



BoldNet 1.5.2 User's Guide

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***Bold Technologies Ltd
421 Windchime Place
Colorado Springs, CO 80919
USA***

***Telephone: +1-719-593-2829
Fax: +1-719-599-3953
Email: sales@boldgroup.com***

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Author

*Anna C. Haiar
Technical Writer*

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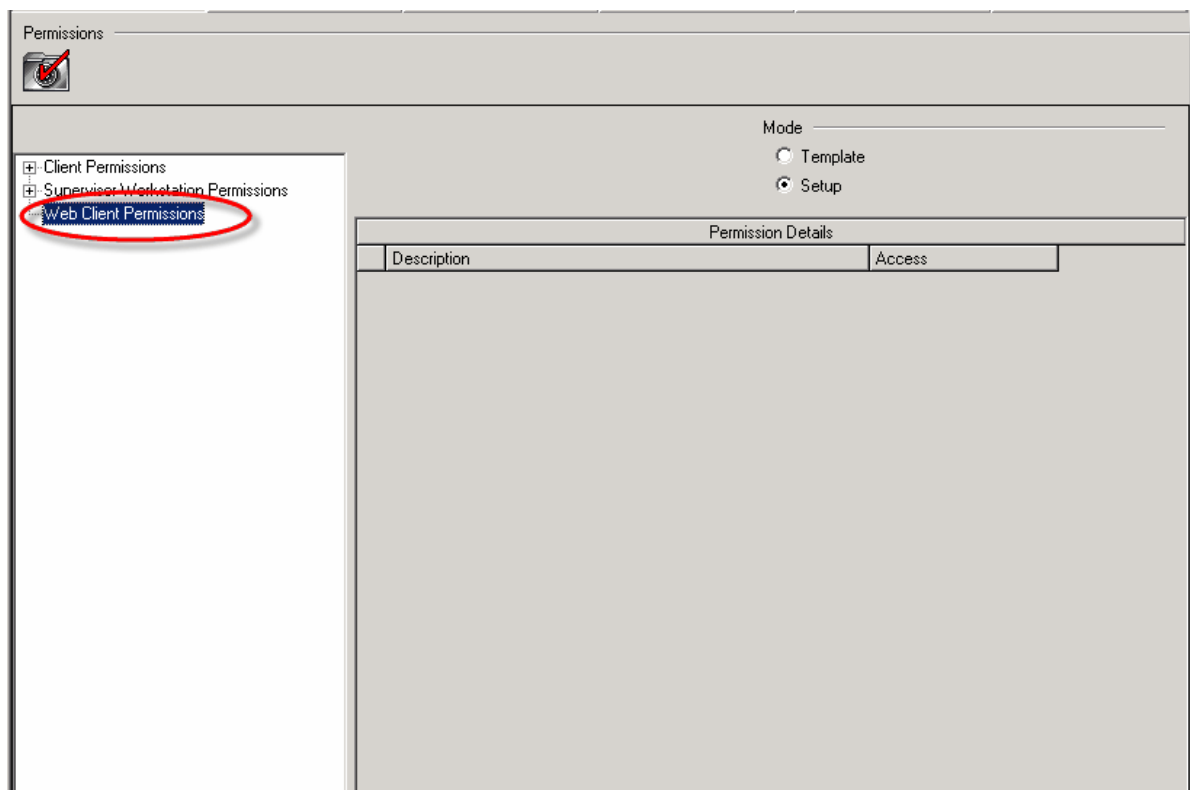
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Web Profile Permissions

The first step in using BoldNet is determining Web Profile Permissions. This will either allow or restrict access to certain sections of the Manitou software, including the Operator and Dealer workstation. For instance, customer-level access may include access to edit contact information, but restrict access to permits, action patterns or On Test. These permissions are edited in the Supervisor Workstation. Each permission level is given a descriptive name, such as Administrator or Supervisor. Individual Manitou users can be assigned to one or more of these permission levels. Virtually every aspect of Manitou's display menus can be defined within a permission level, therefore various permissions should be carefully planned and designed prior to being created and assigned.

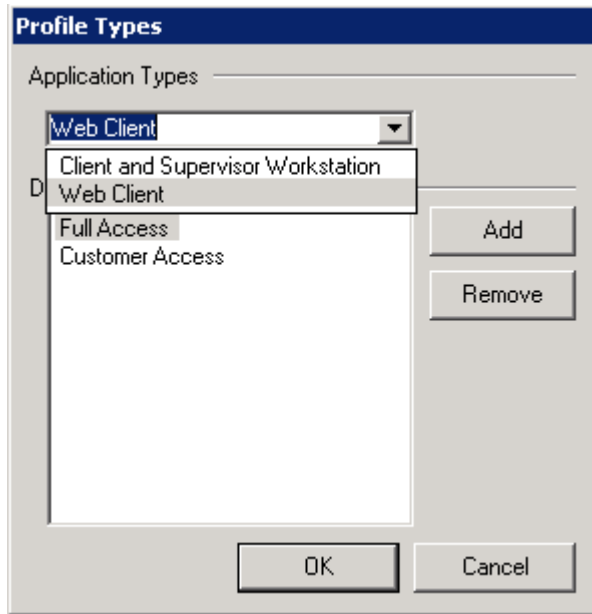
Note: Upon initial installation, all permissions for all User Groups are set to open. Newly added subtypes (i.e. Dealer Restricted Access, Full Access, etc.) are marked as Visible/grayed out.

To begin setting up Web Profile Permissions, open the Supervisor Workstation and select "Setup" under the Maintenance menu. Select "Permissions" to open the Permissions screen:

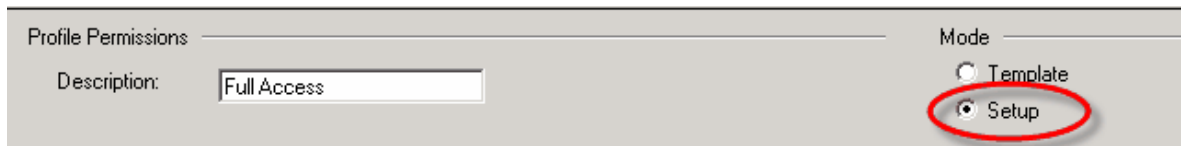


Select Template mode, which allows users to define different levels of access for profile permissions. With the screen in Edit mode, select Web Client Permissions, and click on the Types button located above the Permissions tree. This will bring up the Profile Types

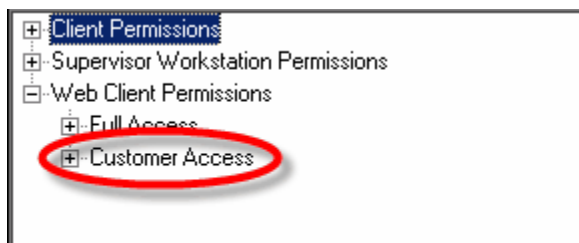
dialogue box:



Select Web Client from the drop-down menu, and click Add. Enter the name of the Profile Type (such as Full Access, Dealer Access, or Customer Access). Each profile type will then be applied to a user's profile in the Operator Workstation, and will determine the level of access for that BoldNet user. Once the changes have been made, click Save to put the new profile types in place. Return to the Permissions screen and put the form into Setup mode.



Click the Edit button to begin making changes to profile permissions. In the following example, customer profile permissions are set up:



Expand the Customer Access tree, and select the appropriate permissions. For example, since this is a customer access profile, the Central Station may wish to limit customer access to requesting a change for contact information or schedules. Therefore, access will be limited to

changing information on a contact list, schedules or perhaps general information. Each profile permission has the following access options available:

- **Visible/Enabled** = Can view and edit (where available) the selected item
- **Visible/Greyed Out** = Can only view the selected item
- **Hidden** = The item will not appear at all

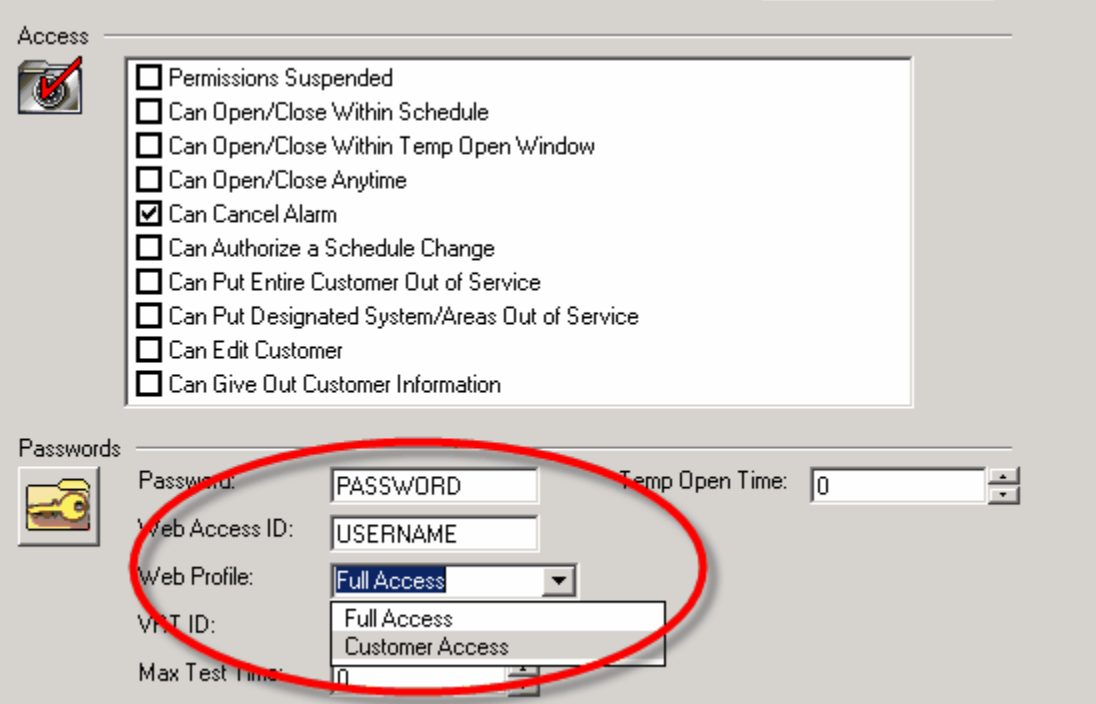
Profile Permissions		Mode
Description:	<input type="text" value="Customer Access"/>	<input type="radio"/> Template <input checked="" type="radio"/> Setup
Permission Details		
Description	Access	
▶ General Information	Visible/Enabled	
	Visible/Enabled	
	Visible/Greyed Out	
	Hidden	

Once the Access options have been set, click Save.

Operator Workstation

Once the permissions have been set, open the Operator Workstation and locate the Dealer, Customer or Branch. In the Contact List section, enter a password and Web Access ID, and select the Web Profile from the drop-down menu. In the following example, the customer has

been given a Profile Type of customer access:



The screenshot shows a configuration window with two main sections: 'Access' and 'Passwords'. The 'Access' section has a list of permissions with checkboxes. The 'Passwords' section has several input fields and a dropdown menu. A red oval highlights the 'Web Profile' dropdown menu, which is currently set to 'Full Access' and has 'Customer Access' selected in the dropdown list.

Section	Field/Option	Value/Status
Access	Permissions Suspended	<input type="checkbox"/>
	Can Open/Close Within Schedule	<input type="checkbox"/>
	Can Open/Close Within Temp Open Window	<input type="checkbox"/>
	Can Open/Close Anytime	<input type="checkbox"/>
	Can Cancel Alarm	<input checked="" type="checkbox"/>
	Can Authorize a Schedule Change	<input type="checkbox"/>
	Can Put Entire Customer Out of Service	<input type="checkbox"/>
	Can Put Designated System/Areas Out of Service	<input type="checkbox"/>
	Can Edit Customer	<input type="checkbox"/>
	Can Give Out Customer Information	<input type="checkbox"/>
Passwords	Password:	PASSWORD
	Web Access ID:	USERNAME
	Web Profile:	Full Access (dropdown)
	VPI ID:	Full Access (dropdown)
	Max Test Time:	0

This will ensure that when the customer logs in, he will only have access to limited areas of Manitou. Once the Web ID, Profile and Password have been set up, click Save.

