HOW TO.

Migrate from AXIS Audio Manager Pro 3 to AXIS Audio Manager Pro 4

Contents

Introduction

This document is a guide to assist you in migrating from AXIS Audio Manager Pro 3.3.1.3.33 to AXIS Audio Manager Pro 4. The purpose of migrating between the versions is to avoid having to reconfigure your system completely, but still give you access to the new features we are introducing. There are however differences in the foundations of the different versions, meaning that a migration must be carefully planned.

Prerequisites

- AXIS Audio Manager Pro 3. 3.1.3.33 installed

- Migration firmware (AXIS Audio Manager Pro 3.3.3.3.48)

- AXIS Audio Manager Pro 4 installation file

Note!
Axis doesn't take any responsibility for how this configuration may affect your system. If the modification fails or if you get other unexpected results, you may have to restore the settings to default.

Step 1 – Back up your system

Create a backup of your existing AAM Pro 3.3.1.3.33 system. The backup can be used for restoring your system in case the migration is unsuccessful.

> **NOTE**
> Zones from a deeper level than 10 will not be exported. To ensure you don't lose any zones, we recommend that you reorganize zones to avoid a depth of >10 before migrating. You can adjust them again once you have installed version 4.

a) Stop AAM Pro 3.3.1.3.33 from the Windows system tray.
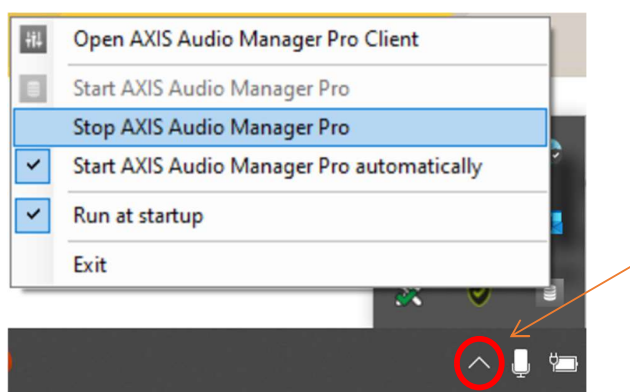
b) Copy the database files from *C:\ProgramData\Axis Communications\AXIS Audio Manager Pro\Manager* and save them to a secure location.

| Manager.aoc.db	2022-01-20 10:45	Data Base File	2 KB
Manager.db	2022-01-20 17:02	Data Base File	70 KB

> **NOTE**
> If you need to restore your AXIS Audio Manager Pro 3.3.1.3.33 system, reinstall AXIS Audio Manager Pro 3.3.1.3.33 and replace the database files with the ones from your backup.

Step 2 – Upgrade to AXIS Audio Manager Pro 3.3.2

Upgrade to version 3.3.2, which contains the functionality to export your database.

a) Go to https://www.axis.com/products/axis-audio-manager-pro/support and download the AXIS Audio Manager Pro 3.3.3.3.48 upgrade file.

