



# Avigilon Control Center™ 6 System Integration Guide

for Identiv HIRSCH Velocity Software

© 2012 - 2017, Avigilon Corporation. All rights reserved. AVIGILON, the AVIGILON logo, ACC, AVIGILONCONTROL 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 is not a disclaimer of ownership of the related trademark. 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.

This document has been compiled and published covering the latest product descriptions and specifications. The contents of this document and the specifications of the products discussed herein are subject to change without notice. Avigilon Corporation reserves the right to make any such changes without notice. Neither Avigilon Corporation nor any of its affiliated companies: (1) guarantees the completeness or accuracy of the information contained in this document; or (2) is responsible for your use of, or reliance on, the information. Avigilon Corporation shall not be responsible for any losses or damages (including consequential damages) caused by reliance on the information presented herein.

Avigilon Corporation  
avigilon.com

INT-HIRSCH-D

Revision: 1 - EN

20170920

# Table of Contents

- Introduction ..... 1
  - What's New in This Release ..... 1
  - Requirements ..... 1
  - For More Information ..... 1
- Installation ..... 2
  - Upgrading from Avigilon Control Center 5 ..... 2
  - Verify the SQL Server Instance Name ..... 2
  - Server ..... 3
  - Client ..... 6
  - Checking the Avigilon License ..... 6
- Configuration ..... 7
  - Adding an Integration User in Avigilon Control Center Software ..... 7
  - Identiv HIRSCH Velocity Software Alarm Configuration ..... 7
  - Avigilon Alarm Configuration ..... 7
- Alarm Gateway ..... 9
  - Configuring the Server Settings ..... 9
  - Mapping Alarms ..... 11
  - Backing Up Mapped Alarms ..... 12
    - Restoring Mapped Alarms ..... 12
  - Failover Support ..... 12
- Troubleshooting ..... 13
  - Alarms Are Not Mapping Correctly ..... 13
  - Mapped Avigilon Control Center Alarms Displayed as Unknown ..... 13
  - Verify Windows Account for the Integration ..... 14

# Introduction

The software integration of Identiv HIRSCH Velocity Software and Avigilon Control Center allows for the two systems to share alarms. The integration enables alarms created in one software to be linked to alarms in the other software, so alarms can be monitored in either system.

## What's New in This Release

Support for the Avigilon Control Center server and camera failover.

## Requirements

Vendor	Requirements
Avigilon	Avigilon Control Center Server software 6 or later
Avigilon	Avigilon Control Center Client software 6 or later
Avigilon	Avigilon Third Party Integration license: ACC6-HRSH-VLCTY
Avigilon	Avigilon integration executable file: AvigilonHirschVelocityGateway.exe
Identiv	HIRSCH Velocity 3.6 SP2 or later
Identiv	HIRSCH Velocity SDK
Identiv	HIRSCH SDK License
Identiv	HIRSCH Velocity Connector

## For More Information

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

- *Avigilon Control Center Client User Guide*
- *Avigilon Control Center Server User Guide*
- *Identiv HIRSCH Velocity Administrators Guide*
- *Identiv HIRSCH Velocity Operators Guide*

# Installation

Use the integration executable file: `AvigilonHirschVelocityGateway.exe` to install the Avigilon HIRSCH Alarm Gateway integration software.

## Upgrading from Avigilon Control Center 5

If you are upgrading to the Avigilon Control Center 6 System integration for the Identiv HIRSCH Velocity Software, be aware that this version of the integration is only compatible with Avigilon Control Center 6 or later.

**NOTE:** To preserve all of your current integration settings, you must upgrade to Avigilon Control Center 6 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. For more information, see *Backing Up Mapped Alarms* on page 12.

**NOTE:** Avigilon Control Center 6 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 or all of the previous mappings may be lost.

Before you perform the integration upgrade, it is recommended that you close the configuration application.

When you upgrade the integration, the installer will shut down the integration Windows service. When you are asked to provide Windows credentials for connecting the integration, use the same user account as the previous integration.

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 *Configuration* on page 7.

## Verify the SQL Server Instance Name

If you are upgrading the integration for the Identiv HIRSCH Velocity Software from Avigilon Control Center 5 to Avigilon Control Center 6, compare the SQL server instance name for the Identiv HIRSCH Velocity Software with the SQL server instance name used by the integration installer program.

