idProducer Upgrade Procedure QRG

This guide covers upgrading idProducer software and its database in-place on the same server (i.e. these instructions do not describe moving an idProducer database).

REQUIREMENTS ...

Backing up Databases and Assets:

- You must back up the SysGal and SysGalArc *databases* before upgrading System Galaxy.
- You must back up the *idProducer database* before upgrading idProducer.
- You can perform the database backups using GCS Service Manager utility or the SQL Server Database Management Studio (SSMS Tool).
- You must back up all System Galaxy assets, including badge template files.
- Move all backup files and databases to a safe location not on the computer being upgraded.

Stopping Apps and Services:

- You must shut down system galaxy software on the computer being upgraded. If this machine runs the services, you must stop all GCS Services before upgrading the Databases. A button to do so is provided in the installer screen at the appropriate location.
- You must shut down the idProducer Print Dispatcher by quitting the application from the Windows task tray icon.
- You must stop the idProducer Connection and Server services before upgrading the idProducer Software and Database. NOTE: The idProducer installer will interrupt the installation if anything is running. You will be unable to proceed until you stop the services.

How to Upgrade idProducer (after System Galaxy upgrade is done)

You must upgrade System Galaxy servers and clients before upgrading the idProducer clients.

 Upgrade System Galaxy to the latest version (v11.8.4.2 or higher), by running all three parts from the USB or the ISO file (sgsetup.hta) Step – 1: Prerequisites, Step – 2: Database Upgrade, Step – 3: SG Software Upgrade,

The installer will auto-detect that the previous software is installed and will uninstall it before installing the new version.

- 2. Before you proceed to the idProducer installation, make sure you ...
 - a) Shut down the Print Manager from the System Tray by clicking on the icon and selecting Quit Application.
 - b) Stop the two idProducer Services for the Server and the Connector.







3. Under Web Applications, click on the *Install idProducer* option on the USB/ISO Splash screen.



The installer will auto-detect that IIS is present and will prompt user that idProducer needs to be upgraded.

4. Click the **Update idProducer** button to launch the IDP installer program.

GCS idPRODUCER Server Install and Configuration Helper	- 🗆 ×
IIS Urrsion 10.0' is installed.	http://localhost
idPRODUCER idPRODUCER Version '1.6.8083 23218' is installed. (Needs Updated) Compare Electropy State (State) (State) (State)	Update idProducer
C:\rrogram hies\SrcLSid inc\deroducer Server\SpecsiD.badging.webClient	View Folder Permissions

- 5. Accept the license (not pictured)
- 6. Choose to run a **Complete** install.

idPro	ducer Server by SPECSid (64 bit) Setup		-		Х
Choo Cho	se Setup Type ose the setup type that best suits your need	S			
	Complete All program features will be installed. Re	equires the mos	st disk space.		
	Custom Allows users to choose which program f they will be installed. Recommended for	features will be r advanced use	installed and rs.	where	
		Back	Next	Cano	el

- 7. The software will be installed.
- 8. Click **FINISH** when done and wait for the IDP Configuration Manager to auto-start.

謂 idProducer Server by SPECSid (64 bit) Setup		-		×
Installing idProducer Server by SPECSid (6	4 bit)			
Please wait while the Setup Wizard installs idProducer	Server by SPECSic	d (64 bit).	
Status: Validating install				_
Bad	Next		Cance	el

- 9. The IDP Configuration Manager will automatically launch and detect that the database needs to be upgraded.
- 10. Click OK to continue with database upgrade.

🐻 idProducer Configuratio	on Manager — 🗆 🗙
Configuration	▶ Database
Database	Pre idProducer Master Service requires a SQL Server instance, what do you want to do?
Master service	 Let me install and use a SQL Server LocalDB instance () Let me use an existing SQL Server instance ()
Signation Client connection	Connection
Capture application	SQL Server instance ③ WIN-1PQJCIRF1ML\GCSSQLEXPRESS19
installed features	Integrated Security
Client installer	User name 🕥
Troubleshooting	Password 🕥
Cont	Tour current database (version 12.39.0) should be upgraded To version 1.2.56.1. Upgrade now? OK Cancel Upgroupper Publish
1.7.8508.28813	Save 🕼 Undo Close

11. The Config Manager shows the DB being upgraded and Published at the bottom of the screen. Allow this operation to finish.

