

Installing AxtrexNG 27.7.1.20 or later

Technical Support Engineering
Rosslare Security NA

For more information please see

www.axtraxng.com

Description of AxtraxNG Software Components

AxtraxNG Client – is the user interface where all configuration information and changes are made.

AxtraxNG Server – runs in the background and provides the interface between the SQL Server, the panels and AxtraxNG client. It runs as a service and is started automatically when the system is started.

Axtraxng Server Monitor (formerly known as AxtraxNG Watchdog) – runs in the system tray, it provides a means of monitoring the AxtraxNG Server Service and displays ongoing status information. It starts automatically at system startup.

There are a number of other third party components which will also be installed including SQL Server Express 2019;

SQL Server Installation

Depending on the installation type SQL Server may or may not need to be installed.

NEW INSTALL NO SQL – if the machine has no existing version of SQL Server installed you will get the screen. Simply leave “Install as Default” selected and click next.

UPGRADE - If AxtraxNG 27.7.1.20 or later is being installed as an upgrade over AxtraxNG version 24.X using SQL2012 or later then SKIP the SQL 2019 Installation. If unsure of the SQL version contact Technical Support before proceeding!

UPGRADE FROM OLDER AXTRAX – If you are upgrading from an older version of AxtraxNG or Axtrax AS525 you **may not use** the existing installation of SQL Server 2005. **Contact Technical Support for assistance before proceeding to avoid losing the current database!**

NEW INSTALL WITH EXISTING SQL – if there is already an instance of SQL server installed that must be kept select “Custom”. This will do a complete install of a new dedicated instance of SQL Server 2012 without disturbing the existing SQL Server installation. You may mix SQL Server 2008 and 2012 on the same machine.

Installation of AxtraxNG as an Upgrade

AxtraxNG 27.xx may be installed directly over AxtraxNG version 27.X or later as an upgrade **if SQL 2012 or later is being used**. This means that you do not need to uninstall the existing software first and that the database will be automatically updated during the installation process. **If you are upgrading from an older version please contact Technical Support before starting to avoid loss of the current database!**

If you are installing as an upgrade;

1. Open the existing AxtraxNG client and perform a backup, go to “tools, database” and select backup now.
2. Open Task Manager and stop the Server Monitor Process and the AxtraxServerService , if this is not done the server monitor and AxtraxNG Server service will not be upgraded!
3. Run the AxtraxNG installer as described in this document, it will import the database automatically.
4. When the installation is complete, open the client and update the firmware on all panels.

Network Requirements

The AxtraxNG Server PC must be located on the same physical LAN and on the same LAN segment (same subnet) as the AC-825 panel(s) being managed to do initial configuration of the panel. Remote management of panels via the internet, over VPN or any other WAN type connections may be done once the initial configuration of the panel is completed locally. Remote Client is now supported, contact technical support for details on installing a Client at a remote (WAN connected) location.

The AxtraxNG server software will utilize broadcast messages (ARP) and UDP traffic to configure the panel IP address. If either of these is blocked on the network the panel configuration will fail. Broadcast and UDP traffic must be allowed between the server PC and the panel(s).

The IP address of the AxtraxNG server PC must be static as well as the IP address of the panel(s). A range of addresses should be reserved in the router so the DHCP server will not try to allocate an address to another device that has been used on the AxtraxNG server or any of the panels.

The Firewall must be configured per the post installation instructions, these instructions apply to Windows firewall settings only, third party products such as McAfee or Symantec are not supported and not recommended for use on the machine running AxtraxNG Server.

Disclaimer: Rosslare Technical support does not recommend disabling the firewall.

Antivirus software may also cause issues, Microsoft Windows Defender is the ONLY antivirus software we have tested with and will support, if any other antivirus software is installed it must be disabled if any problems are encountered and it is up to the customer to resolve these issues.

PC Minimum requirements

- Operating System** Windows 7 SP1, Windows 8.1 or Windows 10
32 or 64 bit versions supported
Microsoft .NET framework 4.5 or later
- Processor** Minimum: Intel dual core 2.4 GHz or equivalent
Recommended: Intel core i5 or i7 CPU
- Memory** Minimum: 4 GB
Recommended: 8 GB
- Network** LAN card required for TCP/IP networking
- Hard Disk Space** 5 GB minimum

Begin the installation by extracting the installation package .ZIP file to a directory and browse to that directory

Right click on the *AxtraxNGSetup.....EXE* file and select “Run As Administrator”.

Follow the instructions on the subsequent screens to complete the installation.

