



# IDS Lift-Net Tech Support

## Liftnet Alert Program

Certain functions are not available unless a user has been assigned the “rights” to perform these functions. If you login with the primary user id and password (call if you do not know these) you will be able to see all possible functions (or change your user rights to see all possible functions). If a user does not have “rights” to a particular function, the forms will have those buttons disabled, or not visible.

## Setting up “Rights” for individual users

Press the “Users” button on the “Lift-Net Alert” form. (lower right frame).

### Adding a User.

Press the menu “Add Name”. The upper right portion of the screen has three text boxes which need to be filled in.

ID - This is a 1 to 4 letter ID which must be unique. The current ID’s are displayed in the grid on the left, when you enter an ID that is the same as an existing ID, the message “Duplicate ID is not allowed” will be displayed.

Name – This is the long name for the user which will be used throughout the program when space is allowed.

Password - This is limited to 6 characters, and Case is important

As you fill in the information, the grid on the left is updated.

### Assigning rights

**By pressing on any field (Name, ID, Password or Membership) in the grid on the left, that persons, ID, Name and Password are shown at the top. The rights that are displayed apply to the selected person.**

Also the “Delete This User” button is enabled except for the primary user and the Not Logged In user. These can not be deleted.

## Basic Program Functions (Assigning Rights)

**Acknowledge and edit an event.** Acknowledging an event means someone has double clicked on the event and then pressed the “Save” button. It means they have seen the event and have assumed responsibility for handling the event.

### Shut down program

If Lift-net alert program is not running, incoming events will not be captured. So you don’t want people shutting down the program because they are finished working on it. If the computer is not handling the incoming messages, then it would be preferable for a user to shut down the alert program when they are finished.

### View the Users on Now form



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When multiple computers are processing incoming events, the “Users on Now” form will let other user’s see who is processing the records; including what record they might be processing. If only one computer is being used to process records, then you would want to uncheck this option. In that way, the “Users on Now” button would not appear on the main screen.

## Select Dates for Events

This let’s the designated user select dates to limit the alerts shown. This is a somewhat basic function, but you might not want someone to look at historical records but just process incoming records. If this function is not available the “Select Dates” button is not visible on the Lift-net alert form.

## View Notes by Service

Notes can be made by the operator, supervisor, or service technicians. You may not want the notes made by service people to be displayed for certain users. If this is true, then the “service notes” do not appear and this gives more room for the Operator and Supervisor notes.

## View Events

**As Active or Inactive** - The two buttons to show events will be Active Events and Inactive Events. Active events are all events that have not been closed. Inactive events are all events that have been closed and have not been archived to the archive file.

**As Resolved or Unresolved** - The two buttons to show events will be Resolved Evens and Unresolved Events. Resolved Events are events that a “Service” person has designated as resolved.

## Adding Events not Created by Lift-net

For the purpose of including events that are called in, but not reported by Lift-net, users may be able to add a non-Lift-Net event. If a user does not have this right the “Add Event” button on the Lift-Net Alert form will be shown but disabled. When adding an event, the user chooses which event is being added from a list. If the user has the rights to “Add or Edit non Lift-Net Event Descriptions, then they can add a type of an event. (Otherwise they have to choose from the existing list.)

## Opening, Closing, Resolving Events (Upper right side of frame)

### Cancel One’s Own Acknowledgement

Once a user double clicks on an event, there is a cancel button in the upper right of the screen. If an event is not acknowledged and the user double clicks on an event; then presses this button; the changes on the form are not saved. If the user has the right to “Cancel One’s Own Acknowledgement”, then the record is not marked as acknowledged. Otherwise, it remains acknowledged even though they cancelled the edit.

### Indicate **an** Event is closed

The user will be allowed to close an event.

### Reopen a Closed event.

The user will be able to change the status from closed to open.

### Indicate the Event is resolved.

The user will be able to check the event as Resolved .

## Setup Form Functions

If this option is checked, the Setup command button will appear on the Lift-net alert form.



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In addition to accessing all buttons on the Setup Form, there are three functions which require special permission.

