

Upgrading EAC v2.x to EAC v3.x Software Quick Installation Guide



Advanced Identity Authentication™ Software

COPYRIGHT © 2008 LG ELECTRONICS USA INC, ALL RIGHTS RESERVED.

LG IrisAccess® EAC v3.00: Upgrading EAC v2.x to EAC v3.x Software - Quick Installation Guide

The content of this document is furnished for informational use only, is subject to change without notice, and should not be construed as a commitment by LG Electronics USA Incorporated. LG Electronics USA Incorporated assumes no responsibility or liability for any errors or inaccuracies that may appear in the informational content contained in this document.

Please remember that existing images or drawings that you may want to include in your document may be protected under copyright law. The unauthorized incorporation of such material into your work could be a violation of the rights of the copyright owner. Please be sure to obtain any permission required from the copyright owner.

LG, LG Iris, the LG logo, LG Iris logo and IrisAccess are either registered trademarks or trademarks of LG Electronics Incorporated in the United States and/or other countries.

LG Electronics USA Incorporated, Iris Technology Division. 7 Clarke Drive, Cranbury, New Jersey 08512, USA.

Document Number: DV002Q510 (01/08)

This document describes the procedure for upgrading an existing IrisAccess® EAC v2.x system to EAC v3.x software. By following this procedure, the existing database and system configurations will be maintained.

Important: The IrisAccess Database and Log files should be backed up before continuing with this upgrade procedure.

Backup the existing IrisAccess database

1. Close all open IrisAccess programs including IrisServer.
2. Backup the database using IrisDBAdmin.
 - a. Open IrisDBAdmin, enter DB server login information if prompted.
 - b. At the IrisDBAdmin main menu select Backup Database.
 - c. Enter a DB backup destination path (or click Browse)
 - d. Enter the file name for the backup.
 - e. Click "Backup DB now !"
 - f. Click Yes to backup DB now? -The backup start.
 - g. When prompted "Backup completed", click OK.
 - h. Click Close, then Exit IrisDBAdmin.

Removing the existing EAC software

1. If not done already, close all IrisAccess programs including IrisServer.
2. Remove the current version of IrisAccess EAC Software.
 - a. Go to Add/Remove Programs in the Windows Control Panel.
(Start > Settings > Control Panel > Add/Remove Programs)
 - b. Select IrisAccess ® ...EAC v2.0x SW, click Change/Remove/Uninstall.
 - c. Select Remove, click Next.
 - d. Click OK to completely remove.
(The software will uninstall)
 - e. Click Finish.
 - f. Close the Add/Remove Programs window.
 - g. Close the Control Panel.

Installing the IrisAccess EAC v3.x software

*** Note: If using a 3000 series camera for enrollment, the same FGB Driver v3.3 is used in EAC v3.x software. There is no need to change the FGB driver for an upgrade from EAC v2.x to EAC v3.x.**

*** Note: Microsoft .NET framework is required to install EAC v3.x software. .NET should have been installed at installation time of v2.0x. For an upgrade from v2.x to v3.x .NET does not to be reinstalled.**

1. Install the IrisAccess® EAC v3.x software.
 - a. Follow the IrisAccess EAC v3.x Quick Installation Guide (Section 6) that is located on the software CD. Select the correct database type during the installation process. It is not necessary to change IP addresses

Upgrading the ICU4300's or ICU4000's Controlling iCAMs Only

This procedure must be performed for each ICU4000/4300 that is or will be connected to the EAC v3.x IrisAccess® Server. This following procedure should only be performed to the ICU4000/4300 which is controlling iCAMs (4000 or 4100).

- * Note: The upgrade procedures for the ICU4300 controlling ROU3000s and ICU3000s are covered in a later section in this document.**
- * Note: During the ICU upgrade, all ICU processes will be stopped. All iCAMs controlled by the ICU will not be functional and no users will have access through the portals secured by the iris cameras.**
- * Note: An "Upgrade" will upgrade the software on the ICU and allow for configuration changes to the ICU as well (except IP Address and Security IDs). If the IP Address and/or the Security IDs in the ICU need to be changed as well, complete the Upgrade process first then follow the procedure for changing the IP Address and Security IDs as described in the Software Installation manual.**

1. Upgrading the ICU4300, ICU4300-W or ICU4000R.
 - a. Turn on the ICU power; wait a few minutes (~3 minutes) for boot up.
 - b. Double Click on the IrisICUAdmin4000 icon on the desktop.
 - c. Select Upgrade.
 - d. Enter the IP Address and password (default is 'iris4000') of the ICU that is to be upgraded. Click Next.
 - e. Click Yes to warning "All process... will be stopped"
 - f. Click Next
 - g. Click Start Installation.
 - h. Wait until "ICU4000 Installation Finished!" is displayed. Click OK.
 - i. Click Next, Click Next.
 - j. Click Next to get the current configuration of the ICU.
 - k. Wait for the "Get Configurations from ICU4000 is Complete" message. Click OK.
 - l. Click on "Configure..."
 - m. Change the ICU configuration as desired; refer to the Software installation manual for more information.
 - n. Click OK.
 - o. If no changes were made to the configuration a channel, a dialog box will display for each channel. Click Yes to each dialog.
 - p. Click Next.
 - q. Click Send.
 - r. The configuration will now be sent over the network, click OK when "Configuration of ICU4000 is completed" is displayed.