After installing the Avigilon Control Center 6 System integration for the Identiv HIRSCH Velocity Software:

1. Open the SQL Server Management Studio application and check the SQL Server Instance name for the Identiv HIRSCH Velocity Software.
2. Navigate to the directory where the Avigilon HIRSCH Alarm Gateway integration software is installed and locate the `AvigilonVelocityAdminTool.exe.config` file.
3. Open the `AvigilonVelocityAdminTool.exe.config` file and compare the name of the SQL server instance specified in this file with the name specified in the SQL Server Management Studio application.

Complete the following steps only if the server instance names are different.

4. Modify the instance name in the `AvigilonVelocityAdminTool.exe.config` file to match the instance name in the SQL Server Management Studio application.
5. Run the `AvigilonVelocityAdminTool.exe` file to update the Avigilon Control Center 6 System integration for the Identiv HIRSCH Velocity Software with the correct SQL server instance name.

## Server

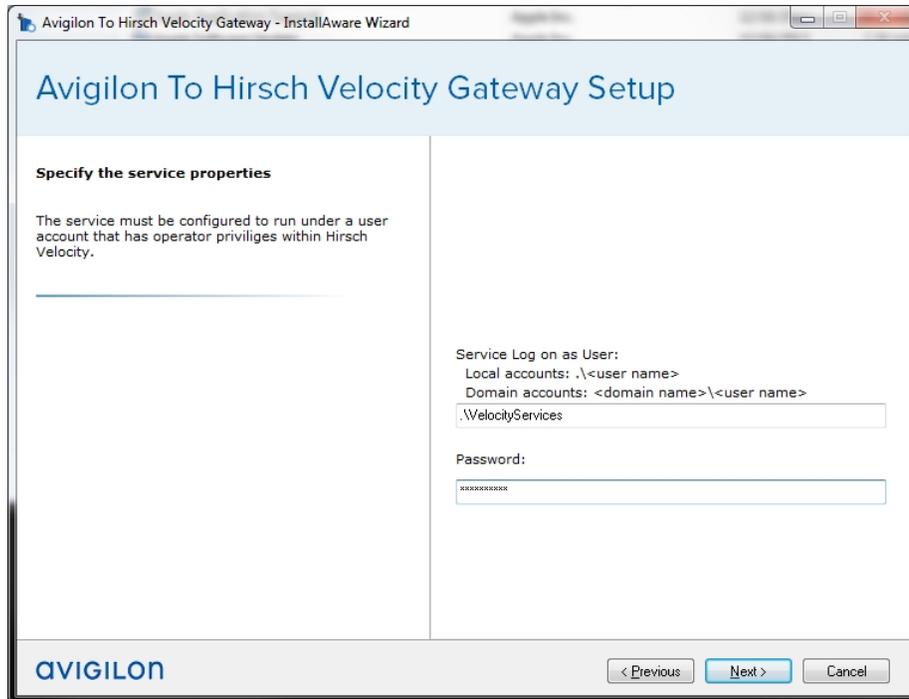
1. Install the Avigilon Control Center Server software anywhere on your network.
2. Install the Identiv HIRSCH Velocity Software server software and the Identiv HIRSCH Velocity Software SDK software on the same server.
3. Select a Windows user account for connecting the integration to the Identiv HIRSCH Velocity Software.

The Windows user account must have Log On As a Service privilege in Windows and must be an operator or be part of an operator group in the Identiv HIRSCH Velocity Software.

- a. In Windows, open Administrative Tools and click **Local Security Settings**.
  - b. In the left pane, expand **Local Policies** and select **User Rights Assignment**.
  - c. Double-click **Log on as a Service**.
  - d. Click **Add a User or Group** and enter the user account name in the following window.
  - e. Click **OK**.
  - f. In the User Rights Assignment list, double-click **Create global objects** to enable live updates.
  - g. Click **Add a User or Group** and enter the user account name in the following window.
  - h. Click **OK**.
4. Check which operator group the Windows user account is part of, open the Windows Computer Management window.
    - a. In the left pane, expand **System Tools > Local Users and Groups > Users**.
    - b. Right-click the user and select **Properties**.
    - c. Select the Member Of tab and see if any of the Identiv HIRSCH Velocity Software operator groups are listed.
    - d. Click **OK**. The computer may need to restart to apply this change.
  5. Give the Windows user account the following permissions in the Identiv HIRSCH Velocity Software to ensure the integration functions correctly.
    - Alarm Viewer
      - Alarms & RTNs - Acknowledge
      - Alarms & RTNs - Acknowledge Multiple
      - Alarms & RTNs - Clear in Standard Mode
      - Alarms & RTNs - Clear Multiple

