

SGSE

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
- TP8-88P
- TP8-88PE
- TP20-440

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.

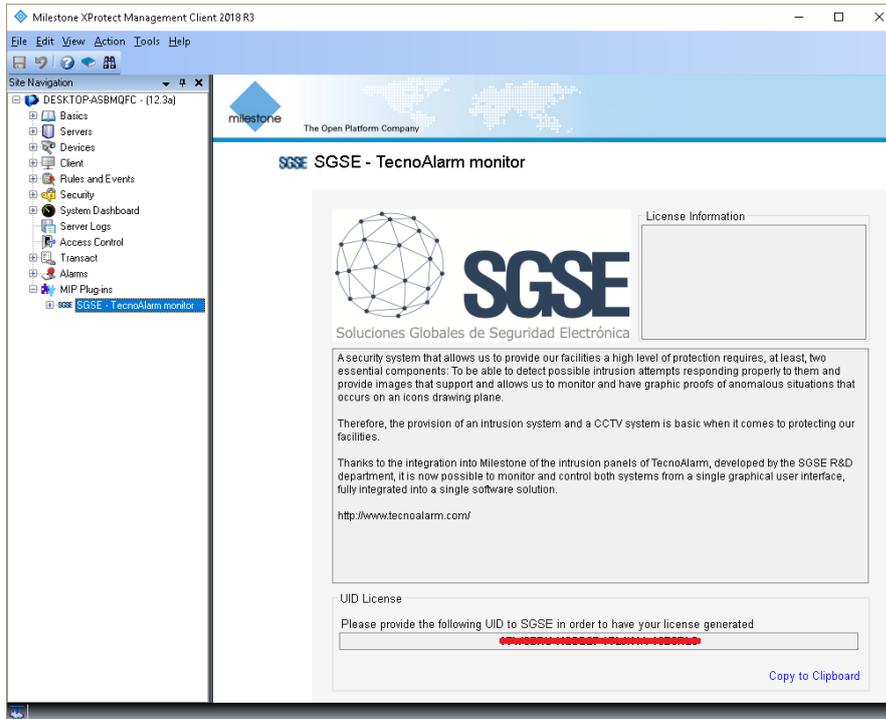


Due this architecture configuration, the panel needs to have the ESP-LAN module for the TCP/IP communication with the Plugin.

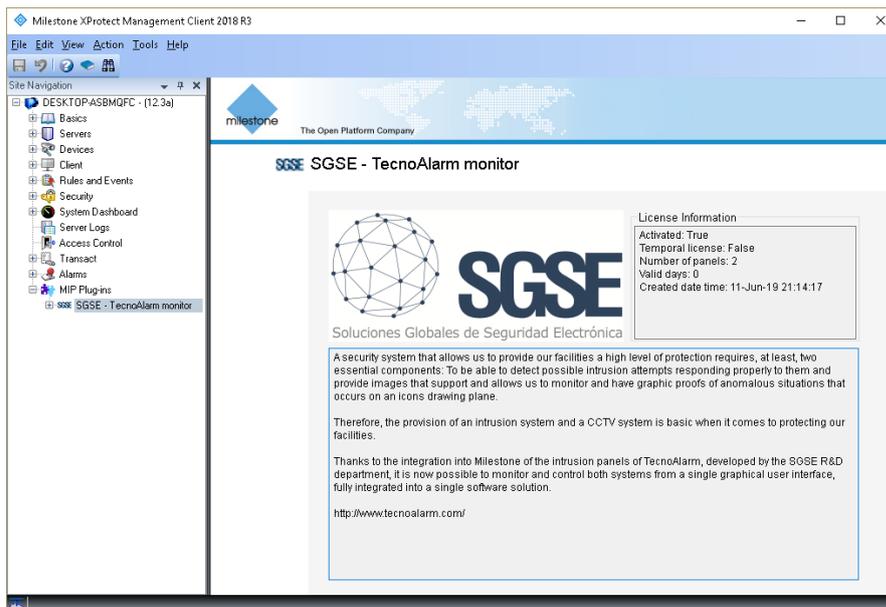
3. Installation

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

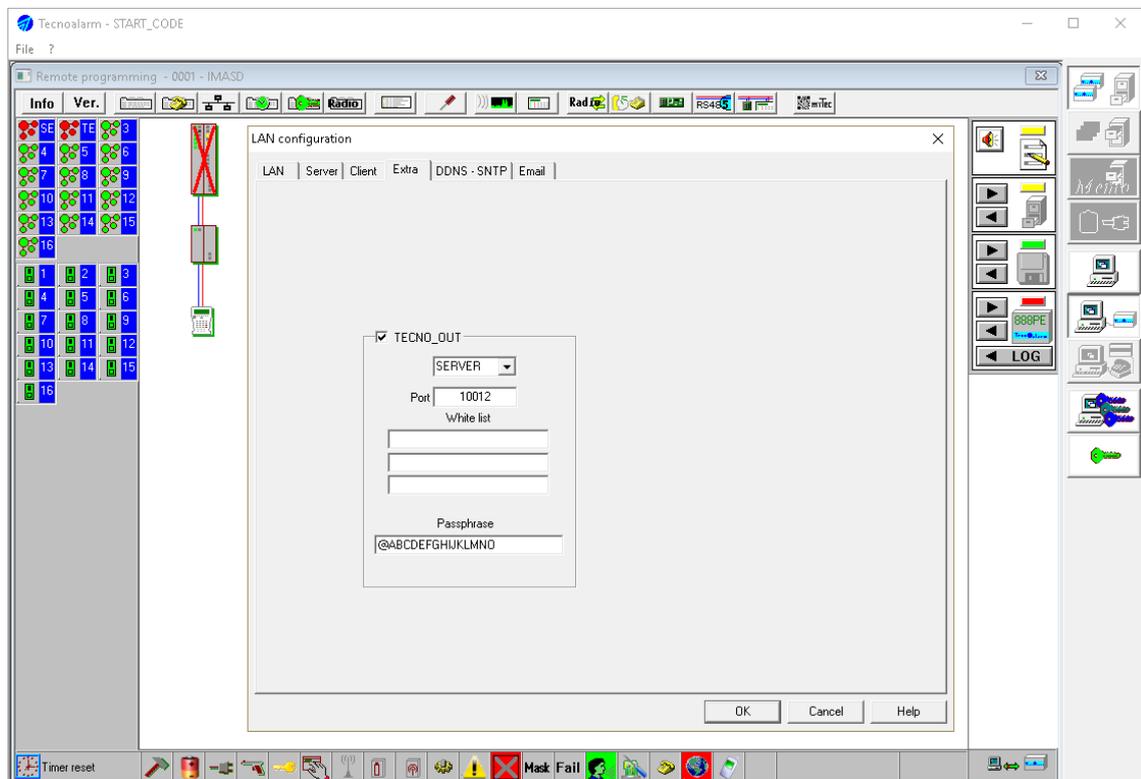
There are a few configurations to be made because the Plugin reads most of it directly from the panel. The Plugin configures the items (panel, programs and zones) in Milestone.

