



## INTEGRITI KEYWATCHER PLUGIN



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## Description

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The Integriti - KeyWatcher integration provides three functions: User synchronisation, Event logging and Key reservations. User information within Integriti can be synchronised with KeyWatcher to facilitate ease of administration and mitigate against data entry inconsistencies. Alarms and events can be sent from Keywatcher into Integriti to leverage Integriti's powerful alarm management and reporting capabilities.

### Integration Features

- Integriti - KeyWatcher User Synchronisation:
  - Integriti Users may be sent to KeyWatcher True Touch to be used with the KeyWatcher System.
  - Includes an option to also synchronise Integriti Users' Card Data to be used with KeyWatcher.
  - Note: This is a one-way synchronisation; changes made to a User through KeyWatcher True Touch on synchronised users will not be reflected in Integriti and may be deleted when Integriti pushes User updates.
- KeyWatcher Event Logging:
  - Events and Alarms from KeyWatcher will appear in Integriti Review to be leveraged for reporting and alarm management.
- Key Reservations:
  - Key Reservations can be made for Keys within KeyWatcher Sites for a User via Integriti.
  - Key Reservations can be cancelled on any Key within KeyWatcher via Integriti.

## Integriti KeyWatcher Plugin

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### Required Integriti Version License

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The Integriti KeyWatcher KeyLocker Integration requires an Integriti Pro/Infiniti v22 license or higher to be present on the product key running the integration.

### Minimum Installed Integriti Version

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The Integriti KeyWatcher KeyLocker Integration is only compatible with an installation of Integriti Pro or Infiniti that is v22.0 or higher.

### Licensing Requirements

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The Integriti KeyWatcher KeyLocker Integration requires the “KeyLocker Integration” license (part number 996934).

### Tested Against

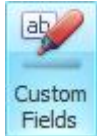
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KeyWatcher Touch Server v2.2.2.7.

## Custom Fields

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In Integriti System Designer, navigate to the  Administration tab and then click on the



button.

Create the following custom fields:

1. Name: Is KeyWatcher User
  - a. Field Type: Check Box
  - b. Item Type: User
  - c. Category Name: KeyWatcher KeyLocker Integration
  
2. Name: KeyWatcher ID
  - a. Field Type: Integer
  - b. Item Type: User
  - c. Category Name: KeyWatcher KeyLocker Integration
  
3. Name: KeyWatcher PIN
 

If you plan on using the users' security PIN as a KeyWatcher user PIN, this custom field does not need to be set up.











  - a. Field Type: Integer
  - b. Item Type: User
  - c. Category Name: KeyWatcher KeyLocker Integration
  
4. Name: KeyWatcher User Profile
  - a. Field Type: Editable Drop Down Box
  - b. Item Name: User
  - c. Category Name: KeyWatcher KeyLocker Integration
  
5. Name: KeyWatcher TrueTouch Access Level
  - a. Field Type: Editable Drop Down Box
  - b. Item Name: User
  - c. Category Name: KeyWatcher KeyLocker Integration
  
6. Name: KeyWatcherCardTemplateRanking
  - a. Field Type: Integer
  - b. Item Name: Card Template
  - c. Category Name: KeyWatcher Keylocker Integration

**Note:** When connecting to a KeyWatcher System that contains multiple sites to manage, multiple instances of the Integration pointed and different sites will be needed to sync Users to specific/multiple sites. In this circumstance, it is suggested that "Is KeyWatcher User", ID, PIN and Card Template Ranking fields are shared between these instances, and different User Profile and TT Access Level custom fields for each Integration instance created.

Make note of all four custom field key names. If the above naming convention has been used then the custom field key names should be:

- cf\_IsKeyWatcherUser
- cf\_KeyWatcherID
- cf\_KeyWatcherPIN
- cf\_KeyWatcherUserProfile
- cf\_KeyWatcherTrueTouchAccessLevel
- cf\_KeyWatcherCardTemplateRanking

The following screenshot displays an example summary of the four custom fields.

	KeyWatcher Card Template Ranking	cf_KeyWatcherCardTemplateRanking	 Card Template	Integer
	Is KeyWatcher User	cf_IsKeyWatcherUser	 User	Check Box
	KeyWatcher ID	cf_KeyWatcherID	 User	Integer
	KeyWatcher True Touch Access Level	cf_KeyWatcherTrueTouchAccessLevel	 User	Text
	KeyWatcher User Profile	cf_KeyWatcherUserProfile	 User	Text

After the custom fields have been created, the custom fields should appear under the “KeyWatcher KeyLocker Interface” expandable drop-box within the User programming window.

