Honeywell

Galaxy

Remote Servicing and User Management Suites

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Introduction

The Galaxy Remote Servicing Suite is an advanced, high performance software package that allows the Galaxy control panels to be remotely and/or locally serviced via a Personal Computer (PC).

Two packages are available:

Remote Servicing Suite (RSS) – Allows full remote servicing of Galaxy control panels (intended for installer use)

User Management Suite (UMS) – Allows management of end user functions such as codes and timers (intended for end users)

Note: The installer version is available with and without copy protection. The end user version is only configured with copy protection and a dongle must be fitted to every PC which runs the software.

Applications

The package contains several applications which perform various functions as follows:

Front Shell

This is the main front-end application which is initially launched and allows management of all the site records stored on the database. From this, sites can be added, deleted, sorted and have the administration fields edited. The front shell manages the RSS user codes and also controls the launching of the other applications as required.

Remote Servicing Programmes (RSP)

The panel editor applications allow all the configuration data of the control panel to be copied from an installed Galaxy panel, edited off-line and overwritten back into the panel. There are various editor application programs which have different features depending on which panel type is selected. The appropriate application is launched automatically by the shell program. The following application types are used:

Application type	Panel types supported
Galaxy Gold	Legacy panels such as Galaxy 16+, Galaxy Classic range (8-512), 3 Series (V5)
Grade 2 Gold	Galaxy 2 Series and G2 range
Evolution Gold	Galaxy Dimension range (V6)

Event Monitoring

Event Monitoring is an advanced, high performance software program that allows a PC to receive detailed event and alarm information from the full range of Galaxy control panels.

Once Event Monitoring is launched from the shell program, the PC can receive and store messages from any compatible Galaxy site.

All event and alarm messages received are stored on the PC's hard disk, along with the details of the operator and the time of acknowledging each alarm.

Event Monitoring has three operating states:

- · **Foreground** - as the active application window on the PC.
- · **Background** - allowing other applications to be active in the windows foreground.
- · **Iconised** - allowing other applications to be active in the Windows foreground, while Event Monitoring is displayed as an icon.

Notes for use of Event Monitoring

Event Monitoring needs to permanently assign modem ports in order to operate, unless Ethernet signalling is employed. It is therefore recommended that Event Monitoring is used on a separate PC from the one used for Remote servicing, or that different com port numbers are assigned between Event Monitoring and the Comms server program, in order to avoid comport conflicts.

Communication Server

The communication server runs in the back ground at all times and provides the interface to allow the other applications to communicate with the Galaxy panels. The communication server can use multiple communication paths simultaneously.

The paths which can be used are, PSTN (Public Switched Telephone Network), ISDN, Ethernet and direct connection via the RS232 interface.

Each remote site requires a communication device to be available to the Galaxy control panel. The table below indicates which modules are required for each communication network.

Communication Network	Communication Module	Part Number
PSTN	Onboard Telecom Module	N/A
PSTN	Telecom Module	E062
PSTN	RS232 + Serial Modem	E054 + OEM serial modem
ISDN/ISDN TA	ISDN Module	E077
Ethernet 10 Base T	Ethernet Module	E080

Note: Please check with control panel documentation to determine which communication devices are compatible with each control panel type and version.

The PC also requires an interface device to connect to the communication network. The table below identifies the device required for each network.

Communication Network	Interface Device
PSTN	Hayes compatible V22 serial modem
ISDN/ISDN TA	ISDN Modem
Ethernet 10 Base T	10 Base T Ethernet Network Card

The following diagram gives a graphical representation of multiple sites servicing or monitoring over a communication network.
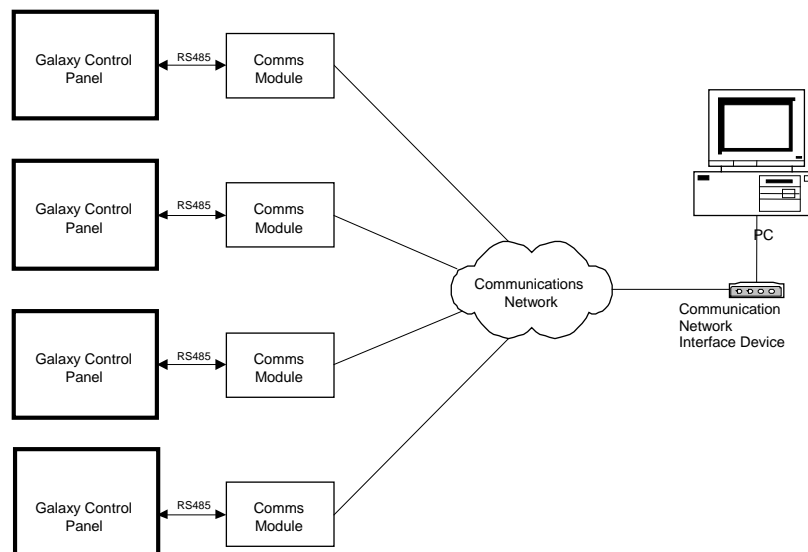
This type of configuration is designed for organisations requiring servicing and controlling multiple remote sites, enabling the information contained on each site to be copied, stored and overwritten using the PC. The stored information can also be modified using the off-line programming facility, enabling Galaxy sites to be programmed and stored on the PC in advance of commissioning the control panel.

Comms Server Setup

From the communication server click on **Settings/Communications Configurator**. Two options are available: **Ports** and **Other**.

Ports

The Ports option lists the available ports (eg COM1) to be used for communication.
The Settings under this option are: Dial Mode (Modem or Direct).
If Modem is selected then the Panel Type, Modem Mode (pulse or tone) and Modem Name should be entered.
If Direct is selected then Site Name, Panel Type and Baud Rate should be entered.

Other

The Other option allows Ethernet as a communication mode. Required settings for Timeout and Answer Machine Defeat should be entered here.

On-Site Servicing and Monitoring (single Galaxy control panel)

In this mode, Galaxy Remote Service Suite connects and services a single, locally situated Galaxy control panel. Event Monitoring can also be used to directly monitor the events of a single, locally situated Galaxy control panel. The event information is transferred via the onboard RS232 interface or the Galaxy RS232 Interface Module that connects the panel to the PC.
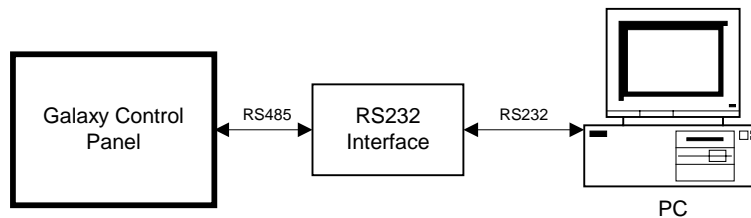
This allows the servicing, controlling and monitoring of the site by security guards or other authorised personnel and is typically suited to large sites with several departments or areas.

Note: The maximum length of the RS232 serial interface cable is 15 metres.

Installation

PC Requirements (Operator)
·PC — IBM compatible
·Processor — Pentium 4; 2Ghz or more.
·Memory — 512 MB RAM minimum but 2 GB RAM or more is recommended.
·Hard Disk Space — 500 MB minimum but 1 GB or more is recommended.
·CD-ROM Drive
·Operating System — Windows 2000, XP, Vista.
·Interface — 2 serial ports, USB port
·Display — Super VGA or higher resolution (1024x768 minimum screen resolution)

Server PC Requirements (Networking Version Only)
·PC — IBM compatible
·Processor — Pentium 4; 2Ghz or more.
·Memory — 512 MB RAM minimum but 2 GB RAM or more is recommended.
·Hard Disk Space — 1GB minimum.
·CD-ROM Drive
·Operating System — Windows 2000, XP.
·Interface — 2 serial ports, USB port
·Display — Super VGA or higher resolution (1024x768 minimum screen resolution)

Additional Requirements

For Remote Servicing/Monitoring:
·Modem — V.21 or V.22 Hayes compatible (Ethernet card if connecting to an Ethernet Network).
·Telephone line.

For On-Site Servicing/Monitoring:
·RS232 serial interface cable (see RS232 Instruction Guide for details).

Installing Remote Servicing/User Management Suite
The Remote Servicing and User Management suites are installed automatically from the installation CDs. Follow the instructions on the screen to install the appropriate applications.

NOTE: For the network version, Event Monitoring should only be installed once.

Important: If running Remote Servicing or User Management suites for the first time, all existing Galaxy site details must be converted to 32-Bit format using the procedure detailed below.

