Perspective by PPM™

Version 1.3

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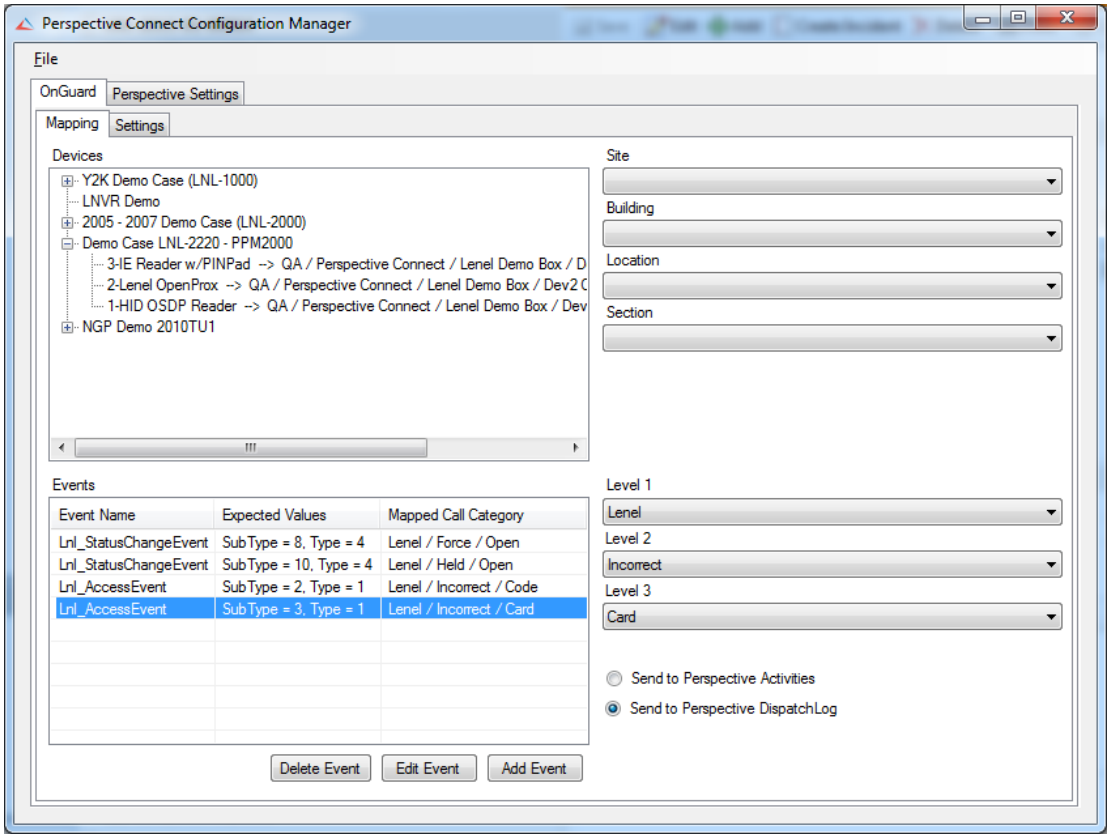
Welcome to Perspective Connect

About Perspective Connect

Perspective Connect, a companion service to Perspective Integration Services, is used to streamline the integration of devices and their event data. By using Perspective Connect with "Connectors" to supported external systems, you can 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 pull information from the mapped devices (based on the events being monitored) then send that data to Perspective 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's 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.



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.

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

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

The Perspective Connect 1.3 installer includes:

- AMAG SMS
- Avigilon
- CCure9000
- Code Blue
- Genetec
- Honeywell Enterprise Buildings Integrator (EBI)
- Lenel OnGuard
- Milestone
- Pelco

Note: Each connector requires individual installation and configuration after Perspective Connect has been installed.

Connectors

AMAG Symmetry

AMAG integrates Perspective and AMAG Symmetry with AMAG's XML Open Integration Module. Using the connector, AMAG Symmetry 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 AMAG Symmetry, the connector picks it up and automatically handles the event depending on how the Perspective Connect Configuration Manager is set up. Each Symmetry event type can be sent to either an Activity form in Perspective or to a DispatchLog event for immediate action.

With AMAG Symmetry you can:

- Set the account and connection information to AMAG Service to capture AMAG alarms from Perspective Connect.
- Create Perspective Activities or Dispatch requests.
- Map the location of AMAG Alarm Point Devices.
- Use data captured from each system to generate Activity Reports and Incident Reports used for statistical analysis.

PPM has partnered with AMAG in Incident Reporting and Alarm Management Integrations and our AMAG Symmetry Connector has received AMAG factory certification

Avigilon

Avigilon integrates Perspective and the Avigilon Control Center 5 client, along with its monitoring and security features. Security hardware can be configured using Avigilon Control Center 5, which may be linked to Perspective Connect. As a result, detected events, such as camera motions, will integrate with Connect to create an Activity in Perspective.

CCure9000 by Software House

CCure9000 integrates Perspective and the CCure9000 Connected Program Kit. This allows for a variety of hardware events to be monitored, such as keypad, door open, and camera events. When such an event is triggered, the Perspective Connect integration can create an Activity or Dispatch within Perspective.

Code Blue

Code Blue integrates Perspective and Code Blue call stations through Code Blue's ToolVox. Using the connector, Code Blue calls are automatically logged into Perspective, leading to faster, more efficient emergency response, and reduced manual data entry.

When a call station event is triggered in Code Blue, the connector picks it up and automatically handles the event depending on how the Perspective Connect Configuration Manager is set up. Each Code Blue event type, such as dial, hang-up, and link, can be sent to either an Activity form in Perspective or to a DispatchLog event for immediate action.

Genetec

Genetec integrates Perspective and the Security Center along with its monitoring and security features. Security hardware may be configured using the Security Center, which may be linked to Perspective Connect. As a result, detected events, such as camera motions, will integrate with Connect to create an Activity in Perspective.

Honeywell

The Honeywell connector allows for a variety of hardware events to be monitored, such as keypad, door open, and camera events. When such an event is triggered, the Perspective Connect integration can create an Activity or Dispatch within Perspective.

Lenel OnGuard

The Lenel OnGuard Connector integrates Perspective and the OnGuard Data Conduit. 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.

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

Milestone

Milestone integrates Perspective and XProtect, along with its monitoring and security features. Security hardware can be configured using XProtect and then linked to Perspective Connect. As a result, detected events, such as camera motions, will integrate with Connect to create an Activity in Perspective.

Pelco

Pelco integrates Perspective and the Security Center along with its monitoring and security features. Security hardware can be configured using the Security Center, which can then be linked to Perspective Connect. As a result, detected events, such as camera motions, will integrate with Connect to create an Activity in Perspective.

Additional Connectors

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

Prerequisites

Perspective Connect

- Perspective Version 3.3 or better. (Automatically met with Perspective Hosted.)
- Perspective Integration Services 3.3 R2 or better. (Automatically met with Perspective Hosted.)
- Microsoft .NET Framework 4.0.
- If using Perspective DispatchLog, DispatchLog Call Category Rollup items mapped to device events **must** have a default Priority specified in Perspective Administration.

Connector: AMAG SMS

- AMAG Symmetry SMS and smsXMLWebService Version 7.0.1.

Connector: Avigilon

- Avigilon Control Center 5 Client.

Connector: CCure9000

- Software House CCure9000 Connected Program Kit Version 2.30.
- Software House Connected CC9000-PERSPEC license

Connector: Code Blue

- EMS API Version 1.1 or ToolBox greater than Version 2.0.

Connector: Genetec

- Security Center Version 5.2
- SDK connection license from Genetec, part # GSC-1SDK-PPM-Perspective

Connector: Honeywell

- Please contact a PPM representative for requirements on this specific integration.

Connector: Lenel OnGuard

- Lenel OnGuard 2010 or Lenel OnGuard 2013 SP1, Version 6.5, 6.6, 7.0, or 7.1
- The OnGuard DataConduIT Service must be running.

Connector: Milestone

- Milestone XProtect 2014

Connector: Pelco

- Please contact a PPM representative for requirements on this specific integration.

