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7.2 Unity Video System

AVIGILON 7.2 Unity Video System User Guide

Contents

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Specifications

- Vendor: Avigilon, LenelS2
- Requirements:
    - ACC Server software 6.0 and later or ACC Server software 7.0.0.30 and later or Unity Video 8
    - ACC Client software 6.0 and later or ACC Client software 7.0.0.30 and later or Unity Video 8
    - OnGuard integration NVR license: ACC6-LENL-ONGRD
    - Avigilon integration executable file: OnGuard Avigilon Accessory Add-On.msi
    - OnGuard version 7.2, 7.3, 7.4, 7.5, 7.6, 8.0, 8.1, and 8.2
    - Maximum number of OAAP/LDVR camera channels: DV-CH-xxx

Avigilon Corporation

- **avigilon.com**
- INT-LENELS2-8.1-A
- Revision: 10 – EN

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Introduction

The Unity Video and Event Viewer integration with the OnGuard software allows users to use the OnGuard interface to access Unity Video software features. Specifically, users can view live and recorded video, export video, view video events and analytics, and control PTZ devices from the Unity Video system through the OnGuard software.

Requirements

- **Vendor Requirements**
- Avigilon ACC Server software 6.0 and later or ACC Server software 7.0.0.30 and later or Unity Video 8
- Avigilon ACC Client software 6.0 and later or ACC Client software 7.0.0.30 and later or Unity Video 8
- Avigilon OnGuard integration NVR license:
- ACC6-LENL-ONGRD
- If you are also using the Alarm Gateway integration, this one license will work for both integrations.
- Avigilon Avigilon integration executable file:
- OnGuard Avigilon Accessory Add-On.msi
- LenelS2 OnGuard version 7.2, 7.3, 7.4, 7.5, 7.6, 8.0, 8.1, and 8.2.
- To connect to an older version of the OnGuard software, contact Avigilon Technical Support for compatible versions of the integration software.
- LenelS2 Maximum number of OAAP/LDVR camera channels: DV-CH-xxx

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

- Unity Video Client User Guide
- Unity Video Client Server Guide
- OnGuard Alarm Monitoring User Guide
- OnGuard VideoViewer User Guide
- OnGuard Installation Manual

What's New

- Provided compatibility with OnGuard 8.2
- Performed technical maintenance on the integration software

Installation

Servers

- Add the OnGuard Integration NVR license (ACC6-LENL-ONGRD) to a Unity Video Server in the Site. The integration will be able to access all cameras in the Site that the server is connected to.
- Visit the Avigilon Access Control Integrations page and scroll down to the section titled "OnGuard Video &

Event Viewer".

- Download the .zip file corresponding with the server's Event Viewer version and unzip it.
- Install the DirectX® End-User Runtimes included in the .zip file on each OnGuard server using the Avigilon LenelS2 Integration.
- Install the Avigilon LenelS2 executable included in the .zip file on each OnGuard server running the communications server.

Clients

- Install the DirectX® End-User Runtimes included in the .zip file on each OnGuard client using the Avigilon LenelS2 Integration.
- Install the Avigilon LenelS2 executable included in the .zip file on the client computers that are running the OnGuard software. This is the same installation package installed on the server.

Check the Avigilon License
Check that the Avigilon license was applied correctly after you have installed all the required software.

1. Open the Unity Video Client.

2. Click ▬ and select Site Setup.

3. Click License Management. The License Management dialog box appears.

The dialog box must show Integration Support > Yes or the software was not properly licensed.

Avigilon Configuration
After the required license and software have been installed, configure the Avigilon cameras for use in the OnGuard software.
All Avigilon camera settings are configured in the Unity Video Client software. See the Unity Video Client User Guide for more information.

Assigning Logical IDs to Cameras
In the Control Center Client software, assign a logical ID to each camera. The integration software only allows you to access cameras with a logical ID. By default, cameras do not have a logical ID.

