



# **Release Notes for Phoenix 3.4.2.3**

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# NEW OR IMPROVED

The purpose of this guide is advise you of the updates that have been included into the Phoenix 3.4.2.3 version.

## Alarm Processing

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### Alarm Processing

- In the 'Close Event' dialog, 'Return Event to Pending' used to accept free form entry. It now displays a list of users under 'Assign to Operator'. The display is a list of all valid Alarm Processing operators. Operators currently logged into the system will be displayed as left justified.

### Alarm Processing | Data Entry

- Default history lookup now automatically searches the ABMSignal table, not just the 'last 20 signals'. The ABMSignal table should contain the most recent 60 days of signals. The option for the 'last 20 signals' is still available, but must be manually selected. This option was required when Phoenix only supported 1 table for all signals, but now that Phoenix supports 2 tables the option for most recent 20 signals may be obsolete.
- No Action wizard now displays 'ACTIVE' or 'NOT ACTIVE' when displaying No Action items.
- New 'End' option is now available. This option allows the displayed No Action to stop immediately but does not delete from the system, which allows Zone Restoral validation to still take place. Deleting the No Action is still a valid choice, but Zone Restoral Validations are not performed.
- 'Area' value is now displayed in the current signal list window in Alarm Processing and in signal History lookup in Alarm and Data Entry.
- No Action wizard will no longer display the last Zone/Signal from the previous No Action created. It will now default to "-1" for both entries.

### Alarm Processing | Browser | Data Entry | Search

- Clients will now attempt to reconnect when Appsrv connection is lost. If Appsrv connection is lost, the next request from the client will try to re-establish Appsrv

connection. Only 1 attempt is made per lost connection lost (meaning it will not re-try more than once). On system failovers (primary to backup), clients will not connect to backup server automatically but users must re-start client manually. This is required because what is displayed on the client screen is not guaranteed to be on the backup server. A restart of the client application will present the accurate data as found on the backup system.

- The *client-init.log* will record IP address the client connection is using during each startup.
- A link the Phoenix Reporting System is now included as part of the Menu. When starting from Browser, a user ID /password will be required to log into reporting. The other clients will log into reporting with the same ID currently being used.

In the event that the report server is different than the server running Appsrv, add the tag 'REPORT\_SERVER' in the GUI ini file (alarm.ini, maint.ini, etc...) and set it equal to the proper report server name.

## Appsrv

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### Alarm Processing

- Based on the setup in the ABMsigtype table, signal data can be written to an ABMexport table to be exported to 3<sup>rd</sup> party systems. Currently supported by InnoWatch and JCI systems. Additional data can be received in the ABMimport table. System Monitor will read items and apply appropriate action to events in Event Wait Queue for those signals. (See additional documentation)

## Browser

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### Browser

- Prior to this release, on initial Browser startup, it would resize all open queues so they were of equal height. Now if a queue is sized differently, that queue setting will be used on next Browser startup.

# Collects

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## Collects

- **Radionics:** Support for 'SIGNAL\_TRUNCATE = S' option to be used for type '1' signals. If this tag is set, when a signal/zone is parsed out where signal is an 'A', the zone value will be split up between signal and zone. For example, receiving Signal 'A' and Zone '32', will result with Signal '3' and zone '2'.
- **TechConnect:** Tech IDs are now validated against the ABMuser table to find authorization levels for No Action max time limits and the ABMgroup tables for dealer restrictions.

# Manager

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## Manager

- New menu option 2] Database Functions -> 6] Delete Expired Temp Data. This selection will prompt for a date and then proceed to delete all items in the ABMtempdata and ABMtempcontactlinks tables where expired date is less than the date entered.

# Reporting

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## Reporting

- Recurring Reports process can send a status report to an administrator's email address after completing each run. To activate this report, edit the 'report.ini' file on the report server. Add the label 'ADMIN\_EMAIL' and set it equal to the email address where Status Report should be emailed too. This label should be placed in the [RPTSRV] section in the 'report.ini' file.
  - Default sorting of the report status items is by Owner (meaning all the reports for 1 owner are grouped together). To set the sorting of the status report to sort by Report number, add the tag 'ORDER\_BY' and set it equal to 'ID'. This tag should also be defined in the [RPTSRV] section the report.ini file. Must be setup for using the Phoenix Email Service for report to be emailed.

