Manuals+ — User Manuals Simplified.

guard RFID AllGuard and Avigilon Integration Plugin User Guide

Contents

guard RFID AllGuard and Avigilon Integration Plugin

GUARD RFID SOLUTIONS INC. INTEGRATION

Product Information

The AllGuard Avigilon Plugin is a software integration that allows users of the AllGuard desktop client to view live and recorded video for alarms and events in the AllGuard system. This plugin connects the AllGuard software with the Avigilon Control Center software and is part of the AllGuard Orchestrator application. It facilitates communication between the Avigilon applications and the AllGuard Server.

The integration requires the following:

- Installation of Avigilon Control Center video management system
- Installation of the AllGuard suite with the Orchestrator application
- A valid GuardRFID license for the Avigilon integration plugin

Once the requirements are met, the Orchestrator Desktop Configuration Utility is used to configure the plugin. This tool allows users to provide the integration with the address and port of the Avigilon Server and verify the integration's ability to access Avigilon video. The AllGuard Configuration Manager application can be used to manage plugin communication, including starting or stopping it. The integration also generates log files for auditing and monitoring purposes.

Product Usage Instructions

Pre-Requisites

- Ensure that the AllGuard Orchestrator is installed in a location accessible by the AllGuard Server.
- Create an AllGuard Workstation User account to enable communication for the Orchestrator application.

Initial Installation

Follow the instructions provided in the user manual for installing the AllGuard Avigilon Plugin.

Installing the Avigilon Integration Plugin Only

If you only need to install the Avigilon Integration Plugin, refer to the user manual for detailed installation

instructions.

Importing the Required SSL Certificate

Refer to the user manual for instructions on how to import the necessary SSL certificate.

Manually Adding the Message Broker User

Follow the steps outlined in the user manual to manually add the Message Broker User.

Setup in the Configuration Manager

Use the Configuration Manager application to set up the Avigilon VMS Integration Plugin, configure video settings, and manage integration plugins. Refer to the user manual for detailed instructions on each of these tasks.

Troubleshooting

If you encounter any issues or errors during the integration process, refer to the troubleshooting section in the user manual for troubleshooting steps and solutions.

Integration Logs

The integration generates logs of events and transactions. These logs can be used for auditing and monitoring purposes. Refer to the user manual for information on accessing and utilizing these logs.

Uninstall the Orchestrator and all Plugins

If you need to uninstall the AllGuard Orchestrator and all associated plugins, follow the uninstallation instructions provided in the user manual.

Introduction

The Avigilon video integration allows AllGuard desktop client users to see live and recorded video for alarms and events that occur in the AllGuard system. The AllGuard integration with Avigilon is a plugin that connects the AllGuard software with the Avigilon Control Center software. The plugin is part of the AllGuard Orchestrator application which manages communication between the Avigilon applications and the AllGuard Server.
The integration requirements are:

- l Avigilon Control Center video management system is installed
- l An AllGuard suite with the Orchestrator application is installed
- l A valid GuardRFID license for the Avigilon integration plugin

Once the requirements are satisfied, the Orchestrator Desktop Configuration Utility application is used to configure the plugin — this tool is used to provide the integration with the address and port of the Avigilon Server, as well as check that the integration is able to see Avigilon video.. The AllGuard Configuration Manager application can be used to start or stop plugin communication. The integration creates log files of events and transactions that can be used for auditing and monitoring purposes.

Pre-Requisites

- The AllGuard Orchestrator must be installed in a location that is accessible by the AllGuard Server.
- Set up an AllGuard Workstation User account to allow the Orchestrator application to communicate with the AllGuard Server.
    - In the AllGuard Configuration Manager software, setup a Workstation User account for the integration.
    - When you create the Workstation User account, grant "Third-Party Application" permissions under the Applications tab.
    - For more information, see the AllGuard Configuration Manager User Guide.
- The Avigilon video management software (VMS) has been installed, is connected to the required cameras, and is accessible on the network.
- Setup an Avigilon user account with admin permissions that will be used to connect the Orchestrator application to the VMS.

Initial Installation

To install the full integration, you must install the Orchestrator application which includes the Orchestrator service, Desktop Configuration Utility and the required Avigilon integration plugin. For large enterprise systems, it is recommended that you install the Orchestrator service and Desktop Configuration Utility on its own server first. Then install the Avigilon integration plugin on a separate server for more information, see Installing the Avigilon Integration Plugin Only on the next page.

