



BEST 
dormakaba Group



Getting Started Guide

Keystone Web

by BEST

Security. True Control. Convenience.

Keystone Web

by BEST

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Written and designed at BEST Access Solutions, Inc.
6161 East 75th Street
Indianapolis, Indiana 46250

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Keystone Web Support

Address

BEST Access Solutions
6161 E. 75th Street
Indianapolis, IN 46250

Email

keystone.support.us@dormakaba.com

Phone

1-800-392-5209
(select option 3 in the first menu and then select option 2 in the secondary menu)

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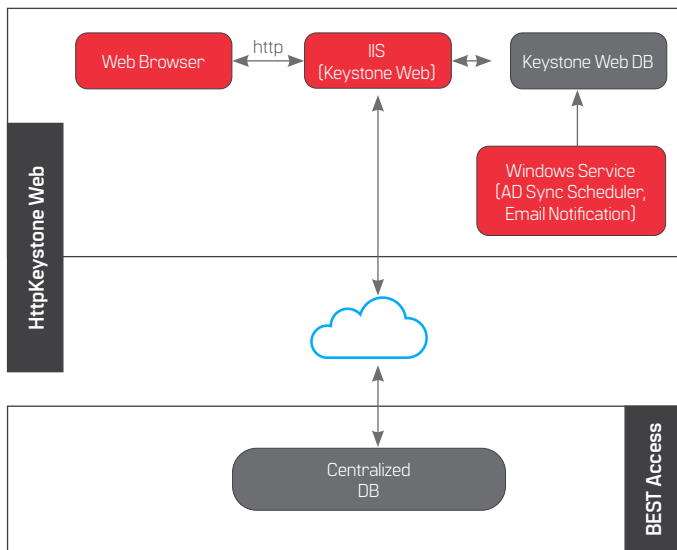
Keystone Web Deployment

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 prerequisites should be available across platforms:

Minimum Requirements:

- Windows 10, or 11, Windows Server 2016, 2019 or 2022
- Default IIS versions required for various operating systems:
 - IIS 10 for Windows Server 2016
 - IIS 10.17763 for Windows Server 2019
- Net Framework 4.8 (This prerequisite is bundled with Keystone Web Installer)
- SQL Server 2016, 2019 or 2022 (Express or Enterprise)
- Internet Connection - to complete registration only
- Local Administrator permissions are required to begin installation

It is strongly recommended you also install SSMS (SQL Server Management Studio) for easier database management.

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 2019 Express Edition (for illustration only)

DB - Database KSW - KeystoneWeb

RDM - Raima Database Manager

KSW - Keystone Web (the application)

Supported Platforms and Technology Requirements

Supported Platforms

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

	Windows 2010	Windows Server 2016, 2019 or 2022
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 2016; SQL 2017; SQL 2019 or SQL 2022 (Both Express or Enterprise)	SQL 2016; SQL 2017; SQL 2019 (Both Express or Enterprise)

Technology Requirements

Keystone Web software requires additional components necessary to operate. The installer will detect and offer steps to remedy missing prerequisites.

Please note:

When using Enterprise versions of SQL, account must use SQL Authentication. For installation, it requires DB_Creator rights.

Software Name	Version	Description
Microsoft SQL Server	SQL Server 2016, 2019 or 2022 Express or Enterprise	Software to host the application's database

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 Express 2019

(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.

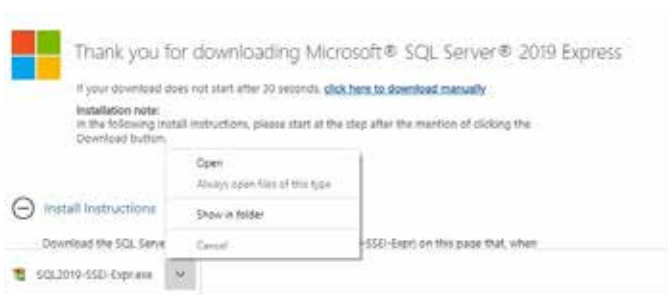
Step 1: Preparation

Download the SQL Express 2019 version (64 bit) from the URL below:

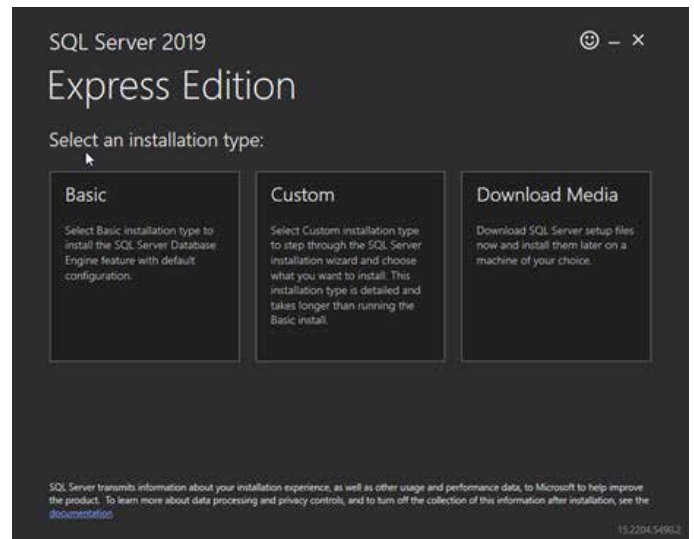
<https://www.microsoft.com/en-us/download/details.aspx?id=101064>