Installation and Configuration

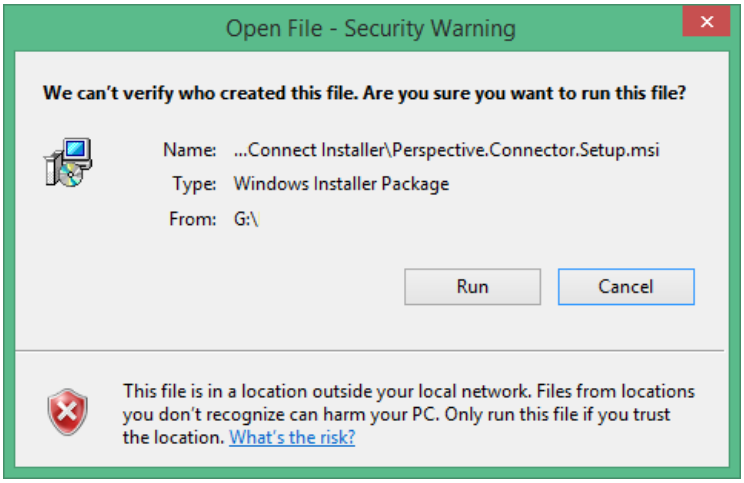
Note: Installation files for On Premise installations can be obtained by PPM 2000. Please contact Technical Support at 1-877-776-2995 for additional details.

Note: Follow the Perspective Connect installation and configuration instructions before installing connectors.

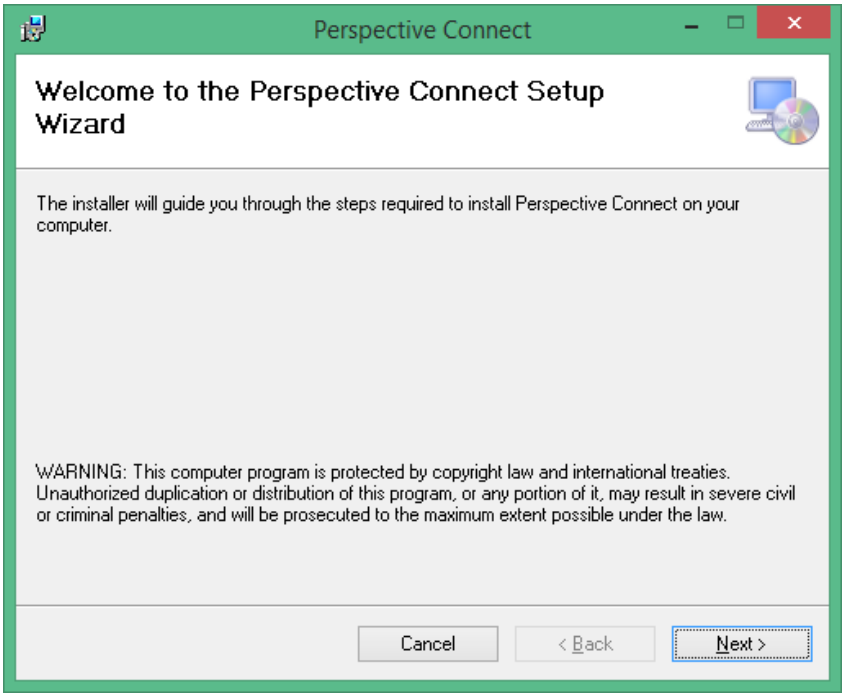
Perspective Connect

1. Install Perspective Connect:

    a. Run **PerspectiveConnect.msi** from your Perspective Connect installation package.

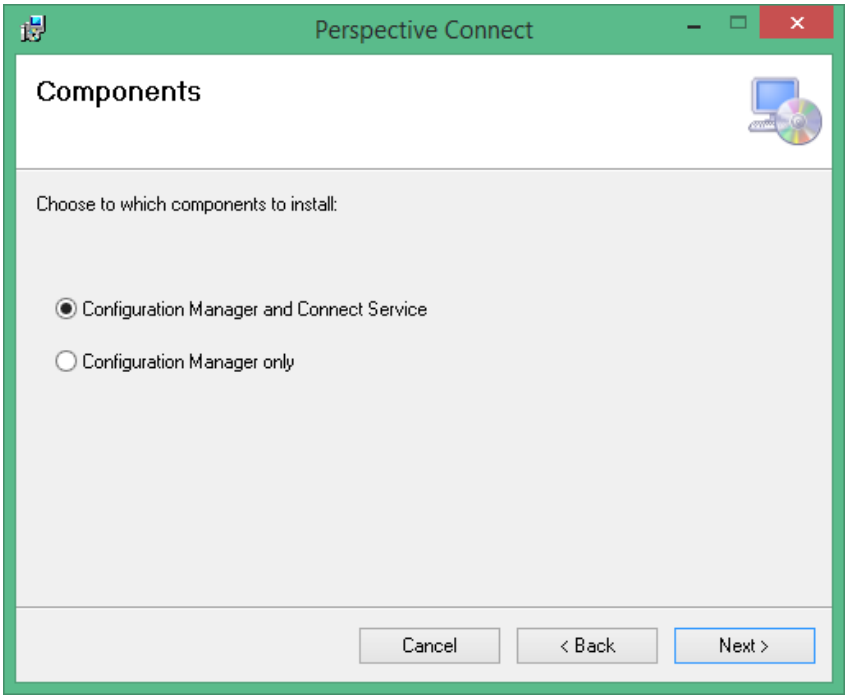


    b. Select **Next**



c. Select **Configuration Manager and Connect Service**.

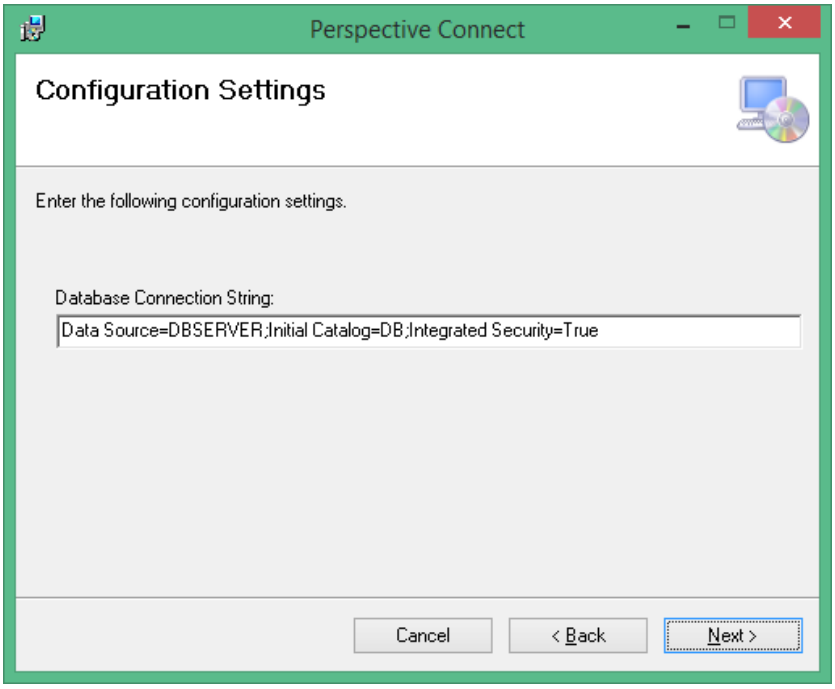
d. Select **Next**.



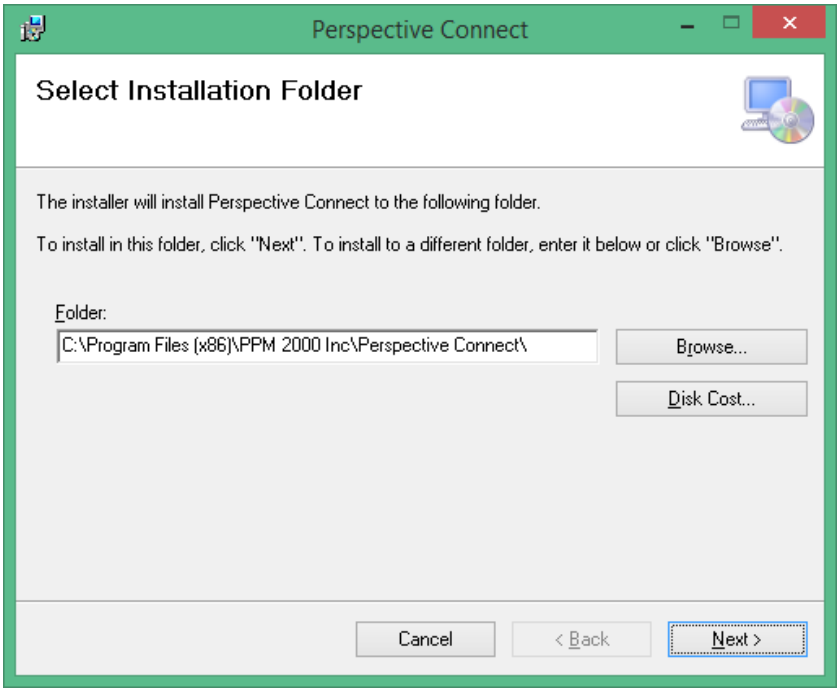
e. Enter your **Database Connect String**. Replace **DBServer** with your database server and **DB** with the database to connect to.

