

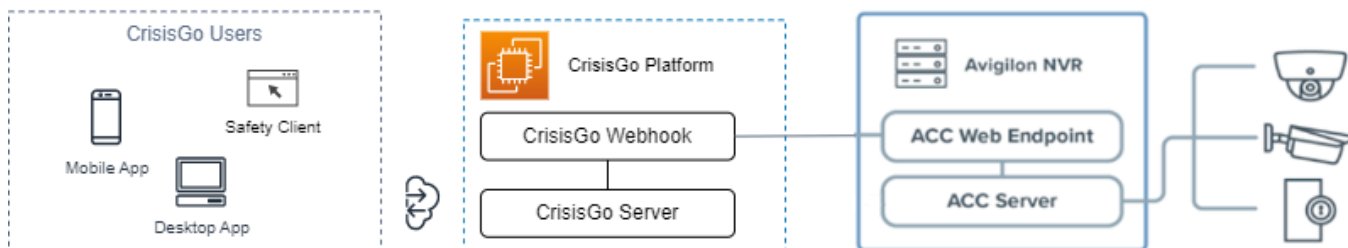
# Avigilon Integration Installation Guide

Last updated on March 24, 2023

- 1. Introduction
- 2. Activation
- 3. ACC Setup
  - 3.1 Install ACC Web Endpoint Service
  - 3.2 Create CrisisGo API User
  - 3.3 Create Alarms
- 4. CrisisGo Inbound Setup
  - 4.1 Sign in to Integration Portal
  - 4.2 Integration Configuration
  - 4.3 Add Inbound Rule
  - 4.4 Setup Trigger Conditions
  - 4.5 Setup Target Action
  - 4.6 Save Rule
- 5. CrisisGo Outbound Setup
  - 5.1 Sign in to Integration Portal
  - 5.2 Integration Configuration
  - 5.3 Add API Endpoint
  - 5.4 Add Outbound Rule
  - 5.5 Setup Trigger Conditions
  - 5.6 Setup Target Action
  - 5.7 Save Rule
- 6. Integration Test
  - 6.1 Alert from ACC to CrisisGo
  - 6.2 Alert from CrisisGo to ACC

## 1. Introduction

The CrisisGo + Avigilon Control Center (ACC) Integration seamlessly allows you to activate CrisisGo alerts from your ACC server, and also to automatically trigger alarms to your ACC when a specified alert is set off in CrisisGo.



This integration is based on the ACC Web Endpoint API to monitor or trigger alarms, so you must have ACC Web Endpoint Service version 7.4 (or later) installed on your ACC server.

### ACC Events and Alarms

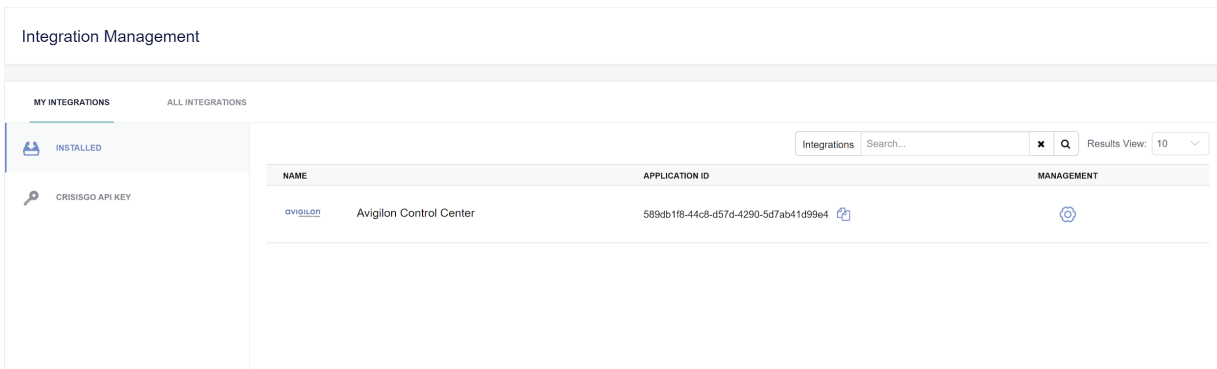
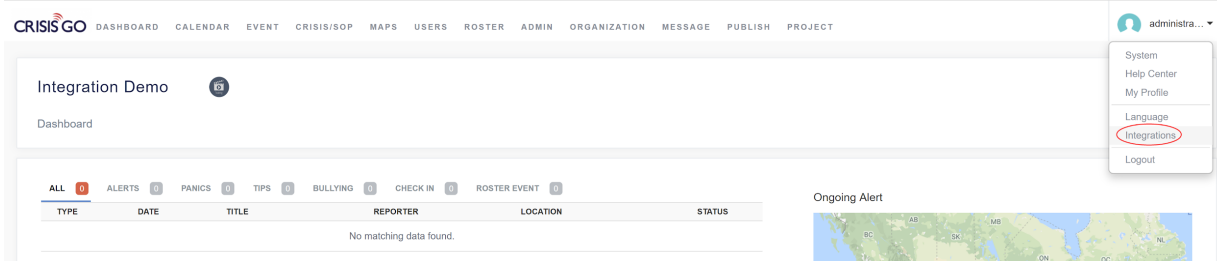
- Events are occurrences that are logged by the ACC software and may or may not be of interest.
- Alarms are events that require an operator's attention and are defined by an ACC system administrator.

