SAVANCE WORKPLACE

# AMAG Integration Setup Guide

Phone: 248-478-2555

Email: support@savanceworkplace.com

www.savanceworkplace.com

© 2024 | Savance

Last Updated: 12/16/2024

# Overview

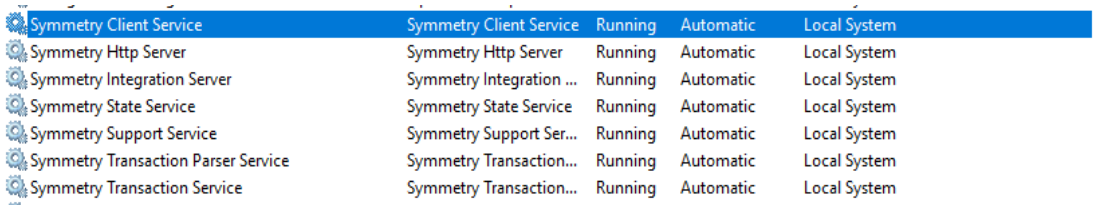
This is a basic guide to the setup and troubleshooting of your AMAG integration for Savance Workplace. It will show you where to get some of the information that you need to input, as well as explanations as to what each of the settings does, and how you should configure them.

# Prerequisites

This is a shortlist of the configuration and system requirements.

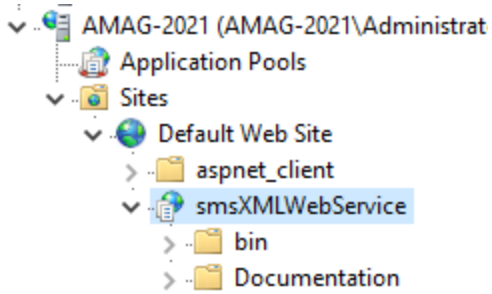
- For configuration requirements, please check these AMAG Integration Notes
- Make sure that all the following Symmetry services are installed and running (should be available with the status as **"Running"** under Windows services),

  **Symmetry Services**




- Make sure that the following XML Open Integration Module service (smsXMLWebService) is available in IIS and running,

  **smsXMLWebService**



- Make sure you know all of the following information in order to connect Workplace to the XML Open Integration Module service.
    - API Username
    - API Password
    - API URI: Local IPV4 Address, DNS Name or Fully Qualified Domain Name, port number of the machine running XML Open Integration Module service. The default port is 80.
      https://{HostIP:Port}/smsXMLWebService/SMSXMLWebService.svc

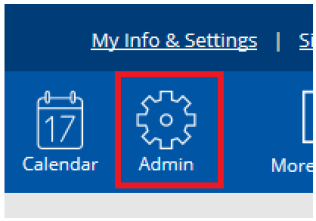
For more information on the setup of the XML Open Integration Module service, please refer to XML Open Integration Module service Setup

# Creating The Integration

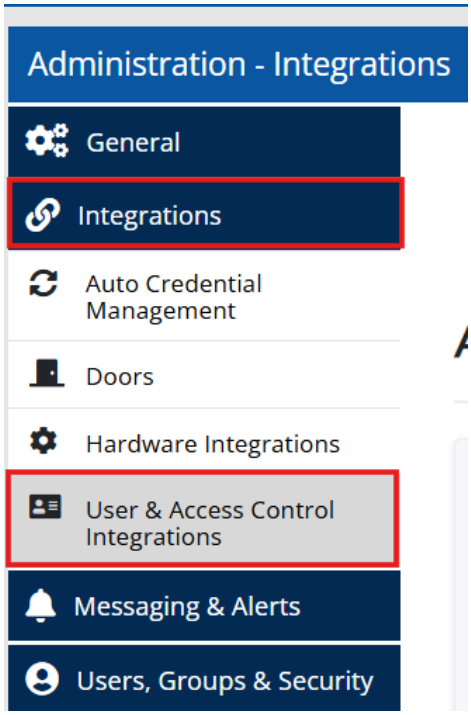
Log into your Savance Workplace web account, at cloud.savanceworkplace.com.

IF you are using an On-Premise Version, please navigate to https://YourServerNameOrIP in any web browser (Configured during the On-Prem Installer IIS prompts).