AxTraxNG Setup

Extracting axtrax32GR.ico
Extracting AUTORUN.INF
Extracting CRRedist2008_x86.msi
Extracting hdd32.exe
Extracting SQLEXPRESS_x86_ENU.exe
Extracting setup.exe
Extracting dotNetFx40_Full_x86_x64.exe
Extracting dotnetfx35.exe

- Navigate to the directory where the file was extracted.
- Right Click the AxtraxNGSetup...EXE and select "Run as Administrator".

Destination folder

C:\Users\lbames\AppData\Local\Temp\RarSFX0

Browse...

Installation progress



Install

Cancel

Right click on the *AxtraxNGSetup.....EXE* file and select “**Run As Administrator**”.

On the following screen select the option to be installed.

At a minimum the **AxtraxNG Client** and **AxtraxNG Server** must be installed to setup the system, this will also install AxtraxNG Watchdog.

AxtraxNG Client only may be selected when installing the client on a second machine such as a security kiosk.

The AxTime, Vitrax and Vitrax LPR options are no longer supported, do not select them!

Once you select START the installation will begin, follow through selecting the default as shown in the following slides, do not change any file locations or other data, click NEXT, INSTALL or FINISH on each screen to advance the installer.

- Check the box “I Agree”.
- Select Server with Server Monitor and Client.
- Click Start.

AxTraxNG Installation Version 27.7.1.20

AxTraxNG Server and Client Requirements:

Operating System	Windows 7 (32/64 bits) SP1
Processor	Minimum: Intel Dual core 2.4 GHz or Equivalent Recommended: Intel core i5 or i7 CPU
Memory	Minimum: 2 GB Recommended: 8 GB
Network	LAN card required for TCP/IP networking
Hard Disk Space	5 GB minimum

SQL- Server Express Requirements:

Processor	Pentium 4 or better
Memory	2 GB
Hard Disk Space	4 GB

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I agree

Select your installation configuration and press Start button

- AxTraxNG Server with Server Monitor ViTrax Version 2.5.8.120
 AxTraxNG Client ViTrax LPR Version 1.9
 AxTimeNG

Start

Close



Welcome to the InstallShield Wizard for AxTraxNG Client

The InstallShield(R) Wizard will install AxTraxNG Client on your computer. To continue, click Next.

WARNING: This program is protected by copyright law and international treaties.

< Back

Next >

Cancel

- AxtraxNG Client install wizard.
- Click NEXT to install.



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OR USING THE SOFTWARE.

BY CLICKING ON THE "ACCEPT" BUTTON, YOU AGREE TO THE TERMS OF THIS AGREEMENT AND (2) YOU WILL NOT CONTINUE.

DUCT, OR USING THE EQUIPMENT THAT MAJORITY IN YOUR STATE, PROVINCE, OR YOUR EMPLOYER TO ENTER INTO THIS CONTRACT AND (2) YOU WILL NOT CONTINUE.

- Select "I accept..."
- Click OK continue to install.

