

detrios

**Project User Guide
Digital Watchdog
OnGuard Integration
V 2.1**

Table of Contents

Project Summary.....	3
Required Licenses	4
System Information	4
Replication Considerations	4
Upgrade Considerations	4
Installation	4
Pre-installation Checklist	4
Installation Steps.....	5
Application and Service Installation Steps.....	5
Detrios License	5
Configuration	6
File.....	6
Configuration Elements	6
Support.....	11
Contact Detrios	11

Project Summary

The Digital Watchdog OnGuard Integration Service has two major features (1) Export OnGuard event information to the Digital Watchdog Video Management System and (2) Enable simple reader commands from within the Digital Watchdog Video Management System user interface.

The exported event information can be used by the Digital Watchdog Video Management System Rules Engine to perform a variety of actions including, but not limited to the following:

- Bookmark Video
- Trigger Device Output
- Initiate Device Recording
- Perform an HTTP Request
- Execute a PTZ preset
- Play Sound
- Repeat Sound
- Send Email
- Show Notification
- Show Text Overlay
- Write to Log

The reader commands can be used to lock, unlock, and pulse a configured OnGuard reader. When a reader command is issued from the integration an accompanying generic event will be sent. The event sent into OnGuard will be in the following format:

```
Received Reader Command {ReaderName} :: {Command} :: {Comment}
```

Required Licenses

OnGuard Open Access License – A separate license for this application is required
Detrios License

System Information

Item	Value
System Type (Pro / Enterprise)	
OnGuard Version	
Application Server Name ¹	
Operating System	
Linkage Server Name	
OpenAccess Server Name	
Admin Username	
Admin User Password	
DataConduit Username	
DataConduit Password	
Logical Source Name for Service	

Replication Considerations

This solution should be installed at the master server only.

Upgrade Considerations

This solution should be retested after any upgrade to OnGuard.

Installation

Please ensure the following items are complete prior to scheduling installation

- Installation of Open Access license
- Configuration of the Open Access (see OnGuard Open Access User Guide)
 - This includes the creation of a OnGuard user account that is designated for this integration only.
- Configuration of OnGuard Logical Source (see OnGuard System Administration User Guide)
- Confirm personnel availability

Pre-installation Checklist

Please ensure the following items are completed prior to installation

- Confirm location / conference details
- Confirm server availability for OnGuard Windows Service restart
- OnGuard Database Backup taken and location recorded prior installation start

¹ If part of a disaster recovery solution list type of disaster recovery solution and the servers involved

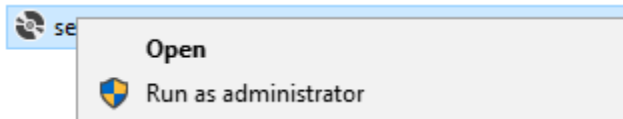
- Digital Watchdog Application Installed and Configured

Installation Steps

The Digital Watchdog OnGuard Integration Service is installed through an installation package provided by Detrios. The installer will create a Windows Service on the installed server that will communicate with the OnGuard server.

Application and Service Installation Steps

1. Copy files to local sever for installation
 - a. DWSpectrum.EventExport.Installer.msi
 - b. Setup.exe
2. Right-click on setup.exe > select Run as administrator



3. The Setup Wizard will be displayed
4. Select Next
5. Installation Folder screen displayed
6. Confirm installation directory and users for installation
7. Select Next
8. Confirm Installation screen displayed
9. Select Next
10. Installing screen displayed
11. When installation is complete, Installation Complete screen is displayed
12. Select Close

Detrios License

A Detrios license is required to run the application. The system UID required for the license can be generated with the license tool or found in the service log file.

If the license has not been installed or the error below is received please contact Detrios at info@detrios.com

Example of error in the log file if the license file is not installed:

```
System.IO.FileNotFoundException: License file 'detrios.lic' not found.  
If a new license is needed please send this UID [1Q83SDS-1V75X90-31YF3F-  
II0G3W] to info@detrios.com.
```

Configuration

The solution uses an XML file for configuration.