SQL login credentials may be added to the Database Connection String using the following format:

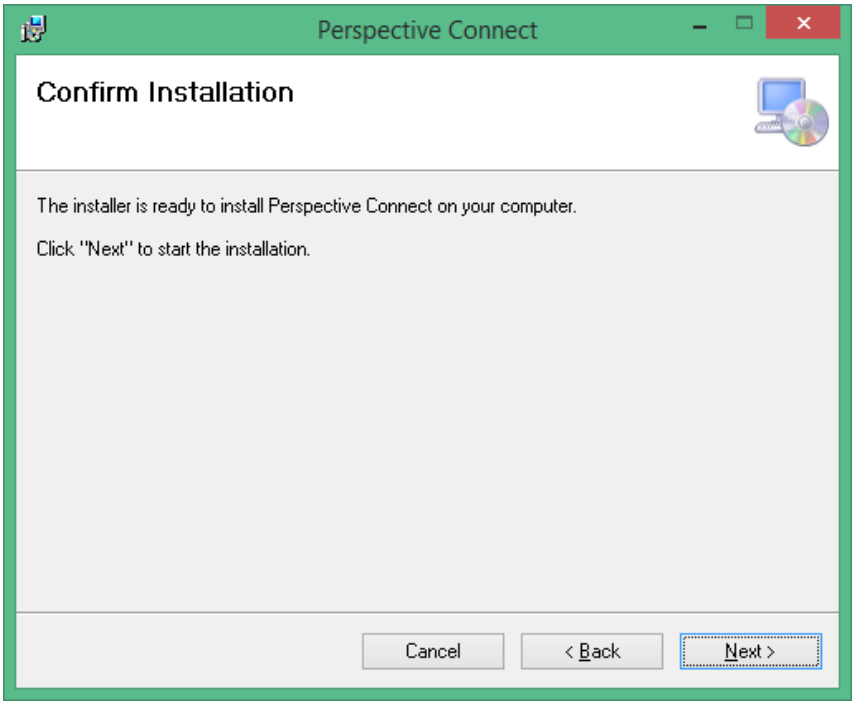
Data Source=[your sql server];**Initial Catalog**=[your sql database];**User ID**=[your sql user name];**Password**=[your sql password]



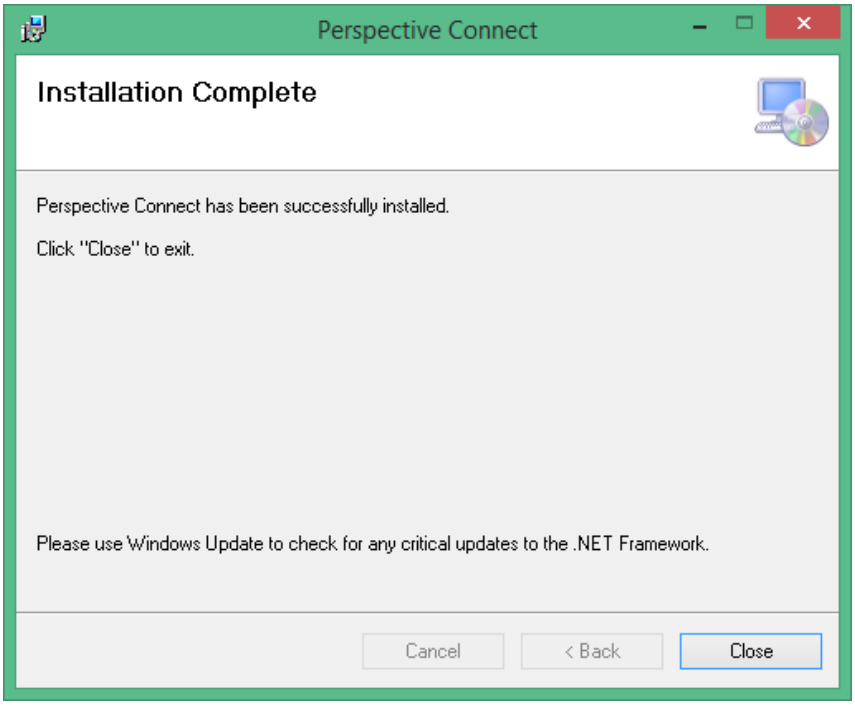
f. Change the installation location as needed and select **Next**.



g. Select **Next**.



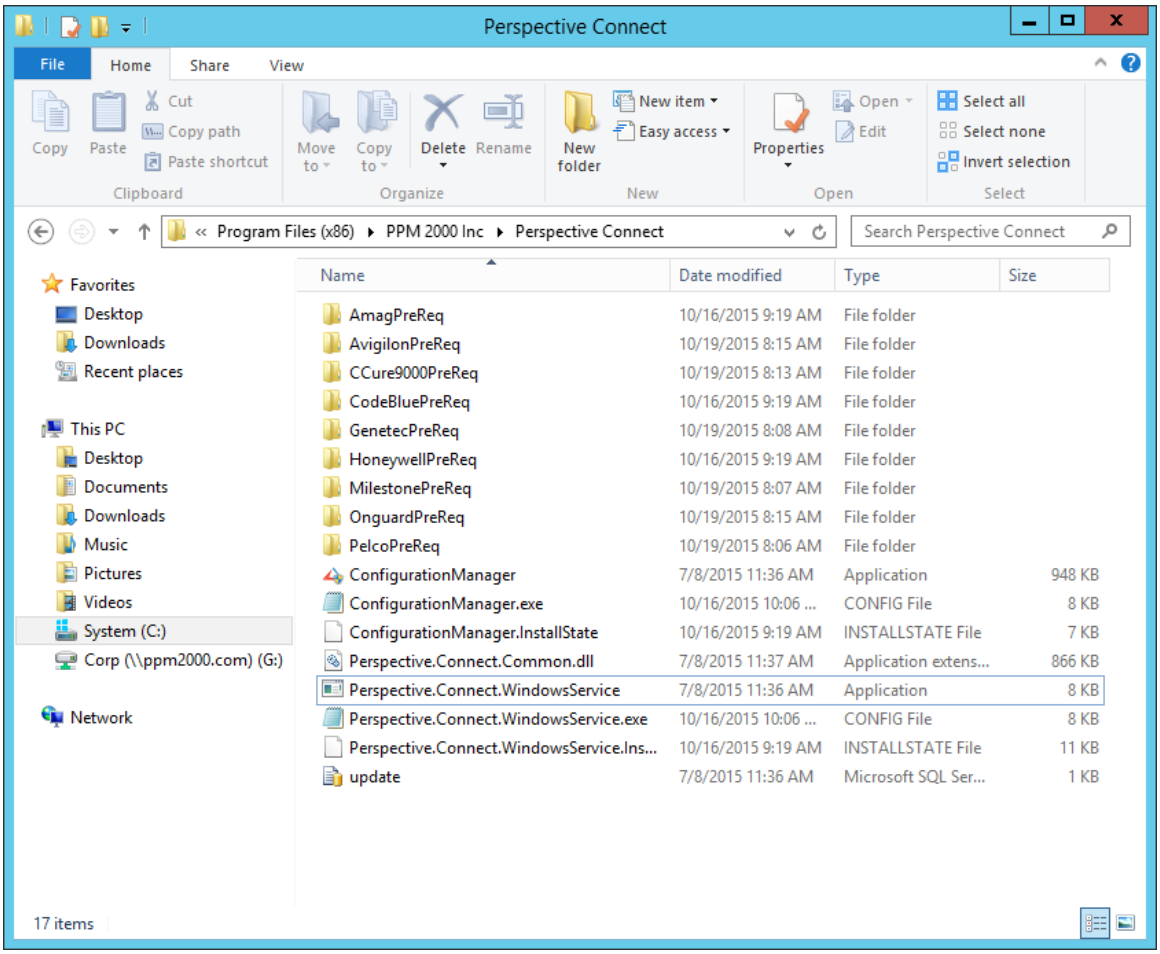
h. Wait for installation to complete, then click **Close**.



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 where Perspective Connect was installed.