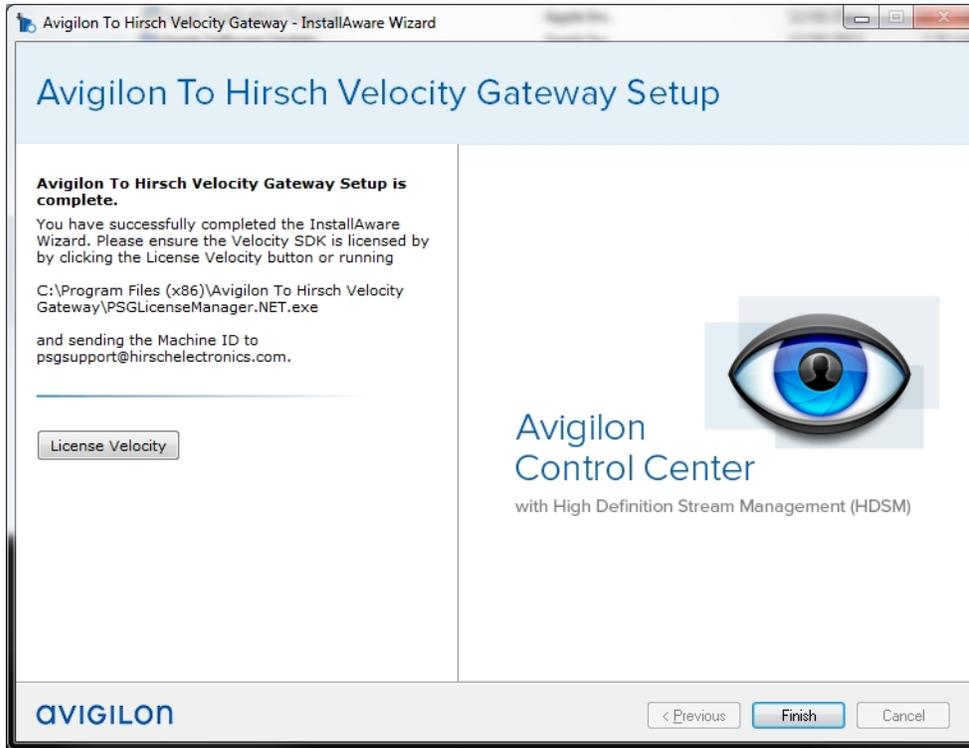
For more information about adding permissions to Identiv HIRSCH Velocity Software operator groups, see the *HIRSCH Velocity Administrators Guide*.

6. Install the Avigilon HIRSCH Gateway software integration on the same server as the Velocity Server and SDK software.
  - a. Run the Avigilon HIRSCH Gateway installer.
  - b. When the Specify Service Properties page is displayed, enter the username and password for the Windows user account selected for the integration.

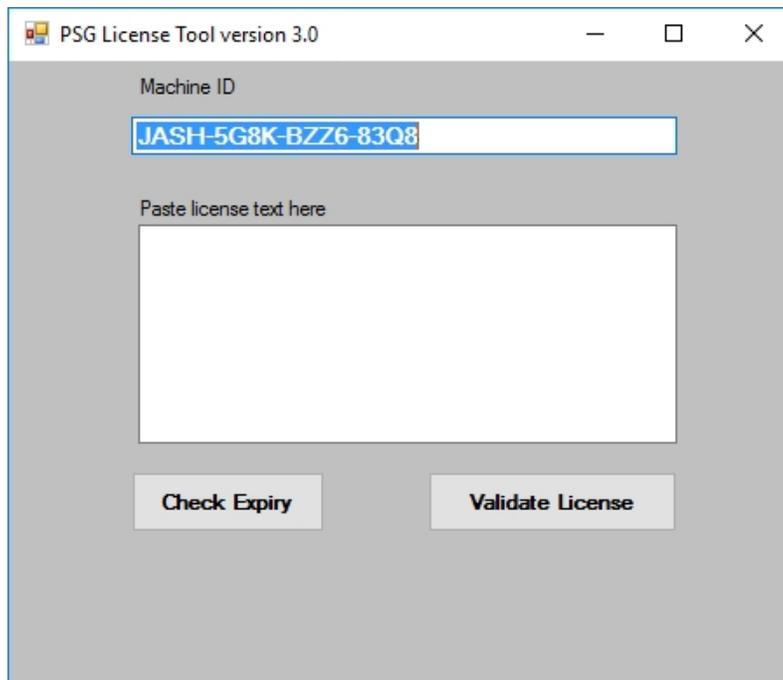


- c. Click **Next**.

