Honeywell International Inc.

Honeywell

WIN-PAK 4.8
Release (Build 1080.7)
Release Notes

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1 Introduction

1.1 Purpose

The purpose of this document identifies the contents of the released package including defects fixed, key changes, compatibility issues, known anomalies, workarounds, etc.

The approval of this document corresponds to the release of WIN-PAK 4.8 Build 1080.7 for Sales release.

2 Release Notes

Product Name:	WIN-PAK 4.8
Type of Release (Proto, Interim, Beta, and Final)	Sales Release
Date:	March 06, 2020

2.1 Release Details

Item	Version Number/Type/Make
Installation Types	1. Single Server-Host and Web Installation in single Machine. 2. Dual Server – Host in one Machine, Web, Remote UI, COM in another machine. 3. Custom
Software: WIN-PAK 4.8	Build 1080.7
Prerequisites to be taken care while installing the build in latest OS with SQL 2016	.Net framework 3.5 SP1 and 4.0 and 4.5 and 4.6 and 4.6.1 Windows power shell 2.0 For Reference use http://msdn.microsoft.com/en-us/library/ms143506.aspx Windows Process Activation for web. The following things has to be taken care while installing WIN-PAK 1. Automatic windows update should be turned off 2. Username and Password of machine1 and machine2 should be the same in case of dual deployment Installation. 3. When installing: Dot .Net Framework 3.5 should be enabled manually in roles and features or using OS media disc. • .NET 3.5 Framework with HTTP and Non-HTTP Features to be installed as Pre-requisites for WIN-PAK 4.8 with VMS • .NET 4.6.1 Framework to be installed as as Pre-requisites for WIN-PAK 4.8 with VMS • .NET 4.7.2 Framework with HTTP and Non-HTTP Features to be installed as Pre-requisites
Hardware (including the OS, Compilers, Assemblers, Linker, Editors etc.)	• Windows Server 2016 (64 Bit Only) • Windows 2012 R2 Standard (64 bit only) • Windows 10 Professional (64 bit only) • SQL Server 2016 Express and SQL Server 2016 Std • SQL Server 2016 Std

	• Express Edition of SQL Server comes as Default with the Installer and support the other edition of SQL Servers too • Supports 64 Bit Editions of OS and SQL Server Note: 1. ENGLISH OS alone with latest service pack. 2. Older OS like Windows XP, Windows server 2003 are strictly not supported. 3. Windows 7 & Windows Server 2008 R2 OS not supported as WIN-PAK Database Server machines from WIN-PAK 4.7 Release since SQL 2016 does not support. Client/workstation support these OS's. 4. ENGLISH SQL alone with latest service pack. 5. SQL 2012 and older are strictly not supported.
WIN-PAK Software	Upgrade only supported through B & R from WIN-PAK 4.4 B685.5.11 with VMS (any older version has to be upgraded to this build). Direct install on top of upgrade is only supported from WIN-PAK 4.7.2 B1072.3. Review Upgrade details in section 3.3
Browser	Mozilla Firefox 68.0.2, Google chrome 76.0.3809.100 , Safari 5.1.7(7534.57.2)

Access Panel, Intrusion Panel, Recorders	• MPA-2 (FW: 01.00.03.51)
	• NetAXS123 (FW: 06.00.10.29)
	• NetAXS4 (FW: 3.6.25)
	• PRO 2200 (P2E_2091.crc)
	• PW 6000 ((2.6.2 (359))
	• PRO3200 (2.7.8(480))
	• N1000 IV X (8.07)
	• NS2+ (V1.05.05)
	• PRO3000 (R1.05.14)
	• FIN4000K-20K (V1.92_130222)
	• FIN4000-10K (V1.51_130318)
	• FIN4000K-10K (V1.31_130318)
	• FIN4000AC-100K(V1.1_3)
	• HBAC-WIN2P (3.01.04)
	• Vista 128 BPT (Rev 10, Rev 12)
	• Galaxy GD96 (V6.50)
	• Galaxy GD264 (V6.8)
	• Galaxy GD520 (V6.75)
	• Galaxy Flex FX20 (V3.18)
	• Galaxy Flex FX50 (V3.18)
	• Galaxy Flex FX100 (V3.18)
	• Galaxy Flex FX20+ (V3.35)
	• Galaxy Flex FX100+ (V3.35)
	• MaxPro NVR 4.5/4.7/5.0/6.0
	• Embedded NVR
	  - E-NVR (Model: HEN16122; FW: 2. 000.HW00.0)
	  - 4K Series ENVR (Model: HEN322164; FW: 3. 210.HW02.0, ADPRO Series (4.2.10)

