



System Migration Guide

Version 6.8

4/17/2025

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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

“Underwriters Laboratories Inc (“UL”) has not tested the performance or reliability of the security or signaling aspects of this product. UL has only tested for fire, shock, or casualty hazards as outlined in UL’s Standard(s) for Safety, UL60950-1. UL Certification does not cover the performance or reliability of the security or signaling aspects of this product. UL MAKES NO REPRESENTATIONS, WARRANTIES, OR CERTIFICATIONS WHATSOEVER REGARDING THE PERFORMANCE OR RELIABILITY OF ANY SECURITY OR SIGNALING RELATED FUNCTIONS OF THIS PRODUCT.”





Table of Contents

1	Overview	4
1.1	Purpose	4
1.2	System Requirements	4
1.2.1	Software	4
1.2.2	Supported SQL Versions	4
1.3	Hardware.....	4
1.3.1	Under 50 Doors	4
1.3.2	Under 300 Doors	4
1.3.3	Over 300 Doors	4
2	Backing Up the Database	5
3	Pulling Custom Reports/Badges.....	7
4	Installation Procedures	7
4.1	Typical Install.....	7
4.2	Custom Installation	11
5	Restoring the Database.....	17
5.1	Stopping the Services	17
5.2	Restoring the Database	17
6	Running the Repair	20
6.1	Starting the Services.....	20
6.2	Starting the Repair	20
7	Licensing Intelli-M Access	21
7.1	Finding the License Key(s)	21
7.2	Activating the License Keys(s)	22
7.3	Getting the Doors Online	22
8	Re-adding Custom Reports/Badges	23

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.

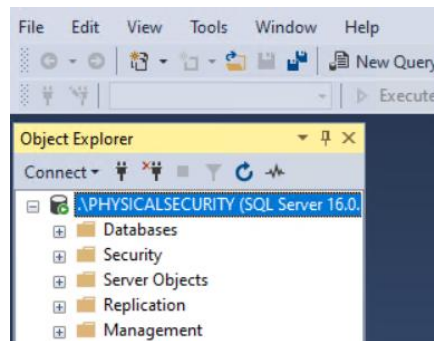
2 Backing Up the Database

1. 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**.

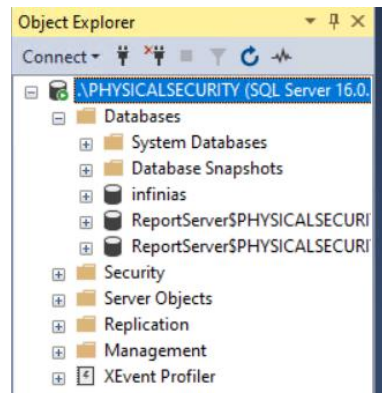
Note: If you do not see SQL Server 2022 in the list, look for SQL Server 2014.

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.

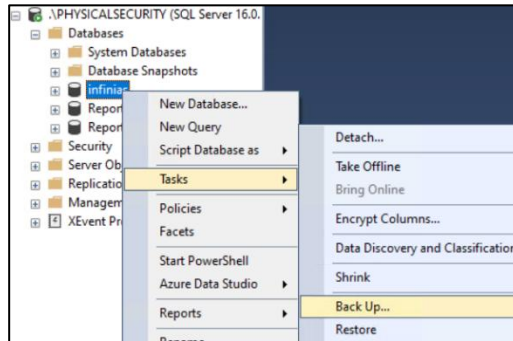
Note: Occasionally the default Windows Authentication credential login will not have permissions due to limitations set by the local Network Administrator or due to a custom SQL installation not installed by 3xLogic. Please contact support for assistance if this happens.



