



LSM 3.4 SP2 Update

Manual

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SimonsVoss
technologies

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1 General

This manual describes how to update from a fully intact preceding version to the new LSM version 3.4 SP2. The Locking System Management software, LSM software for short, was developed to manage complex locking systems with SimonsVoss locking components.

Other documents are available to supplement this manual:

■ *LSM software manual*

This manual describes the functions of the Locking System Management software 3.4 SP2.

■ *WaveNet manual*

Describes how to use the WaveNet radio network.

1.1 Safety instructions



WARNING

Blocked access

Access through a door may stay blocked due to incorrectly fitted and/or incorrectly programmed components. SimonsVoss Technologies GmbH is not liable for the consequences of blocked access such as access to injured or endangered persons, material damage or other damage!



CAUTION

The products/systems described in this manual may only be operated by persons who are qualified to perform the related tasks. Qualified staff are capable of identifying any risks associated with handling these products/systems and avoiding potential hazards thanks to their knowledge and skills.

CAUTION

Loss of locking system password

The locking system password is a central component of the security concept. The loss of the locking system password restricts the operation of the locking system and is a security risk.

1. Keep the locking system password safe (e.g. in a safe)!
2. Make the locking system password visible to authorised persons at all times!

**NOTE**

This documentation has been compiled based on the best knowledge available to us. Nevertheless, errors cannot be ruled out. SimonsVoss Technologies GmbH is not liable in such cases.

**NOTE**

Modifications or further technical developments cannot be excluded and may be implemented without prior notice.

**NOTE**

The German language version is the original instruction manual. Other languages (drafting in the contract language) are translations of the original instructions.

**NOTE**

Read and follow all installation, installation, and commissioning instructions. Pass these instructions and any maintenance instructions to the user.

1.2 Legal notes

The purchaser is expressly informed that use of the locking system (e.g. with access event logging and DoorMonitoring functions) may be subject to statutory permit requirements and employee rights to co-determination, especially with regard to data protection legislation. The purchaser or customer and the end user are responsible for ensuring that the product is used in compliance with the law.

Malfunctions may arise if the product is not used as agreed or is used in a non-standard way. They may also occur if the product undergoes repairs or modifications not expressly approved by , or assistance with the product is obtained from a non-specialist service provider; do not use the product or have it repaired or serviced in this way. Any modifications not expressly permitted by will result in the loss of the right to make liability or warranty claims or any specially agreed rights to make guarantee claims.

1.3 More information

This manual describes the update from an existing LSM software (*Version 3.X or higher*). This allows the user to programme SimonsVoss locking components and manage the locking system in a current software environment.



NOTE

This manual does not describe individual SimonsVoss locking components. You must consult the quick guides and manuals for the individual components to understand individual components.



NOTE

Note that you must also update other software (e.g. LSM MOBILE, CommNode server and WaveNet Manager) when you update the LSM software.



NOTE

You can only update to the next higher software version – for example, from LSM 3.3 to LSM 3.4 SP2.

If you wish to update from 3.2 to 3.4 SP2, for example, you first need to update to Version 3.3 and load the "old locking plan" one time and re-save. You can then update to 3.4 SP2.

2 LSM Business version update

2.1 Information on the update

This manual describes the update from an existing LSM software (*Version 3.X BUSINESS or PROFESSIONAL or higher*). This allows the user to programme SimonsVoss locking components and manage the locking system.



NOTE

This manual does not describe individual SimonsVoss locking components. You must consult the quick guides and manuals for the individual components to understand individual components.

2.2 Installing the new software

Install ADS server and set up backup

1. Reinstall the ADS server (if LSM ADS is updated, 3.2 and older).
2. Configure the ADS server. (if LSM 3.2 or older is updated)
3. Set up a backup.



NOTE

Required version of the ADS server

As of LSM 3.4 SP1 or newer, you need the ADS server version 12.x. See the LSM manual for further information.

Installing LSM 3.4 SP2.

1. Install LSM Business.
2. Configure LSM Business.

Installing the CommNode Server and Crystal Reports Hotfix

1. Install the update for the CommNode server.
2. Install the Crystal Reports hotfix.

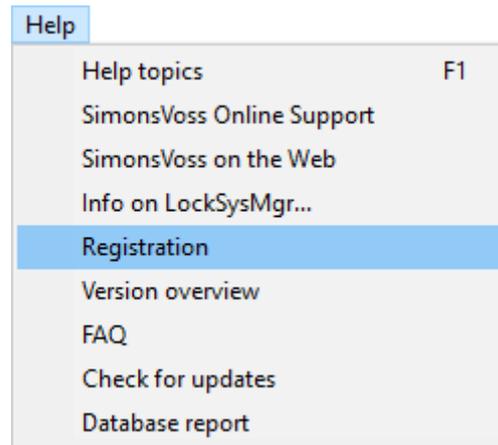
2.3 Register LSM

LSM needs to be registered. A registration file is created for this purpose and sent to a designated email address. You will then automatically receive a reply which contains your personal licence file. You can use this licence file to register LSM with the modules that you ordered.

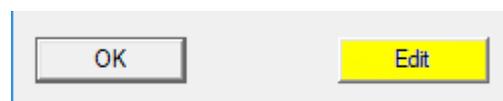
Procedure

- ✓ LSM installation is implemented.
- ✓ Delivery note with registration information is on hand.
- ✓ There is a connection to the Internet.

