

## Alarm Handling

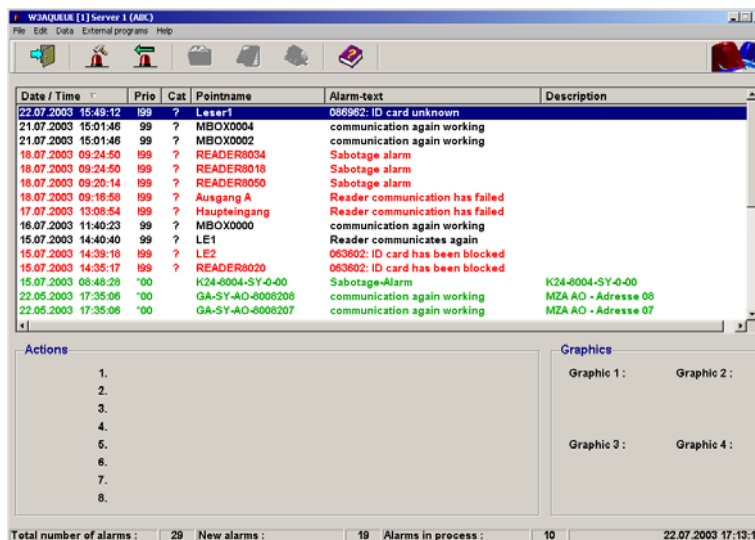
<b>1</b>	<b>Calling the Alarm Handling .....</b>	<b>1</b>
<b>2</b>	<b>Sorting of the data fields .....</b>	<b>3</b>
<b>3</b>	<b>Meaning of the symbols (Alarm Handling).....</b>	<b>3</b>
<b>4</b>	<b>Alarm processing .....</b>	<b>4</b>
4.1	Selection of an alarm for processing .....	4
4.2	Insert a comment.....	6
4.3	Extended data .....	7
4.4	Extended actions .....	7
4.5	Put alarm aside.....	8
4.6	Terminate alarm .....	8

### 1 Calling the Alarm Handling



The Alarm Handling is called by the corresponding buttons in the task bar. In dependence of the choosen buttons either all alarms or alarms of a special priority range (e.g. 00..09 or 40..49) is displayed. The priority of the alarm is established in the ***Datapoint Definition***.

Directly after calling the Alarm Handling all alarms are sorted according time and date.



### Alarm Handling

Meaning of the data fields (Alarm Handling)

<b>Data</b>	Data of the alarming report
<b>Time</b>	Time of the alarming report
<b>Prio</b> (priority)	The priority of the alarming report is established in the <b>Datapoint Definition</b> and is shown here. Low numerical values have a higher priority than high numerical values. The highest priority corresponds to 00. Values of „00 – 99“ are possible.
<b>Cat</b> (category)	The category of the alarming report is shown here. The category is established in the <b>Datapoint Definition</b> . The letters „A-Z“ or question marks are possible.
<b>Pointname</b>	The name of the datapoint (corresponding to the <b>Datapoint Definition</b> ), which was the source of the alarming report, is shown here. This could be for example the position of a card reader or the user address of a alarm sensor.
<b>Alarm-text</b>	Description of the reason for the alarming report. For example „Reader communication has failed“, „...:Version number incorrect“, „Sabotage alarm“ or „...: Emergency alarm“ etc.
<b>Description</b>	Description of the alarm reporting. For example, where and why an alarm was released: „Sign of live from gateway“ or „Temperature of refrigerator“.

There is an information bar in the alarm handling window, where one can see the “Total number of the alarms” , the „New alarms“ and the „Alarms in process“.

## 2 Sorting of the data fields

By clicking the corresponding column heading field it is possible to sort the alarm reports alphanumerically in descend or ascend manner.

