

ASSA ABLOY

CLIQ Connect PC Application User Manual

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1 Introduction

This document contains the user manual for CLIQ Connect PC Application.

The purpose of this document is to present how CLIQ Connect PC Application works, is installed, configured and troubleshot.

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 user manual covers CLIQ Connect PC Application version 1.2 and 1.3 which is compatible with the following components:

2.1 CLIQ Web Manager/Remote

The CLIQ Web Manager 6.0 release or later.

2.2 Key Firmware

The Key firmware 12.3 or later (for direct programming functionality)

2.3 Microsoft Windows

- Windows Vista
- Windows 7
- Windows 8.1

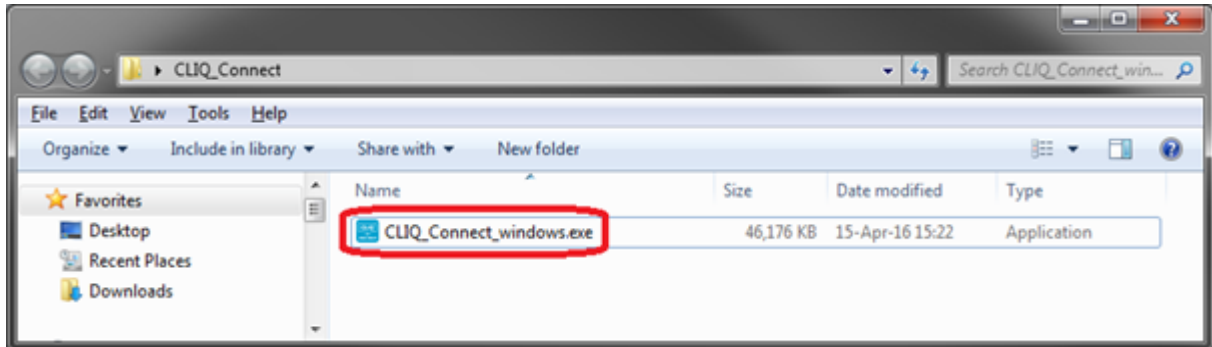
3 Installation

First download the application by going to:

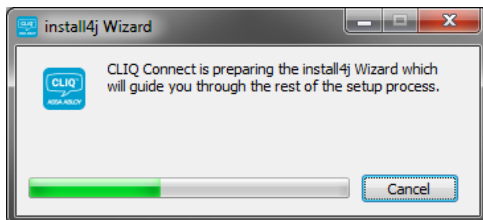
<https://cliqconnect.assaabloy.com/>

Save the zip file on your PC. Extract the zip file.

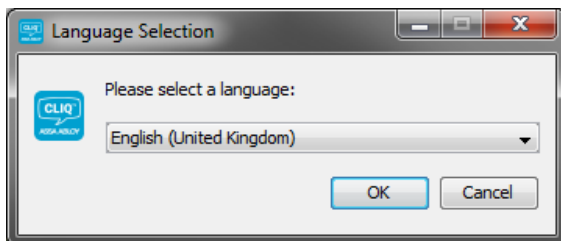
Now run the CLIQ_Connect.exe file. Note, the version (such as 1.3) will also be a part of the file name for the .exe file.



The installation will start.

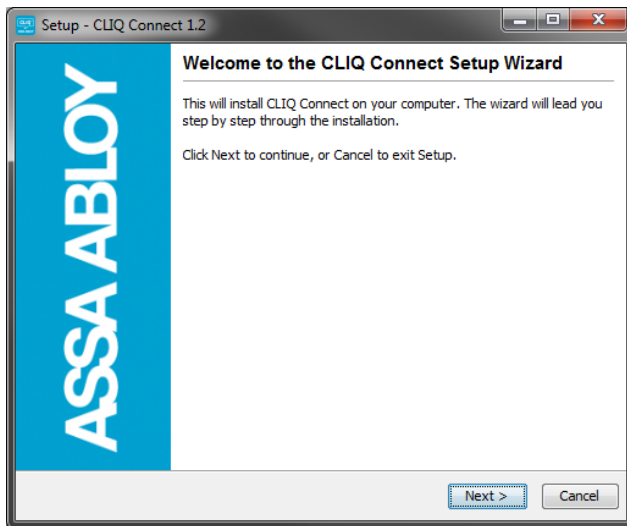


Select your preferred language and click OK.

