



Stages Release Notes

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Version 2.7.6



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Enhancements/Features

UDF Date Display

The UDF value for dates was reading the pure string out, but it was trying to convert it to a date. Depending on the format, this did not work. We changed the way this functions. In the database we are storing the UDF date value as MM/DD/YYYY and then converting that to the user's format to display.

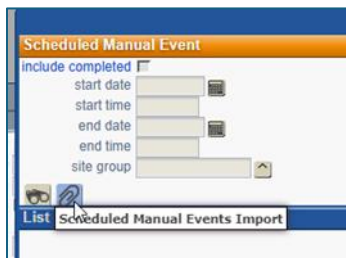
Added Feature to Bulk Import Scheduled Manual Events

We created a new import feature to bulk import Scheduled Manual Events by providing a button on the Scheduled Manual Event window. This import feature validates valid Xmits, valid Event Codes, valid future Scheduled Dates, and prevents importing duplicate Scheduled Manual Events.

To use this new feature, the events need to be in a .CSV file in the following sequence (**bold** indicates required): **Xmit#**, Site Name, **Event Code**, Comment, **Scheduled Date** (in the future), Site Group

The Date field is automatically generated by the system and does not require input from users.

The Schedule Date time is UTC converted to +/- the customer time zone.



Data Preview						
Xmit#	Site Name	Event Code	Comment	Scheduled Date	Site Group	Error
Import			past date	10/30/24 00:00:00	123 Alarm Co (1)	•Scheduled Date cannot be in the past
Import			today's date	10/31/24 00:00:00	123 Alarm Co (1)	
Import			future date	11/03/24 00:00:00	123 Alarm Co (1)	
R32-4198	Yanna Test	BA	dup future date	11/03/24 00:00:00	123 Alarm Co (1)	•Duplicate not allowed
R32-4198	Yanna Test	BK	future date	11/03/24 00:00:00	123 Alarm Co (1)	
R32-4198	Yanna Test	BK	future year	11/03/25 00:00:00	123 Alarm Co (1)	
YANNAXYZ	Yanna Test	E144	bad xmit	11/03/24 00:00:00	123 Alarm Co (1)	•Invalid Xmit
R32-4198	Yanna Test	PA	no site group	11/03/24 00:00:00		
R32-4198	Yanna Test	B1	bad event code	11/03/24 00:00:00	123 Alarm Co (1)	•Invalid Event Code
R32-4198		FA	no site name (space and tabs)	11/03/24 00:00:00	123 Alarm Co (1)	
R32-4198		E144	no site name and no site group	11/03/24 00:00:00		
R32-4198	Invalid misc site name	E604	10	11/03/24 00:00:00	AAA Installer (2)	
R32-4198	Yanna Test	CZ		11/03/24 00:00:00	123 Alarm Co (1)	
R32-4198	Yanna Test	cq		11/03/24 00:00:00	123 Alarm Co (1)	
R32-4198	Yanna Test	al	lower case	11/03/24 00:00:00		
R32-4198	Yanna Test	153	long comment - One little pumpkin	11/03/24 00:00:00	123 Alarm Co (1)	

History																
SS	c/2	Date	Xm#	Event / Operator Action	Initials	Signal Code	Point	Description	User Name	Area	Comment	Alarm#	FC	Pri	Delay	Scheduled Date
<input checked="" type="checkbox"/>		10/31/24 13:15:09	R32-4198	Scheduled Manual Event	ya						153 - long comment - One little pumpk	<input type="checkbox"/>				11/03/24 00:00:00
<input checked="" type="checkbox"/>		10/31/24 13:15:09	R32-4198	Scheduled Manual Event	ya						al - lower case	<input type="checkbox"/>				11/03/24 00:00:00
<input checked="" type="checkbox"/>		10/31/24 13:15:09	R32-4198	Scheduled Manual Event	ya						cq -	<input type="checkbox"/>				11/03/24 00:00:00
<input checked="" type="checkbox"/>		10/31/24 13:15:09	R32-4198	Scheduled Manual Event	ya						CZ -	<input type="checkbox"/>				11/03/24 00:00:00
<input checked="" type="checkbox"/>		10/31/24 13:15:09	R32-4198	Scheduled Manual Event	ya						E604 - 10	<input type="checkbox"/>				11/03/24 00:00:00
<input checked="" type="checkbox"/>		10/31/24 13:15:09	R32-4198	Scheduled Manual Event	ya						E144 - no site name and no site group	<input type="checkbox"/>				11/03/24 00:00:00
<input checked="" type="checkbox"/>		10/31/24 13:15:09	R32-4198	Scheduled Manual Event	ya						FA - no site name (space and tabs)	<input type="checkbox"/>				11/03/24 00:00:00
<input checked="" type="checkbox"/>		10/31/24 13:15:09	R32-4198	Scheduled Manual Event	ya						PA - no site group	<input type="checkbox"/>				11/03/24 00:00:00
<input checked="" type="checkbox"/>		10/31/24 13:15:09	R32-4198	Scheduled Manual Event	ya						BK - future year	<input type="checkbox"/>				11/03/25 00:00:00
<input checked="" type="checkbox"/>		10/31/24 13:15:09	R32-4198	Scheduled Manual Event	ya						BK - future date	<input type="checkbox"/>				11/03/24 00:00:00
<input checked="" type="checkbox"/>		10/31/24 13:15:09	R32-4198	Scheduled Manual Event	ya						BA - future date	<input type="checkbox"/>				11/03/24 00:00:00
<input checked="" type="checkbox"/>		10/31/24 13:15:09	R32-4198	Scheduled Manual Event	ya						BA - todays date	<input type="checkbox"/>				10/31/24 00:00:00

