



# Access Control / Tracking Software User Manual

Installation, activation, database connection, reader setup, and daily operation guide

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### **Important notice before installation**

- Software is provided AS-IS.
- Activation is supported only on genuine hardware and an original licensed Windows OS.
- Do not use virtual machines, cloned systems, altered system IDs, or unauthorized motherboards for activation.
- Installation should be performed with administrator rights and with Internet access available.

### Document scope

- This manual combines the installation notes from the supplied Read Me materials, the uploaded software manual source, and the public FAQ guidance for Access Control Systems.
- The guide covers software installation, licensing, SQL connectivity, TCP/IP and RS232 reader connection, user functions, maintenance, and troubleshooting.

- The same software platform may be used for access control, parking control, people tracking, and asset tracking depending on reader type and project configuration.

## 1. Purpose of this software

This application is a Windows desktop platform for database-driven RFID access control and tracking. Depending on project configuration, it can be used for vehicle access, parking management, employee or resident access, visitor control, anti-theft workflows, and people or asset movement tracking.

- User login with permissions and workstation-based operation
- Person, cardholder, vehicle, and asset registration
- RFID reader connection through TCP/IP Ethernet or RS232 / COM
- Automatic entry and exit processing
- Manual entry / exit control when tags cannot be read automatically
- Live occupancy or current-inside monitoring
- Historical in/out records with search and export to Excel
- Multi-reader deployment across zones, entrances, exits, or properties
- Several client computers working with one common SQL database

## 2. System requirements

Category	Requirement
<b>Operating system</b>	Windows 7, Windows 8, Windows 8.1, Windows 10, Windows 11. The FAQ also references Windows XP in older deployments. Use original licensed Windows only.
<b>Microsoft components</b>	Microsoft .NET Framework 4 and Microsoft .NET Framework 4.5. Some older installation guidance also references .NET Framework 3.5 or higher.
<b>Database engine</b>	SQL Server 2008 Express or newer.
<b>CPU - 32-bit</b>	Intel-compatible processor, 1 GHz minimum; 2 GHz or more recommended.
<b>CPU - 64-bit</b>	1.4 GHz minimum; 2 GHz or faster recommended.
<b>RAM</b>	256 MB minimum; 1 GB or more recommended.
<b>Disk space</b>	At least 1 GB of free disk space.
<b>Privileges</b>	Installation and setup must be performed with administrator rights.
<b>Internet</b>	Internet connection is recommended during setup and required when prerequisites or activation checks must be completed.
<b>Hardware limitations</b>	Activation is not supported on non-original or modified Windows OS, virtual machines, cloned systems, altered system IDs, or unauthorized motherboards.

### Important licensing and hardware limitations

- The software is licensed per computer.
- The main license file is tied to the computer motherboard.
- A reader license is required for each reader connected to the software system.
- A genuine Windows installation and genuine hardware are required for reliable activation.

## 3. Distribution package and installation components

The distribution package includes two main installation files:

- setup.exe - verifies and installs required libraries and supporting components needed for software operation
- AccessControl.msi - installs the AccessControl desktop application itself

If setup.exe is executed first, the installer checks for required components and prompts for download if anything is missing. If AccessControl.msi is executed directly, only the main application is installed.

## 4. Full installation and activation procedure

1. Confirm that the computer uses a genuine licensed Windows operating system and that installation is being performed by an administrator.
2. Temporarily disable antivirus and firewall software if they interfere with installation.
3. Run setup.exe as Administrator. Keep the computer connected to the Internet during this step.
4. After the prerequisite installer finishes, run AccessControl.msi and complete the installation wizard.
5. After installation, obtain the generated license request file and send it to [fresh@fresh222.com](mailto:fresh@fresh222.com).
6. Receive the returned license file by email and register / activate the program.
7. Open the software and continue with database and reader configuration.
8. If assistance is needed, provide TeamViewer access details so support can configure the system remotely.

### What is preserved from the original Read Me instructions

- Software is provided AS-IS.
- Run setup.exe first, then install AccessControl.msi.
- Send the generated license file to [fresh@fresh222.com](mailto:fresh@fresh222.com) and wait for the response license file.
- Configure the reader using the model tab required for your hardware and enter the IP address and port shown on the device label or packaging.
- Reader connection can be established by TCP/IP (RJ45) or COM (RS232) when supported.

