AVIGILON

Unity Video™ System Integration Guide

ACC™ Alarm Gateway for OnGuard® 7.5, 7.6, 8.0, 8,1 and 8.2 Access Control Systems

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INT-LENELS2GATEWAY-8.1-A

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Table of Contents

Introduction

The OnGuard to Unity Video Alarm Gateway integration allows events triggered in the OnGuard system to be monitored and recorded through the Unity Video system.

Requirements

Vendor	Requirements
Avigilon	ACC Server software 6.12 and later or ACC Server software 7.0.0.30 and later or Unity Video 8
Avigilon	ACC Client software 6.12 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 Video and Event Viewer integration, this one license will work for both integrations.
Avigilon	Avigilon integration executable file: `OnGuardToACCAlarmGateway-8.2.6.14.exe`
LenelS2	OnGuard version 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	OnGuard subscription software modules: `SWM-xxx`
LenelS2	License: `OpenAccess`
LenelS2	Partner integration: `IPC-011-AVIG01`

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 System Administration User Guide*
- *OnGuard OpenAccess User Guide*

What's New

- Provided compatibility with OnGuard 8.2
- Performed technical maintenance on the integration software
- Optimized synchronization time for resources
- Upgraded cryptography implementation by replacing hard-coded keys with a dynamic solution

Installation

Upgrading Previous Version of the Integration

To upgrade an existing version of the integration, run the latest OnGuard to Unity Video Alarm Gateway executable file on the server that is hosting the integration service.

All alarm mappings from the previous version of the integration are remembered and continue to function as expected. However, the new version is built upon the OnGuard OpenAccess service, so on first startup after upgrading you must update the connection configuration before the integration will work.

For more information about the configuration options that are available in this version of the integration, see *Mapping Alarms* on page 7.

New Installations

- Servers
  - Install the OnGuard Integration NVR license (`ACC6-LENL-ONGRD`) from Avigilon on one of the servers in your Site.
  - Be aware that you must connect directly to this Avigilon server to use the OnGuard to Unity Video Alarm Gateway. Connection between OnGuard Server machine and Machine where integration is service installed should be secured with SSL certificates
  - Install the OnGuard to Unity Video Alarm Gateway executable (`OnGuardtoACCAlarmGateway.exe`) on the same server as the OnGuard Server software. It can be installed on the same server as OnGuard server, but Lenel's requirement is installation should be on the separate machine
- Client
  - Install Unity Video Client software on every workstation that requires access to the integration.

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.

Configuration

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.

The integration user does not need to have any access permissions, just a username and password for connecting the Unity Video to the Gateway integration.

Be aware that the integration user must be added to all Avigilon alarms as an Alarm Recipient to map alarms for the integration.

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

1. In the Setup tab, select the Site then click  .
2. In the Users tab, click **Add User**.
3. In the Add/Edit User dialog box, enter a **Username:**.
4. 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 password for the integration.
5. Click **OK**.

    The system notifies you that the new user will have no permissions. Click **Yes** to continue.

Adding an Integration User in OnGuard

The OnGuard to Unity Video Alarm Gateway integration uses LenelS2 credentials to access the OnGuard software. In order to use the integration, ensure that you have created a valid OnGuard user account with administrator permissions. This will be your login credentials for the integration.

For more information, see the *OnGuard System Administration User Guide*.

Adding Unity Video Alarms

Alarms are manually created in the Unity Video Client software. Create the Avigilon alarms you want mapped to events in the OnGuard software, then assign the required cameras and settings for the alarm.

1. In the Unity Video Client software, open the site Setup tab and click  .
2. In the Alarms dialog box, click **Add**.
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 Unity Video 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 acknowledgment** 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  .

