Getting Started Guide
Keystone Web
by BEST

Security. True Control. Convenience.

Keystone Web
by BEST

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Keystone Web Support

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Contents

Keystone Web Deployment

Thank you for purchasing keystone web. Scalable, streamlined, simple, key management.

This guide provides the step-by-step deployment procedure for the installation of Keystone Web software.

Keystone Web Deployment Overview

Keystone Web software comprises three components: Keystone Web application, Database, and Scheduler. The diagram below provides a logical representation of the software and the communication with BEST Access servers.
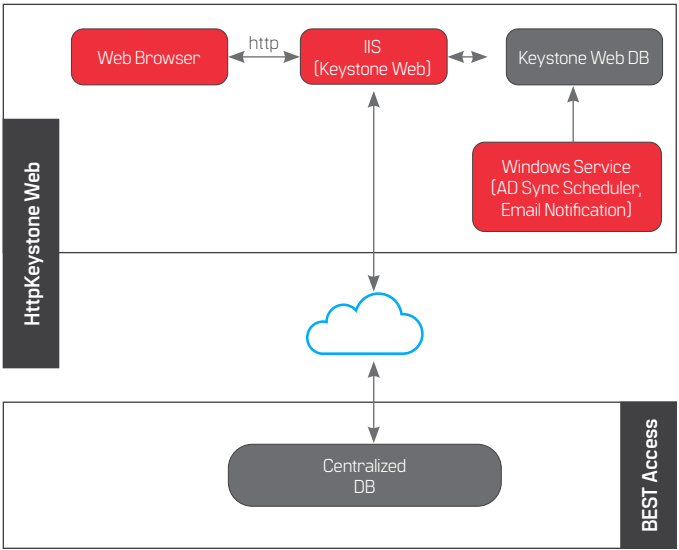
Disclaimer: Connection with BEST servers is required only during registration process or when there is a problem on the installed system, such as a hard disk crash or database server failure.

Hardware Requirements

Minimum system requirement to optimally run Keystone Web:
- 4 GB RAM (8 GB recommended)
- 20 GB available hard disk space (100 GB recommended)
- A server install is preferred, but not mandatory

Software Requirements

Keystone Web requires that the following perquisites should be available across platforms::
- Windows 10, Windows Server 2012 R2/2016 or 2019 with all latest updates
- Default IIS versions required for various operating systems:
  - IIS 10 for Windows Server 2016
  - IIS 10.17763 for Windows Server 2019
- Net Framework 4.5 (This prerequisite is bundled with Keystone Web Installer)
- SQL Server 2014; SQL 2016; SQL 2017: SQL 2019 (Both Express or Enterprise)
- Internet Connection - to complete registration only
- Local Administrator permissions are required to begin installation

Acronyms and Abbreviations

IIS - Internet Information Services (IIS, formerly Internet Information Server) is an extensible web server from Microsoft used with the Windows NT family line of operating systems.

RAM - Random Access Memory

HDD - Hard Disk Drive

CPU - Central Processing Unit

GB - Gigabytes

SQL - Microsoft SQL Server 2014 Express Edition (for Illustration only)

DB - Database

Supported Platforms and Technology Requirements

Supported Platforms

Keystone Web software has been tested on the platforms shown. While it may work on other operating systems than the ones listed, it has not been tested.

	Windows 2010	Windows Server 2012 R2 2016, or 2019
CPU	Intel® Core™ I5 - 3320M CPU @ 2.60 GHz	Intel® Core™ I5 - 3320M CPU @ 3.20 GHz
Memory	4 GB	4 GB
.Net Framework	4 GB	4 GB
SQL Server	SQL Server 2014; SQL 2016; SQL 2017: SQL 2019 (Both Express or Enterprise)	SQL Server 2014; SQL 2016; SQL 2017: SQL 2019 (Both Express or Enterprise)

Technology Requirements

Keystone Web software works on top of specific software that is not included with the Keystone Web installer. The software listed in the adjacent table must be downloaded and installed before the installation of Keystone Web. If you are using an enterprise SQL Server, you need an instance with SQL authentication (Login and password) and at least db_creator rights.

Software Name	Version	Description	URL
Microsoft SQL Server	SQL Server 2014 Express/2016 Express/2019 Express	Software to host the application's database	https://www.microsoft.com/en-in/download/details.aspx?id=42299

Installing Keystone Web Software

Pre-Installation Validation

Keystone Web software has been tested on operating systems as detailed under Supported Platforms and Technology Requirements section. Please verify if the requirements are met before beginning the installation process.

Installing SQL Server 2014, 2017, or 2019 Express Edition

(for installation example only)

This section provides a step-by-step procedure for installing a new instance of Microsoft SQL Server Express Edition, using the SQL Server setup installation wizard. The SQL Server Installation Center provides a single feature tree for installation of all SQL Server components, so that you do not have to install them individually. In this section, we will show the installation for some of the features available in the SQL Server Express Edition. You may find that in your version you have some other features available.

Step 1: Preparation

Download the SQL Server Express Edition (64 bit) from the URL below:

https://www.microsoft.com/en-in/download/details.aspx?id=42299

And click on **Download** button.

In the following screen, depending on your system build, select one of the highlighted files. If your system is a 32-bit Windows operating system, then select the 1st file. If your system is a 64-bit Windows operating system, then select the 2nd file. This will download the executable file and when asked, choose 'Save' to save the file to your system.

Once the download is complete, continue with the Step-by-Step installation section below.

Step 2: Step-by-Step Installation

1. It is recommended to reboot the machine before beginning with installation of SQL Server. Double click the downloaded file: **SQLEXPR_x64_ENU.exe**


When prompted to choose a directory for extracted files, click OK to use the default directory, or click the Browse button to select a different directory.

The files should have been extracted into a folder as below. Execute the **SETUP.EXE** application file.
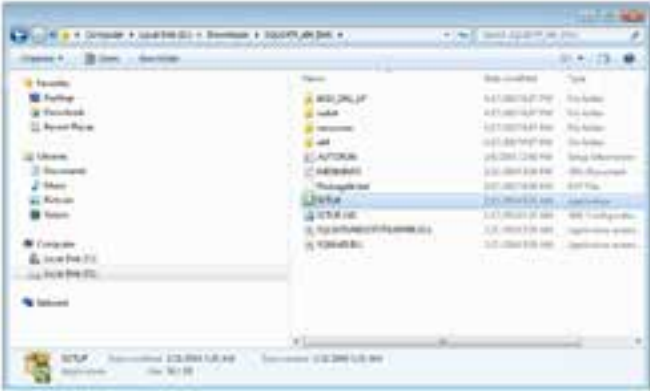
2. Upon executing the setup file, the following window appears Select the option: **New SQL Server stand-alone installation oradd features to an existing installation.**
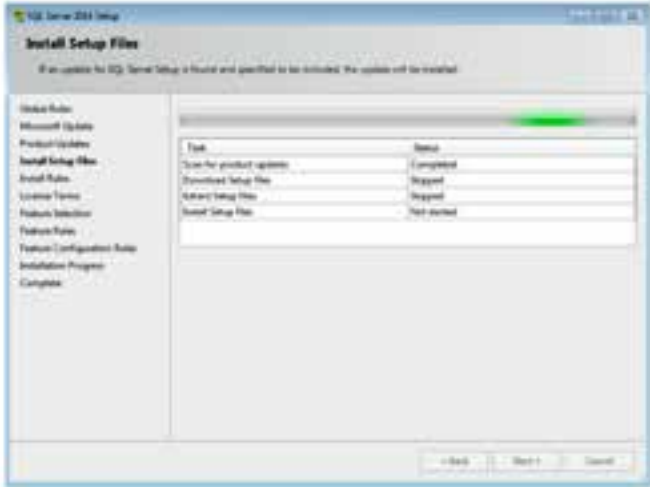