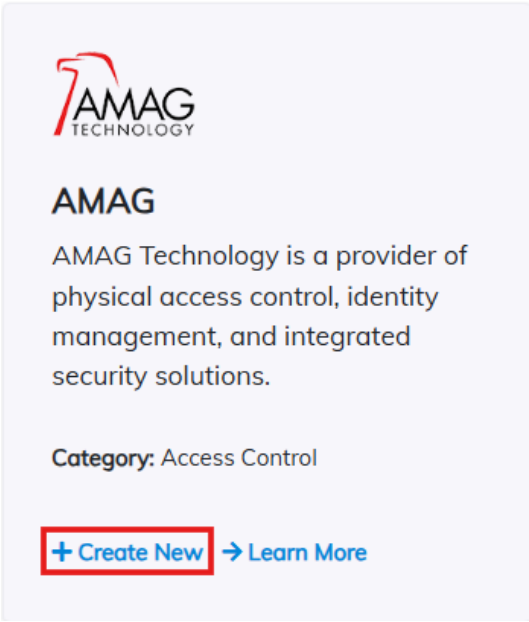
Click **Admin** in the top right of the webpage



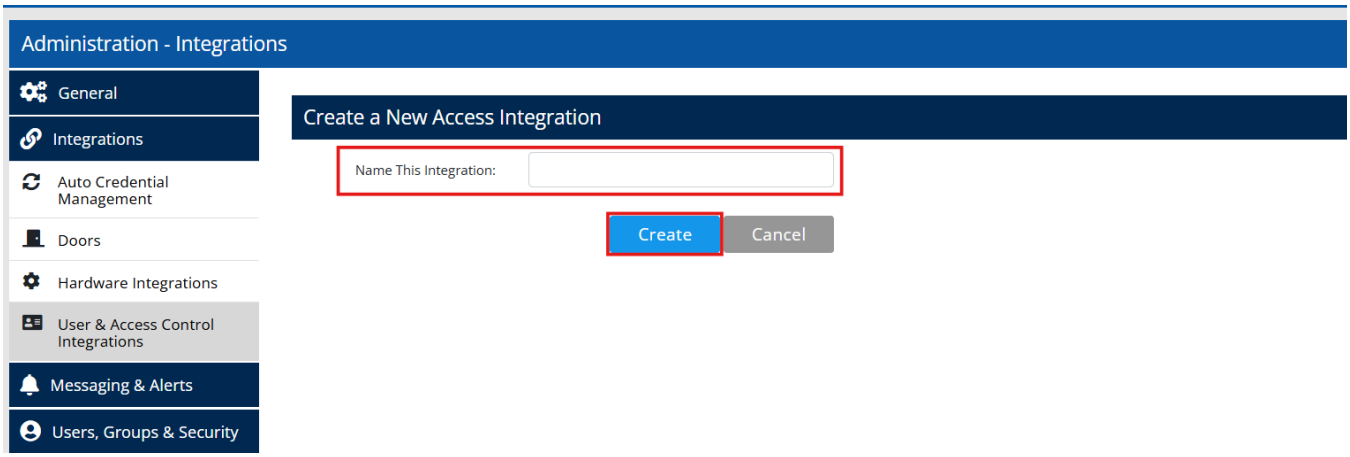

Click on **Integrations** and select **User & Access Control Integrations** from the drop-down menu.



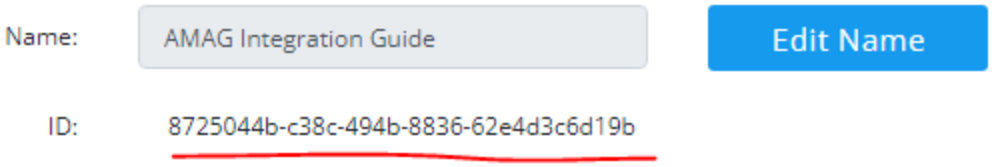

Scroll down to the AMAG Integration box and click on the + Create New button



From the drop-down menu, select **OnGuard** as your provider. Give your integration a name to remember it by, then click **Create.**




Your new integration has now been created. You'll notice the integration's ID is located just beneath its name. Save this ID for later. This is the ID that you'll use to configure the connector.



# Configuring the Integration

Under the Integration Settings header, you'll notice all the settings you can configure:

### Integration ID:

The integration ID is automatically generated. You will need this GUID for the Connector.

### Integration Enabled:

If this is set to **No**, the connector and integration will not be active.

### API Username:

The username of the Operator in Symmetry that has permission to use the XML Open Integration Module API to read system information, credentials, and events.

### API Password:

The password is associated with the API Username of the Operator in Symmetry.

