

IndigoVision

**Lenel OnGuard
Integration Module**

Administrator's Guide



IndigoVision

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1 ABOUT THIS GUIDE

This guide is provided for system administrators integrating Lenel's OnGuard systems 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. Lenel's OnGuard 7.5 User Guides (located on the Lenel's OnGuard server):
 - DataConduIT guide: item number DOC-920, revision 9.005
Start > OnGuard 7.5 > Documentation > Applications > DataConduIT User Guide
 - System Administration User Guide: item number DOC-200, revision 9.045

Start > OnGuard 7.5 > Documentation > Applications > System Administration User Guide

- Installation Guide: item number DOC-110, revision 9.025

Start > OnGuard 7.5 > Documentation > Installation > Installation Guide

2 OVERVIEW

The IndigoVision Lenel OnGuard Integration Module allows events from the Lenel's OnGuard system to be integrated with the IndigoVision Control Center suite.

The Integration Module can also be configured to forward IndigoVision alarms and relay actions to the Lenel's OnGuard system.

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

Compatibility

Please ensure you have properly installed, configured and licensed the Lenel's OnGuard system with the DataConduIT feature.

System requirements

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

- Windows® Server 2016
- Windows® Server 2012 R2
- Windows® Server 2012
- Windows® Server 2008 R2
- Windows® 10 (64-bit)
- Windows® 8.1 (64-bit)
- Windows® 7 (64-bit)

Lenel's OnGuard Products

The IndigoVision Lenel OnGuard Integration Module is compatible and has been tested with Lenel's OnGuard 7.5.375.

In order to use the IndigoVision Lenel OnGuard Integration Module, a Lenel's OnGuard DataConduIT license is required.

Bidirectional communication

Events can be sent from Lenel's OnGuard to the IndigoVision Control Center suite, and alarms and relay actions can be sent from the IndigoVision Control Center suite to Lenel's OnGuard system.

Licensing

The IndigoVision Lenel OnGuard 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 IndigoVision Lenel OnGuard Integration Module.

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

A correctly licensed USB dongle or software license must be present on the system running the IndigoVision Lenel OnGuard Integration Module.

- ▶ For more information about troubleshooting the USB license, see *"License issues"* on page 33

3 INSTALLATION

This section describes how to install the IndigoVision Lenel OnGuard Integration Module. If you have an IndigoVision Lenel OnGuard Integration Module USB license dongle, ensure that the license dongle is inserted into the machine that the software is to be installed on before starting the installation.

If version 1.2.1 or earlier of the IndigoVision Lenel OnGuard Integration Module is installed, then you must uninstall it before installation of the new version.

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

- **Fromlv.conf**
- **FromlvAlarmServers.conf**
- **FromlvRelays.conf**

If you only require one-way Fromlv operation then remove these files from the following procedure:

- **Tolv.conf**
- **TolvAlarmServers.conf**

To install the IndigoVision Lenel OnGuard Integration Module on the Lenel's OnGuard server, follow these steps:

1. Download the Integration Module components from the Support area of the IndigoVision website.
2. Run **setup.exe**. Follow the on screen instructions.
By default, the IndigoVision Lenel OnGuard Integration Module is installed to **C:\Program Files (x86)\IndigoVision\Integration\Lenel**.

Notice *During the installation you are asked for a username and password for the IndigoVision Lenel OnGuard Integration Module. These must be the Single Sign-On user set up in Lenel's OnGuard System Administration. The username is in the form: domain\username.*
If you have not set up the Single Sign-On user you can skip this configuration step and configure the user, manually, before starting the service for the first time.

3. Edit the system configuration file (**System.conf**).
 - ▶ For more information, see "*System configuration file (System.conf)*" on page 16This file is presented during installation. Specify the system configuration parameters. Save and close the file.
4. Edit the default Lenel's OnGuard event configuration (**Tolv.conf**) file.
 - ▶ For more information, see "*Alarms to IV configuration file (Tolv.conf)*" on page 17This file is presented during installation. Specify the mappings of Lenel's OnGuard event names to IndigoVision external event IDs.

Save and close the file.

5. Edit the Tolv alarm server list configuration file (***TolvAlarmServers.conf***).

▶ For more information, see "*To IV Alarm Servers Configuration file (TolvAlarmServers.conf)*" on page 17

This file is presented during installation. Specify the Tolv alarm servers and their corresponding Tolv mapping files.

Save and close the file.

6. Edit the default IndigoVision alarm configuration (***Fromlv.conf***) file.

▶ For more information, see "*Alarms from IV configuration file (Fromlv.conf)*" on page 17

This file is presented during installation. Specify the mappings of IndigoVision zones and detectors to Lenel's OnGuard Logical Sources.

Save and close the file.

7. Edit the Fromlv alarm server list configuration (***FromlvAlarmServers.conf***) file.

The IndigoVision Lenel OnGuard Integration Module registers with the alarm servers in this list to receive zone and detector alarms.

