



# Pro-Watch Software Suite

5.0

7-901073V17 | May 2020



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## Installation Guide

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# TABLE OF CONTENTS

## Chapter 1 Preface

|                                      |   |
|--------------------------------------|---|
| 1.1 Purpose of this Document.....    | 1 |
| 1.2 Warning: Personal Data.....      | 1 |
| 1.3 Audience.....                    | 2 |
| 1.4 Pro-Watch Documentation Set..... | 2 |
| 1.5 Compliance .....                 | 2 |

## Chapter 2 Pro-Watch 5.0 Installation

|   |    |
|---|----|
| 2.1 Overview .....  | 4  |
| 2.1.1 Remote Data Installation .....                                  | 4  |
| 2.1.2 1.5 GB Free Space Requirement .....                             | 4  |
| 2.1.3 Install Windows Update "KB2919355" .....                        | 4  |
| 2.1.4 Recommended Screen Resolution and Size .....                    | 4  |
| 2.1.5 Runtime Requirements .....                                      | 4  |
| 2.2 Installing .Net Framework 4.7.2.....                              | 5  |
| 2.3 Operating Systems Supported .....                                 | 7  |
| 2.3.1 Operating Systems Supported by Pro-Watch Server.....            | 7  |
| 2.3.2 Operating Systems Supported by Pro-Watch Client .....           | 7  |
| 2.4 Database Systems Supported .....                                  | 8  |
| 2.5 Pro-Watch Software Suite Installation .....                       | 9  |
| 2.5.1 Installing Pro-Watch - Preliminary Steps .....                  | 10 |
| 2.5.2 Installation Steps .....  | 12 |
| 2.6 Complete Installation .....                                       | 14 |
| 2.7 Server-Only Installation .....                                    | 19 |
| 2.8 Client (Complete) Installation .....                              | 21 |
| 2.9 Terminal Client Installation .....                                | 25 |
| 2.10 Database Only Installation.....                                  | 26 |
| 2.11 Custom Installation .....  | 28 |
| 2.12 Installing Pro-Watch - Final Steps .....                         | 30 |
| 2.13 Upgrade Installation Process.....                                | 34 |
| 2.14 Pro-Watch 5.0 product upgrade with SoftKey License .....         | 39 |
| 2.15 Silent Installation .....  | 40 |
| 2.15.1 Creating a Log File .....                                      | 40 |
| 2.15.2 Command Line Parameters for Pro-Watch Suite Installation ..... | 40 |

---

|  |           |
|--|-----------|
| 2.15.3 Command Line Parameters for Pro-Watch Patch Installation .... | 43        |
| <b>2.16 Uninstalling Pro-Watch .....</b>                             | <b>44</b> |

## **Chapter 3 Appendix: TLS 1.2 Support**

|   |           |
|---|-----------|
| <b>A.1 Overview .....</b>   | <b>46</b> |
| <b>A.2 Introduction .....</b>   | <b>46</b> |
| A.2.1 Notes .....   | 47        |
| <b>A.3 Enable TLS 1.2 - Steps required on all Pro-Watch machines ....</b> | <b>47</b> |
| <b>A.4 Mandatory MS Driver installation .....</b>                         | <b>49</b> |
| <b>A.5 Troubleshooting and Workarounds .....</b>                          | <b>50</b> |
| A.5.1 MS SQL service is NOT starting.....                                 | 50        |
| A.5.2 Pro-Watch service is NOT starting .....                             | 50        |
| A.5.3 Net (CSharp project) applications will not open .....               | 51        |

# Preface

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## In this preface...

[Purpose of this Document](#)

[Warning: Personal Data](#)

[Audience](#)

[Pro-Watch Documentation Set](#)

[Compliance](#)

## 1.1 Purpose of this Document

The *Pro-Watch Software Suite Installation Guide* provides the procedures and information necessary to install Release 5.0 of the Pro-Watch access control system.

Microsoft Windows Server Windows Server 2012/2012 R2, Windows Server 2016, or Windows Server 2019 commended for the **Pro-Watch Server**. **Pro-Watch does NOT support** Windows NT 4.0, Windows 7, Windows 2000 Server, Windows 2003 Server, Vista, Windows XP, Windows 10 Home Edition, or Windows Server 2008/2008 R2.

Windows 8.1 Professional, or Windows 10 Professional Build 1607 or higher is recommended for the **Pro-Watch Client**. **Pro-Watch does NOT support** Windows 7 or Windows 10 Home Edition.

## 1.2 Warning: Personal Data

Please be aware that this product can store personal data.

Personal data is protected by the **General Data Protection Regulation** (2016/679) in Europe and therefore the owners of personal data have obtained certain rights thanks to this regulation.

**We strongly advise you to be fully aware of these owner ("data subjects") rights as well as which limitations you have to obey regarding the use and distribution of this data.**

Further details can be found on the **GDPR website of the EU** ([https://ec.europa.eu/commission/priorities/justice-and-fundamental-rights/data-protection/2018-reform-eu-data-protection-rules\\_en](https://ec.europa.eu/commission/priorities/justice-and-fundamental-rights/data-protection/2018-reform-eu-data-protection-rules_en)).

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## 1.3 Audience

This guide is written for the Pro-Watch system administrator who installs the Pro-Watch software on local machines.

## 1.4 Pro-Watch Documentation Set

The Pro-Watch Software Suite documentation set includes the following manuals:

- *Pro-Watch Software Suite Guide* in Portable Data File (PDF) format and as an Hypertext Markup Language (HTML) online help file accessed from the software.
- *Pro-Watch Software Suite Quick Reference Guide* in PDF format.
- *Pro-Watch Software Suite Installation Guide* in PDF format.
- *Pro-Watch Software Suite Release Notes*, Release 5.0.

## 1.5 Compliance

To obtain applicable EU compliance Declaration of Conformities for this product, please refer to our website, <http://www.security.honeywell.com/hsce/international/index.html>.

For any additional information regarding the compliance of this product to any EU-specific requirements, please contact:

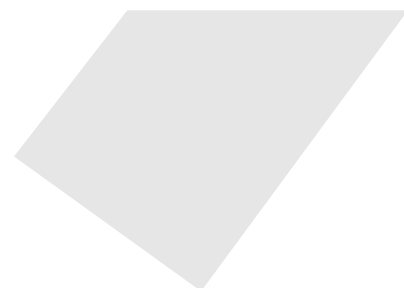
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# Pro-Watch 5.0 Installation



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## In this chapter...

- Overview
- Installing .Net Framework 4.7.2
- Runtime Requirements
- Operating Systems Supported
- Database Systems Supported
- Pro-Watch Software Suite Installation
- Complete Installation
- Server-Only Installation
- Client (Complete) Installation
- Terminal Client Installation
- Database Only Installation
- Custom Installation
- Installing Pro-Watch - Final Steps
- Upgrade Installation Process
- Pro-Watch 5.0 product upgrade with SoftKey License
- Silent Installation

## 2.1 Overview

This guide documents the installation of the Pro-Watch 5.0 software. Note that after you install this software, you will also need to complete the Pro-Watch licensing procedure documented in the *Pro-Watch 5.0 Software Keys Guide 800-08123V17*.

### 2.1.1 Remote Data Installation

For instructions on remote data installation, please see Disk 2 that was delivered with your Pro-Watch installation package.

### 2.1.2 1.5 GB Free Space Requirement

**Caution:** If the C:\ drive contains less than the recommended 1.5 GB of free space, there is no guarantee that the Pro-Watch installation will be successful.

If Pro-Watch is installed **on a drive other than the C:\ drive**, Pro-Watch still requires at least 1.5 GB of free space for temporary file storage.

### 2.1.3 Install Windows Update "KB2919355"

Pro-Watch 5.0 supports SQL 2016. But for SQL 2016 to work properly, you need to make sure that the Windows update "KB2919355" is available and installed to the same system where SQL 2016 is installed.

### 2.1.4 Recommended Screen Resolution and Size

- Screen resolution: 1280 x 1024 pixels and higher.
- Monitor size: 17 inches and higher.

### 2.1.5 Runtime Requirements

Pro-Watch (PW) Software Suite 5.0 requires:

- Microsoft .NET Framework 3.5 SP1
- Microsoft .NET Framework 4.7.2
- Microsoft Windows Installer 4.5
- Microsoft Windows PowerShell 1.0
- VC++ Redistributes 2010
- VC++ Redistributes 2013
- SQL Server 2012 / 2014 / 2016 / 2017 / 2019 (for Server installation only)
- SQL native client driver - Version 11 and higher
- ODBC Driver - Version 13.1.4414.46 and higher
- OLEDB driver - Version 18.2.0.0 and higher

**Caution:** Ensure that these required components are present on both the server and client system; if they are not, you must install them before continuing with the rest of the Pro-Watch installation.

The setup file and installation instructions in this guide are valid only for Pro-Watch Version 5.0 or greater. Pro-Watch Software Suite Release 3.81 or greater must be already installed if you are upgrading to Release 5.0.

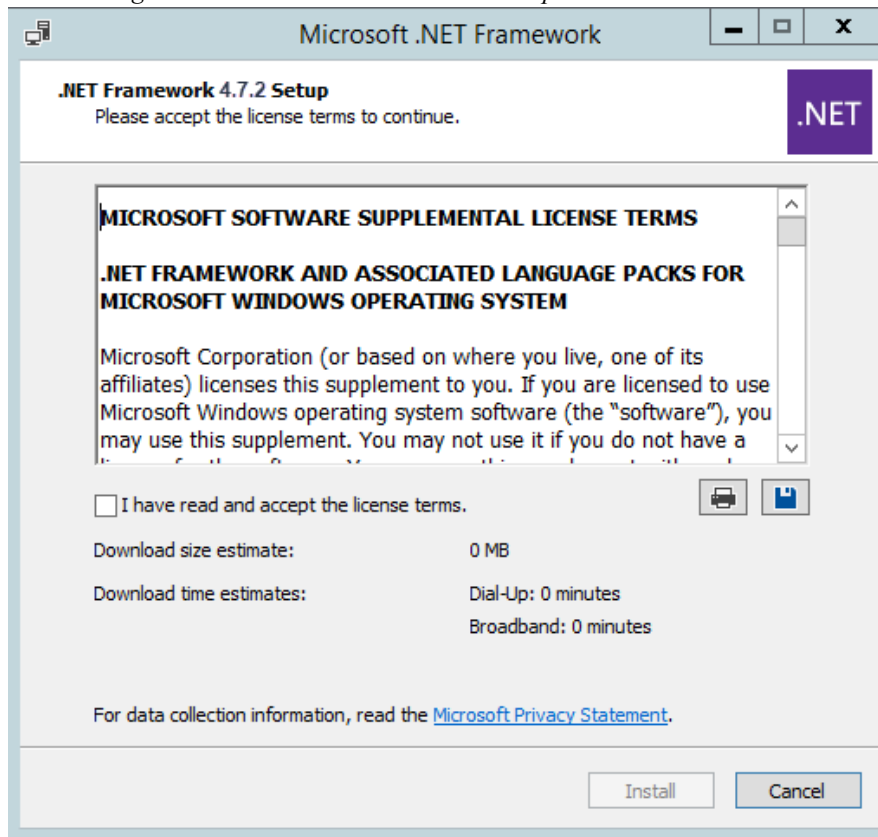
**Note:** For enabling TLS 1.2 with Pro-Watch servers and clients, please refer to the **Appendix A**.

