

Audit Trail

The **Manitou Audit Trail** is a feature that tracks edits made to the entity records. The Manitou Audit Trail details are available for review from within the individual items in the Customer Activity Log and also within the Audit Trail form.

Reviewing Audit Trail within Customer Activity Log

1. Load the **customer** and locate the **activity log** line either within the Details, or the Activity Log forms.
 - SAVE records in the Activity Log link to the Audit Trail details.
2. **Double-click** the selected line.
3. Click the **Audit Trail** tab.

The screenshot displays a software window titled "SAVE - Customer Details Saved - Added System". It contains two main sections: "LOG DETAILS" and "AUDIT TRAIL".

LOG DETAILS (Left Panel):

Event Type	Record Stored	Serial No	147
User ID	CARYN	Event Number	38
Date/Time	10/17/2024 12:34:39	Log Sequence Number	38
		Workstation	EDUCAT-01

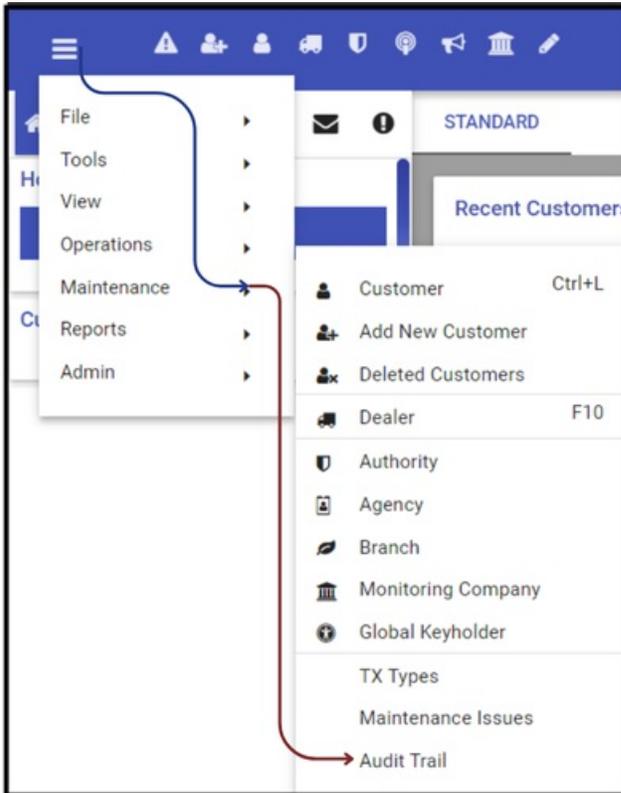
AUDIT TRAIL (Right Panel):

Serial No	147
Log Sequence No	38
Event No	38
Record Type	Summary
Date/Time	10/17/2024 12:34:39
Event	SAVE - Customer Details Saved - Added System
User ID	CARYN

An arrow points from the "AUDIT TRAIL" tab to the "Event" field in the right panel. An "OK" button is located in the bottom right corner.

Audit Trail Form in the Web Client

1. Click the **hamburger icon** (≡) then select **Maintenance** and **Audit Trail**.



2. If required, click the Filter funnel icon.

Audit Trail

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Contact Type	ID	Name
Customer	PPF02	PPF2
Customer	PPF3	Pikes Peak Foundation

Rows: 5 ▾ 1-2 of 2

The screenshot shows the 'Audit Trail' table with a search bar and a filter icon (funnel) in the top right corner. An arrow points to the filter icon. The table has two columns: 'Contact Type' and 'Name'. The first row shows 'Customer' and 'PPF2'. The second row shows 'Customer' and 'Pikes Peak Foundation'. The table footer indicates 'Rows: 5 ▾ 1-2 of 2'.

1. Select the time frame and what to view.

Audit Trail Filter

Review Code

Unreviewed

Approved

Unapproved

Change Source

Operator

VRT Media

Web

Change Date

GLOBAL:FROM
10/01/2024 00:00

GLOBAL:TO
10/17/2024 23:59

Contact Type

Company

Customer

Dealer

Branch

Agency

Authority

Person

Review Date

Filter By Review Date

User ID

[No Filter]]

From

Review ID

[No Filter]]

To

[SEARCH](#)
[RESET](#)

2. Click Search.

3. Select the item to review.

Reading the Audit Trail

The Audit Trail form contains detail information regarding changes to the entity. Upon selecting the the record to view the details of what changes occurred display. Upon selecting the **entity to review**, the **specific items list**, and, when selected, the **specific items list under details**.

