

IndigoVision

**Commend
Integration Module**

Administrator's Guide



IndigoVision

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1 ABOUT THIS GUIDE

This document is provided for system administrators integrating the Commend intercom system with 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/integration>

2 OVERVIEW

The Commend Integration Module allows events from a Commend intercom system to be integrated with IndigoVision Control Center.

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

Compatibility

Please ensure you have properly installed, configured, and licensed the Commend intercom system.

System requirements

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

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

Network Video Recorders

The Commend Integration Module cannot be run on the same PC as an IndigoVision Network Video Recorder – Alarm Server (NVR-AS).

An exception to this rule is when the IndigoVision NVR-AS is not licensed and therefore requires no USB license dongle. In this case, the IndigoVision NVR-AS is used solely as an IndigoVision Alarm Server.

Licensing

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

Commend licenses

Each Commend server to be integrated with the IndigoVision Control Center system requires a TCP/IP ICX interface card and ICX integration license.

3 INSTALLATION

This section describes how to install the Commend Integration Module.

To install the Commend Integration Module, follow these steps:

1. Insert the IndigoVision Integrations DVD, or download the module from the partner extranet site.
 - ▶ For more information, see "References" on page 5If you are using the Integrations DVD, navigate to **Commend** and select **Install Commend**.
2. Run **setup.exe** and follow the on-screen instructions.

By default, the Commend Integration Module is installed to:
C:\Program Files (x86)\IndigoVision\Integration\Commend.
3. Edit the system configuration file (**System.conf**).
 - ▶ For more information, see "System configuration file (system.conf)" on page 13This file is shown during installation. Edit the system configuration parameters. Save and close the file.
4. Edit the To IV Alarm Server list configuration file (**TolvAlarmServers.conf**).
 - ▶ For more information, see "To IV Alarm Servers configuration file (TolvAlarmServers.conf)" on page 16This file is shown during installation. Specify the To IV Alarm Servers and their corresponding Tolv mapping files. Save and close the file.
5. Edit the Commend Integration Module event configuration file (**Tolv.conf**).
 - ▶ For more information, see "Alarms to IndigoVision configuration file (Tolv.conf)" on page 14This file is shown during installation. Specify the mappings of the Commend Integration Module names to the IndigoVision alarm IDs. Save and close the file.
6. Start the Commend Integration Module service from the Windows® services.

Integration specific installation

When configuring the integration module **System.conf** file, the IP and port details for each Commend server should match those given to the TCP/IP ICX interface.

4 CONFIGURATION

This chapter describes how to configure the Commend Integration Module.

Integration module

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

1. Edit the system configuration file (**System.conf**).
 - ▶ For more information, see "System configuration file (system.conf)" on page 13
2. Configure the list of Tolv IndigoVision Alarm Servers that receive Commend Alarms and Events (**TolvAlarmServers.conf**).
 - ▶ For more information, see "To IV Alarm Servers configuration file (TolvAlarmServers.conf)" on page 16
3. Configure the events of interest (**Tolv.conf**).
 - ▶ For more information, see "Alarms to IndigoVision configuration file (Tolv.conf)" on page 14
4. Define the Commend Events of interest within Control Center.
 - ▶ For more information, see "IndigoVision Control Center configuration" on page 12

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

System configuration file (System.conf)

This file contains all the system configuration parameters.

- ▶ For more information, see "System configuration file (system.conf)" on page 13

Alarms to IV configuration file (Tolv.conf)

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

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

- ▶ For more information, see "Alarms to IndigoVision configuration file (Tolv.conf)" on page 14
- ▶ For more information about supported events, see "Supported event types" on page 19

- ▶ For more information about station number values and All Call/Group Call, see "Station numbering" on page 20
- ▶ For more information about wildcarding of events, see "Wildcarding" on page 20

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 16

IndigoVision Control Center configuration

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

Create a new external system

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

Create a new zone and external detector

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

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

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

5

SYSTEM CONFIGURATION FILES

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

System configuration file (system.conf)

This file lists the configurable system parameters that are independent of events.

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

Figure 1: Example of a System Configuration file

```
[AlarmServer]

#
# The IP address of the primary Alarm Server (NVR) 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

[SystemEvents]

#
# SystemEvents are events that may be sent to Control Center
# to report the status of, or problems with, the Integration Module
# or Command 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
[Commend]
# List of Commend servers
#
# The format is: ServerAlias=IP:Port:EncodedPassword
#
# The EncodedPassword field is mandatory only if a password has been set up in
# the Commend Server.
# 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 server without a password
# Server1=0.0.0.0:17000
#
# Example of a server with a password
# Server2=0.0.0.0:17000:0123456789ABCDEF

[Log]

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

```

Alarms to IndigoVision configuration file (Tolv.conf)

