NMS
NEW MARKET SOLUTIONS

USER GUIDE

NMS proxSafe Integration with OnGuard

Installation and Configuration Guide

DECEMBER 2021

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Chapter 1: Overview

New Market Solutions has developed a powerful integration between the proxSafe Key Management System and the LenelS2 OnGuard access control system to implement a cohesive security solution across a business.

With this integration, security administrators can assign access to assets such as weapons cabinets, vehicle keys, or specific rooms, based on OnGuard clearance assignments, and then closely monitor the whereabouts of those keys or assets through OnGuard. All proxSafe events are reported in the OnGuard journal like any other hardware, giving operators a one-stop place to review important information related to lost or missing keys, in order to quickly mitigate any security concerns.

This guide explains the proper installation, set-up and operating procedures to integrate the proxSafe solution with OnGuard versions 7.4 or higher.

Key Features

- Manage physical key access to rooms, labs, radios, weapons, vehicles, lockers, and other assets
- Minimizes the number of misplaced or lost keys and assets
- Reduces cost of deploying electronic access control on every door
- Access assignment of each asset/group performed in OnGuard
- Multiple Cards can be assigned assets within cardholder record
- A robust configuration applicable to manage the functionality of the integration

Known Limitations and Special Criteria

The following is a list of known limitations and special criteria for this integration.

- All named objects have a character limit in proxSafe. When these names exceed these limits, the Object ID of the object will precede its name in proxSafe until all characters have been utilized
- All proxSafe assets schedules are populated into Commander with the schedule “Always”

Chapter 2: Installation

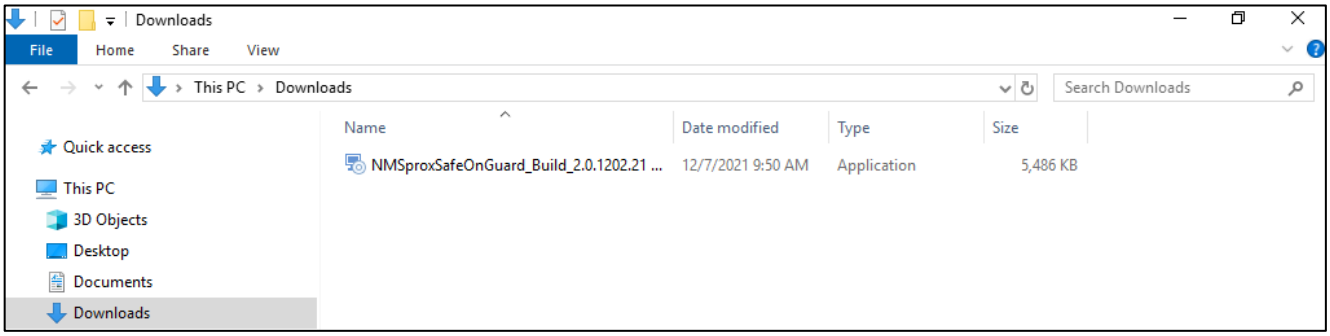
Requirements

- OnGuard 7.4, or higher, must be previously installed
- User Credentials for OnGuard
- An OnGuard license with the “Partner Integration (IPC-031-DEIST01-B)” license option from LenelS2
- Login credentials with Administrator access to the SQL Server instance used by Commander
- ODBC access to communicate with both SQL Servers
- In OnGuard, there must be a Logical Source name “proxSafe” configured. Refer to LenelS2 OpenAccess documentation for OpenAccess requirements, configuration, and permissions within OnGuard

The following installation sequence assumes you have already installed Commander and OnGuard software successfully. It is recommended that you ALWAYS make a backup of any SQL databases prior to performing any installation.

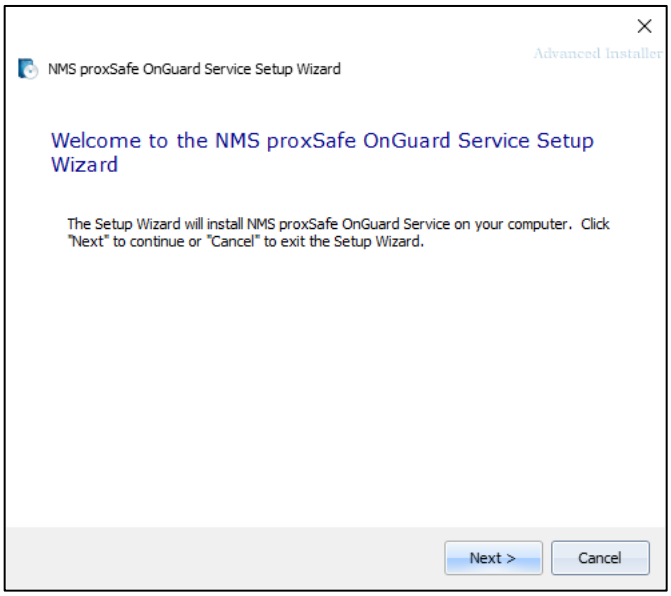
The integrator must obtain the link to the NMSproxSafeOnGuard_Build_x.x.xxxx.xx.msi file from New Market Solutions.

1. Right click or double-click on the.msi file and select **Install.**

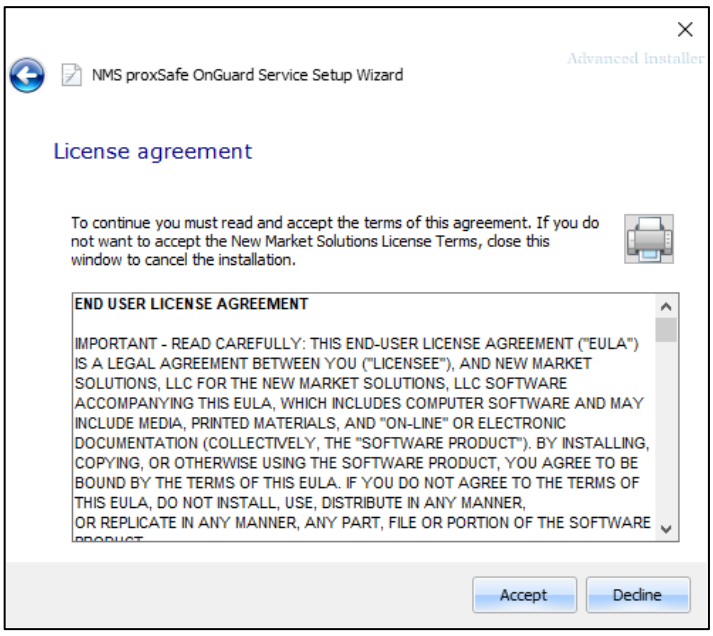


The NMS proxSafe OnGuard Service Setup Wizard will start as shown below.

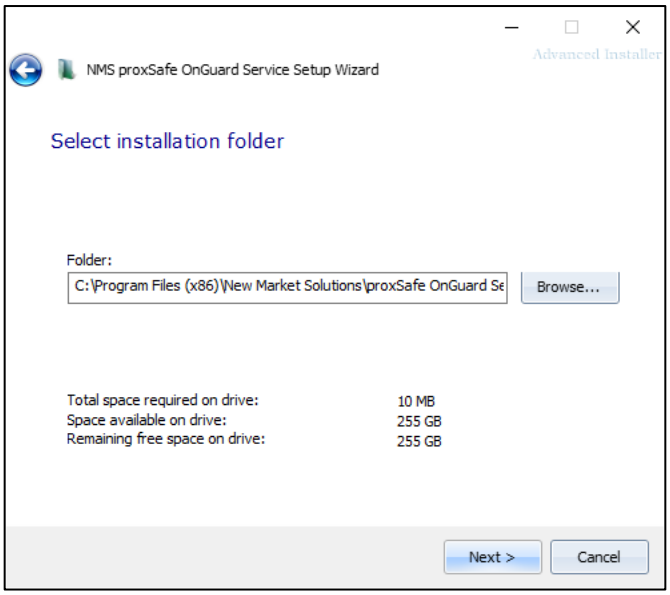
2. Click **Next**



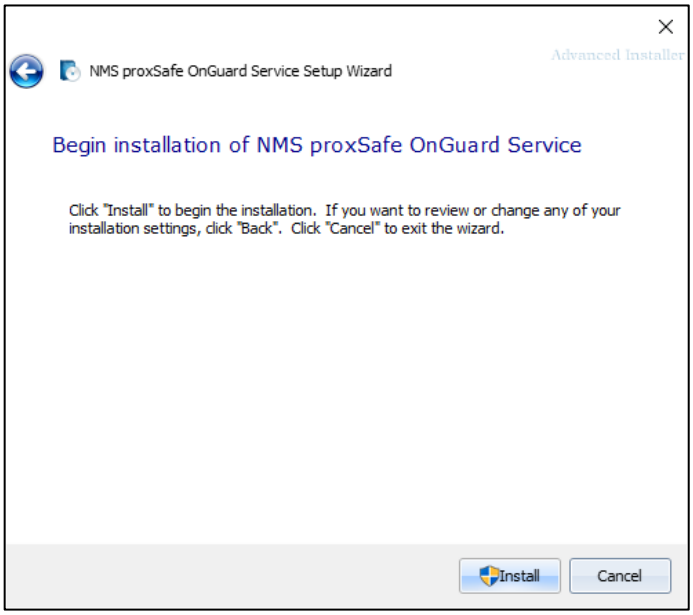
3. Read and **Accept** the End-User License Agreement



