



Release Notes 2.5.2

October 15, 2014

Full Contents of stages™ Release Notes 2.5.1 are included.

Additional features / notes appear in blue text.

Contents:

Redundancy	pg2
Mobile Devices	pg3
External Dispatch	pg4
Additional Features	pg5

Edits in version 2.5.2:

External Dispatch	pg4
Auto Process	pg9
Memos	pg9
Timer Test	pg10

Additional Features 2.5.2:

Call Routines	pg15
Auto Feed	pg15
Schedule Event Codes	pg15
Xmit Code Control	pg16
History Purge Control	pg16
Data Windows	pg16

Redundancy Changes

There were two significant enhancements to the Stages Redundancy process.

Separate Communication and Processing Tasks.

There are now separate tasks to move redundancy transactions between servers, and to post the redundancy changes to the database. This change will allow for faster redundancy throughput.

Task# 40 has been added to Process Redundancy from All Servers.

Redundancy Time Order

The Redundancy software will ensure that redundancy transactions from multiple servers are processed in time order. This will prevent problems with data inconsistencies.

In order to support this, a Modify Date column has been added to redundant tables.

**** SQL servers should have a method in place to ensure that their clocks are in sync. The UTC time on each SQL servers should be very close for this feature to be effective. ****

Mobile Devices

Distance from Site

For mobile devices, the distance from the established address for the site displays in the description column in History.

Date	Xmit#	Event / Operator Action	Initials	Signal Code	Point	Description	User Name	Area
09/18/14 12:32:14	d99-9100	MA - MEDICAL ALARM **		MA		2.86 Miles From Home		

The distance calculation is dependent on dataLoc latitude and longitude for the site

Site Boundary

Site Boundary (Feet) can be entered on a Site, Site Group, and as a global default in stages™ Options.

An Auto Evaluation can be used to determine during dispatch if the signal came in within the Site Boundary. The Action Plan will use the most specific value.

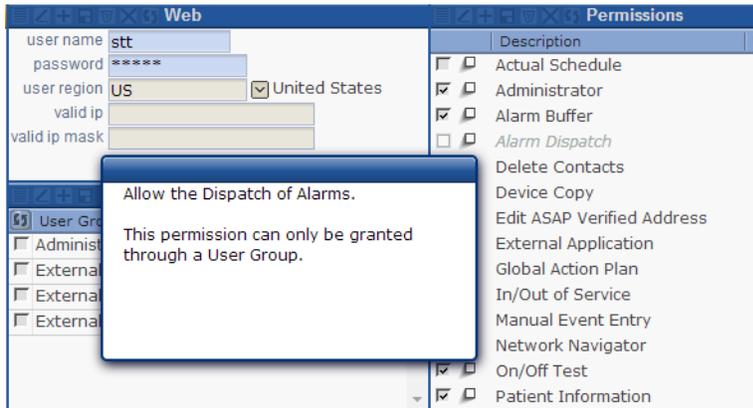
Auto Evaluation Results include Yes, No, and Unknown.

Base Station

For Mobile Devices that share a Base Station that relays the signal, separate accounts can be set up using Alternate Xmit#. A new option has been added to the Device Configuration to facilitate this. The Option 'Alternate Xmit Continue' will forward additional signals to the Alternate Xmit until a new Alternate Xmit# is received.

External Dispatch

Alarm Dispatch can be enabled in the External (Dealer) Application. Alarm Dispatch permissions are granted to External User Groups (Setup | External Setup | External User Groups). Alarm Dispatch permissions cannot be granted on an individual level.



Access Alarms via the Summary window, Alarm Buffer, Next Alarm menu, or Auto Feed window.

Auto Feed and Next Alarm will provide the Operator with the highest priority alarm that is oldest in the Site Group. When entering Auto Feed, a message will appear on the right side of the menu bar. The 'X' button can be pressed to Exit Auto Feed.



External Dispatch can be restricted by an IP Address and Mask configured on the Site Group Detail window.

Additional Features:

Version

When logging in, stages™ checks that the Application version is the current version. A message displays to the operator informing the operator and an icon appears in the top right of the application.