Hi there!

THE SOFTWARE IS PROVIDED “AS-IS”.

Before installing the software, make sure that you have installed the licensed software Windows XP, Windows 7, Windows 8, Windows 8.1, Windows 10.

Microsoft .Net Framework 4.5

SQL 2008 Express or higher.

**Our software can not be activated on non-original equipment or a non-original Windows OS**



1) Install the **setup.exe** file

When installing, have an Internet connection and the installation must be performed on behalf of the administrator of the computer.

2) Install the **Access Control.msi**

3) send the license file to email **fresh@fresh222.com**

4) In return you will receive a license file. Register the program.

5) In the reader settings, set the reader type (Basic) DL920 and set the IP addresses and ports written on the back of the reader and on the box.

6) You need to connect the readers to the computer using a TCP/IP connection (RJ45) or COM (RS232)

Note: Any antivirus and firewalls can interfere with the installation of our software.

Turn them off before installation!

Watch the connection diagram of the readers.

If there are any problems, Inform your access TeamViewer, our specialist will configure you software

Thank you!

Have a nice day!

*Installation note sheet supplied with the software package.*

## 5. First launch, database connection, and login

After software installation, a desktop shortcut named AccessControl is created. Start the program from this shortcut. On first launch, the software requests database connection parameters, then opens the authorization window.

- By default, the system creates a user named Administrator.
- The first login may be possible without a password; the password can be configured later.
- The application supports one running instance per workstation. If one instance is already running, the program warns the user and exits.
- The last successful username can be remembered locally for convenience.

## 6. Database connection settings

Use Settings > Connect to database to configure the SQL connection. The current project structure indicates support for SQL database files such as MDF and LDF as well as a shared SQL Server deployment.

Field / option	Description
<b>Server name</b>	Name of the SQL Server instance.
<b>Database name</b>	Target database used by the AccessControl software.
<b>Windows authentication</b>	Use when the SQL Server instance is configured for integrated security.
<b>SQL username / password</b>	Use when SQL authentication is enabled instead of Windows authentication.
<b>Local MDF / LDF attach logic</b>	Some deployments can automatically attach a local database when the local SQL instance has sufficient permission.

Recommended deployment model: one central SQL Server database, multiple client computers, and multiple readers connected over the common network. Several computers can connect to the same main database without a practical software-imposed limit.

## 7. SQL Server issues and recovery notes

If you receive an SQL Server issue during installation or operation, use the following checks.

1. Make sure Windows is activated and properly licensed.
2. Open Task Manager > Services and find all SQL services.
3. Stop the SQL services, reboot the computer, then try again.
4. Confirm SQL Server 2008 Express or newer is installed.
5. Run the software and installation tools with administrator rights.
6. If the computer is managed by an IT administrator, request permission or assistance because service restrictions often block SQL operation.
7. If necessary, contact your system administrator or Fresh USA technical support for a remote session.

