Gallagher Command Centre vEL7.10.1329

Contents

Introduction

Gallagher Command Centre is a comprehensive Microsoft Windows 7, Server 2008 and 2008 R2 based security system. It integrates access control and alarms management, intruder alarm monitoring, remote digital imaging, intercom communications and Photo ID badging.

Compatibility

This version of Gallagher Command Centre (vEL7.10.1329) supports the following Microsoft operating systems/Service Packs:

	Operating Systems Supported	Minimum Service Pack
Gallagher Command Centre Server	Windows 2008 Server*	SP2
	Windows 2008 Server R2 (64 bit only)	SP1
	Windows 7 Professional/Enterprise/Ultimate*	SP1
Gallagher Command Centre Workstation	Windows 7 Professional/Enterprise/Ultimate*	SP1

* 32 and 64 bit versions of this operating system are supported.

Notes:

- Gallagher Command Centre is supported on Virtual Server environments. However, due to virtual server environment configuration variability, if initial fault resolution is inconclusive Gallagher reserves the right to request customer replication of any errors in a non-virtual environment.

- Gallagher Command Centre installation is **not** supported on a Windows Domain Controller PC.

IMPORTANT:

- **To ensure a complete Command Centre Server installation, be sure to run the installation directly from the supplied DVD, and do not do a Server install of Gallagher Command Centre over the network.**

- Your Server can be on a different operating system to your workstations, as long as they are any of those listed.
- Microsoft **Windows Server 2008 R2** operating systems require the "Application Server" Role to be added to the server (via **Control Panel** > **Administrative Tools** > **Server Manager**). This installs Microsoft .NET Framework 4.0 and other required features.
- Windows Accessibility Options are not supported.
- There are issues surrounding printing scheduled reports using macros. The issues you encounter will depend on the type of printer being used, (i.e. local or network), and the operating system the "FT Command Centre Service" is running on. For further detail refer to the "Configuring Printers for Reports automatically generated via Macros" in v7.10 of the *Gallagher Command Centre User Guide* (part number C209000).
- Gallagher Command Centre is only supported on English language versions of Microsoft Windows. If you want to have a non-English version, we recommend installing on the English version of the operating system with a language pack installed.
- Sites who want to use a translated version of Gallagher Command Centre may encounter problems with non-English characters not displaying correctly, (e.g. in Reports), if they do not have the Arial Unicode MS font installed.
  To install the font simply copy the file **Arialuni.TTF** from the Resources folder on the installation DVD and place it in the C:\Windows\Fonts folder on every workstation which will run the Command Centre client.
  Note: This font is only available on the translated versions DVD.
- When encoding Mifare Plus X cards from the Premier client, no warning messages regarding the cards Proximity check key will display. If you need to re-encode Mifare Plus X cards, it is recommended you only use the Classic client to ensure that any warning messages will appear.

Restricting access to the Gallagher Command Centre Server

Windows-level authentication and encryption is not enabled by default. To enable it, refer to the supplementary document called **Windows Enhanced Security.pdf**, available from the "Release Notes" folder on the Installation DVD. Note that this procedure is optional and most sites will probably not require this additional level of security.

Supported SQL Server versions

Gallagher Command Centre currently supports the following databases:

Gallagher Command Centre Database Server Systems Supported	Minimum Service Pack
Microsoft SQL Server 2012 or 2012 Express	SP1
Microsoft SQL Server 2008 R2	SP1
Microsoft SQL Server 2008 or 2008 Express	SP1
Microsoft SQL Server 2005 or 2005 Express	SP2

Notes:

- If no version of SQL Server is installed, then Gallagher Command Centre will install the default SQL Server 2012 Express Edition version.
- 32 and 64 bit versions of the above databases are supported.
- Gallagher Command Centre will support any combinations of the server operating systems (mentioned on page 1) and SQL server versions that are supported by Microsoft. The only exception to this is for any third party peripheral devices that do not support the listed operating system.
- If you install SQL Server 2012 independently of Command Centre, refer to *"Appendix A: Installing SQL Server 2012"* for the procedure.

SQL Database Installation on a separate Server

Command Centre offers the option to connect to SQL databases installed on a separate server from Command Centre. This feature allows a company's IT team to more efficiently manage databases and other IT resources.

