

**IndigoVision**

**Honeywell Galaxy  
Integration  
Module**

**Administrator's Guide**



IndigoVision

THIS MANUAL WAS CREATED ON FRIDAY, MARCH 17, 2017.

DOCUMENT ID: IU-IM-MAN006-4

### Legal Considerations

LAWS THAT CAN VARY FROM COUNTRY TO COUNTRY MAY PROHIBIT CAMERA SURVEILLANCE. PLEASE ENSURE THAT THE RELEVANT LAWS ARE FULLY UNDERSTOOD FOR THE PARTICULAR COUNTRY OR REGION IN WHICH YOU WILL BE OPERATING THIS EQUIPMENT. INDIGOVISION LTD. ACCEPTS NO LIABILITY FOR IMPROPER OR ILLEGAL USE OF THIS PRODUCT.

### Copyright

COPYRIGHT © INDIGOVISION LIMITED. ALL RIGHTS RESERVED.

THIS MANUAL IS PROTECTED BY NATIONAL AND INTERNATIONAL COPYRIGHT AND OTHER LAWS. UNAUTHORIZED STORAGE, REPRODUCTION, TRANSMISSION AND/OR DISTRIBUTION OF THIS MANUAL, OR ANY PART OF IT, MAY RESULT IN CIVIL AND/OR CRIMINAL PROCEEDINGS.

INDIGOVISION IS A TRADEMARK OF INDIGOVISION LIMITED AND IS REGISTERED IN CERTAIN COUNTRIES. SMS4, CAMERA GATEWAY, AND MOBILE CENTER ARE UNREGISTERED TRADEMARKS OF INDIGOVISION LIMITED. ALL OTHER PRODUCT NAMES REFERRED TO IN THIS MANUAL ARE TRADEMARKS OF THEIR RESPECTIVE OWNERS.

SAVE AS OTHERWISE AGREED WITH INDIGOVISION LIMITED AND/OR INDIGOVISION, INC., THIS MANUAL IS PROVIDED WITHOUT EXPRESS REPRESENTATION AND/OR WARRANTY OF ANY KIND. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAWS, INDIGOVISION LIMITED AND INDIGOVISION, INC. DISCLAIM ALL IMPLIED REPRESENTATIONS, WARRANTIES, CONDITIONS AND/OR OBLIGATIONS OF EVERY KIND IN RESPECT OF THIS MANUAL. ACCORDINGLY, SAVE AS OTHERWISE AGREED WITH INDIGOVISION LIMITED AND/OR INDIGOVISION, INC., THIS MANUAL IS PROVIDED ON AN "AS IS", "WITH ALL FAULTS" AND "AS AVAILABLE" BASIS. PLEASE CONTACT INDIGOVISION LIMITED (EITHER BY POST OR BY E-MAIL AT PARTNER.SUPPORT@INDIGOVISION.COM) WITH ANY SUGGESTED CORRECTIONS AND/OR IMPROVEMENTS TO THIS MANUAL.

SAVE AS OTHERWISE AGREED WITH INDIGOVISION LIMITED AND/OR INDIGOVISION, INC., THE LIABILITY OF INDIGOVISION LIMITED AND INDIGOVISION, INC. FOR ANY LOSS (OTHER THAN DEATH OR PERSONAL INJURY) ARISING AS A RESULT OF ANY NEGLIGENT ACT OR OMISSION BY INDIGOVISION LIMITED AND/OR INDIGOVISION, INC. IN CONNECTION WITH THIS MANUAL AND/OR AS A RESULT OF ANY USE OF OR RELIANCE ON THIS MANUAL IS EXCLUDED TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAWS.

### Contact address



IndigoVision Limited  
Charles Darwin House,  
The Edinburgh Technopole,  
Edinburgh,  
EH26 0PY

# TABLE OF CONTENTS

	Legal Considerations .....	2
	Copyright .....	2
	Contact address .....	2
<b>1</b>	<b>About this guide .....</b>	<b>5</b>
	Safety notices .....	5
	References .....	5
<b>2</b>	<b>Overview .....</b>	<b>7</b>
	Features .....	7
	Compatibility .....	7
	System Requirements .....	7
	Honeywell Galaxy Products .....	8
	Licensing .....	8
<b>3</b>	<b>Installation .....</b>	<b>9</b>
	Upgrading from version 1.1 .....	10
	Upgrading from version 1.0.3 or earlier .....	10
	Events.conf .....	10
	Galaxy.conf .....	10
	Honeywell Galaxy panel configuration .....	11
<b>4</b>	<b>License the Integration Module .....</b>	<b>13</b>
<b>5</b>	<b>Configuration .....</b>	<b>15</b>
	Honeywell Galaxy Panel Configuration .....	15
	Engineering Mode .....	15
	Alarm Reporting and Remote Control Settings .....	16
	Honeywell Galaxy Integration Module Configuration .....	16
	System Configuration (System.conf) .....	16
	Alarms to IV configuration file (ToIV.conf) .....	17
	To IV Alarm Servers Configuration file (ToIvAlarmServers.conf) .....	18
	Relays actions from IV configuration file (FromIvRelays.conf) .....	19
	IndigoVision Control Center configuration .....	19
	Create a new external system for ToIv events .....	19
	Create a new zone and external detector for ToIv events .....	19
	Create external detectors for all types of events .....	19
	Create a new external relay .....	20
	Remote control of Honeywell Galaxy panels from Control Center .....	20
	Outputs .....	20
	Part setting .....	20

	Multiple outputs .....	20
	Timed outputs .....	21
	Remote monitoring of Honeywell Galaxy panels from Control Center .....	21
	Panel events .....	21
	Group events .....	21
	Firewall Configuration .....	22
<b>6</b>	<b>System Configuration Files .....</b>	<b>23</b>
	System configuration file (System.conf) .....	23
	To IV Alarm Servers configuration file (TolvAlarmServers.conf) .....	25
	Alarms to IndigoVision configuration file(s) .....	26
	Relay actions from IndigoVision configuration file (FromIvRelays.conf) .....	28
<b>7</b>	<b>Troubleshooting .....</b>	<b>31</b>
	Alarms not appearing in Control Center .....	31
	Remote control actions are not performed on the Honeywell Galaxy panel .....	33
	Panel monitoring not working .....	34
	Group states received when group mode is disabled .....	35
	License issues .....	35
	How to check that the Sentinel HASP dongle is active .....	36
<b>8</b>	<b>Honeywell Galaxy Ethernet Configuration .....</b>	<b>37</b>

# 1 ABOUT THIS GUIDE

This guide is provided for system administrators integrating Honeywell Galaxy Alarm Panels with the IndigoVision Control Center suite.

