RISCO MONITOR

Installer and User Manual

Content

1. Document versions

| Version	Date	Author	Changes in the version
1.0	05/2019	SDA	First version (English)
1.1	05/2019	SDA	Pictures also in English

2. Introduction

The purpose of this document is to explain the operation, installation and use of the software solution called "*RISCO Monitor*".

This solution consists of a plugin that allows to monitor and interact with certain RISCO hybrid intrusion systems, ProSYS™ Plus and LightSYS™2, from the user interface and the working environment of the platform XProtect® of Milestone.

In this way, the monitoring of the intrusion system is available together with the advantages of the XProtect® VMS for video and alarm management. CCTV and intrusion in a single interface.

3. Solution architecture

The architecture of the solution is described in the scheme below:
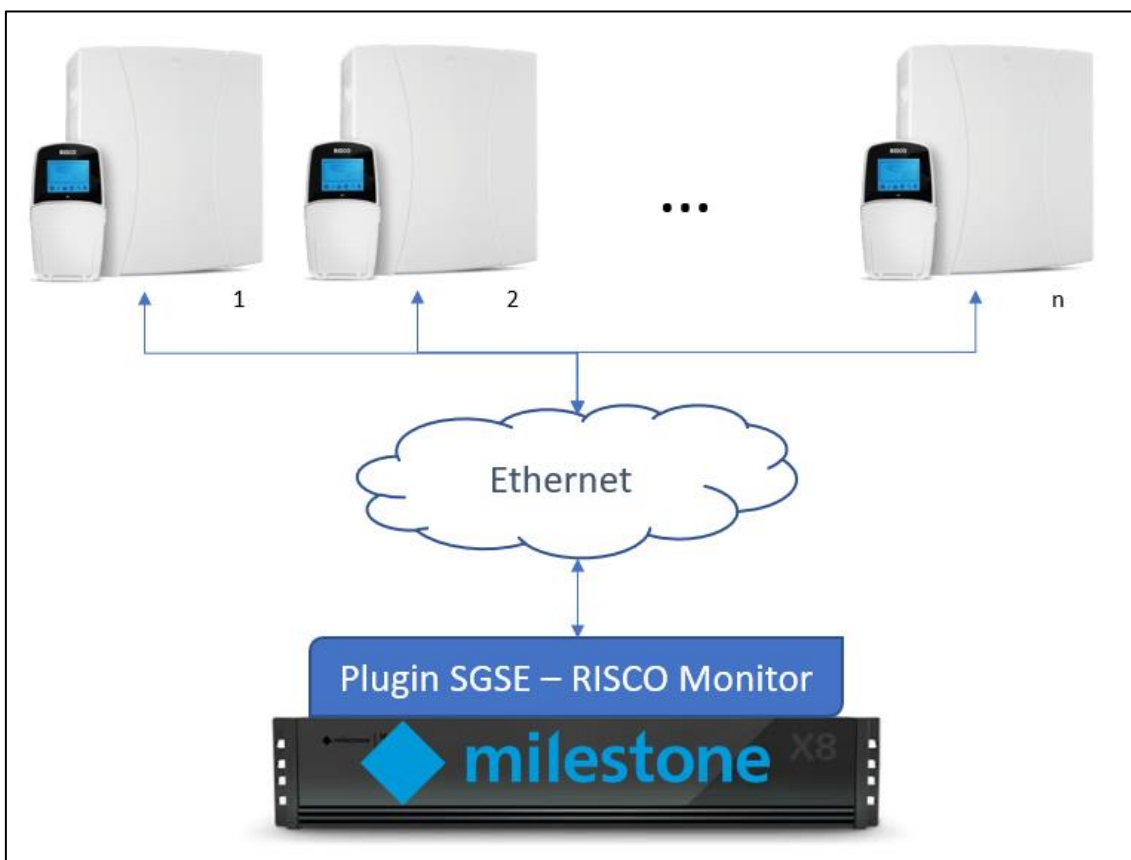
Through the Ethernet network, the plugin establishes communication with configured panels.

Once the communication is established, it imports the panel configuration and keeps the communication channel open to:

- Send commands to the panel
- Ask the panel for the status of some elements (partitions, zones)
- Receive notifications when the status of panel/partitions/zones change

