IP Alarms Receiver Software v2.0.17

Release Note

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1 Introduction

The Gallagher IP Alarms Receiver Software runs on a Windows PC in a remote alarm monitoring centre. The IP Alarms Receiver Software performs the following tasks:

- Listens on a TCP socket for connections from Gallagher Controllers.
- Reads messages from the accepted connections.
- Decrypts and decodes the received messages.
- Forwards the message to the alarm monitoring system (via the serial port).
- Waits for a reply from the alarm monitoring system acknowledging receipt of the message.
- Sends an acknowledge message to the Gallagher Controller if the message was successfully sent to the alarm monitoring system and acknowledged by the alarm monitoring system.
- Closes the socket, if not already closed by the Gallagher Controller
- Regularly checks to see if any remote station has not been heard from for too long and generates heartbeat alarms as required.

Note: If the message *"Could not find recognizable digits"* displays when importing keys at the IP Alarms Receiver, this means the IP Alarms Receiver needs to be updated to the latest version to support a new format of encrypt key.

2 Compatibility

This version of Gallagher IP Alarms Receiver Software (v2.0.17) supports Windows 10+ and Server 2016+. It has been updated to import a new key format, and can import keys from any version of Command Centre v8.10 and below.

Notes:

- CSV protocol is NOT supported.
- Monitoring stations running v1.0.1.9 of IP Alarms Receiver Software will not be able to import keys from v8.00 of Command Centre.
- If the message *"Could not find recognizable digits"* displays when importing keys at the IP Alarms Receiver, this means the IP Alarms Receiver needs to be updated to version v2.0.17 to support a new format of encrypt key.
- Existing IP Alarms Receiver installations will continue to work. It is only when a site tries to export new keys from v8.00 of Command Centre and to import them into v1.0.1.9 of IP Alarm Receiver Software that the site will need to upgrade the IP Alarm Receiver.

3 Installation Instructions

The following procedure describes how to install the Gallagher IP Alarms Receiver Software.

The same procedure is followed for new installations and upgrades from previous versions.

3.1 Before you begin

You can choose to install the IP Alarms Receiver Software either on a separate PC or on the same PC as the alarm monitoring system.

If you install it on…	**then messages are sent via…**
a separate PC,	a serial port to the alarm monitoring system PC. Refer to section ***3.3 Serial cable requirements*** for details.
the same PC as the alarm monitoring system,	a virtual serial port to the alarm monitoring system. Refer to section ***3.4 Creating a virtual serial port*** for details.

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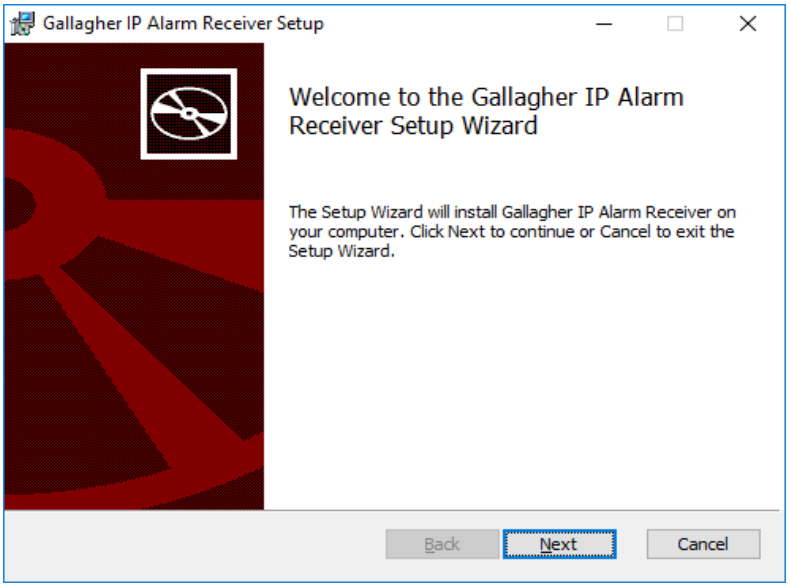
3.2 Installing the IP Alarms Receiver Software

1. If upgrading from a previous version, take a copy of the folder with IP Alarm Receiver configuration data as a backup “C:\ProgramData\Gallagher\Gallagher IP Alarms Receiver”.
2. Installation of “Microsoft Visual C++ 2015 Redistributable Update 3 RC” (included) is recommended first as without this the installation will fail with the following error: *“Service ‘IP Alarms Receiver’ (AlarmReceiverServer) failed to start.”*
3. Double-click the installation installer **IPAlarmReceiverSetup.msi**, located in the `'Utilities\IP Alarm Receiver'` folder of the IP Alarms Receiver installation files.
4. The setup wizard will attempt to install Microsoft .NET Framework 4, if not already installed.

