

IDENTIV uTrust Premises Solution with Edge EVO

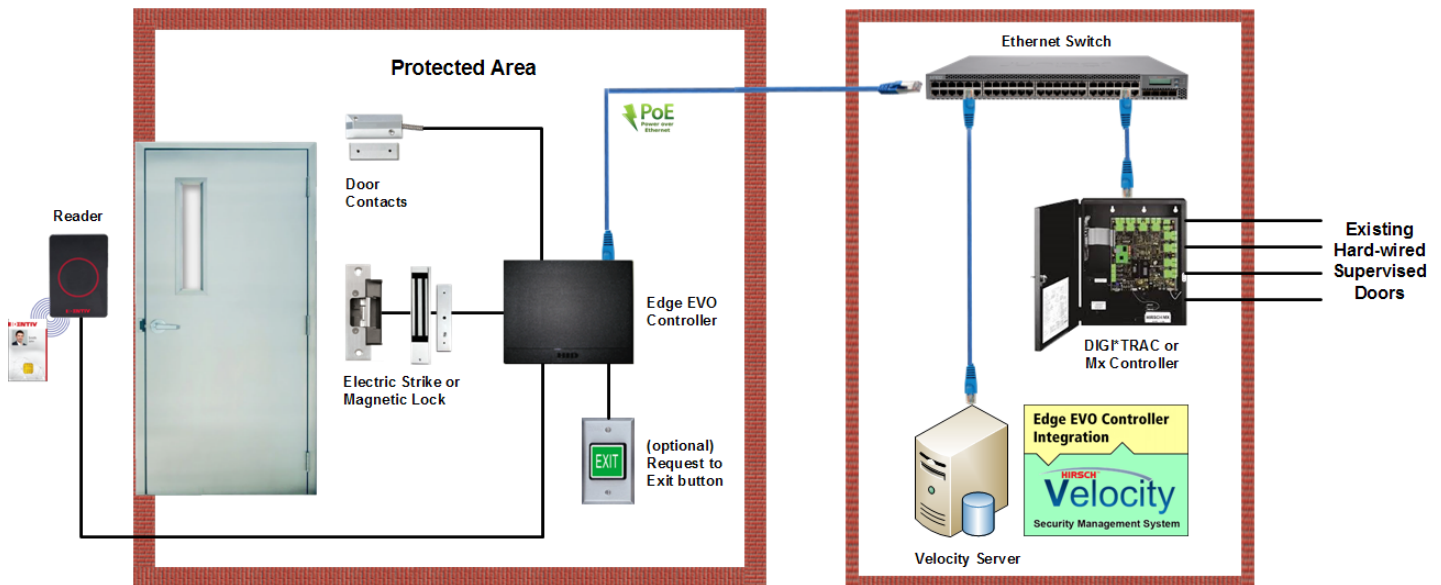
Installation Guide & Release Notes for version 1.0.2.1 of the Edge EVO Integration

Copyright© 2014-2015, Identiv. Last updated July 24, 2015.

Overview

This document provides information about the integration to Velocity 3.6 that completes the uTrust Premises Solution with Edge EVO. This integration is an optional software component that provides the interface between Velocity 3.6 and one or more Edge single-door controllers. This integration enables you to configure and manage your Edge controllers (and their associated Edge holidays, holiday groups, schedules, and door groups) from Velocity.

The following diagram shows the key components of a uTrust Premises Solution with Edge EVO for a new protected area:



Although the previous diagram shows an example of a protected area secured by a metal door, an Edge controller can be used for other applications where only a single entry reader is needed, such as a private parking area, a storage room for confidential documents, or a server cage in a data center. Note that power can be provided through a Power Over Ethernet (POE) connection, or a separate 12 VDC or 24 VDC power supply. The uTrust Premises Solution with Edge EVO uses a migration uTrust TS card reader that supports a variety of low-frequency or high-frequency credentials.

After you install this optional integration, it extends the Velocity user interface to include numerous features which are documented in a context-sensitive help system that is delivered in a file named *EdgeIntegration.chm*. Be sure to read that help system for important information about how to configure and use your Edge EVO system.

In this document, there is information about:

- [System Requirements](#)
- [Installing](#) and Configuring this Integration
- the [Bug Fixes](#) and the [Known Issues](#) in this release

System Requirements

Besides this Edge EVO Integration, your system must include the following components:

- A physical access control system with various hardware components controlled by version 3.6 of the uTrust Velocity security management system software
- An Edge EVO system with a single-door controller, a card reader, and some card credentials
- A network with a Power Over Ethernet (POE) connection for the Edge controller, or a separate 12 VDC or 24 VDC power supply

Installing this Integration

The optional Edge EVO Controller Integration must be installed after the Velocity 3.6 installation. After installing the integration, you must also perform a few configuration and setup tasks.



Prerequisites: To install the Edge EVO Controller Integration, you must be logged into Windows using an account that has Administrator privileges, and you must know the name and password of the Velocity services account (which were specified when Velocity was installed).

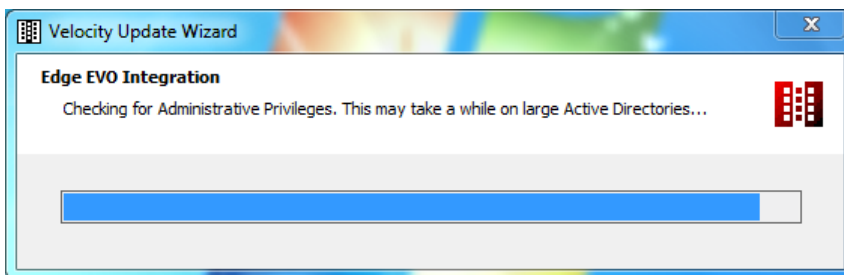
NOTE: The Edge EVO Controller Integration only needs to be installed on your Velocity Server. Any remote Velocity Clients will automatically try to be updated the next time they are restarted and connect to the updated Velocity Server. However, the client update will fail with an “Access Denied” message unless the Velocity operator is both a member of the Velocity Administrators group and has the Windows local Administrator privilege to install software on that computer.

