

Access Control Manager™ 6.38.0.12 Release Notes

Version 6.38.0.12 – Released Monday, November 28, 2022

Files Released

Access Control Manager Physical Appliance Files

- ACM-6.38.0.12-20221119-050112.upgrade

Access Control Manager Virtual Appliance Files

- ACM_VM_VMware_6.38.0.12.zip
- ACM_VM_Hyper-V_6.38.0.12.zip

ACTION REQUIRED

HID MERCURY LP INTELLIGENT CONTROLLERS FIRMWARE AVAILABLE

As a reminder, HID Global was recently informed of cybersecurity vulnerabilities within firmware running on all Mercury LP and EP4502 Intelligent Controllers. HID Global addressed all issues reported, validated fixes and made the new firmware available.

ACM displays a banner on top of every page when there is at least one installed LP controller running firmware earlier than v.1.30.3.

We recommend upgrading all panels to firmware version 1.30.3 or newer.

Upgrade Path

NOTE: Upgrading from ACM version 6.26.0.32 or earlier will take longer to complete than usual due to a transaction database update. ACM will not be accessible during this extended upgrade time, please plan accordingly.

On an ENTERPRISE PLUS system with 5,000,000 stored transactions, the transaction update will add about 5 minutes to the usual upgrade time. With 150,000,000 stored transactions, the same system will take about 2 hours more than usual to upgrade.

NOTE: ACM 6.38.0.12 is not compatible with versions prior to 6.14.20.2 of ACC/ACM Integration. The recommendation is to upgrade existing ACC/ACM integrations to current versions of ACM and ACC.

NOTE: ACM 6.38.0.12 is not compatible with versions of the Milestone VidProxy Services prior to 1.2.0.0. Download the latest version of Milestone VidProxy Services from <https://www.avigilon.com/software-downloads/>.

1. There is no direct upgrade path to ACM 6.38.0.12 from ACM 6.0.0. The system must first be upgraded to ACM 6.2.0 then to 6.38.0.12. Please refer to the upgrade instructions for further information.
2. There is no direct upgrade path to ACM 6.2.0 from ACM 5.12.2. The ACM 5.12.2 system must first be upgraded to ACM 6.0.0 then to 6.2.0.
3. There is no direct upgrade path to ACM 5.12.0 SR2 from revisions prior to ACM 5.10.2. The system must first be upgraded to ACM 5.10.2 and then to 5.12.0 SR2.
4. There is no direct upgrade path to ACM 5.10.2 from revisions prior to ACM 5.6.0. The system must first be upgraded to ACM 5.6.0 and then to 5.10.2.
5. 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.

ACM Upgrade Instructions

Perform a full backup (configuration and transactions) of the current version prior to applying this upgrade.

1. Manual door modes set thru the UI or via global actions will be reverted to scheduled door modes following the upgrade
2. Replication must be disabled on all appliances prior to upgrade (Previous ACM upgrades required replication to be active to complete properly, this is not the case for ACM 6.38.0.12)
3. Upgrades are supported on ACM Professional (Dell OptiPlex XE2, XE3) ACM Enterprise (Dell PowerEdge R210, R220, R230 and R240) and Enterprise PLUS (Dell PowerEdge R330 and R340)
4. The appliance will be offline from clients and controllers for the duration of the process
5. Avoid running reports on the appliance for a few hours after the upgrade. The upgrade process will continue in the background performing a postgres reindex once the appliance is back online with clients and controllers
6. ACM Virtual, please take a snapshot and check the system to ensure storage is not over allocated before proceeding with the upgrade and have a minimum of 500GB disk free space
7. ACM Virtual instances should have VMNic1 and VMNic2 connected in the host prior to performing ACM 6.38.0.12 upgrade

8. Identity account may require inactivity timer set to indefinite for extended upgrade times to observe status without requiring to log in and observe logs under appliance
9. The upgrade instructions can be found in Access Control Manager (ACM) help menu
 - a. After logging in to Access Control Manager, click on “Appliance” under Setup and Settings
 - b. Go to the “Software Update tab” and select Help near the top right of the browser window
 - c. Search for the link labeled “updating appliance software” for ACM upgrade instructions
 - d. Follow the instructions to apply the ACM 6.38.0.12 upgrade
 - e. Wait for the system to reboot
 - f. After upgrade is complete, login to open ACM 6.38.0.12
 - g. If the default password has never been changed, there will be a one-time prompt to change your default password.

ACC / ACM Unification

1. With ACM 6.30 new delegations were added to support new REST routes. These REST routes are required for ACC / ACM Unification starting in ACC 7.14.8 with ACM 6.30.
2. If the ACM User used to connect ACM to ACC is a custom role, the role must be changed to support the new REST delegations. Refer to the ACC/ACM Unification Guide for further information.

