



## Control Center Incident Communications Guide

---

Everbridge Suite



# Important Information

This document and the computer software described in it are copyrighted with all rights reserved. Under copyright laws, neither the document nor the software may be copied, photocopied, reproduced, translated, or reduced to any electronic medium or machine readable form, in whole or in part, without prior written consent of CNL Software Ltd ("CNL"). Failure to comply with this condition may result in prosecution.

The software is the property of CNL, protected under copyright law and is licensed strictly in accordance with the conditions specified in the applicable Software License. Sale, lease, hire rental or reassignment to, or by, a third party without the prior and written permission of CNL is expressly prohibited.

The CNL logo, Control Center and the Control Center logo are trademarks of CNL Software Ltd. All other brands, company names, product names, trademarks or service marks referenced in this material are the property of their respective owners.

CNL's trademarks may not be used in connection with any product or service that is not the property of CNL, in any manner that is likely to cause confusion among customers, or in any manner that disparages or discredits CNL.

CNL does not warrant that the software will function properly in every hardware/software environment. Although CNL has tested the software and reviewed the documentation, CNL makes no warranty, representation or condition, either express or implied, statutory or otherwise, with respect to the software or documentation, their performance, satisfactory quality, or fitness for a particular purpose. The software and documentation is licensed 'as is', and you, the licensee, by making use thereof, are assuming the entire risk as to their quality and performance.

In no event will CNL be liable for direct, indirect, special, incidental, or consequential damages (including but not limited to economic loss, such as loss of profits, loss of use of profits, loss of business or business interruption, loss of revenue, loss of goodwill or loss of anticipated savings) arising out of the use or inability to use the software or documentation, even if advised of the possibility of such damages. In particular, and without prejudice to the generality of the foregoing, CNL has no liability for any programs or data stored or used with CNL software, including the costs of recovering such programs or data.

CNL's policy is one of constant development and improvement. We reserve the right to alter, modify, correct and upgrade our software programs and publications without notice and without incurring liability.

Copyright: © 2020 CNL Software Ltd. All Worldwide Rights Reserved

# Contents

Important Information.....	2
Control Center Incident Communications .....	4
Installing Control Center Incident Communications .....	5
Control Center Incident Communications Prerequisites.....	5
Installing Control Center Incident Communications Client Components .....	5
Installing Control Center Incident Communications Server Components .....	6
Upgrading Control Center Incident Communications.....	6
Uninstalling Control Center Incident Communications .....	6
Configuring Control Center Incident Communications.....	7
Configuring Incident Templates.....	7
Adding a Server Device for Everbridge Suite .....	8
Adding a Display Window to Display Incident Communications Module .....	10
Enabling Launching Incidents.....	11
Configuring Generate Alarm Details for IC Response Plan.....	13
Using Incident Communications.....	14

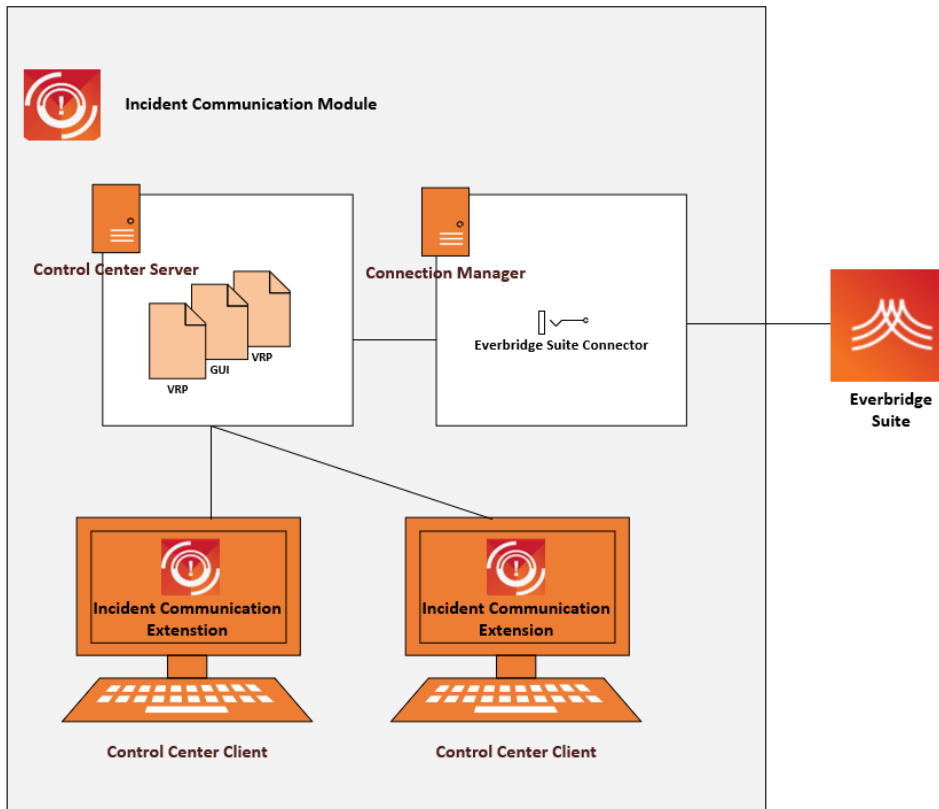
# Control Center Incident Communications

