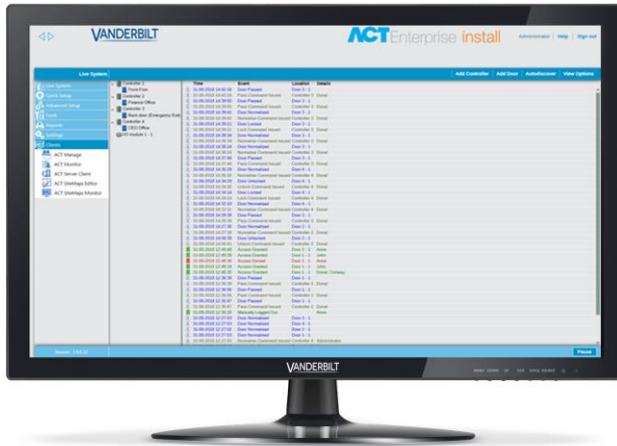


SUPPORT INFORMATION

Intrusion | Access | Video

2021-04-23



ACT Enterprise – Upgrading A System

This document describes the process of upgrading a system from a previous version of software.

Note – This guide is specific to ACT Enterprise. If migrating from an older ACT Win system, please see the separate migration guide specific to that process.

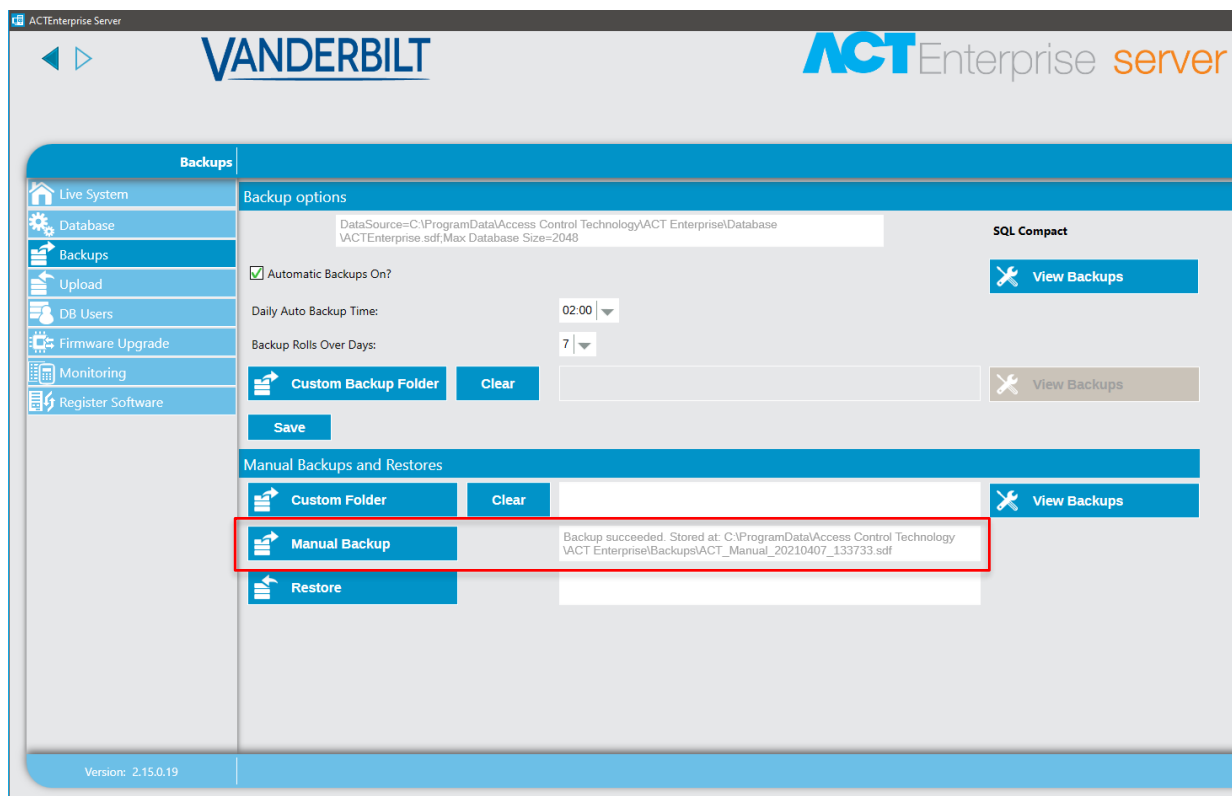
SUPPORT INFORMATION

1. Backup your current database

You should always backup your database before upgrading a system, even if you are completely confident in the process.