Software License Agreement and Software Maintenance Agreement

1.0 Definitions

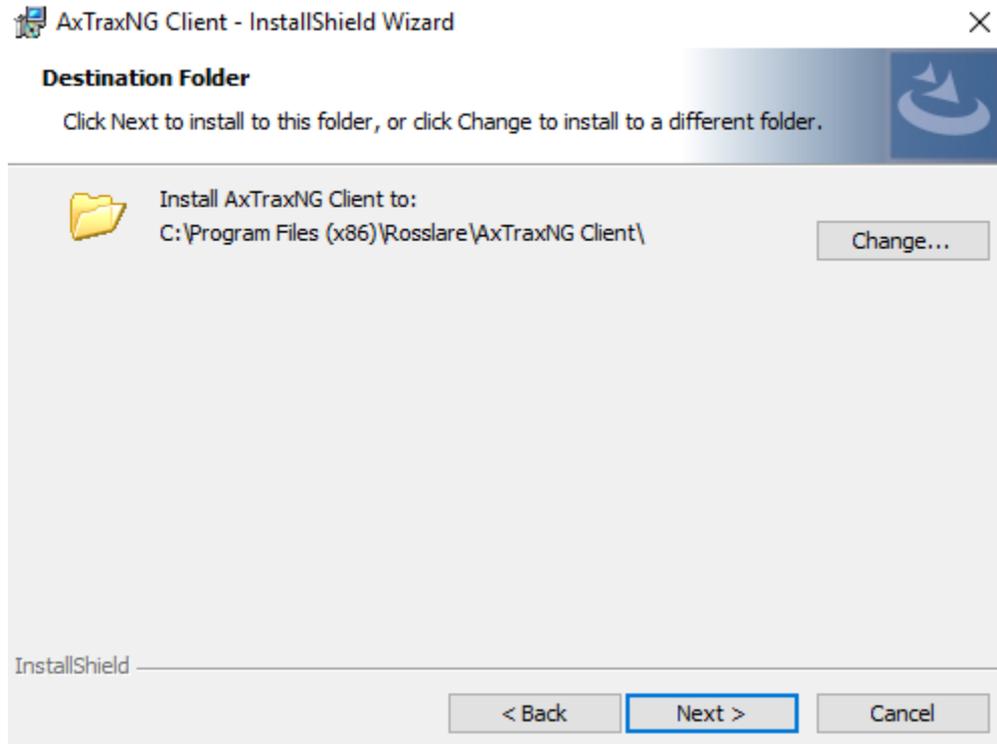
- 1.1 "REL" means Rosslare Enterprises Limited and its affiliates and/or related companies.
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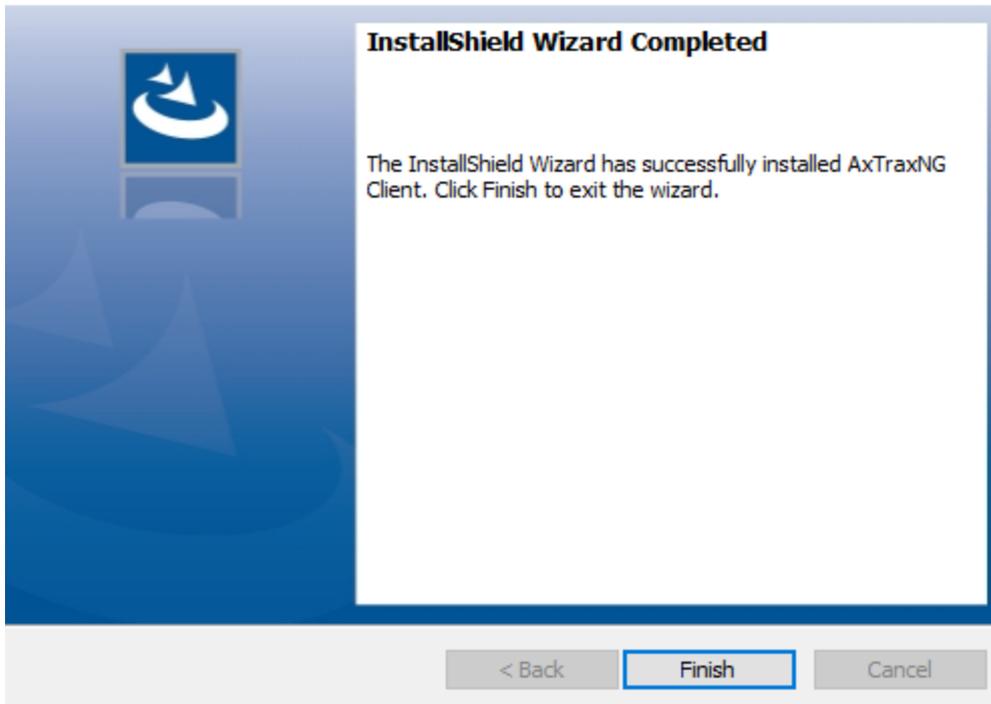
I accept the terms in the license agreement

OK

Cancel

- Click NEXT to continue install.





- Click Finish to continue.

Options

Default - the setup will install the following components:

SQL Express 2012 Axtrex1 Database

Custom (the user can either use an existing instance and database or create a new one)

Instances

Server Name	Instance Name
(local)	

Server Name

(local)

