iris Secure Apps™

Remote Service App Client User Guide

Vanderbilt / Siemens SPC Panel Range

Version 2.2

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1. Introduction

IRIS Secure Apps Remote Service App has been for developed for installers, service engineers and monitoring centre staff to enable management of remote alarm panels connected via the IRIS system.

The IRIS Remote Service App is an application that monitoring centres can operate for the staff or installers who need to support alarm panels and similar equipment over IP. If an installer can manage alarm or fire panels with a direct serial connection from a laptop, then the Remote Service App lets them carry out exactly the same operation, but over IP.

This App can be used to gain access to diallers that are behind IP firewalls or connected via GPRS networks, without compromising the sites security or the security of the machine attempting to connect to the panel. The method used to defeat the firewalls is seamless and easy requiring no special knowledge on the part of the operator.

The Remote Service App also means that sites and installers don't need expensive public IP addresses, and that the same alarm panel specific management software can be used to connect to the panels as though they were directly connected or connected through a dial-up modem.

The Remote Service App offers the following benefits:

1. Simplicity of connection – anyone familiar with managing alarm panels via a local serial connection or dial up modem will be able to do the same over IP without any special operating procedures.
2. Security of access – all access is controlled by the high level of user validation and authentication provided by IRIS Secure Apps.
3. Security of communications – all communication is encrypted using the same process as already implemented within IRIS alarm transmission and is compliant with the highest requirements of EN50136-1, Grade 4.
4. Complete integration within Secure Apps – no additional third party software is required.

The Remote Service App can also be seen as an opportunity for monitoring centres to offer new services to their installer customers.

2. System Overview

The IRIS Remote Service App is an application that monitoring centres can operate for the staff or installers who need to support alarm panels and similar equipment over IP.

If an installer can manage alarm or fire panels with a direct serial connection from a laptop, then the Remote Service App will let them carry out the same operation over IP.

The installer can use the same panel management software that is currently used for the alarm panel, whether it is Titan for GE ATS, Remote Servicing Suite for Honeywell Galaxy, Wintex for Texecom, DLS for DSC or MX Remote for Tyco fire panels, etc.

Even if the IP connection of the alarm system they want to talk to is behind a firewall, the Remote Service App takes care of this seamlessly.

The Remote Service App will operate with any installed site that uses an IRIS Touch alarm over IP adapter connected by either the Serial (RS232 or RS485) or dial capture port.

The App consists of two parts:

- **The IRIS Remote Service Server**

  Is a Service hosted at the monitoring centre and controlled from within the IRIS Secure Apps system. This component of the system behaves like a proxy server, routing communications between the alarm panels and connecting clients.

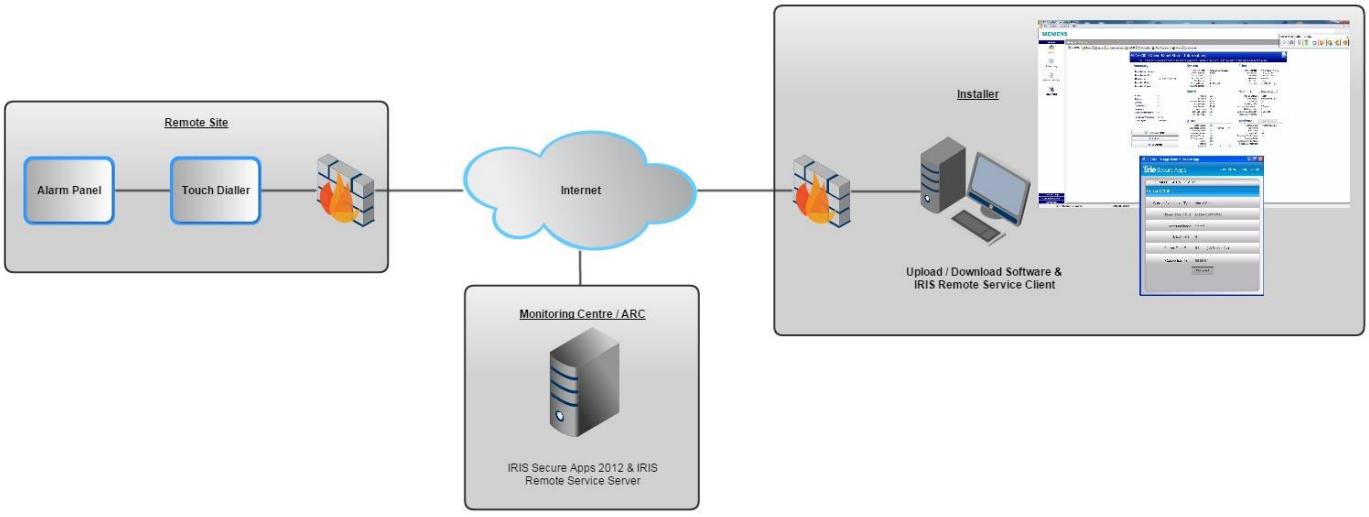
- **The IRIS Remote Service Client**

  This is the software that resides on the PC/laptop used by the installer or service engineer. The client includes a virtual COM port and the alarm panel management software is set to use this driver in place of the existing COM or modem driver.

