Gallagher OPC based interfaces

Release Note

OPC Bridge Version: vOB7.0.0.3
CCTV Interface Version: vCCTV7.0.0.3
Log Printer Interface Version: vOB7.0.0.3
Remote Alarms Management (Contact ID format) Version: vCID7.0.0.3

1 Introduction

The following OPC based interfaces are all separately licensed features that are available to Gallagher Command Centre systems:

- OPC Bridge (the platform the other interfaces have been developed on)
- CCTV Interface
- Log Printer Interface
- Remote Alarms Management (Contact ID format)

2 OPC Bridge

The OPC Bridge configuration program allows alarm and event data to be downloaded from Gallagher Command Centre to a format that can be used by other applications. It has been used as the platform for developing the other OPC based interfaces referred to in this document.

This version (vOB7.0.0.3) of the OPC Bridge should be used by any site installing vEL8.20 (or later) of Gallagher Command Centre. Any previous versions of the OPC Bridge must be uninstalled before installing this version.

The OPC AE proxy stub dll, (i.e. **opc_aeps.dll**) is no longer installed to the System32 folder or automatically registered on the Command Centre server. Therefore, it must now be manually registered after the OPC Bridge is installed.

3 CCTV Interface

The CCTV Interface is an OPC Client that will control CCTV equipment. Please contact Technical Support is you wish to use this feature.

3.1 System specifications

- Supported operating systems are the same as for Gallagher Command Centre, and should be applied prior to installation of the OPC Bridge and CCTV Interface.

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- Requires OPC Bridge to be installed.

3.2 Known Issues

- Source names are limited to 255 characters or less.
- The Gallagher Command Centre Interface has been run at up to two events per second through the OPC Bridge. If events are passed quicker than two per second there may be a delay in the OPC interface(s) passing those events.

4 Log Printer Interface

The Log Printer Interface is an OPC Client that will print out events as they occur at Gallagher Command Centre. Please contact Technical Support is you wish to use this feature.

4.1 System specifications

- Supported operating systems are the same as for Gallagher Command Centre, and should be applied prior to installation of the OPC Bridge and Log Printer Interface.
- Requires OPC Bridge to be installed.
- Supports both local and network printers.

4.2 Known Issues

If the selected printer is offline, under some circumstances the Log Printer Interface will stop responding.

5 Remote Alarms Management (Contact ID format)

The Remote Alarms Management (Contact ID format) feature is the OPC Client for Gallagher Command Centre which supports Ademco Contact ID. Please contact Technical Support is you wish to use this feature.

5.1 System specifications

- Supported operating systems are the same as for Gallagher Command Centre, and should be applied prior to installation of the OPC Bridge and Remote Alarms Management.
- Requires OPC Bridge to be installed.
- Supports both local and network printers.

5.2 Compatibility

Any previous versions of the Remote Alarms Management must be uninstalled before installing this version, therefore follow the procedure below:

1. Backup the database.
2. Uninstall the previous version.
3. Install vCID7.0.0.3.
4. Copy back the database.

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5.3 Supported Modems

All testing has been completed with the Dynalink External Modem 1456VQE-C 56K e-modem. This modem supports:

- the at+fclass=8 AT Command
- the at+v AT Command
- 50 millisecond burst times
- "Blacklisting" in countries where it is demanded by the telco provider.
  (See the "Known Issues" next for a definition of "Blacklisting".)

This modem requires the country code to be set prior to use either via the configuration program supplied with the modem drivers or by the AT*NC30 command.

The supported countries are: Australia, Austria, Belgium, Canada, China, Czech Republic, Denmark, Finland, France, Germany, Hong Kong, Indonesia, Ireland, Italy, Japan, Korea, Luxembourg, Malaysia, Netherlands, New Zealand, North America (USA), Norway, Portland, Portugal, Singapore, South Africa, Spain, Sweden, Switzerland, Taiwan and the United Kingdom.

The latest firmware is also required to be applied to the modem.

For further information regarding Dynalink Modems visit the following websites:

- www.dynalink.co.nz
- www.dynalink.com.au
- www.askey.com

5.4 Known Issues

There are a number of known issues that exist with Gallagher Remote Alarms Management (Contact ID format) as follows:

- Modem behaviour is blacklisting. Blacklisting is a feature on modem chipsets. Because it is against-the-law in many countries to repeatedly dial one telephone number too many times within a certain period, chipsets have this (country-code-dependent) feature where they monitor the calls and automatically disable the destination number if the limit is reached. This disabling survives an ATZ modem reset, and it is unclear whether the number gets blacklisted only on too many dial failures, or on too many dials full-stop.
- Sometimes the modem locks up.
  Workaround:
  A reboot of the modem clears the problem.

5.5 Dynalink External Modem 1456VQE-C 56K e-modem related

- This modem does not break the line so it must be the only device on that line.
- This modem runs on a 12vAC power pack thus no battery backup is possible for power outages.
- During testing there were occasions of modem lockup, these have possibly been addressed in earlier versions. (Long term relability tests are still underway.)
- The modem sometimes shows the Dialler as not working correctly, but there are no logs to indicate what the problem is, and the modem does not hang up.

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NOTE:
Gallagher Remote Alarms Management (Contact ID format) has had limited testing using diallers and radio links. Due to the wide selection of modems available on the market, Gallagher recommends extensive on site testing with the installed modem to ensure satisfactory operation.

If there is a problem with your modem, when you first attempt to send data to the modem an error message explaining that the dialler is not working correctly will be displayed.

Should you require further assistance from Gallagher, please contact your local Gallagher office.

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