



BOSCH

Access Management System V5.5

AMS Map View

en

User manual

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1 Security

Use latest software

Before operating the device for the first time, make sure that you install the latest applicable release of your software version. For consistent functionality, compatibility, performance, and security, regularly update the software throughout the operational life of the device. Follow the instructions in the product documentation regarding software updates.

The following links provide more information:






- General information: <https://www.boschsecurity.com/xc/en/support/product-security/>
- Security advisories, that is a list of identified vulnerabilities and proposed solutions: <https://www.boschsecurity.com/xc/en/support/product-security/security-advisories.html>

Bosch assumes no liability whatsoever for any damage caused by operating its products with outdated software components.




2 Using Help

How to use this help file.

Tool bar buttons

Button	Function	Description
	Hide	Click this button to hide the navigation pane (Contents, Index and Search tabs). leaving only the help pane visible.
	Show	When the Hide button is clicked it is replaced by the Show button. Click this button to reopen the Navigation pane.
	Back	Click this button to move back through the chain of topics most recently viewed.
	Forward	Click this button to move forward again through the same chain of topics
	Print	Click this button to print. Choose between “Print the selected topic,” and “Print the selected heading and all subtopics”.

Tabs

Contents This tab displays a hierarchical table-of-contents. Click a book icon  to open it  and then click on a topic icon  to view the topic.

Index This tab displays an index of terms in alphabetical order. Select a topic from the list or type in a word to find the topic(s) containing it.

Search Use this tab to find any text. Enter text in the field and then click button: **List Topics** to find topics that contain all the words entered.

Resizing the help window

Drag the corner or edge of the window to the desired size.

Further conventions used in this documentation

- Literal text (labels) from the UI appears in **bold**.
E.g. **Tools, File, Save As...**
- Sequences of clicks are concatenated using the > character (the greater-than sign).
E.g. **File > New > Folder**
- Changes of control-type (e.g. menu, radio-button, check box, tab) within a sequence are indicated just before the label of the control.
E.g. Click menu: **Extra > Options > tab: View**

- Key combinations are written in two ways:
 - Ctrl+Z means hold down the first key while pressing the second
 - Alt, C means press and release the first key, then press the second
- The functions of icon buttons are added in square brackets after the icon itself.
E.g. [Save]

3 About this documentation

This is the main software manual for the AMS - Map View auxiliary program of the Access Management System , hereafter referred to as AMS.

- Edit mode: The creation and configuration of maps for interoperability with AMS.
- View mode: The operation of the configured system by operators of AMS - Map View.

Related documentation

The following are documented separately:

- The installation of AMS and its auxiliary programs.
- The configuration and operation of the Access Management System.

4 AMS System overview

Access Management System is a powerful, pure access control system, which performs solo or in concert with BVMS, the Bosch flagship video management system.

Its power stems from its unique balance of leading-edge and proven technologies:

- Designed for usability: practical user interface with drag-and-drop Map View, and streamlined biometric enrollment dialogs.
- Designed for data security: supporting the latest standards (EU-GDPR 2018), operating systems, databases and encrypted system interfaces.
- Designed for resilience: middle-layer main access controllers provide automatic failover and replenishment of local access controllers in case of network failure.
- Designed for the future: regular updates and a pipeline full of innovative enhancements.
- Designed for scalability: offering low to high entry levels.
- Designed for interoperability: RESTful APIs, with interfaces to Bosch video management, event handling and specialized partner solutions.
- Designed for investment-protection: allowing you to boost the efficiency of your installed access-control hardware.

5 Map View basics

Overview

The AMS - Map View is an application of the AMS system that allows the operator to monitor and control building security:

- Upload and configure maps.
- Position and edit devices that were defined in the AMS device editor.
- Monitor device states from a hierarchy of maps and/or schematics.
- Monitor and process alarms, in coordination with other operators.
- Graphically demarcate intrusion detection areas on maps, and configure color changes according to state.
- Send commands to intrusion-detection and access-control devices through the context menus of their map icons.
- Activate and deactivate Threat levels.
- View access events in real time “Swipe ticker”.
- View access control areas that were defined in the AMS device editor.

5.1 Getting started

5.1.1

Prerequisites

- The HTTPS certificate must have been imported and installed to the client machine.
- The user must have rights to use the AMS - Map View application.

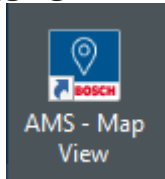
The AMS - Map View user rights are set in the AMS Client application: **Main menu > Configuration > Operators and Workstations > User profiles**

The rights required are **Access Manager Maps** plus one or more of its component rights, which are:

Component	Description
Door commands	Door grant access Enable/Disable unlock Secure/Lock door
Reader commands	Reader grant access Disable/Enable reader
Controller commands	For Access Sequence Monitoring at MAC and reader levels) Grant access Set office mode Secure doors
System commands	Warm and cold start MACs and AMCs, Switch to redundant failover MAC (RMAC) Synchronize MAC with RMAC
Special door commands	Enable and disable manual mode
DOP commands	Turn the digital outputs of controllers on and off
Alarm list commands	Configure alarms

	Handle one or more different categories of alarms, configurable individually Operate the alarm log
Swipe ticker	Use the Swipe ticker feature
Intrusion commands	Control intrusion areas, panels and points

5.1.2 Logging on for the first time



1. Double-click the AMS - Map View application icon on the desktop.
 - The log on dialog box opens.
2. Enter the **Administrator** password set during the setup.
3. Click **Logon**.
4. Enter username and password.
 - The main application window of the AMS - Map View opens.




Notice!

If your logon fails, refer to the error messages displayed in the logon dialog box.

5.2 Display modes: View mode and edit mode

The AMS - Map View application has two modes of operation: **view mode** and the **edit mode**.

Click  in the main tool bar to switch between the two display modes. When the icon is highlighted the application is in **edit mode**.

Note that an operator requires permissions in order to use **edit mode**. For instructions, see *Prerequisites, page 9*

Selecting devices and areas

In both modes, you can select single devices and areas.

For intrusion areas in the areas list, you can also select multiple items:

- To select multiple items separately, **ctrl-click** each item.
- To select multiple items contiguously, click the first item, then **shift-click** another item in the same list.

View mode

In view mode, operators cannot edit the devices on the map. They can do the following:

- Select and give commands to the devices via their context menus
 - right-click any device to open its context menu
- Monitor and process alarms.
- View access control areas and their populations (if this feature is licensed).