## 2.2 Installing .Net Framework 4.7.2

To install the .Net Framework 4.7.2, perform the following steps:

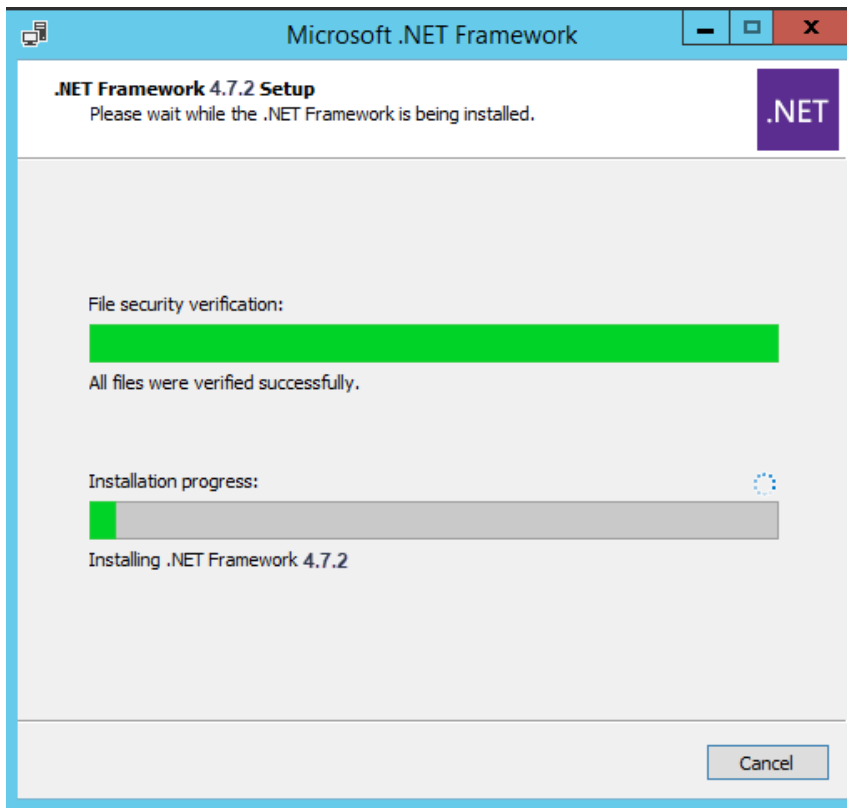
1. Double-click the **dotNet 4.7.2 setup.exe** icon to display the **NET Framework 4.7.2 Setup** welcome wizard screen.

*Figure 2-1: .NET Framework 4.7.2 Setup Welcome Wizard*



2. Select the **I have read and accept the license terms** check box and then click **Install** to display **Installation Progress** screen.

*Figure 2-2: .NET Framework 4.7.2 Installation Progress Screen*



The installation screen displays a status bar showing the progress of the installation. The process takes several minutes. When the installation process is finished the wizard displays the **Installation Complete** screen.

3. Click **Finish** to complete the installation.

## **2.3 Operating Systems Supported**

### **2.3.1 Operating Systems Supported by Pro-Watch Server**

- Windows Server 2012/2012 R2
- Windows Server 2016
- Windows Server 2019

**Note:** Pro-Watch does NOT support Windows 7, Windows NT 4.0, Windows 2000 Server, Windows 2003 Server, Vista, Windows XP, Windows 10 Home Edition, or Windows Server 2008/2008 R2.

### **2.3.2 Operating Systems Supported by Pro-Watch Client**

- Windows 8.1 Professional
- Windows 10 Professional build 1607 and higher \*

**Note:** \*Pro-Watch does NOT support Windows 7 or Windows 10 Home Edition.

## 2.4 Database Systems Supported

Supported database systems for Pro-Watch Server:

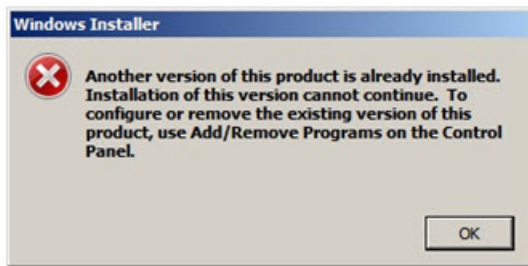
- MS SQL Server 2012
- MS SQL Server 2014
- MS SQL Server 2016
- MS SQL Server 2017
- MS SQL Server 2019

**Note:** Pro-Watch does not support SQL Server 2008 or below.

## 2.5 Pro-Watch Software Suite Installation

### Notes:

- The installation is dependent on the feature check box selected in Installation Wizard.
- Use of the full installer is not allowed when Pro-Watch is already installed. When the users try to do that they get the an error message:



Below are the configuration options for installing a new instance of Pro-Watch Software Suite as described in the section "[Installing Pro-Watch - Preliminary Steps](#)" on page 10.

- **Complete Pro-Watch Installation** – Installs all of the Pro-Watch components. Provides full server and client functionality.
- **Server-Only Pro-Watch Installation** – Installs only the Pro-Watch Server and configures the database.

**Note:** Configuring the Pro-Watch database involves either installing a new database or upgrading a pre-existing database to function with this version of Pro-Watch.

- **Pro-Watch Client (Complete)** – Installs only the Pro-Watch client applications.
- **Pro-Watch Terminal Client** – Installs only the Pro-Watch client terminal application.
- **Pro-Watch Database Only** – Configures the Pro-Watch database.

**Note:** Configuring the Pro-Watch database involves either installing a new database or upgrading a pre-existing database to function with this version of Pro-Watch.

- **Custom Pro-Watch Installation** – Allows the installation of Pro-Watch components custom selected from a list.

**Note:** The Custom Pro-Watch Installation option should only be used by advanced users who understand what components of Pro-Watch are compatible with one another.

In addition to all the above types, there is also a process to **upgrade** an existing version of Pro-Watch. This is described separately in the section "[Upgrade Installation Process](#)" on page 34.

## 2.5.1 Installing Pro-Watch - Preliminary Steps

1. Double-click the **Pro-Watch Installation Wizard** icon to display the Pro-Watch Setup Wizard welcome page:

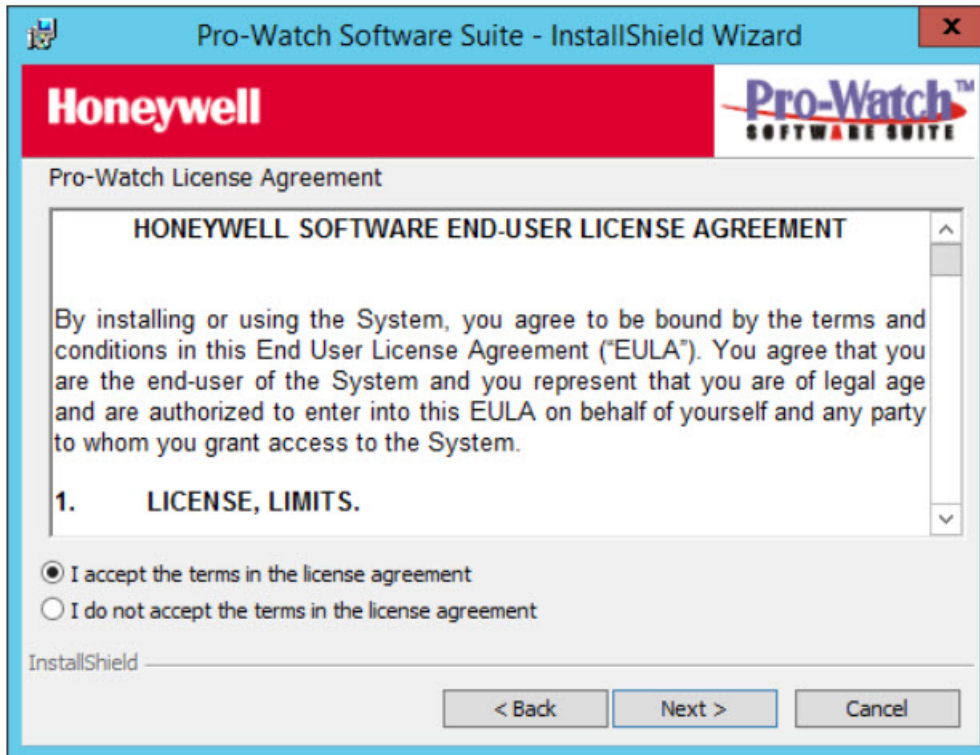
*Figure 2-3: Welcome Screen*





2. Click **Next** to display the **Pro-Watch License Agreement** screen:

Figure 2-4: End User License Agreement (EULA)



3. Click the radio button to confirm agreement with the licensing terms and click **Next** to display the **feature installation** screen.
4. Select the **Pro-Watch Software Suite** check-box

### **Explanation of Features**

Select the appropriate **check box** for the available feature installation choices described in the table below:

**Table 1: Feature Installation Options**

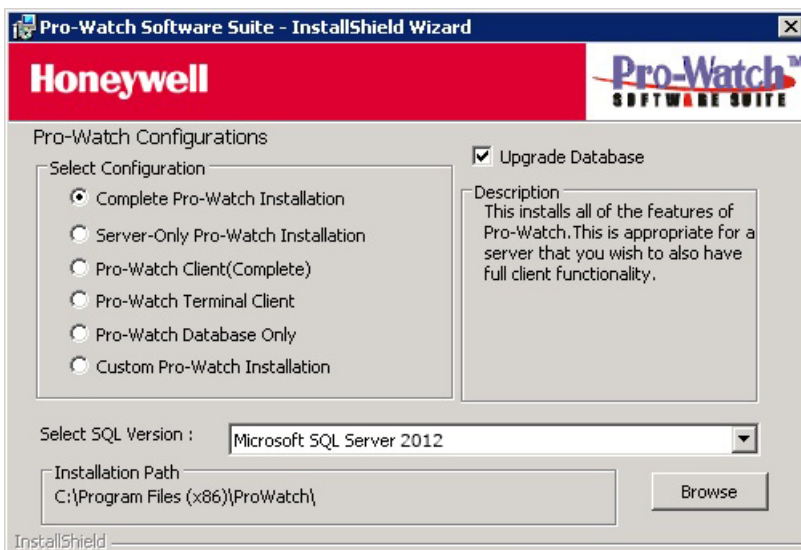
| Feature Installation Options        | Description  |
|-------------------------------------|--|
| To install Pro-Watch Software Suite | If you want to install Pro-Watch Software Suite:<br>Install the Pro-Watch Software Suite based on your configuration selections as described in “ <a href="#">Select an Option Button</a> ” on page 13 and Refer sections 2.11 <a href="#">Complete Installation</a> to 2.16 <a href="#">Custom Installation</a> . |

## **2.5.2 Installation Steps**

If you have selected the **Pro-Watch Software Suite** check box (see Figure 3 on page 12) then continue the steps below and refer the sections 2.11 [Complete Installation](#) to 2.16 [Custom Installation](#) for Pro-Watch Software Suite installation.

1. Select the **Pro-Watch Software Suite** check box and then click **Next** to display the **Pro-Watch Configurations** screen:

*Figure 2-5: Configuration Options*



### Select an Option Button

2. Select the appropriate **option button** to select one the available installation configuration choices described in the table below:

**Table 2: Installation Options**

| Installation Option                                | Description   |
|--|---|
| <b>“Complete Installation” on page 14</b>          | Installs all of the Pro-Watch components and provides full server and client functionality. We recommend that you administer Pro-Watch from the same local machine.                               |
| <b>“Server-Only Installation” on page 19</b>       | Installs only the Pro-Watch Server and configures the Pro-Watch database.   |
| <b>“Client (Complete) Installation” on page 21</b> | Installs only the Pro-Watch client applications, the most common installation type when the server components are not needed.   |
| <b>“Terminal Client Installation” on page 25</b>   | Installs only the Pro-Watch terminal client application. This configuration allows a user to use a local camera while using Pro-Watch through Remote Desktop or Microsoft Terminal Server Client. |
| <b>“Database Only Installation” on page 26</b>     | Configures the Pro-Watch database. This option allows you to install or upgrade a Pro-Watch database without actually installing Pro-Watch.   |
| <b>“Custom Installation” on page 28</b>            | Allows the installation of individual Pro-Watch components (advanced users only).   |

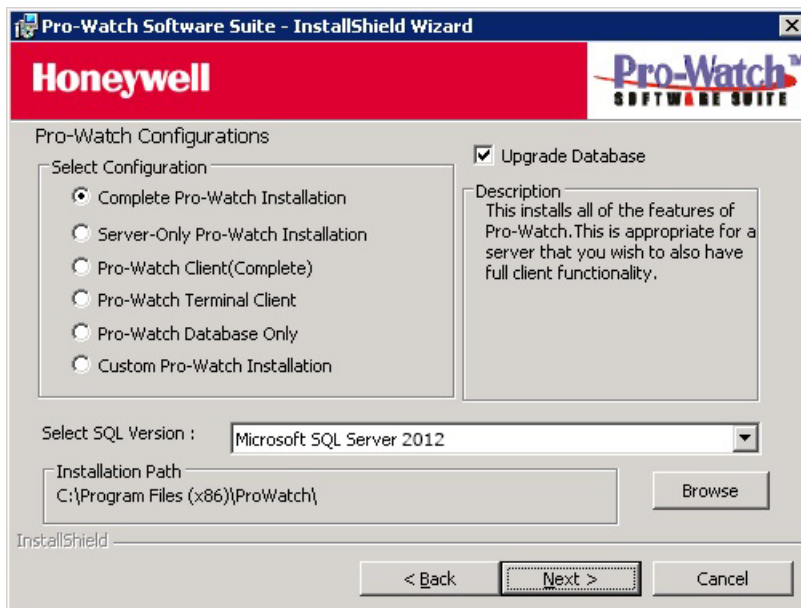
3. After you select the desired configuration option, in the **Select SQL Version** field select the version that matches your version and click **Next** to display the first screen for the installation process you have chosen.

