Orbnet Systems are proud to Present:

The Alarm Server

ORBNET
SYSTEMS

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What is The Alarm Server?

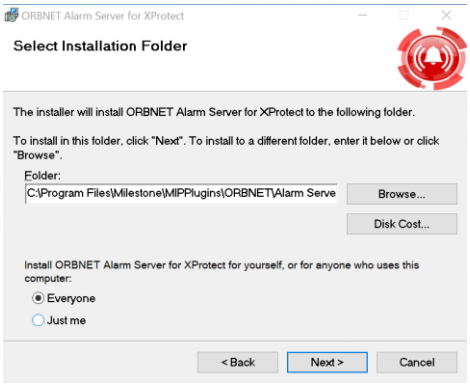
The Alarm server is a single .msi that is installed on the same machine as the Milestone XProtect Event Server.

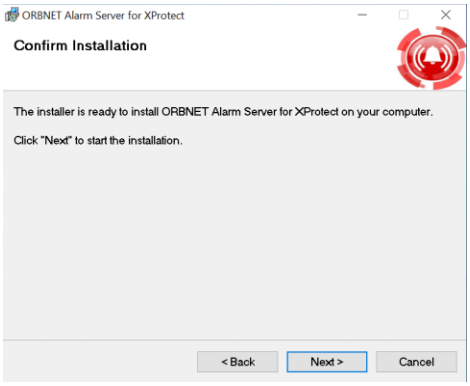
Current list of supported features and protocols:

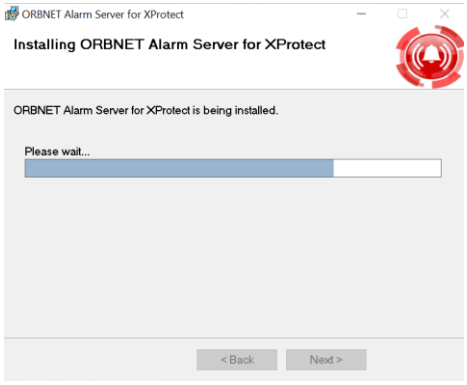
- SIA-DCS and Contact ID protocols for sending alerts to alarm monitoring stations (no hardware required).
- SIA-DCS alarm receiver. You can configure up to 1000 alarm points per alarm panel and place them as sensor on XProtect maps. You can associate cameras to your alarm points and select an icon for each alarm point.

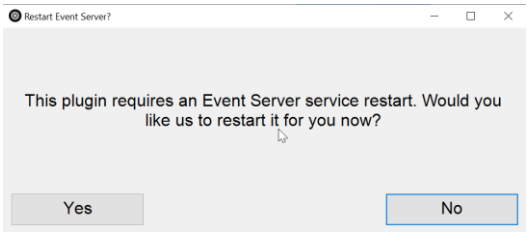
Installation

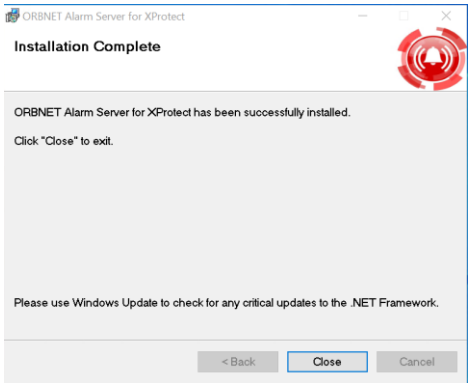
Everything you need to install The Alarm Server is self-contained in the "AlarmServerSetup.msi" - right click the .msi and hit install. The installer will prompt you to restart the Event Server.





