

# Installation Upgrade Guide

Vicon Access Control System ver. 2.9.60



XX274-40-05



Vicon Industries Inc. does not warrant that the functions contained in this equipment will meet your requirements or that the operation will be entirely error free or perform precisely as described in the documentation. This system has not been designed to be used in life-critical situations and must not be used for this purpose.

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# **Vicon Access Control (VAX) Installation/Upgrade Guide**

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# **Introduction**

Vicon is proud to present Vicon Access Control (VAX). This guide is designed to assist you in planning, installing and configuring your new access control system. Although we have gone to great lengths to ensure the installation process is intuitive and straight forward, we do recommend reading this guide in its entirety before installing a Vicon Access Control access system. Thank you for your business.

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# Vicon Standard Equipment Warranty

Vicon Industries Inc. (the “Company”) warrants your equipment to be free from defects in material and workmanship under Normal Use from the date of original retail purchase for a period of three years, with the following exceptions:

1. All IQEYE Cameras: Two years if purchased before 1/1/2011.
2. Alliance-mini (IQD3xx), Alliance-mx (IQMxxx) and 3 Series (IQ03xx): Five years if purchased between 1/2/2011 – 12/31/2014.
3. Alliance-Pro (IQA3xx): Five years if purchased between 3/2/2012 – 12/31/2014. Three years if the motorized lens (IQA3xx-A3) option.
4. Access Control System Components: Two year from date of original retail purchase.
5. Uninterruptible Power Supplies: Two years from date of original retail purchase.
6. VDR-700 Recorder Series: One year from date of original retail purchase.
7. V5616MUX: One year from date of original retail purchase.
8. Arecont Cameras: One year from date of original retail purchase.
9. FMC series fiber-optic media converters and associated accessories: Lifetime warranty
10. For PTZ cameras, “Normal Use” excludes prolonged use of lens and pan-and-tilt motors, gear heads, and gears due to continuous use of “autopan” or “tour” modes of operation. Such continuous operation is outside the scope of this warranty.
11. Any product sold as “special” or not listed in Vicon’s commercial price list: One year from date of original retail purchase.

NOTE:

- If the product is to be used outdoors or in dusty, humid, or other hostile environments, it must be suitably protected.
- Camera products must be protected, whether in use or not, from exposure to direct sunlight or halogen light as the light may damage the camera image sensor. This applies to both indoor and outdoor use of the cameras.
- For camera products supplied without a lens, extreme care should be used when mounting a lens on these products. Damage to the product due to incorrectly mounted lenses will invalidate this limited hardware warranty.
- Failure to comply with any of the aforementioned requirements will invalidate this Limited Hardware Warranty.

Date of retail purchase is the date original end-user takes possession of the equipment, or, at the sole discretion of the Company, the date the equipment first becomes operational by the original end-user.

The sole remedy under this Warranty is that defective equipment be repaired or (at the Company’s option) replaced, at Company repair centers, provided the equipment has been authorized for return by the Company, and the return shipment is prepaid in accordance with policy. Repaired or replacement hardware will be warranted for the remainder of the original Warranty Period or ninety (90) days, whichever is longer. When a product or part is exchanged the replacement hardware becomes the property of the original purchaser and all hardware or part thereof that is replaced shall become the property of Vicon.

The warranty does not apply (a) to faulty and improper installation, maintenance, service, repair and/or alteration in any way that is not contemplated in the documentation for the product or carried out with Vicon consent in writing, operation adjustments covered in the operating manual for the product or normal maintenance, (b) to cosmetic damages, (c) if the product is modified or tampered with, (d) if the product is damaged by acts of God, misuse, abuse, negligence, accident, normal wear and tear and deterioration, improper environmental conditions (including, but not limited to, electrical surges, water damage, chemical exposure, an/or heat/cold exposure) or lack of responsible care, (e) if the product has had the model or serial number altered, defaced or removed, (f) to consumables (such as storage media or batteries) (g) to products that have been purchased "as is" and Vicon the seller or the liquidator expressly disclaim their warranty obligation pertaining to the product, (h) to any non-Vicon hardware product or any software (irrespective of packaged or sold with Vicon hardware product) and Vicon products purchased from an unauthorized distributor/reseller, (i) to damage that occurs in shipment or (j) to damages by any other causes not related to defective design, workmanship and/or materials.

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The Warranty and remedies provided above are exclusive and in lieu of all other express or implied warranties including, but not limited to, the implied warranties of merchantability or fitness for a particular purpose. Certain jurisdictions do not allow the exclusion of implied warranties. If laws under such jurisdictions apply, then all express and implied warranties are limited to the warranty period identified above. Unless provided herein, any statements or representations made by any other person or firm are void. Except as provided in this written warranty and to the extent permitted by law, neither VIcon nor any affiliated shall be liable for any loss, (including loss of data and information), inconvenience, or damage, including, but not limited to, direct, special, incidental or consequential damages, resulting from the use or inability to use the Vicon product, whether resulting from breach of warranty or any other legal theory. Notwithstanding the foregoing, Vicon total liability for all claims under this warranty shall not exceed the price paid for the product. These limitations on potential liabilities have been an essential condition in setting the product.

No one is authorized to assume any liability on behalf of the Company, or impose any obligations on it in connection with the sale of any Goods, other than that which is specified above. In no event will the Company be liable for indirect, special, incidental, consequential, or other damages, whether arising from interrupted equipment operation, loss of data, replacement of equipment or software, costs or repairs undertaken by the Purchaser, or other causes.

This warranty applies to all sales made by the Company or its dealers and shall be governed by the laws of New York State without regard to its conflict of laws principles. This Warranty shall be enforceable against the Company only in the courts located in the State of New York.

The form of this Warranty is effective August 1, 2015.

THE TERMS OF THIS WARRANTY APPLY ONLY TO SALES MADE WHILE THIS WARRANTY IS IN EFFECT. THIS WARRANTY SHALL BE OF NO EFFECT IF AT THE TIME OF SALE A DIFFERENT WARRANTY IS POSTED ON THE COMPANY'S WEBSITE, WWW.VICON-SECURITY.COM. IN THAT EVENT, THE TERMS OF THE POSTED WARRANTY SHALL APPLY EXCLUSIVELY.

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# Shipping Instructions

Use the following procedure when returning a unit to the factory:

1. Call or write Vicon for a Return Authorization (R.A.) at one of the locations listed below. Record the name of the Vicon employee who issued the R.A.