1. Run the Orchestrator installer and follow the prompts.
2. On the Select Components screen, select Orchestrator Service and all the Orchestrator Utilities options.
3. Next, select the Avigilon integration plugin. You can skip this step if you choose to install the Avigilon integration plugin on a separate server.
4. Select Next.
5. When prompted, enter the Orchestrator Server Port number. By default, it is set to 9494
   The Orchestrator Server Port is the inbound port number that the Orchestrator will use on this computer after it has been installed.
6. On the following screen, create a username and password for the AllGuard Message Broker. These credentials are used to communicate with the available plugins. If the Orchestrator application is being installed on a server that is separate from the AllGuard Server, the username and password is a placeholder only. You will need to manually add this user to the AllGuard Server through the add-user.bat file. For more information, see Manually Adding the Message Broker User on page 4.
7. When you are ready, select Next and complete the remaining screens of the wizard.
8. On the last screen, select Finish.

Next, configure the Orchestrator service to communicate with the plugins and the AllGuard Server software.

Installing the Avigilon Integration Plugin Only

If you are installing the Avigilon integration plugin on a separate server or adding the Avigilon integration plugin to an existing system, then it is assumed that the Orchestrator service is already installed and accessible on the network.

1. From the installer, only select the Avigilon integration plugin that you want to install.
2. When prompted, enter the URL address of the Orchestrator service .

3. If requested, provide the credentials created for the AllGuard Message Broker.

   Make sure the Message Broker credentials have been created in the AllGuard Server database. For

   more information, see Manually Adding the Message Broker User on page 4.

4. When you are ready, select Next and complete the installation wizard.

5. On the last screen, select Finish and allow the select Avigilon integration plugin to install.

Next, configure the new plugins to communicate with the Orchestrator service and the AllGuard software.

Importing the Required SSL Certificate

The Avigilon integration plugin requires an SSL certificate before it can work with the Orchestrator service. If the Avigilon Control Center software is installed on a separate server from the Avigilon Integration Plugin, make a copy of the Avigilon public.crt file that is typically stored in the following location on the Avigilon Control Center host server: C:\ProgramData\Avigilon\WebEndpoint Config\certificates

After the Avigilon integration plugin has been installed, complete the following steps to import the required SSL certificate. You can choose to import the certificate using the Java keytool Command or the KeyStore Explorer. The following procedures describe how to import the certificate using Java keytool Command.

1. Stop the Avigilon Integration Plugin.
   - a. Open the Windows Services app (services.msc).
   - b. Locate and right-click the AllGuard Avigilon Integration Plugin service then select Stop.

2. Open the Windows command prompt as an administrator and change the directory to the Avigilon integration

   plugin folder. The following example shows the default path to the integration plugin — change it to match your

   final install location.

   cd C:\Program Files (x86)\AllGuard Orchestrator and Integration Plugins\avigilon

3. Paste a copy of the Avigilon public.crt file into the same integration plugin directory.

4. In the command prompt, enter key tool.

   You should see the following command options from the Java keytool:

```
C:\Program Files (x86)\AllGuard RFID System Orchestrator and Plugins\avigilon>keytool
Key and Certificate Management Tool

Commands:

 -certreq            Generates a certificate request
 -changealias        Changes an entry's alias
 -delete             Deletes an entry
 -exportcert         Exports certificate
 -genkeypair         Generates a key pair
 -genseckey          Generates a secret key
 -gencert            Generates certificate from a certificate request
 -importcert         Imports a certificate or a certificate chain
 -importpass         Imports a password
 -importkeystore     Imports one or all entries from another keystore
 -keypasswd          Changes the key password of an entry
 -list               Lists entries in a keystore
 -printcert          Prints the content of a certificate
 -printcertreq       Prints the content of a certificate request
 -printcrl           Prints the content of a CRL file
 -storepasswd        Changes the store password of a keystore

Use "keytool -command_name -help" for usage of command_name
```

5. Enter the following commands to import the Avigilon certificate:

   importcert -keystore CertificateTrustStore.p12 -storepass changeit -alias AvigilonControlCenterWebEndpoint -

file public.crt

6. When asked if you trust this certificate, enter yes. The certificate is now imported.

7. When you are ready, restart the Avigilon Integration Plugin.

- a. Open the Windows Services app (services.msc).
- b. Locate and right-click the AllGuard Avigilon Integration Plugin service then select Start.