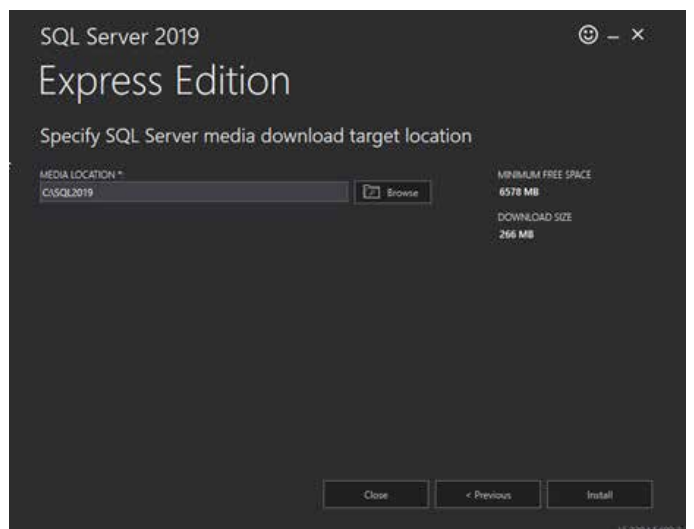
Click on the file downloaded at the bottom of the page and select OPEN



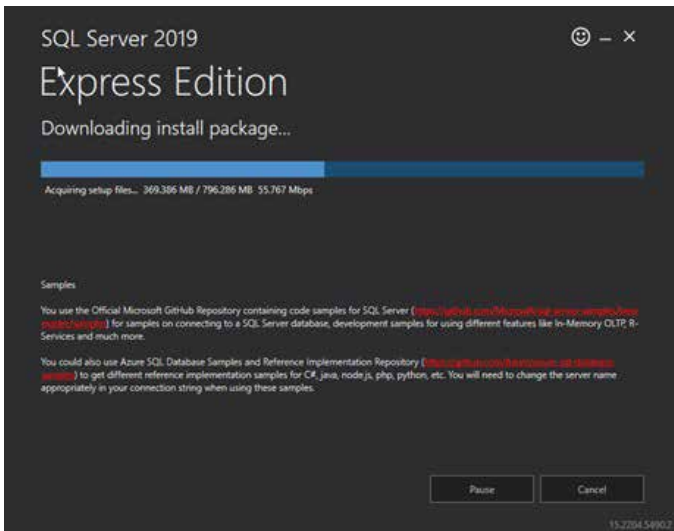
Select CUSTOM in the box below.



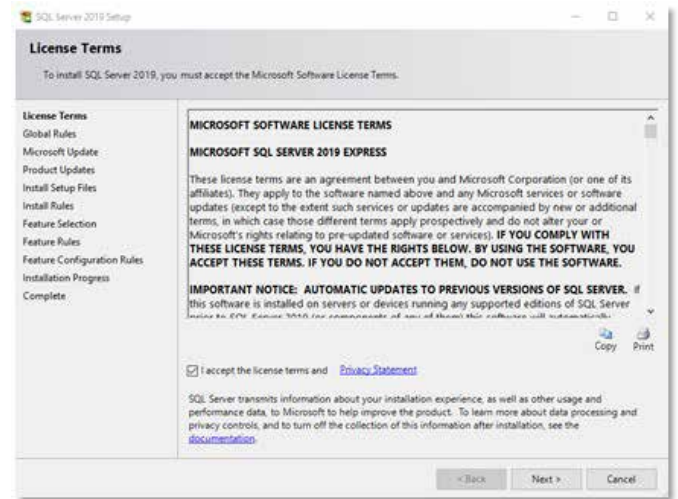
Click INSTALL Below



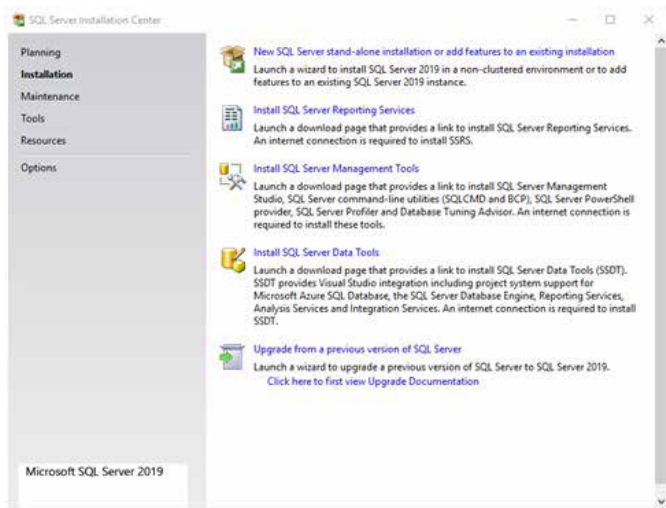
Wait for initial Setup to install



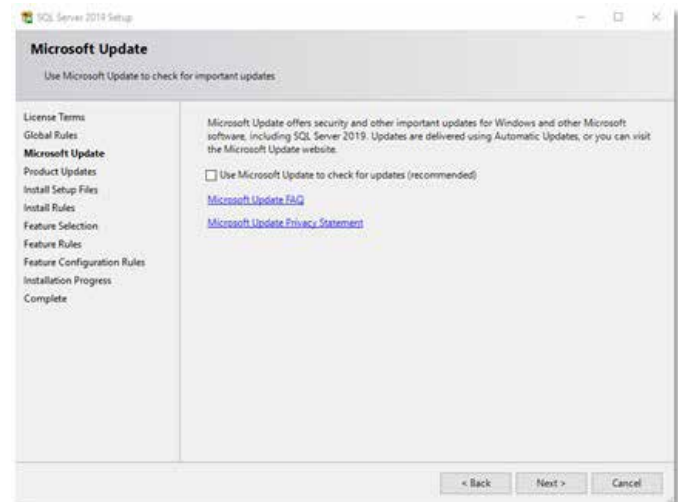
Select "I accept the license terms" and click NEXT



