

# Move IP Receiver Process

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## Move IP Receiver Traffic "Physical Receiver"

**Process High Level:** The process to Move IP Receiver Traffic re-programs the alarm panels to connect to Bold Cloud receiver instead of the customer's on prem receiver.

### TCP - In:

- Manitou is listening to the receiver
- The IP field in Manitou is ignored, and local host is used (e.g. Bosch receivers)

## TCP – Out:

- The receiver listens to automation. (Manitou points to receiver.)
- IP field in Manitou has the IP address of the receiver (e.g. CLSS receivers)

# AlarmNet Physical Receiver (TCP In)

Pre-requisites (see <https://securityandalarminternalkb.knowledgeowl.com/help/pmo-alarmnet-receiver> for details)

- 1) PM to order an AlarmNet virtual receiver to obtain a voucher
- 2) PM to confirm that the customer has an AlarmNet account
- 3) PM to obtain confirmation of how many CSIDs/CityCodes are used.

1 Bold action	Bold replace the customer's physical receiver with a virtual IP receiver. Bold add the receiver to automation using the AlarmNet voucher. Bold program the receiver with CS ID and city code and subscriber ID. Identifier.
2 Customer Action	The customer generates a substitution pin. Bold add the substitution pin
3 Meeting	A meeting with Infrastructure Cloud Team and the customer is required, e.g. to check for connectivity.
4 Sign Off	As soon as a signal is received in the customer's Manitou, the IP move task is signed off.

# DMP Receiver (TCP In)

1 Bold action	Bold provides – 2 x IP address and 2 x ports for Bold cloud (via email).
2 Customer Action	The customer should <b>remotely</b> re-program alarm panels with 2 x IP address and 2 x ports to point Bold cloud.
3 Meeting	After the panels are re-programmed by the customer, a meeting with Infrastructure Cloud Team and the customer is required, e.g. to update any firewall rules and check for connectivity.
4 Sign Off	As soon as a signal is received in the customer's Manitou, the IP move task is signed off.

## M2M (TCP out)

1 Bold action	<b>PaaS</b> Bold configures the hosted FEP to point to the M2M receiver.
2 Customer Action	<b>On Prem FEP (SaaS or IaaS)</b> The Customer configures the on prem FEP to point to the M2M receiver.
3 Meeting	After the FEP is configured, a meeting with Infrastructure Cloud Team and the customer is required, e.g. to update any firewall rules and check for connectivity.
4 Sign Off	As soon as a signal is received in the customer's Manitou, the IP move task is signed off.

## SurGuard (TCP In)

1 Bold action	Bold provides – 2 x IP address and 2 x ports for Bold cloud (via email).
2 Customer Action	The customer should <b>physically</b> re-program alarm panels with 2 x IP address and 2 x ports to point Bold cloud. In addition, DNIS has to be programmed physically at the Panel.
3 Meeting	After the panels are re-programmed by the customer, a meeting with Infrastructure Cloud Team and the customer is required, e.g. to update any firewall rules and check for connectivity.
4 Sign Off	As soon as a signal is received in the customer's Manitou, the IP move task is signed off.

## Move IP Receiver Traffic “Hosted Receiver”

## Alarm.com (TCP In)

1 Bold action	Bold provide Alarm.com with a new IP and Port for the end point for the CO and WI Data Centers. e.g. PRIMARY: 165.254.104.36 Port 3061 SECONDARY: 172.83.126.34 Port 3061
2 Customer Action	n/a
3 Meeting	A meeting with Alarm.com Infrastructure Cloud Team and the customer is required to test. Alarm.com will send a test signal.
4 Sign Off	As soon as a signal is received in the customer's Manitou, the IP move task is signed off.

