

SGSE

Soluciones Globales de Seguridad Electrónica

TECNOALARM MONITOR PLUGIN

Installation and User Guide

Installation and user guide for the TecnoAlarm Monitor Plugin and its interaction with the TecnoAlarm intrusion panels in Milestone XProtect

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1. Introduction

TecnoAlarm Monitor Plugin sends commands and reads events to and from the TecnoAlarm security panels.

The Plugin is able to send commands to the TecnoAlarm panel from Milestone Smart Client application. Also, it reads periodically the events from the TecnoAlarm panel and it sends them to Milestone. User can configure alarms for those events in Milestone Management Client application.

The plugin works with these panels' versions:

- TP8-88 * from version 0.8.02
- TP8-88P from version 1.9
- TP8-88PE from version 1.9
- TP20-440 from version 1.9

*This panel does not support commands for importing configuration, so the default number of zones and programs for the panel will be created in Milestone, and names must be assigned manually.

2. Architecture

The Plugin and the TecnoAlarm panel communicate using the proprietary protocol of TecnoAlarm.

The Plugin can send commands to the panel, program and zone, e.g., arm, disarm, isolated, etc. Also, it reads periodically the panel, programs and zones states; e.g., if a program is in alarm, in tamper, with troubles, etc.; if a zone is in alarm, armed, in isolated, etc. Finally, depending on the configuration, the Plugin sends these events to Milestone; and it also shows the panel, program or zone states in a map in Milestone Smart Client.

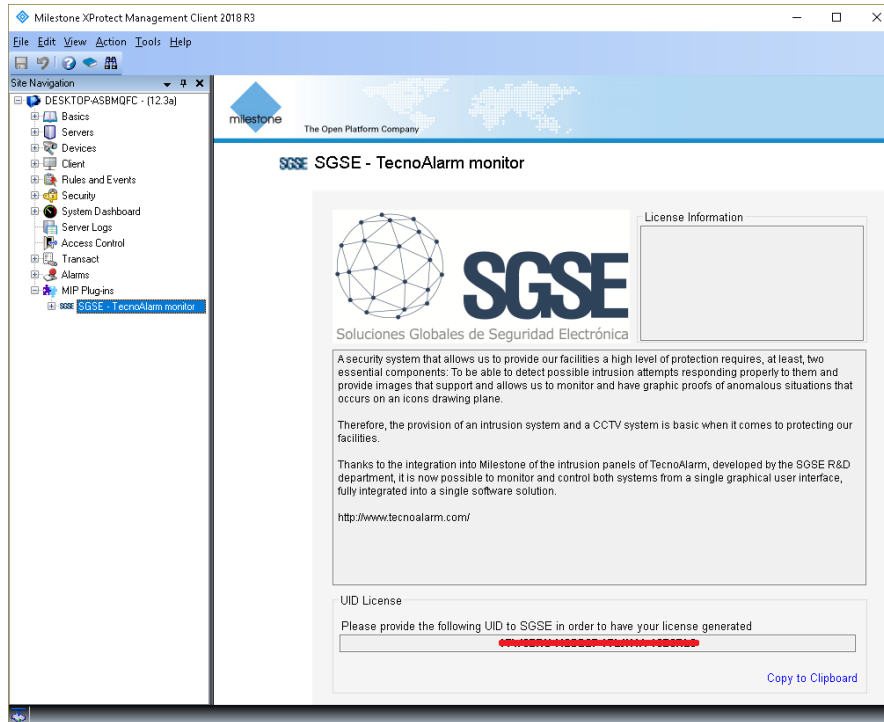


Due this architecture configuration, the panel needs to have the ESP-LAN module for the TCP/IP communication with the Plugin.

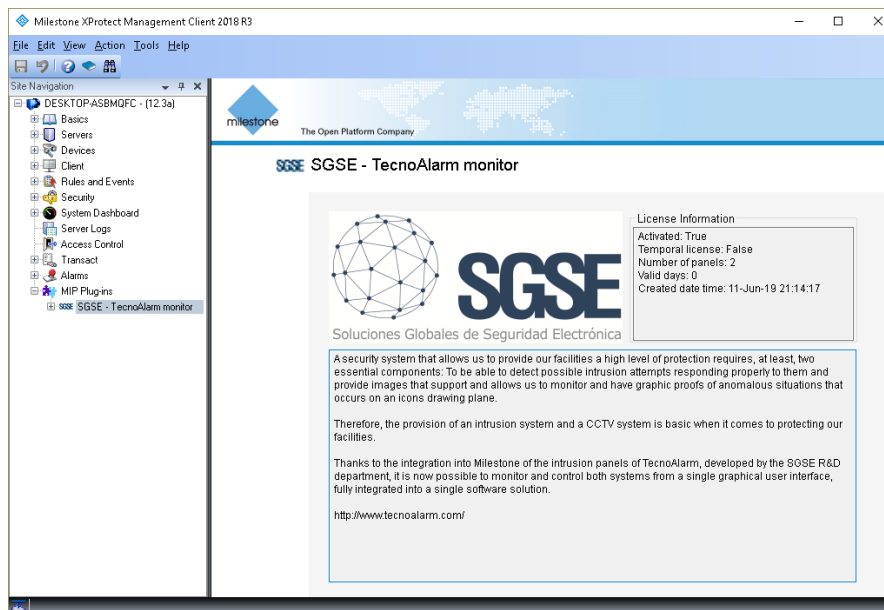
3. Installation

The installation of the Plugin is simple, configurator user has to open the “TecnoAlarm Monitor Plugin.msi” file and follow the wizard. It needs administrator rights to install; therefore, it will show the User Account Control screen; configurator user has to accept it in order to have a successful installation.

