PRT-GX-SRVR

Protege GX

Compatibility Matrix

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Contents

Introduction

This guide outlines the various system, software, firmware and integration requirements for the Protege GX integrated access control, intruder detection and building automation system.

This information is valid at the time of publication and is subject to change.

Supported Operating Systems

Operating System	Edition	Architecture
Microsoft Windows Server 2022	Standard, Datacenter	64-bit
Microsoft Windows Server 2019	Standard, Datacenter	64-bit
Microsoft Windows Server 2016	Standard, Datacenter	64-bit
Microsoft Windows 11	Pro, Business, Enterprise	64-bit
Microsoft Windows 10	Professional, Enterprise	32 / 64-bit

64 Bit Operating Systems

All of the listed operating systems are supported in the 64 bit variants.

Integration of third party components such as DVRs and intercoms is determined by the manufacturer and the availability of a 64 bit edition.

Virtual Server Environments

The Protege GX server is supported on virtual server environments. However, ICT reserves the right to request customer replication of any errors in a non-virtual environment.

When installing under virtual server environments special care must be taken to ensure that the system requirements (see next page) are met by the virtualized hardware. The VM must be carefully reviewed with regard to resource and performance before completing any installation.

SQL Server Compatible Versions

The Protege GX application uses a non-proprietary open SQL database engine to store and share information. The software is compatible with SQL 2016, 2017, 2019 and 2022 in Standard, Express, and Enterprise editions.

The Express edition is a scaled down, free edition of SQL Server that includes the core database engine and functionality. The Express version of SQL supports a database size of up to 10 GB.

To obtain either SQL or SQL Express, download the appropriate installer from the Microsoft website. It is also recommended to download SQL Server Management Studio from Microsoft in order to configure SQL. Download the latest general availability (GA) version of SSMS from the Microsoft website.

Database Installation on Remote SQL Server

The Protege GX platform supports remote SQL Server installations. Careful consideration must be given to the bandwidth requirements, which are vital to the correct operation of the system.

When Protege GX has been installed on a remote SQL Server environment, ICT Technical Support reserves the right to request customer replication of any errors in a local SQL Server environment.

System Requirements

The following hardware requirements are based on the size and communication requirements of the installation.

An installation with base Protege GX features can operate on the machine specified. A higher performance machine is recommended when using graphics, photo ID and automation features. Use performance specifications appropriate to your installation.

Standard Controller Installation

A standard Protege GX installation consists of up to 10 system controllers which communicate with up to 16 modules each. Controllers are connected over Ethernet.

Server Hardware Requirements – Standard Installation

- Intel® Dual Core Machine 2.8GHz
- 4 GB RAM
- 40 GB free disk space
- Mouse / Keyboard
- Ethernet 10/100MBs

Multiple Controller Installation

A multiple controller installation consists of over 10 controllers, which may operate as multiple sites running individual controllers, or a single site running multiple controllers. Each controller may have any number of modules connected. The connection to the controllers may utilize any variety of communication mediums and can communicate independently or on demand.

For best performance, connect using an Ethernet 10/100Mbs connection or similar over a local LAN or WAN network.

Server Hardware Requirements – Multiple Controller

- Intel® Quad Core, 2.8GHz or higher
- 8 GB RAM
- 100 GB free disk space
- Mouse / Keyboard
- Dual Ethernet 10/100MBs

Client Workstation Requirements

Recommended Hardware Requirements - Standard Client

- Intel® Dual Core Machine 3GHz
- 4 GB RAM
- 40 GB free disk space
- DirectX 10 Compatible Video Card
- Mouse / Keyboard
- Ethernet 10/100/1000MBs

Additional Performance Requirements

When communicating with remote sites, additional hardware may be required such as modems, fiber modems or routers. These are beyond the scope of this document.

