



iris Secure Apps™

Remote Service App

Client Installation and Operation Guide

V1.1

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1 Background

IRIS Secure Apps™ is a modular system for monitoring centres containing many separate Apps which are each designed to provide specific types of service for different types of users. The App provided for installers or service engineers to enable management of remote alarm panels connected via the IRIS system is the **Remote Service App**.

The Remote Service App makes connection from the installer to the remote alarm panel over either Ethernet or GPRS simple, even for situations where the alarm panel and the installer sites are behind different firewalls. The installer can use the same alarm panel specific management software as though they were directly connected or connected through a dial-up modem.

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 ATS6.
4. Complete integration within IRIS Secure Apps™ – no additional third party software is required.

This document describes the set up and operation of the client used by the installer.

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 works in any situation where a laptop can be connected directly to the alarm panel with a serial cable.

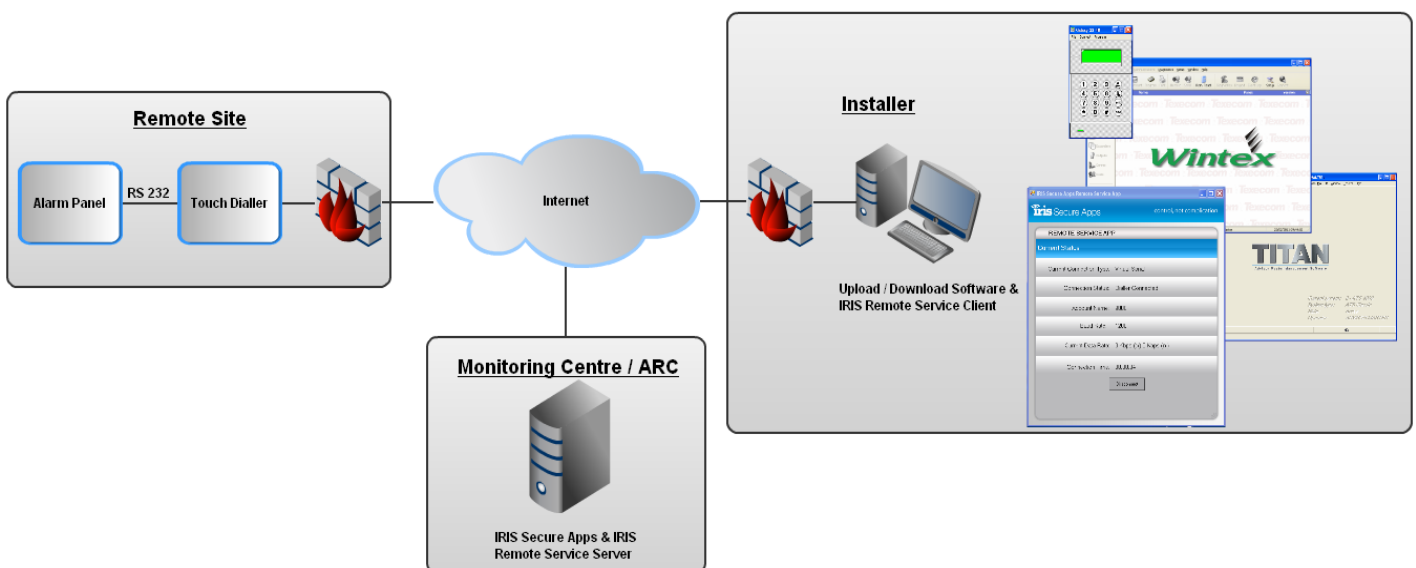
The Remote Service App will operate with any installed site that uses an IRIS Touch alarm over IP adapter.

The App consists of two parts:

- An App that resides within the IRIS Secure Apps™ system at the monitoring centre and is licensed to the monitoring centre.
- Client 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 networking architecture is shown in the diagram below:



Once everything is installed and set up, the sequence of operation is as follows:

- The installer opens the alarm panel management application and requests connection to the appropriate panel.
- The Remote Service client connects to the IRIS Secure Apps™ server at the monitoring centre.
- The Remote Service client pops up on the installer's screen and asks the installer 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.
- If Secure Apps has this user set for Authenticator validation, the installer is requested to enter the authenticator code.
- The installer 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.
- The 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.
- When the IRIS dialler polls in, it is instructed to make a Remote Service call back to the Secure Apps server.
- 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.
- When the call is cleared from the panel management application, both sides of the connection are cleared down.

