

# How to Upgrade from InfoGraphics to Facility Commander Wnx

## FAQ



GE Security remains committed to the sales and support of its current Windows-based access control and integrated security management platforms, continuing to protect its customer's hardware investments with the added benefit of software upgrade compatibility to a next-generation technology platform – Facility Commander Wnx.

The Facility Commander Wnx Edition platform represents a convergence of our current Windows based software front-ends including Secure Perfect, Diamond , Sapphire Pro, and Facility Commander's cross-platform integration technology. This strategic initiative will provide GE Security the ability to better serve the needs of its customers through a single unified software platform moving forward.

The release of Facility Commander Wnx v7.5 will introduce the first phase of InfoGraphics ACU controller support, providing our customers a new Microsoft Windows based front-end replacement for their existing Sapphire Pro and Diamond access control systems.

Facility Commander Wnx is available through exclusively authorized and factory trained GE Security channel partners. GE Security offers regularly scheduled Facility Commander Wnx training classes at its headquarters in Bradenton, FL and other regional locations around the country. The class covers system installation, configuration, administration, and operations. Visit the GE Security website for specific information on training class registration fees and location availability.

Customers that have their Sapphire Pro or Diamond systems covered under an active System Support Agreement (SSA) are entitled to receiving a Facility Commander Wnx software upgrade equivalent to their previously purchased system licensing at no charge.

Customers that do not have their Sapphire Pro or Diamond systems under an active SSA can purchase a Facility Commander Wnx software upgrade. The software upgrade purchase provides trade-in credit value and includes software equivalent to their previously purchased system licensing as well as 12-Month SSA coverage.

Please contact the GE Security Applications Engineering Pre-Sales Support Team in Boca Raton, FL to request assistance with evaluating and planning customer upgrades. The balance of this document will provide specific requirements, expected procedures, and general recommendations for a successful upgrade and migration to Facility Commander Wnx.

GE Security technical services can be contracted for assistance with any aspect of a customers upgrade and migration plan. An overall upgrade and migration plan consists of 3 phases:

- **System Configuration Evaluation & Budget Planning** – Analyze a customer's current system deployment, software version, license capacities & options, and ACU hardware versions to determine applicability and compatibility with the initial release of FCWnx v7.5. Identify if any custom interfaces, reports, and/or GE Security Enterprise Consulting Services are needed above and beyond any on-site technical support assistance with executing the migration and upgrade.
- **Pre-Migration Upgrade Preparation** – Prepare the customer's current system by upgrading any software, ACU controller hardware an/or firmware versions to the minimum requirements specified in this document. This can be done at any time prior to the upgrade and migration to FCWnx.
- **System Upgrade & Migration** – Plan, schedule, and execute the system upgrade and migration. It is recommended that customer training be performed prior to executing the actual upgrade and migration on-site.

**Q: How can I pre-qualify my system for compatibility with the initial FCWnx v7.5 release feature set to make sure it meets my needs?**

A: The GE Security Applications Engineering Pre-Sales Support Team will assist you with prequalification, recommendations, and planning. A system evaluation utility will be used to analyze

your current system configuration and utilized feature set. A gap analysis report will be produced and reviewed with you to determine compatibility and what upgrade options may be appropriate.

**Q: What version does my GE Security InfoGraphics system need to be at for upgrade compatibility and migration to FCWnx?**

A: Systems should be updated to the following software versions for upgrade compatibility prior to performing a database conversion and migrating to FCWnx:

- Diamond I version 8.11.a7
- Diamond II version 2.3 SP3
- Sapphire Pro version 4.75.03

FCWnx provides a database conversion utility that will prepare and convert the above Diamond II system version databases to the specific FCWnx format required. Data integrity is critical and validation of this process may need to be performed multiple times in advance to insure quality of the actual on-site conversion of the live production system just prior to migration switchover.