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
- IP address
- User code

The panel has its own configuration software, called “Centro”:

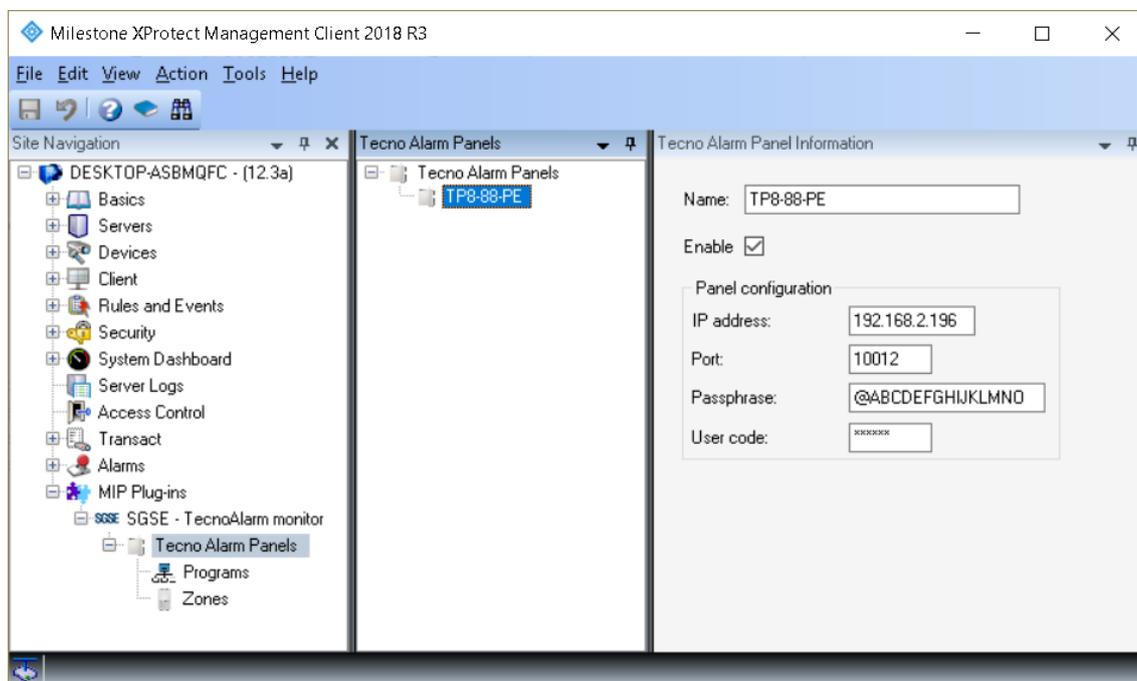


4.2. Milestone configuration

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:

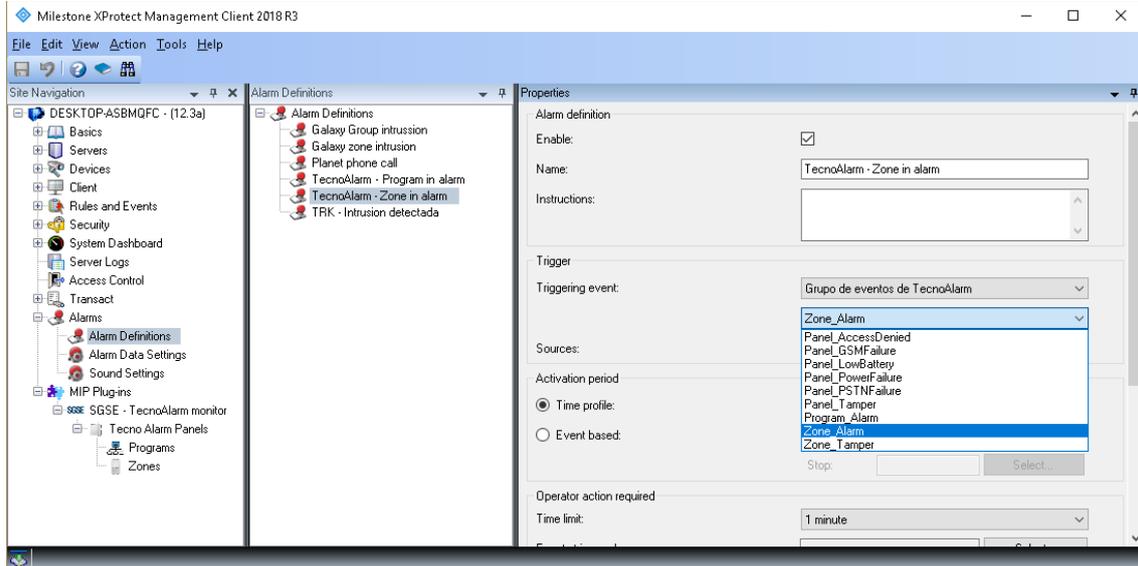
- Panel name: This name will be showed in the Smart Client.
- Passphrase: It consist in 16 characters (16 bytes); it has to match exactly in both, panel and plugin. Configurator user has to be very carefully with special characters, for instance, a space is also a character.
- Panel port
- IP address of the panel
- User code



