IRS V8 USER GUIDE

JED-0469

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FIGURES

1 INTRODUCTION

Jacques Intercom Report Server (IRS) is a software module for the reporting of system events.

Features include:

- Self-Diagnostic Report (manual and scheduled) used to test self-test button intercom devices site-wide
- A live events page that displays all events that occur on the system which can be filtered using standard or custom filters
- A calendar to schedule reports to be generated, including automatic archive and mailing of reports
- Report archive
- Ability to add notes to reports
- Ability to tag reports so they cannot be deleted
- Custom branding on reports
- Access to features on a per user basis

2 SETUP

2.1 ACCESS

For more information accessing web applications including IRS, refer to JED-0505 (V8 JELInux User Guide).

2.2 USERS

It is recommended to create usernames and roles for each user of IRS. This can be done from the USERS webapp on the dashboard.

For more information regarding users, roles and permissions, refer to JED-0488 (Roles and Permissions User Guide).

3 DASHBOARD

The IRS dashboard displays the system time, several widgets, and navigation buttons to live events, calendar, specifications and archive. Furthermore, if archived report limits are close to or meet their predefined limits a warning notification shall present on the dashboard.

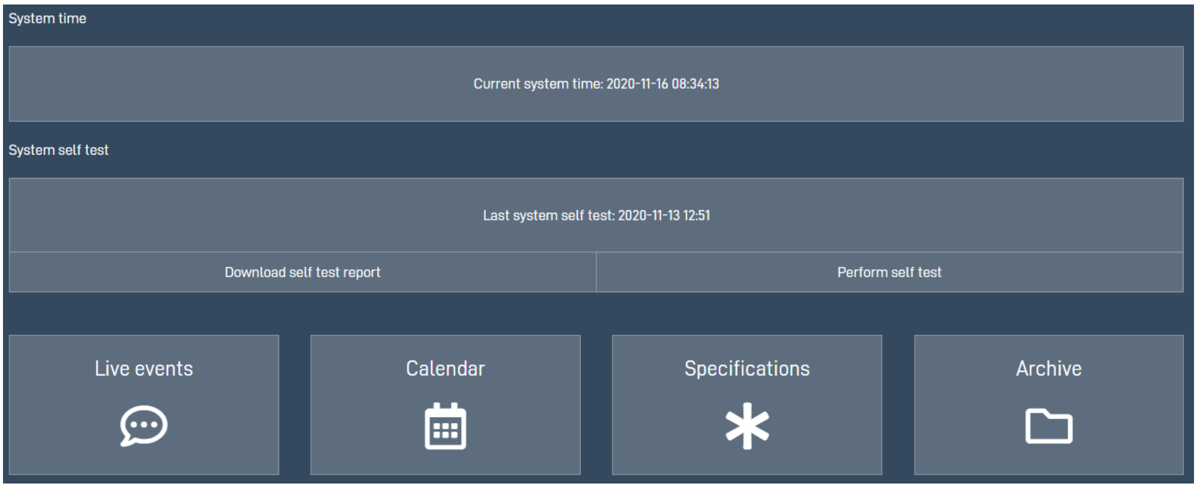


Figure 1: IRS Dashboard

3.1 SELF-TEST

System self-test is a process that allows for all intercom devices to go through a self-test procedure. It can be performed by simply clicking the **PERFORM SELF TEST** button. After a minute or so, the process will complete and produce a report. This can either be downloaded from the completed window, the dashboard widget button **DOWNLOAD SELF TEST REPORT** or from the archive.

Information in the report lists the tags and descriptors for each device in the database. It will give a pass or fail to acoustic, button and status tests, then an overall pass or fail.

SDF Report

Start: Friday 13 November 2020 11:40:01 AM(seq=1831)

End: Friday 13 November 2020 12:49:51 PM(seq=2761)

The server started at the beginning of this reporting period. The server restarted at least 1 times during the reporting period.

Tag	Descriptor	Acoustic Test Pass/Fail	Button Test Pass/Fail	Status Test Pass/Fail	Overall Pass/Fail
100	PC Master	NA	NA	Fail	Fail
200	IPM2	NA	NA	Fail	Fail
201	IPM 1	NA	NA	Fail	Fail
250	VSL	NA	NA	Fail	Fail
251	Cell C	Fail	NA	Fail	Fail
252	Cell A	Pass	Fail	Fail	Fail
253	Cell B	NA	NA	Fail	Fail

Figure 2: Self Test Report

3.2 CALLS RECEIVED

Below the navigation buttons is the calls received widget. This displays a graph of calls that occur on the server over the specified time frame. Time frames available include today, yesterday, last 7 days, last 30 days, this month, last month or custom range. Click on the date range to select alternative date options.