3. In the Microsoft Update window, select the checkbox to use Microsoft Update to check for updates after you finish the installation, and then click **Next.**

4. Select the **I accept the license terms** checkbox to accept the license terms, and click **Next**.

5. The SQL Server installation program checks your machine to make sure it meets the hardware and software requirements for installing the SQL Server. If you get any errors in the results, use the link in the error message to receive more information. If you receive errors in this report, do not move on to the next step until you resolve all the errors. Ensure the prerequisites mentioned for the selected features are installed before continuing.
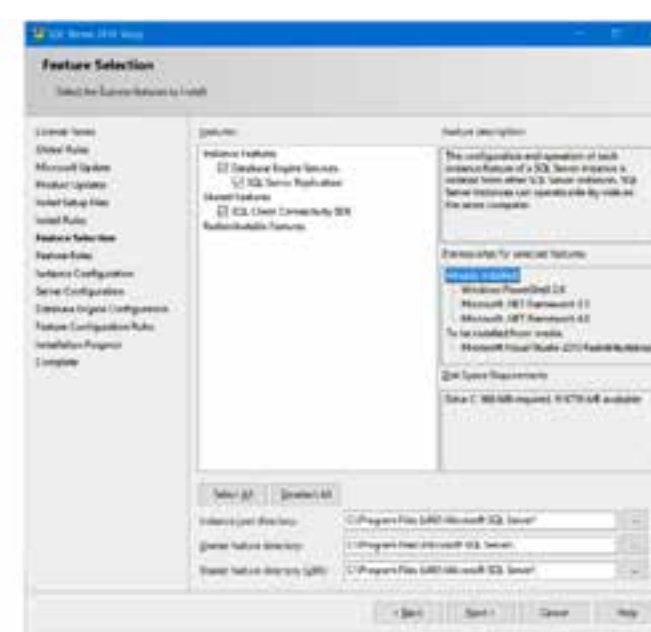

6. Choose the following Instance Features to install:

• Database Engine Services

• SQL Server Replication (optional)

Once you are done, click **Next** to continue to the Feature Selection window.

7. On the Instance Configuration window, type or leave it as the Named instance. The Instance ID will automatically change accordingly. When you have finished specifying the name and instance ID for the instance SQL server, click **Next** to move on to the Server Configuration window.
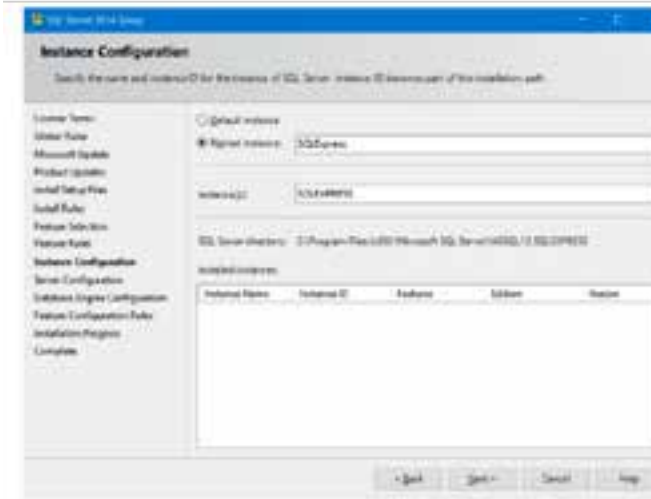

8. On Server Configuration window click **Next**.
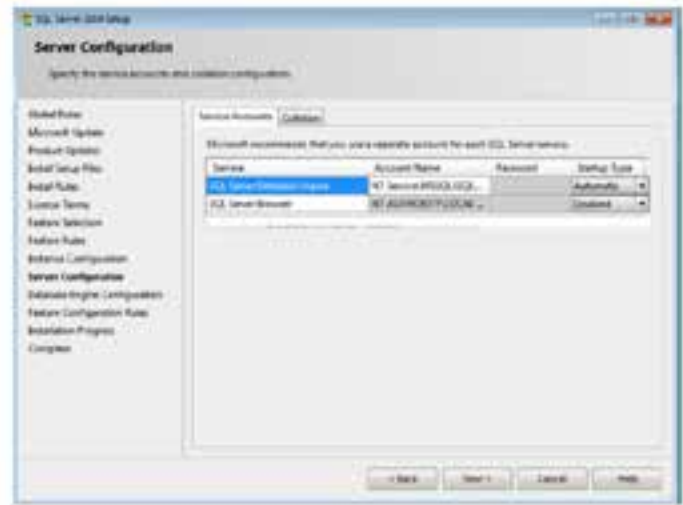

9. Database Engine Configuration

Select the option **Mixed Mod**e, it allows users to connect to an instance of an SQL Server using either Windows authentication or SQL Server authentication.

Specify a password for the SQL Server administrator account (sa) and click on **Next**.

