Perspective™

by PPM

# CONNECT INSTALLATION AND CONFIGURATION GUIDE

Perspective by PPM™

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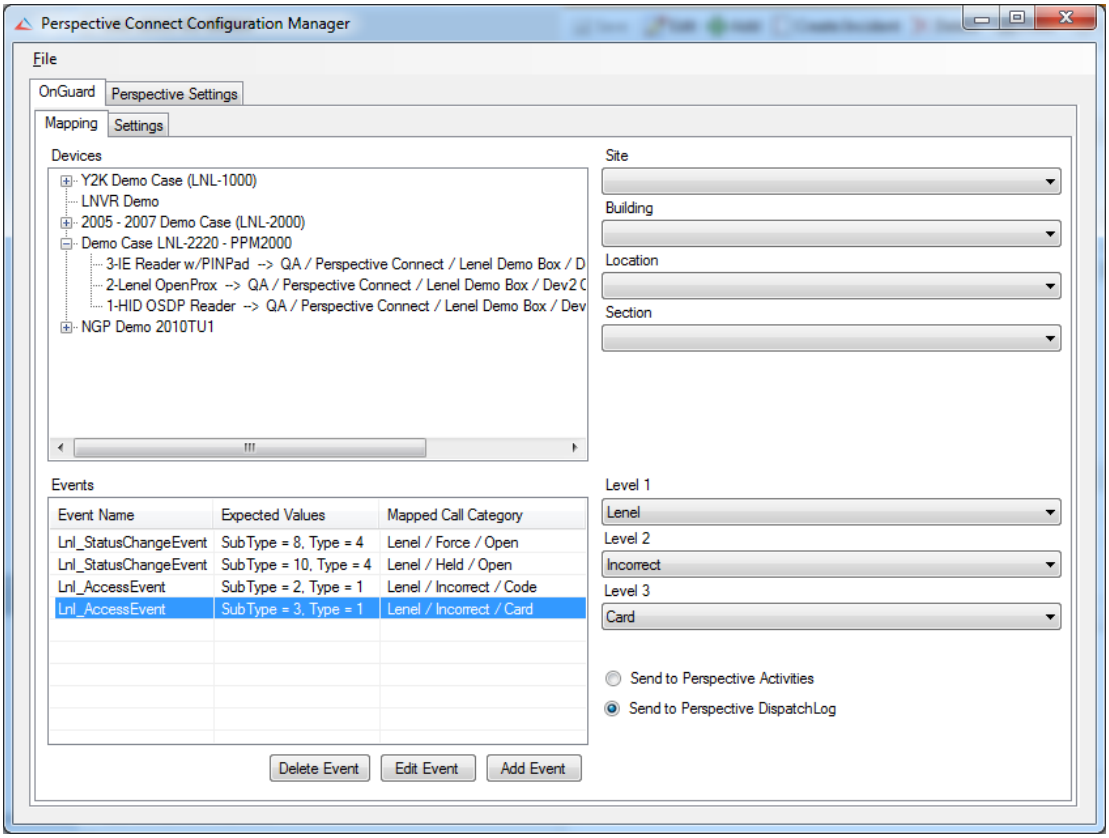
# Welcome to Perspective Connect by PPM 2000

## About Perspective Connect

Perspective Connect is a companion service to Perspective Integration Services, used to streamline the integration of devices and their event data. By using Perspective Connect with "Connectors" to supported external systems, you are able to configure integrations to feed data to Perspective—either the Activities Data Form or the DispatchLog module—out of the box and without extensive custom development work.

Perspective Connect includes an easy to use Configuration Manager that allows you to create mappings for each Connector added to the system. Perspective Connect will then pull information from the devices mapped, based on events it is monitoring, and send that data to Perspective via Integration Services using pre-configured mapping. When that data is sent to DispatchLog, your Dispatcher can determine the appropriate response; if the data is sent to a Perspective Activity, it is available to all of Perspective's incident management and reporting features.

The Perspective Connect Service and Configuration Manger are included with Perspective but do require one or more Connectors to be purchased before integrating with external systems.