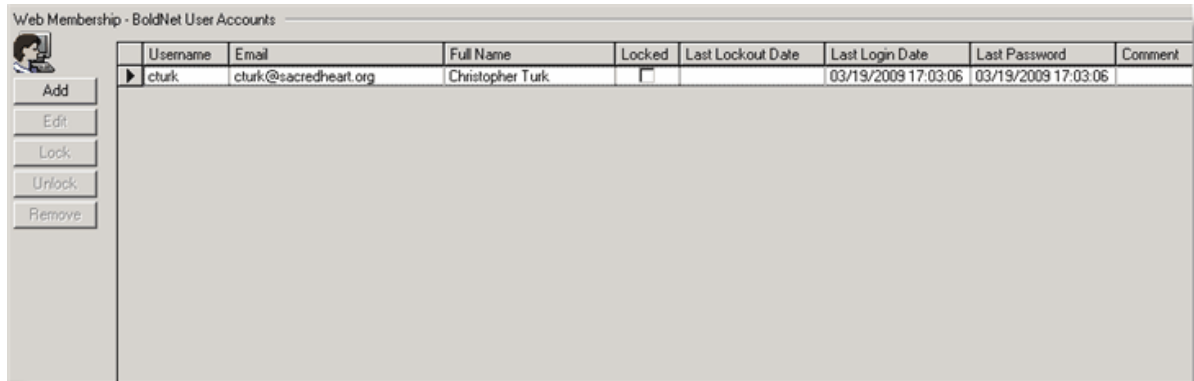
Tips

The Web Profile Permissions are an extremely vital part of using BoldNet and should be taken into careful consideration when setting up and editing permissions. A Central Station Operator or Administrator may wish to have all options available, but only limited options available to a Dealer, such as statistics and the Dealer's customers.

Setting restricted profile permissions may still allow users to request changes. For example, if a user is setting up restricted access for a Dealer, and enables customer edits, but restricts all permissions under the "Customer" tree in the Profile Permissions setup in the Supervisor Workstation, the Dealer who has these permissions applied to his profile will still be able to make change requests on the various customer pages and controls for BoldNet. Though it will look essentially the same the the end user, instead of a "store" button to store any changes made to the customer record in BoldNet, a "Request" button will be available for the Dealer to press when he has completed his edits. This will produce a change request form that will create a maintenance item.

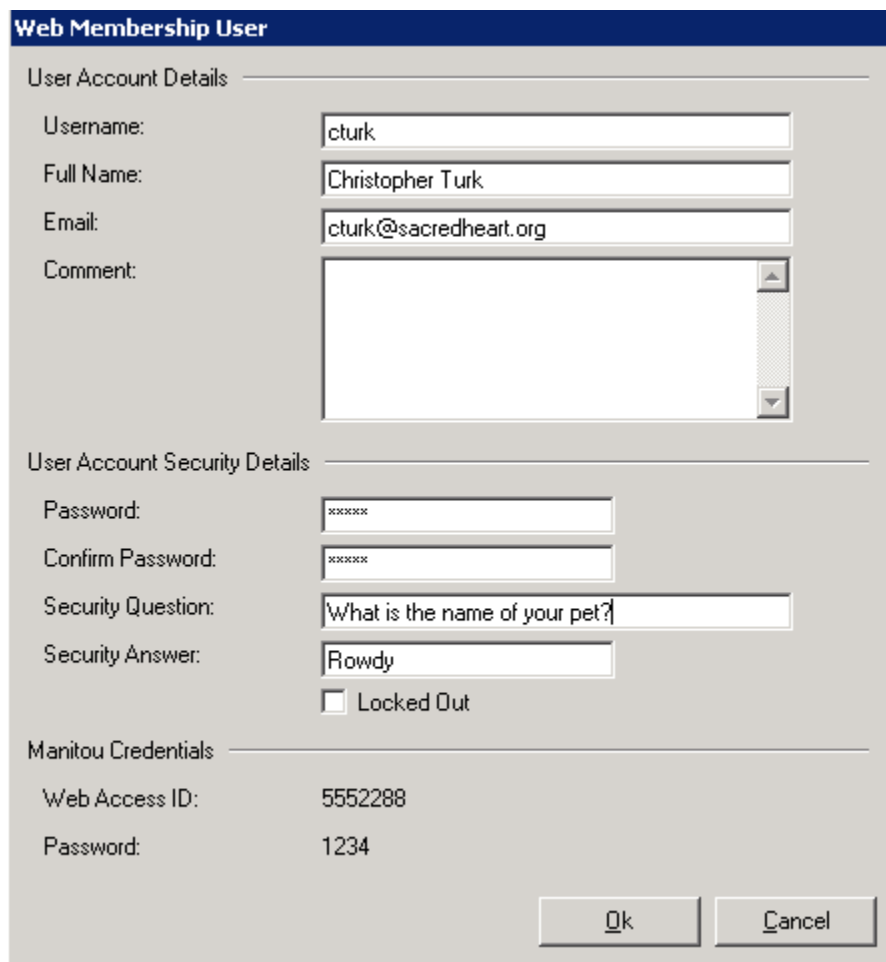
Web Membership Tab

The Web Membership tab is used to manage BoldNet users by allowing addition of accounts, edits or deletion of accounts, or by temporarily locking users out of BoldNet access. All of the user accounts are associated with the Contact List person(s).



Username	Email	Full Name	Locked	Last Lockout Date	Last Login Date	Last Password	Comment
cturk	cturk@sacredheart.org	Christopher Turk	<input type="checkbox"/>		03/19/2009 17:03:06	03/19/2009 17:03:06	

With the Manitou Client in Edit mode, click on the Add button to bring up the Web Membership User dialog:



Web Membership User

User Account Details

Username:

Full Name:

Email:

Comment:

User Account Security Details

Password:

Confirm Password:

Security Question:

Security Answer:

Locked Out

Manitou Credentials

Web Access ID: 5552288

Password: 1234

Enter a username and the full name and contact E-mail for the new user account. Any comments about the account can be entered into the Comment field. The User Account Security Details fields are used to log in to the BoldNet client. In this example, the username

to log in to the client will be "cturk" and the password given in this form. Security questions may be added in the event that the customer has forgotten their password. This question will appear in the BoldNet client when the customer clicks on the "forgot password?" link. By answering the security question with the answer given in the Manitou Web Membership form, the customer will then have their username and password sent to them to the E-mail address provided in the Web Membership User form. They will then be able to reset their password via the link given in the E-mail.

At times, a customer may need to be temporarily locked out from accessing the BoldNet client. Clicking on the Locked Out checkbox will perform this action. When their access is reinstated, uncheck the box to allow access back into the web Client.


The Manitou Credentials portion of the form displays what Manitou account (including the Web profile, which is the customer's Web permissions) the Web membership is tied to. In this example, when the customer logs into BoldNet, he will be tied to the Web Access ID of "5553388."

For more information on BoldNet usage, please request additional documentation for the BoldNet User's Guide.

Supervisor Workstation Web Membership Maintenance

The Web Membership form in the Supervisor Workstation Maintenance Menu is used to create web accounts, edit the account details, and other maintenance functions associated with BoldNet usage. At the bottom of the Web Memberships form, three screens are available for additional searching and membership maintenance:


Web Membership



<input type="checkbox"/>	Username ▲	Email	Full Name	Web ID	Web Passw
<input type="checkbox"/>	GLOBAL	yannaa@boldgroup.com	GLOBAL	GLOBAL	GLOBAL
<input checked="" type="checkbox"/>	USERONE	yannaa@boldgroup.com	New User	USERONE	USERONE

The first form - the BoldNet Users - is the default form and displays all current Web accounts:

Web Membership

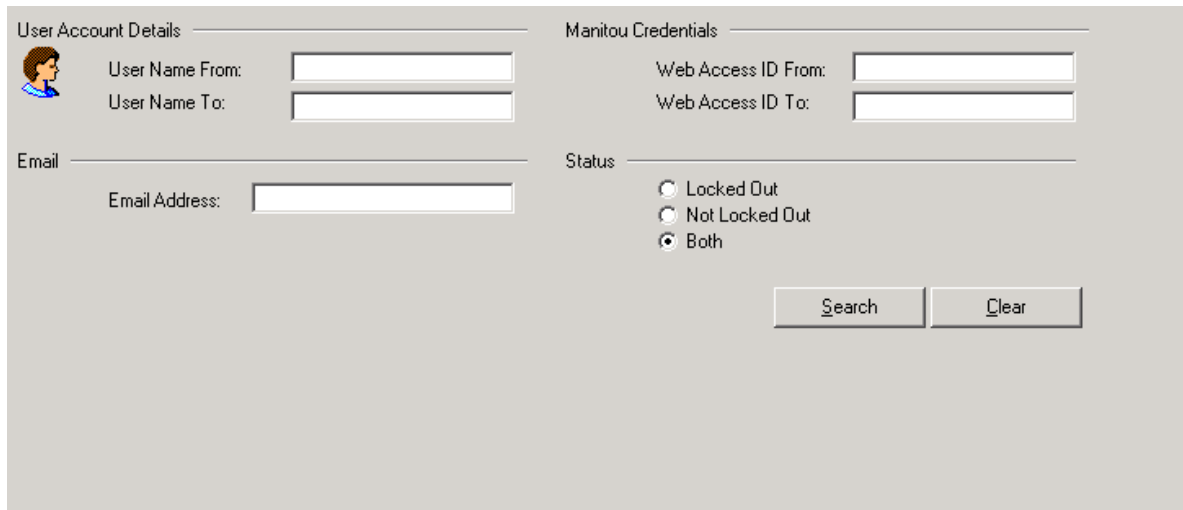


<input type="checkbox"/>	Username ▲	Email	Full Name	Web ID	Web Passw
<input type="checkbox"/>	GLOBAL	yannaa@boldgroup.com	GLOBAL	GLOBAL	GLOBAL
<input checked="" type="checkbox"/>	USERONE	yannaa@boldgroup.com	New User	USERONE	USERONE

From here, users can select an account and edit any details associated with the account by clicking on the "edit selected" button to the right of the memberships form. Users may also temporarily lock an account from accessing BoldNet by clicking in the checkbox under the Locked column, or by mass selecting fields and clicking on the "Lock Selected" button.

User Filter

The User Filter form can be used to search for specific users based on user name, Web Access IDs, or E-mail addresses. Users can also search for Web membership based on the status of Locked Out, Not Locked Out, or Both.



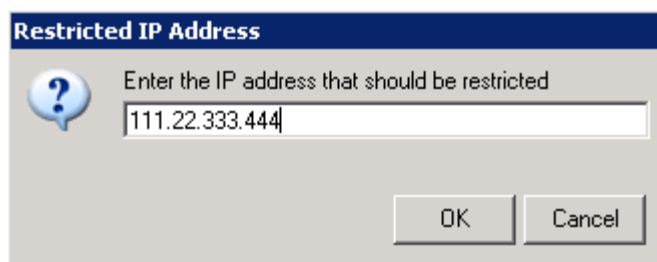
The screenshot shows a web form titled "User Filter" with the following sections:

- User Account Details:** Includes a small user icon and two input fields: "User Name From:" and "User Name To:".
- Manitou Credentials:** Includes two input fields: "Web Access ID From:" and "Web Access ID To:".
- Email:** Includes one input field: "Email Address:".
- Status:** Includes three radio buttons: "Locked Out", "Not Locked Out", and "Both" (which is selected).
- Buttons:** "Search" and "Clear" buttons are located at the bottom right.

Once the search parameters have been entered, click on the Search button to display results. The results will appear back in the default BoldNet Users form. Clear all search parameters by clicking on the Clear button.

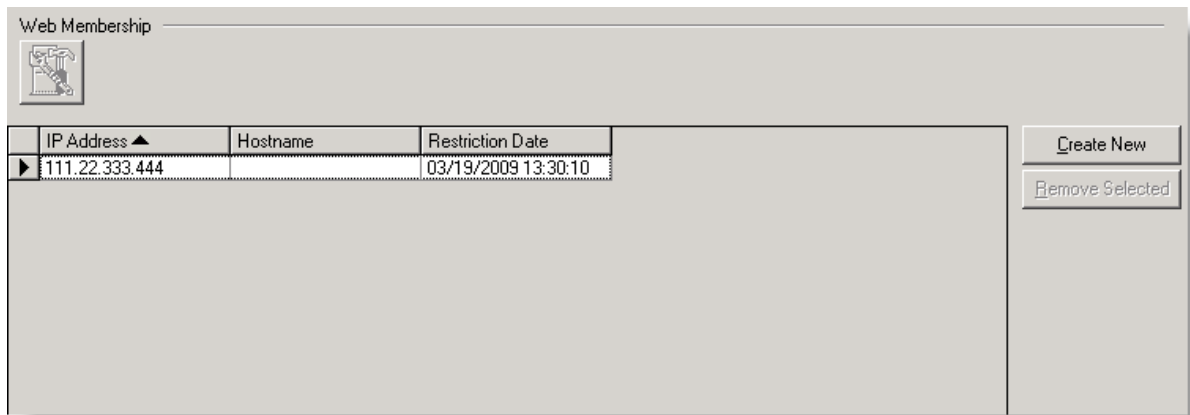
Restricted IP Address

At times, certain IP addresses may need to be restricted from accessing BoldNet. In the Restricted IP Address form, click on the Create New button to bring up the Restricted IP Address dialog:



The screenshot shows a dialog box titled "Restricted IP Address" with a question mark icon. The text inside reads "Enter the IP address that should be restricted". Below this is a text input field containing the IP address "111.22.333.444". At the bottom of the dialog are "OK" and "Cancel" buttons.