Note: The username sa and the password you had entered should be used when trying to access the database server during Keystone Web Installation and data migration from Keystone 600N5 to Keystone Web. Please store this information for future reference.
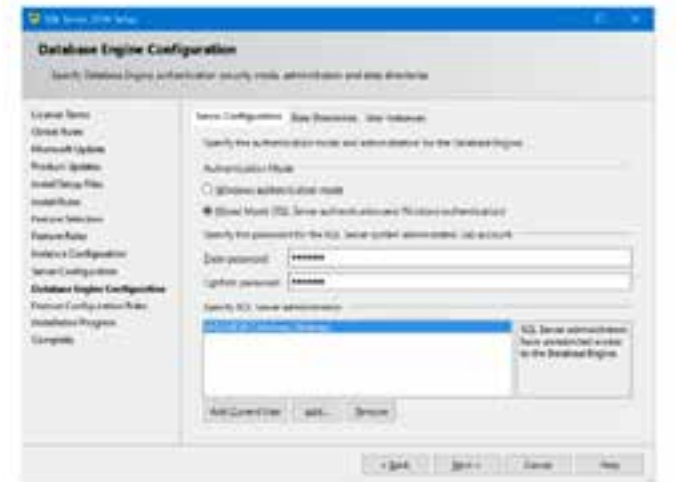
The screen below gets displayed that shows the progress of installation.
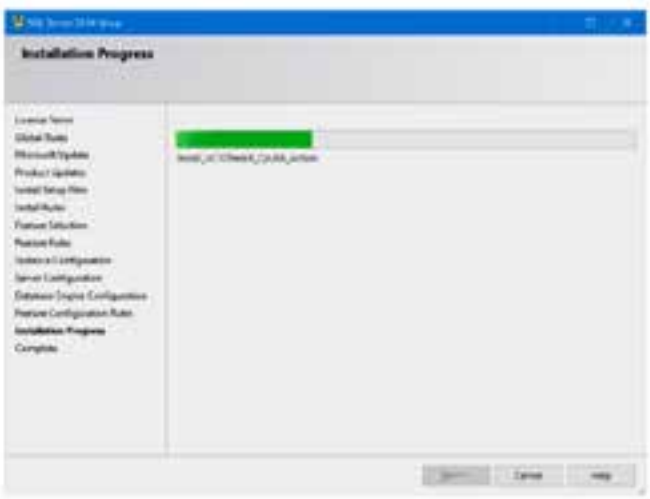
If everything executed, you should get a final report which indicates the successful completion of each installed service. After successful installation, your screen should look like the one below. You may be asked to restart your computer, click **OK** to restart the computer. If no restart is required, click Close to close the Setup Wizard.
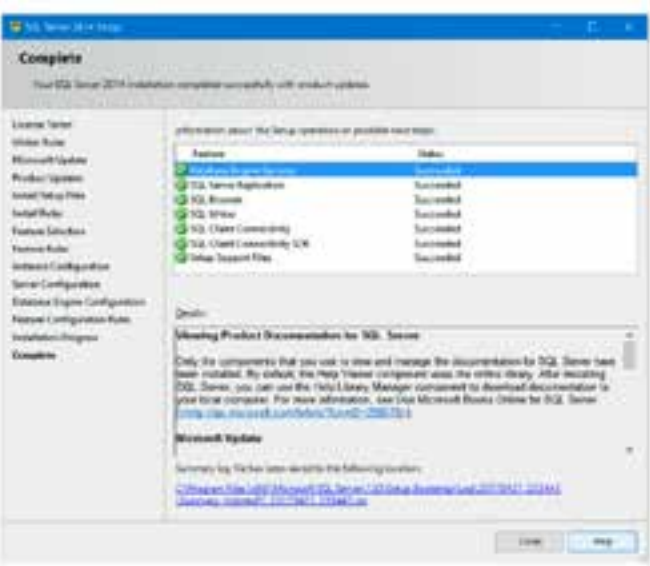
The installation is complete.

Installing Keystone Web Software

The below executable is used to deploy the Keystone Web application, create the MS SQL Database and to create Keystone Web Scheduler. Please follow the steps below to get started:

Step 1: Download Center
When the software is purchased, a link to download Keystone Web software will be sent by email. Clicking this link will open the "Download Center", displaying a list of files that could be downloaded.

When downloading the demo version no email is provided. You can access the download center from **www.bestaccess.com/keystonewebdemo/**

Pick the highlighted **"Keystone Web Installer"** and click the **"Download"** link. This will download the executable file and when asked, choose **"Save"** to save the file to your system. On the completion of download, the file below will be available in the folder selected earlier. Double click the executable to deploy the Keystone Web software.

Step 2: Preparation
The screenshot below shows "Keystone Web" preparing the installation.

Step 3: Pre-install check for SQL Server
Depending on the type of setup you would be performing, select the appropriate radio button and click **"Next"** button. If you chose that you are a stand-alone user, in this process the installer would verify if SQL Server is installed on your computer.

If you do not have SQL Server installed, the installer will prompt that SQL Server 2014 was not installed on your system.

Step 3a:
You have the option to download SQL Server 2014. Clicking the **"No"** button will not download the file, and the installation process will be terminated. You will need to execute the installer once again to resume setting up SQL Server.

Step 3b:
Clicking the **"Yes"** button will open the default browser and navigate to the Microsoft site to download the SQL Server 2014 Express Edition, as in the image below. Depending on your system architecture, select one of the highlighted files. If your system is a 32-bit Windows operating system, then select the 1st file. If your system is a 64-bit Windows operating system, then select the 2nd file. Details for installing SQL Server are available in the **"Installing SQL Server 2014 Express Edition"** section.

Step 4:
After downloading and installing the SQL server in step 3, return to the folder where you have saved the Keystone Web installer. Double click the **executable** to redeploy the Keystone Web software install. Installation of Keystone Web cannot proceed without meeting the pre-requisite to have SQL server 2014 installed on the machine. If you had not saved the installation file earlier, return to the download center and follow steps 1 & 2.

After redeploying the installer you will be routed to the screen shown below. Choose the Database Server name or the IP address where the database should be installed, as shown in the screen and use the SQL Server credentials to access the server. This is the same password that was used while installing SQL Server 2014.

If a local SQL Server Express Edition is installed, the server installation can be selected from the dropdown list, or click on the Browse button. The default database name is displayed in the text box, which may be changed per your organizational policies. Click Next to continue the installation of the Keystone Web Database.

Step 5: Website & Email Server Details
Provide the details of your website and the SMTP details to enable email notifications. To continue installing, click **Next** button.

Note: If SMTP details are not provided, features of Keystone Web that deal with sending emails will not work.
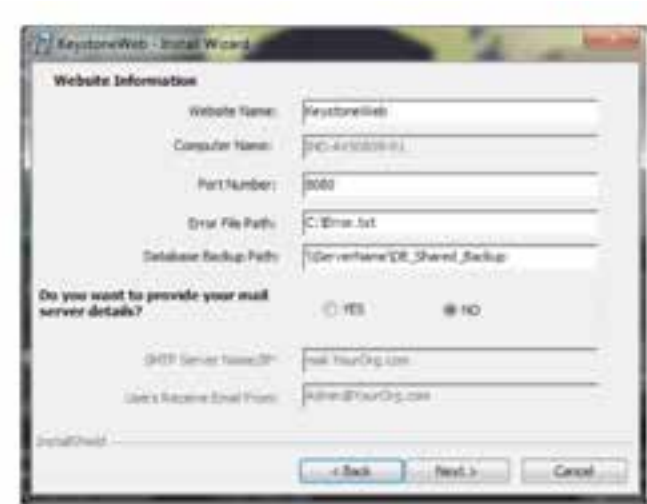
Step 6: Active Directory Details

Provide Active Directory (AD) settings to synchronize Keystone Web with your organization's active directory. If you do not have a requirement for AD, you may continue to the next step by clicking the **Next** button.

Note: If AD details are not provided, features of Keystone Web that deals with searching for People against the AD will not work.

