

SGSE

Soluciones Globales de Seguridad Electrónica

PARADOX MONITOR

Installation and User Manual

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1. Document versions

Version	Date	Author	Description
1.0	11/2023	IDP	First version

2. Introduction

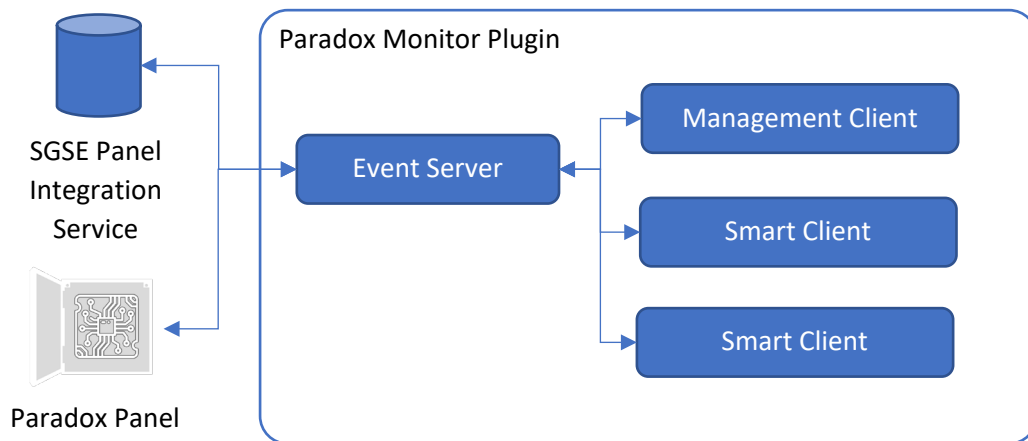
This document explains how to install and use the Paradox Monitor software solution. It also outlines the installation processes for the different applications that are required for the Paradox Monitor to work correctly.

The Paradox Monitor software solution consists of a web service and a plugin that controls the Paradox panels, namely:

- The SGSE Panel Integration Service, which manages the connections with the panels, and
- The Paradox Monitor Plugin, which facilitates the integration of the Paradox panels into Milestone.

3. Architecture

The diagram below shows the architecture of this software solution.



The web service manages the connections with the panels and displays an application programming interface (API) through which it communicates with the plugin that is located within the event server. The web service therefore integrates the devices connected to the panels and their alarms through Milestone messaging.

4. Installation

To install the service, just run "SGSE Panel Integration Service Installer.msi" with administrator permissions. This installer is supplied by SGSE and the installation process is automatic. The installer will take you through a series of dialog boxes through which you will be asked to accept the End User Licence Agreement. The plugin cannot be used if the End User Licence Agreement is not accepted.

The following images show all the dialog boxes that will appear during the installation process for the applications mentioned previously.



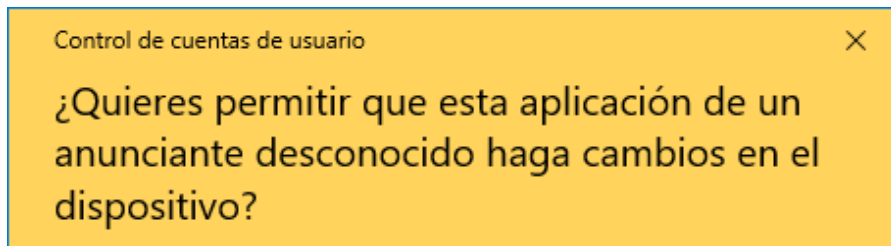
Click "Next >" to start the installation.



You will need to read and accept the End-User Licence Agreement in order to proceed with the installation.



Click "Next >" to continue.



If a Windows User Account Control dialog box appears, you should consent to allowing the installer to continue with the installation.



Once the installation has completed, click on "close". The service will now be installed on your system.

