RELEASE NOTES

PACOM Unison v5.11.4

Build Number: 5.11.4.27748

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Overview

PACOM Unison is an innovative and scalable software solution that incorporates access control, intrusion detection, alarm, video, elevator, intercom and fire sub-systems from third-party manufacturers into a unified building management and security platform.

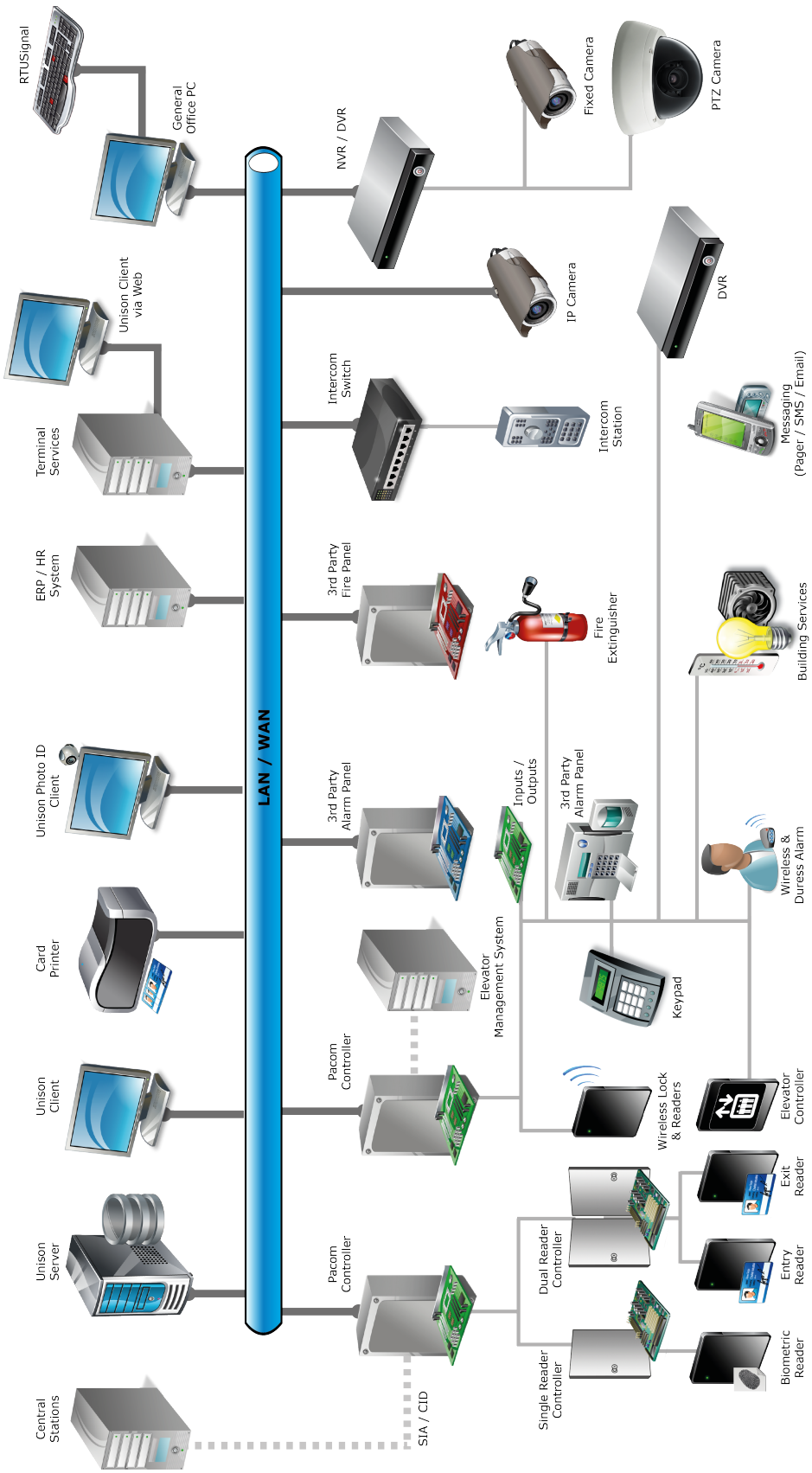
The PACOM Unison client and server run on a Microsoft Windows platform. The ribbon-style menus on the user interface provide a level of instant familiarity for anyone who has used a Microsoft Office product.

