

ENTRÉ HOW-TO GUIDE Swapping Panels



SWAPPING PANELS IN ENTRÉ

The process outlined in this document allows you to swap panels within Entré by adding a new panel and then disabling an old panel. This process is especially important if the panels will have an operational overlap.

Because the panels are managed by a software system that requires unique identifiers and addresses for certain objects, having two operational panels with address and ID duplication creates conflicts. Therefore, it is necessary to have a procedure in place for these circumstances.

The following guide describes the steps necessary to transition security systems with an operational overlap.

ADD THE PANEL

Follow these steps to add a new panel to the hardware tree.





Right-click the DMP Driver and select New Panel Wizard...





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Enter the panel's information in the **DMP Panel Wizard** window.

- a. The panel **Name** should be "Panel #### New" (where #### is the panel number).
- b. Enter the IP address in the **Host** field. Ensure that it is a temporary IP address and that it is not being used anywhere else on the network.
- c. Enter the **Account Number**. The account number should be an obvious temporary number that is not being used anywhere else in the **Hardware Tree**.

DMP Panel Wiza	🔄 DMP Panel Wizard					
Connection Settin	ngs cessary settings for connecting to the DMP Panel.					
Name:	Panel 3637 New					
Host:	192.168.60.61					
Port:	2011					
Account Number:	9999					
Serial Number:						
Entré Passphrase:						
	Back Next Finish Cancel					

Click **Next**. Entré attempts to connect to the panel.



If connection was successful, continue through the prompts and click the **Finish** button to complete the import process.

DMP Panel Wizard			
Discovery Entré will connect to the panel an	d discover its syste	em properties.	
Performing panel discovery Model number: X150 Firmware version: X750 111 11/24 Discovery successfully completed	/15 1		



If an **Unable to discover controller** prompt appears, there is an issue connecting. In Remote Link[™], confirm the connection in **Remote Options**, the panel account number, and the IP address.



Assign areas to the appropriate User Code Profiles.

a. Open the Management menu, then select User Code Profiles.



- b. Double-click the profile to open its settings, or right-click and select Edit.
- c. Click Choose next to the Access Areas field.

💽 Edit - User Co	ode Profile			
Save and Clo	se 📄 Report			
Name:	Management			
Partition:				-
Location:			•	Choose Clear
Re-arm delay:	0			
	V Enabled			,
Compatibility:	XR150/XR350/XR550			
	Properties			
	Arm	Disarm	Alarm Silence	Sensor Reset
	Door Access	Armed Areas	Toggle Outputs	Zone Status
	Bypass Zones	Monitor Zones	✓ System Status	V System Test
	Edit Profiles	Edit User Codes	Edit Schedules	Set Time
	Display Events	📝 Request Service	📝 Fire Drill	✓ Extend
	Temp Code	Anti-passback	Easy Arm	Use Secondary Lang.
	Lockdown	Door Lock/Unlock	Card + PIN	
	Access areas		Arm/disarm areas	
		Choose Clear		Choose Clear
	Output groups	Choose Clear	Time schedules	Choose Clear

d. Select the areas this profile will have access to, then click **OK** to confirm.



- e. Repeat this process for any **Arm/disarm areas**, **Output groups**, or **Schedules** that apply to this profile.
- f. Click Save and Close.

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Assign Schedules to Areas, Outputs, and Doors.

- a. Right-click the Area, Output, or Door and select Edit.
- b. Select the relevant schedule section.
 Note: Area Schedules is shown below as an example. Output Schedules and Door Schedules can be added by following the same process.

General Location	Area Schedu	lles E <mark>∲ Add ∭</mark> De	lete	
Area Area Schedules Audit Records Recent Events Device Commands	Area	Schedule	Schedule	

- c. Click Add.
- d. Select a schedule number from the drop-down menu.
- e. Select the schedule name from the **Schedule** drop-down menu.
- f. Click Save and Close on both windows.



Assign a calendar to the panel.

- a. Right-click the panel and select **Edit**.
- b. Select Calendars.
- c. Use the drop-down menus to assign calendar and holiday categories to the panel.

Location Communication Network Options Remote Options System Reports Compar	ar Holidays al Holiday Category A
Communication Calenda Network Options Nation Remote Options Compan System Reports Compan	al Holidays Category A
Network Options Nation Remote Options System Reports Compare	al Holiday Category A
Remote Options System Reports	
System Reports Compan	
	IV Holiday Category B
Bell Options Religiou	IS Holiday Category C
System Outputs	
Display Keypads	
Status List	
Area Options	
System Options	
PC Log Reports	
Calendars	
Messaging Setup	
A 12 D 1	

d. Click Save and Close.