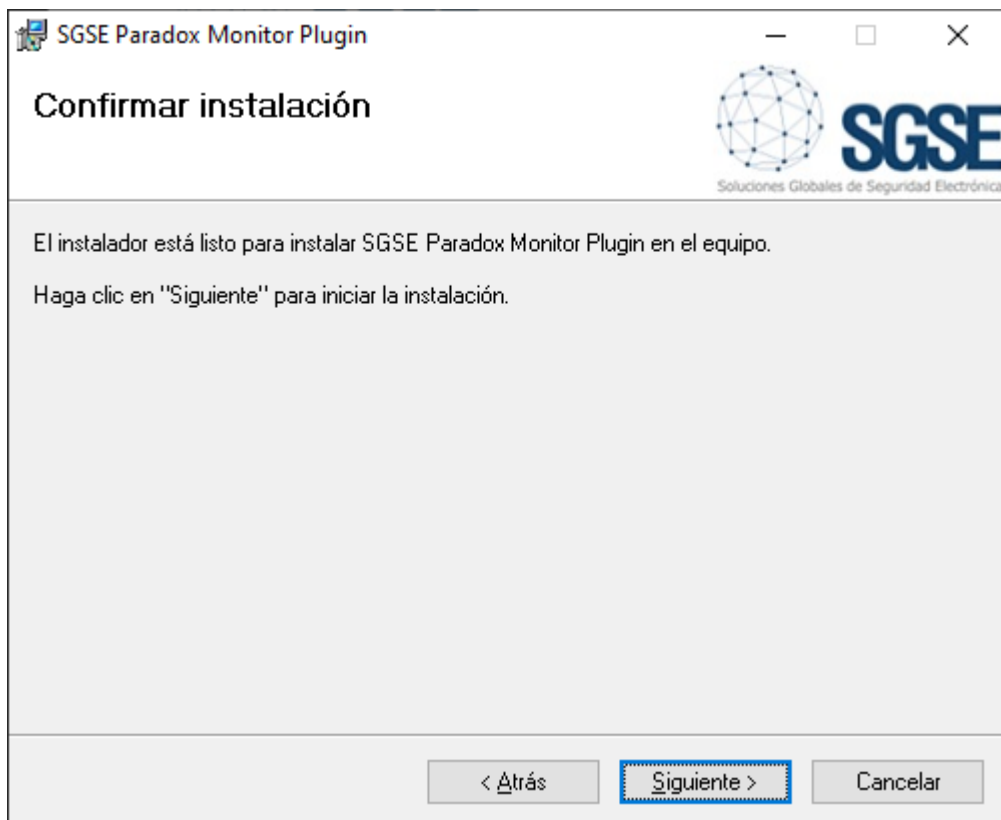
To install the plugin, run "SGSE Paradox Monitor Plugin Installer.msi" in the same way as "SGSE Panel Integration Service Installer.msi" was run to install the web service.



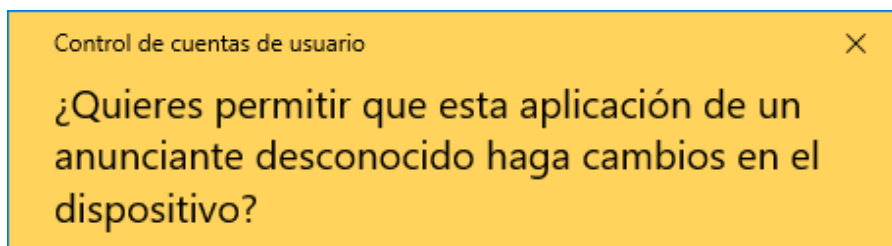
Click "Next >" to start the installation.



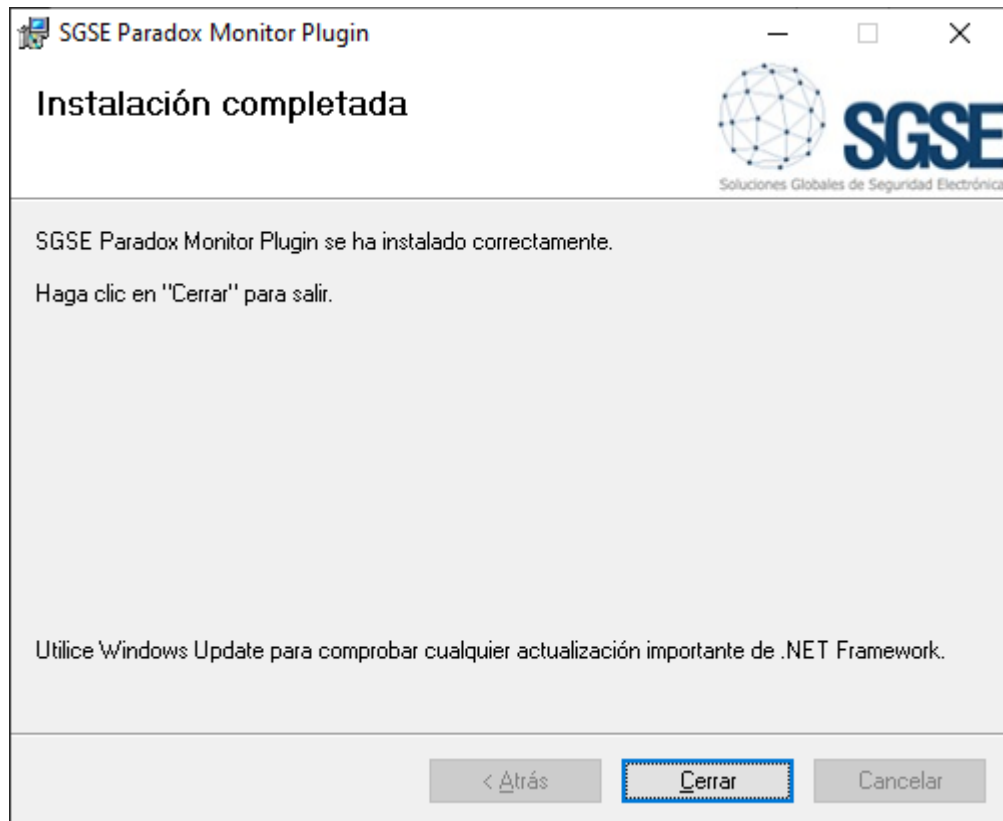
You will need to read and accept the End-User Licence Agreement in order to proceed with the installation.