After configurator user saves the item, the Plugin will create all items in Milestone. To check the progress, user has to check the logs.

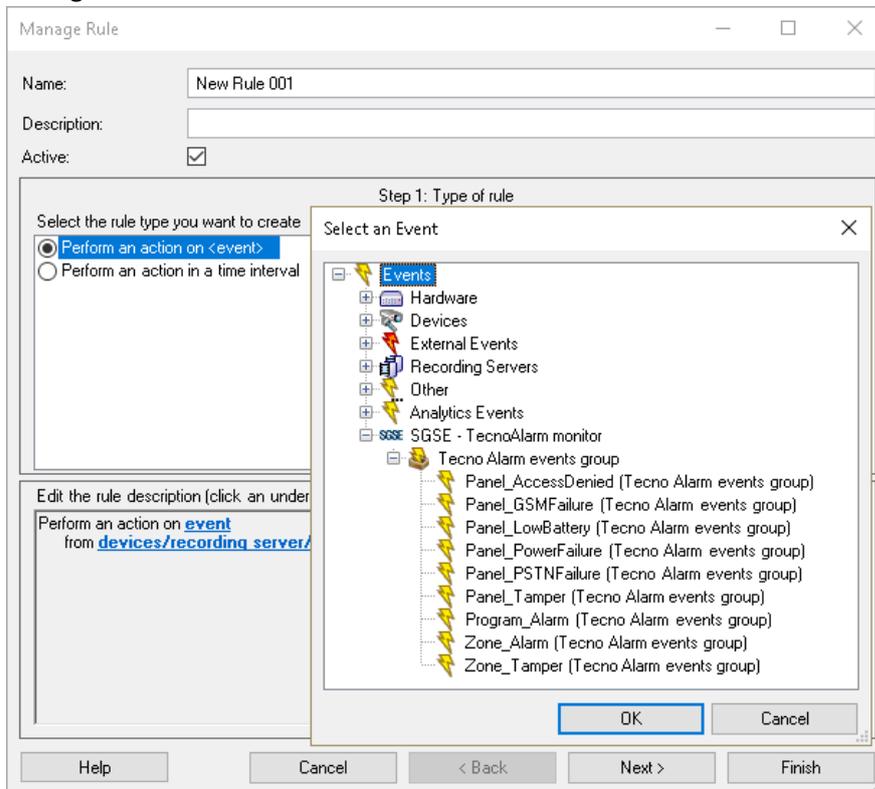
4.2.2. Milestone alarms

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.

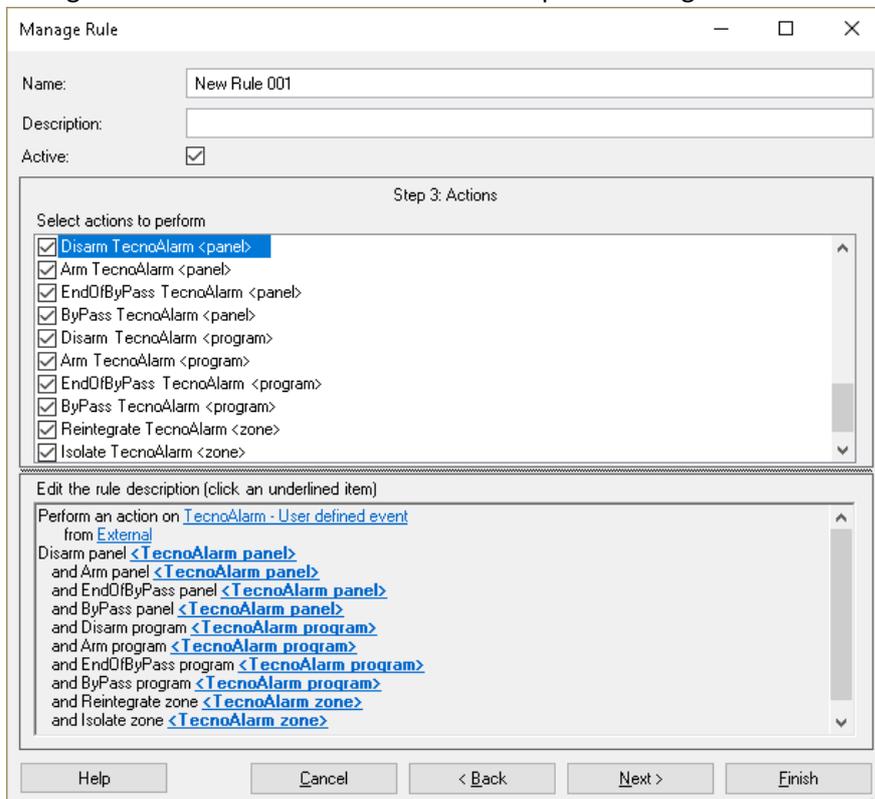


4.2.3. Milestone rules

Configurator user can define rules based on Tecnoalarm events:

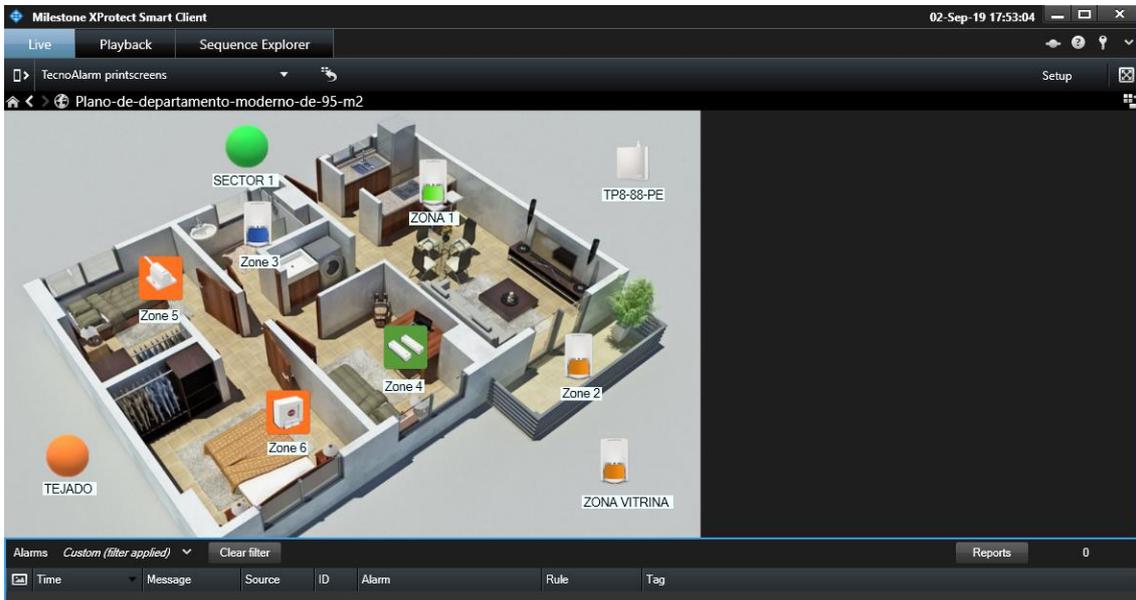


In addition to the capability of defining rules based on events coming from the panel, configurator user is also able to act over the panel through rules' actions:



4.2.4. Milestone Smart Client

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

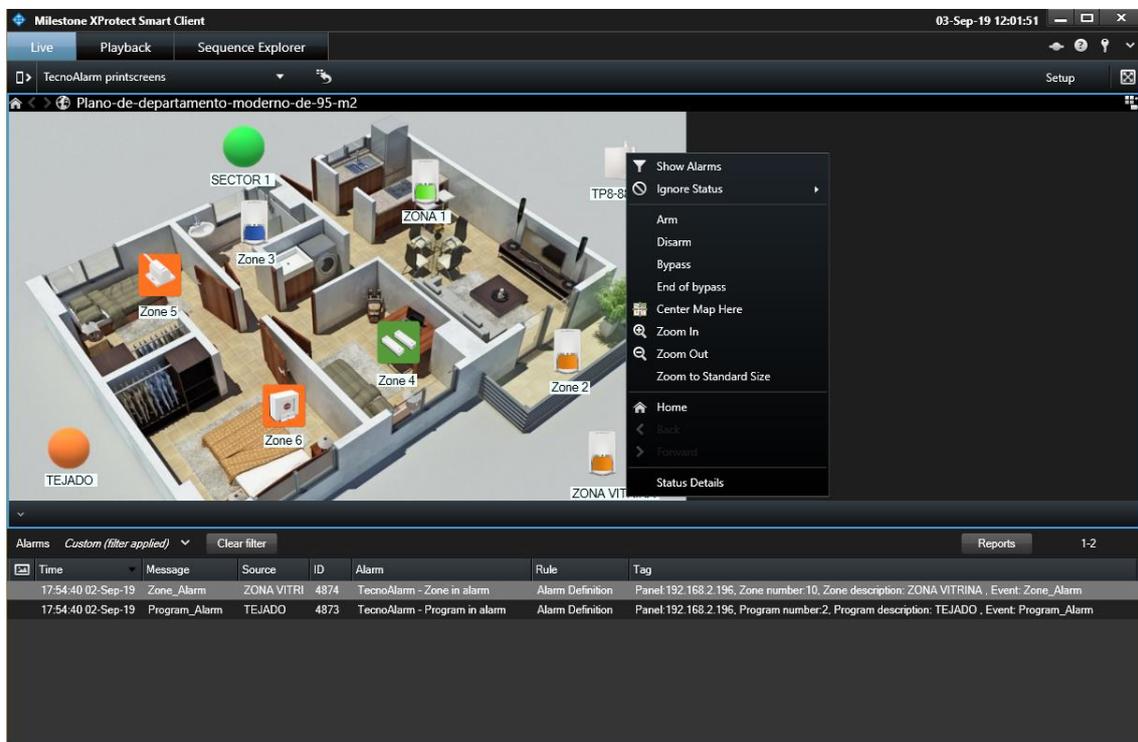
5. Operational

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.

