

IndigoVision

**GAI-Tronics Integration
Module**

Administrator's Guide



IndigoVision

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1 ABOUT THIS GUIDE

This guide is provided for system administrators integrating integrating GAI-Tronics Red Alert help point devices with IndigoVision IP Video and Alarm Management systems.

Safety notices

This guide uses the following formats for safety notices:



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



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

Notice

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



Additional information relating to the current section.

References

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

1. Control Center 4 Help
Start >IndigoVision>Control Center 4>Control Center Help
(located on the Control Center 4 server)
2. IndigoVision SMS4 Installation Guide
Available on the SMS4 CD

2 OVERVIEW

The GAI-Tronics Integration Module allows events from GAI-Tronics Red Alert VoIP Help Point devices to be integrated into IndigoVision's IP Video and Alarm Management system. This document explains how to install and configure the GAI-Tronics Integration Module.

Compatibility

System Requirements

The GAI-Tronics Integration Module can be installed on the following Windows operating systems with latest service packs applied:

- MS Windows 7
- MS Windows Server 2008 R2

If a firewall is enabled on your system, ensure that the Integration Module executable ***gaitronicsintegration.exe*** is added to the list of exceptions.

Network Video Recorders

The GAI-Tronics Integration Module cannot be run on the same machine as a licensed IndigoVision NVR-AS.

USB license dongle

The GAI-Tronics Integration Module is a licensed product. A correctly licensed USB dongle must be present on the system running the GAI-Tronics Integration Module.

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INSTALLATION

To install the GAI-Tronics Integration Module:

1. Insert the IndigoVision Integrations DVD, or download module from Partner Extranet site.
 - ▶ *For more information, see "References" on page 5*If you are using the Integrations DVD, navigate to **IntegrationModules >GAI-Tronics**.
2. Run the **setup.exe** file and follow the on screen instructions.
The GAI-Tronics Integration Module is installed to: **C:\Program Files\IndigoVision\Integration\GAI-Tronics** by default.
3. Edit the system configuration file (System.conf).
 - ▶ *For more information, see "System Configuration file (System.conf)" on page 15*This file is presented during install. Specify the system configuration parameters. Save and close the file.
4. Edit the GAI-Tronics event configuration file (Tolv.conf)
 - ▶ *For more information, see "Alarms to IV Configuration file (Tolv.conf)" on page 15*This file is presented during install. Specify the mappings of GAI-Tronics alarm and event names to IndigoVision alarm IDs. Save and close the file.
5. Edit the ToIV Alarm Server list configuration file (TolvAlarmServers.conf).
 - ▶ *For more information, see "To IV Alarm Servers Configuration file (TolvAlarmServers.conf)" on page 15*This file is presented during install. Specify the Tolv Alarm Servers and their corresponding Tolv mapping files. Save and close the file.
6. Start the **IndigoVision GAI-Tronics Integration Module** service from the services.

4

GAI-TRONICS HELP POINT CONFIGURATION

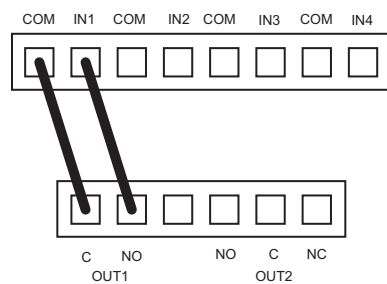
The following section covers how to configure each of the help point devices to enable them to be used with the integration module.

Wire Installation

To capture call pick-up and hang-up events it is necessary to route the relay output to a switch input. Therefore, the output from one of the output relays should be wired into one of the inputs.

The wiring diagram below shows the suggested configuration.

Figure 1: Wiring diagram



The two common pins should be wired together and the normally open pin on the output should be wired into the IN pin on the input. The pins are stamped on the PCB and should be matched as in the table below.

Connection	Output Pin	Input Pin
1	C	COM
2	NO	IN

Webpage Configuration

IP Settings

To enable alarms and events to be forwarded to the Integration Module the GAI-Tronics help point must be told where to send the messages.

To configure this open the web page for the device

1. Click **IP settings**.
2. Click the **Edit** button
3. Under the **SYSLOG** entries enter the IP address of the host machine running the integration module.
4. Under **SYSLOGPORT** enter a port number to use, default is 514.

Notice This entry must match the port number in the **System.conf** file used by the integration module.

Logic Settings

To configure the device to trigger events when required:

1. Navigate to the device web page.
2. Navigate to Logic Settings and click edit.
3. Change the Detect setting on the Input, that has been wired to the Output, to **ON+OFF**.
4. Change the Sense on the input to **INVERT**.
5. Change Syslog to **ON**.
6. Leave the message as is.
7. Change the output Generate to **EMERGENCY+INUSE**.

The following example shows the configuration used when **OUTPUT1** is wired to **INPUT1**.