The GE Security Technical Support department will offer an InfoGraphics System to FCWnx database conversion service for a flat fee for those customers who do not wish to perform this procedure on their own. Database backups on CD media can be submitted to GE Security and will be converted and validated to be FCWnx ready. The final converted and validated database will be returned on CD media.

**Q: Will my current GE Security InfoGraphics ACU Controllers work with FCWnx?**

A: ACU Controllers supported are those manufactured and shipped since approximately 2000 and are of surface mount technology, Motorola ColdFire processor based, 16MB RAM, FLASH memory, and capable of running v3.0 firmware or higher. These supported characteristics are found in the following models:

- ACUX, ACUXL, and ACURS Series
- Downstream RRE, RIM, RRM, and IKE peripherals are compatible

To verify if your existing ACU controllers will be compatible with FCWnx, you can produce a Panel Status Report from your Sapphire Pro or Diamond system that provides Standard and PROM information details for each ACU. You can generate this report from **Main Menu > Status/CTRL > Panel Status**. This information should be submitted to the GE Security Applications Engineering Pre-Sales Support Team in Boca Raton, FL for review and validation.

If any ACU controller is identified as not having upgrade compatibility, it is more than likely an older generation ACU2 series PCB assembly that will need to be replaced. This can be easily accomplished by ordering a new ACUXL PCB assembly (Part Number ACU-XL16B) and performing an ACU2 PCB assembly replacement as described in the "Replacing ACU2 PCB Assembly.PDF" document.

In preparing for this upgrade and migration to FCWnx, it is recommended wherever possible, that any head of line ACU controllers that are connected to an InfoGraphics system server via serial communications be switched to LAN connectivity. This will provide increased benefits in performance and flexibility for distributed load balancing that can take advantage of the "Com Client Redundancy for Device Hosting and Failover" option available in FCWnx.

**Q: What are the computer requirements for Facility Commander Wnx?**

A: The table below shows the hardware, operating system, and database requirements for Facility Commander Wnx. In most cases, it is recommended to implement a new server for Facility Commander Wnx, as to provide a progressive migration from an InfoGraphics system to FCWnx in a live production environment. Customers will want to retain their InfoGraphics system server for reporting against database history and archives prior to the migration.

Specifications	Minimum	Recommended	OS & DB Support
<b>Professional Edition</b>			
Server	Intel P4 2GHz CPU 2 GB RAM 10/100/1000 NIC DVDROM 1024x768 16bit color 10 GB HD free space	1 x 2.XGHZ CPU / Quad Cores 4 GB RAM 10/100/1000 NIC DVDROM 1024x768 32bit color 10 GB HD free space Raid 1	Win XP Pro SP3 Vista SQL 2008 express
Clients	Intel P4 2GHz CPU 2 GB RAM 10/100/1000 NIC DVDROM 1024x768 16bit color 10 GB HD free space	1 x 2.XGHZ CPU / Dual Cores 2 GB RAM 10/100/1000 NIC DVDROM 1024x768 32bit color 10 GB HD free space	
<b>Enterprise &amp; Global Edition</b>			
Server	Intel P4 2GHz CPU 2 GB RAM 10/100 NIC CDROM 1024x768 16bit color 10 GB HD free space	1 x 2.XGHZ CPU / Quad Cores 4 GB RAM 10/100/1000 NIC CDROM 1024x768 32bit color 10 GB HD free space RAID 1 or 10	Win 2003 Server R2 SQL 2005 Server SP1 Or Win 2003 Server R2 SQL 2008 Or Win 2008 SQL 2008
Clients	Intel P4 2GHz CPU 2 GB RAM 10/100/1000 NIC DVDROM 1024x768 16bit color 10 GB HD free space	1 x 2.XGHZ CPU / Dual Cores 2 GB RAM 10/100/1000 NIC DVDROM 1024x768 32bit color 10 GB HD free space	Win XP Pro SP3 Vista
<b>NOTES:</b>			
Servers should be equipped with an appropriate backup media device such as CDRW, Tape, or network accessible storage. A routine backup plan should include the FCWnx SQL Server database and the full contents of the GE/FCWnx folder under program files.			
All Global Edition deployments should have the same versions of operating system and SQL at each server.			
Integrated Digital Video Surveillance can be CPU and memory intensive. Workstations intended for real-time alarm & event driven video management should exceed recommended client specifications. For video intensive operations, workstations with Dual Processors (Each with Dual or Quad Cores), 4GB System RAM, and 128MB Multi-Monitor Video Cards are recommended.			