ServerClient>Backup

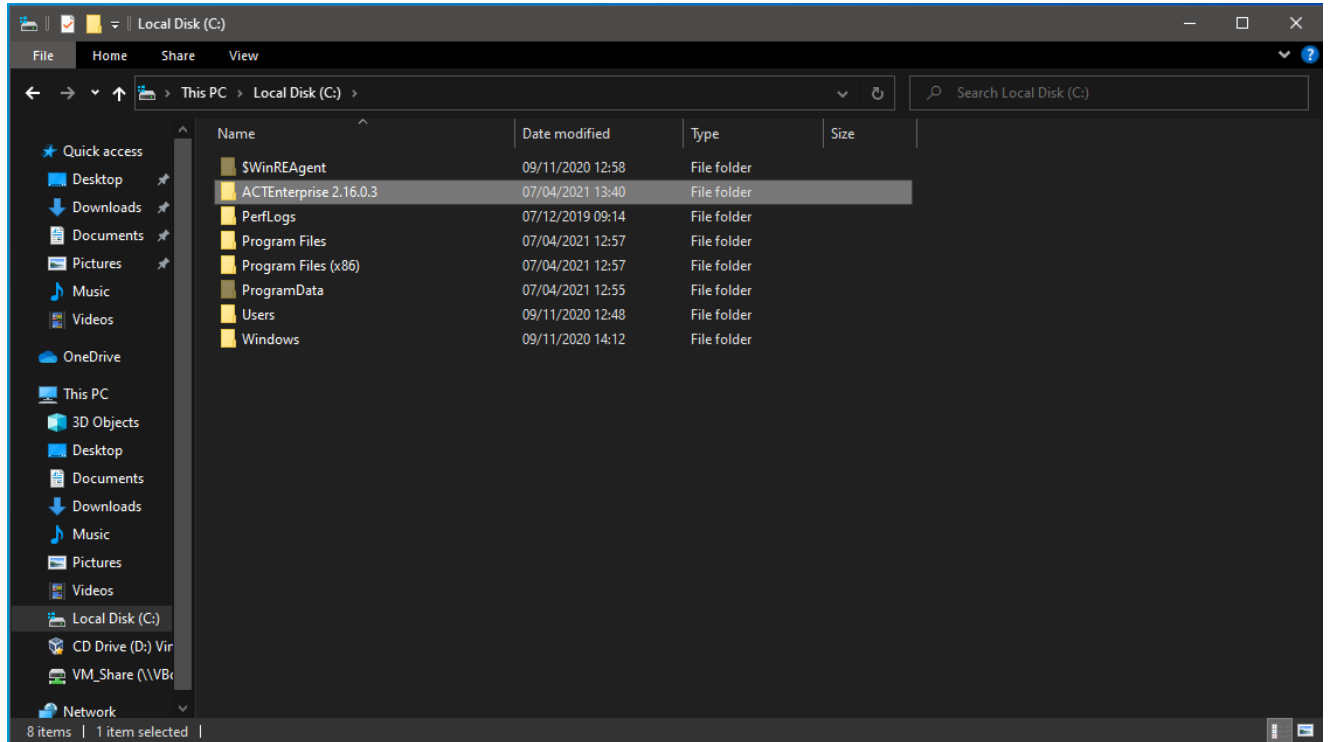
Select “Manual Backup” option to initiate a backup of current database.



Note - Ensure that the backup is copied to somewhere safe, such as an external backup drive.

