



OnGuard and Video Translator Plugin Guide

4.0

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You can send your comments, corrections, and suggestions about this guide to documentation@genetec.com.

About this guide

This guide describes how to integrate OnGuard access control systems in Security Center.

This guide supplements Security Center documentation. It assumes you are familiar with Security Center 5.3 systems.

Notes and notices

The following notes and notices might appear in this guide:

- **Tip.** Suggests how to apply the information in a topic or step.
- **Note.** Explains a special case, or expands on an important point.
- **Important.** Points out critical information concerning a topic or step.
- **Caution.** Indicates that an action or step can cause loss of data, security problems, or performance issues.
- **Warning.** Indicates that an action or step can result in physical harm, or cause damage to hardware.

IMPORTANT: Topics appearing in this guide that reference information found on third-party websites were accurate at the time of publication, however, this information is subject to change without prior notice to Genetec.

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Part I

OnGuard plugin

This part includes the following chapters:

- Chapter 1, "[Introduction to OnGuard plugin](#)" on page 2
- Chapter 2, "[OnGuard release notes](#)" on page 13
- Chapter 3, "[Installing the OnGuard plugin](#)" on page 18
- Chapter 4, "[Configuring the OnGuard plugin](#)" on page 22

Introduction to OnGuard plugin

This section includes the following topics:

- ["What is the OnGuard plugin?"](#) on page 3
- ["How the OnGuard plugin works with Security Center"](#) on page 4
- ["How synchronization works with OnGuard"](#) on page 5
- ["Synchronized entities and properties"](#) on page 6
- ["How OnGuard alarms work with Security Center"](#) on page 8
- ["How OnGuard actions are triggered in Security Center"](#) on page 9
- ["Contextual menu commands available for OnGuard entities "](#) on page 10

What is the OnGuard plugin?

The OnGuard plugin is an access control plugin that integrates OnGuard access control systems with Security Center. Using the OnGuard plugin, you can monitor access control entities, alarms, and events from your OnGuard system directly in Security Center.

The plugin allows you to do the following:

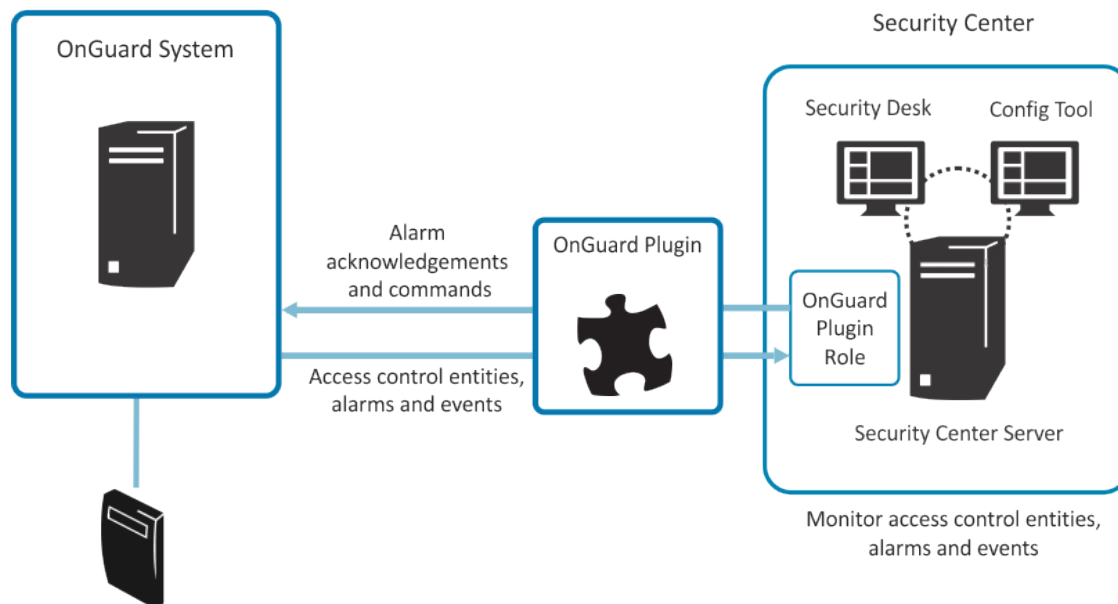
- Connect to OnGuard integrated access control systems.
- Synchronize entities, devices, alarms and events configured in OnGuard with Security Center entities and events.
- View the progress of OnGuard entities, alarms and events as they are synchronized with your Security Center system.
- Display live access control events from OnGuard in Security Desk with detailed cardholder information.
- Map the OnGuard entities to Security Center cameras in Config Tool.
- Monitor live and playback video related to access control events received from OnGuard in the *Monitoring* task of Security Desk.
- Monitor and acknowledge OnGuard alarms using the Alarm monitoring task in Security Desk.
- Lock and unlock doors in OnGuard from Security Desk.
- Trigger actions and outputs in OnGuard using hot actions, and event-to-actions.
- Configure event to actions in Security Center using OnGuard events and alarms.
- Generate Security Center reports to search for past events and alarms.
- Federate Security Center systems: monitor entities, alarms and events of a OnGuard system connected to a federated Security Center system.

For information about monitoring entities, alarms and events, and triggering actions and output in Security Desk, see the *Security Desk User Guide*. You can access this guide by pressing **F1** in Security Desk.

How the OnGuard plugin works with Security Center

The OnGuard plugin integrates OnGuard access control systems with Security Center.

The OnGuard system sends access control events to Security Center through the OnGuard plugin. The plugin forwards these events, and converts them into Security Center events and alarms. It also receives Security Center queries and report requests.



How synchronization works with OnGuard

Synchronization of OnGuard entities and events in Security Center is performed when the OnGuard plugin connects with the OnGuard server, or when cardholder changes are detected. You can also perform a manual synchronization from Config Tool.

The plugin performs three types of synchronization:

- **Full synchronization:**
 - Synchronizes all entities and events from the server to Security Center.
 - Automatically starts when a connection is established with the server.
 - Can be started manually using Config Tool.
 - Typically takes more time because all entities are being synchronized.
- **Real time synchronization:**
 - Once a full synchronization has been completed, subsequent changes are received in real time from the server.
NOTE: Not all entities support real time synchronization. You must perform a manual synchronization for hardware entity changes. For more information, see [Synchronized entities and properties](#) on page 6.
 - Real time synchronization is an automatic process.
 - Typically takes less time because only changes are being synchronized.
- **Manual synchronization:**
 - Can be started the plugin **Properties** tab in Config Tool.
 - Performs a full or partial synchronization between the plugin role and the server. You can choose not to synchronize cardholders when performing a manual synchronization.

