



Feature Description Document

Upgrading IXM WEB Software



Purpose

This document outlines the process of upgrading to the latest version of IXM WEB.

Applies to

TITAN	TFACE	TOUCH 2	SENSE 2	MERGE 2	MYCRO
All Devices	All Devices	All Devices	All Devices	All Devices	All Devices

Description

IXM WEB application upgrade is an important and critical procedure. Every IXM WEB upgrade is expected to improve performance, bug fixes, new security features, and new options. To get the best out of Invixium devices, we recommend you upgrade to the latest versions of IXM WEB at the earliest.

Disclaimers

It is advised to take a backup of the IXM WEB database before proceeding with the upgrade process.

Before upgrading to the latest IXM WEB users need to ensure that Microsoft SQL Server version is 2014 or higher.

Time required for face template conversion during the database upgrade depends on the number of employees. It will take approximately one hour to complete the face template conversion process for 5000 employees.

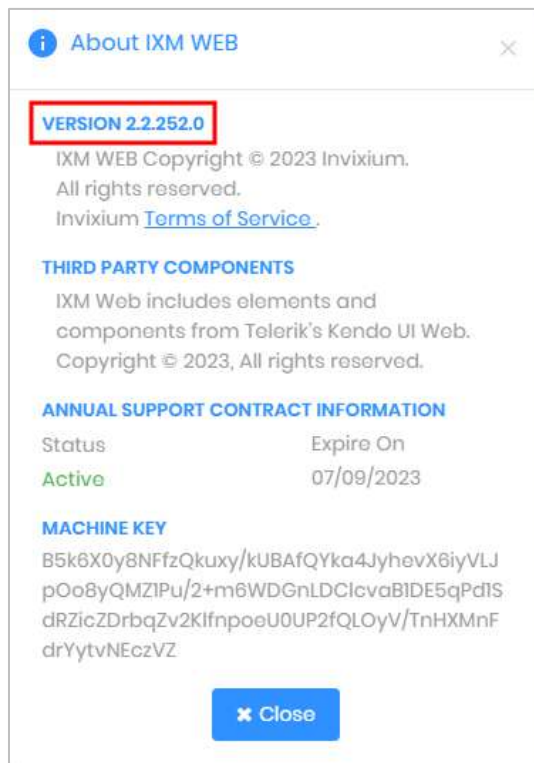
Internet access is required to validate your IXM WEB license and initiate the upgrade and template conversion process.

The upgrade process will not work if face template data is missing. In this case, before upgrading IXM WEB, re-enroll your users, then proceed to the upgrade.

Steps to perform the upgrade process of IXM WEB

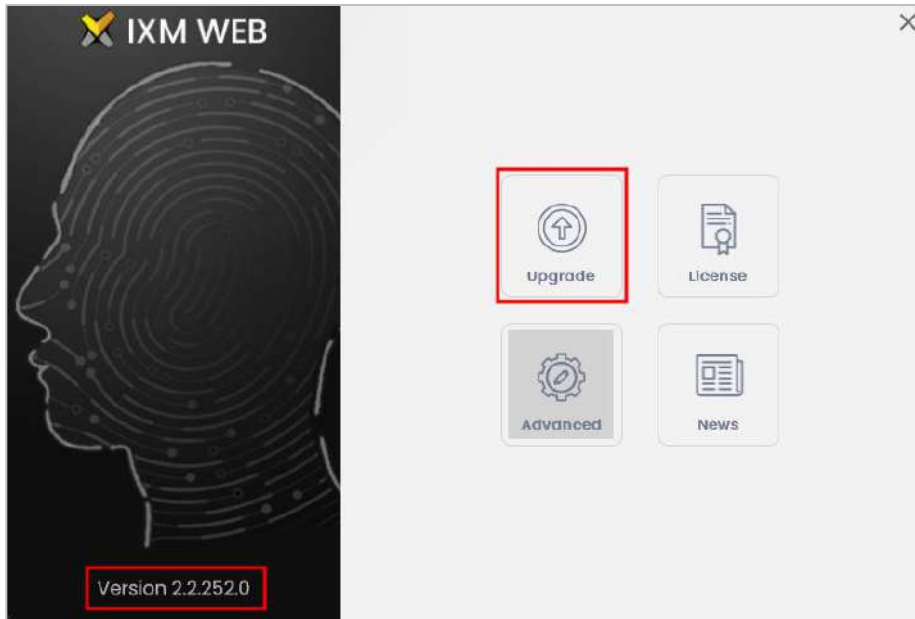
1. Check the current version of the IXM WEB present on the system.
2. Click on the IXM WEB User drop-down menu on the top right corner and click **About IXM WEB**.