📧 idProducer Configurati	on Manager	-		\times
Configuration Database	 Database The idProducer Master Service requires a SQL Server i want to do? Let me instal and use a SQL Server LocalDB instance ? 	instance,	, what do yo	bu
Master service Client connection	Let me use an existing SQL Server instance () Connection SQL Server instance () Immericance instance ()			
installed features	Integrated Security Use name 3 sa			
7 Troubleshooting	Advanced Options MutiSubnetFallover ③ database version			
	Retrieve Gatabase retraining Publish db version 1.2.56.01 Database name defroducer Publishing, please wat	T	est connecti Publish	on
1.7.8508.28813	Save 🖉	Undo	Clos	е

Successful Publish displays when the database upgrade is finished – and the Database is successfully published.

12. Click **OK** to close the confirmation message.



The system will automatically save your settings and restart idProducer services.

13. Click OK to Save Settings and restart Services.

Publish d	latabase	×
1	Saving settings and restarting service.	
	ОК	

When you are upgrading an existing system, the Config Manager should show the new DB version.

14. The Config Manager should show the *default sa login*. This login can be used for upgrading a system, however the end-user should harden their system by creating new passwords for all the default passwords.



To verify that the database is upgraded, you can *RETRIEVE* the database version to verify that the numbers match.

- The SA login must be used.
- The **Retrieve option** must be "checked".
- The database name must be "idProducer". (i.e., must match the published database name)
- 15. Click **Test Connection** button to retrieve the *database version number*. The retrieved version should match the published version (see the blue arrows).

📷 idProducer Configuration Manager × Database Configuration The idProducer Master Service requires a SQL Server instance, what do you Database want to do? Let me install and use a SQL Server LocalDB instance 🕥 Raster service ● Let me use an existing SQL Server instance ⑦ Client connection Connection SQL Server instance ? Capture application WIN-1PQJCIRF1ML\GCSSQLEXPRESS19 📔 Installed features Integrated Security User name 🕥 Client installer sa Pass M Troubleshooting ord 🕐 database version 1.2.56.1 Retrieve idProduce Publish db versior 1.2.56.01 Database name 🕥 idProducer Publish Save 🕼 Undo Close 1.7.8508.28813

Clicking **Test Connection** will verify that you can successfully connect to the database.

16. Click **OK** to close dialog showing the connection was successful



17. Make sure the idProducer Services are running.

(= -) 🔂 🖂	G 🗟 🛛 🖬 🕨 🖬 🗤 🕪				
Services (Local)	Services (Local)	·			
	Microsoft App-V Client Description:	Name	Description Synchronize Coordinates	Status	Startı ' Manı Manı
	Manages App-V users and virtual applications	idProducer Connector by SPECSid	idProducer idProducer	Running Running	Auto Auto
		IIS Admin Service (in IIS and AuthIP IPsec Keying Modules (internet Connection Sharing (ICS))	Enables this The IKEEXT Provides ne	Running Running	Auto Auto Mani
		IP Helper IP Translation Configuration Service	Provides tu Configures	Running	Auto Manu

18. Verify the Print Dispatcher is installed and visible Windows task tray.

NOTE: If the Print Dispatcher is not running, you can type 'idProducer Print Dispatcher' in the Windows search field and start the Print Dispatcher.

Verify the Print Dispatcher was upgraded from the Windows task ...

19. Right-click on the *Print Dispatcher icon* and selecting 'About Dispatcher' from the menu.

The new version number should be visible near the top of the About screen.





20. Log into the Print Dispatcher using the master login as normal.



Verify the idProducer Web Client software was updated to the new version ...

 Double-click the Web Client desktop icon and click **MENU button** to open the Menu Panel. The version is below the *Sign-In button*.



Verify your templates are all present by opening the Template Editor from the Web Client home page ...

- 22. On the Client homepage, click on **Template Editor** icon.
- 23. When the *Template Editor* opens, you can select Customer Subscription name(s) and verify your templates are correctly displayed.
 - If you have a Basic license, all the templates will be on the Root, regardless of whether customers exist in Galaxy (as pictured).
 - If you have an **Advanced license**, there will be unique templates on each Subscription that correlates to a Galaxy Customer.