3 Remote Service Client

The Remote Service client must be installed on the PC of every installer who wishes to use the Remote Service App. It acts as a virtual serial port or modem for the alarm panel manufacturer's remote management software.

It will open automatically when the alarm panel management software wishes to make a connection. It will then just be shown within the system tray unless the user is required to make specific action such as authenticate with IRIS Secure Apps™ or select the remote dialler to be contacted.

3.1 Installation

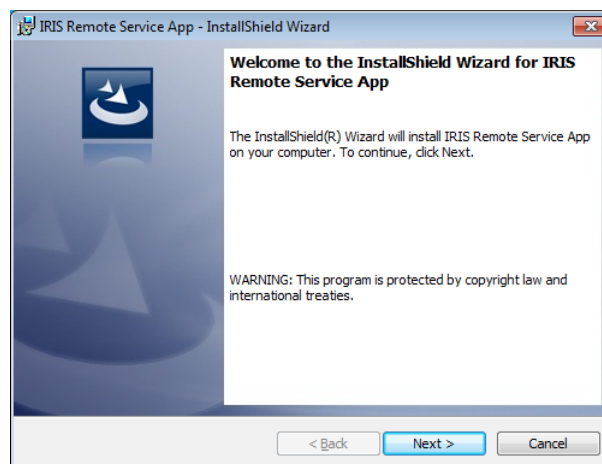
First install the IRIS Remote Service App on the PC/laptop on which you have the alarm panel management software.

Please note there are different installations for a Windows 64Bit operating system and Window 32bit operating system. For Windows 64Bit installation use the x64 version and for Windows 32Bit use the x86.

To start the installation click “**IRIS Remote Service App setup.exe**”:



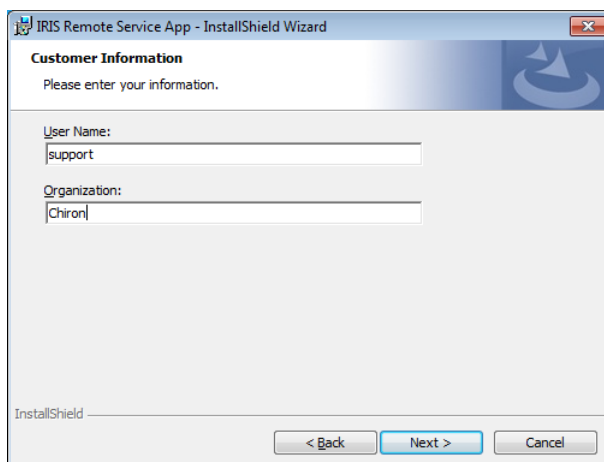
You will then be presented with the following screen:



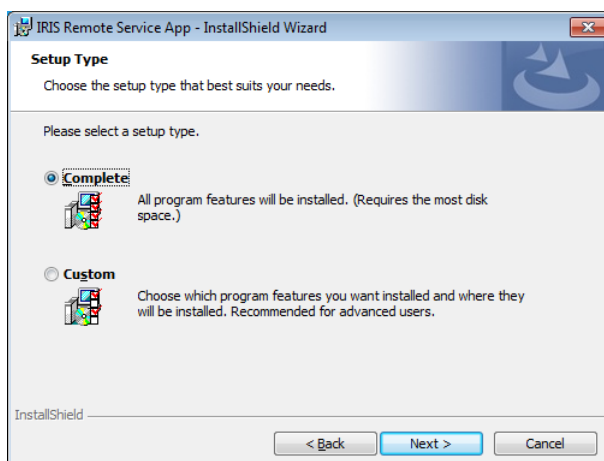
Click “**Next**”. You will now be asked to accept the terms in the license agreement.