Installing the Edge EVO Controller Integration

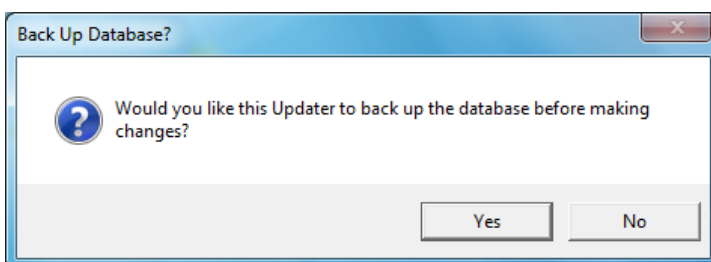
To install the Edge EVO integration after Velocity 3.6 has been installed, perform the following steps.

1. On the [Technical Support](#) page of the Identiv Web site, click on the **Velocity 3.6 — Documents and Downloads** link, then click on the **Velocity 3.6 Edge EVO Integration (1.0.2.1)** link to download that integration.
2. Open the folder where you downloaded the integration, and run the installation program for the Edge EVO integration. For example: **Velocity_Edge_EVO_Integration_1-0-2-1.exe**

You might see the following message displayed while the Velocity Update Wizard checks that you have the administrative privileges needed for this installation.

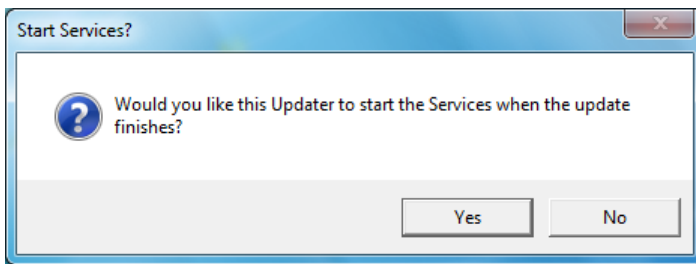


3. When the following dialog is displayed:



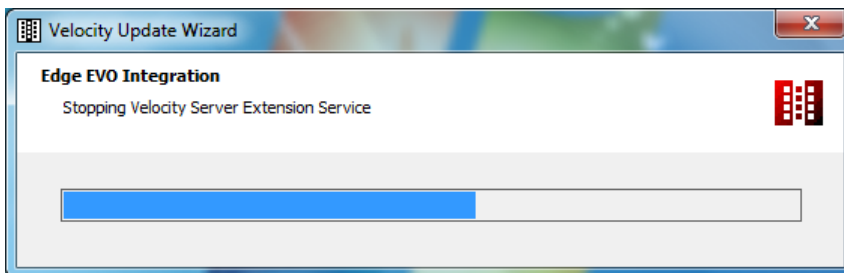
- If you want to back up your Velocity database now, click the **Yes** button.
- If you want to skip the database backup (and continue with the installation), click the **No** button.

4. When the following dialog is displayed:

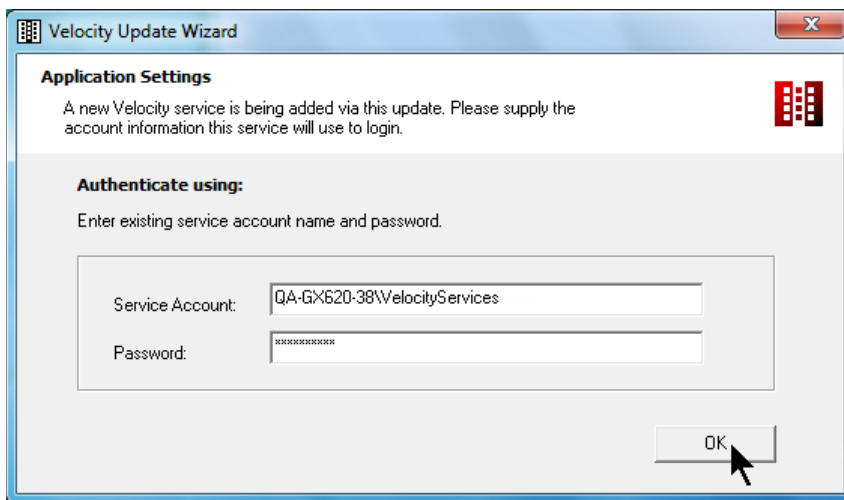


- If you want to have all the Velocity services (including the Edge EVO service) started after the installation has completed, click the **Yes** button.
- If you want to wait and manually start the Velocity services at a later time, click the **No** button.

Progress messages such as the following are displayed next:



5. When the following Application Settings screen appears, enter the **Service Account** and the **Password**, and click the **OK** button.



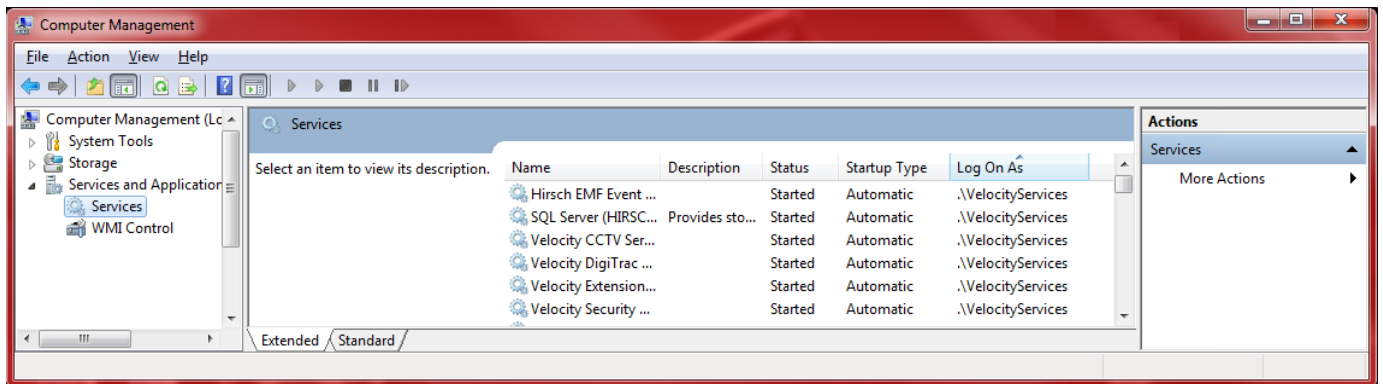
This is the same account information that was specified (on the Application Network and Security screen) during the Velocity installation.

