

RELEASE NOTES

PACOM Unison v5.12.0

Build Number: 5.12.0.30608

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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 v5.12.0	Available as Unison help version 5.12.0.
Finnish	PACOM Unison v5.12.0	Available only in English.
French	PACOM Unison v5.12.0	Available only in English.
Norwegian	PACOM Unison v5.12.0	Available only in English.
Spanish	PACOM Unison v5.12.0	Available only in English.
Swedish	PACOM Unison v5.12.0	Available in Swedish as Unison help version 5.11.5.

Note: PACOM Unison v5.12.0 can be installed in all of the languages listed above, however, there may be some untranslated components which will be displayed in English.

New Features, Changes & Enhancements

Feature (ID)	Description
SSM (43451)	Unison now supports integration with the SSM, AMAG Symmetry management system. The driver is called SSMS in Unison. This first release supports import of SSM hardware and can handle alarms and commands supported by that hardware. Unison also supports import and export of cardholders, access cards and access codes. Please note that there are several limitations on what Unison supports in this first release. Unison can support several SSM companies and customer codes, but administrating this from Unison is not easy, so in this first release we will only recommend integrations where SSM uses one company and one customer code only. For more information, please contact Pacom support.
Area of Responsibility (45402)	Added possibility to configure AoR filtering for folders
Zettler Fire Panel (45283)	Added support for ZETTLER PROFILE Fire Panels. For more information see www.zettlerfire.com
SALTO (90)	Added support for displaying which SALTO Doors are part of a SALTO Zone.
SALTO (44811)	Added support for SALTO Lockers.
Panasonic EBL.Net (45545) TS-94751	Added support for Panasonic EBL.Net v3.5
ASSA ARX (45551)	It's now possible to generate an ASSA Arx system using an import file with the hardware information using a <code>statusexport.xml</code> from the live Arx Server. NB! Unison must be a connected to the Arx server but not need to have any hardware connected to Arx.
TLab Sentrion (45352)	A new "Debug Log Only" alarm transmitter type has been added for Sentrion. This can be used to be able to examine the messages sent via an alarm transmitter in the debug log.
Client (45675)	It is now possible to bulk update the event configuration for a node.
Client (45913)	Print/Report option added to right click menu in Graphics Panel and Maps Panel that will create a report of the nodes available in that particular graphic picture/site map.

Feature (ID)	Description
Client (45836, 45747)	Quick commands are now easier to access. If you add less than 10 quick commands to a node, they are listed at the top of the node right click menu. If it's more than 10 quick commands they will be put in a quick command sub group.
Client\Panels\Alarm Details (45991, 45942)	Added the Show in graphics button to the Alarm Details Panel when the node is linked to a site map/graphic picture
Drivers (System)\System (45159)	It is now possible to select font and style when formatting alarms according to priority.

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
45421	Client	Fixed an issue where the Alarm Details panel was left blank if you selected an alarm using right click and then jumped back and forth between different alarm lists. If you multi-select several alarms, then the panel will be left blank.
45600	Client	Username field in the exit client dialog has been disabled/grayed out so you can't choose another operator than the one currently logged in.
45657	Client	Adjusted field widths in command log dialog.
45677	Client	Tab order of graphics tabs are now saved on exit.
45833	Client	Fixed an issue where quick commands were not shown on the first click.
45932	Client	Fixed an issue with index error out of range if you immediately after logging in locked the client.
46001	Client	Changes has been done so the text in a quick command button is set as the standard command text (same as seen when right click to use the command) unless you have given it a name/text of your own. If the quick command consists of several commands grouped together, the text will be left blank, and you have to enter your own text/name for the command.
46123	Client	Fixed an issue where logging in with a user group that had some kind on restriction for a partition/operator right would cause the client to crash without any error message.
45504	Client\Explorer	Fixed an issue where node filtering would not work correctly from the graphics editor if more than one node was being connected.
46079	Client\Explorer	Fixed an issue where an advanced filter filtering got saved as <New Filter>, remained in the list even after restarting the client and couldn't be changed.

