

**IndigoVision**

**Emizon  
Integration Module**

**Administrator's Guide**



IndigoVision

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# 1 ABOUT THIS GUIDE

This guide is provided for system administrators integrating an Emizon system with IndigoVision Control Center.

## Safety notices

This guide uses the following formats for safety notices:



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*Indicates a hazardous situation which, if not avoided, could result in death or serious injury.*

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*Indicates a hazardous situation which, if not avoided, could result in moderate injury, damage the product, or lead to loss of data.*

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Notice

---

*Indicates a hazardous situation which, if not avoided, may seriously impair operations.*

---



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*Additional information relating to the current section.*

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## References

The following documents are referenced in this document. The paths are to the default locations where the documents can be found.

1. Control Center Help  
**Start > IndigoVision > Control Center > Control Center Help**  
Located on the Control Center server.
2. Integration Modules  
<http://www.indigovision.com/products/integration>

### Integration module specific references

1. Emizon TCD Installation Guide
2. Emizon Site Diagnostics User Guide
3. Emizon Panel Connection Guide for Galaxy G3 and Dimension

4. Emizon Panel Connection Guide for G2

# 2 OVERVIEW

The IndigoVision Emizon Integration Module allows events from a Emizon system to be integrated with IndigoVision Control Center. The Integration Module can also be configured to remotely control outputs on Emizon TCDs.

This document explains how to install and configure the IndigoVision Emizon Integration Module.

## Compatibility

Please ensure you have properly installed, configured, and licensed the Emizon system, and that you have a valid Emizon Customer Number, Key and two Customer legs (one of type primary or A and one of type secondary or B).

The IndigoVision Emizon Integration Module is compatible and has been tested with the following products:

- Emizon TCD with firmware version k-1.3.8 f-1.2.2 u-1.8.4.  
Please ensure that all of your TCDs have the latest firmware applied.
- Emizon TCD connected to Honeywell Galaxy Dimension and G2 panels.

## System requirements

The IndigoVision Emizon Integration Module can be installed on the following Windows® operating systems with latest service packs applied:

- Windows® 7 (64-bit)
- Windows® 8.1 (64-bit)
- Windows® Server 2008 R2
- Windows® Server 2012
- Windows® Server 2012 R2

## Licensing

The IndigoVision Emizon Integration Module is a licensed product. A correctly licensed USB dongle must be present on the system running the IndigoVision Emizon Integration Module.

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**Notice** *The IndigoVision Emizon Integration Module must not be run on the same server as any other dongle-licensed IndigoVision software.*

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# 3 INSTALLATION

This section describes how to install the IndigoVision Emizon Integration Module.

To install the IndigoVision Emizon Integration Module, follow these steps:

1. Ensure that the IndigoVision Emizon Integration Module USB license dongle is inserted into the machine that you are installing the software on.
2. Insert the IndigoVision Integrations DVD, or download the module from the partner extranet site.
  - ▶ For more information, see *"References" on page 5*.If you are using the Integrations DVD, navigate to **Emizon > Install Emizon** .
3. Run **setup.exe** and follow the on-screen instructions.

By default, the IndigoVision Emizon Integration Module is installed to:  
**C:\Program Files (x86)\IndigoVision\Integration\Emizon** .
4. If the Microsoft .NET 4.5.2 Framework is not installed, you are prompted to install it.
5. Edit the system configuration file (**System.conf**).
  - ▶ For more information, see *"System configuration file (System.conf)" on page 15*.This file is shown during installation. Edit the system configuration parameters. Save and close the file.
6. Edit the To IV Alarm Server list configuration file (**TolvAlarmServers.conf**).
  - ▶ For more information, see *"To IV Alarm Servers configuration file (TolvAlarmServers.conf)" on page 20*.This file is shown during installation. Specify the To IV Alarm Servers and their corresponding Tolv mapping files. Save and close the file.
7. Edit the Emizon system event configuration file (**Tolv.conf**).
  - ▶ For more information, see *"Alarms to IndigoVision configuration file (Tolv.conf)" on page 16*.This file is shown during installation. Specify the mappings of the Emizon system names to the IndigoVision alarm IDs. Save and close the file.
8. Edit the IndigoVision relay configuration (**FromIvRelays.conf**) file.
  - ▶ For more information, see *"Relay actions from IndigoVision configuration file (FromIvRelays.conf)" on page 20*.This file is presented during installation. Specify the mappings of IndigoVision External Relay Numbers to Emizon TCDs outputs. Save and close the file.
9. Start the IndigoVision Emizon Integration Module service from the Windows® services.

