



SOFTWARE 26.0.0.23098 / FIELD GUIDE

A clear path. A better start.

Integriti installation guide

Prepare the PC. Set up the server. Make the first connection.

If a step does not work

If a step does not work, refer to the original documentation supplied with the software or contact support@innerrange.com.

Manual references use PDF page numbers.

Independent guide. Not made or approved by Inner Range.

Default V26 login: installer / installer. Change the default password after login.

PREPARE / INSTALL / CONNECT / HAND OVER

Use the checkboxes to record each completed step.



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Select a chapter title to jump to it. The PDF also has chapter bookmarks.

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CHAPTER 01 / INSTALL

Know the parts

Know which package and app you need.

Before you start

Have the supplied V26 package and this guide ready.

STEP 1 OF 3

Choose the task

Warning

A controller enrolls into one server only. Never enrol a used controller in a second server. Release it from the old server first. See Set up the site, steps 1 and 3.

01. Choose the task that matches your job.

Your job	Open this chapter
New server	Check the server
Separate client PC	Set up a client
Existing site	Care and fault chapters, after First run
Move a used controller to another server	Set up the site, step 3

Expected result

You know which guide task to open.

Help. Read the package notes before you choose a setup file.

S1 | Installer readme

S2 | Hardware and Software Prerequisites | PDF page 3

S7 | Integriti CS Quick Start Guide, Revision 3 | PDF page 2

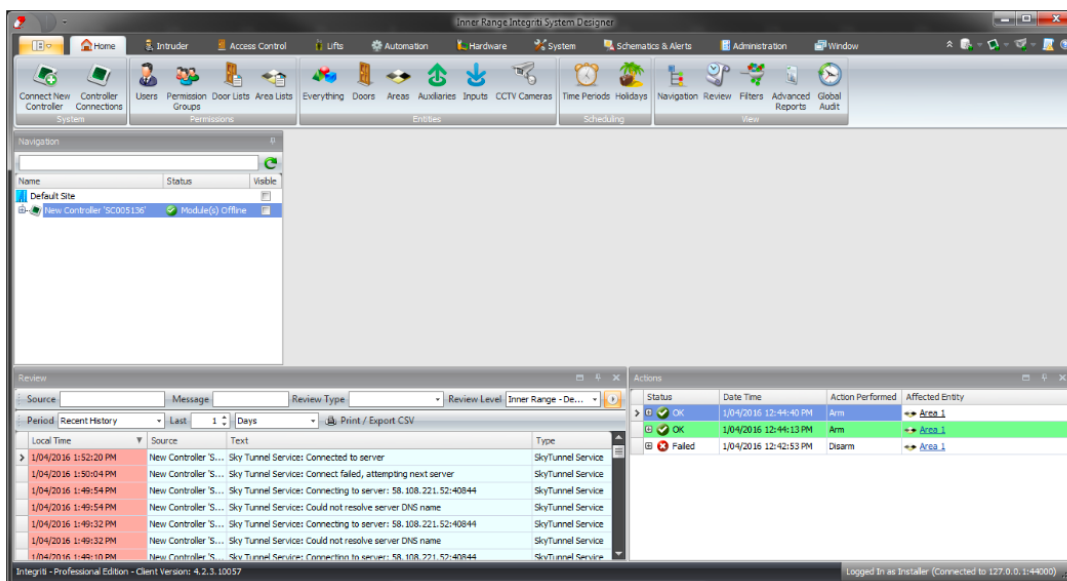
[] I checked this step.

STEP 2 OF 3

Know the two apps

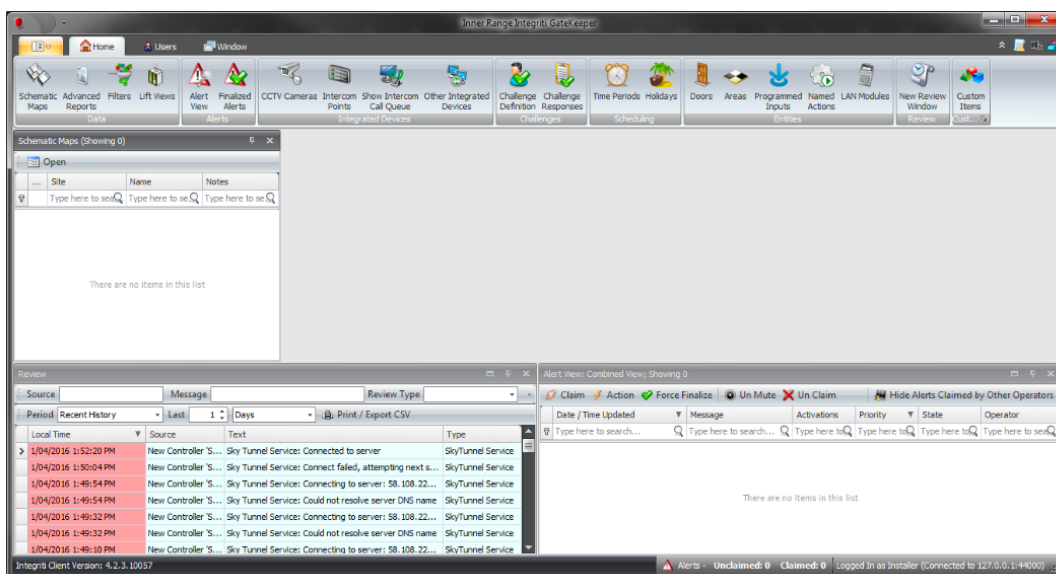
01. Find the app you need for your job.

App	Use it to
System Designer	Set up and manage the site
GateKeeper	Control and monitor the site every day



System Designer main window.

Source: Manual - Integrati User-Operator Guide, PDF page 4. The picture shows an older software version. The number and some details on your screen can differ.



GateKeeper main window. It shows fewer options than System Designer.



Source: Manual - Integriti User-Operator Guide, PDF page 4. The picture shows an older software version. The number and some details on your screen can differ.

Client A PC app that connects to the server.

Server The PC that runs the Integriti services in the background.

Expected result

Use System Designer for site setup.

Help. Read the app roles in the operator guide.

