

Soluciones Globales de Seguridad Electrónica

MONITOR GALAXY

Installation and user manual



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1. Document versions

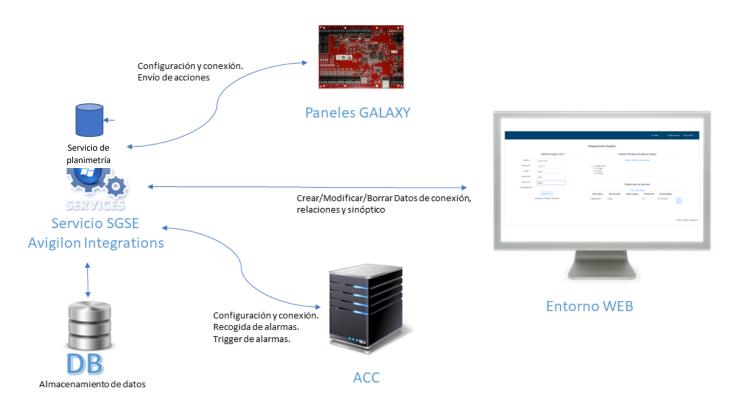
Version	Date	Author	Version description
1.0	09/2023	JAFUNES	First document version



2. Introduction

Galaxy Monitor is an application that enables seamless integration of Galaxy intrusion panels, in any of their models, as part of the Avigilon Unity platform. This integration allows the establishment of connections between alarms generated in Avigilon and events triggered by Galaxy intrusion panels.

Moreover, the Galaxy Monitor is interactive, facilitating the execution of actions on partitions, zones, and outputs configured in different Galaxy panels through a synoptic panel. This panel also aids in real-time monitoring of the panel status. The solution is complemented by a web service that allows graphical representation of various integrated devices on one or multiple floor plans, along with their statuses, enabling user interaction with them.





3. Requirements

The following outlines the resources required for the application.

Resources	Description
License	License per Panel and Number of Elements
CPU	Minimum i3 1 Core or similiar
Operation system	Minimum Windows 10
Storage	Minimum 300MB
RAM	Minimum 8Gb
ACC Version	ACC7 or higher
SQL	SQL 2019 or higher



4. Arquitecture

The application is presented in two distinct environments:

• Avigilon integrations service.

This is the primary integration application that stores all registered data, initializes communications with alarm panels, connects with ACC, and manages the relationships between ACC alarms and panel events. It triggers these alarms, allowing them to be managed from the ACC client.

Action View	Help						
🔶 📰 📰 🧔	à 🗟 🛛 📷 🕨 🗰 🗉 🕪 👘						
Services (Local)	 Services (Local) 						
	SGSE Avigilon integrations	Name	Description	Status	Startup Type	Log On As	
	Stop the service Restart the service	Q, RPC Endpoint Mapper Q, Secondary Logon Q, Secure Socket Tunneling Protocol Service	Resolves RP Enables star Provides su	Running	Automatic Manual Manual	Network S Local Syste	
	Description: SGSE - Integration service for AvigilonACC and diverse alarm panels, making relations between events in alarm panels and defined	Security Accounts Manager Security Accounts Manager Security Center Servor Monitoring Service Servor Monitoring Service Service	The startup The WSCSV Delivers dat Monitors va A service fo	Running Running	Automatic Automatic (D Manual (Trig Manual (Trig Manual (Trig	Local Syste Local Service Local Syste Local Service Local Syste	
	alarms in Avigion ACC	 a service Servici Servicio de Google Update (gupdate) Servicio de Google Update (gupdatern) Servicio de supario de mótificaciones de inserción de Windows 66bbb 	A service fo Supports fil Mantiene a Mantiene a This service		Manual Manual Automatic (D Manual Manual	Local Syste	

• Web-based Management Application:

This web application serves as a management interface between intrusion panels and the ACC platform. It facilitates the creation, modification, updating, and deletion of relationships between panel events and ACC alarms.

