

AxTraxNG™

Access Control Management Software
Checklist for Troubleshooting



ROSSLARE
SECURITY PRODUCTS

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1. Introduction

This document is a troubleshooting guide to use in an effort to solve any problems that may arise in the AxTraxNG system. The guide provides actions that should be performed prior to contacting the Rosslare Support team.

2. General Guidance

Please read and make sure you have all the following information before contacting the Rosslare support team.

- Detailed information about the problem and how we can reproduce it
- Logs:

- Server Monitor (Watchdog)
- Windows logs

The logs need to be from at least an hour before the problem happened.

- Make sure that the date of the server and the Window logs are the same.
- Make sure the versions of the server, client, and Server Monitor (Watchdog) are the same
- Verify that AxTraxNG is running by a Windows administrator user
- The following information must be provided:
 - Operating system
 - System deployment
 - Number of clients
 - Network architecture
 - Number of networks
 - Number of panels
 - Panel type
 - When the problem started
 - How often the problem occurs

3. Correcting AxTraxNG Settings

To make sure the AxTraxNG server is running on minimal load and without any interference, make sure to follow these steps:

1. Set the periodic database backup (**Tools>Database>Periodic Backup**)
2. Set Events limitation (**Tools>Database>Limit Panel Event Period**)
3. On a system with a high user capacity, if user photos are in use, be sure to store them in an external folder.
4. Database Options (set by SQL Server management studio):
 - a. Auto Shrink – true
 - b. Recovery Model – Simple
5. Anytime you are importing an earlier database version of AxTraxNG, be sure to update the panel's firmware as well.

4. Various Problem Scenarios

The following is a list of various problems and the suggested diagnostic questions and/or solutions.

4.1 Unclear Pop-Up Message or Unstable State of Client/Server Monitor

On an unclear pop-up message or unstable state of Client/Server Monitor, take a screenshot and forward it to Rosslare Tech Support, including all information mentioned in Chapter 2.

4.2 Runtime Error

On runtime error, create a backup of the database and forward the file to Rosslare Tech Support, including all information mentioned in Chapter 2.

4.3 Client Can't Connect to Server

- Is the client trying to connect to the correct port?
If not, set the correct port using the AxTraxNG Configuration Tool.
- Does the server listen on that port?
To verify, use the "netstat" command and check if communication is established on the same port the server is listening to.
- Is the server communicating with the panels?
Use the Server Monitor status to verify the number of networks and panels connected.
In addition, you can verify that the event log is accumulating communication messages.
- Does the Server Monitor get messages from the server?
Use the Server Monitor status to verify the number of networks and panels connected and verify that the event log is accumulating communication messages.
- Verify firewall rules to make sure none of the communication channels/protocols are blocked in the following:
 - Machine used
 - TCP/IP networkIf needed, follow the AxTraxNG manual instructions on how to set up the firewall rules.
- Does the server establish a connection on the selected port?
To verify, use the "netstat" command and check if communication is established on the same port the server is listening to.

4.4 Client Can't Get Information or Event from Server

- Verify firewall rules to make sure none of the communication channels/protocols are blocked in the following:
 - Machine used
 - TCP/IP network
- Does the Server Monitor get messages? Messages should be added in the messages window.
- Which events are the client missing? AC-825IP panel or all types of events?
- Verify WIRESHARK status (see Appendix A.4)
- In case of panel events missing, check the selected event reported in Panel Event Filter (from Panel > Options tab).
- In case of event pop-up missing, the pop-ups are defined locally per PC. Make sure that the pop-ups are selected on the relevant PC.

4.5 Server Fails to Start

- Check the DB connection string in the InI SQL file.
- Verify connection to the database using MS SQL Management Studio or any other third-party tool.
- Verify the SQL Server User Rights (Server Monitor, DB Connections).

4.6 Recently Added Panel Fails to Connect

- Verify network settings of the panel, such as subnet and default gateway address.
- Verify that there isn't any duplicate IP address in use. You can verify it by using the "ping" command from the CMD window.
- Verify that the FW version of the panel matches the requested FW version for the AxTraxNG version being used. You can see the supported FW version in **Help>About**.