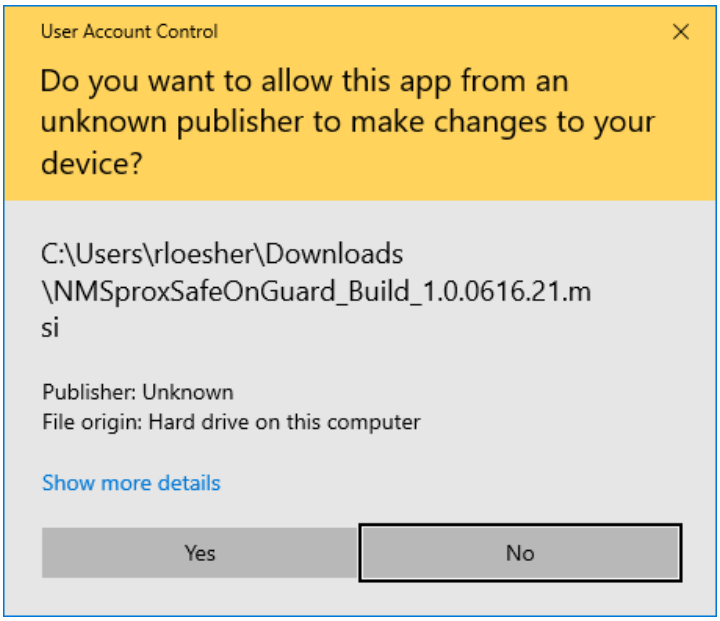
4. Select the destination for the installation and click **Next** (the default value provided is the recommended path)



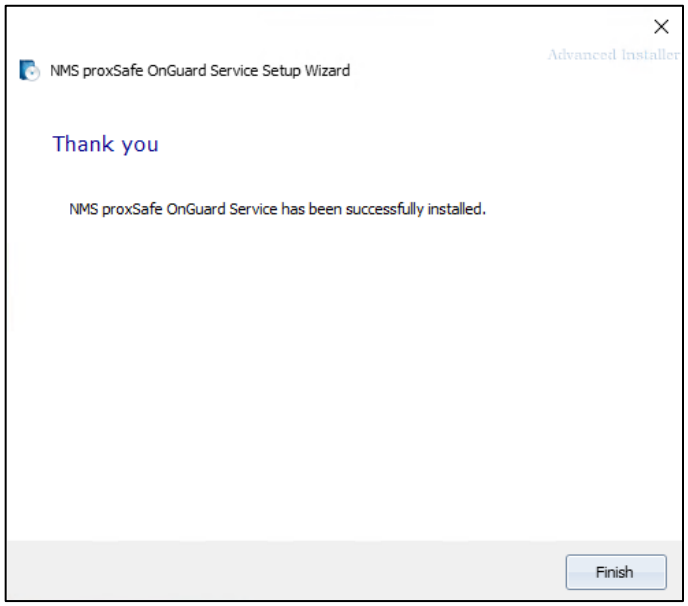
5. Click **Install**



6. Click **Yes** if presented with a User Account Control question as shown below

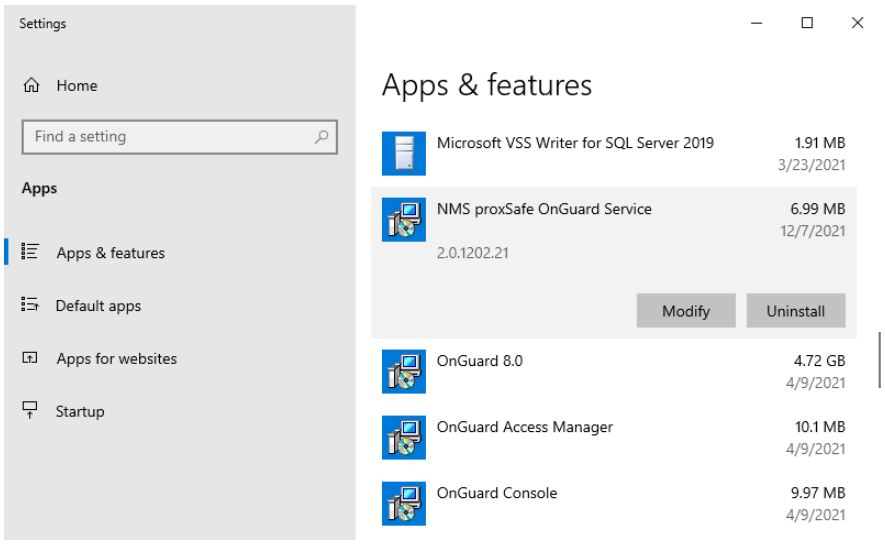


7. Click **Finish**

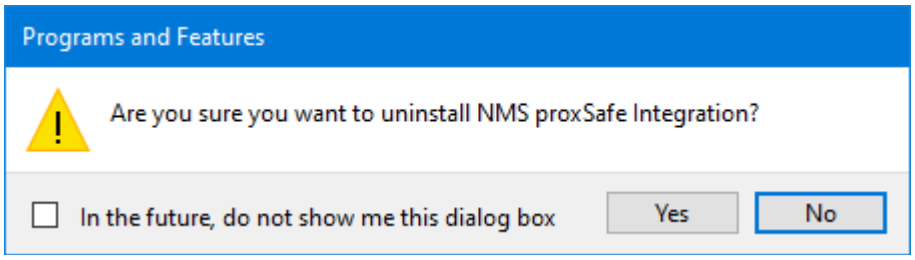


Uninstalling the NMS proxSafe OnGuard Service

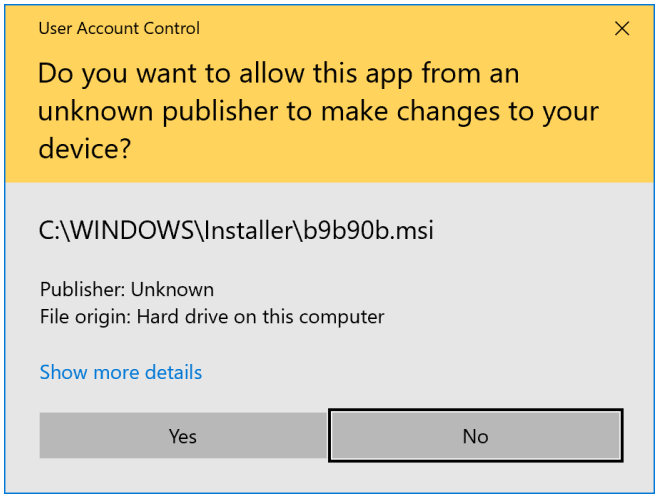
1. Locate the NMS proxSafe OnGuard Service in Apps and Features and click **Uninstall**



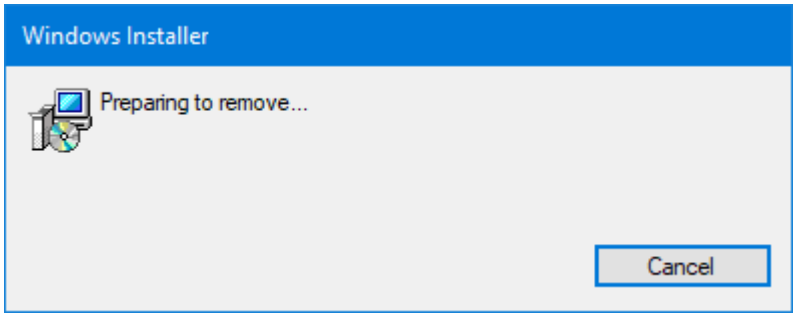
2. Click **Yes** when presented with the confirmation question as shown below



3. Click **Yes** if presented with a User Account Control question as shown below



The following dialog will automatically close when the process is complete.

