

# SGSE

Soluciones Globales de Seguridad Electrónica

## DETNOV MONITOR

Installation and user manual

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## 1. Document versions

Version	Date	Author	Version changes
1.0	12/2023	IXR	First version
1.1	02/2024	JCT	Extension

## 2. Introduction

The purpose of this document is to explain the installation, operation, and usage of the software solution named "DetNov Monitor." This solution comprises a plugin that enables monitoring and interaction with DetNov fire detection systems from the user interface and working environment of the Milestone XProtect® platform.

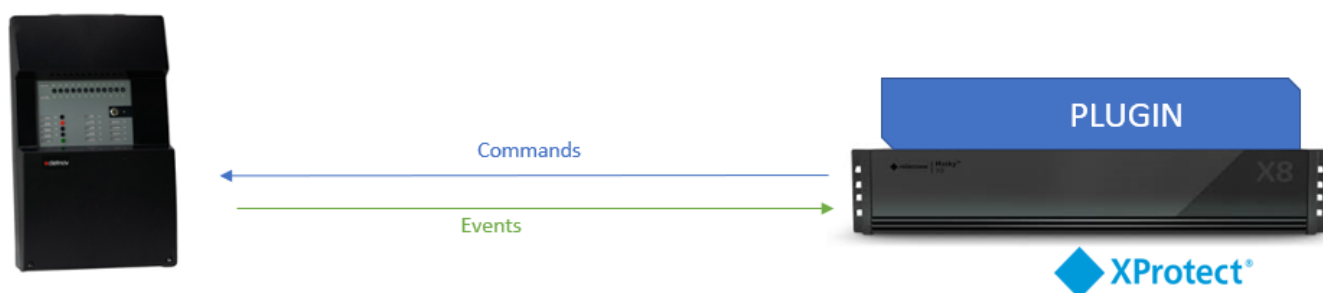
In this way, the monitoring of the DetNov fire detection system can leverage the integrated advantages of the XProtect® VMS platform for video management and CCTV and intrusion alarm handling within a unified interface. This solution is available in the following languages:

- English
- Spanish

### 3. Solution Architecture

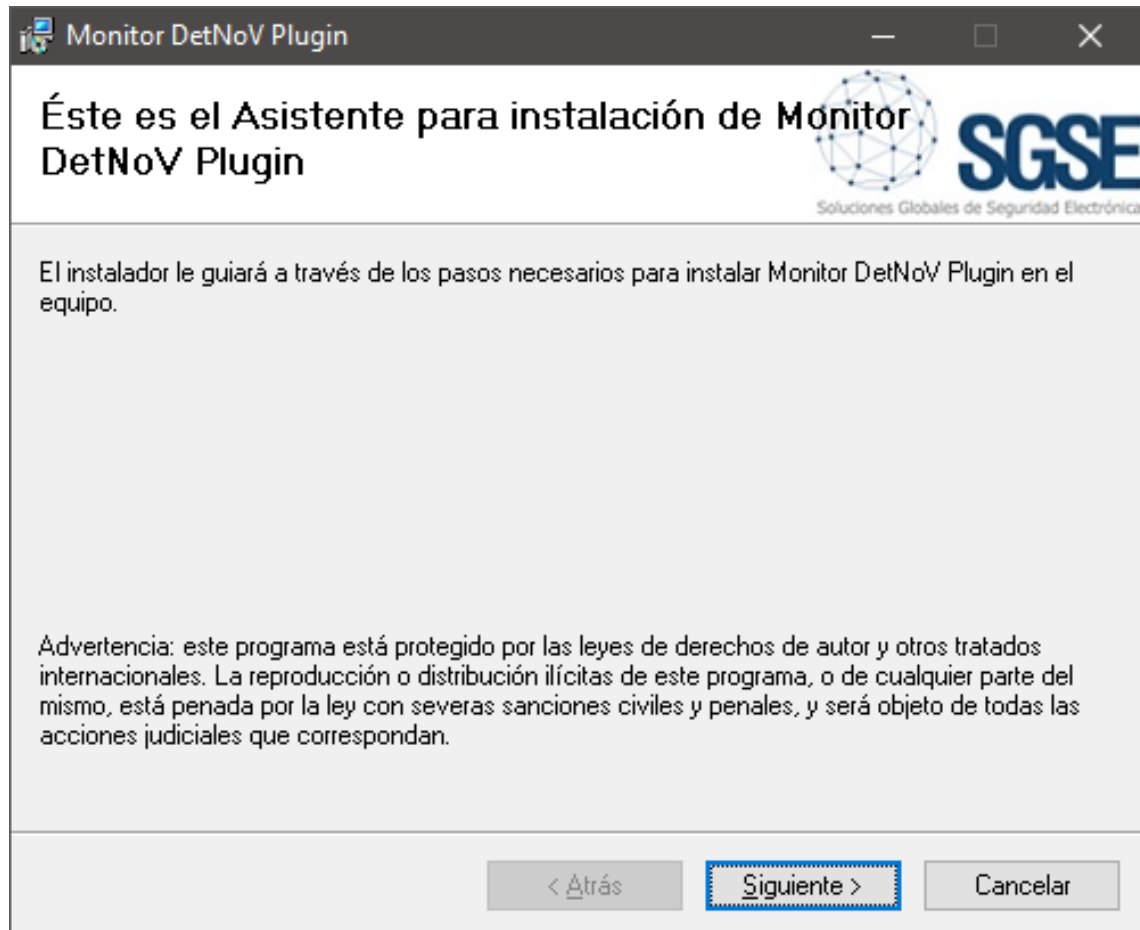
Through the Ethernet network, the plugin connects to various DetNov panels to transmit changes in the status of each panel record to the Milestone event server. The system architecture is based on the Milestone Software Development Kit (SDK), integrating elements and events on both the server and client sides.

The plugin establishes an active TCP/IP connection with the fire panel using the standard DetNov protocol, checking the status of the records every 10 seconds.

