



## 3xLOGIC Infinias System Migration Guide 2022 Software Installation Guide

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## Overview

### Purpose

This is a step-by-step of what to expect when migrating an installation of Intelli-M Access software.

**Note:** The software versions do not need to match, running a repair on the new system after restoring the database will upgrade the database.

### System Requirements

#### Software

The following versions of Windows are currently supported:

- Windows 8.1 Professional
- Windows 10 Professional
- Windows Server 2012 R2
- Windows Server 2016
- Windows Server 2019

Note: An upgraded OS that wasn't originally running a professional installation may not contain the required Internet Information Services, MS Message Queuing, or .NET software after the upgrade.

### Supported SQL Versions

- SQL Server 2014
- SQL Server 2016

- SQL Server 2017

## Hardware

The Intelli-M Access software requires the following hardware dedicated for optimal performance.

### Under 50 Doors

- 2.2GHz CPU
- 4GB RAM
- 100GB of hard drive free space available AFTER installation.

### Under 300 Doors

- 3.5 GHz
- 8 GB RAM
- 100GB of hard drive free space available AFTER installation.
- Solid State Hard Drive

### Over 300 Doors

A server grade system should be dedicated for a large installation over 300 doors. This includes a fully licensed custom installation of SQL Server to maintain the large number of events being processed by the software. Please contact Support or Sales Engineering for recommendations.

**NOTE:** In some instances, a system with less than 300 doors might require a full version of SQL to prevent filling up the SQL Express 10GB limit on database size.

## Backing Up the Database

1. Start the SQL Management Studio application, which can be found in the Start Menu Programs (Applications) Microsoft SQL Server 2014 SQL Server 2014 Management Studio.

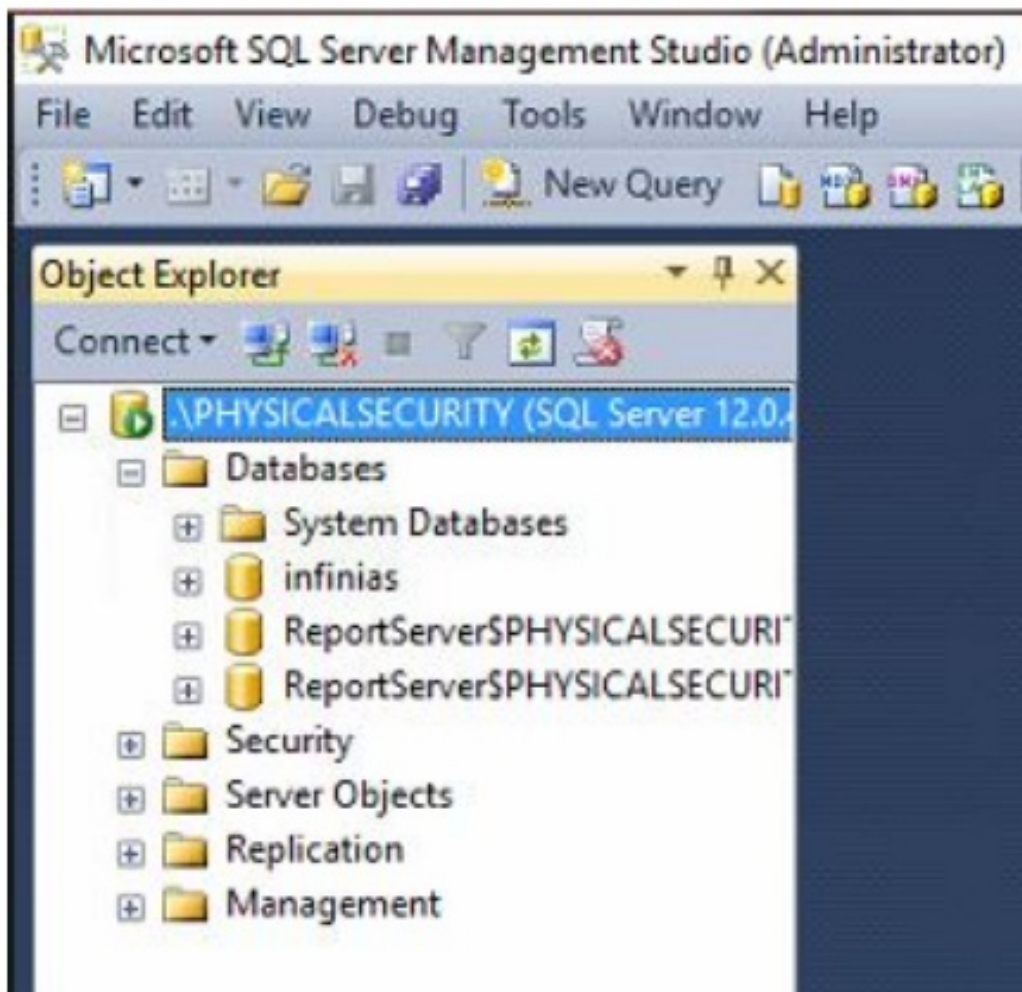
**Note:** If you do not see SQL Server 2014 in the list, look for SQL Server 2008r2.

2. Upon startup, the program will prompt for a login. Click Connect to log into the software. A menu tree will appear on the left-hand side as shown below.

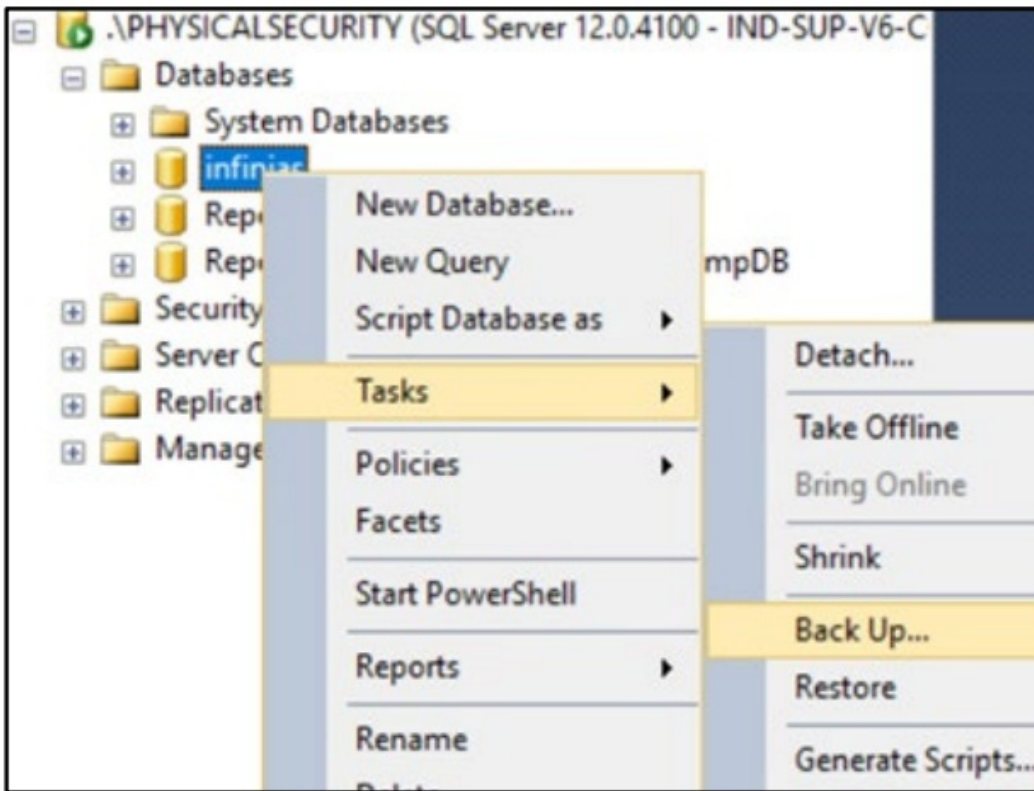
**Note:** Occasionally the default Windows Authentication credential login will not have permissions due to limitations set by the local Network Administrator or due to a custom SQL installation not installed by 3xLogic. Please contact support for assistance if this happens.



