OnGuard Integration Module Settings Guide

ACFA PSIM 1.1

Last update 05/03/2024

Table of Contents

1 Introduction into OnGuard Integration Module Settings Guide

The *OnGuard Integration Module Settings Guide* is a reference guide for administrators and operators of the *OnGuard* integration module. This module is part of access control systems/fire and security alarm systems implemented based on the *ACFA PSIM* software package.

This *Guide* contains:

1. General information on the *OnGuard* integration module.
2. Guidance on how to configure the *OnGuard* integration module.
3. Guidance on how to work with the *OnGuard* integration module.

2 Supported hardware and licensing of the OnGuard integration module

Manufacturer	LenelS2 1212 Pittsford Victor Rd Pittsford, NY 14534 General phone: +1(866)788-5095 Site: https://www.lenel.com/
Integration type	SDK
Equipment connection	Ethernet, RS-232

Protection
Per reader.

3 General Information on the OnGuard Integration Module

The *OnGuard* integration module is part of FSA/ACS systems based on *ACFA PSIM*. The module is used for enabling interaction between *OnGuard* software and *ACFA PSIM* (monitoring and management).

> **Note**
>
> Detailed information on the OnGuard system can be found in the vendor documentation.

The following *OnGuard* functions are available in *ACFA PSIM:*

1. Reading configuration of Access and Fire panels integrated and preconfigured in *OnGuard*.
2. Receiving events from Access and Fire panels integrated and preconfigured in *OnGuard*.
3. Sending commands to Access and Fire panels integrated and preconfigured in *OnGuard*.
4. Importing access data (users [cardholders], departments, badges, access levels, time zones) from *OnGuard*.
5. Dynamic export of newly added access data (except time zones) from *ACFA PSIM.*

4 Configuring the OnGuard Integration module

4.1 Before configuring the OnGuard integration module

Before configuring the *OnGuard* integration module:

1. Install *Axxon PSIM* as described here.
2. Install *ACFA PSIM* by following this instructions; make sure to select **OnGuard** component in the **Combined AC/FA systems** group on the **Custom Setup** stage of the installation process.
3. Run and configure *Axxon PSIM* as necessary. In particular, it is recommended to create **Event Viewer** interface before proceeding with *OnGuard* integration module configuration and operation in order to monitor the module messages (refer this page for details on the Event Viewer creation and configuration).
4. Make sure to provide local network connection between *OnGuard* Server and *Axxon PSIM*.

For *OnGuard*, additional licenses features are required:

- *OnGuard* Subscription Software Modules (SWM-xxx);
- Partner Integration (IPC-xxx-xxxx).

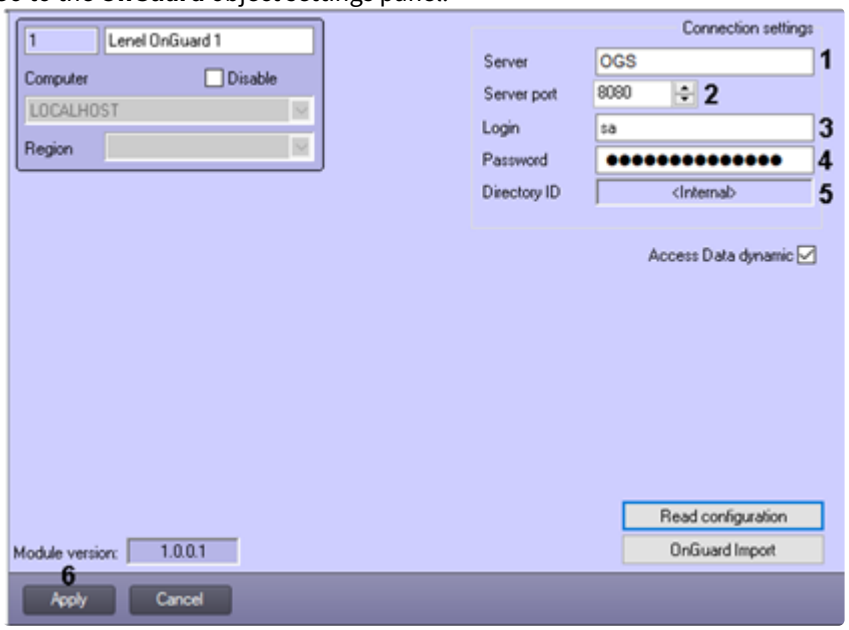
4.2 Configuring connection between ACFA PSIM and OnGuard

The connection between the *OnGuard* software and *ACFA PSIM* is configured on the settings panel of the **OnGuard** object. Create this object under the parent **Computer** object on the **Hardware** tab of the **System settings** dialog.

> **Attention!**
>
> Only one OnGuard head object is supported in the distributed system, i.e. ACFA PSIM can only interact with one OnGuard server.

To establish the connection between *OnGuard* software and *ACFA PSIM*, do the following:

