RELEASE NOTES

PACOM Unison v5.14.0 (*Short-Term Support**)

Build Number: 5.14.0.32609

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***Short-Term Support (STS)** releases focus on innovation and new features, providing early access to upcoming capabilities with a shorter support window.

For customers prioritizing stability, reliability, and security over new features, a **Long-Term Support (LTS)** release is recommended, offering extended maintenance and support.

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 v5.14.0	Available as Unison help version 5.13.0.
Finnish	PACOM Unison v5.14.0	Available only in English.
French	PACOM Unison v5.14.0	Available only in English.
Norwegian	PACOM Unison v5.14.0	Available only in English.
Spanish	PACOM Unison v5.14.0	Available only in English.
Swedish	PACOM Unison v5.14.0	Available in Swedish as Unison help version 5.11.5.

Note: PACOM Unison v5.14.0 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 v5.14.0:

If upgrading from a Unison version earlier than v5.11.4, Unison must first be upgraded to v5.11.4 before upgrading to v5.14.0.

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
Drivers\System (47699)	A new threat level feature has been added to make it easier to change the system security level.
Drivers\System (46981)	Added new automatic report functionality to make it possible to configure the system to automatically generate reports. This is currently supported as access log reports and user area reports.
Drivers\ASSA ARX (47532, TS-140821)	Added support for "Restore Area" and "Mute Alarm Devices" commands for ASSA ARX Alarm Areas.
Drivers\Tlab West Sentrion (46715, 47946)	Added support for integration with the Autosober system to be able to use breathalyzer control together with the access control system. With this comes other features as well, as commands to programmatically add and remove users to a user area and events that are triggered when adding and removing a user happens.
Drivers\Tlab West Sentrion (44936, 47737, 47939 UNISON-217, UNISON-147, SEN-9234)	Access control event alarms can now present the user information together with the alarm.
Drivers\Tlab West Sentrion\User Area (47946, 49963)	An access control event alarm can be triggered when a user is "kicked out" from a user area. The "kick out" can be done by either the configured user area timeout happens or if the user "Valid to" time expires. The "Valid to" kick out is a new feature and must be activated at the user area in order to not risk change of functionality when existing systems using the user area functionality are upgraded.
Drivers\Tlab West Sentrion (46654)	New functionality has been added to the node naming feature for the Sentrion controller and its devices. You can now have device type letters according to Swedish standard being added to the node name, node description and node label according. Which letter to use for each device type is configurable at the controller node.
Drivers\Tlab West Sentrion\ User Areas (49963)	New setting for a user area in Sentrion has been added. Enables removal of users from a user area when his "Valid to" time has expired.

Feature (ID)	Description
Drivers\Tlab West Sentrion (50227)	The validation of a file for configuring a card reader or a control panel has been using a certificate that expires in March 2026. To handle this and also allow other card reader manufacturers using this feature, this validation has now been removed and it is up to the card reader to validate that the file being downloaded is correct.
Client\Alarm Details Panel (47875)	Added the "Person" field to the Alarm Details Panel in addition to the "Classic" Alarm Details Dialog.
Client\Commands Panel (44087)	Added an "OK" button to be able to execute a command directly from the Commands Panel instead of having to select the command from the "Show Command Buttons" menu.
Client\Operators (46582, 47088)	A password must now consist of a mix of uppercase and lowercase letters as well as numbers to make passwords more secure.
Web Client (52244)	A first version of alarm handling in the web client has been included in this release. Please note that this is only a preview of this feature and not intended for ordinary use. If you use the web client access control administration, we recommend using the web client version included in the PACOM Unison v5.13.1 or v5.13.2 release.