To ensure important events are reviewed and to minimize false alerts, create specific alarms in the ACC system.

**Note:** This guide will not cover the CrisisGo Message Group configuration. If you need any assistance on the message groups, please contact support at [support@crisisgo.com](mailto:support@crisisgo.com).

## 2. Activation

If the ACC integration is included in your organization's service subscription, it will appear in the CrisisGo Integration Portal like below.



Before the setup on CrisisGo side, please make sure you have done the following on your ACC server.

1. Make sure the ACC Web Endpoint Service is installed
2. Create a Group with the two necessary permissions below
  - Setup alarm management settings
  - Setup external notification settings
3. Create a User and associate with the above group
4. Create appropriate alarms, and designate the above user as a recipient
5. Share the new user credentials and the publicly accessible URL with CrisisGo

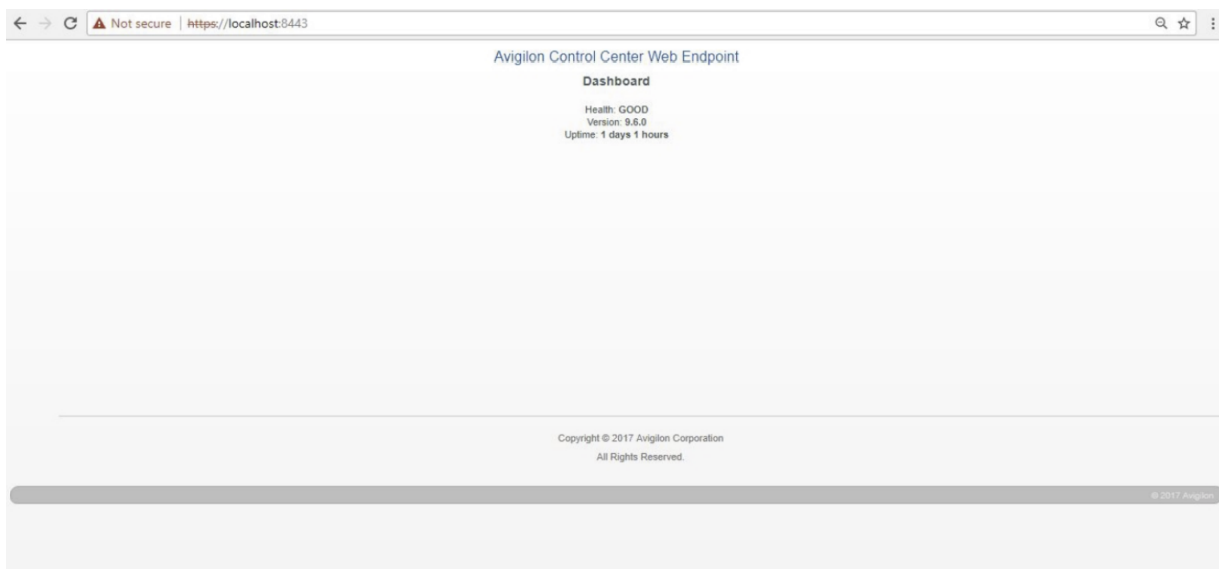
## 3. ACC Setup

### 3.1 Install ACC Web Endpoint Service

The ACC Web Endpoint Service must be installed on the same system as the ACC Server software.

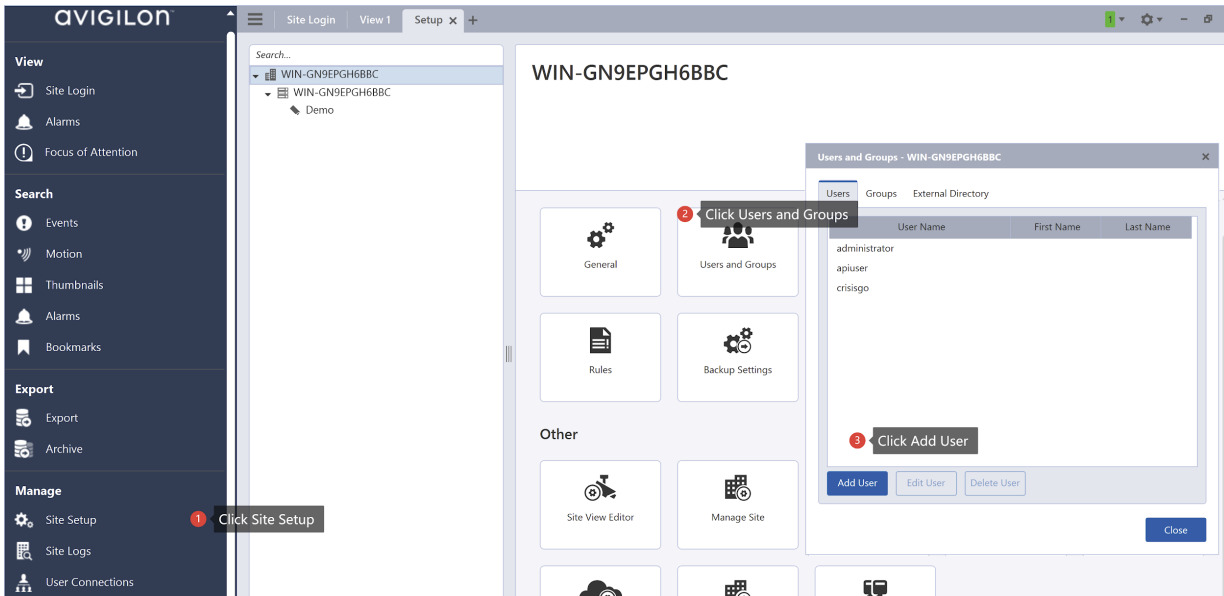
To install the ACC Web Endpoint Service:

- Download and install the ACC 7 Web Endpoint Service from the Avigilon website: <http://avigilon.com/support-and-downloads/for-software/acc/downloads/>
- Once installed, you can view the health of the ACC 7 Web Endpoint Service at <https://localhost:8443/>

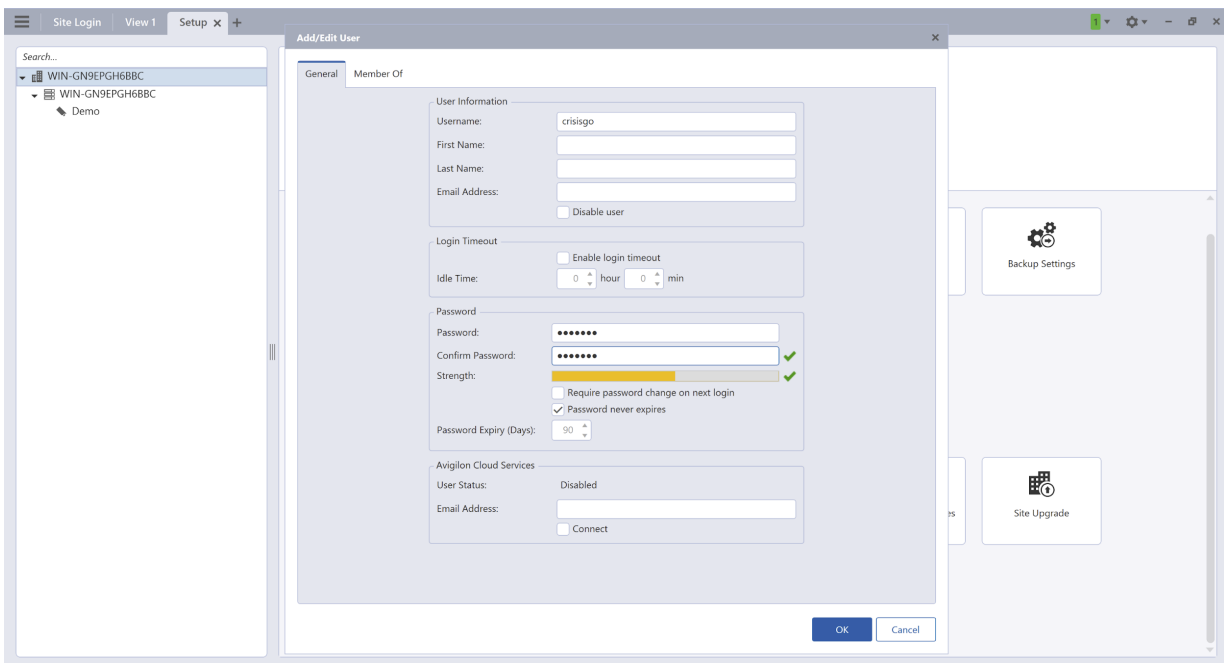


### 3.2 Create CrisisGo API User

Login to your ACC server admin tool, click Site Setup -> Users and Groups, then click Add User.

