the appropriate button



You will be asked to confirm your intention to uninstall the system.



After successful uninstallation, after the service has been closed and deleted, delete the entire database and the installation folder

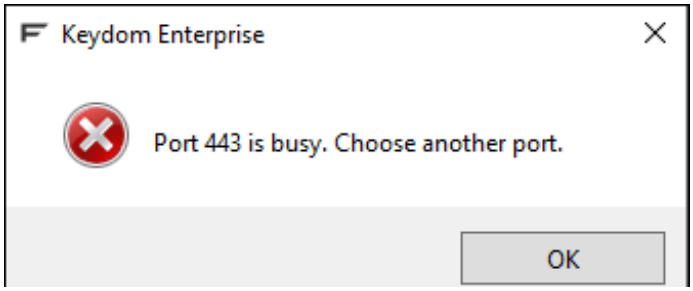


⚠ Attention !!!

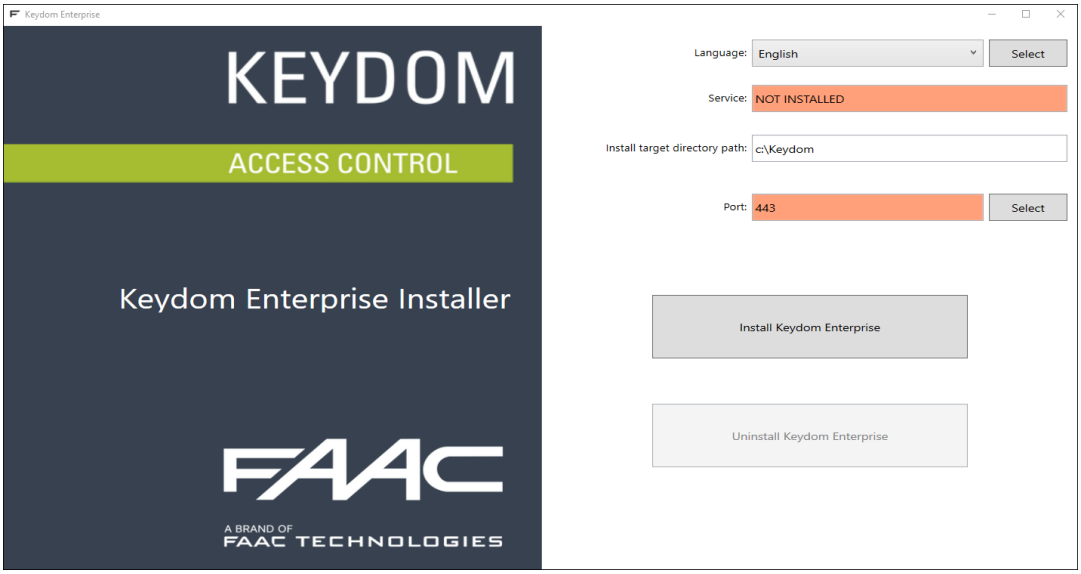
During uninstallation, the entire folder containing Keydom Enterprise will be deleted. This will result in the permanent deletion of all data contained in the software.

