System Migration Guide

# **3XLOGIC** ACCESS CONTROL infinias

# **System Migration Guide**

Version 6.8

4/17/2025

## **3×LOGIC**

11899 Exit 5 Parkway, Suite 100, Fishers IN 46037 | <u>www.3xlogic.com</u> | (877) 3XLOGIC 1 This manual applies to the following products.

Product Name	Version
infinias ESSENTIALS	6.8
infinias PROFESSIONAL	6.8
infinias CORPORATE	6.8

Thank you for purchasing our product. If there are any questions or requests, please do not hesitate to contact the dealer.

This manual may contain technical inaccuracies or printing errors. The content is subject to change without notice. The manual will be amended if there are any hardware updates or changes.

#### **Disclaimer Statement**

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## **1** Overview

#### 1.1 Purpose

This is a step-by-step of what to expect when migrating an installation of Intelli-M Access software.

**Note**: The software versions do not need to match, running a repair on the new system after restoring the database will upgrade the database.

#### **1.2** System Requirements

#### 1.2.1 Software

The following versions of Windows are currently supported:

- Windows 10 Professional
- Windows 11 Professional
- Windows Server 2016
- Windows Server 2019
- Windows Server 2022

#### 1.2.2 Supported SQL Versions

- SQL Server 2016
- SQL Server 2017
- SQL Server 2019
- SQL Server 2022

#### 1.3 Hardware

The Intelli-M Access software requires the following hardware dedicated for optimal performance.

#### 1.3.1 Under 50 Doors

- 2.2GHz CPU
- 8GB RAM
- 100GB of hard drive free space available AFTER installation.

#### 1.3.2 Under 300 Doors

- 3.5 GHz
- 16 GB RAM
- 250GB of hard drive free space available AFTER installation.
- Solid State Hard Drive

#### 1.3.3 Over 300 Doors

A server grade system should be dedicated for a large installation of over 300 doors. This includes a fully licensed custom installation of SQL Server to maintain the large number of events being processed by the software. Please contact Support or Sales Engineering for recommendations.

**NOTE:** In some instances, a system with less than 300 doors might require a full version of SQL to prevent filling up the SQL Express 10GB limit on database size.

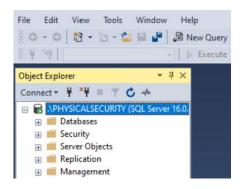
# 2 Backing Up the Database

 Start the SQL Management Studio application, which can be found in the Start Menu→ Programs (Applications)→ Microsoft SQL Server Tools 20→ SQL Server Management Studio 20.

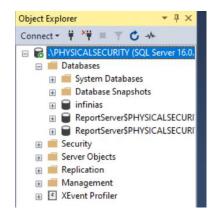
Note: If you do not see SQL Server 2022 in the list, look for SQL Server 2014.

2. Upon startup, the program will prompt for a login. Click **Connect** to log into the software. A menu tree will appear on the left-hand side as shown below.

**Note:** Occasionally the default Windows Authentication credential login will not have permissions due to limitations set by the local Network Administrator or due to a custom SQL installation not installed by 3xLogic. Please contact support for assistance if this happens.



3. In the menu tree, click on the plus sign next to **Databases** to expand the databases tree.





4. Locate the infinias database and right click on the database and select Task->Backup.

5. On the back-up window, verify that the destination is set to **Disk** and make note of the default path in the section below. If the location or name is not preferred, highlight the location, and click **Remove**. Once the field is blank, click **Add...** and a smaller window will appear requesting a destination and file name. Once a destination and file name have been selected click **OK** in the back-up window to initiate the backup. The progress will be displayed in the lower left corner of the backup window.

Note: All back-up file names must end with extension ".bak", this must be added to the end of the filename. For example, infinias.bak.

Select a page	Script - 🕜 Help			
<ul> <li>General</li> <li>Media Options</li> </ul>	•			
Backup Options	Source			
	Database:	infinias		
	Recovery model:	SIMPLE		
	Backup type:	Ful		
	Copy-only backup			
	Backup component:			
	Database			
	O Files and filegroups:			
	Destination			
	Back up to:	Disk		
	C\Pmaram Elas\Micman8 SOL Sar	ver/MSSQL16.PHYSICALSECURITY/MSSQL/Backup/infinias.bak		
Connection			Add	
Server: WinDev2004Eval\PHYSICALSEC			Remov	e
Connection: WINDEV2004EVAL\User			 Content	ts
Vew connection properties				
Progress				
Ready				
Na. 5				

6. Once completed, close the SQL Studio and locate the backup file. It is suggested that the file be stored on a flash drive or separate PC in case of system failure.

