



Galaxy Impresses at ASHE

Working Together with Engineers for Access Controlled Healthcare

Galaxy attended our local American Society for Healthcare Engineering (ASHE) event in Baltimore, MD this July. As one of few Access Control Manufacturers at the event, Galaxy offered a unique approach to incorporating our hardware and software with Engineers from the start so that Hospitals can focus on healing with the peace of mind that their staff, patients, and visitors are safe. For a more direct overview of the ways Galaxy has already mastered safety solutions with hospitals around the world, go to our website's Resources page to access our literature on Healthcare.

Galaxy enjoys attending local events such as ASHE. We are proud to be Made in America and we are also proud to be Made in Maryland. Our HQ in Walkersville, MD offers FREE training to Access Control installers who want to become Certified Galaxy Dealers.

Make sure to see Galaxy at our next big event: **GSX SEPT. 8-12 in Chicago, IL**. Use our access code **EV236** to register:

<https://www.mcisemi.com/asis2019/links.cfm?link=register&promo=EV236>

In This Issue!

EVENTS

AUGUST

**12-16 Training at HQ
Walkersville, MD**

**27-29 Training
Chicago, IL**

SEPTEMBER

**8-12 GSX
Chicago, IL**

**16-20 Training at HQ
Walkersville, MD**

**17-19 Training
Detroit, MI**

TECH TIPS

End of Support for Microsoft Operating Systems

January 14, 2020 is the date that Microsoft is ending support for both Windows 7 and Windows Server 2008r2. Over the next six months end users will be moving to eliminate or upgrade computers running these systems.

For information on moving databases to a new database server see our upgrade document http://www.galaxysys.com/sghelp/Content/C_Procedures/System%20Upgrade%20Planning.htm and our video on our Learning Center <http://www.galaxysys.com/category-Learning-Center?id=188>.

System Galaxy 10.4.9 is the minimum version that can run on a Windows 10, Server 2012 and 2016 environment.

Problems when Copy/Pasting Encryption Keys for 635 CPU to Event Server Encryption

Take care when using the Windows Copy/Paste function to copy encryption keys to the controller configuration through a terminal emulation program (such as PuTTY) or through the Web Configuration Utility. Sometimes padding characters are added through the process, rendering the encryption key inaccurate.

Galaxy Web Services Error message when launching System Galaxy

Recently, the WebAPI service was added to System Galaxy to facilitate features like LaunchPoint and the Mobile Apps and third-party interfaces like connections to human resources databases. When System Galaxy launches it checks to see if the connection to the service is active. If not, an error message dialog box appears.

Correct this by continuing to log into System Galaxy. Then go to Configure>Options>Client Gateway. The Web Services Settings are on the right side of the box that opens. Either uncheck the Use Web Services box or set the Web Services URL to the correct address and port number.

Cloud Concierge Theme Change

Cloud Concierge customers, you may have noticed a change in your theme after the recent upgrade. If you have customized your theme and colors are not correct reapply your previous color settings. For customers that haven't customized Launch Point and are experiencing a monotone gray look, please browse in Launch Point to the settings menu>Theme> Restore default on both the Theme tab as well as the Dashboard tab. In the future these steps will not need to be taken.

For previous Tech Tips on 635 IP Filters, Software Maintenance help, Uninstalling Current Software, Time Sync Issues, Registration Assistance, and more visit our **RESOURCES** tab on our website to view all archived newsletters.

Attention Dealers:

You can create your own **Tech Ticket** online: http://www.galaxsys.com/data/support/6_Step_Web-Support.PDF

1. Click "Support"
2. Select "Create Call Ticket"
3. Create New Account
OR
4. Login and hit "Submit"
5. Fill Out Ticket and hit "Submit"
6. Call Our 24-hour hotline for emergencies

Galaxy in the Community

Glade Valley Back to School Project

One of the many ways Galaxy Control System's gives back to its local community throughout the year is through giving annually to the Glade Valley Back to School Project. Donations are collected to ensure that students attending Walkersville Schools and Walkersville Feeder Schools have the school supplies they need for the school year. Galaxy typically puts together \$200-\$300 worth of school supplies.

Donations will be collected Sunday Aug. 18th 2019 from 11-2 PM at Walkersville Town Hall. Visit <http://gladevalley.org/services/back-to-school-project/> if you are interested in donating to this event.



About Galaxy Control Systems

Galaxy Benefits:

- Privately Held Company
- Certified & Professionally Trained International Dealer Network
- Committed to In-House Design & Manufacturing
- Personalized Customer Relationships

Galaxy Control System's Mission Statement

To ensure the success of our client's Access Control & Security Management Systems, Galaxy has dedicated itself to providing the highest level of technical support and customer service. By effectively supporting our authorized dealer network and servicing emerging end-users needs, Galaxy not only ensures its own future successes but also will facilitate the increasing integrity and professionalism of our industry. We will accomplish our goals by committing all of our human and financial resources to better serve our dealer network and the customers on whom we all depend.

Galaxy Help Website

<http://www.galaxysys.com/sghelp/Content/Home.htm>

Become a Galaxy Dealer

For training dates, topics, cost, and travel:

<http://www.galaxysys.com/training>

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