Control Center Incident Communications allows you to launch an incident Communications in response to a Control Center alarm. When responding to an alarm, you need to choose an action that represents the best way to handle a situation. For example, an alarm may have been triggered in one of your main warehouses and you want to inform your stakeholders so that they can immediately respond to the situation.

Control Center Incident Communications allows you to launch an incident in Everbridge Suite. You can use a pre-defined incident template, with predetermined contacts and messages that can be broadcast to virtually any Communications device. This allows you to automate who messages are sent to, based on their location, and the alarm severity and type.

From Everbridge Suite, you can send updates or new incident Communications as your situation changes. Finally, you can export report data to analyze and review performance and trends over a period of time.

The following diagram shows how Control Center Incident Communications interacts with Control Center and Everbridge Suite.



# Installing Control Center Incident Communications

Control Center Incident Communications consists of:

- Control Center Everbridge Suite Connector.
- Control Center Incident Communications Extension.
- Control Center logic, for example, VRPs, GUIs and display areas.

Below is an overview of the steps you should follow when installing Control Center Incident Communications.

1. Make sure you have checked the prerequisites. See [Control Center Incident Communications Prerequisites](#).
2. Install a Control Center Incident Communications Extension on each of your Control Center clients that require access to Control Center Incident Communications. See [Installing Control Center Incident Communications Client Components](#).
3. On the same machine as your Control Center server, run Control Center Everbridge Suite server components installer to install the components required by Control Center server. See [Installing Control Center Incident Communications Server Components](#).

## Control Center Incident Communications Prerequisites

Control Center Incident Communications requires:

- Control Center Server 5.34 or later
- Control Center Client 5.34 or later
- Everbridge CEM Suite with a MN subscription of the appropriate level.

## Installing Control Center Incident Communications Client Components

This installs the Control Center Incident Communications Extension on each of your clients. You must install Incident Communications extension on all the Control Center clients that need to use Control Center Incident Communications.

1. Run **Everbridge.ControlCenter.IncidentCommunicationsExtension.msi**.
2. In **Welcome**, select **Next**.
3. Accept the end user license agreement and select **Next**.
4. Select **Install**.
5. Select **Finish** to close the Control Center Incident Management installation wizard.
6. Restart your Control Center clients and services for the changes to take effect.

## Installing Control Center Incident Communications Server Components

This installs the Control Center Everbridge Suite Connector and Control Center logic on your Control Center server. You must run this installer on the same machine as your Control Center server.

1. Run **Evbg.CC.ICModule.ServerSide.Installer.n.n.nn.msi**.
2. In **Welcome**, select **Next**.
3. Accept the end user license agreement and select **Next**.
4. Select **Install**.
5. Select **Finish** to close the Control Center Incident Management installation wizard.
6. Restart your Control Center services for the new extension to take effect.

## Upgrading Control Center Incident Communications

To upgrade Control Center Incident Communications, on each machine you want to upgrade, you must:

1. From each of your Control Center clients, uninstall Control Center Incident Communications Extension.
2. From your Control Center server, uninstall Control Center Incident Communications Server.
3. On each of your Control Center clients that require access to the Control Center Incident Communications Module, install the new version of Control Center Incident Communications Extension.
4. On the same machine as your Control Center server, install the new version of Control Center Incident Communications Server.

## Uninstalling Control Center Incident Communications

To uninstall Control Center Incident Communications, on each machine you want to uninstall, you must:

1. From your Control Center client, remove any dependencies to items in Control Center Incident Communications.
  - a. Remove **Incident Communications** display area configured for Incident Communications.
    - i. Select **System > Setup Display**.
    - ii. Select **Incident Communications** display window.
    - iii. Right-click and select **Remove**.
    - iv. Clone the change to the all Control Center clients. See [Cloning Display to Control Center Clients](#).
  - b. The **Alarm Control IC Button** GUI.
    - i. Edit the GUI where you have added the **Launch Incident** button.
    - ii. Delete the **Launch Incident** button.
    - iii. Select **Event Pages**.
    - iv. Find **InkIncidentComm\_Clicked** event and close it.