ACM Virtual Appliance

VMware

- Using ACM Virtual Appliance ACM_VM_6.38.0.12.ova in ACM_VM_VMware_6.38.0.12.zip requires a minimum of vSphere version 6.5

Hyper-V

- Using ACM Virtual Appliance ACM_VM_Hyper-V_6.38.0.12.zip requires a minimum of Windows Hyper-V Generation2 (Windows 10/Server v1809; Hyper-V Server 2019)

ACM with replication Upgrade Instructions for Peer-to-Peer (2 or more appliances without Hot Standby)

1. For the ACM 6.38.0.12 upgrade on a replicated system, Avigilon recommends using the Admin account only to perform the upgrade.

2. For the ACM 6.38.0.12 upgrade on a peer-to-peer replicated system, disable the replication on all appliances.
3. Apply the software upgrade to all appliances in any order
4. Allow the upgrade on all appliances to complete and the appliances to reboot and come back online.
5. Accept the EULA for all appliances.
6. Re-enable replication on all appliances.

ACM with replication Upgrade Instructions for Hot Standby Auto Failover

1. Perform a configuration and transactions backup of ACM 6.38.0.12 and save to secure location.
2. For the ACM 6.38.0.12 upgrade on a replicated system, Avigilon recommends using the Admin account only to perform the upgrade.
3. For the ACM 6.38.0.12 upgrade on a hot standby replicated system, manually failover to let the secondary appliance take over the session.
4. Disable replication on both appliances.
5. Apply the upgrade to the primary appliance and accept the EULA once it completes.
6. On the secondary appliance replication page, click “Fail back” and make sure the primary appliance takes over the session.
7. Upgrade the secondary appliance and accept the EULA once it completes.
8. Re-enable replication on both appliances.

ACM with replication Upgrade Instructions for 4 mixed peer to peer and Hot Standby

1. Perform a configuration and transactions backup of ACM 6.38.0.12 and save to secure location.
2. Appliances 1 and 2 are peer-to-peer; appliances 3 and 4 are failover appliances monitoring 1 and 2 respectively.
3. On appliances 3 and 4, navigate to the appliance replication page, click on take over button on appliances 3, 4. Make sure that appliance 3, 4 take over the control from appliance 1, 2 successfully. Observe that panels are online on appliance 3
4. Navigate to the appliance replication tab on each appliance. Uncheck enable replication and save the configuration on each appliance
5. Upload upgrade file to appliance 1 and 2. Apply the upgrade files on 1 and 2
6. Wait till upgrade finishes successfully on appliance 1 and 2. Accept the EULA.
7. Navigate to appliance 3 and 4's appliance replication tab, click on fail back button on appliance 3,4. Make sure appliance 1, 2 take the control back successfully (First try might not succeed, try multiple times). Observe that panels are online on appliance 1

8. Upload upgrade file to appliances 3 and 4. Apply the upgrade files on 3, 4
9. Wait till upgrade finishes successfully on appliance 3 and 4. Accept the EULA.
10. Navigate to appliance replication page on each appliance, check enable replication and save the configuration on each appliance

***NOTE:** If you have a scenario where one Hot Standby is monitoring multiple appliances, you should upgrade each monitored appliance one at a time by using the Hot Standby in turns and update the Hot Standby last.*

Changes

New Features

1. **Support four new LED colors** for Mercury OSDP-wired readers (when compatible): blue, magenta, cyan, and white
2. **ACM Expedite - Identity Management** - allowing users to search for identities, view their profile details and change their status with a single tap.
3. New events (and return events) to monitor appliance resource usage
 - Low disk
 - Low memory
 - High CPU load
 - Network status (ports 1 and 2)
4. Added the ability to filter objects, in the roles page, that are not assigned to a partition.
5. Added ability to clear Bosch points alarms directly from ACM.
6. Support SALTO Pro Access Space v6.6.2.4
7. New Mercury FW available - 1.30.4
8. Stability, security & performance improvements

Fixed Issues

- Improved performance and stability of the Salto integration
- Various fixes and improvements for ACM Expedite
- Correct issue where DMP zones of certain types are missing.
- Corrected issue when, in the DMP Intrusion status tabs, ACM automatically returns to the first page of entries every couple of seconds.
- Corrected issue where ACM is unable to communicate with the second OSDP reader connected to an MR50 panel.

- Corrected issue where ACM still displays events for AH40 hubs after they have been deleted or uninstalled. (requires Mercury FW 1.30.3 or newer)
- Corrected issue where AH40 hubs remain offline after they have been moved to a different panel. (requires Mercury FW 1.30.3 or newer)
- Corrected issue where events related to DMP panels are not processed and displayed by ACM when a DMP object contains a "/" or "\" in their name.
- Corrected issue where 'My Account' page is inaccessible after the default badge template has been deleted.
- Corrected issue where scrolling search results is not working in ACM Expedite.
- Corrected issue where the Area Occupancy count is incorrect when a door "Into Area" attribute is left undefined.
- Corrected issue where the DMP panel details disappear from the External System > DMP Intrusion page in Firefox.
- Corrected issue where the PIN Exempt field is missing from Identity Profiles.
- Corrected issue where the schedule column is incorrect in Job Specification lists because of missing translations.
- Fixed a memory leak related to User-Defined Fields handling in collaborations.
- Improved performance for handling and displaying Bosch Intrusion output state changes.