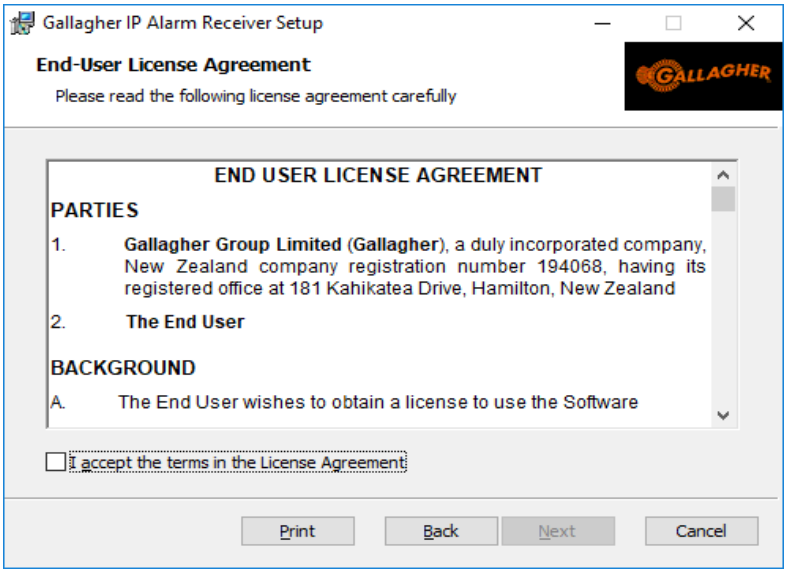
   Ensure you fully understand the terms and conditions listed in the software license agreement you are about to enter into, and click the **Accept** button to accept.

   The setup wizard will download the .NET Framework. An internet connection is required.

   The welcome screen of the setup wizard displays.

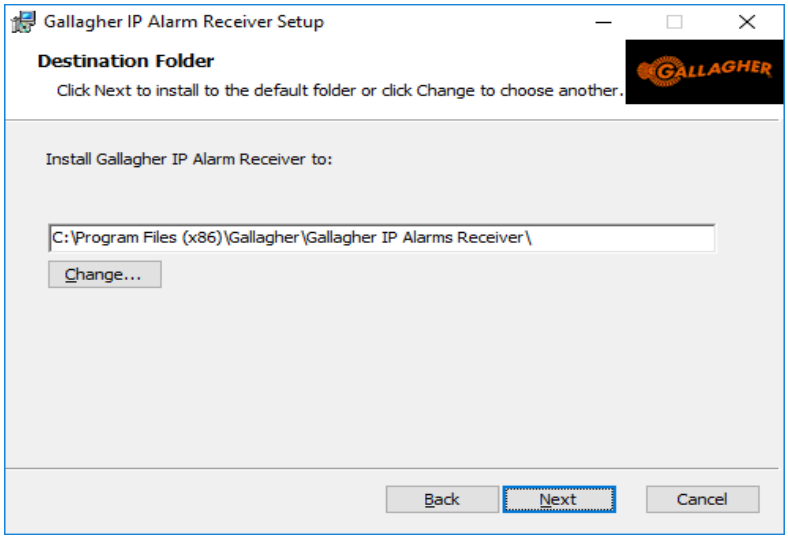


5. Click the **Next** button.
   The End-User License Agreement screen of the setup wizard displays.

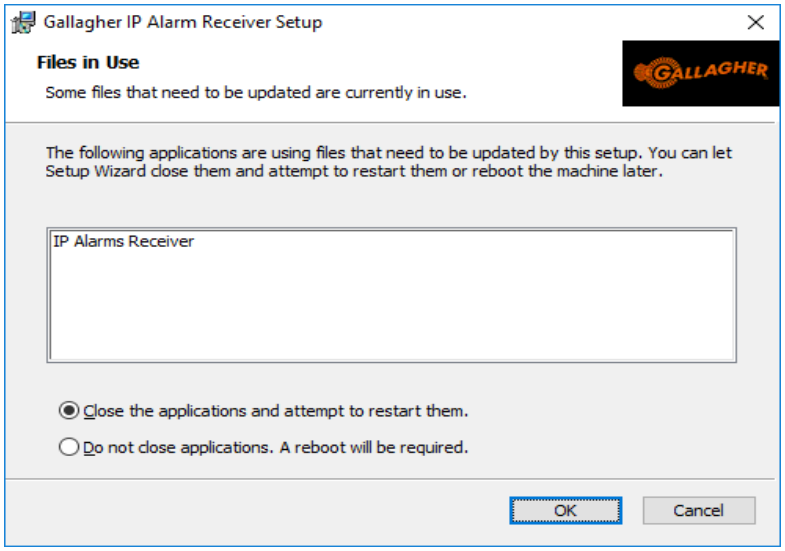


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6. Ensure you fully understand the terms and conditions listed in the End User License Agreement you are about to enter into, and click the **I Agree** radio button to accept.
7. Click the **Next** button.
   The Destination Folder screen of the setup wizard displays.

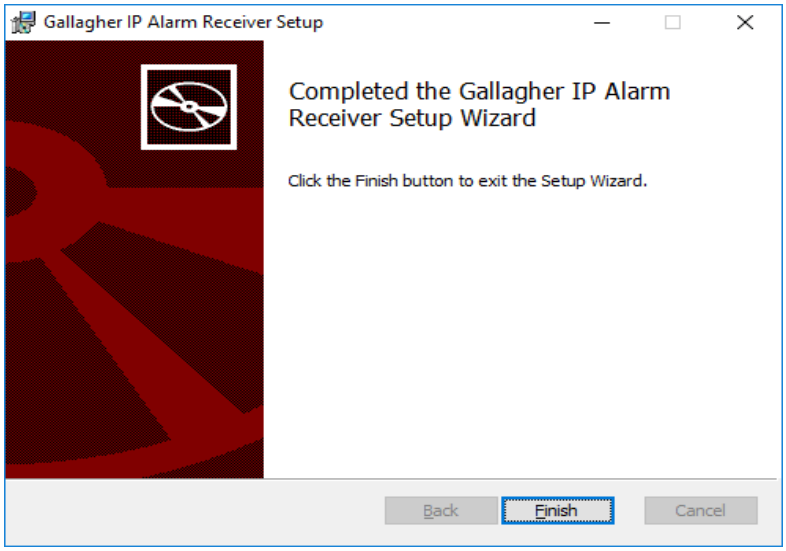


8. A default location for the install displays under **Folder**.
   Change if necessary, by clicking the **Browse…** button and pathing your way to another location.
9. Click the **Next** button.
   Installation begins automatically and progress is indicated on a progress bar. (There may be a UAC prompt.)
10. If this is an upgrade, you will be presented with a prompt to restart the existing service.
    Click the **OK** button.