## Integration specific installation

The IndigoVision Emizon Integration Module is an Alarm Receiving Centre (ARC) and uses two redundant connections to the Emizon service platform.

These two connections are called Customer legs and can be set up in the System configuration as a combination of Leg number and Leg Port. If a firewall is enabled on the machine where the Integration Module is installed, the installer should create two rules for incoming traffic, one for each specified port.

## Installing with multiple network adapters or multiple IP addresses

When the Integration Module is installed on a machine with multiple network adapters or multiple IPs, the *IntegrationModuleIP* property in the **System** section must be configured.

# 4 CONFIGURATION

This chapter describes how to configure the IndigoVision IndigoVision Emizon Integration Module.

## Configuration of Emizon TCD

To receive alarms that have been internally generated by an Emizon TCD, the internal alarm format of the TCD must be configured to **SIA – S.I.A. Level 3**. Configure this setting using the **Emizon Online Maintenance** tool.

- ▶ For more information about configuring the TCD, refer to the Emizon Site Diagnostics User Guide.

## Connection and configuration of SIA level 3 alarm panel

A Emizon TCD can be connected to a third party alarm panel in order to forward alarms. The IndigoVision Emizon Integration Module supports any SIA level 3 alarm generated by a compatible alarm panel and forwarded by a TCD to the Emizon service platform.

- ▶ For more information about configuring the alarm panel, refer to the specific Emizon Installation Guide.

The IndigoVision Emizon Integration Module has been tested using a Honeywell Galaxy Dimension and G2 panels, set up using Emizon Panel Connection guides.

- ▶ For more information, see "*References*" on page 5

## Integration module

To integrate Emizon system into IndigoVision Control Center you must configure the following:

1. Edit the system configuration file (**System.conf**).
  - ▶ For more information, see "*System configuration file (System.conf)*" on page 15.
2. Configure the list of Tolv IndigoVision alarm servers that receive Emizon Alarms and Events (**TolvAlarmServers.conf**).
  - ▶ For more information, see "*To IV Alarm Servers configuration file (TolvAlarmServers.conf)*" on page 20.
3. Configure the events of interest (**Tolv.conf**).
  - ▶ For more information, see "*Alarms to IndigoVision configuration file (Tolv.conf)*" on page 16.
4. Configure the IndigoVision relay actions of interest.
  - ▶ For more information, see "*Relay actions from IndigoVision configuration file (FromIvRelays.conf)*" on page 20.

5. Define the Emizon Alarms and Events of interest within the IndigoVision Control Center suite.
  - ▶ For more information, see "*IndigoVision Control Center configuration*" on page 1.

---

**Notice** *The Integration Module service must be manually restarted for configuration file changes to have an effect. When using the shortcuts provided in the Start menu you are prompted to restart.*

---

---

 *If only one-way operation (Tolv) is required without FromIv relays support, there is no need to configure **FromIvRelays.conf**.*

---

## System configuration file (System.conf)

This file contains all the system configuration parameters.

This file also contains the details to connect to Emizon system.

- ▶ For more information, see "*System configuration file (System.conf)*" on page 15.

## Alarms to IV configuration file (Tolv.conf)

This file contains the mapping between the Emizon system event name and the IndigoVision external event ID.

It contains the data that will map the alarm event received from Emizon system to the IndigoVision Control Center suite.

- ▶ For more information, see "*Alarms to IndigoVision configuration file (Tolv.conf)*" on page 16.

## To IV alarm servers configuration file (TolvAlarmServers.conf)

This file contains a list of Alarm Server IP addresses. Each Alarm Server has a mapping to an Alarm TolV configuration file.

This can be the default **Tolv.conf** configuration file.

- ▶ For more information, see "*To IV Alarm Servers configuration file (TolvAlarmServers.conf)*" on page 20.

## Relays actions from IV configuration file (FromIvRelays.conf)

This file contains a list of IndigoVision external relay output numbers. Each number is associated with the corresponding output on an Emizon TCD device.