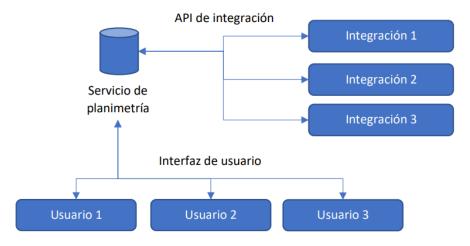
							Ver st	atus Gestiór	usuarios	Cerrar sesión
			I	ntegraciones	Avigilon					
		Gestión Avigilon ACC			Ges	tión Paneles de a	alarma Galaxy	y		
	Nombre	Avigilon local				Añadir conexión con p	anel Galaxy			
	Dirección IP	127.0.0.1		Galaxy panel	1					
	Puerto	38880		- J Zones						
	Puerto WEP	8443								
	Usuario ACC	Admin)			Relaciones de	alarmas			
Co	ontraseña ACC					Crear nueva re	lación			
		Registrar ACC		Panel Galaxy	Tipo de evento	Zonas o grupos	Eventos SIA	Alarma Avigilon		
	Co	nexión con Avigilon: Successful		Galaxy panel 1	Grupos		AT,	Dir Prohibida	Editar Borrar	
									Borrai	
									© 2023 -	Avigilon integrations

The web management application will not function if the Avigilon Integrations service is not active. It is essential to always check that the service is running and operational to ensure that the web management application can display all the information.



• Floor Plan Service

The solution's architecture is depicted in the following diagram.



On one hand, the web service exposes an integration API used to transmit data about devices intended for integration to the floor plan service. On the other hand, it provides a user interface through which floor plans can be created, and devices registered via the integration API can be represented.



5. Installation

Installation of SGSE Avigilon Integration Service

Before initiating the installation, it is imperative to have the following software installed on your system:

• Internet Information Services (IIS)

Plan an ASP.NET Website on IIS | Microsoft Learn

• SQL Server 2018 (or later)

SQL Server Downloads | Microsoft

• SQL Server Management Studio (2018 or later)

Download SQL Server Management Studio (SSMS) - SQL Server Management Studio (SSMS) | Microsoft Learn

Once both software packages are installed, we can proceed with the service installation. Follow these steps:

Run the installation MSI file.

🔁 SGSE Avigilon Integration		_		\times
Éste es el Asistente para Avigilon Integration	a instalació	AST.	SC ilobales de Seguri	SEE Sad Electrónica
El instalador le guiará a través de los paso equipo.	os necesarios para	instalar SGSE Avigilo	on Integration	n en el
Advertencia: este programa está protegid internacionales. La reproducción o distribi mismo, está penada por la ley con severa acciones judiciales que correspondan.	ución ilícitas de est	e programa, o de cua	alquier parte	del
	< Atrás	Siguiente >	Cance	elar



Choose the installation path for the database tables by entering the database connection string where everything will be installed:

SGSE Avigilon Integration	_		\times
Database configuration	Soluciones Glo	SC sales de Seguri	
Enter database configuration			
Master connection string (this will be used to create database and	user for the se	rvice):	
Server=localhost;Integrated security=SSPI;database=master			
< Atrás Sig	uiente >	Canc	elar

We conclude by confirming the installation. Once completed, the service will appear in the Windows services. You can access them by pressing "Windows + R" keys and running the command "services.msc", or by searching for the "Services" application in the "Start" menu.

