Gallagher Command Centre vEL9.40

Release Note

New Installations

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1 Introduction

Gallagher Command Centre is a comprehensive Microsoft Windows based security system. It integrates access control and alarms management, intruder alarm monitoring, remote digital imaging, intercom communications and Photo ID badging.

1.1 Compatibility

This version of Gallagher Command Centre (vEL9.40) supports the following Microsoft Operating Systems and follows Microsoft Windows lifecycle. Please refer to https://support.microsoft.com/en-nz/help/13853/windows-lifecycle-fact-sheet

	Operating Systems Supported
Gallagher Command Centre Server	Windows Server 2025
	Windows Server 2022
	Windows 11 Pro / Enterprise *(64 bit versions only)*
	Windows 10 Pro / Enterprise
	Windows Server 2019
	Windows Server 2016
Gallagher Command Centre Workstation, Visitor Management and Kiosk	Windows 11 Pro / Enterprise *(64 bit versions only)*
	Windows 10 Pro / Enterprise

Notes:

- Windows 10 Pro N and 11 Pro N are NOT supported operating systems.
- Gallagher Command Centre installation is **not** supported on a Windows Domain Controller PC.
- Your Server can be on a different operating system to your workstations, as long as they are any of those listed.
- Windows Accessibility Options are not supported.
- When encoding Mifare Plus X cards from the Command Centre Client, no warning messages regarding the cards Proximity check key will display. If you need to re-encode Mifare Plus X cards, it is recommended you only use the Configuration Client to ensure that any warning messages will appear.
- Gallagher Command Centre is supported on English and non-English language versions of Microsoft Windows.
- Sites who want to use a translated version of Gallagher Command Centre may encounter problems with non-English characters not displaying correctly, (e.g. in Reports), if they do not have the Arial Unicode MS font installed.
  This font is only available with the set of approved translation files. To install it simply copy the file **Arialuni.TTF** from the “Resources” folder and place it in the C:\Windows\Fonts folder on every workstation which will run the Command Centre client.

IP Alarms Receiver compatibility

Monitoring stations running v1.0.1.9 of Gallagher IP Alarms Receiver Software will not be able to import keys from new installations of vEL8.60 of Command Centre.
Please ensure the monitoring stations have upgraded to the latest version of IP Alarms Receiver Software. Refer to the "IP Alarms Receiver Software Release Note vx.x.x.pdf” for further details.

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1.2 Supported SQL Server versions

Gallagher Command Centre currently supports the following databases:

Gallagher Command Centre Database Server Systems Supported	**Minimum Service Pack**
Microsoft SQL Server 2022 / 2022 Express	n/a
Microsoft SQL Server 2019 / 2019 Express	n/a
Microsoft SQL Server 2017 / 2017 Express	n/a
Microsoft SQL Server 2016 / 2016 Express	SP2

Notes:

- The Command Centre database naming schema does not support changing the default schema name from dbo.
- If no version of SQL Server is installed, then Gallagher Command Centre will install the default SQL Server 2019 version.
- Gallagher Command Centre does not support 32-bit SQL Server versions. Refer to *"Appendix E: Migrating SQL Server from 32-bit to 64-bit"* for the procedure.
- Gallagher Command Centre will support any combinations of the server operating systems (mentioned on page 4) and SQL server versions that are supported by Microsoft. The only exception to this is for any third party peripheral devices that do not support the listed operating system.
- If you install SQL Server 2019 independently of Command Centre, refer to *"Appendix A: Installing SQL Server 2019"* for the procedure.
- Server collation should be set to **SQL_Latin1_General_CP1_CI_AS** or **Latin1_General_CI_AS**
- The Command Centre service can be run under a Group Managed Service Account.

1.3 SQL Database Installation on a separate server

Command Centre offers the option to connect to SQL databases installed on a separate server from Command Centre. This allows a company's IT team to more efficiently manage databases and other IT resources.

IMPORTANT:

- This feature requires a site to take full responsibility for all management of their SQL databases.
- When SQL is installed on a separate computer from the Command Centre server, it is imperative that communication links between these computers are reliable. It is also critical that latency between these machines is as small as possible, less than 1ms is recommended as anything higher than this can cause performance issues for some operator initiated actions. Should the Command Centre server be unable to connect to the database for any reason the Command Centre services, and therefore all workstations, will be restarted.

If your site wishes to use this feature, refer to *"Appendix C: Installing SQL Database on a separate Server"* for the procedure.

IMPORTANT: Please check the prerequisites of *Appendix C* at the time of installation.

1.4 Command Centre database integrity recommendations

Sites have full access to the Command Centre databases. This means administrators can grant local and/or domain Windows users access to edit, manage and maintain the SQL Instance and attached Gallagher (CCFT) databases.

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Customer Responsibilities

As per the Software License and Maintenance Terms and Conditions accepted upon installation of Command Centre, Gallagher will not be liable in any circumstances for the loss or corruption of data.

It is the responsibility of the customer to:

- Not modify any Data, Metadata or Schemas in the Gallagher Command Centre databases by any method other than via the Gallagher Command Centre Application.
- Not share the database instance with other services.
- Not upgrade the databases while in Availability groups.
- Implement appropriate measures to ensure adequate levels of data security.
- Manage, monitor and maintain their Gallagher Command Centre databases, this includes backups (scheduled and manual), archiving and database transaction log files.
- Accept full responsibility for any data loss or corruption associated with the unauthorized modification of data or schemas within the Gallagher system.
- Accept that if the event data is required for legal purposes, Gallagher will be unable to verify that the data has not been altered by an unauthorized method, or software outside the Gallagher Command Centre application.
- Communicate promptly and completely in response to all issues and requests for information from Gallagher.

Support Approach

Support requests resulting from the tampering, corruption, failure to maintain transaction log files or unauthorized modification of any Gallagher system Data or Schema will be at the Customers full cost where possible.

1.5 Windows Performance Counters

Real-time performance counters can now be deployed into Windows Performance Monitor as part of Gallagher Command Centre for detailed monitoring of your system. Such monitoring can be useful for finding bottlenecks, assist with fault-finding, or just working out system loads at any given time of the day to plan downtimes. For further details refer to the *Gallagher Windows Performance Counter Release Note* (located in the 'Utilities' directory of the Command Centre installation files).

1.6 Gallagher Command Centre access installed on Virtual Servers

The Gallagher Command Centre software sees no difference between a physical server and a virtual server; we do however require the following:

- Resources be dedicated to the virtual server running Gallagher Command Centre.
- Resources such as RAM and HDD NOT be dynamic.
- The virtual server management system not run snap shots of the virtual computer running Gallagher Command Centre software.

Gallagher Command Centre is supported on Virtual Server environments. However, due to virtual server environment configuration variability, if initial fault resolution is inconclusive Gallagher reserves the right to request customer replication of any errors in a non-virtual environment.

The following article provides further information:
Minimum Computer Specifications - Server Workstation and Visitor Management

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2 Installing Gallagher Command Centre

IMPORTANT:

- **To ensure ensure a complete Command Centre Server installation, be sure to run the installation directly from the Command Centre installation files, and do not do a Server install of Gallagher Command Centre over the network.**
- **The Command Centre Installer (setup.exe) now supports command line parameters. For further details refer to *Release Note Command Centre Installer Command Line Support* (located in the 'Release Notes' directory of the Command Centre installation files).**

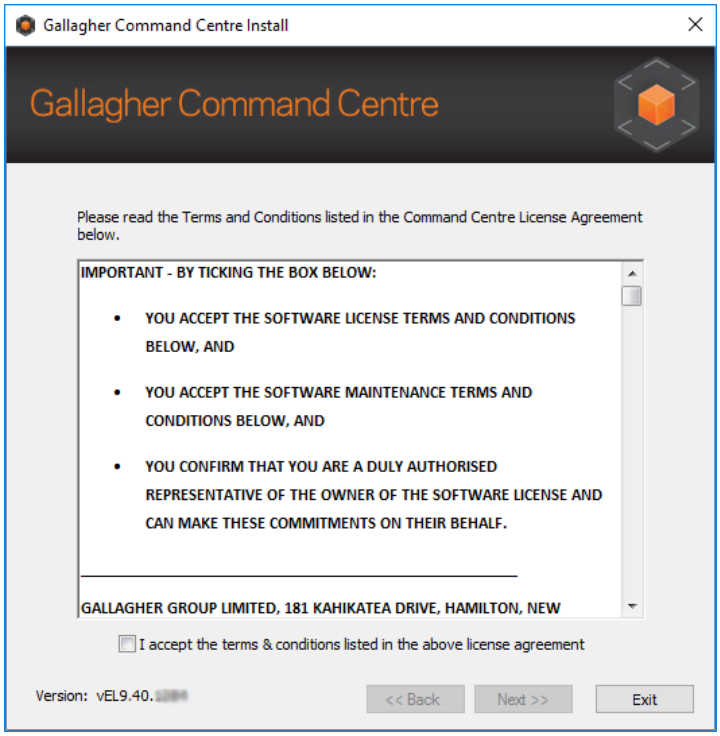
2.1 Before you begin

- Close any applications that are running, and log on as an Administrator.
- Check that your **Power Options** (from the Control Panel) have system 'standby' and 'hibernate' set to "Never".
- Ensure the site license file **CommandCentre.lic** is accessible on the PC.
- We recommend you install Microsoft .NET Framework 4.8 before installing Command Centre to reduce the chance of reboots.
  Note: Microsoft .NET Framework 4.8 will be installed if there is not a .NET existing already or the .NET is older than 4.8

2.2 Installing the Command Centre Server

1. Locate and run **Setup.exe** from the Command Centre installation files.
   The Command Centre License Agreement screen of the installation wizard displays.