Converting an existing database from a previous package
If there is data from a previous version of Remote Servicing Suite, User Management Suite, or ACCeSS remote servicing software, then this data can be imported into this version of the software after installation. Please see Appendix A and Appendix B at the end of the manual for details.

Copy Protection Device (Dongle) Installation
If using a version of the software which is copy protected, then a Dongle must be connected to a spare USB port on the PC. Older style Parallel port dongles may also work (UK and Swedish variants only).

Using the Galaxy Front Shell Application

Starting the Front Shell

To start the application double click on the **Front shell.exe** shortcut or select start menu, **Galaxy RS/Front Shell**.

The log-in screen is displayed on program start-up:

The default login details are:

> User Name : manager
> Password : password

After a successful login the first screen to appear is the Galaxy Remote Servicing database screen.

This is the main screen of the Remote Servicing Shell program. From this program you are able to create and maintain sites and user codes and launch Remote Servicing (Galaxy Gold) for a particular site. You are also able to run the Event Monitoring application and Event Viewer.

Site Details

File Menu

Print

This option controls the printing functions. The data printed is dependent on the current search options. There are three print options:
-       Print Single Page – prints a single page of the sites currently displayed
-       Print to End of List – to print from the currently selected site to the end of the grid
-       Print Entire List – to print the entire grid.

Import

Data can be imported in Microsoft Access database format.

Export

Stored data can be exported to other data formats using this option. There are four types of exports for site information and panel information. Current Site, All Galaxy Dimension Panels, All Galaxy Panels or All Galaxy 2 Panels.

The data can be exported into text (comma separated) or Microsoft Access database format. If you wish to export data to be imported on another PC, then it must be exported as Access Database format.

Exit

This exits the program. If any sites are locked you will not be able to exit until the corresponding Galaxy Gold application has been exited or they have been unlocked.

Site Menu

Add New Site

The **Add New Site** option allows a new customer site to be created and the administration details of the site to be entered. The Site Name is the only mandatory field.

Special notes for Remote Servicing Information:

Remote Telephone Number (of the control panel): The site telephone number (30 digits maximum) to which the Galaxy panel is connected if using PSTN/ISDN. This must be entered when creating a new site. (Not required for RS232 connection).

Remote IP Address (of the control panel): The IP Address (AAA.BBB.CCC.DDD) of the Ethernet module connected to the Galaxy control panel should be entered in this field. In some cases the IP address of the Router should be used instead. Please seek advice from the IT management of the site where the control panel is installed.

Remote Port No.: The IP port number of the Ethernet module connected to the Galaxy control panel should be entered in this field. The default is 10001.

Note: If connecting to a Galaxy Ethernet module this value should always be set to 10001.

Remote Password (of the control panel): This option provides increased security between the PC application and the Galaxy panel. To establish connection the password entered in this field and the password stored in the panel must match. By default the panel contains no password. The password **must not** be entered when the site is first created. Entering a password without first programming a password at the panel prevents Galaxy Gold from establishing contact with the Galaxy site. To assign a password to the Galaxy control panel refer to the **Program|New Password** option in Galaxy Gold.

Control Panel Type: Enter which Galaxy control panel type is in use.

Based on Template: On certain panel types, it's possible to choose a template to pre-load basic programming.

Edit Site

The **Edit Site** option allows the administration details of an existing site to be modified.

Delete Site

The **Delete Site** option allows the selected site(s) to be deleted from the PC.

Once a site is deleted it is marked as being deleted and the **Tools/Purge/Restore** option can be used to restore the site or permanently delete it.

Duplicate Site

The **Duplicate Site** option allows the selected site to be duplicated. This is useful when a new Galaxy control panel with similar programming details to an existing site is required. The duplicate site data can be overwritten to the new Galaxy control panel, saving a great deal of programming time.

Select the site to be duplicated from the site list and select Site/Duplicate Site or Duplicate Site from the toolbar. The **Duplicate Site Details** screen is displayed. The Site Name, Account Number, Remote Tel Number or Remote IP Address will have to be changed. These must be unique.

Notes

The site event log is not duplicated using this option. Refer to the **Program|Copy Log** option for details on copying an on-line Galaxy panel event log.

Template Administration

The **Template/Template Administration** option is a list of sites that have been set up with different criteria from the **Site** option on the Front Shell. The chosen site gives the Template Name, Version, Panel Type and User.
A new Template can be added to the list by choosing the **Add New Template** option.
The **Options/Remote Access** option sets up defaults for the Panel Type.

Tools Menu

User Profiles

Allows the maintenance of the users who can log-in to use the shell application.

> **Creating New Users**
>
> Select the **Tools|User Profiles** option and click on the **Create** button or press **ALT + C**. The **User Details** window is displayed. This allows the **User Name**, **Password** and **Attributes** to be assigned to the new user.
>
> The **User Name** and **Password** uniquely identify each user and are required to be entered to allow system login. Once the user identity has been created, the user type and rights need to be assigned. A User type preset can be selected to provide assistance in showing which rights should be assigned for different user types.
>
> The preset types are:
> - Administrator – person who will be proficient in the use of the software.
> - Manager – In charge of the user codes on the shell and can full administer the software.
> - End User – Can access end user functions including Mimic panel, but not any installer programming.
> - Overwriter – can copy and change data on sites but cannot create new sites.
> - Viewer – can only copy or view data on the RSP.
> - Access– Limited end user who can access Mimic panel and see the access control functions.

The following table shows the actions each user type is allowed to carry out.

	Administrator	Manager	End User	Overwriter	Viewer	Access
Shell Attributes						
Run RSP	✓	✓	✓	✓	✓	✓
Site Administration	✓	✓				
Program Shell User Codes	✓	✓				
Unlock Site	✓	✓				
Change RRI* Interval	✓	✓				
RSP Attributes						
Dial Sites	✓	✓	✓	✓	✓	✓
Copy Sites	✓	✓	✓	✓	✓	✓
Overwrite Sites	✓	✓	✓	✓		✓
Local Programming	✓	some	some	some	view only	some
Copy Log(s)	✓	✓	✓	✓	✓	✓
View Log(s)	✓	✓	✓	✓	✓	✓
Online keypad	✓	✓				
Mimic / RRI*	✓	✓	✓	✓		✓

* RRI = Remote Routine Inspection
Only the Administrator or Manager will be able to set up the Local Programming options.
An Administrator can assign any type a Manager is not allowed to assign an Administrator type.

> Individual access rights can then be assigned by checking the appropriate boxes detailed below:
>
> The **Front Shell Attributes and Remote Servicing Attributes** determine the Front Shell and Remote Servicing functions that each user has access to. If the function is enabled (☑ displayed in the adjacent box), then the option is available to the user. If it is disabled, then the option remains ghosted (unavailable) to the user at all times. There are thirteen attributes; these assign the following functionality to the user:

Front Shell Attributes

1. Run Remote Servicing Programs - enables the **Options|Remote Access** option, allowing existing Galaxy Gold to be run for the chosen site.

2. Site Administration - enables the **Site|Add New Site, Site|Edit Site, Site|Delete Site,** and **Site|Duplicate Site** options, allowing sites to be created and modified.

3. Program Shell Codes - enables the **Tools|User Profiles** option, allowing the creation and modification of users and assigning of user attributes.

4. Unlock Sites - enables the **Tools|Unlock Site** option, allowing a site to be unlocked so it can be used by another user.

5. Change RRI Interval - enables the **Options|RRI Interval** option, allowing the user to change the number of months between Remote Routine Inspection.

Remote Servicing Attributes

1. Dial Sites - enables the **Connect|Setup**, **Connect|Dial**, **Connect|Call Back Dial, Connect|Wait for Call** and **Connect|Answer Machine Defeat** options, allowing connections to be established between the Galaxy control panel and the PC.

2. Copy Sites - enables the **Program|Copy Site** option, allowing Galaxy control panel programming data to be copied to the PC.

3. Overwrite Sites - enables the **Program|Overwrite Site** option, allowing Galaxy control panel programming to be overwritten by the PC.

4. Local Programming - enables the **Program|Program Data** option, allowing the programming of the site file stored on the PC. This option has several sub options which can be altered in a separate pop-up screen.

5. Copy Log(s) - enables the **Program|Log Copy** and **Program|Max Log Copy** options, allowing the Galaxy control panel event and max logs to be copied to the PC.

6. View Log (s) - enables the **Program|View Log** and **Program|View Max Log** options, allowing the logs copied to the Galaxy Gold site to be viewed.

7. Key Entries through keypad - this attribute allows the user to enter information using the Galaxy Gold Keypad. Pointing and clicking on the keypad buttons, or entering the digits via the PC keyboard acts as a key press on the keypad.

