Gallagher FT Support Tool

Release Note

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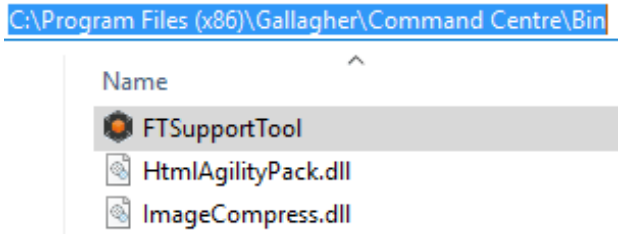
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1 Introduction

The Gallagher FT Support Tool provides a text file with information about your installation of Gallagher Command Centre. This tool can be applied without stopping either the server or the workstation.

The tool and associated files will be located in the Gallagher Install Directory Bin folder (`C:\Program Files (x86)\Gallagher\Command Centre\Bin` by default), of a server install of Gallagher Command Centre.



2 Deployment Instructions

Use the appropriate procedure below to deploy the FT Support Tool.
Note: Run the FT Support Tool as an Administrator either from Command Prompt or from the folder it resides in.

2.1 Without any flags

If you are using FTSupportTool without any flags:

1. Locate the **FTSupportTool.exe** file in `C:\Program Files (x86)\Gallagher\Command Centre\Bin`

   Note: You may copy the **FTSupportTool.exe** to any folder on the Command Centre Server PC or leave it in the default folder.
2. Double-click **FTSupportTool.exe**.
   The resulting text file **FTSupportInfo.txt** will appear in that folder.

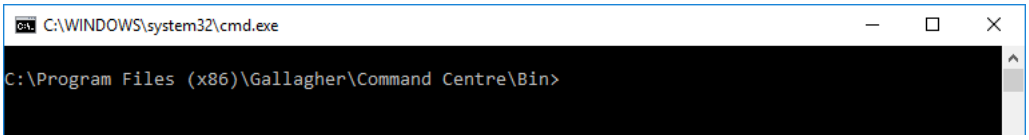
   Notes:
   - If you run the tool on a remote workstation or a non-Command Centre server, SQL information will be missing.
   - The command line window may appear to freeze after running the EXE file. To solve this, try clicking in the command line window. If it remains frozen, press <**Enter**>.

2.2 With a flag

If you are using FTSupportTool with a flag:

1. Locate the **FTSupportTool.exe** file in `C:\Program Files (x86)\Gallagher\Command Centre\Bin`

   Note: You may copy the **FTSupportTool.exe** to any folder on the Command Centre Server PC or leave it in the default folder.
2. Hold <**Shift**> and right-click an empty space in this same folder, then select either **Open command window here** or **Open PowerShell window here**.

3. Type FTSupportTool /NameOfFlag in the console, (e.g. **FTSupportTool /piv**).
4. Press <**Enter**> and wait until the program tells you it is done.
   A text file will be created in that folder.

2.3 FTSupportTool flags

FTSupportTool /changesetanalysis supplies information on anomalous changesets

FTSupportTool /changesets <FTItemID (optional)> supplies changesets information.
If an FTItemID is provided, the results of the ChangeSet, ChangeSetItem, ChangeSetField, ChangeSetPending and FTItem queries are filtered by FTItemID, (e.g. FTSupportTool /changesets 532).

FTSupportTool /pendingchangesets supplies pending changesets information

FTSupportTool /piv supplies piv information

FTSupportTool /all supplies all the above information

FTSupportTool /h or /? gives you this menu

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FTSupportTool /help and -help this is an addition to the current set (**/h**, **-h**, **/?** and **-?**)

FTSupportTool /sql supplies SQL Server performance information (Note: This flag is supported from SQL Server 2012 and above. It will not work for SQL Server 2008 R2.)

FTSupportTool /controllerlog supplies error logs and other useful pages from any Controllers that allow it

FTSupportTool /controllerlog:password allows you to specify the Controller's Diagnostic web interface password on the command line (from vEL8.40.xxx onward, if you set a password in Configuration Client > Server Properties > Advanced, it will be that password)

FTSupportTool /mobilewallet allows you to identify the number of Mobile Wallet capable readers. This can be used in conjunction with **/private** to provide a different report.