4. Installation

To install the plugin, simply execute with administrator rights the installer "Installer_PluginRiscoMonitor_x64.msi" provided by SGSE. The process is automatic. Throughout the different screens of the installer, we will only have to accept the End User License Agreement, a mandatory condition to be able to use the plugin.
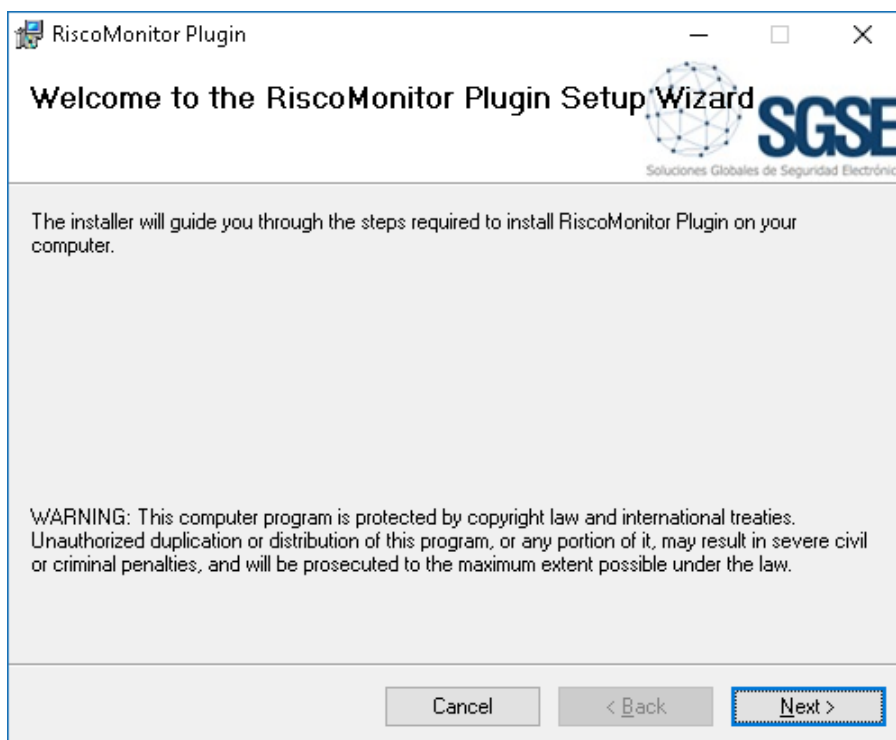
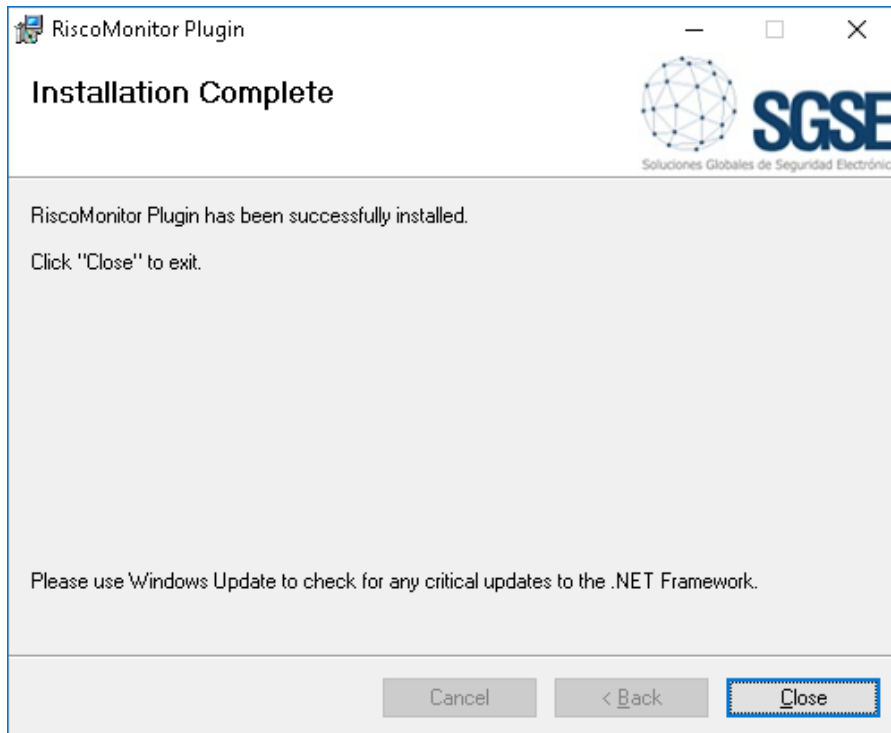Click "Next >" to start the installation process.
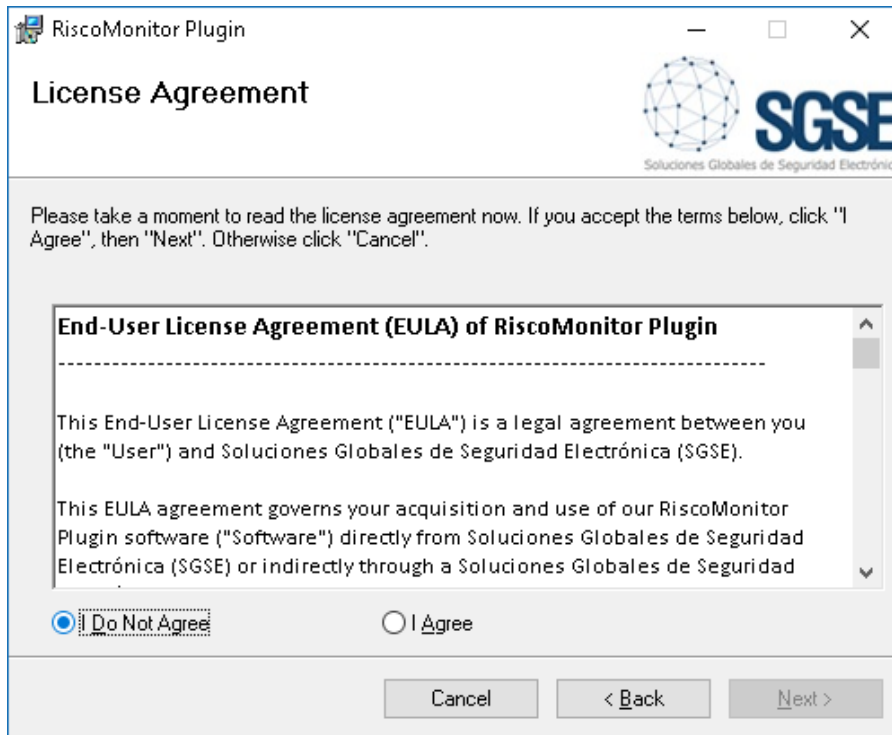
You will have to read and accept the End User License Agreement in order to proceed with installation.
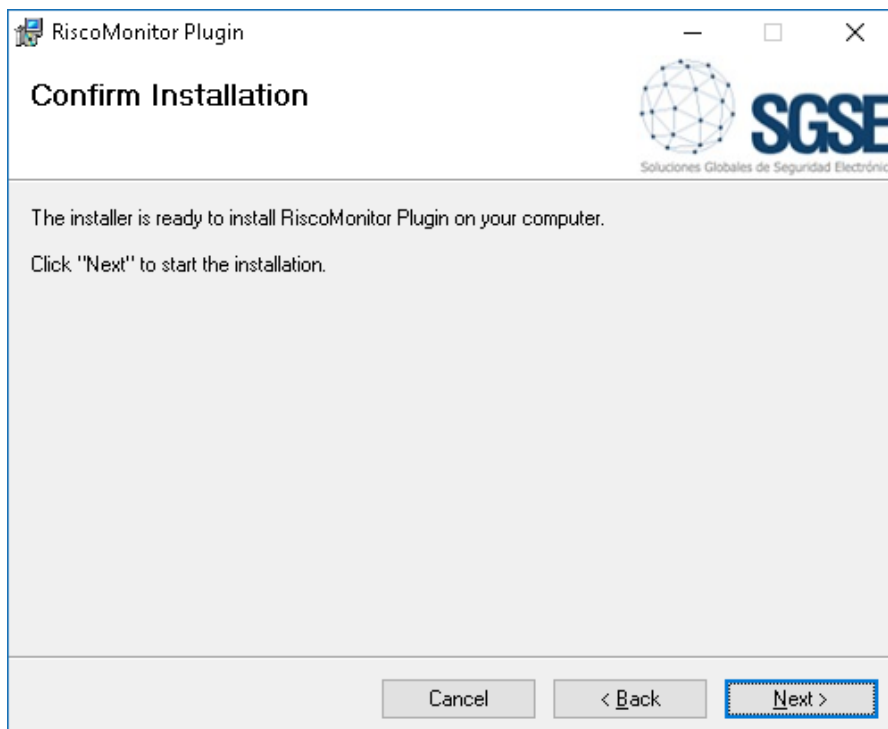
Click "Next >" to proceed and install the plugin files.

