

ENTRÉ

MIGRATIONS GUIDE

A Guide for Migrations
that Include Entré

TABLE OF CONTENTS

- REMOTE LINK™ TO ENTRÉ™ MIGRATION.....1
 - PANEL CONSIDERATIONS.....1
 - GET STARTED1
 - During Migration.....2
 - How It Works.....2
 - What Will Not Migrate.....2
 - REMOTE LINK AND ENTRÉ FEATURE COMPARISON CHART4
 - MIGRATION CHECKLIST.....5
 - Check for Duplicate IP Addresses in Remote Link5
 - Check for Duplicate Panels in Remote Link5
 - Check for Duplicate User Codes in Remote Link5
 - Assign Custom IDs in Remote Link5
 - Name Devices in Remote Link.....5
 - Check Output Programming in Remote Link6
 - Check Area Programming in Remote Link.....6
 - Enable Use PIN in Entré.....6
 - VERIFY REMOTE LINK DATABASE.....7
 - LOAD VERIFIED INFORMATION INTO ENTRÉ.....11
 - RESTART SERVICES AND VALIDATE MIGRATION.....12
- ENTRÉ TO VIRTUAL KEYPAD ACCESS™ MIGRATION.....13
 - ADD THE SYSTEM TO DEALER ADMIN.....13
 - Create the Customer.....13
 - Set Up the System.....14
 - Configure Virtual Keypad Access Features.....15
 - Add an App User.....16
 - REMOVE THE PANEL FROM ENTRÉ.....17
 - ADDITIONAL INFORMATION17

REMOTE LINK™ TO ENTRÉ™ MIGRATION

Panel Considerations

Based on the scale of the customer's operation, the appropriate tier of the Entré software should be recommended.

SYSTEM	PANELS	DOORS
Entré Lite	1-4	16 (16 max)
Entré Business	1-24	16 (96 max)*
Entré Enterprise	1-100 Panels	96 (400 max)*
Entré Enterprise (Upgrades)	100-500 with HQ approval	400+
Entré NOC	Unlimited 40 included in initial purchase with HQ approval for more	Unlimited

* Add-on modules purchased additionally

Get Started

The Entré Database Migration Tool allows large organizations to import information from an existing Remote Link® SQL database. This information includes panel hardware, users, profiles, and schedules. When information from a Remote Link SQL database is validated and migrated to the Entré SQL database, the tool automatically generates a personnel ID number and a unique card number for each user. Entré NOC customers can obtain the Database Migration Tool by calling the Software Support Team at 888.436.7832.

This section shows how to migrate from Remote Link to Entré. This migration can only be done one time and cannot be done in stages. The information below shows how to migrate a Remote Link database to the Entré Database.

Be sure to discuss the project with a DMP design engineer before starting the migration. The project may include the following:

- Identify existing Remote Link™ database type: DBISAM vs. SQL. Entré is not compatible with the default Remote Link™ database (DBISAM) and will need to be upgrade to a SQL database if the migration tool is going to be used.
- Consolidate Remote Link™ databases to a single SQL database.
- Remove any unneeded or duplicate systems.
- Identify and resolve any duplicate codes.
- Update each XR Series panel to latest firmware.

During Migration

As the profiles, personnel, badges, and key fobs are migrated, the tool will show the issues that are presented during the migration. This will allow the necessary changes to be made to clean up the Remote Link database for a clean migration to Entré.

DMP can assist with additional scripts that may identify if there are potential differences in the Remote Link SQL database and if other issues are identified.

How It Works

There are checkboxes in the migration tool to select which information to migrate. While Panels will always be migrated, there is also the option to migrate Personnel, Badges, User Code Profiles, and Key Fobs. To be migrated, Badges must be attached to a Personnel, and Key Fobs must be attached to a Badge. Otherwise, they will not be migrated.

- The ID_NUMBER in Remote link is used to tie users across panels. This can be found under User Codes > Custom Tab > ID Number.
 - If managing personnel with a directory, this ID Number should match what is mapped to the Person.personIdentifier.govtID. This may be the employeeNumber in the directory.
- The Card_INFO in Remote Link is used to badges to personnel.

What Will Not Migrate

During the migration, keep in mind the following possible troubleshooting opportunities.