One of PACOM Unison's most powerful features is a graphical layout view. New maps can be imported using AutoCAD drawings and other image formats. Icons can be placed on the drawing to represent various nodes, such as cameras, doors, alarms and card readers. The graphical view is fully interactive, allowing operators to click any icon to enact an action or command. Operators are able to monitor what and where any event happens and respond quickly and decisively. Information from hundreds and thousands of nodes are monitored and displayed in real-time using fully configurable graphical maps and panels.

PACOM Unison is available in 2 editions:

- PACOM Unison Standard: for small and medium organizations.
- PACOM Unison Enterprise: for large or complex organizations that require high workloads and accessibility.

Architecture



Specifications & Limits

FEATURE	LIMITS	FEATURE	LIMITS
Workstations	50-100	Time schedules	unlimited*
Stored operator events	unlimited*	Card readers	unlimited*
Alarm categories	unlimited*	Users	unlimited*
Alarm priorities	unlimited*	Searchable data fields per user	unlimited*
Alarm nodes	unlimited*	Ability to connect card to photo, signature	Yes
Alarm node name	500 characters	Credentials	unlimited*
Alarm nodes description	1000 characters	Credentials per user	unlimited*
Alarm instructions	unlimited*	Varying days in the calendar	unlimited*
Alarm user groups	unlimited*	Holidays	unlimited*
Alarm types	unlimited*	Input points	unlimited*
Instruction text	1000 characters	Output points	unlimited*
Incident text / alarm node	unlimited*	Time channels	unlimited*
Pictures	unlimited*	Access groups	unlimited*
Layers per picture	unlimited*	Access groups per user	unlimited*
Overview images	unlimited*	Individual access right on credential level	Yes
Graphic layers	unlimited*	Stored access incidents/events	unlimited*

* The number of workstations, users and nodes depends on system architecture, system activity and other environmental factors. Limitations may apply due to database or other physical or software system constraints. Controller hardware also has limitations of number of devices and functionality that it can support.

Note: The above summary features apply to the Unison system and not to the connected hardware.

Hardware Requirements

Component	Requirements
Processor	Server: Intel Core i7 or Xeon Quad or higher (8+ Core recommended) Client: Intel Core i5 or higher (i7 recommended) Virtual Environment: 4 Core CPU minimum (8+ Core recommended) **Note:** 64-bit processor required.
Memory	Server: 16GB minimum Client: 8GB minimum (16GB recommended) Virtual Environment: 8GB minimum **Note:** The memory required depends on the amount and size of the graphics, if selected for pre-loading purposes.
Hard Disk Drive	Server: 40GB minimum free space (SSD recommended) Client: 40GB minimum free space Virtual Environment: 40GB minimum free space (SSD recommended) **Note:** Available space required for the system databases depends on the size of the installation and how generally 'busy' the system is. For larger installations, it is recommended that the Unison database is located on a high-speed hard disk arrangement, such as RAID with SSD disks.
Peripherals	Server / Client - Color monitor (19" 1280 x 1024 resolution) Keyboard and mouse or compatible pointing device. Appropriate network adapter for the type of local-area network and access to an appropriate network infrastructure.

Software Requirements

Compatible operating systems and database applications for the Unison solution.

> **Note:** Other versions may be compatible, but have not been tested and therefore, are not supported by PACOM.