4.7 DB Operation Fails to Import\Backup

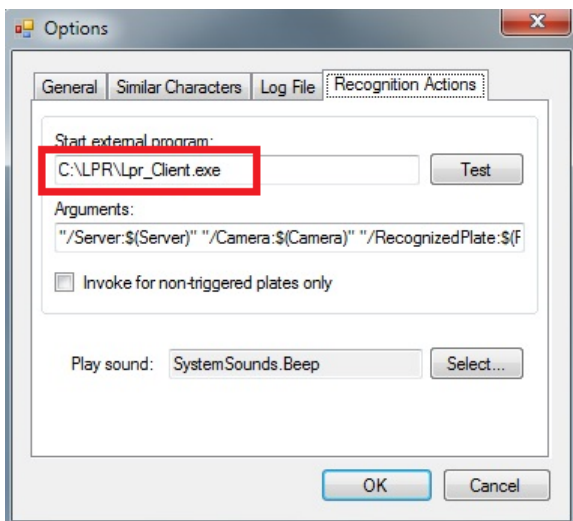
- Verify that the Client is connected to a server.
- Verify that the server working well. Make sure there aren't any major errors in the Server Monitor.
- Verify that the backup was produced by the same or lower SQL Server version.
- Try to 'import from'/'export to' free directory **c:\ProgramData**.
- Are the SQL server and server installed on the same PC?
- What is the size of the backup database on import?

Various Problem Scenarios

- What is the size of the source database on backup?
- Has the name of the database (AxTrax1) been changed?

4.8 No Event from NG Client upon Vehicle Plate Detection

- Verify that the ViTrax LPR detected the relevant license plate
Logs can be found in "**C:\ProgramData\Rosslare Security Products\ViTrax License Plate Recognition\DVRLPR.txt**"
- Verify that the string format under the option menu inside the LPR software is valid. The string must be in the following format:
"/Server:\$(Server)" "/Camera:\$(Camera)"
"/RecognizedPlate:\$(RecognizedPlate)" "/Time:\$(Time)".
- If the AxTraxNG server and the ViTrax LPR application are installed on different machines, make sure that the IP address and ports are configured on both PCs using the AxTraxNG Configuration Tool.
- Verify that both the "LPR_Client" process and its configuration file exist in the specified path.



4.9 AC-825IP – No Events from Panels in Client Online Table or Wrong Events from Panels

- Verify that the status of the networks and panels is OK.
- Look for the "Download failed data manually" button.
- Make Test panel with check firmware/boot loader versions or Find Network panels. Make sure that firmware or boot loader is identified and corresponds with the SW version.
- Look for Reader Tamper or Panel Reset events in Client.

- Reboot the Server PC.
- Make sure the firewall is open for AxTraxNG as described in the AxTraxNG manual.
- Test manual operation – outputs are opened but no successful message appears.

4.10 Antipassback Problems

- Look for Reader Tamper and Reset panel events in Client.
- On Global Antipassback – make sure that server runs permanently and panels connections are OK.
- Check other antipassback definitions and links applying on the reader.

4.11 Language

If current displayed language isn't English (UK) and UI translation is not complete or UI layout is corrupted, change current language to English and see if there is an improvement.

4.12 Setup Fail to Download or Install Framework Net 4.5

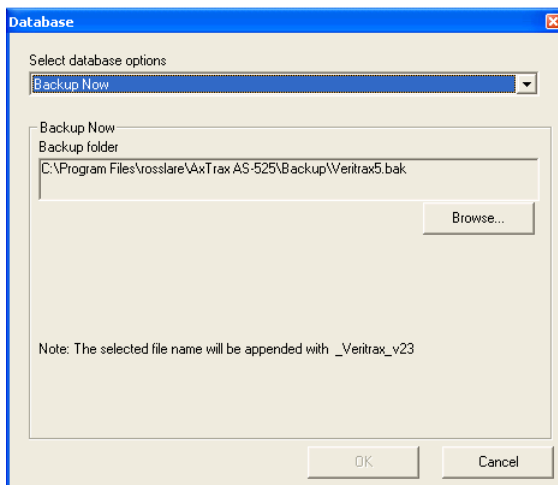
- Verify the internet connection.
- Verify that Windows is activated\registered.
- Verify that Windows is up to date with Windows Update.
- Verify that the Windows user has administrator rights on relevant machine and that no permission limitation exists.
- Try to install .Net 4.5 Framework manually
- Get the exact error message on the screen + windows error logs.
- Temporarily disable any security software such as Antivirus.
- Try to uninstall the framework using "dotnetfx_cleanup_tool".

