

# A ADVANCED Reporting

This section discusses how to use the **Advanced Reporting Module**. The Advanced Reporting Module enables advanced filtering event reports so you may create reports for your specific needs. The Advanced Reporting Module works with Remote Link™ and System Link™ software programs.





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Unless otherwise noted, all names of companies, street addresses, and persons contained herein are part of a completely fictitious scenario and are designed solely to document the use of the program.

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# *Advanced Reporting*

## **Advanced Reporting**

The Advanced Reporting module provides you with powerful filtering capabilities to create specific reports for your needs. You can create reports using the panel's event buffer, or you may create reports using the PC Log Report feature in the XR100 Series, XR500 Series, and XR2500F Command Processor™ Panels. You can also generate reports received from an SCS-105 or SCS-1R Receiver. Additionally, you may connect to the Advanced Reporting module through a direct connection or network connection.

Advanced Reporting provides ten **Report Categories** from which you can create the reports. These categories allow you to filter out the information that you do not need so the reports are concise and manageable.

Saving reports in up to seven other formats, such as a text file, provides you with added flexibility to use the reports in a method that best suits your needs for archiving, storing, and integrating with other company information.

## Compatible DMP Command Processor™ Panels

The Advanced Reporting module can be used with the following panels that allow you to Request Events:

- XR500 Series
- XR100 Series
- XR2500F
- XT30
- XT50
- XR20
- XR40
- XRSuper6

You can also use the Advanced Reporting module with the XR100 Series, XR500 Series, and XR2500F with the PC Log Report programming option.

You can also generate reports using the signals received from an SCS-105 or SCS-1R Receiver. All DMP Command Processor™ panels can be used with the Advanced Reporting Module if this method is used.

## Computer Requirements

Before installing the Advanced Reporting module, make sure that your computer hardware meets these minimum specifications listed in the center column of the table below. For optimum performance, it is recommended that your computer meets or exceeds the recommended requirements in the right-hand column.

### Computer Configurations

Operating System	Remote Link Minimum Requirements	Remote Link Recommended Requirements
Windows 95/98	Pentium 24 MB RAM	Pentium 500MHz 64 MB RAM
Windows NT4	Pentium 32 MB RAM	Pentium 500MHz 64 MB RAM
Windows 2000*	Pentium 150MHz 64 MB RAM	Pentium 500MHz 64 MB RAM
Windows ME	Pentium 133MHz 64 MB RAM	Pentium 500MHz 64 MB RAM
Windows XP*	Pentium 233MHz 64 MB RAM	Pentium II 500MHz 128 MB RAM
* You need to have Administrator Authority to install Remote Link software on a Windows 2000 or Windows XP system.		

You also need the following items:

- CD-ROM drive
- 800 x 600 or higher resolution monitor
- One available COM port
- NIC card (if using Ethernet connection for Host Logging)

## Installing the Advanced Reporting Module

To obtain optimum results from the Advanced Reporting Module, it is highly recommended that you install the software on a computer dedicated solely to the Advanced Reporting Module and Remote Link or System Link.

The Advanced Reporting Module software package includes the CD-ROM, this User's Guide, and a Certificate of Authentication. The Certificate bears the Serial Number that is needed to register and activate this program.

To use the Advanced Reporting Module, you must enter the serial number and enter an Activation Code within 7 days of installation or it will cease to function. You can still be able to use Remote Link, or System Link if it is properly activated.

1. Install Remote Link or System Link if it is not already installed on your computer.
2. Close, or Exit, Remote Link or System Link.
3. Place the Advanced Reporting Module CD-ROM in your computer's CD-ROM drive. The installation process should start automatically. If the installation process does not start within 30 seconds, click **Start > Run**, and enter D:\update.exe (presuming that D:\ is your CD-ROM drive). Follow the directions on your screen to install the Advanced Reporting Module.

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**Note:** One Advanced Reporting Module may be installed on up to three (3) workstations within One (1) end user organization. To install Advanced Reporting on additional workstations, purchase multiple copies of Advanced Reporting or Advanced Reporting ADD.

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## Registering the Advanced Reporting Module

1. After installing the Advanced Reporting Module, start Remote Link or System Link.
2. Click on **Help > Registration** to open the **Registration** window and click the **Add** button to open the **Add Module** window.
3. Enter the Serial Number found on the Certificate of Authentication. Click **OK**.
4. Close and then reopen Remote Link to activate the Advanced Reporting Module.