1. Go to the **OnGuard** object settings panel.

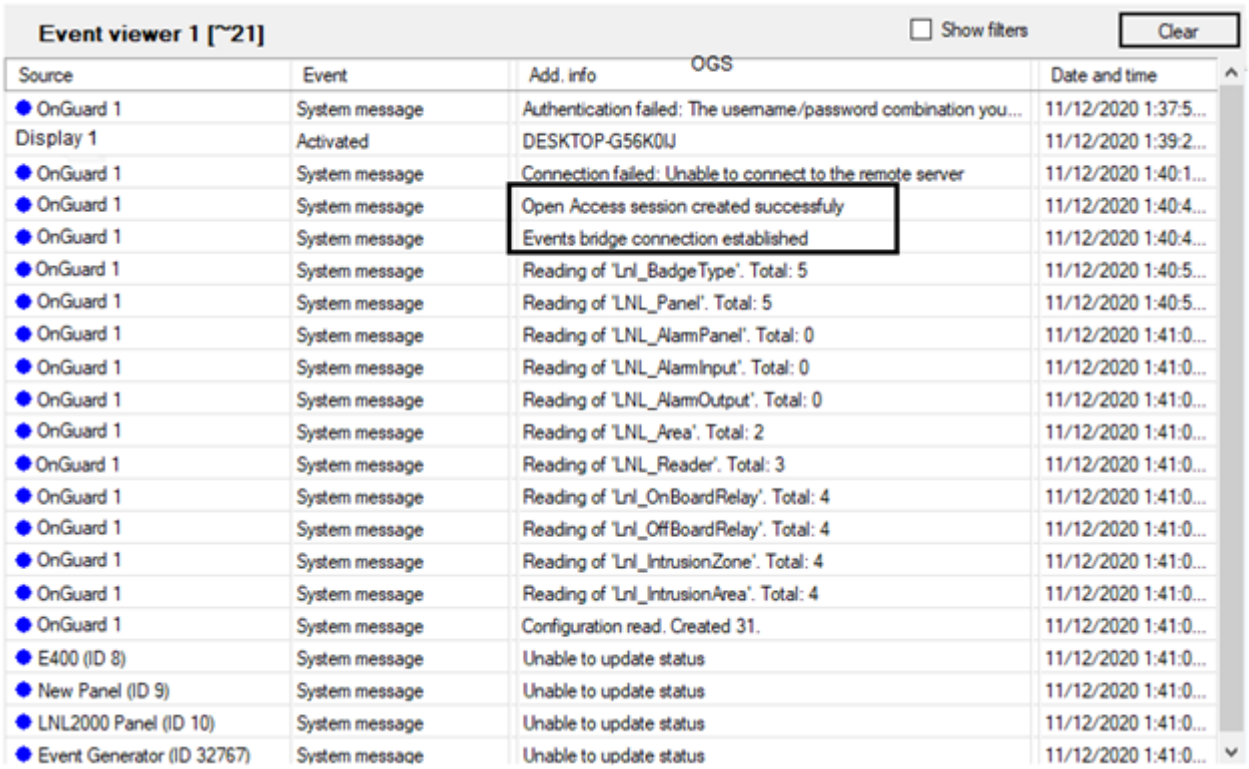


2. In the **Server** field, enter the *OnGuard* server IP-address or DNS name (**1**).

3. In the **Server port** field, enter the *OnGuard* server port (**2**).
4. In the **Login** field, enter the user name of the *OnGuard* server user (**3**).
5. In the **Password** field, enter the password of the *OnGuard* server user (**4**).
6. The **Directory ID** field shows the directory name in terms of the *OnGuard* server (**5**). Please note that only default “Internal” directory can be in use.
7. Click **Apply** to save settings (**6**).

If the connection is established successfully, the following messages are displayed in the **Event Viewer**:

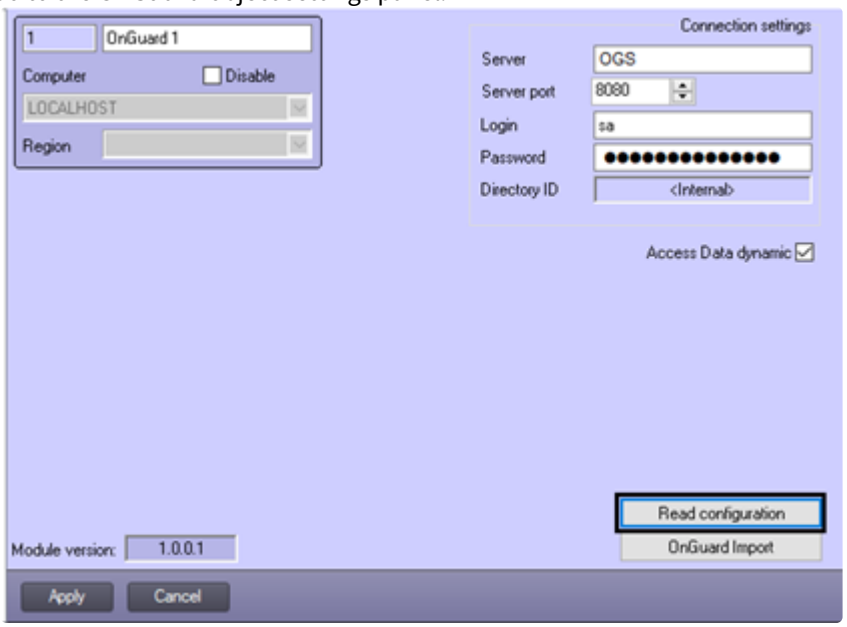
- **OnGuard**: Open Access session created successfully
- **OnGuard**: Events bridge connection established



