

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":

| 🌍 Tecnoalarm - START_CODE | _ | \Box \times |
|--|---|-----------------|
| File ? | | |
| 🔳 Remote programming - 0001 - IMASD | 8 | |
| Info Ver. 💼 🎲 🛨 🐲 🌬 🌆 📾 📰 🖍 | | |
| Into Ver. Ver. Image: Constraint of the second of th | | |
| | | |
| OK Cancel Help | | |
| | | |



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

| 🚸 Milestone XProtect Management Client 2018 R3 – | | | | | |
|--|--------------------|-----|---|--------------|--|
| <u>File Edit View A</u> ction <u>T</u> ools <u>H</u> elp | | | | | |
| Site Navigation 🗸 🕂 🗙 | Tecno Alarm Panels | 🛨 P | Tecno Alarm Panel Information 🗸 | դ | |
| DESKTOP-ASBMQFC - (12.3a) Basics Servers Client Client Rules and Events System Dashboard Server Logs Access Control Alarms MIP Plug-ins SSE SGSE - TecnoAlarm monitor E Programs Zones | Tecno Alam Panels | | Name: TP8-88-PE Enable Panel configuration IP address: 192.168.2.196 Port: 10012 Passphrase: @ABCDEFGHJJKLMND 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.

| Elle Edit View Action Tools Help Site Navigation The Navigation DESKTOP-ASBMOFC - (12.3a) Desk TOP-ASBMOFC - (| Definitions 7 Alarm Definitions Galaxy Group intrussion Galaxy zone intrusion Planet phone call TecnoAlarm - Program in alarm TecnoAlarm - Zone in alarm TRK - Intrusion detectada | Properties Alarm definition Enable: Name: | ☑ TecnoAlarm - Zone in alarm | | + 4 |
|---|---|--|--|----------|---|
| Site Navigation - 7 X Alarm Del DESKTDPASBMQFC - (12.3a) - 8 - 4 DESKTDPASBMQFC - (12.3a) - 8 - 4 DESKTDPASBMQFC - (12.3a) - 9 - 4 DESKTDPASBMQFC - | Definitions • 4 Alarn Definitions Galaxy Group intrussion Planet phone call TecnoAlarn - Program in alarm TecnoAlarm - Zone in alarm TRK - Intrusion detecteda | Properties Alarm definition Enable: Name: | ☑ TecnoAlarm - Zone in alarm | | ₽ |
| DESKTOPASBMQFC - (12.3a) DESKTOPASBM | Alam Definitions Calaxy Group intrussion Calaxy zone intrussion Planet phone call Calam - Program in alarm TecnoAlarm - Zone in alarm The Chrussion detectada | Alarm definition Enable: Name: | ☑ TecnoAlarm - Zone in alarm | | î |
| a doounty | - | Instructions: | | $\hat{}$ | |
| System Dashboard Server Logs Serv | | Trigger Triggering event: Sources: Activation period Time profile: Event based: Operator action required Time limit: Event biased | Grupo de eventos de TecnoAlarm Zone_Alarm Panel_SOMFalure Panel_Coverfalure Panel_Porrefalure Panel_Porrefalure Panel_Porrefalure Panel_Porrefalure Panel_Some Stop: Select. | ~ | |



4.2.3. Milestone rules

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:

| Manage Rule — | | | | | | | Х |
|---|--|--------|--|--|--|--|---|
| Name: | New Ru | le 001 | | | | | |
| Description: | | | | | | | |
| Active: | | | | | | | |
| Step 3: Actions | | | | | | | |
| Select actions to perform Disarm TecnoAlarm <panel> Arm TecnoAlarm <panel> EndD(ByPass TecnoAlarm <panel> ByPass TecnoAlarm <panel> Disarm TecnoAlarm <program> Arm TecnoAlarm <program> FndD(ByPass TecnoAlarm <program> ByPass TecnoAlarm <program> PendD(ByPass TecnoAlarm <program> Isolate TecnoAlarm <program> Isolate TecnoAlarm <zone></zone></program></program></program></program></program></program></program></program></program></program></program></program></panel></panel></panel></panel> | | | | | | | |
| Edit the rule description (click an underlined item) Perform an action on <u>TecnoAlarm - User defined event</u> from <u>External</u> Disarm panel <u>< TecnoAlarm panel></u> and Arm panel <u>< TecnoAlarm panel></u> and ByPass panel <u>< TecnoAlarm panel></u> and ByPass panel <u>< TecnoAlarm program></u> and Disarm program <u>< TecnoAlarm program></u> and Arm program <u>< TecnoAlarm program></u> and ByPass program <u>< TecnoAlarm program></u> and ByPass program <u>< TecnoAlarm program></u> and ByPass program <u>< TecnoAlarm program></u> and Reintegrate zone <u>< TecnoAlarm zone></u> and Isolate zone <u>< TecnoAlarm zone></u> | | | | | | | _ |
| | | | | | | | ~ |
| Help | Help Cancel < Back Next > Finish | | | | | | |