Zones and Outputs

- Zones that are assigned to areas that do not exist will not be migrated.
- Unnamed outputs will not be migrated.
- Undefined output groups will not be migrated.

Panels

- The panel will not open in Entré if the records in the following tables are missing:
 - AccessCode
 - BELLOPTS
 - MenuDisp
 - NetOpts
 - OutOpts
 - PartInfo
 - RmtOpts
 - SysOpts
 - SysRpts
 - HostLogRpts

Schedules

- › Schedules that have the same name and date intervals will be combined.
- › Schedules that have the same name but different date intervals will be added as the original name with 1, 2, 3, etc. (ex. Schedule, Schedule - 1, Schedule - 2, etc.)

Profiles

- › Profiles are not combined.
- › Profile names will have the account number they are associated with attached to the beginning of profile name. (ex. 2345 - Front Door Access)
- › Only devices in areas which are defined in named panels will be associated with a profile.

Personnel

- › If two people have the same ID number and are associated to panels with different receiver numbers, the migration tool will stop.
- › To migrate a user's name correctly, the First Name, Middle Name, and Last name must be separated by a comma. The fourth name will be dropped.
- › ID_Numbers that are duplicated across panels will be combined as a single personnel record.

Badges and Key Fobs

- › If a badge without card info exists across multiple panels, it will pull the name from the first panel that is verified. The badges will keep all profiles assigned to it across all panels.
- › Profiles are only assigned to a badge if the profile exists.
- › If a user has a PIN along with a user code, the PIN is imported into the Entré database but doesn't display in Entré unless Use PIN is enabled in the Entré system configuration.
- › Card_inf (badge numbers) that are duplicated across panels will be combined into a single badge.
- › Key Fobs must be associated with a valid user to be imported.
- › Badges associated with Key Fobs need to have their own unique custom Card Info assigned.
- › For a Key Fob to be valid in Entré, the badge's profile associated to the Key Fob will need to have at least one arm/disarm area. If the Key Fob is only for Panic, a virtual area may be created.

Remote Link and Entré Feature Comparison Chart

Before migrating from Remote Link to Entré, keep in mind the features that may not be supported across both software.

Feature	Remote Link	Entré
Retrieve events from panel	✓	
Retrieve user codes from panel	✓	
Send user codes to panel	✓	✓
Retrieve user code profiles from panel	✓	
Send user code profiles to panel	✓	✓
Retrieve schedules from panel	✓	
Send schedules to panel	✓	✓
Socks proxy	✓	
Retrieve panel programming	✓	✓
Send panel programming	✓	✓
Print panel programming	✓	
Recognize feature keys other than encryption passphrase	✓	
Recognize Encryption Passphrase feature key	✓	✓
Cellular communication	✓	✓
Network communication	✓	✓
Dialer communication	✓	
Backup connection options	✓	✓
XT panel compatibility	✓	✓
XR50/XR100/XR500 panel compatibility	✓	✓
Compatible with current panel versions	✓	✓
SQL database	✓	✓
Panel trapping	✓	
Import/export panel XML	✓	✓
Print account information	✓	
Print panel activity log	✓	✓
Print cell activations report	✓	
Print panel comparison	✓	
Diagnostic module to view network communication	✓	
399 direct connection to panel	✓	
Select COM Port for direct connections	✓	
Non-SQL database	✓	
Merge database	✓	
Standard client inactivity timeout	✓	
ECP Passthru	✓	

Migration Checklist

Before starting the database migration from Remote Link to Entré, complete the following checklist to ensure data is imported properly.

- ☒ **Check for Duplicate IP Addresses in Remote Link**
Panels must have unique IP addresses in **Connection Information**. Duplicate IP addresses cause records to be imported, but programming is not editable. Attempting to import duplicate panels may also cause data loss during migration.
- ☒ **Check for Duplicate Panels in Remote Link**
Panels must have unique account numbers. This includes multiple copies of the panels in **Panel Information** and **Account Archive**.
- ☒ **Check for Duplicate User Codes in Remote Link**
User codes are contained within badges which are assigned to a personnel record. User codes that are duplicated across panels will be added as a single personnel record and badge. This badge contains a profile for each associated panel.

