



AVIGILON Control Center System Integration Video and Event Viewer with OnGuard Software User Guide

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AVIGILON

AVIGILON Control Center System Integration Video and Event Viewer with OnGuard Software



Product Information

The Avigilon Control Center (ACC) is a software system that integrates with the OnGuard software, allowing users to access ACC features through the OnGuard interface. With this integration, users can view live and recorded video, export video, view video events and analytics, and control PTZ devices from the ACC system.

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Introduction

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

Requirements

- Avigilon Control Center Server
- Avigilon Control Center Client
- LenelS2 Integration NVR license
- OnGuard software

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

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
- OnGuard Alarm Monitoring User Guide
- OnGuard VideoViewer User Guide
- OnGuard Installation Manual

What's New

The latest version of the integration includes improved compatibility with OnGuard 8.1 and support for Avigilon ACC SDK 6.14.28.2.

Product Usage Instructions

Installation

Note: If you are upgrading the integration, make sure to uninstall the previous version before installing the new version.

Servers


1. Add the LenelS2 Integration NVR license (ACC6-LENL-ONGRD) to an Avigilon Control Center Server in the Site.
2. Visit the [Avigilon Access Control Integrations page](#) and download the .zip file corresponding with the server's Event Viewer version.
3. Unzip the downloaded file and install the Avigilon LenelS2 executable on each LenelS2 server running the

communicationsserver.

Client

Install the Avigilon LenelS2 executable on the client computers that are running the OnGuard software. Use the same installation package that was installed on the server.

Checking the Avigilon License

1. Open the Avigilon Control Center Client.
2. Click on the menu icon  and select "Site Setup".
3. Click on "License Management".
4. The License Management dialog box will appear.
5. Check that the dialog box shows "Integration Support > Yes" to confirm that the Avigilon license was applied correctly.

Avigilon Configuration

Once the required licence and software have been installed, configure the Avigilon cameras for use in the OnGuard software.

All Avigilon camera settings are configured in the Avigilon Control Center Client software. See the Avigilon Control Center Client User Guide for more information.

Assigning Logical IDs to Cameras

In the Avigilon 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 ACC 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 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 UserGuide 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 ACC 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

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
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 never expires**: you may want to select this check box so that you do not need to update the ACC software password for the
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 Avigilon Control Center servers and add the Avigilon cameras into the OnGuard software.

Adding Avigilon Servers

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

The screenshot shows the 'Video Recorder' configuration window in OnGuard System Administration. The window has a tabbed interface with the following tabs: Video Recorder, Camera, Camera Inputs, Camera Outputs, Remote Monitor, Device - Camera Links, Alarm-Video Configuration, Video Event Text, Auxiliary Services, and Archiving. The 'Video Recorder' tab is active.

On the left, there is a table with two columns: 'Source' and 'Workstation'. The first row shows 'Avigilon NVR' under 'Source' and 'DWIDMANN-1' under 'Workstation'.

On the right, the configuration fields are as follows:

- Name:** A text field containing 'Avigilon NVR' and a checked 'Online' checkbox.
- Video Recorder Type:** A dropdown menu set to 'Avigilon Control Center', with 'Detect' and 'Update Capabilities' buttons.
- Connection:** A section with two tabs: 'Connection' (active) and 'Notes'.
- Workstation:** A text field containing 'DWIDMANN-1' and a 'Browse...' button.
- Use Computer Name of Video Recorder:** An unselected radio button with an associated text field and 'Browse...' button.
- Use IP Address of Video Recorder:** A selected radio button with an IP address field containing '192 - 168 - 1 - 1'.
- User Name:** A text field containing 'administrator'.
- Password:** A text field with masked characters '.....'.
- Port:** An empty text field.
- World Time Zone:** A dropdown menu set to '(GMT-08:00) Pacific Time (US & Canada)'.

4. Select **Add** to configure a new
5. In the **Name** field, enter a name for the server.
6. In the **Video Recorder Type** drop-down list, select Avigilon Control

7. In the **Workstation** field, enter the name of the OnGuard server running the communications
8. In the **Use IP Address of Video Recorder** field, enter the Avigilon server IP. Make sure you enter the IP address of the Avigilon Control Center Server that the integration license is installed on or the integration will not work.
9. In the Port field, enter the Avigilon server port. 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 Avigilon Control Center Software on page 4](#).
11. In the World Time Zone drop-down list, select a time
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.