If Windows User Account Control is enabled, you may have to allow the installer to go ahead with installation.

Once the process is finished, we can click "Close". The plugin is already installed!

5. Licensing

The plugin needs a license to run. Each panel must be licensed. These licenses are generated by SGSE. The procedure to obtatin the license file corresponding to the acquired license is described below.

A. Getting a UID

In order to generate the license, you must provide the corresponding UID. This UID is an unique identifier to which the license ins bound.

To get this code, you have to run XProtect® Management Client after installing the plugin, and go to the corresponding menu item.

In that screen, when the plugin is not licensed, you will see the corresponding UID.
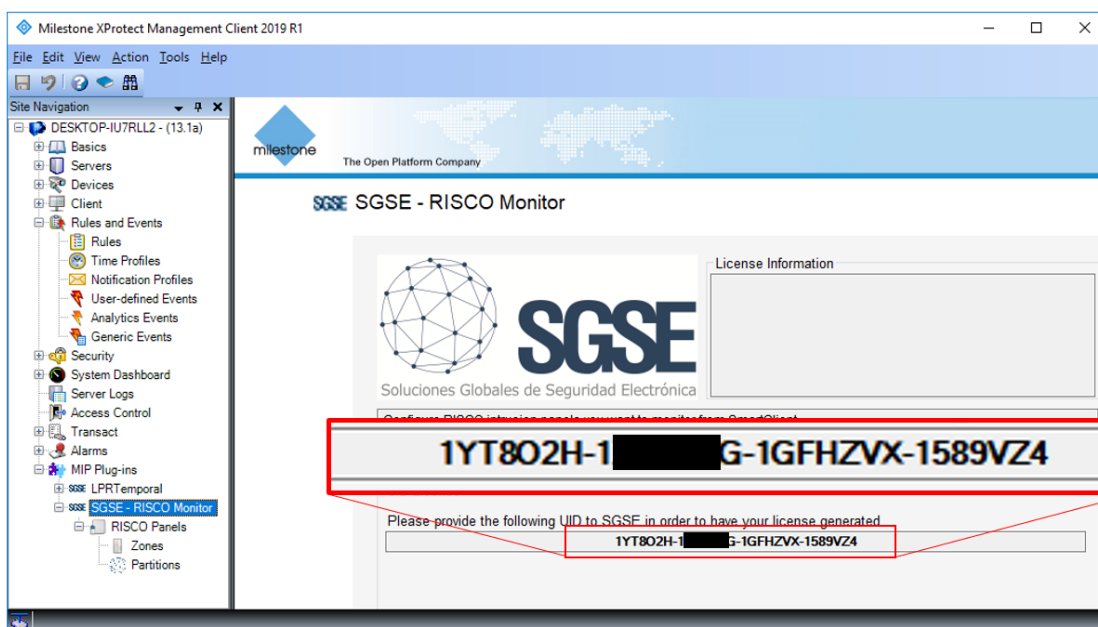
Please provide this UID to SGSE, and you will get your license file generated.

B. Applying the license

Please copy the license file into the plugin folder. By default:

```
C:\Program Files\Milestone\MIPPlugins\RiscoMonitor\
```

In case you are working with a XProtect® version where you don't have Management Client, but Management Application instead, then you will have to copy the license file to the next folder too:

```
C:\Program Files (x86)\Milestone\MIPPlugins\RiscoMonitor\
```

After applying the license, Event Server must be restarted so that changes take effect and we can use the plugin.