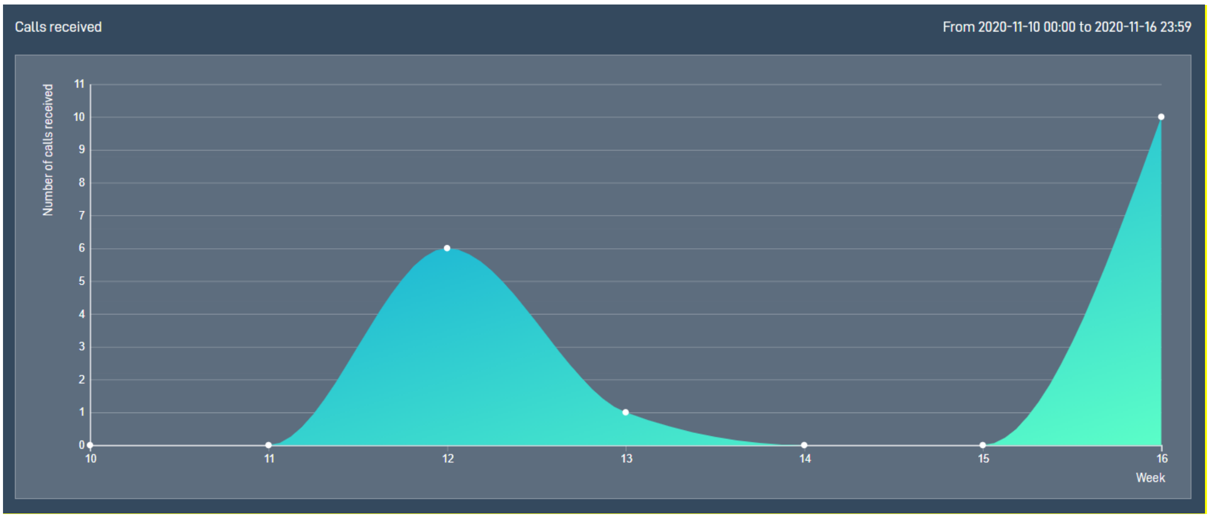


Figure 3: Calls Received Graph

4 LIVE EVENTS

The live events page allows for all events within the system to be seen, tracked, searched, filtered and exported. Live events have six defined filters. By default, all the events are selected for each of these filters. You can customise and create a new filter.

4.1 EVENT FILTERS

By default, there are six event filters: Call activity, Device faults, System faults, Master usage, Intercom usage and All. Each event filter also has a list of events relevant to that filter.

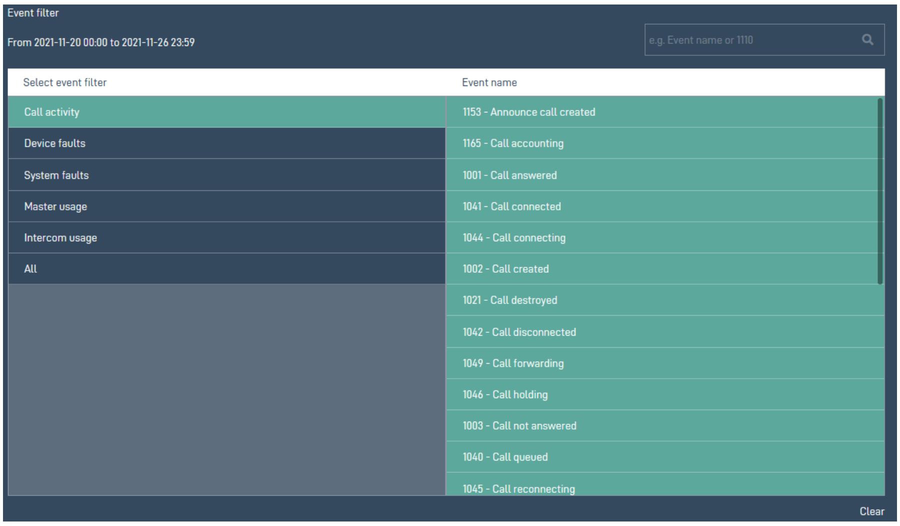


Figure 4: Live Events Filter Table

4.1.1 Call Activity

Call activity includes all the events related to calls including calls answered, calls being forwarded, calls being diverted, etc. The event summary of call activities lists all the call accounting events which can then be expanded to the call accounting table.

4.1.2 Device Faults

Device Faults includes the events related to device faults. These are such things as microphone test, button stuck, offline device, tamper, etc. Each event has an associated acknowledged event to show that the alarm has been acknowledged by a user, even if the alarm is still active.

4.1.3 System Faults

System Faults includes the events related to faults with the JELinux system. These are such things are endpoint resets, config errors, etc.

4.1.4 Master Usage

Master usage gives detailed information on the statistics of the masters in the system. This includes how many calls created, received, forwarded or diverted, monitor calls created, group calls created, minutes on remote and minutes in calls. Information is displayed separate for each master and comes with informative graphs and charts.

