

Senstar Symphony — Gallagher Integration Guide

Integrate Gallagher Command Centre 9.30 with Senstar Symphony COP using the Gallagher REST API to receive alarms and events, synchronize cardholders, and (optionally) use 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 **9.30** 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 (for example, unlock door, acknowledge alarm), see the Gallagher API documentation: [Commands](#).

Gallagher Command Centre 9.30

The integration uses the **Command Centre REST API** endpoints documented by Gallagher:

- [API Reference](#)
- [Alarms and Events](#)
- [Cardholders](#)

Software compatibility matrix

Tested pairing:

Senstar Symphony version	Gallagher Command Centre version
8.11 and above	9.30



Note: If you use a different version pair, confirm REST support and any endpoint/permission changes in the Gallagher API Reference before proceeding.



Important: This guide applies to Symphony 8.11+ and the Gallagher REST API. If you previously integrated via OPC Bridge and GallagherListener.exe, migrate to this REST-based method.

Prerequisites

- Install **Gallagher** and **Symphony** on **separate servers**.
- Ensure TCP port **8904** is open between the servers.
- **Gallagher REST API base URL** (for example, <https://192.168.28.108:8904/api>).
- **API key** created in Gallagher REST configuration with **full permissions** (alarms/events, cardholders, and required commands).
- Administrative access to **Symphony COP** to configure the integration.



Attention: Use administrator-issued credentials. Do not store or share API keys in documentation, tickets, or screenshots.

Certificate (self-signed)

Create a **self-signed certificate** in Gallagher (refer to the Gallagher Help system).

- Install the certificate on the **Symphony server** under **Trusted Root Certification Authorities**.
- In the created certificate, the **Subject** and **Issuer** names are identical.
- The certificate name includes the word **"Gallagher"**.



Note: If the first attempt returns “Connection Failed: Could not connect to device,” wait a few minutes and retry. Confirm the Gallagher REST service is running and the certificate is installed under Trusted Root on the Symphony server.

Integration

Follow these steps to connect Gallagher Command Centre 9.30 with Senstar Symphony and synchronize alarms, events, and cardholders:

1. Verify API access

- Use Postman or a similar REST client to call: GET https://192.168.28.108:8904/api.
- A successful connection returns 200 OK with version information (for example, "version": ">9.3.x").



Note: Verify that the API key works before configuring Symphony.

2. Add the Gallagher integration in Symphony

- Go to **Server Configuration** → **Integrations** → **Add Hardware**.
- Set:
 - **Device Type:** Gallagher Access Control
 - **Name:** Gallagher Access Control or the name you would like to use
 - **Server IP Address:** <IP Address of Gallagher Server>
 - **Server Port:** 8904 unless it has been changed
 - **API Key:** The API key provided from Gallagher Instance
- Select **Connect to Device**.



Note: If the first attempt returns “Connection Failed: Could not connect to device,” wait a few minutes and retry. Ensure the REST service is running and the certificate is trusted.

3. Map events in Symphony

- Create rules that map Gallagher events (for example, access granted/denied, door forced) to Symphony actions or alarms.
- Trigger a test event in Gallagher and confirm it appears in Symphony’s Alarm or Timeline view.

4. Optional configuration

- Enable **Cardholder synchronization** to view personnel data in Symphony.
- Configure **command actions** supported by the Gallagher REST API.

Troubleshooting

Common issues and first checks:

Symptom	Likely cause	First check
Connection Failed: Could not connect to device	SSL or port issue	Confirm port 8904 is open and the Gallagher certificate is installed under Trusted Root on the Symphony server.
Cannot authenticate to API	Invalid API key or insufficient privileges	Verify the REST key and required permissions (events, cardholders).
No events visible in Symphony	Incorrect URL or disabled event flow	Check the REST URL and confirm alarms and events are enabled.

Symptom	Likely cause	First check
HTTP 401 or 403	Invalid token or missing scope	Ensure the REST client operator has the necessary access in Gallagher.