1. Copy default setup options. In a multiple computer environment (for lift-net alert; not lift-net itself), the basic setup variables and grid layouts (width of various grid columns) can be copied from the main server location.
2. Save Setup Options. Also in a multiple computer environment, this would let the setup options and grid layouts to be saved to the main server location so that other users could get those options.
3. Database Administration. There is a "Database Administration" button on the Setup Form that becomes enabled when this is checked.

## Security (This Screen)

These two options allow the designated user to perform the functions described in the check boxes.

## Group Membership of this User

A user is assigned a group. This designates which notes the user can change. The descriptions of which notes are given beside each user.

## Font Size for Grid

This applies to the grid of users on the left of this form.

## Setup Form

If the user has rights to the Setup form, the button appears on the lower right of the Lift-Net alert form.

**Network Path:** This is the network path to the database. In a single user environment, it will typically be blank meaning that liftnet alert will look for the database in the "start-in" folder. For a multiple computer environment where several users will be using the Lift-Net alert program, this points to the computer and folder on that computer where the Liftnet alert database is located.

## Open Database

Typically, the database will be opened automatically. However when changing the network path when initially setting up the computer, this button is necessary to open the database. When the database is open the message "Normal Database has been opened" appears under and to the left of the "Open Database" command button.

**Use Archive File** In order to look at records that have been archived because they have been closed and then archived, you need to come to this form and check this box. The message below should change to "Archived Database has been opened."

**Name of this Computer Station.** This is important for multiple computer environment for Lift-Net Alert and identifies this computer to other computer stations that are using Lift-Net Alert. (It is used on the Users on Now form to let users know who else may be editing records.

## Alert when Minimized

When Lift-Net alert is running and has been minimized, these options describe what to do when a new alert is processed. Either the Lift-Net Alert form will pop-up or the ICON on the Task bar will blink.

## Seconds Between Audible Alert



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The scroll bar will change the frequency which an audible alert is played from “No Audible Alert” to every X Seconds (between 3 and 20). A wave file by the name of “Fault.wav” is played. This is a standard Windows fault file which was renamed. You may replace it with any other wave file of your liking. Make sure the computer actually produces sounds when Windows starts.

## **Start in Normal Window or Start Minimized**

This refers to starting the Lift-Net alert program.

## **Saving Variables**

There is a frame on the Setup form which allows you to save the options on your computer to the server location (designated by “Network Path” at the top of the setup form. It also allows you to read the options on the server, or to read the local options. When the computer starts, it always reads the local options; so that each computer can specify it’s own layouts. By saving these variables to the server and then reading them from each computer, the users can have all computers look the same.

## **Database Administration**

**Archiving:** Closed records are archived automatically by any computer that is designated to perform archive. In a one computer environment, the computer should be designated to perform archive (checkbox on this form). Archives will occur for all events that have been closed, but only if the event is at least X Days old. This designation is made by the “Archive” after scroll bar.

If the event must be “Resolved” as well as closed, then that checkbox should be checked.

**Compacting the database** This should be done every week or so to improve the efficiency of the program.

## **Add, Change, or Delete Jobs**

This form is used to update the database using the lift-net configuration job files. Those files must be placed in the folder where lift-net alert is running; and unzipped. After this is done, and this button is pressed, a “Database Jobs” form comes up. There are three combo boxes. The first will create all configuration jobs that exist in the lift-net alert folder, but have not been added to the database. To add one of these press “Add”. The second combo box contains all existing configuration job files that are present in the Liftnet-Alert database. The third combo boxes contain any configuration job files which could not be read because they were missing some file or were terribly outdated.

To “Add” or “Change” a database, first select a job in the appropriate combo box, and then press “Add” or “Change”

**Deleting an existing job.** After selecting a job, press Delete Job and the records relating to that job will be deleted. This does not delete alert records, just the records that describe the job. After you delete a job, you can add it back through the “Add” button.

**Adding a job** After pressing the “Add” button, the long name and short name will be displayed. The building names will be shown and the bank to building assignments will be given. Lift-net does not have Building Names, so if you want to distinguish by buildings you have to “Add



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Building” names and then assign banks to the appropriate buildings. If you do not do this, the building name will be the same as the Long Name; and all banks are assigned to this building.