**Note:** To install Pro-Watch to a folder other than the default, click **Browse** and select an appropriate folder.

## 2.6 Complete Installation

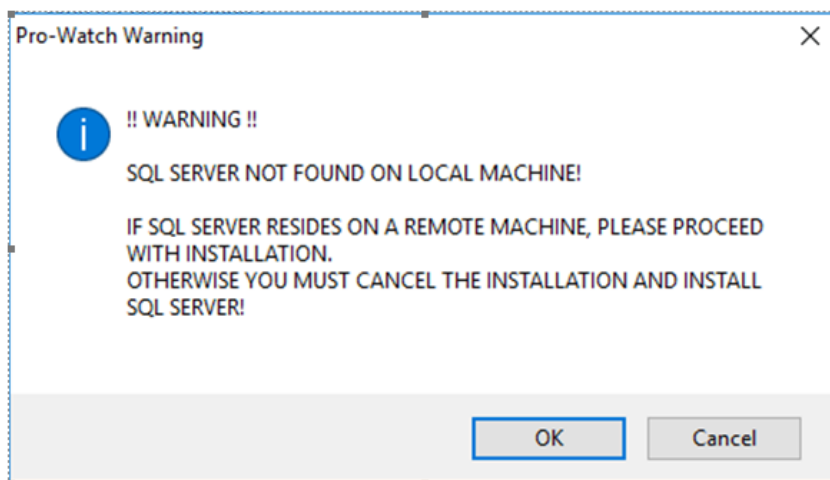
1. Complete the “[Installing Pro-Watch - Preliminary Steps](#)” on page 10.
2. Select the **Complete Pro-Watch Installation** option button as explained in the section “[Select an Option Button](#)” on page 13.

Figure 2-6: Complete Installation Selection



3. Select from the drop-down list the SQL version running on your machine.

**Note:** If you do not have SQL installed, a message will appear as below:



To change the installation path, click **Browse** to find and redefine the path.

**Note:** If you want to upgrade the existing Pro-Watch database, select the **Upgrade Database** check box.

- Click **Next** to display the **Configure Pro-Watch Server** screen.

Figure 2-7: Configure Pro-Watch Server screen

Pro-Watch Software Suite - InstallShield Wizard

**Honeywell** **Pro-Watch™**  
SOFTWARE SUITE

Configure Pro-Watch Server

Service Account

Logon Type: **Normal Logon Account**

User Name: **Admin**

Domain Name: **WIN-921EMDT8G75**

Password: **••••••••**

Information

If your Pro-Watch installation consists more than one computer, then you should assign the Pro-Watch service a logon account to run under. Then Pro-Watch will be able to access a SQL server database running on another server.

If your Pro-watch installation is only one computer acting as the server, client and database server, then you may choose to use the "Local System" account, although using a specific account is more secure.

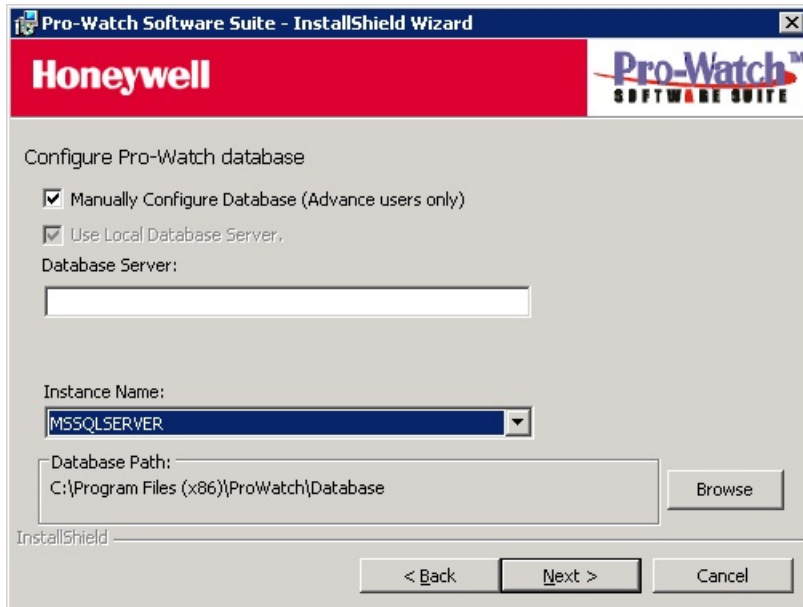
InstallShield

< Back Next > Cancel

- Select the Logon Type from the drop-down list.
- Enter your user name.
- Select the Domain Name from the drop-down list.

8. Enter the correct **Password** and click **Next** to display the **Configure Pro-Watch Database** screen.

*Figure 2-8: Configure Pro-Watch Database (Manual) Screen*



**Note:** When you select SQL Express 2016 as your database, Pro-Watch displays a DOS dialog box while the SQL DB is downloaded. Allow 5 to 10 minutes for the DOS dialog box to display and do not close it before your system finishes with downloading the SQL DB.

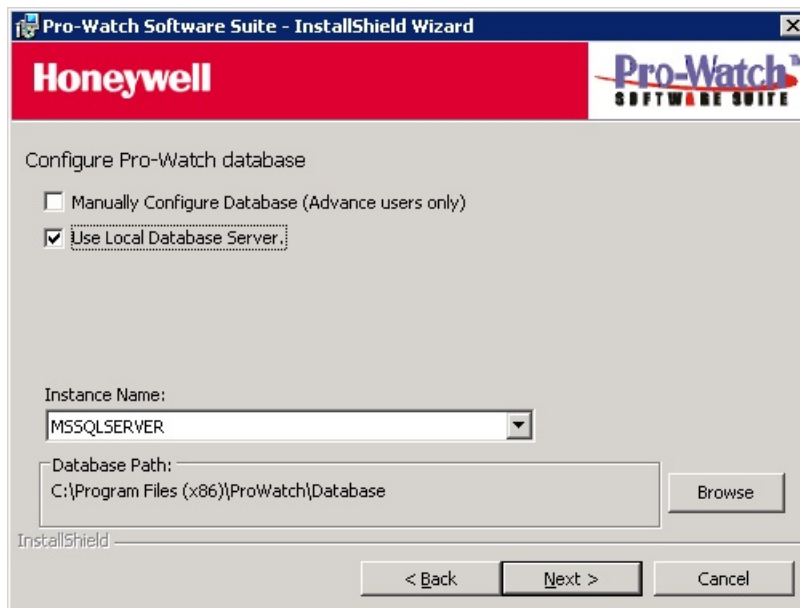
9. For manual configuration, select the **Manually Configure Database (Advanced Users Only)** check box, then type in the Database Server name and select the Instance Name (that is, the Pro-Watch Database name) from the drop-down list. If the SQL server you want to use is not in the list, type its name manually. When you have completed this configuration screen, go to Step 8.

**Caution:** Manual configuration is recommended only for advanced users.

10. To use the local database server on your machine, select the **Use Local Database Server** check box. This selection hides the Database Server field, select a instance name from the **Instance Name** drop-down list.

**Note:** The name you enter for the service account at initial login is the account name that will enable you to log in to Pro-Watch.

Figure 2-9: Pro-Watch Database (Local) Screen



11. Define the **Database Path** where Pro-Watch Database files (.ldf and .mdf file) is copied. Click **Browse** to find and redefine the path.
12. Click **Next** to display the continuation of the **Configure Pro-Watch Database** screen where you can create a new database.

Figure 2-10: Create New Database Screen



13.To configure an existing database, leave the check box blank and select a Pro-Watch Database Name from the drop-down list

OR

Select the check box and type in the name of the new database that you're creating.

**Note:** To install the sample reports, select the **Install sample Reports** check box OR leave the check box blank.

14.Click **Next** to display the **Ready to Install the Program** screen and go to "[Installing Pro-Watch - Final Steps](#)" on page 30 to finish the installation process.



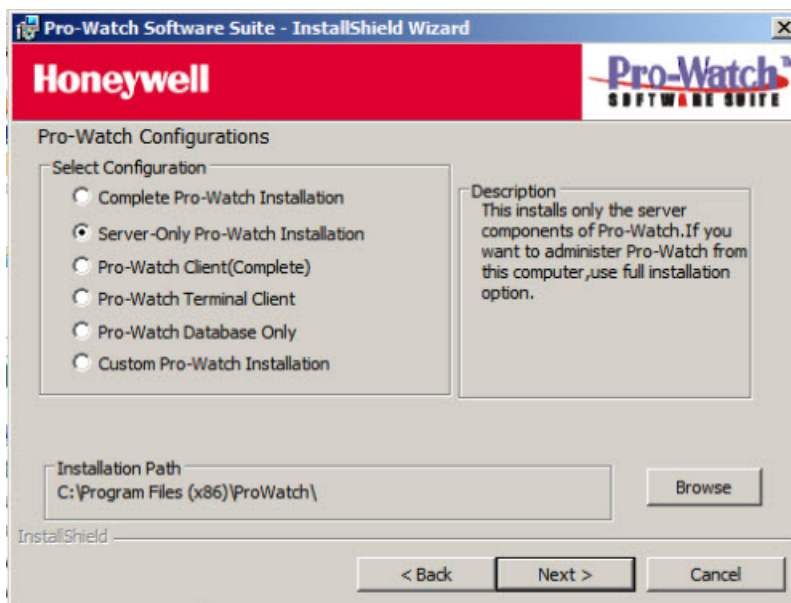
## 2.7 Server-Only Installation

The server-only installations do not include any client components.

1. Complete the “[Installing Pro-Watch - Preliminary Steps](#)” on page 10.
2. Select the **Server-Only Pro-Watch Installation** option button as explained in the section “[Select an Option Button](#)” on page 13.

**Note:** If you want to upgrade the existing Pro-Watch database, select the **Upgrade Database** check box.

Figure 2-11: Server-Only Selection



3. To change the installation path, click **Browse** to find and redefine the path.

## Server-Only Installation

### Server-Only Installation

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4. Click **Next** to display the **Configure Pro-Watch Server** screen:

**Pro-Watch Software Suite - InstallShield Wizard**

**Honeywell** **Pro-Watch™ SOFTWARE SUITE**

**Configure Pro-Watch Server**

Service Account

Logon Type: Normal Logon Account

User Name: asaraf

Domain Name: RESTON

Password: ...

**Information**

If your Pro-Watch installation consists more than one computer, then you should assign the Pro-Watch service a logon account to run under. Then Pro-Watch will be able to access a SQL server database running on another server.

If your Pro-Watch installation is only one computer acting as the server, client and database server, then you may choose to use the "Local System" account, although using a specific account is more secure.

