

# Lockdown

## Overview

The lockdown feature in Paxton10 provides a fast, reliable and highly configurable way to secure access points across sites in response to emergency situations. Lockdown includes support in configuring exempt people, fire alarm overrides and includes integration into the existing triggers and actions framework.

This application note outlines how to create, activate, monitor, and manage lockdown rules to ensure your sites are prepared for rapid and controlled responses to potential threats and emergencies.

## Understanding Lockdown

### Summary of lockdown functionality

The key features of lockdown in Paxton10 include:

- Triggering of lockdown from inputs and/or from the Paxton10 software (including from mobile/tablet devices)
- Input triggered lockdown will function even if the Paxton10 server is unavailable/offline
- Set specific people to be exempt from lockdowns
- Ability for exempt people to temporarily open locked down doors from the Paxton10 software (control device and soft button functionality)
- Ability to set whether fire alarm activation will override lockdown or not
- Trigger multiple lockdown rules to be activated at the same time
- Generation of lockdown events and alerts visible to all logged in Paxton10 software users
- Use of lockdown activation as a trigger within the existing triggers and actions framework

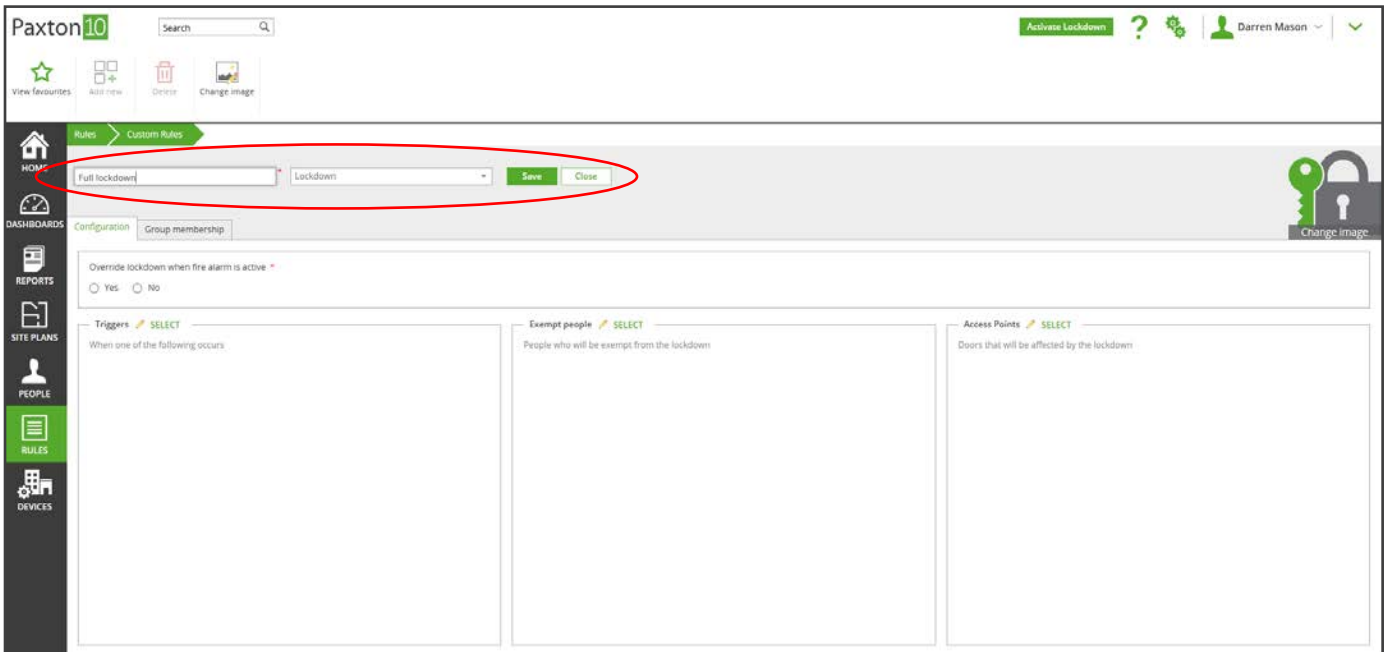
### PaxLocks

The current lockdown functionality does not support wireless access point (PaxLocks). The inclusion of PaxLocks within lockdown rules will form part of a future release.

## Creating Lockdown Rules

The creation of lockdown rules can be found under the existing custom rules functionality.