   Note: If you **Exit** the installation wizard at any point, Command Centre Services might go into a 'Disabled' state. This is normal behaviour for a system install.



2. Ensure you fully understand the terms and conditions listed in the Master Software License and Maintenance Agreement you are about to enter into, and check the box to accept.
   Notes:
   - Contact your Gallagher representative should you have any concerns about licensing.

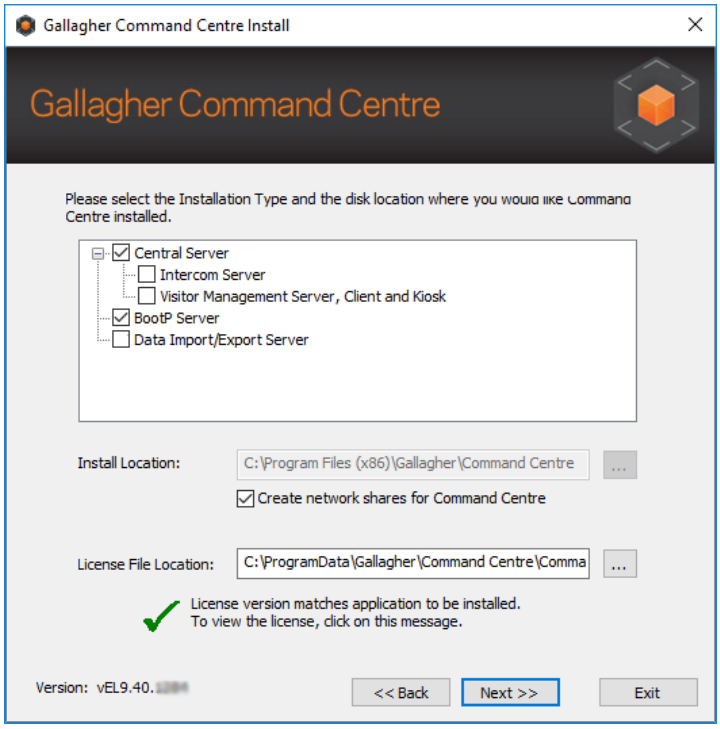
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- A softcopy of the Master Software License and Maintenance Agreement is available in the “Documentation” folder of the Command Centre installation files.

3. Click the **Next** button.



4. Ensure you fully understand that each Controller is limited to a maximum of 10 connected doors. Additional licensing is required to support any doors beyond this limit. Once you have reviewed and understood this, check the box to confirm your acceptance.
5. Click the **Next** button.



Of the five features listed, only 'Central Server' and 'BootP Server' are checked by default.

6. Check the features you require.

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Option	Description
Central Server	If selected, you are not requested for information pertaining to the machine where the Central Server is running, as there can be at most one Central Server in a Gallagher Command Centre installation. The page only requests the location of a Gallagher Command Centre license file. An option to browse for the file is provided. If not selected, the page will change this control to request the location of the Central Server machine to which it should communicate. If a Central Server name is required, you cannot progress to the next wizard page until the computer name is supplied.
Intercom Server	Support for integrating an external Jacques Intercom System with Gallagher Command Centre. This option can only be installed on a Central Server. **Note:** Only check this option if your site is going to use the Jacques Intercom Systems feature.
Visitor Management Server, Client and Kiosk	Support for integrating the Visitor Management application with Gallagher Command Centre. **Notes:** • Only check this option if your site is going to use the Visitor Management feature. • Cardscan components will not be available if your site installs Command Centre with `NPSA=1` in the licence file.
BootP Server	Support for Bootstrap Protocol (IP config). This server assigns IP addresses to new Gallagher Controllers when installed.
Data Import/ Export Server	Support for importing and exporting of data to and from the Central Command Centre Server.

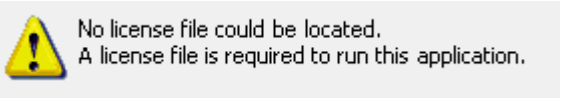
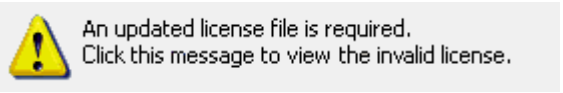
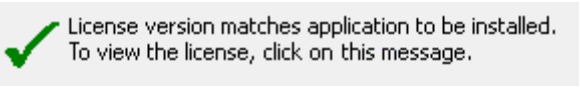
7. A default location for the Install displays under **Install Location**. If necessary, click the ··· button and path your way to another location.
   Note: The lack of an install path stops navigation to the next wizard page.
8. Do you want a default network share for Gallagher Command Centre Client created as part of the install?

If…	then ensure the 'Create network shares . . .' checkbox is…
no	unchecked. This allows you to create the network share manually with the privileges you want. Refer to *"Appendix B: Alternative Client Deployment Options"* for the procedures. **Note:** Choose this option if you will always use the Workstation Installer.
yes	checked. This automatically installs the server and client components in a default location, and runs the Click-Once Builder so that the client is ready to be installed from a network share on the Command Centre server machine.

9. Click the ··· button beside the **License File Location** field, and path your way to the location of the CommandCentre.lic file.
   Notes:
   - This file will be supplied as an email attachment, or if requested on a mini-CD.
   - For default Windows installations the license file is copied to the C:\Program Files\ Gallagher\Command Centre directory.

   A license check is performed to determine the state of your license file, and a message appears at the bottom of the screen. The message that displays will depend on the outcome of the license check, as follows:

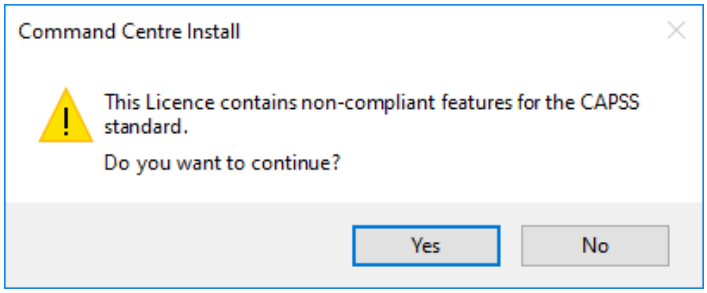
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If a license is…	then the following message displays…
not found	
found but the version does not match the application	
found and the version matches the application	

Note: The two messages where a license file was found can be clicked on to open the license file in Windows Notepad.

10. Click the **Next** button.

    Does the following message pop-up display?



If…	then…
yes,	this is because your license file contains both `NPSA=1` and `Sagem Fingerprint Readers=nn` (for Morpho components). Go to Step 11.
no,	the Windows Firewall Configuration screen displays. Go to Step 12.

11. If your site wants full CAPSS compliance, Morpho components (which are not CAPSS compliant) should not be installed.

    Does your site want full CAPSS compliance?

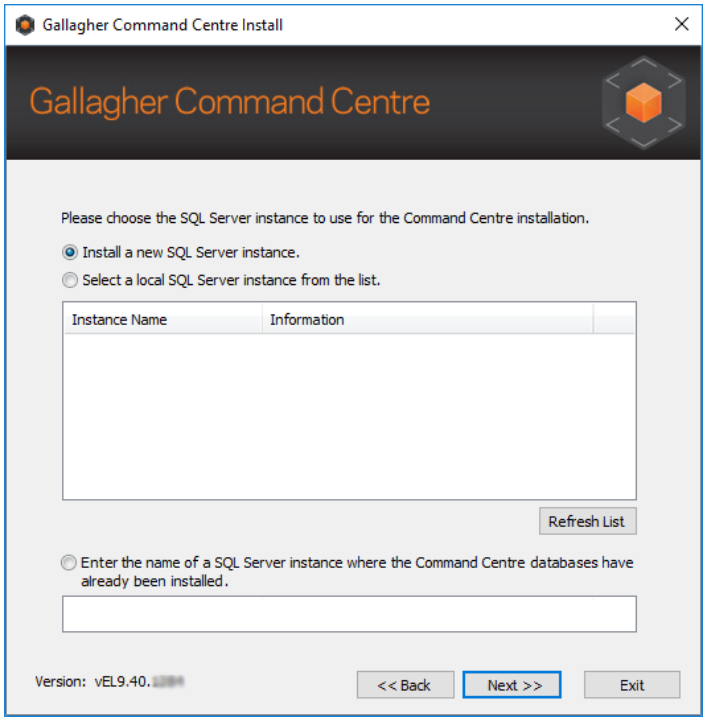
If…	then…
no,	a) Click the **Yes** button. The message pop-up closes. b) Click the **Next** button until the installation starts.
yes,	a) Click the **No** button. The message pop-up closes. b) Replace the license file with one that has `NPSA=1` but no `Sagem Fingerprint Readers` defined. c) Click the **Next** button until the installation starts.

