AN-166

Protege GX and Salto Service Dependency

Application Note

ICTeSecurity.

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Configuring a Service Dependency

If Salto is integrated with Protege GX, it is important that the Salto Service is started before the Protege GX Update Service. When a computer is turned on, services are started in a particular order and in some cases this order can cause databases to become out of sync.

To ensure that this does not happen, a service dependency can be set up from the registry.

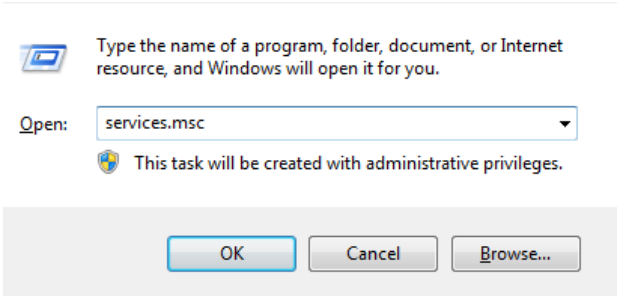
A Salto character limit of 16 for user names and 24 for door names should also be enforced.

Finding the Service Names

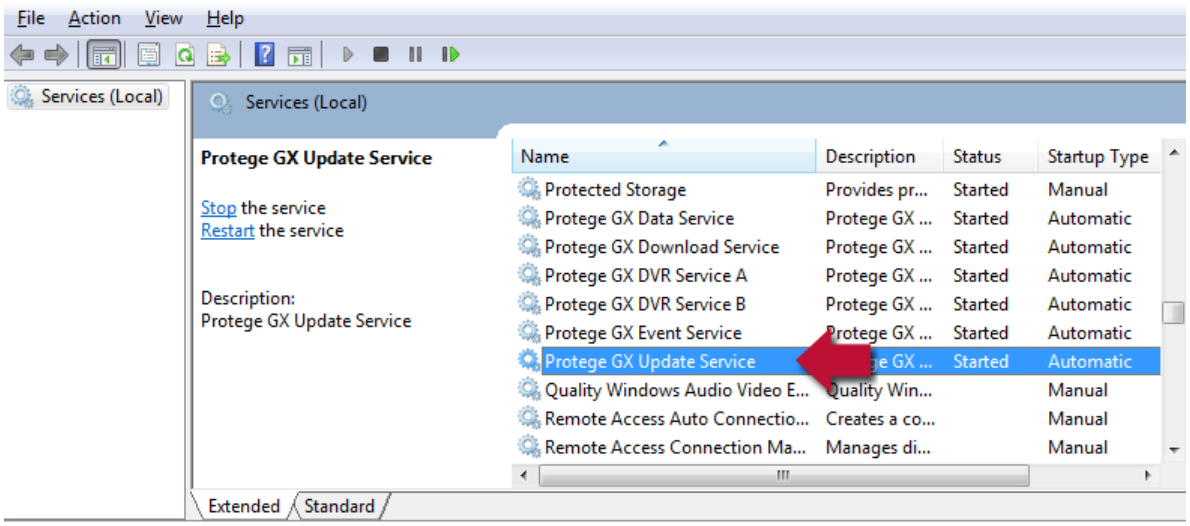
Before a dependency can be set up, the relevant service names must be found.

To locate the Protege GX Update Service name:

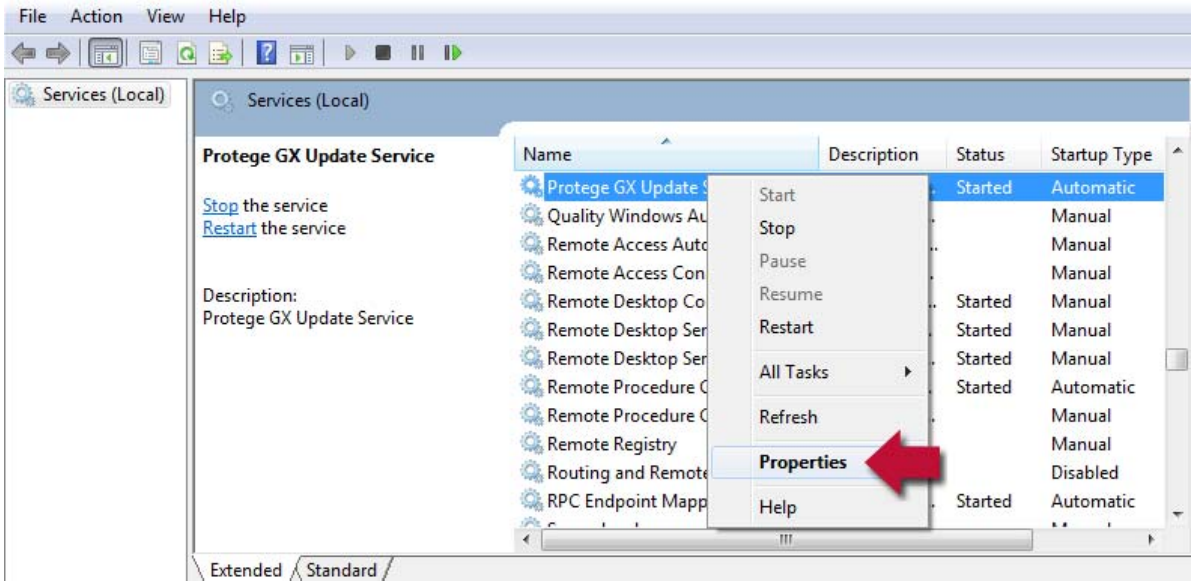
1. Press the **Windows+R** keys to open the **Run** dialog
2. Type **services.msc** into the search bar and press **Enter**