## 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 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>
3. Honeywell Galaxy documentation:
  - 3-Series User Guide (IU1-33 rev. 2.0)
  - 3-Series Programming Manual (IP1-0053 rev. 1.0)
  - Dimension series User Guide (IU1-63 rev. 1.0)
  - Dimension series Installation Manual (IE1-0063 rev 1.0)



# 2 OVERVIEW

The Honeywell Galaxy Integration Module allows events from the Honeywell Galaxy Alarm Panels to be integrated with the IndigoVision Control Center suite. The Integration Module can also be configured to forward IndigoVision relay actions to control Honeywell Galaxy Alarm Panels.

Whether a Honeywell Galaxy Alarm Panel is set, unset or part set can be monitored within IndigoVision Control Center. When a single panel is subdivided into multiple alarm groups, the set state of each group can be monitored independently.

This document explains how to install and configure the Honeywell Galaxy Integration Module.

## Features

The Honeywell Galaxy Integration Module forwards SIA events and alarms from Honeywell Galaxy Alarm Panels to the Control Center suite.

Control Center operators can remotely monitor the following settings:

- The state of Honeywell Galaxy Alarm Panels  
This can be `set`, `unset`, or `part set`.
- The state of single alarm groups when configuring the Alarm Panel to use zone groups  
This can be `set` or `unset`.

Control Center operators can remotely perform the following operations:

- Set an Alarm Panel to `set`, `unset`, or `part set`
- Activate or deactivate an output
- Omit or restore a zone
- Reset an Alarm Panel
- Abort or force the set of an Alarm Panel

## Compatibility

Please ensure you have properly installed and configured your Honeywell Galaxy Alarm Panels.

The Honeywell Galaxy Integration Module supports up to 300 Honeywell Galaxy Alarm Panels at the same time.

## System Requirements

The Honeywell Galaxy Integration Module can be installed on one of the following Windows operating systems:

- Windows® Server 2012 R2

- Windows® Server 2012
- Windows® Server 2008 R2
- Windows® 10 (64-bit)
- Windows® 8/8.1 (64-bit)
- Windows® 7 (64-bit)

## Honeywell Galaxy Products

The Honeywell Galaxy Integration Module is compatible with Honeywell Galaxy Panels that support SIA event reporting over an Ethernet interface.

- Honeywell Galaxy Series 3 Panel firmware v5.00 or later
- Honeywell Galaxy Dimension Panel firmware v6.0 or later
- Honeywell Galaxy Flex 1 Panel firmware v1.0 or later
- Honeywell Galaxy Flex 3 Panel v3.01 or later
- Honeywell Galaxy G2 series
- Ethernet Module E080-2 firmware v1.0 or later
- Ethernet Module A083 firmware v1.0 or later
- Ethernet Module E080-04 firmware v3.0 or later

The remote control of Honeywell Galaxy outputs is supported only for Honeywell Galaxy 3 Series and Dimension Control Panels.

The Honeywell Galaxy G2 series does not support remote control actions or monitoring.

## Licensing

The Honeywell Galaxy Integration Module is a licensed product, which can be installed on a physical or virtual machine.

Install the license key on the same machine as the Honeywell Galaxy Integration Module using License Manager.

If you are using a licensed USB dongle from an existing installation, you do not need a software license key for the Honeywell Galaxy Integration Module.

---

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

---



# 3 INSTALLATION

This section describes how to install the Honeywell Galaxy Integration Module.

If you have an IndigoVisionHoneywell Galaxy Integration Module USB license dongle, ensure that it is inserted into the machine on which you are installing the software before you begin the installation.

If version 1.0.3 or earlier of Honeywell Galaxy Integration Module is installed, then it will be upgraded.

After it has been upgraded, the administrator needs to manually configure the System configuration file.

► For more information, see "Upgrading from version 1.0.3 or earlier" on page 10

If you only require one-way Tolv operation then remove the following file from the procedure:

- ***FromIvRelays.conf***

To install the Honeywell Galaxy Integration Module on the Windows server, follow these steps:

1. Insert the IndigoVision Integrations DVD or download the Integration Module components from the Support area of the IndigoVision website.  
If you are using the Integrations DVD, navigate to **Honeywell Galaxy** and select **Install Honeywell Galaxy**.
2. Run **setup.exe**. Follow the on screen instructions.  
By default, the Honeywell Galaxy Integration Module is installed to **C:\Program Files (x86)\IndigoVision\Integration\Honeywell Galaxy**.
3. Edit the system configuration file (**System.conf**).  
► For more information, see "System configuration file (System.conf)" on page 23  
Specify the system configuration parameters.  
Save and close the file.
4. Edit the Tolv alarm server list configuration file (**TolvAlarmServers.conf**).  
► For more information, see "To IV Alarm Servers configuration file (TolvAlarmServers.conf)" on page 25  
Specify the Tolv alarm servers and their corresponding Tolv mapping files.  
Save and close the file.
5. Edit the default Honeywell Galaxy event configuration file (**Tolv.conf**).  
► For more information, see "Alarms to IndigoVision configuration file(s)" on page 26  
Specify the mappings of Honeywell Galaxy events to IndigoVision external event IDs.  
Save and close the file.
6. Edit the IndigoVision relay configuration file (**FromIvRelays.conf**).  
► For more information, see "Relay actions from IndigoVision configuration file (FromIvRelays.conf)" on page 28

Specify the mappings of IndigoVision External Relay Numbers to Honeywell Galaxy remote control actions.

Save and close the file.

7. Request and install a software license for the Honeywell Galaxy Integration Module using the License Manager tool.
  - ▶ For more information, see "License the Integration Module" on page 13
8. Start the Honeywell Galaxy Integration Module service from the Windows® Services.

## Upgrading from version 1.1

The system configuration file includes parameters to enable, disable, and tune panel polling. This feature is enabled by default if `FromIvRelays` is enabled.

In addition, an extra parameter is available to specify whether groups are enabled on each panel.

To turn off or tune panel polling, update the system file. An example of this file can be found in the installation directory.

- ▶ For more information, see "System configuration file (System.conf)" on page 23

The ***Tolv*** file has preconfigured events to monitor the state of panels or the state of their groups. A sample can be found in the installation directory.

## Upgrading from version 1.0.3 or earlier

When upgrading from version 1.0.3 (or earlier), the following files are different and need to be updated:

- ***Events.conf***
- ***Galaxy.conf***

The configuration of the panel might need to be updated to support new features, such as remote control and monitoring of panels and groups states within IndigoVision Control Center.

### Events.conf

The event file is now called ***Tolv.conf*** and the format is changed to support multiple Honeywell Galaxy Alarm panels.