Panel Communication Types and Applications	• MPA-2 : 1) TCP/IP with/without Encryption

	2) Reverse IP with/without Encryption • NetAXS 123/4 : 1) TCP/IP with/without Encryption 2) Reverse IP with/without Encryption • PRO 2200/PW 5000/PW 6000/PRO 3200 1) TCP/IP with/without Encryption 2) Reverse IP with/without Encryption • N1000 IV X f/w 8.07 1) TCP/IP with/without Encryption 2) Reverse IP with/without Encryption Using Lantronix and PCI3 • NS2+ TCP/IP using Lantronix Legacy Modem Communication is supported for NS2, N1000 • PRO3000 TCP/IP Connection • HBAC-WIN2P 1) TCP/IP with/without Encryption 2) Reverse IP with/without Encryption • FIN4000 TCP/IP Connection
Supported Third Party Devices	Topaz signature pad, Logitech camera, badge printer, videology camera
NetAXS Firmware/OS Version	• NetAXS123– Firmware version : NX123_apps06.0.10.29.bin Supported OS version: NX123_OS107.bin • NetAXS4 - Firmware version : NX4_apps03.06.25.bin Supported OS version: NX4_OS375.bin
VMware Environment	VMware ESXi 6.5

2.2 Recorders No Longer Supported

- RapidEye – no longer supported
- Fusion – no longer supported
- HRDP – no longer supported

2.3 Recorders Supported

WIN-PAK 4.8 - R600 B622 Video Engine (November 20, 2019)		
NVR/ DVR Interfaces	**Model**	**Software / Firmware Versions Supported**
Maxpro NVR	NA	Maxpro NVR 6.0 Build 622
	NA	Maxpro NVR 5.6 Build 572
	NA	Maxpro NVR 5.5 Build 559
	NA	Maxpro NVR 5.0 SP1 Build 532
	NA	Maxpro NVR 5.0 T Patch 522
	NA	Maxpro NVR 5.0 Build 509 Rev D
Adpro	ADPRO IFT	V 04.02.0010
	ADPRO IFTE	V 04.05.0003
	ADPRO Fast Trace 2	V 04.03.0006

Embeded Recorder	ADPRO IFT Gateway	V 04.02.0012
	HRHH1166 (HQA DVR)*	V1.000.HW00.0.Build Date: 23-03-2018 V1.000.HW00.0.R.20171013
	HRHH1083 (HQA DVR)*	1.000.00HW000.0, Build Date: 23-03-2018
	HRHM1041 (HQA DVR)*	1.000.00HW000.0, Build Date: 23-03-2018
	(HEN04122)	V2.000.HW00.0 (Build Date- 2017.10.12)
	(HEN08122)	2.000.HW00.0, Build Date: 23-03-2018
	(HEN16122)	2.000.HW00.0, Build Date: 23-03-2018
	HEN642*4 (4K NVR)	V3.210.HW02.0, Build date-2017.07.17
*limitations of no automatic camera discovery - you must add cameras manually.		

2.4   Highlights in 4.8 vs 4.7

- MPA-2 Panel Support (see limitation for this release).
- MPA-2 Panel Firmware Upgrade Support
- VMS R600 Build 622 Support
- WIN-PAK 4.4 PE build upgrade support with multiple accounts through B&R
- WIN-PAK PE/CS - Sub Account support in Host Application
- WIN-PAK PE/CS - Sub Account support in WEB & API
- Vector HID, Vector Omni Assure Touch Mobile Reader Integration
  - Mobile credential support – single point of deployment.
  - Added 38-bit and 56-bit default card formats (when adding new P-Series/NetAXS panels)
- FIN4000 product enhancement features
  - Bio Mini plus 2
  - Private Authentication
  - Existing card extend feature
- Performance improvements for large systems
  - Communication Servers Affinity now set to all cores
  - Multiple Access Level updates download consistently faster
- F1 Help includes links to YouTube Help and Support Channel and Discover Portal
- Cyber Security improvements
- CDKey is now release specific requiring a new CDKey for upgrades
- Maintenance Defect fixes