SQL Optimization

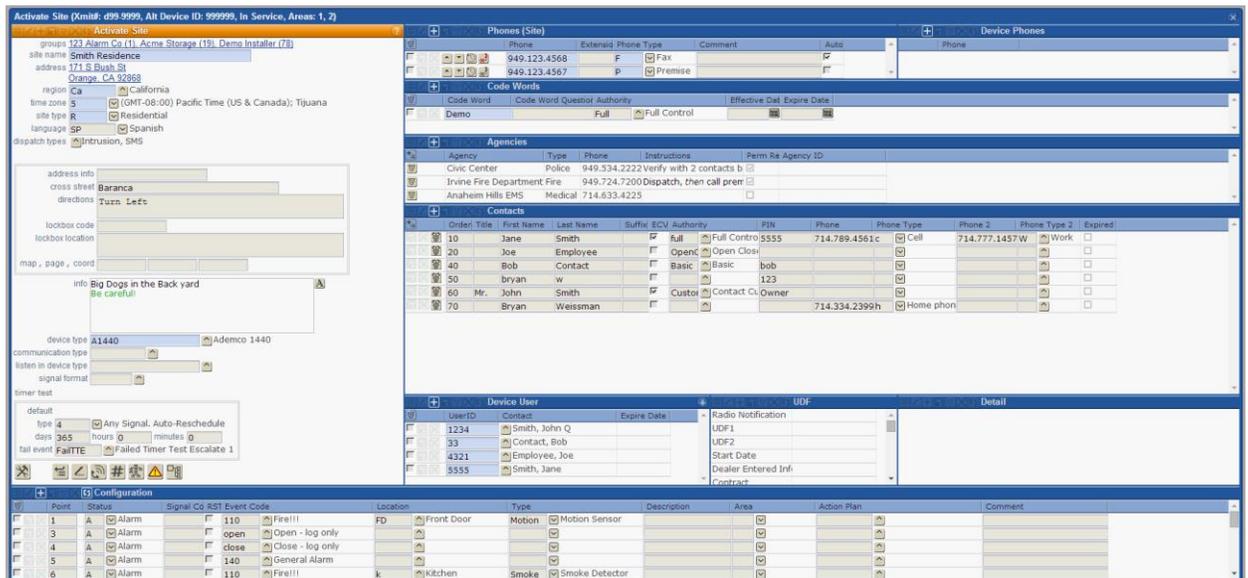
Many Data lists have been modified to run on the Report Server.

Site Lookup

The Max Rows returned has been increased to 20,000.

Site Activate

The Site Activate window has been reorganized.



The Dispatch Types window pane has been removed and replaced by a multi-select on the main Activate Site pane.

Device User window pane was added.

Site Audit

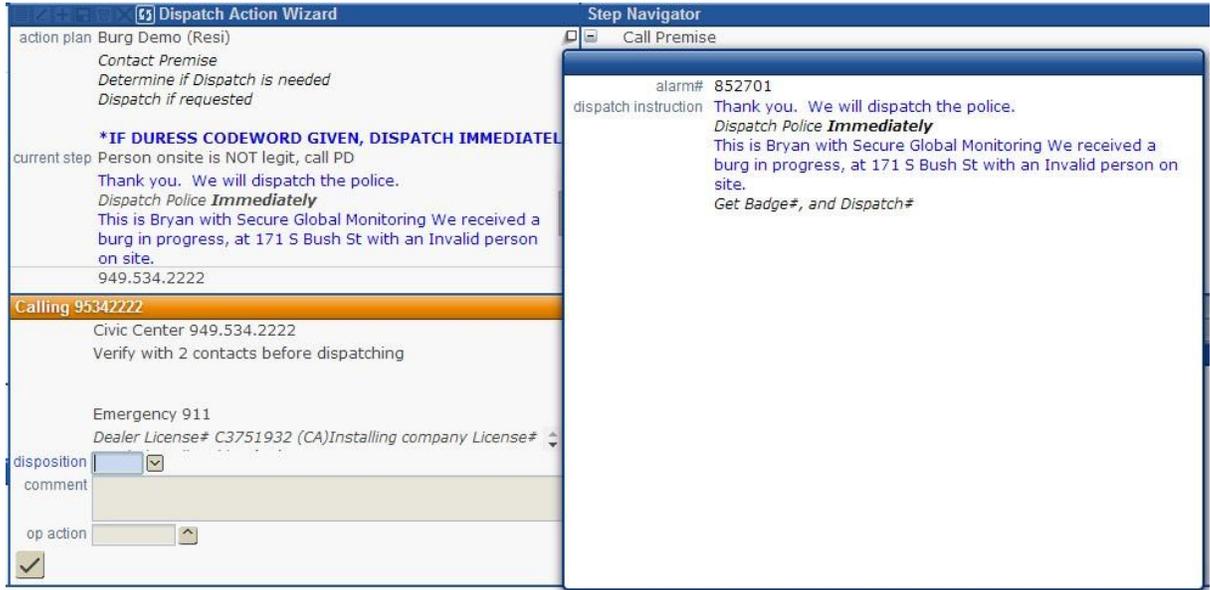
A Site Type audit code has been added to validate that a Site Type has been entered.