The process that the Remote Service App goes through to make a connection is as follows:

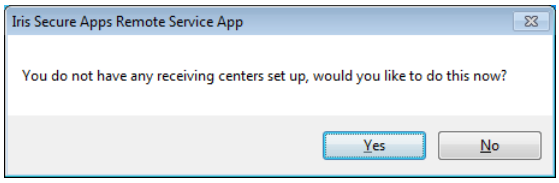
1. The operator opens the alarm panel management application and requests connection to the appropriate panel.
2. The Remote Service client connects to the IRIS Secure Apps Remote Service Server at the monitoring centre.
3. The Remote Service client pops up on the operators screen and asks the operator to enter their Secure Apps user name and password. (This stage can be bypassed if the installer has pre-entered their codes in the client configuration).
4. If IRIS Secure Apps has this user set for Authenticator validation, the operator is requested to enter the authenticator code.
5. The operator is requested to identify the account number of the remote system they wish to connect to. (Alternatively this stage can be bypassed if the panel remote service software contains a phone number directory – the remote system account number is entered in the phone number location.)
6. The IRIS Secure Apps server now waits for the IRIS dialler on that account number to poll in. Whilst this is happening the installer is shown time to complete on the Remote Service client.
7. When the IRIS dialler polls in, it is instructed to make a Remote Service call back to the IRIS Secure Apps server.
8. When this call is connected the IRIS Secure Apps server joins the two connections together and data is transferred backwards and forwards transparently between the remote panel (via the IRIS dialler's serial port) and the panel management application.
9. When the call is cleared from the panel management application, both sides of the connection are cleared down.

   The Diagram below shows the architecture of the system.



3. Remote Service App Client Setup

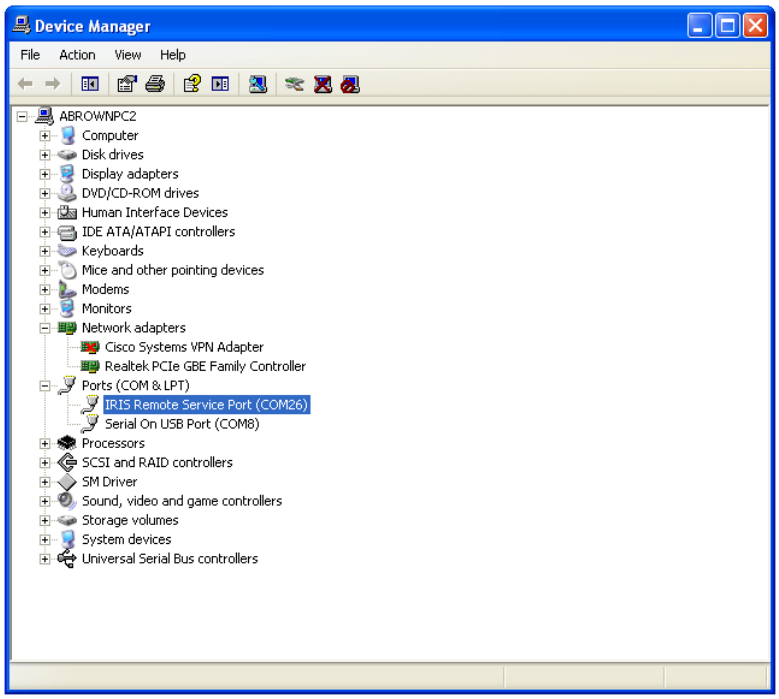
When the Remote Service App starts it will ask you if you wish to set up receiving centres. Select "**yes**" to set up connections. Each connection you add will be a connection to a receiving centre that has IRIS Secure Apps™ installed.



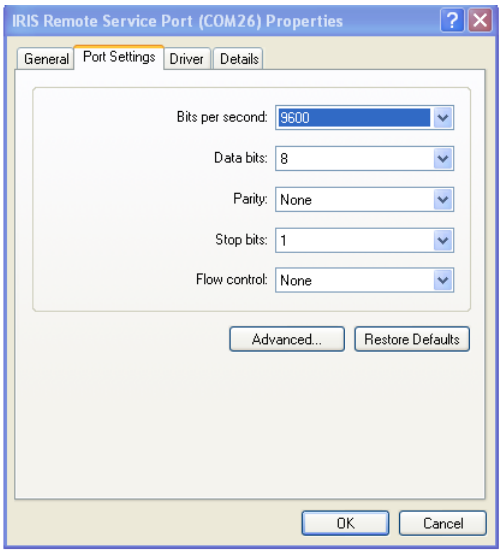
It is recommended you leave auto login disabled until you are comfortable the application performs as expected. **Click save when you are done**.

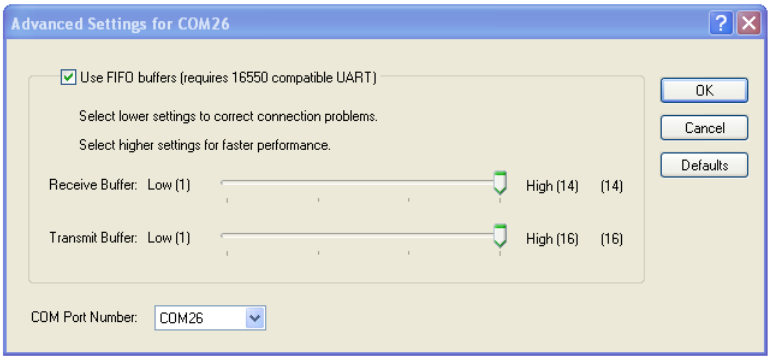
You should now see the icon running in the system tray:

In order to connect to a remote site the alarm panel management software must connect to the virtual serial port. In order to find out what number the virtual serial port has been assigned, open up device manager and look for "**IRIS Remote Service Port**" under "**Ports**":



In the example above the port has been set to COM26. It may be necessary to change this if this port is not selectable in your alarm panel management software. Double click the port to change it and select the port settings tab and then click the advanced button:





You can change the number using the drop down box.