- When the last page of the installer is displayed, click **License Velocity**.



- In the PSG License Tool window, copy the **Machine ID**.



- Paste the Machine ID into an and email it to [PSGSUPPORT@IDENTIV.COM](mailto:PSGSUPPORT@IDENTIV.COM).
- Click **Finish**.

9. When you receive a reply from `psgsupport@hirschelectronics.com`, save the attached `sdklicense.txt` license key text file to the folder where **Avigilon To hirsch Velocity Gateway** is installed. It should be the same location as the `VelocityAdapter.dll` SDK.
10. To check the expiry and the validity of the license, open the PSG license Tool:  
`PSGLicenseManagement.NET.exe`.
11. Copy and paste the Velocity License from the text file into the empty text field. Check the validity and expiry of the license by pressing the **Validate License** and **Check Expiry** button respectively.

## 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.
- Install the Identiv HIRSCH Velocity Software client software on the computers that require access to the Identiv HIRSCH Velocity Software server.

## Checking the Avigilon License

After you have installed all the required software, check that the Avigilon license was applied correctly.

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

## Adding an Integration User in Avigilon Control Center Software

To protect the security of the Avigilon Control Center software, add a user in the ACC Client software specifically for connecting the integration. The user you add will be used to connect the ACC system to the Avigilon integration software. See the *Avigilon Control Center Client User Guide* for more details.

This user must have **View live images** permission to enable all integration features.

This user will be used to connect the Avigilon Control Center system to the integration.

## Identiv HIRSCH Velocity Software Alarm Configuration

Alarms are predefined by the Identiv HIRSCH Velocity Software and can be linked to multiple devices in the HIRSCH Velocity system. You must be familiar with the names of all the devices that are connected to the alarms because the device names are required as part of the integration setup.

One way to help identify the alarms that are to be mapped in the Avigilon HIRSCH Gateway is to add a custom description for the alarms you want to use.

1. In the Identiv HIRSCH Velocity Software, select **Console > Customization**.
2. Select **Alarms** from the tree in the left pane.
3. In the **Customized Value** column, enter new alarm descriptions.
4. Next, set the Identiv HIRSCH Velocity Software to display custom descriptions.
  - a. Open the Velocity Service Control Manager and select **Settings...**
  - b. Select **Advanced** from the left pane then select the **Enable event level description customization** check box.
  - c. Click **OK**.

**NOTE:** Do not change the *Enable event level description customization* setting after alarms have been mapped in the integration or the alarms may not synchronize properly.

## Avigilon Alarm Configuration

Alarms are manually created in the Avigilon Control Center Client software. Create the Avigilon alarms you want mapped to the alarms in the Identiv HIRSCH Velocity Software, then assign the required cameras and settings for the alarm.

**Important:** On the Select Alarm Recipients page, you must include the Avigilon integration user or alarms from the other system will not appear in the Avigilon Control Center Client software. For more information about adding an integration user in the Avigilon system, see *Adding an Integration User in Avigilon Control Center Software* above.

1. In the ACC Client software, open the site Setup tab and click .
2. In the Alarms dialog box, click .
3. On the Select Alarm Trigger Source page, select **External Software Event** from the Alarm Trigger Source: drop down list. Click  after you complete each page.
4. On the Select Linked Devices page, select the cameras to link to this alarm, and set the **Pre-Alarm Record Time:** and **Recording Duration:**.
5. On the Select Alarm Recipients page, select the ACC software user that was added for the integration. You can also add any other groups or users that need to be notified when this alarm is triggered.
6. (Optional) If you would like to trigger an action when an alarm is acknowledged, select **Activate selected digital output(s) on alarm acknowledgement** check box.
  - a. Select the digital outputs to be activated and specify the duration.
  - b. Select **Require user confirmation before activating digital output(s)** check box if the user needs to confirm the alarm before the digital output action is initiated.
7. Enter a name for the alarm and set the alarm priority. The alarm name is used to identify the alarm during the integration.
8. Ensure **Enable alarm** check box is selected then click .

# Alarm Gateway

The Alarm Gateway is composed of two parts: a Windows service that runs automatically in the background, and a Configuration Tool software that is used to map alarms between the two systems.

