RELEASE NOTES

PACOM Unison v5.13.2

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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.

Knowledge base

Knowledge base updates are found on the PACOM TeamSupport Portal.

Supported Languages

The following languages are supported in this Unison release.

Language	Software Version	Documentation
English	PACOM Unison v5.13.2	Available as Unison help version 5.13.0.
Finnish	PACOM Unison v5.13.2	Available only in English.
French	PACOM Unison v5.13.2	Available only in English.
Norwegian	PACOM Unison v5.13.2	Available only in English.
Spanish	PACOM Unison v5.13.2	Available only in English.
Swedish	PACOM Unison v5.13.2	Available in Swedish as Unison help version 5.11.5.

Note: PACOM Unison v5.13.2 can be installed in all the languages listed above, however, there may be some untranslated components which will be displayed in English.

Prerequisites

Please take note of the following prerequisites before installing Unison v5.13.2:

If upgrading from a Unison version earlier than v5.11.4, Unison must first be upgraded to v5.11.4 before upgrading to v5.13.2.

The file structure for the Pacom Unison installation has been rearranged and is now different from earlier Unison versions. If you have had any patches applied to your installation, it is very important to delete those files manually, as the installer will not delete these files.

New Features & Enhancements

Feature (ID)	Description
Client (47849)	Added a new "User Report" that lists all users with more than one active card.
Drivers\AMAG Symmetry (47878)	Driver “SSMS” has been renamed to “AMAG Symmetry”
Drivers\AMAG Symmetry (47543)	Integration with AMAG Symmetry now supports custom Credential Formats from Symmetry (listed in the "Card Format" column in the Card Profiles section on the Symmetry Server). **Note:** Custom Credential Formats from Symmetry are listed with their ID only i.e. "Custom150", "Custom151" etc. since it is currently not possible to read the name back from Symmetry.
Drivers\AMAG Symmetry (47950)	Added support for the Symmetry user flags ‘Command Card’ and ‘Extended Door Times’. **Note:** The flags are only synchronized from Unison => AMAG Symmetry, but not the other way around since it is currently not possible to read user flags back from Symmetry. This implies that any changed user flags in Symmetry will not be imported into Unison on User Import, and the Unison user flags will not be affected.
Drivers\System (44659)	Added Gmail and Microsoft Exchange email configuration options. Supports app passwords with SMTP relay for Gmail and OAuth2 with restricted send-only access for Exchange.
Drivers\System (49978)	A new Access Control Alarm Type with "Multi Alarm" functionality has been added as a default alarm type to the system. Multi Alarm means that an event using this alarm type will generate a new alarm in the alarm list every time the event is activated, which is needed if a new event contains some new unique information.

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	Category	Description
48014 TS-163330	Client	The node alarm status presentation had been removed from the node panel view/Unison Explorer Node view due to performance issues when using the Area of Responsibility feature. This presentation has now been reintroduced.
47902	Client	Tooltips for Auto-Acknowledge, Auto-Restore, Auto-Close and Auto-Show Graphics have been updated to better explain the function for the different options.
47728 TS-150496	Client	Fixed an issue where another alarm than the one selected could be presented in the Alarm Details Panel (ADP). This could happen if the height of the alarm list was too small to fit all information of the alarm at the bottom of the list.
47957 TS-161639	Client	Fixed an issue where an error message would appear when the '+' sign was clicked when editing Advanced Filters for Users. The error was caused by having a user field of type *List* or *Suggestion List* which contained duplicated values.
47961	Core\Framework	Fixed an issue where event terms were being created during generation even if the node was already initialized or had no template defined. This created a lot of unnecessary database entries, causing the generation process to take longer than normal.
47967	Core\Framework	Fixed an issue with generation where nodes would be written back to the database even if they were unchanged, causing the generation process to take longer than normal and would show nodes as changed in the result even if no changes had been detected.
50000	Core\Framework	Fixed an issue with XMLSerializer that could cause memory leaks over time if used incorrectly.
7200	Core\Service Manager	Fixed an issue where the Unison tray icon for French and Spanish localized versions of Unison was showing the incorrect icon.