CONFIGURE ENTRÉ

Before you can disable a panel in the hardware tree, you must configure Entré to allow panels to be disabled.



Open the Configuration menu and select System Configuration.





In the System Configuration window, select Miscellaneous.

- a. Check the box next to Allow deletion of items that normally may only be disabled.
- b. Check the box next to Allow deletion of devices with events.
- c. Click Save, then OK to confirm.

care rearrigation mon	nitoring Management	Configuration	Advanced	Window Help	
🔚 Save					
Events/Alarms Personnel Badges Logins Password Policy Personnel - Custom Devices - Custom Badges - Custom ID # Generator PIN Generator Card # Generator Support Contact Badge Designer Badge Printing Image Processing Miscellaneous Temp. Badge Wizard General UI DMP Communication	- Miscellaneous E Size of status triangle Maximum numbe	Default max rows: on device icons: r of access levels:	Always Enable V Allow d Allow d Allow d Allow d Enable V Enable 0 Logged Partition C Enable 1 Use dev Use dev Ignore I	open modules in same window (overrides prof Window> New Window leletion of items that normally may only be dis leletion of devices with events : new devices to wizards only : automation notification: Export to File on Serv credential watch levels I-in workstations assume partition of login's pr n-restricted workstations: only explicitly license temporary access levels vice entrance vice zone login partition for csv import	file) abled 'er ofile ed iten



Restart the Entré service.

Services	const. Park 2000. In concession					
File Action View	Help					
	à 🗟 🚺 📷 🕨 💷 II IV					
Services (Local)	Services (Local)	_				
	Entre Application Server	Name	Description	Status	Startup Type	Log On As
		🔍 Encrypting File Sy	Provides th	Started	Automatic	Local Syste
	Stop the service	🤹 Entre Application	Entre Applic	Started	Auto	
	restart the service	🔍 Extensible Authen	The Extensi	Started	Man	IT
		🔍 Fax	Enables you		Man Sto	op
	Description:	🔍 Function Discover	The FDPHO		Man Pa	use
	Entre Application Server	🔍 Function Discover	Publishes th	Started	Autc Re	sume
		🔍 FusionInventory A	FusionInven	Started	Autc Re	start
		🔍 Google Update Se	Keeps your		Auto	
		🔍 Google Update Se	Keeps your		Man All	Tasks 🕨
		Group Policy Client	The service	Started	Auto Re	fresh
		🔍 Health Key and Ce	Provides X.5		Man	
		🔍 HomeGroup Liste	Makes local		Man Pro	operties
		🔍 HomeGroup Provi	Performs ne		Man	alo
		🔍 Human Interface	Enables gen	Started	Man	ab.
		🔍 IKE and AuthIP IPs	The IKEEXT	Started	Automatic	Local Syste
		🔍 Intel(R) Capability	Version: 1.2	Started	Automatic	Local Syste
		🔍 Intel(R) Capability	Version: 1.2		Manual	Local Syste
		🔍 Intel(R) Content P	Intel(R) Con		Manual	Local Syste

DISABLE THE PANEL

To disable a panel in the hardware tree, you must disable all of the programing associated with the panel in Entré. This breaks all of the panel's ties to other devices and allows it to be cleanly disabled in the Entré database.

Open the **Configuration** menu and select **Hardware - Tree**.

Start Page - Entré - LICENSE EXPIRES ON: 6/30/2017					
File Edit Navigation Monitoring Management	Con	figuration Advanced Window	Help	0	
		Hardware	Þ	9 <u>—</u>	Hardware - List
A D T R É™		Calendars		<u> 2</u> 3	Hardware - Tree
	0	Panel Schedules		Г	
	õ	Software Schedules		Ŀ	



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Click Filter and select All Devices from the menu.

Hardware - Tree - Entré - LICENSE EXPIRES ON: 6/30,	/2017
File Edit Navigation Monitoring Management	Configuration Advanced Window Help
📝 Edit 📑 Add 🔻 🗱 Disable 👻 🏪 🍉	🚔 Filter 🔻 🛃 Export 🥬 Commands 👻 🔍 Search
 2960L 2960L Iocalhost - Driver Manager localhost [Started] Iocalhost - DMP Driver [Started] Iocalhost - Historical Events Driver [Started] Iocalhost - Automation Driver [Started] Workstations 	All Devices ✓ Enabled Devices Only Hide Device Addresses Sort ► Sort Direction ►

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Locate the panel you are disabling.