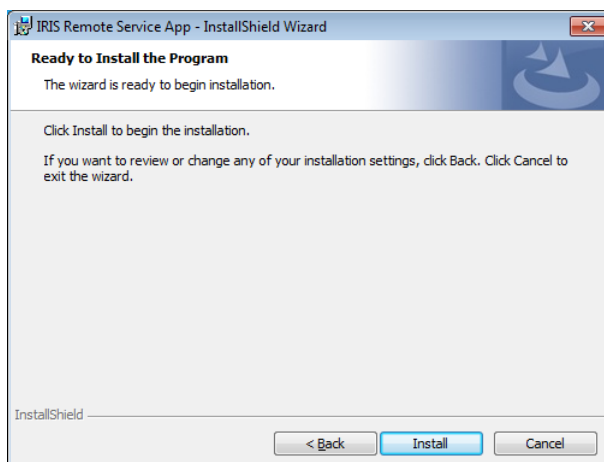
Tick the “I accept the Term in the License agreement and then click **“Next”**. You are now presented with the Customer Information screen.



Enter your information here and then click **“Next”**.



You now have the option between Complete and Custom install please select Complete and click **“Next”**.



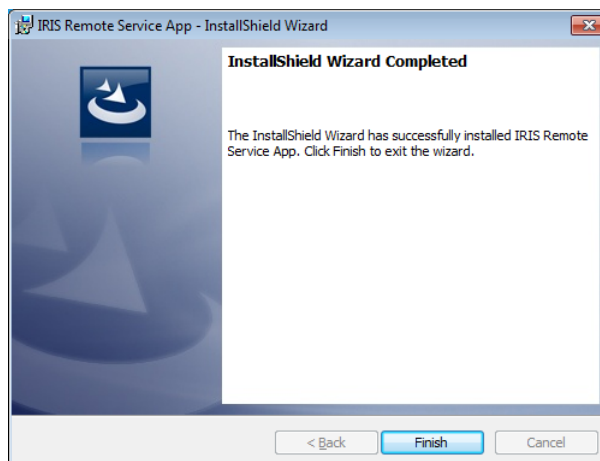
Now Click **“Install”**.

For Windows XP installation you will be prompted with the window below.



Click **“Continue Anyway”**.

When the installation is complete you will see the following screen:



Click **“Finish”**

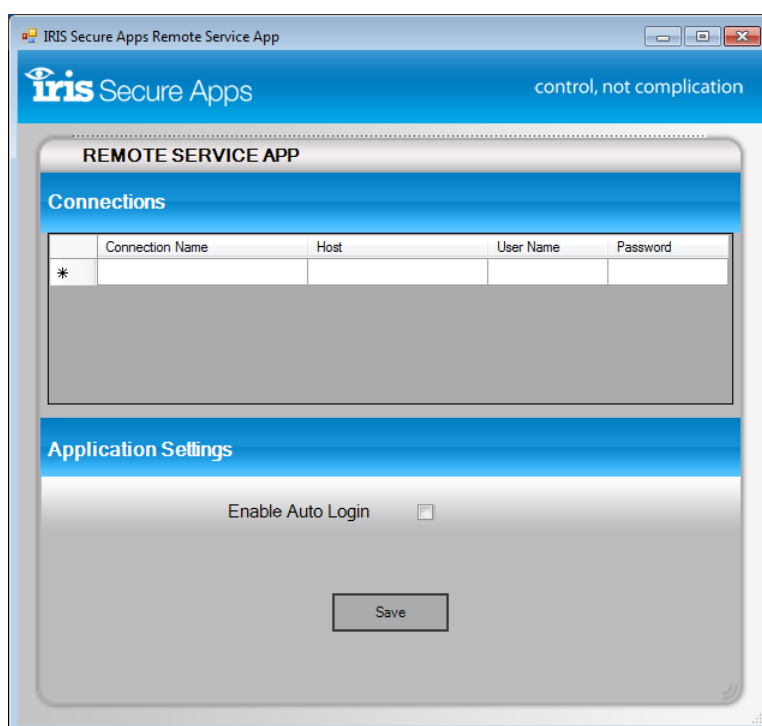
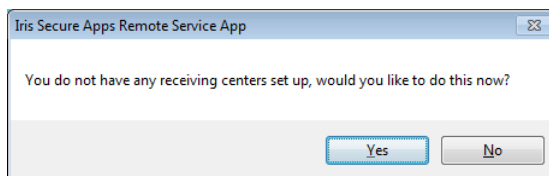
Depending on the Operating system you may be asked to restart Windows to complete the installation, please close all other program and click **“Yes”**.