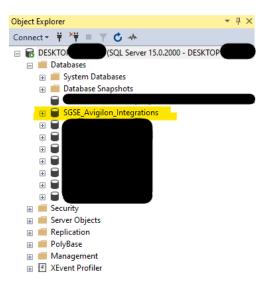
File Action View Help						
= 🔿 📴 🖼 🖬 🖌 🖬 🖬 🕨						
Services (Local)						
SGSE Avigilon integrations	Name	Description	Status	Startup Type	Log On As	
Stop the service Extraft the service Description: SGSE - Integration service for AvigionACC and diverse alarm penels, making relations between event in alarm panels and defined alarms in Avigeon ACC	REC Endpoint Mapper Secondary Logon Secondary Logon Security Accurs Sucket Trunneling Protocol Service Security Accurst Manager Security Center Senor Data Service Senor Service Senor Service Servica (Secondary Secondary Secon	Enables star Provides su The startup	Running Running Running	Automatic Manual Manual Automatic (D Manual (Trig Manual (Trig Manual Automatic (D Manual Manual Manual Manual	Network S Local Syste Local Service Local Service Local Service Local Syste Local Syste Local Syste Local Syste Local Syste Local Syste Local Syste	

In addition to creating the service, the installer generates a new database and an application in Internet Information Services (IIS), both of which are essential for the proper functioning of the integration. You can verify the creation of both in the following programs:

SQL Server Management Studio (Sql Database Management Tool):

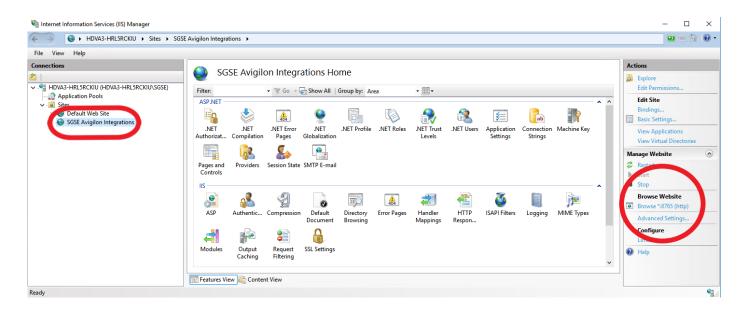


Access the configured server using SQL Server Management Studio as set up during the installation. After logging in, you will observe that the SGSE_Avigilon_Integrations database has been successfully created in the "Databases" section.



Internet Information Services:

Open Internet Information Services (IIS) and verify that the web application has been created. Under the "Sites" section, you should locate the application named "SGSE Avigilon Integrations." In the left section (Browse Website), you can confirm that the service is running on port 8765.





To test the newly created site, browse the website from IIS. If everything is functioning correctly, you should see the login page of the application in your default web browser.

Iniciar sesión	
Nombre de usuario	
Contraseña	
□ ¿Recordar cuenta?	
La licencia no es válida para este equ	uipo.
Proporcione el siguiente UID a SGSE	para que se genere su licencia
1SLYO71-166Q8VB-1ICOZD5-1WGI	ИК53



The application will only operate with a valid license generated by SGSE. Users must provide SGSE with the code displayed on the screen, referred to as "UID." SGSE will then provide the necessary license for activation.

← → ♂ ③ localhost:8765/Account/Login?ReturnUrl=%2F	🖻 🖈 🔲 🏝 🗄
luciaine a saián	
Iniciar sesión	
Nombre de	
usuario	
	Seluciones Globales de Seguridad Electrónica
Contraseña	
□ ¿Recordar cuenta?	
Iniciar sesión	

© 2023 - Avigilon integrations



Upon receiving the license, it is necessary to include it in the folder "C:\Program Files \SGSE\SGSE Avigilon Integration" or in the chosen directory if its default location has been changed.

Program Files > SGSE > SGSE Avigilon Integration		5 V	Search SGSE Avig
Name	Date modified	Туре	Size
E AvigilonIntrusion	22/11/2023 17:14	Application	45 KB
AvigilonIntegrations.DataAccess.dll	22/11/2023 10:08	Application extens	4.167 KB
SGSE.Galaxy.Communication.dll	22/11/2023 10:05	Application extens	86 KB
🗟 AvigilonManager.dll	22/11/2023 10:05	Application extens	17 KB
Licencia.lic	21/11/2023 13:14	LIC File	2 KB
SGSE.AvigilonIntegrations.MapsCommunication.dll	21/11/2023 8:50	Application extens	33 KB
SGSE.License.AvigilonIntrusion.dll	20/11/2023 13:06	Application extens	9 KB

After completing the aforementioned steps, it is necessary to restart the service to ensure that the license reading takes effect and the service operates with the updated licensing information.