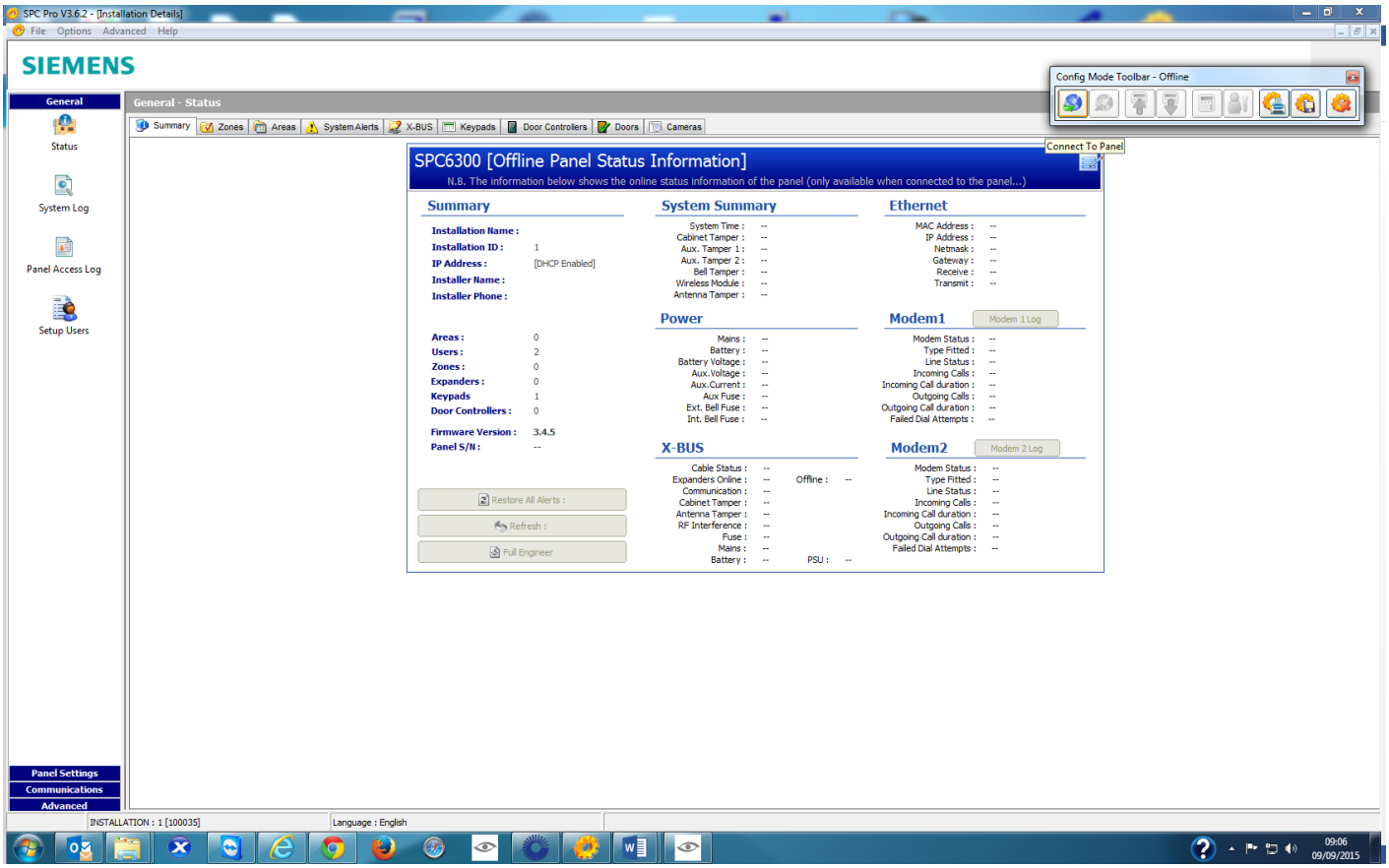
If the management software has a phone directory, you can set up the remote panels in the normal way, except that rather than set the phone number, set the account number/name of the remote site.

4. Operation

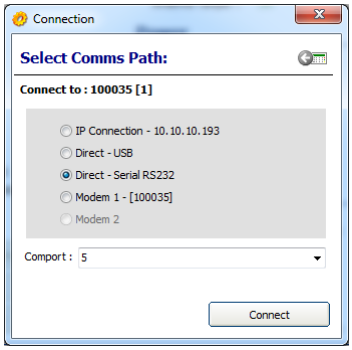
4.1 IRIS Touch Serial RS232 connection for SPC Pro

This will then make the connection between the SPC Pro Software PC and the Remote Service server and connect the Upload/Download session.
To establish a remote connection to the panel you will need to first start up and log into the SPC Pro software and open up the relevant account you wish to connect to:

Once you have the account open go to the 'Config Mode Toolbar' and click the Connect to Panel:



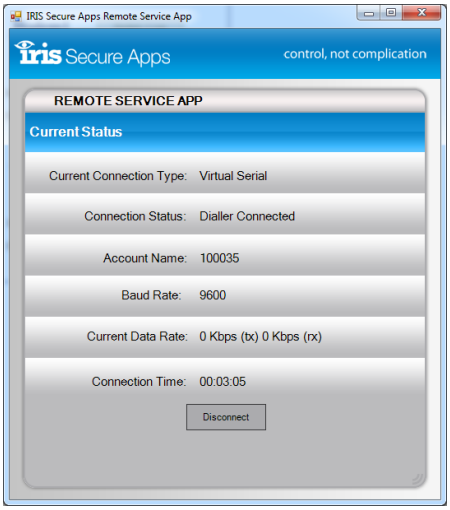
This will then bring up the 'Connection' options which you will need to highlight the 'Direct – Serial RS232'. Next go to the 'Comport' section and select the Com port number that the Remote Service App client is using, **but do not hit 'Connect'**.



Now go to the IRIS Remote Service Client software which will be located in the system try and open this up.

You should now enter in you login details for the Secure Apps Server which would have been supplied by the Monitoring Station.