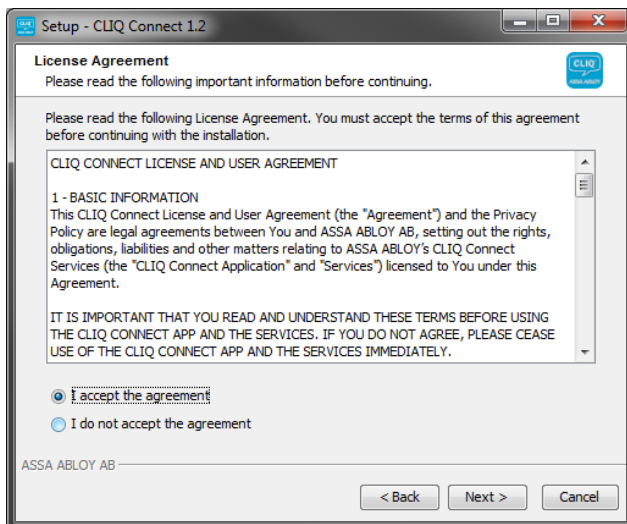


You might be asked to provide local admin details on your PC in order to install CLIQ Connect. Provide the required details (contact your IT department for help if required).

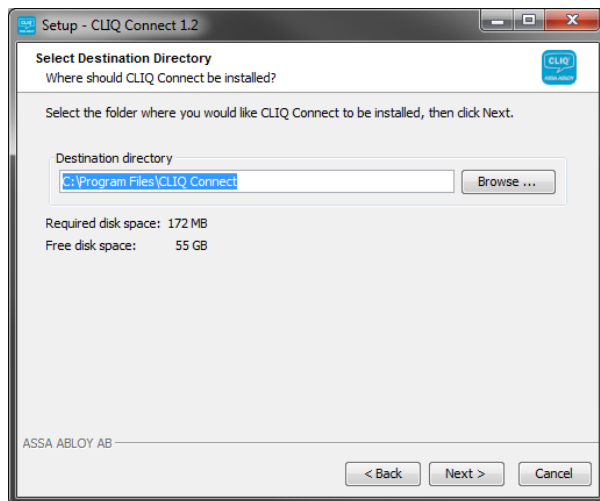
Click Next when dialog pops up in order to continue the install.



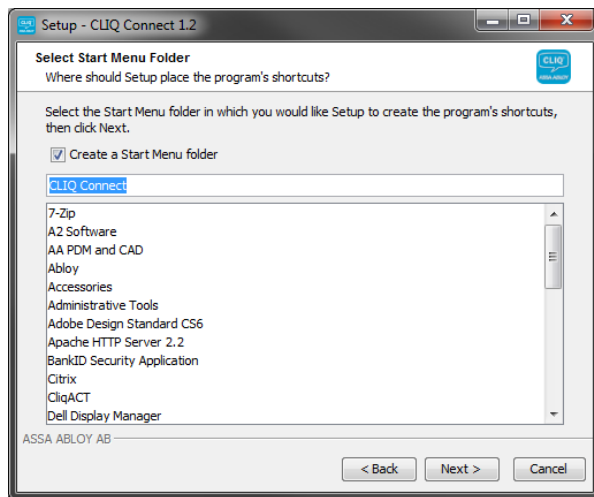
Accept the licence agreement and click Next.



