

MultiSpeak Interface:

SGS FCI & Milsoft OMS

This set of instructions is designed to streamline the integration process of your SGS Fault Circuit Indicator (FCI) system and your Milsoft Outage Management System (OMS) and ensure that both SGS and the customer can efficiently manage the setup and testing of the system. To integrate your FCI system with your OMS using the Multispeak protocol take the following steps.

Step 1: Prepare Integration Details

- **Contact SGS:** Confirm the Assessment Categories and SGS's IP address to whitelist.
 - Assessment Categories include:
 - PERMANENT
 - OVER_CURRENT
 - TEMPORARY
 - PROBABLE_TEMPORARY_LOW_LOAD
 - LOW_BATTERY
 - SGS IP addresses to white list as follows:
 - Production server: 52.0.9.242/32
 - Development server: 54.175.10.100/32
 - Request Icons for Assessment Categories.

Step 2: Initiate Integration with Milsoft

- **Contact Milsoft Support:** Create a support case by emailing support-oms@milsoft.com. Include the list of Assessment Categories and icons obtained from SGS.
- **Milsoft Support Action:** A Milsoft support representative will:
 - Schedule a remote session to access your server.
 - Configure your system by:
 - Opening port **16499** and directing it to the server running Multispeak.
 - Whitelisting the **SGS IP address**.
 - Setting up Assessment Categories and icons.
 - Fetching the customer's endpoint.

Note: If you prefer, you can manually add Assessment Categories via the 'Assessment Category' tab in the DisPatch Server Service, although it's simpler to let Milsoft handle this configuration. Icons can be updated later if necessary.

Step 3: Configure SGS's Backend

- **Endpoint Configuration:** Input the customer's endpoint into SGS's backend system. This task can be performed by either SGS or the customer. Contact SGS for support.

Step 4: Testing the Integration

- **Test Connectivity:** Confirm that the system is working correctly. To assist SGS can:
 - Perform a Ping URL Request/Response to confirm interface between SGS server and customer server; and/or
 - simulate events to confirm Assessment Categories' respond correctly.

Additional Notes:

- **Older Systems:** Be aware that systems older than 3 years may only support an 8-bit color palette, which could affect icon display. Milsoft support will notify if this issue arises.
- **Inclusion in Discussions:** Customers can choose to include SGS in the support discussions or SGS could initiate the support ticket if preferred.