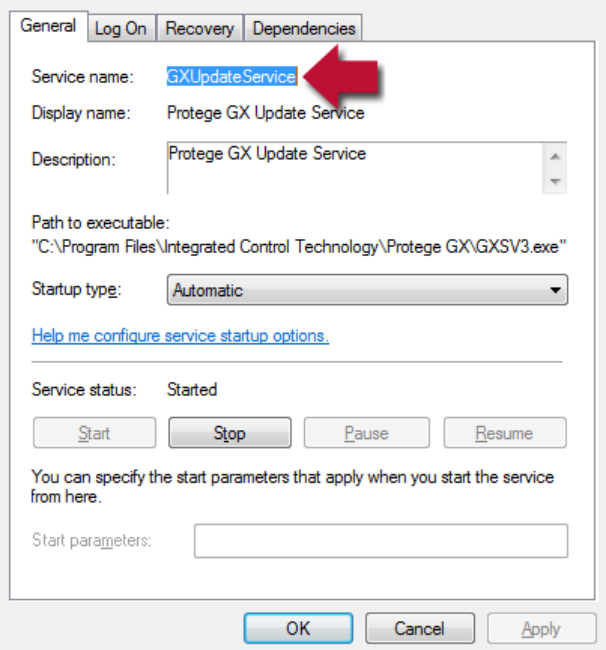
3. Navigate through the list of services and locate the **Protege GX Update Service**



4. Right click the service and select **Properties**



5. The **Service Name** is located at the top of the General tab. Make a note of this



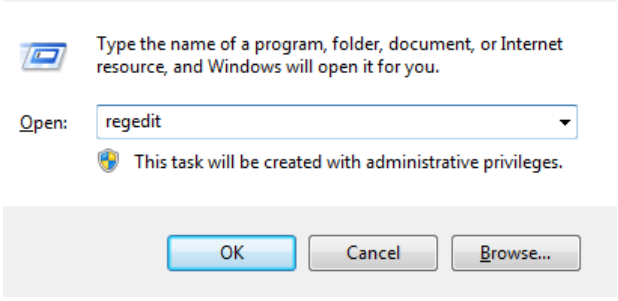
6. The same steps can be followed to find the Salto service name

If the full version of Salto is used, find the service name of **Salto Service RW** service and if the demo version of Salto is used, find the service name of **Salto Service RW Demo** service.

Configuring up the Dependency

Before applying this workaround, it is advised that the registry is exported to an external device as serious problems may occur if the registry is modified incorrectly.

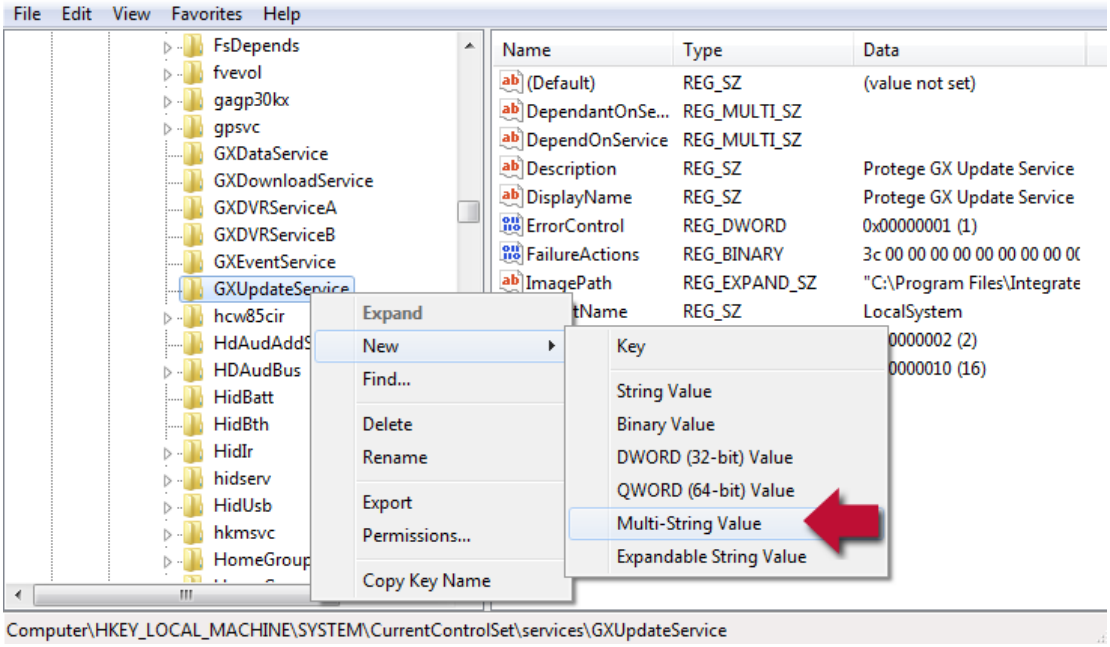
1. Press the **Windows+R** keys to open the **Run** dialog
2. Type **regedit** into the search bar and press **Enter**