IMPORTANT:

- This feature requires a site to take full responsibility for all management of their SQL databases.
- When SQL is installed on a separate computer from the Command Centre server, it is imperative that communication links between these computers is reliable. Should the Command Centre server be unable to connect to the database for any reason the Command Centre services and therefore all workstations will be restarted.

If your site wishes to use this feature, refer to *"Appendix C: Installing SQL Database on a separate Server"* for the procedure.

IMPORTANT: Please check the prerequisites of *Appendix C* at the time of installation.

Installing Gallagher Command Centre

Before you begin

- Close any applications that are running, and log on as an Administrator.
- Set your PC to use 24 hour time.
- Check that your **Power Options** (from the Control Panel) have system 'standby' and 'hibernate' set to "Never".

Procedure

1. Ensure the site license file **CommandCentre.lic** is accessible on the PC. It is recommended that this file be copied to 'C:\Windows' prior to commencing the installation.
2. Place the Command Centre installation DVD in the DVD drive of the PC.
3. Locate and run **Setup.exe**.
   The Welcome screen of the Command Centre Install wizard displays.
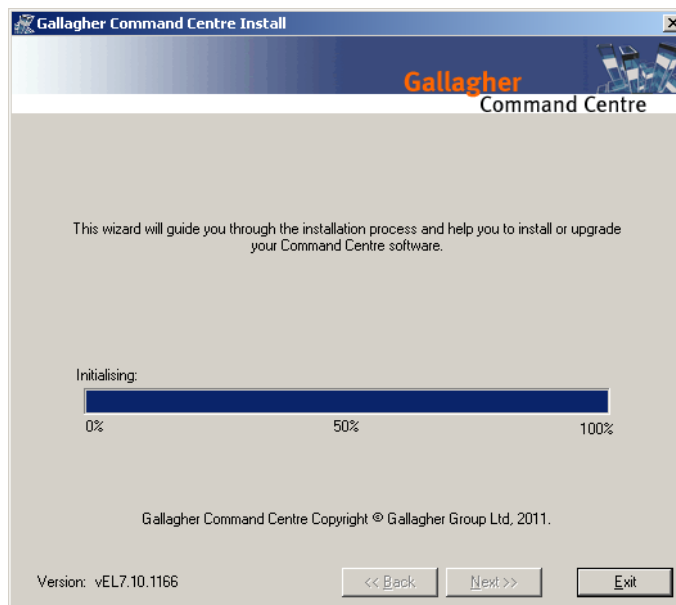
Once Initialising reaches 100% the next screen of the Install wizard displays.
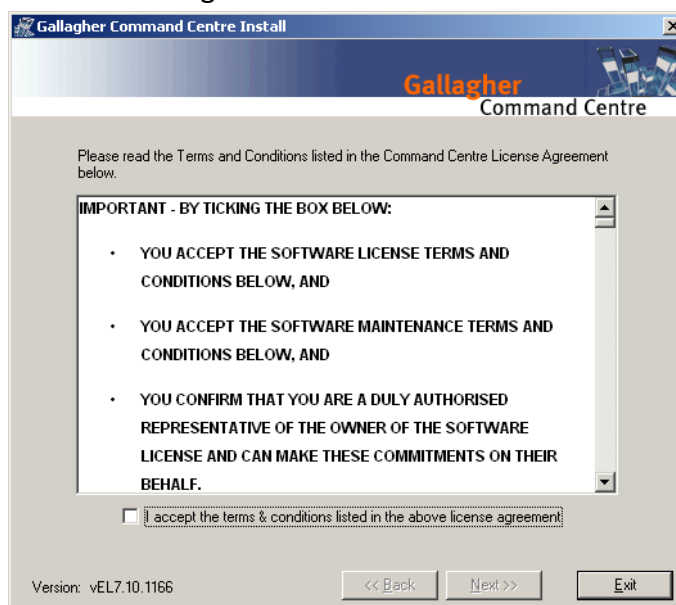
4. Ensure you fully understand the terms and conditions listed in the Master Software License and Maintenance Agreement you are about to enter into, and check the box to accept.
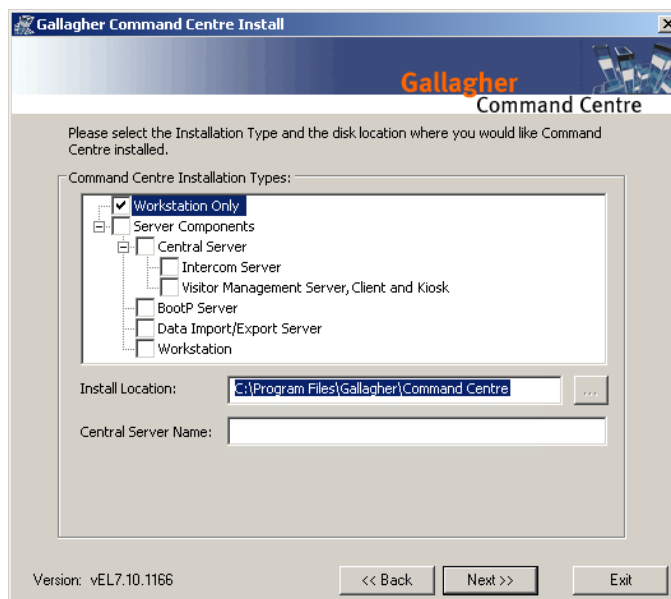   **Notes:**
   - Contact your Gallagher Business Development Manager should you have any concerns about licensing.
   - A softcopy of the Master Software License and Maintenance Agreement is available in the "Documentation" folder on the Install DVD.

