

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.

				Soluciones Glob	Seles de Sepuri	dad Elec
he installer will guide	you through the st	eps required to	install AjaxM	onitor Plugin o	n your cor	npute
/ARNING: This comp nauthorized duplicati	uter program is pr on or distribution c	otected by cop If this program.	yright law and or any portior	l international t i of it. mav resu	treaties. Ilt in sever	e civi
r criminal penalties, a	nd will be prosecu	ited to the maxii	mum extent p	ossible under	the law.	

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 >".

Ajaxivionitor Plugin			
icense Agreemen	L.		SGS
lease take a moment to read gree", then "Next". Otherwise	the license agreement now. If y click "Cancel".	ou accept the terms k	oelow, click "I
End-User License Agre	ement (EULA) of Ajax M	Ionitor Plugin	·
	ement ("EIII A") is a legal agre	ement between vo	-
and Soluciones Globales de	e Seguridad Electrónica (SGSE)		u (the "User")
Ins End-User License Agre and Soluciones Globales de This EULA agreement gover software ("Software") dire or indirectly through a Solu	e Seguridad Electrónica (SGSE) rns your acquisition and use o ctly from Soluciones Globales iciones Globales de Seguridad	f our Ajax Monitor P de Seguridad Electr l Electrónica (SGSE) a	u (the "User") Ilugin ónica (SGSE) authorized
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Click "Next >" to proceed and install the plugin files.

AjaxMonitor Plugin		9 <u>—</u> 9		Х
Confirm Installation			SC	S
The installer is ready to install AjaxMonito	or Plugin on your con	nputer.	ooales de Segun	dad Electro
Click "Next" to start the installation.				
	(Real	Next	Com	24

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.

🔶 milesto	one XProtect°
SGSE /	AjaxMonitor
	License information
	A security system that allows us to provide our facilities a high level of protection requires, at least, two essential components: To be able to detect possible intrusion attempts responding properly to them and provide images that support and allows us to monitor and have graphic proofs of anomalous situations that occurs on an icons drawing plane. Therefore, the provision of an intrusion system and a CCTV system is basic when it comes to protecting our facilities. Thanks to the integration into Milestone of the intrusion panels of AJAX, developed by the SGSE R&D department, it is now possible to monitor and control both systems from a single graphical user interface, fully integrated into a single software solution. https://www.ajax.systems/
	UID License Please provide the following UID to SGSE in order to have your license generated Copy to clipboard

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.

🔶 milesto	ne XProtect*
SGSE A	AjaxMonitor
	A service of the integration into Milestone of the intrusion panels of AJAX, developed by the SGSE RAD department, it is now possible to monitor and cortrus both systems from a single graphica.



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.

Site Navigation 👻 🔻 🗙	Configuration		
DESKTOP-V5P75CL - (22.1a)	CONFIGURATION		
Basics			
Site Information			
- Servers	AJAX Account	Hubs management	
T Recording Servers	1000000	and the second	
Pevices	AJAX User	Hubs available	Hubs monitored
Cameras	user@example.com	SAT	
Microphones	AJAX Password		
- 🔮 Speakers			
📲 Metadata			
do Input	Save		
- 🖓 Output			
D 🖳 Client			
View Groups			<<
Matrix			
Rules and Events			
Time Desfiles			
Notification Profiles			
Viser-defined Events			
Analytics Events			
Seneric Events			
Gecunity			
Noles			
- & Basic Users			
System Dashboard			
Current Tasks			
Server Logs			
Access Control			
Fill Transact			
Transaction definitions			
Alarms			
B * MIP Plug-ins			
Siste AjaxMonitor			
III Configurations			
🖽 🔲 Hubs			

