

Honeywell CLSS Integration and Setup

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Overview

This document gives a look at the Manitou to Honeywell CLSS integration. The integration uses a web app called Integration. This will be the portal to pass information to and from Honeywell, CLSS 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 delivered to CLSS or a reverse command to dispatch to PSAP.

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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:

- CLSS Contact Phone (Central Station PSAP would call back if needed)
- CLSS External ID
- CLSS API ID
- CLSS API Secret
- CLSS ClientID
- CLSS Client Secret
- The URL:Port for MGW
- What signal codes do 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 deliver the alarm to CLSS. The other reverse command will be used to dispatch the alarm through PSAP.

The reverse command to deliver the alarm to CLSS needs to look like this:

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	LineName			CLSSDELIVER	
Fixed Value	Text	Packet			\$CLSSDELIVER	
Database	Text	IncidentId		Alarm Unique Id		
Database	Text	EventTime		Event Time		
Fixed Value	Text	SendToECC			false	
Database	Text	EventDescription		Event Description		
Database	Text	ZoneNum		Zone Number		
Database	Text	ZoneDescription		Zone Description		
Database	Text	Account		Customer Name		
Database	Text	AccountId		Customer ID		
Database	Text	AccountPhone		Customer Site Phone		
Database	Text	AccountType		Customer Type		
Database	Text	Add1				
Database	Text	AddUnit		Address Unit		
Database	Text	City		City Name		

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	LineName			CLSSDELIVER	
Fixed Value	Text	Packet			\$CLSSDELIVER	
Database	Text	IncidentId		Alarm Unique Id		
Database	Text	EventTime		Event Time		
Fixed Value	Text	SendToECC			false	
Database	Text	EventDescription		Event Description		
Database	Text	ZoneNum		Zone Number		
Database	Text	ZoneDescription		Zone Description		
Database	Text	Account		Customer Name		
Database	Text	AccountId		Customer ID		
Database	Text	AccountPhone		Customer Site Phone		
Database	Text	AccountType		Customer Type		
Database	Text	Add1				
Database	Text	AddUnit		Address Unit		
Database	Text	City		City Name		

The reverse command to dispatch through PSAP needs to look like this:

Reverse Channel Command

Type: CLSS Response Type: Immediate

Group: Unspecified Response Delay: 300

Command: DSPCH Command Level: Customer

Description: Dispatch through CLSS 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	LineName			CLSSDELIVER	
Fixed Value	Text	Packet			\$CLSSDELIVER	
Database	Text	IncidentId		Alarm Unique Id		
Database	Text	EventTime		Event Time		
Fixed Value	Text	SendToECC			true	
Database	Text	EventDescription		Event Description		
Database	Text	ZoneNum		Zone Number		
Database	Text	ZoneDescription		Zone Description		
Database	Text	Account		Customer Name		
Database	Text	AccountId		Customer ID		
Database	Text	AccountPhone		Customer Site Phone		
Database	Text	AccountType		Customer Type		
Database	Text	Addr1				
Database	Text	AddrUnit		Address Unit		
Database	Text	City		City Name		

Details:

The details are the same with the exception of the Fixed Value for SendToECC is set 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	LineName			CLSSDELIVER	
Fixed Value	Text	Packet			\$CLSSDELIVER	
Database	Text	IncidentId		Alarm Unique Id		
Database	Text	EventTime		Event Time		
Fixed Value	Text	SendToECC			true	
Database	Text	EventDescription		Event Description		
Database	Text	ZoneNum		Zone Number		
Database	Text	ZoneDescription		Zone Description		
Database	Text	Account		Customer Name		
Database	Text	AccountId		Customer ID		
Database	Text	AccountPhone		Customer Site Phone		
Database	Text	AccountType		Customer Type		
Database	Text	Addr1				
Database	Text	AddrUnit		Address Unit		
Database	Text	City		City Name		

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Media Gateway Configuration

Data Packet

Create a Data Packet within the MG

Add Remove Edit Update Cancel

Packet Command Name: CLSSDELIVER Default Packet

Packet Description: Deliver to Honeywell CLSS

Address: **https://sdksupport.boldgroup.solutions/integration/Honeywell/Deliver**

Tree View:

- SMS
 - T1
 - T3
- TCP
 - ASAPER
 - CENTRAUDP
 - CLICKATELI
 - CLSSDELIVER**
 - IOTRIG
 - LOGISYS
 - RSPNDR
 - RSPNDRAPI
 - SECUREI
 - SECUREIPIN
 - SECURUS
 - SET
 - TEST2
 - VUCONNECT
 - WEBHOOK
- Email
 - TEST

```

{
  "TenantId": "Manitou",
  "IncidentId": "{0}",
  "EventTime": "{1}",
  "SendToECC": {2},
  "EventDescription": "{3}",
  "ZoneNum": "{4}",
  "ZoneDescription": "{5}",
  "Account": "{7}",
  "AccountId": "{7}",
  "AccountName": "{6}",
  "AccountPhone": "{8}",
  "AccountType": "{9}",
  "AccountAddr1": "{10}",
  "AccountAddr2": "{11}",
  "AccountCity": "{12}",
  "AccountState": "{13}",
  "AccountZip": "{14}",
  "AccountCountry": "USA",
  "Transmitter": "{16}",
  "PermitNum": "{17}",
  "Username": "",
  "Password": ""
}
  
```

- 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 tenantID will be different for each Central Station.
- 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 one for them.