Manually Adding the Message Broker User

If you installed the Orchestrator service on the same server as the AllGuard Server, you can skip this procedure. If the Orchestrator service is installed on a separate server from the AllGuard Server, you need to manually add the Message Broker User to the AllGuard Server database or the Orchestrator service cannot communicate with the AllGuard Server.

1. On the computer running the AllGuard Server software, go to the AllGuard Server program folder.

   This is typically located here: C:\Program Files\Argus\jboss\bin

2. Open the add-user.bat file.

3. When the Command Prompt window opens, enter the following values:

The Message Broker username and password can be any value, but the other red highlighted parameters must be set to the following:

- Type of User = b) Application User
- Group = guest
- Is this new user going to be used for one AS process to connect to another AS process? = yes

Setup in the Configuration Manager

Before the AllGuard system can use the installed integrations, you must configure the AllGuard Server to use the Orchestrator service.

1. Open the AllGuard Configuration Manager software.

2. From the top menu, select Tools > System Configuration to open the System Configuration dialog box.

3. From the left menu, select Third Party Systems Integration.

The Orchestrator connection information may already be listed as part of the installation process, but if it is not, enter the requested information:

- Base URI — the address or hostname of the Orchestrator service in this format:

  https://<IP address>:<port number> — for example: https://localhost:9494

- User Name — enter the default Orchestrator user name (case sensitive)— Administrator.

- Password — The password for the Orchestrator user name. The default password is an administrator (case sensitive).

4. Select Reload to show the installed integration plugins.
5. Select Save to save the Orchestrator connection settings.

Configuring the Avigilon VMS Integration Plugin

To ensure the Avigilon integration plugin is able to operate as expected, configure the Orchestrator to communicate with the Avigilon Control Center Server.

1. Run as administrator to open the Orchestrator Desktop Configuration Utility.
2. If prompted, enter the Orchestrator IP address or hostname. For example, https://localhost:9494.
3. Then enter the Orchestrator username and password.
4. In the Orchestrator Configurator window, select the Plugin Configuration tab.
5. On the following screen, select Avigilon Integration Plugin.
6. Add the Avigilon VMS connection information:

   By default, the system assumes that the Avigilon Server is also installed on the same computer.

   - Avigilon Server Address – the Avigilon VMS server address.
   - Avigilon Server port – the Avigilon server port number
   - Server Username – the Avigilon user name that was created for connecting the Orchestrator application to the VMS.
   - Password – the password for the Avigilon user name.

7. Select Apply.
8. To test the connection between the Orchestrator software and the Avigilon system, select the Video Service Debug tab.

   - a. If the screen is empty, select Refresh.
   - b. From the Video Plugins list, select Avigilon Integration Plugin.
   - c. Select one of the camera links to confirm that the video is streaming correctly to the Orchestrator application.

Setting Up Video in the Configuration Manager

Once the Avigilon integration plugin has been fully installed and configured, you just need to enable the AllGuard system to display video in the AllGuard desktop client software when events occur. For more information about any of the following steps that must be completed in the AllGuard Configuration Manager software, see the Configuration Manager User Guide or the software help files.

1. From the top menu of the Configuration Manager, select Tools > System Configuration. The System Configuration dialog box is displayed.
2. From the left menu pane, expand and select Third Party Systems Integration > Video Integration.

3. In the Provider drop down list, select Avigilon.

4. In the Time interval preceding the recorded event box, enter the length of video (in seconds) that the Avigilon VMS keeps before a recorded event.

5. Select Save.

6. Synchronize cameras with the AllGuard Server.

- a. From the left pane in the Configuration Manager window, select the Cameras tab.
- b. At the top of the tab, right-click Cameras and select Synchronize with Video Surveillance Provider.
- c. In the following dialog box, select Request Available Cameras.
- A list of cameras that the integration user has permission to see is displayed.
- d. Confirm that all listed cameras are selected then select Add.

    The selected cameras are added to the Cameras tab.

7. Assign the required cameras to the Gate.

Make sure you select cameras that are installed at the physical location where the Gate would be on the floorplan.

- a. Edit a configured Gate.
- b. In the following dialog box, select the Cameras tab.
- c. From the left list, select the camera you need then select > to add it to the Gate.
- d. When you are ready, select Submit.
- e. Repeat this procedure for each Gate that needs to record video of events.