3. Configure the connection to Perspective Integration Services:

   a. In Windows Explorer, navigate to **C:\PPM 2000 Inc\Perspective Connect**. By default, the install files will be sorted as shown below:



   b. To install a Perspective Connector, **extract** the contents of the subfolder into the root folder. For example, to install AMAG, copy all of the files/folders located at **C:\PPM 2000 Inc\Perspective Connect\AmagPreReq** and paste them to **C:\PPM 2000 Inc\Perspective Connect.**

      Note: The license module for each connector being used must be available on Perspective Services.

      Note: The Perspective Connector must be installed in order to configure the Perspective Configuration Manager.

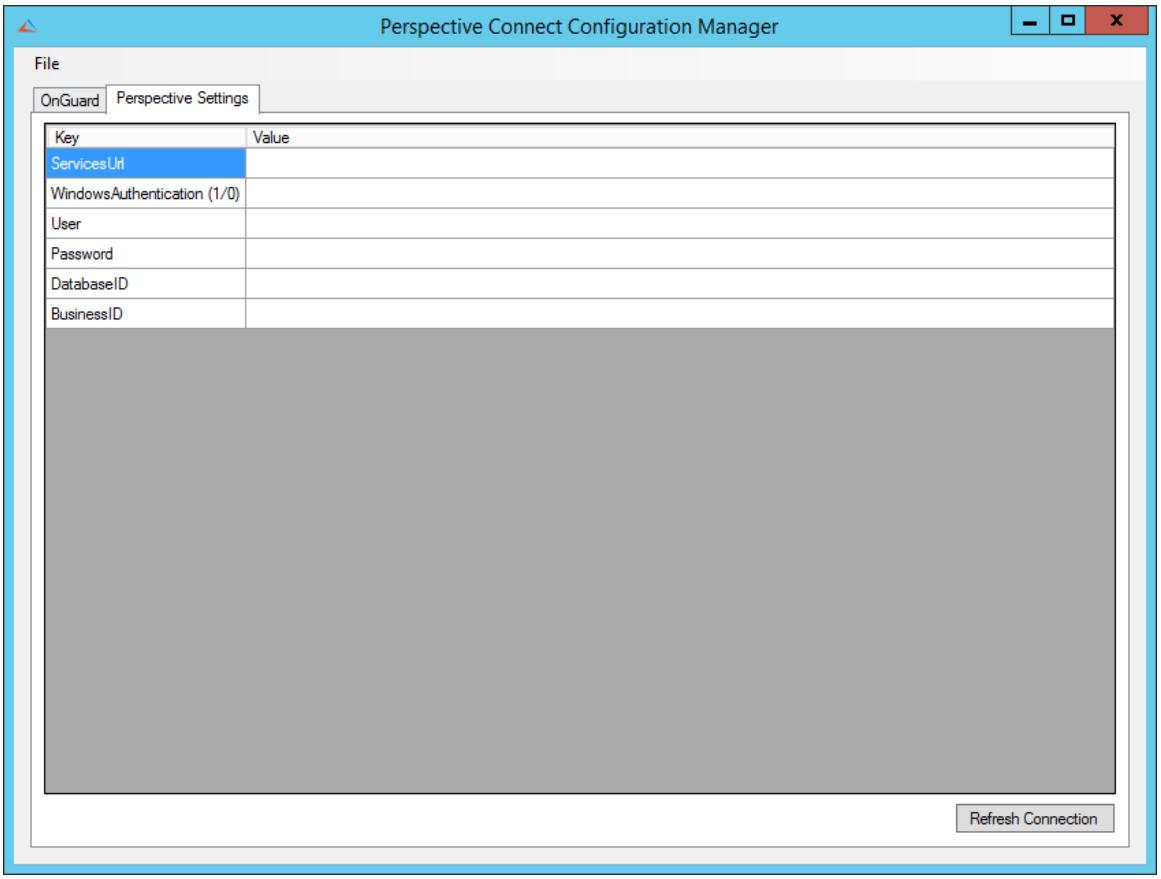
   c. Open **ConfiugrationManager.exe**.

   d. Select the **Perspective Settings** tab.

   e. Fill in the settings values.

f. Click **Refresh Connection**.

*Note: **Services URL** should be set to the URL for Integration Services.*



4. To log into Perspective Connect under the Local Service account:

   a. Open **Administrative Tools** > **Services**.

   b. In the list of services, right-click **Perspective Connect**.

   c. Select **Properties**.

   d. Select the **Log On** tab.

   e. Enter the username and password of your local/domain Windows account.

   f. Select the **General tab**.

   g. Select **Start** if the services are stopped.

   h. Click **OK**.

Connector: AMAG SMS

1. Ensure the XML Symmetry Service is installed and running.

   Note: If the Symmetry indicator shield on the system tray is green, the service is ready for Perspective Connect.

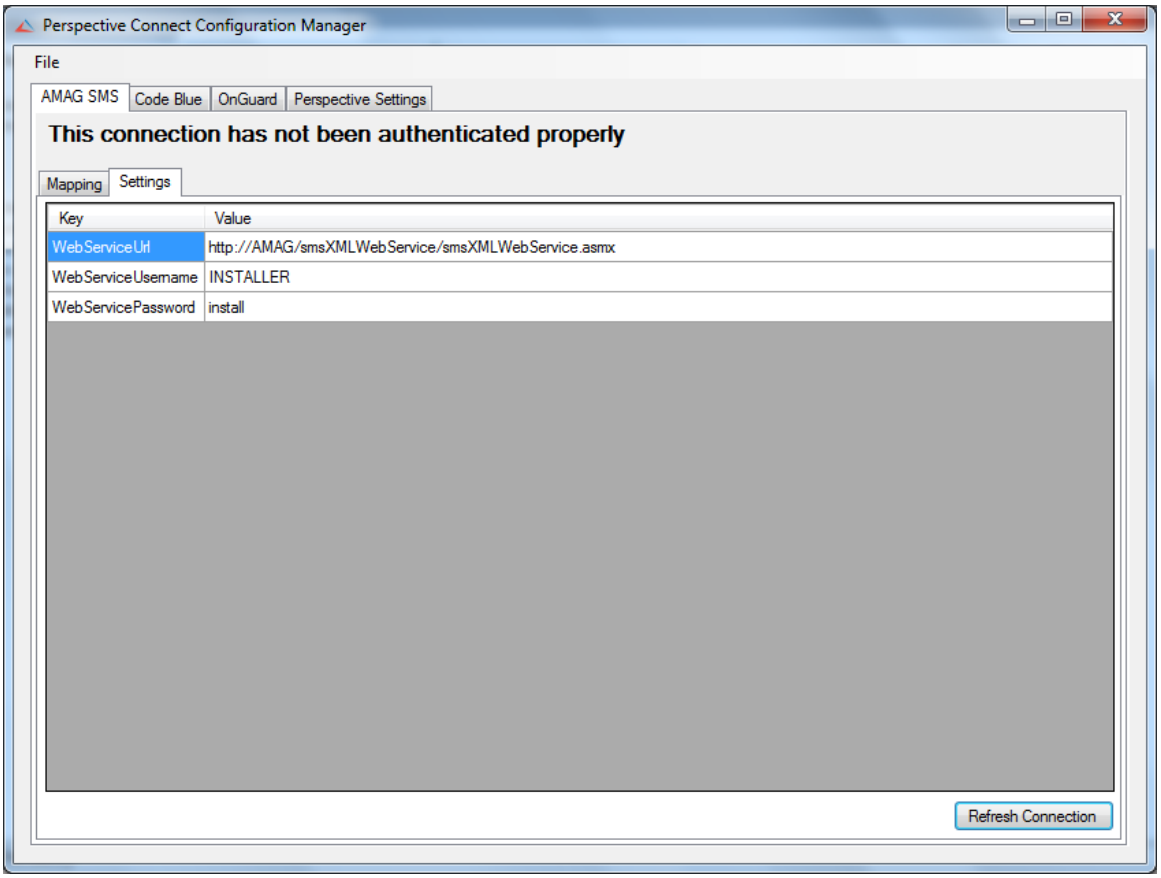
2. Configure the connection to AMAG SMS and create device/event mappings:

   a. Run the Perspective Connect Configuration Manager.

   b. On the **AMAG** tab and **Settings** sub-tab, fill in all of the settings values:

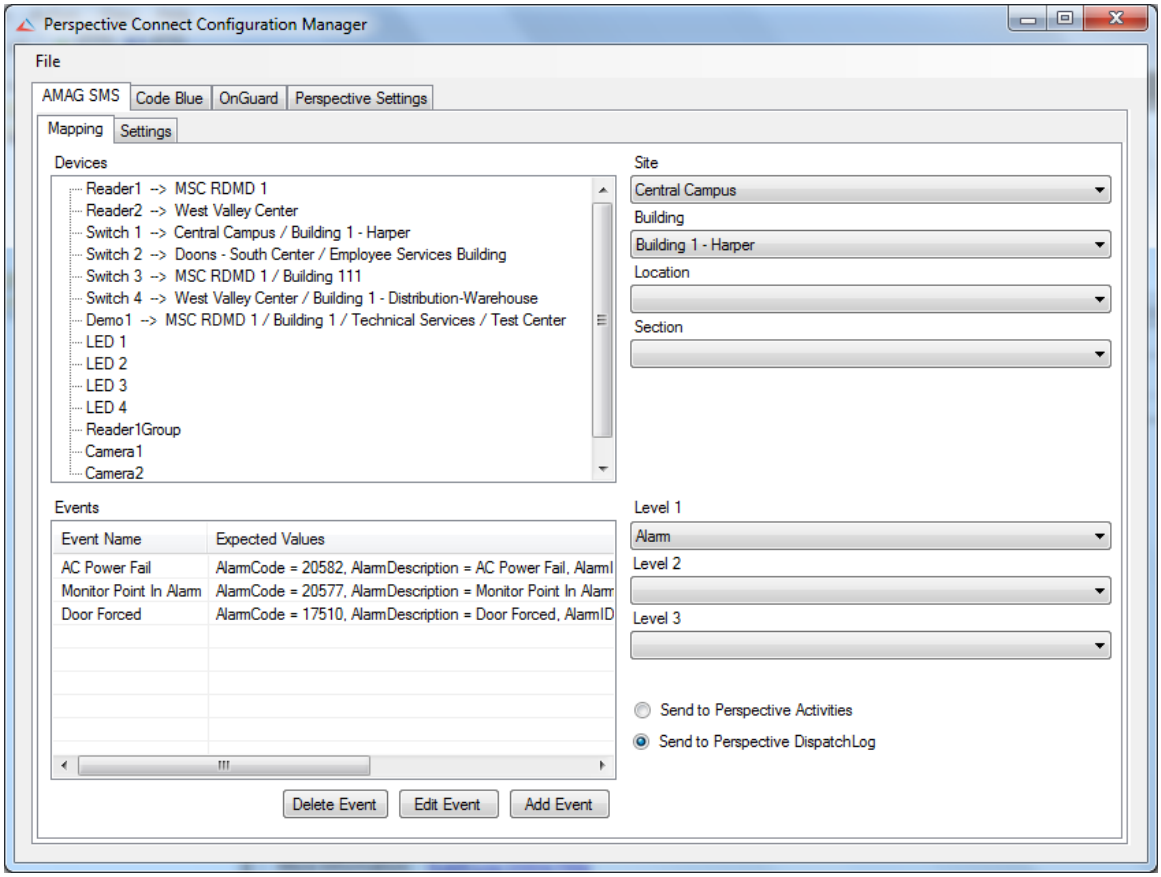
      I. Set the **WebServiceUrl** to http://<*Server Name*>/smsXMLWebService/smsXMLWebService.asmx.

      II. Enter a **WebServiceUsername** and **WebServicePassword** for an account with access to Symmetry alarms.



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

   d. Click **Refresh Connection**.



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

f. 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.

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

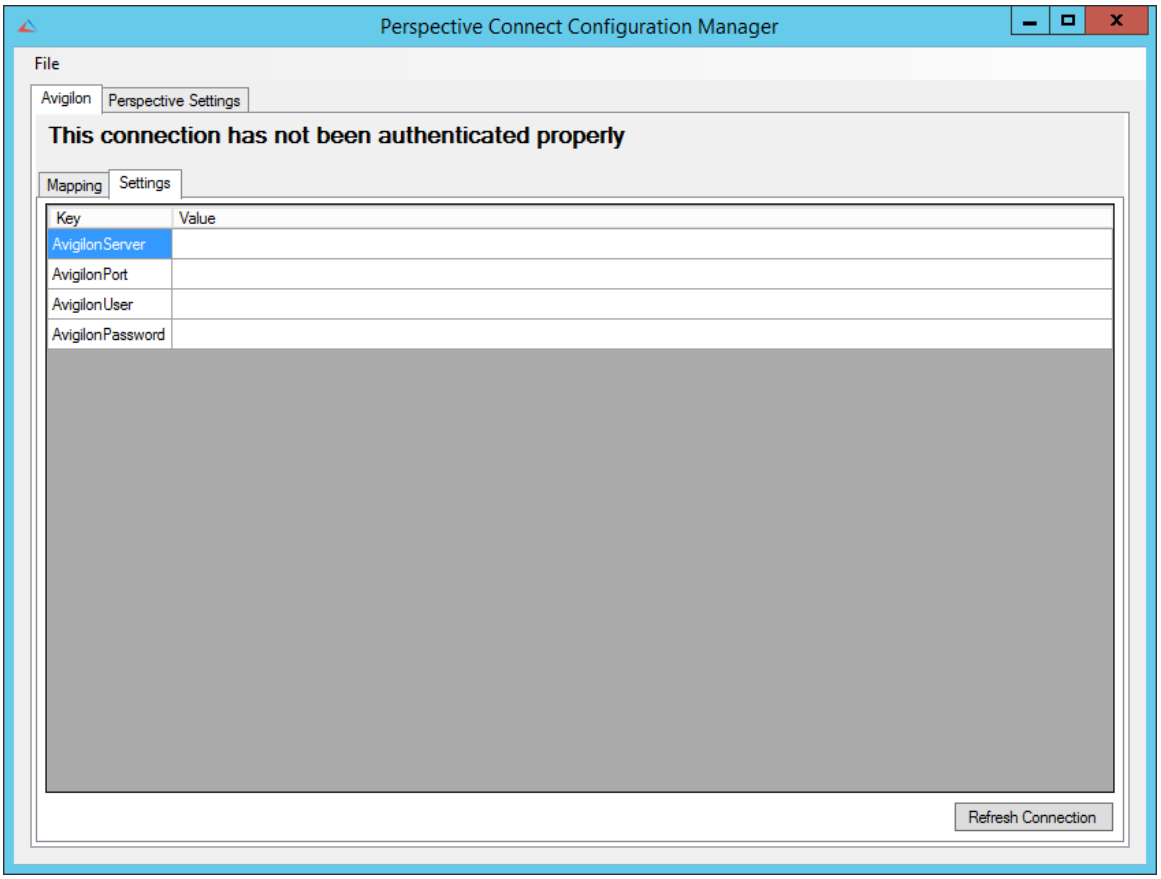
Note: Mapped Perspective Call Categories must have an associated Default Priority specified in Perspective Administration.

h. Click **File > Save**.

3. Restart the Perspective Connect Windows service.

Connector: Avigilon

1. Ensure the Avigilon Control Center 5 Client is installed and running.
2. Configure the connection to Avigilon and create device/event mappings:
    a. Run Perspective Connect Configuration Manager.
    b. On the **Avigilon** tab and **Settings** sub-tab, fill in all of the settings values.
    c. Click **Refresh Connection**.



    d. Use the **Devices** list and the **Site**, **Building**, **Location,** and **Section** drop-down lists to select the devices to monitor and then map to the corresponding site.
    e. 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.
    f. Use the **Send to Perspective Activities** or **Send to Perspective DispatchLog** radio buttons to determine whether the mapped device/event combination will create an Activity record in Perspective Data Forms or a DispatchLog Activity requiring a response.