Enter the IP address and click OK. The restricted IP address now appears in the form:



Users can remove the restricted IP address by selecting the appropriate row and clicking "Remove Selected."

Central Station Permissions

Since it is highly likely that a Central Station employee will be logging in to BoldNet, set up for a Central Station user is needed. This is easily obtained by logging into the Operator Workstation and locating the Monitoring Company form in the Maintenance menu. In the Contact List, locate the Contact (typically a global keyholder) to be used for profile purposes, and specify a Password, Web Access ID and Web Profile.

Contact

Contact ID:

Name: Bob Slidell

Type: Keyholder

Title: Suffix:

JobTitle:

Birthday:

Access

Permissions Suspended

Can Cancel Alarm

Can Authorize a Schedule Change

Can Put Entire Customer Out of Service

Can Put Designated System/Areas Out of Service

Can Edit Customer

Can Give Out Customer Information

Passwords

Password: SAFETY

Web Access ID:

Web Profile:

VRT ID:

Max Test Time: 0

Availability

Valid From: To:

Inactive From: To:

Notable Web Client Permissions

- **Portal Options**

- Change Personalization*

- The Change Personalization permission is used to allow or prevent the user from changing the Portal Configuration options such as the Logo and Skin. This permission is only applicable to users with a Central Station context, or a Branch/Dealer context that has been added to the Entities Allowed Personalization list in the Entity Management settings page available to Central Station context users.

- **Central Station, Branch, Dealer, Customer, Global Keyholder Entities**

- Permissions to each significant component of entity content can be found under the appropriately named Entity node.

- **<Entity> -> Change Requests**

The Change Request permission is used to allow or prevent the user from creating change requests (which result in Maintenance Issues and possible emails) for the given Entity type.

- **<Entity> -> See Passwords**

The See Passwords permission is used to show or hide passwords for the given Entity type that the user is viewing. The ShowPasswords key of the appSettings section in the web.config supersedes this setting.

- **System Reports**

The System Reports permission is used to allow or prevent the user from accessing or generating reports via the BoldNet application.

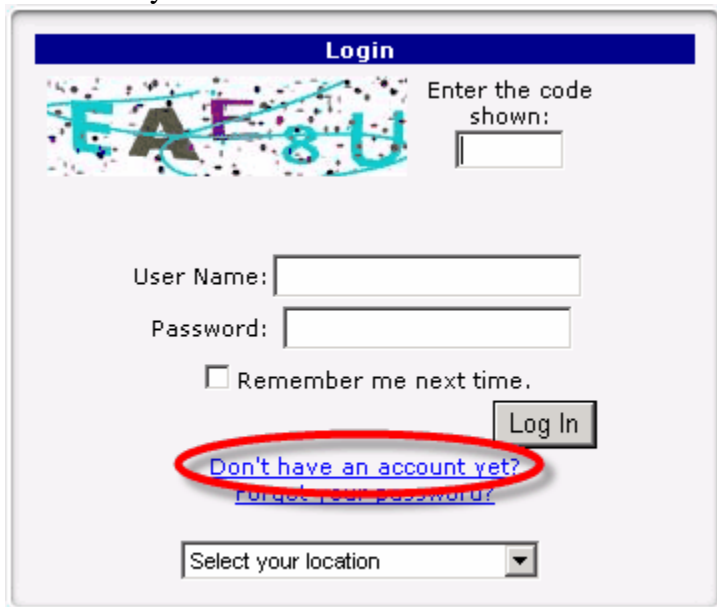
- **Options**

 - Allow New City Additions*

The Allow New City Additions permission is used to allow or prevent the user from being able to add new cities to the database when editing address fields in the BoldNet application.

Logging in to BoldNet

First-time users will need to create a username and password by clicking on the "Don't have an account yet?" link.



Once a username, password and E-mail address are entered, return to the login screen and enter the specified user name and password. The login code must also be entered every time a user signs into BoldNet:



8T8JJ

Enter the code shown:
8T8JJ

User Name: Anna

Password: [masked]

Remember me next time.

Log In

[Don't have an account yet?](#)
[Forgot your password?](#)

Select your location

If the user waits for longer than 90 seconds, the login code will expire and the login screen will refresh with a new code. This time length can be configured in the web.config file. For information on how to configure these settings, please refer to the BoldNet Configuration document. Users can select the desired Locale (language) they wish to use when viewing BoldNet. For pages that have not been logged into or have not yet selected a context, a Locale can be selected during login or via the Locale URL parameter. Once logged in and a context has been selected, the Locale/language assigned to the contact record (such as a Dealer, Customer or Global Keyholder) will be used.

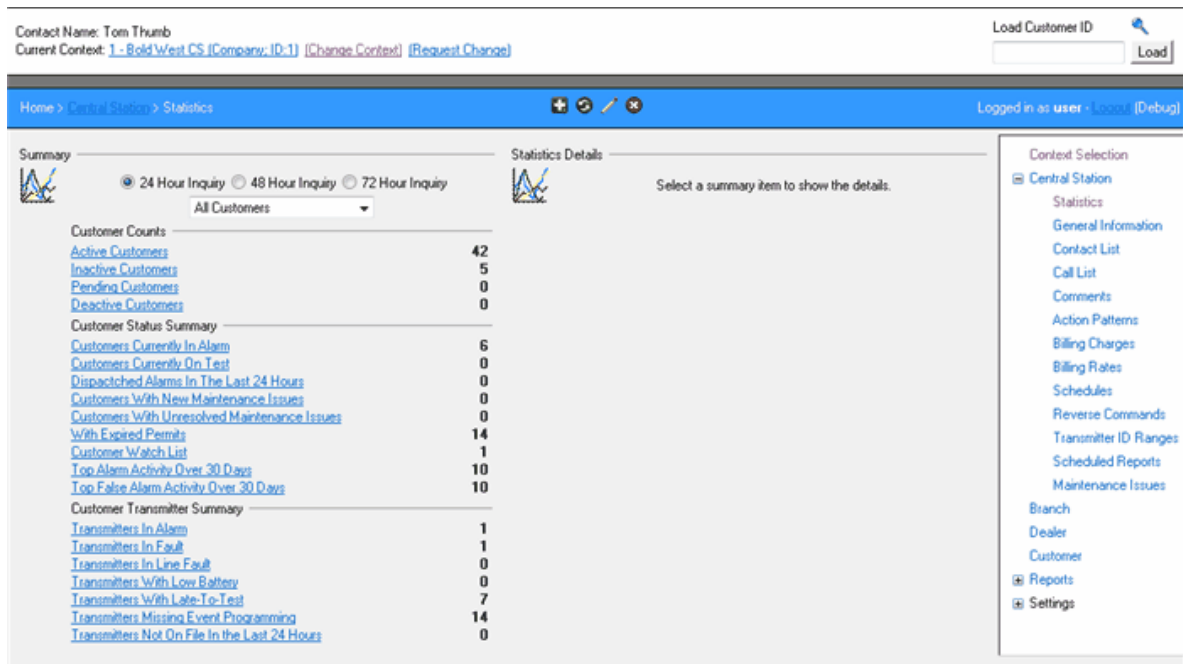
Depending on the profile, users may have several contexts to choose from after logging into the Web client. In the example below, a global user (such as a Central Station) may select several different contexts in order to personalize the look and feel of the web client based on what context is logged in.



For example, the global user logged in and may select a context such as a branch, dealer or customer. Then, they may personalize the menus and skins for every dealer, branch or customer that logs in to BoldNet in the settings form of the Web client. For the purposes of this document, the Central Station (Company) context will be used.

Welcome

If no context selection is available, the user logging in will be taken to the initial page, which may be a welcome page, a statistics page, or a general information page. This initial page is determined in the Settings section. In this example, since we are logged in as a Company, the configuration has been set to display statistics and other pertinent information upon login:



From here, users can choose an option from the menu to proceed. Remember, based on user settings, some options may or may not be accessible.

Context Selection

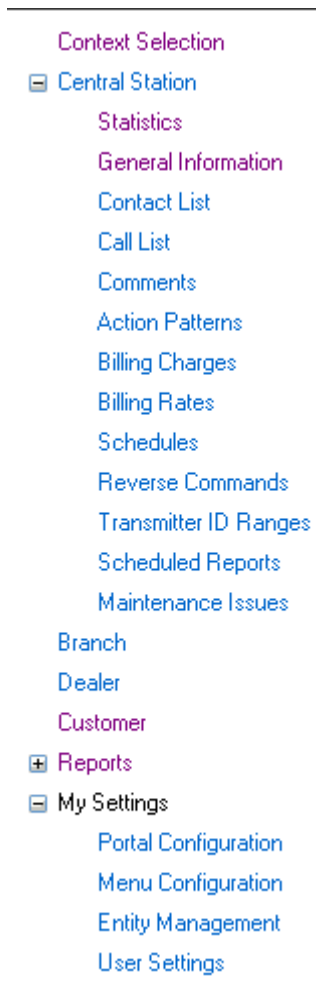
When Web Profile Permissions have been applied, users are operating in BoldNet under a context selection. A BoldNet application user can have one to many contexts. A context is an entity-level at which the contact is a part of. A user can only access information for the context they have selected, and below, within the confines of the user's Web Profile permissions.

Hierarchy of Entity Types	Context Types
Central Station	Can access all data
Branch	Can access Branch and Branch's customers
Dealer	Can access Dealer and Dealer's customers
Customer	Can access specific customer only

The current context selection is shown at the Welcome screen after logging in:

Contact Name: Bob Slidell
Current Context: [1 - Triple A Alarm Company \(Company\)](#) ([Request Change](#))

A context selection can be changed after a request is submitted to the Central Station. Once the context selection is applied, all options available to that context selection are accessible. In the following example, full access has been applied to this context selection (the Central Station), so all options are available to the user:



The user (in this scenario, a Central Station context) has access to all areas, including Central Station statistics, action patterns, schedules, branches, dealers and customer information.

Clicking on the Current Context link will bring up information about the current context selection. Since this example is using the context of a Central Station, the Central Station's alarm information appears:

Contact Name: Bob Slidell
Current Context: [1 - Triple A Alarm Company \(Company\)](#) ([Request Change](#))

Company	
Company ID:	1
Company Name:	Triple A Alarm Company
File As:	TRIPLE A ALARM COMPANY

Address	
Street 1:	7895 Greenbelt Ln
City:	Colorado Springs
State:	Colorado
Zip Code:	80907
Country:	United States of America
Language:	English (United States)
Time Zone:	Mountain Time (US & Canada)

Entity Contacts			
Type	Contact Point	Ext/Code/Fmt	Schedule
Site	(719) 567-9854		
E-Mail	main@tripleaalarm.com	PDF	
Web Address	http://www.tripleaalarm.com		

[Add](#)

Users can add Contact Points to the information screen by clicking on the Add link below the Entity Contacts table. The New Contact Point dialogue box will appear:

New Contact Point

Contact point type:
Home

Unformatted entry?

OK

Enter the contact point information and click Save to add the contact point.

Context Selection Examples

Keyholder: John Doe

John Doe has been attached a context selection of Contact List to Customer Z. He can use the context of Customer Z which enables him to access Customer Z's information within the confines of John Doe's Web Profile permissions

Global Keyholder: Jane Doe

Jane Doe has been attached to Contact List of Dealer X. Jane Doe can use the context of Dealer X which enables her to access Dealer X's information and Dealer X's Customer information within the confines of Jane Doe's Web Profile permissions.

Global Keyholder: Sarah Doe

Sarah Doe has been attached to the following Contact Lists:

- Contact List of the Central Station
- Contact List of Branch Y
- Contact List of Dealer X

Sarah Doe can use the context of the Central Station to access the Central Station's information as well as the Central Station's Branch, Dealer and Customer information. She can also choose to use the context of Branch Y to access the information of Branch Y's information as well as Branch Y's customer information. Additionally, she could choose to use the context of Dealer X's customer information. All of these contexts are within the confines of Sara Doe's Web Profile permissions.

Searching for Accounts

Users can quickly access certain customers by using the Load Customer ID search form. Enter the Customer ID and click "Load" or hit enter to search for a customer. The wildcard (asterisk) may be used to load all customers associated with the context that is currently logged in. Once the Customer ID is entered, the search results will appear:

The screenshot shows the BoldNet 1.5.2 web interface. At the top, it displays the contact name 'Tom Thumb' and the current context '1 - Bold West CS (Company ID: 1)'. Below this, there is a search form for 'Load Customer ID' with a text input field and a 'Load' button. The search criteria section includes five search keys: Customer ID, Dealer ID, Transmitter ID, and two empty keys. The search results table shows one result for Contract ID 1001, Name Susan Homemaker, City Falcon, Address 2514 Rainbow Bridge Lane, Region/State Colorado, Phone (719) 593-2829, and Type Residential.