5. Click the **Next** button.
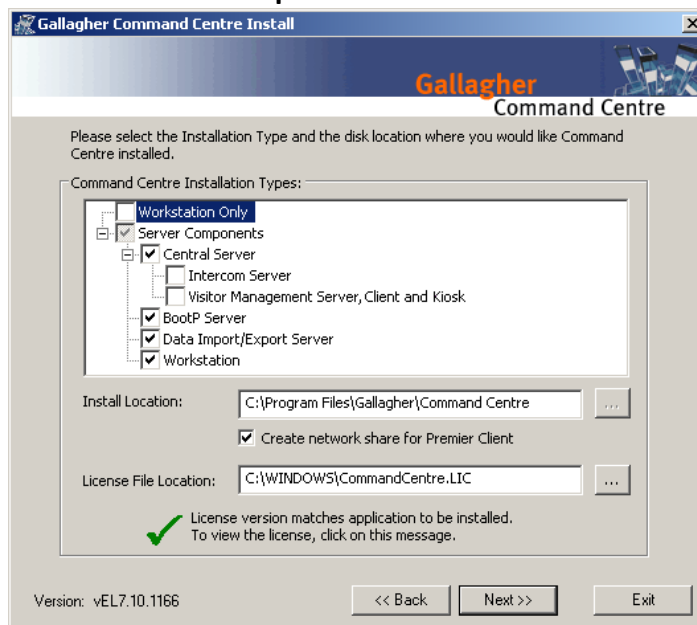

6. Click the **Next** button.

7. What are you installing on this PC?
   Note: If you are installing 'Workstation Only', do not also install using one of the other client deployment options, otherwise you could end up with two copies of the application running. Refer to *"Appendix B: Alternative Deployment Options"*.

If...	then...
Workstation Only	a. Ensure the **Workstation Only** checkbox is ticked. b. A default location for the Install displays under **Install Location**. Change if necessary by clicking the [...] button and pathing your way to another location. **Note:** The lack of an install path stops you from navigating to the next wizard page. c. Enter the name of the central server machine in the **Central Server Name** field. d. Click the **Next** button. The message *"Proceed with Installation"* displays. e. Click the **Yes** button, and go to Step 19.
Server Components	go to Step 8.

8. Tick the **Server Components** checkbox.

All Server sub-elements, with the exception of 'Intercom Server' and 'Visitor Management Server, Client and Kiosk' are checked by default.

9. Check the Server sub-elements you require.

Option	Description
Central Server	If selected, you are not requested for information pertaining to the machine where the Central Server is running, as there can be at most one Central Server in a Gallagher Command Centre installation. The page only requests the location of a Gallagher Command Centre license file. An option to browse for the file is provided. If not selected, the page will change this control to request the location of the Central Server machine to which it should communicate. If a Central Server name is required, you cannot progress to the next wizard page until the computer name is supplied.