▶ For more information, see "*From IV Alarm Servers Configuration file (FromlvAlarmServers.conf)*" on page 17

This file is presented during installation. Specify the Fromlv alarm servers and their corresponding Fromlv mapping file.

Save and close the file.

8. Edit the IndigoVision relay configuration (***FromlvRelays.conf***) file.

▶ For more information, see "*Relays actions from IV configuration file (FromlvRelays.conf)*" on page 17

This file is presented during installation. Specify the mappings of IndigoVision External Relay Numbers to Lenel's OnGuard Logical Sources.

Save and close the file.

9. Request and install a software license for the IndigoVision Lenel OnGuard Integration Module using the License Manager tool.

▶ For more information, see "License the Integration Module" on page 11

10. Start the IndigoVision Lenel OnGuard Integration Module service from the Windows® Services.

Install on a remote machine

If you want to install IndigoVision Lenel OnGuard Integration Module on a separate machine, specify the IP address or name of the machine running Lenel's OnGuard server in the system configuration file (***System.conf***).

Ensure the different machines are be on the same Windows domain.

▶ For more information, see "System configuration file (System.conf)" on page 14

Enable the Single Sign-On account you want to use for remote access. Follow these steps:

1. Open **Computer Management**, select **Start > Control Panel > Administrative Tools**.
2. Navigate to **Services and Applications > WMI Control**.
3. Right-click on **WMI Control**.
4. Select the **Security** tab.
5. Expand the Root namespace and click on **OnGuard** and then **Security**.

6. Add the user you want set up for Single Sign On. If the user is already present, you can go to the next step.
7. Select the user and enable **Execute Methods** and **Remote Enable**.

Set up a user

Follow this procedure to set up a user if one was not configured during installation.

1. Set up the Single Sign-On user in Lenel's OnGuard.
 - ▶ For more information, see "*Configure Lenel's OnGuard server*" on page 13
2. Open the Windows Services control panel in **Control Panel > Administrative Tools**.
3. Set up the username and password for the IndigoVision Lenel OnGuard Integration Module service, using the same credentials used for Single Sign-On.
The username is in the form: `domain\username`.
4. Configure the startup type for the IndigoVision Lenel OnGuard Integration Module service to be **Automatic (Delayed Start)**.
5. Start the IndigoVision Lenel OnGuard Integration Module service.

Installing with multiple network adapters or multiple IP addresses

When the IndigoVision Lenel OnGuard Integration Module is installed on a machine with multiple network adapters or multiple IP addresses, configure the property `IntegrationModuleIP` in the `System` section of the System configuration file.

License the Integration Module

To run the IndigoVision Lenel OnGuard Integration Module, you must have a valid license. This can be a hardware license or a software license which allows the Lenel OnGuard 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 IndigoVision Lenel OnGuard 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 Order Management.
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.

4 CONFIGURATION

This section describes how to configure the IndigoVision Lenel OnGuard Integration Module. To integrate alarms and events between Lenel's OnGuard and IndigoVision Control Center suite, configure the following:

1. Configure the Lenel's OnGuard server to ensure that the appropriate permissions are in place for the IndigoVision Lenel OnGuard Integration Module to register for and send Lenel events.
2. Configure the IndigoVision Lenel OnGuard Integration Module to receive and send events.

Configure Lenel's OnGuard server

The IndigoVision Lenel OnGuard Integration Module uses the OnGuard DataConduIT service to exchange event information with the rest of the OnGuard system. OnGuard DataConduIT requires that the Lenel's OnGuard Single Sign-On (SSO) is correctly configured. The Single Sign-On process links a Windows user to a Lenel OnGuard user to create the required execution context for the IndigoVision Lenel OnGuard Integration Module.

It is not possible to use OnGuard internal authentication with OnGuard DataConduIT. Automatic Single Sign-On is the only authentication mechanism that can be used.

Notice *To access OnGuard after Single Sign-On has been completed, you need to log in to Windows using the Single Sign-On account.*

To configure Automatic SSO, follow these steps:

1. Create a new Windows User
2. Configure OnGuard SSO

Create a new Windows user

IndigoVision recommends that you create a new Windows user account and configure it for Single Sign-On in order to run the IndigoVision Lenel OnGuard Integration Module.

Notice *To use Windows Single Sign-On service, the new Windows user must belong to a domain.*

You may also choose to utilize an existing Windows user for authentication and skip this step.

To create a new user on Windows, follow these steps:

1. Select **Start > Control Panel > User Accounts**.
2. Select **Manage another account**.
3. Select **Create Account**.
4. Enter the user name and select **Administrator**.
5. Select the new account.
6. Select **Create a password** and confirm.
7. Click **Create Password**.

Configure OnGuard Single Sign-On

This section explains how to configure Single Sign-On (SSO) in Lenel's OnGuard. There are two parts to this process.

- Adding a Directory.
- Linking a User to a Directory Account.