8. Mimic / Diagnostics - enables the user to use the **Program|Mimic** and **Program|Remote Inspection** options.

The **Enable Password Ageing** option if enabled, forces users to periodically change their password. If the function is enabled (☑ displayed in the adjacent box), then the **Days till change** edit box becomes enabled and may enter the number of days between password changes. If the password does not need to be changed leave this option disabled.

The **Enable Temporary User Code** option allows the number of weeks a user code is valid to be entered. If the function is enabled (☑ displayed in the adjacent box), then the Weeks till expiry edit box becomes enabled and you may enter a number of weeks. If the user code is not temporary leave this option disabled.

The **User Type** option allows the quick selection of pre-defined user templates, Selection of each type enables and disables the associated shell and remote servicing application attributes.

The actions not belonging to the type will not be ticked and greyed out.

Remote Servicing Attributes – Local Programming

From the Front Shell Main Screen Toolbar select **Tools/User Profiles/User List/Create** or **Tools/User Profiles/User List/Modify**. Select the **Local Programming** option in the **User Details** screen. The following windows appear dependant on application type:
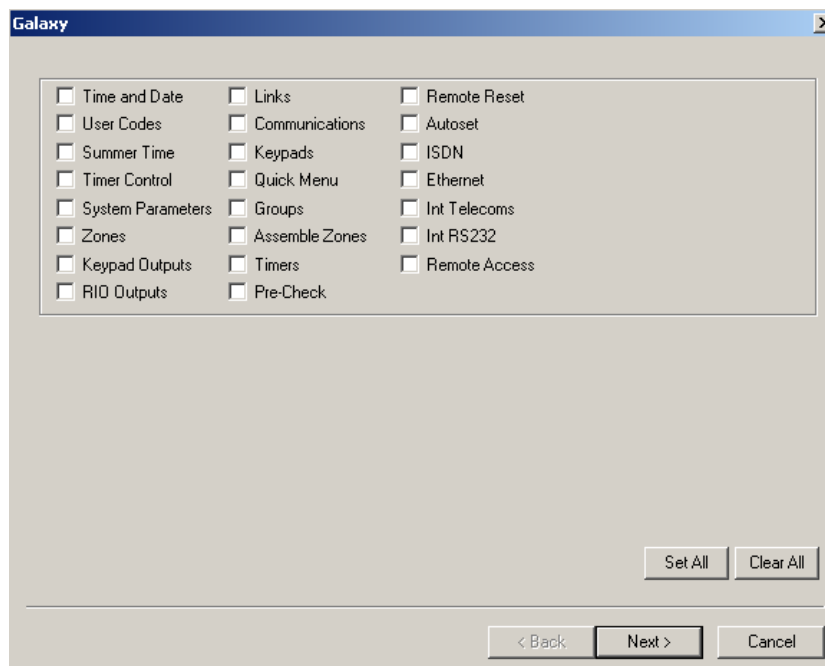
This option displays the Galaxy Remote Servicing Programming Screens dialog box. This allows restriction of the programming screens available to each user. If a screen is enabled (☑ displayed in the adjacent box), then the user being updated will be able to view/update the screen. If it is disabled the screen wont be available to the user.

When the user name, password, attributes, password ageing, temporary user code and user type options have been selected click OK or press ENTER.

Modifying Existing User Attributes
This allows the **User Name**, **Password** and **User Attributes** for an existing user to be modified.

Deleting an Existing User
This allows an existing user to be deleted from the database.

Purge/Restore
Allows a site/sites marked as deleted to be Purged – actually deleted from the database or Restored back to the main grid.

Unlock Site
Unlocks a chosen site.

Remote Station ID
This is a unique 16-character alpha-numeric ID, 7 of which can be entered by the user, for identifying the installation that is servicing the panel. This ID will be recorded in the event log of the installed alarm panel each time a connection is established.

Prepare RRI Reports

The **Tools/Prepare RRI Reports** option allows the results of various Remote Routine Inspection (RRI) checks of an installed alarm panel to be viewed, saved and printed.

Four report options are available:

- Show all
- Only show unprocessed reports
- Only show latest RRI for each account
- Only show RRI's for the last 7 days

The system ID, User Name and Processed date can be refined by setting the **Filter on** option.

Options Menu

Remote Access

Launches Galaxy Gold for Legacy panels or Evolution Gold for Galaxy 2 Series panels and Galaxy Dimensions Series panels. The applications can also be launched by double clicking on the selected site.

Refresh Grid

This option updates the site database list with the latest status of each site. This function is also performed periodically, automatically.

Search

Site database search facility. Allows searches to be performed based on any of the displayed column headings. Wildcard searchers are available (*) for multiple characters and (?) for a single character.

Cancel Search

Cancels the current search and restores the displayed site list to all sites.

View Audit Trail

Displays the audit trail for the currently selected site. This will show all site activity/changes including user and time/date information.

View Connection log

This displays the time, date, site name, and duration of the connection to a particular panel

RRI Interval

The Remote Servicing Suite can be programmed to indicate when the Remote Routine Inspections (RRI) is due for each site. This option allows the interval between Remote Routine Inspection warnings to be programmed. This value is universal across all sites.

Set RRI Required Data

This resets the RRI interval for the chosen site.

Program Authorisation

When enabled, overwriting data to a panel must be authorised.

Authorisation Person

This sets the name of the person authorising programming changes for the selected site.

Server Configuration

This allocates the IP Address Name and Port Name for the communications server and the Connection string for the database server. The Port Name should be left at 8888 unless used by another program.
For standalone version the IP Address Name is **localhost.** For Vista, 127.0.0.1 must be used.

Language Selection

Lets the user choose the language for the program from those available.

Log Out

Logs out the current user and allows a different user to log in.
The **Log Out** option permits valid users, access to the Shell. It also permits changes of users without closing the Shell. Clicking **Cancel** exits the application.

Sort Menu

The Sort menu allows the site database to be sorted based on specific data. The available criteria for sorts are:
Site Name (D)
Account Number (A)
Post Code (A)
Panel Type (A)
Incomplete Download (A)
System ID (A)

NOTE: A = Ascending order; D = Descending order.

Help Menu

Gains access to the Honeywell security online help.

Contents

Not used.

About

Displays the about box showing the release version number and date.

Honeywell Security Online

Connects directly to Honeywell Security online help website.

Communication Details

Network support

Adopt

This option allows a connected site that has no operator to be opened for use.

Steal

This option allows a connected site in use by another operator to be taken over.

Disconnect

This breaks off network communication.

Send Message

This sends a message to other users of the system.

Toolbar Options

For ease of use a number of shortcut buttons are provided in the toolbar. The available shortcuts are:
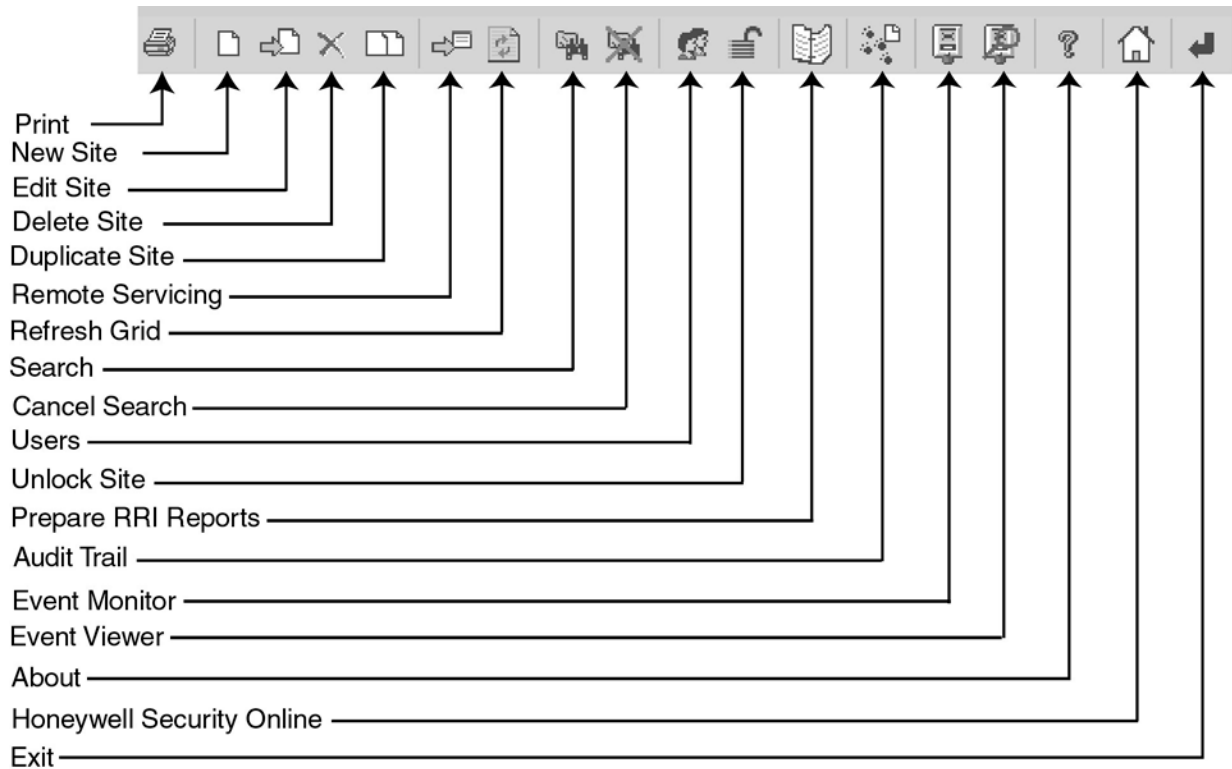
Some options are only available from the shortcut toolbar. These options are:

Event Monitor

This launches the Event Monitor application that is used to record events sent from the panel in Microtech format. A full description of this application is given in the Event Monitoring section of this document.

