



EDGE EVO[®] SOLO

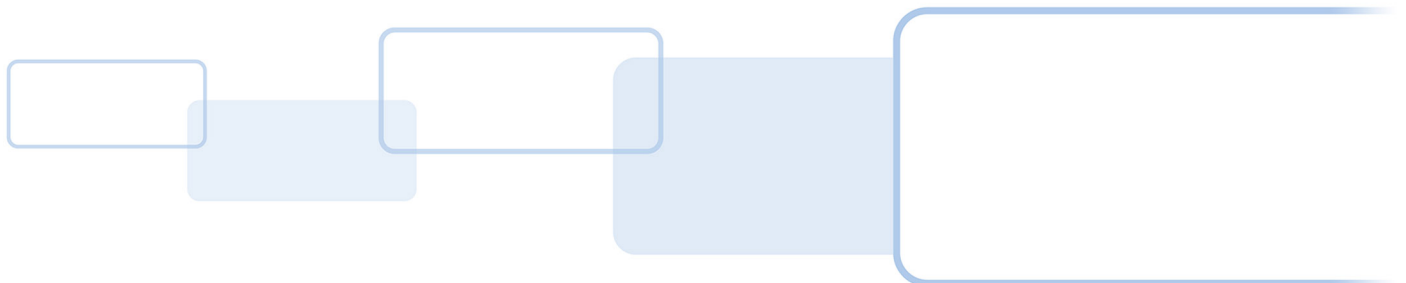
RELEASE NOTES

Software: R. 2.1.3.100

PLT-01055, Rev. C.2

August 2019

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Revision history

Date	Description	Revision
August 2019	Updated product enhancements and fixes section to reflect Release 2.1.3.100	C.2
May 2018	Updated product enhancements and fixes section to reflect Release 2.1.1.101	C.1
March 2018	Updated product enhancements and fixes section to reflect Release 2.1.0.101	C.0

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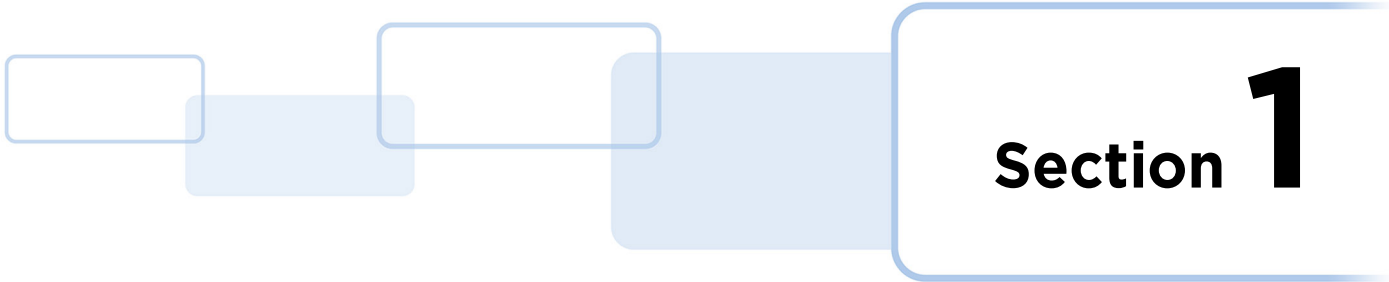
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Section 1

1 Scope

These release notes provide information on the functional changes to the HID Global EDGE EVO® Solo product.

Note: Any reference numbers associated with new features and resolved issues are from a HID Global internal tracking system.

2 New features, enhancements, and resolved issues

The following describes product enhancements and issues resolved with EDGE EVO Solo Release 2.1.3.100. Product enhancements and fixes require loading the latest firmware.

2.1 New features and enhancements

2.1.1 Unable to disable REX Switch Alarm from Event log [10954]

Added configurable option to enable/disable REX Switch Alarm Events.

