



# Senstar Symphony Gallagher Integration Guide

# Contents

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Introduction.....3

Gallagher Command Centre 8.8.....4

Senstar Symphony – Gallagher Integration Guide.....5

Legal information.....8

# Introduction

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Senstar Symphony is award-winning, intelligent video surveillance software that offers a single, innovative, and open IP video platform for video management, video analytics, system integration, and alarm management.

Senstar Symphony installs on standard IT hardware, supports both analog and IP cameras from hundreds of manufacturers, provides a feature-rich, easy-to-use interface, and incorporates IT friendly features to make administration simple. Senstar Symphony can reside on a single computer or multiple computers in a server farm.

Senstar Symphony comprises two main components: the Senstar Symphony Server and the Senstar Symphony Client. You can use the Senstar Symphony Server configuration interface to configure Senstar Symphony and the Senstar Symphony Client interface to interact with the cameras connected to the Senstar Symphony Server.

Senstar Symphony also includes the Senstar Symphony Web Client and the Senstar Symphony Player. The Senstar Symphony Web Client provides functionality similar to the Senstar Symphony Client, but in a Web browser and without requiring installed software. The Senstar Symphony Player allows you to play video files that you export from the Senstar Symphony Client.

## Gallagher Command Centre 8.8

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Gallagher Command Centre 8.8 delivers advanced, enterprise-grade access control and security management. It enables organizations to centrally monitor and manage alarms, events, and personnel data across multiple sites, while allowing each facility to retain control over its local operations. System administrators can configure, oversee, and respond to security activity from a central location, ensuring consistent policies and rapid response throughout the enterprise.

# Senstar Symphony — Gallagher Integration Guide

Integrate Gallagher Command Centre 8.8 with Senstar Symphony COP using the official REST API to receive alarms/events, sync cardholders, and (optionally) work with non-cardholder items and supported commands.

## Introduction

Senstar Symphony is an open video management and alarm platform. This guide explains how to connect Gallagher Command Centre **8.8** to Symphony using the **REST API** so Symphony can raise alarms based on Gallagher events, access cardholder information, and send supported commands.



**Tip:** For supported command types (e.g., unlock door, acknowledge alarm), refer to the Gallagher API documentation under the [Commands](#) section or consult your system integrator.

## Gallagher Command Centre 8.8

Gallagher Command Centre 8.8 provides enterprise access control and event/alarm management. The integration described here uses the **Command Centre REST API** endpoints documented by Gallagher:

- [Command Centre REST API | API Reference](#)
- [Alarms and Events](#)
- [Cardholders](#)
- [Non-cardholder items](#) (optional)

## Software Compatibility matrix

Use the following tested pairing:

Senstar Symphony version	Gallagher Command Centre version
8.8 and above	8.8




**Note:** If you plan to use a different version pair, confirm REST support and any changes in endpoints/permissions in the Gallagher API Reference before proceeding.



**Important:** This integration guide applies to Symphony version 8.8 and above and uses the Gallagher Command Centre REST API. If you previously used Gallagher integration via OPC Bridge and GallagherListener.exe, please migrate to this method.

## Prerequisites

- **Gallagher REST API base URL** for your environment (for example, <https://<gallagher-host>/api>).
  - **API account** with permissions to read Alarms & Events and Cardholders, and to execute required commands.
-  **Attention:** Use credentials supplied by your administrator. Do not store or share credentials in documentation or screenshots.
- Network connectivity between Symphony and the Gallagher REST API endpoint (open outbound HTTPS as required).
  - Administrative access to **Symphony COP** to add and configure integrations.

## Integration

You can integrate Gallagher Command Centre 8.8 with Senstar Symphony so that Symphony raises alarms from Gallagher events, synchronizes cardholders, and sends supported commands.

### 1. Review Gallagher API scope

- Identify which endpoints you need (Alarms/Events, Cardholders, Commands; optional Non-cardholder items) in the Gallagher API Reference linked above.
- Ensure your API account has the required permissions/scopes.

### 2. Verify API access

- From a secure workstation, confirm you can authenticate to the Gallagher REST API and receive a successful response (per the Gallagher docs for your auth method).
- Confirm the API base URL is reachable from the Symphony server.



**Note:** You can test the REST API from a browser or API tool (like Postman) to verify response and permissions before configuring Symphony.

### 3. Add Gallagher integration in Symphony

- Open **Server Configuration > Integrations**.
- Select **Gallagher (REST)** and choose **Add**.
- Enter:
  - **Base URL:** your Gallagher REST API base URL.
  - **Authentication:** select the method supported by your Gallagher system and provide administrator-issued credentials in the secure fields.
- Enable data flows:
  - **Receive Alarms & Events** (required for alarming in Symphony).
  - **Sync Cardholders** (if you need personnel data visible/searchable in Symphony).
  - (Optional) **Non-cardholder items** (if used by your site policies).
- Save the integration.

### 4. Map events to actions in Symphony

- In the Symphony Client or Web Client, create rules that map Gallagher events (for example, access granted/denied, door forced, alarm raised) to Symphony alarms, actions, or bookmarks per your SOPs.

### 5. Verify end-to-end

- Trigger a safe test event in Gallagher and confirm it appears in the Symphony alarms/timeline view.
- (If configured) issue a supported **command** from Symphony and verify the expected result in Gallagher.
- (If configured) make a test update to a cardholder in Gallagher and confirm it appears in Symphony.

## Troubleshooting

Use these checks for common symptoms observed during REST integrations.

Symptom	Likely cause	First check
Cannot authenticate to API	Account/permission issue; incorrect auth flow	Confirm the correct auth method and that the account has permissions for Events and Cardholders (see Gallagher API Reference).
No events/alarms in Symphony	Event subscription/scope not enabled; wrong base URL	Verify the base URL and that Alarms & Events are enabled for the integration.

Symptom	Likely cause	First check
Commands fail from Symphony	Unsupported command or insufficient permission	Check that the command is supported by your Gallagher version and that the integration account has rights to execute it.
Cardholder data not visible	Insufficient permission; unsupported/missing fields	Ensure Cardholders access is granted; verify required fields exist and are supported by your Symphony mapping.
Intermittent errors/timeouts	Network/transient API issues	Test API reachability from the Symphony server; review Symphony and Gallagher logs for REST call failures.
"404/endpoint not found"	Incorrect path or version mismatch	Re-check the exact endpoint paths in the Gallagher API Reference for 8.8.
HTTP 401 Unauthorized	Invalid or missing token	Check if your credentials are expired or incorrectly formatted. Confirm you're using the right auth flow (Basic vs. Token).
HTTP 403 Forbidden	Insufficient scope or role	Check that the user has permission to access the specific resource (e.g., alarms, cardholders).

## Legal information

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