For masters to be tracked by master usage, they must be given the master report-type model setting. For more information on giving devices settings, refer to Models section of JED-0505 (V8 JELinux Web Interface User Guide)

For diverted and missed calls to be computed, the following settings will need to be added to the model_settings database.

section	name	value
CLIENT-BASE	device-setting-has-call-history	true
MASTER-BASE	device-setting-has-call-history	true

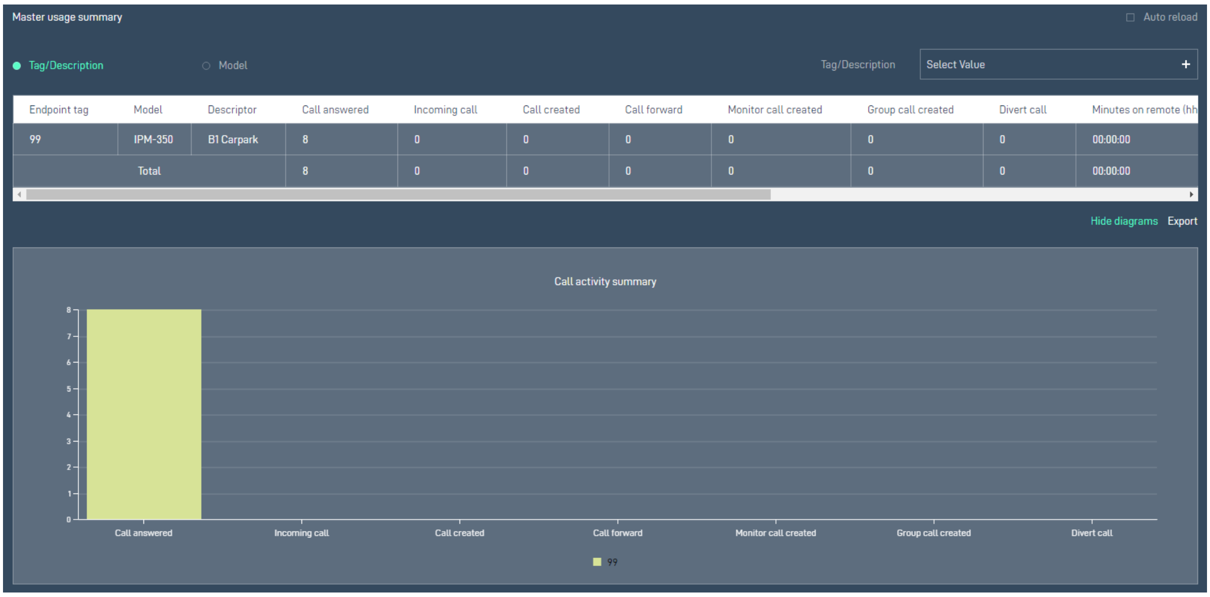
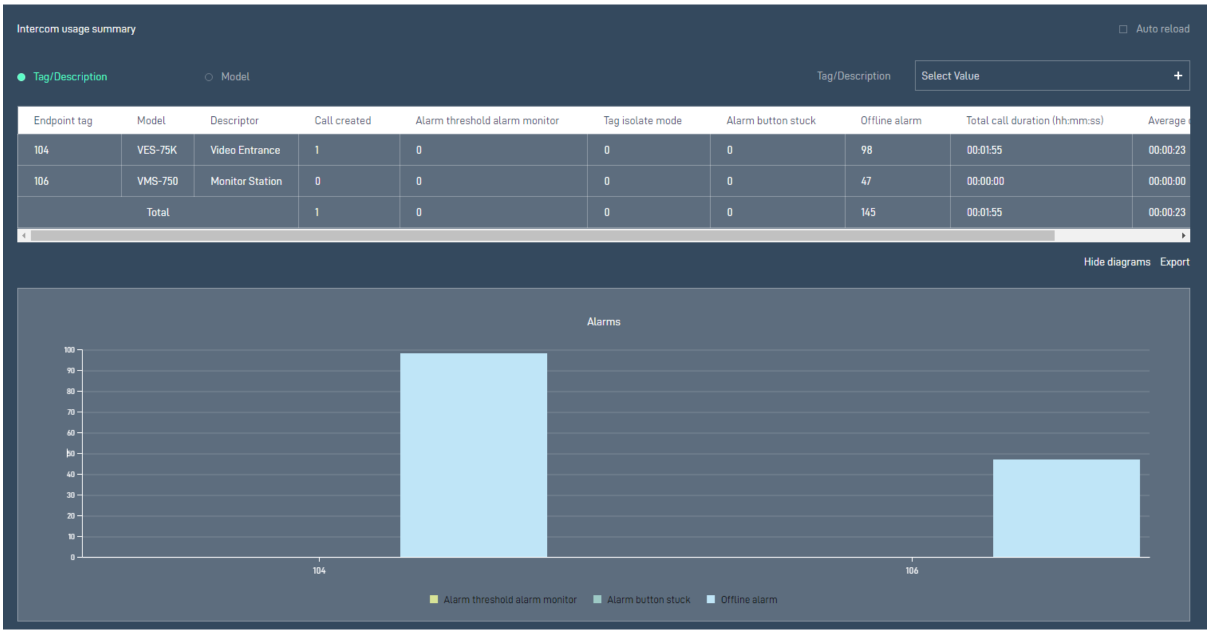


Figure 5: Master usage summary with display analytic diagram

4.1.5 Intercom Usage

Intercom usage gives detailed information on the statistics of the intercoms in the system. This includes number of created calls, times that threshold, button stuck or offline alarms are triggered, minutes in isolate mode and minutes in calls. Information is displayed separate for each intercom and comes with informative graphs and charts.

