Manuals+ — User Manuals Simplified.

MOTOROLA SOLUTIONS Enterprise Access Control Manager Appliance User Guide

**Access Control Manager™ Enterprise
Getting Started Guide**

http://avigilon.com/acm-appliances#docs

Contents

Enterprise Access Control Manager Appliance

This package includes:

- Access Control Manager Enterprise appliance

- power cords
- Front bezel
- Rails package
- Cable management kit
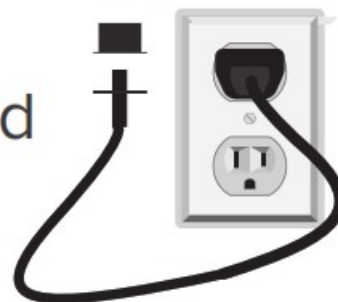- Envelope containing the ACMTM software Activation ID

Plug In the Appliance

Plug the power cord into the back of the appliance and the electric plug into a surge protector or UPS. Remove the front bezel and press the power button in the upper-right of the control panel.
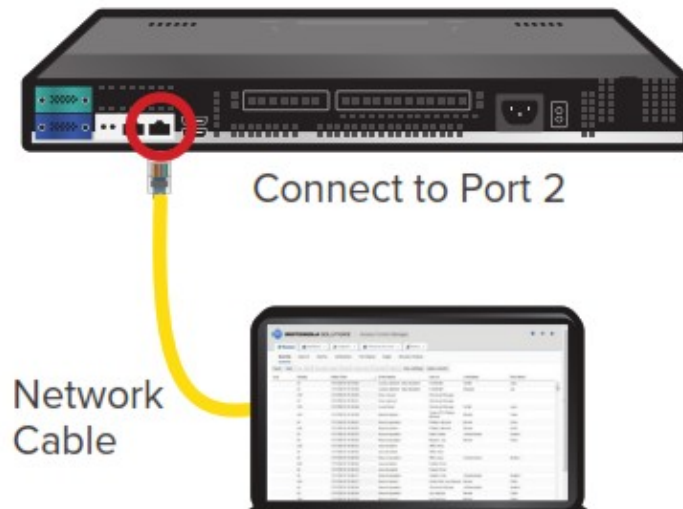

Connect PC to Appliance

Connect a network cable directly from your PC to the Port 2 RJ-45 port on the appliance.
Do not connect the PC or appliance to the local network at this point.

Connect to Port 2

Network Cable

motorolasolutions.com/access-control

Open Web Browser

Open the web browser on the connected PC and type this IP address: 169.254.1.250

https://169.254.1.250

If a message indicates a connection or security error, refer to Access Control Manager Troubleshooting Browser Issues, overleaf.

Log In to the Application

When the login screen appears, enter admin for both Login and Password. Click Sign in. You must change the default password as shown:

MOTOROLA SOLUTIONS

Access Control Manager™

You must change the default password before you can access the system.

Login:
admin

Current password:

New password:

Confirm new password:

Cancel   Submit

The Access Control Manager application main menu appears.

Edit Hostname

The default hostname for each appliance is ACM. If you need to set a specifi c hostname for the appliance, do so at this point before the appliance is connected to the network.

1. From the top-right corner, click ⚙ >

   Appliance to display the Appliance: Edit page on the Appliance tab.
2. On the Appliance tab, enter a new Host Name.
3. Click the ✔ Save button.

   The appliance automatically restarts.

Accept EULA

After you log in the second time, accept the end user license agreement (EULA).

1. Click the link below End user license must be accepted. Accept EULA to stay in compliance.
2. Review the EULA and then select the I accept the terms of the License Agreement check box.
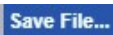3. Click Submit.

License the Application

Enter the Activation ID provided in the envelope marked "IMPORTANT – DO NOT DISCARD":

1. From the top-right corner, click ⚙ > Appliance.
2. Click the About tab.
3. Click Add License to open the Add Licenses dialog.

If the appliance has internet access:

1. Click the Automatic tab.
2. Enter the Activation ID.
3. Click Activate Licenses .

If the appliance does not have internet access:

1. Click the Manual tab.
2. Enter the Activation ID.
3. Click Save File... to generate the activation fi le.
4. Complete the on-screen instructions to upload the fi le to ACM and receive a valid license fi le using a computer connected to the internet.

