



Manitou On Test Zone Status Report

Manitou®

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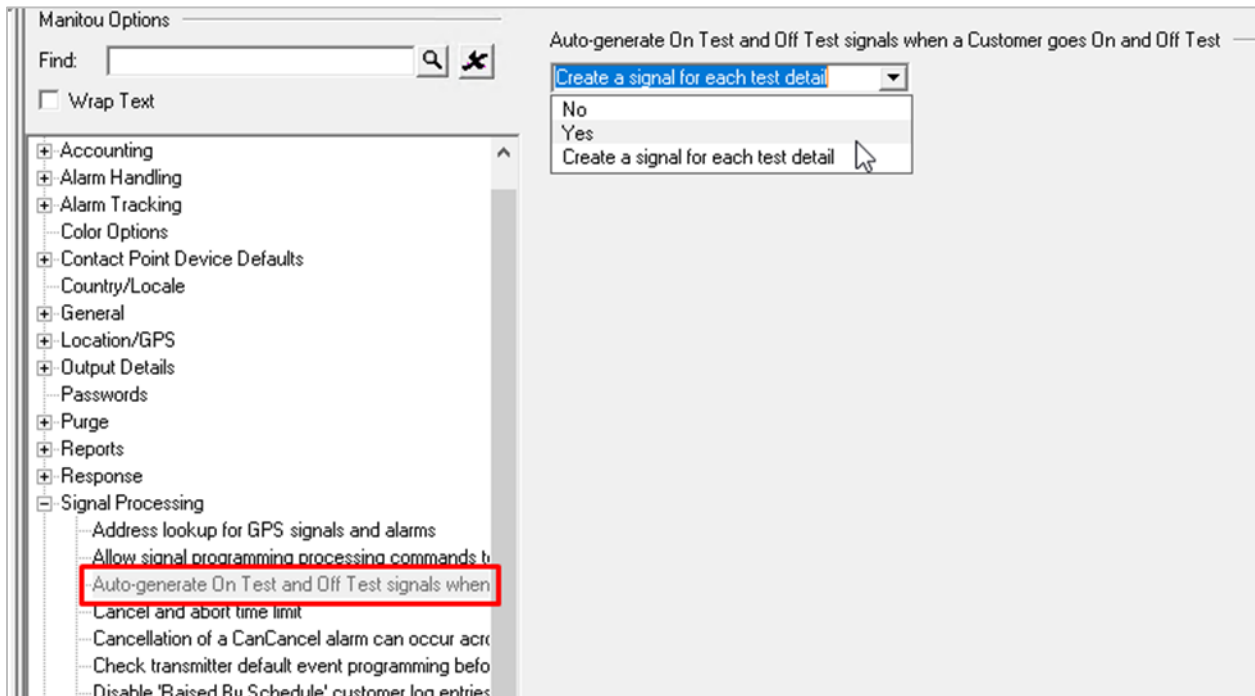
On Test Zone Status Report

Purpose

The On Test Zone Status Report is a report used to see what zones received signals during an Out Of Service event. The report can be set up so it is automatically run and emailed out to designated recipients when the Out Of Service event is removed or expired. The report can also be run manually from the system reports in the Supervisor Workstation (SWS), Manitou Client, the Manitou Web Client (MWC), and BoldNet. As well as from Reports within the Dealer, Customer, and Monitoring Company records.

Setup

For the report to run with data, in the SWS the Option for Signal Processing > “Auto-generate On Test and Off Test signals when a Customer goes On and Off Test” must be set to either “Create a signal for each test detail” or to “Yes”.



To create a report that can be run from an Action Pattern, a template of the report must be created in Supervisor Workstation > Report Templates. Verify that the On Test Zone Status Report is checked as being Customer run-able.

Report Template

Report ID: 110

Description: On Test Zone Status

Priority: 6

Type: Activity

Category:

- Company
- Customer
- Dealer
- Branch
- Agency

Access Attributes:

- Customer
- Dealer
- Branch

This is required for the report to show up as an available report to send from an Action Pattern.

In Report Templates, edit and highlight the On Test Zone Status Report and click the Add button at the top to create a template of the report.