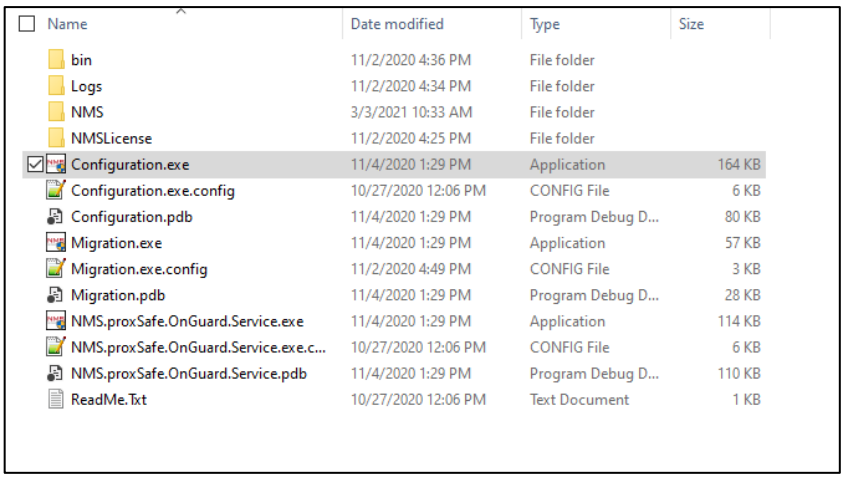


Chapter 3: Configuration

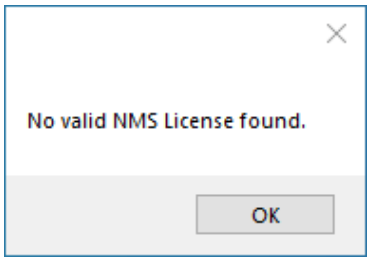
To configure the NMS proxSafe OnGuard Integration, navigate to “C\Program Files (x86)\New Market Solutions\proxSafe OnGuard Service” and locate the “Configuration.exe” application.

Note: This is the default file path. If you designated a different path, then the file will be located at the path you created.

1. Double-click **Configuration.exe**



2. On a newly installed system, you will be notified that there is “No valid NMS License found”. Click **OK**



The NMS proxSafe OnGuard Configuration utility is comprised of eight tabs which become visible incrementally throughout the configuration process.

- General
- Licensing
- Access Level Definition
- Field Mapping
- Alarms
- Segmentation
- keyTags
- keyTag Groups

General

In the general tab, you will set the connection properties to connect the integration of Commander and OnGuard.

proxSafe Database

A. **Database Server** - the SQL Server machine name (IP address) hosting the Commander Connect database

B. **Database Name** - the name of the Commander Database. By default, this value is “pscv3”

C. **SQL Instance** – used in a named instance of SQL Server

D. **User Name** - the User Name configured in dataCommEngine for SQL access

E. **Password** - the password for the entered User Name

Commander Web Service

F. **Commander** – the name of the server hosting the Commander Web Service

G. **Port** – this is the TCP/IP Port used by Commander

H. **Secure Connection** – check if using a secure connection

OnGuard

I. **Address** – the server name or IP address of the OnGuard Server

J. **User Name** – the OnGuard User Name configured for OpenAccess. Refer to OnGuard documentation for more information on the OpenAccess User Name

K. **Password** – the OnGuard Password configured for OpenAccess. Refer to OnGuard documentation for more information on the OpenAccess Password

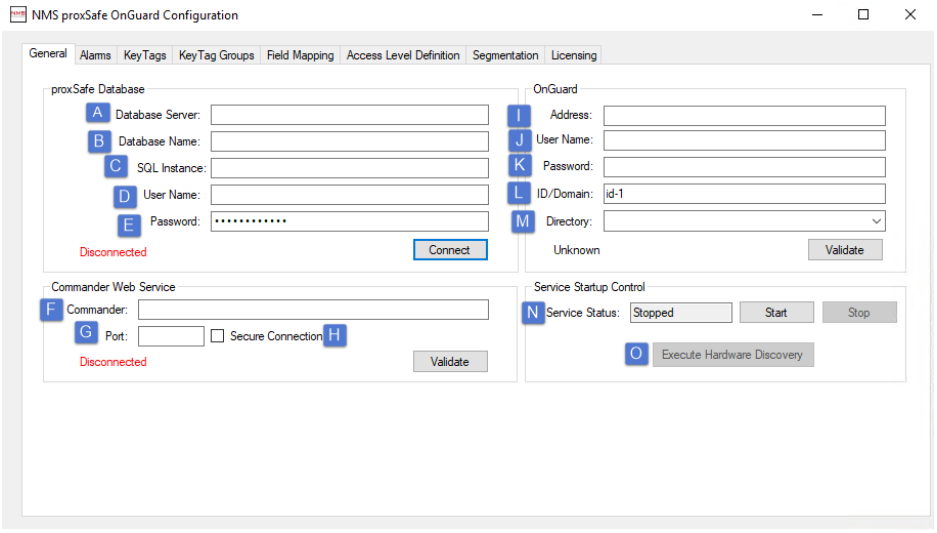
L. **ID/Domain** – the OnGuard Directory configured for the OpenAccess User

M. **Directory** - select the Directory from OnGuard

Service Startup Control

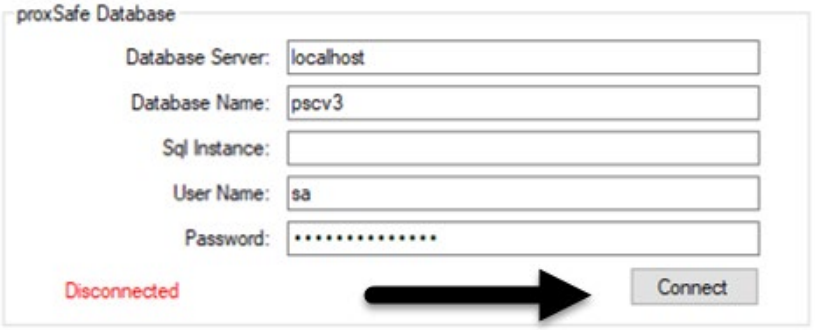
N. **Service Status** – displays the state of the NMS Service. (Start and Stop will start and stop the service)

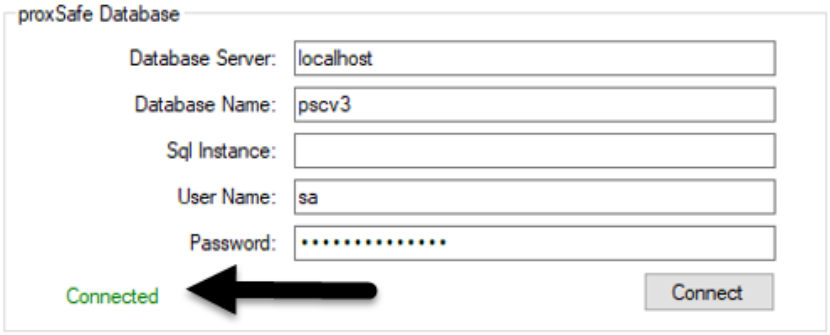
O. **Execute Hardware Discovery** – sends a command to the NMS service to look for any additional hardware from Commander



Verifying the proxSafe Database connection

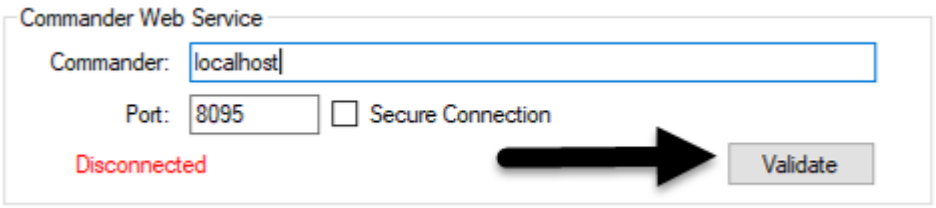
1. Enter the name of the proxSafe Database Server, Database Name, SQL Instance, User Name, and Password to connect to the proxSafe database.
2. Click **Connect**



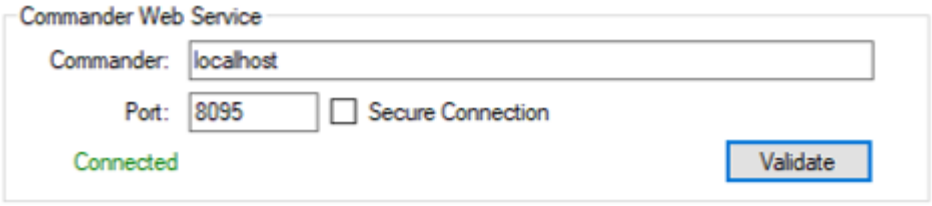


Verifying Commander Web Service connection

1. Enter the name (or IP address) of the server hosting the Commander service, and the Port number being used
2. Click **Validate**

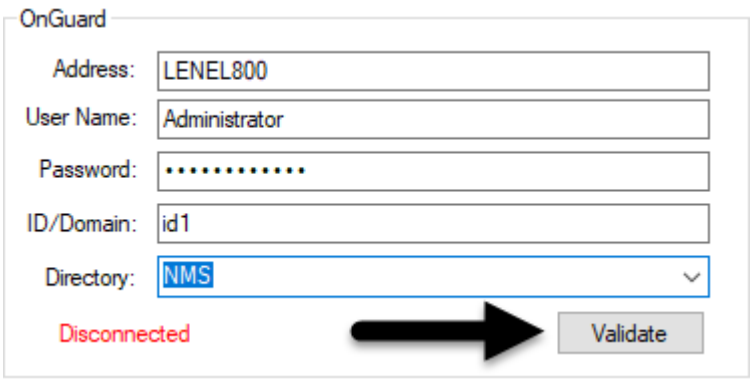


A successful connection will be indicated by the word “Connected” displayed in green.