InstallShield

< Back Next > Cancel

5. Click **Next** to display the **Ready to Install the Program** screen and go to ["Installing Pro-Watch - Final Steps"](#) on page 30 to finish the installation process:

**Pro-Watch Software Suite - InstallShield Wizard**

**Honeywell** **Pro-Watch™ SOFTWARE SUITE**

**Ready to Install the Program**

Features to be installed

Pro-Watch Communication Server

COM Server QA20

DB Server

DB Name PWNT

SVC User asaraf

SVC Domain RESTON

InstallShield

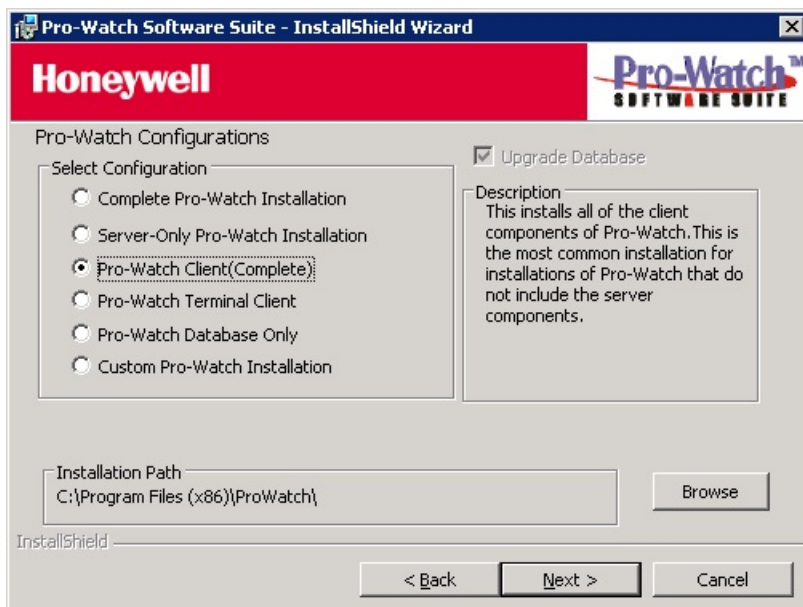
< Back Install Cancel

## 2.8 Client (Complete) Installation

All Client installations include the following components:

- Alarm Monitor.
  - Badge Builder.
  - Map Builder.
  - Registry Manager.
  - Reports.
  - Pro-Watch Client Application.
1. Complete the “[Installing Pro-Watch - Preliminary Steps](#)” on page 10.
  2. Select the **Pro-Watch Client (Complete)** option button as explained in the section “[Select an Option Button](#)” on page 13.

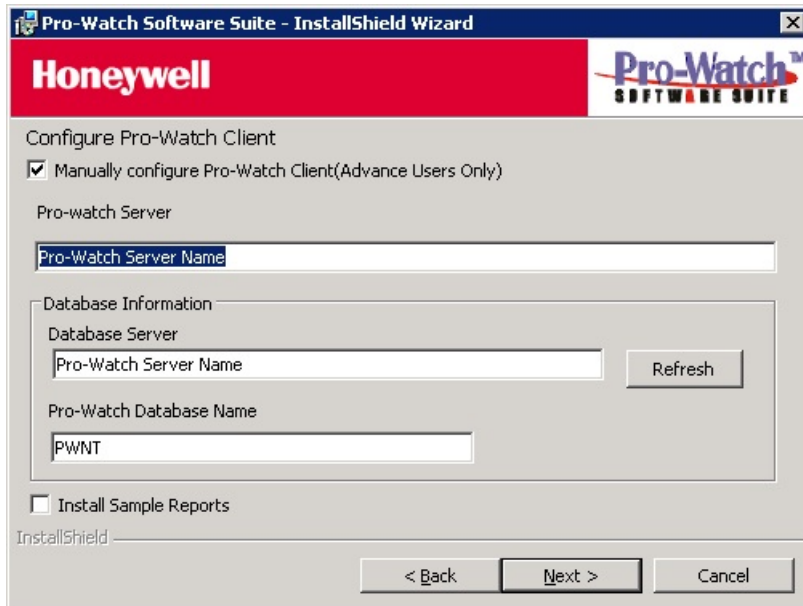
Figure 2-12: Client (Complete) Selection



**Note:** For Client (Complete) installation the **Upgrade Database** check box is not available.

- Click **Next** to display the **Configure Pro-Watch Client** screen:

*Figure 2-13: Configure Pro-Watch Client Screen*



- For automatic configuration, select a **Pro-Watch Server** from the drop-down list. Click **Refresh** to refresh the server list. Pro-Watch populates the associated **Database Server** name and the **Pro-Watch Database Name** in their respective fields.

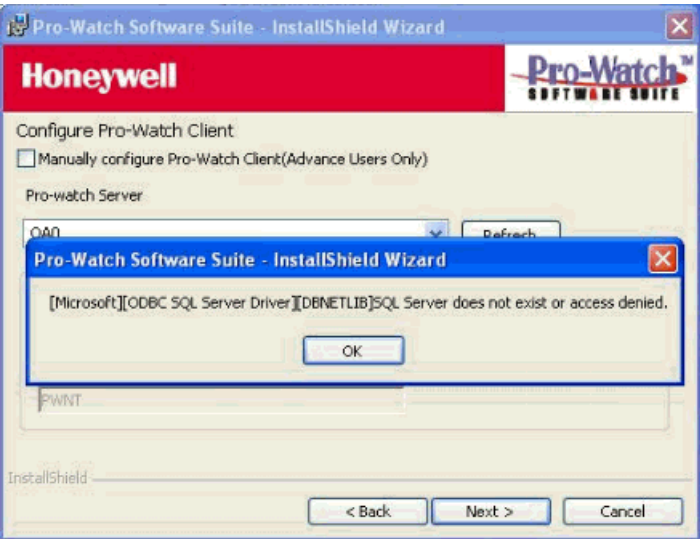
**Note:** If the server you want to connect to is not in the list, or if the Pro-Watch Server is not currently running on this server, you must either start it or use the manual configuration.

- For manual configuration, select the **Manually Configure Pro-Watch Client (Advanced Users Only)** check box. Select a **Database Server** from the drop-down list and enter the **Pro-Watch Database Name**. If the server you want to use is not in the list, type its name manually.

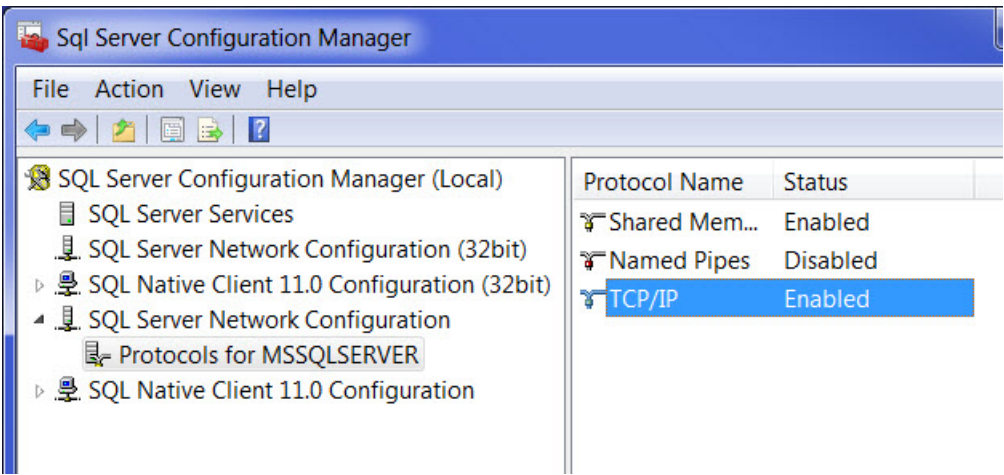
**Caution:** Manual configuration is recommended only for advanced users.

- Click **Next** to display the **Ready to Install the Program** screen and go to [“Installing Pro-Watch - Final Steps”](#) on page 30 to finish the installation process.

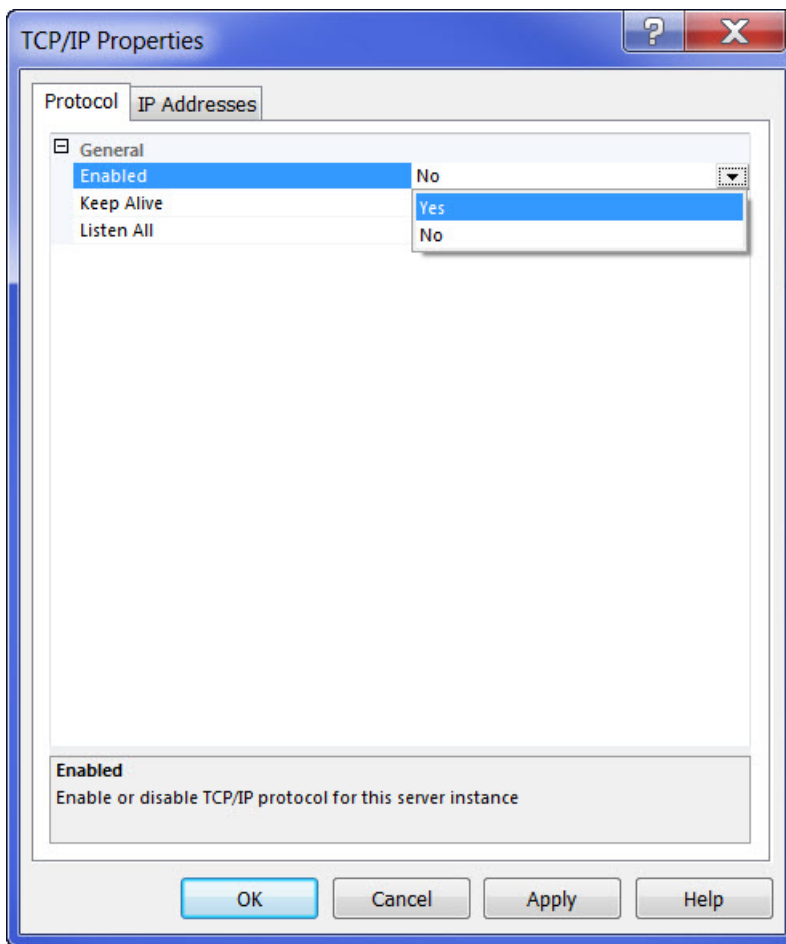
**Note:** If the program displays the following error message during installation, be sure the TCP/IP protocol is enabled in the SQL Server Network Configuration:



- 7. Run the **SQL Server Configuration Manager**.
- 8. Select **SQL Server Network Configuration > Protocols for MSSQLSERVER** to display the related protocols.



9. If the TCP/IP protocol is not enabled by default, double-click the **TCP/IP** option to display its **Properties** screen:

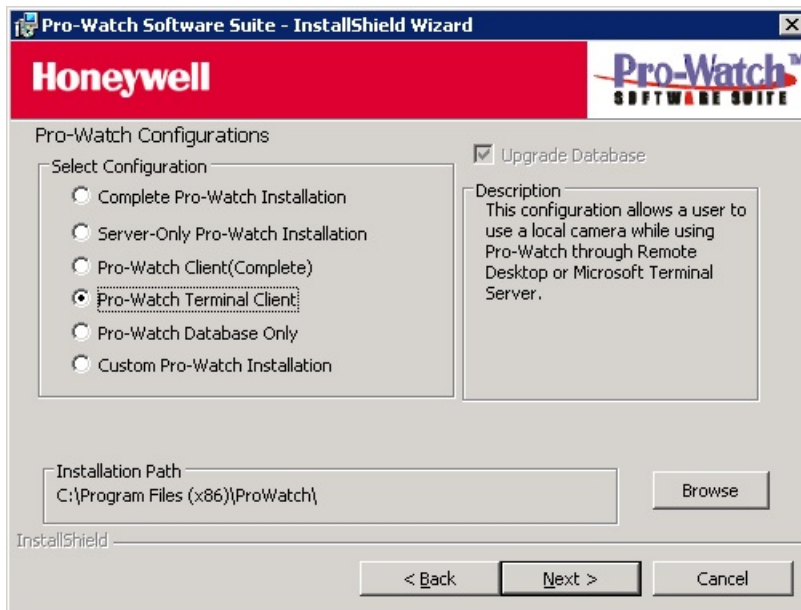


10. For the **Enabled** field, select **Yes** from the drop-down list.  
11. Click **Apply** and **OK**.  
12. Stop, and then restart the MS SQL service to activate your changes.

## 2.9 Terminal Client Installation

1. Complete the “[Installing Pro-Watch - Preliminary Steps](#)” on page 10.
2. Select the **Pro-Watch Terminal Client** option button as explained in the section “[Select an Option Button](#)” on page 13.