3. In the menu tree, click on the plus sign next to Databases to expand the databases tree.

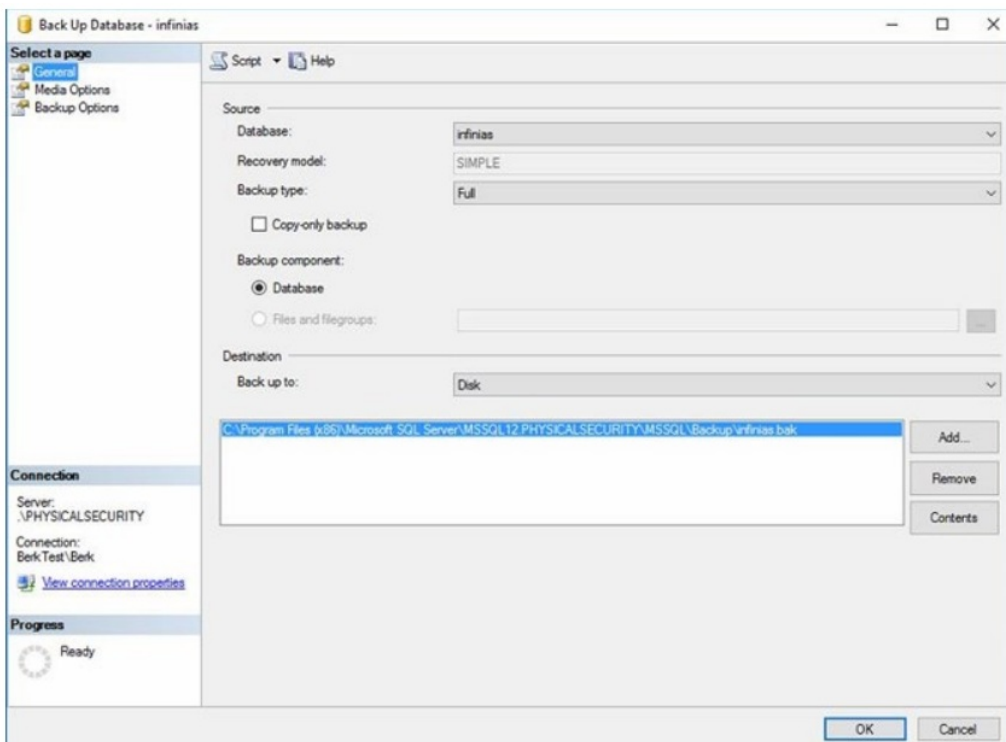


4. Locate the infinias database and right click on the database and select Task->Backup.



- On the back-up window, verify that the destination is set to Disk and make note of the default path in the section below. If the location or name is not preferred, highlight the location and click Remove. Once the field is blank, click Add... and a smaller window will appear requesting a destination and file name. Once a destination and file name have been selected click OK in the back-up window to initiate the backup. The progress will be displayed in the lower left corner of the backup window.

**Note: All back-up file names must end with extension “.bak”, this must be added to the end of the filename. For example, infinias.bak.**



- Once completed, close the SQL Studio and locate the backup file. It is suggested that the file be stored on a flash drive or separate PC in case of system failure.

# Installation Procedures

## Typical Install

1. Download the latest FULL installation package from <http://www.3xlogic.com/software-center> to ensure that the latest release is being installed.

**NOTE:** The S-Base-Kit purchased from distributors could be dated and would require a further upgrade after the initial installation.

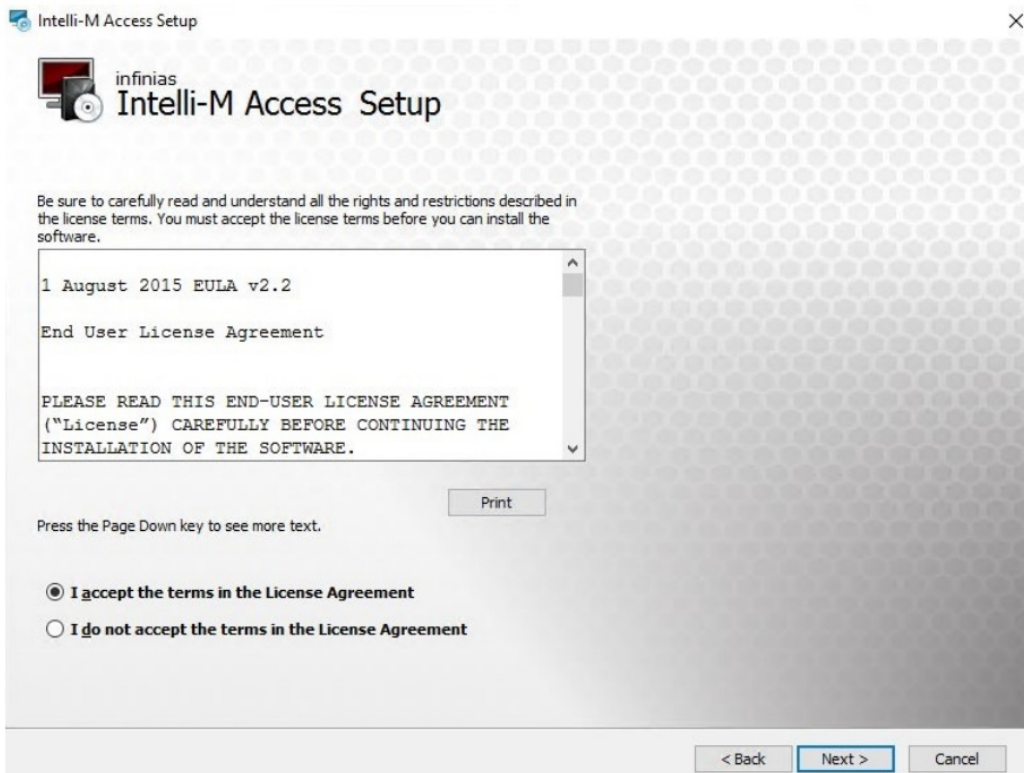
**NOTE:** Make certain an Administrative level local user account is used to accomplish the installation. On domains, make certain the user has both domain administrative rights and local administrative rights to prevent permission issues from rolling back the installation.

2. Right Click and “Run as administrator” to initialize the installation. Click Next to proceed to next screen.  
Depending on the speed of the system, it could take several minutes to progress. SQL installations can take many minutes to complete. A 40-minute installation time is very common.