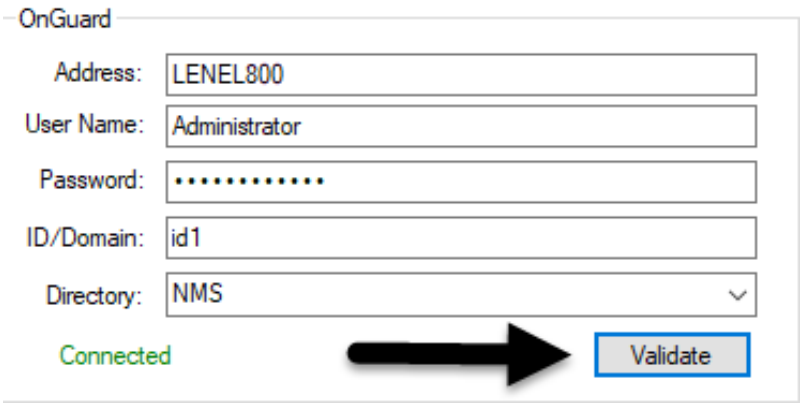


Verifying OnGuard connection

1. Enter the Server Name (or IP address) of the server hosting OnGuard, the User Name and Password to an admin account for OnGuard, and the ID/Domain and Directory (Directories can be selected from the Directory Combobox)
2. Click **Validate**



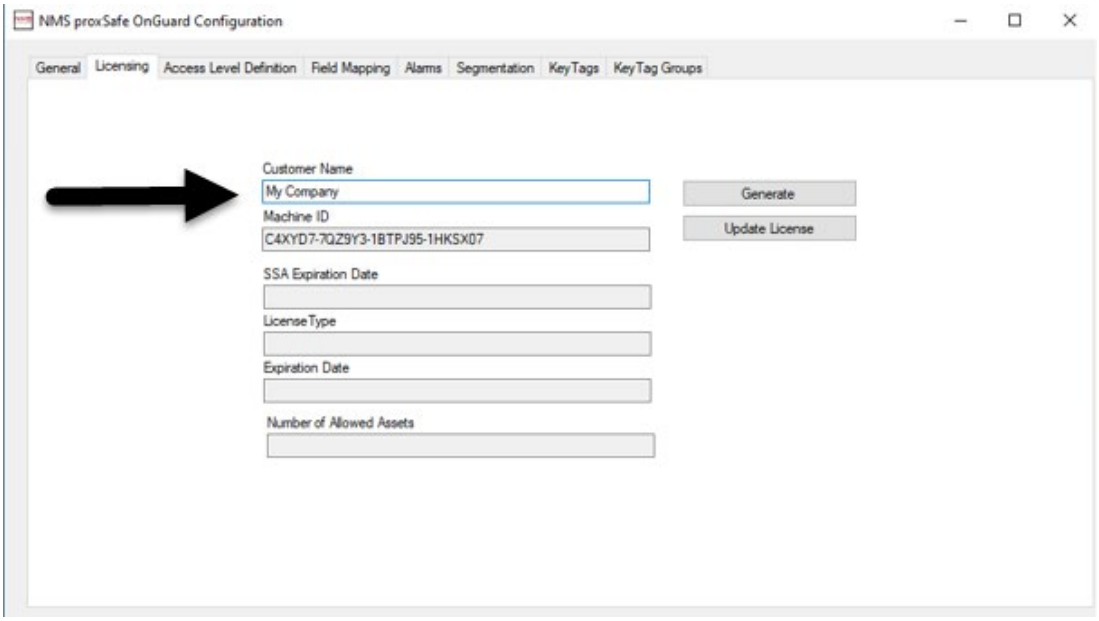
A successful connection will be indicated by the word “Connected” displayed in green.

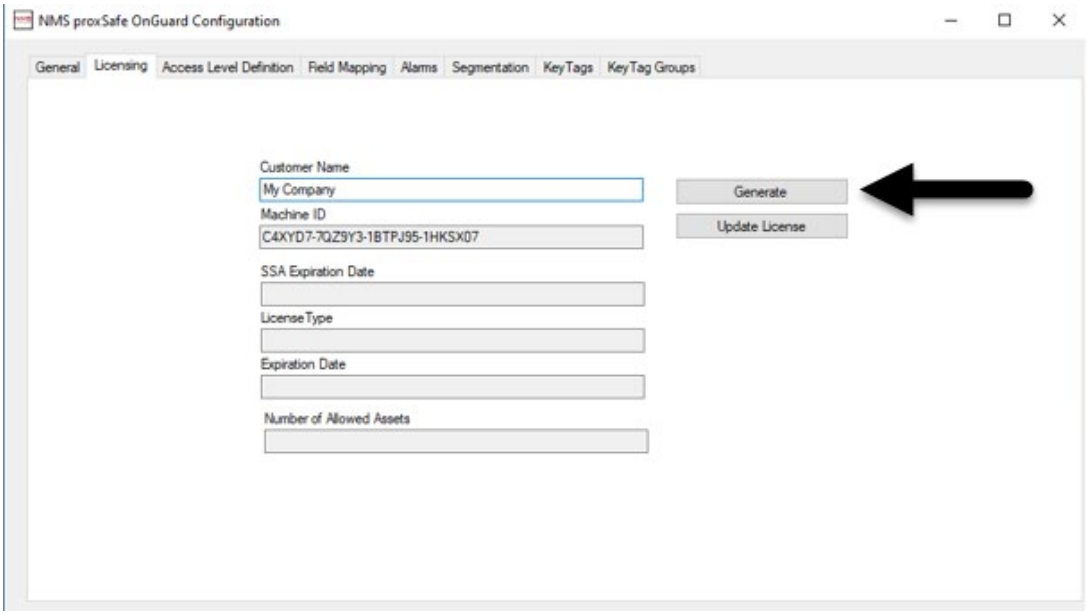


Licensing

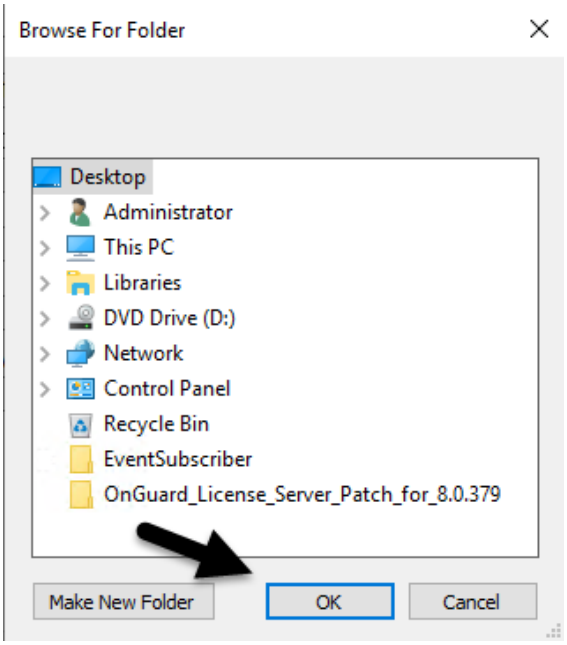
To license your integration, you must generate then send a system file to support@newmktsolutions.com. This information is used to generate a system specific license for use with the NMS integration. This file is generated from within the configuration application.