1. Click in the tab | Help | on button **Registration**.
 - ↳ The window "Registration" opens.



2. Click on the button **Edit**.



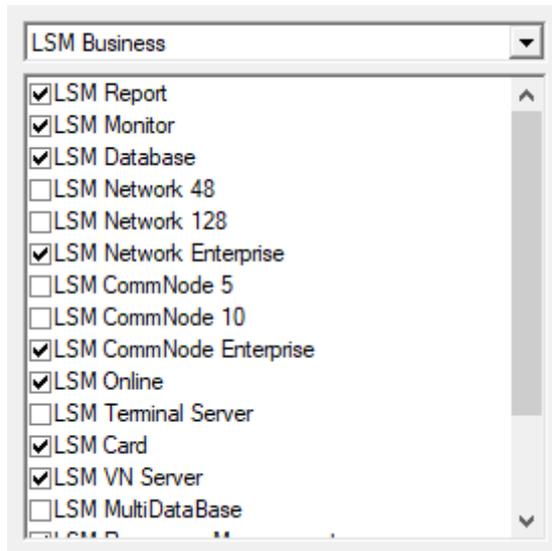
- ↳ The window "Edit registration" opens.

3. Complete the form.

Company:	SimonsVoss		
Address:	FeringasträÙe 4		
Town:	Untereöhing	Postcode:	85774
Country:	Deutschland		
Contact:	[Redacted]		
Tel:	[Redacted]	Fax:	[Redacted]
E-mail:	[Redacted]		

4. Open the dropdown menu ▼ **LSM Edition**.

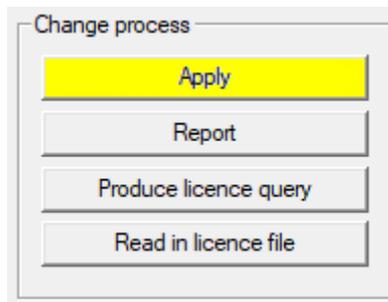
5. Select the LSM edition.



NOTE

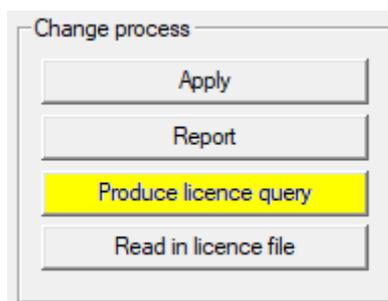
If you have ordered an LSM Basic Online, please select the dropdown entry "LSM Basic".

6. Click on the button **Apply**.

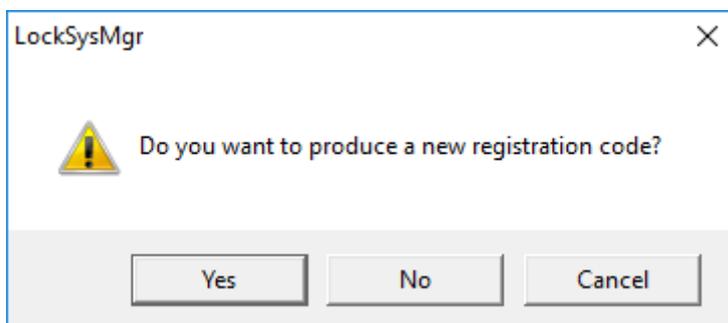


↳ The data record is saved.

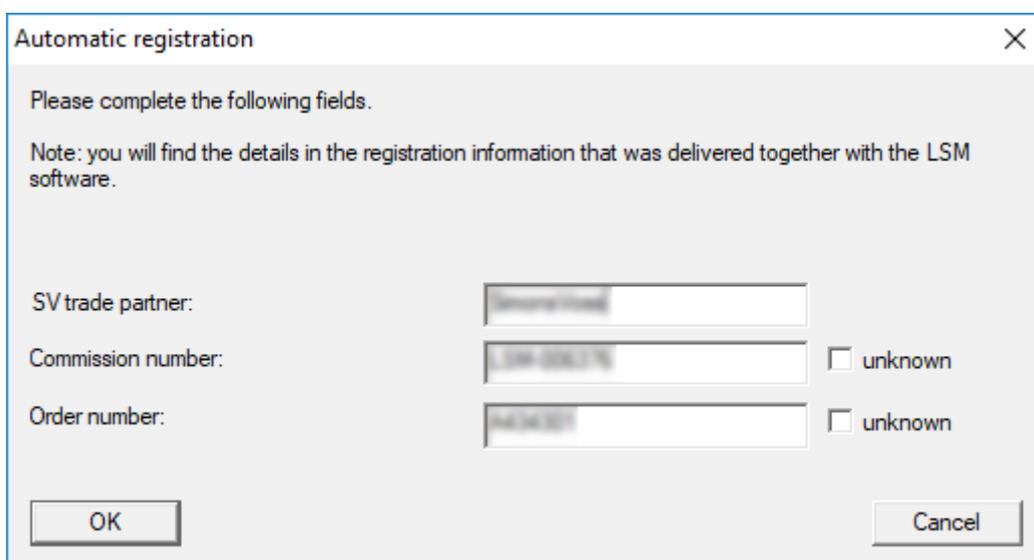
7. Click on the button **Produce licence query**.