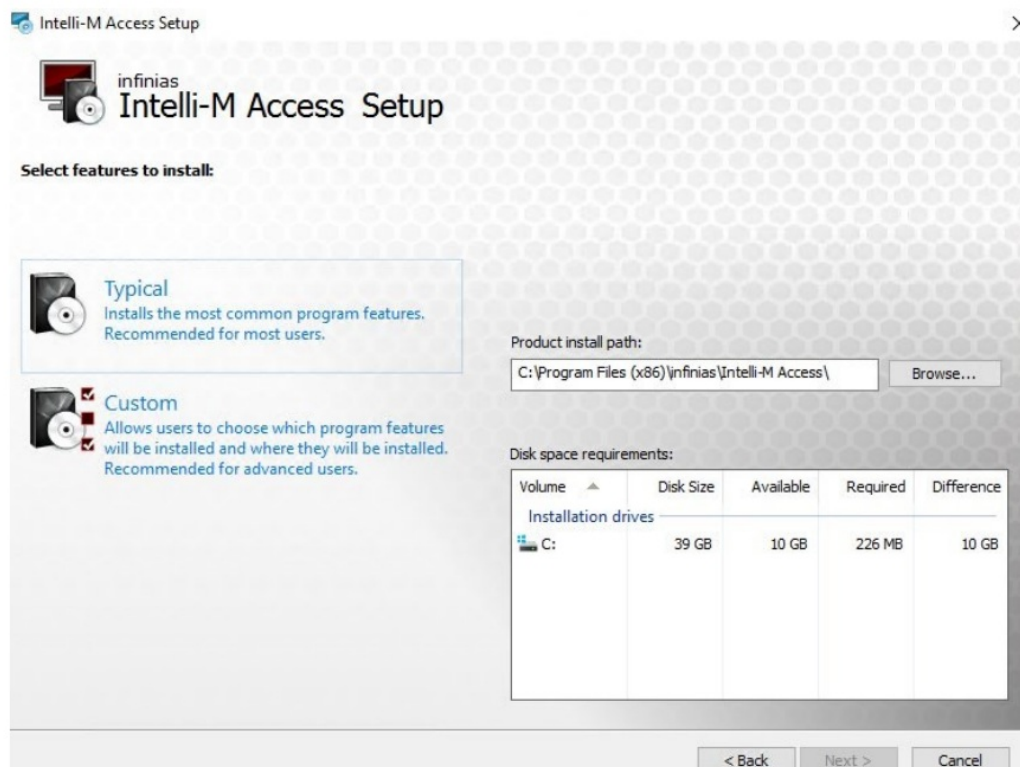


3. An End User Level Agreement (EULA) will appear.
  - a. Once the radio button is selected for agreement to the terms, click Next.

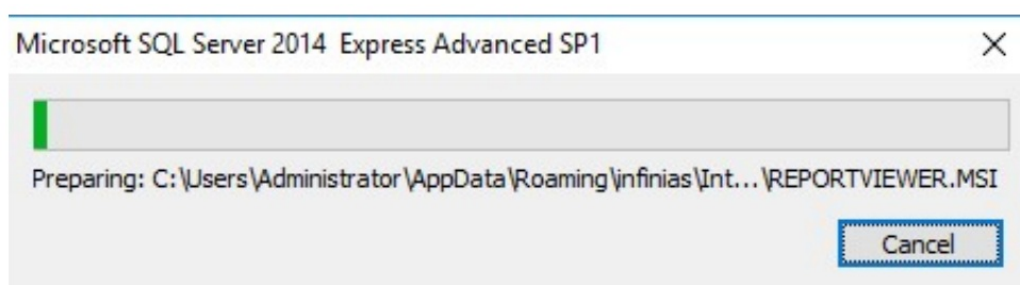
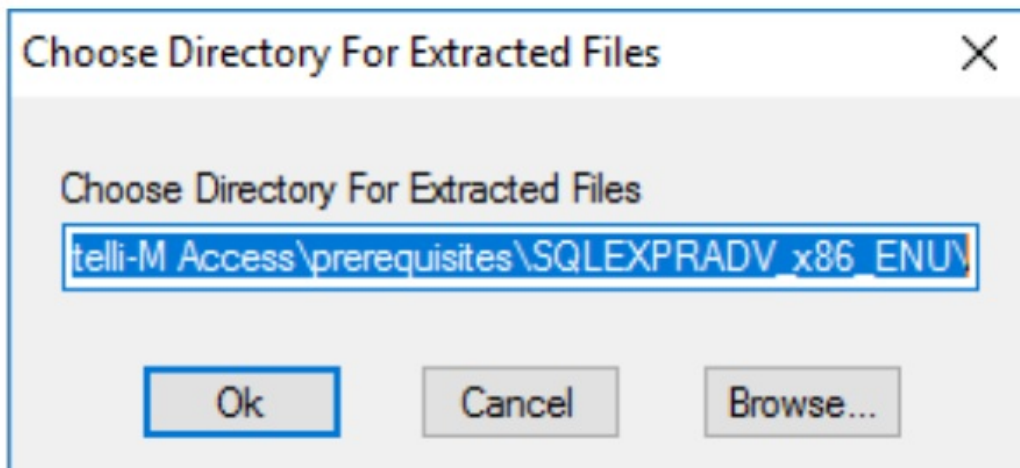
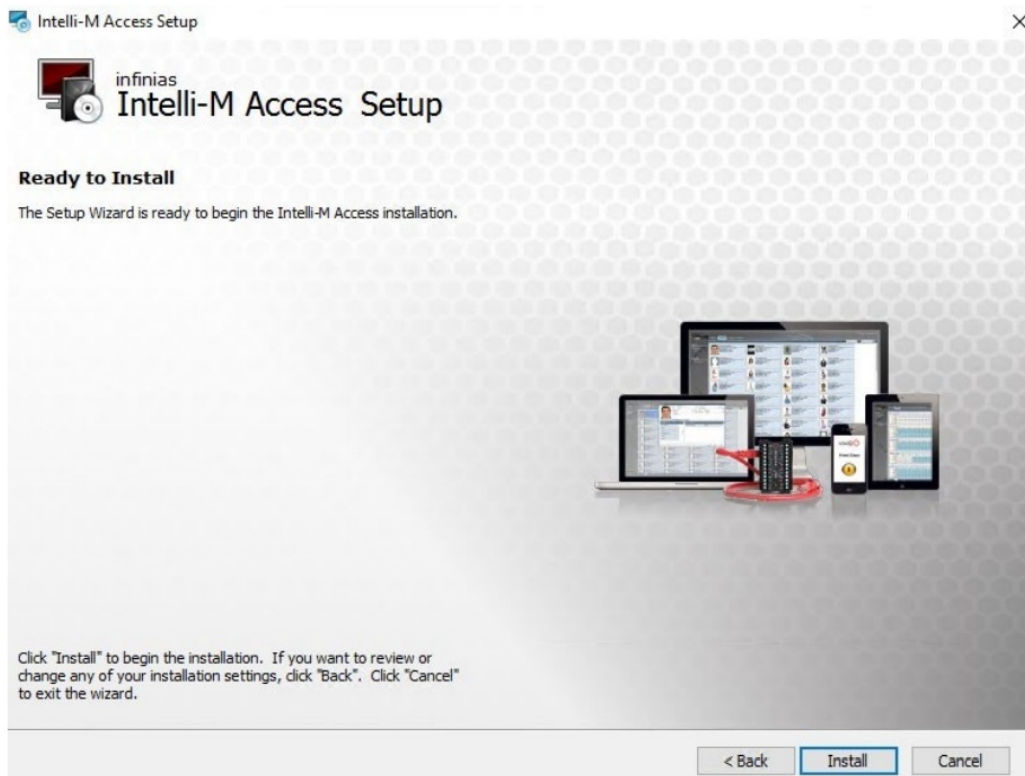




4. A features page will appear with an option to change primary directories and select a Typical or Custom installation.
5. a. This procedure will focus on the Typical installation. Proceed to the Custom installation section below for details pertaining to that type of installation.

