Gallagher Command Centre

Duress Terminal Feature 9.00

C12532

Release Note

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1 Introduction

About this release note

This release note is for the 'Duress Terminal' v9.00.02 feature of Gallagher Command Centre.

1.1 Purpose

What this feature does

The 'Duress Terminal' feature introduces the Duress Alarm Panel. The Duress Alarm Panel contains:

- a Duress Terminal
- an LED, which is illuminated if the Duress Terminal contains active or unacknowledged alarms
- a siren, which sounds if a new alarm occurs at the Duress Terminal
- a push-button which silences the siren (until another alarm occurs).

The 'Duress Terminal' feature allows a T20 HBUS Terminal or Remote Arming Terminal (RAT) to permanently remain in alarms view (without login/navigation) to display alarms to guards so they can respond. The **Menu** option on a T20 Duress Terminal does not display, and is optionally replaced with an **Acknowledge** (acknowledge alarm) option. One use for this feature is for guards to monitor duress alarms, which are triggered by people who are in physical danger.

1.2 Compatibility

Support for this feature

This feature supports and has been tested with the following:

Supported Gallagher software	• Gallagher Command Centre vEL9.00.1774 (or later vEL9.00 release) • Gallagher Controller 6000 vCR9.00.240215a (or later vCR9.00 release) • Gallagher Remote Arming Terminal vRT4.xx • Gallagher T20 Terminal v5.40.61 (or later version)
Tested Microsoft software	• Command Centre Server: Windows Server 2022 • Command Centre Workstation: Windows 10 (64-bit) • Database: SQL Server 2019 Express

Not supported

This feature does *not* support the T20 Alarms Terminal (C300463/C300464).

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2 Installation

Upgrading from a previous version

If you have already installed and configured a previous version of this feature (e.g. v8.90), skip section 2 *"Installation"* and refer to section 5 *"Upgrading"*.

In this section

To install the 'Duress Terminal' feature, perform the following procedures:

2.1 Running the installation file
2.2 Adding the 'Duress Terminal' feature to Controllers

2.1 Running the installation file

Before you begin

Before you install this feature, perform the following procedure:

Step	Action	Description
1	**Backup**	Perform a backup of your Command Centre system.

2	**Licence file**	Ensure your licence file contains the following entries:
		`[Customisations]`
		`DuressRAT=1`

3	**Licence folder**	Store the licence file in the following folder: `C:\ProgramData\Gallagher\Command Centre`
4	**Stop Command Centre and Services**	Exit Command Centre and stop the Command Centre Services.
5	**Install Command Centre**	On the Command Centre server and all Command Centre workstations, install Command Centre vEL9.00.1774 (or later vEL9.00 release) from the Command Centre installation media, if not already installed.

Installation

To install this feature for the first time, perform the following procedure:

Step	Action	Description
1	**Unzip file**	Unzip the file you have been provided for this feature.
2	**Run installation file**	On the Command Centre Server and all non-ClickOnce* Configuration Client Workstations, run the installation executable **Gallagher Duress Terminal Setup 9.00.xx.msi**. The 'Duress Terminal' feature installs.
3	**Start Services and Command Centre**	Restart the Command Centre Services and Command Centre.

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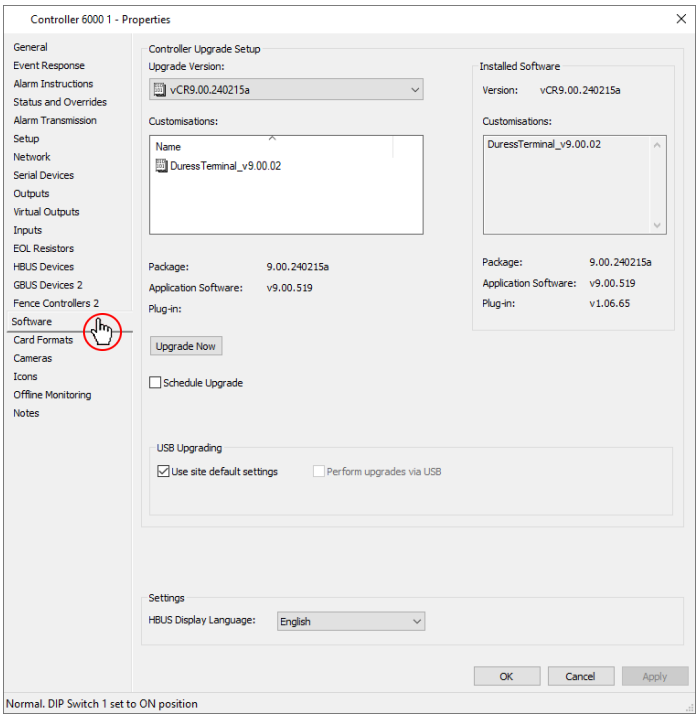
4	**Verify installation**	To ensure that the 'Duress Terminal' feature has been installed correctly, check the following: • Select **Help** > **About Command Centre** from the Command Centre menu bar. The entry 'DuressTerminal v9.00.xxx' should be displayed in the Customisations field. • Select **Programs and Features** from the Windows Control Panel on the Command Centre Server. The program 'Gallagher Duress Terminal' should be listed as installed. • Open the Device Software window (via **Configure** > **Device Software** from the Configuration Client menu bar). The Controller Customisation 'DuressTerminal_v9.00.xx' should be present.