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

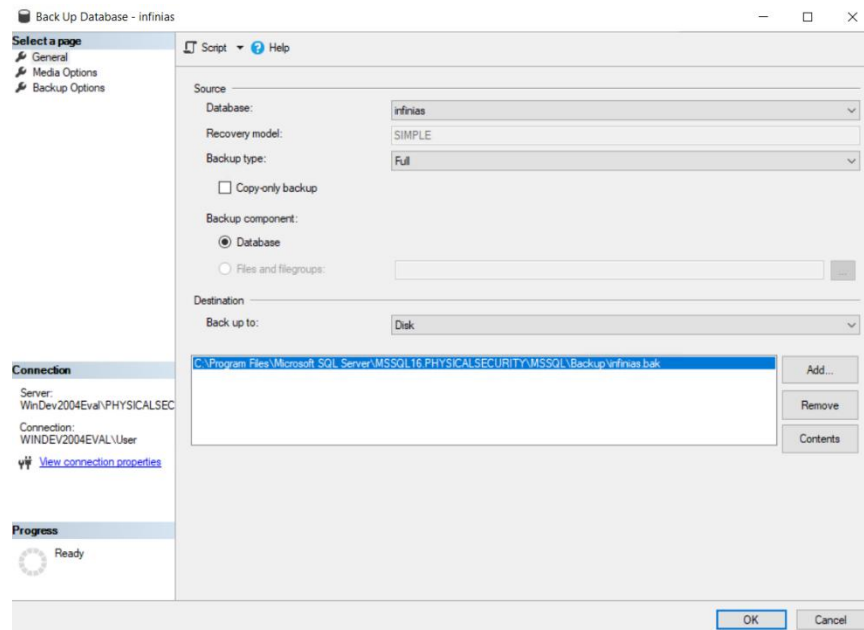


4. Locate the **infinias** database and right click on the database and select **Task->Backup**.



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.



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 <https://www.3xlogic.com/resource/software-download-center> to ensure that the latest release is being installed.

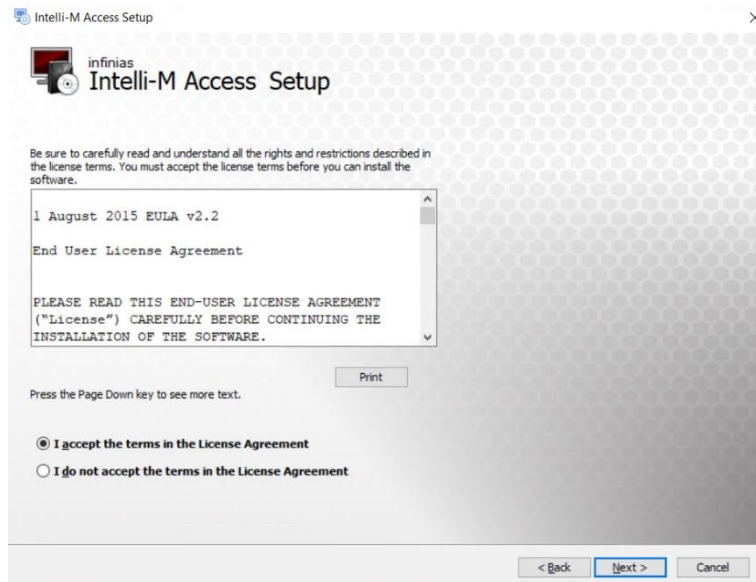
NOTE: The S-Base-Kit purchased from distributors could be dated and would require a further upgrade after the initial installation.

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.

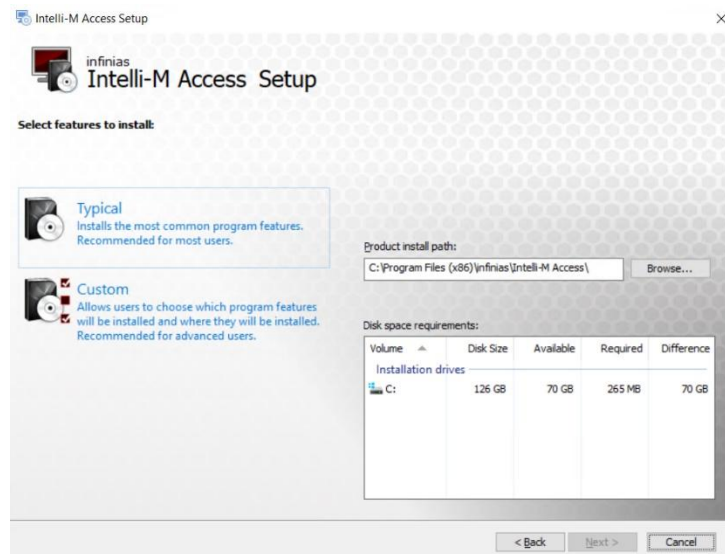


- 3 An End User Level Agreement (EULA) will appear.
 - a. Once the radio button is selected for agreement to the terms, click **Next**.