4.13 DigiTool Fails to Connect to Server

- Verify that only SQL instance "VeriTrax" exists
- Check if the user and password are in "tblOperatorDt".
- Do the versions of DT client and the AxTraxNG server correspond?
- Verify that the AxTraxNG server is running.

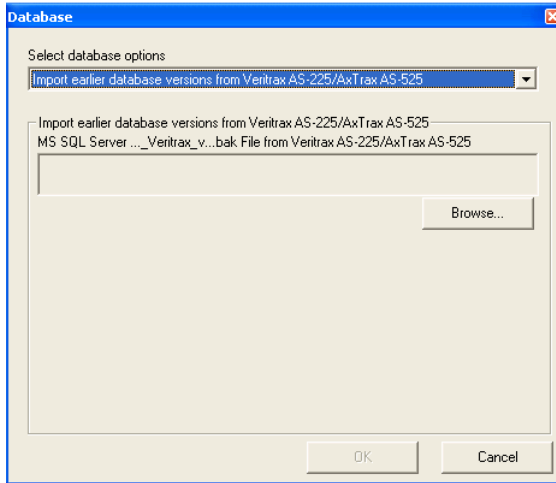
5. Migrating from AxTrax AS-525 to AxTraxNG

1. If your version of AxTrax is version 4.25 or higher, skip to Step 7.
2. Back up the database:
 - a. Click Tools>Database.
 - b. In the *Select database options* dropdown, select **Backup Now**.

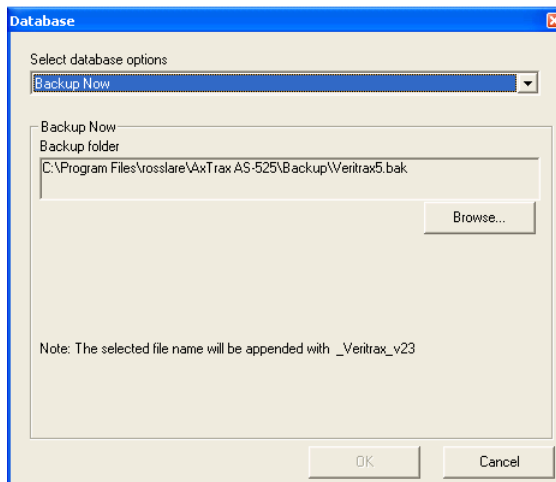


- c. Keep the default folder location.
 - d. Click **OK**.

The database file is saved with the following naming convention:
XXX_Veritrax5_veritrax_vxx.bak
3. Copy the file to the root directory (C:\)
4. Uninstall the AxTrax application.
5. Install AxTrax v4.25 using actual Authentication – user name and password (database password for user sa:**9590693**).
6. Import the database file from Step 1 to AxTrax v4.25:
 - a. Click **Tools>Database**.
 - b. In the *Select database options* dropdown, select Import earlier database version from VeriTrax AS-225/AxTrax AS-525.



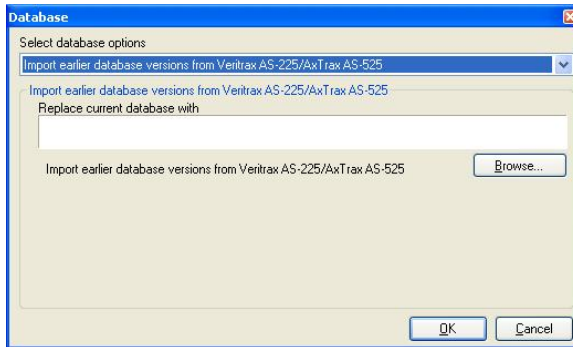
- c. Browse to the root folder (**C:**) and select the database file.
 - d. Click **OK**.
7. Back up the database:
- a. Click **Tools>Database**.
 - b. In the *Select database options* dropdown, select **Backup Now**.



