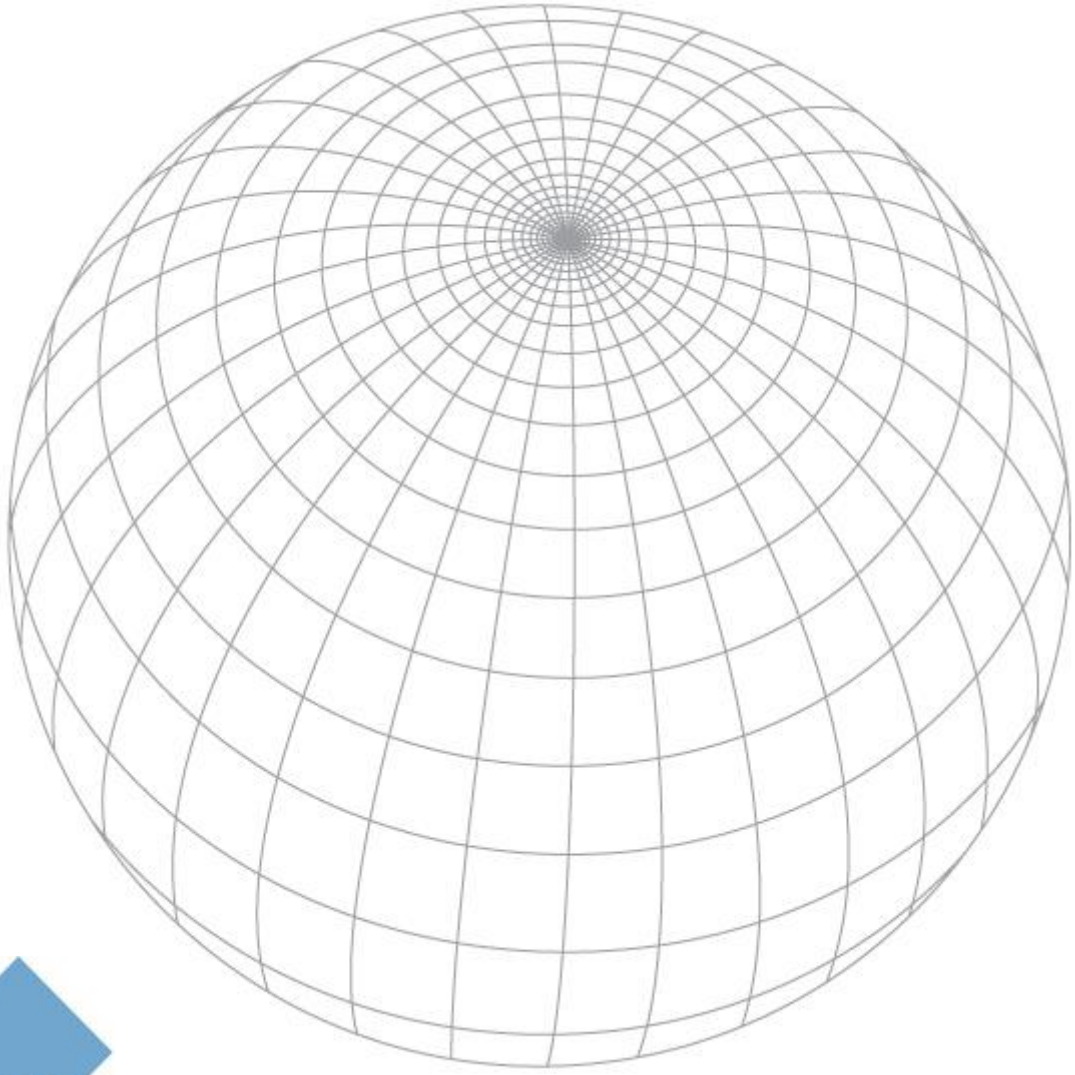
Milestone

EventLink for Gallagher 3.0; Administrator's Manual



milestone

Introduction

This user manual explains how to configure the Milestone EventLink for Gallagher plug-in to exchange events between the Milestone surveillance system and Gallagher FT Command Centre software. Gallagher FT was previously called Cardax FT and since the integration is unchanged this product is not renamed. From now on the words *Gallagher* and *Cardax* are used interchangeably. The manual only covers the necessary configuration steps in the Milestone XProtect® surveillance system software and not the Gallagher system itself.

In order to benefit from this document, you should have a basic knowledge of:

- The Gallagher FT Command Centre software
- Milestone XProtect® surveillance software:
    - Milestone XProtect® Corporate/Expert
    - Or Milestone XProtect® Enterprise
    - Or Milestone XProtect® Professional

Please refer to the manuals for these products for further information about how to configure and use these products.

The Milestone EventLink for Gallagher plug-in makes it possible to send events between the two systems. The plug-in is compatible with the following:

- Milestone XProtect® Corporate 4.0 or newer.
- Milestone XProtect® Enterprise 8.0c or newer.
- Milestone XProtect® Professional 8.0b or newer.
- Gallagher FT software v7.0, v7.10 or v7.20, that includes FTCAPI, CCFT and Controller, which must be running this version.

Contents

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All names of people and organizations used in this document's examples are fictitious. Any resemblance to any actual organization or person, living or dead, is purely coincidental and unintended.

This product may make use of third party software for which specific terms and conditions may apply. When that is the case, you can find more information in the file *3rd_party_software_terms_and_conditions.txt* located in your Milestone surveillance system installation folder.

Installation

Prerequisites

Before you start, make sure that the following are available:

- Milestone XProtect surveillance software (Milestone XProtect Corporate, Enterprise or Professional).
- Make sure that it is possible to access the Milestone XProtect computer from the computer that is running the Gallagher FT Command Centre software. Some configuration of the Windows Firewall might be required. This topic is describes in the following installation procedure.
- The license file (CommandCentre.lic) used for the Gallagher FT Command Centre software.
- .NET Framework 3.5

Installation Procedure

The plug-in must be installed on the machine running the Milestone surveillance system. On a system with multiple machines the plug-in only has to be installed on the machines that are running Milestone XProtect Management Client/Application and Milestone XProtect Event Server. The following describes how to install the plug-in:

1. Install the Milestone EventLink for Gallagher plugin by running the following installer application:

   MilestoneEventLinkForGallagherInstaller_x86/x64.msi

   Whether to use the x86 or the x64 version depends on the version of the XProtect software the plugin is to run with. If for instance it is a 32-bit Event Server or Management Application, then the x86 version should be used, while the x64 version should be used for 64-bit versions. This does not have any relation to the version of the operating system.

   Note: If Windows does not identify .msi files as application installers; run the included setup.exe application before you try to install the Milestone EventLink for Gallagher 3.0 plugin.

2. Depending on your security settings, you may receive one or more security warnings. When this is the case, click the *Run* button.

3. When the installation wizard starts, click *Next* to continue.

4. Select installation folder and for which user(s) the Milestone EventLink for Gallagher 3.0 plug-in should be available, then click *Next* to continue.

   Installation folder selection:
   The location of the installation folder is important. The surveillance system searches through predefined folders for installed plug-ins. Consider the following two scenarios:

   A machine that have both Milestone Management Client/Application and Milestone XProtect Event server installed the plug-in must be installed in the common plug-in folder called "MIPPlugins", e.g. "C:\Program Files\Milestone\MIPPlugins\EventLinkForGallagher\".

In cases where the Milestone Corporate Management Client and Milestone XProtect Event server are installed on separate machines, the plug-in must be installed on both machines in either the common "MIPPlugins" folder or "MIPPlugins" sub-folder of the two applications, e.g.:

"..\Milestone\XProtect Event Server\MIPPlugins\EventLinkForGallagher"
"..\Milestone\XProtect Corporate Management Client\MIPPlugins\EventLinkForGallagher"
"..\Milestone\Milestone Surveillance\MIPPlugins\EventLinkForGallagher"

5. Click *Next* to confirm the installation.

6. When the installation has completed, click *Close*.

7. Restart the machine or restart the Milestone XProtect Event Server service.

Before doing any configuration of the plug-in do read the Licensing section of this document.

Firewall

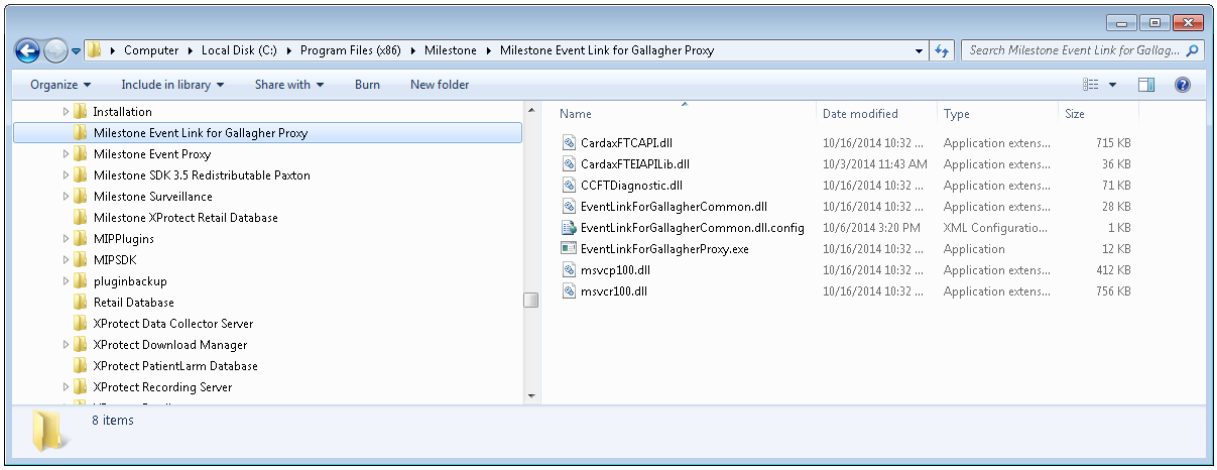
In order to establish communication between systems the PC's firewall must be configured to allow the EventLink plug-in to listen on port 1072. The Milestone XProtect Event Server is hosting the plug-in and adding this service to the "Allowed programs and features:" list of the Windows Firewall should be sufficient.

Note: If the Milestone surveillance system is installed on the same machine as the Command Centre FT server components the IP port of the FTController server must be reconfigured. For information on how to do the configuration, consult the Command Centre Online Help, lookup the topic which describes "Installing the FTCAPI Middle Framework (FMF)", this section includes description of how to enable co-location of the communication component (FTCAPI) with the FT Controller Server.

Configuration

Milestone Event Link for Gallagher Proxy

The plug-in comes with a proxy which is installed always in ..\Milestone\Milestone Event Link for Gallagher Proxy along with other x86 applications. The proxy is used to communication with the FT Controller Server and pass the messages between the proxy and plug-in application.



There is a configuration file that contains a number of settings which configures the connection to the Milestone plug-in and the proxy alive checking interval. The configuration file is called: 'EventLinkForGallagherCommon.dll.config' and can be edited with a simple text editor such as Windows Notepad. The content of the configuration file is the following:

```
<?xml version="1.0" encoding="utf-8"?>
<configuration>
  <appSettings>
    <add key="TcpPort" value="2527" />
    <add key="ProxyAliveCheckIntervalInSeconds" value="15" />
  </appSettings>
</configuration>
```

The appSetting section contains the configuration parameters. Each parameter consists of a key, which identifies the parameter and a value which has the value for the parameter.