Internal ID	Category	Description
47810 TS-143872	Core\Installer	Fixed an issue where the Unison installation would fail if you used a French localized version of MS SQL Server.
45484	Drivers\AMAG Symmetry	If a card or all associated access groups are removed from a Unison User, the card will now be deleted in Symmetry. **Note:** This functionality is verified in Symmetry v9.9.0 but does not work for older versions.
46252	Drivers\AMAG Symmetry	AMAG Symmetry Integration has been changed to no longer support dynamic system, version or other card data fields since this led to various types of mapping problems. *Limitation:* All mapping of Unison Card Profiles to Symmetry Card Profiles must have a Symmetry Customer Code for the mapping. Unison Card Profiles with a System Number included in the card profile data must have a Customer Code matching the System Number.
47642 TS-147275	Drivers\AMAG Symmetry	AMAG Symmetry integration has been updated and improved. If the integration doesn't work as expected, please verify that these parameters have been enabled in the Symmetry Multimax.ini configuration file: *DataImportEnabled=1 DataExportEnabled=1* Also check that the Symmetry Card Settings parameter "Default card format" has a value. We have seen old Symmetry databases, where this setting is missing. If you can't change this from that menu, this can be updated directly in the database. Please consult the AMAG support team for further information. **Note:** This functionality is verified in Symmetry v9.9.0 but does not work for older versions.
47947 TS-161037	Drivers\AMAG Symmetry	Max 20 characters are exported to Employee Reference which is the default value. This can be configured to be a value between 1 and 100 characters. Please see the Symmetry documentation for more information.
47786 TS-150834	Drivers\C2	Fixed an issue where a newly created access schedule got related to C2 nodes without any relationship being there.

Internal ID	Category	Description
50207 TS-165566	Drivers\Consilium	Fixed an issue with the Consilium properties Reset checkboxes (Fire Alarms, Fire Warning, Faults) where, when a checkbox was *unchecked*, Unison would still send commands to the Consilium Fire Panel during Acknowledge (Mute) or Reset operations. This has been corrected so that when a checkbox is *unchecked*, Unison will no longer send any commands to the Consilium Fire Panel for the corresponding function. In this configuration, all mute and reset actions for those alarm types must be performed locally on the Consilium Fire Panel.
47973 TS-161954	Drivers\Import	Fixed an issue with the Unison Import driver where deleted User Data Fields prevented import.
47715	Drivers\Export	Fixed an issue where the Unison Export driver properties were misaligned.
47861 TS-155378	Drivers\SALTO	Fixed an issue where no SALTO Zones would be generated. The performance of viewing an individual SALTO Zone property page has also been improved. **Note:** There are still an issue being investigated which if there are several consecutive SALTO Zone created with a large number of doors inside each, some SALTO Zones are not created. Pacom is working to rectify this problem in an upcoming release. See also Known Issues.
47982	Drivers\Test	Fixed an issue where a random user would be used instead of the selected user when simulating door entry/exit.
47965	Drivers\TLab Sentrion	Fixed an issue where the polling IP for primary and secondary alarm transmitter was always the same value.
47966	Drivers\TLab Sentrion	Fixed an issue with Alarm Transmitters where some fields were disabled instead of hidden when changing protocol type.

Known Issues

Internal ID	Category	Description
46457	Client	Unison client can crash when an operator switch is done.
45162 TS-76540	Client	Unable to add Card Readers or Other Access Nodes to the Advanced Filter on Users.
44339	Client	Open graphics panel does not update correctly when removing and adding permissions again. Work around is to close the panel and reopen it so that it is updated correctly.
44822	Client	Log operator permissions are not fully applied until logs are reloaded. Changing operator group permissions does not take effect until the log is reloaded, either by saving, undoing or clicking away from the log.
46461	Client\Users	Unison client might stop responding when unlocking an access card.
29112	Client\Graphics	Multi Event Control: Alarm balloon is missing the event symbol for a MEC node when 'Show in Graphics' is executed
46379	Client\Roles	Role workspace/thumbnail do not appear in the Roles workspace. This is due to a change of how the image is stored as the previous storage format was a security risk. Work around for this is to load the role and save the role workspace again
43777 TS-47494, TS-45671	Client\Transaction Logs	Operators are not able to view alarm log transactions without a User if the View Orphaned Transactions permission is not set.
45185, 46379, 47102	Client	Operator roles might be corrupt after upgrading Unison and might require to be reconfigured.
46847	Client\Alarm List	The last closed alarm can appear in an alarm list if the alarm list is empty, that is there is no alarms currently active in the system.