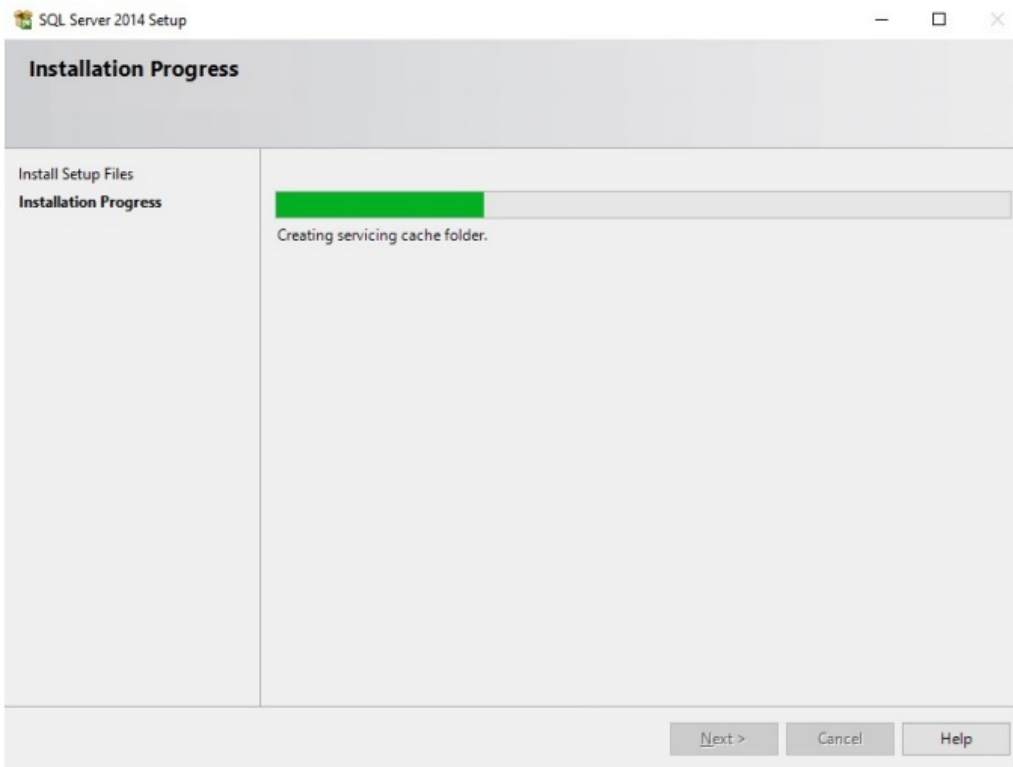


6. Click Install.

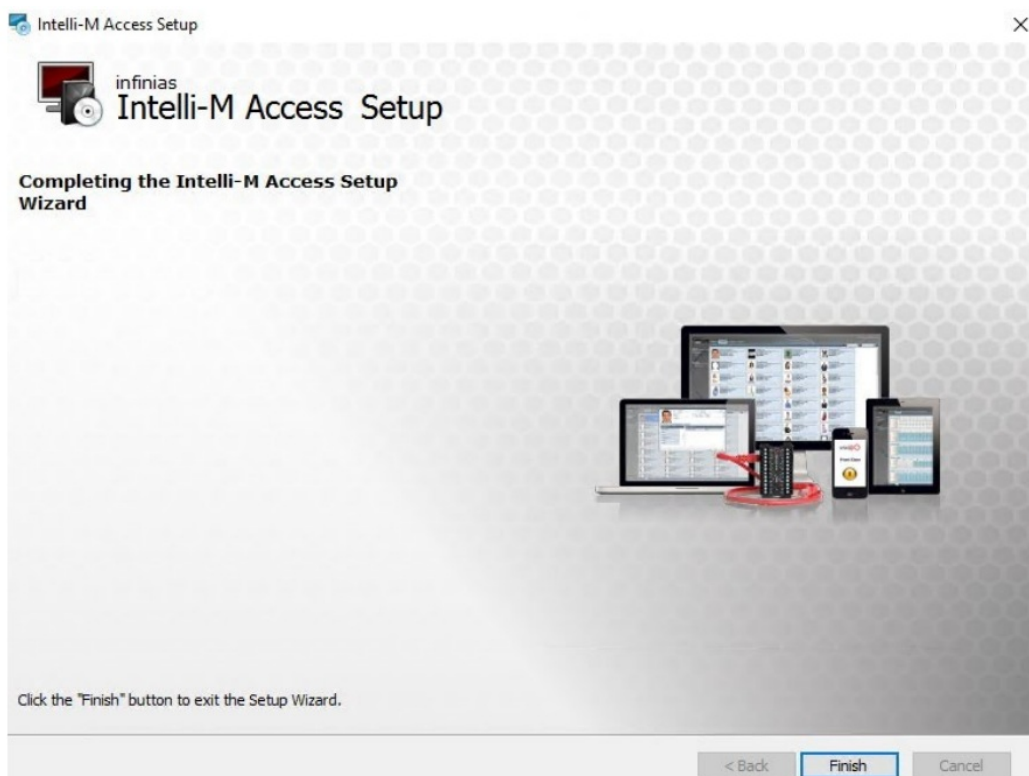


7. Then the SQL progression bar will appear.





8. The installation will go through its final steps. It is highly recommended in not attempting to install the software on a partition other than the C drive. It is very difficult in getting SQL installation to install on anything other than a root drive. If you do not have experience performing such a task, just leave the C drive as the default location.



- b. If the software rolls back and prompts you with an installation log check box, leave the window up and contact the Support team for assistance.

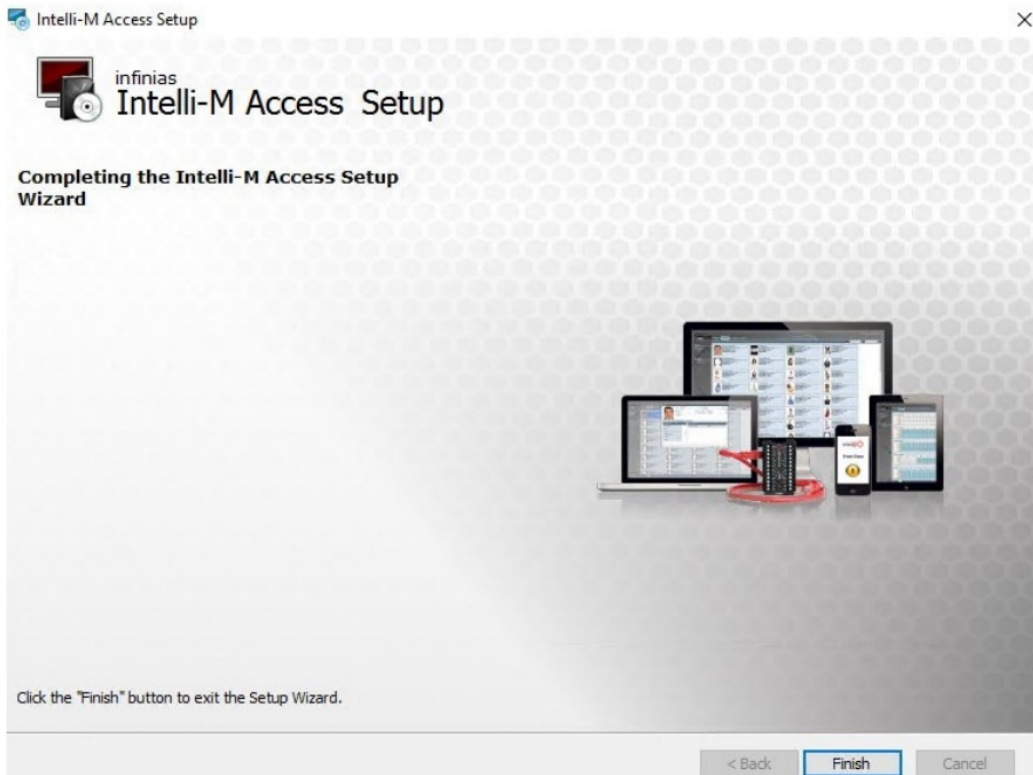
### Custom Installation

1. Download the latest FULL installation package from <http://www.3xlogic.com/software-center> to ensure that the latest release is being installed.

