

RELEASE NOTES

PACOM Unison v5.13.3

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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 v5.13.3	Available as Unison help version 5.13.0.
Finnish	PACOM Unison v5.13.3	Available only in English.
French	PACOM Unison v5.13.3	Available only in English.
Norwegian	PACOM Unison v5.13.3	Available only in English.
Spanish	PACOM Unison v5.13.3	Available only in English.
Swedish	PACOM Unison v5.13.3	Available in Swedish as Unison help version 5.11.5.

Note: PACOM Unison v5.13.3 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 v5.13.3:

If upgrading from a Unison version earlier than v5.11.4, Unison must first be upgraded to v5.11.4 before upgrading to v5.13.3.

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 (45162) TS-76540	Added the ability to include 'Other Access Nodes' in Advanced Filters on Users.
Client (54366)	Newly created operator groups now inherit the default partition configuration from the operator who creates them. Previously, the standard partition was always set as the default and had to be changed manually.
Driver Server Manager (54386)	Unison Driver Server Manager will now ask the user to restart as admin when trying to register or install a new or updated driver.
Drivers\Deister (32070)	It is now possible to see the current and latest KeyTag holder for a Deister KeyTag in Unison.
Drivers\Milestone (50204) TS-164180	Added support for Milestone 2025 R2
Drivers\Milestone (54411) TS-144916	Added a new Unison "TriggerEvent" for Milestone's User-Defined Event nodes. This could be used to trigger alarms in Unison when specific user-defined events occur in Milestone.
Drivers\Sentrion (49954)	The validation of configuration files for card readers and control panels has been updated. Corresponding changes have been implemented in Sentrion v4.9.5 and v 5.3.1. The update makes it possible to include support for configuration files for additional card reader models.
Drivers\Sentrion (52240)	The alarm transmitter type "Dualtech DALM" is now named "Sentrion Alarm Transmitter Interface"
Drivers\TrakaWEB (45161) TS-75711	Fetching logs from TrakaWEB using the Real-Time Update functionality (which required RabbitMQ for TrakaWEB) has now been made optional.
Drivers\TrakaWEB (50248)	The driver Traka Web has been renamed to "TrakaWEB", which is the official product name.

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
47824 (TS-102638)	Client	Fixed an issue where an Advanced Filter which included Actions did not display all actions.
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.
52279	Client	Fixed an issue that could occur when trying to use a filter to find nodes having a relationship to another node/nodes.
52284 (TS-165526; TS-166296)	Client	Fixed an issue where a Personal Access could be created and the counter in the caption would show how many doors were included, but no doors would be visible in the list of personal access nodes.
54318	Client	Fixed an issue that resulted in a partitioned access node not being listed even if the operator had partition access to that access node but didn't have access to the related access schedule. The fix ensures that all access node members are listed if the operator has partition access to them.
54361	Client	Fixed an issue where hidden User Fields would show up in the Advanced Filter when filtering Users.
46680	Client	Made a change so that it is only the default super admin operator that can add and remove the default admin operator group to and from operators.
54301 (TS-169954, TS-170989, TS-168514)	Client	Fixed an issue where operators with limited operator permissions got an "Unknown database error (50001)" error message when trying to save changes done in other parts of the system. The operator permissions check was only done at the Hardware tree configuration, but you can give permissions to other parts of the system without wanting to give the operator permissions to the hardware view.

Internal ID	Category	Description
50261 (TS-155700)	Client	Fixed an issue where you could get a "Foreign key constraint error" and/or a "Unknown database error (50001)" when adding an access group or a personal access to a user.
54330 (TS-166296)	Client	<p>Fixed an issue where it was possible to get multiple personal access groups created if you had multiple Unison explorer windows open.</p> <p>If multiple personal access groups are detected, the client will ask the operator to merge all those personal access groups and its members into one, so only one personal access group exist. The merge will delete all other personal access groups and its remaining duplicates members and present a summary of the merge result:</p> <ul style="list-style-type: none"> • "Valid From" will be merged as the lowest date/time • "Valid Until" will be merged as the highest date/time. • "Access Schedule In" will set from the first personal access group (as default) • "Access Schedule Out" will be set from the first personal access group (as default)
54304 (TS-170528)	Client	Fixed an issue where the CadLib license had expired when importing CAD Files.
43777 (UNISON-119; TS-47494; TS-45671)	Client	Fixed an issue where operators could not see alarm log transactions if a non-admin operator's "View Orphaned Transactions" permission was not set, even if the operator's view access was correctly configured.
54407, 54470	Core	<p>Fixed issues with synchronization errors when saving large amounts of changes done to an operator group.</p> <p>Please note that saving very big changes still might cause errors and it's recommended to make changes in several steps instead.</p> <p>This is currently listed as a known issue and is under investigation.</p>
47984	Core\Driver Framework	Fixed an issue where nodes that were deleted during a Generate operation were not shown in the results panel for some drivers.