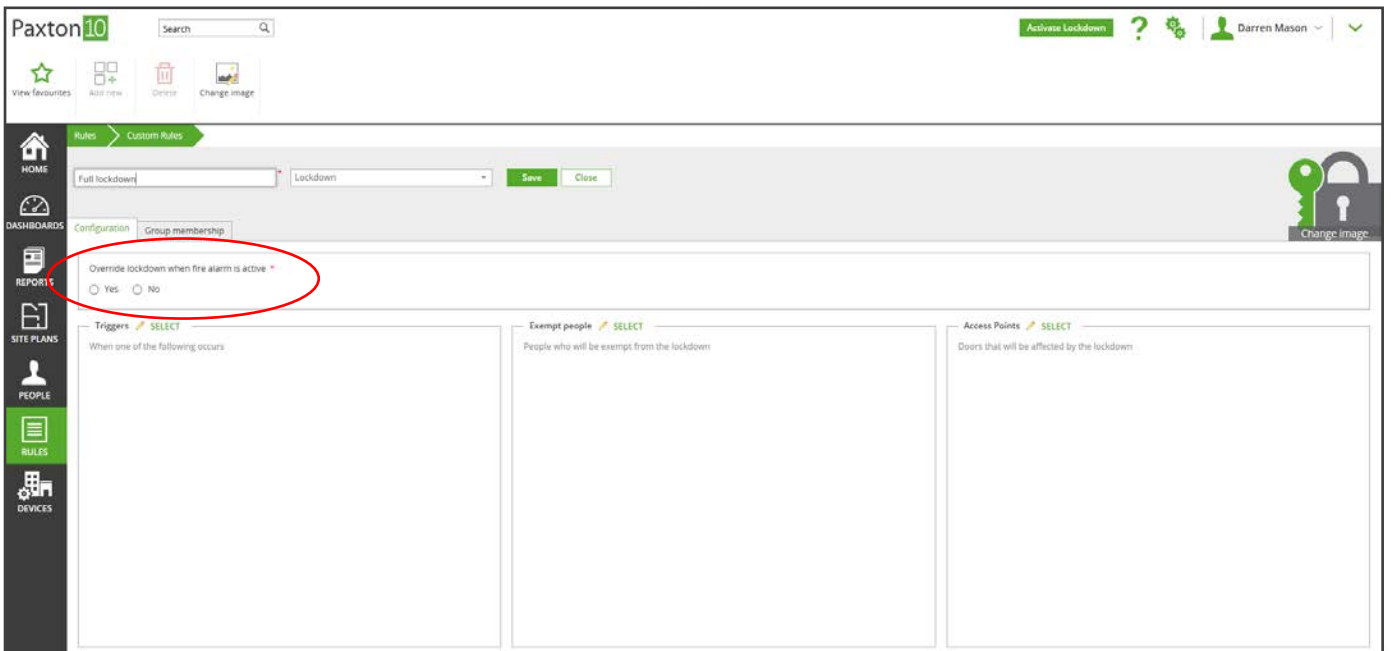
1. From the ribbon, select **'Add new'**
2. Select **'Custom rule'**
3. Give the rule a name – this should be relevant to the lockdown scenario
4. Select **'Lockdown'** as the rule type



## Set fire alarm override

For each lockdown rule created, you must select whether the lockdown rule will be overridden by fire alarm activation or not.

- If 'Yes' has been selected, it means doors configured to unlock in the event of fire alarm activation will still unlock, even if they are currently in a locked down state.
- If 'No' has been selected on the lockdown rule, then doors in that rule will remain in a locked down state, even when the fire alarm is activated.



There are a few important points to note:

### 1. Same doors included in multiple active lockdown rules:

If a door is part of more than one active lockdown rule and any of those rules are configured to allow fire alarm override, the door will unlock in response to the fire alarm activation. For example, if a door is included in three active lockdown rules—one with fire alarm override enabled and two without—then the door will unlock during a fire alarm, in line with the rule that allows the override.

### 2. Multi-site or multi-subnet systems:

In systems spanning multi-sites or subnets, there may be more than one fire alarm connector installed (e.g. one for each site). If a lockdown rule is set to allow fire alarm override, the Paxton10 interface will indicate that the rule has been overridden

when any fire alarm connector is activated. However, in practice, only the doors configured to respond to the specific fire alarm connector that received the alarm signal will actually unlock. All other doors in the overridden active lockdown rule will remain locked down.

This distinction is most relevant when a fire alarm is triggered on one site, while the lockdown rule applies to doors on another site. Despite what the user interface displays, only the doors associated with the active fire alarm connector will unlock.

Please see the Activating and Viewing Lockdown section below to see how fire alarm override is reflected in the lockdown user interface in the Paxton10 software.

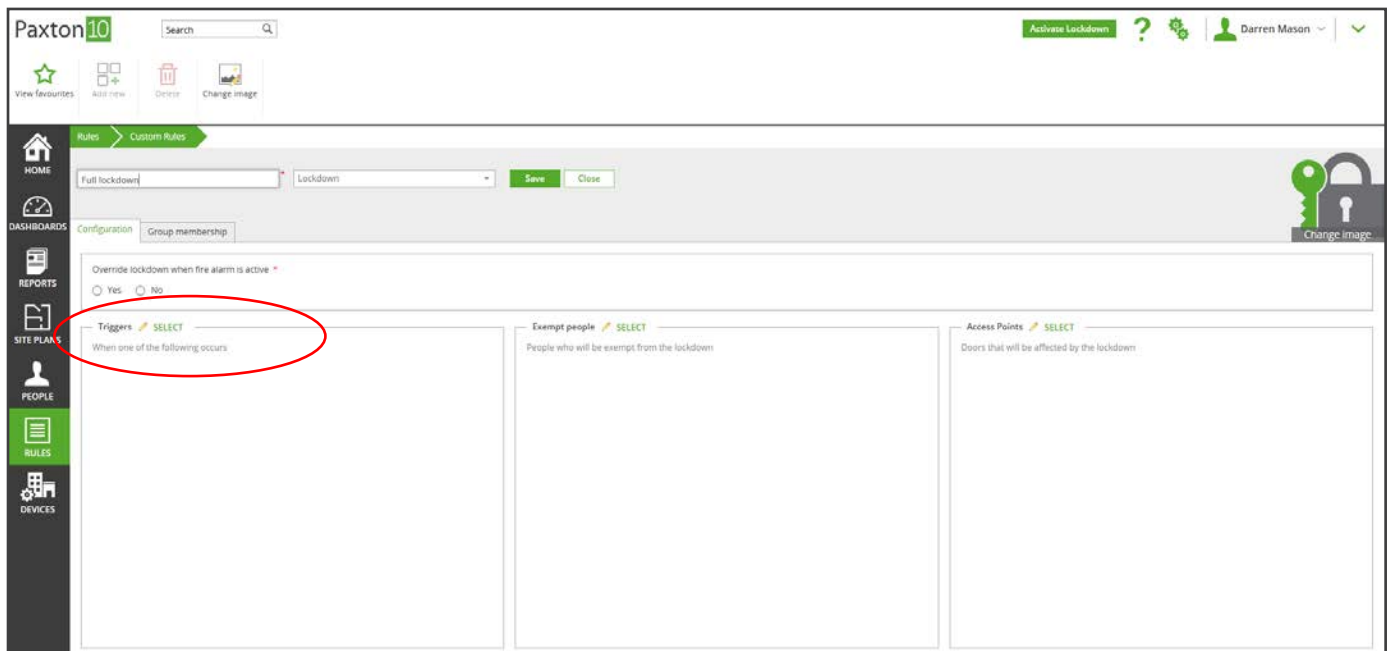
## Set the triggers

You must configure how the lockdown rule will be triggered to activate. There are currently two ways to trigger a lockdown rule:

- a. Input – physical input devices connected to your Paxton10 system
- b. Software – a new lockdown button found on the header bar of every screen in the Paxton10 software

Each lockdown rule can have a maximum of one of each type, although there is no limit on the number of input devices that can be selected for the input trigger type.