Date / Time	Prio	Cat	Pointname	Alarm-text	Description
22.05.2003 16:19:18	'00		GA-SY-DO-8007205	communication again working	MZA DO - Adresse 05
16.05.2003 09:55:57	'00		GA-SY-DO-8007209	communication again working	MZA DO - Adresse 09
13.05.2003 09:18:08	'00		GA-SY-DO-8008203	communication again working	MZA DO - Adresse 03
13.05.2003 09:15:17	'00		GA-SY-DO-8008204	communication again working	MZA DO - Adresse 04
22.05.2003 17:35:05	'00		GA-SY-DO-8008205	communication again working	MZA DO - Adresse 05
03.03.2003 15:31:11	100		GAMOD-DI-8007204	no communication	
04.03.2003 10:10:12	'00		GAMOD-DI-8007205	communication again working	
04.03.2003 10:12:27	'00		GAMOD-DI-8007206	communication again working	
01.04.2003 14:27:02	'00		GAMOD-DO-8007209	communication again working	
17.07.2003 13:08:54	199	?	Haupteingang	Reader communication has failed	
15.07.2003 08:48:28	'00		K24-8004-SY-0-00	Sabotage-Alarm	K24-8004-SY-0-00
01.01.2000 00:00:00	100		K24P-8002-SY00-0	Sabotage-Alarm	

Sorting of alarming reports

A repeated clicking causes the reversing of the sorting sequence.

## 3 Meaning of the symbols (Alarm Handling)



Quit program



Terminate alarm **F3**



Put alarm aside **F4**



Extended data **F10**



Comment **F6**



Extended actions **F9**



Online help **F1**

### Hint:

It is also possible to call the functions from the selection menu *'File'*, *'Edit'* and *'Data'*.

## 4 Alarm processing

### 4.1 Selection of an alarm for processing

For processing an alarm it is necessary to select it. To select an alarming report you need to click it.



Selecting an alarm report

It is possible to treat all alarming reports, e.g. burglary, fire or technical alarms, in similar way as follows:

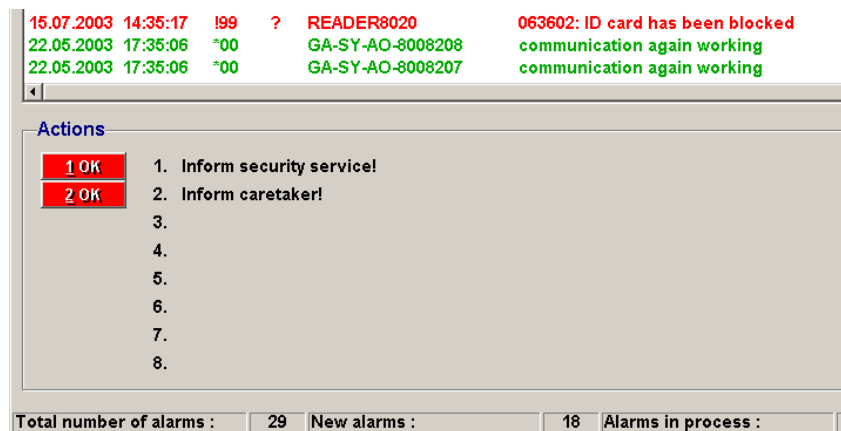
**Example:** A XMP-K24 causes an sabotage alarm.

The following alarming report will appear:



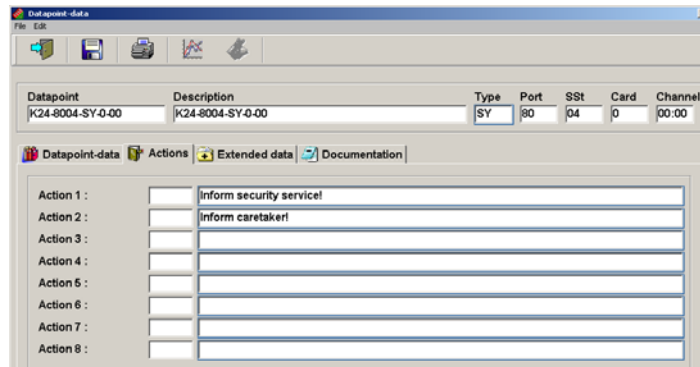
Incoming alarm report

Clicking on this alarming report leads to the actions which are connected with the alarm – possibly an alarm graphic will faded in, which supports the action, (for example a picture, which shows the installation location of the XMP-K24 ).

