



Pinnacle Application Note Legacy OASIS Installation w/Application Notes

PinApp #04-008-F

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Version Reference: Pinnacle v3.0.23 with Service Pack 4 (SP4), OASIS v1.51, the November 11th update to the OASIS Checkpoint CIM, and networking notes from December 10th

I. Installation

Installing the OASIS Checkpoint CIM on the Server but Running OASIS on a Client(s) Only

The install instructions listed below describe how to install the OASIS CIM on the Server but install and run the OASIS application on a Client(s).

1. Enable OASIS on the dongle.
2. Shut down GUI and services on the Server and Client.
3. On the Server, run CD\Checkpoint Module 092503\Disk1\setup.exe.
4. Click "Next" button on welcome screen and then select "New Installation".
5. You are now asked "Will this workstation communicate with the Server?" Select "Yes".
6. You are now asked to select the Server Application. Select "Checkpoint Pinnacle."
7. Select the C: Drive as the destination location for Checkpoint CIM and the files will be copied over.
8. Select to reboot the computer.
9. Once the system reboots, stop the services.
10. Execute the Pinnacle 3.0.23 SP4 instructions – required with OASIS.
11. Add the following registry entry:

"HKEY_LOCAL_MACHINE\Software\Orion\OASIS\Administrators"

Under the Administrators branch that was added above, add a new string value named "CodeDir" with a value of the OASIS installation directory (i.e. c:\oasis).

12. On the Server, start the services and look for the OasisPinnacleServer in the Task Manager.
13. On the Client, attach the HASP. Run CD\Checkpoint Oasis 092503\Disk1\setup.exe.
14. Click "Next" button on welcome screen and then select "New Installation".
15. Select the C: Drive as the destination location for OASIS and the files will be copied over.
16. Select to reboot the computer again.
17. After rebooting, stop the Pinnacle services. Run CD\Checkpoint Module 092503\Disk1\setup.exe.
18. Click "Next" button on welcome screen and then select "New Installation".
19. You are now asked, "Will this workstation communicate with the Server?" Select "No".
20. Select the C: Drive as the destination location for Checkpoint CIM and the files will be copied over.
21. Select to reboot the computer again.
22. Once the system reboots, stop the services.
23. Execute the Pinnacle 3.0.23 SP4 instructions – required with OASIS.
24. Start the services, run Pinnacle and select the OASIS icon on the Monitor menu bar.
25. You will be asked for a name and password. Enter Oasis as the name and OASIS as the password (it is case sensitive).
26. Set your data directory: Double click on c:\oasis\data so that the path displays in the directory line and click

OK.

27. Setup an operator: Use your Pinnacle admin and password - click save and then exit.
28. Select the "Modules" menu and select "Setup". You will see Checkpoint CIM in the "Deactivated Modules" list. Highlight "Checkpoint CIM" and select the "Activate" button. Then highlight "Checkpoint CIM" in the "Activated Modules" area and select the "Setup" button. Add the IP address of the Server to the IP Address option. Select the "Save" button and then the "Exit" button.
29. Select the "Modules" menu and select "Registration". Checkpoint CIM should display in the "Activated Modules" box. Highlight "Checkpoint CIM" and enter the Registration Number. Select "Register". You will receive a box "Successfully registered Checkpoint CIM." Click "OK" and then "Close".
30. Select "Logs" pull-down menu. Uncheck "Logs are stored on this computer." For "Address of computer where logs are stored" type in the IP address of the Server. Click OK.
31. Select the "Run System" menu. There is a message box that asks the user to reload all data now. Select "Yes".
32. At this point you may get an error "An unknown error occurred while accessing an unnamed file" – just click OK.
33. Close OASIS; stop the services for both the GUI on the Client.
34. Stop the services on the Server.
35. Restart the services on the Server and run the GUI.
36. Start the services on the Client, run the GUI and start OASIS.

NOTE: Any Windows Users that will be running OASIS must be added to the OASIS group.

