

Ambiance™ download

dormakaba 

Ambiance™ Release Notes

Ambiance 2.7.3

What's New

Ambiance announces the following new feature:

System Settings > Folios

- Ambiance adds support for the folio data format ANSI/ISO BCD. (SD-1671/SD-1719/38358)

Corrected Issues

This section lists corrected issues. An internal reference number follows the fix description.

International

- The Web client is now accessible when the browser is configured for Incognito mode and in a language unsupported by Ambiance. (SD-1656/38230)

Programming

- The elevator and common area base access point configuration changed to allow staff key access when time is not set or time is lost in these access points. All affected access points are flagged for reprogramming. (35901)

Mobile Keys

- Guest mobile keys are now deleted from mobile devices upon performing early check-out operations from the PMS or Guest Registration. (SD-1762/39104)

Reports

- The standard to/from daylight saving time events are now properly displayed in the [Access Point Audit Report](#). (SD-1546/38699)

Key Readback

- The key readback now properly displays the folio number encoded on guest keys. (SD-1670/38352)

Online Communication

- Unique credential names are now displayed upon encoding Resequencing Keys or performing remote key resequencing. (SD-1653/38287)
- [System Keys/Cancel Keys](#). For large sites, all key instances now display and can be selected to remotely cancel a staff key in related access points. (SD-1738/38879)
- [System Settings/Database backup](#). MongoDB database backup is now performed as per configured database backup schedule settings. (SD-1739/38887)

Notifications

- Email notifications for online events now contain the expected detailed information. (SD-1682/38538)

Known Issues

This section lists known issues and provides detailed work-around instructions. An internal reference number may follow the issue description.

Internationalization

- Some strings may appear in English.
- **Reports.** Upon printing or downloading a report in Chinese, some characters are not displayed correctly. (34627)

Login/Password Change

- Saving the modified password and security answer at login may fail. (SD-1767/38399)



Edit "web.config" file at:

"C:\Program Files\dormakaba\Ambiance Server\Web\WebUI\"

Remove the following settings section then save.

```
<modules>
```

```
<remove name = "WebDAVModule"/>
```

```
</modules>
```

PMS

- **PMS SkyTouch.** Key monitoring for additional mobile keys issued through SkyTouch interface display key holder as "Unknown". (34790)



View key holder guest name assigned to mobile key in [Guest Registration](#).

System Settings

- **Database Backup & Archiving.** For online installs only. The Mongo DB database is backed up with the database backup schedule but cannot be backed up by clicking the [Back Up Database](#) button. (32954)



Make sure MongoDB backup is scheduled or is backed up manually outside of Ambiance to an external location.

Device Management

- Encoders communicating via TCP/IP takes up to one minute to appear as *online* after connected/reconnected. (32936)

Staff Management

- Upon importing staff list information, an extra "FIRST NAME LAST NAME" staff member entry is imported. (34650)



Delete the "FIRST NAME LAST NAME" staff member, or remove the header file in the source file before import.

Read Key

- Upon reading a Mifare Mini or Ultralight C key, the View Guest Access Report and View Staff Access Report buttons are available in the Read Key dialog even though these key technologies do not support the guest and staff access tracking functionality. (35043)

Online Communication

- **INNCOM.** Upon upgrading Ambiance, the INNCOM proxy server IP address value defined in the VHE configuration file does not persist. (SD-1610/37861)



- 1) Stop the VHE Service using the Windows Services Manager.
- 2) In the \VHE Service\ folder, open the file VHEService.exe.config.
- 3) Modify the following configuration file key to specify the INNCOM server IP address:
`<addkey="ProxyServerIPAddress" value="INNCOM_IP_SERVER"/>`
- 4) Start the VHE Service using the Windows Services Manager.

- **Control4.** If the LUA driver that commissioned the gateway in Ambiance is deleted, commands to the gateway sent from Ambiance no longer work. (34961)



Delete the gateway in [Device Management > Registered Gateways & Paired Access Points > Gateways](#) and recommission the Control4 controller.