Installation of Floor Plan Service

To install the service, simply run the installer "SGSE Maps Service Installer.msi" with administrator permissions, as provided by SGSE. The process is automatic. Through the various screens of the installer, you will need to accept the End User License Agreement, which is a mandatory condition for using the plugin. Additionally, specify the connection string to a SQL Server database server, which will be used for creating a database and a user. Let's review the different screens that will appear during the installation process of the mentioned applications.



😸 SGSE Maps Service	_		×
Éste es el Asistente para instalación de Maps Service		SC ales de Securio	
El instalador le guiará a través de los pasos necesarios para instalar S equipo.	GSE Maps Se	ervice en e	əl
Advertencia: este programa está protegido por las leyes de derechos internacionales. La reproducción o distribución ilícitas de este prograr	de autor y otro	os tratados	; del
mismo, está penada por la ley con severas sanciones civiles y penale acciones judiciales que correspondan.			
< <u>A</u> trás <u>Sig</u>	uiente >	Cance	elar

Click "Next >" to start the installation.



SGSE Maps Service		-		X
ontrato de liceno	cia	Solutiones Got	SC	
	el Contrato de licencia incluido e cepto'' y luego en ''Siguiente''. De			ncelar
End-User License Ag	reement (EULA) of "Map	s" Service		,
	recincine (Loba) of map			_
This End-User License A	Agreement ("EULA") is a lega	agreement betw		1
This End-User License A (the "User") and Solucio	Agreement ("EULA") is a lega ones Globales de Seguridad	l agreement betw Electrónica (SGSE).	1
This End-User License A (the "User") and Solucio This EULA agreement go	Agreement ("EULA") is a lega	l agreement betw Electrónica (SGSE use of our "Maps").)
This End-User License A (the "User") and Solucio This EULA agreement go ("Software") directly fro	Agreement ("EULA") is a legal ones Globales de Seguridad overns your acquisition and o	l agreement betw Electrónica (SGSE use of our "Maps" eguridad Electrón). ica (SGSE)

It will be necessary to read and accept the End User License Agreement to proceed with the installation.



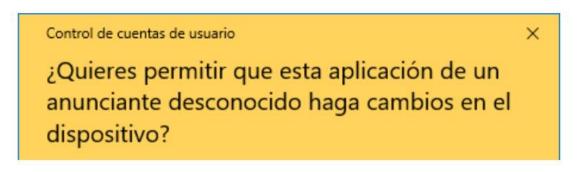
🛃 SGSE Maps Service	_		×
Confirmar instalación	Soluciones Gi	S	GSE
El instalador está listo para instalar SGSE Maps Service en el equipo.			
Haga clic en "Siguiente" para iniciar la instalación.			
< <u>A</u> trás <u>S</u> igu	iente >	Ca	ncelar

Click "Next >" to proceed.



😸 SGSE Maps Service			×
Database configuration		S	SE
Enter database configuration	Soluciones Glo	ibales de Segur	idad Electrónica
Master connection string (this will be used to create database and Server=localhost;Integrated security=SSPI;database=master	l user for the s	ervice):	
Joerver-localitost, integrated security-3311, database-inaster			
< <u>A</u> trás Si	guiente >	Cano	elar

On this screen, enter the connection string or leave the default one if applicable. Click "Next >" to proceed with the installation of the software files.



If Windows User Account Control prompts, allow the installer to continue with the installation.