b) Run the downloaded .exe file and follow the wizard.
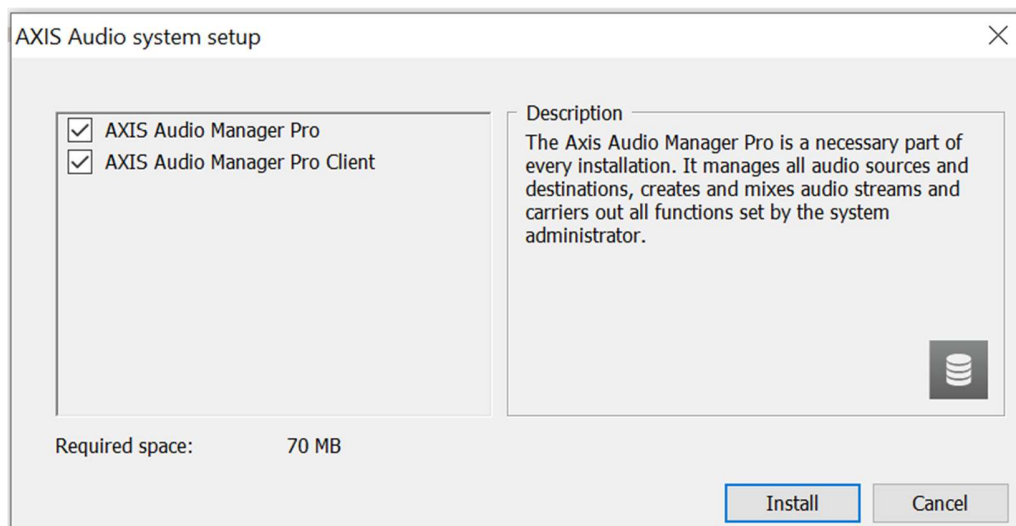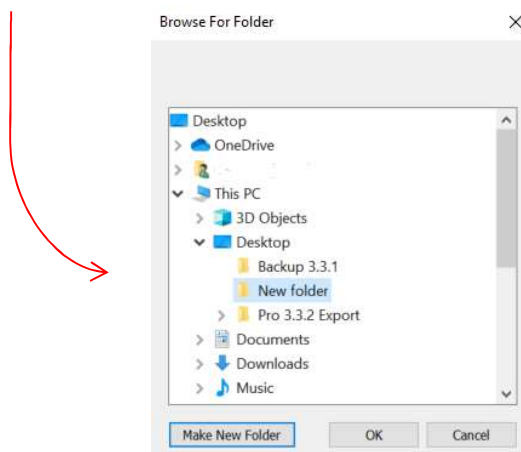
Step 3 – Export your database

Export your database and gather the data you need to recreate your system in AXIS Audio Manager Pro 4.

a) To export the database, go to **Administrator** > **Administration** > **Export database** > **Export**.
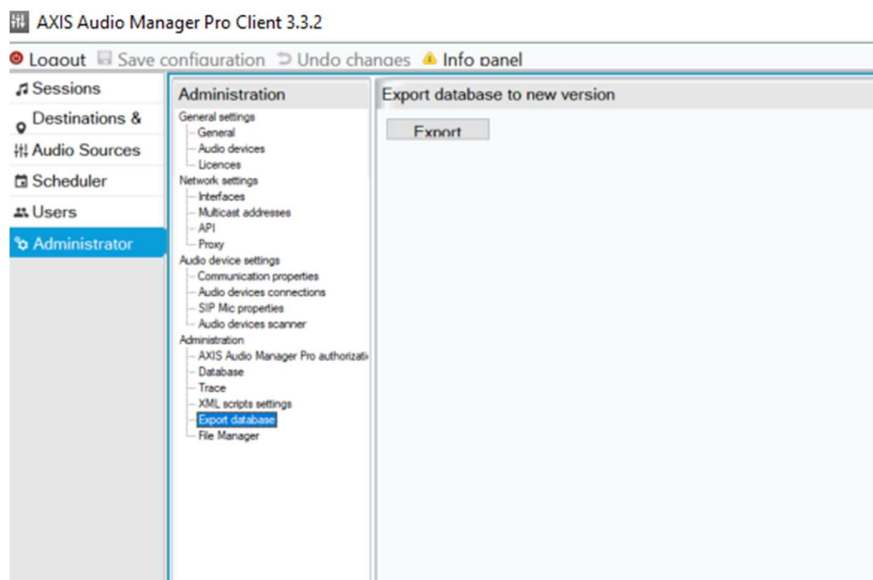
b) After the export, we recommend that you place the generated files in a new folder.