Workstations (only SmartClient)

To generate the UID in a workstation where you don't have XProtect® Management Client, you will have to use the SGSE tool, "*UID Generator*".

Please, contact SGSE to get this tool.

6. Configuration

The plugin has been designed to simplify as much as possible its configuration process, so that the start-up is as simple as possible for the installer.

Set up a panel

To set up a panel in Milestone, the procedure is extremely simple.

You just have to assign a name to the panel, to identify it in the system, and configure the needed parameters to establish the connection between plugin and panel over Ethernet:

- IP address of the panel
- Port in which it is listening for incoming connections

Default port, if configuration of the panel has not been changed, is TCP port 1000.
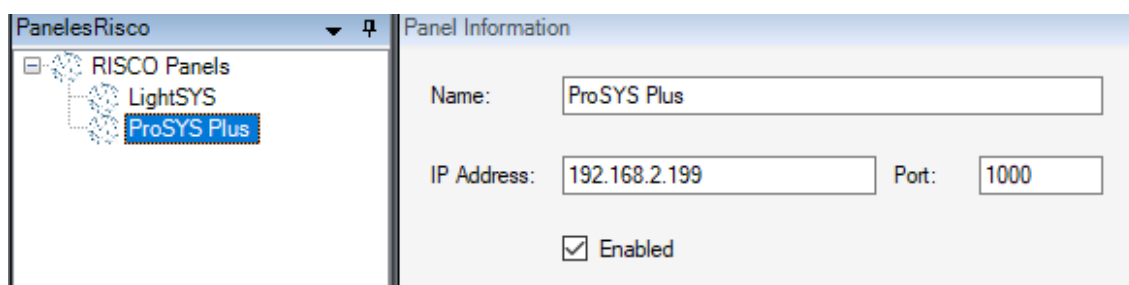
After saving changes, the plugin will try to connect automatically with the panel and, if everything is properly configured, it will import the panel configuration (partitions, zones, zones to partitions association), and the state of each element (panel technical alarms, and state of partitions and zones).

The plugin will automatically create in Milestone the items conrresponding to the partitions and zones of the panel. These items will be accessible from the interface of Management Client.

We can see the download process information in the Event Server MIP Logs.

Alarms definition

This plugin adds some event definitions to Milestone, corresponding to the events that the panel sends. These events can be panel technical alarms, or an indication that a partition or a zone is in alarm.

Each event can be defined in Milestone as an alarm. You just have to go to "Alarm definition" section, witin Management Client, create a new alarm whose triggering event is an event from the Risco Monitor Events group, and define the item(s) from which we want this event to be considered an alarm.
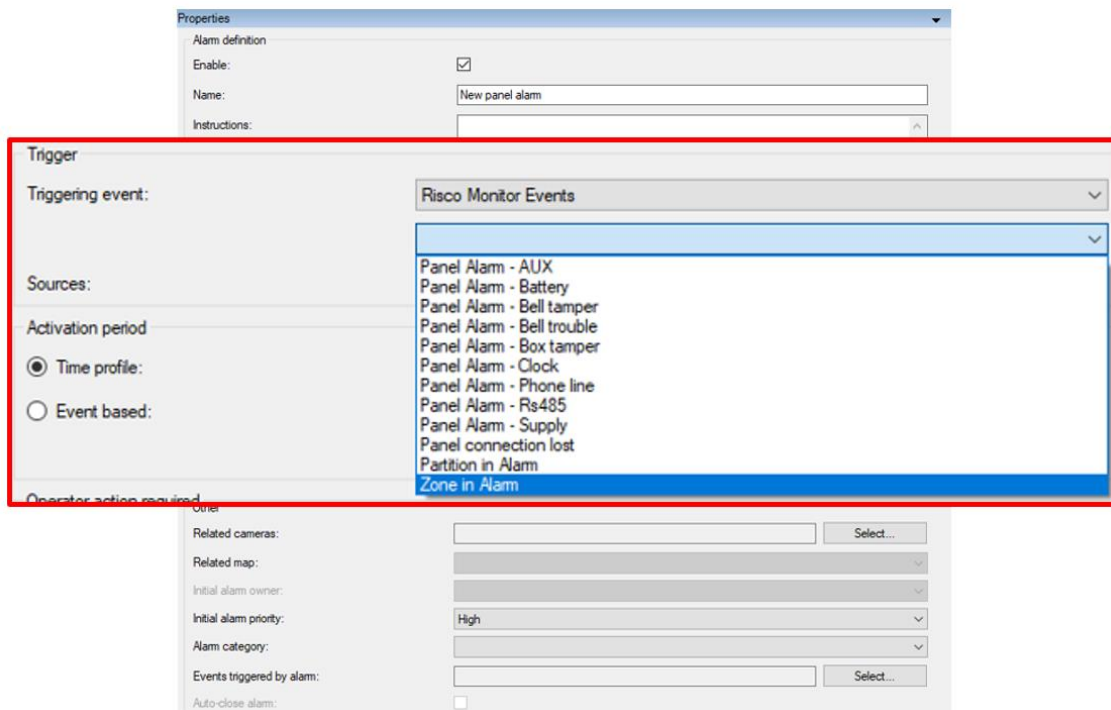
Rules: events

Those events can also be used to trigger Milestone rules. Just create a new rule and select as "Triggering Event" one of the events from those added by the plugin.