Examples below:

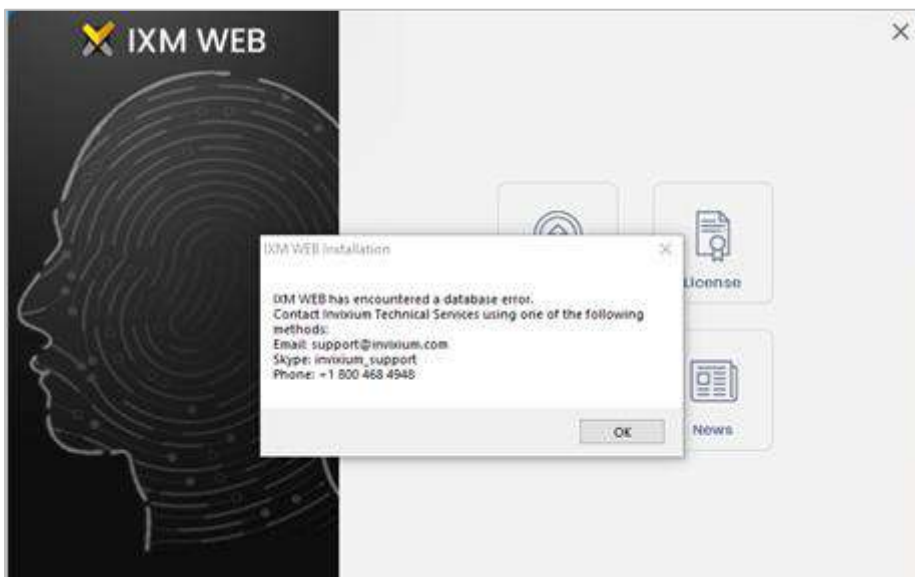


3. Run the IXM WEB Setup file, with the newer version, based on the user's requirements.
4. The installation options will appear on the screen.

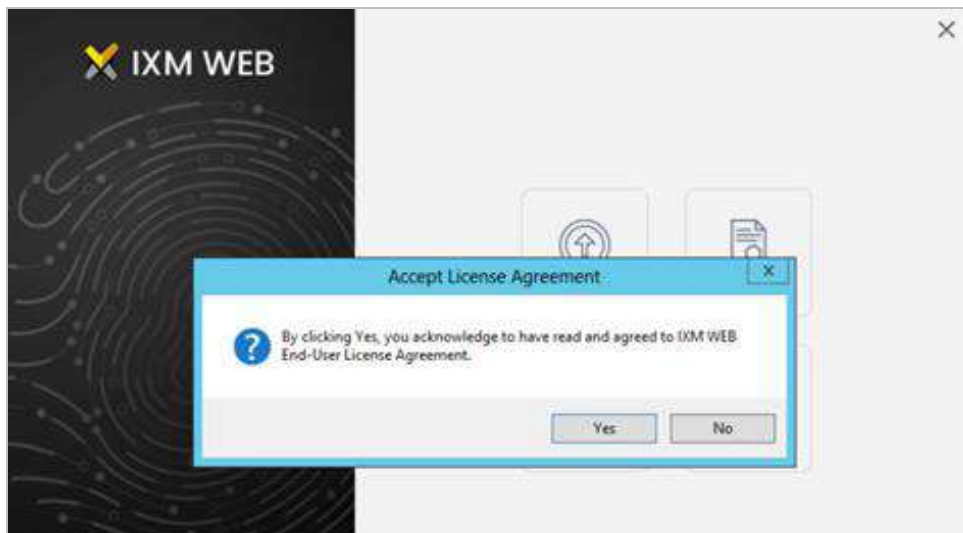
5. Click **Upgrade** to initiate the upgrade process.