Vicon Industries Inc.  
135 Fell Court  
Hauppauge, NY 11788  
Phone: 631-952-2288; Toll-Free: 1-800-645-9116; Fax: 631-951-2288

For service or returns from countries in Europe, contact:

Vicon Industries (U.K.) Ltd  
Unit 4, Nelson Industrial Park, Hedge End  
Southampton, SO30 2JH  
United Kingdom  
Phone: +44 (0)1489/566300; Fax: +44 (0)1489/566322

2. Attach a sheet of paper to the unit with the following information:
  - a. Name and address of the company returning the unit
  - b. Name of the Vicon employee who issued the R.A.
  - c. R. A. number
  - d. Brief description of the installation
  - e. Complete description of the problem and circumstances under which it occurs
  - f. Unit's original date of purchase, if still under warranty
3. Pack the unit carefully. Use the original shipping carton or its equivalent for maximum protection
4. Mark the R.A. number on the outside of the carton on the shipping label.

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# Vicon Software - End User License Agreement

**IMPORTANT-READ CAREFULLY:** This End-User License Agreement ("EULA") is a legal agreement between you (either an individual or a single legal entity) and Vicon with which you acquired the Vicon software product(s) identified above ("SOFTWARE"). The SOFTWARE includes Vicon software, and may include associated media, printed materials, "online", or electronic documentation and internet based services. Note: Any software, documentation, or web services that are included in the SOFTWARE, or accessible via the SOFTWARE, and are accompanied by their own license agreements or terms of use are governed by such agreements rather than this EULA. This EULA is valid and grants the end-user rights ONLY if the SOFTWARE is genuine. By installing, copying, downloading, accessing or otherwise using the SOFTWARE, you agree to be bound by the terms of this EULA. If you do not agree to the terms of this EULA, you may not use or copy the SOFTWARE, and you should promptly contact Vicon for instructions on return of the unused product(s) in accordance with Vicon return policies.

## 1. SOFTWARE PRODUCT LICENSE

The term "COMPUTER" as used herein shall mean the HARDWARE, if the HARDWARE is a single computer system, or shall mean the computer system with which the HARDWARE operates, if the HARDWARE is a computer system component.

## 2. GRANT OF LICENSE

Vicon grants you the following rights, provided you comply with all of the terms and conditions of this EULA:

**Installation and Use:** Except as otherwise expressly provided in this EULA, you may install, use, access, display and run only one (1) copy of the SOFTWARE on the COMPUTER. The SOFTWARE may not be used by more than the number of genuine licensed copies registered with Vicon.

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**Back-up Copy:** YOU MAY MAKE A SINGLE BACK-UP COPY OF THE SOFTWARE. You may use the back-up copy solely for your archival purposes and to reinstall the SOFTWARE on the COMPUTER. Except as expressly provided in this EULA or by local law, you may not otherwise make copies of the SOFTWARE, including the printed materials accompanying the SOFTWARE. You may not loan, rent, lease, lend or otherwise transfer the DVD or back-up copy to another User.

**Reservation of Rights:** Vicon reserves all rights not expressly granted to you in this EULA.

## 3. DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS

**Consent to Use of Data:** You agree that Vicon may collect and use technical information gathered in any manner as part of the product support services provided to you, if any, related to the SOFTWARE. Vicon may use this information solely to improve their products or to provide customized services or technologies to you. Vicon may disclose this information to others, but not in a form that personally identifies you.

**Database Information:** The information stored in the database and/or database backup files can only be accessed via the Vicon licensed SOFTWARE. Any attempts to access the database information via unlicensed and/or unauthorized access will terminate this license agreement. Vicon provides no direct access to the database information.

**Additional Software/Services:** The terms of this EULA apply to Vicon updates, supplements, and add-on components of the SOFTWARE that Vicon may provide to you or make available to you after the date you obtain your initial copy of the SOFTWARE, unless other terms are provided along with such Supplemental Components. Limitations on Reverse Engineering, Decompile and Disassembly. You may not reverse engineer, decompile, or disassemble the SOFTWARE.

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**Termination:** Without prejudice to any other rights, Vicon may cancel this EULA if you do not abide by the terms and conditions contained herein. In such event, you must destroy all copies of the SOFTWARE and all of its component parts. **Trademarks:** This EULA does not grant you any rights in connection with any trademarks or service marks of Vicon or its suppliers.

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#### 6. EXPORT RESTRICTIONS

You acknowledge that the SOFTWARE is subject to U.S. and Canadian export jurisdiction. You agree to comply with all applicable international and national laws that apply to the products, including the U.S. & Canadian Export Administration Regulations, as well as end-User, end-use and destination restrictions issued by U.S., Canadian and other governments.

#### 7. ADDITIONAL PROVISIONS

FOR THE LIMITED WARRANTIES, LIMITATION OF LIABILITY, AND OTHER SPECIAL PROVISIONS, PLEASE REFER TO THE ADDITIONAL PROVISIONS PROVIDED the

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Website: [www.vicon-security.com](http://www.vicon-security.com)

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# Chapter 1. Getting Started

## Overview

Vicon Access Control is a modern HTML5 web-based client/server access control system. The server application is designed to be installed on stand-alone PC and may be accessed using one or more clients via a web browser. The Vicon Access Control server software consists of:

- **Vicon Access Control Web Server:** The Web Server's responsibility is to host the web application and facilitate client access to managing your access control system.
- **Vicon Access Control System Monitor:** The System Monitor allows you to view the status and offers limited control over the web server and backup/restore utilities.
- **Microsoft SQL Server Database:** The Vicon Access Control software is designed to back onto a local or remote Microsoft SQL Database. You may opt to use the free (included) SQL Express 2012 or your own pre-installed instance of Microsoft SQL. Please note; we do not support non-Microsoft SQL Databases and a minimum version of 2008 is recommended.

## Server Prerequisites

The Vicon Access Control application is designed to run on a modern PC running Microsoft Windows 7 or newer. Windows 10 or Windows Server 2012 is recommended for optimal performance.

### Note

It is possible to install the Vicon Access Control software on a shared PC, however where possible, we do recommend a standalone installation for optimal performance and reliability. It is also possible to install Vicon Access Control on a virtual machine, off-site, or in the cloud. For more information regarding Panels communicating with the Panel through the internet, please see the applicable chapter in our Tech Guide.

- Intel Core I5 processor or higher.
- 4GB RAM.
- 5GB Free Hard Drive Space (Additional space required for database).
- Windows 7/8/10 Professional 32-bit or 64-bit; Windows 2008 or 2012 Server.

### Note

The computer specifications are the minimum standards for a basic system. When a system includes a large number of clients (10+), controllers (50+), and/or users (2000+), additional server power is strongly recommended.