On Test Zone Status

Report Description: Last Span BURG only On Test Zone Sta

From : To :

Customer ID [] []

Customer name [] []

Dealer ID [] []

Branch ID [] []

Group [] []

Class [] []

Date 03/21/2024 00:00:00 03/21/2024 23:59:59

Only Show Last Test Span Found Group by Customer

Show Accounts With No Activity Dealer

Show Accounts With No Zones Defined Branch Options...

On Test Zone Status Options

On Test Zone Status

Event Codes: []

- %2 manual test
- %! Receiver Trouble
- %\$ Auto Mode
- %% Unknown Condition
- %@ Manual Mode
- %3 Line Fault
- %4 Line No Response
- %5 Line OK

Event Categories: []

- ac loss
- Access Alarms
- Burglary
- PSAP Burglary
- Emergency
- Environmental Alarms
- General Alarms
- Fire Alarms

OK Cancel

If the report will be used on a global level, leave all of the From/To data blank. That data will be updated with the correct entity information that report is being run from. The date can be left as is, the report will always look for the last 24 hours. If an On Test is Started (*OTS) prior to midnight the day before the report will search for it 24 hours prior to the last *OTR (on test removed) or *OTE (on test expired).

The report From and To information will only be pre-populated with the entity information if the report is being generated from Action Pattern. When the report is being run ad-hoc any of the requested From/To information can be added.

Checking the “Only Show Last Test Span Found” will find only the latest On Test Record.

If running at a Dealer, Branch, or Group level, checking “Show Accounts with No Activity” will bring back all accounts, whether they have an On Test event or not.

If running at a Dealer, Branch, or Group level, and checking “Show Accounts with No Zones Defined”, the report will also include customers that do not have Zones on their system. The report will show under these customers stating, “No Zones Defined”.

The report can be run so that only specific events or event categories will show under the received date and time for the zones. If the system is strictly a BURG system, then the report may only want to reflect when a BURG event came in on which zone and not need to report any other events.

Name the template that includes which options were selected to differentiate between multiple templates.

If the customer would like to have this report automatically sent when an *OTR or *OTE occurs, those Events will need to be added to their own Event Category for Post Processing, if doing so at the Dealer level.

In Supervisor Workstation go to Maintenance > Events > Event Categories. Edit and click Add to add a new category. Select the desired options and save.

Event Categories



Event Category: OOSRPT

Description: Out of Service Reporting

Monitoring Group: Monitoring Group 0

Analysis Code:

Default Action Pattern:

Default Suspend Time: 1 Minutes

Default help for Event Category:

Operator cancel from queue allowed

Allow close if no actions defined

Soft Command



Client Processing:

Signal Processing:

Disaster Mode



Disaster Mode Type: Ignore

Suspend Time: 0 seconds

Priority Offset: 0

Navigate next to Maintenance > Events > Event Codes. Scroll down and find the *OTR and *OTE events. Edit and update the Event Category to the one just created. Keep other options as they were.

Event Codes

Event Code: *OTE
Description: On Test Expired
Event Category: Out of Service Reporting
Redirect Code:
Zone State Code:
Alarm: Yes
Priority: 10
Default Action Pattern:
Generic Signal Instructions:
Transmitter Prog. Commands: Pri(2) ...
Signal Processing Attributes: P ...
Customer Attributes: ...
Seconds before new/viewed alarm changes to: Seconds before actioned alarm changes to:
Warning Level: 90 Warning Level: 60
Danger Level: 180 Danger Level: 90
Alarm Color: Foreground: Background:

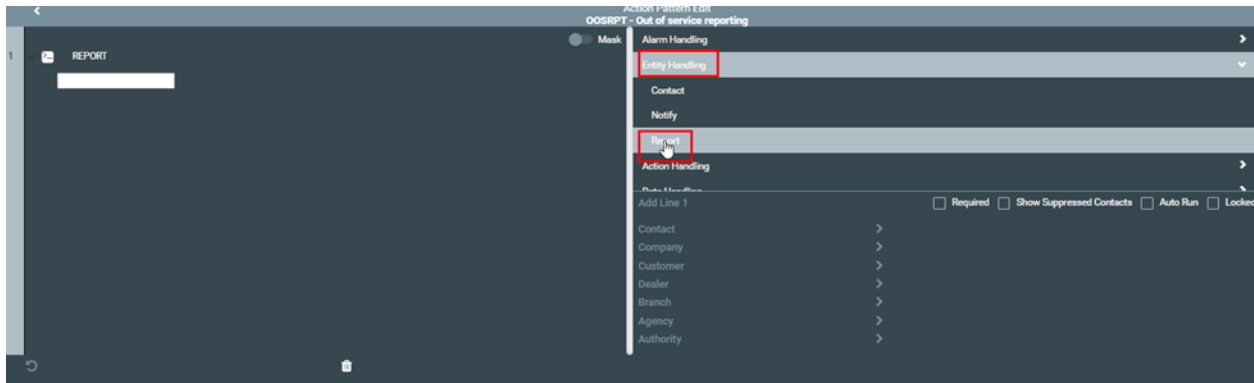
Disaster Mode

Disaster Mode Type: Default
Suspend Time: 0 seconds
Priority: 10

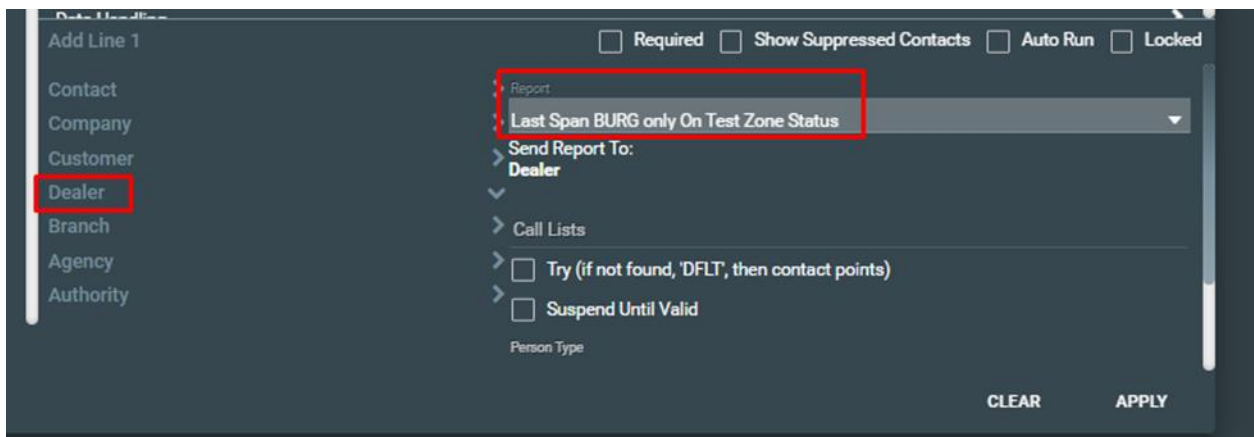
*OTS is not added into the new category because the report does not need to send at the beginning of an Out of Service Event, only at the end.

Next is setting up the Action Pattern. This can be done at the global level on the Monitoring Company record or on the Dealer level and can also be set up on the Customer level. This example will show a global set up on the Monitoring Company level.

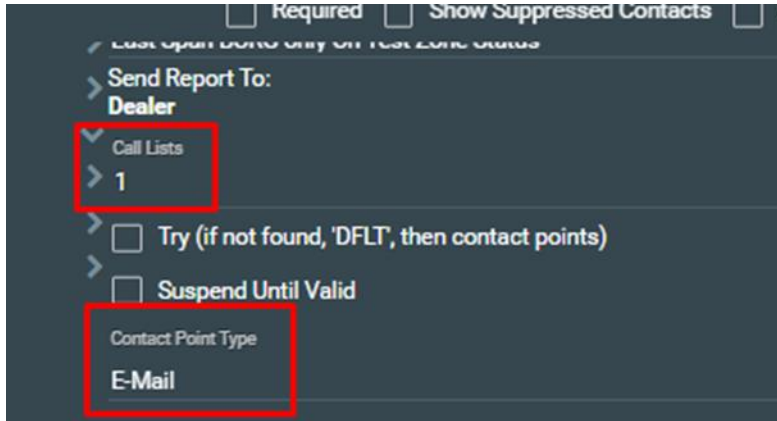
Open the Monitoring Station record and navigate to the Action Patterns. Click the + to add a new Action Pattern. Add a description for the Action Pattern. Expand Entity Handling and select Report. Choosing report templates for Action Patterns is only available in the Web Client and is not available in the Operator Workstation.



