BlackBerry AtHoc

Siemens Indoor Fire Panel Installation and Configuration Guide

Last Published: May 2020

Contents

Overview

Siemens fire panels alert end-users that there is a fire. You can send alerts from BlackBerry AtHoc to the fire panel. You can also activate pseudo-points on the fire panel, which trigger redefined alerts in BlackBerry AtHoc.

This document describes the steps needed to set up and integrate the Siemens Indoor Fire Panel fire panel with BlackBerry AtHoc and with the IP Integration Module (IIM) manager. The IIM is used to integrate the fire panel with the alerting system using a Web interface.

The Siemens fire panel connects with notification devices using two networks:

- Control network, token ring loop (sustaining single break)
- Audio network, typically digital audio with eight channels (over twisted pair or fiber)

A single Siemens fire panel can control a standard size building, where larger buildings (high rise or very large buildings) might have more Siemens fire panels. In a campus configuration, it is typical to have multiple Siemens fire panels use the same control and audio networks. In that case, a single Siemens fire panel can trigger alarms in remote locations with the same control and audio networks, with override provisions as programmed in the fire panels.

The audio and control networks connect to Flex-50 amplifiers which drive the speakers mounted in the buildings.

The Siemens fire panel is equipped with an RS232 computer port that can be used for control.

Additionally, an Auxiliary Audio Input Module provides line-level audio input. The audio input can be programmed to relay input audio to one of the 8 channels.

The serial interface with a Siemens fire panel includes a connection and fire panel supervision "heart-beat", with which you need to monitor.

You can program the Siemens with pseudo-points (PP), which are similar to keys. The pseudo-points are preprogrammed scripts that can activate audio or visual notification devices.

For example, you can have three pseudo points that control devices in several zones:

- PP 601 can be used to configure speakers in Zone 1 to listen to channel 8
- PP 602 can target Zone 2 speakers
- PP 701 can activate strobes in Zone 1

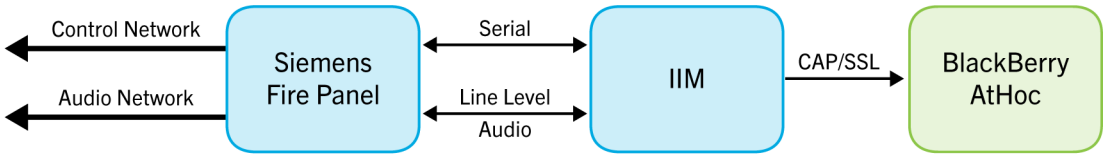
To activate the Siemens Indoor Fire Panel, send the SET ON command to the Siemens Indoor Fire Panel. When a positive acknowledgment (ACK) is received, stream the audio to the line-level input. When the activation is complete, send a SET OFF command, followed by an ACK. If there was no ON command, there should be no OFF command. If there are multiple zones to activate in parallel, send commands sequentially (ON and then OFF).

The Siemens submits synchronous pseudo-point status updates, which you can use to verify that the command was successfully received. These updates can also be used to activate specific pseudo-points that trigger BlackBerry AtHoc alerts.

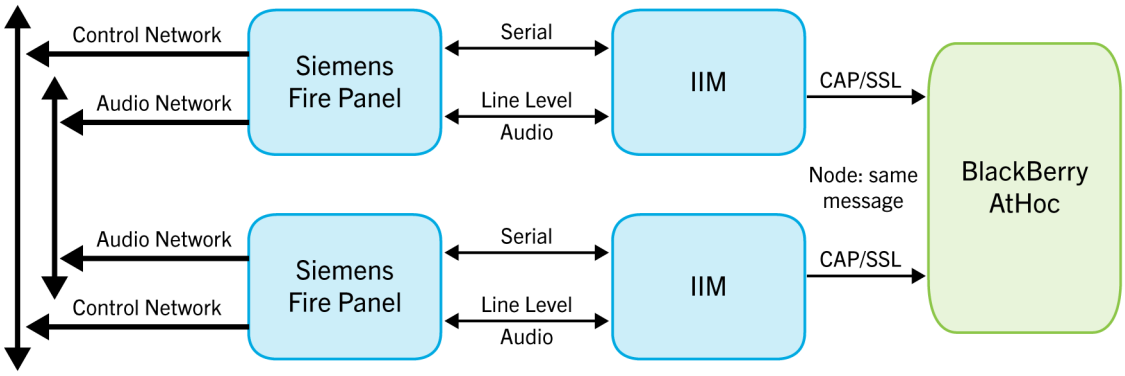
Configuration Examples

The following diagrams show configuration options:

- Solo Configuration. This configuration uses one Siemens–IIM configuration.



- Redundant Configuration. This configuration has two Siemens–IIM pairs with parallel messages. One configuration acts as a failover if the other configuration fails.



Requirements

This section describes the hardware and software requirements you must have to integrate Siemens Indoor Fire Panel with BlackBerry AtHoc.

Hardware requirements

For each connected Siemens Indoor Fire Panel fire panel, you need to have the following items:

- An available RS232 computer port
- A line level input into an auxiliary audio input module
- At least one Siemens Indoor Fire Panel unit (two units for redundancy) in each isolated Simplex control and audio network, with the listed prerequisites.

Software requirements

The following are the minimum software requirements:

- BlackBerry AtHoc Version 7.5
- IP Integration Module Agent: Version 1.1.0

Configure a Siemens Fire Panel on BlackBerry AtHoc

This section describes how to configure the Siemens Indoor Fire Panel for use with BlackBerry AtHoc.

Create a health monitor

You can create a health monitor that watches the connectivity between the BlackBerry AtHoc system and the indoor fire panel IIM to verify that Siemens fire panels are up and running.

To create the health monitor, complete the following steps:

1. Log in to the BlackBerry AtHoc management console as a System Administrator.
2. In the navigation bar, click the (Settings) icon.
3. In the System Setup section, click **Global System Health**. The System Visibility Console opens.
4. Click the **Create new monitor** link. The New Health Monitor screen opens.
5. Enter a meaningful name for the monitor. For example, `BlackBerry AtHoc Siemens Indoor Fire Panel Health Monitor`.
6. Select the Health Monitors that you want the new health monitor to be associated with. For example, General.
7. (Optional) Select the **Show errors and warnings for this monitor on the Home Page** check box.
8. (Optional) Select the **Show this Health Monitor in the Organization Visibility Console** check box.
9. Specify how often the monitor runs using the frequency and time controls.
10. In the **How does this Monitor test the system?** section, select **UAP Health Test** from the **Choose a test** list.
11. Copy the Sample Configuration XML text into the Test Configuration field and update the following values:

```
<ProtocolID>UAP-DS</ProtocolID>
      <ProviderID>yourVPSID</ProviderID>
      <Devices>  <Device>Siemens</Device>
      </Devices>
```

12. Configure the rest of the Health Monitor as appropriate.
13. Click **Save**.

Configure BlackBerry AtHoc for outbound alerts

The following sections describe how to configure and enable the Siemens Indoor Fire Panel gateway and device in BlackBerry AtHoc to send outbound alerts.

