



**PRT-GX-SRVR**

# Protege GX

Compatibility Matrix



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Last Published: 21-Apr-26 8:40 AM

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# 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.

## Computer Hardware Requirements

When you set up a new Protege GX system, you must ensure that the server and client computers have sufficient computing resources to run the system.

The **minimum** computer specifications for new Protege GX systems are:

Component	Server: 1-29 Controllers	Server: 30+ Controllers	Client	Recommendations
<b>CPU</b>	64-bit 4 cores 8 threads 3.3GHz	64-bit 6 cores 12 threads 2.5GHz	64-bit 4 cores 8 threads 3.3GHz	For new sites, select a CPU model that is no more than 5 years old at time of commissioning.
<b>RAM</b>	16GB	32GB	16GB	Install additional RAM whenever possible to improve performance.
<b>Disk</b>	500GB	500GB	100GB	Use an SSD, as this will give better performance than an HDD.
<b>Ethernet</b>	100Mb/1Gb	100Mb/1Gb	100Mb/1Gb	Use Cat5e or Cat6 ethernet cables for optimal transmission speeds.

If you have an existing system with lower server specifications, you are not required to upgrade the server. However, if the system experiences performance issues we strongly recommend that you upgrade your server to match the specifications above.

These requirements cover the base Protege GX installation only. Extended services have separate hardware requirements, which are outlined in the relevant documentation.

## Supported Screen Resolutions

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.

## Supported Operating Systems

Operating System	Edition	Architecture
Microsoft Windows Server 2025	Standard, Datacenter	64-bit
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	64-bit

## 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 in virtual server environments, ensure that the system requirements (see previous page) are met by the virtualized hardware. Review the resources and performance of the VM carefully before completing the 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. In these installations, ensure that the connection between the database server and the Protege GX server has enough bandwidth for peak usage. This is 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.

# 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 Wireless Locks

Component	Version
Protege GX Software	4.3.387.2 or higher
Protege GX Controller	2.08.1545 or higher
TSL Reader	1.05.386 or higher
Protege Config App	1.0.6.4 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 Unity	✓	✓	✓	✓	✓	✓	✗	✗	8.7.2.6	N/A	4.3.298
Avigilon Control Center	✓	✓	✓	✓	✓	✓	✗	✗	7.14.18.8	N/A	4.3.298
Axxon One	✓	✓	✓	✓	✓	✓	✗	✗	2.0.2.210	N/A	4.3.298.1
DW Spectrum	✓	✓	✓	✓	✓	✓	✗	✗	6.1.0.42176	N/A	4.3.298
FLIR Latitude V9.2	✓	✓	✓	✓	✓	✓	✓	✗	9.2.0.3300	9.2.0.3200	4.3.367.10
Genetec Security Center	✓	✓	✓	✓	✓	✓	✗	✗	5.13.3.0 (build 3132.18)	5.13.3.0 (build 3132.18)	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 XProtect	✓	✓	✓	✓	✓	✓	✗	✗	2025 R2, 2024 R3, 2023 R3	25.2.2	4.3.298.1
Nx Witness	✓	✓	✓	✓	✓	✓	✗	✗	6.1.0.42176	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	✓	✓	✓	✓	✓	✓	✗	✗	6.0.5.41290	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

Software	
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	1.0.1.0 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: <ul style="list-style-type: none"><li>• 15.1.32798</li><li>• 17.0.33829</li><li>• 19.0.29</li><li>• 25.0.23</li></ul>
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

## 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 <b>only</b>
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: <ul style="list-style-type: none"><li>• 2.08.583-849</li><li>• 2.08.1268 or higher</li></ul>

## 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

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