1. Go to the Licensing tab and enter the **Customer's name** in the Customer Name field



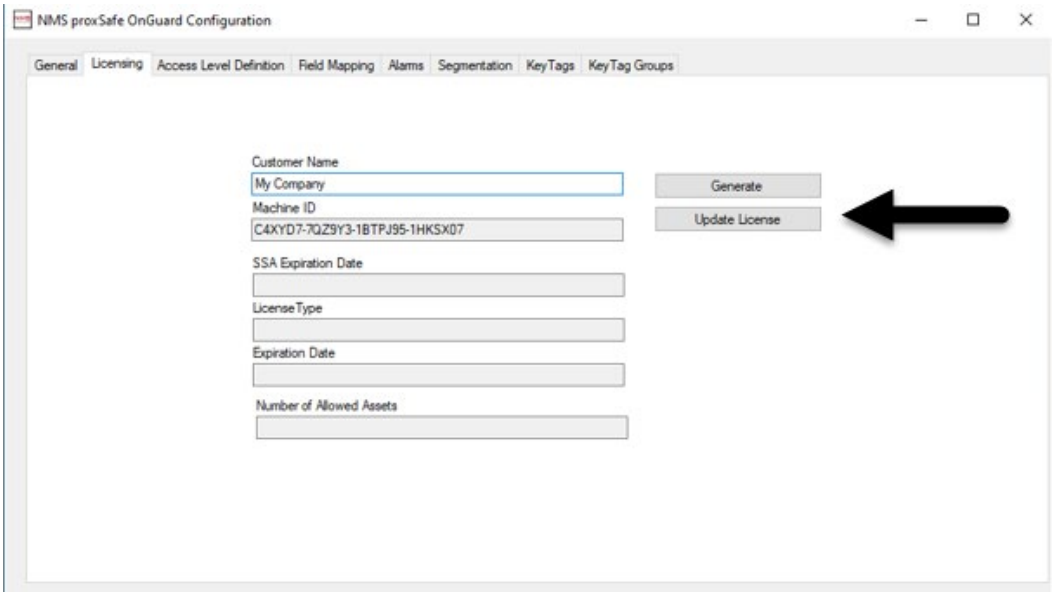


3. A “Browse For Folder” dialog box will be displayed. Choose a folder to save this file to and click **OK**.

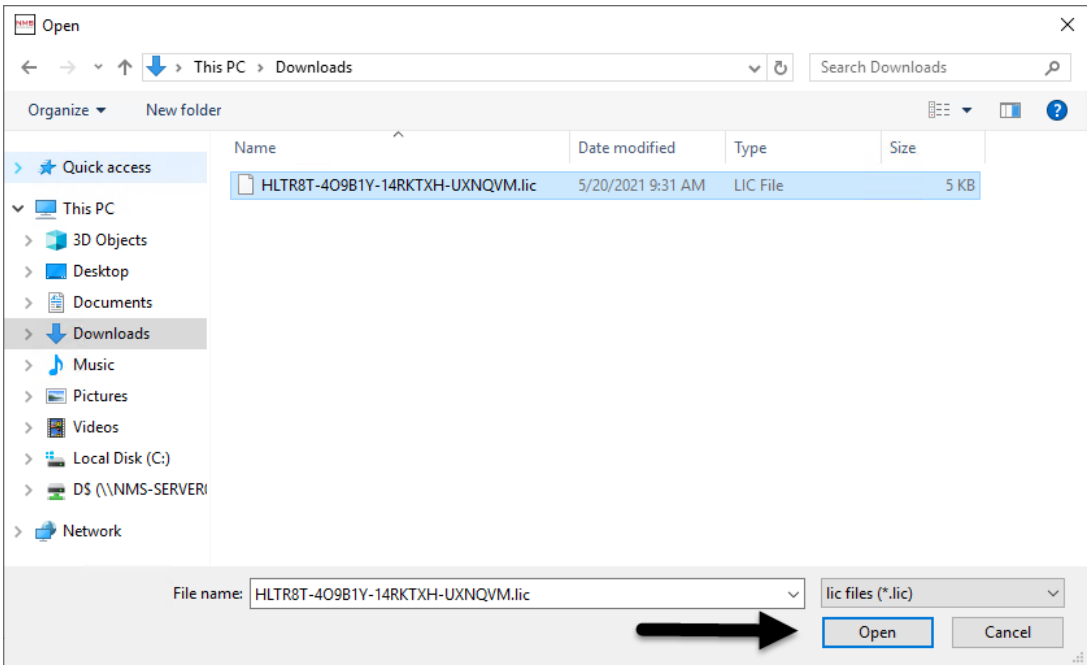


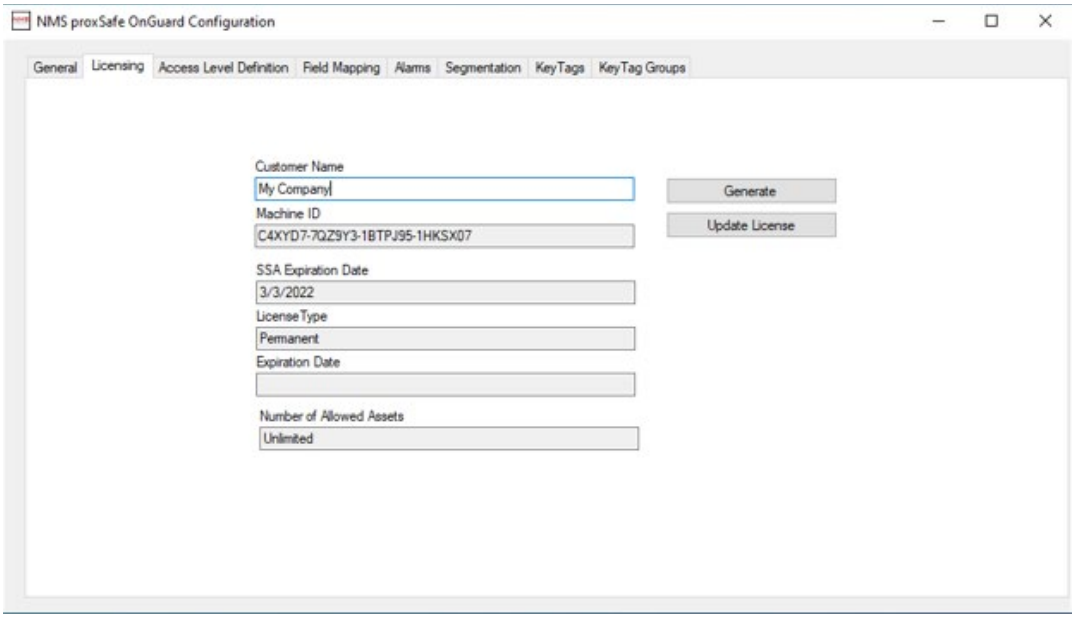
support@newmktsolutions.com

5. When you receive your license file in return, click **Update License** in the Licensing tab



6. Select your new license file and click **Open**





Access Level Definition

Every keyTag/keyTag Group is brought into OnGuard as an access level. The prefix/postfix Name is appended to the names received from Commander when entered into OnGuard. Note: Refer to OnGuard documentation for character limits for Access Level names.

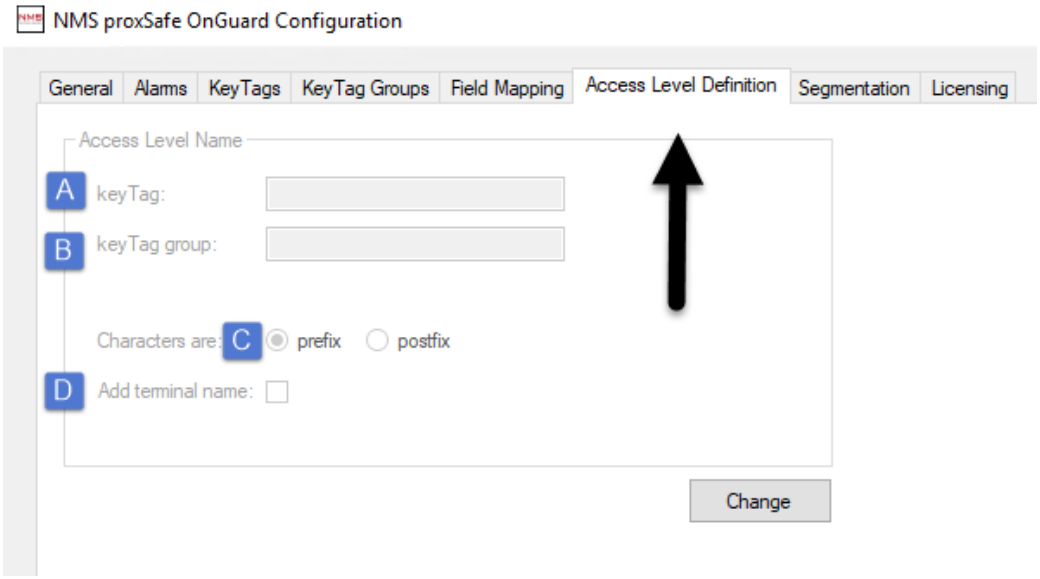
The fields within the Access Level Definition tab are described below.

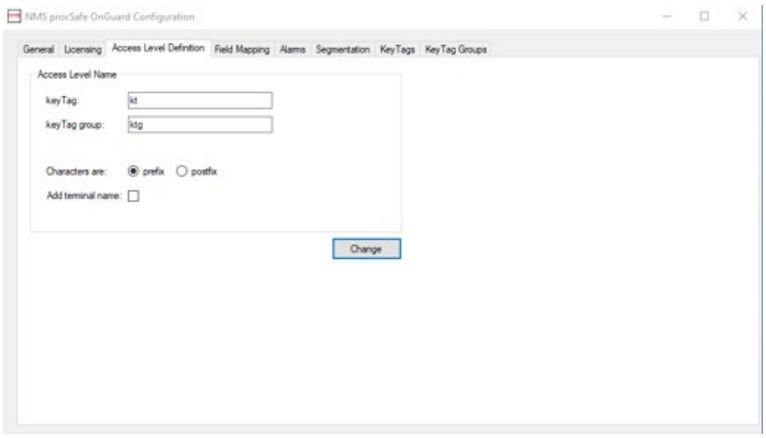
A. **keyTag** – the prefix/postfix to be appended to the proxSafe keyTag name

B. **keyTag group** – the prefix/postfix to be appended to the proxSafe keyTag Group name

C. **prefix or postfix** – whether the names will be prefix or postfix

D. **Add terminal name** – check this if the Terminal name is to be added to the keyTag names





Field Mapping

Each field mapping field is optional. If configured, this information will populate into the cardholder's record in Commander. The User Filter is used to create a designation in OnGuard to specify if this user has any access in Commander. Note: User Filter requires a User-defined Field in OnGuard named "TERMINLAUSER" of type "Drop-Down List" with a value of "yes". For information on how to create a user-defined field in OnGuard, refer to OnGuard documentation.