Event Viewer

This launches the Event Viewer application. Event Viewer allows archived events from the Event Monitor application to be viewed and printed.

Status Bar

There is a status bar at the bottom of the screen that gives the following information from left to right:

| Galaxy V6 Site | Acc #: | Galaxy 3-520 V6.00 | Direct - Not Connected | User - Manager | |

Currently Selected Site
Account Number of the currently selected site
Panel Model and Version of the currently selected site
Communications method and if the currently selected site is connected
Currently logged in user

Remote Servicing Programmes (RSP)

Running the Application

From the Shell application choose the required site and either double-click on it, or choose **Remote Access** from the **Options** Menu or **Remote Servicing** from the Toolbar. Galaxy Gold, Grade 2 Gold or Evolution Gold will load as appropriate for the panel type.

Galaxy Gold

When working with an older Galaxy panel, the Galaxy Gold user interface will appear as shown below. For complete instructions refer to **Galaxy Gold User Guide, IU1-0057**.
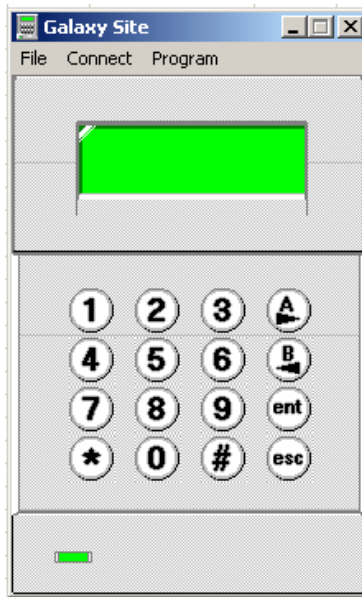
Galaxy Dimension Gold/Grade 2 Gold

The Galaxy Dimension Gold edits the configuration of Galaxy Dimensions range panels. The Galaxy Grade 2 Gold edits the configuration of Galaxy 2 Series panels. When the Galaxy Dimensions site is selected from the Front Shell program, the RSP interface will appear.

Screen Set-up
The initial screen of the configuration window will look similar to that shown below.
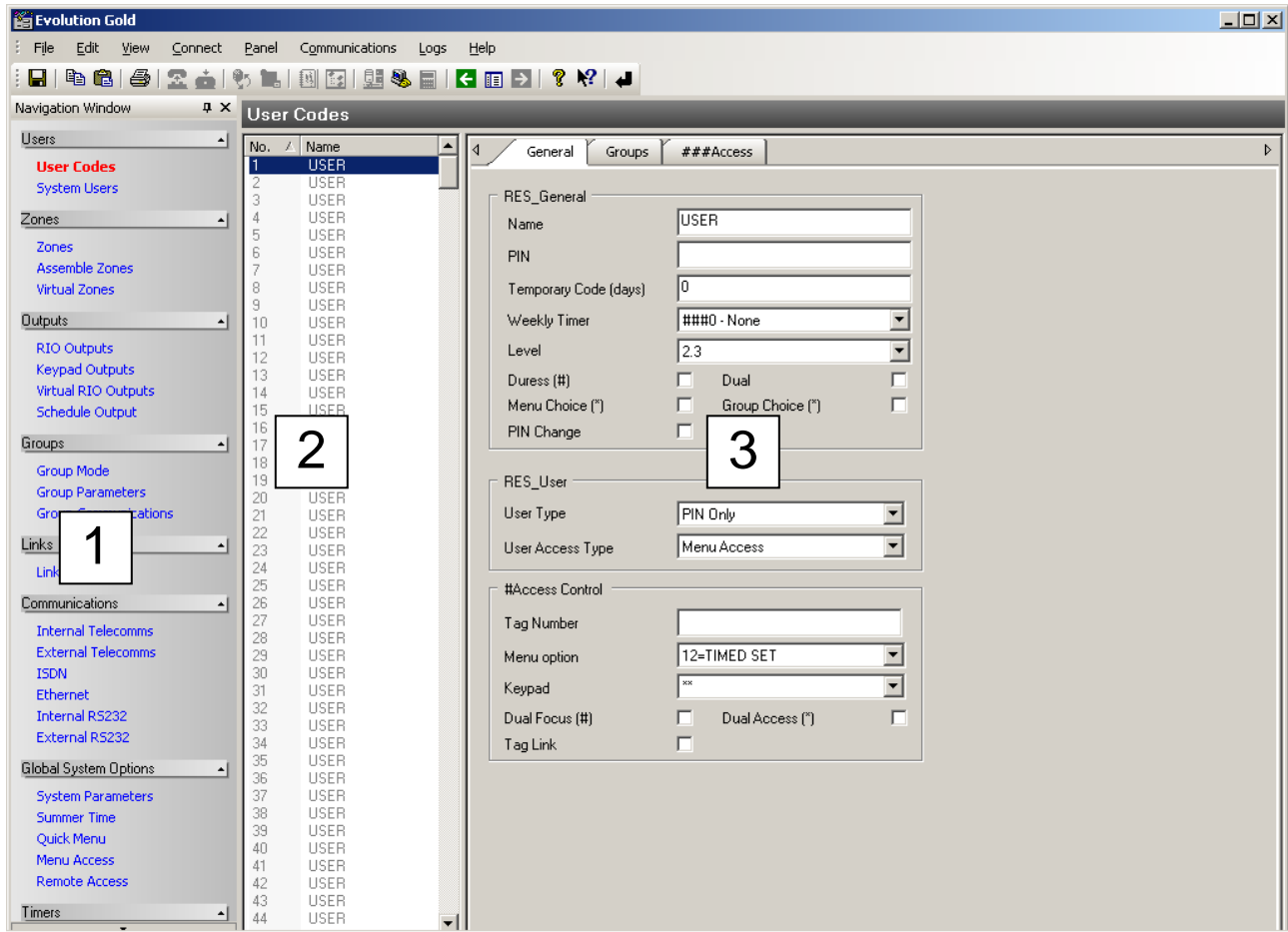
The exact option displayed will depend on the panel type selected but the basic operation is the same.

There are up to three areas within the screen:
1. The Navigation Window allows the user to select various areas of panel programming.
2. The central pane selects the specific point (in above screen user 1 is selected).
3. The right-hand pane allows adjustment of the programming.

Full details of the programming parameters can be found in the appropriate section of the Installation and Programming manual for the selected panel type.

Drop-down Menus

A brief description of the drop-down menus follows.

File Menu

The **File** Menu gives the following options:

View Site Details

This option allows the details of the Site Name, Address and Account Number of the Galaxy control panel located at the site.

Pass Account

This option allows the currently active site to be passed live to another operator. This can be done even while the panel is connected.

Rollbacks

This option allows the configuration for the active site to be rolled back to a previously saved version. The database will hold up to x previous versions of the site configuration.

Save With Rollback

This option allows the active site to be saved and rollback information created..

Print All

This option prints all Remote Servicing Programming screens that have been selected for printing.

Print Current Page

This option prints the current programming screen.

Print Preview

This option gives a print preview of the programming screen to be printed.

Print Setup

This option allows the screen to be printed to whatever printer and page size is required.

Exit

Closes the Remote Servicing application.

View Menu

The **View** menu gives the following options:

The **Toolbar**, **Status Bar** and **Navigation Bar** can be viewed or hidden using this menu.

The **Setting** option controls the order of the items within the Navigation window and also the skins gradient colours.