If an event occurs while synchronization is in progress and the source entity has not been synchronized yet, the event may be raised for the OnGuard plugin role. These events are not reported in Security Desk.

Synchronized entities and properties

It is important to know which entities and related properties can be synchronized by the OnGuard plugin. Not all entities and properties from an OnGuard system can be synchronized with Security Center in real time. For example, when a reader is created, updated, or deleted in the OnGuard system, a manual synchronization must be performed in Security Center to see the changes.

The following table lists entities and properties that are synchronized in Security Center and whether or not they are automatically synchronized in real time.

NOTE:

- Cardholder and visitor entities and their related properties are synchronized in real time.
- There are many types of panels in OnGuard, the plugin only synchronizes access control unit and intrusion detection panels.
- For each reader in OnGuard, one reader and one door entity is created in Security Center.

OnGuard entity	Security Center entity	Properties that are synchronized
Lnl_Cardholder	Cardholder	All related properties
Lnl_Visitor	Visitor	All related properties
Lnl_Panel	Access Control unit or Intrusion detection unit	• AC and battery state • Tamper state • Running state
Lnl_Reader	Reader and Door	• Door open and door lock state based on event. • Running state based on event.
Lnl_Input	Input	• Input state • Running state based on event.
Lnl_Output	Output	• Output state
Lnl_Area	Area	Manual synchronization required
Lnl_IntrusionDoor	Door	Manual synchronization required
Lnl_IntrusionArea	Intrusion Area	Manual synchronization required
Lnl_IntrusionZone	Input	• Input state

OnGuard entity	Security Center entity	Properties that are synchronized
		Running state based on event.
LnI_AlarmDefinition	Alarm	Manual synchronization required

How OnGuard alarms work with Security Center

The plugin automatically synchronizes OnGuard alarms using alarm entities in Security Center. It automatically triggers alarms in Security Center when the corresponding events are received from OnGuard. You can also acknowledge alarms in Security Center.

Alarm monitoring

When you monitor OnGuard alarms in Security Center, you will observe the following:

- OnGuard alarms can be monitored like any other Security Center alarms using the Alarm monitoring task in Security Desk.
- Alarms triggered in OnGuard are immediately triggered in Security Center.
- When Security Center connects to the OnGuard server, active alarms in OnGuard are not triggered in Security Center.
- You cannot trigger alarms in OnGuard from Security Center.

Alarm acknowledgement

When you acknowledge OnGuard alarms in Security Center, consider the following:

- Alarms acknowledged in Security Center will immediately be acknowledged in OnGuard.
- Alarms acknowledged in OnGuard are not acknowledged in Security Center.
- If you acknowledge an alarm in Security Center while the plugin is disconnected from OnGuard, the alarm is automatically acknowledged in OnGuard when it reconnects.

Alarm reports

You can generate alarm reports. However, if an alarm is activated and acknowledged while the plugin is disconnected from the server, the alarm will not be reported in Security Center.

For information about monitoring and acknowledging alarms, and generating alarm reports Security Desk, see the *Security Desk User Guide*. You can the guide by pressing **F1** in Security Desk.

How OnGuard actions are triggered in Security Center

There are a several actions you can trigger in OnGuard by using hot actions and event-to-actions in Security Center.

The following table lists which actions are supported, and whether or not they are supported using a *Monitoring task* widget.

Security Center action	Event-to-action and Hot actions	Security Desk Monitoring task widget
Unlock door explicitly ¹	Supported	Supported
Arm intrusion detection area	Supported	Not supported ²
Disarm intrusion detection area	Supported	Not supported ²
Trigger output	Supported	Not available

¹Not supported for intrusion detection panel doors.

²The status is always displayed as *Unknown* in the widget.

Contextual menu commands available for OnGuard entities

Entities related to the OnGuard plugin have contextual commands that can be executed when you right-click on the entity in Config Tool, or when you are monitoring the entity in a Security Desk tile.

The following table lists the contextual menu commands available.

IMPORTANT: Contextual menu commands are only available to users with the appropriate privileges. The **OnGuard contextual actions** privileges can be configured on the **Privileges** tab of the *User management* task in Config Tool.

Contextual menu command	Entity	Description
Synchronize hardware devices	Plugin role	Synchronizes all hardware devices.
Set controller clock	Intrusion detection units and access control panels	Sends the current time to the unit or panel.
Download database	Intrusion detection units and access control panels	Sends a command to the unit or panel to download the cardholder database.
Download firmware	Intrusion detection units and access control panels	Sends a download firmware command to the unit or panel.
Reset use limit	Intrusion detection units and access control panels	Sends a command to reset the use limit of all cardholders on the unit or panel.
Connect (used for dial-up only)	Intrusion detection units and access control panels	This command instructs the host to connect to the panel using dial-up.
Disconnect (used for dial-up only)	Intrusion detection units and access control panels	Used for dial-up only. This command instructs the host to send a disconnect command to the unit or panel.
Open door	Door/Reader	Sends a command to open the door for a specific door/reader.
Reader access modes	Door/Reader	Sends a command to set the current operating mode of a door/reader.
Reader biometric verify mode	Door/Reader	Sends a command to enable / disable the biometric mode of verification for a reader.
Reader first card unlock mode	Door/Reader	Sends a command to enable/disable first card unlock mode for the door/reader.

Contextual menu command	Entity	Description
Download firmware	Door/Reader	Sends a download firmware command to the reader interface module.
Open door	Door (Intrusion door)	Sends a command to open the intrusion door.
Door mode	Door (Intrusion door)	Sends a command to change the door mode.
Arm	Intrusion Area	Sends a command to arm the area.
Disarm	Intrusion Area	Sends a command to disarm the area.
Silence Alarms	Intrusion Area	Sends a command to silence area alarms.
Mask	Input	Sends a command to mask the specified alarm input.
Unmask	Input	Sends a command to unmask a specific alarm input.
Bypass	Input	Sends a command to enable bypass for the alarm zone.
Unbypass	Input	Sends a command to disable bypass for the alarm zone.
Activate	Output	Sends a command to activate a specific alarm relay.
Deactivate	Output	Sends a command to deactivate a specific alarm relay.
Pulse	Output	Sends a momentary pulse command to a specific alarm relay.
Toggle	Output	Toggles the state of the specific alarm relay.
Acknowledge alarms	- Intrusion detection units and access control panel - Door/reader - Door (Intrusion door) - Intrusion area - Input	Sends a command to acknowledge all active alarms for the selected entity.