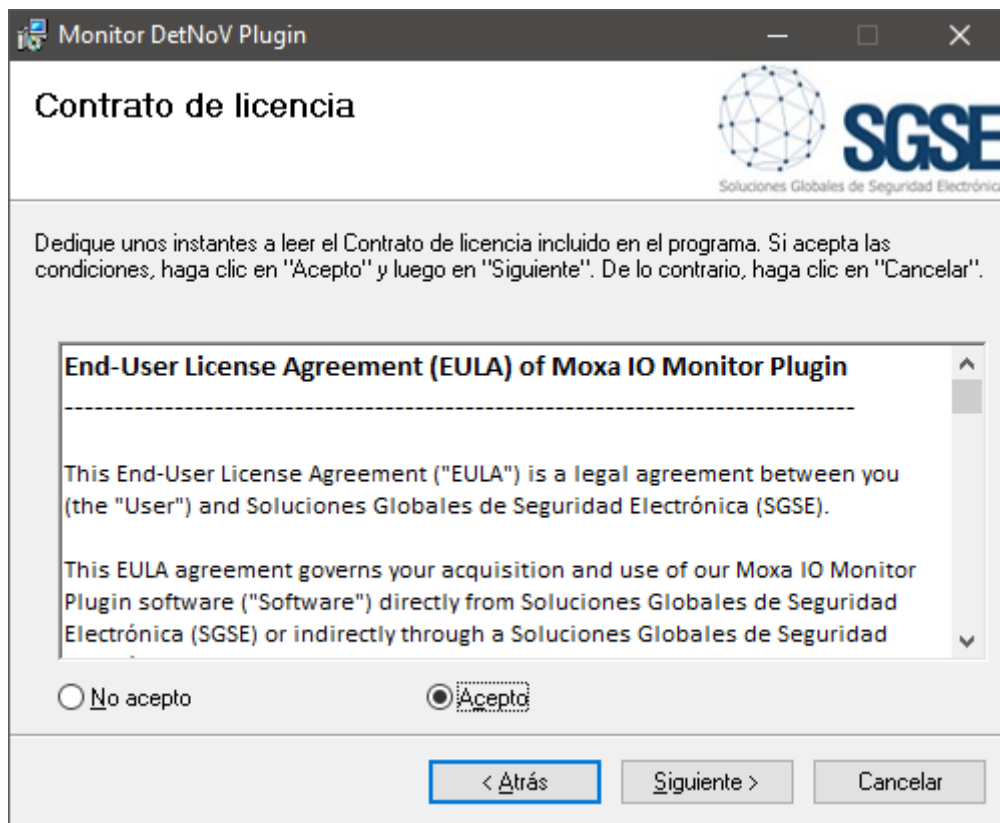


## 4. Installation

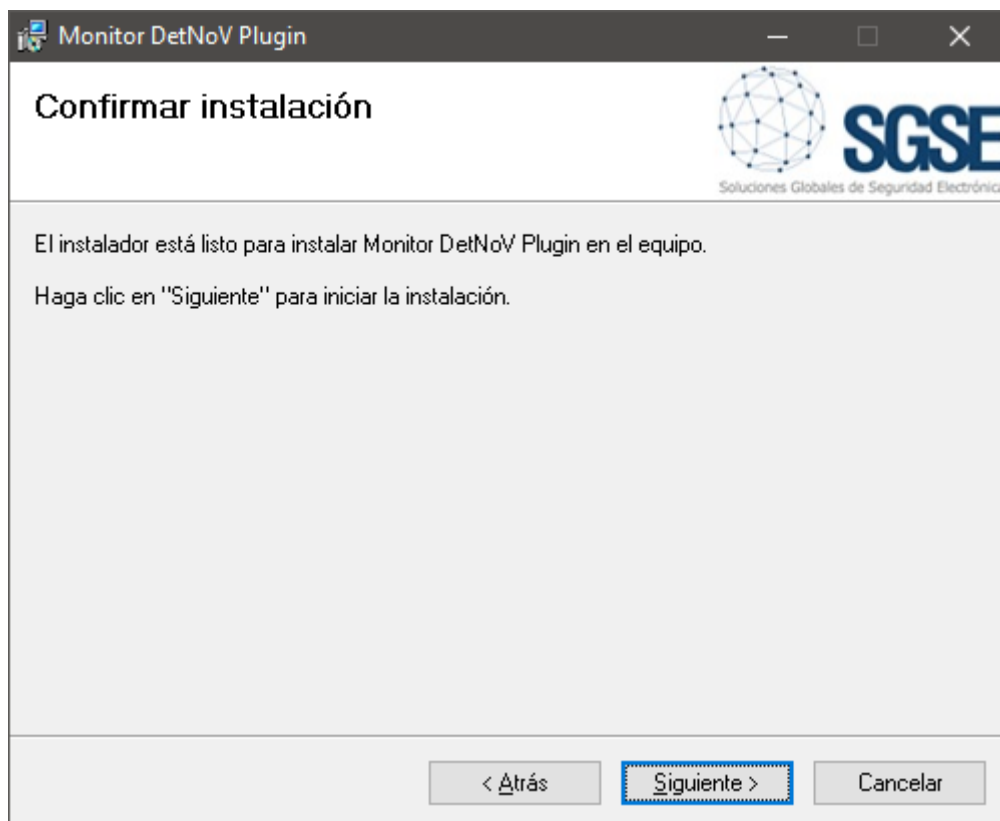
To install the plugin, simply run the "DETNOV Monitor Installer.msi" installer with administrator privileges provided by SGSE. The process is automatic. Throughout the different installer screens, you only need to accept the End User License Agreement, which is a necessary condition to use the plugin.



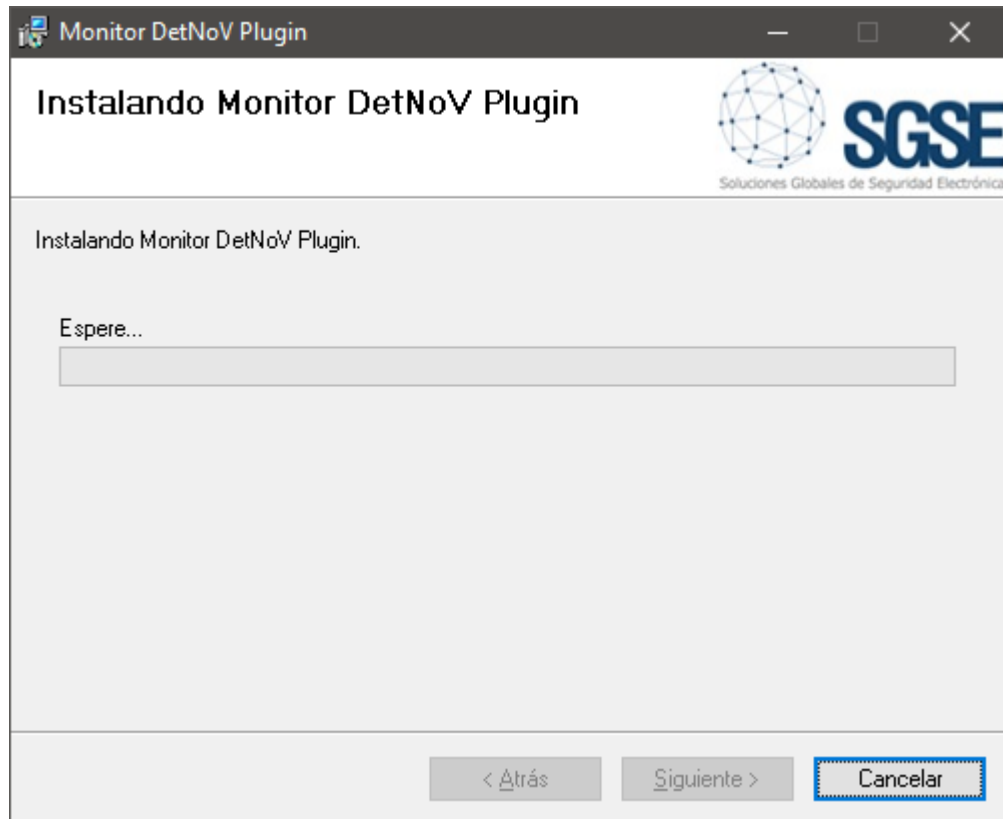
Click "Next >" to initiate the installation process.



Please read and accept the End User License Agreement to proceed with the plugin installation.