Server Only Installation – i.e. installing and running OASIS on the server

1. Enable OASIS on the dongle. Attach a HASP to the Server.
2. Shut down GUI and services.
3. Run CD\Checkpoint Oasis 092503\Disk1\setup.exe.
4. Click "Next" button on welcome screen and then select "New Installation".
5. Select the C: Drive as the destination location for OASIS and the files will be copied over.
6. Select to reboot the computer.
7. After rebooting, again stop the Pinnacle services. Run CD\Checkpoint Module 092503\Disk1\setup.exe.
8. Click "Next" button on welcome screen and then select "New Installation".
9. You are now asked, "Will this workstation communicate with the Server?" Select "Yes".
10. You are now asked to select the Server Application. Select "Checkpoint Pinnacle."
11. Select the C: Drive as the destination location for Checkpoint CIM and the files will be copied over.
12. Select to reboot the computer. After reboot notice the OasisPinnacleServer in the Task Manager.
13. Stop the services. Verify that OasisPinnacleServer is gone from the Task Manager.
14. Execute the Pinnacle 3.0.23 SP4 instructions – required with OASIS.
15. Run Pinnacle and select the OASIS icon on the Monitor menu bar.
16. You will be asked for a name and password. Enter Oasis as the name and OASIS as the password (it is case sensitive).
17. Set your data directory: Double click on c:\oasis\data so that the path displays in the directory line and click OK
18. Setup an operator: Use your Pinnacle admin and password - click save and then exit.
19. Select the "Modules" menu and select "Setup". You will see Checkpoint CIM in the "Deactivated Modules" list. Highlight Checkpoint CIM and select the "Activate" button. Then highlight "Checkpoint CIM" in the "Activated

Modules" area and select the "Setup" button. Press the "Save" button to leave the IP Address as "localhost". Select the "Exit" button.

20. Select the "Modules" menu and select "Registration". Checkpoint CIM should display in the "Activated Modules" box. Highlight "Checkpoint CIM" and enter the Registration Number. Select "Register". You will receive a box "Successfully registered Checkpoint CIM." Click "OK" and then "Close".
21. Select "Logs" pull-down menu. Uncheck "Logs are stored on this computer." For "Address of computer where logs are stored" type in "localhost". Click OK.
22. Select the "Run System" menu. There is a message box which asks the user to reload all data now. Select "Yes".
23. At this point you may get an error "An unknown error occurred while accessing an unnamed file" – just click OK.
24. Close OASIS and end the process "OasisPinnacleServer.exe" from the Task Manager. You can keep Pinnacle and its services running.
25. Restart "OasisPinnacleServer.exe" (it is in the OASIS installation directory). Restart OASIS.

NOTE: Any Windows Users that will be running OASIS must be added to the OASIS group.

II. OASIS Application Notes

1. It is possible to run OASIS without simultaneously running the Pinnacle GUI. It is necessary to run the Pinnacle GUI to start OASIS but the GUI can then be closed.
2. Pinnacle Alarm Pop-Ups and Display User Instructions execute properly regardless of the OASIS application running and receiving Alarms.
3. Pinnacle and OASIS Credential Overview:

- a. How OASIS Obtains User Credentials From Pinnacle

When the OASIS application is started, it makes a "call" to Pinnacle to obtain the current list of Pinnacle users. This function essentially reads the database to get the list of Pinnacle operators from the Users view and passes this information to OASIS. Because the Pinnacle User's passwords are encrypted in the database using a private key, the list of user credentials (e.g., the password) given back to OASIS, is strictly the Pinnacle user.

For example: In Pinnacle, the user name is "Mark" and the password is "test". When Oasis receives this information, the user name will be "Mark" and the password will be "Mark" as "test" is encrypted in the Pinnacle User database and is thus not available to OASIS.

- b. How To Configure Pinnacle & OASIS For Seamless Logon

If a client wants to have a seamless logon to OASIS from Pinnacle when OASIS is activated the client needs to perform the following steps:

- Pinnacle: Configure your user names and passwords as is done currently.
- OASIS: Configure BOTH the user name and the password to match Pinnacle's username.

The second step is necessary due to the password caveat mentioned earlier. Note: This is not a security breach when logging onto OASIS because OASIS can only be started from Pinnacle.

- c. Provide Maximum Security When Accessing OASIS

If a client is more concerned with providing secure access to OASIS, then one can configure Pinnacle and OASIS without any "restrictions" in terms of the user name and password. However, by doing so, the user will not have the seamless logon to OASIS from Pinnacle. This is true regardless if the user name and password is configured the same in both applications due to the caveat described earlier. Again, note, every time OASIS starts it comes to Pinnacle to compare the Pinnacle user name to both the OASIS user name and password. With any mismatch between the Pinnacle user name and the OASIS password, the OASIS log-in screen appears. In

turn, each operator will have to log-in to OASIS to gain access with the IDs set in the OASIS database.