Contextual menu command	Entity	Description
	Output	

OnGuard release notes

This section includes the following topics:

- ["What's new in OnGuard 4.0"](#) on page 14
- ["Known issues in OnGuard 4.0 "](#) on page 15
- ["Limitations in OnGuard 4.0"](#) on page 16
- ["OnGuard plugin compatibility"](#) on page 17

What's new in OnGuard 4.0

With each release, new features, enhancements, or resolved issues are added to the product.

The OnGuard plugin has been redesigned for 4.0. It cannot be upgraded from a previous OnGuard plugin version, and there is no backward compatibility with previous plugin versions.

The OnGuard access control plugin 4.0 includes the following new features and enhancements.

- Security Center now supports OnGuard 7.0 and 7.1 systems.
- Data in Security Center reports: events are now shown in Security Center access control reports, such as Cardholder activities and Door activities.
- Synchronization of entities, alarms, and events with Security Center.
- Offline events: Events that occurred when Security Center was disconnected are automatically retrieved upon reconnection. All Offline events are stored in the Security Center database, however only those that occurred within the configured grace period will be shown in the Monitoring task.
- Camera mappings: Security Center cameras can now be mapped to doors, areas, and intrusion detection areas, using the existing configuration pages provided in Config Tool.
- Multiple server support: Multiple independent Security Center systems can connect simultaneously to the same server. Events are received by all Security Center systems, and video coming from multiple Security Center systems can be viewed on a single client machine.
- Synchronization status: The plugin provides a **Synchronization** tab so you can troubleshoot any synchronization issues.
- Cardholder details: Detailed cardholder information can now be viewed in Config Tool and in Security Desk. Cardholder details are also displayed in the Monitoring task when access control events are received.
- Enable or ignore OnGuard events: The plugin provides an **Events** tab so you can choose which OnGuard events you want to view in the Security Desk monitoring task.

Known issues in OnGuard 4.0

Known issues are software issues that have been discovered in the current release or a previous release, and have not yet been resolved.

There are no known issues for the OnGuard plugin 4.0.

Limitations in OnGuard 4.0

Limitations are software or hardware issues that cannot be fixed. For certain limitations, workarounds are documented.

The OnGuard plugin 4.0 includes the following known limitations.

Issue	Description
336432	Alarms created a by a user in the OnGuard system are not synchronized with Security Center.
338106	Auxiliary inputs and outputs do not have unique names, therefore it's difficult to differentiate between them on the unit Peripherals tab.
340486	If any alarms are modified in the OnGuard system using the Active alarm checkbox, the changes are not reflected in Security Center. Workaround: Restart the DataConduit service and the OnGuard plugin.
347845	Editing OnGuard cardholder custom fields in Security Center has no effect. When cardholders are synchronized, the custom fields are overwritten with what is configured in the OnGuard system.
370877	The armed or disarmed status of an intrusion detection area is not available in the Security Desk widget.
370910	When a cardholder opens and closes doors, the door status does not change in the Security Desk door widget.

OnGuard plugin compatibility

Product compatibility indicates that the product supports and can run with specific versions of other products.

The OnGuard plugin 4.0 is compatible with the following systems.

- OnGuard system version 7.0 and 7.1
- Security Center 5.3 SR2 and later.

Installing the OnGuard plugin

This section includes the following topics:

- ["Preparing to install the OnGuard plugin"](#) on page 19
- ["Installing the OnGuard plugin"](#) on page 21

Preparing to install the OnGuard plugin

Before you install the OnGuard plugin, you must perform some pre-installation steps.

What you should know

Before installing the OnGuard plugin:

- 1 [Read the release notes.](#)
- 2 Make sure that you have the Security Center license for the OnGuard plugin.
The license number is included in the product-release email from the Genetec product manager. This email also includes links to the plugin download package and other license information.

NOTE: There is an additional license required for the Video Translator plugin if you plan to use it.
- 3 Install Security Center 5.3 SR2 on the server.
For more information about installing Security Center, see the *Security Center Installation and Upgrade Guide*.
- 4 (Optional) Set up an Active Directory domain on your network.
For more information about Active Directory, see <http://technet.microsoft.com/en-US/>.
- 5 To receive event information from the OnGuard server, do the following:
 - a) Make sure you have the DataConduIT license for your OnGuard server.
For more information, see your Lenel OnGuard documentation.
 - b) [Grant Security Center user access to the WMI interface.](#)
 - c) [Connect the Active Directory used by the Security Center server to the OnGuard server.](#)
 - d) [Associate the Active Directory used by the Security Center server to the OnGuard system user account.](#)

After you finish

[Install the OnGuard plugin.](#)

Granting Security Center user access to the WMI interface

Before you install the OnGuard plugin, you must grant Security Center user access to the Windows Management Instrumentation (WMI).

To grant Security Center user access to the WMI:

- 1 In Windows on the OnGuard server, open the *Computer Management* window by clicking **Start button** > **Control Panel** > **Administrative Tools** > **Computer Management**.
- 2 Click **Services and Applications**.
- 3 Right-click on **WMI Control**, and click **Properties**.
The *WMI Control Properties* window opens.
- 4 In the *Security* tab, select the *root\OnGuard* folder.
For more information about Active Directory, <http://technet.microsoft.com/en-US/>.
- 5 Click the **Security** button.

- 6 Select the Security Center service user (for example, SecurityCenterSvcUsr), and set all the permissions to **Allow**.

Connecting the Active Directory used by the Security Center server to the OnGuard server

Before you install the OnGuard plugin, you must connect the Active Directory used by the Security Center server to the OnGuard server.

To connect the Active Directory used by the Security Center server to the OnGuard server:

- 1 Open the *OnGuard System Administration* application on the OnGuard server.
- 2 Navigate to the *Directories Configuration* window by clicking **Administration > Directories**.
- 3 Click **Add**, and select **Active Directory** as the **Directory type**.
- 4 Select the same Active Directory that is being used on the Security Center server.
- 5 Click **OK**.

NOTE: The DataConduIT Active Directory connection may not work when specifying a qualified domain name (for example, Genetec.com). Instead, specify Genetec as the domain name. For more information, see the *Lenel DataConduIT* documentation.

Associating the Active Directory used by the Security Center server to the OnGuard system user account

Before you install the OnGuard plugin, you must associate the Active Directory used by the Security Center server to the OnGuard system user account.

To associate the Active Directory used by the Security Center server to the OnGuard system user account:

- 1 Open the *User Configurations* panel on the OnGuard server by clicking **Administration > Users**.
- 2 Select **System Account**, and on the right side of the window, click the **Directory Accounts** tab.
- 3 Click **Modify**, and click the **Link** button.
- 4 Select the Security Center user that [was previously granted WMI access](#).