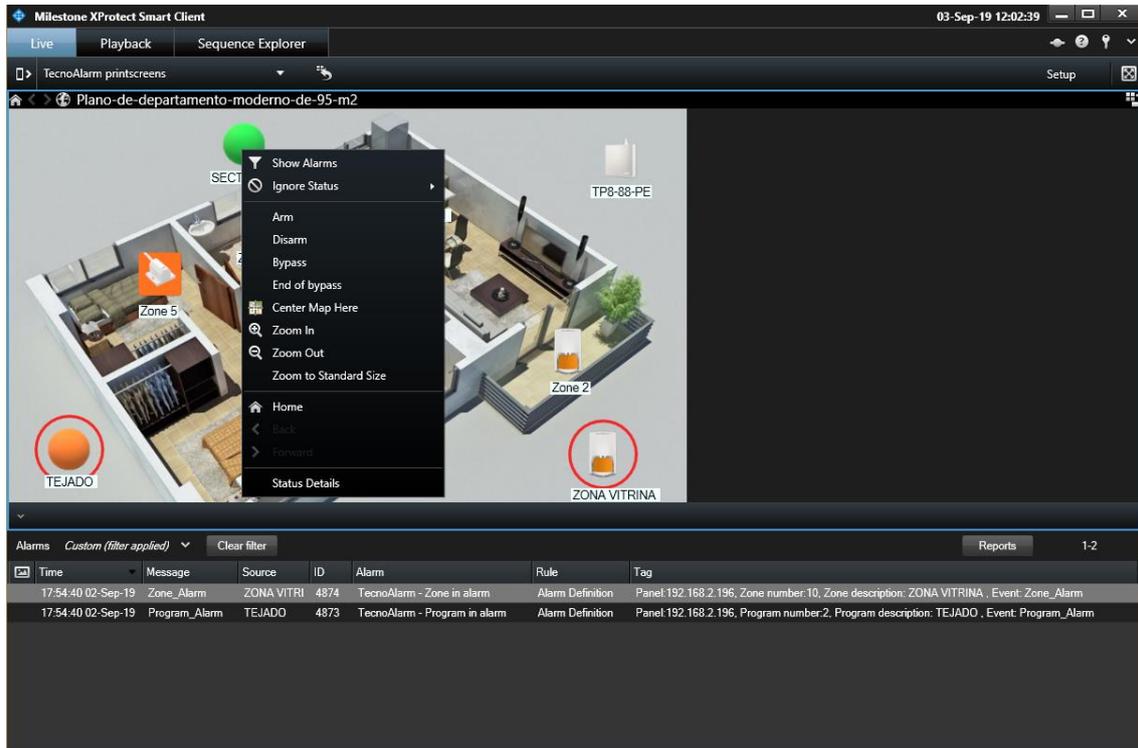
- a) The panel has these commands:
 - Arm
 - Disarm
 - Bypass
 - End of Bypass



b) Program:

Each program has these commands:

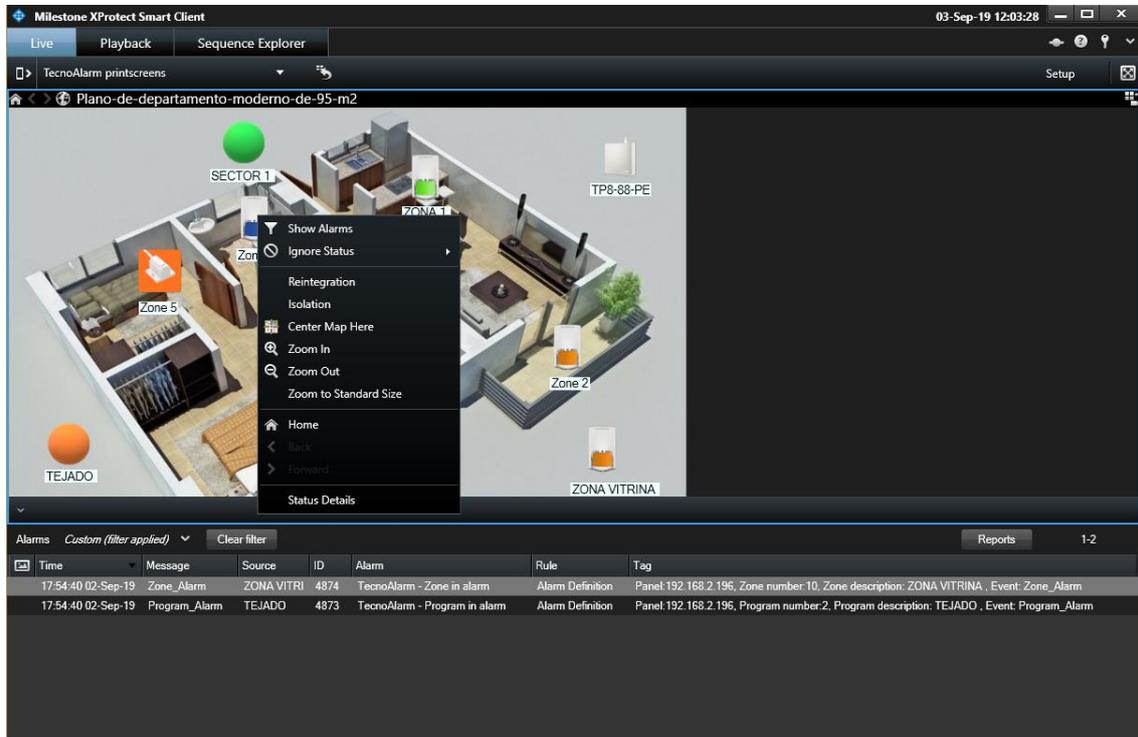
- Arm
- Disarm
- Bypass
- End of Bypass



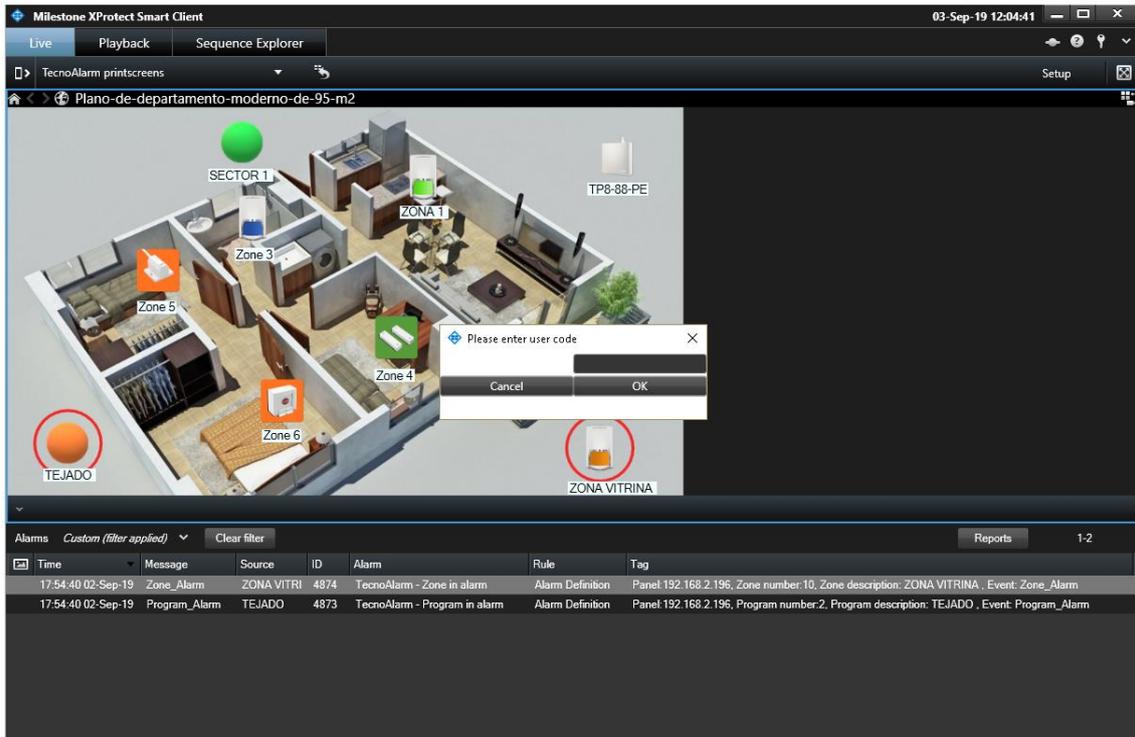
c) Zones:

Each zone has these commands:

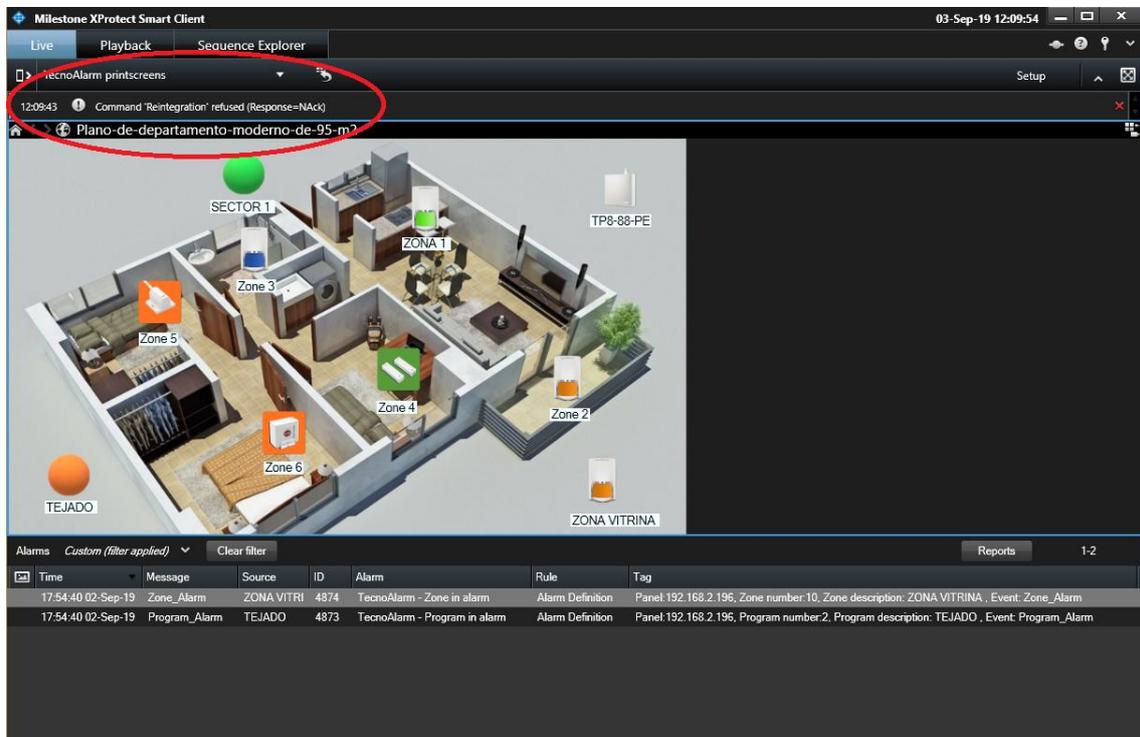
- Reintegrate
- Isolate



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



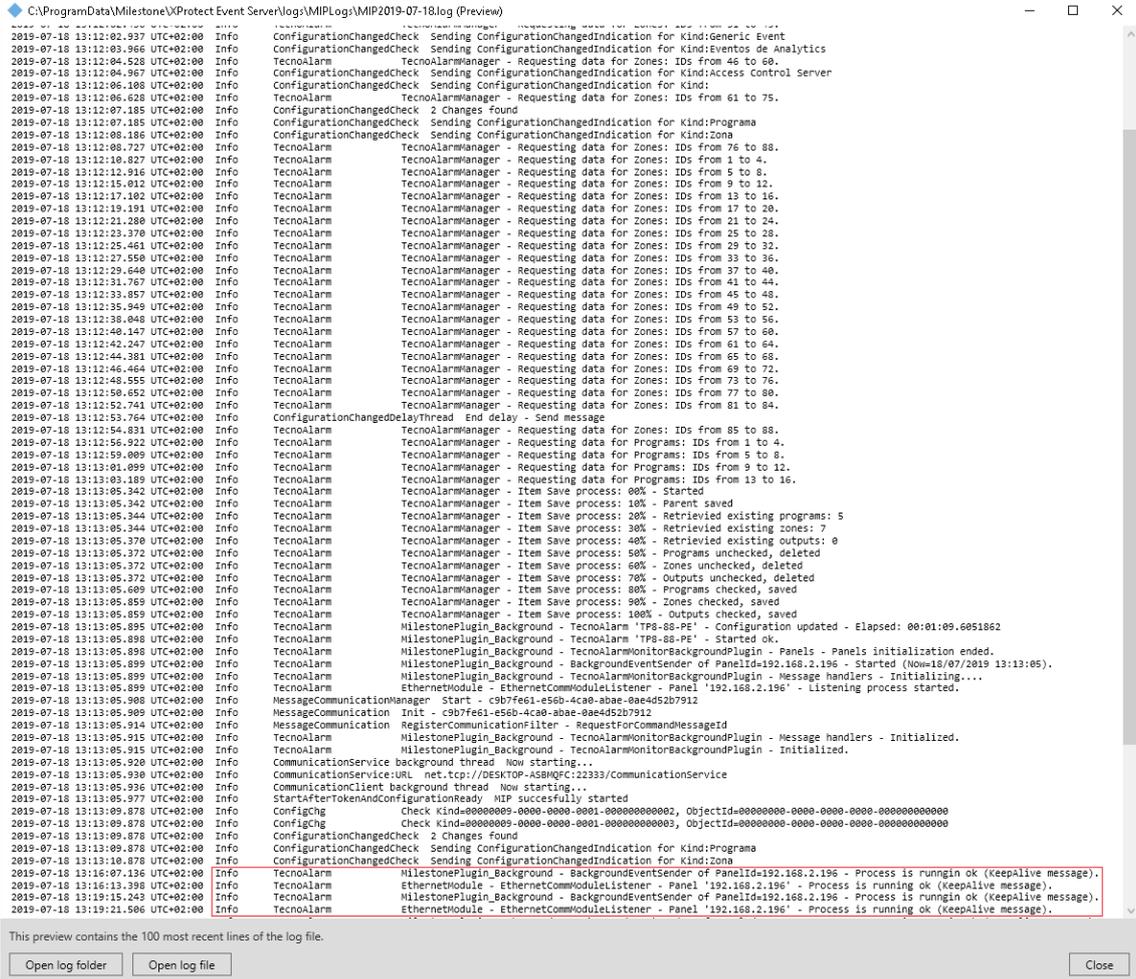
In case of error, it will show the error message in the top of the Smart Client:



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 Server\logs\MIPLogs\MIP2019-07-18.log (Preview)
-----
2019-07-18 13:12:02.937 UTC+02:00 Info ConfigurationChangedCheck Sending ConfigurationChangedIndication for Kind:Programa
2019-07-18 13:12:03.966 UTC+02:00 Info ConfigurationChangedCheck Sending ConfigurationChangedIndication for Kind:Eventos de Analytics
2019-07-18 13:12:04.528 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 46 to 60.
2019-07-18 13:12:15.917 UTC+02:00 Info ConfigurationChangedCheck Sending ConfigurationChangedIndication for Kind:Access Control Server
2019-07-18 13:12:06.628 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 61 to 75.
2019-07-18 13:12:07.185 UTC+02:00 Info ConfigurationChangedCheck 2 Changes Found
2019-07-18 13:12:07.185 UTC+02:00 Info ConfigurationChangedCheck Sending ConfigurationChangedIndication for Kind:Programa
2019-07-18 13:12:08.186 UTC+02:00 Info ConfigurationChangedCheck Sending ConfigurationChangedIndication for Kind:Zona
2019-07-18 13:12:08.727 UTC+02:00 Info 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.
2019-07-18 13:12:12.916 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 5 to 8.
2019-07-18 13:12:15.012 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 9 to 12.
2019-07-18 13:12:17.102 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 13 to 16.
2019-07-18 13:12:19.191 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 17 to 20.
2019-07-18 13:12:21.280 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 21 to 24.
2019-07-18 13:12:23.370 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 25 to 28.
2019-07-18 13:12:25.461 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 29 to 32.
2019-07-18 13:12:27.550 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 33 to 36.
2019-07-18 13:12:29.640 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 37 to 40.
2019-07-18 13:12:31.757 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 41 to 44.
2019-07-18 13:12:33.857 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 45 to 48.
2019-07-18 13:12:35.949 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 49 to 52.
2019-07-18 13:12:38.048 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 53 to 56.
2019-07-18 13:12:40.147 UTC+02:00 Info 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.
2019-07-18 13:12:46.464 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 69 to 72.
2019-07-18 13:12:48.555 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 73 to 76.
2019-07-18 13:12:50.652 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 77 to 80.
2019-07-18 13:12:52.741 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 81 to 84.
2019-07-18 13:12:53.764 UTC+02:00 Info ConfigurationChangedDelayThread End delay - Send message
2019-07-18 13:12:54.831 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Zones: IDs from 85 to 88.
2019-07-18 13:12:56.922 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Programs: IDs from 1 to 4.
2019-07-18 13:12:59.009 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Programs: IDs from 5 to 8.
2019-07-18 13:13:01.099 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Programs: IDs from 9 to 12.
2019-07-18 13:13:03.189 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Requesting data for Programs: IDs from 13 to 16.
2019-07-18 13:13:05.342 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Item Save process: 00% - Started
2019-07-18 13:13:05.344 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Item Save process: 20% - Retrieved existing programs: 5
2019-07-18 13:13:05.344 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Item Save process: 30% - Retrieved existing zones: 7
2019-07-18 13:13:05.370 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Item Save process: 40% - Retrieved existing outputs: 0
2019-07-18 13:13:05.372 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Item Save process: 50% - Programs unchecked, deleted
2019-07-18 13:13:05.372 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Item Save process: 60% - Zones unchecked, deleted
2019-07-18 13:13:05.372 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Item Save process: 70% - Outputs unchecked, deleted
2019-07-18 13:13:05.609 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Item Save process: 80% - Programs checked, saved
2019-07-18 13:13:05.859 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Item Save process: 90% - Zones checked, saved
2019-07-18 13:13:05.859 UTC+02:00 Info TecnoAlarm TecnoAlarmManager - Item Save process: 100% - Outputs checked, saved
2019-07-18 13:13:05.895 UTC+02:00 Info MilestonePlugin_Background - TecnoAlarm 'TP8-88-PE' - Configuration updated - Elapsed: 00:01:09.6051862
2019-07-18 13:13:05.898 UTC+02:00 Info TecnoAlarm MilestonePlugin_Background - TecnoAlarm 'TP8-88-PE' - Started ok.
2019-07-18 13:13:05.899 UTC+02:00 Info TecnoAlarm MilestonePlugin_Background - TecnoAlarmMonitorBackgroundPlugin - Panels initialization ended.
2019-07-18 13:13:05.899 UTC+02:00 Info TecnoAlarm MilestonePlugin_Background - BackgroundEventSender of PanelId=192.168.2.196 - started (Nov=18/07/2019 13:13:05).
2019-07-18 13:13:05.899 UTC+02:00 Info TecnoAlarm MilestonePlugin_Background - TecnoAlarmMonitorBackgroundPlugin - Message handlers - Initializing...
2019-07-18 13:13:05.899 UTC+02:00 Info TecnoAlarm EthernetModule - EthernetCommModuleListener - Panel '192.168.2.196' - Listening process started.
2019-07-18 13:13:05.908 UTC+02:00 Info MessageCommunicationManager Start - CB7F6e1-e560-4c00-b0e4-8e45207912
2019-07-18 13:13:05.909 UTC+02:00 Info MessageCommunication Init - CB7F6e1-e560-4c00-b0e4-8e45207912
2019-07-18 13:13:05.914 UTC+02:00 Info MessageCommunication RegisterCommunicationFilter - RequestForCommandMessageId
2019-07-18 13:13:05.915 UTC+02:00 Info TecnoAlarm MilestonePlugin_Background - TecnoAlarmMonitorBackgroundPlugin - Message handlers - Initialized.
2019-07-18 13:13:05.915 UTC+02:00 Info TecnoAlarm MilestonePlugin_Background - TecnoAlarmMonitorBackgroundPlugin - Initialized.
2019-07-18 13:13:05.930 UTC+02:00 Info CommunicationService URL net.tcp://DESKTOP-ASBHQFC:22333/CommunicationService
2019-07-18 13:13:05.936 UTC+02:00 Info CommunicationClient background thread Now starting...
2019-07-18 13:13:05.977 UTC+02:00 Info StartAfterTokenAndConfigurationReady MIP successfully started
2019-07-18 13:13:09.878 UTC+02:00 Info ConfigChg Check kind=00000009-0000-0000-0001-000000000002, ObjectID=00000000-0000-0000-0000-000000000000
2019-07-18 13:13:09.878 UTC+02:00 Info ConfigChg Check kind=00000009-0000-0000-0001-000000000003, ObjectID=00000000-0000-0000-0000-000000000000
2019-07-18 13:13:09.878 UTC+02:00 Info ConfigurationChangedCheck 2 Changes Found
2019-07-18 13:13:09.878 UTC+02:00 Info ConfigurationChangedCheck Sending ConfigurationChangedIndication for Kind:Programa
2019-07-18 13:13:10.878 UTC+02:00 Info ConfigurationChangedCheck Sending ConfigurationChangedIndication for Kind:Zona
2019-07-18 13:16:13.398 UTC+02:00 Info TecnoAlarm MilestonePlugin_Background - BackgroundEventSender of PanelId=192.168.2.196 - Process is running ok (KeepAlive message).
2019-07-18 13:19:15.243 UTC+02:00 Info TecnoAlarm EthernetModule - EthernetCommModuleListener - Panel '192.168.2.196' - Process is running ok (KeepAlive message).
2019-07-18 13:19:21.586 UTC+02:00 Info TecnoAlarm MilestonePlugin_Background - BackgroundEventSender of PanelId=192.168.2.196 - Process is running ok (KeepAlive message).
2019-07-18 13:19:21.586 UTC+02:00 Info TecnoAlarm EthernetModule - EthernetCommModuleListener - Panel '192.168.2.196' - Process is running ok (KeepAlive message).

```

- 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.