Option	Description
Intercom Server	Support for integrating an external Jacques Intercom System with Gallagher Command Centre. **Notes:** • Only check this option if your site is going to use the Jacques Intercom Systems feature. • This option can only be installed on a Central Server.
Visitor Management Server, Client and Kiosk	Support for integrating the Visitor Management application with Gallagher Command Centre. **Notes:** • Only check this option if your site is going to use the Visitor Management feature. • When this option is checked the label of the **Create network share for Premier Client** checkbox changes to **Create network shares for Premier Client and Visitor Management Kiosk**.
BootP Server	Support for Bootstrap Protocol (IP configuration). This server assigns IP addresses to new Gallagher Controllers when installed.
Data Import/ Export Server	Support for importing and exporting of data to and from the Central Command Centre Server.
Workstation	Select this if you wish to install both the Server and Workstation options on your PC.

10. A default location for the Install displays under **Install Location**. Change if necessary by clicking the ⬚ button and pathing your way to another location.
    Note: The lack of an install path stops navigation to the next wizard page.

11. Do you have the Central Server component selected?

If…	then…
no	**Central Server Name** field displays in the lower part of this screen. Enter the name of the central server machine in the **Central Server Name** field. Go to Step 14.
yes	the **Create network share. . .** checkbox displays. Gallagher Command Centre consists of three clients, (i.e. Command Centre Classic, Command Centre Premier and Visitor Management). This checkbox applies only to the Command Centre Premier client. Go to Step 12.

12. Do you want a default network share for Gallagher Command Centre Premier created as part of the install?

If…	then ensure the 'Create network share. . .' checkbox is…
no	unchecked. This allows you to create the network share manually with the privileges you want. Refer to *"Appendix B: Alternative Client Deployment Options"* for the procedures. **Note:** Choose this option if you will always use the Workstation Installer, (i.e. will always need the Gallagher Command Centre Classic client).
yes	checked. This automatically installs the server and client components in a default location, and runs the Click-Once Builder so that the client is ready to be installed from a network share on the Command Centre server machine.

13. Click the ⬚ button beside the **License File Location** field, and path your way to the location of the CommandCentre.lic file.
    Notes:
    - This file will be supplied as an email attachment, or if requested on a mini-CD.
    - For default Windows installations the license file is copied to the C:\WINDOWS directory. This may differ from site to site.

    A license check is performed to determine the state of your license file, and a message appears at the bottom of the screen. The message that displays will depend on the outcome of the license check, as follows:

If a license is…	then the following message displays…
not found	⚠ No license file could be located. A license file is required to run this application.
found but the version does not match the application	⚠ An updated license file is required. Click this message to view the invalid license.
found and the version matches the application	✔ License version matches application to be installed. To view the license, click on this message.

    Note: The two messages where a license file was found can be clicked on to open the license file in Windows Notepad.

14. Click the **Next** button.
    If one or more SQL Server instances have been installed, the following screen displays. If this screen does not display, go to Step 19.

15. Click the appropriate radio button for the SQL Server instance you want to use for Command Centre. Which option did you choose?

If you choose to…	then…
install a new instance,	a. Click the **Next** button. One of the following messages will display: • *"Proceed with Installation?"*, or • *"As part of Command Centre installation, the installer will install Microsoft SQL Server 2012 Express. Proceed with installation?"* if Microsoft .NET Framework and/or Microsoft SQL Server Express needs to be installed. b. Go to Step 16.
select an instance from the list,	a. Select the required SQL Server instance from the list. **Note:** Instances with a red cross cannot be used. b. Click the **Next** button, and go to Step 17.