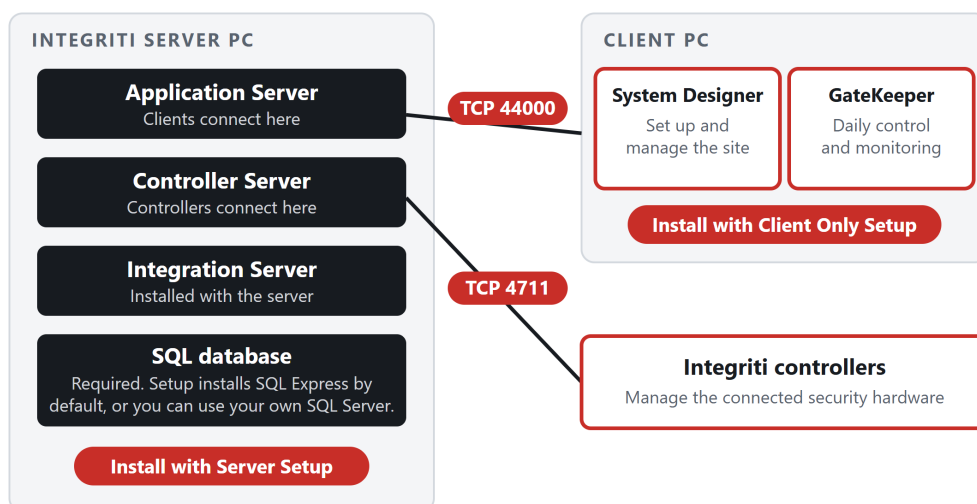
S4 | Manual - Integriti User-Operator Guide | PDF page 4-5

[] I checked this step.

STEP 3 OF 3

Choose where clients will run

01. Decide which PCs will run the apps.
02. Use Server Setup on the server PC.
03. Use Client Only Setup on each separate client PC.



Clients can also run on the server PC. Server Setup includes System Designer and GateKeeper.
Start the services (green dot) before you log in.

How the parts fit. Choose the setup file that matches the PC.

Source: Drawn for this guide from the installer readme, the Operator Guide (PDF pages 4-5), and the Hardware and Software Prerequisites (PDF page 7).

Note

Clients can run on the server PC or on separate PCs.

Note

Server Setup includes System Designer and GateKeeper.

Note

Client Only Setup includes both apps. It has no Integriti services and no SQL.

Note

The package folder also holds Mimic Viewer Feature Setup and Commissioning Software (CS). This guide does not cover them.

Expected result

You know which PCs need the client-only package.

Help. Use Server Setup for the server. Use Client Only Setup for a separate client PC.



S1 | Installer readme

S2 | Hardware and Software Prerequisites | PDF page 3

[] I checked this step.



CHAPTER 02 / INSTALL

Check the server

Match the PC to the site before setup.

Before you start

Know the site size, event rate, and number of clients in use at one time.

STEP 1 OF 5

Check Windows and account rights

01. Use a 64-bit Windows system for the server.
02. Use a Windows release that is still under support.
03. Log on to the server PC locally with a Windows administrator account.

Supported Windows for the server

Windows 11 Pro 21H2 or later

Windows 10 Pro 21H2 or later

Windows Server 2016, 2019, 2022, and 2025

Expected result

The PC uses a supported Windows release. Local administrator access is ready.

Help. Check the full Windows list on page 3 of the prerequisites manual.

S2 | Hardware and Software Prerequisites | PDF page 3

S5 | System Configuration Handbook | PDF page 9

[] I checked this step.



STEP 2 OF 5

Find the site size

Warning

For an enterprise site, contact Inner Range for the PC needs.

01. Find your site in the table. Check all the limits in its row.

02. Do not use the controller count alone.

Site	Controllers	Events per day	Peak per minute	Clients at once
Small	1-3	Under 5,000	100	1-3
Medium	1-8	Under 25,000	200	1-6
Large	1-50	Under 200,000	500	1-20

Review The system record of events.

Expected result

The site fits every limit in the selected row.

Help. Compare the site with all the limits in the size table.

S2 | Hardware and Software Prerequisites | PDF page 4

[] I checked this step.



STEP 3 OF 5

Check the PC parts

01. Use a dedicated server PC.
02. Match the PC to your site size in the table.
03. Check disks, network parts, and power supplies in the full table on pages 5-6.

Site	Processor	Memory	Disk guidance
Small	Core i5 family or higher	16 GB recommended minimum	1 TB SATA or higher
Medium	Core i7 family or higher	32 GB recommended minimum	Hardware RAID; 2 x 1 TB SATA or higher, RAID 1
Large	Xeon; at least 6 cores	64 GB recommended minimum	Hardware RAID; separate RAID 1 OS and RAID 5 Integrity disks; see page 6

RAID Uses more than one disk as a group.

Expected result

The PC meets the full table for the site size on pages 5-6.

Help. Check the full disk and power supply requirements for the selected site size.

S2 | Hardware and Software Prerequisites | PDF page 5-6

☐ I checked this step.

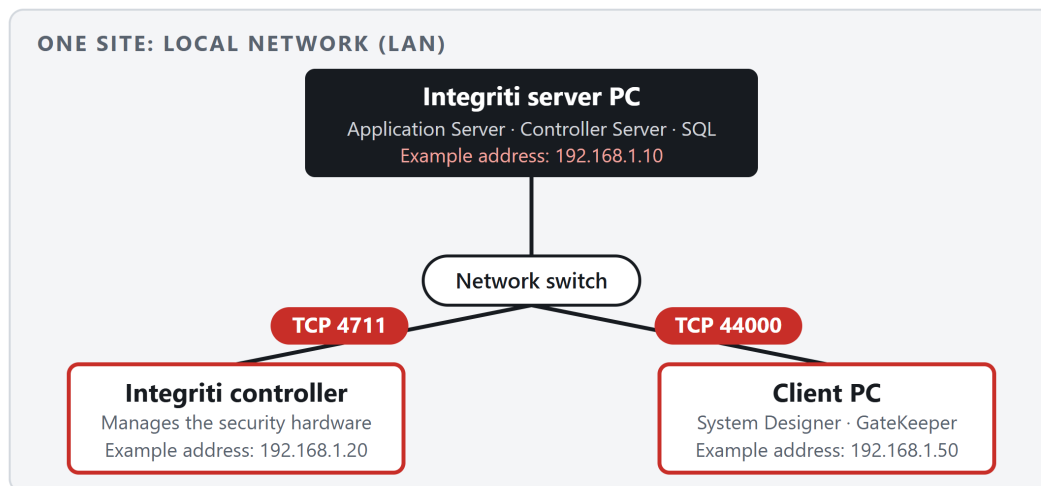


STEP 4 OF 5

Check .NET and the network

01. Install .NET 4.8 or later on the server and on every client.
02. Keep the .NET version the same on the server and the clients.
03. Open the TCP ports in the table.
04. Check the separate needs of each optional integration.