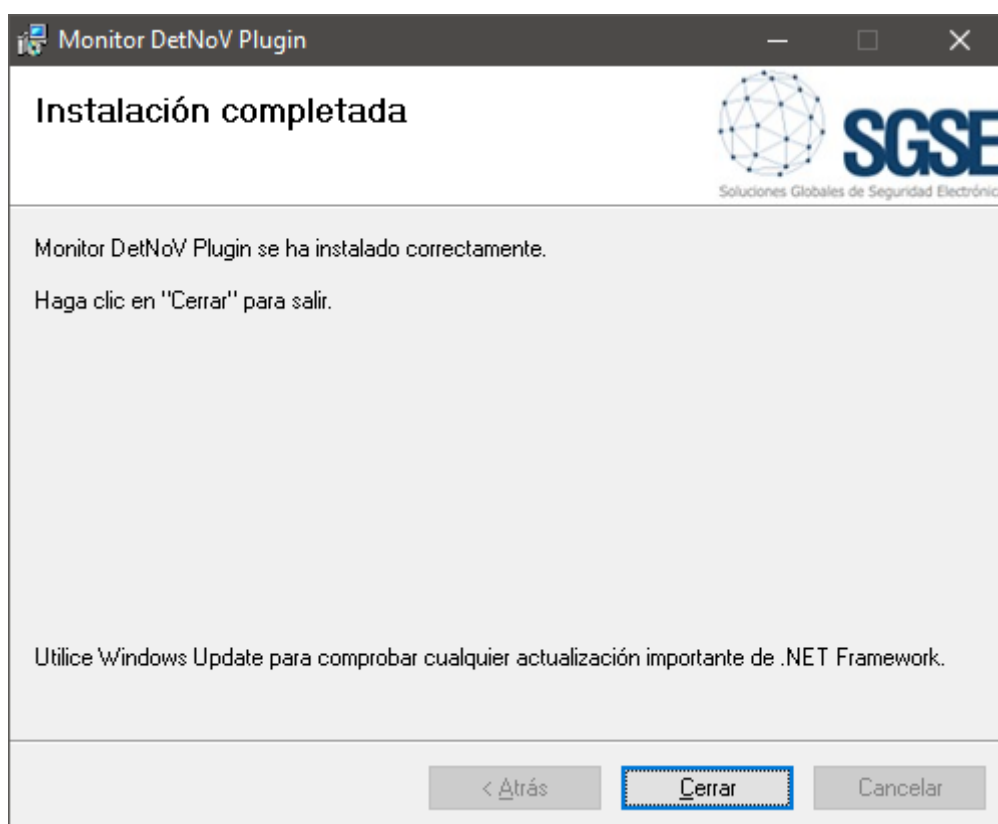
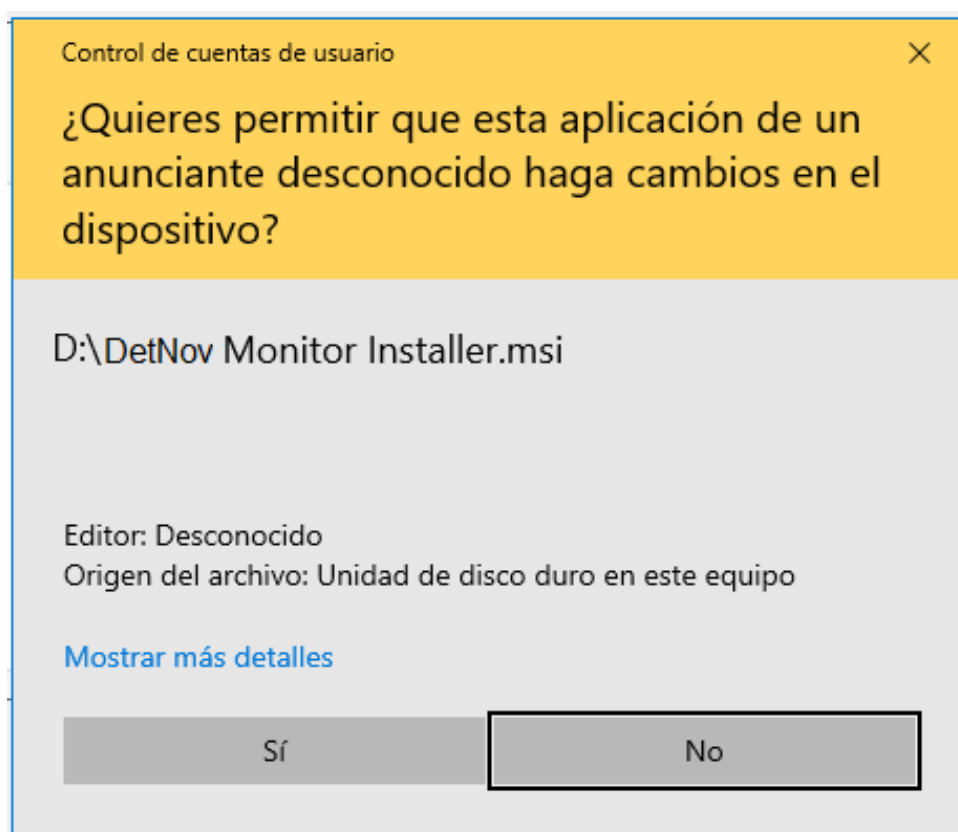


Click "Next >" to continue and install the plugin files.



If Windows User Account Control is enabled, allow the installer to proceed with the installation.

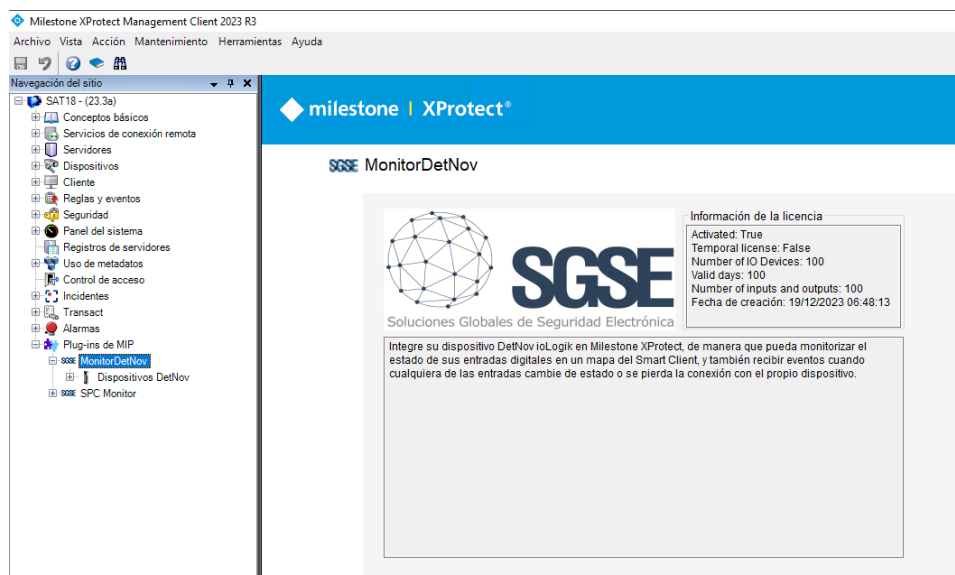




Once the process is complete, you can click "Close." The plugin is now installed.

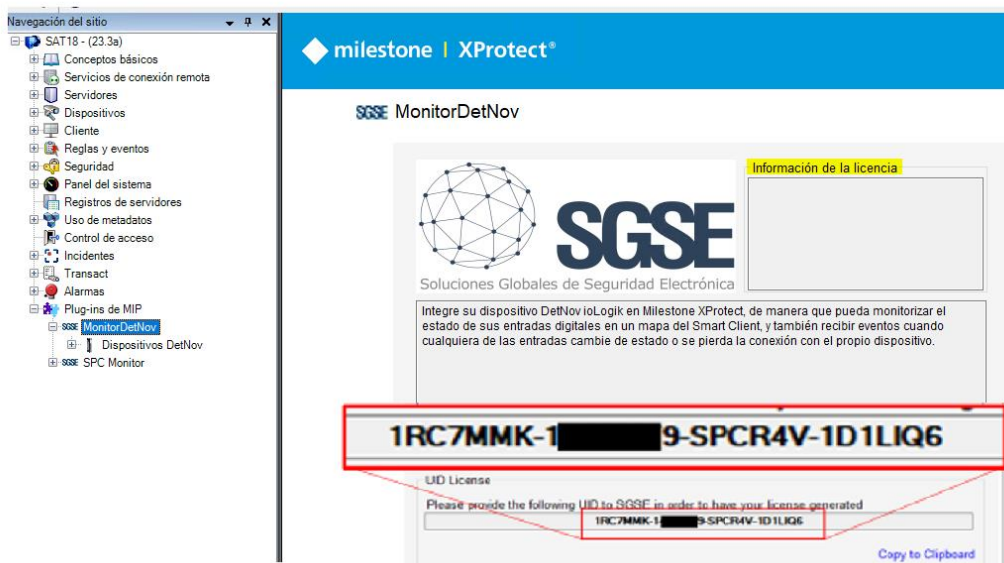
## 5. Licensing

The plugin will appear in the lower tree of the Milestone XProtect Management Client browser, under the root node "MIP Plug-ins," with the name "MonitorDetNov."