For intercoms to be tracked by intercom usage, they must be given the intercom report-type model setting. For more information on giving devices settings, refer to Models section of JED-0505 (V8 JELinux Web Interface User Guide)

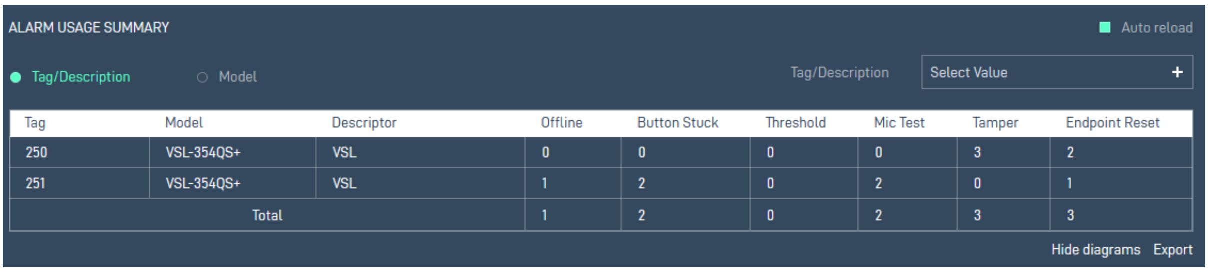


Endpoint tag	Model	Descriptor	Call created	Alarm threshold alarm monitor	Tag isolate mode	Alarm button stuck	Offline alarm	Total call duration (hh:mm:ss)	Average
104	VES-75K	Video Entrance	1	0	0	0	98	00:01:55	00:00:23
106	VMS-750	Monitor Station	0	0	0	0	47	00:00:00	00:00:00
Total			1	0	0	0	145	00:01:55	00:00:23

Figure 6: Intercom usage summary with display analytic diagrams shown

4.1.6 Alarm Usage

Alarm usage shows the alarms that have occurred on a device. These alarms are offline, button stuck, threshold, mic test, tamper and reset. This report type can be used if only alarm tracking is necessary for some endpoint devices without needing call information



Tag	Model	Descriptor	Offline	Button Stuck	Threshold	Mic Test	Tamper	Endpoint Reset
250	VSL-354QS+	VSL	0	0	0	0	3	2
251	VSL-354QS+	VSL	1	2	0	2	0	1
Total			1	2	0	2	3	3

Figure 7: Alarm usage summary table

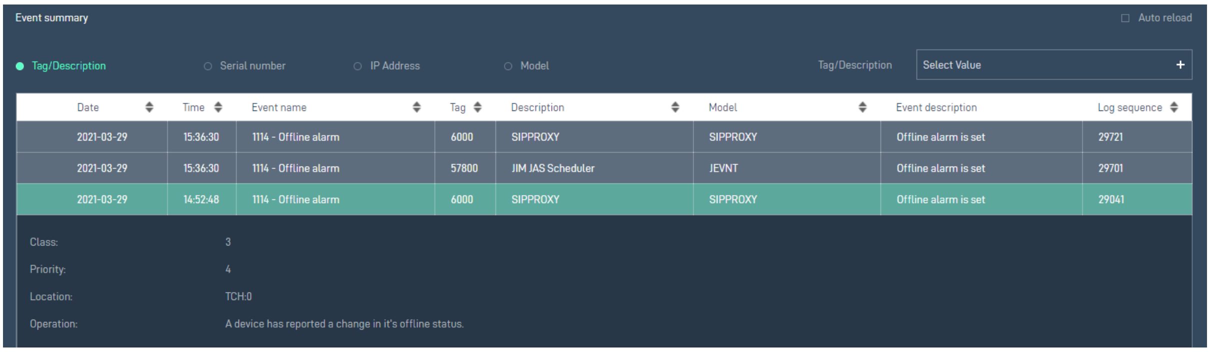
For intercoms to be tracked by alarm usage, they must be given the alarm report-type model setting. For more information on giving devices settings, refer to Models section of JED-0505 (V8 JELinux Web Interface User Guide)

4.1.7 All

All event filter lists every possible event that is tracked by JELinux.

4.2 EVENT SUMMARY

Once an event filter has been applied (Device or System Faults) results display in the Event Summary table. These events can be expanded to show more detail (double click on a row to expand for more detail). The event summary table will not update automatically unless the Auto reload feature is enabled. The event summary table can be searched using the search bar. Right clicking on the top row of the table allows for less critical columns to be removed so only necessary information can be seen.



Date	Time	Event name	Tag	Description	Model	Event description	Log sequence
2021-03-29	15:36:30	1114 - Offline alarm	6000	SIPPROXY	SIPPROXY	Offline alarm is set	29721
2021-03-29	15:36:30	1114 - Offline alarm	57800	JIM JAS Scheduler	JEVNT	Offline alarm is set	29701
2021-03-29	14:52:48	1114 - Offline alarm	6000	SIPPROXY	SIPPROXY	Offline alarm is set	29041