Figure 2-14: Terminal Client Selection



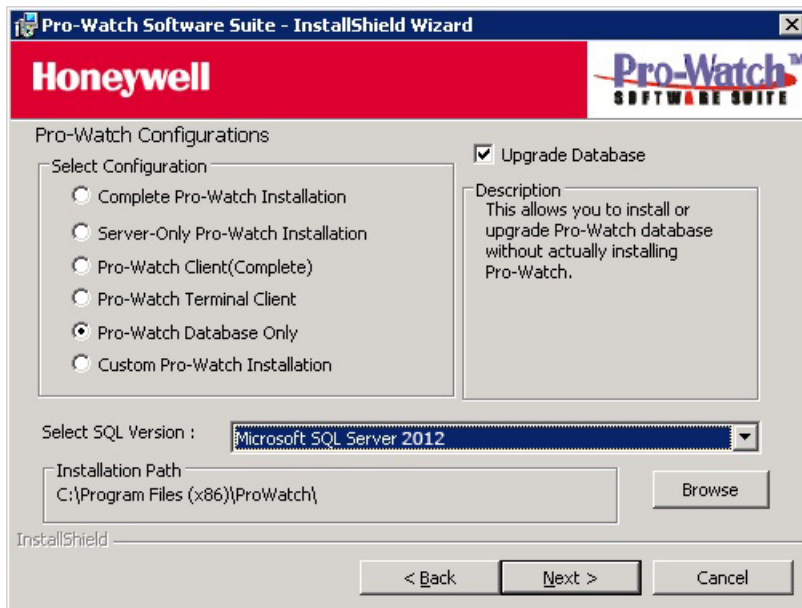
**Note:** For Terminal Client installation the **Upgrade Database** check box is not available.

3. Click **Next** to display the **Ready to Install the Program** screen and go to “[Installing Pro-Watch - Final Steps](#)” on page 30 to finish the installation process.

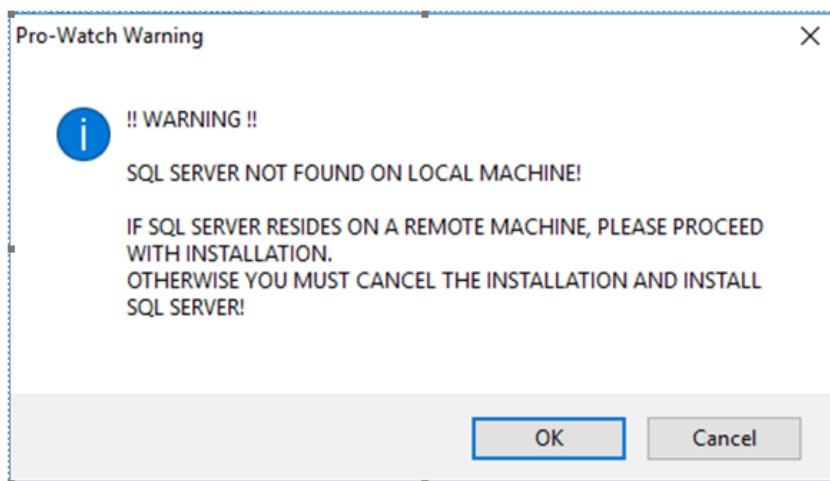
## 2.10 Database Only Installation

1. Complete the “[Installing Pro-Watch - Preliminary Steps](#)” on page 10.
2. Select the **Pro-Watch Database Only** option button as explained in the section “[Select an Option Button](#)” on page 13.

Figure 2-15: Database Only Selection



**Note:** If you do not have SQL installed, a message will appear as below:



3. In the Select SQL Version field, select the desired version of Microsoft SQL.

**Note:** If you want to upgrade the existing Pro-Watch database, select the **Upgrade Database** check box.



4. Click **Next** to display the **Configure Pro-Watch Database** screen ([Figure 2-8](#)).

**Note:** When you select SQL Express 2016 as your database, Pro-Watch displays a DOS dialog box while the SQL DB is downloaded. Allow 5 to 10 minutes for the DOS dialog box to display and do not close it before your system finishes with downloading the SQL DB.

5. For manual configuration, select the **Manually Configure Database (Advanced Users Only)** check box, then type in the Database Server name and select the Instance Name (that is, the Pro-Watch Database name) from the drop-down list. If the SQL server you want to use is not in the list, type its name manually.

**Caution:** Manual configuration is recommended only for the advanced users.

6. To use the local database server on your machine, select the **Use Local Database Server** check box. (See [Figure 2-9](#).) This selection disables the Database Server field, so you must either type in a new database name or select a local database from the **Instance Name** drop-down list.
7. Click **Next** to display the continuation of the **Configure Pro-Watch Database** screen ([Figure 2-10](#)).
8. To configure an existing database, leave the check box blank and select a Pro-Watch Database Name from the drop-down list

OR

To configure a new database, select the check box and type in the name of the new database. To install the new Pro-Watch database to a folder on the SQL server other than the default one, click **Browse** and select a new path.

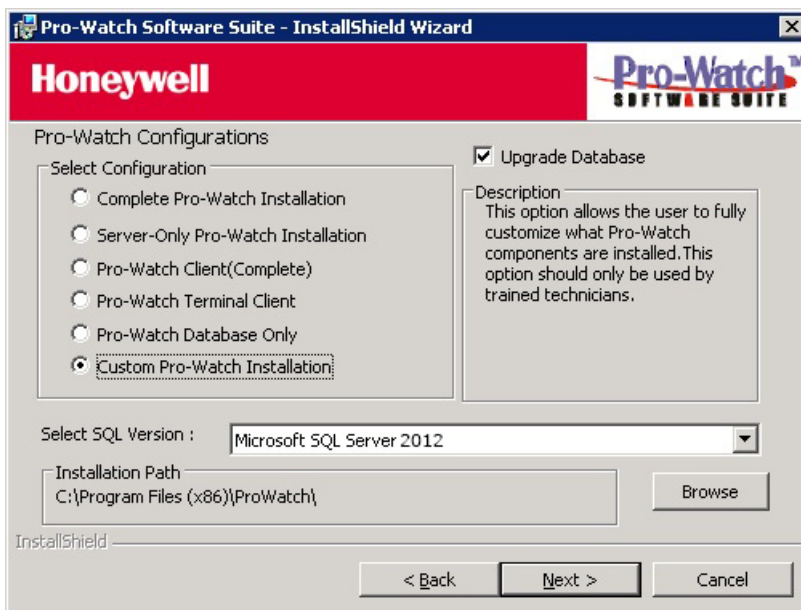
9. Click **Next** to display the **Ready to Install the Program** screen. and go to "[Installing Pro-Watch - Final Steps](#)" on page 30 to finish the installation process.

## 2.11 Custom Installation

During both the server and client installations, both the client and server components can be customized. The custom setup option enables you to install only a selected subset of the client and server components.

1. Complete the “[Installing Pro-Watch - Preliminary Steps](#)” on page 10.
2. Select the **Custom Pro-Watch Installation** option button explained in the section “[Select an Option Button](#)” on page 13.

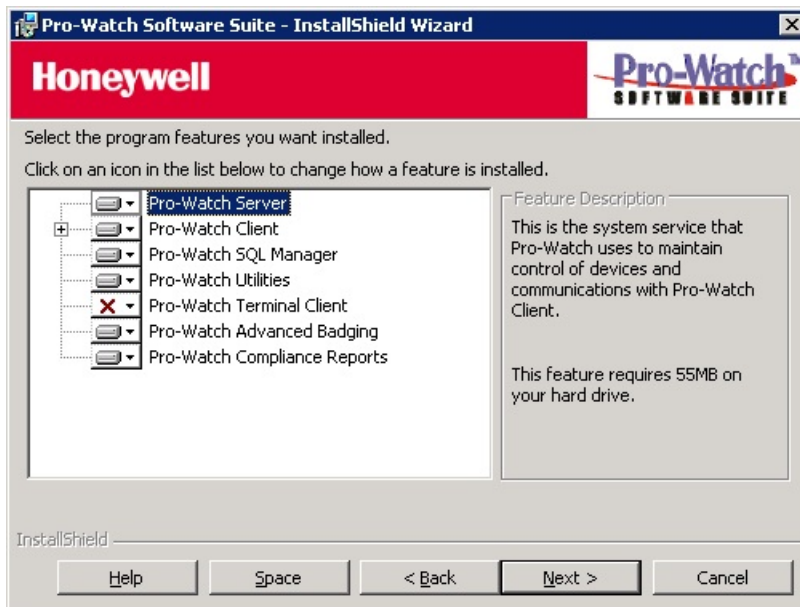
Figure 2-16: Custom Installation Selection



3. Select from the drop-down list the SQL version running on your machine.  
**Note:** When you select SQL Express 2016 as your database, Pro-Watch displays a DOS dialog box while the SQL DB is downloaded. Allow 5 to 10 minutes for the DOS dialog box to display and do not close it before your system finishes with downloading the SQL DB.
4. To change the installation path, click **Browse** to find and redefine the path.  
**Note:** If you want to upgrade the existing Pro-Watch database, select the **Upgrade Database** check box.

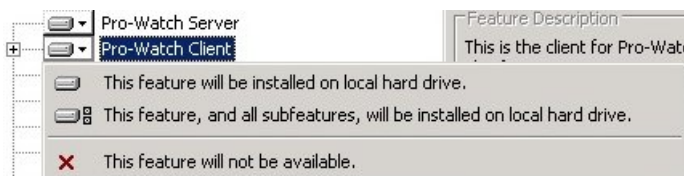
- Click **Next** to display the **Pro-Watch Custom Installation Options** screen.

Figure 2-17: Custom Installation Options



- In this step you choose which components to install. To modify how a component is installed, click on the icon for that component to view the choices:

Figure 2-18: Feature Installation Options

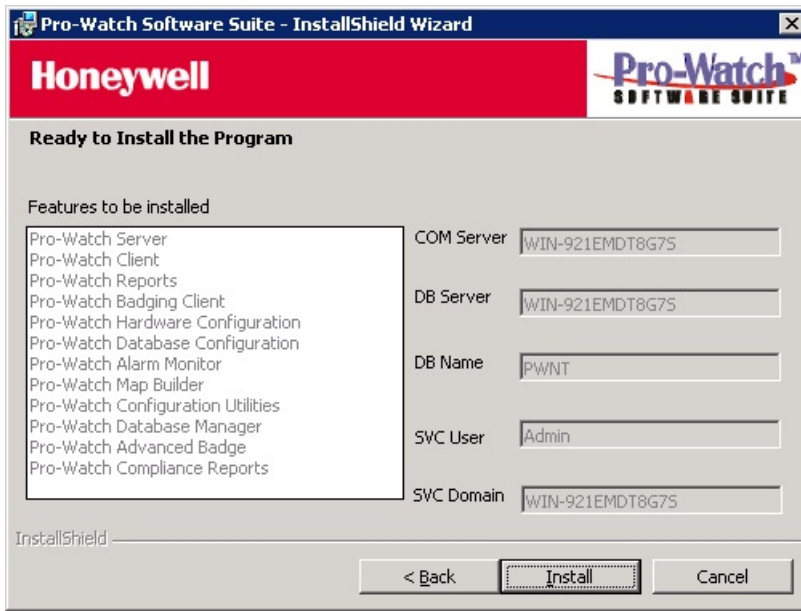


- Review the components and select the ones you want to install, and click **Next**.
- The order of the remaining screens depends on your choices of components to install. If you want to install a server (that is, you did not X it out), perform the steps listed in [“Complete Installation”](#) on page 14. If you do not want to install a server, mark it as unavailable to be installed and click **Next** to display the Configure Pro-Watch Client screen (Figure 2-13). Perform the steps in [“Client \(Complete\) Installation”](#) on page 21 for the rest of the procedure.
- Go to [“Installing Pro-Watch - Final Steps”](#) on page 30.