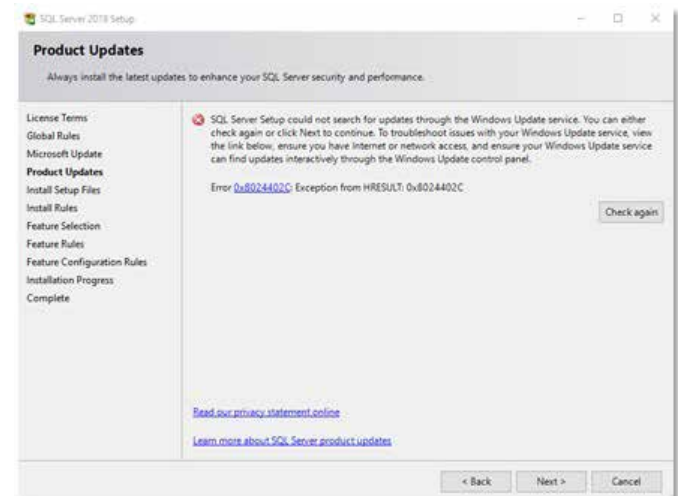
Choose "New SQL Server stand-alone installation or add features to an existing installation"



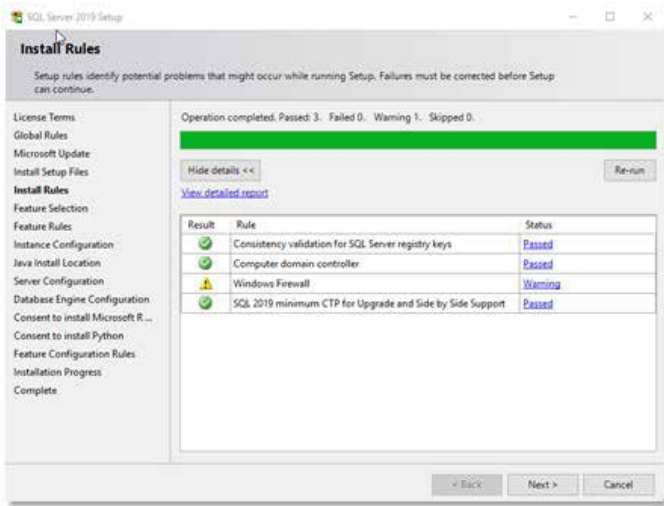
Do not check the update box. Click NEXT



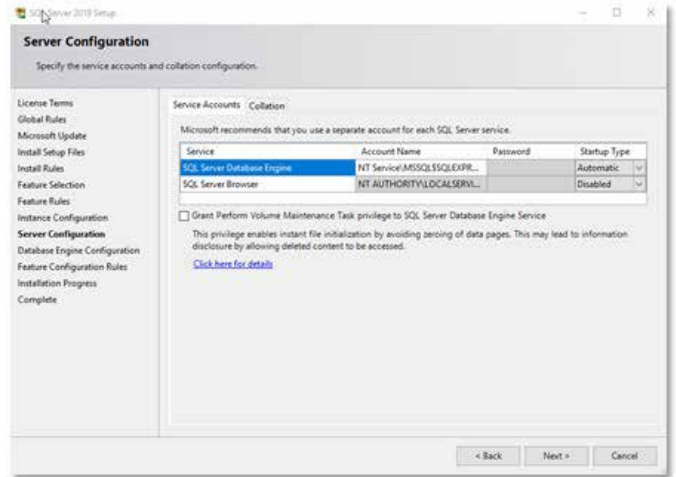
Click NEXT



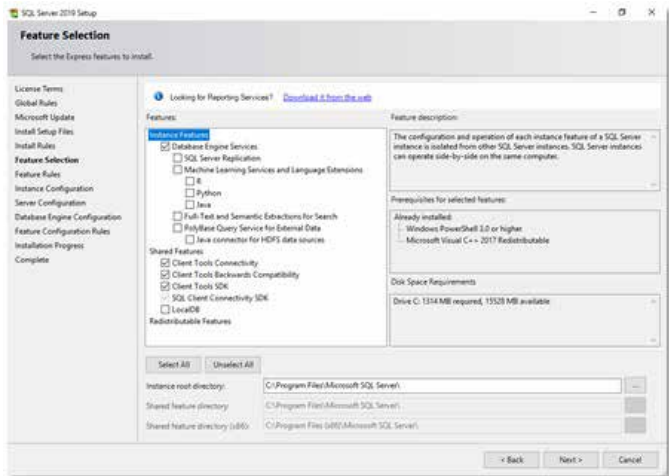
Click NEXT



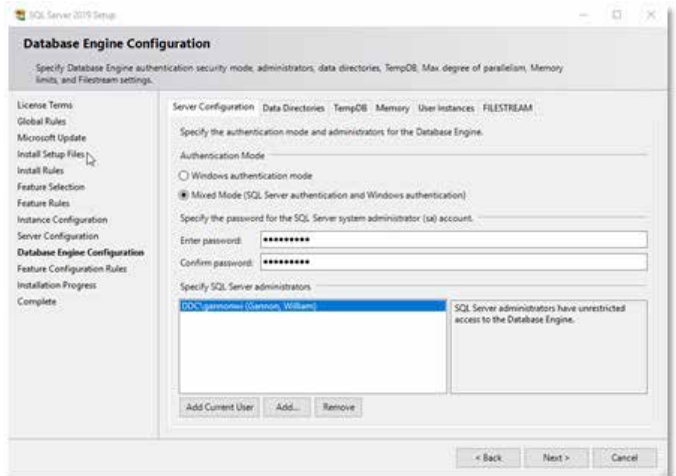
Click NEXT



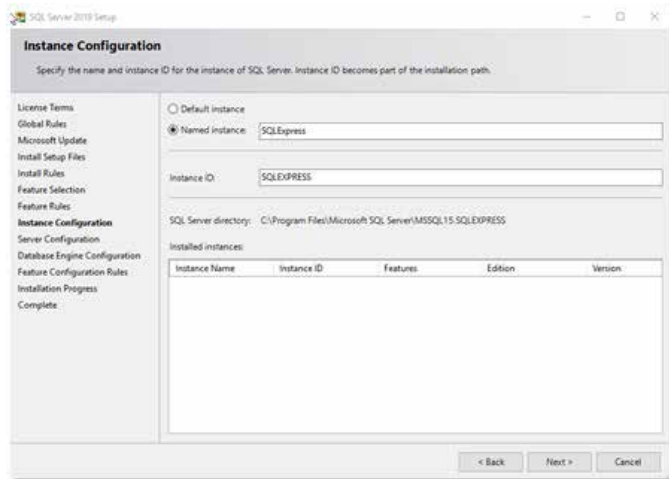
Uncheck boxes as noted below and click NEXT



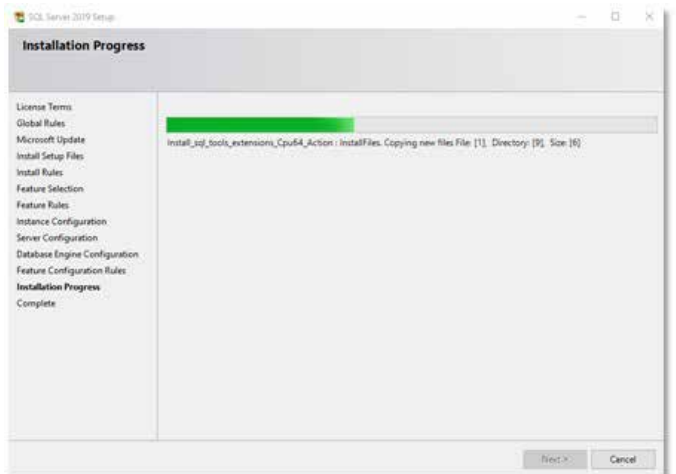
Change the Authentication Mode from Windows Authentication to Mixed Mode and put in a password (Password must have an uppercase character, lowercase character, special character and number and be at least 8 characters). Then click Next
