IXM Firmware Release Notes

Version 1.7.0.0
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1 IXM Firmware v1.7.0.0

INVIXIUM is pleased to announce the release of Firmware version 1.7.0.0 which is an upgrade to existing releases 1.3.0.0, 1.4.0.0, 1.4.9.0, 1.4.10.0, 1.4.11.0, 1.5.0.0, 1.6.0.0 and supersedes all previously released versions.

Following details are specific to this release:
- **File Info:** production_update_1.7.0.0.tar.gz (236 MB)
- **IXM Firmware Version:** 1.7.0.0
- **Package MD5:** 1573DAB72A2EB4961F95D9B572F2D1CF
For existing customers on Firmware version 1.1.7.0, 1.1.7.1, 1.2.3.0, 1.2.6.0, 1.2.12.0, 1.2.14.0, 1.2.20.0, 1.3.0.0, 1.4.0.0, 1.4.9.0 or 1.4.10.0, 1.5.0.0, 1.6.0.0

Firmware Upgrade file details are:
- **File Info:** ixm_fwu_1.7.0.0.bin (38.9 MB)
- **IXM Firmware Version:** 1.7.0.0
- **Package MD5:** EE54734BBEEEDB22A852F40E9A1D5DC24

*Note: It is recommended to upgrade your IXM WEB to version 1.7.0.0 first, before upgrading your firmware.*

### 1.1 Supported Product Models

Firmware version 1.7.0.0 is applicable specifically for all MYCRO, SENSE, TOUCH, MERGE, SENSE 2 and TOUCH 2 product models.

*Note: In this firmware version package, downgrading to any previous version is not allowed.*
1.2 New Features and Enhancements

General
➢ Interoperability of templates enrolled on IXM TITAN with Secugen Pro and Lumidigm Venus sensors.
➢ Restriction of saving Finger Vein templates (HITACHI Sensor) enrolled from IXM TITAN on MYCRO, SENSE, TOUCH, MERGE, SENSE 2 and TOUCH 2 devices.
➢ Improved performance in authentication process for all devices having LCD screen.
➢ Auto-Sync feature to send created/edited user to IXM WEB server automatically. This setting can be turned ON/OFF from Settings app >> User Sync.
➢ RIO protocol integration for Genetec Access Control Panel.

Enterprise
➢ Configuration to turn ON/OFF Telnet server from Device Security app >> Telnet for devices having LCD screen.
➢ For MERGE devices; default NEXT sensor sensitivity level changed for better enrollment

Note: Invixium recommends to do enrollment from IXM WEB. Use device LCD for enrollment only in case of emergencies.
1.3 Enrollment Guidelines

- In case of Low-quality fingerprint, TOUCH 2, TOUCH and MERGE Devices will display the following warning message:

![Attention message](image1)

- During Enrollment, colour coded “stars” will depict the enrolled fingerprint quality.

![Right Index](image2)
• The colour chart is as follows:

<table>
<thead>
<tr>
<th>Colour</th>
<th>Fingerprint Quality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red</td>
<td>Low</td>
</tr>
<tr>
<td>Orange/Yellow</td>
<td>Acceptable</td>
</tr>
<tr>
<td>Green</td>
<td>Good</td>
</tr>
</tbody>
</table>

• In certain scenarios, IXM devices may allow enrolling a LOW-quality fingerprint. INVIXIUM recommends user to moisten finger and re-enroll to get a good quality fingerprint image.

• Proper enrollment will reduce False Rejection Rate (FRR) and is key to best performance of biometric devices.

• For more information, refer to the following best enrollment practices which will help enroll a HIGH-quality fingerprint.
## 1.4 Resolved Defects

Following defects were resolved after the release of firmware v1.7.0.0:

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>In intermittent scenarios Wiegand string was not received properly by Access Control Panels. This issue has been resolved.</td>
</tr>
<tr>
<td>2</td>
<td>End user unable to edit Smart Card ID and Prox Card ID fields while editing user from LCD. This issue has been resolved.</td>
</tr>
<tr>
<td>3</td>
<td>Wiegand bits drop for Merge devices. This issue has been resolved.</td>
</tr>
<tr>
<td>4</td>
<td>Smart card detection stops for Merge FP4 devices. This issue has been resolved.</td>
</tr>
</tbody>
</table>
## 1.5 Known Issues

<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>For wet or moist fingers, MERGE continuously tries to capture fingerprint and gives an “Access Denied” message.</td>
<td>Due to the Active Thermal sensor on MERGE, any moisture leaves an impression which prompts the sensor to continuously attempt to capture fingerprints. In such cases, INVIXIUM recommends cleaning the sensor with a cotton cloth or tissue. To minimize this occurrence, change the default NEXT Sensor sensitivity level from MEDIUM to Very High or MAXIMUM.</td>
</tr>
<tr>
<td>2</td>
<td>Fingerprint identification and verification process is comparatively slower on the CredenceOne hand-held.</td>
<td>Wait for a few more seconds until the message for placing a finger appears on the CredenceOne LCD.</td>
</tr>
<tr>
<td>3</td>
<td>After factory reset to default, the device IP Address on rare occasions becomes 0.0.0.0 due to an Ethernet link disruption.</td>
<td>Unplug the Ethernet cable for 5 secs and then plug again, or reboot the device once. This should resolve the issue.</td>
</tr>
<tr>
<td>4</td>
<td>After firmware upgrade, old user’s fingerprint quality and image quality will not be displayed.</td>
<td>This release onwards device will start storing both template and image quality. So, INVIXIUM recommends to re-enroll fingerprint(s) to verify template and image quality.</td>
</tr>
<tr>
<td>5</td>
<td>For Low or Critical battery levels, device loses network connection on Wi-Fi communication mode.</td>
<td>Start charging battery by providing power supply to device through DC or PoE. After a few minutes device will be able to scan connected Wi-Fi network again.</td>
</tr>
<tr>
<td>6</td>
<td>Control4: Call from C4 tablet to IXM Device doesn’t work</td>
<td>This is due to Control4 driver issue.</td>
</tr>
</tbody>
</table>