4.3 Reading the configuration from OnGuard

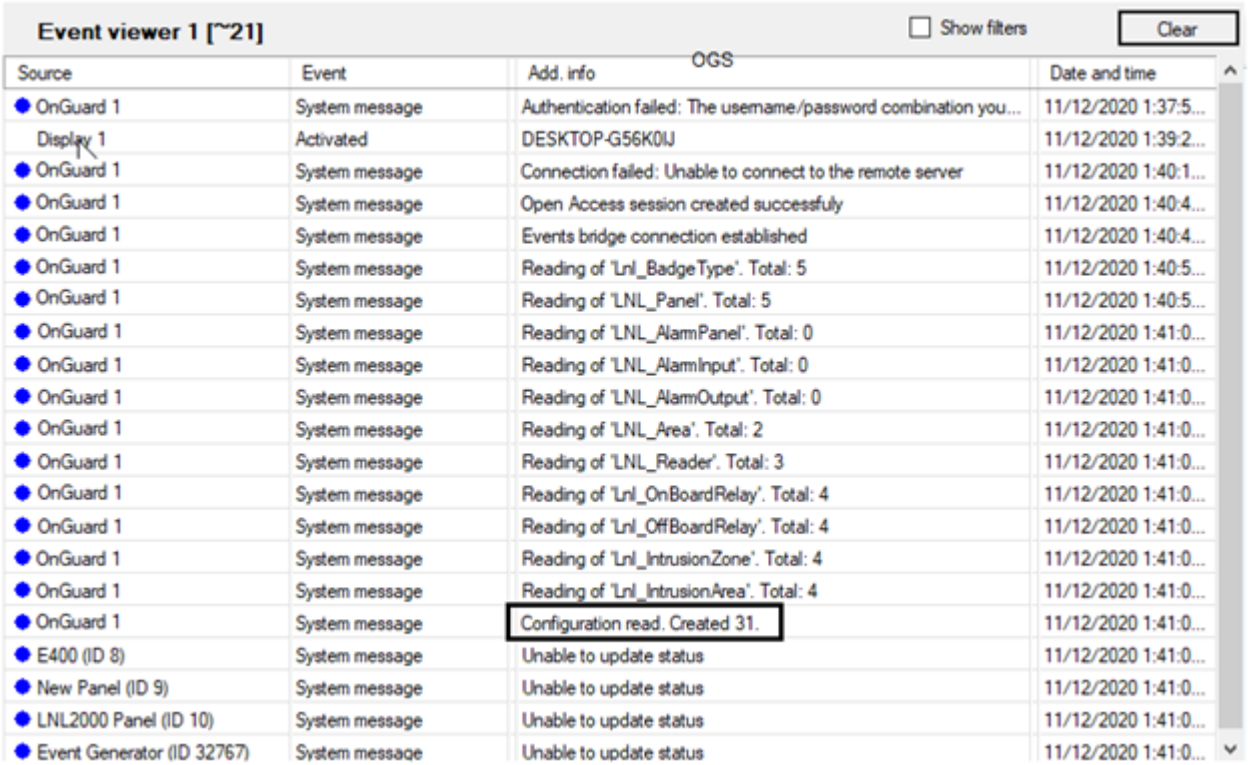
After the connection is established, please use the following procedure to read objects hierarchy from *OnGuard* to *ACFA PSIM*:

1. Go to the **OnGuard** object settings panel.

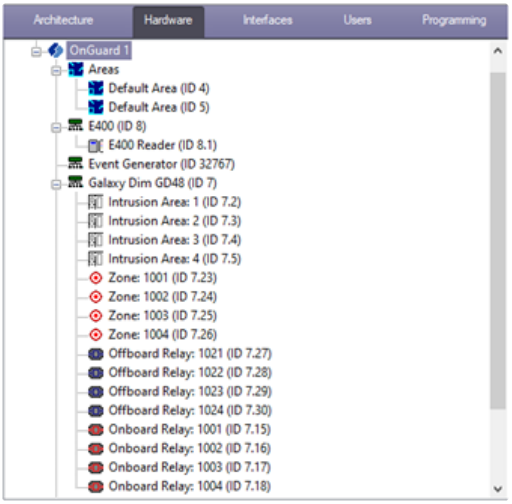


2. Click **Read configuration**.

As a result, the **Configuration read. Created N** message appears in the **Event Viewer**.



N is the number of objects created under the **OnGuard** object on the **Hardware** tab.

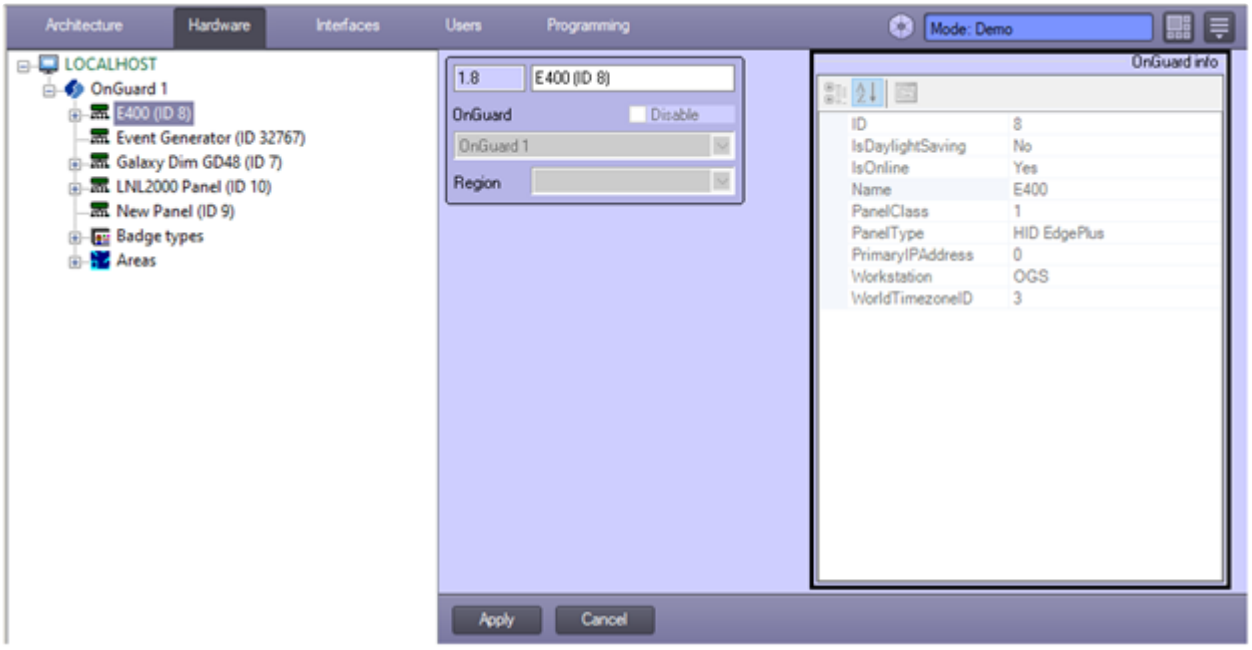


The names of these objects correspond to the objects in *OnGuard* software.