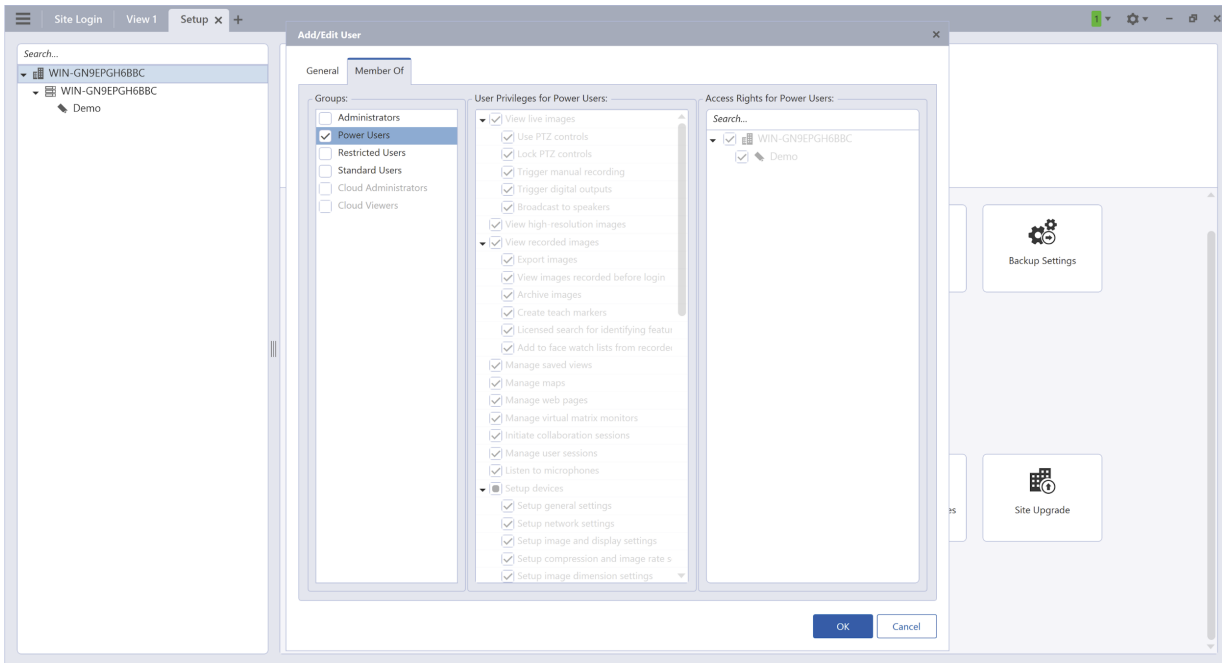


Enter Username (e.g. crisisgo), Password and Confirm Password. Check the checkbox for “Password never expires” if you do not want to update the password periodically.



Click on the Member Of tab, select the group you have created with the required permissions (or simply select Power Users).

- Setup alarm management settings
- Setup external notification settings



Click OK to create.

### 3.3 Create Alarms

**Note:** You can create any alarm with any name you prefer, or you can just skip this step if you already have alarms created. In the example below, we created an alarm **Lockdown**.

- Open Site Setup -> Alarms. Click the Add button to add an alarm.
  - Select Alarm Trigger Source. Select External Software Event if you do not have a trigger source, you can also set up rules to trigger the alarm later.
  - Select Linked Devices. Select a camera to view/record the live video when the alarm is triggered.
  - Select Alarm Recipients. Make sure to select the CrisisGo API user as a recipient.
  - Select Alarm Acknowledgement Action.
  - Select Alarm Properties. Enter alarm name (e.g. Lockdown).
- Click Finish to create the alarm.

The screenshot displays the Crisis GO Alarms management interface. On the left is a dark sidebar with navigation options: Alarms, Focus of Attention, Search, Events, Motion, Thumbnails, Alarms, Bookmarks, Export (Export, Archive), and Manage (Site Setup, Site Logs, User Connections, Site Health). The main content area shows a window titled "Alarms - WIN-GN9EPGH6BBC" with a list of alarms including "Active Shooter", "Lockdown", and "MotionDetect". The "Lockdown" alarm is selected, showing details: "Alarm priority: 1", "Alarm is enabled", "Alarm Schedule is 'Always'", "Alarm triggered on an external software event", "Alarm is linked to device Demo", and "Alarm recipients are administrator, apiuser, crisisgo". Below these details are buttons for "Edit", "Delete", and "Add". A red callout "1" points to the "Add a alarm" button. To the right, a "Click Alarms" panel contains "Alarms" and "External Notifications" buttons, with a red callout "2" pointing to the "Alarms" button. An "Add Alarm" dialog is open, showing "Select Alarm Trigger Source" with a dropdown menu listing various event types, and "External Software Event" is selected. A red callout "3" points to the "Add a alarm" button in the main window.

## 4. CrisisGo Inbound Setup

**i** *If you do not need to trigger alerts from your ACC system to CrisisGo, you can skip this step. Please make sure to send the API user credentials and ACC Web Endpoint URL to CrisisGo support at [support@crisisgo.com](mailto:support@crisisgo.com) to verify & register the inbound connection from your ACC server.*

After CrisisGo has validated & registered the inbound connection, you can start to create **Inbound Rules** to process incoming alarms from your ACC servers in the CrisisGo Integration Portal.

- Sign in to Integration Portal and then go to **My Integrations**.
- Click the **Gear icon (+)** at right of the **Avigilon Control Center** app, and then click **Configuration**.
- Make sure you are under the **Inbound > Rules** section, and then click the **Add Rule** button. The rule creation wizard will appear.
- Enter a **Rule Name** for your future reference.
- Setup **Trigger Conditions**.
  - **All Alarms**- If this option is selected, it will trigger the target action for any incoming alarms from your ACC server.
  - **Filtered Alarms**- If this option is selected, it will only trigger the target action when the incoming alarms match the filters you set. If you add multiple combined filters, you may also need to review the **Condition Type** setting.
    - **All conditions have been met** - Trigger action only when all filter criteria are matched.
    - **At least one condition is met** - Trigger action if any filter criteria is matched.

Filter Name	Description
<b>Alarm Name</b>	Use the Alarm Name filter to distinguish alarms from your ACC servers.
<b>Server Name</b>	Use the Server Name filter to distinguish alarms from your ACC servers.