## 2.12 Installing Pro-Watch - Final Steps

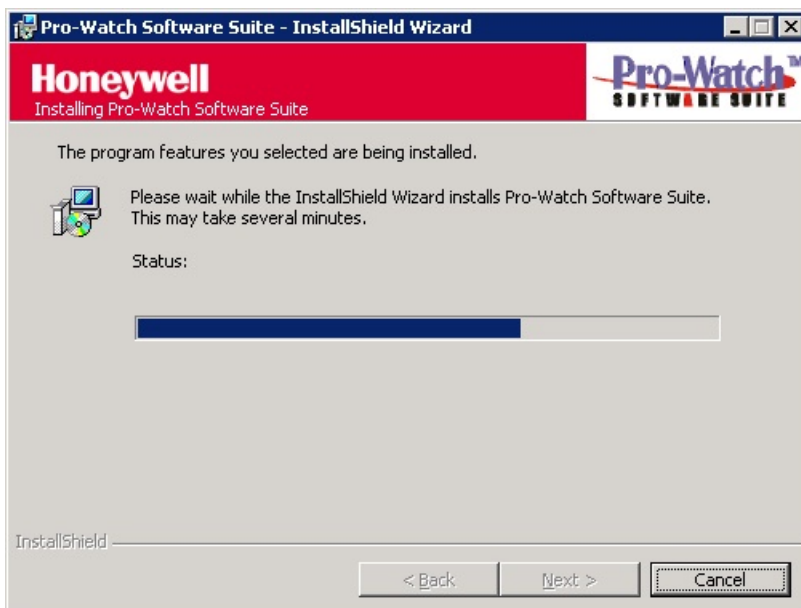
1. The final steps begin on the **Ready to Install the Program** screen:

*Figure 2-19: Ready to Install Pro-Watch screen*



2. Click **Install** to display a status bar showing the progress of the installation.

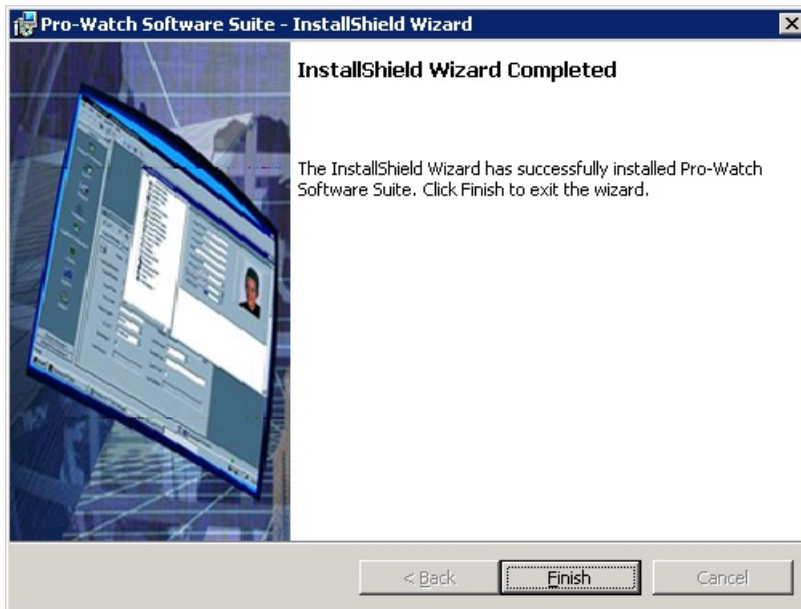
*Figure 2-20: Installation Status*



The process takes several minutes.

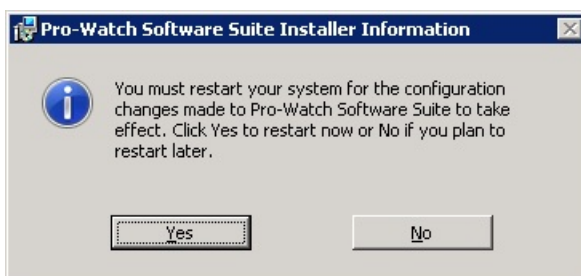
3. When the installation process is finished, click **Next** to display the **InstallShield Wizard Complete** screen.

Figure 2-21: Installation Completion Screen



4. Click **Finish**. A small pop-up informs you that you have to reboot the PC for the installation to take effect.

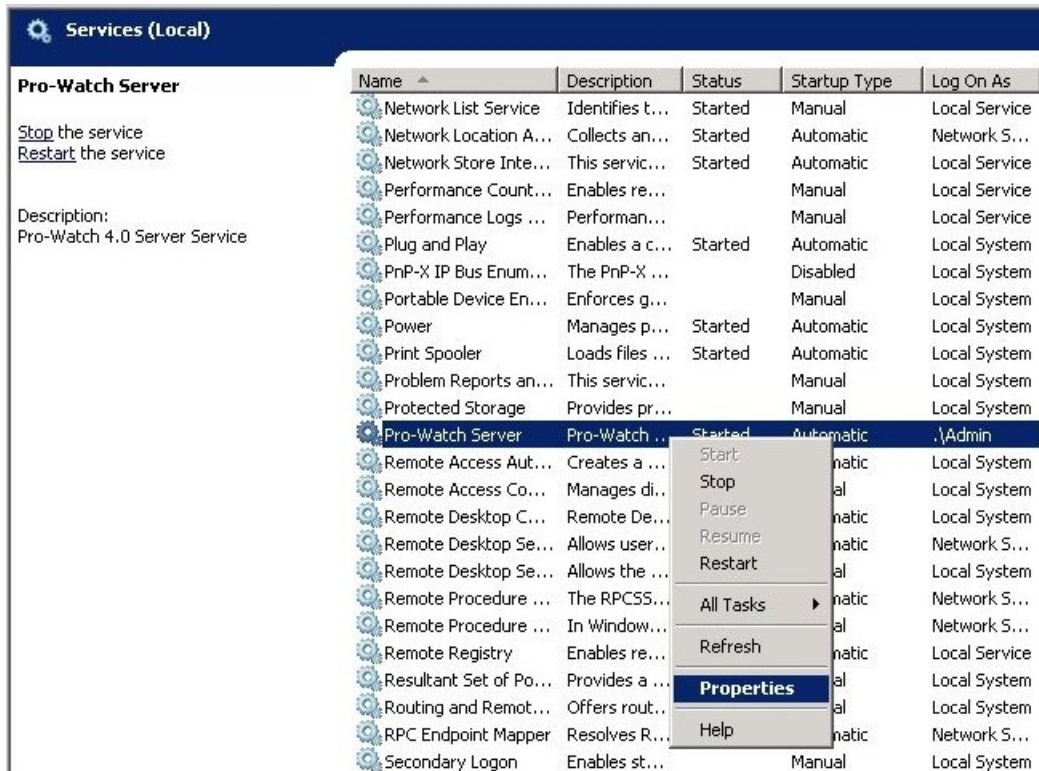
Figure 2-22: Reboot Prompt



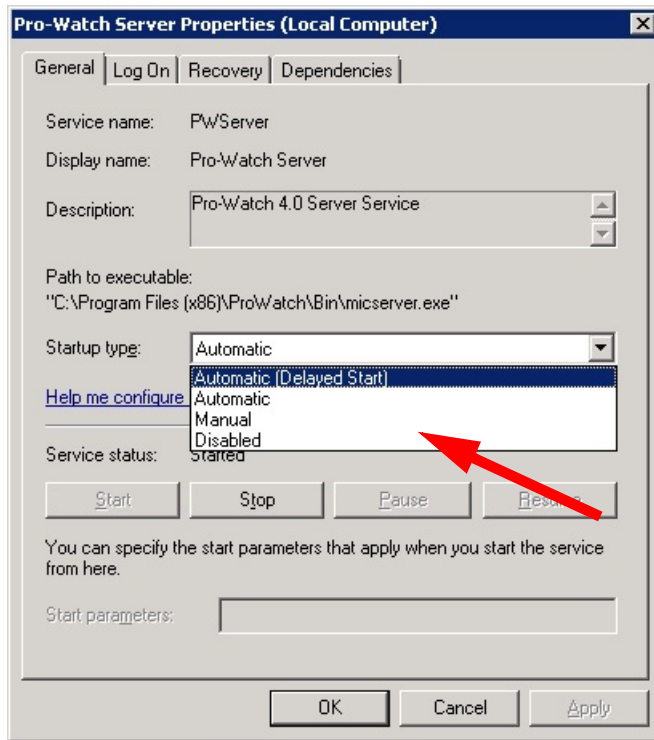
5. Click **YES** to restart your computer.
6. If you are running either the MS Windows 2012 or Windows Server 2016 operating system, set the Pro-Watch Server service type to Automatic (Delayed Start):
  - a. From the system Control Panel, select **Services** to display the list of services installed on the system.
  - b. From the list of services, right-click **Pro-Watch Server** and select **Properties**.

## Installing Pro-Watch - Final Steps

### Installing Pro-Watch - Final Steps



- c. At the Pro-Watch Server Properties dialog box, select a Startup Type of **Automatic (Delayed Start)**, and click **OK**. This ensures that the Pro-Watch Server service starts each time you start up Pro-Watch.



## 2.13 Upgrade Installation Process

A previous version of Pro-Watch Software Suite must be already installed before you begin this procedure.

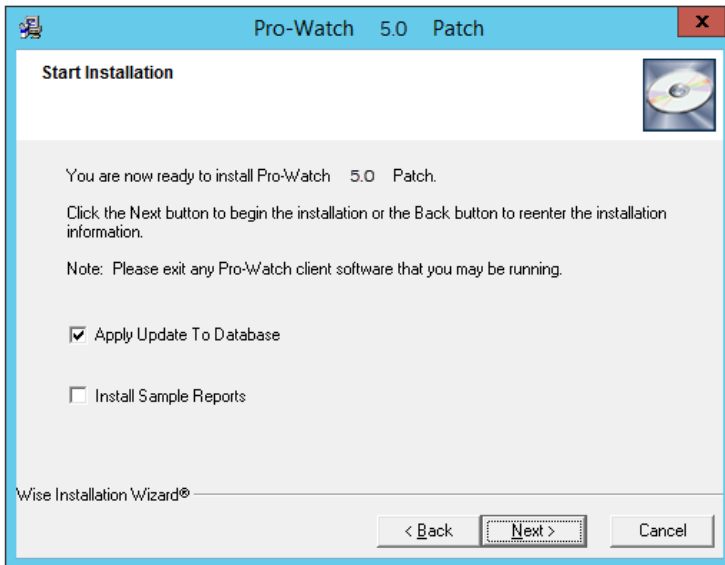
1. Before you begin to install the patch:
  - Close out any Pro-Watch software that may be running.
  - Be sure the ProWatchBridgeService service is not running.
2. Copy the patch executable onto your machine.
3. Double-click on the executable to display the Pro-Watch Patch Wizard **Welcome** screen.

*Figure 2-23: Welcome Screen*



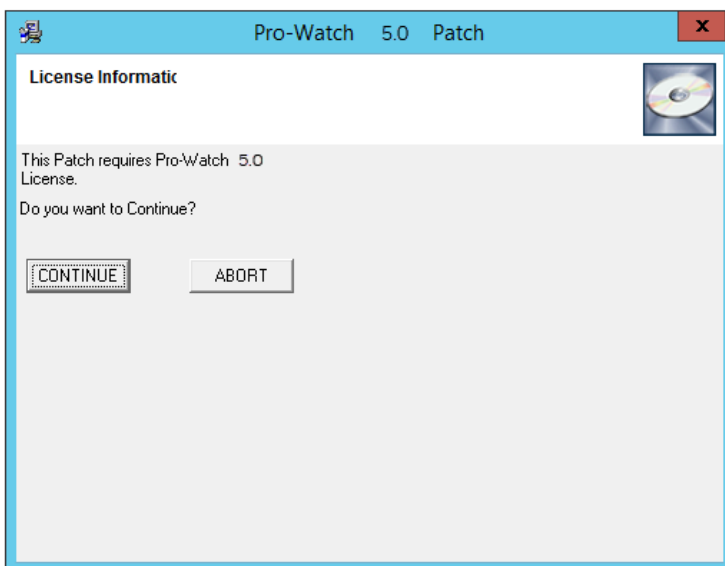


4. Click **Next** to display the **Start Installation** screen:



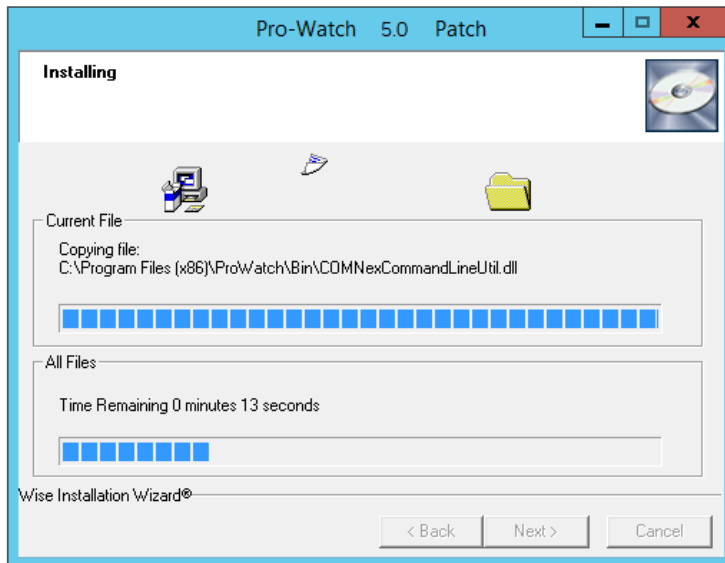
If you are installing Pro-Watch Server, select the **Apply Update to Database** check box (if you are installing Pro-Watch Client, the check box is grayed out).