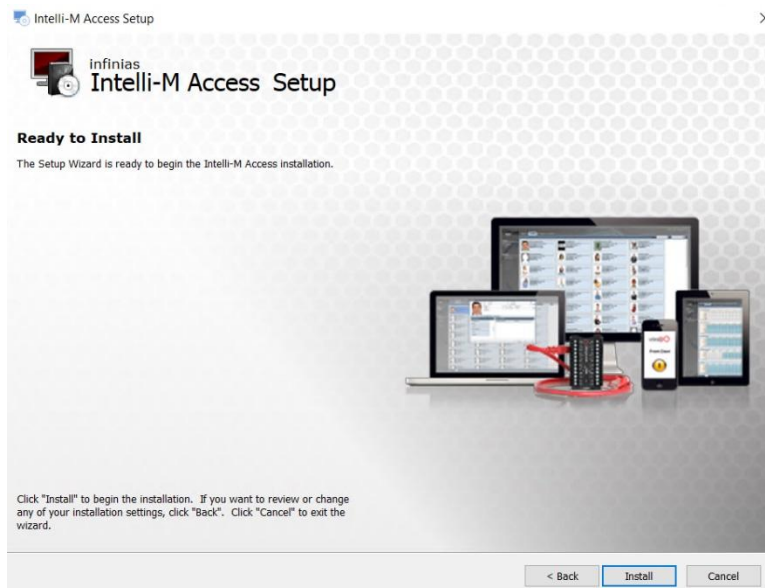


- 4 A features page will appear with an option to change primary directories and select a **Typical** or **Custom** installation.

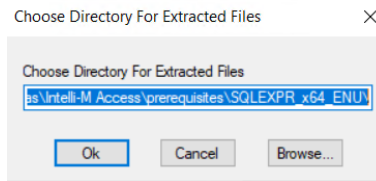
- a. This procedure will focus on the **Typical** installation. Proceed to the **Custom** installation section below for details pertaining to that type of installation.



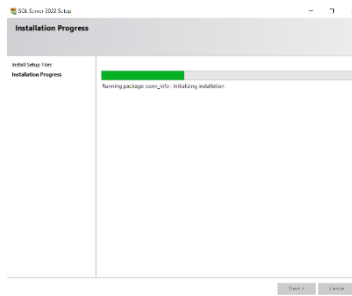
- 5 Select Typical.
- 6 Click Install.



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



- 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.



- 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.

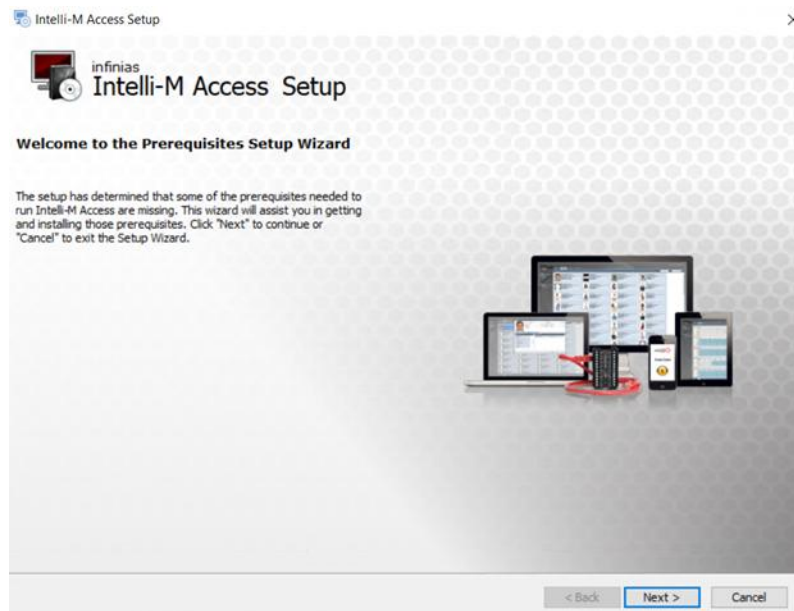
4.2 Custom Installation

- 1 Download the latest FULL installation package from <https://www.3xlogic.com/resource/software-download-center> 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.

