

INSTALLATION GUIDE

GuardPoint Insight

Installing, starting and troubleshooting the desktop companion app for GuardPoint10 and GuardPointXI

Windows 10 and 11, 64-bit

Works with GuardPoint10 and GuardPointXI

Version 0.5 (pre-release)

GP Insight for short

About this guide

GuardPoint Insight (GP Insight for short) is a Windows desktop companion app for Sensor Access's GuardPoint10 and GuardPointXI access control software. This guide explains what the PC needs, how the app is installed and removed, what happens the first time you start it, and how to fix common start-up problems.

This is a draft for review. Anything marked **TO CONFIRM** still needs to be checked before the guide is released.

1. System requirements

Operating system	Windows 10 (64-bit) or Windows 11. The app is built as a 64-bit (win64) program and will not install on 32-bit Windows.
GuardPoint compatibility	GuardPoint10 version 1.160 and above, and all versions of GuardPointXI.
GuardPoint API module	Required. GuardPoint Insight connects through the GuardPoint API, so the API module must be enabled on your GuardPoint system.
Microsoft Edge WebView2 Runtime	Already installed on Windows 11 and on up-to-date Windows 10. If it is missing, install it (free, about 2 MB, needs internet): Evergreen Bootstrapper: https://go.microsoft.com/fwlink/p/?LinkId=2124703 Offline installers: https://developer.microsoft.com/microsoft-edge/webview2/
.NET Framework	Uses the Microsoft .NET Framework that comes with Windows. Nothing extra to install. Minimum version TO CONFIRM
Python	Not needed. Everything the app needs is bundled with it; you do not need Python or any developer tools.
Network	Network access from the PC to your GuardPoint server, on the server address and port your server uses. You enter these yourself on the app's Settings screen (the Port field there starts at 10695: check this against your own server TO CONFIRM).
On the PC itself	The app runs a small service that only this PC can reach (127.0.0.1), starting at port 8765. If that port is in use it picks the next free port automatically.

2. How the app is delivered

GuardPoint Insight is **not a single .exe file**. It is a folder called `GuardPoint-Insight` with `GuardPoint-Insight.exe` inside it, together with the files the app needs to run. The whole folder must stay together.

When a zip file is downloaded, Windows marks it and the files inside it as coming from the internet. This can block those files and stop the app from starting. For this reason GuardPoint Insight will be delivered as an **installer**, `GuardPoint-Insight-Setup-v<version>.exe`, which places the whole folder on the PC, adds the shortcuts and registers the app with Windows.

The program is not currently code-signed, so Windows SmartScreen may show "Windows protected your PC". Click **More info**, then **Run anyway**. Whether the installer will be code-signed for release **TO CONFIRM**

Installer still to be created

These steps describe the intended process. Screens, wording and default folders will be checked once the installer has been built and tested.

3. Installing GuardPoint Insight

- 1 Close any running copy.** If GP Insight is open, close it first. Setup can also offer to close it for you.
- 2 Run setup.** Double-click `GuardPoint-Insight-Setup-v<version>.exe`. If SmartScreen appears, click **More info**, then **Run anyway**.
- 3 Choose who it is for.** Install for your own Windows account only (no administrator rights needed), or for all users of the PC (needs administrator rights). **TO CONFIRM**
- 4 Accept the agreement.** Read and accept the licence agreement, then click **Next**. Licence text and whether this page is included **TO CONFIRM**
- 5 Choose the folder.** Accept the suggested folder or choose another. The default is a folder called `GuardPoint Insight` under Program Files (all users) or under your own Programs folder (just you). **TO CONFIRM**
- 6 Shortcuts.** A Start menu shortcut called **GuardPoint Insight** is always added. Leave **Create a desktop icon** ticked to add a desktop shortcut with the same name.
- 7 Install and finish.** Click **Install**, then **Finish**. Leave **Start GuardPoint Insight** ticked to open the app straight away.

Once installed, the app appears in Windows **Add or remove programs** (Settings, Apps) as **GuardPoint Insight**, from Sensor Access Technology.