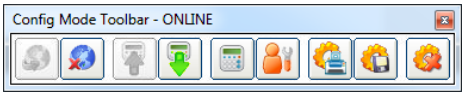
Once you have logged in you will be presented with the dialler search box. Please enter in the IRIS Secure Apps account number for the site that you are trying to connect to, for example 100035



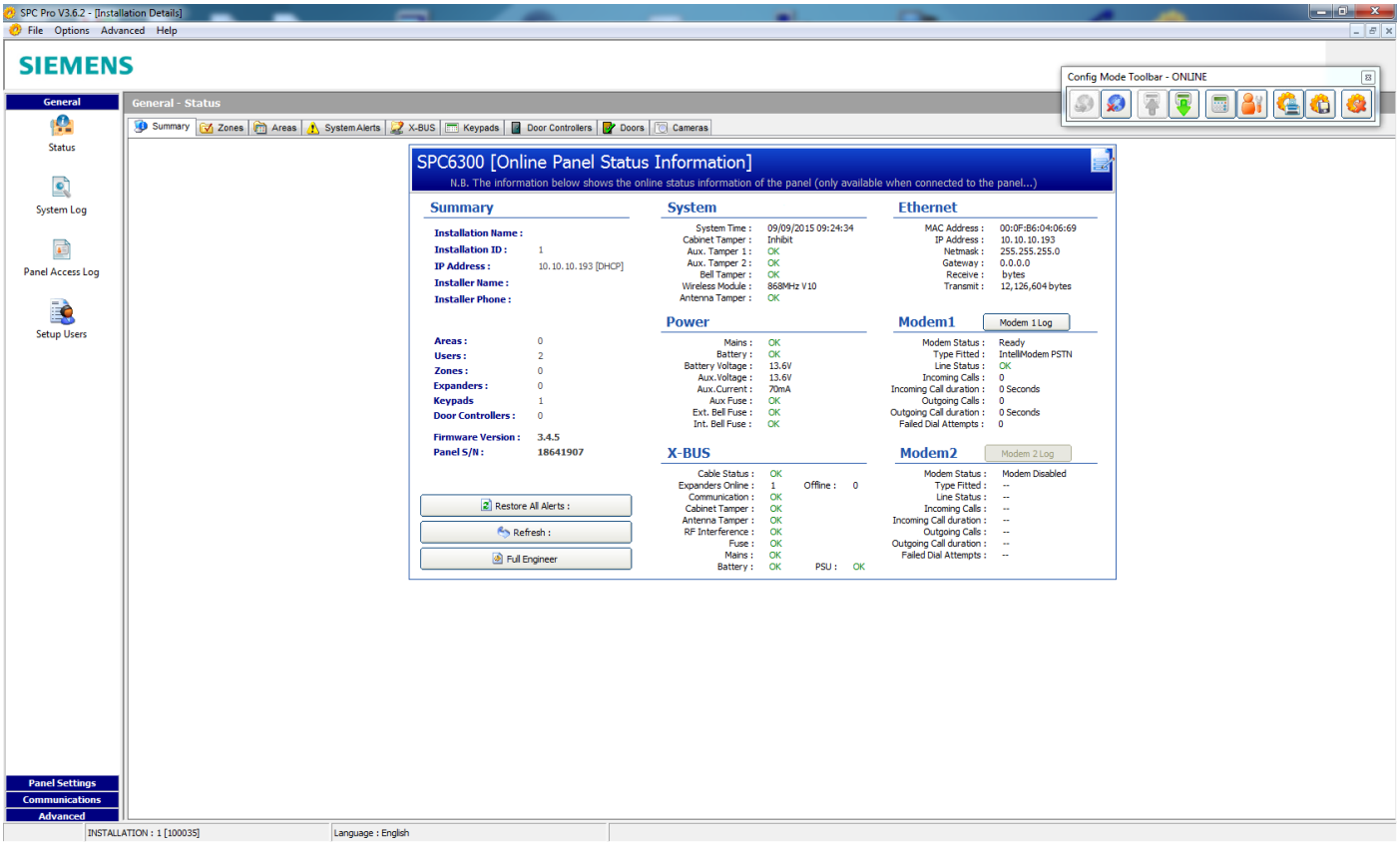
You will now see the progress of the connection, which will be completed the next time the remote dialler polls in to the Secure Apps system at the monitoring centre.

Once the Current Status shows “Dialler connected” go back to the SPC Pro software and on the ‘Connection’ option click ‘Connect’.

You will now be connected and see the ‘Config Mode Toolbar’ go ONLINE and be able to use the SPC Pro software as per a normal local serial connection.



You can also minimise the status window to the system tray while you are connected.



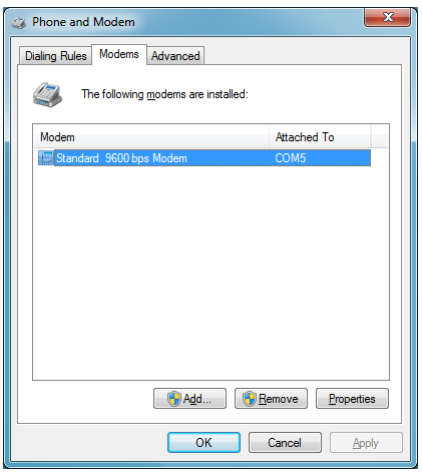
When the process is complete, disconnect from the panel in the usual way. The Remote Service App will close the connection automatically.

