

Overview

The SPC Milestone plugin has been developed by Vanderbilt and partners to provide an integration with the Milestone VMS system. This document provides a detailed overview on how to configure and commissioning the plugin. Please note that the information is provided as accurate at time of writing and may not reflect the most update Milestone system.

The Milestone plugin is provided by Vanderbilt under licence and activates with a thirty-day free trail for a single SPC panel. When a plugin is purchased from Vanderbilt the plugin will support up to 20 SPC Panels.

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Contents

The information contained in this document is to the best of knowledge, true and accurate. Whilst every effort has been made to ensure the accuracy, the document may be subject to errors or omissions.

Revision History

Rev	Date	Remarks
0.1	2017-06-16	Initial draft
1.0	2020-05-20	Revised
1.1a	2021-10-27	Release w/h approval
1.1b	2021-11-19	Release w/h approval (troubleshooting section added)



milestone

Installation

1. Download the Milestone plugin from Vanderbilt server.
2. Extract the installation package to the following folder (*):
C:\Program Files\Milestone\MIPPlugins

This is needed on the server running the Milestone Event Server and all machines running the management client.
(*) this is the default folder and can be different based on your Milestone installation settings.

Configuration of SPC

The SPC panel must be configured to communicate with the Milestone system. The SPC creates a FlexC connection to the milestone plugin in order to communicate status and command information.

To configure all this, an ATS needs to be added in the 'FlexC' configuration tab.

For more information on FlexC please see

<https://www.youtube.com/watch?v=SfdcvTbOPCo>

First, an ATS must be configured:

Communications FlexC® Reporting PC Tools
 FlexC ATS Event Profiles Command Profile FlexC Help

ATS Configuration

Configured ATS

Edit	Delete	Export ATS	ID	ATS Name	ATS Registration ID	ATP Count	Event / Command Profiles	ATS Polling Timeout	ATS Event Timeout	Generate FTC
			2	ATS 2	5654-22T9-X9R2-K884	1	- Event Profile 3 - Command Profile 3	90	300	Yes
			3	ATS 3	7474-T76K-62XS-G45T	1	- Event Profile 3 - Command Profile 3	90	300	Yes

Add SPC Connect
 Add an ATS to the SPC Connect Server

Add EN50136-1 ATS
 Add an EN50136-1:2012 single path ATS to the system.
 Add an EN50136-1:2012 dual path ATS to the system.
 Add an EN50136-1:2012 dual path and dual Server ATS to the system.

Add Custom ATS
 Add a custom ATS to the system. Up to 10 ATPs may be added to the ATS.

Import ATS
 Import an ATS to the system.

Communications FlexC® Reporting PC Tools
 FlexC ATS Event Profiles Command Profile FlexC Help

ATS Configuration [ATS 3]

Identification

ATS Name The name of the ATS
 ATS Registration ID The unique registration ID of the ATS allows the panel to be uniquely identified at the RCT.

Event Sequence Table

Edit	Delete	Move Up	Move Down	Seq No	Name	Communications Interface	ATP Category	Status	Active Polling Timeout (s)	Event Timeout (s)
		-	-	1	Primary ATP 1	Ethernet	Cat 5 [Ethernet]	OK	90	30

ATS Profiles

Event Profile Select the Event Profile which defines how and which events are transmitted on this ATS
 Command Profile Select the Command Profile which defines the commands that are allowed on this ATS

ATS Faults

ATS Polling Timeout Seconds An ATS Polling Timeout is raised if no Poll message has been successfully acknowledged on any ATP within this period. (0 = Auto Calculate)
 ATS Event Timeout Seconds An ATS Event Timeout is raised if an event has not been successfully acknowledged on any ATP within this period.
 Generate FTC Selects whether the system generates an FTC on an ATS Event Timeout or an ATS Polling Timeout
 Re-queue Events Select what happens to events after an ATS Timeout
 Re-queue Event Delay Seconds Delay after an ATS Event Timeout before the re-queued event is attempted again.
 Re-queue Event Duration Seconds Amount of time that the event will be re-queued before the event is deleted.

Installation Details

Installation Details The following installation details are passed to the RCT to help the Operator at the RCT to identify the panel.

