



## CA4K™ V1.1.16 **Service Pack 2**

### Installation Instructions

Revision: Rev A

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# Must Read before you begin installing V1.1.16 SP2

- CA4K V1.1.16 Service Pack 2 also contains Service Pack 1. It is only necessary to install Service Pack 2.
- This Service Pack contains three sections. The first section is for the CA4K™ main software. The second section is for the CA4K Web Client. The Web client update should only be installed if you have the Web client installed with IIS. The third section is for the CA4K Mobile APP. The CA4K Mobile APP update should only be installed if you have the CA4K Mobile APP installed with IIS.
- VERY IMPORTANT- Prior to installing CA4K™ SP2, the current version of CA4K must be V1.1.16 B137. If Service pack 1 is installed, you must install Service Pack 2 over it.
- The CA4K™ SP2 installation requires FULL ADMINISTRATOR privileges to install without any domain restrictions.
- The CA4K™ SP2 installation must be performed on each instance of a CA4K™ Complete Install, Server Only Installation, Workstation, Database Server, Report Server and additional HCS's if the system includes them.
- The CA4K™ SP2 Web update section of Service Pack 2 must only be installed if the CA4K Web Client with IIS has been installed. The CA4K™ SP2 Web update section should only be installed on the computer with IIS and the CA4K Web Application installed on it.

Note: The **Start Install** button will not be enabled if a valid IIS Web Server is not detected.

- The CA4K™ SP2 Mobile APP update section of Service Pack 2, must only be installed on the computer with the CA4K Mobile App and IIS installed on it. **Prior to installing this update, you must go into Programs and Features in Windows, and uninstall the existing instance of the CA4K Mobile APP.**
- Prior to performing a data migration from CA3000 to CA4K V1.1.16, you MUST verify Service Pack 2 is installed over V1.1.16.
- The CA4K™ V1.1.16 SP2 installation does not include any firmware files for Panels or Wireless locks.

# Overview

This document provides a step by step procedure for installing the CA4K™ V1.1.16 B137 Service Pack 2 update. **This Service Pack 2 consists of three different updates.** The first update is for the main CA4K application. The second update is for the computer with IIS and the CA4K Web Client application installed on it. The third update is for the computer with IIS and the CA4K Mobile Web App installed on it.

## System Requirements

### Verify Full Administrator Permissions

The installation of the CA4K Service Pack 2 requires Full Administrator permissions. Failure to provide these permissions will result in installation failures. Prior to installing Service Pack 2, you must verify the current version of CA4K is V1.1.16 B137.

## Related Documents

**CA4K™ Complete Install Installation Guide** - A step by step guide on installing a “Complete Server” installation.

**CA4K™ Database Only Installation Guide** - A step by step guide on installing a “Database Server” installation.

**CA4K™ Hardware Communication Server (HCS) Installation Guide** - A step by step guide on installing an HCS Installation.

**CA4K™ Report Station Installation Guide** - A step by step guide on installing a “Report Station” installation.

**CA4K™ Server Only Installation Guide** - A step by step guide on installing a “Server Only” installation.

**CA4K™ Workstation Installation Guide** - A step by step guide on installing a “Workstation” installation.

**CA4K™ Data Migration Guide** - A step by step guide on migrating a CA4K database to a CA4K™ database.

**CA4K™ TCP/IP Ports Reference Guide** – TCP/IP Ports Reference Guide.

**CA4K™ System Requirements** – Computer Specifications.

# CA4K V1.1.16 Service Pack 2 Installation

1. The **CA4K 1.1.16-SP2** folder should be copied to the C: Drive. Refer to figure 1.

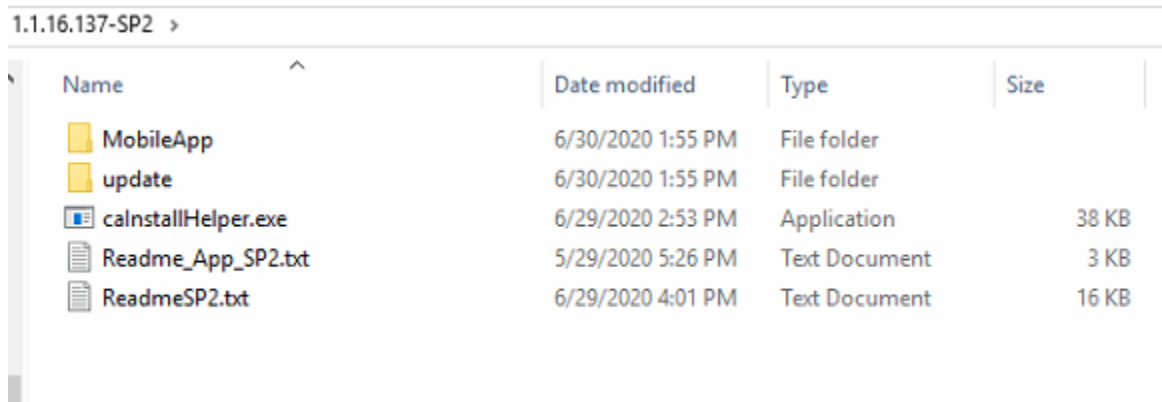


Figure 1. The Service Pack 2 Files.

