

## Moving AxtraxNG Software

You may download the software from here; [www.axtraxng.com](http://www.axtraxng.com)  
the .zip file contains instructions for installing the software.

The process to move the software is as follows;

On the current machine;

1. Insert a USB drive to backup the database to.
2. Open AxTraxNG and go to tools, database, backup now, browse to the USB drive and hit OK to backup the database to the USB drive.

If you encounter issues backing up to the USB drive then select the default location and copy the file from there to a USB drive.

NOTE: SQL will not backup to a network drive or file share, it must be to a **local device**, virtual directories, cloud storage etc. will not work either.

3. Wait 2 full minutes to make sure the backup is complete then remove the USB drive.
4. If the panel is connected via the customer LAN, shutdown the old machine or open windows, services and stop then disable the axtrax server service.

On the new machine;

1. RESTART the machine, if the option "UPDATE AND RESTART" is presented select it, if there are any pending updates the installation will fail.
2. Insert USB drive.
3. Once the installation is complete, open AxtraxNG client.
4. Go to tools, database, if you are importing from an older version of software select "Import from earlier version AxtraxNG", if the old machine was running the same version of software select "Import Configurations and Events".
5. Browse to the USB drive and select the backup file (it will have a long numeric string then the name AxTrax1 in it) click OK. (if you get an error wrong version then step 3 and select "Import configuration and events").
6. Once the database is imported you will need to update the firmware in the panels, see below;

FW Update, repeat for each panel on the system.

1. Select the panel as shown below then select firmware update (red rectangle)..

The screenshot displays the AxTraxNG software interface. On the left, the 'Hierarchic View' shows a tree structure under 'AxTraxNG'. The selected item is '1\Panel 1'. On the right, the 'Table View' shows a list of locations. The 'Firmware Update' icon is highlighted with a red rectangle.

| Location |
|----------|
| Output 1 |
| Output 2 |
| Output 5 |
| Output 7 |
| Reader 1 |
| Reader 2 |
| Reader 3 |
| Reader 4 |
| Input 1  |
| Input 1A |
| Input 2  |

- When the window below opens, do not change anything, click OK to start the firmware download to the panel.

The screenshot displays the AxTraxNG software interface. On the left is a 'Hierarchic View' tree with nodes: AxTraxNG, AC Networks, Network 1, 1\Panel 1, Biometrics, Video Integration, Timing, Groups, Global Antipassback, Car Parking, Users, Status Map, and Reports. The main area is a 'Table View' with the following data:

| Location | Description        | Status  |
|----------|--------------------|---------|
| Output 1 | 1\Panel 1\Door 1   | Unknown |
| Output 2 | 1\Panel 1\Door 2   | Unknown |
| Output 5 | 1\Panel 1\Door 3   | Unknown |
| Output 7 | 1\Panel 1\Door 4   | Unknown |
| Reader 1 | 1\Panel 1\Reader 1 | Unknown |
| Reader 2 | 1\Panel 1\Reader 2 | Unknown |
| Reader 3 | 1\Panel 1\Reader 3 | Unknown |

A 'Firmware Update 1\Panel 1' dialog box is open in the foreground. It contains the following text and controls:

- Panel Type known on PC: AC-225 B MD-D02B
- Are you sure you want to update the firmware of the panel 1\Panel 1 ?
- Firmware files: ac225v05\_01\_24.hex (selected in a dropdown menu)
- Buttons: OK (highlighted with a red box) and Close

3. After the update window closes, highlight the network on the left.
4. The download status will show to the right as shown.

The screenshot displays the AxTraxNG application window. The title bar reads "AxTraxNG". The menu bar includes "File", "Tools", "View", "Window", and "Help". The main window title is "AC Networks\Network 1".

On the left, a "Hierarchic View" tree shows the following structure:

- AxTraxNG
  - AC Networks
    - Network 1** (highlighted)
    - 1\Panel 1
  - Biometrics
  - Video Integration
  - Timing
  - Groups
  - Global Antipassback

Table View

| Enable                              | Description | Address | Type        | Hardware \ | Status      | Downloads |
|-------------------------------------|-------------|---------|-------------|------------|-------------|-----------|
| <input checked="" type="checkbox"/> | 1\Panel 1   | 1       | 1 Reader pe | AC-225 B M | Download fi | ▲ 452 472 |

Events

| Date/Time            | Location      | Operator      | Event                             | Details                       |
|----------------------|---------------|---------------|-----------------------------------|-------------------------------|
| 4/13/2020 3:17:18 PM | Server        | AxTraxNG      | Started Firmware update 1\Panel 1 |                               |
| 4/13/2020 3:17:17 PM | LBROSSLAREHP7 | Administrator | 1\Panel 1 Firmware update         |                               |
| 4/13/2020 3:17:16 PM | 1\Panel 1     | Server        | Invalid Firmware                  | Wrong value is ac225v05_00_14 |