8. Click the button **Yes**, to accept the query prompt.



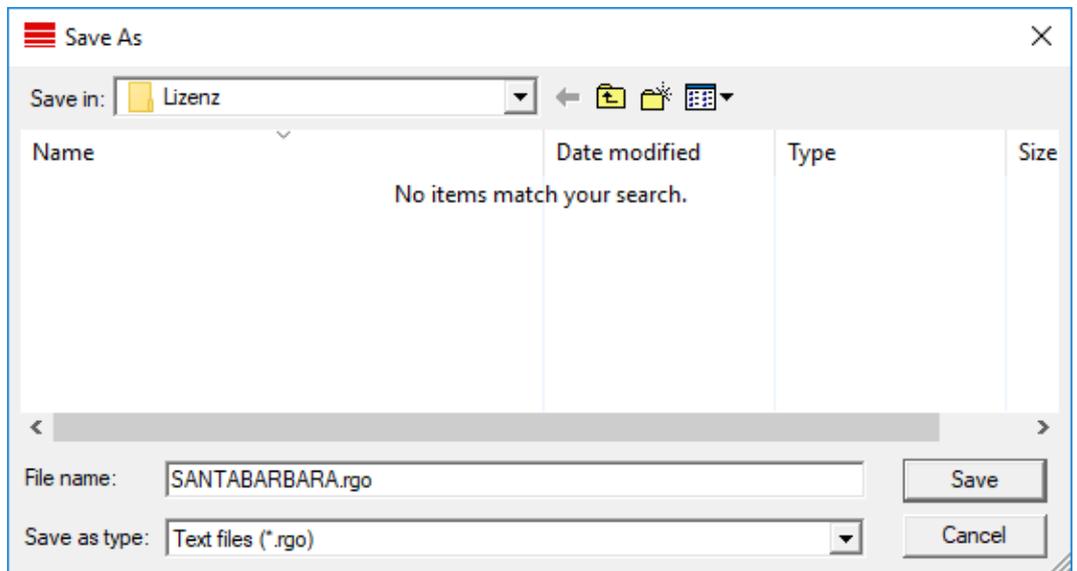
9. Complete the form (LSM consignment number in LSM-xxxxxx format; order number in Axxxxxx format).



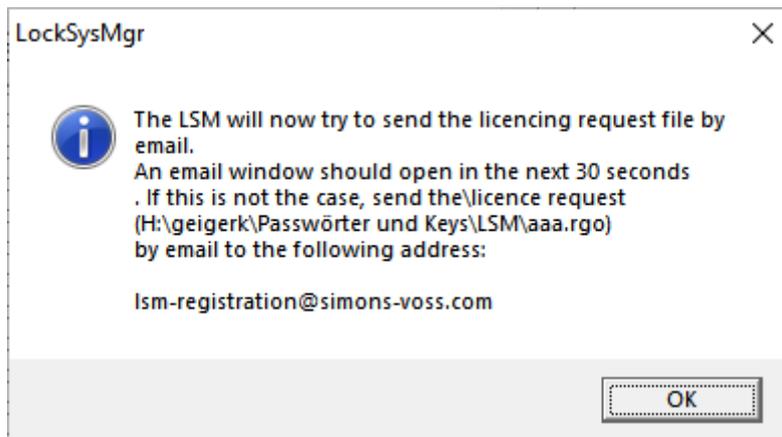
10. Click on the **OK** button.

- ↳ The RGO file is created.
- ↳ The Explorer window will open.

11. Save the RGO file to a directory of your choice.



12. Click on the **OK** button.



↳ The standard email client will open. An email is automatically generated with the RGO file attached.

13. If the RGO file is not attached, then attach it manually.

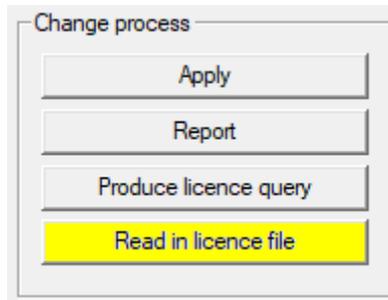
14. Send an email with the RGO file to registration@simons-voss.com.

↳ Reply with attached LIC file arrives automatically when registration information is complete. Otherwise, a manual check is carried out by Customer Service.

15. Save the LIC file to a directory of your choice.

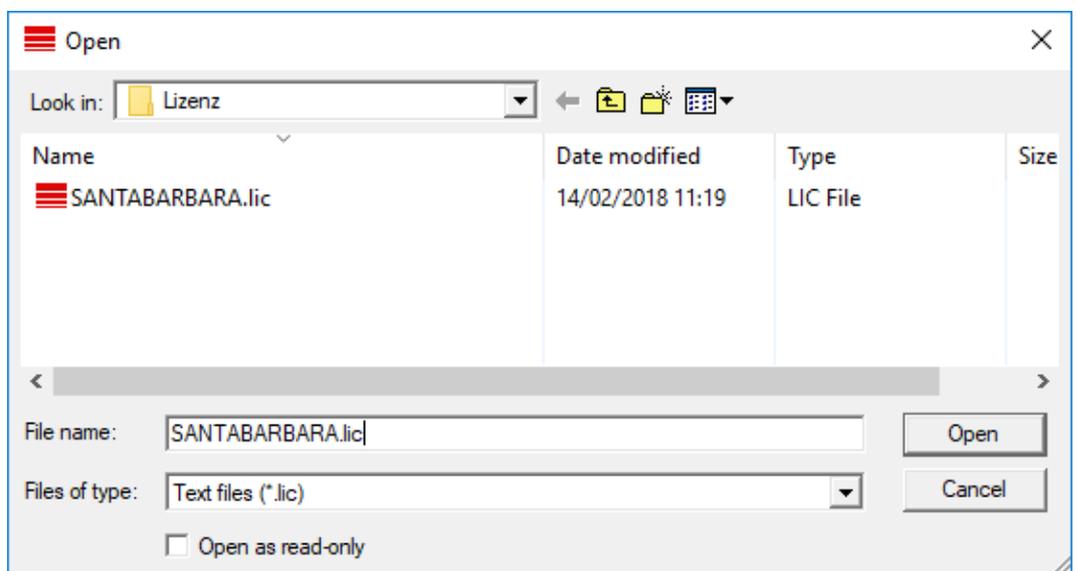
16. Switch back to LSM.

