

Customer Advice Note
CAN #191
Galaxy MAXPRO Cloud
Connection
Date: July / 2024

Introduction

In this Customer Advice Note, we detail the necessary configurations and steps to successfully connect **Galaxy Dimension** and **Galaxy Flex** systems to the MAXPRO Cloud. These guidelines are designed to help installers establish a stable and secure connection, thereby optimizing the performance and capabilities of their security systems within the MAXPRO Cloud environment.

Galaxy Dimension

Hardware:

- **Ethernet module: E080-10**
 - V4.16 for Latest MPC supported features.

- **Panel Version: 7.00 or above**
 - V7.04 for Latest MPC supported features.

Note: Please make sure the Ethernet Module is registered on the data bus. Once registered, make the following configuration changes in the control panel:

Via the keypad

Go to **56.4.01** = Module Configuration

Go to option **1 = IP Address** Enter the IP address for the Ethernet module (Note this is not an automatic process on these panels). This must be a unique, static IP address... The IP address used should be obtained by contacting the ISP or the site network administrator.

Option **2 = Site Name** (free text field used to identify site)

Option **3 = Gateway IP** (IP address of router)

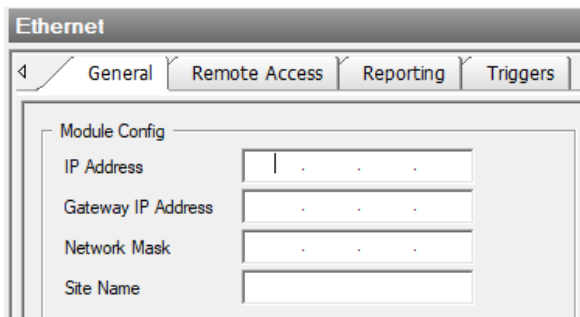
Option **4 = Network Mask** (Subnet masking)

Also make sure that the **Time** and **Date (Menu option = 41 TIME + DATE)** on the panel are correct.

1. All ISOM configuration is under menu **56.4.12=ISOM**. Leave all settings as default except for the items below.
2. Check **56.4.12.2.1= URL ADDRESS** should be <https://isom.galaxy.mymaxprocloud.com/isom>
3. DNS IP addresses need to be entered in menu **56.4.12.4=DNS**, if this information is not known your IT department should be able to provide it.
4. If a proxy server is required for internet access this can be entered in menu **56.4.12.3=PROXY SERVER**
5. In menu **56.4.12.1=CONNECTION** set this to Enable
6. Events and alarms must be shared with MAXPRO Cloud for the services to operate. This is achieved as follows:
 - a. **56.4.02.6.2= ACCOUNT NO** – set to 0000.
 - b. **56.4.02.6.1=TRIGGERS** – All triggers except for **14** and **17** should be **Enabled**. This is set by default. Menu Access and Max tag events are not supported by MAXPRO Cloud currently.
7. In menu option **51.87= Omit Signal** set to option **2= All Events**: When this option is selected all events, and all omit signals are sent to MPC.

Program via RSS

1. In Communications then Ethernet Module populate the module config section with **IP Address**
Enter the IP address for the Ethernet module (Note this is not an automatic process on these panels). This must be a unique, static IP address... The IP address used should be obtained by contacting the ISP or the site network administrator. Populate **Gateway IP address, Network Mask** and **Site Name**.



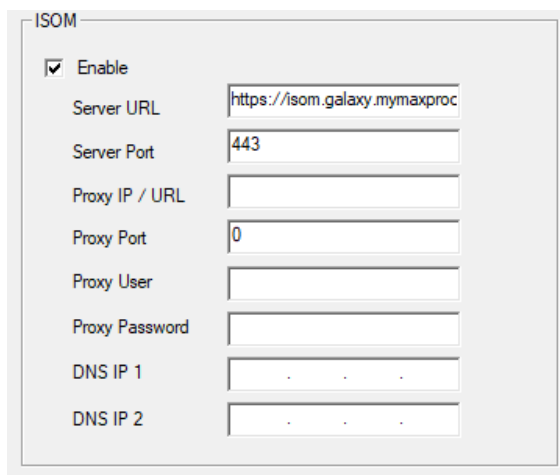
The screenshot shows the 'Ethernet' configuration window with the 'General' tab active. The 'Module Config' section contains the following fields:

IP Address	1 . . .
Gateway IP Address	. . .
Network Mask	. . .
Site Name	

2. Date and time please check virtual keypad and set correct date and time in (**Menu option = 41 TIME + DATE**)



3. Make sure ISOM connection is enabled. Populate **DNS** if using static ip address. Check **Server URL ADDRESS** should be <https://isom.galaxy.mymaxprocloud.com/isom>



The screenshot shows the 'ISOM' configuration window. The 'Enable' checkbox is checked. The 'Server URL' field contains 'https://isom.galaxy.mymaxproc'. Other fields include:

Server URL	https://isom.galaxy.mymaxproc
Server Port	443
Proxy IP / URL	
Proxy Port	0
Proxy User	
Proxy Password	
DNS IP 1	. . .
DNS IP 2	. . .

4. In Ethernet Reporting, program the ISOM account number as **0000**

Ethernet

4 / General / Remote Access / **Reporting** / Triggers

Alarm Reporting

Format: SIA

Level: 3

Receiver: SINGLE

Protocol: TCP

Account: []

Primary IP Address: 20 . 74 . 64 . 74

Primary Port Number: 10000

Secondary IP Address: []

Secondary Port Number: 10002

ISOM

IP Address: []

Port Number: []

Account Number: 0000

5. Enable all triggers for Ethernet except for **14 Menu Access** and **17 MAX TAG** by checking the options under **ISOM** trigger tab. **Note** Menu Access and Max tag events are not supported by MAXPRO Cloud currently.

Ethernet

4 / General / Remote Access / Reporting / **Triggers**

Check All / Uncheck All

Check All / Uncheck All

ISOM Trigger	Alarm Reporting Trigger
<input checked="" type="checkbox"/> PA/DURESS	<input checked="" type="checkbox"/> PA/DURESS
<input checked="" type="checkbox"/> INTRUDER	<input checked="" type="checkbox"/> INTRUDER
<input checked="" type="checkbox"/> 24 HOURS	<input checked="" type="checkbox"/> 24 HOURS
<input checked="" type="checkbox"/> SECURITY	<input checked="" type="checkbox"/> SECURITY
<input checked="" type="checkbox"/> CUSTOM ZONES	<input checked="" type="checkbox"/> CUSTOM ZONES
<input checked="" type="checkbox"/> FIRE	<input checked="" type="checkbox"/> FIRE
<input checked="" type="checkbox"/> SET FAULT / TEST	<input checked="" type="checkbox"/> SET FAULT / TEST
<input checked="" type="checkbox"/> OMIT	<input checked="" type="checkbox"/> OMIT
<input checked="" type="checkbox"/> TAMPER	<input checked="" type="checkbox"/> TAMPER
<input checked="" type="checkbox"/> SETTING	<input checked="" type="checkbox"/> SETTING
<input checked="" type="checkbox"/> RESET/CANCEL	<input checked="" type="checkbox"/> RESET/CANCEL
<input checked="" type="checkbox"/> MODULE/COMMS	<input checked="" type="checkbox"/> MODULE/COMMS
<input checked="" type="checkbox"/> ELEC STATUS	<input checked="" type="checkbox"/> ELEC STATUS
<input type="checkbox"/> MENU ACCESS	<input type="checkbox"/> MENU ACCESS
<input checked="" type="checkbox"/> TROUBLE / TIMERS	<input checked="" type="checkbox"/> TROUBLE / TIMERS
<input checked="" type="checkbox"/> LOG ZONE	<input checked="" type="checkbox"/> LOG ZONE
<input type="checkbox"/> MAX TAG	<input type="checkbox"/> MAX TAG
<input checked="" type="checkbox"/> ZONE RESTORAL	<input checked="" type="checkbox"/> ZONE RESTORAL
<input checked="" type="checkbox"/> SUPERVISION	<input checked="" type="checkbox"/> SUPERVISION
<input checked="" type="checkbox"/> FAULT	<input checked="" type="checkbox"/> FAULT