# 3 Pulling Custom Reports/Badges

If any custom reports are in infinias. These reports/badges will need to be readded to the new server. If you do not have any custom reports/badges or already have the report rdl files, you can skip this step. If you are unsure if you have any custom reports/badges or need assistance pulling reports, contact Technical Support.

- 1. Run browser as Administrator.
- 2. Go to localhost/reports\_physicalsecurity
  - a. Site may be different depending on the setup of the server i.e. different SQL instance name
- 3. Click on Intelli-M Access Reports
- 4. Click the three dots on the custom report and select download
- 5. Go to the Badges folder and do the same steps to any custom badges

# **4** Installation Procedures

#### 4.1 Typical Install

1 Download the latest FULL installation package from <u>https://www.3xlogic.com/resource/software-download-center</u> to ensure that the latest release is being installed.

**NOTE:** The S-Base-Kit purchased from distributors could be dated and would require a further upgrade after the initial installation.

**NOTE:** Make certain an Administrative level local user account is used to accomplish the installation. On domains, make certain the user has both domain administrative rights and local administrative rights to prevent permission issues from rolling back the installation.

2 Right Click and "**Run as administrator**" to initialize the installation. Click **Next** to proceed to the next screen. Click next again to start the installation of the infinias Prerequisites. Depending on the speed of the system, it could take several minutes to progress. SQL installations can take many minutes to complete. A 40-minute installation time is very common. After the prerequisites are installed click next to continue.



- 3 An End User Level Agreement (EULA) will appear.
  - a. Once the radio button is selected for agreement to the terms, click Next.

Intelli-M Access Setup		
Intelli-M Access Setup		
Be sure to carefully read and understand all the rights and restrictions described in the license terms. You must accept the license terms before you can install the software.		
1 August 2015 EULA v2.2		
End User License Agreement		
PLEASE READ THIS END-USER LICENSE AGREEMENT ("License") CAREFULLY BEFORE CONTINUING THE INSTALLATION OF THE SOFTWARE.		
Press the Page Down key to see more text.		
I accept the terms in the License Agreement		
○ I do not accept the terms in the License Agreement		
	< <u>B</u> ack <u>N</u> ext >	Cancel

4 A features page will appear with an option to change primary directories and select a **Typical** or **Custom** installation.

a. This procedure will focus on the **Typical** installation. Proceed to the **Custom** installation section below for details pertaining to that type of installation.

Intelli-M Access Setup					
Intelli-M Access Setup					
elect features to install:					
Typical Installs the most common program features. Recommended for most users.	Product install pat	h:			
	C:\Program Files	(x86)\infinias\I	nteli-M Access	\ E	rowse
Custom Allows users to choose which program features will be installed and where they will be installed. Recommended for advanced users.	Disk space require	ments:			
Recommended for advanced users.	Volume 🔺 Installation dri	Disk Size ves	Available	Required	Difference
	- C:	126 GB	70 GB	265 MB	70 GB
			Back	Next >	Cancel

- 5 Select Typical.
- 6 Click Install.



7 You will be prompted for confirmation of a temporary directory for SQL to use. Just click **OK** to proceed.

Choose Directory For Extracted Files					
Choose Directory F	For Extracted Files				
as\Intelli-M Access	s\prerequisites\SQ	LEXPR_x64_ENU\			
Ok	Cancel	Browse			

- 8 An extraction window will appear to indicate the files are being put at the location confirmed so installation of SQL can proceed.
- 9 Then the SQL progression bar will appear.

🐮 SGR Server 2022 Setup		-	7	
Installation Progress				
install Setup Tiles				
Installation Progress				
	Running package: conr_info : Initializing installation			

10 The installation will go through its final steps. It is highly recommended in not attempting to install the software on a partition other than the C drive. It is very difficult in getting SQL installation to install on anything other than a root drive. If you do not have experience performing such a task, just leave the C drive as the default location.



