System Galaxy Quick Guide CONFIGURATION AND OPERATION



BOSCH GV4 Alarm Panel

System Galaxy 11.8.6 | 2024

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REVISIO	REVISION HISTORY						
REV. #	DATE	REVISION					
1.6	.6 11/06/2012 Covers enhancements in SG v10.2 to support new GV4 Bosch Alarm Panel						
		 SG 10.2 supports existing GV2 panels that use the 4020 Ethernet Module provided the 					
		Lantronix 'Serial Settings' are modified to create single-packet messaging (see the section in					
this manual about editing the 4020 Ethernet Module for details).							
		 SG 10.2 supports the Gv3 and new Gv4 Bosh panels which include supporting up to 32 Alarm 					
		Areas and Authorization Levels for User Codes.					
		 SG 10.2 initiates communication with the Bosh GV4 and dynamically manages the poll rate. 					
		 SG 10.2 controls message handling through user defined status requests. 					
1.7	11/12/2012	Update screen shots					
1.8	6/2017	 Correction to written description of default multimedia path (p13) 					
		UPDATE COVER, TEC, REV.					

SUPPORTING DOCUMENTATION:	
Galaxy documentation is available on the	e Galaxy Software DVD and the Galaxy website.
SG-10 System Galaxy User Guide	The main Software Manual describes the System Galaxy Software and GCS Services in full.
600-635 Galaxy Hardware Install Guide	The main Hardware Manual describes general information and instructions that pertain to installation, specifications, and programming of the hardware.
SG System Requirements Guide	This is a quick reference document for the general system recommendations for SG.

Galaxy Control Systems

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Table of Contents

1	Ir	ntroduction	5
	1.1	SCOPE OF DOCUMENT	5
		1.1.1 OUTLINE OF THIS GUIDE	5
	1.2	OVERVIEW OF THE ALARM PANEL INTERFACE	6
		1.2.1 FEATURES & CAPABILITIES	6
	1.3	How System Galaxy communicates with the Alarm Panel	7
		1.3.2 SYSTEM REQUIREMENTS	8
		1.3.3 BOSH GV4 NETWORK REQUIREMENTS	9
		1.3.4 BOSH GV2 NETWORK REQUIREMENTS	10
2	Q	UICK STEPS: Configuring System Galaxy	
	2.1	REGISTER SYSTEM GALAXY FOR ALARM PANEL SUPPORT	12
	2.2	Setting the path to the Alarm Icons	13
	2.3	Setting the Alarm Options	14
	2.4	Adding an Alarm Panel	15
	2.5	Adding an Alarm Panel Area	16
	2.6	Add an Alarm Panel Point	17
		2.6.1 Alarm Point Graphic Symbols Programming	19
		2.6.2 Alarm Point DVR Camera Settings	
		2.6.3 Alarm Panel CCTV Events Settings	21
		2.6.4 Alarm Panel Audio Settings	22
3	Ν	Ianaging GCS Alarm Panel Service	23
	3.1	Starting the Alarm Panel Service	24
		3.1.1 Start the Services (do each part as needed)	24
	3.2	Setting the Alarm Panel Service to start automatically	25
		3.2.1 Set the Services to start automatically (do each part as needed)	25
		3.2.2 Troubleshooting the GCS Alarm Panel Service Connection	
		3.2.3 GCS Alarm Panel Service system requirements	27
		3.2.4 How to open or close the Alarm Panel Service (in XP)	27
		3.2.5 Force connect to the Alarm Panel – Windows XP	
		3.2.6 Managing Properties of the Alarm Panel Connection	
		3.2.8 Log File for GCS Alarm Panel Service	

4	M 4.1	Galaxy Interface Manual for Bosch G-series Alarm Panels • Revision 1.8 • Onitoring Events from the Alarm Panel Command Menus for the Alarm Panel	32 33
5	D	evice Status for Alarm Panel	34
6	Ad	dding Icons for the Graphics screen	35
	6.1	Placing Alarm Points on the Graphics screen	36
		6.1.1 How to get the graphic icon on the Graphics screen:	36
7	С	rystal Reports for Alarm Panel Events	37
8	M	anaging User Codes for Alarm Panels	38
	8.1	Managing Alarm Panel User Codes	38
	8.2	Assigning Alarm Panel User Codes to Cardholders	39

Introduction

1.1 SCOPE OF DOCUMENT

System Galaxy v10.2 (min version) supports the new GV4 Bosch alarm panel as well as older GV2 and GV3 models. In addition to adding support for the GV4 panel, Galaxy has also redesigned the message handling for Bosch alarm panels. In SG 102, Galaxy takes advantage of precision communication techniques, which provide even greater control of event data and results in fast and efficient processing of point status and alarm events.

1.1.1 OUTLINE OF THIS GUIDE

CHAPTER 1

- » Features and capabilities of the System Galaxy alarm panel interface.
- » SG system requirements for interfacing with the Bosch G-series alarm panels.
- » Communication overview and description of the alarm panel event/communication service.

CHAPTER 2

- » Ethernet settings for the Alarm Panel communication module.
- » Registration and configuration of the SG software for alarm panel support.
- » System Operator filtering related to alarm panel features.
- » Managing user codes and retrieving point text.
- » Setting points/zones to trigger Galaxy alarms and activate DVR cameras or CCTV Systems.

CHAPTER 3

- » How to send SG operator commands to the alarm panel points/zones.
- » Monitoring incoming events and alarms from the alarm panel within System Galaxy.
- » System Reports for online Alarm Panel events and operator commands.

NOTE: This Galaxy Interface Guide does not replace or supersede the Bosch installation and user guides. Installers must refer to the manufacturer's instructions for complete information pertaining to the alarm panel/alarm system (i.e. installation, wiring, operation, etc.).

1.2 OVERVIEW OF THE ALARM PANEL INTERFACE

In System Galaxy 10.2 (min vers), the *GCS Alarm Panel Service* will initiate connections to each alarm panel once the alarm panel's network connection settings have been properly added to the SG software. The *GCS Alarm Panel Service* alternates specific status requests and controls the rate and precision with which data is retrieved from the alarm panel(s). This greatly improves processing time, accuracy of point status and detection of unacknowledged alarm conditions in the panel.

1.2.1 FEATURES & CAPABILITIES

- **SG supports real-time status of alarm points** and **importing "point text"** from the alarm panel
- > Ability to monitor alarm panel events, alarm conditions, and device graphics
- > Panel-level events (i.e. low-battery, offline, etc.)
- Linking point activity to trigger SG alarms and activate surveillance cameras
- ▶ Always Armed ¹ (24-Hour Point) and Bypass Allowed² features are supported
- **SG operator command³ of panels and points** (i.e. Arm/Disarm, Bypass/Un-Bypass, etc.)
- > Adding user passcodes and retrieving unused user IDs from the SG software
- Assigning user codes to SG cardholders

1.2.1.1 ALARM PANEL INTERFACE DIAGRAM



NOTES

* Ability to monitor multiple panels via TCP/IP using dedicated B420 Module (shown)

* Automation must be enabled in B420

• Galaxy Interface Manual for Bosch G-series Alarm Panels • Revision 1.8 •

1.3 How System Galaxy communicates with the Alarm Panel

System Galaxy uses GCS Services to communicate with the Alarm Panel.

- · Go to the next section for an overview of the GCS Services;
- SG monitors the condition of the alarm points (alarm conditions):
 - 1. SG10.2 (min vers) requests the "<u>active armed alarms</u>" and the "<u>actual point status</u>" from the Bosch GV4 Panels every 1-2 seconds. In older versions of SG, the Bosch GV2 panel sent the status updates at a poll-rate which was set in the GV2 panel.
 - 2. The requested updates include the following:
 - Alarm Panel Event screen: displays active armed alarms (unacknowledged active alarms)
 - Device Status and Graphic Status screens display actual point status
 - Panel-level alarms such as low battery and AC failure
 - 3. Alarm panel messages are logged at the SG Alarm Panel Event Screen, and the SG Alarm screen if configured to do so.
 - The Alarm History Report is available in SG for logging of "online" status messages. "Online" status messages are defined as the alarm panel events that occur while the panel was connected and communicating with System Galaxy.
 - 5. The Bosch panel does not send "off-line" status messages to SG upon reconnect. *Offline messages* are defined as alarm panel events that occurred while the panel was disconnected from System Galaxy.
- SG Operators have the ability to send commands to the alarm panel:
 - 1. arm and disarm entire panel
 - 2. arm and disarm individual areas
 - 3. bypass or un-bypass individual alarm points (enable/disable the point)
- SG allows you to configure "user codes" and download them to the panel. The user code includes the passcode and authority levels for all areas.