- ▶ For more information, see "*Relay actions from IndigoVision configuration file (FromIvRelays.conf)*" on page 20.

## Logging configuration

Logging is configured with a separate file, allowing customization of the logging as well as the management of backup log files. To access this file, navigate to the following location:

**Start > All Programs > IndigoVision Emizon Integration > Logging Configuration for Emizon Integration**

To adjust the logging level, modify **level** in the **root** section. This can be changed to one of the following values:

- **DEBUG**: Verbose logs with comprehensive details on operations.
- **INFO**: Details successful events and behaviour as well as all warnings and errors.
- **WARN**: All messages logged are warning or error messages that indicate that the Integration Module may not be functioning correctly and may require action.
- **ERROR**: Only capture messages where a failure has occurred and action may be required.
- **FATAL**: Critical errors where the integration module cannot continue. For example, to increase the default logging level to include the default logging level to include confirmation of events sent successfully:

```
<level value="INFO"/>
```

You can customize the retention of log files by editing the following values:

- **maximumFileSize**: The size of individual log files before a new file is created.
- **maxSizeRollBackups**: The number of backup files to be kept. Older files will be removed when this limit is hit and new files are required.

It is not recommended that any other settings are changed unless advised by IndigoVision.

## IndigoVision Control Center Configuration

If the IMOnline or IMOffline external system inputs are defined in the system configuration file and are of interest, then they must be configured in Control Center.

### Create a new external system

The IP address entered is the IP address of the host running the Integration Module. Refer to the Control Center online help about creating a new external system.

### Create a new zone and external detector for Tolv events

Add a new zone for each unique alarm that must be reported in Control Center.

Within the zone create a new external detector for the external system above with the external event ID of the event configured in the Tolv file of the Integration Module.

It is recommended that the zone name description configured in Control Center closely matches the Emizon system event name. This will help to ensure there is no confusion in correlating events.

### Create external detectors for all types of events

After the Tolv configuration file has been edited with all the supported events, it is possible to quickly configure an IndigoVision Alarm Server using the IndigoVision Import Alarm Sources tool.

This tool can be found in the IndigoVision Integrations DVD.

Every time an event is added to the Tolv configuration file, the tool must be run to update the IndigoVision NVR-AS.

### Create a new external relay

Add a new IndigoVision external relay for each Emizon TCD device output configured in the *FromIvRelays.conf* file.

- ▶ For more information about creating external relays, refer to the Control Center help.

Emizon TCD outputs can be wired to connected panel inputs to perform remote actions such as set, unset or part set.

If the TCD is connected to a Honeywell Galaxy panel, the output for the Emizon TCD device should be connected to a Honeywell Galaxy panel's Zone using the Normally Closed pin. The Zone must then be configured as with the **Function** \*KEYSWITCH (latch keyswitch) and **Res. Select** as `0ohm N/C`, optionally with **Part** enabled. This allows the panel to be set by activating the relay within Control Center and unset by deactivating the relay.

- ▶ For more information, see "References" on page 5.

### Status in Control Center

You can use Control Center to report on the state of the connectivity between the IndigoVision Emizon Integration Module and the Emizon Service Platform. The system can be configured to raise operator or maintenance alarms if either communication link fails.

To enable this feature:

1. If it does not already exist, create a new zone in Control Center.
2. Create a new detector that activates on the input number set up for `LEG:A:OFFLINE`, for example, the default of 10, and deactivates on the input number set up for `LEG:A:ONLINE`, for example, the default of 11.

The `LEG:A:OFFLINE` or `LEG:A:ONLINE` events are sent every 60 seconds, so the detector is activated when the connection A is lost and returns to a normal state when the connection A is online again.

3. Create a new detector that activates on the input number set up for `Leg:B:OFFLINE`, for example, the default of 12, and deactivates on the input number set up for `LEG:B:ONLINE`, for example, the default of 13.

# 5 SYSTEM CONFIGURATION FILES

This chapter contains examples of the configuration files required by the IndigoVision Emizon Integration Module.

## System configuration file (System.conf)

This file lists the configurable system parameters that are independent of alarms and events. The comments in the sample configuration file below explain how to use the parameters listed.