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
46595	Graphics\AUTOCAD Import	Updated the AUTOCAD import library to v4.0.2025.1151 resolving different importing issues with polylines and other components.
46675	Client	Fixed an issue where an operator closing the client didn't get logged as Operator logout.
46192 TS-116938	Client	Added a warning if a day type conflict is found. **Note:** Please note that it is still possible to create a day type conflict, but now you will be warned about this. Previously Unison just selected one of the conflicting day types and "failed" silently.
47979	Client	Fixed an issue where weekdays in schedules where bold, even if there was a special day active as the current day type. Now it is only the active special day that is presented in bold.
46666	Client\Operator Groups	Fixed an issue where the operator group partition configuration for log access could be removed during an upgrade from an older version of Unison.
46773	Client\Operator Groups	Permissions are not automatically expanded anymore when unchecked.
47691	Client\Users	Fixed an error that could occur when changing log source at the access log tab available on a user.
47724 TS-150493	Client\Real-Time Access Control Transaction panel	Fixed an issue with real-time access log splitter position being incorrect after loading a role.
47101	Drivers\System	Removed the obsolete setting enforcing the use of a unique pin code. This has been an old, now obsolete, setting only used by the Pacom 800x controller.
46681 TS-136991	Drivers\System	Fixed an issue where forward slashes ('/') were replaced by dots ('.') when replacing Unison alarm codes ($cn, $nl etc.) used by the system program starter feature.

Internal ID	Category	Description
46797	Drivers\ASSA ARX	Fixed an issue where ARX Server node in Unison did not show communication error when ARX Server was offline.
47823 TS-144916	Drivers\Milestone	Added a "TriggerEvent" event for Milestone's User-Defined Events to be able to activate an alarm for a user defined event in Unison.
47951	Drivers\Tlab West Sentrion	Fixed an issue where you were unable to read database from a backup file which contained a local schedule as remote link.
49959	Drivers\Tlab West Sentrion	Fixed an issue with upgrading where Sentrion internal inputs could cause name conflict error if node names had been replaced
46655	Drivers\Tlab West Sentrion	Fixes for Sentrion naming feature. Includes changes for DSS PSU and OSDP lock. $A for line now gives letter A, B or C instead of a number.
46698, 46619 TS-140820, TS-137501	Drivers\Tlab West Sentrion	To be able to avoid creating unwanted day types when importing a Sentrion database from a backup file, the read database settings now have more settings added. Included an option to avoid creating new day types.
47818	Drivers\Tlab West Sentrion	Fixed an issue where very long debug log error messages could be cut short in the Unison Debug Monitor.
47917	Drivers\Tlab West Sentrion	Batch update dialogs could change text by accident. Fix for checked combo boxes in client so value cannot be written. Possible to write value for suggestion list when batch updating user.
47111	Drivers\Tlab West Sentrion	Fixed an issue with user fields when importing a Sentrion database backup. The import didn't support some of the new user fields added in Unison v5.13.0.
49959	Drivers\Tlab West Sentrion	Fixed an issue with upgrading where Sentrion internal inputs could cause name conflict error if node names had been replaced.
49971	Drivers\Tlab West Sentrion	Fixed an issue with Sentrion where events for nodes wasn't retrieved in some cases after a com error was restored.

Internal ID	Category	Description
47671	Drivers\Unison Import	Fixed an issue where .csv extensions were not supported when selecting import file format.
47121	Drivers\Unison Import	Fixed an issue which caused the Unison import to fail if using a user data field that had been deleted from the system.

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
30841 BA8B25	Client\Graphics	CAD import issue. When using MagicCad, only parts of a DWG drawing can be imported. You can overcome this by converting to an older DWG file format. Tested by using DWG TrueView to convert the file to the 2010 format, and after this the import could display the drawing properly.
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.

Internal ID	Category	Description
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.
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 +.
44822	Client\Operator log menu permissions	Changing permissions for an operator group does not have an effect until you reload the log, either by saving, undoing or clicking away from the logs.
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	Core\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.

Internal ID	Category	Description
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.
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.

Internal ID	Category	Description
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.
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
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.

Internal ID	Category	Description
46280	Drivers\Tlab West Sentrion	Unison can sometimes fail to send certificates when switching communication protocol to Encrypted with authentication. Please factory reset the controller and try again to handle this.
45187	Drivers\WCF	The WCF driver can occasionally stop working after an upgrade. Work around is to delete and recreate the WCF driver.