To add DetNov devices, you must have an active license, which will be exclusively generated for your installation by the SGSE installer. To obtain the license file, you need to provide the corresponding UID. This UID is a unique identifier associated with the license.

On the MonitorDetNov node screen, when the plugin is not licensed, the corresponding UID will appear at the bottom.



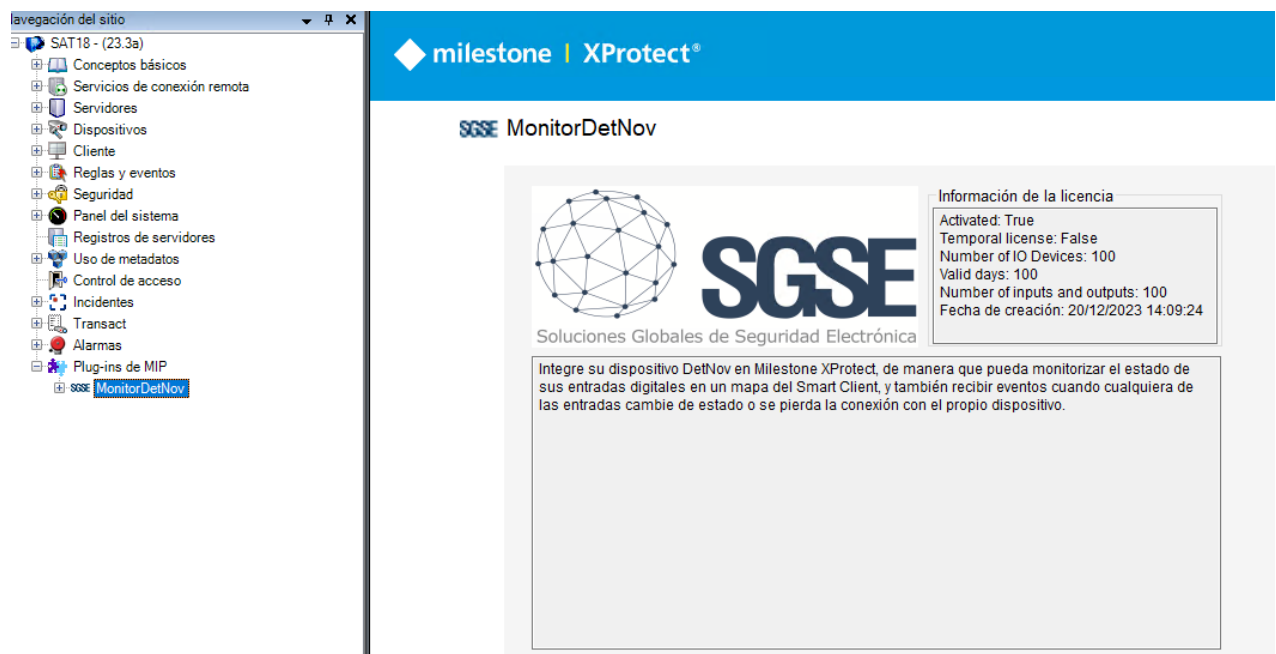
Please provide this UID to SGSE so that they can generate your license file.

Once you receive the "Licencia.lic" file, copy it to the plugin directory. By default:

C:\Program Files\Milestone\MIPPlugins\MonitorDetNov\

Next, you will need to restart the Event Server for the changes to take effect and to be able to use the plugin. If you are only using the plugin in the Smart Client interface and do not have the XProtect® Management Client on that machine, obtaining the UID on a machine without the configuration application will require using the "UID Generator" tool from SGSE. Please consult with SGSE to obtain this tool.

After entering the license, the license request will disappear, and the license information (to the right of the SGSE logo) will appear.

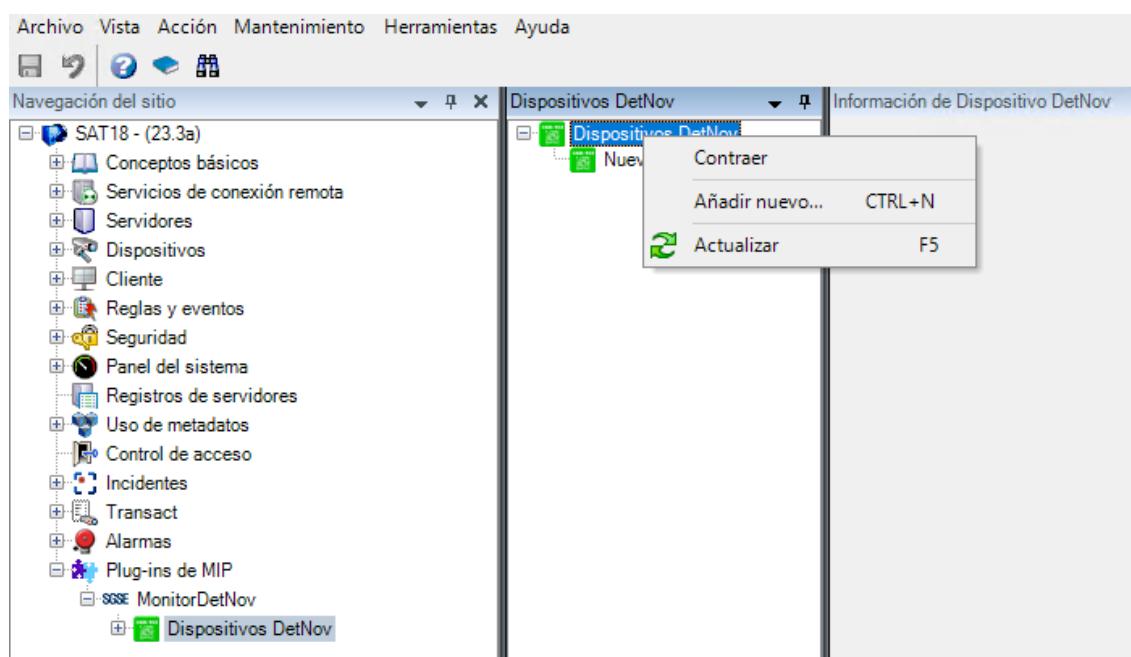


## 6. Configuration

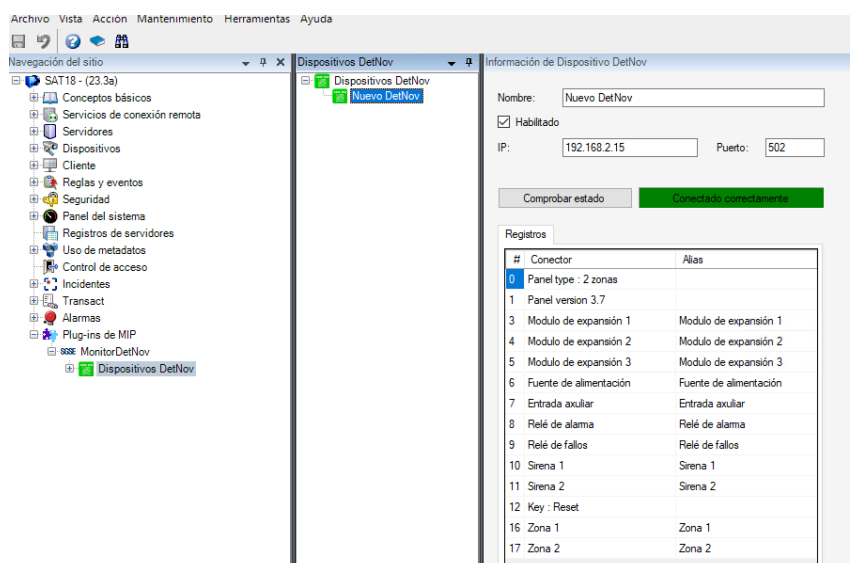
The plugin has been designed to simplify the configuration process as much as possible, making the startup as straightforward as possible. The plugin actively establishes a connection with the DetNov panel using the standard DetNov protocol, so you will need to provide the IP and port where the panel accepts incoming connections.

