

XML Receiver Driver

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Product Catalog Info

Product Code:

SFT-MAN-ADD-XMLRD

Product Description:

Bold Technologies XML receiver driver for the Manitou system: Manitou provides a generic mechanism to allow a vendor to send a Signal into the system by use of an XML signal format and use of reverse channel commands to control external hardware.

Knowledge Base

XML Receiver Driver technical guide (INTERNAL)

<https://securityandalarminternalkb.knowledgeowl.com/help/1562>

Manitou Core: Setting Up Ajax Receiver within Manitou (INTERNAL)

<https://securityandalarminternalkb.knowledgeowl.com/help/ajax>

Pre-Requisite Document

n/a

Supplementary information

AJAX (Asynchronous JavaScript and XML)

1) AJAX hosted service

The AJAX hosted service provided by AJAX only requires a XML connection from us to AJAX, the customer pays AJAX for the hosted receiver. So there is no licensing involved from AJAX since they are hosting the software.

Dependency: We just need IP and ports from AJAX. The customer will just need to pay AJAX for the hosted server fee

2) Bold hosted service

There is an option for us to host the AJAX receiver for the customer but they will need to purchase the software from AJAX and send it to us for installation.

WARNING: It is not recommend for Bold to host because in this setup when we host the receiver we then need to individually add and remove accounts from the receiver as they add and remove users from their manitou system. This process is not something we can hand over to the customer as there is no customer RDP access to the receiver allowed. The one customer we are currently doing this for has shown that this process is not sustainable to offer to all customers wanting to use the AJAX product.

It is only recommended that Bold offer the AJAX hosted option and we connect the Manitou system to it via XML.

Purchase options for AJAX

It is mandatory for the customer to have an XML Receiver License for each AJAX receiver they want to set up. The options are:

- 1) Customer can go to AJAX and purchase the software license
- 2) We can purchase the license from AJAX and host on ATS behalf, but only if this has already been included in the scope.

Effort and Process

On Prem / Hosted

The installation takes approx. 2 hours plus 1 hours meeting with 3rd party provider, e.g. [Alarm.com](https://www.alarm.com)

AJAX

- 1) Pre-requisite (Taken from Knowledge Base) The customer has to have an XML Receiver License for each Ajax receiver they want to set up.
- 2) Determine if the customer wants AJAX hosted (recommended) or Bold hosted.
- 3) If AJAX host, the customer should provide IP and ports from AJAX to Bold.

Alarm.com

- 1) Customer provides Alarm.com with Port and IP. (cssupport@alarm.com and JFox@alarm.com [Jared Fox])
- 2) If troubleshooting is required, the PM should coordinate a meeting to test a signal from Alarm.com?:
 - a) System Consultant
 - b) Alarm.com (cssupport@alarm.com and JFox@alarm.com [Jared Fox])
 - c) Customer
 - d) Application Consultant

Questions for the Customer

Question 1 What is the business use / case

Question 2 What are you using the XML driver for?

Question 3 Do you have a port and Static IP (Required for BoldXML)

Training

n/a