1. Click 'Select' at the top of the Triggers column

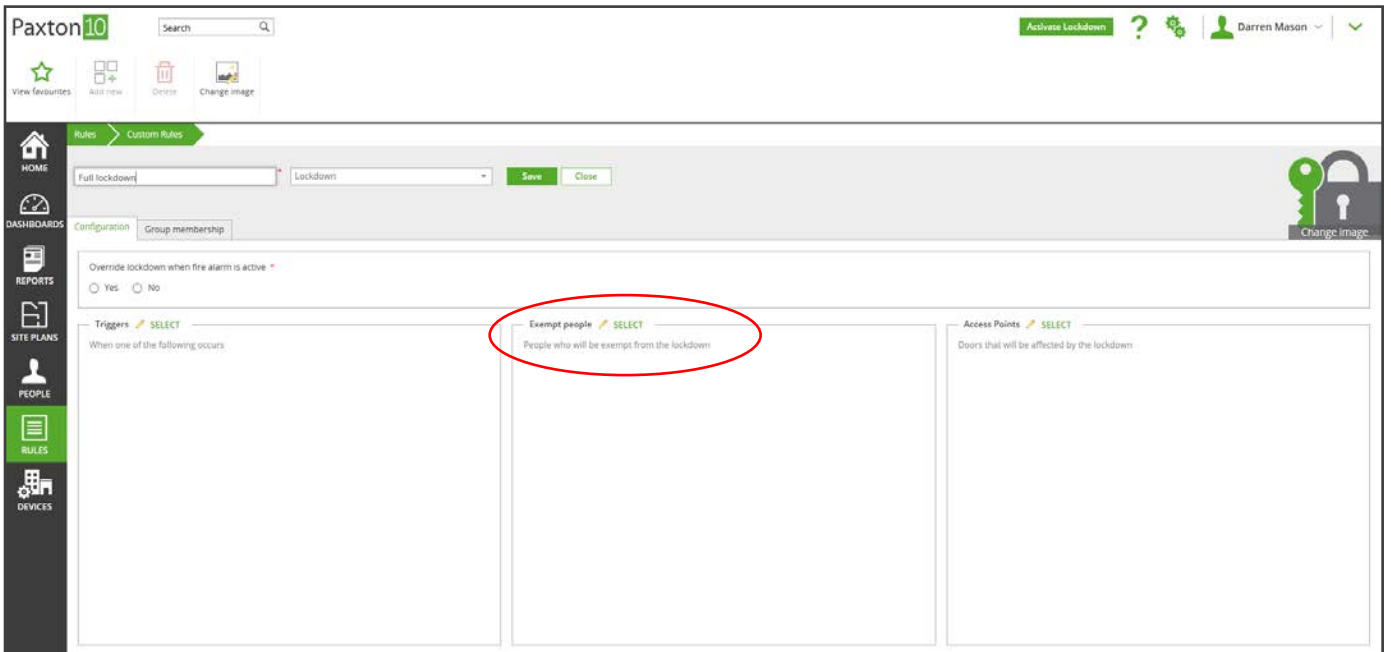


2. Select the trigger type (Input or Software) and trigger (Input or Software Lockdown)
3. Click 'Next'
4. Depending on whether you have selected Input as the trigger or Software, you will need to:
  - a. Select the input device(s) that when activated will trigger the lockdown rule
  - b. Select the people that will be able to activate the lockdown rule from the Paxton10 software
5. Click 'Next'
6. Select the people that will be able to deactivate the lockdown rule from the Paxton10 software
7. Click 'Ok'

## Select exempt people

You can select people to be exempt from a lockdown rule. These people will keep their normal building access permissions and will not be impacted by the lockdown rule when it is active.