If it was successfully installed, Milestone Management Client will show this screen:



The configurator user has to provide to SGSE the UID; in return, SGSE will provide the respective license. Once installed, the Plugin will be available:



4. Configuration

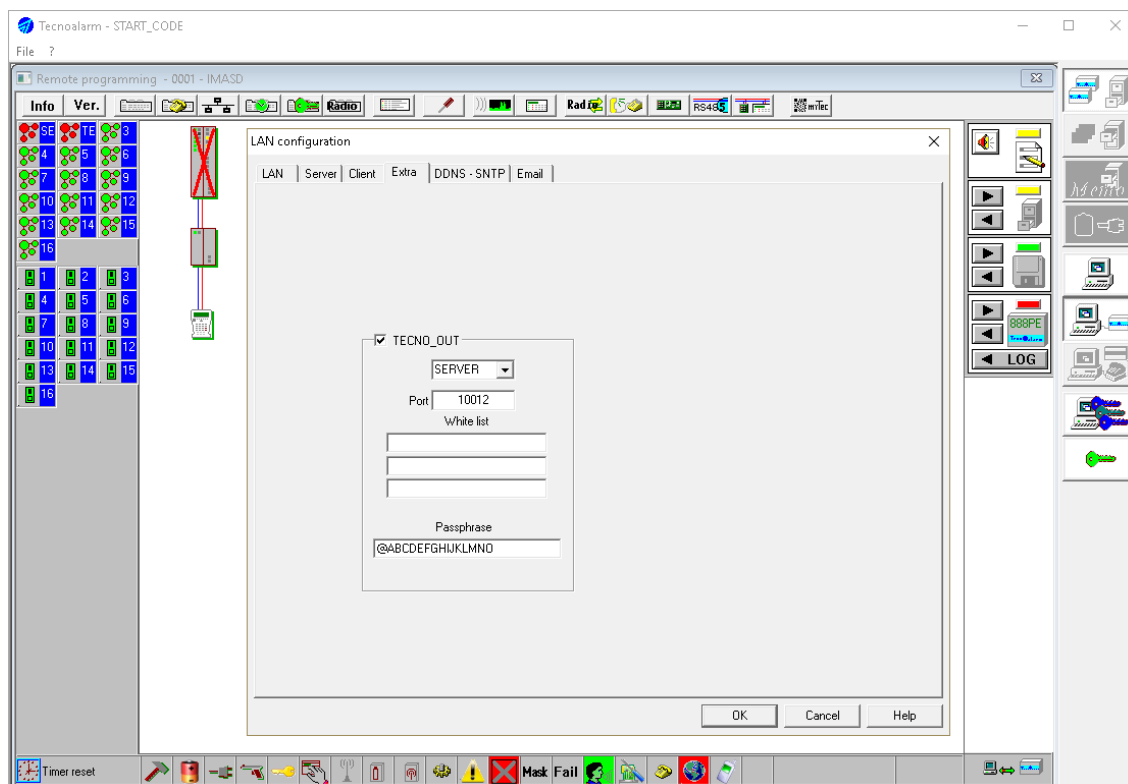
There are a few configurations to be made because the Plugin reads most of it directly from the panel. The Plugin configures the items (panel, programs and zones) in Milestone.

4.1. TecnoAlarm panel configuration

The configuration that has to match (it has to be exactly the same) in the panel and in the Plugin is:

- Pass Phrase: It consist in 16 characters (16 bytes); it has to match exactly in both, panel and plugin. Configurator user has to be very carefully with special characters, for instance, a space is also a character.
- Port enabled for Tecno Out.
- IP address of the panel
- Master user code

The panel has its own configuration software, called “Centro”:

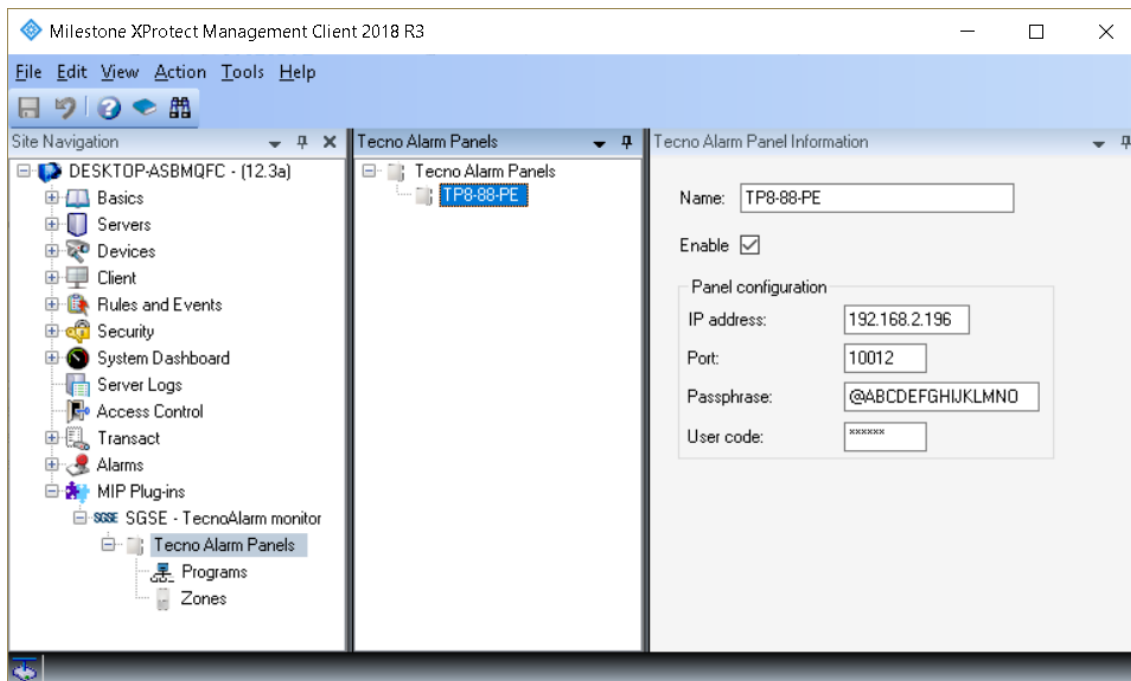


4.2. Milestone configuration

4.2.1. Plugin configuration

If configurator user installed the plugin successfully, it will be able to create a TecnoAlarm Panel item in the Management Client. Configurator user has to enter these parameters:

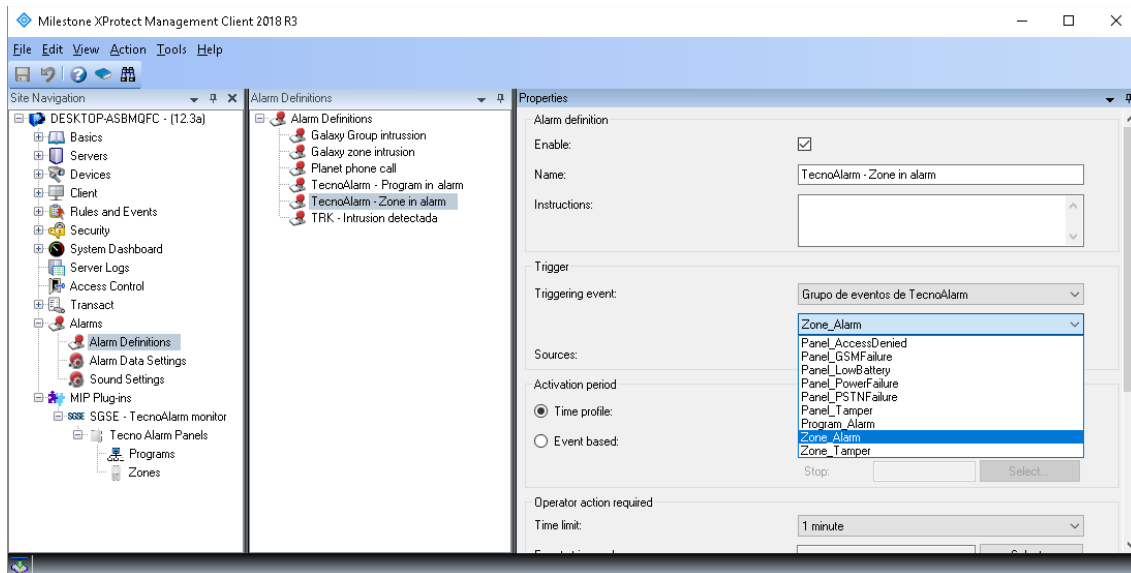
- Panel name: This name will be showed in the Smart Client.
- Passphrase: It consist in 16 characters (16 bytes); it has to match exactly in both, panel and plugin. Configurator user has to be very carefully with special characters, for instance, a space is also a character.
- Panel port. This must match the port enabled at the panel for Tecno Out
- IP address of the panel.
- Master user code. This must match the master user code set at the panel. It is used to import configuration and to send automated commands using rules.



After configurator user saves the item, the Plugin will create all items in Milestone. To check the progress, user has to check the logs.

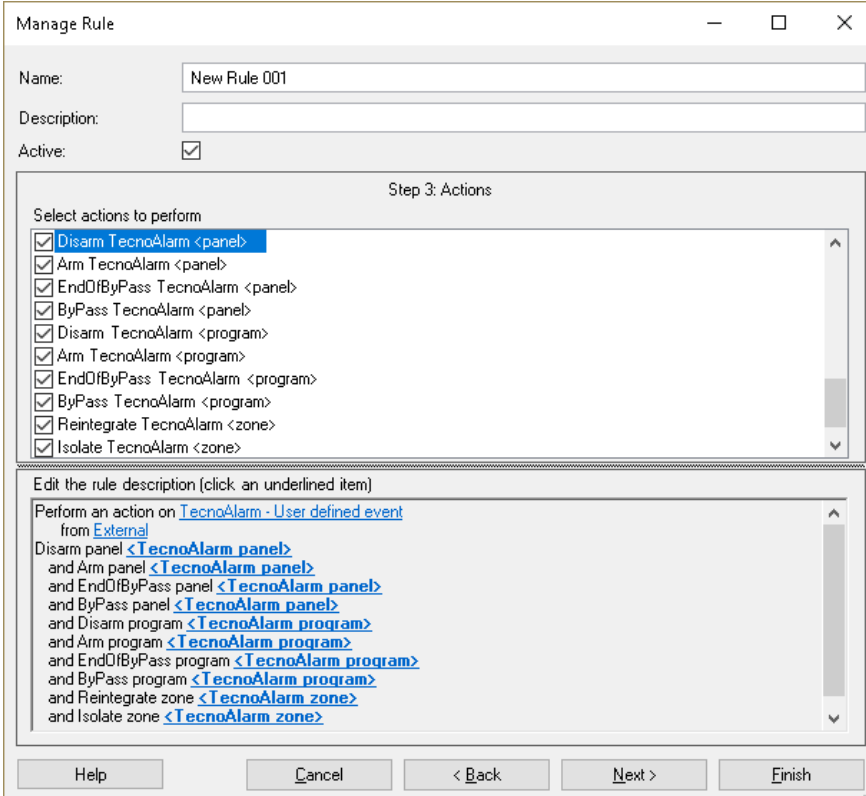
4.2.2. Milestone alarms

After installation is complete, configurator user will see additional events in Management Client. It is the list of events of the panel that the plugin reads and send them to Milestone. Configurator user is able to create alarms related to these events.



