

# DMP XR550 Intrusion Panel integration in OnGuard

Installation and configuration instructions

## Features:

- DMP XR550 Panels can be configured to appear in OnGuard Hardware tree
- Hardware sub-tree (zones, areas, devices, outputs) will be populated from panel's internal inventory when panel is confirmed online
- Events from panel will be received by OnGuard and displayed in Alarm Monitoring
- Status of hardware will be shown
- If configured, can send OnGuard Cardholders to panel as users, including name, PIN, and up to 4 permission profiles
- If users are configured, user numbers are translated to names when reporting user panel actions in Alarm Monitoring (Arm, disarm, bypass, etc).
- Communication to the panel can be encrypted, if the panel supports it. Events from the PC Log connection will not be encrypted.

## Assumptions:

- DMP panel is already configured and has defined the following items:
  - IP address
  - Remote Access Key / Port
  - Zones
    -
  - Areas
  - User Permissions
  - Other modules and devices as needed
- OnGuard 7.5 or higher is already installed and running
  - If OnGuard installation has multiple Communication servers – installation should be performed on every machine running Communication server that will need to talk to DMP Panels.
- .Net Framework 4.6.1 is available.

## Expectations:

- The translator will get alarms and other events from connected panels, and display them in Alarm Monitoring.
- If hardware is added to the panel in OnGuard, alarms associated with that hardware will be associated with the appropriate device in Alarm Monitoring.
- If a Panel User List is associated with the DMP Panel, then alarms that have user information will have the name of the cardholder with the appropriate user number displayed with the alarm
- User Management:

- If an appropriate field is selected from those on the 'Badge' form is selected in DMP Config (needs to be either text or numeric, and able to store up to 4 characters; the OnGuard PIN field is not acceptable for this purpose).
- And a Panel User Group is created and assigned to the DMP Panel
- And a DMP Permission Group number for the DMP Panel is assigned to an access level
- THEN, if a cardholder's badge is considered to be Active, based on status, Activate, and Deactivate dates, and they are assigned an access level with DMP permissions, they will be added to the Panel User Group for the panel, and sent to the panel.
- **NOTE:** Enabling OnGuard to manage users on the panel will WIPE OUT the existing users on the panel, and replace them with user data from OnGuard. **If you do not wish existing users to be replaced, do not configure the above options!**

## Caveats:

- The OnGuard Comm Server uses the same connection to connect to DMP panels as DMP Remote Link software; if one is connected, the other cannot connect! OnGuard connects usually for short periods intermittently to confirm connectivity/panel online. Some situations (user download) require greater connection times.
- The system will configure the DMP Panels' PC Log settings to report to the Comm Server during initial connection; if it is configured for elsewhere, it will be configured to point back at onguard during the next connection cycle.
- It may be required to set "Real Time Status" to YES for Zones/Zone Info so that the panel reports those statuses via reporting.