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Data Mapping

Create the following Data Mapping:

Add
Remove
CLSS

Mapping Type:
XML/JSON

Test Studio

Formatting

Pre-processing

Total Number of Fields:
Separator: {NONE}
Signal Type: Signal
Event Type: SIA

Add subject to start of final signal
 Add current message body to final signal
 Add attachment contents to final signal
 Add filename to final signal

Combine excess data into last field
 Packet Root Node: ...
 Signal Root Node: ...


	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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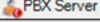






Connectors



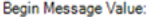
You will need to create two connectors. One for outgoing data and one for incoming data.




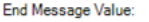
Create the following HTTP connector for outgoing data:


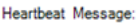


Add Remove Edit Update Cancel



Connector Driver Name:



 PRI/T1/Analog
 PBX Server
 SMS
 Email
 SMS Gateway
 ODBC
 FTP
 TCP


 IP Type:
 Host Name: LOCALHOST
  Begin Message Value:


 Connection Type:
 Port: 13001
  UDP Send:
  End Message Value:


 Ack Message:
  Heartbeat Message:
  Heartbeat / No Activity (Secs):

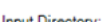
 Max Connections: 0
  Relative path/filename:

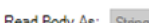
 Default Packet:
 Map File Name to Fieldset
  HTTP Headers:


Save File to Response Directory
  Response Directory:

Stop Processing After Saving File
  User Name:

Process Send Results
  Password:

Send Raw Ack Message
  Input Directory:

 Read Body As:


 Driver Type:

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









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


HTTP Headers		Key	Value
▶	Content-Type	application/json	
*			

Create the following HTTP connector for incoming responses from CLSS:


Add Remove Edit Update Cancel

Connector Driver Name:

 PRI/T1/Analog
 PBX Server
 SMS
 Email
 SMS Gateway
 ODBC
 FTP
 TCP



IP Type: <input type="text" value="HTTPIN"/>	Host Name: LOCALHOST	Begin Message Value:
Connection Type: <input type="text" value="Listen"/>	Port: 10095 UDP Send:	End Message Value:
Ack Message:	Heartbeat Message:	Heartbeat / No Activity (Secs): <input type="text" value="30"/> <input type="text" value="120"/>
Max Connections: 1	Relative path/filename:	HTTP Headers: <input type="text" value="..."/>
Default Packet: <input type="text"/>	<input type="checkbox"/> Map File Name to Fieldset	<input type="text" value="..."/>
<input type="checkbox"/> Save File to Response Directory	Response Directory: <input type="text" value="..."/>	Read Body As: <input type="text" value="String"/>
<input type="checkbox"/> Stop Processing After Saving File	User Name:	<input type="text" value="..."/>
<input type="checkbox"/> Process Send Results	Password:	
<input type="checkbox"/> Send Raw Ack Message	Input Directory: <input type="text" value="..."/>	
Driver Type: <input type="text" value="Raw"/>		

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

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Line Drivers

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

Incoming Line Driver:

Line Driver	Description	Status	Line Function	Properties
371	InstantConnect (719) 358-4709		TwoWayPLUS	MENU=ICLOOP,FEP=1,RECEIVER=2,LINE=2,TYPE=1,USEDNIS=0,LINEID=1
372	InstantConnect (719) 358-4709		TwoWayPLUS	MENU=ICLOOP,FEP=1,RECEIVER=2,LINE=2,TYPE=1,USEDNIS=0,LINEID=1
AXISAVHS	Axis AVHS			MENU=UCSEND,FIELDSET=AXISAVHS,FEP=1,RECEIVER=2,LINE=5555
BOLD-TEXT...	Auto Text			
CLICKATELL	Auto Text Clickatell			MENU=ATNOTIFY
CLICKATELL2	Bold Clickatell C			,MENU=ATBASIC
CLICKATELL3				,MENU=ATBASIC
CLICKATELL4				,MENU=ATBASIC
CLSS	CLSS Deliver			R,MENU=UCSEND
EMAIL	emails.in@prain			D,SET=EMAILTEXTFILE,FEP=1,RECEIVER=2,LINE=2
HTTPPOST	Test HTTPPost			
LIBRIS2	Numeram Libris H			D,SET=LIBRIS-JSON,FEP=1,RECEIVER=3,LINE=2
LOCATIONS...	LocationSmart			=1,RECEIVER=10,LINE=2
RSPNDRIN				MENU=UCSEND,FEP=1,FIELDSET=RSPNDRIN
RSPNDROUT	Rspndr Integrati			,MENU=UCSEND
VIDEMAIL	alams@bishops			D,SET=VIDEMAIL,FEP=1,RECEIVER=2,LINE=1
Y6	YourSix			
CLSSIN				
*				