4.2.3. Milestone rules

Also, configurator user is able to create actions over the panel:



Manage Rule

Name:

Description:

Active: ☒

Step 3: Actions

Select actions to perform

- ☒ Disarm TecnoAlarm <panel>
- ☒ Arm TecnoAlarm <panel>
- ☒ EndOfBypass TecnoAlarm <panel>
- ☒ Bypass TecnoAlarm <panel>
- ☒ Disarm TecnoAlarm <program>
- ☒ Arm TecnoAlarm <program>
- ☒ EndOfBypass TecnoAlarm <program>
- ☒ Bypass TecnoAlarm <program>
- ☒ Reintegrate TecnoAlarm <zone>
- ☒ Isolate TecnoAlarm <zone>

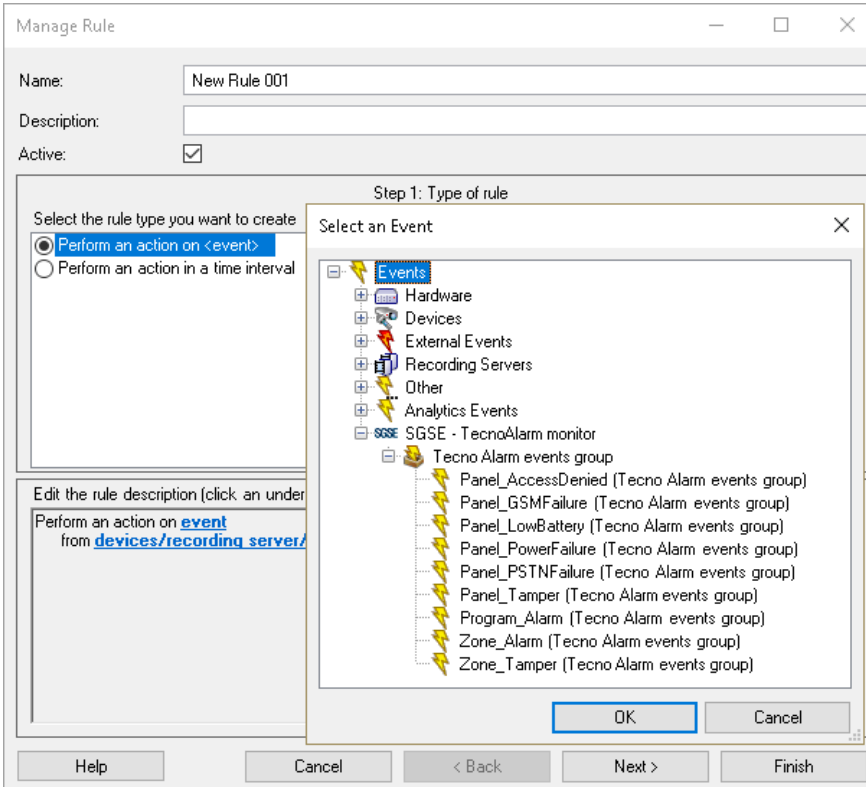
Edit the rule description (click an underlined item)

Perform an action on TecnoAlarm - User defined event from External

Disarm panel <TecnoAlarm panel>
and Arm panel <TecnoAlarm panel>
and EndOfBypass panel <TecnoAlarm panel>
and Bypass panel <TecnoAlarm panel>
and Disarm program <TecnoAlarm program>
and Arm program <TecnoAlarm program>
and EndOfBypass program <TecnoAlarm program>
and Bypass program <TecnoAlarm program>
and Reintegrate zone <TecnoAlarm zone>
and Isolate zone <TecnoAlarm zone>

Help Cancel < Back Next > Finish

And also, configurator user can relate the events to specific rules:



Manage Rule

Name:

Description:

Active: ☒

Step 1: Type of rule

Select the rule type you want to create

- ☒ Perform an action on <event>
- ☐ Perform an action in a time interval

Edit the rule description (click an underlined item)

Perform an action on event from devices/recording server/

Select an Event

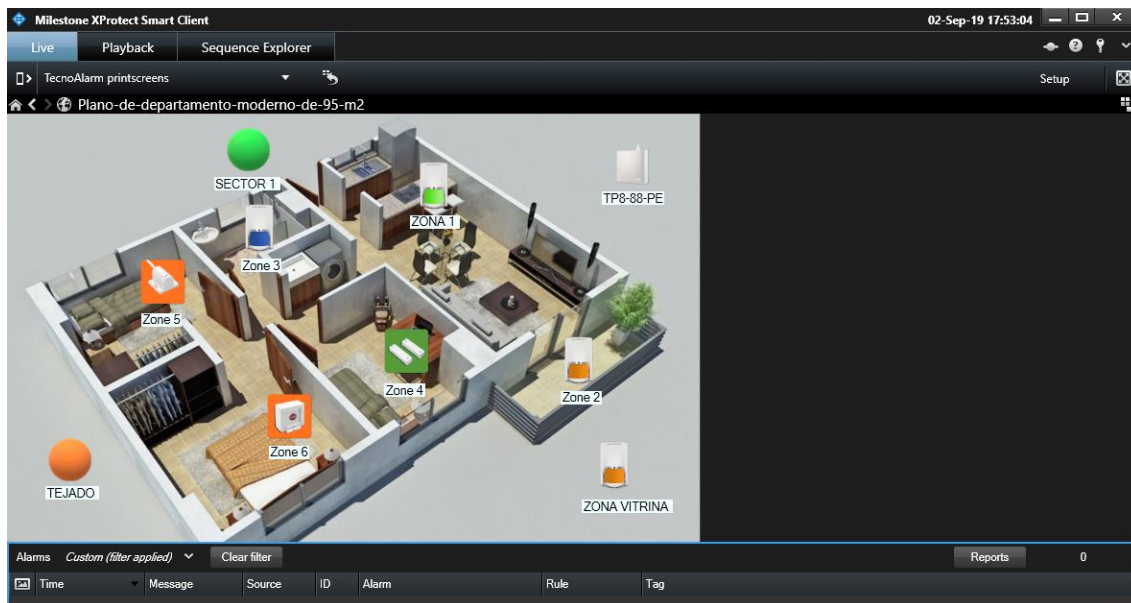
- Events
 - Hardware
 - Devices
 - External Events
 - Recording Servers
 - Other
 - Analytics Events
 - SGSE - TecnoAlarm monitor
 - Tecno Alarm events group
 - Panel_AccessDenied (Tecno Alarm events group)
 - Panel_GSMFailure (Tecno Alarm events group)
 - Panel_LowBattery (Tecno Alarm events group)
 - Panel_PowerFailure (Tecno Alarm events group)
 - Panel_PSTNFailure (Tecno Alarm events group)
 - Panel_Tamper (Tecno Alarm events group)
 - Program_Alarm (Tecno Alarm events group)
 - Zone_Alarm (Tecno Alarm events group)
 - Zone_Tamper (Tecno Alarm events group)