The events that plugin adds currently are:

- Partition in alarm
- Zone in alarm
- Panel connection lost
- Technical alarm at the panel. Can be:
  - AUX
  - Battery
  - Bell tamper
  - Bell trouble
  - Box Tamper
  - Clock
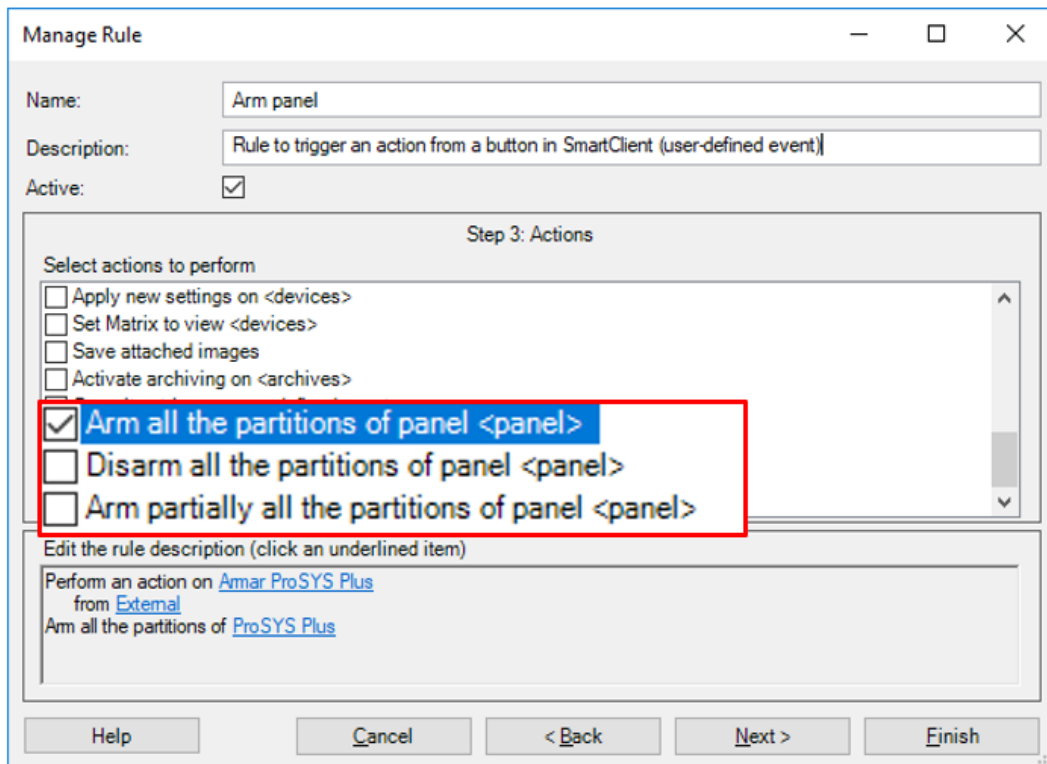 - Phone line
  - RS485
  - Supply
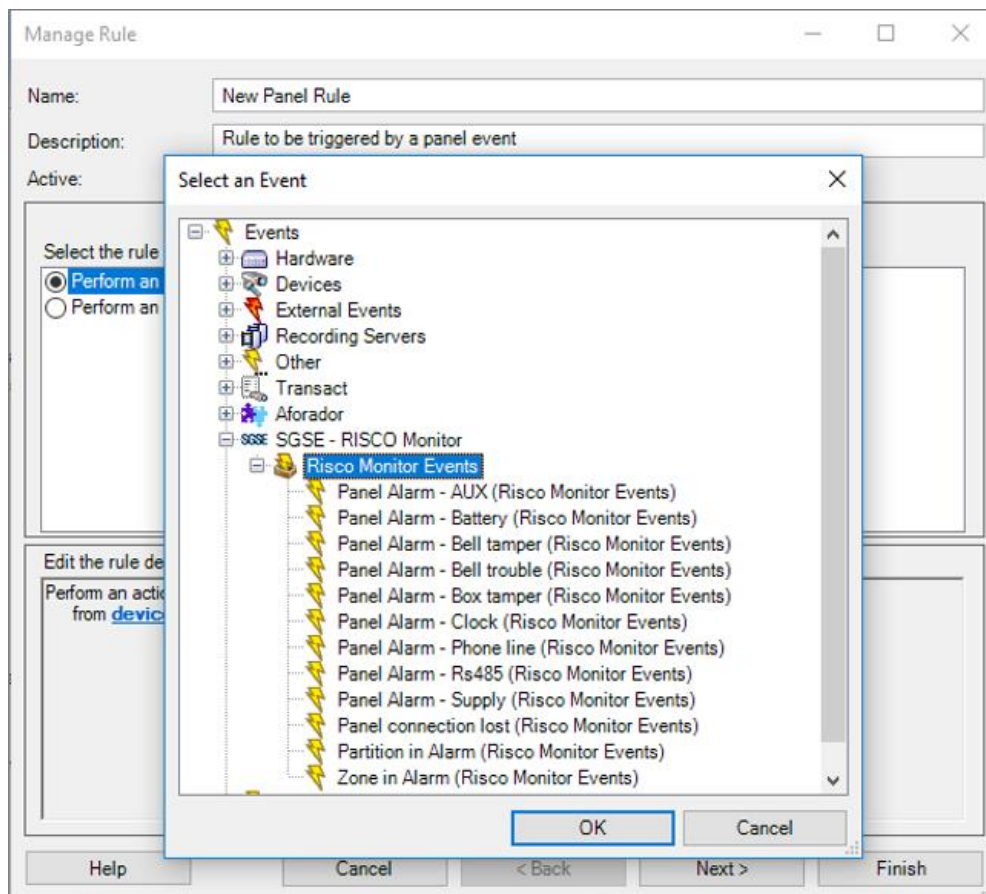
Rules: actions

With the actions defined by the plugin, Milestone can interact with panels when a defined rule is triggered.

