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This section is focused on Frequently Asked Questions for 2N® Access Commander. The FAQ is divided into three separate groups to help you find the right information quickly. Configuration tips & tricks contains the standard settings guides and configuration hints for quick setup. How to connect section answers the basic settings questions for 2N® Access Commander and third party devices. Troubleshooting section is focused mainly on 2n product troubleshooting and issue report.

>> Configuration tips & tricks




-  *Video - Anti-passback - Feature configuration in 2N® Access Commander
-  *Video - Basic setup - How to setup access and phone numbers in 2N® Access Commander
-  *Video - How to setup SMTP and Notifications in 2N® Access Commander
-  *Video - Installation - How to install 2N® Access Commander in Virtual Box
-  *Video - Visitors management - How to setup and use it in 2N® Access Commander
-  2N® Network Scanner - How to locate 2N® IP device and set its IP configuration?
-  Anti-passback - how to configure in 2N® Access Commander
-  Automatic startup of 2N® Access Commander BOX after power outage
-  Backup and restore of settings in 2N® Access Commander
-  Bluetooth authentication - How to configure it in 2N® Access Commander.
-  Driver for External USB Readers - how to use it?
-  Factory reset of the 2N® Access Commander BOX
-  HPROJ - How to import HPROJ database from 2N® Helios IP Manager
-  Keyboard - How to set different keyboard layout in 2N® Access Commander
-  LDAP - How to import users from Active Directory to 2N® Access Commander?
-  License for 2N® Access Commander
-  Lift control - configure 2N® Access Commander to control lift access to floors
-  Manage 2N® IP devices over Internet
-  Software Upgrade - How to make a software upgrade of 2N® Access Commander
-  Software Upgrade from Access Commander 1.9.1 to Access Commander 1.10
-  SSH - How to connect over SSH to 2N® Access Commander
-  SSL Certificate - How to add signed certificate to 2N® Access Commander web
-  Static IP address - How to set up static IP address in 2N® Access Commander
-  Time - How to set correct time in 2N® Access Commander
-  Virtual System - How to install 2N® Access Commander
-  Virtualization (VT-x/AMD-V) - Enabling virtualization on your computer for running 2N® Access Commander

>> How to connect with third party device






-  Milestone XProtect® Access - How to integrate with 2N® Access Commander?

>> Troubleshooting

-  Factory reset - How to make a factory reset of 2N® Access Commander

-  [How to provide all information to effectively resolve a technical issue with 2N® Access Commander](#)
-  [Log files - How to get log files from 2N® Access Commander](#)
-  [Virtual machine backup - How to backup whole virtual machine with 2N® Access Commander](#)

>> Recently Updated

-  [Lift control - configure 2N® Access Commander to control lift access to floors](#)
Sep 20, 2019 • updated by Šindelář Ondřej, 2N • [view change](#)
-  [Lift control - configure 2N® Access Commander to control lift access to floors](#)
Aug 21, 2019 • updated by Sklenář Ondřej, 2N • [view change](#)
-  [Lift control - configure 2N® Access Commander to control lift access to floors](#)
Aug 19, 2019 • updated by Robinson Gareth, 2N • [view change](#)
-  [Time - How to set correct time in 2N® Access Commander](#)
May 31, 2019 • updated by Šindelář Ondřej, 2N • [view change](#)
-  [How to provide all information to effectively resolve a technical issue with 2N® Access Commander](#)
May 27, 2019 • updated by Šindelář Ondřej, 2N • [view change](#)

Other Information

-  [Product Support 2N® Access Commander](#)
-  [2N® Access Commander \(Official Website 2N\)](#)