5 • PORT 443 NOT AVAILABLE

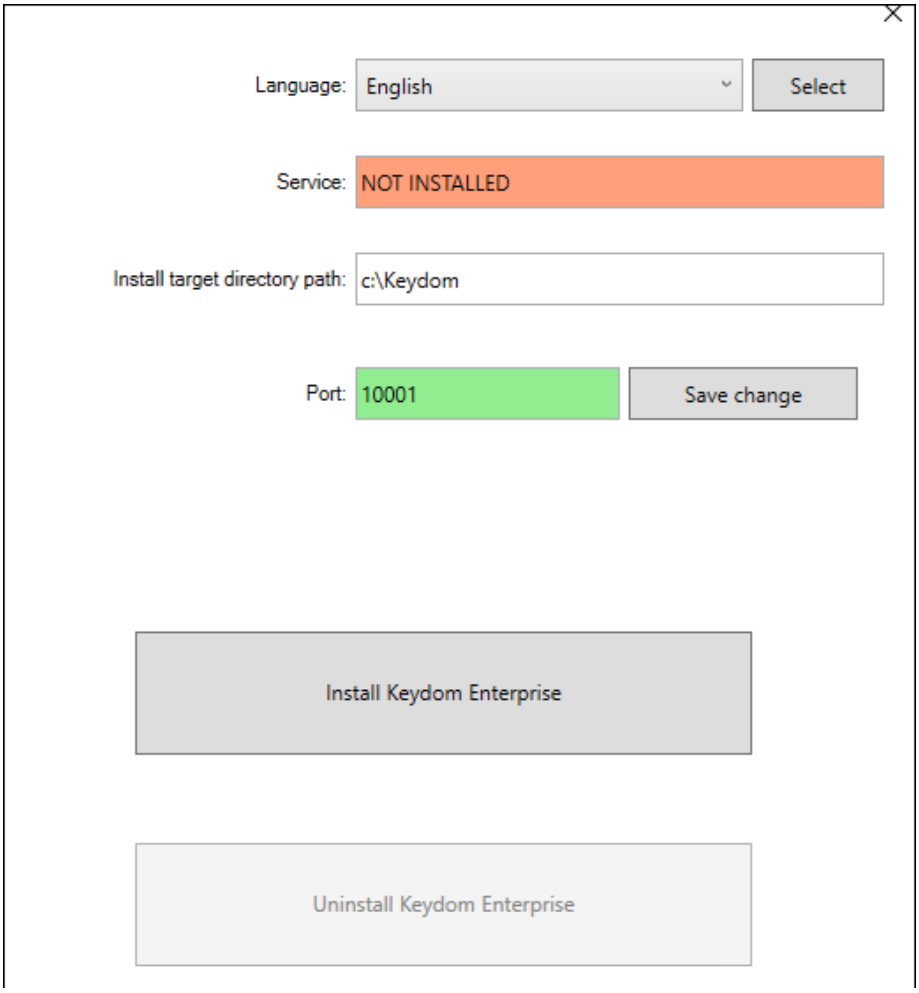
If, when starting the installer, it is found that the HTTPS communication port, port 443, is occupied by another software, a warning will be displayed inviting you to use a new port, and the "Install" button will not be active.



Enter a new communication port in the field provided and press the "Save change" button.



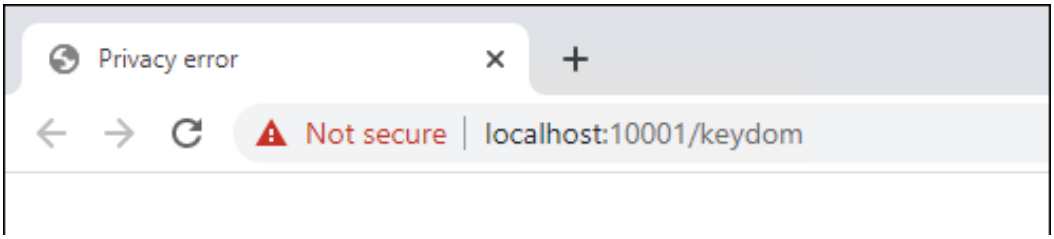
A check will be made on the inserted port. If it is free, the box will turn green and the installation can continue.



Please note
The inserted door is just one example.

Ask your network administrator for a usable communication port.

At the end of the installation, the access page to the software will be opened automatically on the default browser, with the configured port already entered in the URL.



If you use port 443, you will not need to indicate this port in the browser URL.
Ex: https://localhost/keydom/

If the port is changed, it must always be indicated.
Ex: https://localhost:xxxxx/keydom/

6 • INSTALLATION OF VISUAL C++

In order for the Keydom Enterprise service to be correctly installed and started, Microsoft Visual C++ must be present on the system.

The installation package contains an updated version of Visual C++, which can be used on the latest operating systems (Windows 10/11 and Windows Server 2019) and does not need to be installed. (Skip the Microsoft Visual C++ 2017 installation prompt by pressing "Close").

If, on the other hand, Keydom Enterprise is to be installed on older versions (Windows Server 2012-R2 or 2016), it will be necessary to install the Visual C++ 2017 version, which will be proposed at the time of installation.
(To install: accept the license terms and conditions and press "Install").



FAAC S.p.A. Soc. Unipersonale
Via Calari, 10 - 40069 Zola Predosa BOLOGNA - ITALY
Tel. +39 051 61724 - Fax +39 051 09 57 820
www.faactechnologies.com