LSM 3.5 Basic Online Update

Manual

29.08.2020

SimonsVoss technologies

Content

1 General

This manual describes how to update from a fully intact preceding version to the new LSM version 3.5. 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 3.5.

:: *SimonsVoss Smart User Guide*

Implement basic functions with the LSM software.

:: *WaveNet manual*

Describes how to use the WaveNet radio network.

1.1 General safety instructions

Signal word (ANSI Z535.6)	Possible immediate effects of non-compliance
DANGER	Death or serious injury (likely)
WARNING	Death or serious injury (possible, but unlikely)
CAUTION	Minor injury
IMPORTANT	Property damage or malfunction
NOTE	Low or none

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!

Blocked access through manipulation of the product

If you change the product on your own, malfunctions can occur and access through a door can be blocked.

:: Modify the product only when needed and only in the manner described in the documentation.

> **NOTE**
>
> **Intended use**
>
> SimonsVoss-products are designed exclusively for opening and closing doors and similar objects.
>
> :: Do not use SimonsVoss products for any other purposes.

Different times for G2 locks

The internal time unit of the G2 locks has a technical tolerance of up to ± 15 minutes per year.

Qualifications required

The installation and commissioning requires specialized knowledge.

:: Only trained personnel may install and commission the product.

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

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

1.2 Product-specific safety instructions

> **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!

1.3 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 SimonsVoss Technologies GmbH, 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 SimonsVoss Technologies GmbH will result in the loss of the right to make liability or warranty claims or any specially agreed rights to make guarantee claims.

1.4 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 3.4 to LSM 3.5.
>
> If you wish to update from 3.3 to 3.5, for example, you first need to update to Version 3.4 and load the "old locking plan" one time and re-save. You can then update to 3.5.

2 Meaning of the text formatting

This documentation uses text formatting and design elements to facilitate understanding. The table explains the meaning of possible text formatting:

Example	button
☑ Example ☐ Example	checkbox
⦿ Example	Option
[Example]	Tab
"Example"	Name of a displayed window
| Example |	Upper programme bar
Example	Entry in the expanded upper programme bar
Example	Context menu entry
▼ Example	Name of a drop-down menu
"Example"	Selection option in a drop-down menu
"Example"	Area
Example	Field
Example	Name of a (Windows) service
Example	Commands (e.g. Windows CMD commands)
Example	Database entry
[Example]	MobileKey type selection

3 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.

4 Preparation

Administrator rights are required for the update.

4.1 Import data

1. Import all data from the gateways in your virtual network.
2. Import all data from your mobile devices.

4.2 Backing up the database manually

1. Log on as the Windows user who also manages locking system management.
2. Launch LSM.
3. Click the Setup button (🔧).
   ↳ The setup opens.
4. Click the button Advanced .
   ↳ Window "Setup" opens.
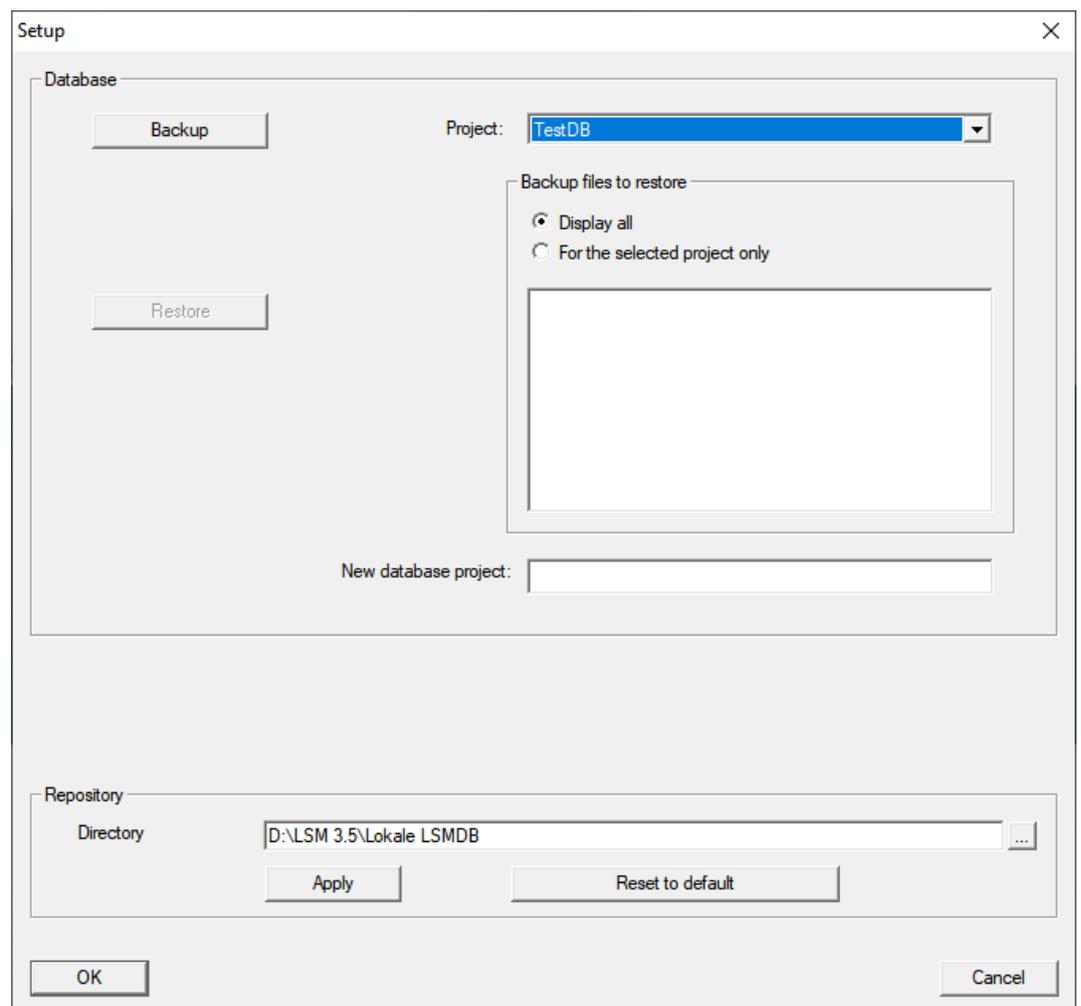
5. Use the dropdown menu ▼ **Project:** to select your project.

