stages™ Release Notes 2.6.3

January 2018

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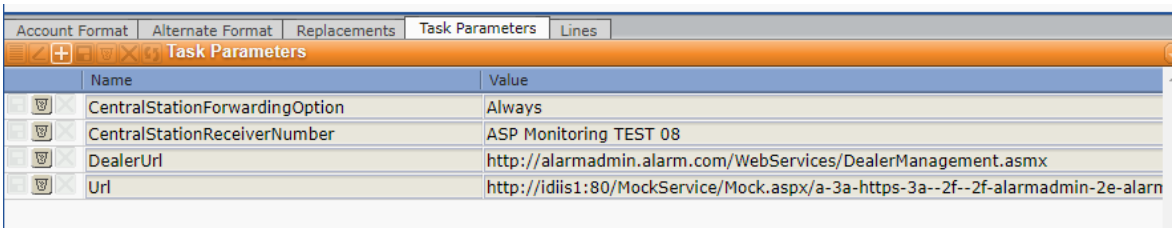
ALARM.COM INTEGRATION

Stages includes a new integration to pass a site entered into stages to Alarm.com. Site Groups need to be configured with their Alarm.com dealer account information. An Alarm.Com Task is necessary to handle the outbound commands to Alarm.com. For Site Groups enabled for the integration, an Alarm.com link appears in Site Data Entry.

Task Setup

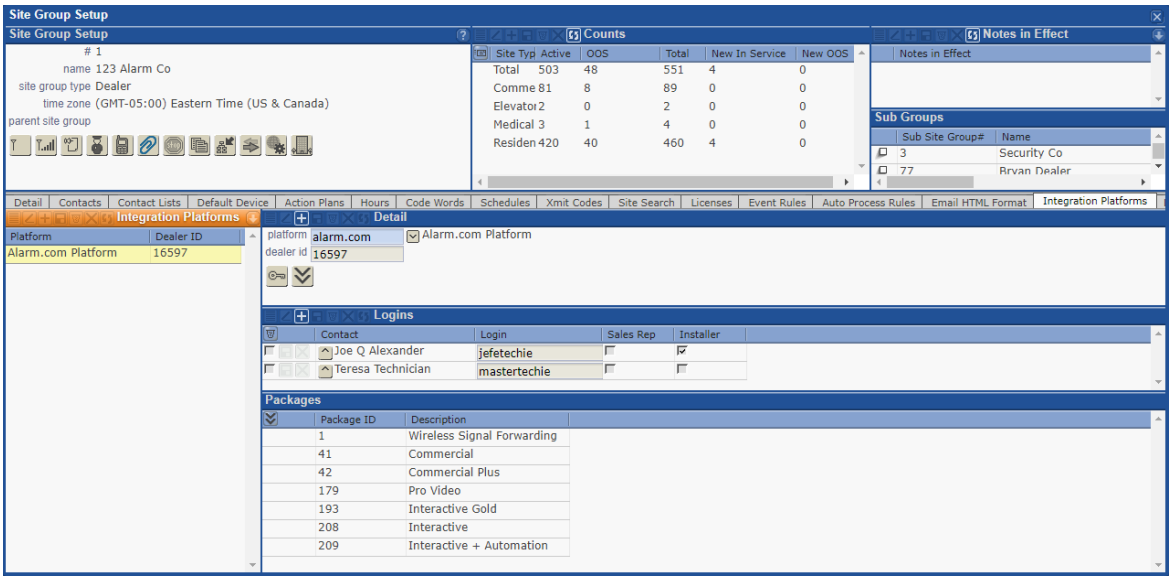
The Task must be set up as an 'Alarm.Com' Task Type and have the following Task Parameters Configured:



- Central Station Forwarding Option – which signals are sent to Alarm.com. This is a value defined by Alarm.com.
- Central Station Receiver Number – a value assigned to the Central Station by Alarm.com.
- Dealer URL - the Alarm.Com gateway the interface is accessing.
- URL - SGS will assist with the actual URL value to enter in the task.