The ***TolvConverter*** tool upgrades ***Events.conf*** to ***Tolv.conf*** file automatically as part of the installation process and upgrades any entries found in the old ***Events.conf*** file.

If ***Events.conf*** was located in a custom directory, then the ***TolvConverter*** tool needs to be run manually.

The ***toivconverter.exe*** is located in the Integration Module installation location. The executable can be run as a command line tool at any time by an administrator to convert a ***Events.conf*** which was not located in the default directory.

During conversion any errors are listed in a log file, which can be found in the ProgramData directory for the integration module.

### Galaxy.conf

The ***Galaxy.conf*** configuration file has been replaced with a ***System.conf*** file.

The details of this replacement are as follows:

- The **ShutdownAlarmID** has been replaced with **IMOffline**
- **IMOnline** has been introduced to notify that the Integration Module is online
- The Log property **galaxy** has been replaced with **Level**
- The **GalaxyPanel** section has been replaced with the **AlarmPanels** section. The IP of the Honeywell Galaxy Alarm Panel is now part of a panel entry.

For example: Panel1=10.0.0.1

Where Panel1 is the unique identifier that is used in the **ToIv** and **FromIvRelays** configuration files to link events and actions to a specific panel.

Where 10.0.0.1 is the IP address of the panel, similar to the IP address specified in the previous **GalaxyPanel** section

If the panel is remote controlled, then the encoded remote code needs to be specified for each panel entry.

- ▶ For more information, see "Encode a remote code" on page 17

The sample **System.conf** file can be found in the installation directory.

## Honeywell Galaxy panel configuration

To enable the remote control and monitoring of Honeywell Galaxy panels from the IndigoVision Control Center suite, the administrator needs to change the SIA level (from 3 to 4) and configure the SIA Control IP address to match the IP address of the Integration Module.

- ▶ For more information, see "Alarm Reporting and Remote Control Settings" on page 16

If this functionality is not required, then no additional configuration is needed on a Honeywell Galaxy panel that was working with Honeywell Galaxy Integration Module 1.0.3 or earlier.



# 4

## LICENSE THE INTEGRATION MODULE

To run the IndigoVision Honeywell Galaxy Integration Module, you must have a valid license. This can be a hardware license or a software license which allows the Honeywell Galaxy Integration Module to run on a specific machine.

You can manage the software license using the License Manager tool, which is installed as part of the Honeywell Galaxy Integration Module standard installation.

1. Create a Client to Vendor file (c2v) that contains a fingerprint of the machine. This is then sent to IndigoVision Sales Orders.
2. Apply a Vendor to Client file (v2c) provided by IndigoVision.

You can transfer a license from one machine to another using the License Manager tool.



# 5 CONFIGURATION

This section describes how to configure the Honeywell Galaxy Integration Module. To integrate Honeywell Galaxy events with the IndigoVision Control Center suite, configure the following:

- Honeywell Galaxy Panels
- Honeywell Galaxy Integration Module
- IndigoVision Control Center configuration
- Firewall

## Honeywell Galaxy Panel Configuration

You must configure each Honeywell Galaxy Alarm Panel to report alarms to the Integration Module to allow remote control and monitoring of the state of panels or their groups within Control Center. To do this, you must specify the following:

- SIA (Security Industry Association) event format reporting
- The IP address of the server/PC hosting the Integration Module
- Alarm triggers to only report alarms from categories of interest to the Integration Module
- SIA control
- No encryption

When you are configuring the panel, use the keypad to navigate through a hierarchical menu.

► For more information, see "Honeywell Galaxy Ethernet Configuration" on page 37

Menus are referenced in this document in a dotted decimal format. For example, the Honeywell Galaxy panel IP address menu would be addressed as:

### **56.4.1.1: 56-Communication | 4-Ethernet | 01-Module Config | 1-IP Address**

This document refers to the Honeywell Galaxy Panel menu with Groups disabled. With Groups enabled, the menu changes slightly, requiring the settings in this section to be specified on a per-Group basis. In order to verify whether groups are enabled or not navigate to 63.1.1 in the Engineer Mode.

This document refers to Honeywell Galaxy Panel 3 and Dimension series. Other Honeywell Galaxy Panels may have different menu navigation. In such cases, please refer to the relevant Honeywell Galaxy Panel Programming Manual.

## Engineering Mode

To set up the panel's Ethernet interface, alarm options, and remote control you must set the panel to Engineer mode. Follow the instructions in the IP1-0053 Galaxy 3-series Programming Manual - rev 1.0, section 2 under the heading 'Accessing Engineer Mode'.

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

## Alarm Reporting and Remote Control Settings

In the Engineer Mode, set the Alarm Reporting values as follows:

1. Under menu **56.4.1**, assign a static IP address to the Honeywell Galaxy Panel, and set the Site name, Gateway IP, and Network Mask as appropriate for your network.
2. Under menu **56.4.2.1.1** SIA Alarm reporting format:
  - a. Select SIA level 4.
  - b. Enable appropriate triggers. Triggers that should be enabled include 2-Intruder and 9-Tamper. For a full list of triggers and the alarms that they filter, refer to Appendix B of Honeywell Galaxy 3-series Programming Manual (IP1-0053 rev. 1.0).  
► For more information, see "References" on page 5
3. Under menu **56.4.2.2** Alarm reporting Primary IP:
  - a. Specify the IP address of the server/PC hosting the Integration Module.
  - b. Specify the port number on which the Integration Module will be listening. The default port number used by the panel and the Integration Module is 10002.
4. Under menu **56.4.2.4** Account No., enter a number to identify this panel. The panel will only report alarms if a value is specified.
5. Under menu **56.4.2.7** Alarm reporting Heartbeat, specify a heartbeat interval of 0.
6. Under menu **56.4.2.8** Alarm reporting Protocol, press 0, then Enter to select UDP as the protocol.
7. Under menu **56.4.6** Fail to Comm, set the value to 20.
8. Under menu **56.4.8.1** SIA control, specify the IP address of the server/PC hosting the Integration Module.
9. Under menu **56.4.9.1** Encrypt Alarm Report, press zero then Enter to turn this feature off.

## Honeywell Galaxy Integration Module Configuration

To configure the Honeywell Galaxy Integration Module, you must specify the following:

- A panel entry with a panel alias, panel IP address, and encrypted remote code. You must specify one panel entry for each Honeywell Galaxy panel you want to receive an event from.
- The IP addresses of the IndigoVision Alarm Servers.
- An IndigoVision external alarm ID number for each Honeywell Galaxy event to be forwarded to Control Center.