## Device Attributes

The screenshot shows a configuration window titled 'Device Attributes' with a sub-tab 'Device Properties'. It contains three main sections:

- Connection Details:** A table with the following values:
 

Address	127.0.0.1
Port	3005
Session Version	20130801
Server Username	rhys.warfe
Server Password	*****
TrueTouch Username	MorseWatchman
TrueTouch Password	
Maximum Received Message Size (in KB)	512
Site Name	Integrity
- Event Monitoring:**
  - Monitor Events:
  - Event Categories: Alarm Cancel, DB, DB Department, DB Group, DB Key, DB Profile, DB Reservation, DB Sit...
- User Syncing:**
  - Sync Users:
  - Sync User Card Data:
  - Use Qualify PIN As KeyWatcher User PIN:

### Connection Details

- *Address* – The address of the machine that runs the KeyWatcher True Touch Server.
- *Port* – The port used to connect to the Server. This is “3005” by default.
- *Session Version* – The version number of the KeyWatcher Session Server, which can be found in KeyWatcher Release Notes. This is “20130801” by default (which should be fine for most installations).
- *Server Username* – The username used to connect to the SQL Server used by the True Touch Server. This should be the username of an account that has admin access to this server.
- *Server Password* – The password used to connect to the SQL Server.
- *TrueTouch Username* – The username of the account used to connect to the KeyWatcher System.
- *TrueTouch Password* – The password of the account used to connect to the KeyWatcher System.
- *Maximum Received Message Size (in KB)* – The maximum size of messages in kilobytes received from KeyWatcher when syncing Users and refreshing devices.
  - **Note:** This setting should only be modified if errors involving “maximum message size quota”. This may require a change to the True Touch Server’s settings as well. To change the message size quote in KeyWatcher, go to Configure -> KeyWatcher Server -> Client Interface Settings, and change the “Max Received Message Size” field so that it and the Integration’s field match.
- *Site Name* – The name of the Site that this Integration will monitor

### Event Monitoring

- *Monitor Events* – If set, events from the KeyWatcher System will appear in Integrity Review.
- *Event Categories* – Defines the Event Categories that will be monitored by the Integration. Any Categories not selected in this list will not generate Review in Integrity.

### User Syncing

- *Sync Users* – If set, Users will be synchronised from Integrity to KeyWatcher.

- *Sync User Card Data* – If set, when a User is synchronised to KeyWatcher, a single Card the User owns will also be synchronised to KeyWatcher for that User to utilise.
- *Use Qualify PIN As KeyWatcher User PIN* – If set, an Integriti User's Qualify PIN will be used as their KeyWatcher PIN.
  - **Note:** In addition, a KeyWatcher PIN Custom Field does not need to be specified if this feature is used.
- *Custom Card Format* – The Card Format used to translate Card Data for use in KeyWatcher. This feature should only be used when using Custom Formats in KeyWatcher.
- *Custom Field Keyname Fields* – The Keyname of the fields that the Integration uses as supplemental information to supply to KeyWatcher Users created/maintained by the Integration.



## User Synchronisation

The integration between Integriti and KeyWatcher allows Users (cardholders) in Integriti to be synchronised with Users in KeyWatcher. User additions, changes and deletions are all synchronised. The synchronisation process is one-directional, where Integriti pushes User information into KeyWatcher. In effect, this makes the Integriti User database the master and KeyWatcher the slave. User information can still be programmed separately through the KeyWatcher TrueTouch software, but this may have undesirable consequences with regards to User information that may be out of sync between the two systems. Any User programming changes made through TrueTouch will not be pushed back into Integriti.

### Synchronised User Properties

KeyWatcher Keylocker Integration	
Is KeyWatcher User	<input checked="" type="checkbox"/>
KeyWatcher ID	19
KeyWatcher True Touch Access Level	NO ACCESS
KeyWatcher User Profile	Admin

The 'IsKeyWatcherUser' Custom Field allows an Operator to select, on a per User basis, which Users will be synchronised with KeyWatcher. Unchecking this field will delete the User from the KeyWatcher system.

As part of the User synchronisation process, the following User fields are sent to KeyWatcher:

- First Name (required)
- Last Name (required)
- PIN Number (required, if not using Custom Fields)

It will also synchronise the custom fields created for the Integration:

- KeyWatcher User Profile (required)
- KeyWatcher User ID (optional)
- KeyWatcher PIN (required, if not using Qualify PIN)
- KeyWatcher True Touch Access Level (optional)

The User Profile name must match the name of a User Profile in the connected KeyWatcher Site. A User with a User Profile name that does not exist will not be synchronised to KeyWatcher. If new Profiles are made in KeyWatcher, a Device Refresh is required for the Integration to match Profile names against, otherwise the any Users given the new Profile's name will not be synchronised.