Contract ID	Name	City	Address	Region/State	Phone	Type
1001	Susan Homemaker	Falcon	2514 Rainbow Bridge Lane	Colorado	(719) 593-2829	Residential

Note that when a search is performed for one customer, the search parameters are retained in the Currently Viewing line at the top of the page. This allows easy access to add a customer to a watch list or request a change to be made to the customer's account.

Click on the Contract ID to load the customer main form:

Home > Customer > Customer Info

Logged in as user - Logout

Customer

Customer ID: 1001
Customer Name: Susan Homemaker
File As: HOMEMAKER, SUSAN
Type: Residential
Related Type: Normal
Account Type: Normal Account

Address

Street1: 2514 Rainbow Bridge Lane
City: Falcon
State: CO
Zip Code: 80831

Cross Street:
Country: United States of America
Language: English (United States)
Time Zone: Mountain Time (US & Canada)

Subdivision: Meridian Ranch
A/R Company:
A/R Number:

Status

Alarm In Alarm(1)
 Monitoring Active - 08/26/2004 10:41
 UL Grade PRRPF - Response Time: 3
 Service Full

Default Event System

Monitoring Status: Active
Start Date: 08/26/2004

Context Selection
Central Station
Branch
Dealer
Customer
Customer Info
Contact List
On Test
Activity Log
Advanced
Reports
Settings

Since the skin currently being used imitates the Manitou client, the customer form will look familiar to most users. From here, users can edit the contact list, view the current systems or place a customer on test. Please note that many forms are read-only, but [requests for changes](#) can be made to the Central Station to edit any of the forms.

Central Station Options

Since the example used in this document is based on a Central Station context (remembering that options available to the Central Station context are set up in the Web Client Permissions section of the Supervisor Workstation and then applied to the Central Station's Contact List form in the Operator Workstation), all options are accessible to the Central Station, such as Statistics, Schedules and Reverse Commands, to name a few. Each available option is a hyperlink located on the left side of the BoldNet application. Clicking on the Statistics link, for example, will bring up the Central Station's statistics. Each Statistic is also a hyperlink that displays additional information once it is clicked:

The screenshot displays a web interface with a 'Summary' header. Below the header are three radio buttons for '24 Hour Inquiry' (selected), '48 Hour Inquiry', and '72 Hour Inquiry'. A dropdown menu shows 'All Customers'. The main content is organized into three sections:

- Customer Counts:**
 - Active Customers: 6
 - Inactive Customers: 0
 - Pending Customers: 0
 - Deactive Customers: 0
- Customer Status Summary:**
 - Customers Currently In Alarm: 0
 - Customers Currently On Test: 0
 - Dispatched Alarms In The Last 24 Hours: 0
 - Customers With New Maintenance Issues: 0
 - Customers With Unresolved Maintenance Issues: 0
 - With Expired Permits: 0
 - Customer Watch List: 0
 - Top Alarm Activity Over 30 Days: 10
 - Top False Alarm Activity Over 30 Days: 10
- Customer Transmitter Summary:**
 - Transmitters In Alarm: 0
 - Transmitters In Fault: 0
 - Transmitters In Line Fault: 0
 - Transmitters With Low Battery: 0
 - Transmitters With Late-To-Test: 0
 - Transmitters Missing Event Programming: 0
 - Transmitters Not On File In the Last 24 Hours: 0

The same concept follows each option available to the Central Station, e.g. a Contact List contains hyperlinks that, when clicked on, display additional information.

Maintenance Issues

When a maintenance issue is entered into the Operator Workstation, it will display in the BoldNet application as well. Clicking on the issue number hyperlink will display additional information about the Maintenance Issue.

The screenshot shows a 'Maintenance Issues' table with the following data:

Issue	Logged	Description
1	12/19/2007 10:41:10 AM	System down

Below the table, there is a section for 'Contact Name: Bob Slidell' and 'Current Context: [1 - Triple A Alarm Company \(Company\)](#) ([Request Change](#))'.

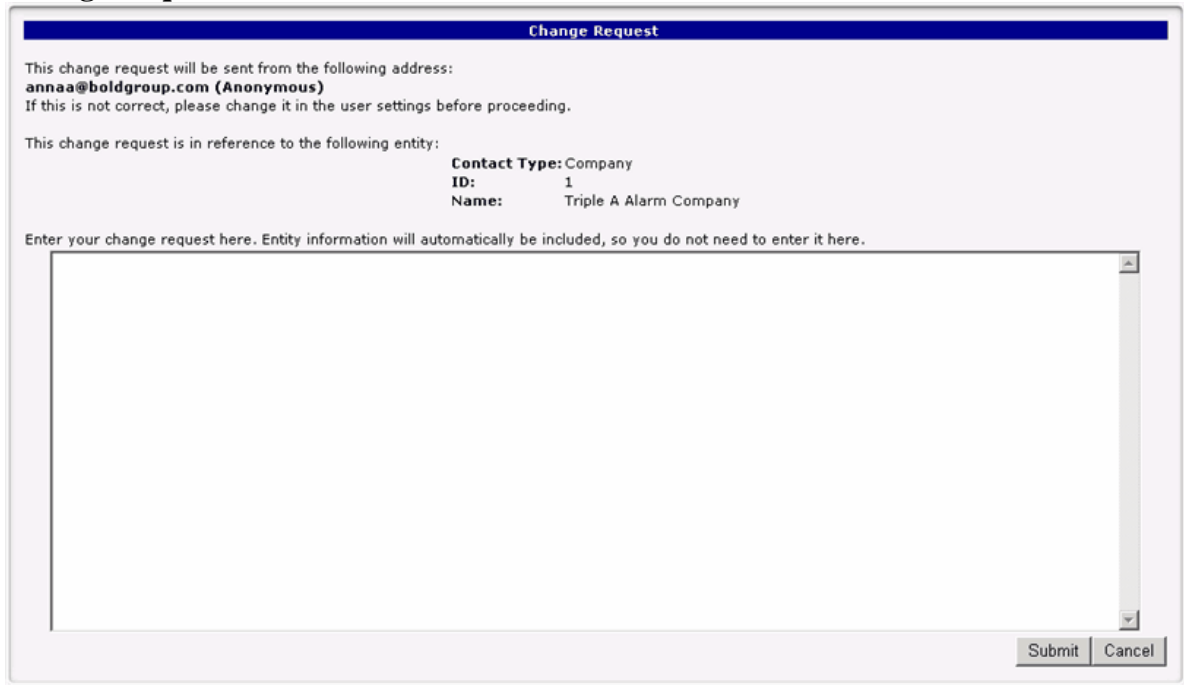
If an existing maintenance issue exists, a pop up will appear whenever the user logs in as a reminder of the existing issue. Users can suppress these popups by adding an appSetting key.

Please see the BoldNet 1.5.2 Configuration manual under web.config > configuration > appSettings for this key.

Change Requests

Change requests can be made and sent to the Monitoring Company for any type of change needed to BoldNet. For example, if a customer wishes to change their contact information, they can submit a change request to the Central Station where an Operator or Data Entry person can make the necessary changes. These changes are submitted as Maintenance Issues which notify the Central Station and are then resolved. This will allow the Central Station to review any requested changes before the changes are made.

Change Request Form



The screenshot shows a web form titled "Change Request". At the top, it states: "This change request will be sent from the following address: **anna@boldgroup.com (Anonymous)**. If this is not correct, please change it in the user settings before proceeding." Below this, it says: "This change request is in reference to the following entity:" followed by a table of entity details:

Contact Type:	Company
ID:	1
Name:	Triple A Alarm Company

Below the table, it says: "Enter your change request here. Entity information will automatically be included, so you do not need to enter it here." There is a large text area for input. At the bottom right, there are "Submit" and "Cancel" buttons.

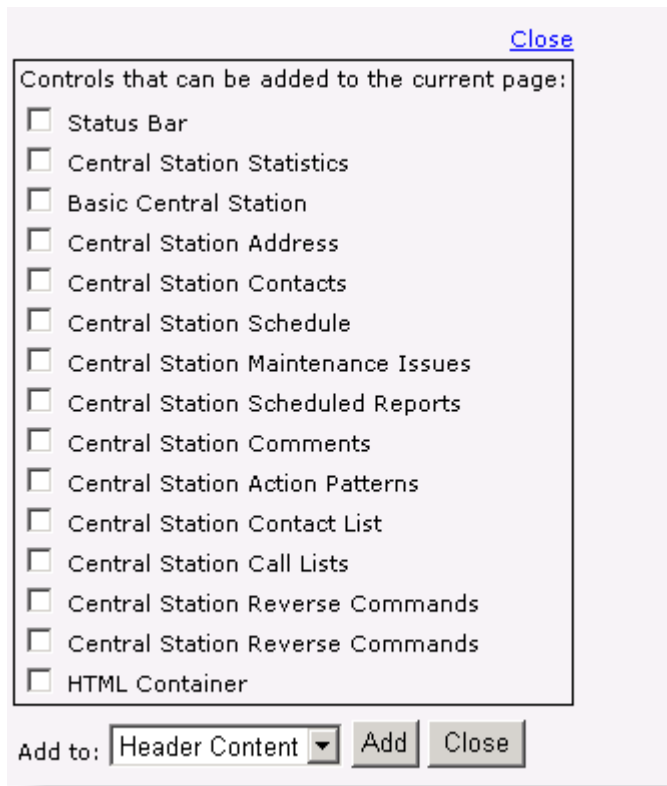
Once the changes have been entered, click the Submit button to submit the change request.


BoldNet Personalization

Users with contexts belonging to entities that have personalization capabilities and the Change Personalization profile permission will be able to add/edit/remove/connect components on pages of their entities' portal. When the user browses to the page they wish to modify, the following buttons will be available:


+ Add/Remove Controls - Sub-entity pages can have a variety of entity-related Manitou components added/removed from a given page. Uncategorized pages can have the HTML


Container control(s) added to a given page.



 **Connect Controls** - Some controls require connections with other controls. For example, the Contact List Details control depends on a Contact List control being present on the page to provide a way of selecting a specific Contact List item to present details for.




 **Edit Control Properties** - Some controls have editable properties. For example, the HTML Container control's HTML content and display size can be edited.

 **Reset Personalization for this Page** - This option will reset the page's personalization components and connections to the Central Station's portal personalization settings in the case of a Dealer or Branch, or reset the page's content components and connections to the default

state in the case of a Central Station.

Customer

From the Customer screen, users can locate customer records and send requests to the Central Station to change any part of the record. Users can also add Contacts from the main screen. Clicking on any of the sub-links in the Customer tree will bring up additional screens that contain similar properties found in the Manitou application. For example, clicking on the Options link will bring up the Options form similar to the Options form found in Manitou, which contains the Customer Password options:



Customer Passwords		
Password	Description	Duress?
STAPLER	general	No
SWINGLINE	duress	Yes

[Add](#) [Remove](#) [Edit](#)

To edit any properties, click on one of the links and make the necessary changes.

The links available for customer records are dependent on the access set up in the Web Profile Permissions. In the following example, the Customer Info, Contact List, On Test form, Activity Log and Advanced Menus are set up for easy access to the most popular customer forms:

Customer Info Screen

Home > Customer > Customer Info

Logged in as user - Logout

Customer

Customer ID: 1002
 Customer Name: Mega Mart
 File As: ASDF, MEGA
 Type: Commercial
 Related Type: Normal
 Account Type: Main Account

Address

Street1: 2156 Ute Road
 City: Green Mountain Falls
 State: CO Zip Code: 80819

Cross Street: Subdivision:
 Country: United States of America
 Language: English (United States) A/R Company:
 Time Zone: Mountain Time (US & Canada) A/R Number:

Status

Alarm In Alarm(42) - Zones Un-Restored - Zones In Trouble
 Monitoring Active - 02/20/2007 17:14
 UL Grade CSBG - Response Time: 10
 Service Full

Default Event System
 Area 1 Open - 01/24/2007 08:31
 Area 2 Open - 01/24/2007 08:31

Secondary Sys
 Default Access System
 Access Control Out of Sync
 TX 2 Out of Sync: Pending
 TX 4 Out of Sync: Pending
 TX 5 Out of Sync: Pending

System 5
 Location Tracking

Monitoring Status: Active
 Start Date: 02/20/2007

Context Selection
 Central Station
 Branch
 Dealer
 Customer
 Customer Info
 Contact List
 On Test
 Activity Log
 Advanced
 Reports
 My Settings

Clicking on any of these links will bring the user to the appropriate form.

Customer Info

The Customer Info form displays basic information about the customer, including the address, account type, and most importantly, the account status. It is a view-only screen.

Contact List

Editing Customer Information

If a Central Station wishes to permit a customer to log on and request changes be made to their records, such as a site address or phone number, updating a contact list or changing schedules, setting up the appropriate Web Profile Permissions as discussed previously will allow access to these basic functions.

