American Dynamics
From Tyco Security Products

Sur-Gard Receiver Integration Guide

v5.4.1

Revision A0

American Dynamics

Introduction

Installation

Configuration

Administration

Troubleshooting

Appendix A

American Dynamics

Introduction

Sur-Gard Overview

Sur-Gard Integration provides advanced, seamless integration between victor and Sur-Gard Receivers allowing users of **victor Unified Client** to monitor their Sur-Gard devices from within the victor interface.

Features

The objective of the Sur-Gard Integration is to provide a standard, single interface between Sur-Gard and American Dynamic's victor Unified Video Management product. Supported features include:

- Viewing status and information of configured Sur-Gard Receivers
- Support for multiple Sur-Gard Receivers
- Adding new Sur-Gard Receivers
- Importing Alarm Points
- Support for Security Industry Association (SIA) and Contact Identification (CID) protocols
- Support for Sur-Gard system alarms
- All intrusion panels supported by Sur-Gard receivers are supported in integration
- TCP/IP communication
- Integration with victor roles
- Integration with victor Object Association
- Integration with victor journal allowing security and intrusion events to be reviewed together
- Client side event management
- Create / Edit / Delete Alarm point object for Zone and Partition
- Alarm Categories - The Alarm Categories Editor allows you to add categories like partitions, zones, panels etc.
- Alarm Configuration - The Alarm Configurations Editor allows configuration of existing alarms and new alarms.
- Message Delivery tab in Receiver Editor - The Message Delivery tab allows selection of message delivery and message filtering options.
- Alarm Point Editor allows selection of multiple alarms for a single alarm point. A new category drop-down selection allows Alarm category selection.

Installation

Minimum Requirements

Hardware

SurGard Integration has the same hardware, software, and disk space requirements as victor Application server.

The memory requirement for SurGard Intrusion Integration deployment is approximately 50 MB.

If the target computer can install victor Application server, then it satisfies SurGard Integration requirements.

Software

Refer to latest release notes for current software version

Sur-Gard Receiver Firmware

SG-System I: v 1.14.01.002

Operating Systems

All Operating systems supported by victor are supported by this driver. Refer to victor product data sheets for further details.

Installation

The Sur-Gard Receiver installer must be run on both **victor site manager** and all **victor unified client** machines.

Procedure 2-1-1 Adding Sur-Gard Receiver Integration to victor

Step	Action
1	Close any currently running programs.
2	Navigate to http://www.americandynamics.net.
3	Download the appropriate version of the Sur-Gard Integration Software Driver for your version of victor.
4	Launch the Sur-Gard Integration Software Driver.
5	Read the End User Licence Agreement (EULA) and click **I accept the terms in the license agreement**, then click **Next.**
6	For server installations running crossfire services, the Tyco Crossfire Service Alert Dialog box appears. Click **OK** to continue with the installation.
7	Click Next in the SurGard Integration Setup Wizard to install the integration.
8	Click **Install**, the program may take several minutes to install.

> **Note**
>
> If you choose to enable the driver for redundancy, select the **Redundant Server installation using supported third party redundancy** check-box and enter the Virtual server (alias) name.

Step	Action
9	Click **Finish** to complete the installation.

After installation, a new group called **Intrusion** is available on the **Setup** tab.

- End -

Procedure 2-1-2 Modifying the Virtual Server (alias) name during or after installation:

Step	Action
1	Navigate to the folder ../Tyco/Crossfire/ServerComponents.
2	Open the Surgard Receiver Driver Service.exe file
3	Scroll down the client section and for all the end points change the local host to the required Virtual server (alias) name except for the end point name **TraceViewerURI**.

- End -

Configuration

Configuring Sync Time in the Sur-Gard Receiver

The Sync Time feature synchronizes the receiver time with the victor unified server

Procedure 3-1 Configuring Sync Time

Step	Action
1	Navigate to the folder /Tyco/Crossfire/ServerComponents/SurgardReceiverConfiguration.
2	Change the default value using milliseconds as the unit of measure for the required Sync Time. By default, the value is 86,400,000 milliseconds (24 hours)

Note

• The **Sync Time** check-box in the **Receiver Editor General** tab must be selected in order for Sync Time to function. This sets a default value of86,400,000 milliseconds (24 hours).

• If you are experiencing "Time out of Sync" issues, changing this setting will resolve this issue.

• To make changes to the configuration file, you must restart the driver.