**Figure 1:** Example of a System Configuration file

---

```
[AlarmServer]
#
# The IP address of the primary Alarm Server (NVR-AS) must be specified if any
# SystemEvents are defined.
#
# IP=0.0.0.0
[System]
#
# IntegrationModuleIP is the IP of this machine that should be used to send
# events. It should match the External System which is configured in Control
# Center.
# Note: This must be specified for machines with multiple IP addresses. It may
# be omitted for machines with just a single IP address.
#
# IntegrationModuleIP=0.0.0.0
[Relays]
#
# Relay actions within Control Center can be used to control the Emizon
# system.
#
# OPTIONAL: Whether to enable FromIv relay actions.
# Default is "false" which means that FromIv relay actions are disabled.
# To enable FromIv relays, set EnableFromIvRelays to "true" and configure
# relays in the FromIvRelays.conf file.
#
# IMPORTANT: If relay actions are enabled and the IndigoVision NVR-AS is
# installed on this machine then the IntegrationModuleIP must be configured
# to a different IP address to the NVR-AS.
#
# EnableFromIvRelays=true
[SystemEvents]
#
# SystemEvents are events that may be sent to Control Center to report the
```

```
# status of, or problems with, the Emizon Integration Module.
#
# The number assigned to a system event is a user-defined event number that
# corresponds to an external system input number of an alarm source in
# Control Center.
#
#
# If IMOffline is defined, an event with this number will be sent to the
# primary Alarm Server whenever the Emizon Integration Module is
# about to go offline.
# Reasons for going offline include a manual service stop request, the host
# PC shutting down or when the USB license dongle is removed.
#
# IMOffline=1
#
# If IMOnline is defined, an event with this number will be sent to the
# primary Alarm Server (NVR-AS) whenever the Emizon Integration Module
# has successfully started up.
#
# IMOnline=2
[Emizon]
#
# The customer number as supplied by Emizon. This is constant for all legs
# operated by a particular customer.
CustomerNumber =
#
# A 32-hex-character (0-9, A-F) key provided by Emizon for the customer's use
# Example: CustomerKey = 0123456789ABCDEF0123456789ABCDEF
#
CustomerKey =
#
# The Customer Leg numbers as supplied by Emizon. The range is 0 to 7 for each leg.
# In order to use the Integration Module, two different legs need to be configured
# of two different types:
# - A, a customer preferred leg, data messages are presented first
# - B, a customer secondary leg, data messages are presented if no A leg acknowledges
#
# This will ensure redundant connection with Emizon server.
# The TCP ports to be used for listening to incoming connections from the Emizon
# System.
# Please configure one Customer Leg of type A (and the corresponding port) and
# one Customer Leg of type B (and the corresponding port).
#
CustomerLegA =
PortLegA =
CustomerLegB =
PortLegB =
```

## Alarms to IndigoVision configuration file (Tolv.conf)

The installation provides one default alarm to the IndigoVision configuration file located in the Tolv folder.

The file is called Tolv.conf. There is one mapping entry per line in the mapping file. Each entry is a comma-separated