 Please take note of the password as it will be required during the KSW installer



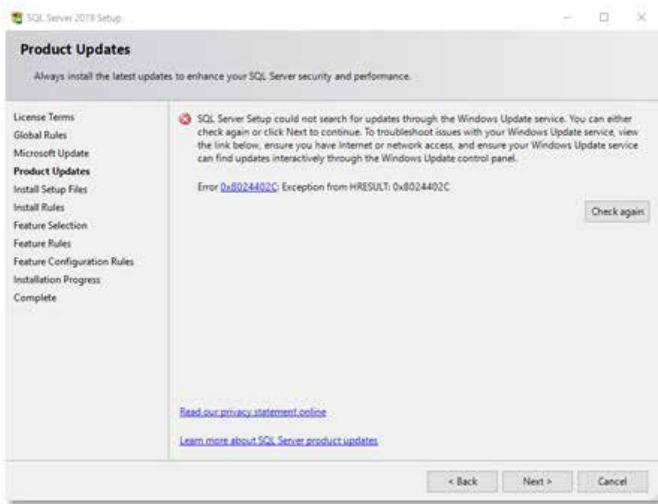
Enter your named instance or leave as default (Recommended) and click NEXT



Let Installation Progress bar complete (Could take several minutes).



Click CLOSE



Congratulations! You're now ready to install Keystone Web.

Installing Keystone Web Software

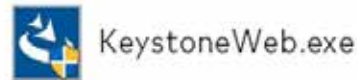
Download Center

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.

Demo versions are installed the same as a fully licensed install. Demo will be specified during the registration process.



