

stages™ Release Notes 2.7.1

December 2020



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DISPATCH

Alarm Buffer

A problem was corrected for the Alarm Buffer when the priority of the alarm changes. The new priority will now be reflected in the Alarm Buffer.

Site Summary

Billing ID has been added to the Site Summary flyout in the Alarm Dispatch Window.

The Site Summary can display a URL Test/Target from a Device Type. The URL Test/Target can be set up in the Setup | Device Setup | Device Type.

Ignore Status Change

When an operator presses the Ignore Status Change, the Xmit of the Signal will be displayed in the operator action comment.

Bad Phone

The Bad Phone Operator Action now includes comment of 'Contact Name/Site' + 'Phone Number'.

Edit Address

The Address can be edited, or an alternate site chosen during dispatch.



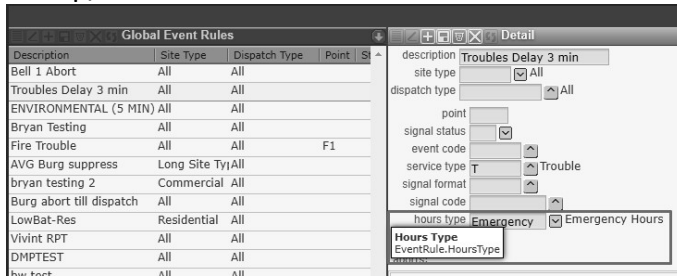
SIGNAL PROCESSING

Poll Fail Restore Events

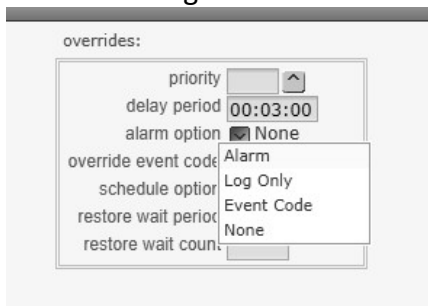
Stages will generate Restore events on Task Poll Failures. Stages does NOT recommend abort processing for the Poll Failures.

Event Rule

Hours Type has been added to Event Rules to enable using the Hours assigned to Site/Site Group/Global levels rather than a schedule on the Event Rule.



A new Alarm Option of 'Event Code' will follow the Alarm setting on the Event Code for whether the signal is an alarm or not. Any other changes to the Alarm settings from Event Rules will be ignored.



Auto Evaluations

Service Type is now available in Auto Evaluations.

Pending Restores

Pending Restores can generate an alarm even if the original signal was not an alarm.

Signal Code Case

Signal Code Case is now validated in Event Rules, Signal Code Aborts, and Auto Evaluations. This is to support signal formats that can have different signals based on the case of the signal.

Task Stand By Servers

A new tab has been added to the Tasks window for Stand By Servers. This will list all Tasks that are enabled on the Active Server, but not enabled on the Non-Active Servers. These tasks can be enabled from the list.

Tasks									
Status (Processing)	Status (Redundancy)	Status (Signal Process Tasks)	Setup	Disable Log	Status (Warning)	Task Group	Replacements (Global)	Stand By Servers	
Stand By Servers									
Server#	Server	Task#	Task Type	Task Description	Message				
<input checked="" type="checkbox"/>	2	MDSQL01	158	Url	URL interface	Task Not Enabled			
<input checked="" type="checkbox"/>	2	MDSQL01	166	Auxilium	Auxilium	Task Not Enabled			
<input checked="" type="checkbox"/>	2	MDSQL01	175	SGSTEL	CxOne inoming call	Task Not Enabled			
<input checked="" type="checkbox"/>	3	IDSQL03	25	SigProc	SignalProcessing Test	Task Not Enabled			
<input checked="" type="checkbox"/>	3	IDSQL03	29	SigProc	Signal Process - Low Priority	Task Not Enabled			
<input checked="" type="checkbox"/>	3	IDSQL03	158	Url	URL interface	Task Not Enabled			
<input checked="" type="checkbox"/>	3	IDSQL03	166	Auxilium	Auxilium	Task Not Enabled			
<input checked="" type="checkbox"/>	3	IDSQL03	175	SGSTEL	CxOne inoming call	Task Not Enabled			
<input checked="" type="checkbox"/>	3	IDSQL03	811	SigProc	Process Signals Secondary	Task Not Enabled			
<input checked="" type="checkbox"/>	3	IDSQL03	825	SigProc	SignalProcessing Test Secondary	Task Not Enabled			

Expected Event Warnings

Schedules and Test Categories can be given Warning Minutes and a Warning Event Code to create a History Event on an account when the Warning Minute threshold is met prior to the Expected Event Failure. For instance, a Late Open with a Warning Minutes of 10 minutes can generate an Event at the 10 minute mark before the Fail, so notifications can be sent to attempt to avoid the Late Open Fail. Schedules and Site Group Schedules have fields for Late to Open Warning and Late to Close Warning. Test Categories have fields for Expiration Warnings.

