

ASSA ABLOY

CLIQ Connect PC Application FAQ

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1 Introduction

This document contains the FAQ for CLIQ Connect PC Application.

The purpose of this document is to outline potential problems and answers for the CLIQ Connect PC Application.

CLIQ Connect PC Application (CCPA) is a software that replaces Java when logging in to CLIQ Web Manager. CCPA installs on the PC like a normal software and will appear in the Taskbar in Windows.

Note, if you want to use the Lockchart in CLIQ Web Manager then you will still need Java installed on the PC. Note, the Lockchart will no longer be available from CLIQ Web Manager version 7.

2 Versions

This FAQ covers CLIQ Connect PC Application version 1.2 and 1.3.

3 FAQ

3.1 Programming device error

If you get any of these error messages

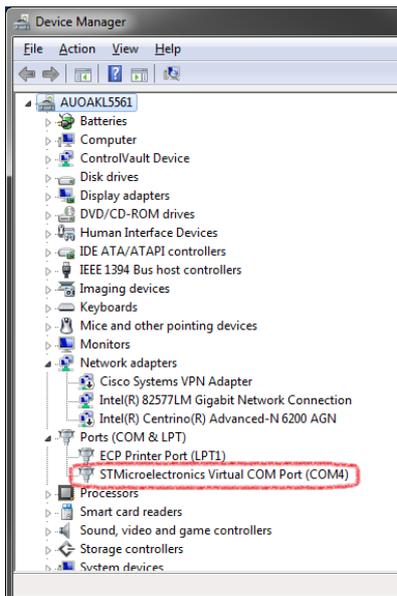


then make sure that:

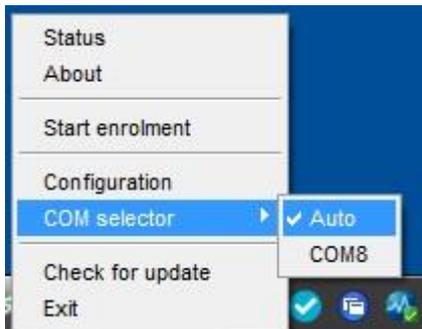
- The Local Programming device is connected to the PC
- The drivers for the Local Programming device has been installed (see separate document for instructions)
- The drivers have been allocated to the Local Programming device in the Device Manager (see separate document for instructions)
- The Local Programming device has been allocated a COM port in the Device Manager (under Ports). See picture below. The example below show how it looks like for Local Programming device version 2.
- Make sure that two devices don't have the same COM port number



Local Programming device version 2



- You don't have several Local Programming devices connected to the PC
- The COM selector is set to Auto in CLIQ Connect



- If none of the above works then disconnect the USB cable from the PC and insert it in a different USB port
- We have also seen a case where restarting the PC solved the issue
- In very rare cases communication with programming device could be broken by incorrect state of the USB driver. This situation has been mainly observed with Local PD v2 working with STMicroelectronics driver. When it occurs user should disconnect the USB cable for a while and connect it again.
- Try to login to CLIQ Web Manager using Java to see if that works. You then need to install the latest version of Java 32-bit and close the CLIQ Connect application. At the CLIQ Web Manager login screen click "Login without CLIQ Connect".
- Try to change the USB cable which is used to connect the Local PD to the PC.
- Try connecting the USB cable to another USB port.

3.2 Programming device not found but it works with Java

No COM port was seen in CLIQ Connect.

The USB Serial driver was installed from a user account.

Solution: log out from the user account and login with an admin account and install the USB serial driver. Make also sure that any anti-virus software does not remove or block the USB drivers.

3.3 CLIQ user key is not updated when inserting it in the Programming Device

If you insert a user key in the programming device when a C-key is already inserted in the PD then the user key will not be updated. It will however be "connected". If you don't have the C-key inserted in the programming device it will be updated though if you have the new type of CLIQ key (with LEDs). The older type keys (without LEDs) will not be updated.

3.4 CLIQ C-key is not updated when inserting it in the programming device

The C-key it will be updated if you have the new type of CLIQ C-key (with LEDs). The older type of C-keys (without LEDs) will not be updated automatically.

3.5 Problem programming "cylinders in access list" changes for the older type key (without LEDs) using Local PD ver 2 (without display) and CLIQ Connect PC app

Please install version 1.3 of CLIQ Connect.

3.6 CLIQ Connect download

Go to this website to download CLIQ Connect

<https://cliqconnect.assaabloy.com/>