### Migration and backup note

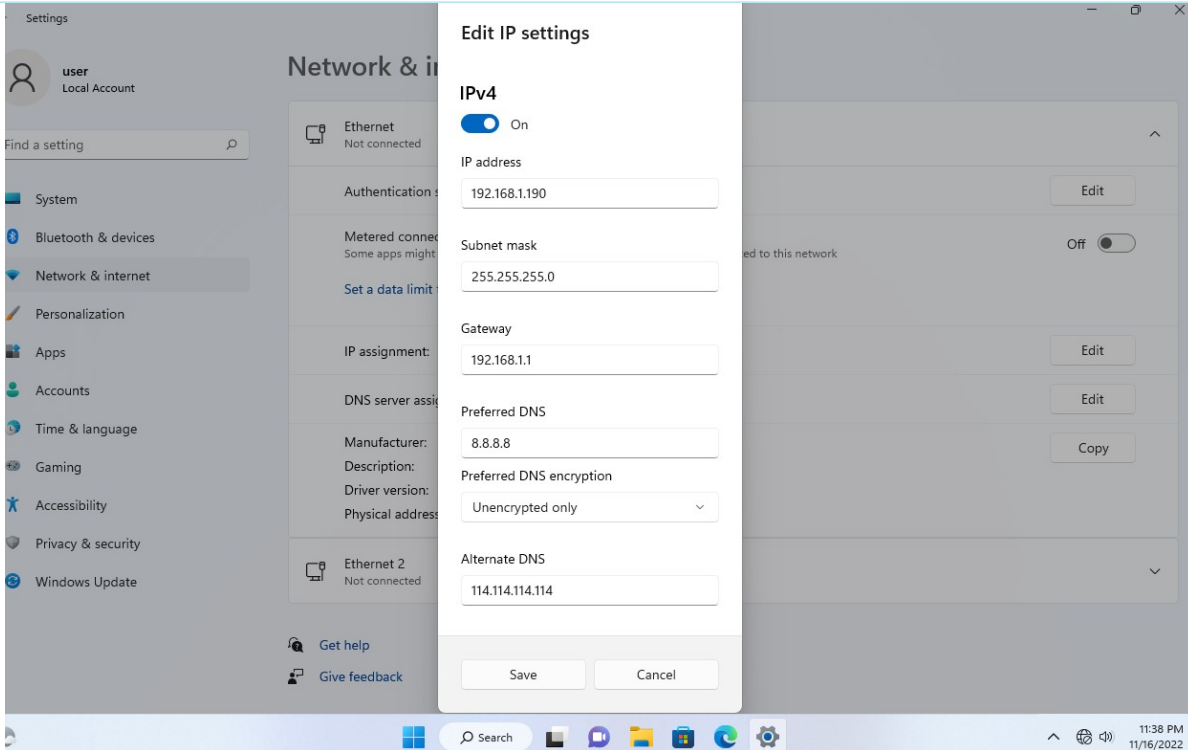
- You can save and transfer your SQL database and configuration to another computer.
- A standard approach is to create a .bak backup in SQL Server Management Studio on the old machine and restore it on the new machine.
- Server-level objects such as logins and jobs may need to be migrated separately.
- Several computers can connect to the same database over LAN or WAN when the network is configured correctly.

## 8. Network preparation for TCP/IP readers

Before changing device parameters or commissioning a network reader, configure the computer network interface according to the installation instructions. The uploaded PDF and Windows 11 screenshot show the expected IPv4 pattern for first-time setup.

Setting	Value / note
<b>IP address</b>	192.168.1.190 shown in the Windows 11 example, while older setup sheets show the network controller prepared on the 192.168.1.x subnet.
<b>Subnet mask</b>	255.255.255.0
<b>Gateway</b>	192.168.1.1 in the Windows 11 example
<b>Preferred DNS</b>	8.8.8.8 in the Windows 11 example
<b>Alternate DNS</b>	114.114.114.114 in the Windows 11 example
<b>Subnet rule</b>	The reader and the computer must be on the same subnet for communication to work.

- For first setup, use a router as recommended in the FAQ.
- Disconnect other IP devices physically from the computer and router during initial reader IP setup to avoid interference.
- Do not ping readers with generic tools during this stage; use the specialized application provided for reader setup.
- Check the RJ45 crimp and wiring carefully. The FAQ notes that most TCP/IP problems are caused by physical connection issues.



Example of manual IPv4 settings in Windows 11 for reader communication.

## 9. Reader connection methods

The system supports two communication options depending on reader model and project design:

- TCP/IP through RJ45 Ethernet connection
- COM / RS232 connection, including use of an HL-340 type USB-to-serial adapter when required

In the reader settings window, select the communication interface that matches the connected device. Additional third-party drivers may be required for USB / COM equipment.

## 10. Reader model selection in software

Each reader corresponds to its own firmware family and setup tab. Selecting the correct reader type is critical for stable communication.

Fresh USA reader model	Tab / reader type to select in software
F-920 / F-930	DL920
F-950	DL950
F-6950	DL6950
F-02 desktop encoder	USB
F-9700	DL9700

The original Read Me image emphasizes Basic DL920 for the illustrated setup example. Use that selection only when it matches the connected hardware.

## 11. Changing reader IP address and basic communication parameters

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Fresh USA provides a free utility for reader adjustment. With it, you can change reader power, UHF frequency range settings where supported, IP address, port, and password or binding code.

- Each reader in the network must use its own unique IP address and port.
- Use the dedicated setup application to change IP and port values.
- For PoE reader settings, follow the dedicated downloaded instruction package.
- The software uses the reader IP address and port entered in the connection settings screen.