> **Note**
>
> Do not create OnGuard integration module objects manually except for the head object. This is useless since the manually created objects do not correspond to any objects in OnGuard software. However, if you misconfigured e.g. the objects IDs in ACFA PSIM, it may cause improper system operation.

4.4 The settings panel of the OnGuard Panel or child objects

The settings panel of the **OnGuard Panel** or child objects shows the object settings in the table. The settings are not editable at the moment.



4.5 Configuring user synchronization between OnGuard and ACFA PSIM

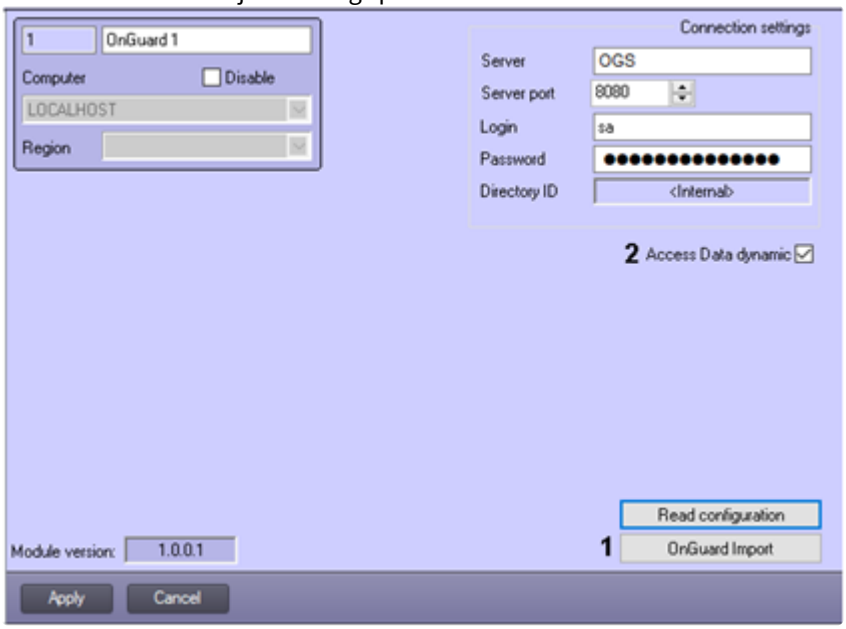
The following cases of user synchronization are supported:

1. Import of users (cardholders), badges, access levels, time zones from *OnGuard* system to *ACFA PSIM*.
2. Dynamic export of newly added users (cardholders), badges and access levels from *ACFA PSIM* to *OnGuard*.

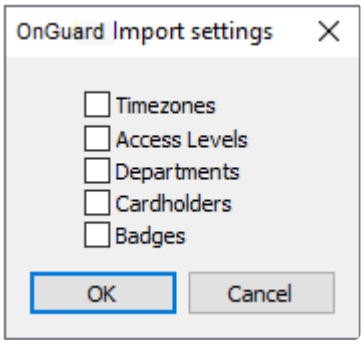
> **Note**
>
> Time zones cannot be exported from ACFA PSIM to *OnGuard* due to Open Access interface limitations.

Configure user synchronization between *OnGuard* and *ACFA PSIM* as follows:

1. Go to the **OnGuard** object settings panel.

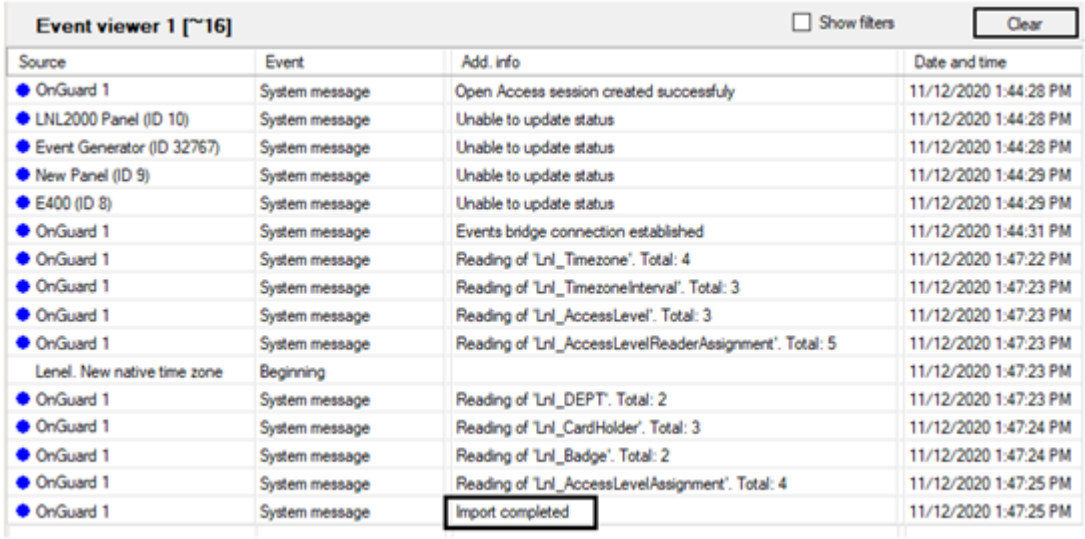


2. Click **OnGuard import** (**1**) in order to import users (cardholders), badges, access levels, time zones from *OnGuard* system to *ACFA PSIM*
3. Set the checkboxes for entities that are to be imported and click **OK**.



Please note, that e.g. if you want to import Access Levels then Time Zones import is mandatory, or if you want to import Cardholders then Timezones, Access Levels and Departments import is mandatory. This is why all the checkboxes above the selected one are automatically set checked and not editable.

4. The import starts after you click **OK**. The *Event Viewer* shows how many entities of each type were imported. When the import completes successfully, the **Import completed** message displays in the *Event Viewer*:



After access data are imported, all the entities can be managed in Access Manager – see section Specific Access Manager features designed for the OnGuard integration module.

5. Make sure that **Access Data dynamic** checkbox (**2**) is set to enable dynamic export of newly added users (cardholders), badges and access levels from *ACFA PSIM* to *OnGuard*.
6. Click **Apply** to save settings.

