Avigilon Access Control Manager and Legacy RedCloud Upgrade Path Instructions

All customers must be running RedCloud Version 4.0.0 or higher in order to install Avigilon ACM Version 5.2.0.

Customers on older versions (pre 4.0.0) must first upgrade to V4.2. All previous RedCloud software updates may be downloaded from ftp://ftp.avigilon.com/ACM/Legacy.

Legacy RedCloud 4.2 and 4.2 patch 4 may be downloaded from http://avigilon.com/support-anddownloads/for-software/software-updates-and-downloads.

ACM 5.2.0 software update may be downloaded from http://avigilon.com/support-and-downloads/forsoftware/software-updates-and-downloads.

Before installing a series of software updates, perform a complete backup of your system (including configuration and transactions).

Please read all instructions in this section prior to beginning the upgrade process.

V2.0

Customers with RedCloud V2.0 must first upgrade to the 2.5.1 release before following further instructions. The V2.5.1 software update comes in two steps:

Run the first step 2.5.1 software update then the second step 2.5.1 software update. The first step 2.5.1 software update file can be downloaded from ftp://ftp.avigilon.com/ACM/Legacy/2.5 and is named **step1preupgrade251.tar.gz**. The second step 2.5.1 software update file can also be downloaded from ftp://ftp.avigilon.com/ACM/Legacy/2.5 and is named **step2upgrade251**. Then follow the V2.5.1 through V3.5.1 instructions below.

V2.5.1 through V3.5.1

Customers running RedCloud Version 2.5.1 through 3.5.1 must first upgrade to the 3.6 release before following further instructions. The V3.6 software update file is named **Upgrade36** and can be downloaded from ftp://ftp.avigilon.com/ACM/Legacy/3.6. Upgrade to version 3.6 and then follow the V3.6.0 through V3.6.4 instructions.

V3.6.0 through V3.6.4

Customers running RedCloud Version 3.6.0 through 3.6.4 must first upgrade to version 4.2 beforefollowing further instructions.

Customers running RedCloud version 3.6.0 through 3.6.4 must follow a two step process to get to version 4.2. They must first run a software update to upgrade the appliance operating system using the update file named **352-OSupgrade-RC10** which can be downloaded from the ftp://ftp.avigilon.com/ACM/Legacy/4.2. Once that update is completed and the appliance has rebooted they may then upgrade to RedCloud V4.2 using the 4.2 software update file named **Update420-SVN10432** that can be downloaded from ftp://ftp.avigilon.com/ACM/Legacy/4.2.

Note that RedCloud version 4.2 is not supported on older models of the Classic appliance. The operating system upgrade software will gracefully exit without making any updates if run on these models.

After upgrading to version 4.2, follow the V4.0.0 through V4.2.0 instructions.

V4.0.0 through V4.2.0; V5.0.0, V5.0.2

Customers running Enterprise RedCloud version 4.0.0 or later can upgrade directly to ACM 5.2.0 using the 5.2.0 software update file named 5.2.0-upgrade that can be downloaded from ftp://ftp.avigilon.com/ACM/5.2.0

Note that Avigilon ACM version 5.2.0 is not supported on any Classic or Express appliance models.

To install a software update:

1. From your client, log in to the appliance with an Administrator level account and navigate to
   Appliances > **Software Update**.

2. Browse to the desired software update file and click the **Save** icon to upload the software update file.

3. After saving, click the green check mark icon to apply the update.
   The update process may take several minutes or longer to complete. During this time a progress log will be displayed on the page as the system processes various updates. When the upgrade process completes, the appliance will be restarted.

4. After the update process finishes and reboots the appliance, log out and back in again to your appliance and verify the upgrade completed successfully by navigating to **Appliances** > **About**. The new version information will display at the top of the page.

Additional Notes for Enterprise Customers

For customers with Enterprise appliances that were originally shipped with RedCloud V3.5.1, V3.6.X, or V4.0.0 (after June 26, 2012), that have not previously upgraded to V4.1.1 or V4.2.0, your Ethernet ports may be in the incorrect order compared to product documentation. If this is the case, then after the OS upgrade (for those upgrading from V3.5.1 or V3.6.X) or after the V5.2.0 upgrade (for those upgrading from V4.0.0, V4.0.1, or V4.1.0), your Ethernet port order will be corrected to match product documentation.

If your Ethernet port order is corrected, the appliance will likely not be accessible after the upgrade and the network cable will need to be switched to the correct Ethernet port jack after the upgrade completes and the appliance reboots.

