



15370 Barranca Pkwy
Irvine, CA 92618-3106

Edge[®] Solo

Version 1.2.0.48

SERVICE PACK RELEASE NOTES

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1 Overview

This document describes enhancements and fixes in the Edge Solo 1.2.0.48 software release, known product behavior, prior release enhancement and fixes as well as the process required to upgrade an Edge Solo to this new 1.2.0.48 firmware version.

2 Current Product Release

2.1 Edge Solo 1.2.0.48 Enhancements and Fixes

This service pack addresses the following product enhancements and fixes:

- **Browser Support.** Edge Solo now supports the following browsers, some of which are found on some of most current computer operating systems including Windows® 7.
 - Mozilla FireFox® versions 2 and 3
 - Windows Internet Explorer® versions 6, 7 and 8.
- **Lockup.** This service pack introduces a firmware change resolving a lock-up issue occasionally experienced by a limited number of units after 3-4 weeks of operation.
- **Clock Drift.** The Edge Solo clock has improved accuracy within a second per hour, similar to clock drift ratings on today's standard PC's.
- **Time Zones.** Improved management of daylight-savings time for locations in the Southern Hemisphere.

2.2 Edge Solo 1.2.0.48 Known Behavior

2.2.1 Incorrect Help Point of Contact:

Edge Solo 1.2.0.48 Spanish language configurations may have incorrect contact information for Argentina. The correct help contact information is:

South America – Argentina

Telephone: +54 11 4855 5984

Fax: +54 11 4857 3573

2.2.2 Graphics Difference in Special Days Pages:

The **Special Days** page, **Cancel** link differs from the remaining buttons on this page. This is cosmetic only. Clicking **Cancel**, cancels changes.

2.2.3 A and B Alert Icon Behavior

The Dashboard pane input A and B icons may not display when Edge Solo is configured for Alert until Acknowledge. This behavior does not affect unit functionality. Alert entries continue to be logged.

2.2.4 Tamper Switch Alarms

Some users may experience incorrect buzzer and icon behavior when using the Tamper Switch Alarm. Several seconds may elapse before the Alarm icon displays in the Dashboard. This behavior does not affect unit functionality. Alert entries continue to be logged.

2.2.5 CSV Reports Error

Some users may experience incorrect reporting of PIN attributes assigned to system users. This behavior is apparent when adding a person with card only rights to a 24x7 schedule. The PIN required attribute should be discounted from the *.csv exported report.

2.2.6 Door Unlock Schedule after Restore

Some users may find that the **Door Unlock** schedule does not properly work after a **Restore**.

Resolve by:

- 1) Click **Schedules** tab
- 2) Click **Door Unlock Schedule**
- 3) Click **Stop Automatically Unlocking the Door**
- 4) Click **Door Unlock Schedule**
- 5) Select **Door Unlock Schedule** and click **Save Changes**

2.2.7 Text Spacing Variations

Some users interfacing with help files may experience minor variations in text spacing.

2.2.8 Updating from Older Edge Solo Revisions

Current Edge Solo users need to continue using FireFox 2, Internet Explorer 6 or 7 while updating their unit. Once the unit is updated, it is possible to utilize FireFox 3 or Internet Explorer 8.

2.2.9 Internet Explorer 8 Edit Schedule

If using Internet Explorer 8 when adding special days (using low screen resolution, for example 1024x768), you edit the schedule and add a special schedule.

While entering the date, the **Date** dialog box may appear off-screen; scrolling the screen closes the **Date** dialog.

Instead, use **Manage Special Days** to create the day and then add the special days, or use a higher screen resolution.

2.2.10 Internet Explorer – Adding Special Days

If using Internet Explorer when manipulating **Adding Special Days** within a schedule, If the following text displays, click **OK**. Your special days are added.

