

EntraPass integration for victor v5.6

Release Notes

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This document provides important information about the victor EntraPass Integration software. Read this document before you install the product.

Product: victor Integration Software for EntraPass

- Integration Software Version: 5.6.7.0

Note: This version is compatible with victor version 5.6 and EntraPass software version 8.00.32.

Overview

The victor platform provides seamless integration with the EntraPass including the ability to view EntraPass objects in victor through synchronization.

Features

The victor integration software for EntraPass offers the following features:

- Create, edit, or delete a server object.
- Supports KT NCC Gateway.
- View and Delete feature for Gateway, Site, Controller, Door, Input, and Relay.
Note: When server has large number of objects (5000+), it is recommended to delete sites instead of deleting EntraPass server.
- Supports configuration of a Server object by using either the Machine Name or IP Address.
- Manual and Auto Synchronization for Server.
Note: In EntraPass Integration driver, it is recommended to perform sync operation on one server at a time.
- Supports the following manual actions for Door objects: Lock, Unlock, Unlock Temporarily, Enable Reader, Disable Reader, Arm, Disarm Door, and One Time Access.
- Supports the following manual actions for Input objects: Continuous, No Supervision, No Supervision-Delay, and Normal.
- Supports the following manual actions for Relay objects: Activate, Deactivate, and Activate Temporarily.
- Integration with victor **Roles**, victor **Object Association**, victor **Journal**, and victor Event Management.
- EntraPass Object integration with the victor features: **Maps**, **Find in Journal**, **Find on Map**, and the victor **Health Dashboard**.
- Supports the smart service binding in the form of https.
- Supports **Swipe and Show** feature, **Synchronization of Personnel** and **Synchronization of Personnel Images**.
- Supports predefined events for Servers, Sites, Controllers and Doors.
- Supports EntraPass Actions feature for Servers, Doors and Relays.
- Supports TLS 1.2 for security.

Qualified Hardware and Firmware Requirements

The EntraPass Integration has the same hardware and disk space requirements as victor. If the target computer meets victor installation requirements, then it meets EntraPass Integration requirements. The EntraPass Integration supports the following:

- EntraPass Corporate Edition: 8.00.32
- EntraPass Global Edition: 8.00.32
- KT-NCC, Firmware version: 8.00.32
- KT-1, Firmware version: 2.03.03
- KT-400 Rev01, Firmware version: 2.02.03
- KT-400v1, Firmware version: 1.25.01
- KT-300, Firmware version: 2.03.01
- A valid SSL certificate in IIS is required

Software Requirements

The victor Integration software for EntraPass server requires the following software:

- victor Application Server: v5.6
- victor Client: v5.6
- Smart Service installed on EntraPass Server

Contents of the Installation Package

The following table lists the contents of the EntraPass Integration installation package:

Table 1: Installation Package

File	Description
EntraPass Integration.exe	EntraPass Integration software setup file
victor-EntraPas-v5-6-UM-8200-1147-1294-A0-en.pdf	EntraPass victor Integration User Manual
victor-EntraPas-v5-6-RN-8200-1147-1293-A0-en.pdf	EntraPass victor Integration Release Notes

Pre-Installation

Prerequisites to install EntraPass Integration on the victor Application Server:

- You must have appropriate Windows permissions.
- You must be a member of the local Administrators group or have equivalent privileges.
- Ensure that you are on a reliable network.
- You must install victor Application Server.

Prerequisites to install EntraPass Integration on the clients:

- You must have appropriate Windows permissions.
- You must be a member of the local Administrators group or have equivalent privileges.
- You must install victor Unified Client.

Prerequisites on EntraPass Server System:

- Smart Service installed on EntraPass Server.
- The login operator for EntraPass should have Security Level set as Installer and the Workspace set as Installer instead of the Administrator security level because the Administrator security level does not have access to certain sections of EntraPass.
- Due to an update in the license for EntraPass v6.05, the EntraPass server requires a minimum of two EntraPass Web licenses to maintain constant communication between victor and the EntraPass server.

On the **Web Parameters** tab, ensure that Concurrent logins option is disabled. With this configuration, any loss in communication between victor and the EntraPass server disconnects the previous login and attempts to reconnect. The new connection temporarily uses the second instance of the license before releasing first instance of license.