1. In the Control Center Client software, right-click a camera in the System Explorer and select Setup.

2. In the camera Setup tab, click General.

3. In the General dialog box, enter a Logical ID: for the camera. The logical ID must be unique number.

Adding an Integration User in the Unity Video Software
To protect the security of the Unity Video software, add a user in the Unity Video Client software specifically for connecting the integration. The user you add will be used to connect the Unity Video system to the Avigilon integration software. See the Unity Video Client User Guide for more details.
To use all the integration features, the user must be added to a group with the following permissions:

- View live images
    - Use PTZ controls
    - Lock PTZ controls
- View recorded images

In the Unity Video Client software, complete the following steps:

1. In the Setup tab, select the site then click
2. In the Groups tab, click Add Group.
3. In the following dialog box, select to copy the Standard Users group permissions.
4. In the Edit Group dialog box, give the new group a name then select the recommended permissions for the integration.

   Make sure only the required permissions are selected.
5. Click OK to save the new group.
6. Select the Users tab then click Add User .
7. In the Add/Edit User dialog box, enter a Username:.
8. In the Password area, complete the following fields:
   - Password: enter a password for the user.
   - Confirm Password: re-enter the password.
   - Password never expires: you may want to select this check box so that you do not need to update the Unity Video software password for the integration.
9. Select the Member Of tab and select the check box beside the group you created earlier in this procedure.

   The other two columns display the permissions linked to the selected group.
10. Click OK. The user is added to the system.

OnGuard Configuration

After the Avigilon cameras have been configured for use in the OnGuard software, configure OnGuard to interact with the Unity Video servers and add the Avigilon cameras into the OnGuard software.

Adding Avigilon Servers

1. Open the OnGuard System Administration software.
2. Select Video > Digital Video.
3. Select the Video Recorder tab.

4. Select Add to configure a new server.

5. In the Name field, enter a name for the server.

6. In the Video Recorder Type drop-down list, select Unity Video.

7. In the Workstation field, enter the name of the OnGuard server running the communications server.

8. In the Use IP Address of Video Recorder field, enter the Avigilon server IP address.

   Make sure you enter the IP address of the Unity Video Server that the integration license is installed on or the integration will not work.

9. In the Port field, enter the Avigilon server port number.

   The Port field can be left blank if you are using the default Avigilon port number (38880).

10. Enter the server's User Name and Password. Use the Avigilon username and password you created for the integration. For more information, see Adding an Integration User in the Unity Video Software on page 4.

11. In the World Time Zone drop-down list, select a time zone.

12. Click OK to save the settings.

13. When the Full Download dialog box appears, click OK.

14. Right-click the added Avigilon video recorder and select Download from the pop-up menu.

15. When the Monitor Zone Assignment dialog box appears, assign the server to a zone and click OK.

16. Repeat this procedure for each Avigilon server in your installation.

Note: When adding servers from a site that has two or more servers, only one server from the site should be added.

Adding Individual Cameras

1. In the OnGuard System Administration software, select Video > Digital Video then select the Camera tab.

2. Click Add.

3. Enter a Name for the camera and select the server it will use from the Recorder drop down list.

4. In the Channel field, enter the logical ID you assigned to the camera in the Unity Video Client software. For

more information, see Assigning Logical IDs to Cameras on page 4.