Step 7: Select Setup Type

Choose the Complete option to install Keystone Web software, scheduler, and the Keystone Web database, click **Next** to continue. Complete Install:
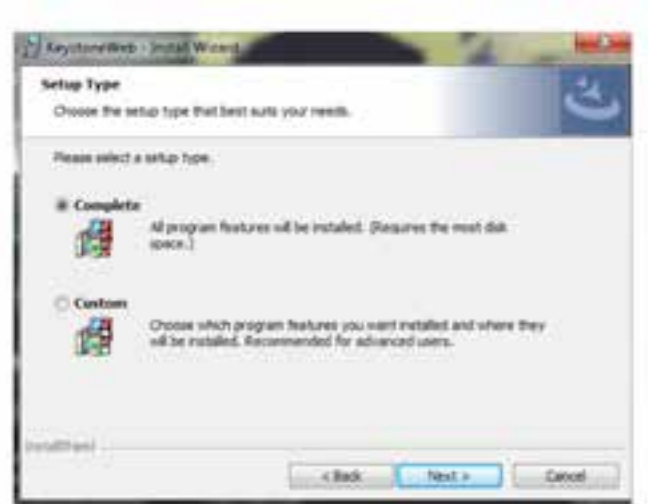
Step 8: Ready to Install

Click **Install** to proceed with the installation of Keystone Web software, Scheduler and Keystone Web database.
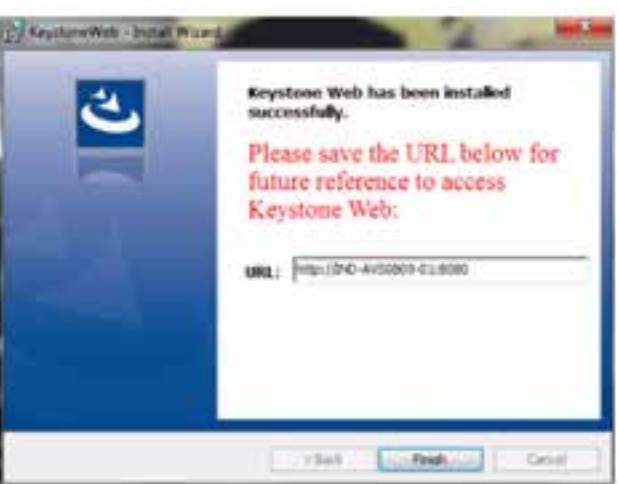

Step 9: Installing Keystone Web
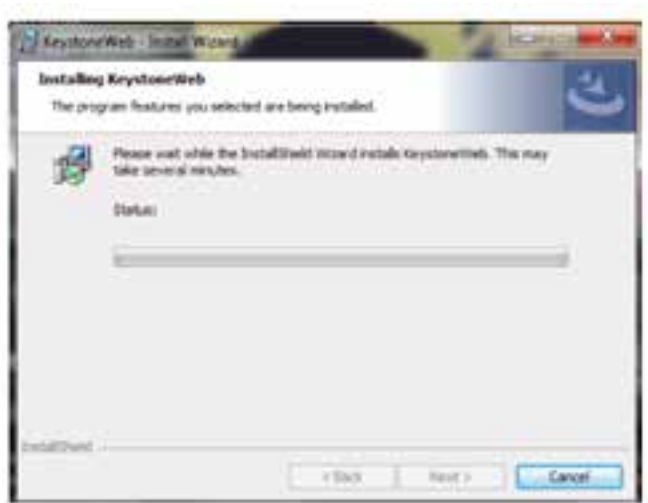
Step 10: Installation Summary

The screen below displays a summary of the installation and the URL to browse the application. Save this path in a safe location to open Keystone Web in the future. Click **Finish** button to complete the installation.

Step 11: Launch Application

Clicking the Finish button will close the installer. On the desktop, you should be able to see an icon created as below, which when clicked will open your default browser and open the application.

Custom Installation of Keystone Web Software

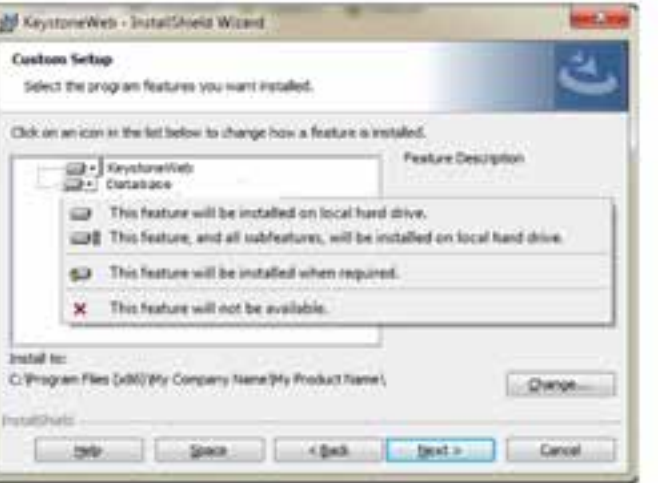### Installing Keystone Web Without Database

In the case of a hard disk crash on the machine hosting the Keystone Web software, and if only the Keystone Web software is to be reinstalled without the database, follow the steps below:

Perform Steps: 1-6 from **Installing Keystone Web Software** section before continuing.

When you get to the installation screen, select **Custom** and click **Next**.

Click on **Database** from the screen below and select **'This feature will not be available'.** This will ensure the database does not get installed.
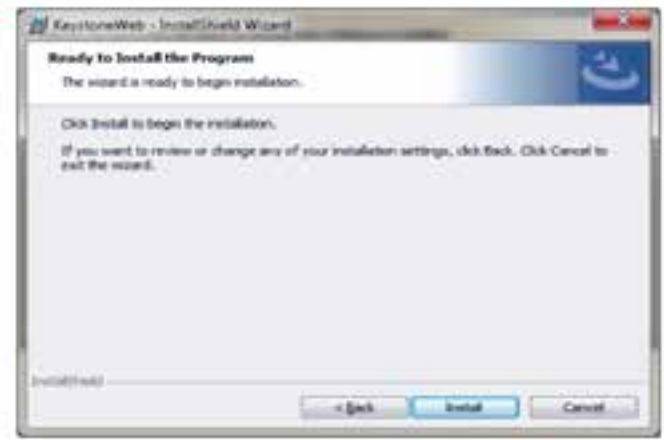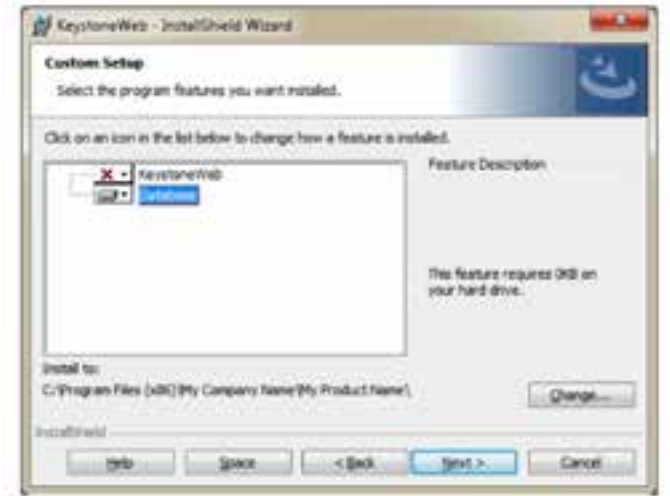

Proceed through steps 8-11 as mentioned in the Installing Keystone Web Software section to complete the installation.