Template Editor > 🐣 Todd Testing	•			
🕂 Add 🐚 Import 🏾 💭 Refresh 🔀 Download	Quick Search	■ Columns	I Sequence	
Template name		A Care	l stock	Last modified
750 MCCB Employee IDP	1 ± 🛛 :	×		
Color Change	1 ± 🗎 :	×		2023-05-05T16:04:06-04:00
GCS Template 1	/ 土 🗎 :	×		
GCS Test	1 ± 🗎 :	×		
NewCardTestAfterUpgrade	/ ± 🗎 :	×		

Menu: Configure > Cards > Badge Designs

- 24. Log into *System Galaxy* and open the Badge Designer screen and verify that your company badge templates are visible in the droplist. If you have customers, be sure the badges are visible for each customer as appropriate.
 - a) Basic License No Customers: the "No Customer" is linked to the Root Subscription. Your templates will appear here whether you have customers or not.
 - b) Basic License with Customers: IF you have customers, you will see all the same Template(s) listed under every *Customer Name* that is programmed in Galaxy. The root templates apply to every customer.
 - c) Advanced License: Advanced license maps each Galaxy Customer Name to a corresponding idProducer Subscription. Each customer will list only the template(s) that correspond to the idProducer Subscription it is mapped to.

Menu: Configure > Cards > Cardholders

- 25. Open the Cardholder screen and verify that your badges are available for existing cardholders and well as new cardholders.
 - a) For Basic License, you should see all templates in the Cardholder Badge list for every cardholder, regardless of whether you have customers or not.
 - b) For Advance License, you should only see the templates in the Cardholder Badge list that correspond to the templates in the related subscription.

🎋 System G	alaxy - Badge Designs	-		\times
File Conf	gure Record Edit View Utilities Window	Help		
C: :	🎩 🛆 😻 i 🔮 i 🕲 📰 i 😻 😽 🦍		CAC I	K 🖬 🛛
Badge D	esigns 🗙			-
Number:	1	Ado	New	^
Description:	GCS MAIN	E	Edit	
		D	elete	
		A	pply	
		Ca	ancel	
	Import Ca	ard Definiti	ons	
Customer:	~			~
For Help, pres	s F1		0	AP I

Basic Template from idProducer Root Subscription (no customers)



Example of Basic Template from	Root Subscription for	r Basic license with c	ıstomers
configured.			

Cardholders ×		
Arnot, William	✓ Find Record	Add New Edit D
Record ID	Personal Card/Badge Settings Data Fiel Select Card Card 1 Card Data Card Description Card 1 Card Technology 26 Bit Wiegand Facility Code ID Code 96 1234 PIN / Card Role Access Control	ds 1 Data Fields 2 Photo Badging Ali Add New Delete Card Options Card Disabled Card Reversed PIN Exempt Auxiliary Function Enabled Passback Exempt Active Date 6/12/2023
Customer BNE Engineering Phone	Fingerprint Data	Badge Settings Dossier Settings Badge Design GCS MAIN ~ Print Preview

Menu: Configure > Options > System Settings

System Galaxy should automatically synchronize badges every time you launch System Galaxy.

- 26. To manually synch/import templates, open the System Setting screen on the Badging Options tab and follow the appropriate steps based on your license configuration:
 - a) Basic License WITH Customers: <u>"Check" the</u> <u>option</u> "Don't link Customers to idProducer Subscriptions (always use Root)" as pictured in the screen provided.
 - b) Basic License without Customers: <u>DO NOT check</u> <u>the option</u> "Don't link Customers to idProducer Subscriptions (always use Root)" [not pictured].
 - c) Advanced License: <u>DO NOT check the option</u> "Don't link Customers to idProducer Subscriptions (always use Root)" [not pictured].
 - 27. Click OK to confirm the data synch.
 - 28. Click YES to restart the app to see changes.

When you sign back into System Galaxy you should see the newly imported templates and any other changes made to the templates when you open the *Badge Designs screen* or the *Cardholder Screen*.

See the previous page for instructions to open Badging and Cardholder screens.

General Options	Alarm Options	Report Options	Multi-Media Options	Audit Options	Database Opti	ons Cardholder Optio
Badging Options	CCTV Opti	ons Time	& Attendance Options	Guard Tour Op	tions Card	Data Replication Option
Specify folder logat	ion where the imp	an are stored:				
C:\GCS\System G	alaxy\Badging\	ges are stored.		Browse		
Spacify folder loost	ion where the arek	ius images are stor				
C:\GCS\System G	alaxy\BadgingArd	hive	50.	Browne		
				Diowae		
Save Images in	Database (increa	ses database size si	gnificantly)			
Use TOPAZ Sig	gnature Capture P	ad				
External Badgin	ng (View Only)					
idProducer Setting	JS:					
Web Client URL:						
http://localhost/	/IdProducerClient					
			(1)			
Don't link Cus	Romers to IdP NOL	OCEN Subscription	s (Aways use Root)			
	Synchronia	ze Field Names & Ba	idge Templates			



Yes

No