16. Do you want to proceed with installation?

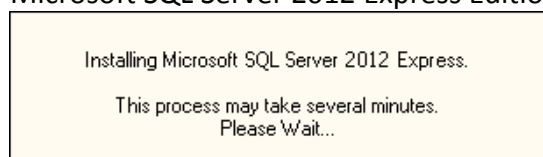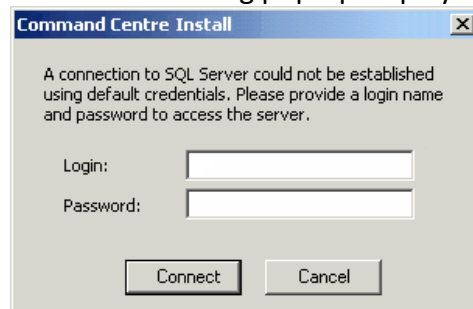| If…	then…
no	click the **No** button. You are returned to the previous screen, and are unable to continue.
yes	a. Click the **Yes** button. Either: • the extraction of the setup files starts and the following screen prompt displays, indicating the installation of Microsoft SQL Server 2012 Express Edition has started. Installing Microsoft SQL Server 2012 Express. This process may take several minutes. Please Wait... OR,

If…	then…
	• the following screen prompt displays indicating Microsoft .NET Framework 4.0 is automatically being installed.

> Installing Microsoft .NET Framework 4.0.
>
> This process may take several minutes.
> Please Wait...

Notes:
- The first installation of a Command Centre workstation will take longer due to the installation of .NET Framework 4.0.
- A restart of the PC may occur. If so, the install should continue once the PC restarts, however if not, you will need to re-run the Installer.

b. Go to Step 19.

17. Does the following pop-up display?

Command Centre Install

A connection to SQL Server could not be established using default credentials. Please provide a login name and password to access the server.

Login:

Password:

Connect   Cancel

| If…	then…
no	the message *"Proceed with Installation?"* displays. Click the **Yes** button.
yes	a connection to the server (using Windows Authentication) cannot be established. a. Enter a login name and password to access the server. **Note:** The account that you supply must have sufficient privilege to allow the installer to create a login that will be used by the Command Centre Server. b. Click the **Connect** button. **Note:** If a connection still cannot be established, a message will display indicating the reason, and the wizard will not move to the next screen. c. The following message displays: *"The SQL Server instance will ONLY be available to Command Centre. No other application will be able to access this instance. Are you sure you wish to proceed?"* Click the **Yes** button. **Note:** If you click **No**, the wizard will remain on the SQL Server screen.

18. Installation begins automatically and the progress is indicated on the following screen.
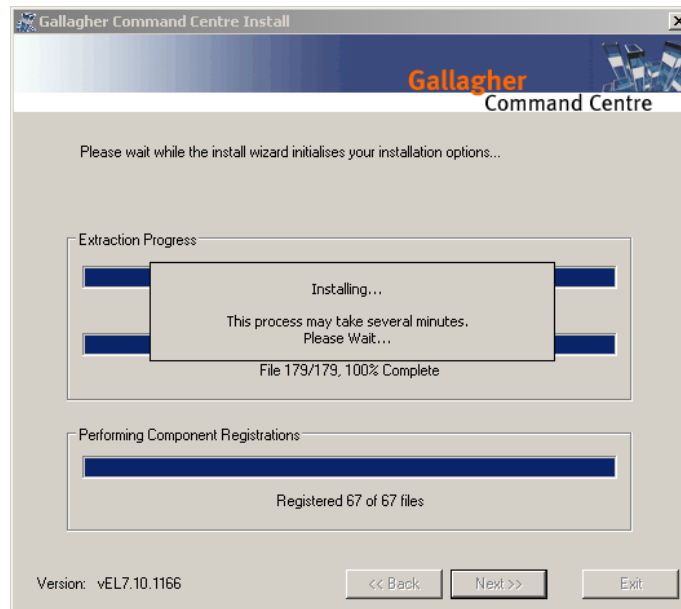
Once installation is complete, the following screen displays.

19. An arrow moves its way down a list of tasks as the install wizard performs the final phase of installation. A green tick indicates that a phase of the installation has been successful and a red cross indicates a phase has failed.

Once complete, regardless of whether the four phases succeeded or failed, the following screen displays. However, if a phase(s) did fail, Gallagher Command Centre may not run correctly.