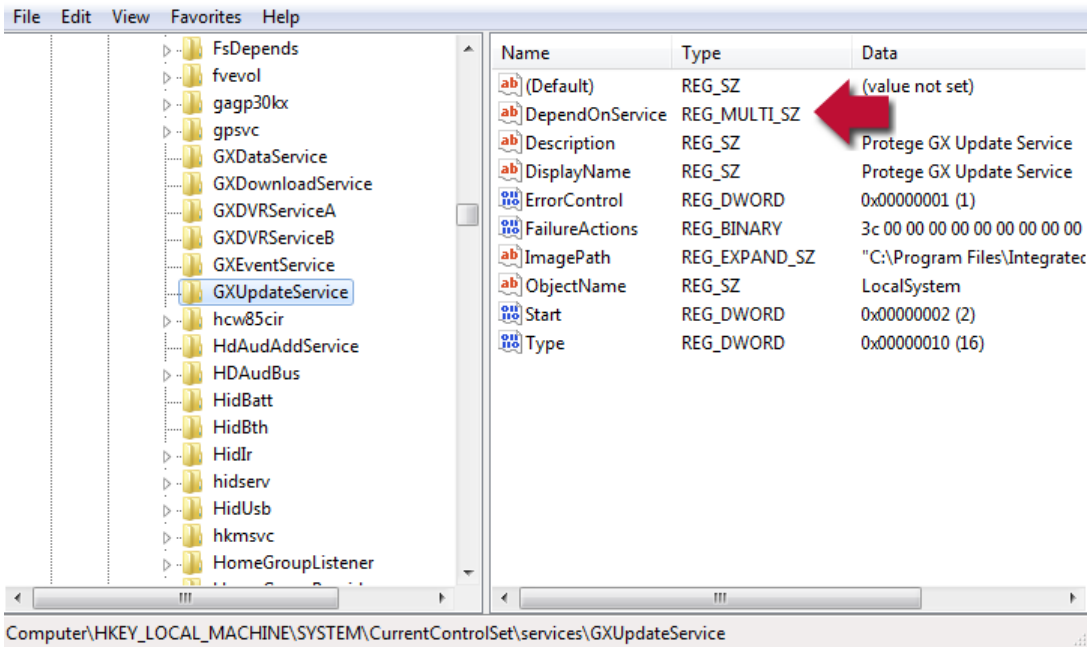
3. Once the registry is open, follow this path:

   `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\`

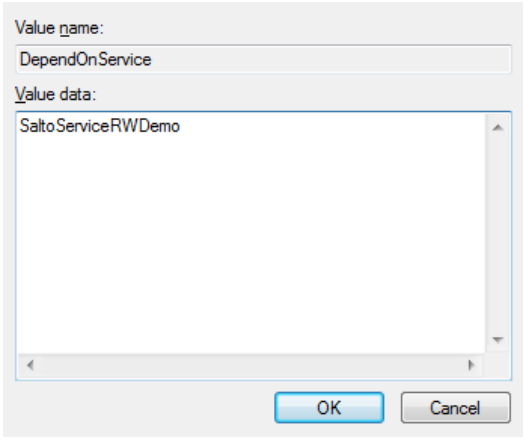
4. Locate the **GXUpdateService**
5. Right click the service and select **New | Multi-String Value**



6. Name the new value **DependOnService**



7. Double click the **DependOnService** value and enter the Salto service name into the **Value Data** field



8. Click **OK**
9. Close the registry editor
10. Restart your computer

Contact

Integrated Control Technology welcomes all feedback.

Please visit our website (http://www.ict.co) or use the contact information below.

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