Installing the OnGuard plugin

The OnGuard plugin is installed separately from the Security Center system.

Before you begin

- [Perform the pre-installation tasks.](#)
- Close Config Tool and Security Desk.

What you should know

The plugin needs to be installed on the Security Center client and server computers.

- If your Security Center system consists of a single-server, install the plugin on that server.
- If you have a multi-server Security Center system, install the plugin on an expansion server.

To install the OnGuard plugin:

- 1 Download the OnGuard installation package from the GTAP [Product Downloads](#) page.
- 2 Double-click the *setup.exe* file, and follow the installation instructions.
You are prompted to restart the Genetec server, this must be done to complete the installation.
- 3 When the installation is complete, if you haven't done so already, apply the OnGuard certificate to your Security Center license.
- 4 Click **OK**.

After you finish

[Create the OnGuard plugin role.](#)

Configuring the OnGuard plugin

This section includes the following topics:

- ["Creating the plugin role" on page 23](#)
- ["Connecting to the OnGuard server" on page 24](#)
- ["Configuring synchronize settings" on page 25](#)
- ["Configuring OnGuard plugin alarm settings " on page 26](#)
- ["Disabling OnGuard custom events in Security Center" on page 27](#)
- ["Starting a manual synchronization" on page 28](#)
- ["Monitoring OnGuard synchronization status in Security Center" on page 29](#)
- ["Enabling failover of the OnGuard plugin role" on page 30](#)
- ["Connecting multiple plugin roles to multiple OnGuard servers" on page 31](#)
- ["Connecting multiple Security Center systems to the same OnGuard server" on page 32](#)

Creating the plugin role

Before you can configure and use the plugin, you must create the plugin role in Config Tool.

Before you begin

Install the plugin.

To create the plugin role:

- 1 From the home page in Config Tool, open the **Plugins** task.
- 2 At the bottom of the **Plugins** task, click **Add an entity** (+), and select **Plugin**.
- 3 On the **Specific info** page, select the plugin type, the server to run the plugin, and then click **Next**.
If you are not using an expansion server, the option to select a server is not displayed.
- 4 On the **Basic information** page, do the following:
 - a) Enter the **Entity name**.
 - b) Enter the **Entity description**.
 - c) Select a **Partition** for the plugin role .
Partitions are logical groupings used to control the visibility of entities. Only users who are members of that partition can view or modify the role.
 - d) Click **Next**.
- 5 On the **Creation summary** page, review the information, and then click **Create**, or **Back** to make changes.
After the plugin is created, the following message appears: The operation was successful.
- 6 Click **Close**.

The plugin role appears in the entity browser. The plugin role is yellow because it is not yet configured.

Related Topics

[Installing the OnGuard plugin on page 21](#)

[Configuring OnGuard plugin general settings](#)

Connecting to the OnGuard server

You must connect the OnGuard plugin role with the OnGuard server to receive events and alarms in Security Desk.

Before you begin

- [Create the access control plugin role.](#)
- Unblock all WMI ports.

What you should know

Only specific configuration settings are described here. For more information about generic Config Tool settings, such as the *Identity* and *Resources* tab settings, see the *Security Center Administrator Guide*. You can access this guide by pressing **F1** in Config Tool.

To connect the OnGuard plugin role to the server:

- 1 From the home page in Config Tool, open the **Plugins** task.
- 2 In the **Plugins** task, select the OnGuard plugin from the entity browser, and click the **Properties** tab.
- 3 Under *Connection* in the **server** field, enter the hostname or IP address of the OnGuard server.
- 4 Enter the **Username** and **Password** for the OnGuard server.

IMPORTANT: The user must have the proper user permissions to use DataConduit. For more information, please see your Lenel OnGuard documentation.

- 5 Beside **Timeout**, enter the time (in seconds) that the plugin will wait before testing the connection with the OnGuard server. By default the plugin waits ten seconds.
- 6 Beside **Retry interval**, enter the time (in seconds) that the plugin will wait before trying to reconnect with the OnGuard server after a connection error. By default, the plugin will retry to reconnect after five seconds.
- 7 Beside **Test interval**, enter the time (in seconds) the plugin will wait before testing the connection with the OnGuard server. By default, the connection is tested every sixty seconds.
- 8 Click **Apply**.

After you finish

[Configure your synchronization settings.](#)

Configuring synchronize settings

The **Synchronize** settings are used to configure whether or not you want to synchronize cardholder pictures, custom fields, and offline events from the OnGuard system to your Security Center system.

Before you begin

[Connect to the OnGuard server.](#)

To configure what you would like to synchronize:

- 1 From the home page in Config Tool, open the **Plugins** task.
- 2 In the **Plugins** task, select the OnGuard plugin from the entity browser, and click the **Properties** tab.
- 3 Under *Synchronize*, turn on the **Cardholder pictures** option, and select one of the following:

- **Normal:** Synchronizes the high resolution cardholder photo.
- **Thumbnail:** Synchronizes a compressed thumbnail version of the cardholder photo.

NOTE: Thumbnails must be enabled on your OnGuard system to use the **Thumbnail** option. For more information, see your OnGuard documentation.

- 4 Turn on the **Cardholder custom fields** option to synchronize custom fields for cardholders.

NOTE: By default, only administrators can see a custom field. You can edit a custom field in Config Tool to make it visible for cardholders or cardholder groups. For more information see, the *Security Center Administrator Guide*. You can access this guide by pressing F1 in Config Tool.

- 5 Turn on **Offline events** to retrieve events that occurred while Security Center was disconnected from the system.

You must specify how far you would like to go back (in days) to retrieve events. Events that occurred within the period specified are treated as normal events. They appear in the event list in the Monitoring task, are recorded in the database. Events received with a timestamp older than the specified period are only recorded in the database.

- 6 Click **Apply**.

After you finish

[Configure the OnGuard plugin alarm settings.](#)

Configuring OnGuard plugin alarm settings

To receive alarms from the OnGuard access control system in Security Center, you must configure the alarm settings in the *Properties* tab.

Before you begin

[Create the plugin role.](#)

What you should know

Modifying the **Recipients** and **Partitions** has no effect after the initial synchronization is done. If you need to make additional modifications, you must make them in the *Alarms* task in Config Tool.

To configure the OnGuard plugin alarm settings:

- 1 From the home page in Config Tool, open the **Plugins** task.
- 2 In the *Plugins* task, select the OnGuard plugin from the entity browser, and click the **Properties** tab.
- 3 Under **Alarms**, turn on the **Trigger** option to trigger an alarm in Security Center when the plugin receives alarms from OnGuard. The OnGuard alarm description is also forwarded with the Security Center alarm.
- 4 Turn on the **Acknowledge** option for alarms that are acknowledged in Security Center to be automatically acknowledged in OnGuard.
- 5 Beside **Recipients**, click  to add which users or user groups will be notified when alarms are triggered by the plugin.
- 6 Beside **Partitions** click  to select which partitions you want the alarm entities to be added to when they are created by the plugin
- 7 Click **Apply**.