## AlarmNet IP Receiver (TCP In)

1 Bold action	Bold add the receiver to automation. Bold program the receiver with CS ID and city code and subscriber ID. Identifier.
2 Customer Action	The customer generates a substitution pin. Bold add the substitution pin
3 Meeting	A meeting with Infrastructure Cloud Team and the customer is required, e.g. to check for connectivity.
4 Sign Off	As soon as a signal is received in the customer's Manitou, the IP move task is signed off.

## Alula (TCP Out)

1 Bold action	Bold pick DNIS to route  Bold go to Alula portal and configure (If the customer provide Bold with credentials)
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2 Customer Action	The customer can program the portal themselves
3 Meeting	Alula send a test signal.
4 Sign Off	As soon as a signal is received in the customer's Manitou, the IP move task is signed off.

## Bold XML

1 Bold action	<ol style="list-style-type: none"> <li>1) PM to confirm what the Bold XML driver is connecting to, e.g. Alarm.com / AJAX</li> <li>2) PM to schedule the Systems Engineer to Create a virtual XML driver</li> <li>3) PM to provide the customer with 2 x IP and ports</li> </ol>
2 Customer Action	Customer to connect with their 3rd party hosting provider to re-point the IP and port.
3 Meeting	<p>PM to coordinate a meeting with the following to test the signal</p> <ul style="list-style-type: none"> <li>• Systems Engineer</li> <li>• Customer</li> </ul> <p>For any troubleshooting, the PM to coordinate a meeting with the 3rd part hosting provider to troubleshoot.</p>
4 Sign Off	As soon as a signal is received in the customer's Manitou, the IP move task is signed off.

## CLSS (TCP Out)

There are two scenarios for a CLSS receiver

- Hosted by CLSS (Pathway)
- Hosted by Virtual Receiver and by Bold (Gateway)

Both scenarios require support from CLSS IT Support to move the IP.

1 Bold action	Manitou is configured to point to CLSS. It is necessary to move the CSID from old server to new server (The old CSID is locked to the old server).
2 Customer Action	n/a
3 Meeting	<p>PM to coordinate a meeting with the</p> <ul style="list-style-type: none"> <li>• Systems Engineer</li> <li>• CLSS IT Support (contact details can be provided by Systems Engineer)</li> <li>• The Customer</li> </ul> <p>Agenda</p> <ul style="list-style-type: none"> <li>• On prem legacy Automation (e.g. SIMS, Pheonix) is disconnected from CLSS.</li> <li>• CLSS move the IP to the new server</li> </ul> <p>The CLSS receiver is tested</p>
4 Sign Off	As soon as a signal is received in the customer's Manitou, the IP move task is signed off.

## Napco Prima

Bold can't re-sell Napco Prima. The customer can purchase a license and we can host. The customer would pay a Napco Prima hosting fee.

## Starlink (reports to SurGuard)

The physical alarm panel / device, communicates to the hosted Starlink

1 Bold action	Bold provides – 2 x IP address and 2 x ports for Bold cloud (via email).
2 Customer Action	The customer should <b>remotely</b> re-program in the <b>Starlink portal</b> 2 x IP address and 2 x ports to point Bold cloud.

3 Meeting	After the <b>Starlink portal</b> is re-programmed by the customer, a meeting with Infrastructure Cloud Team and the customer is required, e.g. to update any firewall rules and check for connectivity.
4 Sign Off	As soon as a signal is received in the customer's Manitou, the IP move task is signed off.

## Connect24 (reports to SurGuard)

The physical alarm panel / device, communicates to the hosted Starlink.

1 Bold action	Bold provides – 2 x IP address and 2 x ports for Bold cloud (via email).
2 Customer Action	The customer should <b>remotely</b> re-program in the <b>Connect 24 portal</b> 2 x IP address and 2 x ports to point Bold cloud.
3 Meeting	After the <b>Connect 24 portal</b> is re-programmed by the customer, a meeting with Infrastructure Cloud Team and the customer is required, e.g. to update any firewall rules and check for connectivity.
4 Sign Off	As soon as a signal is received in the customer's Manitou, the IP move task is signed off.