Gallagher Command Centre

Move Cardholders Utility 9.00

C12712

Release Note

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1 Introduction

About this release note

This release note is for the 'Move Cardholders Utility' v9.00 of Gallagher Command Centre.

1.1 Purpose

What this feature does

The 'Move Cardholders Utility' moves all Cardholders from one Access Zone to another Access Zone. An operator can specify the destination using an Access Zone or a reader (any reader type).

When specifying a reader as the destination, access events are automatically logged within the Command Centre database. As such, the access events can be used for time and attendance reporting or any other feature/third-party application that retrieves access events from the database. This functionality does not support Zone Counting, Anti-tailgating, Personalised Actions, Action Plans or any other Controller-side functionality.

When specifying an Access Zone as the destination, 'operator moved Cardholder' events are logged in the event trail and can be reported using a Command Centre Activity Report.

1.2 Compatibility

Support for this feature

This feature supports and has been tested with the following:

New software	Gallagher Move Cardholders Utility v9.00.02
Supported Gallagher software	• Gallagher Command Centre: vEL9.00.1507 (or later vEL9.00 release) • Gallagher Controller 6000, 7000, and 7000 Single Door: vCR9.00.231204b (or later vCR9.00 release)
Tested Microsoft software	• Command Centre Server: Windows Server 2019 • Database: SQL Server 2019

Command Centre server only

This utility must be run on the Command Centre server. It cannot be run from a Command Centre workstation.

Multi-Server support

This feature is *not* supported in a Command Centre multi-server environment.

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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. v8.80), skip section 2 *"Installation"* and refer to section 4 *"Upgrading"*.

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 entry:
		`[Customisations]`
		`MoveCardholders=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 vEL9.00.1507 (or later vEL9.00 release) from the installation media, if not already installed.

First-time 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 PC, run the installation file **MoveCardholdersSetup_9.00.xx.msi**. The utility installs in the following location: `C:\Program Files (x86)\Gallagher\Command Centre\Bin`
3	**Start Services and Command Centre**	Restart the Command Centre Services and Command Centre.
4	**Verify installation**	To ensure the 'Move Cardholders Utility' has been installed correctly, check the following: • Select **Help** > **About Command Centre** from the Gallagher Configuration Client menu bar on the Command Centre server. The entry 'MoveCardholders v9.00.0xx' should be displayed in the Customisations field. • Select the **Programs and Features** utility from the Windows Control Panel on the Command Centre server. The program 'Move Cardholders Utility' should be listed.

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3 Running the 'Move Cardholders Utility'

In this section

To run the 'Move Cardholders Utility', perform the following procedures in Configuration Client on the Command Centre Server:

3.1 Creating a 'Move Cardholders' operator
3.2 Creating a Macro

3.1 Creating a 'Move Cardholders' operator

About the operator

An operator is required for the 'Move Cardholders Utility'. The operator username and password are used to log 'operator moved Cardholder' events.

Create the operator

Create a 'Move Cardholders' operator. Add the 'Manage Cardholder Location' and 'View Cardholders' operator privileges to the operator's group. If you are using a reader as a target, the 'View Site' operator privilege also needs to be added.

Notes:

- The operator's username and password are exposed by the utility, hence you must assign **no** other privileges to the operator.
- The operator (and therefore the utility) is only able to move the Cardholders that the operator has the privilege to view.
- The operator logon used by the utility does **not** consume any workstations licenses.

3.2 Creating a Macro

About the Macro

A command line can be added to a Command Centre Macro item to run the utility. Multiple command line entries can be added to a single Macro, and other items and actions that Macros currently perform can also be added to the same Macro if required.

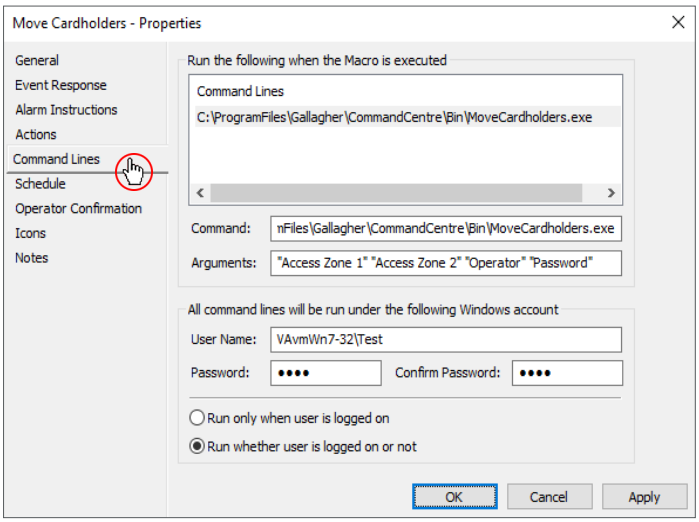
Once configured, the Macro can be assigned to an Action Plan, which is triggered by an Input or card event at a Door.