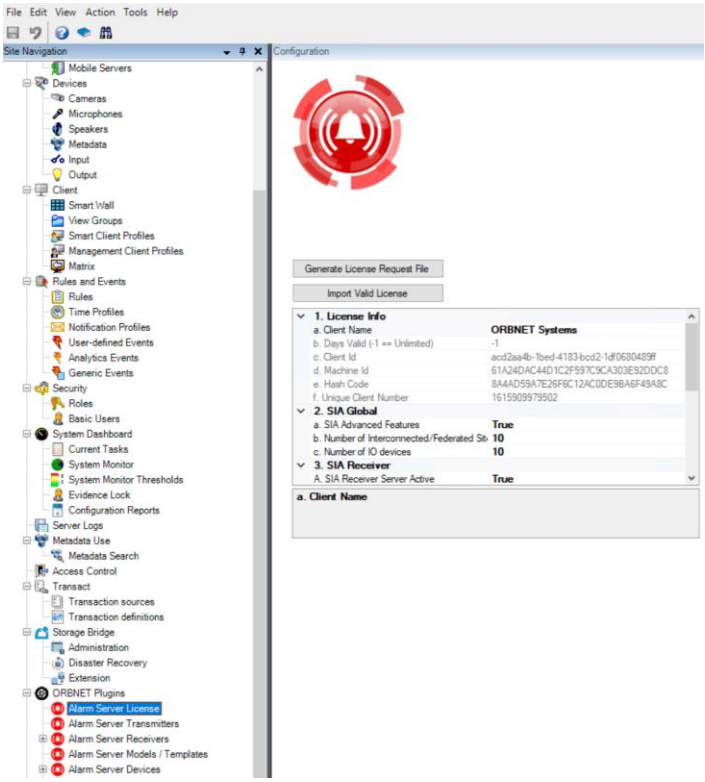






License

After installing The ORBNET Systems Alarm Server, a 30day trial is initiated. The number of testing days remaining in the trial will appear in a popup window every time you open this page. You must make sure the features you want to use are activated in the list below. If the page is blank, re-open the management client and run as “Administrator”.



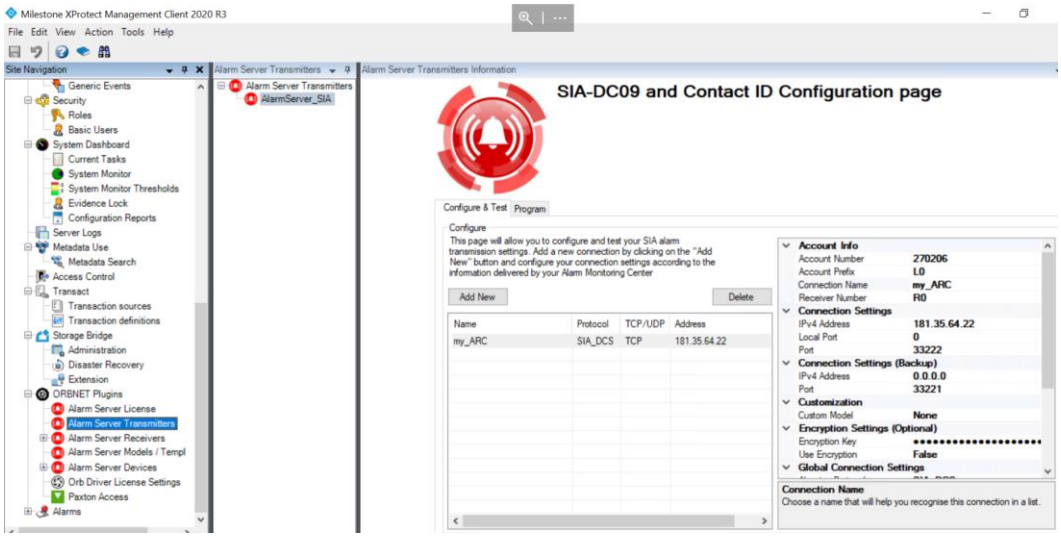
When you decide to purchase a license, simply select the features want to use and add the values, complete the “Client Name” field and press the “Generate License Request File” button. This will prompt you to save the license on your hard drive. Send an email with the license request (license.aslr) to purchase@orbnetsys.com and our purchase department will send a quotation or invoice depending upon the request. Once the payment is sent, please send another email to purchase@orbnetsys.com allowing 1 business day to deliver you the license to you.

Please restart the Event Server after making changes to the license or when opening this page for the first time.

ORBNET SYSTEMS

Alarm Server Transmitter

This page allows you to configure multiple Alarm Receiving locations for the ORBNET Alarm Server to transmit/send SIA and/or Contact ID alarms. Click “Add New” and fill in the relevant information using the box on the far right.



Account Info

A. Account Number

i. Commonly a 6-digit code provided by your alarm monitoring station. This number identifies you to the monitoring center.
ii. The account number prefix. Usually "L0" unless your alarm monitoring center indicates otherwise.
iii. Choose a name that will help you recognize this connection in a list
iv. The receiver number. Usually \"R0\" unless your alarm monitoring center indicates otherwise.

