



DAYLIGHT SAVINGS TIME

It's that time of year, make sure your access control system's clocks are switched back!

The switch from Daylight Savings Time to Standard Time is fast approaching (Sunday, November 3rd) Last year Galaxy discovered a time synchronization problem between the controller CPU and the Event Server computer brought on by the shift between Standard and Daylight Savings Time. When this occurs, the controller repeatedly connects and disconnects from the Event Server. A look at the Event Server status messages in the GCS Service Monitor shows authentication failures, although the Embedded Web Server status consistently shows a connection. The problem can be fixed by synchronizing the time between the Event Server and the CPU using the Set Date/Time button at the top of the Embedded Web Server page for the controller or by issuing the commands set HH:MM:SS and set MM/DD/YYYY through a terminal emulation program and a serial connection to the CPU.

There is a patch available on our website to prevent this from happening again named Event Server Time Sync Patch listed under SG Version 11.0.2. The problem has been fixed in SG 11.1.0.2.

**In
This
Issue!**

EVENTS

NOVEMBER

11-15 Training at HQ
Walkersville, MD

20-21 ISC East
NYC

make sure to visit! Booth #721

CLOSED:
Thanksgiving & Black Friday
Nov. 28th & 29th

DECEMBER

9-13 Training at HQ
Walkersville, MD

10-12 Training
Denver, CO

TECH TIPS

End of Life for SAGEM LEGACY MODE

Back in version 10.4.1 Galaxy added Sagem MorphoManager BioBridge as an option for managing biometric records when using Sagem Biometric readers. Biobridge provides a greater level of flexibility and power to the biometric interface, allowing System Galaxy to work with all the biometric technologies offered by Sagem.

Since that time, Galaxy has also supported LEGACY MODE, allowing System Galaxy users to continue to use the older interface. However, Sagem is starting to ship readers that no longer support the firmware required to make the legacy interface function. This means that, going forward, systems that are still running LEGACY MODE will have to upgrade to add or replace SAGEM readers. Galaxy Control Systems recommends upgrading to the latest version of System Galaxy and taking advantage of the conversion utility to convert Galaxy enrolled biometric data to the MorphoManager BioBridge system. See the link for the conversion document.

[http://www.galaxysys.com/sghelp/_docs/currdocs/MorphoMgr-BioDataMigration\(WP-Jan2018\).pdf](http://www.galaxysys.com/sghelp/_docs/currdocs/MorphoMgr-BioDataMigration(WP-Jan2018).pdf)

Galaxy Discovery NVR

Our OEM partner OpenEye recently issued an emergency technical brief regarding an update to Windows 7 that renders the system non-operational. Do not enable Windows Updates or install Windows update - KB4512486 https://www.openeye.net/sites/default/files/37079aa_openeye_windows_7_faulty_patch_causes_system_lock.pdf

Microsoft has announced end-of-support for Windows 7 effective Jan 1st, 2020. Owners of OpenEye recorders running Windows 7 are encouraged to upgrade to Windows 10. Windows 10 images are available for purchase from OpenEye for a majority of recorder models. To facilitate this process send the serial numbers of recorders that need to be upgraded to Galaxy Control Systems Customer Service and we will generate a quote for the upgrade.

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:

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.

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>.

NEW!



New Camera Integrations Added

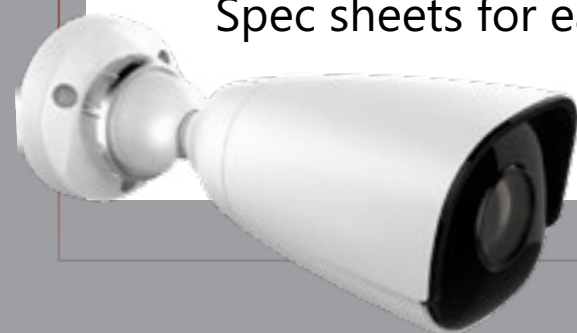
Explore our new website page of the cameras that Galaxy offers integrations with: <http://www.galaxysys.com/page-cameras>

Spec sheets for each camera detail all you need to know to find the right camera for you.

Our Integrators:



OpenEye



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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