## 12. Reader setup procedure inside the software

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1. Open Settings > Connect to reader.
2. Enter a descriptive reader name such as Main Entrance, Exit Gate, Desktop Reader, or Warehouse Door.
3. Select the correct reader type tab according to the hardware model.
4. Choose the communication type: Using TCP/IP or Using COM port.
5. For TCP/IP, enter the IP address and port shown on the configured reader. For COM connection, select the proper COM port number.
6. Set the read interval / polling interval as required by the project.
7. Assign the reader to the logical function needed for your site, such as binding, input, output, anti-theft, or safe mode where applicable.
8. Save the settings and confirm that the status shows the reader is connected.

If the computer does not detect the reader, verify subnet alignment, reader type selection, physical cabling, and COM driver availability.

## 13. Main functional areas of the software

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- Access and tracking management - the live operator dashboard
- Basic info - maintenance of properties, zones, types, and categories
- Registration - person, vehicle, cardholder, or asset registration records
- Entrance / departure history - search of current and historical movements
- Settings - database, reader, user, password, and system configuration
- Manual control - operator-driven entry or exit processing by identifier

## 14. Program base window and live dashboard

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After successful login, the main program window displays the current operating status. Typical on-screen information includes:

- Connection status of configured readers

- Current logged-in user
- Current occupancy or current-inside list
- Recent movement events with entry / exit status
- Quick controls such as access mode, voice prompts, time setting, change working user, and manual control
- Menus for registration, reports, settings, and help

## 15. Data handled by the system

The registration module can be used for people, vehicles, cards, members, residents, visitors, or assets, depending on the deployment. Typical data fields include card number, person name, telephone, address, type, license plate or asset identifier, serial or internal number, registration date, policy number, assigned location, insurance data, photos, and status values.

Status value	Meaning
0	Active
1	Canceled / disabled
2	Reported lost

## 16. Standard daily operation workflow

When a registered card or identifier is read, the software checks the registration table, determines whether the record is currently inside, and proposes either Enter or Exit logic.

1. Reader receives the tag or identifier.
  2. Software searches for a matching registration record.
  3. The entry / exit confirmation window opens.
  4. If the record is not currently inside, the action defaults to Enter.
  5. If the record already exists in the current-inside table, the action defaults to Exit.
  6. Operator reviews details or waits for the automatic countdown if this workflow is enabled.
  7. The system stores the record either in the current-inside table or moves it to history with stay time calculated.
- A tracked record cannot enter twice without first exiting.
  - A tracked record cannot exit unless it is currently marked as inside.
  - Unknown or reported-lost cards should be treated as exception cases and reviewed manually.

## 17. Manual control

Manual control is used when a tag cannot be read automatically or when an operator must search by card number, license plate, person name, or another identifier.

1. Open Manual control.
2. Enter the identifier or search term.
3. Open the record and review whether the software proposes Enter or Exit.
4. Confirm the transaction manually.

## 18. Registration module

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- Create new registration records
- Edit existing records
- Delete records when permitted
- Cancel or disable records without deleting them
- Mark records as reported lost
- Restore canceled records when needed
- Attach person or vehicle / asset photos

## 19. Basic info and lookup tables

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The Basic info module stores reusable values such as property names, zone names, vehicle types, categories, departments, locations, and other lookup data used throughout the software.

## 20. History and reporting

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- Search historical records by card number, plate number, person name, or asset identifier
- Review records currently inside controlled areas
- Use optional date filtering
- Export search results to Excel
- Delete selected or all historical records if the user has permission

## 21. User management and permissions

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Administrators can create users, assign passwords, and grant permissions by module and by action such as View, Add/Edit, and Delete. Database connection and user-right management should remain administrator-only.

## 22. Language, sounds, and operator controls

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- The software may support English, Portuguese, Arabic, Russian, Chinese, and Korean interface modes.
- Voice prompts can be enabled or disabled depending on site needs.
- Operators can change the working user when shifts change.
- Access or no-access mode and time-based behavior can be configured depending on site logic.