- `TcpPort`, defines the IP port of the communication
- `ProxyAliveCheckIntervalInSeconds`, defines time interval to check the state of the proxy

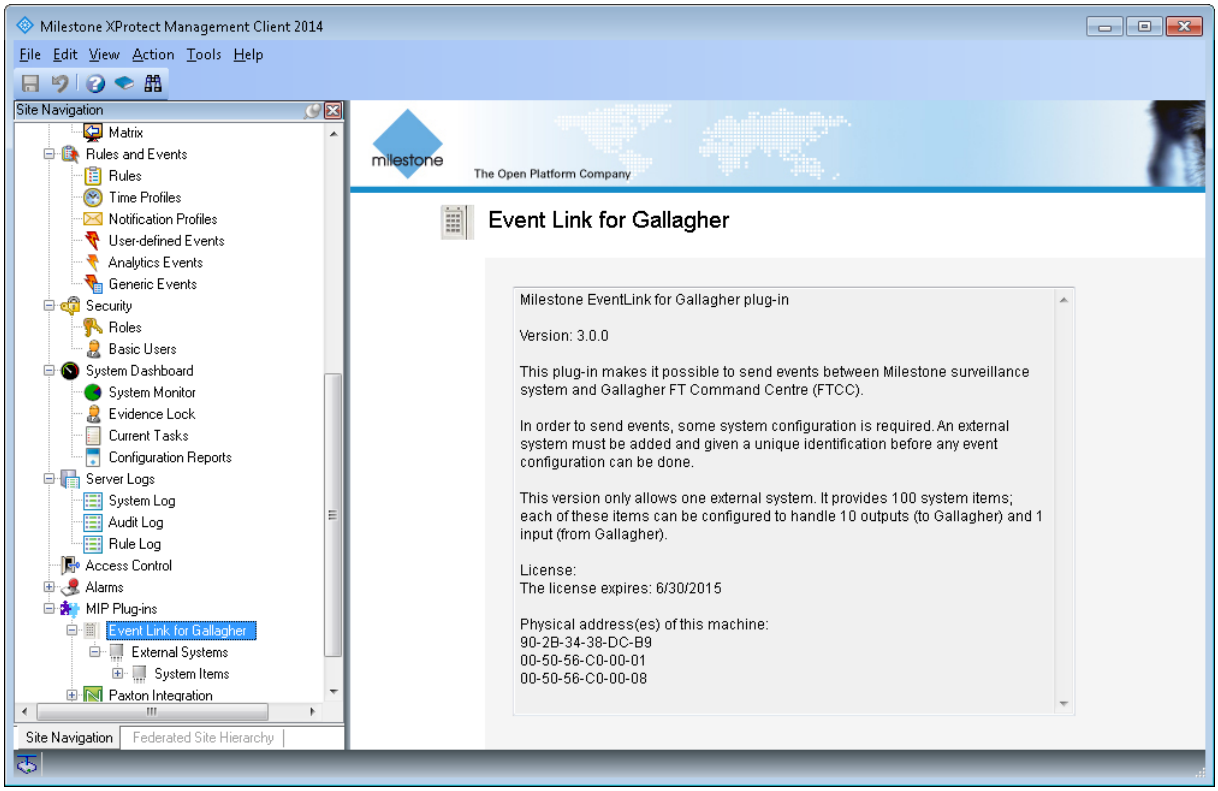
Licensing

Milestone licensing

The plug-in has a build-in license check that is locked to the SLC of the XProtect system where it is installed. The license file called EventLinkForCardax.lic must be located in the installation folder of the plug-in. This file is not included in the installation and must be copied manually and must be available on every plug-in installation.

The license file is provided by the distributor. In order to generate the file, the distributor must know about the SLC of the system where the plug-in has been installed. Send this to the distributor, preferably via email to CustomDevelopment@milestonesys.com.

Status of the license is available from the *Event Link for Gallagher* page. Information such as validation error, invalid license or expiry date is displayed.



Gallagher licensing

The installation includes a component, provided by Gallagher, which is used for handling communication between the two systems. This component requires access to the *CommandCentre.lic* license file. If the plug-in is installed on a separate machine from the Gallagher Command Centre server, the same license file that is installed on the server (typically in the C:\Windows directory) must be present on the machine running the Milestone XProtect Event Server. Copy the license file to the %SystemRoot% directory (e.g. C:\Windows) of the PC.

After copying the file either restart the machine or restart the Milestone XProtect Event Server service.

Adding Gallagher as an External system

In order to exchange events between Milestone surveillance system and Gallagher FT Command Centre (FTCC) software, some system configuration is required. An external system must be added to the management system of the surveillance system and be given a unique identification before any event configuration can be done.

This version only allows one external system. It provides 100 system items; each of these items can be configured to handle 10 outputs (to Gallagher) and 1 input (trigger event from Gallagher).

To add Gallagher as an External system, do the following:

1. Open the Milestone XProtect Management Client/Application
2. From the *Site Navigation* panel locate the node called *MIP Plug-ins* and expand it. Navigate to the node called *Event Link For Gallagher* and select its sub-node called *External System*.
3. In the *External System* panel right-click the *External System* node and select *Add New…*
4. In the *Add External System* dialog enter a *Name* for the system and a unique *Identification*.

   Note: The Identification must be identical to the Unique Identity of the External System that has been created in the Gallagher FTCC.

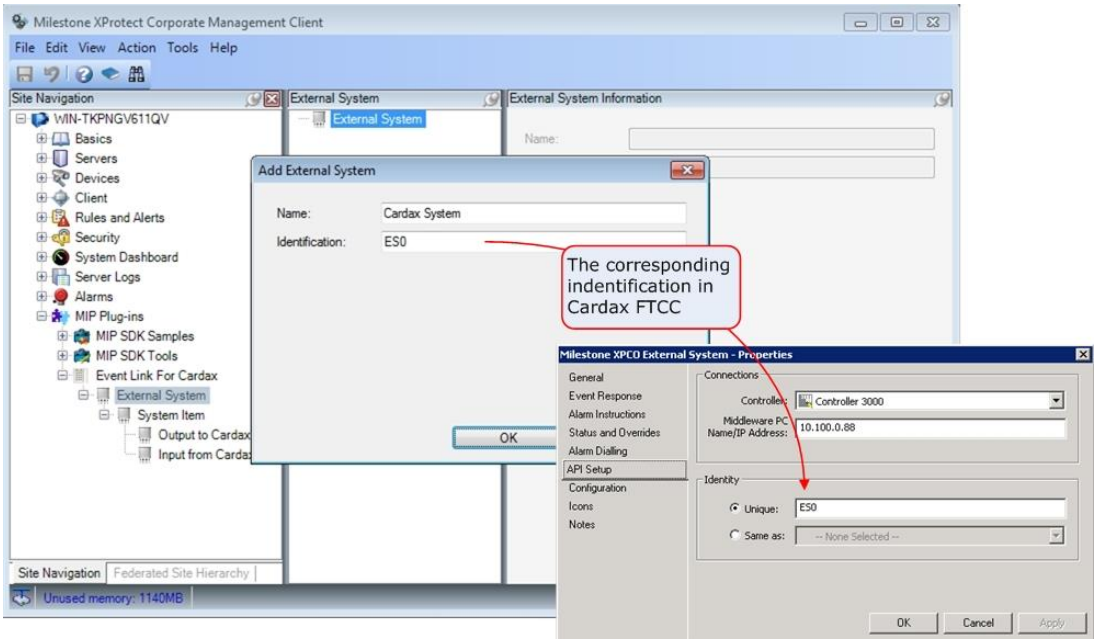


Figure 1: Adding System in Corporate

5.

6. Select *Ok*

   Note: When navigating to another item in the *Site Navigation* panel the program will prompt for approval of the changes that has been made to the system. Select *yes* to save the newly added external system.

Removing the *External System* is done by right-clicking the system and selecting *Delete*. This will remove all configurations that have been made for this external system.

Configuration of output to Gallagher

The plug-in provides the possibility of sending events to the Gallagher FT Command Centre (FTCC) system. This is done via *Output* items, which is organized in line with the structure of FTCC External System Items. Each *Output* item corresponds to an External Event Group of an *External System Item*.

The *Identification* of the *Output* items has been auto-generated with a fixed value, which identifies the External Event Group of an External System Item in FTCC. This value consists of two parts (separated by '.'), the first part is the unique identification of the External System Item and the second part indicates which External Event Group it corresponds to.

Example:

> An *Output* item with *Identification*: ESI0.OUT0 corresponds to FTCC External System Item with Identification ESI0 and External Event Group 0.

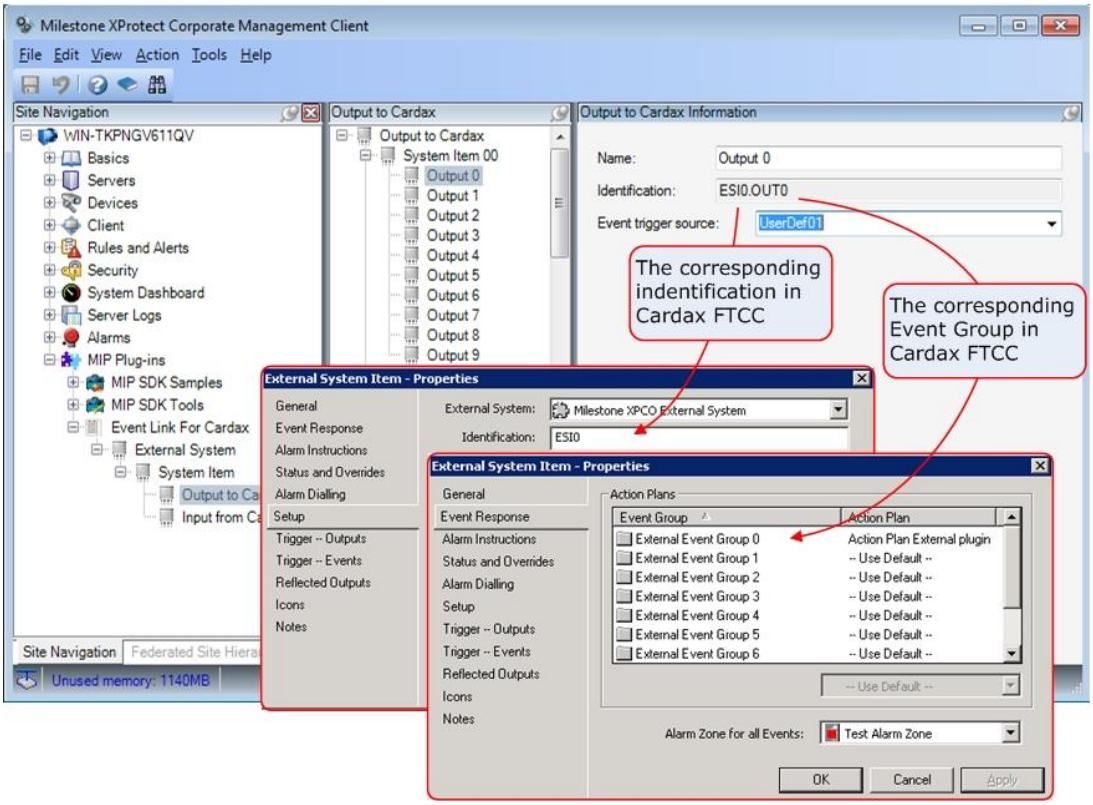


Figure 2: Configuration of output in Corporate

Furthermore, in order to enable an *Output* item it must be associated with an *Event trigger source,* by default it is set to *None* (which means disabled). The *Event trigger source* contains a list of *User-defined* events. Whenever the associated *User-defined* event occurs the *Output* will be activated.

To configure an *Output* item, do the following:

1. Open the Milestone XProtect Management Client/Application
2. From the *Site Navigation* panel navigate to the sub-node of the *Event Link For Gallagher* plug-in called *Output to Gallagher*.

   Note: If the *Output to Gallagher* panel doesn't contain any *System Item* nodes then try to refresh the configuration of the system, either hit the 'F5' key or select *Refresh* from the *Action* menu.
3. In the *Output to Gallagher* panel expand one of the *System Item* nodes and select an *Output*.
4. Select an *Event trigger source*.

   Note: When navigating to another item in the *Site Navigation* panel the program will prompt for approval of the changes that has been made to the system. Approve the changes.
5. To configure additional *Output* nodes repeat steps 3 and 4.