Contacts with Auto Checkbox Selected are Included in a Call List in the RSPNDR Payload [119609]

For the RSPNDR notifications to be sent to a contact's phone, the contact point will need to have the "Auto" (Auto Notify) check box selected. All contacts and contact points that have the auto checkbox selected will be included in a call list in the command parameters. The list will show as contact name: phone number in a "pipe" | separated list that is sorted by the order number.

New Stored Procedure to Process G4S new Signal — P4 Alarm

We created a new stored procedure, pP4AlarmReceiver, to process the G4S new signal P4 Alarm. We modeled Surgard signal format (S023).

Updated ULC Numbering and Added Text for Canada

We updated the Help > About information to display the correct ULC Compliance information:



UL 1981 Operator Locking Stages

We added a feature for operators to lock themselves out of Stages when under duress by pressing this hot key combination: SHIFT + CTRL + F7 or by clicking the "Operator Duress" under the Site menu. This will delete their current sessions and permissions to Stages.

A supervisor can restore an inactive user account in Stages by clicking the **Activate User** button. This is on the Inactive Users screen. The Inactive User screen can be found here: Setup > User Setup > Stages Users > Inactive User (clicking second top-right person icon).

Created New Fields on SiteSummary

We added new URL fields in Stages > Device Setup > Device Type below the existing "URL Text" and "URL Target" fields.

One field is a descriptive field that describes the URL the user will enter.

The second field is designated for the URL (the hyperlink) the user will be entering.

The screenshot displays a security system interface. At the top, it shows 'Burglary Residential' in large blue and green text, with a timer '0:02:46' in green. Below this, there are four large numbers: '0', '0', '9', and '100', each with a label: 'alarms in 24 hours', 'alarms this week', 'alarms this month', and 'alarms this year'. To the right, it says 'aht (ND-00:06:00)' and '1 Active Site Notes'. Below the numbers, there are two time fields: '11d 5h:57' and '11d 5h:58', with labels 'time since last alarm' and 'time since last full clear'. The site name is 'Toby Test', and the address is '1000 W 2480 S Ste A, Salt Lake City, UT 84119 USA County'. There is a 'Map' link. Below the address, it shows 'alarm# 1528 dispatch types CAREAPP, OpenClose', 'cs callback# (714)997-3269', 'groups 123 Alarm Co', 'permits test(P) Normal', and 'code words nickles, Samsung, Ford, Android'. At the bottom, there are three fields: 'url text (device type) DeviceType', 'testDeviceURL', and 'billing url Billing Portal' (which is highlighted with a red box). The bottom of the screen shows a 'Send Memo' button and a 'Send a memo regarding this account to a' field.

Answering Calls Statistics: Pop Screen by Dispatch and Call Pop Log [74048] [64334]

We are logging UCC incoming calls and capturing which button (Data Entry, Alarm Dispatch, Quick Call, or History) the operator pressed to be reported on. There is a new report under the menu Data > Statistics > Call Pop Statistics group by Dispatcher. This report is only for UCC.

RSPNDR Integration Service Log Message

We were logging an error due to the way the call list data was sent from Stages and MediaGateway; however, this is not an error but just information.

We changed logging when RSPNDR out call has a call list that is not formatted correctly or has a trailing pipe from “Error” to “Information”.

Application Corrections

Hybrid monitoring hours for dealers [99575]

When users set the event rules for hybrid monitoring, the times were being pulled from the individual site levels and not from the site group level. For example, a site was in one time zone but continued to receive signals due to accounts in another time zone.

We created a process using the Hours Type and Auto Evaluation to accomplish an Hours schedule through the SiteGroup.

- Add Hours Type in the Global HoursType
- HybridMon -> Hybrid Monitoring Hours

We added a hard coded ActionAutoEvaluation value that is used for this process only.