   The activation fi le name is:

   Activation File. key

The license fi le name is: **capabilityResponse.bin**

5. Upload the license fi le to the ACM system and click Activate Licenses .

Configure Port Settings

For static IP configuration:

1. Click the Ports tab and then Port-1.
2. For static IP configuration, uncheck the Enable DHCP checkbox.
3. Enter the required values: Name, IP Address, Netmask and Network Gateway.
4. Click the ✔ Save button.
5. Manually restart the appliance.

Connect Appliance to Network

After the appliance restarts, disconnect it from your PC. Move the appliance to its final location in the system.
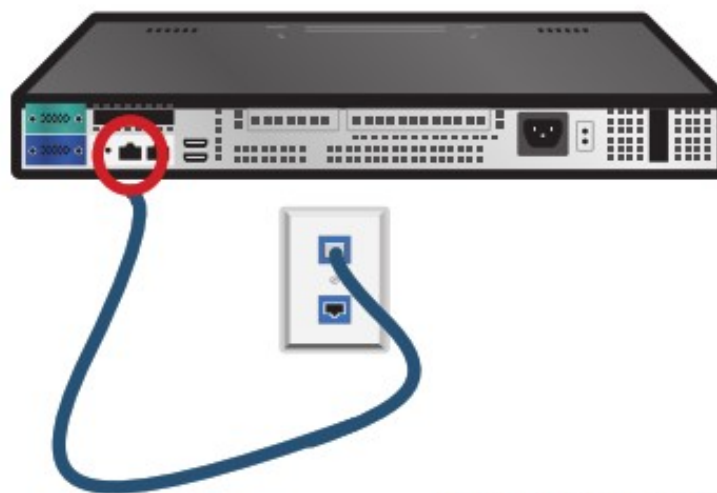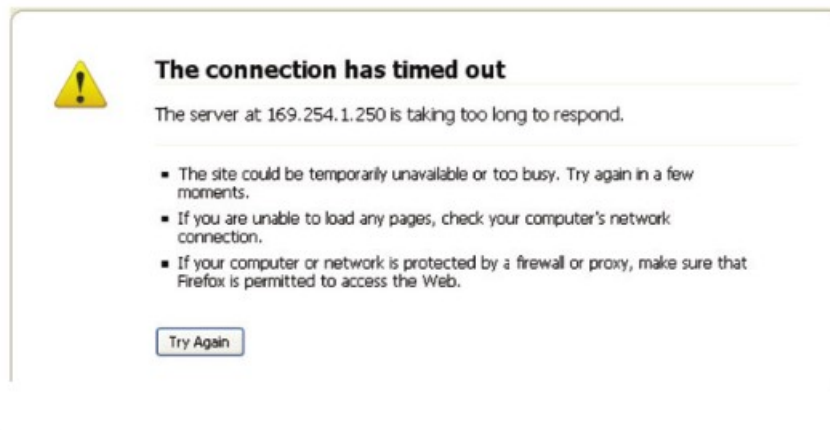

Connect to Port 1

For more information about confi guring your system, see the Help fi les provided in the Access Control Manager application.

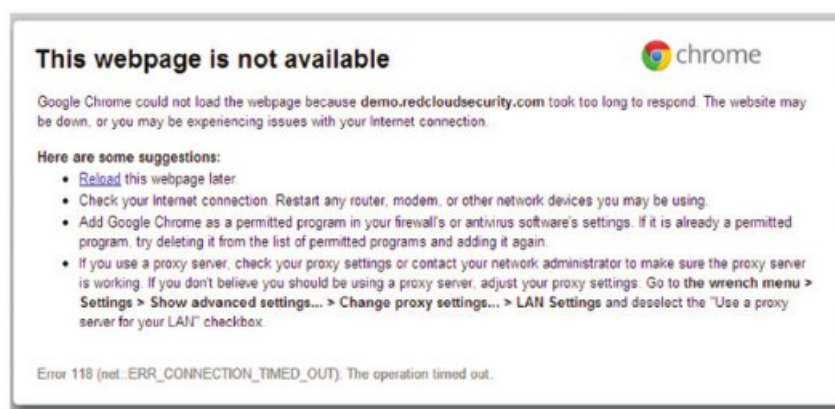**Access Control Manager**
Troubleshooting Browser Issues