- **Rx-Link.** The "Unpair all access points" and "Unpair access point" commands in [Device Management > Registered Gateways & Paired Access Points > Gateways and Access Points](#) are currently not supported for Rx-Link. (34900)



To unpair access points, use the "Pairing OFF" key in access points.

- **Remote Access Point Auditing.** Upon performing a remote audit for an unresponsive access point, the progress status of the audit may not update automatically. (36511)



Refresh the page to view the updated status.

- **Registered Gateways & Paired Access Points.** The "Verify Assignment" command is currently not supported from the [Gateways](#) page. (32987)



Perform the "Verify Assignment" command on the desired access points from the [Access Points](#) page.

Notifications

- Door Ajar - Guest/Staff short/long events are displayed as Door Ajar - Generic events in the notifications list. (37389)

Monitoring

- **Online/Events.** The timestamp appearing in the Date/Time column is currently the lock timestamp (when events occurred in access points) and not server timestamp (when events were received by the server). (34849)

Keyscan Aurora and MATRIX

- Remote guest registration modifications in regards to Guest Common Areas are not synchronized to the Aurora server or MATRIX server. (29933)



Create guest keys to synchronize new Guest Common Area access to the Aurora server or MATRIX server.

Requirements

This section lists minimum system, network, device and interface requirements for installing and using Ambiance. Additional resources may be required based on site configuration and usage.

System Requirements

Minimum requirements for the Ambiance server are based on the number of access points. Additional notes are listed at the end of the table.¹

	Server			Workstation
	Small (≤ 500 access points)	Medium 500-3k access points	Large ≥ 3k access points	not applicable
CPU	2GHz/64-bit/4 core	2GHz/64-bit/8 core	2GHz/64-bit/16 core	2GHz/64-bit/dual core
RAM	16 GB or more	16 GB or more	32 GB or more	8GB
Disk Drive Free Space²	30GB	60GB	100GB	50MB
Network Controller	Gigabit Ethernet - 1Gb/second	Gigabit Ethernet - 1Gb/second	Gigabit Ethernet - 1Gb/second	Gigabit Ethernet - 1Gb/second
USB 2.0 Port	Required to connect encoder	Required to connect encoder	Required to connect encoder	Required to connect encoder
Operating System	<ul style="list-style-type: none"> ▪ Microsoft Windows Server 2019/2016 ▪ Microsoft Windows 10 Pro/Enterprise³ ▪ Microsoft Windows 11 Pro/Enterprise (EN)⁴ 	<ul style="list-style-type: none"> ▪ Microsoft Windows Server 2019/2016 	<ul style="list-style-type: none"> ▪ Microsoft Windows Server 2019/2016 	<ul style="list-style-type: none"> ▪ Microsoft Windows 8.1 Pro/Enterprise ▪ Microsoft Windows 10 Pro/Enterprise ▪ Microsoft Windows 11 Pro/Enterprise (EN)⁴
Database⁵	<ul style="list-style-type: none"> ▪ SQL Server Express 2014/2017 /2019 ▪ SQL Server 2014/2016/2019 	<ul style="list-style-type: none"> ▪ SQL Server Express 2014/2017/2019 ▪ SQL Server 2014/2016/2019 (recommended) 	<ul style="list-style-type: none"> ▪ SQL Server Express 2014/2017 /2019 ▪ SQL Server 2014/2016/2019 (recommended) 	not applicable
Web Browser⁶	<ul style="list-style-type: none"> ▪ Google Chrome (latest) ▪ Microsoft Edge (latest) 	<ul style="list-style-type: none"> ▪ Google Chrome (latest) ▪ Microsoft Edge (latest) 	<ul style="list-style-type: none"> ▪ Google Chrome (latest) ▪ Microsoft Edge (latest) 	<ul style="list-style-type: none"> ▪ Google Chrome (latest) ▪ Microsoft Edge (latest)

¹ Additional recommended hardware for the Ambianceserver includes: UPS Backup, Integrated HD Graphics Card, Keyboard/Mouse.

² Additional free space may be required depending on database backup and archiving settings.