1.3.1.1 ALARM PANEL INTERFACE DIAGRAM



* Automation must be enabled in B420

1.3.2 SYSTEM REQUIREMENTS

INSTALLATION & REGISTRATION

- System Galaxy 10.2 (min vers) supports GV4 model panels, as well as older GV2 and GV2.
- The alarm panel must be installed and configured before configuring SG; meaning you must program network settings, points, point-text, areas, into the alarm panel <u>before</u> adding panel programming to System Galaxy. Panel, Points and Areas must match exactly.
- System Galaxy must be registered for Alarm Panel Support before panels can be added to SG.

CONNECTIVITY & COMMUNICATION:

- The SG Communication server and necessary GCS services must be running and able to connect with the alarm panel(s) (DBWriter, Client Gateway, Comm. Service, and the Alarm Panel Service.
- The Alarm Panel Service must be configured to run/start automatically. See Section in this guide about Managing the Alarm Panel Service.
- See Section 1.2.3 for Ethernet settings in the B420 module (GV4 and GV3v 8.11 or later).
- See Section 1.2.4 for Ethernet settings in the 4020 module (GV2 and GV3 prior to v8.11).

SYSTEM GALAXY SOFTWARE CONFIGURATION:

- SG supports up to 32 areas per panel (the number of areas is based on the panel model).
- System Galaxy software allows you to program the user passcode, name & area authority levels.
- An authority level must be assigned a valid value (0 to 15) for every area in the user passcode screen. The authority level determines if the user has access to each area and which functions are allowed on for each area of the alarm panel.
- Each individual user can be linked to multiple cardholders after it is added to the SG software.

MANAGING ALARM PANEL USERS:

- GV4 models support up to 1000 users (passcodes) per panel (determined by the panel, not by SG).
- User pass-codes (PIN codes) must be at least 3 digits (maximum 6 digits; numeric).
- With GV4 models /GV3 v8.11 and later, each user is individually loaded to the panel memory when you apply/save the programming in the SG User Programming screen.
- **Managing Users:** You must decide where users will be managed **<u>BEFORE</u>** you add them. Users can be managed strictly at the alarm panel or strictly at SG. Mixing programming is not recommended.
- Bosh GV4 panels reserve User ID '0' and '1' as Installer Service Codes. If you will be managing users from the SG software, <u>you must match the programming of the reserved users (ID#, passcode, auth levels) in SG</u> in order to preserve their position in the panel.

NOTE: The SG software will sequentially prompt the SG System Administrator to add these reserved passcodes when adding a new user. If you want to preserve the reserved passcodes, you must add them to SG and recreate the passcode and authority levels to exactly match the way they are in the panel. You can decline to add user 0 & 1 to the SG database when prompted.

See the **ADDING USERS SECTION** in this guide before adding users from the SG software!

1.3.3 BOSH GV4 NETWORK REQUIREMENTS

BOSH B420 ETHERNET MODULE SETTINGS:

Use these known Ethernet and communication settings for the B420 module (GV4) when interfacing with System Galaxy.

- **1.** The B420 Module default port # is 7700. Galaxy does not recommend changing this value.
- 2. The Bosch requires a dedicated B420 Module for each comm channel. Therefore a dedicated B420 module is required for System Galaxy.
- **3.** The B420 Module must have 'Automation' enabled. This is done by setting the B420's Rotary Switch to a unique and valid value (1, 2, or 3). See the chart on the B420 Install Guide (PN: FOU10215236/7).
- 4. You can use the BOSCH RPS software to set up the Ethernet / communication settings.
 - » The RPG Software requires its USB dongle to be installed in the PC in order to operate.
- 5. (GV4) You must configure the Packet Control settings of the B420 to communicate with System Galaxy. This is done via the <u>B420 Web Configuration Page</u>.
 - » To access the web page, you must set the B420 Rotary Switch to '0' and then power-fail the B420 (to initialize the '0' address). You must also know the unit's IP address in order to open the web page in a browser. Under Channel 1 > Serial Settings:
 - Enable Packing must be 'checked'
 - Idle Gap Time must be "12 msec"
 - Flush Mode Input & Output Buffers must all be set to YES

_ ☆	Seria	al Settings
Network	Channel 1	
Server	Disable Serial Port	
Serial Tunnel		
Hostlist	Port Settings	
Channel 1	Protocol: RS232	Flow Control: None
Serial Settings	Devid Deter 0000	Desite N. Oter Diter d
Connection	Baud Rate: 9600 - Data Bits: 8 -	Parity: None - Stop Bits: 1 -
Email		
Trigger 1	Pack Control	
Trigger 2	Cashla Dasking	
Trigger 3	Enable Packing	
Configurable Pins	Idle Gap Time: 12 msec 🔻 🖌	
Apply Settings	Match 2 Byte Sequence: O Yes O No	Send Frame Immediate: 🔘 Yes 💿 No
Apply Defaults		And Trailing Differs
	Match Bytes: 0x 00 0x 00 (He)) Send Trailing Bytes: None One Two
	Flush Input Buffer	Flush Output Buffer
	With Active Connect: 💿 Yes 🔘 No	With Active Connect. 💿 Yes 🔘 No
	With Passive Connect: 💿 Yes 🔘 No	With Passive Connect. 💿 Yes 🔘 No
	At Time of Disconnect. Yes No	At Time of Disconnect: Yes No

6. You must return the Rotary Switch to a setting value for automation after configuring the Packet Control settings. Again you must power-fail the B420 to reinitialize the address to the correct value.

1.3.4 BOSH GV2 NETWORK REQUIREMENTS

BOSH GV2 ETHERNET MODULE SETTINGS:

This information applies to **Bosch 9000/7000 Series panels GV2 and GV3 V8.11 OR OLDER**. Panels connect to Galaxy by three possible methods; (a) <u>Ethernet</u>, (b) <u>RS232 direct connect</u>, or by (c) <u>Lantronix IP/Serial</u>.

- a) <u>(CHOICE A) Ethernet Device (most common) DX4020 Module</u>: Bosch installer must set up the module including the following known requirements:
 - **Follow wiring instructions from the Bosch install documentation.**
 - DIP switch settings : 1 thru 6 and 8 = down/off and 7 = up/on
 - a. Flow control = none
 - b. UDP datagram = disable (to use TCPIP)
 - c. telnet port = 9999
 - d. Set connect mode to "C0" (C, zero) instead of "CC";
 - Supports encryption special configuration info in the Bosch manuals. This is set at the module via telnet and must be set on the System Galaxy end in the Alarm Panel Service screen. Whatever is set at DX2040 module must match the setting in the Alarm Panel Service.
 See Section 8 for how to configure encryption at the Alarm Panel Service.
 - **key length** = 128 (default) ; must be zero if not used.
 - Must specify a key value: the key value is a 16 digit hex code; must be blank if not used. Example: "01020304050607080910111213141516' is an example of a 16 digit hex code, which is actually 32 characters long; a hex digit is made of 2 characters. Valid hex characters are: 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, A, B, C, D, E, F. Therefore a hex value of '01' = 1 and '0A' = 10 when converted to decimal value.
- b) (CHOICE B) Direct connect using RS 232 Connection Module such as the Model DX 4010i: the RS-232 module provides serial connection to System Galaxy Communication Server (PC). The Communication Server is defined as the PC where the main GCS Services reside.
 - Wiring info is in the Bosch Install documentation for com to panel
 - DIP Switch settings are 1,2,3,4 = UP and 5,6,7,8 = DOWN
 - 9600 Baud, no parity, 8 bit, 1 stop bit
 - Uses DB9 RS232 cable to connect to PC com port

Pin Out for RS-232 Cable					
DB9 female	DB9 female				
2	3				
3	2				
5	5				

- c) (CHOICE C) Lantronix IP/Serial Direct Connect: using serial (as above) and IP on the SG comm side.
 - Configure Lantronix device the same as with <u>Network Bridge for a Remote Primary 508</u> panel. See the Lantronix manual for configuration information.

2 QUICK STEPS: Configuring System Galaxy

QUICK STEPS to properly setup System Galaxy to interface with the alarm panel.