Note: Currently, customers cannot be added or deleted in the BoldNet application. When a change needs to be made to a customer record, a change request can be submitted and the Central Station will make changes in the Operator Workstation.

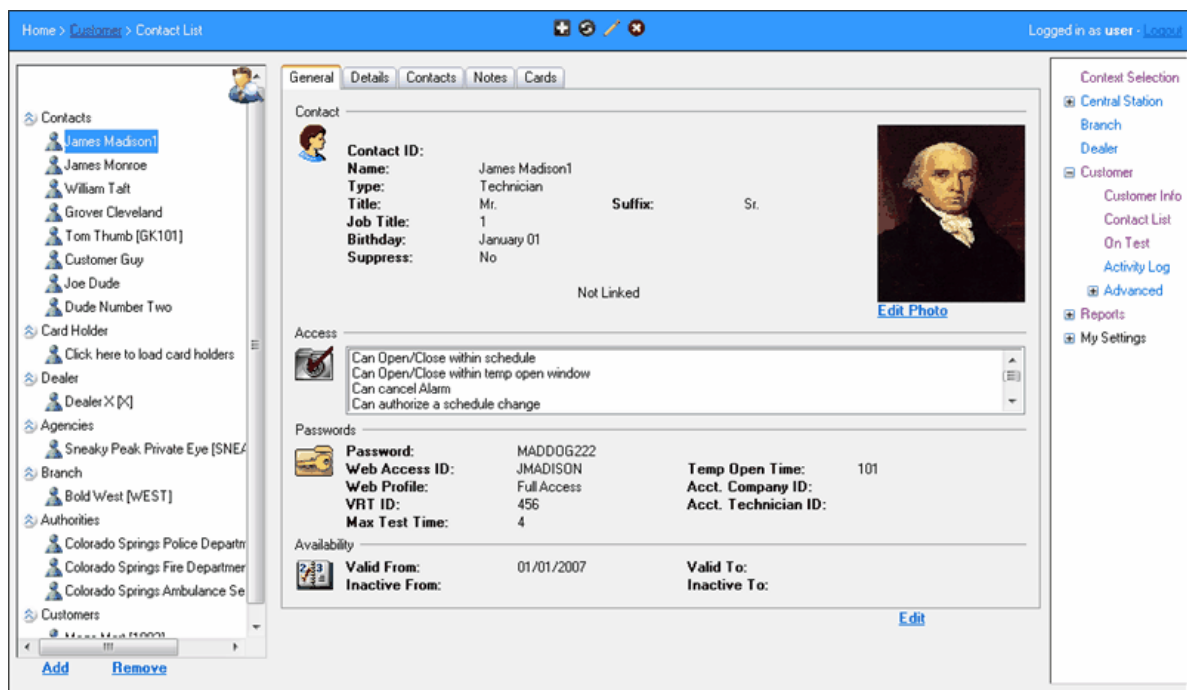
Any changes that are instantly made in BoldNet are also instantly updated in the Operator Workstation. However, BoldNet updates the database and the Operator reads the data from this database and displays it. This means, in turn, that the Operator Workstation does not know that data has changed and to forward the changes out to Sedona. Changes that are made that affect Sedona also need to be made in the Operator Workstation on top of the instantaneous changes made in BoldNet.

Contact List

The contact list in BoldNet operates much like the Contact List in the Manitou Operator Workstation. **Contact Lists** are used to provide detailed information about Keyholders, Dealers, Agencies, Branches Authorities and Customers that relate to a particular customer account.

The Contact List is divided into four Tabs: Contact Tab, Contact Details Tab, the Notes Tab and the Cards tab.

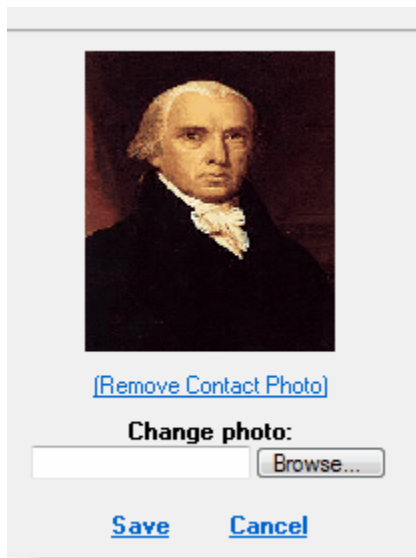
- The Contact Tab, which is the default tab, displays general information regarding the Contact, such as the Type of contact (e.g. Keyholder), job title, Access, passwords, and the date the contact is valid.
- The Contact Details Tab includes all contact information (phone numbers, e-mail address and street address).
- The Notes Tab provides any special notes pertaining to that particular Contact.
- If Access Control is enabled, the Cards Tab will appear, providing access to many areas with the same of different panel user IDs.



If Edit permissions are available, click on the Edit link to begin editing any of the fields. Users can also add and remove contacts from this form by using the Add and Remove links. When finished with changes, click the "Store" link to store the changes.

Mugshots

Mugshots are available to add to a contact by clicking on the Edit Photo link:



Users can browse to the located photo. Click Save once the file is uploaded. System administrators can limit the file size of uploaded contact photos. See the BoldNet 1.5.2 web.config > configuration > appSettings section for details on this option.

Access

Use the checkboxes to indicate the Keyholder's access levels. Note that there are some items that are mutually exclusive of one another. If both items are selected, an error will appear.

Passwords

1. If the Customer wishes each Contact to have a unique password , click on the Password field and enter the password.
2. Enter a Web Access ID and select a Web Profile from the drop-down menu. Please note, these fields will not appear if BoldNet is not licensed and installed.
3. Enter a VRT ID if this contact will log in via VRT. Please note, this field will not appear if VRT is not licensed.
4. If the password is associated with a specific Area, select the Area from the drop-down menu.

Max Test Time

By default, Max Test Time is grayed out. However, if a password is entered along with a VRT ID or Web ID, then the field becomes available. This is the maximum test time, in minutes, that this contact may put the account on test.

Availability

1. Enter a Valid From date to indicate when this Keyholder will be a valid contact.

2. If applicable, enter a Valid To date to indicate when the Keyholder will become an invalid contact.
3. If the Keyholder will be inactive during a certain date, enter the date into the Inactive from and Inactive To fields.

A Note About Birthdays

In the birthday field, the year selection cannot be moved below the year 2000. This is because it is technically a birth *day* and not "birthdate," meaning only the month and day.

On Test

The On Test form operates exactly like the On Test form in the Manitou Operator Workstation. The current account status is displayed at the top of the form:

Home > Customer > On Test

On Test

Account is currently at full service

Add On Test

Reason:

Duration: Hours: Minutes:

Put on test

Advanced Options

This is a simple form used for quickly placing an account On Test. Enter the Reason (description) and the number of hours and minutes to place the account On Test, and click on the "Put on test" button when finished. The account will then be placed on test.

Advanced Options

At times, other options may be necessary when placing the account on test. Clicking on the Advanced Options button will show the following options:

On Test

On Test

Account is currently at full service

Add On Test

Reason:

Date: **Time:**

From:

To:

Whole Customer Selected Components


Include related accounts?

Here, users can specify a date, as well as whether the entire customer's system or only partial components (such as a specific zone or area) should be placed on test. Users also have the option to include related (sub) accounts in the on test parameters. To close the Advanced Options menu, click on the Simple Mode button.

Activity Log

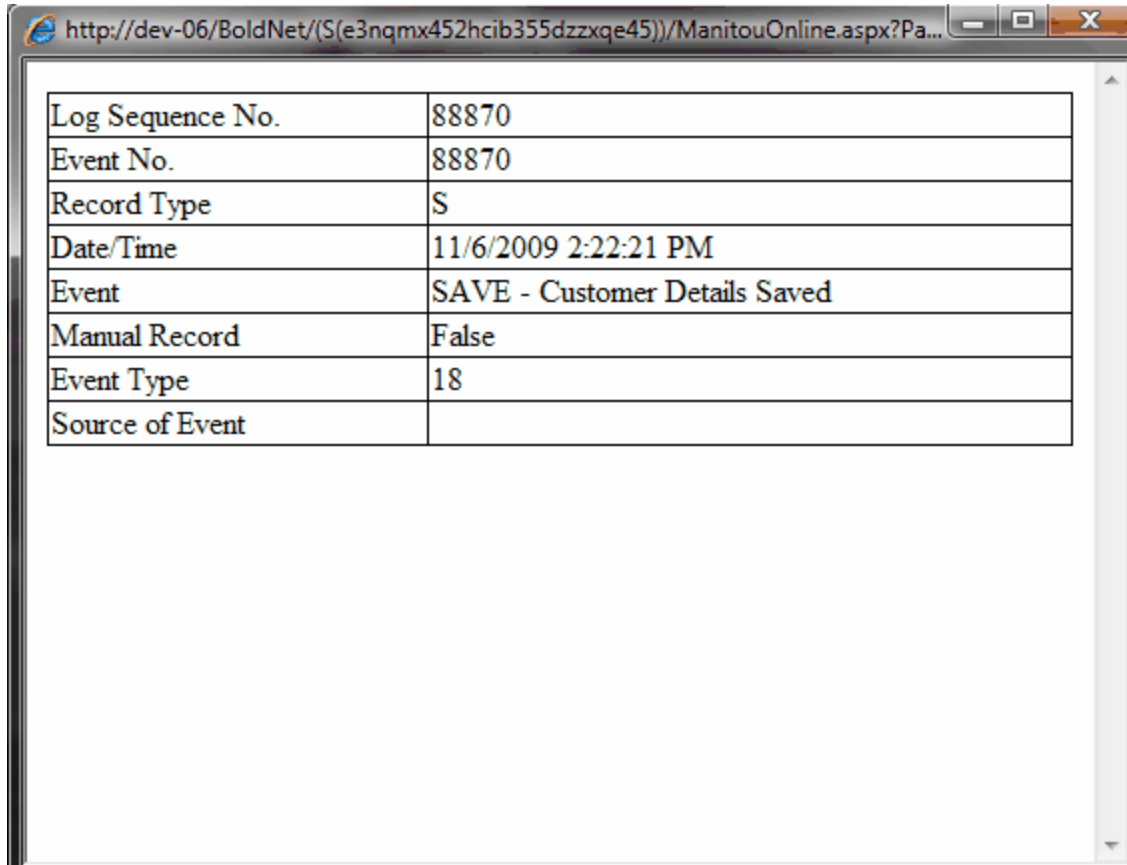
The **Customer Activity Log** screen simply shows a log of all activity on the customer's account. From this screen, Operators may add a comment, add a resolution code, or filter the log to show a specific activity for record purposes.

Activity Log [Change search criteria](#)



Date	Time	Log Description
11/09/2009	09:06:09	VIEW - Customer Opened for View
11/09/2009	09:06:00	VIEW - Customer Opened for View
11/09/2009	08:53:48	SAVE - Customer Details Saved - Updated from the web by web ID: TOMTHUMB
11/09/2009	08:26:37	VIEW - Customer Opened for View
11/09/2009	08:23:46	VIEW - Customer Opened for View
11/08/2009	23:21:26	VIEW - Customer Opened for View
11/06/2009	14:22:21	SAVE - Customer Details Saved
11/06/2009	14:21:25	EDIT - Customer Opened for Edit - Auth: Operator
11/06/2009	14:21:18	SAVE - Customer Details Saved
11/06/2009	14:20:38	EDIT - Customer Opened for Edit - Auth: Operator
11/06/2009	14:20:28	SAVE - Customer Details Saved
11/06/2009	14:17:40	EDIT - Customer Opened for Edit - Auth: Operator
11/06/2009	14:17:18	VIEW - Customer Opened for View
11/06/2009	14:00:44	VIEW - Customer Opened for View

Clicking on any of the Log Description links will bring up a log details window:



The screenshot shows a web browser window with the address bar containing the URL: `http://dev-06/BoldNet/(S(e3nqmx452hcib355dzzxqe45))/ManitouOnline.aspx?Pa...`. The main content area displays a table with the following data:

Log Sequence No.	88870
Event No.	88870
Record Type	S
Date/Time	11/6/2009 2:22:21 PM
Event	SAVE - Customer Details Saved
Manual Record	False
Event Type	18
Source of Event	

Depending on the type of activity, certain fields may or may not appear. Once the details have been viewed, close out the window to return to the Activity Log.

In the default Activity Log display, the default number of days displayed in the activity log is set from the [user settings](#) page and allows each user to set a default time span to automatically search when accessing the Activity Log. A 30-day time span is a special case that will actually search for a month of activity regardless of the actual number of days since the same day in the previous month.

