

Avigilon Control Center™ 6 System Integration Guide

with STENTOFON AlphaCom



© 2010-2017, Avigilon Corporation. All rights reserved. AVIGILON, the AVIGILON logo, AVIGILON CONTROL CENTER and TRUSTED SECURITY SOLUTIONS are trademarks of Avigilon Corporation. Other names or logos mentioned herein may be the trademarks of their respective owners. The absence of the symbols ™ and ® in proximity to each trademark in this document or at all is not a disclaimer of ownership of the related trademark. Avigilon Corporation protects its innovations with patents issued in the United States of America and other jurisdictions worldwide (see [avigilon.com/patents](http://www.avigilon.com/patents)). Unless stated explicitly and in writing, no license is granted with respect to any copyright, industrial design, trademark, patent or other intellectual property rights of Avigilon Corporation or its licensors.

Avigilon Corporation
<http://www.avigilon.com>

Revised : 2017-6-19
INT-STENTOFON-D
Revision: 1

Table of Contents

- Introduction 1**
 - Requirements1
 - For More Information1

- Installation2**
 - Upgrading from Avigilon Control Center 4 2
 - Server 2
 - Client 3
 - Checking the License 3

- Configuration4**
 - Communicating with the AlphaCom XE Exchange 4
 - Adding an Integration User in Avigilon 4
 - OnCustomParameter Events in AlphaCom XE Exchange .. 4
 - Avigilon Alarm Configuration 5

- Avigilon Stentofon Gateway6**
 - Configuring Server Settings 6
 - Mapping Alarms 7
 - Backing Up Mapped Alarms 8
 - Restoring Mapped alarms 9
 - 9

- Monitoring Alarms 10**

- Troubleshooting 11**
 - Mapped Avigilon Alarms Displayed As Unknown 11

Introduction

The STENTOFON AlphaCom and Avigilon Control Center software integration allows for the AlphaCom Critical Communication Over IP (CCoIP) system to be integrated with the Avigilon High Definition Stream Management (HDSM) software. Whenever an AlphaCom help point is activated, the Avigilon Control Center enables you to monitor and record video associated with the event remotely.

Requirements

| Vendor | Requirements |
|-----------|--|
| Avigilon | Avigilon Control Center Server Software 5 or later |
| Avigilon | Avigilon third-party integration license: ACC6-STFN-ALPHA |
| Avigilon | Avigilon STENTOFON Gateway software integration: StentofonGateway.exe The file can be downloaded at http://avigilon.com/support-and-downloads/for-software/acc-integration-and-plug-in-downloads/ |
| STENTOFON | AlphaCom XE System |
| STENTOFON | STENTOFON API: 100964990 (x) |

For More Information

For more detailed information about the procedures outlined in this guide, refer to the specific software documentation.

- *Avigilon Control Center Client User Guide*
- *Avigilon Control Center Server User Guide*
- *STENTOFON SDK API: Quick Start Guide*

Installation

Upgrading from Avigilon Control Center 5 Software

If you are upgrading to this version of the Avigilon Stentofon integration software, be aware that this version of the integration is only compatible with Avigilon Control Center 6 software.

NOTE: To preserve all of your current integration settings, you must upgrade to Avigilon Control Center 6 software and make sure all servers in the Site can be accessed by the integration. If a server is offline or inaccessible to the integration during the upgrade, the integration settings for that server are lost.

It is recommended that you back up a copy of all the alarm mappings before you upgrade the integration. The backup file for versions of the integration software earlier than Release 5 is called `GatewayParams.xml`. The backup file for Release 5 and later is called `StentofonAlarmConfig.xml`. Make sure the backup file is labeled correctly when you import it into the integration. For more information, see *Backing Up Mapped Alarms* on page 8.

Avigilon Control Center 6 software provides the ability to organize multiple servers into Sites and share settings between servers. To use this feature effectively, you must upgrade all servers in your Site before upgrading the integration. Once upgraded, you only need to add one server from the Site to the integration to access all servers and cameras in the Site.

NOTE: You must upgrade all servers in your Site before upgrading the integration or all of the previous mappings may be lost.

When you upgrade the integration, the installer will shut down the integration Windows service. After the upgrade is complete, click **Save and Apply** in the Configuration Tool to restart the integration. To confirm that the integration has been configured correctly, see *Avigilon Stentofon Gateway* on page 6.

Server

Install the following on any server that has access to an AlphaCom server through your network.

1. The Avigilon Control Center Server software.
2. The Avigilon Stentofon Gateway software integration.

Client

Install the following as needed:

- Install the Avigilon Control Center Client software on the computers that require access to the Avigilon Control Center System software.