17. Click on the button **Read in licence file**.



↳ The Explorer window will open.

18. Select the LIC file.



19. Click on the button **Open**.

20. Click the button **OK**, to accept the prompt notice.

21. Re-start LSM.

↳ Registration is implemented.

2.4 Adjust model database

1. Copy and extract the LsmAep2.aep file from the model database (LSM standard installation path in the file ...\\db\\lsmdb\\aep\\ into the data-base directory <Drive>:\SimonsVoss\\sv_db\\lsmdb\\aep)
2. Launch LSM and change the database source to the lsmdb.add file (e.g. \\<Server name>:6262\\sv_db\$\\lsmdb\\lsmdb.add).
3. Log on to the database using your log-on details.

2.5 Set up backup

Use a text editor to create or edit the backup file, so that the new database is also backed up automatically. The lines "net stop TransTermSvr" and "net stop VNHostSvr" or their launch are only necessary if you use these services. Then save the file, adding the file suffix .bat ab. You can use this file to generate backups in Windows Task Manager on a regular basis.

```
net stop TransTermSvr /y
net stop VNHostSvr /y
net stop SVCommNodeSvr /y
rmdir /s /q C:\SimonsVoss\sv_backup\
net stop Advantage /y
md C:\SimonsVoss\sv_backup\
xcopy C:\SimonsVoss\sv_db\*.* C:\SimonsVoss\sv_backup\ /s /
c /e
net start Advantage /y
net start SVCommNodeSvr /y
net start TransTermSvr /y
net start VNHostSvr /y
```

2.6 Advanced LSM 3.4 configuration settings

1. Adjust the local firewall rules on the client and server if necessary.
2. Adjust the reports if necessary (address data, logos, additional texts and similar).
3. Create/edit the user accounts for LSM if necessary.
4. If necessary: install other clients.
5. Change over to the server (on which the ADS has been installed).

Install and launch CommNode server

1. Install the SimonsVoss CommNode server (commnode_setup_3_(x).exe).
2. Register the CommNode server service (execute C:\Program Files (x86)\SimonsVoss\CommNodeSvr_3_4\install_CommNodeSvr.bat with administrator rights!)
3. If no LSM GUI has been installed on the server, install the OLEDB driver (oledb.exe) now. Change the language to English (as with ADS Server installation).
4. Launch LSM and log on.

5. Navigate to the menu item Network/Communication node and configure/change the CommNode server's name and computer name if necessary.

Name	CommNodeSrv	
Computer name	SANTABARBARA	
Full computer name		
IP port	6002	Search for port
Description		

Type	COM port	
WN over TCP ce...	192.168.100.15	
WN CentralNode	COM3	

6. If necessary: Configure the task manager and add the CommNode server to it.

Task service

Task service and event service run on the following CommNode server:

SANTABARBARA : CommNodeSrv

Apply Start Not available Stop

7. If present and not implemented in previous versions: relocate the existing WaveNet router from local connection points to the existing CommNode server.

Type	COM port	
WN over TCP ce...	192.168.100.15	
WN CentralNode	COM3	

Ping

Config files

Transmit

Test

Edit

Add

Remove

Move

8. Create the configuration files in the communication node

Name: CommNodeSrv
 Computer name: SANTABARBARA
 Full computer name:
 IP port: 6002
 Description:
 Search for port:
 Connections:

Type	COM port	
WN over TCP ce...	192.168.100.15	
WN CentralNode	COM3	

Ping
 Config files
 Transmit

9. Copy the 3 files created on the server into the CommNode server installation directory (C:\Program Files (x86)\SimonsVoss\CommNodeSvr_3_4\)

10. Then launch the CommNode server service manually (in the Services menu item on your Windows operating system)

11. Check the connection by pressing on ping in the communications node.

Name: CommNodeSrv
 Computer name: SANTABARBARA
 Full computer name:
 IP port: 6002
 Description:
 Search for port:
 Connections:

Type	COM port	
WN over TCP ce...	192.168.100.15	
WN CentralNode	COM3	

Ping
 Config files
 Transmit

↳ Future WaveNet components all need to be assigned to the communication node and not to local connection points.

2.6.1 Classic WaveNet (no WaveNet Manager)

1. Implement your WaveNet components if necessary
2. Test the connection to the WaveNet components

2.6.2 Use WaveNet Manager on the client

1. Save the current version of WaveNet Manager locally onto the client
2. Give the USER Windows user group write access to the folder with the WaveNet Manager data.
3. Launch WaveNet Manager in LSM at Network\WaveNet Manager.
4. On launching, enter the local path for the client for WaveNet Manager.exe and wntop.csv.
5. Enter the WaveNet Manager password if necessary.
6. Configure your WaveNet components if necessary.
7. Test your WaveNet Manager components.

2.6.3 Use WaveNet Manager centrally on the server

1. Save the current version of WaveNet Manager centrally on the server at <Hard disk:>\SimonsVoss\sv_wavenet)
2. Give the USER Windows user group write access to the folder.
3. Create a share for the WaveNet Manager folder.
4. Launch WaveNet Manager in LSM at Network\WaveNet Manager.
5. On launching, enter the server's UNC path for WaveNet Manager.exe and wntop.csv.
6. Enter the WaveNet Manager password if necessary.
7. Configure your WaveNet components if necessary.
8. Test your WaveNet Manager components.