Once installation is complete, an Installation Complete screen displays.

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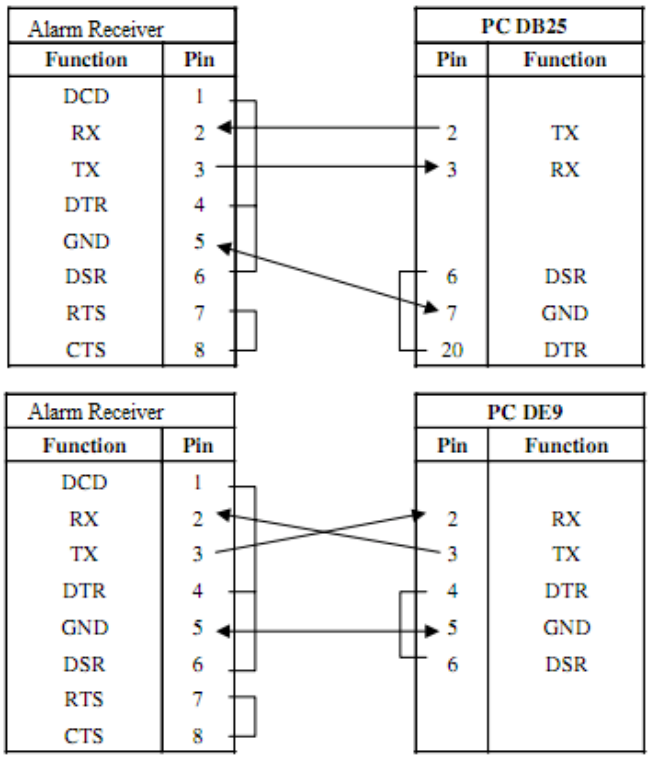


11. Click the **Close** button.
    The IP Alarms Receiver Software is installed.

    - The Windows Service "IP Alarms Receiver" is installed. This service runs automatically when the PC is started.
    - The IP Alarms Receiver is added to the Windows Firewall exceptions list.

3.3 Serial cable requirements

The diagram below illustrates the serial cable connections required between the PC running the IP Alarms Receiver Software and the PC running the alarm monitoring system.



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3.4 Creating a virtual serial port

The following process describes how to create a virtual serial port.

You will need to create a virtual serial port in order to run the IP Alarms Receiver Software on the same PC as the alarm monitoring system.

1. Install the IP Alarms Receiver Software.
   Refer to section ***3.2 Installing the IP Alarms Receiver Software*** for the procedure.
2. Install the alarm monitoring system, if not already installed.
3. Install the free virtual serial port software "com0com" available from:
   http://com0com.sourceforge.net/
4. Refer to the **com0com ReadMe.txt** file for installation instructions.
5. Use the default COM ports created by com0com, or create a new pairing. Default COM ports created are CNCA0 and CNCB0.
6. Configure the IP Alarms Receiver Software COM port to be one of the new ports.
7. Configure the alarm monitoring system to use the other port.

3.5 How to migrate the Gallagher IP Receiver to a new computer

The following process describes how to migrate the Gallagher IP Receiver to a new computer.

Note: Contact Technical Support if the database is encrypted.

1. Stop the IP Alarms Receiver Process.
2. Go to “C:\ProgramData\Gallagher\Gallagher IP Alarms Receiver”.
3. Zip the contents of the folder and move it to a temporary location on the new server.
4. Install the same version on the new system.
   Refer to section ***3.2 Installing the IP Alarms Receiver Software*** for the procedure.
5. Stop the IP Alarms Receiver Process.
6. Unzip the contents of the zip file into “C:\ProgramData\Gallagher\Gallagher IP Alarms Receiver”.
7. Start the IP Alarms Receiver Process.
   You can now log in as you did before on the new system. Refer to section ***4. Logging on to the IP Alarms Receiver*** for the procedure.

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4 Logging on to the IP Alarms Receiver

4.1 Introduction

A user name and password is required for access to the IP Alarms Receiver software.

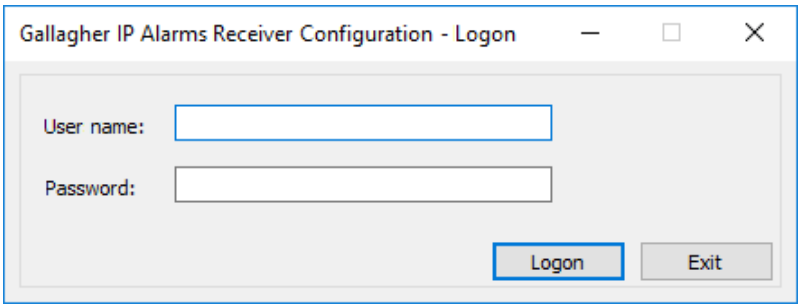
This user name and password is not related to any user account for Gallagher Command Centre software.

