

# EntraPass integration for victor v6.0

## 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

- EntraPass Software: 8.50.154.1154
- Integration Software: 6.0.5.6085
- CrossFire Version: 4.0.586.586
- victor Client Version: 22.0.586.586

### Overview

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The victor Application Server provides seamless integration with the EntraPass access control system. The customer can view all critical security alarms in one station on one screen. The following EntraPass Systems are supported:

- EntraPass Global Edition: 8.50.154.1154
- EntraPass Corporate Edition: 8.50.154.1154

### Features

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The victor Application Server 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, Connection, 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, One Time Access, Suppress and Reactivate Alerts.
- Supports the following manual actions for Input objects: Continuous, No Supervision, No Supervision-Delay, Normal, Suppress and Reactivate Alerts.
- Supports the following manual actions for Relay objects: Activate, Deactivate, Activate Temporarily, Suppress and Reactivate Alerts.
- Supports the following manual actions for Connection objects: Suppress and Reactivate Alerts.
- Supports the following manual actions for Controller objects: Suppress and Reactivate Alerts.
- 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, Connections, Controllers, and Doors.
- Supports EntraPass Actions feature for Servers, Connections, Controllers, Doors, Inputs and Relays.
- Supports viewing card swipes in a Transaction Display.
- Supports filtering incoming EntraPass events from victor globally and per device.
- Supports generation of victor Site/Folder view.
- Support Latest Alert status property for Connections, Controllers, Doors, Inputs and Relays, and are available for Journal actions and map annunciations.

## Enhancements in this release

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- Added support for victor v6.0.
- Added support for installation on a remote SQL instance.

## Hardware and firmware requirements

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The EntraPass Integration has the same hardware, software, and disk space requirements as the victor Application Server. If the target computer can install victor Application Server, then it satisfies the EntraPass

Integration requirements. The EntraPass Integration supports the following:

- EntraPass Corporate Edition: 8.50.154.1154
- EntraPass Global Edition: 8.50.154.1154
- 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

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The EntraPass integration for victor requires the following software versions:

- victor Application Server: v6.0
- victor Unified Client: v6.0
- Smart Service installed on EntraPass Server EntraPass v. 8.50.154.1154

**Note:** The EntraPass Integration server components cannot be installed on a victor Application Server MAS.

Close any running applications to avoid installation problems.

**Note:** Client workstations requiring the ability to setup/view the EntraPass objects need to install the EntraPass integration.

## Licensing requirements

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The EntraPass driver is a licensed integration for victor. Contact American Dynamics support for a EntraPass Driver Server license. After you apply the new license, all Framework / Extension services restart.

## Qualified operating systems

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All operating systems supported by victor are supported by this driver. Refer to victor product data sheets for further information.

## Contents of the installation package

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The Unified victor Integration software for EntraPass contains the following files.

**Table 1: Installation package**

| File                                      | Description                         |
|-------------------------------------------|-------------------------------------|
| EntraPass Integration-6.0.5.6085 AD.exe   | EntraPass Installation Setup file   |
| UM-victor-EntraPas-v6.0-A16381J8MK-A.pdf  | EntraPass Integration User Manual   |
| RN-victor-EntraPass-v6.0-A16381J8ML-A.pdf | EntraPass Integration Release Notes |

## Pre-Installation

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Ensure your firewall has been configured to allow connectivity between victor Application server and EntraPass server.

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

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Perform the following steps to install the victor Integration Software for EntraPass on the server and the client.

### Note:

- You must install the EntraPass integration in the same folder as victor.
- You must have administrator privileges to perform this installation.
- Ensure that you 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-x.x.x.x_AD.exe` file.  
The Install Wizard starts.
2. In the EntraPass integration **Welcome** window, click **Next**, and follow the Install Wizard prompts.
3. Select installation options as needed and click **Next**.
4. Click **Install**. If required, allow Administrator Access.
5. Click **Finish** to complete the installation.