Instance Name

Authentication

Windows Authentication

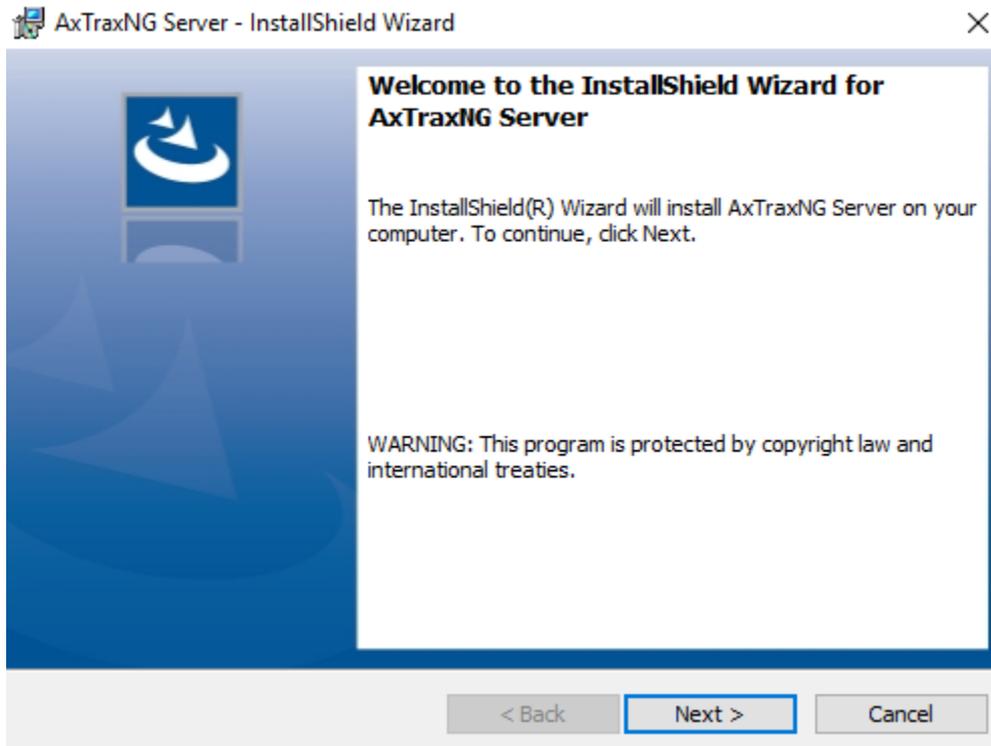
User Name

Password

Skip the SQL Server 2012 installation (does not install SQL Server 2012 and uses instance currently associated to AxTraxNG)

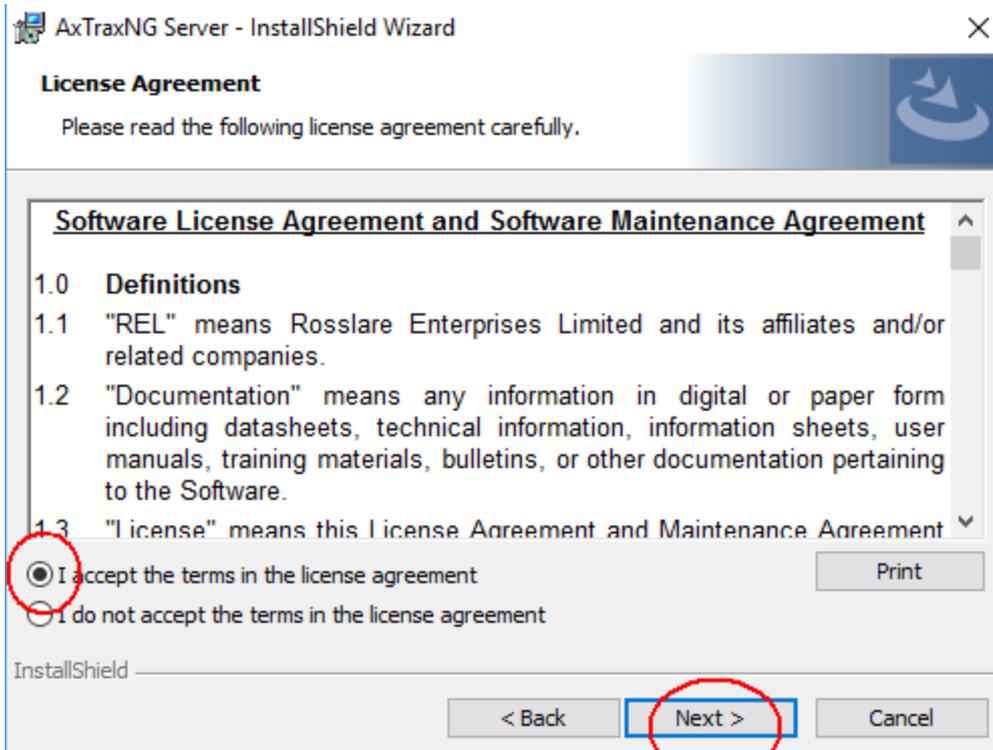
- Leave the option Install as Default as shown. This will install SQL Server 2012 in it's default configuration with no further user intervention.
- Click OK to continue.
- When the installation is complete "Done" will appear in the lower portion of the window.