**Q: What are the actual upgrade procedures that will need to be performed once I have satisfied the main pre-migration upgrade requirements?**

A: Step by step instructions are detailed in Chapter 5 of "460645001 FCWnx v7.5 Upgrade Manual. PDF". The general procedural steps are:

1. Update customer's current Sapphire Pro or Diamond system software and ACU hardware to minimum requirements and perform pre-conversion preparations
2. ACU controller communications are recommended to be converted over to direct LAN onboard for maximum benefit of FCWnx hosting and failover capabilities
3. Install new FCWnx Server(s) and Clients on LAN and license system appropriately, validate network connectivity OK in Workgroup or Domain deployment
4. Convert Database on FCWnx server, perform any necessary manual programming for items not covered under the conversion utility which you have previously noted
5. Take ACUs off-line in Sapphire Pro or Diamond, bring them on-line in FCWnx from Controller Monitor
6. Confirm all is OK, turn on FCWnx ACU protocol lock
7. Retain access to Sapphire/Diamond server for history reporting as needed

**Q: What database records, files, or other items are NOT converted from an InfoGraphics system under the database conversion utility process?**

A: Items that are **NOT** converted:

1. Permissions for the various Operators will need to be reset.
2. Badge designs – Will need to be recreated with the new FCWnx Photo ID Credentialing option, which includes a fully featured Credential Designer application.
3. Graphics maps and icons will need to be recreated and imported with the new FCWnx Graphics Monitoring and Control package, which includes a fully featured Map & Symbol Editor application. Graphics maps must be in JPG, GIF, PNG, or AutoCAD DXF R12 format before they can be recreated and imported into FCWnx. WMF, EMF, and ICO image formats are not natively supported.
4. Reports – FCWnx provides standard reports that are applicably equivalent to those found in your InfoGraphics system. Any additional or custom reports above and beyond those provided with FCWnx will need to be recreated.
5. Serial CCTV Switcher configuration & alarm assignments will require reprogramming
6. Global Alarm Masking functions will require to be re-associated with applicable record relationships
7. Global Remote Control functions will require to be re-associated with applicable record relationships
8. History Archive data is not converted and shall remain accessible only on your InfoGraphics system server

**Q: What are the InfoGraphics system features NOT supported in the initial FCWnx v7.5 release?**

A: FCWnx provides a broad range of enhanced capabilities, new features, and implementation concepts that are equivalent for achieving the majority, if not all, of your InfoGraphics system functions in the initial FCWnx v7.5 release. The following table identifies specific features and options that are not natively supported in the FCWnx v7.5 release. GE Security will continue to invest and develop future releases of the FCWnx platform and our customers can expect many of these features to be available in equivalent form as they apply to current market requirements.