- v. Save your changes.
  - c. Select **System Configuration > System Objects**.
  - d. Select the **Incident Communications Module** folder and delete it. You may have to remove some items from inside the folder first before deleting the entire folder.
2. From each of your Control Center clients, uninstall Control Center Incident Communications Extension.
  3. Uninstall Control Center Incident Communications Server.

## Configuring Control Center Incident Communications

To use Control Center Incident Communications, you need to

- Configure an Incident Template in Everbridge Suite. See [Configuring Incident Templates](#).
  - Add a server device for Everbridge Suite. See [Adding a Server Device for Everbridge Suite](#).
  - Add a display window to display Incident Communications Module in Control Center. See [Adding a Display Window to Display Incident Communications Module](#).
  - Configure a GUI to enable launching an incident from an alarm.
    - Add a **Launch Incident** button to a GUI
    - Configure the **Launch Incident** button to use the **Configure and Display Incident Communications** response plan.
- See [Enabling Launching Incidents](#).
- Configure the **Generate Alarm Details for IC** response plan. See [Configuring Generate Alarm Details for IC Response Plan](#).

## Configuring Incident Templates

When configuring an incident template in Everbridge Suite, you need to think about the following:

- If you want to display the text from your Control Center alarm in your incident, you must include a text box or text area variable called **Control Center Alarm Details**. By default, the following information is passed.
  - Device Name
  - Description
  - Location
  - Date created
- Depending on your requirements, you can pass more information to your incident template using **Generate Alarm Details for IC** response plan. The **Set Alarm Details** script contains the information that is passed to the **Control Center Alarm Details** variable in your incident template.

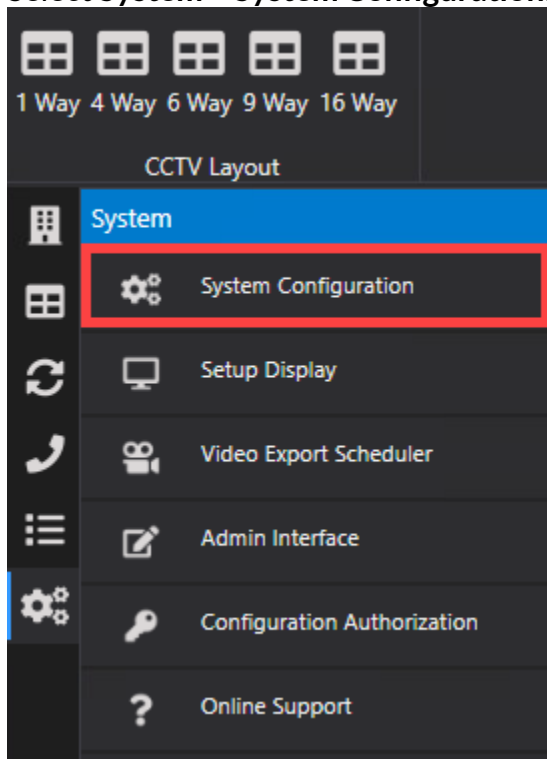
- The following Everbridge incident template information variables are not supported.
  - Existing Object Name
  - Geo Point
  - Geo Shape

For more information, see *Everbridge Incident Administrator Guide*.

## Adding a Server Device for Everbridge Suite

You must add a server device for Everbridge Suite.

1. Select **System > System Configuration**.



The **Overview - Devices** tab is displayed.














2. Right-click the **Overview - Devices** tab and select **New > Device On > Default**. The **Add Device Wizard** is displayed.
3. Select **Start**.
4. From **Select the type of device to add**, select Everbridge Suite API.
5. Click **Next**.



- From **Set the properties** for each device being added, configure the properties as follows:

Property	Description
Base URI	The base portion of the URL used to connect to the Everbridge Suite API. For example, <a href="https://api.everbridge.net/rest/">https://api.everbridge.net/rest/</a> .
Organization Id	Your Everbridge Organization ID. You can find this in Everbridge Manager Portal. Go to <b>Settings &gt; Organization &gt; Base Information</b> .
Connection Monitoring Interval	The interval between polls to the Everbridge Suite API to check for service/connection health.
User Name	The username you use for Everbridge Suite API.
Password	The password for the username you use for Everbridge Suite API.

