



# NEWSLETTER | JANUARY 2020

Galaxy would like to wish all of our partners, vendors, dealers, and end-users a Happy New Year! Thank you for making 2019 a great year of business, and we look forward to our continued partnership in 2020. This next year will be a big one for Galaxy, and we are glad you are here to witness it. Galaxy is proud to announce that we are celebrating 45 years of business in Maryland. We could not have done this without your support and partnership. As always, we are sticking by what makes our company so unique and successful: Made in the USA, 24/7/365 tech support, free dealer certification training every month at Headquarters, and our goal to Access Excellence.



As well as keeping the cores commitments of Galaxy, we are looking to expand our company's services. Cloud Concierge tech support is growing to fit our increasing cloud demand. We are pushing to connect more with our end-users and ensure that they are getting the most out of their access control systems. Outreach to Architects, Engineers, and Consultants will soon include a quarterly newsletter, specific blog posts, social media posts, and more. Stay updated through our social media and future newsletters!

## VISIT GALAXY AT INTERSEC BOOTH #S1-E12 JANUARY 19-21 DUBAI

REGISTER

MORE INFO

### TECH TIPS

#### Galaxy Stance of 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. End users will be eliminating or upgrade computers running these systems. System Galaxy 10.4.9 is the minimum version that can run on a Windows 10, Server 2012 and 2016 environment. New Camera Integrations Added. Explore our new website page of the cameras that Galaxy offers integrations with: <http://www.galaxysys.com/page-cameras> Spec sheets for each camera detail all you need to know to find the right camera for you. Our Integrators: 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](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>

#### Change in Default Flash for New 635 Boards

Early 1stQ 2020 Galaxy Control Systems will begin shipping new 635 circuit boards (CPU, DRM, DIO, DSI) with Flash version 11.0.3. Prior to this the installed Flash version 10.4.15. The reason for shipping that version was that it was the last capable version of flash to communicating with boards running older versions of flash (5.0.4 and older) and newer flash. Galaxy will be shipping the factory flash station cable with each new system so that older boards can be flashed up through the factory flash process. (See 635 FactoryProgrammingGuide.pdf for instructions <http://www.galaxysys.com/sghelp/docs/currdocs/FTS/635-FactoryProgrammingGuide.pdf> ) As always, dealers can request boards to be flashed to a specific version when they are ordered.

### ONLINE REGISTRATION - Do It Yourself!

System Galaxy offers a quick and easy way to register online. All that you need is the Software License Key found on the System Galaxy Order Information Sheet for the system being installed.

1. In Galaxy Open the Registration Screen (Configure>Options>Registration) and select Wizard or start with System.
2. Fill out the Customer Name, Authorized Galaxy Dealer Name, and Dealer Phone Number fields. After registration, this information will appear in Help>About System Galaxy, so your customers can always contact you.
3. Enter the alpha-numeric Software License Key into the Software License field of the System Registration. A green check box will appear and the Register Via the Internet button becomes active.
4. Click the button and fully fill out the fields of the window that opens and click the button Register Via the Internet Now. You should get a Registration Successful box and the features associated with your product key should be set in the System Registration screen.
5. Either click Next to proceed to the Local Workstation screen or click Okay to close the System Registration screen and go back to Configure>Options>Registration>Local Workstation. Enter a Product Key from the System Galaxy Order Information Sheet and click the Register via the Internet button. Click OK after receiving the confirmation dialog box.

**Software License Key:**  
7WCJ-3X474-R9CWF-353TW-FJF

TRAINING  
DATES

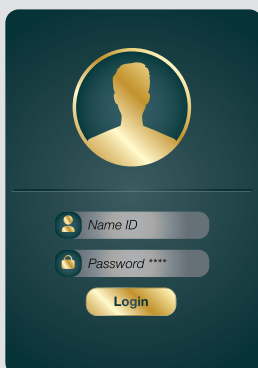
SG HELP  
WEBSITE

2020  
EVENTS

### Dealers - Update Who Has Access to the Dealer Portal

#### Give New Certified Dealers a Login & Allow Them To:

- Download SG & Flash Files
- Create an On-line Tech Ticket
- Have Access to All the Pricebooks



#### Don't Keep Ex-Employees On File. This Allows Them to Still:

- Create a Tech Ticket under Your Company Name
- Perform Service & New Work Under Your Name
- If an Ex-Employee has Access to the Registration Site, they can Review All Galaxy Installs for Your Company & Your Maintenance Status

Galaxy has 2 Login Areas:

1. Dealer Web Portal

2. SG Product Registration

contact Scott Baldwin sbaldwin@galaxysys.com to modify your dealer portal log-ins

### WELCOME TO THE TEAM: GALAXY ADDS 2 NEW REP FIRMS



**ASR Enterprises Inc.** - Virginia, Maryland, DC, Delaware, Eastern Pennsylvania (16883-19699)



**SP Dynamic** - Canada

PREVIOUS NEWSLETTERS

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