Server and client machine requirements may differ depending on the intended usage. When performing graphics, photo ID and automation functions from the client workstation, a higher performance machine may be required to ensure that floor plans and photo identification tasks can operate correctly. When the server machine is not used for local login with the Protege GX user interface, a lower performance video card configuration may be selected.

The Protege GX user interface supports the following standard screen resolutions:

- 1280 x 1024
- 1400 x 1050
- 1600 x 1200
- 1680 x 1050
- 1920 x 1080

Selecting alternative screen resolutions may produce unexpected display results.

Integration Requirements

The following section outlines the tested and verified versions for the various Protege GX integrations. For third-party products, only these specific versions are supported unless otherwise stated.

Note that when integrating with a third-party system, the system will have its own minimum system requirements. It is important that you check with the relevant manufacturer prior to installation to ensure that your machine meets these specifications.

ICT Data Sync Service

Software	Version
Protege GX software	Version 4.2.214 or higher
ICT Data Sync Service	Version 2.0.0.0 or higher
Protege GX SOAP service	Version 1.5.0.19 or higher

Protege Access+

Software	Version
Protege GX software	Version 4.3.352
Protege GX SOAP service	Version 1.6.0.11

Protege GX Mobile App

Software	Version
Protege GX software	Version 4.2.181.10 or higher
Protege GX SOAP service	Version 1.5.0.15 or higher
Protege GX web client	Version 1.44.0.17 or higher

Protege GX Single Record Download Service

Software	Version
Protege GX software	4.3.307.2 or higher
Protege GX controller*	2.08.1098 or higher
Protege GX single record download service	1.0.1.1 or higher

Only controllers with specific operating systems support this feature. For more information, see Application Note 309: Single Record Downloads in Protege GX.

Protege DIN Rail Cellular Modem

Component	Version
Protege GX Software	4.3.308.3 or higher
Protege GX Controller	2.08.1310 or higher

Controller Hardware

Only controllers equipped with a USB port are capable of communicating with the cellular modem.

Protege Wireless Locks

Component	Version
Protege GX Software	4.3.387.2 or higher
Protege GX Controller	2.08.1514 or higher
TSL Reader	1.05.385 or higher
Protege Config App	1.0.5.26 or higher
Protege Mobile App	1.0.9.9 or higher

Protege Tenancy Portal

Software	Version
Protege GX	4.3.326.6 or higher
Protege GX SOAP Service	1.6.0.6 or higher
Protege GX Wireless Credential Synchronization Service	1.1.1.4 or higher
Protege Mobile App	1.0.3.77 or higher
Protege Entry Station	1.12.201 or higher

OSDP Card Readers

Component	Version
Protege GX Software	4.3.329.3 or higher
Protege GX Controller	2.08.1353 or higher
Protege Reader Expander	1.12.599 or higher

Elevator HLI Integrations

	Destination Control	Event Logging	Database Synchronization	VIP Access	Access Level Home Floor	Rear Elevator Access
KONE	✓	✓	N/A	✓	✓	✓
KONE Destination 880	✓	✓	N/A	✓	✓	✓
MCE	✓	✓	N/A	✗	✓	✓
Otis Compass HLI	✓	✓	N/A	✓	✗	✓
Otis MLI	✓	✓	N/A	✗	✗	✗
Otis EMS	✓	✓	N/A	✗	✗	✗
Schindler	✓	✓	✓	✓	✓	✓
ThyssenKrupp	✓	✓	N/A	✗	✗	✓

KONE Office Flow

Software	
Protege GX software	Version 4.3.387.2 or higher
Protege GX SOAP Service	Version 1.7.0.0 or higher
Protege GX KONE Office Flow Sync Service	Version 1.0.5.0 or higher
KONE Protocols	
KONE Access 1000	Version 1.1.5

KONE

Software	
Protege GX software	Version 4.3.322.25 or higher
Firmware	
Protege GX controller	Version 2.08.1345 or higher
KONE Protocols	
KONE GCAC	Version 1.8
KONE RCGIF	Version 1.12
KONE API	Version 8.5

KONE Destination 880

Software	
Protege GX software	Version 4.3.322.25 or higher
Firmware	
Protege GX controller	Version 2.08.1345 or higher

An existing KONE Traditional DCS or Turnstile integration is required (see previous page).