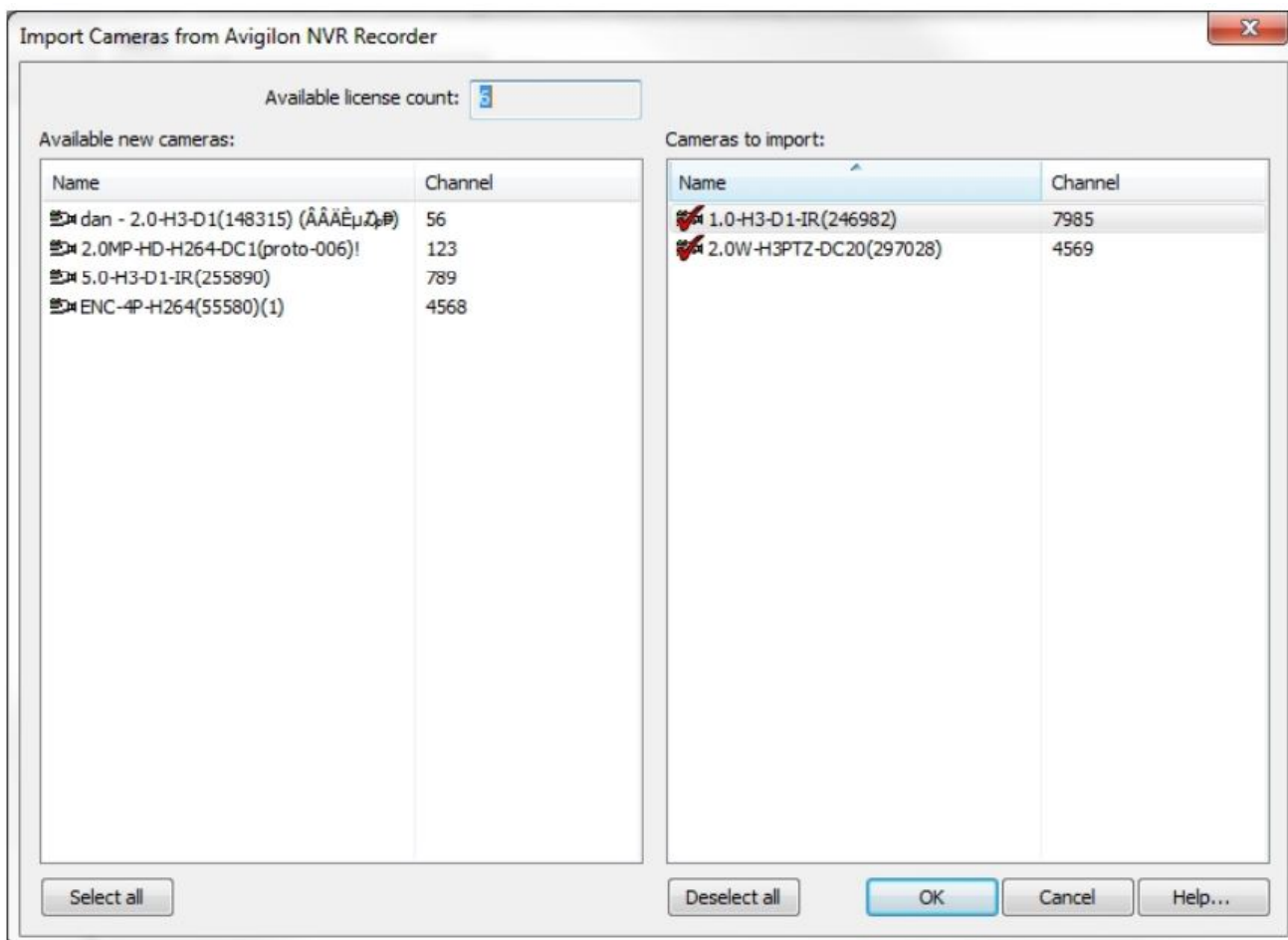
Adding Individual Cameras

1. In the OnGuard System Administration software, select **Video > Digital Video** then select the **Camera**
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 Avigilon Control Center 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** check
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

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
 - Or, click **Select all** to add all available cameras to the Import
 - Click **Deselect all** to empty the Import
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

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

Once the cameras and software have been configured to support the Avigilon LenelS2 integration, test the connection to confirm that the integration was successful.

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

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 10](#).