Notes:

- To run the Macro, the Command Centre Services must be running.
- You need a valid Windows login name and password for the Command Centre server to run a command line.

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Procedure To configure the required Macro item, perform the following procedure:

Step	Action	Description
1	**Open the Macro list window**	Click **Configure** from the menu bar, then **Macros**. The Macro list window opens (in grid view).
2	**New Macro**	Right-click and select **New...** > **Macro**. The General tab displays.
3	**General fields**	Complete the fields as required.
4	**Click the Command Lines tab**	
5	**Insert**	Right-click anywhere within the Command Line grid and select **Insert**. The lower fields of this screen are enabled and cleared of any previous content, and a new entry is added to the Command Line list. **Note:** There is no limit to the number of command lines that can be added to the Command Line grid.
6	**Command**	Specify the MoveCardholders.exe executable to initiate when the Macro is run. For example: *C:\Program Files (x86)\Gallagher\Command Centre\Bin\MoveCardholders.exe* The command line can, optionally, include up to 300 characters free text entry, used to specify the parameters associated with the file to be run from the command line. The free text entry can include ASCII characters, (e.g. #, % and /). These parameters, if configured, are passed to the command line, in addition to the file that is called when the Macro is run. (Maximum length = 260 characters)

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7	**Arguments**	Specify: - The Access Zone where Cardholders will be moved from. - The Access Zone or Reader where Cardholders will be moved to. - The operator username. - The operator password. **Notes:** - The Reader name specified must be unique (i.e. there must not be both a Cardax IV Reader and HBUS Terminal with the same name). - The Reader must be attached to either the entry or exit side of the Door but not both. - If the Reader is attached to the entry side, then the Cardholders are placed in the entry Access Zone of the Door. If the Reader is attached to the exit side, then the Cardholders are placed in the exit Access Zone of the Door. - If specifying a Reader (not an Access Zone) as the moved-to argument, you must complete Appendix A "*Configuring Certificate Permissions*" later in this release note. These arguments will be passed to the MoveCardholders.exe (Maximum length = 300 characters) **Notes:** - A "space" is required between the quotation marks e.g. "Access Zone 1" "Access Zone 2" not "Access Zone 1""Access Zone 2" - The argument "<no zone>" can be used to move Cardholders outside the system, (i.e. the Cardholders will no longer reside in any Command Centre Access Zones).
8	**User Name**	To configure a command line with a domain account, you must prefix the 'User Name' with the domain name plus a slash character (e.g. Gallagher 1\FTUser). (Maximum length = 290 characters). **Note:** See below this procedure for important policy requirements for this Windows user and the Windows account running the Command Centre Service.
9	**Password and Confirm Password**	Type the password for the Windows User Account in both the 'Password' and the 'Confirm Password' fields. The password is not made visible during configuration or when the Macro properties are viewed. (Maximum length = 260 characters).

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<table>
<tr><td>10</td><td>Run when...</td><td>Click the appropriate radio button for how you want the command lines to be executed.<table><tr><th>Option</th><th>Description</th></tr><tr><td>Run only when the user is logged on</td><td>This option only runs the command lines if the user is actively logged into Windows when the Macro executes. If a command line has a GUI component, it will be visible.

Note: This option only works if the Command Centre service is running as 'Local System'.</td></tr><tr><td>Run whether user is logged on or not</td><td>This option runs the command lines regardless of which user is logged in, but all commands will be run in the background (i.e. no GUI component in a command will be visible).</td></tr></table></td></tr>
<tr><td>11</td><td>Click OK</td><td>Click OK to exit and save your changes.</td></tr>
</table>

⚠ User policy requirements

The Windows user specified on the 'Command Lines' tab of the Macro and the Windows account running the Command Centre Service require certain Local Security Policies. Refer to the table below.

Required policies

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

User	Required policies

Windows user assigned to the Macro	• The 'Replace a process level token' policy.
	• The Windows user account must also be assigned to *one* of the following two policies:
	  • 'Allow log on locally'
	  This policy allows interactive access, and any program run from a Macro (from another workstation) will show running actively on the server monitor.
	  • 'Log on as a batch job'
	  This policy allows the program to execute in the background on the server (need to view through Task Manager).
	  OR
	  • NOT be assigned to 'denied access from the network', as this stops an executable running if the user doesn't also have the 'Allow log on locally' policy.

Windows user running Command Centre Service	If you are running 'FT Command Centre Service' as a specific Windows user (i.e. *not* the default Network Service account), apply that user to the 'Replace a process level token' policy, to allow Macros to be run.

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Assigning policies To assign a user to a policy:

Step	Action
1	Go to **Control Panel** > **Administrative Tools** > **Local Security Policy** > **Local Policies** > **User Rights Assignment**.
2	Open a policy and assign the required user on the 'Local Security Setting' tab.