When you first log on "admin" is the default user name and "password" is the default password. Once you have logged on, it is your responsibility to change the user name and password, refer to section ***4.1.3 Changing your user name and password***.

4.2 Procedure

1. Open the IP Alarms Receiver by either:
   - from the **Start** menu, click **All Programs** > **Gallagher** > **IP Alarms Receiver** > **IP Alarms Receiver Configuration**.
   - double clicking the **AlarmConfig.exe** file in the installation directory.

   The logon window displays.



2. Type your **User name**.
3. Click within the **Password** field.
4. Type your **password**.
5. Click **Logon**.
   (Alternatively, press the **Enter** key).

4.3 Changing your user name and password

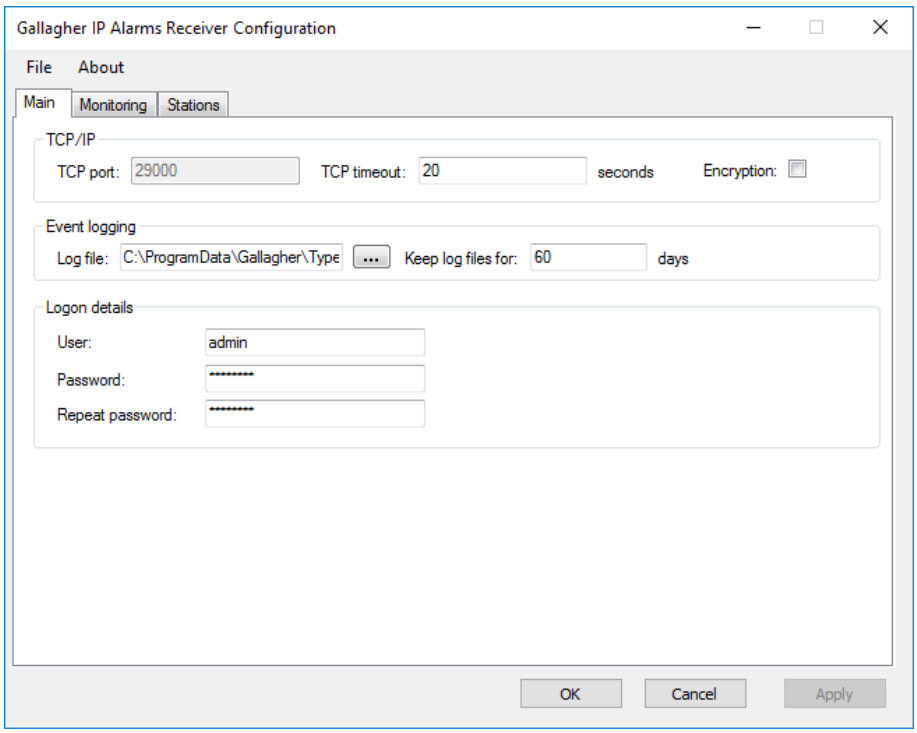
1. Open the Open the IP Alarms Receiver. Refer to ***4.2 Procedure*** (above).
2. Highlight the current user name in the **User** field and then type your new **user name**.
3. Highlight the current password in the **Password** field and then type your new **password**.
4. Highlight the current password in the **Repeat password** field and then re-type your new **password**.
5. Click **OK** to exit and save your changes.
   Click **Apply** to save your changes and stay in this window.

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5 The Main tab

The Main tab displays the configuration settings for the IP Alarms Receiver.

This tab enables you to configure the alarm receiver's TCP/IP settings, event logging settings and the operator's logon details.



5.1 Fields on the Main tab

This table describes the fields shown on the Main tab:

Field	Description
TCP port	This is the TCP/IP port number that the alarm receiver will listen on. This must match the setting configured in the Gallagher Controller. If the alarm receiver is behind a firewall you must configure your firewall to forward this port to the alarm receiver. Default setting is 29000.
TCP timeout	This is the TCP/IP port timeout in seconds. The alarm receiver will disconnect the TCP connection if it does not receive anything on the connection for this length of time. Default setting is 20 seconds.
Encryption	Enables or disables encryption. If encryption is disabled the alarm receiver will still accept encrypted messages. If encryption is enabled the alarm receiver will only accept encrypted messages. Default is disabled.
Log file	This is the name of the file that the alarm receiver will log event to. Either type the file path name in or click on the file search button to select a file.
Keep log files for	Files for daily log files will be deleted after this many days. Default setting is 60 days. **Warning:** An incompletely configured system will consume significant disk space, therefore please reduce the Keep Log time down to 1 to 2 days and monitor disk space until fully configured