MCE

Software	
Protege GX software	Version 4.2.201 or higher
MCE Sentry Proxy system	Version 2.1.7
Firmware	
Protege GX controller	Version 2.08.768 or higher

Otis Compass HLI

Software	
Protege GX software	Version 4.0.128 or higher
Otis Compass elevator system	This integration has been tested and validated against both ICD2 and ICD3 protocols
Firmware	
Protege GX controller	Version 2.08.582 or higher

Otis MLI

Software	
Protege GX software	Version 4.3.285 or higher
Otis Medium Level Interface elevator system	No versioning information is available. It is the responsibility of the installation professional to confirm with the elevator system provider that the system complies with the MLI specifications.
Firmware	
Protege GX controller	Version 2.08.886 or higher

Otis EMS

Software	
Protege GX software	Version 4.3.285 or higher
Otis Elevator Management System	No versioning information is available. It is the responsibility of the installation professional to confirm with the elevator system provider that the system complies with the EMS specifications.
Firmware	
Protege GX controller	Version 2.08.985 or higher

Schindler

Software	
Protege GX software	Version 4.1.180 or higher
Schindler PORT system	Version 1.3.369.1
Schindler PORT Service	Version 1.5.0.0
Firmware	
Protege GX controller	Version 2.08.919 or higher
	Version 2.08.937 or higher to use ICT card readers for elevator access control

ThyssenKrupp

Software	
Protege GX software	Version 4.0.128 or higher
Firmware	
Protege GX controller	Version 2.08.582 or higher
ThyssenKrupp TKE controller	Version v2r0

DVR/NVR Integrations

	Live View	Archive Multi View	Status Page Live View	Pop Up on Event	Display HLI Events	PTZ Preset	Custom Action on Event	License Plate Recognition	VMS Version	SDK Version	Minimum Protege GX Version
Arkiv	✓	✓	✓	✓	✓	✓	✗	✗	4.4.0.314	N/A	4.3.298.1
Avigilon V6	✓	✓	✓	✓	✓	✓	✗	✗	6.4.0.18	6.4.0.18	4.3.298
Avigilon V7	✓	✓	✓	✓	✓	✓	✗	✗	7.14.18.8	N/A	4.3.298
Axxon One	✓	✓	✓	✓	✓	✓	✗	✗	2.0.2.210	N/A	4.3.298.1
DW Spectrum	✓	✓	✓	✓	✓	✓	✗	✗	5.0.0.35746	N/A	4.3.298
FLIR Latitude V9.2	✓	✓	✓	✓	✓	✓	✓	✗	9.2.0.3300	9.2.0.3200	4.3.367.10
Genetec Security Center	✓	✓	✓	✓	✓	✓	✗	✗	5.8.1.1 (build 1004.1067), 5.10.3.0 (build 3126.0)	5.8.1.0 (build 1004.15), 5.10.3.0 (build 3126.0)	4.3.298.1
Geutebrück G-Core	✓	✓	✓	✓	✓	✓	✓	✓	6.1.0.392	1.4.2.36	4.3.298
Geutebrück GeViScope	✓	✓	✓	✓	✓	✓	✓	✗	7.8.975.55	7.6.972.18	4.3.264
Hikvision	✓	✓	✓	✓	✓	✓	✗	✗	N/A	5.2.3.3 (x64) and 5.3.2.15 (x86)	4.3.264
Milestone	✓	✓	✓	✓	✓	✓	✗	✗	2019 R1, 2020 R3, 2023 R2	MIP SDK 2019 R1	4.3.298.1
Nx Witness	✓	✓	✓	✓	✓	✓	✗	✗	5.0.0.35270	N/A	4.3.298
Pelco Digital Sentry	✓	✓	✓	✓	✓	✓	✗	✗	7.16 / 7.7	4.2.1.0	4.3.264
Pelco Endura	✓	✓	✓	✓	✓	✓	✗	✗	2.0 H.264	4.2.1.0	4.3.264
Pelco VideoXpert	✓	✓	✓	✓	✓	✓	✗	✗	1.9	4.2.1.0	4.3.264
Wisenet WAVE	✓	✓	✓	✓	✓	✓	✗	✗	2.0.0.1	N/A	4.3.264