1. Click 'Select' at the top of the Exempt people column

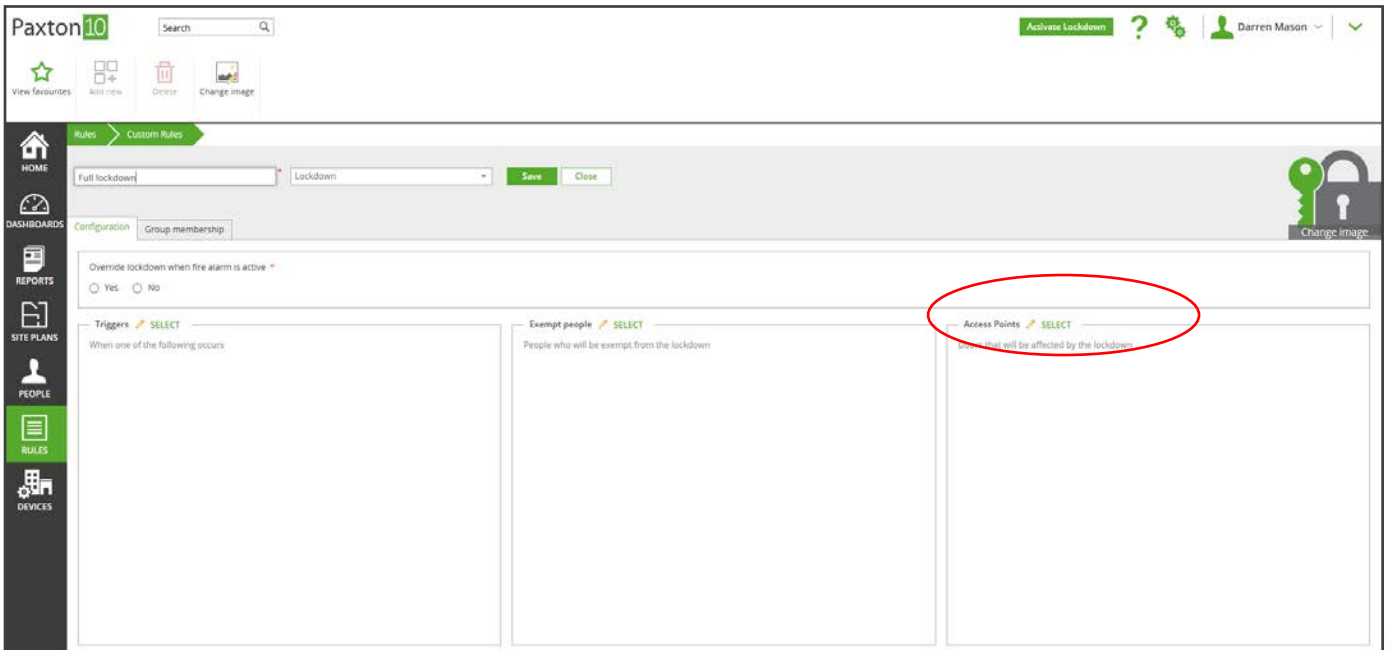


2. Check the boxes next to the people that should be exempt from the lockdown rule
3. Click 'OK'

## Select the access points to lockdown

You must select the access points that will be locked down when the lockdown rule is triggered.

1. Click 'Select' at the top of the Access Points column



2. Check the boxes next to the devices that should lockdown
3. Click 'OK'
4. Once you have finished configuring the lockdown rule, click 'Save'

The lockdown rule is now complete and should be saved. Please note, the system will prevent any attempts to edit or delete lockdown rules if they are currently active.

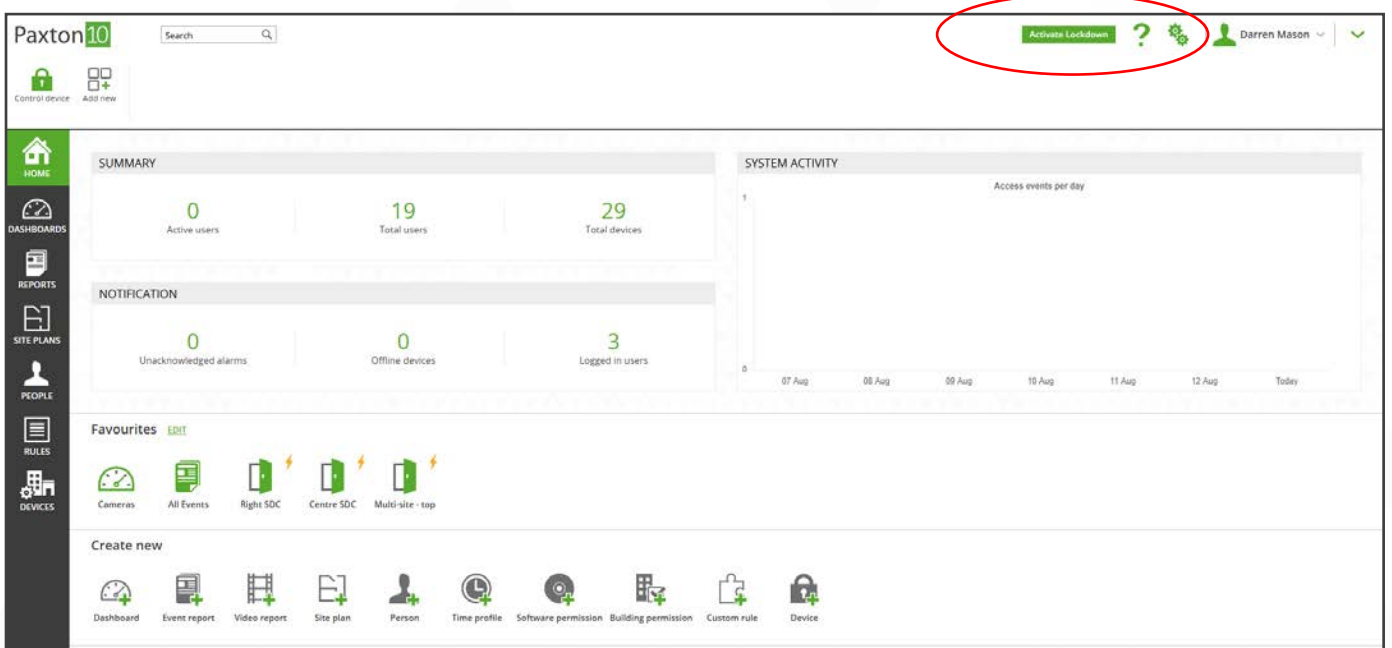
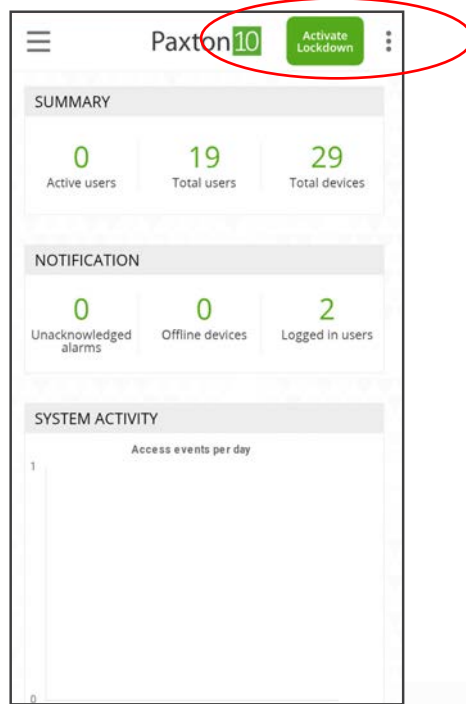
# Activating and Viewing Lockdowns

For input triggered lockdown rules, the activation process is simply to trigger the relevant input(s). Lockdown rules triggered from inputs will function even if the Paxton10 server is offline/unavailable.