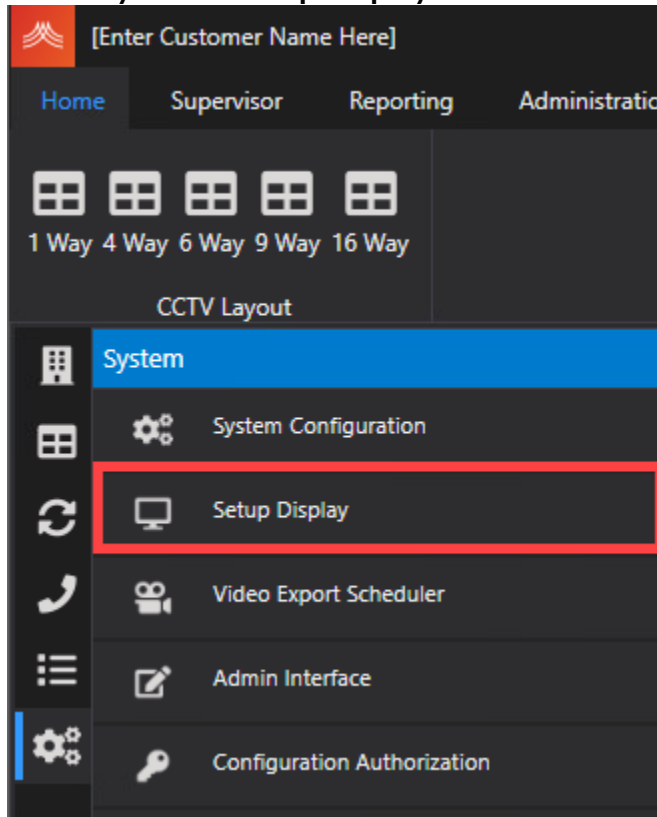
- Click **Finish**.
- Once the device has been added, click **Close**.
- In **Overview - Devices**, the new device is now listed. Right-click the device and select **Enable** to enable it.

Overview - Devices				
Label	Description	Type	Last Modified	Extra Information
<b>CNL Demo Simulator</b>				
 CNL Demo Simulator 1	CNL Demo Simulator	CNL Demo Simulator	10/15/2020 5:45:55 PM	
<b>CNL Demo Simulator Door</b>				
 CNL-Door-05	CNL Demo Simulator Door	CNL Demo Simulator Door	5/20/2021 12:50:08 PM	
 CNL-Door-06	CNL Demo Simulator Door	CNL Demo Simulator Door	5/20/2021 12:50:13 PM	
 CNL-Door-07	CNL Demo Simulator Door	CNL Demo Simulator Door	5/20/2021 12:50:15 PM	
 CNL-Door-08	CNL Demo Simulator Door	CNL Demo Simulator Door	5/20/2021 12:50:18 PM	
 CNL-Door-09	CNL Demo Simulator Door	CNL Demo Simulator Door	5/20/2021 12:50:22 PM	
 CNL-Door-10	CNL Demo Simulator Door	CNL Demo Simulator Door	5/20/2021 12:50:30 PM	
<b>CNL Demo Simulator Fence</b>				
 Fence 11	CNL Demo Simulator Fence	CNL Demo Simulator Fence	10/15/2020 5:45:55 PM	
<b>Everbridge Suite API</b>				
 Everbridge Suite API 1	Everbridge Suite API	Everbridge Suite API	9/6/2021 3:13:43 PM	
<b>Training Camera</b>				
 Camera 7 on Video Server on Training Server 1	Camera for training server device.	Training Camera	10/15/2020 5:40:39 PM	
 Camera 8 on Video Server on Training Server 1	Camera for training server device.	Training Camera	10/15/2020 5:40:42 PM	
 Camera 9 on Video Server on Training Server 1	Camera for training server device.	Training Camera	10/15/2020 5:40:45 PM	
<b>Training Server</b>				
 Training Server 1	Training device with simulated events and video.	Training Server	10/15/2020 5:40:09 PM	

## Adding a Display Window to Display Incident Communications Module

To add a display window to display Incident Communications on your Control Center client:

1. Select **System > Setup Display**.

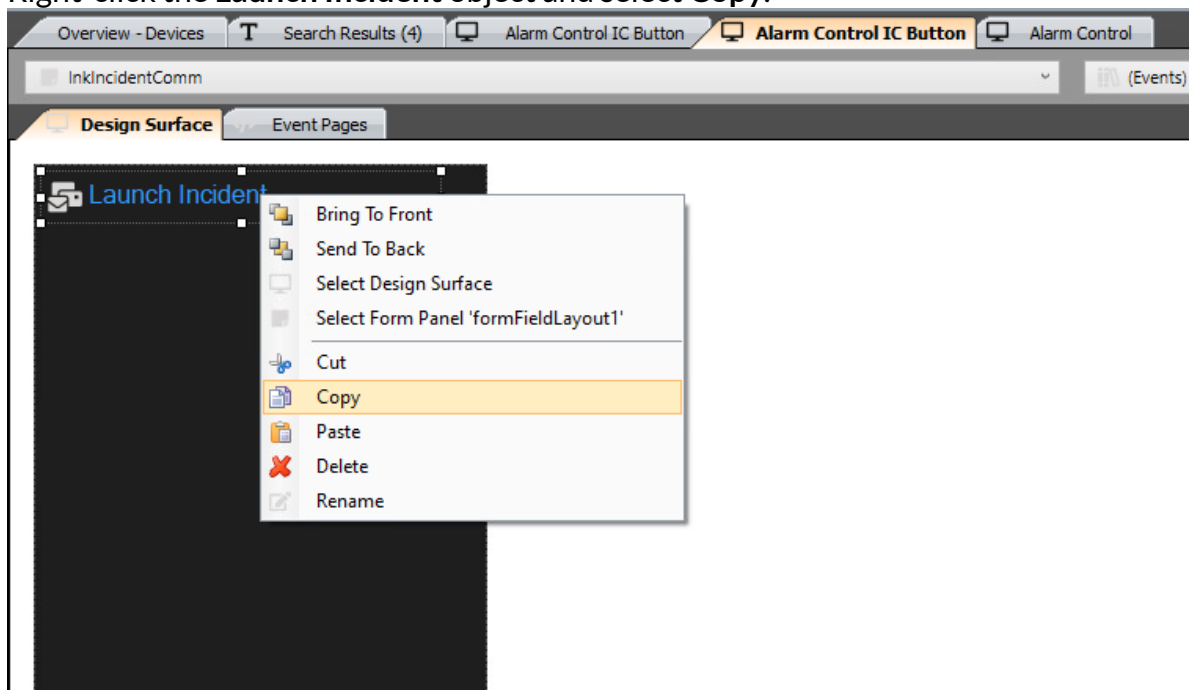


2. Right-click **Display Windows** and select **Add Display Window**.
3. Name your window, for example, **Incident Communications**.
4. From **Hide when Empty** drop-down list, select **True**.
5. Right-click your new window and select **Add Display Area > Incident Communications**.
6. From **Container Type** drop-down list, select **Docked**.
7. From **Show Titlebar** drop-down list, select **False**.
8. If you are using a client template, select **Update an Existing Template**. Any Control Center clients that use that template should reapply it. To do this:
  - a. Go to **System Configuration > Computers**.
  - b. Right-click your current client.
  - c. Select **Clone display to...** and then select all clients that are using the template.
9. Select **Save & Close**.

## Enabling Launching Incidents

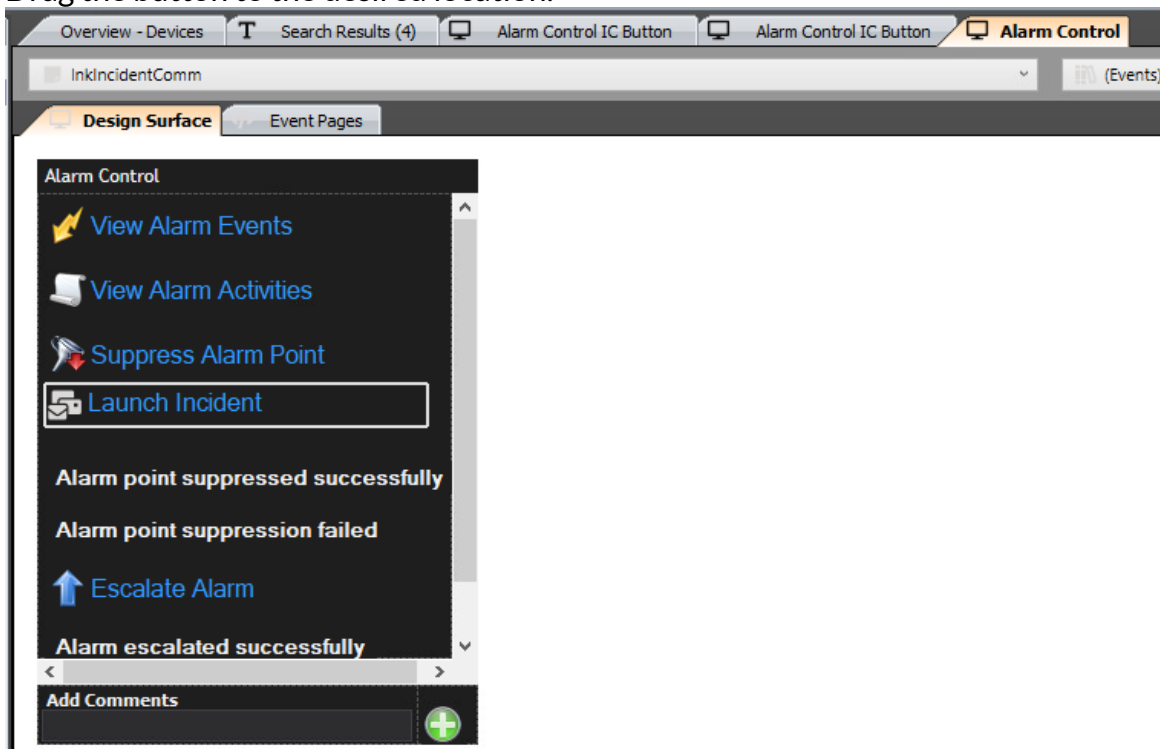
To launch an incident from Control Center, you must add a button or link label to launch an incident. The Incident Communications Module provides an **Alarm Control IC Button** that you can add to a GUI from which you want to launch an incident. For example, you may want to launch an incident from an alarm, a map, a camera, a fence and so on. The following example, describes adding the **Alarm Control IC Button** to a GUI called **Alarm Control**.

