

## Release Notes for victor v5.3 AMAG 9 Integration v1.0.11.5390\_AD

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This document provides important information about the installation and features of the victor AMAG 9 Integration. Read this document before you install the product.

**Product:** victor AMAG 9 Integration

- Integration Software Version: 1.0.11.5390\_AD

This driver release is qualified with victor when installed on:

- victor only Systems v5.3.

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## 1. Overview

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The victor AMAG 9 Integration driver provides a powerful, flexible and easy to use Graphical User Interface (GUI) for managing AMAG 9 infrastructure through victor unified client from American Dynamics.

## 2. Features

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The objective of the victor AMAG 9 Integration is to provide a standard, single interface between AMAG 9 devices and American Dynamic's victor Unified Management product.

AMAG 9 Integration supports the following feature:

- AMAG Access Control

## 3. Software Requirements

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The victor AMAG 9 Integration requires the following software:

- victor Application Server: v5.3.
- victor unified client: v5.3.

## 4. Qualified Hardware and Firmware

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AMAG 9 Integration has the same hardware, and disk space requirements as the victor Application Server. If the target computer meets victor Application Server requirements, then it meets AMAG 9 Integration requirements.

The victor AMAG 9 Integration supports the following hardware and firmware:

- Symmetry v9

## 5. Contents of the Installation Package

Table 1: Installation Package lists the contents of the AMAG 9 Integration installation package.

**Table 1: Installation Package**

| File   | Description  |
|--|--|
| AMAG 9-1.0.11.5390_AD.exe                    | Installation program for the AMAG 9 Integration software |
| victor-AMAG-v5-3-UM-8200-1147-1167-A0-en.pdf | victor AMAG 9 Integration User Guide                     |
| victor-AMAG-v5-3-RN-8200-1147-1166-A0-en.pdf | Release Notes for AMAG 9 Integration                     |
| Hotfix 5.3_HF20181220                        | Hotfix for victor  |

## 6. Supported Installation Types

The victor AMAG 9 Integration supports the following installation type:

- victor Standalone

## 7. Pre-Installation

Before you install the AMAG 9 Integration, ensure that your system meets the following criteria:

### On the victor Application Server:

1. You must have appropriate Windows permissions.
2. You must be a member of the local Administrators group, or have equivalent privileges.
3. You must install the victor Application Server with AMAG 9 Integration

### On the Clients Server:

1. You must have appropriate Windows permissions.
2. You must be a member of the local Administrators group, or have equivalent privileges.
3. You must install the victor client.

## 8. Installation

### Note:

- You must install the AMAG 9 Integration in the same folder as victor. If the correct version of victor is not installed, a message is displayed prompting you to install the correct version.
- Hotfix 5.3\_HF20181220 is required for victor to allow the **Swipe and Show** and **Personnel** functionality to work.

Follow the steps to install the AMAG 9 Integration software on the server and remote clients:

1. Double-click the AMAGSetup\_1.0.11.5390\_AD.exe file. The Install Wizard begins. The AMAG 9 Integration Welcome screen appears.
2. Click **Next** and follow the Install Wizard prompts.
3. On the License Agreement, select the I accept the terms in the license agreement check box and then click **Next**.
4. Click Finish to complete the installation.

## 9. Post Installation

Perform the following steps after installation:

1. Launch the **Server Configuration Application**:
  - a. On the taskbar, click the **Start** button and then click **All Programs**.
  - b. Click **Tyco**, right-click the **Server Configuration** and then click **Run as Administrator**. The **Server Configuration Application** page opens.

2. Start the **AMAG 9 Services**:
  - a. On the **Server Configuration Application** page, click to open the **Services** tab.
  - b. Ensure that both CrossFire Framework Service and CrossFire Server Component Framework Service are **running**.
  - c. In the **Extension Services** area, locate the **AMAG 9 Driver Service**. Select the **Enabled** check box and then click the **Start** button. The status of the AMAG 9 Driver Service changes to **Running**.
3. Launch the victor client:
  - a. On the taskbar, click the **Start** button and then click **All Programs**.
  - b. Click **victor**.

## 10. Language Support

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This driver supports the English (US) language.

## 11. Compatibility Matrix

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Table 2: Compatibility Matrix lists the Compatibility Matrix of the AMAG 9 Integration.

| Table 2: Compatibility Matrix |                                    |
|-------------------------------|------------------------------------|
| <b>victor version 5.3</b>     |                                    |
| Partner                       | AMAG                               |
| Partner Product               | AMAG 9                             |
| Partner Product version       | 9.0.04000 for symmetry             |
| Integration driver version    | 1.0.11.5390_AD                     |
| victor License option         | ADVC-AMAG                          |
| Enterprise Certified          | No                                 |
| Redundancy Certified          | Yes                                |
| Supported Server OS           | All OS supported by victor server  |
| Supported Client OS           | All OS supported by victor Client  |
| Supported SQL                 | All SQL supported by victor server |

## 12. Known Issues and Limitations

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This section describes the victor AMAG 9 Integration known limitations:

- You can only hover over and see the video for one door or reader on a MAP.
  - **Workaround:** If you want to view subsequent objects you must right-click and review.
- When tried to search for door swipes in the journal (reports), there are no results found.
- The canned events associated with doors do not trigger events.
  - **Workaround:** If you want to trigger an event from an alert that corresponds to a door in Victor, then trigger it from the associated reader.
- The device list occasionally displays the name of an AMAG object on startup called Events Configuration. This will normally go away once the client is rebooted.
- If the time is out by 5 min or more between the Symmetry Server and the Victor then they will not sync.
  - **Workaround:** It is recommended that both systems are connected to the same NTP source.
- If you delete an object and then add it again, the Status or Health does not update correctly unless you restart the driver service.

- If the AMAG Symmetry is generating lots of alerts in the region of 1 every 2 seconds then it can take up to 20 minutes to add all the alerts into the system.
- In low B/W scenarios the AMAG server will drop the connection to Victor and restart the resync process. This will not be reported as a lost connection rather the user will observe Victor resyncing with the AMAG server.

### 13. Defects Fixed

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No defects in this version of release.

### 14. End of Release Notes

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