Installing Only Keystone Web Database

If the server hosting the database has crashed and only the database needs to be reinstalled, follow the steps below:

Perform Steps: 1-6 from Installing Keystone Web Software section. Along with the above steps, the three additional screens below will help guide you through the custom installation process for keystone web database.

When you get to the installation screen below, select **Custom** and click **Next**.

Click **Install** and proceed with steps 8-11 as mentioned in the Installing Keystone Web Software section to complete the installation.

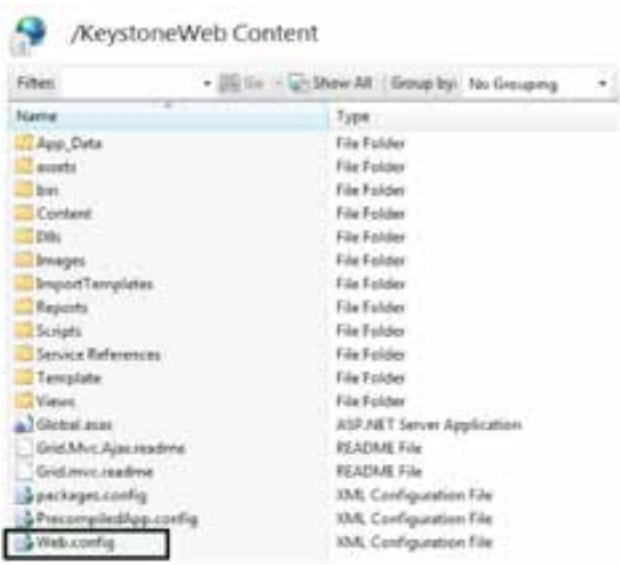# Changing Configuration Settings

Configuration Settings for Keystone Web Application

To manually configure the settings for Keystone Web, make changes to the configuration file available in the path below:

• Go to **Start › Run › INETMGR** and press Enter.

• Expand the nodes of IIS as shown below and right-click on **KeystoneWeb**. Then select Explore to open the folder containing the configuration file.
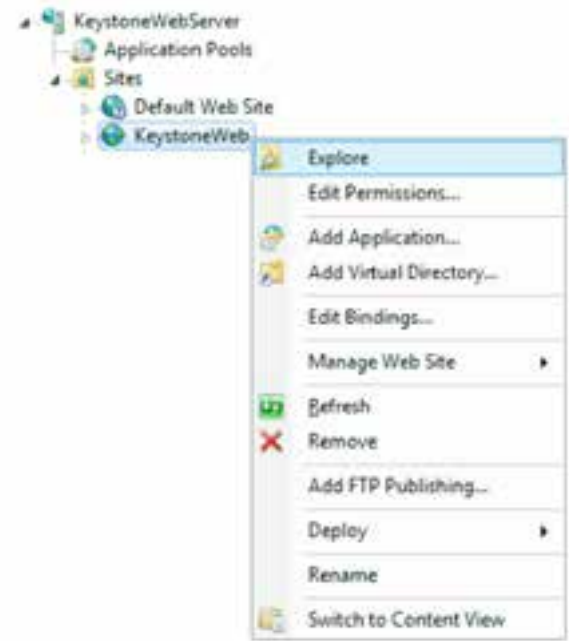
This opens the folder where the application is installed. Look for the file **'Web.config'** as seen in the image below and edit it using a text editor such as notepad.

The embedded document contains the settings that need to be modified in the 'Web.config' file.

Settings for Keystone Web Scheduler

Keystone Web Configuration settings and Scheduler Configuration settings should be in sync. Follow the steps below to change the Scheduler Configuration settings.
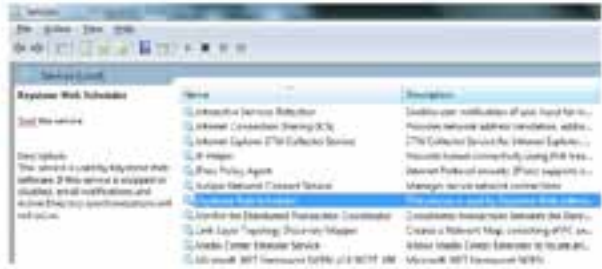
To open services console and modify the Scheduler Config file settings, go to **Start › Run › Type › 'Services.msc'** and press **Enter**.

Select Keystone Web Service

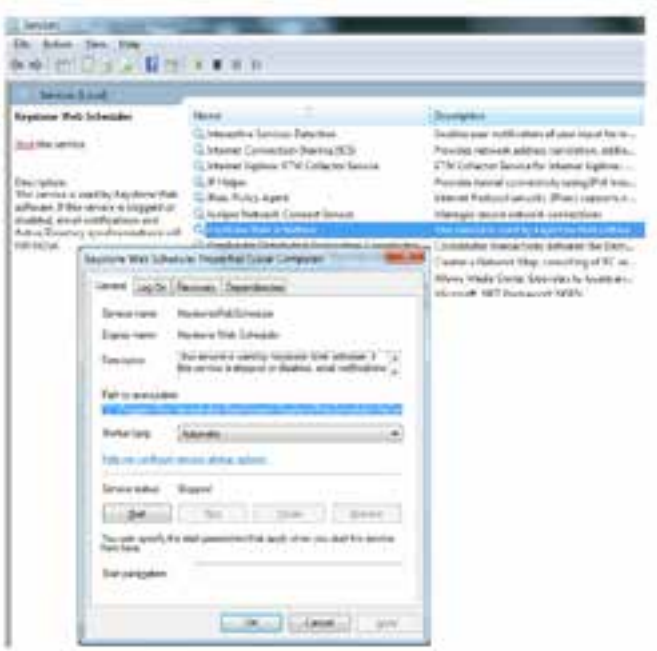Click on the highlighted service below, right-click and select **Properties**.

Locate Scheduler Path

Copy the complete physical path (without the file name: NxGenKeystone.WindowsService.exe) to change the keys in the config file

Open Configuration File

Open Windows Explorer and paste the path into the address bar and press **Enter**. As highlighted below, select the **NxGenKeystone.WindowsService.exe.config** file and open using a text editor such as Notepad.
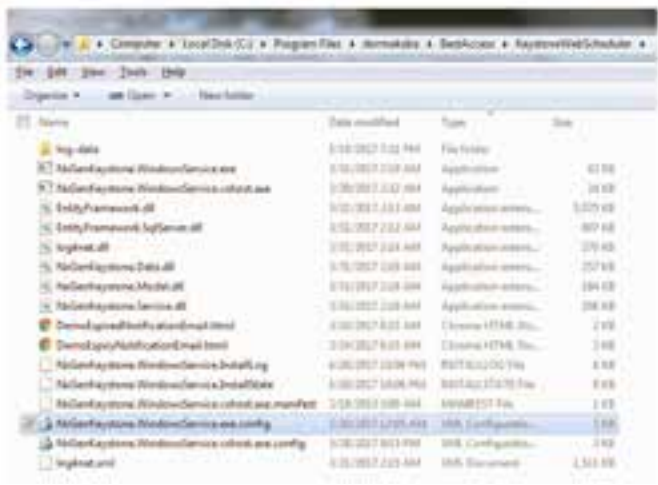
Changing Values in the Configuration File

Please change the highlighted key values as mentioned in the below document.