6. Make sure Omit signal in System Parameters is set to all events.

The screenshot shows the 'System Parameters' configuration page with four tabs: Parameters 1, Parameters 2, Parameters 3, and Parameters 4. The 'Parameters 3' tab is active. The settings are organized into several sections:

- RF Section:**
 - RF Bat Delay: 100 hours
 - RF Jam Delay: 5 minutes
 - RF Stop Set: 20 minutes
 - RF Jam:
 - RF Stop Mode: Disabled
 - PA:
 - RF Learn Alert:
- RF Supervision Section:**
 - Silent Alarm: Normal
 - Debounce: Normal
- Seismic Test Section:**
 - Start Time: 0
 - Intervals: 0
- Omit Signal Section:**
 - Omit Signal: All Events
 - Remote Exit Mode:
 - Remote Exit Time: 30
- SIA Time/Date Section:**
 - Format: Basic
 - Extended Date Format: YY-MM-DD

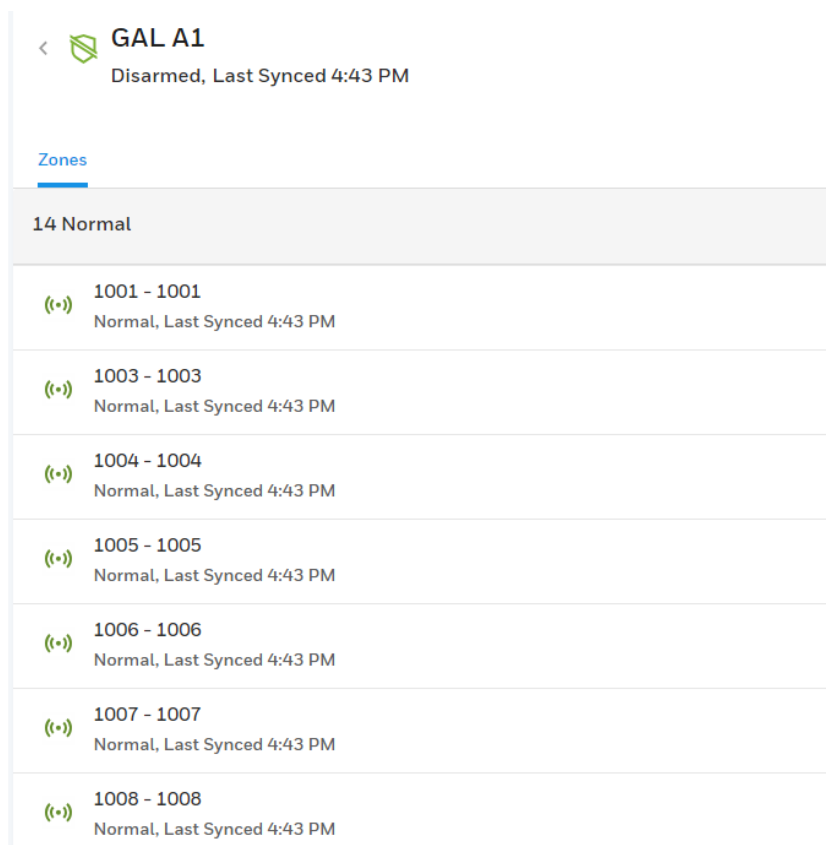
7. Sync with MPC cloud through sync option on Galaxy Controller Page.

The screenshot shows the 'GALAXY-520_1' Overview page. The page is divided into several sections:

- Overview:** Shows the device name 'GALAXY-520_1' and its status 'ONLINE'.
- Time Zone:** (UTC+00:00) Dublin, Edinburgh, Lisbon, London
- Continuous Connection Since:** 03/04/2024 01:57:08
- ALARMS:** A 'VIEW' button is present.
- CONFIGURATION SYNC WITH MPC:** A 'SYNC' button is visible. Below it, 'Last Synced on' is 04/04/2024 17:48:02.
- GATEWAY FIRMWARE VERSION:** Current Version: F207-00-414
- ADVANCED SETTINGS:** A 'REPLACE GATEWAY' button is visible.