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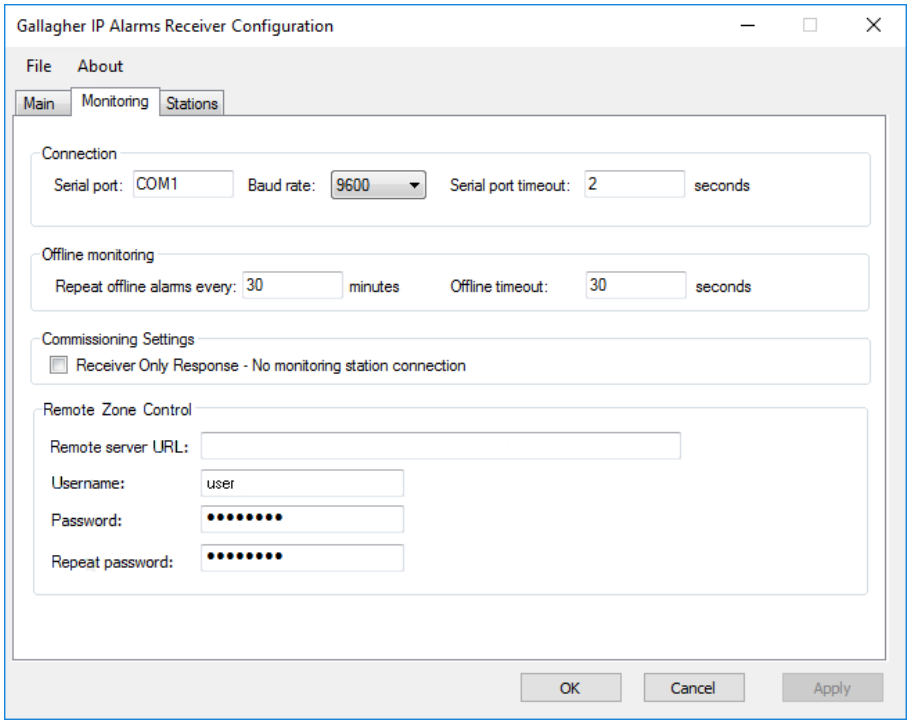
Field	Description
User	The username to use when logging on to the alarm receiver. Default setting is "admin".
Password	The password to use when logging on to the alarm receiver. Default setting is "password".
Repeat password	Repeat the password to ensure that it has been typed correctly. Default setting is "password".

6 The Monitoring tab

The Monitoring tab displays the configuration settings for a third party (external) system.

This tab enables you to configure the third party system connections, offline settings and commissioning settings.

If the Command Centre site is licensed for the 'OPC UA Zone Control' customisation feature, you will be able to configure the Remote Zone Control options here.



6.1 Fields on the Monitoring tab

This table describes the fields shown on the Monitoring tab:

Field	Description
Serial port	The serial port to use when communicating with the third party system. The Alarm Receiver uses Ademco 685 protocol to send messages to the third party system. Default setting is COM1.
Baud rate	The serial port Baud rate to use when communicating with the third party system. Default setting is 9600.

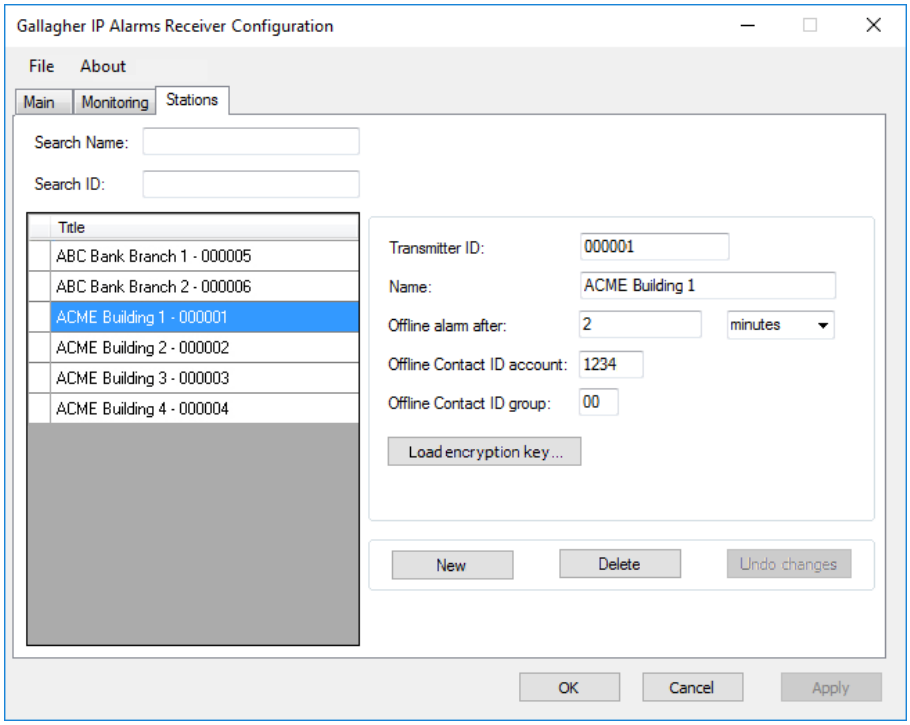
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Field	Description
Serial port timeout	The Alarm Receiver will wait for this many seconds for a reply from the third party system when reporting alarms. Default setting is 2 seconds.
Repeat offline alarms every	If a station is offline the offline alarm will be repeatedly reported to the third party system after this many minutes. Default setting is 30 minutes.
Offline timeout	This is the timeout for receiving polls from the third party system. Default setting is 60 seconds.
Receiver Only Response	When commissioning this can be used to negate the need for a third party system, the Alarm Receiver will always return an online message to Command Centre, once Command Centre is configured correctly connect the Alarm Receiver to the third party system and clear this checkbox.
Remote server URL	The Command Centre server URL address. This should be in the following format: opc.tcp://servername:62542/UA/CardaxFT
Username	The login username of a Command Centre Operator with privileges to change the state of Alarm Zones.
Password	The password of the Command Centre Operator.
Repeat password	Repeat the password to ensure that it has been typed correctly.

