

# SGSE

Soluciones Globales de Seguridad Electrónica

## ALPHATRONICS MONITOR

Installation guide and user manual

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## 1. Document history

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Changeset</b>
<b>1.0</b>	08/2024	IXR	First version
<b>1.1</b>	0872024	JCR	Images and text

## 2. Introduction

The objective of this document is to explain the installation, operation, and use of the software solution called “Alphatronics Monitor”.

This solution consists of a plugin that enables monitoring and interaction with Alphatronics Alarm Panel systems from the user interface within the Milestone XProtect® platform work environment.

The integration allows the Alphatronics system to leverage the advantages of the XProtect® VMS platform, enabling unified management of CCTV and intrusion alarms within a single interface.

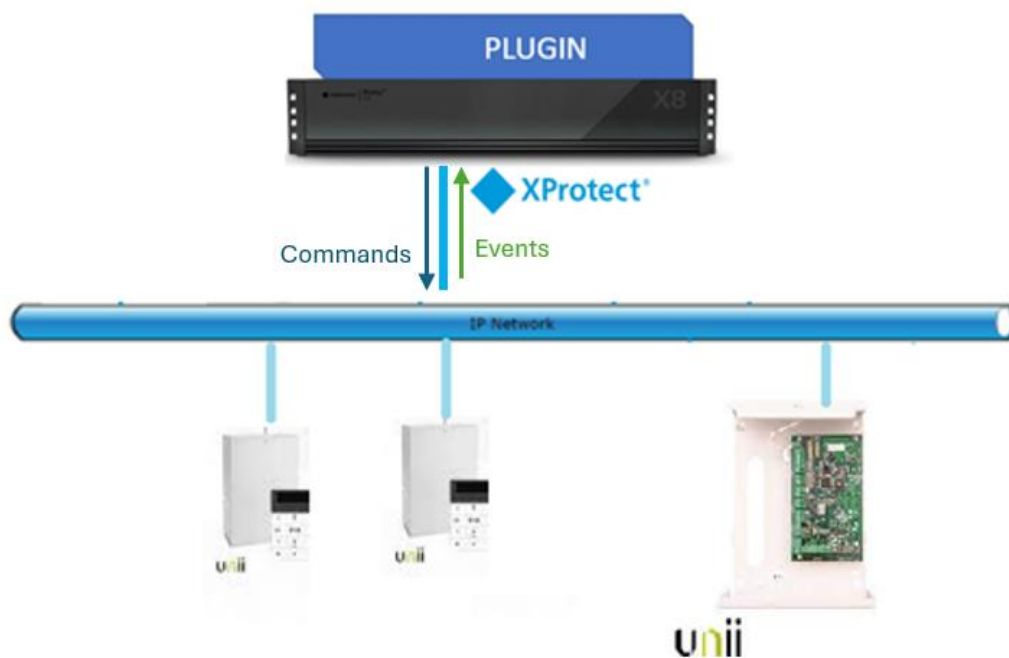
This solution is available in the following languages:

- English
- Spanish

### 3. Solution architecture

Through the Ethernet network, the plugin connects to the different Alphasystems Alarm Panel systems to transmit the status changes of each panel's records to the Milestone event server.

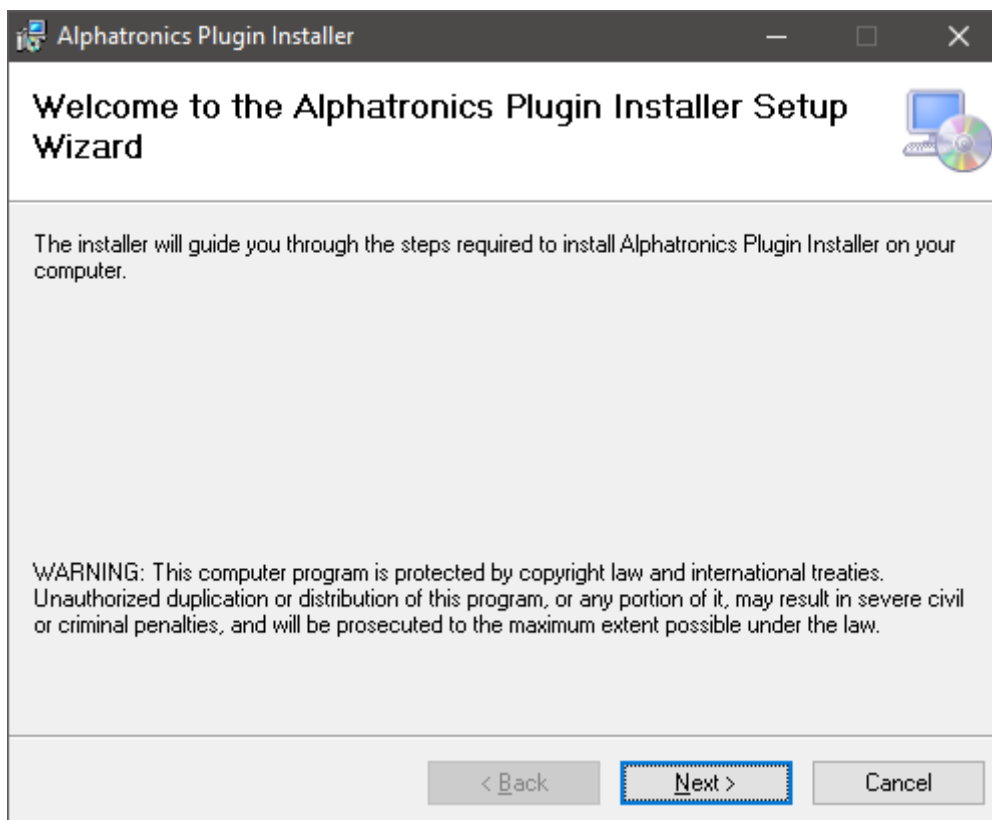
The system architecture is supported by Milestone's Software Development Kit (SDK), integrating elements and events on both the server and client sides. The plugin establishes an active TCP/IP connection with the panel using the UNii Protocol, polling for events every few seconds.



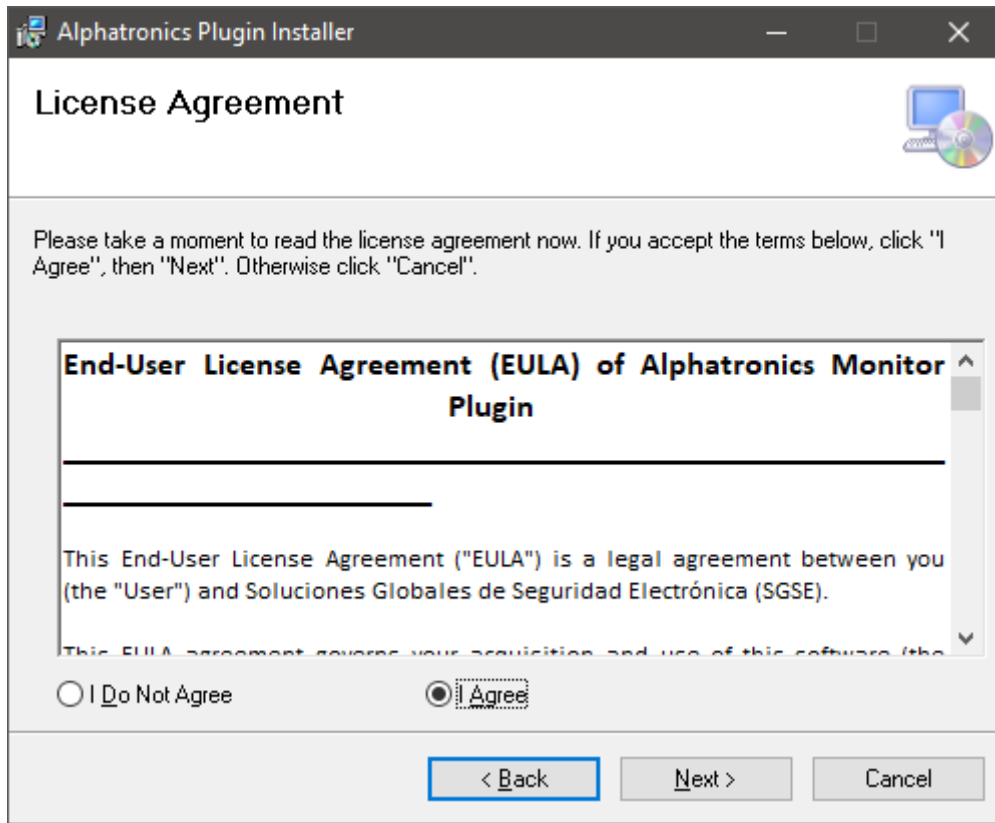
## 4. Installation

To install the plugin, simply run with administrator permissions the installer "Alphatronics Plugin Installer.msi" provided by SGSE. The process is automatic.