## Operating Systems Supported

### Note

Please note this refers to operating systems able to run the server software. Clients are supported regardless of OS version as long as HTML5 is supported. For more information on supported client web browsers, please see the section called “Supported Browsers”

**Table 1.1. Supported Operating Systems**

Operating System	Notes
Windows 10 Professional (32 and 64 bit)	
Windows 10 Home (32 and 64 bit)	
Windows Server 2012 (Any Version)	
Windows 8 Professional (32 and 64 bit)	
Windows 8 Home (32 and 64 bit)	
Windows 7 Professional (32 and 64 bit)	
Windows 7 Home(32 and 64 bit)	
Windows Server 2008 R2	

The following operating systems are unsupported. VAX cannot be successfully installed on these operating systems:

**Table 1.2. Unsupported Operating Systems**

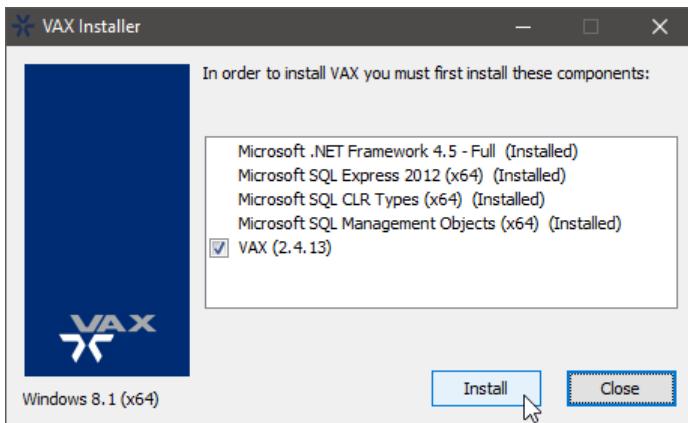
Operating System (Not Supported)	Notes
Windows XP (any version)	Missing hostable web core
Windows Vista (any version)	Missing hostable web core
Windows 8/7 Starter Edition	Missing components
Windows 7 Home Basic	Missing components
Windows Server 2003 (any version)	Missing hostable web core
Windows RT	ARM Specific

## Installation Procedures

This section covers the installation of Vicon Access Control and some frequently asked questions.

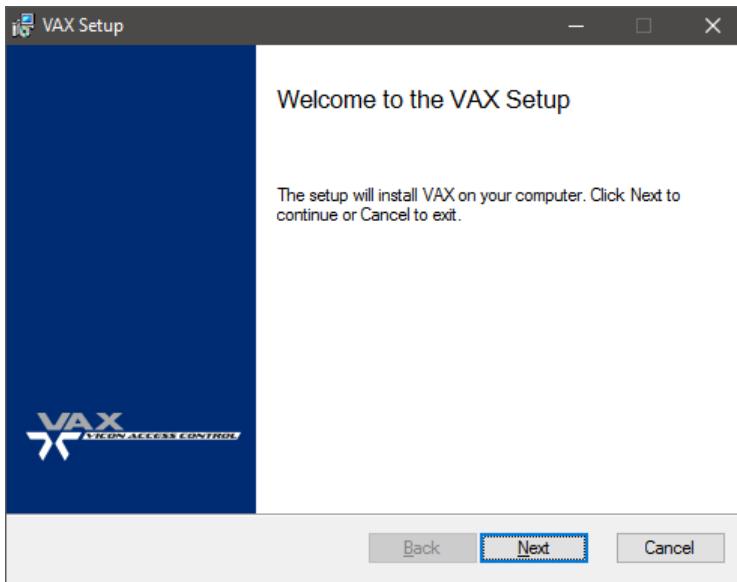
### New Installation Vicon Access Control

1. Locate and run the file called "VAX.exe" on your installation media or download and run the installer from our website.
2. Upon running the Installer for the first time, you will be presented with a screen outlining all the components required for installation. If a required component is not installed, it will be checked off automatically in the list of things to install. If you are unsure of which components to install, we recommend installing all checked components.

**Figure 1.1. Vicon Access Control Initial Installation Screen**

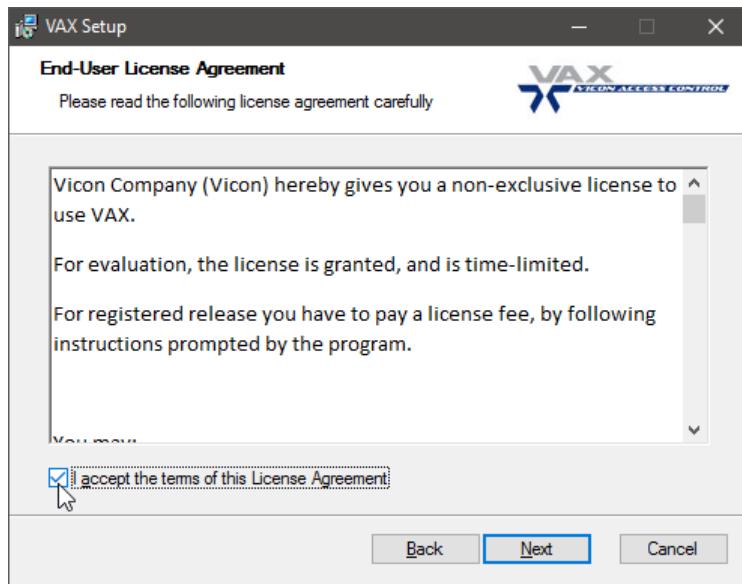
If you are installing from a USB Stick or DVD, the required components are often located directly on the installation media. In the event you are using a web installer, the required files will be downloaded from the internet.

3. If prompted to start download for any components such as Microsoft SQL, click Start. This may take a while depending on the speed of your Internet connection.
4. If any components fail to install, restart the computer and try again. If they continue to fail, please see the applicable chapter in our Tech Guide.
5. Once all prerequisites are installed, the installer will automatically launch the Vicon Access Control application installer.