Component	Recommended Requirements
Operating System	Microsoft Windows 7/8/8.1/10 64-bit only Microsoft Windows Server 2012/2012 R2 Foundation/Essentials/Standard/Datacenter Microsoft Windows Server 2016 Essentials/Standard/Datacenter Microsoft Windows Server 2019 Essentials/Standard/Datacenter **Notes:** • For servers, Windows Server 2012 R2 64-bit or better is recommended. • Latest service packs are preferred for security and stability purposes. • MSDTC must be fully enabled as it is required for Unison Servers and SQL Servers. • For virtual environments, the requirements are as listed above.

Component	Recommended Requirements
Database	Microsoft SQL Server 2012 SP3 Express/Workgroup/Standard/Enterprise/Datacenter * Microsoft SQL Server 2014 SP2 Express/Workgroup/Standard/Enterprise * Microsoft SQL Server 2016 Express/Workgroup/Standard/Enterprise * Microsoft SQL Server 2019 Express/Workgroup/Standard/Enterprise * **Notes:** • SQL Server 2014 Standard (Core Licensed) or better is recommended for larger installations (those with a large number of users and transactions). • SQL Express is a free version of Microsoft's primary relational database management system (RDBMS). As a result, SQL Express is limited in performance, scalability and functionality by Microsoft Corporation and is essentially considered a lite version of the commercially available SQL versions. When using SQL Express in conjunction with Unison, be aware that this combination is best suited to smaller or low activity to medium size security installations. SQL Express is limited in physical memory (RAM), storage memory (database size), socket usage and SQL functionality (for example, data backup, replication, etc.). If an installation reaches any of these limits, Unison performance may be impacted severely. Take note that SQL Express can be seamlessly upgraded to any SQL Server version. Detailed information about SQL Server editions, including limitations and download links is found on Microsoft's website. • The general policy is that PACOM Unison supports the current and previous versions only. • For virtual environments, the backup of a virtual machine can freeze SQL and Unison processes resulting in system issues. To resolve this, execute a normal backup from inside the virtual maching or utilize Unison's internal backup function.

* SQL Server Locale Support: English language version only.

Additional Software

The following software is required for the operation of the Unison solution:

Software	Version
Microsoft .NET	Microsoft .NET 4.7.2 For some Windows versions, you may need to manually enable the .NET feature prior to installing Unison.
Microsoft Windows PowerShell	PowerShell 1.0 or later For recent Windows versions, PowerShell 2.0 is installed by default. For earlier Windows versions, it is recommended that Windows Management Framework is installed. This includes PowerShell 2.0. **Tip:** SQL database installations require PowerShell.
Microsoft Installer (MSI)	Microsoft Installer 4.5 or later By default, Microsoft Installer 4.5 or later is installed with Windows 7 and later versions. For other Windows versions, allow the Unison installer to install it (if it is not already installed or an older version exists). To verify the current version, enter `msiexec /?` at a command prompt.
WebView2 Runtime	WebView2 Runtime must be installed on client and server computers before installation.

Map Component

The following software is required if using Unison's map component:

Type	Product and Version
Operating System	CentOS v7.5
Middleware Runtime	Erlang v23.1.1
Middleware Server	RabbitMQ Server v3.8.9
CPU	4 Processor Cores or more
Memory	16GB RAM or greater
Storage	256GB SSD (at least 32GB rootfs) or greater

PACOM Controller Firmware

The following table lists the compatible PACOM Controller firmware:

PACOM Controller	Version
8003	v1.09 or later
8002	v1.19 or later
8001	v1.19 or later
1058	not supported
1057	v6.03 or later

Third-Party Software

The following recommended third-party software has been tested with this release.

Other versions may operate correctly but have not been tested.

Software Components	Products
Virtual Environment Software	VMWare® Workstation Version 10 or later VMWare® ESXi 5.0.0 or later vSphere 6.0.0 or later Hyper-V®
Anti-Virus Software	Anti-virus software with firewall settings enabled may cause network disruptions between Unison Clients and Servers.

Third-Party Devices

For third-party device compatibility, refer to the Unison Compatibility Matrix located on the PACOM website.

Documentation

The Unison help has been updated with information relating to the new features and enhancements added to this release.