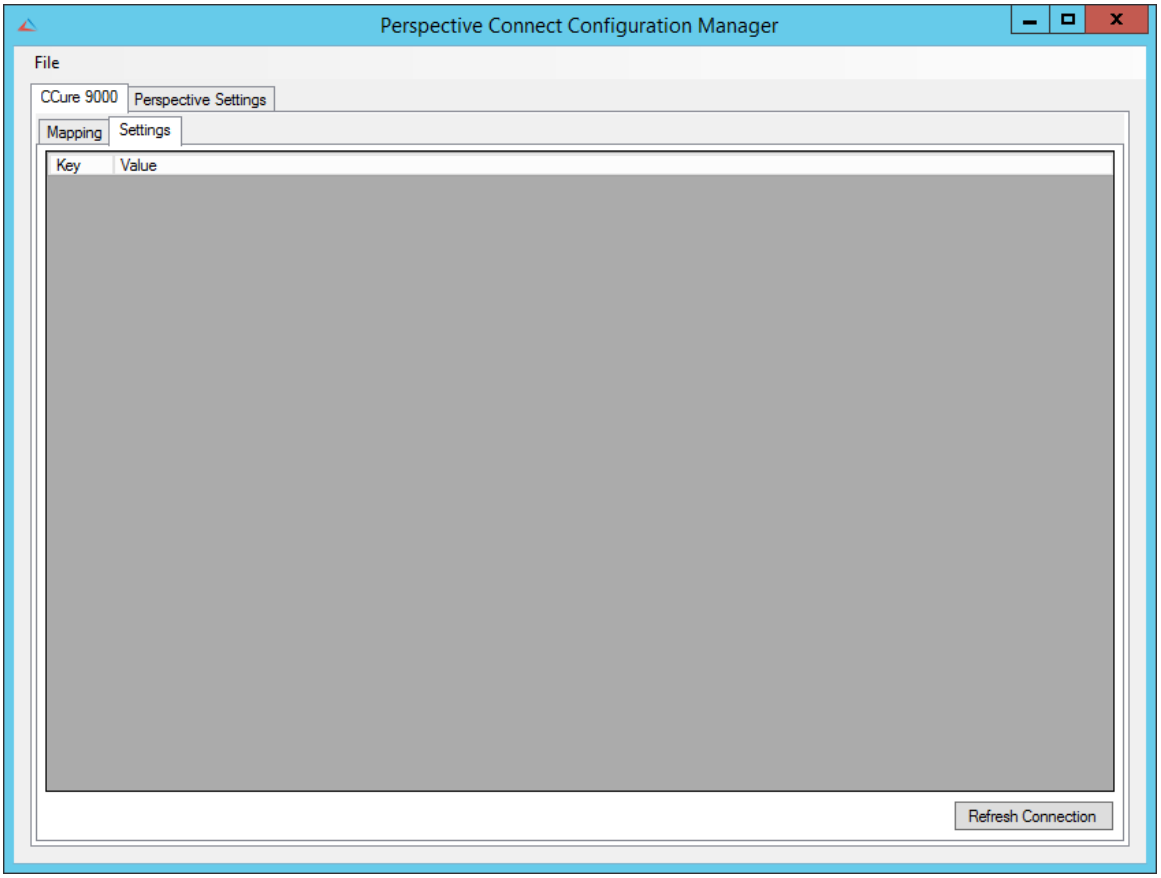
Note: Mapped Perspective Call Categories must have an associated Default Priority specified in Perspective Administration.

g. Click **File > Save**.

3. Restart the Perspective Connect Windows service.

Connector: CCure9000

1. Ensure the CCure9000 Connected Program Kit is installed and running.
2. Configure the connection to CCure9000 and create device/event mappings:
   a. Run Perspective Connect Configuration Manager.
   b. On the **CCure 9000** tab and **Settings** sub-tab, note that there are no settings values. Perspective Connect should be installed on the same server as the CCure9000 Connected Program Kit. A direct pipe is used to communicate between the programs.



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

d. 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.

e. Use the **Send to Perspective Activities** or **Send to Perspective DispatchLog** radio buttons to determine whether the mapped device/event combination will create 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 specified in Perspective Administration.

f. Click **File > Save**.

3. Restart the Perspective Connect Windows service.

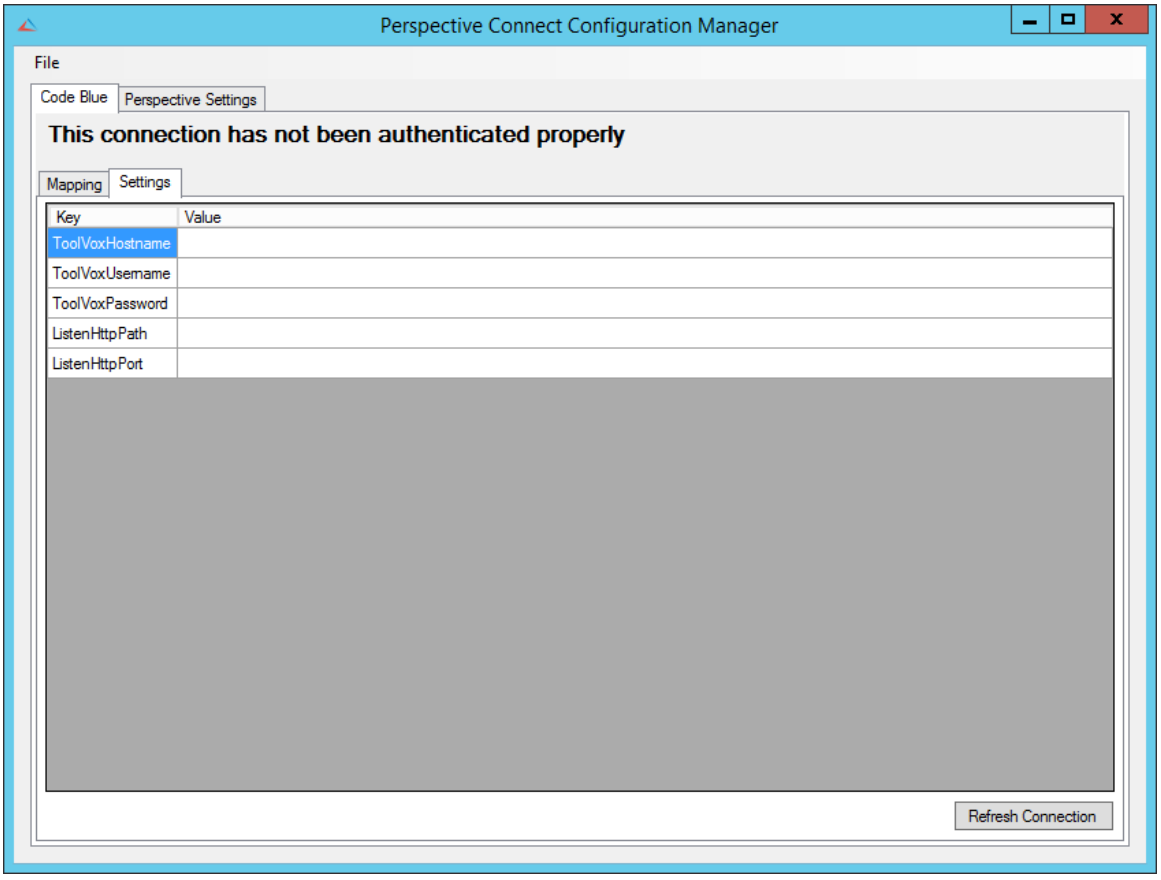
Connector: Code Blue

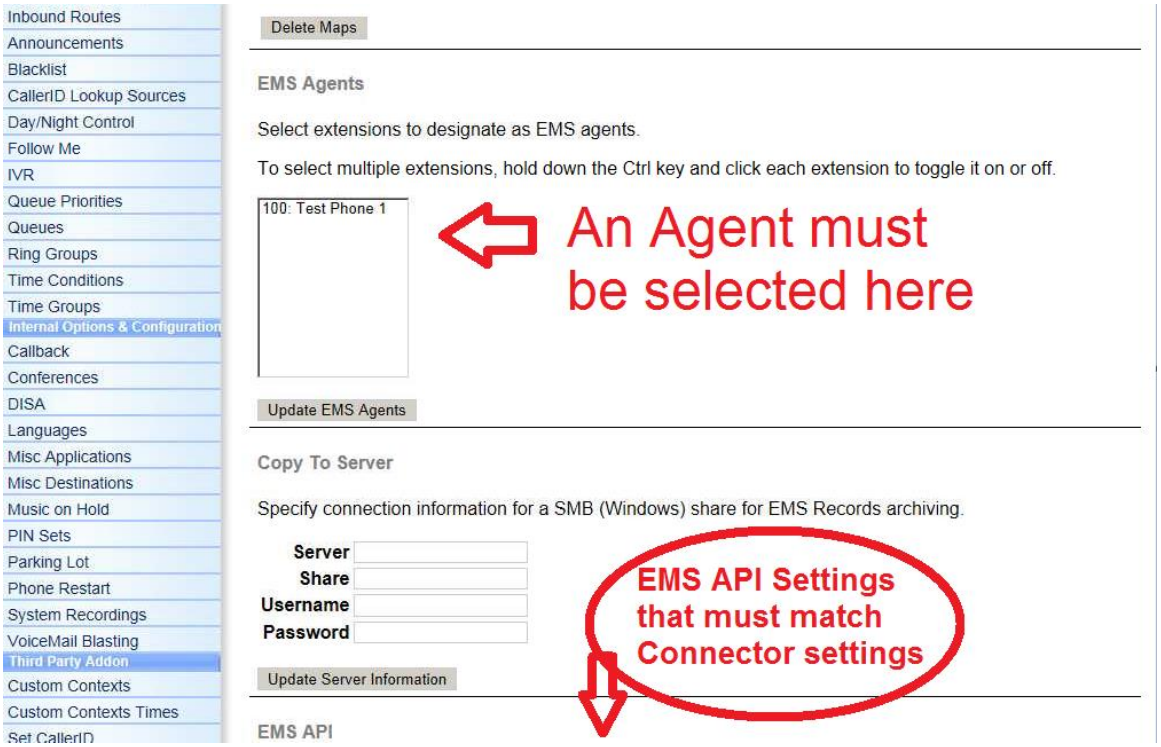
Note: Code Blue only works on SIP phones.