Internal ID	Category	Description
54352	Core\Driver Framework	Fixed an issue where deleted nodes would show as updated instead of deleted when displaying generate results. Also fixed an issue with generating large number of nodes (5000+) which could cause a SQL Server error.
47677, 54446	Core\Installer	Fixed an issue where Unison Driver Packages (*.und files) would be installed in an incorrect path.
54282	Core\SQL Server	Fixed an issue where spCleanSubscribers stored procedure would take longer time than necessary to execute when using replication, which could potentially affect system performance negatively.
47855 (TS-155068, TS-159855)	Drivers\Replication	Fixed an issue where generating a large number of nodes created many unnecessary status changes that in the next step had to be replicated to other Unison servers when using a replicated environment. This has been optimized for better functionality and performance.
54313	Drivers\Replication	The replication driver has been updated to improve stability and reliability.
54776	Drivers\Replication	Fixed an issue where a driver could fail to start after a failover from one server to another. This problem was probably introduced during the improvement work done for the replication feature for this release but is documented anyway to ensure traceability if the problem should occur at some installation.
52304	Drivers\System	Fixed in issue where the System Driver was checking the license in a loop too often, causing unnecessary load on the database.
54529	Drivers\System	Updated MimeKit to 4.15.1 to address CVE-2026-30227
47716 (TS-149127)	Drivers\Bosch VMS	Fixed an issue where an operator working with both the Unison and the VMS client, was unable to view recorded video unless being a member of the ADMIN group in the BVMS system.
49970 (TS-149127)	Drivers\Bosch VMS	Fixed an issue that caused the command "Show Video" to be queued and executed again after restarting the driver.

Internal ID	Category	Description
52260 (TS-167960)	Drivers\Bosch VMS	Fixed a memory leak which occurred if Unison tried to communicate with Bosch VMS clients where the operator logged in to the client had limited access to features used by Unison.
47109	Drivers\Consilium	Removed commands to disarm heat or flame detectors from nodes that did not support those commands and therefore created debug error messages when trying to use them.
30348	Drivers\Deister	Fixed an issue where alarms could be restored even if a KeyTag was returned to the incorrect slot.
44661 (TS-70804; TS-64156)	Drivers\Deister	Fixed an issue where Deister Access Groups or Deister Keytag Groups deleted from a Unison user would not be removed from the user in Deister.
46133	Drivers\Deister	Fixed an issue where the "Release Key for User" command did not work in languages other than English.
46956	Drivers\Deister	Fixed an issue where the Key Removed event from Deister would not be reported in Unison.
46962 (TS-144543)	Drivers\Deister	Fixed an issue where Release Key commands would incorrectly open the Generate Dialog.
46963	Drivers\Deister	Fixed an issue where the No KeyTag Transaction from Diester did not report as expected.
46971	Drivers\Deister	Fixed an issue where it was possible to start the user import from Deister before generate was completed.
46974	Drivers\Deister	Fixed an issue where Deister KeyTags and KeyTag Groups would not be correctly synchronized to Deister when being part of a Unison Access Group.
46976	Drivers\Deister	Fixed an issue where Valid From and Valid To user fields were not correctly imported from Deister to Unison.
46988	Drivers\Deister	Fixed an issue where updating Unison user fields was not correctly reflected in Deister Proxsafe Commander 4
46991	Drivers\Deister	Fixed an issue where Unison users and cards were not always deleted in Deister Commander Connect 4 when deleted from Unison.

Internal ID	Category	Description
46995	Drivers\Deister	Fixed as issue where KeyTag Groups assigned as Personal Access was not always removed properly on the user in Deister when removed from Unison.
47007	Drivers\Deister	Fixed an issue where log transactions for removing and returning a KeyTag from a Deister Cabinet did not show up properly in Unison.
47847 (TS-154363)	Drivers\Deister	Fixed an issue where the Diester Proxsafe Role field was not behaving as expected.
54502	Drivers\Deister	Fixed an issue where if the command "Release Key" was sent and the KeyTag was taken but returned immediately without closing the cabinet, it was not possible to send the command "Release Key" again until the KeyTag was taken out, the cabinet was closed, and the KeyTag then returned.
54503	Drivers\Deister	Fixed an issue where the synchronization was not working as expected with the Deister Cabinet after a communications error.
54504	Drivers\Deister	Fixed an issue where if the Deister DataCommEngine was not running on the Deister Commander Connect server, no indication was given in Unison even though the communication was not working.
54505	Drivers\Deister	Fixed an issue where if a Deister KeyTag Group was removed from a Unison User, it would not be removed properly from the user in Deister.
54506	Drivers\Deister	Fixed an issue where nothing would be logged when the Cabinet was opened without a KeyTag being taken.
54507	Drivers\Deister	Fixed an issue where the "Key cabinet opened" was incorrectly logged when the cabinet was closed.
54508	Drivers\Deister	Fixed an issue where "Key removed" would be incorrectly logged when a KeyTag was returned.
54509	Drivers\Deister	Fixed an issue where log events were not properly linked to Unison Users, i.e. no Deister events would show up under the Access Control Events on individual Unison Users.