### API URI:

http://[HostIP]:[Port]/smsXMLWebService/SMSXMLWebService.svc
**HostIP:** the network location of the machine that runs Symmetry and XML Open Integration API services.
**Port:** the network port on which XML Open Integration Module Service is configured to run. If you haven't changed it, the default port will be used. Remember to check whether the services are running before testing your API Call from the Integration page.

### Default User Password:

When a cardholder is synced into Workplace, they are assigned a username and password for login into Workplace. This is the default password that any synced users are assigned. A user's password can be changed from the default at any time

by right-clicking on a user, selecting **Administer User,** and then typing a new password in the password and confirm password box.

### Default Door Status:

When a new card reader is synced through the integration, this is the status that it will assign people in Workplace. You can always change the status that readers assign people through the **Doors** menu in the Admin page.

### Default Door Location:

When a new card reader is synced through the integration, this is the location that it will be marked as located in Workplace. You can always change the location of the reader through the **Doors** menu in the Admin page.

### User Groups Sync White List, User Groups Sync Black List:

These are a CSV (comma-separated values) list of user groups Access Codes in Symmetry through which you can select certain groups of people to be synced or ignored.
White List: Only people who do have an **access code** listed here will be synced.
Black List: Only people who **do not have** an access code listed here will be synced.
-Note: Only the white list or the black list can be used at one time.

### Sync User Photos:

If this option is set to **Yes**, cardholders with a picture will have their photo imported into Savance Workplace, where it can be displayed on status boards and in the web client.

### Sync User Details:

If this option is set to **Yes**, The EmailID and credentials belonging to the Cardholder will be synced.

### Sync Users on Event Activity:

When the connector is running, and a cardholder without a Workplace account swipes a card, Workplace will try to create a profile for the user in Workplace automatically. If this setting is set to **No**, Workplace will ignore these inputs.

**Sync Door on Event Activity**:

When the connector is running, and an access event occurs on a card reader that has not been synced with Workplace yet, Workplace will try to add the reader as a Door in Workplace automatically. If this setting is set to **No,** Workplace will ignore these inputs.

**Polling Interval (seconds):**

How often the Connector will request new access events from the integration? This is currently the only supported method. This setting will only

**Sync User Interval (minutes):**

If greater than 0, the time between each UserSync that the connector executes to check for new Symmetry cardholders.

**Sync Door Interval (minutes):**

If greater than 0, the time between each DoorSync that the connector executes to check for new AMAG readers.
**Note:** Sync Doors on Event Activity means when an event is received by the Connector service, the system will create a new door if it doesn't recognize the door sent with the event.
If it's greater than 0, Sync Door Interval will sync all doors every X number of minutes.
If you want to disable automatic door sync, Sync Doors On Event would be set to off, and Sync Door Interval must be 0.

**Panel Time Zone**:

The time zone of the location where the AMAG readers are installed.

**Custom Field Name For EmailID:**

An AMAG custom field name is used to retrieve a cardholder's email address.

After you select and input all of the settings that you need, make sure to click **Save Settings**. If you forgot to input a required value, make sure you fix that.

**Before** you set up the connector, make sure that the AMAG Server service is running, and you're connected to it by clicking the "Test API Call" button

# Configuring a Workplace API User

You may need to add an API user to the Workplace organization for the integration. As a master admin user, open to the Admin portal. Then, navigate to the http(s)://[UrlOfYourInstallion]/Administration/APIM.aspx page. This is the only time you will need to visit this page. Add an API user. The page will generate a public ID and secret key you will need when configuring the connector.

If you already have an API user created for use with the Hardware Agent or attended visitor management, you can use the already generated public ID and secret key for the AMAG connector.

## Installing the Connector

The connector is the software that forwards live events, such as badge swipes, to your installation of Workplace. This allows you to swipe a card at your AMAG readers, and see the status change in Workplace nearly instantly. You have to run it as a Windows Service.

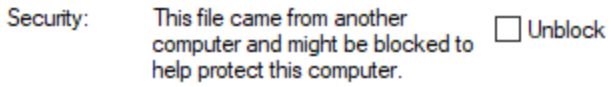
Get the latest Workplace Connector from Latest Connector. Before you unzip the file, make sure you right-click it and go to Properties and Unblock the file if the option is available (see below).

Extract it in C:\EIOBoard Connector. If you plan to install it in another location, edit the InstallEbConnector.bat file and edit where it says "C:\EIOBoard Connector\EBConnectorService.exe " with your preferred file path. Later when you perform the install, you'll be able to run the installer by double-clicking this .bat file.
Note: Be sure to set the Service Startup Type to Automatic (Delayed) from the Windows Services Manager.

