



# Cloud LaunchPoint Version 2 Update

Sit Back & Relax: Automatic update coming soon

LaunchPoint version 2 will be released beginning the weekend of July 13, 2019. This is a staged roll-out and will be completed over the weekend. These updates will happen automatically so nothing will need to be done on your part. The update will be available when you log-in to LaunchPoint.

The new features and functions include:

- Badging: Design & print badge templates for cardholders. Print to local or remote network printers.
- Live Event Monitoring: Monitor doors, inputs and controllers in near real-time. Acknowledge events and pull audit reports.
- Card Enrollment: Enroll cards into the system at a reader without needing to know the card code information.
- Video Integration: View linked video with door events and save time by not having to manually search.
- Photo Verification: Verify the person at the door is the person registered in the system through photo popup.

Even more features of the LaunchPoint Version 2 update can be viewed at <https://www.concierge.galaxsys.com/release>

# EVENTS

## JULY

**14-17 ASHE annual event  
Baltimore, MD**

**14-17 Training at Middle East  
Dubai**

**15-19 Training at HQ  
Walkersville, MD**

## AUGUST

**12-16 Training at HQ  
Walkersville, MD**

**GALAXY WILL BE CLOSED  
JULY 4TH & 5TH**

# TECH TIPS

## **Updating Flash to multidrop DRMs**

Once flash to the DSI is updated, the DSI updates the DRMs on the RS485 data bus. This may take as long as 10 to 15 minutes. Using the Allow Board Flash updates button on the EZ80 Flash tab of the GCSLoad, the Clear Auto Update Timer button on the web page, or the Clear Auto command from a terminal screen speeds the process.

## **GCSeprt.lic Error**

Upon launching System Galaxy, an error dialog box appears saying "annot initialize EPIBuilder license" with the path to "gcseprt.lic. System Galaxy launches if the error is bypassed but will close when Cardholders is accessed.

The problem is caused by either file corruption or inadequate permissions for the gcseprt.lic file. Go into the System Galaxy directory and find the file. Its size should be 4KB. If it not, copy the file from another Galaxy workstation or from the Components directory on Disk 2 of the Installation Suite. If the file is the correct size, right click on it and go to properties. Click Edit on the Security tab and make certain that all the listed computer user groups have Full Control assigned to them. Once that is completed, restart System Galaxy. The error message should be gone and Cardholders accessible.

## **635 CPUs running 11.0.3 firmware will not connect to versions of System Galaxy prior to 11.1.0.2.**

Because of changes made to the message structure 635 CPUs running 11.0.3 firmware cannot communicate with System Galaxy versions earlier than 11.1.0.2. If you look at the Event Server using the GCS Service Monitor, the controller will appear, but the Cluster ID will be 0 (zero) and the Unit ID will be -001. Flash the CPU back to the proper version of firmware using the Web interface of the Factory Test Station cable.

For previous Tech Tips on 635 IP Filters, Software Maintenance help, Uninstalling Current Software, Time Sync Issues, Registration Assistance, and more visit our [RESOURCES](#) tab on our website to view all archived newsletters.



## Attention Dealers:

1. Our updated Wireless Lock & Video Pricebook for 2019 is now on our website! Dealers can log on and view it through the Dealer Portal.
2. Galaxy is moving to a new badging package: **idProducer Advantages**
  - 1 platform for all Galaxy products from On-Premise to the Web product for easier migration.
  - Cutting edge ID functionality with Galaxy's products
  - Device independent rendering
  - Print to any printer – both local and remote

idProducer innovative set of software development tools based on Microsoft® .Net architecture and Windows Communication Foundation (WCF) combines our industry knowledge and experience at deploying ID solutions in today's complex security environments.

## Customer Service Spotlight

“ I don't know how to adequately thank **Todd C** for the amazing customer service. I manage a 55 bed memory care community for frail seniors. On 6/10/19, I tried to make some changes in the system and couldn't get it to do what I wanted. I must have done something wrong because, I got frantic calls at home at 5pm. Staff were locked in, families were locked out. I raced to the building, we pulled the fire system to release the locks so that I could get to my office. I called customer service begging for help. Todd called me right back. He was calm, friendly, he taught me more about the system as he troubleshooted to find where I'd caused the problem.

In a day and age where customer service seems to be forgotten, you have a gem on your team.

Please thank him from everyone at  
emersonhouseportland.com //

**Erin Jones**

Executive Director  
Emerson House Portland

# About Galaxy Control Systems

## Galaxy Benefits:

- Privately Held Company
- Certified & Professionally Trained International Dealer Network
- Committed to In-House Design & Manufacturing
- Personalized Customer Relationships

## Galaxy Control System's Mission Statement

To ensure the success of our client's Access Control & Security Management Systems, Galaxy has dedicated itself to providing the highest level of technical support and customer service. By effectively supporting our authorized dealer network and servicing emerging end-users needs, Galaxy not only ensures its own future successes but also will facilitate the increasing integrity and professionalism of our industry. We will accomplish our goals by committing all of our human and financial resources to better serve our dealer network and the customers on whom we all depend.

## Galaxy Help Website

<http://www.galaxysys.com/sghelp/Content/Home.htm>

## Become a Galaxy Dealer

For training dates, topics, cost, and travel:

<http://www.galaxysys.com/training>

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