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

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

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

```

# This file contains the ToIv mapping of Commend events to
# IndigoVision external event input numbers.
#
# Each mapping entry consists of two ( optionally three ) comma separated
# fields.
#
# InputNumber, CommendEvent, 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 Commend Event.
#
# The general format for the Commend event is as follows:
# ServerAlias:EventType <Additional Parameters>
#
# where the ServerAlias is defined in the System.conf.
#
# The following event types are currently supported:
# - Online
# - Offline
# - Conversation
# - DoorRinging
# - DoorOpenedOnButton
# - DoorControl
# - Fault
# - CallRequest
# - PA
#
# Each type has a number of additional fields specific to that type. The
# following details the format for each type.
#
# ServerAlias:Online
# ServerAlias:Offline
# ServerAlias:Conversation:CallEvent:CallingStation:CalledStation
# ServerAlias:DoorRinging:CallingDoorStation
# ServerAlias:DoorOpenedOnButton:CallingDoorStation:CalledStationThatOpenedDoor
# ServerAlias:DoorControl:DoorEvent:CallingDoorStation
# ServerAlias:Fault
# ServerAlias:CallRequest:CallingStation:CentralControlStation
# ServerAlias:PA:CallingStation:DialledCode
#
# See the Commend Integration Module Admin Guide for full details of permitted
# ToIv events including short and long call numbers and wilddarding fields.
#
# An optional third field, separated by another comma can be added with
# a description of the event mapping.
#
# Examples
# 100,Server1:Online, Server1 online event
# 101,Server1:Offline, Server1 offline event
# 102,Server1:Conversation:CallStart:1050:1001, Calls from Station 1050 to 1001
# 103,Server1:Conversation:CallStart:FF121050:FFFF1001, Calls from Station 121050 to
1001

```

```
# 104,Server1:DoorRinging:1050, Door attached to Station 1050 ringing
# 105,Server1:DoorRinging:FFFF1020, Door attached to Station FFFF1020 ringing
# 106,Server1:DoorOpenedOnButton:1002:1050, Door attached to Station 1002 opened from
Station 1050
# 107,Server1:DoorOpenedOnButton:FF121002:FFFF1050, Door attached to Station FF121002
opened from Station FFFF1050
# 108,Server1:DoorControl:ValidInput:1002, Door attached to Station 1002 opened with
valid code
# 109,Server1:DoorControl:ValidInput:F1231002, Door attached to Station F1231002
opened with valid code
# 110,Server1:Fault, Server1 is reporting a fault
# 111,Server1:CallRequest:1002:1050, Call Request by CallingStation 1002 sent to
Control Station 1050
# 112,Server1:PA:1050:0012, PA started by CallingStation 1050 using code 0012
```

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

- ▶ For information about Commend Integration Module system configuration, see *"References" on page 5*

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

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

To IV Alarm Servers configuration file (TolvAlarmServers.conf)

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

Figure 3: An example to IV Alarm Servers configuration file (TolvAlarmServers.conf)

```
# List of each Alarm Server (NVR) and its ToIv file (without .conf extension)
#
# Each entry consists of up to three comma separated fields
#
# The first field is the IP address of the Alarm Server (mandatory).
#
# The second field is the Alarms To IV configuration file excluding file
# extension of ".conf" (mandatory). All Alarms To IV configuration files
# are located in the "ToIv" folder.
# For example an entry of "ToIv" indicates that the
# Alarms From Iv configuration file is .\ToIv\ToIv.conf
#
# The optional third field can be used to provide a description.
```

```
#  
# Note that it is possible to set up all Alarm Servers to use the one default  
# Alarms To Iv configuration file by entering "ToIv" as the second field  
# for all entries.  
# IP address, ToIv file, Description (optional)  
# Example using all three fields:  
#  
# 0.0.0.0, ToIv, Default ToIv\ToIv.conf  
# Example using two fields:  
# 0.0.0.0, ToIv
```

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

Commend server password encoding

For each Commend server that requires authentication, a password must be specified in the ServerAlias entry in the system configuration file.

Passwords are encoded using a small console based utility called `encode.exe`. A password is entered into the Password Encoding Tool, which then writes a hexadecimal encoded string representation suitable for pasting into the system configuration file. The utility is in the Integration Module installation directory, and is accessible through the following shortcut:

- **Start>All Programs>IndigoVision>Commend Integration Module>Password Encoding Tool**

Copy the output from this utility into the system configuration file for the relevant entries. This output must be kept on a single line.

Notice *Do not attempt to encode a password on a separate machine from the one you plan to run the Integration Module on, as the decoding will fail. Decoding can only be successfully performed on the same machine as was used to perform the encoding.*

6 CONFIGURATION PARAMETERS

This chapter describes the parameters for different stages of configuration for the Commend Integration Module.