8. Log out and log in from MPC if already logged in.

9. Check Visual Management for status.



The screenshot displays the GAL A1 Visual Management interface. At the top, it shows 'GAL A1' with a shield icon and the status 'Disarmed, Last Synced 4:43 PM'. Below this, a 'Zones' section is highlighted in blue. A grey header bar indicates '14 Normal' zones. The main content area lists seven zones, each with a green status icon (two dots in a circle), a zone ID, and the status 'Normal, Last Synced 4:43 PM':

Zone ID	Status	Last Synced
1001 - 1001	Normal	4:43 PM
1003 - 1003	Normal	4:43 PM
1004 - 1004	Normal	4:43 PM
1005 - 1005	Normal	4:43 PM
1006 - 1006	Normal	4:43 PM
1007 - 1007	Normal	4:43 PM
1008 - 1008	Normal	4:43 PM

Trouble Shooting

On first connection if module fails to communicate with MAXPRO Cloud and appear Online, then please re start the Ethernet Module or alternative perform a **51.17= Restart**

Note: If Connecting Outside of Europe Use this ISOM Connection URL

<https://isom.galaxy.mymaxprocloud.eu/isom>

Galaxy Flex

Hardware required:

- **Ethernet module: A083-10**
 - V4.16 for Latest MPC supported features.
- **Panel Version: 3.50 or above**
 - V3.54 for Latest MPC supported features.

Note: First connect the Ethernet module to the Flex panel and ensure it is registered on the data bus.

Via the keypad

Go to **56.3.3 = Ethernet module configuration**

- 1 = DHCP** (Enable or disable depending on network)
- 2 = IP Address** (Enter IP address if DHCP is not selected)
- 3 = Gateway IP** (IP address of router)
- 4 = Network Mask** (Subnet masking)

Also make sure that the **Time** and **Date (Menu option = 41 TIME + DATE)** on the panel are correct.

1. All ISOM configuration is under menu **56.3.3.9=ISOM**. Leave all settings as default except for the items below. **URL ADDRESS** should be <https://isom.galaxy.mymaxprocloud.com/isom>
2. If using a static IP address the DNS IP addresses need to be entered in menu **56.3.3.9.4=DNS**, if this information is not known your IT department should be able to provide it.
3. If a proxy server is required for internet access this can be entered in menu **56.3.3.9.3=PROXY SERVER**.
4. In menu **56.3.3.9.1=CONNECTION** set this to **Enable**
5. Events and alarms must be shared with MAXPRO Cloud in order for the services to operate. This is achieved as follows :
 - a. **56.1.2.5.1=ACCOUNT NO** – set to **0000**.
 - a. **56.1.2.5.2=TRIGGERS** – All triggers except for **13** and **16** should be enabled. This is set by default. Menu Access and Max tag events are not supported by MAXPRO Cloud .
6. In menu option **51.87= Omit Signal** set to option **2= All Events:** When this option is selected all events, and all omit signals are sent to MPC.

There is additional information on the ISOM connection under menu **61=DIAGNOSTICS**

Go to **61.1.06=COMM MODULES** and scroll to ETHERNET and press enter. Using the A key scroll through the options and you will see the **ISOM connection status:**

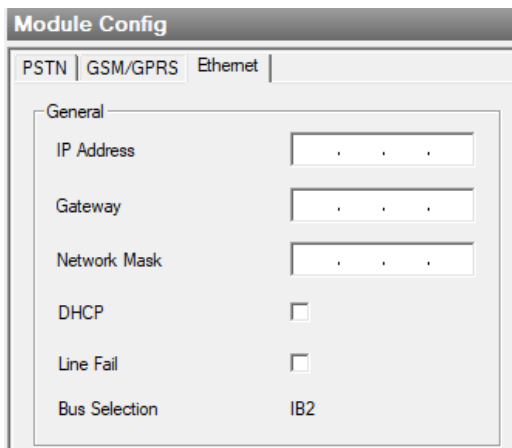
- **UNSUPPORTED** Ethernet module does not support ISOM protocol
- **UNKNOWN** Unknown state – module will restart connection
- **INIT.Initialising** MAXPRO Cloud and module connection
- **REGISTERING** Registering with MAXPRO Cloud
- **REGISTERED** Registered with MAXPRO Cloud
- **CONNECTING** Connecting to MAXPRO Cloud
- **CONNECTED** Connected to MAXPRO Cloud
- **FAULT** press # to get number and see table below
- **DISABLED ISOM** is disabled on the panel

If **FAULT** is displayed press the # key and an error code will be displayed. Reference the below table.