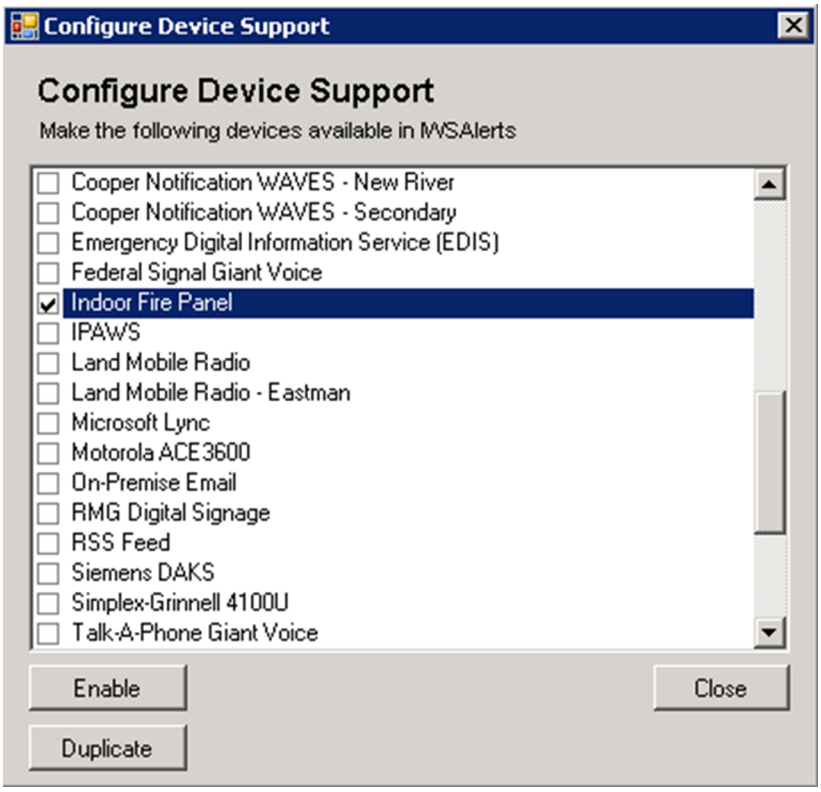
Install and enable the Siemens Indoor Fire Panel package for BlackBerry AtHoc

To install and enable the Siemens Indoor Fire Panel package for BlackBerry AtHoc, complete the following steps:

1. Log in to the BlackBerry AtHoc server as an system administrator.
2. Navigate to the following directory:

   `<IWSAlerts Install Path>\ServerObjects\tools`
3. Run the following file: `AtHoc.Applications.Tools.InstallPackage.exe`.

   The Device Support selector screen appears.
4. Select **Indoor Fire Panel** as shown in the following image:

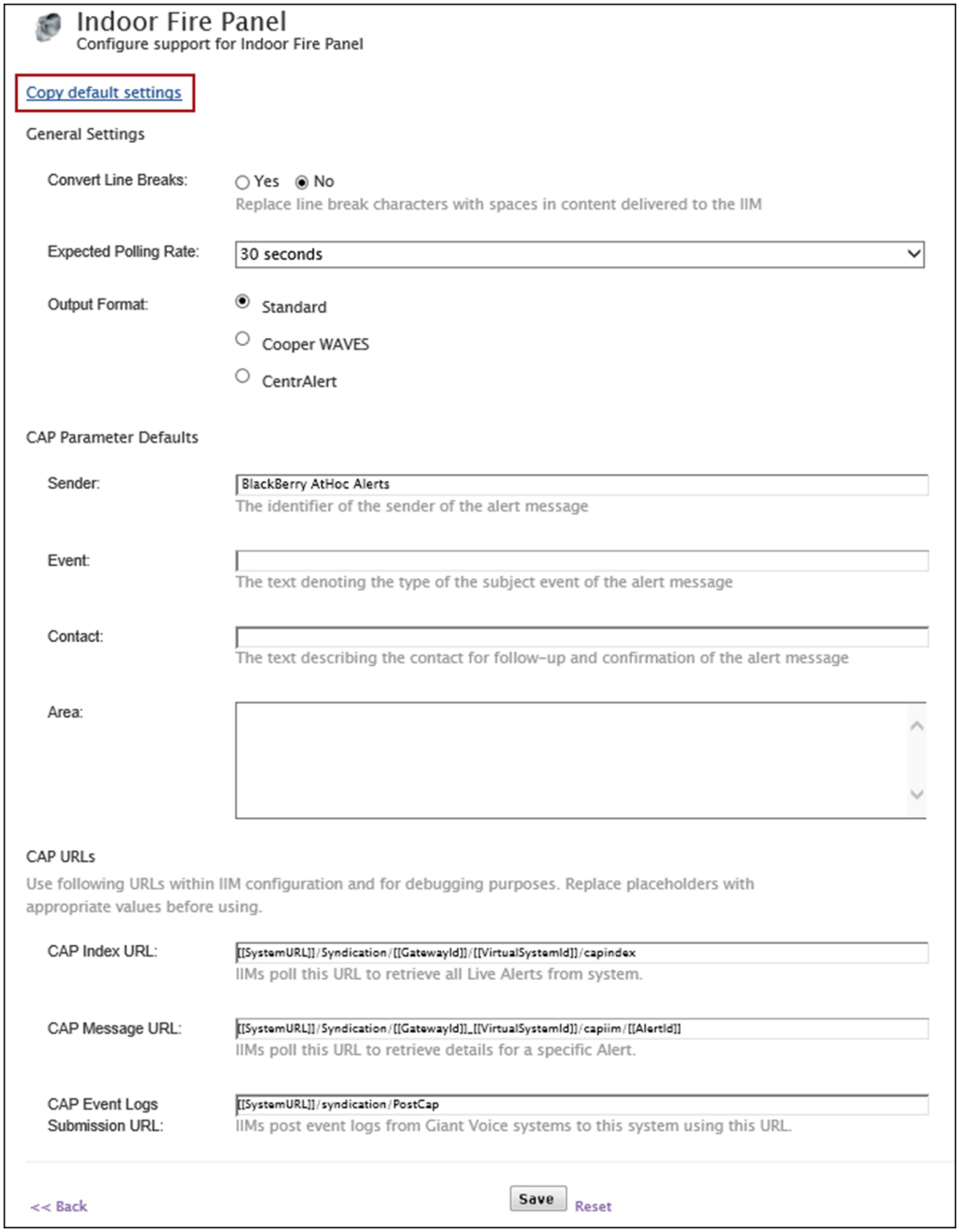


5. Click **Enable** to install and enable the devices.
6. Close the Installation Complete screen and the Configure Device Support dialog.

Configure device gateways

Configure the gateways for the Siemens Indoor Fire Panel fire panels.

1. Log in to the BlackBerry AtHoc management console as a system administrator.
2. In the navigation bar, click the (Settings) icon.
3. In the Devices section, click the **Indoor Fire Panel** link.
4. Click the **Copy Default Settings** link to fill in basic values, as shown in the following image:



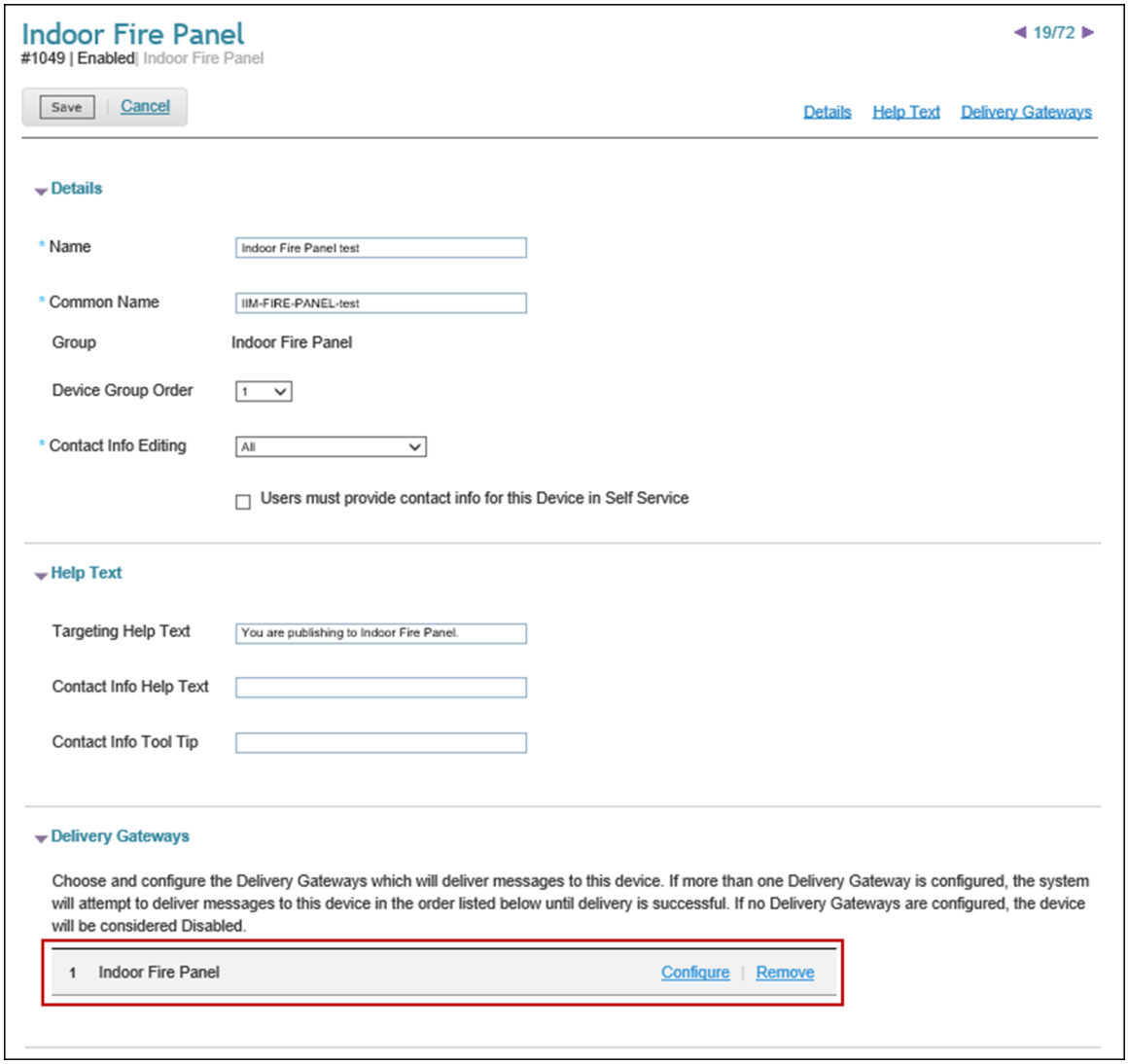
5. Click **Save**.

Enable the Siemens Indoor Fire Panel device

After you have configured the Siemens Indoor Fire Panel gateway, to configure the associated device, complete the following steps:

1. Log in to the BlackBerry AtHoc management console as a system administrator.
2. In the navigation bar, click the (Settings) icon.
3. In the Devices section, click **Devices**. The Device Manager screen opens.

4. From Device Manager, select the check box next to Indoor Fire Panel, and click **Enable**.
5. Click the **Indoor Fire Panel** row. The Indoor Fire Panel device details page opens.
6. Click **Edit**.
7. Select **Indoor Fire Panel** from the Add a Delivery Gateway list at the bottom of the page:



8. Click **Save**.
9. Click the **Configure** link to verify that the configuration information has been populated.
10. Check for XML code in the text field. If the XML statements are not provided, copy and paste the following code into the text field:

```
<Configuration>
          <CapParams>
           <GVSystemType>INFP</GVSystemType>
           <AllMode>0</AllMode>
           <ZoneMode>0</ZoneMode>
           <PoleMode>0</PoleMode>
           <KeyMode>0</KeyMode>
           <UnusedMode>0</UnusedMode>
           <DefaultAllCall>0</DefaultAllCall>
           <DefaultKeyActivationCode>0</DefaultKeyActivationCode>
```

```
            <NoPARequired>0</NoPARequired>
            <PARequired>1</PARequired>
            <IsCancelable>false</IsCancelable>
            <ContentSource>Indoor-Fire-Panel</ContentSource>
          </CapParams>
        </Configuration>
```

11. Click **Save**.

The status line at the top of the screen updates and indicates that the device is enabled.

Configure a mass device endpoint for each fire panel

After you configure the device and device gateway, you must configure a mass device endpoint to be used to receive alerts.

BlackBerry AtHoc treats Indoor Fire Panel pseudo-points as endpoints in the system and the address information must be configured manually. This includes creating hierarchies, distribution lists, and other grouping mechanisms.