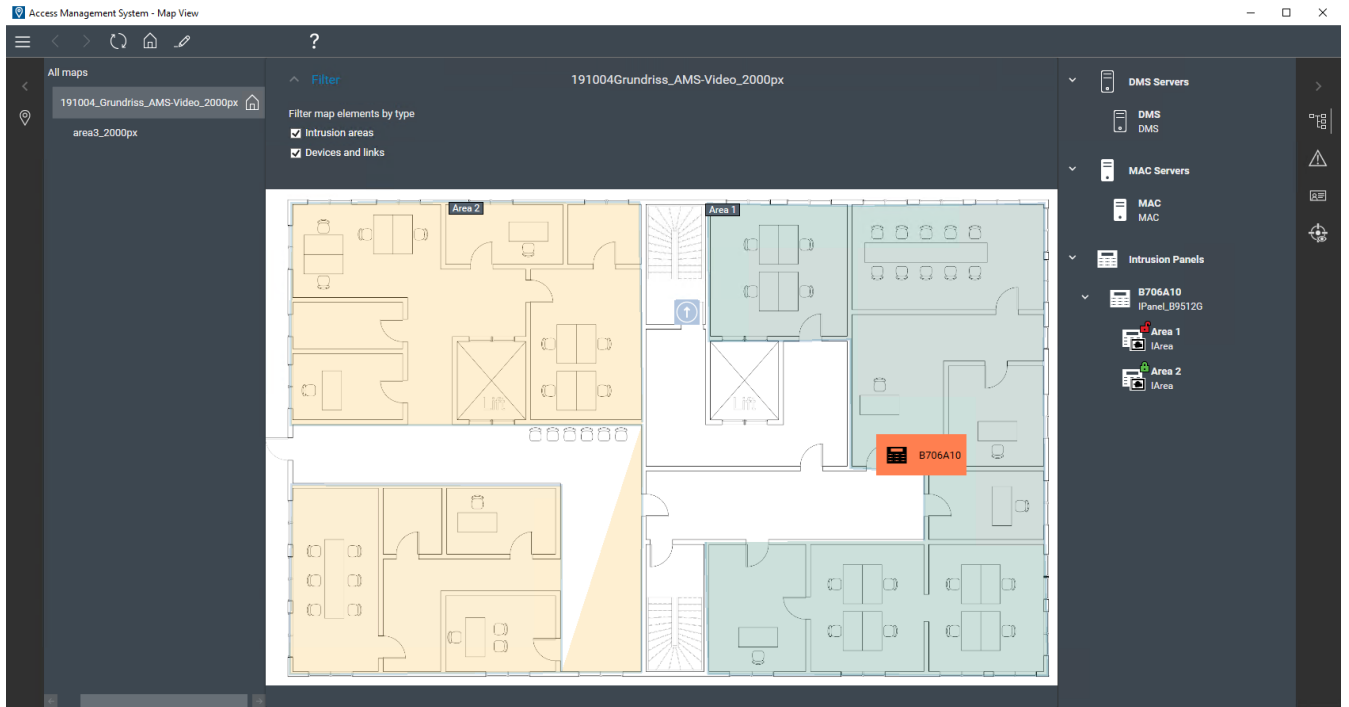
Edit mode

In edit mode, the user can edit the maps and the devices but cannot give commands to the devices via their context menus.

Refer to

- Prerequisites, page 9

5.3 The main application window



Structure overview

The layout of the main window of the AMS - Map View is as follows:







- **Top:** The main tool bar
- **Left:** The map tree menu
- **Middle:** The map display area
- **Right:** A column in which to display the applications
- **Right edge:** The applications menu, including:
 - The Device tree
 - The Alarm view
 - The Swipe ticker
 - The Areas view

Main tool bar

The main tool bar is situated horizontally at the top of the main application window.

The main tool bar contains the following tools:

Icons	Functions
	When clicking this icon, a drop-down menu with two options opens: <ul style="list-style-type: none"> - Click About... to get information about: <ul style="list-style-type: none"> - Version: Version number of the system - States API: Version number - Access API: Version number - Build: Installation package number



Icons	Functions
	<ul style="list-style-type: none"> - Operator: Who is logged in - Logon time: Since when the Operator is logged on Click OK to close the dialog. <ul style="list-style-type: none"> - Click Logout to log out from the AMS - Map View application.
	Go back to the previous page.
	Go forward to a new page after going back.
	Reload the page. A yellow triangle indicates changes that require a reload in order to be displayed.
	Navigate to the home map (view mode).
	Switch between display modes (edit mode and view mode).
	Get information on how to use the application.

Map tree menu




The map tree menu is situated at the left side of the main application window.



It consists of:


- A thin vertical bar with a darker background color that allows you to hide and show the map tree menu.

Icon	Function
	Show the map tree menu.
	Show the map tree menu.

- A small horizontal toolbar at the top of the map tree menu. This bar only appears in edit mode.

Icon	Function
	Add a new map.
	Update a map.
	Delete a map.






Icon	Function
	Export a map.
	Set a map as home.

- The **All maps** function is situated below the small horizontal tool bar. Click  to collapse and expand the map navigation tree.





Applications menu



















The applications menu is situated in a column at the right side of the main application window.

The applications menu can be folded and unfolded, and contains the following.

Icon	Function
	Show the applications menu.
	Show the device tree.
	Show the alarm list.
	Show the swipe ticker
	Show the access and intrusion areas in tables

- The device tree displays devices created in the AMS device editor, DevEdit. The contents of the tree are updated by the AMS system.