Simply run InstallEbConnector.bat in the same folder where the Connector was extracted. There will be a 'Commit phase' that completes after a successful install. If you see any indication of an attempted 'Rollback' and all the file paths are correct, this means you are either not allowed to install the service or the dependencies for the service are missing. Manually install .NET 4.7.2 or the version of .NET declared in the .config file mentioned earlier.

Additionally, you should attempt to run the service from the current directory as an executable. It will give you a better understanding of what's wrong with the installation. If you see an information message that asks you to start a service through the appropriate channels, you can assume the installation succeeded.

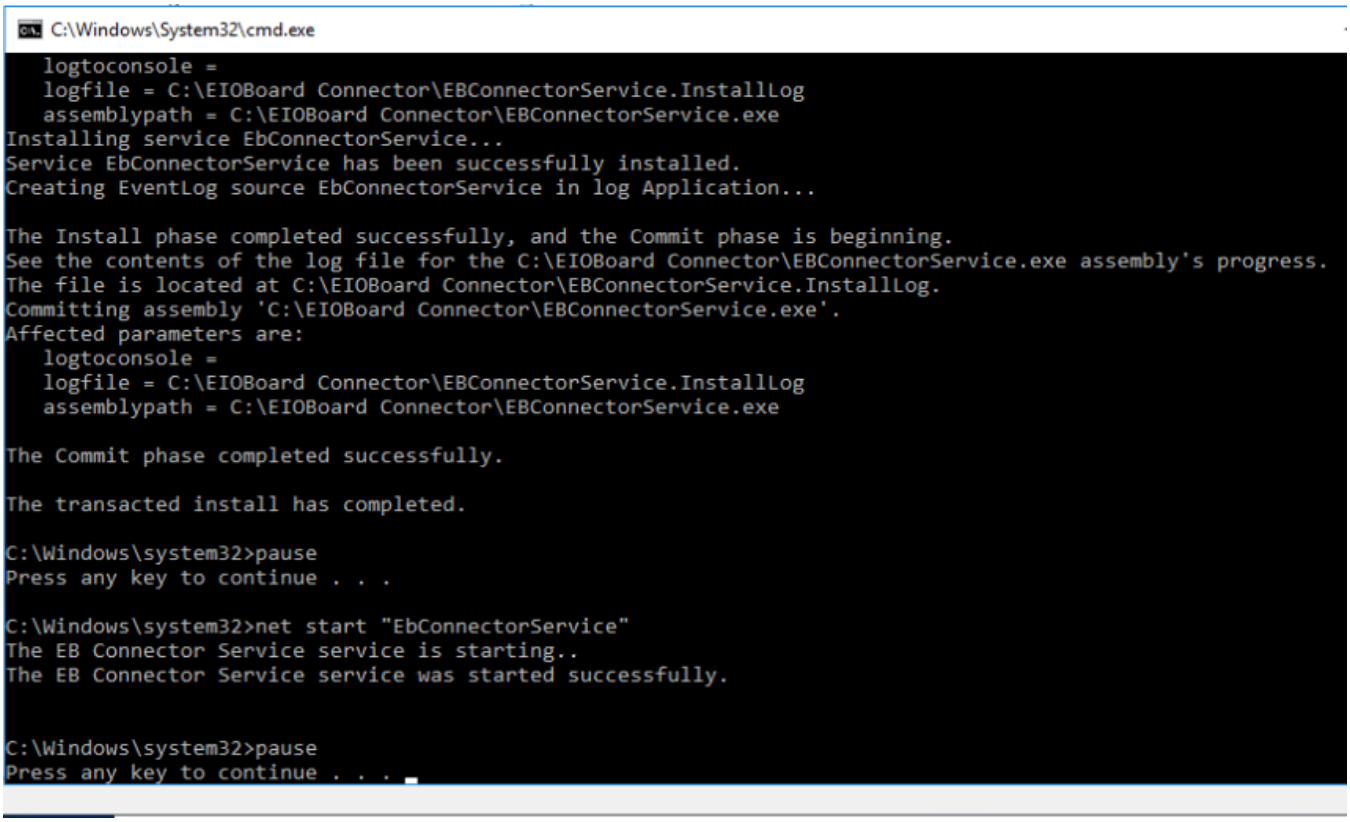
If there are errors, right-click EBConnectorService.exe and view properties. If you see:




Make sure to check Unblock and then try the installation again.