Click "Next >" to proceed with the installation of the software files.



If a Windows User Account Control dialog box appears, you should consent to allowing the installer to continue with the installation.



Once the installation has completed, click on "close". The plugin will now be installed on your system.

Web service configuration

By default, the web service will be configured in the following way:

Web service TCP port

The default listening port will be port 12034. These settings can be changed by following the steps outlined below:

```
"Kestrel": {
  "Endpoints": {
    "Http": {
      "Url": "http://*:12034"
    }
  }
},
```

Accessing the admin user account

The default access credentials for the admin user account are as follows:

Username: *admin*

Password: *Admin-123*

Both the listening port and the access credentials can be changed in the "appsettings.json" file, which is located in the "C:\Program Files\SGSE\SGSE Panel Integration

5. Licencing

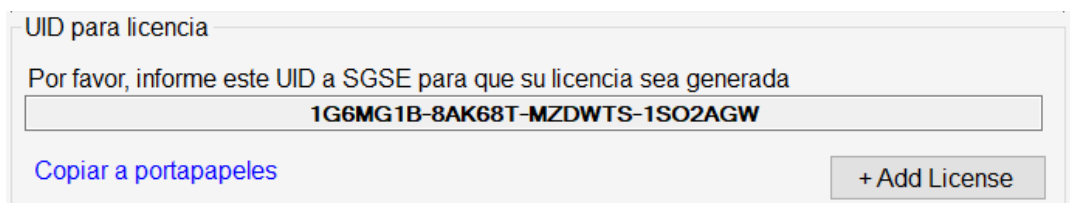
The plugin cannot be used without a licence that stipulates the number of panels and devices that can be managed. These licences are generated by SGSE. The procedure for obtaining a file for a licence that has been purchased is described below.

A. Obtaining UUIDs

In order to generate the licence file, you will need to submit the relevant UUID to SGSE. This UUID is a unique identification number with which the licence is associated.

To obtain the UUID, install the plugin then run the XProtect® Management Client and go to the plugin option in the side menu (*MIP Plugins > Paradox Monitor*).

The corresponding UUID will be displayed on the screen if the plugin does not already have a licence.



UID para licencia

Por favor, informe este UUID a SGSE para que su licencia sea generada

1G6MG1B-8AK68T-MZDWTS-1SO2AGW

[Copiar a portapapeles](#) + Add License

You will need to submit the UUID to SGSE. Once this has been done, a licence file for the UUID you have submitted will be generated.