2.5   Support Issues Fixed in WIN-PAK 4.8

1	T & A Attendance report export operation failed (time out) for when more than 26036 records were generated from the database	WPACT-1070
2	FIN4000 Reader Card & Fingerprint Events are not displays in WIN-PAK History Reports (Resolved in 4.7.1)	WPACT-1075
3	HON-FIN4000, iClass Card Layout does not save the user defined CIS Index Value and does not read iClass Card; 40 Bit iClass card not read by MultiClass Reader but 26 Bit cards work fine (resolved in 4.7.1)	WPACT-1198
4	Scanned Finger Print Template image preview does not display in WIN-PAK Card Holder page during User enrollment (resolved in 4.7.1)	WPACT-1206
5	Panel Connection/Disconnection from Network will not impact the FIN4000 V2 Panel status in WIN-PAK (Resolved in 4.7.1)	WPACT-1220
6	Locate User function does not show correct results in WEB UI installed on French OS (resolved in 4.7.1)	WPACT-1233

7	Card History Report does not generate from WEB when Language selected/installed in French (resolved in 4.7.1)	WPACT-1234
8	Bio-Mini V2 device not recognized for Fingerprint Scan enrollment in WIN-PAK 4.7 Build	WPACT-1235
9	HID MA cloud connection fails – perpetual licenses (Resolved in 4.7.1)	WPACT-1236
10	FIN4000 Panels not getting disconnected randomly and also found reconnect does not work sometimes (Resolved in 4.7.1)	WPACT-1237
11	Double Mode is not working properly in HONFIN4000AC-100K Panel and Double Mode Time Zone association does not save for HONFIN4000MIK-100K Panel (Resolved in 4.7.1)	WPACT-1239
12	IClass Card Format Configuration Check Box available on HONFIN4000AC-100K Panel Operation Mode Page does not save the settings (resolved in 4.7.1)	WPACT-1241
13	Events Buffer and Unbuffer does not happen when HONFIN4000 V2 Panel disconnected from WIN-PAK	WPACT-1246
14	Web error in the doors tab of Communication Server Off Line occurring randomly (resolved in 4.7.1)	WPACT-1252
15	Double Mode TZ update does not save or work properly for HONFIN4000MIK-100K Panel	WPACT-1288
16	WEB UI for French, Locate User Search drop down issue observed	WPACT-1294
17	Schedule Server is not responding properly and does not send Email & Print Report when Schedule configured with Print Report option	WPACT-1655
18	WIN-PAK UI crash observed when user try to reconfigure the scheduled Report Template	WPACT-1661
19	Card updates done w.r.t access level modification does not send to P-Series Panels if Communication is Offline	WPACT-1790
20	Italian language installations, clicking on Report Template opens the Account window	WPSUPORT-1135
21	Unable to delete the Card and Card Holder transaction in the Tracking and Muster View	WPSUPPORT-1012
22	Orphaned Custom Access Levels cause card with no custom access levels to show edit instead of Add	WPSUPPORT-1013/ WPACT-1527
23	Web "Detach" Text Issue	WPSUPPORT-1033
24	Exported report to Excel in the Web Interface details Card Found Events as Unknown in the Status Column	WPSUPPORT-1036
25	When you remove a time zone via the web and apply the "None" time zone the panel never removes the time zone from its programming, but assigning the "Never on" time zone works.	WPSUPPORT-1072
26	Attendance report not generating since 4.5 release.	WPSUPPORT-1076
27	Problem with Note Field Templates with Extended Selections greater than 507 characters (customer using 568 characters or more). Worked in WIN-PAK 4.4.	WPSUPPORT-1087
28	Having 40 Note Fields in WIN-PAK 4.6 will cause a crash when clicking on Card Holder Menu	WPSUPPORT-1088
29	Affinity set to active at all times for the WP database and communication server.	WPSUPPORT-1094
30	Scheduled "Card History" reports (Card Holder works) are broken with WIN-PAK 4.7 and 4.7.1	WPSUPPORT-1103
31	128 access level not being allowed via API	WPSUPPORT-1107
32	WIN-PAK 4.7.1 Database Server crashes when single quote is added to the First Name or Last Name Field	WPSUPPORT-1109

