COMPASS V2.0.42.2 – UPGRADE RELEASE NOTES

What's New?

New Panels Added

Control Panel	Rev.
Vista250BPT	10.4
Vista128BPT	10.4
Vis128BPTSIA	10.4

Features
- No new features added to Compass 2.0

Bugs fixed
- None

Installation Guidelines for this upgrade

- This upgrade can be applied to Compass version **2.0.14.3 and earlier upgrades 2.0.15, 2.0.16, 2.0.17, 2.0.18, 2.0.19, 2.0.20.3, 2.0.21.3, 2.0.23.3, 2.0.24.3, 2.0.27.4, 2.0.28.4, 2.0.30.3, 2.0.31.4, 2.0.32.4 or 2.0.33.3 or 2.0.34.4 or 2.0.36.3 or 2.0.38.2 or 2.0.41.4.**

- Manually deleting Compass folder from the computer to remove Compass 2.0 corrupts the registry and causes unexpected issues with future installations.

- Do not run legacy and new installation at the same time. The Compass 2.0 installation normally does not require the computer to be rebooted. However, in scenarios where some files are in use, the setup will display a message to reboot the computer.

- After installing Compass 2.0, it is not possible to use the existing legacy version of Compass 1.5.8.X on your computer. However, you can uninstall Compass 2.0 and reinstall Compass 1.5.8.X to revert to legacy compass.

- Compass 2.0 supports MS SQL Server\ SQL Express database in the network. It does not support MS Access 2.0 due to limitations imposed by Microsoft. Therefore, migrate the legacy database of Compass MS Access 2.0 to MS SQL Server\SQL Express. This is done by choosing **Migrate Access accounts** option during installation, or choosing Migrate Access Database from the Database Management Utility.

TIP:

Use the Bug Reporter tool to share the error logs with the technical support team if you encounter any errors during installation. This tool can be accessed from utilities folder present on the CD of base build (2.0.14.3). The tool is available from the **Report a Bug** menu option under Help menu available in the customer screen.

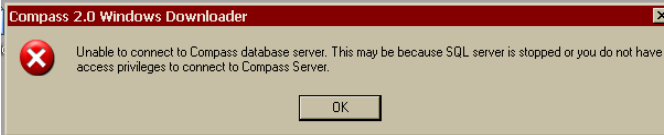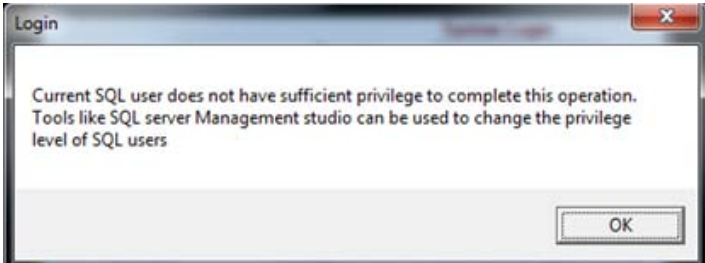# COMPASS V2.0.42.2 – UPGRADE RELEASE NOTES

Backup your current database

- Launch database management utility from **Start->Programs ->Compass Windows Downloader->DatabaseManagementUtility.**

- Select the **Backup Database** radio button option.

- Select Compass 2.0 database server from the **Server Name** drop-down menu. This is usually <ComputerName>\Compass2.0.

- Click **Fetch Databases from Server** button.

- Choose the database you want to back up from **Database** drop-down menu.

- Click **Backup Database** button.

- The file name will be the **databasename_Date_Time.bak** displayed in the confirmation message. It provides the backup location and file name.

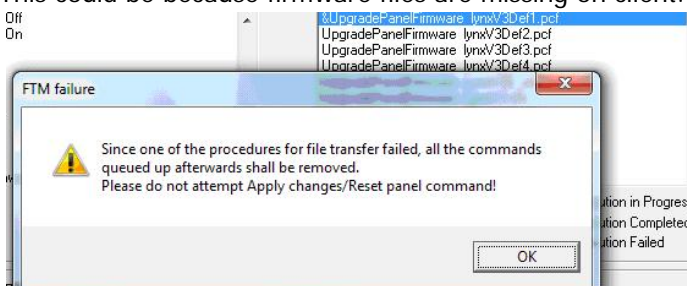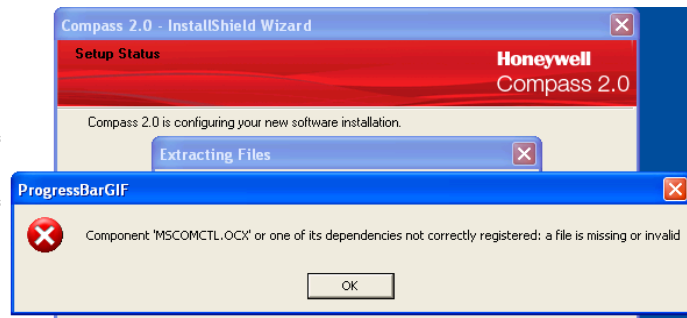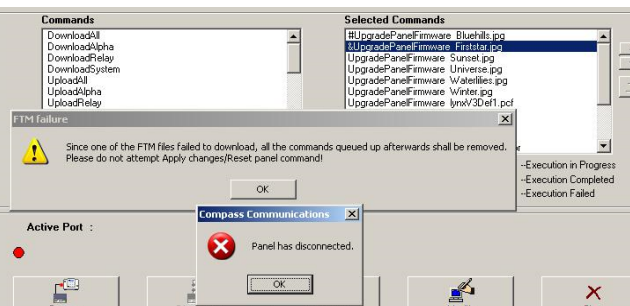## Download and Install the Upgrade Software from the Web

- Download the installation file from MyWeb Tech. Double-click the **CompassUpgrade.exe** file.