- c. Keep the default folder location.
 - d. Click **OK**.
- The database file is saved with the following naming convention:
XXX_Veritrac5_veritrac_v23.bak

Migrating from AxTrax AS-525 to AxTraxNG

8. Copy the file to the root directory (C:\)
9. Uninstall AxTrax v4.25.
10. Install the AxTraxNG software.
11. Import the database file from Step 7 to AxTraxNG:
 - a. Click **Tools>Database**.
 - b. In the *Select database options* dropdown, select Import earlier database version from VeriTrax AS-225/AxTrax AS-525.



- c. Browse to the root folder (C:\) and select the database file.
- d. Click **OK**.

The application closes while the database is imported.

5.1 Panel Communication

When migrating to the new AxTraxNG, a new FW must be introduced to the panels in order for them to work with the AxTraxNG.

A. Miscellaneous

A.1 netstat Command

This command shows the TCP/UDP connection that the machine has or that it is listening to.

When the application is listening, it means that no TCP/UDP socket has been created, but the machine is waiting for a connection request and when it arrives, there will be a socket connection.

Here is an example:

```
C:\Users\production>netstat
Active Connections

```

Proto	Local Address	Foreign Address	State
TCP	127.0.0.1:1063	Staging-HP:5939	ESTABLISHED
TCP	127.0.0.1:5939	Staging-HP:1063	ESTABLISHED
TCP	192.168.20.101:1062	server10016:5938	ESTABLISHED
TCP	192.168.20.101:1136	RILN-STORAGE:microsoft-ds	ESTABLISHED
TCP	192.168.20.101:3389	ofir-pc:33582	ESTABLISHED
TCP	[::]:1078	Staging-HP:1080	ESTABLISHED
TCP	[::]:1080	Staging-HP:1078	ESTABLISHED

```
C:\Users\production>netstat
Active Connections

```

Proto	Local Address	Foreign Address	State
TCP	127.0.0.1:1063	Staging-HP:5939	ESTABLISHED
TCP	127.0.0.1:5939	Staging-HP:1063	ESTABLISHED
TCP	192.168.20.101:1062	server10016:5938	ESTABLISHED
TCP	192.168.20.101:1136	RILN-STORAGE:microsoft-ds	ESTABLISHED
TCP	192.168.20.101:3389	ofir-pc:33582	ESTABLISHED
TCP	[::]:1080	Staging-HP:1078	ESTABLISHED
TCP	[::]:1078	Staging-HP:1080	ESTABLISHED
TCP	[::]:1389	Staging-HP:1388	ESTABLISHED
TCP	[::]:1388	Staging-HP:1389	ESTABLISHED
TCP	[::]:1080	Staging-HP:1078	ESTABLISHED
TCP	[::]:1388	Staging-HP:1081	ESTABLISHED
TCP	[::]:1389	Staging-HP:1001	ESTABLISHED

```
C:\Users\production>
```

A.2 Firewall Rules in the Machine Level

See the AxTraxNG manual for how to set the firewall rules.

In addition, a WIRESHARK snapshot can suggest such blocking.

A.3 Firewall Rule in the Network Level

The WIRESHARK snapshot can suggest port blocking.

On a management network, please contact the site manager or IT manager to verify if there are any network firewalls that are blocking UDP and TCP/IP communication on the requested ports.

Miscellaneous

A.4 WIRESHARK

Below are some examples that help explain how to monitor communication with WIRESHARK.