If the EntraPass server has only one 'EntraPass web' license, any loss in communication between victor and the EntraPass server is restored only after the Connection Timeout on Idle duration of SmartLink is completed.

- Concurrent request per connection in EntraPass server should be set to 16.
- Connection timeout on idle should be set to 59 minutes.
- A valid SSL certificate in IIS is required for smart service binding in the form of https.

Installation

Note:

- Ensure that you stop all applications to avoid problems during installation.
- It is recommended to stop the CrossFire services before initiating the installation of Entrapass Integration.

Follow the steps to install the EntraPass Integration on the server and remote clients:

1. Double-click the `EntraPass Integration.exe` file.
2. Click **Next** and follow the Install Wizard prompts.
3. On the **License Agreement**, select **I accept the terms in the license agreement** check box and then **Next**.
4. Click **Finish** to complete the installation.

Post-Installation

Perform the following steps after installation:

1. Obtain License with the EntraPass option enabled.
2. 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.
3. Start the **EntraPass 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 **EntraPass Receiver Driver Service**. Select the **Enabled** check box and then click the **Start** button. The status of the EntraPass Driver Service changes to **Running**.
4. Launch the victor client:
 - a. On the taskbar, click the **Start** button and then click **All Programs**.
 - b. Click **victor**.

Upgrading the EntraPass Integration

Caution:

If you have made any changes in the configuration file - `EntraPassDriverService.exe.config`, ensure that you back up the file before you upgrade. The configuration file is located at `Tyco\CrossFire\ServerComponents`.

The 5.6 EntraPass driver supports the following upgrade scenarios:

- Upgrade from 5.3 to 5.6
- Upgrade from 5.4.1 to 5.6

Follow the steps for the fresh installation of the EntraPass Integration:

1. Fresh install the EntraPass Integration and resynchronize.
2. Uninstall with Database (DB) and without Database (DB).

Follow the steps below to upgrade the EntraPass integration from v5.3 or v5.4.1 to v5.6:

1. Use the victor installer or the Unified installer to upgrade victor to v5.6.

Note: Click **Later** on the prompt that appears after you upgrade to victor, do not click **Reboot**.

2. Run the EntraPass Integration installer.
3. Reboot the machine.

Note: If you upgrade victor and reboot your system before you upgrade the EntraPass integration, then the EntraPass driver will stop. You must upgrade the EntraPass integration to a victor v5.6 compatible driver before you start the EntraPass driver.

A new driver is built for v5.6 that supports EntraPass software version 8.00 and there is no driver built for v5.1/v5.2 which is compatible with EntraPass software version 8.00.

Scalability

Scalability testing is performed on a system with the following system and object configurations, refer to the System Configuration and Object Configuration tables below.

Table 1: System Configuration

System Configuration	
CPU	8 Core
Memory	16GB
Config file entries	Key ="ComponentStatusBatchSize" value=50 Key ="StatusQueueCount" value=4 Key =" SyncBatchSize" value=5 Status poll Time: 45 seconds

Table 2: Object Configuration

Object Type	Server2(Global Edition)	Server3(Corporate Edition)	Server5(Global edition)	Total object count/object type
Relay	496	849	1321	2666
Input	766	3003	3361	7130
Door	7676	922	1646	10244
Controller	1925	465	610	3000
Connection/Site	84	134	29	247
KT NCC Gateway	1	0	1	2

Software gateway	13	1	2	16
Total Object Count	10961	5374	6970	23305

Language Support

This driver supports the following languages:

- English (US)
- French
- Hungary
- Czech

Compatibility Matrix

The following table lists the Compatibility Matrix for the EntraPass Integration:

Table 4: Compatibility Matrix

victor version 5.6	
Partner	Kantech
Partner Product	Kantech EntraPass
Partner Product version	EntraPass 8.00.32 KT-NCC, Firmware version: 8.00.32. KT-1, Firmware version: 2.03.03 KT-400 Rev01, Firmware version: 2.02.03 KT-400v1, Firmware version: 1.25.01 KT-300, Firmware version: 2.03.01
Integration driver version	5.6.7.0
victor License option	ADVC-EntraPass
Non-supported Hardware and Firmware/OS version	KT-100, Firmware version – 1.09
Unified Compatibility	No
Enterprise certified	Yes
Redundancy certified	No
Supported Server OS	All OS supported by victor Server
Supported Client OS	All OS supported by victor Client
Supported SQL	All SQL Server supported by victor Server

Known Issues and Limitations

This section describes the EntraPass Integration known limitations.