- 11 If everything goes well, the software will give you a **Finish** button to click on to close the window.
  - b. If the software rolls back and prompts you with an installation log check box, leave the window up and contact the Support team for assistance.

#### 4.2 Custom Installation

1 Download the latest FULL installation package from <u>https://www.3xlogic.com/resource/software-download-center</u> to ensure that the latest release is being installed.

**NOTE:** The S-Base-Kit purchased from distributors could be dated and would require a further upgrade after the initial installation.

**NOTE:** Make certain an Administrative level local user account is used to accomplish the installation. On domains, make certain the user has both domain administrative rights and local administrative rights to prevent permission issues from rolling back the installation.

2 Right Click and "Run as administrator" to initialize the installation. Click Next to proceed to the next screen. Click next again to start the installation of the infinias Prerequisites. Depending on the speed of the system, it could take several minutes to progress. SQL installations can take many minutes to complete. A 40-minute installation time is very common. After the prerequisites are installed click next to continue.



- 3 An End User Level Agreement (EULA) will appear.
  - a. Once the radio button is selected for agreement to the terms, click Next.

infinias		
Intelli-M Access Setup		
e sure to carefully read and understand all the rights and restricts he license terms. You must accept the license terms before you ca oftware.	ons described in In install the	
1 August 2015 EULA v2.2	*	
Ind User License Agreement		
PLEASE READ THIS END-USER LICENSE AGREEM ("License") CAREFULLY BEFORE CONTINUING INSTALLATION OF THE SOFTWARE.		
ress the Page Down key to see more text.	Print	
I accept the terms in the License Agreement		
I go not accept the terms in the License Agreement		

- 4 A features page will appear with an option to change primary directories and select a **Typical** or **Custom** installation.
  - a. This procedure will focus on the **Custom** installation.

Intelli-M Access Setup		
Sect features to instalk Typical Installs the most common program features. Recommended for most users.		
Neconomentary for more upera-	Broduct install path: C: Program Piles (x86) (infinias/Unitelli-M Access)	frowse
Custom Allows users to choose which program features will be installed and where they will be installed. Recommended for advanced users.	Disk space requirements:	a design of
Recommended for advanced users.	Volume - Disk Size Available Reg.	ared Difference
	100 CONTRACT 100 CONTRACT 100 CONTRACT 100 CONTRACT	5 MB 70 GB
	< Back Band to	Cancel

- 5 Select Custom.
- 6 Select the location and verify the required space is available.
  - a. Please allocate an additional 100GB to remain free space on the C drive for future use.
  - b. Click Next.

rowse					
Disk space req	uirements:				
Volume -	Disk Size	Available	Required	Difference	
C:	126 GB	68 GB	265 MB	68 GB	
	Disk space req Volume A Installation	Disk space requirements: Volume   Disk Size Installation drives	Disk space requirements: Volume * Disk Size Available Installation drives	Disk space requirements: Volume - Disk Size Available Required Installation drives	Disk space requirements: Volume * Disk Size Available Required Difference Installation drives

- 7 If you want to use SQL Express, you will select "Install SQL server on this Computer"
- 8 If you use your own SQL, you will select the "Do not install SQL Server. Use an existing SQL Server instead."
- 9 Click Next.



- 10 Click the drop down and select an existing SQL instance or input your custom location.
  - a. Use the logged in Windows account or a specific SQL Server authenticated user.
  - b. Do a Test Connection to confirm there is communication between the software installer and the SQL Server. If it passes, click **Next**.

Intelli-M Access Setup		
atabase Server		
elect database server and authentication		
'you have SQL Server installed on another computer, please enter th QL Server Instance. Otherwise (or if you don't know), just press the		
rovide the full SQL Server Instance (i.e. localhost\PHYSICALSECURIT	n	
	×	
onnect using:		
Windows authentication credentials of current user		
Server authentication using the Login ID and password below		
Login ID: sa		
	Test Connection	
Password:	rest connection	
Password:	Test connection	
Password:	rest connection	

11 You can input the domain user if the system that the software is being installed onto is managed by a domain. Leave it at the default user if not running a domain or the user has proper domain privileges. Click **Next**.