³ Windows 10 Pro/Enterprise does not support Online Communication.

⁴ a) Windows 11 Pro/Enterprise does not support Online Communication. b) TPM (Trusted Platform Module) 2.0 is required to run Windows 11.

⁵ a) IMPORTANT: Due to SQL Server Express limitations, dormakaba recommends SQL Server Standard for medium and large deployments. For details, consult Microsoft documentation. b) Microsoft reports issues that prevent SQL Server from installing successfully on a Domain Controller. Avoid installing SQL Server on a Domain Controller.

⁶ Recommended Web browser resolution: 1366 x 768 or greater.

Network Requirements

The Property IT is responsible for establishing and maintaining a secure network (Ethernet or WiFi) environment on which the Ambiance server, workstations, and integrated interfaces are deployed and used.

Deployment on Virtual Machine

If deploying Ambiance on a cloud VM (virtual machine), a VPN (virtual private network) is required to secure the communication between the site and cloud VM.

Communication Ports

The following table lists the default Ambiance Server port settings. If you have a firewall, configuration changes may be required to make ports accessible to the Ambiance Server.

Port	Protocol	Description
80	HTTP	Ambiance Web User Interface
8083/443	HTTPS	Ambiance Web User Interface
28000	TCP	ENCODER - KABA RFID (TCP/IP)
9898	HTTP	PMS - BART Web Service Port (configurable in PMS.BART.Service.Host.exe.Config)
8265	TCP	PMS – Oracle FIAS
8264	TCP	PMS – SAFLOK IRS
1619	HTTP	PMS – SAFLOK Web Service (configurable in MessengerNet PMSWS.Host.exe.Config)
9090	HTTP	PMS - REST API
5000	TCP	PMS - SkyTouch (HTTP)
5001	TCP	PMS - SkyTouch (HTTPS)
27700 27701	TCP	ONLINE - Gateway I, Control 4
28002	TCP	ONLINE - Gateway II, RAC5-MFC/XT
23211	TCP	ONLINE - INNCOM

Device Requirements

This section lists the embedded devices required to use Ambiance and the latest supported firmware versions.



Ambiance is backward compatible with all previous firmware versions.

Encoders

The following table shows the encoders that Ambiance supports and the latest supported firmware version.

KABA RFID	1.012
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Maintenance Units

The following table shows the M-Units that Ambiance supports and the latest supported firmware version.

HH6	2.31
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Locks

The following table shows the locks that Ambiance supports and the latest supported firmware versions.

	Boot	Main	Quantum	BLE	Zigbee AVR
Pixel	10.14.20.4	10.14.20.4	02.06.19.1	1.1.1.0	1.10x/5.13x/6.05x
Quantum	10.14.20.4	10.14.20.4	02.06.19.1	1.1.1.0	1.10x/5.13x/6.05x
MT4	10.14.20.4	10.14.20.4	02.06.19.1	1.1.1.0	1.10x/5.13x/6.05x
Secure Wall Reader	04.16.19.1	04.16.19.1	N/A	1.1.1.0	N/A
NFC Wall Reader	02.17.21.3	02.17.21.3	N/A	1.1.1.0	N/A
RCU4	10.14.20.4	10.14.20.4	02.06.19.1	1.1.1.0	1.10x/5.13x/6.05x
RT	06.14.18.2	06.14.18.2	N/A	1.1.1.0	1.10x/5.13x
RT+	02.23.22.4	02.23.22.4	N/A	1.1.1.0	1.10x/5.13x / 6.050
Saffire LX	02.23.22.4	02.23.22.4	N/A	1.1.1.0	5.13x / 6.050
Confidant	09.03.19.2	09.03.19.2	N/A	1.1.1.0	1.10x/5.13x
Confidant NFC	02.23.22.4	02.23.22.4	N/A	1.1.1.0	1.10x/5.13x / 6.050
RAC5 XT/Lite	03.31.214	03.31.214	N/A	1.1.1.0	N/A

Elevator Controllers

The following table shows the elevator controllers that Ambiance supports and the latest supported firmware versions.