The Site Audit Search displays all Audit Codes that were searched for in the Audit Data list even if they are not set up as a Warning or Required audit code.

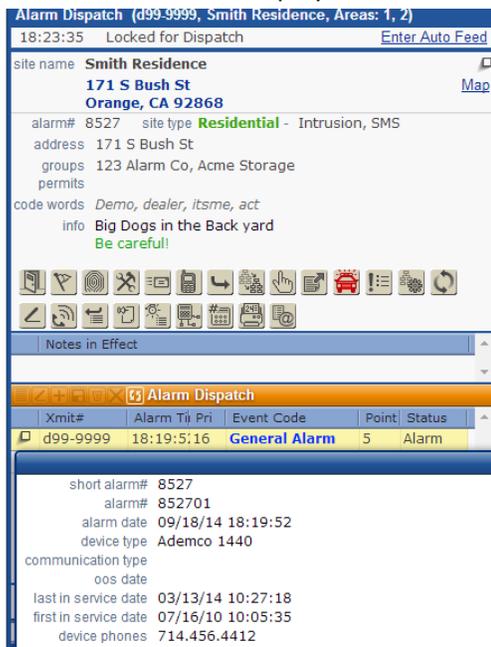
Alarm Dispatch Window

The Dial function in the Dispatch Wizard is disabled when a call is pending.

The Instructions for the current step in the Dispatch Wizard are additionally displayed in the flyout on the top right of the pane. Steps with long instructions can be viewed here without scrolling.