12. Check the option on the Windows Firewall Configuration screen if appropriate.

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13. Click the **Next** button.



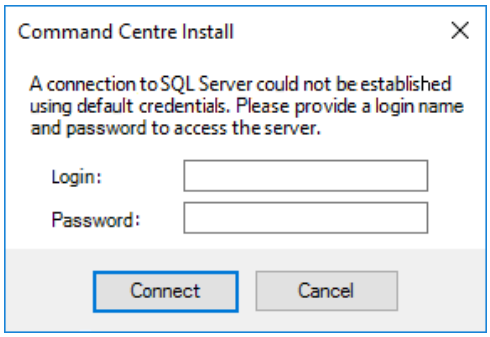
If one or more SQL Server instances have been installed, the following screen displays. If this screen does not display, go to Step 13.

14. Click the appropriate radio button for the SQL Server instance you want to use for Command Centre. Which option did you choose?

If you choose to…	**then…**
install a new instance,	click the **Next** button and go to Step 16.
select an instance from the list,	a. Select the required SQL Server instance from the list. **Note:** Instances with a red cross cannot be used. b. Click the **Next** button, and go to Step 15.

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15. Does the following pop-up display?



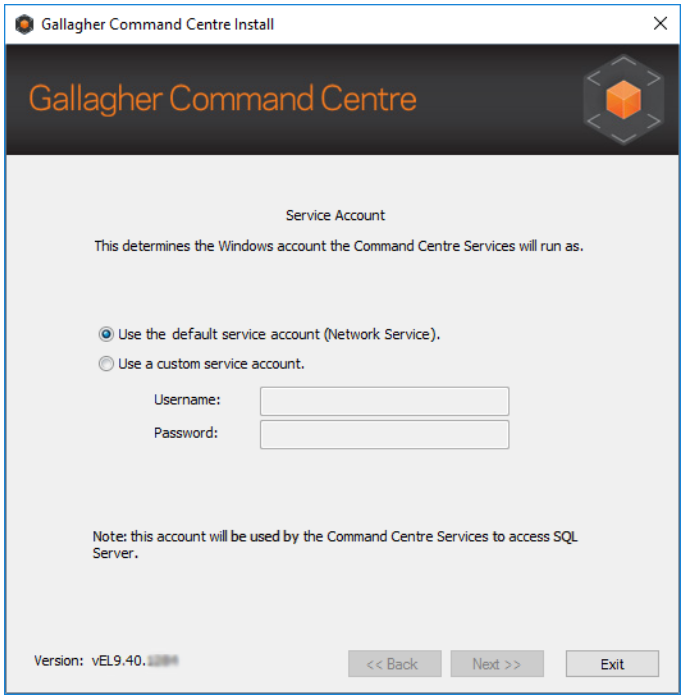
If…	then…
no	click the **Next** button and go to Step 16.
yes	a connection to the server (using Windows Authentication) cannot be established. a. Enter a login name and password to access the server. **Note:** The account that you supply must have sufficient privilege to allow the installer to create a login that will be used by the Command Centre Server. b. Click the **Connect** button. **Notes:** If a connection still cannot be established, a message displays indicating the reason, and the wizard will not move to the next screen. c. Go to Step 14.

16. The Database Template Installation screen displays.

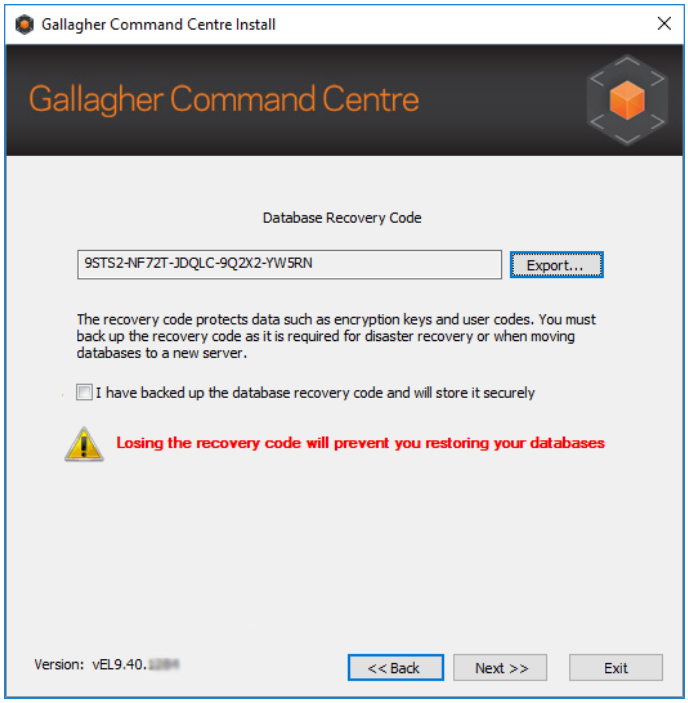


17. Click the appropriate radio button to indicate whether or not to apply a database template, and click the **Next** button.

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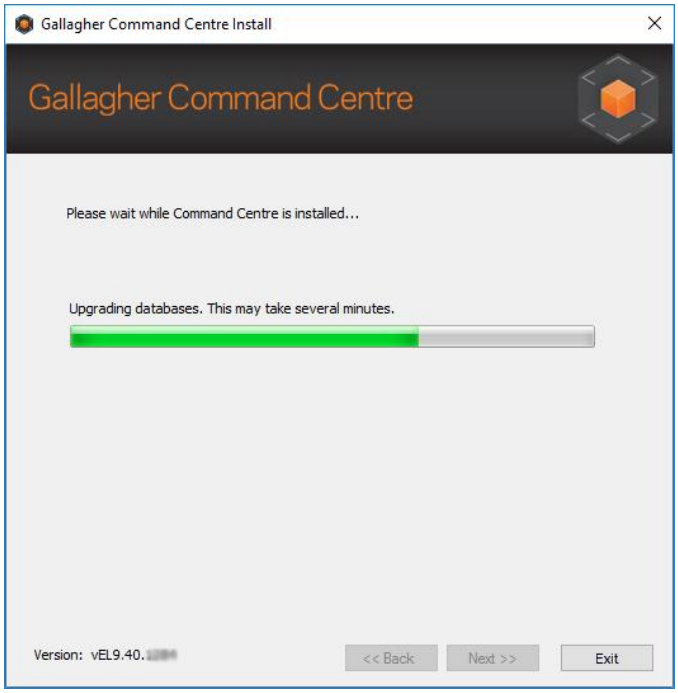
18. Click the appropriate radio button to define the Windows account which Command Centre services will run as.
    Note: If you select **Use a custom service account**, then you must enter a Username and Password of an active Windows account, and the account must have privileges to run as a service.
19. Click the **Next** button.



20. Back up the database recovery code using either copy and paste or by clicking the **Export** button and saving the code in a file named **CommandCentre.recovery**. Ensure you move the code to a secure location.
    IMPORTANT: Losing the recovery code prevents you from restoring your database in the case of disaster recovery or when moving databases to a new server.
21. Check the box to indicate that you have backed up the code and stored it securely, then click the **Next** button. The message *"Proceed with Installation?"* displays.

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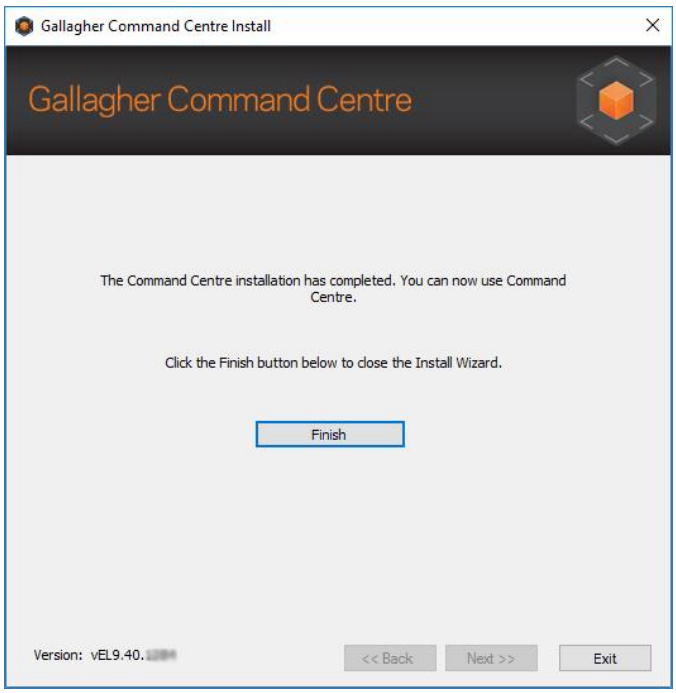
22. Click the **Yes** button.
    Installation begins automatically and progress is indicated on the following screen.



Notes:

- If Microsoft .NET Framework and/or Microsoft SQL Server 2019 need to be installed this will happen automatically as part of the installation.
- If a phase(s) of the installation fails an **Installation Diagnosis** pop-up will display. By clicking the **Close** button, the Completion screen will still appear, however Gallagher Command Centre may not run correctly.