Through the different screens of the installer, we will only have to accept the End User License Agreement, a necessary condition to be able to use the plugin.

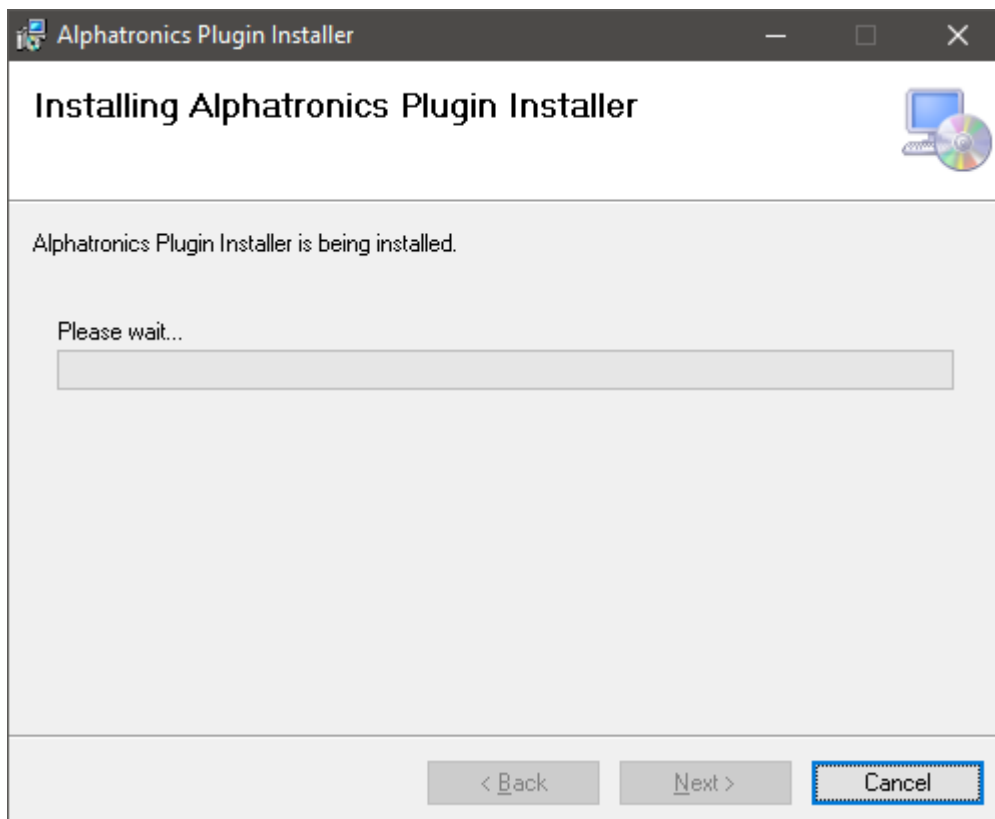


Click "Next >" to start the installation process.

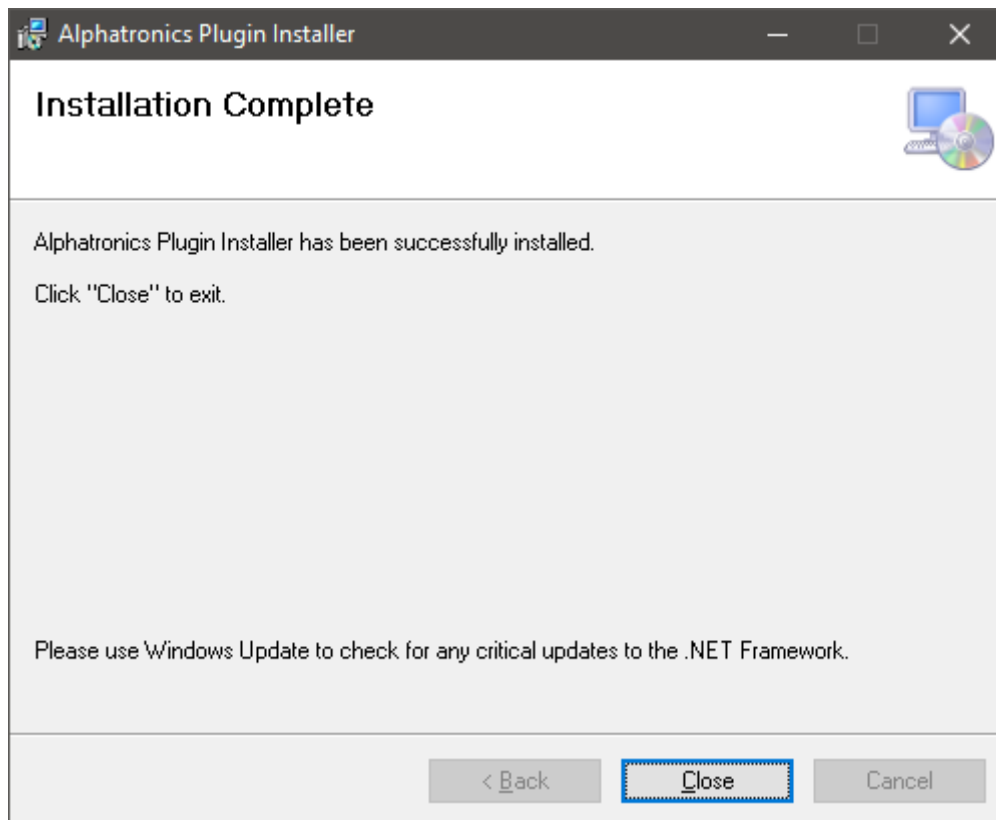


Please read and accept the End User License Agreement to install the plugin.

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



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

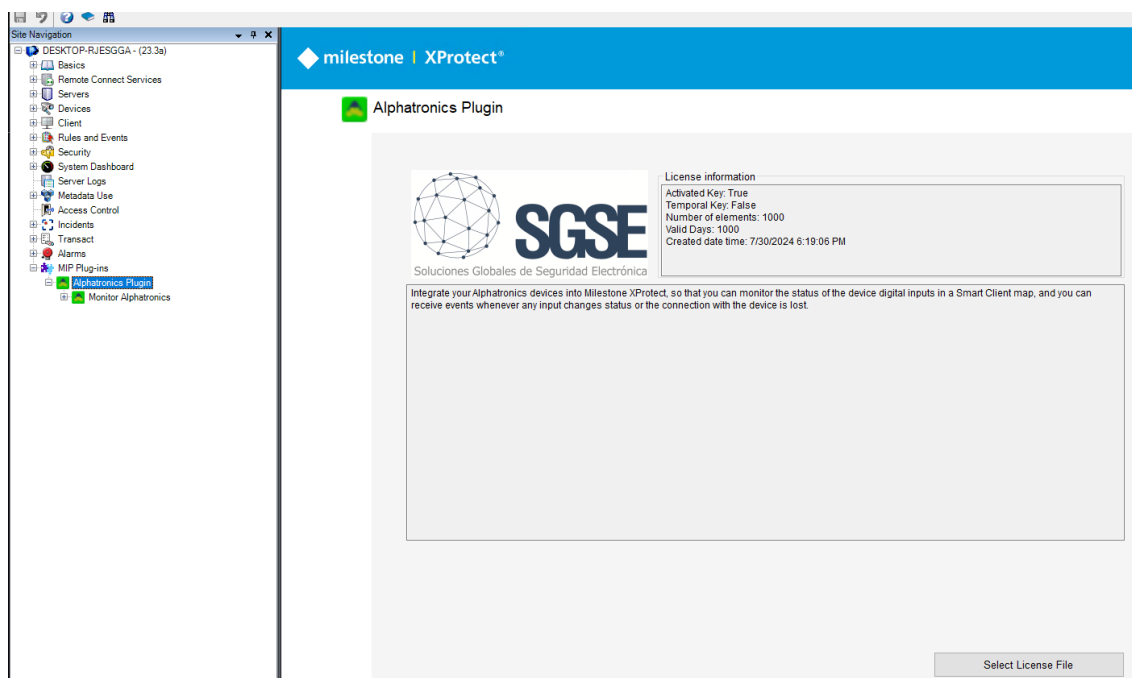


Once the process is finished, you can press "Close". The plugin is already installed.