## Configuring the Server Settings

Configure the Avigilon Gateway for the Identiv HIRSCH Velocity software to access the two applications.

The Configuration Tool remembers the server configurations, so you do not need to repeat this procedure if the settings remain the same.

1. Open the Configuration Tool software. **Start > All Programs > Avigilon > Avigilon Hirsch Gateway Admin Tool.**
2. In the Configuration Tool, click **Configure Connections.**

IP	Version	Status
172.16.0.176	6.0.0.24	Ready

**NOTE:** If you've already added an Avigilon Server but the version number is not displayed – click the column header to re-sort the server listings and the version number will be displayed.

3. Click **Add** to add the Avigilon Server.

- In the following dialog box, enter the Avigilon server IP Address, User Name and Password, then click **OK**.

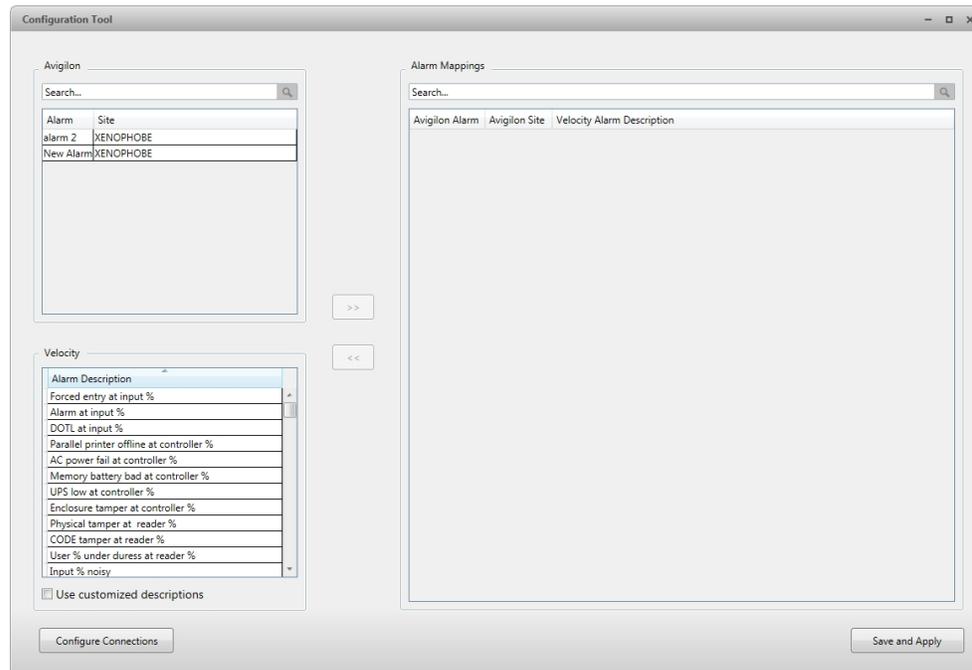
Use the username and password created in the Avigilon configuration. See *Adding an Integration User in Avigilon Control Center Software* on page 7.

If your server is part of a Site, the alarms from the entire Site will be added to the integration.

4. In the Velocity area, enter the details required to connect the integration to the Identiv HIRSCH Velocity Software.
  - If the Avigilon HIRSCH Gateway is installed on a server with both the the Identiv HIRSCH Velocity Software Server and Client software, select the **Use Server Default Settings** check box. If not, enter the following:
    - **SQL Server:** enter the SQL Server IP address.
    - **Database:** enter the the Identiv HIRSCH Velocity Software Database name.
    - **App Role Password:** enter the password for the operator configured during the integration installation. See *Server* on page 3.
  - In the **Reconnect attempt interval (seconds)** text box, enter the length of time before the Gateway tries to reconnect with the the Identiv HIRSCH Velocity Software Server if it is unexpectedly disconnected.
5. Click **Done** to close the Configure Connections window.

# Mapping Alarms

1. In the Velocity area and the Avigilon area, select the alarms to be linked.



- If you prefer to display the Identiv HIRSCH Velocity Software alarms by their customized description, select the **Use customized descriptions** check box. This check box should be automatically selected if you have configured the Identiv HIRSCH Velocity Software to do the same. See *Identiv HIRSCH Velocity Software Alarm Configuration* on page 7
2. Click **>>**.
  3. If the Identiv HIRSCH Velocity Software alarm is linked to multiple devices, the Velocity Alarm Parameter Values popup dialog box is displayed.
    - a. For each **Parameter** field, enter the name of the device that you want to link to this specific alarm mapping. Be aware that the name is case sensitive.
    - b. Click **OK**.