After the Reboot the Remote Service App will be started automatically and can be seen down in the System Tray.



3.2 Set up

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.

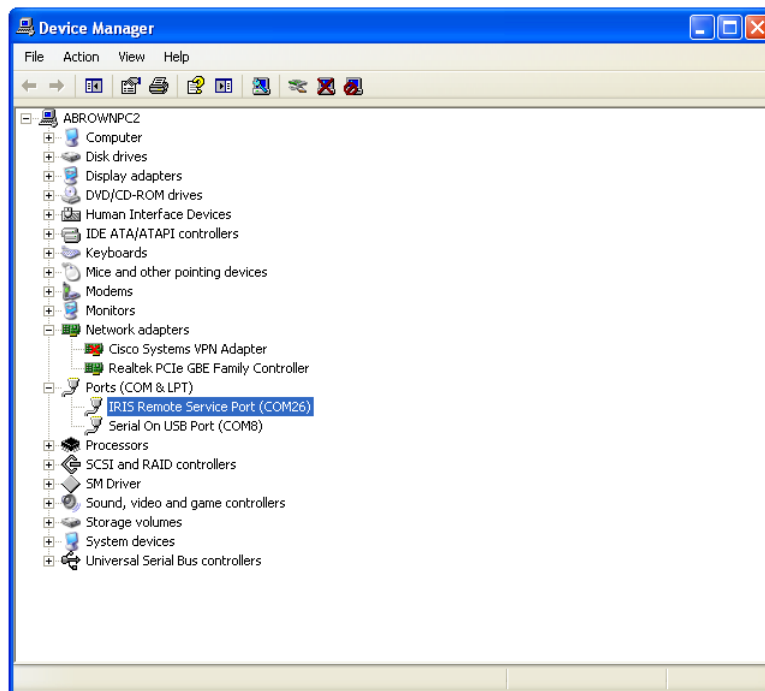


It is recommended you leave auto login disabled until you are comfortable the application performs as expected. **Click save when you are done.**

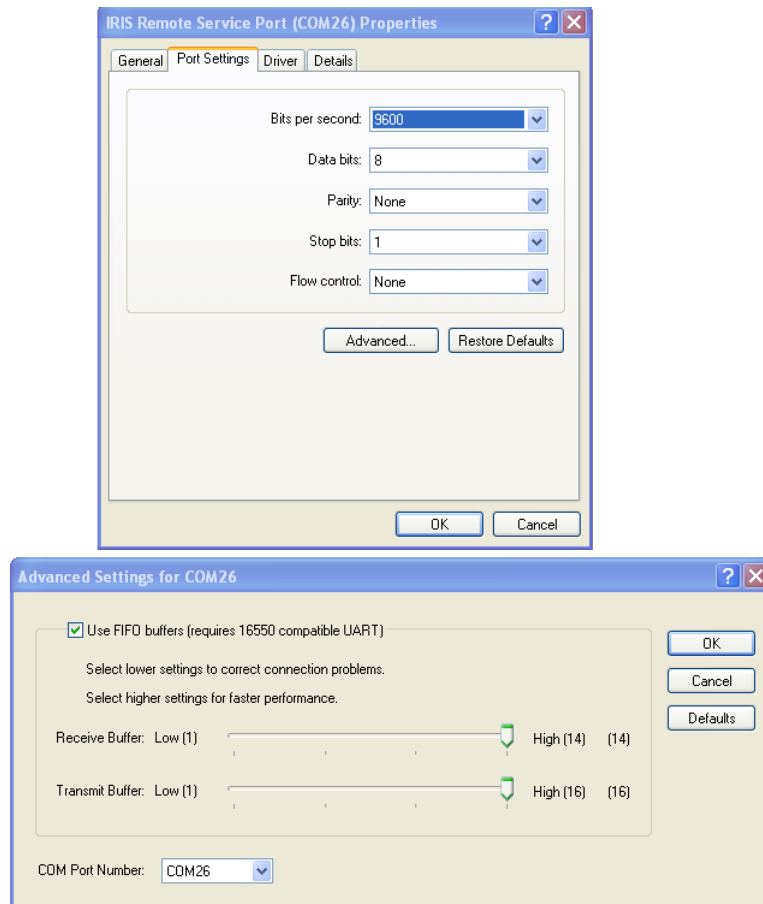
You should now see the icon running in the system tray:



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:

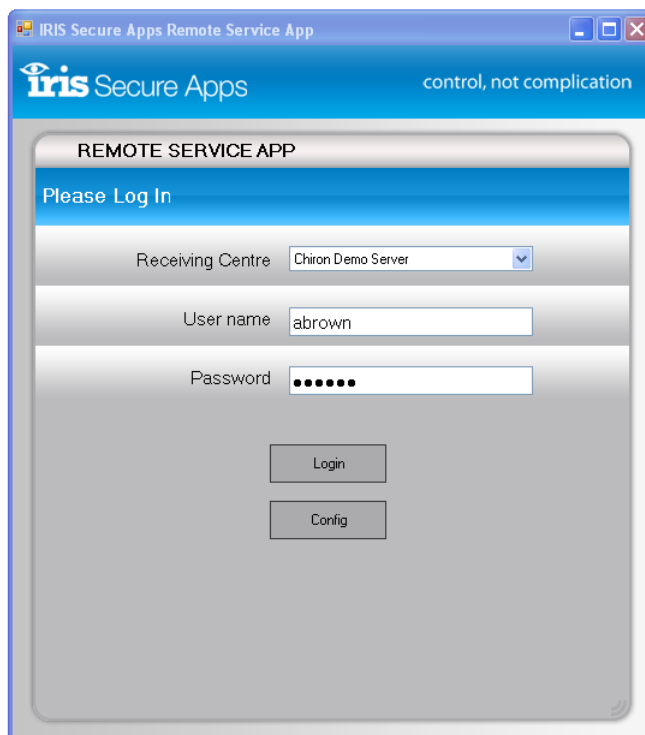


You can change the number using the drop down box.

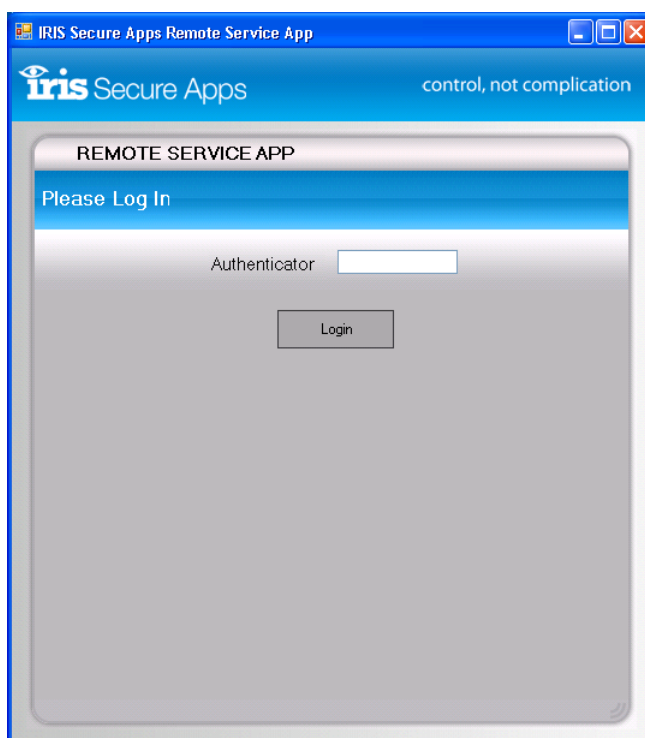
If the management software has a phone directory, you can set up the remote panels in the normal way, except that rather than set the phone number, set the account number/name of the remote site.