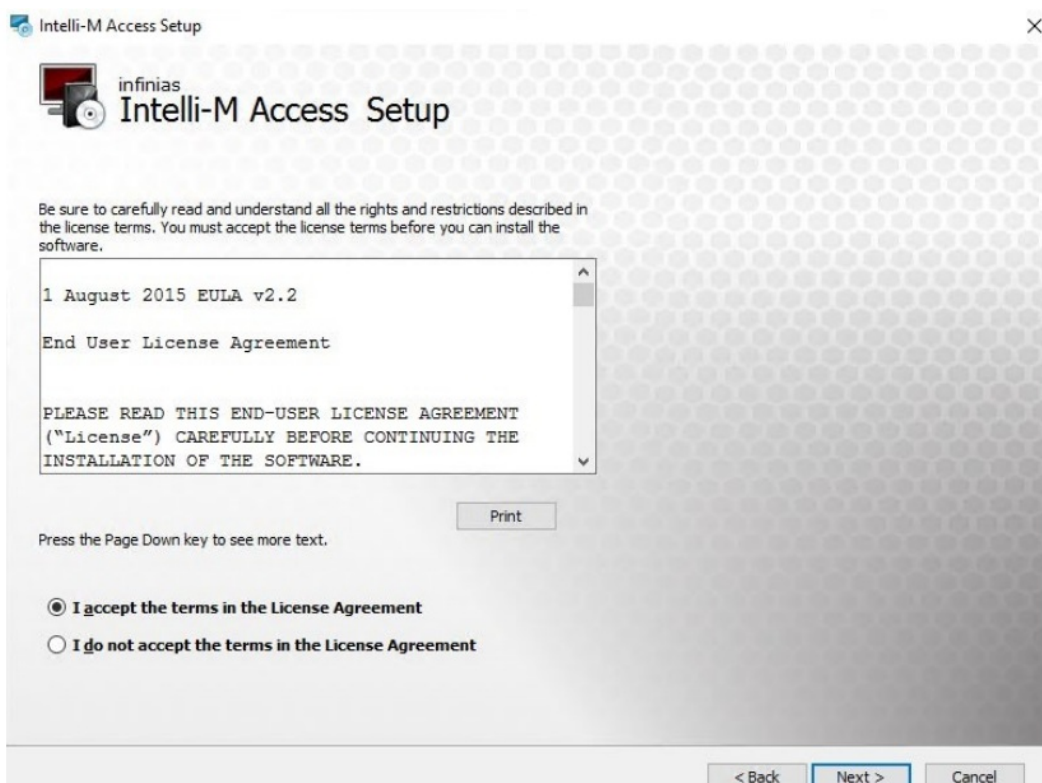
**NOTE:** The S-Base-Kit purchased from distributors could be dated and would require a further upgrade after the initial installation.

**NOTE:** Make certain an Administrative level local user account is used to accomplish the installation. On domains, make certain the user has both domain administrative rights and local administrative rights to prevent permission issues from rolling back the installation.

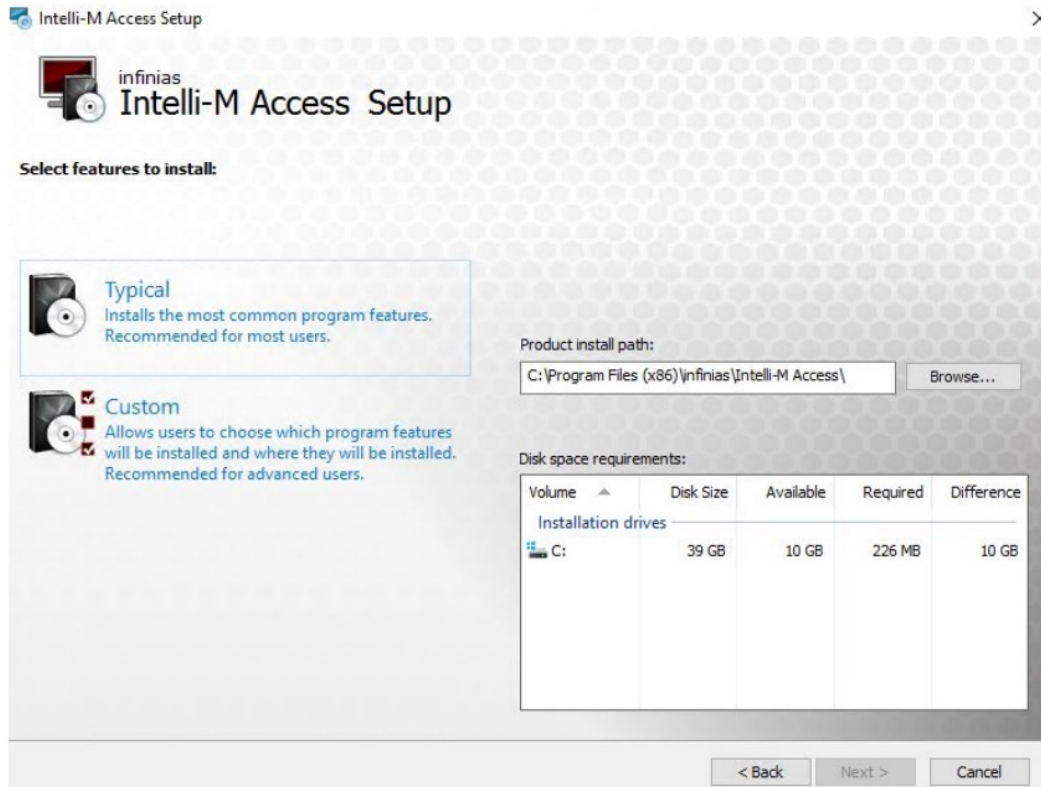
2. Right Click and “Run as administrator” to initialize the installation. Click Next to proceed to next screen.  
Depending on the speed of the system, it could take several minutes to progress. SQL installations can take many minutes to complete. A 40-minute installation time is very common.



3. An End User Level Agreement (EULA) will appear.
  - a. Once the radio button is selected for agreement to the terms, click Next.

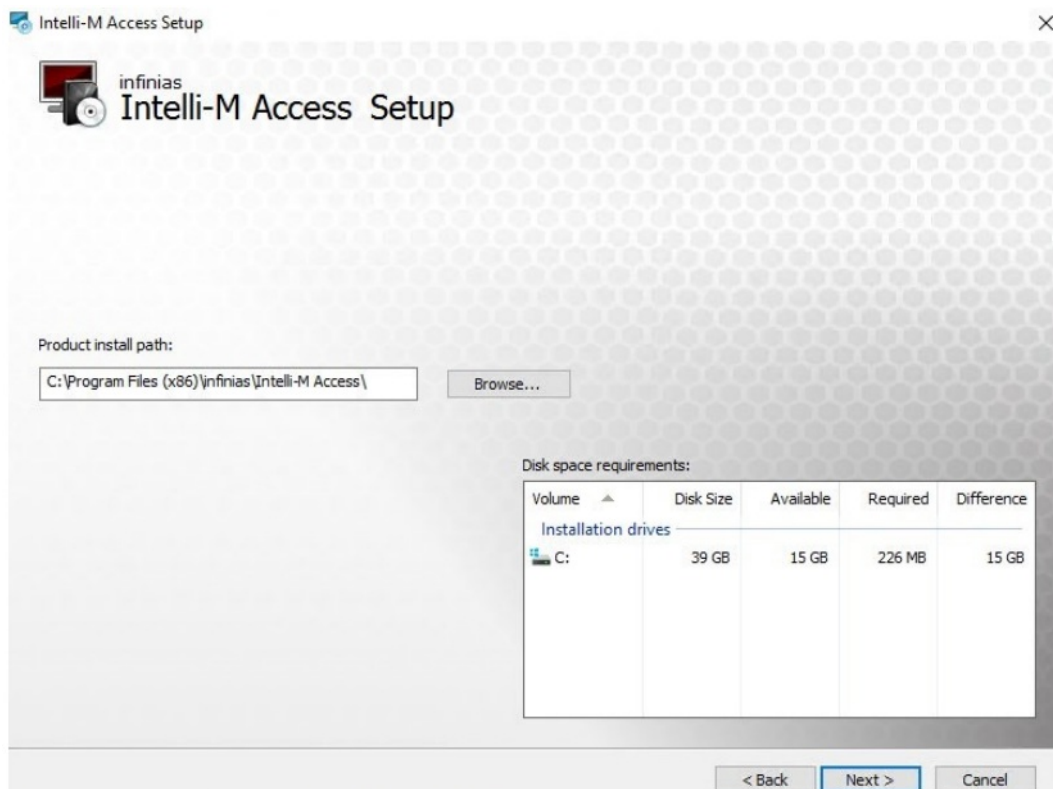


a. This procedure will focus on the Custom installation.