1. Ensure the DataConduIT service is enabled.
2. Configure the connection to CodeBlue and create device/event mappings:
   a. Run Perspective Connect Configuration Manager.
   b. On the **Code Blue** tab and **Settings** sub-tab, fill in all of the settings values.
      I. **ToolVoxHostName:** Enter the host name of the ToolVox Server.
      II. **ToolVoxUsername** and **ToolVoxPassword:** Enter the username and password for an account that has access to ToolVox services.
      III. **ListeningHttpPath:** Enter <Connect Host Name>/<an identifiable unique string>
      IV. **ListeningHttpPort:** Must be a port that ToolVox can communicate with in the Perspective Connect Host. The Host machine must have the corresponding port firewall open.

      Note: The Path in ListeningHttpPath and ListeningHttpPort must be the same as in Toolvox EMS API Settings.

   c. Click **Refresh Connection**.


Perspective Connect Configuration Manager
File
Code Blue
Perspective Settings
This connection has not been authenticated properly
Mapping
Settings
Key
Value
ToolVoxHostname
ToolVoxUsername
ToolVoxPassword
ListenHttpPath
ListenHttpPort
Refresh Connection


Inbound Routes
Announcements
Blacklist
CallerID Lookup Sources
Day/Night Control
Follow Me
IVR
Queue Priorities
Queues
Ring Groups
Time Conditions
Time Groups
Internal Options & Configuration
Callback
Conferences
DISA
Languages
Misc Applications
Misc Destinations
Music on Hold
PIN Sets
Parking Lot
Phone Restart
System Recordings
VoiceMail Blasting
Third Party Addon
Custom Contexts
Custom Contexts Times
Set CallerID
Delete Maps
EMS Agents
Select extensions to designate as EMS agents.
To select multiple extensions, hold down the Ctrl key and click each extension to toggle it on or off.
100: Test Phone 1
An Agent must be selected here
Update EMS Agents
Copy To Server
Specify connection information for a SMB (Windows) share for EMS Records archiving.
Server
Share
Username
Password
EMS API Settings that must match Connector settings
Update Server Information
EMS API

d. On the **Code Blue** 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 the 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 will create 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 specified in Perspective Administration

e. Click **File > Save**.

3. Restart the Perspective Connect Windows service.

Connector: Genetec

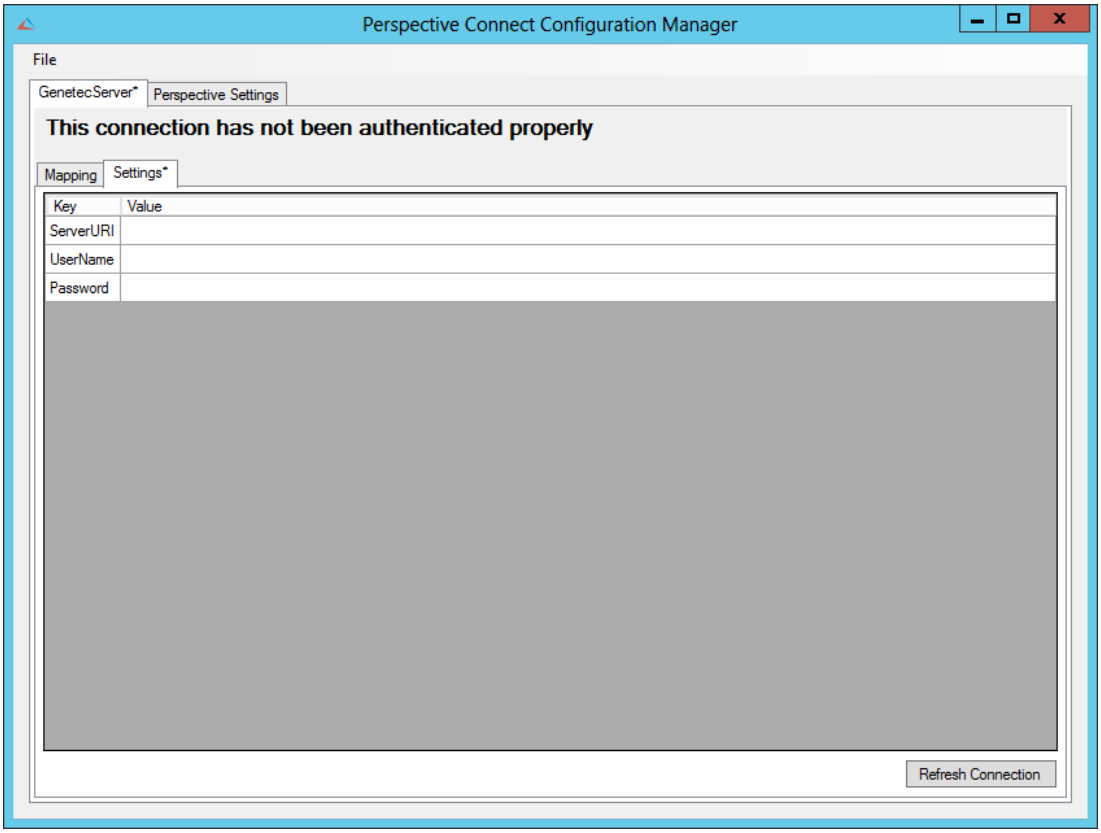
1. Ensure the Genetec Security Center is installed and running.

2. Configure the connection to Genetec and create device/event mappings:

   a. Run Perspective Connect Configuration Manager.

   b. On the **GenetecServer** tab and **Settings** sub-tab, fill in all of the settings values.

   c. Click **Refresh Connection**.



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

e. 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.

f. Use the **Send to Perspective Activities** or **Send to Perspective DispatchLog** radio buttons to determine whether the mapped device/event combination will create 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 specified in Perspective Administration

g. Click **File > Save**.

3. Restart the Perspective Connect Windows service.

Connector: Honeywell

1. Ensure the Honeywell program is installed and running.

2. Configure the connection to Honeywell and create device/event mappings:

a. Run Perspective Connect Configuration Manager.

b. On the **Honeywell** tab and **Settings** sub-tab, fill in all of the settings values.

c. Click **Refresh Connection**

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

e. 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.

f. Use the **Send to Perspective Activities** or **Send to Perspective DispatchLog** radio buttons to determine whether the mapped device/event combination will create 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 specified in Perspective Administration

g. Click **File > Save.**

3. Restart the Perspective Connect Windows service.

Connector: Lenel OnGuard

1. Ensure the DataConduIT service is enabled. For more information, see "Enabling the Lenel OnGuard DataConduIT Service."

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 on this subject for further instructions.

3. Configure an OnGuard account to connect to Perspective:

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

   b. Create a directory in OnGuard that refers to the location of the Windows account (as configured in step 2). 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. Refer to the *Link a User Account to a Directory Account* in the *OnGuard System Administration User Guide* for further instructions.

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

a. Run Perspective Connect Configuration Manager.

b. On the **OnGuard** tab and **Settings** sub-tab, fill in the settings values.