2. To launch the CA4K Service Pack 2 installation, click **caInstallHelper.exe** icon. Refer to figure 2.

Note: If a permission error occurs while launching, right click **cainstallHelper.exe** and **RUN AS ADMINISTRATOR**.



Figure 2. The caInstallHelper.exe icon.

3. Upon clicking the **caInstallHelper.exe** icon, the **CardAccess4K Installer** screen displays. Refer to figure 3.

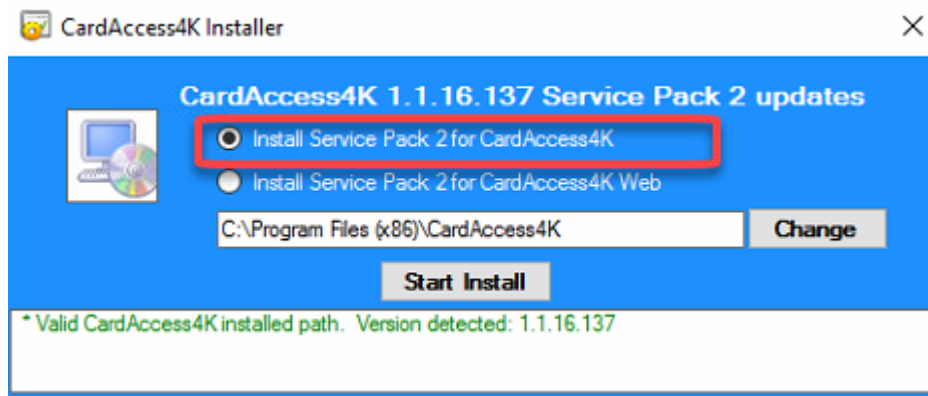


Figure 3. The 'CardAccess4K Service Pack 2' selection screen.

4. Select the **Install Service Pack 2 for CardAccess4K** option (this should be the default setting). Refer to figure 3.
5. Click **Change** to select a different path if necessary. Refer to figure 3.  
Note: In most cases, the default path will be correct.
6. Verify the **Version detected** displays 1.1.16.137. Refer to figure 4.

Note: If version 1.1.16.137 does not display, you must install CA4K V1.1.16 B137.



Figure 4. The 'Version detected'.

7. Click **Start Install** button. Refer to figure 3.
8. After the installation begins, the screen will display multiple messages (ex. Stopping services...). Refer to figure 5.

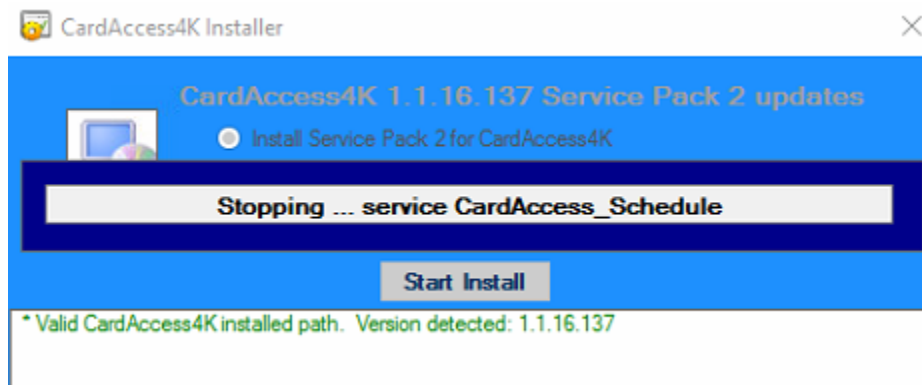


Figure 5. The Stopping Services messages.

9. Upon the completion of the Service Pack 2 installation, the **Installation of CardAccess 4K Service Pack is completed. All services will be restarted now** screen displays. Refer to figure 6.