4.2 IRIS Touch Ethernet ETH2 connection for SPC Pro and Web Server

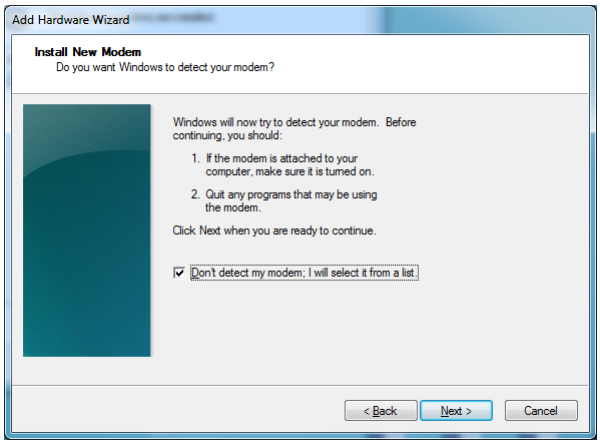
When using the Ethernet ETH2 connection you will need to setup a Windows Dial-Up Connection for this application to use.
The Windows Dial-Up Connection uses the Phone and Modem Option within the Windows Operating System.

First you will need to add a Standard 9600 bps Modem for the Remote Service App Com port as shown below:

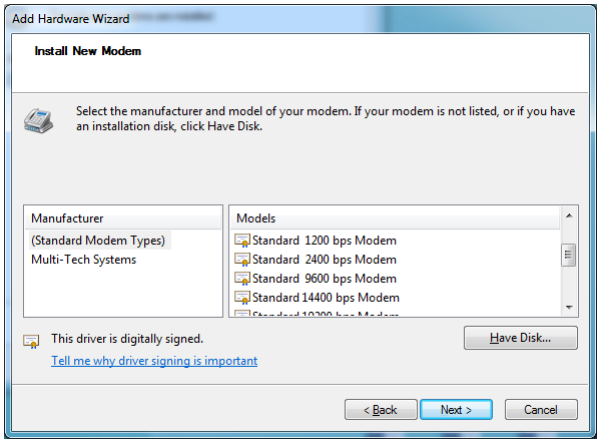
Windows Phone and Modem Option (Window 7 example shown):
Go to the Window Control Panel and Phone and Modem Options and if this is the first time you will need to enter a location in the Dialling Rules. For the Location just add your Country / region and enter the area code.



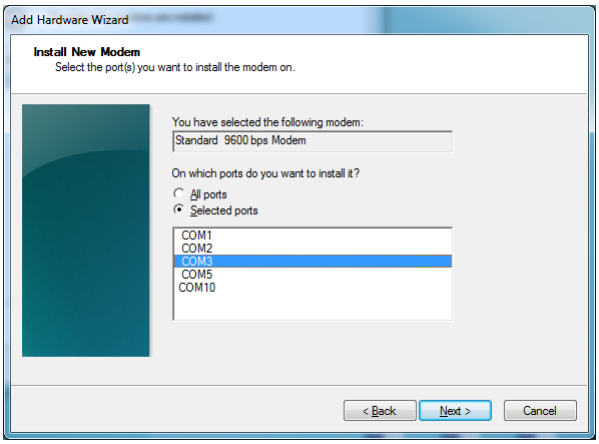
Next select the Modems tab and then “Add” and follow the Add Hardware Wizard as shown below



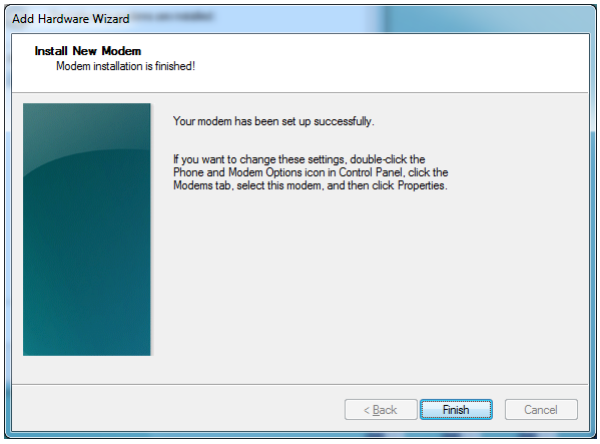
Select ‘Don’t detect my modem; I will select if from a list’ and click ‘Next’



Now select Standard 9600 bps Modem and click ‘Next’



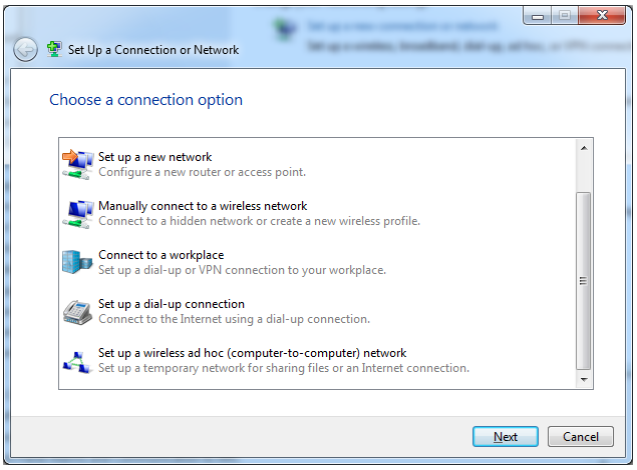
Select the Com port that the IRIS Remote Service App Client is installed on



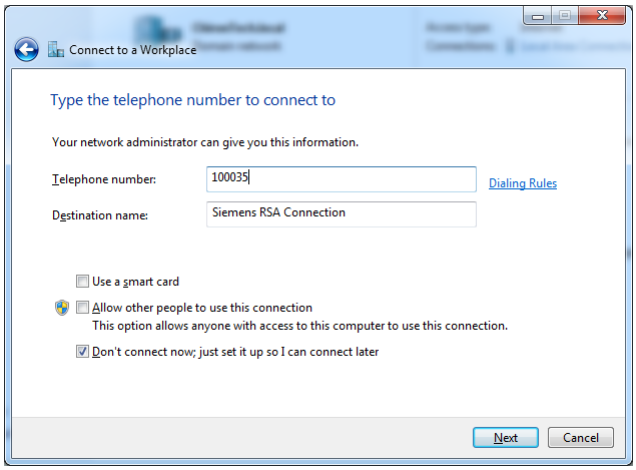
Click finish and you should now see the Modem added to the list