Step	Action	Reference
1	All installation, wiring and programming of the Alarm Panel should be completed before configuring System Galaxy. <u>The Alarm Panel</u> <u>should be installed and fully configured before configuring</u> <u>System Galaxy.</u>	e Manufacturer's documentation
2	Configure the Ethernet module to communicate with the Galaxy eve server. Or appropriate form of connection.	nt See Sect 1.3.3 (GV4) for details pertinent to SG.
3	Register for Alarm Panel Support in System Galaxy	Section 2.1
4	Setup Workstation Options as needed: A – specify the Graphics path for Alarm Icons (section 2.2) B – set the Alarm Options for the Workstation (section 2.3)	Section 2.2 & 2.3
5	Add (setup) the Alarm Panel and network setting in System Galaxy t match the setup of the Bosch Alarm Panel.	o Section 2.4
6	Add (setup) the Alarm Areas to match the actual setup of the Bosch Alarm Panel.	Section 2.5
7	Add (setup) the Alarm Points to match the actual setup of the Bosch Alarm Panel.	Section 2.6
8	Setup and Start the Alarm Panel Service – this service is installed to run automatically by default and should be running. Note that additional information for managing the service is provided Section 3, however the service should install to the proper default settings. The additional information is included to explain settings an operation default settings are to be altered.	Section 3 3.1 – starting the service 3.2 – setting service to start automatically
At this The rer	point System Galaxy should begin receiving events from the maining sections cover operating the System Galaxy Alarm	ne Alarm Panel. Panel features.
	Monitoring Events from the Alarm Panel	Section 4
	Command Menus for the Alarm Panel	Section 4.1
	Device Status screen for the Alarm Panel	Section 5
	Adding Icons for the Graphics Screen	Section 6
	Placing Alarm Points on the Graphics screen	Section 6.1
	Crystal Reports	Section 7
	Managing Alarm Panel User Codes from System Galaxy	Section 8

2.1 REGISTER SYSTEM GALAXY FOR ALARM PANEL SUPPORT

This section provides instructions for Registering and Configuring the alarm panel in System Galaxy.

- 1. Open the System Galaxy software by double-clicking the SG icon located on the PC desktop of the Communication Server.
- 2. Open the System Registration screen from the main menu by selecting Configure > Options > Registration > System (or use Wizard)
- 3. In the main System Registration screen, the Alarm Panel Support option must be checked
- 4. Complete the normal registration process through the Galaxy Control System's Online Registration or through Galaxy Control Customer Support. (Product registration must be performed by the certified Galaxy Dealer and is dependent on purchased options).

System Registration screen (cropped)

System-Wide Features:		Software Maintenance Settings: Expiration Date:
Card Data Import/Expo	ort	12/ 1/2013 -
Event Log Output (RS	-232/TCP/IP/File)	Maximum Version:
User Status/ Who's In		10.xx 👻
Galaxy DVR	DVR Limit:	Limits:
Alarm Panel Support		Maximum Clients:
Guard Tour	IDS	5 🔻
Graphic Device Status		Maximum Readers: # Used:
▼ 508i & 502i Support	anat	64 🗸 2

2.2 Setting the path to the Alarm Icons

This section describes setting up Workstation Options that are related to alarm features. The settings for *alarm options* and the *path to the alarm icons* are set in the Workstation Options screen.

The multi-media path to the alarm icons must be set to the correct directory for the system to find the correct graphics used in mapping and displaying status of alarms (see section 4.1).

1. Check the Workstation Options related to Alarm Panel interface:

- 2. Open Workstation Options screen from SG menu: Configure > Options > System Settings.
- 3. Select the *Multi-Media tab* and verify that the path for the graphic icons is set as needed:
 - The default path is set to "C:\GCS\System Galaxy\lcons". Note: If a different directory (shared directory) is used, then browse to that location. You may need to copy the alarm panel icon-graphics to that location if they have not already been moved. Also: if the path to the System Galaxy folder has been installed in a different location than the default installation path, user must browse to the path.
- Click APPLY and OK to save changes <OR click APPLY and go to next section to set up alarm options>.

Workstation Options screen - Multi-Media tab (cropped)

Cardholder	Options	Badging Op	Badging Options		Export Options
General Options Alarm Options		Report Options	Multi-Media Options	Audit Options	Database Options
Specify location of aud	o (*.wav) files:	Browse			
C:\GCS\System Galax	y\Audio				
Specify location of grap	hic files:	Browse			
C:\GCS\System Galax	y\Graphics				
Specify location of grap	hic icon/bitmap files:	Browse			
CICCC Custom Calan	Vleane				

2.3 Setting the Alarm Options

Workstat0ion alarm options determine how the Workstation behaves when **SG Alarm Events** occur for *acknowledgeable alarms*. An *acknowledgeable alarm* is defined as a detected event from an Alarm Panel point that is armed and active and also has been configured to require acknowledgement. An Alarm Panel point is configured to require acknowledgement by enabling the acknowledge option in the SG point programming screen.

- 1. Click/select the *Alarm Options tab* in the System Settings screen and set/verify each option is set as needed. The table below is an abbreviated list of the pertinent workstation alarm options. The remaining alarm options are discussed in full in the main SG7 Software Manual Chapter 15.
- 2. Click OK and APPLY to save changes. You will need to restart the software to initialize changes.

Option	Description
Pop up on Alarm	(default to checked/on) When checked, System Galaxy pops the SG Alarm Event screen to
	the front when an acknowledgeable event is detected.
Automatically call	(default to checked/on) – allows DVR Viewer to start when alarm event occurs.
up DVR Video	When checked, System Galaxy starts the GCS DVR Viewer window if a dvr/camera is
	linked to the alarm point. The DVR Viewer shows live video for the camera that is linked to
	the activated alarm panel point.
Prevent Appl.	(default to checked/on) When checked, operator is unable to close the System Galaxy
Shutdown w/	when a "pending" (unacknowledged) alarm is active in SG Alarm Event screen.
Pending Alarms	
Allow	(default to checked/on) – acknowledge all command clears the alarm events.
Acknowledge all	When checked, the operator can select the 'acknowledge all' option from the command
alarms	menu (shortcut menu) in the SG Alarm Event screen.
Acknowledge	(Defaults to 0 -9999) - allows client to set the range for acknowledgeable alarm events on a
alarm priority	<i>per workstation basis.</i> (acknowledgeable = alarm point set to 'ack')
range	 Acknowledgeable alarms outside of the specified range will not trigger an SG Alarm
	Event at the local workstation.
	• Acknowledgeable alarms inside the range will display on the SG Alarm Event screen for
	the local workstation.
Force response	(Defaults to 0) - allows client to define the threshold for alarm response based on priority.
above	(acknowledgeable = alarm point set to 'ack')
	• Acknowledgeable alarms with priorities below this value will not force a response from
	the operator.
	• Acknowledgeable alarms above this value will require a response from the operator
	before alarm event will be cleared from the screen.
NOTE: the Alarm	Panel Point must be set to require acknowledgement (checked) in the Point Property

NOTE: the *Alarm Panel Point* must be set to require <u>acknowledgement</u> (checked) in the *Point Property* screen. Also the <u>alarm priority</u> set in the Alarm Point Property screen must be within the acknowledgeable alarm priority range defined in the *Workstation/Alarm Options screen*.

Workstation Options screen - Alarm Options tab (cropped)

Cardholder Options			Badging Options			Card Data Import Export Options			
General Options Alarm Options		Report Opti		tions	ions Multi-Media Option		Audit Options	Database Options	
		Min	Max						
Acknowledge alarm (priority range:	٥	9999	V Po	p up on alarm				
Force response above priority:		0		V Allow Acknowledge All Allow Delete command					
Minimum management text length:		0		Treat Not In System events as Invalid Attempts					
	Minimum response text length:			Automatically Delete Acked & Restored Alarms					
Color Settings:				Enable Double-Click Acknowledge Automatically Call Up DVR Video					
Pending alarm mes	sage:		•	Prevent Application Shutdown w/Pending Alarms					
Pending alarm background:		Displa	y Buffer Size:	100					
Acknowledged alarm message:			•	Repe	at Alarm Audio Interval:	30	seconds		
		-							
	Colore			Video	Loss Priority:	U			

2.4 Adding an Alarm Panel

The alarm panel must be added in the System Galaxy software before the GCS Alarm Panel Service will connect to the panel. The programming must match the Alarm Panel configuration.