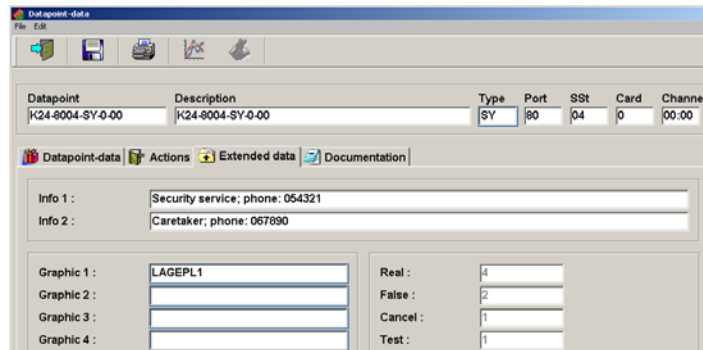


Actions for processing the alarm

Generally, the alarm is released by a datapoint in the system. Because of that the establishing of the actions for the alarm handling is realized in the **Datapoint Definition** in the register cards *Actions* and *Extended data*.

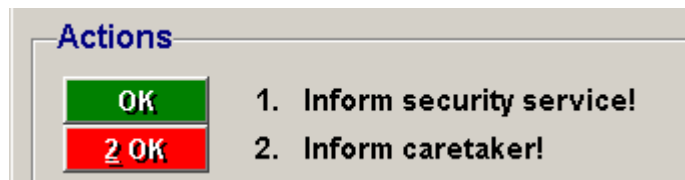


Register card *Actions* in the Datapoint Definition



Register card *Extended data* in the Datapoint Definition

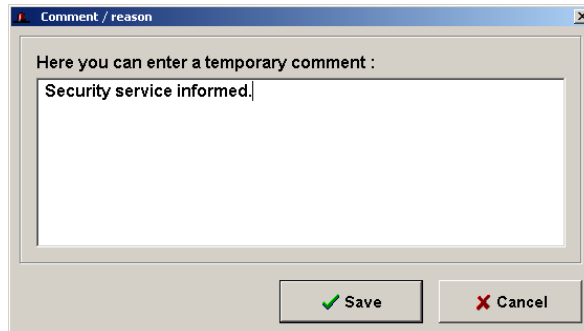
The actions for processing the alarm must be operated separately. After the execution of the action the user needs to inform the system by clicking the red OK button. The colour of the button changes from green to red and the number of the action disappears.



Confirming of an action during the alarm handling

## 4.2 Insert a comment

The alarm processing just running can be supplemented with comments by the person who processes the alarm. For this the button ,[Comment](#)' or **F6** must be clicked.



Entry of an interim comment

Saving of the comment causes a corresponding entry in the [Alarm Logbook](#). All the other activities of the user which are connected with the alarm processing are recorded in the Alarm Logbook.

Site	Date/Time	Prio	Cat	Pointname	Point-Description	Alarm-Text
0	23.07.2003 09:34:33	0		K24-8004-SY-0-00	K24-8004-SY-0-00	ABC : Security service informed.
0	23.07.2003 09:31:03	0		K24-8004-SY-0-00	K24-8004-SY-0-00	"ABC " Action 1 performed: Inform security service!
0	23.07.2003 09:21:52	0		K24-8004-SY-0-00	K24-8004-SY-0-00	Alarm acknowledged by "ABC "
0	23.07.2003 09:21:45	0		K24-8004-SY-0-00	K24-8004-SY-0-00	Sabotage-Alarm
0	23.07.2003 09:21:45	0		K24-8004-SY-0-00	K24-8004-SY-0-00	End Sabotage-Alarm

Entries in the Alarm Logbook

### 4.3 Extended data

It is possible to deposit additional informations for the alarm handling in the extended data. This are text informations or graphics and maintenance information corresponding to the determinations in the Datapoint Defintion. The extended data can be called by clicking the button ['Extended data'](#) or pressing **F10**.

Terminated as	Number
Real :	4
False :	2
Cancel :	1
Test :	1
Reason5 :	1
Reason6 :	1
Reason7 :	0
Reason8 :	0
Reason9 :	0
Reason10 :	0

Extended data

If necessary it is possible to change the blue info text in the entry fields directly. To call an alarm graphic just click on the corresponding graphic name.