Detail

schedule# Permanent

description

fail open event

fail close event

early open window

late open window

early close window

late close window

early open event EARLY Opening (per panel schedule)

late open event Late Opening (per panel schedule)

early close event Early Close (per alarm panel schedule)

late close event Late Close (per alarm panel schedule)

late open warning minutes

late open warning event Late Opening (per panel schedule)

late close warning minutes

late close warning event Late Opening (per panel schedule)

Detail

category 1

description

duration (hh:mm)

log events

runaway

external

customer

disallow operator access

expired test event Test Expired

expiration warning minutes

expiration warning event Test Expire Warning

SETUP

Internal Notes

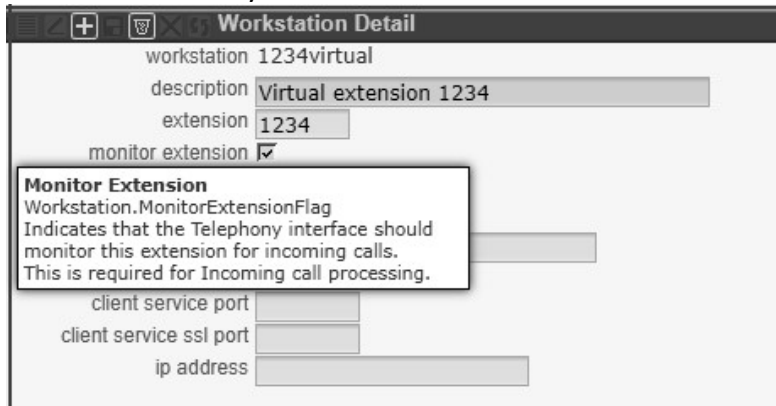
The Setup windows for Action Plans, Auto Evaluations, Auto Processes, Event Codes, Event Rules, and Operator Actions now include a new field for 'Internal Notes'. These are fields that will only appear in the Setup windows for notes on the entry in the setup.

Device Type

Device Types can be set up with a URL Text/Target to display in the Site Summary of the Alarm Dispatch Window.

Extensions to Monitor

A Workstation can have the extension be set up to monitor. This avoids the need to enter the extension manually in the Extension to Monitor window.



The screenshot shows a configuration window titled "Workstation Detail". The fields are as follows:

- workstation: 1234virtual
- description: Virtual extension 1234
- extension: 1234
- monitor extension:
- client service port: [empty]
- client service ssl port: [empty]
- ip address: [empty]

A tooltip for the "monitor extension" checkbox is displayed, containing the following text:

Monitor Extension
Workstation.MonitorExtensionFlag
Indicates that the Telephony interface should monitor this extension for incoming calls.
This is required for Incoming call processing.

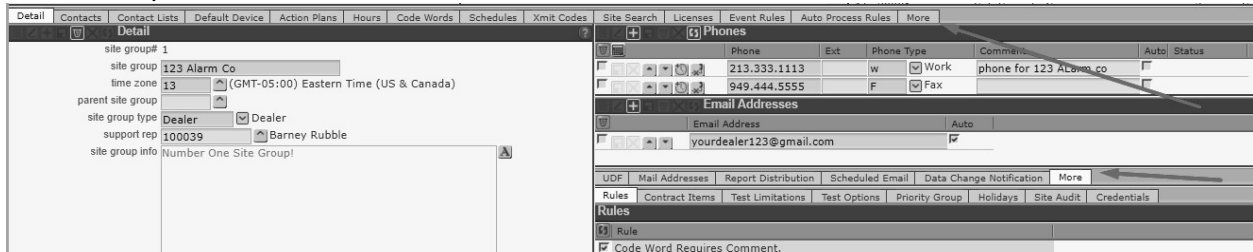
Having entries in the Extensions to Monitor or the Monitor Extension flag on the Workstation will take effect without the need to restart the SGS Telephony Service.