Once installation is complete, a Completion screen, similar to the following screen, displays.
Note: The Completion screen that displays depends on whether a restart is required or not, (i.e. it will have either a **Finish** button or a **Restart Computer** button).



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23. Click the **Finish** or **Restart Computer** button.
    The **Finish** button closes the Install wizard, while the **Restart Computer** button closes the wizard and restarts the operator's computer.

    Notes:

    - If a restart is required to complete the install, and you click the **Exit** button on the final screen a dialog with the message *"Exit without Restarting?"* displays.
      If you click **Yes**, the wizard closes without restarting the computer.
      If you click **No**, the message dialog closes and leaves the wizard open.
    - If a BETA warning message appeared during the install, the word BETA will now appear on the title bars of the Command Centre Client and the Configuration Client. Please contact Gallagher Tech Support as BETA versions are only intended for installation on test sites.
    - If the license file is invalid or missing, the Command Centre services will not start and 'license invalid or missing' errors will be logged to the Application log. Therefore, if Gallagher Command Centre fails to start when you attempt to logon, check to see if a license issue is the cause, as follows:
      1. From the **Start** menu, click **Run...**
      2. Type 'eventvwr' in the **Open** field, and click the **OK** button.
         The Event Viewer screen opens.
      3. Click on **Application** in the left-hand tree. All events display.
    - When logging on to Gallagher Command Centre as the system operator the **Logon Name** is 'system' (which is case sensitive). When logging on for the first time as the system operator the **Password** field is left blank, however when you click the **OK** button a pop-up screen displays requesting that the password be changed.
    - By default, operators will be automatically logged off Command Centre after 8 hours of inactivity. This setting can be disabled or the period of inactivity altered via the **Operator Defaults** tab of the Server Properties.
    - The Gallagher Command Centre CA certificate is copied from the Gallagher Database into the Trusted Root certificate store for New Installs, Upgrades and when the Recovery tool is used. The Gallagher Command Centre CA certificate is used for Mobile Client authentication and can be safely removed if the Mobile Client is not utilised on site.
    - If you get a message saying PerfCountersInstaller.exe has failed to install and you want to use performance counters:
      1. Navigate to 'C:\Program Files (x86)\Gallagher\Command Centre\Bin'.
      2. In a blank part of the window, <**Shift**+**Right**-**Click**> and open the command window (or Powershell).
      3. Type in or paste:
         - PerfCountersInstaller if using Command Prompt, OR
         - .\PerfCountersInstaller if using Powershell.

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2.3 Installing a Command Centre Workstation

Install all workstation PCs using one of the following methods:
Notes:

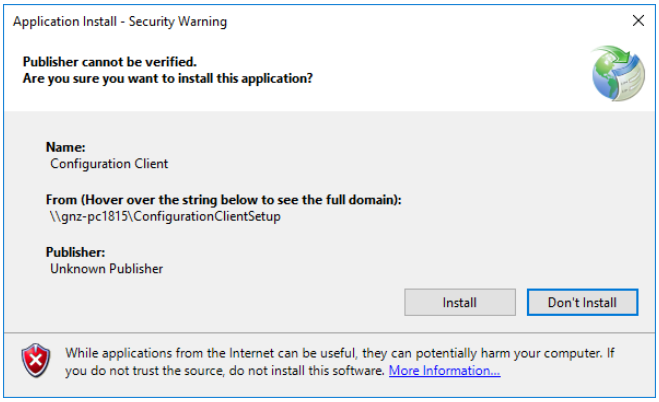
- Workstations can be on a different build to the server, but it has to be lower OR equal to the server version. When Command Centre is launched, if the version number is newer than the server, logon will fail and the message *"The client version is incompatible with the server. Startup failed!"* will display.
- There are other methods of installing the Command Centre Workstation. Refer to *"Appendix B: Alternative Client Deployment Options"* for details of the other options.
- Client Authentication verifies that a Workstation is what it claims to be, using a Client Certificate installed on the Workstation machine. If your site intends using Workstation Restrictions, all Workstations except for the server workstation will need to be registered with a registration code after installation. Refer to *"Appendix D: Client Authentication"* for further detail.

Installing Command Centre or Configuration Client via Click-Once Application

Notes:

- **Important:** Ensure you have .NET version 4.8 installed before installing Command Centre Client or Configuration Client on workstations using Click-Once (located in the 'SQLInstall' folder of the Command Centre Installation files).
- The Click-Once share folders must be accessible to the Windows users before deployment/re-deployment.
- When running up any Click-Once applications, Click-Once will automatically update any previously deployed applications and include customisations, provided the Click-Once clients have been rebuilt at the server (see *"Appendix B: Alternative Client Deployment Options "* for further details).
- The Click-Once applications must deploy and install/update for every user on the same workstation. Each deployment takes approximately 300-400Mb.

1. From the client machine, browse to the appropriate server share:
   '\\ServerName\CommandCentreSetup', OR
   '\\ServerName\ConfigurationClientSetup'
   Note: If the server's full name differs from its short name, the short name has to be used to access the server's shared deployment folder.
2. Run the Command Centre or Configuration Client Click-Once Application **setup.exe**.
   An Application Install Security Warning screen displays.



3. Click the **Install** button.
   The Command Centre Client or Configuration Client installs.

The Click-Once installation places a shortcut to the runtime files in the users application directory with a shortcut in the Start Menu. Upon opening the shortcut the Click-Once application checks

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the files on the server vs the local files. If it finds a change it will re-download the server files, otherwise it just runs the local files.

Installing Command Centre or Configuration Clients via Workstation MSI

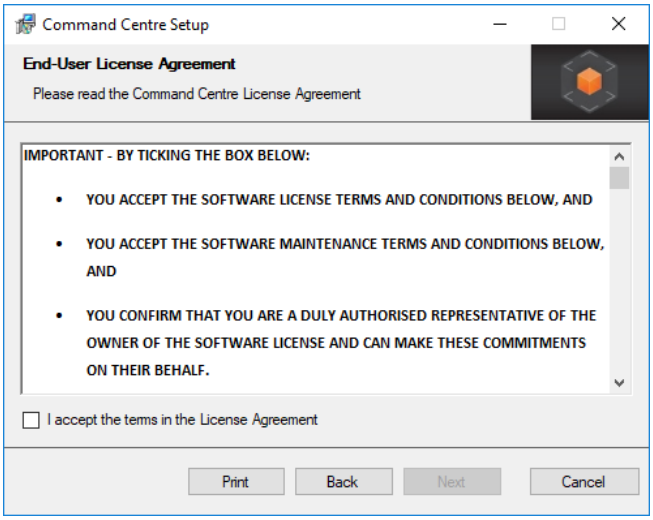
Notes:

- The Server automatically includes the workstation clients, so this procedure is only needed for installing on other workstation machines.
  Important: This procedure cannot be performed on the machine the Server is installed on.
- Any customisations will need to be manually applied to each workstation after the applications have been installed.
- Using MSI installer means that Command Centre applications only need to be installed once and then it is available for all users to the same PC. This is unlike the Click-Once application which requires the client to be installed for every user on the same workstation.

1. Copy the 'Workstation' folder from the server onto the Workstation PC, and run **Setup.exe**
   The Welcome screen of the Command Centre Setup Wizard displays.



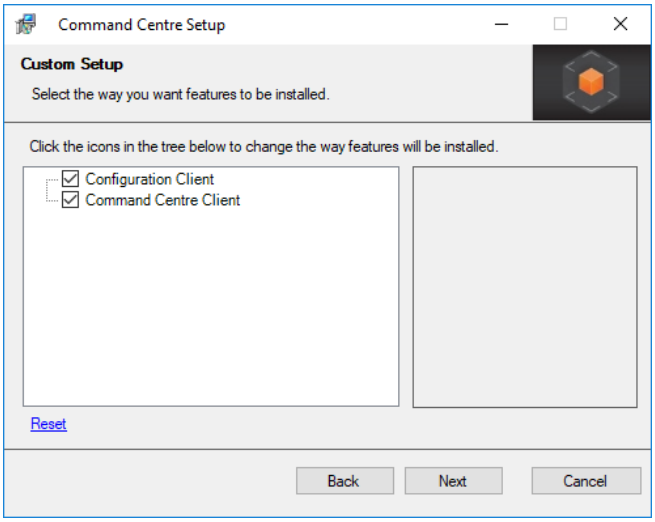
2. Click the **Next** button.
   The End-User License Agreement screen of the wizard displays.



3. Ensure you fully understand the terms and conditions listed in the License Agreement you are about to enter into, and check the box to accept.