Users can exist in multiple panels with different statuses in Remote Link as in the following examples:

- a. User 1 assigned to Profile 1 enabled in Panel A
- b. User 1 assigned to Profile 1 disabled in Panel B

If using ambush code User 1, assign Profile 1 to it. Name Profile 1 so it will be placed in Slot 1 (profile names are sorted first by numerical order, then by alphabetical order).

- ☒ **Assign Custom IDs in Remote Link**
To ensure personnel and badges are not duplicated, a custom ID may be assigned in Remote Link. This custom ID will become the Personnel ID and Badge Number during the migration. To avoid duplicating the custom IDs and user codes from other panels, use a longer ID. For example, save user code **12345** with custom ID **12345678**.
 - Badges associated with key fobs must be assigned a unique custom ID number.
 - For a key fob to be valid in Entré, the badge profile associated with the fob must be assigned at least one arm/disarm area. If the fob is used as a panic, create a virtual area.
 - If a badge without custom ID exists across multiple panels, it is named as the first panel that is verified. Profiles assigned to that badge are retained across all panels.

- ☒ **Name Devices in Remote Link**
Ensure that all devices have names. Devices without names are not valid in Entré.



Check Output Programming in Remote Link

If outputs are programmed, ensure they are created in **Output Information**.



Check Area Programming in Remote Link

If areas are programmed or assigned in **Profiles** or **Devices**, ensure they also exist in **Area Information**.



Enable Use PIN in Entré

If a PIN exists for a user, it is imported into the Entré SQL database and verified with an SQL query. However, the PIN doesn't display in Entré unless **Use PIN** is enabled in **Configuration > System Configuration**.

Verify Remote Link Database

- 1 Open the **Remote Link To Entre Migration Tool**.
- 2 Under Remote Link Settings, enter the Remote Link database information into the fields:
 - **Remote Link Data Source (SQL Server)**
 - **Remote Link Database Name**
 - **Remote Link Database User**
 - **Remote Link Database Password**

- 3 Select **Test Remote Link Connection**.

Remote Link To Entre Migration Tool - Entre 8.8.0

Entre Settings

Entre Data Source (SQL Server)

Entre Database Name

Entre Database User

Entre Database Password

Test Entre Connection

Read Panels

Validate Only ☐ Continue on Error ☐

Profiles ☐ Personnel ☐ Badges ☐ Keyfobs ☐

Remote Link Settings

Remote Link Data Source (SQL Server) 234

Remote Link Database Name RemoteLink

Remote Link Database User sa

Remote Link Database Password

Test Remote Link Connection

When the connection is complete, the button will turn green and change to **RemoteLink Connection Valid**.