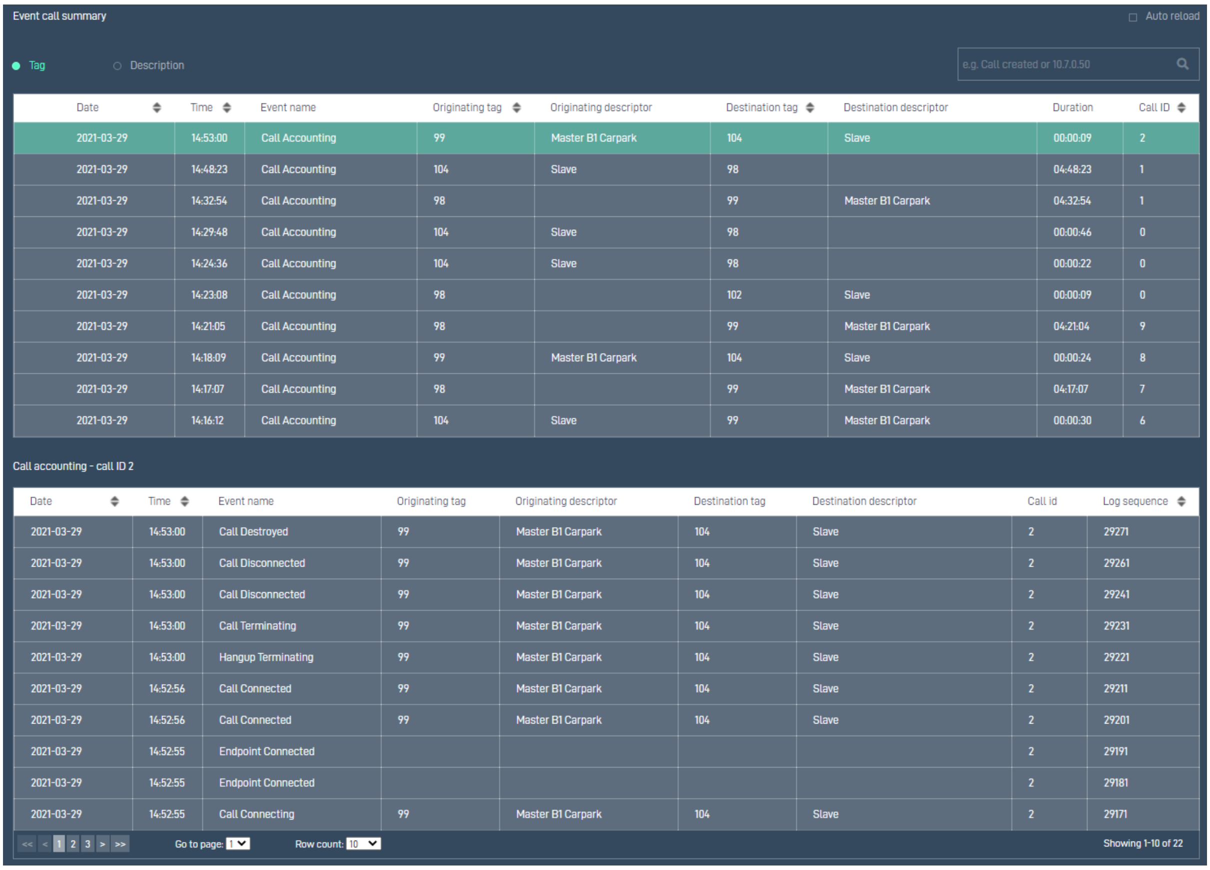
Class:	3
Priority:	4
Location:	TCH:0
Operation:	A device has reported a change in it's offline status.

Figure 8: Live Events Event Summary Table with Expanded Detail

4.3 CALL ACCOUNTING OF LIVE EVENTS

Call activity event summary only contains call accounting events. Each call that occurs will have its own call accounting event (based on Call ID). Details pertaining to a call accounting event shall contact all events within that call.

To view call accounting events, select the call accounting row. The detail shall present in the Call Accounting table, below the Call Summary table.



Date	Time	Event name	Originating tag	Originating descriptor	Destination tag	Destination descriptor	Duration	Call ID
2021-03-29	14:53:00	Call Accounting	99	Master B1 Carpark	104	Slave	00:00:09	2
2021-03-29	14:48:23	Call Accounting	104	Slave	98		04:48:23	1
2021-03-29	14:32:54	Call Accounting	98		99	Master B1 Carpark	04:32:54	1
2021-03-29	14:29:48	Call Accounting	104	Slave	98		00:00:46	0
2021-03-29	14:24:36	Call Accounting	104	Slave	98		00:00:22	0
2021-03-29	14:23:08	Call Accounting	98		102	Slave	00:00:09	0
2021-03-29	14:21:05	Call Accounting	98		99	Master B1 Carpark	04:21:04	9
2021-03-29	14:18:09	Call Accounting	99	Master B1 Carpark	104	Slave	00:00:24	8
2021-03-29	14:17:07	Call Accounting	98		99	Master B1 Carpark	04:17:07	7
2021-03-29	14:16:12	Call Accounting	104	Slave	99	Master B1 Carpark	00:00:30	6

Call accounting - call ID 2

Date	Time	Event name	Originating tag	Originating descriptor	Destination tag	Destination descriptor	Call id	Log sequence
2021-03-29	14:53:00	Call Destroyed	99	Master B1 Carpark	104	Slave	2	29271
2021-03-29	14:53:00	Call Disconnected	99	Master B1 Carpark	104	Slave	2	29261
2021-03-29	14:53:00	Call Disconnected	99	Master B1 Carpark	104	Slave	2	29241
2021-03-29	14:53:00	Call Terminating	99	Master B1 Carpark	104	Slave	2	29231
2021-03-29	14:53:00	Hangup Terminating	99	Master B1 Carpark	104	Slave	2	29221
2021-03-29	14:52:56	Call Connected	99	Master B1 Carpark	104	Slave	2	29211
2021-03-29	14:52:56	Call Connected	99	Master B1 Carpark	104	Slave	2	29201
2021-03-29	14:52:55	Endpoint Connected					2	29191
2021-03-29	14:52:55	Endpoint Connected					2	29181
2021-03-29	14:52:55	Call Connecting	99	Master B1 Carpark	104	Slave	2	29171

Figure 9: Call Event Tables: Call Summary & Call Accounting

4.4 CREATE A CUSTOM FILTER

Custom filters can be created so that only events that are needed can be shown.