🔀 SGSE Maps Service	_		×
Instalación completada	Soluciones Glo	SC Exalles de Segur	Idad Electrónica
SGSE Maps Service se ha instalado correctamente.			
Haga clic en "Cerrar" para salir.			
Utilice Windows Update para comprobar cualquier actualización impor	tante de .NE	T Framew	vork.
< <u>A</u> trás <u>C</u>	errar	Cano	elar

Once the installation is complete, click "Close," and the service will be installed. To ensure the proper functioning of the service, it is necessary to assign write permissions to the directory "C:\Program Files\SGSE\SGSE Maps Service\wwwroot\img\map" for the user "SGSEMaps AppPool."



	8 0000000000000000000000000000000000000	96 C25 OF
lombre de objeto: C:\Program Fi	les\SGSE\SGSE	Maps Service
lombres de grupos o usuarios:		
SYSTEM		^
Administradores (DESKTOP-FI	M6EDP9\Administ	radores)
Usuarios (DESKTOP-FM6EDP	9\Usuarios)	
Sea TrustedInstaller		
SGSEMaps AppPool		~
<		>
	Agregar	Quitar
ermisos de SGSEMaps AppPool	Permitir	Denegar
Lectura y ejecución		^
Mostrar el contenido de la carpet	a 🗹	
Lectura	\checkmark	
Escritura		
Locitord		11111



6. Configuration

Configuration of SGSE Avigilon Integration Service

Firstly, it is necessary to create an administrator user. This can only be set the first time the service is run, and its information can be modified afterward.

Access the site created in IIS (by default, http://localhost:8765) and click on the link "Register as a new user."

Iniciar sesión.					
Nombre de usuario					
usuuno					
Contraseña					
	¿Recordar cuenta?				
	Iniciar sesión				
Registrarse como us	uario nuevo				

Create a new user by filling in the details on the form, and click the "Register" button.

Crear una cuenta nueva.	
Nombre de usuario	
Contraseña	
Confirmar contraseña	
Registrarse	

With the Administrator user data set, you can access the main configuration page of the service.



First, you need to connect to your Avigilon Control Center by adding the connection details.

		Gestión Ver status usuarios	Cerrar sesión
		Integraciones Avigilon	
	Gestión Avigilon ACC	Gestión Paneles de alarma Galaxy	
Nombre		Añadir conexión con panel Galaxy	
Dirección IP			
Puerto			
Puerto WEP		Relaciones de alarmas	
Usuario ACC		Crear nueva relación	
Contraseña ACC			
	Registrar ACC		
		© 2023 - Avi	igilon integrations

We add the details and click the "Register ACC" button.

Next, we proceed to add a connection to a Galaxy panel by clicking on the "Add Galaxy Panel Connection" link.

						Ver status	Gestión usuarios	Cerrar sesión
		Inte	egraciones	Avigilon				
	Gestión Avigilon ACC	ſ		Gestión Panele	s de alarma	a Galaxy		
Nombre				Añadir conexi	ón con panel Gal	аху		
Dirección IP		L L						
Puerto								
Puerto WEP				Relacione	es de alarm	as		
Usuario ACC				Crear n	ueva relación			
Contraseña ACC								
	Registrar ACC							
							© 2023	- Avigilon integrations



Configure the different Galaxy panels based on the panel model and communication type.

GalaxyPanel	Groups	Zones	Outputs
	Select All	Select All	Select All
	🗆 A1	^ D 1001	▲ 1001
ame	🗆 A2	1002	1002
Test	🗆 A3	01003	1003
	🗆 A4	0 1004	1004
lodelCode	🗆 A5	1005	1011
GD048 ~	🗆 A6	1006	1012
	🗆 A7	0 1007	1013
ommunicationModuleType	🗆 A8	- 1008	1014
Type of communication V		0 1011	1021
rotocolPIN		1012	1022
TOTOCOLEIN		0 1013	1023
		1014	1024
Create		1015	1031
oreate		1016	1032
		1017	0 1033
		0 1018	• 1034

With both sections completed and connections established with both ACC and a Galaxy panel, you can set up alarm relationships in the "Relationships" section.