SITE GROUP SETUP

More tab

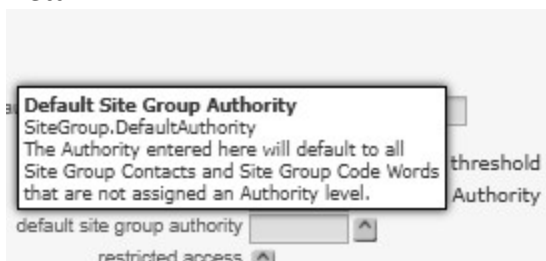
A 'More' tab has been added to save space in the row of tabs. Sub tabs include 'Email HTML Format', 'Agency Callback', 'Integration Platforms', 'Login Policy', and 'Default Notify Codes'.

Additionally, a 'More' tab has been added the sub tabs in the Detail tab.



Default Site Group Authority

Site Group Contacts/Code Words can have a Default Authority configured in the Site Group Detail.



Site Group Default Notify Codes

Default Notify Codes can be entered in the Default Notify Codes tab to apply to all Site Contacts in the Site Group. Site Contacts can be set to 'Ignore Site Group Notify Codes'.

Override Data Code Field

Stages sometimes adds a 'D' to the front of a Zone on signals when the signal is really a device level signal and not an actual zone. The ability to override the 'D' DataCodes in Signal Codes for a Site Group has been added. The DataCode must have 'SG' added to the end to enable the override (the 'SG' will always be stripped). A UDF of 'SigDataCode' can be added to the Site Group with a value of 'Zone', and any Signal Codes with a 'D' will only match on the zone for that Site Group.

NOTIFICATIONS

Outbound Notifications

Errors in outbound notifications for a site will displayed with a red button in the site history.

	11/10/20 10:18:48	d99-9000		ChatAcc - Chat Room Accessed
	11/10/20 10:18:12	d99-9000		Notification - Notification Sent
	11/10/20 10:18:12	d99-9000	BMW	Send Chat Message

SMS Sent

Outbound SMS are listed in the SMS Sent window (Utilities | SMS Sent).

Server#	Server	Com Status	Total Pending	Oldest Pending
2	MPSQL01	This Server	0	
3	IPSQL01	OK	0	

SMS#	Posted	Sent	Delay	Seq	To
8314	09/20/20 00:00:25	09/20/20 00:00:37	12		4145881909
8313	09/20/20 00:00:25	09/20/20 00:00:37	12		2626728977
8312	07/17/20 14:00:12	07/24/20 11:53:19	597187		4145881909
8311	07/17/20 14:00:12	07/24/20 11:53:19	597187		2626728977

SMS Reply

A Task Parameter of 'SMSResponseMinutes' can be entered on the SMS Task to set up a time frame for when the SMS is a reply. The Default is 240. Site Phones are also now eligible to be an SMS Reply.

Auto Process Conditions

Dispatch Type has been added to Auto Process Conditions. This allows an Auto Process to be suppressed for a Site with a specific Dispatch Type.

Chat

When verifying a Code Word in Chat when the user entered a Duress Code, a new Event Code 'ChDuress' will be logged to history.

Cancel Events and Operator Actions have been added the Auto Process for Chat notifications.

Operator Actions and Event Codes that updates the chat will be done on the active chat session for the account even if the alarms are different alarm numbers.

A new option has been added to the Chat Auto Process to Send Notify for Existing Chat. When this is enabled, a notification will be sent again using the same Chat Room if the auto process is triggered again.

A new option has been added to the Call Routine setup to prioritize Chat Members that have accessed the chatroom in Action Plan call lists.

REPORTS & DATA WINDOWS

Site Group Email From Name/Address

Outbound Reports will use the Email From Name and Email From Address from the Site Group when sending to Sites belonging to that site group. The Email Service used by the Central Station will have to be able to support this functionality.

Site Database Report

An option has been added to include Site Notes on the report.

Excessive Activity Data Window

Exclude Test Signals has been added as an option.

Site Group Signal Counts Data Window

Exclude Test Signals has been added as an option.

In/Out Service by Date Data Window

Address Information has been added to the results.

Last Signal List Data Window

Event Code and Phone have been added to the results.

Miscellaneous

Zone Import

For Zone Import, Signal Code has been added, Area has been changed to be null if left blank, and a Status of 'A' will be defaulted if there is no entry and no Signal Code.

Message Center

A DNIS of 'ALL' can be entered to be a catch all for any incoming call that does not have a defined DNIS.

When trying to attach a Message Center Call to a Site, a search will be executed to check if the calling phone number has been an outbound call in the past few hours. A list of those recent calls will be displayed and can be used to attach the call to a site.

