

Access Control Manager™ 5.8.2 Release Notes

Version 5.8.2 – Released Tuesday, November 22, 2016

Files Released

Avigilon Access Control Manager Physical Appliance Files

- 5.8.2-upgrade

Avigilon Access Control Manager Virtual Appliance Files

- ACM_VM_5.8.2-disk1.vmdk
- ACM_VM_5.8.2.mf
- ACM_VM_5.8.2.ovf
- ACM_VM_5.8.2.zip

Upgrade Path

1. There is no direct upgrade path to ACM 5.8.2 from revisions prior to ACM 5.6.0. The system must first be upgraded to ACM 5.6.0 and then to 5.8.2.
The upgrade package for ACM 5.6.0 is available at <ftp://ftp.avigilon.com/ACM/5.6.0/>
The release notes for ACM 5.6.0 is available at <ftp://ftp.avigilon.com/ACM/5.6.0/ACM 5.6.0 Release Notes v2.pdf>
2. There is no direct upgrade path to ACM 5.6.0 from revisions prior to ACM 5.2.0. The system must first be upgraded to ACM 5.2.0 and then to 5.6.0.
The upgrade package for ACM 5.2.0 is available at <ftp://ftp.avigilon.com/ACM/5.2.0/>
The release notes for ACM 5.2.0 is available at <ftp://ftp.avigilon.com/ACM/5.2.0/ACM 5.2.0 Release Notes.pdf>

ACM Upgrade Instructions

1. It is not required to use the built in admin account for software upgrade application. ACM delegations needed to upload, run, and delete software upgrades are: Appliances Listing, Appliances Edit, Appliance Software Listing, Appliance Software Apply, Appliance Software New (for adding upgrades) and Appliance Software Delete (for deleting upgrades). Any login with these delegations in its role(s) can administer and apply software upgrades for a physical or virtual appliance.
2. The upgrade instructions can be found in Access Control Manager (ACM) help menu
 - a. After logging in to Access Control Manager, select Help near the top left of the browser window and search for “updating appliance software”

Note: The Enable Remote TCP/IP Management option has been disabled on all ACM upgrades starting with the ACM 5.6.4 release.

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ACM with ACC Integration Upgrade Instructions

1. **NOTE:** Previous versions to 5.8.4.12 of AvigilonAcmlIntegrations are not compatible with ACM 5.8.2. Avigilon recommends upgrading existing ACM/ACC integrations to current versions of ACM and ACC.
2. Instructions for installing the AvigilonAcmlIntegration-5.8.4.12.
 - a. Download AvigilonAcmlIntegration-5.8.4.12 from <http://avigilon.com/support-and-downloads/for-software/acc-integration-and-plug-in-downloads/>
 - b. Make a backup copy of Avigilon\ACM to ACC Integration\ACM to ACC Alarm Gateway\AlarmConfig.xml
 - c. Uninstall previous version of the AvigilonAcmlIntegration.
 - d. Reboot the appliance (ACC) that the integration was installed on.
 - e. Install the AvigilonAcmlIntegration-5.8.4.12.
 - f. Ensure Vidproxy service is running.
 - g. Login to the upgraded 5.8.2 ACM appliance. Navigate to Settings/External Systems, select the Avigilon tab; select the appropriate ACC Integration IP link from the list (may be more than one). Click on the Save button to reinitialize the handshake between ACM and ACC. Wait until the “Avigilon Server was successfully updated” prompt is presented and camera status for each camera shows display of “Online”. Verify camera streaming.

ACM with replication Upgrade Instructions

1. For the ACM 5.8.2 upgrade on a replicated system, apply the software upgrade to the appliance with replication address 1 first, while all other appliances in its replicated system are online and replicating data amongst themselves successfully.
2. Allow the upgrade on the replication address 1 appliance to complete and the appliance to reboot and come back online.
3. The remaining appliances in the replicated system are allowed be upgraded in any order, and should be upgraded as soon as possible once the replication address 1 appliance is upgraded.
4. For all appliances, once the upgrade is complete, the user interface will return to a login screen, and when the user logs back into the appliance, a banner message displays directing the end user to accept the End User License Agreement.

Note: Each appliances will not function correctly until the EULA is accepted.

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HID Firmware Upgrade

For systems with HID VertX EVO field hardware, Avigilon recommends upgrading to ACM 5.8.2. The HID firmware is part of the ACM 5.8.2 upgrade package and will allow you to update the HID VertX EVO field hardware with HID firmware version 3.5.2.1837.

- After upgrading the ACM to version 5.8.2, upgrade HID VertX EVO V1000 with RCP 1.8.0.0. The HID firmware version 3.5.2.1837 will be automatically updated as a part of the RCP 1.8.0.0.
- Repeat the upgrade for HID VertX EVO V2000 with RCP 1.8.0.0 and HID firmware version 3.5.1-1483 will be updated automatically.

Note: ACM 5.6.4 is the first version of ACM to support the migration from Access Control Manager Embedded Controller 1.8.0.0. If your HID firmware is not running 1.8.0.0, please upgrade it.

