

SGSE

Soluciones Globales de Seguridad Electrónica

MONITOR AJAX

Installation & user Manual

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1. Document versions

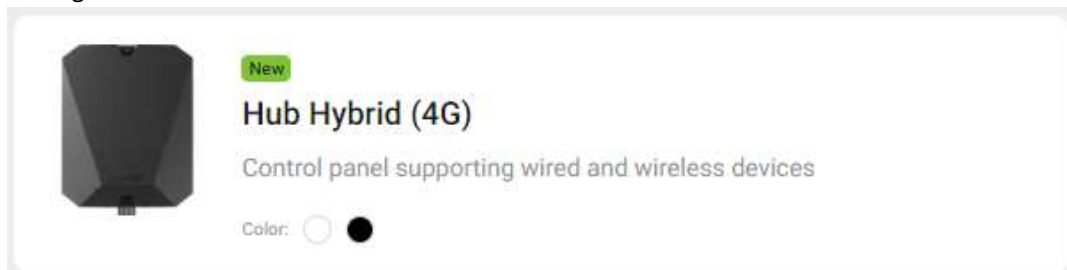
Version	Date	Author	Changes in the version
1.0	09/2023	CLL/JCR	First version (English)

2. Introduction

The purpose of this document is to explain the operation, installation and use of the software solution called "Monitor Ajax".

The AJAX Monitor Plugin for XProtect communicates commands and events to and from AJAX Hubs.

The plugin allows you to send commands to the AJAX panel from the Milestone Smart Client application. In addition, it periodically reads events from the AJAX panel and sends these events to Milestone. The user can configure alarms for these events in the Milestone Management Client.