### Adding a new DetNov device:

When you click on the main group "DetNov Devices," a menu of actions will appear, including the option "Add new."



Adding a new device will simply prompt you for the device name. After entering the name, it will appear under this node, and by clicking on it, you can access the main device configuration screen.



On this screen, you need to specify the port and IP and check if it connects.

Nombre:

☒ Habilitado

IP:  Puerto:

If the connection is successful, the available records corresponding to each subtype of device connected to the panel will appear at the bottom. Each of them can be given a name (Alias), which will be visible as the device in device groupings.

Registros

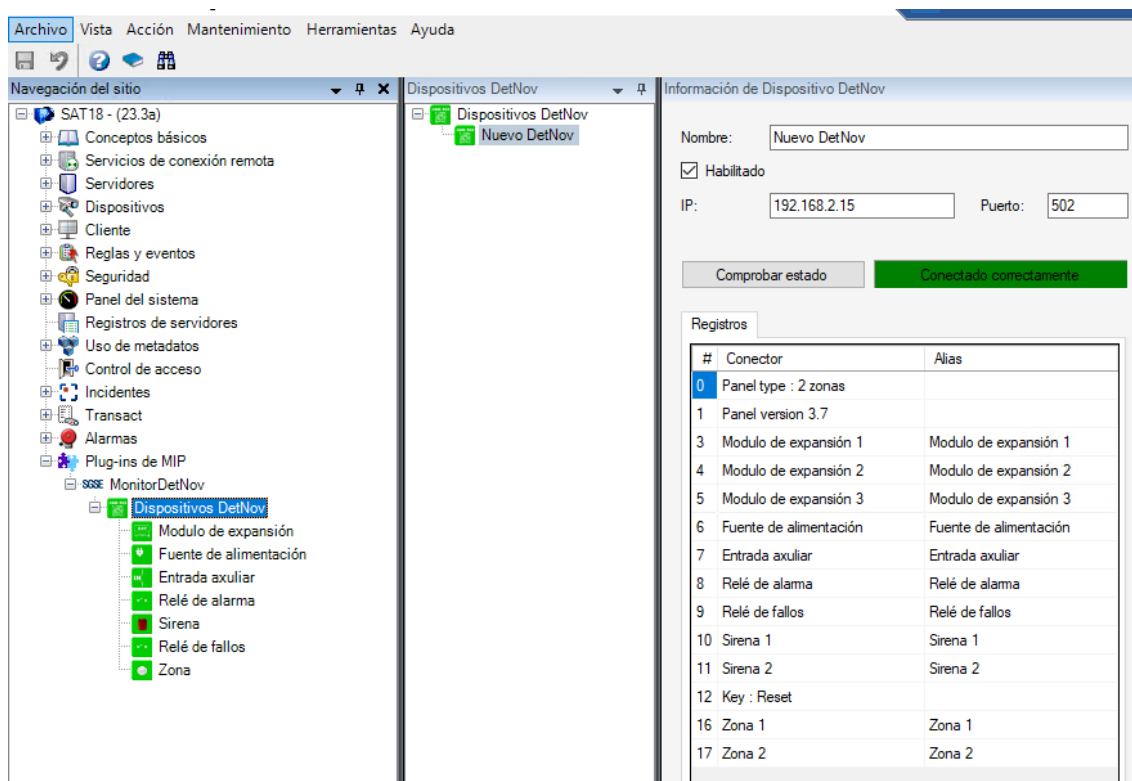
#	Conector	Alias
0	Panel type : 2 zonas	
1	Panel version 3.7	
3	Modulo de expansión 1	Modulo de expansión 1
4	Modulo de expansión 2	Modulo de expansión 2
5	Modulo de expansión 3	Modulo de expansión 3
6	Fuente de alimentación	Fuente de alimentación
7	Entrada auxiliar	Entrada auxiliar
8	Relé de alarma	Relé de alarma
9	Relé de fallos	Relé de fallos
10	Sirena 1	Sirena 1
11	Sirena 2	Sirena 2
12	Key : Reset	
16	Zona 1	Zona 1
17	Zona 2	Zona 2

If you don't want the plugin to collect information from the fire panel, you can uncheck the "Enabled" checkbox.

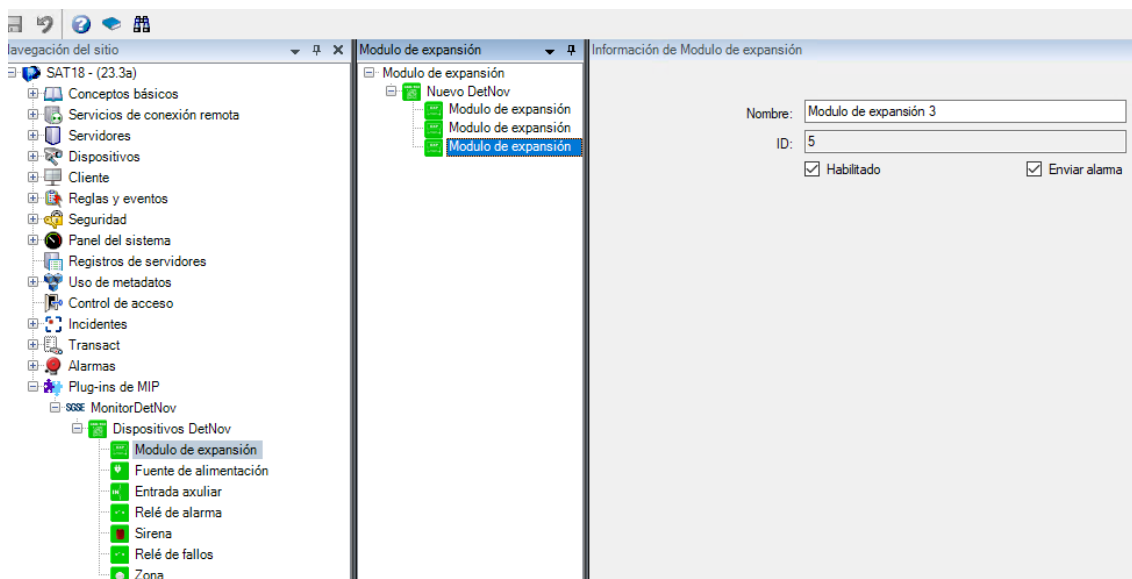
Once the names and/or descriptions of the elements are configured (avoid duplicating names), they will appear grouped by types (zones, expanders, sirens, etc.) under the secondary node of the browser "MIP Plug-ins."

#### Configuration of elements: zones, alarm relays, etc.

If the connection is successful, you can proceed with your configuration. You will see that a tree with groups of elements has been created when the plugin connects to the fire panel.

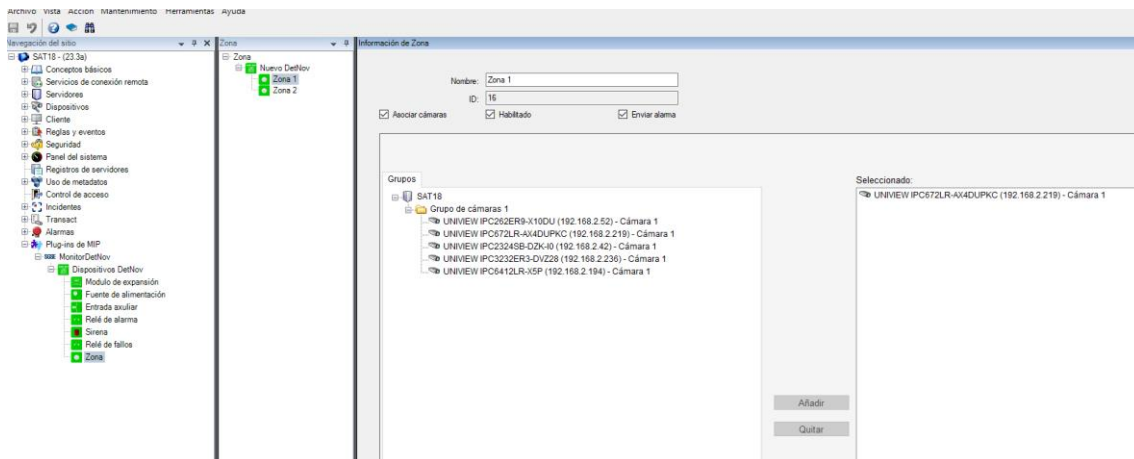


Clicking on each of the groups that aggregate the elements will display them in a new tree in the same way. When you click on the chosen element, a form with available options will be displayed.



