

AxTraxPro

AxTraxNG™ to AxTraxPro™

Upgrade Guide



1. Introduction

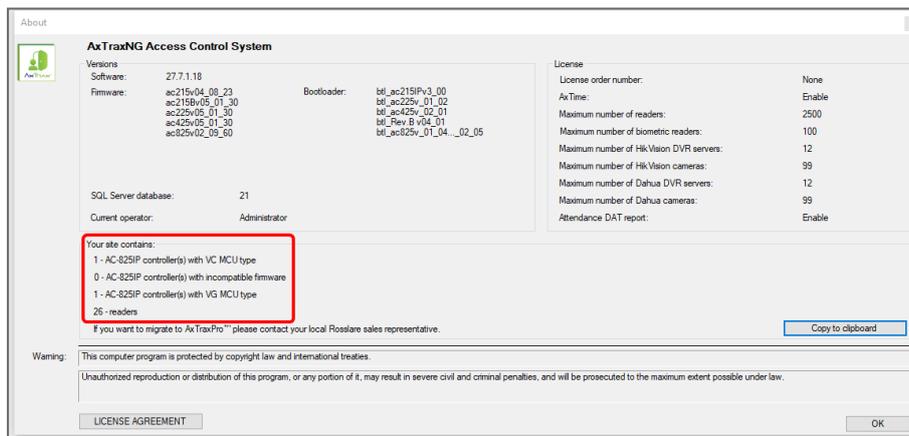
This technical note gives the procedure to upgrade from AxTraxNG™ v27.7.1.18 or above to AxTraxPro™ v28.0.x.x.



Make sure all AC-825IP control panels are compatible with AxTraxPro.

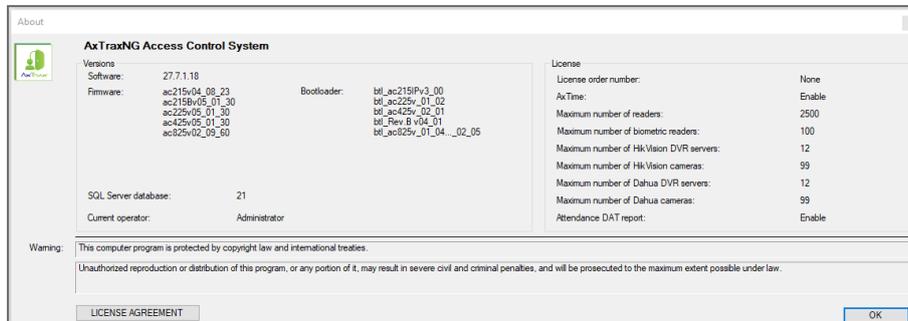
Verify the AC-825IP control panel is compatible with AxTraxPro:

1. On AxTraxNG version 27.7.1.18 and above go to **Help > About**.
2. In the **Your site contains** list, make sure that **VC MCU type** is seen.





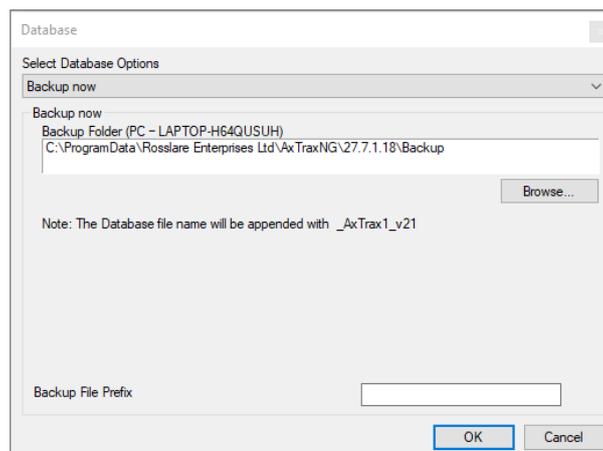
If no controller type is given or a different AC-825IP type is seen, the controller is not compatible with AxTraxPro.



2. Upgrade to AxTraxPro v28.0.x.x

Backup the AxTraxNG database:

1. Click **Tools > Database**.
2. In the Select database list, select **Backup Now**.



3. Keep the default folder location.



If necessary, add a prefix to the backup file name.