Add a Directory

1. Start OnGuard System Administration.
2. Select **Administration > Directories**.
3. On the Directories form, click **Add**.
The Add Directory window opens.
4. Either:
Create a directory that is based on a directory template:
 - a. Select **Based on template**.
 - b. Click on the template you wish to use.
 - c. Click **OK**.Create a directory that is based on an existing directory:
 - d. Select **Copy existing directory**.
 - e. In the drop-down list, select the existing directory that you wish to copy.
 - f. Click **OK**.
5. Type a name for the directory in the Name field.
6. Select appropriate values for all available fields on all available sub-tabs.
The sub-tabs and fields available on these sub-tabs differ depending on the type of directory that was selected.
7. Click **OK**.

Link a User Account to a Directory Account

1. Select **Administration > Users**.
2. On the Users form:
 - If you are adding a new OnGuard user account, click **Add**.
 - If you are modifying an existing OnGuard user account, select **Existing User** and click **Modify**.
3. On the Directory Accounts sub-tab, click **Link**. The Select Account window opens.
4. In the Directory drop-down list, select the directory created.
 - ▶ For more information, see "Add a Directory" on page 14
5. In the Field drop-down list select whether to search for a name or user name.
6. Select how the value will be related to the field from the Condition drop-down list,

For example, a search where the Field selected is `Name`, the Condition selected is `contains`, and the Value specified is `Lake` will display all accounts where the name contains the word `Lake`, such as `Lisa Lake`.

7. Type or select a word you think may be in the Windows user name or name in the Value field. If you leave this field empty, all Windows user accounts for the selected directory will be displayed when the search is executed.
8. Select a Windows user account to use for OnGuard SSO.
9. Click **OK**.

Notice *The Windows user account chosen will need to have Administrator privileges.*

IndigoVision recommends that you link the directory with the OnGuard "User" user account and set the permission to System Admin in OnGuard system. If you experience problems, refer to the Installation Guide.

- ▶ For more information, refer to Appendix A - Configuration Editor in the Installation Guide.

Create Logical sources

You need to configure the Logical sources so that the IndigoVision Lenel OnGuard Integration Module can forward alarms and relay actions from the IndigoVision system to Lenel's OnGuard. A Logical source is the equivalent of a controller/panel, while Logical device and sub-device are the equivalent of a reader/alarm panel and an input, respectively. To set up Logical sources, follow these steps:

1. Open OnGuard System Administration from **Start > All Programs > OnGuard 7.5 > System Administration**.
2. Navigate to **Additional Hardware > Logical Sources...**
3. Click **Add**.
4. In the **Name** field type a name to use.
5. Set the **Logical Source** as online and select the world time zone and daylight savings options.
6. Click **OK**.
7. Select the **Logical Devices** tab.
8. Click on **Add**.
9. Type a name for the Logical device and select the Logical Source to which it belongs.
10. Optionally, navigate to the **Logical Sub-Devices** tab and add sub-devices for each Logical device.

Repeat this for each controller/device/subdevice you want to receive alarms from IndigoVision systems.

It is recommended to use a single Logical source (for example, the IndigoVision Lenel OnGuard Integration Module) and a Logical device for each IndigoVision zone or detector you want to receive alarms/relay actions from.

IndigoVision Lenel OnGuard Integration Module Configuration

To integrate alarms and events between Lenel's OnGuard and the IndigoVision Control Center suite, you need to configure the following:

1. The system configuration file.
 - ▶ For more information, see "*System configuration file (System.conf)*" on page 19
2. The Lenel's OnGuard events (Tolv) of interest.
 - ▶ For more information, see "*Alarms to IndigoVision configuration file(s)*" on page 21
3. The IndigoVision zones and detectors (Fromlv) of interest.
 - ▶ For more information, see "*Alarms to IndigoVision configuration file(s)*" on page 21
4. The list of Tolv IndigoVision alarm servers that receive Lenel's OnGuard events.
 - ▶ For more information, see "*To IV Alarm Servers configuration file (TolvAlarmServers.conf)*" on page 25
5. The list of Fromlv IndigoVision alarm servers that notify the Integration Module of IndigoVision zone and detector alarms.
 - ▶ For more information, see "*From IV Alarm Servers configuration file (FromlvAlarmServers.conf)*" on page 25
6. The IndigoVision relay actions of interest. Only activation actions are supported by the Integration Module.
 - ▶ For more information, see "*Relay actions from IndigoVision configuration file (FromlvRelays.conf)*" on page 26
7. Define the Lenel's OnGuard events and system events that are of interest within IndigoVision Control Center suite.
 - ▶ For more information, see "*IndigoVision Control Center configuration*" on page 17

The Integration Module service must be manually restarted for configuration file changes to have an effect.

The System configuration file supports custom IP for the Integration Module (section: **System**, property: **IntegrationModuleIP**). If you are upgrading from version 2.0, you must manually replace the existing file with the new one.