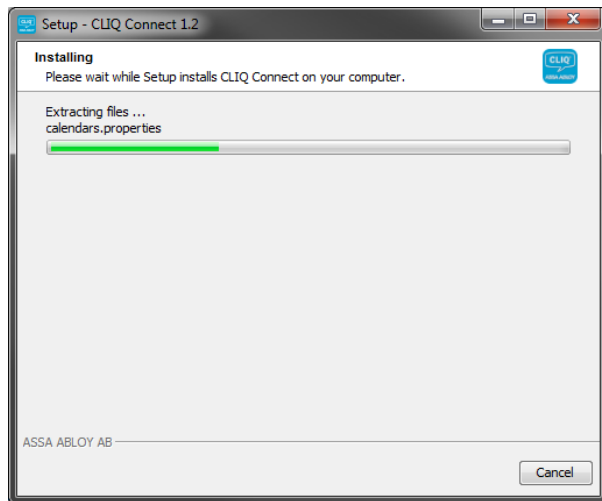
Select your preferred installation folder and click Next.



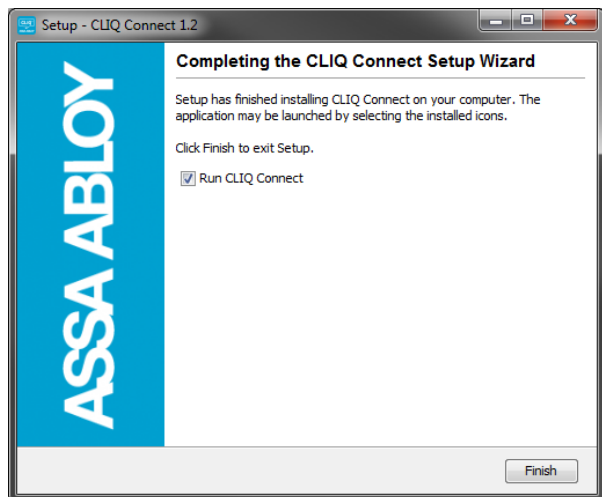
Untick the checkbox if you do not want to create a Start Menu folder. Click Next.



CLIQ Connect will be installed.



The installation has completed. Click Finish. Untick the checkbox unless you want to run CLIQ Connect.



4 Using CLIQ Connect PC App

4.1 Starting CLIQ Connect

If you chose to create a Start Menu folder during the installation then you will find CLIQ Connect by going to Windows Start button - All programs - CLIQ Connect - CLIQ Connect.

Before starting CLIQ Connect make sure that you have connected the Local Programming Device to your PC. Make also sure that the USB driver for the Programming Device is installed and that the Programming Device is turned on.

You will see this logo in the middle of the screen when CLIQ Connect is starting up.



Note, CLIQ Connect will start automatically every time you start your PC. Please see later in this guide for information on how to stop CLIQ Connect from starting automatically.

You will then see a white icon on the task bar. **See next chapter if you cannot see the icon in the taskbar.**



Followed by



and finally



If there is something wrong such as the Local Programming Device is not connected to the PC or the CLIQ Connect cannot connect to the server then you will see this icon.



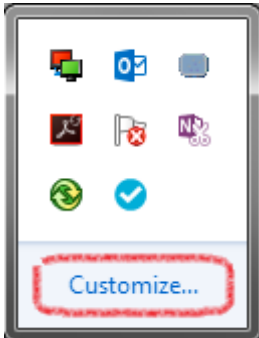
4.2 Configure Windows to always show the CLIQ Connect icon in the task bar

4.2.1 Win 8

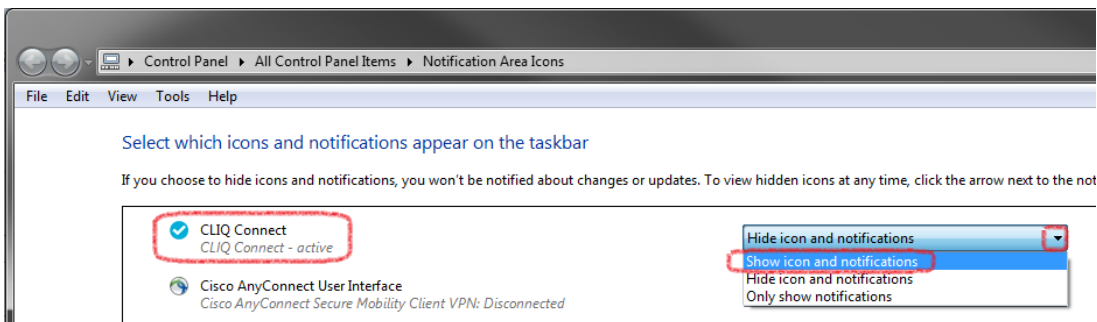
Left-click on the little arrow



Click Customize



Find the CLIQ Connect application and change the setting to "Show icon and notifications". Click OK to save.