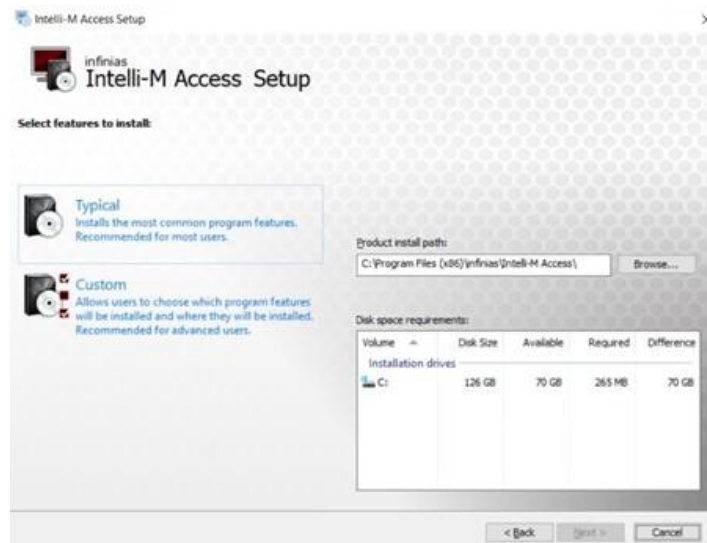
- 2 Right Click and “Run as administrator” to initialize the installation. Click **Next** to proceed to the next screen. Click next again to start the installation of the infinias Prerequisites. Depending on the speed of the system, it could take several minutes to progress. SQL installations can take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



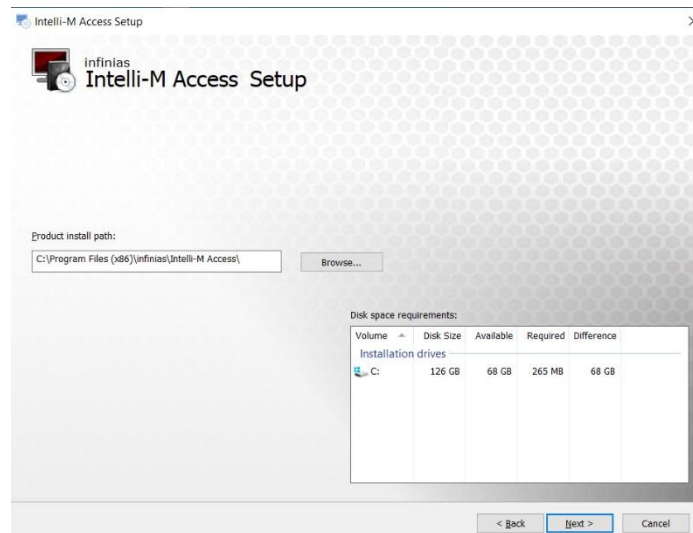
- 3 An End User Level Agreement (EULA) will appear.
 - a. Once the radio button is selected for agreement to the terms, click **Next**.



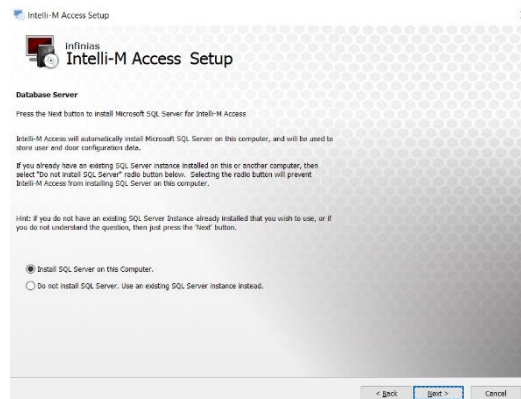
- 4 A features page will appear with an option to change primary directories and select a **Typical** or **Custom** installation.
 - a. This procedure will focus on the **Custom** installation.