Port	Connection
TCP 44000	Client to application server
TCP 4711	Controller to controller server



TCP 4711: controller to Controller Server. TCP 44000: client to Application Server.

The addresses are examples for a demo site with no DHCP server. Use your own addresses.

One site on a local network. The addresses are examples.

Source: Drawn for this guide from the Hardware and Software Prerequisites (PDF page 7), the System Configuration Handbook (PDF pages 83 and 90), and the Cyber Security Hardening Guide (PDF pages 10-11). All addresses are examples.

.NET Windows software that the Integriti apps need.

TCP port A numbered path for network traffic.

Expected result

The .NET version and required network paths are known.

Help. For a client connection, check TCP 44000. For a controller connection, check TCP 4711.

S2 | Hardware and Software Prerequisites | PDF page 4, 7

[] I checked this step.

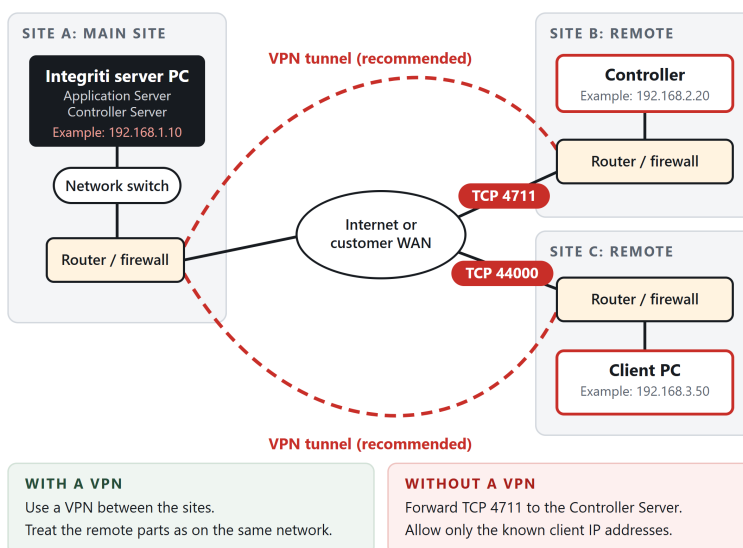
STEP 5 OF 5

Plan remote sites

Warning

A VPN is the safer link. Do not expose Integrati services directly to the internet if you can avoid it.

01. Find which parts will sit at other sites: controllers, client PCs, or both.
02. Use a VPN between the sites if you can. Then treat the remote parts as on the same network.
03. If you cannot use a VPN, forward TCP 4711 to the Integrati Controller Server for controllers on other networks.
04. Use firewalls to allow only the known IP addresses of the allowed clients.
05. Allow TCP 44000 from each client PC to the application server.
06. Do not set up port forwarding on the controller side.



The addresses are examples for a demo site with no DHCP server. Use your own addresses.

Remote sites. Use a VPN between the sites if you can.

Source: Drawn for this guide from the Hardware and Software Prerequisites (PDF page 7), the System Configuration Handbook (PDF pages 83 and 90), and the Cyber Security Hardening Guide (PDF pages 10-11). All addresses are examples.

VPN A private, encrypted link between two networks.

Note

The addresses in the pictures are examples for a demo site with no DHCP server. Use the addresses of your own site.

Expected result

The plan names the route and the open ports for every remote part.

Help. Ask the site IT team which route joins the sites.



S2 | Hardware and Software Prerequisites | PDF page 7

S5 | System Configuration Handbook | PDF page 83, 90

S6 | IR PCS 005. Integriti CyberSecurity Hardening Guide | PDF page 10-11

[] I checked this step.



CHAPTER 03 / INSTALL

Plan the database

Choose a database that fits the site.

Before you start

Complete the site-size check first. SQL stores the system data.

STEP 1 OF 3

Choose the SQL plan

01. Find your site size from the last chapter.
02. Use SQL Server 2022 Express, or a supported SQL Server you already have.
03. For a medium or large site, use SQL Server Standard 2019 or later.
04. Check that the SQL version supports your Windows version.

SQL FACTS

Default engine	SQL Server 2022 Express
Express data limit	10 GB
Supported versions	SQL Server 2016, 2017, 2019, 2022, and 2025

Expected result

The database choice fits the site size and Windows version.

Help. Choose the SQL edition from the site-size and event-rate tables.

S2 | Hardware and Software Prerequisites | PDF page 3, 5-8

S3 | Integriti Software Release Notes | PDF page 9, 13

[] I checked this step.



STEP 2 OF 3

Plan SQL memory

01. Find the installed memory of the SQL PC.
02. Subtract 12 GB.
03. Set the SQL memory limit to that number or lower.
04. Lower the limit again if the PC often gets close to full memory use.

EXAMPLE: A PC WITH 32 GB

Installed memory	32 GB
SQL memory limit	20 GB or lower

Expected result

The SQL memory plan leaves room for Windows and Integrati.

Help. Calculate the memory limit for this PC. Use the full SQL memory guidance on pages 3-4.

S2 | Hardware and Software Prerequisites | PDF page 3-4

[] I checked this step.

STEP 3 OF 3

Plan event storage

Warning

Purge removes records. Check which records a purge task will remove before you use it.

01. Plan scheduled tasks to archive or purge old event records.
02. For more than six million review events a year, use SQL Server Standard.

Archive Keeps old records somewhere else.

Note

Event records use more space as the site runs.

Expected result

The plan covers both database size and event history.

Help. Use the site event keep period when you plan archive and purge tasks.

S2 | Hardware and Software Prerequisites | PDF page 7-8

[] I checked this step.



CHAPTER 04 / INSTALL

Install the server

Use the server package to install the server components.

Before you start

Finish the PC, database, account, and network checks first.

STEP 1 OF 3

Identify Server Setup

01. Open the supplied V26 software package folder.
02. Find the server setup file.

SERVER SETUP FILE

File name	Integriti_Server_Setup_(26.0.0.23098).exe
-----------	---

Expected result

The selected file matches the supplied V26 server package.