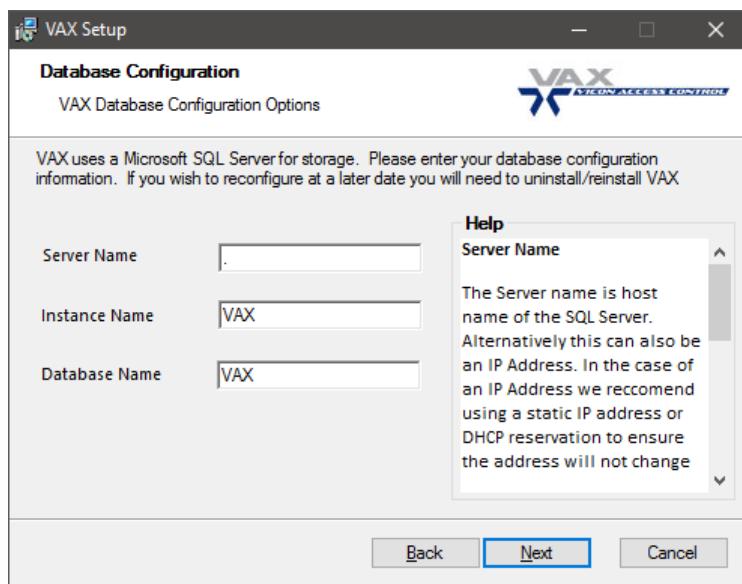
**Figure 1.2. Vicon Access Control Application Installer**

After the Vicon Access Control Installer has loaded, click the **Next** button to continue.

6. On the following screen, please read and accept the License Agreement. This agreement must be accepted in order to proceed with the Vicon Access Control installation. Click **Next**.

**Figure 1.3. Vicon Access Control License Agreement**

7. The next step is to choose the installation type:
  - **Typical installation** uses the default SQL Server and service configuration. This is recommended for Users who are not using an external SQL Server and don't have any custom requirements for service configuration.
  - **Advanced Installation** is recommended for Users who wish to use an external SQL Server or may need advanced configuration options for domain environments. You are given far more control over various Vicon Access Control configuration options.
8. **[Advanced Installation Only]** Database Configuration allows you to override the default SQL Server connection settings. This is commonly used if an external SQL database is being used.

**Figure 1.4. Vicon Access Control SQL Configuration**

- **Server Name:** The Server Name is host name of the SQL Server. Alternatively this can also be an IP address. In the case of an IP address, we recommend using a static IP address or DHCP reservation to ensure the address will not change.
  - **Instance Name:** The Instance Name is an optional identifier generally used with SQL Server Express products or in cases where there may be more than one SQL Server installation on a single machine (not databases).
  - **Database Name:** The Database Name is the unique name given to the database within the SQL Server.
9. **[Advanced Installation Only] Service Configuration** allows you to modify the User/password and ports used by the various Windows services.

**Web Server Service:** The web server service is responsible for providing the web based interface and APIs. The **Listening Port** is the port the server will listen on for web communications, by default is **11001**.

**Communication Server Service:** The communication service is used to communicate with the **Panels** on **Port 9876**. This can be changed if port 9876 is being used by another service.

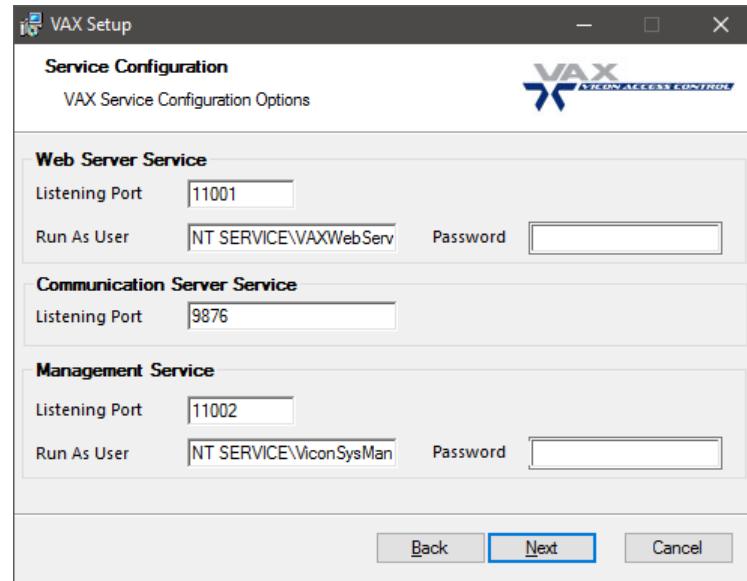
**Management Service:** The service the **System Manager UI** will run as. The **Listening Port** is the port the server will listen on for management communication, by default is **11002**.

**"Run As User":** The **Run As User** text box in each service above is the User the service will be run as. By default we use a **Service User** built into Windows.

## ❗ Warning

In domain environments a **Domain Service User** or a **Local Administrator Account** may be needed to run the services.

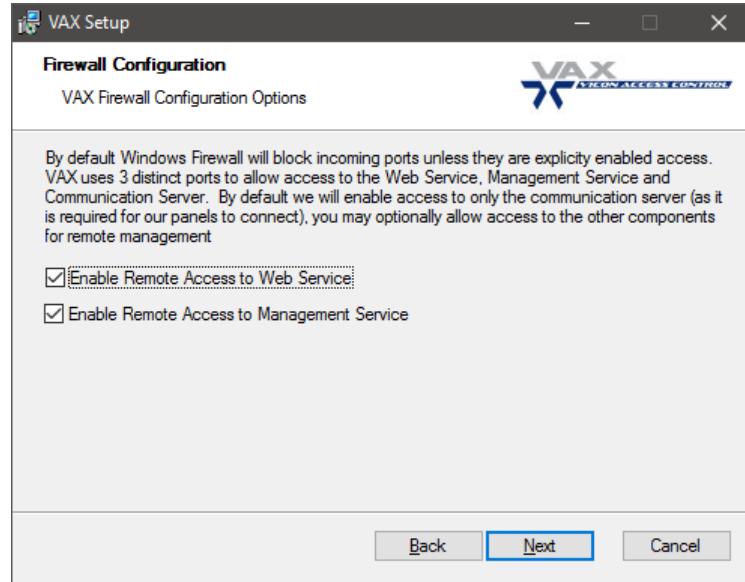
**Figure 1.5. Vicon Access Control Service Configuration**



10. The next step is to configure **Windows Firewall** to allow outside access. By default **Windows Firewall** will block incoming ports unless they are explicitly enabled access. Vicon Access Control uses 3 distinct ports to allow access to the Web Service and Management Service. Please note the installer will at your discretion allow access through the built in Microsoft Windows firewall, if

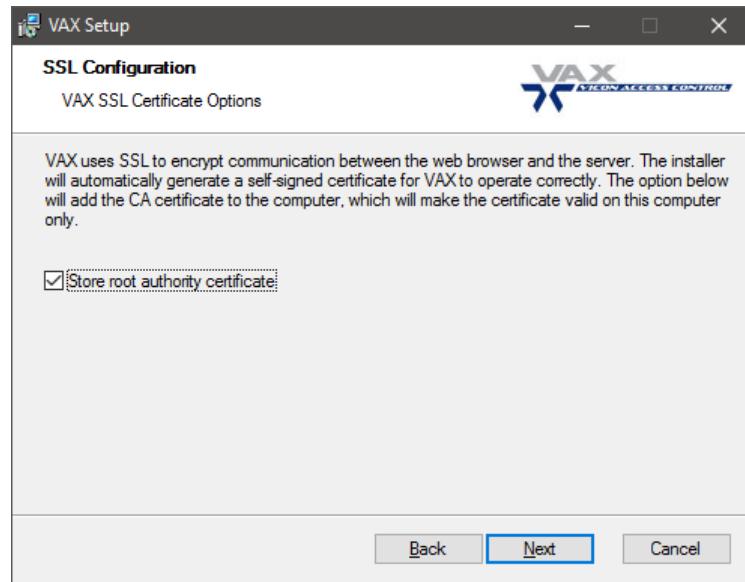
you are using a third party firewall; additional steps may be required to permit access. Please check your firewall documentation for additional clarification.