Search Details

Users can search the Activity Log by clicking on the "Change Search Criteria" link at the top of the form. This will bring up the Activity Log search form:

The screenshot displays a search form with the following sections:

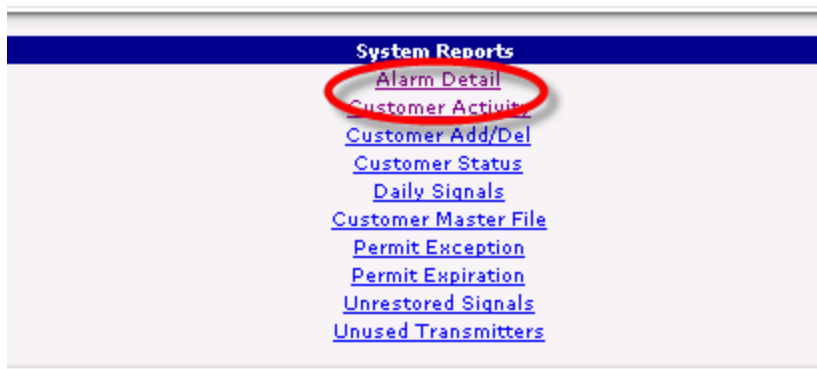
- Date and Time:** Date From (October 9, 2009), Date To (November 9, 2009), Time (00:00 to 23:59), Reverse checkbox, Time Range checkbox, Time Zone (Mountain Time (US & Canada) - GMT-07:00).
- Log Record Type:** Signal, Alarm, Handled (Viewed), Action, Response Time, Reverse Command, Alarm Confirmation, Ignored Signal, Caller ID, Binary Object (e.g. Video).
- Standard Event Type:** ** - Unknown Event, *1 - GSM Link Fail, *2 - GSM No Response, *3 - Land Line Link Fail, *4 - Land Line No Respons, *5 - GSM Resp OK, *6 - Land Line Resp OK, *7 - GSM Remote Link Fail, *8 - GSM Remote Resp OK, *A - Burg Alarm w/Video.
- Associated Objects:** Video, Audio, Document.
- Event Categories:** ACCESS - Access Alarms, BURGL - Burglary, EMERG - Emergency, ENV - Environmental Alarms, FIRE - Fire Alarm, GEN - General Alarms, GENSYS - General System Messages, HOLDUP - Holdup / Personal Attack, MEDICAL - Medical Alarms, OPCL - Open / Close.
- Other:** System, Transmitter, Area, Zone, Receiver Line Prefix, Transmitter ID, Resolution Code, Sensor, Device, Sector, User No / Card No, Event Source, Point ID, Original Event Code, Policed checkbox, False Alarms checkbox, Except checkbox, Display Format (Standard View).

Buttons at the bottom include Search, Clear, and Hide Advanced.

The form displayed above is the advanced display, but clicking on the "Hide Advanced" button will shrink the form to display only the most commonly used search fields. Whenever a search is performed, the last entered search criteria is displayed in the fields. For example, if the user searched for any events using the Default Event System for the customer, the System field will still retain the Default Event System search criteria upon the next search. To clear the previously searched criteria, click on the Clear button at the bottom of the form.

Reports

Reports are generated and viewed in BoldNet much like they are in the Manitou Operator Workstation. System Reports are available and can be accessed by clicking on the link of the desired report:




Once a report is selected, enter the necessary information to run the report. Note that Event

Codes, UL Grade, Event Categories, Customer Type and Resolution Codes (normally displayed as Advanced Options in the Operator Workstation) are all selected by default. To select one or several advanced options, click on the desired option. If more than one option should be selected, hold down the CTRL key on the keyboard and select each desired option.

The main difference between the Operator Workstation and the BoldNet application with reports is that users have the option to display the report in their browser or E-mail the report to a custom E-mail list or an E-mail address on the contact list of the customer, as shown below:

Deliver the report in my browser:

To view instant reports, you must have Adobe Reader installed.



Email the report to a custom email address:

Enter the email address to receive the report:

Attachment document type (choose PDF if not sure):

PDF RTF

Email the report to an email address on the contact list:

In the Operator Workstation, these options would be selected on the following pages of the report options, and the report would be sent to the report queue to be viewed instead of displaying automatically. Users must have the Adobe Reader installed in order to display the report in the browser. To send an E-mail of the report to a customer or contact, enter the e-mail addresses in the appropriate fields, and click on the Send E-mail button.

Report Queue

The Report Queue provides basic queue management and the ability to view completed reports that were previously run, including the status, when the report was submitted and

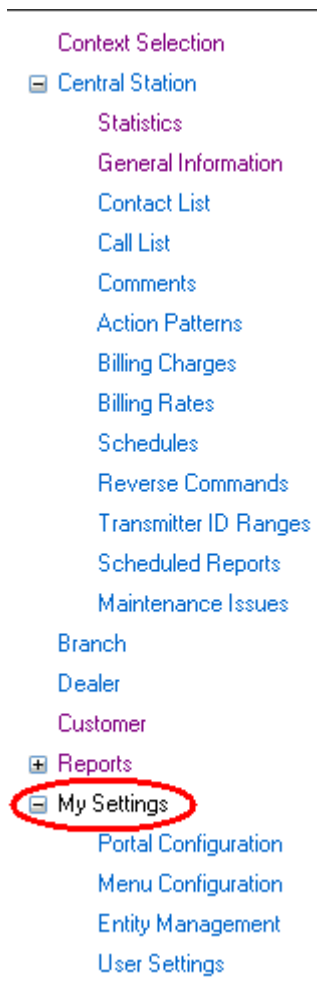
completed:

Description	Status	Submitted	Started	Finished	Message
Daily Signals	Report Completed	11/03/2009 10:42:15	11/03/2009 10:42:17	11/03/2009 10:42:17	
Daily Signals	Report Completed	11/02/2009 15:26:23	11/02/2009 15:26:24	11/02/2009 15:26:27	
Daily Signals	Report Completed	11/02/2009 12:59:01	11/02/2009 12:59:03	11/02/2009 12:59:03	
Daily Signals	Report Completed	11/02/2009 12:52:00	11/02/2009 12:52:01	11/02/2009 12:52:01	
Daily Signals	Report Completed	11/02/2009 12:48:59	11/02/2009 12:49:00	11/02/2009 12:49:00	
Daily Signals	Report Completed	11/02/2009 12:44:54	11/02/2009 12:44:55	11/02/2009 12:44:55	
Daily Signals	Report Completed	11/02/2009 12:43:11	11/02/2009 12:43:12	11/02/2009 12:43:12	
Daily Signals	Report Completed	11/02/2009 12:42:41	11/02/2009 12:42:42	11/02/2009 12:42:42	
Daily Signals	Report Completed	11/02/2009 12:42:15	11/02/2009 12:42:15	11/02/2009 12:42:15	
Daily Signals	Report Completed	11/02/2009 12:40:24	11/02/2009 12:40:25	11/02/2009 12:40:25	
Daily Signals	Report Completed	11/02/2009 12:37:24	11/02/2009 12:37:25	11/02/2009 12:37:25	
Daily Signals	Report Completed	11/02/2009 12:35:13	11/02/2009 12:35:13	11/02/2009 12:35:13	
Daily Signals	Report Completed	11/02/2009 12:29:27	11/02/2009 12:29:28	11/02/2009 12:29:28	
Daily Signals	Report Completed	11/02/2009 12:27:59	11/02/2009 12:27:59	11/02/2009 12:27:59	

From the report queue, users can click on any of the queued reports and view the publish destinations of the report, as well as preview, publish, delete or re-queue the report. Please note that the report queue cannot be accessed from a PDA. The queue only shows entries submitted by the Manitou user that the Web account is tied to (here, the Central Station). Refresh the report queue by clicking on the refresh button near the top of the form.

My Settings

When a user has full access, this includes personalizations and customization options for BoldNet. These settings are found under the My Settings section of BoldNet.



Settings can range from personalizing the look and feel of BoldNet and changing the layout of the application to applying the Web Profile.

Portal Configuration

When personalization capabilities are available, the user will be able to add, edit, remove or connection components on pages of their entities' portal. This includes the changes discussed in the BoldNet Configuration section of this document as well as the options shown below. A default set of personalization settings and menu configurations at the Central Station level is provided if no personalization/menu configuration is found.

The screenshot displays a web-based configuration interface for a portal. It is divided into three main sections:

- Portal Configuration:** This section shows the current context as "Dealer One (Dealer)" and portal customization as "Enabled".
- Logo:** This section indicates that "NO LOGO SET" is currently active. Below this, there is an "Upload New Logo" section with a file input field and a "Browse..." button.
- Settings:** This section allows for configuration of the context, skin, and initial page. It features two rows of dropdown menus. The first row is for "Dealer" and the second for "Customer". Each row has a "Skin:" dropdown and an "Initial Page:" dropdown. An "Update" button is located below these settings.

A user may choose to upload the Central Station's logo, which will appear at the top of each page in BoldNet. This is done by browsing to a location, selecting the file, and updating the Portal Configuration.

Client skin

BoldNet

Bold Technologies, LTD.
BOLDLY SECURING YOUR FUTURE

Home > Settings > Portal Configuration Logged in as: user - Logout

Portal Configuration

Current Context: Bold West CS (Company)
Portal Customization: Enabled

Logo

Bold Technologies, LTD.
BOLDLY SECURING YOUR FUTURE

[\[Remove Logo\]](#)
Upload New Logo

Settings

Context:	Skin:	Initial Page:
Company	Client	Central Station - Statistics
Branch	Folio-H	Branch - Statistics
Dealer	Folio-H	Dealer - Statistics
Customer	Folio-H	Customer - Activity Log

Context Selection
Central Station
Branch
Dealer
Customer
Reports
Settings
Portal Configuration
Menu Configuration
Entity Management
User Settings

Images should be created and sized with the Portal's layout and skin in mind. Logos are displayed in their native size, so a logo that is too small or too large will not fit in the proper page content well.

From this page, users may also change the appearance settings by selecting a skin theme from the Skin drop-down menu - in this example, the Central Station context may choose which skin another user (Branch, Dealer, or Customer) may also see when logging into BoldNet. The Initial Page is used to set which page will display when logging into the Web client - here, the Statistics page is set for all entities except the Customer, who will see the Activity Log upon log in. At this time, the Initial Page only applies to users with the same context-level, such as a fellow Dealer context users of a Dealer user with Change Personalization profile permissions. Once these changes are set, click Update for the changes to take place.

Types of Skins

Several skins are available for customization, including a Manitu-based skin that increases flexibility and familiarity with the BoldNet product. For example, the "Folio" skin uses a vertical menu while the "Folio-H" skin uses a horizontal menu:

Folio-H with the horizontal menu



Folio - vertical menu



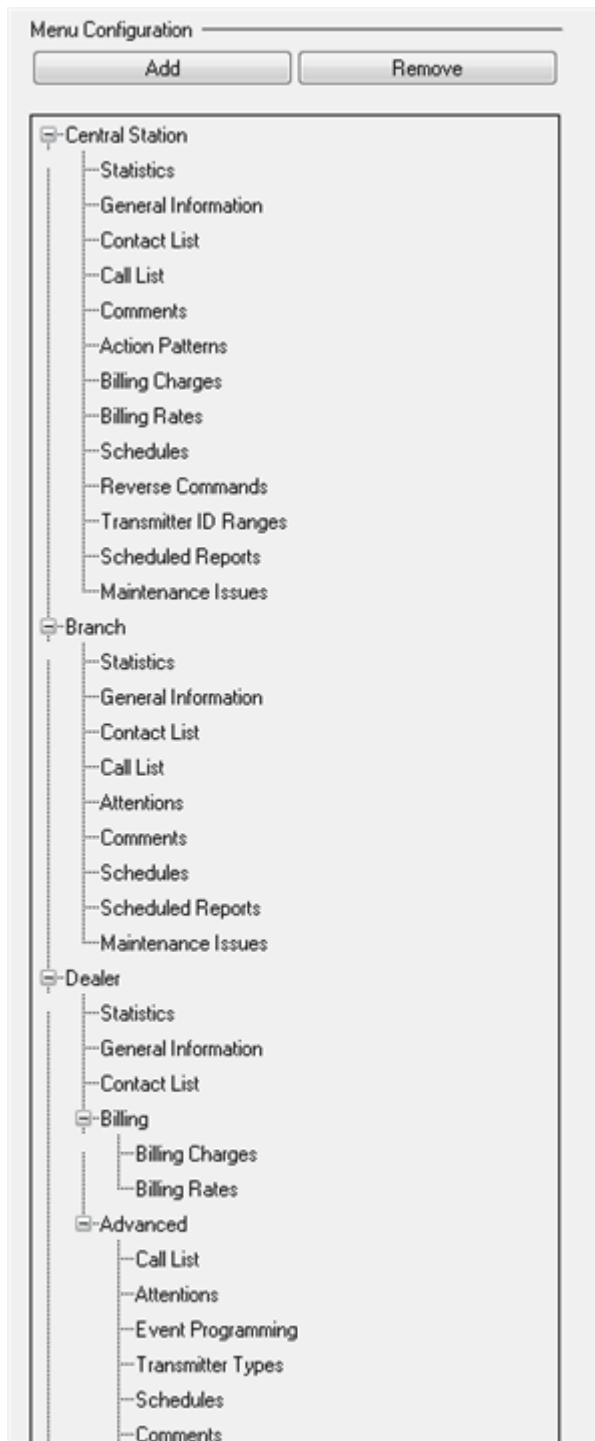
Another notable skin is the Client skin. This particular skin was created to mimic the look and feel of the Manitou client and may be useful for BoldNet users who are familiar with the Manitou product.