If only one-way operation (Tolv) is required, you do not have to configure the following files:

- **Fromlv.conf**
- **FromlvRelays.conf**
- **FromlvAlarmServers.conf**

If only one-way operation (Tolv) is required with Fromlv relays support, you do not have to configure the following files:

- **Fromlv.conf**
- **FromlvAlarmServers.conf**

If only one-way operation (Fromlv) is required, you do not have to configure the following files:

- **Tolv.conf**
- **TolvAlarmServers.conf**

System configuration file (System.conf)

This file contains all the system configuration parameters. If the IndigoVision Lenel OnGuard Integration Module is installed on a different machine, this file also contains the IP address or name of the Lenel's OnGuard server.

- ▶ For more information, see "*System configuration file (System.conf)*" on page 19

Alarms to IV configuration file (Tolv.conf)

This file contains the mapping between the Lenel's OnGuard event name and the IndigoVision external event ID.

It contains the data that will map the alarm event received from Lenel's OnGuard to the IndigoVision Control Center suite.

► For more information, see *"Alarms to IndigoVision configuration file(s)" on page 21*

Alarms from IV configuration file (Fromlv.conf)

This file contains the mapping between the IndigoVision zone and detector alarms and the Logical devices set up in Lenel's OnGuard.

It contains the data that will map the alarms received from the IndigoVision Control Center suite to the alarm sent to Lenel's OnGuard.

► For more information, see *"Alarms from IndigoVision configuration file(s)" on page 23*

Relays actions from IV configuration file (FromlvRelays.conf)

This file contains a list of IndigoVision external relay output numbers.

Each number is associated with the corresponding Logical device or sub-device.

► For more information, see *"Relay actions from IndigoVision configuration file (FromlvRelays.conf)" on page 26*

Create a Logical device in Lenel's OnGuard for each relay action you want to receive.

► For more information, see *"Create Logical sources" on page 15*

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 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*

From IV Alarm Servers Configuration file (FromlvAlarmServers.conf)

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

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

► For more information, see *"From IV Alarm Servers configuration file (FromlvAlarmServers.conf)" on page 25*

IndigoVision Control Center configuration

The following must be configured in Control Center:

- Lenel's OnGuard events of interest
- IMOnline alarm ID as defined in the system configuration file
- IMOffline alarm ID as defined in the system configuration file

- 3rdPartyOnline alarm ID as defined in the system configuration file
 - 3rdPartyOffline 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.

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.

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

- For more information, see *"Alarms to IndigoVision configuration file(s)" on page 21*

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

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*

5 SYSTEM CONFIGURATION FILES

This chapter contains examples of the configuration files required by the IndigoVision Lenel OnGuard 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) 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
[LenelServer]
#
# MANDATORY: The IP address or host name of the Lenel's OnGuard Server must
# be specified. Leave this as 127.0.0.1 if the IndigoVision Lenel OnGuard
# Integration Module is running on the same machine as the Lenel OnGuard Server.
#
Host=127.0.0.1
[SystemEvents]
#
# SystemEvents are events that may be sent to Control Center
# to report the status of, or problems with, the Integration Module
# or Lenel's OnGuard 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,
# 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
#
# If the 3rdPartyOffline property is defined, an event with this
# number will be sent to the NVR/Alarm Server whenever the connection
# with the Lenel's OnGuard system is lost.
#
# 3rdPartyOffline=3
#
# If the 3rdPartyOnline property is defined, an event with this
# number will be sent to the NVR/Alarm Server whenever the connection
# with the Lenel OnGuard system is established.
#
# 3rdPartyOnline=4
[Events]
#
# The direction of forwarding of events that the
# Integration Module should support
#
# The default events direction is "toIv", whereby events are forwarded from
# a Lenel OnGuard system to the IndigoVision system
#
# Change to "fromIv", whereby events are forwarded from
# the IndigoVision system to the Lenel OnGuard system.
#
# Change to "both" to forward events in both directions.
# That is whereby events are forwarded from Lenel's OnGuard system to the
# IndigoVision system
# AND
# events are forwarded from the IndigoVision system to Lenel's OnGuard system
#
# Direction=toIv
[Relays]
#
# Enable/Disable the support of FromIv relays. If relay support is required,
# FromIvRelay support must be enabled here by setting EnableFromIvRelays
# to true. Disable FromIvRelay support by setting EnableFromIvRelays to false,
# or removing the EnableFromIvRelays line.
#
# EnableFromIvRelays=true
```

```
[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(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 (Tolv.conf)"* on page 17