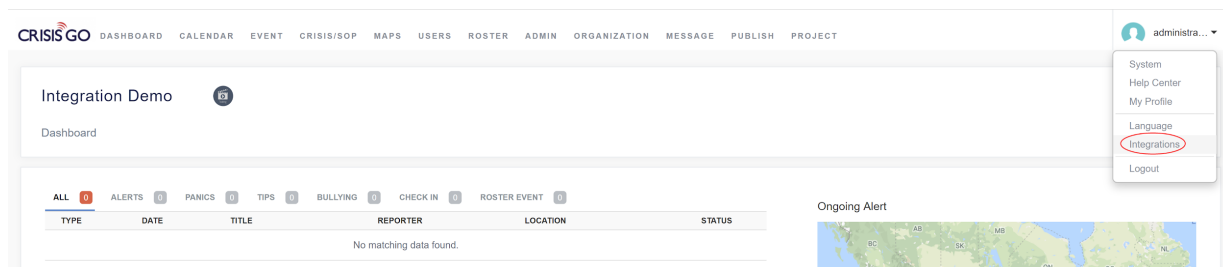
- Setup **Target Action**
  - **Select Targeted CrisisGo Message Group** - Select the message group you want to trigger alerts in.
  - **Select Notification Type** - Select **Alert** as the Notification Type.
  - **Select CrisisGo Alert Type** - Select the alert type to be triggered in CrisisGo.

- Click **Save**.
- The newly created rule will appear in the rule list.
- Trigger a test alarm on your ACC which matches the filters, and check if the target action is triggered as expected in the CrisisGo message group.

Below explains how to complete the above tasks with screenshots.

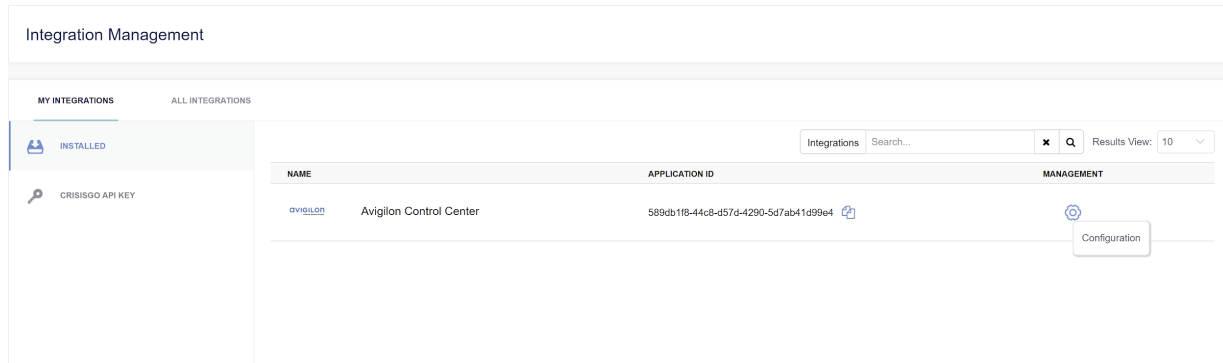
## 4.1 Sign in to Integration Portal

Sign in to Integration Portal, and then go to **My Integrations**.



## 4.2 Integration Configuration

Click the **Gear icon (+)** at right of the **Avigilon Control Center** app, and click **Configuration**.



## 4.3 Add Inbound Rule

- Make sure you are under the **Inbound > Rules** section, and then click the **Add Rule** button. The rule creation wizard will appear.
- Enter a **Rule Name** for your reference in future.

Configuration - Avigilon Control Center  
Integration / Configuration

INBOUND      OUTBOUND

RULES

Alerts and/or Messages will be processed and forwarded to appropriate CrisisGo message group(s) according to the defined rules.

Results View: 10

RULE NAME	TRIGGER CONDITION	CONDITION TYPE	NOTIFICATION TYPE	TARGET MESSAGE GROUP	ACTION
No matching data found.					

Configuration - Avigilon Control Center  
Integration / Configuration

INBOUND      OUTBOUND

RULES

[Back to Inbound Rules](#)  
 Add Inbound Rules  
 Rule Name

## 4.4 Setup Trigger Conditions

- **All Alarms**- If this option is selected, it will trigger the target action for any incoming alarms from your ACC server.
- **Filtered Alarms**- If this option is selected, it will only trigger the target action when the incoming alarms match the filters you set. If you add multiple combined filters, you may also need to review the Condition Type.
  - **All conditions have been met** - Trigger action only when all filter criteria are matched.
  - **At least one condition is met** - Trigger action if any filter criteria is matched.

Filter Name	Description
<b>Alarm Name</b>	Use the Alarm Name filter to distinguish alarms from your ACC servers.
<b>Server Name</b>	Use the Server Name filter to distinguish alarms from your ACC servers.

INBOUND      OUTBOUND

RULES

HEALTH CHECK

← Back to Inbound Rules

### Add Inbound Rules

Rule Name  
Abnormal Motion

Trigger condition consists of one or multiple filter criteria, which must be met before the action is triggered.