> **NOTE**
> Do not change or edit the files in any way, as this can cause the migration to fail.

c) *Schedulers.txt* contains information about the scheduled events that are running on your server.

```
Schedulers.txt - Notepad

File  Edit  Format  View  Help
Scheduler 'Daily events' [once at 26-1-2022]
08:00:00, Activate, Backround music, ActivateAllSources
08:00:00, Activate, Emergency announcement, ActivateAllSources
10:00:00, Play, Emergency announcement, Playlist(Safety guidelines)
10:01:00, Stop, Emergency announcement, Playlist(Safety guidelines)
12:00:00, Play, Backround music, Radio(Radio 1)
13:00:00, Stop, Backround music, Radio(Radio 1)
14:00:00, Play, Emergency announcement, Playlist(Safety guidelines)
14:01:00, Stop, Emergency announcement, Playlist(Safety guidelines)
23:59:00, Deactivate, Backround music, DeactivateAllSources
23:59:00, Deactivate, Emergency announcement, DeactivateAllSources
```

d) *Playlists.txt* contains your playlists and their files.

```
Playlists.txt - Notepad

File  Edit  Format  View  Help
Safety guidelines
C:/Users          /Downloads/Safety guideline.mp3
```

e) *Export.txt* contains your session configuration.
- Our example file contains two sessions with ID 4 and 5, named "*Emergency announcement*" and "*Background music*".

```
Export.txt - Notepad

File  Edit  Format  View  Help
[Sessions]
4,"Emergency announcement"
5,"Backround music"
```

- The zones that are linked to a session are listed under "*Groups*", starting with their group id followed by their name.

```
[Groups]
14,"Zone 1"
15,"Zone 2"
16,"Zone 3"
17,"Zone 4"
18,"Zone 5"
19,"Zone 6"
20,"Zone 7"
21,"Zone 8"
```

- The relation between the zones are shown under "*GroupsBind*".

```
[GroupsBind]
14,17
15,18
15,19
16,20
20,21
```

- Speakers used in a session are listed under "*Speakers*". They will automatically be given an ID, followed by the speaker's name, serial number and the zone it is added to. The last number is a database reference for what kind of product it is.

```
[Speakers]
1,"AXIS C1410 (ACCC8EF67F46)","ACCC8EF67F46",14,8
```