6. Click the button Backup
   ↳ Backup is created.
7. Click on the OK button.
   ↳ Window "Setup" closes.
8. Copy the created backup (.zip) to a separate data carrier.
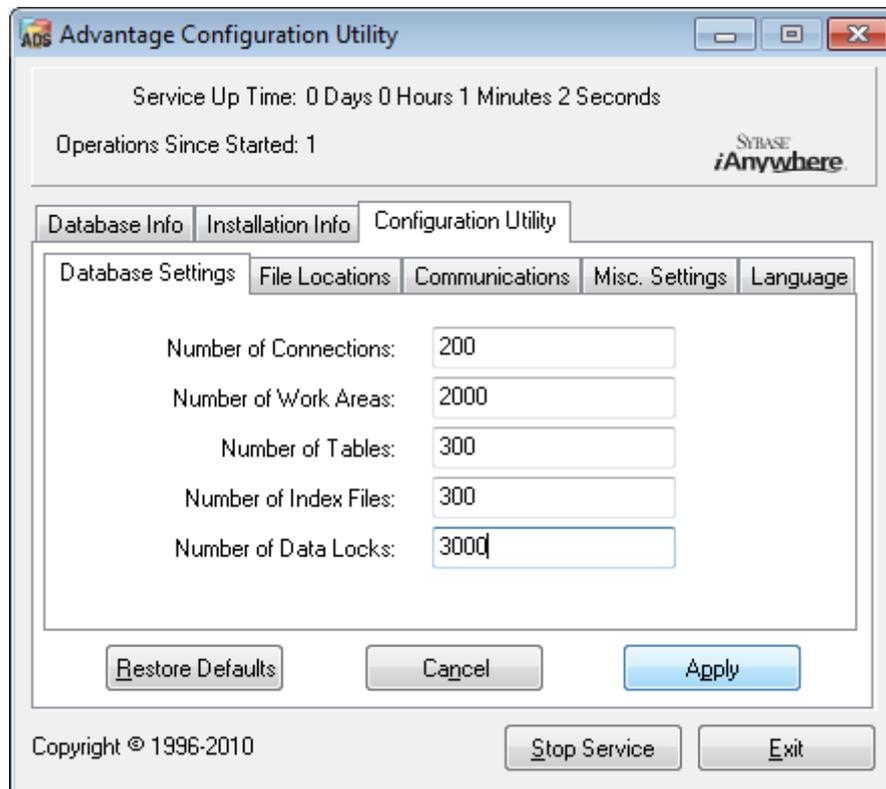
> **NOTE**
>
> The backup is saved to C:\ProgramData\SimonsVoss\Repository by default.

4.3 Quit services

✓ LSM closed at every client.

1. Open the operating system's window "Services".
2. Quit the service *SimonsVoss CommNode Server.*
3. Quit the service *SimonsVoss VNHost Server.*
4. Quit the service *SimonsVoss Transponder Terminal Server.*
5. Quit the service *SimonsVoss Smart.XChangeService.*

6. If necessary, quit other services which access your database.

5 Installation of new software

1. Start the setup file as administrator.
2. Follow the setup's instructions.
3. Accept the end user license agreement to process with the installation.
4. Start the LSM.
5. Register the software (see *Register LSM [▶ 11]*).

6 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.
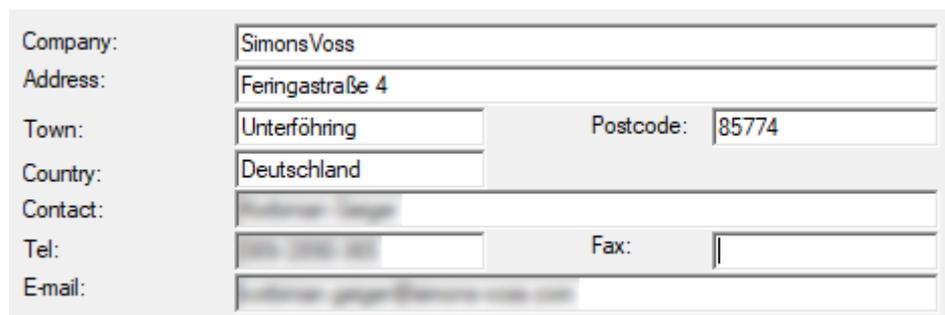
Procedure

- ✓ LSM installation is implemented.
- ✓ Delivery note with registration information is on hand.
- ✓ Sending mails is possible.

