Log "Late to Close" Automatically

Preparation:

- Ignore Aborts checkbox on the Customer record may not be selected.
- The Event Code for the Closing event (*C, CL, *CL, etc...) must have the Signal Processing attributes of 'g' and 'n'.
- The Event Category for the Closing event must be equal to the *LC (Late to Close) This is NOT the default category for the Late to Close (*LC) so it will need to be updated.
- The Event Code for the Late to Close (*LC) must have the Signal Processing attribute of 'd'.
- The Cancel and Abort Time Limit Option under Signal Processing within the Supervisor Workstation must have a time period to define how long to wait and allow the automatic canceling of events.

Customer Setup:

- Must have an Open/Close schedule with a Must close entry
- If the desired behavior is that the canceling event also is cleared, it must have an Automatic Action Pattern entered and tied to the Event Code. Such as *CL (Late Close) may have an Action Pattern that reads CLOSE ALARM WITH RESOLUTION CODE AU.
- Consider the Late Close Window time period within the Supervisor Workstation Options if you want the Late Close (a closing that arrives in close proximity of the scheduled close time but is outside of the accepted schedule) to behave differently than an Unscheduled close that is a complete violation of the schedule.

How this behaves:

- The *LC (Late to Close) arrives into the alarm queue
- When the Closing event hits it changes to the unscheduled closing event (usually *CL or *CU) which presents to the alarm queue and will change the Late to Close to a Signal instead of an Alarm.
- The unscheduled closing event, if it is set to alarm or if the account contains the service Verify Open/Close User, is then presented to the alarm queue as an event to be managed. If the event is flagged with an Auto-client (Virtual Operator) Action Pattern the Auto-client will pick it up and handle the alarm. If the event is not flagged with an Auto-client Action Pattern, the event will then be presented to operators for management.

Important Notes:

Event Categories MUST be the same for the Closing and Late to Close. (This is not the default configuration.)

This is a GLOBAL setting and applies to all records that do not contain the Ignore Aborts flag enabled. This is located within the Customer record under the Options form.