33	Tracking and Muster service priming is not working	WPSUPPORT-1110
34	Time and Attendance First and Last Name are not Decrypted Properly	WPSUPPORT-1120
35	Email address on Email on Alarm in Account is ignored on the latest version of WIN-PAK	WPSUPPORT-1123/ WPACT-1907
36	Card History Report Template in WIN-PAK 4.7.1 Biometric Codes remain checked if we Uncheck and Save	WPSUPPORT-1128/ WPACT-1905
37	RS485 Downstream issue (Sam Cao (Next Security is dealer) for RBC	WPSUPPORT-1145
38	Memory growth issue in WP communication server API in WP 4.6 Merge	WPSUPPORT-762
39	WPCS Scheduled Report emails are not sending, either due to size or amount of time it takes to generate report.	WPSUPPORT-861
40	Card Update Events are missing from Operator Actions report in WP 4.0 and WP 4.4	WPSUPPORT-910
41	WPCS transactions are getting logged under the wrong account and with the wrong reader, Operator.	WPSUPPORT-948
42	WIN-PAK 4.5 Card Frequency Report ->Frequency Filter->Reader Filter does not work	WPSUPPORT-954/ WPACT-1906
43	WIN-PAK 4.5 Operator Audit Report will show Added Card Holders from Web as Unknown Name	WPSUPPORT-957/ WPACT-1523
44	"Alarm View", "Filter", "Control" shows "Device Filter" folder only. No devices are shown to be filtered on	WPSUPPORT-987

2.6 Limitations in WIN-PAK 4.8 Build 1080.7

1. IE Browsers are no longer supported.
2. **MPA2 version 01.00.03.51 and WIN-PAK Build 1080.7.6**
   a. **DO NOT ADD <u>NetAXS</u> DOWNSTREAM PANELS TO THE MPA2 PRIMARY IF THE GEOGRAPHICAL TIMEZONE IS ANY OTHER THAN UTC-0:00 AND SCHEDULES ARE USED IN THE DS PANELS.**
   b. Firmware Upgrade from the MPA2 Primary to downstream panels is currently not supported – workaround is to upgrade firmware at the panel level – not via WIN-PAK. Firmware upgrade of the MPA2 Primary is supported directly by WIN-PAK.
   c. MPA2 Primary (Gateway) will support mixed downstream panels. Minimum versions supported are: MPA2 version 1.00.03.45; NetAXS-123 version 6.00.10.20; NetAXS-4 version 3.06.25. – older versions not supported.
3. WIN-PAK Time & Attendance module support is suspended and will be available in 4.8.1 maintenance release Q2-2020.

3 Installation Tips

1. Make sure you have the administrator privileges to install the software.
2. If this is an upgrade, make sure to properly back up your database and also the contents of the Database folder (C:Program Files (x86)\WINPAKPRO\Database). Review the WIN-PAK release notes on the DVD before starting the installation.
3. The WIN-PAK website address needs to be added In Trusted sites of browsers to work with WIN-PAK web.
4. Popup Blocker option should be disabled in the browser to work with WIN-PAK web. Report previews use the popup function.
5. If you are using the NetAXS access control panels, confirm that the version of firmware meets the minimum requirements for this WIN-PAK release. The minimum version for

NetAXS-4 is 3.4.3 and the minimum version for NetAXS-123 is 3.4.27. WIN-PAK will not communicate "natively" to a NetAXS panel that does not meet the minimum firmware requirements.

6. To ensure optimum performance when installing a new NetAXS panel on WIN-PAK we recommend that you "flatten" (hard, DIP switch reset) the NetAXS after the firmware upgrade before you initialize the panel from WIN-PAK for the first time.

7. WIN-PAK 4.8 supports the following SQL installations on the WIN-PAK Database Server Service (where the WIN-PAK application is installed):
    a. SQL 2016 is supported for existing installation
    b. New installations will install SQL 2016 Express as default or support existing SQL 2016.

8. Consult Honeywell tech support prior to WIN-PAK installation for applications where full SQL is installed on a machine other than the WIN-PAK server.

9. When installing the VMS components, a reboot will be seen and auto logging into the OS is performed. There is no installation in process notification for 1-2 min. The installation will restart automatically after this short pause.

10. When WIN-PAK finishes installing VMS you may see an alert message indicating: " Trinity/DVM Services have to be started manually " this may occur when the service startup times out. Just click on OK and it will continue to the screen indicating the installation is complete and is requesting a reboot.

11. Dependent on the recorder and cameras used, best video viewing will require you to configure the "VMS" for GPU rendering. GPU rendering best supported by CPU such as Intel Core I7 8700 (Coffee Lake) processor, a dedicated graphics card will not work for rendering.

12. During license activation, after entering the License Key you may get an error that the licensing failed. Close the License Window and reopen. If should indicated the Status as Valid. If not, common data errors are misreading 0 (zero) as the letter O or B and 8 can sometimes be misread.

3.1   Upgrade Preparations and Tips

There are two different upgrade approaches.
- Installing on a separate/new computer.
- Installing on the same computer.

In both cases, you must:
1. Have administrator privileges to install the software.
2. Properly back up your database and images,
3. Review the WIN-PAK release notes on the DVD before starting the installation.
4. Ensure you have free hard disk space greater than 3x the size of your database. If you are using SQL express edition and have 30GB of free space, that will be sufficient. Full SQL scenarios will have to review before proceeding.

