

### Version 9.8.3 (9/24/25) Update

Entré Security & Access Management software has been updated to Version 9.8.3 (9/24/25).

## New Features

### Improved Driver Start Time

This update has improved driver start time by several hours, reducing wait times by a significant margin.

### Badge Module Improvements

Previously, when an operator entered a five digit code, an error message was thrown. Now, five digit codes work as intended.

### Delete Personnel Improvements

An operator can delete a personnel record, even if a dependent event has been deleted.

### Schedule Improvements

Previously, error messages would sometimes populate when attempting to send schedules to panels. Now, schedules are correctly sent to and received by panels.

### Email Address Search in Personnel Module

The ability to search by email address has been added to the Personnel Module.

### CSV File Import

This update allows you to export cell data from Remote Link as a Comma Separated File (CSV) file, then add the CSV file to Entré.

### Notifications Improvements

Previously, making changes to send to the panel through LDAP, notifications were not always sent after a successful LDAP sync. Now, notifications are correctly sent.

### OSDP Commands

This update supports displaying OSDP commands for devices on a XR Series system with firmware Version 253 (8/22/25).

## LDAP Improvements

### *Search and Add LDAP Groups*

Users can now search and add Active Directory groups directly from Entré.

### *Sync and Recovery*

If an error occurs during an LDAP sync, Entré can roll back to the last known good state and alert admins of errors via email.

### ***User Management via “memberOf” Groups***

When a user is added or removed from a “memberOf” group, Entré makes them active or inactive based on their group membership during the sync.

## **Obtaining the New Software**

Entré Security & Access Management software Version 9.8.3 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 9.8.3, 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.