***ClickOnce installation**	Do not install this feature on ClickOnce Workstations. Workstations deployed via ClickOnce automatically download this feature from the Command Centre Server.

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2.2 Adding the 'Duress Terminal' feature to Controllers

Procedure To install this feature on your Controllers, perform the following procedure:

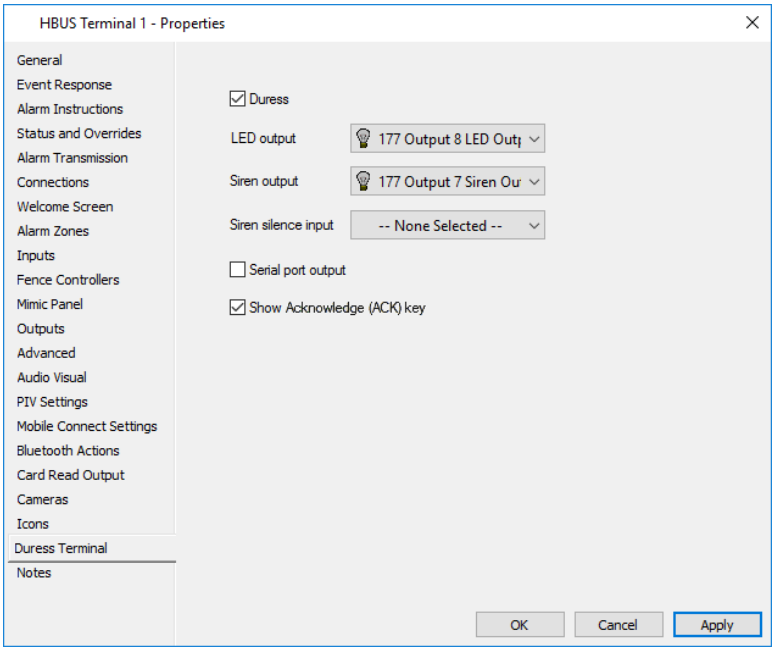
Step	Action	Description
1	**Open the Device Software window**	Open the Device Software window (via **Configure** > **Device Software** from the Configuration Client menu bar). The Controller 6000 Customisation 'DuressTerminal_v9.00.xx' should be present.
2	**Open Controller properties**	Open the properties for each Controller 6000 that has a Duress Terminal attached.
3	**Click the Software tab**	
4	**Add customisation to Controller**	Drag (or copy and paste) the Controller customisation item 'DuressTerminal_v9.00.xx' from the Device Software window to the **Customisations** grid on the Controller's **Software** tab.
5	**Click Apply, Upgrade Now**	Click **Apply**, then **Upgrade Now**. The Controller downloads the 'Duress Terminal' feature and restarts. When the Controller has restarted, the **Software** tab will show 'DuressTerminal_v9.00.xx' in the 'Installed DLLs' column.

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3 Configuration

About this section Each T20 HBUS Terminal and/or RAT must be individually configured to behave as a Duress Terminal.