f) We recommend that you save the settings that are not exported. The following settings may be relevant to manually back up by taking screenshots or noting them down:
- Your audio sources, found under **Audio Sources** > **All**.
- Your 2N SIP Mic configuration, found under **Audio Sources** > **SIP Mic** or in the web interface of the mic. Make sure that your 2N SIP Mic has the latest firmware (available on https://www.2n.com/en_GB/support/documents/firmware).
- Your audio files (stored locally). A reference to where each file is stored can be found under **Audio Sources** > **Playlists**
- Your network settings, found under **Administrator** > **Network settings**. We recommend noting down the settings for **Interfaces**, **Multicast addresses** and **Proxy**.
- Your user settings, found under **Users**.
- Zones on a level deeper than 10 in the zone structure will not be migrated. They must be manually recreated in AXIS Audio Manager Pro 4. Note down the names and locations of the zones, as well as what what devices they contain. This can be found in **Destinations & Zones**.
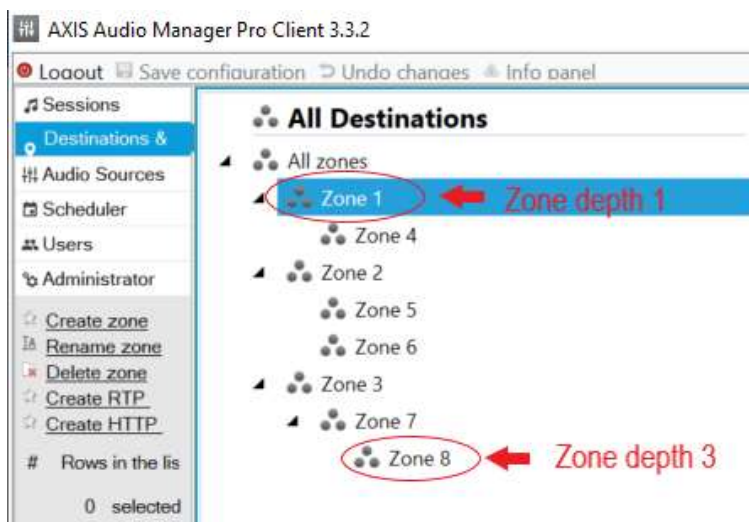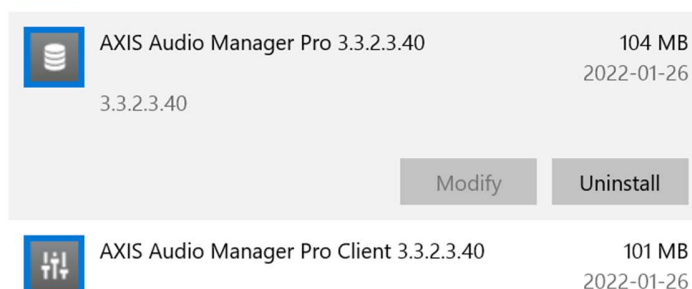
Step 4 – Upgrade to AXIS Audio Manager Pro 4
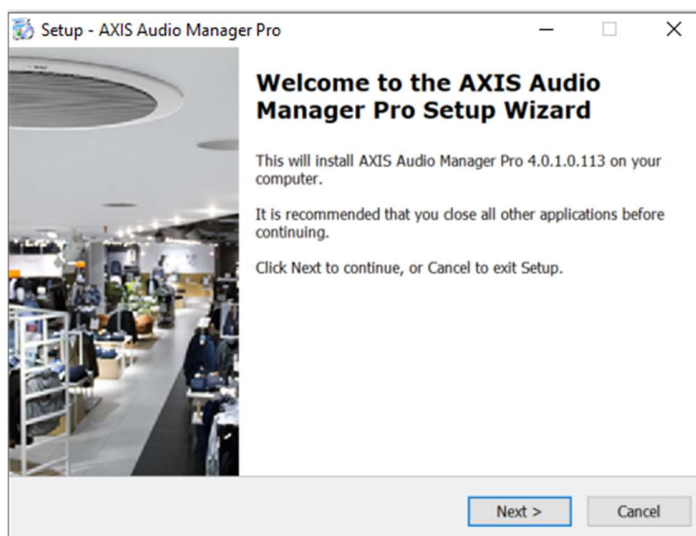
Uninstall version 3.3.2 and install version 4.

a) Go to axis.com/products/axis-audio-manager-pro/support and download the installation file for AXIS Audio Manager Pro 4.

b) Uninstall AXIS Audio Manager Pro 3 and the Client from your machine.

c) Run the installation file for version 4 and follow the wizard.

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Step 5 – Prepare your devices

Install the AXIS Audio Manager Pro 4 application on your devices and connect them to the server.

a) Start AXIS Device Manager Client.
- If you do not have AXIS Device Manager Client installed, download it from axis.com/support/tools/axis-device-manager and install it.
- When AXIS Device Manager Client starts, it will automatically search for devices in your network. If your devices are not found, then check you network configuration.
- If AXIS Device Manager Client indicates that some devices have old firmware, then click the link to upgrade the firmware.

b) To set a password to your devices, select them all and click 🔒.

c) Select all your devices, right-click the selection and choose **Install camera application.**

> **NOTE**
> There are two different application files, and they are used for different devices. The quickest and easiest way to install the application files to your devices, is to install each file to all devices. This will produce an error message for the devices that you try to install the wrong file on. This is not a problem. Just continue and repeat the procedure to install also the second application file on all devices.

d) Browse to *\Program files\Axis Communications\ AXIS Audio Manager Pro\Manager\Firmware\AXIS_Audio_Manager_Pro_*_mipsisa32r2el.eap* and click **OK**.
- This will install the application on older devices (such as C8033, C2005 and C1004-E).

e) Select all your devices again, right-click the selection and choose **Install camera application**.

f) Browse to *\Program files\Axis Communications\ AXIS Audio Manager Pro\Manager\Firmware\AXIS_Audio_Manager_Pro_*_armv7hf.eap* and click **OK**.
- This will install the application on newer devices (such as C8210, C1310-E and C1410).

g) Select all your devices again, right-click the selection and choose **Restart**.

h) Select all your devices again, right-click the selection and choose **Configure Devices** > **Configure…**.