Configurator user can define rules based on Tecnoalarm events:



4.2.4. Milestone Smart Client

If the plugin created the items successfully in Milestone, configurator user will 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 | t Event Serv | /er\logs\MIPLogs\MIP201 | 9-07-18-log (Preview) - | × |
| | | renergy and bogs and be | s or totog (retriew) | ~ |
| 2019-07-18 13:12:02.937 UTC+02:00 | Info | ConfigurationChangedC | heck Sending ConfigurationChangedIndication for Kind:Generic Event | ^ |
| 2019-07-18 13:12:03.966 UTC+02:00 | Info | ConfigurationChangedC | heck Sending ConfigurationChangedIndication for Kind Eventos de Analytics | |
| 2019-07-18 13:12:04.528 UTC+02:00 | INTO | ConfigurationChanged | TechnolarmManager - Requesting data for Zones: IDS from 46 to 60. | |
| 2019-07-18 13:12:04.307 010402:00 2019-07-18 13:12:06 108 UTC+02:00 | Info | ConfigurationChanged | heck Sending ConfigurationChangeIndication for Kind. | |
| 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 | ConfigurationChangedC | heck 2 Changes found | |
| 2019-07-18 13:12:07.185 UTC+02:00 | Info | ConfigurationChanged | heck Sending ConfigurationChangedIndication for Kind:Programa | |
| 2019-07-18 13:12:08.186 UTC+02:00 | Info | ConfigurationChanged | heck 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 | Into | TechoAlarm | TecnoAlarmManager - Requesting data for Zones: IDS from 1 to 4. | |
| 2019-07-18 13:12:15.012 UTC+02:00 | Info | TecnoAlarm | Tecnolarmwanager - Requesting data for Zones: Dis 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 | Into | TechoAlarm | Tecnolarminanager - Requesting data for Zones: IDS from 29 to 32. | |
| 2019-07-18 13:12:27.550 UTC+02:00 2019-07-18 13:12:29.640 UTC+02:00 | Info | TecnoAlarm | recipitariminanger - Requesting data for zones: IDS from 37 to 40. | |
| 2019-07-18 13:12:31.767 UTC+02:00 | Info | TecnoAlarm | Tecnola mmManager - 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 | Into | TecnoAlarm | TecnoAlarmManager - Requesting data for Zones: IDs from 61 to 64. | |
| 2019-07-18 13:12:44.581 UTC+02:00 | Info | Tecnoàlarm | Tecnolarimmanager - Requesting data for Zones, IDS from 69 to 72 | |
| 2019-07-18 13:12:48.555 UTC+02:00 | Info | TecnoAlarm | TecnolammManager - Requesting data for Jones: 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 | ConfigurationChangedD | elayThread End delay - Send message | |
| 2019-07-18 13:12:54.831 UTC+02:00 | Into | TecnoAlarm | TecnoAlarmManager - Requesting data for Zones: IDs from 85 to 88. | |
| 2019-07-18 13:12:56.922 UTC+02:00 | Into | Techoalarm | Tecnolarminanger - Requesting data for Programs; Ibs from 1 to 4. | |
| 2019-07-18 13:12:35:005 UTC+02:00 | Info | TecnoAlarm | Tecnolarimaninger - Requesting data for Programs: IDS from 9 to 2. | |
| 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 13:13:05.342 UTC+02:00 | Info | TecnoAlarm | TecnoAlarmManager - Item Save process: 10% - Parent saved | |
| 2019-07-18 13:13:05.344 UTC+02:00 | Info | TecnoAlarm | TecnoAlarmManager - Item Save process: 20% - Retrievied existing programs: 5 | |