2.1.2 REX alarm displays blank log for Japanese language [10932]

All missing translations have been added.

2.1.3 Door Forced alarm occurs when REX DOES NOT LOCK selected [10933]

Fixed the behavior of REX logic when using Free Egress Lock.

2.1.4 After firmware upgrade/downgrade, there is no notification to alert the user on “Successful Firmware Upgrade”

The firmware upgrade process has been improved so that notifications are always clear to the user.

2.1.5 “Unassigned card 00” message is displayed if the card is not assigned to the person

Improved event display so that the full card number is displayed when a card, that is not assigned to a person, is presented to the door.

2.1.6 “Saving Network Setting” message is continually displayed when the user saves network settings

Improved message displayed in web browsers so that messages are clear and automatically acknowledged once the task is completed.

2.1.7 Disabled reader beeper option for REX events

Disabled reader beep alarm for REX events as these are normal operational events.

2.2 Resolved issues

2.2.1 Door Held alarm does not occur when REX DOES NOT UNLOCK is selected

Fixed the behavior of REX logic when the door held alarm is not triggered if the door is left open for too long in **REX DOES NOT UNLOCK** mode.

2.2.2 83000CKE ESH400-K stops responding after selecting the Russian language during initial setup [TTP 11565]

Fixed the bug during initial setup whereby ESH400-K does not work after changing the language to Russian.

2.2.3 83000CKE ESH400-K stops responding after selecting the Dutch language during initial setup

Fixed the bug during initial setup whereby ESH400-K does not work after changing the language to Dutch.

2.2.4 Some text which should be in the Japanese language are displayed in English

New translations have been added for any missing text in the languages used in the product.

2.2.5 EVO Solo only uses port 25 for email [TTP 11678]

Fixed an error where only port 25 was available for sending email. It is now possible to use other ports in addition to port 25.

2.2.6 Card import rendered the unit unusable until a system restart is performed

Fixed an error where occasionally card import required a system restart and importing a wrong CSV file always required a system restart for the system to function normally again.

2.2.7 Error displayed at the bottom left of the main page

Fixed an error that displayed at the bottom left of the main page whenever the Controller web page was refreshed.

2.2.8 Format error displayed for Grant Access events in the Dutch language

Fixed a formatting error for Grant Access event display in the Dutch Language.

2.2.9 It is not possible to view card details if a wrong CSV file is uploaded during card import

Fixed an error where it was not possible to view card details if a wrong CSV file was uploaded during card import.

2.2.10 Help pages in the Japanese language are rendered incorrectly

Fixed an error where it was not possible to view help pages in the Japanese language for the import utility.

3 Known issues

The following section describes the known issues for this release.

3.1 Error 13 - adding a range of cards [5083]

When adding a range of cards, Error 13 is occasionally displayed. Repeating the process of adding the same range of cards after the error allows a successful process.

3.2 PIN request flashing - card only reader [5141]

PIN request flashing sequence initiated when Card Only reader is selected. When a Card Only reader is configured, but installed is a Keypad reader, when pressing a key the reader initiates the PIN entry flashing sequence. The flashing sequence and the reader perform as expected.

3.3 People save button - French and Russian [5170]

The **People Save** button is too small to display the French and Russian text. When navigating to the People page using the French or Russian language, the **Save** button is too small to display all the text.

3.4 Downloaded events list - column headings [5171]

The exported **Events CSV** file does not contain column headings. However, all other report types contain the column headings.

Note: Only the Events report is unique in this respect.

3.5 Alarm acknowledged event - after restarting [5192]

When the device restarts, an Alarm Acknowledged event is generated. It is safe to ignore this event.

3.6 Adding a range of cards - user feedback [5070]

While adding a significant number of cards, and after clicking **Save**, the status bar displays ready while the new cards are displaying. This has no functional impact; wait for the process to complete before continuing.