ACM Known Issues

- Issue: DMP Users permissions are not honored when commands are triggered via global linkages

Description: All commands that ACM issues to DMP panels are using the same DMP user (admin) account: 'remoteuser'. The rights and privileges of 'remoteuser' cannot be edited in ACM nor in DMP.

Affected Version: ACM 6.34 and newer

Workaround: None available.

Status: The issue is being investigated.

- Issue: DMP standalone zones (zones not linked to an area) are not listed in ACM

Description: DMP Zones can be linked or not to DMP areas at creation/configuration time. ACM only lists the DMP zones that are linked to an area, the other ones are missing.

Affected Version: ACM 6.34 to ACM 6.36 and newer

Workaround: None available.

Status: Fixed - ACM 6.38.0.12.

Firmware Included

Controller Firmware:

- **HID VertX V1000/V2000**
 - rcp-update-1.8.2.4
- **Mercury Security**
 - EP1501-VER-1-29-1-0633.crc
 - EP1501-VER-1-29-2-0634.crc
 - EP1502-VER-1-29-1-0633.crc
 - EP1502-VER-1-29-2-0634.crc
 - EP2500-VER-1-29-1-0633.crc
 - LP1501-VER-1-30-4-0671.crc
 - LP1502-VER-1-30-4-0671.crc
 - LP2500-VER-1-30-4-0671.crc
 - LP4502-VER-1-30-4-0671.crc
 - LP4502SBD_BootCodeUpdater_Pkg_00_01_10_#10.crc
 - M5IC-VER-1-27-5.crc
 - M5IC-VER-1-29-2-0635.crc
 - MI-RS4-VER-1-29-1-0633.crc
 - MSICS-VER-1-27-5.crc
 - MSICS-VER-1-29-1-0633.crc
 - pivCLASS-Embedded-Auth-Removal_Pkg_01_00_00_#14.crc
 - pivCLASS-Embedded-Auth_Pkg_05_10_27_#145.crc
 - Scp2-AES-VER-3-120.crc
 - Scp2-VER-3-120.crc
 - ScpC-AES-VER-3-120.crc
 - ScpC-VER-3-120.crc
 - ScpE-AES-VER-3-120.crc
 - ScpE-VER-3-120.crc

Sub-Panel Firmware:

- **Mercury Security**
 - M5-16DO-APPL-VER-1-32-2.aax
 - M5-16DOR-APPL-VER-1-32-2.aax
 - M5-20IN-APPL-VER-1-32-2.aax
 - M5-20IN-APPL-VER-1-32-3.aax
 - M5-2K-APPL-VER-1-57-12.aax
 - M5-2K_APPL-VER-1-57-6.aax
 - m5-2k_appl_1_58_4.aax
 - M5-2RP-APPL-VER-1-57-12.aax
 - M5-2RP-APPL-VER-1-58-6.aax
 - m5-2rp_appl_1_59_0.aax

- o M5-2SRP-APPL-VER-1-57-12.aax
- o M5-2SRP-APPL-VER-1-58-6.aax
- o m5-2srp_appl_1_59_0.aax
- o M5-8RP-APPL-VER-1-57-15.aax
- o M5-8RP-APPL-VER-1-57-9.aax
- o m5-8rp_appl_1_58_4.aax
- o MI-RS4-APPL-VER-1-57-6.aax
- o MR16IN-APPL-VER-3-21-12.aax
- o MR16IN-APPL-VER-3-22-4.aax
- o MR16IN-SER2-APPL-VER-1-32-2.aax
- o MR16OUT-APPL-VER-3-21-12.aax
- o MR16OUT-APPL-VER-3-22-4.aax
- o MR16OUT-SER2-APPL-VER-1-32-2.aax
- o MR50-SER2-APPL-VER-1-53-15.aax
- o MR50-SER2-APPL-VER-1-54-4.aax
- o MR50-SER3-APPL-VER-3-21-12.aax
- o MR50-SER3-APPL-VER-3-22-4.aax
- o MR51E-SER2-APPL-VER-1-8-14.aax
- o MR51E-SER2-APPL-VER-1-8-4.aax
- o MR52-SER1-APPL-VER-1-11.aax
- o MR52-SER2-APPL-VER-1-58-11.aax
- o MR52-SER2-APPL-VER-1-59.0.aax
- o MR52-SER3-APPL-VER-3-21-12.aax
- o MR52-SER3-APPL-VER-3-22-4.aax
- o MR52-SER3B-APPL-VER-3-22-4.aax
- o MR62E-APPL-VER-3-21-12.aax
- o MRDT-APPL-VER-1-63-0.aax
- o MRDT-APPL-VER-1-63-4.aax
- o MRDT-APPL-VER-1-63-8.aax
- o MS-ACS-APPL-VER-1-0-5.aax
- o MS-ACS-APPL-VER-1-0-6.aax
- o MS-ACS-APPL-VER-1-00-10.aax
- o MS-I8S-APPL-VER-1-0-1.aax
- o MS-R8S-APPL-VER-1-0-2.aax
- o MS-R8S_APPL-VER-1-0-1.aax