Go

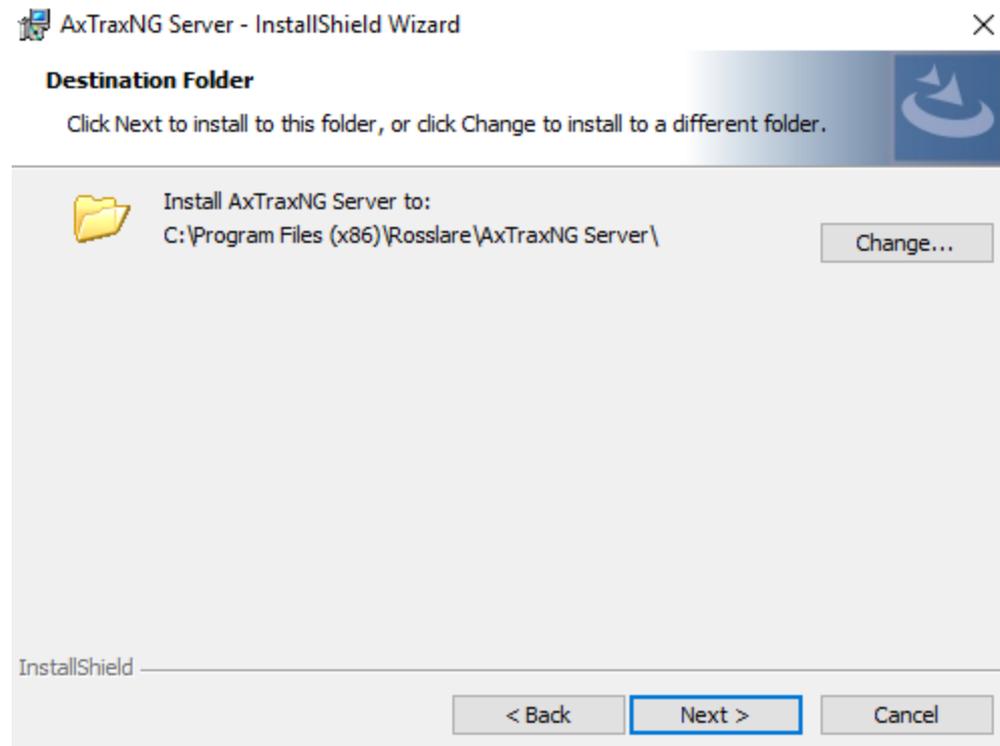


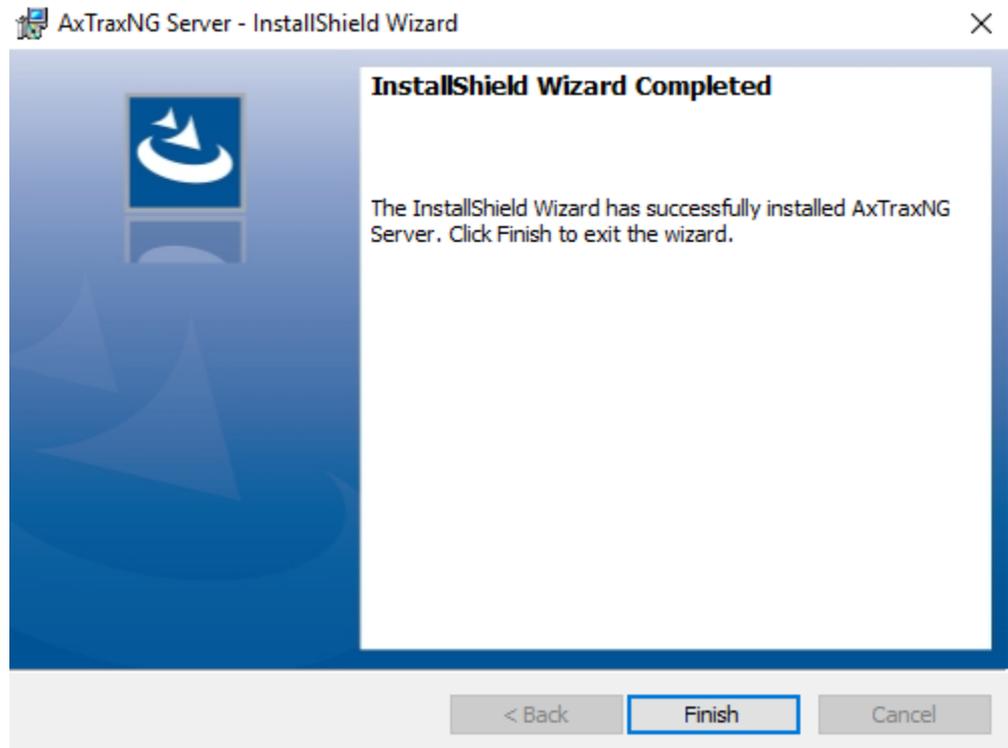
- AxtraxNG Server install wizard
- Click NEXT to install.

- Select “I accept ...”.
- Click NEXT to install.