**Trigger Condition**  
 All Alarms     Filtered Alarms  
This rule will trigger the action for the alert from the Alert API which matches the conditions below.

**Condition Type**  
 All conditions have been met

Alarm Name    contains    Abnormal Motion

+ New Filter

This rule will trigger an Alert to the selected CrisisGo message group.

**Select Targeted CrisisGo Message Group**  
 Avigilon Integration Test

**Select CrisisGo Alert Type**  
 Abnormal Motion

SAVE

## 4.5 Setup Target Action

- **Select Targeted CrisisGo Message Group** - Select the message group you want to trigger alerts in.
- **Select CrisisGo Alert Type** - Select the alert type.

INBOUND      OUTBOUND

RULES

HEALTH CHECK

← Back to Inbound Rules

### Add Inbound Rules

Rule Name  
Abnormal Motion

Trigger condition consists of one or multiple filter criteria, which must be met before the action is triggered.

**Trigger Condition**  
 All Alarms     Filtered Alarms  
This rule will trigger the action for the alert from the Alert API which matches the conditions below.

**Condition Type**  
 All conditions have been met

Alarm Name    contains    Abnormal Motion

+ New Filter

This rule will trigger an Alert to the selected CrisisGo message group.

**Select Targeted CrisisGo Message Group**  
 Avigilon Integration Test

**Select CrisisGo Alert Type**  
 Abnormal Motion

SAVE

## 4.6 Save Rule

- Click **Save**.
- The newly created rule will appear in the rule list.

## Configuration - Avigilon Control Center

Integration / Configuration

INBOUND      OUTBOUND

RULES

Alerts and/or Messages will be processed and forwarded to appropriate CrisisGo message group(s) according to the defined rules.

[+ Add Rule](#)    All Buildings    Group Name Search...            Results View: 10

RULE NAME	TRIGGER CONDITION	CONDITION TYPE	NOTIFICATION TYPE	TARGET MESSAGE GROUP	ACTION
Abnormal Motion	Alarm Name [contains] Abnormal M...	All conditions have been met	Alert	Avigilon Integration Test	<a href="#">✎</a> <a href="#">✖</a>

## 5. CrisisGo Outbound Setup

**i** If you do not need to trigger alerts from CrisisGo to your ACC system, you can skip this step.

Please make sure your firewall is well configured to allow traffic from CrisisGo outbound server ip 18.207.62.36 and 18.210.58.55.

Once you have the integration enabled, you can start to create **API Endpoints** and **Outbound Rules** to process incoming alarms from your ACC servers in the CrisisGo Integration Portal.

- Sign in to Integration Portal and then go to **My Integrations**.
- Click the **Gear icon (+)** at right of the **Avigilon Control Center** app, and then click **Configuration**.
- Click on the **Outbound** tab.
- Before adding outbound rules, you need to create alarm API endpoints. To do this, click API Endpoint -> Add Endpoint. (Note: You may need to add multiple endpoints if you want to trigger more than one alarm in your ACC.)
  - Enter an **Endpoint Name** for your future reference. (e.g. ACC Lockdown Test)
  - Enter your **HTTP(S) URL** as your ACC Web Endpoint URL. (e.g. <http://3.232.3.225:8443> )
  - Enter the **Username** and **Password** you created for CrisisGo in section 3.2.
  - Select the **Alarm** to be triggered in the ACC.
  - Click **Save** to save your endpoint.
- Go to the **Outbound > Rules** section, and then click the **Add Rule** button.
- Enter a **Rule Name** for your future reference.
- Select the **CrisisGo Message Group** to which you want to apply the rule.
- Select **Alert** as the Notification Type.
- Setup **Trigger Conditions**.
  - **All Alerts** - If this option is selected, it will trigger the target action for any alerts sent out in the associated message group.
  - **Filtered Alerts** - If this option is selected, it will only trigger the target action when the alert that is sent out in the associated message group matches the filters you set. If you add multiple combined filters, you may also want to review the **Condition Type** setting.
    - **All conditions have been met** - Trigger action only when all filter criteria are matched.
    - **At least one condition is met** - Trigger action if any filter criteria is matched.

Filter Name	Description
<b>Alert Name</b>	Use the Alert Name filter to distinguish alarm types from your ACC system.

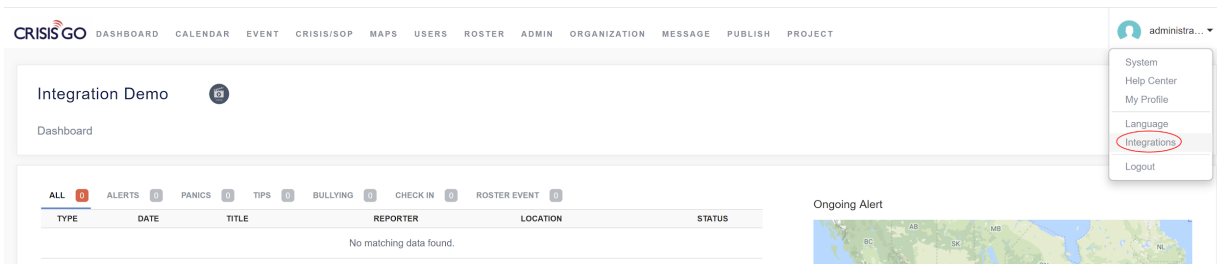
<p><b>Sender Name</b></p>	<p>Use the Sender Name filter to distinguish alarms from your ACC system.</p>
<p><b>Information</b></p>	<p>Use the Information filter to distinguish alarms from your ACC system.</p>

- Select the targeted **API endpoint** you have created.
- Click **Save**.
- The newly created rule will appear in the rule list.
- Send a test alert in the CrisisGo message group which matches the filters, and check if the alarm is triggered as expected in your ACC.