				Ver status	Gestión usuarios	Cerrar sesión
		Integraciones Avigilo	on			
	Gestión Avigilon ACC	C	Gestión Paneles de alarma	a Galaxy		
Nombre			Añadir conexión con panel Gala	аху		
Dirección IP						
Puerto						
Puerto WEP			Relaciones de alarma	as		
Usuario ACC			Crear nueva relación			-
Contraseña ACC						
	Registrar ACC					
					© 2023 -	Avigilon integrations



To establish relationships, it is necessary to create alarms in the Avigilon platform first.

Access the site configuration:



Access the alarm management:



Follow the steps to generate a new alarm:

Alarmas - SGSE		×
Alarmas:		
Cruce de línea Dir Prohibida Fallo panel Galaxy Intrusión Intrusión Puerta almacén MD IPC Nueva alarma Nueva alarma Nueva alarma 2		
ZONA SAT	🖶 Agregar	
		Cerrar



Once you have parameterized alarms in Avigilon, you can proceed with creating relationships. Select the Galaxy panel event that will trigger alarms in Avigilon.

Crear relación						Cancelar
Panel Galaxy		acción Galaxy	 ento SIA (Galaxy)	Alarma Aviç	-	Crear
Galaxy panel 1 🗸	Zona	Select All Cristal exterior	Select All ACPower_Trouble	Dir Prohibida	v	
			Burglary_Alarm			
			Burglary_Trouble			
			Closing_ClosingReport			
			Fire_Alarm			
			Fire_Trouble			
			Holdup_Alarm			
			Holdup_Trouble			
			PhoneProgram_LineTrouble			
			Opening_OpenReport	Ţ		

Configuration of the "Floor Plan" web service

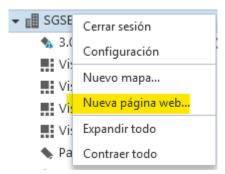
By default, the web service will have the following configuration values: Database connection string: By default, it will try to connect to the local machine with the credentials created during installation. This connection string can be changed in the appsettings.json file located at "C:\Program Files\SGSE\SGSE Maps Service."



7. Operation

Operation on the Avigilon platform

In ACC, you can establish multiple views that load a web page, and you can configure the URL for accessing your management application.



In the "Location" text, change the URL to access your service.

Thanks to this action, you will see all the alarm panel management from ACC.

Descripción:	Integración Galaxy	
Ubicación:	http://localhost:8765	
Nivel de zoom:	66%	•

Once the view is established, you can drag it to any quadrant to display the information.



To access the view of the synoptic that displays the alarm panel states, simply enter the URL.

Inicio de sesión en el sitio	Visla 1 🗙 Visla 2 Conectar/Desconectar dispositivos Config.	1924(9282		Q = d ×
• En directo • Grabado				💦 Q Q 👋 💠
Buscar	← → 🏚 @, [] http://192.168.2.32/8765/Account/Login?ReturnUrl+%2F	> ⊡ ×	← → 🏚 @, [) http://192.168.2.32.8765/galaxystatus	► [] ×
▼ 값 SGSE SGSE Sizc+H4VI-RD1+IR(4759423) EVista 1 EVista configuración EVista Integración EVista mapas				
 Parking 6.0C-H5A-EC1-R(4762685) 	Iniciar sesión		Seleccione panel Galaxy ~	Volver
IN. CLOUD IN. Galaxy Status	Nombre	F	Galaxy panels status	
 IPC32225R3-DV228 IR SGSE Galaxy Integración IR Planimetria 	de usuario	SGSE	Forzar actualización Grupos Zonas Salidas	
	Contraseña	avigilon		
	C ¿Recordar cuenta?			
	Iniciar sesión			
		© 2023 - Avigilon integrations		© 2023 - Avigiion integrations
	https://{URL c	or DNS}:8765/	/galaxystatus	

In this view, you will see the current state of the zones, groups, and outputs configured on the panel, and you can take actions on these elements.