Procedure To configure a Duress Terminal, perform the following procedure:

Step	Action	Description
1	**Open a Terminal's properties**	Open the properties of a T20 HBUS Terminal or RAT that you wish to make a Duress Terminal.
2	**Event Response tab**	Click the **Event Response** tab, and assign a primary Alarm Zone for all events. An Alarm Zone is necessary for Duress Terminal functionality.
3	**Click the 'Duress' tab**	Click the appropriate tab: **If you are configuring a... / click the...** T20 HBUS Terminal, — **Duress Terminal** tab. Remote Arming Terminal (RAT), — **Duress RAT** tab. The options on these tabs are identical and are configured in the same way. 
4	**Select Duress check box**	Select the **Duress** check box. All other fields on this screen become enabled.

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<table>
<tr><td>5</td><td>Select Outputs and Input</td><td>From the drop-down lists, select an LED output, a Siren output and a Siren silence input.

Note: These fields can optionally be left empty.

<table><tr><th>Property</th><th>Function</th></tr><tr><td>LED output</td><td>Select the Output that connects to the LED on the Duress Alarm Panel. This LED will be lit while there are alarms on the Duress Alarm Panel.</td></tr><tr><td>Siren output</td><td>Select the Output that connects to the siren associated with the Duress Alarm Panel. The siren will turn on whenever a new alarm occurs on the Duress Alarm Panel.</td></tr><tr><td>Siren silence input</td><td>Select the Input that connects to the push-button on the Duress Alarm Panel. When pressed, the push-button will turn off the siren associated with the Duress Alarm Panel. The siren remains off until a new alarm occurs.</td></tr></table></td></tr>
<tr><td>6</td><td>Serial port output</td><td>The Serial port output check box is disabled by default. Select it or leave it unchecked as required.

When selected, alarm information will be simultaneously sent from the Gallagher Controller to the Duress Terminal and out of the Gallagher Controller serial port. This may be used with paging systems so that staff can receive duress alarms when they are away from the Duress Terminal.

Only new alarms are sent to the Gallagher Controller serial port. Updates to existing alarms (for example, when the alarm is acknowledged) are not sent.

Note: Only one Duress Terminal should have 'Serial port output' enabled per Controller.</td></tr>
<tr><td>7</td><td>Show Acknowledge (ACK) key</td><td>The Show Acknowledge (ACK) key check box is enabled by default. Leave enabled, or disable as required.

<table><tr><th>If...</th><th>then...</th></tr><tr><td>Enabled</td><td>An Acknowledge (T20 Terminal) or ACK (RAT) key will display on the alarms screen of the Duress Terminal, allowing a guard to select and acknowledge an alarm in the alarm list.</td></tr><tr><td>Disabled</td><td>The alarm screen on the Duress Terminal will not display an Acknowledge key.</td></tr></table></td></tr>
<tr><td>8</td><td>Assign Alarm Zones on HBUS Terminals</td><td>On the Alarm Zones tab of each HBUS Terminal, drag the Alarm Zone you wish to assign to the terminal into the Alarm Zones grid.</td></tr>
<tr><td>9</td><td>Don't display labels on HBUS Terminals</td><td>On the Mimic Panel tab of each HBUS Terminal, uncheck the Display labels on Welcome Screen check box.

If it is checked, labels will display instead of alarms.</td></tr>
</table>

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10	**Re-sync Databases**	Carry out a database re-sync for all Controllers that have Duress inputs or Duress Terminals connected to them. Right-click on a Controller item and select **Re-sync Databases**.

Optional HBUS Terminal configuration

- Gallagher recommends Duress HBUS Terminals are not assigned to Doors/ Locker Banks. Doing so may produce unexpected results.
- You may wish to set the **LED** to **Off** on the **Audio Visual** tab of the HBUS Terminal. LED behaviour is undefined and not applicable for Duress Terminals.
- Gallagher suggests setting HBUS Duress Terminals' screens to **Always on**, on the **Audio Visual** tab of the HBUS Terminal. The screen will not display alarms while idle.

Notes About HBUS Terminals

- Duress HBUS Terminals are in Alarm List mode, so the settings on a Duress HBUS Terminal's **Welcome Screen** tab are ignored.

Notes About RATs

- All standard Remote Arming Terminal functions, including the "RAT is keypad for a reader" function, will be ignored while a Remote Arming Terminal is configured as a Duress Terminal.

