

# RSPNDR Integration

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## Overview

This document gives a look at the Manitou to RSPNDR Integration. The integration uses a web app called Integration. This will be the portal to pass information to and from RSPNDR integrated with setup In the Media Gateway via HTTP type Universal Connector. Operators can send a reverse command within an alarm that will trigger an event to be sent to the RSPNDR application. A security personnel can then choose to take the alarm within the RSPNDR app to go on to the site to verify. Messages sent back to Manitou will include when the alarm in RSPNDR has been sent, published to the app, notes sent from RSPNDR via the website or the app, when the security personnel marks they have arrived, and when the security personnel marks that they have finished the alarm. Operators will also have the ability to send a reverse command to RSPNDR to cancel the alarm within the RSPNDR app.

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## IIS Integration Configuration

The integration will be set up via Cloud Services. However, the customer will need to get and have available for setup the following:

- RSPNDR API Key and Secret
- The tenant ID assigned from RSPNDR
- The URL:Port for MGW
- What signal codes they want to use

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# Reverse Commands

There will need to be two reverse commands created under the Monitoring Station record. One reverse command will be used to send the alarm to RSPNDR. The other reverse command will be used to cancel the alarm that was sent to RSPNDR.

The reverse command to send the alarm to RSPNDR needs to look like this:

**Reverse Channel Command**

Type: Rspndr    Response Type: Immediate

Group: Unspecified    Response Delay: 300

Command: SEND 2 RSPNDR    Command Level: Customer

Description: Send to Rspndr    Command Detail: None

User Group: Operator

**Availability**

- Alarm Only
- Dealer User Allowed
- Customer User Allowed
- Restricted
- VRT User Allowed
- Web User Allowed
- Disabled

**Attributes**

- Connect Command
- Disconnect Command
- Request Binary Data
- Retransmission
- Transmitter Connection Required

**CP Types for Retransmission**

- Phone
- SMS Phone
- Fax
- Pager
- E-mail
- Retransmission
- Web Address

**Optional Parameters**

| Field Type  | Data Type | Label          | Range | DB Value              | Default     | Format |
|-------------|-----------|----------------|-------|-----------------------|-------------|--------|
| Fixed Value | Text      | Connector Type |       |                       | TCP         |        |
| Database    | Text      | Transmitter ID |       | Transmitter ID        |             |        |
| Fixed Value | Text      | Line Name      |       |                       | RSPNDR0UT   |        |
| Fixed Value | Text      | Packet         |       |                       | \$RSPNDRAPI |        |
| Database    | Text      | incidentId     |       | Alarm Unique Id       |             |        |
| Database    | Text      | customer       |       | Transmitter ID        |             |        |
| Database    | Text      | type           |       | Event Description     |             |        |
| Database    | Text      | zone           |       | Zone Description      |             |        |
| Database    | Text      | name           |       | Customer Name         |             |        |
| Database    | Text      | address1       |       | Full Address          |             |        |
| User Input  | Text      | note           |       |                       |             |        |
| Fixed Value | Text      | cancel         |       |                       | false       |        |
| Database    | Text      | eventTime      |       | Event Time            |             |        |
| Database    | Text      |                |       | Address Number        |             |        |
| Database    | Text      |                |       | Address Pre-direction |             |        |
| Database    | Text      |                |       | Address Street Name   |             |        |
| Database    | Text      |                |       | Address Street Type   |             |        |

Details:

| Field Type  | Data Type | Label          | Range | DB Value              | Default     | Format |
|-------------|-----------|----------------|-------|-----------------------|-------------|--------|
| Fixed Value | Text      | Connector Type |       |                       | TCP         |        |
| Database    | Text      | Transmitter ID |       | Transmitter ID        |             |        |
| Fixed Value | Text      | Line Name      |       |                       | RSPNDR0UT   |        |
| Fixed Value | Text      | Packet         |       |                       | \$RSPNDRAPI |        |
| Database    | Text      | incidentId     |       | Alarm Unique Id       |             |        |
| Database    | Text      | customer       |       | Transmitter ID        |             |        |
| Database    | Text      | type           |       | Event Description     |             |        |
| Database    | Text      | zone           |       | Zone Description      |             |        |
| Database    | Text      | name           |       | Customer Name         |             |        |
| Database    | Text      | address1       |       | Full Address          |             |        |
| User Input  | Text      | note           |       |                       |             |        |
| Fixed Value | Text      | cancel         |       |                       | false       |        |
| Database    | Text      | eventTime      |       | Event Time            |             |        |
| Database    | Text      |                |       | Address Number        |             |        |
| Database    | Text      |                |       | Address Pre-direction |             |        |
| Database    | Text      |                |       | Address Street Name   |             |        |
| Database    | Text      |                |       | Address Street Type   |             |        |

