

Installing the OnGuard™ Connector

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Overview

As part of the connector configuration process, you will need to log into Connect and register the connector to obtain a connector ID. As such, ensure you have login credentials for a Dispatch user account that's authorized to access Connect prior to completing the steps below. See the [Dispatch Administrator's Guide](#) for more information on creating user accounts.

For hosted customers, the server hosting the connector must have a firewall rule enabled to allow outbound communication to Resolver's hosted environment.

Resolver recommends installing the connector on the OnGuard source server where possible. If outbound connections from that server are not possible, the connector will require a standalone server.



Note:

Before installing the connector, ensure that your computer meets the [System Requirements](#).

User Account Requirements

The user used to log into the system must have permission to access Connect.

Related Information/Setup

Please refer to the [Connect User's Guide](#) for information on generating, registering, or editing devices or creating rules.

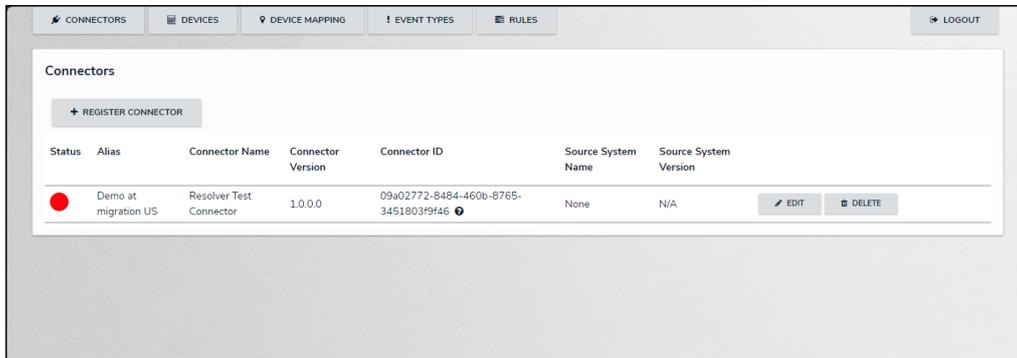
Prerequisites

This article assumes that the user has set up the OnGuard system with a main license and a subscription license.

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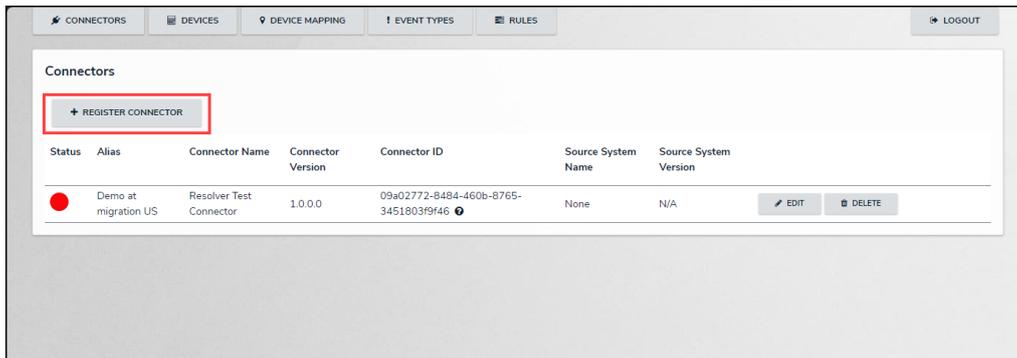
1. Double-click the **Connect Setup** folder in the connect download package.
2. Double-click the **OnGuard_8.2.Installer** file to open the InstallShield Wizard.

3. Follow the steps in the wizard until the installation is complete.
4. Log into Connect through Core to access the **Connectors** screen.