1. Select **System > System Configuration**. The easiest way to find GUIs is to use **Search**.
2. Select **Search**.
3. In **Label**, type the name of your GUI, in this example, **Alarm Control**.
4. Select **Find Now**.
5. Your results are displayed. Select **OK** to close the **Search Objects** dialog.
6. Double-click your GUI to edit it.
7. Also, find the **Alarm Control IC Button** GUI and open it.
8. Select **Alarm Control IC Button** tab. The **Design Surface** tab is displayed.
9. Right-click the **Launch Incident** object and select **Copy**.



10. Select **Alarm Control** GUI tab.
11. Right-click and select **Paste**.

12. Drag the button to the desired location.



13. In your GUI, double-click your **Launch Incident** button. A **Select Event Page** dialog is displayed.

14. Select **Create New Event Page**. A new **InkIncidentComm\_Clicked** event page is added.

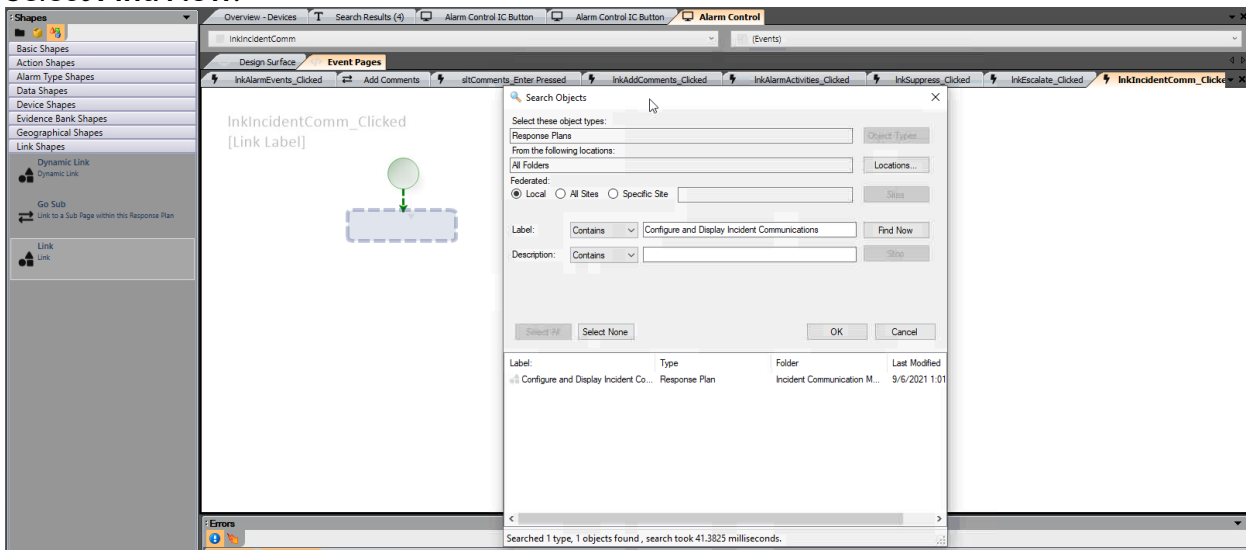
15. Select **Shapes > Link Shapes**.