Due to the significant updates in the video engine and encrypting of private data, additional steps need to be taken to perform a supported upgrade on the WIN-PAK "server" as noted below.

Notes: SQL 2016 or SQL 2016 Express must be installed on the same computer as the WIN-PAK application (WIN-PAK database server service). No other SQL versions are supported by WIN-PAK 4.8.

WIN-PAK 4.4, WIN-PAK 4.5, and WIN-PAK 4.6 Upgrade to WIN-PAK 4.8	
WIN-PAK	WIN-PAK Installation on Supported OS's

	Installation Type	Existing Machine	New Machine
Access Only	**Server**	Uninstall WIN-PAK and SQL. Install 4.8 and Restore Backup. *	Install WIN-PAK 4.8 and Restore Backup.
	Workstation	Install WIN-PAK 4.8 on top of existing.	Install WIN-PAK 4.8.
Access & VMS Integration	**Server**	Provide clean OS image and Install WIN-PAK 4.8. * Restore the backup. **	Install WIN-PAK 4.8 and Restore the backup. **
	Workstation	Uninstall WIN-PAK and VMS Components or provide clean OS image and install WIN-PAK 4.8 with VMS Client.	Install WIN-PAK 4.8 with client components.

WIN-PAK 4.7 Upgrade to 4.8			
WIN-PAK	**Installation Type**	**WIN-PAK Installation on Supported OS's**	
		Existing Machine	**New Machine**
Access Only	**Server**	Install WIN-PAK 4.8 on top of existing. *	Install WIN-PAK 4.8 and Restore backup. *
	Workstation	Install WIN-PAK 4.8 on top of existing.	Install WIN-PAK 4.8.
Access & VMS Integration	**Server**	Uninstall WIN-PAK, VMS and SQL *** then install WIN-PAK 4.8. * Restore the Backup. **	Install WIN-PAK 4.8 and Restore the backup. **
	Workstation	Install WIN-PAK 4.8 on top of existing with VMS client components.	Install WIN-PAK 4.8 with VMS client components.

*If full SQL is used, WIN-PAK 4.8 supports SQL 2016 only.
** Computer name may need to be reconfigured in the Video Management Services.
*** It is not required to uninstall SQL if SQL 2016 is used.

NOTE: When upgrading, make sure to use the "WIN-PAK Service Manager" to manually stop all WIN-PAK services and once they are all stopped, close the "WIN-PAK Service Manager" tool before beginning the upgrade.

3.2 Database Services Upgrade Options:

Directly supported upgrades are noted in the above charts. Older WIN-PAK builds should be sent to Honeywell tech support for DB conversion. To start this process, please call technical support:

800-323-4576 | Option 2 - Technical Support | Option 3 – Access | Option 1 - WIN-PAK

or visit https://mywebtech.honeywell.com/ Login and navigate to **My Support \ Email Tech Support** to complete the on-line database services technical support web request form.

Database Services	
WIN-PAK Upgrade	**Part Number**
WIN-PAK database upgrade 7 – 10 day lead time *	CPSSRVDB
WIN-PAK database upgrade 2 day lead time *	CPSSRVDB2DAY

* *Based on Honeywell business days*

3.3   Upgrade Limitations

1. When upgrading from WIN-PAK 4.4 and WIN-PAK CS 4.3.1 newly added features will require edits to the operator permissions before the operator will be able to use them. Key areas to review for WIN-PAK 4.4 to 4.8 include:
    a. Reports
    b. Access to Web (Operator->Operator Information) check box
2. WIN-PAK utilizes Dynamic Port Allocation (6000-6500). Do not use any of these ports for RIP configurations. Upgrades that have RIP panels using these ports will see panel connection issues and web browser issues. Configure panels in this range to use different port(s).

3.3.1 Upgrade on a New Computer

Upgrading WIN-PAK 4.4, 4.5, 4.6 or 4.7 to a new computer requires:
1. Performing a new install of WIN-PAK using the new WIN-PAK 4.8 CD Key provided with your installation media.
2. Using WIN-PAK's Backup and Restore feature, restore your backup on the new WIN-PAK computer – Make sure your hard drive has free space greater than 3x the size of your database.
3. From your old server, copy any floor plans or badging information from the "C:Program Files (x86)\WINPAKPRO\Database" folder and paste them into the same location on the new server.
4. To complete the license transfer, you will need to go online and register your new installation to receive the License Key.