Internal ID	Category	Description
45439	Client\Explorer\Access Control Administration\Users	The feature Include in automatic deletion was activated due to being controlled by operator rights from v5.11.6 but the activation did not take in consideration whether the System driver configuration activating this feature had been done.
45440	Client\Explorer\Access Control Administration\Users	Just checking the Include in automatic deletion did not activate the Save button
45608	Client\Explorer\Access Control Administration\Users	Fixed an issue with enabling print card from user view
45621	Client\Explorer\Access Control Administration\Users	Fixed an issue with report preview being under other dialog
45626	Client\Explorer\Access Control Administration\Users	Using a filter in the Users menu very often ends up not showing user data for the first selected user in the filtered list. This is a change in behavior compared to older versions of Unison and was introduced in v5.11.6. This has now been taken care of.
45941	Client\Explorer\Access Control Administration\Users	Fixed an issue where user details would not show up correctly when using advanced filter search.
45964	Client\Explorer\Access Control Administration\Users	Fixed an issue in the access card guide that gave Unknown Database Error (50001) has occurred. Please try again - AccessGroup: Permission Denied (create)
46026	Client\Explorer\Access Control Administration\Users	Fixed an issue where an exception occurred if you edited a user, added a personal access and you as operator doing this didn't have operator access right to handle access groups.
46033	Client\Explorer\Access Control Administration\Users	Top user in the user menu list is now automatically selected after using a search filter.
45849	Client\Explorer\System Administration\Operators	Fixed incorrect error message when operator tried to log on with insufficient permissions.
46051	Client\Explorer\System Configuration	Changed installation wizard SQL Server default authentication method from Integrated Security to SQL Server Authentication.

Internal ID	Category	Description
45403	Client\Explorer\System Configuration\Graphics	Filter configuration fields have been removed from the graphics picture editing view as they are irrelevant for that view.
45511	Client\Explorer\System Configuration\Graphics	Up and down arrows was missing in the Multi Events Control dialog when using the Money Twins skin
45915	Client\Explorer\System Configuration\Hardware	Fixed a debug message error seen when creating a new Pacom controller. The error message was 'ERROR Failed to create binding: There is an error in XML document (1, 1)'. NB! This means that an AoR change won't take effect until this reload has been done.
46141	Client\Explorer\System Configuration\Hardware	Changed how often the hw tree reloads when using Area of Responsibility rules to ease the annoyance of this being done. Changed from every 30th second to every 120 second. NB! This means that an AoR change won't take effect until this reload has been done.
45998	Client\Explorer\Transaction Logs	Now the number of rules an advanced filter consists of are saved and shown in the advanced filter field.
45366	Client\Explorer\Transaction Logs\Alarms	Fixed an issue where an exception could occur if you used the arrows in the bottom of the alarm dialog to be able to jump back and forth between different alarms in the alarm log
45954	Client\Explorer\Transaction Logs\Alarms	Alarms moved to UnisonLog did not show the Alarm Detail Panel log tab data as expected.
45394	Client\Explorer\Transaction Logs\All Transactions	Fixed an issue where System.NullReferenceException would sometimes appear when switching between searching in Main and Log databases when viewing Log Transactions.
45432	Client\Explorer\Transaction Logs\All Transactions	Fixed an issue where duplicated alarm log posts was listed if logged in as an operator without admin operator rights
45746	Client\Panels\Alarm Details	Fixed the issue where the Alarm Details Panel was cleared from showing the acknowledged alarm and showed next alarm in the list, if you acknowledged the alarm using double click in the alarm list.
45748, 45918	Client\Panels\Alarm Details	Using the Deacknowledge feature made alarm handling slow adding a delay of about 2100 ms for each alarm being handled

Internal ID	Category	Description
45749	Client\Panels\Alarm Details	Fix for graphical glitch for quick commands
45990	Client\Panels\Alarm Details	Fixed an issue where manual alarm actions could lose their information in the Alarm Details Panel if you clicked somewhere in the alarm list where no data was available.
45453	Client\Panels\Alarm List	The filter for closed alarms didn't work for a newly opened alarm list.
46072	Client\Panels\Alarm List	Improved and clarified how and when the short cut key for acknowledging an alarm available in the alarm list works.
45656	Client\Panels\Graphics	Fixed so that you don't have to click twice to select the node that you want to connect to a symbol, but unfortunately, we have reintroduced that you have to enter your search filter every time you open the dialog where you select the node to connect.
45284	Client\Panels\Real-Time Transactions	Possibility to limit number of rows in Real-Time Transactions panel
45395	Client\Panels\Real-Time Transactions	Default logs set for Real-Time Transactions panel
45495	Client\Panels\Real-Time Transactions	Fixed an issue with Real-Time Transactions scrollbar
45669	Client\Panels\Real-Time Transactions	Fixed an issue with empty space in Real-Time Transactions panel.
45908	Client\Panels\Real-Time Transactions	Changed layout of the Real-Time Transactions panel and made it more customizable.
45535	Core	The file structure for the Pacom Unison installation has been rearranged and is now different from older version. If you have had any patches applied to your installation, it is very important to delete those files manually, as the installer won't be able to delete them.
45864	Core	Fixed an issue where the Unison service would become unresponsive for about 2 minutes on startup if an attached network drive was unavailable.