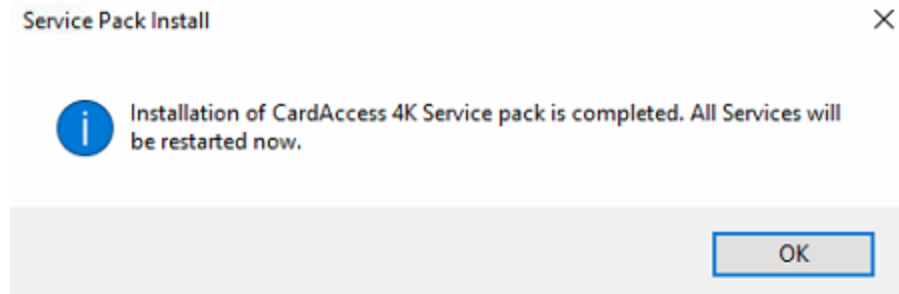


Figure 6. The 'CardAccess 4K Service Pack' Installation Complete screen.

10. Click **OK**. Upon clicking OK, the services will restart.

## CardAccess4K Web Service Pack 2 Update

**Note:** The **CardAccess4K Web** update only gets installed where IIS (Web Server) and the Web client is installed.

11. Select **Install Service Pack 2 for CardAccess4K Web**. Refer to figure 7.

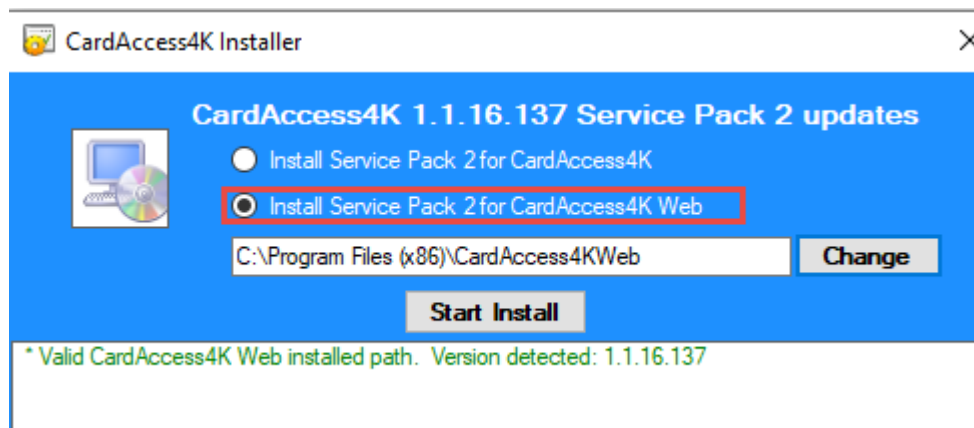


Figure 7. The 'Install Service Pack 2 for CardAccess4K' Web screen.

12. Click **Change** to select a different path if necessary. In most cases, the default path will be correct.
13. Click **Start Install** button. Refer to figure 7.



14. After the installation begins, the screen will display multiple messages (ex. Stopping services...). Refer to figure 8.

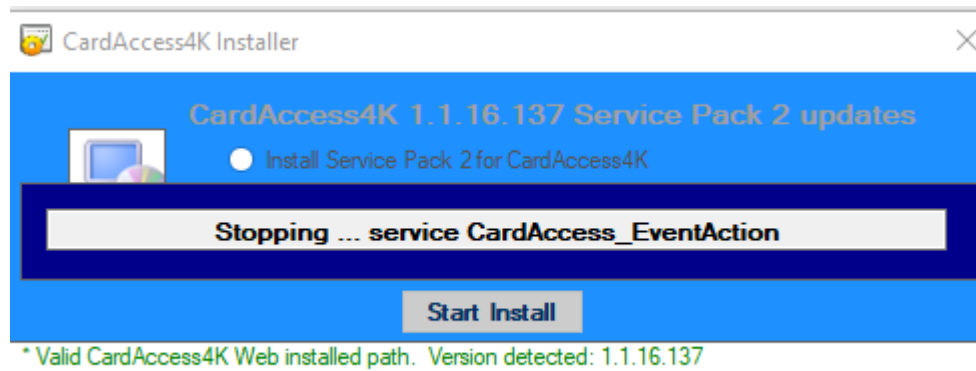


Figure 8. The Stopping Services Messages.

15. Upon the completion of the Service Pack 2 Web update, the **Installation of CardAccess 4K Service Pack 2 is completed** screen displays. Refer to figure 9.

