



Iris ID

Upgrading From EAC v3.00x or above to EAC v3.05x Software

Quick Installation Guide

Jan, 2012

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Document Number: IRISIDEAC-25-0100-0112

This document describes the procedure for upgrading an existing IrisAccess® EAC v3.00x (or above) system to EAC v3.05x (or above) 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

**Note: Once the IrisAccess™ Database has been upgraded to the EAC v3.05.x format, it will not be usable with software versions lower than v3.05.x. Keep a backup copy of your original 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. Close all IrisAccess programs including IrisServer (if not already performed).
2. Remove the current version of IrisAccess EAC Software.
 - a. Go to Programs & Features in the Windows Control Panel.
(Start > Settings > Control Panel > Programs and Features)
 - b. Select IrisAccess™EAC SW v3.0x, press Uninstall.
 - c. Select *Remove*, click *Next*.
 - d. Click *OK* to completely remove.
(The software will uninstall)
 - e. Click *Finish*.
 - f. Close the Programs & Features window.

Installing the IrisAccess EAC v3.05x (or above) software

*** Note:** If using a 3000 series camera for enrollment, the same FGB Driver v3.3 is used in EAC v3.05x (or above) software. There is no need to change the FGB driver for an upgrade from EAC v3.00x to EAC v3.05x.

*** Attention:** Microsoft .NET framework is required to install EAC v3.05.x software. .NET should have been installed at installation (and is available on the IrisAccess iData EAC software CD).

*** Important:** *The IrisAccess iData EAC IA3000sdb.mdb database is located by default in the "C:\Program Files (x86)\Iris ID\IrisAccess path". Earlier versions of IrisAccess iData EAC software had the IA3000SDB.mdb file by default in the path of "C:\Program Files (x86)\LG Electronics\IrisAccess\" location.*

1. Install the IrisAccess® EAC v3.05.x software.

- a. Follow the IrisAccess EAC Software Installation Guide that is located on the software CD. Select the correct database type during the installation process. It is not necessary to change IP addresses.

Adding the Existing Database back to the IrisAccess iData EAC software

1. Close all IrisAccess programs (if any had been opened).
2. Locate the backed up database created before the software was uninstalled.
3. Rename the file to **IA3000SDB.mdb** (if named as something other than this).
4. Copy the file and go to the following path on in windows: *C:\Program Files (x86)\Iris ID\IrisAccess*.
5. Paste the **IA3000SDB.mdb** file in this folder location.
 - a. When prompted – select “copy and replace” file to copy the file into this directory. (A blank version of the IA3000SDB.mdb file will be replaced with the backed up copy from the earlier software version).

Upgrading the EAC Software v3.00.x database to v3.05.x format

1. Convert the database:

- a. Open *IrisDBAdmin*.
- b. Click **OK**.
- c. Click **OK** if a backup warning is shown.
- d. In *IrisDBAdmin* click on “**Upgrade Database**”
- e. Make sure that *IrisServer* is closed (no icon in task bar) and click **Yes** to upgrade now.
- f. File will now convert, click **OK** to the “Database Upgraded” dialog box when process completes.
- g. Click on **Exit** and *Yes* to close *IrisDBAdmin*.

2. Confirm a Proper Database Upgrade:

- a. Start *IrisServer* by double-clicking on the desktop icon.
- b. Open *IrisServer* from the System Tray and enter the administrator’s ID and Password (same login credentials as the previously installed IrisAccess EAC version database)
- c. Click on Option, Set *IrisManager*. Confirm that the Name and IP Address are the same as before the upgrade.

**Note: In the IrisServer window there may be an error “Please Check the Version... of program in ICU (~IP Address~)”. This error indicates that the software on the ICU is not the same version of that on the Server. This error message will go away after performing the ICU Upgrade procedure.*

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

This procedure must be performed for each ICU4000/4300 that is or will be connected to the EAC v3.05x IrisAccess® Server. This following procedure should only be performed to the ICU4000/4300 which is controlling iCAMs (4000 or 4100).

IMPORTANT: 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.*

**Additional Note: iCAM4000 Series camera units (that are properly communicating with the ICU channels) will automatically update the iCAM software version (as needed) after upgrading the ICU4000 or ICU4300 unit(s).*

Upgrading the ICU4000R, ICU4300, or ICU4300-W

- 1) Turn on the ICU power; wait a few minutes (~3 minutes) for boot up.
- 2) Double Click on the IrisICUAdmin4000 icon on the desktop.
- 3) Select Upgrade.
- 4) Enter the IP Address and password (default is 'iris4000') of the ICU that is to be upgraded. Click Next.
- 5) Click Yes to warning "All process... will be stopped"
- 6) Click Next.
- 7) Click Start Installation.
- 8) Wait until "ICU4000 Installation Finished!" is displayed. Click OK.
- 9) Click Next, Click Next.
- 10) Click Next to get the current configuration of the ICU.
- 11) Wait for the "Get Configurations from ICU4000 is Complete" message. Click OK.
- 12) Click on "Configure..."
- 13) Change the ICU configuration as desired; refer to the Software installation manual for more information.
- 14) Click OK.
- 15) If no changes were made to the configuration a channel, a dialog box will display for each channel. Click Yes to each dialog.
- 16) Click Next.
- 17) Click Send.
- 18) The configuration will now be sent over the network, click OK when "Configuration of ICU4000 is completed" is displayed.
- 19) Click Next.
- 20) Click Finish.
- 21) Click OK to the "Disconnected from the ICU4000 just now!" message.
- 22) 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 iCAM4000s. (Note: iCAM7000 do not automatically upgrade). 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.

- 23) Exit IrisICUAdmin.
- 24) Test all iCAMs that are connected to the ICU for proper operation.

Upgrading the iCAM4000 Series Camera Software

EAC v3.01x and above 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.

**Note: 3000 Series units (if being used) do not require any such upgrades.*

Upgrading the iCAM 7000 Series Camera Software

iCAM7000 Series camera units must be upgraded to match the EAC version when using *Operational Mode: Option 3*. This process must be performed manually using the "Option 1 Admin" AND "Option 3 Admin" Utility Software.

iCAM7000 Series camera units when used *Operational Mode: Option 1 ONLY* may not require any upgrade to the iCAM software version.

***Compatibility Notice:**

- iCAM7000 Series camera units used in Operational mode: Option 1 will ONLY work with iData EAC software version 3.01.35 P1 or above.
- iCAM7000 Series camera units used in Operational mode: Option 3 will ONLY work with iData EAC Software version 3.03.07 or above. Additionally, an iCAM7000 series camera unit in Operational mode: Option 3 must have the compatible matching version of EAC software that was designed for use with that version of iData EAC Software / iCAM7000 Software.

Refer to the following documentation for additional details and instruction on software compatibility and performing an upgrade to iCAM7000 Series software:

- iCAM7000 Series IrisAccess iData EAC Compatibility – Reference Guide
- iCAM7000 Series Software Upgrade Guide

Testing the entire upgrade

Test all units and multiple users for proper operation of the system after the upgrade. Open the IrisServer application and monitor for any error messages.

*** Note:** For all EAC Software, the default Username/ID is: **administrator** and the Password is: **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® 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.

If using an IrisAccess® 7000 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:** In order to connect the iCAM7000 Series unit to IrisEnroll4000, the iCAM7000 series unit **MUST** be in Operational Mode: Option 1. (For details on how to change the operational mode of an iCAM, refer to the “*iCAM7000 Series User Guide*”).

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 Iris ID System’s support web site at www.irisid.com, click on Support & Service then Technical Support.