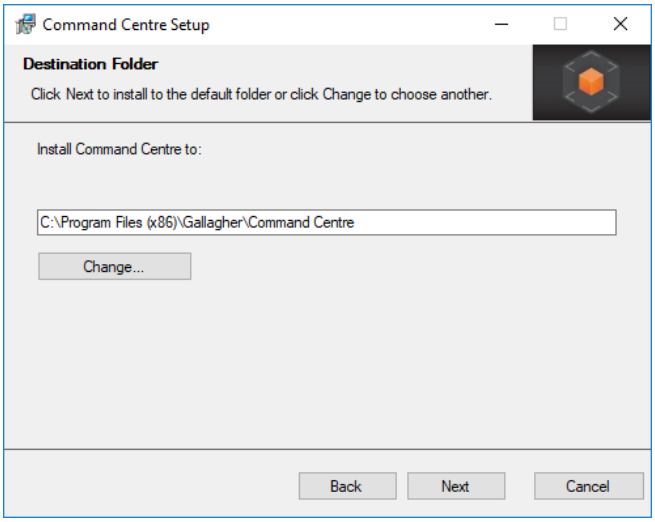
4. Click the **Next** button.
   The Custom Setup screen displays.

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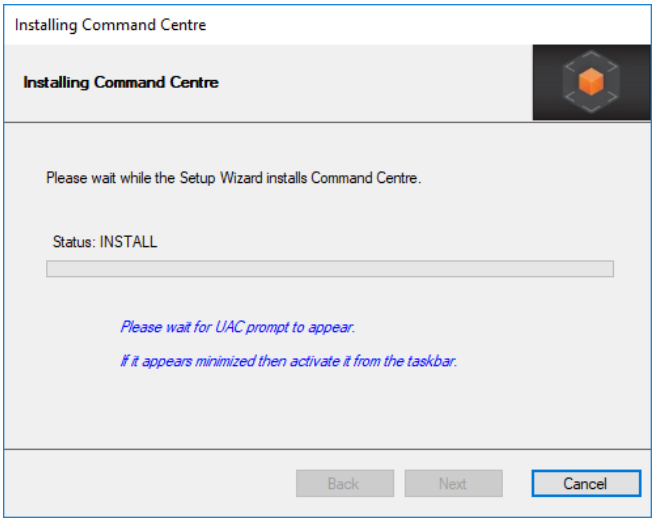


5. By default, both the Command Centre Client and the Configuration Client will be installed. Deselect a Client if you do not want to install it.

6. Click the **Next** button.
The Destination Folder screen displays.



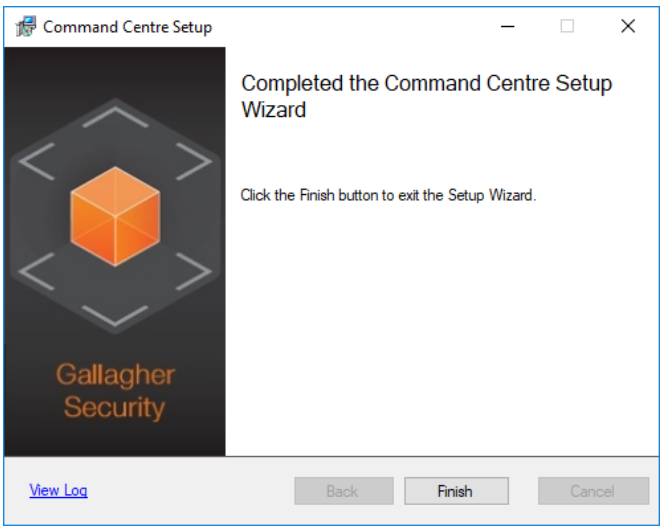
7. The **Change…** button can be used if you want to change the location of where Command Centre will be installed. Otherwise, use the default location and click the **Next** button.
An install screen displays indicating the progress of the install.



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Once the installation is complete, the Completed screen of the wizard displays.

8. Click the **Finish** button.
   A shortcut for the clients selected on the Custom Setup screen appear on the desktop.



9. Run any customisation install after the Command Centre clients have been installed.
10. Repeat Steps 1 - 8 as necessary for all other workstations.

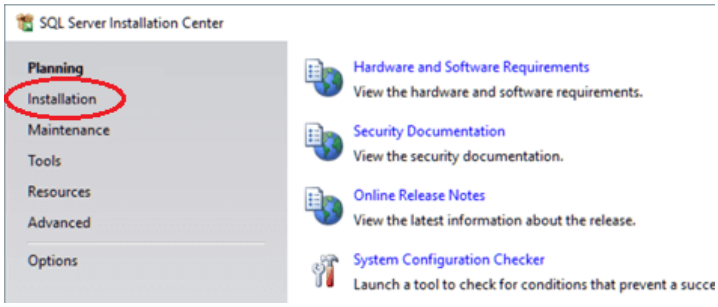
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Appendix A: Installing SQL Server 2019

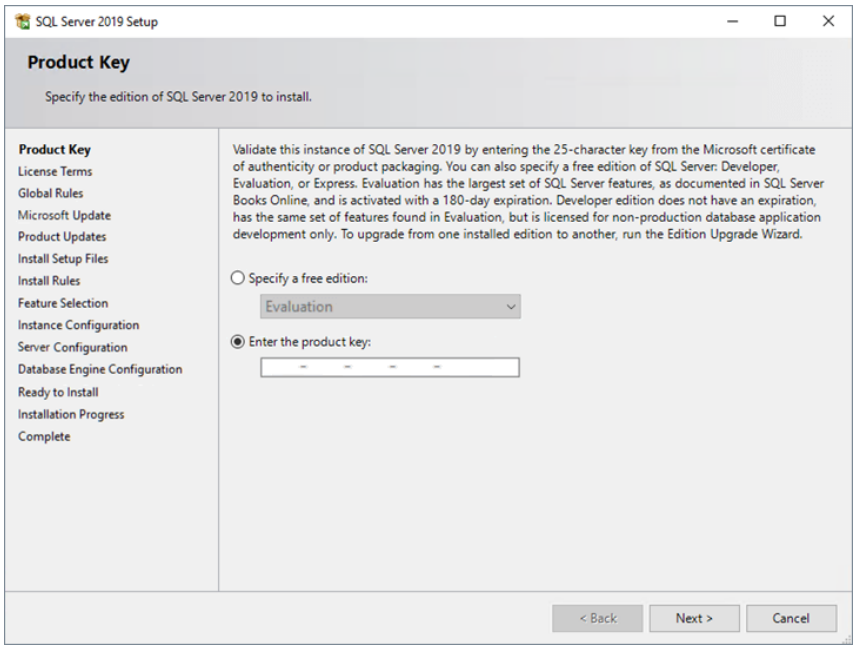
Use the following procedure to install SQL Server 2019:
IMPORTANT: If SQL Server 2019 Express Edition is adequate for your site, this procedure is not necessary.

Please check section *"1.2 Supported SQL Server versions"* to ensure your version is supported.

1. Locate and run **Setup.exe**.
   The SQL Server Installation Center screen displays.



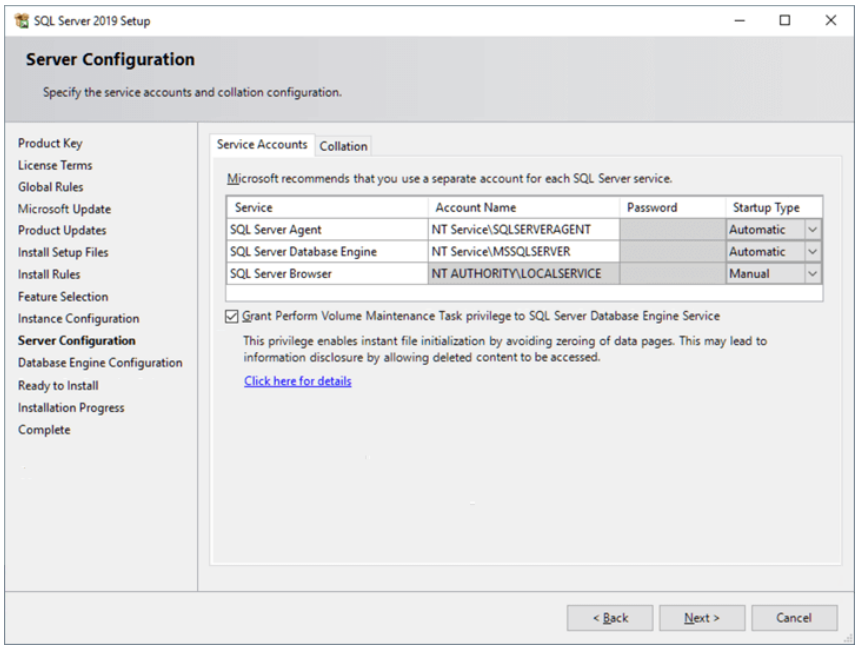
2. Choose **Installation** from the list on the left side of the screen.
3. Click on the **New SQL Server stand-alone installation or add features to an existing installation** option.
   The 'Product Key' screen of the SQL Server 2019 Setup wizard displays.