|          |      |  |  |  |                        |  |  |
|----------|------|--|--|--|------------------------|--|--|
| Database | Text |  |  |  | Address Post-direction |  |  |
| Database | Text |  |  |  | Address Unit           |  |  |
| Database | Text |  |  |  | City Name              |  |  |
| Database | Text |  |  |  | Region Name            |  |  |
| Database | Text |  |  |  | Post Code              |  |  |
| Database | Text |  |  |  | County [Addr3]         |  |  |

The reverse command to cancel the alarm in RSPNDR needs to look like this:

The screenshot shows the configuration window for a Reverse Channel Command. The command is set to "CANCEL RSPNDR" with a response type of "Immediate" and a response delay of 300. The command level is set to "Customer" and the command detail is "None". The user group is "Operator".

The "Optional Parameters" table is as follows:

| Field Type  | Data Type | Label          | Range | DB Value              | Default     | Format |
|-------------|-----------|----------------|-------|-----------------------|-------------|--------|
| Fixed Value | Text      | Connector Type |       |                       | TCP         |        |
| Database    | Text      | Transmitter ID |       | Transmitter ID        |             |        |
| Fixed Value | Text      | Line Name      |       |                       | RSPNDRQOUT  |        |
| Fixed Value | Text      | Packet         |       |                       | \$RSPNDRAPI |        |
| Database    | Text      | incidentId     |       | Alarm Unique Id       |             |        |
| Database    | Text      | customer       |       | Transmitter ID        |             |        |
| Database    | Text      | type           |       | Event Description     |             |        |
| Database    | Text      | zone           |       | Zone Description      |             |        |
| Database    | Text      | name           |       | Customer Name         |             |        |
| Database    | Text      | address1       |       | Full Address          |             |        |
| User Input  | Text      | note           |       |                       |             |        |
| Fixed Value | Text      | cancel         |       |                       | true        |        |
| Database    | Text      | eventTime      |       | Event Time            |             |        |
| Database    | Text      |                |       | Address Number        |             |        |
| Database    | Text      |                |       | Address Pre-direction |             |        |
| Database    | Text      |                |       | Address Street Name   |             |        |
| Database    | Text      |                |       | Address Street Type   |             |        |

Details:

The details are the same with the exception of the Fixed Value for cancel is updated to "true". The easiest way to create this is to copy from the first reverse command to send to RSPNDR then to update the cancel to "true".

| Field Type  | Data Type | Label          | Range | DB Value               | Default     | Format |
|-------------|-----------|----------------|-------|------------------------|-------------|--------|
| Fixed Value | Text      | Connector Type |       |                        | TCP         |        |
| Database    | Text      | Transmitter ID |       | Transmitter ID         |             |        |
| Fixed Value | Text      | Line Name      |       |                        | RSPNDRQOUT  |        |
| Fixed Value | Text      | Packet         |       |                        | \$RSPNDRAPI |        |
| Database    | Text      | incidentId     |       | Alarm Unique Id        |             |        |
| Database    | Text      | customer       |       | Transmitter ID         |             |        |
| Database    | Text      | type           |       | Event Description      |             |        |
| Database    | Text      | zone           |       | Zone Description       |             |        |
| Database    | Text      | name           |       | Customer Name          |             |        |
| Database    | Text      | address1       |       | Full Address           |             |        |
| User Input  | Text      | note           |       |                        |             |        |
| Fixed Value | Text      | cancel         |       |                        | true        |        |
| Database    | Text      | eventTime      |       | Event Time             |             |        |
| Database    | Text      |                |       | Address Number         |             |        |
| Database    | Text      |                |       | Address Pre-direction  |             |        |
| Database    | Text      |                |       | Address Street Name    |             |        |
| Database    | Text      |                |       | Address Street Type    |             |        |
| Database    | Text      |                |       | Address Post-direction |             |        |
| Database    | Text      |                |       | Address Unit           |             |        |
| Database    | Text      |                |       | City Name              |             |        |
| Database    | Text      |                |       | Region Name            |             |        |
| Database    | Text      |                |       | Post Code              |             |        |
| Database    | Text      |                |       | County [Addr3]         |             |        |