**NOTE:** If the device name is entered incorrectly, the alarm may not be triggered.

4. Click **Save**.
5. Repeat the previous steps until all the required alarms have been mapped.

Be aware that since each Identiv HIRSCH Velocity Software alarm can be linked to multiple devices, the same alarm can be mapped to multiple Avigilon alarms. However, each Avigilon alarm can only be mapped to one Identiv HIRSCH Velocity Software alarm.

6. When you are ready, click **Update Service**. The Gateway Windows service reboots and applies all the new or changed mappings. A popup message is displayed to tell you the status of the service as it reboots.

## 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.

1. Navigate to `C:\Program Files\Avigilon\Avigilon Hirsch Gateway`.  
**NOTE:** The file path may be different depending on how your system is configured.
2. Copy and paste the `AlarmConfig.xml` file to a backup 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 `AlarmConfig.xml` file.
2. If you are restoring a backup from a previous version of the integration, the backup file would be named `VelocityGatewayConfig.xml`.
3. Copy and paste the backup file into the `C:\Program Files\Avigilon\Avigilon Hirsch Gateway\` folder.
4. If prompted, allow Windows to overwrite the copy that is currently in the folder.
5. Open the integration Configuration Tool. The restored mappings should be displayed in the Alarm Mappings list.
6. Click **Update Service** to restart the Gateway Windows service and apply the alarm mapping changes.

### Failover Support

Starting from ACC SDK 6.0, server and camera failover is supported when configured within the ACC software. See the *Avigilon Control Center Client User Guide* for more details about setting up server and camera failover.

The Avigilon HIRSCH Velocity Alarm Gateway Admin Tool may be connected to the IP of any server within an Avigilon site that has the appropriate license. Once configured correctly, alarms will continue to be synchronized after a failover, even if the event that the server it is connected to becomes unreachable.

During a failover, you may see the following behavior:

- When a connected server goes offline, the Alarm Mapping list in the Avigilon HIRSCH Gateway Admin Tool will display the list of alarms in red as the failover happens.
- Sometimes the Avigilon alarm list in the Avigilon HIRSCH Gateway Admin Tool may appear empty during a failover. Alarm state changes for the site will however continue to be synchronized with the Identiv HIRSCH Velocity Software.

# Troubleshooting

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

## Alarms Are Not Mapping Correctly

Avigilon alarms are mapped to the wrong Identiv HIRSCH Velocity Software alarms, even though the names for both alarms are correct.

Check the following:

- Are you expecting Identiv HIRSCH Velocity Software alarms to display their customized descriptions or their predefined names?
  - If you are expecting to see the alarm's customized descriptions, make sure the Identiv HIRSCH Velocity Software is set to display event level description customizations and the Gateway configuration application is set to use customized descriptions. See *Identiv HIRSCH Velocity Software Alarm Configuration* on page 7 and *Mapping Alarms* on page 11 for more information.
  - If you are expecting to see the alarm's predefined names, make sure the customized description options have not been enabled.
- Are there any typos in the parameter names?
  - If you had to specify parameters for the alarm mappings, check if the parameters contain any spelling errors or typos and remember that the values are case sensitive. The alarms would map if the parameters were entered incorrectly but the alarm may not be triggered because the alarms will be looking for a device that may not exist.

## Mapped Avigilon Control Center Alarms Displayed as Unknown

Mapped alarms in the Configuration Tool are labeled in red as “Unknown.” The Avigilon Control Center 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.

## Verify Windows Account for the Integration

Normally, the Windows service `AvigilonToHirschGateway` under the Local System account. In some circumstances, the Windows account under which an upgrade of the Avigilon Control Center 6 System integration for the Identiv HIRSCH Velocity Software was installed, is not the Local System account. This can result in a mismatch of log on accounts for the Windows service `AvigilonToHirschGateway`.

If the Local System account was not used to install the `AvigilonToHirschGateway` service, complete the following steps:

1. Open Windows Task Manager and select the Services tab.
2. Locate the `AvigilonToHirschGateway` service in the list, right-click and select and click **Open Services**.
3. In the Services window, select the `AvigilonToHirschGateway` service, right-click and select Properties.
4. In the Properties dialog box, click the **Log On** tab and change the account to match the account under which the upgrade of the AvigilonControl Center 6 System integration was installed.