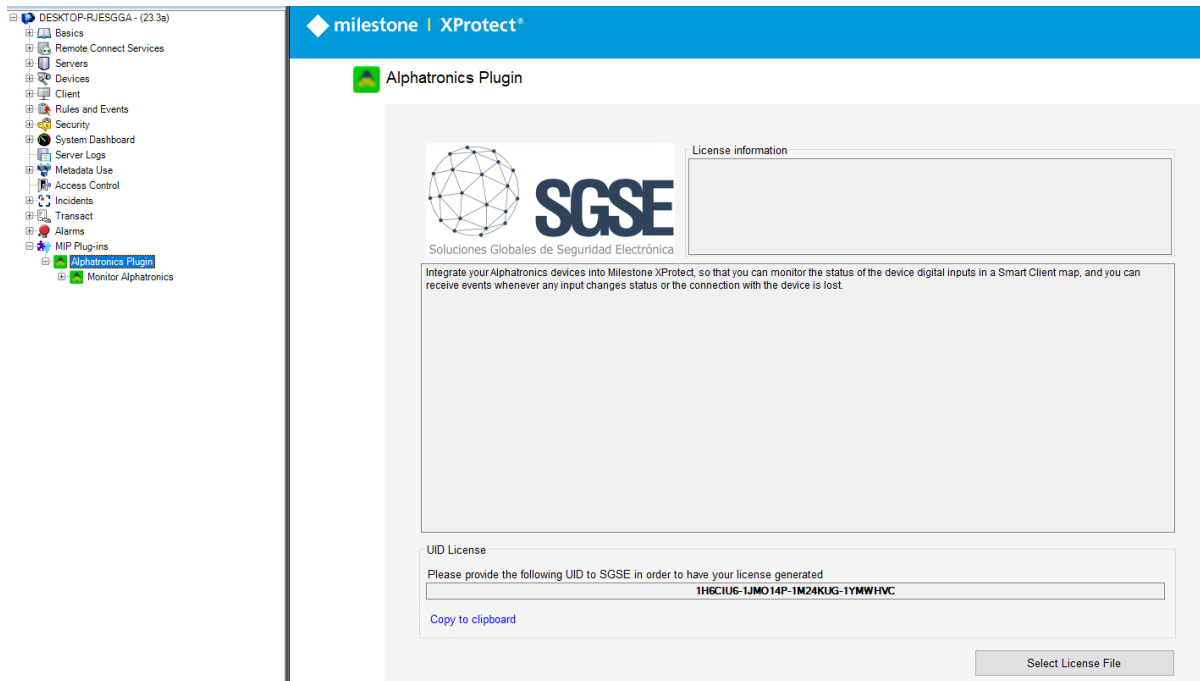
## 5. Licensing

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



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

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



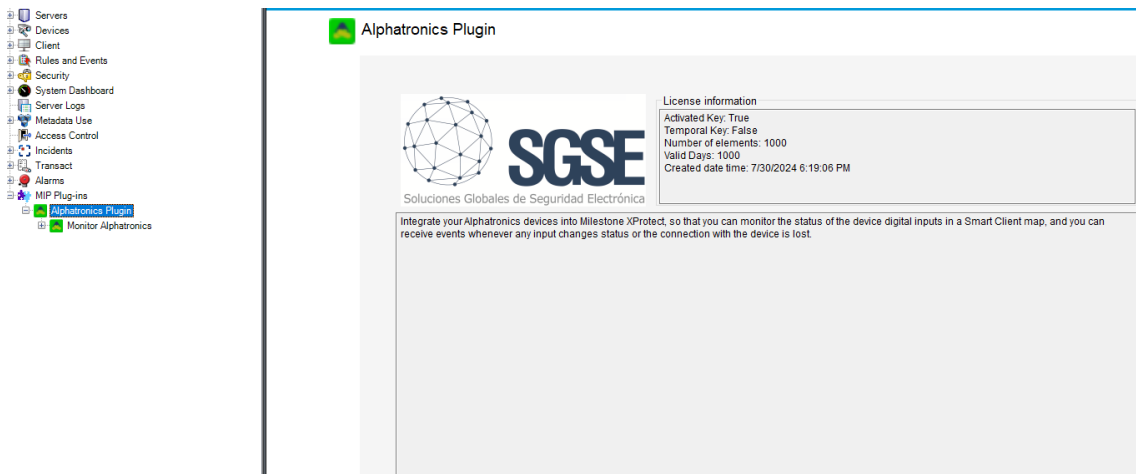
Please provide this UID to SGSE for them to generate your license file.

Once you receive the "License.lic" file, click on the 'Select License File' button and choose your license.lic file and refresh the screen using the F5 key (keyboard button).

You will then need to restart the Event Server for the changes to take effect and you can use the plugin.

If you are only going to use the plugin in the Smart Client interface, and you do not have the XProtect® Management Client on that machine, to obtain the UID on a machine where the configuration application is not located it will be necessary to use the "UID Generator" tool from SGSE. Check with SGSE for such a tool.

After entering the license, the license request will disappear and in the License Information box (to the right of the SGSE logo) the license data will appear.



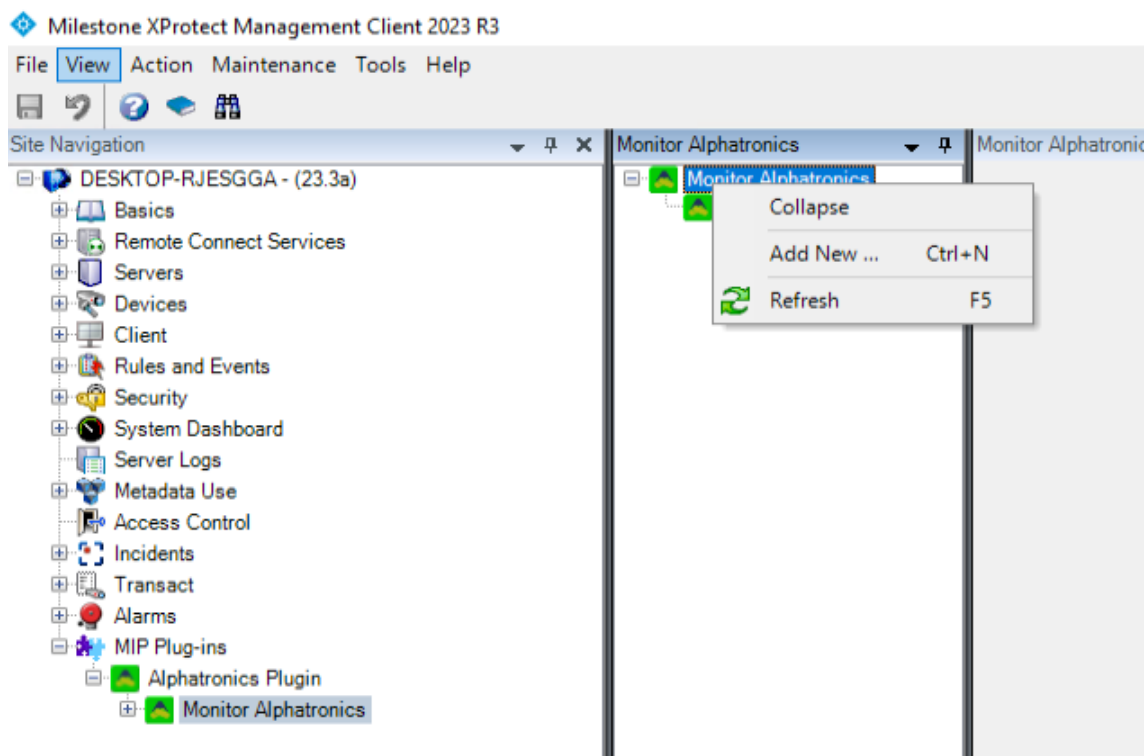
## 6. Configuration

The plugin is designed to simplify the setup process as much as possible, making getting up and running as simple as possible.