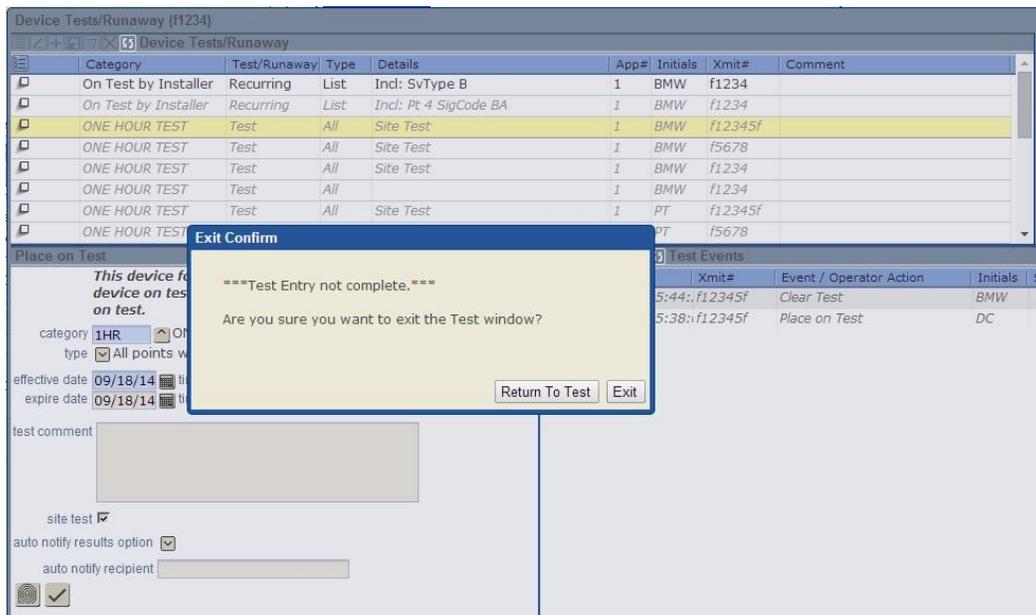


The Device Phone is displayed in Alarm Dispatch flyout.



On Test

If any test parameters have been entered, closing the Device Test window will result in an Exit Confirm window.



When a Recurring Test is active, a new image will appear on the test button:



**If there is both a recurring test and a device test, the button displays the blue (active test) image.*

Actual Schedule

New permission for Verification Override

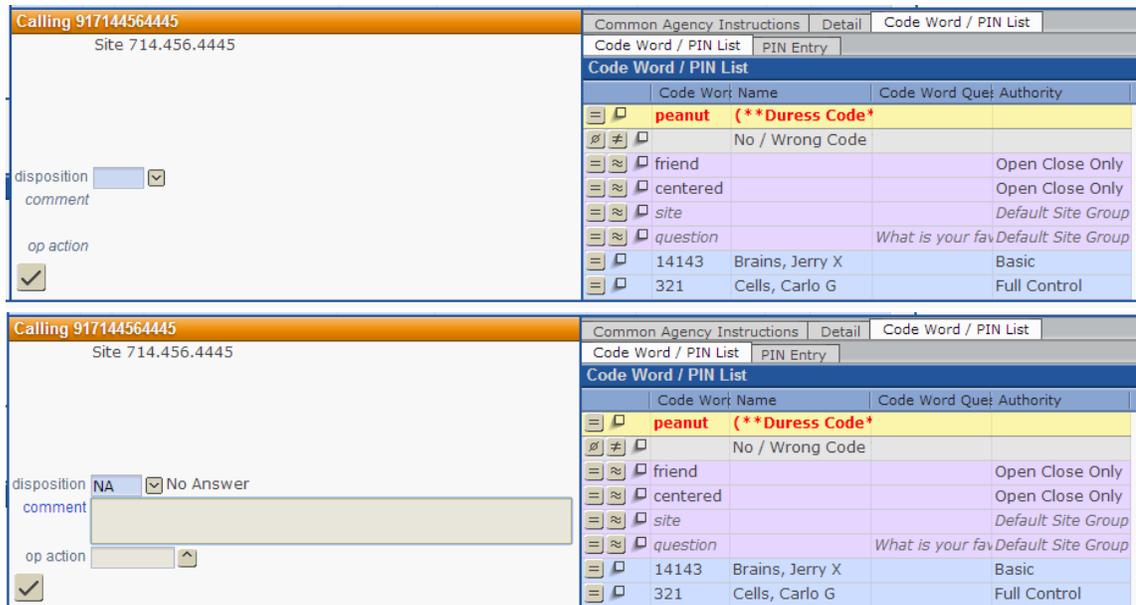
Site Access | Site Information | Actual Schedule | Actual Schedule Write | Actual Schedule Verification Override

Operator Action

An option has been added to the Operator Action setup to 'Exclude from Alarm Dispatch'. The operator action will not be available to select in the Alarm Dispatch window.

Dial and Verify

When Dial and Verify calls are being made, the comment and operator action fields will only be available when a disposition is selected. When choosing a PIN/Code Word, a comment can be entered with the verification.



Action Evaluation

Usage has been added to the History-Based Evaluations to list the Action Plans / Modules that the Evaluation is using.

Two new hard-coded evaluations are available in the look up in Action Plan setup:

What is the Arm/Disarm Status? – the evaluation will determine whether:

- All areas are armed
- No areas are armed
- Some areas are armed, some areas are disarmed
- Unknown

Was the Latest Signal Within Site Boundary? – For GPS devices, the Evaluation will determine if the signal is within the defined Site Boundary.