We can define rules to trigger the following actions on panels:

- Arm
- Partial arm
- Disarm

Role permissions

The plugin allows you to control elements based on roles permissions applied to Milestone user. In particular, the possibility to interact with elements can be limited by using the "*Manage*" permission.

If a user belongs to a group or has a role which has no "Manage" permission over an element, then this user will not be able to operate that item (arming, disarming, bypassing…).
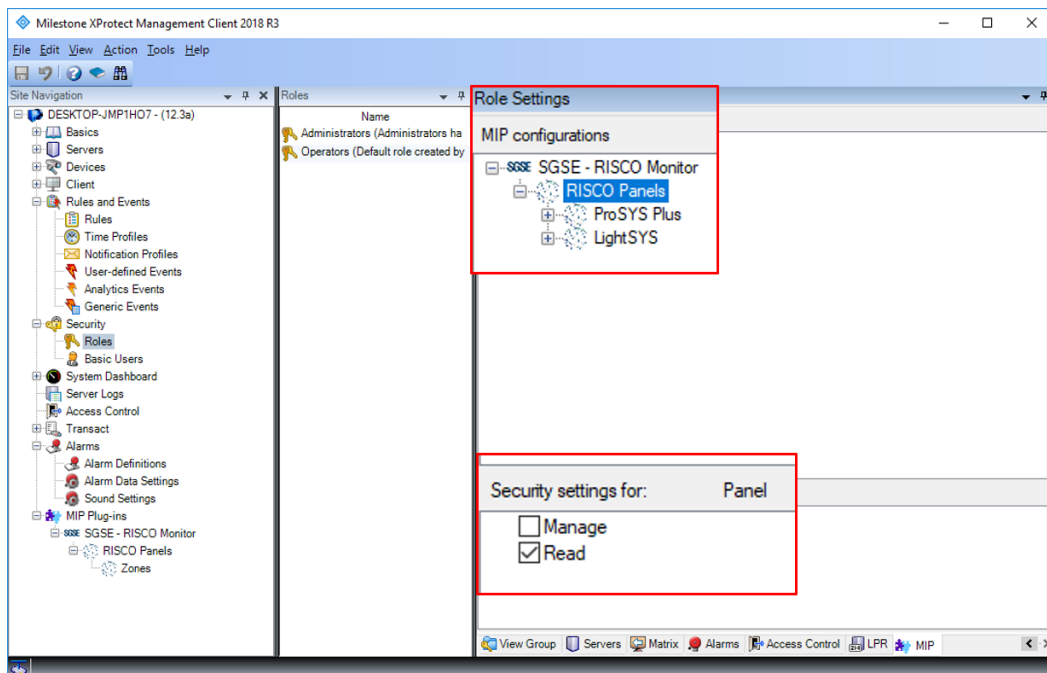
7. Operation

Risco Monitor plugin allows you to monitor and interact with panels. Every action is performed from the SmartClient, which is the standard user interface in XProtect®.

From SmartClient there are several options to monitor the status of the panel and its elements, as well as to interact with the device.
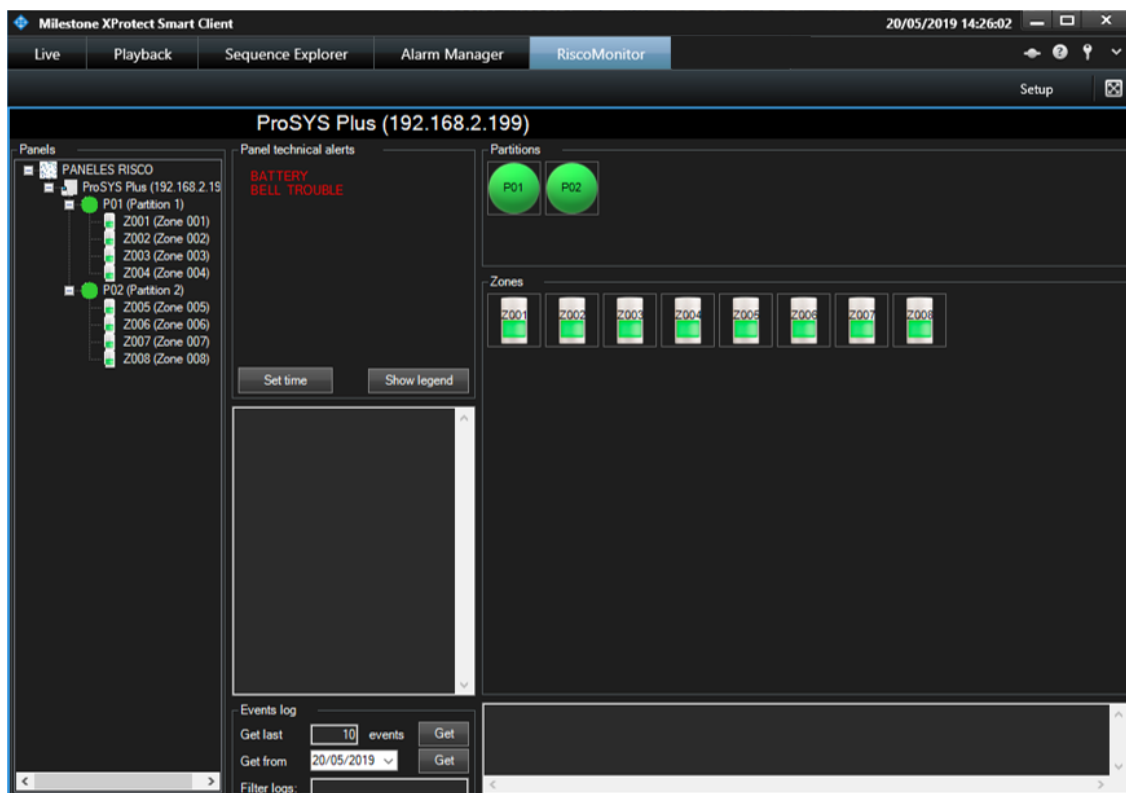
A. Event/Alarm viewer