Supported event types

The following is a list of all supported event types that can be configured in the Commend Integration Module:

- Online
- Offline
- Conversation - this event also has multiple subtypes
- DoorRinging
- DoorOpenedOnButton
- DoorControl - this event also has multiple subtypes
- Fault
- CallRequest
- PA

Conversation

The Conversation event format is as follows:

```
ServerAlias:Conversation:Subtype:CallingStation:CalledStation
```

The following Conversation subtypes are supported:

- CallEnd
- CallInterrupted
- CallStart
- PartnerPrivate
- PartnerBusy
- NotAvailable
- Transfer

Door Control

The Door Control event format is as follows:

```
ServerAlias:DoorControl:Subtype:CallingStationWithDoor
```

The following Door Control subtypes are supported:

- ValidInput
- InvalidInput

Station numbering

A Commend intercom system may specify intercom station number using 4 digit short numbers or 8 digit long numbers. Both number formats are supported for StationNumber fields in the Tolv.conf file.

Short format station numbers may be used where all stations on a given Commend server are contained within a single region. Long format numbers start with a region code. In cases where this is less than 4 digits the number should be padded with the F character.

The two examples below show the short and long format station numbers matching a Conversation event between two stations, 1050 and 1001 in region 03.

- Short format:
Server1:Conversation:CallStart:1050:1001
- Long format:
Server1:Conversation:CallStart:FF031050:FF031001

This rule applies to all the supported events.

All Call / Group Call

The Commend Integration Module supports AllCall and GroupCall events received from the Commend server. These should be entered in the **Tolv.conf** file as a Conversation Event, but the CalledStation should be either the group number for GroupCall events or FF00 for AllCall events.

► For more information about Conversation Events, see "Conversation" on page 19

Wildcarding

The Commend Integration Module allows the administrator to configure Tolv events with one or more wildcarded fields. This allows a field to be ignored by the Integration Module when attempting to match messages received from the Commend server to the Tolv event entries.

Conversation wildcarding

Wildcarding can be applied to Subtype, CallingStation and CalledStation fields. The format is as follows:

```
ServerAlias:Conversation:Subtype:CallingStation:CalledStation
```

Table 1: Wildcarding on Conversation events in Tolv.conf files

Example of wildcarding on Conversation event	Description
Server1:Conversation: CallStart:1050:*	All calls started from Station 1050
Server1:Conversation: CallStart:*:1001:	All calls started where Station 1001 is the recipient
Server1:Conversation: *: 1050:1001	All supported conversation actions from Station 1050 to Station 1001
Server1:Conversation: CallStart:*:*	All calls started
Server1:Conversation: *:1050:*	All Conversation events from Station 1050
Server1:Conversation: *: *:1001	All Conversation events where Station 1001 is the

Example of wildcarding on Conversation event	Description
	recipient
Server1:Conversation: *.*.*	All Conversation events

Door Ringing wildcarding

Wildcarding can be applied to the CallingDoorStation field. The format is as follows:

```
ServerAlias:DoorRinging:CallingDoorStation
```

Door Control wildcarding

Wildcarding can be applied to the Subtype and CallingDoorStation fields

```
ServerAlias:DoorControl:Subtype:CallingDoorStation
```

Door Opened on Button wildcarding

Wildcarding can be applied to the CallingDoorStation and CalledStationThatOpenedDoor fields. The format is as follows:

```
ServerAlias:DoorOpenedOnButton:CallingDoorStation:CalledStationThatOpenedDoor
```

Call Request wildcarding

Wildcarding can be applied to the CallingStation and CentralControlStation fields. The format is as follows:

```
ServerAlias:CallRequest:CallingStation:CentralControlStation
```


7 TROUBLESHOOTING

This chapter provides troubleshooting information to resolve common issues.

Alarms not appearing in Control Center

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

1. Enable debug level logging.

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

This will allow the Integration Module to log all alarms and events received from the Commend intercom system, 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,

```
2015-02-06 11:45:33 [system] ToIv stateless event
'Server1:CallRequest:1001:1050' sent to Alarm Server
'10.1.213.1' with external input number '109'.
```

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 Commend intercom system event of interest then look to see if the Integration Module is receiving the event but has not been configured.

For example,

```
2015-02-06 11:45:39 [system] ToIv stateless event
'Conversation:CallEnd:1050:1001' received from Commend Server
'10.1.20.10' is not configured to send to any Alarm Server.'
```

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

If the event is not seen in the log file, while the Commend Integration Module is connected to the Commend server, it might be that the TCP/IP ICX interface is not correctly licensed or the configured IP refers to a different TCP/IP interface of the Commend server.

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 Commend 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 Commend Integration Module.

Connectivity issues

If it is not possible to connect to the Commend server it may be because the TCP/IP ICX interface has a password configured.

A password may be specified for each Commend server TPC/IP ICX interface in the **System.conf** file.

License Dongle Issues

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

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

How to Check that the Sentinel HASP Dongle is Active

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

Check that the device drivers are listed in Device Manager:

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