4. Click **OK**.



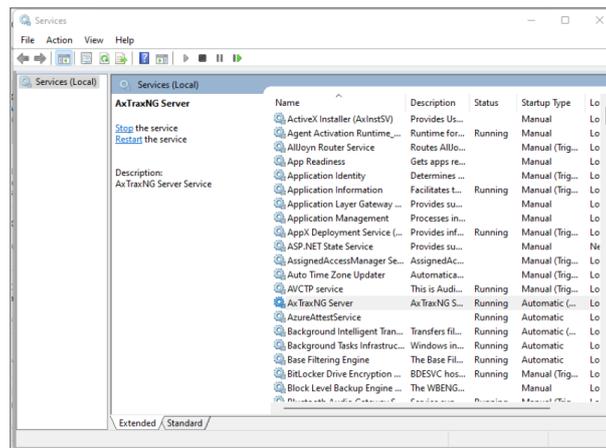
The application closes during the database back up operation.



The database file is saved with the following naming convention: **DB Name _AxTrax1_v21**.

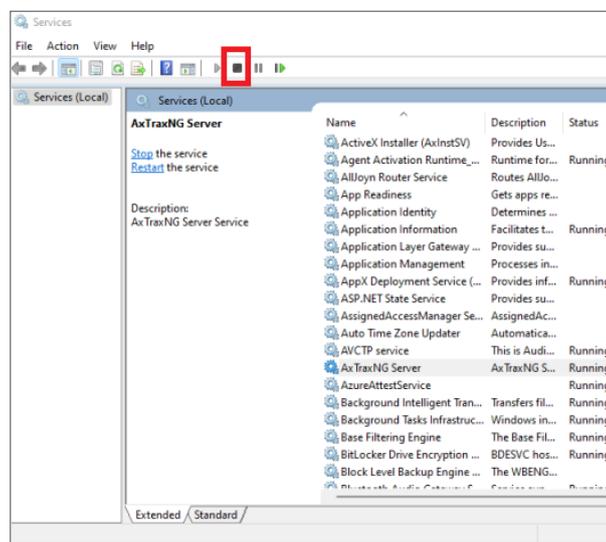
Stop the AxTraxNG Server service:

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



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

3. Select the **AxTraxNG Service**.
4. Click **Stop**.



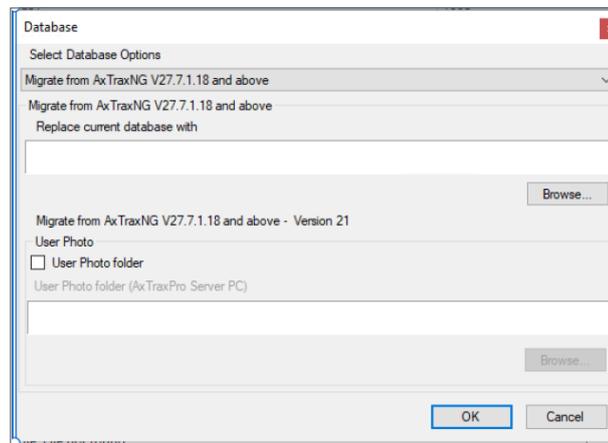
Do the following to upgrade to AxTraxPro:

1. Install AxTraxPro v28.0.x.x.
2. Open the AxTraxPro client.
3. Import the saved backup file for the AxTraxNG database.
 - a. Click **Tools > Database**.



AxTraxPro only supports SQL Server 2019. If a different version of SQL Server is in use, it is necessary to install a new instance of SQL Server 2019.

- b. In the **Select Database Options** list, select **Migrate from AxTraxNG V27.7.1.18 and above**.



- c. Browse to the folder that contains the AxTraxNG database backup file.
 - d. Select the AxTraxNG database backup file.



If necessary, select the **User Photo folder** checkbox.

- e. Click **OK**.
 - f. Follow the instructions on the screen to migrate AxTraxNG DB to AxTraxPro.



The application closes during the database import operation.

4. Update all the controller and expansion firmware.



AxTraxPro can be installed side by side with AxTraxNG, but only one service can run at any given time.



AxTraxPro uses a new data model and adds support for modern identity management. The names used for the default database by AxTraxPro and AxTraxNG are different. The AxTraxPro database is named AxTraxPro1, while the AxTraxNG database is named AxTrax1.

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