

Everbridge Access Control Integration Guide

Everbridge Suite December 2024



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Everbridge software is covered by US Patent Nos. 6,937,147; 7,148,795; 7,567,262; 7,623,027; 7,664,233; 7,895,263; 8,068,020; 8,149,995; 8,175,224; 8,280,012; 8,417,553; 8,660,240; 8,880,583; 9,391,855. Other patents pending.

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Overview

The Everbridge Access Control Connector integrates Everbridge's event-based alarming system with the client system APIs.

The Connector is available on iPaaS (integration Platform as a Service). iPaaS is the middle layer between the connector agents and Everbridge Suite. iPaaS simplifies the installation and configuration of integrations with the Everbridge platform.

To enable iPaaS, ask your Everbridge representative to enable **EB Open iPaaS** and **Access API** for your Organization.

Use Cases

Access control integrations enable updating the Last Known Location of contacts based on their badging activity. The connector is designed to capture access events from the client system. Access events will update the dynamic location of contacts to reflect their most recent locations and the buildings they have entered.

By automatically updating the dynamic location of contacts, message senders can view the exact location of contacts on the **Everbridge Universe** map. Message senders can use polygons or rules to notify all contacts who may be affected by a location-based emergency in a specific building or area.

Prerequisites

NOTE: If the client integration will utilize Everbridge External IDs, proceed to Step 3.

You need to do the following in Everbridge:

- Create an Additional Information field to hold the identifying attribute that will correlate badge holders with Everbridge contacts. For details on creating an Additional Information field, see the *Additional Information* section of the <u>Everbridge Suite User Guide</u>.
 - NOTE: Only Text/Textbox and Number data types can be used to hold Badge IDs.

- 2. Set the value of that Additional Information field for the reach of your contacts.
- 3. Add or upload your buildings. For details, see the *Uploading Buildings* section of the *Safety Connection User Guide*.
- 4. Add the name of your Access Control Integration to Location Sources. The name must match the "source" that is sent in the payload. For details, see *Location Sources* in the *Safety Connection User Guide*.

Connectivity

External connections to Everbridge servers are made via HTTP/SSL on port 443 using TLS 1.2 and 1.3.

What's Next?

Perform the procedures in the Everbridge iPaaS Configuration section. As needed, the steps to modify agents, delete agents, or search for a specific agent are provided in the iPaaS Usage section.



Everbridge iPaaS Configuration

At the Organization level, you can configure shared agent settings from **Settings** > **Everbridge Open** > **iPaaS** > **Settings**.

Everbridge Identifier

If your people records contain Everbridge External IDs, select **External ID** in the Everbridge identifier drop-down list and skip to the **Reader/Location Mapping** section; otherwise, you will need to use an **Additional Information** field to hold the identifying attribute that will be used to correlate client users with Everbridge contacts.

SAFETY			
* Everbridge Identifier:	External ID	~ 0	Reader/Location Mapping
* Client Identifier: 🔘	Default		
0	Other	0	

- After you create an Additional Information field, you will see it in the Everbridge Identifier drop-down list.
- Select the correct attribute from the drop-down list.
- You are then prompted to do a full contact sync. This is required to update all your synced contacts to point to the new Additional Information field. If you click **Cancel**, the attribute reverts to the previous selection and the contacts do not sync.

Everbridge Identifier:						
If you want to set a new attribute, a full contact sync is required.		•				
4	►					
Sync Now Cancel						

Client Identifier

The **Client Identifier** is the field in client integration used to identify people.



Select one of the following two choices:

- Default This is the Badge ID.
- Other Enter the name of the field in the client integration that will be used to correlate people with Everbridge contacts.