Remote Link Settings

Remote Link Data Source (SQL Server) 234

Remote Link Database Name RemoteLink

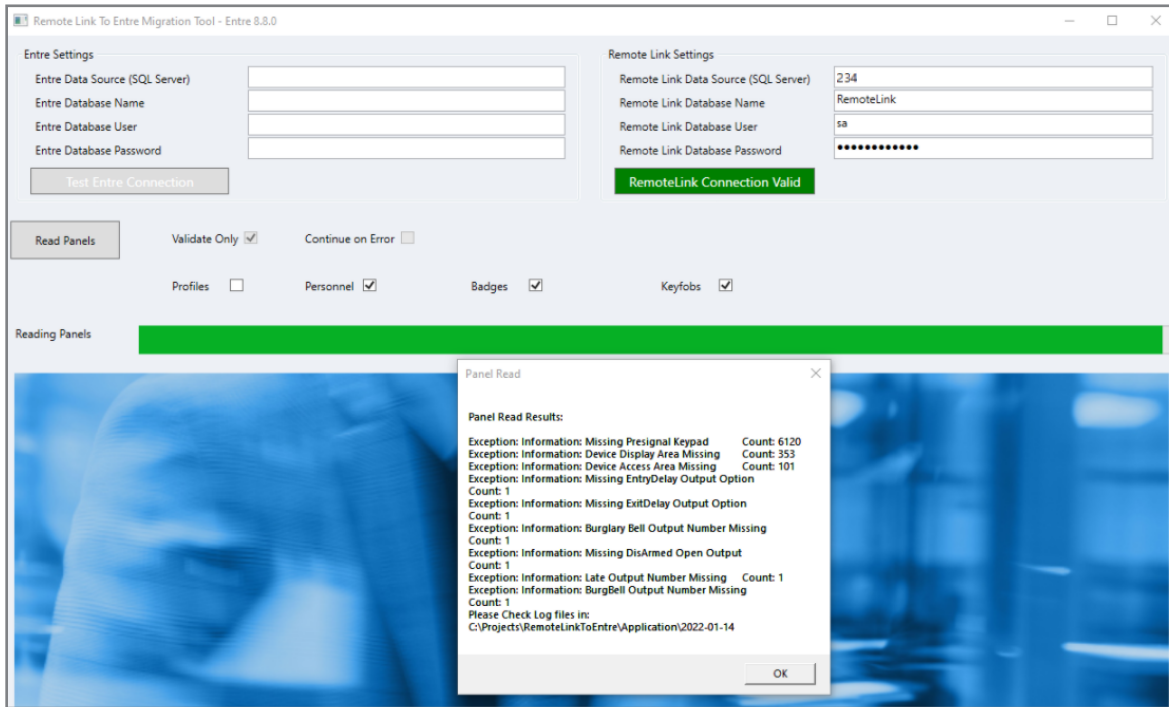
Remote Link Database User sa

Remote Link Database Password

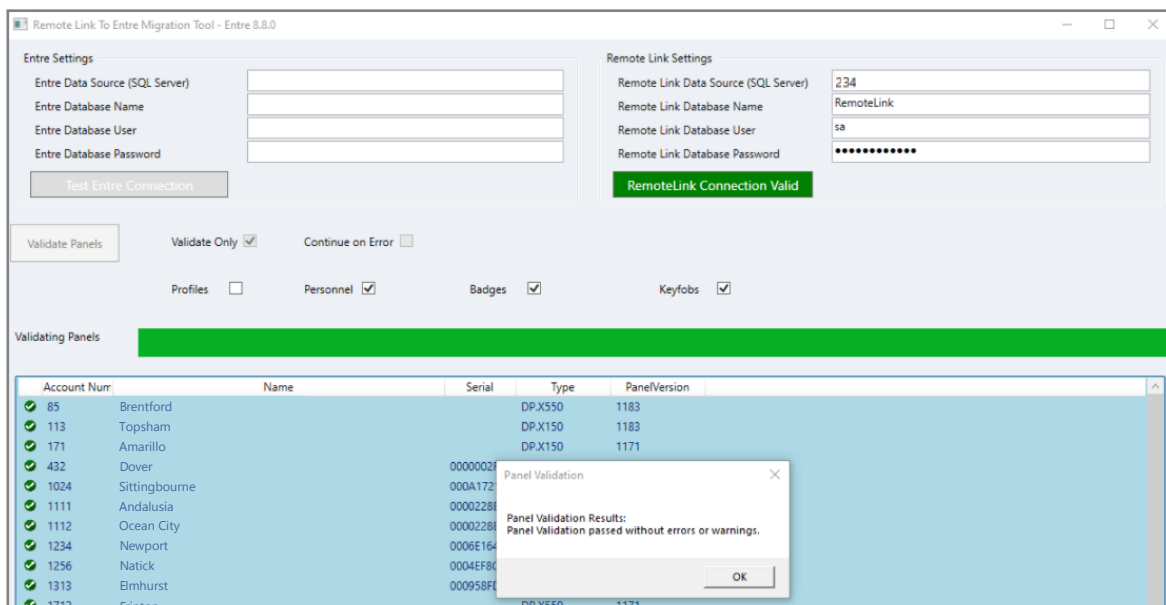
RemoteLink Connection Valid

4 Read panels.

- Turn on **Validate Only, Personnel, Badges, and Keyfobs**.
- Select **Read Panels**. This generates a log files in the Remote Link directory.
- Examine the Load logs to see if there are issues that need to be fixed. Make changes to the Remote Link database as necessary.