- The **Service Account** is the user account that is used to start all the Velocity Services, including the new EdgeService of the Edge EVO Controller Integration.
- The **Password** is the password that the specified Service Account will use to log on.

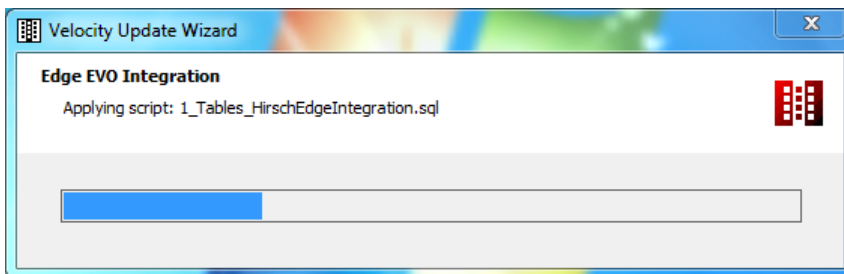


TIP: The default Velocity services account is named "VelocityServices". Be sure to prefix the account name with the computer name or domain name where you previously installed Velocity, and a backslash character (such as "**VelocityServer\VelocityServices**").

If you're not sure what the name of the Velocity services account is on your system, you can find out by using the Computer Management administrative tool to view the **Log On As** property of the Velocity Services:



Progress messages such as the following are displayed next:



6. When the following screen appears, click **Install**.



Progress messages such as the following are displayed next:



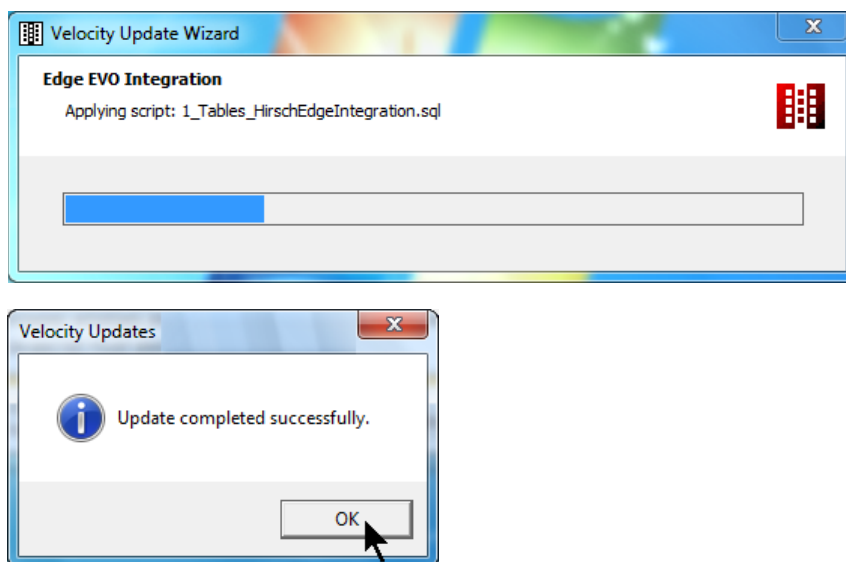
7. When the following screen appears, click **Close**.



8. Because the necessary version of Java was just installed, you can close the **Verify Java Version** tab of your Web browser (which was opened by the Java Setup program).



The final progress messages should be displayed next:



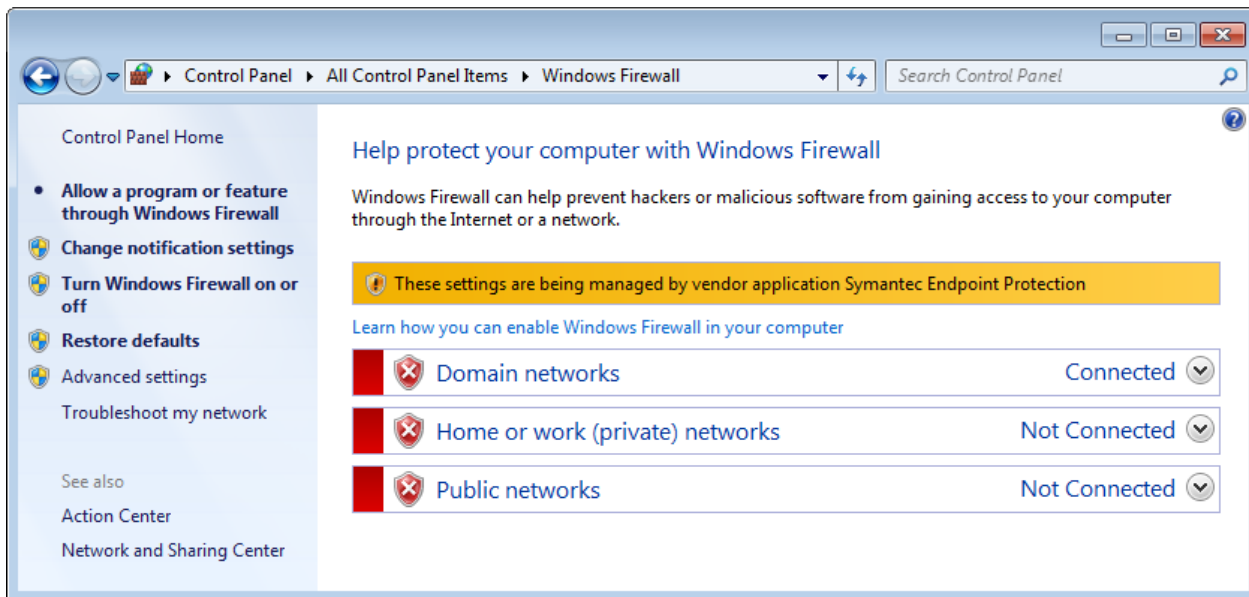
9. Click the **OK** button to close these two dialogs.