Help. Select the server package shown above.

S1 | Installer readme

S5 | System Configuration Handbook | PDF page 9

[] I checked this step.



STEP 2 OF 3

Know what the package contains

01. Decide which parts this server needs.
02. Keep the Controller and Integration services in the installation. They are required.

Part in Server Setup	Note
Integriti services	Application, Controller, and Integration services are required
SQL Server	Required. Server Setup installs SQL Server Express by default, or you can use an existing SQL Server
System Designer	Included
GateKeeper	Included

Expected result

The planned server parts match the package description.

Help. Check the package readme for the included components.

S1 | Installer readme

[] I checked this step.



STEP 3 OF 3

Complete server setup

01. Start Server Setup.
02. Follow the installation instructions supplied with the software.
03. Choose the installation folder and the components.
04. When setup asks where to create the database, choose one option from the table.

Choice in setup	What it does
In a new SQL Express Instance	The default. Setup installs SQL Server Express and creates the database in it. The database is limited to 10 GB.
I will specify an existing SQL Instance (advanced)	Setup creates the database in an SQL Server that is already running. Use it when the site needs SQL Server Standard or higher.
Upgrade my existing database	Use it only when you upgrade an existing Integriti installation.

Note

These choices come from the older System Configuration Handbook. The setup screen for V26 can look different.

Expected result

Server setup completes.

Help. If setup stops, keep the exact error message for support.

S5 | System Configuration Handbook | PDF page 9-10

S2 | Hardware and Software Prerequisites | PDF page 3, 7

[] I checked this step.



CHAPTER 05 / INSTALL

Activate the software

Activate the software with the valid site product key.

Before you start

Have the valid product key for the site ready.

STEP 1 OF 1

Activate the software

01. Follow the activation instructions supplied with the software.
02. Enter the valid product key when requested.
03. Use the registration method that suits the site connection.

Welcome to the Integriti Software Activation Wizard

Thank you for installing the Integriti Security and Access Control System Management Software.

As this is the first time you have run the software you will require a valid Product Key to proceed. Integriti product keys can be purchased from your local Inner Range Distributor.

Product Key

Activation Wizard: enter the product key.

Source: System Configuration Handbook, PDF page 10. This picture is from the older System Configuration Handbook. Your screen can differ.

Select Registration Method

Installations of the Integriti software require activation. Registration is quick and easy and can be done using a variety of methods.

How you would like to Activate Integriti?

- ☒ **Register Online**
- ☐ Register using your Smart Phone
- ☐ Register using another computer or by contacting your Distributor

☐ I Already have an Activation Code

Activation Wizard: choose how to register.

Source: System Configuration Handbook, PDF page 10. This picture is from the older System Configuration Handbook. Your screen can differ.

Expected result

The software is activated for the site.

Help. If activation fails, keep the exact error message for support.

S5 | System Configuration Handbook | PDF page 10-11



☐ I checked this step.



CHAPTER 06 / INSTALL

Set up a client

Use the server clients or a separate client PC.

Before you start

Know which PC hosts the Integriti application server.

STEP 1 OF 3

Check the client PC

01. Check the client PC against the table.
02. Use a supported Windows platform. See Check the server, step 1.
03. Use a 64-bit operating system if you can.
04. Keep the .NET version the same as on the server.

Client PC	Minimum
Processor	Quad-core, 2 GHz or higher
Memory	8 GB or more
Disk	500 GB SATA or higher
Network	Gigabit Ethernet

Expected result

The client PC meets every minimum in the table.

Help. Use the full client table on page 5. This is separate from the dedicated server table.

S2 | Hardware and Software Prerequisites | PDF page 3-5

[] I checked this step.

**STEP 2 OF 3**

Identify the client package

01. If the clients run on the server PC, stop here. You do not need a separate client install.
02. For another PC, find the Client Only Setup file.

CLIENT ONLY SETUP FILE

File name	Integriti_ClientOnly_Setup_(26.0.0.23098).exe
-----------	---

Note

Client Only Setup includes System Designer and GateKeeper. It has no Integriti services and no SQL.

Expected result

The selected package fits the client PC task.

Help. Use Server Setup if this PC must host the server services.

S1 | Installer readme

[] I checked this step.

STEP 3 OF 3

Plan the server connection

01. Find the PC that hosts the Integriti application server.
02. Set the client connection as the installation documentation supplied with the software describes.

NETWORK PATH TO ALLOW

Port	TCP 44000
Direction	Client to application server

Expected result

The client connects to the application server.

Help. Check that the application server is running and TCP 44000 is available.

S2 | Hardware and Software Prerequisites | PDF page 7

S4 | Manual - Integriti User-Operator Guide | PDF page 5

[] I checked this step.



CHAPTER 07 / INSTALL

Make the first connection

Open System Designer, check the services, and log in.

Before you start

Server setup and activation must be complete. Use the server PC for the local service checks.

STEP 1 OF 4

Open System Designer

01. Open the Windows Start menu.
02. Open the Inner Range folder.
03. Open **System Designer**.

Note

Older manuals show Start Menu > All Programs > Inner Range. The Windows menu on your PC can look different.

Expected result

The login window opens.

Help. The server package and client-only package both include System Designer.

S4 | Manual - Integriti User-Operator Guide | PDF page 4-5

S1 | Installer readme

[] I checked this step.

STEP 2 OF 4

Check the services

01. Look at the service icons before you log in.
02. Check that each required service shows a green indicator.
03. If a required service is stopped, right-click its icon and select **Start**.

	Stopped	Stopping	Starting	Started
Integriti Application Server				
Integriti Controller Server				
Integriti Integration Server				

Server icon states. A green dot means the service is started.

Source: Manual - Integriti User-Operator Guide, PDF page 5.



Right-click a stopped server icon. Select Start.

Source: Manual - Integriti User-Operator Guide, PDF page 5.

Service A program that runs in the background.

Note

On a separate client PC, service icons might not show. They can also be missing when the app has no administrator rights.

Expected result

The required installed services show a running state.

Help. Do this local check on the server PC. The picture above shows each icon state.

S4 | Manual - Integriti User-Operator Guide | PDF page 5

S5 | System Configuration Handbook | PDF page 13

S1 | Installer readme

[] I checked this step.