2.7 Completion

Use the backup file that you generated (*Set up backup [▶ 12]*) to create a task to automatically back up the database directory in Windows Task Scheduler. Test it once it is created.

3 LSM BASIC/BASIC ONLINE version update

3.1 Information on the update

This manual describes the update from an existing LSM software (*Version 3.X Basic or higher*). This allows the user to programme SimonsVoss locking components and manage the locking system.



NOTE

This manual does not describe individual SimonsVoss locking components. You must consult the quick guides and manuals for the individual components to understand individual components.

3.2 Preparation

Administrator rights are required for the update.

3.2.1 Quit services

START/CONTROL PANEL/ADMINISTRATION/SERVICES: Quit the SimonsVoss CommNode server service (only exists if a virtual network is used)

3.2.2 Back up database

1. Log on as the Windows user who also manages locking system management.
2. Launch LSM.
3. Create a backup using the path Setup/Extended/Backup.
4. Copy the backup that you created (ZIP file) onto a separate data storage device.



NOTE

The backup is saved to C:\ProgramData\SimonsVoss\Repository by default.

3.2.3 Installing and setting up the new LSM Basic

1. Installing the new software.
 - ↳ When you insert the software CD, the web browser will open with the CD start page as per the system settings. You will see a link to the set-up in the software section.
 - ↳ Alternatively, you can also launch installation directly [CDROM]:
\Setup_LSM_Basic\Setup_LSM_Basic\lsm_setup_basic_3_4.exe

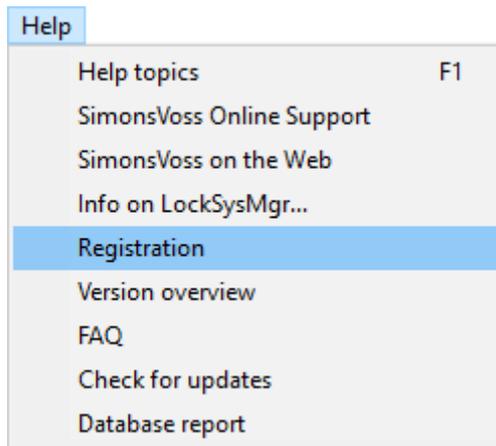
- ↳ Start installation for the new LSM software and proceed through the individual steps.
- 2. Install Crystal Reports bugfix.
 - ↳ You will see a direct link to the set-up in the CD's software section.
 - ↳ Alternatively, you can also launch installation directly: [CDROM]:\Setup_LSM_Basic\Cystal_HotFix11\setup.exe
 - ↳ Start installation for the new Crystal Reports bugfix and proceed through the individual steps.
- 3. Launching the LSM software
 - ↳ Launch the LSM software and log on to a project.
- 4. Checking the LSM software registration.
 - ↳ Check that all previously purchased modules are activated
 - ↳ Generate a new licence application (RGO file) and send it to SimonsVoss to acquire a new licence.
 - ↳ Load the licence file (LIC file) which you have received back from SimonsVoss to complete registration.
 - ↳ *You will find detailed instructions on how you can register your LSM software in the LSM user manual.*
- ↳ The update process is now complete. The default "system3060" password must be changed if it is still being used.

3.3 Register LSM

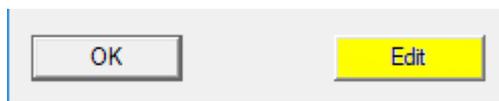
LSM needs to be registered. A registration file is created for this purpose and sent to a designated email address. You will then automatically receive a reply which contains your personal licence file. You can use this licence file to register LSM with the modules that you ordered.

Procedure

- ✓ LSM installation is implemented.
 - ✓ Delivery note with registration information is on hand.
 - ✓ There is a connection to the Internet.
1. Click in the tab | Help | on button **Registration**.
 - ↳ The window "Registration" opens.



2. Click on the button **Edit**.



↳ The window "Edit registration" opens.

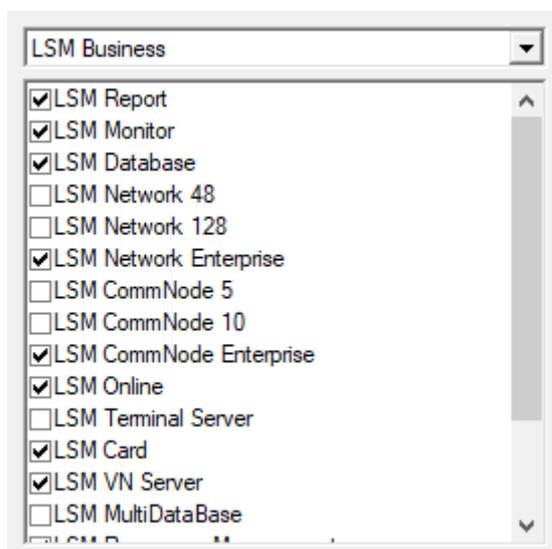
3. Complete the form.