B. Connection Settings

i. The IPv4 address of the alarm monitoring station.
ii. The local port number of the alarm monitoring station
iii. The port number of the alarm monitoring station

C. Connection Settings (Backup)

The backup settings are used for redundancy. The Alarm Server will attempt to send the alarm 3 times at 30s intervals before using the backup.

i. The IPv4 address of the alarm monitoring station.
ii. The local port number of the alarm monitoring station

D. Customization

i. Custom Model – (specific for custom developments of the alarm server)

E. Encryption Settings (Optional)

i. Select \"True\" if the alarms are to be encrypted. For this, you will need a 128 or 256 bit encryption key from your alarm monitoring company"

F. Global Connection Settings

i. Alarming Protocol - The alarm protocol used. Supported protocols include SIA-DC09 and Contact.

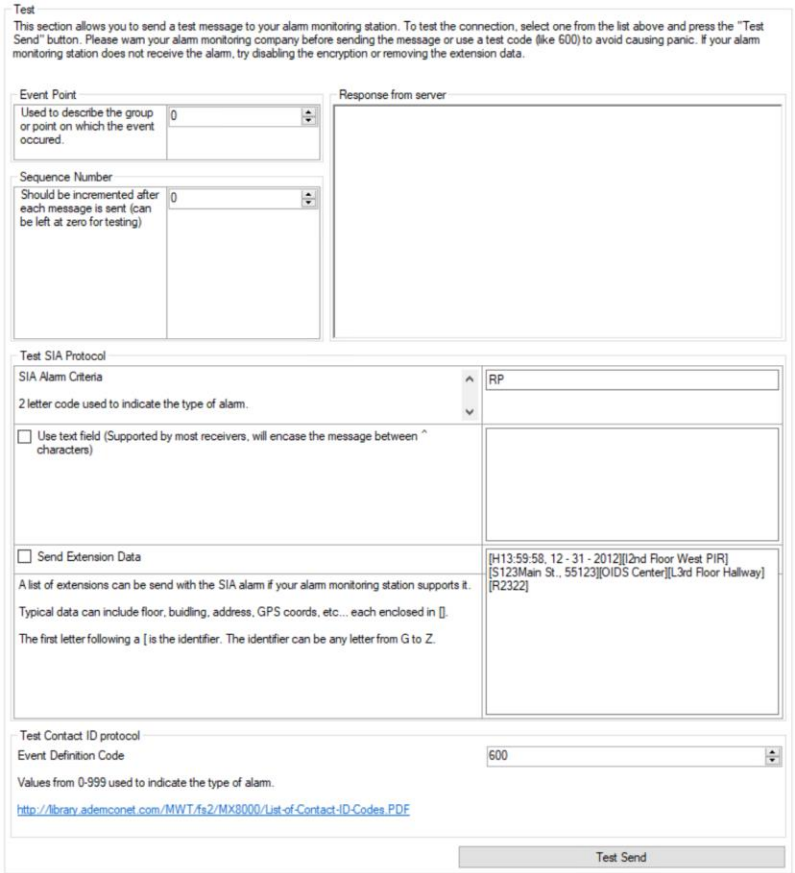
ii. Network Protocol - The network protocol used. Supported protocols include TCP and UDP

G. Keep Alive Settings

i. Active – True/False | Encrypted – True/False and interval time in minutes

Testing

To test the SIA-DC09 or Contact ID connection, select a receiver from the “Configure” list above and press the "Test Send" button. Please warn the alarm monitoring station before sending the message or use a test code (like 600) to avoid causing panic. If your alarm monitoring station does not receive the alarm, try disabling the encryption or removing the extension data. When you click “Test Send”, the alarm being sent will be presented to you. At this point, you can “paste” the message in a text editor. Once you click ok, the message will be sent. Any errors will be displayed to you. If you receive a message that contains an “ACK”, you can be sure that the alarm has been properly received.



Examples

A list of common alarm codes can be found for both SIA-DC09 and contact ID using these links:

http://www.nexgenerationcentral.com/Portals/7/sia_library.pdf

https://www.emergency24.com/images/pdf/Contact-ID-codes.pdf

Please check with your local alarm monitoring center to make sure these codes comply with their expectations.