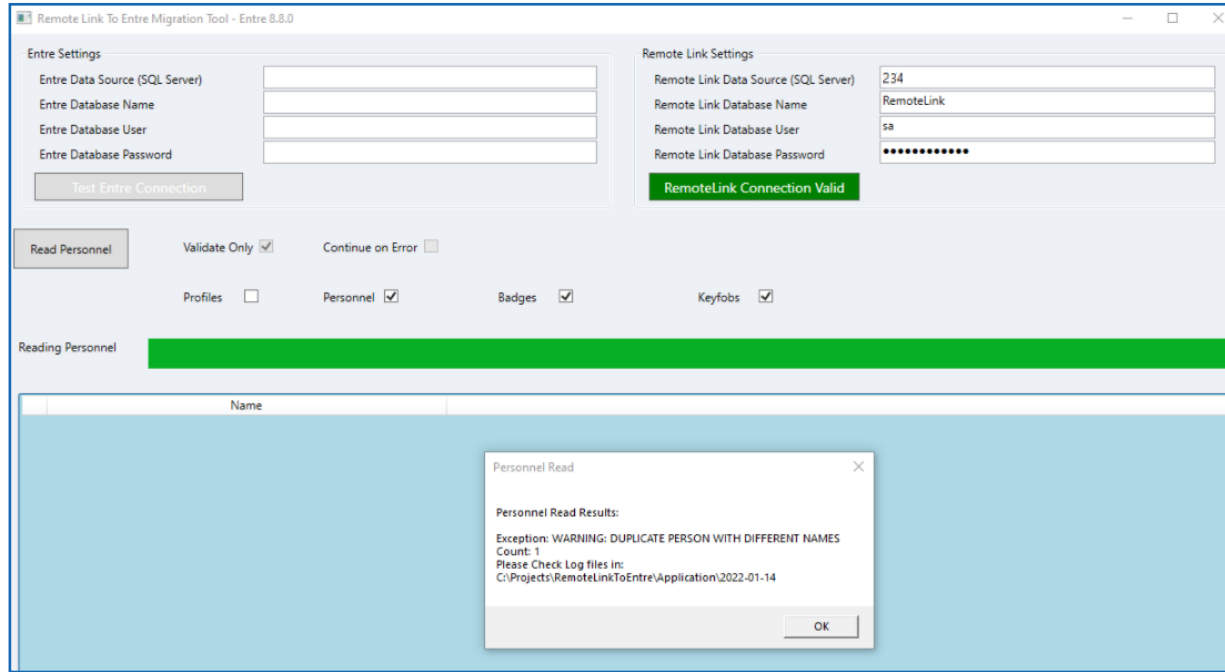


- Select **Validate Panels**.
- Examine the Validate log to see if there are issues that need to be fixed. Make changes to the Remote Link database as necessary.
- Once the Panel Validation Results are satisfactory, click **OK** in the Panel Validation dialog.