**Figure 1.6. Vicon Access Control Firewall Configuration**

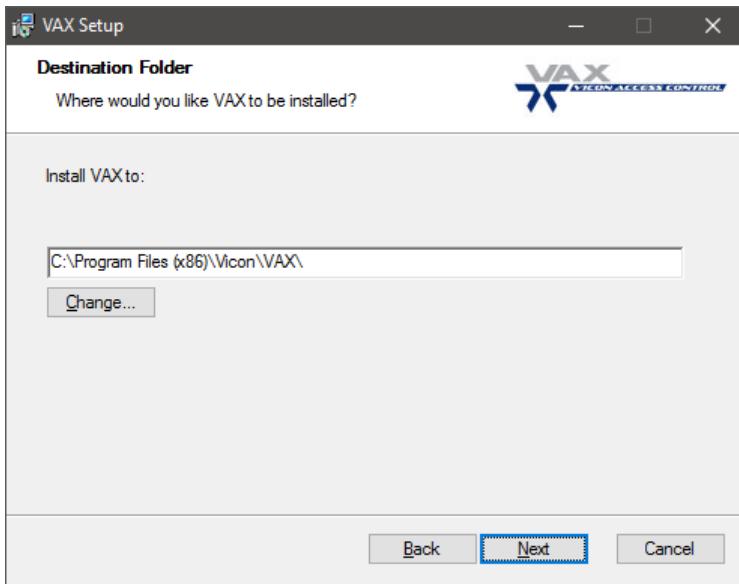


11. Next you can choose if we will store the SSL self signed certificate as a root authority. This can prevent self signed certificate errors on some web browsers when selected. For more information, please see the applicable chapter in our Tech Guide.

**Figure 1.7. Vicon Access Control Installation SSL Configuration**



12. The next step is to select the installation directory where you would like the Vicon Access Control application to be installed.

**Figure 1.8. Vicon Access Control Installation Directory Configuration**

13. You have now completed the configuration portion of the installer. Click **Install** to perform Vicon Access Control installation and **Finish** when the installation completes.

## Upgrading Vicon Access Control

Periodically updates are released to Vicon Access Control to enhance features, fix bugs or improve compatibility. Vicon Access Control does not offer separate upgrade packages. Our standalone installer is capable of installing a new software instance or upgrading an existing instance of the Vicon Access Control software.

### Upgrade Installation

Depending on how you've installed Vicon Access Control, the procedure for upgrading the Vicon Access Control software may require some steps not covered in this section. Please see Chapter 2, *Upgrading Vicon Access Control* for more details on these extra steps. We recommend doing a backup of your Vicon Access Control database prior to upgrading. For more information about backing up your database, please see the applicable chapter in our Tech Guide. We also recommend stopping the Vicon Access Control service via **System Monitor** prior to installation. Please note, if the installer does not contain a newer version than the currently installed version, you will not be given the option to perform upgrade.

### Updating Firmware

In some cases, in order to utilize the latest version of Vicon Access Control, a firmware update is also required on the Panels (please, see the applicable chapter in our Tech Guide).

## System Monitor

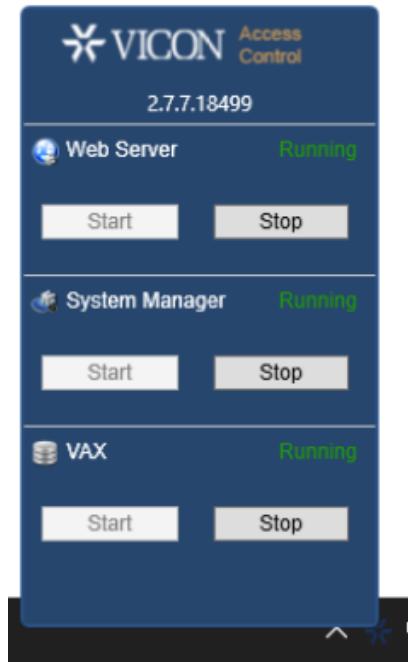
**System Monitor** is a tray application that shows you the status and offers limited control over the web server process. It can give you several useful shortcuts when the icon is right clicked. It will also show you the current version of your VAX software.

Once VAX is installed on the server, the system monitor icon will sit in the system tray (by the clock, highlighted below). If you do not see this icon, it may be hidden. You can use the arrow icon in the system tray to display hidden icons. You can also launch the System Monitor from the start menu of the computer VAX is installed on.



To view the System Monitor, simply click on the icon and a small window will appear near your system tray (pictured below).

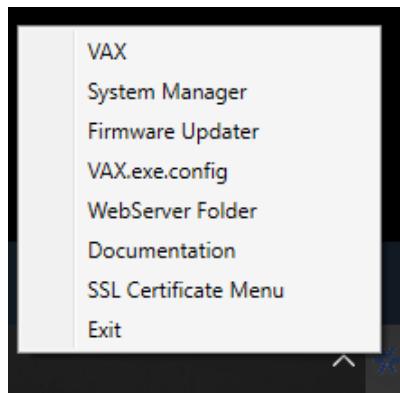
**Figure 1.9. System Monitor Window**



Once the System Monitor window is open, you can use the **Start** and **Stop** buttons to start and stop the Services used by VAX. This can be useful if the database or web service don't start automatically.

### Tip

If you right click on the System Monitor icon, you'll get several useful shortcuts.



## Frequently Asked Questions

**Q:** Do I have to use SQL Express 2012 or can I use my own database software?

**A:** We support any Microsoft SQL Server from 2008 to present, however when using our software to install SQL Express, you can be assured it is configured optimally for our system. If you

choose to use your own database server instance, you will need to ensure the correct privileges and protocols are available for connection. This is something we generally only recommend for technicians or network Administrators who are well versed in the installation and configuration of SQL Server. Also please note different versions of SQL have different operating system and PC requirements. If you choose to use a different version, please ensure your PC meets the requirements for that version.