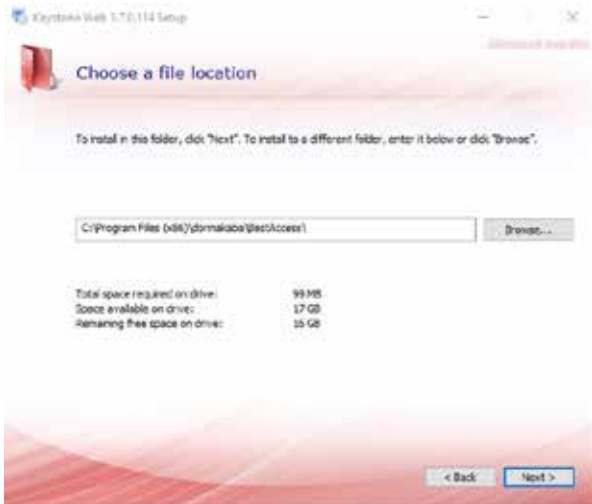
Pick the highlighted "Keystone Web Installer" and click the "Download" link. This will download the executable file and when asked, choose "Save" to save the file to your system. On the completion of download, the file below will be available in the folder selected earlier. Right click the .zip folder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



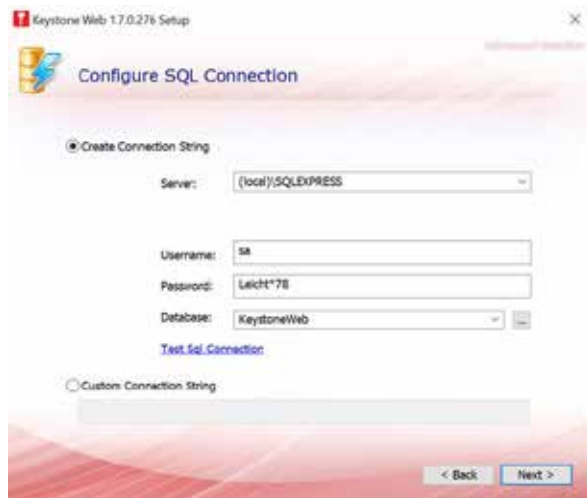


Please click the NEXT button to proceed

You can change the location of the application or leave it as the default (Recommended), then click NEXT.



Insert the SQL Server name. If SQL Server is located on the same server or workstation as the application, the name will be in the drop down box. Enter the instance user name and password. You can change the database instance name or leave it as the default (Recommended), then click NEXT.



Type in the SMTP (Email) server in the Host box and provide the User name and Password. Port 25 is the default email port. Check SSL if you want to make the location an SSL secure site. Please provide a default return email address in the FROM box and click Next.

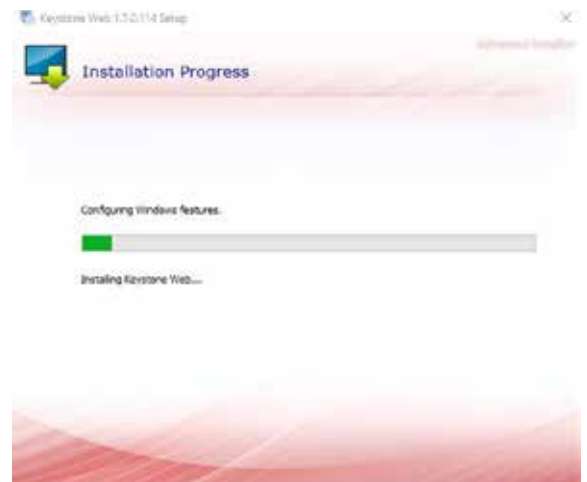
If you choose not to use the email features within Keystone Web, please select Skip before clicking Next.



Please click the Install Button to proceed with installing the application



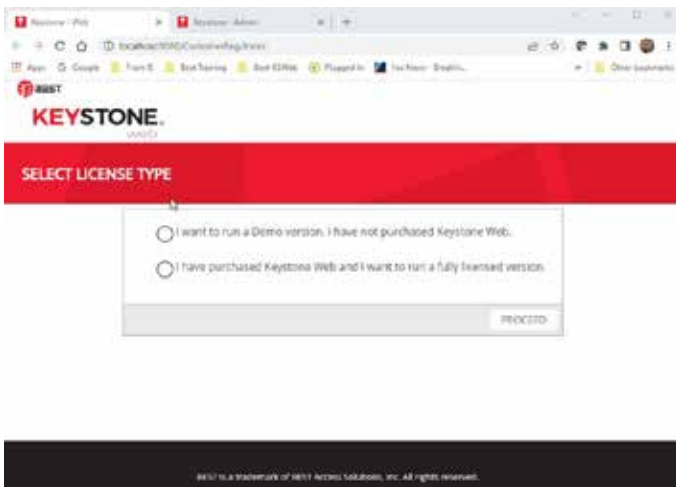
The progress bar will indicate when the application install is completed



When the install is complete you will click Close. Congratulations! You can now launch register the Keystone Web application.



Select the bottom radio button ("I have purchased Keystone Web and I want to run a fully licensed version."). Complete registration as covered in "Customer Registration" section.



After registering, you will receive a license key sent to the email you used during registration. Input the license key and click Activate.



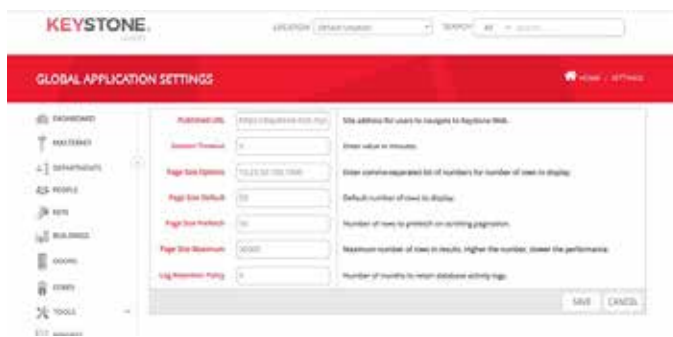
Once you have activated the license key, you will receive a login screen. Use the login and password you created during registration to access Keystone Web.