File

The Service configuration file is located in the application installation directory with the name: `DWSpectrum.EventExport.Service.exe.config`

Configuration Elements

EventExportConfig

Configuration section that includes the details for this service

WebApiUrl

The web address for the self-hosted service to receive reader command requests

WebApiUser

The user name that will be used to validate requests to the web service for reader commands

WebApiPassword

The password that will be used to validate requests to the web service for reader commands

AlarmSource

The OnGuard Logical Source that will be used to Send Events into OnGuard

DwApiUrl

The web address for the DW Spectrum API

DwApiUser

The user name that will sent as part of the request to the DW Spectrum API

DwApiPassword

The password that will sent as part of the request to the DW Spectrum API

DwEventExportSource

Text that can be used to uniquely identify the site for the event information

SubscriptionId

The OnGuard Open Access Event Subscription ID used to reconnect to the Event Bridge

PacsApiConfig

Configuration section that includes the details for connecting to OnGuard Open Access

ApiServer

The web address for Open Access

ApiUsername

The user name for Open Access

ApiPassword

The password for Open Access

EmailConfig

This section of the configuration file is used for the email settings that enable emails to be sent

ServerName

Host name or IP Address of the email server that should be used

Username

Username that will enable the service to send emails

Password

User password that will enable the service to send emails

Port

The port to use when connecting to the SMTP server. The default is 25 and 587 is also a common port used.

UseSSL

Determines if SSL should be used in the connection to the SMTP server. The use of SSL may require the use of different ports.

FromAddress

The from email address that should be used when sending emails

Subject

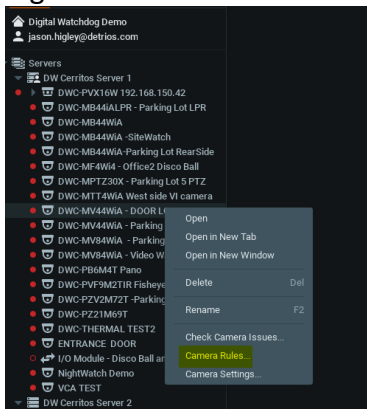
The subject text for the emails

Configure HTTP Request

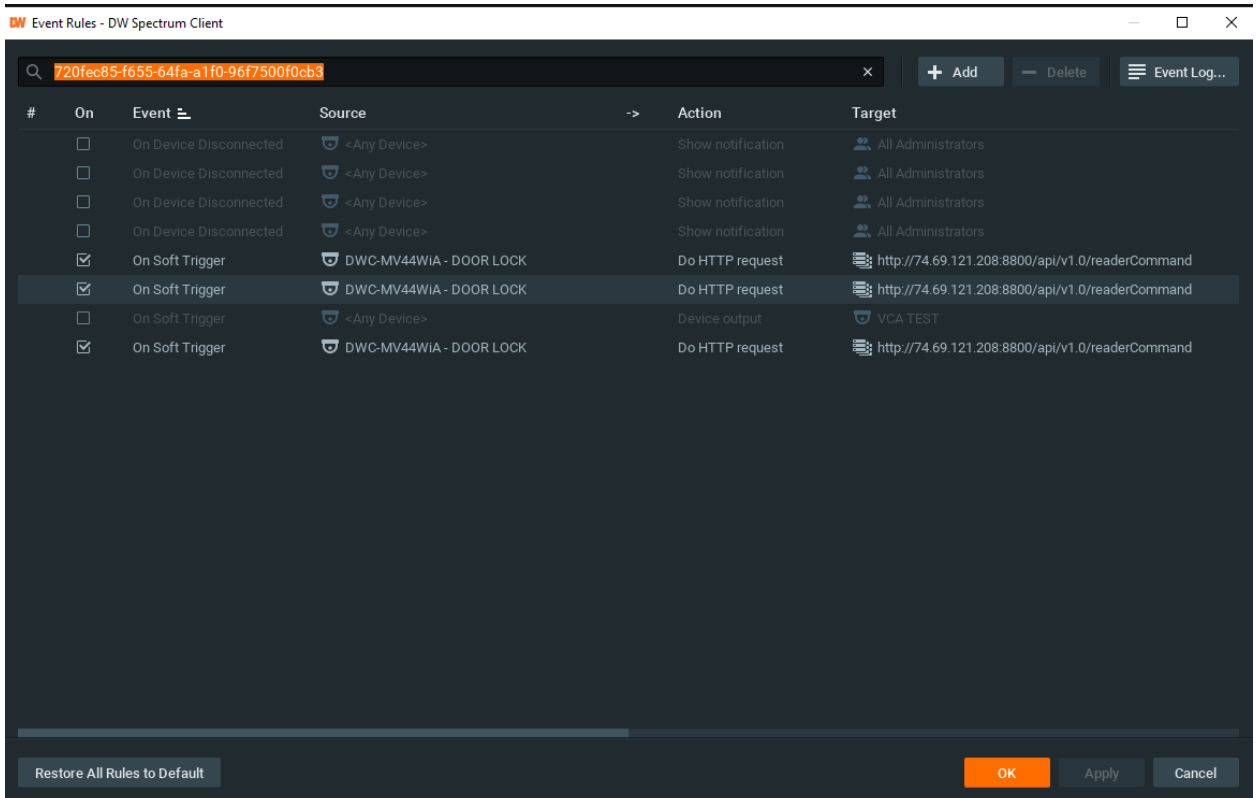
The Digital Watchdog OnGuard Integration uses an HTTP request to a self-hosted web service to support the Reader Commands functionality. The web service requires user authentication, which is configured in the service configuration file.