Note: All workstations and communication servers need to be on the same install version as the WIN-PAK application server. Workstations and communication servers are treated as new installations and do not require any restoral of previous data.

3.3.2 Upgrade on the Same Computer

There are several approaches to upgrade WIN-PAK 4.4, 4.5, 4.6 or 4.7 on the same computer. The approach varies as indicated in the charts above in section 3.1. All approaches require using the CDKey that came with your upgrade.
1. Direct installation on top of the existing WIN-PAK per the above chart. This approach can be used on:
    a. 4.4, 4.5, 4.6 and 4.7 workstations configured for access only (no video integration).
    b. 4.4, 4.5, 4.6 and 4.7 communication server(s).
    c. 4.7 standalone or application server configuration where SQL 2016 Express of Full is used and video integration is not used.
2. Uninstall WIN-PAK and SQL, reboot and install WIN-PAK 4.8 per the above chart. This approach can be used when no video integration is used on:

        a.   4.4, 4.5, 4.6 and 4.7 where the existing SQL is older than SQL 2016.

   3. Uninstall WIN-PAK, VMS and SQL, reboot and install WIN-PAK 4.8 per the above chart. This approach can be used on:

        a.   4.7 standalone or application server configuration where SQL older than 2016 Express or Full SQL 2016 is used.

   4. Uninstall WIN-PAK and VMS Components, reboot and install WIN-PAK 4.8 per the above chart. This approach can be used on:

        a.   4.4, 4.5, 4.6 and 4.7 workstations configured with video integration – alternate is to provide a clean OS image and install WIN-PAK 4.8 workstation configuration with VMS Components.

   5. Provide a clean OS image and Install WIN-PAK 4.8 with VMS Components. This approach **<u>must</u>** be used on:

        a.   4.5 or 4.6 standalone or application server configuration where VMS integration is configured.

4 Support Resources – MyWebTech

MyWebTech | Customer Portal https://mywebtech.honeywell.com/
- How-To Video's
- Knowledgebase
- View Cases
- Submit Technical Questions
- Review Database Service Status

5 Known Limitations & Workarounds:

1	Tracking and Muster transactions does not follow Sub Account Specific where Report Templates configured as Sub Account wise	WPACT-1980
2	WIN-PAK 4.8 UI crashes when user try to do Instant Video Salvo Export for the camera connected on ADPRO XO Recorder	WPACT-2075
3	Include HBOX & MPVC Clip Player check box is not get checked if user try to save the configuration in Instant Video Salvo Export	WPACT-2082
4	P-Series Doors in Web Browser Return to Schedule from Doors tab reverts Doors to programmed Door Mode and Return to Schedule from Home page restores door to schedule.	
5	SQL Server installed on computer that is not a WIN-PAK server is not supported with standard installation tools. Go to the MyWebTech download center: https://mywebtech.honeywell.com/ or consult Honeywell tech support for installation tool	WPSUPPORT-1131
6	Desktop short cut for the WIN-PAK Web browser launches the unsupported IE browser. Workaround is to create a new short cut on the desktop to launch a supported browser using the https://localhost/CSACNET/ path.	

Known Issues List

1	Runtime Error occurs rarely for Winpak2.exe. UI is closed once acknowledged	WPACT-1856
2	DST - Description updated does not show up in WIN-PAK UI	WPACT-1850
3	Duplicate default Schedules created during WIN-PAK 4.7.1 / 4.7.2 upgrades	WPACT-1849

4	Card Custom ID and Card Type validation is not working when existing Cards extended to newly added Biometric V2 Panels	WPACT-1843
5	Default Vector-HID Mobile Credential created and downloaded to WIN-PAK does not work until 37 Bit Card format modified	WPACT-1839
6	User Download Success and Verification Success or failed events were not reported in WIN-PAK for HONFIN4000 V2 Panels	WPACT-1835
7	When Communication server offline to Online, FIN4000 V2 Events will be registered in WP DB, but won't populate in WIN-PAK UI	WPACT-1795
8	Over Time Report generated with more than 70K records does not get exported in to excel or pdf	WPACT-1765
9	User active on Attendance Report generation from T & A Application more than 45 Mins to 1 Hour results user gets auto logout	WPACT-1759
10	Vector Card Holder and Card Validation issues	WPACT-1731
11	Reached 128 Access Level for NetAXS Panel - Warning message pop up not showing up in WIN-PAK WEB & API. However, Timezones will not be associated to the access level from WEB & API if 128 limits reached	WPACT-1702
12	Card Holder Name and Notefield edits are not downloaded to the MPA2/NetAXS panels. Works with panel initializations.	WPACT-1625
13	NX4IN and NX4OUT Panels configured for MPA-2 (ver 01.00.03.45) do not come online in WIN-PAK – not supported.	WPACT-1619
14	WIN-PAK CD Key generated for WIN-PAK CS license creates a default Account1 once installation completed and also crypkey issue found during first time login	WPACT-1588
15	User Download Success Event updated in WIN-PAK for HONFIN4000 Panels if Card Holder added with Access Level & after that Enrollment disabled	WPACT-1328
16	FIN4000 V2 Panel does not get disconnected & disconnect/reconnect function not working	WPACT-1177