Before you begin, plan how to assign mass device endpoints to the fire panels.

You can define each endpoint for one fire panel, for a group of fire panels, or for all fire panels for an organization. For example, XYZ company has five buildings, each building has one fire panel, so there are five fire panels. They create five mass device endpoints:

- EndpointA
- EndpointB
- EndpointC
- EndpointD
- EndpointE

Each of these endpoints are mass devices. You will need to create an endpoint for each Indoor Fire Panel, then create groups that use implicit targeting in the alert.

To create a mass device endpoint, complete the following steps:

1. Log in to the BlackBerry AtHoc management system as a system administrator.
2. In the navigation bar, click the (Settings) icon.
3. In the Devices section, click **Mass Device Endpoints**. The Mass Device Endpoints screen opens.
4. Click **New**, and then select the Indoor Fire Panel. The New Mass Device Endpoint screen opens.
5. In the General section, enter the Endpoint Name and Common Name for the device.
6. In the Configuration section, enter the Indoor Fire Panel device address that corresponds to a pseudo-point in the Siemens Indoor Fire Panel.

   Syntax:

   For a single pseudo-point: `PP, P`*`nnn`*

   For a range of pseudo-points: `PP, P`*`nnn-nnn`*
7. Click **Save**.
8. Verify that the pseudo-point addresses match the outbound range specified in the `system.config` file on the IIM.

Configure the Siemens Indoor Fire Panel for inbound alerts

The following sections describe how to configure and enable the Siemens Indoor Fire Panel gateway and device in BlackBerry AtHoc to receive inbound alerts.

Enable the stored procedure for inbound CAP events

The IIM receives inbound events and triggers a pseudo-point on the Siemens Indoor Fire Panel fire panel. You must set up the CAP Event Processor agent.

To enable the stored procedure and set up the CAP Event Processor agent, complete the following steps:

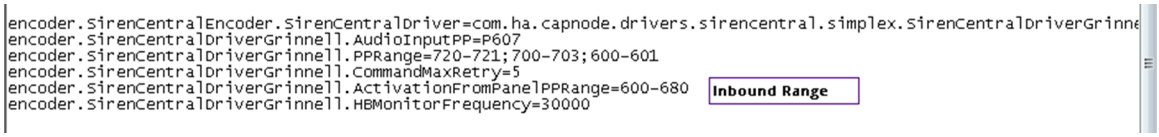
1. In SQL Server Management Studio, navigate to **Database** > **ngaddata** > **Programmability** > **Stored Procedures**.
2. Run the ENABLE_DISABLE_CAP_EVENT_PROCESSOR stored procedure.

Create an alert template for an inbound event

To trigger an inbound event, create an alert template and associate it with an inbound event.

To create an alert template for an inbound event, complete the following steps:

1. Get the list of pseudo-points that are configured to trigger the alert template in BlackBerry AtHoc.
2. Make sure that the pseudo-points are within the inbound range in IIM for inbound . You can find this information in the `system.config` file:



3. From BlackBerry AtHoc, navigate to **Alerts** > **Alert Templates**.
4. Create an alert template and customize the publishing preferences as appropriate.
5. Specify a common name for the alert template. For example, if the pseudo-point is called P614 and you want to trigger the alert template when that pseudo-point is on, choose a common name such as "P614On". Save this name for the next section.
6. Save the alert template.

Configure the agent for the inbound events processor

After you enable and run the stored procedure, configure the BlackBerry AtHoc agent to process inbound alerts. You use the alert template common name that you created in the previous section, for example `P614ON`.

To configure the agent, complete the following steps:

1. Log in to the BlackBerry AtHoc management console as an Administrator.
2. Change to the System Setup (3) organization.
3. Go to **Settings** > **System Setup** > **Integration Manager**. The Integration Manager screen opens.
4. Select **Cap Events Processor**. The details page for the agent opens.