STEP 3 OF 4

Log in for the first time

Warning

Use these values only on a new, unchanged installation. On an existing site, use your assigned operator account.

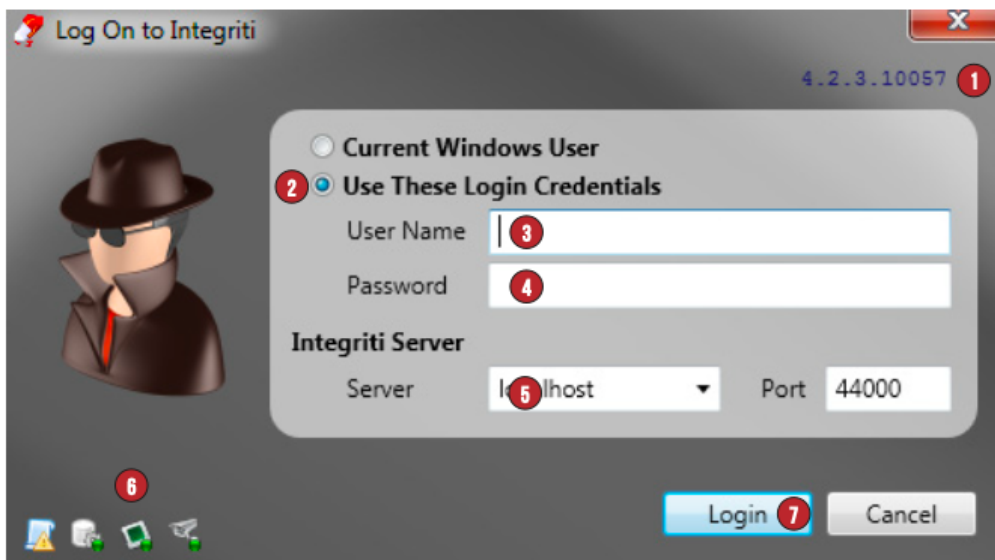
01. Select **Use These Login Credentials**.

02. Enter the values below.

03. Click **Login**.

ENTER THESE VALUES

Operator name	installer
Password	installer



Login window. 1 Software version. 2 Use These Login Credentials. 3 User Name. 4 Password. 5 Integriti Server settings: do not change them. 6 Server icons. 7 Login.

Source: Manual - Integriti User-Operator Guide, PDF page 5. The picture shows an older software version. The number and some details on your screen can differ.

Expected result

System Designer opens the site.

Help. For an existing site, use the assigned operator account.

S4 | Manual - Integriti User-Operator Guide | PDF page 5

S5 | System Configuration Handbook | PDF page 12

[] I checked this step.

STEP 4 OF 4

Change the default password

Warning

Keep the new password in the site's approved password store.

01. Open **Administration** > **Operators**.
02. Open the **Installer** operator record.
03. Enter a new password in **Password**.
04. Enter the same password in **Confirm Password**.
05. Click **Save**.

The screenshot shows a web-based form titled "User Details" with a toolbar at the top indicating "1 of 2 Items" and a "Show Item History" button. The form is divided into several sections, each with a red dashed line pointing to a label on the left:

- User Details**: This section contains fields for Name, User Name, Operator Type (with a dropdown arrow), User (with a dropdown arrow), Active Directory User, and Site (with a dropdown arrow showing "My ISC").
- Password**: This section contains two text input fields labeled "Password" and "Confirm Password".
- Account Options**: This section contains two checkboxes: "Account Disabled" and "Password Expired".
- Preferred Layouts**: This section contains two text input fields labeled "System Designer Layout" and "Gate Keeper Layout", each with a dropdown arrow.
- Notes**: This section contains a large text area for notes.

Operator editor. Use User Details for the name and Operator Type. Use Password for the password.

Source: Manual - Integrati User-Operator Guide, PDF page 49. The picture shows an older software version. The number and some details on your screen can differ.

Expected result

The Installer operator no longer uses the default password.

Help. Use the operator editor instructions in the supplied user guide.

S4 | Manual - Integrati User-Operator Guide | PDF page 8, 48-49

S6 | IR PCS 005. Integrati CyberSecurity Hardening Guide | PDF page 3

[] I checked this step.



CHAPTER 08 / SET UP

Set up the site

Set up the site hardware in System Designer.

Before you start

Have the approved site design and the correct hardware manuals ready.



STEP 1 OF 3

Check that the controller is free

Warning

A controller enrolls into one server only. It cannot be enrolled in a second server.

Warning

Do not enrol a used controller on a test server or a spare PC. This blocks the real server.

Warning

Do not default a controller to get around this. A default erases all programming.

01. Find the serial number on the label of the controller.
02. Find out if the controller is new, or if it was used before.
03. Use the table to decide what to do.
04. Enrol the controller only if it is new or released.

State of the controller	What to do
New out of the factory	Enrol it in the server.
Released from its old server (see step 3)	Enrol it in the server.
Used before at another site or server	Stop. Release it first (step 3).
You do not know	Stop. Do not enrol. Ask the site owner or contact support.

Note

A grey Enrol button in the Discover Controllers window means the server already holds this controller. Do not use the button alone to decide. A used controller may not show as enrolled on this server.

Enrol To add a controller to a server. Inner Range also writes Enroll.

Expected result

You know that the controller is new or released. You enrol it in one server only.

Help. If you are not sure, do not enrol the controller. Ask the site owner, read the original documentation, or contact support@innerrange.com.

S7 | Integriti CS Quick Start Guide, Revision 3 | PDF page 2

S5 | System Configuration Handbook | PDF page 88

**STEP 2 OF 3**

Follow the site and hardware instructions

01. Use System Designer for site setup.
02. Follow the supplied hardware instructions for controllers, doors, readers, and alarms.
03. Use the approved site design for the access and alarm settings.

Controller The panel that manages connected security hardware.

Expected result

The site setup follows the approved design.

Help. Use the original setup and device manuals for each hardware task.

S4 | Manual - Integriti User-Operator Guide | PDF page 4

S2 | Hardware and Software Prerequisites | PDF page 3



STEP 3 OF 3

Release a controller from its old server

Warning

This breaks the link to the old server. The old site can no longer use this controller.

Warning

A full default erases all programming. Do it only if Inner Range support tells you to. The method is in the ISC and IAC installation manuals, page 7.