Internal ID	Category	Description
45846, 46098, 45973	Core	Fixed an issue where deadlocks could occur during login when several clients where login at the same time, which also could affect other clients already logged working with other things.
46158	Core	Fixed an issue where logging in from the Unison Client took longer than expected.
45552	Core\Installer	Fixed an issue where Driver Server Installer did not work correctly.
46186	Core\Installer	Fixed an issue where restoring a Unison backup would incorrectly complain about the backup version not being correct.
45880	Drivers (System)\System	Fixed an issue where the mime type was not set correctly for attachments when sending e-mails from Unison.
46248	Drivers (System)\System	Use the correct default font in the alarm list panel if no font is set.
45569	Drivers\Argentum Booking	Now creates a file with logs again.
45493	Drivers\Assa ARX	Fixed an issue where if an ARX DAC was renamed, the address would be incremented by 1.
45494	Drivers\Assa ARX	Fixed an issue where Assa ARX Access Groups was deleted from Unison during upgrade.
45512	Drivers\Assa ARX	Fixed an issue where Unison could not connect to ARX using HTTP. Unison can now also use TLS 1.0-1.3.
45513	Drivers\Assa ARX	Fixed an issue where you could get many 'Save changes?' pop-up messages when changing the supported card profiles after executing the Generate command.
45603	Drivers\Bosch VMS	Error seen in the debug log saying 'GetGranularityForClient failed' that occurred for all Bosch VMS clients has been fixed. This happened every time you started Unison or restarted the Bosch VMS driver
45620	Drivers\Bosch VMS	Fixed an issue when entering Bosch VMS Server IP-address using Norwegian language.

Internal ID	Category	Description
46172	Drivers\Bosch VMS	If you have changed names for cameras or other objects in a Bosch VMS system and import the system to Unison again, Unison will now update the node name accordingly.
46173	Drivers\Bosch VMS	In a very large Bosch VMS systems integrated with Unison, many events from Bosch VMS are received that Unison does not need. A filtering has been added so we don't try to find and update Unison with those events.
46179	Drivers\Bosch VMS	Connecting and disconnecting to a BVMS client is much slower when integrating with Bosch VMS v12 (and v10 and v11), compared to integrating with Bosch VMS v9 and older. Therefore, a new way of handling the connection has been introduced so the connection is kept open until all commands in a batch have been sent.
46084	Drivers\Export	Fixed an issue where the card export operation value was increased by 1 compared to what the actual value should be.
45981	Drivers\Fargo Cardprinter	Fixed an issue where reading cards from the Fargo printer interfered with Windows Hello.
45585	Drivers\Idavall Fri Booking	Fixed a user data validation issue for Idavall Fri
45485	Drivers\Milestone	Fixed an issue where momentary tamper ('Tampering') event from Milestone was not mapped correctly. This is now mapped to a separate 'Tamper (Momentary)' event.
45509	Drivers\Milestone	Fixed an issue where Scenario Active and Scenario 1 Active events were always visible even though they had not been mapped in Milestone. To synchronize visible events for all Milestone cameras, run the generate command again on the Milestone server after upgrade.
46025	Drivers\Milestone	Fixed an issue with Milestone user-defined events cache not being updated on Generate, causing newly created event to fail executing until driver was restarted.
46058	Drivers\Milestone	Fixed an issue where https communication did not work with Milestone.