SUPPORT INFORMATION

2. Copy installation software to necessary location

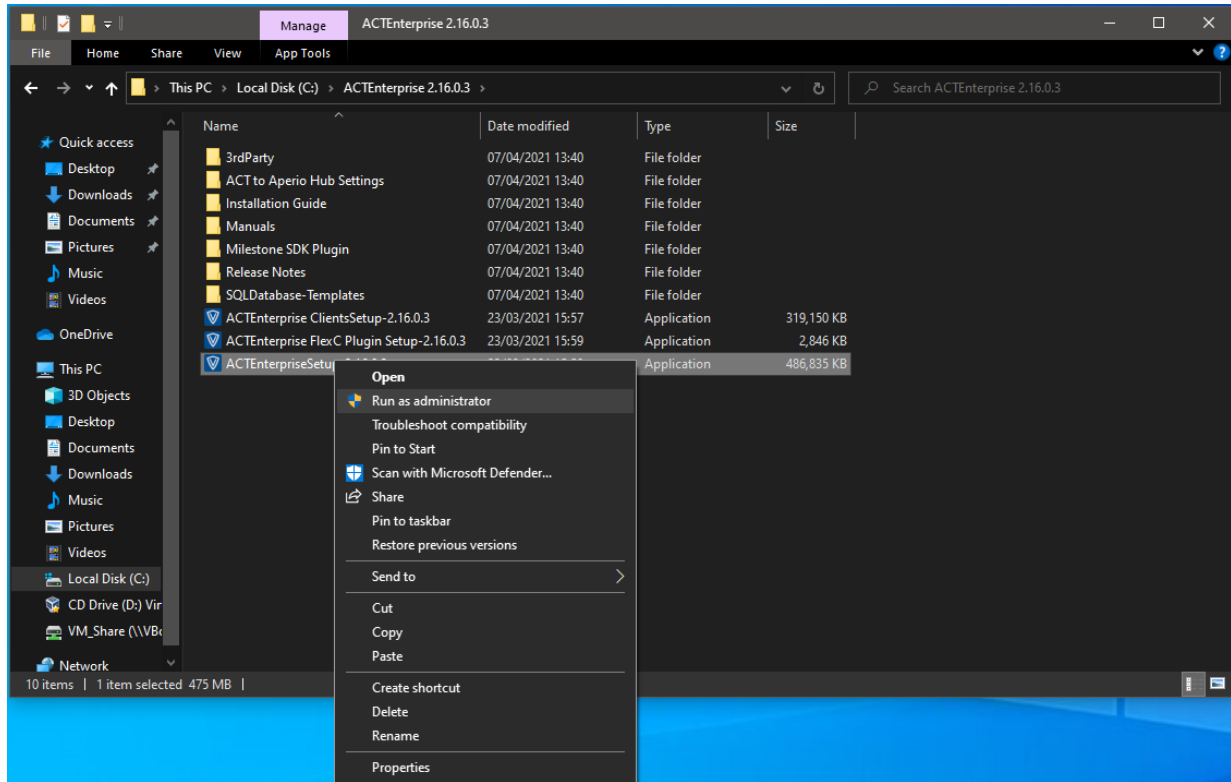


The C:\ is a sensible location to copy the installation folder, because it means the file path is not too deep, and also you will quickly find out if you have admin rights or not. If you do not have admin rights, you will need to speak to the necessary IT contact.

