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Introduction

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

Requirements

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Requirements</th>
</tr>
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<tbody>
<tr>
<td>Avigilon</td>
<td>Control Center Server Software 5.x and later</td>
</tr>
<tr>
<td>Avigilon</td>
<td>Control Center Client Software 5.x and later</td>
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<tr>
<td>Avigilon</td>
<td>Lenel Integration NVR Licence: ACC5-LENL-ONGRD</td>
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<td></td>
<td>If you are also using the Video and Event Viewer integration, this one license will work for both integrations.</td>
</tr>
<tr>
<td>Avigilon</td>
<td>OnGuard to ACC Alarm Gateway integration executable file:</td>
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<tr>
<td></td>
<td>OnGuardToACCAccAlarmGateway.exe</td>
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<td></td>
<td>The file can be downloaded at <a href="http://avigilon.com/support-and-downloads/for-soft-">http://avigilon.com/support-and-downloads/for-soft-</a></td>
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<td>ware/integration-and-plug-in-downloads/</td>
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<td>Lenel</td>
<td>OnGuard version 6.5.624, 6.6.286</td>
</tr>
<tr>
<td>Lenel</td>
<td>OnGuard ConduIT Software License: SWG-1140</td>
</tr>
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For More Information

For more detailed information about the procedures outlined in this guide, refer to the specific software documentation.

- Avigilon Control Center Client User Guide
- Avigilon Control Center Server User Guide
- OnGuard System Administration User Guide
- OnGuard Data ConduIT User Guide
Installation

Servers

- Install the Lenel Integration NVR license (ACC5-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 (OnGuardtoACCAAlarmGateway.exe) on the same server as the Lenel OnGuard Server software.

Client

- Install the Avigilon Control Center Client software on every workstation that requires access to the integration.

Checking the Licence

After you have installed all the required software, you can check if the Lenel Integration licence has been properly applied:

1. Open the Avigilon Control Center Admin Tool.

2. Select the Settings tab and click Licensing. The License Activation dialog box appears.

  The dialog box must say Integration Connections: Yes or the software was not properly licensed.
Configuration

Before the integration can occur, the two applications need to be configured to work with the OnGuard to ACC Alarm Gateway software.

Adding an Integration User in Avigilon

To protect the security of the Avigilon Control Center Server, add a user to the Avigilon software specifically for connecting to the integration. See the Avigilon Control Center Client User Guide for details about how to add users.

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.

Adding an Integration User to Lenel

The OnGuard to ACC Alarm Gateway integration uses Windows credentials to access the OnGuard software. So, an OnGuard user account must be linked to a user in the Windows directory for the integration to connect successfully to the OnGuard software.

1. In Windows, create a new user account in the directory. The new user does not need any special permissions.
2. In the OnGuard System Administration software, add the Windows directory to the Directories folder.
3. Link an OnGuard user with administrator permissions to the new Windows user.
4. Make sure the linked user has Single Sign-on permission.

For more information, see the OnGuard System Administration User Guide.

Adding Avigilon Alarms

Alarms are manually created in the Avigilon Control Center Client software. Create the Avigilon alarms you want mapped to the device events in the OnGuard software, then assign the required cameras and settings for the alarm.
1. In the Avigilon Control Center Client software, open the Site Setup tab and click Alarms.

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 and click Next.

4. On the Select Linked Cameras page, select the cameras to link to this alarm, and set the Pre-Alarm Record Time and the Recording Duration. Click Next.

5. On the Select Alarm Recipients page, select the Avigilon integration user and any other groups or users who need to receive alarm notifications, then click Next.

NOTE: The integration user must be linked to the alarm or the alarm will not be displayed in the OnGuard to ACC Alarm Gateway configuration application. For more information, see Adding an Integration User in Avigilon on page 3.

7. (Optional) If you would like to trigger an action when an alarm is acknowledged, select the Activate selected digital output(s) on alarm acknowledgement check box.
   a. Select the digital outputs to be activated and specify the duration.
   b. Select the Require user confirmation before activating digital output check box if users need to confirm the alarm before the digital output action is initiated.
   c. Click Next.

8. Enter a Name for the alarm and set the alarm Priority. The alarm name is used to identify the alarm during the integration.

9. Ensure the Enable Alarm check box is selected and click Finish.
OnGuard to ACC Alarm Gateway

The OnGuard to ACC Alarm Gateway is composed of two parts: the Windows service that runs automatically in the background, and the configuration application that is used to map alarms and device events between the Lenel OnGuard and the Avigilon Control Center systems.