## Activating the Advanced Reporting Module

You must activate Advanced Reporting Module within 7 days of installation. When convenient for you, call Customer Service at 1-800-641-4282 to activate the Module.

1. Click **Help > Registration** to open the **Registration** window.
2. Select Advanced Reporting Module from the list in the **Registration** window. Click the **Activate** button to open the **Information** window. This automatically generates the Public Key number needed for proper activation.
3. Call Customer Service department at 1-800-641-4282 and give them the Serial Number and the Public Key number. They will give you an Activation Code. Click **OK** to close the **Information** window and open the **Module Activation** window.

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**Note:** If you cannot call Customer Service immediately, click **Cancel** in the **Module Activation** window. When you are ready to call Customer Service, repeat the steps outlined above and continue with step 4 below.

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4. Enter the Activation Code in the **Module Activation** window and click **OK**.
5. You should see a window that says, "Module Successfully Activated." Click **OK**.

## Advanced Reporting Module Licensing Levels

Advanced Reporting Module is licensed for use according to how many accounts you wish to monitor with the software. Refer below for licensing levels:

- 1 - 10 account version
- 11 - 50 account version
- 51 - 100 account version
- 101 - 500 account version
- 501 - 1000 account version
- 1001 - 2500 account version
- 2501 - 5000 account version

Please call your vendor representative for pricing information.

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**Note:** Advanced Reporting licensing levels are independent of Remote Link™ or any other module licensing. Should more than 5000 accounts be currently installed, contact your vendor representative to expand your Advanced Reporting licensing.

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## Upgrading Your Advanced Reporting Module License

Contact your vendor representative to purchase a license upgrade for your Advanced Reporting Module to allow you to monitor additional panel accounts. You will receive a new Certificate of Authentication with a Serial Number for your new version of the software. To install the Advanced Reporting Module License Upgrade, observe the following instructions:

1. Click **Help > Registration** to open the **Registration** window.
2. Select **Advanced Reporting Module** from the list in the **Registration** window and click the **Change** button.
3. Enter the Serial Number found on the new Certificate of Authentication you received and click **OK**.

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**Note:** Keep your previous Serial Number. You need it when you call Customer Service to have the Advanced Reporting Module License Upgrade activated.

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## Activating the License Upgrade

To activate your Advanced Reporting Module License Upgrade, follow the activation instructions on page 3. Be sure to have your previous Serial Number available to give to Customer Service when you activate the License Upgrade.

## Preparing to Use the Advanced Reporting Module

Use the information below to properly prepare your Advanced Reporting Module and the Command Processor™ panel to create advanced reports.

If you are generating reports from an SCS-105 or SCS-1R Receiver, use the current connection method already established in Remote Link or System Link.

### Enable PC Log Reports

If you are using the Advanced Reporting Module with System Link, please contact your vendor representative if you want your XR100 Series, XR500 Series, or XR2500F Command Processor™ Panel to send a **PC Log Report** to your Advanced Reporting Module. Select **Program > PC Log Reports** to open the **PC Log Report** setup window. Enable all reports that the panel sends to the Advanced Reporting Module.

When using the Advanced Reporting Module with another module, such as Alarm Monitoring, do not enable **PC Log Reports**. The Advanced Reporting Module uses the information received through the other Module to create reports. For example, if you are using the Alarm Monitoring Module and the Advanced Reporting Module on one computer, the Advanced Reporting Module uses the alarm signals received through Alarm Monitoring to create the reports.

### Request Events from the Panel

To request events from your Command Processor™ panel, connect to your panel by opening your panel's file in **Panel Information**. Then select **Panel > Connect** and click the **Connect** button. After you are properly connected to the panel, select **Panel > Request Events** and click the **Request** button. For more information, see your System Link User's Guide (LT-0570) or Help File, or your Remote Link User's Guide (LT-0565) or Help File.

After you have requested the panel's events, you may select **Panel Event Buffer** for the **Source** of the Advanced Reports.

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**Note:** You must meet one of the following requirements to create advanced reports using the Advanced Reporting Module:

- Request the panel's events
- Enable PC Log Reports in the panel's programming
- Install another module
- Receive messages from an SCS-105 or SCS-1R Receiver

If you do not perform at least one of these actions, you can not create any advanced reports using the Advanced Reporting Module.

