tyco | American Dynamics

Sur-Gard Receiver Integration for victor v6.0

User Guide

Johnson Controls

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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.
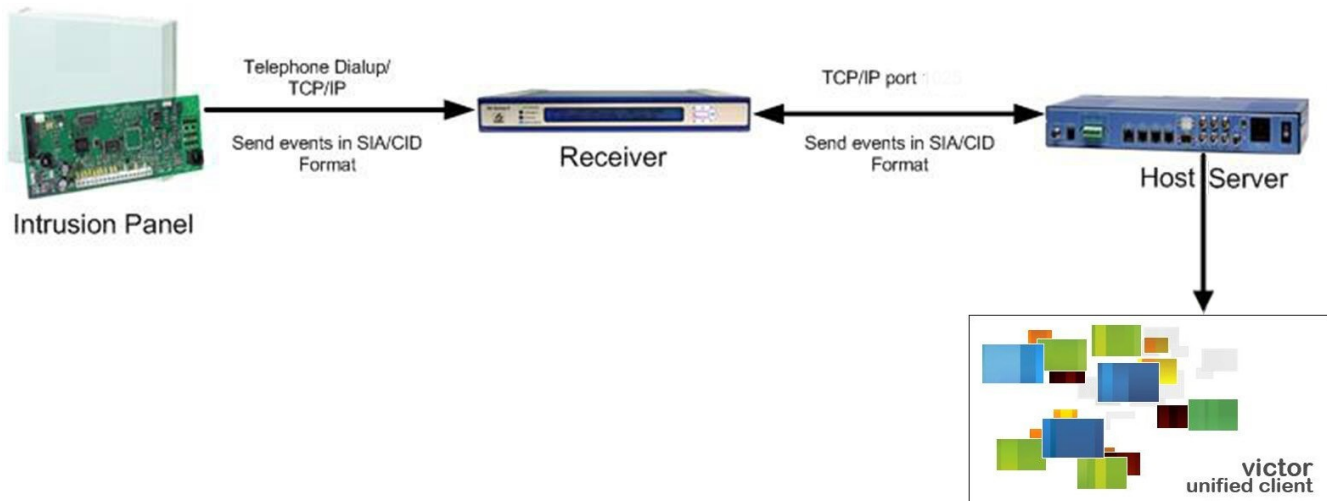
Features

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:

- All intrusion activities are logged in the security journal, allowing both intrusion and security events to be reviewed together in future investigative reporting.
- Supports Security Industry Association (SIA) and Contact ID (CID) communication protocol.
- Supports TCP/IP communication.
- Supports Alarms from the Receiver.
- Supports Create, Edit or Delete receiver objects.
- Supports Create, Edit or Delete alarm point objects for Zones and Partitions.
- Supports Receiver and Alarm Point Ribbon buttons.
- Supports Time Zone Synchronization for the receiver.
- Supports Activate and Deactivate alarm points.
- Supports Receiver and Alarm Point objects under Device List and Site List:
  - Add Receiver and Alarm Point objects to Maps.
  - View Receiver and Alarm Point annunciations on Maps.
  - Alarm Point import

- Supports Alerts for Receiver and Alarm Point.
- Supports Object association for Receiver and Alarm Point.
- Supports Reports for Receiver and Alarm Point.
- Supports User Role (Default and User Defined) for Receiver and Alarm Point
- Supports Activate and Deactivate manual actions on Alarm Points
- Supports Receiver object – Find in Journal, Find on Map
- Supports Alarm Point object - Find in Journal, Find on Map
- Supports Installation on victor remote client
- Supports Alarm Categories - Use the Alarm Categories Editor to add categories like Partitions, Zones, and Panels.
- Supports Alarm Configuration - Use the Alarm Configurations Editor to configure new alarms and existing alarms.
- Supports Message Delivery tab in Receiver Editor - Use the Message Delivery tab to select message delivery and message filtering options.
- Supports use of the Alarm Point Editor to select multiple alarms for a single Alarm Point. Select alarm categories from the New Category drop-down.
- Supports multiple receiver configurations.
- Supports CSV and XML import of Alarm Points.
- Supports TLS 1.2 for security.
- Supports Alarm Port field edit in Sur-Gard receiver configuration.

NOTE	• Alarm Port field allows to enter the port values only from 1025 to 65535. • If the Alarm Port number for the existing Sur-Gard receiver in victor is changed then the Sur-Gard driver service needs to stop and start again to see the updated communication status.

Minimum Requirements

Hardware

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

The memory requirement for Sur-Gard Intrusion Integration deployment is approximately 300 MB.

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

Software

Refer to latest release notes for current software version

Sur-Gard Receiver Firmware

SG-System I: v1.14.01.002

SG-CPM5: v1.22.01.001

Operating Systems

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

Installation

Prerequisites

- The Sur-Gard Receiver installer must be run on both victor Application Server and all victor Unified Client machines.
- It is recommended to stop the CrossFire services before initiating the installation of Sur-Gard Receiver Integration.