Please note that integration with the DVR versions listed here is based on a Software Development Kit provided by the DVR manufacturer. If the DVR manufacturer ceases to provide support for that SDK, we cannot guarantee continued support for the integration. While ICT makes all efforts to ensure accuracy of information supplied, confirmation of compatibility of models, software and firmware versions and specific features is the responsibility of the installer or integrator. Integrations should be discussed with ICT and the DVR / NVR vendor prior to any commitment being made.

Milestone XProtect Bidirectional Integration

Software	
Protege GX	4.3.362.1 or higher
Protege GX SOAP Service	1.6.0.12 or higher
Protege GX Web Client	1.48.0.0 or higher
Protege GX Milestone Bidirectional Integration Plugin	1.0.0.0 or higher
Milestone XProtect	Professional+ 2023 R2/R3

Wireless and Offline Locking Integrations

Allegion

Software	
Protege GX software	Version 4.0.128 or higher
Firmware	
Protege GX controller	AD Series locks: Version 2.08.582 or higher
	ENGAGE Series locks: Version 2.08.1191 or higher

Aperio (RS-485 Hubs)

Software	
Protege GX software	Version 3.2.62 or higher
Aperio programming application	The following versions have been validated for use with this integration: • 15.1.32798 • 17.0.33829 • 19.0.29 • 25.0.23
Firmware	
Protege GX controller	Version 2.08.0191 or higher

Aperio (IP Hubs)

Software	
Protege GX software	Version 3.2.62 or higher
Aperio programming application	25.0.23
Firmware	
Protege GX controller	Version 2.08.1535 or higher

ASSA ABLOY DSR

Software	
ASSA ABLOY DSR	Version 8.0.13
Firmware	
Protege GX controller	Version 2.08.1154 or higher

Cencon

Software	
Protege GX software	Version 3.2.69.6 or higher
Cencon	Version 5.1.0.3494
CenTran	Version 5.1.0.3494
CenTran Agent	Version 5.1.0.3494
CenTran Keybox Agent	Version 5.1.0.3494
Firmware	
Cencon Gen 2 Deadbolt Lock	Version 2.2.1107
Cencon Gen 2 Swingbolt Lock	Version 2.2.1107

SALLIS

Software		
Protege GX software	Version 4.0.128 or higher	
SALLIS programming application	Version 3.3.012	
Firmware		
Protege GX controller	Version 2.08.583 or higher	
SALLIS Peripherals		
SALLISROUT485	Version 01.12	Firmware No. 0059
SALLISROUTPoE	Version 01.07	Firmware No. 0072
SALLISNODE	Version 02.00	Firmware No. 0060
SALLISNODE MINI	Version 02.00	Firmware No. 0071

Salto SHIP

Salto ProAccess SPACE

Software	
Protege GX software	Version 4.2.251.19 or higher
Salto SHIP	Version 1.40d, 1.41d
Salto ProAccess SPACE	Version 6.6.4.2, 6.8.5.0
Firmware	
Protege GX controller	Version 2.08.918 or higher

Salto RW Pro Access

Software	
Protege GX software	Version 4.2.251.19 or higher
Salto SHIP	Version 1.12c
Salto RW ProAccess for Service SQL	Version 12.2.6.211 **only**
Firmware	
Protege GX controller	Version 2.08.918 or higher

> This integration supports version 12.2.6.211 **only** of the Salto RW Pro Access software. Other versions of this software will cause desynchronization under certain circumstances.