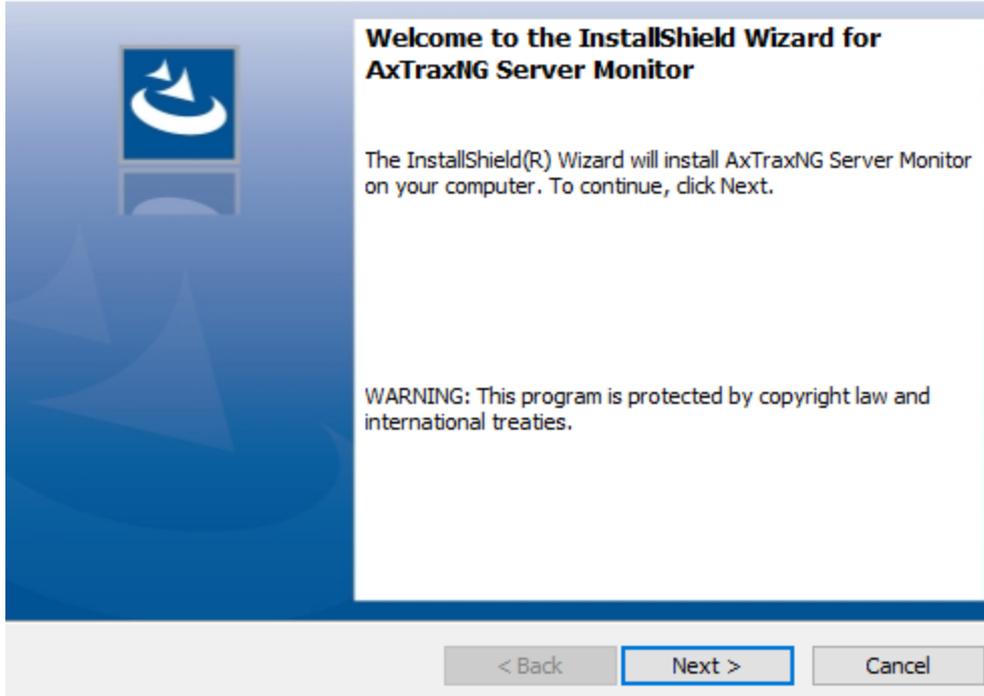


- Click NEXT to install.