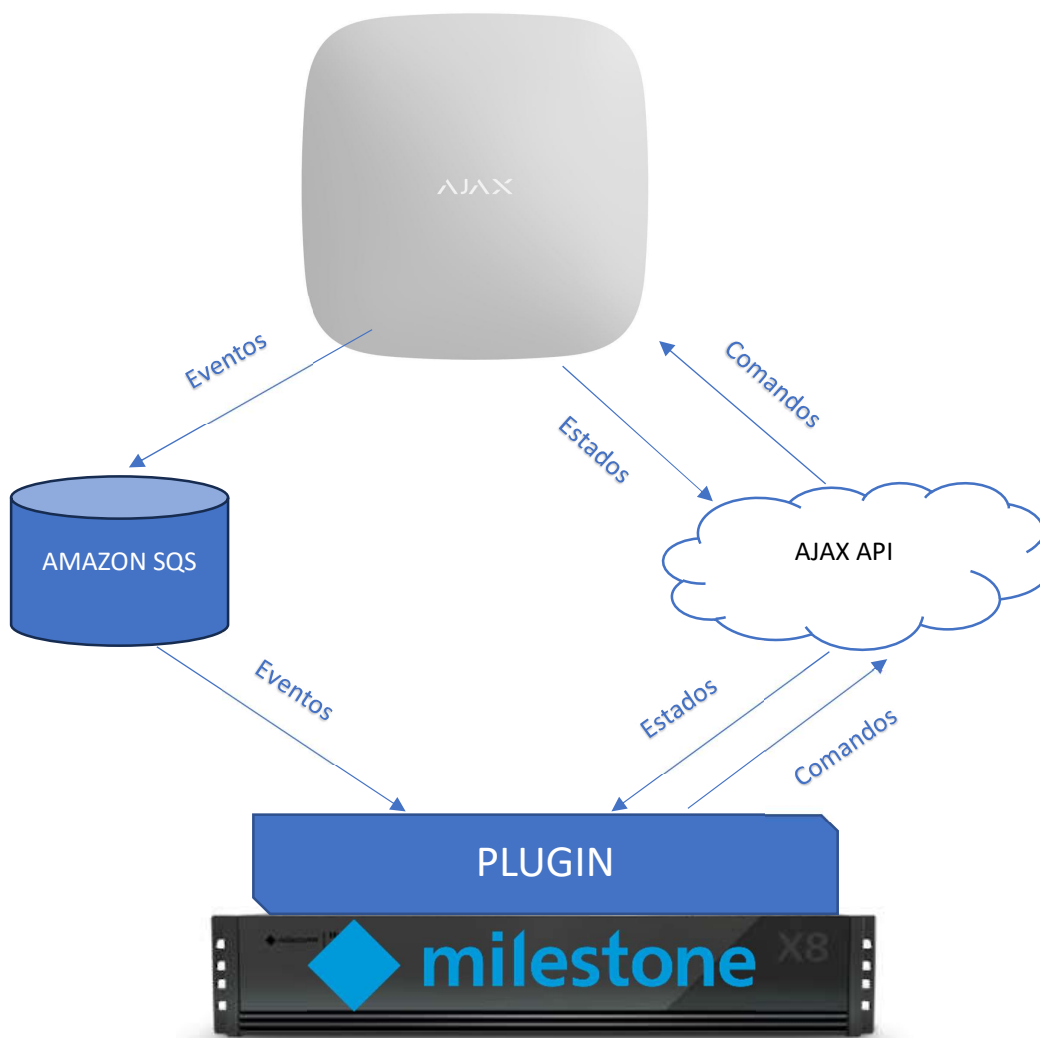
Hub 2 Plus Jeweller

Panel de control compatible con dispositivos inalámbricos

3. Arquitectura

The plugin and AJAX Hubs communicate using the AJAX API and Amazon SQS managed message queues.

The plugin can send commands to the hub (panel), group (partition) and device (Zones, motiondetectors,...); for example: arm, disarm, isolate, etc. In addition, it periodically reads the status of the hub, groups (partitions) and devices; for example, if a group is in alarm, a device is in trouble, etc. Finally, depending on the configuration, the plugin sends these events to Milestone and in turn displays the status of the panel, programme or zone on a map in the Milestone Smart client.



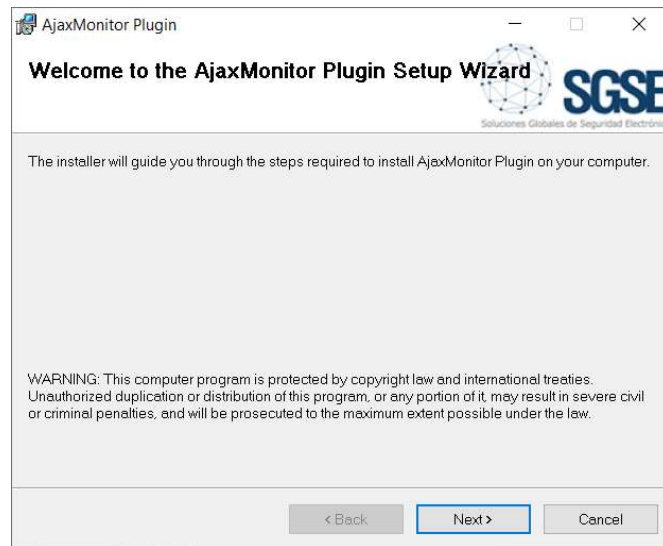
Due to this architecture configuration, the panel must have Internet access (via Ethernet / 3G/4G) to communicate with the AJAX API and SQS, as well as with the XProtect server in order to complete the communication.

4. Installation

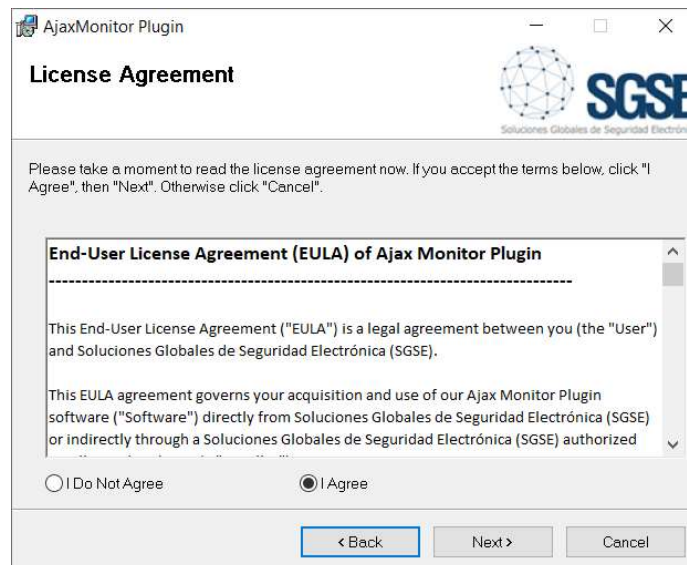
To install the plugin, simply execute with administrator rights the installer "AjaxMonitorPlugin.msi" provided by SGSE. The process is automatic. Throughout the different screens of the installer, we will only have to accept the End User License Agreement, a mandatory condition to be able to use the plugin.