### System Configuration (System.conf)

The system configuration is controlled using a plain text file (**System.conf**). To access this file, use the Windows Start menu:

**Start > All Programs > IndigoVision Honeywell Galaxy Integration > System Configuration for Honeywell Galaxy Integration**

This configuration file must contain the details of each Honeywell Galaxy Panel.

### Shutdown Notification

The Honeywell Galaxy Integration Module can send an event to the IndigoVision Alarm Server when it is stopped manually, when the USB license dongle is removed/expires (time



limited evaluation only), or when the PC is being shutdown. This event can then be used to alert a Control Center operator.

To enable shutdown notification, specify an event ID number in the **System.conf** file for a **IMOffline** property under the **AlarmServer** section. For example, the following specifies an event ID number of 1:

```
IMOffline=1
```

---

**Notice** *You must not use this event number in the **Tolv.conf** file.*

---

In Control Center, add an External System Alarm Source and set the Input Number value to the event ID that you specified for the **IMOffline** property.

### Encode a remote code

To enable **FromIvRelays** functionality and control or monitor the state of a Honeywell Galaxy panel from Control Center, the remote code needs to be encoded using the Password Encoding Tool installed with the Integration Module.

**Start > All Programs > IndigoVision Honeywell Galaxy Integration > Password Encoding Tool for Honeywell Galaxy Integration**

The complete encoded remote code must be copied and pasted on a single line for each panel entry in the system configuration file.

Each panel can have a different remote code, which needs to be encoded following the above procedure.

The default remote code (plain) is 543210.

The remote code can only be changed using Honeywell Galaxy Remote Servicing suite.

### 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, then the property **IntegrationModuleIP** in the section **System** needs to be configured.

This IP address needs to match the IP address configured for Alarm Reporting in each Honeywell Galaxy panel and will be the IP address of External System set up in Control Center.

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

To specify which Honeywell Galaxy Panel events are to be forwarded to the IndigoVision Alarm Server, you use a comma-separated value text file (**Tolv.conf**). To access this file, use the Windows Start menu:

**Start > All Programs > IndigoVision Honeywell Galaxy Integration > Tolv Honeywell Galaxy Integration Configuration**

#### Format

Set the format of the **Tolv.conf** file to be as follows:

- Only one mapping per line.

- Each alarm mapping must start with the Control Center External Alarm ID (a number between 1 and 32767) followed by a comma and then the Honeywell Galaxy SIA event mnemonic, preceded by the panel alias, for example:

```
10, Panel1:OFFLINE
```

```
11, Panel1:ONLINE
```

```
1001, Panel1:BA1001
```

```
5001, Panel2:BA1001
```

The **PanelAlias** is the same set up in the **System.conf** and it is used to specify from which panel that specific event will be forwarded.

- For panel online and offline events, we recommend that you create a Control Center detector which activates on the offline event and deactivates on the online event. This ensures that the Control Center detector remains in a normal state when the panel is online, and is in a triggered state when the panel is offline.
- Any text following a '#' is treated as a comment and ignored by the Integration Module.
- Any additional comma-separated fields following an alarm mapping will also be ignored. This may be useful for appending additional information for reference, such as descriptions of each zone, for example:

```
1001, Panel1:BA1001, Site A Front foyer PIR
```

- Each Honeywell Galaxy SIA event mnemonic must appear only once in the file per panel. In the following example, BA1001 is incorrectly mapped twice:

```
1001, Panel1:BA1001
```

```
1002, Panel1:BA1001
```

- Duplicate Control Center External Alarm IDs are allowed. This is useful where more than one zone covers the same area. For example, if zone 1001, 1002 and 1003 all cover the same area, mapping them all to Alarm ID 1001 would mean that only one External Alarm would need be configured in Control Center:

```
1001, Panel1:BA1001
```

```
1001, Panel1:BA1002
```

```
1001, Panel1:BA1003
```

## Default Configuration

The Events Configuration File provides a section of the default configuration file.

- For more information, see "Alarms to IndigoVision configuration file(s)" on page 26

This file maps all possible tamper and burglar alarms to individual Control Center External Alarm IDs using the following simple rule:

- Burglar alarms: the External Alarm ID is the same as the zone number.
- Tamper alarms: the External Alarm ID is the zone number + 10000 i.e. the zone number is prefixed with a '1'.

A selection of common zoneless alarms are also mapped, for example, state (set/unset/part set) and status (online/offline).

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

This file contains a list of Alarm Server IP addresses. Each Alarm Server has a mapping to an Alarm ToIV 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 25

### 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 remote control action to perform on the panel.

- ▶ For more information, see "Relay actions from IndigoVision configuration file (FromIvRelays.conf)" on page 28

## IndigoVision Control Center configuration

The following must be configured in Control Center:

- Honeywell Galaxy events of interest
  - IMOnline alarm ID as defined in the system configuration file
  - IMOffline alarm ID as defined in the system configuration file
- ▶ For more information, see "References" on page 5

### Create a new external system for Tolv events

The IP address entered is the IP address of the host running the Integration Module or the IP address specified in the *IntegrationModuleIP* of the *System* section in the System configuration file.

### 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. Specify the Input Number as the Activation Input Number configured for the event in the Tolv file of the Integration Module.

To set the state of the detector to reflect whether the event in Honeywell Galaxy is active or inactive, create the detector with a Deactivation Event of type External, and a Deactivation Input Number configured for the Honeywell Galaxy event in the Tolv event configuration file.

- ▶ For more information, see "Alarms to IndigoVision configuration file(s)" on page 26

To make sure that there is no confusion in correlating events, choose zone and detector names in Control Center which closely match the Honeywell Galaxy event name.

### Create external detectors for all types of events

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

The Import Alarm Servers tool can be found in the IndigoVision Integrations DVD.

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

## Create a new external relay

Add a new relay for each Honeywell Galaxy remote action that should be controlled by the IndigoVision Control Center Suite.

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

## Remote control of Honeywell Galaxy panels from Control Center

Using the Honeywell Galaxy Integration Module it is possible to perform the following actions from Control Center, instead of using the keypad:

- Set/Unset the system
- Activate/Deactivate an output (supported only for Honeywell Galaxy 3 series and Dimension panels)
- Omit/Restore a zone
- Set/Unset a group
- Part set the system
- Reset the system
- Abort the set of the system
- Force the set of the system

- ▶ For more information, refer to the Honeywell Galaxy Panel user Guide

To enable this functionality:

1. Open the system configuration file and set the property **EnableFromIvRelays** to true and un-comment it.
2. Add an encoded remote code for each panel entry listed in the **AlarmPanels** section.
  - ▶ For more information, see "Encode a remote code" on page 17
3. Open the **FromIvRelays** configuration file and configure it following the instruction in Relays actions from IV configuration file (**FromIvRelays.conf**).
  - ▶ For more information, see "Relays actions from IV configuration file (FromIvRelays.conf)" on page 19

## Outputs

Activation and deactivation of Honeywell Galaxy panel outputs from Control Center are supported only for Honeywell Galaxy 3 series and Dimension panels.