Figure 2: Configuration Example: Output 1

The screenshot shows the 'Logic settings' configuration page. It includes a table for inputs and outputs with the following data:

Inputs:		DETECT	SENSE	SYSLOG	MAIL	MSG
INPUT1		ON+OFF	INVERT	ON	OFF	Input1
INPUT2		ON	NORMAL	OFF	OFF	Input2
INPUT3		ON	NORMAL	OFF	OFF	Input3
INPUT4		ON	NORMAL	OFF	OFF	Input4

Outputs:		TIMER	CADENCE	GENERATE
OUTPUT1		3	10:0	EMERGENCY+INUSE
OUTPUT2		3	10:0	OFF

These logic settings can be configured through the command line interface. Refer to the GAI-Tronics Red Alert Help Point documentation for the relevant commands to configure this.

Alarm Configuration

To configure the integration module to report hardware faults:

1. Navigate to the device webpage.
2. In Alarm Settings click **Edit**.
3. For each of the fault alarms required change the following:
 - **REPORT:** **ON** or **ON + OFF**
 - **SYSLOG:** **ON**

- **MSG:** Enter a message that matches the error.

Notice *The value entered in the **MSG** field must match the event name entered in the **Tolv.conf** file otherwise the integration module will not be able to match the received event with the configured event.*

Figure 3: Example Alarm Settings page

Module: Alarm settings

Alarms:

	REPORT	STATUS	ONTIME	OFFTIME	SYSLOG	MAIL	MSG
Handset Integrity Loop	ON ▾	ON	0	0	OFF ▾	OFF ▾	Handset Integrity Loop
Configuration Error	ON ▾	OFF	0	0	OFF ▾	OFF ▾	Configuration Error
Cold Reset	ON ▾	OFF	0	0	OFF ▾	OFF ▾	
Warm Reset	ON ▾	OFF	0	0	OFF ▾	OFF ▾	
Transducer Fault	ON ▾	OFF	0	0	OFF ▾	OFF ▾	
Keypad Error	ON ▾	OFF	0	0	ON ▾	OFF ▾	Keypad Error

5 INTEGRATION MODULE CONFIGURATION

System Configuration file (System.conf)

This file contains all the system configuration parameters.

- ▶ *For more information, see "System Configuration File (System.conf)" on page 17*

Alarms to IV Configuration file (Tolv.conf)

This file contains the mapping between the GAI-Tronics event and the IndigoVision external system input. It contains the data that will map the event received from the GAI-Tronics help point device to the IndigoVision system.

- ▶ *For more information, see "Alarms to IndigoVision Configuration File (Tolv.conf)" on page 18*

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 Alarms to IV configuration file. This can be the default Tolv.conf configuration file mentioned above.

- ▶ *For more information and an example file, see "To IV Alarm Servers Configuration file (TolvAlarmServers.conf)" on page 19*

IndigoVision Control Center Configuration

If the IMOnline, IMOffline, 3rdPartyOffline or 3rdPartyOnline external system inputs are defined in the system configuration file and are of interest then they must be configured in Control Center.

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

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.

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

Create a new Zone and External Detector

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.

► *For more information, see "References" on page 5*

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

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SYSTEM CONFIGURATION FILES

This section contains examples of the configuration files required by the GAI-Tronics Integration Module.

System Configuration File (System.conf)

This file lists the configurable system parameters that are independent of alarms and events. The usage of the parameters listed in the sample configuration file below is explained in their comments.

Figure 4: Figure 1: Example of a System Configuration file

```
[AlarmServer]

#
# The IP address of the primary Alarm
# Server (NVR) must be specified if any SystemEvents
# are defined
#
IP=10.10.0.95

[GAI-Tronics]

##Mandatory##
# This is the port number that the integration module will listen on for
# connections from the GAI-Tronics help point device. This must match the
# syslog port number in the help point configuration webpage.
#
PortNumber=514

[SystemEvents]

#
# SystemEvents are events that may be sent to Control Center
# to report the status of, or problems with, the Integration Module
# or 3rd Party System.
#
# 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 NVR/Alarm Server whenever the Integration Module is about to go
# offline.
```

```

# Reasons for going offline include a manual service stop request or
# the host pc shutting down
#
# IMOffline=1

#
# If IMOnline is defined, an event with this number will be sent
# to the NVR/Alarm Server whenever the Integration Module
# has successfully started up.
#
# IMOnline=2

[Log]

#
# The log level.
# The default log level is "info", which will log each alarm sent to the
# NVR/Alarm Server and all errors.
#
# Change to "err" to minimize the log output to just errors.
# Change to "debug" to maximize log output.
#
# Logging level
#   err   (minimize output, log errors only)
#   info  (log alarms and errors)
#   debug (maximize output, log all information)
#
# Level=info

```

Alarms to IndigoVision Configuration File (Tolv.conf)

The installation provides one default alarm to IndigoVision configuration file located in the Tolv folder, by default. The file is called Tolv.conf.

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

When configuring Tolv events, each event being triggered by an input message as configured in the logic settings should be followed by a space then the word `on` or `off` to establish if the event is a call initiated or call terminated event.

► *For more information about logic settings, see "Logic Settings" on page 12*

In the example provided under "Logic Settings", input 1 is configured to trigger when an emergency call is made, when output1 is on, therefore this should be entered in the Tolv.conf as `Input1 on`.