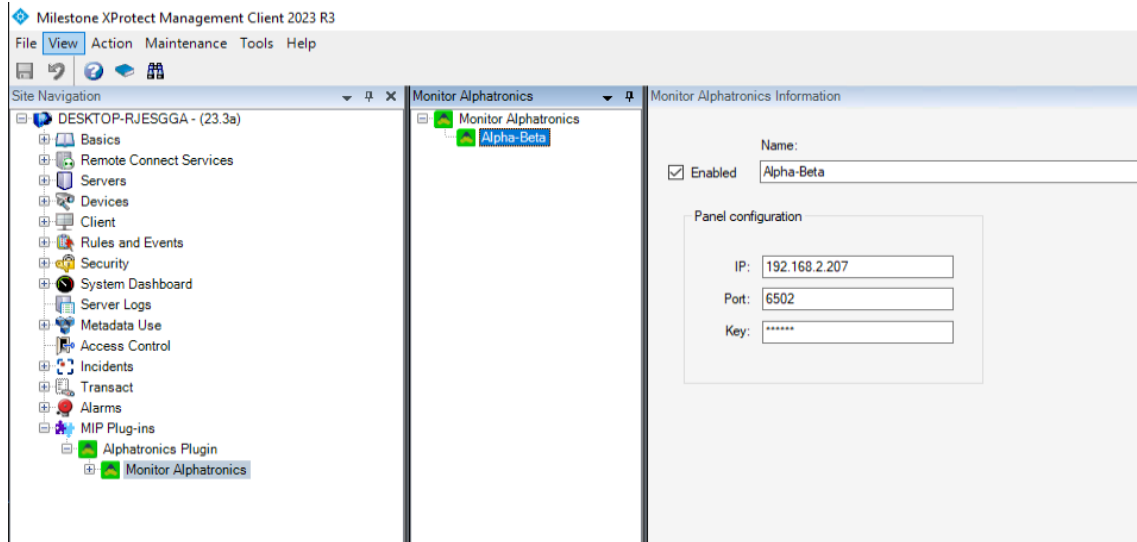
The connection is actively established by the plugin with the Alpatronics panel using the compatibility UNii protocol, so you will need to provide the IP, port and password, on which the panel serves incoming connections.

### Registration of a Alpatronics device

When you click on the main group Alpatronics devices, a menu of actions appears, among which we have the option "Add new"



When you add a new device, it simply asks you for the name of the device, then it will appear under this node and by clicking on it you can access the main configuration screen of the device.



On this screen we must indicate the Port, IP, and the pass key for the admin user.

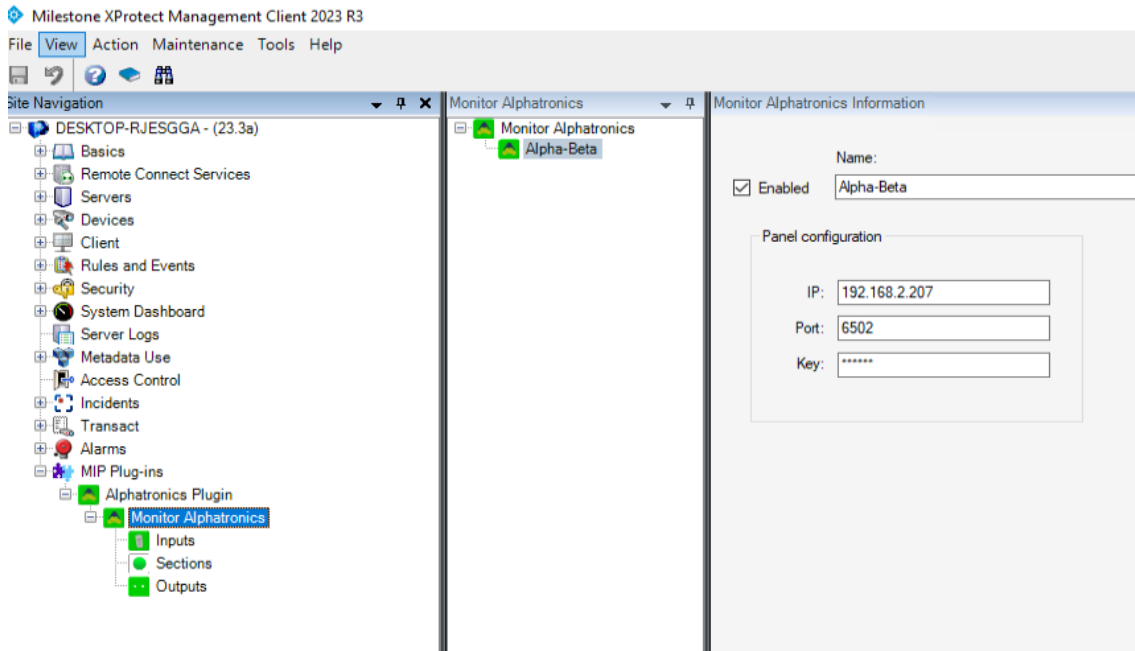
If it is successful, the available records that correspond to each subtype of device connected to the panel will be retrieved.

If we want the plugin not to collect information from the panel, we can uncheck the "Enabled" box.

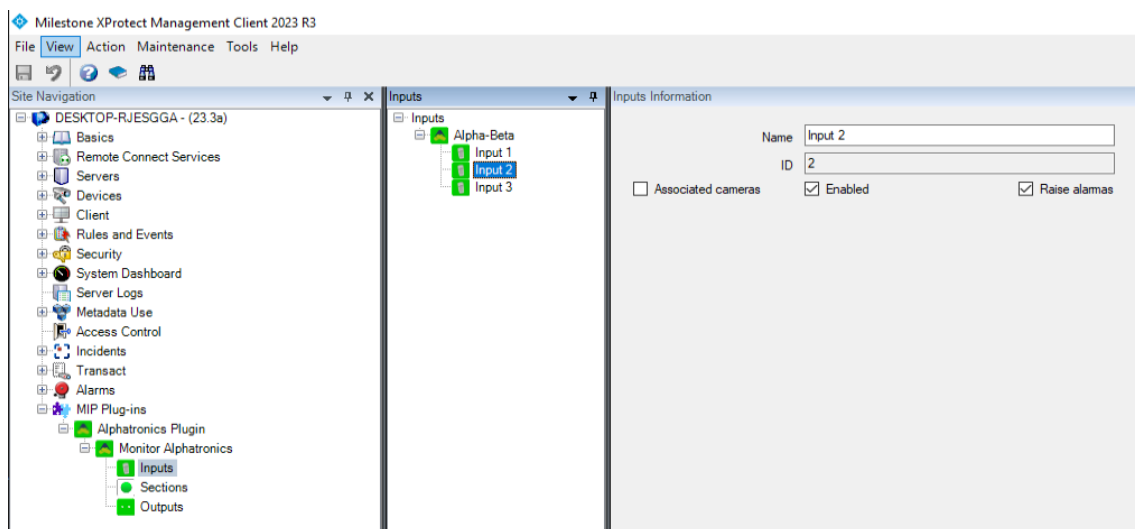
Once the names and/or descriptions of the elements have been they will appear grouped by types (inputs, outputs, ...) under the browser's "MIP Plug-ins" sub-node

## Configuration of the elements:

If the connection has been successful, we can continue with our configuration. You will see that a tree has been created with the groups of elements obtained when the plugin connects with the system.



By clicking on each of the groups that contain the elements, they will be displayed similarly in a new tree. When we click on the chosen element, a form will be displayed with the available options.

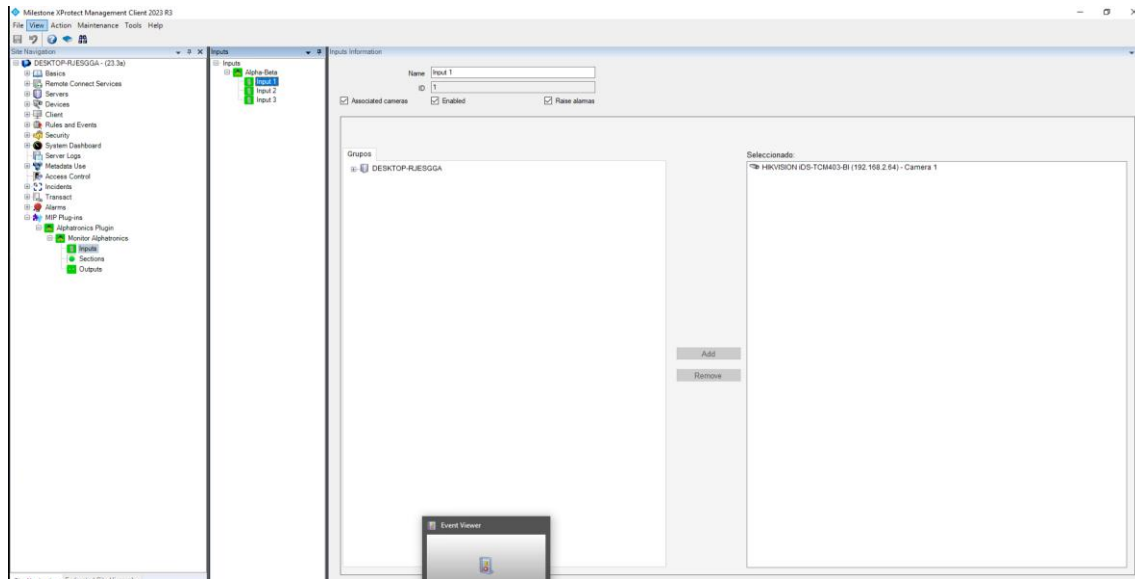


The different groupings have the option to change their names, enabling management and/or alarm triggering. This last functionality allows that when an event occurs related to the element

element being configured, an alarm will be triggered in Milestone without the need for configuration in the alarm parameterization panel.