16. Select a **Link** shape and drag it to your **InkIncidentComm\_Clicked** event page.

17. A **Search Objects** dialog is displayed.

18. In **Label** type **Configure and Display Incident Communications**.

19. Select **Find Now**.



20. Select **Configure and Display Incident Communications** response plan and select **OK** to close the **Search Objects** dialog.
21. Select the shape to view the properties of the shape.
22. From **Mappings**, select .
23. Configure the **Variable Mappings** as follows.

Variable Mappings		
Use the grid below to map variables in this Response Plan to variables in the Response Plan that is being called.		
Variable	Action	Value
- Required		
Client	Variable	Current Generic Client
- Optional		
AlarmId	Variable	AlarmID
RFS	Variable	RFS
AlarmDetails		

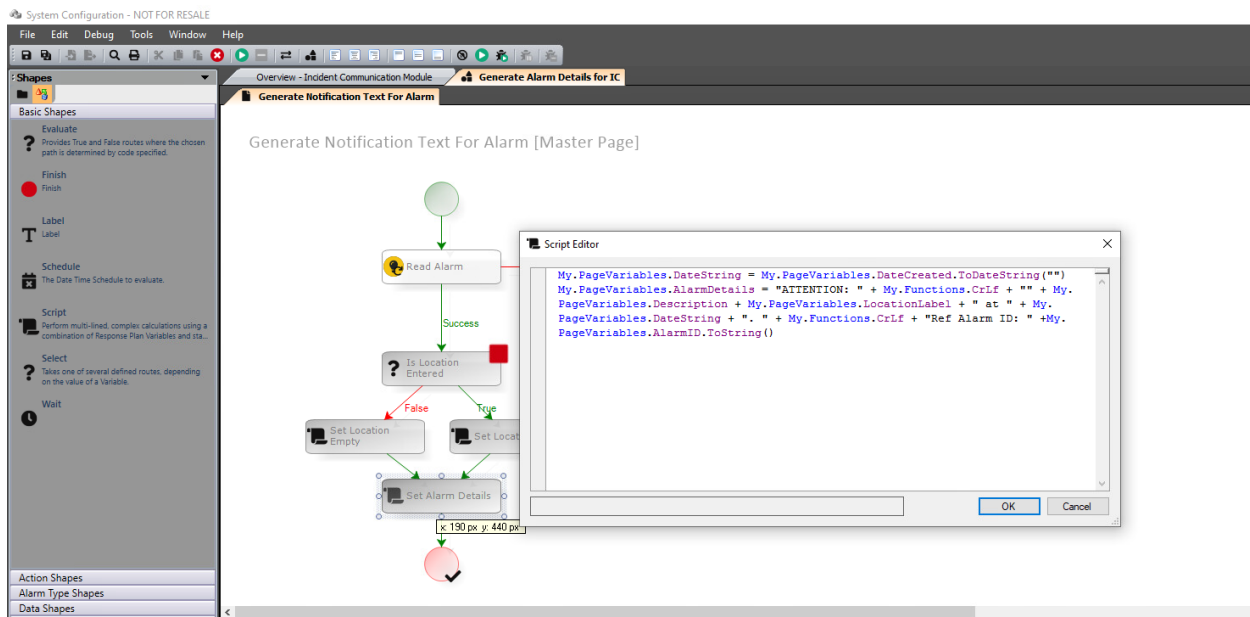
24. Right-click the GUI **Design Surface** and select **Finish all routes**.
25. Save your changes.
26. Exit the GUI editor.

## Configuring Generate Alarm Details for IC Response Plan

You can configure the information you want to pass from your Control Center alarm to your incident template using **Generate Alarm Details for IC** response plan.

1. Select **System > System Configuration**.
2. Navigate to **Entire Organization > My Organization > System Objects > Incident Communications**.
3. Select **Incident Communications** folder to display its contents in the **Overview** tab.
4. Double-click **Generate Alarm Details for IC** response plan to edit it.