La instalación del plugin es simple, el configurador tiene que ejecutar el archivo

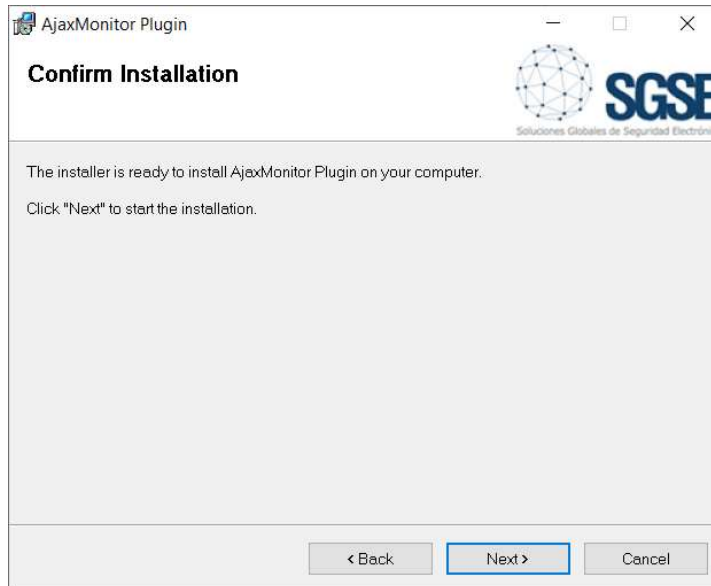
Click "Next >" to start the installation process.



You will have to read and accept the End User License Agreement to proceed with installation. If you agree check the radio button "I Agree" and click "Next >".

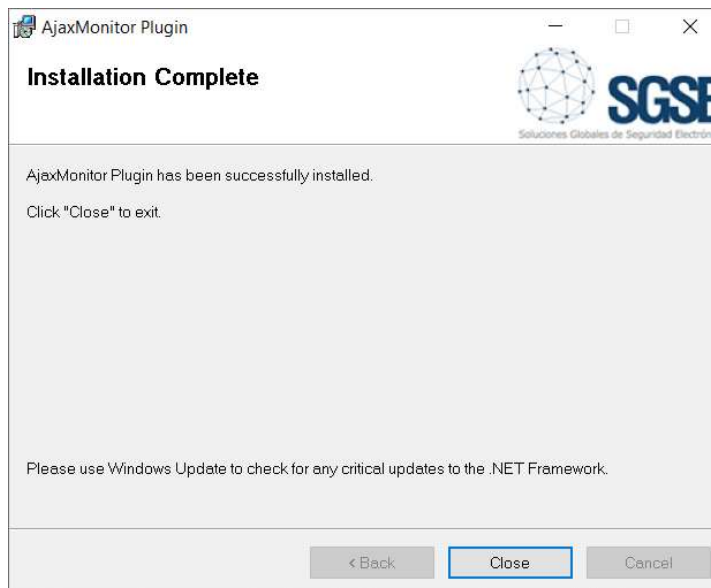


Click “Next >” to proceed and install the plugin files.



Installer will request administrator permissions. You must accept and the installation will continue showing a progress bar.
If Windows User Account Control is enabled, you may have to allow the installer to go ahead with installation.

Once the installation process is complete, the wizard will display the following screen:



Once the process is finished, we can click “Close”. The plugin is already installed!