Remember, to install it in another location, edit the InstallEbConnector.bat file and edit where it says "C:\EIOBoard Connector\EBConnectorService.exe":

After the first pause, the batch file will also start the connector service. The service can be managed through the Windows services app.




## Configuring the Connector

Next you'll need to edit the Settings.json file. The following highlighted settings should be modified to values appropriate for your environment. The rest can remain unchanged:

Settings.json:

{
"pluginName": "AMAGPlugin.dll",
"pluginLocation": "plugins\\AMAG",
"integrationPartner": "AMAG",
"integrationID": "630267FB-6829-43D2-9651-66222C33DB55",
"apiPublicID": "D779FFBF-B04E-4B86-AE1B-9765EE6C8A73",
"apiSecretKey": "8BCFB00F-AF24-4E68-8145-29D73DDC6C96",
"ebApiUrl": "http://v10test.eioboard.com/eioboard/api",
"ebAppId": "",
"smtpServer": "smtp.gmail.com",
"smtpUsername": "JasonCurley@savance.com",
"smtpPassword": "",

"smtpPort": "",
"toEmail": "",
"fromEmail": "",
"logFilePath": "C:\\EIOBoard Connector\\logs\\",
"logFileSize": "",
"logging": "2",
"maxNoOfBackups": "10",
"maxRetryAttempts": "5",
"lastEventSyncedDateTime": ""
}

Here are the settings in detail, remember to remove any extra whitespace when entering them into the config.

### pluginName

Name of the plugin which is used to connect with AMAG server

### pluginLocation

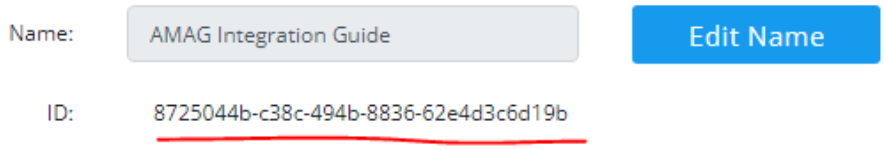
Location of the plugin file.

### integrationPartner

This needs to be set to “AMAG”. Because we support many access control systems from different companies, this lets the Connector know what type of integration you’re setting up.

### integrationID

This will be the Integration ID that was generated upon creation of the integration in Workplace:




### apiPublicID and apiSecretKey

These are the API Public Key and API Secret provided to you by Savance, to gain access to the Savance Workplace API. For intranet (on premise) installs you will be

able to generate these yourself by going to http://[Your Server IP]/eioboard/Administration/apim.aspx. You'll need to be logged in as an Workplace Master Admin to have access to the page, to log in, go to cloud.savanceworkplace.com, and enter your credentials.

### ebApiUrl

This is the URL of the Savance Workplace API. For Cloud accounts this will be:
https://cloud.savanceworkplace.com/api
For on premise installs, this will be:
https://[Your Server IP]/eioboard/api

### ebAppId

This setting is not needed for AMAG integrations.

### smtpServer, smtpPort, smtpUsername, and smtpPassword

These settings are optional and if configured will be used to send email alerts when the Connector loses connection with Symmetry. The connector is designed to recover from lost connections automatically, but these emails can be useful for checking the connection and making sure missed events are synced up.

### logFilePath

This setting is optional but recommended. The connector will create log files at the specified path location. These can be useful for troubleshooting connection issues and will not take up more than 100MB of disc space.

### LogFileSize

This setting is optional which is used to set the max size of the log file.

### maxNoOfBackups

This setting is optional, which is used to set the maximum number of back up files that should be maintained in the system.

### maxRetryAttempts

This setting is optional which is used to set the maximum number of times the connector can restart itself in case of failure.

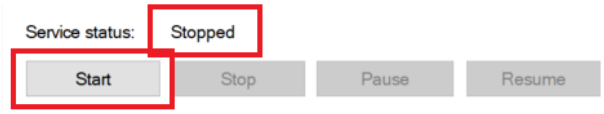
### lastEventSyncedDateTime

This setting is optional. The connector will update the value of this setting with the date time of the last event synced to Workplace. In case of any failure, it will start syncing events from that particular date time.

## Configuring the Default Service Settings

To make sure the connector is running:

- Press the windows key and R, then type “services.msc”
- Right click on “EBConnectorService”, click “Properties”
- If “Service status” is “Stopped”, click “Start”




To make sure the connector always runs:

- Press the windows key and R, then type “services.msc”
- Right click on “EBConnectorService”, click “Properties”
- If “Startup type” is set to Manual, change it to “Automatic (Delayed Start)”

- Click “Apply”, and the “OK” in the bottom of the window.

