



TROUBLESHOOTING GUIDE

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REVISION: A

PROBLEM: CA3000 Napco Integration is not working properly.

Note: Also refer to the troubleshooting matrix in the “Configuring Napco Integration” procedure.

TROUBLESHOOTING TIPS:

NOTE: You must contact Napco Technical Support to assist you with configuring your Napco Panel, keypad, Quickloader software and communications equipment prior to starting the integration with the CA3000. Verify you can arm/disarm a Napco area through the keypad before continuing with the integration.

- 1) Verify you have all the correct versions of firmware and software in regard to the Napco panel, Quickloader software and the Netlink module, if using one. You must have a V60 or greater firmware chip in the Napco panel.**
- 2) Verify you have all the correct equipment before attempting the installation of a Napco panel and the CardAccess3000 integration. If you are communicating to the Napco panel via a serial connection, verify you have the RS-232 kit or the PC Mini serial cable. If you are communicating to the Napco panel via TCP/IP (network), verify you have purchased a Netlink module and have the latest NLMOD software to program it.**
- 3) Verify you have one of the three supported Napco panels for CA3000 integration (X255, 9600 or 3200).**

- 4) As of CA3000 V2.6.19B, if your master security code has a zero in it, you must insert an “A” in place of the zero while configuring the “Configuration/Napco Panel screen in the CA3000 (ex. You must change “450322” to “45A322”).**
- 5) Verify the Windows firewall is off. If the firewall is on, this can block ports and prevent the Netlink from communicating properly.**
- 6) If you are not displaying a “Napco Integration” Icon in the system tray, verify you have the correct Workstation name configured under “System/System Settings/Napco”.**
- 7) If you are not displaying a “Script Server” Icon in the system tray, verify you have the correct Workstation name configured under “System/System Settings/Scripting”.**
- 8) If unable to arm/disarm area through the CA3000 while using a Netlink, you need to verify your Netlink settings are correct. You need to verify your static IP address, subnet mask, gateway and PC security code in your Netlink. You use the NLMod software to program the Netlink.**
- 9) If unable to see Napco events displaying on the CA3000 event grid, verify your home automation is configured properly in the Netlink. Open the NLMod software and select port 5003. Verify the IP address is the address of the computer running the Napco integration. Also verify all three checkboxes are checked. If this IP address is incorrect, you will not see Napco events display in the event grid.**
- 10) Verify the server name has no illegal characters in it (-,*,@ etc).**
- 11) Verify the date format of the server is “mm/dd/yyyy”. International date formats do not work with Napco integration.**

- 12) If you are using serial communications, you must select “serial” for the “connection type” under “Configuration/Napco panels”. If you do select serial, you must configure the comport you are using under the “port number” selection.**

- 13) If unable to arm or disarm an area using CA3000, verify you have the Napco permissions in CA3000 configured properly.**