- If a T-Series Reader reports as 'CardaxIV', connect the Reader to HBUS and rerun the FT Support Tool.
- If a Reader does not report as 'Yes', the reader will need to be replaced to support Mobile Wallet.

FTSupportTool /private anonymises or redacts all identifiable customer information from the output file, on its own or in conjunction with other flags (but not /all)

Notes:

- **/mobilewallet** will produce a .csv file.
- **/mobilewallet** cannot be used with any other flags, (e.g. **/piv**, **/all**, **/controllerlog**).
- **/mobilewallet** is a standalone report, if this flag is present the FTSupportTool.txt will not be produced.

For context this is what the report will look like if you run **/mobilewallet**:

ReaderName	ItemType	Bus	Division	Descriptio	DeviceSerial	MobileWalletCapable	Reason	CreationTime	LastModificationOperator	LastModificationTime	Controller	Door
t20	HBUS Terminal	HBus	Root Division		1909127042	Unknown	No MIFARE data	26:41.2	System Operator	12:25.2	Controller	None
t15 multi	HBUS Reader	HBus	Root Division		1646556007	Yes		26:53.2	System Operator	19:48.7	Controller	None
t20 2022	HBUS Terminal	HBus	Root Division		2205327201	Yes		10:24.4	System Operator	40:01.6	Controller	Door 3
t10 2022	HBUS Reader	HBus	Root Division		2231305145	No	Unsupported hardware	26:27.3	System Operator	57:07.5	Controller	Door 2
t30 2022	HBUS Keypad Reader	HBus	Root Division		2234505043	No	Insufficient flash	26:55.1	System Operator	57:16.2	Controller	Door 1
t11 multi	HBUS Reader	HBus	Root Division		1643205072	Yes		14:19.4	System Operator	14:19.4	Controller	None
t11 renensus	HBUS Reader	HBus	Root Division		2218355292	No	Unsupported hardware	16:01.0	System Operator	16:01.0	Controller	None
t15 reneusus	HBUS Reader	HBus	Root Division		2218362067	Yes		17:26.7	System Operator	17:26.7	Controller	None
t10 renussus	HBUS Reader	HBus	Root Division		2210305243	No	Unsupported hardware	17:45.7	System Operator	17:45.7	Controller	None
t15 multi 2022	HBUS Reader	HBus	Root Division		2241455036	Yes		54:13.9	System Operator	54:13.9	Controller	None
t12 2022	HBUS Reader	HBus	Root Division		2208593182	Yes		56:52.5	System Operator	56:52.5	Controller	None
t11 2022	HBUS Reader	HBus	Root Division		2237562315	Yes		57:26.5	System Operator	57:26.5	Controller	None

Note: CreationTime and LastModificationTime look inaccurate due to Excel forcing a different formatting. Instead of 26:41.2, the timestamps look like this: dd/mm/yyy hh:mm:ss

3 FTSupportInfo.txt output summary

The outputted 'FTSupportInfo.txt' file will contain the following information about your installation of Gallagher Command Centre:

- Application Log
- Archive Information
- Certificates
- Command Centre Client Configuration File
- Configuration Client Configuration File
- Customisation Information
    - Name
    - Version
    - Applies to Workstation?

- DB Server Disk Space
- DB Server Memory

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- FailedNotificationDeliveredCount performance counter
- HLI configuration strings
- Index statistics
- Items that span more than 10 controllers
- License File
- Log and Dump file folders
- Other Information (including Network Information)
- Personal Data Fields wrongly marked as active and vice versa
- Server Configuration File
- Server Machine Disk Space
- Server Plugin Information
    - Plugin Name
    - Component ID
    - Certificates

- Site Information
    - Command Centre version, serial, install date
    - Backups
    - MIFARE site key migration state, key types, and card types (vEL8.30.xx and later)
    - Controllers
    - Software versions
    - Operators (vEL8.20.xx and later)
    - Workstations
    - Reports (names and schedules)
    - Salto Events
    - Cards
    - Access Groups
    - Tables

- SQL Server Log
- SQL Server version
    - Version
    - Year
    - Edition

- System Log
- Thread Count
- Versions of Files

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