EXAMPLE: If you set Pinnacle and OASIS to something other than Mark/Mark (ex: Mark/test) then you will be required to login to OASIS (seamless logon not accepted). As another example, the same process applies when if you separate user names and passwords for the two applications such as Mark/test in Pinnacle and Mark/hello in OASIS.

4. Networking Issues (*Draft Verbiage – more to be added the week of December 13th*):

Any immediate shutdown of an OASIS launch is often related to a networking issues. Right click on “My Computer”. Choose the “Hardware Tab”. Click on “Device Manager”. Expand the network adapter tree. Ensure only one TCP/IP protocol connection is active. In other words, disable secondary LAN protocols, AppleTalk, etc.

5. Expanding Pinnacle’s Device Tree When First Populating the OASIS Map (*Draft Verbiage – more to be added the week of December 13th*):

In some scenarios, Checkpoint has observed that Pinnacle’s device tree should be expanded when first populating the OASIS maps. This of course does not affect normal operations. Furthermore, one the OASIS maps are populated, this device tree can be closed.

III. Resolutions

1. #47: When a door was unlocked and OASIS was stopped and restarted, the door status was incorrect upon startup.
2. #54: When an alarm was acknowledged in Oasis, the event did not display in Pinnacle. It was also not acknowledged in Pinnacle and remained in the Pending Alarms list.
3. #980: Clearing an alarm in Pinnacle did not automatically clear the alarm in OASIS.
4. #1044: After acknowledging a door left open alarm, the icon was changing to gray instead of remaining active.
5. #1047: Unlocking a door on a workstation other than the OASIS workstation did not properly cause the door icon to change colors. Specifically, When a Pinnacle User in the Administrators group unlocked a door, the door changed color. When a Pinnacle User not in the Administrators group unlocked a door, the color did not change.

IV. OASIS Known Issues

1. When an Operator logs out of Pinnacle, OASIS stays logged in. Pinnacle stand-alone utilities by design can run independently without Pinnacle open. As such, OASIS should be thought of as a stand-alone utility -- separate log-in and works with Pinnacle closed. A workaround is for users to log out of OASIS after logging out of Pinnacle.
2. When an alarm is not routed to the computer that is running OASIS, the OASIS icon still alarms. Moreover, clearing the alarm in OASIS clears the alarm from the Pinnacle alarm list. A workaround is to not to place icons on an OASIS map that are set to alarm on other computers.
3. Occasional Socket TimeOut Errors while executing actions in OASIS. This existed in ThresholdEnterprise. A workaround is to click the “Exit” button and continue.
4. Occasionally, OASISPinnacleServerExe.exe closes when an OASIS client is started. This existed in ThresholdEnterprise. A workaround is to run this executable manually and restart the OASIS program.
5. When an alarm is set to have an Operator response in OASIS, the response is not saved in OASIS or in Pinnacle. However, in Pinnacle, when an alarm occurs, there is no response area available to add to the event description and therefore, none is saved.
6. Alarms that are cleared in Pinnacle are correctly displayed in the Alarms Report and Event Archive Report. The Alarms that are cleared in OASIS did not display in either report. This is a known issue as the alarms are in the Transaction table but are not being displayed in these two specific reports due to a conflict with architecture of the recently introduced Database Partitioning feature.

[Note: This is planned for fixing in v4.0 – the next planned release of Pinnacle due out over the coming months]

7. There are no OASIS started and stopped events upon initial start-up and shut-down.
[Note: This is already fixed in v4.0 – the next planned release of Pinnacle due out over the coming months]
8. Choosing any drive but the C: Drive for installation of the Checkpoint CIM or OASIS results in the OASIS files not being located when loading OASIS within Pinnacle.
9. When a Door is momentarily unlocked in Pinnacle or OASIS, the OASIS icon remains active. The Door state changes from unlocked to locked but the icon indicates an unlocked status.
10. Doors that are in the process of unlocking or being opened when OASIS starts, display in the active list even though they are closed and locked when OASIS fully loads. Also, doors that are held open during an OASIS start-up do not display in the active list.
11. When an alarm occurs multiple times without being acknowledged each time, OASIS only removes the 1st alarm from the Pinnacle Pending Alarms list. All alarms are removed from OASIS but it is necessary to remove multiple alarms from the Pinnacle Pending Alarms list.
12. When multiple icons for the same device are placed on OASIS maps and the device is activated, the device name displays multiple times in the OASIS Active Devices list (per OASIS design). When the device is deactivated, all multiple device names are properly cleared from the list.

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