



Stages Release Notes

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Enhancements/Features

RISCO Receiver Development

We added a dedicated Windows Service called RiscoCloud to download Risco video image files and record history records, and built a URL for operators so that the images and history records will be viewable by operators.

ULC Listing

We added a ULC logo to the images static resources in the WebDevApp (backend) and updated the HTML returned in the pStagesVersion stored procedure to call that image. We also added the listing number for ULC.

RapidSOS Alarm with existing ID

RapidSOS requested that we change the way Stages handles the original alarm coming from them. We did not need to create an alert, because one already existed. RapidOS wanted Stages to update the alert in their system to a status of Dispatch Requested. For this change, if an incoming alarm has a “RapidSOSID=xxxxxxx” in the comment, it now updates the existing alarm. Additionally, there are new signal codes sent in from the status of the API call out to RapidSOS on the update path.

Custom Option for Default Email Report Option

The defaults for the email report option are set in the pEmailReportsDefault stored procedure. To avoid affecting any users who currently have link as the default setting, we added a custom option for this. Using this custom option, the default for the email report option can be changed from link to attachment.

Call Me Back Feature on Numera Devices Now Working

The original Numera Call Back integration used an outbound command DLL and stored procedure that used the Site ID1 field for the IMEI value. Dealers with many accounts that used the Site ID1 field for a different value could not move this data. To account for this situation, the IMEI value can be stored as a Site UDF. If the Site UDF is in the database, Stages will look for the IMEI number there, otherwise, it will look in the original location Site ID1.

Task Configuration Setup Tab

The order of the columns in the Setup Tab of the Tasks window was changed such that the IP Address, IP Port Number, and Task Options fields are listed before Serial Baud, Data Bits, Stop Bits, Parity, Port Name.

Global Hours Now Work in Operator Actions

Even though users could select Global Hours in many dropdowns for Hours Type, the implementation did not work everywhere. It was only implemented in Action Plans (which are a very specific case) and AutoProcess.

We made this work in Operator Actions and other places where Hours Type can be selected. We changed the fSiteHours stored procedure to check for a global hours definition if it fails to find it at the site and then the SiteGroup level.

Application Corrections

TDC SMS integration [00072791, 104133]

We updated the webhook to Nuuday specifications for both the SMS payload and SMS Delivery Report (status) payload. The integration creates a history record for each SMS and updates the SMS status in column SMSSent.VerificationStatus and SMSSent.DeliveryComplete.

Push notification update to support TLS security

The SgsOutboundCommandProcessor process was not starting correctly. We resolved this issue so the process starts as expected.

Action plan sub-sitegroup level issue [00093164]

When users tried to use an action plan that was making decisions based on hours listed in the site group, the option became blank and could not be used. This was happening because the Site Group Type was not saved in the dropdown menu. This needs to be configured in the Stages Designer: go to the ActionPlanItemSiteGroup window > Fields tab > select the HoursKeyTypeDescription field > click the Pick Results button > add the HoursSiteGroupType so the selected Site Group Type can be saved (it is saved to the ActionPlanItem.HoursSiteGroupType column). From the same dropdown menu, there was an item (Global) that was a hardcoded value; we adjusted the stored procedure wActionPlanItemDetail to display “Global” when selecting and saving the Site Group Type.

ITSCom Guard app connection issues [00096925]

When a SQL server in the API config file was not responding, the application was not connecting to the active SQL server. To fix the connection failing over to the active SQL server, the latest code supports switching to the active server when the non-active server is offline.

Reporting services causing very large memory grants due to missing index and/or unoptimized stored procedures [00098428]

A change to the Stages.pbscSignalStatistics stored procedure improved memory grant.

2ways/Calls being routed to wrong accounts [00102553]

We changed the way Stages does the matching to see if the signature of the AlarmListenIn table record indicates traditional receiver and then matches on ANI and DNIS.

The Opens/Closes are not working right

We set up a Default Area that can be set in the DataCode field in the Signal Formats. We added “AreaDefault=1” where the area can be changed. This can be added to any Signal Format in the SIA and CID formats, and it adds a Default Area if it is not received from the signal (if there is already a value, like “User” or “Area”, you need to add AreaDefault=1 separated by a Comma).

