

Verex Director v5.0 Quick Start Guide



This document provides basic instructions for installation of the Verex MONITOR XL™ or Chubb AFx Director software

Overview

These are the release notes for the Verex Director v.5.0 software. Director v5.0 allows the user of the MONITOR XL™ and/or Chubb AFx™ systems to set and configure all parameters of the system via a PC.

The PC is connected to the MONITOR XL™ or Chubb AFx™ panel through an RS485, modem, or IP connection. Since the PC only provides an interface with the panel, it does not have to be dedicated in most cases, and the MONITOR XL™ or Chubb AFx™ panel will function normally, even if the Director software is shut down.

Please consult the Interlogix website for more details about the functionality embedded in each version and package of the software.

Note that included in the packaging should be an RS485 converter for direct cable connection from PC to panel.

Before You Begin Your Installation

The installation files are on a DVD –R type disc. Prior to installation, please ensure your DVD drive is compatible with DVD-R type disks.

IMPORTANT: If you are not using Director DVD make sure that total length of the path to the installation files doesn't exceed 260 characters. SQL Server installation media on a network share or in a custom folder can cause installation failure if the total length of the path exceeds 260 characters.

The support for new types of DVRs is added and the “Viewer” utility for playback of the video clip is needed. Please browse the DVD for the file under “Chubb or Verex Director Setup\InterlogixMediaPlayer” and copy it on to the “Desktop” and use this utility to open the saved video clip.

If the installation is an upgrade:

1. Check that your SSA date is current (see License Manager) – this is required to upgrade to the newest software version.
2. Ensure you are aware of the manual database conversion process that will be required for every earlier version of the software. Please consult with Technical Support if you are running an older version.
3. Connect with Director to all Accounts and Panels to get the most current Events and configuration information.
4. Stop communications with all Accounts.
5. Create a backup of the Database (Management > Database Maintenance) and have a second backup copy stored on a device that is not the Server PC.
6. Note: for installations that have multiple networked GUI Clients, they all must be upgraded to the same version as the Server PC.

For all installations:

Check the Software Release Notes to ensure the PC you are installing the new Director software on meets or exceeds the specifications listed. Displayed on the release notes as well as on the back of the DVD case

Ensure all Windows updates, service packs etc. have been applied to the operating system prior to installation.

Ensure no other applications are using Port 443 and that this will not be blocked by antivirus or firewall.

Ensure you are logged into the PC with Full Administrator rights.

For new installations only: *****DO NOT PLUG IN THE USB HASP KEY** until the software prompts you to do so! During the installation the correct drivers will be pre-installed.

Windows does not necessarily come with the proper driver. Wait until the software installation wizard prompts you to plug in the USB HASP Key.

Install Instructions

1. Load the DVD into your PC or Server that will be used to configure the parameters for the MONITOR XL™ or Chubb AFx™ system.
2. A pop-up window asking you to select the appropriate language for setup should automatically run. If it does not, please go to Start:>Run>Browse>[Select Drive with DVD installed]>setup.exe
3. Select Installation Button in the Pop-Up Window and select "Install Director" from the dropdown menu to launch.
4. Select Installation language
5. A welcome screen from the InstallShield Wizard will open and to continue, select Next.
6. Read the License Agreement and if necessary, print a copy of the agreement for your records. If acceptable, select the appropriate "accept or don't accept" button, and click Next".
7. It will then state: "You are about to install Verex/Chubb Director. Do you want to continue with the installation? Ensure that all Director applications are closed." And select Yes, when ready.

For stand-alone single PC installations with a closed database, leave all the defaults and continue with Next etc. to complete the installation. Otherwise, select the appropriate options based on your installation and consult with Technical Support if unsure.

Upgrade from Verex Director v4.91.1 to Verex Director v5.0

Note: If you have the full version of MS SQL Server, the following steps do not apply. Consult with your IT/IS department for steps to backup MS SQL Server and upgrade the Director software.