Integration Platforms

Data Changes from an Integration Platform user will display the User Name associated with the Integration Platform.

Future SQL Compatibility

Updates have been made to several procedures to ensure compliance with planned future releases of SQL.

Multi-Select

Multi-select results will be filtered so that selected results are on the top of the list.

ASAP to PSAP Integration

If an Event Code has ASAP Description, the ASAP call will not require a Service Type ASAP Description.

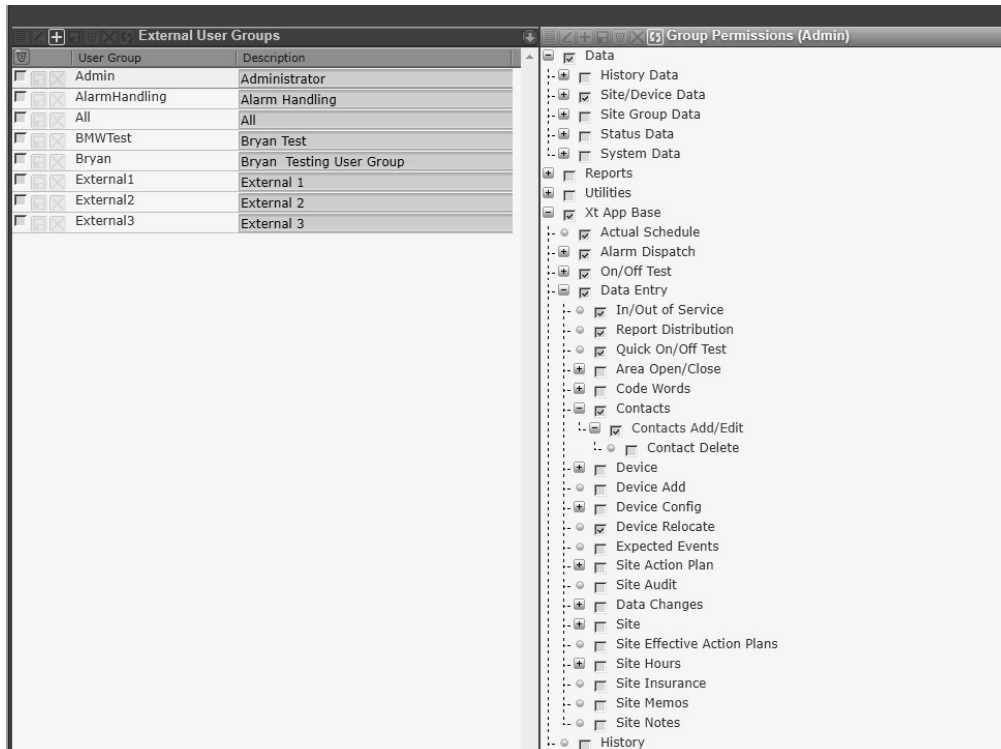
Double Byte Characters

A fix has been made when searching for Site Names using double byte characters.

EXTERNAL APPLICATION

External Application Permissions

The External Application Permissions have been reworked to give much more flexibility to configuring external users. It is recommended to utilize External User Groups to make the assignment of permissions much easier and clearer. Nothing has been removed from the previous version of the Permissions, so without any changes, the external users should not be impacted. The Stages team is available to help with the transition to using the new Permissions through back end update processes.



**See New Securables below.*

In a future Revision, the following Permissions will be deprecated. A plan should be put in place to reconfigure the External User Groups to use the new Permissions.

- External Application (XtApp)
- Write Access (XtAppWrite)
- Write Device Configuration (XtAppWriteConfig)

Incoming Call

Incoming Call can be utilized in the External Application, opening the Xt Advanced Search.

ASAP Site Verification

The ASAP Site Verification has been added to the External Application.

NEW SECURABLES

The following new Securables have been added:

AppNum	Securable	PrereqSecurable
1	AddressSearch	stages
1	SiteCommunicationTypeList	SiteDeviceData
2	ActionPlan	SystemData
2	ActiveSiteNotes	SiteDeviceData
2	AddressSearch	XtApp
2	AlarmCountByReportCode	HistoryData
2	AlarmFactor	SiteGroupData
2	AlarmHistoryList	HistoryData
2	AttritionCount	SiteGroupData
2	BadPhoneNumbers	SystemData
2	ContractItemUsage	SiteDeviceData
2	Data	NULL
2	DetailedActivity	Report
2	DetailedActivityList	HistoryData
2	DeviceConfigUsage	SiteDeviceData
2	DevicesWithTimerTest	SiteDeviceData
2	DeviceTypeWithDocument	SystemData
2	DeviceTypeWithDocumentWrite	DeviceTypeWithDocument
2	ExcessiveActivity	HistoryData
2	ExcessiveOperatorActions	HistoryData
2	ExternalAppUsage	SiteGroupData
2	ExternalDataChanges	SiteGroupData
2	GroupTest	StatusData
2	HistoryByEventCode	HistoryData
2	HistoryBySignalCode	HistoryData
2	HistoryData	Data
2	InOutServiceByDate	StatusData
2	Memos	Utilities
2	MessageCenter	Utilities
2	NoActivityList	HistoryData
2	NoActivityReport	Report
2	OpenCloseHistory	Report
2	OpenCloseHistoryList	HistoryData
2	PendingRestorals	StatusData
2	Report	NULL
2	ScheduledManualEventList	StatusData
2	ShortSiteDevice	SiteDeviceData
2	ShortSiteReport	Report

2	SignalCountByDevice	HistoryData
2	SiteAuditSearch	SiteDeviceData
2	SiteCommunicationTypeList	SiteDeviceData
2	SiteContactReport	Report
2	SiteDatabaseReport	Report
2	SiteDeviceData	Data
2	SiteGroupData	Data
2	SiteGroupSites	SiteGroupData
2	SiteGroupSMSLog	SiteGroupData
2	SiteNotification	Utilities
2	SitesWithoutLatLong	SiteDeviceData
2	StatusData	Data
2	SystemData	Data
2	TestRunawayList	StatusData
2	UQA	Utilities
2	UserDispatch	Utilities
2	Utilities	NULL
2	XmitCode	Utilities
2	XmitCodeWrite	XmitCode
2	Xt	NULL
2	XtAreaWrite	XtArea
2	XtCodeWordsWrite	XtCodeWords
2	XtContactDelete	XtContactsWrite
2	XtContactsWrite	XtContact
2	XtDataEntry	Xt
2	XtDeviceAdd	XtDataEntry
2	XtDeviceConfigImport	XtDeviceConfig
2	XtDeviceConfigQuick	XtDeviceConfig
2	XtDeviceConfigWrite	XtDeviceConfig
2	XtExpectedEvents	XtDataEntry
2	XtHistory	Xt
2	XtNotificationSubscription	Setup
2	XtQAReportProblem	Xt
2	XtRecurringTest	XtDevice
2	XtRecurringTestWrite	XtRecurringTest
2	XtSiteActionPlan	XtDataEntry
2	XtSiteActionPlanRules	XtSiteDetail
2	XtSiteActionPlanRuleWrite	XtSiteActionPlanRules
2	XtSiteAgencies	XtSiteDetail
2	XtSiteAgenciesWrite	XtSiteAgencies
2	XtSiteAudit	XtDataEntry

2	XtSiteAutoProcessRules	XtSiteDetail
2	XtSiteAutoProcessRuleWrite	XtSiteAutoProcessRules
2	XtSiteDataChange	XtDataEntry
2	XtSiteDataChangeNotification	XtSiteDataChange
2	XtSiteDetailWrite	XtSiteDetail
2	XtSiteDispatchTypes	XtSiteDetail
2	XtSiteDispatchTypesWrite	XtSiteDispatchTypes
2	XtSiteEffectiveAP	XtDataEntry
2	XtSiteGroupDefaultNotifyCode	XtApp
2	XtSiteGroupDefaultNotifyCodeWrite	XtSiteGroupDefaultNotifyCode
2	XtSiteHolidays	XtSiteDetail
2	XtSiteHolidaysWrite	XtSiteHolidays
2	XtSiteHours	XtDataEntry
2	XtSiteHoursWrite	XtSiteHours
2	XtSiteInstructions	XtSiteDetail
2	XtSiteInstructionsWrite	XtSiteInstructions
2	XtSiteLicenseTypes	XtSiteDetail
2	XtSiteLicenseTypesWrite	XtSiteLicenseTypes
2	XtSiteMemo	XtDataEntry
2	XtSiteNote	XtDataEntry
2	XtSiteNotifyCodes	XtSiteDetail
2	XtSiteNotifyCodesWrite	XtSiteNotifyCodes
2	XtSiteQuestions	XtSiteDetail
2	XtSiteQuestionsWrite	XtSiteQuestions
2	XtSiteUDF	XtSiteDetail
2	XtSiteUDFWrite	XtSiteUDF