Connectors are specifically developed for each third party product we integrate with via the Perspective Connect service; each is downloaded and integrated separately. Once a Connector is integrated, its connection configuration tab will be added to Perspective Connect. Connectors are designed specifically for systems with multiple devices and events raised by those devices.

An example: access control devices can raise events for persons granted access, persons denied access or forced entry incidents. Each of these events can be mapped with the appropriate location and category/priority. Another example: video systems can create events such as motion detected, signal lost and unattended package detected.

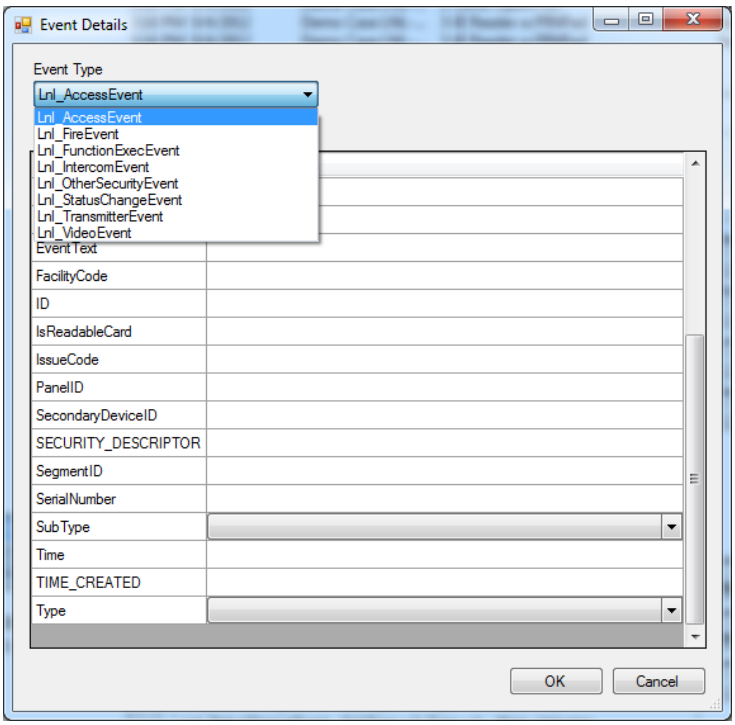
Though Perspective Connect works with both On Premise and Hosted/SaaS Perspective instances, the Perspective Connect Service itself must be installed within the environment of the third party application that will connect with Perspective.

## Connectors

### Lenel OnGuard

Perspective's first out-of-the-box connector launches an integration between Perspective and Lenel OnGuard. Using the connector, OnGuard events are automatically sent to Perspective, leading to faster, more efficient emergency response and reduced manual data entry.

When an actionable event is triggered in OnGuard, the connector picks it up and automatically handles the event depending on how the Perspective Connect Configuration Manager is set-up. Each OnGuard event type—including subtypes—can be sent to either an Activity form in Perspective or to a DispatchLog event for immediate action.



Perspective's Lenel OnGuard Connector has received Lenel factory certification, and PPM is a member of the Lenel OpenAccess Alliance Program (OAAP). Please contact your account manager for pricing information.

### Additional Connectors

Additional Connectors are currently in development for a variety of third party systems.

# Prerequisites

## Perspective Connect

- Perspective Version 3.1 or better. (Automatically met with Perspective SaaS.)
- Perspective Integration Services 3.1 R2 or better. (Automatically met with Perspective SaaS.)
- *If using Perspective DispatchLog*: Perspective DispatchLog Call Category Rollup items that are mapped to device events MUST have a default Priority setup in Perspective administration.

## Connector: Lenel OnGuard

- Lenel OnGuard 2010 Version 6.4.500 or 6.5.624.
- The OnGuard DataConduIT Service must be running.