110	Module is not able to read panel model. Disable and enable ISOM mode in panel programming or restart the Ethernet module.
111	Module is not able to read zone and group configuration. Disable and enable ISOM mode in panel programming or restart the Ethernet module.
112	Module is not able to read panel time. Disable and enable ISOM mode in panel programming or restart the Ethernet module.
120	Error in security certificate. Not possible to solve in the field. Return module to Honeywell
121	Error in security certificate. Not possible to solve in the field. Return module to Honeywell
122	Error in security certificate. Not possible to solve in the field. Return module to Honeywell
130	Registration returns -1. Ensure network settings are correct (IP, Mask, GW, DNS) If all is OK then return module to Honeywell
131	Registration returns -2. Ensure network settings are correct (IP, Mask, GW, DNS)
132	Registration returns -3. Server accepting connection – Try again in a few minutes then check with Tech support
133	Registration returns -4. Secured connection unexpectedly closed – Try again in a few minutes then check with Tech support
134	Registration returns -5. Check registration URL in panel programming
135	Registration returns -6. It is not possible to send request. Check network connection.
136	Registration returns -7. It is not possible to receive answer from Server. Check network connection.
141	Registration returns 20. Server certificate might be wrong. Check with Tech support then return module to Honeywell.
142	Registration returns 9, 10, or 11. Device certificate not accepted. Check panel time and date is correct. If ok then return module to Honeywell
143	Registration returns 400 or 500. Problem with registration. Check with Tech support.
144	Registration returns 403. Check if MAC address is entered correctly. Module certificate may be wrong – replace module
145	Registration returns 404. Check if controller account is created in MAXPRO Cloud
150	Module didn't receive any connection details from registration server. Account might have been deleted in MAXPRO Cloud and created again. Wait for a while or check if account is created correctly in ISP
151	Connection failed. Wait for a few minutes or check if network is available or check if account is created on ISP

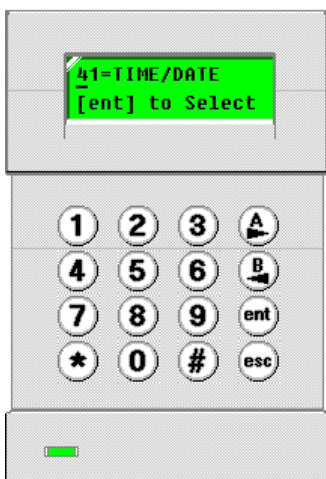
Program via RSS

1. In module Config for Ethernet, Enable or disable DHCP depending on network, Populate **IP Address** (Enter IP address if DHCP is not selected) **Gateway IP** (IP address of router) **Network Mask** (Subnet masking).

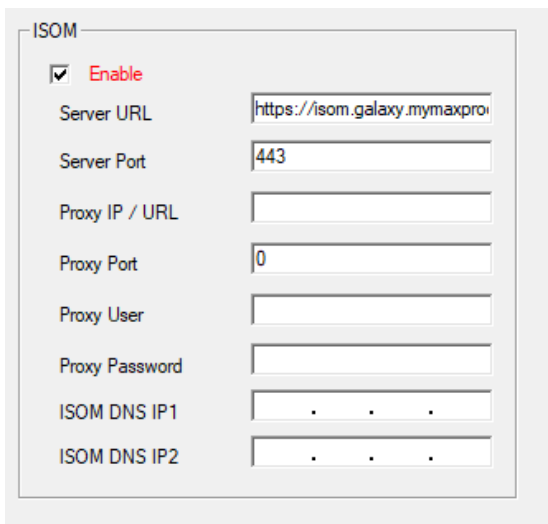


The screenshot shows the 'Module Config' window with the 'Ethernet' tab selected. Under the 'General' section, there are fields for 'IP Address', 'Gateway', and 'Network Mask', each containing three dots. There are also checkboxes for 'DHCP' and 'Line Fail', both of which are unchecked. The 'Bus Selection' is set to 'IB2'.