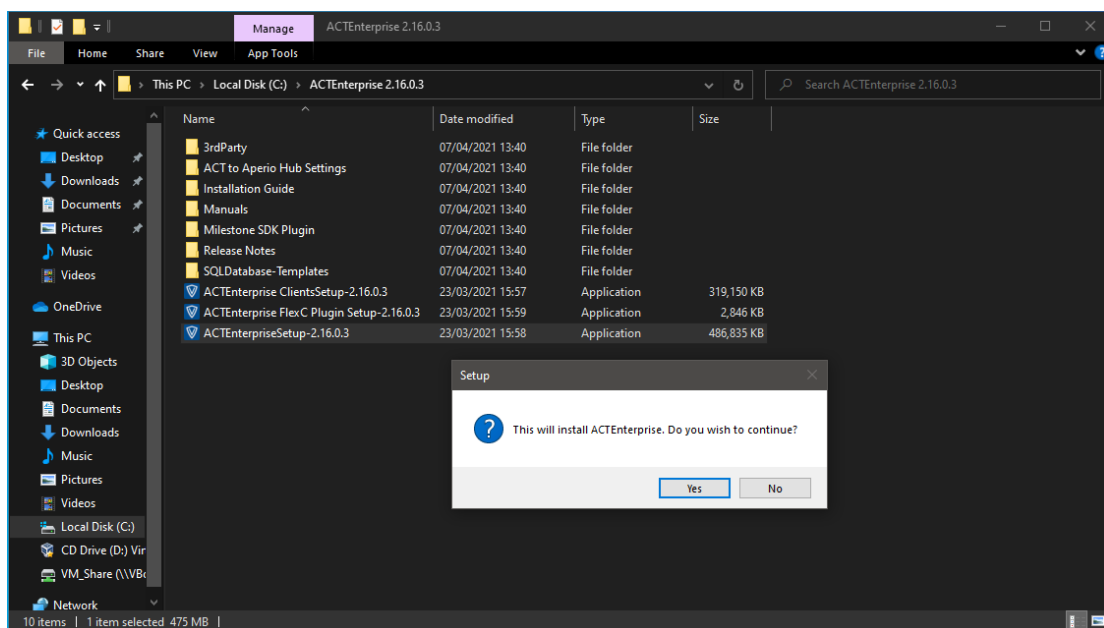
SUPPORT INFORMATION

3. Run setup application “as administrator”

Right click on the installer application, and “Run as Administrator”