Create a dial-up connection on the remote PC using the IRIS Secure Apps account number as the phone number and using the following setting. The Instruction to do this on Windows 7 operating system are listed below:

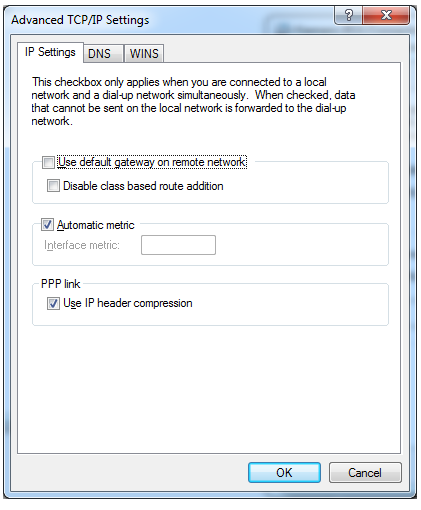
1. Open the New Connection Wizard by browsing to **Control Panel > Network and Internet > Network and Sharing Center > Set up a new connection or network**.



2. Select **Connect to a workplace** and click **Next**.
3. Now select **No, create a new connection** and click **Next**.
4. Select **Dial directly**.
5. Now enter in the **Telephone number** as the account number setup for this site in the IRIS Secure Apps. Enter a relevant **Destination name** and tick the option “Don’t connect now; just set it up so I can connect later”, then click **Next**.



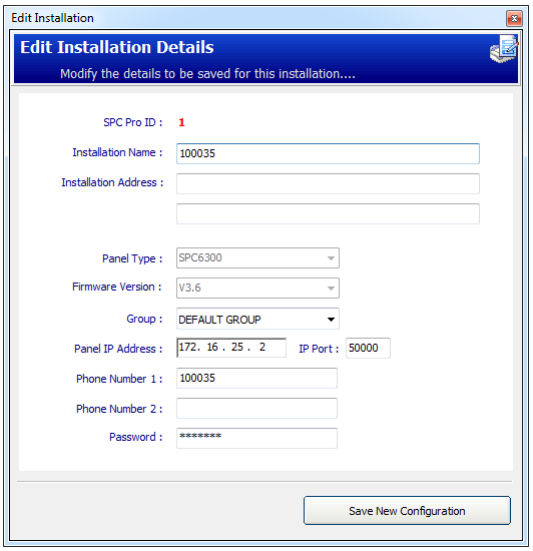
6. Leave the **User name**, **Password** and **Domain** blank and click **Create**.
7. Now select the **Change adapter settings** to the left.
8. Right click on the Dial-up connection you have created Example **Siemens RSA Connection** and select **Properties**.
9. Go to the **Networking** tab and select **Internet Protocol Version 4 (TCP /IPv4)** and select **Properties**.
10. Select the **Advanced** button and in the **IP Settings** tab **untick** the **Use default gateway on remote network**, then click **OK** 3 times to finish the setup.
11. You are now ready to use this dial-up connection with the RSA client to make and Upload /download connection.



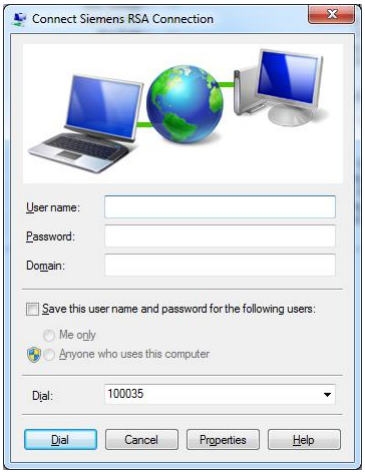
SPC Pro connection:

To establish a remote connection to the panel you will need to first start up and log into the SPC Pro software and open up the relevant account you wish to connect to:

Ensure that the **Panel IP address** is setup for **172.16.25.2** and IP Port **50000**, these can be edited in the **Installation Details** as shown below:

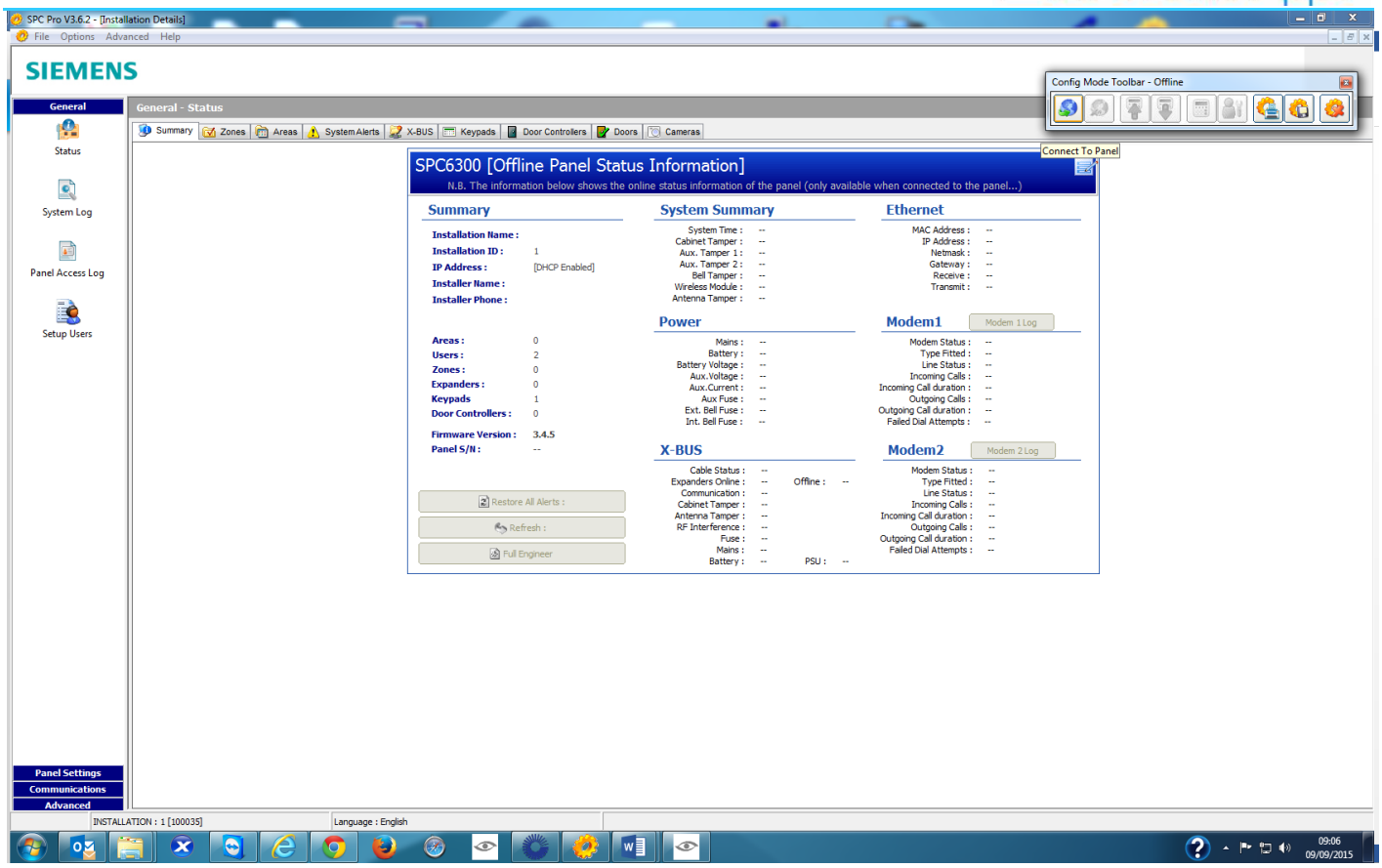


Now open the account and then go to the Windows dial-up networking and make a connection using the created Dial-up connection.



Select Dial which should then cause the IRIS Remote Service Apps Client to appear:

Once you have the account open go to the 'Config Mode Toolbar' and click the Connect to Panel:



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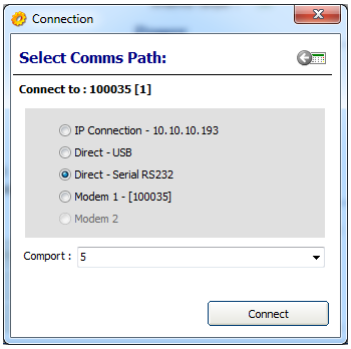

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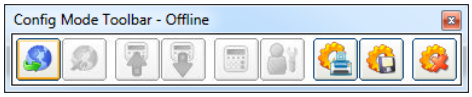
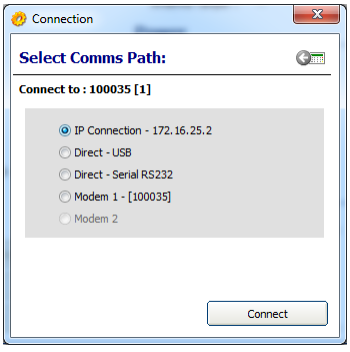
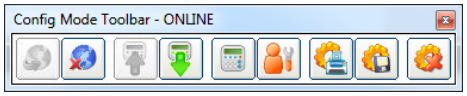
Once the Current Status shows 'Dialler connected' go back to the SPC Pro software and go to the **Config Mode Toolbar** and click the **Connect To Panel**.



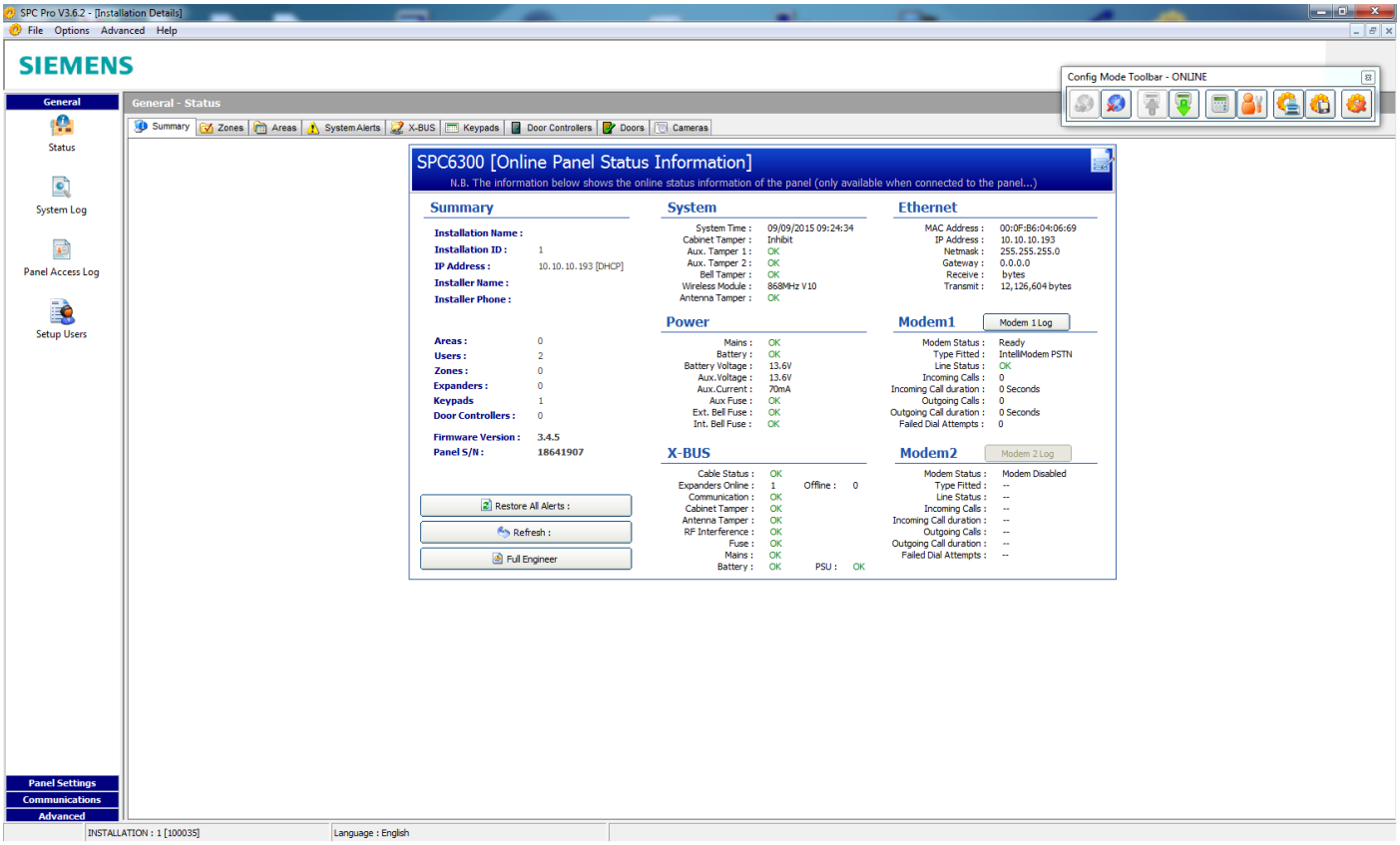
Now select the **IP Connection – 172.16.25.2** and click **Connect**.