2. Date and time please check virtual keypad and set correct date and time in **(Menu option = 41 TIME + DATE)**

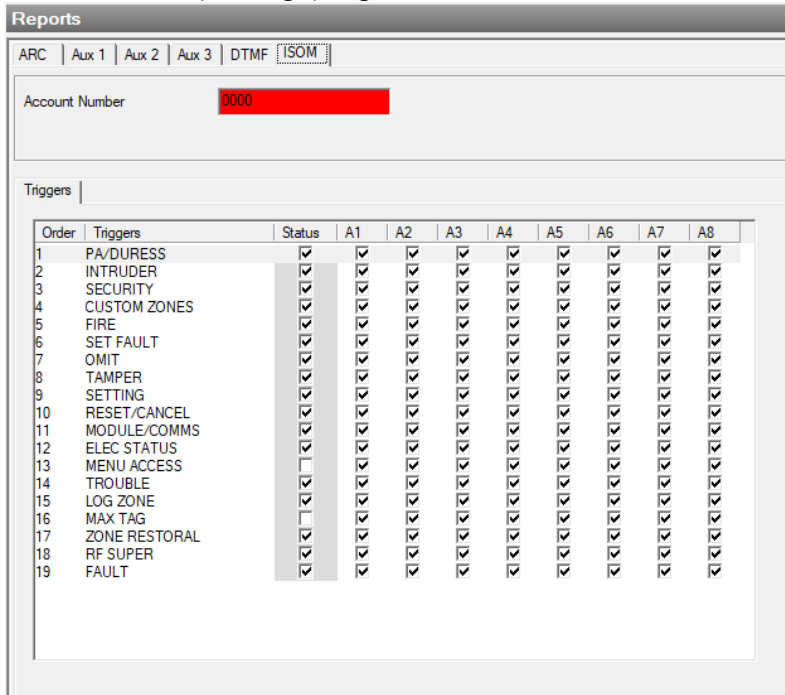


3. Make sure ISOM connection is enabled. Populate **DNS** if using static ip address. Check **Server URL ADDRESS** should be <https://isom.galaxy.mymaxprocloud.com/isom>

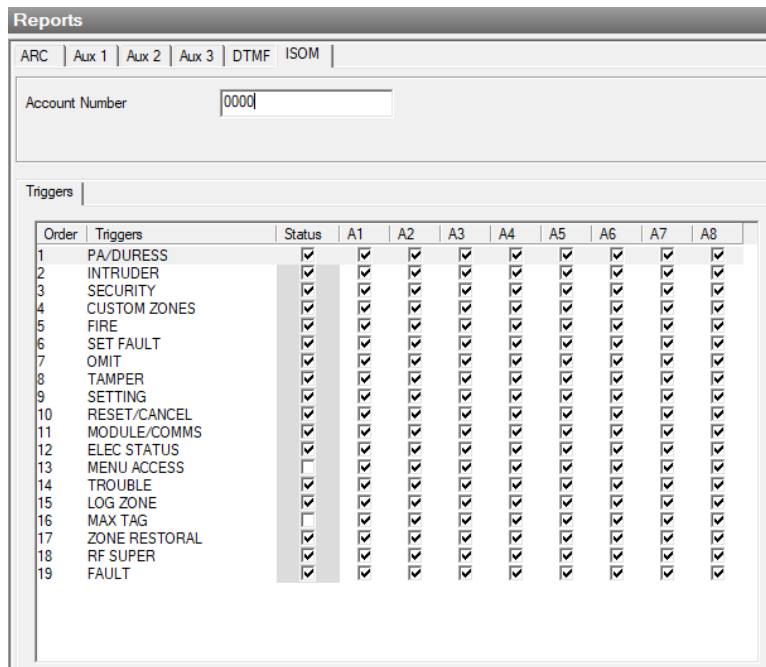


The screenshot shows the 'ISOM' configuration window. The 'Enable' checkbox is checked. The 'Server URL' field contains 'https://isom.galaxy.mymaxpro'. The 'Server Port' field contains '443'. The 'Proxy IP / URL' field is empty. The 'Proxy Port' field contains '0'. The 'Proxy User' and 'Proxy Password' fields are empty. The 'ISOM DNS IP1' and 'ISOM DNS IP2' fields each contain three dots.

