



# Avigilon Control Center™ System Integration Guide

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

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# Introduction

The OnGuard to ACC Alarm Gateway integration allows events triggered in the OnGuard system to be monitored and recorded through the Avigilon Control Center (ACC) system.

## Requirements

Vendor	Requirements
Avigilon	ACC Server software 6.12 and later or ACC Server software 7.0.0.30 and later
Avigilon	ACC Client software 6.12 and later or ACC Client software 7.0.0.30 and later
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.exe
LenelS2	OnGuard version 7.5, 7.6, and 8.0  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:

- *Avigilon Control Center Client User Guide*
- *Avigilon Control Center Server User Guide*

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

## What's New

- The DataConduIT-based alarm integration has been deprecated and replaced by the OnGuard OpenAccess-based alarm integration.

**Note:** OpenAccess-based alarm integration requires additional OpenAccess and Subscription Software Modules licenses. Contact LeneIS2 to obtain the new licenses listed in the [Requirements](#) section.

- Support for Avigilon server and camera failover
- Support for H.265 cameras

# Installation

## Upgrading Previous Version of the Integration

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

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 ACC Alarm Gateway.
  - Install the OnGuard to ACC Alarm Gateway executable (OnGuardtoACCAlarmGateway.exe) on the same server as the OnGuard Server software.
- Client
  - Install the Avigilon Control Center Client software on every workstation that requires access to the integration.

## Checking the Avigilon License

After you have installed all the required software, check that the Avigilon license was applied correctly.

1. Open the Avigilon Control Center 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 Avigilon Control Center Software


To protect the security of the Avigilon Control Center software, add a user in the ACC Client software specifically for connecting the integration. The user you add will be used to connect the ACC system to the Avigilon integration software. See the *Avigilon Control Center Client User Guide* for more details.

The integration user does not need to have any access permissions, just a username and password for connecting the Avigilon Control Center 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 Avigilon Control Center 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 Avigilon Control Center 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 ACC 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 Avigilon Control Center Alarms

Alarms are manually created in the Avigilon Control Center 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 ACC 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 ACC 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 map alarms between the two systems.

## Configuring the Server Settings

Configure the Alarm Gateway to access the two applications.

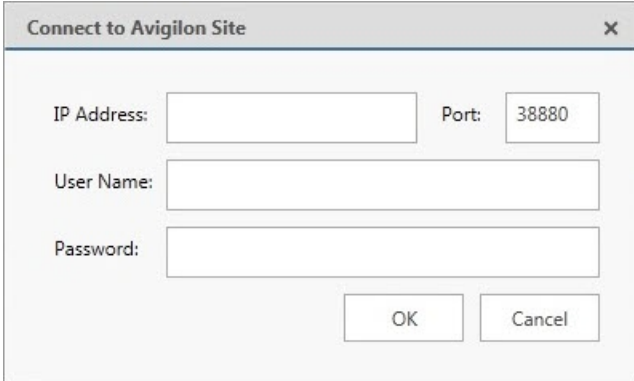
The Configuration Tool remembers the server configurations, so you do not need to repeat this procedure if the settings remain the same.

1. Open the configuration application. **All Programs** or **All Apps** > **Avigilon** > **OnGuard to ACC Alarm Gateway**.
2. In the Configuration Tool, click **Configure Connections**.

The screenshot shows the 'Configure Connections' dialog box. It has a title bar with 'Configure Connections' and a close button (X). The dialog is divided into two sections: 'Avigilon' and 'OnGuard'.  
The 'Avigilon' section contains a table with the following columns: IP, Version, and Status. Below the table are 'Add' and 'Remove' buttons.  
The 'OnGuard' section contains a 'Directory ID' dropdown menu (set to '<Internal>'), a 'Hostname' text box, a 'Username' text box, and a 'Password' text box. Below these fields are 'Restore' and 'Done' buttons.

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**.