- Add support so that Reporting can be run a standby server to so that reporting operations will not affect system performance on the primary active server. To activate, on the standby server, update the 'report.ini' file to include the tag 'PUB\_DB\_SERVER'. Set this equal to the ODBC name for Phoenix running on the Primary server. This will enable reporting to update primary server db tables but use the backup server for all data selects for running reports.
- If debug level is set to include 'INFO' value in the [RPTSRV] section, any deletion of print jobs or recurring reports will be logged in the 'report.log' file. A line with the job or recurring report # and user ID will be written to the log.
- Print Jobs Listing:
  - Removed the 'Enter Detail Job#' prompt; now each line of listing has an icon to click to see details
  - Customized print jobs listing now has drop down selection for 'Started', 'Owner' and Status' selections based on rows in Print Jobs listing.
  - Job # 'check box' now updates all rows when clicked, no need to refresh
- Recurring Reports Listing
  - Removed the 'Enter Report#' for Detail or Start prompts; now each report row allows details to be viewed or report to be started by clicking on icon
- When clicking on 'open' icon, a new tab opens to display report
- When logging into reporting, taken directly to Report Menu
- Compatible with Chrome
- In report forms, required fields are now highlighted in yellow and message displays if no value is entered

## Phoenix Email Service

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### Phoenix Email Service

- Now allows groups of email addresses to be used by the new Phoenix Email Service. Previously, groups of email addresses were maintained through Outlook. Outlook is no

longer required. This new feature allows groups to be maintained and used by the email service.

- To setup, on the server where Phoenix Email Service runs, in the \phoenix\profiles' folder:

*Create a new file with the name of 'groups.txt'.*

- In this file, enter the group names and set equal to email address using the following format:

*groupname = email\_address1; email\_address2; email\_address3*

- The 'groupname' value is what will be used for the 'email' prompts in Reporting or Contacts (for Alarm Forwarding).

## Miscellaneous

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### Miscellaneous

- Increase column lengths in tables with a reference to an Email address to 120 characters, up from previous limit of 40 characters.



# DEFECT CORRECTIONS

## Alarm Processing

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### Alarm Processing

- Fix issues where Operators could be assigned to 2 different events at the same time for an event in the Active Event Queue when using Auto Drop feature.
- Fixed issue where silencing the beeping on 1 Alarm client would silence the beeping on all Alarm clients even though there are additional events to process.
- Fixed issue where Alarm would crash when re-opening an event that was finalized with Clear Pending option.
- Fixed issue with Alarm Alert not stopping at times when Alarm Processing client is maximized after the receipt of a new event.

## Browser

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### Browser

- Fix issue in Browser where items in the Event Queues would not get updated to reflect changes in Events, such as higher priority signals attaching to existing events.

## Data Entry

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### Data Entry

- Fix issue where NoAction items could be deleted by mistake if 2 or more items existed with the only difference between the NoAction items being the “requested by” or “reason”. Deleting 1 NoAction item would delete all NoActions with the same effective/expiration dates. User was not made aware that all NoActions were deleted. Now only the select NoAction is deleted.

- Fix issue with some Time Zones in Mexico which still respect a DST change from APR-OCT, not new U.S. dates of MAR-NOV. Transmitters in these Time Zones would not calculate Transmitter date-times correctly. Run 'Addtypes' from the command line to insert the new values into to ABMtimezone table. Then select appropriate timezone value for those transmitters that follow the APR-OCT schedule for Daylight Saving Time.

## Appsrv

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### Appsrv

- Fix assorted memory errors.
- Fix issue where Alarm Forwarding events would drop to operators instead of being processed by Alarm Forwarding first. Appsrv now assigns any events that are to be handled by Alarm Forwarding to the Alarm Forwarding user, if the process is running. Only after Alarm Forwarding has acted on the event will it then drop to an operator.

## Collects

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### Collects

- Fixes to assorted SIA parsing.
- MLR2000: Issues with some signals look like garbage signals but have enough to parse out signal information; when parsed, causing system lockups. Modified parsing and collect to handle better these signals better.
- Radionics: Handle 10-digit panel IDs for type 'g' signals.
- Motorola: Fix issues with digital radio signals and invalid dates causing phoenix to crash when such signals are parsed out and processed.

# Reports

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## Reports

- Fix issues with intermittent report crashes.
- Transmitter Detail Report: Report now prints 'pseudo transmitter' and related values when selecting 'sigcontrol' items for printing.

# Manager

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## Manager

- Fix issues that would cause Manager Client to crash when updating select queues.
- Fixed Client Queue display of net address and port numbers, they were not displaying correctly.

# Phoenix Failover Monitoring

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## Phoenix Failover Monitoring

- Fix issues where reconnects to the primary Appsrv would fail.

# Relay

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## Relay

- Fix issues where if Relay service was not properly shutdown, reconnects would fail.

# Miscellaneous

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## Miscellaneous

- Add missing items to the ABMmaster.cfg and User.cfg for Spanish and Portuguese languages.