After Panel, Areas and Points are added, System Galaxy can begin receiving status events from the alarm panel. The *alarm panel events* are displayed in the *Alarm Panel Event screen*.

- 1. open the Alarm Panel Property screen (Configure > Hardware > Alarms > Alarm Panels)
- 2. click the **Add** button and set the following fields as needed:
 - **Name field:** type a descriptive name
 - **ID number:** (must be unique)
 - > Panel Type: pick 'BOSCH D9000/D7000 Series from the droplist
 - Connection Method: choose appropriate connection type
 - a) On Board Ethernet: if connecting to the Bosch DX4020 Ethernet module
 - **b)** Serial Comm. Port: if connecting to the Bosch DX4010i module
 - c) Lantronix with TCP/IP: if connecting to the panel via Lantronix device
 - IP Address: enter the IP Address depending on the Connection Method chosen:
 - a) IP Address of the DX4020 Ethernet module if On-board Ethernet option is chosen
 - b) (not used) if Serial Com Port option for 4010i is chosen
 - c) IP Address of the Lantronix device if using Lantronix with TCP/IP option is chosen
 - **Port Number:** enter the port number *if an IP Address is used*:
 - a) 3001 (Lantronix)
 - b) blank if direct connect (serial com port connection to 4010i)
 - c) 7700 (Ethernet 4020 Module or B420 Module)
 - Com Port (if using Serial Comm. Port): pick the com port being used at the PC
 - Baud Rate(if using Serial Comm. Port): set to 9600
 - Passcode: blank/not used
 - Communication Server: Enter Name of PC that will run the GCS Alarm Panel Service.
- 3. click the Apply button to save the settings.

Alarm Panel Property screen (cropped)

Hardware Tree 🛛 🔻 🕂 🗙	Alarm Events CARD TOUR LOOP Alarm Pa	anel Events Alarm Panels X	-
BUILDING A LOOP	Select Alarm Panel:		Add
Bosch GV4 Panel	Bosch GV4 Panel 👻		Edit
	Name: ID Number:		elete
	Bosch GV4 Panel 1		Apply
	Panel Type: BOSCH D9000/D7000 Series Connection Settings:	Panel Information:	ancel
	Connection Method:	Model: ()	
	On-Board Panel Ethernet	# of points: 0 # of areas: 0	
	IP Address: IP Port #: nn.nnn.nnn 3001	# of users: 0	
	Comm. Port: Baud Rate: Passcode: 1 • 9600 • Communication Server:		
	W70360-TEST This Computer		
For Help, press F1		CAP	NUM SCRL

2.5 Adding an Alarm Panel Area

The Alarm Panel Area should be added in the System Galaxy software. The programming must match the Alarm Panel Area configuration. An alarm panel area consists of 1 or more points

After Panel, Areas and Points are added, System Galaxy can begin receiving status events from the alarm panel. (Note the alarm panel connection must be maintained). The *alarm panel events* are displayed in the *Alarm Panel Event screen*.

- 1. open the Alarm Panel Areas Property screen (Configure>Hardware>Alarms>Alarm Panel Areas)
- 2. pick the desired alarm panel name from the Select Alarm Panel droplist
- 3. click the Add New button and set the following fields as needed:
 - Name field: type a descriptive name (preferably that matches the panel)
 - Area Number: enter the area number that matches the area in the alarm panel (1-8)
 - Show in Tree: the show in tree checkbox allows Alarm Panel Area Icon to display in the System Galaxy Hardware Tree.
- 4. click the **Apply** button to save changes
 - **NOTE:** The *SG Hardware Tree* may need to be refreshed to pick up the *Area Icon*. To refresh the hardware tree, simply close the tree's window pane by clicking the [x] button at the top and reopen it from the SG View menu (select View>Hardware Tree).
 - **NOTE:** The Alarm Panel Area Icon will display under the specific Alarm Panel Icon to which it is assigned. Expand the Alarm Panels Icon, and then expend the Alarm Panel Icon to see the Alarm Panel Area Icon.

Alarm Panel Area Property screen (cropped)

🗱 System Galaxy - Alarm Panel Area	S	_	- 0 X
Eile Configure Record Edit	View Utilities Window Help		
Hardware Tree \checkmark \ddagger X	Alarm Panel Areas X Alarm Event	BUILDING A LOOP	Alarm Panels 🔻
⊞ BUILDING A LOOP	Select Alarm Panel:		Add New
Bosch GV4 Panel	Bosch GV4 Panel 💌		<u>E</u> dit
Area 1	Select Area:		<u>D</u> elete
Area 3	Area 1 🔹		
Area 4	Name:	Area #:	<u>C</u> ancel
Area 5	Area 1	1	
Area 7	√ Show In Tree		
Area 8			

2.6 Add an Alarm Panel Point

The alarm panel point must be added in the System Galaxy software. The programming must match the Alarm Point configuration at the Alarm Panel.

After Panel, Areas and Points are added, System Galaxy can begin receiving status events from the alarm panel. The *alarm panel events* are displayed in the *Alarm Panel Event screen*.

- 1. open the Alarm Panel Point Property screen (Configure>Hardware>Alarms>Alarm Panel Points)
- 2. pick the desired Alarm Panel from the Select Alarm Panel droplist
- 3. click the Add button and set the following fields as needed:
 - **Point #:** (1-8) set the point number to match the Alarm Panel input terminal
 - ▶ Name field: either type a descriptive name ~or~ use the [Get Point Text From Panel] button to get the actual point name from the alarm panel
 - Select Area: pick an area name (must match area number set at Panel)
 - Acknowledge checkbox: sets the alarm point to require acknowledgement
 - *a)* When checked, an *armed not normal (trouble) event* will be logged to the System Galaxy Alarm Event screen and focus will be swapped to the SG Alarm window.
 - *b)* When unchecked, an *armed not normal (trouble) event* will only be logged to the *Alarm Panel screen* (i.e. focus will not swap to the *SG Alarm Event screen* and Auto-activate DVR will not occur).
 - **Priority:** sets the alarm priority for this alarm point (0-9999 valid)

NOTE: The *priority number* in this field must be within the *priority range* in the *Workstation Options/Alarm Options screen* for an event to log in the *Alarm Event screen* at the local workstation (see *Priority Range option in sect 4.2 of this manual*).

The SG Alarm Event screen will pop to the front window if the 'pop on alarm' option is check in Workstation Options (see Pop on alarm option in section 4.2 of this manual).

- Show in Tree checkbox: when checked, allows <u>Alarm Panel Point Icon</u> to show in the System Galaxy Hardware Tree.
- Always Armed (24 hour point): set this to "checked" only if the alarm point is a 24 hr armed at the Bosch Alarm Panel.

NOTE: the Bypass option on the operator command menu will be disabled if the point is configured to be a 24-hr point.

- ▶ Bypass Allowed: when checked, the operator can bypass/unbypass a point from command options on SG shortcut menus. When unchecked, the bypass options are not available on the command menus. (Commands are found by right-clicking the point's icon, graphic or event messages in the System Galaxy screens.)
- **Operator Response Instructions:** type operator instructions to be displayed in the SG Alarm Event screen if an *armed-not normal (trouble)* from this Alarm Point will need an operator response (used when triggering SG Alarm Events in the software for incoming alarms).

Continue on the next page...

• Galaxy Interface Manual for Bosch G-series Alarm Panels • Revision 1.8 •

Alarm Panel Point Property screen (cropped)

System Galaxy - Alarm Panel	Points	
Eile Configure Record E	dit <u>V</u> iew <u>U</u> tilities <u>W</u> indow <u>H</u> elp	
i x 🗅 🛍 🖨 🛞 🕅		
1 😝 🔐 🔐 💻 🛆 🔶 👷	😰 🞯 📰 📧 🍬 🗱 👬 🛑 😑 %	
Hardware Tree 🛛 🔻 🕈 🗙	Alarm Panel Points 🗙 Alarm Panel Areas Alarm Events	BUILDING A LOOP =
BUILDING A LOOP Alarm Panels Bosch GV4 Panel Area 1 Area 2 Area 3 Area 4 Area 5 Area 6	Select Alarm Panel: Bosch GV4 Panel Select Point: Point 1 Point #: Name: 1 Get Point 1 Get Point 1	Add Edit Delete Apply Cancel Fext From Panel
Area 7	Select Area: Operator Response Instruct	ions:
Area 8 Area 9 Point 1 Joint 2 Point 3	Area 1 Call for support Acknowledge Acknowledge Acknowledge Animatic Alivays Armed (24 hour point) Bypass Allowed Graphic Symbols DVR Camera Settings Audio Settings Options	~
For Help, press F1		CAP NUM SCRL

The fields on tabbed panels are described in the following sections

2.6.1 Alarm Point Graphic Symbols Programming

Allows operator to configure which icons represent each Alarm Panel status condition. User can choose the condition from the drop list and select an available graphic from the default directory or browse to a directory where graphics are stored.