S Intelli-M Access Set	up	×
infinias Intel	li-M Access Setup	
Provide Domain\User	Name to Cofigure Reporting Services	
Access installation as wel will be used to authentica you do not have a user a	main user account that has non-administrative rights to both this Intell-M las the computer onto which SQL Server is installed. This user account the from the Intell-M Access computer to the SQL Server computer. If count that can be used for this purpose, please create one now and nd user account name below:	
Domain\User Name:	BerkTest\Berk	
	< Back	Next > Cancel

12 An option to create a custom website name and/or port number binding is available on systems that have the default ports in use or the default web site in use by another program. Leave default if no other programs require that change. Click **Next** when finished.

o Intelli-M Access S	etup						>
infinia Inte	selli-M Access	Setup					
Intelli-M Access We	b Application						
Update the web applica	ation name and port numbe	r.					
If Intelli-M Access is be change the website na the necessary changes	ing installed alongside anot me and port number under s here.	ther web-based pro which Intelli-M Acc	oduct, you may ne ress is installed. If	ed to so, make			
Website Name:	Default Web Site						
Port Number:	80						
					< Back	Next >	Cancel

13 You are ready to proceed with the installation by clicking the **Install** button.

ntelli-M Access Setup	×
Intelli-M Access Setup	
Ready to Install	
The Setup Wizard is ready to begin the Intelli-M Access installation.	
Click "Install" to begin the installation. If you want to review or change any of your installation settings, click "Back". Click "Cancel" to exit the wizard.	
	< Back Install Cancel

14 Once complete, the system should give you a finish page. If an install log check box appears on the screen with an installation error, please leave the page up and contact support.



# 5 Restoring the Database

After the installation has been successfully completed, the database can be restored.

## 5.1 Stopping the Services

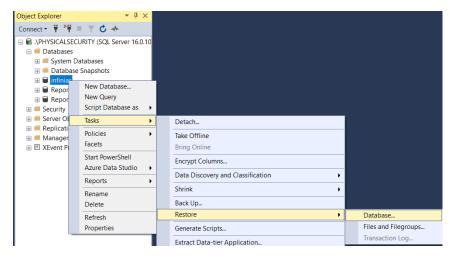
Open Services under Windows Administrative Tools or open Task Manager and go to the services tab. The following services will need to be stopped:

• Infinias Service Monitor followed by the reset of the Infinias services

## 5.2 Restoring the Database

The initial steps of restoring a SQL database are identical to backing up a SQL database.

- 1. Start SQL Management Studio application and log into the software.
- 2. In the menu tree, click on the plus sign nest to Databases to expand the tree
- 3. Locate the infinias database and right click on the database to pull up the menu
- 4. Select Task -> Restore -> Database...



5.	In the Restore Database	screen, select Device	and click to the right.
----	-------------------------	-----------------------	-------------------------

💦 Restore Database - infinias						×
🔇 No backupset selected to be resto	red.					
Select a page General Files Options	Script → ♀ He Source ● Database: ○ Device: Database: Destination — Database: Restore to: Restore plan — Backup sets to r Restore	ise:	infinias	Туре	Timeline	_
Connection ү详 .\PHYSICALSECURITY [sə]						
View connection properties Progress Oone Done	٢			Verify	Backup Me	> edia
			OK	Cancel	Help	)

6. Click on the **Add** button and locate the infinias backup file that will be restored.

**Note**: If you do not see your backup, make sure the file has the .bak file extension and is the file type BAK. If not, make a new backup and make sure to include the ".bak" in the file name, for example, infinias.bak.

 $\times$ 

 $\sim$ 

>

Verify Backup Media

Help

Cancel

ОК

- 🛃 Restore Database infinias \_ Ready Select a page 🖵 Script 🔹 😮 Help 🔎 General Source O Database: Doptions infinias Device: C:\Program Files\Microsoft SQL Server\MS infinias Database: Destination infinias Database: The last backup taken (Wedne Timeline... Restore to Restore plan Backup sets to restore: Component Type Server Restore Name infinias-Full Database Backup Database Full WinDev2004Eval\P
- 7. Once the file is selected, it should appear in the Backup sets to restore

#### Select **Options** in the upper left 8.

Done

Connection

++ .\PHYSICALSECURITY [sa]

View connection properties

9. Check off the box for Overwrite the existing database (WITH REPLACE)

<

Overwrite the existing d	atabase (WITH REPLACE)	
Preserve the replication	n settings (WITH KEEP_REPLICATION)	
Restrict access to the r	estored database (WITH RESTRICTED_USER)	
Recovery state:	RESTORE WITH RECOVERY	
recovery state.		