Site Group Setup

In Site Group Setup, an Integration Platforms tab has been added to administer the Alarm.Com integration.



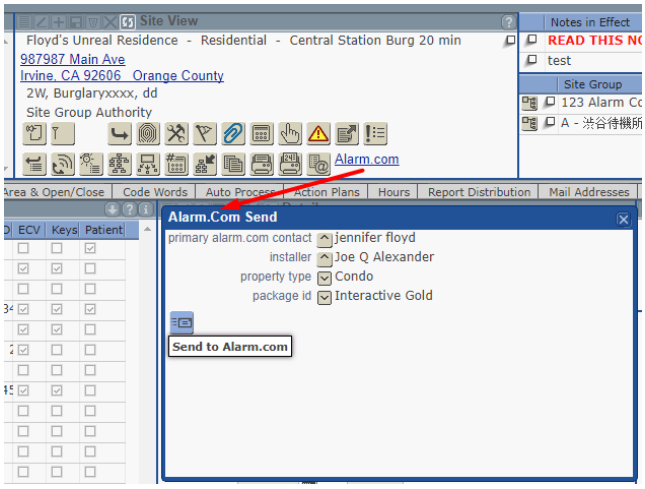
The Detail window contains which platform to use (Alarm.com Platform is the only current choice), the Dealer ID, and the Username and Password to use with the interface. The Username and Password are hidden behind a function to preserve security. A new permission is available to give to users for Integration Platform Login. *(Setup | Site Group | Integration Platform Login)* Once the Username and Password for the Dealer Login for Alarm.com have been entered, the Get Dealer ID button can be pressed to retrieve the Dealer ID from Alarm.com.

The Logins entered in the Logins will be available to mark as the Service Technician when sending the site to Alarm.com.

Packages contain the Alarm.com Package IDs available to the Dealer. The Get Package IDs corner button can be used to retrieve the information from Alarm.com. The Package ID is a required field for sending the site to Alarm.com.

Alarm.com Send

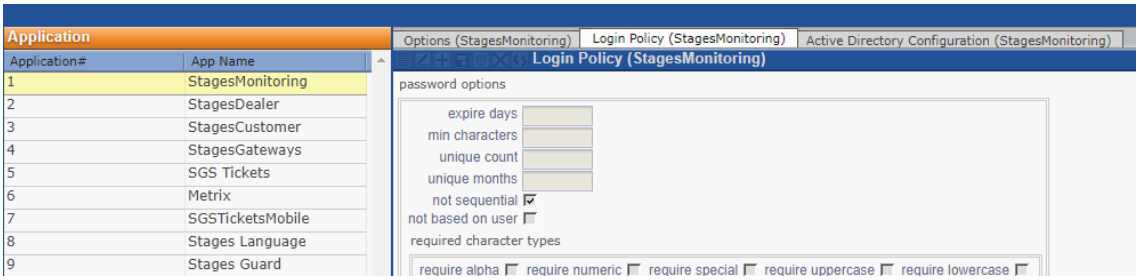
For accounts in an Alarm.com enabled Site Group, there is an option to send the site to Alarm.com.



Most of the information will be automatically pulled from the Site Information, but all the look ups and dropdowns are required to be selected before sending the Info to Alarm.com.