Alarm Configuration – Simple mode

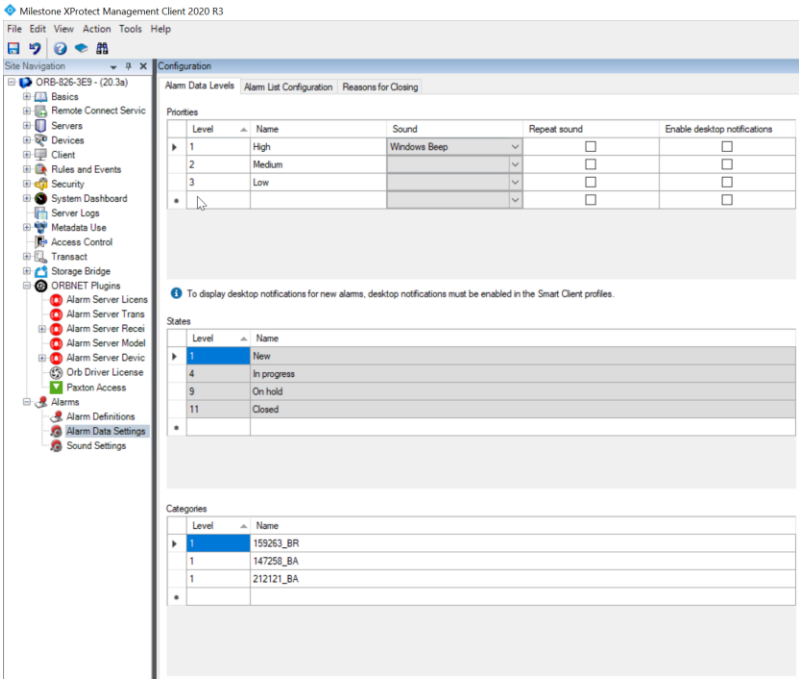
In simple configuration mode you can quickly setup SIA alarms for new and existing alarm definitions. The idea is to use the data contained inside XProtect Alarm definitions to generate SIA alarms.

Setting up the categories

The category is very important to send alarms. You must make sure to create the Category with the following template:

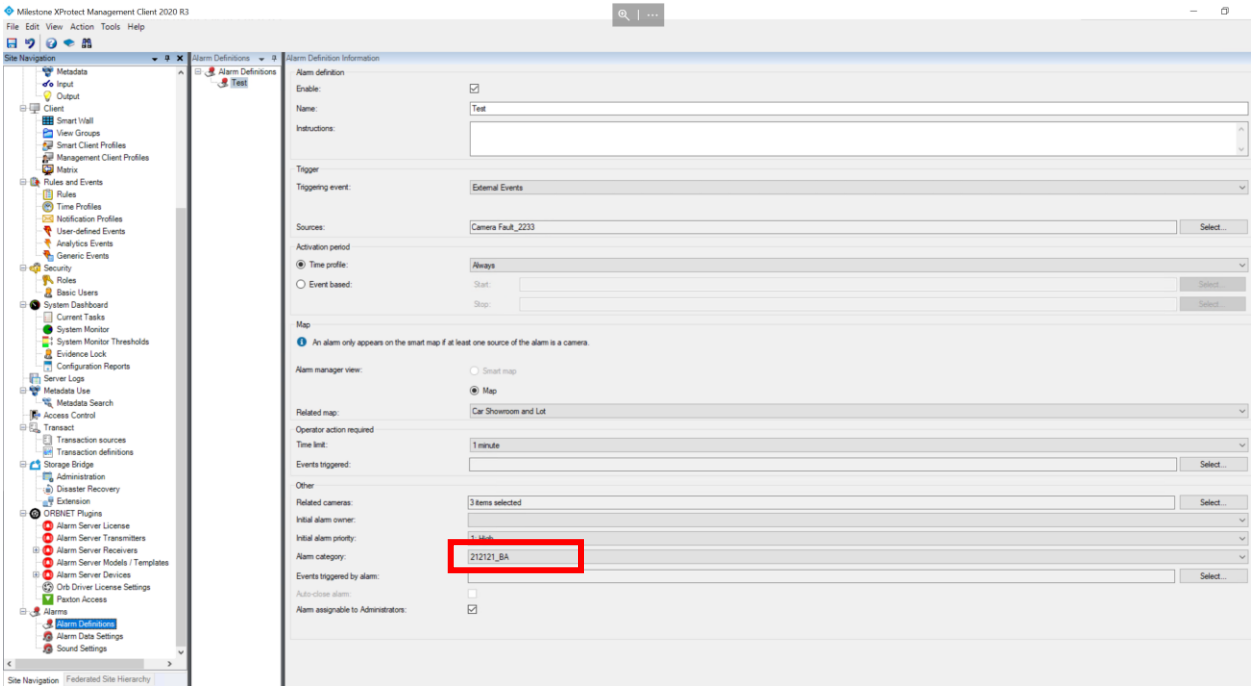
<Account number>_<Alarm criteria>

- The Account number must be a valid 6-digit account number that has been preconfigured in the SIA configuration tab.
- The alarm criteria is a 2 digit code (capital letters) describing the type of alarm.
- Make sure there is an underscore (_) between the account number and the alarm criteria.