Using the Integration

Once the Avigilon LenelS2 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 Avigilon Control Center software.

For more information, see the *OnGuard Alarm Monitoring User Guide* and the *OnGuard VideoViewer User Guide*.

Troubleshooting

If the following troubleshooting solutions do not resolve the issue, contact Avigilon Technical Support: [avigilon.com/support](https://www.avigilon.com/support).

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

No Video Display in the System Administration Software

When you test the Avigilon LenelS2 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
- Check that the camera is connected to the same network as the
- See the sections about connecting and disconnecting cameras in the *Avigilon Control Center 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 For more information, see [Servers on page 3](#).
- Check that the Avigilon server is turned
- Check that the Avigilon server is on the same network as the LenelS2
- Check that you are connecting to an Avigilon server that is licensed for the
- Check that the Avigilon server's IP address, username and password are entered correctly in the System Administration
- Check that the necessary RTP ports are opened on the client and server machine

Open the ACC 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 For more information, see the *OnGuard Alarm Monitoring User Guide*.

Cannot Launch Video from the Web Video Viewer

When you try to access Avigilon video from the OnGuard Web Video Viewer, you see the following error message:

Unable to load video from 'Avigilon'. Please verify that you can access the recorder from your machine or that your viewer is on the same domain as your recorder.

Check the following:

- Check if you can display video in the OnGuard System Administration software. If not, complete this procedure: [Adding an Integration User in the Avigilon Control Center Software on page 4](#).
- Check if there is a password assigned to the Avigilon user created for the integration. For more information, see [Adding an Integration User in the Avigilon Control Center Software on page 4](#).

When the Avigilon user does not use a password, the OnGuard System Administration software will still display video from the integration but the OnGuard Web Video Viewer will not.

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 Avigilon Control Center (ACC) Client software on one of the affected systems, then complete the following steps:

1. In the ACC Client software, login to the site that manages the cameras used in the
2. Display the affected

The video is clipped, incomplete or shows discoloration like in the OnGuard applications.

1. Open the Client Settings dialog box, and select the **Site Networking**
2. Select the site that you are logged in to, and change the **Connection Type**: drop down list setting from LAN to **WAN (Secured)**.
3. Check the displayed video

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 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

4. Close the following OnGuard applications if they are open:

- System Administration
- Video Viewer
- Alarm Monitoring

5. Open the Windows Services

- In the Windows Start menu search bar, enter msc.

6. Locate the **LS Client Update**

7. Right-click the service and select **Stop**. Wait for the service to

8. Copy the cfg file 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

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 cfg or 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

ConfigItem tags 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>
```

1. To enable the events set the value as 1 otherwise set the value as 0 to disable the

2. If the EnableAvigilonEvents flag value is set to 0 then all the Avigilon Events will be disabled irrespective of the values of the EnableMotionEvents, EnableAnalyticsEvents and EnableDigitalInputEvents flag values.

3. If the EnableAvigilonEvents flag value is set to 1 then it depends on the EnableMotionEvents, EnableAnalyticsEvents and EnableDigitalInputEvents flag values whether these events will be enabled or disabled (enabled if set to 1, disabled if set to 0)
4. Save and close the
5. Close the following OnGuard applications if they are open:
 1. System Administration
 2. Video Viewer
 3. Alarm Monitoring
6. Copy the cfg file 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 cfg or 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

ConfigItem tags in the file if it already exists:

```
<ConfigItem name="MaxRetriesToReadRecordedVideo" type="String" value="10"/>
```

3. Save and close the
4. Close the following OnGuard applications, if they are open:
 1. System Administration
 2. Video Viewer
 3. Alarm Monitoring
5. Copy the cfg file to the same directory as the integration software on each affected system. The folder directory is typically C:\Program Files (x86)\OnGuard.

Documents / Resources

| | |
|---|--|
|  | <p>AVIGILON Control Center System Integration Video and Event Viewer with OnGuard Software [pdf] User Guide</p> <p>Control Center System Integration Video and Event Viewer with OnGuard Software, Control Center System Integration, Video and Event Viewer with OnGuard Software</p> |
|---|--|

References

- [▲ End-to-End Security Solutions | Avigilon \(Openpath & Ava\)](#)
- [▲ Avigilon Customer Support - Avigilon](#)
- [▲ Avigilon Integrations: Built To Work With Your Tools](#)

- [Avigilon Customer Support - Avigilon](#)

Manuals+.