3.7 Error 13 - Exceeding maximum limit when adding people/card/Schedule [5206]

EDGE EVO Solo supports 1000 people, 1000 cards, and 8 schedules. If 1001 people, 1001 cards, or 9 schedules are added, Error 13 message is displayed, which does not convey the meaning of the underlying error.

3.8 Alert settings [5251]

Alert settings are not always synchronized with the dashboard. Following an update to an alarm the Alert Settings list is not always updated. The Alert Setting has been correctly set and therefore reloading the page resolves the issue.

3.9 Grant access after restart [5255]

Door does not unlock for Grant Access Time on the first card read after a restart. After the initial boot or restart, and a Door Unlock Schedule has previously been set, the door only unlocks for a short time following a successful card read. Subsequent card reads perform as expected.

3.10 Home page loading time - Chrome [5259]

When loading the Home page during the initial boot, the web page is stuck waiting for a response when using the Google Chrome browser.

Press Ctrl-U to launch an ancillary Chrome process allowing the page to continue loading.

3.11 Reader LED remains red when door is unlocked due to schedule [5329]

If the controller is restarted when the door is unlocked due to schedule, the reader LED will remain red. The system remains functional and only the LED is not responsive. To correct the issue either the schedule can be deleted and subsequently re-instated, or the door can be manually toggled to the lock state using the GUI.

3.12 Passwords not preserved when upgrading from Rev 1.4.x to 2.x.x [9462]

As a result of upgrading the web server in the 2.0.x release, it is not technically possible to preserve the admin and user passwords for the web server. This is true when both upgrading the image and restoring a 1.4.x backup file to a 2.x.x image. In these cases the web interface passwords will be reset to default values.

4 Upgrade process

The following section describes the process required to apply the latest firmware.

1. Backup your data to ensure that it can be restored in case of a failure during the upgrade process.
2. Download the EDGE EVO Solo Upgrade package from the HID website and save it to a directory on your PC for later use.
3. Connect to the EDGE EVO Solo Management Console for the unit that is being upgraded using your web supported browser.
4. Navigate to the **Utilities** tab.
5. From the **Utilities** tab, scroll down to the **Firmware Update** section. Select **Choose File** to navigate to the **EHS400-2.1.X.XXX.arm.rpm** downloaded previously.
6. Click **Update Now**.
7. Follow the directions on the screen.
8. When the update completes, reconnect to the EDGE EVO Solo Management Console. Navigate to the **Installer Settings** tab. At the top of the tab, the Release, Access Control Version, and/or Hi-O Modules Versions should be displayed as the newer version.
9. All user data should have been retained. If it is not or if the version number is unchanged, contact Technical Support for further instructions after reviewing the Common Issues below.

5 Common issues with upgrade

5.1 Upgrade file location

Ensure the **rpm** file resides on the computer performing the upgrade. Do not use an **rpm** file located on a USB drive.

5.2 SSL enabled

On occasion an EDGE EVO Solo device with SSL enabled has issues performing the upgrade. In this case, disable SSL, restart the device, and retry the upgrade.

5.3 Parking hold not functional with serial Reader (9717#4627)

The Data Hold line is inactive for the serial reader preventing the Parking Hold feature to function correctly. This only affects the EHR40 and EHRP40 devices.

5.4 DHCP

On occasion an EDGE EVO Solo device with DHCP IP addressing has issues performing the upgrade. Try setting a static IP address, restart the device, and retry the upgrade.

5.5 Hi-O Operating Mode

On occasion an EDGE EVO Solo device with a Hi-O Operating Mode other than Installation has issues performing the upgrade. Try setting the Hi-O Operating Mode (found on **Door Parameters within Installer Settings** tab) to Installation. Make sure, if you are in Running mode, to switch to Configuration mode first, save, wait ~30 seconds, then change to Installation mode, wait another ~30 seconds before it is completed, and it has changed into this new mode. Once in Installation mode retry the upgrade.