1. On the Live Events page, select an Event filter from the list in the left table. By default, all the events are selected
2. Click on Clear to deselect all events
3. Click on the events to be included in the filter
4. Once you have made the changes as per your preference, select **Create New Filter**
5. A pop-up window will appear, add a **Filter Name**
6. Click **Save**

The custom filter can then be selected for the event filter list. Its events will then be shown in the event summary table.

4.5 DELETE A CUSTOM FILTER

If necessary, custom filters can also be deleted.

1. In the **Event Filter** tab on the Live events page, select the Event you wish to delete.
2. Click on the 'bin' icon
3. A popup window will appear asking to confirm
4. Click **Delete** to confirm

4.6 ADDING NOTES

Users shall be able to add 'Notes' to any given event. When a note has been added to an event, a clipboard icon appears in the date column within the Event Summary table. Notes can be viewed by all users at any given time, only the user who created the note can modify or delete the note.

Figure 10: Add Notes

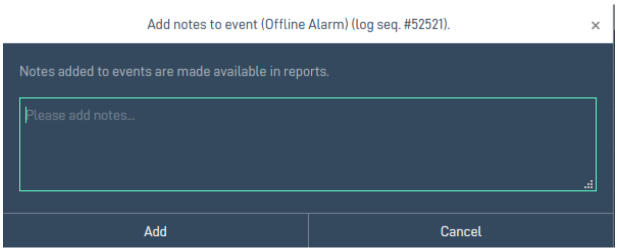


Figure 11: Add Notes Window

1. On the Live events page, navigate to the **Event Summary** table
2. Select an event you wish to add notes
3. Click on **Add Notes** at the bottom of the table
4. A popup window will appear where you add notes to the selected event
5. Enter the notes in the box provided and click **Add** to save note

Notes can be viewed in the Event Summary table at any given time by any user.

A single event may have multiple notes from different users. The details of the date, time and name of user is displayed next to the note. Only the creator of the note can modify/delete a note.

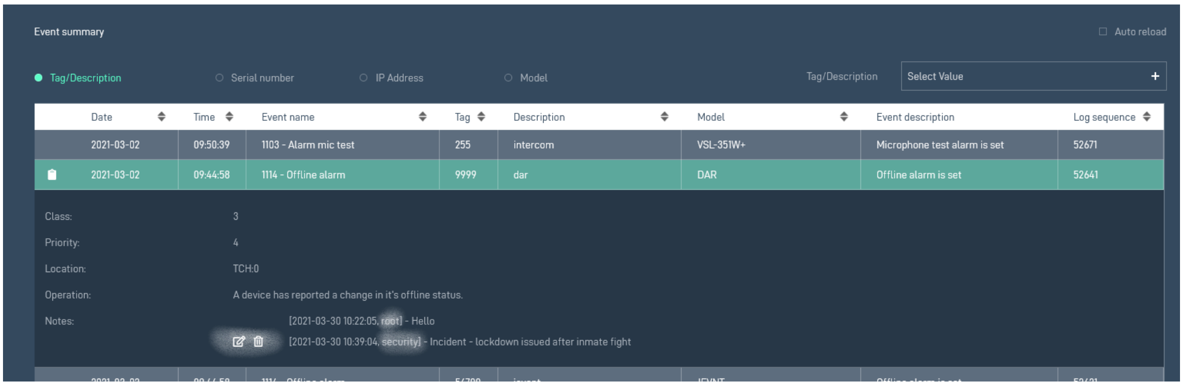


Figure 12: Viewing Notes by Different Users

To modify an event, click on the edit or delete icons, select **Update** to save changes.

4.7 EXPORT FILTER DATA

Filter data reports can be exported from live events to a PDF or CSV file for archival purposes.

1. On the Live Events page, select an Event filter from the list in the left table
2. Choose from the selected defined filters (Call Activity, Default, System Faults, All)
3. Click on the date range located below the **Event Name**
4. Select the preferred date range from the list or create a custom range
5. Once confirmed, click **Apply**
6. An **Event Summary** of the events will be displayed below
7. To export summary, select **Export** at the bottom of the Event Summary table
8. Select PDF or CSV, click **Export**

5 CALENDAR

The calendar can be used to schedule the generation of reports. Any default or custom report specification can be selected to generate a report. Reports shall be set as a one-off report or scheduled over a range of dates.