Outputs of virtual line 0 are not supported.

## Part setting

If the system needs to be remotely part set by default, the Honeywell Galaxy Alarm Panel does not send any events to the Integration Module.

To allow events from the Honeywell Galaxy Alarm Panel when it is part set, navigate to 51.11 (Local Part) and set to 1.

## Multiple outputs

Multiple outputs can be controlled using a single relay in Control Center.

In the **FromIvRelays** configuration file, use the same relay number for the multiple entries. For example:

```
1,Panel1:Zone:1001:Omit, Omit Zone 1001 on Panel1
1,Panel1:Zone:1002:Omit, Omit Zone 1002 on Panel1
1,Panel1:Zone:1003:Omit, Omit Zone 1003 on Panel1
```

In this case an activation of relay 1 in Control Center will omit zone 1001, 1002, 1003 of Panel1.

A deactivation of relay 1 will restore all the three zones.

## Timed outputs

All the outputs can be remotely activated or deactivated as normal output if they are set up with one of the follow:

- A delay
- A duration
- A weekly schedule

If an output needs to be activated for a specific duration of time, a manual action can be added to the relay in Control Center.

► For more information, refer to the Control Center online help

## Remote monitoring of Honeywell Galaxy panels from Control Center

IndigoVision Control Center can monitor whether a Honeywell Galaxy Alarm Panel is set, unset or part set. When a single panel is subdivided into multiple alarm groups, the set state of each group can also be monitored independently.

Monitoring panel or groups states within Control Center needs a remote code to be configured for the panel, and FromIvRelays to be enabled.

## Panel events

For panel unset and set events, we recommend that you create a Control Center detector which activates on the unset event (Panel1:OP) and deactivates on the set event (Panel1:CL).

This ensures that the Control Center detector remains in a normal state when the panel is set, and is in a triggered state when the panel is unset.

It is possible to turn off panel polling or configure the polling period using the system configuration file.

## Group events

If groups are enabled on the panel, the panel in the system configuration file should be set to use groups. When this is configured, the state of each group is reported in Control Center instead of the state of the whole panel.

For group unset and set events, we recommend that you create a Control Center detector which activates on the unset event (Panel1:GroupUnset:1) and deactivates on the set event (Panel1:GroupSet:1).

This ensures that the Control Center detector remains in a normal state when Group 1 is set, and is in a triggered state when Group 1 is unset.

## Firewall Configuration

If there is a firewall between the PC running the Honeywell Galaxy Integration Module and the Honeywell Galaxy Alarm Panel, alarm messages may be blocked.

To allow alarm messages to pass through the firewall, add the panel default UDP port 10002 to the firewall's exception list. If you have chosen a specific port under **System** in the system configuration file, add this UDP port instead. To allow remote control, add the panel default TCP port 10005 to the firewall's exception list.

# 6 SYSTEM CONFIGURATION FILES

This chapter contains examples of the configuration files required by the Honeywell Galaxy Integration Module.

## System configuration file (System.conf)

This file lists the configurable system parameters that are independent of alarms and events, except for **EnableFromIvRelays** that has to be set to true if you want to receive relays action from IndigoVision Control Center suite.

The comments in the sample configuration file below explain how to use the parameters.

**Figure 1:** An example system configuration file (System.conf)

---

```
[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
#
# Listener UDP Port number ( default 10002 )
#
# This is the UDP port that the integration module should listen on for events from
# the Honeywell Galaxy alarm panels.
# This is user configurable in each of the Galaxy Panels and these should all be
# configured to match the number below.
#
# ListenerPort=10002
#
# Panel polling
#
# To monitor panel state or groups states of Honeywell Galaxy panels within
# Control Center, a polling mechanism is enabled by default. To turn off it,
# specify the parameter below. The possible values are true or false.
#
# PanelPollingEnabled=false
```

```
#
#
# Poll Period in minutes ( default 5 )
#
# This is the poll period between two attempt to retrieve each panel state
# or groups states.
# It is recommended not to decrease the value, since it can generate more network
# traffic.
#
# PollPeriod=5
[Relays]
#
# To control Honeywell Galaxy panels from Control Center, FromIvRelays should
# be enabled and configured in the FromIvRelays.conf file. The RemoteCode must
# be entered for each alarm panel in the AlarmPanels section below.
#
# EnableFromIvRelays=true
[SystemEvents]
#
# SystemEvents are events that may be sent to Control Center to report the
# status of, or problems with, the 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 NVR/Alarm Server whenever the 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 or expires
# (trial dongles only).
#
# 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
[AlarmPanels]
#
# List of Honeywell Galaxy panels to connect to.
#
# The format is: PanelAlias=IP:Remotecode< optional >:GroupsEnabled< optional >
# where the default remote code is 543210.
# The Remotecode is mandatory when FromIvRelay events are configured.
# The Remotecode should match the remote code as configured in the
# alarm panel and should be encoded.
# GroupsEnabled indicates whether group mode is enabled on the panel or not.
# The default value is false and possible values are: true (Group mode is enabled) or
# false (Group mode is disabled). This is required to enable group state
# monitoring for the panel within Control Center.
#
# WARNING: The selected group mode should match the group mode on the panel.
# For example, if groups are enabled on the panel then GroupsEnabled should be true.
# If GroupsEnabled does not match whether groups are enabled on the panel,
# state monitoring will not work correctly.
#
# Please use the Password Encoding Tool to determine this value.
# This value must be a hexadecimal string - e.g. 0123456789ABCDEF - and the
# string must all be on one line.
#
# Example of a Panel alias ( only ToIv )
# Panel1=10.0.0.1
#
# Example of a Panel alias ( FromIvRelays enabled )
# Panel2=10.0.0.2:0123456789ABCDEF
#
# Example of a Panel alias ( FromIvRelays enabled and Groups enabled on the panel )
# Panel3=10.0.0.2:0123456789ABCDEF:true

```

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

This file contains a list of IndigoVision *ToIv* alarm server IP addresses that Honeywell Galaxy events. Each Alarm Server IP address is associated with an Alarms To IndigoVision configuration file.