After the integration has finished installing, ensure that:

- [the EdgeService program is allowed through your firewalls](#), and that network ports 4050, 4070, and 4999 are not blocked by your firewalls
- [the Edge EVO service is running](#)

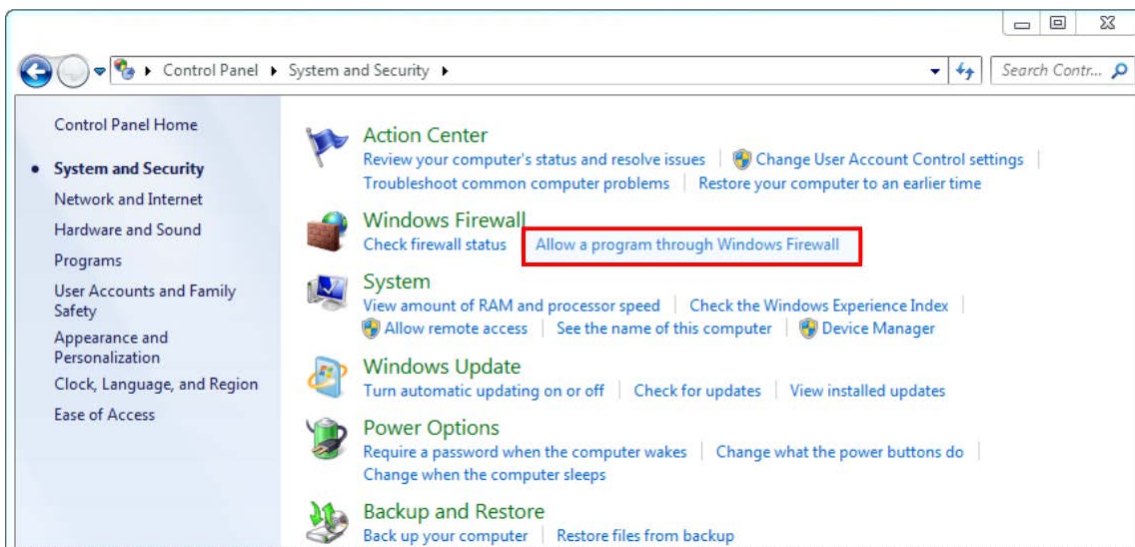
Ensuring that the Edge EVO System is Allowed Through Your Firewalls

Because the Edge EVO system communicates across a shared network (instead of a dedicated physical security network), you will have to work with your network administrator to ensure that the EdgeService program is allowed through your firewalls, and that network ports 4050, 4070, and 4999 are not blocked by your firewalls. Some networks use the software firewall provided with Microsoft Windows, other networks use a software firewall provided by a different vendor (as shown in the following image), and high-security networks include hardware firewalls.

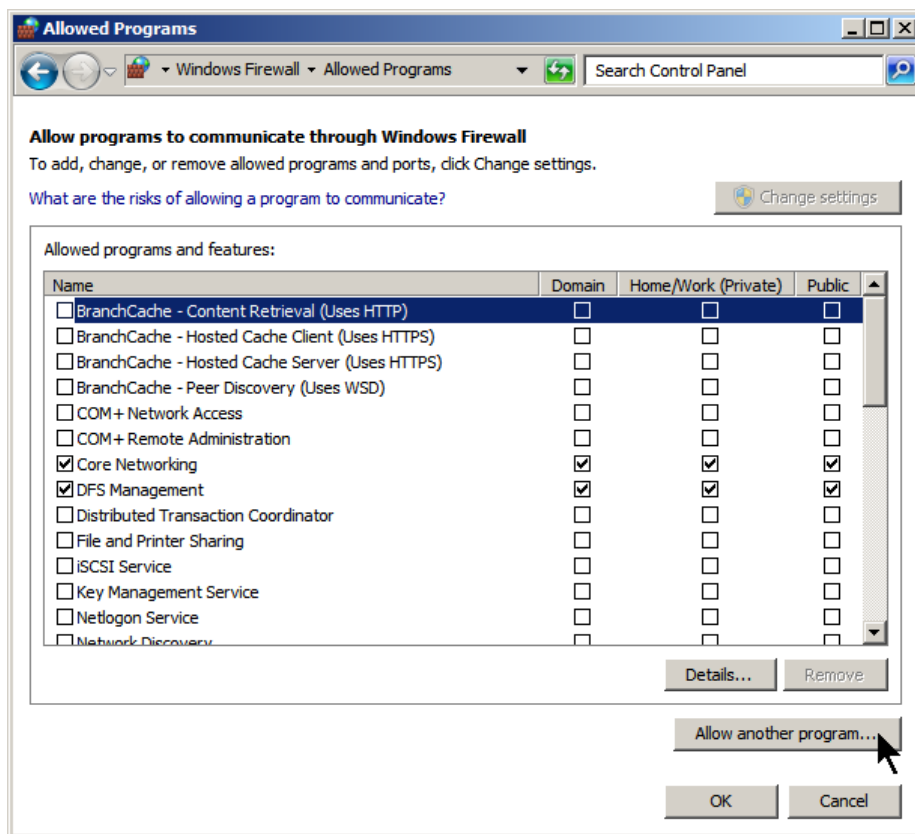


Because the firewalls on a network can vary so much, we cannot provide a detailed procedure for your specific network. But the following example for the Windows Firewall should help illustrate the general process.