**Q: Do you support Windows Vista or Windows XP operating systems?**

**A:** At this time there is no plan to support operating systems earlier than Microsoft Windows 7. We are committed to ensuring the software works with future versions of Microsoft Windows.

**Q: I received an SQL error during Vicon Access Control installation. What should I do?**

**A:** As part of the Vicon Access Control installation, you are required to provide the correct SQL information which the installer uses to configure a number of Vicon Access Control database and security options. If this information is incorrect, it will need to be corrected before you are able to successfully install the Vicon Access Control software. If you have chosen to install SQL Express as part of the Vicon Access Control installation, the settings should automatically be populated. However if you have chosen to use a custom database version and/or instance, you will need to manually populate these settings.

**Q: What is the maximum database size supported?**

**A:** The maximum database size is a direct limitation of the version of SQL installed, not the Vicon Access Control software. If you have used the default SQL Express 2012 installation, the maximum database size is 10GB. Earlier versions of SQL Express prior to 2008 generally had a limitation of 2GB.

**Q: Is Vicon Access Control 32-bit or 64-bit?**

**A:** Vicon Access Control is a 32-bit application designed to run both in native 32-bit operating systems and on 64-bit operating systems capable of 32-bit emulation (x64). There is no plan to support a native 64-bit installation as the Vicon Access Control software will not benefit from the increased addressing 64-bit provides.

## Client Installation

Vicon Access Control supports client connectivity via web-based access. As a result, there is no Vicon Access Control client software to install; rather you use your web browser to access the Vicon Access Control server.

## Supported Browsers

The list of browsers supported is by no means a comprehensive list. These are browsers that receive testing by Vicon, although other browsers may work we do not provide technical assistance with them. We are always looking for User feedback in deciding what browsers to provide first class support for and we will expand the list of supported browsers as their market share dictates.

**Table 1.3. Vicon Access Control Browser Support**

Browser	Version	Supported	Notes
Google Chrome	24.0+	Yes	No Silverlight support, limited integration with ViconNet
Mozilla Firefox	20.0+	Yes	
Microsoft Internet Explorer 11	10.0+	Yes	Note: IE10 in Metro UI (Windows 8) is not supported. The desktop version however is fully supported

Browser	Version	Supported	Notes
Microsoft Internet Explorer	6.0 to 9.0	No	No HTML5 Support
Microsoft Edge	20.0+	Yes	Note: Some issues with browsing to localhost address via DNS name. IP address or remote client work fine. No Silverlight support.
Apple Safari	5.0 (Mac/ Windows)	Untested	
Apple Safari	6.0 (Mac)	Untested	
Blackberry Mobile	Any	Untested	
Epiphany (Linux)	Any	Untested	
Konquerer (Linux)	Any	Untested	
Opera (Any OS)	Any	Untested	Untested although newer webkit based version (11.0+) may work
Puffin (IOS/ Android)	Any	Untested	Will work with some advanced manual setup, but poor end User experience

## Accessing the Server

Once you have ensured you have a browser that supports the Vicon Access Control software, accessing the Vicon Access Control software is very simple. If you are accessing the server from the PC it has been installed on, a start menu link is provided, otherwise you will need to enter the address manually into your web browser.

### Accessing Vicon Access Control From the PC the Server Software is Installed on:

During installation a shortcut is placed in your start menu for Vicon Access Control. The link for Vicon Access Control can be located by clicking Start -> All Programs -> Vicon Access Control and finally clicking on "**Launch Vicon Access Control**"

### Windows 8/8.1 Users

Windows 8/8.1 hides the shortcut by default within the Metro UI start screen. The shortcut can be located by typing '**Launch**' within the start screen and selecting '**Launch Vicon Access Control**'. If you wish, you can pin this shortcut permanently to your start screen by right clicking and selecting '**Pin To Start**'.

### Accessing Vicon Access Control From a Remote PC:

Open your web browser and within the address bar enter the address of the Vicon Access Control Server using the format: **https://NameOfTheComputer:11001**

Alternatively, you can use the IP address of the server if the server is using a static IP address using the format: **https://192.168.1.100:11001**

### Example 1.1. Accessing Vicon Access Control server remotely

**https://ComputerName:11001** (default port is 11001)



Once you have entered the address, press Enter to navigate to the Vicon Access Control software.

## Frequently Asked Questions

**Q: Why is browser XXX not supported?**

**A:** Web browsers although similar in appearance differ greatly in terms of features. We at a minimum require HTML5 support and many standard compliant browsers not listed in our supported list, will work just fine with our software. In order to provide the best possible experience, we do provide a set of recommended browsers. Browsers not mentioned in the recommended list may work fine but should issues occur, we do only provide technical support for browsers listed as supported.

**Q: Do I require Windows 7 or newer on the client?**

**A:** No. One of the benefits to web-based software is the flexibility it offers for connectivity. The client software is not limited by operating system but rather by the browser installed on the client machine. Windows XP is generally the oldest version of Windows we would recommend and Mac and Mobile platforms are fully supported as long as a supported web browser is used.

**Q: Can I access Vicon Access Control without using SSL (HTTPS protocol)?**

**A:** No. For the sake of security, we do not support unencrypted connections.

**Q: I'm using an unsupported browser and there are graphical anomalies or issues attempting use the Vicon Access Control software. How do I resolve?**

**A:** Use a supported browser. We do not provide support for any browser not listed as supported. However if you feel there would be a benefit in supporting a browser not in our supported list, we would love to hear from you. At a very minimum, HTML5 will always be required.

**Q: I'm using Internet Explorer 10 which is listed as supported but I am still experiencing graphical anomalies or issues with the Vicon Access Control software. How do I resolve?**

**A:** Internet Explorer has a feature called Compatibility Mode which is enabled by default for Intranet (not public facing) sites. To achieve the best experience in Internet Explorer browsers, we recommend this feature be disabled for our application.

**To disable Compatibility Mode in Internet Explorer 10, refer to the following steps:**

1. Open Internet Explorer and press F12 to open the Developer Tools.
2. At the very top of the new Window you will see two drop-down lists, one labelled 'Browser Mode' and one labelled 'Document Mode'. Ensure Browser Mode is IE10 (or higher) and Document Mode is IE10 Standards (or higher).
3. In Internet Explorer 11, click on the gear icon on the top right of the web browser window.
4. Select "Compatibility View Settings".
5. Ensure the checkbox labeled "Display Intranet sites in Compatibility View" is not selected.