We are planning and developing a utility app for managing the Connector service, settings, and viewing logs.

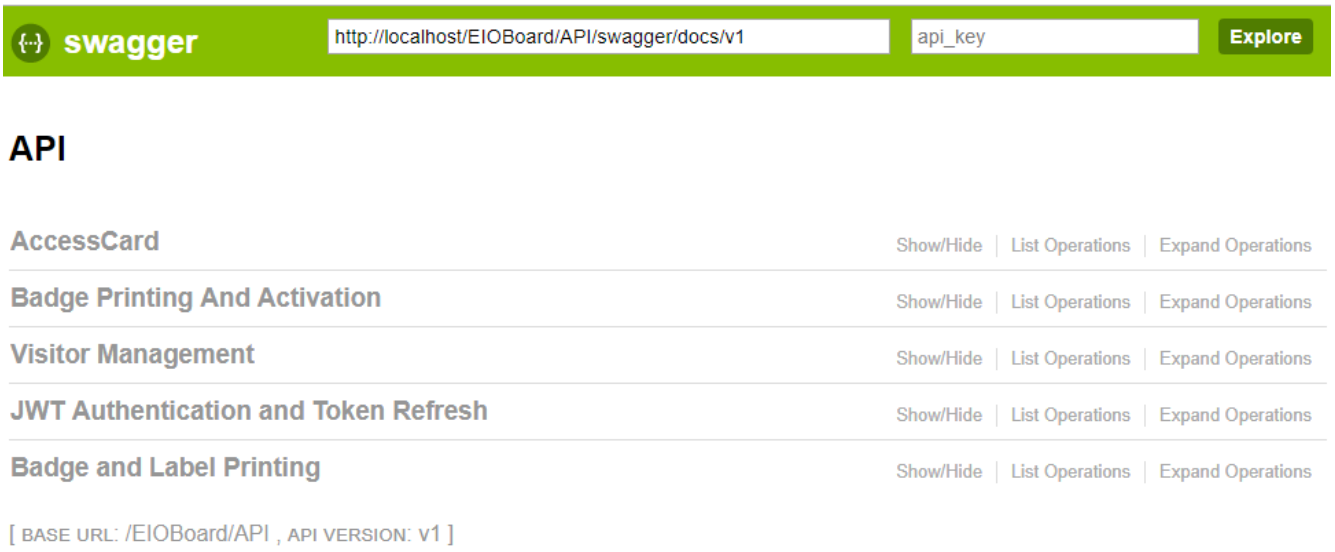
## Conclusion

This completes AMAG integration with Savance Workplace. You can remove any downloaded zip files created during the installation.

# Troubleshooting the Connector

Check the log file for errors. If it says it's having trouble connecting to the Workplace API, check that the settings for IntegrationID, APIKey, and APISecret are set properly and with no White space. For on prems, also check that the Workplace API is configured correctly by going to <customer hosted site>/EIOBoard/API/swagger. The /EIOBoard may not be necessary if the site was installed under the Default Site instead of a virtual directory.

If you get an error message instead of a screen that looks like this:




If that's working correctly, check the physical location for the API, make sure it was installed correctly.

# Troubleshooting the Integration

Please check the linked server **{Linked Server Name}** between the **AMAG DB server** and **Workplace DB server** is configured properly.

Please check the following settings are set correctly in **API** and **WrokplaceWeb** config files,

```
<add key="AMAGSupportsMultipleCards" value="1" />
<add key="AMAGMaxCardsAllowed" value="10" />
<add key="AMAGCompanyName" value="[Company Name]" />
<add key="AMAGCertificateName" value="SMSXMLWebSite" />
<add key="AMAGLinkServerName" value="[LinkedServer Name]" />
<add key="AMAGDatabaseName" value="multiMAX" />
<add key="AMAGEventDatabaseName" value="multiMAXTxn" />
```

**AMAGSupportsMultipleCards** = 1 and **AMAGMaxCardsAllowed** settings are required for creating multiple cards for a cardholder in the AMAG system.
If multiple cards are not supported in AMAG then set **AMAGSupportsMultipleCards** = 0

**AMAGCompanyName** setting is required to create a person in AMAG.

**AMAGCertificateName** setting is required for making api calls, by default it is SMSXMLWebsite.

**AMAGLinkServerName** and **AMAGDatabaseName** settings are required for retrieving card formats, facility codes and company details.

**AMAGLinkServerName** and **AMAGEventDatabaseName** settings are required for event sync (manual).