The image shows a dialog box titled "Connect to Avigilon Site" with a close button (X) in the top right corner. The dialog contains three input fields: "IP Address:" with an empty text box, "Port:" with a text box containing "38880", and "User Name:" with an empty text box. Below these is a "Password:" label with an empty text box. At the bottom right, there are two buttons: "OK" and "Cancel".

Use the username and password created in the Avigilon configuration. See *Adding an Integration User in the Avigilon Control Center Software* on page 4.

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

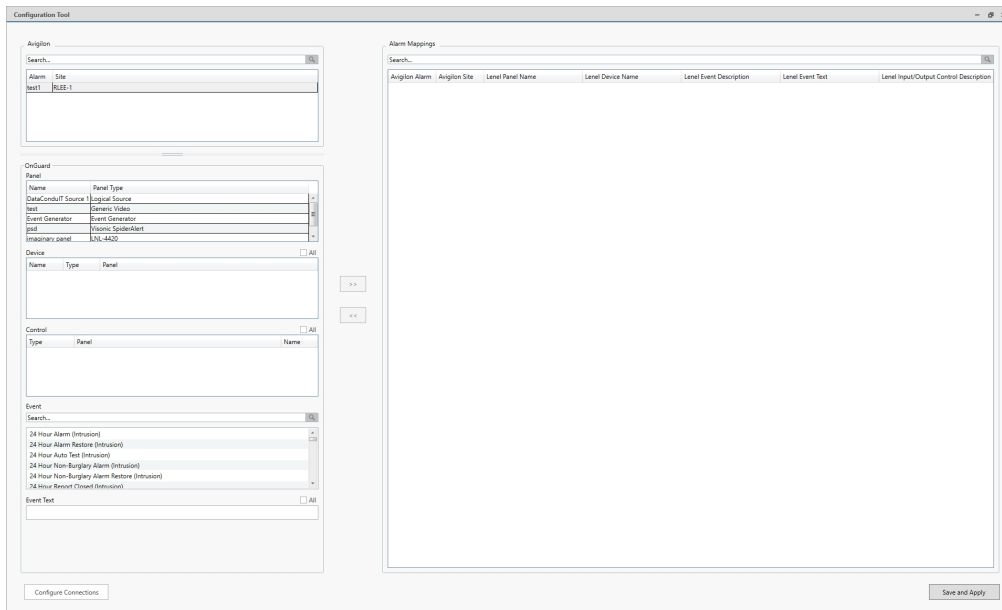
4. In the OnGuard area, enter the following information:
  - In the **Directory ID** field, select the directory ID associated with the LeneIS2 account. By default, the directory ID is set to the internal directory the first time you run the application.
  - In the **Hostname** field, enter the Fully Qualified Domain Name (FQDN) of the computer that is running the OnGuard Server.
  - Enter the LeneIS2 **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.

Once the Alarm Gateway is linked to the Avigilon system, alarms created in the Avigilon Control Center 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 Avigilon Control Center software and the OnGuard software.

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



To map alarms together, complete the following steps:

1. In the Avigilon area, select an Avigilon Control Center 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 ACC alarm. If you select **All**, then any event text will trigger the ACC 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 ACC 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 ACC 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 and apply the alarm mapping changes.

# Monitoring Alarms

Once devices and events from the OnGuard system have been mapped to the Avigilon Control Center system, you can begin to use the integration.

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

# Troubleshooting

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

## 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 LeneIS2 username and password. The Gateway accesses the OnGuard system through the internal LeneIS2 account, so you must login using your LeneIS2 credentials.

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

## ACC Alarms Are Not Triggered

When access control events are activated in the OnGuard system, the mapped Avigilon Control Center 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 Avigilon Control Center 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.

## Mapped ACC Alarms Displayed as Unknown

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

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

Perform the following steps to ensure the integration functions correctly:

1. Check that the ACC Server is online and connected to the local network.
2. When the ACC Server is back online, open the Configuration Tool and click **Configure Connections**.
3. If the ACC 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 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 ACC 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\Ln\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.