- Select status condition: pick the condition to match with a graphic icon
- Choose a graphic condition: pick an icon to match to the selected condition
- Use the [...] button to browse to a different directory if desired
- Use the [Copy Symbols from another Point] to copy the icon configuration from a previously programmed alarm point. This is a quick way to reproduce the icon mapping for multiple points that use the same symbols.
- Note that changes are saved when the [Apply] button is selected

Graphics Symbols tab (cropped)

0.0000	-			
aphic Symbols	DVR Camera S	ettings Audio Set	ttings Options	
Graphic Symbol	s:			
Select Status	Condition:			
Not Normal (A	(larm/Trouble)	-		
Choose Graph	ic Symbol:			E
Bad G	uy Gray	•		

Note: it is a good idea to establish a standard color pattern. Consistency avoids confusion. For example a pattern of color use could be as follows:

- ▶ red icons (doors, dots, etc.) used for 'armed not normal' conditions
- green icons for 'armed normal' conditions
- ▶ yellow icons for 'unarmed not normal' conditions
- blue icons for 'unarmed normal' conditions
- gray icons for 'bypassed' conditions

Note that changes are saved when the [Apply] button is selected

2.6.2 Alarm Point DVR Camera Settings

Allows operator to link status events from this alarm Point to a DVR unit and camera. When this option is configured, the system associate a camera with the designated alarm point. When programmed, the operator will be able to initiate DVR Viewing within system galaxy for the alarm point.

- <u>Video can be manually started by the operator</u> by right-clicking the *Alarm Point Icon* in the hardware tree and then picking the '*View Live Video*' option from the shortcut command menu. The view live video option is available from graphics screen, device status screen, alarm panel event messages. See the GCS DVR Interface Manual for your type of DVR to find more information on DVR Interface features.
- <u>The software will also automatically pop open the DVR Viewer</u> if the point is set to require acknowledgement of the **armed-not normal/trouble**. See Section 4.2; Part-3 for Alarm Options related to popping alarms and automatically starting the Viewer.
 - Select a DVR Name: the DVR must already be registered and configured Refer to the GCS DVR Interface Manual for your DVR for setup and operation instructions.
 - Choose a Camera: the camera(s) must already be configured

DVR Settings tab (cropped)

	Collinea I r. C. ut		
raphic Symbols DVR Cam	hera Settings Audio Settin	gs Options	
		Comment	
Select DVR:	Select	Lamera:	
Select DVR:	Select	Lamera:	•
Select DVH:		Lamera.	•
Select DVR: ** None **	Select	Lamera.	•
Select DVR: None **	Select	Lamera:	•

Note that changes are saved when the [Apply] button is selected

2.6.3 Alarm Panel CCTV Events Settings

Allows operator to set CCTV parameters to be sent to CCTV system.

- Alarm number = must be greater than zero; allows user to set the number to send to the CCTV service/system. Zero means no alarm message is sent to CCTV system.
- Camera, Monitor, Position, fields allow SG to send commands to CCTV system.
- **Manual command** = if programmed, the user can send commands from the short menu in the hardware tree.
- **URL** = if programmed, can invoke commands at the web site

CCTV Events tab (cropped)

CCTV Switch:		** None	e **				,	7
Alarm #	Camera #	Position	#	Monit	or #s			
0	0	0		0	0	D	0	
	0	0		0	0	D	0	
	Manual	Command	-					
	0	0		0				

Note that changes are saved when the [Apply] button is selected

2.6.4 Alarm Panel Audio Settings

Allows user to set audio indicators for alarm and trouble conditions.

- Click the Alarm Audio / [...] button to browse to the desired audio file to be sounded for an alarm condition.
- Click the Trouble Audio / [...] button to browse to the desired audio file to be sounded for a trouble condition.

Audio Settings tab (cropped)

Graphic Symbols	DVR Camera Settings	Audio Settings	Options	
Audio Settings:				
Alarm Audio Fil	e:			
T 11 A F				
I rouble Audio	File:			

Note that changes are saved when the [Apply] button is selected

Once the Alarm Panel is configured and the necessary GCS Services are running, System Galaxy can begin receiving alarm panel status messages.

3 Managing GCS Alarm Panel Service

GCS Alarm Panel Service runs as a true background service and should be set up to start automatically when the PC starts. The AP Service icon displays a *gray alarm panel icon* in the system tray.

IMPORTANT: the AP Service has a dependency to the *DBWriter service* and drops its connection to the alarm panel if the DBWriter is offline. The DBWriter Service must be running to receive events.

The following GCS Services must be running for alarm panel events to display at System Galaxy and be recorded in the database (i.e. available in history reports).

- The GCS DBWriter Service must be running for messages to log to the database and for the Alarm Panel Service to connect to the database.
- The GCS Alarm Panel Service must be running and connected and to the panel.
- > The GCS ClientGW Service must be running for the status events to display in SG

Each of these services maintains one ODBC connection to the database. For more information on GCS Services see the System Galaxy Software User Guide.

Diagram of Services



• Galaxy Interface Manual for Bosch G-series Alarm Panels • Revision 1.8 •

3.1 Starting the Alarm Panel Service

The *Alarm Panel Service* must be configured to start up automatically when the PC starts up and also to automatically connect to the alarm panel.

3.1.1 Start the Services (do each part as needed)

- Windows XP: Verify that the Alarm Panel Icon is displayed on the system tray of the SG communication server
- » **Windows-**7: the Alarm Panel Icon will not be displayed on the Windows-7 task bar. You must open the Services window in Control Panel to see the service running.
- 1. **To Start the Alarm Panel Service**, <u>open the Services window</u>: note also start any other GCS services as necessary (ref Part 1-c and d). See screenshot on the next page for an example.
 - a) **Windows-7 or XP** > click the PC *Start button*, select *Settings*>*Control Panel* on the menu and open the *Administrator Tools* folder, then open the *Services* window. Scroll down to find the *GCS Alarm Panel Service* in the list.
- 2. <u>Right-mouse-click on the GCS Alarm Panel service</u> and choose to START the Alarm Panel Service.

IMPORTANT: Stopping or restarting services temporarily interrupts communications between System Galaxy and the Alarm Panel. The panels will operate offline from System Galaxy, but will not transmit any offline events upon reconnect.

STARTING SERVICES from the PC Services window



3.2 Setting the Alarm Panel Service to start automatically

The Alarm Panel service should install to 'automatically start' when PC boots up. If this option has been disabled, do the following:

3.2.1 Set the Services to start automatically (do each part as needed)

1) To set the Alarm Panel Service to start automatically do the following

- To open the Services window, user can do one of the following:
 - a. **EITHER >** Right-click the *My Computer icon* on the desktop and select the *Manage* option then find and open the *Services* window under the *Services and Applications* branch in the Computer Management window.
 - OR > click the PC Start button, select Settings>Control Panel on the menu and open the Administrator Tools folder, then open the Services window. Scroll down to find the GCS Alarm Panel Service in the list.
- Scroll down to find the GCS Alarm Panel Service in the list.
- Right-click the name of the GCS Alarm Panel Service to show the shortcut menu
- > Pick the 'Properties' option on the short menu
- in the [Start Type] field, select the 'Automatic' option
- Windows XP Note that the *Interact with desktop option* is also found in this window on the *Logon tab*. This must be *checked* in order for the service to display on the system tray.
- Click on [OK] button to save settings the service will start automatically the next time the PC is rebooted/restarted

▶

CONFIGURING SERVICE to Start Automatically

	Q 🗟 🛛 📷 🕨 🔳 II IV						
Services (Local)	Services (Local)						
	GCSAImPnI	Name	Description	Status	Startup Type	Log On As	
	Charletter and in	GCSAlmPnl	Provides co		Manual	Local System	
	Start the service	GCSAlphaCom	Start		Manual	Local System	
		GCSCCTV	Stop		Manual	Local System	
	Description: Provides communication services to	GCSClientGW	Pause		Automatic	Local System	
	alarm panel units	GCSComm	Resume		Automatic	Local System	
		GCSDBWriter	Restart		Automatic	Local System	
		GCSEventServer	All Tasks		Automatic	Local System	
		GCSL on Distribute	All Tasks		Manual	Local System	
FOT PROPERT			Refresh		Automatic	Local System	
	MATICALLY WHEN PC IS RE	STARTED	Properties		Manual	Local System	
		ste			Manual	Local System	

3.2.2 Troubleshooting the GCS Alarm Panel Service Connection

The GCS Alarm Panel service automatically connects to an alarm panel if the alarm panel is properly installed, registered, and configured in System Galaxy. Registration and setup are described in the following sections. This section includes pertinent notes about how the GCS Alarm Panel service works.

