SITEMASTER 200® Frequently Asked Questions

I have lost my program CD, so what can I do to install SITEMASTER 200®?

Yes, you can download the Demonstration & Full Software from our website. If you don't have your Serial Number then Matrix Security may be able to provide it to you if you have already registered the software with us. We can also supply you with a new activation key for v4.

Is there an upgrade from prior versions of Sitemaster 200® to the new version?

Yes, Matrix Security sells upgrades directly. Click on the Order Products link to find out about all of our upgrades.

I heard there are updates available. What is the cost for these?

Updates within the same Main Version Number (e.g., v3.0) are free. Go to our Support Page to get the latest updates.

Can I load my data in from a previous version of Sitemaster 200®?

Yes, the new version will load the data from SiteMaster 200® v3.

I have been using another key control system (or my own home-grown program), can I load that data into Sitemaster 200®?

Not directly. However, there are a number of Import Files that may help. There are also Training Videos that cover how to use these files.

Can I download a demonstration version?

Yes, click on the Support link to get the demonstration software. This version can be activated to the Full Version after purchasing the software, registering, and receiving your activation key.

What are the limitations on the demonstration version?

The demonstration version is fully functional with its limitation being the number of times that it will run before it rebuilds the default data.

If I enter data into the demonstration version, can I use it in the live version?

Yes. When you activate Sitemaster 200® to make it a full version, the Demodata dataset is now a fully functioning dataset.

I need more than one user to be able to access Sitemaster 200®. Can I do that?

Yes. The program already comes with one Administrative user and two standard users. If you need more users on a single PC or to use concurrently over your network, you can purchase additional user licenses from Matrix Security.

How do I get a multi-user version?

SITEMASTER 200 v4.0 comes multi-user ready out of the box. The program comes with one Administrative user and two Standard users. You may purchase additional user licenses from Matrix Security.

What is the best way to enter data into Sitemaster 200®?

Click on the Training link in our website. There, you can run or download the training videos about the topic(s) you want to learn about. The Help Manual also has the topics covered. Please refer to it for detailed instructions.

Is there training available for Sitemaster 200®?

Yes, there are Training Videos for your essential data entry and setup. We can also provide fee-based training that's either on-line or on-site.

What versions of Windows does it require?

Sitemaster 200® will run on Windows versions from Vista through Windows 10, but we recommend at least Windows 7.

Matrix Security, Inc.