You can change the name of the Long Name for the job, and the Short Name. The Short Name will be used in the grid. The Long Name will be used in displaying the information about a record.

**Changing a job** The form is the same as with adding a job. However, you can just change the Short or Long name by pressing the “Save Names” button.

## Comm Setup

Liftnet Alert can receive alerts from Lift-net from either a modem or an IP address. The Lift-Net program at each site must be setup to designate how it will send messages. The Liftnet Alert program can receive incoming messages by both methods. Only the computer that is receiving the messages should have the “Event Notification Setup” designated to receive messages.

If you are receiving incoming messages by modem, check the “Use Modem” check box, designate the number of rings to answer, the serial port the modem is using, and the baud rate.

If you are receiving incoming messages by IP Address, you need to designate the Local Ip address of the computer you are using; and check The “Use IP Address” box.

These are not mutually exclusive.

## Show Incoming and Outgoing Phone Messages

If this box is checked, a form will come up whenever an incoming message comes in. This is for diagnostic and trouble shooting; and will display the incoming and outgoing status as incoming records are processed. Typically, it is turned on when setting up a new site or new incoming job; and then turned off once incoming records are processed.

## The Lift-Net Alert Form – Basic Uses

Double-Clicking on a record, or pressing the “Edit” button will bring up an “Editing an Event” form.

### Editing and Event

- On this form you can (if you have rights to do so)
  - “Close” the event
  - “Resolve” the event
  - Enter notes corresponding to your “Membership”

There is a user id and time stamp automatically put in the note fields after any changes.

**Notify Name and Phones.** These are names to notify based on the incoming fault messages. In order to display the Name and Phone Numbers, the following needs to be done. Within the Lift-Net paging scheme, each person to page is given an ID. (There is a limit of six people to page.) Each fault that is designated for paging is assigned a paging scheme. The paging scheme can designate which of the available persons are to receive the message. The ID of the person to page is then passed to the Lift-Net alert program with each page. If the “Notify” table of the Lift\_net Alert database has an entry with the ID, Person’s name, and Phone Number, then the Lift-Net Alert program will display these for the pages that come in with the



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corresponding ID. Currently, updating the "Notify" table is not available through the Lift-Net Alert program. If this function is desired, then the user should notify Lift-net or other support personnel who can add entries to the "Notify" table using Microsoft Access.

## Sorting the Lift-Net Alert Grid.

You can sort the alert grid by pressing the column heading. Pressing it again will sort it in descending order. Record ID and Date sort are the same because ID's are consecutive based on when they were entered. The ID actually gives the accurate order in which records were added in case the time is changed on a computer. (Sorting by floor names once that is added to the grid will not be done.)

You can size the forms or the grids. The grid and form attributes are saved locally, but on the setup form you can save or read from the default file.

Which note fields that can be edited are based on the "Membership" designation. Operators can only edit Operator notes. Supervisors can only edit Operator and Supervisor notes. And Service can only change Service Notes.

Otherwise, which functions any person can perform are designated in the Users form "System Security and Passwords". If so designated a person can change their password, but not any of their functions.

## Multiple User Considerations

If two users try to edit a non-opened record at the same time, one of the users should be told that someone else has the record. If two users try to edit an already opened record at the same time, it is possible for both to gain access to the record, but both are notified that the other is editing the record. If they change different notes, both will be saved. If they change the same note, the last one will be saved.

The Alert Stations file will prohibit two people from logging on as the same ID. Everyone updates their record every 10 seconds, and if someone does not update their record, another user on the system will automatically deduce that the other user's program has crashed and log them out. There may be a short time (about 30 seconds) until this decision is made.

## Troubleshooting

Database and some other errors are written to a local file, erralert.txt. Should we encounter database problems, you should send me any of these files from Alert Computers, along with the alert.mdb file on the Lift-Net computer. You should also get messages describing the error using a combination of IDS and Microsoft descriptions.

Additional info can be found on page 59 of the LN Administrator Manual.