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# Chapter 2. Upgrading Vicon Access Control

This chapter covers the process of upgrading Vicon Access Control, the pre-requisites for upgrading, and how to update the firmware on the Panels (the door and elevator control boards).

Periodically updates are released to Vicon Access Control to enhance features, fix bugs or improve compatibility. Vicon Access Control does not offer separate upgrade packages. Our standalone installer is capable of installing a new software instance or upgrading an existing instance of the Vicon Access Control software. All licensed instances of Vicon Access Control are entitled to software updates as they are released.

## Download the Latest Version of VAX

Visit our VAX downloads page at:

<http://www.vicon-security.com/software-downloads-library/vax-access-control-software>

You'll be prompted for information in order to download.

## Prerequisite Installation

In order to upgrade Vicon Access Control, the following requirements will need to be met.

- Upgrade must be performed on the computer that Vicon Access Control is currently installed on.
- You must be logged in as the same Windows Login that installed Vicon Access Control (due to database permissions).
- If the upgrade includes a firmware update for the panels, UDP port 9876 must not be blocked.

## Upgrade Installation

The procedure for upgrading the Vicon Access Control software is identical to that of a fresh install. (Please, see the section called "Installation Procedures"). We recommend doing a backup of your Vicon Access Control database prior to upgrading. For more information about backing up your database, please see the applicable chapter in our Tech Guide. We also recommend stopping the Vicon Access Control web service via **System Monitor** prior to installation.

### Note

During installation, it's advised you click "advanced" and ensure information such as the database connection looks correct.

## Panel Firmware Updates

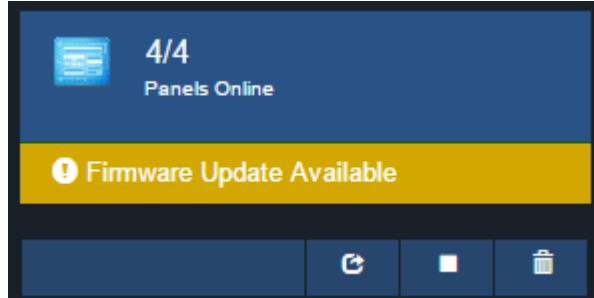
Periodically when we enhance Vicon Access Control, firmware upgrades to your Panels will be required with the software updates. Updating a Panel's firmware is a relatively straight forward process.

### Warning

While in firmware update mode Panels are non-functional. They will not respond to card presentations, do not generate notifications and place the Door into a lock-down state. To limit the impact this has on your site, we suggest only placing 1 Panel at a time into Firmware Update Mode.

- When a Panel attempts to connect to the Vicon Access Control application and the firmware is found to be out of date, you will see an indicator above the notification window that 1 or more Panels require a firmware update.

**Figure 2.1. Firmware Out of Date Notification**

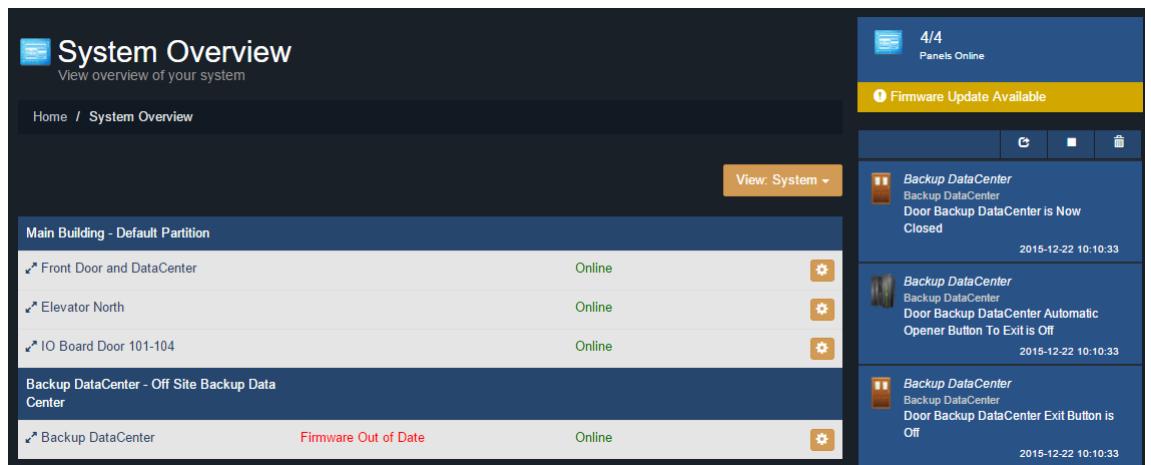


- In order for a Panel to have its firmware updated we must place it into Firmware Update Mode. To do this we will navigate to the System Overview page in the software. Click on the "x/x Panels Online" box above the Notifications area **or** on the home page, scroll down to the section titled **System** and click on **System Overview**.

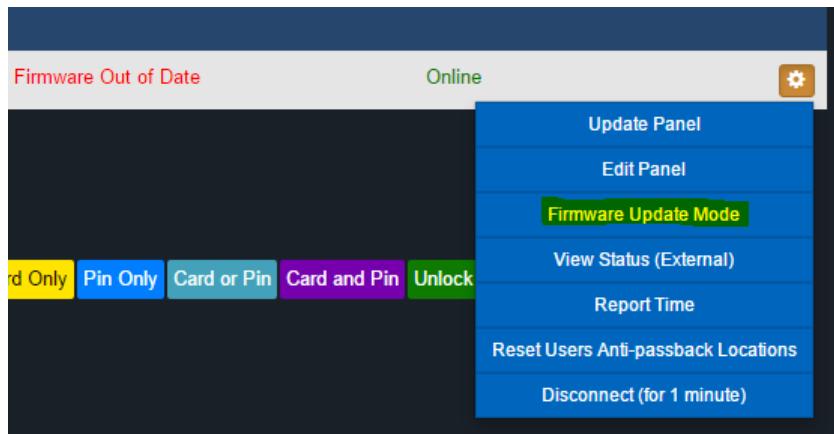


- On the System Overview you will see a list of all Panels in your system. Any Panels that require a firmware update will have a message displayed next to its name.

**Figure 2.2. System Overview Showing Firmware Out of Date Message**



- The next step is to place your Panels into Firmware Update Mode. This can be accomplished on the System Overview page.
  - On the right side of Panel, click on the orange gear icon, pictured below. A context menu will appear.



- b. Select 'Firmware Update Mode' from the context menu.
- c. The Panel will now disconnect and attempt to update its firmware.