The different groupings (expansion module, power supply, auxiliary input, alarm relay, siren, fault relay, and zones) offer the possibility to change the name, enable management, and/or send an alarm. The latter functionality allows an alarm to be triggered in Milestone when an event related to the configured element occurs, without the need for configuration in the alarm setup panel. Refer to the alarm management section.

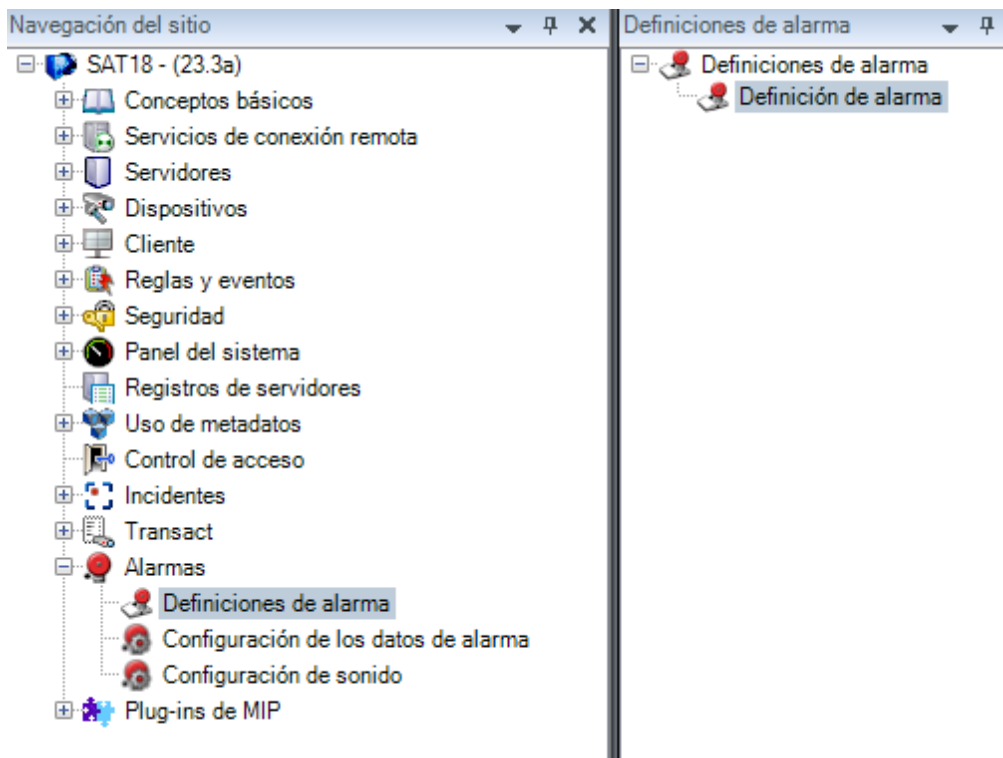
Finally, zones have a new management parameter that allows one or more cameras from those existing in XProtect to be associated with an alarm event. Through the menu, you can easily navigate and select the desired camera(s). You can also enable or disable this function through the "Associate Cameras" tab.



Additionally, on this screen, you can also modify the alias and choose whether to notify events and specific alarms from the device connected to the panel. Furthermore, you can add cameras associated with notifications to facilitate incident management.

### Alarms in Milestone

After the installation is complete, the configurator will be able to see additional events in XProtect Management Client. It is a list of events from Detnov panels, zones, outputs, sirens, and expanders that are read by the plugin and sent to XProtect. Alarms associated with these events can be configured.



Definiciones de alarma

- Definiciones de alarma
- Definición de alarma

### Información de Definición de alarma

**Definición de alarma**

Habilitar: ☒

Nombre: Definición de alarma

Instrucciones:

**Activador**

Evento activador: Eventos de DetNov

Fuentes:

- Alarma de relé en fallo
- Alarma de relé operativa
- Alarma detector
- Alarma detector en modo test
- Alarma MCO
- Alarma MCO en modo test
- BatteryFailure
- Cable de batería dañado
- Circuito abierto
- Circuito abierto en modo test
- Defecto detectado**
- Entrada auxiliar activada
- Entrada auxiliar desconectada
- EverythingOK
- Expansión desconectada
- Fallo de alimentación principal
- Fallo de voltaje general
- Fusible de 24V roto
- Module activated
- Modulo de altavoces conectado
- Modulo de entrada conectado
- Nivel de batería bajo
- Operativa normal
- Panel conectado
- Panel desconectado
- Sirana activada cortocircuitada
- Sirena abierta
- Sirena abierta en modo test
- Sirena abierta retardada
- Sirena cortocircuitada

**Periodo de activación**

☒ Perfil temporal:

☐ Basado en evento:

**Plano**

*Una alarma sólo aparece en el plano inteligente s*

**Vista de Gestor de alarmas:**

**Plano relacionado:**

**Acción del operador requerida**

**Límite de tiempo:**

**Eventos activados:**

**Otro**

Cámaras relacionadas:

Propietario inicial de la alarma:

Prioridad inicial de la alarma: 1: High

Categoría de alarma:

Eventos activados por alarma:

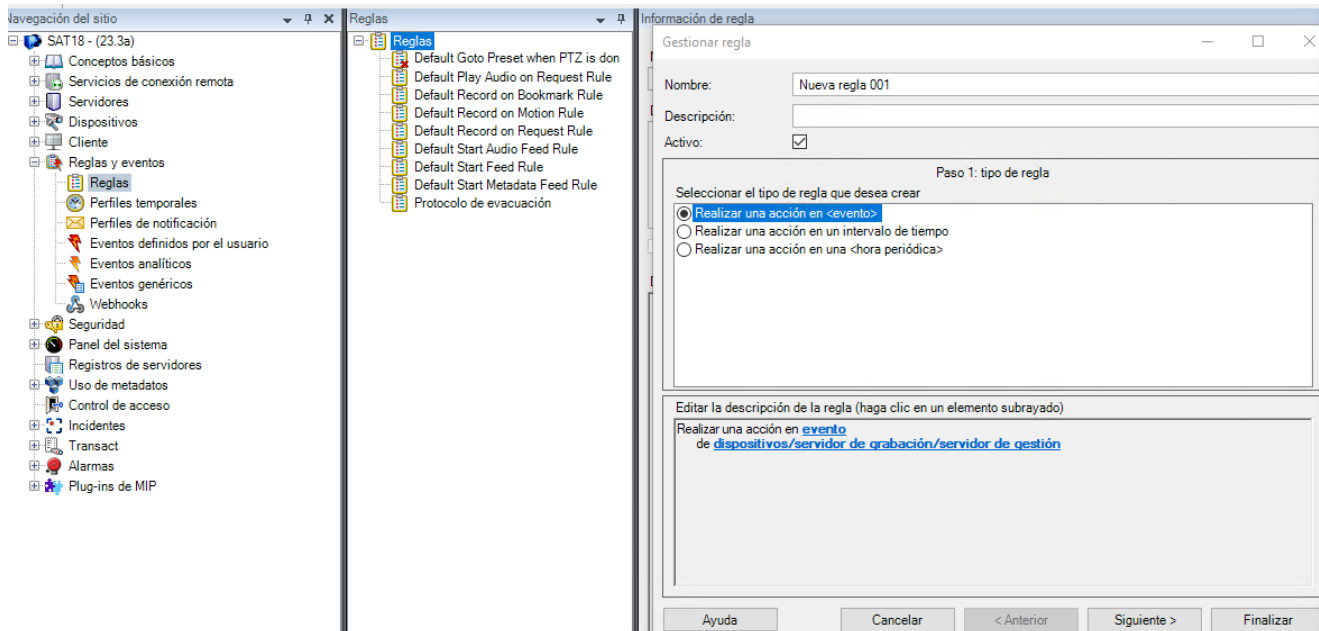
Cerrar alarma automáticamente: ☐

Alarma asignable a administradores: ☒

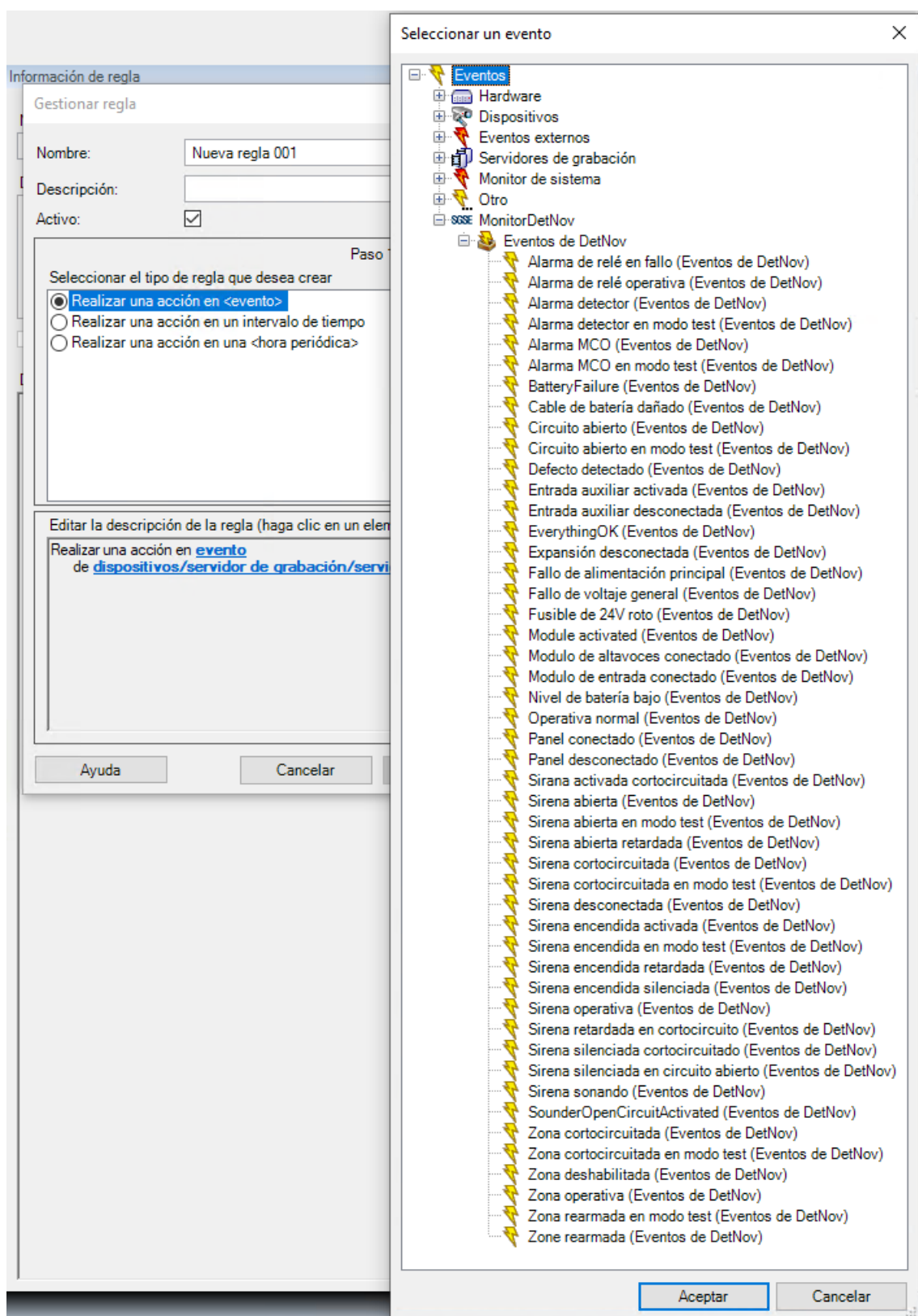


## Rules in Xprotect

The configurator can also create actions on the panel:

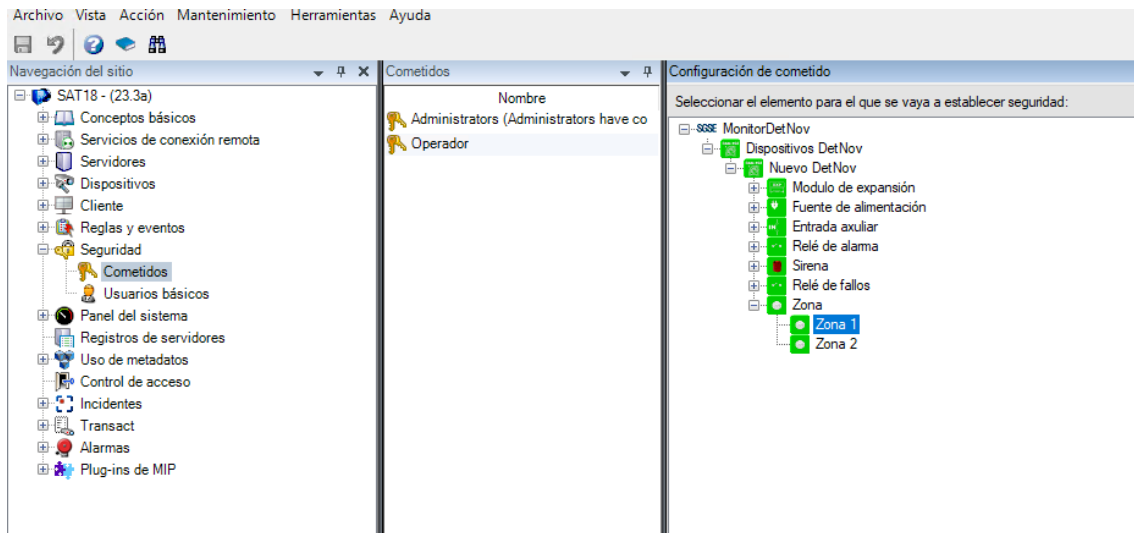


And/or associate panel events with specific rules:



## User Roles

In all installations where we want to impose restrictions on the operation of different devices in this integration based on the roles of different users, it is possible thanks to the integration developed by SGSE.