1. In the tab | Help | click on the Registration button.
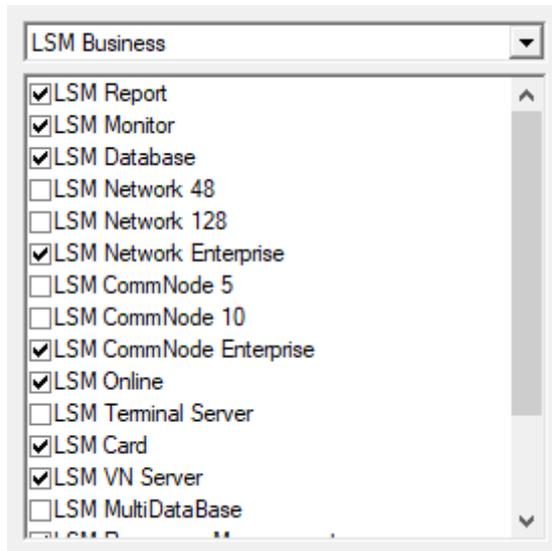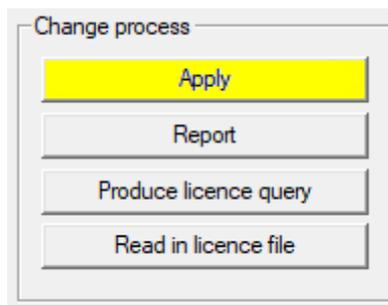   - ↳ The Registration window opens.
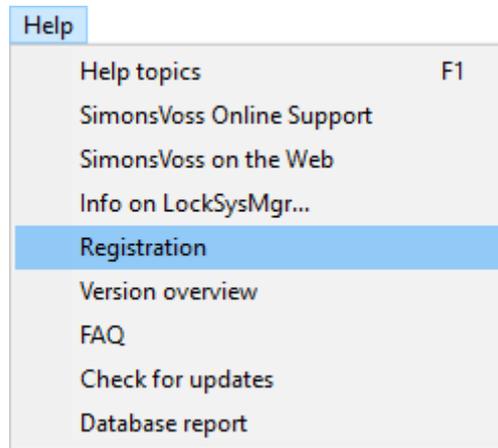
2. Click on the Edit button.
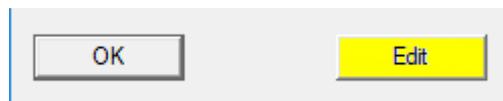
   - ↳ The Edit registration window opens.
3. Complete the form.

4. Make sure the correct edition is selected (example: Business).
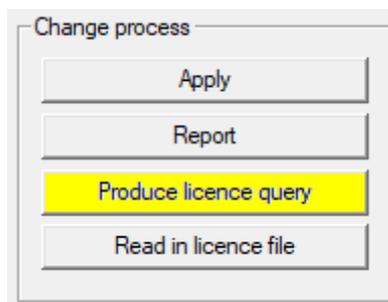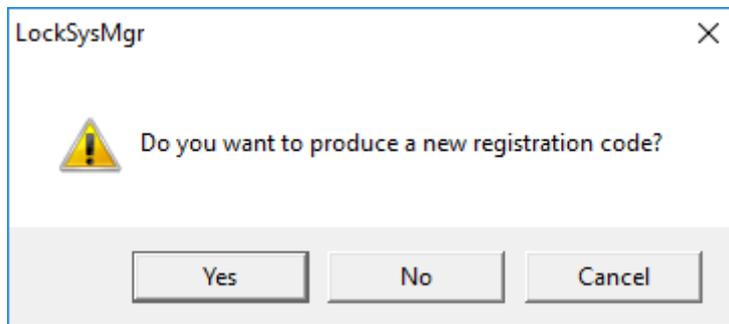

5. Click on the Apply button.

↳ The data record is saved.

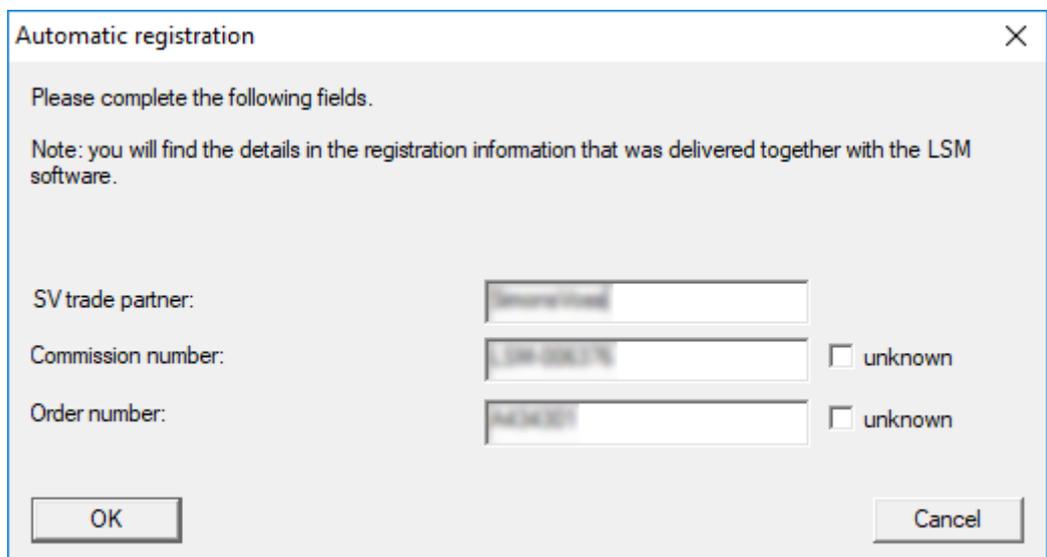6. Click on the Produce licence query button.