From the standard XProtect® events and alarms viewer, alarms and events coming from the intrusion panels can be viewed and managed.
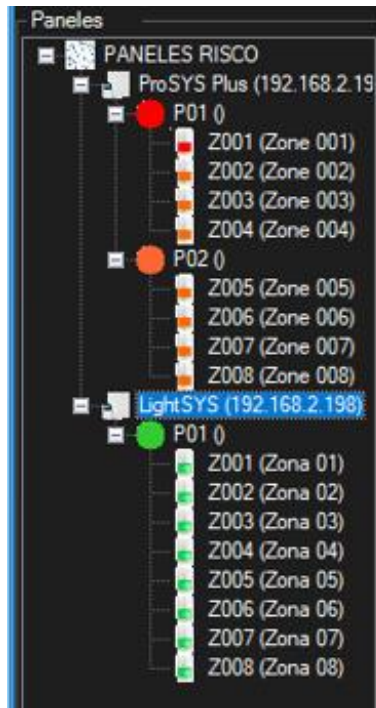

B. RiscoMonitor tab

The plugin adds a new workspace to the SmartClient interface, that can be accessed from the tab called "*RiscoMonitor*".

From this workspace, we have access to a tree view in which all panels integrated in Milestone appear. Zones are grouped by partition, according to the association made in the panel configuration.

From this tree view we can select a panel to see it in a detailed view, or we can also send commands directly from the context menu (secondary button of the mouse).
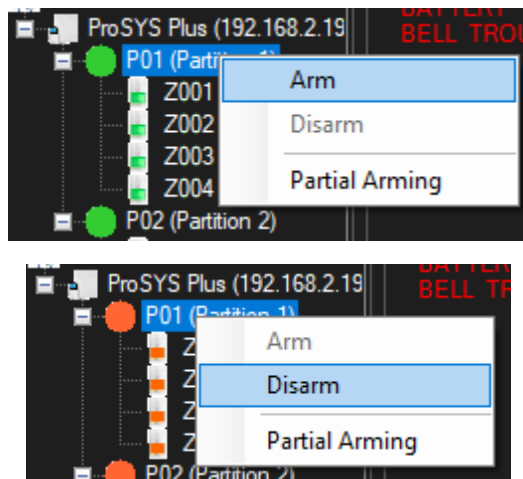
In the right part of the screen, occupying most of it, we have the detailed view of the panel that we have selected in the tree view.

This screen divides into some sections:

1. Panel technical alarms
2. Util buttons
3. Panel messages
4. Events log
5. Partitions detailed view
6. Zones detailed view

Panel technical alarms

Here you can see the panel technical alerts that are active, even if they have not been defined as alarms in XProtect®.

Util buttons

This section contains two buttons that allow us to:

- Synchronize: set the current XProtect® time to the panel
- Show legend: it shows the colours legend for this screen.

As a reference, the colour legend is shown below:

Panel messages

Within this box relevant messages from panel are shown. As an example, if we try to partially arm a partition that is already armed, a message sent by the panel as a response to our command will appear, saying that the partition is already armed and cannot be armed.

Events log

The panel event log can be queried from this section. Log can be queried in two different ways:

- From starting date
- Specifying the number of messages to be retrieved

Results can be filtered in order to see only events that contain a specific text string, just by entering that text string into the "Filter logs:" field before executing the query.

Partitions detailed view

All the partitions defined in the selected panel appear here, and their colour indicate their state, according to the legend.

Apart from quickly viewing the state, we can interact with partitions through the context menu (secondary button of the mouse), where we can:

- Arm a partition
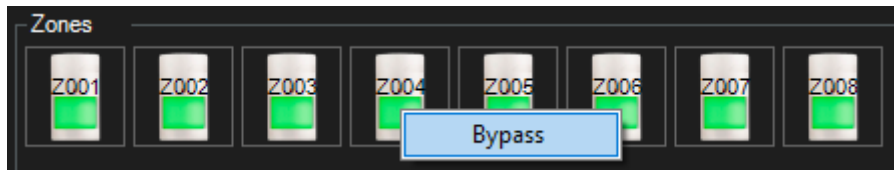- Partially arm a partition
- Disarm a partition
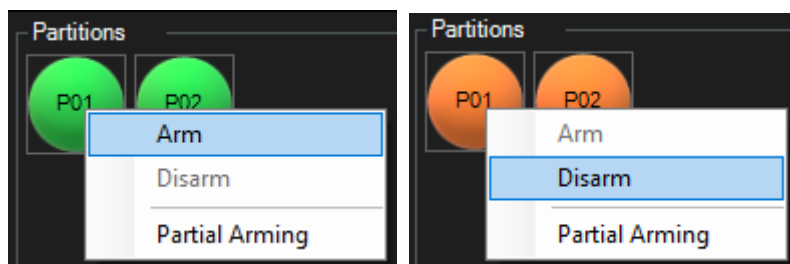
Zones detailed view

All the zones defined in the selected panel appear here, and their colour indicate their state, according to the legend.