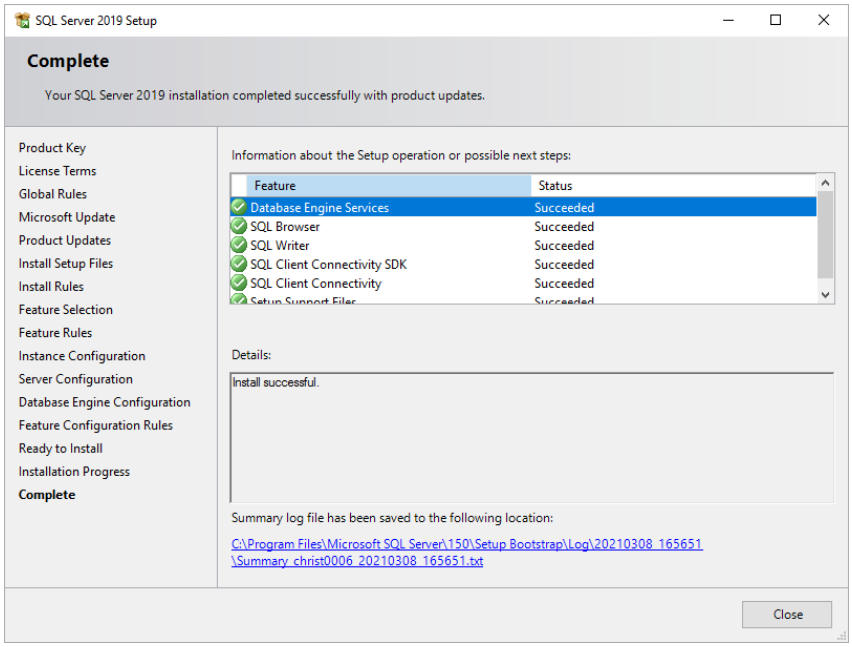
4. Click the **Enter the product key** radio button, enter the product key, and click the **Next** button.
   The 'License Terms' screen displays.
5. Read the license terms and check the box to accept, then click the **Next** button.
   The 'Microsoft Update' screen displays.
6. Check **Use Microsoft Update to check for updates** if you want to automatically check, otherwise leave unchecked, and click the **Next** button.
   The 'Install Rules' screen displays.
7. Ensure that the setup support rules are met.
   Warnings can be ignored, but any errors will need resolving.
8. Click the **Next** button.
   The 'Feature Selection' screen displays.
9. Select **Database Engine Services** from the list of 'Features', and click the **Next** button.
   The 'Instance Configuration' screen displays.

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10. Click the **Named instance** radio button and type Gallagher in the associated field.
11. Click the **Next** button.
    The 'Server Configuration' screen displays.



12. Specify the Windows Active Directory service account names you want to run the services as.
13. Click the **Next** button.
    The 'Database Engine Configuration' screen displays.
14. Click the **Add Current User** button, and then the **Next** button.
    The 'Ready to Install' screen displays.
15. Click the **Install** button.
    The 'Installation Progress' screen displays, and once installation has completed successfully the 'Complete' screen displays.



16. Click the **Close** button.
    The SQL Server 2019 Setup wizard closes.
17. Close the SQL Server Installation Center screen.

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Appendix B: Alternative Client Deployment Options

These alternative client deployment options apply to the Gallagher Command Centre Client and the Configuration Client. Use the option suitable for your requirements:

- File Server as a Deployment
- MSI Installation
- XCOPY Deployment
- Installing using Command Prompt (intended for SysAdmins)

Note: It is important you only install using **one** of the client deployment options, otherwise you could end up with two copies of the application installed.

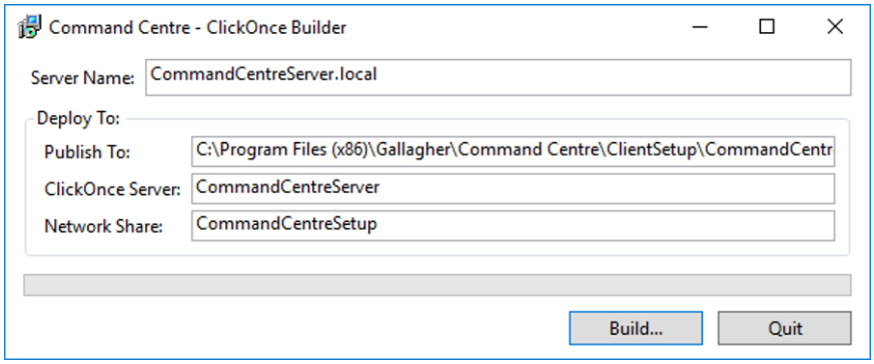
File Server as a Deployment

This option allows the client deployment to be setup on either the Command Centre Server or any other file server, as follows:
Note: This option can be used on the Command Centre Server if you want to control privileges and share location.

1. Browse to the Command Centre server's appropriate setup folder for the client you want to install, as follows:

For…	go to C:\Program Files (x86)\Gallagher\Command Centre\…
Command Centre Client,	ClientSetup
Configuration Client,	ConfigClientSetup

2. Run the Click-Once executable, (i.e. **Click-OnceBuilder.exe**).
The Click-Once Builder screen displays. The example below is for the Command Centre Client.



3. The following fields should auto-populate. If they do not, or if you wish to have a file server other than the Command Centre Server for deployment of the application then modify as appropriate.

Server Name: Fully qualified domain name of deployment server - *CommandCentreServer.local*

Publish To: Full local path of the folder that will host the deployment files - *C:\Program Files (x86)\Gallagher\Command Centre\ClientSetup\CommandCentreSetup*

Click-Once Server: Short name of server – *CommandCentreServer*
Note: Click-Once supports deployment via a file server. You can specify a URL instead of a machine name for the **Click-Once Server** name.

Network Share: The folder that the Click-Once runtime files are built up in - *CommandCentreSetup*

4. Click the **Build** button.
The application may take a few minutes. Once finished, a message displays at the bottom of the Click-Once Builder screen to indicate that it built successfully.

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5. Ensure the folder in the **Network Share** field is shared.
   Modify the properties of this folder directly so that it is accessible by using the UNC path derived from 'Click-Once Server' and 'Network Share' e.g. *\\ggIserver\CommandCentreSetup*.
6. Click the **Quit** button.
   A shortcut for the client you installed appears on the desktop and the Logon screen displays.

Note: To upgrade the file server you simply perform the same steps as for a clean install. Once the files in the network share location are updated the client will be automatically upgraded the next time it starts.

MSI Installation

The Command Centre clients can be installed after first installing the server.

The installation files can be found in the Workstation folder of the server installation:
'Program Files (x86)\Gallagher\Command Centre\Workstation'

Copy that folder to your workstation machine, and run **Setup.exe** inside the Workstation folder.

XCOPY Deployment

This option allows you to install the client manually, (i.e. without using the Command Centre Installer or Click-Once), as follows:
Note: In a multi-server environment, this is the appropriate option as it allows you to have multiple copies of the client on a workstation, all pointing to different servers.

1. Install .NET 4.8 (located in the 'SQLInstall' folder of the Command Centre Installation files) on the client.
2. Copy the 'Client' and/or 'ConfigClient' folder from the server's install folder, (e.g. C:\Program Files\Gallagher\Command Centre), to the client machine.

   Note: The 'Client' folder is also located in the 'ClientSetup' folder of the Command Centre installation files. However, if you copy the folder, you will need to replace the 'localhost' with the name of the server in the client's configuration file (**CommandCentreClient.exe.config**) before the client will be able to connect.
3. Double-click the **CommandCentreClient.exe** in this folder to start the client.

Notes:

- For convenience, you might want to create a shortcut to **CommandCentreClient.exe** so you do not have to locate it each time.
- The client must be manually upgraded by replacing the old client files with the ones from the upgraded server, (i.e. upgrade the server and repeat Step 2 above).

Installing using Command Prompt

This option allows you to install a Command Centre workstation without user interaction, which may be useful for automated installs, as follows:

1. Copy the 'Workstation\Setup' folder from 'Program Files(x86)\Gallagher\Command Centre'.
   Note: If deploying MSI, configuration files need to be included.
2. Run the appropriate command line for the client(s) you want to install. For example:

   Command Centre client only:
   msiexec /q /i Workstation_8.10.946.msi ADDLOCAL=PremierClient

   Configuration client only:
   msiexec /q /i Workstation_8.10.946.msi ADDLOCAL=ConfigClient

   Both clients:
   msiexec /q /i Workstation_8.10.946.msi ADDLOCAL=PremierClient,ConfigClient

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Appendix C: Installing SQL Database on a separate Server

Prerequisites

- Command Centre requires SQL Server 2016 or later.
- SQL Server must be configured to allow remote connections.
- Firewall settings on the SQL Server computer must allow a networked computer to connect to SQL Server (see *"How To: Configure a Windows Firewall for Database Engine Access"* at http://msdn.microsoft.com/en-us/library/ms175043.aspx).
- Server collation should be set to **Latin1_General_100_CI_AI**.
  Note: Server collation should previously have been set to **SQL_Latin1_General_CP1_CI_AS** or **Latin1_General_CI_AS**, but was changed in vEL8.90 MR2.

