GSX 2019
Another Successful Show!

Galaxy attended another successful GSX showcase event in Chicago, IL. The booth's new 20 ft. banner and 8 new kiosk designs drew a lot of interest to the booth, and our Global Application Engineers Scott Baldwin, Ralph Jones, and David Terrill were there to demonstrate Galaxy's new features, especially our updated Cloud Concierge LaunchPoint.

If you have any questions or want to follow up from the show, please reach out to Galaxy through info@galasys.com or reach out to our Global Application Engineers or Sales Reps directly.

See us at our next show this month: **Texas Society of Architects Design Expo** in Galveston, TX Oct. 24-26. Our next big event is in 2 months at **ISC East booth #721** in NYC at the Jacobs Javits Convention Center from Nov. 20-21. For all other upcoming events see our "Events" on the next page of the newsletter.

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Upcoming Events | Tech Tips: Daylight Savings & Microsft Operating Systems
Flash Files | Galaxy Help Website | CONTACT INFO

EVENTS

OCTOBER

30(Sept)-3(Oct) Training
Atlanta, GA

14-18 Training at HQ
Walkersville, MD

15-17 Training
NYC

20-23 Training in ME
Dubai

23-24 Security Central Canada
Toronto, Ontario

24-26 Texas Society of Architects Desgin Expo
Galvenston, TX

NOVEMBER

11-15 Training at HQ
Walkersville, MD

20-21 ISC East
NYC

TECH TIPS

Daylight Savings Time/Time Synch Issue

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.

Reminder – 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.

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:

Where are the Flash Files?

As of the most recent software releases, current installed software version flash files are still located in the Flash folder in the System Galaxy directory structure. Older flash files have been moved from the Flash folder to the FTS635 folder along with the documentation for using a 635 CPU as a factory test station.

Did You Know?

Check out SGHelp on the Web

Galaxy Control Systems is introducing a new repository on-line for our documentation. All new documentation is being placed on this site and eventually it will supplant the existing repository on our current website. http://www.galaxysys.com/sghelp/Content/Home.htm

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

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