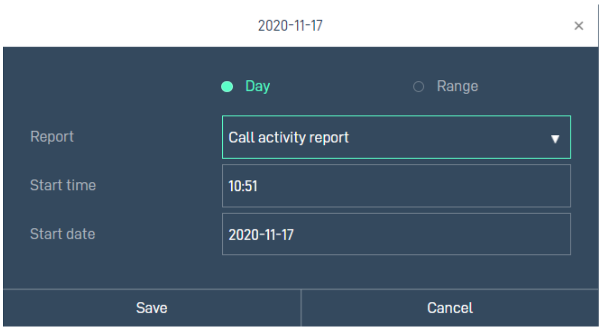


Figure 13: Calendar Report Schedule for a Day

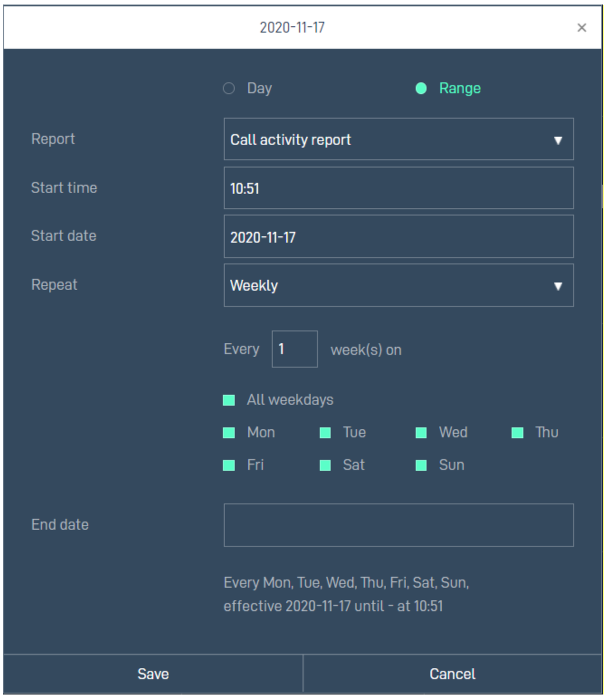


Figure 14: Calendar Report Schedule for Range

1. Navigate to the main menu and select **Calendar**
2. Add data by double clicking directly on the date window or click on the **+** at the bottom right of the calendar
3. A popup window shall appear. Add a report schedule by the day or range
4. Select **Report** type via the dropdown list. This includes default and custom filter report types
5. Click the radio button for how the report should be scheduled: daily or over a range
    a. Day: Add **Start Time** and **Start Date** then click **Save**
    b. Range: Add **Start Time** and **Start Date**
       Repeat: Specify how frequently you would like the report to occur – Daily, Weekly or Monthly. Select from the given options, the frequency of your report and **End Date** for the schedule
6. Click **Save**

6 REPORT SPECIFICATIONS

Report specifications can be used to define how reports are generated using the calendar. Specifications of all default event filters are available which are set to export to archive the last 30 days of information. Specifications of these filters can be created with different types, periods or delivery, or custom filters created in live events can be used to create a new report type.

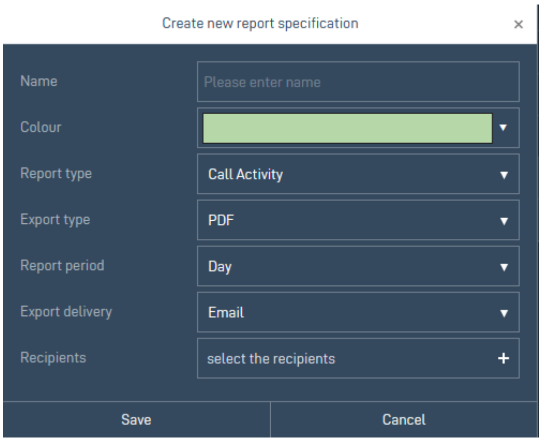


Figure 15: Create New Report Specification

1. Click on **Specifications** from the IRS Dashboard
2. Click **+ Add New Record** on the specifications page
3. Enter an appropriate **Name** for the report specification
4. Select **Colour** from the colour palette provided
5. The **Report Type** is a dropdown list of the report filters, including custom filters
6. **Export Type** can be either PDF or CSV
7. Select the **Report Period** either for Day, Last 7 days or Last 30 days
8. Select **Export Delivery** via dropdown list – Archive or Email
9. **Recipients** shall be entered if the Export delivery – Email has been selected
   Fill in recipients field based on the Recipient list in step Error! Reference source not found.
10. Error! Reference source not found.Once c reated, a report can be edited to change any details or deleted. Any changes made will affect any scheduled reports in calendar

7 ARCHIVE

The archive page contains all archive reports.

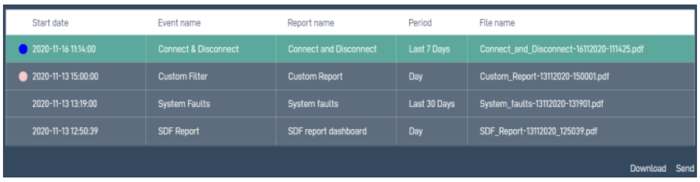


Figure 16: Archive List

1. Click on **Archive** from the IRS Dashboard
2. Download a report by selecting the report and clicking **Download**
3. Send a report by selecting the report and clicking **Send**

Multiple files can be selected, allowing for multiple reports to be downloaded, sent or deleted at the same time. Reports will remain in Archive indefinitely until the limit has been hit for automatic or periodic deletion. If manual deletion has been enabled, reports can be deleted by selecting the report and clicking **Delete**.