Disabling OnGuard custom events in Security Center

If you do not want custom events to be triggered in Security Center when they are triggered in OnGuard, you can disable them in Config Tool.

What you should know

All OnGuard hardware events will create custom events in Security Center. All the OnGuard custom events are enabled by default and will trigger events in Security Center when the corresponding events are triggered in OnGuard.

To disable OnGuard custom events:

- 1 In the **Plugins** task, select the OnGuard plugin from the entity browser, and click the **Custom Events** tab.
- 2 Clear the checkboxes for the custom events that you do not want triggered in Security Center.
- 3 Click **Apply**.

The custom events you disabled from the list will not be triggered in Security Center when triggered in OnGuard, therefore they will not appear in the Monitoring task and in reports.

NOTE: For details about disabling native Security Center events in the *Monitoring task* see the *Security Desk User Guide*.

Starting a manual synchronization

Cardholder and visitor changes made in OnGuard are automatically synchronized in Security Center. However, hardware device changes require a manual synchronization.

Before you begin

Make sure that the plugin role is [connected to the OnGuard server](#).

What you should know

For more information about which entities and properties are not automatically synchronized, see [Synchronized entities and properties](#) on page 6.

To start a manual synchronization:

- 1 From the home page in Config Tool, open the **Plugins** task.
- 2 In the **Plugins** task, select the OnGuard plugin from the entity browser, and click the **Properties** tab.
- 3 Under *Synchronize*, select the **Include cardholders** option if you want include the cardholders in the synchronization.

NOTE: The synchronization will take longer if you have a lot of cardholders.

- 4 Click **Manual synchronization**.

Monitoring OnGuard synchronization status in Security Center

The Synchronization tab in Config Tool enables you to monitor the synchronization status and number of entities and events being synchronized between Security Center and the OnGuard server.

To monitor the synchronization of the OnGuard and Security Center system.

- 1 In the **Plugins** task, select the OnGuard plugin from the entity browser, and click the *Synchronization* tab.
- 2 Under *State*, check to see the status of the current or most recent synchronization.
You can view the start time, end time, and duration of a synchronization. You will also be notified if an error occurred during the synchronization.
- 3 Under *Entities*, you can view the number of entities the plugin has created to represent the entities configured on the OnGuard server.
This list is updated with every synchronization, and you can click refresh  at any time to see the current count.
- 4 Under *Events*, you can view the number of events currently saved in the OnGuard plugin database.
This list is updated with every synchronization, and you can click refresh  at any time to see the current count.

NOTE: Offline events are only included if the **Offline event** option is enabled on the *Properties* tab.

Enabling failover of the OnGuard plugin role

If you want the OnGuard plugin role to support failover, you must add backup servers in the configuration of the plugin role.

Before you begin

Expansion servers must be available in your system to use as backup servers.

What you should know

The OnGuard plugin role can support failover of the following components:

- Server on which the Plugin role is running.
- Server of the Security Center Directory.

To add backup servers to the Directory, refer to the *Security Center Administrator Guide*. You can access this guide by pressing **F1** in Config Tool.

To add backup servers to the OnGuard plugin role:

- 1 In the **Plugins** task, select the OnGuard plugin from the entity browser, and click the **Resources** tab.
- 2 In **Servers**, click **Add an item** (+), and select a server.
- 3 Click **Add > Apply**.

If the server of the OnGuard plugin role fails, Security Center will automatically switch the role to a backup server.

Connecting multiple plugin roles to multiple OnGuard servers

You can create multiple OnGuard plugin roles in Security Center to synchronize entities, and receive events from more than one OnGuard system simultaneously.

Before you begin

- Make sure that all the OnGuard servers are using the same version of OnGuard.
- Make sure an OnGuard plugin role already exists in your system.

To configure an additional OnGuard plugin role:

- 1 [Create a new OnGuard plugin role.](#)

IMPORTANT: When creating multiple OnGuard plugin roles, you can use the same database server, but you must create a new database and not reuse the current one, because two roles cannot use the same database.

- 2 [Configure the plugin role to connect to the OnGuard server.](#)

Security Center connects to the OnGuard servers, and synchronizes entities and receive events from each of them simultaneously.

Connecting multiple Security Center systems to the same OnGuard server

If you have multiple Security Center systems, you can connect them to the same OnGuard server so that each one can synchronize entities and receive events from the OnGuard system.

Before you begin

Make sure that all the Security Center systems that will connect to the OnGuard server have the same version.

To connect an additional Security Center system:

- 1 On your Security Center system, [install the OnGuard plugin](#).
- 2 [Create a plugin role](#).
- 3 [Connect to the OnGuard server](#).

NOTE: Multiple DataConduit licenses are required, one for each Security Center system.

- 4 [Configure your Synchronization settings](#).
- 5 [Configure your alarm settings](#).

The added Security Center system can connect to the OnGuard server and synchronize entities and receive events concurrently with other Security Center systems.

Part II

Video Translator plugin

This part includes the following chapters:

- Chapter 5, "[Introduction to Video Translator plugin](#)" on page 34
- Chapter 6, "[Video Translator release notes](#)" on page 37
- Chapter 7, "[Installing and configuring the Video Translator plugin](#)" on page 43
- Chapter 8, "[Using the Video Translator plugin](#)" on page 48

Introduction to Video Translator plugin

This section includes the following topics:

- ["What is the Video Translator plugin?"](#) on page 35

What is the Video Translator plugin?

The Video Translator plugin 4.0 is designed for OnGuard® access control systems. It allows Security Center cameras to be viewed from the *System Administrator*, *Alarm Monitoring* and *Video Viewer* OnGuard applications.