The screenshot shows a 'Signal Code Detail' form with the following fields and values:

- signal format: SIA
- signal code*: CL
- signal code description: Closing report
- signal status: C (dropdown menu showing Close/ARM)
- alarm: [empty]
- trouble: [empty]
- bypass: [empty]
- arm/disarm: A
- data code: User,AreaDefault (highlighted in yellow)
- record zone status: [checkbox]
- default event code: SGSC
- event code: CL (dropdown menu showing Closing report)
- instructions: [empty text area]
- device status: [empty]
- device status state: [empty]
- does not satisfy timer test: [checkbox]
- alternate code: [empty]
- silent: [checkbox]

At the bottom, there is a button labeled 'Initiate Signal Code Lookup' with a key icon.

We added the adjusted procedures to the customer’s system (pSigSIA, pSigCID, pSigRC4000, pSigVIP, pSigAlarmNetVC) and watched for the Areas being set. It was working as expected.

The other format that was not functioning correctly for Open/Close was the ScanCom. Scancom only sends basic signals that do not specify areas directly. But if one channel of a signal is used to indicate an Open and Close, you can now specify the area that you need to assign for that Point. We made a “SetArea”

Signal Option that allows users to set an area in the configuration, and it will still apply if the area was missing from the signal.

The screenshot shows a configuration window titled "Detail" with the following fields and values:

- point: 6
- signal status: A (dropdown menu with "Alarm" selected)
- signal code: (empty)
- event code: CL (dropdown menu with "Closing report" selected)
- restore: wait: (empty) count: (empty)
- location: (empty) (dropdown menu)
- type: (empty) (dropdown menu)
- description: Bedroom 1
- area: 1 (dropdown menu with "Area 1" selected)
- schedule#: (empty)
- cameras: (empty)
- site group sched#: (empty) (dropdown menu)
- alt xmit#: (empty) (dropdown menu)
- userid: (empty)
- option: Set Area (highlighted in yellow)
- status: (empty) (dropdown menu)
- action plan: (empty) (dropdown menu)
- alarm confirmation: (empty) (dropdown menu)
- separate alarm:
- auto process: (empty) (dropdown menu)
- entry/exit period: (empty)

To do this, we added an entry to the dropdown by adjusting the DataSource for the dropdown.

We adjusted the procedure pSigRule to account for the SetArea if it exists. Once this was set up, we were able to control the Area to the Scancom signals as well as all other OP/CL signals.

If the configurations are not being used after these changes, meaning the accounts were set up but the Signals are not over writing to the OP and CL, they are staying at the BA or BA-R that was being sent in from the Scancom signals, check the SignalStatus or the SignalCode in the database. Either the SignalStatus or the SignalCode must have a NULL value (not blank). If one of these fields is not NULL, the signal processing configuration will fail.

Labels for late open warning event and late close warning event were being filled with the description of the open without setting them

A procedure was set up to look at the LateOpenEventCode for both of the warning descriptions. We changed this to look at the proper field, and it has resolved the issue.

Searching in summary window fails for SiteGroup 62559 [00106535]

We optimized the pXtSearch stored procedure by retrieving and setting the labels before concatenating with the search queries that were executed.

(This is related to case 00093641, which was resolved by rewriting the search query eliminating the “OR” operator and @SearchLike variable when searching >15 million records on multiple columns on the Site table for the pXtSearch stored procedure.)

European AlarmNet: Can’t receive after midnight bad transmission [106987]

We fixed code that was receiving European AlarmNet data.

IVR is calling customers hundreds of times with a result of “NoDialResult”

We added the dial result of “NoDialResult” to be a “Failed” status so the calls will stop if it receives this type again.

Add BCC email address to all outbound emails [00106006]

We added the ability to set the default BCC and CC email address at the email task parameter level. The override is set on EmailOutbox.CcAddress and EmailOutbox.BccAddresses.

Certain European AlarmNet signals were not being processed

We fixed an issue where certain European AlarmNet signals (such as when the receiver rebooted or powered off and the signals were not reset and when the receiver came back up the points were not resetting) were not being processed as expected.