Configuring the alarm definitions

Any alarm definition created using the custom categories you have implemented in the step above can be used to generate SIA alarms. Make sure you select the right Alarm Category and that the Time profile is active when you are making tests. All of Milestone's events are available, including any events added by installed 3rd party plugins. You can easily test your alarms using "External Events" that can be added and triggered in the "User-defined Events" tab.



The SIA alarm will look something like this:

FE3800A3"SIA-DCS"0000R0L0#212121[#212121|NBA001][IAlarmName: Test, AlarmType: External Event, Source: SmartWall1][GUID cam1, GUID cam2, GUID cam3, etc...]_11:30:49,04-15-2019

The extension data will contain the Alarm Definition name, the source type and the source name, followed by the comma delimited GUID of attached cameras. The camera GUID's are generally used by the monitoring station in combination with Milestone SDK to view cameras when alarms are triggered. Orbnet RTSP Server may also assist with this feature is required, please write to info@orbnetsys.com for further information.

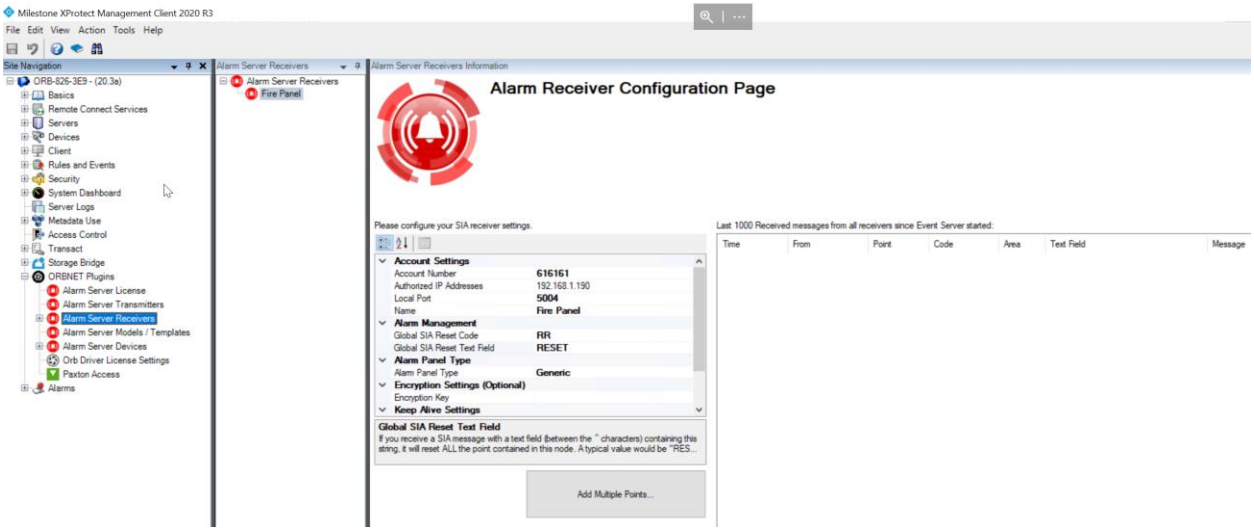
The Alarm Server – SIA-DCS Receiver

Adding an alarm panel

When activated, this feature turns Milestone into a supervisor for any compatible SIA-DCS alarm panel. To add a panel, start by selecting the “Alarm Server Recievers” node, right click on the top node and select “Add New”.

Fill in all the field. A detailed description is available for each field in the help box. You may need to expand the help box if some text is cut out.

To the far right and to aid configuration there is a logger that will display the last 1000 messages since the Milestone Event Server was last started.