An error has occurred. If this persists, please contact HID Technical Support for assistance.
Error: 72; Source: vertx; Activity : addSchedule

3 Prior Product Releases

3.1 Edge Solo 1.2.0 Enhancements and Fixes

Edge Solo Version 1.2.0 retains the following new features:

- Clock-and-Data Readers are now supported.
- PIN credentials and HID keypad readers are now supported. New data entry paths for credentials have been added.
- PIN entry requirements may be relaxed using a “PIN suppression schedule” feature.
- A credential batch entry method has been created, allowing the operator to quickly add a range of consecutively-numbered credentials.
- Configurable Alerts triggered by IO events are now available, and Dashboard icons relating to alerts have been added. Alert events may be configured to drive relays or send http messages.
- Special Days (holidays) have been made globally available among different schedules, and a holiday management data entry page has been added.
- A “First Person” or “Snow day” schedule option has been added.
- A separate “user” password has been added. An “Installer lockout” option removes some setup privileges for “user” relative to the “admin” logon.
- Two additional languages are supported - Turkish and Dutch. Note that supported languages are now divided between two release packages
 - English, Dutch, French, German, Italian, Portuguese, Russian, and Spanish are in the package ES400-120-35-RootAps.pkg
 - English, Chinese (Simplified), Hindi, Japanese, and Korean are in the package ES400-APAC-120-35-RootAps.pkg

The Edge Solo displays Access Control Version 2.2.8.86 on the **Installer Settings** tab.

3.2 Edge Solo 1.1.4 Enhancements and Fixes

Edge Solo Version 1.1.4 is a cumulative update that includes all previously released updates for Edge Solo, including SSL/TLS security and multiple language support. Version 1.1.4 contains a small number of updates to the Linux Operating System upon which the Solo software runs. This will not significantly change the performance of your Edge Solo. These updates resolve a potential, but very infrequent, system lockup which could possibly be seen during heavy memory writing.

With the release of Edge Solo Version 1.1.4, a new JumpStart application will be available for download as well. This version of JumpStart has been localized to support the 11 languages currently supported by Edge Solo.

The Edge Solo displays version 2.2.8.83 on the **Installer Settings** tab.

3.3 Edge Solo 1.1.3 Enhancements and Fixes

Edge Solo Version 1.1.3 provides additional security to the web user interface, using SSL (Secure Socket Layer) encryption. If you are using Internet Explorer 6 and plan to use SSL, we recommend that you upgrade to Internet Explorer 7.

The Edge Solo web server uses a certificate signed by HID. Your browser may present you with a warning requesting that you accept this certificate. You must accept the certificate to proceed. If your Edge Solo is configured for DHCP, and the IP address of the unit changes, you will be presented with the warning again and you will have to re-accept the certificate.

NOTE: If you notice a performance difference using SSL you may disable SSL on the Installer Settings tab, under Network Settings.

The Edge Solo displays version 2.2.8.81 on the **Installer Settings** tab.

3.4 Edge Solo 1.1 Enhancements and Fixes

Edge Solo Version 1.1 adds the following new features:

- Support for multiple languages, including:
 - English
 - French
 - German
 - Spanish (International)
 - Russian
 - Portuguese (Brazilian)
 - Italian
 - Chinese (Simplified)
 - Japanese
 - Korean
 - Hindi (Help and documentation in English)
- Support for both 12 and 24 hour time formats
- Support for a range of international date formats
- Support for alternate last name, first name display formats
- Support for Internet Explorer 7

4 Upgrade Process

To determine the version of Edge Solo you are currently running navigate to the Installer Settings tab. The Edge Solo will display the version near the top of the page. If the version is 2.2.8.46, use the 1.0 procedure. If the version is 2.2.8.63, use the 1.1 procedure. If the version is 2.2.8.81 or greater, use the 1.2.0 procedure. Please note there are two separate upgrade packages supporting two different language groups.

If you are currently running Edge Solo version 1.0 (2.2.8.46)

1. This process will require installation of two firmware update packages to complete the upgrade to Version 1.2.
2. Please backup your data to insure that it can be restored in case of a failure during the upgrade process.
3. Download both the 1.0 Upgrade Preparation package and the Version 1.2 Upgrade package from the HID website and save them to a directory on your PC for later use.

CAUTION: The Internet Explorer file format defaults to a .TAR file extension. Ensure the files are saved with a .PKG file extension.

4. Connect to the EDGE Solo Management Console for the unit that is being upgraded using your web browser.
5. From the Utilities tab, scroll down to the Firmware Update section. Select browse to navigate to the ES400pre1_1xUpdate.pkg file downloaded previously. Follow the directions on the screen.
6. When the first update completes, reconnect to the EDGE Solo Management Console and navigate to the Utilities tab again.
7. From the Utilities tab, scroll down to the Firmware Update section. Select browse to navigate to the previously downloaded file, ES400-120-48-RootAps.pkg or ES400-AP1-120-48-RootAps.pkg (for Asian languages). Again, follow the directions on the screen.
8. When the second update completes, reconnect to the EDGE Solo Management Console. Navigate to the Installer Settings tab. At the top of the tab, the Access Control Version should be displayed as "2.2.8.86".
9. All user data should have been retained. If it is not or if the version number is unchanged, contact Technical Support for further instructions.