Connect Menu

The **Connect/Set-up** option determines the physical path for communication that the Remote Servicing software will use for communication with the current panel.

If Ethernet option is selected, then an additional option selects if the communication is encrypted or not.

The **Connect/Dial/Call Back Dial/Wait for Call/Hangup** selects the mode that the software will use to initiate the connection.

Panel Menu

Panel Type and **Version**
These shows the Type of panel and Version of software present on the system.
The Type of panel can be changed and RIO's can be cleared or set for each line.

Card learning (Galaxy Dimension Series only)
For access control systems, it is possible to quickly add a batch of cards to the database and assign them to individual users. The Card learning options will open up a new window to allow this to be done in one of two ways:

1. **Assigning a batch of cards with sequential numbering**
   This function can be used when the card numbers are printed on the card and match the number being read by the card readers. This is possible when the exact card technology is known and the card technology data is entered via the Card Format data field. To assign a batch of cards to a batch of users, select the Batch button, enter the first card number in the sequence in the Tag number field and the range of users in the User ID fields below. When the Update button is clicked, the users will be populated with the card numbers in sequence.

2. **Using an External reader to learn cards by swiping**
   This function can be used to learn a series of cards where there is either no number printed on the cards, or the number printed does not match the number which is read from the card. An external reader must be connected to the PC via a Wiegand-USB interface. In this case, use the Auto learn button to activate the external reader. The next card swiped at the reader will have its number automatically entered into the Tag number field. It is possible to use this technique either directly to program individual users or to pre-learn a batch of cards which are stored in a list and then assigned to users later. To pre-learn cards, select the Tag Number tab at the top of the window, and learn the cards in that screen.

RRI Ranges (Galaxy 2 Series only)
These show the minimum and maximum ranges for:
- Zone Resistance (ohms)
- RF Zone signal strength
- Voltage
- Current
- Receiver Noise
- Battery Charge current

Save

This saves the current site data.

Reset

This option can set all screens, the current screen or an individual screen from the options within the Navigation window to the values currently saved in the database.

Communications Menu

Selecting the Communications menu displays the following options whenever a panel is connected to the PC:

Overwrite Site:

This sends configuration data from the PC to a Galaxy panel.

Copy Site:

This reads configuration data from a Galaxy panel to the PC and saves it in the database.

Copy Event Log:

This copies the event log from the Galaxy panel.

Galaxy Dimension Only Options

Copy Access Log :

This copies the Door Access log from the Galaxy panel.

New Password :

This allows a new password to be given to the connected panel.

Update Keypads :

This sends a message to panel keypads which is shown to the next user to type in a code at the panel keypad.

Online Keypad :

This enables a virtual keypad emulation which mimics the behaviour of a normal keypad connected to the panel. All functions which can be performed via a keypad connected to the panel can be performed via the virtual keypad.

Send Remote Access Start Code :

This programs a special PIN code panel which when entered by a user, will begin a remote servicing connection.

Diagnostic - Mimic Panel :

This shows real-time status of system groups, zones, outputs, DCM readers and MAX readers.

Diagnostic (Remote Inspection):

This displays the Remote Inspection window to allow the upload of the diagnostic data in order to perform a Remote Inspection of panel.

Galaxy 2 Series Only Options

Set Panel :

This shows the current status of each group and allows groups to be set and unset.

Unset Panel :

This unsets the panel.

Reset Panel :

This resets the panel when all faults and tampers are cleared.

Set Time and Date :

This sets the panel date and time in sync with the PC.

Diagnostics :

There are three options under Diagnostics: Remote Inspection, Real Time Monitor and Engineer Test.

> ### *Remote Inspection*
> This gets the RRI data, either current or baseline.
>
> ### *Real Time Monitor*
> This is the real time viewing of the status of the zones and system.
>
> ### *Engineer Test*
> This disconnects the user and sends a test signal to the ARC.

Logs Menu

The **Logs|Event Log** option allows the event log of the site file (copied from the Galaxy control panel using the **Communications|Copy Event Log** option) to be viewed and printed. The log can be viewed when the Galaxy control panel is disconnected from the PC. The most recent events are at the bottom of the list.

Access Event Log (Galaxy Dimension Only)

The **Logs|Access Event Log** option allows access control door log of the site file to be viewed and printed. The log can be viewed when the Galaxy control panel is disconnected from the PC. The most recent events are at the bottom of the list

Audit Trail

The logs**|View Audit Trail** option allows the audit trail of the site to be viewed and printed. The Audit Trail keeps a record of when modifications were made to the panel programming and by whom.

View Logs

This shows all the above logs.

RRI Report (Galaxy 2 Series Only)

These are the results of the state of an installed alarm panel compared to a good baseline recording.

Filtering Displayed Events within Logs

All of the above logs can be filtered to only show specific event types. The Task Pane shows the event categories, user name, and date range to be viewed. The categories are selected by clicking on the required box. A checked option box (☑) indicates that the option is enabled.

Remote Routine Inspection (RRI)

RRI is a very powerful feature which allows the complete health of an installed alarm panel to be checked remotely, compared to a known good baseline and then have the results saved as a report. This tool can be used to perform part of the routine maintenance of an installed system without the need to send a technician to the site, saving time and money, as well as providing an in-depth check on the system.

To set up RRI, a baseline recording must be carried out when the system in good working order. Then subsequent checks can be carried out with reference to the baseline and reports generated. The procedures are detailed below;

From the Front Shell choose **Options/Remote Access** or the **Remote Servicing** icon from the toolbar or double click the site. This launches Galaxy Gold for legacy panels, Evolution Gold for Galaxy Dimensions Series panels or Galaxy Grade 2 Gold for Galaxy 2 Series panels.

To launch Remote Routine Inspection choose **Communications/Diagnostic/Remote Inspection** or click on the Remote Inspection icon on the toolbar.

The following window appears:
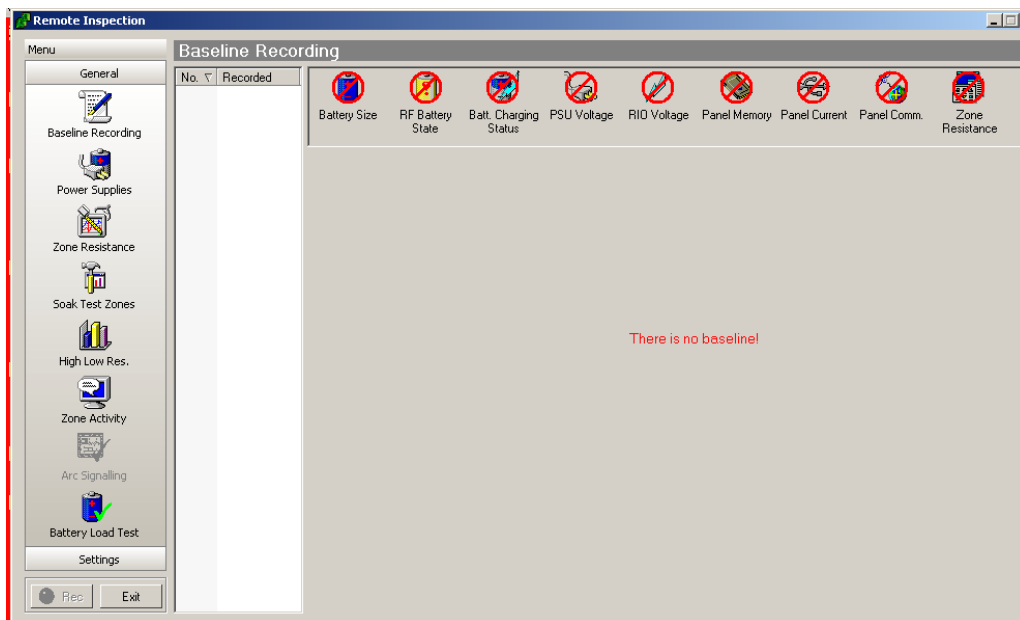
The window is split into two parts: the General menu baselines down the left-hand side and the data associated with each baseline on the right-hand side.

The left-hand side options are:
-     Baseline Recording
-     Power Supplies
-     Zone Resistance
-     Soak Test Zones
-     High Low Res.
-     Zone Activity
-     ARC Signalling
-     Battery Load Test
-     Settings (Date/Time, Ranges, Bell Test, Reports)
-     Rec
-     Done

The Rec button options
This button is used to record the data from the panel; it is only available when the program is connected to a panel. Once pressed in the program is in record mode.

Baseline Recording
This allows a baseline reading of the panel to be taken and copied.