10. Click OK to start the restore.

Note: If the services are not all stopped, the restore will fail with an error indicating that the database was in use. If the problem persists, please contact support for further assistance.

Once the restore is complete a repair needs to be completed.

# 6 Running the Repair

## 6.1 Starting the Services

Before running the repair, the following services will need to be started:

- Message Queuing
- Message Queuing Triggers
- World-Wide Web Publishing

The infinias services do not need to be started, the repair will start them for you.

#### 6.2 Starting the Repair

There are two ways to run the repair. The first is to run the installer again. The second is to go to Control Panel -> Programs and Features. Highlight Intelli-M Access software and click Change in the top menu. After clicking Next, select repair and the repair will start.

# 7 Licensing Intelli-M Access

## 7.1 Finding the License Key(s)

If you do not already have the license keys, you will need to go to the old system. There are two places to find the license keys. The first way is to go to Configuration -> Settings. All the license keys will be there. If you do not have the passwords, contact support to retrieve the license key passwords.

The other option is to go to C:\Program Files (x86)\Common Files \Infinias Shared. There will be a file called InfiniasLicense.xml. Open the file. The license key(s) and Password(s) will show up in a section highlighted:

Licenses version="1">

<InfiniasLicense version="1">

<ActivationDate>2017-07-14T10:08:06.9810083-04:00</ActivationDate>

<ActivationStatus>Activated</ActivationStatus>

<ActivationMethod>Online</ActivationMethod>

<ManualActivationSessionCode></ManualActivationSessionCode>

<ManualActivationRequest></ManualActivationRequest>

#### <LicenseId>XXXXXX</LicenseId>

#### <Password>XXXXX</Password>

<LicenseContent>

Note: If you cannot find this file, use the first method and contact support to retrieve the passwords.

#### 7.2 Activating the License Keys(s)

Log on to the software on the new system. Go to Configuration -> Settings, on the left near the bottom click Activate License. Activate the base license first (Essentials, Professional, or Corporate) then the other licenses if any.

	-		
	2	Edit Dealer	
	۲	Edit Customer	
	-	Activate License	
		Edit Server	
ivate L	icense		
ustomer		×	
ustomer Root		~	
ustomer Root Root		V	icense
ustomer Root Root lease pro	ovide your	License Key and Password to begin I been provided a file for activating a lic	
ustomer Root Root lease pro ctivation	ovide your or I have t		
Root Root Root lease pro	ovide your or I have t		
Root Root Root lease pro cctivation	ovide your or I have t		
Root Root Root lease pro cctivation	ovide your or I have t		
ustomer Root Root	ovide your or I have t		

If you get an error activating the license, try refreshing the license page. The licenses should show up on the registration page as shown in the example below. If you do not see your license, contact support for assistance.

Licenses	
License Key: 6072441: World	Activation Date:: Wednesday, May 1, 2019
Mobile Credential 20 pack 20	
License Key: 6072439: World	Activation Date:: Wednesday, May 1, 2019
Corporate Unlimited	
License Key: 6072440: World	Activation Date:: Wednesday, May 1, 2019
Elevator Cab I Count 1	
License Key: 6072438: World	Activation Date:: Wednesday, May 1, 2019
Allegion Door 1 Count 1	
License Key: 6072442: World	Activation Date:: Wednesday, May 1, 2019
Allegion Door 1 Count 1	
License Key: 6072443: World	Activation Date:: Wednesday, May 1, 2019
Allegion Door 1 Count 1	
License Key: 6072444: World	Activation Date:: Wednesday, May 1, 2019
Allegion Door 1 Count 1	

## 7.3 Getting the Doors Online

To get the doors online in the new system, the services on the old system still need to be stopped. Stop the infinias service monitor first, then the rest of the infinias services. The doors should start to come online. If you have any hosted doors, you will need to login to the controllers and change the primary and secondary outbound address to the IP address of the new system.

# 8 Re-adding Custom Reports/Badges

- 1. Open a web browser as administrator on the server and navigate to http://localhost/reports\_physicalsecurity
- 2. Click on the Intelli-M Access Reports Folder to open it
- 3. If the report is a custom badge, click on the Badges folder to open it
- 4. Click the Upload file button and choose the .rdl file of the badge you want to upload