Internal ID	Category	Description
42404	Drivers\Modbus	Modbus 'Disconnected' event has been renamed 'Communication Error' and the icon has been changed to the normal System Warning icon so it aligns with other communication errors in Unison.
45188	Drivers\Modbus	Fixed an issue when polling Modbus registers which would sometimes cause a System.IO.IOException (Unable to read data from the transport connection: A blocking operation was interrupted by a call to WSACancelBlockingCall) which would then cause registers to go into Communication Error state. Also added option to automatically restart the device after excessive communication errors.
45467	Drivers\Modbus	Fixed an issue where command parameter values set by a programming action were not displayed correctly when the action was saved and then re-opened.
5590	Drivers\SALTO	Fixed an issue with SALTO intrusion and tamper alarms which were only temporary active (not as long as the status is present as was expected).
6736	Drivers\SALTO	Fixed an issue where the SALTO driver needed to be restarted for any SALTO server settings to take effect.
7109	Drivers\SALTO	Fixed so that 'Update Required' event is now shown whenever a SALTO door requires manual update via PPD.
7224	Drivers\SALTO	Fixed an issue where a new SALTO encoder was created if the encoder name was changed in SALTO Space.
23970	Drivers\SALTO	Fixed an issue where SALTO online doors would not show communications error when offline.
42938	Drivers\SALTO	Fixed an issue where label and description were not preserved after executing the Generate command.
42948	Drivers\SALTO	Fixed an issue where some SALTO events like 'Privacy started' would generate a System.ArgumentException, causing Unison to stop processing any further events from SALTO.
42949	Drivers\SALTO	Fixed an issue where the timestamp in the access log was using the received log time instead of the actual event time.

Internal ID	Category	Description
43944	Drivers\SALTO	Fixed an issue where Salto Low Battery alarms were never restored until the driver was restarted.
43969	Drivers\SALTO	Fixed an issue where a SALTO card that had been deleted from Unison did not show the card number in the Unison real-time log for incoming SALTO Audit Trail logs collected using the PPD.
43970	Drivers\SALTO	Fixed an issue where access events were not reported in Unison after a battery replacement on a SALTO offline door since the clock in the door was reset to 2000-01-01.
44506	Drivers\SALTO	Fixed an issue where cards that were not valid in Unison was always blacklisted in Salto. Now, cards with state Blocked will not be blacklisted but only have the access rights removed while Lost or Stolen will still result in blacklisting.
45195	Drivers\SALTO	Fixed an issue where Salto card memory would overflow for larger settings of number of days on card (180+).
45214	Drivers\SALTO	Fixed an issue where SALTO cards would sometime have to be swiped multiple times in the Online reader in order to be updated if the Online reader has not been used in a few hours.
45468	Drivers\TLab Sentrion	Fixed problem that made it impossible to get bulk updating of the Sum Alarm on Door Open Too Long setting to be done.
45478	Drivers\TLab Sentrion	Fixed an issue for Sentrion when changing node type and there is no device template. Nicer warning message
45745	Drivers\TLab Sentrion	Fix for Sentrion text field. Remove section number if node no longer is a section.
45794	Drivers\TLab Sentrion	Fix for Sentrion to avoid sync error if parent remote link node does not have a controller configured.
45963	Drivers\TLab Sentrion	Fixed a problem where a sync error could occur if you had a remote link created, but didn't have any other remote nodes configured under the remote link
45984	Drivers\TLab Sentrion	Changed the size of the Auto-Arm input box to allow for Finnish translation to fit.

Internal ID	Category	Description
45988	Drivers\TLab Sentrion	Fixed an issue where the address would sometimes change when renaming internal outputs.
46005	Drivers\TLab Sentrion	Fixed an issue where remote node status got lost if there was a communication error with the remote Sentrion controller.
46219	Drivers\TLab Sentrion	Reintroduced a default alarm type for the Sentrion controller Voltage error 2 event
44088	Drivers\Zenitel Stentofon AlphaCom	Fixed an issue with checksum for Zenitel device, ignores checksum calculation when quotes are included
45531	Drivers\Zenitel Stentofon AlphaCom	Fixed an issue where generating from Stentofon ICX could get stuck in a loop if units were missing.
45597	Drivers\Zenitel Stentofon AlphaCom	New icon and renamed Alphacom device
45707	Drivers\Zenitel Stentofon AlphaCom	Fixed an issue where generating with older Alphacom devices would make the connection to Unison fail and stop the generate command.
45708	Drivers\Zenitel Stentofon AlphaCom	Fixed a null reference exception for Zenitel device when removing exchange node
45755	Drivers\Zenitel Stentofon AlphaCom	Avoids syncing stations that are not set as found for Zenitel
45961	Drivers\Zenitel Stentofon AlphaCom	Fix for Zenitel when handling address formats that are not NET_OBJ_REF
45970	Drivers\Zenitel Stentofon AlphaCom	Fix for Zenitel when a call request is canceled so events are not cleared with next call request
45411	ESRI MAP	Double clicking an alarm from the map now opens the Alarm Details Panel without zooming in the symbol in the map.
45919	ESRI MAP	Values in u_rotation now work correctly.
45920	ESRI MAP	Added new map setting "UnisonRenderDefaultLayer", which handles the property "u_drawordr" to be able to define order priority for how overlapping symbols and in which order they shall be shown