**Figure 2:** An example alarms to IndigoVision configuration file (s)

```
# This file contains the ToIv mapping of Emizon alarms to
# IndigoVision external event input numbers.
#
# This file contains preconfigured Emizon and Galaxy events. In order to
# receive all the possible events from a single Emizon TCD, simply find and
# replace every occurrence of the word REPLACEME with the Emizon TCD Installation
# number.
# If you are interested in receiving events from more than one TCD, then duplicate
# all the events and use the Installation number you want to receive events from.
#
# To configure and receive Leg Connetion events (e.g. if the connection
# with Emizon system is online or offline), each mapping entry
# consists of two ( optionally three ) comma separated fields.
#
# InputNumber, LegConnectionStatusEvent, Optional Description
#
# LegConnectionStatusEvent is in the form LEG:LegIdentifier:STATUS
# where LegIdentifier can be 'A' or 'B' and status can be 'ONLINE' or 'OFFLINE'.
#####
# List of alarms internally generated by the two connections with Emizon #
#####
10, LEG:A:OFFLINE
11, LEG:A:ONLINE
12, LEG:B:OFFLINE
13, LEG:B:ONLINE
# To configure and receive TCD status events (e.g. if the TCD device is in contact
# with Emizon system or not), each mapping entry consists of two ( optionally
# three ) comma separated fields.
#
# InputNumber, TCDStatusEvent, Optional Description
#
# TCDStatusEvent is in the form LEG:LegIdentifier:STATUS where
# InstallationNumber is the TCD Installation number and STATUS can be:
#
# - PRIMARY-OUT-OF-CONTACT, Emizon cannot contact TCD using primary path
# - PRIMARY-IN-CONTACT, Emizon is now in contact with TCD using primary path
# - SECONDARY-OUT-OF-CONTACT, Emizon cannot contact TCD using secondary path
# - SECONDARY-IN-CONTACT, Emizon is now in contact with TCD using secondary path
# - DEVICE-OUT-OF-CONTACT, Emizon cannot contact TCD using both paths
# - DEVICE-IN-CONTACT, Emizon is now in contact with TCD using at least one path
#####
# List of alarms related to the TCD status #
#####
80, REPLACEME:PRIMARY-OUT-OF-CONTACT, TCD Primary connection out of contact
81, REPLACEME:PRIMARY-IN-CONTACT, TCD Primary connection in contact
82, REPLACEME:SECONDARY-OUT-OF-CONTACT, TCD Secondary connection in contact
83, REPLACEME:SECONDARY-IN-CONTACT, TCD Secondary connection out of contact
# The following events are generated only if the corresponding customer attribute
# field has been enabled.
84, REPLACEME:DEVICE-OUT-OF-CONTACT, TCD out of contact (primary and secondary paths)
85, REPLACEME:DEVICE-IN-CONTACT, TCD in contact (at least one path is in contact)
```

```

# To configure and receive SIA Level 3 events (e.g. Honeywell Galaxy alarms from a
# Honeywell Galaxy panel connected to an Emizon TCD), each mapping entry
# consists of two ( optionally three ) comma separated fields.
#
# InputNumber, SIAEvent, Optional Description
# SIA events have a 2 letters identifier and address number.
#
# There are two types of SIAEvent, Zoneless events and Zone events.
#
# Zoneless events are events which do not happen on one particular zone. They
# are configured as follows:
#
# InstallationNumber:SIA:AA
# where InstallationNumber is the TCD Installation number connected to the Galaxy
# panel,
# SIA is the identifier for Galaxy alarms and AA is the type of alarm.
# Supported alarm types include
#
# BV, Burglar Confirm (2 independent alarms)
# CL, Full Set Closing Report
# HA, Holdup Alarm (Duress with code)
# OP, Unset Open Report
# CG, Close Area - Part Set
# TA, Module Tamper or missing module or MAX module tamper
#
# Zone Events (or Input Events) are events which refer to a specific zone or input
# and
# follow the format: InstallationNumber:SIA:AABBBB
# where InstallationNumber is the TCD Installation number connected to the Galaxy
# panel,
# SIA is the identifier for SIA events and AA is the type of event and
# BBBB is the zone/input number (BBBB may have different length depending on
# the device that generated the SIA event).
#
# Supported types include
#
# BA, Burglar Alarm
# TA, Tamper Alarm
# PA, Panic Alarm
# HA, Hold up Alarm
#
# For SIA Level 3 panels, the format of the zone or input number is specific to the
# manufacturer of the panel. Please refer to the manufacturer installation manual.
#
# For example, on Honeywell Galaxy panels the zone number is in the format
# [BUS][RIO Address][Zone], where:
# - Bus can be 1 to 4
# - RIO Address can be 00 to 15
# - Zone can be 1 to 8
# Note that the zone number should match one of the zones set up in the panel.
#
# An optional third field, separated by another comma can be added with
# a description of the event mapping.
#####
# List of alarms internally generated by the TCD #