If you are currently running Edge Solo version 1.1 (2.2.8.63)

1. This will process will require installation of one firmware update package to complete the upgrade to Version 1.2.
2. Please backup your data to insure that it can be restored in case of a failure during the upgrade process.
3. Download the Version 1.2 Upgrade package from the HID website and save it to a directory on your PC for later use.

CAUTION: The Internet Explorer file format defaults to a .TAR file extension. Ensure the files are saved with a .PKG file extension.

4. Connect to the EDGE Solo Management Console for the unit that is being upgraded using your web browser.

5. Navigate to the Utilities tab.
6. From the Utilities tab, scroll down to the Firmware Update section. Select browse to navigate to the ES400-120-48-RootApps.pkg or ES400-AP1-120-48-RootApps.pkg file (Asian languages) downloaded previously. Again, follow the directions on the screen.
7. When the update completes, reconnect to the EDGE Solo Management Console. Navigate to the Installer Settings tab. At the top of the tab, the Access Control Version should be displayed as "2.2.8.86".
8. All user data should have been retained. If it is not or if the version number is unchanged, contact Technical Support for further instructions.

If you are currently running Edge Solo version 1.1.X / 1.2.X (2.2.8.81, 2.2.8.82 or 2.2.8.83)

1. This will process will require installation of one firmware update package to complete the upgrade to Version 1.2.
2. Please backup your data to insure that it can be restored in case of a failure during the upgrade process.
3. Download the Version 1.2 Upgrade package from the HID website and save it to a directory on your PC for later use.

CAUTION: The Internet Explorer file format defaults to a .TAR file extension. Ensure the files are saved with a .PKG file extension.

4. Connect to the EDGE Solo Management Console for the unit that is being upgraded using your web browser.
5. Navigate to the Utilities tab.
6. From the Utilities tab, scroll down to the Firmware Update section. Select browse to navigate to the ES400-120-48-RootApps.pkg or ES400-AP1-120-48-RootApps.pkg file (Asian languages) downloaded previously. Again, follow the directions on the screen.
7. When the update completes, reconnect to the EDGE Solo Management Console. Navigate to the Installer Settings tab. At the top of the tab, the Access Control Version should be displayed as "2.2.8.86"
8. All user data should have been retained. If it is not or if the version number is unchanged, contact Technical Support for further instructions.



Appendix - Event Code Definitions

This table will assist you in correlating downloaded lists of events from the **Reports** tab.

Event Codes Supported by Edge Solo		
Event Code	Description	Additional Data
1022	Card Not Found	Raw card number
2020	Grant Access	Person's Name
2021	Grant Extended Access	Person's Name
2024	Deny Access-Schedule	Person's Name
2036	Deny Access-Card Expired	Person's Name
2043	Deny Access-Unassigned Card	Raw card number
4041	Door forced alarm	On/Off
4042	Door held alarm	On/Off
4043	Tamper switch alarm	On/Off
4034	Alarm acknowledged	True/False
4035	Door Locked Scheduled	True/False
4036	Door Unlocked Scheduled	True/False
7020	Set Time	Old time, new time
12031	Grant Access Manually	True/False
12032	Unlock Door	True/False
12033	Lock Door	True/False



Contact Information

If any problems are experienced during this process please use the following contact information to contact HID support. Please make sure your host application provider is on the line with you.

Americas

HID Global (California, USA)
email: support_na@hidvertx.com
sales: sales@hidvertx.com
sales: 800.210.4744
telephone: 800.237.7769
Support: 866.607.7339
fax number: 949.732.2120

Europe, Middle East and Africa

HID Corporation, Ltd. (Haverhill, UK)
email: support_emea@hidvertx.com
sales: salesemea@hidvertx.com
telephone: +44 1440 714 850
Support: +44 1440 711 822
fax number: +44 1440 714 840

Asia-Pacific

HID Asia Pacific Ltd. (Hong Kong)
email: support_APAC@hidvertx.com
sales: salesapac@hidvertx.com
telephone: 852 3160 9800
Support: 852 3160 9833
fax number: 852 3160 4809