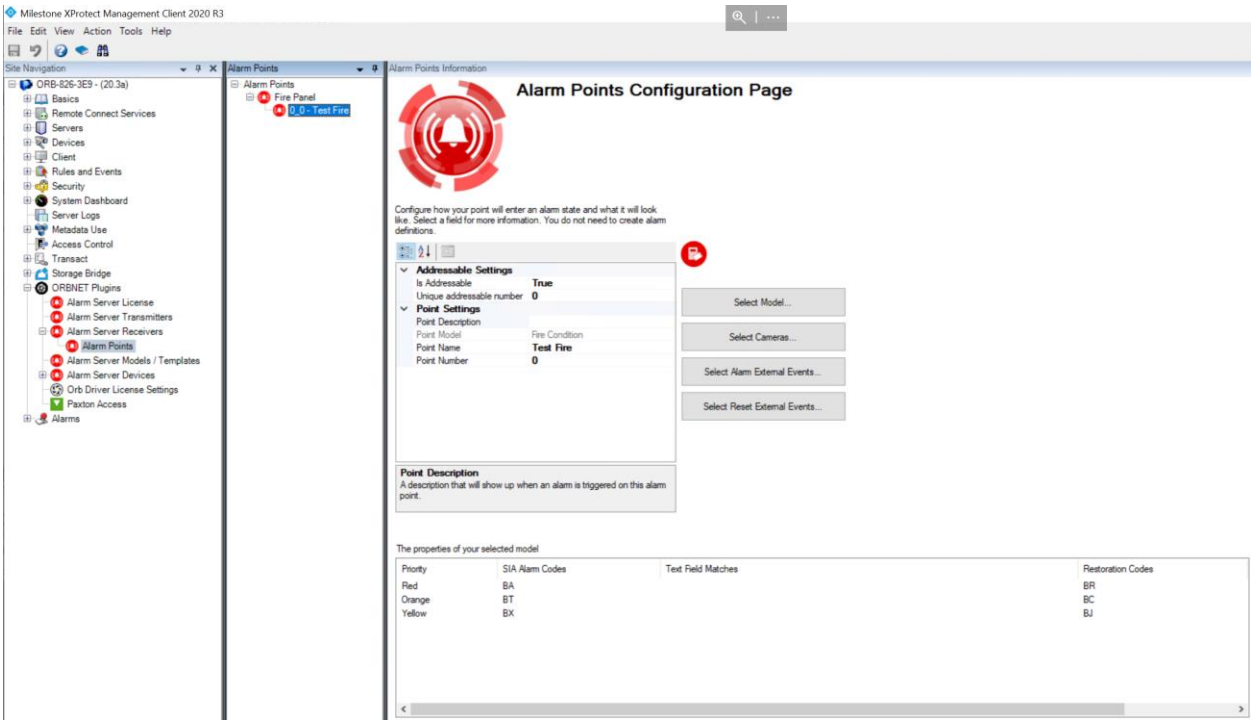


Adding alarm points

This page allows you to add and configure alarm points. Click the “Add New” button by right clicking on the panel you added, select it and you can fill in the information. Each point is characterized by it’s unique “Point Number” ranging from 0-999. You can choose if you want the alarm to be triggered by a SIA code or by a match in the text field. This can be useful to differentiate warning from alarms. Changing the “Zone Type” will change the icon for the alarm point.

