Version 9.7.4 (5/6/25) Update

Entré Security & Access Management software has been updated to Version 9.7.4 (5/6/25).

Improvements

Device Deletion

When deleting devices, the processing of events and initiation of some Device Commands caused deadlocks or blocking. Now, event processing and Device Command initiation are halted to allow deletions to fully process.

Defer Event Processing

After a driver or service restart, NOC customers with over 5,000 panels were reporting significant delays in DMP panels being set to their last known status. By deferring event processing until the last known status has processed, the startup time improves significantly.

Optimize Logging

Previously, when Entré had a large number of events to process, event processing threads rejected incoming panel connections while working through items, resulting in several unnecessary logging messages and slowed processing. This update reduces the number of logging messages.

Log4j Pattern Update

Default log4j XML files have been updated to a new pattern which includes thread-identifying information, rather than just the Class name.

Obtaining the New Software

Entré Security & Access Management software Version 9.7.4 is provided to dealers who have previously purchased an Entré license, who are current with their Entré support agreement, and who have an Entré Certified Technician.

To upgrade to Entré Version 9.7.4, please complete the Pre-Upgrade Checklist (LT-1782) before contacting the Software Support Team in DMP Technical Support at 888.436.7832.

Before upgrading, perform a backup of your SQL database using Microsoft SQL Server Management Studio. DMP recommends that you reindex and reorganize the SQL database after upgrading Entré. It is recommended to make this part of your standard database maintenance as described in the Server Maintenance section of the Entré Installation, Setup, and Server Maintenance Guide (LT-2494).

For more information about Entré, visit the Entré Software page.