**Figure 2:** An example to IV alarm servers configuration file (TolVAlarmServers.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

```

## Alarms to IndigoVision configuration file(s)

During installation, one default Alarms to IndigoVision configuration file (*Tolv.conf*) is provided in the Tolv folder.

► For more information, see "Alarms to IV configuration file (ToIv.conf)" on page 17

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

**Figure 3:** An example alarms to IndigoVision configuration file (s)

```

# This file contains the ToIv mapping of Honeywell Galaxy events to
# IndigoVision external event input numbers.
#
# Each mapping entry consists of two ( optionally three ) comma separated
# fields.
#
# InputNumber, GalaxyEvent, Optional Description
# The first element of each entry is a positive integer corresponding to an
# External Detector input number in the Alarm Server.
# The second element is a string representing the Honeywell Galaxy Event.
#
# The general format for the Galaxy event is as follows:
# PanelAlias:Event
#
# where the PanelAlias is defined in the System.conf file.
#
# There are three types of GalaxyEvent: Panel status events, Group Events,
# Zone events and Zoneless events.
#
# Panel status events refer to the online or offline status of the panel.
# Supported types include:
#
# OFFLINE
# ONLINE
#
# Group status events refer to the state of the group.
# Supported types include:
#
# GroupSet:<GroupNumber>
# GroupUnset:<GroupNumber>
# GroupPartset:<GroupNumber>
#
# where <GroupNumber> is the group as displayed on the panel.

```

```

#
# The above events are forwarded automatically every 60 seconds for each
# configured panel if the remote code has been set up.
# Setting up a Control Center detector which will activate on OFFLINE and
# deactivate on ONLINE will allow remote monitoring of the panel status within
# Control Center.
#
# Zone Events are events which refer to a specific zone and follow the format
#
# Panel1:YZZZZ
#
# where YY is the type of alarm and ZZZZ is the zone number
# Supported types include
#
# BA, Burglar Alarm
# TA, Tamper Alarm
#
# 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.
#
# Zoneless events are events which do not happen on one particular zone. They
# are configured as follows:
#
# Panel1:YY
#
# where YY is the type of alarm. Supported types include
#
# BV, Burglar Confirm (2 independent alarms)
# CL, Full Set Closing Report (excluding keyswitch set)
# HA, Holdup Alarm (Duress with code)
# OP, Unset Open Report (excluding keyswitch unset)
# OG, Unset Open Area (excluding keyswitch unset)
# TA, Module Tamper or missing module or MAX module tamper
# An optional third field, separated by another comma can be added with
# a description of the event mapping.
10,Panel1:OFFLINE, Panel is offline
11,Panel1:ONLINE, Panel is online
50,Panel1:GroupSet:1
51,Panel1:GroupUnset:1
52,Panel1:GroupPartset:1
...
71,Panel1:GroupSet:8
72,Panel1:GroupUnset:8
73,Panel1:GroupPartset:8
98,Panel1:OR, Unset - Disarm (excluding keyswitch unset)
99,Panel1:CG, Part Set - Close Area (excluding keyswitch unset)
100,Panel1:OG, Unset Open Area (excluding keyswitch unset)
101,Panel1:BV, Burglar Confirm (2 independent alarms)
102,Panel1:CL, Full Set Closing Report (excluding keyswitch set)
103,Panel1:HA, Holdup Alarm (Duress with code)
104,Panel1:OP, Unset Open Report (excluding keyswitch unset)

```

```

105,Panel1:TA, Module Tamper or missing module or MAX module tamper
106,Panel1:PA1001, Panic Alarm on Zone 1001 (PA zone alarm or PA delay zone alarm)
107,Panel1:HA1001, Holdup Alarm on Zone 1001 (PA silent or PA delay silent or PA
unset zone)
1001,Panel1:BA1001, Burglar Alarm Zone 1001
1002,Panel1:BA1002, Burglar Alarm Zone 1002
...
11001,Panel1:TA1001
11002,Panel1:TA1002
...

```

## 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 Honeywell Galaxy Alarm Panel
actions.
# This allows the user to control an alarm panel from Control Center.
#
# The following format is used to define the relay outputs:
#
# OutputNumber, PanelAlias:Action
#
# 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 PanelAlias of
# the device to connect to, the type of item to control, the
# type number and any type specific parameters.
# The Honeywell Galaxy Integration Module can action the following
# types in the Honeywell Galaxy system:
# Zone
# Output
# GroupSet
# SystemSet
# SystemPartSet
# SystemReset
# SystemAbortSet
# SystemForceSet
#
# Zone action
#
# Each Zone action has the following format:
# PanelAlias:Zone:Number:Action
#
# Number: The zone number to control, allowed values 1001 - 4158 or ALL to perform
action on all zones
# Action: Omit (A relay activation will omit the zone, a relay deactivation will
unomit the zone)
#

```

```
# Output action
#
# Each Output action has the following format:
# PanelAlias:Output:Number
#
# Number: The output number to control, allowed values are in the range 1001-4154
# The output number is in the format [BUS][RIO Address][Output], where:
# - Bus can be 1 to 4
# - RIO Address can be 00 to 15
# - Output can be 1 to 4
# Moreover, the output number should match one of the output set up in the panel.
#
# GroupSet action
#
# Each GroupSet action has the following format:
# PanelAlias:GroupSet:Number
#
# Number: The group number to control, allowed values 1 - 32
# Note: A relay activation will set the group, a relay deactivation will unset the
group
#
# SystemSet action
#
# Each SystemSet action has the following format:
# PanelAlias:SystemSet
#
# Note: A relay activation will set the system, a relay deactivation will unset the
system
#
# SystemPartSet action
#
# Each SystemPartSet action has the following format:
# PanelAlias:SystemPartSet
#
# Note: A relay activation will part set the system, deactivation is ignored
#
# SystemReset action
#
# Each SystemReset action has the following format:
# PanelAlias:SystemReset
#
# Note: A relay activation will reset the system, deactivation is ignored
#
# SystemAbortSet action
#
# Each SystemAbortSet action has the following format:
# PanelAlias:SystemAbortSet
#
# Note: A relay activation will abort the set of the system, deactivation is ignored
#
# SystemForceSet action
#
# Each SystemForceSet action has the following format:
# PanelAlias:SystemForceSet
#
```

---

```
# Note: A relay activation will force the set of the system, deactivation is ignored
# The third, optional, element is a description of the action type.
# The examples below detail an action for each of the types supported
# by the Integration Module.
# 1,Panel1:Zone:1001:Omit, Omit Zone 1001 on Panel1
# 2,Panel1:Zone:ALL:Omit, Omit all zones on Panel1
# 3,Panel1:Output:1001, Control Output 1001 on Panel1
# 4,Panel1:GroupSet:1, Set Group 1 on Panel1
# 5,Panel1:SystemSet, Set Panel1
# 6,Panel1:SystemPartSet, Part set Panel1
# 7,Panel1:SystemReset, Reset Panel1
# 8,Panel1:SystemAbortSet, Abort the set of Panel1
# 9,Panel1:SystemForceSet, Force the set of Panel1
```

# 7 TROUBLESHOOTING

This chapter provides troubleshooting information to resolve common issues.