Establish Baseline – establishes a baseline reading on the panel.
Copy Baseline to PC – copies the baseline data to the PC and stores it in the database for future comparison.
The options on the left hand pane can be selected by a green tick or deselected by a red cross.

Once recorded and copied pressing the Rec button again will allow the data to be viewed.

The left hand pane will show the dates when the baselines have been copied from the panel, the date displayed is the panel date.
The top pane shows the different data copied for the selected baseline. Data with a red circle with a forward slash has not been copied from the panel. Clicking on the different icons will display the data copied for that option.

The following data is recorded within the baseline: (Battery size, RF Battery State, PSU Voltage, RIO Voltage, Panel Comm, Panel Memory, Panel Current).

Battery Size
Gives the standby and charge time for each battery on the system, ie. Those on the power supplies.

RF Battery State
Displays the RF zones that are in low battery.

Battery Charging Status
Gives the voltage of the battery while charging

PSU Voltage
Gives the status, voltage and current of the power supplies.

RIO Voltage
Gives the voltage for the RIO.

Panel Memory
Gives the memory status after a memory test.

Panel Current
Gives the current for a RIO.

Panel Comm
Gives the percentage communication for RIO's, keypads and Max's.

Zone Resistance
Gives the zone resistance for hardwired zones, signal strength and time since supervision for RF zones.

Power Supplies Recording

Clicking on the Power Supplies icon (with the Rec button selected) will copy the power supplies data. Deselecting the Rec button will display the data copied.
This option only shows the last data copied from the panel.

Zone Resistance Recording

Clicking on the Zone Resistance icon (with the Rec button selected) will copy the zone resistance data. Deselecting the Rec button will display the data copied. This option only shows the last data copied from the panel.
Note: The zones are enabled for copying by carrying out a Walk Test.

High Low Res. Recording

Clicking on the High Low Res. icon (with the Rec button selected) will copy the High Low resistance for the last 14 days data. Deselecting the Rec button will display the data copied.
This option only shows the last data copied from the panel.

Zone Activity Recording

Clicking on the Zone Activity icon (with the Rec button selected) will copy the zone activity data. Deselecting the Rec button will display the data copied.
This option only shows the last data copied from the panel.
Note: The data for this is established on the panel by selecting the required Activity Mon option for each zone.

ARC Signalling

This carries out an engineer test signal to the Alarm Receiving Centre (ARC).

Note: The ARC signalling test is activated for all programmed communication options on the control panel. e.g. if Ethernet and Telecoms are both programmed, the signalling test will attempt to send via both modules.

If the Galaxy Gold connection to the panel is via a modem then the connection between the panel and the PC must be disconnected before the ARC signalling test can be carried out. A warning dialogue will be displayed. If the warning is accepted, the panel will be disconnected in order to carry out the signalling test.

Results of the signalling have to be verified manually. Please check with the ARC to verify that the test signal has been received correctly.

Battery Load Test Recording

Clicking on the Battery Load Test icon (with the Rec button selected) will carry out a battery load test on the panel and copy the recorded results. Deselecting the Rec button will display the data copied.
This option only shows the last data copied from the panel.

Non Rec Options

Date/Time

When connected to a panel this will display the current time on the panel and PC and will allow you to synchronise the panel time with that on the PC.

Ranges

This is the minimum and maximum acceptable values before highlighting the data as an issue. The values are: zone resistance (ohms); RF zone signal strength (%); Voltage Range (V); Current Range (A).

Bell Test

When connected to the panel this will allow you to carry out a Bell Test on the site. The duration of the bell test can be supplied from 1-900 seconds.

There is no result data for this, the site will have to be contacted to make sure the test was successful. The time and date and durations of the tests will be kept.

Reports

Once a Mimic session has been run and the latest programming data and logs have been copied from the panel, this option allows a diagnostic service report to be generated. The report is generated in HTML format and can be saved to disk on the PC for printing at a later date.

Automatic text

The report uses standard automatic text files to show a summary of the result of the test. These files can be edited to tailor the report to individual needs. The files are stored as .txt files in the following directory:

C:\Program Files\Honeywell\GalaxyRS\bin\Reports

Done

Exits the Remote Inspection window.

Event Monitoring

Event Monitoring is an application that can be run on a PC to constantly monitor an installed alarm system for real time event signalling and recording. Event Monitoring has two tabs: Monitoring and Access.

Monitoring: This tab shows all events and access events including alarms, faults, sets and unsets.
Access: This tab shows all door access events from the DCM and MAX readers.

Starting Event Monitoring
1. Select the Start menu button.
2. Select Programs.
3. Select the Remote Servicing Suite program group.
4. Select Shell and login.
5. Click on the Event Monitoring icon from the toolbar.

Note: Before Event Monitoring can be used, the communication mode needs to be set up. Please set the **Setup** section later in this manual.

Operating States
Event Monitoring has three operational states:

·Foreground -Event Monitoring is the currently active application window.

·Background -Event Monitoring is open and maximised, but is not the currently active application window.

·Iconised -Event Monitoring is displayed as an icon.

The operation of Event Monitoring depends on the current operating state and the settings of the **System Parameters** options.

On receiving an alarm message:
1. a. If the **Audio with icon only** system parameter is disabled, the audible alarm is activated regardless of the Event Monitoring operating state.

   b. If the **Audio with icon only** system parameter is enabled, the audible alarm is activated only when the **Instant display Alarm** is disabled and Event Monitoring is iconised. The Event Monitoring icon flashes and the audible alarm continues to sound until all pending alarms have been acknowledged. (Go to step 2.b.i)

2. a. If the **Instant display Alarm** system parameter is enabled, Event Monitoring operating in the background or iconised state is promoted to the foreground and becomes the active application. The **Event Details** window is displayed.

   b. If the **Instant display Alarm** system parameter is disabled, the Event Monitoring operating state does not alter.
      i) If Event Monitoring is operating in the background or is iconised, click on the background window or double-click on the icon.
      ii) Click on the alarm event to be acknowledged or actioned.
      iii) Click on the **Details** icon. The **Event Details** window is displayed, prompting the operator to acknowledge or action the alarm. (Double clicking on the alarm event also displays the **Events Detail** window.)

3. a. To acknowledge the alarm, click on the **OK** button (or press ENTER)
   b. To action the alarm, enter the user PIN and click on the **OK** button (or press ENTER)

Note: If there is more than one alarm to be acknowledged or actioned go to step 2.b.ii.

Alarm Status	Strobe Icon Status	Background
Not Acknowledged	Highlighted Red Background	Yellow
Acknowledged, Not Actioned	Not Highlighted	Yellow
Actioned	Not Highlighted	Grey

Table 1 : Alarm Event State

Alarms, which have not been acknowledged, are displayed on a yellow background and the strobe icon is highlighted in red. If the **Audio with Icon Only** option has been disabled in the **System Parameters**, the highlighted strobe icon is accompanied by the audible alarm. Alarms which have been acknowledged, but not actioned by an operator are also displayed on a yellow background, however the strobe icon is not highlighted in red and the audible alarm, if selected, is also silenced.

Alarm events that have been actioned are displayed on the standard grey background of the window. The actioned alarms are removed from the screen as new alarms are received or when the screen is reselected using the **Mode** option.

The screen displays the most recent pending alarms for all sites or for a single, specified site. When a specific site name or account number is selected, then the most recent pending alarms for that site are consolidated and displayed.

Comms Indicator

The Comms Indicator light gives an indication on the monitoring tab of the state of the current communications with the Galaxy control panel. The light is located in the top–right corner of the Event Monitoring window. The Comms light will indicate six communication states:

Green   –   good communication.

White   –   event currently being received.

Yellow   –   waiting for connection.

Blue   –   No reply after connection (connection established but comms interrupted).

Red   –   error communicating (connected and communicating but errors in comms).

Grey   –   cannot communicate with PC comms port (PC or set–up problem).

The icon bar, displayed along the top of the Events screen, enables the Managers (Users 00 and 01) to configure Event Monitoring and allows user access to its operating functions. Menu options are provided in addition to the Icon function.

A detailed description of the Icon and menu functions is given in the following sections.

 or **Alarm|Alarm Details** menu option

Alarm Details

The **Event Details** screen contains all information pertinent to each alarm and event received by the Event Monitoring package. This screen is also used to acknowledge and action alarms. This screen is displayed:

Automatically on receipt of an alarm when the **Instant display Alarms** system parameter is enabled, or

By clicking on the event and then clicking on the **Details** icon, or

By double clicking on the event or alarm, or

By selecting the Alarm/Alarm Details menu option.