Internal ID	Category	Description
45921	ESRI MAP	Changed functionality for nodes/symbols placed in a map that you haven't got access to see in the map, but have access to in other Unison views. The node/symbol will no longer be shown in the map but if handling an alarm which normally can't be seen in the map, the position of the hidden symbol will be shown when selecting the Show in map command.
45922	ESRI MAP	Fixed problem where a line on the map disappeared when zooming out even if the line represented a fence and is in alarm state
45924	ESRI MAP	You can now preconfigure the Symbol ID for a node event, even if the node still can't be found on the map. This could previously not be done due to a warning message complaining that the node doesn't exist on the map.
46023	ESRI MAP	Changed so that checking if a map file exists for a client only shows the lack of the map in the debug log and doesn't open an error message dialog every time you start the client.
45925	ESRI MAP\Map Panel	The layer selector has been made wider to make it possible to fit longer layer names.
46022	ESRI MAP\Map Panel	Added two new settings for the map, Node Alarm Circle Size and Node Highlight Circle Size to be able to get same behavior as we have for the lines when presenting a line/circle around an alarming line/symbol.

Prerequisites

Please take note of the following prerequisites before installing Unison v5.12.0:

- If upgrading from a Unison version older than v5.12.0, Unison must first be upgraded to v5.11.4 before upgrading to v5.12.0
- The file structure for the Pacom Unison installation has been rearranged and is now different from older Unison versions. If you have had any patches applied to your installation, it is very important to delete those files manually, as the installer won't be able to delete them.

Known Issues

Internal ID	Category	Description
43777	Client	Operators are not able to view alarm log transactions without a User if the View Orphaned Transactions permission is not set.
43851	Client	Unison Client supports High DPI but some parts may still look strange depending on which resolution is used. If this occur or becomes a problem the High DPI support can be ignored by setting the following: Unison Client -> Properties -> Compatibility Tab -> Select "Change high DPI settings" then check the "Override high DPI scaling behavior" checkbox and select "System".
44115	Client	Cloning an operator group does not copy the area of responsibility settings.
44167	Client	Hidden custom user data fields for some drivers like TrakaWEB, Suprema and Dormakaba are currently visible until an instance of the driver is started.
44339	Client	An open graphics panel is not updated correctly when removing and adding node permissions. To resolve this issue, 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.
45162	Client	In Advanced Filter for Users it is currently not possible to filter on <i>Card Readers</i> and <i>Other Access Nodes</i> . You can only filter on <i>Doors</i> .
45185	Client	Operator roles may be corrupt if upgrading from older versions of Unison. To work around the issue the operator role must be removed then re-created.
45656	Client\Panels\Graphics	Fixed so that you don't have to click twice to select the node that you want to connect to a symbol, but unfortunately, we have reintroduced that you have to enter your search filter every time you open the dialog where you select the node to connect.

Internal ID	Category	Description
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.
44661	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.
43859	Drivers/Galaxy	Galaxy RIO Tamper alarms can be restored after a re-sync even if they are still active.
45959	Drivers/Galaxy	Database changed event is set on each poll and can't be restored.
45099	Drivers/Network Video	Unison freezes when trying to show video from already open RTSP stream
45365	Drivers/Panasonic EBLnet	It is currently not possible to restore low battery capacity alarms from Unison with EBLnet 3.2.0 and 3.3.0. The workaround is to restore these alarms from the webserver. This is a bug in EBL.net and will be resolved in EBL.net v3.6.0.
45187	Drivers/WCF	The WCF driver can sometimes stop working after an upgrade in which case it must be deleted/recreated to start working again.
44610	Installer	The Unison installer language does not always correspond with the Windows language.
45930	Replication	<p>Configuring a new slave server and trying to let the master server synchronize the new server will fail. The issue exist in Unison v5.11.5 – v5.12.0.</p> <p>Work around is to install and create the new replication node/slave server. After that take a backup of the database from the master server and restore this backup to the slave server. With this operation the synchronization problem is overcome.</p> <p>NB! This is exactly the same operation that is recommended when upgrading from an older version of Unison.</p>

Internal ID	Category	Description
45793	Unison System	<p>Due to new security enhancements done for a Unison client session, you will not be able to lock the client after starting a bulk operation and have that operation succeed its tasks.</p> <p>NB! Please ensure that you do not lock the client when working with bulk operations.</p>