5. If you want motion alarm events to be displayed, select the Display Motion Detection Alarms checkbox.

6. Leave the PTZ controlled by Matrix Switches field empty.

   If you have a PTZ camera, the PTZ controls are automatically enabled in the OnGuard software.
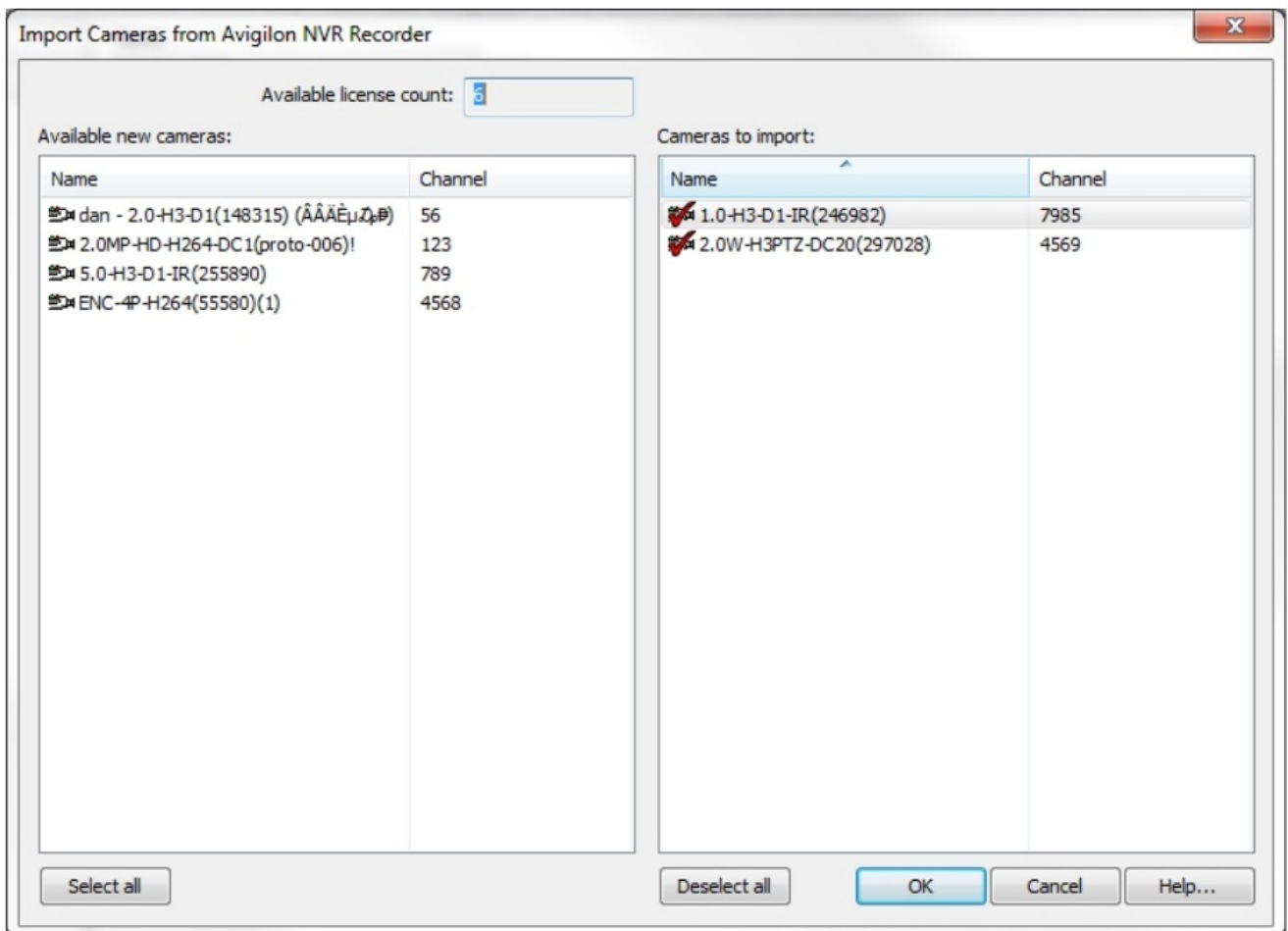
7. Click OK.

8. Repeat this procedure for each Avigilon camera.

Adding All Cameras on a Server

1. In the Video Recorder tab, right-click the connected Avigilon server and select Import From Recorder.

2. In the following dialog box, select all the cameras you want to import.

   Note: Only cameras with logical IDs are listed. For more information, see Assigning Logical IDs to Cameras on page 4.

- Click a camera on the Available list to add it to the Import list.
- Or, click Select all to add all available cameras to the Import list.
- Click Deselect all to empty the Import list.

3. When you've added all the cameras you want to the Import list, click OK. You will see a confirmation dialog box when all the cameras have imported successfully.

   The Camera tab now displays all the imported cameras. If you are importing a PTZ camera, the camera's configured presets are included with the import.

Testing the Connection
After the cameras and software have been configured to support the Avigilon OnGuard integration, test the connection to confirm that the integration was successful.

1. In the OnGuard System Administration software, select Video > Digital Video > Camera tab.
2. Select an Avigilon camera then select the Display Video check box.

   If the camera is configured correctly, the live video from the camera is displayed.

If the video from the selected camera does not display, see Troubleshooting on page 11.

Using the Integration

After the Avigilon OnGuard integration has been successfully installed and configured, you can view, record and export video from Avigilon cameras in the OnGuard Alarm Monitoring software and the OnGuard VideoViewer software. The video integration features motion detection, camera loss and analytics event data from the Unity Video software.
For more information, see the OnGuard Alarm Monitoring User Guide and the OnGuard VideoViewer User Guide.