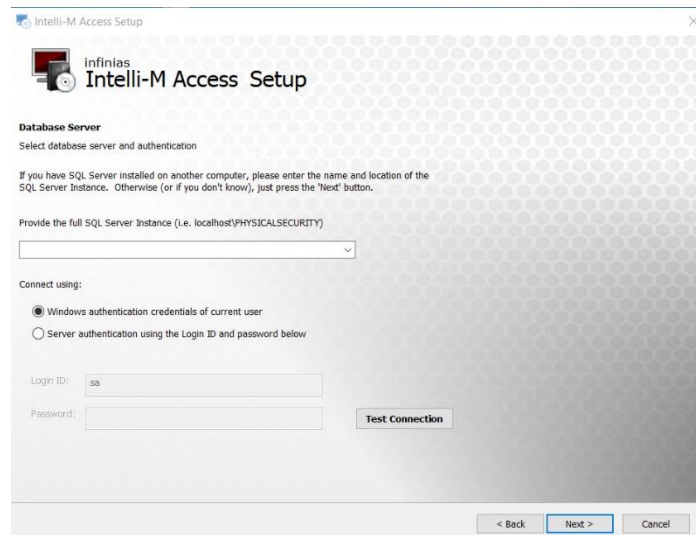
- 5 Select **Custom**.
- 6 Select the location and verify the required space is available.
 - a. Please allocate an additional 100GB to remain free space on the C drive for future use.
 - b. Click Next.



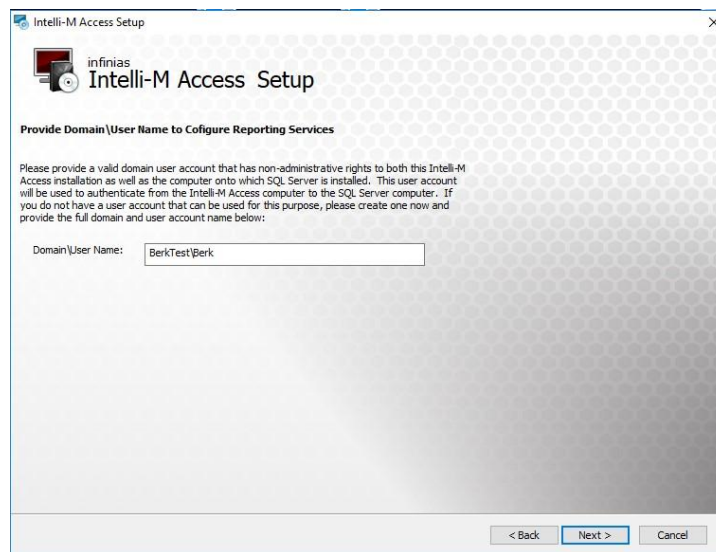
- 7 If you want to use SQL Express, you will select “Install SQL server on this Computer”
- 8 If you use your own SQL, you will select the “Do not install SQL Server. Use an existing SQL Server instead.”
- 9 Click Next.



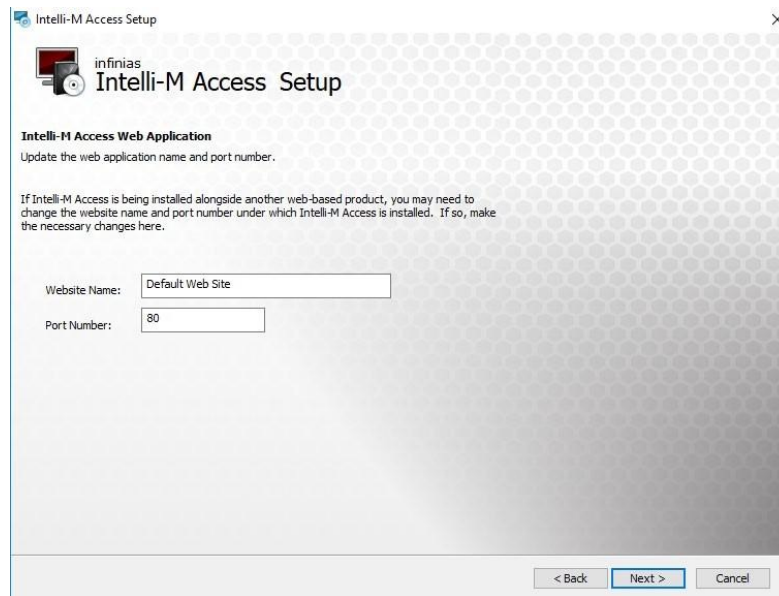
- 10 Click the drop down and select an existing SQL instance or input your custom location.
 - a. Use the logged in Windows account or a specific SQL Server authenticated user.
 - b. Do a Test Connection to confirm there is communication between the software installer and the SQL Server. If it passes,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



- 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**.



- 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.