VingCard Visionline

Software	
Protege GX software	Version 4.3.285 or higher
VingCard Visionline system	Version 1.27.1
Firmware	
Protege GX controller	Version 2.08.741 or higher

License Plate Recognition Integrations

Geutebrück G-Core

Software	
Protege GX software	Version 4.3.298 or higher
Protege GX G-Core video service	Version 2.0.0.2 or higher
Geutebrück G-Core DVR system	Version 6.1.0.392

PlateSmart

Software	
Protege GX software	Version 4.2.180 or higher
Protege GX PlateSmart LPR integration service	Version 1.0.0.0 or higher
PlateSmart LPR system	Version 2.7.19276.1
Firmware	
Protege GX controller	Version 2.08.0766 or higher

Biometric Integrations

IDEMIA MorphoManager

Software	
Protege GX	Version 4.3.377 or higher
Protege GX SOAP Service	Version 1.7.0.0 or higher
Protege GX Idemia Sync Service	Version 1.0.2.1 or higher
IDEMIA MorphoManager	Version 17.0.0.9
Firmware	
Protege GX controller	Version 2.08.1353 or higher
IDEMIA Biometric Devices	Supported firmware is determined by the IDEMIA system.

Princeton Identity

Software	
Protege GX software	Version 4.3.287.5 or higher
Princeton Identity software	Princeton Identity system with supported Princeton Identity Server (IDS)

Suprema

Software	
Protege GX software	Version 4.3.393
BioStar Device SDK	Version 2.9.8

Motion Detector Integrations

Inovonics

This integration uses the Protege Inovonics Wireless Receiver Module (PRT-IVO-IF).

Software	
Protege GX software	Version 4.2.194.5 or higher
Firmware	
Protege GX controller	Version 2.08.783 or higher
	Version 2.08.849 or higher if the Protege Inovonics Receiver Module is running build 24 or later

Redwall

Software	
Protege GX software	Version 4.0.128 or higher
Redscan Manager	Version 4.1.3.0
Firmware	
Protege GX controller	Supported versions: • 2.08.583-849 • 2.08.1268 or higher

Automation Protocol Integrations

C-Bus

Software	
Protege GX software	Version 4.0.128 or higher
C-Bus Toolkit	Version 1.15.6
Firmware	
Protege GX controller	Version 2.08.825 or higher

Modbus Server

In this integration the Protege GX controller acts as a Modbus server.

Firmware	
Protege GX controller	Version 2.08.1342 or higher

Modbus Client

In this integration the Protege GX controller acts as a Modbus client.

Firmware	
Protege GX controller	Version 2.08.1355 or higher

Ademco Vista Integration

Firmware	
Protege GX controller	Version 2.08.919 or higher

This integration works with Ademco VISTA-128BP/VISTA-250BP panels set to communicate at 1200 Baud only.

Commend Intercom Integration

Firmware	
Protege GX controller	Version 2.08.922 or higher

Keywatcher Touch Integration

Software	
Protege GX software	Version 4.2.190 or higher
Protege GX SOAP service	Version 1.6.0.1 or higher
Protege GX KeyWatcher integration service	Version 1.0.0.0 or higher
KeyWatcher Touch Server	Version 2.0.29
KeyWatcher TrueTouch	Version 2.0.0.33
Firmware	
Protege GX controller	Version 2.08.741 or higher

KeySecure Integration

Software	Version
Protege GX	4.3.313.1 or higher
Protege GX SOAP Service	1.6.0.6 or higher
Protege GX KeySecure Integration Service	1.0.0.0 or higher
KeySecure	1.3.5.2
CQReXchange	1.0.1.5
C.Q.R.iT Cabinet Firmware	2.0808b (primary) / 2.007 (secondary)
Microsoft .NET	4.8 or higher