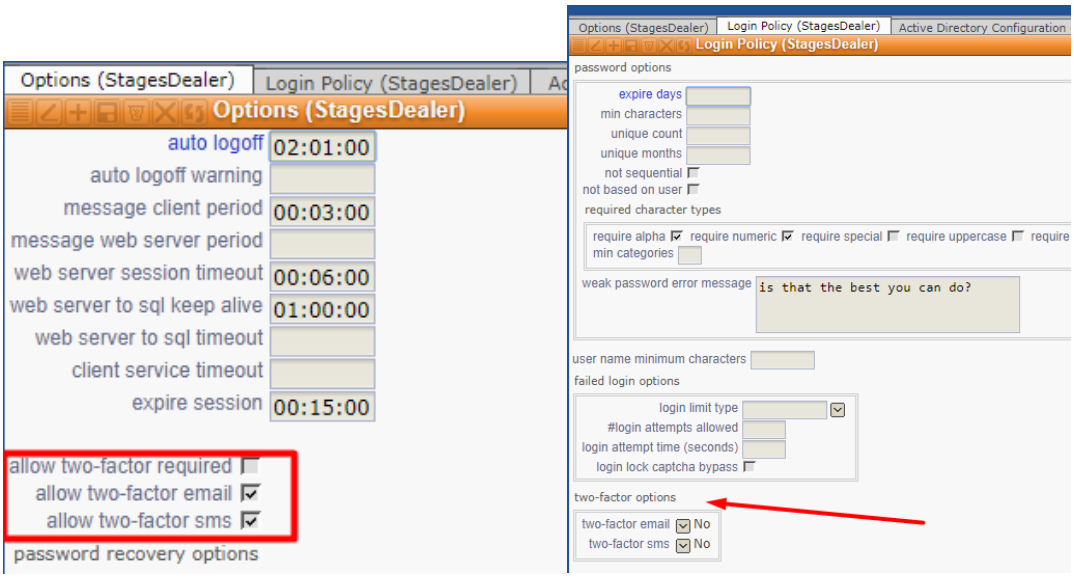
APPLICATION OPTIONS

The Application window *(Utilities | stages™ | Application Options)* has been reorganized with tabs for Application Options, Login Policy, and Active Directory Configuration. Username, Password, and Failed Login options have been moved to the Login Policy tab. LDAP server information has been moved to the Active Directory Configuration tab.



Two-Factor Authentication

In Applications 2 and 3, options have been added to administer Two-Factor Authentication. In the Options tab, there are checkboxes for Two-Factor Required, Two-Factor Email, and Two-Factor SMS. These options are for what the Central Station is capable of offering. Login Policy will define whether or not an option is available to users.

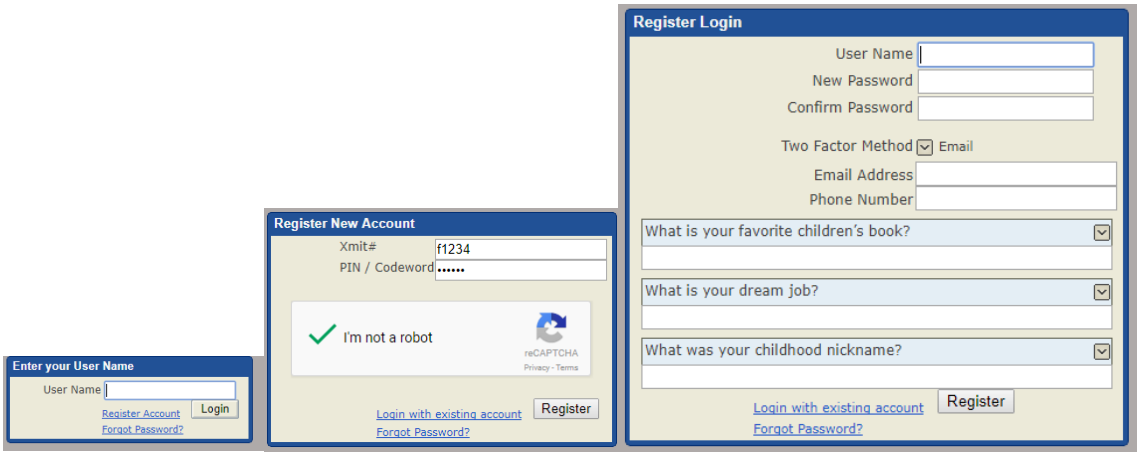


In Login Policy for Applications 2 and 3, Yes/No dropdowns appear for each two-factor method that was enabled in the Options tab. These options can be overridden at the Site Group level (see below).

For Application 3 (stages Customer), a new registration process is required to enable Two-Factor Authentication.

Application 3 Registration

Optionally, Registration can be required to log into the stages Customer application. The Registration will use a Username and Password to log in rather than the Xmit# and Code Word, and allow for Two-Factor Authentication and Password Recovery.