Configuring the Alarm Gateway Component

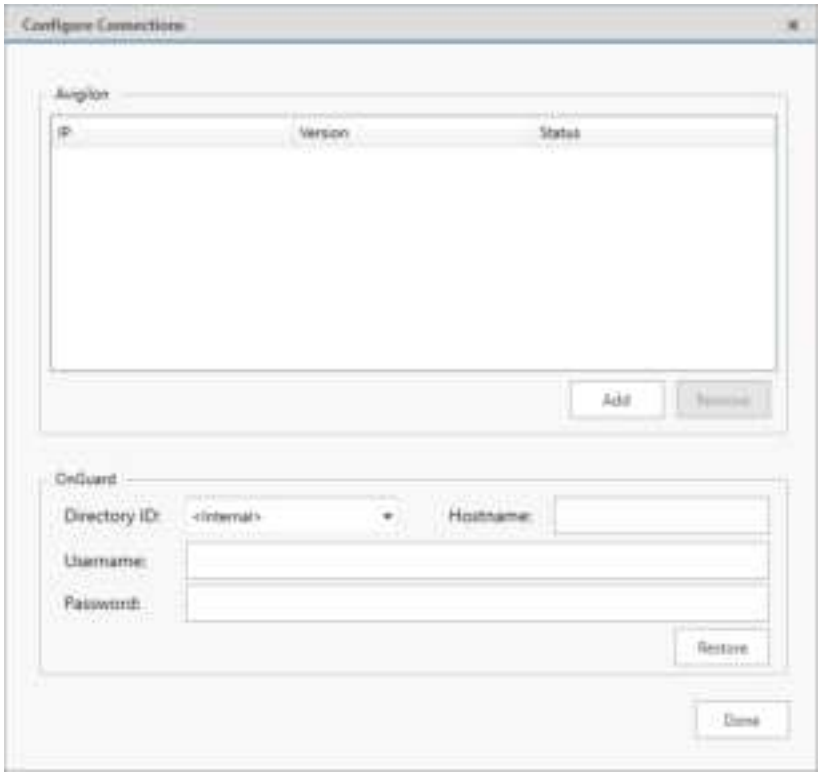
The Alarm Gateway is composed of two parts: a Windows service that runs automatically in the background, and a Configuration Tool software that is used to setup connection to Avigilon Unity Video Software and OnGuard system and map alarms between the two systems.

Configuring the Server Settings

Configure the Alarm Gateway 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 application. **All Programs** or **All Apps > Avigilon > OnGuard to Unity Video Alarm Gateway**.
2. In the Configuration Tool, click **Configure Connections**.



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 the Unity Video Software* on page 4.

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

4. In the OnGuard area, enter the following information:
   - In the **Directory ID** field, select the directory ID associated with the LenelS2 account. By default, the directory ID is set to the internal directory the first time you run the application.
   - In the **Hostname** field, enter the Fully Qualified Domain Name (FQDN) of the computer that is running the OnGuard Server.
   - Enter the LenelS2 **Username** and **Password** that was created for the integration. For more information, see *Adding an Integration User in OnGuard* on page 4.
5. Click **Done** to close the Configure Connections window.

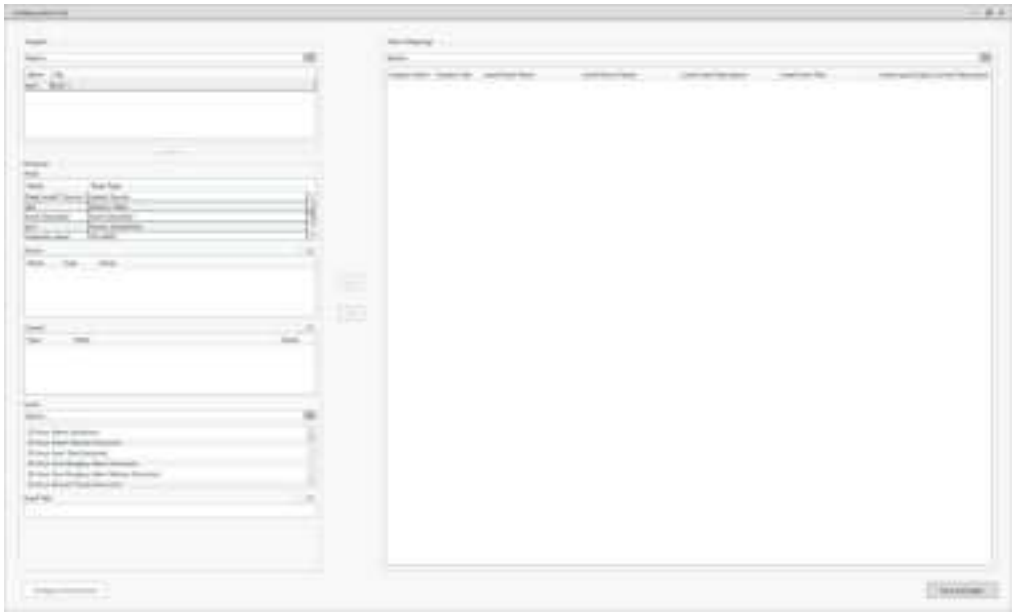
If OnGuard system has a big size DB it can take some time while all needed resources will be loaded into the Configuration tool.

Once the Alarm Gateway is linked to the Avigilon system, alarms created in the Unity Video are automatically populated in the Configuration Tool.

Mapping Alarms

In the Configuration Tool is a list of all the current alarm mappings, and all the available alarms from the Unity Video software and the OnGuard software.

If the Configuration Tool is not already open, select **All Programs** or **All Apps > Avigilon > OnGuard to Unity Video Alarm Gateway**.



To map alarms together, complete the following steps:

1. In the Avigilon area, select a Unity Video alarm from the list.

   > **Tip:** Use the **Search** bar at the top of the list to find specific alarms.