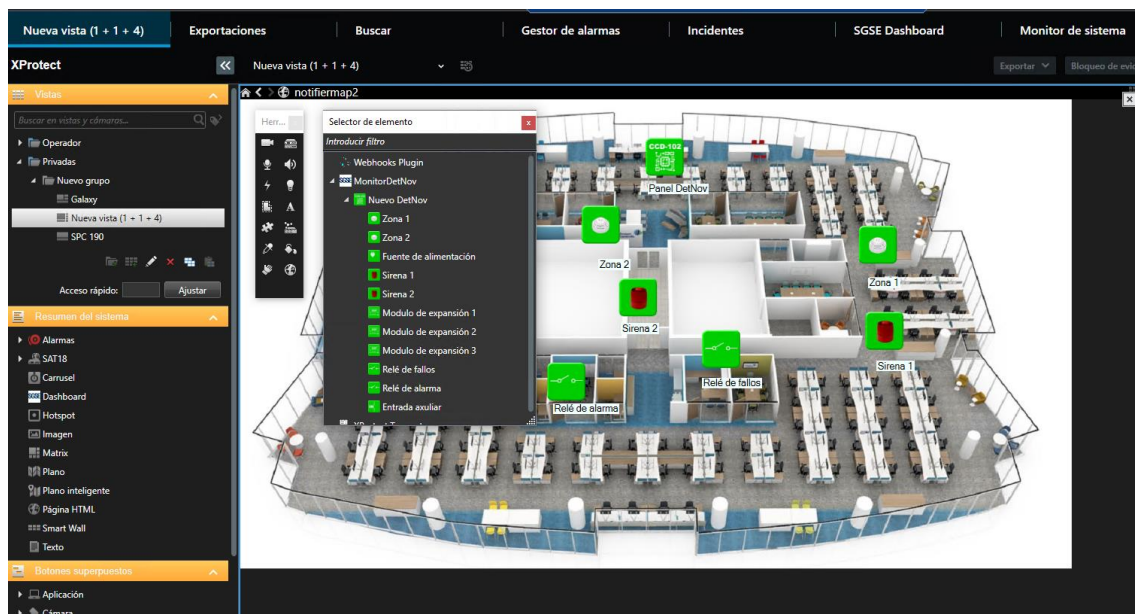


## 7. Operation

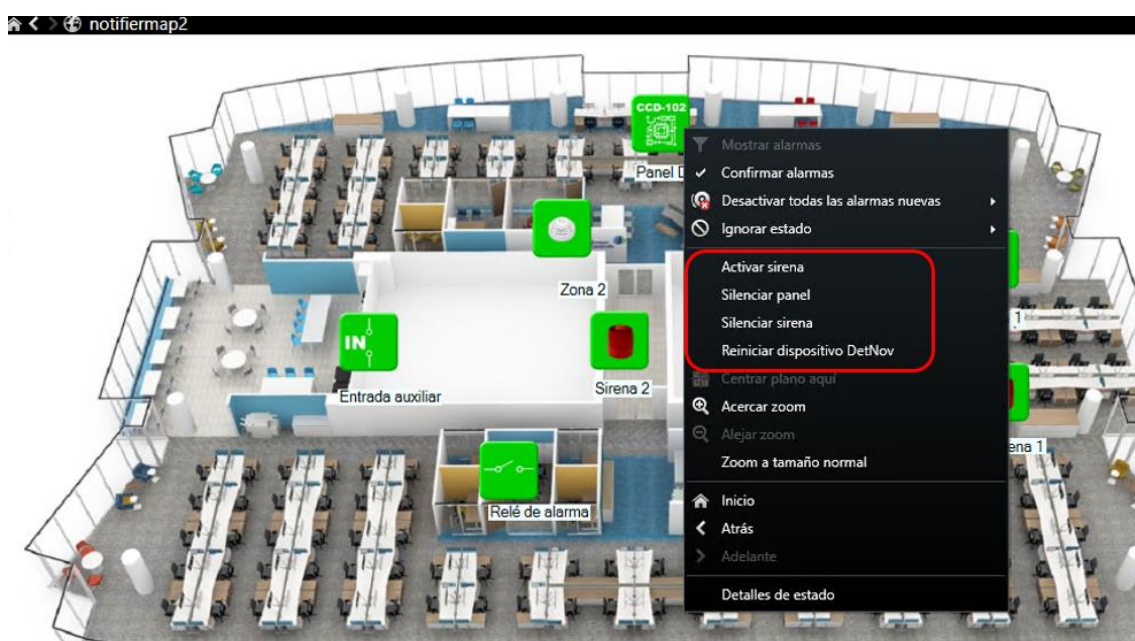
### Milestone Smart Client

The plugin automatically retrieves all elements associated with the panels that have been set up to be managed by the integration from the Xprotect Management Client.

All elements collected by the plugin will be available to be dragged onto the map, with the name assigned from the Detnov configuration application.



The operator can send commands to the panel by placing the mouse over the panel icon and right-clicking, bringing up a contextual menu to interact with the panel.



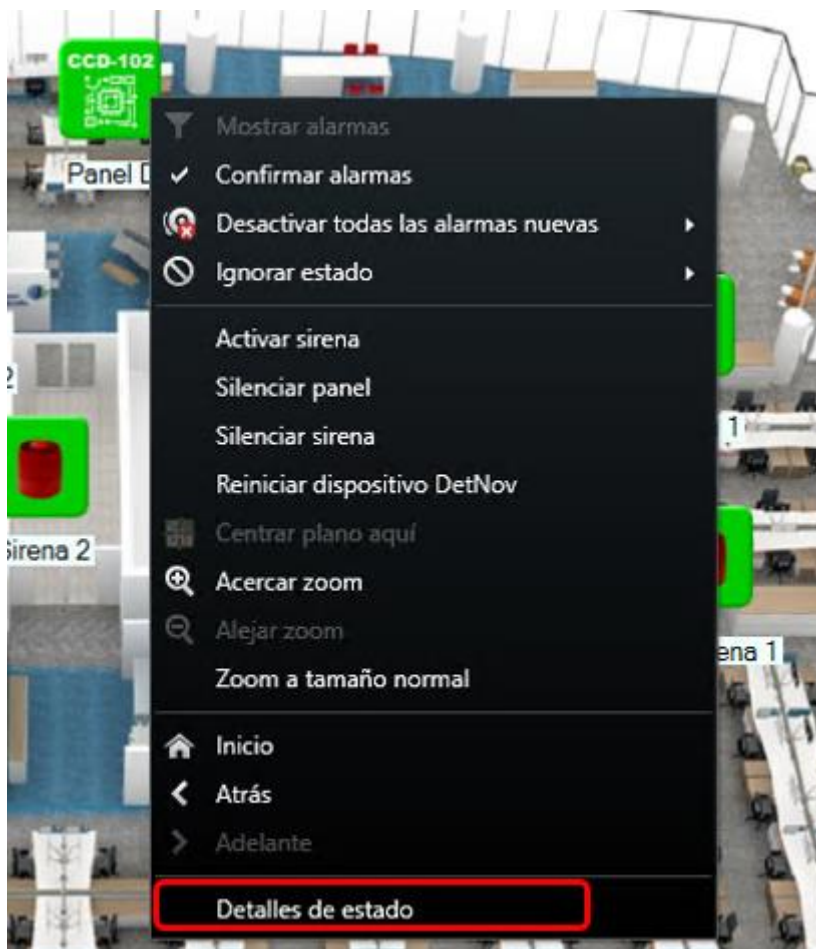
The panel has the following commands:

- Activate sirens.

- Silence Panel.
- Silence sirens.
- Restart DetNov device (rearm panel).

### Status Details

If you position yourself over an element (panel, zone, expander, etc.) and right-click, a contextual menu will appear where you can select the "Status Details" function.



## 8. Solución de problemas

### Integrated Systems

If the integration is not functioning, please confirm that the panel and its firmware version are compatible with the plugin. The plugin compatibility has been tested with a DetNov CCD-102 panel with firmware version 3.7.

Compatibility is not guaranteed with any version of firmware earlier or later. While later firmware versions should work correctly, compatibility will be subject to specific testing for each firmware version.

### Required Equipment

The panel must have an Ethernet connection and ModBus protocol to communicate with the plugin. Please consult your DetNov panel provider for more information.

### Other Issues:

- The panel does not establish communication.
  - Check panel connections.
  - Reset the panel.
  - Review the configured IP address and connection port.
- The plugin does not allow adding a device.
  - Ensure you have an active license in the help screen.
- The map displays black circles with white Xs instead of icons.
  - When the panel is created in Milestone, items are new in the system, so icons corresponding to deleted items should be removed from the plan and added again.
- Commands do not work.
  - The panel or its elements' status may prevent certain commands from executing. Check the Milestone MIP log for a possible error code.
- In case of Communication Failure, try restarting the XProtect® Event Server.

### More information

For additional information, visit the online plugin documentation or contact SGSE via email at [info@sgse.eu](mailto:info@sgse.eu)