A.4.1 Example of Good Communication

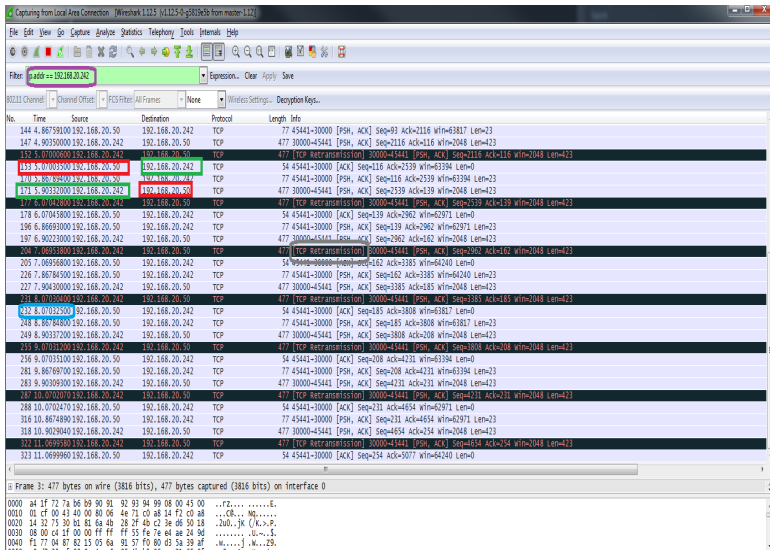
Here is a screenshot showing good communication between one panel and the server.

In purple – Filtering by panel IP address

In green – The panel address, sometimes as source and sometimes as destination

In blue – The time that has passed since the communication capturing started

In grey – When the panel is too close to the server you can get "Retransmitting messages"; it doesn't mean something is wrong



A.4.2 Example of Communication Problem

This is an example of a communication problem where the TCP cable is disconnected.

You can see the "retransmitting" attempt time after time until no more messages are sent.

Filter: ipaddr == 192.168.20.242 Expression... Clear Apply Save

No.	Time	Source	Destination	Protocol	Length	Info
13781	464.921034	192.168.20.50	192.168.20.242	TCP	54	45441-30000 [ACK] Seq=9454 Ack=174277 Win=64240 Len=0
13803	465.718831	192.168.20.50	192.168.20.242	TCP	77	45441-30000 [PSH, ACK] Seq=9454 Ack=174277 Win=64240 Len=23
13804	465.754503	192.168.20.242	192.168.20.50	TCP	477	30000-45441 [PSH, ACK] Seq=174277 Ack=9457 Win=2048 Len=423
13817	465.921031	192.168.20.242	192.168.20.50	TCP	477	TCP Retransmission: 30000-45441 [PSH, ACK] Seq=174277 Ack=9457 Win=2048 Len=423
13813	465.921109	192.168.20.50	192.168.20.242	TCP	54	45441-30000 [ACK] Seq=9477 Ack=174700 Win=63817 Len=0
13830	466.718939	192.168.20.50	192.168.20.242	TCP	77	45441-30000 [PSH, ACK] Seq=9477 Ack=174700 Win=63817 Len=23
13832	466.755088	192.168.20.242	192.168.20.50	TCP	477	30000-45441 [PSH, ACK] Seq=174700 Ack=9500 Win=2048 Len=423
13838	466.921330	192.168.20.242	192.168.20.50	TCP	477	TCP Retransmission: 30000-45441 [PSH, ACK] Seq=174700 Ack=9500 Win=2048 Len=423
13839	466.921360	192.168.20.50	192.168.20.242	TCP	54	45441-30000 [ACK] Seq=9500 Ack=175123 Win=63394 Len=0
13839	467.719131	192.168.20.242	192.168.20.242	TCP	77	45441-30000 [PSH, ACK] Seq=9500 Ack=175123 Win=63394 Len=23
13865	467.754904	192.168.20.242	192.168.20.50	TCP	477	30000-45441 [PSH, ACK] Seq=175123 Ack=9523 Win=2048 Len=423
13863	467.921111	192.168.20.242	192.168.20.50	TCP	477	TCP Retransmission: 30000-45441 [PSH, ACK] Seq=175123 Ack=9523 Win=2048 Len=423
13864	467.921735	192.168.20.50	192.168.20.242	TCP	54	45441-30000 [ACK] Seq=9523 Ack=175546 Win=62974 Len=0
13868	468.718754	192.168.20.50	192.168.20.242	TCP	77	45441-30000 [PSH, ACK] Seq=9523 Ack=175546 Win=62974 Len=23
13885	468.754611	192.168.20.242	192.168.20.50	TCP	477	30000-45441 [PSH, ACK] Seq=175546 Ack=9546 Win=2048 Len=423
13892	468.921360	192.168.20.242	192.168.20.50	TCP	477	TCP Retransmission: 30000-45441 [PSH, ACK] Seq=175546 Ack=9546 Win=2048 Len=423
13891	468.921784	192.168.20.50	192.168.20.242	TCP	54	45441-30000 [ACK] Seq=9546 Ack=175989 Win=62420 Len=0
13909	469.719042	192.168.20.50	192.168.20.242	TCP	77	45441-30000 [PSH, ACK] Seq=9546 Ack=175989 Win=62420 Len=23
13911	469.754711	192.168.20.242	192.168.20.50	TCP	477	30000-45441 [PSH, ACK] Seq=175989 Ack=9589 Win=2048 Len=423
13918	469.921336	192.168.20.242	192.168.20.50	TCP	477	TCP Retransmission: 30000-45441 [PSH, ACK] Seq=175989 Ack=9589 Win=2048 Len=423
13919	469.921565	192.168.20.50	192.168.20.242	TCP	54	45441-30000 [ACK] Seq=9589 Ack=176392 Win=63817 Len=0
13939	470.718974	192.168.20.50	192.168.20.242	TCP	77	45441-30000 [PSH, ACK] Seq=9589 Ack=176392 Win=63817 Len=23
13943	471.018292	192.168.20.50	192.168.20.242	TCP	77	TCP Retransmission: 45441-30000 [PSH, ACK] Seq=9589 Ack=176392 Win=63817 Len=23
13959	471.618947	192.168.20.50	192.168.20.242	TCP	77	TCP Retransmission: 45441-30000 [PSH, ACK] Seq=9589 Ack=176392 Win=63817 Len=23
13994	472.618986	192.168.20.50	192.168.20.242	TCP	77	TCP Retransmission: 45441-30000 [PSH, ACK] Seq=9589 Ack=176392 Win=63817 Len=23
14026	474.019243	192.168.20.50	192.168.20.242	TCP	77	TCP Retransmission: 45441-30000 [PSH, ACK] Seq=9589 Ack=176392 Win=63817 Len=23
14058	475.020093	192.168.20.50	192.168.20.242	TCP	77	TCP Retransmission: 45441-30000 [PSH, ACK] Seq=9589 Ack=176392 Win=63817 Len=23
14127	477.615666	192.168.20.50	192.168.20.242	TCP	77	TCP Retransmission: 45441-30000 [PSH, ACK] Seq=9589 Ack=176392 Win=63817 Len=23