The plugin allows you to do the following:

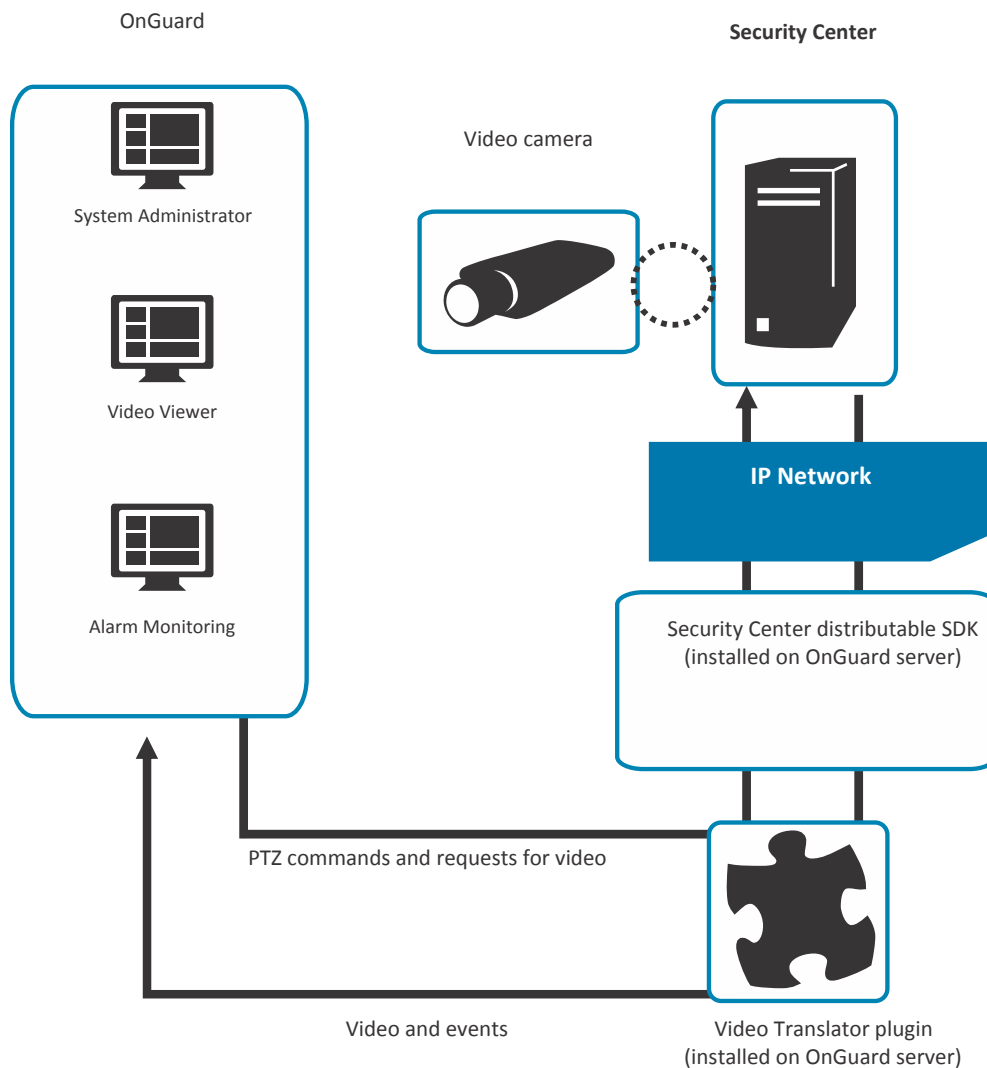
- View live and archived Security Center video.
- Control Security Center PTZ cameras.
- Export Security Center G64 video files with watermarking.

If the Security Center video file was originally recorded with watermarking, the file is also exported in OnGuard with a video watermark.

- Receive the following Security Center video events in OnGuard:
 - Camera - Motion off
 - Camera - Motion on
 - Camera - Signal lost
 - Camera - Signal recovered
 - Unit lost
 - Unit connected
 - Application lost
 - Application connected
- The following features are not supported by the Security Center SDK:
 - Input and output pins
 - Audio
 - Pre-roll and Post-roll for Event recording
 - Time-lapse and Event Recording
 - Display Firmware Version in *Alarm Monitoring*
 - Change password security
 - Formats other than G64 for exported Security Center video files
 - Continuous recording, which cannot be configured for Security Center cameras in the *System Administration* application.

How the Video Translator plugin works in Security Center

Through the Video Translator plugin, PTZ camera commands and requests for video are sent from the OnGuard system to Security Center. In turn, video and video events are sent from Security Center to OnGuard, and viewed in the OnGuard client applications.



Video Translator release notes

This section includes the following topics:

- ["What's new in Video Translator plugin 4.0"](#) on page 38
- ["Resolved issues in Video Translator plugin 4.0 "](#) on page 39
- ["Known issues in Video Translator plugin 4.0 "](#) on page 40
- ["Limitations in Video Translator plugin 4.0"](#) on page 41
- ["Video Translator plugin compatibility"](#) on page 42

What's new in Video Translator plugin 4.0

With each release, new features, enhancements, or resolved issues are added to the product..

The following enhancements are included in Video Translator plugin 4.0:

- **Global I/O:** The plugin now supports Global I/O and the following functionality:
 - Client-side presets
 - *Go to Preset*
 - *PTZ Tour* with a PTZ server

Resolved issues in Video Translator plugin 4.0

Resolved issues are software issues from previous releases which have been fixed in the current release.

The following issues have been resolved in the Video Translator plugin 4.0.

Issue	Description
362548	After performing many PTZ actions, a PTZ camera may become unavailable and VideoViewer may fail when you try to close it.
67868	Digital zoom is not supported.
157592	VideoViewer: You cannot drag and drop a Security Center camera onto the viewing area of a window that is already occupied by another camera. Workaround: Drag and drop the camera outside the viewing area of the window. For example, drag and drop underneath the viewing area where the camera name is listed, or make the VideoViewer window larger and drag and drop the camera in the empty space bordering the viewing area.
361767	Viewing a PTZ camera in an OnGuard 7.0 application causes the OnGuard client machine to fail.

Known issues in Video Translator plugin 4.0

Known issues are software issues that have been discovered in the current release or a previous release, and have not yet been resolved.

The Video Translator plugin 4.0 includes the following known issues.

Issue	Description
370984	You may receive the following error when closing a Lenel application: <i>The string binding is invalid.</i>

Limitations in Video Translator plugin 4.0

Video Translator plugin 4.0 includes the following limitations.

Issue	Description
67885	Recorded video does not play back at the speed specified. If playback speed is set to 1/5, the video plays at 1/4. If the speed is set to 1/10, the video plays at 1/8. If the speed is set to 50x, the video plays at 40x.

Video Translator plugin compatibility

Product compatibility indicates that the product supports and can run with specific versions of other products.

The Video Translator plugin 4.0 is compatible with the following systems.

- OnGuard system version 7.0 and 7.1
- Security Center 5.3 SR2 and later

Installing and configuring the Video Translator plugin

This section includes the following topics:

- ["Video Translator system requirements"](#) on page 44
- ["Installing the Video Translator plugin"](#) on page 45
- ["Configuring the Video Translator Plugin"](#) on page 46

Video Translator system requirements

System requirements are the recommended hardware and software components that are required for your product and system to run optimally..