Launch Video when an alarm is triggered in the OnGuard System.
OnGuard's system can launch video from the camera (live or recorded) when an event is triggered. For example, If a motion event is detected, the corresponding video stream will be displayed on the OnGuard Alarm Monitor, The OnGuard VideoViewer will then launch, showing the camera's video stream where the motion detection was triggered.
To enable this functionality follow the next steps:

1. Navigate to OnGuard System Administration > Video > Digital Video > Alarm Video Configuration tab.
2. In the list of Alarms find the required Alarm (e.g "Motion Detection") and click to highlight it.
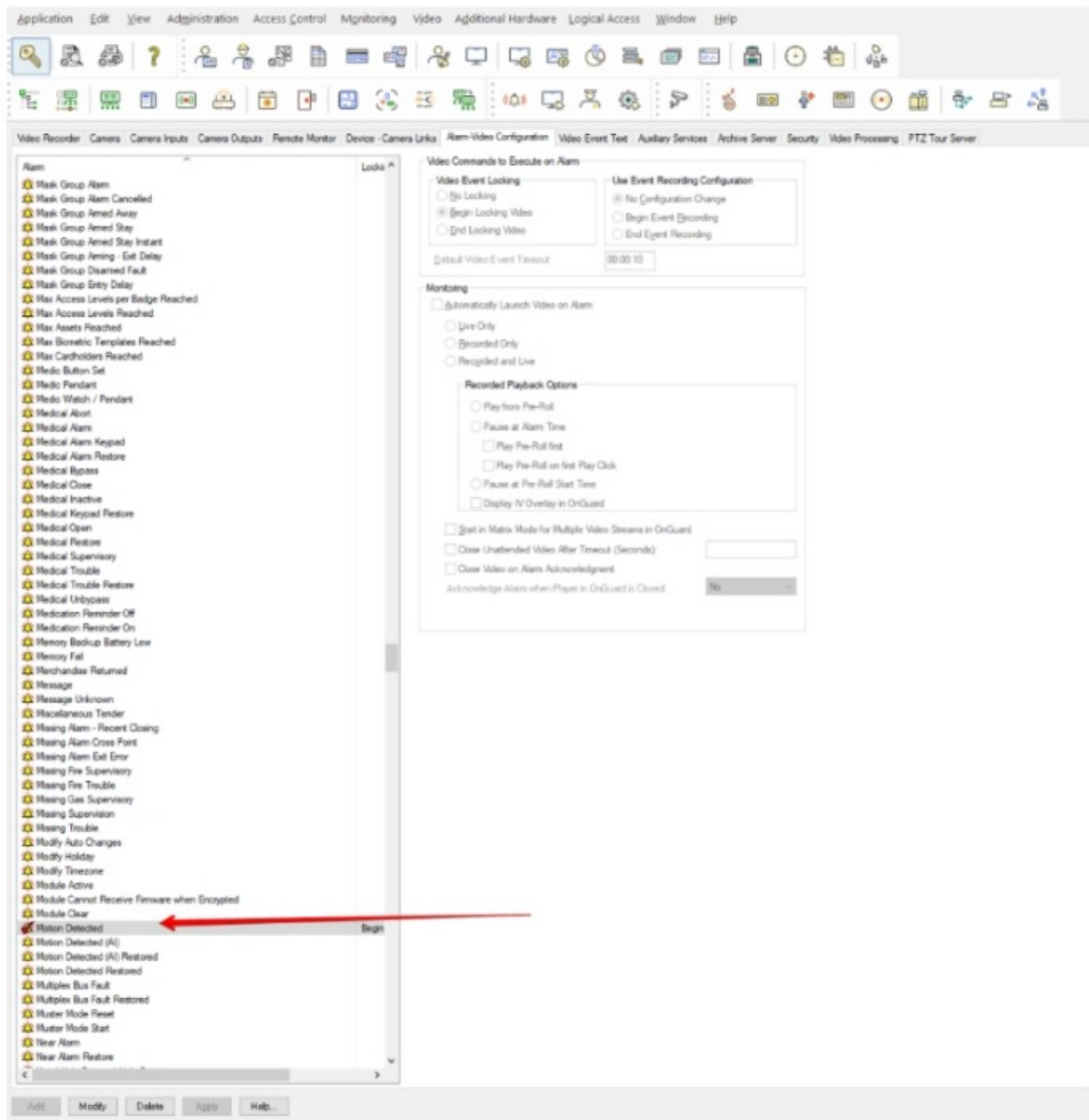
3. Click on the "Modify" button then check the box labeled "Automatically Launch Video on Alarm"

4. Select the type of video to launch (Live, Recorded, or Both)
5. Click "OK" to confirm your selection.
6. Open OnGuard Alarm Monitoring, trigger an alarm, and verify that the video launches successfully.