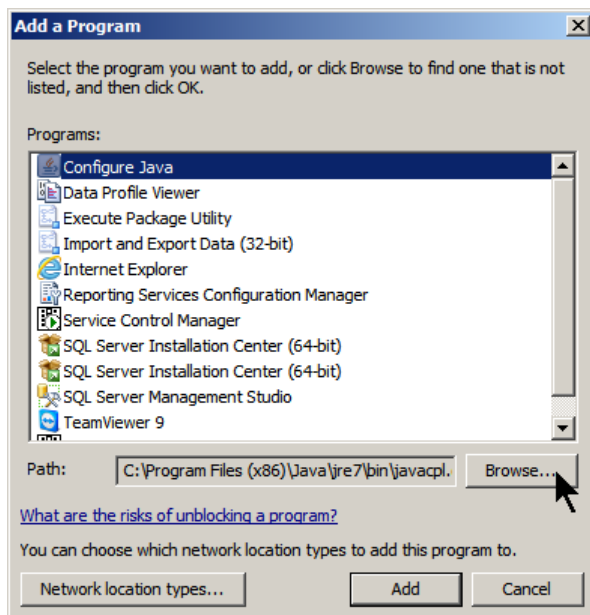
1. Open the Windows Control Panel, and in the System and Security section, click on the link to **Allow a program through Windows Firewall**.



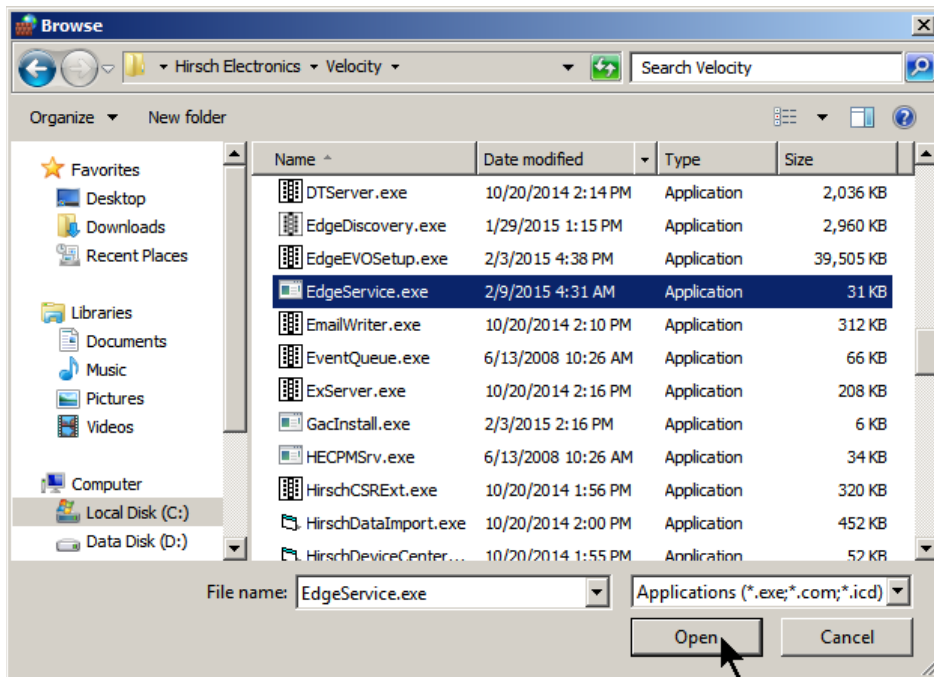
2. In the resulting dialog, click the **Allow another program...** button.



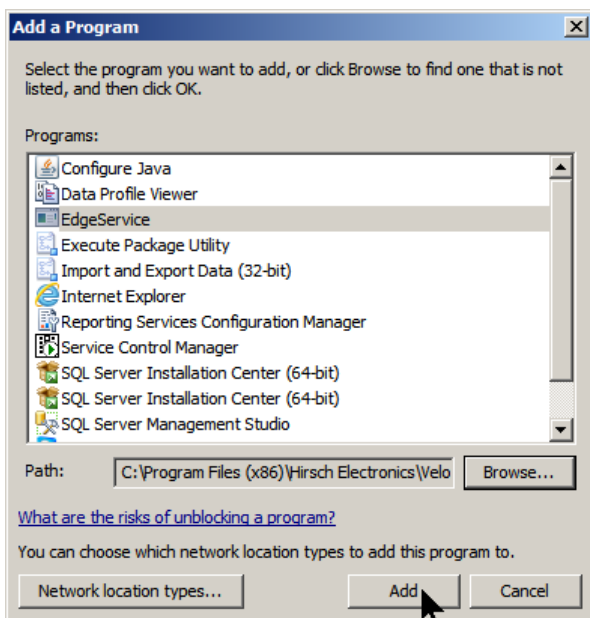
3. In the resulting Add a Program dialog, click the **Browse...** button.