Global Settings

Global Settings for Keystone Web Application

To make global application setting changes, please go to Settings. Then, access Global Application Settings.



AD Sync Settings

To configure AD Sync please access Settings>Email/AD Sync Scheduler. Choose AD Synchronization from the drop down menu.



Complete your specific information. **Please note that the text appearing in the fields are not default and still need to be completed specific to your organization. Containers can be left blank.

Select your chosen frequency from the drop down menu. Likewise, choose your selected time. Click Save.

Email Settings

To configure Email please access Settings>Email/AD Sync Scheduler. Choose Email Settings from the drop down menu. *Please note: You must complete the AD Synchronization fields before you are able to use the email functionality.



Select your chosen frequency and time from the drop down menus. Click Save.

Frequently Asked Questions and Troubleshooting

FAQ's

Can I install Keystone Web software without administrative permissions?

No, installing Keystone Web software requires administrative privileges.

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

No, IIS is a prerequisite to run Keystone Web software. The installer will detect and offer steps to remedy missing prerequisites. 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?

No, Microsoft .NET Framework is a prerequisite to run Keystone Web software. The installer will detect and offer steps to remedy the missing prerequisites.

Can I install Keystone Web without SQL Server Express Edition on the server?

Yes, Keystone Web software may be installed alone, but requires access to an existing SQL Server 2016 or newer utilizing a SQL Server account credentials with temporary System Administrator access for the duration of the install.

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.

Troubleshooting

How do I provide administrative permissions to a user?

The user name created during registration is the the initial application administrator. Users can be added or edited in Administration>Manage Users.

How do I install SQL Server 2019 Express?

Refer to Installing SQL Server 2019 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 receive an error saying "Provider Not Found" (sometimes error code 27502), when I try to install KSW?

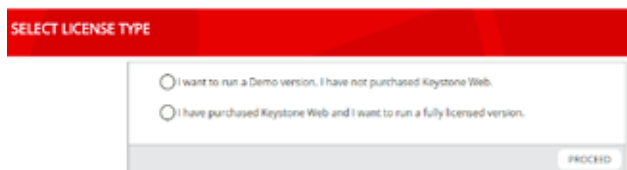
Drivers are not up to date. Please contact Keystone Support (keystone.support.us@dormakaba.com) for help with this situation.

Customer Registration

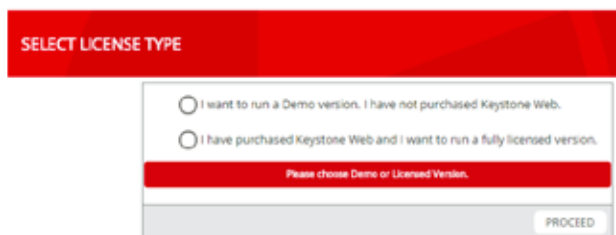
This section provides step-by-step instructions for the customer registration after the installation of the Keystone Web application.

Registration Overview

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

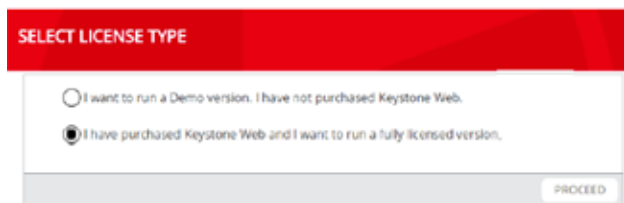


If a license type is not selected, an alert message is displayed requiring the user to select one of the radio buttons - Demo version or Licensed version.the configuration file.



Registration in Fully Licensed Mode

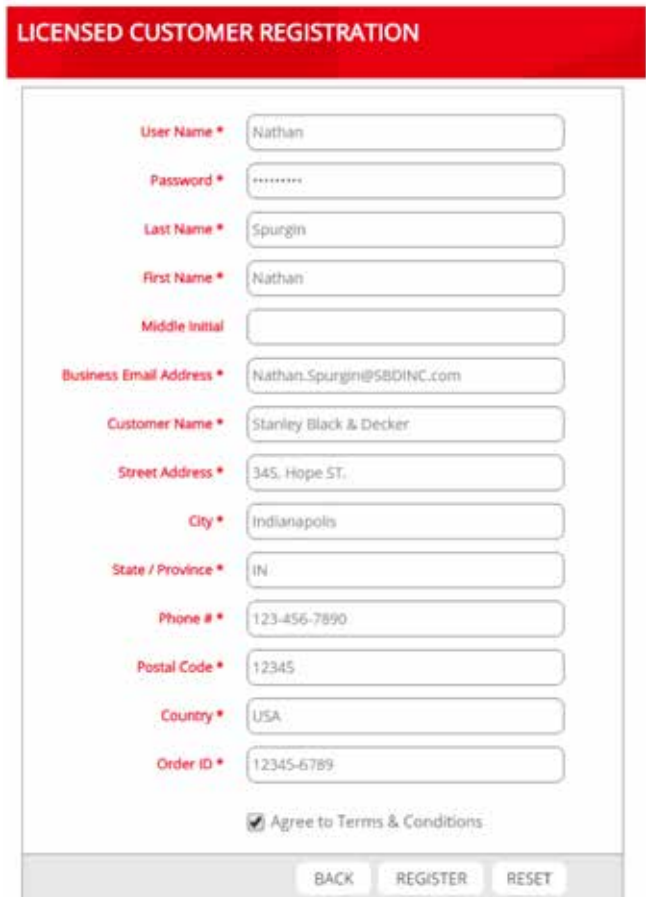
Select the option for a fully licensed version and click **Proceed**.