The statistic field on the right side of the window gives the operator information how many of the alarms caused by one datapoint were finished as „Real“, „False“, „Cancel“, „Test“ or an other reason.

### 4.4 Extended actions

Clicking the button ['Extended actions'](#) or pressing **F9** opens an additional program which supports the operator during the alarm handling.

This program needs to be entered in the configuration file of the Alarm Handling W3AQUEUE.CFG under „ExtendedActions“.

#### 4.5 Put alarm aside

It is possible to interrupt or to put aside the processing of an alarm (e.g., because of another alarm which higher priority was released). To realize this click the button [',Put alarm aside'](#) or press **F4**.

An alarm that was put aside is marked **green** within the Alarm Handling window.

Date / Time	Prio	Cat	Pointname	Alarm-text	Description
23.07.2003 09:21:45	00		K24-8004-SY-0-00	Sabotage-Alarm	K24-8004-SY-0-00
23.07.2003 08:33:08	199	?	Leser1	086962: ID card unknown	
21.07.2003 15:01:46	99	?	MBOX0004	communication again working	

An alarm which was not handled yet is marked **red**.

If an alarm state of a datapoint goes back in the normal state without processing the alarming report, the alarming report will be represented with **black** signs (e.g.: open and afterwards closing of a casing door).

#### 4.6 Terminate alarm

After execution of all actions and handlings which were necessary for the alarm processing the alarm handling can be closed by clicking the button [',Terminate alarm'](#) or pressing **F3**. The input window „Terminate alarm“ appears.

Terminate alarm

Enter alarm-reason / comment :

The sabotage alarm was activated intentionally.

Select alarm-reason :

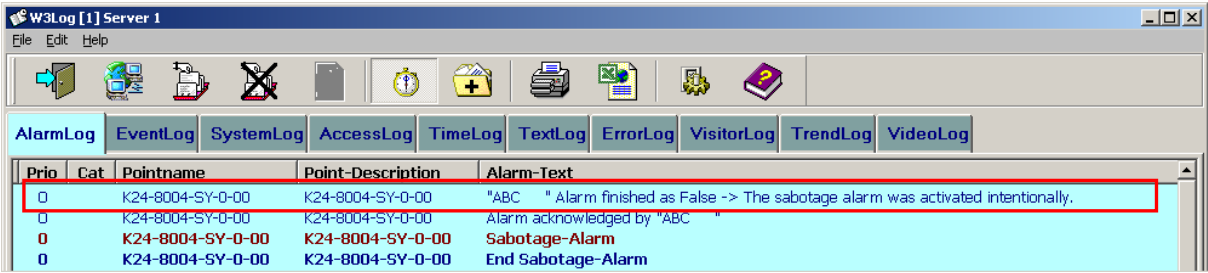
1. Real	2. False	3. Cancel	4. Test	5. Reason5
6. Reason6	7. Reason7	8. Reason8	9. Reason9	10. Reason10

X Cancel

Terminating an alarm

After entering a comment (a reason) concerning the processed alarm the alarm will be finished by clicking on of the corresponding alarm reason („Real“, „False“, „Cancel“, „Test“ or „other reason“). After that the alarming report disappears from the alarm handling window.

The termination of the alarm and the reason of the alarm will be recorded in the Alarm Logbook.



The screenshot shows a software window titled "W3Log [1] Server 1" with a menu bar (File, Edit, Help) and a toolbar. Below the toolbar are several tabs: AlarmLog, EventLog, SystemLog, AccessLog, TimeLog, TextLog, ErrorLog, VisitorLog, TrendLog, and VideoLog. The "AlarmLog" tab is active, displaying a table with the following data:

Prio	Cat	Pointname	Point-Description	Alarm-Text
0		K24-8004-SY-0-00	K24-8004-SY-0-00	"ABC " Alarm finished as False -> The sabotage alarm was activated intentionally.
0		K24-8004-SY-0-00	K24-8004-SY-0-00	Alarm acknowledged by "ABC "
0		K24-8004-SY-0-00	K24-8004-SY-0-00	Sabotage-Alarm
0		K24-8004-SY-0-00	K24-8004-SY-0-00	End Sabotage-Alarm

Recording of the alarm termination in the Alarm Logbook