A screenshot of the 'Edit registration' form. The form contains the following fields:

- Company: SimonsVoss
- Address: FeringastraÙe 4
- Town: Unterföhing
- Postcode: 85774
- Country: Deutschland
- Contact: (empty)
- Tel: (empty)
- Fax: (empty)
- E-mail: (empty)

4. Open the dropdown menu ▼ **LSM Edition**.

5. Select the LSM edition.

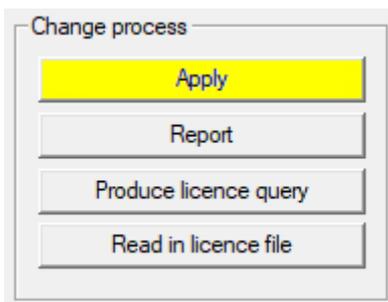




NOTE

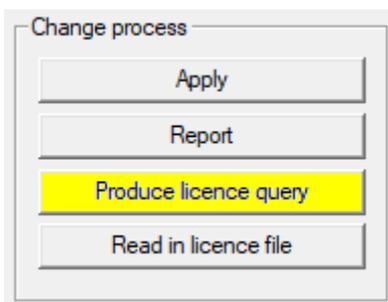
If you have ordered an LSM Basic Online, please select the dropdown entry "LSM Basic".

6. Click on the button **Apply**.

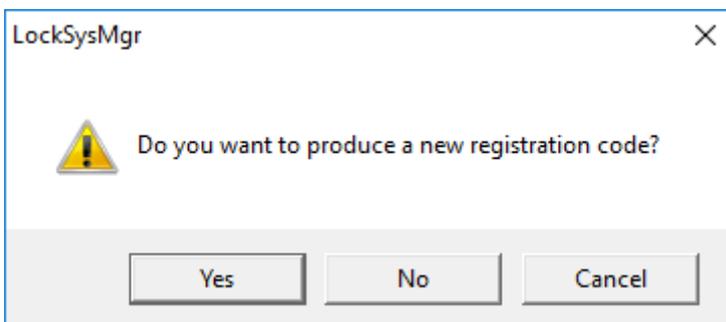


↳ The data record is saved.

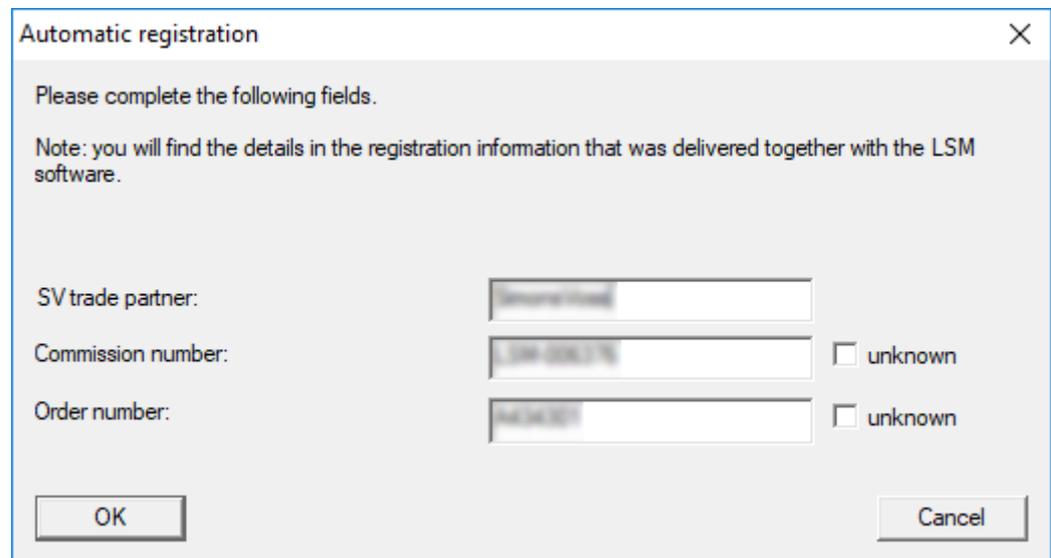
7. Click on the button **Produce licence query**.



8. Click the button **Yes**, to accept the query prompt.



- Complete the form (LSM consignment number in LSM-xxxxxx format; order number in Axxxxxx format).



Automatic registration [X]

Please complete the following fields.

Note: you will find the details in the registration information that was delivered together with the LSM software.

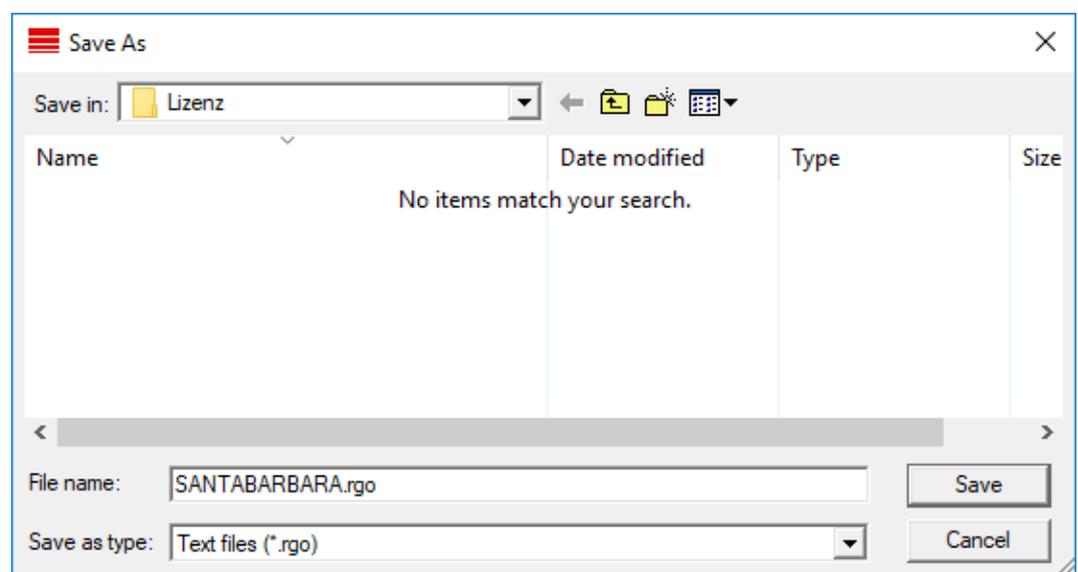
SV trade partner:

Commission number: unknown

Order number: unknown

[OK] [Cancel]

- Click on the **OK** button.
 - ↳ The RGO file is created.
 - ↳ The Explorer window will open.
- Save the RGO file to a directory of your choice.