5. Click **Next** to display the **License Information** screen:



6. Click **Continue** to display the **Installing** screen:

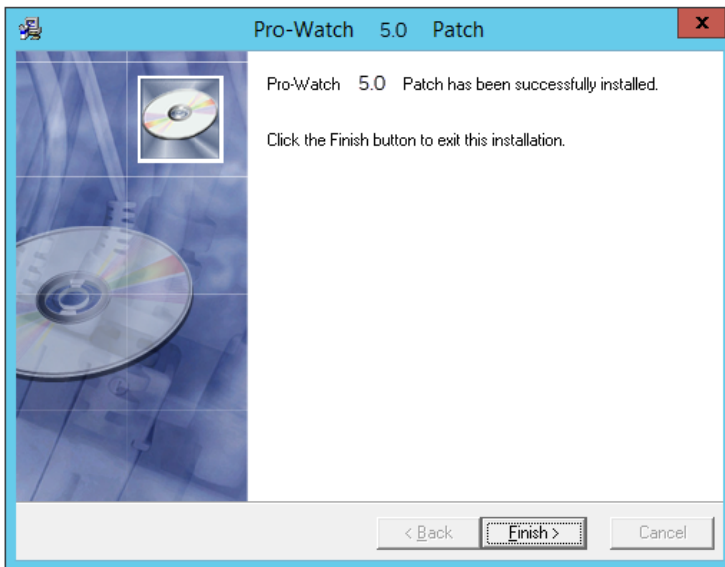
*Figure 2-24: Installing Patch Screen*



The status bars display the progress of the installation.

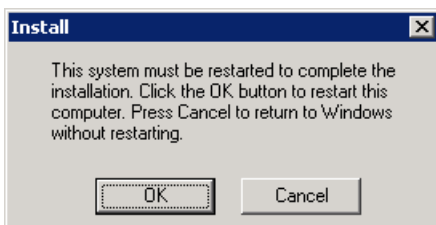
7. When the installation is complete, the software automatically displays the message that the installation is successful.

*Figure 2-25: Successful Installation Message*

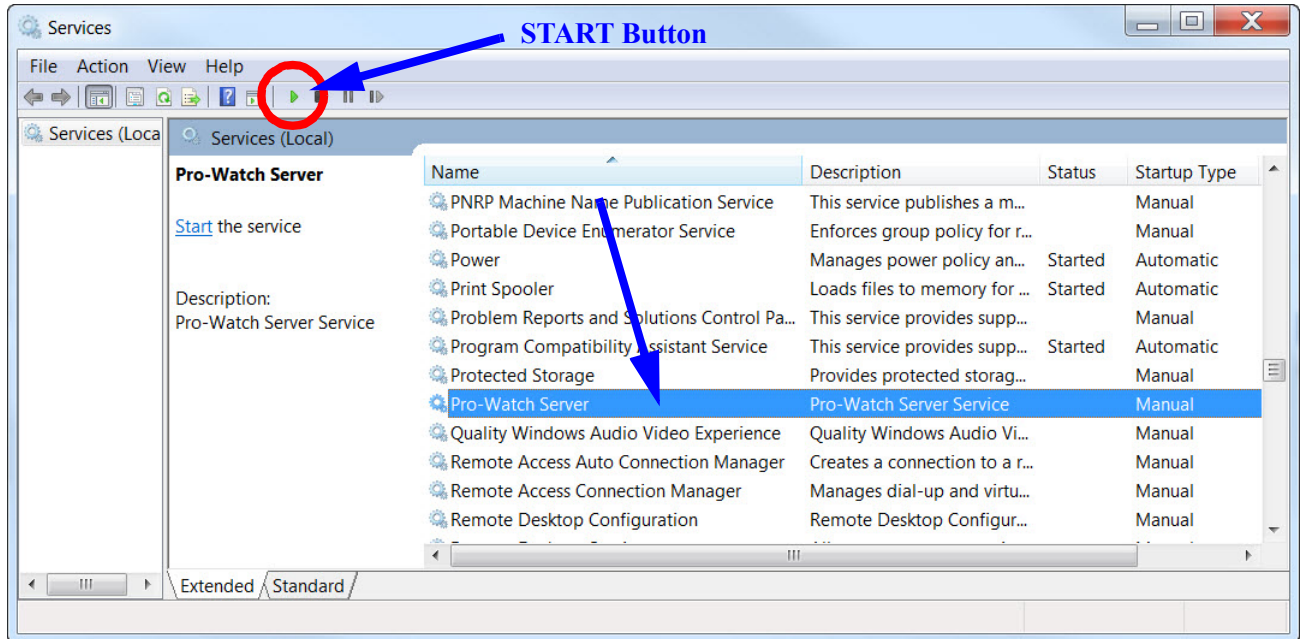


8. Click **Finish**. A small pop-up informs you that you have to reboot the PC for the patch to take effect.

*Figure 2-26: Reboot Prompt*



9. Click **OK** to restart your computer.
10. Manually start the Pro-Watch service. To do this, go to the Windows Control Panel, select **Administrative Tools**, and select **Services**.



11. At the **Services** screen, click the **Start** button to start the Pro-Watch Server service. Click **OK** to exit.

## **2.14 Pro-Watch 5.0 product upgrade with SoftKey License**

Please see *Pro-Watch 5.0 Software Keys Guide 800-08123V17* for more information.

## 2.15 Silent Installation

**NOTE:** When using a Pro-Watch Silent Install to install a Pro-Watch Server, you must install the Software Keys Manager and, if necessary, SQLExpress before installing Pro-Watch.

### 2.15.1 Creating a Log File

Silent installation creates a log file for the installer to review and verify the error or success of the installation process.

Pro-Watch Suite installer creates the log files (ProWatch\_Install\_MSI\_Log.txt, PW\_<version>\_Install\_Log\_File.txt) under the %temp% folder.

Pro-Watch patch creates a log file (PWPatchInstall.txt) in the Pro-Watch folder.

### 2.15.2 Command Line Parameters for Pro-Watch Suite Installation

Here below are the command line parameters, values, and their descriptions used in silent installation of the Pro-Watch suite.

**Table 3: Command Line Parameters for Pro-Watch Suite Silent Installation**

| Parameter          | Value (if any)  | Description   |
|--------------------|---|---|
| FEATUREGROUP       | 1   | Complete Pro-Watch Installation                               |
|                    | 2   | Server-Only Pro-Watch Installation                            |
|                    | 3   | Pro-Watch Client (Complete)                                   |
|                    | 4   | Pro-Watch Terminal Client                                     |
|                    | 5   | Pro-Watch Database Only                                       |
|                    | 6   | Custom Pro-Watch Installation                                 |
| SQLVERSIONCOMBO    | Microsoft SQL Server 2012<br>Microsoft SQL Server 2014<br>Microsoft SQL Server 2016 |   |
| UPGRADEDDB         | 1   | Upgrade the Database  |
| DATABASESERVERNAME |   | Database Server Name  |
| SERVICEUSERNAME    |   | Windows User name which will be set as service logon account. |
| DOMAINNAME         |   | User domain name for service logon account.                   |
| PASSWORD           |   | Service logon user account password.                          |
| LOCALDBCHECK       | 1   |   |
| SERVERNAME         |   | SQL Server Name   |
| INSTANCENAME       |   | SQL Instance Name   |
| DBEXISTS           | 0   |   |

| Parameter          | Value (if any) | Description                             |
|--------------------|----------------|---|
| DATABASEBROWSEPATH |                | Database installation path              |
| INSTALLDIR         |                | Pro-Watch installation path             |
| COMMSERVERNAME     |                | Communication server name               |
| SERVERNAME_CLIENT  |                | SQL Server name for client installation |
| NEWPWDBCHECK       | 1              |   |
| DBNAME             | PWNT           | Pro-Watch Database Name                 |

### ***Sample Installation Commands***

#### **Complete Pro-Watch Installation**

```
"Pro-Watch Software Suite.exe" /S /V "PWSWSUITE="1" FEATUREGROUP="1" SQLVERSION-COMBO="Microsoft SQL Server 2012" DATABASESERVERNAME="<DB Server Name>" SERVICEUSERNAME="<Windows User name>" DOMAINNAME="<Domain Name>" PASSWORD="<Password>" LOCALDBCHECK="1" SERVERNAME="<SQL Server name>" INSTANCENAME="<SQL Instance name>" DBEXISTS="0" DATABASEBROWSEPATH="\\c:\Program Files (x86)\ProWatch\Database\" COMMSERVERNAME="<Comm server name>" SERVERNAME_CLIENT="<SQL Server name>" NEWPWDBCHECK="1" DBNAME="PWNT" INSTALLDIR="\\c:\Program Files (x86)\ProWatch\" /qn /norestart"
```

#### **Server-Only Pro-Watch Installation**

```
"Pro-Watch Software Suite.exe" /S /V "PWSWSUITE="1" FEATUREGROUP="2" SQLVERSION-COMBO="Microsoft SQL Server 2012" DATABASESERVERNAME="<DB Server Name>" SERVICEUSERNAME="<Windows User name>" DOMAINNAME="<Domain Name>" PASSWORD="<Password>" LOCALDBCHECK="1" SERVERNAME="<SQL Server name>" INSTANCENAME="<SQL Instance name>" DBEXISTS="0" DATABASEBROWSEPATH="\\c:\Program Files (x86)\ProWatch\Database\" COMMSERVERNAME="<Comm server name>" " SERVERNAME_CLIENT="<SQL Server name>" NEWPWDBCHECK="1" DBNAME="PWNT" INSTALLDIR="\\c:\Program Files (x86)\ProWatch\" /qn /norestart"
```

**Pro-Watch Client (Complete) Installation**

"Pro-Watch Software Suite.exe" /S /V" PWSWSUITE="1" DATABASESERVERNAME="<DB Server Name>" FEATUREGROUP="3" COMMSERVERNAME="<Comm server name>" SERVERNAME\_CLIENT="<SQL Server name>" DBNAME="PWNT" INSTALLDIR="c:\Program Files (x86)\Pro-Watch\" /qn /norestart"



### 2.15.3 Command Line Parameters for Pro-Watch Patch Installation

Here below are the command line parameters, values, and their descriptions used in silent installation of a Pro-Watch patch.

**Table 4: Command Line Parameters for Pro-Watch Suite Patch Silent Installation**

| Parameter            | Value (if any) | Description               |
|----------------------|----------------|---------------------------|
| UPDATEDB             |                | Database update           |
| INSTALLSAMPLEREPORTS |                | Installing sample reports |

**Note:** The above parameters are optional and case sensitive (all in capital letter). Users can pass the parameter based on the feature they want to install. Only /S is mandatory for silent installation.

#### *Sample Installation Command*

**PWPatchsetup.exe /S UPDATEDB INSTALLSAMPLEREPORTS**

The above command will update the database and install sample reports.

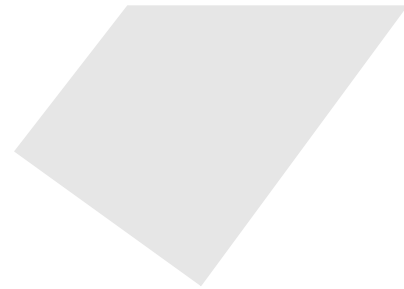
## **2.16 Uninstalling Pro-Watch**

**Thinkecture** and **AuthenticationAuthorization Services** should be uninstalled only with Pro-Watch Database existence.

If Database is deleted manually prior to uninstallation, then Pro-Watch components uninstallation can be done by "Windows Install Clean Up Utility"



# Appendix A: TLS 1.2 Support



---

## In this appendix...

[Overview](#)

[Introduction](#)

[Enable TLS 1.2 - Steps required on all Pro-Watch machines](#)

[Mandatory MS Driver installation](#)

[Troubleshooting and Workarounds](#)

## A.1 Overview

This appendix includes integration notes for TLS 1.2.

