

## **Bug Description**

Rosslare has recently become aware of a critical bug within AxTraxNG software related to the year 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 encounter an error, the result of which denies them access in a reader in which they expect access to be granted.
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 is not expired.

## **Fix Procedure**

A patch for fixing each AxTraxNG version has been issued for fixing each major software version since AxTraxNG Version 22.x. The fix does not require a firmware update to the access controllers for fast and easy operation.

Customers with an AxTraxNG version 21.X must upgrade the AxTraxNG software version to version 24.05 which is already patched and requires no further steps other than updating the firmware.

Earlier versions must do an upgrade to a later version however the database can not be imported from versions earlier than 21.0. The user data may be exported to a spreadsheet and imported into the new version but the rest of the system configuration must be rebuilt.

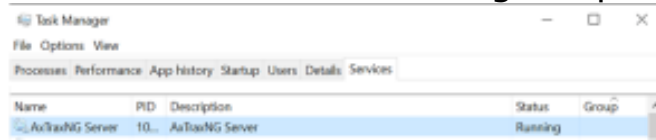
Steps:

1. Identify your AxTraxNG software version by opening the software and clicking on **Help>About:**



2. Download the patch suitable to your version.

3. Stop the 'AxTraxNG Server' service by opening the Windows Task Manager (pressing 'ALT+CTRL+DELETE'), locating the service, right-clicking on the service and selecting 'Stop'.



4. Locate the server installation path of AxTraxNG, usually under **C:\Program Files (x86)\Rosslare\AxTraxNG Server** for Windows 64-Bit version. For 32-Bit Windows version, the default installation location is **C:\Program Files\Rosslare\AxTraxNG Server**.
5. Copy the files 'Server.EXE' and 'AxTraxServerService.EXE' to the same path.
6. Start 'AxTraxNG Server' service by opening the Windows Task Manager, locating the service, right-clicking on the service and selecting 'Start'.
7. **If users have been entered in the system with a 2016 valid from date, the panels must be reinitialized for the patch to take effect; go to the network and disable then enable each panel to force a download to all panels.**

This process fixes the Year 2016 bug as described in the section above.

## **Patch Files**

[Version 22](#)

[Version 23](#)

[Version 24](#)

[Upgrade 21.x to 22.8](#)