To configure the HTTP request:

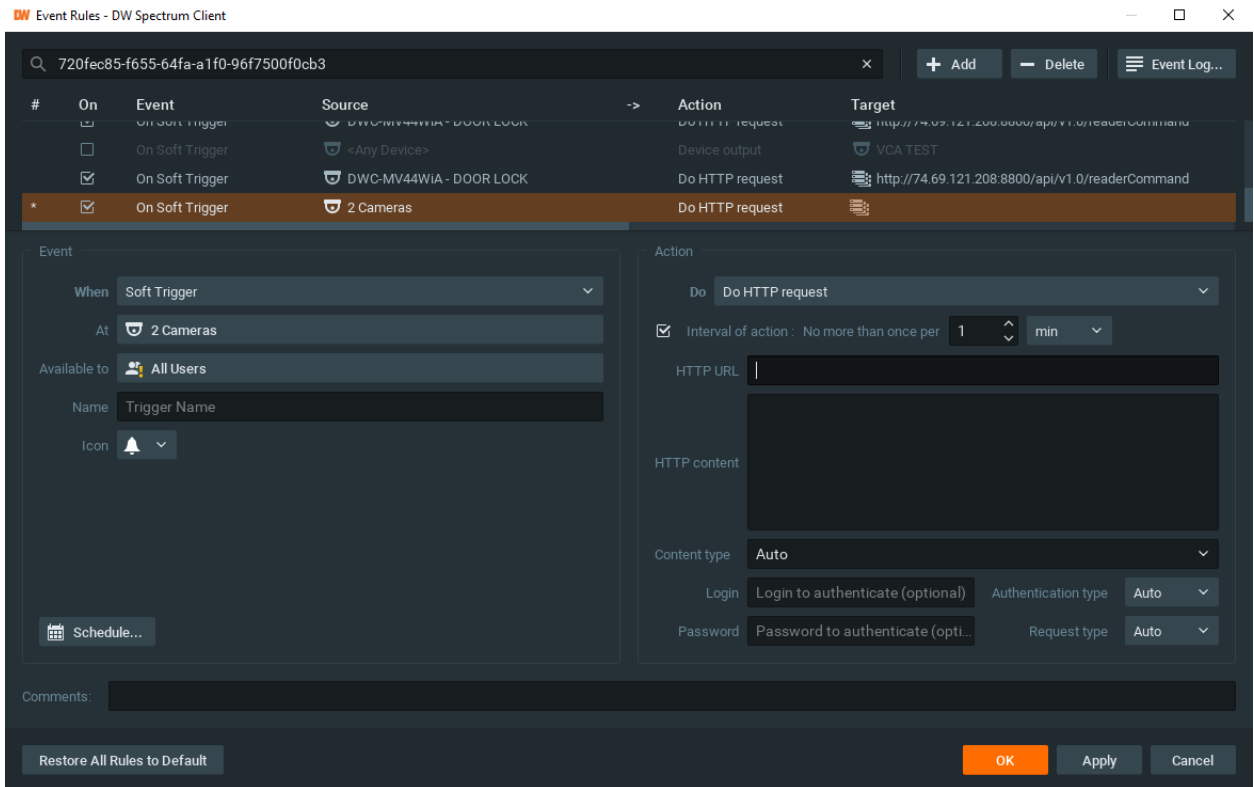
1. Open DW Spectrum User Interface
2. Login as an Admin User
3. Right-click on a camera and select Camera Rules