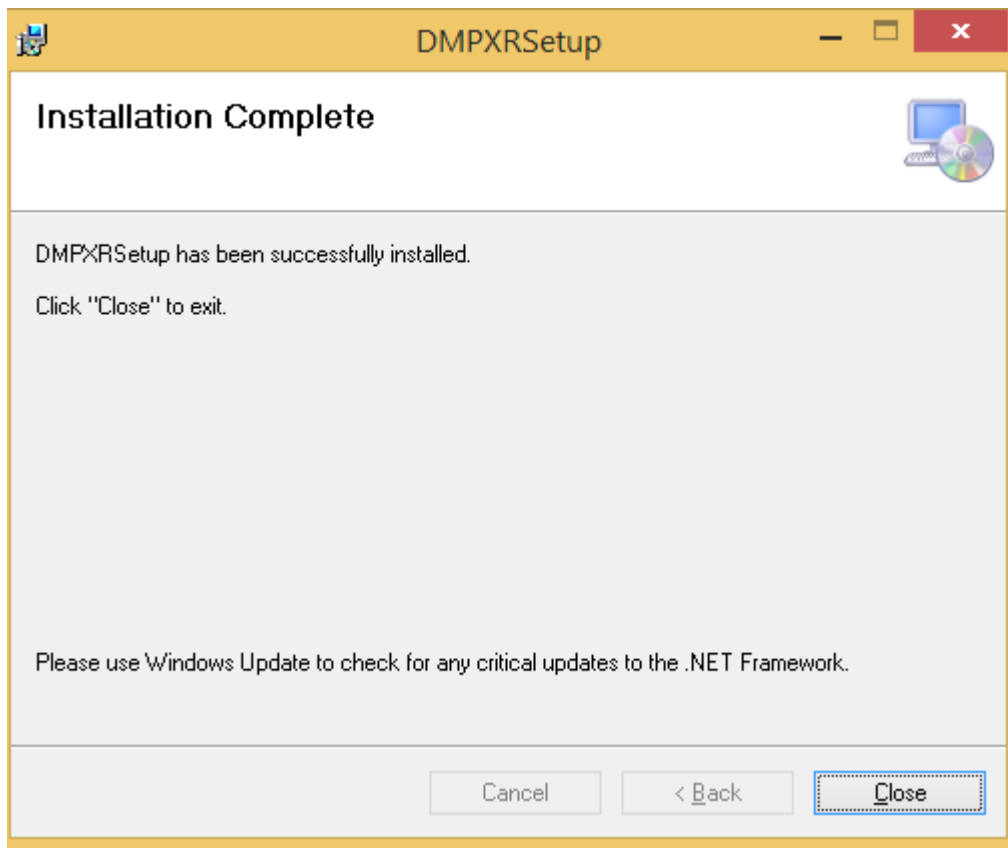
## Change List:

- Pilot release 2 - v1.10.1
  - Added panel configuration import support
    - Panel hardware tree is updated automatically when the panel first comes online each time, and when the hardware configuration of the panel changes.
  - Support for additional System events
    - Most common ones are already translated, but there are some still outstanding.
  - Improved handling of panel connection during user data download, and better handling of the disabled/un-configured user management state