Upgrading from an earlier version

- Run the newer installer in the same way. It replaces the existing GuardPoint Insight entry in Add or remove programs instead of adding a second one.
- Setup removes any older desktop and Start menu shortcuts for the app, so only the GuardPoint Insight icon is left.
- If you had an earlier pre-release copy supplied as a zip, its unzipped folder is not removed by setup. You can delete it once the new version is working. **TO CONFIRM**
- Your settings are kept, because both the old and new versions store them in the same place (see below).

Uninstalling

- 1** Close GuardPoint Insight.
- 2** Open Windows **Settings**, then **Apps (Installed apps** on Windows 11, **Apps & features** on Windows 10). You can also use **Programs and Features** in Control Panel.
- 3** Select **GuardPoint Insight** and click **Uninstall**. The program and its shortcuts are removed.

Where your data is kept. Settings, logs and window positions are kept for each Windows user in `%APPDATA%\GuardPointDashboard`, not in the program folder. Installing, upgrading and uninstalling do not touch this folder. Passwords and keys stored there are encrypted so only that Windows user can read them. To remove everything after uninstalling, delete this folder as well.

4. First run

- 1 **Start the app** from the **GuardPoint Insight** Start menu or desktop shortcut.
- 2 **Settings opens first.** On a new install the Settings screen opens with the message "**Welcome. Choose Demo, or enter your GuardPoint10 server details, then press Save.**"
- 3 **Enter your connection.** Set **Mode** to **Live (GuardPoint10 server)**, then enter your own **Server address**, **Port**, **Username** and **Password**. Site UID and a .p12 certificate file are optional. Click **Test connection**, then **Save**.
- 4 **Sign in.** On the sign-in screen enter your GuardPoint username and password and click **Sign in**. The **Settings** button on the sign-in screen takes you back to the connection details.

Nothing is pre-filled for your site. Always enter your own server address, port and login; do not rely on any value already shown in a field. **TO CONFIRM** the current 0.5 build still shows example values (a sample server address, port 10695 and username admin) on a new install.

Demo mode

Choose **Demo (example building)** as the Mode to try the app with example data and no server. Any username works on the sign-in screen, and a **DEMO: EXAMPLE DATA** tag is shown.

Read-only by default

Allow live changes (grant, revoke, lockdown, edit cardholders) is off in a new install. It stays off unless an administrator turns it on in Settings while signed in, and every change still asks you to confirm first.

5. The README file

A `README.txt` comes with each release. It covers what the app is, the requirements, how to install and start it, where your data is kept, safe-by-default live changes, optional command line options, what is new, and troubleshooting. Its WebView2 download links are:

Evergreen Bootstrapper: <https://go.microsoft.com/fwlink/p/?LinkId=2124703>

Offline installers: <https://developer.microsoft.com/microsoft-edge/webview2/>

The current README still refers to version 0.2 and the zip download, and the installer does not yet place README.txt on the PC. Updating the README for the installer, and including it on the PC: **TO CONFIRM**

6. Troubleshooting

Blank window or no window Install the Microsoft Edge WebView2 Runtime (links above), then start the app again.

"Windows protected your PC" Click **More info**, then **Run anyway**.

"Cannot reach" the server Check the server address, port and network in Settings, then use **Test connection**.

Username or password rejected Check the GuardPoint login and try again.

Port in use No action needed: the app picks the next free port automatically (8765 and up).

Log files `%APPDATA%\GuardPointDashboard\dashboard.log` (GuardPoint10 calls) and `dashboard_console.log` (start-up messages).

Company & contact

Sensor Access Technology Ltd

Sussex Innovation Centre, Science Park Square, Falmer, Brighton, BN1 9SB

Tel: **01273 242355** · Web: sensoraccess.co.uk

Company number 03816786 · VAT GB 744 5979 83

Customised protection, committed partnership



Pre-release product. Draft guide for review; steps and details may change.

Page 3 of 3