The **Event Details** screen is divided into the following four sections:

Site Data:

When Event Monitoring is used in conjunction with RSS or UMS, on receipt of an event, the data stored in the database is copied to the Site Data section. The data can comprise of the full name, address, telephone number and account number of the site.

If there is no data for the site current in the Database, **<UNKNOWN>** appears in the Site Data box and the account number sent from the site is displayed.

Acknowledging Alarms

Clicking the **OK** button when no user PIN has been entered acknowledges receipt of the alarm. The time and date of an alarm acknowledgement is not logged.

Ethernet Line Fail event

Additional control is provided for the Ethernet alarm transmission path heartbeat. After entry of a valid manager code options are provided to Continue or Halt polling. If **Continue** is selected heartbeat signals will continue to be sent at the rate previously specified. If **Halt** is selected the site information will remain active in the Event Monitoring database however heartbeat signals to the IP address specified in the text window will be suspended. A further option is provided to remove the site information completely from the Event Monitoring database. If selected no further heartbeat events will be transmitted to the IP address specified in the text window.

Printing Alarm Details

When viewing the Details Window of an event the user can now print out the event details. To print the event details click on the Print button in the Event Details window.

 or **Alarm|Print** menu option

Printing

The Print Icon prints from the event highlighted by the cursor to the most recent (up to a maximum of 60 events). The Print selection window (opened by clicking on the Print) features three printing options:

1. Print Single Page.

2. Print to End of List.

3. Print Entire Log.

On selecting the print option the user must select one of these print modes by clicking the appropriate option.

The Print Single Page option will print one page worth of events from the current event. The Print to End of List option will print from the currently selected item to the end of the currently displayed list. The Print Entire Log option will print the entire log regardless of what is currently displayed.

Note: Which events will be displayed is dependent on the set–up of the View filters.

 or **M**ode menu option

Display Mode Selection

This option allows the operator to specify the site and select the type of events to be displayed:

This Display Mode window is split into five sections:

List Spec

The **List Spec.** box offers the choices of which type of events are displayed:

All Events

When All Events is selected, the screen displays all of the events in the log or site-specific events. When a specific site name or account number is selected, then the recorded events for that site are consolidated and displayed separately.

Alarm Events – When Alarm Events is selected, the screen displays the most recent alarms signals, received by the Non-alarm events are not displayed on the screen; these events are recorded in the Event Log and Printer.

Access Events – When Access Events is selected, the screen displays all the MAX and DCM card events. (Valid, Invalid & Rejected)

These events are marked with a MAX card symbol.

SIA Event Filter

The SIA Events filter allows users to select a subset of SIA events to view.

Note: For the SIA filter to be active the Enable SIA Code Selection box must be ticked.

Date Range Filter

The Date Range filter allows users to view a selection of events within a given range of dates.

Note: For the Date filter to be active the Enable Date Selection box must be ticked.

Multiple Accounts

The Multiple Accounts filter allows users to view a selection of the account numbers programmed in to Event Monitoring (previously only one account or all accounts could be selected).

Note: For the Multiple Accounts filter to be active the Enable Multiple Account Selection box must be ticked.

 or **Alarm|Ar<u>c</u>hive** menu option

Archiving Events

Events recorded in the events log can be archived to disk by clicking on the **Archive** icon or selecting the **Alarm/Ar<u>c</u>hive** menu option. The **Save As** window displays and you can change to the folder where you wish to keep the archive and type in a meaningful name for the archive.

The **Archive** option is used when the events log becomes unmanageable due to a large number of events. The first event that needs to be kept is chosen and once archived all the events before this event are deleted. The archive can be viewed at a later date using the **Event Viewer** program.

Setup

The **Setup** option enables a Master Manager to configure Event Monitoring to the requirements of the system.
To modify the Event Monitoring configuration:

1. Enter a Master Manager code (1234 (00) and 1357 (01) are the master manager default codes). The digits entered are displayed as □✳
2. Click on the desired option button.
3. When the required modifications have been made to a menu option, click on the **OK** button to return to the **Setup** menu. Another menu option can be selected.
4. Click on the **Exit** button to return to the **Alarm Monitor** screen.

Modify PINs (Personal Identity Number)

PINs are used to register operator action against each alarm. Each operator is assigned a four, five or six digit PIN and can also be assigned a name of up to eight alpha characters. The Event Monitoring system supports up to 100 operators. Operators 00 (default code 1234) and 01 (default code 1357) are the master managers, and each can assign and change the PIN numbers of all the operators (00 to 99).

To assign or modify a PIN:

1. Click on the **Modify <u>P</u>INs** menu option button. The **Modify PINs** window is displayed.
2. Select the user number for PIN assignment or modification. User numbers which already have a PIN assigned to them are prefixed by a ✳
3. Click on the **PIN** box.
4. Enter a 4, 5 or 6 digit PIN. Each digit is displayed as a ✳ for increased security.
5. If a user name is required:
     a) Click on the **Initials** box.
     b) Enter the user name (eight characters maximum).
6. Click on the **OK** button.

Configure Modem Port

There are three methods of communication between the Event Monitoring PC and the Galaxy control panel:

- PC Modem to Telecom Module, ISDN Module or RS232/modem combination
- Direct to RS232 Interface Module
- Via a Network card to the Ethernet Module

The **Configure <u>M</u>odem Port** menu option allows a Manager to enter the required settings for the apparatus (both modem and RS232 Interface Module) connected to the PC, enabling alarm messages to be communicated from the control panel.

1. Select the **<u>Setup|Configure Modem Port</u>** drop down menu option. The **Communications Setup** window is displayed.
2. Select the correct dial mode for the system. The setting depends on whether the connection is being made via a modem, Ethernet network card or RS232 Interface Module:
   a. **PC Modem:** Select **Pulse** or **Tone** (the dial type of the telephone exchange to which the PC modem is connected). The default setting is **Pulse**.
   b. **RS232:** Select **Direct**.
   c. **Ethernet:** Select **TCP/IP.**
3. Press **Tab** to move to the **<u>Baud Rate</u>** option.
   a. **PC Modem:** 1200 (Default setting - normally communicating via a Galaxy Telecom or ISDN Module). If the system configuration is such that communication is not via the telecom module, then another baud rate may be required.
   b. **RS232:** The **<u>Baud Rate</u>** must be the same as the baud rate settings on the RS232 Interface Module.
   c. **Ethernet:** Not applicable
4. **<u>Port</u>** option - If using a modem or direct connection select the **<u>Port</u>** that the PC modem or RS232 Interface Module is connected to. The default setting is **COM1**.
5. **Modem Name** option - If using a modem, select the **Modem Name** of the modem you are using. The reset string for the modem will be displayed in the **Reset String** box.
6. **Ethernet Encryption** option - If enabled communication with Ethernet modules which support encryption will be encrypted. Communication with modules which do not support encryption will continue to be non-encrypted.
7. Press **ENTER** or click **OK** to save the settings. These settings are retained until changed by a user.

System Parameters

Event Monitoring offers a number of user selectable system parameters, which ensure that the system operation and performance conforms to the requirements of the user.

Click on the **<u>System Parameters</u>** button. The **Parameters** window is displayed.

Screen Events:

This parameter determines the number of events that can be listed (between 1 and 1000) when the **Alarm Monitor [Events]** screen is displayed - the default setting is 500.

If the **All event types** screen for **All Sites** is selected (using the **Mode** icon), then the most recently received events, up to the number entered in the **Screen Events** option, are displayed. However, if a specific site is to be shown, then the number (entered in the **Screen Events** option) of recorded events for that site are consolidated and displayed.

Screen Alarms:

The **Screen Alarms** parameter determines the number (between 1 and 100) of active alarms (alarms not yet actioned) to be displayed. The default setting is 15.

Site specific, alarms, which have not been actioned can be viewed by selecting the **<Account No.>** or site name from the **Mode** option. The pending alarms for the specified site are consolidated and the most recent are displayed first.

Disk Events:

The total number of events stored in the system event log is limited by the size of the PCs hard disk, which should be of sufficient size to accommodate the desired capacity (each site requires approximately 200 bytes). The capacity is between 1 and 250,000 events, the default setting is 100,000.

Enable Printer:

Each alarm received by Event Monitoring can be printed out by clicking on this parameter (a tick is displayed in the adjacent box - ☑)
The default is disabled. The printer must be on-line and connected to the parallel port (LPT1).

Note: This parameter must also be enabled when using the **Print** option in the icon bar to send previously received alarms and events to a printer.