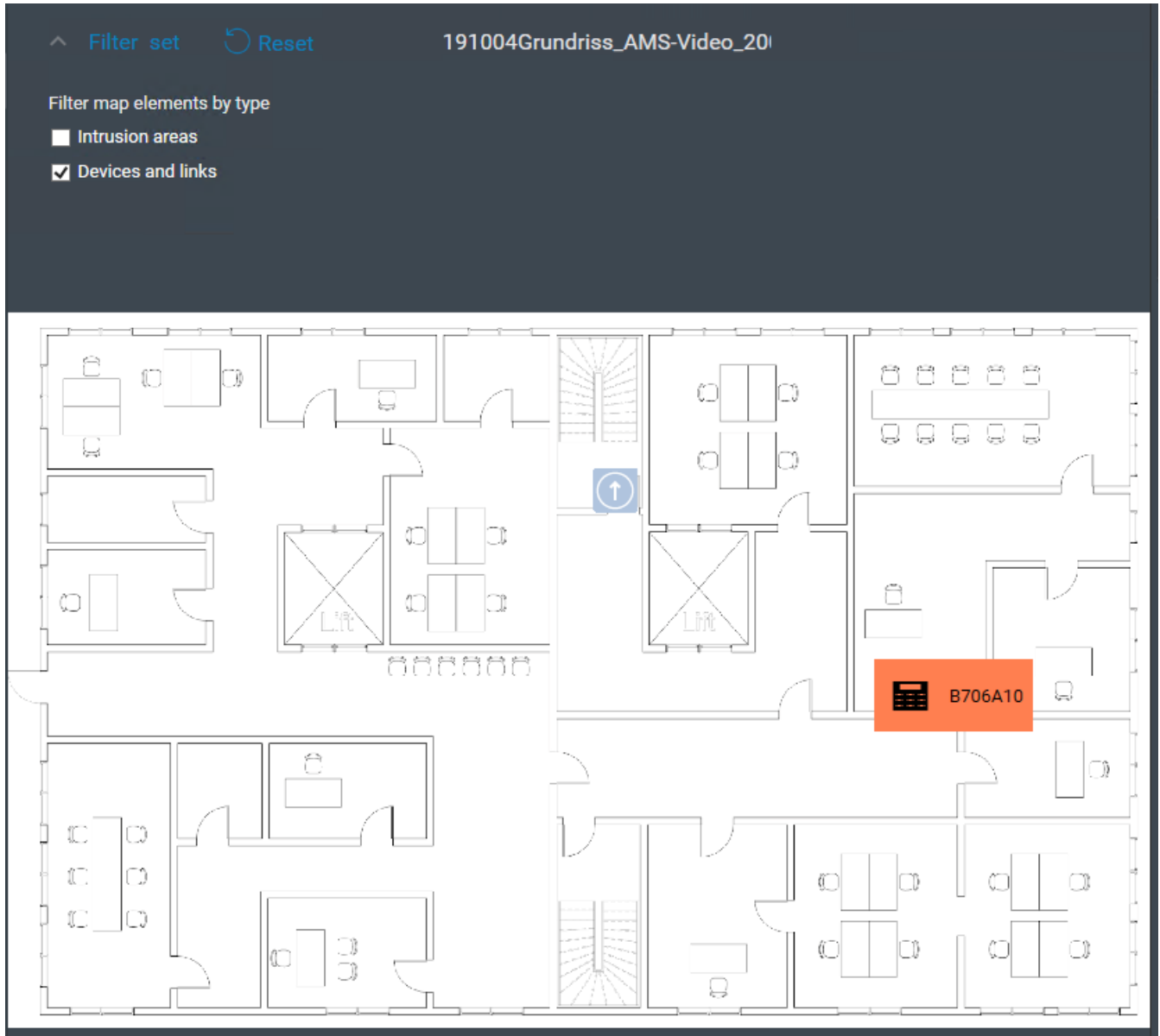
Icon	Function
	Switch between a folded and unfolded view of the device hierarchy.
	A DMS device.
	A MAC device.
	An AMC device.

Icon	Function
	An entrance, which may consist of one or more doors and associated readers.
	A door.
	An intrusion panel
	An intrusion area
	An intrusion point. This is the default icon. A selection of more specific icons is available from the context menu, if desired.
	A turnstile
	An assembly point
	A reader device.
	A time management reader
	A parking area.
	A boom barrier.
	An elevator.
	A Simons Voss gateway.
	An AMC device with individually configurable digital inputs and outputs (DIPDOP)
 	A digital input (DIP). When the digital input is not set the icon is displayed struck through.
 	A digital output (DOP). When the digital output is not set the icon is displayed struck through.

Map display area

The main map display area occupies the center of the main application window. It displays the map that is currently selected in the map tree, along with the intrusion areas and icons for the devices that have been placed on that map.

Use check boxes to hide and unhide map elements: intrusion areas, icons or both.



5.4 Configuring alarm sounds

Introduction

AMS Map view provides a fully customizable way of playing different alarm sounds to the operator, depending on the severity of the alarm.

Procedure

1. Place up to four files of type `.wav` in the following folder:
<installation drive>:\Program Files (x86)\Bosch
Sicherheitssysteme\Access Management System\Map View\

Note that sample files are available from

```
<installation drive>:\Program Files (x86)\Bosch  
Sicherheitssysteme\Access Management System\Map View\Sample Sounds\  

```

2. Each file name must be one of:

Threat.wav

Critical.wav

Warning.wav

Maintenance.wav

Note that, as the whole .WAV file is played, Bosch recommends that it be of short duration, for example one or two seconds.

Process

1. Whenever an alarm is raised, Map view looks to see whether a .WAV file of the corresponding severity is present in the `Map view\` folder.
 - If so then the file is played via the computer's default playback device.
 - If not then no sound is played.

6 Configuring maps with Edit mode

Introduction to edit mode

Edit mode is the mode for making changes to the maps and their device links, as opposed to operating the devices.

Note that an operator requires permissions in order to use **edit mode**. For instructions, see *Prerequisites, page 9*

The following sections describe the tasks that can be performed in edit mode.



6.1 Uploading a map

Supported image formats

Before uploading a map image to the AMS - Map View application, make sure that the image file fulfills the following requirements:

Minimum technical requirements to add a map image file	
Supported image file format	*.bmp, *.jpg, *.png
Maximum supported map dimension	2000 x 2000

Upload a map as follows:

1. Click  to enter edit mode.
 - The map editing toolbar appears
2. Select a node in the map tree to be the parent of the new node.
3. In the map tree menu, click 
 - A dialog box appears
4. Fill in the empty entry fields:
 - Image file: Click **...** to upload an image file from your computer. Select the desired map image in the **Save As** dialog box, and click **Open**.
 - Name: The system assumes the name of the uploaded file by default. Change the name if desired.
 - Description: Add a description if desired.
 - If you are authorized for more than one division, select the division from the list.
5. Click **OK**.
 - The map image appears in the map display area.
 - The name of the uploaded map appears as a subnode beneath the currently selected node in the map tree.




Notice!

The map tree nodes are ordered alphabetically by default.



6.2 Updating a map

To update a map:

- Select a map in the map navigation tree.
1. Click  to enter edit mode.
 - The map editing toolbar appears
 2. Right-click a map node and select **Edit map** from the context menu
 - A dialog box appears.
 3. Fill in the empty entry fields.
 - **Image file:** Click ... to upload a different image file from your computer, if desired. Select the desired map image file and click **Open**.
 - **Name:** Change the name of the map, if desired.
 - **Description:** The system assumes the description of the previously uploaded file by default. Change the description if desired.
 - (Only if Divisions are licensed and in operation)
 - **Division:** Select a new division for the map, if desired.
 4. Click **OK**.
 - The dialog box closes.
 - The new map image replaces the previously selected map.

6.3 Deleting a map

To delete a map from the map tree:

1. Click  to enter edit mode.
 - The map editing toolbar appears
2. Select a map from the map navigation tree.
3. Click  to delete the selected map.
 - A new dialog appears asking for your confirmation.
4. Click **OK** to confirm that you want to remove the map.
 - The map has been deleted.





Notice!