#### Note

As of version 2.9.53, you can perform multiple firmware updates at the same time if needed.

5. The Vicon Access Control server will accept incoming connections from Panels in firmware update mode on **UDP Port 9876** and automatically apply the latest matching firmware for your Panel. Once complete, the server will instruct the Panel reboot into normal mode, at which point the Panel will resume normal operation. If the panel does not connect to the server on UDP 9876 within 60 seconds, the panel will reboot.
6. Repeat the above process on all Panels that indicate they require a firmware update. After all Panels have had their firmware updated, we recommend doing a update to all your Panels. The 'Update Mode' status icon above the notifications window will disappear automatically, or you can refresh the page.

## Troubleshooting Firmware Update Problems

**Panel continues to show firmware out of date after placing it into firmware update mode.** If a Panel continues to show it requires a firmware update after placing the panel into firmware update mode and coming back online, ensure there isn't any third party firewall blocking UDP port 9876. Ensure there are no enterprise firewall solutions between the server and the Panel on the network blocking UDP port 9876.

**Panel does not come back online after placing into firmware update mode.** If a panel does not come back online after several minutes, we recommend physically checking the LCD of the panel.

- If the LCD shows the message "Run Application Timeout", power down the panel by unplugging the Cat5 from the left side of the board. Press and hold the button labeled Enter (SW3) while plugging in the cat5. This will place the panel back into firmware update mode.
- The LCD on the panel will show the current server address it is looking to update its firmware from, if you see this set as 192.168.2.10, it could indicate it had a problem during the update. Try the above suggestion or change the VAX server's IP address temporarily to 192.168.2.10 with a 255.255.255.0 subnet mask.

## Frequently Asked Questions

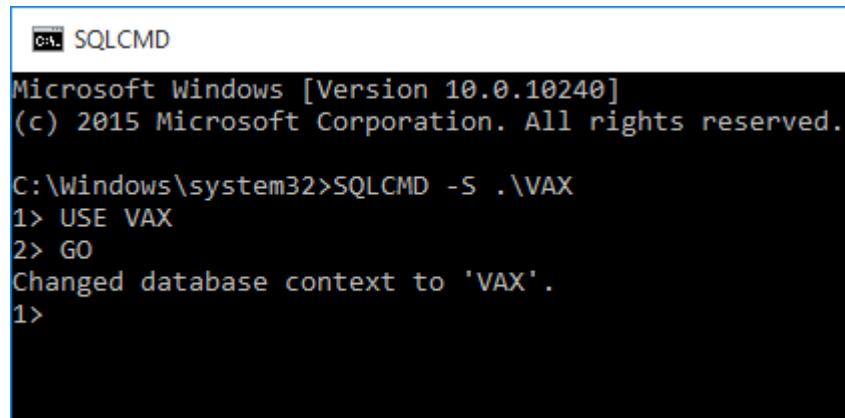
**Q: How can I check if my Windows login can upgrade Vicon Access Control?**

**A:** To check if your account has the right permissions, we can simply make a connection to the Vicon Access Control database and see if we're denied or granted access. This may require the assistance of IT staff or Vicon.

1. Open a command line with administrator privileges (right click cmd.exe, 'Run as Administrator').
2. At the command line, type: 'SQLCMD -S .\VAX' (your instance name may be different). Click 'ENTER'.
3. At the '1>', type 'USE VAX' and press 'ENTER'.
4. At the '2>', type 'GO' and press 'ENTER'.

If you see the message "Changed database context to 'VAX'.", your Windows account has permission to upgrade Vicon Access Control.

**Figure 2.3. Command Prompt: Backup**



```
SQLCMD
Microsoft Windows [Version 10.0.10240]
(c) 2015 Microsoft Corporation. All rights reserved.

C:\Windows\system32>SQLCMD -S .\VAX
1> USE VAX
2> GO
Changed database context to 'VAX'.
1>
```

If you see the message "The server principal "computer/user" is not able to access the database "VAX" under the current security context", your Windows account does not have permission to upgrade Vicon Access Control.

**Q: My Windows login doesn't have permission to upgrade Vicon Access Control; how do I find out which account does?**

**A:** Due to the manner that SQL database permissions work, when Vicon Access Control is initially installed, the Windows login installing the software gets implicit permission to access the database. Likely (but not always), we can find this user account name by checking a log file generated by the MS SQL installer.

1. Browse to your installation directory of SQL server (usually located in "C:\Program Files \Microsoft SQL Server").
2. Use the search bar to search all folders for a file called "sql\_common\_core\_Cpu64\_1.log" or "sql\_common\_core\_Cpu32\_1.log". Open the file in notepad.
3. Once you've opened the file, use the 'find' function and look for the string "appdata". The first result should show the path to the user directory of the correct Windows login.

If the Windows login is unavailable, or does not exist anymore, please contact Vicon.

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# Chapter 3. Where to go From Here

Once you've installed or upgraded Vicon Access Control; the Vicon Access Control Tech Guide is also installed into the server along side our application. This guide contains all other information about configuring Vicon Access Control.

You can access the guide via two methods once Vicon Access Control is installed/upgraded.

1. In Windows 7, a shortcut to the VAX Tech Guide PDF file is placed in the Start Menu in the folder VAX. It will be called "VAX Documentation".
2. In Windows 8, the shortcut will be located on the Metro Start Screen. The shortcut will be called "VAX Documentation".
3. You can also browse directly to the VAX Tech Guide PDF. It will be located "C:\Program Files (x86)\Hartmann Controls\VAX\Documentation". The file will be called "SystemDocumentation.pdf".

## Note

Your installation directory may differ slightly from the above.

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# Chapter 4. Support

Vicon world class technical support is available to assist with any installation related issues you may have.

## **Website**

Vicon offers a number of technical guides and resources via our website: <http://www.vicon-security.com/>

## **Email**

Email support is available through our website at <http://www.vicon-security.com/support-technical-support.htm>. Please allow 24 - 48 business hours for responses.

## **Phone**

If time sensitive support is required, we do offer both local and toll-free support numbers during normal business hours. Outside our regular business hours, please allow 24 to 48 business hours for response. You may reach us at:

- **Within the US:** 1-800-348-4266
- **Outside the US and Europe:** 1-631-952-2288
- **UK:** +44 1489 566330

Customers requesting technical support are required to verify their status by providing a customer ID number in order to be passed through to the technical support queue. Requests for support from other sources will be directed to their dealer/integrator for technical support.



VICON INDUSTRIES INC.

For office locations, visit the website: [www.vicon-security.com](http://www.vicon-security.com)