2. In the OnGuard area, select the **Panel**, **Device**, **Control**, related **Event** and **Event Text** that will trigger an alarm for the integration.

   For Event Text, specify the LenelS2 alarm event text that you would like to trigger the corresponding Unity Video alarm. If you select **All**, then any event text will trigger the Unity Video alarm.

   To include all options that are linked to a panel, select the **All** check box for the Device, Control or Event Text lists. Otherwise, select any combination of the available options to increase the specificity of the alarm trigger.

3. Click **>>** to map the alarms together.

   To modify an alarm mapping, highlight the alarm mapping in the Alarm Mappings list and click **<<** to unmap the alarm. Make the required changes then click **>>** to map the changes

4. Repeat the previous steps until all the required alarms have been mapped.

   You can map multiple OnGuard devices and events to one Avigilon alarm, but each OnGuard device and event can only be mapped once.

5. Click **Save and Apply**. The integration alarm gateway is updated with all the new or changed mappings.

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\OnGuard to Unity Video Alarm 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. Copy and paste the backup `AlarmConfig.xml` file into `C:\Program Files\Avigilon\OnGuard to Unity Video Alarm Gateway\`
3. Open the integration Configuration Tool. The restored mappings should be displayed in the Alarm Mappings list.
4. Click **Save and Apply** to update the integration alarm gateway service and apply the alarm mapping changes.

Monitoring Alarms

Once devices and events from the OnGuard system have been mapped to the Unity Video system, you can begin to use the integration.

To monitor alarms in the Unity Video Client software, the user must have permission to see live video. For other details about monitoring alarms, see the *Unity Video Client User Guide*.

Troubleshooting

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

Configuration Tool Does Not Show OnGuard Devices or Events

After you login to the OnGuard system in the Configuration Tool, the OnGuard devices and events lists remain empty.

Check the following:

- Check that you logged in with the correct LenelS2 username and password. The Gateway accesses the OnGuard system through the internal LenelS2 account, so you must login using your LenelS2 credentials.

For more information, see *Adding an Integration User in OnGuard* on page 4.

Unity Video Alarms Are Not Triggered

When access control events are activated in the OnGuard system, the mapped Unity Video alarm is not triggered.

There may be a connection issue between the Avigilon system and the OnGuard software, check the following:

- Check that the Avigilon server is turned on.
- Check that the Avigilon server is on the same network as the OnGuard server.
- Check that the Avigilon server IP address, username and password were entered correctly in the Configuration Tool.
- Check that the Avigilon username is listed as an Alarm Recipient in all the alarms needed for the integration. For more information, see *Adding Unity Video Alarms* on page 4.
- Check that the OnGuard LS OpenAccess service is running.
- Check that the OnGuard LS Linkage Server service is running.
- Check that the OnGuard LS Web Event Bridge is running.
- Check that the Configuration Tool has a username and password entered for connecting to the OnGuard system.
- Check that the OnGuard LS EventContextProvide service is running.
- Check that mapped events are created with the correct name of the resources (e.g. panel name, reader name, input/output name). For this purpose go to the OnGuard Alarm Monitoring observe all related resources in the triggered event and replicate it in the Integration configuration tool to the mapped events

Mapped Unity Video Alarms Displayed as Unknown

Mapped alarms in the Configuration Tool are labeled in red as **Unknown**. The Unity Video Server that the integration is connected to displays an **Error** status in the Configure Connections dialog box.

This issue occurs if the Unity Video Server has rebooted or is offline.

Perform the following steps to ensure the integration functions correctly:

1. Check that the Unity Video Server is online and connected to the local network.
2. When the Unity Video Server is back online, open the Configuration Tool and click **Configure Connections**.
3. If the Unity Video Server is online, the server status is **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.

If the mapped alarms are still not displayed, restart the CrossFire Framework service and CrossFire Server Component Framework service.

If the mapped alarms are still not displayed, restart the OpenAccess service.

Event Text Does Not Properly Match

If the event text you entered for alarm mapping is not matching up with the event text sent from the system, make sure that there are no line-break or newline characters, such as the `Enter` key, in the entered event text. These characters can disrupt the text matching.

To link event text to an Unity Video alarm, see *Mapping Alarms* on page 7.

Remotely Accessing OnGuard Services

If the OnGuard services are installed on a different machine and you encounter SSL/TLS validation issues, check the following guidelines.

Follow Appendix E: OnGuard and the Use of Certificates in the OnGuard Installation Guide for more information on installing your own custom certificates.

- Check that the OnGuard services are online.
- Check that you have replaced the SSL/TLS certificates for the LS Web Server with your own certificates. The default certificates location is **C:\ProgramData\LnI\nginx\conf**.
- Check that the hostname in **Configure Connections** is the same as the hostname in the SSL/TLS certificates.

Each time you replace the certificates, restart the LS Web Service and the LS Message Broker Service.