Figure 5: Example of an Alarms to IndigoVision Configuration file

```

# This file contains the IndigoVision Alarm Input number
# and the GAI-Tronics alarm.
#
# InputNumber, GAI-Tronics alarm
#
# The first element of each entry is the positive integer
# corresponding to the External Event pin in the Alarm Server.

```

```
# The second element is a string equal to the ACU serial number and event name /
event message

100,22715/098:Input1 on
101,22715/098:Keypad Error on
103,22715/098:Input1 off
```

To IV Alarm Servers Configuration file (TolvAlarmServers.conf)

This file contains a list of IndigoVision Tolv Alarm Server IP addresses that receive GAI-Tronics events. Each Alarm Server IP address is associated with an Alarms To IndigoVision configuration file.

Figure 6: Example of a To IV Alarm Servers Configuration file

```
#
# List of each Alarm Server (NVR) 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 From 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:
10.10.0.95, ToIv
```

All entries should include a valid IP address. Anything written after # is treated as a comment.

7 TROUBLESHOOTING

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.
Set **Level=debug** in the **[Log]** section of the system configuration file, then restart the **IndigoVision GAI-Tronics Integration Module** service. This allows the Integration Module to log all alarms received from the monitored system, not just those that have been mapped in the event configuration file.

2. Verify that the Integration Module service is running.

If there are problems with the connection to the codec, make sure that firewall is correctly set up.

Refer to the *IndigoVision SMS4 Installation Guide* for more information about IndigoVision Firewall Requirements.

► For more information, see "References" on page 5

3. Verify that the Integration Module is sending events to the nominated Alarm Server by opening the most recent Integration Module log file.

Check for messages stating that the alarm has been sent.

```
Sending ToIv event '22715/098:Keypad Error on' to Alarm Server '10.10.0.95'...
2013-03-22 14:42:51 [system] ToIv stateless event '22715/098:Keypad Error on'
sent to Alarm Server '10.10.0.95' with external input number '101'.
2013-03-22 14:42:51 [system] Sending ToIv event '22715/098:Input1 on' to Alarm
Server '10.10.0.95'...
2013-03-22 14:42:51 [system] ToIv stateless event '22715/098:Input1 on' sent
to Alarm Server '10.10.0.95' with external input number '100'.
2013-03-22 14:42:57 [system] Sending ToIv event '22715/098:Input1 off' to
Alarm Server '10.10.0.95'...
2013-03-22 14:42:57 [system] ToIv stateless event '22715/098:Input1 off' sent
to Alarm Server '10.10.0.95' with external input number '103'.
```

If the event is in the log file then the Alarms To IV configuration file (ToIv.conf) is not correctly configured to forward this event to the IndigoVision system.

4. Verify that the corresponding zones and external detectors have been created, that the zones have been set, and the external detectors have been enabled in Control Center. In Setup, select the relevant Site in the Alarms tab of the Site Explorer then:
 - a. Select the External Systems tab and ensure that an External System with the IP address of the PC running the GAI-Tronics integration module has been created.
 - b. Select the Zones tab and ensure that a zone has been created containing an external detector with the Input Number being the external input number configured for the event.
 - c. Ensure that the zone belongs to the nominated Alarm Server.

Right-click the zone and select Properties > Zone. Ensure that the Alarm Server is the same as that configured in the ToIV Alarm Servers configuration (TolvAlarmServers.conf) file for the GAI-Tronics Integration Module.

5. Verify that the System user is authorized to write to the log file regardless to the current login user's authorization.

License Dongle Issues

If the GAI-Tronics 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.

Possible Issues

Occasionally there can be issues arising with the use of the Aladdin HASP license dongle on machines that currently have, or have been in the past, installed with the Aladdin HASP software.

This manifests itself as:

- The inability to install the Aladdin HASP software driver correctly during the installation process of the GAI-Tronics Integration Module .
- Being unable to correctly check and validate the USB licence dongle, as it is inactive after the installation process.

Aladdin HASP Driver Software Version

The GAI-Tronics Integration Module installation will attempt to install version 6.50 of the Aladdin HASP Driver Software as a merge module install.

There are known incompatible uninstall issues with versions previous to v5.0 of the Aladdin HASP Driver Software.

To determine the version of the HASP driver used then check the registry entry for:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Aladdin Knowledge Systems\HASP\Driver\Installer\Version
```

Notice *This is the registry location for version 6.50. Other versions may differ.*

How to Check for Aladdin HASP Software

To ascertain whether Aladdin HASP software is installed then check the windows registry for an entry of:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Aladdin Knowledge Systems
```

To ascertain whether Aladdin HASP software has been installed at some point regardless of whether a registry entry exists then check for the existence of Aladdin common files in the directory:

[Program Files]\Common Files\Aladdin Shared

Where **[Program Files]** refers to your Windows program files directory, normally **C:\Program Files**.

How to Check that the Aladdin HASP Dongle is Active

If the Aladdin 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:
 - Aladdin HASP HL Key
 - Aladdin HASP Key
 - Aladdin USB Key

