

xMatters RDIN

Release Documentation and Installation Guide

17 November 2020



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1. Document Control

1.1 Revision History

Rev No.	Name	Description	Date
1.0			

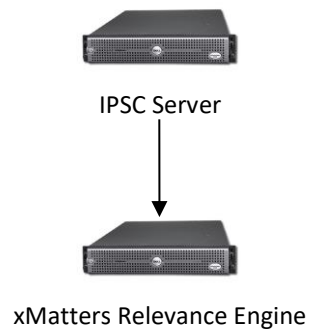
2. Introduction

The following document outlines the instructions and prerequisites for the device driver. It contains installation and upgrade instructions as well as technical prerequisites and system requirements

xMatters is a “relevance engine”, which processes message from various sources and routes them to appropriate people. This driver allows IPSecurityCenter to send messages into the xMatters engine for processing.

3. Architecture

IPSecurityCenter connects to an xMatters relevance engine server at the customer site and sends messages (referred to in xMatters as Events, but not related to IPSecurityCenter Events). No messages are returned to IPSecurityCenter other than acknowledgement that messages were accepted.



4. Device Driver Versions

IPSecurityCenter Versions	4.1.2
xMatters Software Version	4.1.0

5. Device Driver Functionality Overview

Functionality	Available in Device Driver		Comments
	Yes	No	
On Line state reporting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Raise event in xMatters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

6. Device Driver Packaging Naming

This is a single driver package.

Device Driver Name and Function	Device Driver Filename
Complete driver	cnl_ipsc_xmattersinc_xmatters_1.0.*.ipsc

7. SDK

No SDK is required.

8. Domain Configuration

No domain configuration is necessary.

9. Network Port Configuration

The following network ports are required by the IPSecurityCenter driver when communicating with the <Product Name>. The editable column indicates if the third party product allows for the default port to be changed.

Source	Destination	Destination Port	Protocol	Description	Editable
IPSC Server	xMatters Server	8888	TCP	Web service	Yes

10. Device Driver Integration files

No integration files are required.

11. Device Connection Configuration

The device must have a “Web Service User” with sufficient permissions to create new events, and send messages to all users that the IPSecurityCenter solution needs to contact.

12. Device Driver Installation

12.1 Device Driver Wizard

Category of Device	Other
Manufacturer	xMatters
Available Devices	xMatters Server

12.2 Connection Properties

Property	Value
Address	IP Address of xMatters server
Port	Port of xMatters server, a value of 0 will use the default
Default Port	8888
Username	Username of xMatters web service user
Password	Password of xMatters web service user
WSDL Name	Name of the web service, defaults to "AlarmPointWebService" (this will change in future releases of the xMatters server)
Open/Close/Receive/Send Timeout	Default to 1 minute. These may need tuning in a high-volume solution.

12.3 Connection Interfaces

The device has no interfaces.

13. Device Driver Events

Add Event Return	
Description	Returns status for a call to AddEvent
Properties	<i>Success: True if xMatters accepted the message</i> <i>EventIdentifier: ID of the event raised</i> <i>IncidentIdentifier: Identifier passed in AddEvent call</i> <i>StatusMessage: Error message if Success is false</i> <i>ServerTimestamp: Time that message was sent</i>
Fired	Once every time AddEvent is called.