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 XProtect Manage	ement Cli	ent 2022 R1			- 1	0
File View Action Tools Hel	p					
8 🤊 🕝 🗢 M						
Site Nevigation	* # X	Alarm Definitions -	Alam Definition Information			
DESKTOP-VSP7SCL - (22.1a) Desktop-VSP7SCL - (22.1a) Desktop-VSP7SCL - (22.1a) Second Information Second Information Second Information Second Information Second Information Second Information Devices Devices Devices Devices	a)	Alam Definitions Alam Definitions Partición Annada	Alam definition Enable: Name: Instructions:	E2 Partos Ampés		
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Crent View Groups Metrix Rules and Events			Sources:	GroupAnned CoQLow DevisionActivated		~
Rules		1	Activation partial	DeviceAtamend DeviceAtamStart		
Imme Profiles Imme Profiles Veer-defined Events Analytics Events Generic Events Security Security Roles			Time profile: Event based:	DeviceConnected DeviceDeviced DeviceDeviceOnconnected DeviceOnconn		
& Basic Users		1	Map	Levice emperatureLow GroupAarmed		
Current Tasks			Alarm manager view:	Construction GoupDalalemed GoupDasmed HickAamed		
Transaction sources		1	Related map.	HubConnected		
Alarm Definitions			Time limit	HaCbasamed HaCbaamed HaCbasoned HaCbasoned		
Sound Settings			Events triggered.	HumidtyBackToConfort HumidtyHigh		
B & MIP Plug-ins			Other Related cameras: Initial alarm owner:	HamidgLow TemperaturkBokToConfort TemperaturkOw Uktorean		v
		1	Initial alarm priority:	1: High		~
			Alam category.			~
		1	Events triggered by alarm:	8	Select.	
		1	Auto-close alarm:			

Milestone Rules

You can configure alarms associated with these events:



Manage Rule					-		×
Name:	New Rule	e 001					
Description:							
Active:							
Select actions to	o perform	S	tep 3: Actions				
 On <site> trig</site> Disarm <ajaa< li=""> Arm <ajaa h<="" li=""> Disarm <ajaa< li=""> Disarm <ajaa g<="" li=""> Xam <ajaa g<="" li=""> Reintegrate < Inhibit <ajaa< li=""> Isolate <ajaa< li=""> </ajaa<></ajaa<></ajaa></ajaa></ajaa<></ajaa></ajaa<>	ger <user-defined (Hub> ub> (Group> oAlarm <panel> roup> (Ajax Device> Device> : Device> (Device> (Device></panel></user-defined 	d event>					
✓ Activate < Ajt ✓ Deactivate <	Ajax Device>						~
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Help		Cancel	< Back	Next >		Finish	



And/or associate panel events to specific rules:

V Events	
Hardware	
Devices	
Fyternal Events	
中間 Recording Servers	
Cthor	
Co2PackToNormal (Alax ovents group)	
Co2High (Aiex events group)	
Co2Fign (Ajax events group)	
CozLow (Ajax evenis group)	
V DeviceActivated (Ajax events group)	
V DeviceAlarmEnd (Ajax events group)	
V DeviceAlarmStart (Ajax events group)	
T DeviceConnected (Ajax events group)	
VeviceDeactivated (Ajax events group)	
VeviceDisconnected (Ajax events group)	
🕎 DeviceIsolated (Ajax events group)	
TeviceReintegrated (Ajax events group)	
DeviceTemperatureBackToConfort (Ajax events group)	
DeviceTemperatureHigh (Ajax events group)	
DeviceTemperatureLow (Ajax events group)	
GroupAlarmed (Ajax events group)	
GroupArmed (Ajax events group)	
GroupDisalarmed (Ajax events group)	
GroupDisarmed (Ajax events group)	
HubAlarmed (Ajax events group)	
HubArmed (Ajax events group)	
HubConnected (Ajax events group)	
HubDisalarmed (Ajax events group)	
🚽 🙀 HubDisarmed (Ajax events group)	
HubDisconnected (Ajax events group)	
HubPartialArmed (Ajax events group)	
🔫 HumidityBackToConfort (Ajax events group)	
HumidityHigh (Ajax events group)	
HumidityLow (Ajax events group)	
TemperatureBackToConfort (Ajax events group)	
TemperatureHigh (Ajax events group)	
TemperatureLow (Ajax events group)	
😽 Unknown (Aiax events aroup)	
some TecnoAlarm monitor	
OK Ca	ancel



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
	Normal	
	Arm	
Hub	Partial arm	
	Alarmed	
	Unknown	
	Normal	
Crum	Arm	
Grup	Alarmed	
	Unknown	
	Normal	
	Alarmed	
Devices	Isolate	
Devices	Sabotage	
	Problems	
	Unknown	
	Desactived	-0' 0-
Output	Active	
	Unknown	<u>%</u>



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 <u>plugin online information</u> or contact SGSE in the email address <u>info@sgse.eu</u>.