01. Use this step only if the old site no longer needs this controller.
02. Back up the database on the old server.
03. In System Designer on the old server, right-click the controller in the Navigation panel. Choose **Export**, then **Delete**.
04. At the controller keypad, log in with the installer code.
05. Open the communications task programming menu.
06. Select the Integriti communications task.
07. Change its state from Active to Idle.
08. Delete the communications task.
09. Enrol the controller in the new server.

KEYPAD KEYS

Log in (installer code 01 if unchanged)	[0], [1], [Ok]
Open the communications task menu	[Menu], [7], [3], [1]
Select the Integriti communications task	[Ok]
Change the state from Active to Idle	[9]
Delete the communications task	[◀], [Off], [Ok], [9]

Note

The controller can still hold programming from the old site. Choose the data sync option on purpose when you enrol. Prefer Controller Changes writes the records of the controller into the new server.

Note

The Integriti communications task is usually CT01. The keys are the same on the ISC and the IAC.

Communications task A setting in the controller that holds its connection to a server. The Integriti communications task connects the controller to the Integriti server.

**Expected result**

The Integriti communications task is gone from the controller. The controller can be enrolled in the new server.

Help. If the keypad menu does not match these keys, stop. Read the original documentation or contact support@innerrange.com.

S7 | Integriti CS Quick Start Guide, Revision 3 | PDF page 2, 14

S5 | System Configuration Handbook | PDF page 90

S4 | Manual - Integriti User-Operator Guide | PDF page 37

S8 | Integriti Security Controller (ISC) Installation Manual, Revision 2.2 | PDF page 7

S9 | Integriti/Infiniti Access Controller (IAC) Installation Manual, Revision 3.2 | PDF page 7



CHAPTER 09 / SET UP

Set up people and access

Know the difference between a user and an operator.

Before you start

Use the approved site access plan.

STEP 1 OF 3

Create a user record

Warning

A name alone does not give door access. Read the permissions section before you assign rights.

01. In System Designer, open **Home** > **Users**.
02. Click **Add** to open a blank user record.
03. Enter the person's name.
04. Use the full user guide for card, PIN, and permission settings before you save a live access record.

User A person who uses a keypad or card reader.

Expected result

A user record is open for the planned access settings.

Help. A name alone does not give door access. Read the permissions section before you assign rights.

S4 | Manual - Integriti User-Operator Guide | PDF page 8-10

[] I checked this step.

STEP 2 OF 3

Use permission groups

Warning

A deny rule overrides an allow rule for the same item.

01. In System Designer, open **Home** > **Permission Group**.
02. Click **Add New** to open the group editor.
03. Click **Add** and select the allowed items from the site access plan.
04. Read the full options before you save the group or assign it to people.

Permission group Holds access rights for a role, such as warehouse staff.

Note

Do not give every person the same wide access.

Expected result

The planned group contains the intended access rules.

Help. Check the What, Options, and time settings in the user guide. Do not give every person the same wide access.

S4 | Manual - Integriti User-Operator Guide | PDF page 10-13

[] I checked this step.

STEP 3 OF 3

Set operator rights

Warning

An operator without an Operator Type has no restrictions. Always set one.

01. Open **Administration** > **Operators**.
02. Give each person a separate operator name and password.
03. Set an **Operator Type**. This sets the software rights.
04. Link the operator to the correct user record.

The screenshot shows the 'Operator editor' window. On the left, there are labels with dashed red lines pointing to specific sections of the form:

- User Details** points to the 'User Details' section, which includes fields for Name, User Name, Operator Type, User, Active Directory User, and Site.
- Password** points to the 'Password' section, which includes fields for Password and Confirm Password.
- Account Options** points to the 'Account Options' section, which includes checkboxes for 'Account Disabled' and 'Password Expired'.
- Preferred Layouts** points to the 'Preferred Layouts' section, which includes fields for 'System Designer Layout' and 'Gate Keeper Layout'.
- Notes** points to the 'Notes' section, which is a text area.

Operator editor. Use User Details for the name and Operator Type. Use Password for the password.

Source: Manual - Integriti User-Operator Guide, PDF page 49. The picture shows an older software version. The number and some details on your screen can differ.

Operator A person who logs in to the software.

Expected result

Each operator has a known person, a user link, and suitable software rights.

Help. Read Operator Types before changing rights. Door access and software rights are separate controls.

S4 | Manual - Integriti User-Operator Guide | PDF page 48-53

S6 | IR PCS 005. Integriti CyberSecurity Hardening Guide | PDF page 3

[] I checked this step.



CHAPTER 10 / CARE

Use and check the system

Use GateKeeper for daily site work.

Before you start

Log in with the assigned operator account.

STEP 1 OF 1

Open the correct daily task

01. Use GateKeeper for daily control and monitoring.
02. For alerts, read operator guide pages 20-24.
03. For site and controller status, read pages 34-40.
04. For event checks, use the review and report sections.

Review The system record of events.

Expected result

You have the operator guide pages for your assigned daily task.

Help. If a feature is missing, check the operator account rights.

S4 | Manual - Integriti User-Operator Guide | PDF page 4, 20-24, 34-42, 48-56

S6 | IR PCS 005. Integriti CyberSecurity Hardening Guide | PDF page 3

[] I checked this step.

CHAPTER 11 / CARE

Plan and check backups

Know where backups go and how results are recorded.

Before you start

Use an approved, protected backup location.

STEP 1 OF 2

Read the backup action reference

01. Use the database backup instructions supplied with the software.
02. Select the approved backup folder.
03. Put the date and time in the backup file name.

Note

The Backup Database action writes a .bak file.

Expected result

The backup file is saved in the approved location.

Help. Check the backup settings for the data that the site must keep.

S5 | System Configuration Handbook | PDF page 123, 182-183

[] I checked this step.



STEP 2 OF 2

Check the result and protect the file

Warning

Keep the encryption keys safe from loss as well as from unauthorised access.

01. Check the backup task result for success, file path, and duration.
02. Protect the backup location from unauthorised access.
03. Encrypt the backups.

Expected result

The backup result and secure file location are recorded.

Help. Use the result entry to find a failed backup task.

S3 | Integrity Software Release Notes | PDF page 39

S6 | IR PCS 005. Integrity CyberSecurity Hardening Guide | PDF page 5

[] I checked this step.



CHAPTER 12 / CARE

Restore a database

Use the supplied database restore procedure.

Before you start

Have the required backup file and its version record ready.