7 The Stations tab

The Stations tab displays a list of all configured stations. The fields on the right displays the selected station's configuration.

This tab enables you to create, edit, delete, and search for a station.



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7.1 Fields on the Stations tab

This table describes the fields shown on the Stations tab:

Field	Description
Transmitter ID	The station's transmitter ID. Must match the transmitter ID configured in Command Centre. Maximum 16 characters (0-9, A-F).
Name	The station's name. The alarm receiver identifies the station with this name when logging events to the log file. Maximum 60 characters.
Offline alarm after	If the station receives no messages from the transmitter for this length of time it will report an offline alarm. This time should be set to a value that is greater than the polling interval configured for the transmitter. If a value of "0" is entered, the offline alarm will be disabled.
Offline Contact ID account	The station's Server or Alarm Zone Contact ID account code (ACCT). Used when reporting offline events. Must be 4 or 6 characters (0-9, B-F).
Offline Contact ID group	The station's Alarm Zone Contact ID group identifier (GG). Used when reporting offline events. Must be 2 characters (0-9, B-F).
Load encryption key	If the station is receiving encrypted transmissions, you will need to load a key file. "Encryption Key Loaded" displays beside this button if an encryption key has already been loaded for this station. When loading a key file, you must enter the password for the key file. The key file will be used to decrypt transmissions received from the transmitter.

8 Creating a station

This topic describes how to create a station. A maximum of 1000 stations can be created per IP Alarms Receiver software installation.

8.1 Before you begin

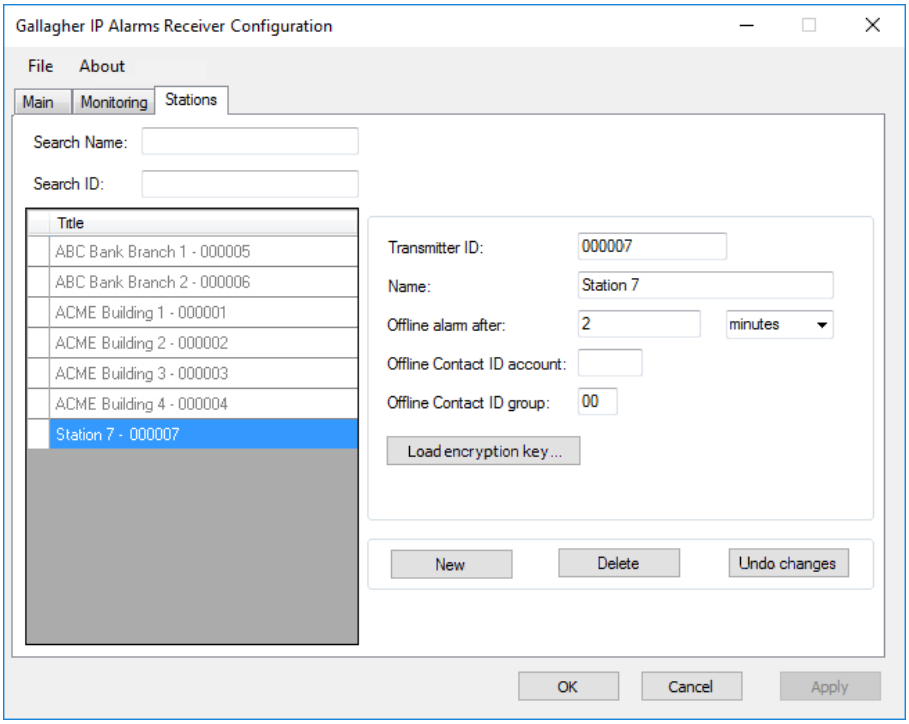
Your Command Centre operator will need to provide the following details:

- the station's IP Alarm Transmitter ID.
- the station's Server or Alarm Zone Contact ID account code (ACCT).
- the station's Alarm Zone Contact ID group identifier (GG), if required.
- the station's IP Alarm Transmitter encryption key file and password, if encryption is enabled.

8.2 Procedure

1. Click the **Stations** tab then the **New** button. A new station is added to the list with the configuration details enabled, ready to be over typed.

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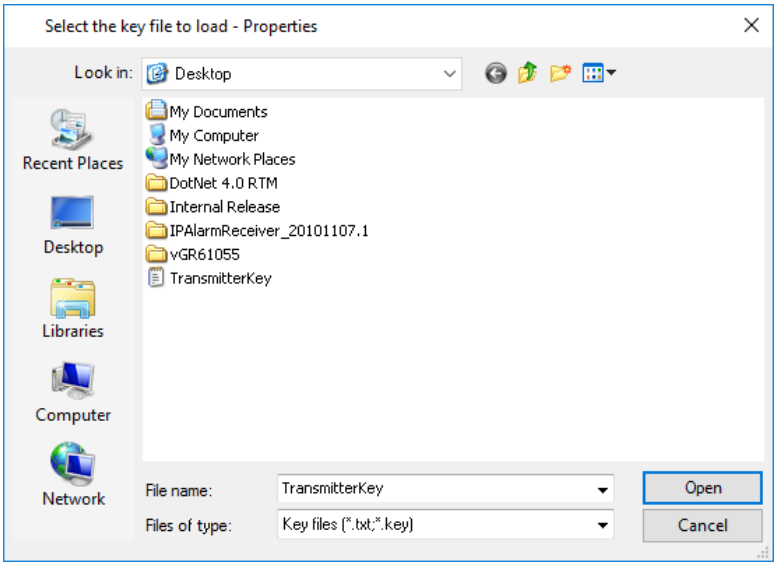