4. Select the location and verify the required space is available.

a. Please allocate an additional 100GB to remain free space on the C drive for future use. b. Click Next.




5. If you want to use SQL Express, you will select “Install SQL server on this Computer”

6. If you use your own SQL, you will select the “Do not install SQL Server. Use an existing SQL Server instead.”

7. Click Next.

Intelli-M Access Setup

 **Intelli-M Access Setup**

**Database Server**

Press the Next button to install Microsoft SQL Server for Intelli-M Access

Intelli-M Access will automatically install Microsoft SQL Server on this computer, and will be used to store user and door configuration data.

If you already have an existing SQL Server instance installed on this or another computer, then select "Do not install SQL Server" radio button below. Selecting the radio button will prevent Intelli-M Access from installing SQL Server on this computer.

Hint: if you do not have an existing SQL Server Instance already installed that you wish to use, or if you do not understand the question, then just press the 'Next' button.


☐ Install SQL Server on this Computer.

☒ Do not install SQL Server. Use an existing SQL Server instance instead.

< Back   **Next >**   Cancel

- Use the logged in Windows account or a specific SQL Server authenticated user.
  - Do a Test Connection to confirm there is communication between the software installer and the SQL Server.
- If it passes, click Next.

Intelli-M Access Setup

 **Intelli-M Access Setup**

**Database Server**

Select database server and authentication

If you have SQL Server installed on another computer, please enter the name and location of the SQL Server Instance. Otherwise (or if you don't know), just press the 'Next' button.

Provide the full SQL Server Instance (i.e. localhost\PHYSICALSECURITY)

Connect using:

☒ Windows authentication credentials of current user

☐ Server authentication using the Login ID and password below

Login ID:

Password:

**Test Connection**

< Back   **Next >**   Cancel



**Intelli-M Access Setup**

**Provide Domain\User Name to Configure Reporting Services**

Please provide a valid domain user account that has non-administrative rights to both this Intelli-M Access installation as well as the computer onto which SQL Server is installed. This user account will be used to authenticate from the Intelli-M Access computer to the SQL Server computer. If you do not have a user account that can be used for this purpose, please create one now and provide the full domain and user account name below:

Domain\User Name:

< Back   **Next >**   Cancel

8. An option to create a custom website name and/or port number binding is available on systems that have the default ports in use or the default web site in use by another program. Leave default if no other programs require that change. Click Next when finished.

**Intelli-M Access Setup**

**Intelli-M Access Web Application**

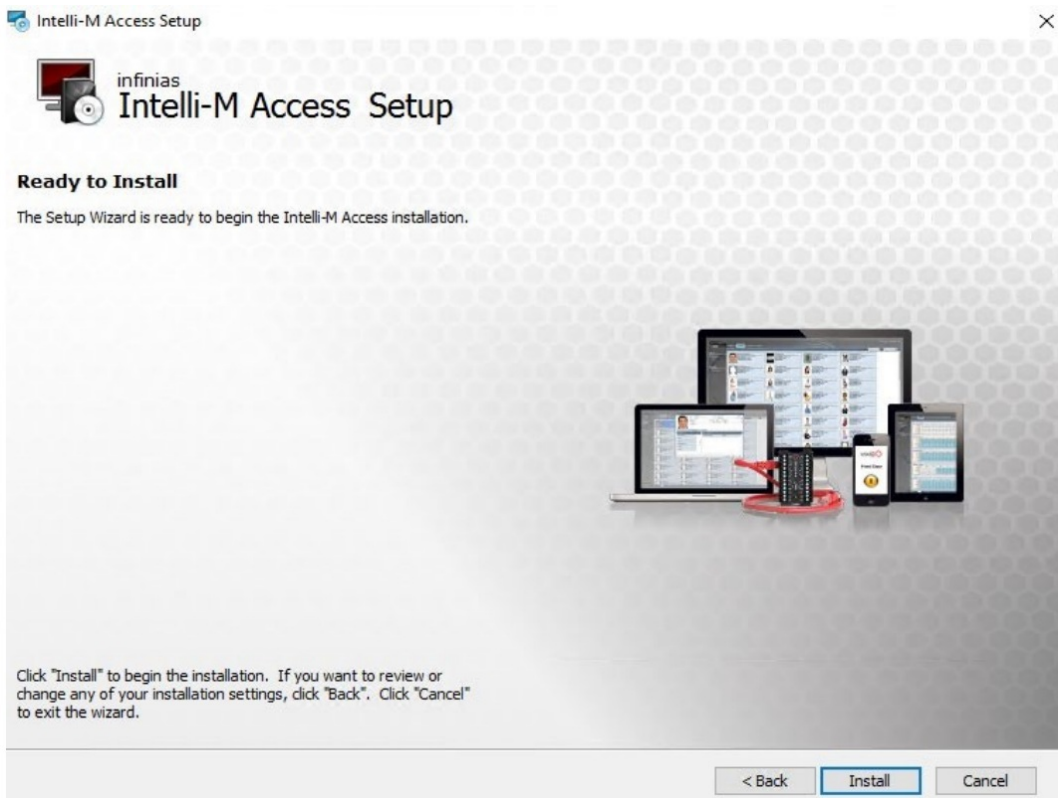
Update the web application name and port number.

If Intelli-M Access is being installed alongside another web-based product, you may need to change the website name and port number under which Intelli-M Access is installed. If so, make the necessary changes here.

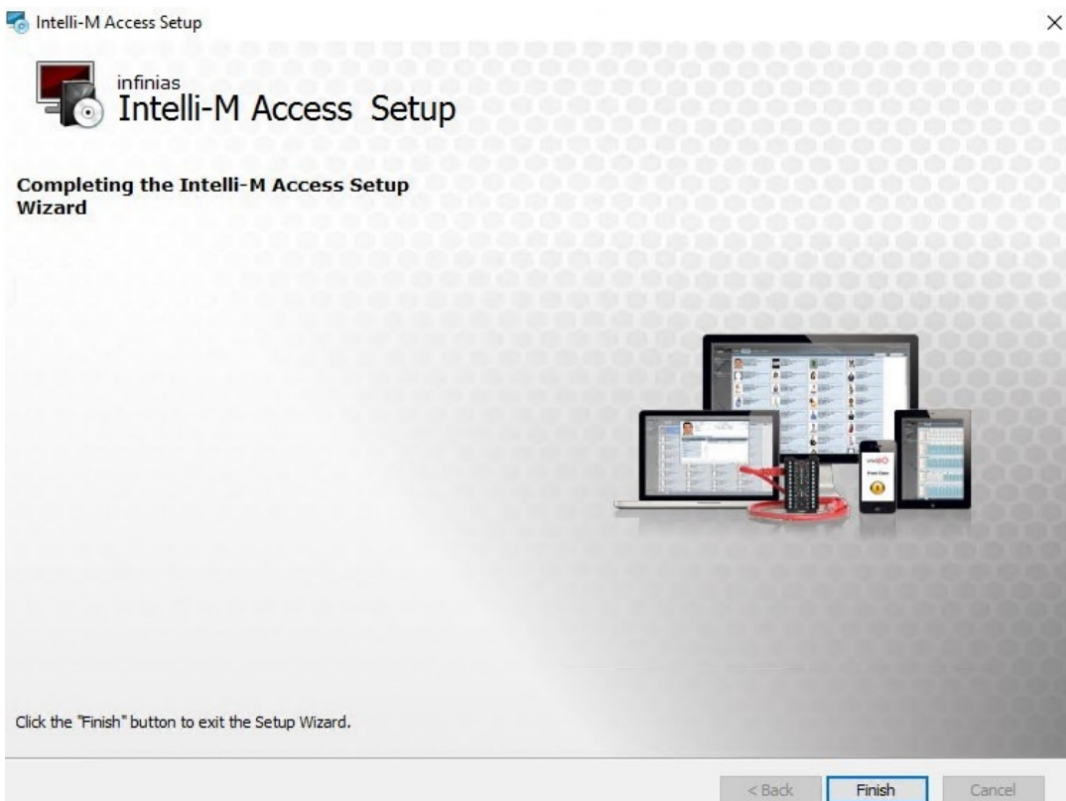
Website Name:

Port Number:

< Back   **Next >**   Cancel



9. You are ready to proceed with the installation by clicking the Install button.



## Restoring the Database

After the installation has been successfully completed, the database can be restored.