- s. Click Next.
- t. Click Finish.
- u. Click OK to the "Disconnected from the ICU4000 just now!" message.
- v. Click OK to the "ICU is rebooting" message. (ICU will reboot and will not be active again for about 3 minutes)

*** Note: The ICU will automatically upgrade the iCAM software on all controlled iCAMs. During the initial reboot of the ICU after the ICU software upgrade, the iCAMs may not be responsive for a few minutes while the iCAM software is upgraded. DO NOT reboot or turn off the ICU during this period. After the iCAM software is upgrade on each iCAM, normal operation will resume.**

- w. Exit IrisICUAdmin.
- x. Test all iCAMs that are connected to the ICU for proper operation.

Upgrading the iCAM Software

EAC v3.x has an auto upgrade feature for the iCAM software. When an upgraded ICU or PC (IrisEnroll 4000) is connected, the iCAM software will be upgraded. This upgrade process is a one time event which will disable the iCAM temporary while the upgrade takes place. Once complete, the iCAM will resume normal operation.

Upgrading the ICU4300-2's Controlling ROU3000s Only

This procedure must be performed for each ICU4300-2 that is or will be connected to the EAC v3.x IrisAccess® Server. This following procedure should only be performed to the ICU4300-2 which is controlling ROU3000s. The upgrade procedures for the ICU4000/4300 controlling iCAMs is described in the previous section. The upgrade procedures for the ICU3000s are described in the next section of this document.

- * Note: During the ICU upgrade, all ICU processes will be stopped. All ROUs connected to the ICU will not be functional and no users will have access through the portals secured by the connected ROUs.**
- * Note: An "Upgrade" will upgrade the software on the ICU and allow for configuration changes to the ICU as well (except IP Address and Security IDs). If the IP Address and/or the Security IDs in the ICU need to be changed as well, complete the Upgrade process first then follow the procedure for changing the IP Address and Security IDs as described in the Software Installation manual.**

1. Upgrading the ICU4300-2s

- a. Turn on the ICU power, wait a few minutes (~3 minutes) for boot up.
- b. Double Click on the IrisICUAdmin3000 icon on the desktop.
- c. Select Upgrade.
- d. Enter the IP Address and password (default is 'iris4000') of the ICU that is to be upgraded. Click Next.
- e. Click Yes to note that all processes of the ICU will be stopped during the upgrade.
- f. If prompted, click OK to note that the default password to the ICU is being used.
- g. Click Next.
- h. Click Start Installation.
- i. Click Ok to confirm that you are installing on ICU 4000 Hardware.
- j. Wait until "ICU3000 Installation Finished!" is displayed. Click OK.
- k. Click Next, Click Next.
- l. Click Next to get the current configuration of the ICU.
- m. Wait for the "Get Configurations from ICU3000 is Complete" message. Click OK.
- n. Click on "Configure..."
- o. Change the ICU configuration as desired; refer to the Software installation manual for more information.
- p. Click OK.
- q. If no changes were made to the configuration a channel, a dialog box will display for each channel. Click Yes to each dialog.
- r. Click Next.
- s. Click Send.
- t. The configuration will now be sent over the network, click OK when "Configuration of ICU3000 is completed" is displayed.
- u. Click Next.
- v. Click Finish.
- w. Click OK to the "Disconnected from the ICU3000 just now!" message.
- x. Click OK to the "ICU is rebooting" message. (ICU will reboot and will not be active again for about 3 minutes)
- y. Exit IrisICUAdmin.
- z. Test all ROU's that are connected to the ICU for proper operation.

Open IrisManager and confirm that the original settings and user database has been restored properly. Test all system functions.

The upgrade of the ICU4300-2 connected to ROU3000s is now complete. If other types of ICUs are being used, follow the appropriate upgrade procedure for each ICU.

Upgrading the ICU3000's Only

This procedure must be performed for each ICU3000 that is or will be connected to the EAC v2.05 IrisAccess 3000 Server. If adding IrisAcces® 4000 series hardware to the system, follow the appropriate IrisAccess 4000 documentation. This following procedure should only be performed to the ICU3000.