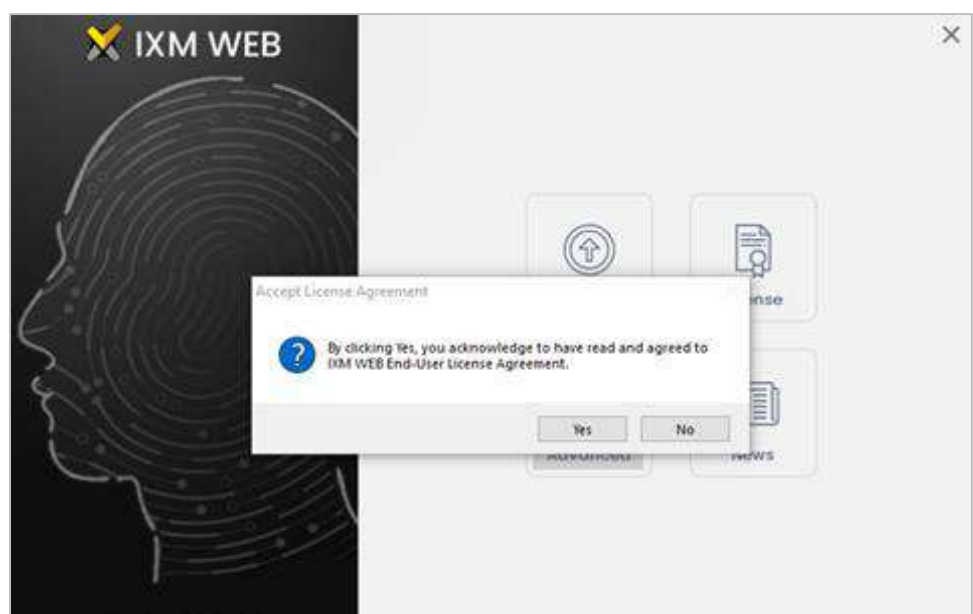


6. The application will verify the database. If it contains incompatible and unsupported face templates, IXM WEB Setup will display a failure message:

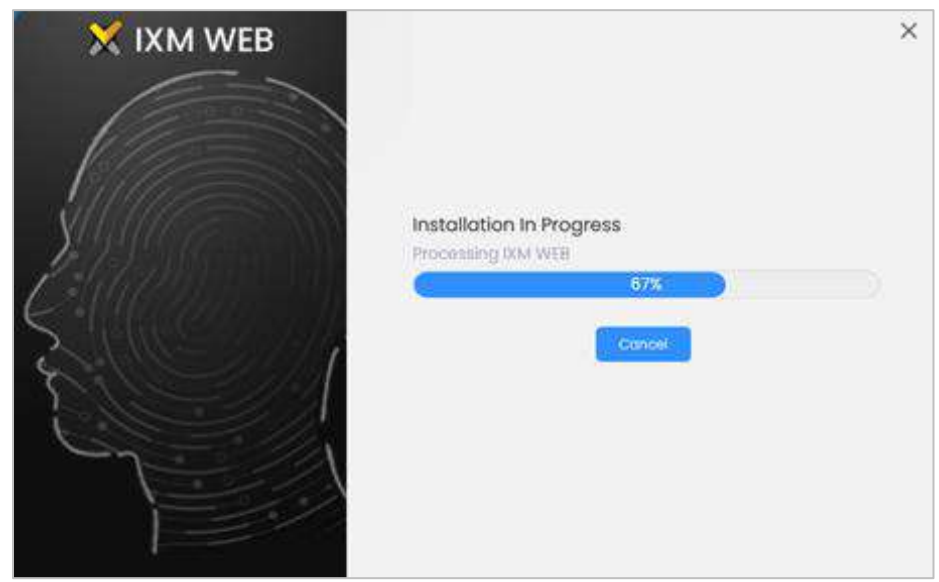


7. Click **OK**. The list of the users with an incompatible face template can be found at the location “C:\Program Files (x86)\Invixium\IXM WEB” with the file name “ReEnrollment_CandidatesDD_MM_YYYY_HH_MM_SS.csv”.
8. Refer to the Exported CSV and re-enroll employees listed in CSV. Then, retry the upgrade from step 3.
9. Click **Yes** to acknowledge the end-user agreement.

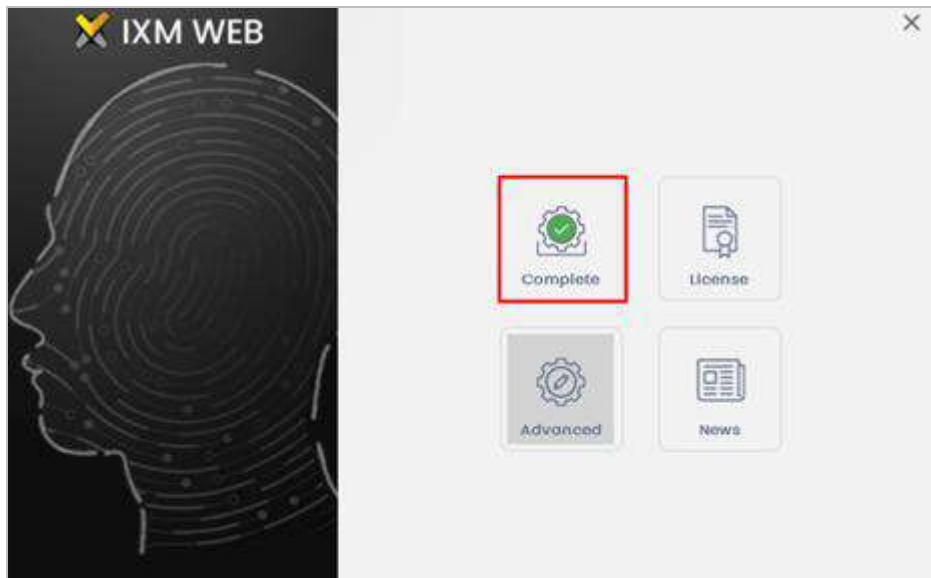




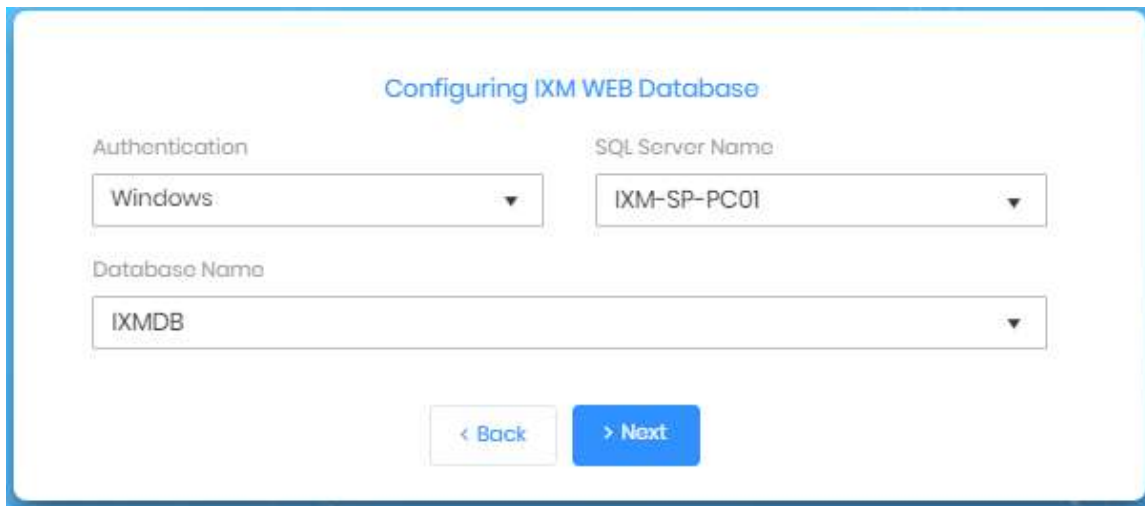
10. The upgrade process will start, and the user will see the following screen:



11. Once the upgrade is done, click **Complete**.



12. Double click to run IXM WEB from the desktop. This will open the database configuration page.



Configuring IXM WEB Database

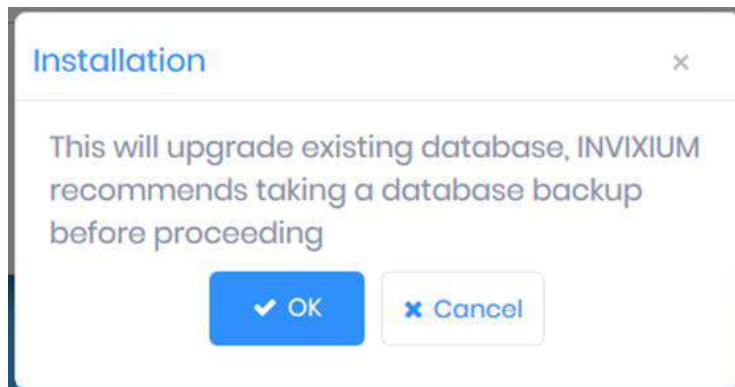
Authentication: Windows

SQL Server Name: IXM-SP-PC01

Database Name: IXMDB

< Back > Next

13. Select the existing database and click **Next**. Click **OK** to continue.





14. Enter valid credentials for “INVIXIUM ID” and “Password” to access the database. In case of wrong credentials, an “**Authentication Failed**” message will appear.

Configuring IXM WEB Database

Authentication: SQL Server Name:

Database Name:

VERIFY ACCOUNT

INVIXIUM ID: Password:

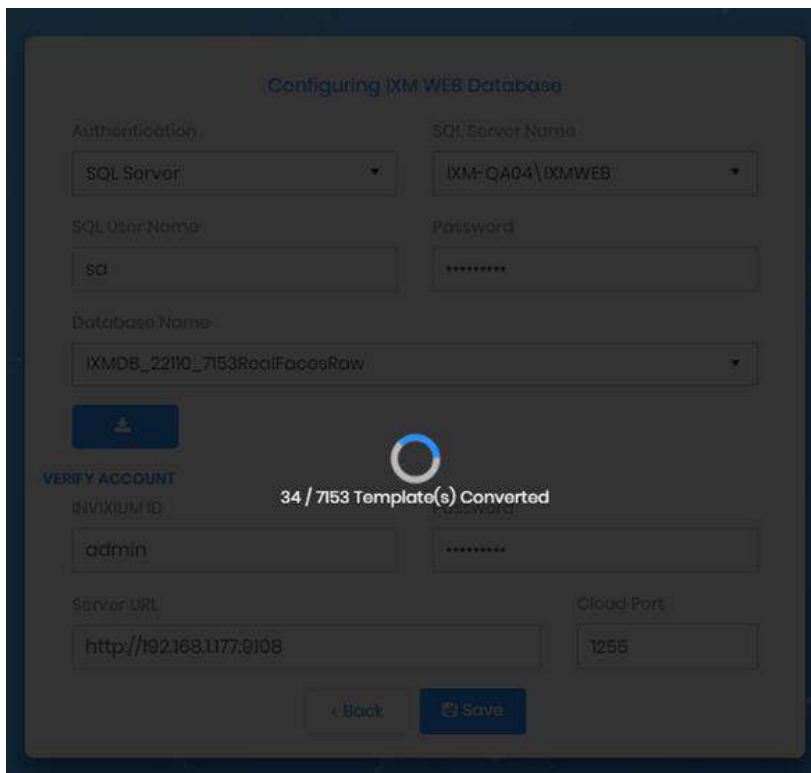
Server URL: Cloud Port:



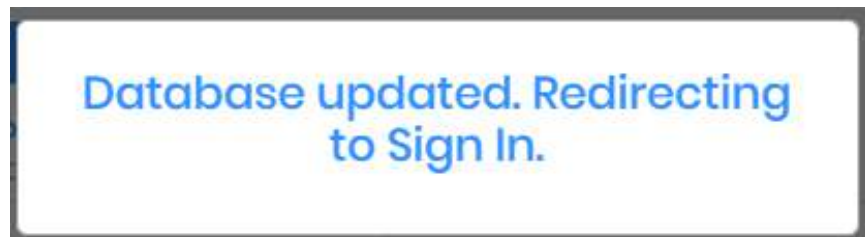
15. The face template conversion process will start. Conversion time will depend on the number of users.

NOTES:

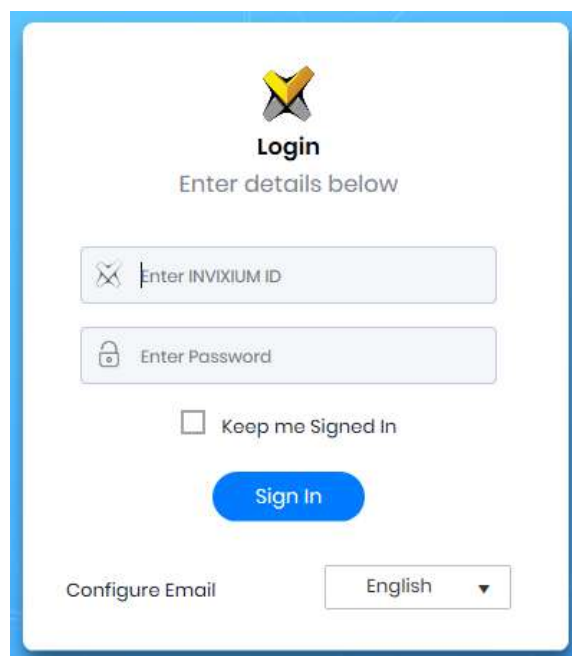
- 1. Temporary Internet connectivity is required to access Invixium license server for validation at URL: license.invixium.com:8099.**
- 2. Make sure ping and telnet is success for mentioned URL.**
- 3. No internet connectivity is required after template conversion is complete.**




16. The Sign In page will appear after the confirmation message of “Database updated”.



17. Enter valid credentials to log in to IXM WEB.




Login
Enter details below

Keep me Signed In

[Configure Email](#)



18. Click on the IXM WEB user drop-down menu on the top right corner and click **About IXM WEB** to check the version.

About IXM WEB

VERSION 2.2.250.0
IXM WEB Copyright © 2022 Invixium.
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THIRD PARTY COMPONENTS
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ANNUAL SUPPORT CONTRACT INFORMATION

Status	Expire On
Active	12/11/2022

MACHINE KEY
B5k6X0y8NFzQkuxy/kUBGw1bhK7ejFJ9klWf12sll
WqwhAb4yZ//rGdknKNATpc1xxfxKzMrEMLAwjAk
xvagwhbMhNIFsZ6FdiBr3pxlKc=

Close



Support

For more information relating to this Feature Description document, please contact us at support@invixium.com

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