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

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

```
# This file contains the mapping of events from Lenel's OnGuard to IndigoVision
# external detectors.
#
# Currently the IndigoVision Lenel OnGuard Integration supports:
# A) events generated by devices like doors and readers (Access Panels)
# B) events generated by auxiliary inputs and auxiliary outputs on a device
# (Access Panels) and by alarm inputs and alarm outputs (Alarm panels).
#
# The event mapping is described by 3 elements separated by a comma:
#
# InputNumber, <LenelOnGuardEvent>, Optional Description

# 1. The first element of each entry, InputNumber, is the positive integer
# corresponding to the external detector input number in the Alarm Server.

# 2. The second element, LenelOnGuardEvent, describes the details of the event
# within Lenel's OnGuard.
#
# The LenelOnGuardEvent consists of 4 or 5 parts, separated by a colon:
# - PanelName:DeviceName:CategoryName:EventName
# - PanelName:DeviceName:AuxDeviceName:CategoryName:EventName
#
# PanelName: The name of the Access Panel within Lenel's OnGuard.
#
# DeviceName: The name of the device, such as a Reader or Alarm Panel.
#
# AuxDeviceName: The name of the Input or Output. This field should only be
# specified for Input and Output events.
```

```
# If the Reader's Auxiliary Input or Auxiliary Output does not have a
# name configured then the following names can be used in the mapping:
# - Auxiliary Input 1
# - Auxiliary Input 2
# - Auxiliary Output 1
# - Auxiliary Output 2
# Names should always be specified for Alarm Panel Inputs and Outputs.
#
# CategoryName: The name of the category to which the event belongs.
# Possible values are GENERAL and INTRUSION. The CategoryName property
# is required to ensure unique EventName properties. You can find the
# category of an event in Lenel's OnGuard System Administration
# application.
#
# EventName: The full name of the event as displayed in Lenel's OnGuard
# System Administration, under:
# Monitoring | Alarms | Alarm Definitions | Link Summary.
#
# 3. An optional third field, separated by another comma can be added with
# a description of the event mapping.

# Examples without an auxiliary device or an alarm input:
# 10, FIRST_PANEL:Exit_Door:GENERAL:Access Granted, AG exit door 36
# 11, FIRST_PANEL:Back_Door:INTRUSION:Access Granted, IAG exit door 37

# Example without the optional comment:
# 12, SECOND_PANEL:Exit_Door:GENERAL:Access Denied

# Examples with an auxiliary device or an alarm input/output:
# 13, FIRST_PANEL:Exit_Door:AuxInput1:GENERAL:Alarm Active, AE exit door 36
# 14, SECOND_PANEL:AlarmPanel:AlarmInput1:GENERAL:Alarm Active, Back door input

# Example without the optional comment:
# 15, SECOND_PANEL:AlarmPanel:BackDoorOutput:INTRUSION:Activate Output

# Examples for auxiliary devices that have no name configured within Lenel's
# OnGuard, without the optional comment:
# 16, FIRST_PANEL:Back_Door:Auxiliary Input 1:GENERAL:Alarm Active
# 17, FIRST_PANEL:Back_Door:Auxiliary Output 2:INTRUSION:Activate Output

# The second element cannot contain the characters ',' or '\'.
# Also, any leading or trailing whitespace will be stripped.
#
# However, octal escape codes can be added to include these characters.
# Note that as the backslash is used as the escape character then the
# backslash itself requires to be escaped via an octal escape code.
#
# The valid range for octal escape codes is \001 to \177
#
# Some frequently used escape codes:
# Character ' ': => \040 - for allowing leading or trailing spaces
# Character ',': => \054
```

```
# Character '\': => \134

# Example with octal escape codes:
# 18, SECOND\054PANEL:Exit\054Door:GENERAL:Access Granted\054
```

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

► For information about Lenel's OnGuard system configuration, see *"References" on page 5*

The Lenel's OnGuard event name can include special characters by utilizing the octal escape code approach. For example, in order to produce the mappings that look like this:

```
External event Input id of '7' to Lenel's OnGuard event of
"SECOND,PANEL:Exit,Door:GENERAL:Access Granted,"
```

The following mapping should be entered:

```
7, SECOND\054PANEL:Exit\054Door:GENERAL:Access Granted\054
```

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, IMOnline, 3rdPartyOffline and 3rdPartyOnline 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.*

Alarms from IndigoVision configuration file(s)

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

► For more information, see *"Alarms from IV configuration file (FromIv.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 of an alarm from IndigoVision configuration file(s)

```
# This file contains the FromIv mapping of IndigoVision events
# to Lenel's OnGuard events.
# Each mapping entry consists of two (optionally three) comma separated fields.
# For zone events the mapping is:
# ZONE:<ZoneName>,<LenelOnGuardEvent>,<OptionalDescription>

# The first field is the IndigoVision event.
# The event type of 'ZONE' and the zone name are separated by a ':'.
# These parameters together form a single unit that uniquely describes the
# IndigoVision event.
# For detector events the mapping is:
# DETECTOR:<ZoneName>:<DetectorName>,<LenelOnGuardEvent>,<OptionalDescription>
# The event type of 'DETECTOR', the zone name to which it belongs and the
# detector name are separated by a ':'.
# These parameters together form a single unit that uniquely describes the
# IndigoVision event.
#
```

```

# The LenelOnGuardEvent name is separated from the first using ','. It
# consists of two (optionally three) fields, separated by ':'.
# The LenelOnGuardEvent name is in the form:
#
# Source:Device:SubDevice
#
# where the SubDevice field is optional.
# Source, Device and SubDevice correspond to the names of the
# Logical Source, Device and Sub-device set up in
# System Administration | Additional Hardware | Logical Sources.
#
# An optional third field, separated by another comma can be added
# with a description of the event mapping.
# Examples:
#
# ZONE:IvZone100,Lenel_IM:First floor
# ZONE:IvZone101,Lenel_IM:Second floor
# DETECTOR:IvZone102:Exit Door,Lenel_IM:Exit Door
# DETECTOR:IvZone103:Fire Door,Lenel_IM:First Floor:Exit Door
# The ZoneName and the DetectorName cannot contain the characters ',', ' or ':'
# or '\'.
# The LenelOnGuardEvent cannot contain the characters ',', ' or '\'.
# Also, any leading or trailing whitespace will be stripped.
#
# However, octal escape codes can be added to include these characters.
# Note that as the backslash is used as the escape character then the
# backslash itself requires to be escaped via an octal escape code.
#
# The valid range for octal escape codes is \001 to \177
#
# Some frequently used escape codes:
# Character ' ': => \040 - for allowing leading or trailing spaces
# Character ':': => \072
# Character ',': => \054
# Character '\': => \134
# Examples:
# ZONE:IvZone\072104,Lenel\040OnGuard\134IM:First\134Floor\102
# DETECTOR:IvZone 105\040:Exit Door,Lenel_IM:Second\054Floor