OK Cancel

Help Cancel < Back Next > Finish

4.2.4. Milestone Smart Client

If the plugin created the items successfully in Milestone, configurator user will be able to drag and drop these items (panel, programs and zones) to a map in the Smart Client application:



If an alarm is triggered, operator user will see the origin of the alarm with a blinky red circle; also, the icon will change of state:



Color indications for zones:

- Red: zone armed and in alarm
- Orange: zone armed and not in alarm
- Blue: zone isolated (canceled or omitted)
- Light green: normal state, zone is idle (not cancelled, not armed, not in alarm, not in tamper)
- Dark green: open zone; it is in alarm but not armed
- Magenta: tamper
- Yellow: zone with troubles
- Grey: unknown state
- Grey with red cross: disabled.

Color indicators for programs:

- Red: program has an alarm
- Orange: program is armed
- Orange and green: program is in bypass state
- Grey: unknown state
- Grey with red cross: disabled.

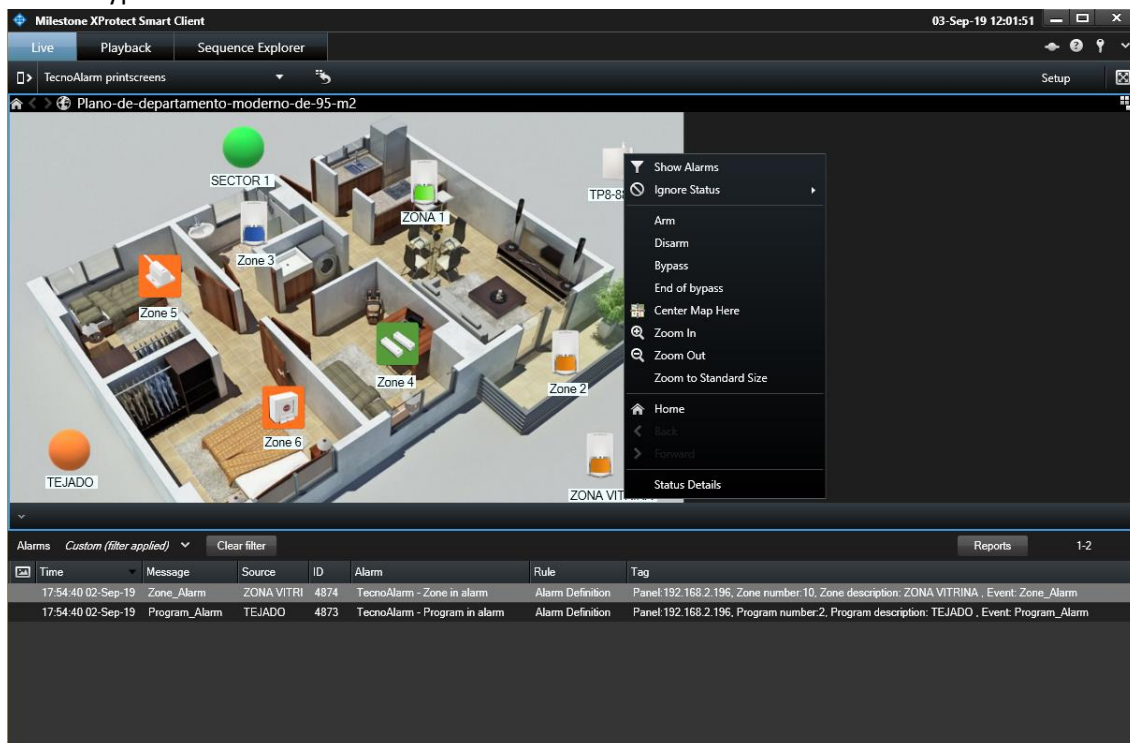
5. Operational

Operator user are able to send commands to:

- the panel itself
- the programs
- the zones

In the map with icons in the Smart Client, operator user has to right click over the icon and the system will show the available commands for the selected item.