All links that have been added to the map will be deleted along with it.

6.4 Exporting a map

To export a map from the map tree:

1. Click  to enter edit mode.
 - The map editing toolbar appears
2. Select a map from the map navigation tree.
3. Click  to export the selected map.
 - The **Save As** dialog box appears.
4. Select the location to which you want to save the map.
5. Click **Save** to save the map in the chosen location.
 - The map has been exported.

Notice!

Editing and uploading an exported map again

It is possible to edit an exported map outside AMS and upload it again into the map tree. (Right-click the map in the map tree, select **Edit map** and locate the edited file for upload from the file system.)

If you use the same scale for the upload, the device icons previously placed on the map will reappear in the same positions. If you use a different scale, then the positions of icons will need to be adjusted manually.





6.5 Setting a map as your home map

Introduction

The home map is that map that is displayed first, when you log on.

Procedure

1. Click  to enter edit mode.
 - The map editing toolbar appears
2. Select a map in the map navigation tree.
3. Click  in the map editing toolbar to set a map as your home map
 - A dialog box appears informing you that the selected map has been set as your home map.
4. Click **OK** to close the dialog box.



6.6 Adding devices to the map

You can add any type of device to a map in the map display area.


Devices are grouped as follows: DMS Servers, MAC Servers, AC Controllers, Entrance (including Doors and Readers)

Each device can only appear once on the same map.

Add a device to the map as follows:

1. Click  to enter edit mode.
2. Click  to open the device browser
3. Locate the desired device in the device browser.
 - Note that if Divisions are licensed and in operation, you will see only the devices for which you are authorized.
4. Drag the device and place it on the desired area of the map in the map display area.
5. Release the mouse button.
 - The icon appears on the map.

Notice!

If someone may have configured devices in the AMS dialog manager during your Map view session, click reload  to ensure that any changes are propagated immediately to Map view.

Changing the properties of a device

Change the properties of a device as follows:

1. Click a device in the map display area.
 - A properties dialog box appears below the device tree.
2. Change the properties as desired. Note that the number and types of editable properties depends on the type of the device selected.

Device properties table

Property	Function
Name	Change the name of the device.
Show name	Select the check box to display the name of the device on the map. Clear the check box to hide the name of the device on the map.
Icon size	The icons appear in size Medium by default. <ol style="list-style-type: none"> 1. Change the size of the icon on the map. 2. Click Medium. <ul style="list-style-type: none"> – A drop-down list appears. 3. Select one of the sizes: Small, Medium, Large. <ul style="list-style-type: none"> – The size of the icon changes on the map.
Position	Drag and drop the device on the map to change its position.
Angle	Change the display angle of a device icon as it appears on the map. <ul style="list-style-type: none"> – Click the spin-box arrows to change the degree of the angle, or – Type the angle directly into the numeric field. The angle increases clockwise from 0 (vertical), or – Click the icon and rotate the wheel button, if available.
Icon	(Not available for all devices)

Property	Function
	Select an icon to appear on the map to represent this device. In the case of DIP/DOP devices a wide choice of icons is offered
Color Background color	Change the color of the device icon on the map. In the case of DIP/DOP devices different colors can be selected for ON (set) and OFF (not set) states

6.7 Arranging the map tree

Moving or creating subnodes within the map tree

There are two different ways of creating subnodes in the map tree:

Option 1 - Turn an already existing map into a subnode.

1. Select a node in the map tree.
2. Drag the node and place it over another node in the map tree.
3. Release the mouse button.
 - The released node appears as a subnode in the map tree.

Option 2 - Upload a new map into an existing map node.

Before uploading a map image to the AMS - Map View application, make sure that the image file fulfills the following requirements:

Minimum technical requirements to add a map image file	
Supported image file format	*.bmp, *.jpg, *.png
Maximum supported map dimension	2000 x 2000

To upload a new map into an existing map node:

1. In the map tree, right-click the map node to which you want to add a sub node.
2. Click **Add scene...**
 - A dialog box appears.
3. Fill in the empty entry fields:
 - Image file: Click **...** to upload an image file from your computer. Select the desired map image in the **Save As** dialog box, and click **Open**.
 - Name: The system assumes the name of the uploaded file by default. Change the name if desired
 - Description: Add a description if desired.
4. Click **OK**.
 - The map appears as a subnode of the node that you selected initially.


Promoting a subnode


Turn a subnode into a node as follows:


1. In the map tree, select a node of your choice
2. Drag the node and place it over **All maps** in the map tree.
3. Release the mouse button.
 - The released subnode appears as a node in the map tree.

6.8 Linking map scenes together

You can create and place links on map scenes that serve as hyperlinks to other scenes. The **Links to scenes** function is positioned below the device tree.

Icon	Function
	Link a map to another map.

Click **Links to scenes** to hide and show the  **Icon link** tool.:

1. Click the  **Icon link** tool.
2. Drag the Icon link tool and place it on the desired area of the map in the map display area.
3. Release the mouse button.
 - The icon appears on the map.
 - A properties dialog box appears at the bottom of the device tree menu.
4. Change the general properties as required. See *Device properties table, page 20*
5. Change the properties that are specific to **Icon link**



Property	Function
Referenced scene	The name of the map which will be displayed when you click the icon link in View mode .
Symbol	From the drop-down list, change the appearance of the symbol to reflect the link's direction of virtual movement within the hierarchy of maps.

6.9 Linking access areas to maps

Access areas are linked to maps via the **readers** of the entrances which have that area as their **destination**. Location and destination are assigned to readers in the device editor of the ACE application.

Procedure

To link a reader and its access areas to a map do the following:

1. Click the  icon to enter **edit mode**
2. Drag and drop one of the reader devices onto the map of your choice.
3. (Optional) Change the properties of the icon in the popup window, if desired.
4. Repeat the steps above, if desired, to place icons of the same reader on multiple maps in the map tree.
5. Click the highlighted  icon to leave **edit mode**
 - The reader icons on the maps now have context menus in **view mode**.
 - The destination area of the reader in the areas tree has a context menu containing the element **Go to map**. Use this to open any of the maps that contain this reader.

6.10 Linking intrusion areas to maps

In contrast to access areas you can delimit Intrusion areas as polygons on maps in Map view. Later, in view mode, you can right-click these polygons to invoke context menus for their intrusion areas. The context menu contains commands to arm and disarm (partially or totally, delayed or instantly)


Prerequisites

- You have configured intrusion panels and areas in the ACE dialog manager. See the AMS Configuration and Operation help for details.
- You have uploaded at least one map to Map view.


