

ReadykeyPRO[®] Unlimited Version (6.5) 2012 Limitations

This document contains a list of ReadykeyPRO and third-party known limitations for ReadykeyPRO Unlimited, and is intended as a supplement to the ReadykeyPRO Unlimited (6.5) Release Notes.

1. General

1.1. Installation May Appear Not to Start on Slower Systems

After the Preparing to Install window closes, there may be a pause before the installation appears to continue on slower systems. During this time the mouse pointer may not indicate an hourglass and it may appear that the installation has stopped. The installation will continue after a few moments.

1.2. Double-click Generates an Error in the Online Help

A rapid double-click on a graphic within the online help produces an error. This is a known limitation within HTML help.

1.3. System Settings Do Not Apply to ReadykeyPRO Applications Until Restarted

System settings changes, such as font sizes, theme colors, and new printers are not reflected in running ReadykeyPRO applications until they are restarted.

1.4. “Names” and “User Names” for Directory Accounts Linked to Cardholders are not Resolved

After linking a cardholder to a directory, the values in the Name and User Name columns may be displayed as a long string of numbers. The “long string of numbers” is called the SID. The SID is displayed when the system cannot establish the name of the user based on the SID. This issue is related to the trust between users, domains, computers, sub-networks.

1.5. SmartID Pro DESFire encoder cannot be added on Windows 7 unless ReadykeyPRO is run as Windows Administrator (OG-20141)

In order to use SmartID Pro DESFire encoder to encode DESFire (TWIC) and GSC (DESFire), ReadykeyPRO must be run as Windows administrator.

2. Access Control

2.1. HID Edge Software for Device Communication Not Supported with 64-bit operating systems (Windows 7 64-bit, Windows Server 2008 R2 64-bit) and Windows Vista (OG-17749)

The HID Edge software provided to Bosch by HID for device communications is not compatible with 64-bit operating systems (Windows 7 64-bit, Windows Server 2008 R2 64-bit) and Windows Vista. Communication Servers expected to communicate to Edge devices cannot use these operating systems.

HID Edge devices are supported with Windows XP SP3, Windows Server 2003 R2 SP2 Standard Edition, Windows Server 2008 SP2 Standard Edition 32-bit.

2.2. Door Strike Time (OG-19333)

For LNL access panels, the Door Strike time is about ½ second shorter than what you configure it for.

2.3. Inaccurate Search Results Count in Browser-based Area Access Manager (6x-9279)

On a system with cardholder and/or badge type segmentation enabled, the results count for searches displayed in the browser-based Area Access Manager can be incorrect. The workaround is to use the desktop client Area Access Manager.

2.4. Additional Keys During Biometric Verification Will be Ignored

During a biometric verification, additional keys pressed at an associated keypad will be ignored and will not start a new access attempt.

2.5. Alarm Monitoring Incorrectly Reports Primary Communication of Ethlan-Micro When it is Actually Secondary Communication Path (OG-14767)

Port 6 on the RKP-2000 should not be treated as the primary port when using dual path communications. If it is, status may not be properly reflected regarding the active port in Alarm Monitoring.

2.6. Galaxy Ethernet Module Not Supported for Dimension Panels

Galaxy Ethernet module is not supported for Dimension panels.

2.7. Elevator Dispatching Systems Do Not Support Precision Access Levels (OG-22797)

Elevator dispatching systems do not support precision access levels.

2.8. Downstream Encryption Key Download Will Fail if any I/O Modules Are Offline (OG-23268)

If any Series 2 I/O modules (RKP-1300, RKP-1320, RKP-1100, RKP-1200) are offline when the Download Encryption Keys command is issued from Alarm Monitoring, the command will fail and some or all of the boards will not receive the keys. To work around this issue, ensure all boards are online or if a board is known to be offline delete it from the system to download keys to the other boards.

2.9. Lenel ILS Locks: Bosch holiday and timezone configuration (OG-23433)

The Bosch holiday and timezone configurations are available to be used across the hardware platforms supported by ReadykeyPRO. The ILS lock functionality is limited in regard to holiday types (H1-H8), in that ILS does not support the holiday type recognition. Any holiday type or holiday types that are selected, are processed simply as a ILS holiday. Care should be taken when creating timezones, and applying these ReadykeyPRO timezones. This is especially important when affecting lock mode (such as Unlock) in this regard.

3. Identity Management

3.1. Magicard Prima 3 Must Use Driver Version 5.7 (OG-18007)

The Magicard Prima 3 printer should use driver version 5.7, not version 5.7 issue 1. If driver version 5.7 issue 1 is used, the printer will not pick up the card from the hopper; it will just time out and not print at all.

3.2. 10 Print Slap Records Captured Prior to ReadykeyPRO (6.0) Must be Deleted and Re-captured (OG-13658)

Due to introduction of encryption and optimization of 10 Print Slap records in ReadykeyPRO (6.0), all 10 Print Slap records captured in prior releases must be deleted and re-captured. If existing 10 Print Slap records are not re-captured, Database Setup may fail, and a database error will be received when viewing a cardholder record that has not been updated.

3.3. IE SmartTOUCH Sector Allocation Limitation

The IE SmartTOUCH only works with first 1K (Sector 0 to 15) of a 4K MIFARE card. Any data encoded in sector 17 or above will not be read by the reader.

3.4. Fargo DTC550 HID Read/Writer Encoders (OG-15570)

Fargo DTC550 HID read/writer non-programmer encoders are not supported for encoding of any iCLASS applications from ReadykeyPRO.

3.5. Magicard Prima M Does Not Include Parity for Track 1 (OG-18107)

The Magicard Prima M, print driver 3.0.7.0, F/W C02/29/57 printer does not include parity in its bit count for track 1, and its default setting is 7-bit sign. On most other printer drivers, 7-bit as a default would be correct. However, to encode standard magnetic track data (IATA) to track 1 on the Prima M, the print driver must be set to 6-bit sign.

3.6. Field Type Must be Text for Phone Numbers (OG-13728)

User-defined phone number fields must have a field type of text, not numeric. To restrict use to numbers, use a “9” template when defining the field in FormsDesigner. Phone numbers entered as numeric fields may have their values truncated.

3.7. HID Edge PIN Limitation (OG-16039)

HID VertX/Edge firmware has an 8-digit PIN limitation. ReadykeyPRO allows a PIN of up to 9 digits. When used with Edge readers, the last digit of any 9-digit PIN will be ignored, and the first 8 digits will be matched.

The workaround for this issue is to configure the system to truncate the PIN to 8 digits. This configuration will grant or deny access based on the validation of the first 8 digits entered by the user.

3.8. CSSN Scanner Limitations (OG-23373)

Although CSSN SDK 9.50 states that it is compatible with Windows Server 2008 32-bit, it is not supported for ReadykeyPRO. ReadykeyPRO (6.3) and Microsoft Windows Vista are also not supported.

4. Copyright and Trademark Notice

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