## Installation Process:

1. To start installation – unzip the installation package and run the file setup.exe.

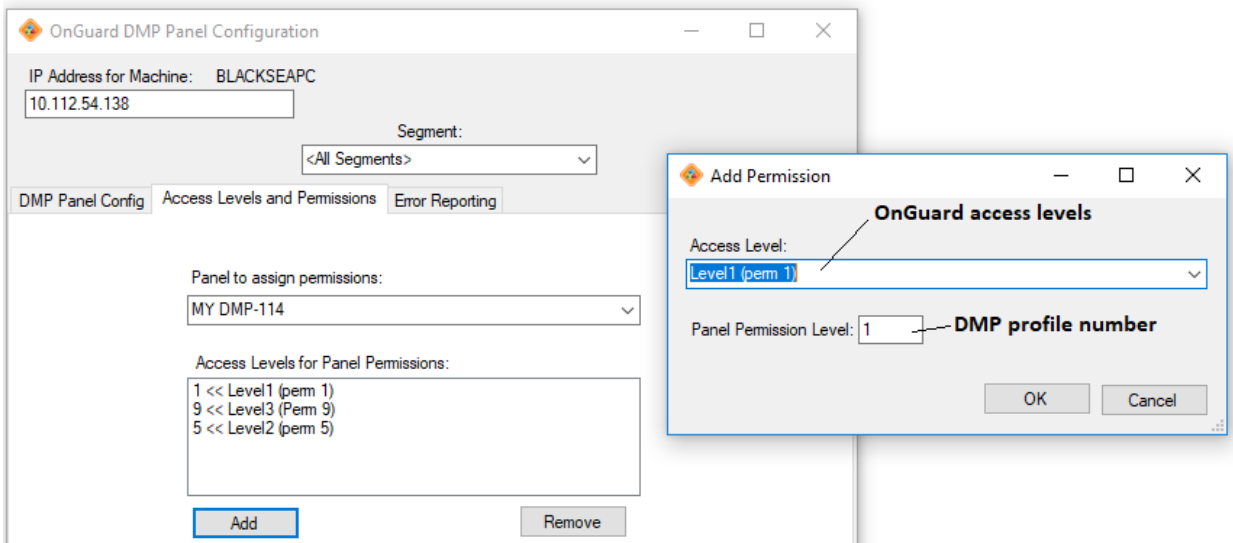
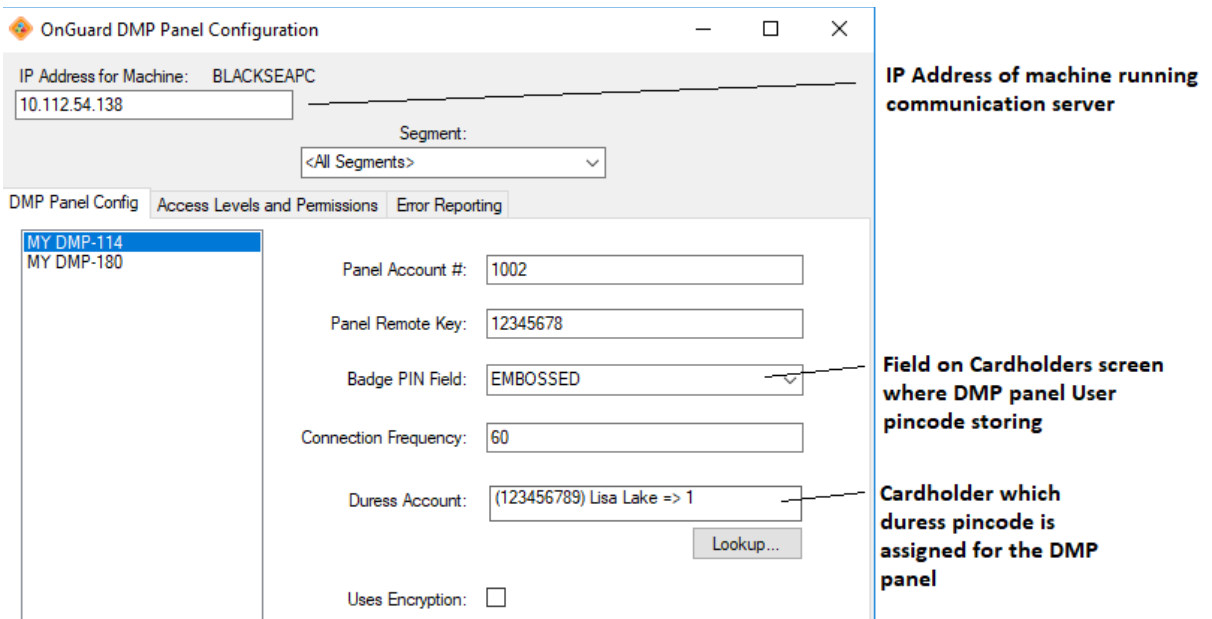
Installation will start, click on a button "Next" on a following screens and click "Close" on a final screen:



Installation installs files into the OnGuard folder (by default C:\Program Files (x86)\OnGuard). If installed outside of the OnGuard folder, the Communication Server will not be able to find the device translator!

Also the Intrusion panel type is created: **DMP XR550 Panel** – **Note:** The installation and integration use the OnGuard database connection as defined in the OnGuard application.config. If this is configured for Windows Authentication, then you will need to run DmpConfig.exe as a user with permissions to alter the database to create the intrusion panel type entry; installation will not be able to add this. There is a pop-up message warning of this in the installer.

2. Open System Administration \ | Additional Hardware \ Intrusion Detection Device and add a new panel of the type **DMP XR550 Panel**  
NOTE: The DMP Connection port is 2001, not 3001, by default. If you leave it as 3001, and do not change the settings on the DMP Panel, it will not come online. Do not mark this panel online yet, so checkbox "Online" should **not** be checked.
3. In OnGuard folder find and run the file DmpConfig.exe  
Here is an example how to enter data in this configurator:



After all data entered, just close above application – data will be saved automatically.