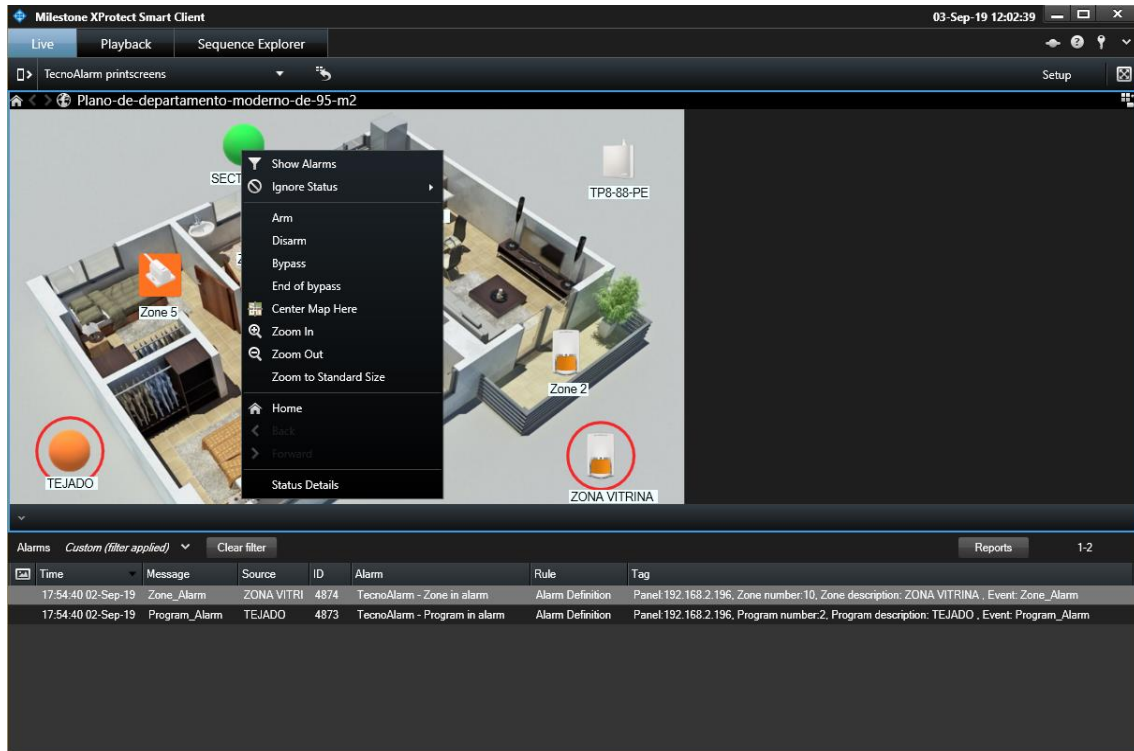
- The panel has these commands:
 - Arm
 - Disarm
 - Bypass
 - End of Bypass



b) Program:

Each program has these commands:

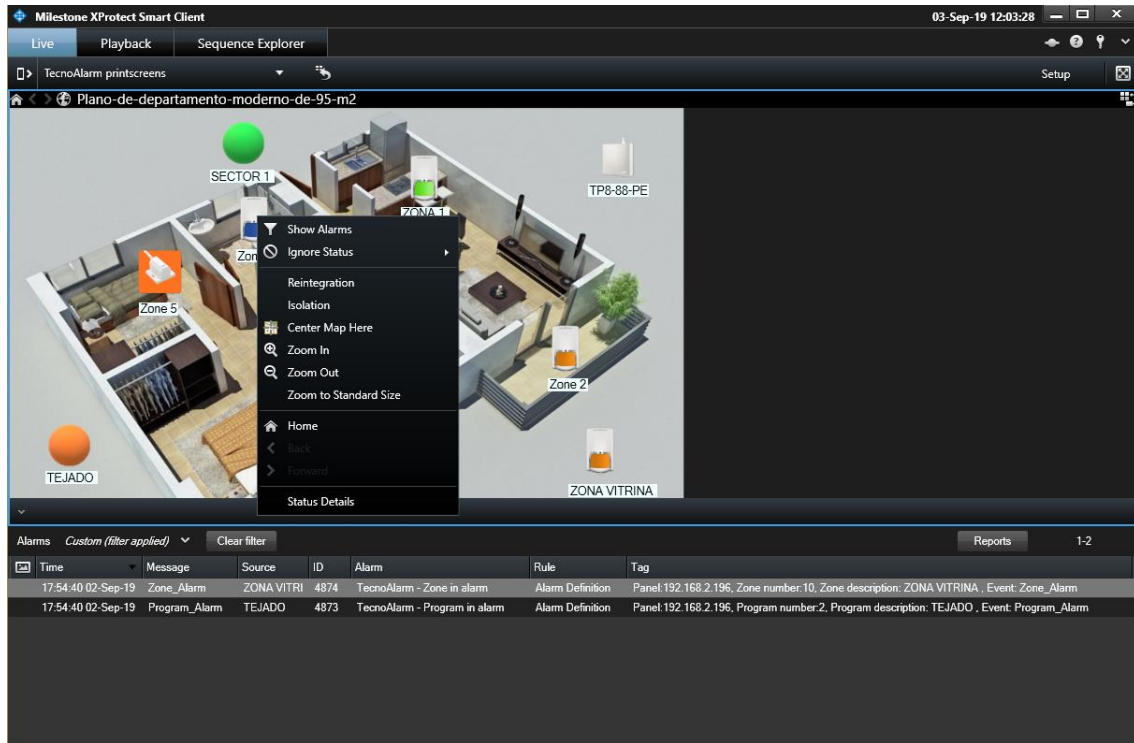
- Arm
- Disarm
- Bypass
- End of Bypass



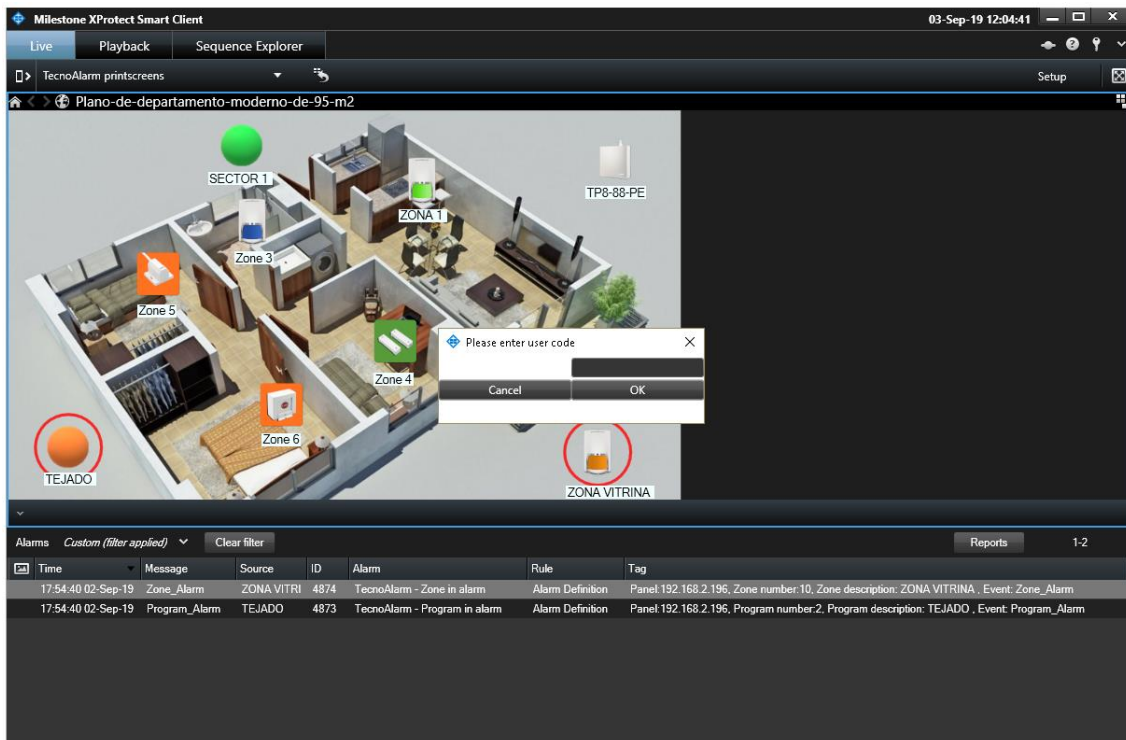
c) Zones:

Each zone has these commands:

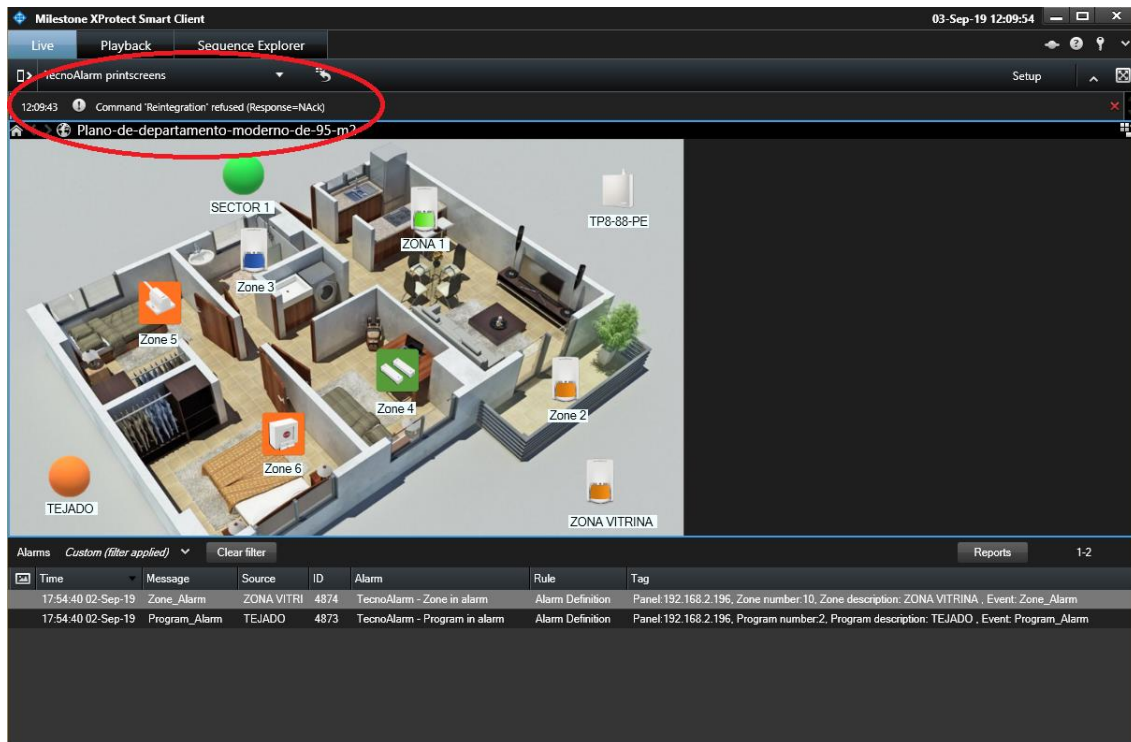
- Reintegrate
- Isolate



For each command that operator wants to send to the panel, the plugin will request for the user code:



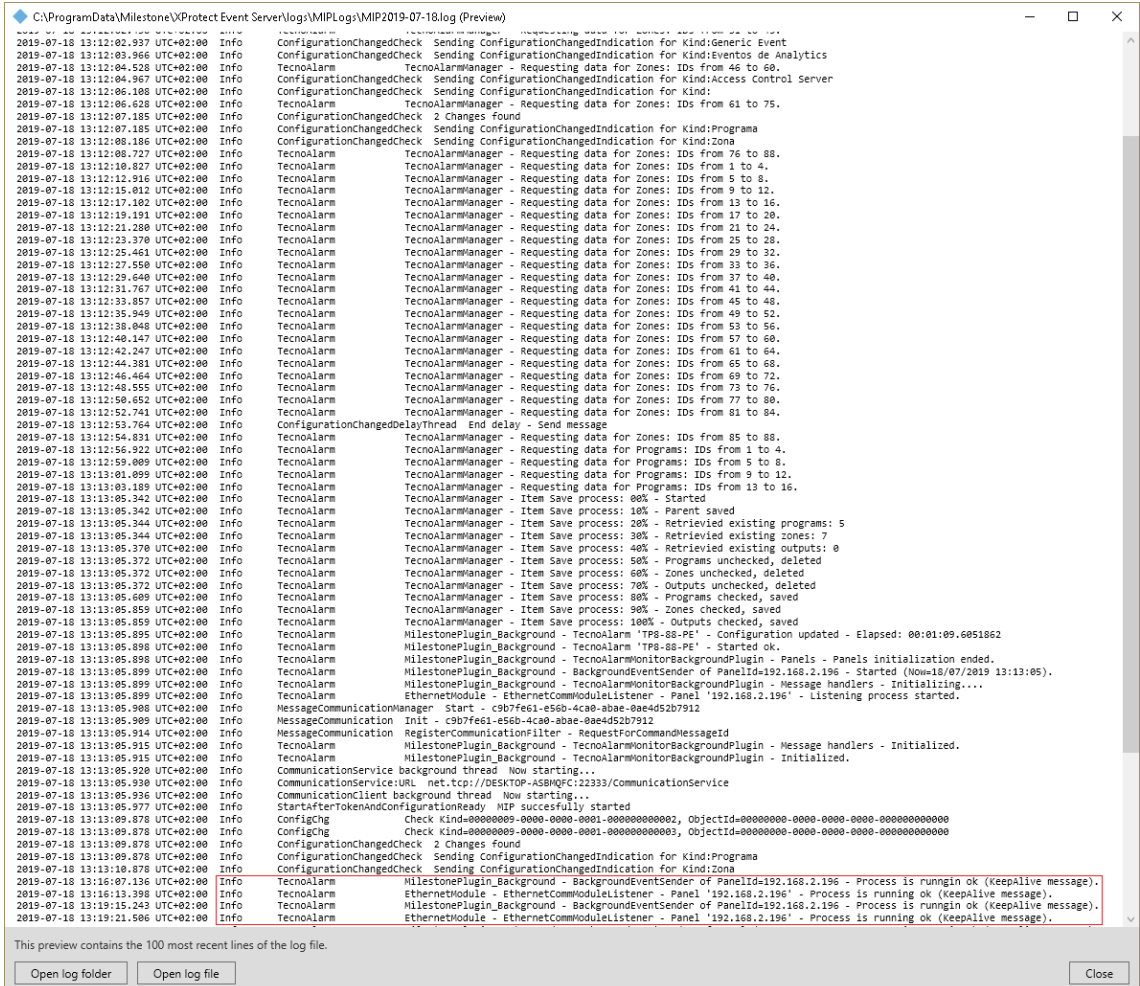
In case of error, it will show the error message in the top of the Smart Client:



6. Troubleshooting

- Normal functioning:

Every certain period of time (configurable), the processes in execution show a log entry with a Keep Alive message. This confirms that processes are running ok.



The screenshot displays a log file preview with the following key entries:

- ConfigurationChangedCheck**: Sending ConfigurationChangedIndication for Kind:Generic Event, Kind:Eventos de Analytics, Kind:Access Control Server, Kind:Programa, Kind:Zona.
- TecnoAlarm**: Multiple requests for data for Zones (IDs 46 to 80, 61 to 75, 76 to 88, 1 to 4, 5 to 8, 9 to 12, 13 to 16, 17 to 20, 21 to 24, 25 to 28, 29 to 32, 33 to 36, 37 to 40, 41 to 44, 45 to 48, 49 to 52, 53 to 56, 57 to 59, 61 to 64, 65 to 68, 69 to 72, 73 to 76, 77 to 80, 81 to 84).
- MilestonePlugin_Background**: Configuration updated - Elapsed: 00:01:09.6051862, Started ok, Panels initialization ended, BackgroundEventSender of PanelId=192.168.2.196 - Started (Now=18/07/2019 13:13:05), Message handlers - Initializing...
- EthernetModule**: EthernetModuleListener - Panel '192.168.2.196' - Listening process started.
- MessageCommunication**: Init - c9b7fe61-e5b6-4c80-b08e-b8e4d5207912, RegisterCommunicationFilter - RequestForCommandMessageId.
- CommunicationService**: URL net.tcp://DESKTOP-ASBQFC:22333/CommunicationService, Now starting...
- StartAfterTokenAndConfigurationReady**: MIP successfully started.
- ConfigChg**: Check kind=00000009-0000-0000-0001-000000000002, Objectid=00000000-0000-0000-0000-000000000000.
- ConfigurationChangedCheck**: 2 Changes Found, Sending ConfigurationChangedIndication for Kind:Programa.
- MilestonePlugin_Background**: BackgroundEventSender of PanelId=192.168.2.196 - Process is running ok (KeepAlive message).
- EthernetModule**: EthernetModuleListener - Panel '192.168.2.196' - Process is running ok (KeepAlive message).

- Panel doesn't accept commands or there are no events in Milestone:

User has to check the network configuration. To confirm that the problem is in the network, user can connect the panel directly to the computer that has the Milestone Event Server installed.

- The map in Milestone Smart Client show crosses instead of the right icon:

Delete the icon and drag and drop again.

- There are no alarms:

User has to check in Milestone Management Client that the alarm is right related to the event and the source event.

- There are no events neither alarms:

User has to restart Milestone Event Server, user has to check the log entry messages and the network configuration.