8. Select the events that trigger cameras in each Area.

The Gates in the Area must include cameras in order to see video of events that occur in the Area.

- a. Edit a configured Area.
- b. In the following dialog box, select the Trigger Cameras tab.
- c. Check the events that need to trigger camera recording.
- d. Select Submit.
- e. Repeat this step for each Area that needs to record video of events.

9. Next, set up each Workstation user account to display video when events occur.

- a. Edit a configured Workstation Account under the Users tab.
- b. In the following dialog box, select the Preferences tab.
- c. Near the bottom of the dialog, choose if video is displayed when warning or alarms occur.
- d. Select Submit.
- e. Repeat this step for each Workstation Account that needs to see video of events.

10. To check video from a camera that has been assigned to a Gate, right-click the Gate and select Live Video from….

Disabling Integration Plugins in the Configuration Manager

you need to stop the Avigilon integration plugin from communicating with the AllGuard Server because you are upgrading the system or to perform other maintenance tasks, you can do so from the Configuration Manager.

1. Open the AllGuard Configuration Manager software.

2. From the top menu, select Tools > System Configuration to open the System Configuration dialog box.

3. From the left menu, select Third Party Systems Integration.

4. In the list of plugins, select one of the following options:

- ■ to stop the Avigilon integration plugin from communicating with the AllGuard Server.

- ▶ to restart communications.

5. Wait until the plugin status has updated, then select Save.

Troubleshooting

Integration Logs

Log files are generated as the Orchestrator application and the Avigilon integration plugin perform daily operations.If you used the default installation directory, the Orchestrator files would be here: C:\Program Files\AllGuard RFID System Orchestrator and Plugins

- The Orchestrator output logs would be here:
- ..\orchestrator\orchestrator.out.log
- The Orchestrator error logs would be here:
- ..\orchestrator\orchestrator.err.log
- The Avigilon integration plugin output logs would be stored in their own directory folder and are

  identified with the following suffix: .out.log

The Avigilon integration plugin error logs would be stored in their own directory folder and are identified with the following suffix: .err.log Older log files are auto-saved with a timestamp in its filename, while the file without a timestamp is the most current one. Be aware that the Windows Event Viewer application would also log extra events and errors reported by each of the services, which can be useful in troubleshooting and monitoring activities.

Uninstall the Orchestrator and all Plugins

To uninstall the Orchestrator and all integration plugin services, you can use Windows Add or remove programs settings or run the unins000.exe file included in the application folder. The uninstaller will stop and remove all services and related program files. Be aware that the program folders need to be manually deleted to fully remove the program. The remaining program folders are typically located here: C:\Program Files (x86)\AllGuard RFID System Orchestrator and Plugins

Copyright and Trademarks
©2022 Guard RFID Solutions Inc. all rights reserved. GuardRFID and AllGuard are registered trademarks of Guard RFID Solutions Inc. All other trademarks and copyrights are the property of their respective owners. This manual is subject to copyright protection and all rights are reserved. Under copyright laws, the manual may not be copied or translated, in whole or in part, in any manner or format, without the written permission of Guard RFID Solutions Inc.. All software in which Guard RFID Solutions Inc. or its affiliates hold a proprietary interest is also subject to copyright protection and all rights are reserved. No party may use or copy such software, in any manner or format, except to the extent that Guard RFID Solutions Inc., or an affiliate of Guard RFID Solutions Inc., grants them a license to do so.

Disclaimer
This manual supports the following software versions:

- AllGuard desktop client version: 7.0.1 and later
- AllGuard Server version: 7.0.1 and later
- AllGuard Orchestrator version: 1.4.0 and later

- Avigilon Control Center Server version : 7.4.2.2
- Avigilon Control Center Client version: 7.4.2.2
- Avigilon API version: 7.4.2.2

Specification subject to change without notice.

Support Information

- GuardRFID® Technical Support
- **Tel:** 1.866.785.7343
- **Email: support@guardrfid.com**
- **Website: guardrfid.com**

Documents / Resources

	guard RFID AllGuard and Avigilon Integration Plugin [pdf] User Guide AllGuard and Avigilon Integration Plugin, AllGuard, Avigilon, Integration Plugin, Avigilon Integration Plugin, AllGuard Integration Plugin, Avigilon Video Integration AllGuard Desktop Client

References

- **RFID Based Real Time Location Systems (RTLS) | GuardRFID**
- **GuardRFID Support | GuardRFID | Support**

Manuals+,