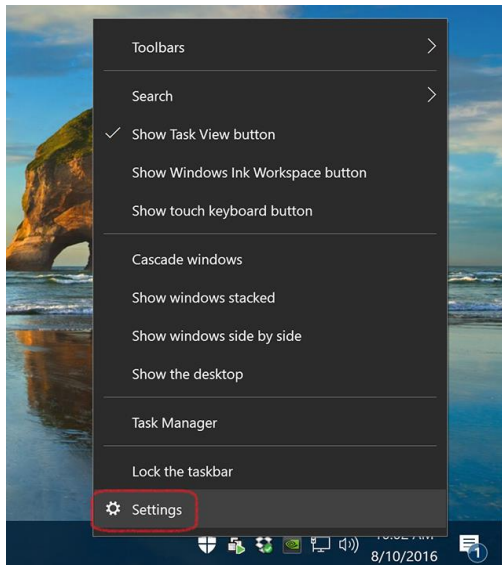


The CLIQ Connect icon will now be visible on the task bar all the time which is very beneficial.

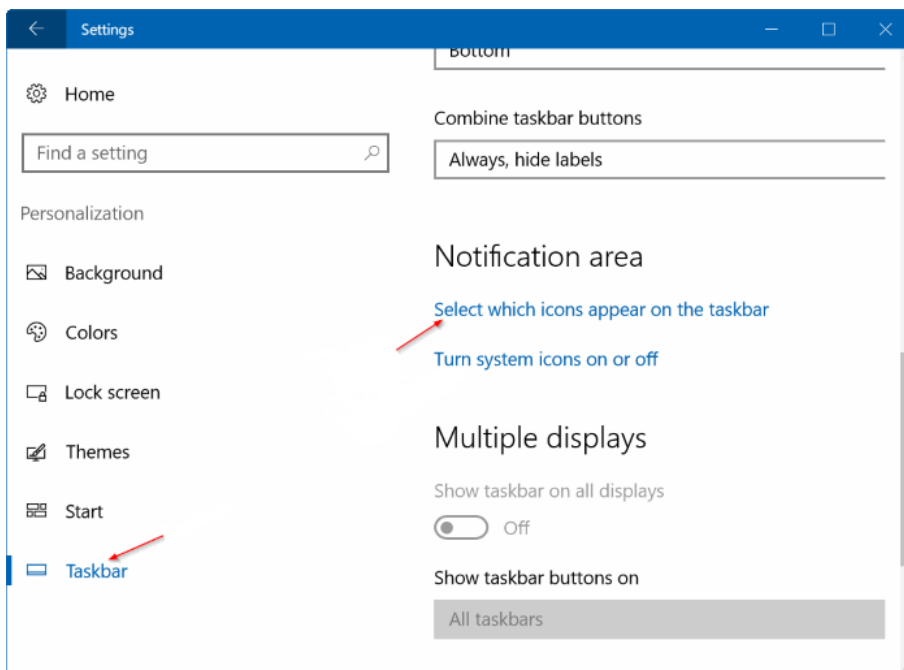


4.2.2 Win 10

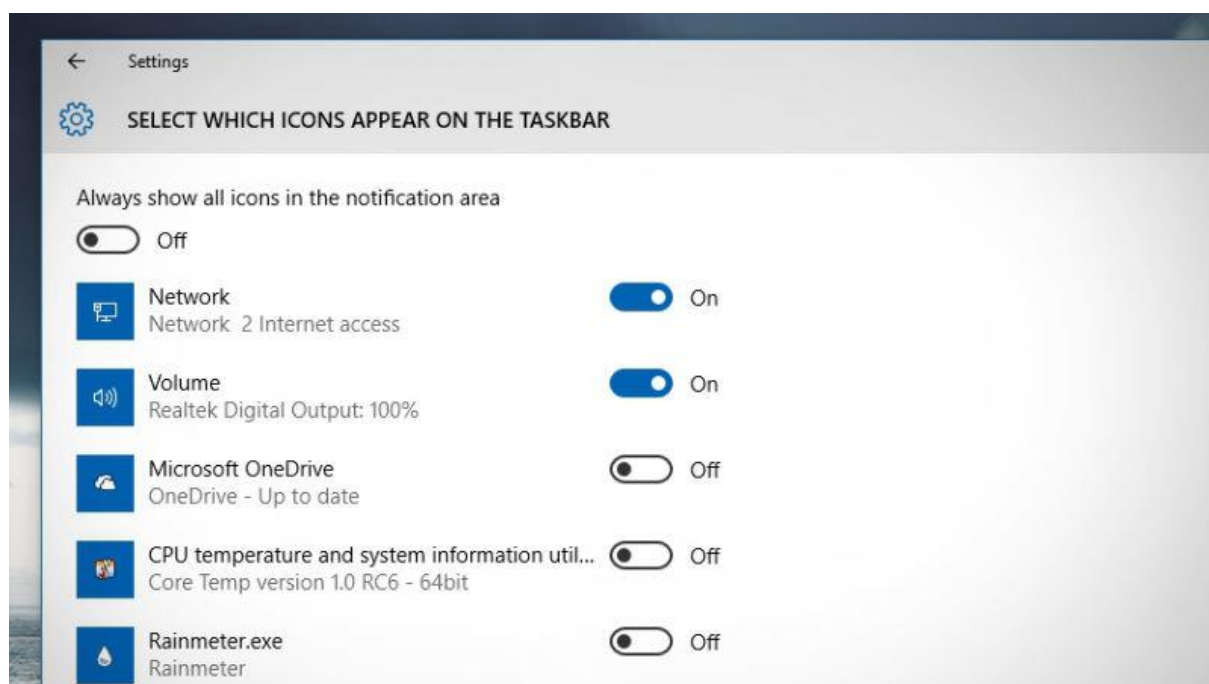
Right-click on the task bar. Click on Settings.



Make sure you are on the Taskbar settings. Then click on "Select which icons appear on the taskbar"



Find CLIQ Connect and change the value to On.



4.3 Configuring CLIQ Connect

First, if you are using CLIQ Web Manager (rather than CLIQ Go) make sure that you have the Master C-key for your system in your hand.

By right clicking on the CLIQ Connect icon in the task bar you will open up the CLIQ Connect menu. From the menu you can view the Status, configure the server and define the COM port for the Local Programming Device etc.

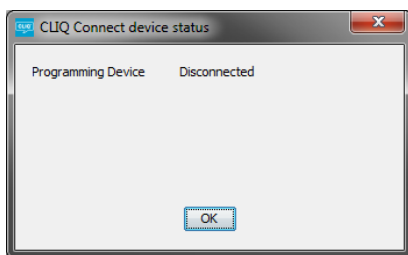


The Status can also be seen by left clicking on the CLIQ Connect symbol.

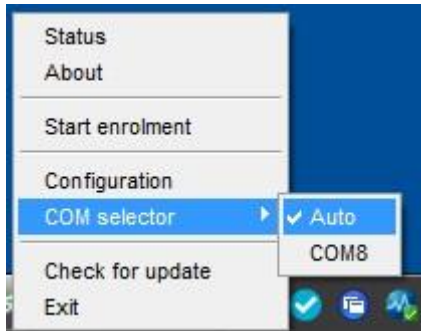
If CLIQ Connect has a successful connection to the Local Programming Device (and you don't have a key inserted in the Local Programming Device) you will see this dialog when viewing the Status.



If you instead get an error or disconnected message then you need to make sure that you have connected the Local Programming Device to your PC. Make also sure that the USB driver for the Programming Device is installed and that the Programming Device is turned on.