## Stopping the Services

The following services will need to be stopped:

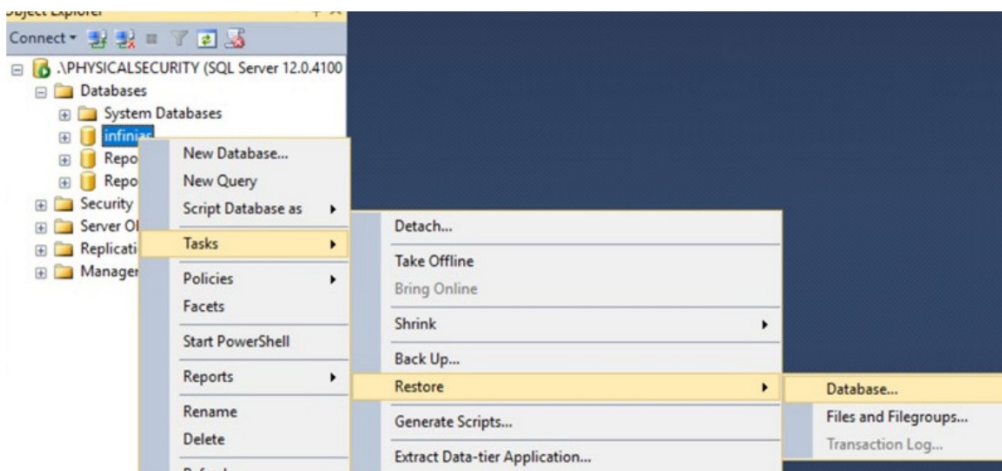


- Infinias Service Monitor followed by the reset of the Infinias services
- Message Queuing Triggers
- Message Queuing
- World Wide Web Publishing

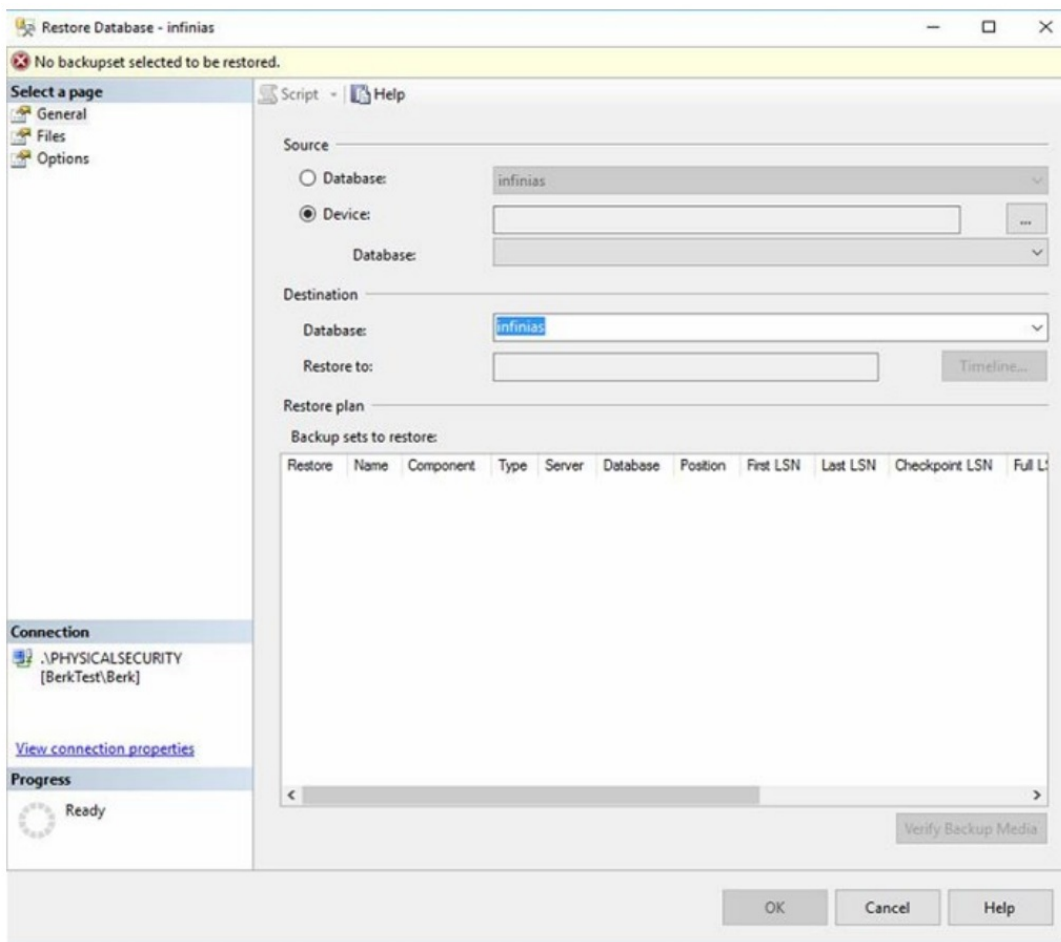
## Restoring the Database

The initial steps of restoring a SQL database are identical to backing up a SQL database.

1. Start SQL Management Studio application and log into the software.
2. In the menu tree, click on the plus sign next to Databases to expand the tree
3. Locate the infinias database and right click on the database to pull up the menu
4. Select Task -> Restore -> Database...