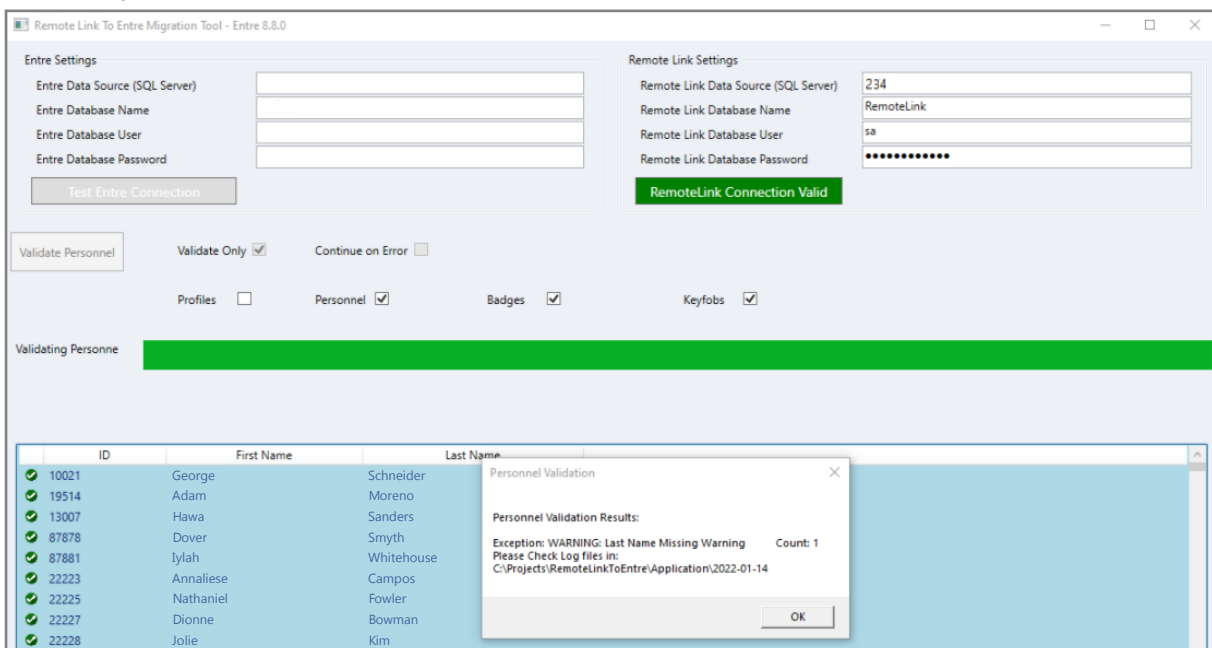


5 Read personnel.

- Leave **Validate Only**, **Personnel**, **Badges**, and **Keyfobs** turned on.
- Select **Read Personnel**. This generates a log files in the Remote Link directory.
- Examine the Load log to see if there are issues that need to be fixed. Make changes to the Remote Link database as necessary.



- Select **Validate Personnel**. This generates a log file in the Remote Link directory.
- Examine the Validate log to see if there are issues that need to be fixed. Make changes to the Remote Link database as necessary.
- Once the Personnel Validation Results are satisfactory, click **OK** in the Personnel Validation dialog.



- ⑥ Repeat the same steps for Badges.
- Leave **Validate Only**, **Personnel**, **Badges**, and **Keyfobs** turned on.
 - Select **Read Badges**. This generates a log file in the Remote Link directory.
 - Click **OK** in the Badges Read Results window.
 - Examine the Load log to see if there are issues that need to be fixed. Make changes to the Remote Link database as necessary.
 - Select **Validate Badges**. This generates a log file in the Remote Link directory.
 - Examine the Validate log to see if there are issues that need to be fixed. Make changes to the Remote Link database as necessary.
 - Once the Badges Validation Results are satisfactory, click **OK** in the Badges Validation dialog.

- ⑦ Repeat the same steps for Key Fobs.
- Leave **Validate Only**, **Personnel**, **Badges**, and **Keyfobs** turned on.
 - Select **Read Keyfobs**. This generates a log file in the Remote Link directory.
 - Click **OK** in the Keyfobs Read Results window.
 - Examine the Load log to see if there are issues that need to be fixed. Make changes to the Remote Link database as necessary.
 - Select **Validate Keyfobs**. This generates a log file in the Remote Link directory.
 - Examine the Validate log to see if there are issues that need to be fixed. Make changes to the Remote Link database as necessary.
 - Once the Keyfobs Validation Results are satisfactory, click **OK** in the Keyfobs Validation dialog.

Load Verified Information into Entré

1 Under Entré Settings, enter the Entré database information into the fields:

- **Entré Data Source (SQL Server)**
- **Entré Database Name**
- **Entré Database User**
- **Entré Database Password**

2 Select **Test Entré Connection**.

When the connection is complete, the button will turn green and change to **Entré Connection Valid**.

3 When the entire migration process is complete, have your SQL Database Administrator run an index re-org/re-build on the Entré database as there will be a lot of data fragmentation. If this is not performed, Entré will likely encounter errors and fail to run properly.

Restart Services and Validate Migration

1 Restart Entré Service.

Go to **Task Manager** and select the **Services** tab. Right-click the Entré service and select **Start**.

2 Validate Database Migration.

Launch Entré. Verify that information, including programming, has been imported correctly from the Remote Link SQL database. Ensure panels appear in the hardware tree and check user information, such as user codes, profiles, badges, schedules, personnel ID numbers, and unique card numbers.