5. Licensing

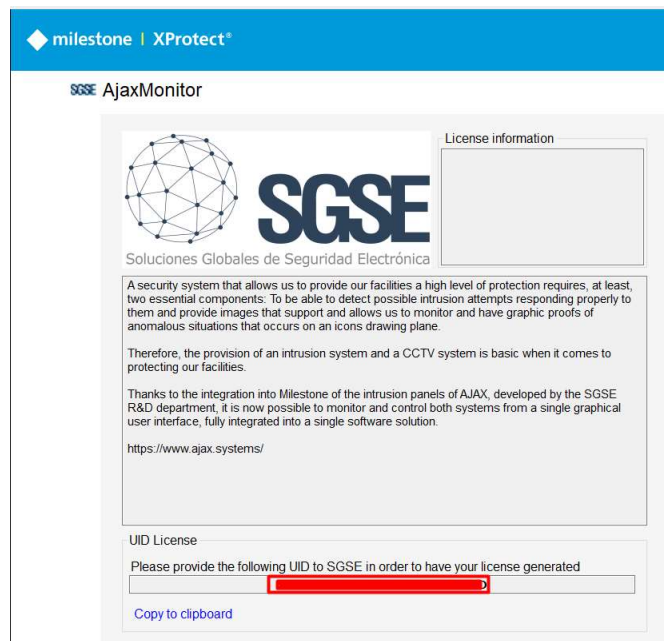
The plugin needs a license to run. Each panel must be licensed. These licenses are generated by SGSE. The procedure to obtain the license file corresponding to the acquired license is described below.

A. Getting a UID

In order to generate the license, you must provide the corresponding UID. This UID is an unique identifier to which the license is in bound.

To get this code, **you have to run XProtect® Management Client** after installing the plugin and go to the corresponding menu item.

In that screen, when the plugin is not licensed, you will see the corresponding UID.



Please provide this UID to SGSE, and you will get your license file generated.

A. Applying the license

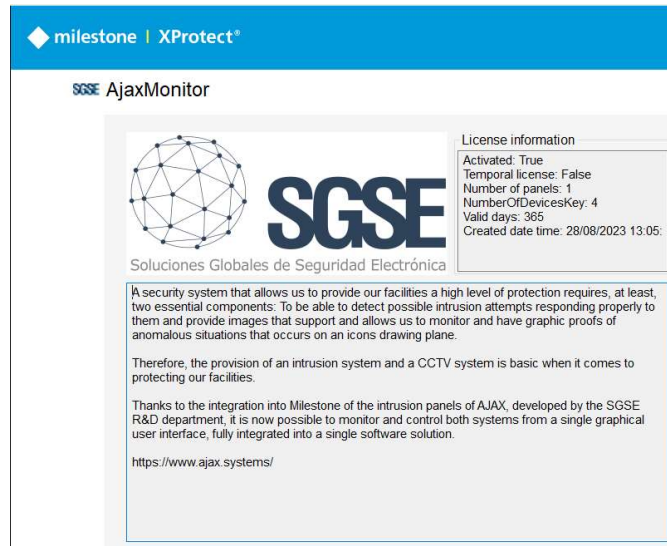
Please copy the license file into the plugin folder. By default:

C:\Program Files\Milestone\MIPPlugins\MonitorAjax\

In case you are working with a XProtect® version where you don't have Management Client, but Management Application instead, then you will have to copy the license file to the next folder too:

After applying the license, Event Server must be restarted so that changes take effect and we can use the plugin.

See below the result after applying the license.



6. Configuration

AJAX HUB Configuration

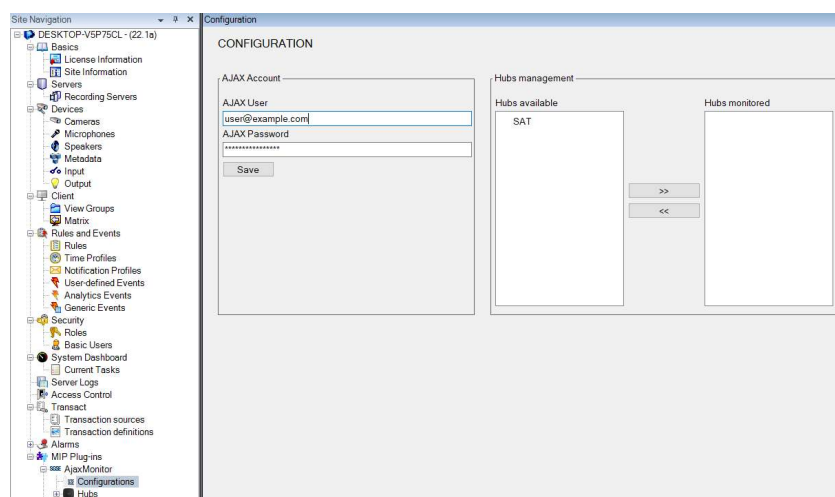
The hubs will have to register in the AJAX configuration application (mobile or desktop), and create the groups there, and associate the corresponding devices:

<https://ajax.systems/es/software/>

Milestone Configuration

There is little configuration to do in the plugin, as it reads all existing groups and devices and configures Milestone accordingly.

Once the device configuration is done, the AJAX user account credentials will be entered in the plugin's configuration interface, and the Hubs registered to the account will be listed.



The hubs to be monitored must be added to the list of monitored hubs by selecting them from the list of available hubs and clicking on the top button ">>".

The plugin will establish a connection with the Ajax server and bring all the information related to the established account, so that without any further action all the devices and configurations of the elements associated to the Hub(s) will be listed in the Management Client, and their icons will be available in the maps of the Smart Client.

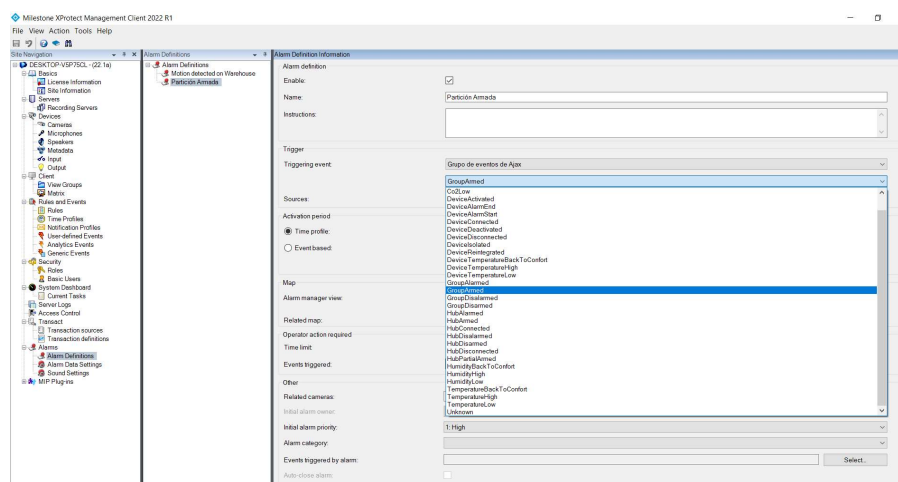
Hub groups and devices will be added automatically.

Similarly, you can stop monitoring a hub by selecting it in the list of monitored hubs and clicking the bottom "<<" button.

Milestone Alarms

After installation, the configurator will be able to see additional events in the Milestone Management Client. This is a list of events from AJAX hubs, groups and devices that are read by the plugin and sent to Milestone.

Each event can be defined in Milestone as an alarm. You just have to go to “Alarm definition” section, with Management Client, create a new alarm whose triggering event is an event from the Ajax Monitor Events group, and define the item(s) from which we want this event to be considered an alarm.



Milestone Rules

You can configure alarms associated with these events:

Manage Rule

Name:

Description:

Active: ☒

Step 3: Actions

Select actions to perform

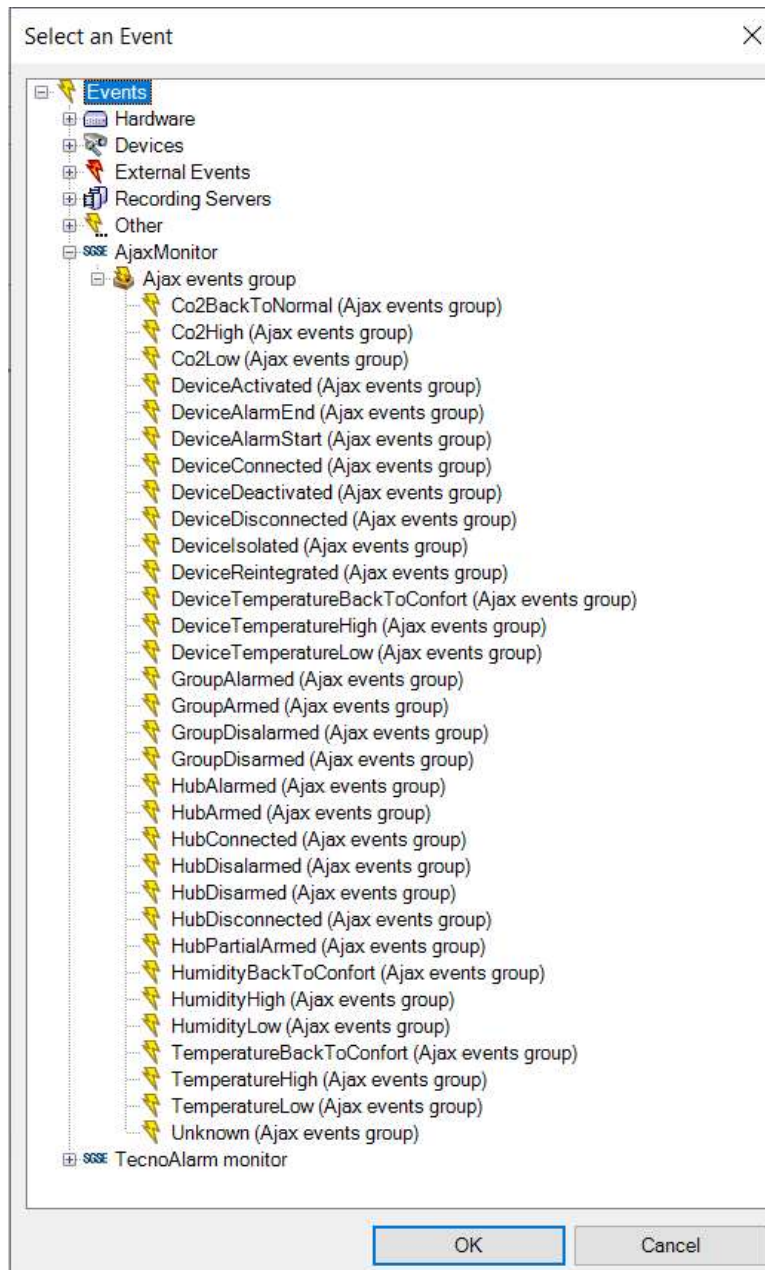
- ☐ On <site> trigger <user-defined event>
- ☐ Disarm <Ajax Hub>
- ☐ Arm <Ajax Hub>
- ☐ Disarm <Ajax Group>
- ☐ Disarm TecnoAlarm <panel>
- ☒ Arm <Ajax Group>
- ☒ Reintegrate <Ajax Device>
- ☒ Inhibit <Ajax Device>
- ☒ Isolate <Ajax Device>
- ☒ Activate <Ajax Device>
- ☒ Deactivate <Ajax Device>

Edit the rule description (click an underlined item)

Perform an action on Co2High (Ajax events group)
from Life Quality
Arm Group <Ajax Group>
and Reintegrate Device <Ajax Device>
and Inhibit Device <Ajax Device>
and Isolate Device <Ajax Device>
and Activate Device <Ajax Device>
and Deactivate Device <Ajax Device>

Help Cancel < Back Next > Finish

And/or associate panel events to specific rules:



7. Milestone Smart Client

Milestone Smart Client

The plugin automatically obtains from the Management Client all the devices and groups associated to the hubs that have been selected to be managed by the integration.

All the elements will be available to be dragged on the map, with the name assigned from the AJAX configuration application.