**Table 1:** Troubleshooting guide

Symptom	Possible Causes
The Honeywell Galaxy Integration Module is not receiving alarms from the Galaxy Alarm Panel	<p>If the Honeywell Galaxy Integration Module is not receiving alarms from the Honeywell Galaxy alarm panels, here are some possible causes and solutions:</p> <ul style="list-style-type: none"><li>• Check that the Honeywell Galaxy Integration Module service is running.</li><li>• If the panels have been configured to report alarms on a port other than the default 10002, ensure that this has been set under ListenerPort, section System in <b>System.conf</b>.</li><li>• Restart the service.</li><li>• Check that the site name, the primary IP address, and the SIA Control IP address have been configured on the Honeywell Galaxy Panel configuration.</li><li>• Ensure that any firewalls have the Honeywell Galaxy alarm reporting UDP port open and the default TCP port (10005).</li><li>• The event has been specified for a different PanelAlias. Ensure that the PanelAlias for the specific events matches the PanelAlias in the <b>System.conf</b>.</li></ul>
The Honeywell Galaxy Integration Module is not sending an event to the IndigoVision Alarm Server	<p>If the Integration Module is not sending an event to the IndigoVision Alarm server, it may be that the <b>ToIv.conf</b> file does not have an entry for the alarm.</p>

## 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.

Do this by setting `Level=debug` in the [Log] section of the system configuration file, then restart the Honeywell Galaxy Integration Module service.

This will allow the Integration Module to log all alarms and events received from the Honeywell Galaxy, 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.

For example,

```
2015-05-05 13:14:42 [system] Received Panel1:BA1001 alarm from Galaxy panel
```

```
2015-05-05 13:14:42 [system] Sending ToIv event
'Panell1:BA1001' to Alarm Server '10.1.20.1'...
2015-05-05 13:14:42 [system] ToIv stateless event
'Panell1:BA1001' sent to Alarm Server '10.1.20.1' with
external input number '1001'
```

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 Honeywell Galaxy event of interest then look to see if the Integration Module is receiving the event but has not been configured.

For example,

```
2015-05-05 16:16:19 [system] ToIv stateless event
'Panell1:PA1000' is not configured to send to Alarm Server
'10.1.20.1'.
```

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.

If the event is not seen in the log file, ensure that the UDP port set up in the System Configuration file matches the port configured in the panel to report alarms. The default value is 10002. All the panels must have the same configured port.

Ensure that for the specific UDP port an exception has been added to the firewall.

Verify that panel has triggers enabled for the requested events.

a. Using the panel keypad, login as engineer and then navigate to:

**56 (Communications)-4(Ethernet)-2(alarm reporting)-1 (Format) -1 (SIA) - 4 (level 4)**

b. Press enter to navigate through the list of possible triggers.

c. Switch the required trigger to **ON** to enable event generation.

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 Honeywell Galaxy 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 Honeywell Galaxy Integration Module.

4. Ensure there is a firewall exception for the UDP port used (default 10002, or the ***ListenerPort*** specified in the system configuration file).



## Remote control actions are not performed on the Honeywell Galaxy panel

If Control Center relays actions are not forwarded as remote actions to a Honeywell Galaxy panel then the following end-to-end check for a single alarm may help to determine the source of the problem.

1. Check that the Integration Module has been configured to receive relay actions in the system configuration file (in the Relays section).
2. Enable debug level logging.

Do this by setting `Level=debug` in the [Log] section of the system configuration file, then restart the Honeywell Galaxy Integration Module service.

This will allow the Integration Module to log all relay actions received from the configured Alarm Server, not just those that have been mapped in the Alarms From IV Relays configuration file.

Verify that the Integration Module is receiving relay actions from Control Center by opening the most recent Integration Module log file and check for messages stating that the relay action has been received.

For example:

```
2015-05-05 13:07:35 [system] Received FromIv relay action '1' with state 'Active'.
```

If step 2 identifies that the relay action has been received then go to step 3.

If in the log file there is a message stating that a FromIv relay output is not configured, for example:

```
2015-05-05 13:11:47 [system] FromIv relay output '52' is not configured to send to Honeywell Galaxy.
```

Open the `FromIvRelays.conf` and add a new relay action with the same output as configured in Control Center, then restart the service.

3. Verify that the Integration Module has a valid remote code. For example:

```
2015-05-05 13:14:41 [system] Adding set system command to the queue for panel with IP 10.1.20.6
2015-05-05 13:14:41 [system] Command added to the queue for panel with IP 10.1.20.6
2015-05-05 13:14:41 [system] FromIv relay action processed successfully
2015-05-05 13:14:41 [system] Command failed: invalid remote code for panel [ IP 10.1.20.6 ]
```

This means that the remote code set up in the system configuration file for that specific panel is invalid.
4. Verify that there is an exception in Windows firewall for TCP port 10005.
5. Verify that the Honeywell Galaxy Alarm Panel is enabled for remote control from the Integration Module: navigate to menu 56.4.8.1 and ensure the IP is the same as the `IntegrationsModuleIP` specified in the `system.conf` (or the IP of the machine where the Integration Module is installed, if it has only one IP).
6. Verify the SIA level is compatible with remote control: navigate to 56.4.2.1.1 and ensure the SIA level is 4.

## Panel monitoring not working

If the state of a Honeywell Galaxy panel is not forwarded to Control Center or the reported status is offline, then the following end-to-end check may help to determine the source of the problem.

1. Check that the Integration Module has been configured with relay actions enabled in the system configuration file (in the Relays section).
2. Check that the Integration Module has been configured to perform panel polling in the system configuration file (in the System section).

3. Enable debug level logging.

Do this by setting `Level=debug` in the [Log] section of the system configuration file, then restart the Honeywell Galaxy Integration Module service.

This allows the Integration Module to log all important communication with the Honeywell Galaxy panel.

Verify that the Integration Module is receiving relay actions from Control Center by opening the most recent Integration Module log file and check for messages stating that the relay action has been received.

4. 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.