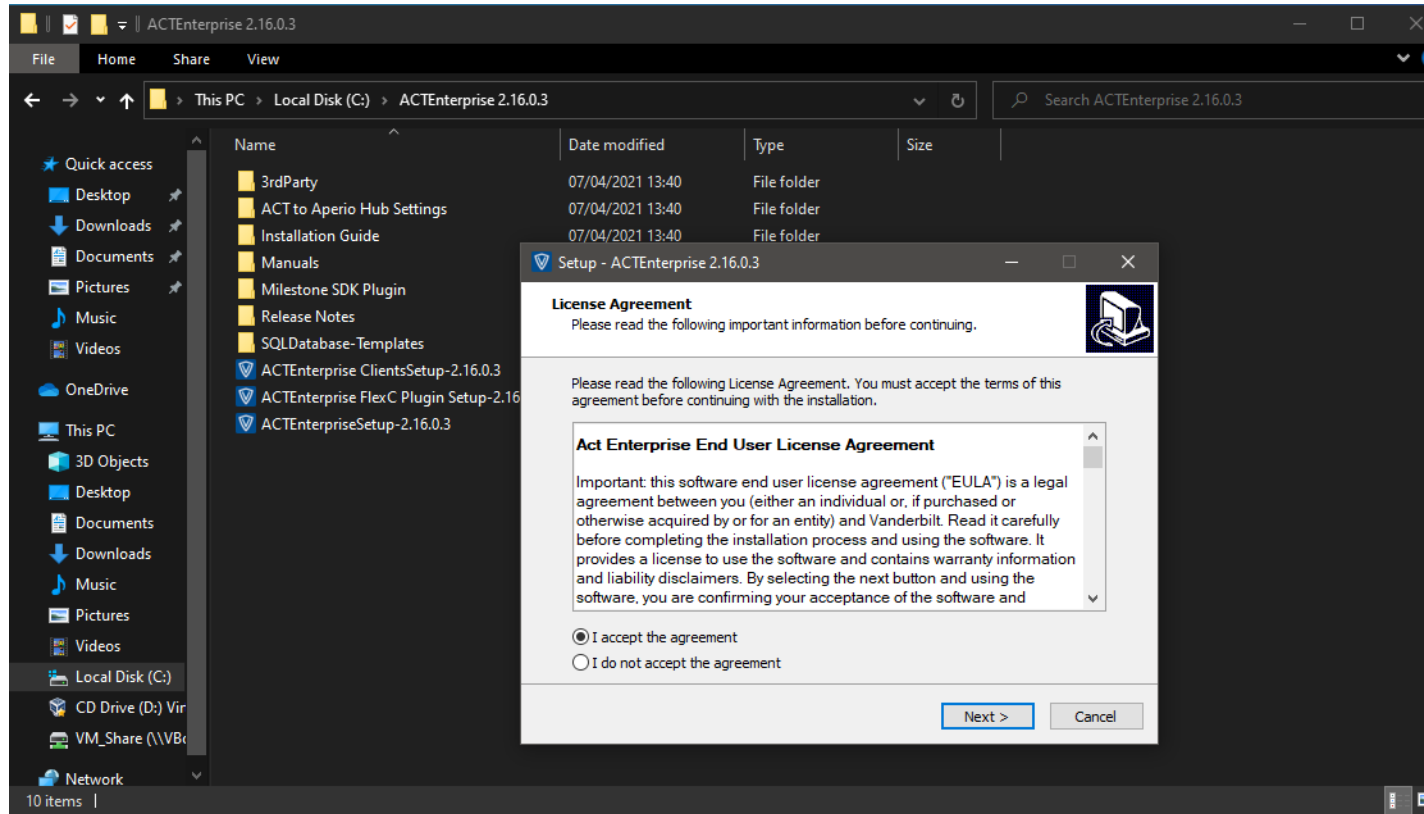


4. Confirm installation of software



5. Accept Terms and Conditions

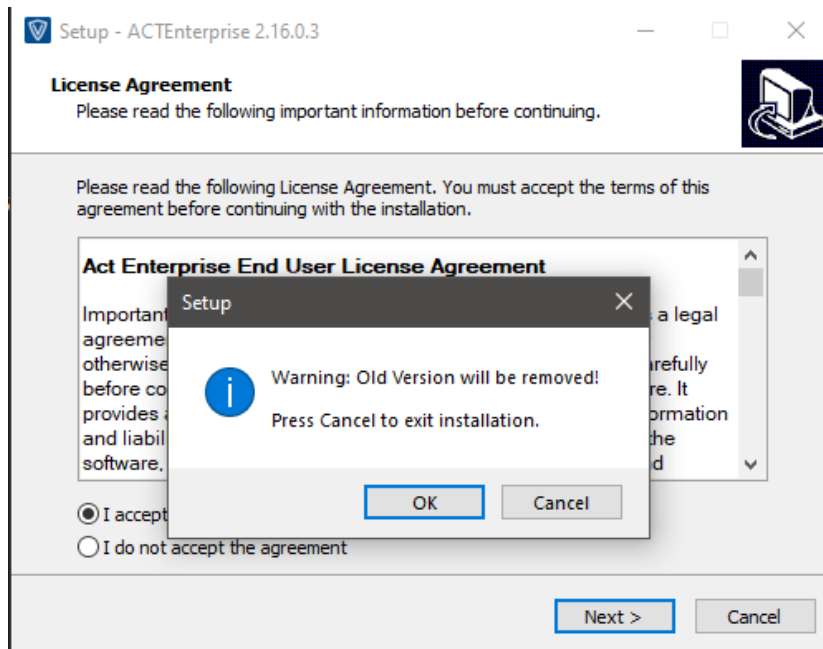
As standard installation, accept the terms and conditions to proceed.



SUPPORT INFORMATION

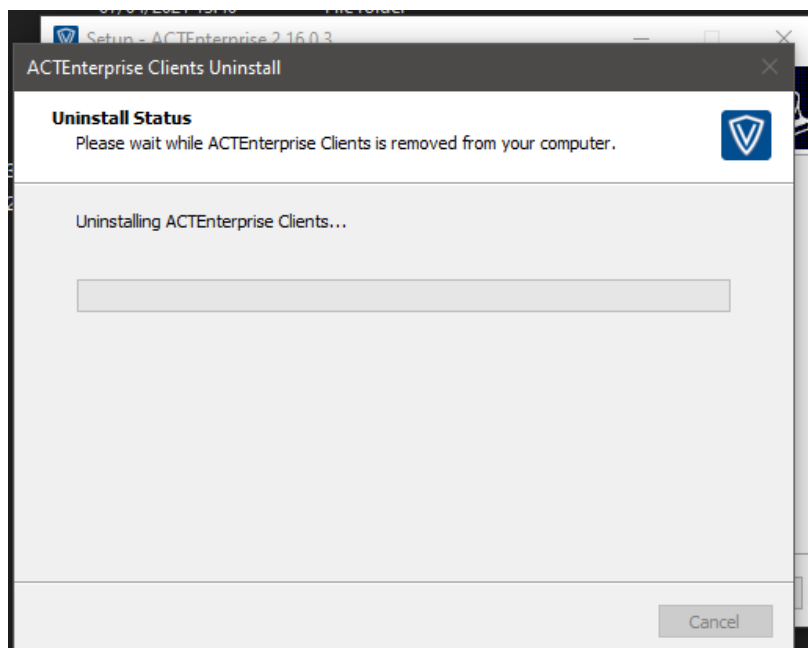
6. Remove old version

The installer program will uninstall the old version of the program, click ok to confirm you are happy with this.