Configuration of input from Gallagher

The plug-in provides the possibility of receiving events from the Gallagher FT Command Centre (FTCC) system. This is done via *Input* items, which is organized in line with the structure of FTCC External System Items. Each *Input* item corresponds to the trigger event of an *External System Item*.

The *Identification* of the *Input* items has been auto-generated with a fixed value, which identifies the External System Item in FTCC. This value consists of two parts (separated by '.'), the first part is the unique identification of the External System Item and the second part identifies the trigger type.

Note: This version only supports one trigger type ('Trigger – Events'). The trigger type is not used by the system, but added in order to handle support for additional trigger types.

Example:

> An *Input* item with *Identification*: ESI0.IN0 corresponds to FTCC External System Item with Identification ESI0 and 'Trigger – Events'.

To browse the list of *Input* items, do the following:

1. Open the Milestone XProtect Management Client/Application
2. From the *Site Navigation* panel navigate to the sub-node of the *Event Link For Gallagher* plug-in called *Input from Gallagher*.

   Note: If the *Input from Gallagher* panel doesn't contain any *System Item* nodes then try to refresh the configuration of the system, either hit the 'F5' key or select *Refresh* form the *Action* menu.

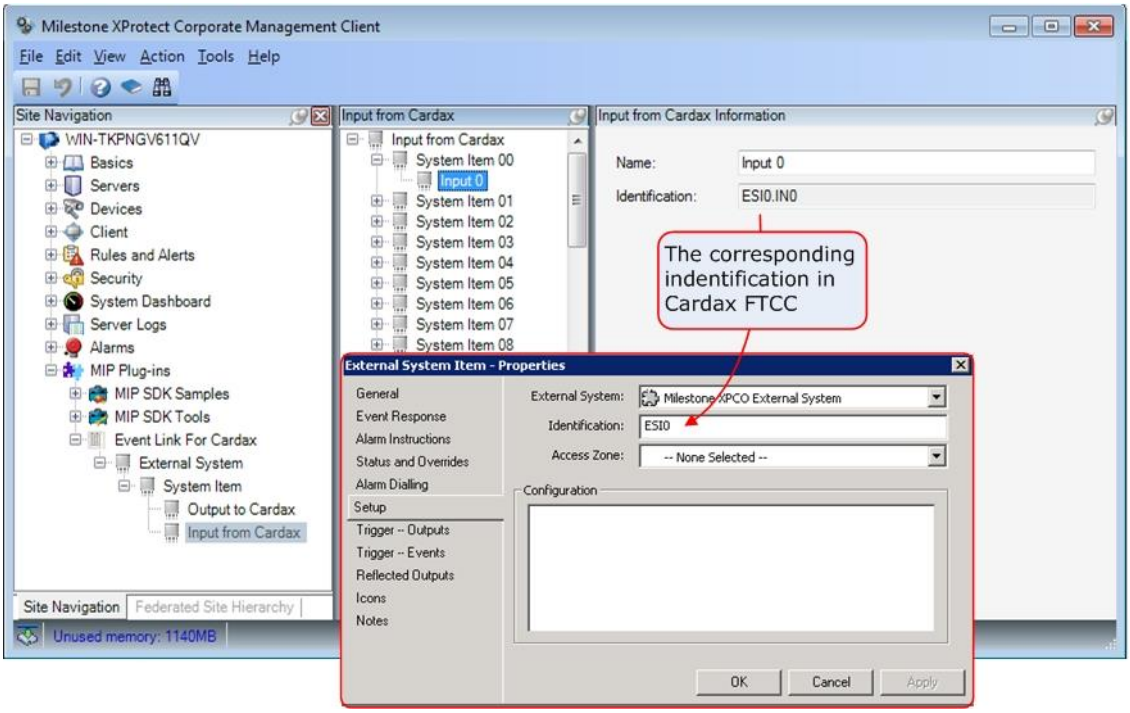


Figure 3: Configuration of input in Corporate

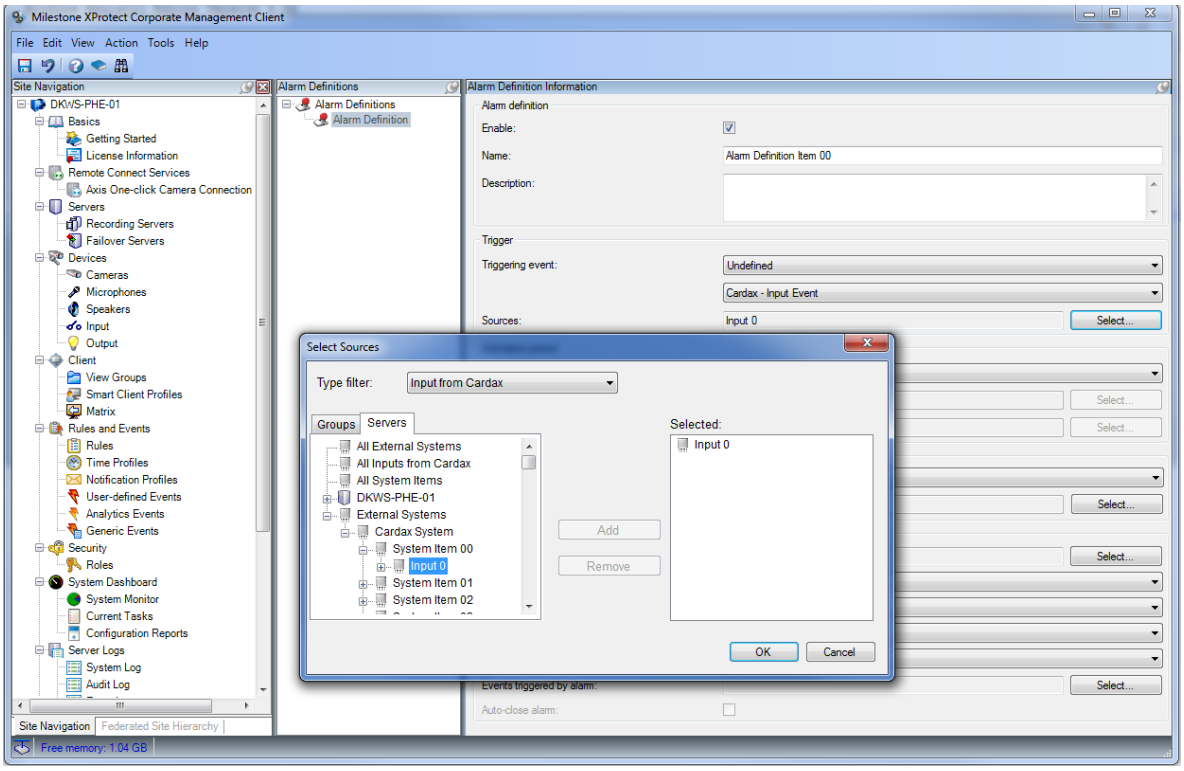
3.

If Gallagher has been added as an external system the *Input* items are always available and the plug-in will accept the 'Trigger – Events' whether they are in use or not. In order to make the surveillance system respond to an *Input* it must be used as a *Source* in the Alarm Definitions.

To use *Input* as an alarm source do the following:

1. From the *Site Navigation* panel locate the node called *Alarms* and expand it. Select the sub-node called *Alarm Definitions*.
2. In the *Alarm Definitions* panel either select an existing node or right-click the *Alarm Definitions* node and select *Add New...*

   Note: For detailed description on how to configure *Alarm Definitions* do consult the XProtect Corporate Administrator's manual.
3. On the *Alarm Definitions Information* page locate the group of settings called *Source*.
4. From the *Event Message* dropdown menu select *Gallagher– Input Event*.
5. From the *Select Sources* dialog select the *System Item(s)* from the Gallagher System that should be used as trigger source for this alarm.