B. Adding the licence to the system

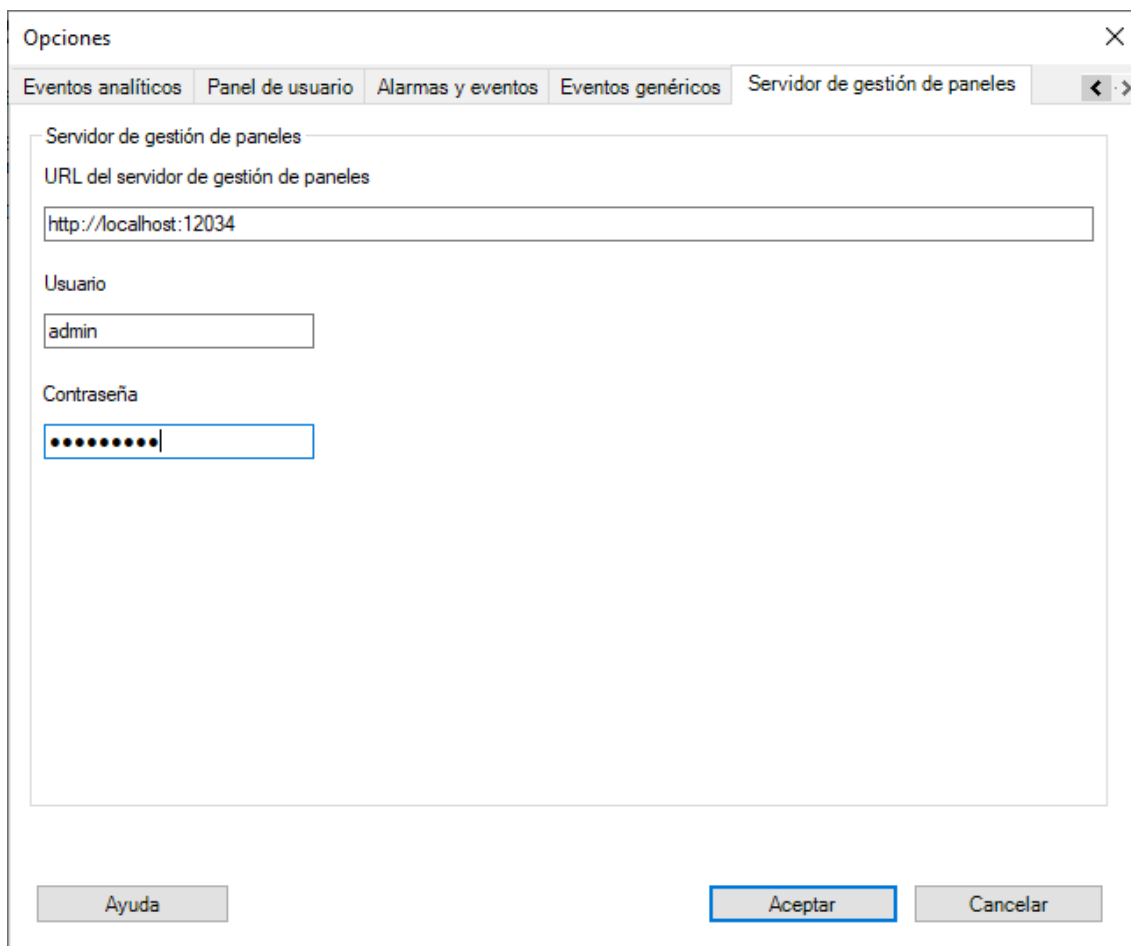
SGSE will send you a file named "*Licence.lic*" and you will need to load this file on to the system by clicking on the **+ Add Licence** button. A dialog box will then appear allowing you to select the licence file. The licence can also be added manually by copying the file to the "*C:\Program Files\SGSE\SGSE Panel Integration Service*" folder.

6. Configuration

The plugin has been designed to make the configuration process user-friendly so that the installation of the Paradox Monitor goes as smoothly as possible. When the web service and the event server are on the same machine, the plugin will be installed by default with the configuration it needs to perform its functions. If the web service and the event server are not on the same machine, the plugin will need to be configured separately.

Plugin configuration

Go to *Tools > Options > Panel Management Server* in the Management Client. You will need to specify the URL address for the web service and the username and password used to access it.



If the configuration is incorrect, the following messages will be displayed:

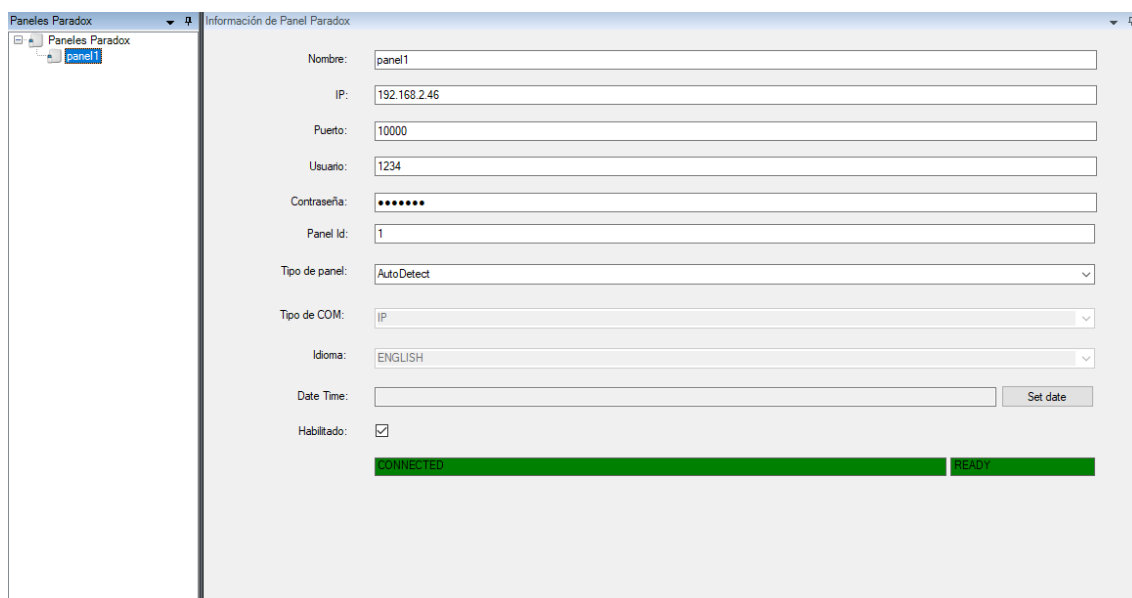
Ha ocurrido un error con la conexión al servidor de gestión de paneles. Revise la configuración del servicio de gestión de paneles.