```

```
#####
100,REPLACEME:SIA:TX801, IP Path test message
101,REPLACEME:SIA:TX802, GPRS Path test message
102,REPLACEME:SIA:TX803, PSTN Path test message
103,REPLACEME:SIA:YS315, TCD Panel Fault
104,REPLACEME:SIA:YK315, TCD Panel Restored
105,REPLACEME:SIA:YG830, TCD Config Changed
...
176,REPLACEME:SIA:CL915, TCD Input 915 Closing
177,REPLACEME:SIA:OP916, TCD Input 916 Opening
178,REPLACEME:SIA:CL916, TCD Input 916 Closing
#####
# List of Galaxy alarms generated by the Honeywell Galaxy panel connected #
# to the TCD #
#####
500,REPLACEME:SIA:CG, Close Area - Part Set
501,REPLACEME:SIA:BV, Burglar Confirm (2 independent alarms)
502,REPLACEME:SIA:CL, Full Set Closing Report
503,REPLACEME:SIA:HA, Holdup Alarm (Duress with code)
504,REPLACEME:SIA:OP, Unset Open Report
505,REPLACEME:SIA:TA, Module Tamper or missing module or MAX module tamper
506,REPLACEME:SIA:PA1001, Panic Alarm on Zone 1001 (PA zone alarm or PA delay zone
alarm)
507,REPLACEME:SIA:HA1001, Holdup Alarm on Zone 1001 (PA silent or PA delay silent or
PA unset zone)
1001,REPLACEME:SIA:BA1001, Burglar Alarm Zone 1001
1002,REPLACEME:SIA:BA1002, Burglar Alarm Zone 1002
1003,REPLACEME:SIA:BA1003
1004,REPLACEME:SIA:BA1004
1005,REPLACEME:SIA:BA1005
1006,REPLACEME:SIA:BA1006
...
14156,REPLACEME:SIA:TA4156
14157,REPLACEME:SIA:TA4157
14158,REPLACEME:SIA:TA4158
```

The first element of each entry is the positive integer associated with the IndigoVision external event ID corresponding to the Emizon alarm. The second element is a string equal to the Emizon event name, including the details regarding the device that generates those events.

► For information about Emizon system configuration, see *"References" on page 5*

To further aid identification of events of interest and their 3rd Party Event names, the Alarms to IV configuration file names cannot include leading or trailing whitespace. Therefore filenames can not be mapped in the Tolv Alarm Servers Configuration file.

---

**Notice** *The IMOffline and IMOnline alarms must be unique if configured. No alarm with these alarm IDs should be configured in Tolv.conf. If these alarms are not configured or are configured to 0, then these alarms will be disabled.*

---

## To IV Alarm Servers configuration file (TolAlarmServers.conf)

This file contains a list of IndigoVision TolV alarm server IP addresses that receive Emizon alarms. Each Alarm Server IP address is associated with an Alarms To IndigoVision configuration file.

**Figure 3:** An example to IV alarm servers configuration file (TolAlarmServers.conf)

```
# List of each Alarm Server (NVR-AS) and its ToIv file (without .conf extension)
#
# Each entry consists of up to three comma separated fields
#
# The first field is the IP address of the Alarm Server (mandatory).
#
# The second field is the Alarms To IV configuration file excluding file
# extension of ".conf" (mandatory). All Alarms To IV configuration files
# are located in the "ToIv" folder.
# For example an entry of "ToIv" indicates that the
# Alarms To IV configuration file is .\ToIv\ToIv.conf
#
# The optional third field can be used to provide a description.
#
# Note that it is possible to set up all Alarm Servers to use the one default
# Alarms To Iv configuration file by entering "ToIv" as the second field
# for all entries.
# IP address, ToIv file, Description (optional)
# Example using all three fields:
#
# 0.0.0.0, ToIv, Default ToIv\ToIv.conf
# Example using two fields:
# 0.0.0.0, ToIv
```

All the entries should include a valid IP address. Anything written after '#' is considered a comment.

## Relay actions from IndigoVision configuration file (FromIvRelays.conf)

During installation the default Relay actions from IndigoVision configuration file (**FromIvRelays.conf**) is provided.

There is one mapping entry per line in the file. Each entry is a comma-separated pair.

**Figure 4:** An example relay actions from IndigoVision configuration file (FromIvRelays.conf)

```
# This file maps IndigoVision external relay outputs to Emizon TCD outputs.
# This allows the user to control Emizon TCD devices from Control Center.
# This file contains preconfigured Emizon relay actions. In order to enable the
# possible relays from a single Emizon TCD, simply find and replace every
# occurrence of the word REPLACEME with the Emizon TCD Installation number then
# create external relays using the mapped output numbers.
# The following format is used to define the relay outputs:
#
# OutputNumber, InstallationNumber:Output:RelayName
#
```

```
# The first element of each entry is a positive number corresponding to an
# external relay output in the IndigoVision Control Center system.
# The second element is a string containing the InstallationNumber of the
# TCD device to connect to, the text "Output" and the name of the relay.
# The Emizon Integration Module can action the following relays on an Emizon
# TCD device:
# - Left
# - Middle
# - Right
1, REPLACEME:Output:Left
2, REPLACEME:Output:Middle
3, REPLACEME:Output:Right
```

The first element of each entry uniquely identifies the External Relay Output in the IndigoVision System. The second element is a string that identifies the TCD installation and the output number.