5.1 Limitations of the NetAXS/MPA2 Firmware Upgrade feature

1. Download Firmware can be performed only by admin operator from the Control Map, right click on the NetAXS Gateway or MPA2 Primary and select 'Download Firmware'.

   a. MPA2 primary panel will upgrade downstream NetAXS-123 that are at an R6 level. MPA2 primary will not upgrade NetAXS-4 or MPA2 downstream panels at this time. MPA2 primary requires the downstream panels to be at a minimum MPA2 version 1.00.03.45; NetAXS-123 version 6.00.10.20; NetAXS-4 version 3.06.25. The NetAXS/MPA2 panel or "loop" of panels must be online in WIN-PAK before upgrading firmware.

   b. The NetAXS/MPA2 panels will suspend all access control functions and communications during the firmware upgrade process thus panel downtime will occur during the upgrade process.

   c. Network speed and any network disturbances will impact the upgrade process as the COM server transfers the DTA mini files that performs the initial upgrade to the panels and then DTA utility transfers Firmware files to all the panels in background. Both processes are highly dependent on Network/COM server's availability.

2. The firmware upgrade function only supports upgrades. If a panel has firmware of a higher version, it will not be overwritten.
3. The default WIN-PAK installation will use MPA2 Firmware Version 01.00.03.51, NetAXS-4 Firmware Version 3.06.25 and NetAXS-123 Firmware Version 6.00.10.29 files in the "WINPAKPRO\Firmware\releases" folder. If your panels are already at this level, no firmware update is required. At any time, only one firmware version for each panel type

can be placed inside the WINPAKPRO\Firmware\releases folder along with its compatible OS file. When newer firmware becomes available, remove the old firmware files and paste the new files into this folder.

4. Firmware version will be displayed as 'Unknown' in Device map configuration page while configuring a new panel or when the panel status is uncertain

    a. When upgrading older firmware such as 3.4 that was not configured for encryption, encryption will automatically be enabled by the DTA utility. The same encryption key will be copied automatically to panel's device map configuration and corresponding mode say if it was in Direct TCP IP / RIP **without** Encryption it will be modified to Direct TCP IP / RIP **with** Encryption after upgrade.

5. It is advised to perform upgrade for one panel with multiple downstream panels (1 loop set) at a time considering the network speed.

6. MPA2 Primary and downstream panel upgrades can take up to 3hrs to complete – from start until all panels come back online.

7. MPA2 Primary only (no downstream panels connected) can take up to 15 minutes to complete.

Firmware Upgrade Anomalies - NetAXS

1. Typically, a NetAXS-4 Gateway (GW) panel will take approximate 20-30 min to download and install new firmware (NetAXS-123 Gateway 5- 10 min less). If the panel doesn't come back online after 30 min, from the Control Panel send a Manual unbuffer command to the panel. It should respond by coming back online. IO status updates may be a bit slow for a few minutes and then return to normal. If the Gateway has additional panels connected to it, it may take approximately 5-30 min longer depending on how many downstream panels are connected. If these times are exceeded (over 1 hour total) it may become necessary to power cycle the GW panel.

2. Interruption of the panel power during a firmware upgrade will cause the upgrade process to fail. If this should occur the panel power needs to be recycled by following the troubleshooting steps.

3. *If a WIN-PAK COM server/DTA utility shuts down due to any external failures will affect the upgrade process and this failure event will not be notified in the WIN-PAK UI*

5.2 HON-FIN4000 (APAC Region only)

The HOH-FIN400 can be used as an access control edge device or as a reader connected to an existing access control panel. The primary configuration directly supported by the WIN-PAK interface is as an edge device. Support as a reader device connected to a control panel utilizes the basic primary configuration less the need for associated Door and I/O programing. It is suggested to uncheck the Door box on the HON-FIN4000 Readers configuration and then uncheck the various I/O. It is suggested to use a variation of the access control panel's reader name (adding a suffix character to the HON-FIN4000 reader name ADV) as both the panel's reader name and the HON-FIN4000 reader name is required when defining the access level/area definition (selecting both devices for a single door). Access level assignments must be made on the Fingerprint Enrollment page.