Notes about Skins

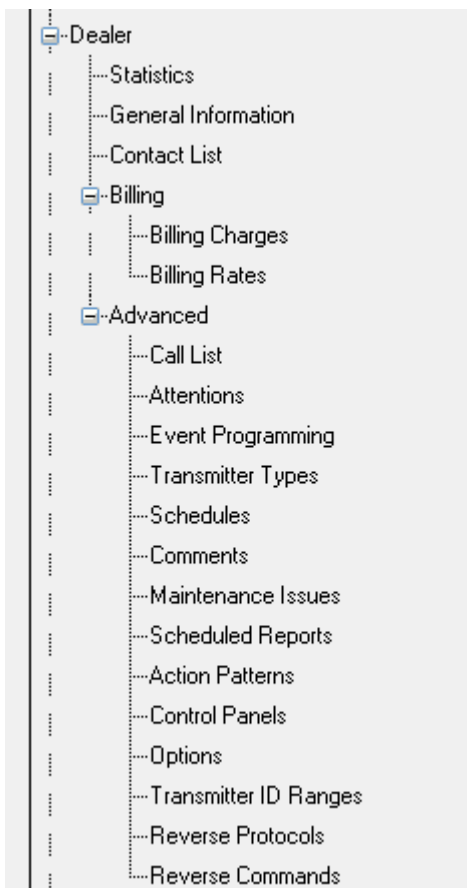
- Sub-dealers will inherit their master dealer's skin and initial page selections if they do not have personalization enabled.
- Entities with personalization are able to set skin and initial pages for themselves and sub-entities.
- Separate Master Pages are allowed for each skin.

Menu Configuration

The Menu Configuration form is used to indicate which menu items should appear when a context logs into BoldNet. Users with contexts belonging to entities that have personalization capabilities and the Change Personalization profile permission will be able to add/edit/remove menu items (pages) on their entities' portal through the Menu Configuration component of BoldNet.



For example, a Dealer may wish to only see a select few menu items such as Statistics, General Information and Contact List when logging into BoldNet. A context with menu configuration enabled can create an "Advanced" menu so that the Dealer will see his top menu items and then, if needed, can drill down into the Advanced menu to see items such as the Call List or Transmitter Types:



Now, when the Dealer logs in, he will only see the Statistics, General Information, Contact List and Advanced menu:

Home > Dealer > Statistics

Context Selection Dealer Customer Reports Settings

Summary

24 Hour Inquiry 48 Hour Inquiry 72 Hour Inquiry

Include Sub Dealer Statistics

Customer Counts

Active Customers	0
Inactive Customers	0
Pending Customers	0
Deactive Customers	0

Customer Status Summary

Customers Currently In Alarm	0
Customers Currently On Test	0
Dispatched Alarms In The Last 24 Hours	0
Customers With New Maintenance Issues	0
Customers With Unresolved Maintenance Issues	0
With Expired Permits	0
Customer Watch List	0
Top Alarm Activity Over 30 Days	10
Top False Alarm Activity Over 30 Days	10

Customer Transmitter Summary

Transmitters In Alarm	0
Transmitters In Fault	0
Transmitters In Line Fault	0
Transmitters With Low Battery	0
Transmitters With Late-To-Test	0
Transmitters Missing Event Programming	1
Transmitters Not On File In the Last 24 Hours	0

Setting up menus in this way can ensure that users will not need to navigate through various unnecessary menus, or that they can access their most used menus quickly from the initial log in.

Editing Menu Items

To edit a menu item, click on the menu item, and the edit form will appear:

Menu Configuration

NOTE: Changes made here will take affect on the menu after navigating away from this page.

Current Page: **Central Station**

Central Station

- Statistics
- General Information
- Contact List
- Call List
- Comments
- Action Patterns
- Billing Charges
- Billing Rates
- Schedules
- Reverse Commands
- Transmitter ID Ranges
- Scheduled Reports
- Maintenance Issues
- Branch
- Dealer
- Customer
- Uncategorized

Caption: **Central Station**

Caption:

Description:

Permission Required:

Additional Page Parameters:

Use the additional parameter value as the final destination URL. (Link)

Parent:

Move this page

Before

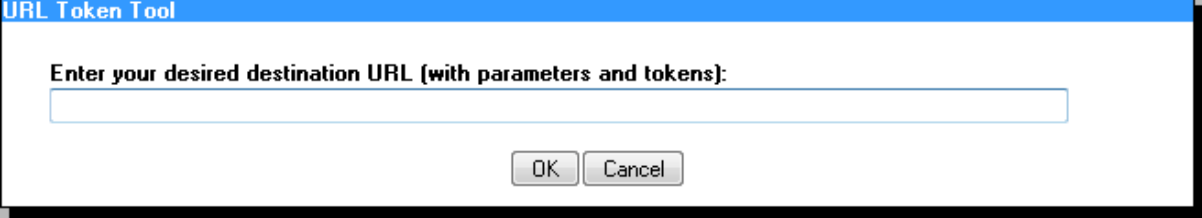
After

Menu items may have the following configured properties:

- **Caption** - The English text of the Menu item/Page title. This will be translated by Manitou.
- **Description** - The English text of the description/Tooltip that will be displayed for the Menu item/Page. This will be translated by Manitou.
- **Permission Required** - The profile permissions required for the page to be accessed by other users.
- **Additional Page Parameters** - Page parameters may vary from page to page. In combination with the "use the additional parameter value as the final destination URL. (Link)" checkbox, the menu item becomes a hyperlink menu item that will open the final destination URL.
- **Parent** - Menu items/Pages can be nested under other pages to provide drop-down menus or submenu structures as desired.
- **Move** - Pages can be moved (within their hierarchy level) before or after fellow Menu

items/pages. Pages can be moved before or after fellow menu

URL Token Tool



URL Token Tool

Enter your desired destination URL (with parameters and tokens):

OK Cancel

The URL Token Tool allows the user to enter the desired destination URL along with parameters and tokens. When used, this tool automatically adds the necessary link prefix information and URL encodes the destination. If tokens are not needed, then there is no need to use the URL Token Tool; simply enter the desired destination URL directly into the Embedded URL (or Additional Parameters on the Menu Configuration page) text box.

Example:

A dealer wants to configure the All Events Web Printer for viewing signals coming in on their customer's accounts. The All Events Web Printer is located at <http://www.boldgroup.com/AEP/Default.aspx>. *Note that this could also be done by the Central Station so that all dealers have this available at the customer level.*

The Dealer would need to:

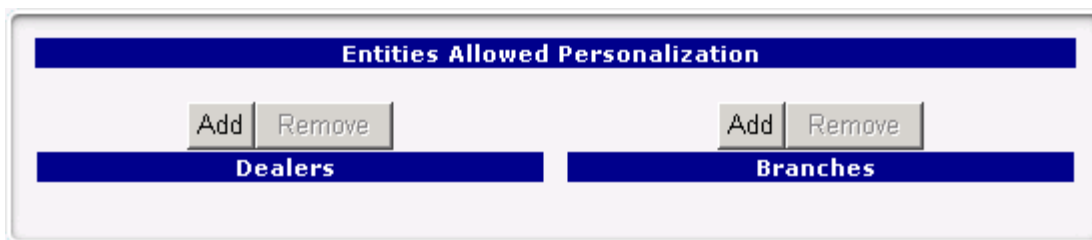
1. Add an HTML Container to a new or existing page at the customer level.
2. Edit the HTML Container.
3. Enter the desired Title, Frame Width, and Frame Height for the HTML Container.
4. Select the "Use Embedded URL" check box.
5. Click the URL Token Tool button.
6. Enter the following address:
 - o <http://www.boldgroup.com/AEP/Default.aspx?AEWP=%AEWP%AEWP%>
7. Click Ok on the URL Token Tool dialog
8. The resulting Embedded URL will appear as follows:
 - o ManitouOnline.aspx?PageID=Link&Dest=http%3a%2f%2fwww.boldgroup.com%2fAEP%2f

Default.aspx%3fAEWP%3d%25%25AEWP%25%25

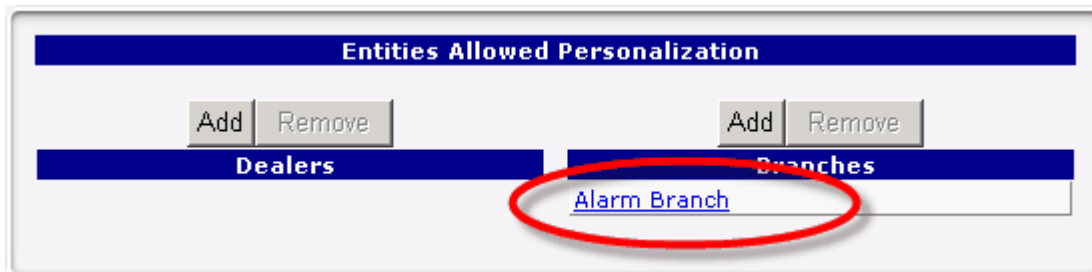
9. Click Ok on the HTML Container Editor.

Entity Management

Entity Management allows a user such as a Dealer or Branch to personalize BoldNet when logging in with their own unique User ID and Password. Only a Central Station context can access the entity management option.



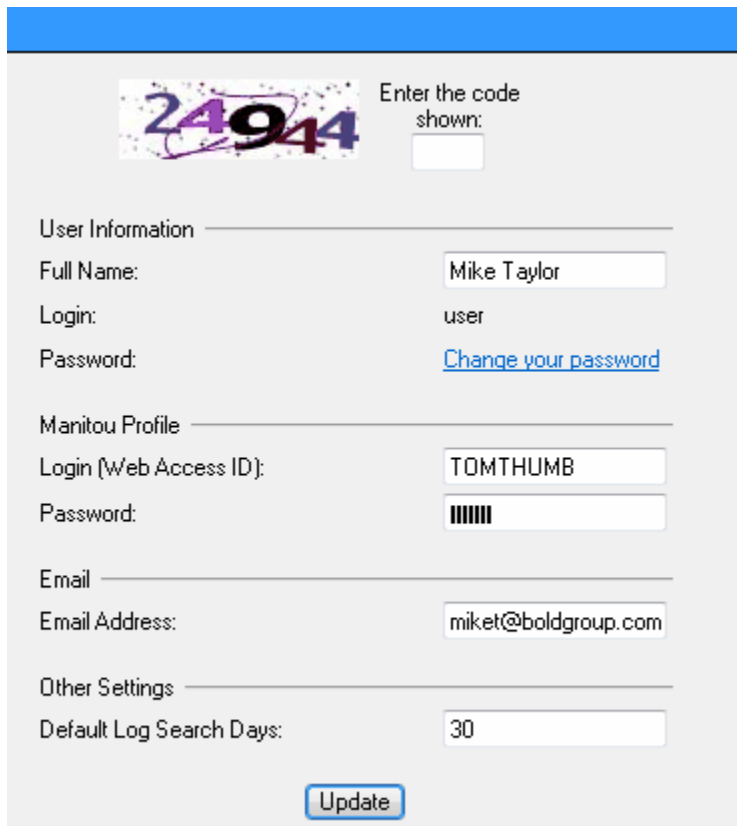
To add a Dealer or Branch to allow personalization, click on the Add button and search for the appropriate value. Once the Dealer or Branch is located, click on the Alarm or Dealer link, which will add it to the Entity Management list.



Now, when this entity is given a login and context selection to BoldNet, the user will be able to personalize BoldNet to their liking. This personalization will only display for the current entity that is logged in to the application.

User Settings

Upon initial login, the user may wish to change some login settings, such as password, change the display name, or apply a profile. This is done in the User Settings form. Once a profile is applied, the access permissions for BoldNet usage will be set.



Enter the code shown:

User Information

Full Name:

Login:

Password: [Change your password](#)

Manitou Profile

Login (Web Access ID):

Password:

Email

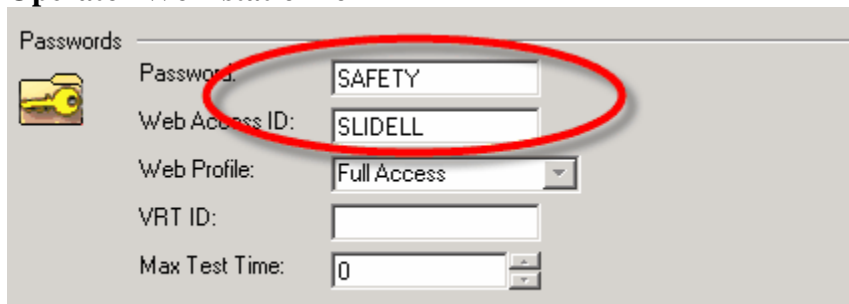
Email Address:

Other Settings


Default Log Search Days:

Remember, Web Profile Permissions are entered into the Manitou Profile section of the form. This is the same username and password specified in the Operator Workstation.