All area and output group assignments must be removed from the user code profiles. Follow the steps below to delete them before continuing to step 5.



- a. Open the Management menu, then select User Code Profiles.
- b. Locate the profile that has the areas and/or output groups assigned.
- c. Click **Choose** to the right of the **Access areas** field.

💽 Edit - User Co	ode Profile	_		
Save and Clo	se 👜 Report			
Name:	Management Profile			
Partition:				
, and the second				
Location:			•	Choose Clear
Re-arm delay:	0			
	Enabled			
Compatibility:	XR150/XR350/XR550			
	Properties			
	Arm	V Disarm	Alarm Silence	Sensor Reset
	Door Access	Armed Areas	Toggle Outputs	Zone Status
	Bypass Zones	Monitor Zones	System Status	✓ System Test
	Edit Profiles	Edit User Codes	Edit Schedules	✓ Set Time
	Display Events	Request Service	V Fire Drill	✓ Extend
	Temp Code	Anti-passback	Easy Arm	Use Secondary Lang.
	Lockdown	Door Lock/Unlock	Card + PIN	
	Access areas		Arm/disarm areas	
	WAREHOUSE (Entre Den	Choose Clear	LOBBY (Entre Demo) OFFICE (Entre Demo) VAULT (Entre Demo) WAREHOUSE (Entre D	Choose Clear
	Output groups		Time schedules	
	Armed Output Group (Er	Choose		Choose
	• [[]]	Clear		Clear

d. Uncheck any areas that are under the panel that is being disabled.



- e. Click **OK** to confirm.
- f. Repeat this process for the **Arm/disarm areas** and **Output groups** sections of the profile, if needed.
- g. Click Save and Close.



If the panel is currently online in Entré, physically remove the panel's local network connection. You can also use Remote Link™ to remove the panel's connection.

If the panel is currently offline, right-click the panel, and then select **Disable**.

Remove the Connection with Remote Link

a. Once connected, open the **Program** menu, then select **Remote Options**.



- b. Set the **Entré IP** to "0.0.0.0" and change the **Entré Connection** drop-down selection to **None**.
- c. Click **OK** to confirm.

Remote Options		
General Remote Key I Remote Disarm	Mobile Application App Key	Entré Connection None
Dialer Armed Answer Rings 8 Disarmed Answer Rings 8 PC Modem Alarm Receiver No 💌	Send Local Changes None Remote Change IP 0.0.0.0 Remote Change Port 2002 Remote Phone Number	Entré IP 0.0.0.0 Entré Outbound TCP Port 2001 Entré Backup IP 0.0.0.0 Entré Backup TCP Port 2001 Entré Check-in Minutes 3
Service Receiver No		Entre Passphrase
Allow Cell Remote Encrypt Cell Remote First GPRS APN SECURECOM400 Second GPRS APN SECURECOM400		<< <u>D</u> K <u>C</u> ancel >>

- d. Disconnect from the panel in Remote Link.
- e. If the panel shows as online in Entré, right-click the panel, select **Panel Control**, and then select **Restart**.



Select each area and change the account number. Then disable all areas.

- a. Right-click on an area and select **Edit**.
- b. Select **Area** and change the account number. Begin at 65000 and go down a number for each new panel.
- c. Click Save and Close.
- d. Right-click the area and click **Disable**.

Edit - Area	ort		
General Location Area Area Schedules Audit Records Recent Events Device Commands	Area Area number: Account number: Late arm delay: Bad zone action: Late output: Armed output:	4 65000 60 Bypass	✓ Choose Clear Choose Clear

Change the panel name, IP address, and account number.

- a. Right-click the panel and select **Edit**.
- b. In the **General** section, change the **Name** to "Panel #### Old" (where #### is the panel number).

Save and Close Pepe General Location Communication Network Options Remote Options System Reports Bell Options System Outputs Display Keypads Status List Area Options System Options PC Log Reports Calendars Messaging Setup Audit Records	ort General Name: Panel 3637 Old Type: Panel Model: XR150 Parent: DMP Driver Site: 2960L Address: 192.168.60.61 Inherit enable/disable from parent V Enabled Comments:
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c. Select **Communication** and change the **Address** to "0.0.0.0". Change the **Main account number** to match the account number that was assigned to areas in step 6.

1 E	dit - Panel		
	Save and Close 🛛 눹 Rej	port	
	General	Communication	
	Location	Panel Configuration	
	Communication Network Options	Panel number:	1
	Remote Options	Address:	0.0.0.0
	System Reports	Serial number:	000064EB
	System Outputs	Port:	2011
	Display Keypads Status List	Main account number:	65000
	Area Options	Transmit delay:	30 🗸
	System Options	Firmware version:	X?50 111

a. Select Network Options and change all IP addresses to "0.0.0.0".