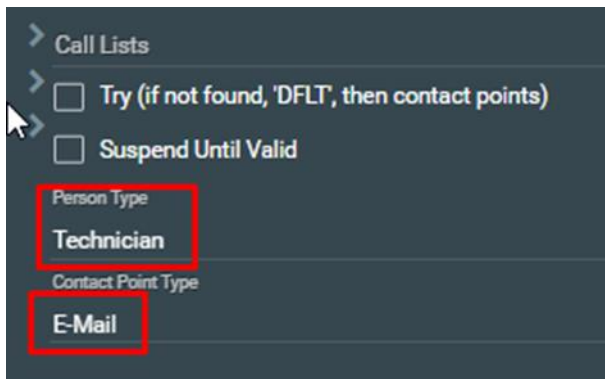
Select the entity that the email will be sent to, in this case Dealer. Select the template created from the dropdown.



Scroll down to Call List or Person Type and Contact Point Type. You can choose to have the report go to everyone on a call list that has a contact point type of “Email” —



or you can choose based on Person Type and contact point type:



Save the Action Pattern. Choose the dealer that will be using this report and navigate to their Programming form. Add Event Actions Programming to set the *OTR and *OTE to no alarm if the preference is to have everything done without Operator intervention.

Event	Alarm	Action ID	Instructions
*OTE	No	OOSRPT	
*OTR	No	OOSRPT	
*S	No	EMAIL	
BA	Yes	ALL	Take care of this alarm!!!

This can be omitted or set to Yes for Alarm if the preference is for an Operator to still receive the alarm. The report can be run from the Action Pattern (global in this case) if an Operator will be working the alarm, or it can be set up in Post Processing for the process to be completely automated.

Event Category	Action ID
BURG	PPA
FIRE	PP2
OOSRPT	OOSRPT

With the process set up like this, an Operator or Technician would put a customer out of service. When that out of service entry is removed or expired, the *OTR or *OTE would log to the Customer Activity as a signal, not an alarm. The Auto-Client will then automatically run the Action Pattern to send out the report to those specified on the distribution list.

Here is an example of the report based on a single customer's Whole System Out Of Service event:

On Test Zone Status Report						
On Test Zone Status Saint Nick Customer ID: SANTA123 Group By: Customer Only Show Last Test Span Found Evt Cats: BURG 03/20/2024 00:00:00 Thru 03/20/2024 23:59:59 [Customer's Local Time Zone]					HEADER INFORMATION	
SANTA123		Saint Nick (365) 498-7651		321 North Pole The Big House Alarntown CO 80916		
<u>Start Date</u>	<u>Time</u>	<u>End Date</u>	<u>Time</u>	<u>Description</u>		
03/20/2024	13:13:31	03/20/2024	13:13:59	On Test Started [ID: 5, Whole System (testing OOSR) OUT OF SERVICE ID		
<u>System No</u>	<u>Area</u>	<u>Zone</u>	<u>Rcvd Date</u>	<u>Time</u>	<u>Description</u>	
1	1	1	03/20/2024	13:13:40	Wood Area	
1	1	2			Metal Area	
1	1	3	03/20/2024	13:13:40	Plastics	
1	2	1	03/20/2024	13:13:40	Front door	
1	2	2	03/20/2024	13:13:40	Back door	
1	2	3			Kitchen Smoke	
1	3	1			Barn Door	
1	3	2			Stalls	
1	3	3	03/20/2024	13:13:40	Added by Signal Handler	
1	4	1			Sled outer perimeter	
1	4	2			Inner perimeter	
1	4	4	03/20/2024	13:13:40	Added by Signal Handler	
1	5	1			Sledding hills	
1	5	2			Snowball slopes	
1	5	3			Snow Angel court	
1	5	5			Added by Signal Handler	
1	6	6			Added by Signal Handler	
2	1	1			Reindeer Zone 1	
2	1	2			Reindeer Zone 2	
2	1	3			Reindeer Zone 3	

In this example, the header information shows the user that this report was run for a single customer. It also shows that it was run for only the last Out Of Service event span that was found. This means that if the customer had multiple Out Of Service records during the last 24 hours, only the last one will appear in the report.

Under the Description it includes the Out of Service ID. If there are multiple Out of Service entries for a single entity that have the same ID, there may be multiple Start Date/Time, End Date/Time listings. This would be the case if the option in Supervisor Workstation > Options > Signal Processing > "Auto-generate

On Test and Off Test signals when a Customer goes On and Off Test” is set to “Create a signal for each test detail”.