New Features

UX Features

- Improved navigation of ACM with drop down menus
- Replaced and consolidated user and setup menus with drop down menu icons
- Optimized monitor events screens to display more transactions
- Improved multiple tab navigation with active tab and appliance description
- Refined door action navigation with drop down menus on hardware status and door listing screens

Functional Features

- Added duplicate pin capability
- Enhanced the color assignment option for events
- Added new door modes (card only, pin only, card or pin, card and pin and facility code) to door action navigation on hardware status and door listing screens
- Added lock function overrides (Privacy, Classroom, Storeroom, Office) for all AD400 wireless locks
 - Added the capability to restore the door back to its normal operating mode by issuing a restore command from the Door listing/Hardware status page, or through Global Linkages and Actions.
- Added ability to an inactive primary appliance to fail back to itself in the event the hot standby active server is unavailable
- Reduced time required to return identity search results

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Changes

Fixed Issues

- Corrected data tables error resulting from acknowledging alarms rapidly when there is an excessive number of incoming alarms on the alarm monitoring screen
- Corrected data table's error on the verification monitor page resulting from adding a note in the alarm monitor page when both the alarm monitor and the verification viewer are opened on different tabs
- Corrected issue when changing the logged in user's locale to English (United Kingdom) where the displayed dates on a badge did not change to DD/MM/YYYY format
- Corrected issue with identity report not respecting the search criteria.
- Corrected the limitation on the number of email characters that can be used in the email address box while creating a global action alert
- Corrected font issues with background colors and transparency when using Arabic fonts while creating badge templates
- Corrected issue with the appliance's system name not honoring a new host name during boot up
- Corrected issue when using HID controllers with areas set for 2-person control, requiring a two token swipe on a door when area is already occupied by two or more identities
- Corrected issue with the delegation report not honoring the record count for less than 20 items to be displayed per page. Also corrected the error resulting from navigating to the next page in the grid view
- Corrected issue with the color on the comms status LED of an HID V1000 panel not honoring the deletion of the panel.
- Corrected error (due to missing help files) on the door parameter tab resulting from clicking help for a door whose access type is set to Elev no feedback or Elev feedback
- Corrected issue with real time stats incorrectly being recorded in hal.txt log file
- Corrected issue with delegations not honoring the lack of "Alarm monitor acknowledge all" rule
- Corrected issue with events reporting incorrect time in event monitoring when panel has a time zone offset from the appliance
- Corrected pagination error on the global actions edit page for an action group assigned a greater number of members than the items/page allows, resulting in extra pages appearing
- Corrected pop up window issue on the Monitor-Alarms page when either the notes, instructions or identity button is pressed while several events are selected from the unacknowledged queue, presenting a popup linked to the first event from the list of selected events
- Corrected issue with the inability of HID hardware to delete subpanels due to the presence of canned macros

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Fixed Issues (continued)

- Corrected csv collaboration import issue with identities receiving incorrect photos due to misinterpreted external IDs
- Corrected issue with missing horizontal scroll bar in the alarm/verification page if no alarms exist
- Corrected formatting issue on the alarms/verification page with column data not moving properly when the columns are dragged from one position to another
- Corrected issue with job specification not creating a job for a specified date and time using UK English
- Corrected issue with the alarms text being unreadable when the configured alarm color is dark
- Corrected issue with queued events for an external collaboration not being sent with loss and restoral of connection
- Corrected issue with a Mercury panel's changed time zone not taking effect
- Corrected email issue when mail server passwords contain special characters
- Corrected issue with identities belonging to a particular partition being able to view panels belonging to other partitions
- Corrected issue with identity sort not honoring upper and lower case
- Corrected issue with being able to view identity data for an event on the alarm monitoring page, without having the alarm monitoring identity delegation assigned

Known Issue

- Issue: Map icons shifting position when viewed in Chrome
Description: When placing icons on a map the icons position will shift down (about the height of the icons.) from where they were positioned when you hit save.
Affected version: All versions
Workaround: Use Firefox browser when working with maps.
Fix: Scheduled to be corrected in a service release

Firmware Included

Panel Firmware:

- rcp-update-1.8.0.0
- EP1502-VER-1-21-2.crc
- EP2500-VER-1-22-9.crc
- EP4502-VER-1-22-9.crc
- ScpC-VER-3-120.crc
- M5IC-VER-1-20-7.crc

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Panel Firmware (continued):

- ScpC-AES-VER-3-120.crc
- ScpE-AES-VER-3-120.crc
- EP1502-VER-1-22-9.crc
- EP2500-VER-1-21-2.crc
- EP1501-VER-1-22-9.crc
- M5ICS-VER-1-22-9.crc
- Scp2-VER-3-120.crc
- M5IC-VER-1-22-9.crc
- EP1501-VER-1-21-2.crc
- ScpE-VER-3-120.crc
- Scp2-AES-VER-3-120.crc

Sub-Panel Firmware:

- MS-I8S-APPL-VER-1-0-1.aax
- M5-2RP-APPL-VER-1-57-2.aax
- MS-ACS-APPL-VER-1-0-5.aax
- M5-2SRP-APPL-VER-1-57-3.aax
- MR50-APPL-VER-1-51-0.aax
- M5-20IN-APPL-VER-1-32-2.aax
- MRDT_APPL-VER-1-63-0.aax
- MR52-APPL-VER-1-57-5.aax
- MR16in-APPL-VER-1-31-1.aax
- MR50-APPL-VER-1-52-14.aax
- M5-2SRP-APPL-VER-1-57-2.aax
- MR52-SERIES1-VER-1-11.aax
- MR51e-APPL-VER-1-4-8.aax
- MR51e-APPL-VER-1-5-12.aax
- MR16out-APPL-VER-1-31-1.aax
- M5-16DO-APPL-VER-1-32-2.aax
- MR16out-APPL-VER-1-32-1.aax
- M5-2K-APPL-VER-1-56-15.aax
- MR52-APPL-VER-1-51-0.aax
- M5-8RP-APPL-VER-1-57-3.aax
- M5-2RP-APPL-VER-1-57-3.aax

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Sub-Panel Firmware (continued):

- M5-2K-APPL-VER-1-56-13.aax
- MS-R8S_APPL-VER-1-0-1.aax
- MR16in-APPL-VER-1-32-1.aax
- M5-8RP-APPL-VER-1-57-5.aax