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# Media Gateway Configuration

## Data Packet

Create a Data Packet within the MG

The screenshot shows the configuration interface for a Data Packet. At the top, there are buttons for 'Add', 'Remove', 'Edit', 'Update', and 'Cancel'. Below these, the 'Packet Command Name' is 'RSPNDRAPI' and the 'Packet Description' is 'Responder API Send'. The 'Address' field is highlighted with a red box and contains the URL 'https://sdksupport.boldgroup.solutions/integration/RSPNDR/out'. On the left, a tree view shows various categories like SMS, TCP, and Email, with 'RSPNDRAPI' selected under the TCP category. On the right, a JSON configuration object is displayed, with several fields highlighted by red boxes: 'tenant\_id': 'boldgroup', 'username': 'SGSUser', and 'password': 'SGSPassword'.

```
{
  "incident id": "{0}",
  "tenant_id": "boldgroup",
  "customer_number": {1},
  "type": "{2}",
  "zone": "{3}",
  "triggered at": "",
  "name": "{4}",
  "address1": "{9} {10} {11} {12} {13}",
  "address2": "{14}",
  "city": "{15}",
  "postal_code": "{17}",
  "state": "{16}",
  "country": "USA",
  "notes": "{6}",
  "cancel": {7},
  "username": "SGSUser",
  "password": "SGSPassword"
}
```

- The address will be provided by the Cloud team based on their setup. The Packet name will need to match the Packet Value in the reverse command.
- The tenant ID will be assigned by RSPNDR
- The username and password can be coordinated with BOLD to protect the message channel. The customer can select one and let us know or we can choose it for them.

We also adjusted adding the Call List to the mapping:

- Edit the existing Data Packet if it already exists, or during initial setup, add an entry for "call\_list": {19}. (not shown in the screenshot above)
- Edit that line to include "" (quotes) around the token and add a comma at the end.
- The entry should look like this: "call\_list": "{19}",
- Save the changes and do a File > Reload & Restart.

```
{
  "incident_id": "{0}",
  "tenant_id": "boldgroup",
  "customer_number": "{1}",
  "type": "{2}",
  "zone": "{3}",
  "triggered_at": "",
  "name": "{4}",
  "address1": "{9} {10} {11} {12} {13}",
  "address2": "{14}",
  "city": "{15}",
  "postal_code": "{17}",
  "state": "{16}",
  "country": "USA",
  "notes": "{6}",
  "cancel": {7}
  "call_list": "{19}",
  "username": "SGSUser",
  "password": "SGSPassword"
}
```

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## Data Mapping

Create the following Data Mapping:

The screenshot shows the MediaGateway configuration interface. On the left is a tree view with 'Data Mapping' selected. The main area shows configuration for 'RSPNDRIN' with 'Mapping Type' set to 'XML/JSON'. Below the configuration options is a table with 5 columns: Order, Label, Operation, Field, and Value. The table contains 3 rows of mappings.

| Order | Label   | Operation    | Field          | Value |
|-------|---------|--------------|----------------|-------|
| 1     | EvCode  | Mapped Field | Event code     |       |
| 2     | PointId | Mapped Field | Comment        |       |
| 3     | TxId    | Mapped Field | Transmitter ID |       |

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## Connectors

You will need to create two connectors. One for outgoing data and one for incoming data.  
Create the following HTTP connector for outgoing data:

Connector Driver Name: RSPNDROUT

IP Type: HTTPPOST  
Connection Type: Send  
Ack Message:  
Max Connections: 0  
Default Packet:  
 Save File to Response Directory  
 Stop Processing After Saving File  
 Process Send Results  
 Send Raw Ack Message  
Driver Type: Raw

Host Name: HTTPS://SDKSUPPORT.BOLD.GROUP.SOLUTIONS/INTEGRA  
Port: 443  
Heartbeat Message:  
Relative path/filename:  
 Map File Name to Fieldset  
Response Directory:  
User Name:  
Password:  
Input Directory:

Begin Message Value:  
End Message Value:  
Heartbeat / No Activity (Secs): 0 20  
HTTP Headers: ...  
Read Body As: String

UDP Send: 13002

This a raw TCP Socket. Signals can be received in any format

The outgoing HTTP connector will need to have an HTTP Header:

| Key          | Value            |
|--------------|------------------|
| Content-Type | application/json |
| *            |                  |