Then, an ATP must be added to the ATS:
 Check the yellow fields:

Enter the Milestone event server IP and port

Communications		FlexC	Reporting	PC Tools
FlexC ATS		Event Profiles	Command Profile	FlexC Help

ATP Configuration - FlexC RCT

Panel Identification

ATP Sequence No: 1 Sequence number of ATP in the ATS configuration (1 is Primary, 2-10 is Backup)

ATP Unique ID: 99 The Unique ID of the ATP so that it can be recognised by the RCT

ATP Name: Primary ATP 1 The name of the ATP

SPT Account Code: 1234 The number that uniquely defines the panel to the RCT (1-9999999, 0 = Auto assign)

RCT Identification

RCT ID: 5678 The unique ID of the RCT (e.g. RCT ID of SPC ComXT) (1-99999999)

RCT URL or IP Address: 192.168.1.200 URL or IP address of the RCT (e.g. SPC ComXT)

RCT TCP Port: 52000 The TCP Port of the RCT (e.g. The TCP Port that SPC ComXT is listening on)

ATP Interface

Communications Interface: Ethernet Interface used by ATP for communication

ATP Category: Cat 5 [Ethernet] Select the The ATP category

Advanced

Advanced ATP Settings: Advanced Settings should only be used by expert users who understand the impacts of w

Go to the advanced settings to configure the encryption key:

Communications		FlexC	Reporting	PC Tools
FlexC ATS		Event Profiles	Command Profile	FlexC Help

ATP Configuration - Advanced Settings

ATP Connections

Active ATP Connection: Permanent: Stay Connected Select the ATP connection type when the ATP is the active ATP (operating as the primary communication path)

Non-Active ATP Connection: Permanent: Stay Connected Select the ATP connection type when the ATP is not the active ATP (operating as a backup communication path)

Test Calls

Test call Mode (Non Active ATP): Test calls Disabled Select the mode for sending testcalls when the ATP is acting as the Non-Active ATP

Test call Mode (Active ATP): Test calls Disabled Select the mode for sending testcalls when the ATP is acting as the Active ATP

Encryption (256-bit AES with CBC)

Encryption Key Mode: Fixed Encryption Select how the encryption key gets updated

Encryption key (64 hex digits): *****

ATP Profiles

Event Profile: Use ATS Setting Select the Event Profile which defines how and which events are transmitted on this ATS

Command Profile: Use ATS Setting Select the Command Profile which defines the commands that are allowed on this ATS

ATP Faults

ATP Monitoring Fault: Generate an ATP fault if the ATP monitoring fails or an Event fails to transmit on ATP

Event Timeout: 30s The amount of time that the ATP will keep trying to transmit the event until the event fails on the ATP and is passed to the next ATP

Minimum Message Lengths

Poll Message: 0 Bytes Minimum length of a Poll Message

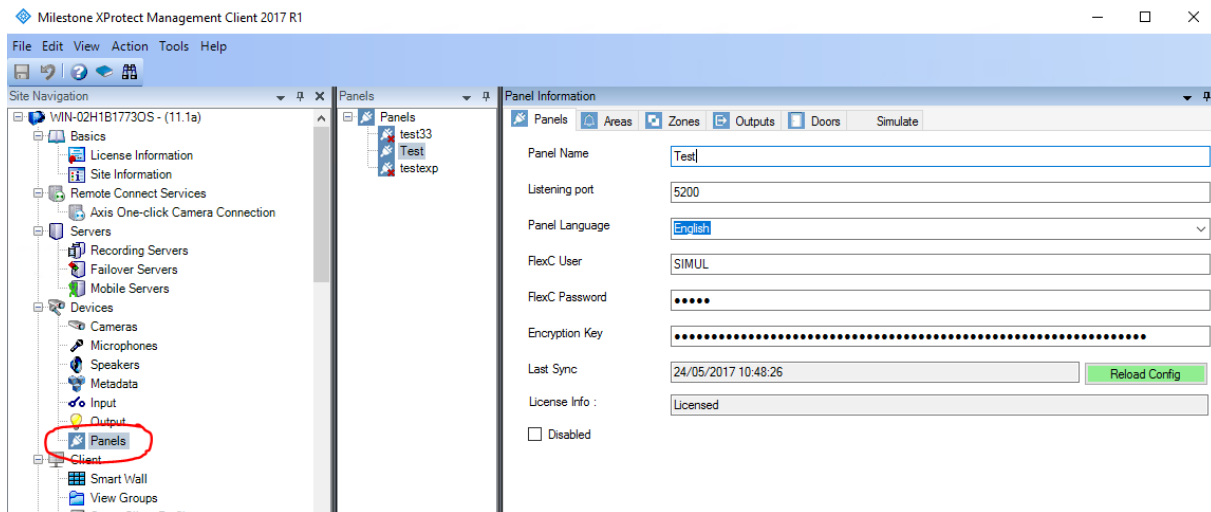
Event Message: 0 Bytes Minimum length of a Event and Testcall Messages