7. Click on the `Yes` button to accept the query prompt.

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

9. Click on the `OK` button.
   - ↳ The RGO file is created.
   - ↳ The Explorer window will open.

10. Save the RGO file to a directory of your choice.
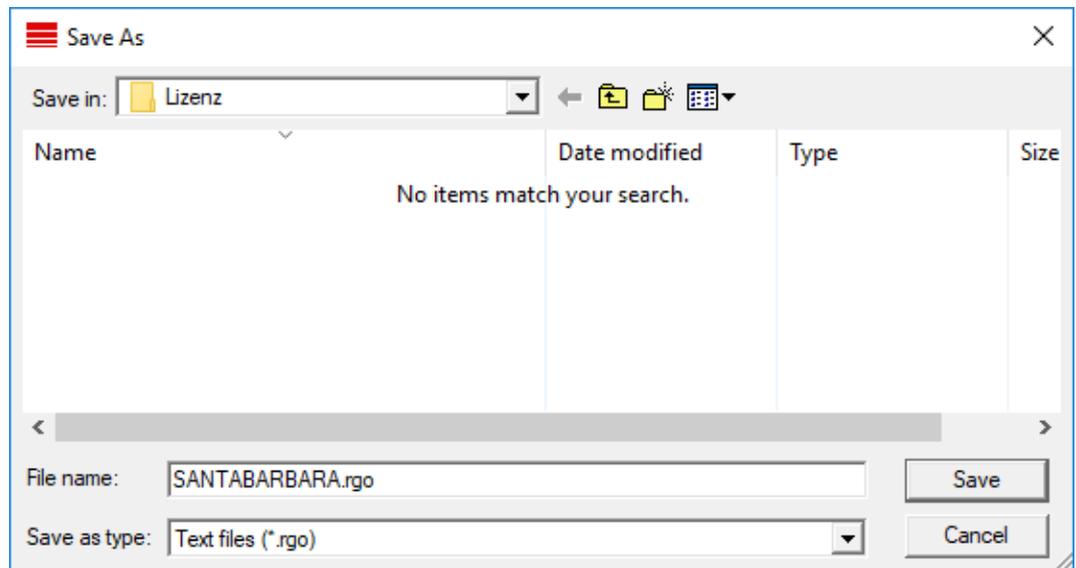
11. Click on the OK button.
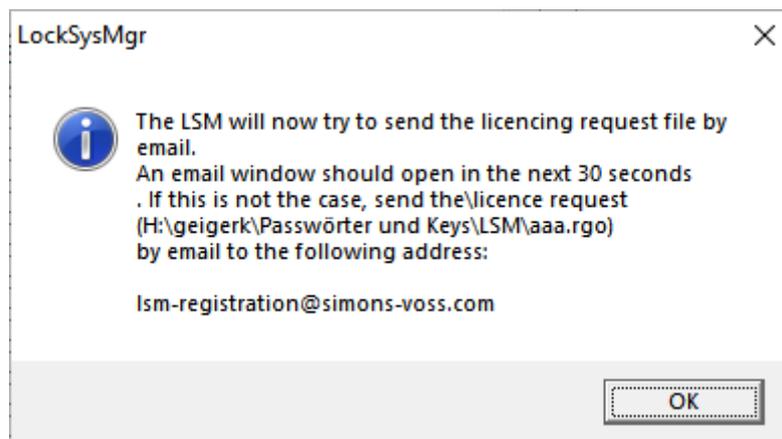
> ↳ The standard email client will open. An email is automatically generated with the RGO file attached.

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

13. Send an email with the RGO file to lsm-registration.sv@allegion.com.

> ↳ Reply is automatically sent with the LIC file attached.

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

15. Switch back to LSM.

16. Click on the Read in licence file button.
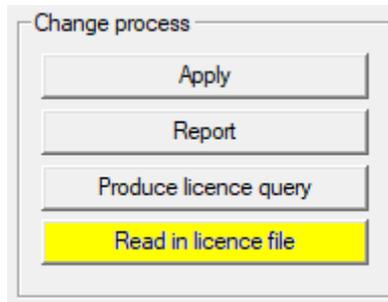
    ↳ The Explorer window will open.

17. Select the LIC file.

18. Click on the Open button.

19. Click on the OK button to accept the prompt notice.

20. Re-start LSM.

    ↳ Registration is implemented.

7 Backing up the database automatically

Create resp. edit the batch script with a text editor to save the database automatically. Alternatively use the LSM installation toolbox.