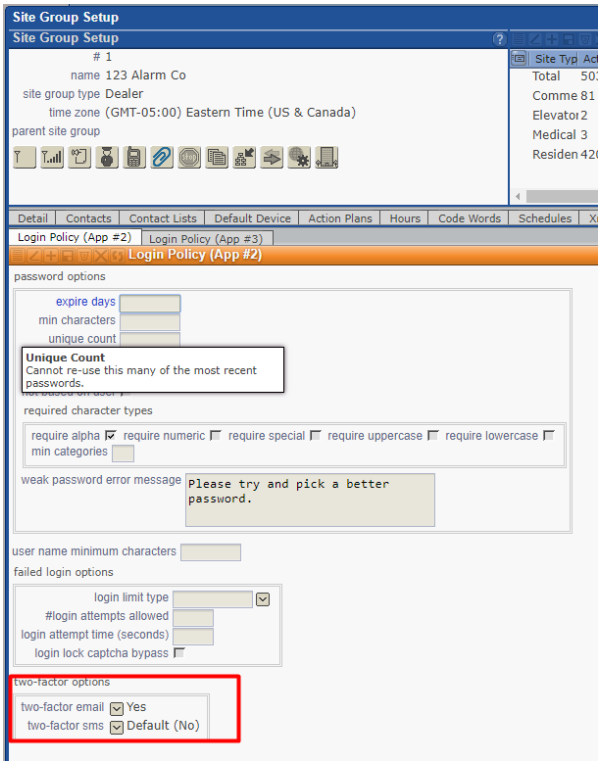


Application 1 Administrators

In Application 1, Full Permission Users can have their own set of Login Policies for Username, Password, and Failed Login Rules. A hyperlink opens a new window to administer these rules.

Site Group Login Policy

A Login Policy tab has been added to the Site Group Setup. Inside the tab, there are tabs for Application 2 and Application 3. Login Policies set in Application can be overridden for a Site Group. For the Two-Factor methods, options include Yes, No, and Default. Only the methods enabled in the Application Option tab will be available.



DISPATCH

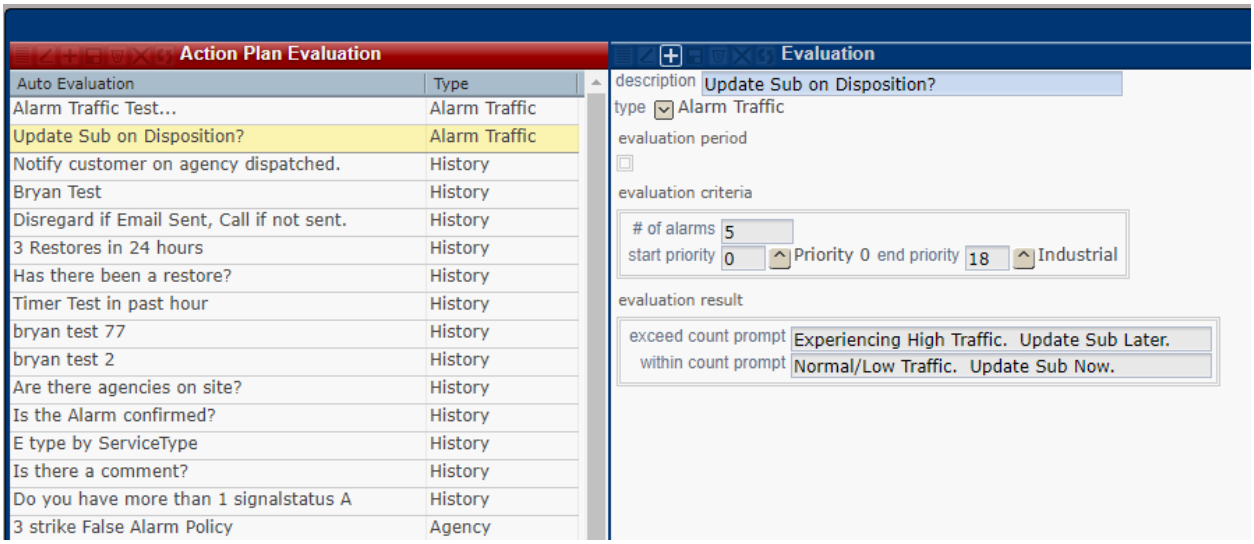
Action Plans

Action Plan Evaluation

The new evaluation type “Alarm Traffic” allows the Action Plan wizard to evaluate the alarm queue in determining the activity level. Evaluations are configured with the # of alarms and a priority range. There are two outcomes:

- Exceed Count (High Alarm Activities)
- Within Count (Normal/Low Activities)

This feature is useful when different dispatching procedures are to be performed based on the activity levels at the alarm monitoring dispatching center.

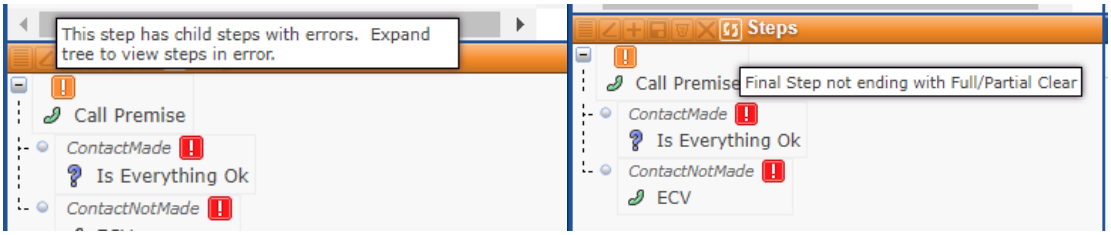


Action Plan Step Integrity

The Action Plan View and Edit windows have been enhanced to display warnings for the following conditions:

- Jump with missing Jump-to destination
- Retry with missing Retry destination
- M type with Module return label mismatch or not accounted for
- C type with outcomes unaccounted for
- V type with outcomes unaccounted for
- P type with outcomes unaccounted for
- Call Routine missing dispositions to cover both Contact Made and Contact Not Made conditions
- End of an action plan path not ending with full clear or partial clear

The offending steps are marked with a red exclamation icon. Mousing over the icon will display the error/warning message.



The 'parent' step of the offending steps are marked with an orange exclamation icon. Furthermore, the parents of all steps marked with orange exclamation icons are also marked with orange exclamation icons. This recursive marking scheme is useful in locating offending steps from the top down, especially when the offending steps are hidden deep within complicated action plans.

MISCELLANEOUS

Auto Process

A new field, '**Chat First Access Event Code**', has been added. The event entered here will be logged when the chat session is first accessed.

A new field, '**Notify Cancel Operator Actions**', has been added. Operator Actions entered here will cancel any pending notifications.

A new field, '**Serial Notification Interval**', has been added. Contacts will be notified one at a time, with the specified time interval between notifications. The notifications will stop once a Notify Cancel Event or Notify Cancel Operator Action is logged to the account.

Security Improvement

stages™ User Password storage is now more secure.
stages™ uses Secure Hash Algorithm SHA2 – 512 hashes with 32-bit salt.

Device Data Entry

Three new fields have been added to the Device data entry window: **Program Path, Program Argument,** and **Program Label.**

- The **Program Path** is a Windows executable associated with the device. This can be launched from the Alarm Dispatch window for the device.
- The **Program Argument** is an optional argument that can be passed to the Windows executable in the Program Path.
- The **Program Label** is the name that will display on the Alarm Dispatch window for the Program Path for the device.

The user must be running the stages™ Client Service to support this functionality.

New Search Windows

Two new dynamic search windows have been added.

- Operator Action *(Setup | Operator Action Setup | Operator Actions)*
  Users may search by Operator Action or Description.
- Signal Code *(Utilities | Processing | Signal Formats)*
  Users may search by Signal Code or Description.

Rendering Engine

The folder structure of the Rendering Engine files on IIS Servers has been changed to allow a reduction in system resources for stages URLs. No action is required by central stations. If Central Stations are administrating their own stages URL directories, the process will need to be updated. Please contact SGS if there are questions.