Below explains how to complete the required tasks with screenshots.

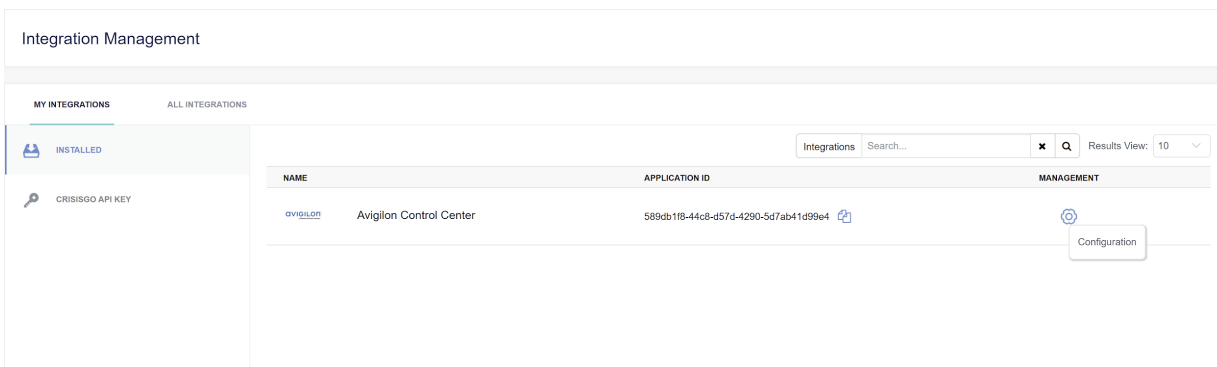
## 5.1 Sign in to Integration Portal

Sign in to Integration Portal, and then go to **My Integrations**.



## 5.2 Integration Configuration

Click the **Gear icon (+)** at right of the **Avigilon Control Center** app, and click **Configuration**, then click on the **Outbound** tab.



Configuration - Avigilon Control Center  
Integration / Configuration

**1** Click Outbound

INBOUND OUTBOUND

RULES

API ENDPOINT

Notifications will be posted to your designated API endpoint according to the defined rules.

+ Add Rule All Buildings Group Name Search... x Q Results View: 10

RULE NAME	TRIGGER CONDITION	CONDITION TYPE	NOTIFICATION TYPE	TARGET API ENDPOINT	SOURCE MESSAGE GROUP	ACTION
No matching data found.						

### 5.3 Add API Endpoint

Before you add outbound rules, you need to create ACC API endpoints first. To do this, click API Endpoint -> Add Endpoint.

(Note: You may need to add multiple endpoints if you want to trigger more than one alarm in your ACC.)

- Enter an **Endpoint Name** for your future reference. (e.g. ACC Lockdown Test)
- Enter your **HTTP(S) URL** as your ACC Web Endpoint URL. (e.g. <http://3.232.3.225:8443>)
- Enter the **Username** and **Password** you created in section 3.2.
- Select the **Alarm** you want to be triggered in the ACC.
- Click **Save** to save your endpoint.

INBOUND OUTBOUND

RULES

API ENDPOINT

← Back to Outbound Endpoints

Edit Outbound Endpoint

**Endpoint Name**  
ACC Lockdown Alarm

**Action Type**  
Call the endpoint of Avigilon Control Center

Please fill the required endpoint information below and make sure your firewall is well configured to allow traffic from CrisisGo server ip 18.207.62.36 and 18.210.58.55.

**HTTP(S) URL**  
http://3.232.3.225:8443  
The ACC Web Endpoint Service must be installed on the same system as the ACC Server software. The default port for the ACC Web Endpoint Service is 8443. (e.g. https://10.10.1.15:8443)

**Username**  
apiuser

**Password**  
Year2020abc

**Alarm**  
Lockdown

Please click the Refresh icon to retrieve Alarms from your ACC, then select the alarm that needs to be triggered by CrisisGo.

Retry 1 Time(s) if API Endpoint(s) Fails.

SAVE

Configuration - Avigilon Control Center  
Integration / Configuration

INBOUND **OUTBOUND**

RULES

API ENDPOINT

Add your API endpoint to receive notifications from CrisisGo.

+ Add Endpoint Results View: 10

ENDPOINT NAME	ACTION TYPE	RETRY TIME(S)	ACTION
ACC Lockdown Test	Call the endpoint of Avigilon Control Center	1	<a href="#">✎</a> <a href="#">✖</a>

## 5.4 Add Outbound Rule

- Make sure you are under the **Outbound > Rules** section, and then click the **Add Rule** button.
- Enter a **Rule Name** for your future reference.
- Select the **CrisisGo Message Group** to which you want to apply the rule.
- Select **Alert** as the Notification Type.