See the section on alarm management.

Finally, the inputs have a new management parameter that allows one or more cameras to be associated in the event of an alarm, one or more cameras existing in XProtect. In a simple way and through the menu you can navigate and select the desired camera(s). You also have the ability to enable or disable this feature using the Associate Cameras tab.

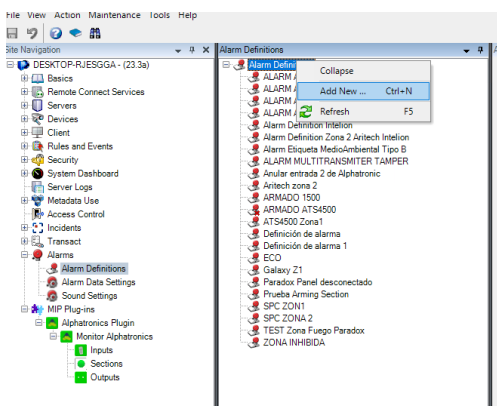


Additionally, on this screen, we can also modify the alias, as well as if we want the specific events and alarms of the device connected to the panel to be notified. In addition, the cameras associated with notifications can be added to facilitate the management of incidents.

## Alarms in Milestone

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

> Alarm Definitions right clic and Add new



Fill in name and instructions

Alarm definition

Enable:

Name: Alarm Definition

Instructions:

After go to the Trigger Event in the section Trigger and Select Alphantronics Plugin Events.

Trigger

Triggering event:

Sources:

Activation period

Time profile:

Event based:

- Access Control Event Categories
- Alphantronics Plugin Events**
- Analytics Events
- Device Events
- External Events
- Hardware Events
- LPR server
- Match lists
- Recording Server Events
- System Events
- System Monitor Events
- Transaction events

Under the trigger event, select one of the event options, e.g. Panel disconnected.

Trigger

Triggering event: Alphantronics Plugin Events

Sources:

Activation period

Time profile:

Event based:

Map

*An alarm only appears on the smart map if at least*

- Panel disconnected
- Alarming
- Arming section
- Bypassed input
- Clear alarms commanded
- Disabled
- Disarming section
- Enabled
- Intrusion detected
- Masking
- Panel connected
- Panel disconnected**
- Reset failed due to zones alarming
- Reset failed or not authorized
- Reset successfully
- Tamper
- Zone bypassed
- Zone unbypassed

Alarm manager view:

Now select the source of the event by clicking on the Select button and a new menu will appear. Find the source and choose it.

Select Sources

Groups Servers

- All Monitor Alphantronics
- DESKTOP-RJESGGA
- Monitor Alphantronics
  - Alpha-Beta**

Add

Remove

Selected:

- Alpha-Beta**

OK Cancel

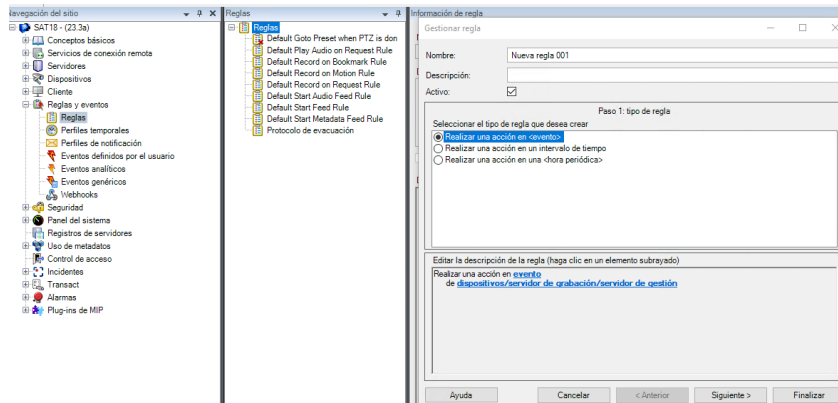
Fill in the rest of the sections as needed.



## Rules in XProtect

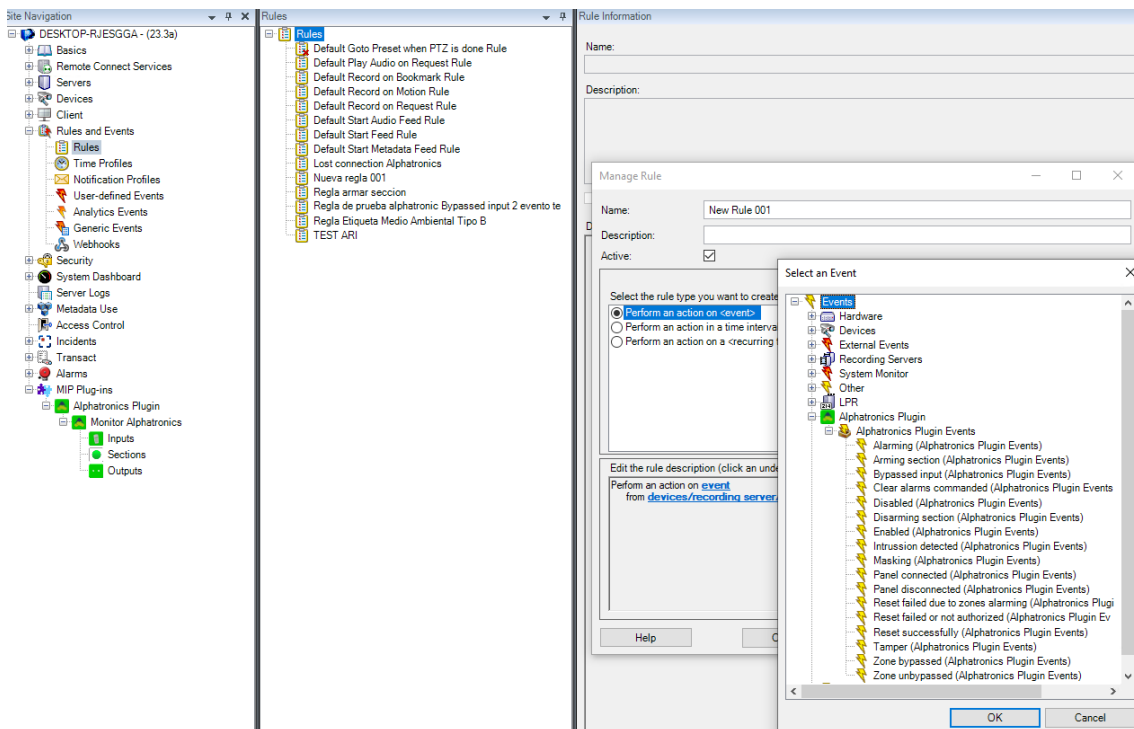
By using rules, you can trigger actions based on events, including actions related to Alphasystems and other systems.

Additionally, the configurator can create actions on the panel:

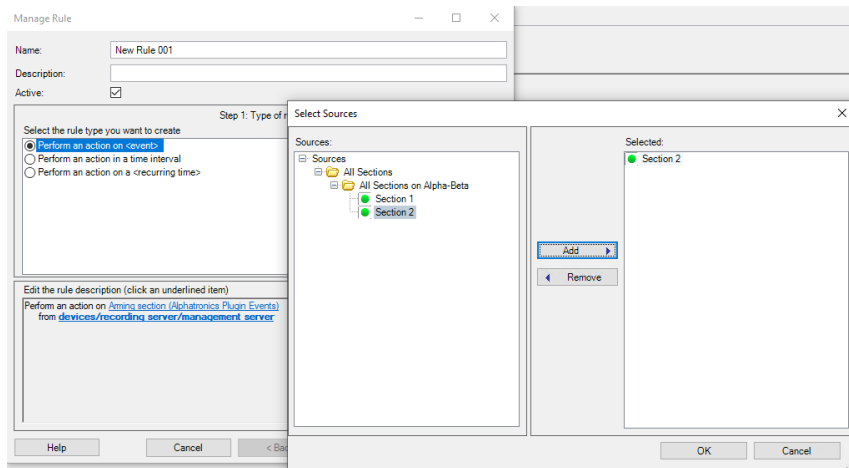


And/or associate the events of the panel to specific rules:

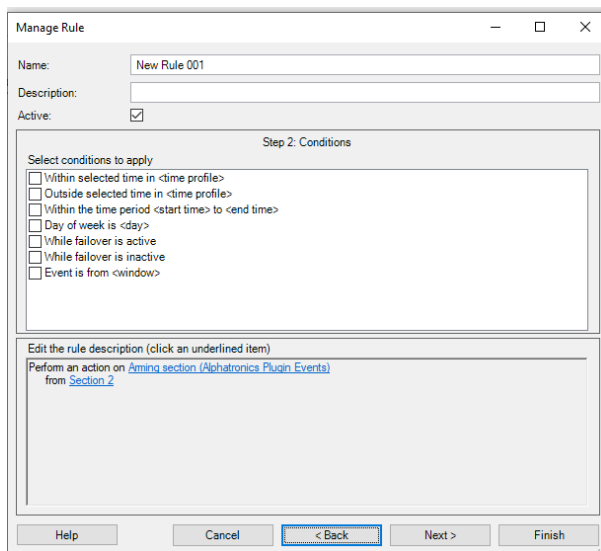
Rules and Events > Rules > Add Rule (right clic over Rules) > event



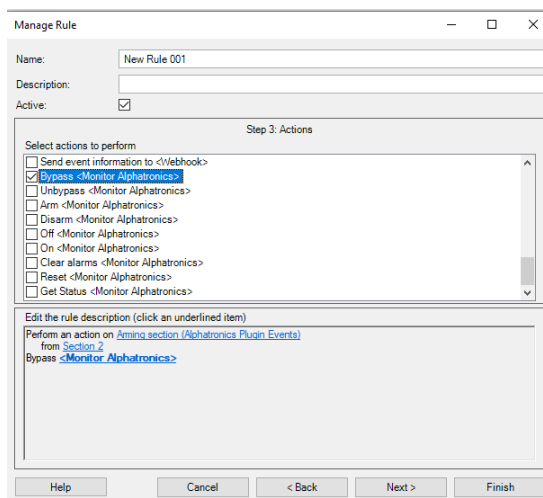
Select the event and then the source of the event activation (arm section - Section 2).



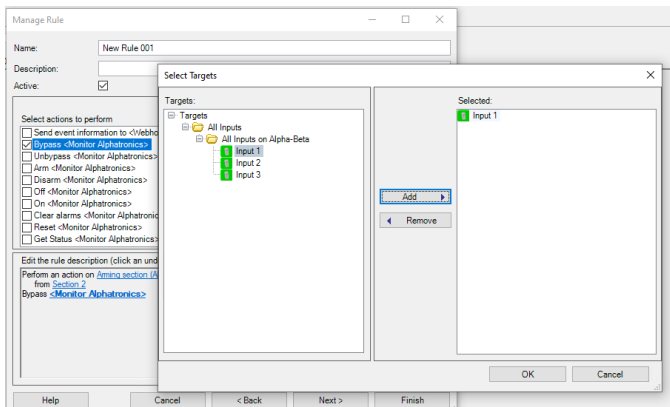
Click next and you are at step 2 choose your best option.



and click next again and you are in the step 3: Actions



Choose an action (Bypass) and click **< Monitor Alphatronics >** to choose the elements involved in the action.

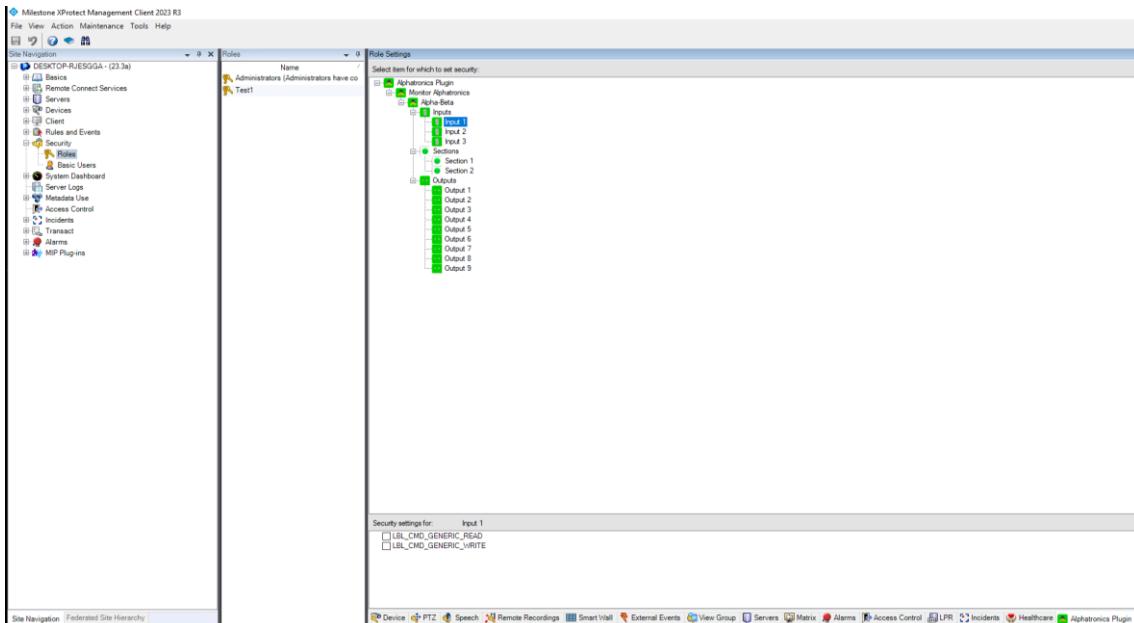


Do not forget to fill in the name of the rule and save.

## User roles

In installations where we want to impose restrictions on actions across different devices based on the user's role, this integration makes it possible to do so depending on the roles of different users.

It's very easy to configure: simply go to the security section, select a role, and at the bottom of the Roles information block, select the Alphantronics Plugin. Expand the entire tree and choose the element or elements to which you want to apply the properties (e.g., Input 1).