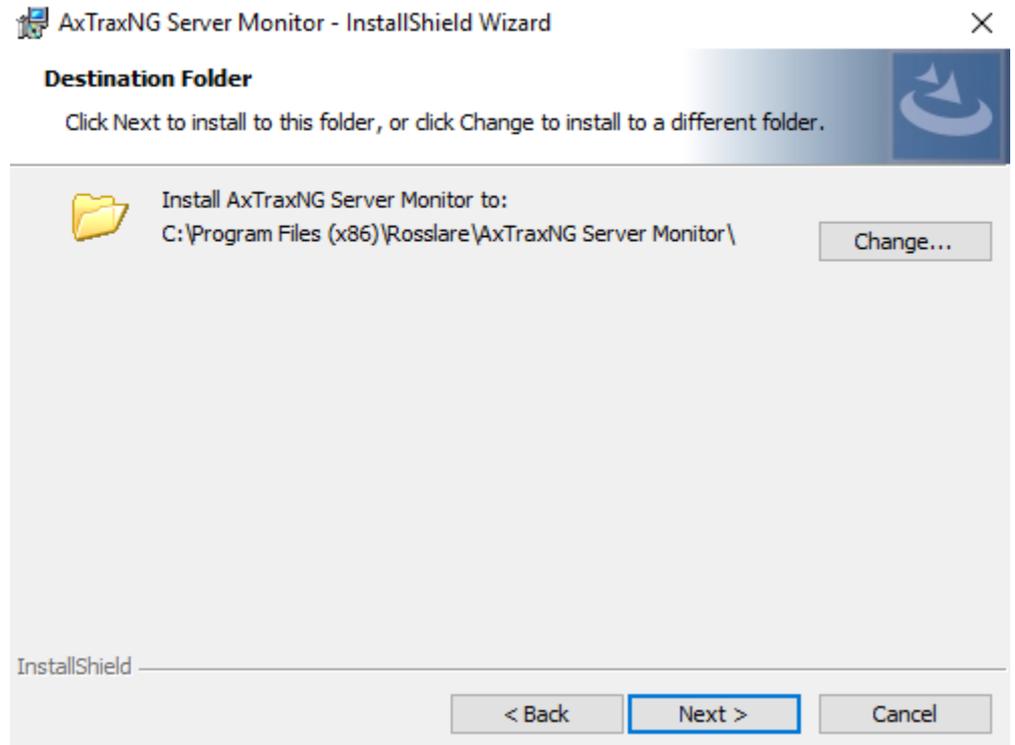




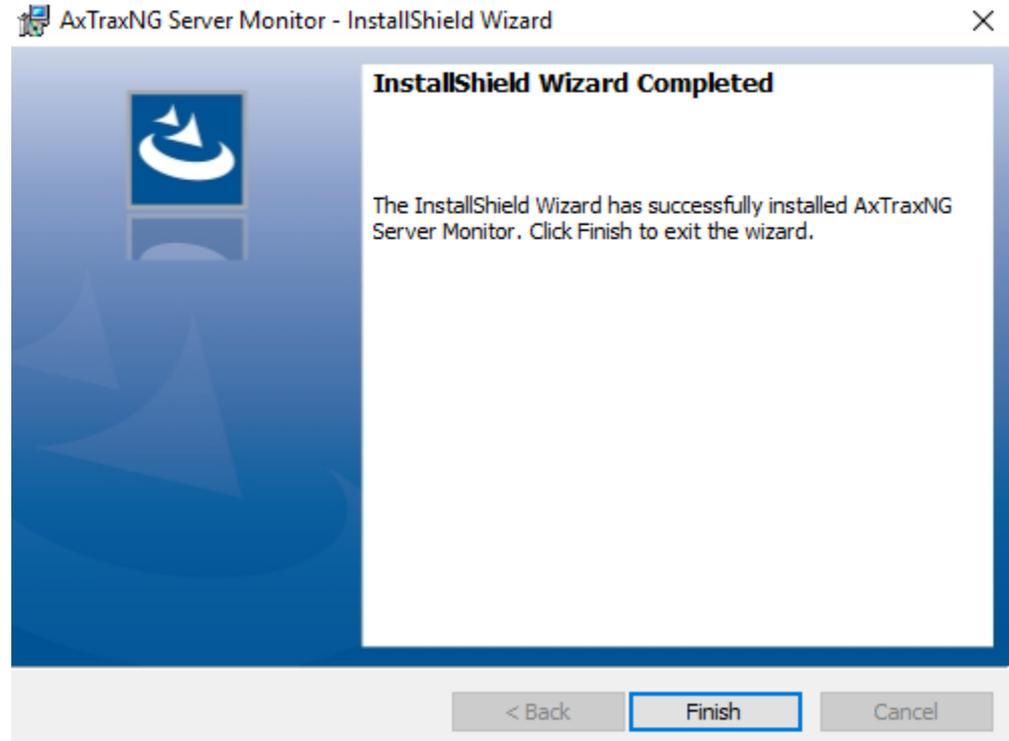
- Click Finish to continue.



- This is the Server Monitor install wizard.
- Click NEXT to install.