You will now be connected and see the 'Config Mode Toolbar' go ONLINE and be able to use the Siemens SPC Pro software as per a normal local serial connection.



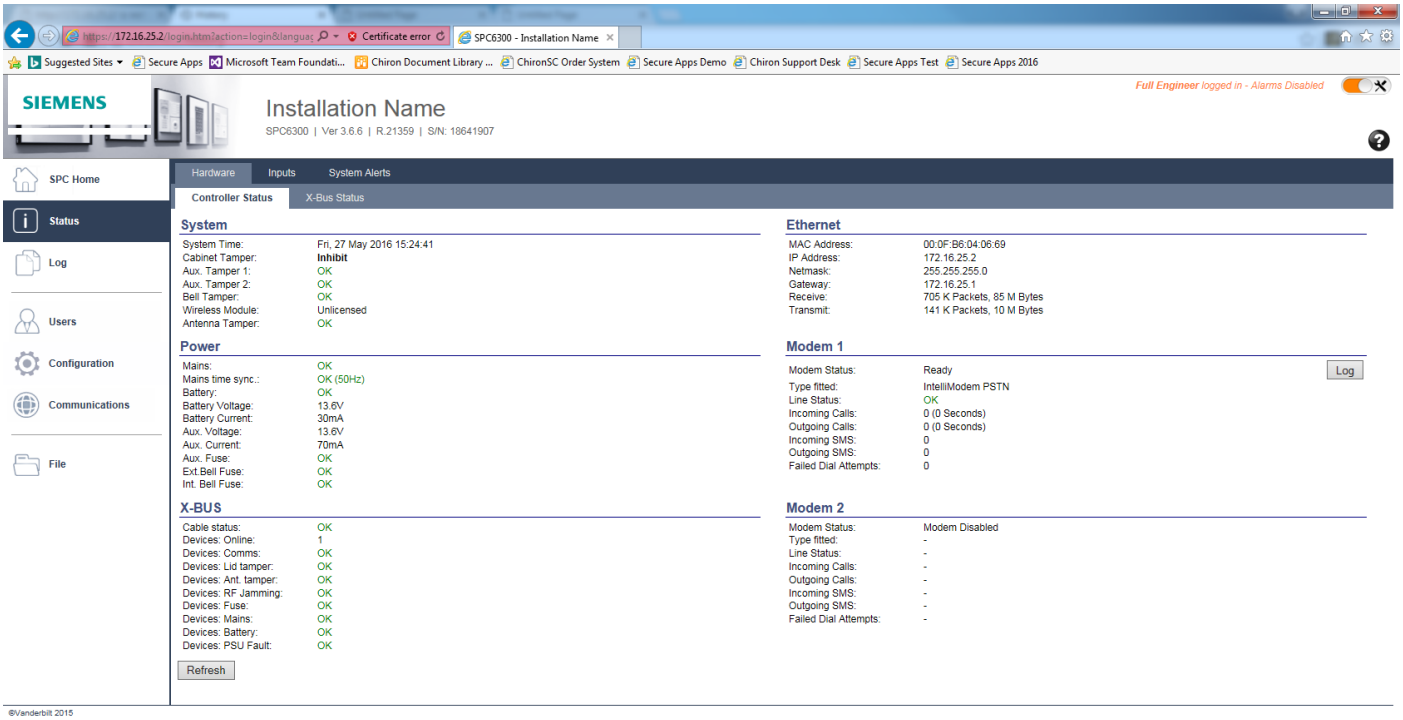
You can also minimise the status window to the system tray while you are connected.



When the process is complete, disconnect from the panel in the usual way, then go to the Windows Dial-up connection and disconnect. After a period you should see that the Remote Service App will close.

Web Server connection:

Once the dial-up connection is connected (as above), open a web browser and browse to IP address 172.16.25.2 i.e. https://172.16.25.2/.



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