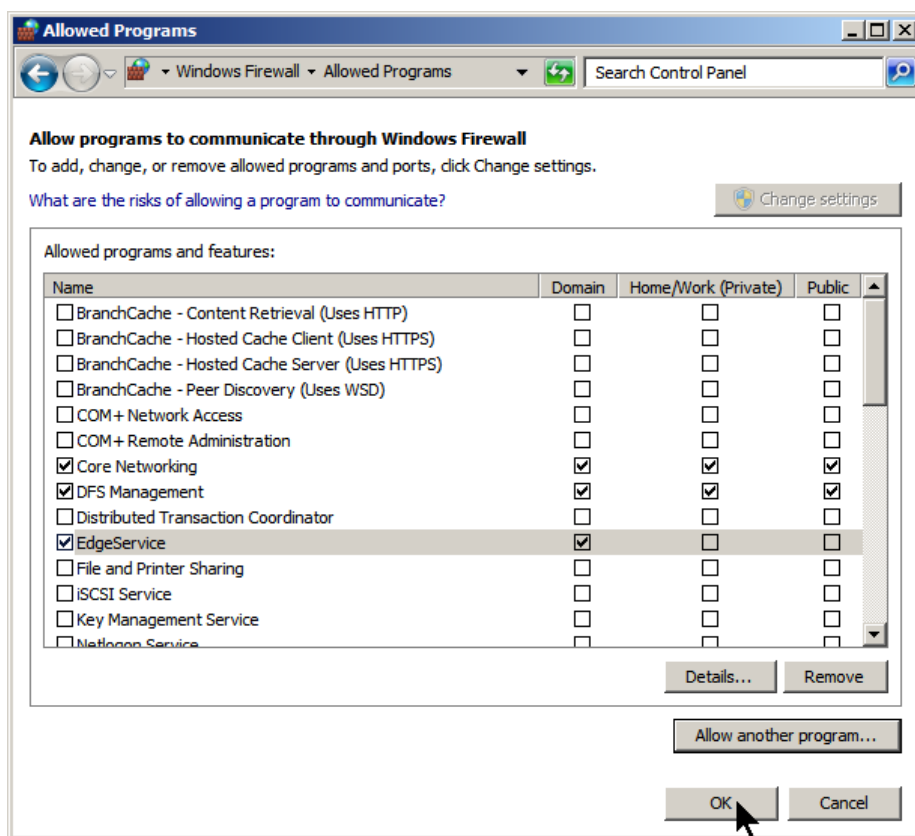
4. In the resulting Browse dialog, navigate to the folder where Velocity was installed, select the **EdgeService.exe** program, and click the **Open** button.



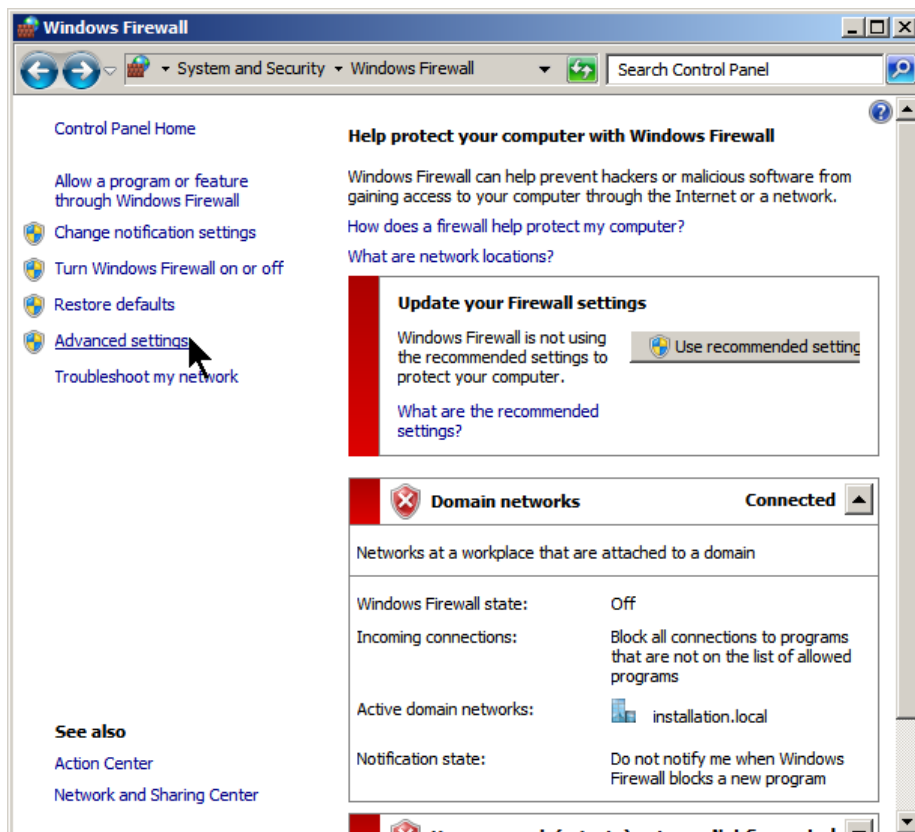
5. Back in the Add a Program dialog, click the **Add** button.



