

StarNet 2TM

Security Management System

User's Guide

S2DA0202-001 Rev D

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Senstar Corporation's Quality Management System is ISO 9001:2015 registered.

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Overview

The StarNet 2 Security Management System (SMS) provides monitoring, operation, and alarm management of Senstar intrusion detection systems and third-party security products. This User Guide provides general procedures for StarNet 2 operators. For detailed information about StarNet 2, refer to the Installation and Configuration Guide S2DA0102-001.

Starting the StarNet 2 workstation application

To start the StarNet 2 workstation application:

1. Double-click the StarNet 2 Workstation icon on your desktop.
(If the Workstation icon isn't on your desktop, right-click the Service Manager icon in the tasktray and select StarNet 2 Workstation).
2. If prompted, enter your assigned Username and Password and then click Login.

The main screen is displayed, showing the picture-maps and current sensor states for your site.

Main screen

The main StarNet 2 screen shows the sensors on a set of picture-maps. Status information about the system and equipment is also provided on the main screen in the Status area, System control tree and Event queue. From this screen you can acknowledge, reset, and mask alarms.



Figure 1: StarNet 2 SMS Workstation Screen

Picture-maps

Picture-maps show the status of the sensors on a custom image. If Event Automatic Mode is enabled (Tools > Display > Event Automatic Mode), the system jumps to the picture-map with an active alarm.

To switch between picture-maps:

- Click on an alarm in the Event queue.
- Click on the picture-map thumbnail (if displayed).
- Select the picture-map or a sensor from the System Control tree.

Status area

The Status area contains tabs that display information related to the alarm that is currently selected in the Event queue:

- **Status:** Shows the history of the alarm.
- **Tasks:** Lists any operator tasks associated with the alarm.
- **Notes:** A space in which the operator can add time-stamped notes related to the alarm.
- **More Info:** Displays technical information about the sensor generating the alarm.

System Control tree

The System Control tree contains a list of all the picture-maps, sensors, rules, and stations used in the system.



Figure 2: System Control tree

- Click on a picture-map or sensor node to display it in the picture-map area.
- The Station nodes show the network connectivity of each workstation.
- The Rule nodes let you manually invoke and cancel rules, if configured.

Event queue

The Event queue lists all the active alarms and events in the system. The Event queue is divided into the following columns:

Column	Description
Event	Description of the event
Sensor	Name of the sensor generating the event
Time	Time event started
Station	Name of the Workstation currently handling the alarm
Priority	Priority level of the alarm
Current State	The state of the sensor (not the alarm). For example: alarm, secure, disconnected, etc
Alarm Type	Category of event
Update Time	Time event was acknowledged or transferred

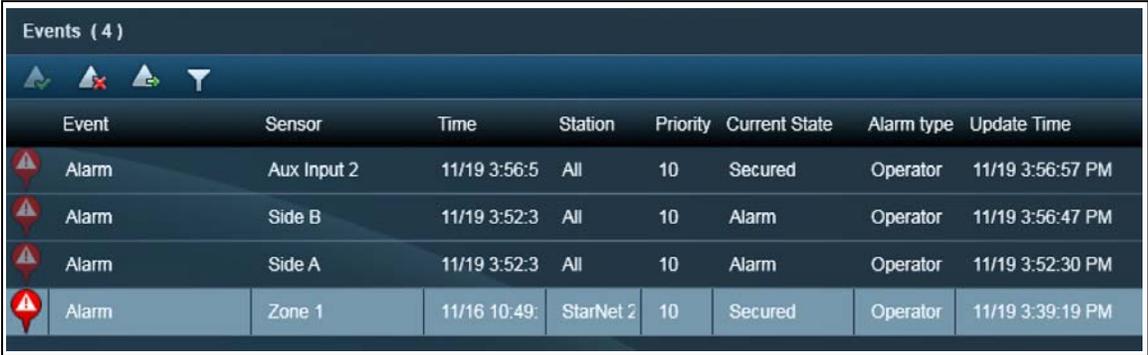


Figure 3: Event queue

When using the Event queue, you can:

- Show or hide columns by right-clicking on the headings and selecting the columns.
- Change the order of the columns by dragging the heading.
- Sort the queue by clicking on a heading.