The remainder of this section outlines how to trigger lockdown rules from within the Paxton10 software and how to view any activate lockdown rules.

## Activating lockdown from the Paxton10 software

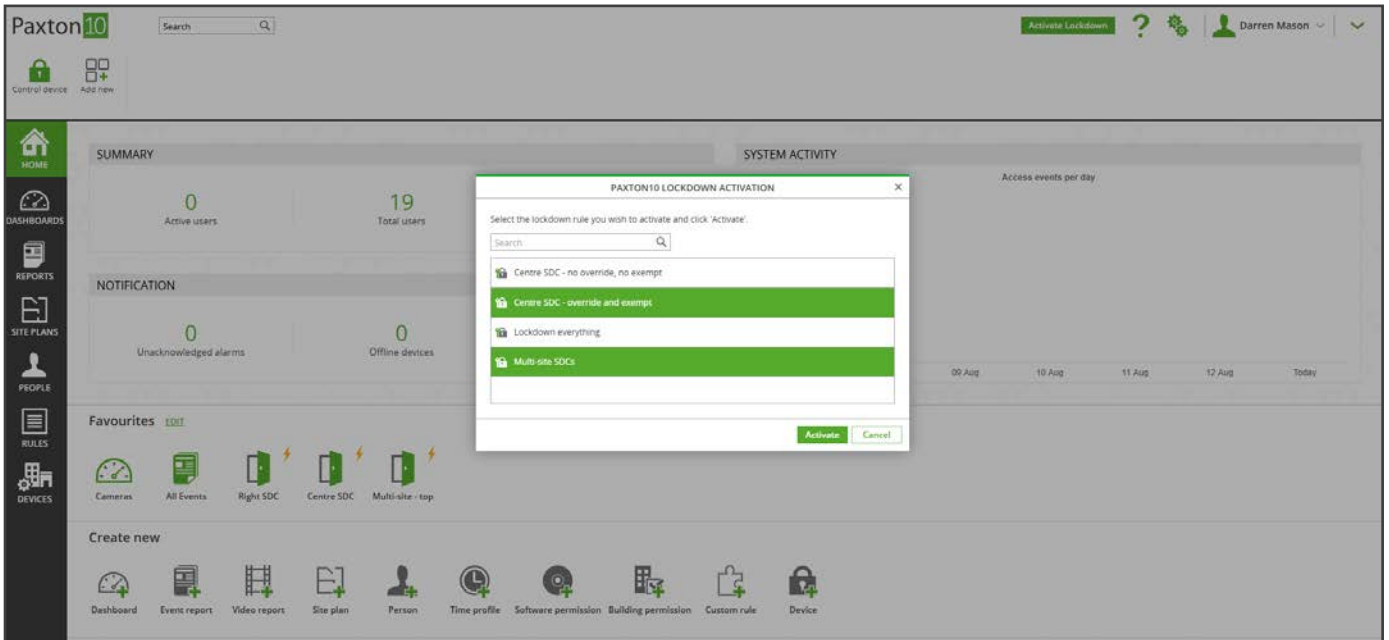
If a Paxton10 software user has been configured in at least one software triggered lockdown rule, they will see an **'Activate Lockdown'** button on the header bar. This button can be seen on every screen within the Paxton10 software, including when viewing from mobile devices or the Paxton Connect app. This button is not seen by users that are not configured as someone that can activate software trigger lockdown rules.



1. Click **'Activate Lockdown'** on the header bar
2. Select the lockdown rule(s) that you wish to activate. Multiple rules can be selected.

**Please note:** the list of lockdown rules shown are those that the user has permissions to activate and does not show any currently in an active state.

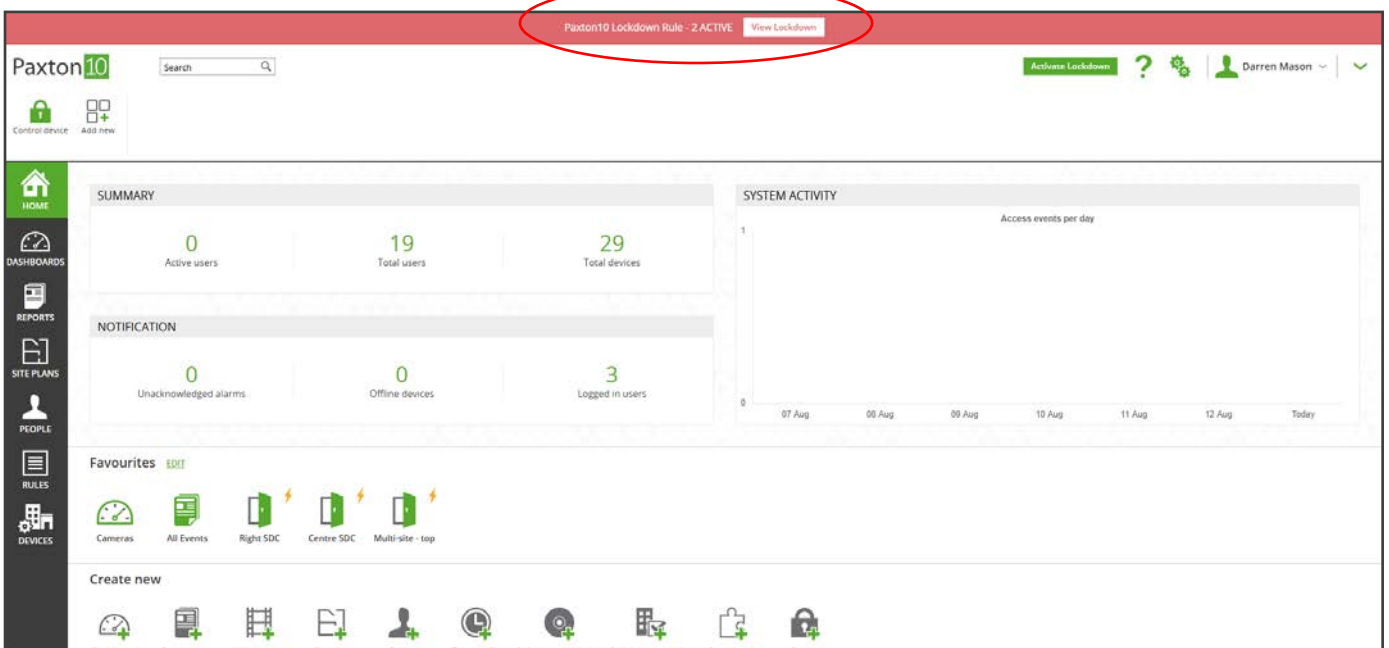
### 3. Click 'Activate'