Instant Display Alarms:

This parameter determines the status of the Event Monitoring window on receipt of a new alarm. When the **Instant Display Alarms** option is enabled (a tick is displayed in the adjacent box - ☑ - default setting), each new alarm sent to the PC promotes the Event Monitoring program, from the Windows background or the icon, to the Windows foreground. The **Event Details** window screen is opened, allowing an operator to acknowledge or action the alarm event. On iconising Event Monitoring, the operator is returned to the previous program.

When the **Instant Display Alarms** option is disabled, the Event Monitoring program must be manually brought to the foreground by clicking on the Event Monitoring background window or double-clicking on the icon.

 or **Alarm|Remote Access** menu option

Mimic Panel (Remote Access)

This option gives users the ability to view graphically the state of the zones and outputs of the Galaxy RIOs (both onboard and external) and, to a limited extent, modify the control functions of the Galaxy control panel.

To launch this option from the menu bar of the Event Monitoring display, click on **Remote Access** in the drop down menu or click on the keypad icon, this will bring up the Mimic Panel Log On window.

Once selected the remote access window will be shown. Depending upon the event selected in the alarm event log, the remote access window will display the details of the site to be connected to.

To Log On to the panel, the user must enter both their User PIN and the panel remote code as prompted by the log-on window

When the codes have been entered click **OK** or press ENTER. Event Monitoring will attempt to connect with the panel. The status and progress of the dialling routine will be displayed:

When the **Successfully Connected to Site** message is displayed, click **OK** or press Enter.

The PC will then attempt to synchronise local data with panel.

The first display gives a general overview of the Galaxy system. All available AB lines are displayed with details of which RIOs are present on each line. This assumes that the site programming has previously been copied to the database.

The set status of the groups is also displayed at the bottom of the display window. When the slider is at the top of a group (and marked with a U) this represents the group being in the Unset state; if the group slider is in the centre (marked with a P) this represents the group being in the Part set state; and if the group slider is at the bottom (marked with an S) this represents the group being in the Set state.

It is possible in the Modify panel set mode to set, unset, and part set the system by clicking and dragging the group set status indicators. Clicking, or, clicking and dragging with the left mouse button allows individual groups to be selected. Using the right mouse button selects all groups. Clicking on an active alarm indicator and then clicking on the OK button will cancel any alarms for that group and unset it. The indicator will cease to be red: if it was a tamper condition the indicator will turn purple until it has been reset; if it was a PA alarm then it will turn blue until it is reset; otherwise it will return to the very dark red colour. The Mimic function does not require a code to unset the system.

For a better view of the states of the outputs and zones on an individual RIO double click on one of these blocks.

This gives the user a graphical representation of the status of the RIO selected.

Users can omit zones and test outputs by clicking on the button corresponding to each individual output or zone. This causes the button to flash: output buttons flash green and grey when they have been provisionally programmed as active; outputs which are active before being clicked on (i.e. are being provisionally programmed as inactive) will flash black and grey; to confirm the programming click on the **OK** button, to abort the programming click on **Cancel**. A zone can be omitted by clicking on its button and then pressing the **OK** button.

If the RIO being viewed is an RF RIO then the RIO view card indicates the RF specific status of the RIO.

Galaxy Dimension Features

The following features are available on the mimic panel function for Galaxy Dimension series panels:

DCM – This shows all available DCM readers per line. Selecting DCM shows **State**, **Alarm** and **Egress**.
State: This shows whether a zone is open or closed.
Alarm: This shows if the panel is in alarm through the DCM.
Egress: This allows a door to open.

MAX -   This shows all available MAX modules per line on the system.

RIO -   After upload this shows the RIO's per line. The unattached RIO's are greyed out.

Requirements for Mimic Feature

- The Remote Access function is only available when communicating via the RS232 module and/or Ethernet Module.

- Galaxy 512: the Mimic Panel function is limited to View only mode.

- The Mimic Panel function is **not** available on the Galaxy 16, 16 plus or G2 series.

- The Mimic Panel function requires the following hardware and software to be fitted to the Galaxy security system: the Galaxy control panel must have software version V1.2X or above. (V4 and above for the Ethernet module). For local servicing an RS232 module with hardware revision Rev. 1.1X or above with software version V1.XX or above.

Setting up the Control Panel for Remote Servicing

Note: This information applies only to Galaxy 2 Series, G2, Galaxy 3 series and Dimensions control panels.

System Identification String
(Galaxy Dimension, Galaxy 3 series, And G2 series only)

A System identification string is sent from the installed panel to the PC in order to identify the site to the PC. In order to send this, option 47.4.8 Send System ID must be enabled (default). A unique System ID must also be programmed into every panel. This is programmed on the panel in the following menus:

Galaxy 2 Series - Menu 56.7.12
Galaxy Dimensions and 3 Series - Menu 51.15.1.

The following checks are carried out on the System ID whenever a panel tries to connect to the PC:

Account Number Check	Action
No System ID given	Unknown site created
System ID does not match any in the database	Virgin site created
System ID matches multiple sites in the database	disconnect from the site
System ID matches one site	site is selected and continue with copy

Failure Logging

Failure	Data to log
No ID returned by the panel	Time & Date and reason
System ID matches multiple sites in the database	Time & Date, System ID and site names

Setting up the communication

The control panels must have the appropriate settings programmed in order to allow communication to be initiated with the PC, either manually or automatically.

Telecoms Connection

If using telecoms (modem) to connect, Call back-1 must be entered in 56.1.12.3 (Galaxy 2 Series) or 56.1.12.2.3 (Galaxy Dimensions).

Ethernet Connection

If using Ethernet to connect, Call IP 1 must be entered in 56.4.3.2.2.1.

NOTE: If both the Telecoms and Ethernet options are programmed up, the Telecoms takes precedence. To disable the option delete the corresponding call back number/IP address.

Setting up the Control Panel to Automatically Initiate a Connection with the PC

It is possible to program certain Galaxy control panels to automatically initiate a connection with the RSS software on the PC under certain circumstances:

Galaxy 3 series and Dimension
1. When a predetermined number of days has elapsed (for Routine Remote Inspection purposes). In this case, the panel will connect to the PC and send the RRI data.
2. When there has been a change to the configuration programming of the installed system. In this case, the panel will connect to the PC and send the programming changes to the database.

These options must be set up in the control panel in **menu 47.4**, or via the RSP in **Global Parameters – Remote Access** options

Galaxy 2 Series and G2
It is possible to program a specific date up to 1 year in advance, to force the panel to initiate a remote servicing connection. On this date, the panel will connect to the PC and send the latest programming, event log and RRI data.

This option must be set up in the control panel in **menu 56.7.11**, or via the RSP in **Communications – Comms Parameters – Remote Date**.

Appendix A: Converting RSS Database to New Database Format

Important: If a previous version of Galaxy Remote Servicing Suite was installed all existing site data must be converted to the new database format.

The RSS Database Converter program is installed as part of the Galaxy Remote Servicing Suite installation.

To start the Site Converter program

1.   Click on the start button and select programs.

2.   Select the Galaxy RS program group.

3.   Select RSS Database Converter.

4.   If you have a previous version of Galaxy Remote Servicing Suite on your machine, your current database directory will be listed in the box next to the 'Source' button.

5.   Click on the 'Convert Site Data' button.

6.   This will convert the sites from the Microsoft Access database format to the new database format.

7.   Once this is complete, and if you have not used Event Monitoring yet, press the 'Convert Event Monitoring' button to convert event monitoring data.

8.   Press 'Convert Logins' if you wish to convert these to use with the new program.

Appendix B: Importing Access Lite/Access Network Accounts to GIRS

To start the Access Import utility

1. Click on the start button and select programs.

2. Select Galaxy RS program group

3. Select Access Database Converter.

4. If you want Access Lite data to be converted, select the "Local Path" in the option.

5. The default install path is shown in the Edit below. If this is not in the path of the database, select the path from the button with caption "search for the database file".

6. Click on "Import button" to import the accounts to GIRS. This will import all accounts from the Access Lite to the GIRS.

7. If you have Access Network installed, then you need to select "Connection String" in the Option.

8. The default connection string is shown in the Edit below. If his is different from the connection string in your PC, you can replace this with the correct one.

9. Click on "Import button" to import the accounts to GIRS. This will import all RRI reports and all accounts from the Access Lite to the GIRS.

Appendix C: Error Messages

General Network Error

This occurs if there is a problem with the network connection between programs. If this happens do the following:

1. Click on the "Ignore" button.
2. Shut down the programs then restart them.

Assertion Failed Error Boxes

If these appear then do the following:

1. Click on the "Ignore" button.
2. Shut down the programs and restart them.

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Reporting Errors

If you want to report errors then do the following:

1. Click on the "More Details" button.
2. Click on the "Ignore" button.
3. Send the error information to Technical Support.