# 6 TROUBLESHOOTING

This chapter provides troubleshooting information to resolve common issues.

## Alarms not appearing in Control Center

If alarms are not appearing in Control Center then the following end-to-end check for a single alarm may help to determine the source of the problem.

1. Enable DEBUG level logging.
  - ▶ For more information, see *"Logging configuration" on page 13*This allows the Integration Module to log all alarms and events received from the Emizon , not just those that have been mapped in the Alarms To IV configuration file.
2. Verify that the Integration Module is sending events to the nominated Alarm Server by opening the most recent Integration Module log file and check for messages stating that the alarm has been sent.

**Figure 5:** An example Integration Module log file

---

```
2015-12-08 16:24:25,715 [DEBUG]
[EmizonIntegration.ToIv.ToIvModule]:Received Emizon event
303:SIA:BA1001
2015-12-08 16:24:25,716 [DEBUG]
[IntegrationCore.Core.EventManager]:Received ToIv event
'303:SIA:BA1001' with timestamp '08/12/2015 16:24:25'.
2015-12-08 16:24:25,717 [DEBUG]
[IntegrationCore.Core.EventManager]:Queued ToIv stateless
event '303:SIA:BA1001' to send to Alarm Server '10.1.20.1'
with external input number '1001'.
2015-12-08 16:24:25,717 [DEBUG]
[EmizonIntegration.Connection.LegConnection]: Sending
installation data acknowledgement Emizon system for Customer
Number 32 and Leg Number 0
2015-12-08 16:24:25,717 [DEBUG]
[IntegrationCore.Core.Event.BindingKit]: Sending ToIv
stateless event to Alarm Server '10.1.20.1' with external
input number '1001' from IP '10.1.20.5'. UTC time of the
event is '08/12/2015 16:24:25'
2015-12-08 16:24:25,719 [INFO]
[EmizonIntegration.Connection.LegConnection]: Message sent to
the Emizon system for Customer Number 32 and Leg Number 0
2015-12-08 16:24:25,730 [INFO]
[IntegrationCore.Core.Event.BindingKit]: ToIv stateless event
sent to Alarm Server '10.1.20.1' with external input number
```

'1001' from IP '10.1.20.5'. UTC time of the event was '08/12/2015 16:24:25'.

If the alarm is generated as expected go to step 3.

If step 2 does not identify that an alarm has been sent for the alarm of interest then confirm whether the Integration Module is receiving the event but has not been configured.

**Figure 6:** An example Integration Module log file

```
2015-12-10 22:03:59,866 [INFO ]
[IntegrationCore.Core.EventManager]: ToIv stateless event
'303:SIA:RP' is not configured to send to any Alarm Server.
```

If the event is seen in the log file then the Alarms To IV configuration file (**Tolv.conf**) is not correctly configured to forward this event to the Control Center suite.

The Tolv file is provided with a set of common and supported SIA level 3 events. If you need to receive the event logged above, you must add a new entry in the Tolv file:

```
InputNumber, SIAEvent, Optional Description
```

Where `InputNumber` should be a number not already used in the same file, while `SIAEvent` is the event logged above.

If the event is not seen in the log file then refer to Emizon documentation on how to set up and configure the Emizon TCD and, if needed, a SIA level 3 alarm panel connected to the TCD.

3. Verify that the corresponding zones and external detectors have been created, and that the zones have been set, and the external detectors have been enabled in Control Center.

In the Site Setup mode select the relevant Site on Alarms explorer then follow these steps:

- a. Click on the **External Systems** tab. Ensure that an External System with the IP address of the PC running the IndigoVision Emizon Integration Module has been created.
- b. Click on the **Zones** tab. Ensure that a zone has been created containing an external detector with Input Number being the event number identified from step 2 above. Also ensure that the external system is correct. The external detector must be enabled and the zone must be set.
- c. Ensure that the zone belongs to the nominated Alarm Server.