The selected lockdown rule(s) will be activated.

## Viewing active lockdowns

If at least one lockdown rule in the system is active, then a red banner at the top of the Paxton10 software will be seen by all logged in Paxton10 software users. The banner clearly indicates that lockdown is active and states the number of lockdown rules currently active.



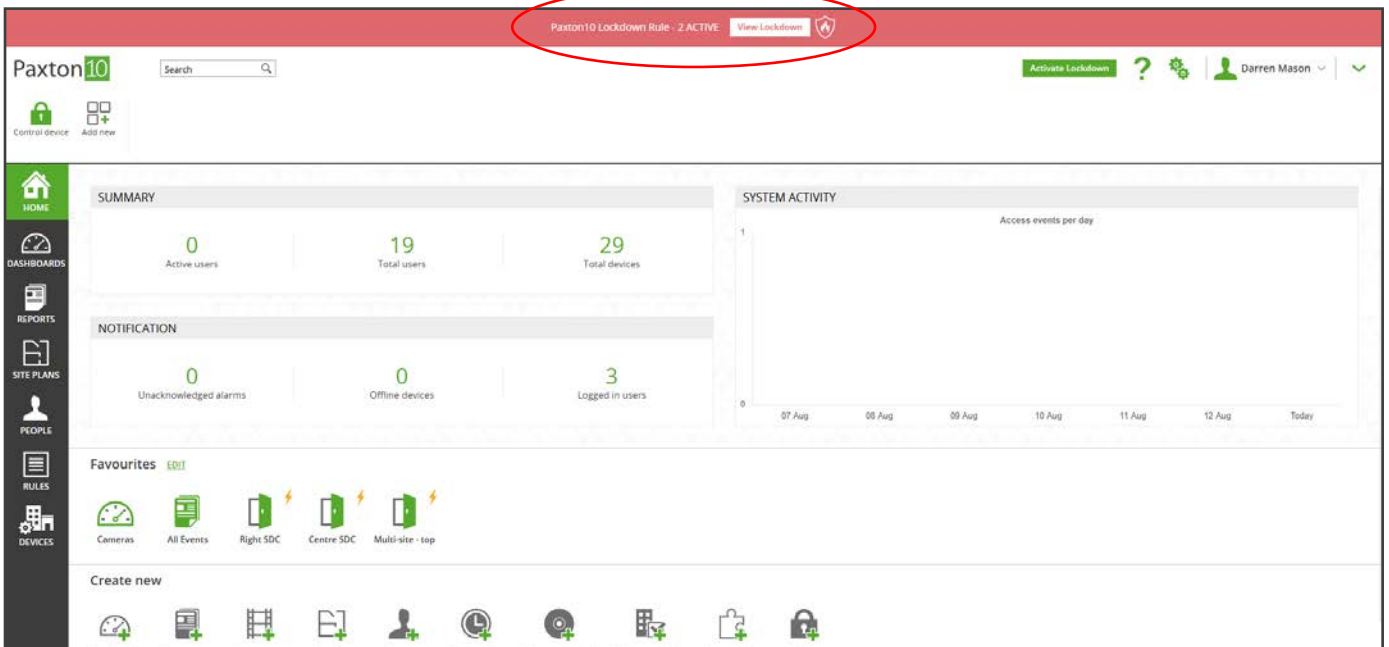
All Paxton10 software users will see the 'View Lockdown' button on the lockdown banner.