## 23. FAQ additions relevant to system operation

Topic	Practical rule
<b>Warranty</b>	Readers are supplied with a one-year warranty; extensions may be available by request.
<b>Software license duration</b>	Lifetime license for one computer. No subscription and no monthly fees.
<b>Reinstall on same computer</b>	If Windows is reinstalled on the same computer and the motherboard has not changed, the existing license can generally be used again.
<b>Move to another computer</b>	A new software license is needed for a new computer because the license is tied to the motherboard.
<b>Reader count</b>	You can scale by adding readers to the common network as needed.
<b>Computer count</b>	You can connect multiple computers to the same main database over the common network.
<b>Standalone vs software mode</b>	A reader cannot operate as standalone and as a TCP/IP software reader simultaneously. Choose one mode of operation at a time.
<b>Standalone reader with software</b>	Standalone antenna-readers can be converted to software system use when the required software and per-reader licenses are purchased.

## 24. Stand-alone system notes and desktop encoder notes

The FAQ also contains important information for users who work with stand-alone configurations or later migrate to software-managed operation.

- Tags can be added to a stand-alone system using the F-02 desktop encoder and the free setup application.
- The number of tags that can be added is not treated as a practical software limitation in the FAQ guidance.
- If the binding password / code is changed, restart the application before continuing.
- Lost or stolen tags in stand-alone mode may require reader reset and re-authorization of valid tags.
- If the computer does not recognize the USB desktop encoder, install the required driver and locate the correct COM port.

## 25. Improving reading quality

- Follow the exact installation instructions and orientation rules for each antenna.

- Different applications require different antenna placement: access control, anti-theft, and smart shelf layouts are not interchangeable.
- Each antenna has its own radiation pattern and orientation behavior.
- Tag performance depends heavily on selecting the proper tag type for the application: metal, liquid, fabric, anti-tamper, regular sticker, and other specialty formats behave differently.

## 26. Recommended start-of-day / end-of-day procedure

### Beginning of day

1. Start the software.
2. Confirm database connection.
3. Log in with the correct operator account.
4. Check reader connection status.
5. Verify current occupancy information and voice / access settings.

### End of day

1. Review movement history for the shift or day.
2. Export required reports.
3. Verify that the current-inside list is accurate.
4. Exit the application normally.

## 27. Troubleshooting guide

Problem	Possible cause	Recommended action
<b>Software does not open</b>	Missing prerequisites, SQL issue, or another running instance	Install prerequisites, check SQL services, and close any already-running copy of the program.
<b>Activation fails</b>	Non-original Windows or hardware, Internet blocked, or wrong license file	Use genuine Windows and hardware, keep Internet available during setup, and email the generated license file to fresh@fresh222.com.
<b>Reader not detected</b>	Wrong model tab, wrong IP / port, wrong subnet, or poor wiring	Select the correct reader type, confirm same subnet, verify IP and port, inspect RJ45 crimp, and test COM / RS232 if applicable.
<b>SQL error during install</b>	SQL service stopped, insufficient rights, or Windows activation issue	Run as administrator, verify SQL Server installation and service status, reboot if needed, and involve the IT administrator.

Problem	Possible cause	Recommended action
<b>USB encoder not recognized</b>	Driver missing or wrong COM port	Install the required desktop encoder driver and recheck available COM ports.
<b>No tag reads or weak reads</b>	Wrong antenna placement, unsuitable tags, or incorrect power / frequency settings	Adjust placement according to the instructions, verify tag type, and use the free utility to review reader settings.
<b>Network reader loses connection</b>	Reader and PC are on different subnets, router or cables are bad, or firewall interferes	Match the subnet, inspect the cabling and router, and review firewall behavior.
<b>Need help with configuration logic</b>	Project-specific logic is not yet tuned	Use the site-specific settings workflow, training videos, or request remote support from Fresh USA.

## 28. Company contacts and support channels

Purpose	Contact
<b>General orders / sales</b>	order@fresh222.com
<b>License file / technical support</b>	fresh@fresh222.com
<b>Phone</b>	+1 (312) 312-9608
<b>Main website</b>	www.fresh222.com
<b>Software site</b>	software.fresh222.com

### Support recommendation

- For the fastest technical help, keep photos of the reader label, reader type, IP settings, and any error messages available.
- For SQL or Windows permission problems, it is often necessary to involve the local computer administrator.
- For reader and software commissioning, remote access through TeamViewer may be requested by support.

## 29. Final operational notes

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- Do not delete information from the existing database or configuration without a verified backup.
- Document every reader IP address, port, and physical location.
- Keep a copy of the returned software license file in a secure backup location.
- Remember that one software license belongs to one computer and one reader license belongs to one reader.
- Use the proper reader tab and communication type every time you replace or add hardware.