Audit Trail

Contact Type	ID	Name
Company	1	XYZ Central Station
Customer	11008675	Maria Rosales
Customer	11374268	Bold Group
Customer	123-ABC	Pikes Peak Foundation
Customer	3	Payless Shoes

Rows: 5 | 1-5 of 12

Pikes Peak Foundation

Date	Description
10/10/2024 08:15:09	Add 123-ABC - Pikes Peak Foundation
10/10/2024 08:15:11	Edit 123-ABC - Pikes Peak Foundation
10/11/2024 10:06:22	Edit 123-ABC - Pikes Peak Foundation
10/11/2024 10:45:07	Edit 123-ABC - Pikes Peak Foundation
10/11/2024 11:49:39	Edit 123-ABC - Pikes Peak Foundation

Rows: 5 | 1-5 of 10

Details

SELECT ALL SELECT NONE REVIEW

Unreviewed
Approved
Unapp

User ID	Change Type	Category	Item	Field	Old Value	New Value	Review ID	Review Date
CARYN	Add	Person Info	Person: Joe Contact	Birthday				
CARYN	Add	Person Info	Person: Joe Contact, Contact Point Type: Site, Contact Point: (777) 852-5465	Contact Point		(777) 852-5465		
CARYN	Add	Person Info	Contact: Joe Contact					
CARYN	Add	Person Info	Person: Jane Contact	Birthday				
CARYN	Add	Person Info	Person: Jane Contact, Contact Point Type: Site, Contact Point: (777) 852-5469	Contact Point		(777) 852-5469		
CARYN	Add	Person Info	Contact: Jane Contact					
CARYN	Add	Person Info	Person: Jorge Contact	Birthday				
CARYN	Add	Person Info	Person: Jorge Contact, Contact Point Type: Site, Contact Point: (777) 852-5965	Contact Point		(777) 852-5965		

Selecting the individual detail lines display the details of the adds, edits, and deletes of data within that session.

Add

Audit Trail

Audit Information

Date	10/10/2024 08:15:08
User ID	CARYN
Contact Type	Person
Contact ID	
Change Type	Add

Review

Status	
Review ID	
Review Date	
Comment	

Change Detail

Category	Person Info
Item	Person: Joe Contact, Contact Point Type: Site, Contact Point: (777) 852-5465
Field	Contact Point
Old Value	
New Value	(777) 852-5465

DONE

Edit

Audit Trail

Audit Information

Date 10/09/2024 13:09:08
User ID BOLD
Contact Type Customer
Contact ID 11008675
Change Type Edit

Review

Status
Review ID
Review Date
Comment

Change Detail

Category Transmitter Programming

Item System: 1

Field Transmitter Programming

Old Value Transmitter: *; Designation: BA; Area: *; Zone: 1; Sensor: *; Output Area: =; Output Zone: =; Output Sensor: =; Event Code: BA; Process: CanCancel(BC,=,60,Yes)

New Value Transmitter: *; Designation: BA; Area: *; Zone: 1; Sensor: *; Output Area: =; Output Zone: =; Output Sensor: =; Event Code: BA; Process: CanCancel(BC,=,15,Yes)

DONE

Delete

Audit Trail	
Audit Information	Review
Date	10/08/2024 14:48:38
User ID	CMORGAN
Contact Type	Customer
Contact ID	CMTEST
Change Type	Delete
	Status
	Review ID
	Review Date
	Comment
Change Detail	
Category	Services
Item	Service Type: Open/Close Schedules Allowed, Monitoring Type: Open/Close (Log), System: 1, Area 1
Field	
Old Value	
New Value	
DONE	

Audit Trail Review Statuses

The Audit Trail may only be reviewed within the Supervisor Workstation Audit Trail. Found under then Maintenance Menu. Those with access to this form may set the Audit Trail statuses.

- **Unreviewed** - Most common status. This is the default value of any Audit Trail item.
- **Approved** - Flag noting that someone reviewed and approved the change(s).
- **Unapproved** - Flag noting that someone reviewed and rejected the change. **This does NOT roll back the edit.**