20. Remove the DVD and click the **Restart Computer** button.
    Notes:
    - If you click the **Exit** button on the final screen of the Install Wizard a dialog with the message *"Exit without Restarting?"* displays.
      If you click **Yes**, the wizard closes without restarting the computer.
      If you click **No**, the message dialog closes and leaves the wizard open.
    - If the license file is invalid or missing, when you attempt to logon 'license invalid or missing' errors are logged to the Application log. Therefore, if Gallagher Command Centre fails to start when you attempt to logon, check to see if a license issue is the cause, as follows:
      1. From the **Start** menu, click **Run...**
      2. Type 'eventvwr' in the **Open** field, and click the **OK** button.
         The Event Viewer screen opens.
      3. Click on **Application** in the left hand tree. All events display.
- When logging on to Gallagher Command Centre as the system operator the **Logon Name** is 'system' (which is case sensitive). When logging on for the first time as the system operator the **Password** field is left blank, however when you click the **OK** button a pop-up screen displays requesting that the password be changed.

Command Centre Premier Client Install via Click-Once Application

1. From the client machine, browse to the server share.
   Note: If the server's full name differs from its short name, the short name has to be used to access the server's shared deployment folder.
2. Run the Command Centre Click-Once Application.
   An Application Install Security Warning screen displays.
3. Click the **Install** button.
   The Command Centre Premier client installs.

Appendix A:
Installing SQL Server 2012

Use the following procedure to install SQL Server 2012:

IMPORTANT: If SQL Server 2012 Express Edition is adequate for your site, this procedure is not necessary.

1. Place the SQL Server 2012 CD in the CD drive of the PC.

2. Locate and run **Setup.exe**.
   The SQL Server Installation Center screen displays.

3. Click on the **New SQL Server stand-alone installation or add features to an existing installation** option.
   The 'Setup Support Rules' screen of the SQL Server 2012 Setup wizard displays.

4. Ensure that the setup support rules are met, (i.e. have a status of 'Passed'), resolve any issues and click the **Re-run** button.
   The 'Product Key' screen displays.

5. Enter the product key and click the **Next** button.
   The 'License Terms' screen displays.

6. Read the license terms and check the box to accept, then click the **Next** button.
   The 'Setup Support Files' screen displays.

7. Click the **Install** button.
   The 'Setup Support Rules' screen displays.

8. Ensure that the setup support rules are met.
   Warnings can be ignored, but any errors will need resolving.

9. Click the **Next** button.
   The 'Feature Selection' screen displays.

10. Select **Database Engine Services** from the list of 'Features', and click the **Next** button.
    The 'Instance Configuration' screen displays.

11. Click the **Named instance** radio button and type CardaxFT in the associated field.

12. Click the **Next** button.
    The 'Disk Space Requirements' screen displays.

13. Check the disk space requirements, and click the **Next** button.
    The 'Server Configuration' screen displays.

14. Click the **Use the same account for all SQL Server services** button.
    The following dialog displays.
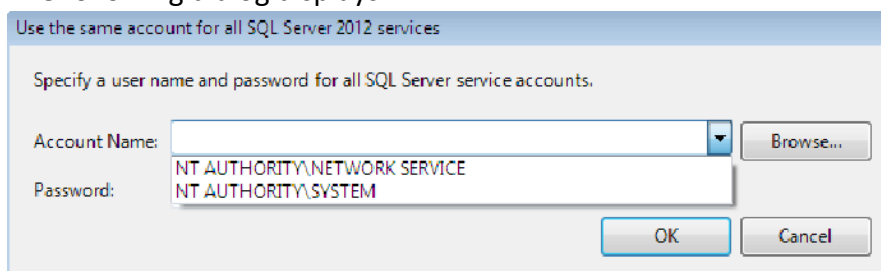
15. Select 'NT AUTHORITY\NETWORK SERVICE' from the **Account Name** drop-down list, and click the **OK** button.
The 'Server Configuration' screen re-displays.

16. Click the **Next** button.
The 'Database Engine Configuration' screen displays.

17. Click the **Add Current User** button, and then the **Next** button.
The 'Error and Usage Reporting' screen displays.

18. Leave both of the checkboxes blank, and click the **Next** button.
The 'Installation Rules' screen displays.

19. Check the installation rules and click the **Next** button.
The 'Ready to Install' screen displays.

20. Click the **Install** button.
The 'Installation Progress' screen displays.

21. Once installation has completed successfully, click the **Next** button.
The 'Complete' screen displays.

22. Click the **Close** button.

Appendix B:
Alternative Client Deployment Options

These alternative client deployment options apply only to the Gallagher Command Centre Premier client. Use the option suitable for your requirements:

- Click-Once Deployment (below)
- XCOPY Deployment (on next page)

Note: It is important you only install using **one** of the client deployment options, otherwise you could end up with two copies of the application running.