1. Ensure the Director SSA is current (a later date than the release of 5.0) and that the PC that will host the 5.0 meets or exceeds the minimum requirements and supported OS.
2. Communicate with each Director Account, Panel Group and Panel within the database to get current Events, Users and Configuration information.
3. Stop Communications with all Accounts within Director.
4. Backup Database to local PC to a folder name that includes the version of Director being backed up i.e. "Director v4.91.1 Backup". Next, copy that Database backup folder to a second location such as a Network Drive, DVD, Thumb Drive etc..
5. Log off and close all Director GUI Clients (the Server, Database, and communication Clients do not have to be stopped). Close all other Windows applications (MS Office, IE, etc.).
6. Insert the Verex Director 5.0 DVD. Right-click on the "D:" drive (DVD player drive) and select "Explore".

7. Browse to the local installation directory now on the C drive and double-click the setup.exe. Note: Director cannot be installed Remotely using VNC or Remote Desktop) install the Director software.
8. Select the appropriate language (English [United States] is default) and click "OK".
9. Click "Installation Files" then "Install Director".
10. Choose Setup language (English is default) and click "Next".
11. The installation wizard will start, click "Next"
12. Click "I accept the terms of the license agreement" and then click "Next"
13. Ensure all Director applications are closed and click "Yes"
14. For the typical stand alone installation where the PC being used will be the Director Server select the default "No (single PC or Director – server)"
15. Select the features you wish to install, typically leave as default with all three boxes checked and click "Next"
16. "The previous installation of Director must be uninstalled to continue. Uninstall previous version?" click "Yes".
17. "Have you backed up the database for the previous installation of Director?" click "Yes". "Please wait while InstallShield uninstalls a previous version of Director..."
18. Read the information about steps to revert, then click "Yes"
19. Read the Notice and click "OK"
20. If you are using the closed version of SQL select "No (typical)" and click "Next". (If you have the full version of MS SQL Server, the following steps do not apply.)
21. Click "Install" to begin the installation.
22. Click "Finish" to exit the wizard.
23. Registration information will be displayed. Read this information and then close the window. Close all other windows.
24. Login to Director by double-clicking the "Verex Director" icon on the Desktop.
25. Backup Database to local PC to a folder name that includes the version of Director being backed up i.e. "Director v5.0 Backup". Next, copy that Database backup folder to a second location such as a Network Drive, DVD, Thumb Drive etc..
26. Communicate with each Director Account, Panel Group and Panel within the database to get current Events, Users and Configuration information.
27. Stop all Communications.
28. Backup Database to local PC to a folder name that includes the version of Director being backed up i.e. "Director v5.0 Backup". Next, copy that newest Database backup file (time and date are part of the

backup file name) to a second location such as a Network Drive, DVD, Thumb Drive etc. with the same logical folder name i.e. "Director v5.0 Backup.

29. Contact Technical support for the newest Firmware required to take advantage of newest Enhancements and resolved issues detailed in the "Director V5.0 Software Release Notes.pdf" in the 5.0 documentation folder.

Note: all remote GUI Clients need to be upgraded to the Director 5.0 version of the software. At each GUI Client, open Internet Explorer and enter in the IP address of the Director 5.0 server. Follow onscreen prompts to upgrade the client.

Licensing

For full licensing information, see **V5_xLicensing-VEREX.pdf** or **v5_xLicensingAFx.pdf**.

When you first install your Director software, you will be required to register it to activate the key. The activation process requires that you use the Software License Manager utility on a PC with an Internet connection. The key can be registered on a computer different from the PC that is used for control and configuration of your system if this last system is not connected to the Internet.

The license manager screen will give you all the relevant information concerning your system, including your system level (Prime, Elite, Enterprise Elite) and any options you may have purchased.

When you register the system, you create a record on our registration server and start the clock on the Software Support Agreement (SSA) service. As long as your SSA is valid, you may upgrade your software to the latest version released by Verex.

You may purchase SSA renewals that will give you an additional 12 months on your SSA. Please make sure you order the right type for your system.

Important Note: when you register your system for the first time you will need two pieces of information: your DEALER CODE

and DEALER PASSWORD. These will be provided to you when you first register for business with Verex.

The information stored on our server is kept strictly confidential according to our Privacy Policy. If a system that has been registered by your Company is being upgraded using a different dealer code, we will advise you and ask you for permission before proceeding.

Contacting Technical Support

North America:

855-286-8889

techsupport@interlogix.com

Latin America:

561-998-6114

latam@interlogix.com

Web site:

www.interlogix.com/customer-support

EMEA:

See specific Country listings at:

www.utcssecurityproducts.eu/support