```

The first element of each entry uniquely identifies the IndigoVision alarm based on the event type (ZONE and the zone name or DETECTOR and Zone and Detector name). The second element is a string that identifies the Lenel's OnGuard Logical device/subdevice.

Both elements can include special characters by utilizing octal escape code approach. For example, in order to produce the mappings like the following:

```

Zone of "IvZone:104" to Lenel event of "Lenel_IM:First floor"
Detector "Exit Door" of "IvZone 105 " to Lenel event of "Lenel_IM:Second floor"

```

The following mappings should be entered:

```

ZONE:IvZone\072104,Lenel\134IM:First\134Floor\102
DETECTOR:IvZone 105\040:Exit Door,Lenel_IM:Second\054Floor

```

To IV Alarm Servers configuration file (TolVAlarmServers.conf)

This file contains a list of IndigoVision TolV alarm server IP addresses that receive Lenel's OnGuard events. Each Alarm Server IP address is associated with an Alarms To IndigoVision configuration file.

Figure 4: 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
```

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

From IV Alarm Servers configuration file (FromIvAlarmServers.conf)

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

Figure 5: An example from IV alarm servers configuration file (FromIvAlarmServers.conf)

```
# List of each FromIv Alarm Server (NVR-AS)
# and its FromIv file (without .conf extension)
#
# Each mapping entry consists of two (optionally three) comma separated fields
#
# The first field is the IP address of the Alarm Server
```

```

#
# The second field is the Alarms From IV configuration file excluding file
# extension of ".conf". All Alarms From IV configuration files are located in
# the "FromIv" folder. For example an entry of "FromIv" indicates that the
# Alarms From Iv configuration file is .\FromIv\FromIv.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 From Iv configuration file by entering "FromIv" as the second field
# for all entries.

# IP address, FromIv file, Description (optional)

# Example:
#
# 0.0.0.0, FromIv, Default FromIv/FromIv.conf

```

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 6: An example replay actions from IndigoVision configuration file (FromIvRelays.conf)

```

# This file maps IndigoVision external relay output numbers
# to Lenel's OnGuard event.
#
# OutputNumber, <LenelOnGuardRelay>
#
# The first element of each entry is a positive integer
# corresponding to an External Relay output in the IndigoVision
# System
#
# The second element is defined using the following details:
#
# Source:Device:SubDevice
#
# where the SubDevice field is optional.
# Source, Device and SubDevice correspond to the names of the
# Logical Source, Device and Sub-device set up in
# System Administration | Additional Hardware | Logical Sources.
#
# Example:
# 1,Lenel_IM:First_floor_door_relay
# 2,Lenel_IM:Second_floor:Fire_door_relay
# The LenelOnGuardRelay cannot contain the characters ',' or '\'.
# Also, any leading or trailing whitespace will be stripped.
#
# However, octal escape codes can be added to include these characters.

```

```
# Note that as the backslash is used as the escape character then the
# backslash itself requires to be escaped via an octal escape code.
#
# The valid range for octal escape codes is \001 to \177
#
# Some frequently used escape codes:
# Character ' ': => \040 - for allowing leading or trailing spaces
# Character ':': => \072
# Character ',': => \054
# Character '\': => \134
# Examples:
# 3,Lenel\040OnGuard\040IM:First\040Floor\040relay
```

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 Lenel's OnGuard Logical device/subdevice.

The second element can include special characters by utilizing octal escape code approach. For example, in order to produce the mappings like the following:

```
"First Floor relay" subdevice of "Lenel IM" Logical Source
```

The following mappings should be entered:

```
3,Lenel IM:First Floor relay
```


6 TROUBLESHOOTING

This chapter provides troubleshooting information for the IndigoVision Lenel OnGuard Integration Module.

Installation of IndigoVision Lenel OnGuard Integration Module fails

If during installation of the IndigoVision Lenel OnGuard Integration Module, a dialog opens with this message shown:

```
Service 'IndigoVision Lenel OnGuard Integration Module' (LENELIM)
could not be installed. Verify that you have sufficient privileges
to install system services.
```

After closing this dialog the installation rolls back.

Ensure you have the correct username/password set up for the service. To resolve this issue, try the following:

- Reinstall the IndigoVision Lenel OnGuard Integration Module using the right credentials for the user. The user must include the domain, so it is in the form: `domain\username`.
- Ensure that the Caps lock is not enabled when you enter the password.

If IndigoVision License Server is installed on the same machine and is currently running, you will encounter the following message:

```
IndigoVision software requiring a license is already running.
Please stop all IndigoVision software and try again.
```

After stopping the License Server, running the IndigoVision Lenel OnGuard Integration Module installer will succeed.

IndigoVision Lenel OnGuard Integration Module not starting

If the IndigoVision Lenel OnGuard Integration Module can not start and displays the message `Impossible to access WMI OnGuard namespace`, the username/password set up for the service might be wrong or you may not have set up the Single Sign-On user in System Administrator.

To resolve this issue, try the following:

- Re-enter the username and password for the service. This is done from the Service Control Manager (Services) which can be found in the Administrative Tools in the Control Panel. Ensure you use the format `DOMAIN\User`.
- Configure Single Sign-On.

- ▶ For more information, see "Configure OnGuard Single Sign-On" on page 14
- Check if you have a valid DataConduIT license.
 - ▶ For more information, see "Lenel's OnGuard DataConduIT License Issues" on page 33

IndigoVision Lenel OnGuard Integration Module not starting after Windows restart

If during the installation you skipped the configuration of the user for the IndigoVision Lenel OnGuard Integration Module, then you might not have set the service for Automatic delayed start.

To resolve this issue, try the following:

- Set up the Automatic (Delayed Start) start up for the IndigoVision Lenel OnGuard Integration Module in the Service Control Manager (Services).

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 IndigoVision Lenel OnGuard Integration Module service.

This will allow the Integration Module to log all alarms and events received from the Lenel OnGuard, 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,

```
2014-04-15 14:08:15 [system] Sending ToIv event 'LENEL_
IM:AlarmPanel:Door1:GENERAL:Alarm Active' to Alarm Server
'10.1.20.29'...
```

```
2014-04-15 14:08:15 [system] ToIv stateless event LENEL_
IM:AlarmPanel:Door1:GENERAL:Alarm Active' sent to Alarm
Server '10.1.20.29' with external input number '4'.
```

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 Lenel's OnGuard event of interest then look to see if the Integration Module is receiving the event but has not been configured.

For example,

```
2014-04-17 10:55:19 [system] ToIv stateless event '3-1-1-
1799' is not configured to send to Alarm Server '10.1.20.29'.
```

If a log message similar to that above is seen in the log file, then the triggered event is not configured within the Alarms To IV configuration file (*Tolv.conf*), and will not be forwarded to the Control Center suite.

Configure the event in the Alarms to IV configuration file.

- ▶ For more information, see "Alarms to IV configuration file (Tolv.conf)" on page 17

The name of the event within the log message (for example 3-1-1-1799) is composed of 4 elements, which correspond to the identifiers for the panel, device, sub device and event.

If the event is not seen in the log file then refer to Lenel's OnGuard documentation on how to set up and configure the Lenel's OnGuard.

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 Lenel OnGuard 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 Lenel OnGuard Integration Module.

4. On the Lenel's OnGuard machine, check that these services are running:
 - LS DataConduIT Service
 - LS License Server
 - LS Linkage Server
 - LS Login Driver

If these services have been restarted, you must restart the Integration Module.

5. Verify that the Lenel LS Communication Server is running. Use the shortcut **Start > All Programs > OnGuard 7.5 > Service and Support** (Run as an administrator).
6. Verify that Lenel's OnGuard is enabled to forward events. Open Lenel's OnGuard System Administration and navigate to **Administration > System Options > General System Options > DataConduIT service** and ensure the option **Generate software events** is enabled.

Events and relay actions not appearing in Lenel's OnGuard Alarm Monitoring

If alarms are not appearing in Lenel's OnGuard Alarm Monitoring 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 send alarms to Lenel's OnGuard in the system configuration file.
2. Enable debug level logging.

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

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

Verify that the Integration Module is receiving events from 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,

```
2014-04-15 14:08:10 [system] FromIv Detector event 'Ground floor:Exit door:Triggered' received from Alarm Server '10.1.20.28'.
```

```
2014-04-15 14:08:10 [system] Sending FromIv detector event '10.1.20.28:Ground floor:Exit door:Triggered (Lenel_IM:Zone27:Detector2)' to Lenel..
```

If step 3 identifies that the alarm is sent to Lenel's OnGuard then go to step 4.

If step 3 does not identify that an alarm has been sent for the IndigoVision alarm of interest then look to see if the Integration Module is receiving the event but has not been configured.

For example,