Currently there are some limitations when using the HON-FIN4000 are:

1. Automatic update to the panel doesn't work – workaround is to initialize the panel after making changes to the HON-FIN4000 configuration.
2. Direct relay control from UI is accomplished only via the Door/Reader ADV.

5.3 Encryption of User Images and Signatures

For new installations desiring additional data security you can follow the process directly below, for existing systems upgrading and wanting to provide encryption, review the second section below.

Note: Card Holder User Image and Signature file encryption executable will not run on the dual drive server deployment (example: machine when WP installed in E Drive).

1. New installations:

   Encryption of the User Image Folder must be done prior to adding any images. If done after images, it will be treated as an upgrade (see below) and is done through External Utility available in the WIN-PAK Software installation media folder as: WPFileEncrypt\WP_FileEncrypt.exe

   Run the above **WP_FileEncrypt.exe** as an Administrator

   You will need to enter the username and password of the Windows user and click on the 'File Encrypt' button. This will encrypt the UserImage folder in the WP installed folder with the given Windows user credentials.

   Now any new images or signatures captured/added will be encrypted and only visible via WIN-PAK UI or browser.

   Backup of the computer via a VM session is the recommended approach since the encrypted file cannot be moved or copied using traditional methods.

2. Upgrading existing

   At this time it is recommended that before running the WP_FileEncrypt.exe noted above, that a separate, non-encrypted backup be made of the images folder. Then individually import the images to the card holder in the CardHolder Biometric window.

5.4 WIN-PAK VISTA-32FBPT Support

Configure WIN-PAK using the VISTA-128FBT (128FBP as found in the WIN-PAK pick list) process noting the following differences/limitations below:

Feature	VISTA-128FBPT	VISTA-32FBPT	Comment
Number of Partitions	8	2	Use the first 2 only
Number of Zones	128	32	Use the first 32 only
Number of User Codes	150	75	Use the first 75 only

The number of relay outputs is the same (96 total), the number of ECP devices (keypads, etc.) are the same (31), the supervision zones for devices, bell outputs, relays, etc. are the same between the panels.

5.5 WIN-PAK Web Features

b. The following provides additional functional information for these non-documented Web features.

c. For secure Web refer to the "WIN-PAK CS Web user's guide.pdf" found PDF->EN folder on the installation media or the following link for creating "Self-Signed Certificate" http://www.sslshopper.com/article-how-to-create-a-self-signed-certificate-in-iis-7.html

d. You can change the Web Session timeout in "Web.config" file.

e. Go to "C:\Program Files (x86)\WINPAKPRO\Web\CSACNET" in Web Installed machine.

f. Open "Web.config" file in notepad. (make sure that the file attribute is changed from read only to allow saving of the changes and then revert back to read only after saving the changes).

g. Change the session timeout value – maximum of 119 can be used in place of the default 5 value

h. <sessionState mode="InProc" stateConnectionString="tcpip=127.0.0.1:42424" sqlConnectionString="data source=127.0.0.1;user id=sa;password=" cookieless="false" timeout="5"/>

i. Save and close. Do IISRESET.

j. Note: By default, "Web.config" file will be hidden. Enable it in tools->folder option->view->show hidden files, folder and drivers.

5.6 WIN-PAK Azure Environments

Complete installation in Single VM Server hosted in Azure Environment. Qualified with NetAXS123 and PRO3200 panels in lab relaxed with firewall ports has been configured in Direct TCP/IP & Reverse IP/ RIP with Encryption on WIN-PAK & Smoke Test done with respect to the WIN-PAK features. Azure VM connected using Secure VPN – more information can be found in the Discover Portal.

6 Contents in the DVD

This DVD contains WIN-PAK software (from the Windows Run select "setup.exe" in the root directory of the DVD).
The "Documents" folder contains the WIN-PAK 4.8 User Guide and the WIN-PAK 4.8 release notes in a pdf format.
The "Blank DB" folder contains various blank databases depending on your installation. These can be restored into your WIN-PAK installation as directed by tech support.

An electronic download is also available by logging into https://MyWebTech.honeywell.com navigate to the Download Center -> Access Control -> WIN-PAK

7 Deliverables

Installation Media for WIN-PAK 4.8 Build 1080.7 and Build 1080.7.6 patch (auto installed)