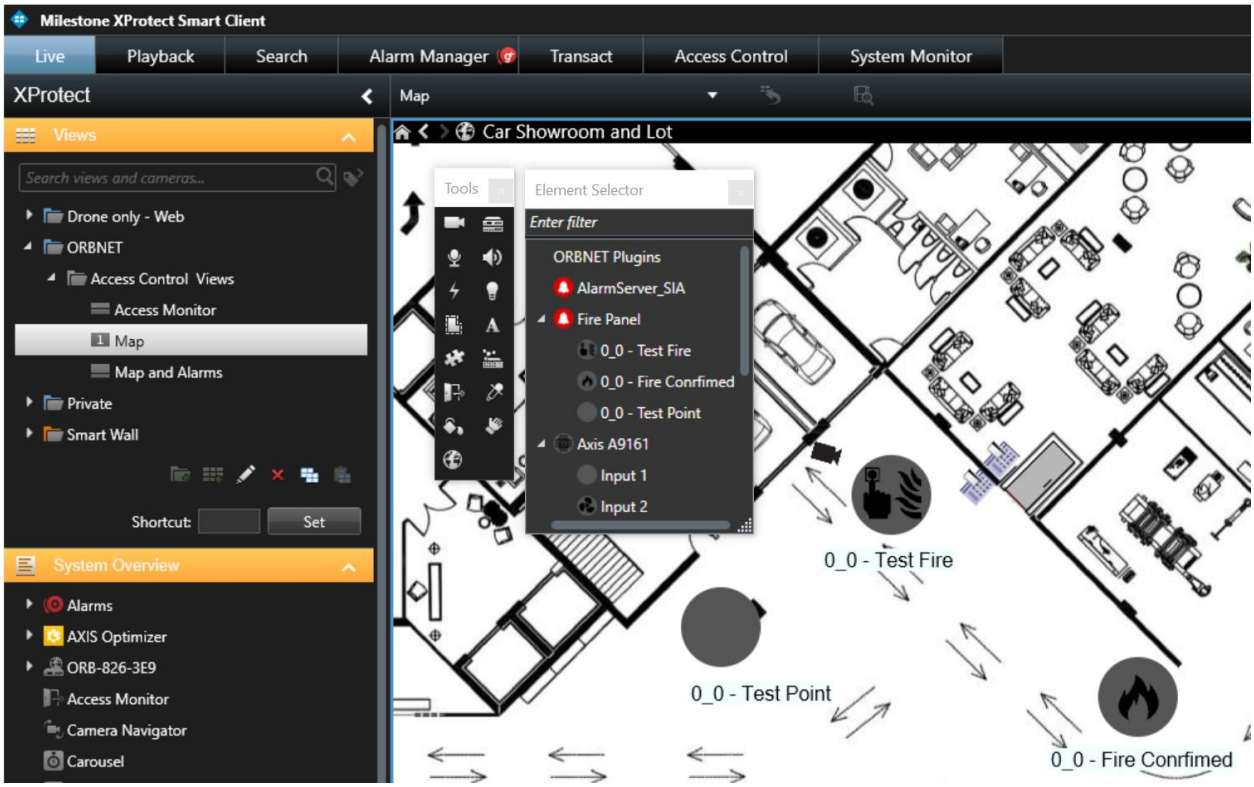
There is a help list of supported SIA codes along with their names and descriptions included at the bottom of the page. If you use a code in this list, the name and description will appear in the Milestone Alarm description.

You do not need to create any alarms in the Milestone alarm definitions tab for these alarms to be activated and display icon status in the Smart Client.



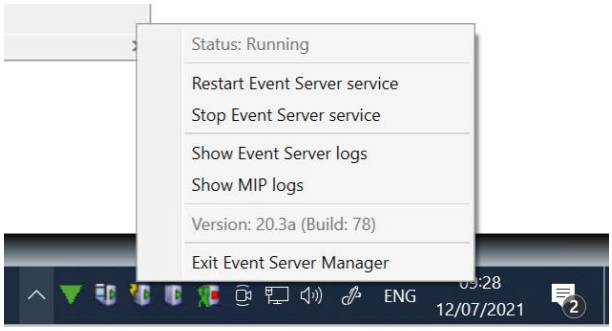
Adding alarm points on a Milestone Map

Enter the setup mode in the Smart Client and create a new Map. Once the map is created, you will see your panels and zones in the MIP items folder. Simply drag & drop the icon to the map - it will light up if an alarm is triggered on that zone. The icon will go back to a grey icon if the reset event is triggered, if the alarm is simply closed and the reset event is not triggered, the icon will remain in the color related to the state in the Alarm model.



Debugging

If you have trouble sending the SIA alarms or want to check if the SIA alarms have been received by your alarm monitoring station, you can open the MIP logs of the event server.