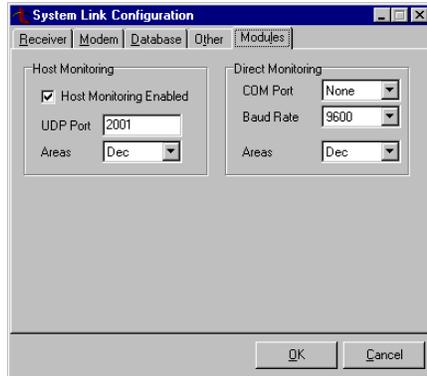
**Note:** To receive the panel PC Log Report, you must either monitor for the reports over a direct connection or over a network connection. Refer to the following sections for information. Do not send PC Log Reports through a receiver.

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## Establish Direct Connection

To directly connect your alarm panel to the Advanced Reporting Module, connect the network cable from the panel's 462N Network Interface Card or to the J21 Serial Connector on an XR500 Series or XR2500F panel to a COM port on the computer running the Advanced Reporting Module.

Enter all of the necessary information in the **Connection Information** section of the **Panel Information** window. For more information see your System Link User's Guide (LT-0570) or Help File, or your Remote Link User's Guide (LT-0565) or Help File.



Also enter the proper information in the **Modules Tab**. See the **Direct Monitoring** section on page 14 of this User's Guide for more information.

If you wish to assign a special identification number for events received over the direct connection, enter a default receiver number that represents the events received over the direct connection. See the **Default Receiver** section on page 13 of this User's Guide for more information.

## Enable Host Monitoring

To connect to a network to monitor for reports, connect a network cable from the network to the computer running the Advanced Reporting Module.

To monitor the network for panel events, enable **Host Monitoring** in the Modules Tab. Select **System > Configure > Remote Link > Modules Tab** and place a check in the **Host Monitoring** checkbox. See the **Host Monitoring** section on page 14 of this guide.

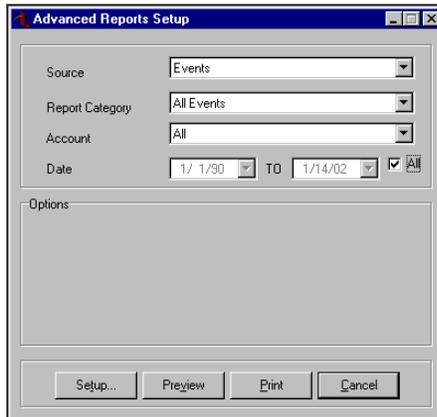
If you wish to assign a special receiver number for events received over the network, enter a default receiver number that represents the events received over the Host. See the **Default Receiver** section on page 13 of this User's Guide for more information.

# Advanced Reporting Module

After you have installed the Advanced Reporting module on your Remote Link or System Link computer, the Advanced Reports option displays under the print menu. The Advanced Reports module can be used with all panels that you can Request Events from and also with panels that have the PC Log Reports feature in programming.

## Printing with the Advanced Reporting Module

The **Advanced Reports Setup** window allows you to print reports of the event information. Open the **Advanced Reports Setup** window by clicking **File > Print > Advanced Reports**.



The **Advanced Reports Setup** window contains the following buttons.

**Setup:** This button allows you to configure the properties for your printer.

**Preview:** Click this button for a print preview on your computer screen. To save a copy of the report, click the Save button that looks like a picture of a floppy disk. To print a copy of this saved report, click **File > Print > Saved Report**.

You may also export files using one of seven file formats. You can then use the reports in other applications, such as Microsoft Excel. See **Exporting**

**Reports** on page 12 for more information.

**Print:** Click this button to print the alarm event reports you have selected.

**Cancel:** This button closes the Advanced Reports Setup window.

## Selecting and Filtering Reports

You may filter the reports to be completely customized for your specific application.

**Source:** Select either the panel event buffer or the events sent from the PC Log Reports programming option as the source of the reports. See below.

**Events:** Selects the events sent from an XR100 Series, XR500 Series, or an XR2500F. The events received from these panels are those selected in PC Log Reports of panel programming. See the Remote Link User's Guide (LT-0565) or contact your vendor representative.

**Panel Event Buffer:** Selects the panel event buffer as the source of the reports. Connect to the panel and then select **Panel > Request Events** to request the panel event buffer.

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**Note:** Each time you request events from a panel, the last panel event buffer is overwritten. If you do not want to lose the information, be sure that you have printed the buffer before you request events from the panel a second time.