Software requirements

Before installing the Video Translator plugin, you must have the following already installed:

- Security Center server
- Any required Security Center updates
- OnGuard server
- OnGuard client applications:
 - *System Administration*
 - *Alarm Monitoring*
 - *Video Viewer*

Security Center requirements

For OnGuard to communicate with Security Center and view video, the following is required on your Security Center system:

- Your Security Center license must have a valid SDK certificate.

You need to have a valid “Lenel Video Translator” certificate installed on the main Security Center server (Directory server). To verify that the certificate is properly installed:

 - 1 From the home page in Config Tool, click **About**.
 - 2 Click the **Certificates** tab and make sure the “Lenel Video Translator” certificate is listed.
- Your Security Center license must also support the required “Number of SDK Connections” for the OnGuard Communication Server, and the OnGuard client applications that will connect to Security Center.
- Cameras must be added and configured in your Security Center System.

OnGuard system requirements

In order for users to receive event information from the Security Center server, you’ll need to install the following on the OnGuard system:

- Security Center Distributable SDK.

The Security Center Distributable SDK is provided by Genetec when you purchase the OnGuard plugin. It must be installed on every client and server machine that will use the OnGuard.

Installing the Video Translator plugin

The Video Translator plugin must be installed on the OnGuard Server, and every workstation running the *Alarm Monitoring*, *System Administration*, or *Video Viewer* client applications.

Before you begin

- [Read the Release Notes.](#)
- [Read the System Requirements.](#)

To install the Video Translator plugin:

- 1 Open the *x.y.z Genetec Security Center Accessory Add-On.msi* file.
The *.msi* file is provided by Lenel when you purchase the Video Translator plugin.
- 2 Follow the installation instructions.
- 3 [Install Microsoft hotfixes.](#)

Installing Microsoft hotfixes

To use Video Translator plugin video components, two Microsoft .NET Framework 4 hotfixes must be installed on the OnGuard Server and on every workstation running the *Alarm Monitoring*, *System Administration*, or *Video Viewer* client applications.

To install the hotfixes:

- Read the following Microsoft Support knowledge base articles:
 - <http://support.microsoft.com/kb/2468871/>
 - <http://support.microsoft.com/kb/2494124/>

Configuring the Video Translator Plugin

To establish communication between Security Center and OnGuard systems and view Security Center video in OnGuard, you must configure the Video Translator plugin.

To configure the Video Translator plugin :

- 1 Establish communication between Security Center and the OnGuard system by configuring the SC Directory as follows:
 - a) [Specify the Security Center Directory credentials.](#)
 - b) [Add the Security Center Directory.](#)
- 2 Add Security Center cameras to the OnGuard system as follows:
 - a) Open the *OnGuard System Administration* application.
 - b) In the Menu bar, click **Video > Digital Video**.
 - c) Click the **Camera** tab.
 - d) Click **Add**, and enter the following information:
 - **Name:** Name of the Security Center camera.
 - **Recorder:** Select the recorder that you created for the Security Center Directory
 - **Camera ID:** Logical ID of the Security Center camera. For more information, see the *Security Center Administrator Guide*.
 - **Display Motion Detection Alarms:** Select this option to enable Security Center motion detection events to be seen in the *Alarm Monitoring* application.
- 3 Click **OK**.
The Security Center camera appears on the OnGuard list.

Specifying Security Center Directory credentials

To communicate with Security Center, the OnGuard server and client machines must be able to access the Security Center Directory. You can specify the Directory credentials using the Genetec Configuration Utility tool.

To specify the Security Center Directory credentials:

- 1 Navigate to one of the following folders:
 - If you are using a 32-bit system: *C:\Program Files\OnGuard*.
 - If you are using a 64-bit system: *C:\Program Files (x86)\OnGuard*.
- 2 Open the *GenetecConfigurationUtility.exe* tool.
- 3 Type the **Username** and **Password** of the Security Center Directory.
The username and password correspond to the user entity that is configured in Security Center to accept connections from the Video Translator plugin running on the Lenel server. You can use the default Admin user account, or any other user account that you created that is a member of the Administrators group.
- 4 In the **SDK Location** field, type the path where the Security Center Distributable SDK is located, and click **OK**.

- 5 Restart the OnGuard server and client machines to apply your changes.

Adding the Security Center Directory

To view Security Center cameras in OnGuard, the Security Center Directory needs to be added in the OnGuard system as a video recorder.

To add the Security Center Directory in the OnGuard system as a video recorder:

- 1 Open the *OnGuard System Administration* application.
- 2 In the Menu bar, click **Video > Digital Video**.
- 3 Click the **Video Recorder** tab.
- 4 Click **Add**, and enter the following information:
 - **Name:** Logical name for this recorder (The Security Center Directory name).
 - **Online:** Select this option to enable the recorder.
 - **Video Recorder type:** Select Security Center 5.0 Translator.
 - **Workstation:** Name of the server running the Lenel Communication Service.
 - **Use Computer Name of Video Recorder:** Select this option and type the computer name of the Security Center system.
- 5 Click **OK**.
- 6 Select a **World Time Zone** from the drop-down list.
- 7 Click **OK**.

The Security Center Directory is added to the **System tree**.

Using the Video Translator plugin

This section includes the following topics:

- ["Viewing a live preview of Security Center video"](#) on page 49
- ["Viewing Security Center video in the Video Viewer application"](#) on page 50
- ["Viewing Security Center video in the Alarm Monitoring application"](#) on page 51
- ["Controlling Security Center PTZ cameras"](#) on page 52
- ["Creating PTZ presets"](#) on page 53

Viewing a live preview of Security Center video

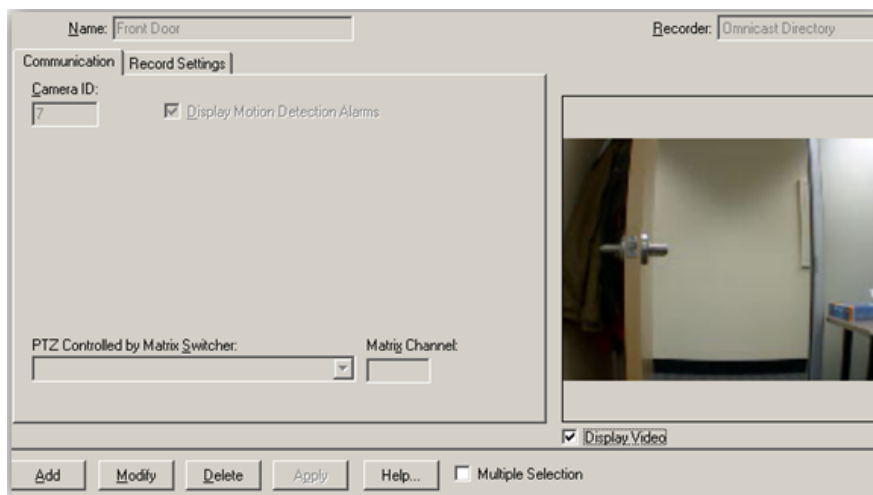
In OnGuard, you can view live Security Center video previews from the *System Administration* application.