Reader/Location Mapping

After you upload your buildings, you must map your Readers to Everbridge locations. Once the Everbridge client agent is running, the badge readers will automatically be sent to Everbridge every hour. You will then need to map each of these readers to Locations. Navigate to the **Reader/Location Mapping** page by selecting the **Reader/Location Mapping** link on the **Settings** page. Here you can add, modify, and delete badge Reader to Location mappings:

Organization Member Po	ortal	Everbridge Open Everbri	idge Mobile App				
Email Ingestion Response Subscriptions iPaaS	>	Reader / Locatio < Back Delete New Mapping	n Mapping		Reader, Descripti	ion or Location Name	Q Reset
Settings		Reader	Description		Location Name (ID)		
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Access API		5_1	3rd Floor		Los Angeles - (1245)	A ¹	
Risk Events	>	4_1			Not mapped to a location	A ¹	
CEM Orcnestration	>		Page 1	of 1	50 ~		View 1 - 3 of 3

If you are manually adding readers, the Reader ID is a combination of PanelID and ReaderID. This information can be found in the **Access Control database** under **dbo.READER**. Looking at Row 6 in the image below, the Reader ID would be 5_1.



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Refresh Everbridge Identifier

Refresh Everbridge Identifier will sync all contacts. You may want to do this if you have changed or added many users. Every hour modified contacts will sync automatically. This is not needed if your badge identifiers are the same as your Everbridge External IDs.

Adding Agents to Your Organization

The Agent Configuration is the group of settings that will be used to configure all of the agents used in your Organization. It can be configured from Settings > Everbridge Open > iPaaS > Access API.



Email Ingestion		Agents				
Response Subscriptions	>	Delete Delete New Ag	jent		Agent Name or API Key	Q Reset
iPaaS	~	Status	Agent Name -	<u>API Key</u>		
Settings		There are no iter	ns to display in this table			
API						
Access API						
Risk Events	>					
CEM Orchestration	>					

To create a new Agent Configuration:

1. Click New Agent. The New Agent dialog appears.

New Agent	I	×
* Agent Name:		4
* API Key:	E9C9E1FF41FE5FBA287FAC08D28363AE Regenerate	
* Retry Count:	5 Minimum 0, maximum 5	
* Update Rate:	15 minutes () Minimum 1 minute, maximum 240 minutes	
* Status:	● Enabled ○ Disabled	
4		•
	Save	

- 2. Se the following fields:
 - Agent Name Display name used to refer to the agent.
 - API Key A code used by iPaaS to identify the connector/agent. This will be automatically generated when creating a new agent configuration in iPaaS.
 - **Retry Count** If a message fails, this is the number of retries that will be made. The value can be between 0 and 5.
 - Update Rate The frequency of sending data to Everbridge Suite via iPaaS. The value must be between 1 minute and 240 minutes.



- Status
 - *Enabled* Turns on the connection between the connector and iPaaS so that iPaaS can receive messages.
 - *Disabled* Turns off the connection between the connector and iPaaS so that no messages will be received.
- Click Save.



iPaaS Usage

Settings

The **Settings** tab will show a list of all the messages received by iPaaS from the client agent. This will help you troubleshoot issues when things are not working as expected.

Organization Member Po	rtal	Everbridge Open	Everbridge Mo	obile App				
Email Ingestion		SETTINGS						
Response Subscriptions	>	Integration Use		6				
iPaaS	~	SAFETY						
Settings		* Everbridge Ide	ntifier: External	חו		, A		Reader/Location Mapping
API		* Client Identifie	er: Default					
Access API			⊖ Other		0			
Risk Events	>	ACTIVITY						
CEM Orchestration	>	Source	Agent Name	Request ID	Message Status	Received Date	Last Update D 👻 Source ID	Everbridge ID
		There are n	o items to dis	play in this tabl	e			
					Page 1	of 1 20 🗸]	View 0 - 0 of 0

The information displayed includes:

Field	Description
Source	This is the sourceSystemType field passed in the message.
Agent Name	The name of the Agent Configuration.
Request ID	Unique identifier that is automatically generated.
Message Status	One of the following values: SUCCESS, FAIL, or INPROGRESS.
Received Date	The date that the message was received.
Source ID	Unique identifier from client message.
Everbridge ID	The Incident/Scenario ID if one has been created.

To get message details, click the link in the Request ID column.