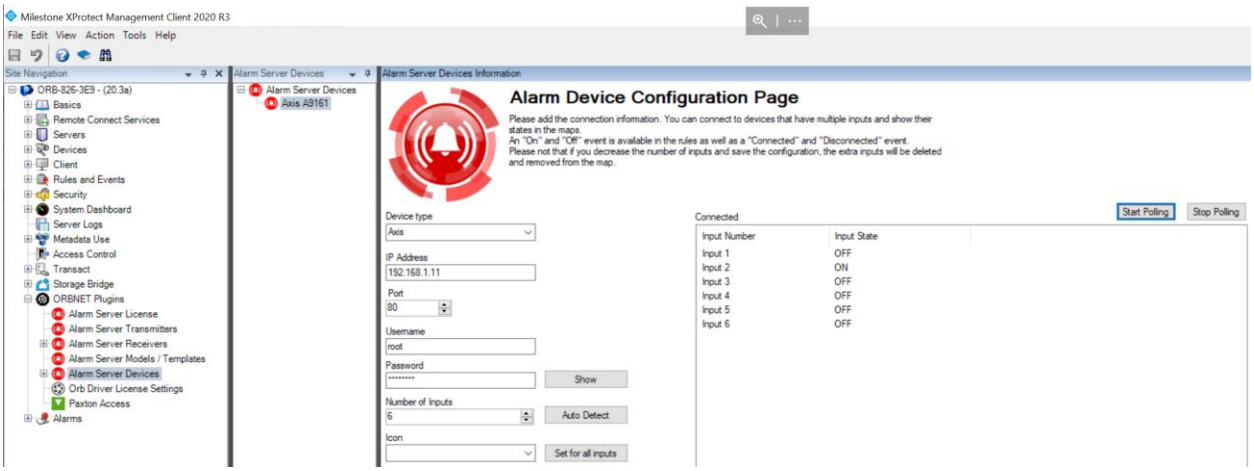


These logs will show if the alarm has been sent, if any alarms have been received, if any errors have occurred, if an ACK has been received or not after having sent the alarm and if the backup IPv4 address has been used. We advise you to check the logs in case of a failure before

contacting Orbnet Support, Milestone XProtect Event Server and MIP logs are highly verbose and can provide useful information to debug the problem before contacting Orbnet Systems.

Alarm Server Devices

The Alarm Server now supports IP/IO devices (as of the writing of this manual this is limited to the Axis A9161 with firmware 1.84.1. The advantage to supporting the device directly in the ORBNET Alarm Server is that the continual state of an input on a device can then be shown on a map.

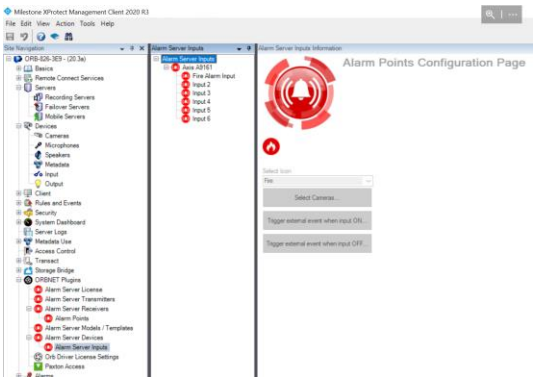


Select the Device type, Set the IP Address, specify the port, username, and password. If successfully connected with the Auto Detect button and the Alarm Server will query the device and then place the inputs in the right window.

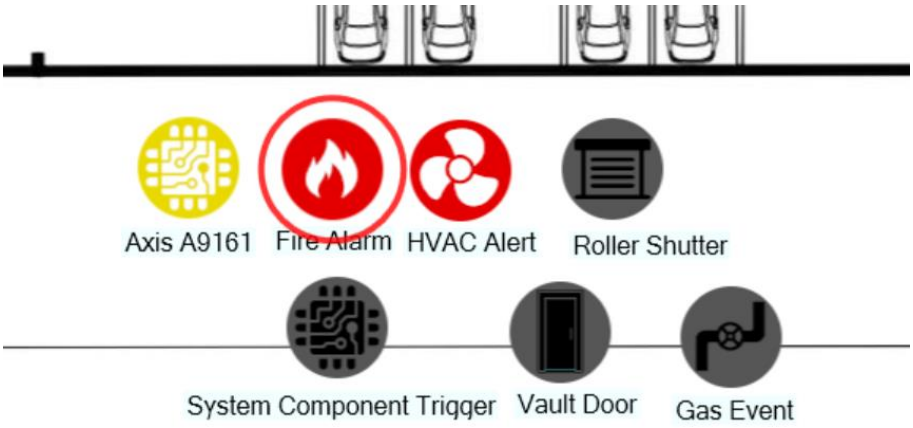
In the window to the right, you can in real time see the state of the inputs

Alarm Server Points Configuration

Once the device is added you can move to the Alarm server Inputs dialog, here each icon be set with an icon and renamed.



Alarm Server Devices inputs on a map



Status of devices – note that the IP/IO device itself can be added to the map and will turn yellow under fault / disconnection condition. There are 28 icons to choose from and these can be set to be red (active) and grey (normal condition)

If Milestone alarms are configured on the input, then the red alarm alert ring will appear around the input. The alarm in Milestone can be closed – though the icon will remain in the current input state.

Supported Devices

Manufacturers	Supported IP Devices	Firmware	Notes
Axis Communications	A9161	1.84.1	
Axis Communications	M1054	5.51.7.4	