

Remote Account Manager Software V6.3 - FAQ's



Why should I register as a user?

Registering as a user provides you with access to the DKS Servers that greatly simplify the data transfer process to program and update your DKS access control system. Registration will also allow us to provide you with better service and support. We can notify you of software updates (both critical and non-critical), alert you with any special announcements, and it will allow our tech support personnel to better answer your questions and offer solutions to any software related issues you may have.

Are there any advantages in using the DKS modem server?

Yes! Using the DKS Modem Server, you only need an internet connection to your computer; no modems to worry about, no modem phone line to order, no modem setup string issues to deal with, no modem software to install, and since you are using your internet connection, there is no charge for a “phone call” to the system. Since you can’t even get a modem in a new computer these days, using the DKS Modem Server makes sense and is easy to use. You simply select “DKS Server Modem” in the software connection window, and the rest is automatic. The software will contact our servers, transfer the data and will even let you know when the data transfer is completed and successful. The DKS Modem Server is also “backwards” compatible – you can use the server to program 1830 Series systems that were installed 10 years ago without any hardware changes required at the system.

What if I want to program more than a single access control system?

The DKS Modem Server option is especially important if you are programming and maintaining more than one system. You simply select all the accounts (an access control system) that you want to connect to, and the software will do the work for you – simultaneously. No more waiting on one account to be completed before you can transfer data to another account.

Do I have to register as a user if I don't intend to use the DKS modem server?

No. But not using the DKS Modem Server will require a modem and a modem phone line connected to your computer (plus the billing for the phone line and phone call to the system), or you can use a TCP/IP network adapter installed at the system (also requires a network connection), or a hard wired RS-232 connection (limited to 500 feet in length). You also need to be aware that with any of these other means of connection, only one system at a time can be programmed.

What DKS models can the 6.3 software be used to program?

The Remote Account Manager Software V6.3 can be used with the following DKS systems; 1833, 1834, 1835, 1837 and 1838. V6.3 can also be used to program these older versions – ***but only those with a 40E Series circuit board***; 1815, 1817, 1818.

Can I still use older versions of the software to program my access control system?

Yes. But keep in mind that you will not have access to the DKS Servers and at some point in time; our servers will no longer support earlier versions of the Remote Account Manager software.

What other reasons are there to upgrade to the 6.3 Version?

Besides all the obvious reasons stated above, there are several other important improvements in the 6.3 version.

Data Transfer

- In the Status screen, a line item for each data transfer session will be visible. Click on any session to bring up that session's information. Successful, unsuccessful and error messages will be displayed.
- If a data transfer is in progress, an active rotating arrows icon will be visible.
- If you close the window, you can re-open it at any time by clicking the "Active" icon in the toolbar at the top of the screen.
- Data transfer history is now available. By clicking the "H" or History button next to the account, you can open a window to show recent data transfer for that account. You can set how many past data transfers to keep in the history.

Backup

- When you close the program, you are now prompted to perform a data back up. You can select the destination and complete the back up.
- When you make a change that will prompt an automatic resident data file back up, you will be asked to name the file. In the past, this back up was automatically named "TEMP.CVS". Now you can select the name of the file. If you pick a file name that already exists, the software will issue a warning that you are going to overwrite the existing file. You can choose to overwrite the file, or create a new name for the file.

Connection Speed

- When communicating by Serial Connection, or using the TCP/IP Network adaptor for LAN or WAN connections, communication speed has been doubled. You can now select communication speed per account (9600 for older systems, 19200 for new systems). This can significantly reduce the time of data transfers. Download can now be less than 2 minutes in most cases.