4. In Ethernet Reporting, program the ISOM account number as **000**



5. Enable all triggers for Ethernet except for **13 Menu Access** and **16 MAX TAG** by checking the options under **ISOM** trigger tab in Communications Reports. **Note** Menu Access and Max tag events are not supported by MAXPRO Cloud currently.



6. Make sure Omit signal in System Parameters is set to all events.

System Parameters

Parameters 1 | Parameters 2 | Parameters 3 | Parameters 4 | Parameters 5

Camera PIR

Led Mode

Pulse Count

Night Illum.

Resolution

Color Setting

Alarm Limit

Pre-Alarm

No of Photos

Interval

Post-Alarm

No of Photos

Interval

HU Monitor

Timer Duration Use93 as Mon.

Omit Signal (Dropdown menu open showing: All Events, Disabled, Auto Only, Relay)

Silent Eng.

Output Option (Dropdown menu open showing: Relay)

Speaker Volume

DC Output

Seismic Test

Start Time

Intervals

SIA Time/Date

Format

Extended Date Format

Alarm Settings

User Test

Auto Reset

Simple Set

Common Siren

Patrol Code

Comms Fault Suppression

Log IPCheck fails to main log

DST Update

Fault Set

7. Sync with MPC cloud through sync option on Galaxy Controller Page.

GALAXY-520_1

Overview

GALAXY-520_1

ONLINE

Time Zone
(UTC+00:00) Dublin, Edinburgh, Lisbon, London

Continuous Connection Since
03/04/2024 01:57:08

ALARMS [VIEW](#)

CONFIGURATION SYNC WITH MPC

[SYNC](#)

Last Synced on
04/04/2024 17:48:02

GATEWAY FIRMWARE VERSION

Current Version: | [F207-00-414](#)

ADVANCED SETTINGS

[REPLACE GATEWAY](#)

8. Log out and log in from MPC if already logged in.

9. Check Visual Management for status.

The screenshot shows the GAL A1 Visual Management interface. At the top, it displays 'GAL A1' with a shield icon and the status 'Disarmed, Last Synced 4:43 PM'. Below this, a 'Zones' tab is selected. A summary bar indicates '14 Normal'. The main area lists eight zones, each with a status icon (two dots in a circle), a zone ID, and a status message: 'Normal, Last Synced 4:43 PM'. The zones listed are 1001-1001, 1003-1003, 1004-1004, 1005-1005, 1006-1006, 1007-1007, and 1008-1008.

Zone ID	Status	Last Synced
1001 - 1001	Normal	4:43 PM
1003 - 1003	Normal	4:43 PM
1004 - 1004	Normal	4:43 PM
1005 - 1005	Normal	4:43 PM
1006 - 1006	Normal	4:43 PM
1007 - 1007	Normal	4:43 PM
1008 - 1008	Normal	4:43 PM

Trouble Shooting

On first connection if module fails to communicate with MAXPRO Cloud and appear Online, then please re start the Ethernet Module or alternative perform a **51.17= Restart**

Note: If Connecting Outside of Europe Use this ISOM Connection URL
<https://isom.galaxy.mymaxprocloud.eu/isom>

Self Service Tech Support Portal

<https://myhoneywellbuildingsuniversity.com/training/support>

UK

E-mail: hsguktechsupport@honeywell.com

Tel: +44 1 344 238 266

Netherlands

E-mail: hsgnltechsupport@honeywell.com

Tel: +31 108 080 688

France

E-mail: hsgfrtechsupport@honeywell.com

Tel: +33 3 66 88 01 42

Spain

E-mail: hsgestechsupport@honeywell.com

Tel: +34 911 238 038

Italy

E-mail: hsgittechsupport@honeywell.com

Tel: +39 0399 301 301

Eastern Europe

E-mail: securityacademy@honeywell.com

Nordics

E-mail: hsgnortechsupport@honeywell.com

Tel: Norway: +47 80 05 44 68

Sweden +46 20 16 04 71

Denmark +45 80 81 03 15

Finland +441928378005

Impact

Hardware	y
Reporting	n
Standards and Legislation	n
Part Numbers Affected	y

Miscellaneous Changes	n
Signaling Changes	n
Technical Changes	n
Programming	n