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Modifying Agent Configurations

To modify Agent Configurations:

1. Click the **Agent Name** link of the agent you want to modify.

Organization Member Po	rtal Everb	ridge Open	Everbridge Mobile App				
Email Ingestion	Age	ents					
Response Subscriptions	> Dele	te 🖪 New	Agent		Agent Name or API Key	Q	Reset
iPaaS	•	Status	Agent Name -	<u>API Key</u>			
Settings		•	Headquarters				
API			200				
Access API							
Risk Events	>						
CEM Orchestration	>						

2. The Edit Agent dialog appears. Make your desired changes.

Edit Agent	×
* Agent Name:	Headquarters
* API Key:	Regenerate
* Retry Count:	5 O Minimum 0, maximum 5
* Update Rate:	15 minutes (1) Minimum 1 minute, maximum 240 minutes
* Status:	● Enabled ○ Disabled
•	
	Save Cancel

- If you need a new API key, click the **Regenerate** button.
- Optionally, change the **Update Rate** (minimum 1 minute, maximum 240 minutes) or the **Retry Count** (minimum 0, maximum 5).
- 3. Click Save.



Deleting Agent Configurations

To delete agents:

1. Select the checkbox of each agent you would like to delete from the agent list view. If you would like to delete all agents, select the checkbox above the list to select all.

Organization Member Portal	Everbridge Open Everbridge Mobile App	
Email Ingestion Response Subscriptions	Agents	Agent Name or API Key
iPaaS 🗸	Status Agent Name -	<u>API Key</u>
Settings	Headquarters	
API		
Access API		
Risk Events >		
CEM Orchestration >		

2. <u>Click the **Delete** button. The **Delete Agents** dialog appears.</u>

Delete Agents	6
Are you sure you want to delete these Agent Configurations?	
No	

3. Click **Yes** to confirm the deletions.

Searching

You can search for agent configurations based on the API key or agent name. Type the API key or agent name and click the magnifying glass icon.



Organization Member Portal	Everbridge Open Everbridge Mobile App	
Email Ingestion	Agents	
Response Subscriptions >	Delete Delete New Agent	Agent Name or API Key Q Reset
iPaaS 🗸	Status Agent Name -	API Key
Settings	Support	
API		
Access API		
Risk Events >	Π	
CEM Orchestration >	Headquarters	

The item is displayed for you to view or modify.

Organization Member Por	al Everbridg	je Open I	Everbridge Mobile App				
Email Ingestion Response Subscriptions	> Delete	tS New	Agent		support	٩	Reset
iPaaS	• D	Status	Agent Name -	API Ke	<u>.</u>		
Settings API		•	Support				
Access API							
Risk Events	>						
CEM Orchestration	>						

Agent Health Check

The agent will be checked for a heartbeat every minute. If there is no response for two consecutive checks, a red status icon will be displayed in the agent list. If the connector is having issues communicating with the client, an orange status icon is shown.

Organization Member Po	ortal	Everbridge	e Open E	Everbridge Mobile App	
Email Ingestion		Agent	S		
Response Subscriptions	>	Delete	🗈 New A	Agent	Agent Name or API Key Q Reset
iPaaS	~		Status	Agent Name -	APIKey
Settings			•	Support	
API			•	Sales	
Access API		0	•	π	
CEM Orchestration	>		•	Headquarters	



iPaaS API

iPaaS uses RESTful APIs to:

- Update Last Known Locations.
- Send heartbeat information.

Authentication

The API key (generated when the agent was created) must be passed in each API call. The API key can be copied from the iPaaS UI. Each call must contain the following:

Header Name	Header Value
Content-Type Authentication	application/json <api agent<br="" from="" ipaas="" key="">configuration></api>

Access Control

To update Last Known Locations, use the following endpoint:

```
POST https://ipaas/v1/ingestion/safety
```

The payload should contain:

```
{
 "header": {
   "creationDate": "2019-03-T18:16:48.225Z
   "requestID": "string",
   "sourceAddress": "string"
   "sourceSystemType": "string"
 },
 "locations": [
   {
     "arrivalTime": "2019-03-T18:16:48.225Z",
     "badgeId": "string",
     "direction": "INBOUND"
     "id": "string"
     "readerId": "string"
     "source": "string"
     "type": "string"
 ]
}
```



Field	Description
Header	(Optional)
requestID	(Optional) Unique identifier that will be generated if not present in the payload.
sourceAddress	(Optional) The environment from which the message was generated.
sourceSystemType	(Optional) Displayed as Agent type in the Activity view.
locations	The array that will hold multiple badge events.
arrivalTime	Timestamp, in UTC, of when the badging event occurred.
badgeld	Identifier for the physical badge itself, or identity of the cardholder. This value must match the configured Client Identifier in the iPaaS UI.
direction	This value is not currently used. Valid values are INBOUND or OUTBOUND.
id	(Optional) A globally unique ID used for each message. A system-generated GUID is suggested. If omitted, this value is generated by the server.
readerId	The unique ID of the badge reader. The badge reader must be populated and mapped in iPaaS.
source	A description of the client integration system. Used for informational purposes in the iPaaS Activity Viewer and Everbridge Suite Location Sources.
type	The type of event this is. For Access Control integrations, this value should always be Access.