	Boot	Main	Quantum	BLE	Zigbee
Legacy MFC	N/A	0.017	N/A	N/A	N/A
EMCC	N/A	20090929	N/A	N/A	N/A
MCC 8/12	N/A	0.031398	N/A	N/A	N/A
ECU/RCU4	10.14.20.4	10.14.20.4	02.06.19.1	1.1.1.0	1.10x
RAC5-MFC	03.31.214	03.31.214	N/A	1.1.1.0	N/A

Zigbee Gateways

The following table shows the Zigbee gateways that Ambiance supports and the latest supported firmware versions.

	Boot	Main	Quantum	BLE	Zigbee
Gateway I	0.221	0.221	N/A	N/A	1.10x/5.13x
Gateway II	0.017	0.017	N/A	N/A	6.05x

Interface Requirements

Ambiance supports the following:

- **Aurora SDK**—v1.0.19 to v1.0.22
- **Aurora software**—v1.0.19 to v1.0.22
- **MATRIX**—v3.6.1

Online Communication Interfaces and Devices

The following table shows the Online Gateway combinations that Ambiance supports. For example, the Gateway I device is compatible with other Gateway I devices, RAC5 and MFC elevator controllers, and one third-party interface.

	Gateway I Device supported with	Gateway II Device supported with	Rx-Link supported with
Gateway I Device	✓	Not Supported	Not Supported
Gateway II Device	Not Supported	✓	✓
Rx-Link	Not Supported	✓	✓
RAC5-MFC	✓	✓	✓
RAC5 XT	✓	✓	✓
Legacy MFC	✓	Not Supported	Not Supported
3rd-party interface (mutually exclusive)			
INNCOM®	✓	Not Supported	Not Supported
Interel®	✓	Not Supported	Not Supported
Telkonet®	✓	Not Supported	Not Supported
Control4®	✓	Not Supported	Not Supported

Online Communication Lock Support

Lock Model	Gateway I / Legacy 3rd-Party Interfaces (Zigbee Gen I)	Gateway II / Rx-Link	
		Zigbee Gen II Phase 1	Zigbee Gen II Phase 2
Pixel	✓	✓	✓
MT4	✓	✓	✓
RCU4	✓	✓	✓
RT	✓	✓	Not Supported
RT+	✓	✓	✓
Saffire LX	✓	✓	✓
Confidant	✓	✓	Not Supported

General Data Protection Regulation (GDPR)

dormakaba's privacy policy statement can be found on the server at the following location: `\Ambiance Server\GDPR`. Clients are encouraged to print a copy of the statement and have it available at your business premises for reference.

Ambiance Upgrades

The following upgrade paths are supported:

- 1.4 and above to 2.7.3. If you are upgrading from 2.7.1, see the following section.



IMPORTANT! Verify that all Windows updates are installed prior to performing the server upgrade.



Take a backup of the database before performing an upgrade. For online systems, take backups of SQL Server and MongoDB databases.

After the upgrade, you must restart the Ambiance server.

Because the Ambiance client installed on workstations must be the same version as the Ambiance server, you must also upgrade the client. The recommended method is to uninstall the previous version of the client and then reinstall the current version.

If you are upgrading from 2.7.1 ...

- If 2.7.1 was the initial installation proceed to upgrade to 2.7.3.
- If 2.7.1 was upgraded from any previous version, use the following procedure:
 1. Uninstall current Ambiance server 2.7.1.10.
 2. Uninstall RabbitErlang v3.9.9 or v3.7.14.
 3. Open a command prompt as Admin and run the command:


```
taskkill /F /IM epmd.exe
```
 4. Launch Registry Editor.
 - a. Go to HKLM\Software\Microsoft\Windows\CurrentVersion\Uninstall, search for "RabbitErlang", and delete the related registry key.
 - b. Go to HKLM\Software\Classes\Installer\Products, search for "RabbitErlang", and delete the related registry key.
 5. Delete C:\Program Files\RabbitErlang*.*.
 6. Install Ambiance v2.7.3.x.

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