



ALARM LOCK

345 Bayview Avenue, Amityville, New York, U.S.A. 11701

For Sales and Repairs 1-800-ALA-LOCK • For Technical Service 1-800-645-9440

Fax: 631-789-3383 • info@alarmlock.com

Note: Technical Service is for security professionals only

ALARM LOCK SQA Engineering Technical Advisory



Date: Thursday, January 22, 2015

Subject: **AL-PRE Proximity Card Reader / Enroller** Communication Issue in DL-Windows 5

Models: DL-Windows V5 and greater

During the DL-Windows V5 installation process, in some cases an important file is not saved to the PC correctly. The absence of this file renders the **AL-PRE Proximity Card Reader / Enroller** module unable to successfully send its proximity card data into the DL-Windows **Global Users** screen. To correct this issue, carefully perform the steps below:

IMPORTANT: Before proceeding, you must obtain the file "**mscomm32.ocx**" from either an existing PC (that that works correctly with an **AL-PRE**), or from the Alarm Lock Technical Service department at the telephone number listed above.

1. Determine if the PC is running a 32-bit or 64-bit operating system (click **Start > Control Panel > System**. The operating system type is displayed under "**System type**").
 - For 32-bit operating systems: Copy the **mscomm32.ocx** file into the folder: **C:\Windows\System32**.
 - For 64-bit operating systems: Copy the **mscomm32.ocx** file into the folder: **C:\Windows\SysWOW64**.
2. Run the "Command Prompt" (**cmd.exe**) located in the **Start > All Programs** list (you can also search for "cmd"). **Important:** Right-click the **cmd.exe** icon and click "**Run as administrator**".
3. In the command line, type the following *exactly*; include all spaces:
 - For 32-bit operating systems: `c:\windows\system32\regsvr32.exe mscomm32.ocx` (press **Enter**)
 - For 64-bit operating systems:
`c:\windows\system32\regsvr32.exe c:\windows\syswow64\mscomm32.ocx` (press **Enter**)
4. Test your **AL-PRE Proximity Card Reader / Enroller** module.