- End -

Configuring Sur-Gard Receiver to TCP/IP

Enter the following settings to configure the Sur-Gard Receiver to the TCP/IP:

Option	Default	Value Range
LAN IP Address	255.255.0.0	000 to 255
LAN Subnet Mask Address	255.255.0.0	000 to 255
LAN Gateway	0.0.0.0	000 to 255

Note

The SG-System I must be restarted for these changes to take effect. For more configuration details please refer to Sur-Gard manuals (SG-System I, II, III)

- End -

Administration

Introduction

Roles

Sur-Gard Receivers privileges are associated with victor roles, therefore all context menu actions associated with Sur-Gard Receivers are added to existing victor roles which can be edited accordingly. For more information on Roles, refer to the *victor unified client Configuration and User Guide.*

Associations

Sur-Gard Receivers support victor's Object Association. Object Association refers to linking unrelated victor objects with the intent of enabling incident building capability. For more information on Object Associations, refer to the *victor unified client Configuration and User Guide*.

Reports

Sur-Gard objects are included in the report selection tool and support the victor **Find in Journal** feature. For more information on Reports and the Find in Journal feature, refer to the *victor unified client Configuration and User Guide.*

Events

Sur-Gard Receivers support victor Events, allowing you to detect, monitor and record specific activities on the system. For further information on Events, refer to the *victor unified client Configuration and User Guide.*

Maps

Sur-Gard objects support victor Maps and the **Find on Map** feature. For more information on Maps and the Find on Map feature, refer to the victor *unified client Configuration and User Guide.*

Administration Functions

Sur-Gard Receiver Editor in victor unified client allows configuration of alarms and alarm categories, modifying connection and communication details and alerts. Configured Sur-Gard Receivers are displayed as hardware objects in the victor Device List.

Configuring Alarms and Alarm Categories

Alarms and Alarm Categories must be configured in the Sur-Gard Receiver editor prior to the addition and modifying of Sur-Gard Receivers

Procedure 4-1-1 Accessing the Alarm Categories Editor

The Alarm Categories Editor is used to add and remove alarm categories.

Step	Action
1	Click on the **Device list.**
2	Open the **Alarm Categories Editor.**
3	Click on **Alarm Categories.**
4	Right-click on the **Alarm Categories** sub-folder and select **Edit.** The Alarm Categories box opens with Zone and Partition listed as the default categories.

- End -

Procedure 4-1-2 Adding Alarm Categories

Step	Action
1	Click **Add** to add a row for the new Alarm Category.
2	Open the **Alarm Categories Editor.**
3	Click on the row under the **Category Name** column.
4	Enter a name for the new Alarm Category (up to 100 characters).
5	Click **Save and Close**.

- End -

Procedure 4-1-3 Removing Alarm Categories

1	Open the **Alarm Categories Editor.**
2	Click in the row that contains the Alarm Category that you want to remove.
3	Click **Remove**.
4	Click **Save and Close**.

- End -

Procedure 4-1-4 Accessing the Alarm Configurations Editor

The Alarm Configurations Editor is used to modify existing alarms and add new alarms.

Step	Action
1	Click on the **Device** list.
2	Click on **Alarm Configurations**.
3	Right-click on the **Alarm Configurations** sub-folder and select **Edit.**

- End -

Procedure 4-1-5 Modifying Existing Alarms

Step	Action
1	Click on the row with the alarm that you want to edit,
2	Make the configuration changes.
3	Click **Save and Close**.

- End -

Procedure 4-1-6 Configuring New Alarms

Step	Action
1	Click **Add** to add a new row for the new alarm configuration
2	Select the protocol from the **Format** drop-down list.
3	Select the category from the **Category** drop-down list.

Note

Categories in the list are derived from the Alarm Category configuration

4	Enter a name for the alarm in the **Alarm Name** field.
5	Enter a code to activate the alarm in the **Activation Code** field.
6	Enter a code to deactivate the alarm in the **Deactivation Code** field.
7	Click in the **Journal User Details** check-box, optional, to display user information in the message displayed when the alarm is activated or deactivate.
8	Click **Save and Close**.

- End -

American Dynamics

Procedure 4-1-7 Deleting Alarm Configurations

Step	Action
1	Click in the row that contains the Alarm Configuration that you want to remove.
2	Click **Remove**.
3	Click **Save and Close**.