A successful response will appear like:

```
{
  "apiKey": "string",
  "creationDate": "2019-03-28T18:44:41.906Z",
  "ebIncidentIdentifier": "string",
  "eventCount": 0,
```

Veverbridge

"events": [{ "elementPath": "string", "errorDetail": "string", "errorType": "string", }], "externalCallLog": [{ "callDateTime": "2019-03-28T18:44:41.906Z", "callURL": "string" "response": "string" "responseCode": 0 }], "incidentOwnerUsername": "string", "info": [{ "infoDetail": "string", "infoPath": "string", "infoType": "string", }], "infoCount": 0, "itsmclose": "true", "itsmincidentID": "string" "lastUpdateDate": "2019-03-28T18:44:41.906Z", "matchConditionId": "string", "messageType": "SAFETY", "organizationId": "string", "requestId": "string", "retryCount": 0, "sourceAddress": "string", "status": "INPROGRESS" "step": "string" }

Badge readers can be manually added and mapped to existing Everbridge buildings in the iPaaS UI. They can also be sent to iPaaS via the API and manually mapped in the iPaaS UI or they can be mapped via the API.

To add, edit, or delete badge readers, use the following endpoint:

GET/POST/DELETE https://ipaas/v1/ingestion/safety/readersmapping

The payload should contain:



```
{
    "readerList": [
        {
            "assetId": "string",
            "assetName": "string",
            "description": "string",
            "id": "string"
        }
    ]
}
```

Field	Description
assetId	The identifier of an existing Everbridge building.
assetName	The name of an existing Everbridge building. Not used in POST. Returned from GET.
description	(Optional) Identifying information about the badge reader.
id	Badge reader identifier from the access control system.

A successful response will appear like:

```
{
   "modifiedCount": 0,
   "modifiedRequestCount": 0,
   "totalCount": 0
}
```

Heartbeat

The agent will be checked for a heartbeat every minute. If there is no response for two consecutive checks, a red status icon will be displayed in the agent list; otherwise, a green status icon will be shown to indicate that the connection is active. The heartbeat should be sent at approximately one-minute intervals.

A webhook will always display a green status icon and the heartbeat API should not be used. To send the heartbeat, use the following endpoint:

POST https://ipaas(ingestion-everbridge.net/v1/agent/heartbeat



The payload is {} and the only response is the HTTP status code. The expected result is an HTTP 200/OK response. Any other response is considered an error. Status is displayed and is changed as a result of sending a heartbeat.

rganization Member Po	ortal	Everbridge	e Open E	Everbridge Mobile App			
Email Ingestion		Agent	S				
Response Subscriptions	>	Delete	B New A	Agent		Agent Name or API Key	Q Reset
iPaaS	~		Status	Agent Name -	<u>API Key</u>		
Settings		0	•	Support			
API		\square		Sales			
Access API				Guido			
Risk Events	>		•	π			
CEM Orchestration	>		•	Headquarters			

Viewing Updated Locations in Everbridge

When integrating with access control systems, the Last Known Locations of contacts will be updated in Everbridge. This is shown in **Upload Dynamic** Locations page and the the **Dynamic - Last Known Locations** section on the **Contact Information** page, which is accessed by clicking on the contact's name from the **Contact List**.