The Alarm Panel Service listens on port 4004

Client Server Relationships:

Server relationship to GCS ClientGW Service (client gateway) Client relationship to the GCS DBWriter Service

Functionality:

- Makes/Manages connections to Alarm Panels when the GCSDBWriter is up/running.
- Provides communication between GCSClientGW Server, GCSDBWriter and alarm panels.
- Maintains ODBC connection to SysGal DB.

Troubleshooting TIPS:

- a) Stopping the GCS Alarm Panel service will interrupt alarm panel statuses to the System Galaxy Application(s) and to the System Galaxy Database. The alarm panel does not retransmit offline status messages to SG or SG database after reconnection.
- b) If **only** the Client Gateway service is stopped, the alarm statuses may still be available in the database through system reports after the GCS ClientGW service is restarted.
- c) If **only** the SG application is stopped, the alarm statuses may still be available in the database through system reports after the GCS ClientGW service is restarted.
- d) If the DBWriter service is stopped, the Alarm Panels service will drop the connection to the panel and begin the *reconnect retry cycle* until connection is re-established with the DBWriter.
- e) The Alarm Panel service will not connect to panels unless it is connection to the DBWriter first.
- f) The Alarm Panel service will drop connections to panels if it looses connection to the DBWriter.

IMPORTANT: If the GCS DBWriter Service is stopped, the Alarm Panel service will automatically disconnect from the Alarm Panel. The Alarm Panel service is dependent on the DBWriter service to be running in order to connect to alarm panels.

3.2.3 GCS Alarm Panel Service system requirements

The following information should be considered in addition to the General System Requirements to run System Galaxy with services. See the System Recommendations for SG-7 document for general system requirements.

- ▶ 1 ODBC connection to the System Galaxy database (database server)
- ▶ 1 *outgoing* IP connection to DBWriter (database server)
- ▶ 1 *incoming* IP connection to Client Gateway (communication server)
- ▶ 1 connection (IP or 232) to each panel

3.2.4 How to open or close the Alarm Panel Service (in XP)

To open the AP Service window, operator must double-click the Alarm Panel Service Icon on the PC system tray. The system tray shows icons of services in the lower right-hand corner of the computer screen. Slowly hovering your mouse pointer over the icons will cause the service name to display.

A GCS Service window is opened by double-clicking the ICON on the Window® XP system tray.



The blow-up shows the icons for GCS Client Gateway, GCS DBWriter, and GCS Alarm Panel.

Close Service Confirmation Dialog box - Windows XP

GC55ysID × Hide GUI, Keep Service Running Exit, Terminate Service Cancel	 Click the [X] button on the AP Server window and choose one of the following options. Select the Hide GUI, Keep Service Running to close the window and keep the service running minimized on the system tray. Select Exit, Terminate Service close the window and stop the service. Select Cancel to keep the window open.
NOTE on Windows-7	The services do not show on the system tray and must be verified in the services screen under the control panel.

3.2.5 Force connect to the Alarm Panel – Windows XP

The *GCS Alarm Panel Service* reads the alarm panel configuration from the SG database and begins making attempts to auto-connect to the panel at least 60 seconds after the configuration is saved.

Connect to the Alarm Panel manually as well as view/edit connection properties: The *Alarm Panel Connections tab* shows an IP connection for <u>each</u> alarm panel that has been configured in System Galaxy. The status (connected or disconnected) is displayed (see fig. 11a).

- a) Auto-Connect: the Alarm Panel service should automatically connect to the panel once the configuration is saved in the SG Database. The *auto-connect option* defaults to "on" and can be edited for each individual panel connection from the Service Configuration window (
- b) The ability to connect to a panel depends on several things:
 - The alarm panel must be properly connection to the SG Communication Server (PC).
 - The Alarm Panel must be registered and correctly configured in System Galaxy.
 - Both the DBWriter Service and Alarm Panel Service must be running.
- c) User can manually connect and disconnect from the alarm panel by right-clicking the connection status and getting a shortcut menu.

NOTE: The short menu also allows user to open the <u>Connection Properties</u> where the settings to automatically connect to panel can be enabled or disabled. User can also edit the Connection Settings and configure Encryption from the Connection Properties screen.

Alarm Panel Service screen/Connecting to the Alarm Panel (cropped)



- Connect/Disconnect user can manually connect/disconnect the selected panel.
- Ping/Telnet opens a DOS window and executes a ping/telnet command to the IP Address of the selected panel. (Only for panels using TCP/IP connections)
- Properties opens the Connection Properties screen, allowing user to change the connection settings for the selected panel. See the following section on Managing Connection Properties for details on the properties fields and Setting Encryption.

In Windows-7 uses the GCS Service Monitor. – SG initiates the connection to panel automatically in SG V10.2 min vers. If you wish to perform manual operations or change the settings of the service, you must stop the service and browse to the System Galaxy folder and run the Alarm Panel service manually.

3.2.6 Managing Properties of the Alarm Panel Connection

User can edit the IP parameters and connection settings from the Connection Properties window. User can also configure the encryption settings from this window.

In Windows-7 uses the GCS Service Monitor. –If you wish to change the settings of the service, you must stop the service and browse to the System Galaxy folder and run the Alarm Panel service manually (right click the program file and choose run as Administrator).

Connection Properties screen

Alarm Panel Properties	×
Alarm Panel Settings	Clo
Name: ID #:	
Communication Server Address:	
GALAXY-53S8MNSV This Computer	
Connection Settings:	
Connection Type:	
On-Board Panel Ethernet	
Communication Port: Baud Rate:	
COM1 9600 🔽	
TCP/IP Address: TCP/IP Port #:	
63.122.126.211 7700	
Encryption Settings	
Automatically Connect when Service Starts	
Automatically Attempt To Re-Connect When In-Intentional Disconnections Occur	
J	
OK Cancel Apply Help	

Encryption Settings	×
Encryption Type:	
Encryption Key:	
	OK I
	Cancel

The parameters in this screen are originally programmed in the Alarm Panel Properties screen and saved in the SG database (Refer to Section 5).

NOTE: Two important check boxes appear at the bottom of the Connection Properties screen:

- The "<u>Auto-Connect when service</u> <u>starts" option</u>: When checked the <u>selected</u> alarm panel will be automatically connected whenever the *Alarm Panel Service* starts.
- The <u>"Auto-reconnect" option</u>: When checked the Alarm Panel Service will automatically attempt reconnect to the selected panel when the panel becomes disconnected.

Also user can access the Encryption Settings from this screen by pressing the **[Encryption Settings]** button.

When the **[Encryption Settings]** button is pressed this dialog box opens.

- a. **key length** = 128 (default) ; must be zero if not used.
- b. **must specify a key value:** the key value is a 16 digit hex code; must be blank if not used.

3.2.7 How to see and manage the IP connections between services

The *TCP/IP Connections tab* shows the incoming and outgoing IP connections between GCS Services. The *ClientGW Service* and the *DBWriter Service* should each show a connection in this screen. There should only be one Client Gateway connection even if the system has more than one client.

Alarm Panel Service screen/Connecting to the DBWriter (cropped)



User can manually connect and disconnect from the services by right-clicking the TCP/IP Service Connections screen and getting a shortcut menu.