Inicio de sesión en el sitio	Vista 1 🗙 Vista 2 Conectar/Desconectar dispositivos Configuradón Vista 3 Vista 4 +	\$× - 8
• En directo 💿 Grabado		N Q Q 👋
Buscar ▼ Ell SGSE	← → 龠 ℚ () http://192.1682.328765/ ► □ X We status Gentlow Cerrar We status Gentlow Cerrar Section Cerrar Section	> [] >
 Vista configuración Vista Integración Vista mapas Parking 	Integraciones Avigilon Gestión Avigilon ACC Gestión Paneles de alarma Galaxy Galaxy D520	Volver
 6.0C-H5A-801-IR(4763685) III. CLOUD III. Galaxy Status IPC3232ER3-DVZ28 III. SGSE Galaxy integración III. Planimetria 	Network 505E Addet connection top pare Ordery Descelor, P Monthal +	
	Reds MBP #43 Wood Selectores de alarmas Corrector avandar Corrector avandar Correct	•

Operation with the Floor Plan Manager

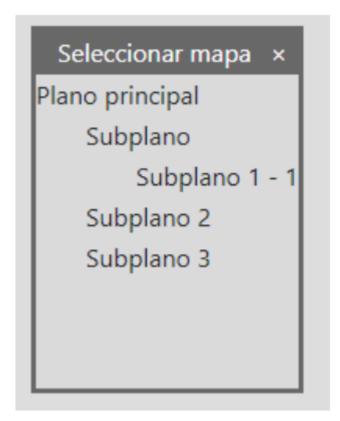
You can access the application via the URL http://<hostname>/SGSEMaps/ or embedded within another application. If the user is not authenticated, they will be presented with a login screen where they can log in with a username and password..



By default, there will be an admin user with the password Admin-123. There are two user profiles: administrator and user.

User Profile

If you access the user interface without specifying any floor plan, a popup will appear to select the main floor plan.



Once a floor plan is selected, the chosen plan will be displayed on the screen.





Navigation Buttons

In the upper-left corner, you will find the following buttons.

≡	Muestra u oculta el panel lateral
Inicio	Sitúa la navegación en el plano inicial
<	Sitúa la navegación en el plano anteriormente seleccionado
>	Sitúa la navegación en el siguiente plano si anteriormente se usó el botón de atrás



Sidebar

≡user	ogout
Arbol de navegación	[+]
Plano principal	The sidebar displays user information and th
Subplano	navigation tree containing the main floor plan
Subplano 1 - 1	and its sub-plans.
Subplano 2	
Subplano 3	
	Clicking the button [+] will close the curren
	navigation tree and display a popup to select a
Propiedades del mapa	new main floor plan.
Nombre	
Plano principal	
Descripción	In the navigation tree, the names of the floo
Descripcion mapa 1	plans may appear marked with a colo depending on the state of the devices
	contained in that map.
	contained in that map.
	Below the navigation tree, informatior
	associated with the currently selected floo
	plan will be displayed
(A)	
SIGNER Soluciones Globales de Seguridad Electrónica	

Within the Floor Plan

Within the floor plan, two types of elements may exist: the devices themselves and hot zones. Devices are categorized by type and may have commands. To send a command to a device, hover the mouse over the icon and right-click.

A contextual menu will appear with various actions.





When you click on one of the actions, an indicator will appear over the icon to show that the command has been sent. It will disappear once the action is completed.

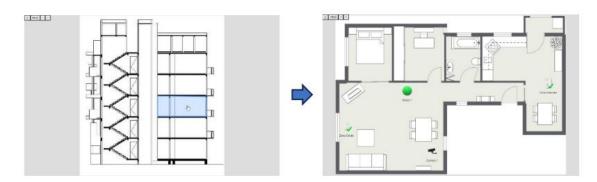


If the device supports video preview, placing the mouse over it will display the live image.