**See Mobile Devices*

Auto Process

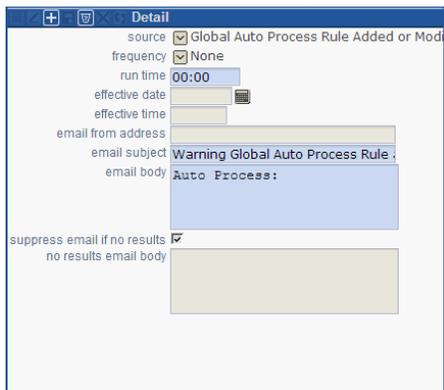
New options have been added to the Auto Process for altering the Event Code.

Alarm Flag – The Auto Process will turn an Auto Log event code into an operator handled event.

Override Event Code – The Auto Process will cause a different Event Code to be logged instead of the originating event code.

**Neither option has any effect on an Operator Action.*

A Scheduled Email can be set up to provide a warning when an Auto Process Rule is set up on a Global level (no Site Group).



The screenshot shows a 'Detail' configuration window for a Scheduled Email. The fields are as follows:

- source: Global Auto Process Rule Added or Modified
- frequency: None
- run time: 00:00
- effective date: [calendar icon]
- effective time: [calendar icon]
- email from address: [text box]
- email subject: Warning Global Auto Process Rule Added or Modified
- email body: Auto Process: [text box]
- suppress email if no results:
- no results email body: [text box]

Utilities | stages™ | Scheduled Email

A new Notify Option has been added for 'Premise + Call List Contacts'. This will include all phones regardless of the auto notify flag. This is intended for the IVR to place calls to the standard alarm call list.

[A new Notify Option has been added for 'Signal Phone'. This will allow the IVR to place calls to the ANI that came in with the signal.](#)

Memos

When logging an operator action that launches a Memo Auto Process, the Comment can be included in the memo body using the [AutoProcessOpActComment] variable.

Memos can be selected and deleted in bulk from the Memo Inbox list.

[A "# Days Memos" stages™ Option has been added to set up automatic archiving of memos to the memo history after the number of days entered.](#)

Variables

Variables have been added for:

Device Type

Map, Map Page, Map Coordinates

Language

User Region has been added on Site Language and stages Options. Any fields used in an auto process notification will follow the language code used in the stages Options or on the Site's Language.

XML Signal Service

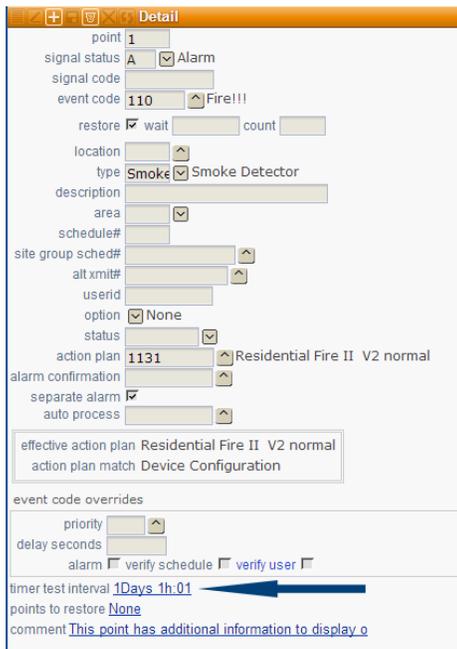
The XML Signal Service has been modified. Activity received by the XML Signal Service web service is now processed by signal processing tasks. By default the activity will be processed by the default signal processing task (Task #11). The XML Signal Processing tasks can be directed to other Signal Processing tasks on the Task Setup window. This change is to accommodate a large volume of traffic.

Timer Tests

A stages™ Option has been added for 'ATI Grace Percentage'. The grace period will be calculated as a percentage of the Timer Test Interval. This option will override the ATI Grace Minutes if both options have values entered.