- Force Disconnect option: allows operator to manually disconnect the selected service.
 - The incoming (ClientGW) service should reconnect automatically within 30 to 60 seconds provided it is up and running.
 - The outgoing connection to DB Writer Service can be forced to reconnect using the 'Connect to Server' option on the shortcut menu.
- Connect To Server option: allows the user to manually connect to the downstream service (in this case the DBWriter). To reconnect manually, you must know the IP address and port number of the downstream service. DBWriter listens on port 4001. Use the NIC card loop-back address (127.0.0.1) if the DBWriter and Alarm Panel service are both running on the same computer (which should be the case).

Connect to Server	×
Server IP Address:	
127.0.0.1	
Server Port #:	
4001	
	OK
	Cancel

3.2.8 Log File for GCS Alarm Panel Service

The AP Service creates a log file of connection status messages. This is log of connection attempts between the Service and the Alarm Panel as well as other messages. This text file is stored in the System Galaxy\Log Files folder. The buffer of recent entries is viewable in the GCS Alarm Panel screen on the *Status Messages tab*.

Alarm Panel Service screen/Connect to Panel statuses (cropped)

EL S	tatus Mes	ssages - G	iCS Alarm Panel Server	- D ×
<u>F</u> ile	<u>S</u> etup	<u>V</u> iew I	<u>H</u> elp	
	arm Panel (7/20/2005	Connection	s TCP/IP Service Connections Status Messages	_ [
	7/20/2005 7/20/2005 7/20/2005	12:44:54 F 12:43:54 F 12:42:54 F	PM: The attempt to connect was rejected. PM: The attempt to connect was rejected. PM: The attempt to connect was rejected.	
	7/20/2005 7/20/2005 7/20/2005	12:41:53 F 12:40:53 F 12:39:53 F	² M: The attempt to connect was rejected. ² M: The attempt to connect was rejected. ² M: The attempt to connect was rejected.	
	7/20/2005 7/20/2005 7/20/2005 7/20/2005	12:36:52 F 12:36:52 F 12:36:52 F	PM: The attempt to connect was rejected. PM: The attempt to connect was rejected. PM: The attempt to connect was rejected.	
	7/20/2005 7/20/2005 7/20/2005	12:34:52 F 12:33:52 F 12:32:52 F	PM: The attempt to connect was rejected. PM: The attempt to connect was rejected. PM: The attempt to connect was rejected.	
	7/20/2005 7/20/2005 7/20/2005	12:31:57 F 12:31:55 F 12:31:51 F	2M: The attempt to connect was rejected. 2M: CoreThread started. PM: Service Started.	

NOTE: the de bugging option should not be on unless recommended specifically by System Galaxy Technical Support.

4 Monitoring Events from the Alarm Panel

System Galaxy displays *alarm panel status messages* in the *Alarm Panel Event screen*. If the system is registered for the alarm panel then the *Alarm Panel Event screen* will open when the software opens.

When all the necessary GCS Services are running and the alarm panel is connected to the Alarm Panel service, then System Galaxy can start receiving live events from the alarm panel.

In the picture below, the operator sees:

- Alarm Panel Event screen, which displays events from the alarm panel, alarm area(s) and alarm point(s).
- Alarm Panel branch in the hardware tree.
- Right-clicking an alarm event opens the *command menu*. Operator can send commands to the alarm panel from a command menu.
- Command menus are also available when user right-clicks icons in the hardware tree.

IMPORTANT: to reopen the alarm panel event window without restarting System Galaxy – go to the main menu, select View>Alarm Panel Events. If this option is grayed out your event window is already open.

Alarm Panel Event screen with command menus

System Galaxy - Alarm Panel E	vents and a second	P. M	()		214	
Elle Configure Becord Ed	it <u>Y</u> iew <u>U</u> tilities <u>W</u> indow	Help				
1 X D B 0 0 W						
💱 🕄 📲 🛝 🖓 🖸 f	8 🖸 📼 🖂 🦻 🖏 🐔	• • •				
Hardware Tree 🗢 🛡 🗙	Device Status Alarm P	anel Points Alarm Panel Areas	Alarm Events CAR	TOUR LOOP Alarm Panel Events	x Alarm Panels Can	dholders 🛡
BUILDING A LOOP	Date/Time	Device/Point	Event	User	Loop	PIN / Additiona ^
Alarm Panels	7/20/2005 4:59:52 PM	HALL MOTION	Normal (Off)		Bosch	
E-Bosch	7/20/2005 4:59:51 PM	HALL MOTION	Pont Un-Bjipassed		Bosch	
Area 1	7/20/2005 4:59:43 PM	BACK DOOR	Normal (Off)		Bosch	
BACK DODF	7/20/2005 4:59:43 PM	FRONT DOOR	Normal (Off)		Bosch	
PHUNT DOL	7/20/2005 4:59:43 PM	SIMPLEX TROUBLE	Nomal (Secure)		Bosch	
	7/20/2005 4:53:43 PM 7/20/2005 4:59:43 PM	SIMPLEX ALARM	Normal (Secure)		Bosch	
	7/20/2005 4:59:24 PM	HALL MOTION	Point Bypassed		Bosch	
	7/20/2005 4:59:08 PM	HALL MOTION	Normal (Secure)		Bosch	
Sin corrin	7/20/2005 4:58:59 PM	HALL MOTION	Not Normal (Alarm/Troub	e]	Bosch	
🖯 🌆 DVR:	7/20/2005 4:58:45 PM	HALL MOTION	Nomal (Secure)		Bosch	
E Securetex	7/20/2005 4:58:45 PM	BACK DOOR	Normal (Secure)		Bosch	
-En Camera 01	X20/2005 4:58:45 PM	FRONT DOOR	Nomal (Secure)	Bypass Point	Bosch	
-Bat Camera 02	7/20/2005 4:58:45 PM	SIMPLEX TROUBLE	Normal [Secure]	Un-Bypass Point	Bosch	
-Ba Camera 03	112012 10 4 58 451 74	SIMPLEX ALARM	Noma (secure)	Benouts b	Bosch	
				View Live Video	Bosch	
Right-click the ev	<i>/ent message</i> o	r the <i>icon</i> in the h	nardware tree	Properties	Bosch	
to not the commu	Croperoor Bosch					
to get the comma	to get the command menu					
					Bosch	
-Ba Camera 10	7/20/2005 4:53:00 PM	BACK DOOR	Normal (UII) Not Normal (De /Trouble)		Bosch	
-Ba Camera 11	7/20/2005 4:52:57 PM	HI TEMP COMM RM	Normal (Un/Trouble)		Bosch	
-Em Camera 12	7/20/2005 4:52:45 PM	HALL MOTION	Normal (Off)		Bosch	
-Ex Camera 13	7/20/2005 4:52:45 PM	BACK DOOR	Normal (Off)		Bosch	
-En Camera 14	7/20/2005 4:52:45 PM	FRONT DOOR	Normal (Off)		Bosch	
-Ba Camera 15	7/20/2005 4:52:44 PM	SIMPLEX ALARM	Nomal (Secure)		Bosch	
En Camera 16	7/2012000E # E2 ## EN	A	Dissuad		Datak	*
For the local sector of the	•					
For Help, press F1						CAP NUM SCRL

4.1 Command Menus for the Alarm Panel

Shortcut command menus are available when user *right-mouse-clicks* the icons from the hardware tree. The alarm panels will be displayed as a branch in the hardware tree. From the Alarm Panel Icon, the operator can expand and see the Alarm Panel and its Areas and Points.

NOTE: Alarm Panel commands are also available from the *Graphics Screen*, *Device Status screen* and the *Alarm Panel Event screen*. To get the command menu in the Alarm Panel Event screen, operator must right-click the event message.

Command Menu options for Panels allows operator to invoke commands panel-wide (areas and points) and the report includes the panel-level messages.

- Disarm all areas
- Master arm instant
- Master arm delay
- Perimeter instant
- Perimeter delay
- Panel history report (crystal report of Panel level events stored in SG database). Note that only live events are recorded in the database.

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TE TE

Disarm All Areas

Master Arm Instant

Master Arm Delav

Perimeter Instant

Perimeter Delay Reports

Properties

Command Menu options for Areas allows operator to arm and disarm an area. The options Master arm and Perimeter arm allow user to perform an INSTANT or DELAYED command. Ex: *Instant* will arm instantly; delay will arm after a specified amount of time that is set at the panel

- Disarm area
- Master arm instant
- Master arm delay
- Perimeter instant
- Perimeter delay
- Area history report (crystal report of Area arm and disarm events

Command Menu options for Points allows operator to invoke commands to points.