Other Message: 0 Bytes Minimum length of connection and encryption key update messages

Management Client

Note: The configuration of the plugin is performed in the management client, smart client is used for map and controlling system. Please ensure plugin is in the correct folder

Configuration is done in the management client. The plugin sits in the 'Devices' tree.



A list of configured SPC Panels is shown. When selecting a panel, the details panes on the right is populated with the configuration of the panel as known in the system.

The panel detail pane shows the configuration details to be able to connect to the panel. The language chosen here will be used as language to get the alerts from the alarm panel, and as language locale for the actions in the video client (currently not localizable yet)

Remark:

For simultaneous SPC connections, please configure individual listening ports per SPC panel.

All other tab-pages contain a list of the items with their properties. All these properties are retrieved the panel when performing 'Reload Config' from the panel pane.

The button is only available when there is an active connection to the SPC.

Connection state is shown with the color of the button:

	State Unknown. Waiting for the event server to get the state
	Panel is offline
	Panel is online, but credentials weren't checked yet. If the panel stays in this state, probably the username or pwd are not OK
	Panel is online

When the field FlexC User equals 'SIMUL', then the system will be simulated. Otherwise, a real system communication is expected.

When in simulation mode, the configuration will be retrieved from the file 'configsimu.csv'.

The following items are retrieved from the SPC Panel:

Areas

Area ID	Area Name	A Name	B Name	Related Camera
1	Area 112	Partset A	Partset B	
2	Area 2	Partset A	Partset B	
3	Area 3	Partset A	Partset B	
4	Area 4	Partset A	Partset B	

Zones

Zone ID	Zone Name	Area ID	Zone Type	Related Camera
1	Front door	1: Area 112	1: Entry/Exit	
10	Door 1	1: Area 112	1: Entry/Exit	
2	Window 1	2: Area 2	0: Alarm	
3	Window 2	3: Area 3	0: Alarm	
4	PIR 1	4: Area 4	0: Alarm	

Remark: zones with as type 'unused' are not retrieved from the alarm panel.

Outputs

Output ID	Output Name	Related Camera
1	PP500EM on/off	

Remark: Only Mapping Gates are retrieved; other output types cannot be retrieved.

Doors

Door ID	Door Name	Related Camera
1	Door 1	

Remark: Other item types (eg expanders) cannot be retrieved from the SPC. Events on those items will be linked to the SPC panel item itself.

The only property that can be configured in the management client is the 'Related Camera'. When this is set, the camera image will be shown next to an event on this item.

Smart Client integration

Each item of the SPC panel can be put on the map in the smart client.
Depending on the state, the icon and the available actions on the context menu can change.
Each item also has an 'operational state', which results in a circle around the item.

This can have the following values: Ok, Warning, Disabled, Error, Ok, Active

Actions are only available when the SPC is connected.

For an overview of the operation of the smart client please check out the video on youtube.
<https://www.youtube.com/watch?v=SfdcvTbOPCo>

Each item of the SPC panel can be put on the map in the smart client.

Troubleshooting

Connection between the SPC panel and the milestone server does not work

Please compare the Receiver IP and port configuration with the Milestone event server IP and port details.
Please ensure that the SPC plugin listing port has been opened in the firewall.
Please check the encryption key details.