Dialog path

Map view Device tree > **Intrusion Panels**


Procedure to delimit an intrusion area on a map


1. Click the  icon to enter **edit mode**
2. In the Map view device tree, under **Intrusion Panels**, expand a panel to see the intrusion areas that are defined on it.
3. Drag and drop one of the intrusion areas onto a map of your choice
 - A popup window explains how to delimit a polygon to represent an intrusion area on the map.
4. With a series of left clicks set the perimeter of an intrusion area on the map.
5. Complete the series with a right click:
 - The polygon is the area now colored blue.
 - A properties pane for the polygon appears in the Device tree.
6. In the properties pane edit the following properties as desired, or simply accept the default values.

Property	Description
Name	(Text field) The label of the delimited area on the map
Label position	(List) Select whether the name of the area should be left-justified, right-justified or centered
Stroke thickness	(List) Select the line thickness of the perimeter of the polygon.
Opacity	(List) Select the opacity of the polygon fill-color, in percent.
NOTE	The background color cannot be selected in the properties pane. The background color is determined by the mode (edit or view mode) and arming status of the area. See <i>Intrusion area background colors (View mode)</i> , page 31

7. Click the highlighted  icon to leave **edit mode**

Procedure to remove an intrusion area from a map

1. Click the  icon to enter **edit mode**
2. In the Map view main pane, click anywhere inside the area that you want to remove:
 - The vertices of the area appear as red squares
 - The top right corner of the area is marked with an **X** in a gray square.

3. Click the X in the gray square
 - A confirmation popup window appears
4. In the popup window, click **OK** to confirm that you want to remove the area
 - The area is removed from the map.
5. Click the highlighted  icon to leave **edit mode**

7 Interplay of Maps and Divisions

This section is only relevant if the AMS Divisions feature is licensed and in operation.

In the map tree and the map itself

Map view operators can only edit and view the scenes of the Divisions for which they are authorized.

- In **View mode**,
 - Scenes for which they are not authorized do not appear in the **All maps** tree.
 - If an operator places a device link on a map, and the device is subsequently moved to a division for which that operator is not authorized, then the orphaned link will no longer work, and will raise a popup window: **The item assigned could not be found.**
- In **Edit mode**:
 - Scenes that do not belong to authorized divisions are not displayed except by a name with a padlock icon in the maps tree.
 - Scenes that are hierarchically **below** the selected scene, and do not belong to authorized divisions, are not displayed. A warning triangle in the scene name, and a tool tip, inform the operator of subordinate scenes that they cannot edit or view. **Note:** In such cases the selected scene cannot be deleted or moved by this operator.

In the device tree

Map view operators can only view the devices of Divisions for which they are authorized.

In the alarm list and swipe ticker

Map view operators can only view events in the Alarm list and Swipe ticker for devices in Divisions for which they are authorized.

If the cardholder involved is from another division, then the event is displayed and the cardholder’s data are anonymized.





Divisions of operator	Division of reader	Division of cardholder	Display of event in Map view (Alarm list or Swipe ticker)
A	A	A	All details displayed
A	A	B	Event with anonymized details of cardholder
A	B	A	Not displayed
A	B	B	Not displayed

Table 7.1: Access events

8 Operating maps and devices with View mode

Introduction to view mode

View mode is the mode for browsing the maps and operating their devices, as opposed to configuring them by adding, modifying and deleting. Depending on the permissions assigned to them in the AMS client (Dialog manager), operators can use the following applications in view mode:

- Device tree 
- Alarms list 
- Swipe ticker 
- Areas view 

8.1 Using the Device tree

Introduction

The Device tree allows you to locate, monitor and operate devices. The devices in the view are grouped as follows:

DMS servers

MAC servers

Access controllers


Entrances

- Doors
- Readers

Intrusion Panels

- Panels
 - Areas

Locating the devices

1. Click  to open the Device tree.
2. Unfold the device tree to locate the desired device.
3. (Optional) Right-click the device and select **Show on map** to locate icons of a device that have been placed on a map.

8.1.1 Monitoring device states

The states of the devices are displayed in the form of a small icon that overlays the main device icon.






Icon	State
	Door Closed (white icon)
	Door Open (white icon)
	Device (usually a reader) disabled (red icon)
	Manual Mode (orange icon)
	Door unlocked (“permanent open”) (red icon)

Table 8.2: Main icon states




Icon	State
	Access Sequence Monitoring ON (green icon)
	Whitelist activated(white icon)
	Intrusion area armed

Table 8.3: Top left states








Icon	State
	Battery power failure (red icon)
	CMOS Battery insufficient (red icon)
	DC power failure (red icon)
	Power failure (red icon)
	Battery of reader alarm (red icon)
	Battery level of reader (red icon)
	Threat level activated

Table 8.4: Top right states




Icon	State
	Mac Switch Master (yellow icon)
	Mac Switch Slave (grey icon)
	Tamper alarm (red icon)

Table 8.5: Bottom left states


Icon	State
	Connection Down (yellow icon)

Table 8.6: Bottom right states

8.1.2

Controlling devices via context menus

- To operate a device, right-click its icon on the map or in the Device tree.
- A context menu appears. The contents of the menu vary depending on the type of device, its current state, and the operator's permissions.
If the command cannot be carried out on the device in its current state, then the menu item is grayed out.
If the command cannot be carried out by the operator for lack of permissions, then the menu item is hidden.
- Click the desired command to execute it.

The following tables list the main commands for the device types.

MAC commands

Command	Description
Cold start MAC	This command deletes all locally stored data and restarts the device. On startup, a configuration is requested from the parent device again.
Warm start MAC	This command restarts the device, but keeps the locally stored data.
Synchronize MAC	Starts a synchronization of all the MAC database tables with the DMS.
Switch MAC	This command switches between primary and secondary MAC. The active MAC has the state "Master". The standby MAC has the state "Slave".
Enable Access Sequence Monitoring	This Access Sequence Monitoring check can be enabled for a controller or globally switched off on the MAC level. The check can only be performed if it is enabled on MAC and on AMC level.
Disable Access Sequence Monitoring	This command disables the Access Sequence Monitoring check.
Show in device tree	Highlights this device in the MAP device tree.

Table 8.7: MAC commands

AMC commands

Command	Description
Cold start controller	This command deletes all locally stored data and restarts the device. On startup, the configuration is reloaded from the parent device.
Warm start controller	This command restarts the device, but keeps the locally stored data.
Send TLS key	If an AMC has been reset or disconnected, the icon displays the popup warning Connection DOWN in the Map View. If communication to this AMC is protected by DTLS, then it can only be reestablished when the MAC re-sends the DTLS key to the AMC. When you have verified that the reset or reconnection was legitimate, select Send TLS key . Until you do this, the MAC will block the AMC to neutralize possible attacks through malicious hardware replacement.
Show in device tree	Highlights this device in the MAP device tree.

