

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.



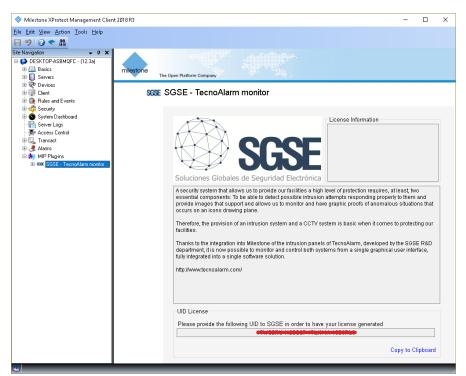
Due this architecture configuration, the panel needs to have the ESP-LAN module for the TCP/IP communication with the Plugin.



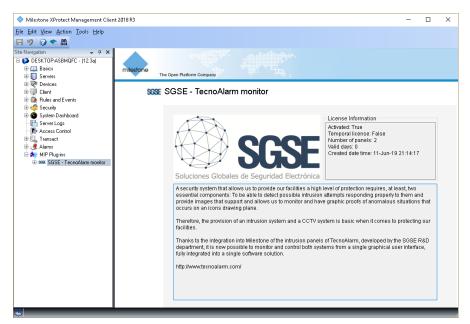
3. Installation

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":s

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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.

log Milestone XProtect Management Clier	nt 2018 R3			_	×
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Site Navigation 🚽 🕂 🗙	Tecno Alarm Panels	– 4	cno Alarm Panel Info	ormation	→ ₽
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<u>&</u>					

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.

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y Group intrussion Er y zone intrusion Er t phone call Na oAlarm - Program in alarm	Nam definition Enable: Name: nstructions:	☑ TecnoAlarm - Zone in alarm		^ ~	^
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4.2.3. Milestone rules

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

Manage Rule				- 0	×
Name:	New Rule 001				
Description:					
Active:					
	S	tep 3: Actions			
Select actions to perf	orm				
Disarm TecnoAlar					^
Arm TecnoAlarm <					
EndOfByPass Te					
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Disarm TecnoAla					
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Edit the rule description	on (click an underlined item)				
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from <u>External</u> Disarm panel < Tecn	oAlarm nanola				
	cnoAlarm panel>				
	oanel <u><tecnoalarm panel=""></tecnoalarm></u>				
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And also, configurator user can relate the events to specific rules:

Manage Rule		—	\times
Name: Description: Active:	New Rule 001		
		Step 1: Type of rule	
Select the rule type yo Perform an action Perform an action Edit the rule descriptic Perform an action or from devices/res	on <evento in a time interval on (click an under event</evento 	Select an Events	×
Help		OK Cancel	
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4.2.4. Milestone Smart Client

If the plugin created the items successfully in Milestone, configurator user will 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.



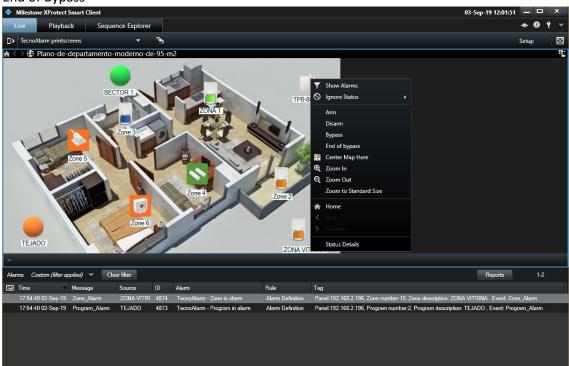
5. Operational

Operator user are able to send commands to:

- a) the panel itself
- b) the programs
- c) 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.

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

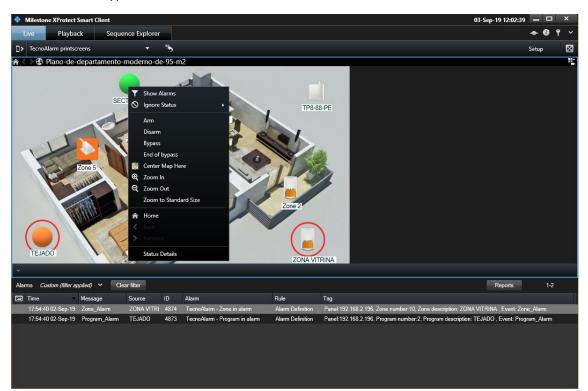




b) Program:

Each program has these commands:

- Arm
- Disarm
- Bypass
- End of Bypass

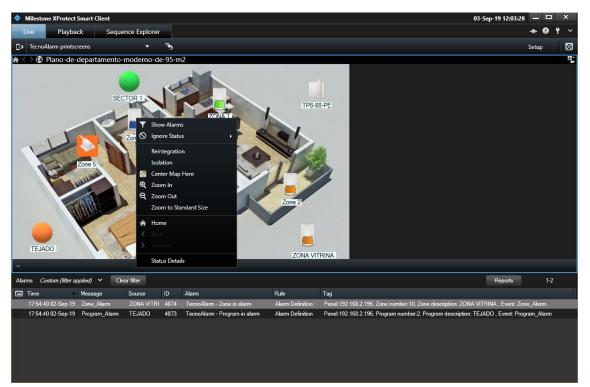




c) Zones:

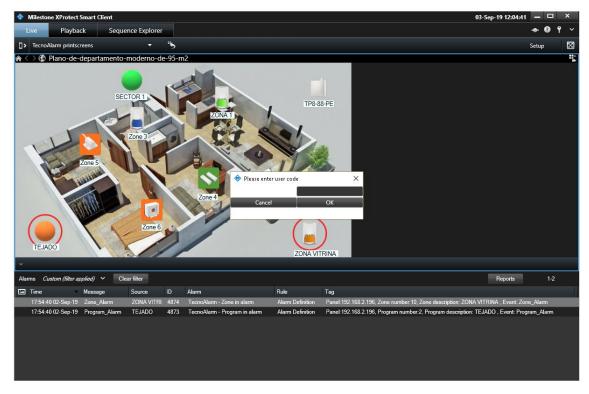
Each zone has these commands:

- Reintegrate
- Isolate

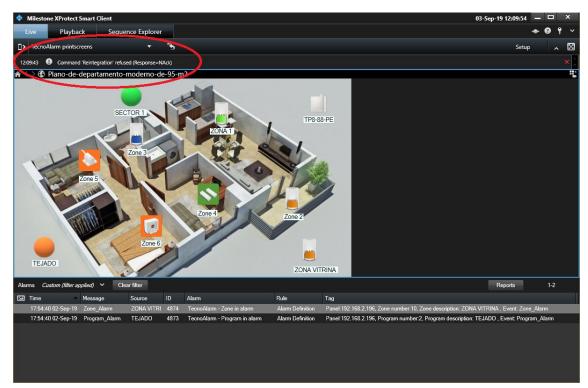




For each command that operator wants to send to the panel, the plugin will request for the user code:



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.