[≪] everbridge⁻ «		» 💄	(Organizati	on Admin)
A Home	Contacts > Contact Information			
ជ្រូ Situational Awareness	John Smith		External ID: ContactsV1LKL Record Type: Employee	Country: United States Time Zone:
Communications				∠ Edit contact information
O Crisis Management	Delivery Methods			
Incident Responses	Order Delivery Method 3	Country Device address		Groups
Contacts	1 Corporate Email			No groups found
Assets				Record Information
Reports + Analytics	Static Location(s)			Created date:
Travel Risk Management	No data is available			Mar 21, 2023 18:03:17 EDT Created by:
-★ ITA	O View Location History			Last updated date:
🗠 Workflow				Jan 11, 2024 02:04:31 EST
Settings	Dynamic Location(s) - Las	t Known 🖲	U	
	Location Name	Last Updated Date		
	> Lansing	Apr 14, 2024 20:27:20 EDT	\$	

The following is an example of the **Upload Dynamic Locations** page:

×e	everbridge ⁻				»	±		(Orga	nization Admin)	0 C	verbridge 360™
A	Home	Contact Lis	st Uploads <mark>Up</mark>	oload Dynamic Loca	tions Travel Iti	neraries Groups	Rules Deleted	d Contacts	Scheduling		Ø
ർ	Situational Awareness	C Refres	sh 🕹 Upload to	portal 🕹 Dov	vnload Template						
4	Communications		File Name 🗢	Batch ID 🗢	File Size 🗢	Upload Date 븆	Uploaded By	File Status	Records Received	Records Loaded	Upload Option 🗢
()	Crisis Management ncident Responses	ä	brianDynLoc.csv	220819891630	563	Apr 15, 2024 15:52:28 EDT		Done	3	3	Update
¢	Contacts + Assets Contacts	A	last_known.csv	219620736761	952	Apr 14, 2024 20:26:06 EDT		Done	5	5	Update
	Assets	ä	COR_94923.csv	219620736761	300	Apr 10, 2024 10:09:50 EDT		Done	1	1	Update
8 *	Reports + Analytics Travel Risk Management	ä	brianDynLoc.csv	218442197735	561	Apr 08, 2024 11:06:18 EDT		Done	3	3	Update
*		ä	brianDynLoc.csv	218442197735	570	Apr 08, 2024 10:53:11 EDT		Done	3	0	Update
*	Settings	ä	brianDynLoc.csv	217700027387	552	Apr 05, 2024 17:44:49 EDT		Done	3	3	Update
						Page 1 of 1 25	~				View 1 - 6 of 6

Click on the magnifying glass next to an upload to view the **Upload Results** page, which details the records that were loaded with and without errors, and those that weren't loaded due to a critical error.

[≪] everbridge [™]		» 🛓 🗸	(Organization Admi	n)
 ๙ ๙ ๗ ๗	Contact List Uploads Upload Dyna Upload Dynamic Locations > Upload Resu last_known.csv Batch ID: 2196207367618687 Sender:	It Status: Done Records Received: 5	tules Deleted Contacts Scheduling	Ø
Incident Responses	Loaded without error (5) Loaded wi	th error (0) Not loaded - critical error (0)		
V Contacts + Assets	External ID 🗇	Location ID 🖨	Arrival date and time <a>	Expiration date and time
Assets	Ä	Lansing	2024-04-14T22:26:05-00:00	2024-05-12T22:26:05-00:00
Reports + Analytics	Ä	Lansing	2024-04-14T22:26:05-00:00	2024-05-12T22:26:05-00:00
Travel Risk Management	A	Lansing	2024-04-14T22:26:05-00:00	2024-05-12T22:26:05-00:00
⊷ ITA	<i>(</i> 4	Lansing	2024-04-14T22:26:05-00:00	2024-05-12T22:26:05-00:00
₩ Workflow	A	Lansing	2024-04-14T22:26:05-00:00	2024-05-12T22:26:05-00:00
🔅 Settings		Page 1 of 1 25		View 1 - 5 of 5

Clicking on the magnifying glass next to an External ID will open the details of the Last Known Location:



Loaded without	error	×
Last Knowi	n Location(s)	
External ID		
Location ID	Lansing	
Arrival date and tir	ne2024-04-14T22:26:05-00:00	
Expiration date and ime	d t 2024-05-12T22:26:05-00:00	
Street		
Apt/Suite		
Floor number		
Room Number		
City	Milwaukee	
State / Province	WI	
Postal Code		
Country	US	
Latitude		
Longitude		
Source	Everbridge Mobile Safety App	
	Cancel	ОК