Checking the License

After you have installed all the required software, you can check if the `ACC6-STFN-ALPHA` license has been properly applied:

1. Open the Avigilon Control Center Admin Tool.
2. Select the **Settings** tab and click **Licensing**. The License Activation dialog box appears.

The dialog box must say *Integration Connections: Yes* or the software was not properly licensed.

Configuration

The Avigilon Stentofon Gateway software is used to relay alarm communication between the STENTOFON AlphaCom system and the Avigilon Control Center software. Configure the two applications for their connection to the Avigilon Stentofon Gateway software.

Communicating with the AlphaCom XE Exchange

The AlphaCom firewall must be configured to allow the AlphaCom XE exchange to communicate with the Avigilon Stentofon Gateway software.

1. Log in to AlphaWeb.
2. Select **System Configuration > Filters**.
3. Select the two check boxes beside **OPC Server** with port **61112**.

See the section about communicating with the AlphaCom XE exchange in the *STENTOFON SDK API: Quick Start Guide* for more information.

Adding an Integration User in Avigilon

To protect the security of the Avigilon Control Center Server, add a user to the Avigilon software specifically for connecting to the integration. See the *Avigilon Control Center Client User Guide* for details about how to add users.

This user must have the following permissions to enable all the integration features:

- View Live Images.

The Avigilon Stentofon integration user name and password are required to add Avigilon Servers to the Avigilon Stentofon Gateway configuration application.

OnCustomParameter Events in AlphaCom XE Exchange

The Avigilon Stentofon Gateway software maps AlphaCom XE exchange OnCustomParameter events to alarms in the Avigilon Control Center Client.

To create OnCustomParameter events in the AlphaCom XE exchange, see the section about OnCustomParameter events in the *STENTOFON SDK API: Quick Start Guide*.

Avigilon Alarm Configuration

Alarms are manually created in the Avigilon Control Center Client software. Create the Avigilon alarms you want mapped to the OnCustomParameter events in the AlphaCom software, then assign the required cameras and settings for the alarm.

1. In the Avigilon Control Center Client software, right-click the Site in the System Explorer and select **Setup**.
2. In the Setup tab, click **Alarms**.
3. On the Add Alarm dialog box, click **Add**.
4. On the Select Alarm Trigger Source page, select **External Software Event** from the **Alarm Trigger Source** drop down list and click **Next**.
5. On the Select Linked Cameras page, select the cameras to link to this alarm, and set the **Pre-Alarm Record Time** and the **Recording Duration**. Click **Next**.
6. Select the groups or users who should receive alarm notifications, then click **Next**.
7. (Optional) If you would like to trigger an action when an alarm is acknowledged, select the **Activate selected digital output(s) on alarm acknowledgement** check box.
 - a. Select the digital outputs to be activated and specify the duration.
 - b. Select the **Require user confirmation before activating digital output** check box if users need to confirm the alarm before the digital output action is initiated.
 - c. Click **Next**.
8. Enter a **Name** for the alarm and set the alarm **Priority**. The alarm name is used to identify the alarm during the integration.
9. Ensure the **Enable Alarm** check box is selected and click **Finish**.

Avigilon Stentofon Gateway

The Avigilon Stentofon Gateway is composed of two parts: the Avigilon Stentofon Gateway Windows service that runs automatically in the background, and the Avigilon Stentofon Gateway configuration application that is used to configure the connection and alarm mappings between the STENTOFON and the Avigilon systems.

Configuring Server Settings

Configure the Alarm Mapping Gateway to access the two applications.

The configuration application remembers the server configuration, so you do not need to repeat this procedure if the settings remain the same.

After you install the integration software, the Configuration Tool automatically opens. To access it manually, select **All Programs > Avigilon > Avigilon Stentofon Gateway > Configure Avigilon Stentofon Gateway**.

- If you upgraded your integration and all the configurations were successfully imported, you will automatically see the Configuration Tool window. Click **Configure Connections**.