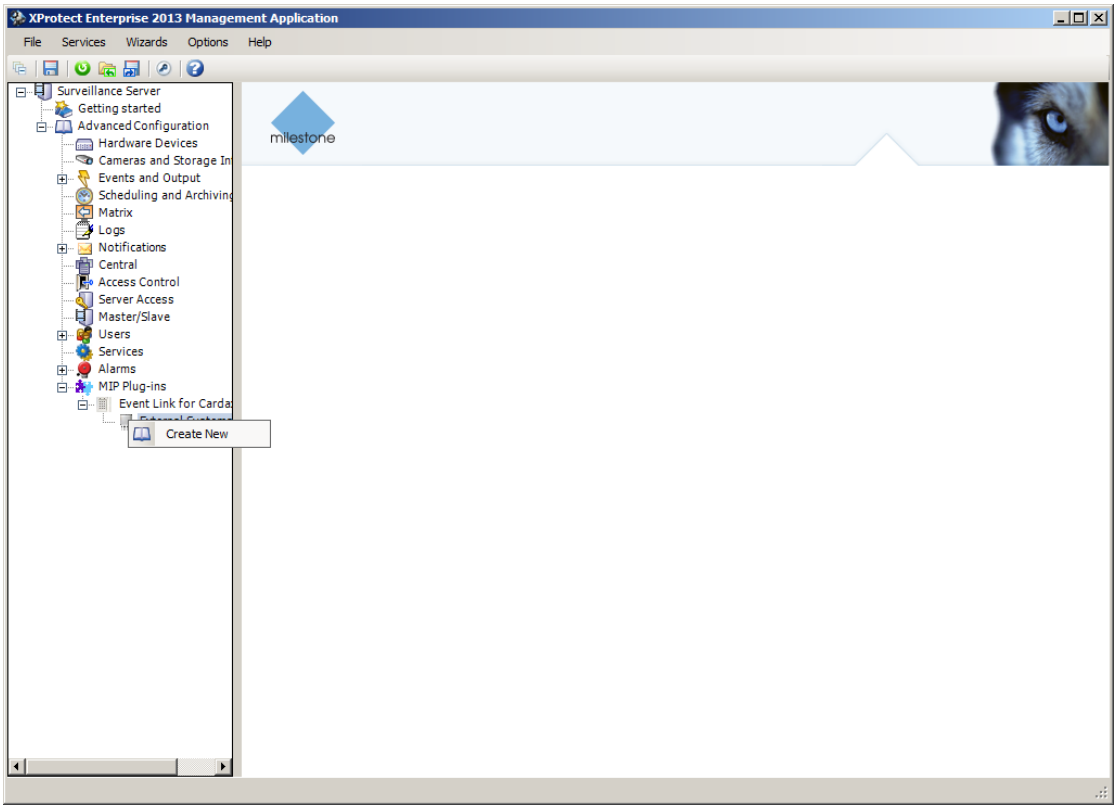
Examples

Setting up an event from Milestone to Gallagher

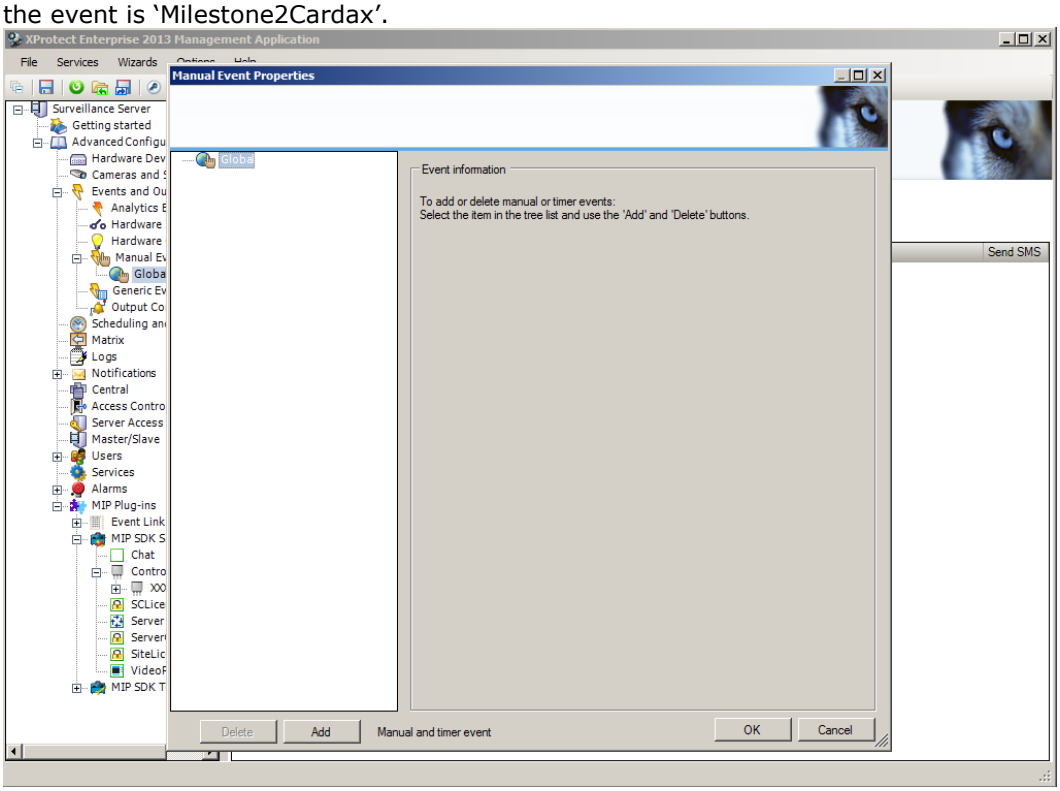
The following step by step guide shows how to setup a typical event in Milestone XProtect Corporate (XPCO) and Enterprise (XPE) which is sent to the Gallagher system. In this example an event is sent when motion is detected on a given camera. Besides the motion event it is possible to setup various event triggers.

XPE configuration (assuming plugin is already installed):

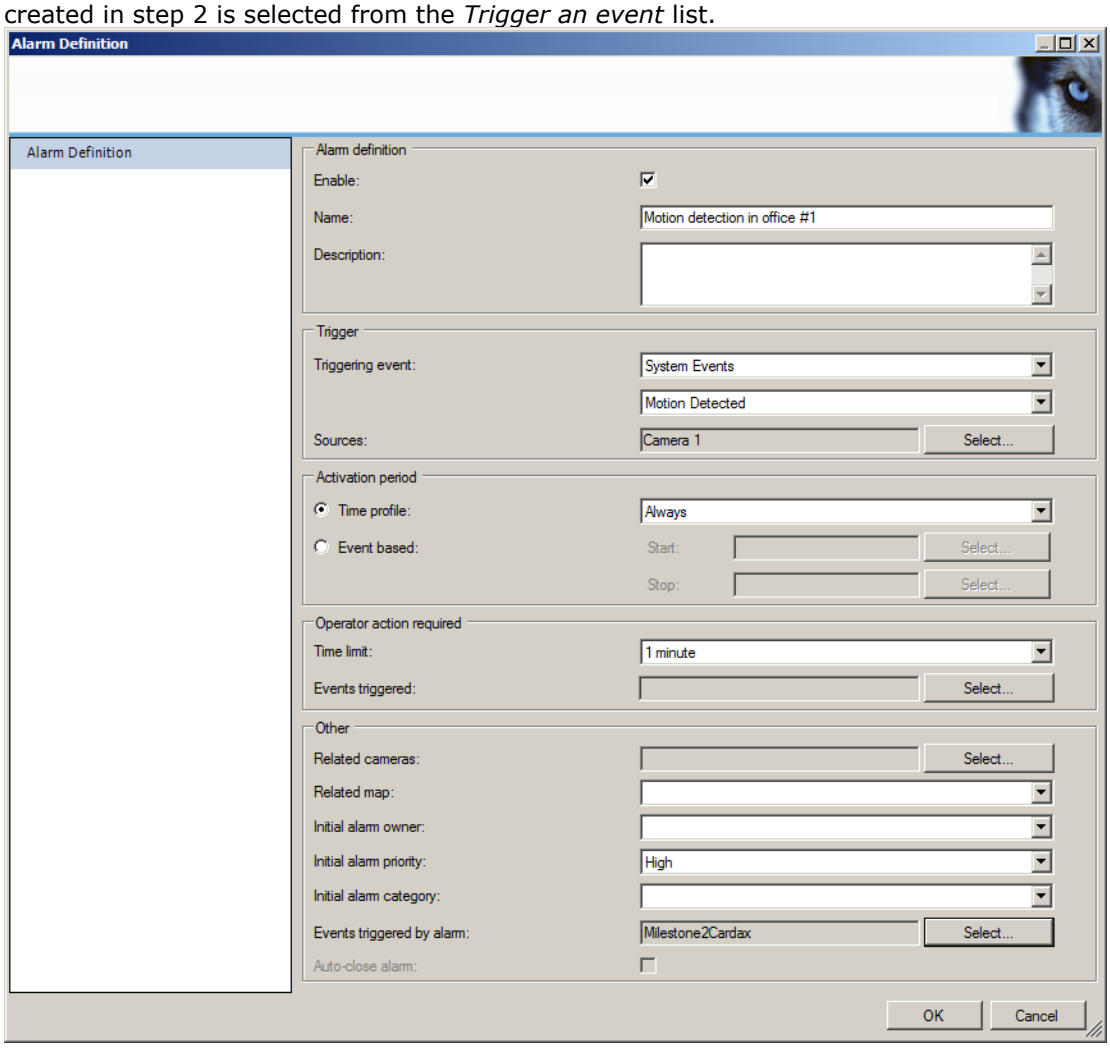
1. Navigate to *MIP Plug-ins* → *Event Link for Gallagher*→ *External Systems* and add an external system with a unique identifier (Identification) for the Gallagher system. The identifier will also be configured in Gallagher and enables communication between the two systems. In this example the name of the external system is 'Gallagher System' and use 'cardax' as unique identifier.



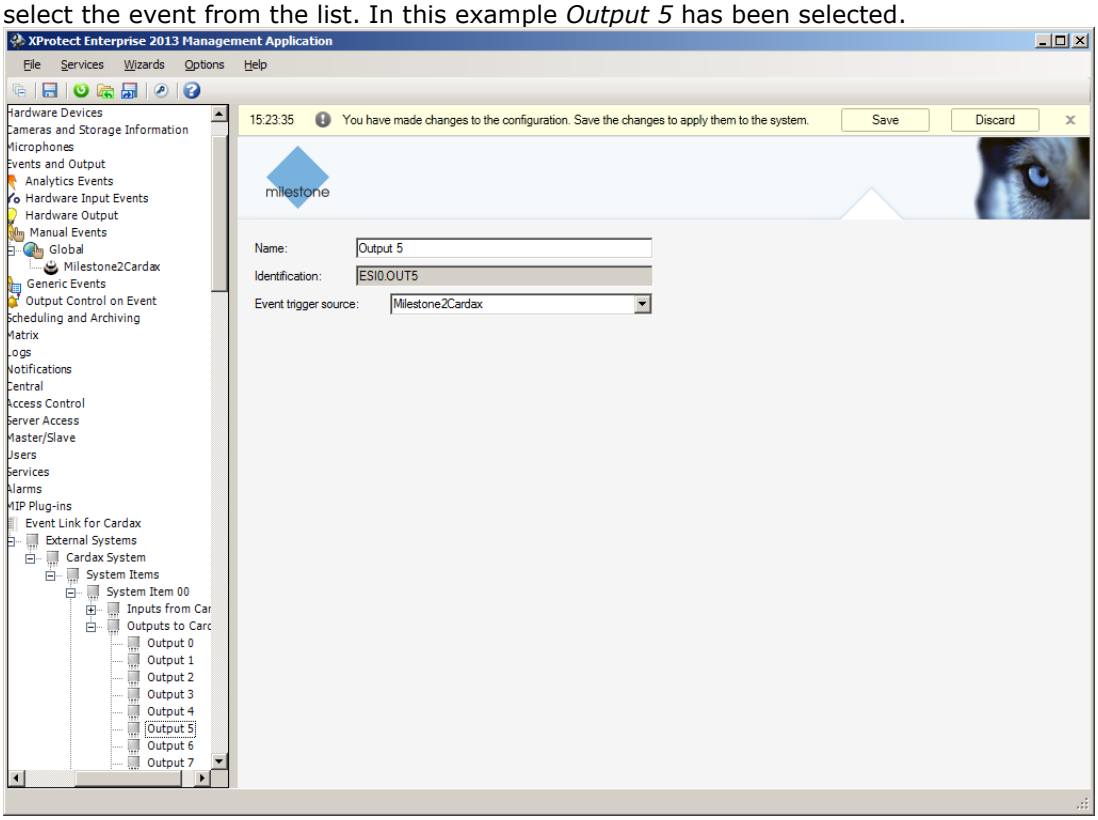
2. The system for handling events (outputs) to Gallagher is now created. Navigate to *Events and Output* → *Manual Event* → *Global* and create a new event. In this example the name of the event is 'Milestone2Cardax'.



3. In order to trigger the event when motion is detected, an alarm definition is created. Navigate to *Alarms* → *Alarm Definitions* and add a new one. In the *Action* section the event created in step 2 is selected from the *Trigger an event* list.



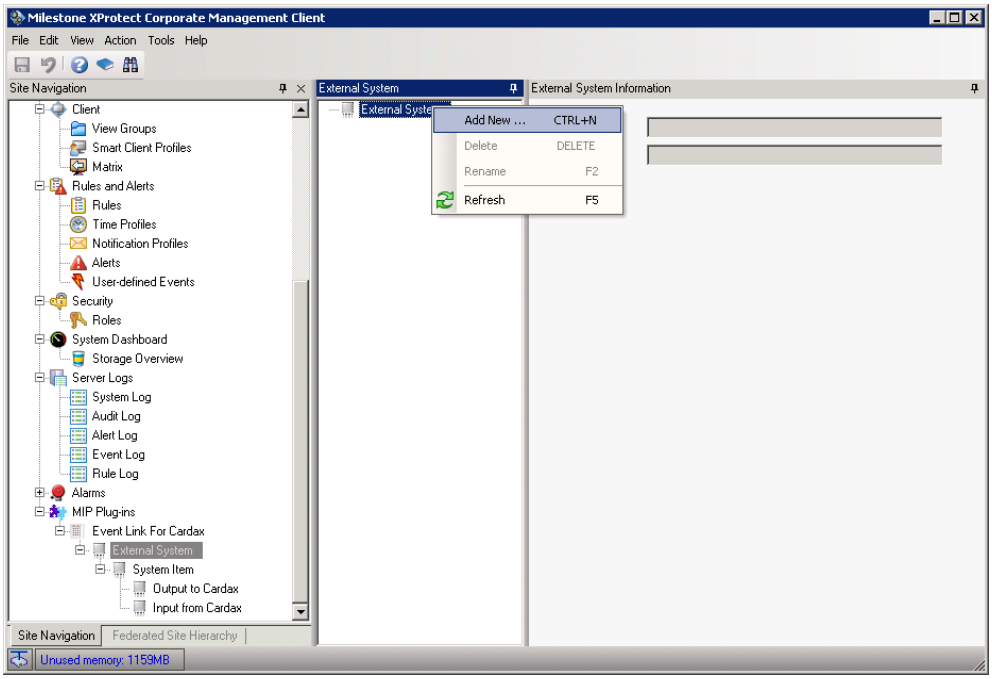
4. In order to assign the event created in step 2 to the Gallagher system the event is selected as *Event trigger source*. Navigate to *MIP Plug-ins → Event Link for Gallagher→ External System → System Items → System Item00 → Outputs to Gallagher*, expand the *node* and select the event from the list. In this example *Output 5* has been selected.



