Elevator Service

Release Note

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1 Introduction

The Gallagher Elevator Service is used to integrate Gallagher Command Centre with a ThyssenKrupp Elevator System, and allows communication between the Gallagher Private network and the Elevator System Private network. This service should be used in combination with the licensed Gallagher ThyssenKrupp Insight Elevator Systems integration.

1.1 Compatibility

This release note is for the Gallagher Elevator Service v10.0.8.

The Gallagher Elevator Service v10.0.8 supports Command Centre vEL9.10 and later releases. Earlier Command Centre releases support the Elevator Service that is packaged with the Command Centre installation media.

Ensure you always use the Elevator Service version that is packaged with your Command Centre installation media.

1.2 Version history

Version	Supported Command Centre releases
v10.0.8	Command Centre vEL9.10 and later releases

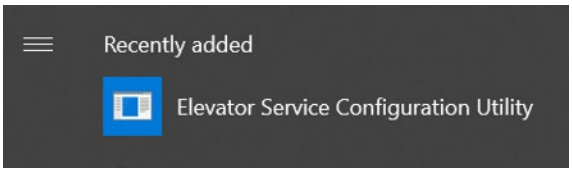
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2 Installation

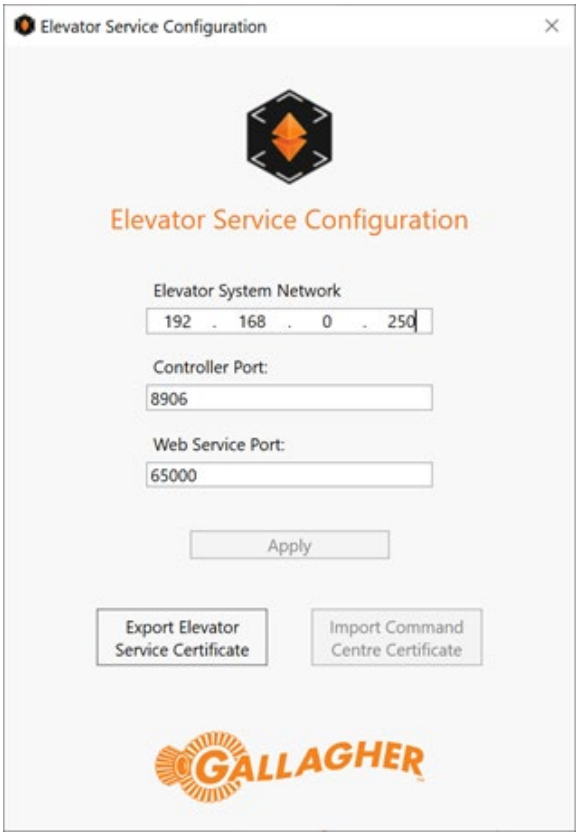
This procedure describes how to install the Elevator Service, and then configure it using the Elevator Service Configuration Utility.
Important: The Elevator Service should be installed on a Windows 10 Enterprise LTSC (Long Term Servicing Channel).

1. Run the Elevator Service Installer.
   Note: The default installation path is 'C:\Program Files (x86)\Gallagher\Gallagher Elevator Service'.

   The Elevator Service installs. The Gallagher Elevator Service shows as an installed application in the Windows Apps & features list, and a shortcut appears on the Windows menu for the Elevator Service Configuration Utility. It is used to configure communications between the controllers and the Elevator Service PC.



2. Open the **Elevator Service Configuration Utility** from the shortcut on the Windows menu.
   The default Windows popup displays asking for permissions.
3. Provide Administrator permissions as requested, and click the **Yes** button.
   The Elevator Service Configuration dialog displays.



4. Set the correct **Elevator System Network** (default = 192.168.0.250) and click the **Apply** button.
   This is the IP address of the ThyssenKrupp Elevator System.
5. Input the **Controller Port** (default = 8906) and **Web Service Port** (default = 65000).
6. Click the **Apply** button to save the configuration.
   The Elevator Service may be restarted to apply the configuration.

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3 Command Centre Configuration

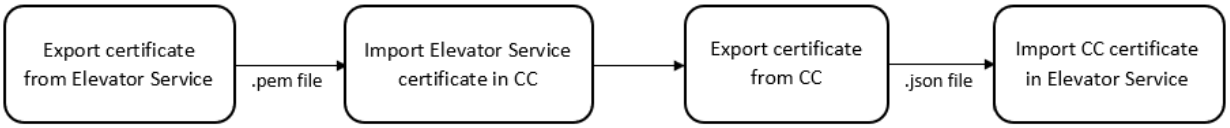
Once the Elevator Service has been installed, a ThyssenKrupp Insight Elevator System can be configured using Gallagher Command Centre Configuration Client.

Refer to the *"ThyssenKrupp Insight Elevator Systems"* chapter in the *Integrated Systems* section of the Command Centre Configuration Client online help for configuration instructions.

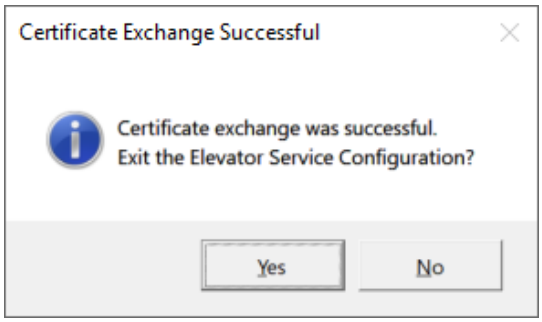
4 Certificate Exchange

The Elevator Service and Gallagher Command Centre must exchange certificates to implement secure communications between Gallagher Command Centre, Gallagher controllers and the Elevator Service.