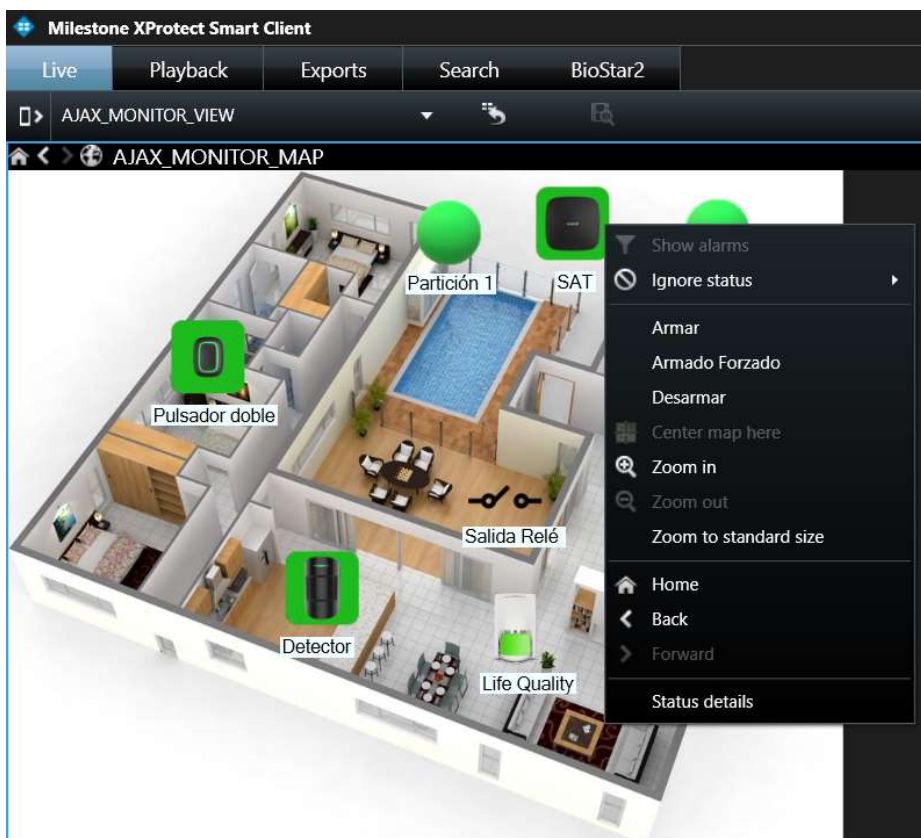
The operator can send commands to

- a) The hub (panel) itself.
- b) The groups (partitions)
- c) The devices (zones)

On the icon map, the operator must right-click on the icon and the system will display the commands available for the selected element.

a) The hub (panel) has the following commands available:

- Arm
- Force arm
- Disarm



b) Group (Partition):

Each group has the following commands:

- Arm
- Force arm
- Disarm





















c) Devices (Zones):

Each devices has the following commands:

- Reintegrate
- Isolate
- Inhibit



Status of the elements

Item	Estado	Icono
Hub	Normal	
	Arm	
	Partial arm	
	Alarmed	
	Unknown	
Grup	Normal	
	Arm	
	Alarmed	
	Unknown	
Devices	Normal	
	Alarmed	
	Isolate	
	Sabotage	
	Problems	
	Unknown	
Output	Desactived	
	Active	
	Unknown	

8. Troubleshooting

The plugin specific log files are located in the folder:

“C:\ProgramData\SGSE\AjaxMonitor\Logs”.

- If the status of one of the hubs (and its groups and devices) is unknown:
 - Verify that the hub is connected to the Internet.
- If the status of one of the hubs (and that of its groups and devices) is unknown:
 - Check that the hub is connected to the Internet.
- If the status of any hub, group or device is out of date:
 - Check that the AJAX account credentials have not changed. If so, update them in the Management Client in the configuration section.
- If a device's "Quality of Life" events are not triggered:
 - Check that the user configuration in the hub is correct in.
 - Hub -> Configuration -> Users -> User -> Notification Settings -> Non-security alerts -> ON, and confirm that the option is activated.
 -
- In case the integration does not work, please confirm the panel and its firmware version to be plugin compatible.

Required equipment

In order to communicate with the Hub from Milestone, it must be connected to Internet and Milestone server too.

Other

In case of communication failure, please restart XProtect® Event Server.

In some cases, it has been reported that the hub may stop sending messages through the Ethernet interface or radio interface. In that case, please restart the Hub (panel).

More info

For more info, please visit [plugin online information](#) or contact SGSE in the email address info@sgse.eu.