| 2019-07-18 13:13:05.344 UTC+02:00 | Into | TecnoAlarm | TecnoAlarmManager - Item Save process: 30% - Retrievied existing Zones: 7 | |
| 2019-07-18 13:13:05.370 UTC+02:00 | Into | Techoalarm | Tecnolarmmanager - item Save process: 40% - Retrievied Risting Outputs: 0 | |
| 2019-07-18 13:13:05.372 UTC+02:00 | Info | TecnoAlarm | Tecnolarimmanager - Tem Save process: 50% - Trograms 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 | Into | TechoAlarm | MilestonePlugin_Background = TecnoAlarm 'IPS-88-PE' = Configuration updated = Elapsed: 00:01:09.6051862 | |
| 2019-07-18 13:13:05.898 UTC+02:00 | Info | TecnoAlarm | Milestonerugan_background - TecnoAlarmWonitonBackgroundPlugin - Panels - 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 (Now=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 | MessageCommunication | anager Start - c9b7fe61-e56b-4ca0-abae-0ae4d52b7912 | |
| 2019-07-18 13:13:05.909 UTC+02:00 | Info | MessageCommunication | Init - C9D/tebi-e5bD-4Ca0-aDae-08e4d52D7912 | |
| 2019-07-18 13:13:05.914 UTC+02:00 | Into | MessageCommunication | RegisterCommunicationFilter - RequestForCommanoMesSageid | |
| 2019-07-18 13:13:05.915 UTC+02:00 | Info | TecnoAlarm | Milestonerlugin_Background - TecnoAlarmWonitorBackgroundPlugin - Misisiger Handler's - Initialized. | |
| 2019-07-18 13:13:05.920 UTC+02:00 | Info | CommunicationService | background thread Now starting | |
| 2019-07-18 13:13:05.930 UTC+02:00 | Info | CommunicationService: | URL net.tcp://DESKTOP-ASBMQFC:22333/CommunicationService | |
| 2019-07-18 13:13:05.936 UTC+02:00 | Info | CommunicationClient b | ackground thread Now starting | |
| 2019-07-18 13:13:05.977 UTC+02:00 | Info | StartAfterTokenAndCor | figurationReady MIP succesfully started | |
| 2019-0/-18 13:13:09.878 UTC+02:00 | TULO | contigChg | Check Kind=000000000000000000000000000000000000 | |
| 2017-0/-18 13:13:09.8/8 UTC+02:00 | INTO | ConfigurationChanged | LNELK NING-00000000-0000-0000-0000-0001-000000000 | |
| 2019-07-18 13:13:09.878 UTC+02:00 | Info | ConfigurationChanged | heck Sending ConfigurationChangedIndication for Kind:Programa | |
| 2019-07-18 13:13:10.878 UTC+02:00 | Info | ConfigurationChanged | heck Sending ConfigurationChangedIndication for Kind:Zona | |
| 2019-07-18 13:16:07.136 UTC+02:00 | Info | TecnoAlarm | MilestonePlugin_Background - BackgroundEventSender of PanelId=192.168.2.196 - Process is runngin ok (KeepAlive message |). |
| 2019-07-18 13:16:13.398 UTC+02:00 | Info | TecnoAlarm | EthernetModule - EthernetCommModuleListener - Panel '192.168.2.196' - Process is running ok (KeepAlive message). | |
| 2019-0/-18 13:19:15.243 UTC+02:00 | INTO | TecnoAlarm | Milestonerugan Background - BackgroundEventSender of Panelld-192.168.2.196 - Process is runngin ok (KeepAlive message) |). |
| 2019-07-10 15:19:21.506 010+02:00 | 1010 | recrossant | ethernethouse - ethernettommhousetistener - ranei 192.108.2.196 - Process is running ok (keepalive message). | × |
| This preview contains the 100 most rece | ent lines of | the log file. | | |
| | | | | |
| Open log folder Open log file | e | | 0 | Close |
| | | | | |

- 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.