The fields within the Field Mapping tab are described below.

A. **Email address –** standard OnGuard Cardholder value to be assigned to the proxSafe User E-Mail address field

B. **Landline number –** standard OnGuard Cardholder value to be assigned to the proxSafe User Landline number field

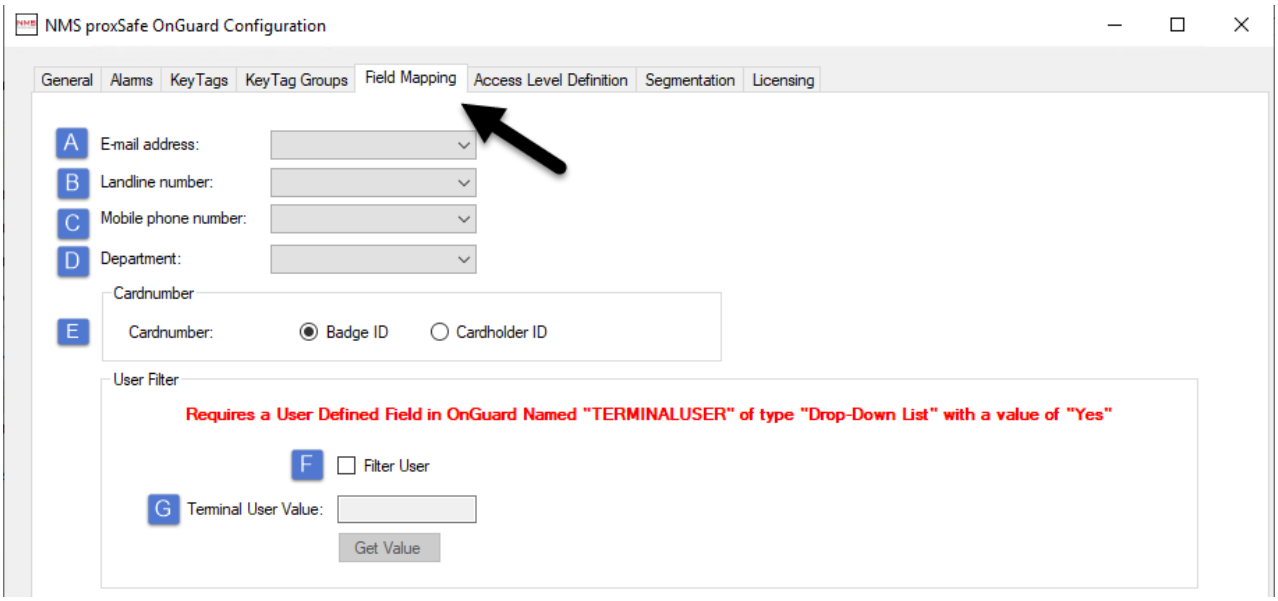
C. **Mobile phone number –** standard OnGuard Cardholder value to be assigned to the proxSafe Mobile phone number field

D. **Department –** standard OnGuard Cardholder value to be assigned to the proxSafe User Department field

E. **Badge ID –** select whether to use OnGuard Badge or Cardholder ID as Card Number in Commander Connect

F. **Filter User –** check this to use the "User Filter" option. Requires a User Defined Field in OnGuard Named "TERMINALUSER" of type "Drop-Down List" with a value of "Yes"

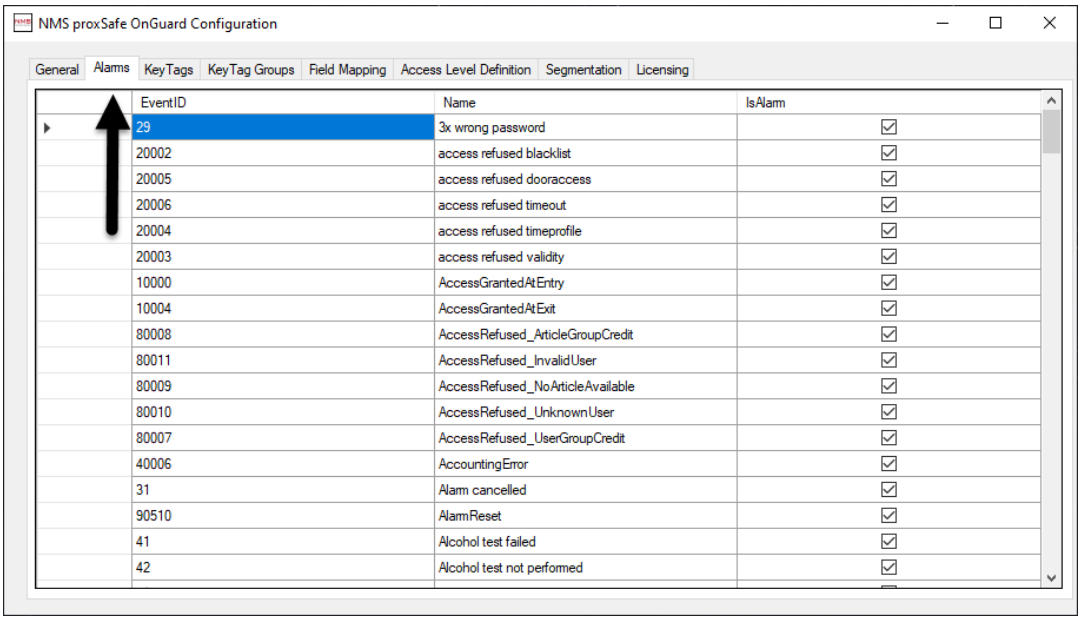
G. **Terminal User Value –** if Filter User is checked, the Terminal User Value is stored here.



Alarms

The Alarms tab gives the users the option to select what alarms from Commander will be sent to OnGuard. By default, all alarms are selected.

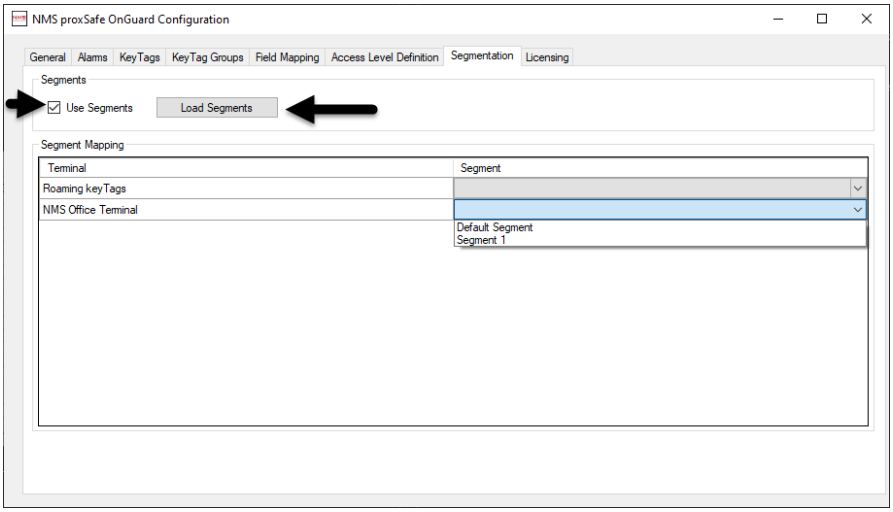
1. Review the alarms list and remove (uncheck the IsAlarm box) any alarms you do not want populated into OnGuard



When integrating to a segmented system, you must select the Use Segments option and then click Load Segments. If you are not using a Segmented system, move onto the next section.

For each Terminal in Commander, a segment must be applied. The contents of these terminals will then be brought in as access levels in the specified segment.

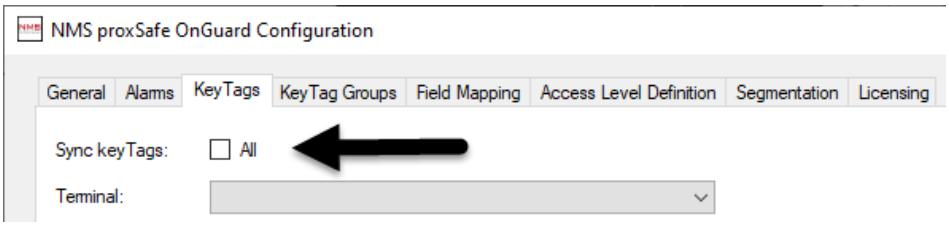
1. Choose an **OnGuard segment** for each Terminal configured in Commander

