TECHNICAL NOTE
TruPortal 1.6 Upgrade Instructions

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Subject

Upgrading from TruPortal 1.5 to TruPortal 1.6

Overview

IMPORTANT: Existing TruPortal 1.0 or goEntry 3.0 customers must first upgrade to TruPortal 1.5

TruPortal 1.5 customers must use the Panel Upgrade Wizard to upgrade to version 1.6.

This process involves downloading the latest upgrade files from http://truportalsupport.interlogix.com, and then using the Upgrade Wizard to back up data, upgrade the firmware on the System Controller, and then restore data.

When upgrading a TruPortal 1.5 System Controller which is already installed and configured:

- Simply follow the Upgrade Wizard instructions provided in this document.   Be sure to read the important notes.

When upgrading a factory new TruPortal 1.5 System Controller that has not yet been installed and configured:

- First, connect the System Controller to the network and assign it a static IP address, as per instructions provided in the Quick Start Guide that came with your System Controller.   This involves using the Installation Wizard from the CD that came with your System Controller.
- Next, use the Panel Upgrade Wizard, located in TruPortal 1.6 ZIP file, and follow the instructions below. Be sure to observe all important notes below.

Important Notes:

Before upgrading, note the following important details:

- Before accessing a utility such as the Panel Upgrade Wizard or the Import/Export Wizard from the downloaded ZIP file, be sure to extract all files and folders. Do not navigate into the ZIP file using Windows Explorer
- Carefully review the release notes that were provided as part of the upgrade file package. Make sure you understand all system requirements as well as changes, known issues, and limitations associated with the new firmware.
- The upgrade process will take up to 15 minutes. During the upgrade, the System Controller will reboot several times. During the upgrade, there will be periods of time where the System Controller will not process access requests.
- Do not power cycle the System Controller (i.e. turn it off and unplug the power) during an upgrade.
- Before using the Upgrade Wizard, make sure that any backup and restore processes are finished and that all users are logged out of the System
- Upgrades must only be performed using a highly-reliable network connection. It is highly recommended that the client workstation running the Upgrade Wizard be located on the same local area network (LAN) as the System Controller.

- After an upgrade, the System Controller cannot be converted back to a previous version.

- The System Controller must be configured for a static IP address and connected to the network via Ethernet Port

  - Do not rename the "NGP.bin" firmware upgrade file and do not place the file in a network folder that is accessed via a path that uses the Universal Naming Convention (UNC) format (e.g., \\server\folder\NGP.bin).

  - Although the Upgrade Wizard provides an option to back up data, an extra backup file can be created as a precaution on the System Administration > Backup/Restore page in the TruPortal user interface..

  - All historical events will be lost as a result of the upgrade. To save historical events prior to upgrading, use the Import/Export Wizard to export events in CSV format. Alternatively, use the "Load all events" operation followed by the "Export Events" operation on the Events page in the TruPortal user interface.

Instructions for using the Upgrade Wizard:

1. Visit http://truportalsupport.interlogix.com and download the TruPortal 1.6 upgrade file package to a local client workstation. The key files included in the file package are:

   - The Panel Upgrade Wizard and other utilities

   - The latest documentation and release notes.

   - The NGP.bin file that will be used to update the firmware.

   IMPORTANT: Do not change the name of any downloaded files.

2. Extract all files from the ZIP file to a folder on the client workstation.

   IMPORTANT: Do not use Windows Explorer to navigate into the ZIP file directly.

3. In Windows Explorer, navigate to the \PanelUpgradeWizard folder.

4. Double-click on PanelUpgradeWizard, file type "Application".   (There are two files with almost identical name: PanelUpgradeWizard.exe and PanelUpgradeWizard.exe.xml. If and how the file extensions are displayed, depends on your Windows Explorer settings. Make sure you double-click on the file of type "Application".)

   The wizard will create a folder called \<local documents>\PanelUpgradeWizard that includes two subfolders: \Backups and \Logs.

5. When the Introduction page appears, select a Language and click [Next].

6. Log in as a user with admin permissions, and then click [Next].

   The Source File page displays details about the firmware on the System Controller.

7. Click [...] to browse to the \Firmware folder of the extracted ZP file.

8. In the Open dialog box that appears, click the NGP.bin file to select it, and then click [Open].

9. The Source File page displays details about the NGP.bin file.

10. Click [Next].

11. On the Backup page, type the path where data will be backed up, or browse to its location.

Note: Although the **Create Backup File** check box can be cleared to skip backing up data, it is recommended that users leave this check box selected to back up data before an upgrade. This option is intended for factory use only.

IMPORTANT: If no backup file is created while using the Upgrade Wizard, photos will not be preserved and will need to be restored from an earlier backup.

12. Click [Backup].

13. When a "Backup Successful" message appears, click [Next].

14. On the next page, click [Firmware Upgrade].

    A summary of the Upgrade Wizard's progress appears. This process may take up to ten minutes. Red squares will appear next to any errors that occurred. Contact Technical Support if there are any errors.

15. When the upgrade is complete, click [Next].

    If data was backed up in step 11, the Restore page displays the location to which files were backed up.

    a. Click [Restore] to load the backed up data back onto the System Controller.

    b. When the "Restore Successful" message appears, click [Next] to verify that the upgrade occurred on the Upgrade Results page.

16. When the Upgrade Results page appears, click [Finish] to exit the wizard.

17. Now log into your TruPortal System Controller web interface and confirm that all data has been restored.

IMPORTANT: Do not disconnect the network or remove power from the system controller until the upgrade is complete!