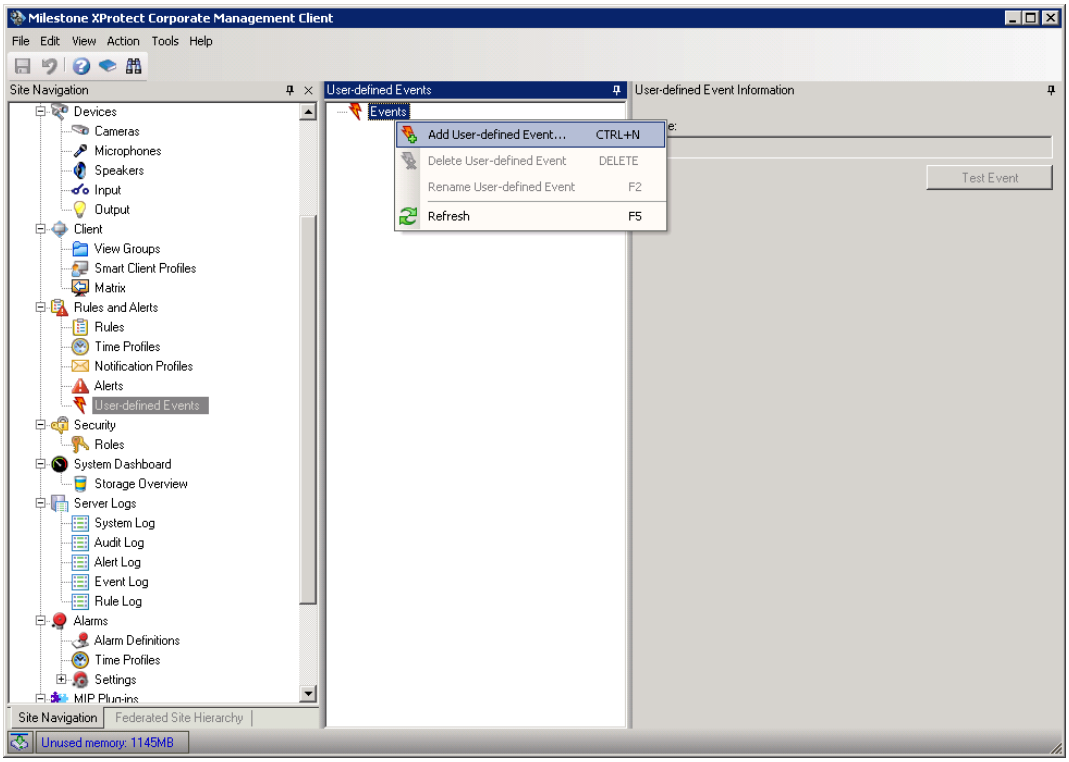
5. Save the changes. This concludes the configuration needed in XPE.

XPCO configuration (assuming plugin is already installed):

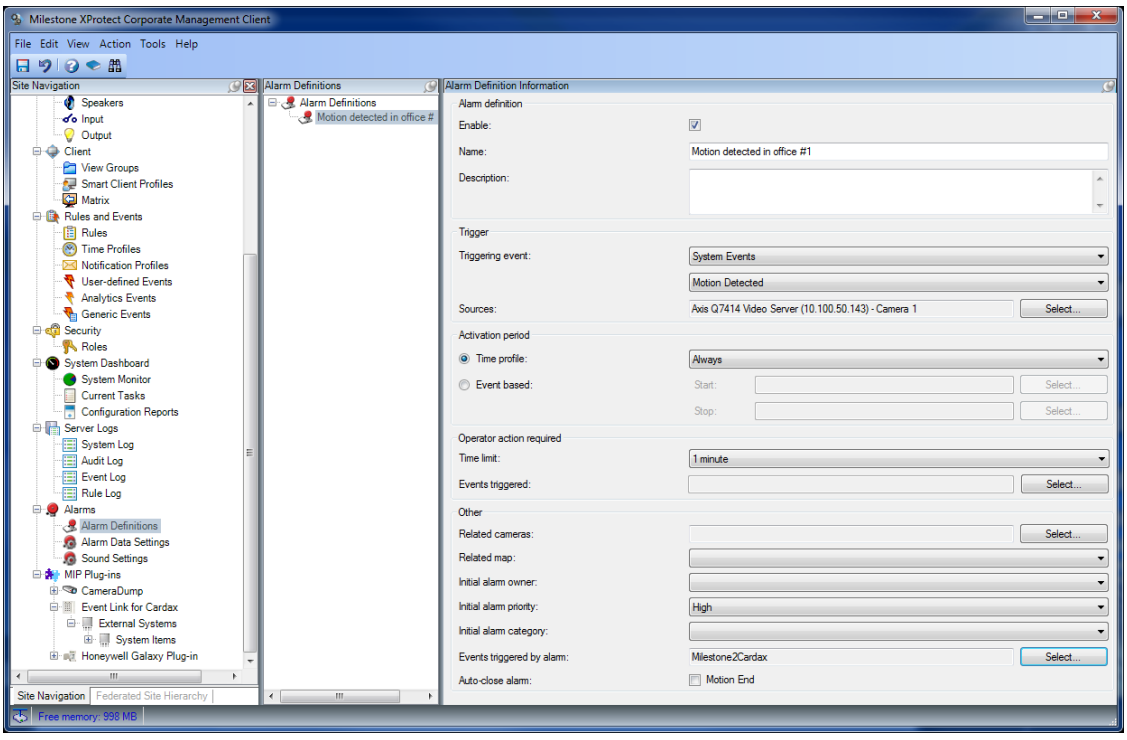
1. Navigate to *MIP Plug-ins → Event Link for Gallagher→ External Systems* and add an external system with a unique identifier (Identification) for the Gallagher system. The identifier will also be configured in Gallagher and enables communication between the two systems. In this example the name of the external system is 'Cardax System' and use 'cardax' as unique identifier.



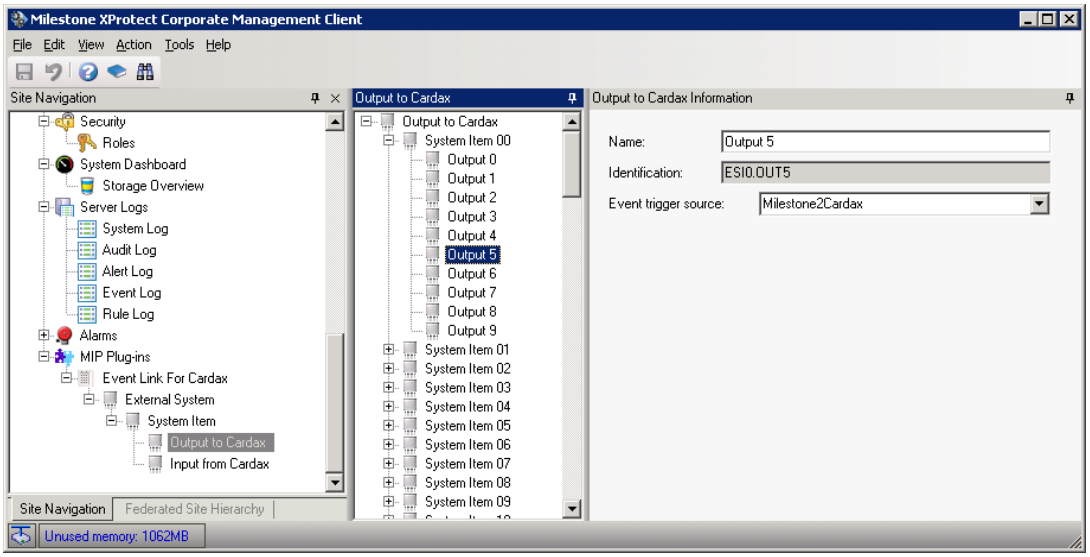
2. The system for handling events (outputs) to Gallagher is now created. Navigate to *Rules and Alerts → User-defined Events* and create a new event. In this example the name of the event is 'Milestone2Cardax'.



3. In order to trigger the event when motion is detected, an alarm definition is created. Navigate to *Alarms → Alarm Definitions* and add a new one. In the *Action* section the event created in step 2 is selected from the *Trigger an event* list.



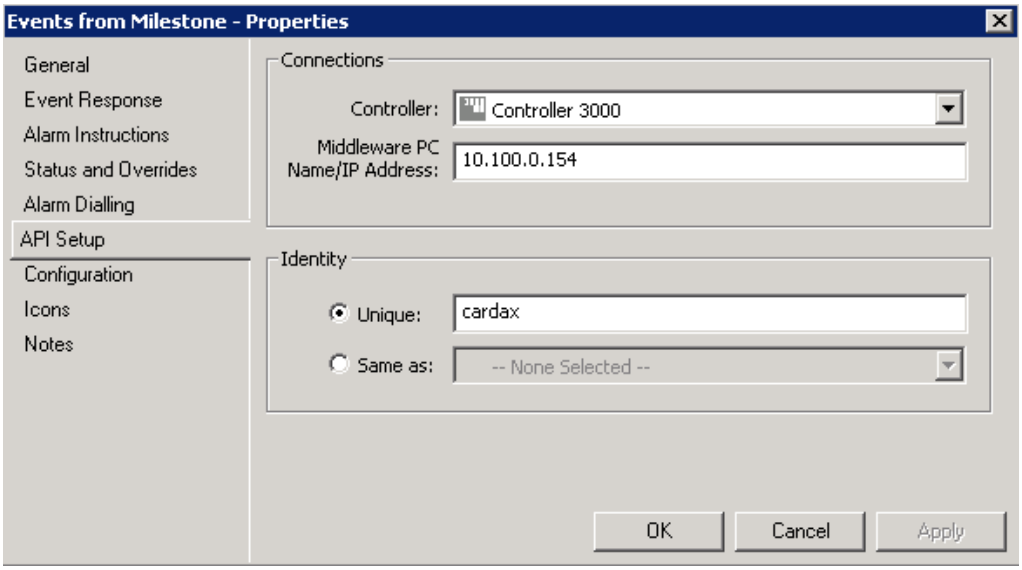
4. In order to assign the event created in step 2 to the Gallagher system the event is selected as *Event trigger source*. Navigate to *MIP Plug-ins* → *Event Link for Gallagher*→ *External Systems* → *System Items* → *Output to Gallagher*, expand a *System Item* and select the event from the list. In this example *System Item 00* and *Output 5* has been selected. If the event is not shown in the list, refresh the content by pressing F5.



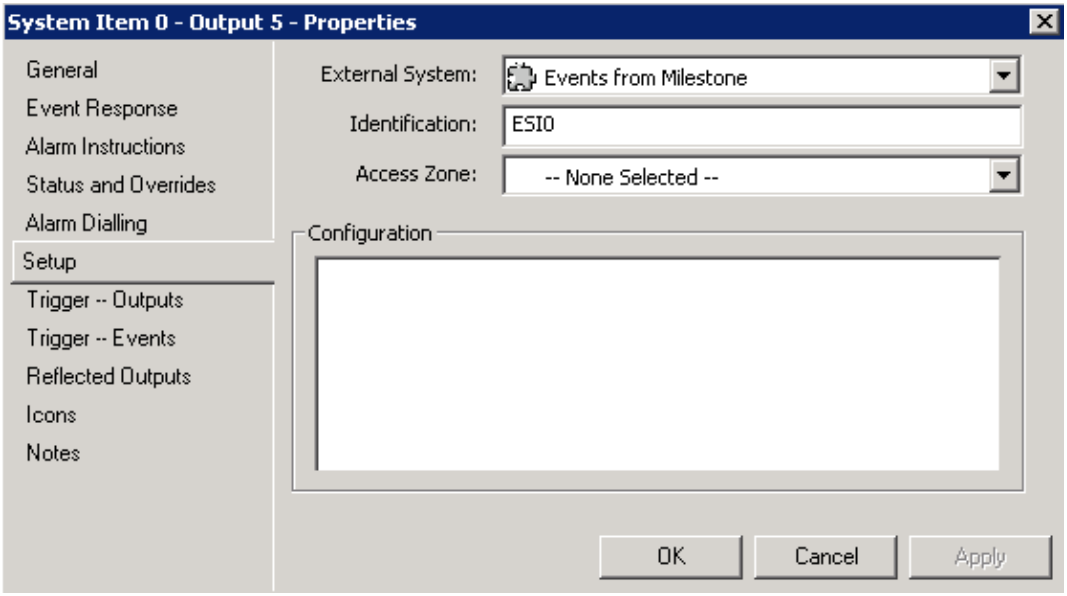
Save the changes. This concludes the configuration needed in XPCO.