  NOTE: For assistance in obtaining the setup file from MyWeb Tech, contact Technical Support at 1-800-645-7492.

- Follow the Setup program on screen instructions during the installation process.

- When prompted, click the **UPDATE** button.

- Click **FINISH** to complete the installation.
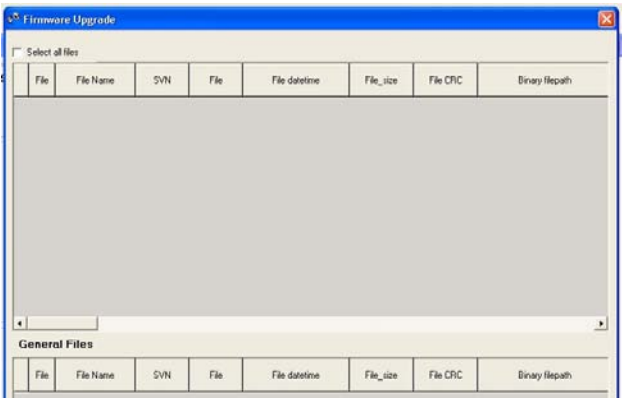
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Known Issues

Issue	Work-Around
Scheduled jobs may fail in the following scenario: In a network setup, if the same database is used for Compass2.0 and 16bit, compass16 unattended server may select and execute jobs created from comapss2.0.	Use a separate SQL server that is not used by compass2.0 to execute the jobs for 16bit unattended server.
When user tries to login to Compass, it throws an error message "unable to connect to Compass database server". **Note**: The login error is generated as the base installation (20143) failed with the error code **214721900**. The Installation is not aborted after the error, and the installation proceeds to be successfully completed.	1. Decompress the folder "C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data" Steps to decompress a folder: a) Right click on the Data folder and select **Properties** b) On the **Data Properties** screen, under the **General** tab, Click **Advanced** button. c) Clear the option **Compress contents to save disk space** and click **OK**. d) Click **Apply**. e) On the **Confirm Attribute Changes** screen Select **Apply changes to this folder, subfolders and files** and click **OK** 2.After completing the above steps, Use **Database Management Utility** to migrate the data and login to the shell
For an unsolicited call (incoming call in unattended mode), the DST does not download automatically.	Schedule a download job explicitly to download DST.
Following SQL privileges error comes if compass database name has any special characters.	The name of Compas2.0 Database should contain only alphabets, numerals and "_". Any other special character in the name of DB causes SQL insufficient privileges error.

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Issue	Work-Around
In compass Client- Server installation, on client PCs, upgrade panel firmware may fail with the error message. This could be because firmware files are missing on client.	Close compass and re-launch. The issue appears because the new firmware files added to the server database but these files are not available to compass clients. At this point, if any compass client attempt using these files without re launching the compass causes this issue.
Error "MSCOMCTL.OCX not registered" may come during Compass 20 base build (2.0.14.3) installation on Win7 XP mode.	Upon first login to new XP mode, view on a fresh Windows 7 admin account. Open the C:\Windows\System32 folder, which will then open the folder with blue background with a link "Show the contents of this folder". Click this link to show the folder contents. This fixes the issue.
In some rare scenarios, during Firmware upgrade command execution, you may notice "panel disconnected" error.	You may ignore the message and attempt reconnecting to the panel.
Upload All command fails for panels (Vista250BPT -10, Vista128BPT -10 and Vis128BPTSIA-10) when Hayes Smart Modem 2400 is used.	Try with any other modem such as, Ademco CIA.

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Issue	Work-Around
Panel initiated calls coming to compass PC, which connected to modem having Caller ID may not work in certain cases.	Mostly issue is noticed on fresh installations in interactive mode of connection. Issue is resolved once any unsolicited call is made to the modem.
In case of L5000 series of panels, When firmware files are selected, "Unknown Error" message may be displayed in rare cases.	During firmware selection, if unknown error comes, treat the error as "incorrect file" or "corrupted file" and make another attempt to pick the correct file and proceed.
Compass accounts created with panels, Lynx-1, Lynx-5, Lynx-6, Lynx-10 and Lynx-13 gets connected to Lynx-11.3 panel. Ideally compass should not be allowed to connect from Lynx-1, Lynx-5, Lynx-6, Lynx-10 and Lynx-13 to Lynx-11.3	No workaround – once Compass connects to panel, please be aware of the issue, before taking next action like upload/download.
Telco mode of connection is not supported for L5000 series of panels. Compass still shows Telco option and when connection is attempted with Telco mode and the error "Panel not answering the call" is displayed.	Attempt connection to panel with other modes of communication (Modem or TCP/IP).
In some rare cases, for L5000 series of panels, you may not be able to view the firmware file details and the screen does not display anything as illustrated below. 	Delete the firmware from compass database using option "Download firmware" from Shell->Tools and add the firmware again.
For L5000 series of panels, in some rare cases, the command "Apply Changes" success/fail status is not refreshed on screen. This appears as if the command is going through indefinitely.	Apply changes does not takes more than 5mins. If the execution goes beyond 5mins and if the status bar message displays "polling of panel", disconnect from the panel and execute the "Apply changes" again.
Event logs does not display the user numbers against the bypassed zones	Workaround does not exist. This is a panel limitation.
Sometimes during the flashing of firmware, FTM command execution may fail.	Cancel the Job & try again.
Temperature zones are non by-passable zones, But compass does not validate while executing the Bypass command.	Ignore this - since the command does not get executed at the panel though compass shows command execution successful.