On Test Zone Status
 Saint Nick
 Customer ID: SANTA123
 Group By: Customer
 Only Show Last Test Span Found
 Evt Cats: BURG
 03/21/2024 00:00:00 Thru 03/21/2024 23:59:59
 [Customer's Local Time Zone]

SANTA123 Saint Nick (365) 498-7651 **321 North Pole The Big House Alarmtown CO 80916**

Start Date	Time	End Date	Time	Description
03/21/2024	14:24:09	03/21/2024	14:24:57	Wood Area

System No	Area	Zone	Rcvd Date	Time	Description
1	1	1	03/21/2024	14:24:43	Wood Area
1	1	2	03/21/2024	14:24:43	Metal Area
1	1	3	03/21/2024	14:24:43	Plastics
1	2	1			Front door
1	2	2			Back door
1	2	3			Kitchen Smoke
1	3	1			Barn Door
1	3	2			Stalls
1	3	3			Added by Signal Handler
1	4	1			Sled outer perimeter
1	4	2			Inner perimeter
1	4	4			Added by Signal Handler
1	5	1			Sledding hills
1	5	2			Snowball slopes
1	5	3			Snow Angel court
1	5	5			Added by Signal Handler
1	6	6			Added by Signal Handler
2	1	1			Reindeer Zone 1
2	1	2			Reindeer Zone 2
2	1	3			Reindeer Zone 3

Start Date	Time	End Date	Time	Description
03/21/2024	14:24:09	03/21/2024	14:24:57	Metal Area

System No	Area	Zone	Rcvd Date	Time	Description
1	1	1	03/21/2024	14:24:43	Wood Area
1	1	2	03/21/2024	14:24:43	Metal Area
1	1	3	03/21/2024	14:24:43	Plastics
1	2	1			Front door
1	2	2			Back door
1	2	3			Kitchen Smoke
1	3	1			Barn Door
1	3	2			Stalls
1	3	3			Added by Signal Handler
1	4	1			Sled outer perimeter
1	4	2			Inner perimeter
1	4	4			Added by Signal Handler
1	5	1			Sledding hills
1	5	2			Snowball slopes
1	5	3			Snow Angel court
1	5	5			Added by Signal Handler

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The Description of each section lists the component that was placed on test, but the data beneath will be the same for each section. This will only format like this if the option is set to “Create a signal for each test detail”.

If running a report from an Action Pattern that is a template other than the Alarm Contact Report, the Report Server and Publisher processes need to be running for the report to be generated and sent.

Once the report is handed off to the Report Server, it will log to the customer Activity that the report send was attempted and who the recipients were.

SIGNAL - On Test Removed (*OTR) 'Plastics' S: 1 A: 1 Z: 3 Key: *OTR OA: 1 OZ: 3

REPORT - DEALER On Test Zone Status - Attempted to send to Dlr Tech at yannaaCANDYDLRTECH@boldgroup.com.

REPORT - DEALER On Test Zone Status - Attempted to send to Candy Tech at yannaaCANDYTECH@boldgroup.com.

If there are no valid contact points on the entity that the report is going to and the process is strictly automated there will be no notification that the report was attempted. If there are no valid contact points and the process happens during an alarm, it will log that there was an error in the attempt to send the report. The logging only shows the attempt, it will not show if the report was successfully sent. That can be viewed in the Report Queue.

This report can also be run Ad-hoc from the System Reports from within the Web Client, Supervisor Workstation, or the Operator Workstation with varying selection criteria. However, the report will not work with Out of Service entries in the Activity Log prior to the version the report was released in.

Notes

If the Broker is restarted, it will get the last highest Out of Service Event ID and start from there. If the report is run during this same time, even with the selection of Only Show Last Span, it is possible the report will show multiple if they share the same Out of Service Event ID particularly within the same Date from/to criteria picked for the report.

In Supervisor Workstation > Options > Output Details > Email – Subject Includes Customer’s Street Address and City, an option that is honored for templated reports only, the address field may be cut off if the report description and address is more than 50 characters.

DEALER On Test Zone Status (321 North Pole, The Bi

There is a new permission for this report in Supervisor Workstation under Permissions > System Reports > Report Type > On Test Zone Status. Setting this permission can make the report viewable or not viewable for the permission profile but will not be used when running the report from an action pattern, regardless of the user’s permissions.