Make also sure that you can see at least one COM port in the COM selector menu (right CLIQ on the CLIQ Connect icon). We recommend using the Auto setting. If that does not work you can try to select a manual COM port.



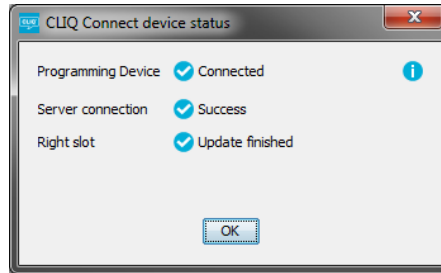
Once you have a successful connection with the Local Programming Device you should insert the Master C-key in the left hand side of the Local Programming Device.

If you are a CLIQ Go user you should instead insert a user key in the right hand side of the Local Programming Device.

This is what you want to see.



CLIQ Web Manager user



CLIQ Go user

If you instead get an error like the example below you need to have a look at the configuration.



Right click on the CLIQ Connect icon and click Configuration.

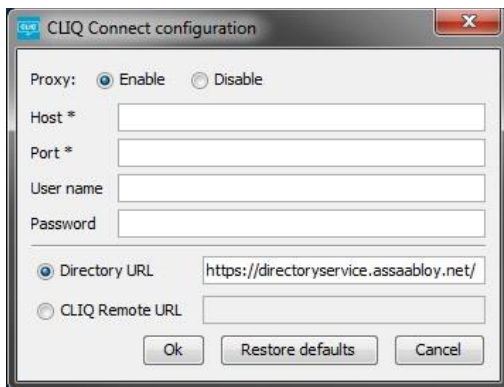


By default the Proxy is Disabled. Please contact your IT department since you might need to enable Proxy to get CLIQ Connect working correctly.

By default CLIQ Connect is using the Directory URL. Please contact your IT department, they might need to modify firewalls for instance in order for CLIQ Connect to be able to connect to the Directory UR.

If you are a CLIQ Web Manager customer and you cannot connect to the Directory URL you can try to specify the CLIQ Remote URL instead. The CLIQ Remote URL is the same URL as your Wall PDs will connect to.

Note, self-hosted CLIQ Web Manager customers MUST use the CLIQ Remote URL.



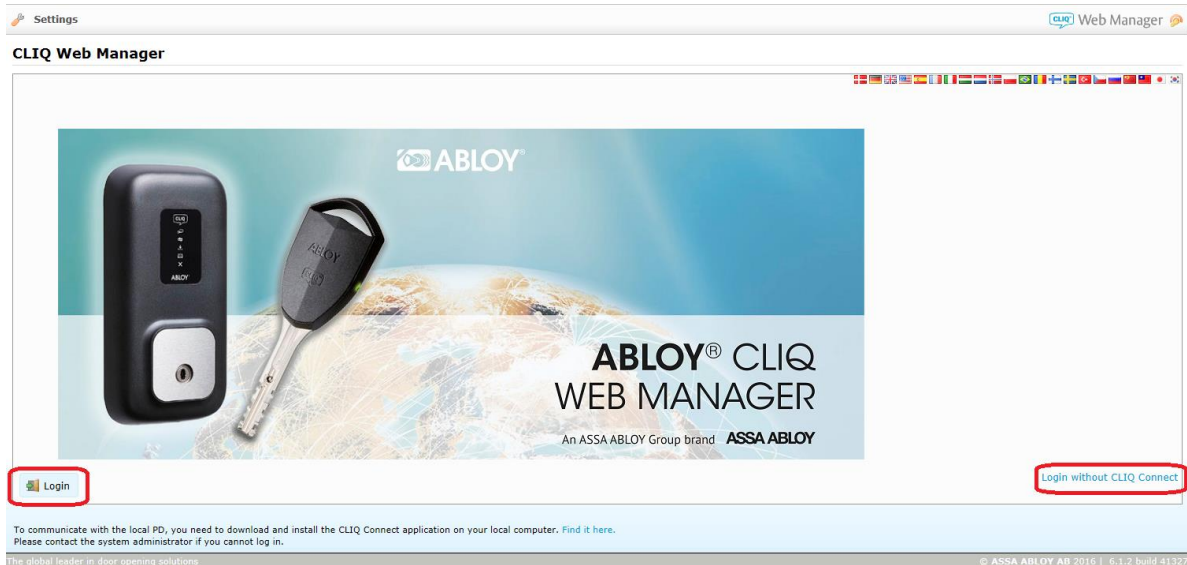
When you have done the configuration click OK. Remove the key from the Local Programming Device. Insert the key again. Does it look like this now? If not, something is still not right. Please contact your IT department since something on the network might be blocking the access.