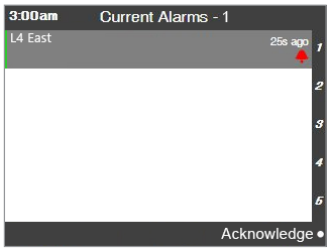
Notes About all Duress Terminals

- Configuration on the **Inputs**, **Fence Controllers**, and **Outputs** tabs are ignored for Duress Terminals.
- Duress Terminals only display alarms that occur in the Alarm Zones they monitor (that is, the zones assigned on the **Alarm Zones** tab of the Duress Terminal's properties).
- Duress Terminals will only show current alarms, not historical ones.

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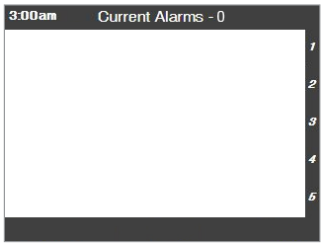
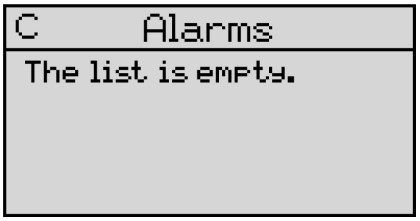
4 Functionality

Managing a Duress Alarm To manage a latching Duress alarm, perform the following procedure:

Step	Action	Description
1	**Active alarm is raised**	The "L4 East" push-button Duress input is pressed. An alarm displays on each Duress Terminal that monitors the alarm (as shown below), and the local siren and LED on each Duress Alarm Panel is turned on. **T20 Terminal**  **RAT**  The asterisk * (RAT) or bell (T20) indicates that the alarm is active (that is, the input causing the alarm is still in an alarm state). **Note:** Depending on Alarm Flooding setup, until the Duress alarm input is reset, no new instances of the same alarm can occur, even if the Duress push-button is pressed many times.
2	**Alarm becomes inactive**	Once the incident that triggered the alarm has been dealt with and the Duress alarm input has been reset, the asterisk */bell disappears from the Duress Terminal screen. This means that the alarm is inactive and unacknowledged.

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3	**Acknowledge the inactive alarm**	The alarm can now be acknowledged at the Duress Terminal by pressing the Acknowledge or ACK key. Once the alarm has been acknowledged, providing the alarm is inactive, the following occurs: • the alarm is removed from the Duress Terminal display • the LED at this Duress Alarm Panel is turned off (unless there are other alarms) • the siren at this Duress Alarm Panel is turned off (if not already off). **T20 Terminal**  **RAT**  **Notes:** • While this happens almost instantaneously for the Duress Alarm Panel at which the alarm was acknowledged, the other Duress Alarm Panels can take up to 60 seconds to update. • An equal sign (=) on a RAT indicates an active alarm that has been acknowledged. • An operator will still need to process an alarm at a Command Centre Workstation to remove it from the Alarm Viewer.

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5 Upgrading

About upgrading

- Plan the upgrade for a time when your site is least busy.
- This upgrade supports Controller 6000s (Duress Terminals must be connected to a Controller).

5.1 Upgrading this feature from vEL8.90 (or earlier) to vEL9.00

Procedure To upgrade Command Centre and this feature to v9.00, perform the following procedure:

Step	Action	Description

1	**Licence file**	Ensure your new Command Centre licence file contains the following option:
		`[Customisations]`
		`DuressRAT=1`

2	**Backup**	Perform a backup of your Command Centre system.
3	**Remove from Controllers**	Remove the old 'DuressTerminal_v8.xx.xx' from all the Controllers' **Software** tabs, and then from the Device Software window.
4	**Stop services and Command Centre**	Exit Command Centre and stop the Command Centre Services.
5	**Uninstall this feature**	Using the Windows **Programs and Features** utility, remove the 'Duress Terminal Customisation' from the Command Centre Server and all Command Centre Workstations.
6	**Upgrade Command Centre**	Upgrade Command Centre to vEL9.00.1774 (or later *vEL9.00* release). Refer to the document *"3E0068 Release Note Command Centre vEL9.00 MR2 (Upgrade Procedures).pdf"* located on the Command Centre installation media.
7	**Install this feature**	Unzip the file you have been provided and run the installation executable **Gallagher Duress Terminal Setup 9.00.xx.msi** on the Command Centre Server and all non-ClickOnce* Configuration Client Workstations. The 'Duress Terminal' feature installs.
8	**Start Services and Command Centre**	Restart the Command Centre Services and Command Centre.
9	**Upgrade Controllers**	Upgrade all Controllers to vCR9.00.240215a (or later vCR9.00 release). Wait for the Controllers to restart and compile.