1. Click 'View Lockdown' on the lockdown banner
2. See a list of all currently active lockdown rules on the system

### Fire alarm override - lockdown banner

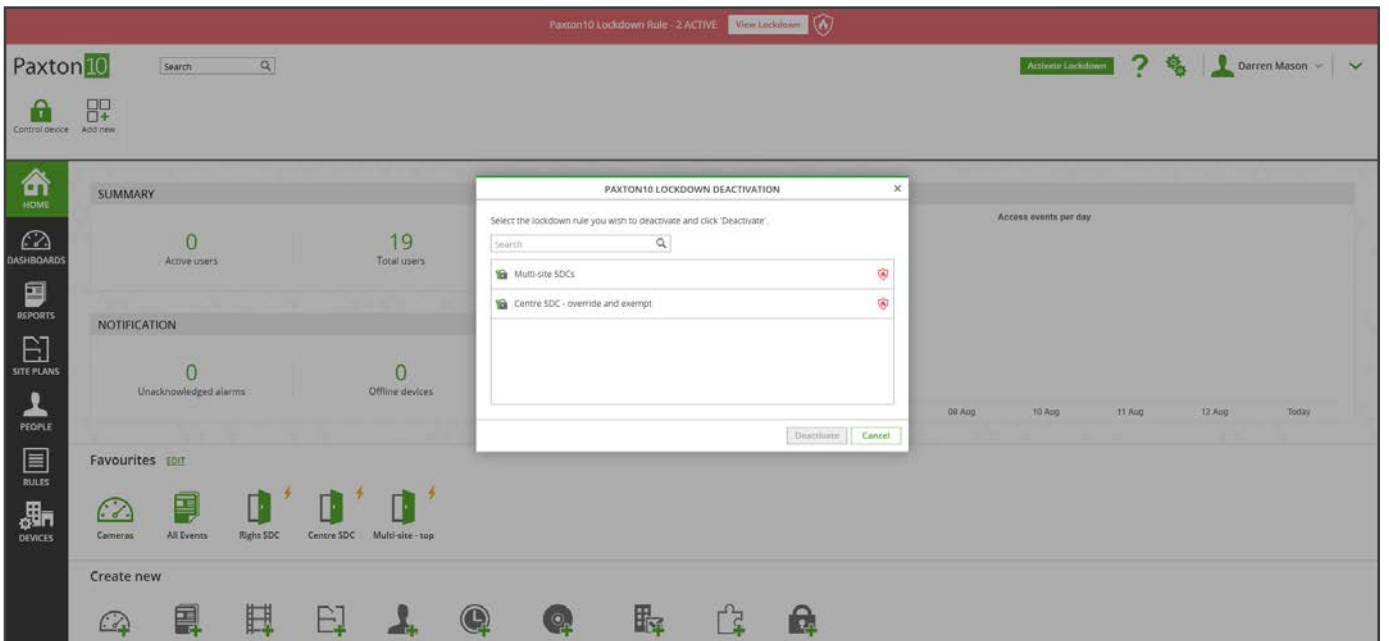
If any active lockdown rule has been overridden by fire alarm activation in accordance with its configuration, the red lockdown banner at the top of the Paxton10 user interface will show a fire alarm icon. This serves to indicate to all logged in software users that at least one active lockdown rule has been overridden and some access points are now unlocked.

Seeing the fire alarm icon should pose as a trigger for users to click the 'View Lockdown' button for further information.



### Fire alarm override - view lockdown and deactivation

When viewing the current active lockdown rules using the 'View Lockdown' button, if any have been overridden by the fire alarm this status is clearly reflected for each affected rule. Although the locked down state of the access points in those rules has been overridden, the overridden lockdown rules can still be deactivated by a user with the relevant permissions. It is advised not to do that until the emergency/threat triggering the lockdown has passed.



## Opening Locked Down Doors From The Paxton10 Software

Other than Fire Alarm override (if configured within a lockdown rule) or being an exempt person with a valid credential, the only other ways to open locked down doors is from the control device or soft button features in the Paxton10 software, and this can only be done by software users that are exempt in active lockdown rules.

Other than soft buttons, all other trigger and action rules that have an action to open/toggle a door will not work if the door is in a locked down state.

Control device and soft button commands allow a door to be opened based on the specific access point's configuration, e.g. open for 7 seconds. These features are also based on the triggering user's building permissions. This remains the case when they are used during an active lockdown, however the users must also be configured as an exempt person within the active lockdown rule for the door to successfully open. If multiple lockdown rules are active for the same door, then the person only needs to be exempt in one of those rules to use the open door functionality.

During an active lockdown, once the control device or soft button instruction to open a door is received by the controller, it will check if the person sending the command is an exempt person or not. If they are, the door will open, if they are not, the door will remain locked down. For this iteration, no additional feedback is provided to the software user based on the outcome.