Internal ID	Category	Description
47784	Drivers\Dormakaba	Fixed an issue where an error reading access logs would occur if connecting to a new dormakaba server.
47980	Drivers\SALTO	Fixed an issue where some nodes were listed as updated when generating even though no changes had been made.
50260 (TS-166912)	Drivers\SALTO	Fixed an issue where SALTO doors did not work in presence zones.
54295 (TS-170057)	Drivers\SALTO	Fixed an issue where generating a large number of SALTO nodes would sometimes result in duplicates and that the driver or server would become undefined after generation.
54355	Drivers\SALTO	Fixed an issue with status requests where status would be updated for the wrong door if the door/locker exists in Unison but not in Salto.
42900	Drivers\Suprema Biostar 2	Fixed an issue where Access Control transactions would not show up when right-clicking on the Suprema Terminal and selecting Transactions.
46063 (TS-110991)	Drivers\Suprema Biostar 2	Fixed an issue where Unison users with User ID 1 would overwrite the built-in Administrator account in Suprema. Unison now ignores downloading users with User ID 1 to Suprema.
46064 (TS-110991)	Drivers\Suprema Biostar 2	Fixed an issue where the Unison User Id was trimmed of initial zeroes before being downloaded to Suprema.
46092 (TS-110991)	Drivers\Suprema Biostar 2	Fixed several issues related to downloading and synchronizing Suprema Users from Unison. If several Suprema User Groups are assigned to a Unison User, the selected User Groups is now also chosen deterministically by first selecting the top-most User Group in the hierarchy, and if several User Groups exists at the same level, by the lowest Group Id.
46796	Drivers\Suprema Biostar 2	Fixed an issue where deleting a Unison User with Suprema Access would not delete the user in Suprema Biostar 2.
47535	Drivers\Suprema Biostar 2	Fixed an issue where Unison Users would fail to download to Suprema BioStar 2 if the Unison User name contained special characters not allowed in Suprema.

Internal ID	Category	Description
54300	Drivers\TLab Sentrion	Fixed an issue with Output node configuration where the UI to configure area functionality was very compressed for internal outputs.
54322 (TS-171122)	Drivers\TLab Sentrion	Third party components have been updated to mitigate CVE-2025-6965. According to our assessment the security issue was not possible to exploit in previous releases, so this is a precautionary measure
54302 (TS-170386)	Drivers\TrakaWEB	Fixed an issue where the incorrect iFob item status would be set after executing the Generate Command.
54852 (TS-170386)	Drivers\TrakaWEB	Fixed an issue where for some TrakaWEB events, the Access Transaction Log and the Real-Time Access Log would not match, and some events would be listed twice.
54316	Tools\Debug Monitor	Fixed a memory leak issue if logging was enabled on drivers with multiple worker threads. This was specifically noted on the Bosch VMS driver.
54488	Tools\Debug Monitor	Fixed an issue where logging scopes in the Debug Monitor would sometimes be duplicated.

Known Issues

Internal ID	Category	Description
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/thumbnaill 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
45185, 46379	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.
46082, 47783 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 +.
52288 TS-163054	Client\Operator Groups	If you copy an operator group in a Unison system with many partitions and different operator settings and are a bit too quick to save it, you may end up with an empty operator group. To work around this problem, it is recommended to wait a while for all settings to load before saving the operator group.

Internal ID	Category	Description
54861	Client\Operator Groups	If you have an operator group being configured to belong to another partition than the Standard partition, you can end up not being able to make any changes to this operator group. Work around is to activate the Standard partition for that operator group from another operator and log in again with the operator using this operator group.
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

Internal ID	Category	Description
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.
44691	Drivers\AMAG Symmetry	The following operations are currently not supported via AMAG API: <ul style="list-style-type: none"> - 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.

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.
19173	Drivers\Deister	It is currently not possible for Unison to work against multiple Deister Servers, since user information is currently only stored for a single server.
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.
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 This is a Panasonic panel issue.
46436	Drivers\Panasonic EBL.net	It is not possible to disable the smoke alarm only for a Multidetector 4400 in M3 mode. This is a Panasonic SDK issue in EBL.net v2.11 but if you upgrade to EBL.net v3.7.0 it works.
54513	Drivers (System)\Replication	The notification on the ESRI map is one step behind when looking at the same node on the ESRI map with what is displayed on the master client compared to the slave client.
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.