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10	**Install on Controllers**	Add the 'DuressTerminal_v9.00.xx' from the Device Software window to the **Customisations** grid on the **Software** tab of each Controller 6000 that has a Duress Terminal attached.
11	**Click Apply, Upgrade Now**	Click **Apply**, then **Upgrade Now**. The Controllers download the 'Duress Terminal' feature and restart. When the Controllers have restarted, the **Software** tab will show 'DuressTerminal_v9.00.xx' in the 'Installed DLLs' column.
12	**Test this feature**	Test that the Controller/Terminal still operates as a Duress Terminal.

***ClickOnce installation**

Do not install this feature on ClickOnce Workstations. Workstations deployed via ClickOnce automatically download this feature from the Command Centre Server.

5.2 Upgrading this feature on vEL9.00

Procedure

If Command Centre vEL9.00 is already installed, perform the following procedure to upgrade this feature to v9.00:

Step	Action	Description
1	**Backup**	Perform a backup of your Command Centre system.
2	**Remove from Controllers**	Remove the old 'DuressTerminal_v8.xx.xx' from all the Controllers' **Software** tabs, and then from the Device Software window.
3	**Stop services and Command Centre**	Exit Command Centre and stop the Command Centre Services.
4	**Uninstall this feature**	Using the Windows **Programs and Features** utility, remove the 'Duress Terminal Customisation' from the Command Centre Server and all Command Centre Workstations.
5	**Install this feature**	Unzip the file you have been provided and run the installation executable **Gallagher Duress Terminal Setup 9.00.xx.msi** on the Command Centre Server and all non-ClickOnce* Configuration Client Workstations. The 'Duress Terminal' feature installs.
6	**Start Services and Command Centre**	Restart the Command Centre Services and Command Centre.

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7	**Install on Controllers**	Add the 'DuressTerminal_v9.00.xx' from the Device Software window to the **Customisations** grid on the **Software** tab of each Controller 6000 that has a Duress Terminal attached.
8	**Click Apply, Upgrade Now**	Click **Apply**, then **Upgrade Now**. The Controllers download the 'Duress Terminal' feature and restart. When the Controllers have restarted, the **Software** tab will show 'DuressTerminal_v9.00.xx' in the 'Installed DLLs' column.
9	**Test this feature**	Test that the Controller/Terminal still operates as a Duress Terminal.

***ClickOnce installation**	Do not install this feature on ClickOnce Workstations. Workstations deployed via ClickOnce automatically download this feature from the Command Centre Server.

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6 Uninstallation

Procedure To uninstall this feature, perform the following procedure:

Step	Action	Description
1	**Backup**	Perform a backup of your Command Centre system.
2	**Remove from Controllers**	Remove the 'DuressTerminal_v9.00.xx' from all Controllers' **Software** tabs, and then from the Device Software window.
3	**Wait for Controllers to restart**	Wait for the Controllers to restart and compile.
4	**Stop Command Centre and Services**	Exit Command Centre and stop the Command Centre Services.
5	**Uninstall this feature**	Using the Windows **Programs and Features** utility, remove the program 'Gallagher Duress Terminal' from the Command Centre Server and all Configuration Client Workstations.
6	**Start Services and Command Centre**	Restart the Command Centre Services and Command Centre.

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7 Known issues

Duress alarms not supported	Duress alarms (when a user logs on under duress) are not shown on the Duress Terminal.
Delay on acknowledged alarms	After acknowledging an alarm from a Duress Terminal, the alarm will disappear from that Duress Terminal immediately. However, the alarm will continue to be shown on other Duress Terminals for up to 60 seconds before it is removed.
Restarting cancels Outputs	If the Controller hosting the Duress Terminal is restarted/reset while the LED and Siren Outputs are active, the LED and Siren Outputs will be inactive after the Controller returns online.
Serial output not working after reconnecting	When using 'Serial port output', if the Controller is restarted/reset or the serial is disconnected and reconnected, no alarm information is sent via serial until a 'Push Configuration' is performed on the Controller in Gallagher Configuration Client.
Unknown user	The event "Unknown acknowledged alarm at [Terminal]" will be generated every time the Acknowledge/ACK button is pressed on a Duress Terminal, as the user that acknowledged the alarm is unknown.
Alarms display source only	Duress Terminals only display the source of alarms, not the event type/message.

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