Save As [X]

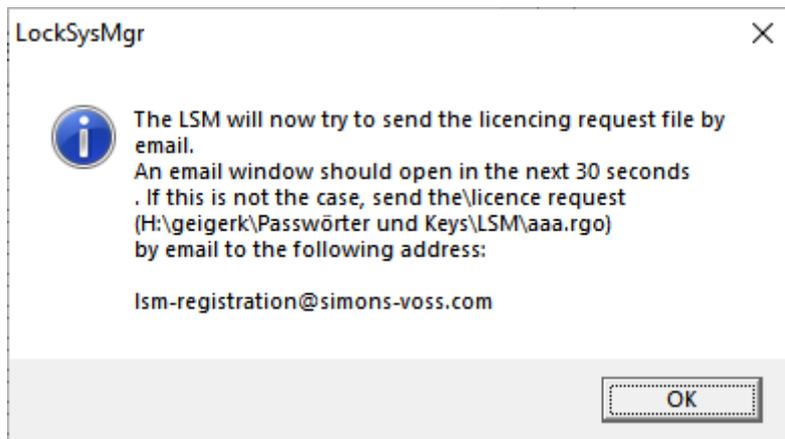
Save in: [Navigation icons]

Name	Date modified	Type	Size
No items match your search.			

File name: [Save]

Save as type: [Cancel]

12. Click on the **OK** button.



↳ The standard email client will open. An email is automatically generated with the RGO file attached.

13. If the RGO file is not attached, then attach it manually.

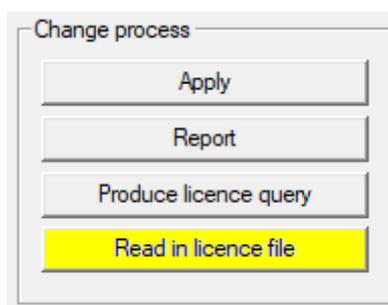
14. Send an email with the RGO file to registration@simons-voss.com.

↳ Reply with attached LIC file arrives automatically when registration information is complete. Otherwise, a manual check is carried out by Customer Service.

15. Save the LIC file to a directory of your choice.

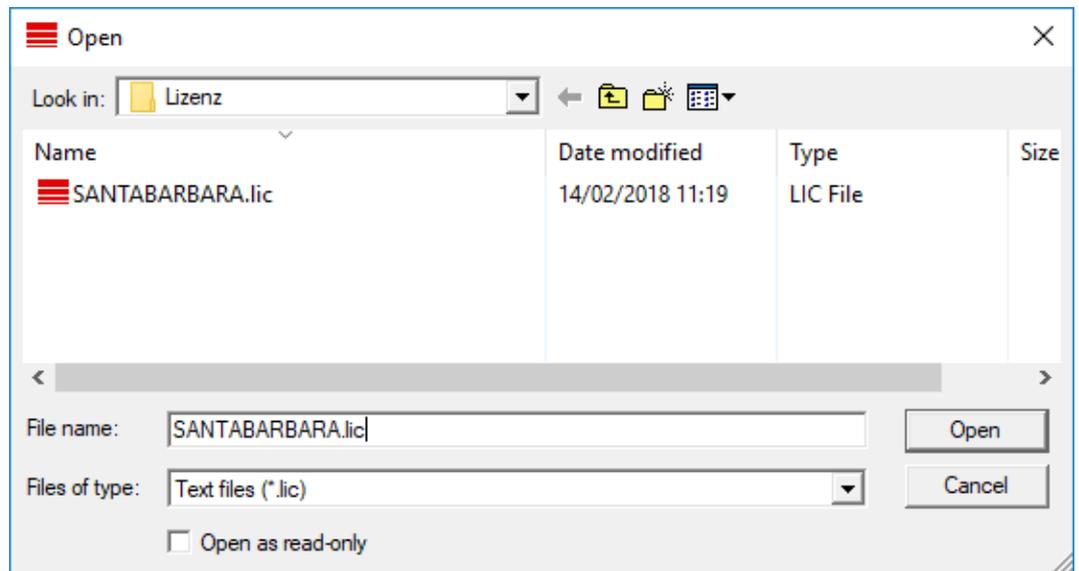
16. Switch back to LSM.

17. Click on the button **Read in licence file**.



↳ The Explorer window will open.

18. Select the LIC file.



19. Click on the button **Open**.

20. Click the button **OK**, to accept the prompt notice.

21. Re-start LSM.

↳ Registration is implemented.

4 LSM Mobile version update

Please note that the LSM Mobile update version must correspond to the version which SimonsVoss has explicitly matched to the LSM software version.

4.1 LSM MOBILE PC version update

You do not need to uninstall the old version of your LSM Mobile.