Table 8.8: AMC commands

Temporarily overriding the current device configuration

By using the door and reader commands listed below, an operator effectively overrides the current configuration of the main access control system (ACS), including its time model, for that particular device. The configuration is set in the device editor of the ACS.

To reinstate the configuration and time model after such a temporary override, select **Restore Configuration** from the device's context menu. Until you do this, the device remains outside the control of the configuration.

Door or entrance commands

Command	Description
Enable Manual Mode	The door taken out of AMS control (no reporting of events and no execution of commands).
Disable Manual Mode	The door is put back under AMS control, and locked for normal mode.
Note that in the following commands the inbound/outbound distinction applies only to directional entrances such as turnstiles.	
Grant access inbound normal	Cycle a door from locked to unlocked and back to locked state.

Command	Description
Grant access inbound extended	Slow-cycle a door from locked to unlocked and back to locked state. The signal is longer than normal, to allow more time for persons with disabilities.
Grant access outbound normal	Cycle a door from locked to unlocked and back to locked state.
Grant access outbound extended	Slow-cycle a door from locked to unlocked and back to locked state. The signal is longer than normal, to allow more time for persons with disabilities.
Enable Permanent Open	Unlock a door for a period of uncontrolled access.
Disable Permanent Open	Lock the door for normal mode, that is, to grant access for valid credentials only.
Block door	Secure the door. Normal mode is suspended. The door can be unlocked only by special credentials or direct command from AMS.
Unblock door	Lock the door for normal mode, that is, to grant access for valid credentials only.
Restore configuration	Undoes the effects of the commands above, and restores the device to the state that it would normally have at the current time, according to the configuration and time model of the main access control system.
Show in device tree	Highlights this device in the MAP device tree.

Table 8.9: Door or entrance commands

Reader commands

Command	Description
Enable Access Sequence Monitoring	This Access Sequence Monitoring check is enabled for an individual controller or globally at the MAC level. Enabling at reader level can only function if it is also enabled on both MAC and AMC levels.
Disable Access Sequence Monitoring	This command disables Access Sequence Monitoring .
Grant access normal	Cycle a door from locked to unlocked and back to locked state

Command	Description
Grant access extended	Slow-cycle a door from locked to unlocked and back to locked state. The signal is longer than normal, to allow more time for persons with disabilities.
Enable Manual Mode	The reader taken out of AMS control (no event logging and no execution of commands).
Disable Manual Mode	The reader is put back under AMS control, and locked for normal mode.
Block reader	Secure the door by suspending normal mode. The reader will respond only to special credentials or direct command from the main system.
Unblock reader	Change the door to locked state and normal mode, where the reader will grant access for valid credentials only
Send OSDP key	If an OSDP reader has been reset or disconnected, the reader icon displays the popup warning Connection DOWN in the Map View. When you have verified that the reset or reconnection was legitimate, select Send OSDP key to give the AMC permission to reestablish communication with the reader. Until you do this, the AMC will block the reader to neutralize possible attacks through malicious hardware replacement.
Restore configuration	Undoes the effects of the commands above, and restores the device to the state that it would normally have at the current time, according to the configuration and time model of the main access control system.
Show in device tree	Highlights this device in the MAP device tree.

Table 8.10: Reader commands

Intrusion functionality

Intrusion areas that are delimited on maps have different background colors depending on the state of the area.

Note that in **Edit mode** all intrusion areas have a blue background color.

Intrusion area background colors (View mode)

Color	Description
Blue	Not ready to arm. Disarmed

Color	Description
Green	Ready to arm. Disarmed
Yellow	Armed.
Red	An alarm has been triggered for this area.
Light gray	State unknown.

Table 8.11: Intrusion area background colors (View mode)

Intrusion area commands

Command	Description
Activate area alarm bell	Sound the alarm bell for the selected intrusion area.
Silence area alarm bell	Silence the alarm bell for the selected intrusion area.
All On Delay	Allow the personnel time to exit, then arm all points in the intrusion area.
All On Instant	Arm all points in the intrusion area immediately.
Part On Delay	Allow the personnel time to exit, then arm only the perimeter points in the selected intrusion area. Partial arming leaves the personnel free to move within the area without triggering an alarm.
Part On Instant	Arm only the perimeter points in the selected intrusion area immediately. Partial arming leaves the personnel free to move within the area without triggering an alarm.
Disarm area	Disarm all points in the intrusion area immediately.
Reset sensors in area	Arm all the points in the intrusion area, then disarm them all immediately.
Show in device tree	Highlight the selected area in the Map view device tree.

Table 8.12: Intrusion area commands

Intrusion panel commands

Command	Description
Show in device tree	Highlight the selected panel in the Map view device tree.

Table 8.13: Intrusion panel commands

Intrusion point commands

Command	Description
Bypass point	Ignore alarms from this point until the bypass is removed.
Un-Bypass point	Stop ignoring alarms from this point. Remove the bypass.

Table 8.14: Intrusion point commands

Intrusion B901 door controller commands

Command	Description
Unlock door	Put the door in an unlocked state. The door remains in this state until it receives a different command.
Lock door	Put the door in a locked state. The door remains in this state until it receives a different command.
Secure door	Effectively exclude the door from the ACS . It can be opened only manually. It sends no alarms. It responds only to the Unsecure door command.
Unsecure door	Put the door back under control of ACS commands, and in a locked state.
Cycle door	Unlock the door and lock it again, to allow access for valid credential. The length of the unlock pulse is configured for the door type in the Device Editor of the ACS .

Table 8.15: Intrusion B901 door controller commands**Digital input/output (DIP/DOP) commands**

Command	Description
Set digital output	Sets the digital output on the AMC to 1
Clear digital output	Sets the digital output on the AMC to 0
Show on map	Highlights the device on the map that you select from a drop-down list.


Table 8.16: Digital input/output (DIP/DOP) commands**Simons Voss Reader commands**



Command	Description
Activate Whitelist	Activates the whitelist feature
Deactivate Whitelist	Deactivates the whitelist feature
Delete Whitelist	Deletes all entries from the whitelist
Synchronize Whitelist	Synchronizes entries of the whitelist with the MAC

Table 8.17: Simons Voss Reader commands

8.2 Using the Alarm list

The **Alarm list** view displays system events that require attention by operators. It has the following applications:

Application	Purpose
	Displays unhandled alarms

Application	Purpose
	Opens the alarms audit trail for browsing through past events
	Opens the alarm categories tool for setting the relative urgency of system events, that is, deciding which should be treated as alarms, and if so, with what priority:

When operators start Map view they are asked whether they wish to view immediately the unhandled alarms produced since the last start of Map view.

Prerequisites

Permissions can be assigned separately for all alarm categories.