## Post-Installation

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1. Obtain license with the EntraPass option enabled.
2. Launch the **Server Configuration Application**:
  - a. On the taskbar, click the **Start** button and click **All Programs**.
  - b. Click **Tyco**, right-click the **Server Configuration** and click **Run as Administrator**.  
The Server Configuration Application page opens.
3. Restart the **CrossFire Services**:
  - a. On the **Server Configuration Application** page, click the **Services** tab.
  - b. Click **Stop Service** for the **Crossfire Framework Services** and wait for all services to show **Status: Stopped**.
  - c. Click **Start Service** for the **Crossfire Framework Services** and wait for it to show **Status: Running**.
  - d. Click **Start Service** for the **Crossfire Server Framework Services** and wait it and other services to show **Status: Running**.
  - e. On the **EntraPass Receiver Driver Service**, click **Start Service** and wait for it to show **Status Running**.
4. Launch the victor client:
  - a. On the taskbar, click the **Start** button and click **All Programs**.
  - b. Click **victor**.

## Upgrading the EntraPass integration

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Before you upgrade this integration, back up the victor database on the victor application server. You can install new versions of the EntraPass integration for victor over existing versions of the EntraPass Integration. To retain the existing EntraPass configuration, ensure that you do not select the **Delete any DB Tables already installed** check box during the upgrade process.

### 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`.

After you install the new version of the integration, the custom parameters previously located in `EntraPassDriverService.exe.config` are now located in the victor client System Settings section. Refer to the User Guide for details.

## Scalability

Scalability testing is performed on a system with the following system and object configurations, see the following tables.

**Table 1: System configuration**

| System Configuration |                                                                                                                                              |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| CPU                  | 8 Core                                                                                                                                       |
| Memory               | 16GB                                                                                                                                         |
| Config file entries  | Key ="ComponentStatusBatchSize" value=50<br>Key ="StatusQueueCount" value=4<br>Key =" SyncBatchSize" value=5<br>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         | 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
- Hungarian
- Czech
- Turkish
- Romanian

## Compatibility matrix

The following table lists the compatibility matrix for the EntraPass Integration.

**Table 4: Compatibility matrix**

|                                                |                                                                                                                                                                                                                         |
|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| victor                                         | 6.0                                                                                                                                                                                                                     |
| Partner                                        | Kantech                                                                                                                                                                                                                 |
| Partner Product                                | Kantech EntraPass                                                                                                                                                                                                       |
| Partner Product version                        | EntraPass: 8.50.154.1154<br>KT-NCC, Firmware version: 8.00.32<br>KT-1, Firmware version: 2.03.03<br>KT-400 Rev01, Firmware version: 2.02.03<br>KT-400v1, Firmware version: 1.25.01<br>KT-300, Firmware version: 2.03.01 |
| Integration driver version                     | 6.0.5.6085                                                                                                                                                                                                              |
| victor License option                          | ADVC-EntraPass                                                                                                                                                                                                          |
| Non-supported Hardware and Firmware/OS version | KT-100, Firmware version: 1.09                                                                                                                                                                                          |
| Unified Compatibility                          | No                                                                                                                                                                                                                      |
| Enterprise certified                           | No                                                                                                                                                                                                                      |
| 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.

- Synchronizing to victor when additional hardware has been added to EntraPass can sometimes cause EntraPass connection to temporarily drop to victor. This is an EntraPass API limitation, and connection re-establishes in less than one minute.
- The EntraPass Integration does not support Hardware KT-100, Firmware version: 1.09.
- 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** dialog 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.
- There is no specific **EntraPass door** option under **Device** or **Edit** list, instead all **EntraPass doors** are listed under **Doors** option.
- For KT 300 controller, Tamper status and schedule values are displayed as unknown 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 “Sync Batch Size” to 5 or lower in system settings 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.
- When Kantech smart service or EntraPass Smartlink is stopped, communication status of controller or connection 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.
- There are no event states supported in the EntraPass API therefore no Event states propagated between the systems. The Events created in victor based on EntraPass events→journaling can be acknowledged and closed in victor as per standard usage but these event state changes will not propagate to EntraPass.
- Personnel
  - Personnel can be edited in victor, there is no way to create read only fields since this is part of the core product. Any edits done in personnel won't be reflected back to EntraPass and they will be overwritten without notice upon re-import.
  - Swipe & Show buttons Actions (such as Momentarily Unlock Door, Grace Personnel, Area Lockout Grace, and Antipassback Reset Card) are part of the core product and thus cannot be overwritten to allow custom actions.
- Multiple integrations with “Door” derived objects installed on the same CrossFire can have error synching with exception “Cannot insert duplicate key in object 'Access.Door’”.

## End of release notes

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