- End -

Configuring Sur-Gard Receiver

Procedure 4-2-1 Adding a New Sur-Gard Receiver

Step	Action
1	Click on **Create New Item** ⊕ icon.
2	Click on the **Sur-Gard Receiver** icon.
3	Enter a name for the receiver in the **Name** textbox.
4	Enter a description for the map in the **Description** textbox.

> **Note**
>
> The **Enabled** checkbox is selected by default. To deactivate the receiver, deselect the checkbox.

Step	Action
5	Enter the IP Address of the receiver in the **IP Address** text box
6	Select ⊕ next to the **Time Zone** text-box, the Object Selector dialog box displays
7	Select a **Time Zone** from the right column
8	Select **OK** to confirm selection or **Cancel** to exit
9	Select **Object Selector** in the **Time Zone** text-box to edit message filtering options.
10	In the **Message Delivery** tab, select J**ournal Options**, then **Message Filter Options**. See *Table 1 on page 11* for further information on dialog box selections for Message Filter Options.
11	Select ⊕ next to **Online**, the **Object Selector** dialog box displays
12	Select **Action Item** from the left column. This will filter results in the right column
13	Select the required event action from the right column
14	Select **OK** to confirm selection or **Cancel** to exit
15	Select ⊕ next to **Offline**. The **Object Selector** dialog box displays
16	Select **Action Item** from the left column. This will filter results in the right column
17	Select the required event action from the right column

American Dynamics

18   Select **OK** to confirm selection or **Cancel** to exit

Note

Select ⊗ next to an **Online** or **Offline** alert to remove it

---

19   Select ⊕ in the Associations section. The Object Selector dialog box displays

20   Select an association type from the left column. This will filter results in the right column

21   Select the required association from the right column. Select **OK** to confirm the selection or **Cancel** to exit

22   Repeat steps 19-21 to add more associations

Note

Select an association, then select ⊗ to remove it

---

23   Select **Save**

Action	Selection in Dialog Box
Journal all activities	• Journal to Database • Activity Viewer • Report all messages
Alarm Point Messages are only sent to the database	• Journal to Database • Report all messages for alarm points
Alarm Point Messages are only sent to the Activity Viewer	• Activity Viewer • Report all messages for alarm points
All configured and non-configured alarms are journaled to the database and the Activity Viewer	Report all messages
No journaling, other than online/offline messages and receiver specific messages.	None

Table 1: Dialog Box Selections for Message Filtering

- End -

Procedure 4-2-2 View All Sur-Gard Receivers

From the **Show All Items** 🔍 icon, users can view all configured Sur-Gard Receivers

Step	Action

1   Click on **Sur-Gard Receivers** icon.

2   All configured Sur-Gard Receivers are displayed in an Object List.

- End -

Configuring Sur-Gard Alarm Points

Procedure 4-3-1 Add New Alarm Point

Alarm points can be configured and defined directly from the device list using the Alarm Point editor.

Step	Action

1   Expand **Sur-Gard Receiver** in the Device List by selecting ▷

2   Right click on the relevant Sur-Gard Receiver

3   Select **New Alarm Point**. Alarm Point editor opens

4   Enter a **Name** for the **Alarm Point**

5   Enter a **Description** for the **Alarm Point**

6   Select the **Enabled** checkbox to enable or deselect to disable. The default setting is enabled

7   Enter the **Alarm point number**

8   Enter the **Zone Number** and **Partition Number**

9   Select **Format** from the **Format** drop down menu

10   Select the Category from the drop down list.

11   Select **Alarm Type** from the drop down menu. Available selections are dependent on **Format** selection

12   If required, select ➕ next to **Active** alerts, the **Object Selector** dialog box displays

13   Select **Action Item** from the left column. This will filter results in the right column

14   Select the required object from the right column

15   Select **OK** to confirm selection or **Cancel** to exit

16   If required, select ➕ next to **Inactive** alerts. The **Object Selector** dialog box displays

17   Select **Action Item** from the left column. This will filter results in the right column

18   Select the required object from the right column

19   Select **OK** to confirm selection or **Cancel** to exit

20   Select ➕ in the Associations section. The **Object Selector** dialog box displays

21   Select an association type from the left column. This will filter results in the right column

22   Select the required association from the right column. Select **OK** to confirm the selection or **Cancel** to exit

23   Repeat steps 19-21 to add more associations

Note

Select an association, then select ❌ to remove it
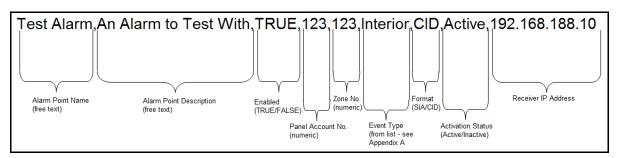
---

24 Select **Save**

> **Note**
>
> If victor unified client is out of sync with the Sur-Gard Receiver, then status messages from the panel are not communicated. To overcome this, an option is provided for Alarm Point to activate and deactivate from the **Device List** and **Dynamic View.** This changes the status in victor Unified Client that will not be downloaded to the receiver.