8:52:20 Ha ocurrido un error con la conexión al servidor de gestión de paneles. Revise la configuración del servicio de gestión de paneles.

7. Operation

Management Client

Go to MIP Plugins > Paradox Monitor > Paradox Panels. The panels that are registered with the panel management service will be displayed here.

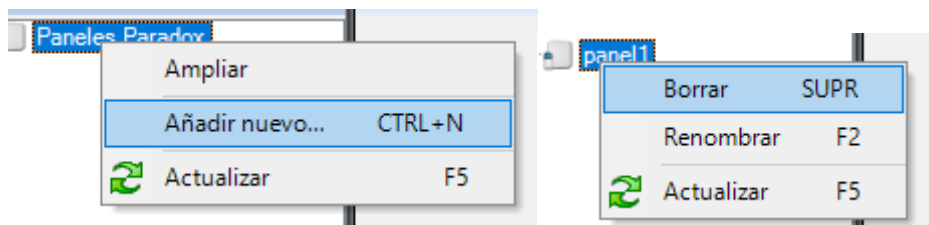


The screenshot shows the 'Información de Panel Paradox' window. The left sidebar lists 'Panes Paradox' and 'panel1'. The main area contains the following fields:

- Nombre: panel1
- IP: 192.168.2.46
- Puerto: 10000
- Usuario: 1234
- Contraseña: [masked]
- Panel Id: 1
- Tipo de panel: AutoDetect
- Tipo de COM: IP
- Idioma: ENGLISH
- Date Time: [empty] [Set date]
- Habilitado: ☒

At the bottom, there are two status indicators: 'CONNECTED' (green bar) and 'READY' (green bar).

Panels can be added and removed by right-clicking on them.