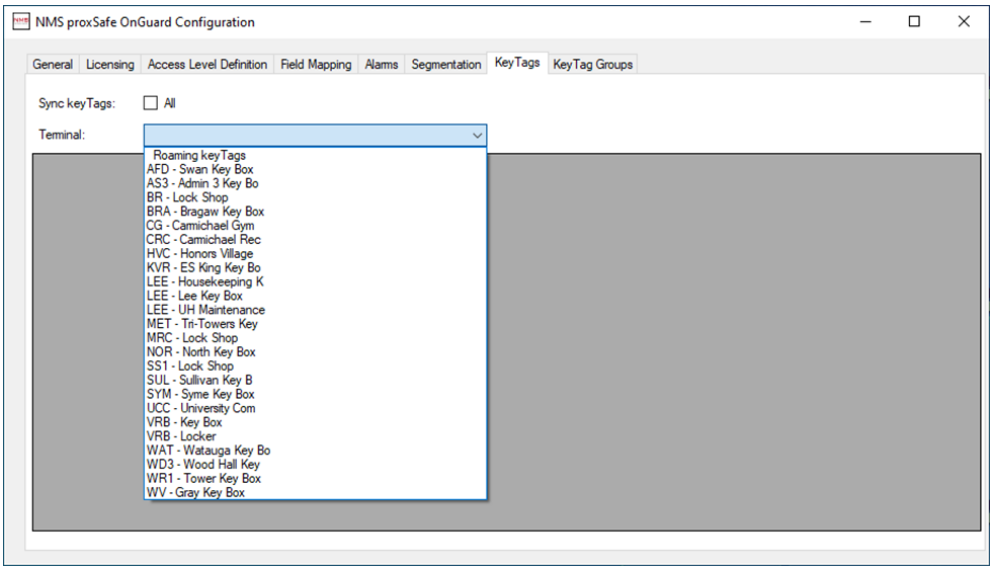


keyTags

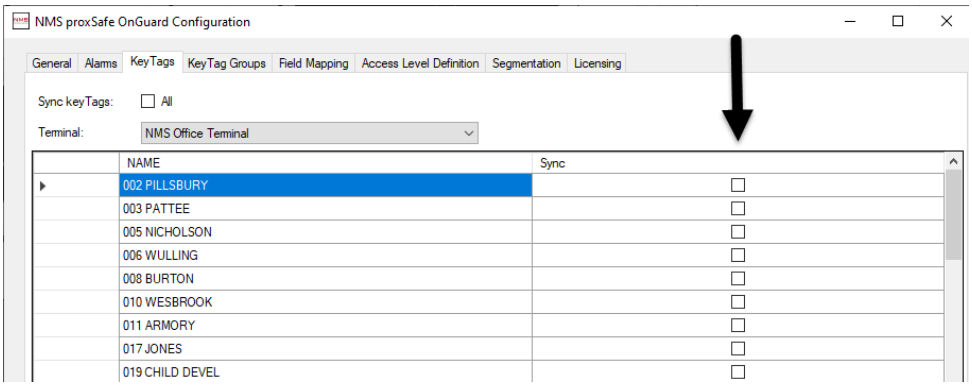
The keyTag tab is used to determine what keyTags will be populated into OnGuard. Organized by Terminal, you can specify which keyTags will be created as an access level in OnGuard.

1. To send all keyTags to OnGuard, select **All**





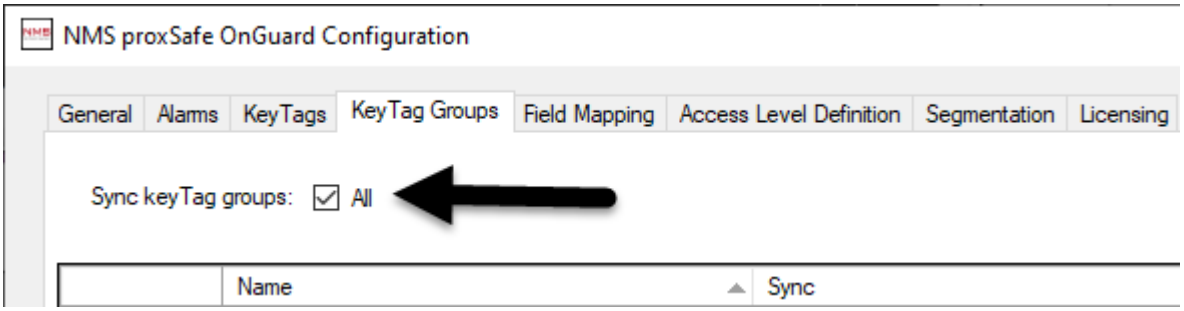
3. Select the "Sync" check box next to the keyTag to be synced with OnGuard. This must be done for each Terminal on which there are keyTags to be synced.

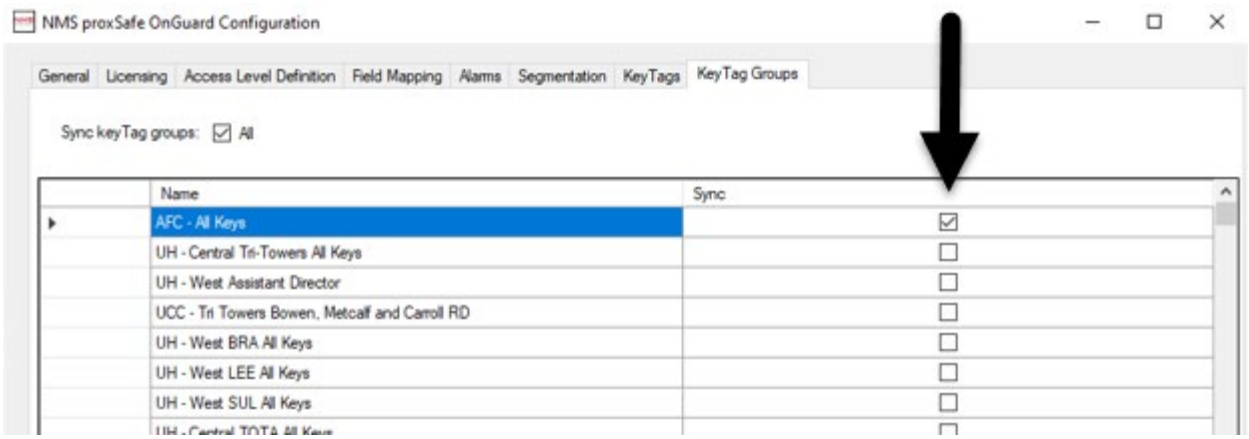


keyTag Groups

The keyTag Group tab is used to determine what keyTag Groups will be populated into OnGuard. Here you will specify which keyTag Groups will be created as an access level in OnGuard.

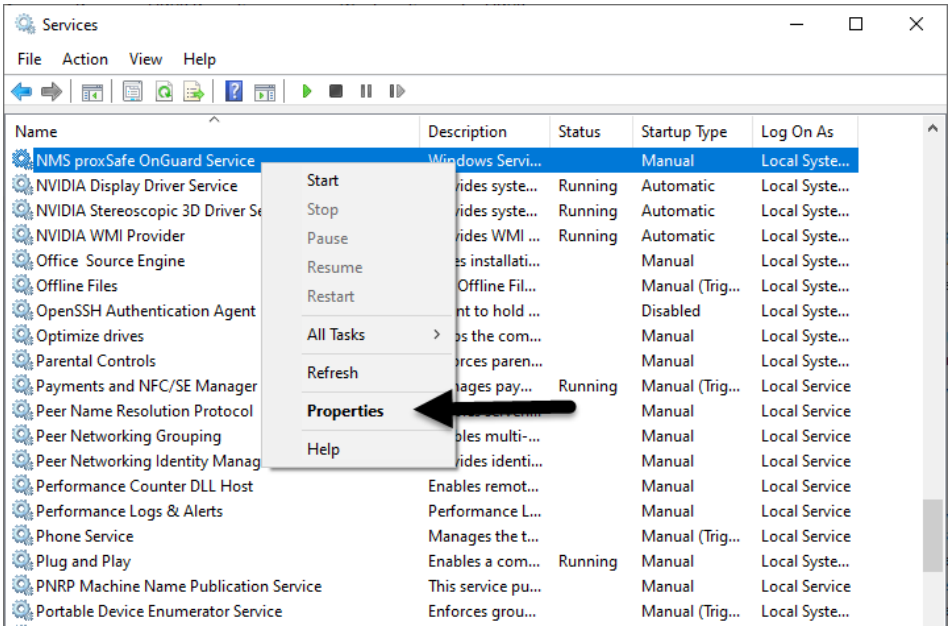
1. To send all keyTag Groups to OnGuard, select **All**