2. In the **Transmitter ID** field, enter the station's IP Alarm Transmitter ID. Maximum 16 characters (0-9, A-F).
3. In the **Name** field and enter the station's name. Maximum 60 characters. The alarm receiver identifies the station with this name when logging events to the log file.
4. In the **Offline alarm after** field, enter the period of time whereby if the station receives no messages from the transmitter, it will report an offline alarm. This time should be set to a value that is greater than the polling interval configured for the transmitter.

   Note: Enter a value of "0" to disable the offline alarm.
5. In the **Offline Contact ID account** field, enter the station's Server or Alarm Zone Contact ID account code (ACCT). Used when reporting offline events. Must be 4 or 6 characters (0-9, B-F).
6. If this station is reporting a specific group of Alarm Zones, then in the **Offline Contact ID group** field, enter the station's Alarm Zones Contact ID group identifier (GG). Used when reporting offline events. Must be 2 characters (0-9, B-F).
7. If this station is receiving encrypted transmissions, click the **Load encryption key** button. If not, go to Step 12.

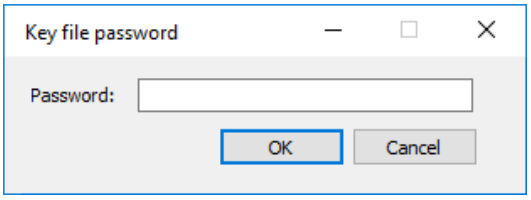
   The 'Select the key file to load' dialog displays.

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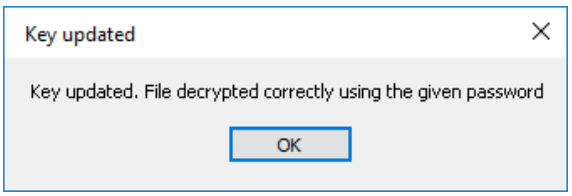
8. Browse to the key file. This file is generated and exported from the IP Alarm Transmitter in Command Centre that corresponds to the station you are configuring.
9. Select the key file then click the **Open** button.

   The 'Key file password' dialog displays.



10. Enter the password that was used to export the key file from Command Centre then click the **OK** button.

    The 'Key updated' dialog displays.



11. Click the **OK** button. "Encryption Key Loaded" displays for this station.
12. Click **OK** to exit and save your changes.
    Click **Cancel** to exit without saving your changes.
    Click **Apply** to save your changes and stay in this window.

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9 Deleting a Station

This topic describes how to delete a station.

9.1 Procedure

Perform the following procedure to delete a station.

1. Click the **Stations** tab.
   This tab displays a list of all configured stations.
2. Select the station you wish to delete from the list.
3. Click the **Delete** button.
   A confirmation dialog box displays.
4. Click **Yes** to confirm the deletion.
   The station will be deleted.

10 Finding a station

This topic describes how to find a station. You can search for a station by station name or transmitter ID.

10.1 Procedure

Perform the following procedure to find a station.

1. Click the **Stations** tab.
   This tab displays a list of all configured stations.
2. Either:
   - enter the name of the station into the **Search** field, or
   - enter the station's transmitter ID number into the **Search ID** field.

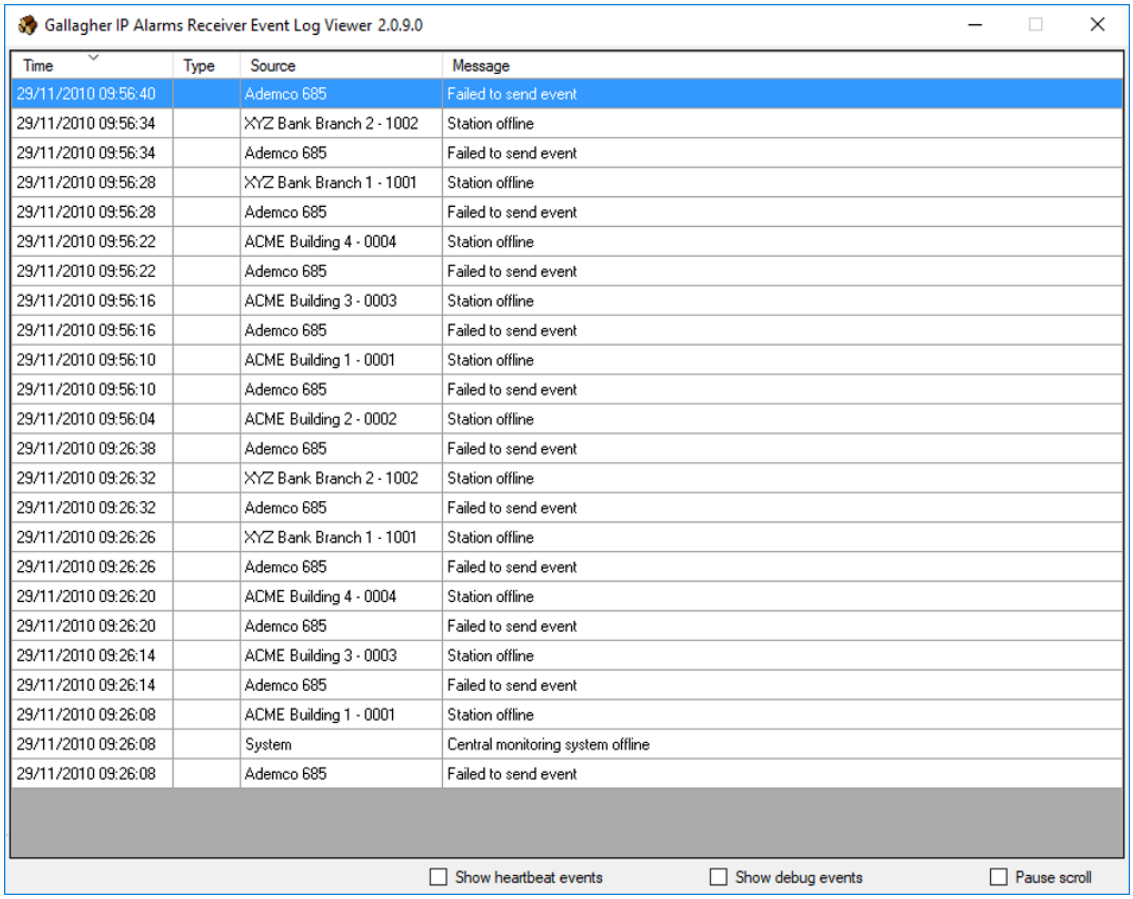
   The closest match displays as highlighted within the list.

