



Galaxy News

Access Excellence

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**FREE Live 365 x 24/7
Technical Support**

Not Fake News!

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Galaxy Shows Off New Cloud & On-Premise Software at Intersec

Galaxy once again participated in the INTERSEC show held every January in Dubai. Since entering the Middle East region in 2003, Galaxy has enjoyed much success and continues to serve many long time clients. The show this year was not disappointing and produced many new visitors to the stand, largely because of the efforts of Amid Al Shanteer, the newly appointed Vice President of Business Development for the Middle East Region. The market for access control is very strong in the UAE, KSA, and Qatar, but we noticed an increase of attendance from areas like Oman, Kuwait, Turkey, and the North Africa region.

Our Cloud Concierge has also been growing in the Middle East. Lukas Lee, Director of Cloud Services, said the cloud is “gaining traction in the ME region. We had more questions, than in past years, about our cloud offering from customers and integrators. Galaxy will soon be providing access control and VMS cloud services to the region. This allows our integrators a secure and single instance from which they can manage all their installations. Users can use any web browser or mobile app to remotely control their facility. Our partners are excited about the opportunity to provide our cloud-based solution to their customers.”

President Rick Caruthers predicts: “Galaxy is primed to have a record breaking sales year in this region and posted a healthy growth in 2018.”



Events

February

Feb 12-14

Galaxy Training
at Anchorage, AK

Feb 11-15

Galaxy Training
at Walkersville, MD

March

March 5-7

Galaxy Training
at Denver, CO

March 11-15

Galaxy Training
at Walkersville, MD

Save the Date!

March 10-13

TechAdvantage
at Orlando, FL

April 10-12

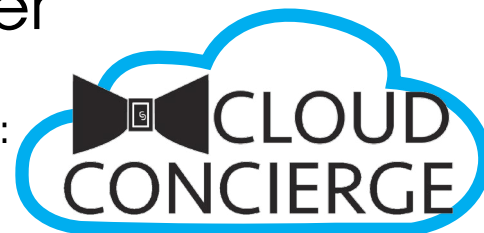
ISC West
at Las Vegas, NV

CLOSED:

MONDAY FEB 18TH (President's Day)

Become a Galaxy Dealer

For training dates, topics, cost, and travel:

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

For an overview on perks of becoming a dealer:

<https://vimeo.com/146512736>

Did You Know? Galaxy Has a HELP Page



Getting Started Features (A-Z) Procedures Documentation

Search our help and documentation

System Galaxy Online Help

For Software, Hardware And Integrated Solutions

www.galaxysys.com/sghelp

Galaxy Upgrade Notes

For a complete overview of upgrade planning and implementation, see *System Galaxy Upgrade Planning Procedure* on our SGHelp site. http://www.galaxysys.com/sghelp/Content/C_Procedure%20Topics/System%20Upgrade%20Planning.htm

Software Maintenance

Before beginning the upgrade or removing the existing database from the current server to move it to the new server, make certain that the software maintenance is up to date in that database. In System Galaxy, go to Configure>Options>Registration>System. If the date has expired, contact Galaxy Control Systems Customer Support (800-445-5560).

Uninstalling the Current Version of System Galaxy

The existing version of System Galaxy must be uninstalled from the computer before the new version is installed. Normally, this is taken care of by the installation process. In some cases, however, the old version of the software is not properly removed from the computer. This can result in seemingly unexplained program closures. Check Apps and Features (Programs and Features) on the computer to see if more than one version of the software is installed. This is most likely to occur when upgrading from version 10.4.8 or 10.4.9 because of an issue with the uninstaller. Use the 10.4.8 or 10.4.9 installer to uninstall those versions. If you do not have the proper installation media for those versions, they can be downloaded at the Galaxy website. <http://www.galaxysys.com/technical-support> Uninstall both version, make sure all the files are removed from the %drive\GCS\System galaxy directory (leave the folders), and reinstall the desired version of System Galaxy.

Galaxy Software Maintenance & Support

Why Maintenance? Software maintenance is a Galaxy requirement for the Professional, Corporate, and Enterprise Software Editions. The first twelve (12) months are included with each software package purchased. As a value added option, additional years are offered providing Maintenance & Support for the subsequent years. Keeping your software current provides a path maintaining the overall integrity and performance capability of the installed Galaxy hardware.

As a world class Access Control solutions manufacturer, galaxy has designed this infrastructure so both our dealer/partners and end users can experience consistent product performance and support services you have come to expect and deserve!

Benefits & Coverage

Software Version Upgrades Include:

- New Software Features
- Software Patches & Fixes Included
- Technical Telephone Support During all Hours
- Database Conversion Utility Applications*
*(Each upgrade requires the database be converted from old versions to the new, sometimes requiring a multi-step process)
- New & Updated Software Accommodates New Hardware
- Database Migration Path Included*
*(Previous to present path: SQL 7 to SQL 2000 MSDE to SQL 2005)
- New Product Integration
 - DVR integration
 - Visitor Management Integration
 - Time & Attendance Integration

Important Note: If an extended maintenance has not been purchased for supplemental years and upon expiration of the included first year maintenance, purchase of a new software at full cost will be required to supplement any new enhancements, integrations, hardware and/or operating systems.

Previous Galaxy Newsletters can now be found under our “Resources” tab



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.

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