The commands and the corresponding timeouts for Smart.XChange and the transponder terminal are optional:

- net stop Smart.XChangeService /y resp. net start Smart.XChangeService /y

- net stop TransTermSvr /y resp. net start TransTermSvr /y

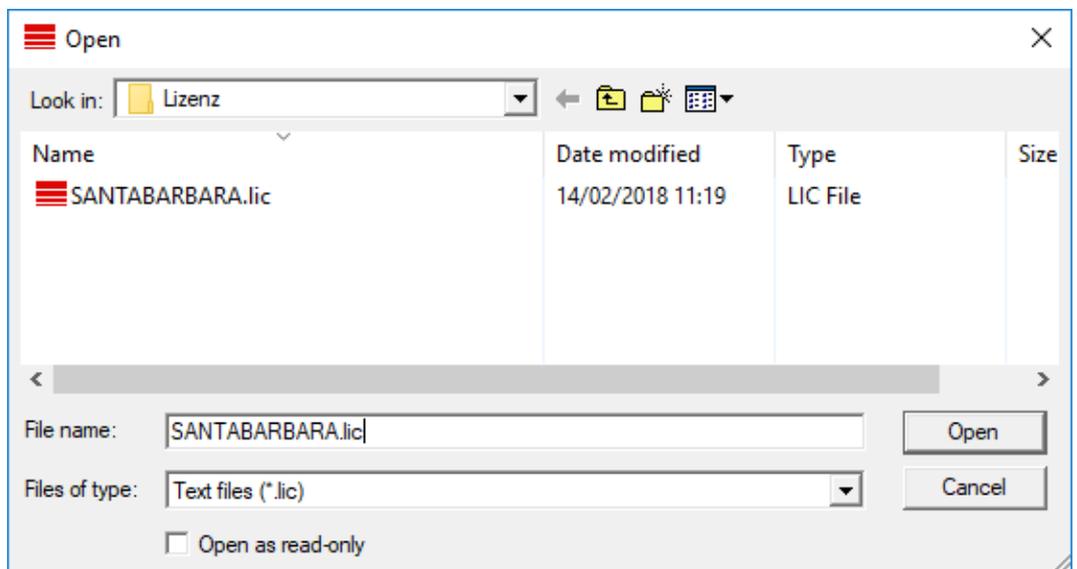You only need those if you actually use the services. Save the file with the extension .bat to the SimonsVoss folder. This batch script performs the following actions:

1. Stops services which use the database
2. Removes old backup
3. Copies database to the backup directory
4. Restarts services

Content of the batch script:

```
net stop VNHostSvr /y
timeout /t 30
net stop SVCommNodeSvr /y
timeout /t 30
net stop TransTermSvr /y
timeout /t 30
net stop Smart.XChangeService /y
timeout /t 30
net stop Advantage /y
timeout /t 30
rmdir /s /q C:\SimonsVoss\sv_backup\
md C:\SimonsVoss\sv_backup\
xcopy C:\SimonsVoss\sv_db\*.* C:\SimonsVoss\sv_backup\ /s /
c /e
net start Advantage /y
timeout /t 30
net start VNHostSvr /y
timeout /t 30
net start SVCommNodeSvr /y
timeout /t 30
net start TransTermSvr /y
timeout /t 30
net start Smart.XChangeService /y
```

Instad of the paths *C:\SimonsVoss\sv_backup* and *C:\SimonsVoss\sv_db *.** enter your own paths resp. network paths to your database respectively to your backup directory.

In order to create backups use the Windows built-in task planner to execute this batch script regularly (ideally daily). Select the created script to be executed. No further parameters are necessary.

Please note:

Default settings for security options

■ Execution with the "system" account instead of an administrator account

■ Enable: Execute independently of whether users are logged in or not

■ Enable: Do not save the password

■ Enable: Execute with the highest privileges

Contact your IT department. They are the system owner and therefore responsible for the correct execution of the backup jobs and the archivation of the backups.

8 Advanced LSM 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).

Update and initialize CommNode server

1. Open the installation directory of the previous CommNode server.
2. Execute the file *uninstall_CommNodeSvr.bat* with administrator rights.
   ↳ Old CommNode server removed.
3. Call up the installation directory of the CommNode server (e.g. C:\Program Files (x86)\SimonsVoss\CommNode_3_5)
4. Execute the file *install_CommNodeSvr.bat* with administrator rights.
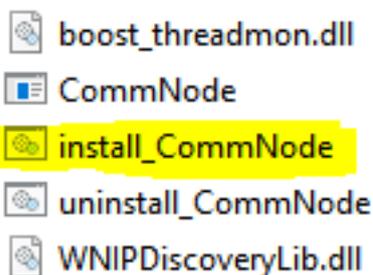
   ↳ CommNode server initialized.

```
C:\WINDOWS\system32>"C:\Program Files (x86)\Simor
SVCommNode installed
```

5. If no LSM GUI has been installed on the server, install the OLEDB driver (oledb.exe) now.
6. Change the language to English (as with ADS Server installation).
7. Launch LSM and log on.