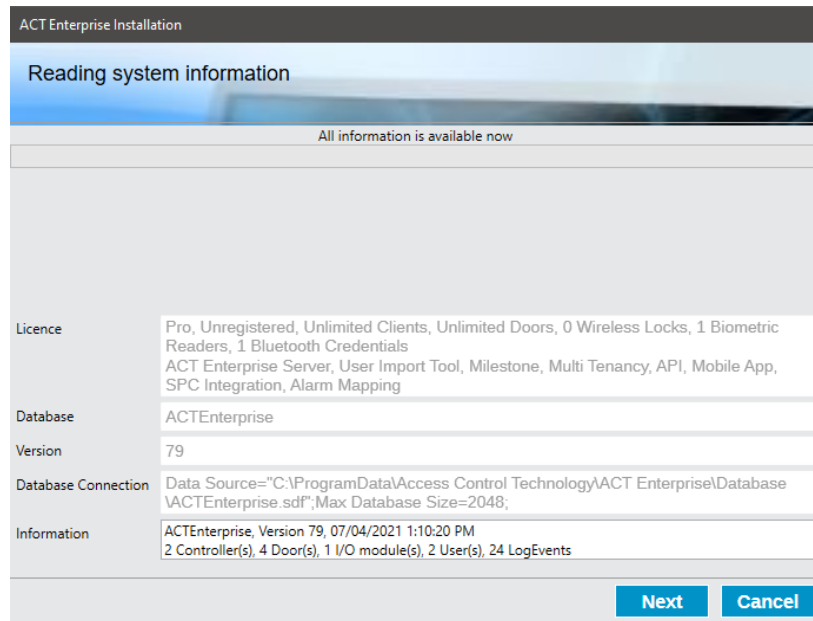
7. Old version uninstalls

The installer package will automatically uninstall all older software components.



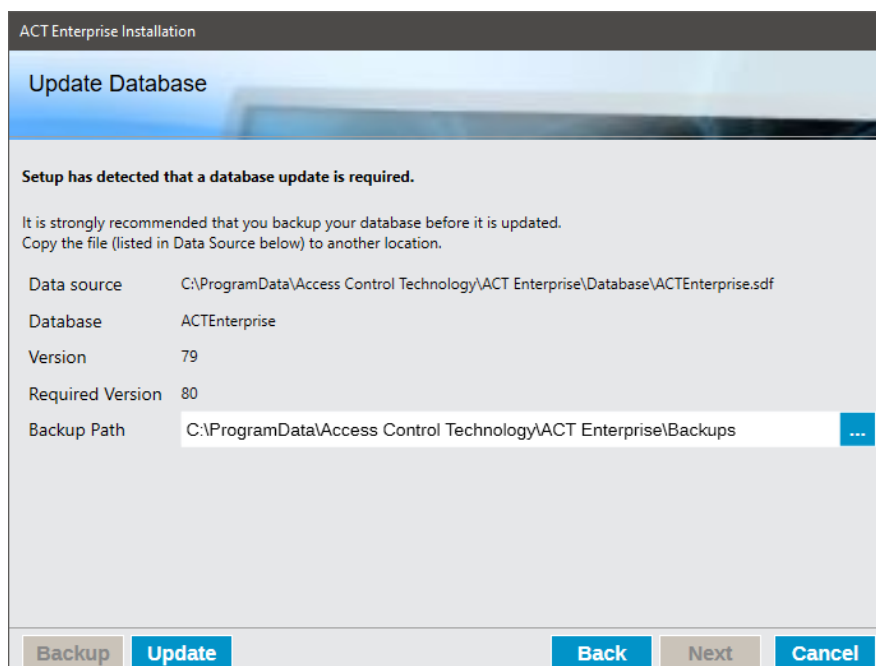
8. Continue the installation

Continue the installation by clicking next, until you reach this step. If all your existing files have remained unaffected, this should show a summary of your previous installation and database contents.