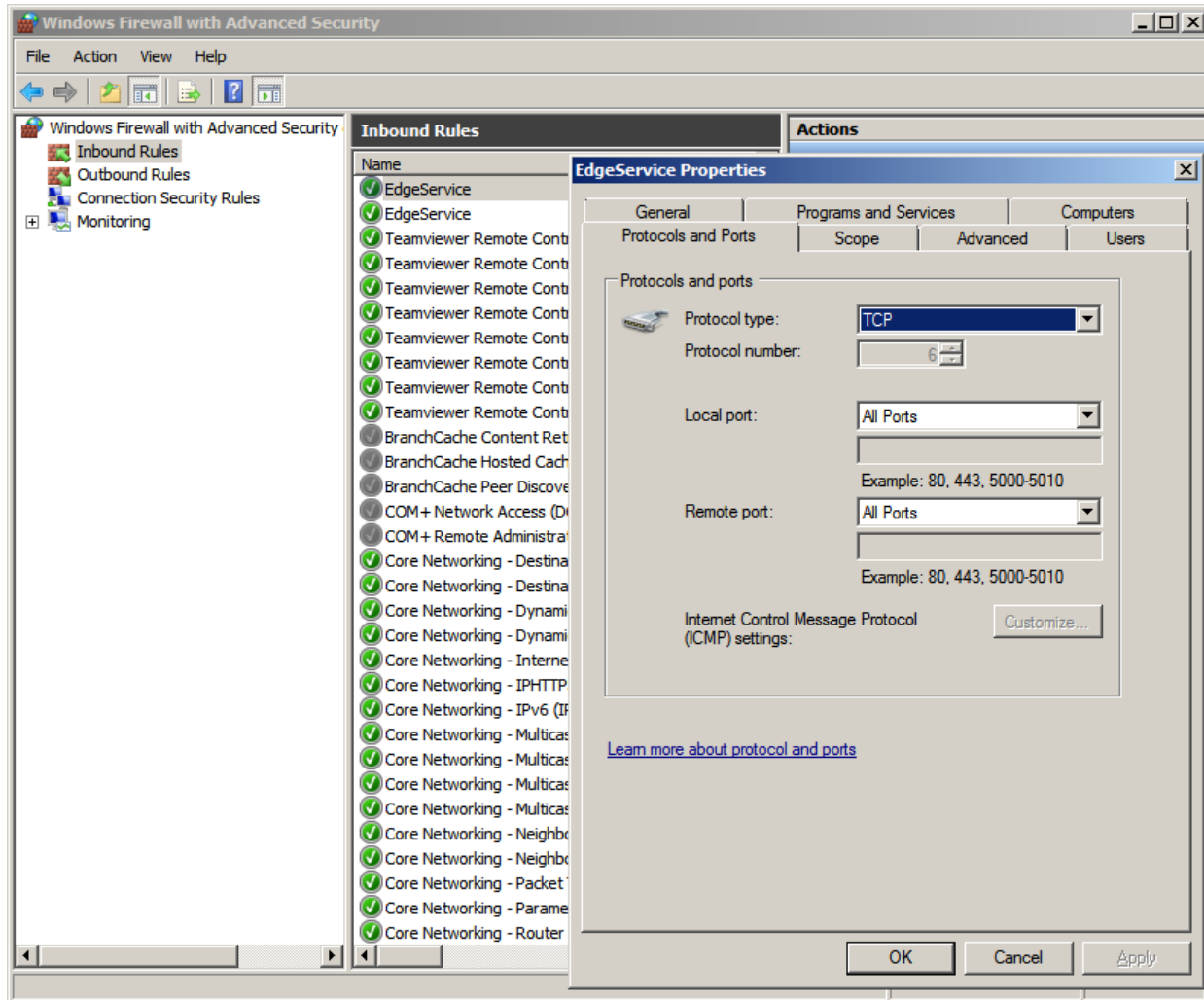
6. Verify that **EdgeService** appears in the list of Allowed programs and features, and click **OK**.



7. Navigate to the **Windows Firewall** page of the Control Panel, and click on the **Advanced settings** link.



8. In the resulting **Windows Firewall with Advanced Security** dialog, define any necessary **Inbound Rules** and **Outbound Rules** for the EdgeService to use network ports 4050, 4070, and 4999.

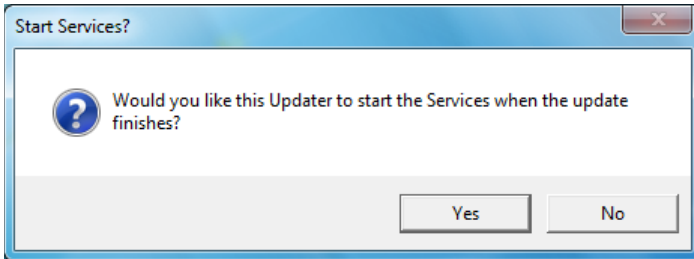


Ensuring that the Edge EVO Service is Running

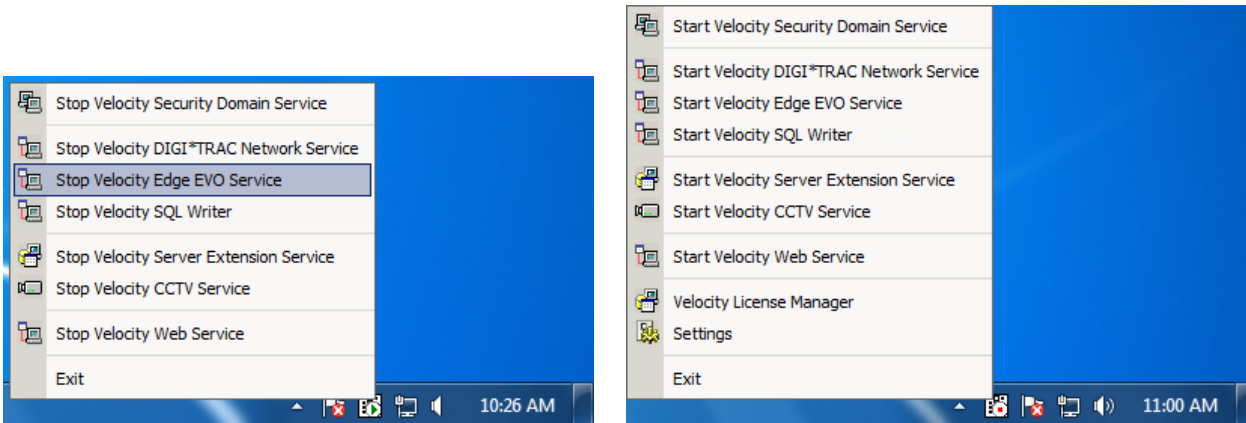


Role Permissions: To check the status of the Edge EVO service, you must have the following Role Permission: **Application Permissions ► Service Control Manager ► Service Control Manager - Use.**

After you install the Edge EVO Controller Integration, you should use Velocity's Service Control Manager to verify that the Edge EVO service is running. The state of the Velocity Services after the installation depends on your response to this question during the installation:



Right-click on the Velocity Service Control Manager icon in the Windows taskbar, and look at the commands on the pop-up menu:



- If you see a command to **Start Velocity Edge EVO Service**, click on it.
- If you see a command to **Stop Velocity Edge EVO Service**, the service is already running, and you should click outside the pop-up menu to close it.