1. Open the configuration application. All Programs or All Apps > Avigilon > OnGuard to ACC Alarm Gateway.

2. Click OnGuard Server.
   a. In the following dialog box, keep the default Hostname and enter the Windows username and password that was created for the integration. For more information, see Adding an Integration User to Lenel on page 3.
   b. Click OK.

3. Click Avigilon NVRs.
   a. In the Server/NVR Settings window, click Add.
   b. In the following dialog box, enter the IP address and port number for the Avigilon server that is licensed for the integration.
c. Enter the username and password you created earlier in the Avigilon Control Center Client software. For more information, see *Adding an Integration User in Avigilon* on page 3.

d. Click **OK**.

Once the Gateway is linked to the Avigilon system, alarms created in the Avigilon Control Center are auto-synchronized.

4. Select an OnGuard device and a corresponding OnGuard event, then select an Avigilon alarm to map to and click **Add New Mapping**.

The new alarm mapping is added to the Mapped Alarms list. Repeat this step until all the mappings you need are added.

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**.

6. When you are ready, click **Update Service**. The Gateway service reboots and the new mappings are put into effect.

### Backing Up Mapped Alarms

After you finish mapping all the alarms in the OnGuard to ACC Alarm Gateway, 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 filepath may be different depending on how your system is configured.

2. Copy and paste the AlarmConfig.xml file to a back up location.

### Restoring Mapped alarms

When you have a backup copy of the mapped alarms, you can restore the integration to use the back up copy any time.

1. Locate your backup copy of the AlarmConfig.xml file.

2. Copy and paste the backup AlarmConfig.xml file into the application folder. The filepath may look like this:

   C:\Program Files\Avigilon\OnGuard to ACC Alarm Gateway\.

   Allow Windows to overwrite the copy that is currently in the folder.

3. Open the configuration application and click **Update Service**.
Monitoring Alarms

Once devices and events from the Lenel 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 your issue, contact Avigilon Technical Support – http://avigilon.com/support-and-downloads/

Gateway Does Not Show Any OnGuard Devices or Events

After you login to the OnGuard system in the OnGuard to ACC Alarm Gateway configuration application, the OnGuard devices and events lists remain empty.

Check the following:

- Check that you logged in with the correct Windows username and password. The Gateway accesses the OnGuard system through Windows, so you must login using Windows credentials.
- Check that the Windows user account is linked to an OnGuard user. The Windows account must be linked to an OnGuard user or the integration cannot access the OnGuard system.

To link an OnGuard user to a Windows user, see Adding an Integration User to Lenel on page 3.

Gateway Does Not Show Any Avigilon Alarms

After you login to the Avigilon Control Center system in the OnGuard to ACC Alarm Gateway configuration application, the Avigilon NVR Alarms list remains empty.

There may be a connection issue between the Avigilon server 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 Lenel server.
- Check that the Avigilon server IP address, username and password were entered correctly in the Gateway configuration application.
- 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 Alarms on page 3.
Gateway Displays Avigilon Alarm as “Unknown Alarm”

In the OnGuard to ACC Alarm Gateway configuration application, one or more mapped Avigilon alarms are labeled as “UNKNOWN ALARM.”

Check the following:

- Check if the alarm has been deleted from the Avigilon Control Center system. If yes, the mapping needs to be manually removed from the gateway or the unknown alarm mapping will remain in the Mapped Alarms list.
- Check if the connection to the Avigilon NVR has been removed or if the Avigilon NVR is offline. If yes, restore the Avigilon NVR connection to the gateway. If the Avigilon NVR will remain offline, manually remove each mapping from the Mapped Alarms list.
- Check if the Avigilon NVR has been offline for any amount of time. If yes, restart the configuration application to restore the alarm names.

Mapped Alarms Not Activated in the Avigilon Control Center

After a mapped event occurs, the corresponding Avigilon alarm is not activated.

There are two possible causes:

- The OnGuard Linkage Server may be down. The OnGuard Linkage Server must be running for events in the OnGuard system to trigger the mapped alarms in the Avigilon Control Center system.

  To check the status or restart the OnGuard Linkage Server, see the OnGuard System Administration User Guide.

- The OnGuard to ACC Alarm Gateway service may not have started correctly.
  a. In Windows, open the Services window and select the OnGuard to ACC Alarm Gateway.
  b. Click **Start** if the service is not running.