In order to use this feature, the operator requires permissions for at least one alarm category under **Access Manager Maps** in their operator profile. Categorizing alarms requires its own permission.

Contact your system administrator, or consult the AMS Configuration and Operation help, section **Creating user (operator) profiles**

Refer to

- *Prerequisites, page 9*

8.2.1



Operating the Unhandled alarms list

This dialog is opened automatically when Map view is started, and unhandled alarms exist. Unhandled alarms are events that have occurred while no Map view was open, or which no Map view operator has yet handled.

If you are starting Map view,

- ▶ Select **Show unhandled alarms** after entering your operator name and password.

If Map view is already running,

1. Click  to open the alarm list
2. Click  to display the unhandled alarms.

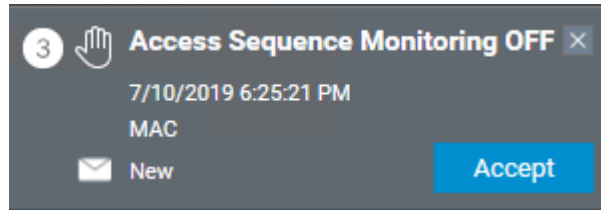
Handling alarms

To handle an alarm in Map view means to Accept (acknowledge) it, to take appropriate action if necessary, and then to delete it from the list when finished.

- For multiple selection use the usual Windows key combinations:
Ctrl-a to select all,
Shift-click for contiguous selection,
Ctrl-click for discrete selection and deselection

Prerequisite: The alarm list is open.

1. Select the alarm or alarms that you wish to handle.
The alarm is highlighted in the list



If the alarm originates from a device which is linked to a map, then the map view switches to the corresponding map and flashes the device icon. The device icon is overlaid with a warning triangle and an envelope, which is open or closed depending on whether an operator has accepted the alarm.





Conversely, if you click a device icon marked with a warning triangle on the map, the corresponding alarm is highlighted in the alarm list.

2. To delete the alarm, click the **x** button in the top-right corner.
The alarm disappears from the list
Although an alarm disappears from the alarm list, all actions are protocolled in the main AMS system, and in the Map view alarm change log.
3. To begin handling the alarm, click **Accept**
The **Accept** button changes to **Done**
The alarm is now your responsibility. Other Map view operators in the system will no longer see it in their Map views.
4. Take appropriate action to respond to the alarm
5. When your actions are complete, click **Done**
The alarm disappears from the list
Although an alarm disappears from the alarm list, all actions are protocolled in the main AMS system, and in the Map view alarm change log.

8.2.2 Using the alarm audit trail dialog

The alarm audit trail contains the history of the handling of alarms by operators.





Procedure

1. Click  to open the alarm list
2. Click  to display the alarm Change Log
3. Use the entry fields to restrict the list of alarms to those that interest you, then click **Apply**
Range of **dates**:
Range of **times**: From the list, select whether the beginning and end times apply to each day in the range of dates, or to the first and last day respectively.
Operator: the name of the operator who performed the action
Category: the category of the alarm
4. Click **OK** to close the window when finished.



8.2.3 Categorizing alarms

Alarms can be sorted into categories depending on their degree of urgency at your site. Categorizing the alarms changes the way they are prioritized in the alarm list.

The default categories from most to least urgent are:

1. Duress 
 2. Critical 
 3. Warning 
 4. Maintenance 
- (no alarm)

To change categories from their default values, proceed as follows:

1. Click  to open the alarm list
2. Click  to display the alarm categories.
Each event type is displayed alongside a drop-down list containing its current category.
3. Select the event type that you wish to modify and then select a different category from its drop-down list.
4. Repeat for as many event types as required
5. Click **OK** to save the assignments of category, or **Cancel** to abort without saving changes.

8.3 Triggering and cancelling a threat alert via UI command

This section describes how to trigger a threat alert in AMS Map View.

Dialog path

- AMS Map view >  (Device tree)

Prerequisites

- At least one threat level has been defined
- At least one threat level has been marked with Active in the device editor.
- You as a Map View and AMS operator have the necessary permissions:
 - to operate Threat levels
 - to view the MAC or MACs in the Division where the threat alert is to be triggered.

Procedure to trigger a threat alert

1. In the device tree in AMS Map view, right click the MAC device where the threat alert is to be triggered.
 - A context menu appears, containing the commands that you are authorized to execute on that MAC

- If no threat level is yet in operation, the menu will include one or more items labeled **Activate Threat level** '<name>', where is the name of the threat level defined in the device editor.
2. Select the threat level that you wish to trigger.
 - The threat level goes into operation.

Procedure to cancel a threat alert

Prerequisite: A threat level is already in operation.

1. In the device tree in AMS Map view, right click the MAC device where the threat alert is to be cancelled.
 - A context menu appears, containing the commands that you are authorized to execute on that MAC
2. Select **Deactivate Threat level**. From the context menu.
 - The currently threat level is deactivated.

8.4 Operating Swipe ticker

Introduction

Swipe ticker is a tool that helps Map view operators to monitor, in real time, who is entering or leaving the premises.

Overview

Swipe ticker is an application, within AMS Map view, that displays the last 10 minutes of access events in a dynamic scrolling list. Up to 50 access events are displayed, and events older than 10 minutes are automatically dropped from the list. The operator can monitor all readers in the system, or select a subset.

Each record in the list contains details of the event and the credential used, for example:

- The name of the cardholder and their stored photo, for visual confirmation of identity.
- A time stamp.
- Company and/or department name, if stored.
- The entrance and the reader at which the credential was used
- An event category with a colored label:
 - Green: A completed access with a valid credential
 - Yellow: An incomplete access with a valid credential, for example, the cardholder cycled the lock but did not open the door
 - Red: A failed attempt to access with an invalid credential. The type of invalidity is shown, for example, the credential is blacklisted, unknown or expired

Swipe ticker does not keep its own archives; it extracts and displays access events from the system database. The dynamic scrolling can be paused for closer study, or opened in a separate window for parallel use with other Map view applications.



Notice!

Latency after edits

Changes to ID photos and other cardholder data in AMS typically need a few minutes to propagate to the Swipe ticker. Until synchronization takes place, the Swipe ticker continues to react in real time with the older data.


Prerequisites

The User profile of the operator requires a special authorization to run Swipe ticker.

1. In the main AMS application, navigate to the menu: **Configuration > User profiles**
2. Load the profile name of the desired operator
3. In the table, select **Access Manager Maps > Special functions > Swipe ticker**

Starting Swipe ticker




- ▶ In Map view, click  to start the tool.

