SWS - Tools Menu - Options - Alarm Tracking Options

The **Alarm Tracking** Options determin how to manage the alarm processing in order to prevent overlapping dispatch and alarm processing.

Alarm Tracking for Operational Mangement

The Alarm Tracking options in this section work together to establish the standards for the

- **Alarm Tracking Cancellation** - This option defines how the cancellation of Customer Alarm tracking occurs. *We recommend using one of the "don't ask" options to reduce the number of items presented to operators.*
    - **Ask** - The "Ask" option means that the system asks the Operator if he wants to continue tracking the Customer after he completes the last Alarm for the Customer Record. ***If the operator keeps the tracking, the Alarm Tracking Timeout applies here.***
    - **Don't ask - don't cancel -** "Don't ask - don't cancel" means the system continues to track the Customer after the Operator handles the last Alarm and does not ask him whether he wants to continue tracking. ***This then keeps the tracking for the period listed within the Alarm Tracking Timeout.***
    - **Don't ask - cancel** - "Don't ask - cancel" means the system cancels Customer tracking without asking the Operator if he wants to continue it.
- **Alarm tracking mode** - This option defines whether an Alarm opened by an Operator tracks to that Operator. Sites with more than two operators is encouraged to use the automatic value.
    - **Manual** - The Operator must manually select the Tracking form on the Operator Workstation while in Alarm Handling mode, and then select the Customer Record.
    - **Automatic** - (**Recommended**) - When selected, every Alarm an Operator opens, if not already tracked to another, tracks back to that Operator.
- **Alarm Tracking Timeout**
    - This option defines the number of minutes that Alarm tracking remains active with no outstanding Alarms for the Customer.
        - Common values here are 1 minute, 5 minutes, 20 mintues. Specific business needs define this value for the operation.

Alarm Tracking for Switching Users on the Same Machine

Limbo Tracking helps hold alarm account tracking between alarm operators between log out and log back into the same workstation. This is rarely used in alarm operations.

- **Limbo tracking option** - This option defines the minimum Alarm priority that causes Limbo Tracking to be released. *For example, if it is set to 3, and an Alarm is received with priority 3, any Limbo Tracking entries that would otherwise have tracked the Alarm are released and the Alarm becomes immediately available for handling. When this option is set to 0, new Alarms never cause Limbo Tracking entries to be released.*

- **Limbo tracking timeout** - This option defines *how many seconds tracking holds* on an Operator Workstation between log out and login before dropping tracking.