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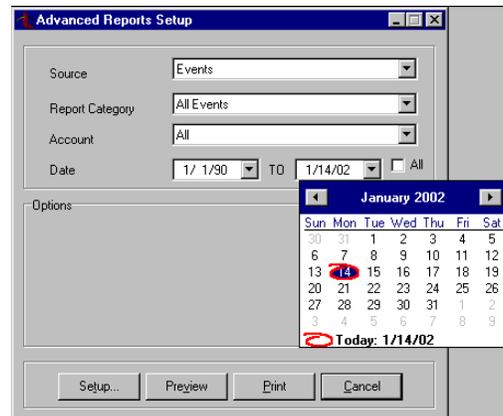
**Report Category:** Select the report you wish to run from the 10 Report Categories:

<i>Zone Action</i>	<i>Door Access Denied</i>
<i>Arming / Disarming</i>	<i>Opening / Closing Schedule Changes</i>
<i>Area Late to Close</i>	<i>System Monitors</i>
<i>User Code</i>	<i>System Events</i>
<i>Door Access Granted</i>	<i>All Events</i>

**Account:** Enter the account number for which you are running the report. Select the **All** box to create reports for all accounts.

**Date:** Enter the date range for which you are running the report. Clicking the arrow opens a calendar as shown in the screen shot. Click the date you wish to print. You can also select the **All** box to print all available dates.

**Options:** The **Options** group box changes depending on which **Report Category** is selected.



### **Zone Action Report Category**

Select **Zone Action** to generate zone reports.

**Zone Action:** Select the zone action for which to generate the report. Select **All** to generate a report for all zone actions.

**Zone:** Select the zone number for which to generate the report. Only zones that have had the action selected above are displayed in the drop-down box. Select **All** to generate a report for all zones.

**User:** Select the user for which to generate the report. Only users that have performed the zone action selected above are displayed in the drop-down box. Select **All** to generate a report for all users.

### **Arming / Disarming Report Category**

Select **Arming / Disarming** to generate reports containing information about arming and disarming activity.

**Action:** Select **Arming** or **Disarming** from the drop-down menu. Select **All** to generate a report for arming and disarming activity.

**User:** Select the user for which to generate the report. Only users that have performed the action selected above are displayed in the drop-down box. Select **All** to generate a report for all users.

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**Note:** To view arming and disarming requiring the Two Man Rule (XR500 Series), print out the report to view the 2<sup>nd</sup> user.

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**Area:** Select the area number for which to generate the report. Only areas that have had the action selected above are displayed in the drop-down box. Select **All** to generate a report for arming / disarming activity for all areas.

### **Area Late to Close Report Category**

**Area:** Select the area number for which to generate the report. Only areas that have been armed after the scheduled closing time are displayed in the drop-down box. Select **All** to generate a report for all areas that have been late to close.

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**Note:** **Area Late to Close** reports might not be generated by all panels. Some panels can send **System Late to Close** reports that can be generated in the **System Events Report Category**. See page 11. If you wish for your panel to send **Area Late to Close** messages, contact your vendor representative.

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### User Codes Report Category

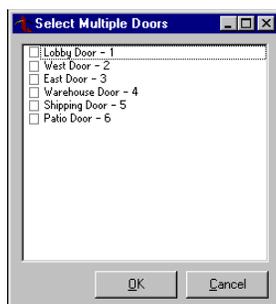
**Action:** Select **Added**, **Changed**, or **Deleted** from the drop-down menu. Select **All** to generate a report for user code additions, changes, and deletions.

**User:** Select the user for which to generate the report. Only users that have performed the user code change selected above are displayed in the drop-down box. Select **All** to generate a report for all users who have made changes to user codes.

**User Being Changed:** Select the user for which to generate the report. Only users that have been changed are displayed in the drop-down box. Select **All** to generate a report for all users than have been changed.

### Door Access Granted Report Category

**User:** Select the user for which to generate the report. Only users that have been granted door access are displayed in the drop-down box. Select **All** to generate a report for all users granted door access.



**Door:** Select the door for which to run the report. Only doors that have granted door access are displayed. Select **All** to create a report for all doors that have granted a door access.

To create a report for multiple doors, select **Select Multiple Doors** from the drop-down menu. Then press the **Select Doors** button to open the **Select Multiple Doors** pop-up window. Click the box to the left of the door name and number to include that door in the report. The report can be created for any combination of doors.