5 Operating the OnGuard Integration module

5.1 General information on working with the OnGuard integration module

The following interface objects are used to operate the *OnGuard* integration module:

1. **Map**.
2. **Event Viewer**.
3. **Access Manager**.

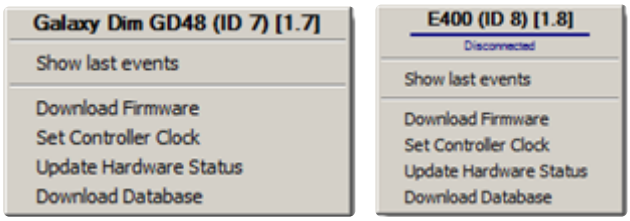
For information on configuring these interface objects, refer to the Axxon PSIM Software Package: Administrator's Guide.

For information on working with interface objects, refer to the Axxon PSIM Software Package: Operator's Guide.

For information on *Access Manager* operation and configuration, refer to the Access Manager Module Settings and Operation Guide.

5.2 Managing an OnGuard panel

In order to manage an **OnGuard panel**, go to the **Map** window and open the functional menu of the relevant **OnGuard panel** object by right-clicking its icon.

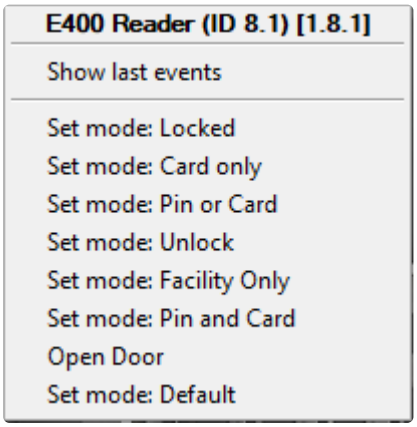


The commands of the functional menu are described in the table.

Command	Description
Download Firmware	If there is a newer firmware version in *OnGuard* software, this command will send it to the panel.
Set Controller Clock	Synchronize the panel time with *OnGuard* server time.
Update Hardware Status	Request the current status of the panel and its child devices.
Download Database	Write all hardware configuration and user database (in case of Access Panel) from *OnGuard* to the panel.

5.3 Managing an OnGuard Reader

In order to manage an **OnGuard reader**, go to the **Map** window and open the functional menu of the relevant **OnGuard Reader** object by right-clicking its icon.



The commands of the functional menu are described in the table.

Command	Description
Open Door	Open the door controlled by the reader
Set mode: Locked	Lock the reader
Set mode: Card only	Allow access by card only
Set mode: Pin or Card	Allow access by PIN-code or card
Set mode: Unlock	Unlock the reader
Set mode: Pin and Card	Allow access by PIN-code and card
Set mode: Facility Only	Allow access by facility code match
Set mode: Default	Set the default reader mode

Note

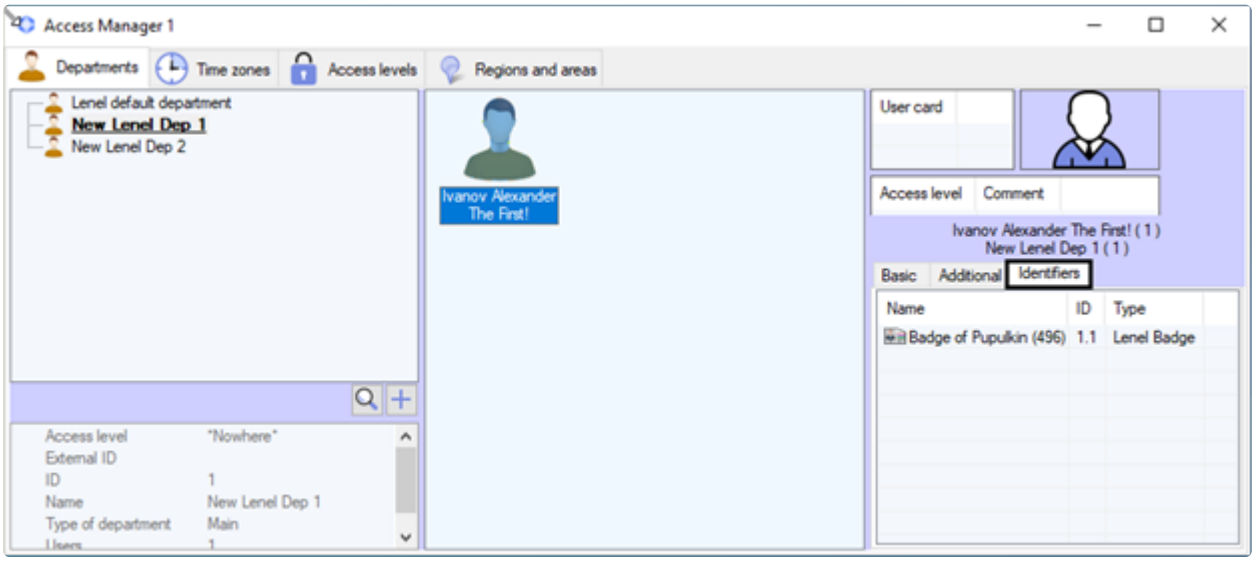
Some readers may not support all of the modes available in the menu. Please refer to the reader manufacturer's documentation.

5.4 Specific Access Manager features designed for the OnGuard integration module

The *Access Manager* interface is described in the Access Manager Module Settings and Operation Guide. The badges management functions are specific for OnGuard integration module.

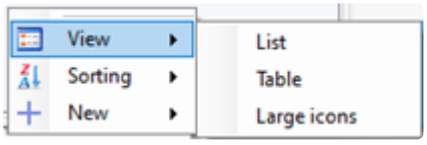
When you edit/create/delete the users, access levels, departments and badges in *Access Manager*, the changes are dynamically sent to *OnGuard* (given that dynamics is enabled, see section Configuring user synchronization between *OnGuard* and *ACFA PSIM*).