Before you begin

Configure your Security Center cameras and [add them as part of the OnGuard system](#).

To view a live preview of Security Center video:

- 1 Open the OnGuard *System Administration* application.
- 2 In the Menu bar, click **Video > Digital Video**.
- 3 Click the **Camera** tab.
- 4 In the **Name** field, enter the name of the Security Center camera.
- 5 To view a live preview of the camera, select the **Display Video** option.



The live video preview is displayed.

Viewing Security Center video in the Video Viewer application

You can view live and archived video sequences Security Center video previews from the *Video Viewer* client application.

Before you begin

Configure your Security Center cameras and [add them as part of the OnGuard system](#).

To view Security Center video in the *Video Viewer* application:

- 1 Open the *Video Viewer* application.
- 2 Click **Camera selection > Tree**.
- 3 Drag and drop the camera into a tile.
- 4 Right-click on the bottom tile bar, and select one of the following from the drop-down list:
 - **Live:** View live video.
 - **Recorded:** View archived video.
 - **Set start/end date:** View a specific section of the video archive.

When you are viewing a video archive, you can pause, forward, rewind, and stop the playback, or view the playback frame by frame.

Viewing Security Center video in the Alarm Monitoring application

You can view live and archived video sequences Security Center video previews from the *Alarm Monitoring* client application.

Before you begin

Configure your Security Center cameras and [add them as part of the OnGuard system](#).

BEST PRACTICE: To make sure video associated with an alarm plays correctly, set the Pre-roll setting to 40 seconds.

To view Security Center video in the *Alarm Monitoring* application:

- 1 Open the *Alarm Monitoring* application.

TIP: To allow the Genetec SDK to initialize, play live video after you log on to *Alarm Monitoring*.

- 2 In the **System Status Tree**, right-click the camera you want to view, and select one of the following:
 - **Launch video:** View live video.
 - **Launch recorded video:** View archived video.

The video sequence opens in a dialog box.



- 3 (Optional) To view specific sections of the archived video sequence, select a start and end date at the bottom of the viewing pane.

When you are viewing a video archive, you can pause, forward, rewind, and stop the alarm playback, or view the playback frame by frame. You can also increase or decrease the playback speed with the slider bar at the bottom center of the viewing pane.

Controlling Security Center PTZ cameras

With the OnGuard plugin, you can control Security Center PTZ cameras that have been added to the OnGuard system.

Before you begin

[Add Security Center cameras to the ONGuard system.](#)

What you should know

A PTZ camera can be controlled by clicking in the video, or by using the keyboard arrow keys.

To control a Security Center PTZ camera:

- 1 Open the *Alarm Monitoring* or *Video Viewer* application.
- 2 Right-click the camera you want to view, and click **Launch Video**.
- 3 Click the **Joystick** button in the toolbar.



From the PTZ toolbar, you can control the Pan/Tilt/Zoom, focus, and iris of the camera, lock PTZ controls, [create a PTZ preset](#), or go to a specific preset.

NOTE: The features available depend on what the Security Center camera supports.

Creating PTZ presets

With the OnGuard plugin, you create presets for Security Center PTZ cameras that have been added to the OnGuard system.

To create PTZ presets:

- 1 Open the *Alarm Monitoring* or *Video Viewer* application.
- 2 Right-click the camera you want to view, and click **Launch Video**.
- 3 Click the **Joystick** button in the toolbar.



- 4 Use the PTZ commands to move the camera to desired position and zoom level.
- 5 Click the **Goto or Set Preset** button.
- 6 Enter a new name for the preset and click **OK**.

Where to find product information

You can find our product documentation in the following locations:

- **Genetec Technical Information Site:** The latest version of the documentation is available from the [Documents](#) page of the Technical Information Site. To access the Technical Information Site, simply log on to [GTAP](#) and click the tab for the Technical Information Site.
- **Installation package:** The Installation Guide and Release Notes are available in the Documentation folder of the installation package. These documents also have a direct download link to the latest version of the document.
- **Help:** Security Center client and web-based applications include help, which explain how the product works and provide instructions on how to use the product features. Patroller and the Sharp Portal also include context-sensitive help for each screen. To access the help, click **Help**, press F1, or tap the ? (question mark) in the different client applications.

Technical support

Genetec Technical Assistance Center (GTAC) is committed to providing its worldwide clientele with the best technical support services available. As a Genetec customer, you have access to the Genetec Technical Information site, where you can find information and search for answers to your product questions.

- **Genetec Technical Information Site:** Browse over 5000 articles or download one of our many technical publications to find information on how to deploy and use Genetec products. Prior to contacting GTAC or opening a support case, it is recommended to search the Technical Information Site for potential fixes, workarounds, or known issues. To access the Technical Information Site, simply log on to [GTAP](#) and click the tab for the Technical Information Site.
- **Genetec Technical Assistance Center (GTAC):** Live support is available during business hours over the phone or using GTAP chat at <https://gtap.genetec.com/Cases>. For GTAC's contact information in your region see the Contact page at <https://gtap.genetec.com>.

NOTE: To obtain phone support, you must provide a certification number and the last six digits of your system ID. Refer to the [Genetec Training FAQ](#) for more information.

NOTE: To open a case with GTAC, you must provide your System ID (Omnicast, Synergis and Security Center) and/or SMA contract number. In addition, for Genetec hardware controllers and appliances, you'll need the software revision number (image version).

Additional resources

If you require additional resources other than the Genetec Technical Assistance Center, the following is available to you:

- **GTAP Forum:** The Forum is an easy-to-use message board that allows clients and Genetec staff to communicate with each other and discuss a variety of topics, ranging from technical questions to technology tips. You can log in or sign up at <https://gtapforum.genetec.com>.
- **Technical training:** In a professional classroom environment or from the convenience of your own office, our qualified trainers can guide you through system design, installation, operation, and troubleshooting. Technical training services are offered for all products and for customers with a varied level of technical experience, and can be customized to meet your specific needs and objectives. For more information, go to <http://www.genetec.com/Services>.

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