An option has been added to the Device data entry window to use the 'Alternate Timer Test When Disarmed'. The Expected Event is recalculated when the arm/disarm status is changed. [Alternate Timer Test can be applied to Device Configuration Timer Tests as well.](#)

[Device Configuration Timer Tests](#) are administered in a separate window opened from [Device Configuration](#). The Timer Test interval displays in the link.



[Timer Test escalation will ignore Manual Events and Signal Entry Events.](#)

Event Rule

When an alarm is aborted, Event Codes in the Abort Suppression Items list will be suppressed during the suppression period.

Event Rule aborting can be limited to Abort by Point.

Primary/Secondary devices can abort each other's signals when the Pri/Sec Abort option is enabled.

Event Code

Event Code Option has been added to the Event Code setup.

An entry of 'AlarmNoSignal###' will change a log only signal into an alarm signal if no other signal has been received in ### seconds.

Device Type

An option has been added on the Device Type setup to mark a device to use a Callback Device Phone. When enabled, this option will put the Device Phone in the Call List and allow the Action Plan to call the device using the Call Recipient type of 'Device Phone'.

Signal Log

The Signal Log can be filtered by Task Type

The max rows has been increased to 1000

The number of rows returned is available in the info icon on the top right of the results.

Site Group Site Search

An option to Include OOS has been added to the Site Search in the Site Group setup. This option will default to the User Role option for Include Out of Service.

Signals by Signal Process Task

When multiple Signal Process Tasks are being used, the signals processed by each task can be seen as a Graph (Data | Statistics | Signals by Signal Process Task).

Alarm Statistics

A Time Format option has been added to display the time in:

MM:SS or HH:MM (default)

Seconds

HH:MM:SS

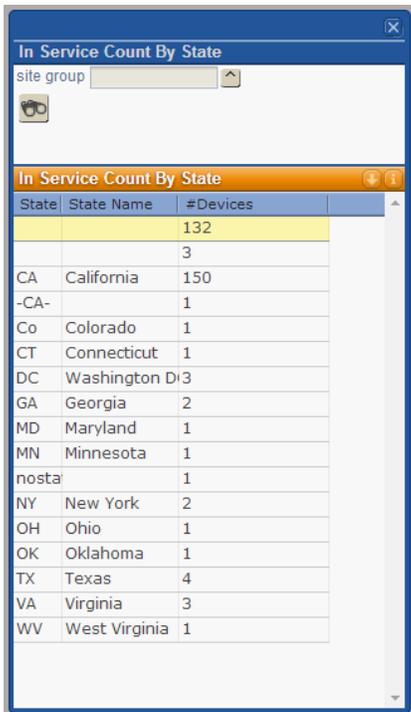
'HH:MM:SS

The time format will be carried over to Excel when downloading the spreadsheet.

The selection criteria of a search will be copied into the lower right corner of the results in the spreadsheet.

In Service Count by State

A new data list has been added to count sites in service by state.



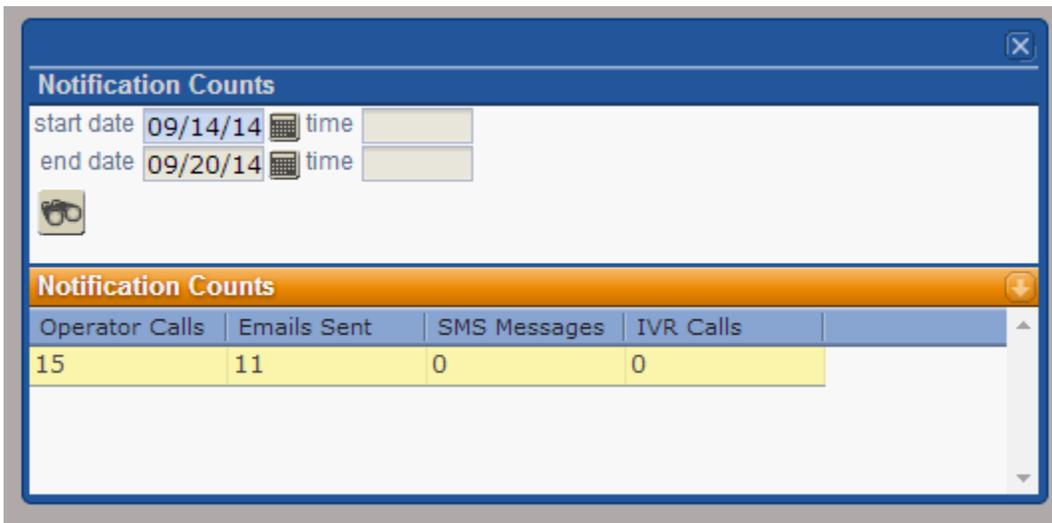
The screenshot shows a window titled "In Service Count By State" with a search filter for "site group". Below the search bar is a table with the following data:

State	State Name	#Devices
		132
		3
CA	California	150
-CA-		1
Co	Colorado	1
CT	Connecticut	1
DC	Washington D/C	3
GA	Georgia	2
MD	Maryland	1
MN	Minnesota	1
no state		1
NY	New York	2
OH	Ohio	1
OK	Oklahoma	1
TX	Texas	4
VA	Virginia	3
WV	West Virginia	1

Data | Site/Device | In Service Count by State

Notifications Counts

A new data window has been added to list the Notification Counts for Operator Calls, Emails, SMS, and IVR Calls within the time frame entered.



Data | stages™ | Notification Counts

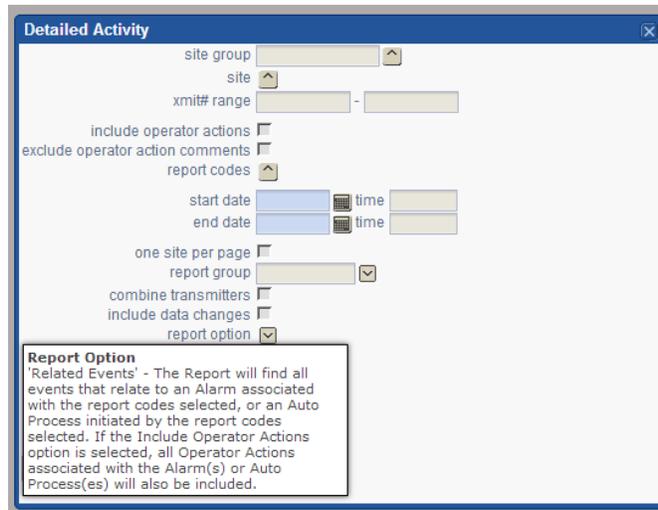
Site Group Stats

For a date range, the Site Group Stats data list will display all Site Groups and a count of Devices, Devices in Service, New Devices, dataLoc dips, Data Changes in Application #1, Data Changes in Application #2, and Hours logged in Application #2.

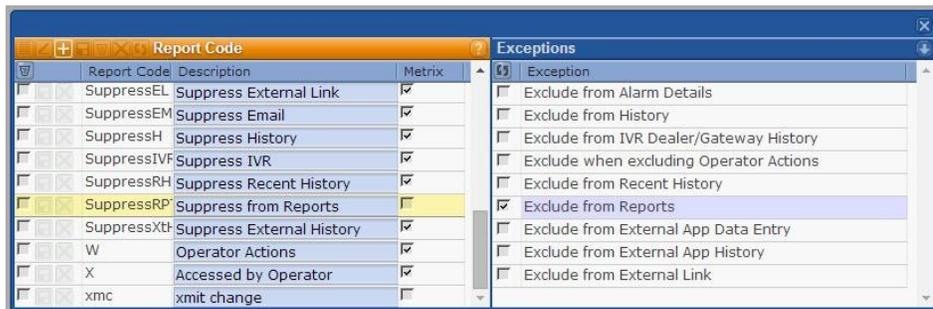
Reports

For Detailed Activity reports, a Report Option drop down has been added.

The option 'Related Events' can be selected. The option will group alarm events and auto process events related to the report codes selected. For example, selecting a report code like 'Fire' will find all events related to fire alarms.



On the Report Code setup, a new Exception has been added to 'Exclude from Reports'.