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i) Search for "audiomanagerpro" and change the **Primary server ip address** field to the IP address of your server computer. Leave all other fields unchanged.
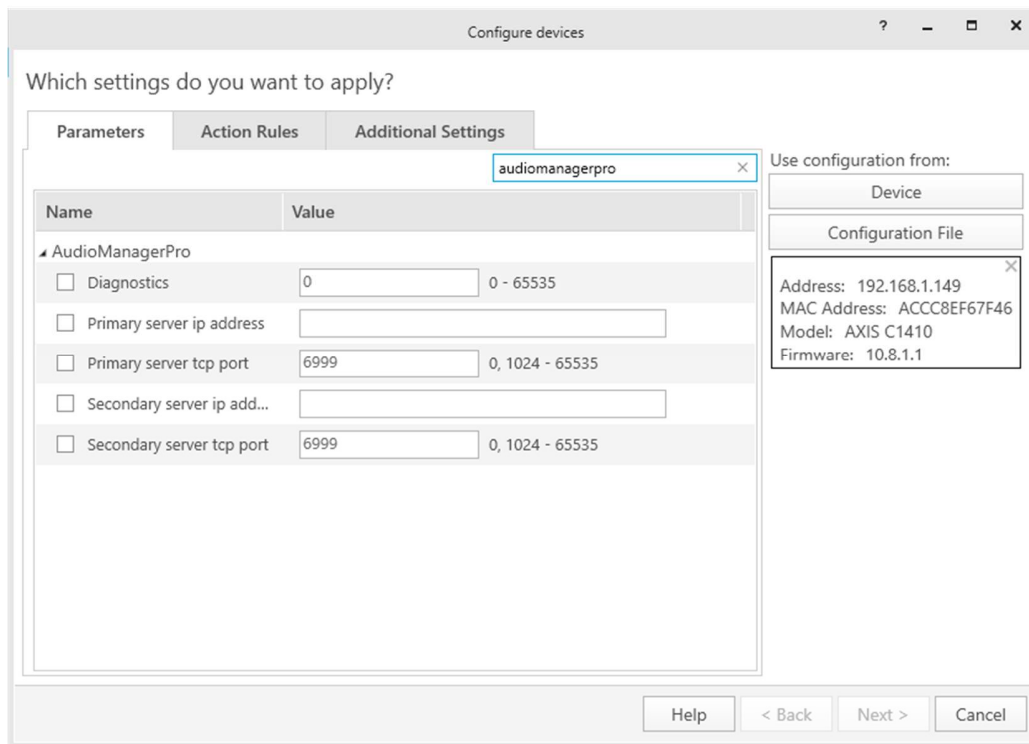
j) Click **Next** and **Finish** to save your changes.

k) From the Windows system tray, choose **Start AXIS Audio Manager Pro**.

l) From the Windows system tray, choose **Import old database**.
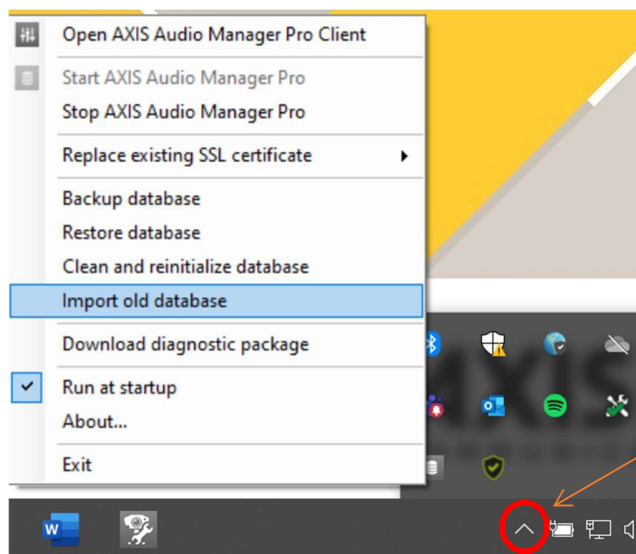
m) Browse to your backup folder and select the *Export.txt* file.

n) From the Windows system tray, choose **Open AXIS Audio Manager Pro Client**.

o) Set the root password for the server.