- The EntraPass Integration does not support, Hardware KT-100, Firmware version: 1.09.
- If you delete the EntraPass server in victor, personnel and images that are associated with that server are not deleted; you must delete them manually. If you add a server that was deleted

previously, former users are not recognized by the server and you must resynchronize the personnel and personnel images.

- EntraPass site information may not update correctly in the following scenarios:
 - When the connection type is IP: the serial port, protocol, and baud rate may not update correctly.
 - When connection type is Serial: the IP port number, protocol, and IP address may update correctly.
- Actions such as Momentarily Unlock Door, Grace Personnel, Area Lockout Grace, and Antipassback Reset Card from the Swipe and Show feature are not supported.
- Migration of a standalone machine with an EntraPass Driver to SAS is not supported.
- If you install the EntraPass Integration on remote clients, the Integration Setup dialogue box appears and you may be prompted to select an Installation Option for Redundancy server. Ignore this message and click **Next** to continue with installation. If you select the Redundancy server installation using supported third party redundancy check box, provide the virtual server location, and then click **Next**; this selection is ignored and there is no functional impact.
- If you delete objects, personnel, or personnel images from Kantech, the same objects, personnel, or personnel images are not deleted from victor even after synchronization; this may impact the status of other objects, personnel, or personnel images.
 - Workaround: Delete the objects, personnel, or personnel images from victor that are already deleted from EntraPass server and then synchronize.
- There is no specific EntraPass door option under Device or Edit list, instead all EntraPass doors are listed under Doors option.
- For EntraPass Server, Site communication status is displayed as offline in victor client even though it is online.
- For KT 300 controller, Tamper status and schedule values are displayed as unknown in victor client.
- When gateways are renamed in EntraPass server, the new name may not reflect correctly in victor client.
- For EntraPass objects after synchronization, component address is not displayed in victor client.
- In EntraPass Integration driver, KT NCC gateway Onboard Relays are not synchronized.
- During the resynchronization of the EntraPass Driver, window displays to choose the file path. This is an intermittent issue.
 - Workaround: Choose the EntraPass installer and resync process will proceed.
- Only the First and Last name of personnel is displayed in the Personnel view.
- In the Personal Edit window, Customer Personnel details are not supported.
- While synchronizing, sometimes a standard fault SMARTLINK_RPC_EXCEPTION occurs and EntraPass Smartlink crashes. This may affect synchronization of server and synchronization status of server may continue to remain in synchronizing state or sync may fail.
 - Workaround: Reduce the value for SyncBatchSize to 5 or lower in config file and restart the driver.
- In case of large number of objects, it is recommended to set the status poll time entry to a higher value.
- In EntraPass server, name field for any object should not have more than 100 characters. If the length is more than 100 characters, those objects will not be synchronized.
- When Kantech smart service or EntraPass Smartlink is stopped, communication status of controller or site may go offline momentarily and then comes back online. This does not affect functionality, as server is set to offline.
- In Map for Input objects, input state may not reflect correctly.
- This version of the EntraPass Integration is not tested for redundancy.
- If you install Entrapass Integration with the Connection Strings Encrypted option enabled, Crossfire services failed to start.

Note: The following are the recommended steps for installing/upgrading the Entrapass Integration:

1. In the Server Configuration Application, on the Database tab, clear the **Connection Strings Encrypted** check box.
2. Install the Entrapass Integration.

3. In the Server Configuration Application, on the Database tab, select the **Connection Strings Encrypted** check box.

Defects Fixed

The following table lists the defects fixed in this version of the software:

Table 3: General Fixes

Category	SPAR Number	SPAR Description
Driver	677071	While attempting to do personnel sync with personnel having 5 credentials per user, an error message is displayed in diagnostics.
Driver	677082	When you deselect the Display Card Number check-box for the user or personnel in Kantech, then the Admit and Reject events are not displayed in victor
Driver	677000	Card swipes for only first card is displayed, even though the User has swiped multiple cards.
Driver	673124	Even though the multiple cards are associated with 1 personnel, only the first card swipe status is displayed.

End of Release Notes

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