AXTRAXNG SOFTWARE CRITICAL BUG ADVISORY BULLETIN, JANUARY 5, 2016 – FOR ALL AXTRAXNG CUSTOMERS

Rosslare has recently become aware of a critical bug within AxTraxNG software related to the yearly date of 2016.

1.   New users or visitors who are added to your AxTraxNG system are automatically given an activation date on the day that they are created. We have found that any added users with a valid activation date of after Jan 1, 2016 will encounter an error, the result of which denies them access in a reader in which they expect access to be granted. **In the meantime, until we resolve the issues**, the remedy for "Access Denied – invalid date" is a workaround for users who are added in 2016.   The workaround is to set the "valid date" to Dec 31, 2015, or any date in 2015.

2.   In addition to the start date, there is a "valid until – date" parameter setting for the expiration date of the user or visitor in the system. The expiration date of the user/visitor is not functioning for users with a "Valid–until date" that is in 2016. The result of this is that any user with an expiration date in 2016 will not be expired. **In the meantime, until we resolve the issues**, the workaround for the "valid until date" bug is for the operator to manually remove the user/visitor access rights from the system whenever expiration is required.

Rosslare has identified the source of this software bug and we are working diligently to resolve this problem and provide a fast solution to our AxTraxNG users.

We are expecting to have a solution for our customers by January 15, 2016.
For further information please contact your local Rosslare Partner or Rosslare's Global technical support team.

AC–115 PRODUCT SOFTWARE ADVISORY BULLETIN – A CRITICAL BUG

For all AC–115 Software Customers

Rosslare has recently become aware of a critical bug within AC–115 software related to the yearly date of 2016. Any event logged in the AC–115 controller starting January 1, 2016 is logged with a date starting January 1, 2000.

Rosslare has identified the source of the software bug and we are working diligently to resolve this problem and provide a fast solution to our AC–115 users.

We are expecting to have a full solution for our customers by January 15, 2016.

For further information please contact your local Rosslare Partner or Rosslare's Global technical support team.