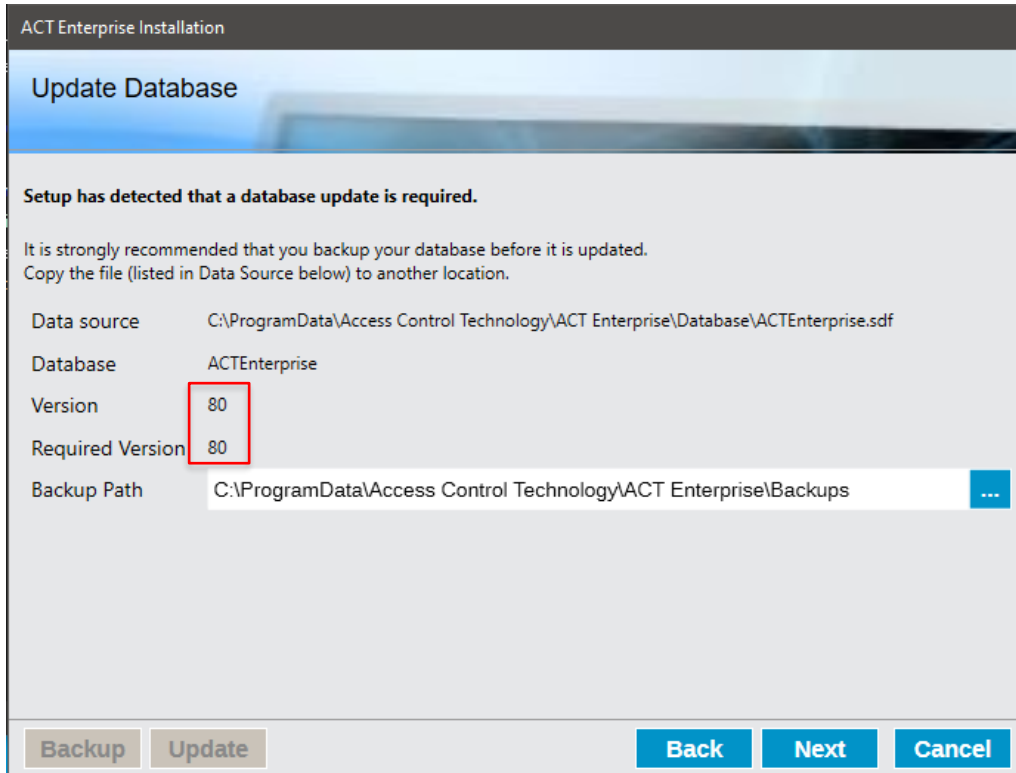
9. Upgrade the database

Click Update, to update the database to match the new version. After updating, this database can no longer be used in older versions.



10. Ensure the database version is correct

Ensure that the displayed database version matches that shown under “required version”.



Note – Version 80 is specific to V2.16.0.3. This number will increment in later releases. The important thing is the numbers in the “Version” and “Required Version” match, after update.

11. Continue Installation

Continue through the remainder of the installation, ensuring to follow on with the client software upgrades too.

ACT Enterprise Installation

Register ACT Enterprise

Serial Key	Registered	
C99GU-D164A-2UGQ1-EDAR6	False	Add Key... Delete Key

Key Type: Master Serial Key - Pro

Feature(s): ACT Enterprise Server; Milestone; Multi Tenancy; API; User Import Tool; Alarm Mapping; Mobile App; SPC Integration

Status: Unregistered, expires on Friday, May 7, 2021

Reg. Key: -

Max. Clients:	Unlimited	Total Max. Clients	Unlimited
Max. Doors:	Unlimited	Total Max. Doors	Unlimited
Max. WLocks:	0	Total Max. WLocks	0
Max. Bio Rdrs	0	Total Max. Bio Rdrs	1
Max. BT Cred.	0	Total Max. BT Cred.	1

Hardware ID: H163666176-23439744

[Register...](#)
[Back](#) [Next](#) [Cancel](#)

Note – As well as the client applications on the machine, the client installations on any additional PCs will need to be updated too.

12. Firmware Update Controllers

The final step in the upgrade of a system should be to bring all controllers up to the latest possible firmware, this then allows the hardware to use the latest features, and ensures that any bug fixes that have been implemented are effective on the connected controllers.

ACT ServerClient>Firmware Upgrade

Select the appropriate firmware file, necessary controllers and select Upgrade Firmware.

The screenshot displays the 'Firmware Upgrade' section of the ACT Enterprise Server interface. The interface includes a sidebar with navigation options and a main content area with various controls. A dialog box is currently open, prompting the user for confirmation to flash upgrade the selected controllers.

Address	Controller	Type	Firmware	State	Flash Status
1	Top PCB	ACT1520e	ACT1520E 1.10.14 30/04/2020	Online	
2	Bottom PCB	ACT1520e	ACT1520E 1.10.14 30/04/2020	Online	

Note – Not all controllers support all features, and not all controllers continue to receive new f/w updates due to their age.

SUPPORT INFORMATION



If you have any questions, please contact our Technical Competence Centre.
Contact details can be found on our website.

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