For example,

```
2016-02-25 12:48:40 [system] Adding get system state command to the queue for
panel with IP 10.1.20.100
2016-02-25 12:48:40 [system] Command added to the queue for panel with IP
10.1.20.100
2016-02-25 12:48:40 [system] Received System status message for panel [
10.1.20.100 ]
2016-02-25 12:48:40 [system] Sending ToIv event 'Panell:OP' to Alarm Server
'10.1.20.1'...
2016-02-25 12:48:40 [system] Received state 'UNSET' for panel [ IP 10.1.20.100
]
2016-02-25 12:48:40 [system] ToIv stateless event 'Panell:OP' sent to Alarm
Server '10.1.20.1' with external input number '101'.
2016-02-25 12:48:40 [system] Sending ToIv event 'Panell:ONLINE' to Alarm
Server '10.1.20.1'...
2016-02-25 12:48:40 [system] ToIv stateless event 'Panell:ONLINE' sent to
Alarm Server '10.1.20.1' with external input number '11'.
```

If the alarm is generated as expected go to step 5.

If step 4 does not identify that an alarm has been sent for the Honeywell Galaxy panel state of interest then look to see if the Integration Module is receiving the event but has not been configured.

For example,

```
2016-02-25 12:51:58 [system] ToIv stateless event 'Panell:ONLINE' is not
configured to send to Alarm Server '10.1.20.1'.
```

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

If the event is not seen in the log file, it may be that there is a communication issue between the Integration and the panel or the panel is not configured correctly.

For example:

```
2016-02-25 12:55:23 [system] Failed to send command: received invalid message
from panel [ IP 10.1.20.100 ]
```

or:

```
2016-02-25 12:56:32 [system] Failed to send command: the panel seems to be not
configured for receiving SIA commands or the configured host IP does not match
the IntegrationModuleIP or the panel is offline [ IP 10.1.20.100 ]
```

Verify that:

- The panel is visible on the network
  - The panel IP set up in the system configuration file is correct. Refer to Honeywell Galaxy Panel Configuration to verify or set up the IP on the panel.
  - An outbound rule for TCP port 10005 is enabled on the firewall on the machine where the Integration Module is installed.
  - The panel supports SIA level 4 and SIA level 4 is enabled on the panel and the remote control IP matches the IntegrationModuleIP. Please refer to Alarm Reporting and Remote Control Settings.
  - The encoded remote code matches the remote code for the panel.
5. 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 the **External Systems** tab.

Ensure that an External System with the IP address of the PC running the Honeywell Galaxy Integration Module has been created.

- b. Click 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 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 Honeywell Galaxy Integration Module.

## Group states received when group mode is disabled

If you receive one or more group state events in Control Center, for example `Panel1:GroupSet:1`, but `GroupsEnabled` has not been not specified or has been set to false for the particular panel, then it may be that the corresponding Honeywell Galaxy panel has groups enabled.

It is important that the group mode set up in the System Configuration file for each panel matches the corresponding mode set up on the panel.

You can either disable or reset groups on the panel or set `GroupsEnabled` to true.

## License issues

If the Honeywell Galaxy Integration Module is installed on a machine that has not had Aladdin HASP software installed previously then no license 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.

IndigoVision software that is licensed with either a hardware or software license should be uninstalled before installing the Honeywell Galaxy Integration Module.

## How to check that the Sentinel HASP dongle is active

When using a Sentinel dongle, if the Sentinel dongle is working correctly then a red LED is illuminated on the dongle.

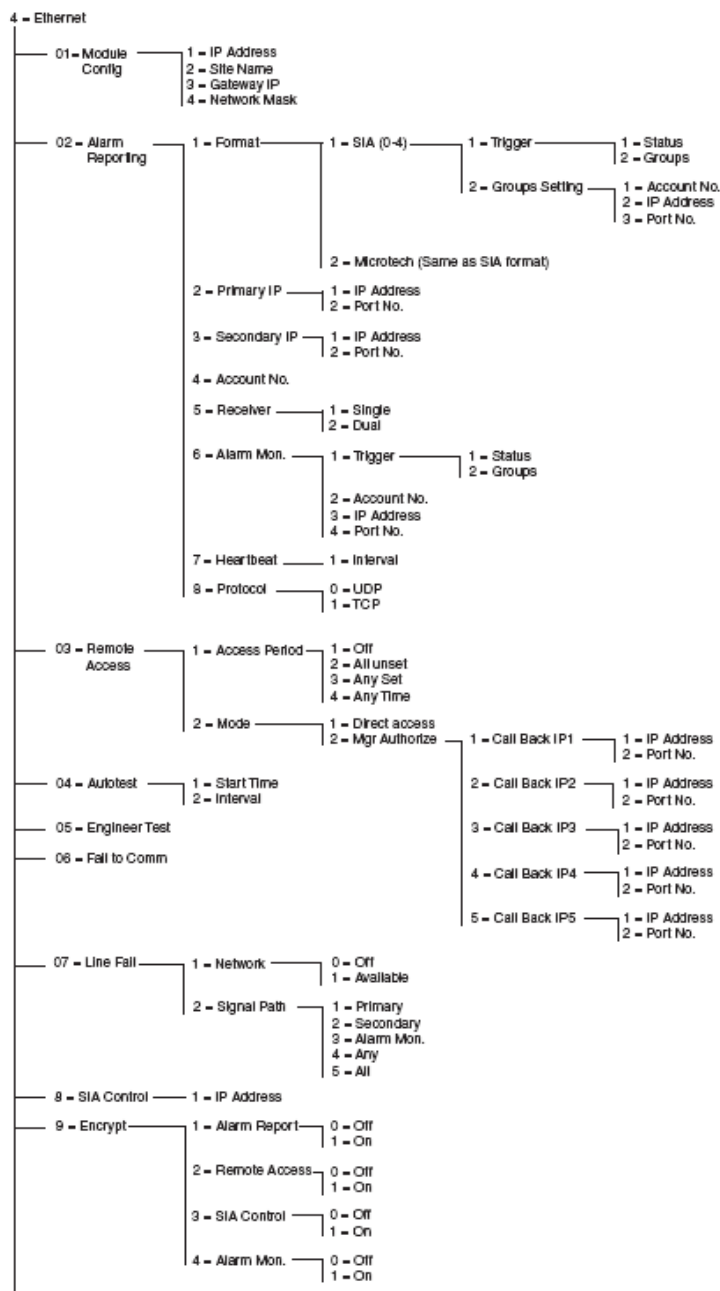
Check that the device drivers are listed in Device Manager:

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

# 8

## HONEYWELL GALAXY ETHERNET CONFIGURATION

This appendix provides a diagram of the Honeywell Galaxy Ethernet Module Menu 56-Communications.



The menu options shown are for Series 3 panels. Other panels may vary in their menu navigation.

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