8. Navigate to the menu item | Network | - Communication nodes and configure/change the CommNode server's name and computer name if necessary.
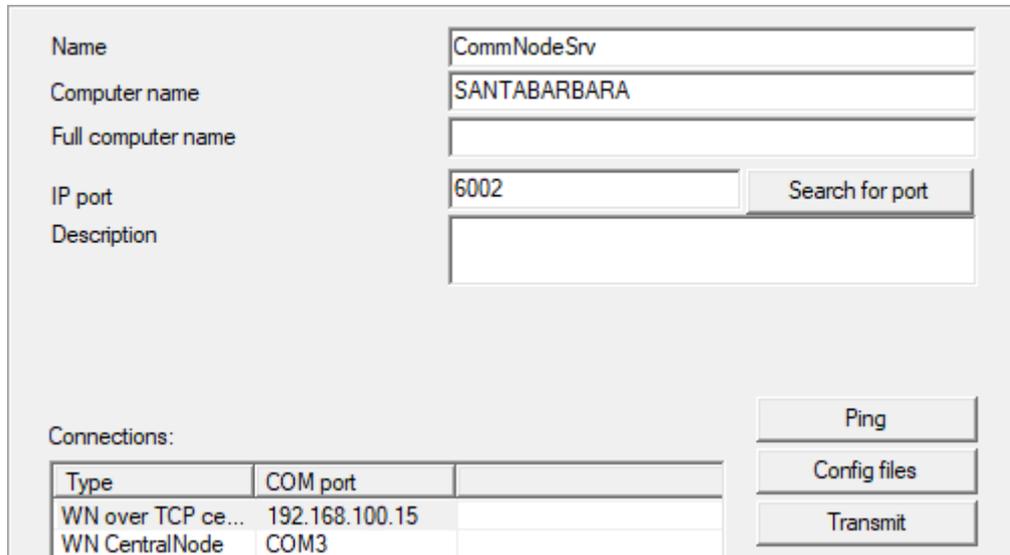
9. If necessary: Configure the task manager and add the CommNode server to it.
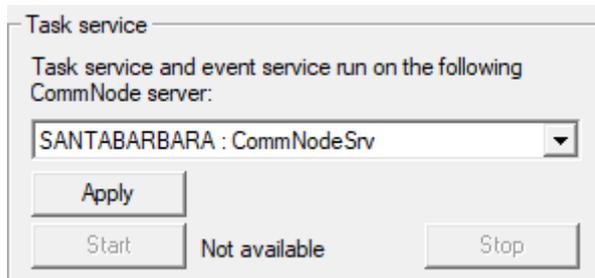
10. If present and not implemented in previous versions: relocate the existing WaveNet router from local connection points to the existing CommNode server.

11. Create the configuration files in the communication node
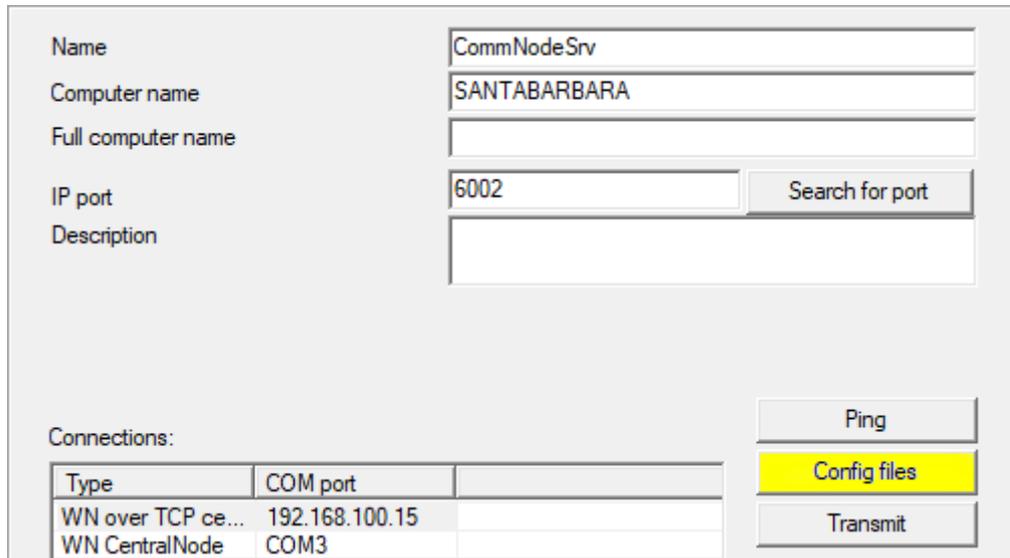
12. Copy the 3 files created on the server into the CommNode server install-ation directory (C:\Program Files (x86)\SimonsVoss \CommNodeSvr_3_5\)
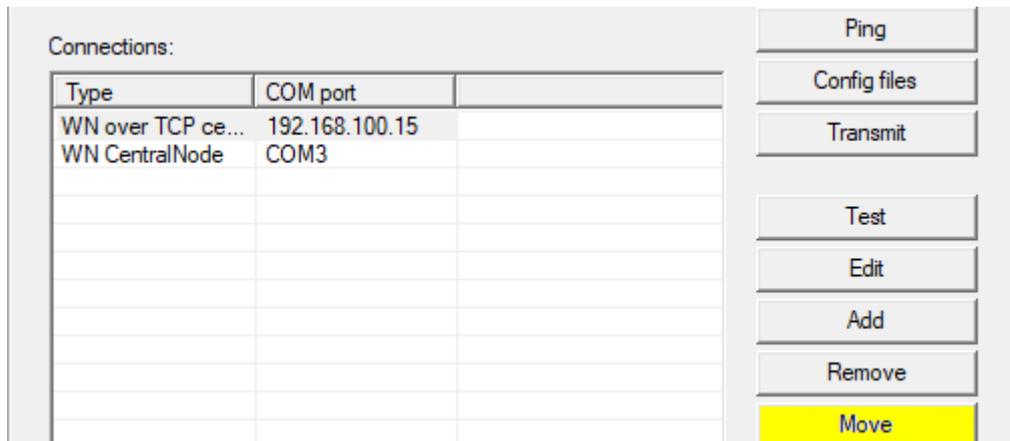
13. Then launch the CommNode server service (*SimonsVoss CommNode Server*) manually (in the "Services" window on your Windows operating system).