4.4 Login to CLIQ Web Manager using CLIQ Connect

When you login to CLIQ Web Manager version 6 or later the default option is to use CLIQ Connect login method. Note, from CLIQ Web Manager version 7 it will only be possible to login via CLIQ Connect. Logging in via Java will not be possible anymore.

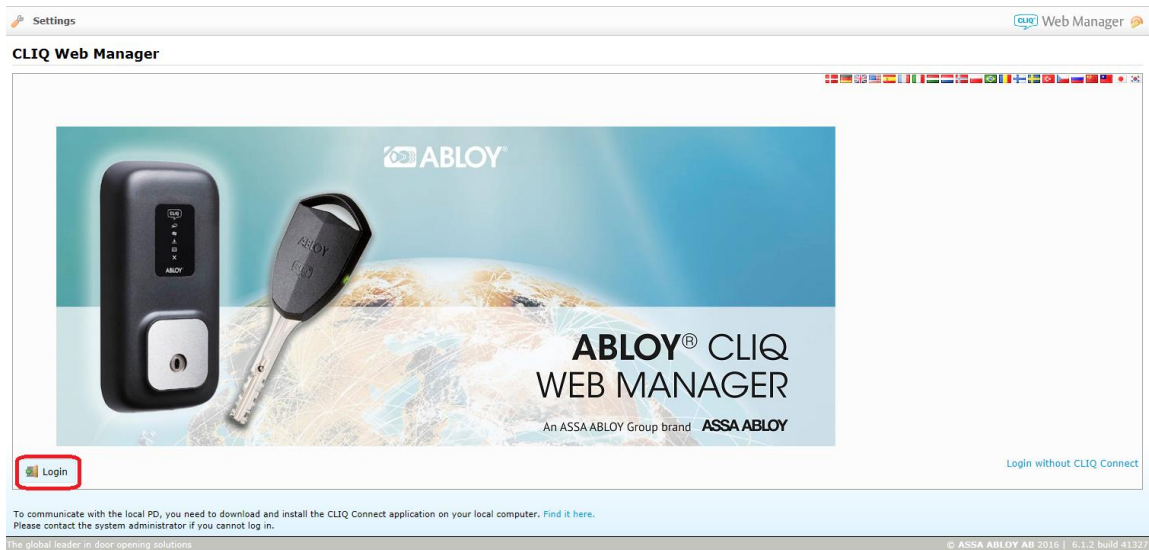
If you don't want to login using CLIQ Connect you need to click on the "Login without CLIQ Connect link" (see image below). You will then login using Java instead.



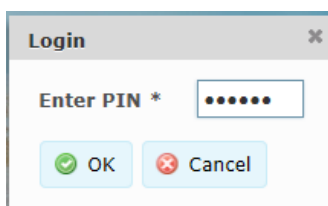
If you want to login using CLIQ Connect then make sure that CLIQ Connect is running and active (see below) and that the C-key is inserted in the left hand port of the programming device.