Gallagher configuration:

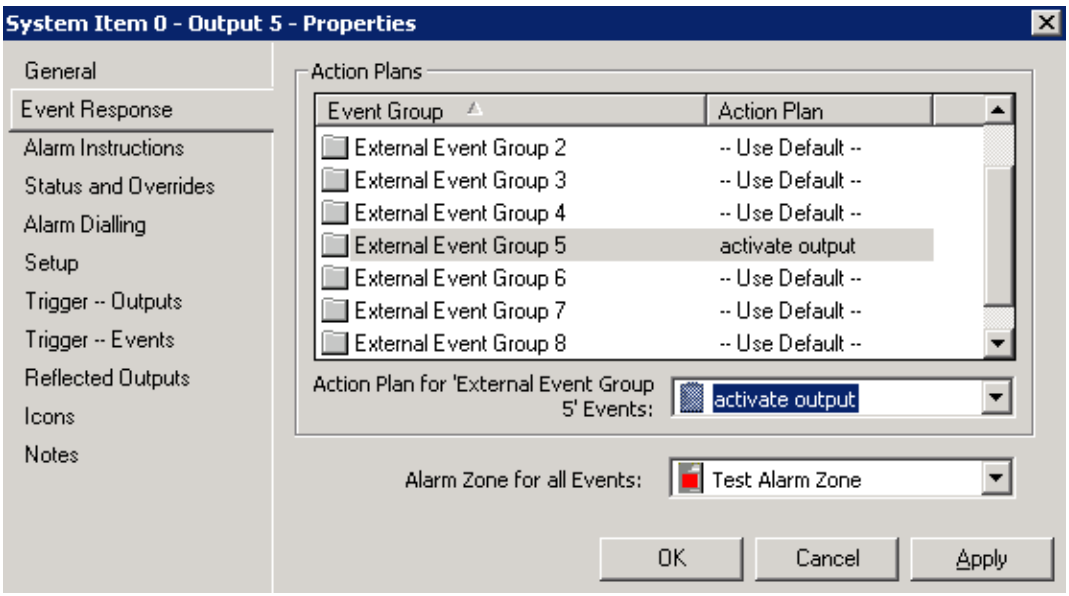
5. In the *External Systems* window create a new *External System*. In *API Setup* the appropriate *Controller* must be selected and the *IP address* of the XPCO event server must be entered. The unique identifier ('cardax') from step 1 is also entered in this form. The system name is in this example is 'Events from Milestone'. This step is necessary to allow communication between the two systems.



6. In order to receive the output from Milestone created in step 4 an *External System Item* must be created in Gallagher. In the *External Systems* window create a new *External System Item*. In *Setup* of the external system item the *Identification* must match the first part of the Identification from step 4 (the part before the period). In this case it is 'ESI0' (referring to System Item 0).
The system item is in this example is named 'System Item 0 – Output 5'.



7. In *Event Response* an alarm zone should be specified.
The output (output 5 chosen in step 4) can be configured in Gallagher, in this example it will activate an action plan (which triggers an output), notice that the Event Group in Gallagher is tied to the Output from XPCO (Output 5 = External Event Group 5). How to setup an action plan and an alarm zone in Gallagher, is not a part of this guide.



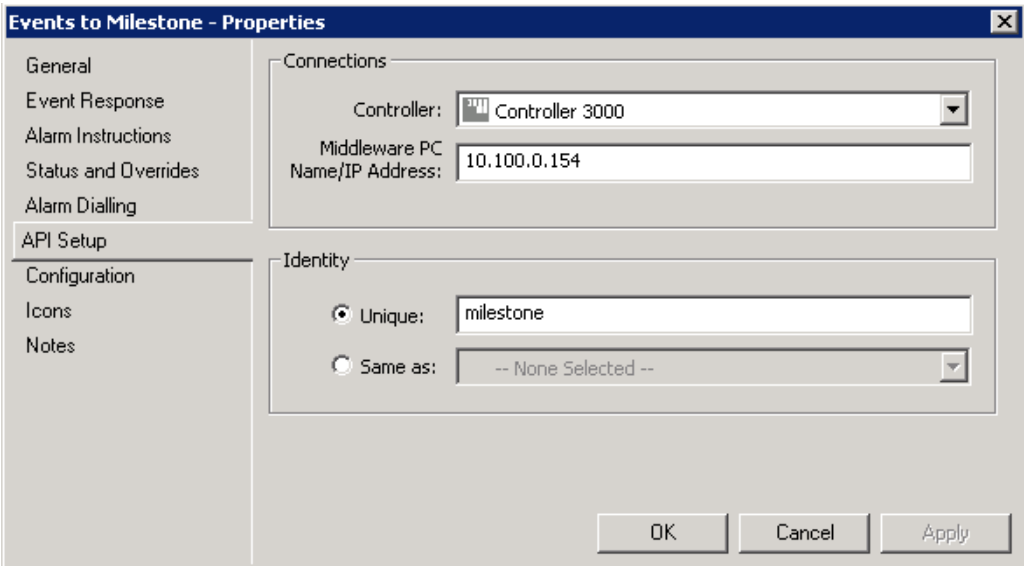
This concludes the configuration needed in the Gallagher system.

Setting up an event from Gallagher to Milestone

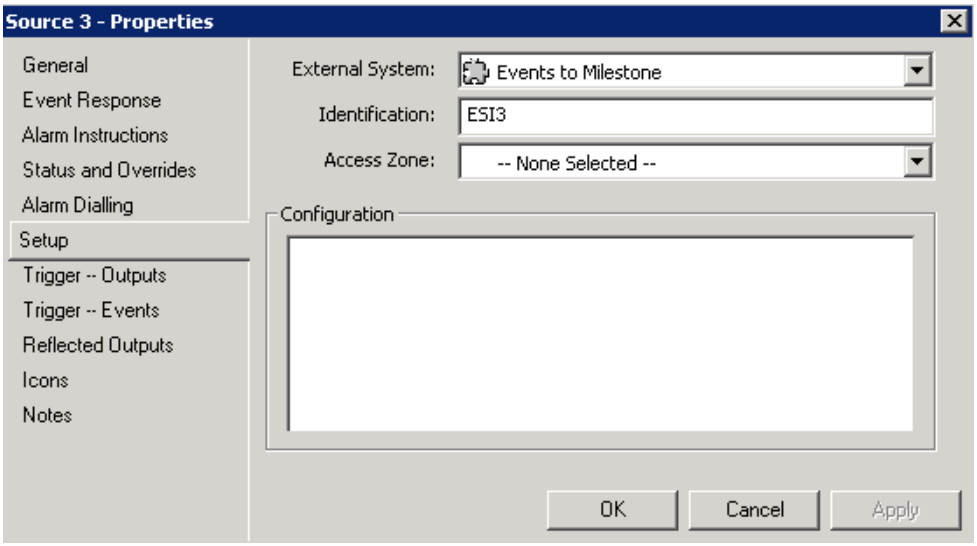
The following step by step guide shows how to setup an event in Gallagher which is sent to the Milestone XProtect. In this example an event is sent when an input is triggered on the Gallagher system. The event will trigger a recording on a given camera in the Milestone surveillance system.

Gallagher configuration:

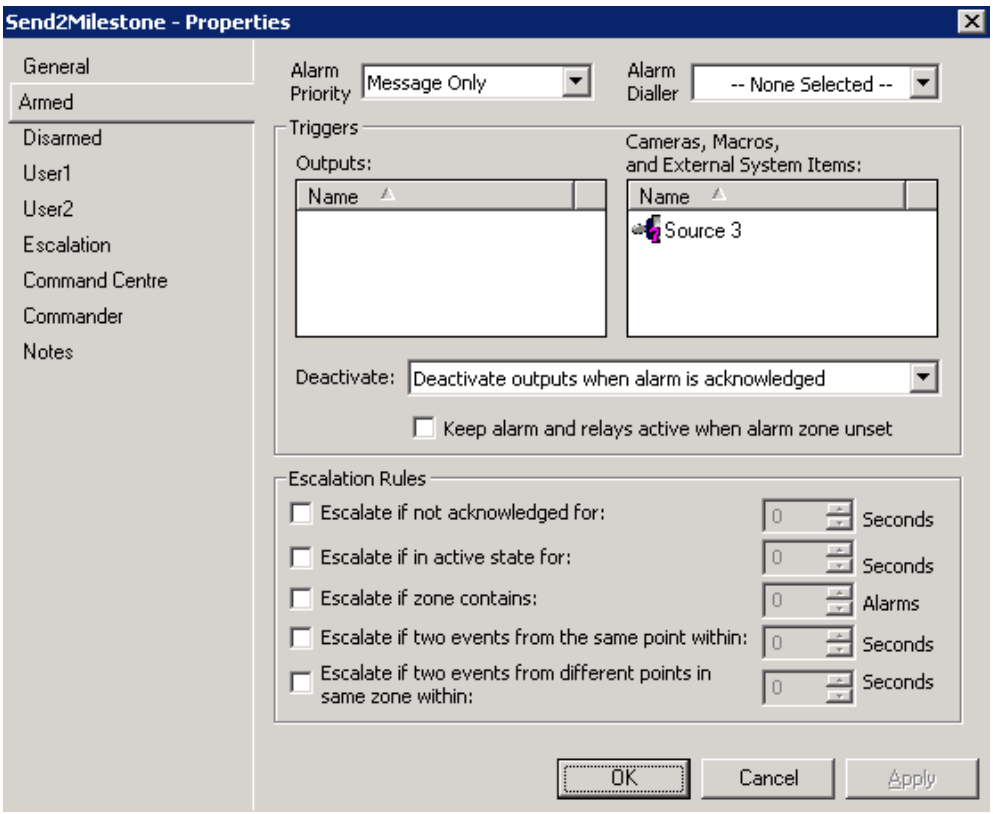
1. In the *External Systems* window create a new *External System*. In *API Setup* the appropriate *Controller* must be selected and the *IP address* of the XProtect Event Server must be entered. In this example we will use 'milestone' as unique identifier and the external system is named 'Events to Milestone'.



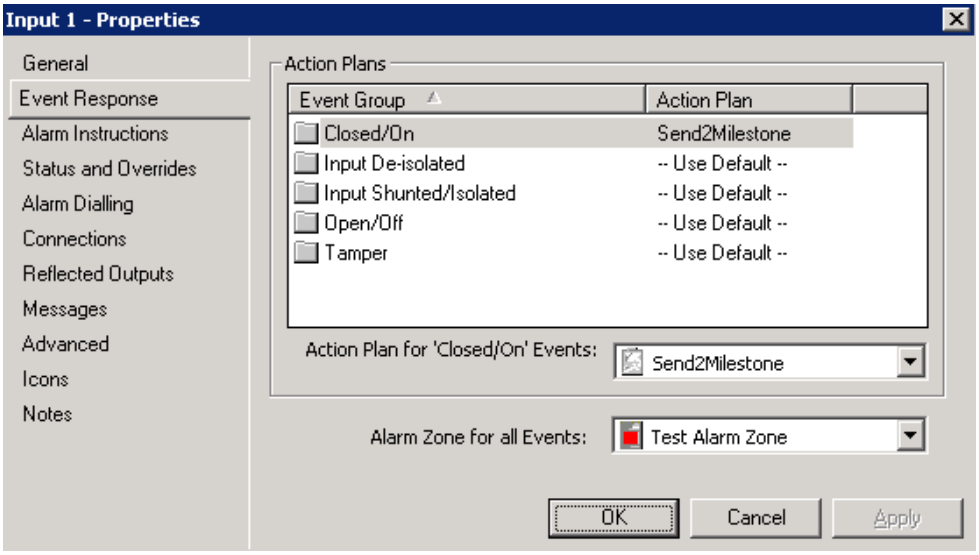
2. To associate a Gallagher event with the *Gallagher – Input Event* of XPCOs *Alarm Definition*, an *External System Item* is created, and linked to the *External System* created in step 1. The *Identification* corresponds to the *Gallagher - Input Event* (i.e. ESI9 = External System Item 09). In this example 'ESI3' is used. The item is named Source 3.



