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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 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-RootAps.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-RootAps.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.

<table>
<thead>
<tr>
<th>Event Code</th>
<th>Description</th>
<th>Additional Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>1022</td>
<td>Card Not Found</td>
<td>Raw card number</td>
</tr>
<tr>
<td>2020</td>
<td>Grant Access</td>
<td>Person's Name</td>
</tr>
<tr>
<td>2021</td>
<td>Grant Extended Access</td>
<td>Person's Name</td>
</tr>
<tr>
<td>2024</td>
<td>Deny Access-Schedule</td>
<td>Person's Name</td>
</tr>
<tr>
<td>2036</td>
<td>Deny Access-Card Expired</td>
<td>Person's Name</td>
</tr>
<tr>
<td>2043</td>
<td>Deny Access-Unassigned Card</td>
<td>Raw card number</td>
</tr>
<tr>
<td>4041</td>
<td>Door forced alarm</td>
<td>On/Off</td>
</tr>
<tr>
<td>4042</td>
<td>Door held alarm</td>
<td>On/Off</td>
</tr>
<tr>
<td>4043</td>
<td>Tamper switch alarm</td>
<td>On/Off</td>
</tr>
<tr>
<td>4034</td>
<td>Alarm acknowledged</td>
<td>True/False</td>
</tr>
<tr>
<td>4035</td>
<td>Door Locked Scheduled</td>
<td>True/False</td>
</tr>
<tr>
<td>4036</td>
<td>Door Unlocked Scheduled</td>
<td>True/False</td>
</tr>
<tr>
<td>7020</td>
<td>Set Time</td>
<td>Old time, new time</td>
</tr>
<tr>
<td>12031</td>
<td>Grant Access Manually</td>
<td>True/False</td>
</tr>
<tr>
<td>12032</td>
<td>Unlock Door</td>
<td>True/False</td>
</tr>
<tr>
<td>12033</td>
<td>Lock Door</td>
<td>True/False</td>
</tr>
</tbody>
</table>
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
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telephone: +44 1440 714 850
Support: +44 1440 711 822
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**Asia-Pacific**

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sales: salesapac@hidvertx.com
telephone: 852 3160 9800
Support: 852 3160 9833
fax number: 852 3160 4809