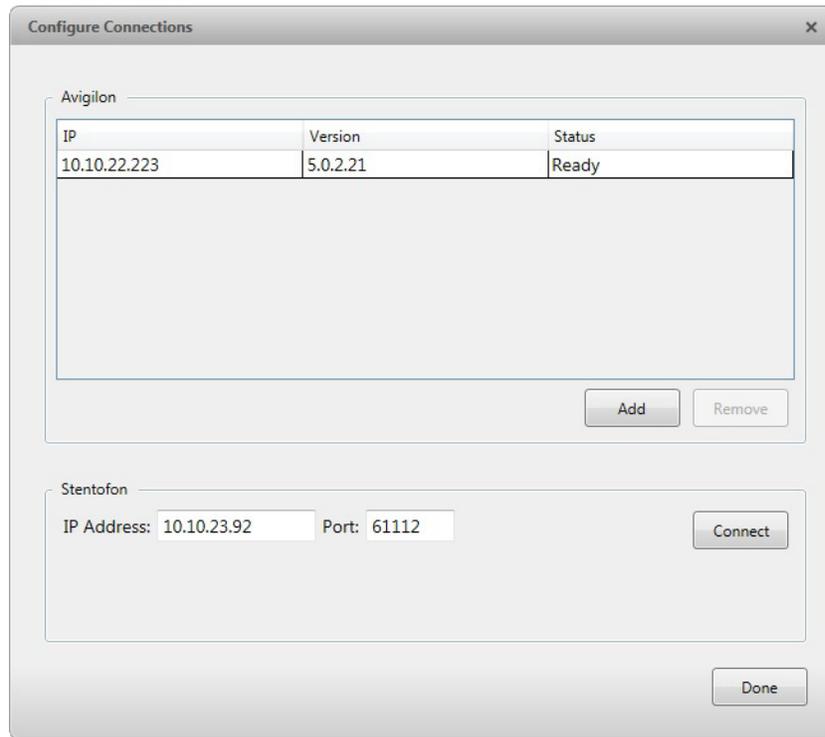
NOTE: If you have multiple server connections to the same Avigilon Site, remove all but one of the connections. When you have servers organized in a Site, you only need one server connection to access all the alarms within a Site. Keeping multiple server connections will duplicate the alarms listed in the Configuration Tool.

- If this is a new installation, you will automatically see the Configure Connections dialog box. Click **Add**.
 - a. In the following dialog box, enter the Avigilon Server **IP Address**, **User Name** and **Password**, then click **OK**.

Use the username and password you created for the integration. See *Adding an Integration User in Avigilon* on page 4.

NOTE: If multiple servers in the Site are needed in the integration, you only need to add one server from the Site to have access to all the alarms in the system. You only need to add the Avigilon Control Center Server that hosts the integration license.

1. In the Configure Connections dialog box, enter the AlphaCom XE Exchange IP address and port number.



2. Click **Connect** to link the Avigilon Control Center software and AlphaCom software with the integration. A popup message appears to notify you that the connection is successful.
3. Click **Done**. The Configuration Tool window is displayed.

Mapping Alarms

In the Configuration Tool is a list of all the current alarm mappings, and all the available alarms from the Avigilon Control Center software and the AlphaCom software.

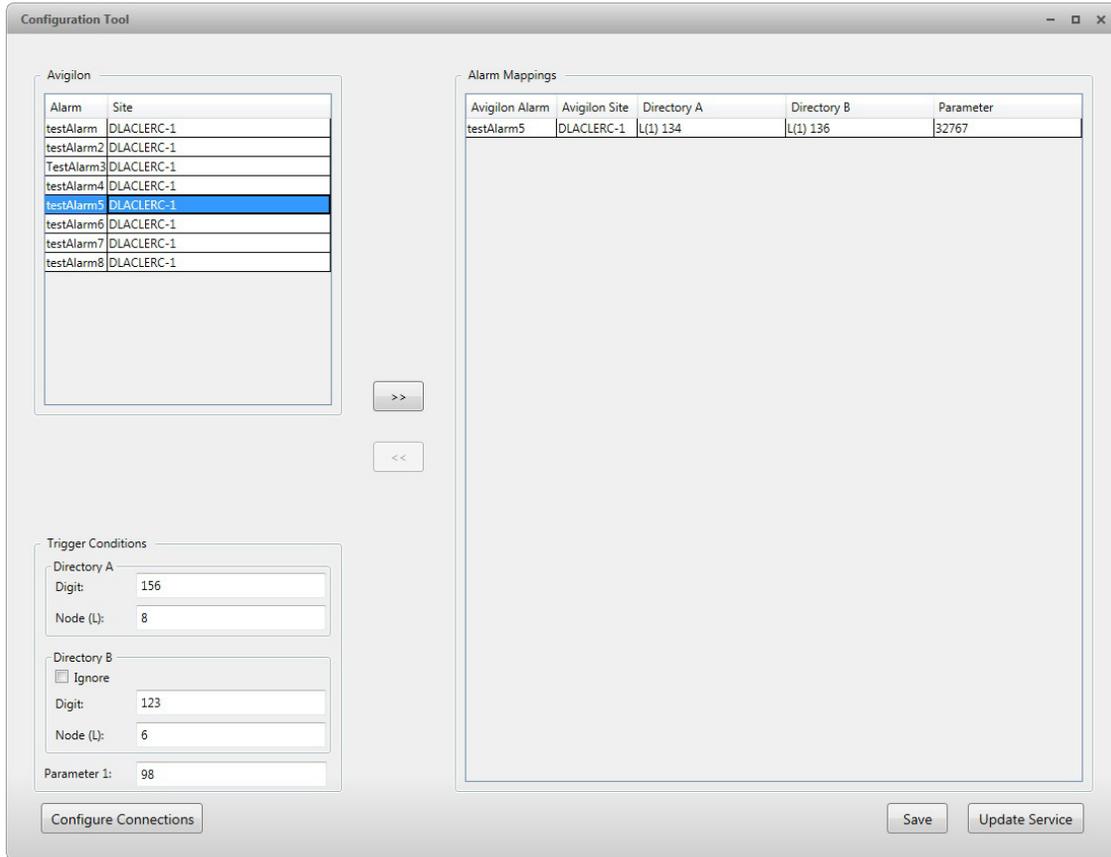
If the Configuration Tool is not already open, select **All Programs > Avigilon > Avigilon STENTOFON SMS Gateway > Configure Avigilon to STENTOFON SMS Gateway**.