## A.2 Introduction

1. To Enable TLS 1.2 in all PW servers and clients: Refer to section "Steps for Enabling TLS 1.2 in All Pro-Watch Machines."
2. Install MSOLEDBSQL and sqlNcli.msi on the Pro-Watch machines. Refer to the section "Mandatory MS Driver installation in All Pro-Watch Machines." **NOTE:** Not required on Pro-Watch SQL Database if installed on separate machine).
3. Start the Pro-Watch service. **NOTE:** If it fails to start, refer to the Troubleshooting section in this document.
4. **Mobile App** and **Web UI:** Older Web API/UI Services must be uninstalled. Only the PW 5.0 Web API/UI services have to be used for the Mobile App/Web Application UI to work with TLS 1.2.
5. **Pro-Watch Integrations:** The applications below require specific versions to work with TLS 1.2:

| Application                         | Version   | TLS 1.2 Compatible Version                                    |
|-------------------------------------|---|---|
| Pro-Watch                           | 5.0   |   |
| Web<br>(WebServices\UI<br>Services) | 5.0   |   |
| Web API (REST/<br>SOPA)             | 5.0   |   |
| MaxPro VMS                          | R600 Build 622  | Update Required –<br>Contact your Honeywell<br>representative |
| LobbyWorks                          | 4.3.0.3 with a) <i>LW_Patch9(TLS.2)</i> b)<br><i>SQL_Query_Patch9</i> | Update Required –<br>Contact your Honeywell<br>representative |
| SmartPlus (SPCI)                    | 2.0.13.4 with <i>SPCI_Patch3_ToSupportTLS1.2</i>                      | Update Required –<br>Contact your Honeywell<br>representative |
| HAPI                                | 1.0.31.0 & 1.0.31.2   | No Update Required  |
| AssaAbloy DSR                       | 8.0.4   | No Update Required  |
| HSDK                                | 2.6.0.0 & 2.6.2.0   | No Update Required  |
| Salto SAM                           | 2.2.0.0 with HSDK 2.6.2.0   | No Update Required  |

### **A.2.1 Notes**

- No need to apply the LobbyWorks or SPCI patch if Pro-Watch was upgraded to 5.0 but TLS 1.2 is not enabled on the system.
- New installations of below will fail if TLS 1.2 is already enabled on the Server system. Refer to 'Troubleshooting and Workarounds' section for more details and workaround.
- LobbyWorks
- HSDK
- HAPI

## **A.3 Enable TLS 1.2 - Steps required on all Pro-Watch machines**

1. Please export and keep the current Regedit edit Protocol settings as backup.
2. Update (or Create new keys if not present) the System Registry Key as required for enabling TLS\_1.2 in all Pro-Watch machines (TLS 1.0/1.1 and SSL 2.0/3.0 should be set as disabled).

Please refer to the table and screen-shot on the next page.

## Enable TLS 1.2 - Steps required on all Pro-Watch machines

Enable TLS 1.2 - Steps required on all Pro-Watch machines

### **Disabled [ SSL 2.0, SSL 3.0, TLS 1.0, TLS 1.1 ]**

Note: [Create new DWORD if not present already  
(New -> DWORD (32 bit) Value)]

#### SSL 2.0

- Client: DisabledByDefault 1
- Client: Enabled 0
- Server: DisabledByDefault 1
- Server: Enabled 0

#### SSL 3.0

- Client: DisabledByDefault 1
- Client: Enabled 0
- Server: DisabledByDefault 1
- Server: Enabled 0

#### TLS 1.0

- Client: DisabledByDefault 1
- Client: Enabled 0
- Server: DisabledByDefault 1
- Server: Enabled 0

#### TLS 1.1

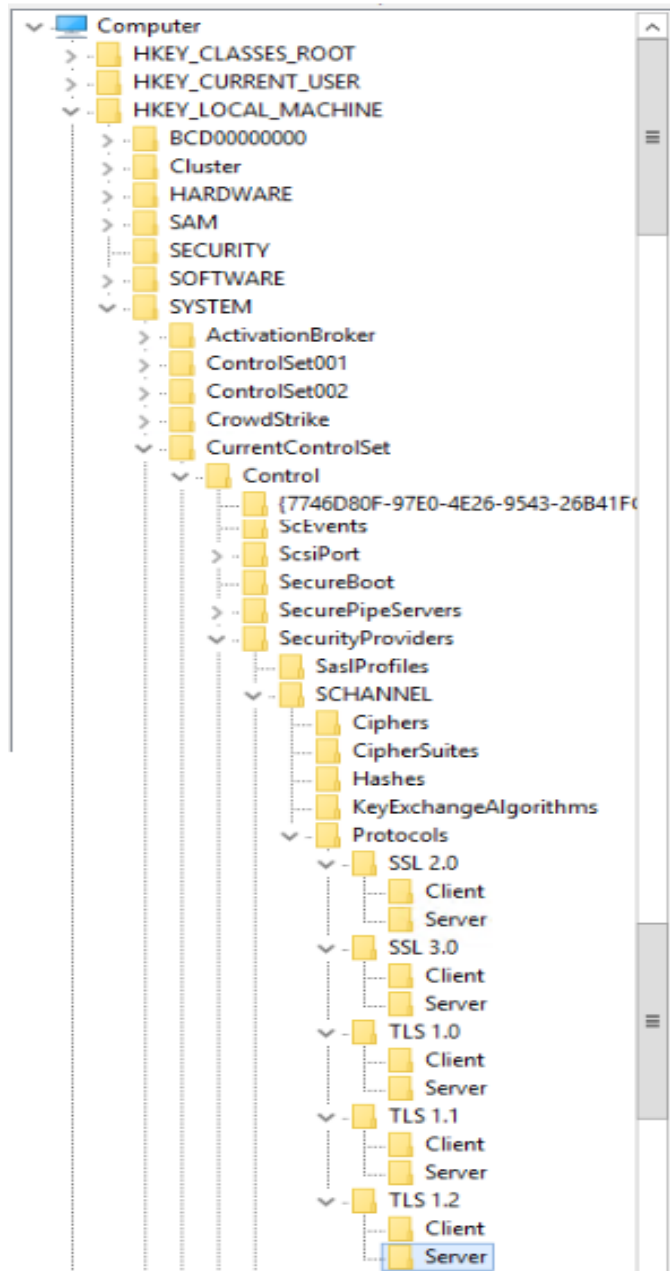
- Client: DisabledByDefault 1
- Client: Enabled 0
- Server: DisabledByDefault 1
- Server: Enabled 0

### **Enabled [TLS 1.2]**

#### TLS 1.2

- Client: DisabledByDefault 0
- Client: Enabled 1
- Server: DisabledByDefault 0
- Server: Enabled 1

HKEY\_LOCAL\_MACHINE\SYSTEM  
\CurrentControlSet\Control  
\SecurityProviders\SCHANNEL\Protocols



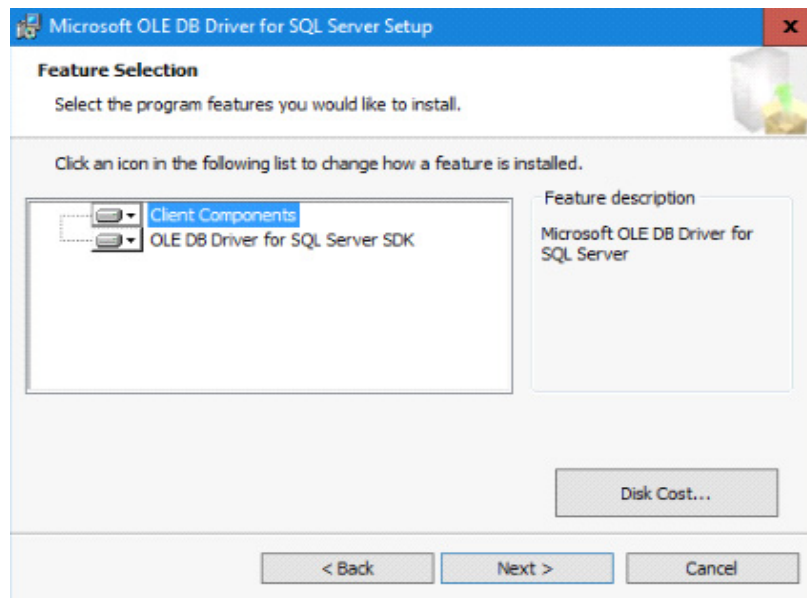
## A.4 Mandatory MS Driver installation

**Note:** Required on all Pro-Watch Machines (except Pro-Watch SQL Database Only machine).

### 1. MSOLEDBSQL

(Setup available in HF folder. File Name: msoledbsql\_18.2.1.0\_x64.msi)

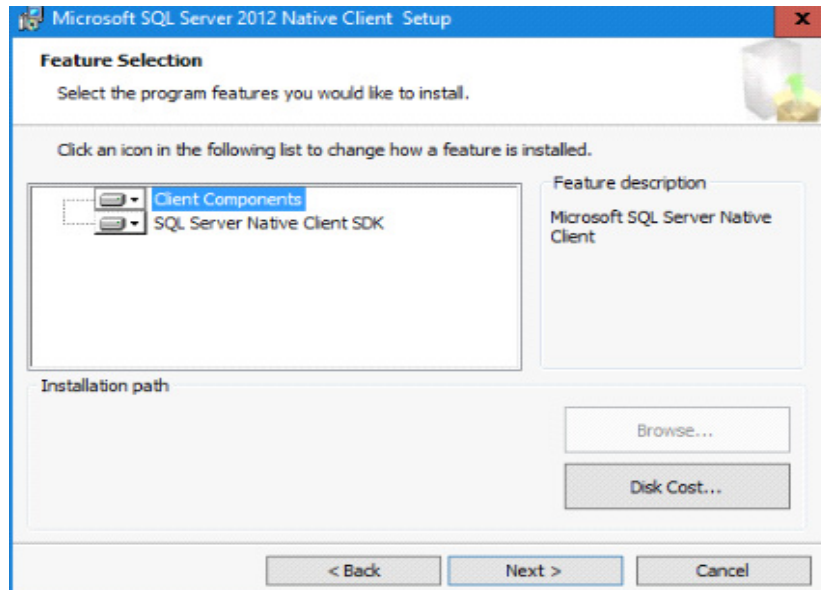
**Note:** While installing the MSOLEDBSQL driver, "Client Components" and "OLE DB Driver for SQL Server SDK" must be selected. [Refer to the below screen-shot.]



## 2. 2.sqlncli.msi

(Setup available in HF folder. File Name: sqlncli.msi)

**Note:** While installing the sqlncli.msi driver, "Client Components" and "SQL Server Native Client SDK" must be selected. [Refer to the below screen-shot.]



## A.5 Troubleshooting and Workarounds

In some circumstance's users may have issues after they apply the hotfix, enabling TLS 1.2 and disabling TLS 1.0\1.1 | SSL 2.0\3.0 on all machines (based on SQL server and OS version used).

### A.5.1 MS SQL service is NOT starting

**Workaround:** This could be due to a missing update on MS SQL server.

1. Need to install the MS SQL server update in Database machine for TLS 1.2 support. Refer to the below link to get the proper update and install it.

<https://support.microsoft.com/en-us/help/3135244/tls-1-2-support-for-microsoft-sql-server>

### A.5.2 Pro-Watch service is NOT starting

**Workaround:** This could be due to a missing OLEDB driver on the server.

1. For MSOLEDBSQL driver support, user may need to install Windows update depending on the operating system, please refer to below link to get the appropriate update:



<https://docs.microsoft.com/en-us/sql/connect/oledb/applications/support-policies-for-oledb-driver-for-sql-server?view=sql-server-2017>

2. Install the MSOLEDBSQL driver on Pro-Watch server and client machines. Setup is available in HF folder. File Name: **msoledbsql\_18.2.1.0\_x64.msi**

### **A.5.3 Net (CSharp project) applications will not open**

**Examples:**

- Panel Mover Utility
- Advance Badge Manager

**Workaround:** Could be due to a few missing applications as suggested below.

1. Install the latest SQL native client in All Pro-Watch Server and Clients. Setup is available in HF folder. File Name: **Attached sqlncli.msi**
2. Windows update must be installed in Window 8.1 and Server 2k12 R2. Setup is available in HF folder. File Name: **Windows8.1-kb3106993-x64.msu**
3. Net 4.7.2 must be installed in all Pro-Watch machines 4.5 and higher.



**Honeywell**

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