- Start the setup file of the current version and follow the instructions.

4.2 LSM MOBILE PDA version update

1. Uninstalling LSM Mobile on a PDA
 - ↳ Connect the PDA to the client. Uninstall LSM Mobile (also Smart LSM if necessary) using ActiveSync or Windows Mobile Device Centre.
2. Installing LSM Mobile on a PDA
 - ↳ Connect the PDA to the client. When you insert the software CD, the contents will appear in the browser. You will see a link to the set-up file in the software section. Start the installation and proceed through the individual steps.

5 Service pack update

5.1 General information

The installation of LSM software updates (e.g. service packs) is described below. Software updates sometimes contain new functions and improved stability. It is thus recommended to implement regular updates at all times.

5.2 Preliminary remarks

- Observe the procedure and the system prerequisites. If you have any questions, please contact your retail specialist or your contact person in Software Support before updating (see Help & Contact).
- You must always carry out LSM installations or updates while logged on as an administrator with administrator rights.
- The required drivers are installed automatically if the patch update installation file is used.
- All clients (LSM installations on different PCs) must be updated for LSM Business and Professional. Non-updated clients will no longer be able to access the database after one client has been updated.

5.3 Procedure

1. Import all data from portable devices and gateways (virtual network).
2. Back up database.
3. Log off all clients by closing the software on the database workstation computers.
4. Quit 'SimonsVoss CommNode Server' service (if used).
5. Quit the "SimonsVoss VNHost" service (if used).
6. Quit the Smart.XChange Service (if used).
7. Quit 'SimonsVoss transponder terminal' service (if used).
8. Quit the 'Advantage Database Server' service (LSM Business Edition/LSM Professional Edition only).
9. Import Service Pack using administrator rights – the installation will be updated.
10. Update the LSM component CommNode Server (if used. See *CommNode server update* [▶ 25]).
11. If the user who is logged on to perform the update does not have write access on the database computer, the 'LsmAEP2.aep' file must also be replaced manually in the 'aep' database sub-folder. You will find the new version of this file in the 'AdsOleDb' folder in the LSM installation folder, usually found at

"C:\Programme (x86)\SimonsVoss\LockSysMgr_Basic_3_4\AdsOleDb"
bzw.

"C:\Programme (x86)\SimonsVoss
\LockSysMgr_Business_3_4\AdsOleDb\AdsOleDb".

12. Start the 'Advantage Database Server' service (LSM Business Edition / LSM Professional Edition only).
13. Launch LSM and log on using an administrator account.
14. Launch the 'SimonsVoss CommNode Server' service (if used).
15. Launch 'SimonsVoss transponder terminal' service (if used).
16. Launch the "SimonsVoss VNHost" service (if used).
17. Launch the "Smart.XChange Service" (if used).
18. Perform functional test.
19. Back up database.

5.3.1 CommNode server update

5.3.1.1 Procedure

1. Go to your software installation package.
2. Open the folder which contains your LSM installation.
 - ↳ You will also find the set-up file for the CommNode server there.
3. Execute the set-up file.
4. Follow the installation routine instructions.
 - ↳ The CommNode server, the CommNode and the VN server are now installed.

5.3.1.2 CommNode server configuration

A connection is required to the LSM database to launch the CommNode server service. This is set up using three XML configuration files.

Generating the configuration files

1. Start LSM and log on to the database.
2. Network menu/Communication nodes/Config files
3. Copy the 3 configuration files onto the server into the CommNode server installation directory (default path: C:\Program Files (x86)\SimonsVoss\CommNodeSvr_3_4).
4. Execute install_CommNodeSvr.bat using administrator rights. The SimonsVoss CommNode server service is now registered.
5. Launch the SimonsVoss CommNode server service on Windows Control Panel/Administration/Services.

6 Help and other information

Information material/documents

You will find detailed information on operation and configuration and other documents under Informative material/Documents in the Download section on the SimonsVoss website (<https://www.simons-voss.com/en/downloads/documents.html>).

Software and drivers

You will find software and drivers in the Download section on the SimonsVoss website (<https://www.simons-voss.com/en/downloads/software-downloads.html>).

Declarations of conformity

You will find declarations of conformity for this product in the Certificate section on the SimonsVoss website (<https://www.simons-voss.com/en/certificates.html>).

Hotline

If you have any questions, the SimonsVoss Service Hotline will be happy to help you on +49 (0)89 99 228 333 (German fixed network; call charges vary depending on the operator).

Email

You may prefer to send us an email.

support@simons-voss.com (System 3060, MobileKey)

FAQs

You will find information and help for SimonsVoss products in the FAQ section on the SimonsVoss website (<https://faq.simons-voss.com/otrs/public.pl>).

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This is SimonsVoss

SimonsVoss is a technology leader in digital locking systems.

The pioneer in wirelessly controlled, cable-free locking technology delivers system solutions with an extensive product range for SOHOs, SMEs, major companies and public institutions.

SimonsVoss locking systems unite intelligent functions, optimum quality and award-winning German-made design. As an innovative system provider, SimonsVoss attaches great importan-

ce to scalable systems, effective security, reliable components, high-performance software and simple operation.

Our commercial success lies in the courage to innovate, sustainable thinking and action, and heartfelt appreciation of employees and partners. With its headquarters in Unterföhring, near Munich, and its production site in Osterfeld, eastern Germany, the company employs around 300 staff in eight countries.

SimonsVoss is a company in the ALLEGION Group, a globally active network in the security sector. Allegion is represented in around 130 countries worldwide (www.allegion.com).

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