# Installation and Configuration

*Note: Installation files for On Premise installations can be obtained by PPM 2000. Please contact us for additional details. Follow Perspective Connect's installation and configuration instructions before installing connectors.*

## Perspective Connect

1. Install Perspective Connect:
    a. Run **PerspectiveConnect.msi** from your Perspective Connect installation package.
    b. Select **Configuration Manager and Connect Service**, then click **Next**.
    c. Select **OnGuard** then click **Next**.
    d. Enter a **Database Connection String** for an existing database you've selected to be the Perspective Connect database. Click **Next**.
    e. Enter the path to install **Perspective Connect** to then click **Next**.
    f. Click **Next**.
    g. Click **Close**.
2. Setup the Perspective Connect database. Using a SQL query tool (e.g., Microsoft SQL Server Management Studio), execute **update.sql** against an existing database. This file can be found in the path Perspective Connect was installed to.
3. Configure the connection to Perspective Integration Services:
    a. In the Windows Start menu, click on **All Programs** > **PPM 2000 Inc** > **Perspective Connect** > **Perspective Connect Configuration Manager**.
    b. On the **Perspective Settings** tab, fill in all of the settings values then click **Refresh Connection**.

    *Note: **Services URL** should be set to the URL for Integration Services (e.g., https://staging.ppm2000.com/IntegrationServices32).*
4. If you need the Perspective Connect Service to run under the credentials of the Local Service account then following these steps:
    a. In the Windows Start menu, click on **All Programs** > **Administrative Tools** > **Services**.
    b. In the list of services, find **Perspective Connect** and double click it.
    c. Select the **Log On** tab.

d. Enter the user name and password of the account (a local/domain Windows account) you want to this service to use.

e. Click **OK**.

## Connector: Lenel OnGuard

1. Ensure the DataConduIT service is enabled. For more information, see the *Enabling the Lenel OnGuard DataConduIT Service* sub-section, under *Tips and Additional Information*.

2. Configure a Windows account that will be used to connect to OnGuard The account must have the **Enable Account** and **Execute Methods** permissions to the **root\OnGuard** WMI namespace hosted on the OnGuard server. Refer to the Microsoft Support article http://support.microsoft.com/kb/325353 for further instructions.

3. Configure an OnGuard account that will be used to connect Perspective to OnGuard:

   a. Assign a **Systems Permissions Group** that has the **DataConduIT Service** permission to the OnGuard account.

   b. Create a directory in OnGuard which points to the user directory that contains the Windows account identified in step 2 above. Refer to the **Add a Directory** section in the **Directories Folder** chapter of the **OnGuard System Administration User Guide** for further instructions.

   c. Link the account to the Windows account mentioned in step 2 above. Refer to the **Link a User Account to a Directory Account** section in the **Users Folder** chapter of the **OnGuard System Administration User Guide** for further instructions.

4. Configure the connection to OnGuard and create device/event mappings:

   a. If the Perspective Connect Configuration Manager is not already running, run it (Windows Start menu, click on **All Programs** > **PPM 2000 Inc** > **Perspective Connect** > **Perspective Connect Configuration Manager**).