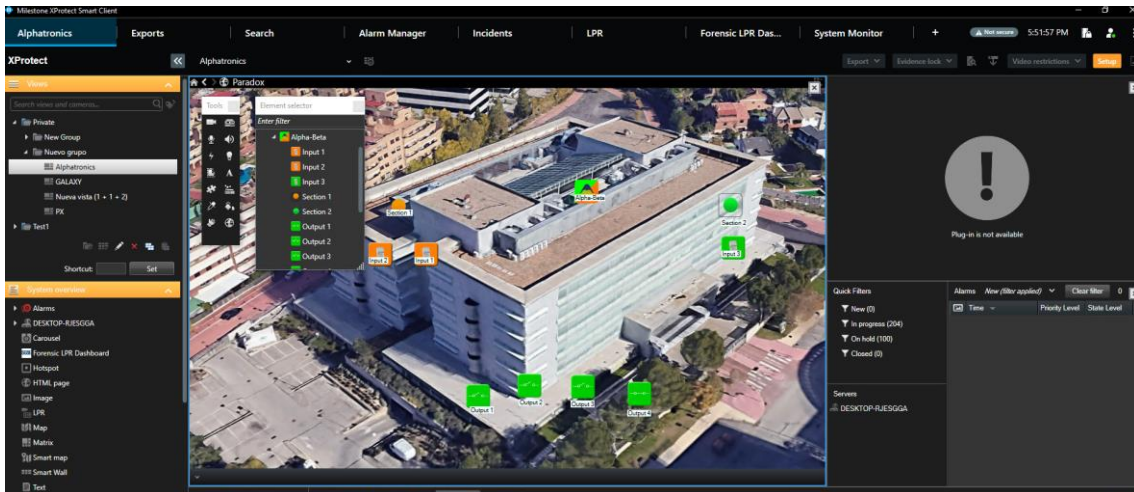


## 7. Operation

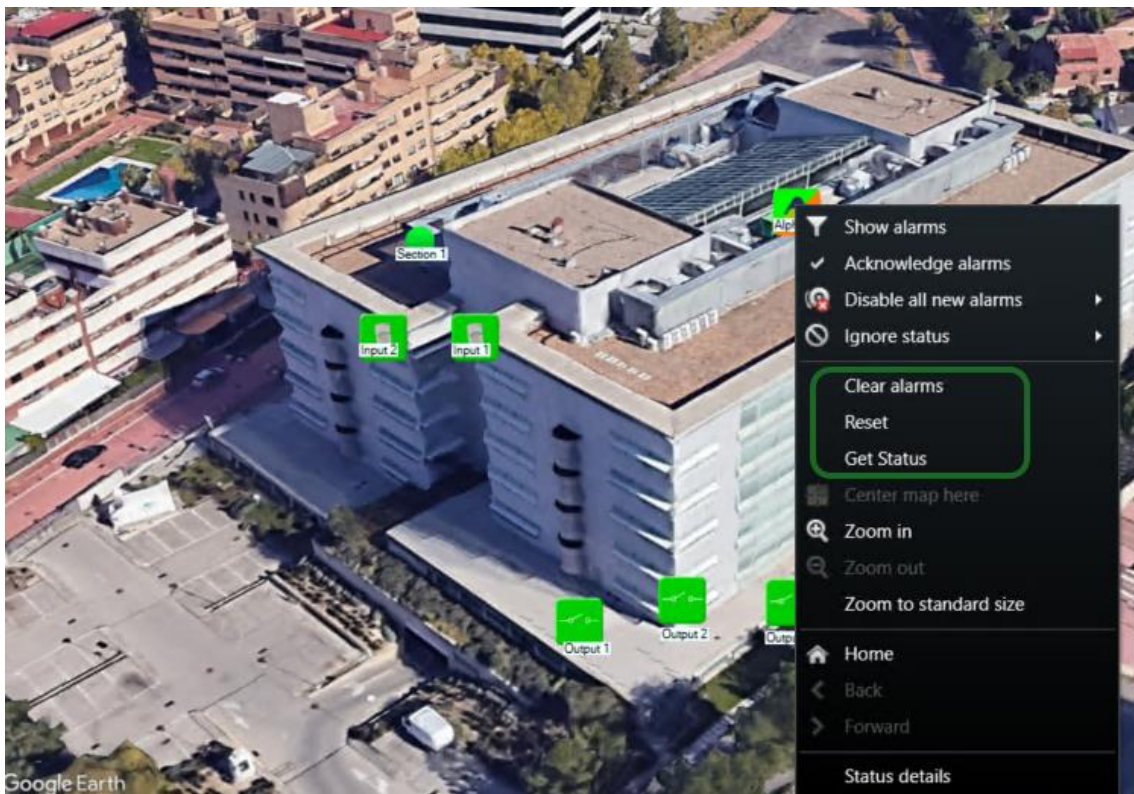
### Milestone Smart Client

The plugin automatically obtains all the elements associated with the dashboards that have been registered to be managed by the integration from the XProtect Management Client.

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



The operator can send commands to the panel, to do so he has to hover over the panel icon and press the right mouse button, so that it appears to him as a context menu from which he can interact with the panel.

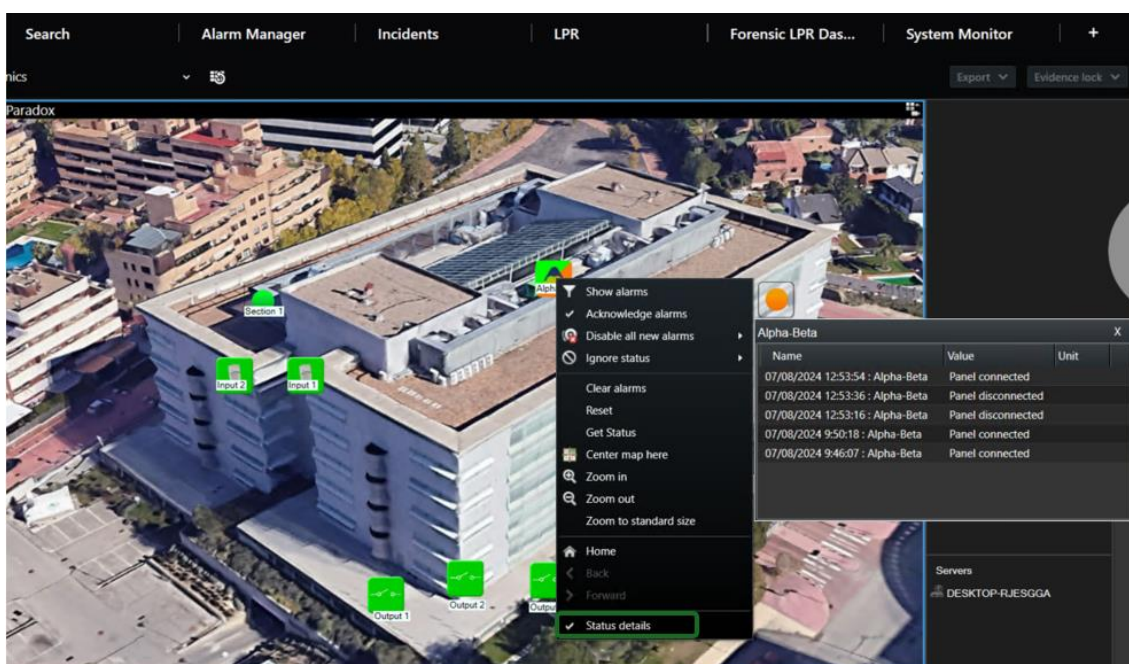


The Panel has the following commands:

- Clear alarms on the panel.
- Reset the panel.
- Get the status of the panel.

## Status Details

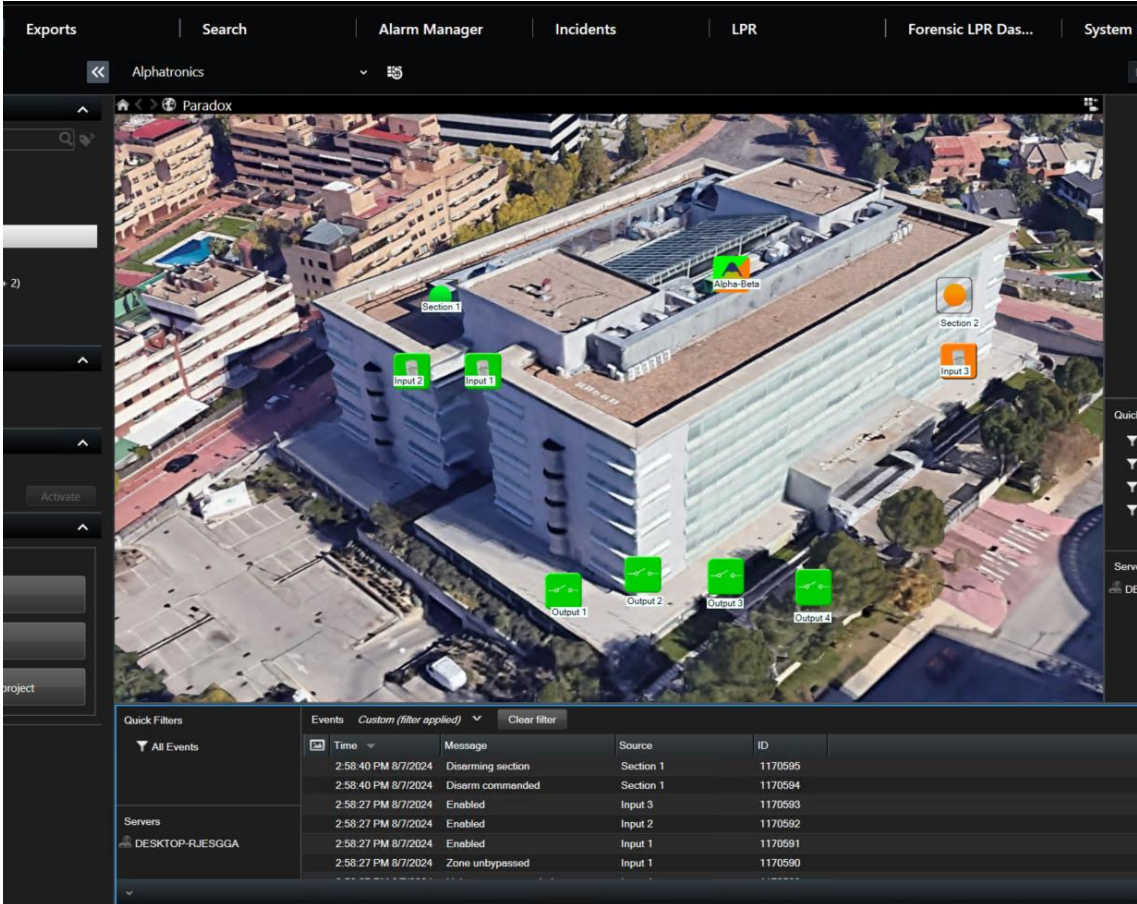
If we hover over an element (panel, input, section, etc.) and right-click on it, a contextual menu will appear where we can select the Status Details function.



The "Alpatronics Monitor" plugin allows you to monitor and interact with dashboards through the standard XProtect® Smart Client user interface.

## Event and alarm viewer

From Milestone's generic alarm and event viewer, alarms and events coming from panels can be viewed and managed.