3.3 Operation

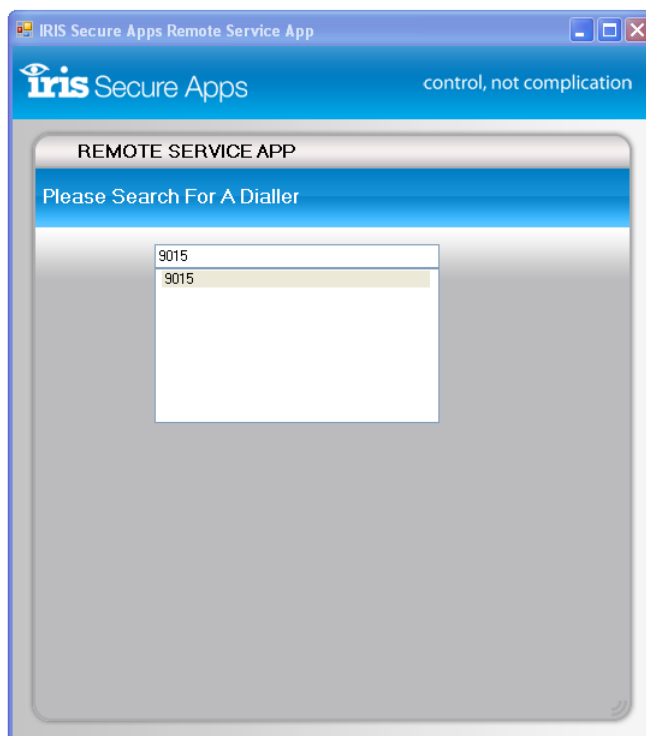
Open up the alarm panel configuration software and start a new connection to the COM port set up above. When you click “**Connect**” you the Remote Service App will open and you will be prompted to log in.



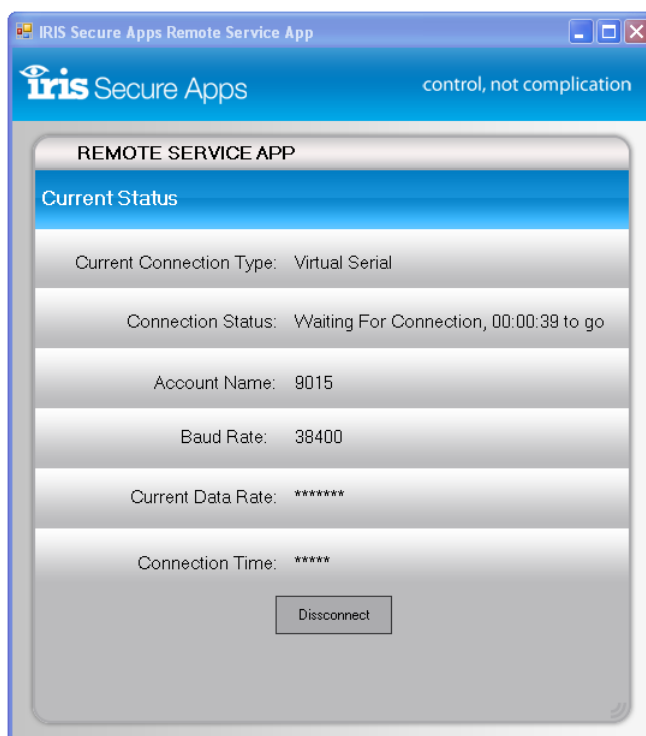
If you have been set up with and Authenticator, you will be prompted to enter the code



If you have not set up the remote dialler account number in the alarm panel management software (for example the software is designed only for direct serial connection), you will be prompted for it. Just start typing in the number and the Secure Apps auto search facility will help you.



The search will give you suggestions as you enter an account number. You can double click a suggestion or press enter when you have put the full account name in. 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 connected the alarm panel configuration software will start communicating with the panel, you the panel can be accessed as required. 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 Technical Details

Item	Detail
IP protocol	TCP
<i>TCP port number used by dialler (this port may need to be opened for outgoing connections)</i>	10001
TCP port number used by client (this port may need to be opened for outgoing connections)	10001

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