ENTRÉ TO VIRTUAL KEYPAD ACCESS™ MIGRATION

Entré Access & Security Management Software and Virtual Keypad Access both provide effective platforms for managing access control and burglary security systems. However, Virtual Keypad Access may be better suited for systems that don't require the advanced functionality that Entré provides.


If you would like to migrate existing systems from Entré to Virtual Keypad Access, follow the step-by-step processes outlined in this guide. The following sections will show you how to add a system in Dealer Admin™ and then remove that same system cleanly from Entré.

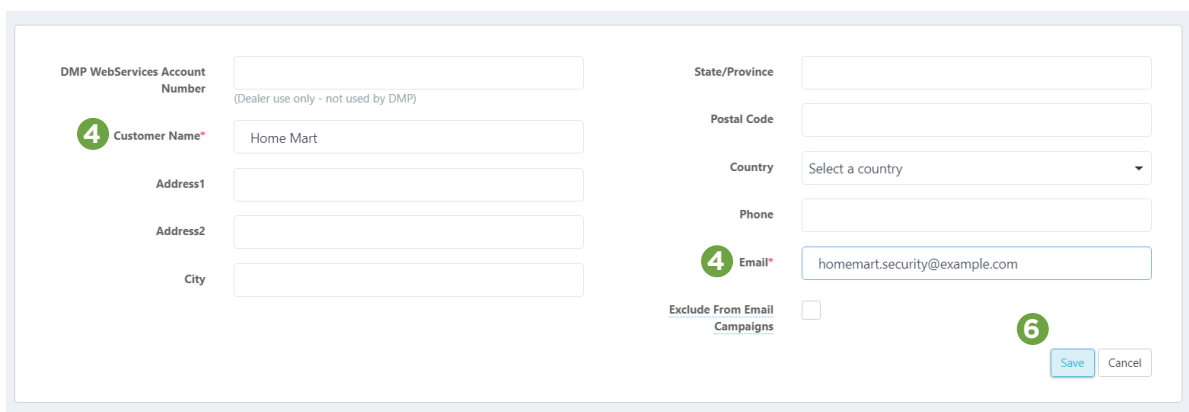
Add the System to Dealer Admin.

After adding a system to Dealer Admin and configuring access features, you can provide users with all of the additional remote operation capabilities available through Virtual Keypad Access.

To add a system in Dealer Admin, complete the following steps.


1 Create the Customer

1. Log in to [Dealer Admin](#).
2. In the menu, select **Customers**.
3. Press the Add icon .
4. Enter the customer's name and email.
5. Configure additional options as needed.
6. Press **Save**.



2

Set Up the System

1. Find the customer and select their name.
2. The customer's summary page opens. In **Systems**, press the Add icon .
3. Enter the system name, then select a **System Type**.
4. Select a **Connection Type**. Enter the following information according to the connection type:
 - › **Cellular**—Enter a SIM number, then press **Get Status**. Press **Activate**.
 - › **EASYconnect**—In **Serial Number**, enter the panel serial number.
 - › **EASYconnect + Cell Backup**—In **Serial Number**, enter the panel serial number. Enter a SIM number for the cellular module.
 - › **Network**—In **Network Address**, enter the panel network's public IP address or DDNS hostname.
5. Enter the system's receiver number, followed by the **Account Number**.
6. Enter the panel **Remote Key**. The remote key must match the one programmed in panel **REMOTE OPTIONS**.
7. Configure additional options as needed.
8. To confirm proper communication, press **Test Connection**.
9. A dialog pops up to ask if you want to perform the initial connection to the panel. Press **Yes**.
10. Press Save

New System for Home Mart

Cancel Sensor Reset Test Connection Save

8 10

☐ Pre-Program System

3 System Name* Home Mart HQ

☒ Use Billing Address

3 System Type* XR550

☐ Auto Program System

4 Connection Type* EASYconnect

[Cellular Coverage Map](#)

5 Account Number* 1 - 56789

Serial Number* 654321AB

[Programming Templates](#)