- * Note: During the ICU upgrade, all ICU processes will be stopped. All ROUs connected to the ICU will not be functional and no users will have access through the portals secured by the connected ROUs.**
- * Note: An Upgrade will upgrade the software on the ICU and allow for configuration changes to the ICU as well (except IP Address and Security IDs). If the IP Address and/or the Security IDs in the ICU need to be changed as well, complete the Upgrade process first then follow the procedure for changing the IP Address and Security IDs as described in the Software Installation manual.**

1. Upgrading the ICU3000s

- a. Turn on the ICU power, wait a few minutes (~3 minutes) for boot up.
- b. Double Click on the IrisICUAdmin3000 icon on the desktop.
- c. Select Upgrade.
- d. Enter the IP Address and password (default is 'iris3000') of the ICU that is to be upgraded. Click Next.
- e. Click Yes to note that all processes of the ICU will be stopped during the upgrade.
- f. If prompted, click OK to note that the default password to the ICU is being used.
- g. Click Next.
- h. Click Start Installation.
- i. Click OK to confirm that you are installing on ICU 3000 Hardware.
- j. Wait until "ICU3000 Installation Finished!" is displayed. Click OK.
- k. Click Next, Click Next.
- l. Click Next to get the current configuration of the ICU.
- m. Wait for the "Get Configurations from ICU3000 is Complete" message. Click OK.
- n. Click on "Configure..."
- o. Change the ICU configuration as desired; refer to the Software installation manual for more information.
- p. Click OK.
- q. If no changes were made to the configuration a channel, a dialog box will display for each channel. Click Yes to each dialog.
- r. Click Next.
- s. Click Send.
- t. The configuration will now be sent over the network, click OK when "Configuration of ICU3000 is completed" is displayed.
- u. Click Next.
- v. Click Finish.
- w. Click OK to the "Disconnected from the ICU3000 just now!" message.
- x. Click OK to the "ICU is rebooting" message. (ICU will reboot and will not be active again for about 3 minutes)
- y. Exit IrisICUAdmin.
- z. Test all ROU's that are connected to the ICU for proper operation.

Open IrisManager and confirm that the original settings and user database has been restored properly. Test all system functions. The upgrade of the ICU3000 is now complete. If other types of ICUs are being used, follow the appropriate upgrade procedure for each ICU.

Testing the entire upgrade

*** Note: For all EAC Software, the default Username/ID is: administrator and the Password iris3000 (this is case sensitive)**

*** Important: If Windows security prompts to block/unblock, choose "Unblock".**

1. Double click on the IrisServer icon on the desktop, a small icon near the Windows clock will appear in the task bar.
2. Double click on IrisManager icon to open, if prompted for an IP Address enter the configured address (127.0.0.1 in this example). If 127.0.0.1 is displayed – Click OK. Login to IrisManager to be sure that this application is operational. Enter Username and Password. Respond Yes or No to "Do you want to change password now?". Minimize IrisManager.
3. Double click on IrisMonitor icon to open, if prompted for an IP Address enter the configured address (127.0.0.1 in this example). If 127.0.0.1 displayed – Click OK. Login to IrisMonitor to be sure that this application is operational. Enter Username and Password. Respond Yes or No to "Do you want to change password now?". Minimize IrisMonitor.

If using an IrisAccess® 3000 series iris camera for enrollment:

1. Double click on the IrisEnroll3000 icon to open. Click OK, Exit.
2. Double click on the IrisEnroll3000 icon to open again. If prompted for an IP Address, enter the configured address (127.0.0.1 in this example). If 127.0.0.1 is displayed – Click Yes. If a dialog requesting a Security ID displays, enter the SID set in IrisManager (in this example 1111111111111111). Enter Username and Password.
3. Respond Yes or No to "Do you want to change the password now?"
4. In the IrisEnroll3000 action status window, the message should read "EOU is normal"
5. If message is displayed for "COM" error, go to Option and select the Serial Port in which the EOU is connected.
6. Click on "Live" to test video, put an object (such as a hand) in front of the EOU mirror.
7. If you receive an error, check the video cable between EOU and FGB, Change the Video Port selection in Option, or check that the FGB driver is installed correctly.

If using an IrisAccess® 4000 series iris camera (iCAM) for enrollment:

1. Double click on the IrisEnroll4000 icon to open. Click OK, Exit.
2. Double Click on IrisEnroll4000 again. If prompted for an IP Address enter the configured address (127.0.0.1 in this example). If 127.0.0.1 is displayed – Click OK. If a dialog requesting a Security ID displays, enter the SID set in IrisManager (in this example 1111111111111111). Enter Username and Password.
*** Note: The software will automatically detect the iCAM software version. If the iCAM is not at the latest software, the system will automatically upgrade the iCAM.**
3. Respond Yes or No to "Do you want to change the password now?"
4. Login to IrisEnroll4000 application.
5. A dialog will prompt of the IP Address of the Enrollment iCAM the address and click Connect. Enter IP address OF iCAM – Example: 192.168.5.18
6. If "Notice" window pops up, Click Close.
7. In the IrisEnroll4000 action status window, the message should read "iCAM is normal". Exit Enrollment screen.

Technical Support

Additional information and Technical assistance is available on the LG Electronics U.S.A. - Iris Technology Division's support web site at **www.lgiris.com**, click on **Support & Service** then **Technical Support**.