3. To generate a Gallagher event an input from the controller is used. The input will be associated with an action plan and the *External System Item* (created in step 2) is thereafter associated with that action plan.



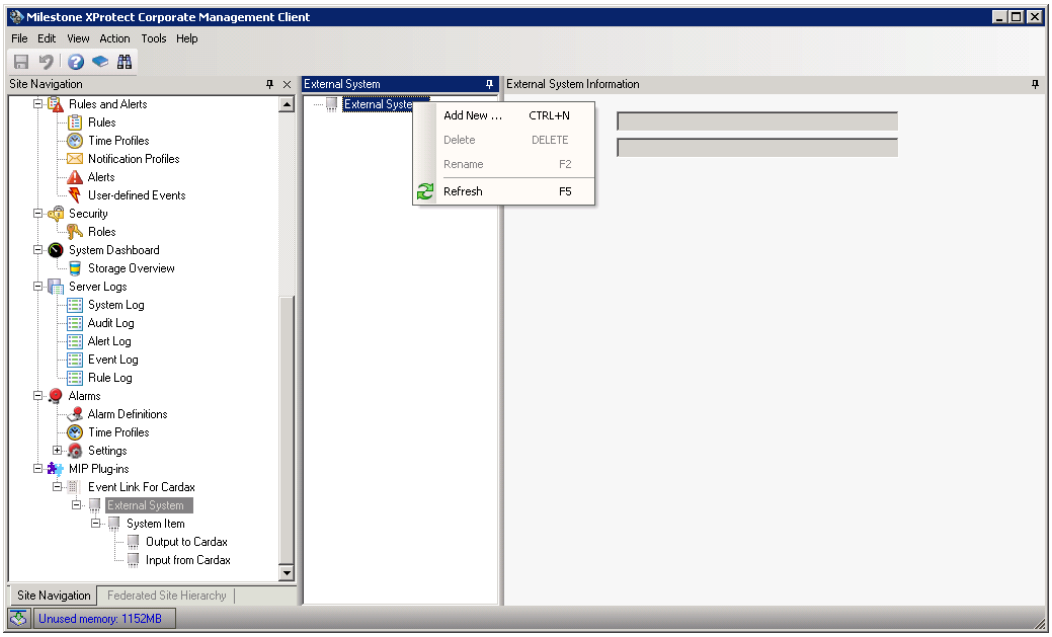
This action plan is associated with the controller input 1 which originates the event, in this example if input is 'Closed/On'. Remember that an alarm zone must also be set.



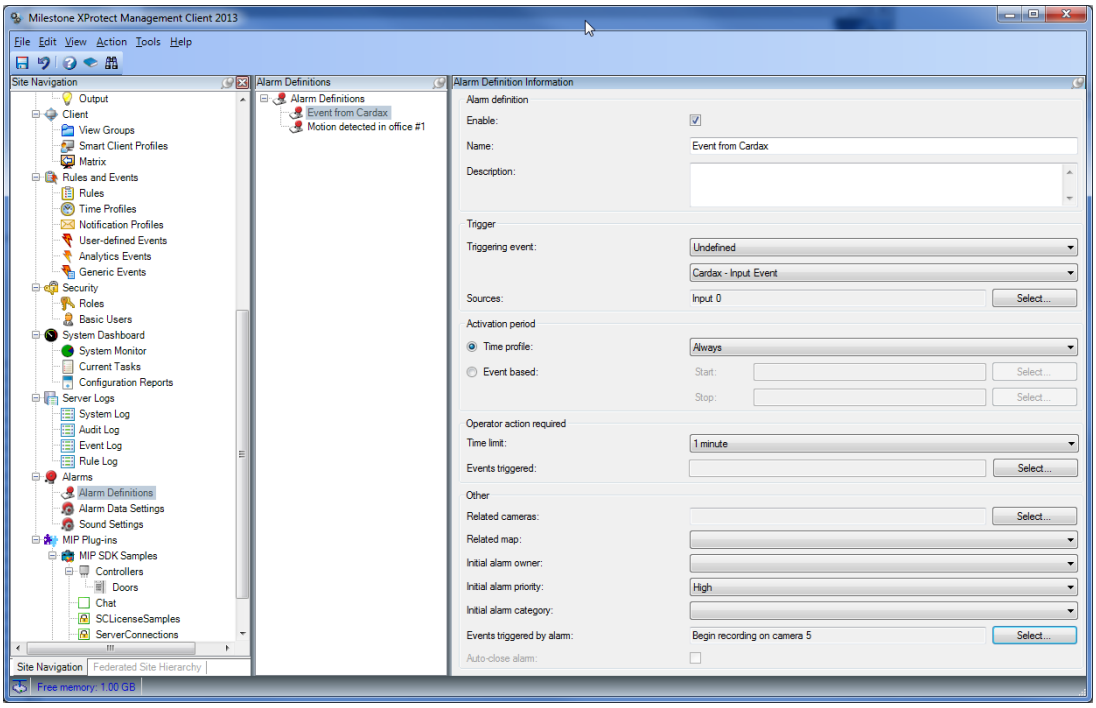
This concludes the Gallagher configuration.

XPCO configuration (assuming plugin is already installed):

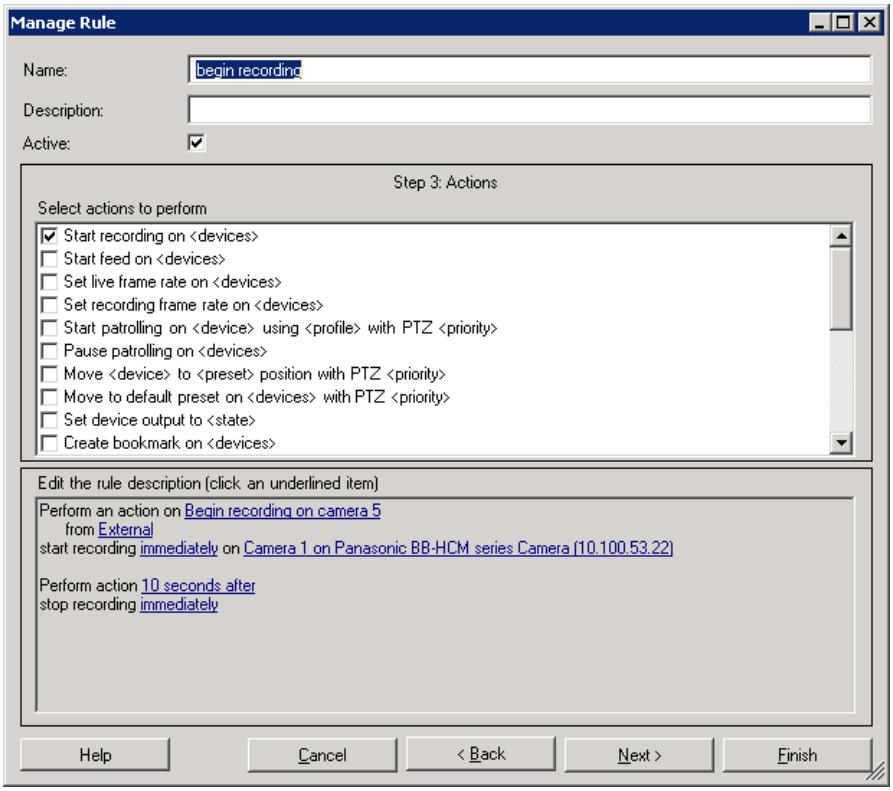
4. Navigate to *MIP Plug-ins* → *Event Link for Gallagher* → *External Systems* and add an external system with a unique identifier (Identification) for the Gallagher system. The identifier must match the one created on the Gallagher system in step 1. In this example the name of the external system 'Cardax System' and use 'milestone' as unique identifier as in step 2.



5. The system for handling Gallagher events is now created and it is possible to receive the event from Gallagher created in step 2, and to trigger "begin recording" on a given camera. This is done by creating an alarm definition in XPCO, which activates a *User-Defined Event*. Note that in the *Source* section the *Event message* must be set to *Gallagher – Input Event* and the Source should correspond to the Identification of step 2 (System Item 03\Input 0).



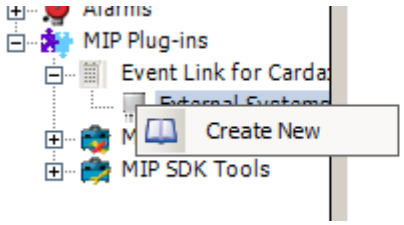
The *User-Defined Event* triggered by the alarm starts a rule that is set to start recording on a camera as follows:



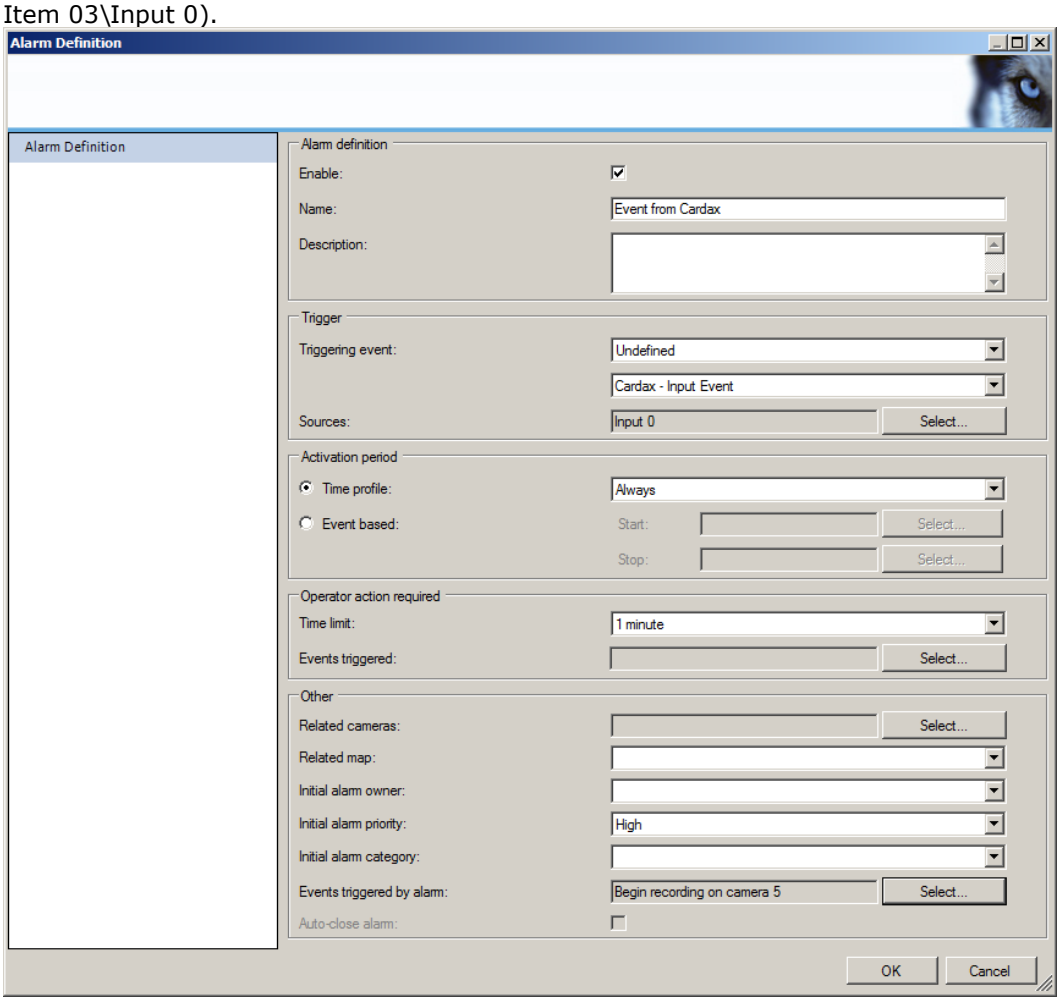
This concludes the configuration needed in XPCO.
Activating the input on the Gallagher system starts the recording on the camera, which stops after 10 seconds, also an alarm will be shown in the smart client's 'Alarm List'.