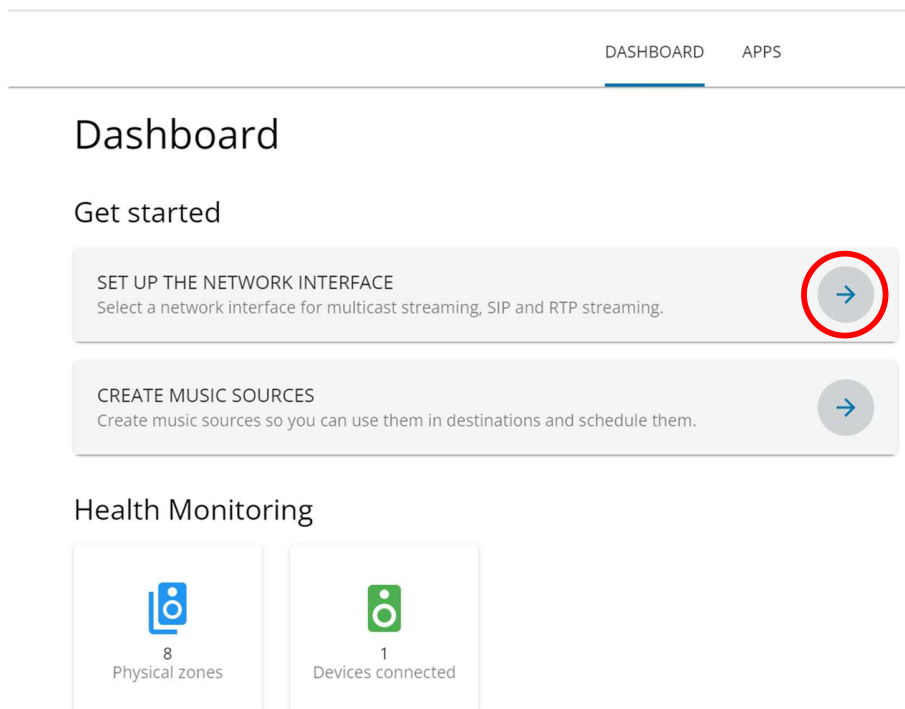You can now log in to your migrated system via the web client.

Step 6 – Additional configuration

Recreate any settings that have not been automatically migrated.

a) Go to **DASHBOARD**.

   Settings that you may need to address are listed under **Get started**.

b) Click the arrow icon for a setting to access the relevant settings menu.

c) Go to **APPS** for other settings:
- Go to **Content & sources** > **Music** to configure music sources.
- Go to **Content & sources** > **Announcements** to configure announcement sources, such as advertisements or audio files for regular security messages.
- Go to **Content & sources** > **Paging sources** to configure paging sources, such as a 2N SIP Mic.

> **NOTE**
> Some content sources will require configuration outside AXIS Audio Manager Pro 4. See the user manual for more information.

- Audio files are uploaded to playlists in either **Announcements** or **Music**, depending on their type.
- Network and proxy settings are found under **Configuration** > **System settings**.
- Any zones that were deeper than 10 in the zone structure will have to be manually recreated. This is done under **Configuration** > **Physical zones**.

Considerations and limitations

Certain features have not been implemented in AXIS Audio Manager Pro 4.0. Unicast support for speakers, mixing of sources (combining multiple sources into a single stream) and multiple User management are not included. These features will, however, be implemented in upcoming versions.

The 2N API for muting or controlling sessions is not supported. For an temporary solution for Audio Manager Pro 4.0, please contact Technical Services.

If you have questions about the migration or the feature differences between the versions, please reach out to your Sales Representative or local Technical Services department for more information.