```
2014-04-15 17:49:42 [system] FromIv Detector Triggered event received '10.1.20.28:2:New Detector 1'. It is not configured to send to the 3rd party system.
```

If the alarm is seen in the log file as not being configured then the Alarms From IV configuration file and/or Alarms Server configuration file is not correctly configured to forward this event to the Lenel's OnGuard.

3. Then verify that the Lenel LS Communication Server is running. Use the shortcut **Start > All Programs > OnGuard 7.5 > Service and Support** (Run as an administrator).
4. On the Lenel's OnGuard machine, check that the these services are running:
 - LS DataConduIT Service
 - LS License Server
 - LS Linkage Server
 - LS Login Driver

If these services have been restarted, you must restart the Integration Module.

5. Only for relay actions; ensure that the FromIv relay actions are active in the system configuration file.

If you change this value, restart the IndigoVision Lenel OnGuard Integration Module through Service Control Manager (Services) in the Administrative Tools in the Control Panel.

► For more information, see "*System configuration file (System.conf)*" on page 19

Integration Module not connecting to a remote machine

If the IndigoVision Lenel OnGuard Integration Module can not connect to a remote machine, try the following solutions:

- If the error reported during the start up of the service is as follows:


```
Failed to connect to WMI OnGuard with error: The RPC server is unavailable.
```

 Verify that the server is online. If it is already online, check the firewall settings. The TCP port 135 is used to communicate with OnGuard server.
- If the error reported during the start up of the service is as follows:


```
Failed to connect to WMI OnGuard with error: Invalid namespace
```

 The Integration Module should be installed on a machine with the installed OnGuard Server or on the client machine.

Check that the key 'Host' in the section **LenelServer** in the System file reports the correct IP address or name of the OnGuard server.

- ▶ For more information, see "*System configuration file (System.conf)*" on page 16
- If the error reported during the start up of the service is as follows:

Impossible to access WMI OnGuard namespace.

This means that on the Lenel's OnGuard server, the user does not have the necessary permissions to access the WMI OnGuard namespace.

- ▶ For more information, see "*Install on a remote machine*" on page 10

License issues

If the IndigoVision Lenel OnGuard Integration Module is installed on a machine that has not had Sentinel 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 Sentinel HASP software installed on it.

If other IndigoVision software, that is licensed with either a software license or USB dongle, is installed and you are encountering licensing issues, uninstall the other IndigoVision software before installing the IndigoVision Lenel OnGuard Integration Module. The existing IndigoVision software can then be installed again.

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**, then expand the list.
5. Check that the following are listed:
 - SafeNet Inc. Sentinel HL Key
 - SafeNet Inc. HASP Key
 - SafeNet Inc. USB Key

Lenel's OnGuard DataConduIT License Issues

To check that a Lenel's OnGuard DataConduIT license is installed correctly, follow these steps:

1. On the Lenel's OnGuard machine, navigate to **Start > All Programs > OnGuard 7.5 > System Tools > License Administration**.

The license administration window opens in the default browser.

2. Enter username and password.

The default details are:

- Username: admin
- Password: admin

3. Click on View in the left pane and navigate to General Maximum Number of DataConduIT Clients (SWG-1140).

This value must be at least 1.

A

MIGRATING FROM INDIGOVISION LENEL ONGUARD INTEGRATION MODULE 1.X

The configuration process for the IndigoVision Lenel OnGuard Integration Module has been simplified. Lenel components are referenced by name rather than by internal ID numbers and can be easily modified when changes are made to the Lenel System.

If you are migrating from version 1.x, you can use the old configuration file to configure the alarms to IndigoVision system.

Here is an example of a controller and device in IndigoVision Lenel OnGuard Integration Module 1.x:

```
6,2-1-1-0,LENEL_IM-Exit_Door-Access Granted
```

This can be modified in IndigoVision Lenel OnGuard Integration Module 2.x, for example, to the following:

```
6, LENEL_IM:Exit_Door:GENERAL:Access Granted
```

Where:

- 6 is the external detector set up in the IndigoVision Control Center system.
- 2-1-1-0 is no longer used.
- LENEL_IM-Exit_Door is the controller / device pair and becomes LENEL_IM:Exit_Door .
- Access Granted becomes GENERAL:Access Granted because there are 2 different types of category (General and Intrusion).

Here is an example of a controller, device and subdevice in IndigoVision Lenel OnGuard Integration Module 1.x:

```
7,2-1-2-1,LENEL_IM-Exit_Door-Tripwire-Access Denied
```

This can be modified in IndigoVision Lenel OnGuard Integration Module 2.x, for example, to the following:

```
7, LENEL_IM:Exit_Door:Tripwire:GENERAL:Access Denied
```

Where:

- 7 is the external detector set up in the IndigoVision Control Center system.
- 2-1-2-1 is no longer used.
- LENEL_IM-Exit_Door-Tripwire is the controller / device pair and becomes LENEL_IM:Exit_Door:Tripwire.
- Access Granted becomes GENERAL:Access Denied because there are 2 different types of category (General and Intrusion).