If you are using remote Communication Servers, DMPCfg.exe will need to be run on each one where DMP panels will be contacted, and the IP Address box filled. Other panel settings can be set from any machine with OnGuard and the DMP Translator software installed.

4. Now mark DMP panel online in System Administration
5. Add Zones, Areas and other devices according to existing DMP panel setup.

- Run communication server, if it was not already running – DMP panel should come online in Alarm Monitoring

The screenshot shows the 'System Status Tree (all devices)' on the left and the 'Main Alarm Monitor' table on the right.

**System Status Tree (all devices)**

- Default Zone
  - 4420-135 (Firmware Revision:1.271; Serial Number:1003950; status: cabinet tamper, power fail input; LNL-4420, Memory: 16777216 bytes / 16597216 bytes free)
    - 4420-142 OnBoard1 (Firmware Revision:1.05; status: forced, held; access mode: pin or card)
      - Reader Auxiliary Input 1 (activated)
      - Reader Auxiliary Input 2 (activated)
    - MY DMP-114
      - Zone: 1
      - Zone: 10
      - Zone: 2 (status: bypassed)
      - Zone: 3
      - Zone: 4
      - Zone: 8
      - Onboard Relay: 1 (activated)
      - Offboard Relay: 1
      - Door: 1
      - Door: 2
      - Intrusion Area: 1 (status: master armed)
      - Intrusion Area: 2 (status: disarmed)
      - Intrusion Area: 3 (status: disarmed)

**Main Alarm Monitor**

Alarm Description	Time/Date	Controller	Device	Input/Output	Card
Fire Bypass	9:23:42 AM 7/24/2019	MY DMP-114	Zone: 2	None	
Close Area	9:23:28 AM 7/24/2019	MY DMP-114	Intrusion Area: 1	None	

Example of commands available from the Hardware tree:

The screenshot shows the hardware tree with a context menu open over the 'MY DMP-114' device. The menu items are:

- Acknowledge...
- Trace...
- Update Hardware Status
- Bypass
- Unbypass
- Isolate
- Unisolate
- Silence Alarms
- View Map
- Launch Video
- Use Browser-based VideoViewer

# Troubleshooting

## Log Files

- Log file is in the same place as OnGuard logs, C:\ProgramData\LnI\logs
- Log file is DmpTranslator.l4n.log
- Log file is controlled by C:\ProgramData\LnI\Dmplog.config
  - <level> controls debug/info/warn level, possible values are in the comment above the line
- Many lines have panelId in the logger name, i.e. DmpTranslator-13 is for panelId 13. All panels on the same Comm Server will log to the same file.
  - PanelId can be found in DmpConfig once you select a panel.

## I can't find the Panel Type in OnGuard

Run the DmpConfig.exe; put in the IP address of the machine in the top, and close the window. If you get errors, there may be a problem with your OnGuard configuration; run the OnGuard Configuration Editor and make sure all database settings are correct, and run DmpConfig.exe again.

## My Panel Won't Show as Online!

There are a large number of possible issues here.

- Confirm the IP and Port settings in OnGuard (Port should be 2001)
- Confirm that DmpConfig Encryption setting matches panel remote connection encryption setting
- Confirm that Remote Security Key matches the panel setting
- Check the log file
  - Search for 'Connecting to <ipaddress>' and look for an error below that.

## Common panel NAK responses and meanings:

-VA	Not Allowed
-VB	Panel Busy (usually some other connection still ongoing)
-VC	Invalid Remote Key
-VD	Bad Data
-VN	Not connected
-VU	Invalid Account
!!S	Encryption is required

## Events Do Not Show Up in Monitoring

- Confirm that panel shows Online (see above)
- Check log file for 'Listener created on' to make sure the listener is loading.
- Search log file for event messages; look for 'PcLogMessage' and see if there is an error below it.
- Note! Not all panel events result in OnGuard events. Some are responses from actions taken by the translator and are not passed through; Remote Programming Ended for example.