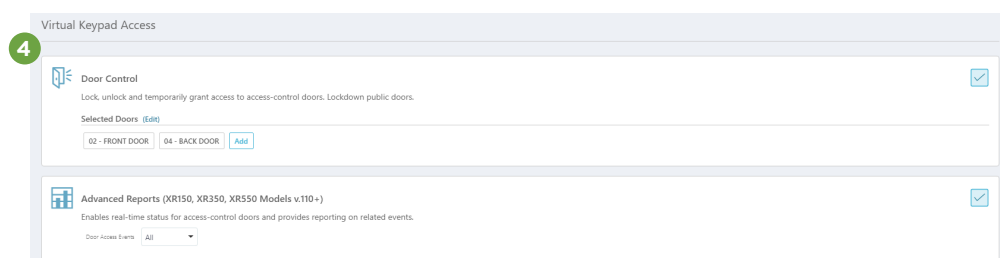
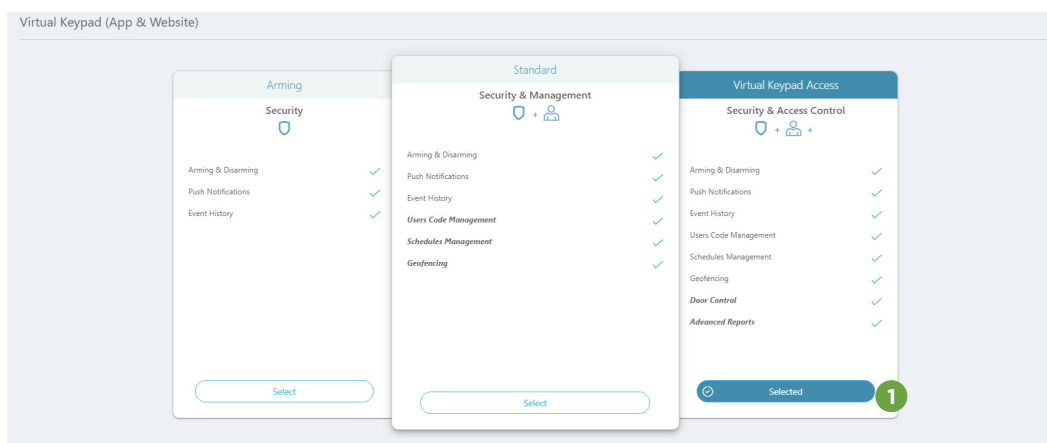
6 Remote Key 1234567

☒ Store User Codes


Reference #

3 Configure Virtual Keypad Access Features

1. In **Virtual Keypad (App & Website)**, select **Virtual Keypad Access**.
2. In **Additional Features**, select any features that you want to activate.
3. If necessary, add tracked outputs, sensors, and doors.
4. In **Door Control**, select add. Choose the doors that you want to include, then press **OK**.
5. If **Advanced Reports** is enabled, select the **Door Access Events** that you want to receive reports for.
6. In **Video**, choose any options that you want to include.
7. Review the total monthly charges for the system at the bottom of the page, then press **Save**.



4 Add an App User

1. Find the customer and select their name.
2. The **Customer Summary** page opens. In **App Users**, press the Add icon .
3. Enter the new app user's email address and name.
4. Set the user's authority level to either **Administrator** to manage multiple panels or **Standard** to manage a single panel.
5. If you want to email the user video clips, select **Email Video Clips**.
6. Select the systems and permissions that you want your user to have authority to access.
7. Press **Save**.

New App User

Cancel Save

Email *

jvaldez@example.com

3

New Existing

First Name*

Juanita

3

Last Name*

Valdez

Authority Level

Administrator

4

Video Clips

Email Video Clips

	System Access	View User Codes	Enable Reports	Users	Schedules	Arming	Police Panic	Fire Panic	Emergency Panic
	All None	All None	All None	All None	All None	All None	All None	All None	All None
6	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Cancel

Save

7

Remove the Panel from Entré

For Entré versions 8.8.1 and higher, to delete a panel, stop the panel and then right-click the panel in the Hardware Tree and select Delete. This will also delete all associated hardware and disassociate any attached profiles, automation rules, etc.

For more information on deleting a panel with different Entré versions, see the different deleting options in [LT-2494 Entré Installation, Setup, and Server Maintenance Guide](#).

Additional Information

For more information about Dealer Admin, Entré, and Virtual Keypad, refer to the following documents:

- [Dealer Admin Help](#)
- [Entré Documentation](#)
- [Virtual Keypad Help](#)