Scheduler Service
Configuration Setting

Testing the Installation

Testing the Installation

Follow any of the options below to test the Keystone Web software installation and verify if all your required system resources are available:

- Use the Keystone Web shortcut created during installation, located on the desktop. Note: this shortcut should be forwarded to all Keystone Web users.

- Save the URL mentioned below for future reference. Click **Finish** to complete the installation.

- If you already know the host name of the server where Keystone Web has been installed, enter the website URL in your browser: http:// (WebServerName:Port#)

This is same URL presented to you in the final installation screen (shown above) of Keystone Web. You can also access the URL by double clicking the Keystone Web shortcut created during installation. Once your Keystone Web Software is installed properly, you will be presented with a Registration Screen.

Uninstalling Keystone Web Software

Uninstalling Keystone Web Software

If for any reason a need arises to uninstall Keystone Web software, it may be uninstalled at any time. Note that if you must reinstall the software on the same system or another system, you must contact the Keystone Support team for a new License Key because the old license key will be voided.

Please note: Keystone Product Support recommends that customers use REVO Uninstaller when uninstalling Keystone Web. REVO Uninstaller is a free, efficient and safe uninstaller.
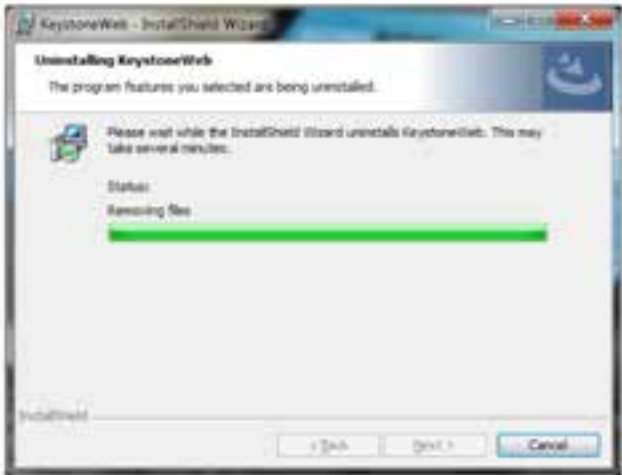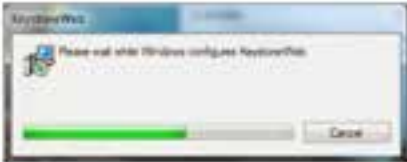
Using one of the methods below, you may uninstall Keystone Web software. Note that you need to have Administrative permissions on the local system.

Uninstalling Using Keystone Web Software Installer

Run the KeystoneWeb.exe file that was downloaded from the Download Center.

The screen below shows the options available to modify, repair, or remove the program. Select the radio button for the option you require and press **Next**.
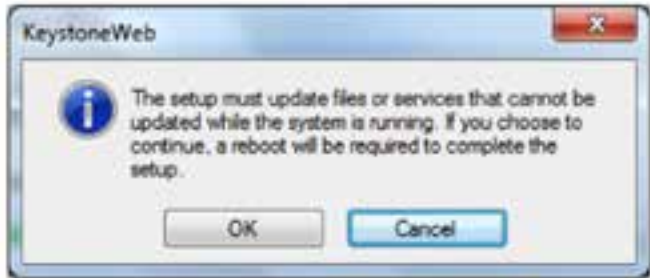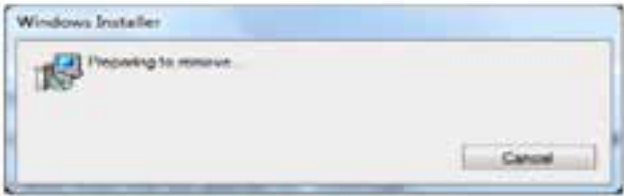

Upon successfully removing Keystone Web software, the installer closes automatically.

Uninstalling Using Programs and Features

Go to **Control Panel All Control Panel Items Programs and Features Uninstall or change a program.**

Select **Keystone Web** from the list and click Uninstall.

The screens below will be displayed in succession.

Once all the components related to Keystone Web software are uninstalled, the 'Uninstaller' closes automatically.

Frequently Asked Questions and Troubleshooting

FAQ's

Can I install Keystone Web software without administrative permissions?

No, the installer requires you to have admin privileges on the local system on which the Keystone Web software is to be installed.

Can I install Keystone Web software without IIS on my machine?

No, IIS is a prerequisite that needs to be installed prior to installing Keystone Web software. If you belong to an enterprise setup, you may want to verify with your IT team before continuing with this install.

Can I install Keystone Web without Microsoft .NET Framework and SQL Server 2014 Express Edition in my machine?

No, Microsoft .NET Framework 4.5, SQL Server 2014 Express Edition, and IIS are the prerequisites that need to be installed prior to installing Keystone Web software. Please follow the instructions provided in the installation steps.

Where can I download the Microsoft .NET Framework 4.5?

To install the Microsoft .NET Framework 4.5 follow the link below:

https://www.microsoft.com/en-us/download/details.aspx?id=30653

Where can I download the SQL Server 2014 Express Edition?

To install the SQL Server 2014 Express Edition follow this link::
https://www.microsoft.com/en-us/download/details.aspx?id=42299

How do I install IIS on my machine?

Before installing IIS, ensure that you have administrative permissions. The document below explains the steps to install IIS on your system.

IIS Installation Steps

Troubleshooting

How do I provide administrative permissions to a user?

Before providing administrative permissions to a user you should have administrative permissions yourself. The document below explains the steps to provide administrative permissions to a user.

How to Make a User an Administrator on Windows ?

How do I install SQL Server 2014?

Refer to Installing SQL Server 2014 Express Edition

Why doesn't the application load (sometimes 500.19 error) when I click on the KSW icon?

In the "Turn on Program and Features" section in the Control Panel, check on everything that has to do with IIS, dot.net (3.5, 4.5, etc) and ASP. Once that is accomplished, you will receive a registration screen. For some reason, the install did not turn them on.

Why do I get an error that says, "Something went wrong" when I click on the KSW icon?

Is not connecting to SQL server. Check data connection and sa credentials in the webconfig file. Sometimes the lines also duplicate in the config file and the duplicates need deleted. Also check KSW Scheduler config file for the same information. Scheduler config has to be edited as an admin.