XPE configuration (assuming plugin is already installed):

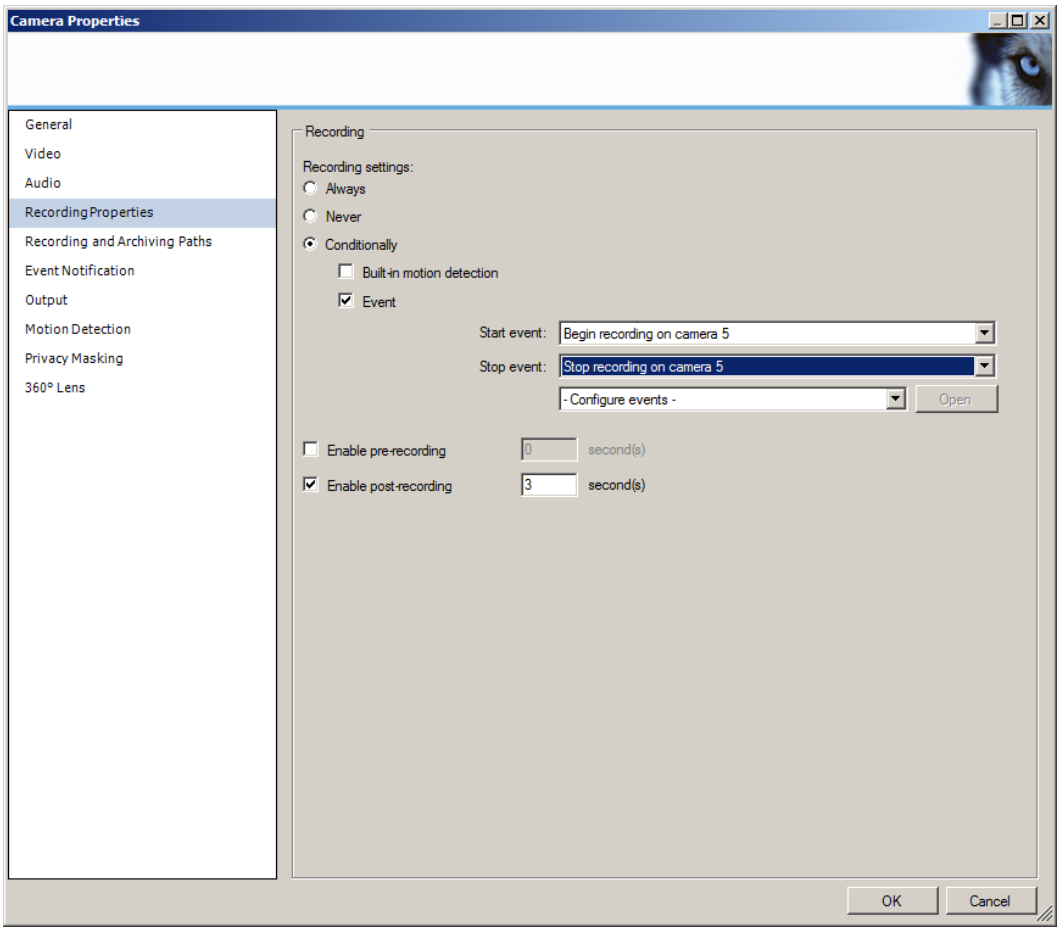
4. Navigate to *MIP Plug-ins* → *Event Link for Gallagher* → *External Systems* and add an external system with a unique identifier (Identification) for the Gallagher system. The identifier must match the one created on the Gallagher system in step 1. In this example the name of the external system 'Cardax System' and use 'milestone' as unique identifier as in step 2.



5. The system for handling Gallagher events is now created and it is possible to receive the event from Gallagher created in step 2, and to trigger "begin recording" on a given camera. This is done by creating an alarm definition in XPE, which activates a *Manual Event*. Note that in the *Source* section the *Event message* must be set to *Gallagher – Input Event* and the Source should correspond to the Identification of step 2 (System Item 03\Input 0).



The *Manual Event* triggered by the alarm must be wired in the camera's RecordingProperties as follows:



This concludes the configuration needed in XPE.
Activating the input on the Gallagher system starts the recording on the camera; also an alarm will be shown in the smart client's 'Alarm List'. The 'Stop recording on camera 5' can be defined in more ways e.g. as a timer event on the 'Start recording on camera 5'

Troubleshooting

This section provides information, which helps the administrator solving cases where the plug-in fails to work. For detailed troubleshooting the XProtect Event Server log should be inspected, see next section.

Case: Gallagher FT Command Centre (FTCC) does not detect the plug-in as an External System

Cause	**Action**
Milestone XProtect Event Server is not running	Open Windows Services application and locate Milestone XProtect Event Server and validate the status of this service.
An External System has not been added in the Milestone surveillance system	Open the Milestone Management Client/Application and navigate to the *External System* node of the *Event Link for Gallagher* MIP Plug-in and check that an External System exists.
The plug-in has not been loaded by the Milestone XProtect Event Server.	Investigate the log of the Event Server (see section: Event Server log for details), look for "MIPPluginTrace" entries with the following message: "Calling:Init(), in Event Link for Gallagher". If the log doesn't contain this entry then the plug-in has not been loaded. Check the location of the installation folder. Also restart the Event Server in order to reload its plug-ins.
The License file Cardax.lic is invalid or not present on the machine running the Milestone XProtect Event Server.	Check that file is located in the system root directory of the machine, e.g. "C:\Windows" and that it is the same version as the one located on the machine running the Gallagher FTCC.
Firewall is blocking port 1072	Temporary disable the firewall on the machine running the Milestone XProtect Event Server. If this solves the problem then the firewall must be setup to allow communication on port 1072.
Both Gallagher FTCC and Milestone XProtect Event Server are running on the same machine. This causes a port conflict.	Consult the installation section of this document for matters about this type of setup.
The IP address of the Middleware PC that has been entered for the External System in Gallagher FTCC is not correct.	In Gallagher FTCC open the properties for the (Milestone) External System and navigate the API Setup. Check that the Middleware PC Name/ IP Address match the PC Name/IP Address of the machine running the Milestone XProtect Event Server.
Gallagher FT Controller is offline	Use Gallagher FTCC to validate the status of the controller that is controlling the communication for the External System.

Case: The plug-in has been detected by Gallagher FT Command Centre (FTCC) but events are not handled

Cause	Action
Incorrect External System identification	Check the (unique) Identification that is used. Also investigate the log of the Event Server (see section: Event Server log for details), look for "NotifySystemRegistered()" function which contains information about the registered system. Warning: Avoid using special characters for the identifiers.
Incorrect External System Item identification	Check the (unique) Identification of the External System Items that have been made in Gallagher FTCC. These must match the auto-generated Identifies made by the plug-in.
Milestone license has expired	Open the Milestone XProtect Management Client/Application and navigate to the *Event Link for Gallagher* node and validate the license status information. Investigate the log of the Event Server (see section: Event Server log for details), look for "CheckLicense()" entries.

Case: Huge (continuous) amount of events occurs when a trigger is activated

Cause	Action
Improper configuration of events on both systems, the configuration has caused a "Looping" event scenario	Look into the event configuration on both systems. Figure out whether events are triggered in an undesirable way.

Event Server log

The plug-in is driven by the XProtect Event Server and initializes whenever the server is restarted. This sever produces some logging information, which also includes status and error messages from the plug-in. The log-file is typically located in the following folder:

C:\ProgramData\Milestone\XProtect Event Server\logs

A new log-file is created on a daily basis and named following this format: C<date>.log. The content of the file can be viewed using a simple file viewer such as Microsoft Notepad.

Status/error messages for this plug-in are identified by "EventLinkForGallagherBackgroundplugin::" and "EventLinkLicenseCheck::", which is followed by an indication of which function that has been executed. The following message describes shortly what caused the status/error update.

"EventLinkForGallagherBackgroundplugin::" message entries:

Function	Situation
Init()	Info: Initialized, the plug-in has successfully been initialized.
	Error: The message includes an error code, which is caused by Gallagher FTCAPI feature, lookup the error code, see next page.
NotifySystemRegistered()	Info: Indicates which External system that has been registered by the Gallagher FT system.
NotifySystemDeregistered()	Info: Indicates which External system that has been de-registered by the Gallagher FT system.
triggerEvent()	Info: Logging information about the event that was received from Gallagher FT system. The log will only contain log-entries that were targeted for the system.
	Error: The Plug-in cannot handle input events from Gallagher FT system. Plug-in configuration is missing or the identification of the External System Item is unknown.
NewEvent()	Info: Logging information about the event that has been sent to the Gallagher FT system. Indication of offline system or inaccessible FTCAPI feature is also possible.
	Error: The message includes an error code, which is caused by Gallagher FTCAPI feature, lookup the error code, see next page.

"EventLinkEventConfiguration::" message entries:

Function	Situation
LoadConfiguration()	Info: The configuration load process has completed.
	Error: The plug-in failed to load the configuration or some unknown event has been associated with an Output Item. An External system has not been defined on the surveillance system. Note that the Management server must be running in order to load configuration into the plug-in.

”EventLinkForGallagherLicenseCheck::” message entries:

Function	Situation
CheckLicense()	Info: The license has successfully been validated. A message informs about the expiration date. Error: The license check failed. A message describes the problem.

Gallagher FTCAPI error codes:

Return code	Situation
E_LICENSE	There is a problem with the Gallagher licensing. No Cardax.lic file was found or the license does not include the FTCAPI feature (used by this plug-in).
E_PENDING	The Gallagher FTCAPI is not ready to accept events against the specified source. A corresponding External System, with a matching identifier, has not been configured in the Gallagher FT system. A corresponding External System Item has not been correctly configured in the Gallagher FT system. Some communication problem between the Milestone Event Server machine and the rest of the Gallagher FT system, also including the Controller hardware. Unmatched or corrupted license file could be causing this. Communication has not been established. Check whether the system has been registered, search for “EventLinkForGallagherBackgroundplugin:: NotifySystemRegistered()” entry and check the identifiers.
E_NETWORK	Some network failure occurred while reaching the rest of the Gallagher FT system.
E_INVALIDARG	Plug-in called FTCAPI feature with one or more invalid arguments. This is an internal error of the plug-in. Badly data conversion could be causing this.
E_OUTOFMEMORY	Standard error code when the FTCAPI feature resolves that the system is out of memory.
E_UNEXPECTED	Standard error code when the FTCAPI feature gets an unexpected error.
E_UNKNOWN	Error code when the FTCAPI feature gets an unknown error.

Firewall blocking test

The only real way of testing whether a firewall is blocking the connection between the machine running the plug-in (Milestone Event Sever) and the FT Controller is to bring a laptop the location of the FT Controller, configure the laptop to be using the same IP/subnet mask/gateway as configured in the controller, and run a telnet on port 1072 from the controller location to the plug-in machine, and vice versa.