Documentation that is not part of the Unison product help will be made available through updates on the PACOM website.

Knowledge Base

Knowledge Base updates are found on the PACOM Support website.

Integrated Video & Video Plugins

Integrated Video and video plugin updates are located on PACOM's FTP site.

Supported Languages

The following languages are supported in this Unison release.

Language	Software Version	Documentation
English	PACOM Unison v5.11.4	Available as Unison help version 5.11.4.
Finnish	PACOM Unison v5.11.4	Available in English only as Unison help version 5.8.0.1c.
French	PACOM Unison v5.11.4	Available in English only as Unison help version 5.8.0.1c.
Norwegian	PACOM Unison v5.11.4	Available in English only.
Spanish	PACOM Unison v5.11.4	Available in English only Unison help version 5.8.0.1c.
Swedish	PACOM Unison v5.11.4	Available as 5.9 Swedish as Unison help version 5.9.03. **Note:** The help file is provided as a separate download file. To install, simply place the new 5.9.03 file into your **Unison installation folder\Documentation\sv** folder, overwriting the old file.

Note: PACOM Unison v5.11.4 can be installed in all of the languages listed above, however, there may be some untranslated components which will be displayed in English.

Feature	Description
Area of Responsibility	When an Area of Responsibility is transferred from one Unison operator to another, only the Area of Responsibility not currently being monitored by the receiving operator will be transferred. Also the message displayed on transfer to the receiving operator will only include those Areas of Responsibility that are currently not being monitored by them. On transferring Areas of Responsibility: • if all Areas of Responsibility are already being monitored by the receiving operator, then no transfer occurs. • if a subset of the Areas of Responsibility are being monitored by the receiving operator, only those areas not currently being monitored are transferred. The unmonitored Areas of Responsibility from the receiving operator are displayed on the transfer message.
Maps	• The **Show in Maps** context menu option has been added to a number of other places on the Unison user interface: Alarm List panel Areas panel Access Control Administration > Doors Access Control Administration > Card Readers Access Control Administration > Areas Access Control Administration > Video System Configuration > Hardware System Configuration > Nodes So that you can readily view a node on a map. • Polygon areas displayed on maps now reflect any alarms based on the alarm status color defined in the alarm color settings. Double-clicking a polygon area displays the Alarm Details pane.

Feature	Description
Alarms	If an alarm has an associated alarm action with a status of: • Alarm Active (Always) • Alarm Active (First) • Alarm Inactive (Always) • Alarm Inactive (First) • Acknowledge • Alarm Management Dialog Box Opened • Alarm Management Dialog Box Closed then when the alarm actions are executed and they include the above statuses as part of the condition: • the execution of the alarm action occurs as normal. • there is no effect on the option to de-acknowledge the alarm. For example, if an alarm action is set to use the status of acknowledge, then if an alarm is acknowledged, the alarm action is executed. If the alarm is then de-acknowledged and later re-acknowledged, the alarm action is executed again. This occurs each time the alarm state transitions from new to acknowledged for the instance of the alarm.
Search	You can now search for part of the status of a node, as well as pre-defined statuses. Using the advanced search function of the Node pane, you can now search by State or part of a state (such as 'un').
General	• You can automatically acknowledge/restore/close both Alarm Actions and Quick Commands. • Graphics are not loaded when a report is sent.

Fixed Issues

The following table indicates those issues in Unison that have been either fixed explicitly or cannot be reproduced, but changes to the Unison product should have fixed or reduced the effect of these issues. It is recommended that customers test this Unison version to ensure that any reported issues have been appropriately rectified for operation on site.