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Operator procedures

Sensor alarms

Sensor alarms appear as flashing red on the picture-maps when a sensor enters an alarm state. If a line sensor is configured with ranging, the approximate location of the disturbance is shown as a yellow dot (multiple dots mean multiple intrusion attempts). The alarms stay flashing red until acknowledged by an operator (even if the sensor has returned to a secure state).

Depending on the alarm routing, an active, unacknowledged alarm may appear on all workstations, or on some workstations, and may be assigned to a specific workstation (see the Assigned column in the Event queue).

Note

Select the silence button to silence the alarm sound without acknowledging the alarm.

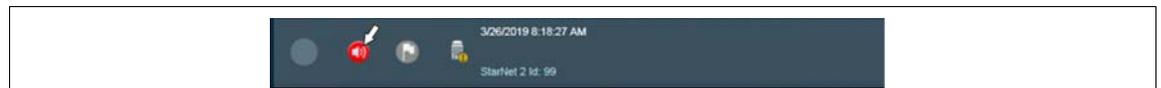


Figure 4 Alarm silencer button

To respond to an alarm:

1. Select the alarm in the Event queue or right-click the flashing sensor icon on the picture-map and select Acknowledge.
The alarm changes from flashing red to solid red, and is now assigned to you. If you cannot process the alarm, you can click Forward to transfer it to another workstation (if allowed).
2. Respond to the event according to your alarm handling procedures. Click the Tasks tab to show any set procedures that should be followed. After performing each procedure, click Done or select the appropriate menu item.
3. At any time after acknowledging the alarm you can add a time-stamped note regarding the incident. Click the Notes tab and enter a description of the event.
4. Click Reset to clear the alarm.
5. When prompted, enter an Alarm Closing Reason and click OK.

Masking sensors

Depending on the permissions of your account, you can mask (disable) a sensor either temporarily or permanently if it continues to generate alarms due to non-emergency situations (i.e. maintenance, authorized staff traffic, etc). Masked sensors do not generate subsequent alarm notifications.

To mask an alarm:

1. Right-click on the sensor in the picture-map.
2. Select Mask or Temporary Mask.
3. If you selected Temporary Mask, enter the amount of time before the sensor becomes unmasked and click OK.

Note By design, you cannot mask equipment diagnostic events.

Network alarms

If at anytime a workstation or a sensor loses network connectivity with the StarNet 2 network, the status is displayed on the screen:



Figure 5: System Status - Network Alarms

- Network loss affecting your workstation: The Network Status icon changes and a pop-up appears that indicates which system has lost connection. Depending on the issue, other workstations may be affected.
- Sensor loss: If a sensor turns grey on the picture map (either a line or icon with an X through it), that sensor may not be functional.
- You can expand the Stations node in the System Control tree to view the network state of each workstation.

Controlling relays

If a sensor has network-controllable relays, you can manually turn them on or off:

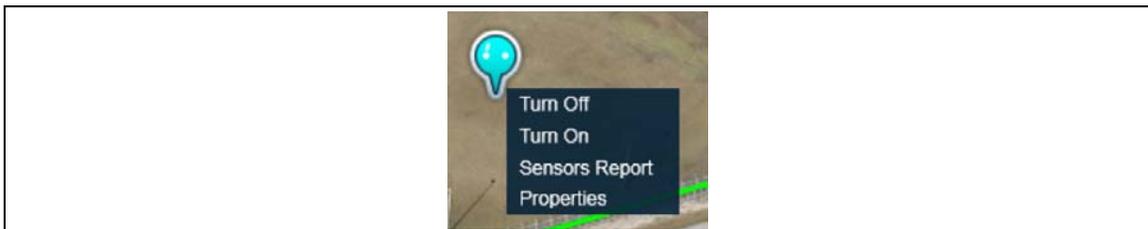


Figure 6: Relay controls

- If the relay has an icon on a picture-map, right-click the icon and select Turn On or Turn Off.
- You can also right-click on the relay node in the System Control tree and select Turn On or Turn Off.