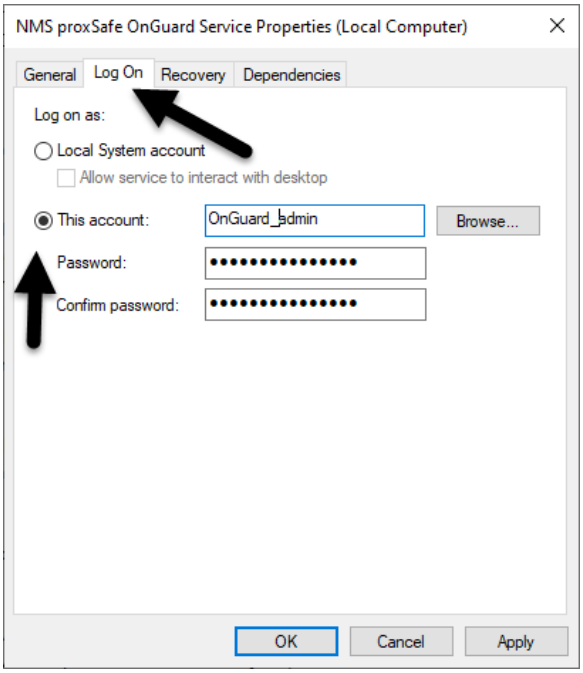


Starting the service

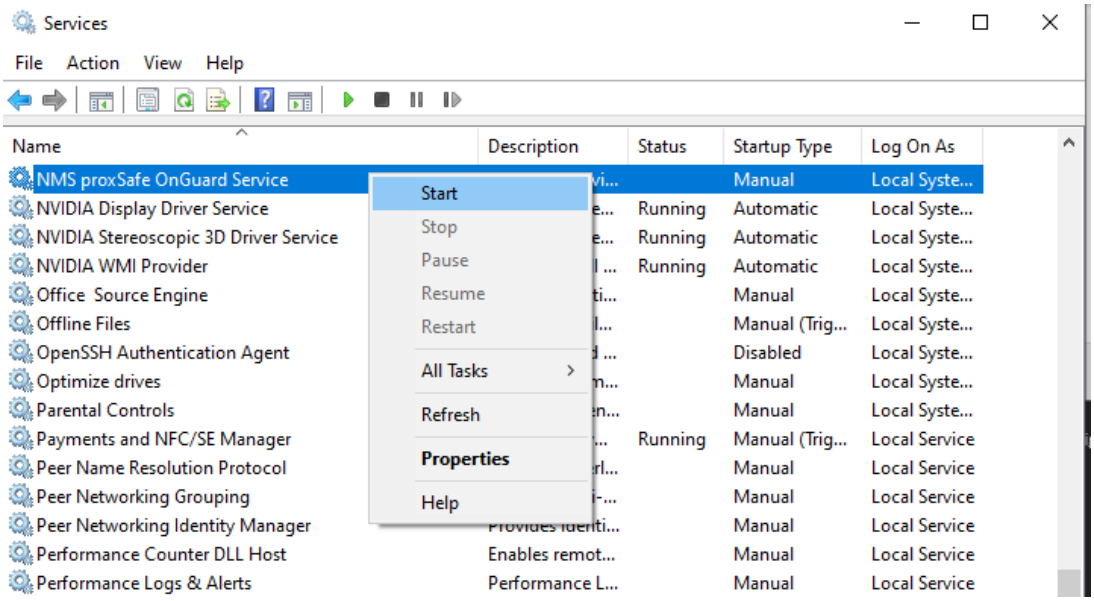
1. Once all of the tabs have been configured correctly, close the NMS proxSafe OnGuard Configuration window by clicking the “X” in the top right corner.
2. Go to Services and locate “NMS proxSafe OnGuard Service”
3. Right-click on this and select **Properties**



4. In the Log On tab, choose “This account” and enter the credentials of an Administrator account in OnGuard
5. Click **Apply**

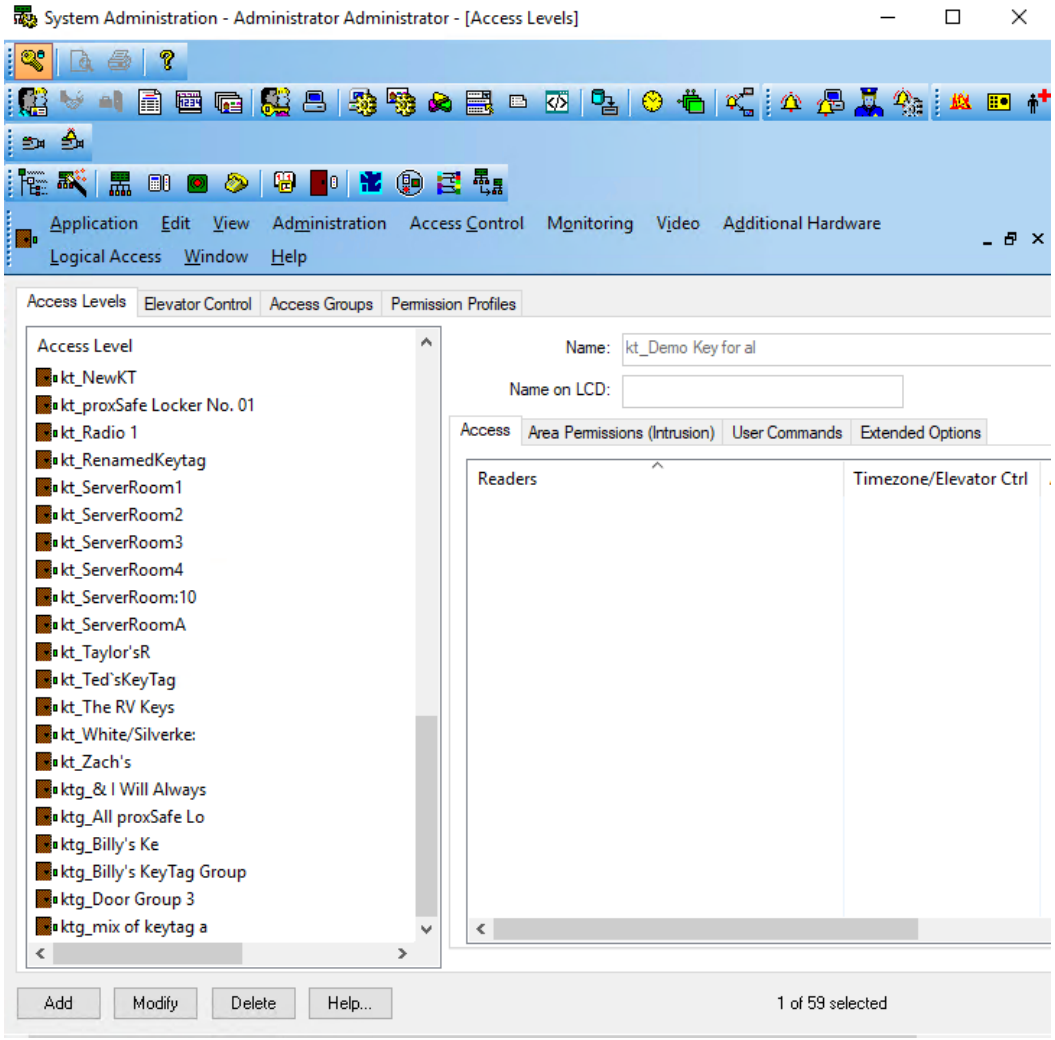


6. Right-click on the service and select **Start**

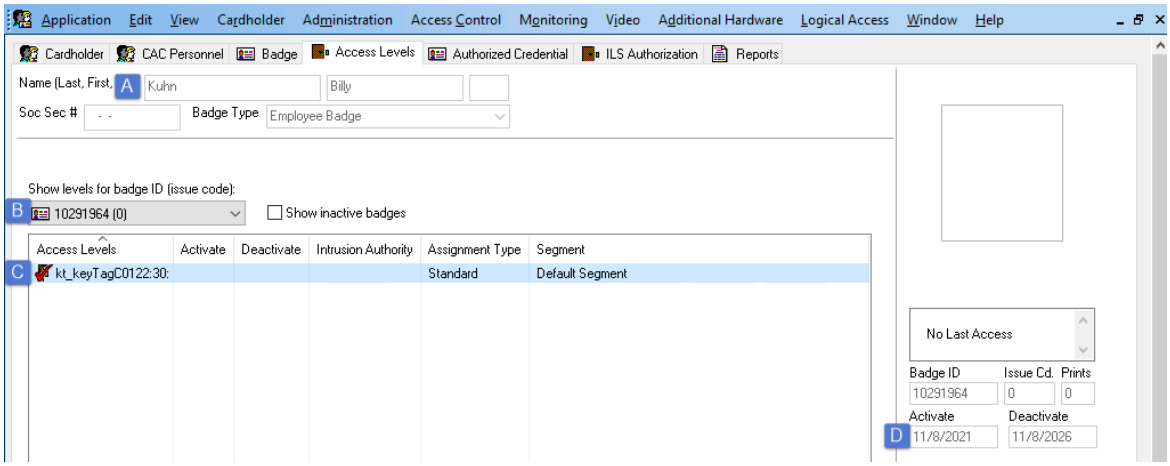


Each keyTag and keyTag group configured for OnGuard will be created as its own Access Level in OnGuard. The keyTag prefix (or postfix) is used as a quick identifier to find the Access Levels that pertain to Commander rather than any other Access Level.

In the below screenshot, you can see keyTags (*prefix* KT_) and keyTag Groups (*prefix* KTG_).



To grant a user access to a terminal/keyTag, assign them a Commander Access Level



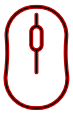
B. **Selected badge ID -** the credential information that will be sent to Commander tied to user

C. **Access Levels** - any Access Level assigned to the record will grant that new user access to the specified keyTag/keyTag Group with the specified credential

D. **Activate/Deactivate** - badge activation and deactivation date sent to Commander

Chapter 5: Support

If you need support and have a current, valid Software Support Agreement (SSA), please contact New Market Solutions in one of the following ways:



Request support online

Send us an email

Visit our website