Click-Once Deployment

This option allows the client deployment to be setup on either the Command Centre Server or any other file server, as follows:

Note: This option can be used on the Command Centre Server if you want to control privileges and share location.

1. Browse to the Command Centre server's 'ClientSetup' folder, (i.e. C:\Program Files\Gallagher\Command Centre\ClientSetup).

2. Run the Click-Once executable, (i.e. **ClickOnceBuilder.exe**).
   The Command Centre - ClickOnce Builder screen displays.
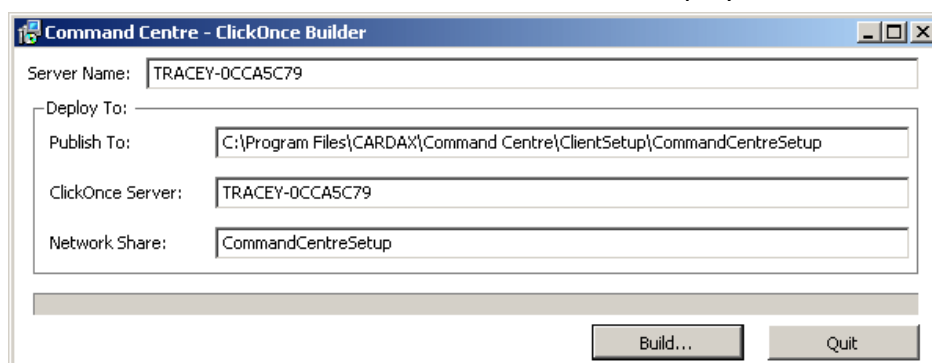
3. Enter the file server name into the **ClickOnce Server** field.

4. Enter the name of the ClickOnce share on the file server into the **Network Share** field.

5. Click the **Build** button.
   The Client build may take a few minutes. Once finished, a message displays at the bottom of the ClickOnce Builder screen to indicate that it built successfully.

6. Ensure the folder in the **Network Share** field is shared, and the path is set correctly in the **Publish To** field.
   This allows Command Centre to be installed on other computers.

7. Click the **Quit** button.

Note: To upgrade the file server you will need to perform the same steps as for a clean install. Once the file server is updated the client will be automatically upgraded the next time it starts.

XCOPY Deployment

This option allows you to install the client manually, (i.e. without using the Command Centre Installer or Click-Once), as follows:

Note: In a multi-server environment, this is the appropriate option as it allows you to have multiple copies of the client on a workstation, all pointing to different servers.

1. Install **.NET 4** (located in the 'SQLInstall' folder on the Gallagher Command Centre Installation DVD) on the client.

2. Copy the 'Client' folder from the server's install folder, (e.g. C:\Program Files\Gallagher\Command Centre), to the client machine.

   Note: The 'Client' folder is also located in the 'ClientSetup' folder on the Installation DVD. However, if you copy the folder from the DVD, you will need to replace the localhost' with the name of the server in the client's configuration file (**CommandCentreClient.exe.config**) before the client will be able to connect.

3. Double-click the **CommandCentreClient.exe** in this folder to start the client.

Notes:

- For convenience, you might want to create a shortcut to **CommandCentreClient.exe** so you do not have to locate it each time.

- The client must be manually upgraded by replacing the old client files with the ones from the upgraded server, (i.e. upgrade the server and repeat Step 2 above).

Appendix C:
Installing SQL Database on a separate Server

Prerequisites

- Installing the Command Centre databases on a dedicated database server is only available if the feature is enabled in your license.
- Command Centre requires SQL Server 2005 or later.
- **IMPORTANT: SQL Server authentication MUST be set to "SQL Server and Windows Authentication mode".**
- SQL Server must be configured to allow remote connections.
- Firewall settings on the SQL Server computer must allow a networked computer to connect to SQL Server (see *"How To: Configure a Windows Firewall for Database Engine Access"* at http://msdn.microsoft.com/en-us/library/ms175043.aspx).
- The SQL instance must match the default Collation of the Command Centre Database. This should be set to **SQL_Latin1_General_CP1_CI_AS**

Restrictions

The following restrictions apply when Command Centre and SQL Server are run on separate computers:

- Backups initiated from the Command Centre Workstation are not supported.
- Restoring a database from within Command Centre is not supported.
- The Database Attach/Detach menus are unavailable in the Command Centre Service Manager.
- The AttachDB, DetachDB and BackupDB utilities do not support SQL Server running on a separate computer.