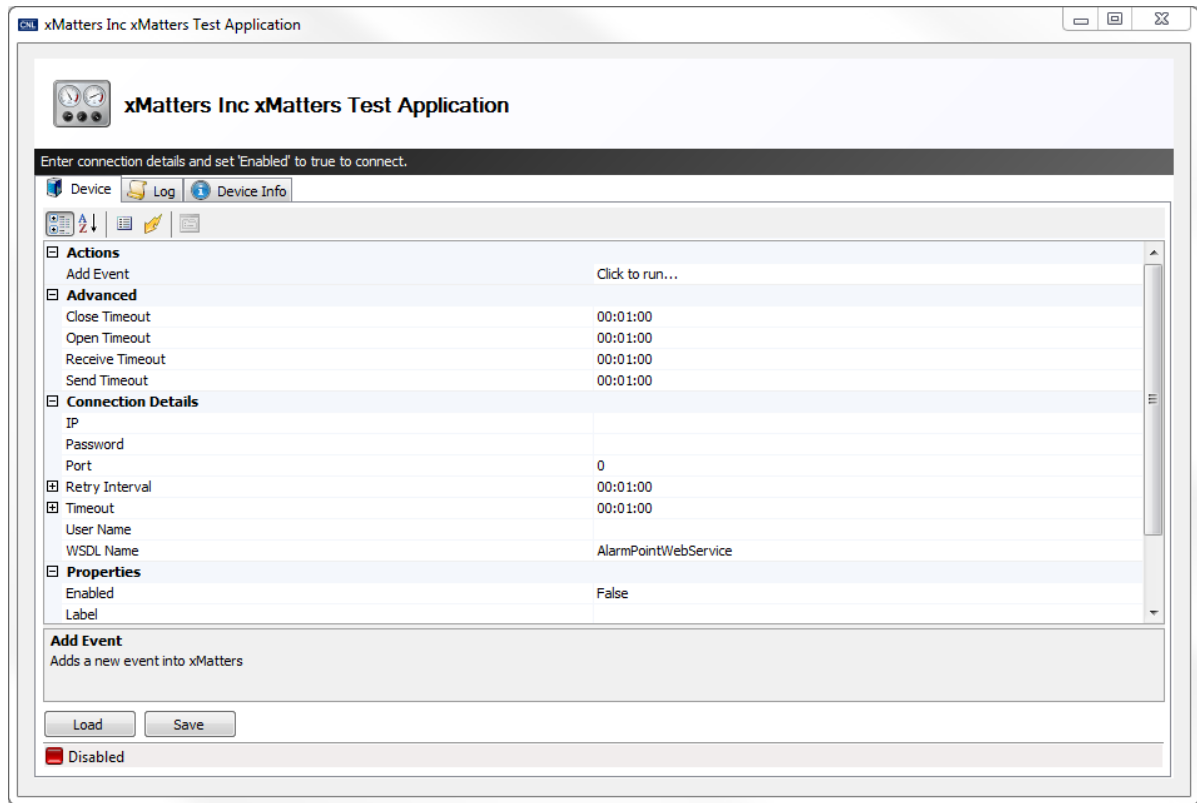
14. Device Driver Method / Action

Add Event	
Description	Raises an event on the xMatters server
Parameters	<i>Event: Title of the event</i> <i>Message: Body of the event message</i> <i>Recipients: Comma delimited list of xMatters users</i> <i>IncidentID: Optional (will autogenerate if not supplied). Identifier for the event.</i> <i>Company: Company within xMatters configuration to raise the message to. If left blank this will default to "Default Company", which is the name used in a single company xMatters configuration.</i>

15. Test Application

<This section will explain how to rename a device driver file and run the test application so Partners know how to run the test application before deploying IPSecurityCenter on site. This will reference Section 8)

Test Application File Name	CNL.IPSecurityCenter.Driver.xMatters.exe
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16. Device Driver Tested Operating Systems

The Client and Server have been tested under the following Operating Systems.

Operating System	Bit	Service Pack (If required)	Server	Client	Video Export	Web Client
Windows XP	32	SP2	<Yes or No>	<Yes or No>	<Yes or No>	<Yes or No>
Windows Vista	32		<Yes or No>	<Yes or No>	<Yes or No>	<Yes or No>
Windows Vista	64		<Yes or No>	<Yes or No>	<Yes or No>	<Yes or No>
Windows 7	32		<Yes or No>	<Yes or No>	<Yes or No>	<Yes or No>
Windows 7	64		<Yes or No>	<Yes or No>	<Yes or No>	<Yes or No>
Windows Server 2003	32		<Yes or No>	<Yes or No>	<Yes or No>	<Yes or No>
Windows Server 2003	64		<Yes or No>	<Yes or No>	<Yes or No>	<Yes or No>
Windows Server 2008	32		<Yes or No>	<Yes or No>	<Yes or No>	<Yes or No>
Windows Server 2008	64		<Yes or No>	<Yes or No>	<Yes or No>	<Yes or No>
Windows Server 2008 R2	32		<Yes or No>	<Yes or No>	<Yes or No>	<Yes or No>
Windows Server 2008 R2	64		<Yes or No>	<Yes or No>	<Yes or No>	<Yes or No>

17. Troubleshooting

The StatusMessage field of the AddEventReturn event should contain a descriptive reason if the server rejects the message. Common errors include:

- AUTHENTICATION_ERROR – This will occur if the username or password are incorrect. These can only be validated when a message is sent. The username and password should be those for a “Web Service User”, not the user account used to log into the xMatters web interface.
- INVALID_CLIENT_TIMESTAMP – If the time is out of sync between the IPSecurityCenter server and the xMatters server
- COMPANY_DOES_NOT_EXIST – If the company field on the AddEvent call is incorrect.
- EXCEPTION – If this occurs more detail will have been output to log4Net, and should be raised to CNL Development.

18. Technical Support

Technical Support for the IPSecurityCenter Device Driver is available from CNL Software.

E Mail support@cnlsoftware.com