Operator Workstation form



Passwords

 Password:

Web Access ID:

Web Profile:

VRT ID:

Max Test Time:

BoldNet form

Enter the code shown:

User Information

Full Name:

Login:

Password: [Change your password](#)

Manitou Profile

Login (Web Access ID):

Password:

Email

Email Address:

Other Settings

Default Log Search Days:

Once the information is entered, click Update and BoldNet will apply the Web Profile Permissions. For example, from now on, when a user from the Central Station logs in, the Central Station information will be displayed upon login:

Contact Name: Tom Thumb
Current Context: 1 - Bold West CS (Company ID:1) [\(Change Context\)](#) [\(Request Change\)](#)

Load Customer ID

Home > Central Station > Statistics Logged in as user: TomThumb (Debug)

Summary Statistics Details

24 Hour Inquiry 48 Hour Inquiry 72 Hour Inquiry
All Customers

Customer Counts	
Active Customers	42
Inactive Customers	5
Pending Customers	0
Deactive Customers	0

Customer Status Summary	
Customers Currently In Alarm	6
Customers Currently On Test	0
Dispatched Alarms In The Last 24 Hours	0
Customers With New Maintenance Issues	0
Customers With Unresolved Maintenance Issues	0
With Expired Permits	14
Customer Watch List	1
Top Alarm Activity Over 30 Days	10
Top False Alarm Activity Over 30 Days	10

Customer Transmitter Summary	
Transmitters In Alarm	1
Transmitters In Fault	1
Transmitters In Line Fault	0
Transmitters With Low Battery	0
Transmitters With Late-To-Test	7
Transmitters Missing Event Programming	14
Transmitters Not On File In The Last 24 Hours	0

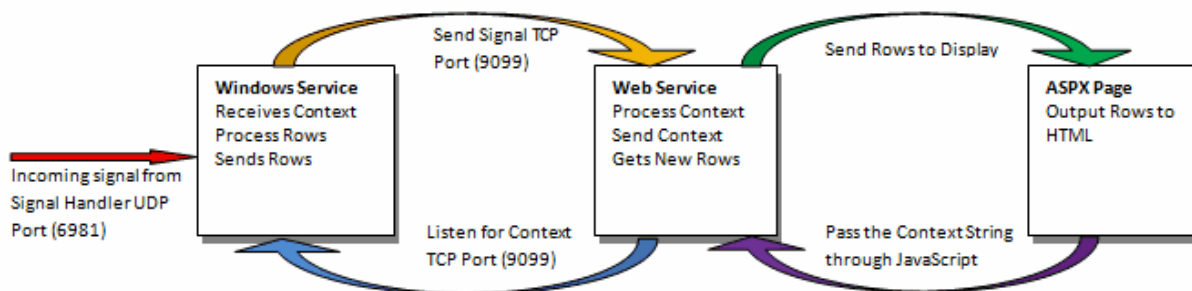
Select a summary item to show the details.

Context Selection

- Central Station
 - Statistics
 - General Information
 - Contact List
 - Call List
 - Comments
 - Action Patterns
 - Billing Charges
 - Billing Rates
 - Schedules
 - Reverse Commands
 - Transmitter ID Ranges
 - Scheduled Reports
 - Maintenance Issues
- Branch
- Dealer
- Customer
- Reports
- Settings

All Events Web Printer

The All Events Web Printer allows dealers and customers to view signals received real-time through the BoldNet web interface. Once a dealer or customer logs into BoldNet the user's credentials are passed to a standalone Windows Service. If the credentials match, the Windows Service sends back a string of signals received from the Manitou Signals to the Web Service, related to that user. If the user is a dealer, all dealer customer signals are processed. If the user is a customer only the customer signals are returned. The Web Service builds the rows and returns the list to the .aspx page. The page is viewable in an iFrame within BoldNet. The .aspx page renders the rows in tabular format via the DIV tag (html).



Operation

Web Service (WebService.asmx)

Send Contact

If a user logs in to BoldNet and navigates to the All Events Web Printer option under Dealer or Customer, a context string is passed to the Web Service as an encrypted URL parameter (AEWP). A JavaScript function in the Default.aspx separates the context parameter from the URL, and passes it to the Web Service. The Web Service then decrypts the parameter and tokenizes it as follows:

<SOT >	ContTyp e1	<SEP >	ContID 1	<SEP >	ContTyp e2	<SEP >	ContI D2	<SEP >	DateVa lue	<EOT >
-----------	---------------	-----------	-------------	-----------	---------------	-----------	-------------	-----------	---------------	-----------

SEP = Chr(30) – Non Printable Character - Token Separator

SOT = Chr(2) – Non Printable Character - Start of Transmission

EOT = Chr(3) – Non Printable Character - End of Transmission

A “RowID” is added prior the EOT non-printable character, and the context string is then re-encrypted:

<SO T>	ContTyp e1	<SEP >	ContI D1	<SEP >	ContTyp e2	<SEP >	ContI D2	<SEP >	Date Value	<SEP >	RowI D	<EO T>
-----------	---------------	-----------	-------------	-----------	---------------	-----------	-------------	-----------	---------------	-----------	-----------	-----------

The Encrypted context string is then streamed out on TCP port “9099”.

Receive Rows

TCP Port “9099” listens for incoming signals from the Windows Service. Once the data is received each character of the string is checked until the GUIDSPLIT character is reached. This designates that all the rows have been sent through. Two incoming rows would appear as follows:

<SOT>	<DIV>	SIGNAL	</DIV>	<EOT>	<SOT>	<DIV>	SIGNAL	</DIV>	<EOT>	<GUIDSPLIT>	ROWID
-------	-------	--------	--------	-------	-------	-------	--------	--------	-------	-------------	-------

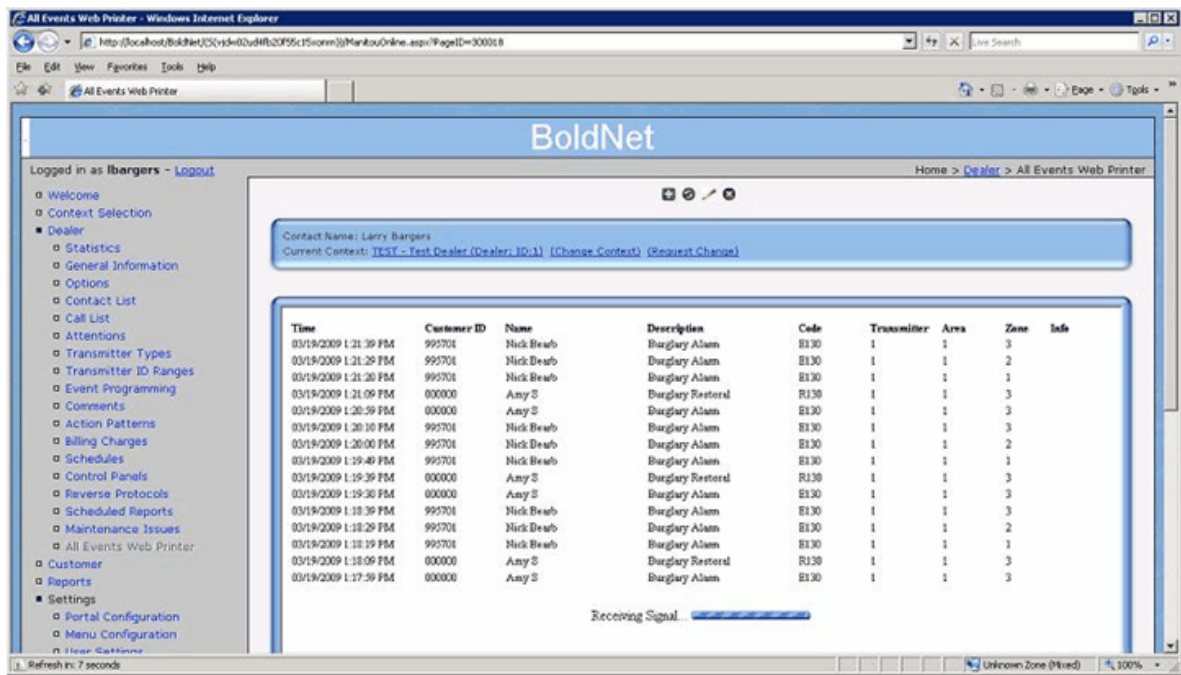
The signal content contains the following values:

TIME	CUSTID	CUSTNAME	DESCRIPTION	KEYPART	TRANSMITTER	AREA	ZONE	ADDITIONALINFO
------	--------	----------	-------------	---------	-------------	------	------	----------------

Web Page (Default.aspx)

Signals will be displayed in an iFrame within the BoldNet application. The web page displays the signals returned from the WindowsService to the WebService. The signal data returned to the Web Service is as follows:

Time Zone	CustomerID Info	Name	Description	Code	Transmitter	Area
--------------	--------------------	------	-------------	------	-------------	------



The incoming or latest signals are displayed at the top, with the prior signals before. The list will grow until the “ItemsToDisplay” value is reached.

JavaScript

A JavaScript timer executes on a user defined time limit, “RefreshTimer”. This tells the web page how often to execute a call checking if new signals have come in.

```
<appSettings>
  <add key="ItemsToDisplay" value="60" />
  <add key="RefreshTimer" value="7" />
</appSettings>
```

DivStyles.css

The DivStyles.css defines attribute styles for signals displayed on the webpage. Row header and row data styles are set within this page. Modifying the row style changes it’s look in the iFrame.

```
.row
{
  display: inline;
  float: left;
  padding: 1px 1px 1px 1px;
  width: 1200px;
}
```

Client -side Cleanup

The “ItemsToDisplay” setting allows the user to select how many signals they want displayed on the page. If the limit is reached, the older signals get dropped from the page.

```
<appSettings>
```

```
<add key="ItemsToDisplay" value="60" />
<add key="RefreshTimer" value="7" />
</appSettings>
```

Window Service (AllEventsWebPrinter.exe)

Receive Signals

A separate thread, the UDP Processor listens on UDP Port “6981” for signals processed by the Manitou Signal Handler. An incoming signal appears as follows:

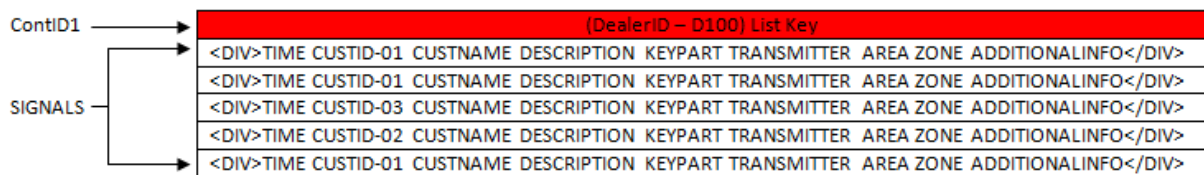
Format: MM/DD|hh:mm:ss|00006|002|1|8000|007|3|CUST01|Fire

Alarm|1:1:3|Inactive|Joes’ Crab Hut|DLR12|

Fields: Date |Time|Process Tag|Thread Id|Msg. Code|Msg. Category|App

Type|Priority|Customer Id|Desc|Fep:Receiver:Line|Add. Info|Cust Name|Dealer Id

When a signal is received the UDP Processor adds the incoming signal to a list in memory (AEPRow class). The list is grouped on contID1, which is the DealerID. Once the DealerID is added as the list key, new signals get placed into the related list rows. The following shows all the customer signals added to dealer D100’s list.



Receive Context / Send Rows

The TCP Server thread listens on TCP Port “9099” for the incoming context string. Upon receiving the context string, the list built in the UDP processor is iterated though backwards looking for the “lastRowID”. If the “lastRowID” and the DealerID passed in from the context string matches that of the list key, all the list rows later than the “lastRowID” are returned. If the DealerID from the context string matches that contained in the list, all rows are appended to the outgoing stream. They are then streamed out on TCP Port “9099” for the WebService to receive.

Server-side Clean Up

The cleanup thread removes signals from the list based on two criteria, the ITEMLIMIT, and the AGELIMIT. Both values are defined as global constants within the Globals.vb class.

```
Public Const ITEMLIMIT As Int32 = 10      'Rows limit
Public Const AGELIMIT As Int32 = 20      'Age limit in minutes
```

The cleanup thread executes every 30 seconds, checking against the constant values. If the age limit is reached, all signals later than the limit are discarded. If the Item limit is reached, all singles greater than the limit are removed from the list.