### 5. Double-click Set Alarm Details.

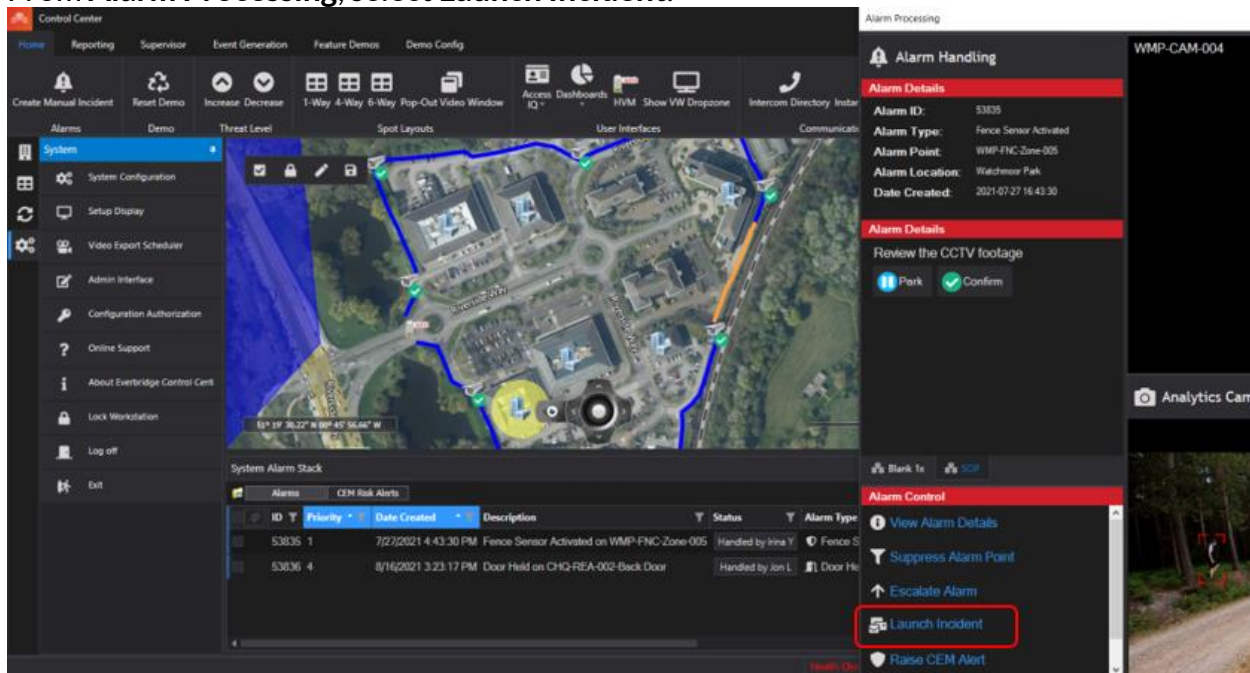


### 6. Update the script, depending on your requirements.

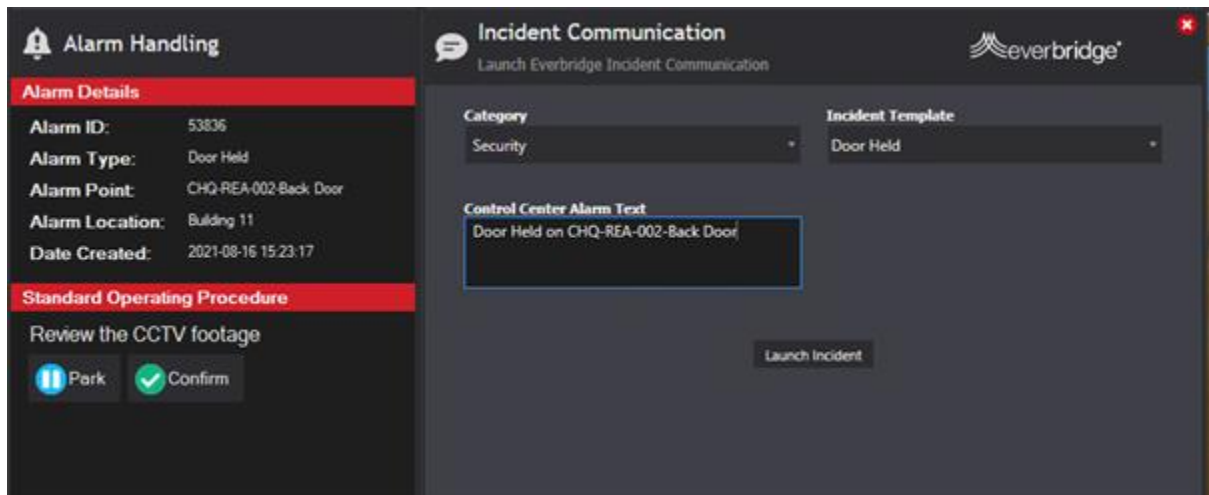
## Using Incident Communications

Control Center Incident Communications enables you to launch an incident from Control Center. The following example shows you to has launch an incident when handling an alarm.

1. Handle your alarm, for example, by double-clicking the alarm in the Alarm Stack.
2. From **Alarm Processing**, select **Launch Incident**.



The Incident Communications module displays.



3. From the **Incident Communications** window:
  - a. From **Category** drop-down list, select the category of your incident template.
  - b. From **Incident Template** drop-down list, select the incident template for which you want to launch an incident.
  - c. Select **Launch Incident**.
4. Once your incident is launched, go to Everbridge Suite to manage your incident notification.