CAPABILITIES	Sapphire Pro	Diamond I	Diamond II	FC Wnx
<b>STANDARD FEATURES</b>				
Area Loading - Occupancy Control Monitor Counting & Restriction	Yes	Yes	Yes	No
Area Loading - Real Time Muster Control Monitor	No	No	Yes	No
Two Person Rule - Personnel Classification & Presence Control	Yes	Yes	Yes	No
Two Person Keypad Alarm Masking	No	Yes	Yes	No
Temporary Card Enrollment Reader Activation	Yes	Yes	Yes	No
Operator Login Scheduled Effective/Expiration Date Control	No	No	Yes	No
Employee/Visitor Screen Designer	No	No	Yes	No
GARC Access Event	No	No	Yes	No
<b>STANDARD OPTIONS</b>				
Guard Tour	Yes	Yes	Yes	No
Monitor Point Verification - Maint walk test monitoring & reporting	Yes	Yes	Yes	No
Host Upload Text File Utility	Yes	Yes	Yes	EFI Utility
System Interface - Paging Visiplex	Yes	Yes	Yes	No
DII Cardholder API	No	No	Yes	No
System Interface - Intercom Stentofon	No	Yes	Yes	No
Alarm Interface - Radionics D6500 / D6600	No	Yes	Yes	No
<b>LEGACY &amp; CUSTOM SPECIALS NOT COMMERCIALYY AVAILABLE</b>				
System Interface - Oasis	No	Yes	Yes	No
System Interface - Bio Reader Portal Control	No	Yes	Yes	No
System Interface - SCADA/MODBUS	No	Yes	No	No
System Interface - Computer Aided Dispatch Server	No	Yes	No	No
System Interface - Siemens Apogee	Yes	Yes	Yes	No
Alarm Interface - Siemens MXL Fire Panel	Yes	Yes	Yes	No
Alarm Interface - Simplex Fire Panel	Yes	No	Yes	No
Alarm Interface - Intrepid Perimeter Fence Detection	No	No	Yes	No
Alarm Interface - FIBERSENSYS	No	Yes	No	No
Alarm Interface - Anti Loiter System	No	Yes	No	No
Alarm Interface - Digitize	No	Yes	No	No
Video DVR - Invision	Yes	Yes	Yes	No
Video DVR - Intellex	No	No	Yes	Yes, v3.1
Video DVR - NICE	No	No	Yes	Yes, v8.0
(SEQ) AUTOMATIC CARD NUMBER SEQUENCING	No	Yes	Yes	No
(INCIL) AUTOMATIC INCREMENT ISSUE LEVEL	No	Yes	No	No
(UNV ) CUSTOM SPECIAL	No	Yes	No	No
(WDW) DURESS PIN CUSTOM SPECIAL	No	Yes	No	No

**Q: What are the FCWnx v7.5 upgrade benefits and platform capabilities I should be presenting to my InfoGraphics customers to aid in their decision making process?**

A: FCWnx provides a broad range of enhanced capabilities, new features, and platform deployment options that are summarized in the following table:

<b>Why Upgrade?</b>	<b>from Sapphire / Diamond</b>	<b>to Facility Commander Wnx</b>
<b>GUI Usability</b>		
Look and feel	HTML / Menu application lists	Windows XP / Office application groups
Desktop application window management	Multi-application admin & monitoring, single window desktop	Multi-application admin & monitoring, multi-window, multi-monitor desktop
<b>Integrated Digital Video Surveillance</b>		
Video driver support	GE DVMRe CD, CT, CT-II Series	GE DVMRe CD, CT, CT-II Series
	GE StoreSafe Pro, Pro-II Series	GE StoreSafe Pro, Pro-II Series
		GE SymDec, SymSafe/Pro Series
		GE SymNet-1, Legend IP Dome
		GE VisioWave Discovery 300,12XX,24XX (v4.1)
		GE VisioWave Evolution 28XX,30XX (v4.1)
		AD Intellex DVMS8000 (v3.1)
		Pelco DX8000 (v1.0)
		Panasonic WJ-HD500A (v2.5)
		Integral DVXi (v3.1, v4.0, v4.1)
		Integral DS Xpress (v2.1)
		NiceVision Harmony (v8.0)
		NiceVision Pro (v8.0)
		Digital Watchdog DW-Pro (v2.3)
Video Device Tree Navigation with camera drag & drop	No	Yes
User definable, multi-camera custom views	No	Unlimited
Multi-camera video management and viewing	Multi 1-UPs only	Multi 1-UP, 2-UP, 4-UP, 9-UP, 16-UP, Custom 7-UP, Custom 11-UP, Custom Center/Perimeter
Quick recall video playback on any camera view	No	Easy right mouse click navigation: Last 15sec, 30sec, 1min, 2min, 5min or last 3 events
Auto pop-up live video view on alarm	Multi 1-Ups only	Configurable for multi-camera views in single window replace or multi-window continuous
Create and save video clips to file	Limited	From playback of multi-recorded and live video streams simultaneously
<b>Graphics Monitoring &amp; Control</b>		
Graphics Map Preferences Editor	No	Yes
Multi-layer CAD import, create, edit, viewing	No	Yes
Map import file formats	.EMF	.JPG, .GIF, .PNG and AutoCAD .DXF R12
Full design tool palette with drawing, image import, text, and hyperlink control of DB device objects	No	Yes
Device symbol editor and library for quick drag and drop icons, precision placement with nudge	No, Fixed Icon Library	Yes