Procedure 1 Adding Sur-Gard Receiver Integration to victor

Note:

Before installing the Sur-Gard Receiver Integration, follow the below steps:

1. Close the victor Unified Client.
2. Open the Server Configuration Application and stop the following server services:
   - CrossFire Framework Service
   - CrossFire Server Component Framework Service

3. Close the Server Configuration Application.

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 License 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 Sur-Gard Integration Setup Wizard to install the integration.

8   Click **Install**, the program may take several minutes to install.

> **Note:**
> • A screen with .Net Framework 3.5 couldn't be installed message is displayed. Click **Close** to close the screen.
> • 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.
> • Check-box Start the Tyco CrossFire services is selected by default. If this check-box is not selected, then the CrossFire services will not start automatically.

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

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

1   Navigate to the folder `../Tyco/Crossfire/ServerComponents`.

2   Open the Sur-Gard 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**.

Configuring Sync Time in the Sur-Gard Receiver

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

Procedure 3 Configuring Sync Time

1   Navigate to the following 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 of 86,400,000 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.

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)

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 Accessing the Alarm Categories Editor

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

1   Click on the **Device** list.

2   Open the **Alarm Categories Editor**.

3   Click **Alarm Categories**.

4   Right-click the **Alarm Categories** sub-folder and select **Edit**. The Alarm Categories box opens with Zone and Partition listed as the default categories.

Procedure 5 Procedure - Adding Alarm Categories

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**.

Procedure 6 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**.

Procedure 7 Accessing the Alarm Configurations Editor

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

1   Click on the **Device** list.

2   Click **Alarm Configurations**.

3   Right-click the **Alarm Configurations** sub-folder and select **Edit**.

Procedure 8 Procedure - Modifying Existing Alarms

1   Click on the row with the alarm that you want to edit.

2   Make the configuration changes.

3   Click **Save and Close**.

Procedure 9 Configuring New Alarms

1   Click **Add** to add a new row for the new alarm configuration

2   Select the protocol from the **Format** drop-down list.

> **Note:**
> • The Alarm Protocol to use: SIA - Security Industry Association, CID - Contact ID and 4x2 - 4 digit panel account number followed by a two digit alarm code.
> • 4x2 format and related functionality is not supported by application in this version.

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**.

Procedure 10 Deleting Alarm Configurations

1   Click in the row that contains the Alarm Configuration that you want to remove.

2   Click **Remove**.

3   Click **Save and Close**.

Configuring Sur-Gard Receiver

Procedure 11 Procedure - Adding a New Sur-Gard Receiver

1   Click the **Create New Item** icon.

2   Click the **Sur-Gard Receiver** icon.

3   Enter a name for the receiver in the **Name** text box.

4   Enter a description for the map in the **Description** text box.

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

5   Enter the IP Address of the receiver in the **IP Address** text box

6   Enter the Alarm Port number in the **Alarm Port** text box.

> **Note:**
> Additional SG-TCP automation ports can be added to the CPM (for a total of 4) that allows load balancing as they are treated as a **round robin** style output path, if one disconnects it is simply skipped until it is reconnected. The default port numbers are 1126/1127/1128 for TCP Ports 2/3/4. These are also programmable.
> For more details please refer SG-System 5 Operating Manual.

7   Select next to the **Time Zone** text-box, the Object Selector dialog box displays

8	Select a Time Zone from the right column
9	Select **OK** to confirm selection or **Cancel** to exit
10	Select **Object Selector** in the **Time Zone** text-box to edit message filtering options.
11	In the **Message Delivery** tab, select **Journal Options**, then **Message Filter Options**. See Table 1 on page 11 for further information on dialog box selections for Message Filter Options.
12	Select ⊕ next to **Online**, 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 event action from the right column
15	Select **OK** to confirm selection or **Cancel** to exit
16	Select ⊕ next to **Offline**. 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 event action from the right column
19	Select **OK** to confirm selection or **Cancel** to exit

Note:

Select ✖ next to an Online or Offline alert to remove it

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**.

Table 1: Dialog Box Selections for Message Filtering

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

Procedure 12 View All Sur-Gard Receivers

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

1   Click the **Sur-Gard Receivers** icon.
2   All configured Sur-Gard Receivers are displayed in an Object List.

Configuring Sur-Gard Alarm Points

Procedure 13 Add New Alarm Point

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

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** check box 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 **Category** 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.

Procedure 14 Import Alarm Points

1   Create a.txt or.csv file containing the required alarm point data, as shown in the following image.

Figure 1: Import Alarm Points Data

2   Save the.txt or .csv file.
3   Click the **Create New Item** icon.
4   Click the **Import Alarm Points** icon.
5   Navigate to the location of the saved .txt or .csv file.
6   Select **Open**.
7   The **Reading alarm points file** dialog opens, displaying whether import has been successful or not.
8   Select **Close**.

Procedure 15 Edit Alarm Points

Alarm Point editor allows changes to Alarm Points already configured.

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

Procedure 16 Show All Alarm Points

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

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:

- 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'.