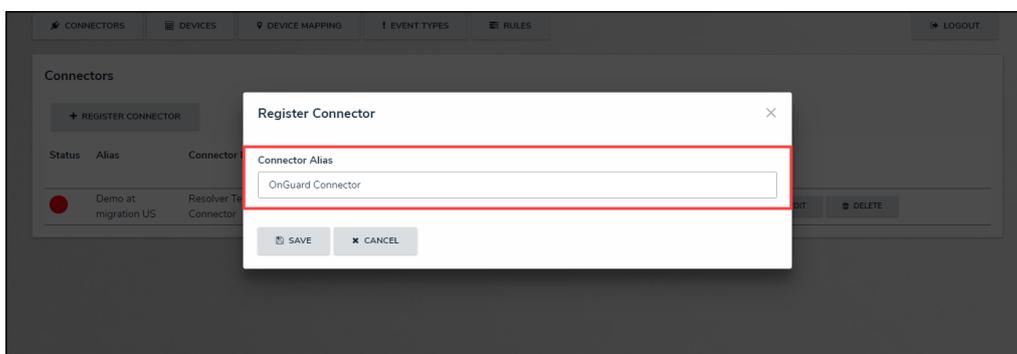
Connectors screen

6. From the **Connectors** screen, click the **+ Register Connector** button.



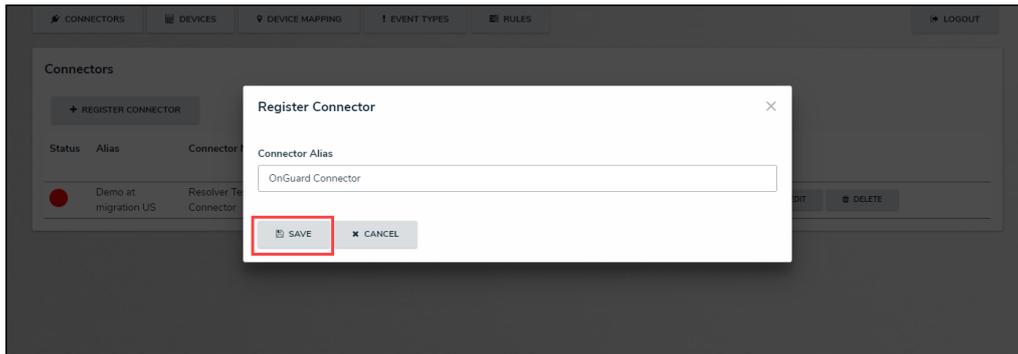
+ Register Connector Button

7. From the **Register Connector** screen, enter a name for the connector in the **Connector Alias** field.



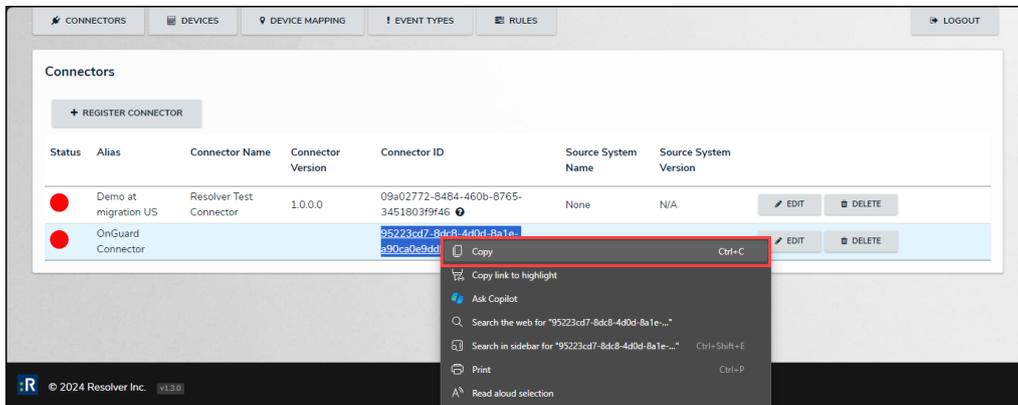
Connector Alias Field

8. Click the **Save** button.



Save Button

9. Highlight the code in the **Connector ID** column beside the new connector, hover your cursor over the ID and click the right mouse button, then select **Copy** to copy the code to your clipboard.



Copy

10. Navigate to the location where the connector was installed. By default, it can be found at *C:\Program Files\Resolver\Resolver OnGuard_8.2 Connector Service*.
11. Right-click the **appsettings.json** file, then select **Open with** to open the file with Notepad.
12. Paste the **Connector ID** obtained from step 9 between the quotation marks after **“ConnectorID”**:

```
appsettings.json - Notepad
File Edit Format View Help
{
  "ServiceUrl": "https://connect-develop.sb.myincidents.com",
  "ConnectorID": "a00dff4-4e27-47ae-9be3-795ca0271500",
  "TenantOrgID": 402,
  "OpenAccess": {
    "ServiceUrl": "https://qe2022-edm0004.corp.resolver.com:8080/api/access/onguard/openaccess",
    "EventBridgeServiceUrl": "https://qe2022-edm0004.corp.resolver.com:8080/api/access/onguard/openaccess/eventbridge",
    "UserName": "SA",
    "Password": "AQAAANCnd8BFdERjHoAwE/C1\u0028sBAAAj1v62rgpCkyD1RV6wZhyJgAAAAACAAAAAAQZgAAAAEACAAAAADokYg/yHSMY1Q60Q5eSnyIXA6x9d8KDOEcWDUxYH4DCgAAAAAogAAAAIAACAAAAAB/",
    "DirectoryId": "Id-1"
  },
  "Serilog": {
    "Using": [
      "Serilog.Sinks.Console",
      "Serilog.Sinks.File"
    ],
    "MinimumLevel": {
      "Default": "Debug",
      "Override": {
        "System": "Warning"
      }
    },
    "WriteTo": [
      {
        "Name": "Console"
      },
      {
        "Name": "File",
        "Args": {
          "path": "C:\\Program Files\\Resolver\\Resolver OnGuard_8.2 Connector Service\\Logs\\OnGuard-.txt",
          "rollingInterval": "Day"
        }
      }
    ]
  }
}
```

Connector ID

Note:

*Ensure your changes match the settings configured in the Connect **appsettings.json** file and are entered within the quotation marks after the semi-colon for each setting.*

13. Make the following edits to the setting in the file:

- **ServiceURL:** The services connect URL can be obtained from the DevOps team.
- **ServiceURL and EventBridgeService URI:** Both are updated based on the localhost name.
- **Username and Password:** These credentials are from the user's OnGuardSystem account.

Note:

The password will be encrypted after running the service for the first time.

- **Logging (optional):** The Writeto section must be filled out and uncommented out. The log file path also has to exist. The MinimalLevel can be one of the following options:
 - **Debug:** The highest log value. This value is often used by developers and for troubleshooting.
 - **Information:** Useful to support staff by providing context to errors.
 - **Error:** Displays critical error logs.

14. Click **File > Save** to save your changes, then close the file.

15. Navigate to the Windows service and start the Resolver OnGuard 8.2 Connector Service. Ensure that the following OnGuard services are running LS Event Context Provider, LS OpenAccess, LS Web Event Bridge, and LS Login Driver.
16. Return to Connect and log back in if necessary.
17. Refresh the browser. The circle in the **Status** column beside the new OnGuard connector should be **green** to indicate the connector is currently running and should now display a **Get Latest** button. If the circle is **yellow**, it means the connector is running, but there are errors in the settings. If the circle is **red**, it means the connector is not running.
18. Click **Get Latest** to generate a list of devices and event types from the Lenel system in Connect.