Frame 3: 477 bytes on wire (3816 bits), 477 bytes captured (3816 bits) on interface 0

```

0000 04 1f 72 7a b6 b9 39 91 92 93 94 99 08 00 45 00  ...a...
0010 01 c1 00 43 00 00 80 06 4e 71 c0 a8 14 f2 c0 a8  ...C...
0020 14 32 75 30 01 81 6a 4b 28 2f 4b c2 36 de 50 18  ...u...
0030 08 00 c4 1f 00 00 ff ff ff 55 fe 7e e4 ea 24 90  ...U...
    
```

A.4.3 Example of Panel Disconnection

This is an example where the panel communication was disconnected because the power was disconnected and then reconnected.

In white – The server and panel addresses where the panel is the source

In blue – The port number of the panel where it sends the RST command that closes the communication (this is the same address the operator uses to configure the network)

In green – The RST (communication reset command)

Local Area Connection [Windows Firewall] [192.168.20.50] from [192.168.20.242]

Filter: ipaddr == 192.168.20.242 Expression... Clear Apply Save

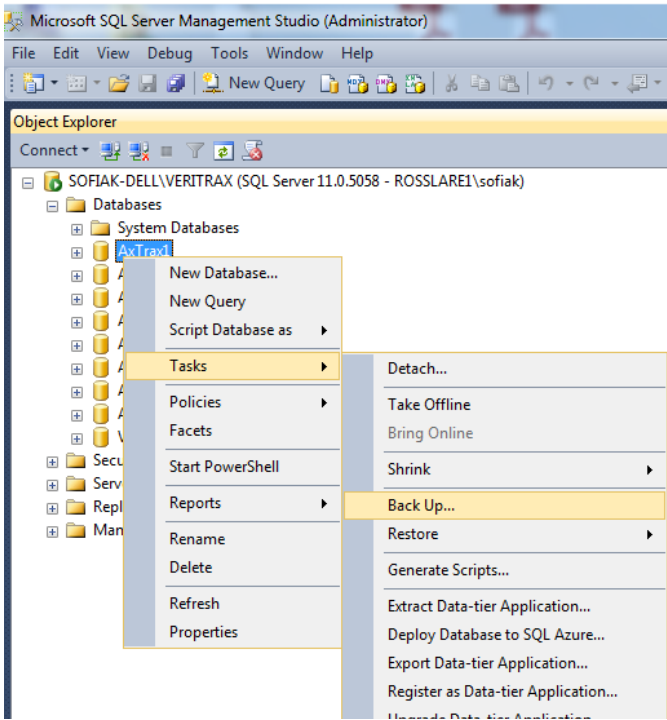
No.	Time	Source	Destination	Protocol	Length	Info
747	29.749249	192.168.20.30	192.168.20.242	TCP	77	45339-30000 [PSH, ACK] Seq=3213 Ack=9923 Win=62420 Len=23
748	33.871399	192.168.20.50	192.168.20.242	TCP	77	TCP Retransmission: 45339-30000 [PSH, ACK] Seq=3213 Ack=9923 Win=62420 Len=23
749	33.871668	192.168.20.50	192.168.20.242	TCP	77	TCP Retransmission: 45339-30000 [PSH, ACK] Seq=3213 Ack=9923 Win=62420 Len=23
751	37.922604	192.168.20.50	192.168.20.242	TCP	77	TCP Retransmission: 45339-30000 [PSH, ACK] Seq=3213 Ack=9923 Win=62420 Len=23
809	39.132878	192.168.20.242	0.0.0.0	TCP	60	30000-> [FIN, ACK] Seq=1 Ack=1 Win=2048 Len=0
811	39.133000	192.168.20.242	0.0.0.0	TCP	60	TCP Retransmission: 30000-> [FIN, ACK] Seq=1 Ack=1 Win=2048 Len=0
813	39.132402	192.168.20.242	0.0.0.0	TCP	60	TCP Retransmission: 30000-> [FIN, ACK] Seq=1 Ack=1 Win=2048 Len=0
815	39.047659	192.168.20.242	0.0.0.0	TCP	60	TCP Retransmission: 30000-> [FIN, ACK] Seq=1 Ack=1 Win=2048 Len=0