Apart from quickly viewing the state, we can interact with zones through the context menu (secondary button of the mouse), where we can:

- Bypass a zone
- Un-bypass a zone

C. ViewItem

The same window described above can be added to a multiple view of the SmartClient, dragging it in from the left menu in Setup mode, just like a camera view, the event viewer or a map. It is recommended that the view is big enough so as to be able to see properly all its elements.
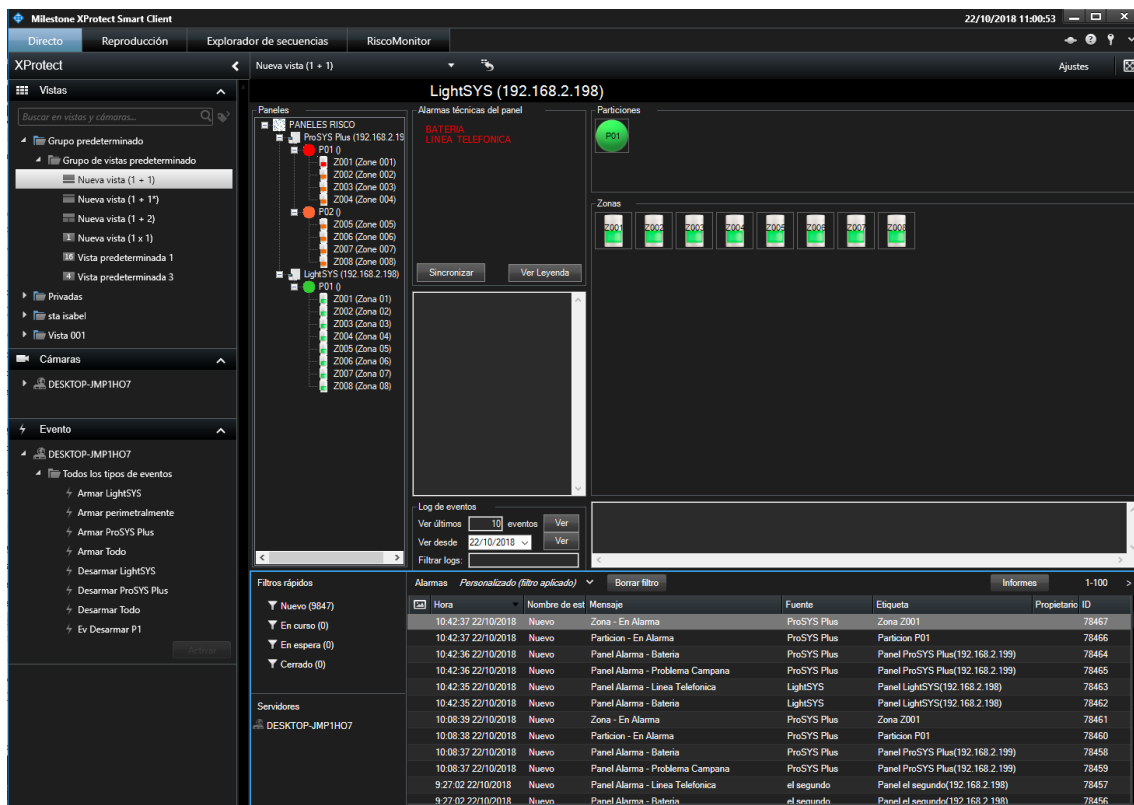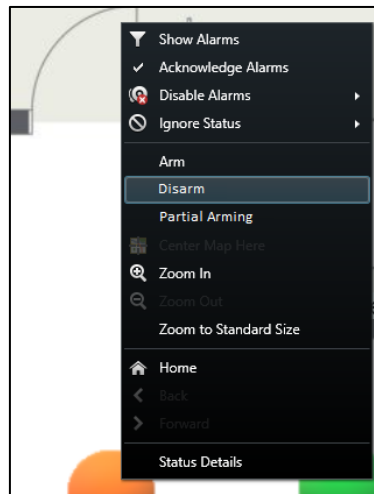

D. Maps

The icons corresponding to panels, partitions or zones can be added to a XProtect® map.

Each icon will show the state of the corresponding element according to the colour legend referenced above.

In addition, it will allow to interact with the element from its context menu (secondary button of the mouse).

In this way, you can:

- Panel
    - Arm all partitions
    - Partially arm all partitions
    - Disarm all partitions
- Partition
    - Arm
    - Partially arm
    - Disarm
- Zone
    - Bypass
    - Un-bypass

E. WebClient and Milestone Mobile

These interfaces do not support al the plugin functionalities, like the custom panel management interface or maps.

However, alarms can be received from these two interfaces, if they have been defined in the Management Client. Interaction with panels can also be performed by making use of plugin actions and *User defined events*, that will appear to the user as buttons.

8. Troubleshooting

Integrated systems

In case the integration does not work, please confirm the panel and its firmware version to be plugin compatible. Integrated systems are:

- ProSYS™ Plus
- LightSYS™2

Tested firmware version for each panel are:

- ProSYS™ Plus: RP512-01.01.01.001 0SP Apr 24 2017
- LightSYS™2:   RP432-5.72 0SP Jan 23 2018

Compatibility is not granted if a different firmware version is used. Although later firmware versions should work properly, compatibility with each specific firmware version must be tested.

Required equipment

In order to communicate with the panel from Milestone, it must be equipped with an Ethernet module supporting multi-socket functionality. Ask your RISCO provider for more information.

Other

In case of communication failure, please restart XProtect® Event Server.

In some cases, it has been reported that the panel may stop sending messages through the Ethernet interface. In that case, please restart the panel.

More info

For more info, please visit plugin online information or contact SGSE in the email address info@sgse.eu.