14. Check the connection by pressing on ping in the communications node.
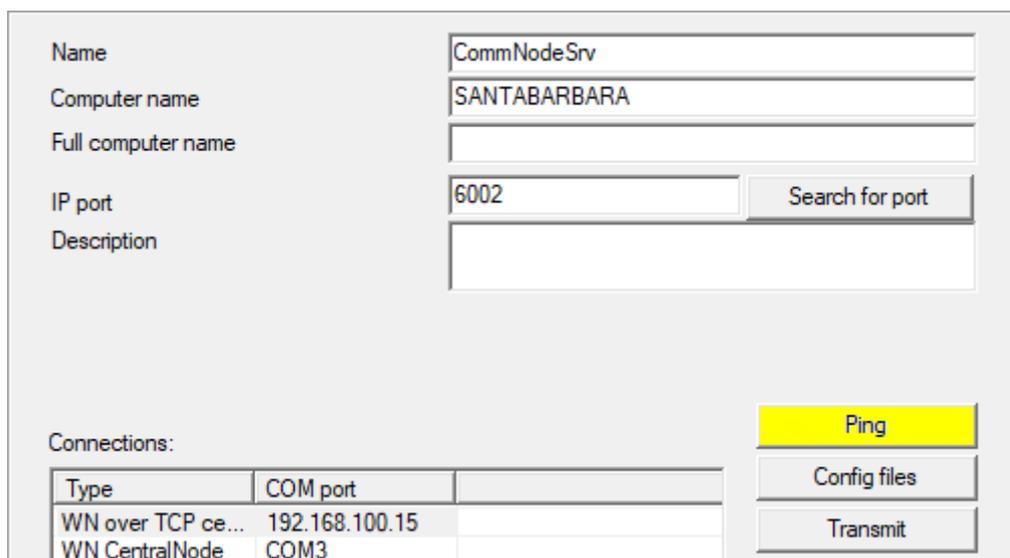
↳ Future WaveNet components all need to be assigned to the communication node and not to local connection points.

8.1 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.

8.1.1 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_5).
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.

9 Start services

1. Open the operating system's window "Services".
2. Start the service *SimonsVoss CommNode Server.*
3. Start the service *SimonsVoss VNHost Server.*
4. Start the service *SimonsVoss Smart.XChangeService.*
5. Start the service *SimonsVoss Transponder Terminal Server.*
↳ Services are running. You may log in to the LSM.

10 Completion

Use the backup file that you generated (*Backing up the database automatically [▸ 16]*) to create a task to automatically back up the database directory in Windows Task Scheduler. Test it once it is created.

11 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.

11.1 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.

12 Service pack update

12.1 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.

12.2 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.

12.3 Import data

1. Import all data from the gateways in your virtual network.
2. Import all data from your mobile devices.

12.4 Backing up the database manually

1. Log on as the Windows user who also manages locking system management.
2. Launch LSM.
3. Click the Setup button (⚙).
   ↳ The setup opens.
4. Click the button Advanced .
   ↳ Window "Setup" opens.
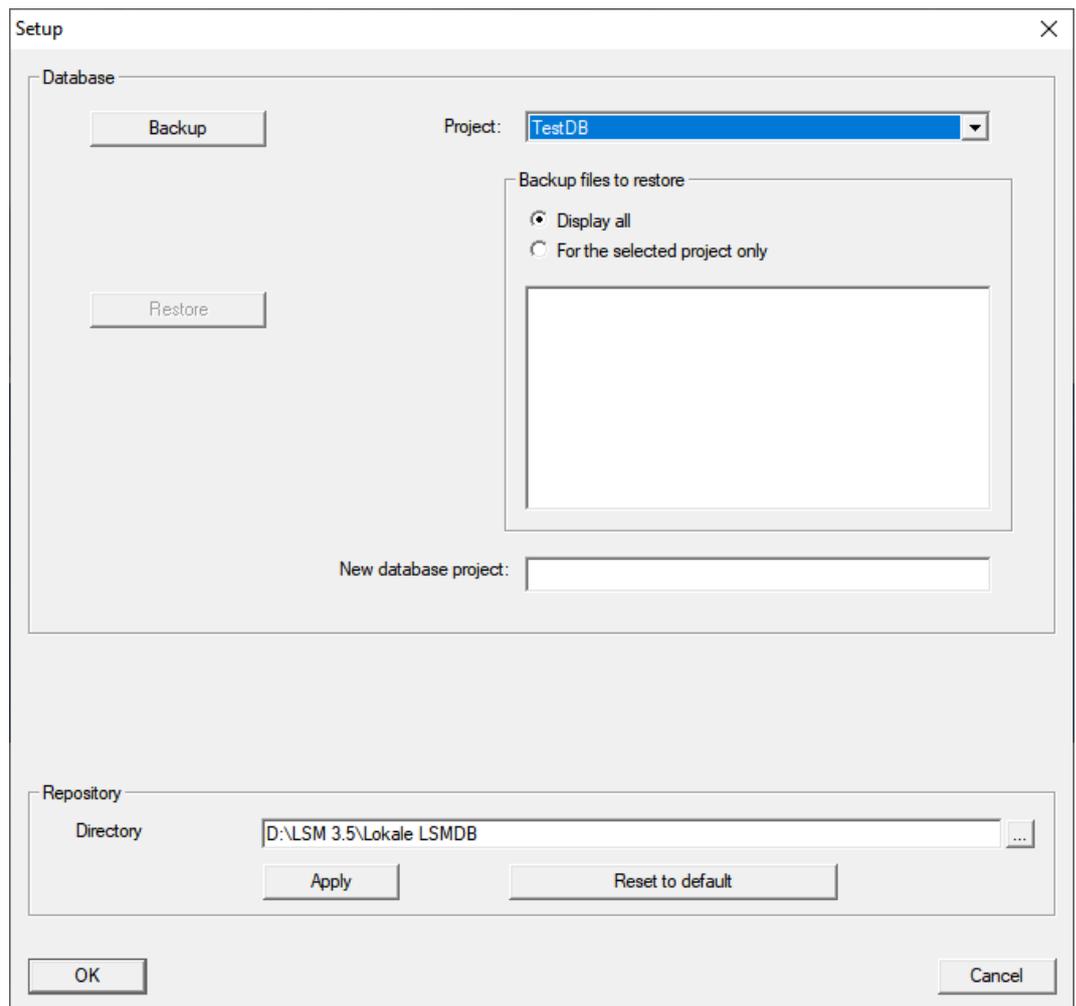
5. Use the dropdown menu ▼ **Project:** to select your project.
6. Click the button Backup
   ↳ Backup is created.
7. Click on the OK button.
   ↳ Window "Setup" closes.
8. Copy the created backup (.zip) to a separate data carrier.