816	39.047659	192.168.20.242	0.0.0.0	TCP	60	TCP Retransmission: 45339-30000 [PSH, ACK] Seq=3213 Ack=9923 Win=62420 Len=23
818	39.071330	192.168.20.242	192.168.20.50	TCP	477	30000-45339 [RST] Seq=9923 Win=0 Len=0
822	39.784789	192.168.20.242	0.0.0.0	TCP	60	TCP Retransmission: 30000-> [FIN, ACK] Seq=1 Ack=1 Win=2048 Len=0
824	39.805819	192.168.20.242	0.0.0.0	TCP	60	TCP Retransmission: 30000-> [FIN, ACK] Seq=1 Ack=1 Win=2048 Len=0
826	39.874822	192.168.20.242	0.0.0.0	TCP	60	TCP Retransmission: 30000-> [FIN, ACK] Seq=1 Ack=1 Win=2048 Len=0
828	39.895839	192.168.20.242	0.0.0.0	TCP	60	TCP Retransmission: 30000-> [FIN, ACK] Seq=1 Ack=1 Win=2048 Len=0
831	40.151864	192.168.20.242	0.0.0.0	TCP	60	TCP Retransmission: 30000-> [FIN, ACK] Seq=1 Ack=1 Win=2048 Len=0
834	40.244939	192.168.20.242	0.0.0.0	TCP	60	TCP Retransmission: 30000-> [FIN, ACK] Seq=1 Ack=1 Win=2048 Len=0
836	40.335159	192.168.20.242	0.0.0.0	TCP	60	TCP Retransmission: 30000-> [FIN, ACK] Seq=1 Ack=1 Win=2048 Len=0
840	40.424841	192.168.20.242	0.0.0.0	TCP	60	TCP Retransmission: 30000-> [FIN, ACK] Seq=1 Ack=1 Win=2048 Len=0
842	40.515179	192.168.20.242	0.0.0.0	TCP	60	TCP Retransmission: 30000-> [FIN, ACK] Seq=1 Ack=1 Win=2048 Len=0
844	40.604883	192.168.20.242	0.0.0.0	TCP	60	TCP Retransmission: 30000-> [FIN, ACK] Seq=1 Ack=1 Win=2048 Len=0
846	40.695199	192.168.20.242	0.0.0.0	TCP	60	TCP Retransmission: 30000-> [FIN, ACK] Seq=1 Ack=1 Win=2048 Len=0
848	40.786527	192.168.20.242	0.0.0.0	TCP	60	TCP Retransmission: 30000-> [FIN, ACK] Seq=1 Ack=1 Win=2048 Len=0
850	40.875190	192.168.20.242	0.0.0.0	TCP	60	TCP Retransmission: 30000-> [FIN, ACK] Seq=1 Ack=1 Win=2048 Len=0
852	40.966779	192.168.20.242	0.0.0.0	TCP	60	TCP Retransmission: 30000-> [FIN, ACK] Seq=1 Ack=1 Win=2048 Len=0
856	41.054500	192.168.20.242	0.0.0.0	TCP	60	TCP Retransmission: 30000-> [FIN, ACK] Seq=1 Ack=1 Win=2048 Len=0
858	41.145301	192.168.20.242	0.0.0.0	TCP	60	TCP Retransmission: 30000-> [FIN, ACK] Seq=1 Ack=1 Win=2048 Len=0