STEP 1 OF 1

Get the restore instructions

01. Refer to the database restore instructions supplied with the software.
02. If you cannot find the procedure, contact support@innerrange.com before you restore the database.

Expected result

You have the correct restore procedure for the site.

Help. Use the original software documentation or contact support@innerrange.com.



CHAPTER 13 / CARE

Manage event history

Plan how long event records must stay.

Before you start

Know the site's required event keep period and expected event rate.

STEP 1 OF 1

Plan archive and purge tasks

Warning

Purge removes records. Check which records the task will remove before you use it.

01. Set up scheduled tasks to archive or purge old event records.
02. Use the event keep period the site requires.
03. Check database growth against the selected SQL edition.

Expected result

The site plan has an event keep period and a task plan for old records.

Help. Purge removes records. Check which records the task will remove before you use it.

S2 | Hardware and Software Prerequisites | PDF page 7-8

S3 | Integriti Software Release Notes | PDF page 9

[] I checked this step.



CHAPTER 14 / CARE

Plan software and device updates

Keep PC software updates separate from device firmware.

Before you start

Record the installed software and device versions first.

STEP 1 OF 2

Check the controller version path

Warning

Do not skip the V25.1.0 step.

01. Find the installed controller firmware version.
02. If it is below V25.1.0 and you want V25.2.0 or later, update to V25.1.0 first.
03. Use the V25.1.0 controller firmware from the package.

Firmware The software inside a device.

Note

This rule is for controller firmware. It is not a PC software upgrade rule.

Expected result

The planned controller update path includes the required V25.1.0 step where applicable.

Help. Read release notes page 14 before planning the controller update. This is not a PC software upgrade rule.

S3 | Integriti Software Release Notes | PDF page 14

[] I checked this step.

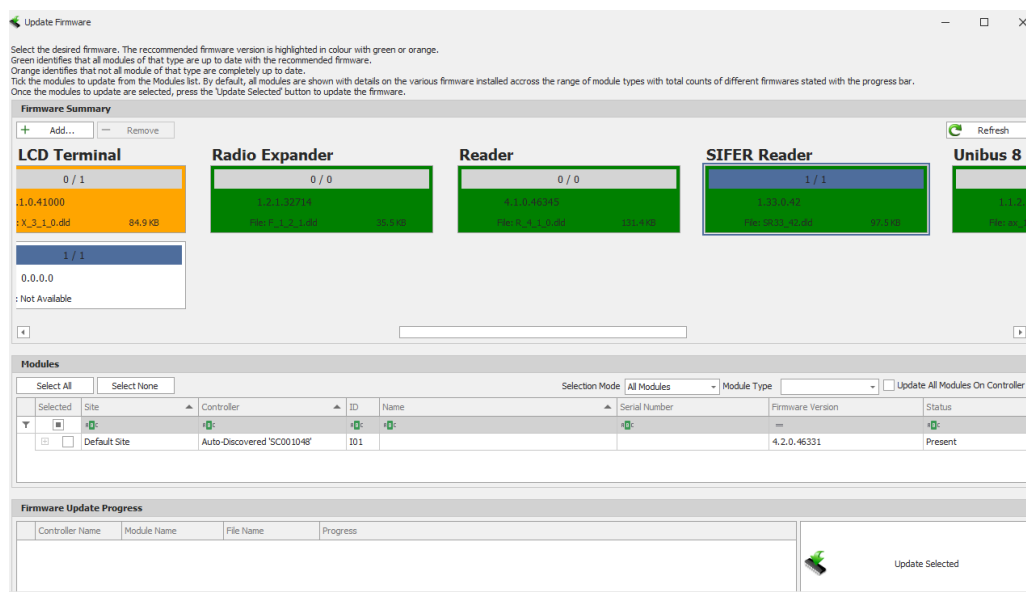
STEP 2 OF 2

Use the firmware update window

Warning

A controller update from a USB drive can ask you to default the database. Press [End] to stop, unless the site plan says to default. A default erases all programming.

01. Open the firmware update window.
02. Use the supplied update instructions for the device.
03. For a PC software upgrade, follow the upgrade instructions supplied with the package.



Update Firmware window. Work from top to bottom: Firmware Summary, Modules, Firmware Update Progress.

Source: Integriti Software Release Notes, PDF page 20. This picture is from the V25.1.0 release notes in the V26 package. It introduced this window.

Note

The window has Firmware Summary, Modules, and Firmware Update Progress sections.

Expected result

You have the correct update instructions for the software or device.

Help. Check the installed version and required update path before you start.

S3 | Integriti Software Release Notes | PDF page 20

S10 | Guide - Firmware upgrading the Integriti controller | PDF page 5

[] I checked this step.



CHAPTER 15 / CARE

Find a fault

Start with services, network paths, and error records.

Before you start

Keep the exact error text and the time it occurred.

STEP 1 OF 3

Check the local service state

01. On the server PC, look at the service indicators in the client login window.
02. Check that the required installed services run before login.

Note

A green dot means running. A client PC may not show local service icons.

Expected result

The service state is known before deeper fault checks.

Help. Use the service start steps in First run for a stopped service.

S4 | Manual - Integriti User-Operator Guide | PDF page 5

S5 | System Configuration Handbook | PDF page 13

S1 | Installer readme

[] I checked this step.

**STEP 2 OF 3**

Check the matching network path

01. Find which connection failed.
02. Check the matching path in the table.
03. Give the exact failing connection and error to the site network team.

Fault	Check this path
Client cannot connect	TCP 44000 to the application server
Controller cannot connect	TCP 4711 to the controller server

Note

Optional integrations can have other network needs.

Expected result

The fault check uses the correct documented connection.

Help. Give the exact failing connection and error to the site network team.

S2 | Hardware and Software Prerequisites | PDF page 7

[] I checked this step.

STEP 3 OF 3

Read the error record

01. Open **Log Utility** from the login window or the application title bar.
02. Open **Log Viewer**. It shows Fatal, Error, and Warning entries by default.
03. Open a log entry to read more detail.
04. Use the **Source**, **Category**, and **Message** filters to narrow the result.

Expected result

You have a relevant error record to support the next fault check.

Help. Keep the relevant error records with the site fault report.

S5 | System Configuration Handbook | PDF page 13, 169-171

[] I checked this step.



CHAPTER 16 / CARE

Hand over the guide and site records

Leave clear records for the next person.