To map alarms together, complete the following steps:

1. In the Trigger Conditions area, enter the trigger conditions that were configured in the AlphaCom XE exchange.

Digit refers to the string used to identify the OnCustomParameter event, and **Node** refers to the AlphaCom XE exchange this OnCustomParameter event is

linked to. In the **Parameter** field, enter the specific instance the custom parameter should map to.



2. Select the Avigilon alarm that the trigger will map to. All the alarms configured in Avigilon are listed.
See *Avigilon Alarm Configuration* on page 5 for more information.
3. Click >>.
4. Repeat the previous steps until all the required alarms have been mapped.
5. When you are ready, click **Save and Apply**. The Gateway service synchronizes all new or changed mappings.

Backing Up Mapped Alarms

After you finish mapping all the alarms in the Configuration Tool, you can choose to back up a copy of the mappings.

If you are performing this procedure before upgrading the integration, be aware that in older versions of the integration the backup file is located in the same folder but is labeled `GatewayParams.xml`.

1. Navigate to C:\Program Files\Avigilon\Avigilon Stentofon Gateway\.

NOTE: The filepath may be different depending on how your system is configured.

2. Copy and paste the `StentofonAlarmConfig.xml` file to a back up location.

Restoring Mapped alarms

When you have a backup copy of the mapped alarms, you can restore the mapped alarms any time.

1. Locate your backup copy of the `StentofonAlarmConfig.xml` file.

If you are restoring a backup from a previous version of the integration, rename the `GatewayParams.xml` file to `StentofonAlarmConfig.xml`.

2. Copy and paste the backup `StentofonAlarmConfig.xml` file into the C:\Program Files\Avigilon\Avigilon Stentofon Gateway\ folder.

If prompted, allow Windows to overwrite the copy that is currently in the folder.

3. Open the integration Configuration Tool. The restored mappings should be displayed in the Alarm Mappings list.

Opening the Configuration Tool synchronizes the Gateway Service with the updated configuration.

Monitoring Alarms

After alarm mapping is completed, events triggered in AlphaCom will trigger alarms in the Avigilon Control Center software.

To monitor alarm video in the Avigilon Control Center software, see the alarm monitoring section of the *Avigilon Control Center Client User Guide*.

Troubleshooting

If the following troubleshooting solutions do not resolve your issue, contact Avigilon Technical Support – <http://avigilon.com/support-and-downloads/>.

Mapped Avigilon Alarms Displayed As Unknown

Mapped Avigilon alarms in the Configuration Tool are labeled in red as “Unknown.” The Avigilon server that the integration is connected to displays an “Error” status in the Configure Connections dialog box.

This issue occurs if the Avigilon Control Center Server has rebooted or is offline.

Perform the following steps to ensure the integration functions correctly:

1. Check that the Avigilon Control Center Server is online and connected to the local network.
2. When the Avigilon Control Center Server is back online, open the Configuration Tool and click **Configure Connections**.
3. If the Avigilon Control Center Server is online, the server status would be “Ready.” If it is not, check the server connectivity again.
4. Close the Configure Connections dialog box. The Configuration Tool should now display the correct alarm names.
5. Click **Save and Apply** to ensure the alarm mappings are active.