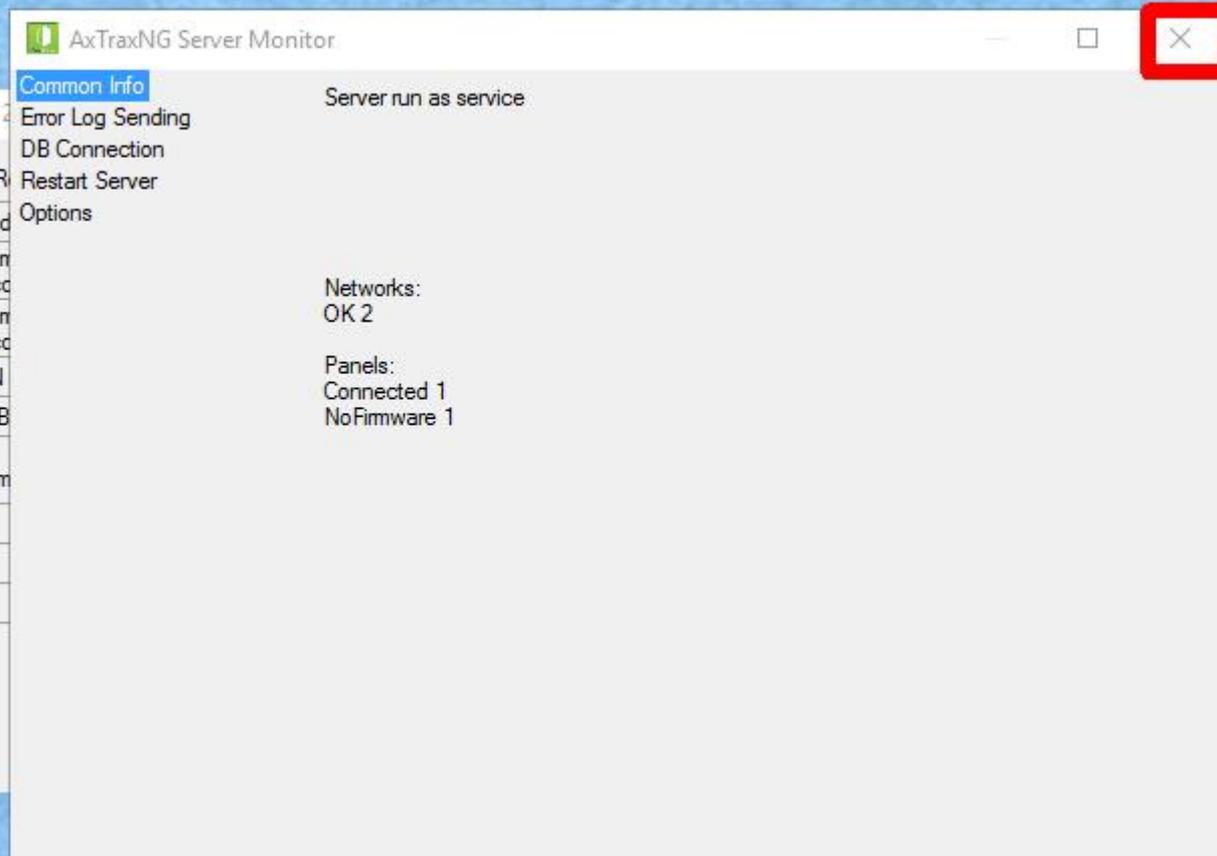


- Click NEXT to install.



- Click Finish to continue install.

Select OK to close the window then select Close on the main installation window. You also close the Server Monitor by clicking on the red X at the top right. Restarting the PC is no longer required.



Post Installation

There are additional steps which are required after the installation finishes.

- Open the firewall for bidirectional traffic to the AtraxNG Server.
- Firmware update after upgrade

Navigate to the directory where the AxtraxNG setup package was downloaded and extracted, usually Downloads\AxtraxNG_27_X_X_X.

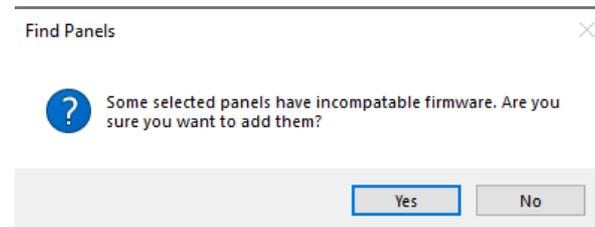
Right click on the file “firewall.cmd” and select “Run as administrator.”

The firewall rule should now appear in the Windows Firewall configuration.

Name	Date modified	Type	Size
▼ Last month			
AxtraxNG_27_7_1_20_Release_Notes.txt	8/28/2023 1:18 PM	Text Document	1 KB
▼ Earlier this year			
AxTraxNGSetup_V.27.7.1.20_12_06_2023.exe	6/15/2023 7:54 AM	Application	644,328 KB
▼ A long time ago			
firewall_rule.txt	5/4/2022 9:21 AM	Text Document	1 KB
firewall.cmd	12/5/2018 12:02 PM	Windows Comma...	1 KB
Installing_AxtraxNG_27_X.pdf	12/5/2018 12:02 PM	Microsoft Edge P...	438 KB

5 items | 1 item selected | 250 bytes

- If you get the warning Some panels have incompatible firmware. Click Yes to add anyway.
- Highlight the panel then select firmware update.



The screenshot shows a software interface with two main panels. The left panel, titled "Hierarchic View", displays a tree structure under "AxTraxNG". The tree includes "AC Networks", "Network 1", "1\Panel 1" (highlighted in blue), "Biometrics", "Video Integration", "Timing", "Groups", "Global Antipassback", "Car Parking", "Users", "Status Map", and "Reports". The right panel, titled "Table View", shows a table with a header "Location" and several rows: "Output 1", "Output 2", "Output 5", "Output 7", "Reader 1", "Reader 2", "Reader 3", "Reader 4", "Input 1", "Input 1A", and "Input 2". A red box highlights a gear icon in the top right corner of the Table View panel.

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.

Hierarchical View

- AxTraxNG
 - AC Networks
 - Network 1
 - 1\Panel 1
 - Biometrics
 - Video Integration
 - Timing
 - Groups
 - Global Antipassback
 - Car Parking
 - Users
 - Status Map
 - Reports

Table View

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

Firmware Update 1\Panel 1

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

OK Close

- After the update window closes, highlight the network on the left.
- The download status will show to the right as shown.
- Repeat for each panel.

The screenshot displays the AxTraxNG application window. The interface is divided into several sections:

- Left Sidebar (Hierarchic View):** A tree view showing the system structure. 'Network 1' is highlighted with a red box.
- Main Table (Table View):** A table with columns: Enable, Description, Address, Type, Hardware \, Status, and Downloads. The row for '1\Panel 1' is selected, showing a status of 'Download fi' and a progress bar between 452 and 472, both highlighted with a red box.
- Events Log:** A table at the bottom showing system 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