Why do I receive an error saying "Provider Not Found" (sometimes error code 27502), when I try to install KSW?

Drivers are not up to date. Please contact Keystone Support (keystone.support.us@dormakaba.com) for help with this situation.
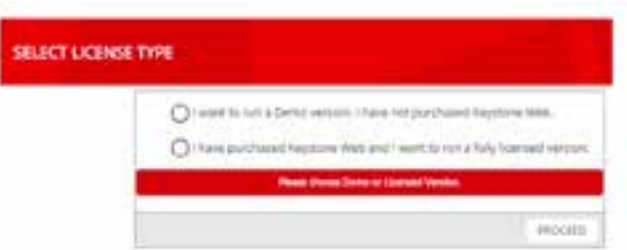
Customer Registration

This section provides step-by-step instructions for the customer registration after the installation of the Keystone Web application.

Registration Overview

When running the application for the first time, the screen below is displayed, prompting the user to Select License Type.

If a license type is not selected, an alert message is displayed requiring the user to select one of the radio buttons - Demo version or Licensed version.the configuration file.

Registration in Fully Licensed Mode

Select the option for a fully licensed version and click **Proceed**.

The user is directed to the Licensed Customer Registration page as shown below.

Note: Once the license is purchased, an Order ID will be issued via email to the contact provided in the Purchase Order. Use the order ID information in the email to complete the registration.

Note: An internet connection is required to complete the registration process. This is the only communication required between dormakaba and end user servers.

The user is required to enter the registration information.

Upon checking Agree to Terms and Conditions, the **Register** button is enabled, allowing the user to continue with the registration.

When the user clicks the **Register** button, the following message is displayed on screen:

Thank you for registering your Keystone Web software. You will receive a license key momentarily by email. Enter the license key to complete your installation and activate the entire suite of Keystone Web features.

If the registration is completed successfully, an email with the License Activation Key will be sent to the email address that was provided in the registration form.

Enter the License Key that was received from the registration email.

Click **Activate**. The entered License Key is validated.

If the License Key is valid, the user is directed to the Keystone Web Sign In screen, shown below:

Note: The license key is sent through an automated email process and may be delivered to Junk or Spam inboxes.

After entering valid credentials the customer is authenticated as a fully licensed user. Upon successful sign in, the user is directed to the Dashboard screen.

Under the Settings menu, a licensed customer is allowed to see the below additional tiles for Active Directory Integration.

• AD Manual Sync

• AD Sync History

• Email / AD Sync Scheduler

Need Image

Registration in Demo Mode

If the Demo version is selected, the user is directed to the Demo Customer Registration page to complete the registration process.

To use the Demo version, the information shown below is required, and the user must agree to the terms and conditions. Once Agree to Terms & Conditions is checked, the Register button is enabled.


After clicking the Register button, the user is directed to Sign In to the Keystone Web software.

Sign in using the credentials provided during registration.

Upon successful validation of the user credentials, the user is directed to the Keystone Web dashboard. The User Name is shown in the top left portion of the screen. The user will also see 'DEMO' at the top of the screen, indicating the application has begun the DEMO period.
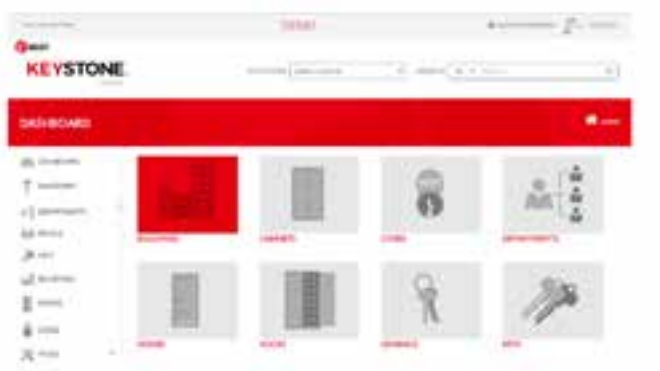
Note: the appearance of this dashboard screen indicates that the process of Customer Registration has been completed.

Convert Demo Version to Licensed Version

To activate a DEMO application to a full working application, please purchase a Keystone Web license. Once the license is purchased, an Order ID will be issued via email to the contact provided in the Purchase Order. Use the order ID information in the email to complete the registration.

To convert the DEMO version to a Licensed version follow these steps:

Go to: **Settings > License Activation**

Follow the next steps to enter the Order ID and License Key.

Upon clicking, you will be directed to the licensed customer registration form where the Order ID is entered.

Once the Order ID is received, the user can enter it in the licensed customer registration form.

When the user clicks the Register button, the following message is displayed on screen:

Thank you for registering your Keystone Web software. You will receive a license key momentarily by email. Enter the license key to complete your installation and activate the entire suite of Keystone Web features.

A confirmation email is sent to the user along with the license key.

In Keystone Web the License Activation screen shown below automatically displays after the Order ID is submitted. If the user has navigated from this screen, simply go to: **Settings > License Activation** to display it again.

After entering a valid license key, click on Validate.

Upon clicking Validate you will be directed to the Keystone Web Sign In if the entered key is valid.

Upon Sign In, the user is directed to the Keystone Web's Dashboard. The User Name is shown in the top left portion of the screen. 'DEMO' will no longer be displayed at the top of the screen.

Demo Expired

When the application is initially registered in the "DEMO" mode, the software will be available for trial for a period of 90 days. If the software was not activated within the 90 day trial period, the software will expire. The software gets locked and will not allow any further usage until the license is activated.

Whenever the URL is accessed on the browser, the screen redirects to the Registration screen, where the previously entered data is available. An Order ID is required to proceed and complete the registration process. An order ID can be received by contacting and purchasing the keystone web software from an approved distributor. Upon receiving an Order ID, it needs to be entered in the registration screen. Follow the steps mentioned in "convert demo to licensed version section" to complete the registration process and activate the software.

Hard Disk Crash

If the hard disk of the machine hosting the application or the database has crashed, the user is redirected to the customer validation form.

The email address used to register the software needs to be entered. On clicking Submit, an email is sent to Keystone Web support, with the request for a new license key.

Your request will be processed and a new license key, generated by the Keystone Web support team will be automatically sent to the registered email address.

Upon receiving the new license key, click on the link: Click here to activate your License Key (shown above) to enter the new license key to activate the software.

Enter the new license key and click the Validate button.

If the entered license key is valid, the screen redirects to the Sign In screen.