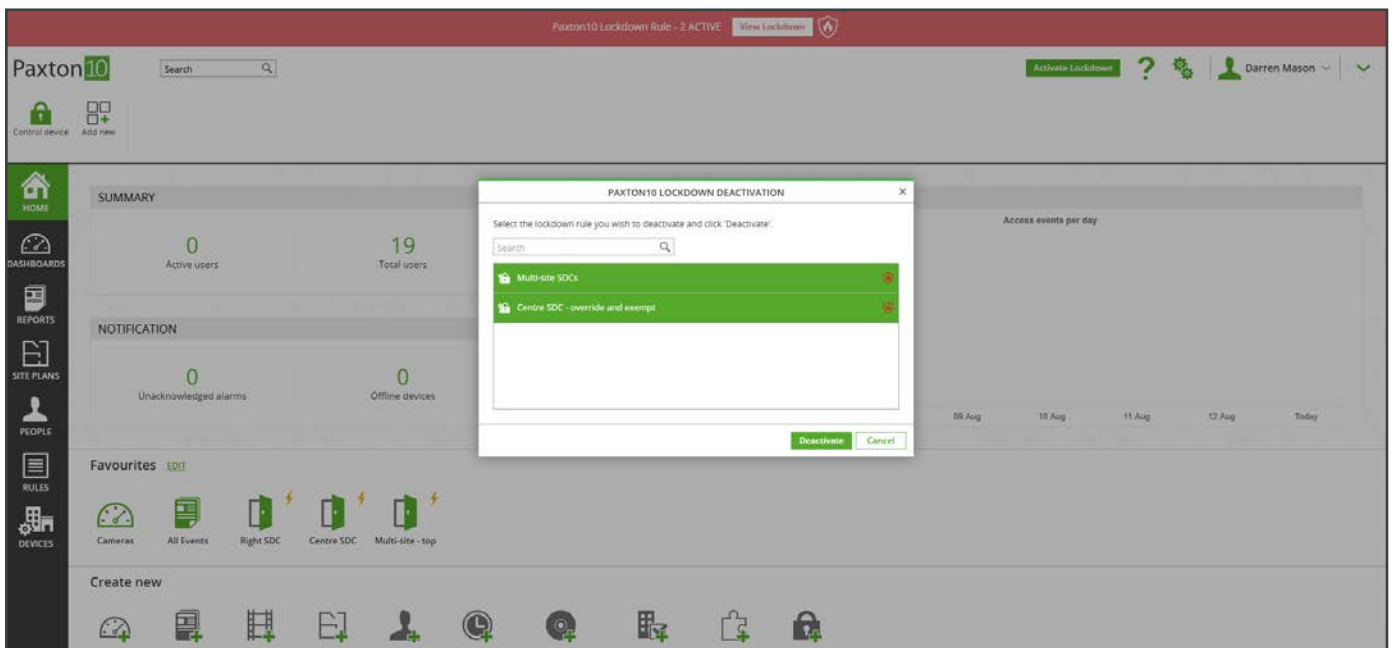
## Deactivating Lockdowns

As outlined above, all Paxton10 software users will see the red active lockdown banner and be able to click to view the active lockdown rules. If any user doing this is also configured to be able to deactivate lockdown rules, then they will be able to do that from this view.

1. Click **'View Lockdown'** on the lockdown banner
2. Select the lockdown rule(s) that you wish to deactivate. Multiple rules can be selected.

**Please note:** the list shows all currently active lockdown rules on the system. Users are only able to select lockdown rules that they are configured to be able to deactivate.

3. Click **'Deactivate'**



The selected lockdown rule(s) will be deactivated. If all lockdown rules have been deactivated on the system, the red lockdown banner will be removed.

## Same door in multiple active lockdown rules

If an access point features in two or more active lockdown rules, the access point will not be released from lockdown until the last remaining active rule it features in is deactivated.

## Event Logging

The below events are automatically generated and logged by the system in relation to lockdown:

- When a lockdown rule **activated**
- When a lockdown rule is **deactivated**
- When an access point **successfully enters or exits** lockdown
- When a person is **granted access** due to being exempt for the relevant active lockdown rule
- When a person is **denied access** due to not being exempt for the active lockdown rule

## Using Triggers & Actions with Lockdown

Lockdown activation has been incorporated into the existing triggers and actions framework. There is a separate application note covering how to use Triggers & Actions ([APN-0021-AE](#)), but you can now select 'Lockdown Activation' as a trigger and make use of the existing constraints and actions.

This is a powerful integration as it allows you to select specific lockdown rule(s), which when activated, results in the system automatically taking action. Some examples you may wish to consider (subject to your system setup):

- Toggle/switch on devices such as sirens, lights, and alarms when lockdown is activated
- Send specific people an email when lockdown is activated

**Please note:** the Paxton10 server must be online for triggers and action rules to work that are triggered by lockdown activation.

It is advised that you also create separate triggers and action rules to toggle/switch off devices when the lockdown has ended, as these will not automatically switch off when lockdown rules are deactivated. For example, a soft button to switch off lockdown sirens.

## Points & Considerations

### Input triggered lockdown on multi-site and multi-subnet

A physical input is connected to a controller, and that controller is on a topology (local, multi-site or multi-subnet). When lockdown is triggered from an input, the controller does not communicate directly with the Paxton10 server and instead goes straight into lockdown (as per the lockdown rule it has received and stored). When that happens, the lockdown instruction is then cascaded directly to other controllers (peer to peer), but this cannot cross network topologies. Namely, an input on a multi-site or multi-subnet can only trigger lockdown to happen on doors on the same multi-site/subnet.

This limitation does not apply when triggering lockdown rules from the Paxton10 software.

### Emergency door releases

Emergency door releases, also known as blue pull releases, operate on a physical circuit to the lock itself. In this situation, Paxton products, such as controllers, have no control over the lock. Therefore, if a locked down door has an emergency door release and it is triggered, the door will still open.

### Server reboot or failure during active lockdown

#### Server reboot

Active lockdown rules persist in the Paxton10 database, so upon re-start of the server, the Paxton10 software UI will automatically return to the locked down state as it was before the reboot. During the reboot itself, there will be no impact to the locked down state of doors, i.e. doors remain in a locked down state and exempt users can still enter/exit as required. Fire alarm override will not be impacted if the server is unavailable.

#### Server failure

In the event of a Paxton10 server failing and it cannot be successfully restarted, it ultimately needs to be replaced by a new server (database restored, manually reset hardware and devices re-bound) and the timescales for that would very likely extend beyond the duration of any lockdown itself.

In this situation any locked down doors would remain in a locked down state and any exempt users would continue to have access through doors as required. Once the emergency/threat has passed and lockdown would normally have been deactivated via the Paxton10 user interface, exempt people could facilitate the evacuation of the buildings. If that is not possible for all doors, entry may need to be forced by a trained professional, or customers could consider triggering a fire alarm if it is configured to override the active lockdown rule(s).

## Setting up non-Paxton10 software users to trigger lockdown from their mobile devices

Some people may need to activate lockdown from a mobile device but do not require full access to the Paxton10 software. For example, teachers likely do not require access to the Paxton10 software as part of their role but may be required to activate lockdown in an emergency. You can give these users the ability to control lockdown rules through the Connect App or a browser without giving them access to any other features. Follow these steps to set this up:

1. Ensure the lockdown rules that you want the users to activate are together in a group.
2. Erstelle eine neue benutzerdefinierte Berechtigung für die Software:
  - Go to '**Custom Rules**'.
  - Assign the users '**Read**' permission for the relevant group of lockdown rule(s).
  - Do not assign any other permissions.
3. Add the users as people that can activate and/or deactivate the required lockdown rule(s).
4. Let the users know how to access the Paxton10 software from the Connect App or browser on their mobile device.

When the users log in, they will only see the lockdown controls and will not be able to access or modify any other features in Paxton10.