AFH & AXSVIEW Service Software

AUDIT TRAIL - FIRMWARE - HEALTH CHECK (AFH) WINDOWS SERVICE SOFTWARE

AFH connects to ACS systems and collects event messages for review from 1 - 1,000 ACS-1EUL systems to mitigate problems.

AFH collects ACS-1EUL system event and reader event messages and then sends a notification when:
- Unapproved versions of firmware have been installed within an ACS-1EUL Controller
- An ACS-1EUL Controller cannot be remotely connected to
- A reader has been detected to no longer be reading Magnetic Stripe, NFC Card/Mobile or Mobile BLE Data

AFH is controlled, supervised, and configured through Parabit’s ACS Enterprise®. AXSView is required to be installed to allow AFH to send reader failing event messages to EMR, MASTermind or any other Event Message monitoring software.

**Additional AFH Features:**
- Collects and stores all ACS-1EUL controller events within ACS Enterprise® (Microsoft) SQL database
- Collects high traffic controllers more frequently than lower traffic controllers

AXSVIEW WINDOWS SERVICE SOFTWARE

AXSView receives event and media read events from 1 - 1,000 ACS-1EUL systems and/or Kiosks running Parabit’s Visitor Management Kiosk Supervision Windows Service Software (VMKWS) an integral part of our monitored solution.

AXSView receives event messages from ACS-1EUL controllers and VMKWS software and then:
- Writes the event messages to either the ACS Enterprise® or VMKWS SQL database
- Forwards the event messages to Parabit’s Event Message Receiver (EMR), MASTermind or any other Event Message monitoring software.

AXSView is controlled, supervised, and configured through Parabit’s ACS Enterprise® software or via the AXSView installation utility. EMR, MASTermind or another Event Message monitoring system is required to be installed to view event and media read, dispensed and collected messages in real time.

**Additional Features:**
- Each AXSView instance can receive hundreds of event messages simultaneously from 1 - 1,000 ACS-1EUL Controllers and VMKWS instances
- Each AXSView instance maintains a local log of all ACS-1EUL/VMKWS event and media read, dispensed and collected messages received, written to the ACS Enterprise® or VMKWS SQL database and forwarded to an Event Message Receiver.

**Notes:** Only one instance of AFH and AXSView can be installed on a single server/workstation.
Remote access benefits of ACS Software Suite:

- ACS-1EUL firmware and VMK software health check supervision
- Supports client investigation of ACS-1EUL Controller and VMKWS software event and media input/output device messages
- Enables client control of ACS system configuration settings
- Client ACS system and VMKWS diagnostics of failures provides for accurate dispatching of correct vendor to repair an issue
- Reporting of accepted and rejected media read by readers to diagnose possible failures
- Client supervision of and remote updates of ACS-1EUL Controller firmware and VMK software
- Daily ACS-1EUL Controller and VMK software date/time synchronization
- Remote ACS-1EUL Weekday and Holiday Access Schedule configuration (Access/Open/Locked)
- Remote Door Unlock if Reader is not providing access
- Remote Site Lock in the event of a crime, protesting, construction, etc.
- Remote ACS-1EUL/Reader Maintenance Mode supports tech/branch staff performing basic onsite ACS system testing
- Replaces ACS-1EUL Controller hardware wired integration with Alarm Panels for ACS system supervision/event notification

AXSView supports notification of the following system events:

- ACS-1EUL reader physical overlay/RFI skimmer detected
- Reader cable cut
- Reader tamper
- Authorized/unauthorized reader changed
- Reader failing/failed
- Vagrant detected
- Mantrap active/inactive
- Lights are low/out
- Door ajar
- Door not opening after accepted media read
- Door not locking
- Power fail/restore
- Controller door open/closed
- Maintenance mode active/inactive
- (Reader/Controller, Door Lock/Exit Hardware, Handicap Door Operator or Door/Storefront issue identification)

Remote access benefits of VMKWS Software:

- Media low/out
- Media jam
- Loss of communication with a peripheral
- Kiosk door ajar
- Loss/restoration of power
- VMS software is not responding
- CPU, memory, disk space and network processes are excessive or not responding
- OS and device driver update notification

Parabit's ACS Software Suite includes; ACS Tiered Multi-User Enterprise, AXSView, AFH and EMR. For redundancy support a minimum purchase of 2 services is recommended for most client installations.

OS, WORKSTATION, SERVER, SQL AND LAN/WAN REQUIREMENTS:

Basic Workstation:

- Intel or AMD CPU (Multi Core) 2.0 GHz+ (example: Intel® Core™ i5-4430 Processor)
- Windows 7, Windows 8 or Windows 8.1, Windows 10
- 4 Gig of Ram
- Hard Drive 60GB+ (minimum of 250megs free)
- Monitor capable of 1024 by 768 resolution
- 10/100/1000Mbs Network Card (TCP/IP)

Basic Server (Up to 20 workstations):

- Intel or AMD Server Class CPU (Multi Core) 2.0 GHz+ (example: Intel® Xeon® Processor E5-4603)
- .NET Framework 4.5+
- 16+ Gigs of Ram
- Raid 1 (or better) Hard Drive for Operating System (+120GB)
- Raid 5 (or better) Hard Drive for Databases (+300GB)
- 10/100/1000Mbs Network Card (TCP/IP)

Advanced Server (21 to 50 workstations):

- Intel or AMD Server Class CPU (Multi Core) 2.4 GHz+ (example: Intel® Xeon® Processor E5-4640)
- .NET Framework 4.5+
- 16+ Gigs of Ram
- Raid 1 (or better) Hard Drive for Operating System (+120GB)
- Raid 5 (or better) Hard Drive for Databases (+300GB)
- 10/100/1000Mbs Network Card (TCP/IP)

The ACS-1EUL Controllers, ACS Enterprise, AXSView Service and AFH Service applications and database are to all be on the same network or have network connectivity over a WAN or LAN. Firewalls and port filters may need to be adjusted to allow open communication with ACS Panels and Applications over the network. A VPN or VLAN configuration is acceptable. ACS Panels do not support outbound message transmission via Modem / Dialup lines.