Before you start

Use the site's handover checklist.

STEP 1 OF 1

Check the handover records

01. Record the installed software versions and PC roles.
02. Record who owns the operator accounts and access plan.
03. Record the serial number of each controller and the server it is enrolled in.
04. Record the backup location and the last known result.
05. Record the event keep period and known faults.
06. Give staff the daily-use manual and this guide's PDF.
07. Keep passwords and licence keys in the site's approved secure store.
08. Record any work that is still open.

Expected result

The next person can find the site records and known gaps.

Help. Check that the site owner can find the records and manuals.

S6 | IR PCS 005. Integriti CyberSecurity Hardening Guide | PDF page 3, 5

[] I checked this step.

Installer FAQ

01. What is the first login for V26?

For a new, unchanged installation, use installer as the name and installer as the password. Change the default password after login. For an existing site, use the assigned operator account.

[Open related chapter](#)

S5 | System Configuration Handbook | PDF page 12

S6 | IR PCS 005. Integrati CyberSecurity Hardening Guide | PDF page 3

02. Why can I not see the service icons?

You may be on a separate client PC. The icons can also be absent when the app does not have administrator rights. Check the local services on the server PC.

[Open related chapter](#)

S4 | Manual - Integrati User-Operator Guide | PDF page 5

03. Which network ports does this guide list?

TCP 44000 carries client traffic to the application server. TCP 4711 carries controller traffic to the controller server. Check the separate requirements for optional integrations.

[Open related chapter](#)

S2 | Hardware and Software Prerequisites | PDF page 7

04. Does Client Only Setup install SQL or services?

No. It installs System Designer and GateKeeper. It does not install Integrati services or SQL packages.

[Open related chapter](#)

S1 | Installer readme

05. Which SQL Express version comes with the package?

The V26 package uses SQL Server 2022 Express by default.

[Open related chapter](#)

S2 | Hardware and Software Prerequisites | PDF page 7

S3 | Integrati Software Release Notes | PDF page 13

06. Can every site use SQL Express?

No. The source gives a 10 GB data limit for the bundled SQL Server 2022 Express engine. The medium and large site tables call for SQL Server Standard 2019 or later. Use the site-size and event-rate guidance before choosing.

[Open related chapter](#)

S2 | Hardware and Software Prerequisites | PDF page 5-8

07. Can I use Windows login instead of a password?

Windows login needs system setup and an extra licence. Use the assigned operator name and password unless Windows login has been set up for the site.

[Open related chapter](#)

S4 | Manual - Integriti User-Operator Guide | PDF page 5, 50-51

08. Where do I enter the product key?

Use the activation instructions supplied with the software. Keep the valid site product key ready. If activation fails, contact support@innerrange.com.

[Open related chapter](#)

S5 | System Configuration Handbook | PDF page 10-11

09. How do I restore a database?

Use the database restore instructions supplied with the software. If you cannot find the procedure, contact support@innerrange.com before you restore the database.

[Open related chapter](#)

10. Can I update an old controller straight to V26?

The release notes require a controller below V25.1.0 to reach V25.1.0 before an update to V25.2.0 or later. Check the installed version and full release notes first. This is a controller firmware rule.

[Open related chapter](#)

S3 | Integriti Software Release Notes | PDF page 14

11. Can I enrol a controller in a second server?

No. A controller enrolls into one server only. If the controller was used before, release it from its old server first. See Set up the site, step 3. Do not try the new server first.

[Open related chapter](#)

S7 | Integriti CS Quick Start Guide, Revision 3 | PDF page 2

12. How do I move a controller to another server?

Back up the old server. Delete the controller in the old server if the old site no longer needs it. At the keypad, delete the Integriti communications task: [Menu], [7], [3], [1], then [Ok], [9], then [↩], [Off], [Ok], [9]. Then enrol the controller in the new server.

[Open related chapter](#)

S7 | Integriti CS Quick Start Guide, Revision 3 | PDF page 2, 14

S5 | System Configuration Handbook | PDF page 90

S4 | Manual - Integriti User-Operator Guide | PDF page 37

Useful terms

Client

A PC app that connects to the Integriti server.

Service

A program that runs in the background.

SQL

The database software that stores system data.

Review

The system's record of events.

Operator

A person who logs in to System Designer or GateKeeper.

User

A person who uses a keypad or card reader.

Permission

A rule that allows or denies an action.

Firmware

Software inside a controller or other device.

Archive

Keep old records in another store.

Purge

Remove old records.

Enrol

To add a controller to a server. A controller enrolls into one server only.

Communications task

A setting in the controller that holds its connection to a server.

Original documentation

Use the original documentation supplied with the software. Manual references use PDF page numbers.

S1 | Installer readme

Supplied V26 package

Software - Integriti - V26.0.0/Installer_ReadMe.txt

S2 | Hardware and Software Prerequisites

V26.0.0 / April 2026

Software - Integriti - V26.0.0/Documents/Hardware and Software Prerequisites.pdf

S3 | Integriti Software Release Notes

V26.0 / May 2026

Software - Integriti - V26.0.0/Integriti Software Release Notes.pdf

S4 | Manual - Integriti User-Operator Guide

September 2026

Manuals/Manual - Integriti User-Operator Guide.pdf

S5 | System Configuration Handbook

Software - Integriti - V26.0.0/Documents/System Configuration Handbook.pdf

S6 | IR PCS 005. Integriti CyberSecurity Hardening Guide

2021 reference

Software - Integriti - V26.0.0/Documents/IR PCS 005. Integriti CyberSecurity Hardening Guide.pdf

S7 | Integriti CS Quick Start Guide, Revision 3

Inner Range website

https://www.innerrange.com/downloads/installation_manual-integriti_cs_quick_start_guide

S8 | Integriti Security Controller (ISC) Installation Manual, Revision 2.2

November 2023 / Inner Range website

https://www.innerrange.com/downloads/manual-integriti_security_controller_installation

S9 | Integriti/Infiniti Access Controller (IAC) Installation Manual, Revision 3.2

May 2022 / Inner Range website

https://www.innerrange.com/downloads/manual-636035_iac_integritiinfiniti_access_controller

S10 | Guide - Firmware upgrading the Integriti controller

Supplied V26 package

Software - Integriti - V26.0.0/Documents/Guide/Guide - Firmware upgrading the Integriti controller.pdf