Troubleshooting

Contact Avigilon Technical Support: **avigilon.com/support** if the following troubleshooting solutions do not resolve the issue.

Installation Fails
When you run the OnGuard Avigilon Accessory Add-On.msiexecutable file the first time, the installation fails.

- Run the OnGuard Avigilon Accessory Add-On.msiexecutable file again.

Installation succeeds the second time.

No Video Display in the System Administration Software
When you test the Avigilon OnGuard connection in the OnGuard System Administration software, no video appears. The video display box remains blank.
The issue could be a connection problem between the camera and the Avigilon server, or it could be a connection problem between the Avigilon server and the OnGuard software.
To resolve a connection issue between the camera and the Avigilon server, perform the following:

- Check if the camera is turned on.
- Check that the camera is connected to the same network as the server.

- See the sections about connecting and disconnecting cameras in the Unity Video Client User Guide for other possible solutions.

To resolve a connection issue between the Avigilon server and the OnGuard software, check the following:

- Ensure the client computer installation is complete. For more information, see Servers on page 3.
- Check that the Avigilon server is turned on.
- Check that the Avigilon server is on the same network as the LenelS2 server.
- Check that you are connecting to an Avigilon server that is licensed for the integration.
- Check that the Avigilon server's IP address, username and password are entered correctly in the System Administration software.
- Check that the necessary RTP ports are opened on the client and server machine firewall.
- Open the Unity Video Admin Tool and go to Settings > Network to check which RTP ports need to be open on the firewall.

No Video Display in the Alarm Monitoring Software
When you attempt to view video from an Avigilon camera in the Alarm Monitoring software, no video is displayed.
However, when you test the connection in the System Administration software, video successfully displays.
The OnGuard Communications Server may be down or closed.

- To resolve the issue, open the Communications Server. For more information, see the OnGuard Alarm Monitoring User Guide.

Video in OnGuard Application is Incomplete or Discolored
Video displayed in the Onguard applications appear clipped, incomplete or shows discoloration. This issue typically occurs in complex network environments where UDP traffic between LenelS2 and Avigilon server may be blocked.
To test if this is the issue, install the Unity Video Client software on one of the affected systems, then complete the following steps:

- In the Unity Video Client software, login to the site that manages the cameras used in the integration.
- Display the affected video.
  The video is clipped, incomplete or shows discoloration like in the Onguard applications.
- Open the Client Settings dialog box, and select the Site Networking tab.
- Select the site that you are logged in to, and change the Connection Type: drop down list setting from LAN to WAN (Secured).
- Check the displayed video again.
  Video displays correctly, without any of the previously noted issues.

If video displays correctly after you switch to the WAN setting, complete the following steps to resolve the issue:

1. Create a text file and name it AvigilonLenelIntegrationConfig.cfg.
2. Enter the following lines into the text file:
    - <?xml version="1.0″ encoding="utf-8″ standalone="no" ?> <Root>
    - <ConfigItem name="NetworkConnectionType" type="String" value="WAN"/>

- </Root>
3. Save and close the file.
4. Close the following OnGuard applications if they are open:
   - System Administration
   - Video Viewer
   - Alarm Monitoring
5. Open the Windows Services console.
   - In the Windows Start menu search bar, enter services.msc.
6. Locate the LS Client Update service.
7. Right-click the service and select Stop.

   Wait for the service to stop.
8. Copy the AvigilonLenelIntegrationConfig.cfgfile to the same directory as the integration software on each affected system.

   The folder directory is typically C:\Program Files (x86)\OnGuard
9. In the Windows Services console, restart the LS Client Update service.

Video in the OnGuard applications should now display correctly without issue.