Badges management is performed on the **Identifiers** tab in the user parameters section.

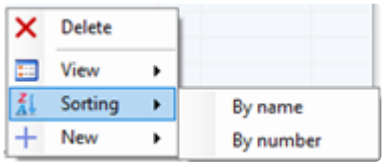


You can create, delete or edit a badge of the selected user as described in the sections below.

The view settings are also available for the badges list. Right-click the empty space in the tab and select the view:

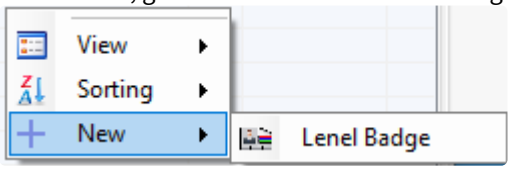


The badges can also be sorted by name or by ID (number).



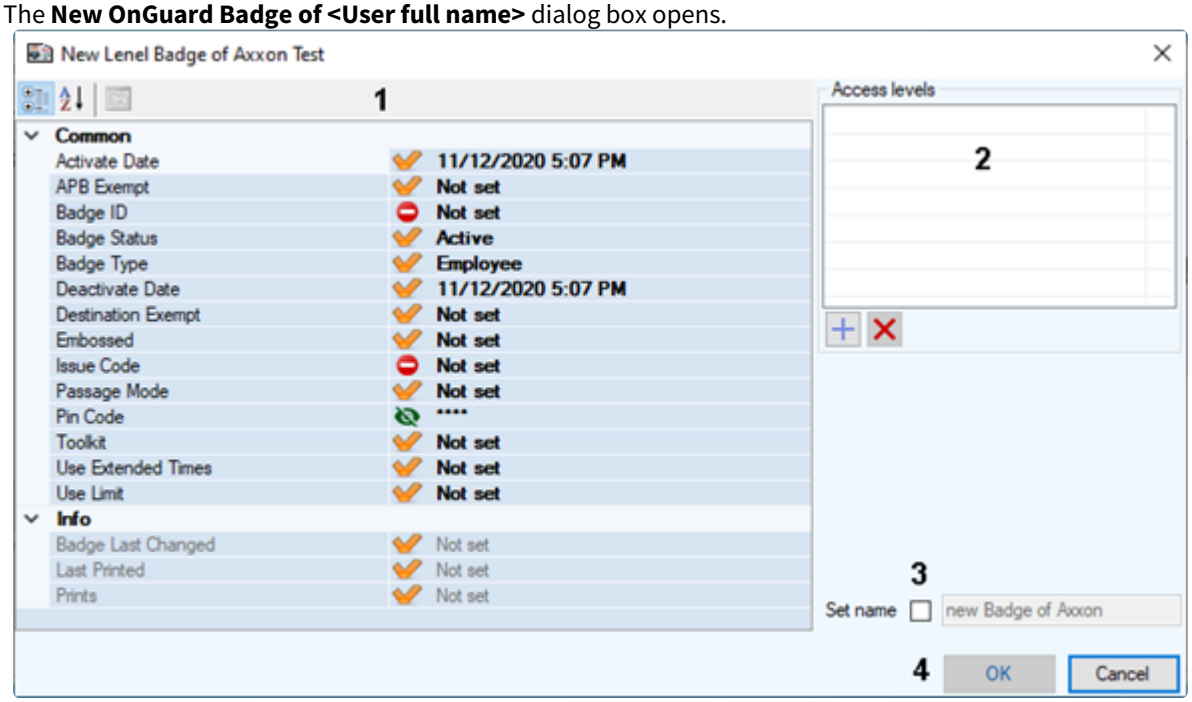
5.4.1 Creating a badge

1. Select a user, go to the **Identifiers** tab then right-click the empty space in the table.



2. Select **New -> OnGuard Badge**.

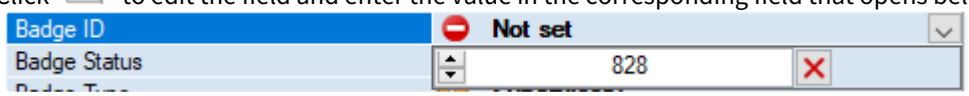
3. The **New OnGuard Badge of <User full name>** dialog box opens.



The fields can be designated by the following icons (**1**):

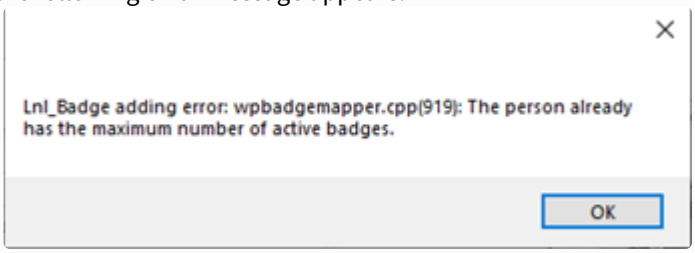
Icon	Meaning
	The value in *Access Manager* is different from the value in *OnGuard* (e.g. when creating a badge most of the icons are these because there is no such badge on the *OnGuard* side)
	The value in *Access Manager* and in *OnGuard* is the same
	The value is required but not set
	The special icon for PIN-code field showing that the value is always masked
	The value cannot be changed, for example the Badge ID cannot be set for the selected Badge type.