Restrictions

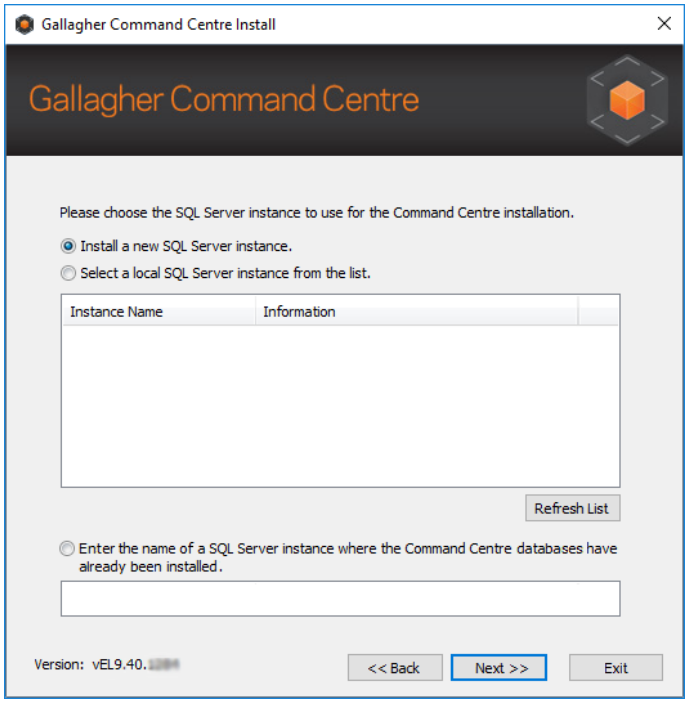
The following restrictions apply when Command Centre and SQL Server are run on separate servers:

- Restoring a database from within Command Centre is not supported.
- The Database Attach/Detach menus are unavailable in the Command Centre Service Manager.
- Archives are not impacted; the path of Archives is still relative to the Command Centre Server.

Installing SQL Database on a separate Server

1. Start SQL Server Management Studio and login with an account that is capable of running SQL queries.
2. In SQL Server Management Studio, navigate to the SQL Server instance you are using.
3. Run **CreateCentralDatabase.sql** and **CreateEventDatabase.sql** (in the "Utilities\Database scripts" folder).
4. Add a new login for the Network Service on the remote PC that will be hosting the Command Centre instance, then map both CCFTCentral and CCFTEvent logins using the Default Schema of "DBO", and add "db_owner" to the Database Role membership of both.
5. From the Command Centre installation files, locate and run the Command Centre installer, (i.e. **Setup.exe**) on the computer where you wish to install the Command Centre Server.
6. Accept the license agreement and click the **Next** button.
7. Select the **Server Components** option, enter the path and name of your valid Command Centre License File, and click the **Next** button.
8. Configure firewall settings as required, and click the **Next** button.

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9. Click the **Enter the name of a SQL Server instance…** radio button and enter the name of your SQL Server instance (where the Command Centre databases have been installed) in the text box below this option, as follows:

   <ComputerName>\<InstanceName>

10. Click the **Next** button, and go to Step 14 of the *Installing Gallagher Command Centre Procedure* (on page 10) for the remainder of the installation procedure.

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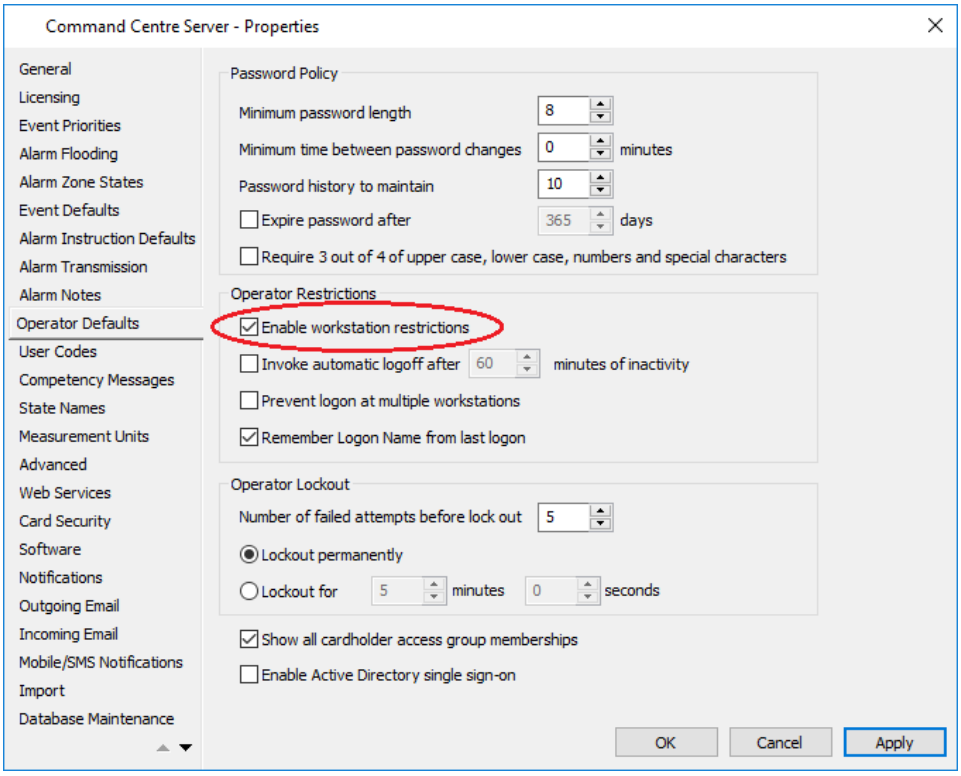
Appendix D: Client Authentication

Introduction

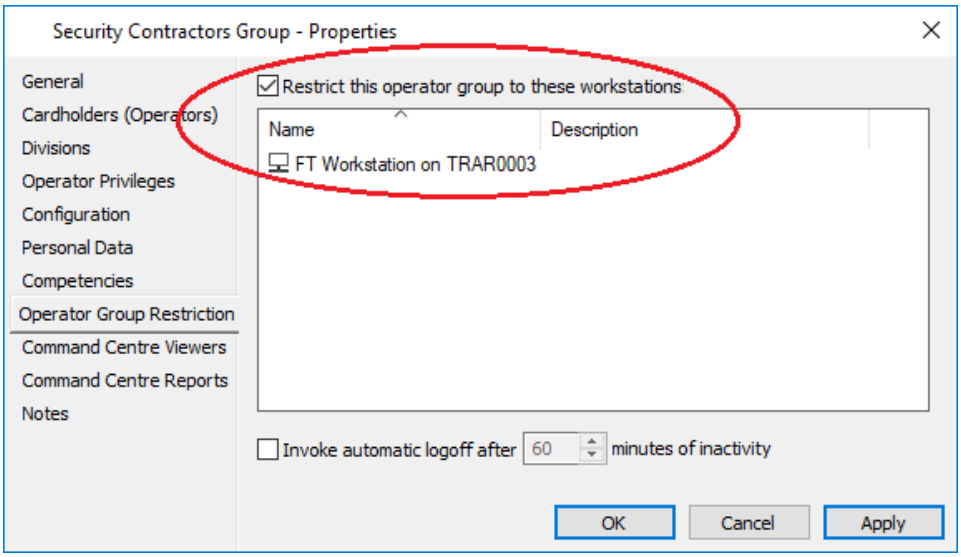
Client Authentication verifies that a connecting Workstation is what it claims to be, using a Client Certificate installed on the Workstation machine. This appendix provides a "step-by-step" guide to authenticating a workstation.

Note: This is only required if either:

- the Server Properties have been configured with workstation restrictions (on the **Operator Defaults** tab), OR



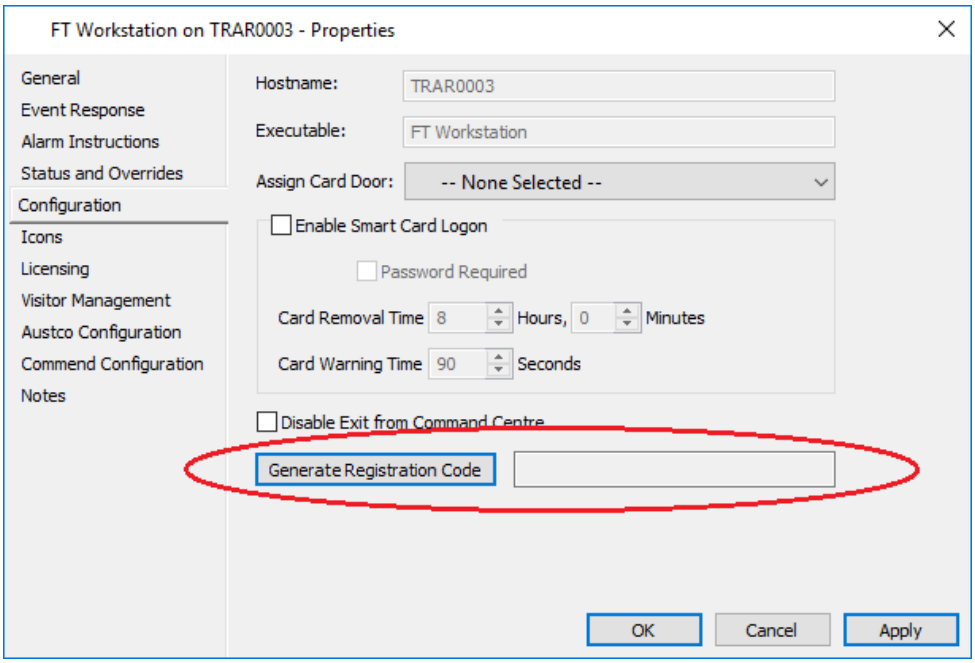
- the Operator Group has workstation restrictions enabled (on the **Operator Group Restriction** tab).