Activating rules

StarNet 2 can invoke rules (actions) when certain conditions occur. Rules can be:

- configured to allow manual control,
- placed on a map for Operator activation,
- assigned to on-screen relay controls, or
- automatically triggered by events or schedules.

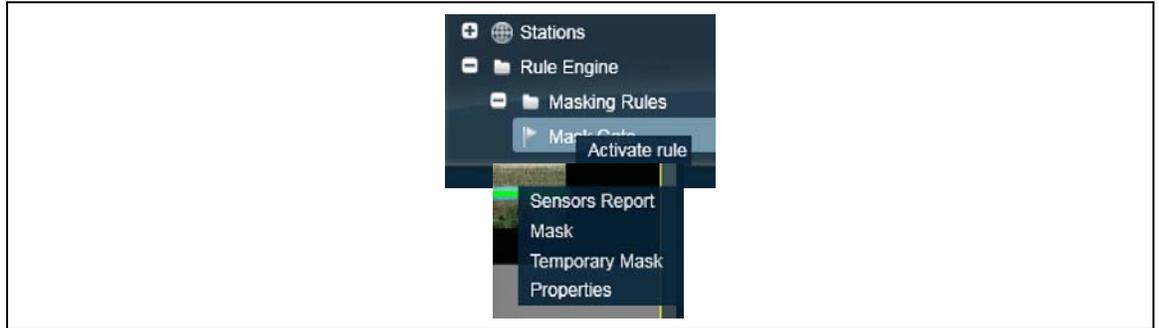


Figure 7: Activating rules

To manually activate a rule:

1. In the System Control tree, expand Rules Engine > <Group>.
2. Right-click on the rule and select Activate Rule.
3. Right-click the rule on the map and select Activate Rule.

Reports

StarNet 2 records information about each event, sensor state change, and operator action. You can view this data from within StarNet 2 and you can export the information to a file.

Report	Description
Event	Lists the alarms that occur over a period of time
Sensors	Lists the states of the specified sensors over a period of time
Audit	Lists operator actions (e.g. login, logout) over a period of time
System	Lists the state of the StarNet 2 communication subsystems over time

Running Reports

To run an Event report:

1. Select Tools > Event Report.
2. Select the From and To dates and times. To select the entire range, click the X beside the field.
3. Select the Event Status criteria (hold down Control to select multiple items). Leave it blank to select all.
If required, select the Event Type folders (hold down Control to select multiple items). Leave it blank to select all.

-
4. Select filters: Click Procedures to filter the results by which operator procedures were invoked. Click Sensors to filter the results by specific sensors.
 5. Pick Execute. A list of all events is displayed.
 6. To review more information about a specific event, select the event and additional information is displayed below.
 7. To export the results, click the PDF or CSV (Excel-compatible) export buttons on the toolbar.
 8. Click the X to close the window and return to the Operator application.

To run a Sensor report:

1. Select Tools > Sensor Report.
2. Select the From and To dates and times. To select the entire range, click the X beside the field.
3. Select filters. Click Sensors to filter the results by specific sensors.
4. Pick Execute. A list of all events is displayed.
5. To export the results, click the PDF or CSV (Excel-compatible) export buttons on the toolbar.
6. Click the X to close the window and return to the Operator application.

To run an Audit report:

1. Select Tools > Audit Report.
2. Select the From and To dates and times. To select the entire range, click the X beside the field.
3. Select the criteria. Select the Action criteria (hold down Control to select multiple items). Leave it blank to select all.
4. Select filters. Click Sensors to filter the results by which sensors were affected.
5. Pick Execute. A list of all events is displayed.
6. To export the results, click the PDF or CSV (Excel-compatible) export buttons on the toolbar.
7. Click the X to close the window and return to the Operator application.

To run a System report:

1. Select Tools > System Report.
2. Select the From and To dates and times. To select the entire range, click the X beside the field.
3. Select the criteria. Select the Action criteria (hold down Control to select multiple items). Leave it blank to select all.
4. Pick Execute. A list of all events is displayed.
5. To export the results, click the PDF or CSV (Excel-compatible) export buttons on the toolbar.
6. Click the X to close the window and return to the Operator application.