Internal ID	Category	Description
47783, 46082 TS-152571	Client\Alarm List	When using the Alarm Details panel, you can't multi select alarms in the Alarm List panel, neither by using click and Shift click, nor Ctrl +.
46609	Core\Installer	On rare occasions a syntax error can occur during an installation of Unison while running the Unison Server Configuration Wizard. Work around if this happens, is to back the wizard one step and retry the operation.
44610	Installer	The Unison installer language does not correspond with the Windows language.
47986	Cora\Installer	Upgrading between internal builds has resulted in a crash that we haven't been able to fix. Error that occurs says "Invalid NULL Cascade: AlarmType.Folder_fk during setup" causing the upgrade to fail. Probably only an internal problem, but please be aware and make sure that you have a database backup before starting an upgrade.
49983	Drivers\AMAG Symmetry	When importing users from Symmetry to Unison, user flags are not set because it is currently not possible to read them from Symmetry.
47848	Drivers\AMAG Symmetry	For unknown reasons there are sometimes issues with long (~20chars), complex passwords for AMAG Accounts used by the Unison integration.
45254	Drivers\AMAG Symmetry	Adding multiple access cards to a Unison User with Symmetry Access will result in multiple Symmetry Users being created.
47976	Drivers\AMAG Symmetry	Clearing Valid from or Valid to in Unison does not clear the Active or Inactive Date in Symmetry
46223	Drivers\AMAG Symmetry	Fields cleared in Unison (set to empty) are not cleared in Symmetry. As a workaround, set the field to a blank space (" ") instead of leaving it empty.

Internal ID	Category	Description
45491	Drivers\AMAG Symmetry	Deleting a user picture or signature in Unison does not delete the picture or signature in Symmetry. As a workaround, set a new white background image instead of clearing it.
45476	Drivers\AMAG Symmetry	Currently, the Unison/Symmetry integration is limited to synchronize Symmetry Access Codes.
44961	Drivers\AMAG Symmetry	The following operations are currently not supported via AMAG API: - Edit Symmetry Access Groups from Unison - See Symmetry Time Zone info in Unison - Import User flags from Symmetry - There is no way to read Reader Groups from Symmetry
47991	Drivers\AMAG Symmetry	Node power down alarms cannot be acknowledged nor reset from Unison.
48006	Drivers\AMAG Symmetry	Sometimes alarms get "LOCKED" and can't be handled from Unison
46421 TS-131890; TS-139551	Drivers\ASSA Arx	In case of communication errors with an LCU in ARX, Unison shows communication errors, which is completely correct. When the the ARX – LCU communication is restored, the LCU status in Unison shows Undefined. To be able to get the status Undefined updated in Unison, you have to restart the Unison ARX driver. Although the status is undefined in Unison, the communication between LCU and Unison works.
46247 TS-67207	Drivers\Bosch VMS	Upgrading Bosch VMS v9.x to BVMS v10.x or later using decoders/monitors and generating the database in Unison, creates many more monitors in Unison and the older ones appear greyed out and unusable, but they can still be used.
34370	Drivers\Consilium	Due to an existing limitation in the Consilium interface, Unison is not able to differentiate between test alarms and real alarms. This means that alarms triggered when the Consilium panel is in test mode will display in Unison as real alarms.

Internal ID	Category	Description
44661 TS-70804, TS-64156	Drivers\Deister	When Deister Access Groups or Keytag Groups are deleted from a person in Unison, they are currently not removed from the person in Deister.
46133	Drivers\Deister	"Release Key for Users" command might not work.
43859	Drivers\Honeywell Galaxy	If a tamper alarm is still active for a RIO and a re-sync is done, the RIO tamper will be restorable and not visible in Unison any more even if the tamper is still active in Galaxy.
50204	Drivers\Milestone	Upgrading to latest Milestone version 2025 R2 will cause communication issues. Pacom is currently investigating the issue together with Milestone.
43954	Drivers\Panasonic EBL.net	A high current event does not activate anything in neither EBL web nor Unison. Unison has an event for this on sub detector lines (COM loop expander). This is a Panasonic panel issue.
43877	Drivers\Panasonic EBL.net	Unable to disarm/arm output on a device connected to a subcircuit device 4585
47861	Driver\SALTO	Some SALTO Zones might not be created if there are several consecutive SALTO zones with many doors (~-300+). This will cause the SALTO STP Message Size in the response to be larger than the maximum STP Size (512k).
46064 TS-110991	Drivers\Suprema Biostar 2	Unison driver removes initial 0 (zeros) in ID when creating users in Suprema Biostar.
46065 TS-110991	Drivers\Suprema Biostar 2	Unison driver does not update User ID in Suprema if the ID is changed in Unison.
46280	Drivers\TLab Sentrion	Unison fails to send certificates when switching to encrypted communication.
45187	Drivers\WCF	The WCF driver can occasionally stop working after an upgrade. Work around is to delete and recreate the WCF driver.