If the Access Control Manager application site is not found and one of these messages appears…
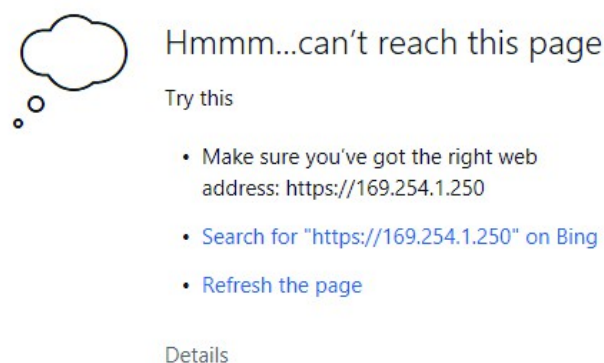
 When using Firefox:

When using Chrome™:

When using Edge:

Tip: If you are using Edge, update your browser version before trying the following steps.

When using Safari:

Safari can't connect to the server.

Safari can't open the page "https://169.254.1.250 " because it could not connect to the server "169.254.1.250 ".
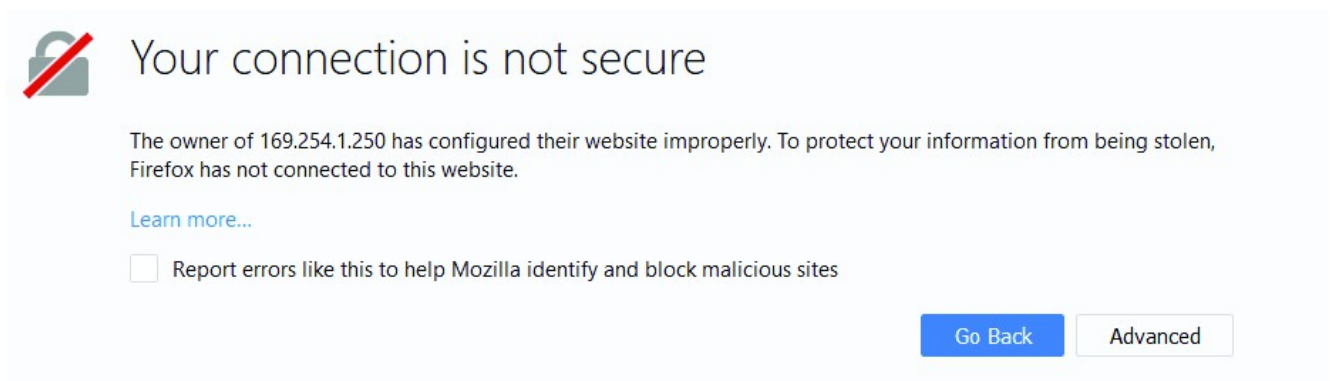
Try the following steps:

1. If the Link LED on your router is not lit, ensure the Ethernet cable is connected.
2. If one of the messages shown above appears, ensure the network IP address is not set to 169.254.1.250 which is the default IP address for the appliance port in Access Control Manager.
3. To ensure the cable is connected and no confl ict occurs with the IP address, type ping 169.254.1.250 at a DOS command prompt. If there
   is no response, double check the connection and IP address. If the connection and IP address are correct, call Avigilon Technical Support for assistance.
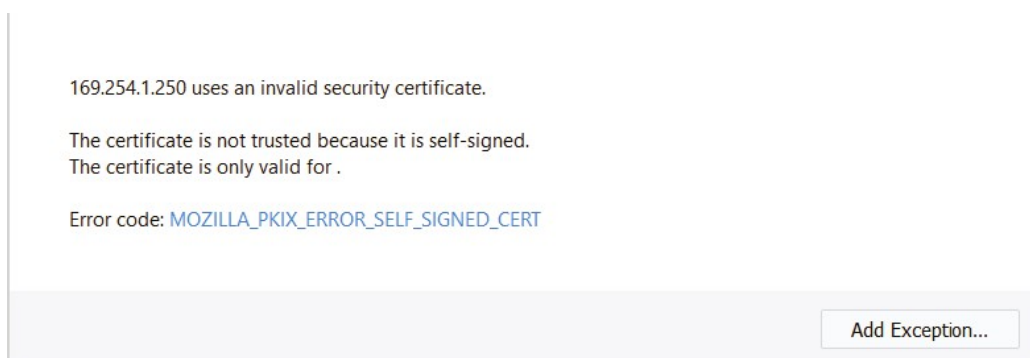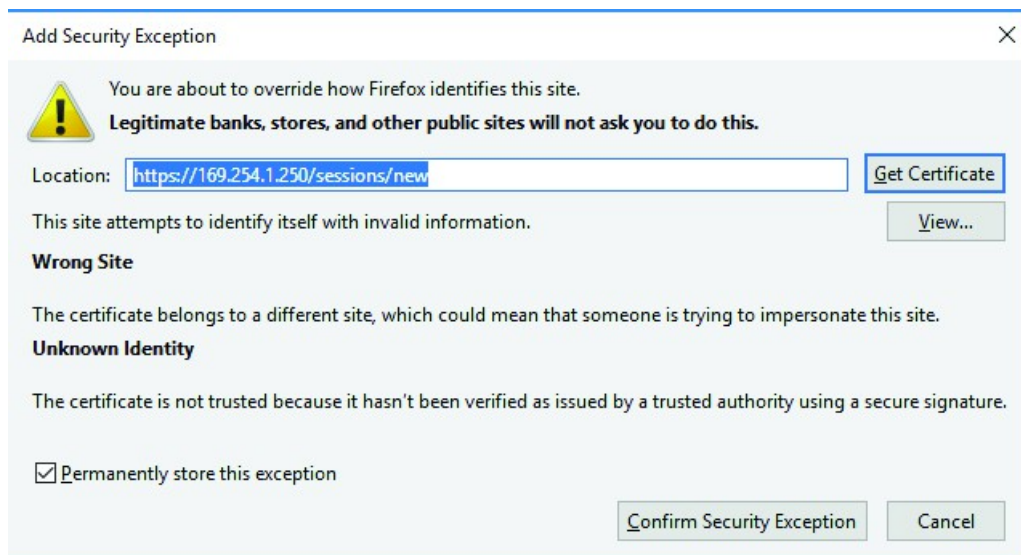
If a security exception screen appears…

 When using Firefox:

Your connection is not secure

The owner of 169.254.1.250 has configured their website improperly. To protect your information from being stolen, Firefox has not connected to this website.

Learn more...

☐ Report errors like this to help Mozilla identify and block malicious sites

[Go Back] [Advanced]

1. Click the Advanced button.

169.254.1.250 uses an invalid security certificate.

The certificate is not trusted because it is self-signed.
The certificate is only valid for .

Error code: MOZILLA_PKIX_ERROR_SELF_SIGNED_CERT

[Add Exception...]

2. Click the Add Exception… button.

3. Click the Get Certificate button.

4. Check Permanently store this exception.

5. Click the "Confirm Security Exception" button.

 When using Chrome:

Click Proceed anyway.

 When using Edge:

This site is not secure

This might mean that someone's trying to fool you or steal any info you send to the server. You should close this site immediately.

☐ Go to your Start page

Details

Your PC doesn't trust this website's security certificate.
The hostname in the website's security certificate differs from the website you are trying to visit.

Error Code: DLG_FLAGS_INVALID_CA
DLG_FLAGS_SEC_CERT_CN_INVALID

Go on to the webpage (Not recommended)

Click Go on to the webpage (Not recommended).

When using Safari:

Safari can't verify the identity of the website "192.168.1.29".

The certificate for this website was signed by an unknown certifying authority. You might be connecting to a website that is pretending to be "192.168.1.29" which could put your confidential information at risk. Would you like to connect to the website anyway?

(Show Certificate)   (Cancel)   (Continue)

Click the **Continue** button.

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Documents / Resources

MOTOROLA SOLUTIONS Enterprise Access Control Manager Appliance [pdf] User Guide
Enterprise Access Control Manager Appliance, Enterprise, Access Control Manager Appliance, Control Manager Appliance

References

- ⓜ **Access Control Systems & Security - Motorola Solutions**