If necessary, restart the other Velocity Services.

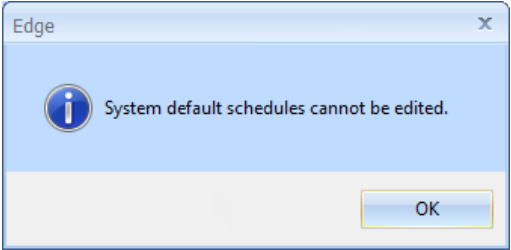
Bug Fixes

This integration was first made available with the Velocity 3.5 SP2.1 release, and has been updated to work with the Velocity 3.6 release. There are no new features in this 1.0.2.1 release of the integration, but it does contain the following bug fixes.

Reference ID	Summary	Description
EVOINTEGRATION-361	Unnecessary "Security Domain Service IP Address" field removed from the Edge Configuration dialog	In the initial release of this integration, the Edge Configuration dialog included a Security Domain Service IP Address field. This unnecessary field has been removed in the 1.0.2 release.
EVOINTEGRATION-366	The Update Controller Firmware window should not be allowed to be closed during a firmware download	If the Update Controller Firmware window was closed during a firmware download, the download would fail. This issue has been fixed by displaying a message warning you not to close the window until the firmware update has completed, and disabling the window's close button.

Known Issues with the Edge EVO Integration (or the Edge controller's firmware)

Reference ID	Summary	Description
	Help file not updated	Because there are no new features in this 1.0.2.1 release, the help file (EdgeIntegration.chm) was not updated.
EVOINTEGRATION-303	Reader LED turns green during reboot of Edge controller	<p>During a reboot of an Edge controller, the reader LED turns green about 5 seconds after the first beep. This incorrectly indicates that the door relay is unlocked, when it actually is locked during the reboot and then returns to its pre-boot state about 5 seconds after the first beep.</p> <p>There is no workaround for this issue with the Edge controller's firmware, but the reader's LED color is corrected after the first access grant.</p>
EVOINTEGRATION-306	Door Forced alarm stops when the door is closed	<p>The Edge controller's beeping sound for a Door Forced alarm stops when the door is closed, instead of continuing for the specified period of time.</p> <p>There is no workaround for this issue with the Edge controller's firmware.</p>
EVOINTEGRATION-308	In some situations, an Edge controller fails to send events to Velocity for at least 20 seconds	<p>When Velocity sends a "Silence Door Forced Alarm" command to an Edge controller, that controller does not send any events back to Velocity for at least 20 seconds. When the Edge controller reconnects to Velocity, the queued events are sent.</p> <p>There is no workaround for this issue with the Edge controller's firmware.</p>
EVOINTEGRATION-319	After the network data connection between Velocity and an Edge controller is lost, the Edge controller sometimes does not automatically reconnect when the network connection is restored	<p>Velocity provides several Here!Am Configuration options for an Edge controller, to periodically test the network data connection and attempt to automatically reestablish it after a failure. But after a prolonged outage, an offline Edge controller might need to be manually disabled and then Enabled to reestablish the connection.</p> <p>There is no workaround for this issue with the Edge controller's firmware.</p>
EVOINTEGRATION-325	Edge controller is not rated for Life-Safety applications	<p>By itself, an Edge controller cannot handle Life-Safety applications where a magnetic door lock must fail safe to an unlocked state during certain emergency situations.</p> <p>The workaround is to install a "fire relay" (which is controlled by a remote fire panel) between the Edge controller's door relay and the magnetic door lock, so the door can be unlocked during an emergency.</p>
EVOINTEGRATION-328	First use of new credential generates "Access Denied: Expired"	<p>The first time a new credential is presented to the reader connected to an Edge controller, it might generate an "Access Denied: Expired" event.</p> <p>The workaround is to present the credential to the reader again, which will grant access.</p>
EVOINTEGRATION-332	Changing the TimeZone of an Edge controller (on the General tab of its Properties dialog) does not automatically update that controller's date/time	<p>After you change the TimeZone of an Edge controller (on the General tab of its Properties dialog), that controller's date/time is not automatically updated.</p> <p>The workaround is to manually update the date/time by right-clicking on the controller (in the Components pane of Velocity's Administration window when the Configuration ► Edge EVO Configuration ► Edge Controllers folder is selected in the system tree) and choosing the Download ► Date/Time command from the pop-up menu.</p>

Reference ID	Summary	Description
EVOINTEGRATION-333	An Edge controller that fails the OEM ID verification process still reports events	<p>During startup, an Edge controller undergoes an OEM ID verification process. After being verified, the Edge controller can establish communication with Velocity and go online. An Edge controller which fails the OEM ID verification process is shown in Velocity as being offline, but it still reports events.</p> <p>There is no workaround for this issue.</p>
EVOINTEGRATION-338	The Delete and Rename right-click commands are not disabled for the <Always> and <Never> schedules	<p>The Edge EVO Integration provides special schedules named <Always> and <Never>, which cannot be renamed or deleted. But the Delete and Rename right-click commands are not disabled for those schedules.</p> <p>If you do try to rename or delete either of these schedules, the following dialog is displayed:</p> 
EVOINTEGRATION-358	“Cannot open the file...” error occurs when trying to display help for the Edge Discovery / Update Application window immediately after install	<p>If you try to display help for the Edge Discovery / Update Application window (using its Help ► Help Topics command) immediately after installing the Edge EVO Integration, then an error message is displayed stating that the program cannot open the file. (This issue only occurs immediately after installation, when the program is still using a temporary working directory.)</p> <p>The workaround is to either restart Velocity, or to locate and open the EdgeIntegration.chm help file.</p>