Internal ID	Description
40364	The Create Shadow Alarm command is not visible from the right-click context menu for a system node command.
42288 UNISON-109	The Fargo Printer driver fails to start.
42970	Using the Acknowledge alarm in the Alarm List panel shortcut, when an alarm is displayed in the Alarm Details panel, then the alarm displayed is acknowledged not the alarm at the top of the Alarm List.
42972	In the Alarm List, the displayed alarm symbol does not reflect the alarm status color configured in the alarm settings. The symbol color and foreground color remains defined when selected in the Alarm List.
42973	When using advanced filters for transaction logs, the expected results are not displayed if the Unison client is running in Swedish.
42974	Configuring multiple commands on a graphic button results in an exception.
42975	Using additional tabs for users, displays the capture photo control in the main User screen.
42976	Sorting by the card comment field is not possible.
42977	Transferring an area of responsibility to another operator displays a blank list if the Unison client is running in Swedish.
42979	Cameras can be shown on BVMS clients using the following methods: • mark one square in the BVMS panel in the current BVMS monitor layout. • click on a camera symbol in the graphics then use the right-click menu to show the camera. The marked pane is highlighted in a blue color when the mouse left button is clicked on one of the panes. Removing the highlight: • The marked pane (highlight) is deselected by right-clicking on any pane. • The marked pane (highlight) will be clear when the BVMS panel is resized. • The marked pane (highlight) will be clear when the Connect to Client menu command is opened. The Connect to Pane menu option from camera nodes on ESRI maps or the Hardware Explorer is available if there is a marked pane highlighted on the BVMS panel. Note that the marked pane will not be persistent for saved workspaces.

Internal ID	Description
43034	The area of responsibility failover does not occur when the Unison client is hanging (not responding) ane when an exception occurs where exit is the only option. The unresponsive timeout value for Areas of Responsibility failover must be configured for Unison clients to be at least 10 seconds to make sure that an endless dead loop of waiting does not result. Go to **System > Unsion Clients > Unresponsive Timeout** to configure the value.
43048	For shadow alarms, the Acknowledge button displays regardless of operator permission settings.
43051	Command buttons on a map where executable by an operator, even if the operator did not have permission to execute those commands.
43260	The Map Navigation panel was available regardless of operator permission settings.
43385	The Unison client hangs or crashes when used with the ArcGIS ERSI Map integration as temporary folders were not being created.
43387	The Unison System Data Service uses the majority of the CPU time, eventually causing the system to be unstable and crash.
43415	The Swedish translation of the AUX ON/OFF is incorrect.
43417	No alarm types are available for BVMS camera events.
43418	It is not possible to activate the viewing of recorded material from Unison with BVMS v11.0.
43419	There are issues with BVMS stop and start recording commands.
43428	Prevent incompatible Sentrion protocols for remote links.
43430	Sentrion certificates required updating.
43432	When using the specific failover option for an area of responsibility, the system was using the incorrect time setting for detecting that the area of responsibility is unmonitored.
43437	It is possible to close the Unison client with unsaved changes when it is the last client monitoring force monitor area of responsibility.
43459	Doors that were already members of a user area, were still displaying in the available list of doors to add to this user area.
43465	Expanding and collapsing the tree views in certain dialogs would cause the content of the tree to be duplicated.
43492	Panasonic EBL property pages occasionally do not display and throw an exception.

Known Issues

Internal ID	Description
UNISON-45	It is not possible to cancel alarm codes being sent in the Alarm dialog box.
UNISON-57	The Milestone video window does not scale correctly when live video is being viewed from Milestone.
UNISON-59	When using filters, it is possible for operators to view access groups that are not within their partition setting.
UNISON-63	The Unison client crashes if the Find Node window is open in the Hardware view while navigating to a different tab (such as the Operators tab or Event Logs tab).
UNISON-83	Deselecting the default columns in the Alarm List and saving the selection to a role is not applied correctly.
UNISON-113	Using the Save button on the toolbar (below the ribbon bar at the top of the window) when configuring (Graphic Preload Selection) does not save the last operator interaction with the settings. Using the Save button at the bottom of the window works as intended.
43830	Using the BVMS connect to client command for Unison 10.1.0 results in an exception. Workaround: Copy the GenuineChannels.dll and Bosch.vms.dll from the BVMS Server to the Unison Server(s).