**This applies to history-based reports like Detailed Activity and Open/Close History.*

Emails

The status of the Email Service can be viewed in Utilities | Email Service Status. The window functions in the same way as the Report Generation window for the Email Service. Tabs are available for Pending, Sent, and Problem Emails. Pending Emails can be skipped if a problem is identified.

A search window has been added to Data | stages™ | Email Address Usage to search the database for an Email Address. Sites, Site Groups, Contacts, Reports, Scheduled Emails, and miscellaneous (stages™ Options, QAs, Memos, etc...) emails will be searched.

Additional Features (2.5.2):

Call Routine

Two new options have been added to the Call Routine Setup:

Retry Phone by Phone – When this option is enabled, the Contact will not be used to determine if the phone number had a previously failed contact, only the phone number. For instance, a failure on Contact #10's Cell phone will not prevent Contact #10's Home phone from being called by the Action Plan.

Combine Same Phone – When this option is enabled, a phone number that is listed on multiple contacts will only be called once during a step in the Action Plan. All of the Contact Names will be listed in the Calling window, so the operator can ask for each individual.

Action Plan

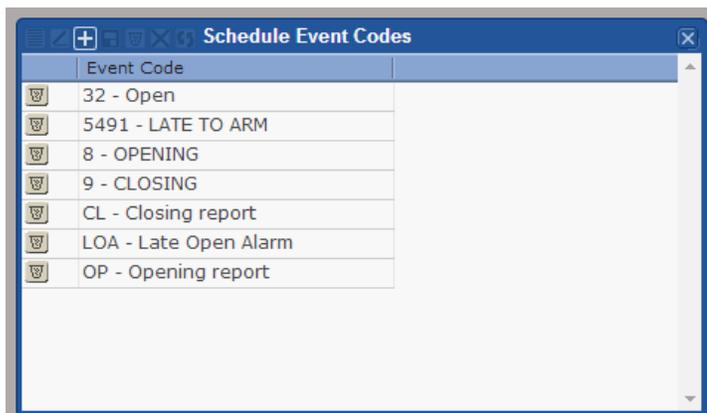
ANI can be selected as a Call Recipient to call back the ANI(s) from the Alarm Signals. If multiple ANI numbers were received, the most recent received phone number will be called first, followed by the next most recent received.

Auto Feed

The links to enter/exit Auto Feed in the Alarm Dispatch Window are tied to the Auto Feed Permission.

Schedule Events

Schedule Events (Fail Open, Fail Close, Early Open, Early Close, Late Open, Late Close) use a new Setup Table to look up and validate events.



Event Code
32 - Open
5491 - LATE TO ARM
8 - OPENING
9 - CLOSING
CL - Closing report
LOA - Late Open Alarm
OP - Opening report

Setup | Schedule Setup | Event Codes

The upgrade process will construct the setup table from the existing event codes used in the Site/Site Group Schedules.

Xmit Code Control

Fields for Phone Number 2, City Code, and Central Station Code have been added. These fields are used to record information for an AlarmNet circuit.

History Purge Control

Multiple Servers can be selected as a 'Complete History Server in the History Purge Control window.

An office can be configured with a preferred Complete History Server in the Office/Workstation set up window. When running the full history window or the alarm history window the complete history server will be selected using this setup. First, if the server that the application is running on is a complete history server, that server will be used. Second, if the server can connect to the preferred server for the office, then that server will be used. Third any complete history server that can be connected to will be used.

Data Windows

Search Parameters will export to the Spreadsheet in the following windows:

- Alarm Count by Report Code*
- Excessive Activity*
- Excessive Operator Actions*
- History Event Code*
- Bad Phone Number*
- Billing Changes*
- No Activity*

The following windows will display all information for the Site Group's children when the Site Group is selected as a search parameter:

- Alarm Statistics*
- Alarm Count by Report Code*
- History Event Code*
- Excessive Activity*
- Excessive Operator Actions*

On the Site Groups window counts have been added for Rollup Devices, Rollup In Service, and Rollup OOS, which include the totals for the Site Group and all the Site Group's children.

Excessive Activity and Excessive Operator Actions will display the Site Group(s) in the result set.