

# Topaz 1.5 Release Notes



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# Topaz Version 1.5, Date: 2/10/2012

This release contains the following fixes and enhancements:

## 1. Bug fixes

- **Photo Badging:** Fixed an error that occurred when a remote workstation used VFW hardware to perform photo badging. Previous enhancements to allow a user to override 'legacy' badging cameras resulted in always overriding these cameras on the workstation.
- **Door strike delay default option:** Modified the 'door strike relay' list to remove the stand-alone 'default' option. Depending on code version, the 'default' option prevented relay '0' from being used or prevented the default relay from being explicitly specified. The word '(default)' is now added to the appropriate relay number in the list (dynamically changes depending on reader address).
- **Database repair:** Fixed Cardholder Database Repair function to not reject cards with a PIN number of 0x0FFFF. This value, which cannot be entered from the GUI or reader keypad, was added in a previous bug fix to prevent users without any PIN number assigned from accessing readers that required a PIN.
- **T&A report:** Fixed Time and Attendance report to run in 'offline' workstations (for example, from browser-only connections).
- **Wrong alarms getting cleared:** Fixed a problem that could cause an alarm displayed on a workstation to be cleared when a completely different alarm was cleared on the server. The problem could occur when an alarm not displayed on the workstation was acknowledged from the server. [root cause: ack gets 'broadcast'. Applet knows if the alarm isn't displayed, the ack doesn't get displayed either, but was still saving it in internal table. When the ack'd alarm was cleared, the workstation sensed that the alarm was in its tables, and proceeded to clear alarm at the corresponding position. Fixed by not saving alarms that aren't displayed.]
- **Workstation blank popup:** Fixed a problem that caused a blank popup box to appear on the workstation if the server was shut down while the workstation was still connected.

- Removed port number from event window startup message (security best-practice).
- Fixed 'no acknowledgement' alarm routing, including initial routing and subsequent updates to alarm state. Some state updates (alarm vs. secure) will still not be routed to the "no ack" workstation after alarm has been acknowledged. [root cause – state updates missing: subsequent alarms against the same device+zone used the original event # in the acknowledgment table, but the timer code always tried to use the current event number; initial routing – working on alarm table copy instead of actual.]

### Traps fixed

- Fixed a trap that occurred when 'diagnostics' were enabled, and a large number of DVR were defined in the system.
- Fixed a memory corruption error caused by long filenames in some event messages. Memory corruption can lead to unexplained program errors (no explicit problems were reported).
- Fixed a problem that would cause the program to trap if a reported error occurred in the routine that reports errors. A circular definition caused the logic to continuously call itself.

## 2. Enhancements

- Support for Windows 7 (32-bit). The User Interface has been re-written to remove all 'pop-up' windows.
- Support for workstation connection by name (support for dynamic address assignment).
- Modification of license interpretation: The 'Number of Districts' in the license file now refers to the number of active workstations instead of the number of workstations in the allowed workstation list. The allowed workstation list can now hold 32 workstations regardless of license limits.
- New messages added to login page to distinguish between login failure due to username/password errors, or due to maximum users already logged on.
- Modified login to count how many workstations currently logged in.

- Added code to free a workstation (automatic logout) if the mpuprun handshake is active but subsequently lost.
- Installation changes include adding a 'proxy override' into the registry if the current workstation has proxy enabled. The program has also been enhanced to process a second .hta file included with Topaz 1.5 (Digia II support).
- Support for Symdec DVR.
- Support for TVR 10 DVR.
- Startup modifications: A small popup will appear during the 'waiting for server response' period, which includes a timer (timeout period remaining) and an option to continue waiting in the case where the timeout completes.