### Door Access Denied Report Category

**User:** Select the user for which to generate the report. Only users that have been denied door access are displayed in the drop-down box. Select **All** to generate a report for all users denied door access.

---

**Note:** The printed report displays the reason the door access was denied.

---

**Door:** Select the door for which to run the report. Only doors that have denied door access are displayed. Select **All** to create a report for all doors that have denied a door access.

To create a report for multiple doors, select **Select Multiple Doors** from the drop-down menu. Then press the **Select Doors** button to open the **Select Multiple Doors** pop-up window. Click the box to the left of the door name and number to include that door in the report. The report can be created for any combination of doors.

### **Opening / Closing Schedule Changes Report Category**

**Schedule Type:** Select the type of schedule for which to run the report. Select **All** to create a report for all types of Opening / Closing Schedules that have been changed.

---

**Note:** To run reports for Extended Schedules, select **Secondary**.

---

**User:** Select the user for which to generate the report. Only users who have changed an Opening / Closing Schedule are displayed in the drop-down box. Select **All** to generate a report for all users who have changed an Opening / Closing Schedule.

**Area:** Select the area number for which to generate the report. Only areas that have had the Opening / Closing Schedule changed are displayed in the drop-down box. Select **All** to generate a report for all areas that have had a schedule changed.

### **System Monitors Report Category**

**Component:** Select the system component for which to create the report. Select **All** to include all components in the report.

**System Monitor Action:** Select the action, trouble or restore, for which to run the report. Select **All** to include all **System Monitor Actions** in the report.

### **System Events Report Category**

**Event:** Select the event for which to run the report. Select **All** to include all events in the report. Below is a list of all system events available:

- Automatic Recall Test
- Abort Message Sent
- Exit Error
- System Late to Close
- Unauthorized Entry
- Dialer Communication Failed
- Alarm Bell Silenced

### **All Events Report Category**

Selecting **All Events** for the Report Category creates a report with all of the Report Categories plus additional information not grouped into a Report Category.

## Exporting Reports

While in the preview mode, you may save the reports for printing later or in another application. Click the Save button that looks like a floppy disk. Click the arrow next to the **Save as Type** field. From the drop-down list, select the desired file type.

You may save reports in the following seven formats to allow you to export the reports to another program.

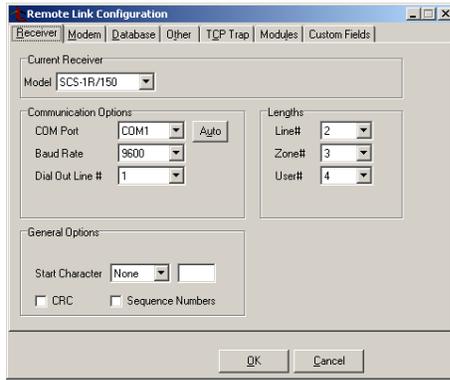
- QuickReport file (\*.QRP)
- Text File (\*.TXT)
- Comma Separated (\*.CSV)
- HTML document (\*.HTM)
- Excel spreadsheet (\*.XLS)
- Rich Text Format (\*.RTF)
- Windows Metafile (\*.WMF)

You may then open these reports in another application: For example if you save a report as .xls format, you may open that file in Microsoft Excel. You can print QuickReport files using the Advanced Reporting Module.

## Additional Options

When you install the Advanced Reporting Module, several options appear that were not in the basic Remote Link and System Link programs. These options are discussed below.

## Default Receiver



Open **System > Configure > Remote (System) Link > Receiver Tab**.

The **Default Receiver** field allows you to assign a number for events that did not come in through a receiver. Enter a number from 1 to 9 to represent these events. This is to help you distinguish between alarms received in the Host or direct mode and those received from another type of receiver, such as an SCS-1R Receiver.

If you do not enter a number in this field, the receiver number for host-monitored and direct-monitored accounts defaults to 1 (one).

## Purge Options

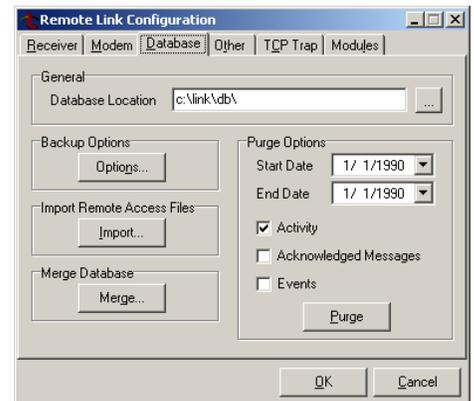
Open **System > Configure > Remote (System) Link > Database Tab**.