Name	FieldSet	FEP	Receiver	Line	Menu	Lookup
CLSSIN		1			UCSEND	

UniversalConnector	Properties
UniversalConnector	NAME=YOUR SIX,MENU=UCSEND,FIELDSET=Y6DATAMAP,FEP=1,RECEIVER=2,LINE=5556
UniversalConnector	NAME=CLSSIN,MENU=UCSEND,FIELDSET=CLSS,FEP=1

Outgoing Line Driver:

CLICKATELL4		Auto Text	NAME=CLICKATELL4,MENU=ATBASIC
CLSS		CLSS Deliver	NAME=CLSSDELIVER,MENU=UCSEND
EMAIL		emails.in@prainedogranch.com	MENU=UCSEND,FIELDSET=EMAILTEXTFILE,F
HTTPPOST		Test HTTPPost	
LIBRIS2		Numeram Libris HTTP POST	BRIS-JSON,FEP=
LOCATIONS...		LocationSmart	VER=10,LINE=2
RSPNDRIN			SEND,FEP=1,FIE
RSPNDROUT		Rspndr Integration Service	CSEND
VIDEMAIL		alams@bishopsecuritysolu	DEMAIL,FEP=1,F
Y6		YourSix	ND,FIELDSET=Y
CLSSIN			D,FIELDSET=CL
*			

Name	FieldSet	FEP	Receiver	Line	Menu	Lookup
CLSSDELIVER					UCSEND	

UniversalConnector	Properties
UniversalConnector	NAME=CLSSDELIVER,MENU=UCSEND

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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 CLSS.

"REQUESTED": "HRQD",

"CHAT": "HCHT",
"DECLINED": "HDCD",
"ACCEPTED": "HACC",
"TIMEOUT": "HTOT",
"DIGITAL": "HDGT",
"SUPPLEMENTAL": "HSUP"
"NOTCOVERED": "HNCV",
"SENT": "HSNT"

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 CLSS.

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Action Pattern

This is an example of an Action Pattern that can be used to process a CLSS alarm.

The screenshot displays the 'Action Patterns' configuration for 'CLSS - Honeywell CLSS'. The interface is divided into a left sidebar and a main content area. The sidebar shows a search bar and a tree view of categories: Customer (Default, CLSS - Honeywell CLSS), 1: Fire, 2: Medical, 3: Panic/Holdup/Duress, 4: Burglar/Intrusion, 5: Supervisory, 6: General/Trouble, 99. Library:<Default>, Sub-Action Patterns, Dealer, and Company. The main content area shows a list of 19 steps for the action pattern, which is currently 'Masked'. The steps are:

1. SEND REVERSE COMMAND DISPATCH THROUGH CLSS
2. ATTENTION: VERIFY ALARM SENT TO PSAP AND ACCEPTED
3. PROMPT: WHAT WAS THE RESPONSE? -> @RESPONSE (PICK LIST)
4. - SELECT @RESPONSE
5. - CASE = DIGITAL
6. CLOSE ALARM
7. - CASE = ACCEPTED
8. CLOSE ALARM
9. - CASE = SUPPLEMENTAL
10. CONTACT FIRE DEPARTMENT
11. SUSPEND 10 MINUTES
12. - CASE = NO COVERAGE
13. CONTACT FIRE DEPARTMENT
14. SUSPEND 10 MINUTES
15. - CASE = DECLINED
16. ESCALATE TO SAME CUSTOMER WITH EVENT FA7, AREA -, ZONE -, FORCE CLOSE ORIG. ALARM WITH RES. CODE ____
17. - CASE = TIME OUT
18. ESCALATE TO SAME CUSTOMER WITH EVENT FA7, AREA -, ZONE -, FORCE CLOSE ORIG. ALARM WITH RES. CODE ____
19. END SELECT

- If the response is Sent, Digital, and/or Accepted the alarm can be handled and closed.
- If the response is that the customer is Supplemental or No Coverage, the Operator would need to contact the authority by phone.

- If the response was Declined or Timeout the original alarm can be closed and a new alarm escalated with an action pattern for manual processing, including contacting the Authority by phone.

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