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11 Opening the log viewer

To open the log viewer either:

- from the **Start** menu, click **All Programs** > **Gallagher** > **IP Alarms Receiver** > **IP Alarms Receiver Log Viewer**.
- double clicking the **LogViewer.exe** file in the installation directory.



11.1 Fields in the log viewer

This table describes the four fields for each event:

Field	Description
Time	The time that the event was logged.
Type	Either blank for normal events, or debug for debug events.
Source	The source of the event. This will be either "System" for events related to the alarm receiver system, "Ademco 685" for events related to the forwarding of the alarms using the Ademco 685 serial protocol, or the name of the station that the event relates to.
Message	The event message.

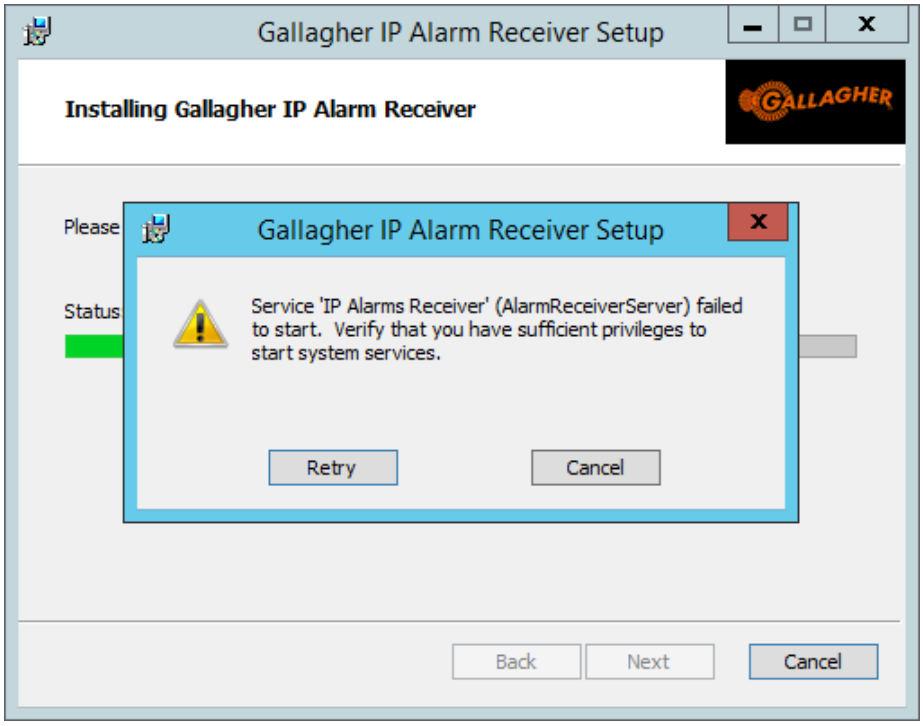
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This table describes the checkboxes available on this screen:

Checkbox	Description
Show heartbeat events	By default, the log viewer will filter out heartbeats. To show heartbeats tick the **Show heartbeat events** checkbox.
Show debug events	By default, the log viewer will filter out debug events. To show debug events tick the **Show debug events** checkbox.
Pause scroll	When a new event is displayed the log viewer will scroll to that event and select it so that it continuously shows the alarm receiver activity. If you want to search through the log or read old events without the activity disrupting you, then tick the **Pause scroll** check box. This will prevent the log viewer from scrolling to new events as they come in.

12 Troubleshooting

If installation fails with error “Service ‘IP Alarms Receiver’ (AlarmReceiverServer) failed to start. Verify that you have sufficient privileges to start system services”.



Then "Microsoft Visual C++ 2015 Redistributable Update 3 RC" must be installed

https://www.microsoft.com/en-us/download/details.aspx?id=52685

Microsoft Visual C++ 2015 Redistributable (x86) – 14.0.24123

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