NOTE

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

12.5 Quit services

✓ LSM closed at every client.

1. Open the operating system's window "Services".
2. Quit the service *SimonsVoss CommNode Server*.
3. Quit the service *SimonsVoss VNHost Server*.

4. Quit the service *SimonsVoss Transponder Terminal Server*.
5. Quit the service *SimonsVoss Smart.XChangeService*.
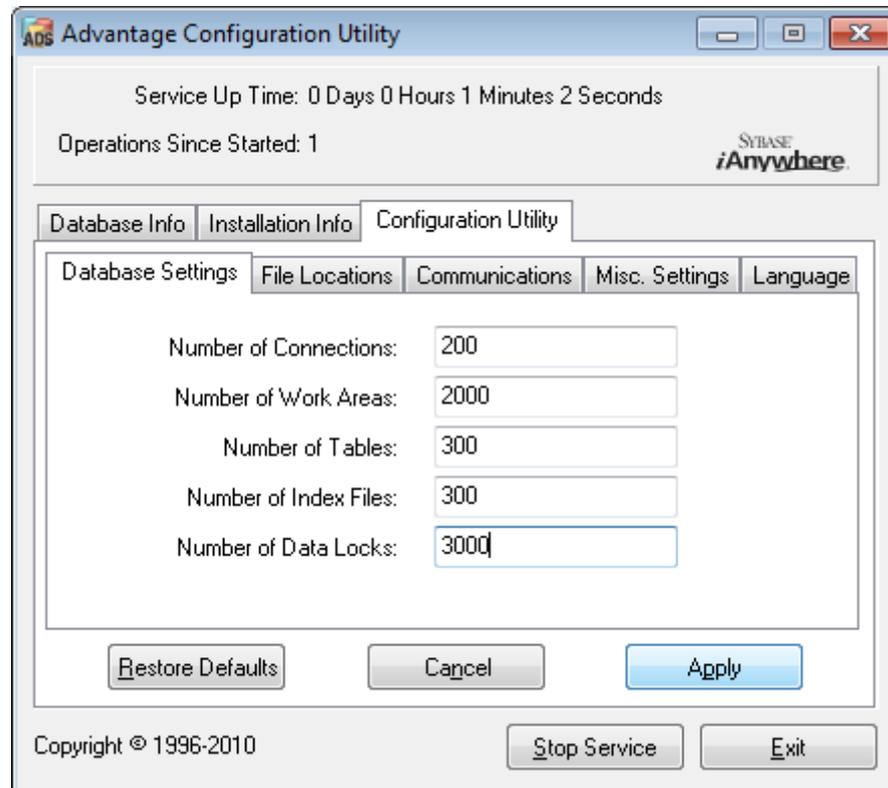
6. If necessary, quit other services which access your database.

12.6 Procedure

1. Install the service pack with administrative rights.
   ↳ Installation is up to date.
2. If you use the CommNode server: Update it (see *CommNode server update [▸ 27]*).
3. If you don't have writing access to the database's folder: The model database has to be modified before the LSM is used (see Adjust model database).

12.6.1 CommNode server update

12.6.1.1 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.

12.6.1.2 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_5).
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.

12.7 Start services

1. Open the operating system's window "Services".
2. Start the service *SimonsVoss CommNode Server*.
3. Start the service *SimonsVoss VNHost Server*.
4. Start the service *SimonsVoss Smart.XChangeService*.
5. Start the service *SimonsVoss Transponder Terminal Server*.
    ↳ Services are running. You may log in to the LSM.

12.8 Completion

Use the backup file that you generated (*Backing up the database automatically [▸ 16]*) to create a task to automatically back up the database directory in Windows Task Scheduler. Test it once it is created.

13 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

Software and drivers can be found on the SimonsVoss homepage in the service area during software downloads (*https://www.simons-voss.com/ en/service/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-simonsvoss@allegion.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*).

Address

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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 importance 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).

ALLEGION™

SimonsVoss technologies