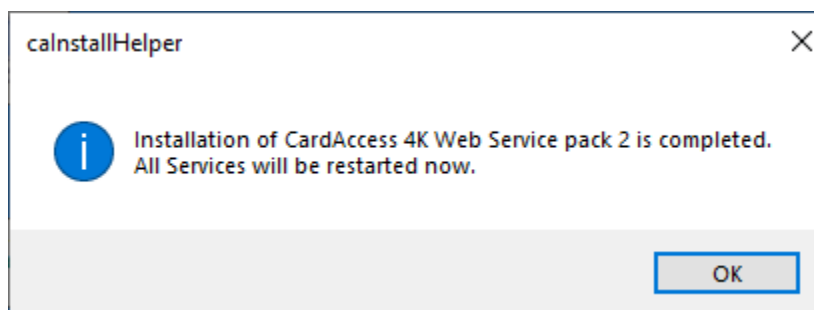


Figure 9. The 'Installation of CardAccess 4K Web Service Pack 2' Complete Message.

16. After the Web update is complete, launch the CA4K software.

17. On the CA4K main menu, click Help and About. Verify the Version is **1.1.16.137-SP2** . Refer to figure 10.

Note: The Web client screen does not reflect any service pack versions.

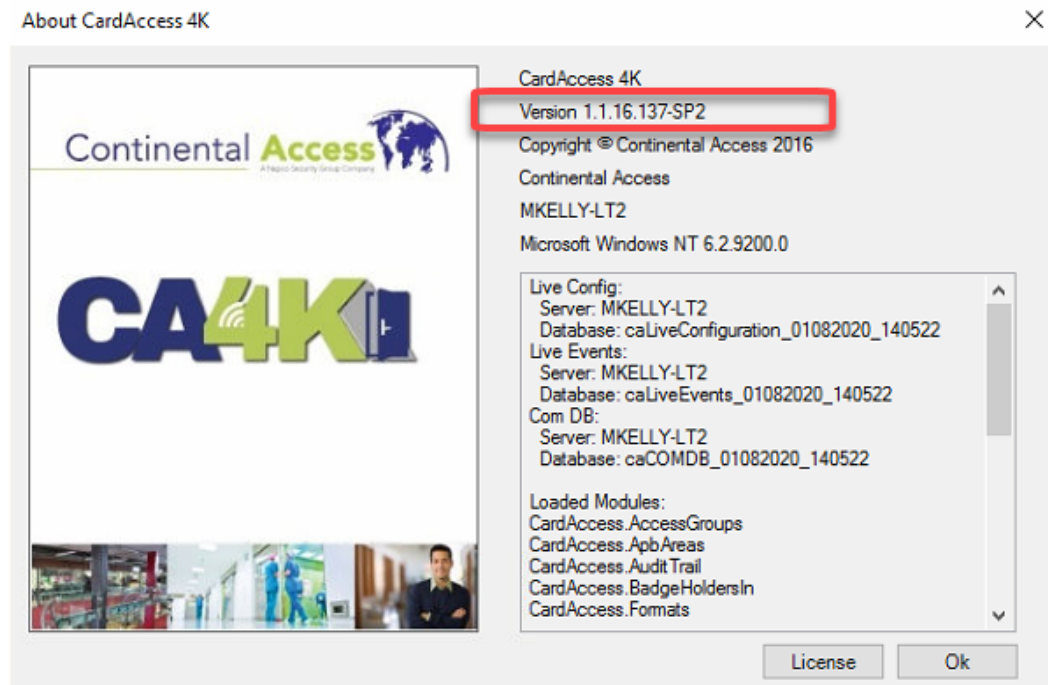


Figure 10. Service Pack 2 Version Number.

## CA4K Mobile APP Service Pack 2 Update

**VERY IMPORTANT:** Prior to installing the CA4K Mobile APP update, you must remove any existing versions the CA4K Mobile App you currently have installed. To uninstall a previous version, go into **PROGRAMS AND FEATURES** in Windows. Select the **CA4K Access App** and then click **Uninstall**.