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4 Upgrading

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

Step	Action	Description
1	**Backup**	Perform a backup of your Command Centre system.
2	**Stop Command Centre and Services**	Exit Command Centre and stop the Command Centre Services.
3	**Uninstall this feature**	Using the Windows **Programs and Features** utility, remove the program 'Move Cardholders Utility' from the Command Centre server.
4	**Upgrade Command Centre**	Upgrade Command Centre to vEL9.00.1507 (or later vEL9.00 release). Refer to the document *"3E0068 Release Note Command Centre vEL9.00 (Upgrade Procedures).pdf"* located on the Command Centre installation media.
5	**Install new version**	On the Command Centre server, unzip the folder you have been provided and run the installation file **MoveCardholdersSetup_9.00.xx.msi**. The utility installs in the following location: `C:\Program Files (x86)\Gallagher\Command Centre\Bin`
6	**Start Services and Command Centre**	Restart the Command Centre Services and Command Centre.
7	**Verify installation**	To ensure the 'Move Cardholders Utility' has been installed correctly, check the following: • Select **Help** > **About Command Centre** from the Gallagher Configuration Client menu bar on the Command Centre server. The entry 'MoveCardholders v9.00.0xx' should be displayed in the Customisations field. • Select the **Programs and Features** utility from the Windows Control Panel on the Command Centre server. The program 'Move Cardholders Utility' should be listed.

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5 Uninstallation

Procedure To uninstall this feature, perform the following procedure:

Step	Action	Description
1	**Backup**	Perform a backup of your Command Centre system.
2	**Delete Macro items**	Delete any Command Centre items configured for this utility (e.g. Macros).
3	**Stop Command Centre and Services**	Exit Command Centre and stop the Command Centre Services.
4	**Uninstall this feature**	Using the Windows **Programs and Features** utility, remove the program 'Move Cardholders Utility' from the Command Centre server.
5	**Start Services and Command Centre**	Restart the Command Centre Services and Command Centre.

6 Known issue

Cardholder status showing incorrect Door

If a Cardholder enters an Access Zone via – for example – 'Door 1', and is then moved by the utility to another Access Zone (moved using an Access Zone argument, not a Reader argument), the Cardholder's **Status and Overrides** tab shows the Cardholder as having entered the new Access Zone via 'Door 1' (the last one they accessed). They may not have actually entered the new Access Zone via this Door.

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Appendix A: Configuring certificate permissions

About this section

To be able to move Cardholders between Access Zones while using a Reader name in the Arguments field of a move cardholder Macro, you must make changes to the Command Centre Server certificate permissions. This is to allow the utility to generate card events as though they are coming from a controller.

Procedure

To configure the Command Centre Server certificate permissions, perform the following procedure on the Command Centre server:

Step	Action	Description
1	**+ R**	Hold down the **Windows key** and press **R** on your keyboard. The Run window displays.
2	**Enter 'mmc'**	Enter 'mmc' into the text field, then press Enter. If asked to allow the app to make changes to your device, click **Yes**. The Microsoft Management Console window displays.
3	**Add/Remove Snap-in**	From the menu bar, go to **File** > **Add/Remove Snap-in...** The Add or Remove Snap-ins window displays.
4	**Add Certificates snap-in**	From the Available snap-ins grid, select **Certificates**, then click **Add >**. The Certificates snap-in window displays.
5	**Computer account**	Select **Computer account**, then click **Next >**.
6	**Local computer**	Select **Local computer**, then click **Finish**. Certificates (Local Computer) is added to the Selected snap-ins grid.
7	**Click OK**	Click **OK**.
8	**Navigate to folder**	In the Microsoft Management Console, navigate to: **Console Root** > **Certificates (Local Computer)** > **Gallagher Applications** > **Certificates**
9	**Move to Personal folder**	Move the **Gallagher Command Centre Server** certificate into the Personal folder (**Console Root** > **Certificates (Local Computer)** > **Personal**).
10	**Manage Private Keys**	Right-click on the **Gallagher Command Centre Server** certificate and select **All Tasks** > **Manage Private Keys...** The Permissions for Gallagher Command Centre Server private key window displays.
11	**Add Windows user**	Select the Windows user that will be running the Move Cardholders utility, and click **Add...** **Note:** The Windows account that you give access to the certificate can emulate part of the Command Centre system. Gallagher recommends that this account is well secured and its use is strictly limited.

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12	**Click OK**	Click **OK**.
13	**Move the certificate back**	Move the **Gallagher Command Centre Server** certificate back to: **Console Root** > **Certificates (Local Computer)** > **Gallagher Applications** > **Certificates**
14	**Close the window**	Close the Microsoft Management Console window. When asked to save settings, click **No** (saving the console settings is not necessary for this procedure).

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