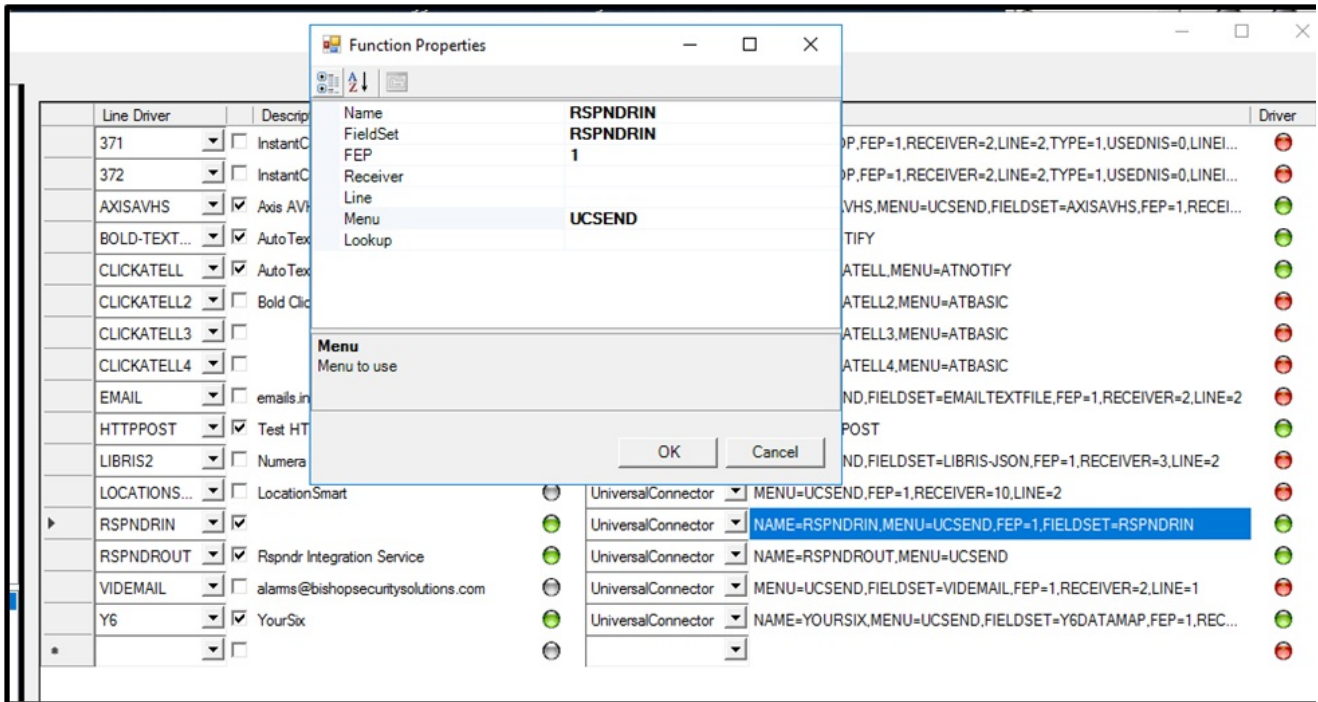
Create the following HTTP connector for incoming responses from RSPNDR:

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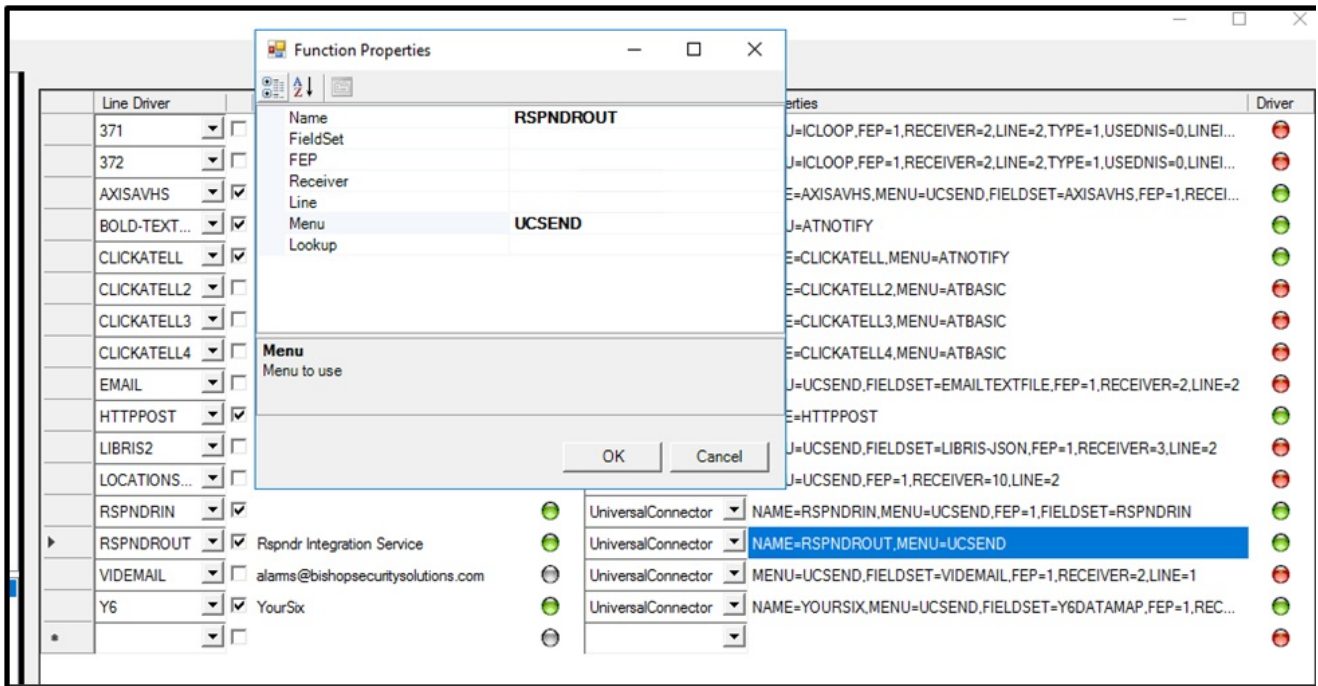
## Line Drivers

Two Line Drivers will need to be created. One for outgoing data and one

Incoming Line Driver:



Outgoing Line Driver:



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## Event Codes and Event Mapping

A series of Event Codes will need to be created for each possible response sent by RSPNDR.

"PUBLISHED": "RPBD",  
"TAKEN": "RTKN",  
"ARRIVED": "RARD",  
"FINISHED": "RFND",  
"CANCELLED": "RCND",  
"NOTED": "RNTD",  
"CONFIRMED": "RCFD",  
"GROUNDING": "RGND",  
"GROUNDED": "RGDD",  
"SENT": "SENT"

The SIA codes in quotes are an example of what can be created as Event Codes. After the Event Codes are entered in Supervisor Workstation they also will need to be entered in Event Mapping for SIA. The decided-upon Event Codes will need to be noted and given to the Cloud team to update the appsetting file for RSPNDR.

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## Action Pattern

This is an example of an Action Pattern that can be used to process a RSPNDR alarm. The initial action would be to send the reverse command to send the alarm data to RSPNDR. Once accepted in the app it will wait for a security personnel to pick up the alarm to verify on-site. A suspend action could come next while waiting for security personnel to take the alarm. If after a certain amount of time, it has not been picked up in the RSPNDR app, a call could be made to the site contact number. If the person at the site states to cancel the alarm in RSPNDR, that assistance is not needed, a reverse command can be sent to remove the alarm from the app. Otherwise, more time can be given while waiting for the alarm to be picked up in the app by security personnel.

```
1. SEND REVERSE COMMAND SEND TO RSPNDR
2. SUSPEND 3 MINUTES WITH PRIORITY CHANGED TO 1
3. LABEL: RSPNDR
4. PROMPT : LOOK AT THE CUSTOMER ACTIVITY LOGS, IS THERE A SIGNAL RECEIVED SHOWING TAKEN FROM RSPNDR? -> @TAKEN (PICK LIST)
5. - SELECT @TAKEN
6. - CASE = YES
7.     JUMP TO: TAKEN YES
8. - CASE = NO
9.     JUMP TO: TAKEN NO
10. END SELECT
11. - SECTION: TAKEN YES
12.     CLOSE ALARM
13. END SECTION
14. - SECTION: TAKEN NO
15.     CONTACT CUSTOMER AT SITE (654) 321-3213
16.     PROMPT : DOES THE CUSTOMER WISH TO CANCEL THE ALARM WITH RSPNDR? -> @CANCEL (PICK LIST)
17. - IF @CANCEL = YES
18.     SEND REVERSE COMMAND CANCEL ALARM TO RSPNDR
19.     CLOSE ALARM
20. - ELSE
21.     SUSPEND 3 MINUTES
22.     JUMP TO: RSPNDR
23. END IF
24. END SECTION
```

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