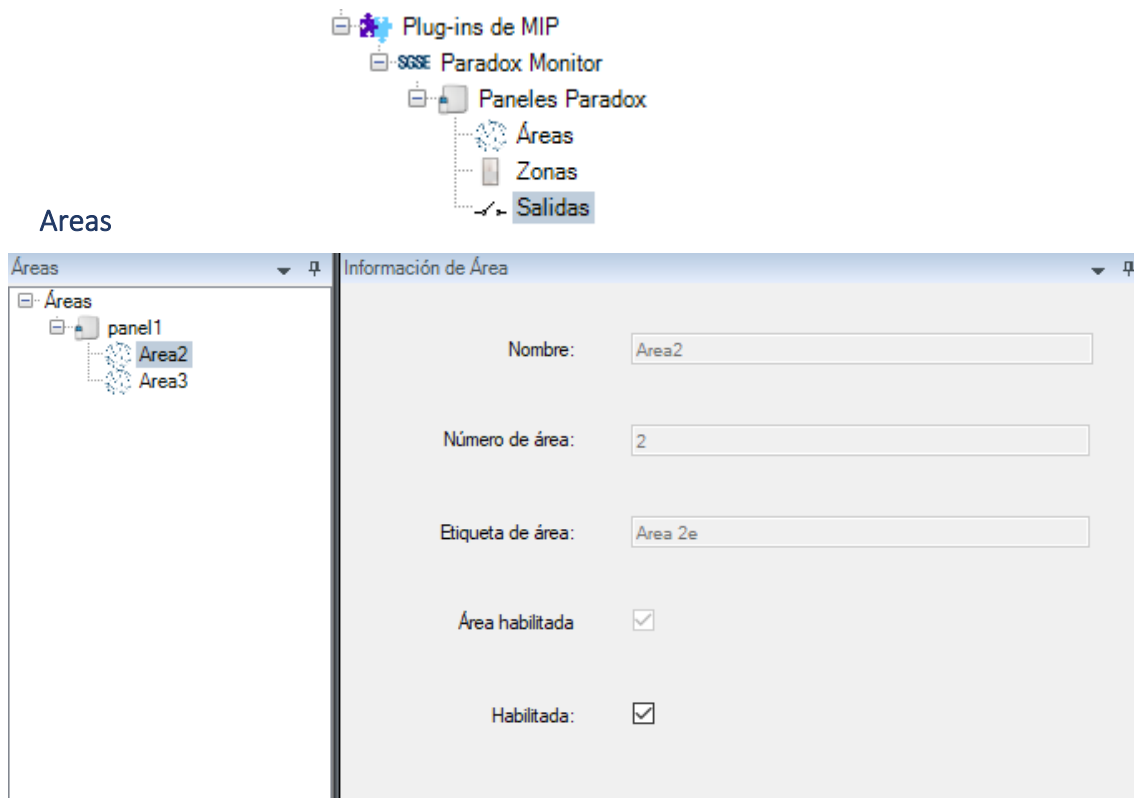


The following fields will need to be completed:

Field	Description
Name	Panel name
IP	Panel IP address
Port	TCP communications port for panel
User	Panel user code
Password	Password for connecting to the panel through the IP
Panel ID	This is a unique number for each panel ranging from 1 to 65,535.
Type of panel	This relates to the type of panel you will be connecting to. If it is an AutoDetect panel, this field will be completed automatically when a connection is made to the panel for the first time.

Once the information has been saved, the status of the connection to the panel and a message to show whether it is ready for operation will be displayed at the bottom of the screen.

Once the panel is connected, Milestone items associated with the area zones and outputs for the panel will be created.



Áreas

Información de Área

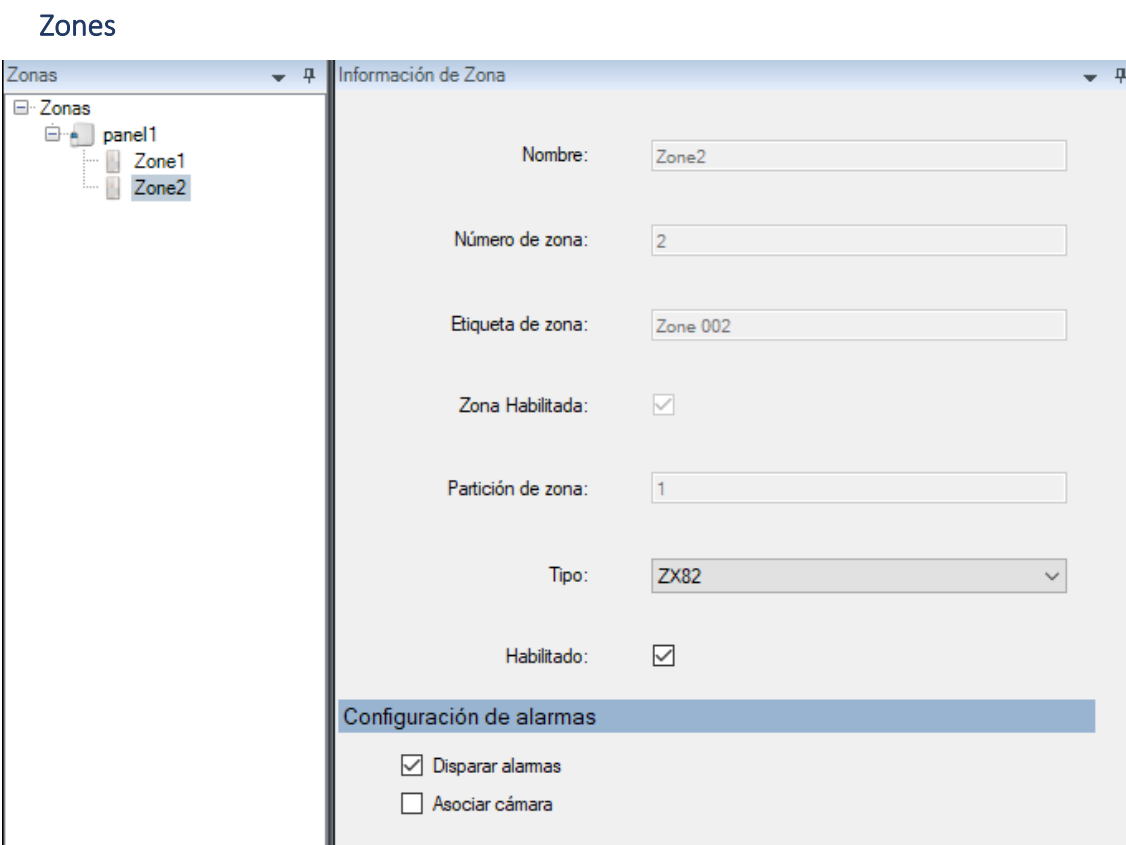
Nombre:

Número de área:

Etiqueta de área:

Área habilitada: ☒

Habilitada: ☒



Zonas

Información de Zona

Nombre:

Número de zona:

Etiqueta de zona:

Zona Habilitada: ☒

Partición de zona:

Tipo:

Habilitado: ☒

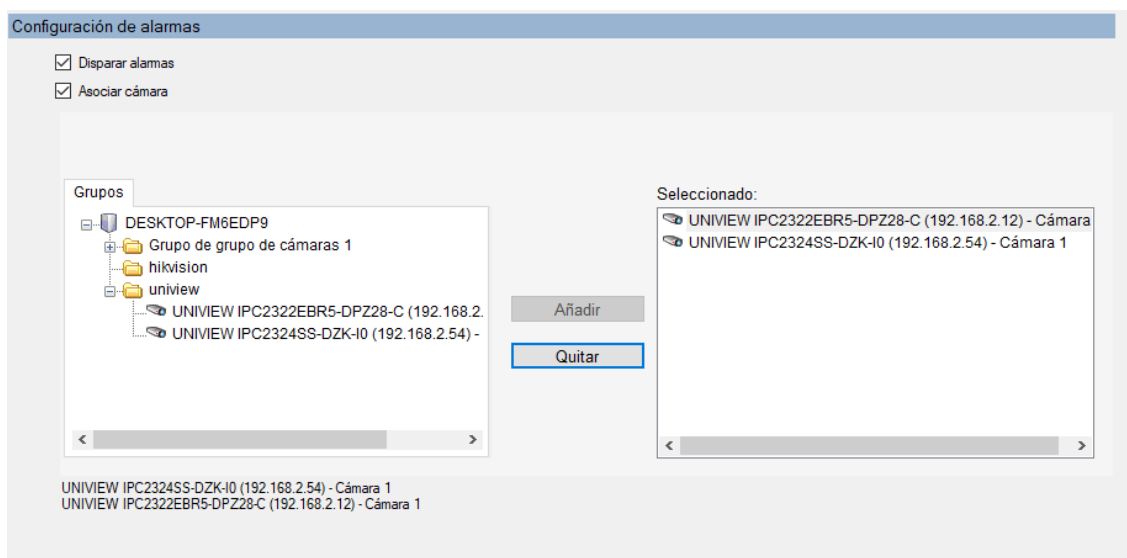
Configuración de alarmas

☒ Disparar alarmas

☐ Asociar cámara

The device type for each zone can be specified in the type field.

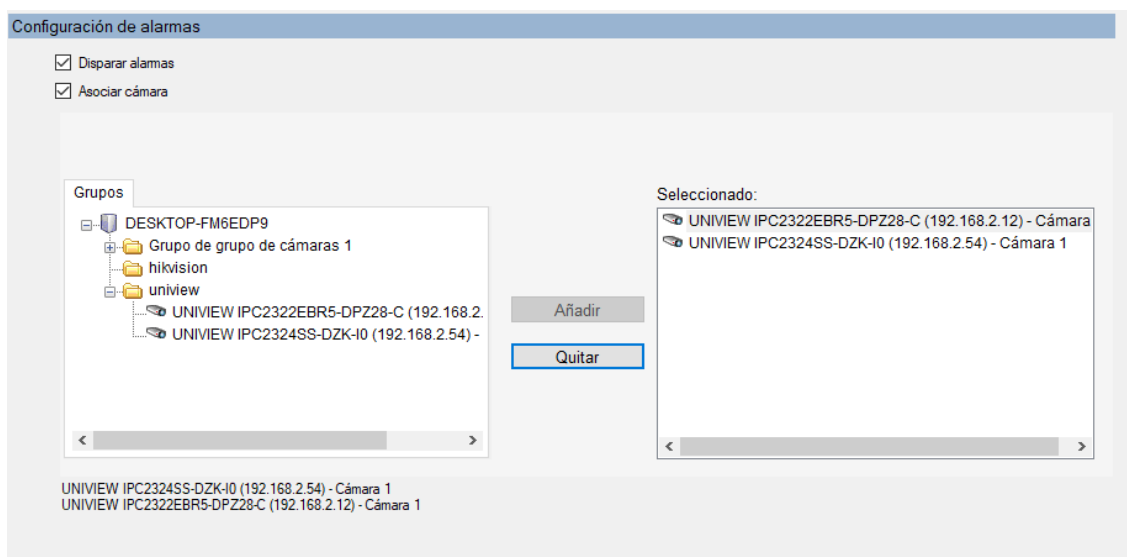
You can configure the creation of alarms for each zone and link them with cameras at the bottom of the screen.



