

ACS OnSite SE

# Firmware Upgrade Guide



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## Upgrading the Brivo ACS OnSite SE Appliance Firmware

On occasion, Brivo LLC will issue an upgrade of the ACS OnSite SE firmware. All upgrades will be listed on the Brivo website.

This operation is restricted to System Account Administrators with read/write access.

### What To Expect

When upgrading the firmware on an ACS OnSite SE, the general steps are as follows:

1. Upgrade the firmware on the Appliance (< 1 minute)
2. Restore database (1-10 minutes)
3. Upgrade the firmware on the client-mode panels (1-3 minutes)

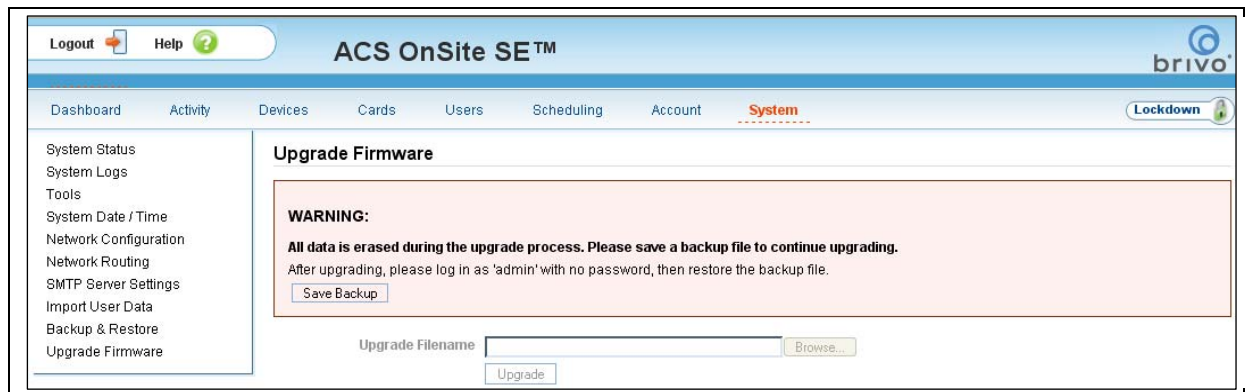
Total downtime is expected to be well within a 15 to 30 minute range.

### General Warnings

- Upgrades of the Appliance firmware require a reload of the application data. **YOU MUST MAKE A BACKUP PRIOR TO UPGRADING, THEN RESTORE FROM THAT BACKUP AFTER THE UPGRADE IS COMPLETE.**
- All client-mode panels will shut down when the appliance is upgraded, so be aware that the system may not be responsive for the duration of the upgrade process.


### Upgrade the Appliance Firmware

1. Download the firmware update file from <http://www.brivo.com> prior to beginning the upgrade process.
2. Click the **System** link. The System Status page displays.
3. Click **Upgrade Firmware** from the sidebar menu. The Upgrade Firmware page displays.



4. Create a backup of your current database by clicking **Save Backup**. Your operating system guides you through the procedures for saving the backup.
5. Enter the name of the upgrade file in the **Upgrade Filename** field, or click **Browse** to search your system for the appropriate file
6. Click **Upgrade**. The upgrade process runs, outputting its progress as it goes.
7. At the conclusion of the upgrade, the system will restart.

- Log back into the application and follow instructions below to restore the database.

	<p><b>WARNING: Do not interrupt upgrades!</b></p> <p><i>While the system takes every possible measure to ensure a graceful rollback in the event of failure, interrupting the upgrade process may render the system inoperative.</i></p>
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## Restoring the Application Database

After upgrading the appliance, the OnSite SE has a blank database. To restore from the backup saved just before the upgrade, log into the appliance with the username **admin** and no password. This will load the following page:

**Welcome to ACS OnSite SE**

**If this is a new install:**

Please start by setting up an administrator with read/write access to the system.

- Enter user first/last name information
- Check the **Is an administrator** box
- Enter a login name and password
- It is important that this administrator have read/write access to the system.

You will be able to edit this user again by clicking the Users tab.

**If you have just upgraded your ACS OnSite SE:**

[Click here if you have an ACS OnSite SE backup file you want to restore.](#)

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**General Settings**

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**First Name**

**Last Name**

**Administration**

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Is an administrator

**Username**

**Preferred Language**

**Password**

**(again)**

Note that this also sets the initial password on the console. This password cannot be recovered if lost.

**Write Access**

**Activate Devices**

*Initial login page*

Click on the link with the text **Click here if you have an ACS OnSite SE backup file you want to restore.** The System Backup and Restore page loads.

- In the **Restore** section of the page, enter the name of the file you want to restore in the **Filename** field, or click **Browse** to search your system for the appropriate file.
- Once you are certain that you want to complete the restoration, check the **Confirmation** box that reads **I am about to erase all data on the system and replace it with new data.**
- Click **Restore**. The system restore can take a while to complete. Progress is reported along every step of the

way.

## Upgrading Client-Mode Panel Firmware

After the upgrade of the appliance is complete, the client-mode panels will connect to the appliance with an older version of firmware.

1. Click on the **Dashboard** link. The Dashboard page displays.
2. Click on the **Hardware** tab on the Dashboard Page. A list of connected control panels displays.
3. Click on the **Upgrade** button next to each panel, once per panel. The panels will upgrade in 2-3 minutes.

Note that the panels may re-connect one or more times to the appliance before the upgrade is complete. This is a normal part of the upgrade process.

When the panels have completed their upgrades, they will reconnect to the Appliance.

## Finished

This completes the upgrade process.