To determine if your Ethernet ports are currently in the correct order, look at the two Ethernet port jacks on the back of the appliance. When facing the back of the appliance, the correct NIC 1 (Port 1) is the port on the left (next to the VGA connector). This is the **Port 1** assignment. **Port 2** is the port to the right.

If there is any uncertainty or clarification is needed, c**ontact Avigilon Technical Support before performing this upgrade at support@avigilon.com**.

Additional Upgrade Instructions for Replicated/Redundant Environments:

• Before beginning the installation process, briefly test the two-way replication between the Primary and Hot Standby appliances. One way to do this is to add a 'test dummy' ID or schedule on one of the appliances and modify it on the other to ensure replication is functioning properly. Proceed to the next instruction if you see your changes reflected on both appliances. If you do not see the changes reflected on both appliances, please contact Avigilon Technical Support at support@avigilon.com.

• On the Primary appliance, uncheck the 'Monitor on' flag on the **Appliance** > **Replication** page under 'Redundancy Settings' and click **Save**. This will prevent an unnecessary fail-over during the upgrade period.

• Run the software update on the Primary appliance first followed by the hot standby.

• If first upgrading to V3.6 as part of the upgrade sequence, upgrade both the Primary and Hot Standby appliances to V3.6, verify the appliance version (see above), and test two-way replication (see above). Once these are verified, upgrade both appliances to 4.2 (making sure to again upgrade the Primary appliance first).

• If an operating system upgrade is required as part of the interim upgrade to V4.2, it can be followed by the 4.2 upgrade on the Primary. Then proceed to perform the operating system upgrade followed by the 4.2 upgrade on the hot standby.

• After an interim upgrade from V3.6 to V4.2, configure an external port after the V4.2 interim upgrade on each appliance in order to restore LDAP replication between the appliances. Twoway replication will be temporarily non-functional until this is done. Choose a free port that is open between the appliances. A separate port number can be used on each appliance, but it is normally easier to use the same port number for both. The port configured on appliance 'A' will be used by appliance 'B' to connect to appliance 'A' and vice versa. **It is crucial to perform these steps prior to the upgrade to ACM 5.2.0**. After both appliances have been upgraded to V4.2, perform the following steps in order:

1. When logged into the Primary appliance, edit the Primary appliance's record and configure a port for the 'Ldap Connect Port'. Note that clicking **Save** will cause a reboot of the appliance.

2. When logged into the hot standby appliance, edit the hot standby appliance's record and configure a port for the 'Ldap Connect Port'. Note that clicking **Save** will cause a reboot of the appliance.

3. When logged into the hot standby appliance, edit the hot standby appliance's record on the **Appliance** > **Replication** page and edit the Replication Subscription for the connection to the Primary appliance. At the 'Ldap Port' field, enter the port that was configured as the Primary appliance's 'Ldap Connect Port' field value. Click the **Save** button at the bottom of the screen to save.

4. When logged into the Primary appliance, edit the Primary appliance's record on the **Appliance** > **Replication** page and edit the Replication Subscription for the connection to the hot standby appliance. For the 'Ldap Port' field, enter the port that was configured as the hot standby appliance's 'Ldap Connect Port' field value. Click the **Save** button at the bottom of the screen to save.

5. Once all appliances are upgraded and configured, verify the appliance version and test twoway replication (as described above). If automatic fail-over support is needed, from the Primary appliance, check the 'Monitor on' flag on the **Appliance** > **Replication** page under 'Redundancy Settings' and then click **Save**.

6. Now you can proceed to upgrade both appliances to ACM 5.2.0

Additional Notes on Upgrading from V3.6 or older

When an appliance is upgraded from V3.6 or older to interim version 4.2 as part of the upgrade sequence, the existing transaction database is transferred to a new transaction database. This is done in the background in parallel with live transaction processing after the interim 4.2 upgrade. During this time, transaction history from before the upgrade may not be available for reporting. Depending on the size of the existing transaction database, this process can take several hours. Status can be viewed on the **Appliance** > **Software Update** page. Note that this status is not updated live. The screen must be refreshed to see updates. Customers can proceed to upgrade to version 5.2.0 prior to this process completing.

Additional Notes on Integrations with Avigilon ACC Video

Avigilon ACM 5.2.0 is not compatible with Avigilon ACC4. Existing installations that have integrations with Avigilon ACC4 video will additionally need to update ACC servers to ACC5 (5.2.0.28 or later). The existing Avigilon VidProxy must be uninstalled, and AvigilonAcmIntegration-5.2.0.28 is available for download as a zip file from ftp://ftp.avigilon.com/ACM/5.2.0 and must be installed directly on the ACC5 server(s).