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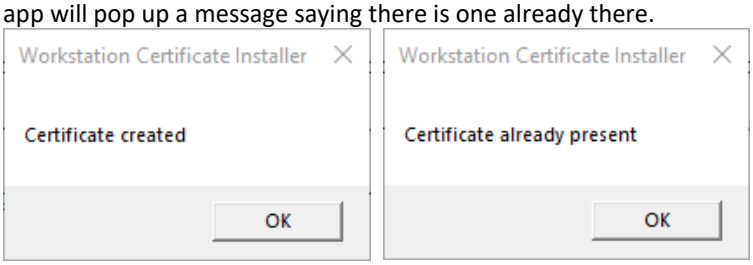
Click-Once all deployments

1. Logon to the Command Centre server and logon to the Configuration Client.
2. Click **Configure** from the menu bar, then **Services & Workstations**.
   The Services and Workstations Master List Window opens.
3. **Right click** and select **New...Workstation**.
4. Click the **Configuration** tab.
5. Enter the correct **Hostname** of the workstation and click on **Generate Registration Code**.
   A random 5-digit code is created and stored on the server.



6. Note down the code (securely) as it will be used at the workstation itself.
7. Copy the **WorkstationCertificateInstaller.exe** from the "Utilities\Workstation Certificate Installer_8_20_5" folder of the Command Centre installation files to the respective workstation.
8. Run the **WorkstationCertificateInstaller.exe** as an administrator.
   A certificate will be applied in the newly created "Gallagher Applications > Certificate" folder.

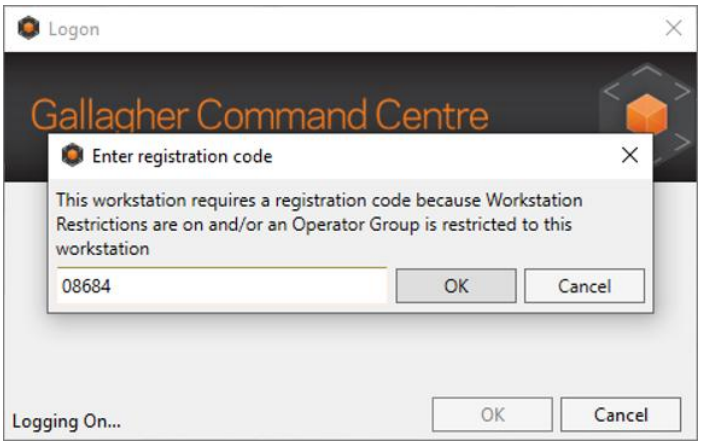
   A pop up will appear to say it has been created. If there is a certificate already there then the app will pop up a message saying there is one already there.



9. Locate the shared ClickOnce installers. Located in \\[ggl server name]\CommandCentreSetup for Command Centre Client and \\[ggl server name]\ConfigurationClientSetup for config client setup.
   Run **ClickOnceCommandCentreSetup.exe** or **ClickOnceConfigClientSetup.exe** in the respective folders.
   The ClickOnce installers will successfully download and install to each user on the pc.

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10. When you attempt to logon to either the Command Centre Client or the Configuration Client for the first time it will pop up a message (shown below).
    Enter the saved code generated from the server into the field and press **OK**.

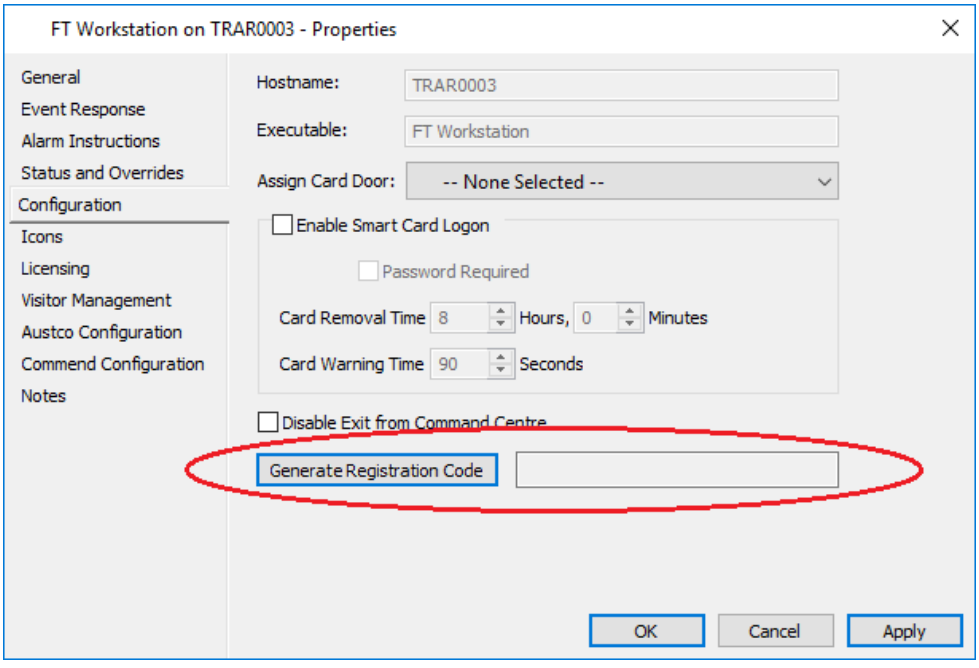


Note: If an invalid code is entered 3 times then the generated code will become invalid and a new code will need to be re-generated on the server.

11. You can now log into the software as per normal.
    Note: This process only needs to happen on the first time you attempt to logon. It will not be needed thereafter.

Workstation installations

1. Logon to the Command Centre server and logon to the Configuration Client.
2. Click **Configure** from the menu bar, then **Services & Workstations**.
   The Services and Workstations Master List Window opens.
3. **Right click** and select **New...Workstation**.
4. Click the **Configuration** tab.
5. Enter the correct **Hostname** of the workstation and click on **Generate Registration Code**.
   A random 5-digit code is created and stored on the server.



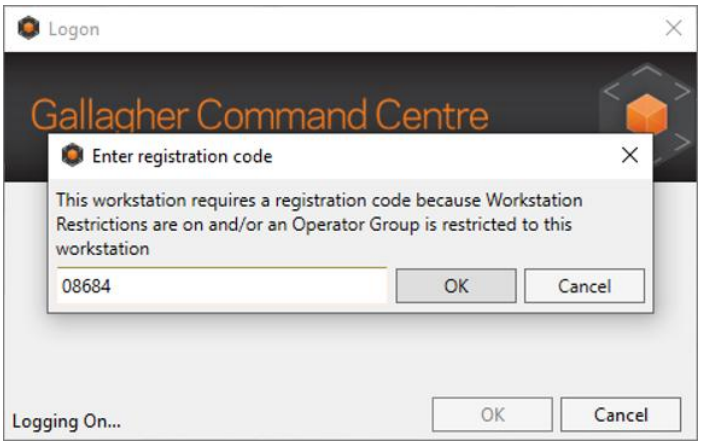
6. Note down the code (securely) as it will be used at the workstation itself.

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7. The installation files can be found in the Workstation folder of the server installation, (i.e. 'Program Files (x86)\Gallagher\Command Centre\Workstation').
   Copy that folder to your workstation machine, and run **Setup.exe** inside the Workstation folder.

   Note: The Installer installs the select applications and creates a certificate as part of the Installer.

8. When you attempt to logon to either the Command Centre Client or the Configuration Client for the first time it will pop up a message (shown below).
   Enter the saved code generated from the server into the field and press **OK**.



   Note: If an invalid code is entered 3 times then the generated code will become invalid and a new code will need to be re-generated on the server.

9. You can now log into the software as per normal.
   Note: This process only needs to happen on the first time you attempt to logon. It will not be needed thereafter.

The workstation **Status and Overrides** tab is useful for determining if the workstation has been registered successfully. You can also De-register a workstation if the workstation has been physically changed or the client is re-installed; this allows a new workstation to be re-registered.

Status messages

This Workstation is offline	=	Workstation has previously been able to log into the server.
Normal	=	the workstation is currently logged in.
Not registered	=	Workstation has not successfully registered their certificate to the server.
Registered	=	Workstation has successfully registered their certificate to the server.
Waiting for registration code	=	The server is waiting for the generated registration code to be applied to the workstation.

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Appendix E: Migrating SQL Server from 32-bit to 64-bit

Introduction

Command Centre no longer supports 32-bit SQL Server. This procedure describes how to migrate from 32-bit to 64-bit SQL Server.

Procedure

1. Exit Command Centre and stop the Command Centre Services.
2. Detach and backup the database.
3. Remember the Gallagher instance, "GALLAGHER" by default Command Centre install.
4. Uninstall 32-bit SQL from the Control Panel - Programmes and Features.
5. Install 64-bit SQL using the same instance name above (Step 3).
6. Attach the database using **CCFTServiceManager**.
7. Restart the Command Centre Services.

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