Right-click on the zone, select **Properties** then on the **Zone** tab ensure that the Alarm Server is the same as that configured in the Tolv Alarm Servers configuration (**TolvAlarmServers.conf**) file for the IndigoVision Emizon Integration Module.

## Service does not start

If the Emizon Integration Module does not start correctly from Windows Services, then:

1. Open **Windows Event Viewer**.
2. Navigate to **Windows Logs > Application**.
3. Find one or more event logged at Error level and with Source 'IndigoVision IntegrationCore Service'.
4. A description of the problem which prevents the service to start is shown in the **General** file.

Alternatively, open the most recent log file and look at the latest 2 messages marked as FATAL.

## IndigoVision Emizon Integration Module is slow to start

If no internet access is available then a standard security check may cause the IndigoVision Emizon Integration Module service to be slow to start, taking up one minute.

This is resolved by disabling **Check** for publisher's certificate revocation, which is found in the **Internet Options > Advanced**. However, this must be disabled for the Windows user running the service, which by default is **Local System**.

To disable **Check** for publisher's certificate revocation for the **Local System** user edit the registry key:

1. Start the Windows **Registry Editor** (Regedit.exe).
2. Navigate to **HKEY\_USERS\S-1-5-18\Software\Microsoft\Windows\CurrentVersion\WinTrust\Trust Providers\Software Publishing**.
3. Double-click the **State** value.
4. Set the value data to 23e00 for hexadecimal or 146944 in decimal.
5. Click **OK**.
6. Close **Registry Editor**.

Optionally, perform the same steps for the default registry key **HKEY\_USERS\DEFAULT\Software\Microsoft\Windows\CurrentVersion\WinTrust\Trust Providers\Software Publishing**.

## Unable to activate Emizon TCD device outputs within Control Center

If you get an error within Control Center such as 'Failed to perform action EmizonTCDPanel: Activate', do the following:

1. Verify that the IndigoVision Emizon Integration Module is running and online.
2. Verify that EnableFromIvRelays in the System Configuration file is set to true.
3. Check the From IV Relays Configuration file to ensure that the relay output number configured matches the external relay within Control Center.

If you get a success message within Control Center but the output on the Emizon TCD device is not being activated or deactivated then:

1. Enable **DEBUG** level logging.
  - ▶ For more information, see "[Logging configuration](#)" on page 13This allows the Integration Module to log all relay actions and success responses from the Emizon server.

2. Verify that the Integration Module is sending relay actions to the Emizon system by activating the relay and then checking the logs for messages relating to success or failure.

For example,

```
Leg A - Emizon server confirmed activate 304:Output:Left  
success
```

If the Emizon server has reported that the operation has completed successfully, refer to Emizon's documentation.

The relay must be in a deactivated state for an activation to be processed by the Emizon TCD. Similarly a deactivation action will only be completed if the output is currently activated.

If the Emizon TCD device output is connected to a Honeywell Galaxy panel to set/unset the panel through use of a latch keyswitch (`*KEYSWITCH`), then ensure that the Zone and keyswitch have been correctly configured and that the panel is not awaiting an access code.

If the Emizon server or the Emizon TCD device has been unable to perform the operation then an error message will be present within the logs containing details of the failure.

- ▶ For more information about the Emizon system and Emizon TCD configuration, see "*References*" on page 5.

## License Dongle Issues

If the IndigoVision Emizon Integration Module is installed on a machine that has not had Aladdin HASP software installed previously then no license dongle issues should be encountered.

However, possible issues may occur if the machine to be installed on has previously had Aladdin HASP software installed on it.

### How to Check that the Sentinel HASP Dongle is Active

If the Sentinel dongle is working correctly then a red LED is illuminated on the dongle.

Check that the device drivers are listed in Device Manager:

1. Navigate to **Control Panel > System**.
2. Select the **Hardware** tab.
3. Select **Device Manager**.
4. Navigate to **Universal Serial Bus Controllers**, and expand the list.
5. Check that the following are listed:
  - SafeNet Inc. Sentinel HL Key
  - SafeNet Inc. HASP Key
  - SafeNet Inc. USB Key