The option to set off alarms will be checked by default so that the alarms linked with all zones will reach Milestone.

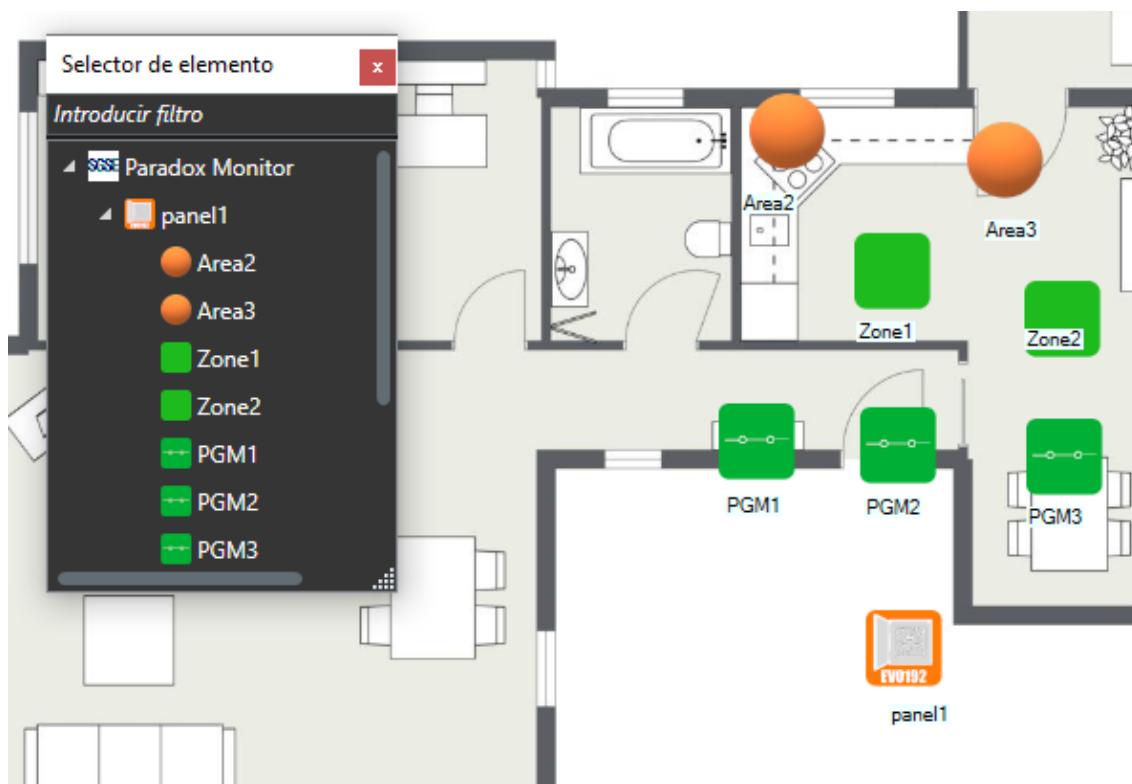
By checking the link camera option, you can specify which cameras will be linked to the zone alarm.

Outputs



Smart Client

Panels and their devices can be added to the plans in Smart Client.



By right-clicking on each of the plan elements, commands can be sent to the panel.



8. Troubleshooting

Licences

The message that pops up when I try to load my licence on to the system does not contain the details of the licence I have purchased.

Check if the "*Licence.lic*" file is in the "*C:\Program Files\SGSE\SGSE Panel Integration Service*" folder. If the file is in this folder, contact technical support.

Error when connecting to the panel management server

Ha ocurrido un error con la conexión al servidor de gestión de paneles. Revise la configuración del servicio de gestión de paneles.

! 8:52:20 Ha ocurrido un error con la conexión al servidor de gestión de paneles. Revise la configuración del servicio de gestión de paneles.

An error message appears when I try to connect to the panel management server.

Check the plugin configuration in *Tools > Options > Panel Management Server* in the Management Client and ensure that the access credentials are the same as those in the "*appsettings.json*" file.

Further information

For more information, please see the [information available online](#) or contact SGSE at the following email address: info@sgse.eu.