### 3. Other

- The currently supported firmware version is: 8.14.02.  
Customers currently running ACURT panels at firmware version 9.00.05 must reflash the panel with 8.14.02 firmware.
- An error dialog may occur with message "*Error 1721. There is a problem with Windows installer package.....*" while upgrading from Topaz 1.4.9 to 1.5. Ignore this error and continue with the installation.
- At times, newly created Windows users may not see events in the Events page and Status of Panels, Readers and Relays (because of script errors). This behavior is observed when Java runtime is not running properly and can be resolved by opening and closing the Internet Explorer.

## Topaz 1.5 Patches

The patches described below are available for Topaz 1.5. If any of the issues fixed with these patches apply to your Topaz installation, please install the appropriate patch(es) from the folder `<drive>:\Troubleshooting\Patches` on the Topaz 1.5 CD.

### Patch 1

The *Unlock Door on REX* option on the **Hardware > Reader** page is selected (On) by default. Previously, if the check mark on *Unlock Door on REX* was removed, the change was not saved and was not sent to the panel. The door continued to unlock when the Request to Exit was activated through a button, motion detector, or other device.

Patch 1 ensures that the *Unlock Door on REX* option functions properly, that is, if the door has a crash bar that allows exiting without unlocking the door, remove the check mark from *Unlock Door on REX* and save the Reader page. The door can now be opened from the inside and the *Forced Open Alarm* is masked.

### Patch 2

Patch 2 ensures that the *Executive APB Override* and *Authorized for Conditional Unlock* fields on the **Cards > Access** page are set persistently in the database when saved.

### Patch 3

Patch 3 corrects the *Back Up Database* and *Restore Database* functions on the main **Control** page. With this patch it is possible to successfully perform backup/restore operations to/from drives other than the default drive. The alternate folder path values are updated appropriately whenever the selection in the list box changes.

### Patch 4

Patch 4 prevents the *mp.exe* process from being stopped when a legacy printer is set up in Windows and selected from Topaz 1.5.

## Patch 5

Patch 5 corrects the issue that Alarm Points linked to Relay numbers resulted in the Relay number being off by one.

*Example:* Without patch 5, if Alarm Point 18 was set to link with Relay # 18, then it tripped Relay 17.

## Capacity Increase for New Installations

If the default Topaz system capacity is insufficient, use the updated `sysconfig.dat` file from the Topaz 1.5 CD.

### To apply the updated `sysconfig.dat` file:

1. Shut down Topaz.
2. Go to folder where Topaz is installed. The default location is `C:\Program Files\GE\Topaz`.
3. Go to `Screens` folder and back up the file `sysconfig.dat`.
4. Copy the `sysconfig.dat` file from the Topaz 1.5 CD folder `<drive>:\Troubleshooting\`.
5. Replace the old `sysconfig.dat` file in the folder `<drive>:\Program Files\GE\Topaz\Screens` with new file from the CD.
6. Start Topaz.

**Note:** This only affects new installations. Upgrades are not affected if the installer follows the upgrade procedure.

## Known Issue

The following error message may occur when running the `AcuxUtil.exe` to update the IP or firmware of a Topaz panel.

```
Unable to connect to ACU - Connection timed out. If
problem persists, clear the NVRAM by setting SW2,
switches 2,4,6,and 8 on and the rotary switch SW4 to
F, power ACU off and on, wait for LEDs 1-4 to flash,
then restart procedure.
```

If this situation occurs, follow the instructions below to clear memory on the ACURT2 and ACURT4:

1. Power off the ACURT2 and ACURT4.
2. Set the even switches (positions 2, 4, 6, & 8) on DIP switch SW2 to ON and the odd switches (positions 1, 3, 5, & 7) to OFF.
3. Set the polling address of the Rotary Switch SW4 to F.
4. Apply power to the ACURT2 or ACURT4. LEDs 1-4 will blink together indicating that the operation is complete.
5. Turn power off and reset switches SW2 and SW4 to the desired settings.



## Technical Support

For assistance with this product, refer to this document and any other documentation provided. If you still have questions, you may contact technical support during normal business hours (Monday through Friday, excluding holidays, between 8 a.m. and 7 p.m. Eastern Time).

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