	🕒 Edit - Panel	Second of the		
	🔚 Save and Close Repo	ort		
	General	Network Options	DHCP enabled	
	Communication Network Options	Local address:	0.0.0	
1	Remote Options	Gateway address:	0.0.0	
	System Reports Bell Options	Subnet mask:	0.0.0	
	System Outputs	DNS server:	0.0.0.0	
	Display Keypads Status List	734N listen port:	2002	
	Area Options	734N passphrase:		
	System Options		Ignore broadcast messages	
	PC Log Reports			

b. Click Save and Close.

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Right-click the panel and select **Disable**, then click **Yes** to confirm.



FINALIZE THE NEW PANEL

Use the following steps to update the new panel's information.



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Locate the new panel, right-click on the panel, and then select **Edit**.

In the **General** section, change the name from "Panel #### New" to "Panel ####" (where #### represents the panel number).

Save and Close Report General Location Communication Network Options Remote Options System Reports Bell Options System Outputs Display Keypads Status List Area Options System Options	t General Name: Panel 3637 Type: Panel Model: XR150 Parent: DMP Driver Site: 2960L Address: 192.168.60.61 Inherit enable/disable from parent V Enabled

4

Select **Communication** and change the temporary account number to the permanent account number in the **Main account number** field. Update the **Address** to the permanent IP address.

Edi	it - Panel		
🔡 Sav	ve and Close 🛛 े Repo	ort	
	General	Communication	
	Location	Panel Configuration	
	Communication	Panel number:	1
	Remote Options	Address:	192.168.60.61
	System Reports	Serial number:	000064EB
	Bell Options System Outputs	Port:	2011
	Display Keypads	Main account number:	3637
	Status List Area Options	Transmit delay:	30 🗸



Select **Network Options** and change the temporary panel IP address to the permanent IP address in the **Local Address** field.

Note: Update any other relevant network information as well.

🔡 Save and Close 🛛 📋 Rep	oort	
General	Network Options	
Location		DHCP enabled
Communication	Local address:	192.168.60.61
Remote Options	Gateway address:	192.168.60.1
System Reports	Subnet mask:	255.255.255.0
System Outputs	DNS server:	192.168.0.77
Display Keypads	734N listen port:	2002
Area Options	734N passphrase:	
System Options		Ignore broadcast messages
PC Log Reports		
Calendars		
Messaging Setup		
Audit Records		



Click Save and Close.

Change the account number of each area.

- a. Right-click on an area and select **Edit**.
- b. In the Area section, change the Account number to match the Main account number.
- c. Click Save and Close.
- d. Repeat for each area.

🔡 Save and Close 🛛 📋 Rep	ort	
General Location Area Area Schedules	Area Area number: 1 Account number: 3637	
Audit Records Recent Events Device Commands	Late arm delay: 60 Bad zone action: Bypass Late output: Choose	Clear
	Armed output: Choose Choose	Clear



Right-click the panel and select Panel Configuration, then Download Configuration...

Hardware - Tree - Entré - LICENSE	EXPIRES ON: 12/31/2017	
File Edit Navigation Monitoring	Management Configuration A	dvanced Window Help
📝 Edit 📑 Add 🔻 💥 Disable	🔹 🦎 View 💌 🚔 Filter 💌 🗾	Export 🎤 Commands 🔻 🔍 Searcl
 2960L Iocalhost - Driver Manager Iocalhost - DMP Driver Iocalhost - DMP Driver Iocalhost - DMP Driver Iocalhost - IA1 - LOE I.A1 - LOE I.A2 - OFF I.A3 - WA I.A4 - VAL I.A4 - VAL I.D1 - FRC I.D2 - STC I.OG1 - UI Iocalhost - Histor Iocalhost - Auton 	localhost [Started] [Started] al 3637 [Online] System - Arm System - Disarm System - Lockdown Alarm Silence Sensor Reset Status Set Time Panel Control	
Workstations	Panel Configuration	Download Configuration
8	View Device Status	Retrieve Configuration



Check Hardware Configuration, then click OK to confirm.

🔄 Download Configuration		
Download configuration to panel:		
Users, Profiles, and Schedules		
Clear Users, Profiles, and Schedules		
Hardware Configuration		
Panel Options		
🔽 Areas		
✓ Zones		
✓ Outputs		
🔽 Output Groups		
V Device Setup		
OK Cancel		



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