5. Edit the XML in the Configuration field as highlighted in the following example:

```
<CapEventProcessor xmlns="" maxDegreeOfParallelism="10"
 ignoreDuplicateTimeInterval="30">
      <providers>
      <provider id="VPS being polled by IIM">
       <eventRules>
        <eventRule eventType="SG-ACTIVATION">
         <xpathQuery value="/alert/info/parameter[./valueName/
text()='EventName']/value" />
        <eventMappings>
          <eventMapping eventName="valueofmyID.txt P pseudoPointaddressON|OFF"
 scenarioCommonName="template_commonname" />
         </eventMappings>
        </eventRule>
       </eventRules>
      </provider>
     </providers>
    </CapEventProcessor>
```

6. Click **Save**.

Configure the IIM that manages the Siemens Indoor Fire Panel

Prerequisite: Ensure that the following packages are installed and configured before starting these tasks:

- Latest IIM Agent 1.1.0 package
- Latest Siemens package
- Latest Capnode package

Configure the CapCon service

1. Modify the IIM Agent and CapCon services to poll and post to the BlackBerry AtHoc URL:
   a. Log in to the IIM Server as an administrator.
   b. From the IIM server, open the following file:

      `..\ProgramFiles\capnode\system_private.config`
   c. Change the indexURL value using the following format:

      `indexURL=http\://`*`IWSAlertsServerURL`*`/Syndication/CAP_INFP/`*`VPSProvider`*`/Capindex?ast=`*`MAC_Address`*
2. Make sure following values have the identical ID:
   - The `myid.txt` file
   - The database record in the AST_ASSET_TAB
   - The Inbound CAP Event Agent `<EventMapping>` node
   - The value of the `<sender>` node in the IIM originates from the `myid.txt` file in the following location `..programfiles\capnode\myid.txt` and should match the ASSET_NAME field n the AST_ASSET_TAB database table. `..\Program Files\capnode\.` The value of the `myid.txt` file is the MAC address of the IIM that manages the Siemens Indoor Fire Panel.
3. In the same file, modify the `CapPostingtarget.capurl` value. Enter the BlackBerry AtHoc server URL in the highlighted attribute value.

   ```
   CapPostingTarget=True
   CapPostingTarget.capUrl=https\://IWSAlertsURL/Syndication/PostCap
   #CapPostingTarget.user=AlertingSolutions
   #CapPostingTarget.password=@13rtIng5Olut!Onz
   ```
4. Save your changes.

Restart the CapCon service

After you configure the CapCon service, you must restart it.

To restart the CapCon service, complete the following steps:

1. Navigate to your IIM system.
2. Go to **Start** > **Run** > **Services**.
3. Scroll down to the IIM CapCon Service.
4. Click the **Start** link.

Track the Siemens Indoor Fire Panel health status

You can track the Siemens Indoor Fire Panel health status using the following methods:

Use the BlackBerry AtHoc Event Log to check the status of the following items:

- Use the BlackBerry AtHoc Event Log to check the status of the following items:
  - Siemens Indoor Fire Panel heartbeats
  - Siemens Indoor Fire Panelpseudo-point activation
  - Inbound events errors

  Open the BlackBerry AtHoc management console and navigate to **System** > **System Setup** > **Diagnostic Log**.
- Use the System Tasks page to track issues in the IIM:
  1. Open BlackBerry AtHoc and navigate to **System** > **System Setup** > **Diagnostic Log**
  2. Select the IIM that manages the Siemens Indoor Fire Panel. The IIM Task Details page opens.
  3. View the results in the Last run result field. The value is either OK or Failed. In the History section, click **OK** or **Failed** in the Results column to view the details for a specific job.
  4. (Optional) In the Task Details section, click **Run now** to run a new job.

BlackBerry AtHoc Customer Support Portal

BlackBerry AtHoc customers can obtain more information about BlackBerry AtHoc products or get answers to questions about their BlackBerry AtHoc systems through the Customer Support Portal:

https://support.athoc.com/customer-support-portal.html

The BlackBerry AtHoc Customer Support Portal also provides support via computer-based training, operator checklists, best practice resources, reference manuals, and user guides.

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Published in Canada