Hot zones represent an area on the floor plan and allow you to navigate to that plan by clicking on them.





Administrator profile

The administrator profile has all the functionalities of the user profile, but it also includes tools for creating and modifying floor plans. Both the popup window and the navigation tree will have the option to add a new floor plan.

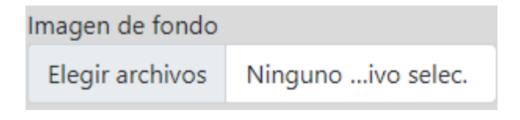
Seleccionar mapa×
Plano principal
Subplano
Subplano 2
Subplano 3
Subplano 1 - 1
Añadir mapa

Clicking on "Add Map" will create a new map that will be a child of the currently selected floor plan. If you create it in the popup window, it will become a main floor plan.

Once a floor plan is selected, it will be displayed on the screen with an interface similar to the user profile.

Sidebar

Within the sidebar, in the map properties section, there will be an option for the background image among the floor plan details. This option allows you to select a new image for the floor plan background. The image will not be set until the floor plan is saved.



Editing Mode

In the upper-right corner, you will find the Editar button. Clicking on it will activate the editing mode for the currently selected floor plan.

In edit mode, the Editar button will be replaced by the following buttons:

Borrar	Elimina el plano actual	
Descartar	Descarta los cambios efectuados en el plano y sale del modo edición	
Guardar	Guarda los cambios efectuados en el plano y sale del modo edición	

A tool window will also appear to enable the addition of new elements to the floor plan.



The content of this window depends on the various types of devices specified through the integration API. When you click on one of the types, another window will appear with a list of registered devices of that type.





From this window, you can drag a device to the area of the floor plan where you want to place it. To remove an element from the floor plan, click on it and then press the delete key on the keyboard.

The "Hot Zone" option is independent of the integration, and its operation is as follows:

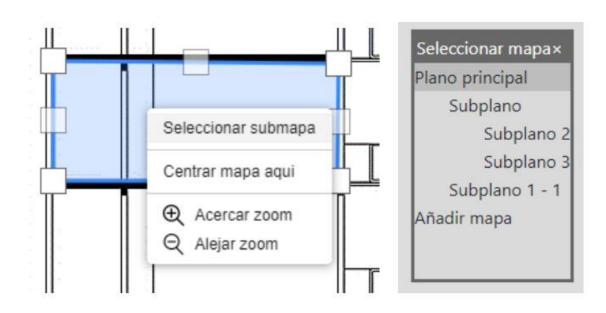
After clicking the "Hot Zone" button, the mouse cursor will turn into a cross, and the following message will appear next to it.



In this mode, you can define polygonal areas by clicking multiple times on the floor plan. It is mandatory to select the first point created as the last point to close the polygon. Once the polygon is created, clicking on it will display boxes at the vertices that allow you to modify the polygon. Like with icons, the polygon can be deleted by pressing the delete key on the keyboard while it is selected for editing.

Right-clicking on a polygon will show the option "Select Submap," which opens a popup to choose the map to which the user will be redirected upon clicking on the area.







8. Troubleshooting

The service does not seem to connect with Avigilon:

Verify that the connection details, username, and password are correct.

Failure to connect to different alarm panels:

Confirm that the connection data and connection type are accurate.

Unable to create relationships:

Ensure that Avigilon is connected, and various connections to alarm panels are established.

Avigilon alarms do not appear when creating relationships:

Check the accuracy of the connection details with Avigilon ACC, including the username and password.

Verify in ACC that there are created alarms to associate with events.

The service remains loading without fully executing:

Review the communication status with both Avigilon ACC and the panels.

Ensure that ports are accessible and IP addresses are correct.

Error al cargar la imagen de fondo

If an error "Error loading the background image" occurs after selecting an image for the floor plan, ensure that the web service has write permissions for

Additional Information

For further information: Please refer to the online documentation or contact SGSE via email at info@sgse.eu.