Moving Software from Test Environment to Production Environment

In cases where the user may have installed the application on a test environment and after successfully testing, decides to move to production, the user should reach out to the Keystone Web support team for assistance.
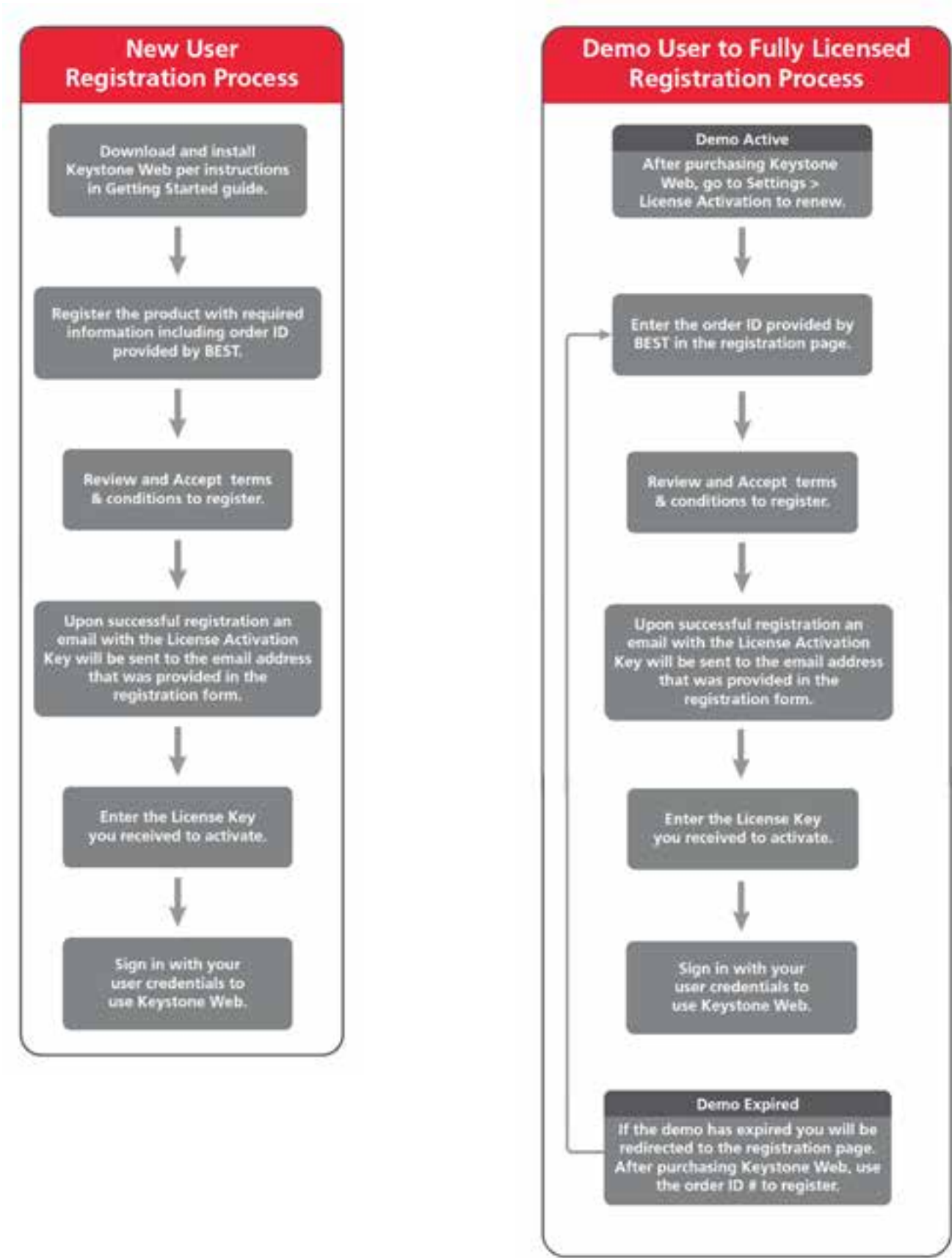
Registration Process Flow Chart

New User Registration Process

Download and install Keystone Web per instructions in Getting Started guide.

↓

Register the product with required information including order ID provided by BEST.

↓

Review and Accept terms & conditions to register.

↓

Upon successful registration an email with the License Activation Key will be sent to the email address that was provided in the registration form.

↓

Enter the License Key you received to activate.

↓

Sign in with your user credentials to use Keystone Web.

Demo User to Fully Licensed Registration Process

Demo Active

After purchasing Keystone Web, go to Settings > License Activation to renew.

↓

Enter the order ID provided by BEST in the registration page.

↓

Review and Accept terms & conditions to register.

↓

Upon successful registration an email with the License Activation Key will be sent to the email address that was provided in the registration form.

↓

Enter the License Key you received to activate.

↓

Sign in with your user credentials to use Keystone Web.

Demo Expired

If the demo has expired you will be redirected to the registration page. After purchasing Keystone Web, use the order ID # to register.

Data Migration Using Migration Tool

This section provides step-by-step instructions to migrate data from KS600N5 to Keystone Web.

Required Environment (Source)

To migrate data from KS600N5 to Keystone Web, the user should have the following:

• The existing KS600N5 application should be installed

Note: To install the Data Migration tool the user should have administrative permissions on the RDM Server. The user should install the migration tool in a location where Keystone 600N5 is installed.

Preliminary Considerations

Before you begin the data migration:

The following prerequisites are necessary to perform the data migration.

• The Keystone Web application should be installed

• The Keystone Web Database should be created on any SQL server with default master data that is available along with the installation of the Keystone Web executable.

• The KS600N5 application should NOT be running. It should be closed before starting the data migration tool.

Customers will only be able to migrate data to Keystone Web from Keystone 600N v5.01. For older versions, please contact keystone web support at 1-800-392-5209.

Note: Only versions v3.42. to v5.00 are eligible for upgrade and must be converted to v5.01 before upgrade is possible. This conversion will be no additional charge.

Data Migration Using Migration Tool

When the software is purchased, the Migration Tool will be available on Download Center or bundled into a Compact Disk that has this tool included with the Keystone Web Installer.

Step 1:

Download the data migration tool and unzip the file. The files below will be available in the extracted folder. Click on the setup file below to open the Data Migration tool.
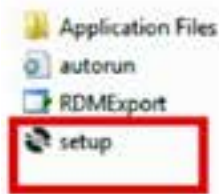
Step 2:

Once the setup file is selected, a window opens to select the Database server. The user provides the required credentials to connect to the SQL server and choose the Keystone Web database for Data Migration as shown in the screenshot below.

Step 3:

Note that the Keystone Web database is already installed and it needs to be selected. Then click the Connect button.

Step 4:

The window below provides a list of existing Facilities (Locations) available in the KS600N5 database. Choose the required Facilities (Locations) to migrate from KS600N5 to the new Keystone Web database. Then click the Migrate to SQL button as shown in the screen below.

Step 5:

The time required for migration depends on the amount of data to migrate. Once the migration is successful you will receive a success message as shown in the screen below.

Step 6:

Once the data migration is completed, please verify the migrated data in the Keystone Web application.

Step 7:

When the user accesses the Keystone Web application for the first time after the data migration, they will be prompted to reset the password and forced to update the new email address as shown in the screen below.

Once the user has updated the above fields successfully and saved the information, they will need to Sign In to the Keystone Web application using the new password.

Note: A copy of the original data is migrated to Keystone Web. The data in Keystone 600N5 installation remains intact.

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KAA1488 07/21