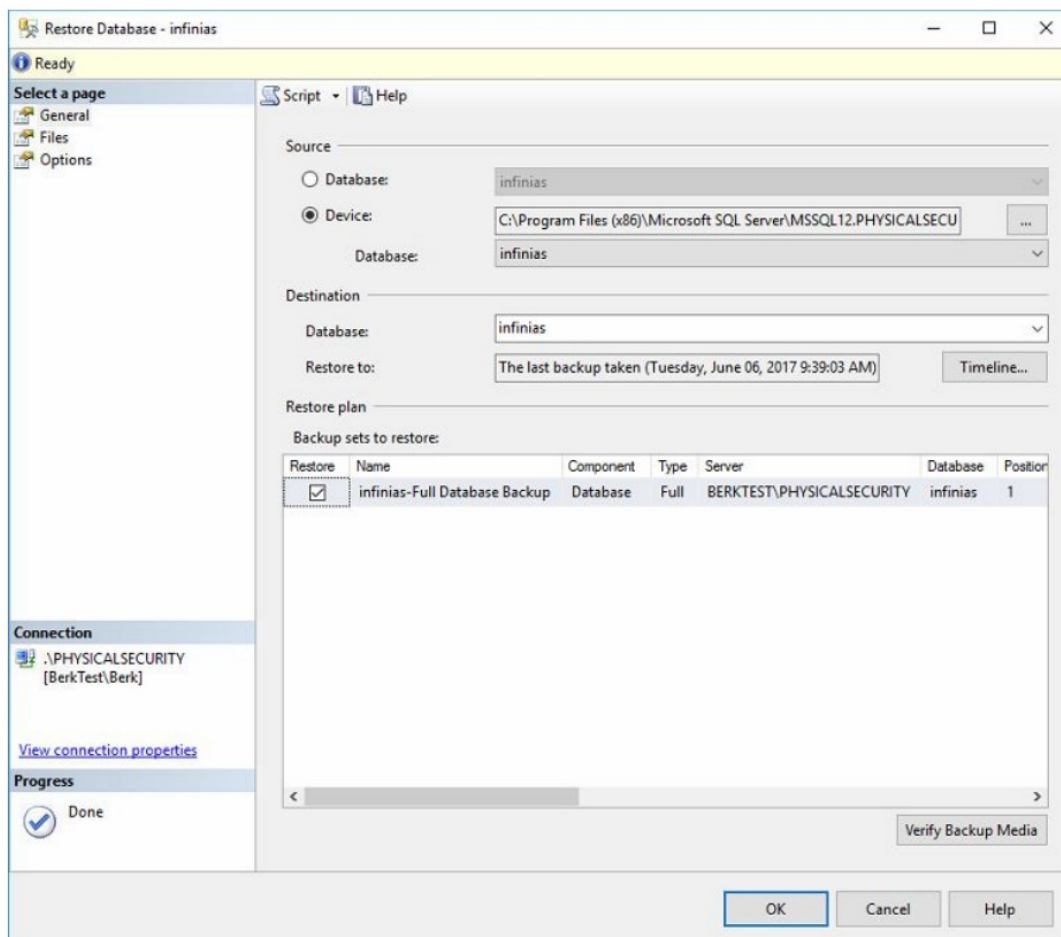


5. In the Restore Database screen, select Device and click ... to the right.



**Note:** If you do not see your backup, make sure the file has the .bak file extension and is the file type BAK. If not, make a new backup and make sure to include the ".bak" in the file name, for example, infinias.bak.

6. Once the file is selected, it should appear in the Backup sets to restore



## 7. Check off the box for Overwrite the existing database (WITH REPLACE)

**Note:** If the services are not all stopped, the restore will fail with an error indicating that the database was in use. If the problem persists, please contact support for further assistance. Once the restore is complete a repair needs to be completed.

## Running the Repair

### Starting the Services

Before running the repair, the following services will need to be started:

- Message Queuing
- Message Queuing Triggers
- World-Wide Web Publishing

The infinias services do not need to be started, the repair will start them for you.

### Starting the Repair

There are two ways to run the repair. The first is to run the installer again. The second is to go to Control Panel -> Programs and Features. Highlight Intelli-M Access software and click Change in the top menu. After clicking Next, select repair and the repair will start.

## Licensing Intelli-M Access

### Finding the License Key(s)

If you do not already have the license keys, you will need to go to the old system. There are two places to find the license keys. The first way is to go to Configuration -> Settings. All the license keys will be there. If you do not have the passwords, contact support to retrieve the license key passwords.

The other option is to go to C:\Program Files (x86)\Common Files \Infinias Shared. There will be a file called InfiniasLicense.xml. Open the file. The license key(s) and Password(s) will show up in a section highlighted:

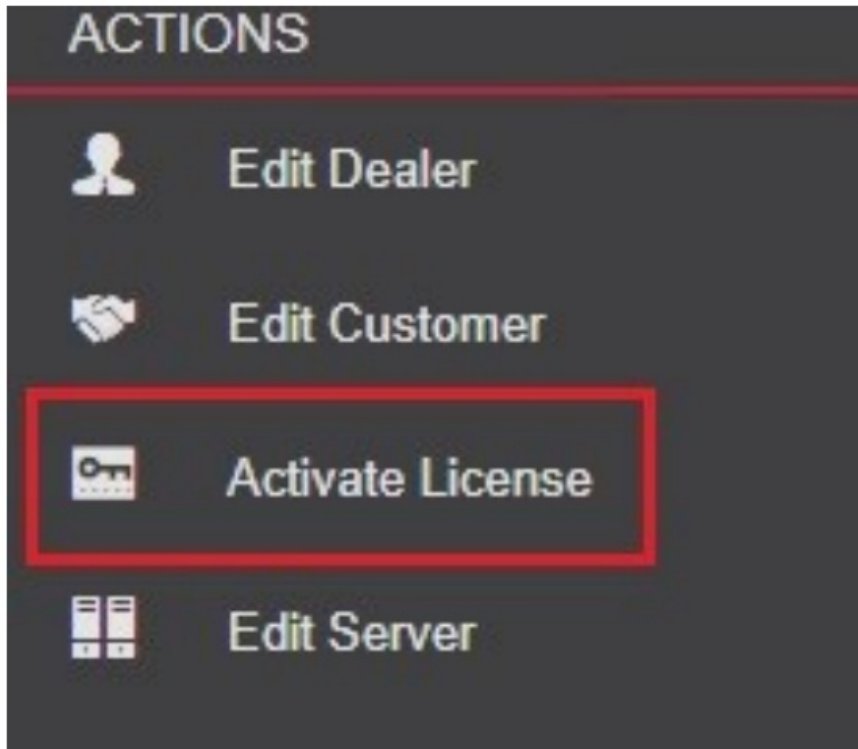
```
Licenses version="1">
<tnfiniaslicense version="1">
<Activation Date> 2017-07-14T10:08:06.9810083 -04:00</ ActivationDate>
-<ActivationStatus>Activated</Act.ivationStatus>
<ActjvationMethod>Online</ActivationMethod>
-<ManualActivationSessionCod~></ ManualActivationSessionCode>
-<ManualActivationRequest></ManualActivat.ionRequest>
```

```
<licenseId>XXXXXX</LicenseId>  
<Password>XXXXX</Password>  
4.licenseContent>
```

**Note:** If you cannot find this file, use the first method and contact support to retrieve the passwords.

### Activating the License Keys(s)

Log on to the software on the new system. Go to Configuration -> Settings, on the left near the bottom click Activate License. Activate the base license first (Essentials, Professional, or Corporate)



### Activate License ✕

#### Customer

Root

Root

Please provide your License Key and Password to begin License Activation or [I have been provided a file for activating a license...](#)

License Key

Password

Activate

Cancel

then the other licenses if any.

If you get an error activating the license, try refreshing the license page. The licenses should show up on the registration page as shown in the example below. If you do not see your license contact support for assistance.


Licenses		
License Key: 6072441: World Mobile Credential 20 pack 20		Activation Date:: Wednesday, May 1, 2019
License Key: 6072439: World Corporate Unlimited		Activation Date:: Wednesday, May 1, 2019
License Key: 6072440: World Elevator Cab 1 Count 1		Activation Date:: Wednesday, May 1, 2019
License Key: 6072438: World Allegion Door 1 Count 1		Activation Date:: Wednesday, May 1, 2019
License Key: 6072442: World Allegion Door 1 Count 1		Activation Date:: Wednesday, May 1, 2019
License Key: 6072443: World Allegion Door 1 Count 1		Activation Date:: Wednesday, May 1, 2019
License Key: 6072444: World Allegion Door 1 Count 1		Activation Date:: Wednesday, May 1, 2019

Getting the Doors Online

To get the doors online in the new system, the services on the old system still need to be stopped. Stop the infinias service monitor first, then the rest of the infinias services. The doors should start to come online. If you have any hosted doors, you will need to login to the controllers and change the primary and secondary outbound address to the IP address of the new system.



Documents / Resources

 ACCESS CONTROL   infinias  System Migration Guide Version 2.7 2022	<a href="#">3xLOGIC Infinias System Migration Guide 2022 Software</a> [pdf] Installation Guide Infinias System Migration Guide 2022 Software, Migration Guide 2022 Software, Infinias System Migration, System Migration, Software
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References

- [3x Small Business Security Technology | 3xLOGIC](#)
- [3x Security Software Center | 3xLOGIC](#)