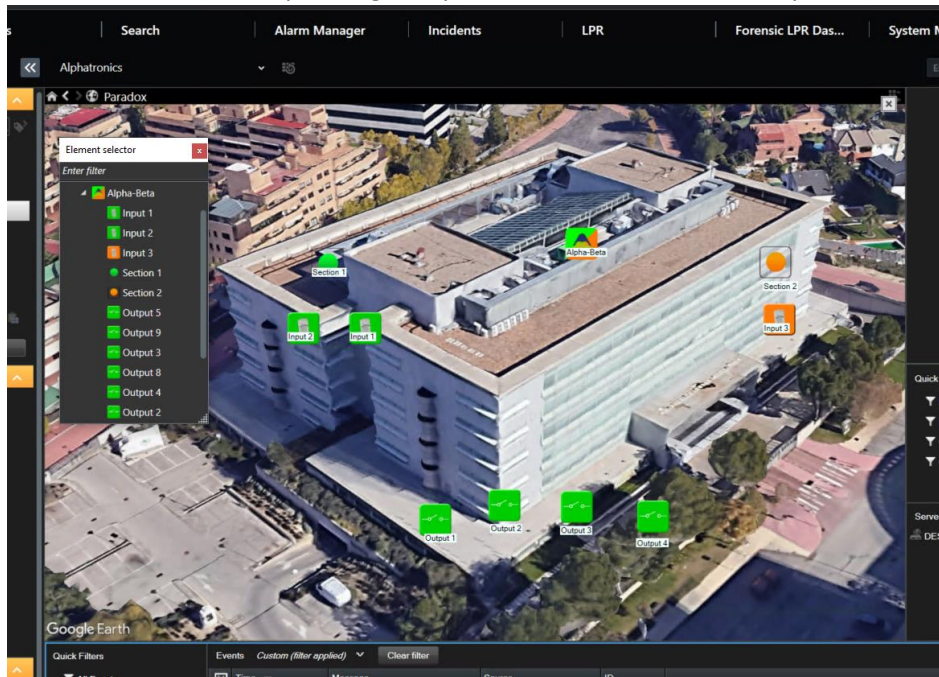


The screenshot displays the Alphasystems Monitor interface. At the top, there are navigation tabs: Exports, Search, Alarm Manager, Incidents, LPR, Forensic LPR Das..., and System. Below the navigation is a search bar with the text 'Alphasystems' and a language selector set to 'ES'. The main area shows an aerial view of a large building with several sensor locations marked: Section 1, Section 2, Input 1, Input 2, Output 1, Output 2, Output 3, and Output 4. Below the view is a table of events.

Quick Filters	Events	Custom (filter applied)	Clear filter																												
<ul style="list-style-type: none"> <li>All Events</li> </ul>	<table border="1"> <thead> <tr> <th>Time</th> <th>Message</th> <th>Source</th> <th>ID</th> </tr> </thead> <tbody> <tr> <td>2:58:40 PM 8/7/2024</td> <td>Disarming section</td> <td>Section 1</td> <td>1170595</td> </tr> <tr> <td>2:58:40 PM 8/7/2024</td> <td>Disarm commanded</td> <td>Section 1</td> <td>1170594</td> </tr> <tr> <td>2:58:27 PM 8/7/2024</td> <td>Enabled</td> <td>Input 3</td> <td>1170593</td> </tr> <tr> <td>2:58:27 PM 8/7/2024</td> <td>Enabled</td> <td>Input 2</td> <td>1170592</td> </tr> <tr> <td>2:58:27 PM 8/7/2024</td> <td>Enabled</td> <td>Input 1</td> <td>1170591</td> </tr> <tr> <td>2:58:27 PM 8/7/2024</td> <td>Zone unbypassed</td> <td>Input 1</td> <td>1170590</td> </tr> </tbody> </table>	Time	Message	Source	ID	2:58:40 PM 8/7/2024	Disarming section	Section 1	1170595	2:58:40 PM 8/7/2024	Disarm commanded	Section 1	1170594	2:58:27 PM 8/7/2024	Enabled	Input 3	1170593	2:58:27 PM 8/7/2024	Enabled	Input 2	1170592	2:58:27 PM 8/7/2024	Enabled	Input 1	1170591	2:58:27 PM 8/7/2024	Zone unbypassed	Input 1	1170590		
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2:58:27 PM 8/7/2024	Enabled	Input 2	1170592																												
2:58:27 PM 8/7/2024	Enabled	Input 1	1170591																												
2:58:27 PM 8/7/2024	Zone unbypassed	Input 1	1170590																												

## Maps

Devices corresponding to panels and zones can be placed on XProtect® maps.



Each item's icon reflects its current state according to the legend below.




Colour	Icon	Meaning
Green		The panel is idle, but no sections are armed.
Orange/Green		Panel idle with some sections armed.
Grey		The plugin does not communicate with the dashboard, so it does not know its status, or the panel is disabled in management.

Table 1. Colour logic that applies to icons associated with panel.




Colour	Icon	Meaning
Green		Output is off
Green		Output in on
Grey		Unknown.

Table 2 Colour logic applied to icons associated with alarm relays.







Colour	Icon	Meaning
Green		The input is idle, but no sections are armed
Red		The input is alarmed.
Orange		The input is armed.
Blue		The input is bypassed.
Dark green		The input is open.
Grey		Unknown.

Table 3 Colour logic applied to the icons associated with the inputs.




Colour	Icon	Meaning
Green		Idle: This is normal operation.
Orange		Armed: The section is armed.
Grey		Unknown.

Table 4 Colour logic applied to icons associated with Sections

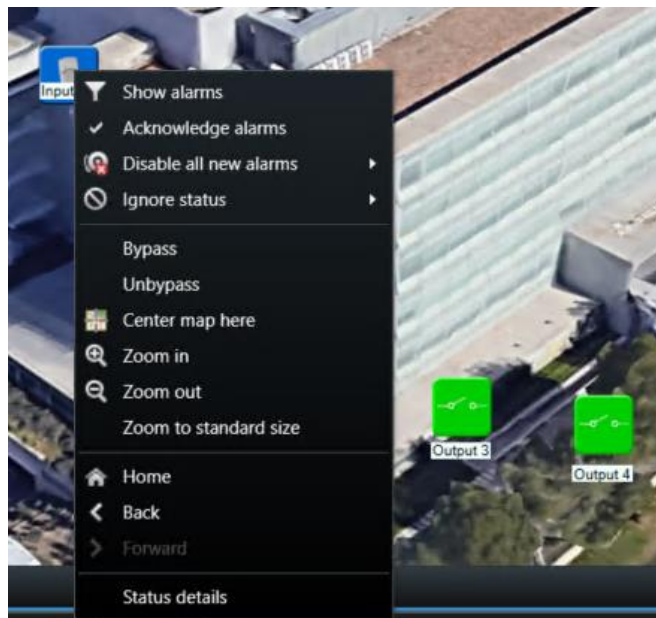
\*The same colour logic applies to icons associated with other sensors.

The operator can interact with the item through the context menu (right-mouse button and perform the following specific actions:

- a) Clear alarms/Reset/GetStatus Panel



- b) On/Off outputs
- c) Arm/Disarm sections
- d) Bypass/Unbypass inputs



## 8. Troubleshooting

### Integrated Systems

In case the integration does not work, please confirm that the panel and its firmware version are compatible with the plugin.

The compatibility of the plugin has been tested with a Alpatronics panel whose firmware version UNii protocol 2.16.0. Compatibility is not guaranteed with any previous or later firmware version. While later firmware versions should work correctly, compatibility will be subject to testing specific to each firmware version.

### Equipment Needed

The panel must have an Ethernet connection in order to communicate with the plugin. Check with your Alpatronics panel provider for more information.

### Other problems:

- The panel does not establish communication.
  - Review the panel connections
  - Reset the panel.
  - Review the configured IP address and connection port.
- The plugin does not allow you to add a device
  - Check that you have an active license on the help screen.
- The map shows black circles with white blades instead of the icons.
  - When the panel is created in Milestone, the items are new to the system, so the icons corresponding to the deleted items must be removed from the drawing and added again.
- The commands don't work.
  - The state of the panel or its elements might prevent certain commands from being executed. Refer to the Milestone MIP log for a possible error code.
- In the event of a communications failure, try restarting the XProtect® Event Server.

### Learn more

To use XProtect smart client help press F1 or [Standard tabs - XProtect Smart Client | Milestone Documentation 2023 R3 \(milestonesys.com\)](#)

To use XProtect Management client help press F1 or [Management Server Manager \(tray icon\) - XProtect VMS products | Milestone Documentation 2023 R3 \(milestonesys.com\)](#) For more information, please visit the plugin's online information or contact SGSE at [info@sgse.eu](mailto:info@sgse.eu).