As well as purging activity, you can also purge acknowledged messages and events by checking the proper checkbox in the Purge Options section of the **Database Tab**. Go to **System > Configure > Remote (System) Link > Database Tab**. You may select the dates for which you would like to purge the events.

For more information about Purge Options, refer to the Remote Link (LT-0565) or System Link (LT-0570) User's Guide.

**Events:** Select **Purge Events** to remove Events for the Advanced Reporting Module. This purges events such as all alarms, troubles, opening/closing events, and door access events. After these events are purged, you cannot print these reports.

Click the **Purge** button to remove all activity, events, and/or acknowledged messages from the database for the selected dates.



## Modules Tab

Open **System > Configure > Remote (System) Link > Modules Tab.**

### Host Monitoring

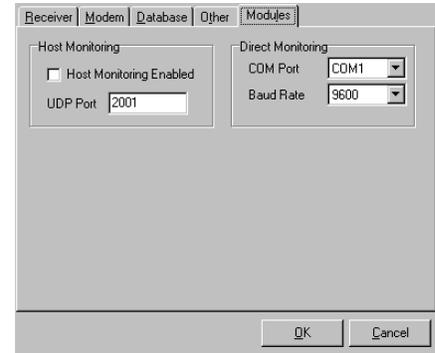
**Host Monitoring:** Select **Host Monitoring** to enable the Advanced Reporting module to receive alarms from network panels that are connected by an iCOM, iCOM-E, iCOMsL, XR500N or XR2500F.

**UDP Port:** Enter the data network UDP port number through which the Advanced Reporting module is to use to monitor for incoming alarm signals. 2001 is the default port.

### Direct Monitoring

**COM Port:** Select the COM port that is connected to your panel.

**Baud Rate:** Set the baud rate to 9600.



The screenshot shows a software window titled "Modules" with several tabs: "Receiver", "Modem", "Database", "Other", and "Modules". The "Modules" tab is active. It contains two main sections: "Host Monitoring" and "Direct Monitoring".

- Host Monitoring:** Includes a checkbox labeled "Host Monitoring Enabled" which is currently unchecked. Below it is a text input field labeled "UDP Port" containing the value "2001".
- Direct Monitoring:** Includes a dropdown menu labeled "COM Port" set to "COM1" and another dropdown menu labeled "Baud Rate" set to "9600".

At the bottom right of the window are "OK" and "Cancel" buttons.

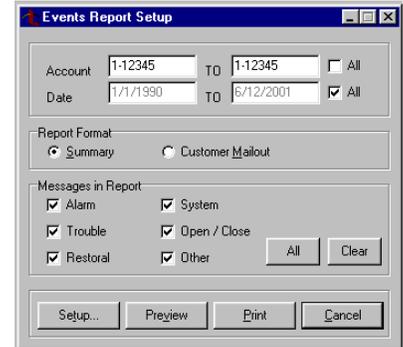
## Printing the Events Report

The **Events Report Setup** window allows you to print reports of the event information. To open the **Events Report Setup** window, select **File > Print > Events**.

**Account:** Enter the range of account numbers you wish to print. Enter the receiver number then the account number, for example 1-12345 with 1 being the receiver number and 12345 the account number.

You may enter one account number to print events from a single account. To print a range of accounts, enter the account number for the first account in the first field and the account number of the last panel in the second field. Check **All** to print all account records.

**Date:** Click the arrow to the right of the field to open the drop-down calendar. Click on the date to select the desired date. You may also type in the appropriate date.



### Report Format

You may choose which format you would like to print the events reports.

**Summary:** Select **Summary** to print a report of events sorted by account number.

**Customer Mailout:** Select **Customer Mailout** when printing reports to send to customers. This option sorts the events by account and automatically breaks the pages when a new account is detected allowing you to mail the reports to each customer.

### Messages in the Report

This window allows you to choose what types of alarm messages to include in the report. The available options are:

- Alarm
- System
- Trouble
- Open / Close
- Restoral
- Other

By selecting the box beside Other, the Events Report Setup prints all other types of message reports such as Door Access, Code Changes, Schedule Changes, etc.

You may click the **All** button to include all message types in the printed report, or you may click the **Clear** button to remove the checkmarks from all message types.

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