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.

The user name being created during this registration will become the initial application administrator.



Note: An internet connection is required to complete the registration process. This is the only communication required between dormakaba and end user servers. You may also need to create an incoming/outgoing exception in your firewall.

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.

Please note: This is an automated email and may be filtered to Junk or Spam.

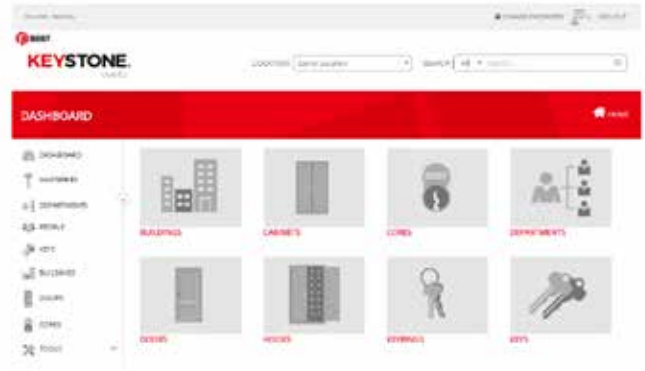


Enter the License Key that was received from the registration email.

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:

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.



Registration in Demo Mode

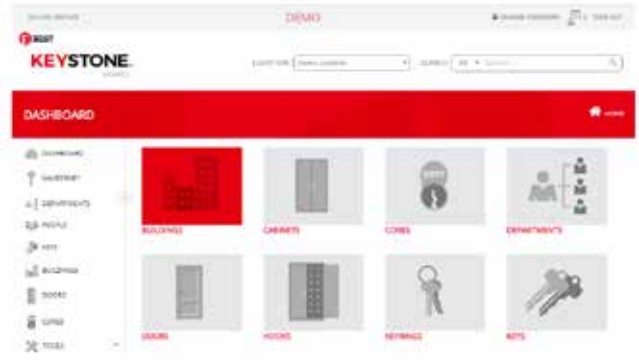
If the Demo version is selected, the user is directed to the Demo Customer Registration page to complete the registration process.

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.



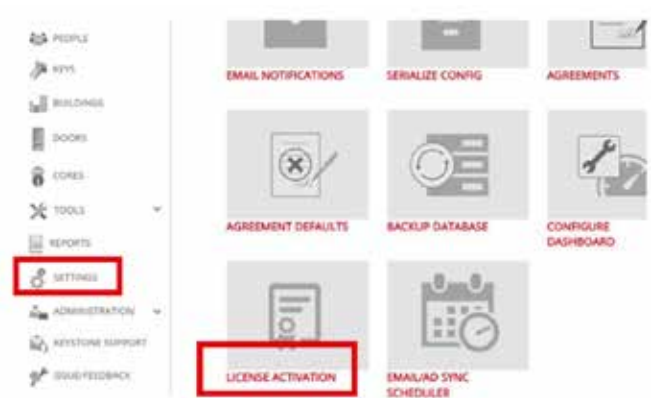
Note: the appearance of this dashboard screen indicates that the process of Customer Registration has been completed.

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.

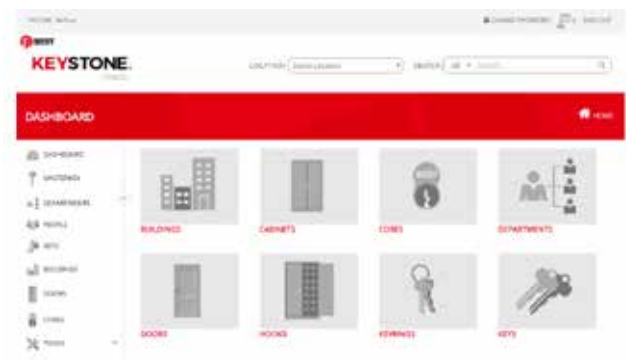


In Keystone Web the License Activation screen shown below automatically displays after the Order ID is submitted. If the user has navigated from this screen, simply go to: **Settings > License Activation** to display it again.

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.

Dear Nathan,

At your request, a new license key has been generated. Use this in the Keystone Web application to activate the entire suite of features:

Customer ID	42
Last Name, First Name	Spurgin, Nathan
Registered Email Address	Nathan.Spurgin@SBDINC.COM
Company	SBD
Phone	917535808
Country	United States of America
License Key	AC805033-964F-4FB9-859C-741399450D0C
Activation Date	4/25/2017 7:35:19 PM
Remarks	
Order ID	23421

Please reach out to us in case you need more help.

Regards,
Keystone Web Admin
keystone.us.support@doernakaba.com

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.