The User ID allows an Integriti operator to specify the KeyWatcher User ID for that user record. Alternatively, the User ID field may be left blank in which case KeyWatcher will auto-generate a User ID at the time the user record is saved in Integriti. If the given User ID is already used by a KeyWatcher User, this User will not be synchronised to TrueTouch and an error will be generated in Review.

## Synchronising Cards with Users

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A User's Card can be synchronised with the User to TrueTouch for use with lockers in the system. This is achieved by transforming the Card Data of one of a given User's cards and adding it to a field in that User's KeyWatcher User. To Sync a Card with a User, simply add a Card marked as active to the desired User.

## Syncing with Multiple Cards

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If Users use multiple cards within Integriti and require card syncing to KeyWatcher, which only allows for one Card to be used per User, the Card Template Ranking custom field can be leveraged to give priority to certain Card Types. The lower the number assigned to the Template, the higher priority the Template is considered by the KeyWatcher Integration.

**Note:** The Integration considers Templates with no entry in its custom field to be of the lowest priority. As such, it is suggested that values are only assigned to Templates user with the Integration that need to be high priority to keep the amount of values that need to be assigned to a minimum.

## Utilising Custom Card Formats for Transforming Card Data

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The Integration also allows Operators to assign a Card Format to be used in place of the Integration's standard Card Data transformation. This can be assigned in the Integration's configuration using the "Custom Card Format" field.

This feature is typically only used if a KeyWatcher System is using a Custom Card Format obtained from MorseWatchman that Integriti has a Card Format for, or if a Custom Card Format is being used in Integriti to translate to the KeyWatcher Custom Format. In addition, using a Custom Card Format in Integriti will require a Custom Enhancement to be developed to assign to the Custom Format.

## Event Monitoring

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The KeyWatcher Integration provides the option to selectively filter what types of events are sent to Integriti to generate Review. Simply ensure that the “Monitor Events” field in the Integration’s settings is

The Categories include:

- User Logon
- Key Removal
- Key Return
- Key Alarm
- DB System
- DB Site
- System Alarm
- Alarm Cancel
- DB User
- DB Key
- DB Group
- DB TR
- DB Sync
- Info Warn
- Time/Date
- Reboot
- DB Department
- DB Profile
- DB Reservation
- Key Alarms Removal
- Key Alarms Return
- Key Warning
- Information
- DB
- Undefined

Events that fall under Categories that are chosen in the Integrated Device’s settings will generate review in KeyWatcher when the Integration polls KeyWatcher for new Events. This Review can be used to drive Alerts, Scheduled Tasks and Reporting and other parts of the Integriti Software.

For general reporting and alerting purposes, it is suggested that the following Categories should be selected for monitoring:

- Key Removals>Returns/Alarms/Warnings
- Key Alarms Removals>Returns
- Alarm Cancels
- Info Warn
- System Alarms (by only one Integration when using multiple instances connecting to the same KeyWatcher System)

## Commands: Key Reservations

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Key Reservations can be created and cancelled via the Invoke Command function of the plugin (found by right clicking the plugin or within the Edit form for the plugin).

**Note:** Before using these commands, if any Keys or Sites have changed since the plugin was last refreshed, a device refresh is required for these changes to appear in these commands.

### Reserving a Key

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**Note:** This command can only be used when the User Monitor is active and can only reserve Keys for Integriti Users that have been successfully synchronised with KeyWatcher.

1. Select the "Reserve Key" option in the Select Command field.
2. Select the site that you want to reserve a key in. This will populate the User and Key dropdown fields with the Users and Keys within that site.
3. Select the User that is reserving the Key and the Key to be reserved.
4. Enter the Start and End Times and Dates for the reservation as well as a Description (a description is required).
5. Click OK to invoke the Reservation command.  
**Note:** An error may occur where a Key cannot be reserved through this command. This is most likely due to insufficient permissions for the selected user within KeyWatcher. Check whether this user should have permission to access said key; permissions can be modified using KeyWatcher TrueTouch.
6. These reservations are one-time reservations. Existing reservations can be modified to reoccur using KeyWatcher TrueTouch.

### Cancelling Reservations

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1. Select the "Cancel Reservations" option in the Select Command field.
2. Select the Site containing the Key whose reservations you wish the cancel. This will populate the Key field with the keys within that site.
3. Select the Key whose reservations you wish to cancel.
4. Click OK to invoke the Cancel command.  
**Note:** this will cancel all reservations for this Key.