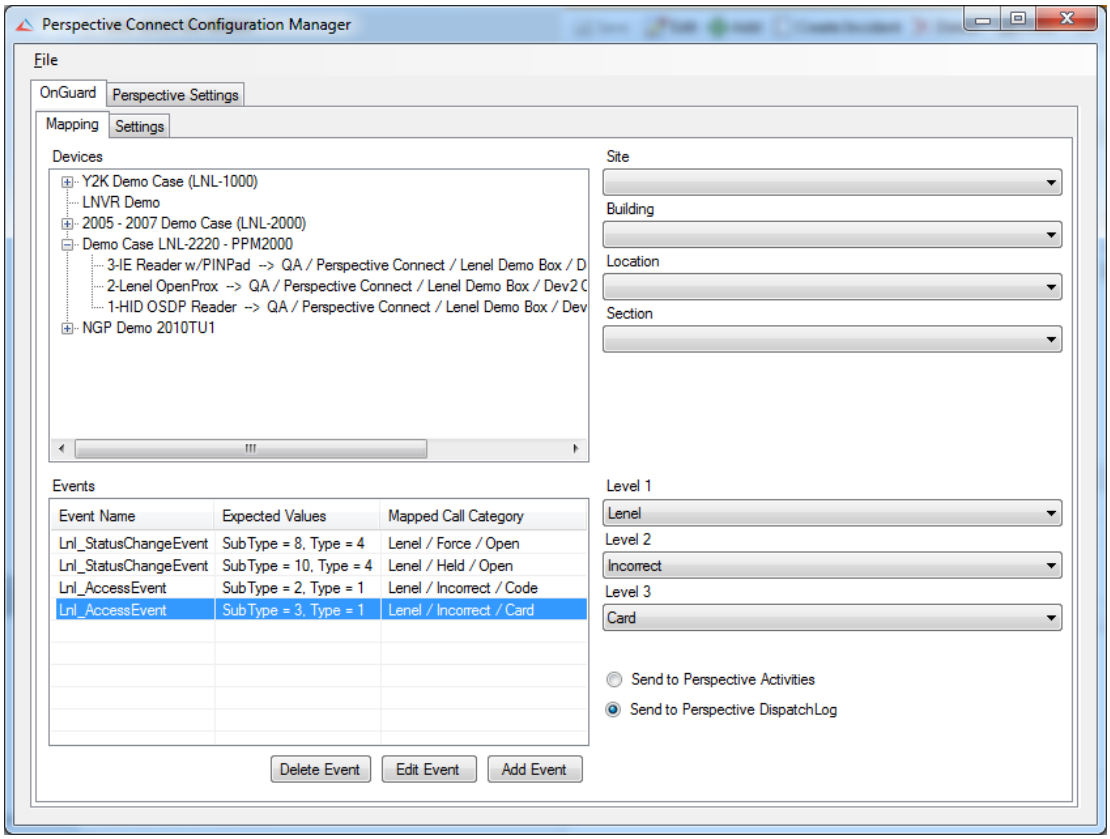
   b. On the **OnGuard** tab and **Settings** sub-tab, fill in all of the settings values then click **Refresh Connection**. Note the following:

      i. If **UseProcessIdentity** is set to **true**, the connection to OnGuard will use the credentials of the current identity running on the process.

      ii. If **UseProcessIdentity** is set to **false**, the connection to OnGuard will use the credentials specified by the Username and Password settings.

      iii. If the **Perspective Connect Service** or **Perspective Connect Configuration Manager** is running on the same machine as the OnGuard server, you MUST set **UseProcessIdentity** to **true**.

c. On the **OnGuard** tab and **Mapping** sub-tab, create device/event mappings as required:




i. Use the **Devices** list and the **Site**, **Building**, **Location** and **Section** drop-down lists to specify devices to monitor and map to the corresponding site.

ii. Use the **Events** list and the **Level 1**, **Level 2** and **Level 3** drop-down lists to determine the Activity Call Category to send to Perspective.

iii. Use the **Send to Perspective Activities** or **Send to Perspective DispatchLog** radio buttons to determine whether the mapped device/event combination either creates an Activity record in Perspective Data Forms or a DispatchLog Activity requiring a response.

*Note: Mapped Perspective Call Categories must have an associated Default Priority. This is handled in Perspective Administration.*

d. Click **File**, then **Save**.

5. Restart the Perspective Connect Windows service.

# Tips and Additional Information

## Enabling the Lenel OnGuard DataConduIT Service

To enable Lenel OnGuard's DataConduIT Service:

1. Open OnGuard System Administration.
2. In the menu click **Administration** > **System Options**.
3. In the **General Systems Options** tab, ensure that **Generate software events** is checked.
4. On the server running OnGuard, click on the Windows Start menu, click on **All Programs** > **Administrative Tools** > **Services**.
5. Ensure the following have their **Status** set to **Started** and **Startup Type** set to **Automatic**:
    a. LS DataConduIT Service.
    b. LS License Server.
    c. LS Linkage Server.
    d. LS Login Driver.
6. On the server running OnGuard, enable the **Windows Management Instrumentation (WMI-In) Inbound Rule** in the Windows Firewall.

# Contact Information

## Technical Support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|---|---|
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