A.5 Back Up DB using MS SQL Management Studio

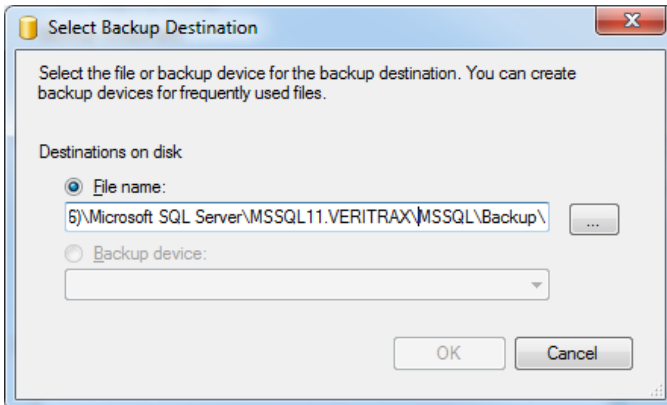
1. Install the relevant SQL Server Management Studio that corresponds to the SQL version installed on the machine.
2. Open SQL Server Management Studio.

Miscellaneous

3. Connect to the AxTraxNG server instance. By default, the instance name being used is "VERITRAX".
4. Right-click on the required database and select **Tasks>Backup**.

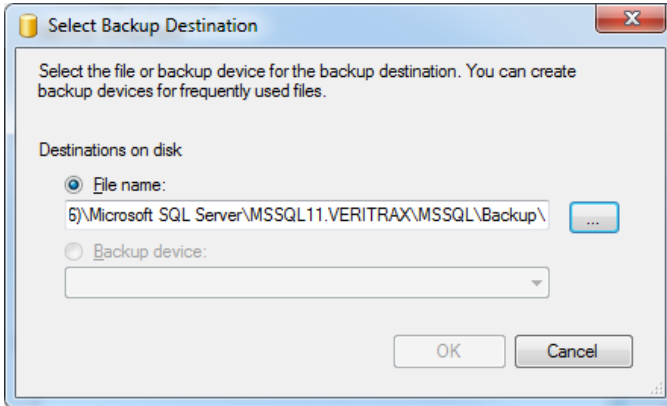


The following window opens.



5. Under *File name*, click ...

6. Locate the directory and enter the backup name.



7. Click **OK** on each screen.



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