We added a parameter and adjusted the stored procedure wActionEval to accommodate the new process. In this stored procedure, we added a Parameter “@EventRuleNum int = null” — default of Null so the id does not need to be provided. This allows us to get the SiteGroupNum from the EventRule that is being used. With this we can check the TimeZone of the SiteGroup and see if an alarm handled by the SiteGroup is within the Hours of the SiteGroup or not.

MSG% sites appearing in SGS mobile app [00098375]

We updated these stored procedures — pXtSearch and pXtSummaryDetailList — to exclude incoming calls from the Message Center feature. This is controlled using a UDF, ExcludeDealerMessageCenterXmit, defined at the Site Group level.

Aborts not working when the configuration/device event has the separate alarm box checked

There were no application changes in this case. Adding the **Separate Alarm** checkbox to the Restore/Abort event under the Configuration or Device will make the Abort work as expected. If only the alarm event has the **Separate Alarm** checkbox selected, and not the Restore/Abort, then the abort will not work as expected.

Schedule in data entry does not match report [114370]

The function fReportScheduleTimes needed to be updated to handle certain days of the week with blank times. The underlying issue was formatting, aligning blank times with days of the week.

Task 78 [store name] Email Signals [114806]

We updated two stored procedures, pSigInbox and pSigInboxInglesMarket, to parse two store names. Also, we updated Task.TaskOption to detect the store names.

wDataLocFromAddress writes data to a log table but when writing to the PSAPServiceLog fails because of too small column [115345]

The table PSAPServiceLog was logging the Street column that was nVarChar(100), but the data table with the Address column was nVarChar(500). There were two other columns, City and State, that had the same size issue; we corrected all three fields.

Stagesmon high CPU due to missing index [116334]

The high CPU consumption on active monitoring was due to a missing index. In the VideoRecording table, we added a non-clustered index on the column VrecReference.

SecurVoice recordings [119476]

When users clicked a SecurVoice recording, they would get an unknow error. We found that the call recording software added a space in their extensions; for example, when Stages got a List<string> from the GetChannel(), some of the extensions in the list would be “ 1234” instead of “1234”, which caused the error. To fix this, we are trimming the space before the extension.

Site notes without expiration date or effective date are not being included in the RSPNDR payload [00119800]

Site Notes that did not include an expiration date or an effective date were not sent in the payload to RSPNDR. We corrected this so that all Site Notes regardless of if there is an effective date or expiration date will be sent in the RSPNDR payload.

RSPNDR is expecting the alarm date in UTC time [119801]

We removed the conversion to local time from UTC in stages.fUTCtoLocal() in two places as the variable for the Datetime was UTC.

Emails that use date variables not showing dd/mm/yy format as expected

Emails that pull in the date variables showed in U.S. format (mm/dd/yy) regardless of the region setting of the Central Station. This also happened when there was no “State” included on the customer address, as would be the case with Central Station customers outside of the U.S.

We updated this so that the date variables will now read in dd/mm/yy format when the European checkbox is selected in the Regions form.

Site notes being sent to RSPNDR are being truncated to 30 characters [121610]

We changed the stored procedure wAutoProcessInterfaceRspndr to accommodate longer site notes passed in from RSPNDR.

Adding contact via site activate more than one at a time does not auto check the auto notify option [121220]

The quick input was not allowing multiple contacts to be added at the same time; it was not respecting the Autonotify Option. We fixed this so that when adding multiple new contacts, the Autonotify flag will respect the Stages Option for default values.

Service Now integration improvement request [123937]

We updated two stored procedures, pServiceNowSiteUpdate and pG4sSapUpdateSite, and the user defined field ServiceLevel to accept new data from the ServiceNowGateway API.

SMS issue task 73 [120861]

We removed exception statements from being shown in the default label for the switch statement so that code can continue to call the stored procedure to move the SMS record from the SMSOutbox table. We also updated logging to the Event Viewer only when there is an error. Now the Twilio SMS record does not get stuck in the SMSOutbox table when the Twilio API responds with an error. This change will affect all customers using Twilio API SMS.

Recordings not being linked to all outbound calls for hybrid dealers using backup server [128671]

The pDialStart proc normally logs the operator action across servers on the Active server. This caused the history line to log a different server than where the user was operating. However, the voice recording table used the server where the user was. This caused the history line to not match up with the recording record and not display the icon to retrieve the recording. We updated this so that the logging of the operator actions returns the server that was it was saved under, and we pass that into the voice recording table so that they stay aligned.

Issues running reports in dealer portal [129255]

For App2 users, the stored procedure overrode what was sent in and set the SiteGroup to the one the user is created under. This broke the search functionality.

The No Activity report for a Dealer user now honors the SiteGroup filter selection and only returns results for that site group.