Selecting readers to monitor

If readers have not already been selected, or if you wish to change the selection, proceed as follows:




1. In the Swipe ticker window, click  (settings).
The **Filter devices** window opens.
2. From the tree of devices, select the check boxes of the entrances or readers that you wish to monitor. The check boxes behave as follows:
If you select an entrance, then all its subordinate devices will be selected by default. The check boxes of individual subordinate devices can then be cleared if not required. If **all** children of a parent device are selected, then the parent's check box is white. If only **some** are selected, then the parent's check box is gray.
3. Click **OK** to finish selecting readers and close the **Filter devices** window.

Displaying selected readers on the map

- ▶ Double-click a record in the Swipe ticker.
- ⇒ The swipe ticker is automatically paused.
- ⇒ Map view displays, in the main window, the first relevant map scene in its map hierarchy, and highlights the reader that you double-clicked.


Pausing the Swipe ticker



- ▶ In the Swipe ticker window, click , or double-click a record in the list, to pause the dynamic display
- ⇒ The dynamic display freezes. Incoming event records are buffered but not displayed.
- ⇒ A notice is placed at the top of the list, that the event stream has been paused.

Resuming a paused Swipe ticker



- ▶ In the Swipe ticker window, click  to resume the dynamic display
- ⇒ The dynamic list displays in chronological order (newest first) all access events that have occurred at the selected readers in the last 10 minutes, up to a maximum of 50.
- ⇒ Access events that are older than the 50 newest, or older than 10 minutes, are removed from the list.
- ⇒ New access events are again displayed in real time as they occur.

Duplicating Swipe ticker in a separate window

Note that only one duplicate ticker window can be opened at a time.



- In the Swipe ticker window, click (additional window).
The separate window is a duplicate and **not** independent of the ticker in the main window. It obeys the same settings.
Other Map view applications, such as the alarm list, can now be operated in parallel in the main window.
- When you are finished with the separate window use the title bar to close it.

Refer to

- *Prerequisites, page 9*

8.4.1

Special cases

Map View Swipe ticker and B901 doors

In order to provide correct information to the **Swipe ticker** app in AMS Map View, the IDs of B901 doors must match the IDs of their door points. That is, Door 1 must be assigned to Door Point 1, Door 2 to Door Point 2 etc.

Doors 1 - 4	Door 1	Door 2	Door 3	Door 4
Door Name Text	Door 1	Door 2	Door 3	Door 4
Door Name Text (Second Language)				
Door Source	SD12 (B901)	SD12 (B901)	SD12 (B901)	SD12 (B901)
Entry Area	1	1	1	1
Associated Keypad #	Keypad 1	Keypad 1	Keypad 1	Keypad 1
Custom Function	Disabled	Disabled	Disabled	Disabled
Door Point	1	2	3	4
Door Point Debounce	600ms	600ms	600ms	600ms

Make these assignments to the B901 door controller in the RPS tool that configures intrusion panels and controllers.

8.5

Monitoring access areas

Introduction

When you have added and saved access areas in the AMS client (Dialog manager) they will be displayed in the Map view areas list.



- ▶ Click to display the areas list.

A search bar is available for locating areas in large area trees.

Access areas are displayed as an indented list in a table. The table contains columns for the following.

- **Name** of the area
- **Type** of the area. This will be determined by the type of the corresponding entrance in the device editor, or else Default for normal entrances.
- The next two columns are only significant if the population count feature has been activated for the entrance in the device editor:
 - **Count:**The current count of persons (or vehicles in the case of parking lots) in the area.
 - **Max. count:** The maximum number of persons (or vehicles) for the area.
 - **State:** the current state of the area.

Name	Type	Count	Max. count	State
Parking 1	Parking	0	3	Empty
Handicap	Parking	0	1	Empty
Supplier	Parking	0	1	Empty
Visitors	Parking	0	1	Empty
Cafeteria	Default	0		
Lobby	Default	0	2	
Offices1	Default	0		

Notice!

Reloading to refresh the view

If Map View was running while you making changes in the AMS client (Dialog manager),

then click reload to ensure that all changes are reflected.

8.6**Monitoring and controlling intrusion areas****Introduction**

When you have added and saved the credentials of the intrusion panels in the AMS client (Dialog manager) they will be displayed in the Map view areas list. Here you can monitor the status of the intrusion areas and send commands to them.

8.6.1**Monitoring intrusion areas****Procedure**



1. Click to display the Intrusion and Access areas tables.
 2. (Optional) Use the search bar, if necessary, to locate the areas of interest in large area tables.
- Intrusion areas are displayed in a table. The table contains columns for the following:
 - **Name:** Name of the intrusion area
 - **Panel:** Name of the intrusion panel to which the area belongs
 - **State:** The current state of the intrusion area
 - A button for a default command
 - An ellipsis [...] button for a context menu of commands

Name	Panel	State	
Area 1	B706A10	Area on	Disarm area ...
Area 2	B706A10	Disarmed	All On Instant ...

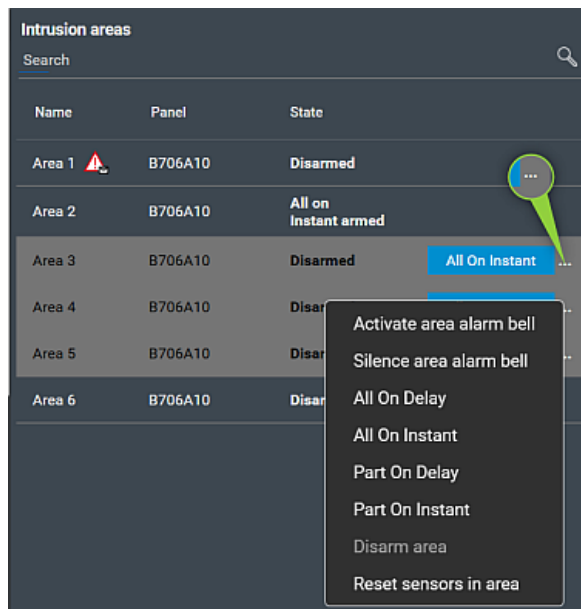
8.6.2 Controlling intrusion areas

Procedure



1. Click  to display the Intrusion and Access areas tables.
2. (Optional) Use the search bar, if necessary, to locate the areas of interest in large area tables.
 - Intrusion areas are displayed in a table. The table contains columns for area **Name**, **Panel** and current **State**, plus the following command buttons:
 - A button, such as  for the default command in the context of the current state.
 - An ellipsis [...] button that invokes a context menu containing all the applicable commands for the area.
3. Click the button to give the default command.

Alternatively, make a single or multiple selection and right-click the ellipsis button to select a command from the context menu. Note that with multiple selections the context menu contains only those commands that are executable for all devices in the selection.



Note

In View mode you can invoke the same context menu by right clicking the area in a map. To locate the area on a map, click the ellipsis button in the Intrusion areas table, and select **Show on map** from the context menu.

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