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



- 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

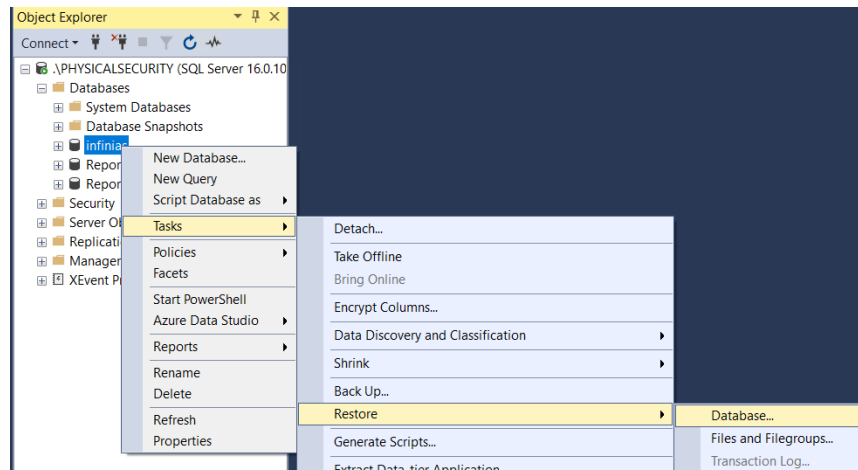
Open Services under Windows Administrative Tools or open Task Manager and go to the services tab. The following services will need to be stopped:

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

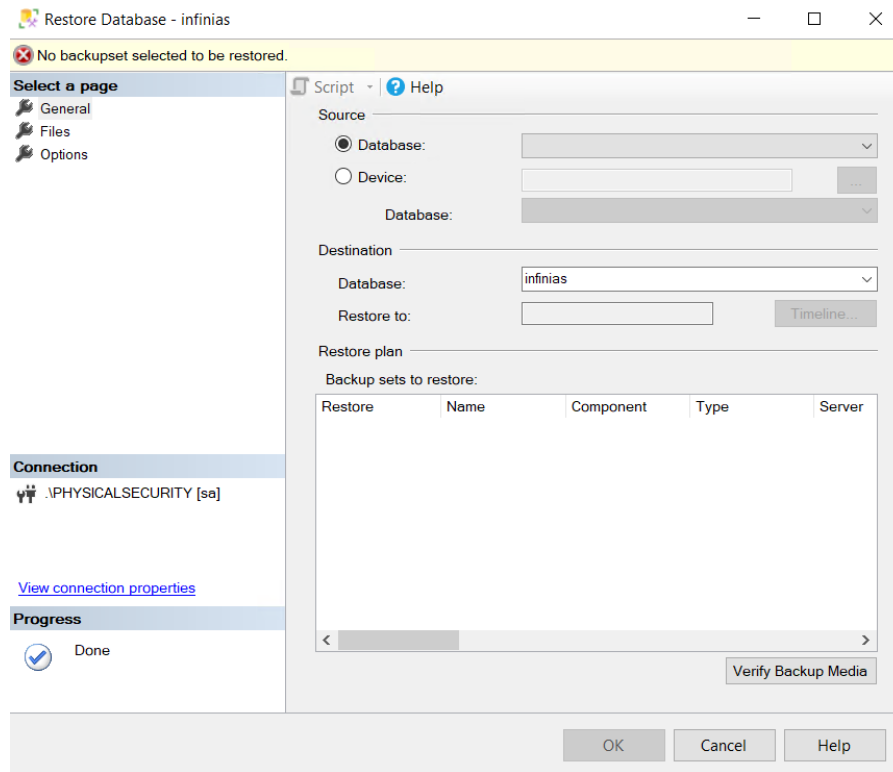
5.2 Restoring the Database

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 next 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...