I've updated the Milestone application and the SPC plugin has stopped working

Due to the Milestone upgrade process, the SLC ID of site will be changed, please send us the old and the new SLC ID.
Our customer service team will check the validity date of the available license and will move the license to the new SLC ID. Send it to orders.international@acre.int.com.
(Activation will be performed within 3 4 working days)

Appendix

Panel

Icon State

Icon changes on the connection state of the panel (see icons)

Actions

ID	Name	Condition
PANEL_ACT_SILENCE	Silence all Bells	
PANEL_RELOAD_STATE	Manually refresh the state. This is normally done automatically	
PANEL_ACT_RESET_ALERTS	Reset all alerts in the SPC	

Detailed States

ID	Name
PANEL.CONNECTIONSTATE	Current connection State

ALERT xxx	All alerts in the SPC are listed here, with the indication whether the alert is inhibited or isolated
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Alerte 0.0.0.15 Controller Cabinet Tamper - Isolated

Operational State

State	Condition
Disabled	Panel is Disabled
Error	Alert Count > 0 or panel is not online
Ok	else

Area

Icon State

Icon changes on the state of the area (see icons)

Actions

ID	Name	Condition
AREA_ACT_UNSET	Unset Area	Area is not unset
AREA_ACT_SET_A	Area Set Partially A	Area is unset or area is PartSet B
AREA_ACT_SET_B	Area Set Partially A	Area is unset or area is PartSet A
AREA_ACT_SET	Set Area	Area is not set

Detailed States

ID	Name
AREA_MODE	Current mode of the area

Operational State

State	Condition
Warning	If a zone in this area is in warning
Error	In a zone in this area is in error
OK	else

Zone

Icon State

Icon changes on the state of the zone (see icons)

Actions

ID	Name	Condition
ZONE_ACT_INHIBIT	Inhibit zone	Inhibit allowed and status is not inhibited
ZONE_ACT_DEINHIBIT	De-Inhibit Zone	De-Inhibit allowed and status is inhibited
ZONE_ACT_ISOLATE	Isolate Zone	Isolate allowed and status is not isolated
ZONE_ACT_DEISOLATE	De-Isolate Zone	De-Isolate allowed and status is isolated
ZONE_ACT_RESTORE	Restore alarm	Restore Allowed and current status > 3

Detailed States

ID	Name
ZONE_STATUS	Current status of the zone

Operational State

State	Condition
OK	State = ZONE_STATUS_OK
ERROR	ZONE_STATUS_ALARM, ZONE_STATUS_TAMPER, ZONE_STATUS_TROUBLE, ZONE_STATUS_POST, ZONE_STATUS_MASKED
Warning	else

Door

Icon State

Icon changes on the state of the door (see icons)

Actions

ID	Name	Condition
DOOR_ACT_NORMAL	Set Door Normal	DOOR_MODE_LOCKED or DOOR_MODE_UNLOCKED
DOOR_ACT_OPENPERM	Open door Permanently	DOOR_MODE_LOCKED or DOOR_MODE_NORMAL
DOOR_ACT_LOCK	Lock Door	DOOR_MODE_NORMAL or DOOR_MODE_UNLOCKED
DOOR_ACT_OPENTEMP	Open door Momentarily	DOOR_MODE_NORMAL

Detailed States

ID	Name
DOOR_OPEN_STATE	DOOR_OPEN_STATE_CLOSED, DOOR_OPEN_STATE_OPEN
DOOR_STATUS	DOOR_STATUS_OK, DOOR_STATUS_OPEN_TOO_LONG, DOOR_STATUS_LEFT_OPEN, DOOR_STATUS_FORCED, DOOR_STATUS_TAMPER, DOOR_STATUS_OFFLINE,
DOOR_MODE	DOOR_MODE_NORMAL, DOOR_MODE_LOCKED, DOOR_MODE_UNLOCKED,

Operational State

State	Condition
OK	DOOR_STATUS_OK
ERROR	DOOR_STATUS_OPEN_TOO_LONG, DOOR_STATUS_FORCED, DOOR_STATUS_TAMPER, DOOR_STATUS_OFFLINE
Warning	else

Simulation Mode

The plugin can run in simulation mode. In this mode, no actual communication is performed. Configuration is fetched from the file configsimu.csv.

Events can be sent via the tab 'Simulate' in the management client. This window permits to simulate an event on the panel. An events consists of two parts: the event code and the related item. This must be separated by a semicolon as shown below.