Note: The Elevator system must be created in Command Centre before proceeding with certificate exchange. Refer to the *Command Centre Configuration Client User Guide* for details on creating elevator systems and importing/exporting certificates in Command Centre.



1. Click the **Export Elevator Service Certificate** button and save the generated certificate as a ***.pem** file.
2. Copy this certificate for importing in Command Centre.
3. Import the generated ***.pem** certificate in Command Centre by clicking the **Import Elevator Service Certificate** button on the **Configuration** tab of the Elevator System properties.
4. Export the signed certificate from Command Centre by clicking the **Export Command Centre Certificate** button.
5. Save the generated certificate as a ***.json** file and copy it for importing in elevator service.
6. Click the **Import Command Centre Certificate** button and select the ***.json** certificate exported from Command Centre.
   The Elevator Service imports the certificate, and a message box displays.



7. Click the **No** button to continue configuring the service if required.

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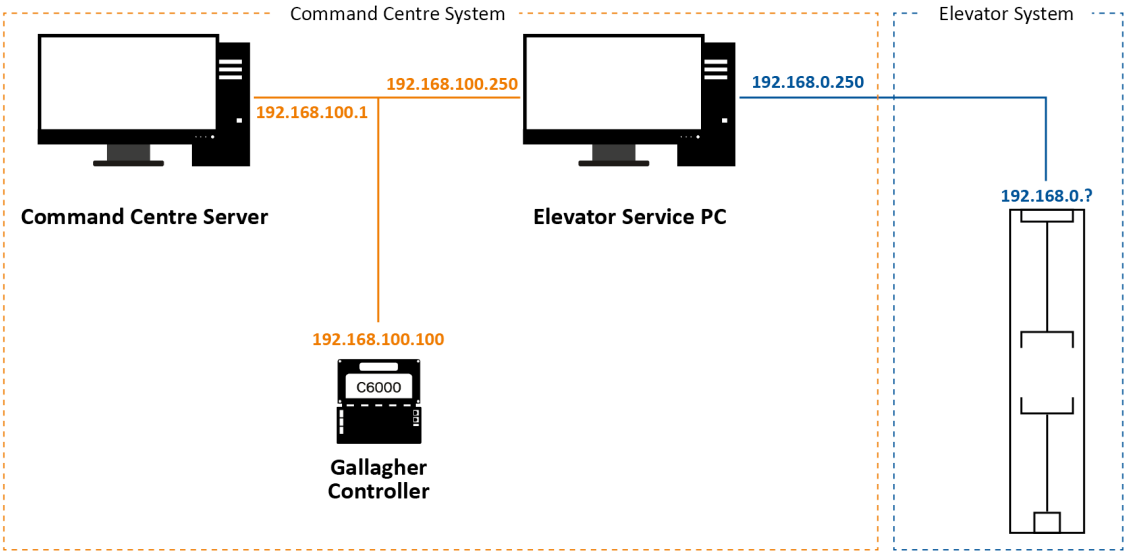
5 ThyssenKrupp Network Configuration

The Thyssenkrupp Elevator System uses a private class 2 network which contains only elevator-related devices. All elevator devices, by default, are configured on the 192.168.0.xxx subnet.

Thyssenkrupp prefers that the elevator network remains isolated from any building or security networks. It is recommended that the security system utilize two network interface cards, with one NIC dedicated to the elevator network. By default, the Gallagher Elevator Service should be configured to use the 192.168.0.250 address.

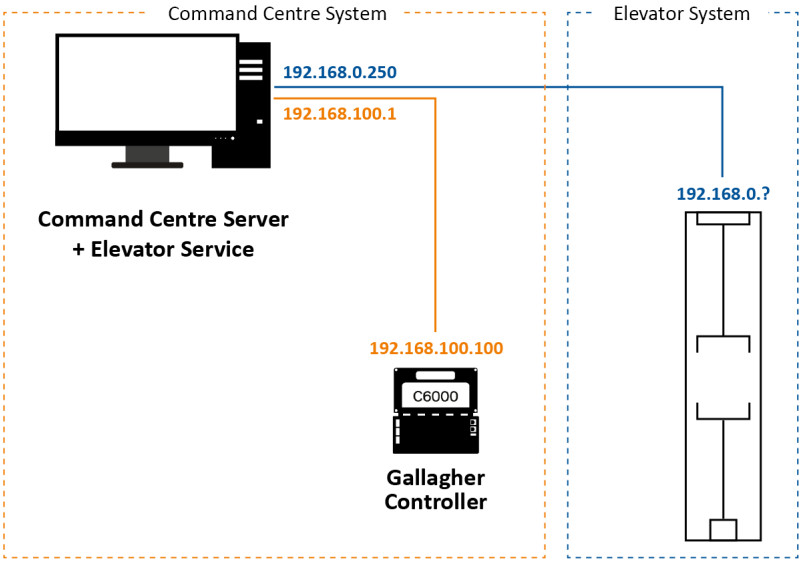
The diagrams below illustrate two typical network configurations of the Command Centre server, a C6000 controller, the Elevator Service and the ThyssenKrupp Elevator system.

Configuration 1: Dedicated Elevator Service PC



Configuration 1 makes the Elevator Service resilient to the Command Centre Server being down.

Configuration 2: Elevator Service on Command Centre Server



Configuration 2 requires one less machine.

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6 Troubleshooting

If your ThyssenKrupp Elevator System item displays a status message (on its Status and Overrides tab) indicating that the device is not responding, ensure that you have entered the correct IP address of the ThyssenKrupp elevator system in the **Elevator Service Configuration Utility**. Refer to Section 2 *"Installation"* for details about this utility.

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