C:\ProgramData\Milestone\XProtect Event Serve	
2019-07-18 13:12:02.937 UTC+02:00 Info	configurationChangedCheck Sending ConfigurationChangedIndication for KindiGeneric Event
	Configurationchangedcheck Sending Configurationchangedindication for Kindiseneric event
	TecnoAlam TecnoAlamManager - Requesting data for Zones: IDs from 46 to 60.
2019-07-18 13:12:04.967 UTC+02:00 Info	ConfigurationChangedCheck Sending ConfigurationChangedIndication for Kind:Access Control Server
	ConfigurationChangedCheck Sending ConfigurationChangedIndication for Kind:
	TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 61 to 75.
	ConfigurationChangedCheck 2 Changes found
2019-07-18 13:12:07.185 UTC+02:00 Info	ConfigurationChangedCheck Sending ConfigurationChangedIndication for Kind Programa
	ConfigurationChangedCheck Sending ConfigurationChangedIndication for Kind:Zona
	TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 76 to 88.
2019-07-18 13:12:10.827 UTC+02:00 Info	TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 1 to 4.
	TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 5 to 8.
	TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 9 to 12.
	TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 13 to 16.
	TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 17 to 20.
	TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 21 to 24. TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 25 to 28.
	TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDS from 29 to 32.
	TecnoAlarm TecnoAlarmManager - Requesting data for Zones; IDs from 33 to 36.
	TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 37 to 40.
	TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 41 to 44.
	TecnoAlarm TecnoAlarmWanager - Requesting data for Zones: IDS from 45 to 48.
	TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDS from 49 to 52.
	TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDS from 53 to 56.
	TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 57 to 60.
2019-07-18 13:12:42.247 UTC+02:00 Info	TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 61 to 64.
2019-07-18 13:12:44.381 UTC+02:00 Info	TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 65 to 68.
	TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 69 to 72.
	TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 73 to 76.
	TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 77 to 80.
	TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 81 to 84.
	ConfigurationChangedDelayThread End delay - Send message
	TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 85 to 88.
	TecnoAlarm TecnoAlarmManager - Requesting data for Programs: IDs from 1 to 4.
	TecnoAlarm TecnoAlarmManager - Requesting data for Programs: IDs from 5 to 8.
	TecnoAlarm TecnoAlarmManager - Requesting data for Programs: IDs from 9 to 12.
	Tecnoklarm TecnoklarmManager - Requesting data for Programs: IDS from 13 to 16. Tecnoklarm TecnoklarmManager - Item Save process: 00% - Started
	TecnoAlarm TecnoAlarmManager - Item Save process: 00% - Started
	TecnoAlarm TecnoAlarmManager - Item Save process: 20% - Retrieved existing programs: 5
	TecnoAlarm TecnoAlarmManager - Item Save process: 30% - Retrievied existing programs. 7
	TecnoAlarm TecnoAlarmWanager - Item Save process: 40% - Retrievied existing outputs: 0
	TecnoAlarm TecnoAlarmManager - Item Save process: 50% - Programs unchecked, deleted
	TecnoAlarm TecnoAlarmManager - Item Save process: 60% - Zones unchecked, deleted
	TecnoAlarm TecnoAlarmManager - Item Save process; 70% - Outputs unchecked, deleted
	TecnoAlarm TecnoAlarmManager - Item Save process: 80% - Programs checked, saved
	TecnoAlarm TecnoAlarmManager - Item Save process: 90% - Zones checked, saved
	TecnoAlarm TecnoAlarmManager - Item Save process: 100% - Outputs checked, saved
	TecnoAlarm MilestonePlugin_Background - TecnoAlarm 'TP8-88-PE' - Configuration updated - Elapsed: 00:01:09.6051862
	TecnoAlarm MilestonePlugin_Background - TecnoAlarm 'TP8-88-PE' - Started ok.
	TecnoAlarm MilestonePlugin_Background - TecnoAlarmMonitorBackgroundPlugin - Panels - Panels initialization ended.
	TecnoAlarm MilestonePlugin_Background - BackgroundEventSender of PanelId=192.168.2.196 - Started (Now=18/07/2019 13:13:05).
	TecnoAlarm MilestonePlugin_Background - TecnoAlarmMonitorBackgroundPlugin - Message handlers - Initializing
	TecnoAlarm EthernetModule - EthernetCommModuleListener - Panel '192.168.2.196' - Listening process started.
	MessagecommunicationNanager Start - c9b7fe61-e56b-4ca0-abae-0ae4d52b7912
	MessageCommunication Init - C9b7e61-e56b-4ca0-abae-0ae4452b7912
	Messagecommunication RegistercommunicationFilter - RequestForCommandNessageta TecnoAlarm MilestonePluein Backeround - TecnoAlarmNonitorBackeroundPlugin - Message handlers - Initialized.
2019-07-18 13:13:05.915 UTC+02:00 Info 2019-07-18 13:13:05.920 UTC+02:00 Info	TecnoAlarm MilestonePlugin_Background - TecnoAlarmMonitorBackgroundPlugin - Initialized. CommunicationService background thread Now starting
2019-07-18 13:13:05.920 UTC+02:00 Into 2019-07-18 13:13:05.930 UTC+02:00 Into	Communicationservice background thread wow starting Communicationservice:URL net.tcp://DESKTOP.ASBN0FC:22333/CommunicationService
	CommunicationService:UKL net.tcp://Dexilor-AsaMgrci2233/CommunicationService
	Communicationclient Dackground innead wow starting StartAfterTokenAndConfigurationReady NIP succesfully started
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	ConfigurationChangedCheck Sending ConfigurationChangedIndication for Kind:Programa
	ConfigurationChangedCheck Sending ConfigurationChangedIndication for KindiZona
	TecnoAlar MilestonePlugin_Background - BackgroundEventSender of PanelId=192.168.2.196 - Process is runngin ok (KeepAlive message).
	TecnoAlarm EthernetModule - EthernetCommModuleListener - Panel '192,168,2,196' - Process is running ok (KeepAlive message).
2019-07-18 13:19:15.243 UTC+02:00 Info	TecnoAlarm MilestonePlugin_Background - BackgroundEventSender of PanelId=192.168.2.196 - Process is runngin ok (KeepAlive message).
	TecnoAlarm EthernetModule - EthernetCommModuleListener - Panel '192.168.2.196' - Process is running ok (KeepAlive message).
2019-07-18 13:19:21.506 UTC+02:00 Info	
2019-07-18 13:19:21.506 UTC+02:00 Info This preview contains the 100 most recent lines of th	

- 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.