4. The fields names in this dialog box are the same as in *OnGuard*. You should set them up in the same way as you would have done in *OnGuard*.
Click  to edit the field and enter the value in the corresponding field that opens below the value:



Note

The restrictions to some fields are not displayed in Access Manager, but if you set something wrong the error message is displayed when trying to save changes by clicking OK. For example, if you try to create 2nd active badge for cardholder while a limitation of 1 active badge is set up in OnGuard, the following error message appears:

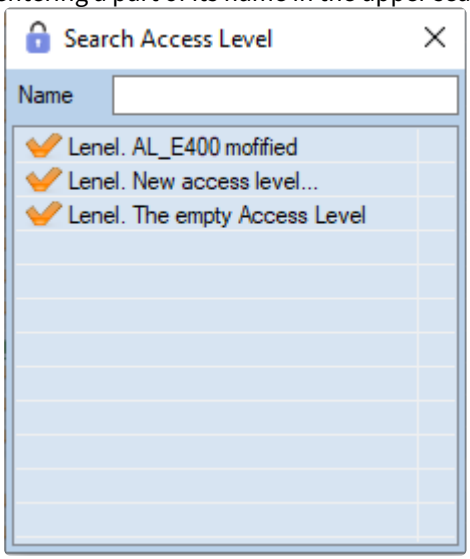


Read and remember the error message, click **OK** in the message box and make changes to your settings accordingly before trying to save again.

5. Assign access level(s) to the badge:

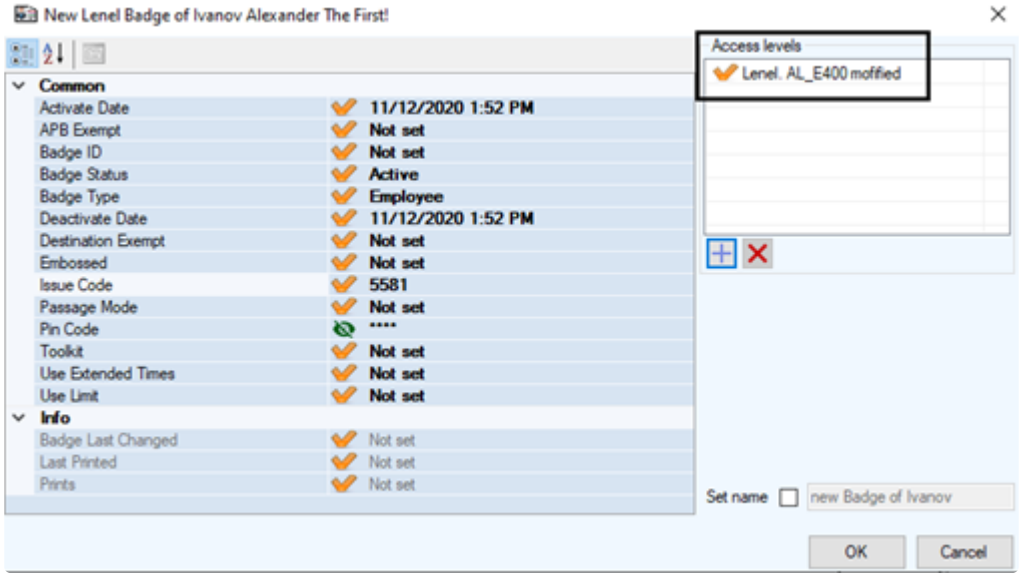
> **Note**
>
> Access levels can be assigned to the Active badge(s) only.

a. Click  under the **Access levels** table (**2**).
b. Double-click an access level in the **Search access level** dialog box. You can also search for AL by entering a part of its name in the upper search field.



The access levels can be designated by  and  icons which mean the same as for the badge fields (see the table above), i.e. a green icon means that the access level is assigned to the badge both in *Access Manager* and in *OnGuard*.

c. The double-clicked access level is assigned to the badge and shows in the **Access levels** table.



The access levels can be designated by and icons which mean the same as for the badge fields (see the table above), i.e. green icon means that the access level is assigned to badge both in *Access Manager* and in *OnGuard*.

d. You can repeat steps a-c to assign several access levels to the badge.

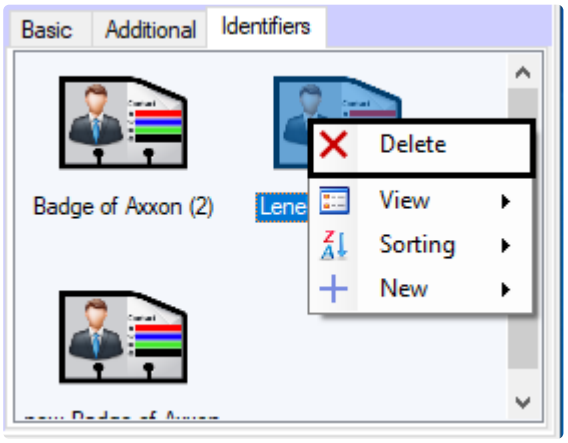
> **Note**
>
> Select an access level and click to delete it.

6. Set the badge name (optional) by setting the **Set name** checkbox and entering the value in the field (**3**).
7. Click **OK** to save changes (**4**).

> **Note**
>
> The **OK** button may not be active if some required fields are not set or if there is nothing to save (all icons next to fields are green).

5.4.2 Deleting a badge

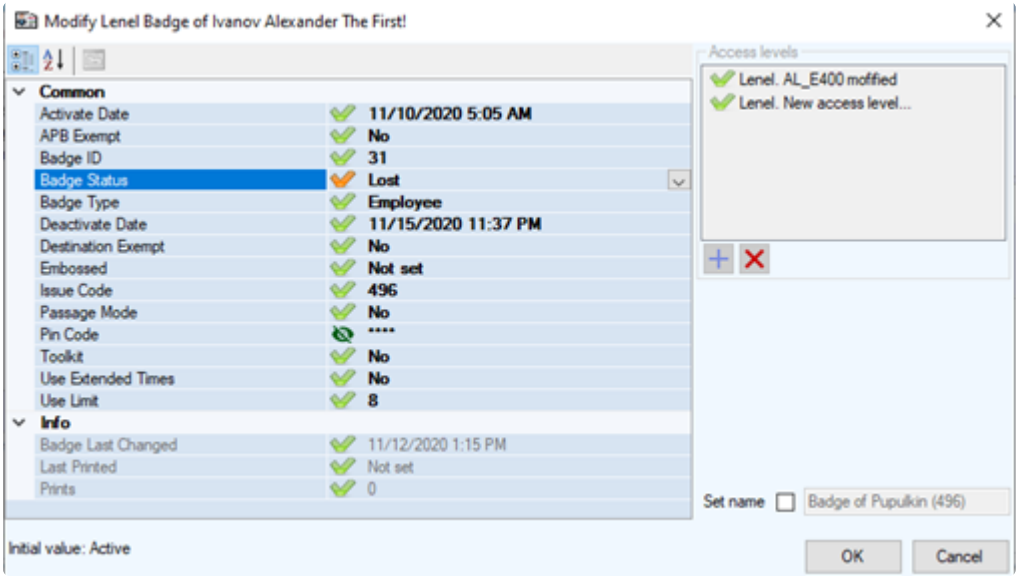
Go to the **Identifiers** tab in the user parameters section, right-click the badge and select **Delete**.



