AxTraxPro Rolling Back from AxTraxPro[™] to AxTraxNG[™]

AxtraxNG

Technical Note

1. Introduction

This technical note gives the procedure to rollback from AxTraxPro[™] v28.0.x.x. to the previous AxTraxNG[™] version. It is necessary to do the following steps in AxTraxPro and AxTraxNG.

2. Rollback procedure in AxTraxPro

Delete the AC-825IP firmware:

Do the following for each AC-825IP controller that requires rollback:

- 1. From the tree view select the **Network > AC-825IP Panel**.
- 2. Click the Delete firmware button.

Ax TraxPro						
File Tools View Window He	File Tools View Window Help					
AC Networks\Mickey Home AC-825VG\2\Panel AC-825IP						
Hierarchic View	ierarchic View Table View					
AxTraxPro	□					
Mickey Home AC-825V	Location	Description	Status			
📄 🚰 2\Panel AC-825IP	Output 1	2\Panel AC-825IP\Door 1	Closed			
Doors	Output 2	2\Panel AC-825IP\Door 2	Closed			
- Inputs	Output 3	2\Panel AC-825IP\Door 3	Closed			
1 Outputs	Output 4	2\Panel AC-825IP\Door 4	Closed			
	Output 5(OSDP)	2\Panel AC-825IP\Door 5	Closed			
	Output 6(OSDP)	2\Panel AC-825IP\Door 6	Closed			
Access Levels	Reader 1	2\Panel AC-825IP\Reader 1	Card Only			
Biometrics	Reader 2	2\Panel AC-825IP\Reader 2	Card Only			
Video Integration	Reader 3	2\Panel AC-825IP\Reader 3	Card Only			
B-88 Timing	Reader 4	2\Panel AC-825IP\Reader 4	Card Only			
Groups	Reader 5(OSDP)	2\Panel AC-825IP\Reader 5(OSDP)	Disconnected			
B-II Users = 2 Operatorr	Reader 6(OSDP)	2\Panel AC-825IP\Reader 6(OSDP)	Disconnected			
Status Map	Input 1A	2\Panel AC-825IP\Door 1 REX	Open - Armed			
Reports	Input 1B	2\Panel AC-825IP\Door 1 Monitor	Open - Armed			





3. Click OK.





The firmware for the AC-825IP is deleted

Disable networks:

- 1. From the tree view select the Network.
- 2. Clear the Enable checkbox to disable the network.

AxTraxPro		X 🛛 🕊 🖻
Network 1	Enable	Description
Access Levels	V	1\Panel AC-825IP
Biometrics		

Stop AxTraxPro services:

- 1. Open Task Manager in Windows.
- 2. Select the Services tab.





If necessary, click on the column heading to sort the services alphabetically.



3. Right click on **AxTraxPro Identity Service**.

AxTraxPro Server		2812	AvTravDro
🔍 Ax Trax Pro Web Ser	Start		þ
BcastDVRUserServi	Stop		R
BcastDVRUserServi	Resta	art	R
G BDESVC			
G BFE	Oper	n Services	a de la companya de la
G BITS	Searc	ch online	
BluetoothUserServ	Go to	o details	, , , , , , , , , , , , , , , , , , ,
BluetoothUserService 35	1c5f		Bluetooth

- 4. Select Stop.
- 5. Right click on **AxTraxPro Server**.
- 6. Select Stop.
- 7. Right click on **AxTraxPro Web Server**.
- 8. Select Stop.

3. Rollback to AxTraxNG v27.7.1.18

Start the AxTraxNG server:

- 1. Open Task Manager in Windows.
- 2. Select the **Services** tab.

👰 Task Manager				>	<
File Options View					
Processes Performance App hi	istory	Startup Users Details Services			
Name	PID	Description	Status	Group	
AarSvc		Agent Activation Buntime	Stopped	AarSvcGroup	
AarSvc 2d85cd3		Agent Activation Runtime 2d85cd3	Stopped	AarSvcGroup	ł
AccessServerService		AccessServer Service	Stopped		
AJRouter		AllJoyn Router Service	Stopped	LocalServiceN	
ALG		Application Laver Gateway Service	Stopped		
AppIDSvc		Application Identity	Stopped	LocalServiceN	
Appinfo	4336	Application Information	Running	netsycs	
AppMgmt		Application Management	Stopped	netsvcs	
AppReadiness		App Readiness	Stopped	AppReadiness	
AppVClient		Microsoft App-V Client	Stopped		
AppXSvc	9592	AppX Deployment Service (AppXSVC)	Running	wsappx	
AssignedAccessManagerSvc		AssignedAccessManager Service	Stopped	AssignedAcce	
AudioEndpointBuilder	1552	Windows Audio Endpoint Builder	Running	LocalSystemN	
Audiosrv	2132	Windows Audio	Running	LocalServiceN	
😪 autotimesvc		Cellular Time	Stopped	autoTimeSvc	
AxInstSV		ActiveX Installer (AxInstSV)	Stopped	AxInstSVGroup	
AxTraxNG Server		AxTraxNG Server	Stopped		
AxTraxNGRestAPIService	2796	AxTraxNGRestAPIService	Running		
ReastDVRUserService		GameDVR and Broadcast User Service	Stopped	BcastDVRUser	
BcastDVRUserService_2d85		GameDVR and Broadcast User Servic	Stopped	BcastDVRUser	
SDESVC		BitLocker Drive Encryption Service Stopped		netsvcs	
G BFE	2584	Base Filtering Engine Runn		LocalServiceN	
RITS 2708 Rackground Intell		Background Intelligent Transfer Servi	Running	netsvics	1