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

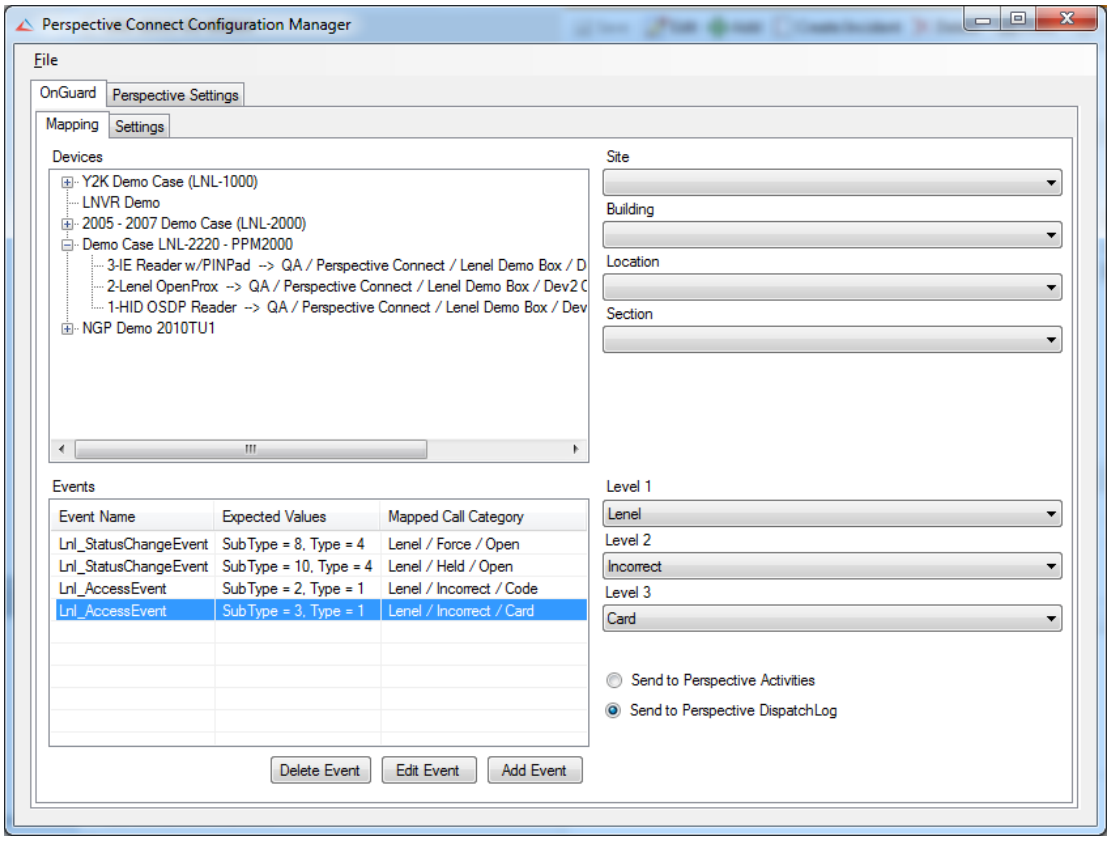
   ii. If **UseProcessIdentity** is set to **false**, the connection to OnGuard will use the credentials specified by the Username and Password settings.

   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**.

   iv. Set **Auto-Acknowledge Event** to **true** to have Connect acknowledge events in OnGuard that are mapped to Perspective. Set to **false** if you wish to manually acknowledge these events in OnGuard.

c. Click **Refresh Connection**.

d. 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 the 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 will create an Activity record in Perspective Data Forms or a DispatchLog Activity requiring a response.

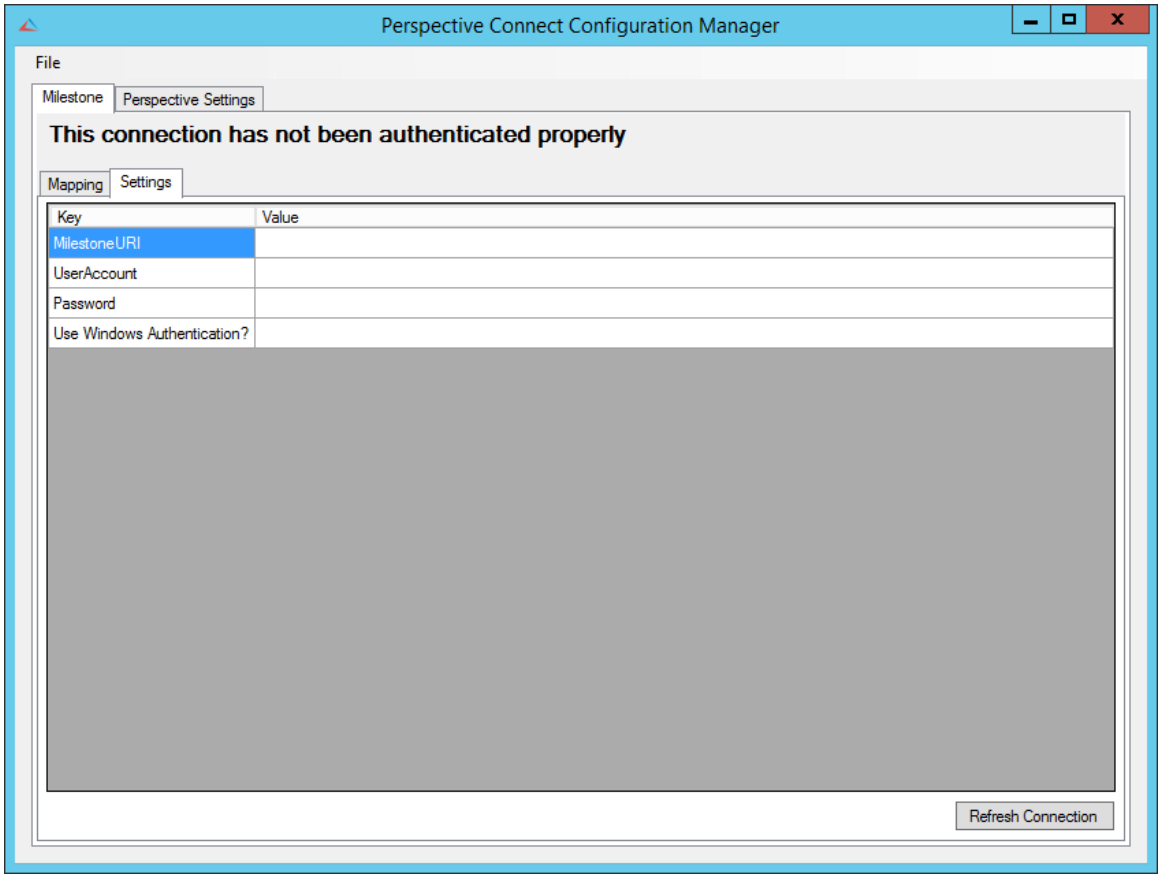
Note: Mapped Perspective Call Categories must have an associated Default Priority specified in Perspective Administration.

e. Click **File > Save.**

5. Restart the Perspective Connect Windows service.

Connector: Milestone

1. Ensure Milestone XProtect is installed and running.
2. Configure the connection to Milestone and create device/event mappings:
   a. Run Perspective Connect Configuration Manager.
   b. On the **Milestone** tab and **Settings** sub-tab, fill in the settings values.
   c. Click **Refresh Connection**.



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

e. 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.

f. Use the **Send to Perspective Activities** or **Send to Perspective DispatchLog** radio buttons to determine whether the mapped device/event combination will create 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 specified in Perspective Administration.

g. Click **File > Save.**

3. Restart the Perspective Connect Windows service.

Connector: Pelco

1. Ensure the Pelco program is installed and running.

2. Configure the connection to Pelco and create device/event mappings:

    a. Run Perspective Connect Configuration Manager.

    b. On the **Pelco** tab and **Settings** sub-tab, fill in the settings values.

    c. Click **Refresh Connection**

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

    e. 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.

    f. Use the **Send to Perspective Activities** or **Send to Perspective DispatchLog** radio buttons to determine whether the mapped device/event combination will create 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 specified in Perspective Administration

    g. Click **File > Save.**

3. 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. 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 has a **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.

Configuring RPC Connections

1. You may need to open your firewall to allow RPC connections. For more information, view the “To create a rule to allow inbound network traffic to RPC-enabled network services” section of this Microsoft article.
2. Ensure the Windows service **Remote Procedure Call (RPC)** is running.
3. Grant the necessary permissions to the user account that will run the Connect service, under COM Security.
    a. Launch the Component Services administrative tool.
    b. Navigate to **Console Root > Component Services > Computers > My Computer.**
    c. Right-click on **My Computer.**
    d. Click **Properties > COM Security** tab.

e. For both **Access Permissions** and **Launch and Activation Permissions**, click **Edit Default,** and select **Allow** for all permissions for the desired user.

Contact Information

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