8 SETTINGS

8.1 RECIPIENT(S) LIST

Reports can be automatically emailed when they occur or emailed from the archive page.

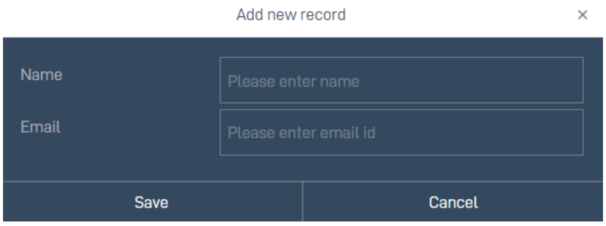


Figure 17: Add New Email Recipient

4. Click on **+Add New Recipient** to add a new email address to this list
5. Enter **Name** and **Email** in the boxes provided
6. Click **Save**, recipient will be added to the list

8.2 SETTINGS

8.2.1 Report Branding

Customise your reports by adding a Site Name, Site Address and Logo. Upload a Logo by either the drag and drop method or clicking on the + to browse from your computer.

8.2.2 Report Settings

Enter your maximum number of rows in the text boxes provided, these can be set up for PDF or Microsoft Excel documents.

8.2.3 Delete Settings

Enable Tag report if certain reports should never be deleted. Tag reports allows permitted users to mark reports as tagged, whereby they cannot be deleted.

Reports can either be deleted automatically, manually, or periodically. Automatic and period require a total amount of reports to keep or a keeping period respectively.

8.2.4 Log Configuration

Used to adjust the log level of the IRS webapp log. There are five levels, each with different amounts of logging information stored. This should only be changed when requested by Jacques support.

9 OTHER
9.1 LOG

Features a log of all actions taken by users of the IRS application.

The search feature allows for log actions and events to be found. The log can be filtered to contain actions from one or multiple users. Date range can be changed to narrow search. Data from log can be exported to pdf or csv file for archival purposes.

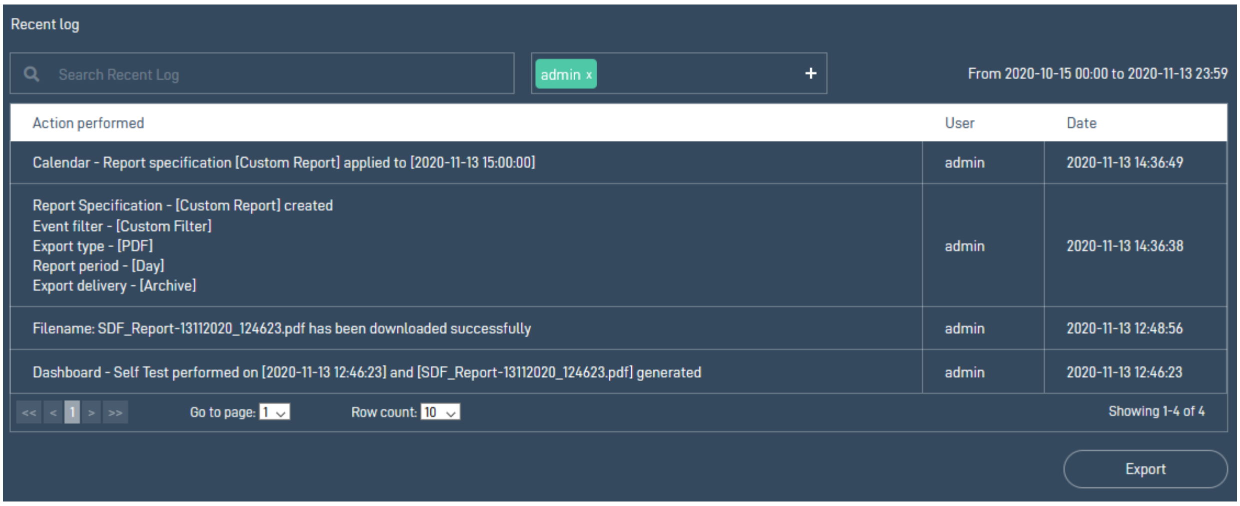


Figure 18: IRS Log

9.2 ABOUT

This page contains the software version of IRS. Provide this to the support team if you require assistance with the IRS application.

9.3 HELP

A quick setup/help guide can be found towards the end of the left-hand side bar menu. This contains a short overview of IRS and how to quickly configure an IRS application.

CONTACT DETAILS

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DOCUMENT REVISION HISTORY

REVISION	DATE	AUTHOR	CHANGE DESCRIPTION
1.0	2021-04-06	AM/SF	Initial release
1.1	2021-11-29	AM	Updated with Release Cycle 8 changes and improvements, updated list and figure names
1.2	2021-12-09	RR	Final review
1.3	2022-06-10	AM	Added information regarding call history to master usage
1.4	2023-07-03	AM	Added alarm report-type, removed email configuration
1.5	2023-11-29	AM	Updated to include c12 information and features, reordered sections to match order in IRS menu