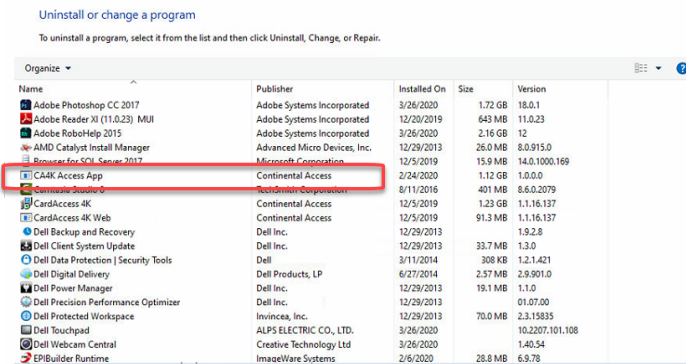


Figure 11. PROGRAM and FEATURES

18. In the **MobileApp** folder, click **CA4kMobileWebsiteInstaller.msi** to launch the update. Refer to figure 11.

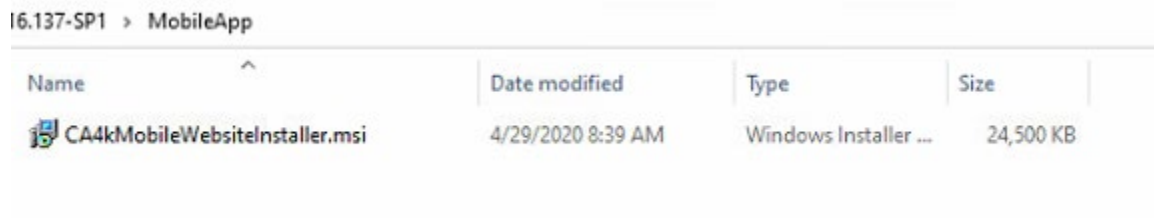


Figure 11. CA4K Mobile App Installer.

19. Upon launching the Mobile App update, the **Ready to Install** screen will display. Click **Install** button. Refer to figure 12.

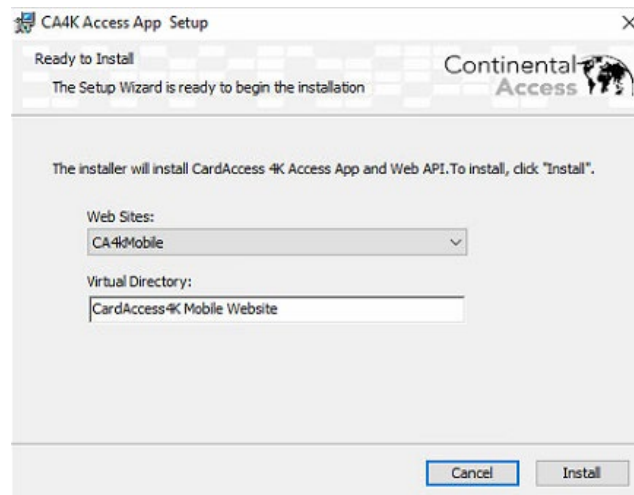


Figure 12. Ready to Install Screen.

20. During the installation of the update, a progress bar will display. Refer to figure 13.

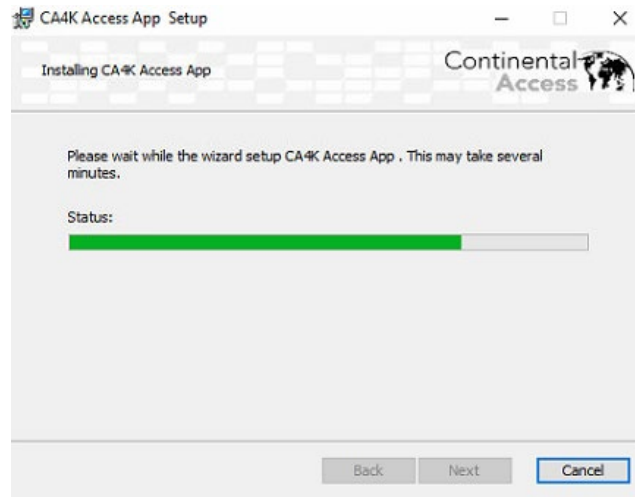


Figure 13. CA4K Access App Progress bar.

21. Upon the completion of the CA4K Mobile App, click **Finish** button. Refer to figure 14.

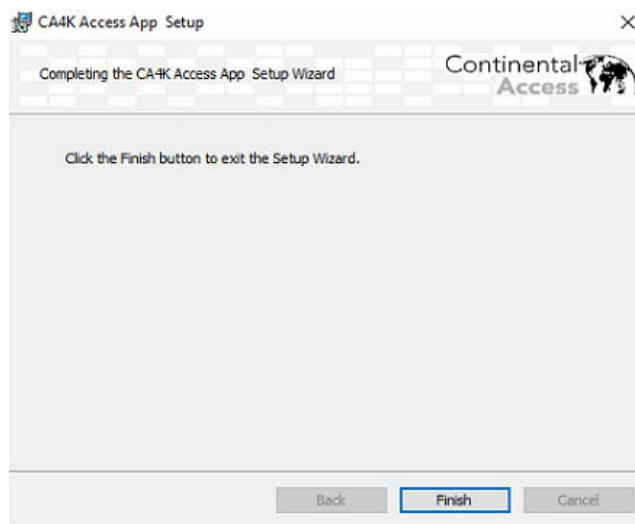


Figure 14. Finish Screen.

**THE END**