- Bypass/un-bypass (the selected point) available based on Bypass Allowed checkbox in the Point Property screen
- View Camera (if a DVR and camera are associated with the point
- View Web come (if programmed)
- Report include the status messages from the selected point stored in SG database. Note that only live events are recorded in the database and the database.





History

5 Device Status for Alarm Panel

System Galaxy supports device status, which includes command menus.

- open the Device Status screen from the main menu: select View > Device Status
- click the [Add New] button and type a descriptive name
- click the Alarm Panel Points tab
- pick the points you wish to create a view for and move them to the INCLUDE list
- click [Apply] and [OK]

Once you have created the view, the Device Status screen will open.

- Not normal /arm alarm = red dot
- Normal / arm = green dot
- Not Normal/Disarm = yellow
- Normal / Disarm = gray dot
- Bypass Point = gray with red-X
- Unknown = gray with question mark

Device Status screen (cropped)

System Galaxy - [Device Status]						
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6 Adding Icons for the Graphics screen

NEW FEATURE – System Galaxy provides a standard set of icons, and allows the user the ability to import additional icons. These icons are mapped to each of the status conditions in the Alarm Point programming screen. After mapping the status conditions to the desired graphic symbols, the symbols can be dropped onto the Graphics screen.

NOTE: Bitmap (.bmp) icons of any size can be imported. However, these icons are displayed as 32x32 *bit icons* when they are dropped onto the Graphics screen.

To add new graphics do the following:

- Copy new bitmap file(s) into the icon directory (verify and use the path that is set in Multimedia tab in the Workstation Options screen – the path is set in the 'Specify location for the graphic icon/bitmap files')
- From the main menu **pick the Configure>Hardware>Graphic Symbol** option.
- Click the [Add New] button and type a Name
 - Or click [Edit] and select an existing name if you wish to change an existing icon
- Select a bitmap file or browse to a file (must be a bitmap file)
- Select the [Apply] button to save changes

Graphics Symbols screen

System Galaxy - [Graphic Symbols - SysGal:[GRAPHIC_ICON]]						
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6.1 Placing Alarm Points on the Graphics screen

The System Galaxy *Graphics screen* is typically opened to a *floor plan image* and icons are dropped onto the Graphics screen (i.e. floor plan) in the locations that represent the actual alarm points. Once the icons are placed on the *Graphic screen*, the color graphic they are mapped to will be displayed when the state/condition of the alarm point changes.

The process for setting up icons is outlined below:

- 1. A graphic icon is mapped to each status condition for every alarm point in the Alarm Point Property screen - Graphics Symbols tab. See instructions for mapping icons in the Adding an Alarm Panel Point section.
- 2. The graphic icons are dropped onto the floor plan in the Graphics screen. See this section on *Placing Icons in the Graphic Screen* for details. The state of the graphic follows the status/condition of the alarm point (based on mapping of symbols in the Alarm Point Property screen).

6.1.1 How to get the graphic icon on the Graphics screen:

- **Open the** *Graphic screen* by selecting the View>Graphic option from the main SG menu; then select and open the desired floor plan or blueprint image the graphic will open in the Graphic screen.
- Expand the Alarm Panel branch in the Hardware Tree until you can see the points
- > Left-click the alarm point and hold the left-mouse button down while dragging it over to the floor plan.
- Release the mouse button on the desired location of the floor plan you should see a shortcut menu with the option 'Drop Here'.
- click the 'Drop Here' option to place the icon on the floor plan; the icon will display a checked border to allow you to move and resize the icon as needed.
- right-click the icon and deselect the move option once the size and location are correct. Now the icon will display the color graphic that you assigned for the current status condition. If the icon does not show the current status condition, refresh the graphic screen by closing and reopening it.

System Galaxy Graphic screen with icons



7 Crystal Reports for Alarm Panel Events

Crystal Reports are available in System Galaxy for the Alarm Panel. The report content depends on which report is chosen. NOTE THAT THE ALARM PANEL DOES NOT RETRANSMIT OFFLINE EVENTS TO THE SG DATABASE. Therefore, the reports only include the "live" status conditions received by System Galaxy when the Alarm Panel is properly connected.

To get the Alarm Acknowledgements report, select the View>Reports>Crystal Reports>Alarm Acknowledgements from the SG main menu.

Reports are available for the Alarm Panel, Alarm Areas and Alarm Points. These reports can be opened from the operator command menu.

Command menus are available from the following screens or places:

- status event message for the panel/area/point in the Alarm Panel Event screen
- alarm panel/area/point icon in the *Hardware Tree*
- alarm point icons in the *Graphics Alarm screen*
- > alarm points in the Device Status screen

The SG Operator can open the report by right-clicking a status icon, an event message, or graphic icon that is associated with an alarm panel, area, or point in order to display the command menu for that device.

Selecting the Status Report option from the command menu will open the report for the selected area or point.

NOTE: All crystal reports open to a separate window. SG Operator can view or print the report from the crystal report window.

IMPORTANT: if the report looks too small (like a badge), reset your default printer back to a regular line printer instead of a badging printer. To reset the default printer, click the Windows® [Start] button and select the Settings>Printers (or Settings>Control Panel and open the Printers window). Once the Printers window is open, user can right-click the desired printer icon and choose the 'Set as default printer' option. A *black dot with a checkmark* will appear on the printer icon that is set for the default printer. Return to System Galaxy and re-open the report.

8 Managing User Codes for Alarm Panels

System Galaxy allows operator to set up and manage user codes for the alarm panel. Operator can also assign these user codes to cardholders in System Galaxy.

IMPORTANT: it is always important to understand whether user passcodes are managed strictly from the alarm panel or if they are managed strictly from SG. It is NOT advisable to manage them from both places. Doing so will cause you to overwrite the passcodes.

8.1 Managing Alarm Panel User Codes

- Open the Alarm Panel User Codes screen from the main menu:
 » select Configure > Hardware > Alarm Panels > Alarm Panel User Codes
- 2. Select an Alarm Panel and click the [Add New] button
- 3. Click the [Get Available User ID] button
- 4. Type in a user code (6 digits max)
- 5. Set the authority level for every area -(0-15)
- 6. Click the [Apply] button to save and send the current user to the alarm panel.
- 7. Clicking the [Load Users] button will load all users to the alarm panel from the SG database.

WARNING: if operator chooses an ID that is already in use at the alarm panel, it will be overwritten at the alarm panel. It is always recommended to use the [Get Available User ID] button to retrieve an unused ID from the alarm panel.

IMPORTANT: SG does not delete any user from the alarm panel. If you want to delete a user from the alarm panel, you must delete it from the alarm panel manually.

Alarm Panel User Code configuration screen

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Point 3	1 A9	1 A10	1 A11	1 A12	1 A13	1 A14	1 A15	1 A16	
	1 A17	1 A18	1 A19	1 A20	1 A21	1 A22	1 A23	1 A24	
	1 A25	1 A26	1 A27	1 A28	1 A29	1 A30	1 A31	1 A32	
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8.2 Assigning Alarm Panel User Codes to Cardholders

System Galaxy allows the operator to manage user codes for the Cardholder. This is an administrative feature and only one code per cardholder can be configured. To set the user codes see section 15.1.

The Alarm Panel User Codes tab in Cardholder screen allows user to associate an alarm panel user code with the cardholder. The user codes are added to the System Galaxy database in the Alarm Panel User Codes Property screen. Once the user code is set up in the SG database it can be picked from the User ID droplist in the Cardholder screen.

- 1. Open the Cardholder screen (Configure>Cards>Cardholders)
 - » or click the Cardholder button on the toolbar ${}^{\mbox{\sc sc s}}$
- 2. Choose the desired Cardholder from the droplist
- 3. Click the [Edit] button
- 4. Select the Alarm Panel User tab
- 5. Choose the desired alarm panel from the droplist
- 6. Pick the desired passcode from the droplist

IMPORTANT: You should take precautions to hide the user screen from SG Operators that should not have the level of access to see the passcode.

Cardholder programming screen - Alarm Panel User Codes tab

System Galaxy - Cardholders						
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Area 5		Bosch GV4 Panel 👻	Display Every Time 💌			
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🕂 🔡 Area 8	▼	None	10/ 8/2012 - 3:15:21 PM			
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