Dynamic multi-state device symbols	Static symbol tri-state (Alarm, Reset, Trouble)	Dynamic multi-state, all states user configurable per device symbol
Device symbol import file formats	Dedicated Icons	. JPG, .GIF, Animated .GIF, .PNG
Multi-map navigation management and viewing	Single window, multi-map drill down, single layer view at a time	Multi-window, multi-map drill down, multi-layer view
Map navigation tree hierarchy by facility with real-time status	Limited	Yes
Real-time device status for alarm and non alarm conditions	Alarm states only	All alarm, event, and conditional states simultaneously
Device command & control	Limited to Door lock/unlock, Alarm Masking and Relay operations	All device dependent commands with state change confirmation
Fully scalable map views and icons with zoom control	Limited	Yes
<b>External Integration Capability</b>		
API for Device Command & Control, Status, and External Alarm Processing	No	Yes, Extended
Open SQL Database	No, DII limited to Cardholder API	Documented table access & Stored Procedures for provisioning of Personnel and Credential data with automatic controller updates
Customizable web based report server	Limited Crystal Reports (DII only)	Crystal Reports Server 2008 Support
<b>NEW v7.5 Application Features</b>		
Automatic credential deactivation based on duration of inactivity policy	DII only	Yes
Threat Level Access – change hierarchy of personnel access per controller(s), manual operation or via global event triggers from controller(s) alarm input(s)	No	Yes
Alarm Category – user definable classification of alarm records for augmenting alarm monitor assessment	Yes	Yes
Alarm Lock Down – Change PXNplus based controller(s) operational mode based on local alarm input(s) via global event triggers	NA	Yes for M-Series & DirecDoor, planned for new PXNplus based ACU series
Local Keypad Extended Unlock/Shunt – PXNplus controller supported reader keypad extended unlock command with local shunt & pre-alarm annunciation	NA	Yes for M-Series & DirecDoor, planned for new PXNplus based ACU series
New External Reports – “Who Has Access” and “Reader Where When” report for easy auditing	No	Yes
ACU based controller Security Area & Access Rights Management	Individual records configured separately across multiple forms	Simplified AREA and ACCESS RIGHTS forms for easy configuration and assignments
<b>NLS Language Packs</b>		
Arabic	No	Yes
Dutch	No	Yes
French	No	Yes
Italian	No	Yes
Japanese	No	Yes
Korean	No	Yes

Portugese	No	Yes
Russian	No	Yes
Simplified Chinese	No	Yes
Spanish	No	Yes
Traditional Chinese	No	Yes
Turkish	No	Yes
<b>Operating System &amp; Database</b>		
Windows Vista support	Yes	Yes
Windows Server 2008	No	Yes
SQL Server 2008 Express	No	Yes
SQL Server 2008, local or remote DB inst.	No	Yes
SQL Server Cluster, remote DB inst.	No	Yes
32 & 64 Bit Server environment support	No	Yes

***For specific feature support and additional FCWnx platform capabilities of benefit to InfoGraphics Sapphire/Diamond system customers, please refer to Facility Commander Wnx system data sheets***