5.4.3 Editing a badge

Go to **Identifiers** tab in the user parameters section and double-click the badge to edit it.

Change the values in the same way as when creating the badge (the icons will turn from green to orange as you change the values). When finished, click **OK** to save changes.



6 Related links for OnGuard Integration Module

Axxon PSIM with *ACFA PSIM* provide various automation features that can be configured for various system object including *OnGuard* integration module panels and readers. You can link any events and reactions in order to achieve better performance for Operator. Refer to the following documentation for additional information:

1. Event Manager Module Settings and Operation Guide. The *Event Manager* module is a part of *ACFA PSIM* allowing to implement “access request” logic when Operator grants access by clicking a button.
2. Creating and using macros. The macros are a basic tool of *Axxon PSIM* allowing to run any reaction(s) after some specified event(s) occurs in the system.
3. The Script object. Programming using the JScript language. The scripts in JScript programming language are a powerful tool of *Axxon PSIM* allowing to implement virtually any logic involving events and reactions.

7 Ports used by OnGuard Integration module

The module itself (executable file lenelog.run) uses port 22400.

Please, refer to The list of TCP ports used in Axxon PSIM for the list of all ports used by *Axxon PSIM* and vertical solutions.

8 OnGuard Integration Module troubleshooting

See also *Axxon PSIM* FAQ.

In case of any issue please do not hesitate to contact AxxonSoft support team at https://support.axxonsoft.com/.

8.1 Trouble: I cannot create the OnGuard object

Probable cause #1: The object is not added to the psim.sec license key.

Solution #1: Check if the "ACFA PSIM - object OnGuard System" module(s) added to the *Axxon PSIM* license key:

1. Locate the psim.sec license file. It is stored in the *Axxon PSIM* installation directory, usually C:\Program Files (x86)\Axxon PSIM\
2. Go to https://sale.axxonsoft.com/
3. Select Systems – Decoding.
4. Drag-and-drop the psim.sec file to the page.
5. Find the "ACFA PSIM - object OnGuard System" string on the page.
6. If it is not found, or the number of objects less than you want to create in *ACFA PSIM*, please contact AxxonSoft sales manager to update the license key.

Probable cause #2: The *OnGuard* module was not selected when installing *ACFA PSIM*.

Solution #2: Run *ACFA PSIM* installation and select **OnGuard** component in the **Combined AC/FA systems** group on the **Custom Setup** stage of the installation process.

8.2 Trouble: The "OpenAccess session created successfully" and/or "Events bridge connection established" messages do not appear when I apply the connection settings

Probable cause: The connection between *ACFA PSIM* and *OnGuard* cannot be established.

Solution: Check the following:

1. Make sure you run *exe* with Windows Administrator rights.
2. Make sure your firewall does not prevent *Axxon PSIM* core or the integration module from accessing the network.
3. Make sure that all necessary ports are properly forwarded in your network (see "Ports used by OnGuard integration module").
4. Try to re-enter credentials in case if there was a typo e.g. in your password. Do not forget to click **Apply** after the settings change.

8.3 Trouble: I cannot read configuration of the OnGuard server or only few of the panels are read

Probable cause #1: The connection between *ACFA PSIM* and *OnGuard* was not established.

Solution #1: Check the following:

1. Make sure there were BOTH "OpenAccess session created successfully" AND "Events bridge connection established" messages in the *Event Viewer* after the last connection settings were applied. If one or both of them are missing, see section "The "OpenAccess session created successfully" and/or "Events bridge connection established" messages do not appear when I apply the connection settings".

2. Check the Event Viewer for “Connection failed” and/or “Events bridge connection closed” messages. If they have appeared, try to re-apply connection settings and make sure the “OpenAccess session created successfully” and/or “Events bridge connection established” appear after that.

Probable cause #2: The “OnGuard Panel” objects are not added to the psim.sec license key or there are less objects in the license than in *OnGuard* software.

Solution #2: Check if the «ACFA PSIM - object OnGuard Panel» module(s) added to the *Axxon PSIM* license key:

1. Locate the psim.sec license file. It is stored in the *Axxon PSIM* installation directory, usually C:\Program Files (x86)\Axxon PSIM\.
2. Go to https://sale.axxonsoft.com/.
3. Select Systems – Decoding.
4. Drag-and-drop the psim.sec file to the page.
5. Find the «ACFA PSIM - object OnGuard Panel» string on the page.
6. If it is not found, or the number of objects less than you want to create in *ACFA PSIM*, please contact AxxonSoft sales manager to update the license key.

8.4 Trouble: There is red “X” icon next to OnGuard object, the module is not working

Probable cause: There was a problem in the module operation.

Solution: Please run **Start -> Axxon PSIM -> System’s information gathering utility** to collect system information, then:

1. Go to the AxxonSoft tech support server: https://support.axxonsoft.com/.
2. Register a new account on the tech support server or sign in to the registered account.
3. Create an issue for tech support. Make sure to select “ACFA PSIM: ACS/FA OnGuard” component in the creation form.
4. Attach the archive generated by Support.exe tool to the created issue.

Please refer here for the details about Support.exe tool.