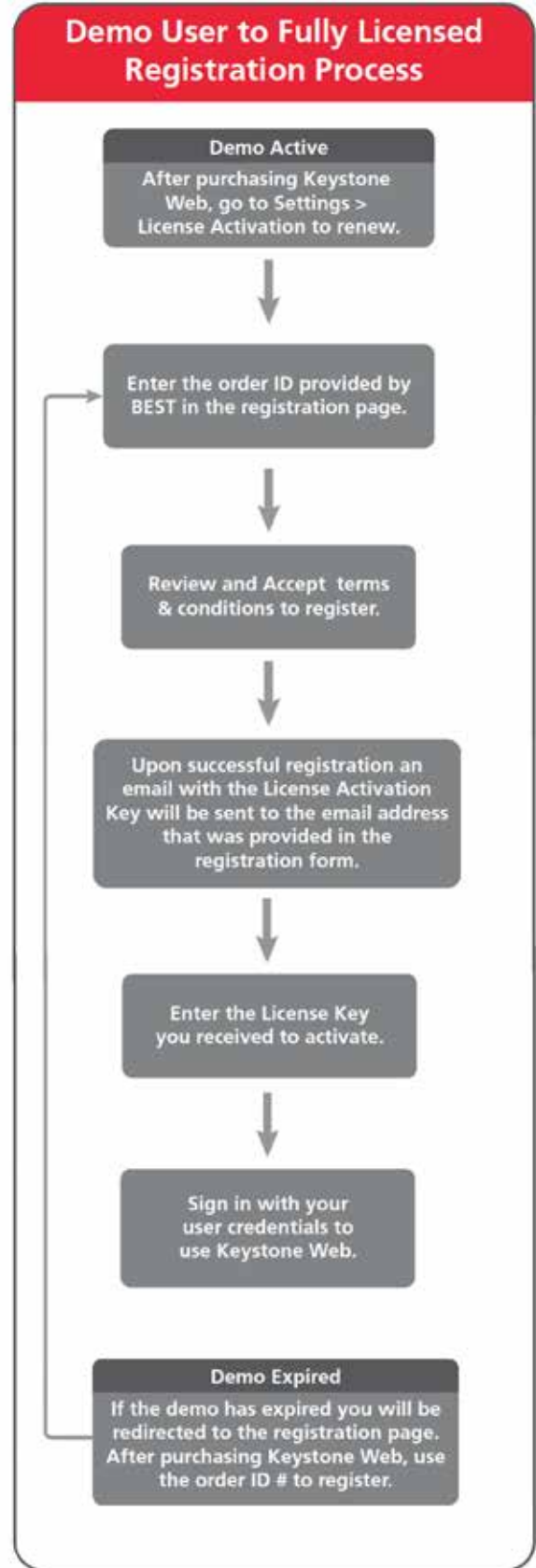
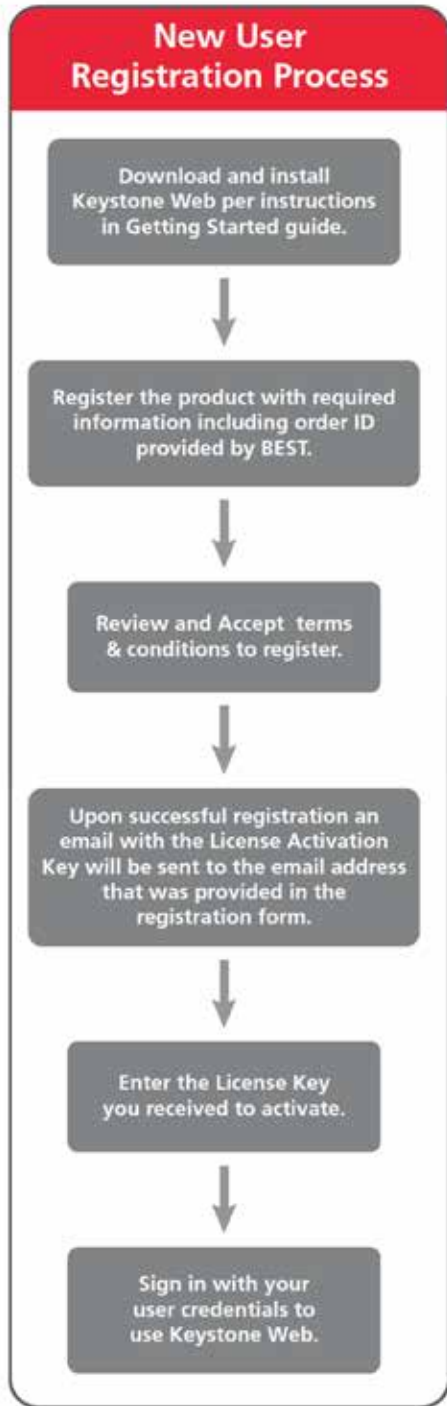


Activated Successfully

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



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.

Step 2:

Double-click on RDMExport. A window opens to select the database server. The user provides the required credentials to connect to the SQL server and choose the KeystoneWeb database for Data Migration as shown in the screenshot below.

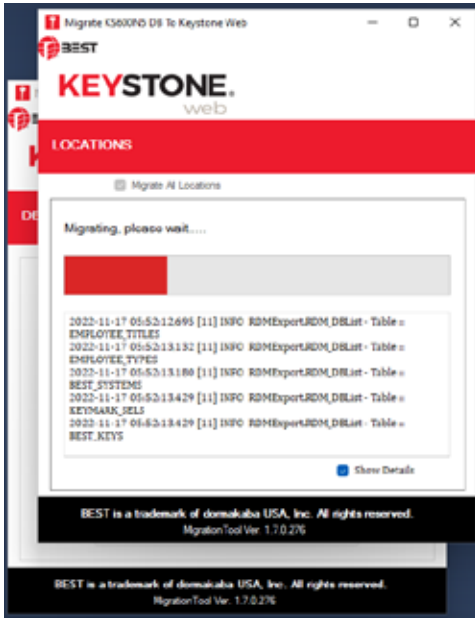


Step 3:

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 6:

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

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

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.



For questions about ordering and to be sure you get the right configuration for your needs, [contact your BEST dormakaba sales representative](#).
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