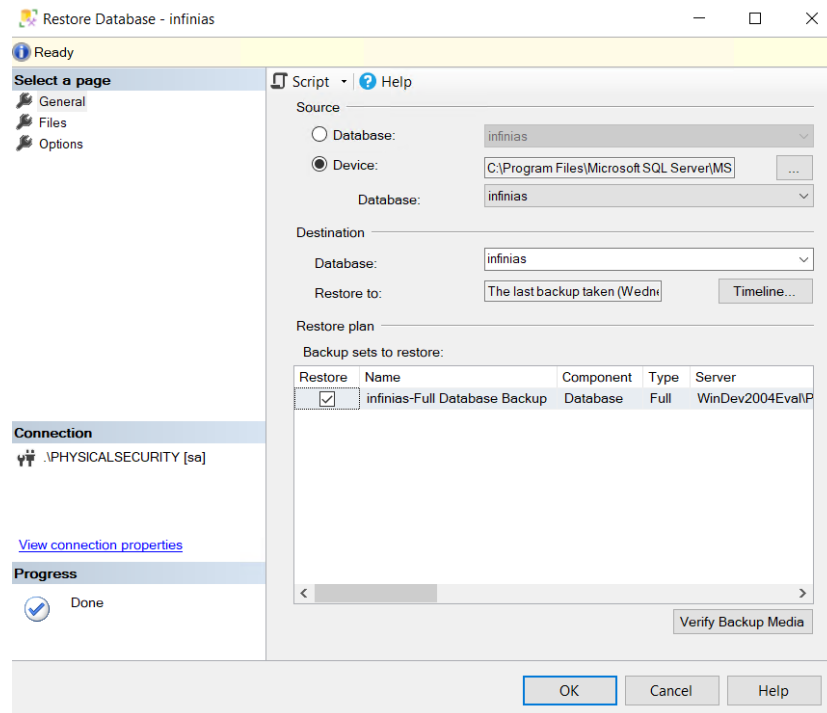
5. In the Restore Database screen, select **Device** and click ... to the right.



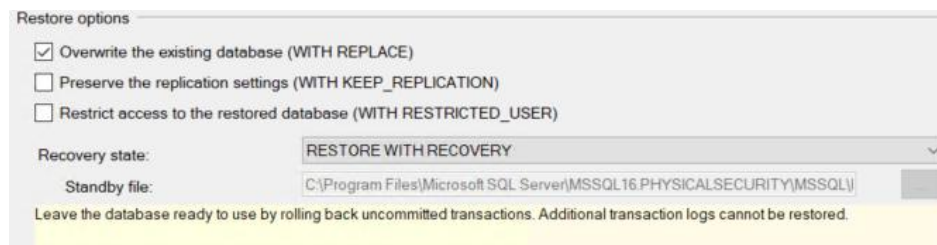
- Click on the **Add** button and locate the infinias backup file that will be restored.

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.

7. Once the file is selected, it should appear in the **Backup sets to restore**



8. Select **Options** in the upper left
9. Check off the box for **Overwrite the existing database (WITH REPLACE)**



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>
```

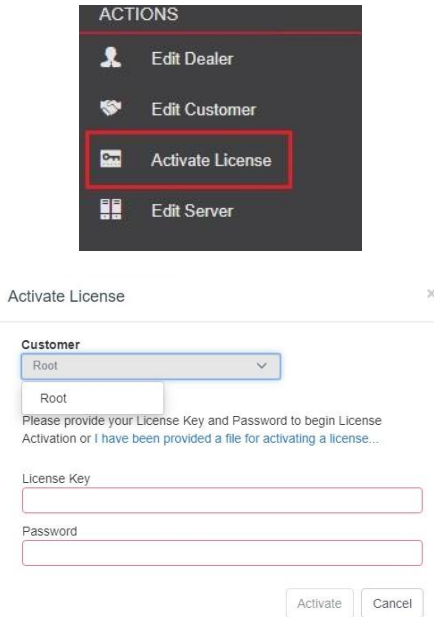
```
<Password>XXXXX</Password>
```

```
<LicenseContent>
```

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

7.2 Activating the License Key(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.



The image shows two parts of the software interface. The top part is a dark-themed 'ACTIONS' menu with four options: 'Edit Dealer' (person icon), 'Edit Customer' (handshake icon), 'Activate License' (key icon, highlighted with a red box), and 'Edit Server' (server rack icon). The bottom part is the 'Activate License' dialog box. It has a title bar 'Activate License' with a close button. Inside, there's a 'Customer' dropdown menu currently set to 'Root'. Below it, a text prompt says 'Please provide your License Key and Password to begin License Activation or I have been provided a file for activating a license...'. There are two input fields: 'License Key' and 'Password'. At the bottom right are 'Activate' and 'Cancel' buttons.

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

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