- End -

Procedure 4-3-2 Import Alarm Points

Step	Action

1 Create a.txt or.csv file containing the required alarm point data, as shown in Figure 4-1 Import Alarm Points Data.

Figure 4-1 Import Alarm Points Data

2 Save the.txt or .csv file.

3 Click on **Create New Item** ⊕ icon.

4 Click on **Import Alarm Points** icon.

5 Navigate to the location of the saved .txt or .csv file.

6 Select **Open**.

7 **Reading alarm points file** dialog opens, displaying whether import has been successful or not.

8 Select **Close**.

- End -

Procedure 4-3-3 Edit Alarm Points

Alarm Point editor allows changes to Alarm Points already configured.

Step	Action
1	Click on **Edit Existing Item** icon.
2	Select **Sur-Gard Alarm Point**.
3	Click on the **Alarm Point** to be edited.
4	Make edits as required.
5	Select **Save**.

- End -

Procedure 4-3-4 Show All Alarm Points

Step	Action
1	Click on **Show All Items** icon.
2	Click on **Sur-Gard Alarm Point**.
3	All configured alarm points are displayed in an Object List.

- End -

Troubleshooting

Troubleshooting

This section provides troubleshooting information for issues that may occur in the Sur-Gard Integration.

Problem:

Sometimes the installation may fail if the CrossFire service does not stop on time and throws a time out error.

Solution:

Ensure that you have completed the following steps:

- Check if the CrossFire service is stopped from services panel in case of installation failure. Refer to Figure 5-1 CrossFire Services on page 15.
- Wait till the CrossFire service is stopped and then trigger the installation again. This will work fine as the service is stopped already.
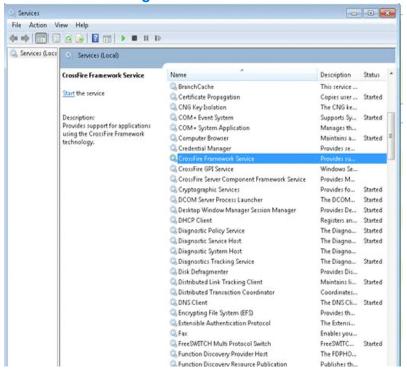
Figure 5-1 CrossFire Services

Appendix A

Journal Log Messages

Sur-Gard Messages logged in the victor Activity Viewer

Message Type	Message Description
Device Activity	Device online status messages (unknown, online, offline)
Device Activity	SIA messages
Device Activity	CID messages
System Activity	Start up driver messages
System Activity	Stop driver messages

Note

Alarms are received and saved in the Journal database even though the Alarm point is not configured. You can search the alarm against the configured Sur-Gard receiver as a primary object.

Journaling

If the alarm point is configured, journaling will be carried out in the following way:

Activation Messages

• Alarm Point "Alarm Point Name" activation occurred on Receiver "Receiver Name"

• Alarm Point "Alarm Point Name" activation occurred by User "User Code" on Receiver "Receiver Name"

Deactivation Messages

• Alarm Point "Alarm Point Name" deactivation occurred on Receiver "Receiver Name".

• Alarm Point "Alarm Point Name" deactivation occurred by User "User Code" on Receiver "Receiver Name",

If the alarm point is not configured, journaling will be carried out in the following way:

American Dynamics

- If an alarm is not configured as alarm configuration, the alarm code will be journaled instead of the alarm name.

    - 'Alarm Code' is activated on panel account number #1234 at Receiver 'Receiver Name'

    - 'Alarm Code' is restored on panel account number #1234 at Receiver 'Receiver Name'

- If an alarm is configured as alarm configuration, the name of the alarm code will be journaled.

    - ''Alarm Name' is activated on panel account number #1234 at Receiver 'Receiver Name'

    - 'Alarm Name' is restored on panel account number #1234 at Receiver 'Receiver Name'.

- Sur-Gard specific messages are journaled in the format:

    - 'Alarm Message' on 'Receiver Name'.