Configuration - Avigilon Control Center  
Integration / Configuration

INBOUND **OUTBOUND**

RULES

API ENDPOINT

Notifications will be posted to your designated API endpoint according to the defined rules.

+ Add Rule All Buildings Group Name Search... Results View: 10

RULE NAME	TRIGGER CONDITION	CONDITION TYPE	NOTIFICATION TYPE	TARGET API ENDPOINT	SOURCE MESSAGE GROUP	ACTION
No matching data found.						

Configuration - Avigilon Control Center  
Integration / Configuration

INBOUND **OUTBOUND**

RULES

API ENDPOINT

[← Back to Outbound Rules](#)

**Add Outbound Rules**

Rule Name  
Lockdown to ACC

Select CrisisGo Message Group  
Avigilon Integration Test

Select Notification Type  
Alert

## 5.5 Setup Trigger Conditions

- **All Alerts** - If this option is selected, it will trigger the target action for any alerts sent out in the associated message group.
- **Filtered Alerts** - If this option is selected, it will only trigger the target action when the alert that is sent out in the associated message group matches the filters you set. If you add multiple combined filters, you may also want to review the **Condition Type** setting.
  - **All conditions have been met** - Trigger action only when all filter criteria are matched.
  - **At least one condition is met** - Trigger action if any filter criteria is matched.

Filter Name	Description
<b>Alert Name</b>	Use the Alert Name filter to distinguish alarm types from your ACC system.
<b>Sender Name</b>	Use the Sender Name filter to distinguish alarms from your ACC system.
<b>Information</b>	Use the Information filter to distinguish alarms from your ACC system.

The screenshot shows the 'Add Outbound Rules' configuration page. The 'Trigger Condition' section is highlighted with a red box. It includes the following elements:

- Trigger Condition:**
  - Radio buttons for  All Alerts and  Filtered Alerts.
  - Text: "This rule will trigger the action for the alert which is sent out in the associated message group and matches the conditions below."
  - Condition Type:** A dropdown menu set to "All conditions have been met".
  - Filter:** A row with a dropdown for "Alert Name", a "contains" operator, and a text input field containing "lockdown".
  - A "+ New Filter" button.
- API Endpoint:** A text input field containing "lockdown to ACC".
- Destination API Endpoint:** A dropdown menu set to "ACC Lockdown Test".
- A "SAVE" button at the bottom.

## 5.6 Setup Target Action

Select the targeted **API endpoint** you have created.

INBOUND **OUTBOUND**

Back to Outbound Rules

**Add Outbound Rules**

Rule Name  
Lockdown to ACC

Select CrisisGo Message Group  
Avigilon Integration Test

Select Notification Type  
Alert

Trigger condition consists of one or multiple filter criteria, which must be met before the action is triggered.

**Trigger Condition**

All Alerts  Filtered Alerts

This rule will trigger the action for the alert which is sent out in the associated message group and matches the conditions below.

**Condition Type**  
All conditions have been met

Alert Name [dropdown] contains [dropdown] lockdown

+ New Filter

This API endpoint will be called when the filtered alert is sent or released.

Select Destination API Endpoint  
ACC Lockdown Test

SAVE

## 5.7 Save Rule

- Click **Save**.
- The newly created rule will display in the rule list.

Configuration - Avigilon Control Center  
Integration / Configuration

INBOUND **OUTBOUND**

NOTIFICATIONS WILL BE POSTED TO YOUR DESIGNATED API ENDPOINT ACCORDING TO THE DEFINED RULES.

+ Add Rule All Buildings [dropdown] Group Name Search... x Q Results View: 10 [dropdown]

RULE NAME	TRIGGER CONDITION	CONDITION TYPE	NOTIFICATION TYPE	TARGET API ENDPOINT	SOURCE MESSAGE GROUP	ACTION
Lockdown to ACC	Alert Name [contains] lockdown	All conditions have been met	Alert	ACC Lockdown Test	Avigilon Integration Test	

## 6. Integration Test

Now that you have finished all the steps above, you are ready to test. Here is a recorded video to demonstrate all the test cases below.

<https://crisisgord.s3.amazonaws.com/demo/acc-crisisgo-demo.mp4>

### 6.1 Alert from ACC to CrisisGo

- Manually trigger a test alarm (e.g. **Abnormal Motion**) on your ACC server which matches the filters, the alert (Abnormal Motion) should be triggered successfully in the CrisisGo message group.
- Manually acknowledge the test alarm (e.g. **Abnormal Motion**) within your ACC, the alert (Abnormal Motion) should be released automatically in the CrisisGo message group.

### 6.2 Alert from CrisisGo to ACC

- Send a test alert (e.g. **Lockdown**) within the CrisisGo message group which matches the filters, the alarm (Lockdown) should be triggered automatically in your ACC.
- Release the alert (e.g. **Lockdown**) you have just sent, the alarm (Lockdown) should be acknowledged automatically in your ACC.