Enable/Disable Avigilon Events in the Alarm Monitoring Software
Avigilon events are enabled by default. If you want to turn off these events:

1. Create a text file and name it AvigilonLenelIntegrationConfig.cfgor check whether the file already exists in the directory where OnGuard software is installed in the system (the folder directory is typically C:\Program Files (x86)\OnGuard).
2. Enter the following lines into the text file if you are creating a new file otherwise just add the ConfigItemtags in the file if it already exists:
   - <?xml version="1.0″ encoding="utf-8″ standalone="no" ?> <Root>
   - <ConfigItem name="EnableAvigilonEvents" type="Boolean" value="1″/>
   - <ConfigItem name="EnableMotionEvents" type="Boolean" value="1″/>
   - <ConfigItem name="EnableAnalyticsEvents" type="Boolean" value="1″/>
   - <ConfigItem name="EnableDigitalInputEvents" type="Boolean" value="1″/>
   - </Root>
3. To enable the events set the value as 1 otherwise set the value as 0 to disable the event.
4. If the EnableAvigilonEventsflag value is set to 0 then all the Avigilon Events will be disabled irrespective of the values of the EnableMotionEvents, EnableAnalyticsEventsand EnableDigitalInputEventsflag values.
5. If the EnableAvigilonEventsflag value is set to 1 then it depends on the EnableMotionEvents, EnableAnalyticsEventsand EnableDigitalInputEventsflag values whether these events will be enabled or disabled (enabled if set to 1, disabled if set to 0)
6. Save and close the file.
7. Close the following OnGuard applications if they are open:
   - System Administration
   - Video Viewer
   - Alarm Monitoring
8. Copy the AvigilonLenelIntegrationConfig.cfgfile to the same directory as the integration software on each

affected system. The folder directory is typically C:\Program Files (x86)\OnGuard.

Black Screen and Incorrect Date/Time Appears

If black screen and incorrect date/time appears, follow the steps below:

1. Create a text file and name it AvigilonLenelIntegrationConfig.cfgor check whether the file already exists in the directory where OnGuard software is installed in the system (the folder directory is typically C:\Program Files (x86)\OnGuard).

2. Enter the following lines into the text file if you are creating a new file otherwise just add the ConfigItemtags in the file if it already exists: <ConfigItem name="MaxRetriesToReadRecordedVideo" type="String" value="10"/>

3. Save and close the file.

4. Close the following OnGuard applications, if they are open:
   - System Administration
   - Video Viewer
   - Alarm Monitoring

5. Copy the AvigilonLenelIntegrationConfig.cfgfile to the same directory as the integration software on each affected system. The folder directory is typically C:\Program Files (x86)\OnGuard.

Black or incorrect video when launching Recorder Video for motion detection alarm

When launching recorded and live video on motion detection alarm, the recorded video may sometimes be incorrect or display black video. Configuring playback pre-roll and post-roll to be 60 seconds is recommended to help prevent this issue.

Not able to export video from OnGuard Video Viewer

If you need to export video from OnGuard Video Viewer, please follow these steps:

1. Open OnGuard Video Viewer
2. Click Play – Recorded
3. Click View – As Player
4. Click Options – Set Start/End Date
5. Choose the desired time interval for video exporting
6. Verify the correctness of the chosen time interval
7. Click Options – Export Video
8. Choose the location where you want to save the exported video
9. Provide a name for the exported file
10. Click the Save button and wait until the exporting process is complete

FAQ

- **Q: What versions of OnGuard are compatible with this integration?**
  A: OnGuard version 7.2, 7.3, 7.4, 7.5, 7.6, 8.0, 8.1, and 8.2 are compatible. Contact Avigilon Technical Support for compatible versions with older OnGuard software.

- **Q: How can I troubleshoot if there is no video display in the Alarm Monitoring Software?**
  A: Check if the Avigilon License is correctly assigned, ensure proper configuration of Avigilon servers and cameras, and verify network connectivity.

Documents / Resources

[**AVIGILON 7.2 Unity Video System**](#) [pdf] User Guide
7.2, 7.3, 7.4, 7.5, 7.6, 8.0, 8.1, 8.2, 7.2 Unity Video System, 7.2, Unity Video System, Video System

References

- [ ] **Avigilon Customer Support**
- [ ] **Avigilon Integrations: Built To Work With Your Tools**
- [ ] **Avigilon Customer Support**
- **User Manual**