4. Select Add



5. Change When in the Events section to Soft Trigger



6. Change the At to the desired device
7. Change Available to All Users
8. Enter a Name for the Trigger
9. Change Icon to an appropriate symbol
10. Change the Do in the Action section to Do HTTP Request
11. Enter the HTTP URL
Example: http://<serveripaddress>:8800/api/v1.0/readerCommand
12. Enter the HTTP Body as defined in section below
Example:


```

      {
        "ReaderName":"Meliora 101",
        "Command":"1",
        "Comment":"Notes"
      }
      
```
13. Enter Login and Password
14. Change Content type to application/json
15. Change Authentication type to Basic
16. Change Request type to POST
17. Select Apply

Icon should appear in the bottom right corner of camera viewing window.

HTTP Body

Data Model

The HTTP body for the Reader Command is as follows:

Property	Type	Description
ReaderName	String	Name of the Reader in OnGuard
ReaderCommand	Int	Integer representing the desired reader mode <ul style="list-style-type: none">• 0 – Locked• 1 – Card Only• 2 – Card Or Pin• 3 – Card And Pin• 4 – Unlocked• 5 – Facility Code• 9 – Pulse• 100 – Default
Comment	String	Event Text that will be included in the Generic Event sent to OnGuard

ReaderName – Name of the Reader in OnGuard

ReaderCommand - Intern

Example:

```
{  
  "ReaderName": "Meliora 1a",  
  "Command": 4,  
  "Comment": "Unlocked door from DW Camera"  
}
```

Support

Contact Detrios

If the issue cannot be resolved or source of the failure is not well understood, please contact Detrios at support@detrios.com. Please attach the log files and provide details below:

Item	Value
Initial Observation Time	
Most Recent Observation Time	
Expected Result	
Observed Result	
Record Details	
Recent Changes to the Environment (upgrades, etc.)	

Troubleshooting

Restarting Lenel OnGuard Services

Lenel OnGuard services should be stopped and then restarted in the following order. Starting them in the incorrect order may result in errors and failure to start the service.

1. LS Message Broker
2. LS Open Access
3. LS Event Context Provider (should have an account assigned for login)
4. LS Web Event Bridge (should have an account assigned for login)
5. LS Web Service

The LS Open Access service might not start on first start attempt.

Common Issues

Service won't start or stops shortly after starting:

- Log Message - No connection could be made because the target machine actively refused it 192.168.11.18:8080
 - Check to see if the LS Web Service service is started
- Log Message - The remote name could not be resolved
 - API Server information is incorrect
- Log Message - The username/password combination you have entered is incorrect
 - Wrong API username and/or password
- Log Message - This application is not licensed
 - Customer doesn't have the DW Spectrum OAAP license

Service starts but no events are being sent:

- Check if the LS Event Bridge service is started
- Check if the LS Event Context service started