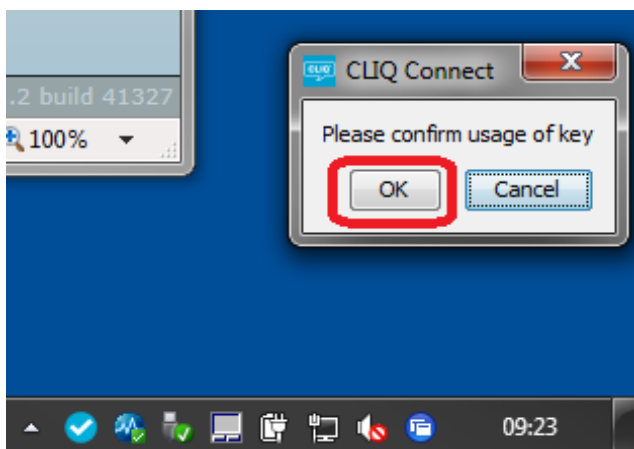
Then just click Login.



Type the PIN code and click OK.



A pop up window will appear in the lower right hand corner on the screen. Click OK.



You will now be logged in to CLIQ Web Manager.

4.5 Updating a C-key (not applicable for CLIQ Go customers)

The user can update/program CLIQ C-keys using the left hand key port of Local Programming Device.

The icon on the task bar will look like this when a key is being updated/CLIQ Connect looking for updates.



Once the update is finished it will look like this.



In the Status menu it will look this after a successful update.



4.6 Updating a user key

The user can update/program CLIQ user keys using the right hand key port of Local Programming Device.

The icon on the task bar will look like this when a key is being updated/CLIQ Connect looking for updates.



Once the update is finished it will look like this.



In the Status menu it will look this after a successful update.



4.7 Activate CLIQ Connect that's gone into sleep mode

CLIQ Connect will go into sleep mode and the Local Programming Device will turn off after a few minutes of inactivity. You can tell that CLIQ Connect is in sleep mode by looking at the icon. It will be grey.



Left click on the CLIQ Connect icon to wake it up.



4.8 Using CLIQ Connect's token entry feature when enrolling for C-key certificate (not applicable for CLIQ Go customers)

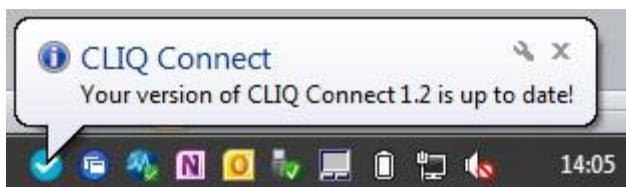
When you enrol for a C-key certificate (needed in order to be able to login to CLIQ Web Manager) you need to enter a token code as a part of the process. CLIQ Connect is used in the enrolment process (instead of Java) to authenticate your C-key when you are asked for the C-key PIN code. The token code will be displayed in the web browser as a part of the enrolment process. You need to enter that token code into CLIQ Connect. Open the CLIQ Connect menu and click Start enrolment. The dialog where you can enter the token code will then show up.



4.9 Automatic software Update

The CLIQ Connect PC application has a feature to automatically check for and download software updates for the application. The user has the option to accept or cancel software updates.

You can also manually check for update by clicking Check for update in the CLIQ Connect menu.

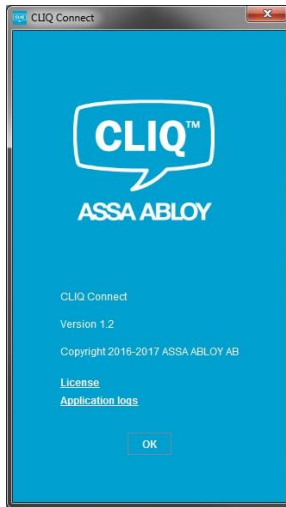


4.10 Viewing the application logs and CLIQ Connect version

To help debugging any issues with the Local Programming Device or the server connection there is a way to see the application logs.

From the CLIQ Connect menu click About. Then click Application logs. That will open the folder where the application logs are being saved.

You can also see the CLIQ Connect version in use from the About dialog.



4.11 Stop CLIQ Connect from automatically start with Windows

By default CLIQ Connect starts automatically with the PC.

If want to disable that feature go to the Windows registry editor. Go to Computer\HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Run. Remove the key called CLIQ Connect.

5 Known Issues and Limitations

- Some virus protection tools might warn about a harmful application while upgrading the CLIQ Connect PC Application. This issue is under investigation.