**Installing SQL Database on a separate Server**

1. From the Command Centre installation DVD, copy the **CCFTCentral.mdf** and **CCFTEvent.mdf** files from the Data folder to your SQL Server computer.
2. In Windows Explorer open the properties of the **CCFTCentral.mdf** and **CCFTEvent.mdf** files, and mark the files as "read/write".   Both files must be editable to be attached to SQL Server.
   Note: The account under which SQL Server is running must also have "read/write" permissions to these files.
3. Start SQL Server Management Studio and login with an account that is capable of attaching databases.
   Alternatively, use the **sqlcmd.exe** or **osql.exe** command line utilities.
4. In SQL Server Management Studio, either:
   a. Right mouse click the Databases folder in the Object Explorer and select **Attach**.
   b. Use the **Add** button in the Attach Databases dialog to locate and select the **CCFTCentral.mdf** database file.
   c. Under the Database Details section, (i.e. the lower half of the

Attach Databases dialog), select the log file entry and click the **Remove** button.

 d. Click the **OK** button to attach the database.

 e. Repeat steps a. through d. for the **CCFTEvent.mdf** database.

OR

 a. Open a new query.

 b. Run the following command to attach the **CCFTCentral.mdf** database (modify the file path as required):

Create Database CCFTCentral on (Filename = 'C:\Program Files\ Gallagher\Command Centre\Data\CCFTCentral.mdf') For Attach

 c. Run the following command to attach the **CCFTEvent.mdf** database (modify the file path as required):

Create Database CCFTEvent on (Filename = 'C:\Program Files\ Gallagher\Command Centre\Data\CCFTEvent.mdf') For Attach

5. From the Command Centre installation DVD, locate and run the Command Centre installer, (i.e. **Setup.exe**) on the computer where you wish to install the Command Centre Server.

6. Accept the license agreement and click the **Next** button.

7. Configure firewall settings as required, and click the **Next** button.

8. Select the **Server Components** option, enter the path and name of your valid Command Centre License File, and click the **Next** button.
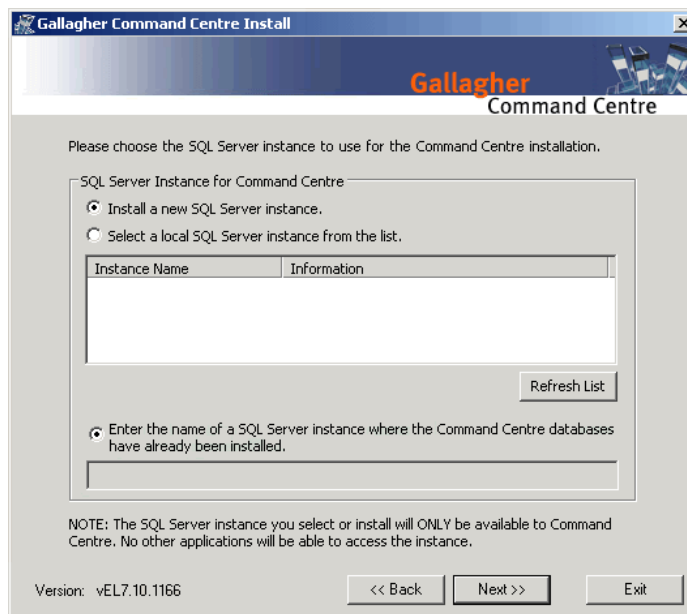
9. Click the **Enter the name of a SQL Server instance…** radio button and enter the name of your SQL Server instance (where the Command Centre databases have been installed) in the text box below this option, as follows:

<ComputerName>\<InstanceName>

10. Click the **Next** button, and go to Step 17 of the *Installing Gallagher Command Centre Procedure* (on page 10) for the remainder of the installation procedure.