If necessary, click on the column heading to sort the services alphabetically.

3. Right click on **AxTraxNG Server**.

4. Select Start.

AxTraxNG Server		AxTraxNG Server	_	Stonped
AxTraxNGRestAPIService	2796	AxTraxNGRest/	Start	ing
BcastDVRUserService		GameDVR and	Stop	bed
BcastDVRUserService_2d85		GameDVR and	Restart	bed
BDESVC		BitLocker Drive		bed
🔍 BFE	2584	Base Filtering E	Open Services	ing
C RITS	2708	Background Int	Search online	ing
🔿 Fewer details 🏩 Open S	ervices		Go to details	

Update the controller and expansion firmware:

- 1. In the **Tree View**, expand the **AC Networks** element and expand a selected network.
- 2. Select a panel.
- 3. On the toolbar, click the 🔛 icon.

Firmware Update	Firmware Update 1/Panel AC-825IP					
Panel Type kno	Which PC			AC 007		
AC-020IF					AL-825	
Are you sure you	want to update the firmwar	re of the panel 1\Panel AC-8	25IP ?		Extensions	
Firmware files						
AC825v02_07	19.hex	•				
Address	Description	System Status	FW Version	Programming Status	Note	
2	1\Panel 2	Unknown			You must turn off the power before pressing 'OK' and then turn the power back on.	
3	1\Panel 3	Unknown			You must turn off the power before pressing 'OK' and then turn the power back on.	
E 4	1\Panel 4	Unknown			You must turn off the power before pressing 'OK' and then turn the power back on.	
5	1\Panel 5	Unknown			You must turn off the power before pressing 'OK' and then turn the power back on.	
6	1\Panel 6	Unknown			You must turn off the power before pressing 'OK' and then turn the power back on.	
7	1\Panel 7	Unknown			You must turn off the power before pressing 'OK' and then turn the power back on.	
8	1\Panel 8	Unknown			You must turn off the power before pressing 'OK' and then turn the power back on.	
9	1\Panel 9	Unknown			You must turn off the power before pressing 'OK' and then turn the power back on.	
10	1\Panel 10	Unknown			You must turn off the power before pressing 'OK' and then turn the power back on.	
11	1\Panel 11	Unknown			You must turn off the power before pressing 'OK' and then turn the power back on.	
12	1\Panel 12	Unknown			You must turn off the power before pressing 'OK' and then turn the power back on.	
13	1\Panel 13	Unknown			You must turn off the power before pressing 'OK' and then turn the power back on.	
14	1\Panel 14	Unknown			You must turn off the power before pressing 'OK' and then turn the power back on.	
15	1\Panel 15	Unknown			You must turn off the power before pressing 'OK' and then turn the power back on.	
16	1\Panel 16	Unknown			You must turn off the power before pressing 'OK' and then turn the power back on.	
17	1\Panel 17	Unknown			You must turn off the power before pressing 'OK' and then turn the power back on.	
L						
					OK Class	
					UN CIUSE	

4. By default, the main panel is selected to update.

AC-825		
Extensions		

5. From the list, select the HEX file relevant to the panel's hardware type.

6. If you select **Extensions** to update an expansion's firmware, then you must also select which expansion you wish to update.

Address	Description	System Status	FW Version
2	4\Panel 2	Enable	03_50
3	4\Panel 3	Unknown	



You can only select one panel at a time to update.

7. Click OK.

A progress bar runs at the bottom of the screen until the firmware update is found and then a pop-up appears stating the update has begun.



8. To see the progress of the update, select the network in the Tree View and observe the Downloads column in the Display Area.

Status	Downloads	
Download firmware	▲ 1166	1282

The updated finishes when the number of downloads reduces to zero and then no longer appears in the column. The status of the panel is now "**Connected**".

Status	Downloads
Connected	

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