

Roger Access Control System 5

Application note no. 041

Document version: Rev. A

Alerts and notifications

Note: This document refers to RACS v5.6.4 (VISO 1.6.4 or higher)

Introduction

The RACS 5 system offers flags and alerts on the level of VISO software and various notifications (email, mobile text) in reaction to events registered in the system. Alerts are automatically displayed in VISO software and they may require confirmation by operator. Notifications are automatically sent to recipients.

Alerts and notifications can be useful in monitoring of premises, reaction to emergency and in automatic reporting. They may concern such emergency situations as for example lack of main or backup power supply, door forced alarm and be used for current monitoring e.g. certain user just entered through particular door.

Alerts

Alerts are defined for selected event types and they result in automatic message displaying in VISO software for possible confirmation by operator. In order to define alert for exemplary event type [321]: *Door Forced Alarm*:

- In the top menu of VISO software select *Event log* and then *Event types*.
- In the opened window select event type [312] for the configuration of alert.
- In the bottom select *Actions* tab and then *Add*.
- In the opened window select *Show alert*. Additionally a filter can be selected to limit alerts to [312] events from selected doors and not all doors in the system. Event filter is configured by selection of *Event log* command in the top menu of VISO software and then *Filters*. Alert displaying can be also limited to selected operators and each alert may require confirmation by operator. Close the window with *OK* button.

Add Action

Action

Active:

Type: Show alert

Execution Site: Action Site

Description: Show alert with information about the event. You can set the requirement for the alert to be confirmed.

Filter: None

Event validity time: None

Operators: Administrator

Parameters

Requires confirmation:

OK Cancel

- When Door Forced Alarm is started by the event [321], then the list of current alerts is automatically displayed in VISO software.

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System Configuration Event Log System Monitors Administration CCTV Maps Time and Attendance Remote Authorisation Wizards Tools

Access User Groups Access User Persons Access User Visitors Assets Asset Types Card Box Access Credentials Access Doors Access Door Groups Access Floors Access Points Elevator Access Points Access Zones Alarm Zones Automation Nodes Automation Node Groups Perimeter Zones Schedules Authorisation Groups

Who/What How Where When Why

Start Page

Management and Monitoring Application for RACS 5 Physical Access Control and Building Automation System
Version 1.6.4.20524

Favourites

Add Person Online Edit Person Online

Delete Person Online Add Credential Online

Find Authentication Factor

Configure Favourites

Alerts

Confirm Confirm All Select All Delete

Preview	Event	Requires conf...	Confirmed
	Door Forced Alarm	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Menu

- Confirm
- Confirm All
- Select All
- Delete

Record 1 of 1

Details

Refresh

Time and Date: 2/18/2020 8:24:23 AM

Event: Door Forced Alarm

Severity: Medium

Controller: K1

Location: [2]-K1_P2

Source: None

Access User Person: None

Options:

Requires confirmation:

Confirmed:

Database: alerty.sdf Communication Server: 192.168.11.13:8890 Licensing Server: Not required Synchronisation status: 2/14/2020 1:57:08 PM \success Operator: Admin

Notifications

Notifications can be send by email or mobile text to selected recipients. Similarly as in case of alerts they are configured as actions for event type. Notifications do not require VISO software to be started as they are managed by communication service from RogerSVC software. In order to define SMTP account which is necessary for email notifications:

- In the top menu of VISO software select *Tools* and then *SMTP Accounts*.

- In the opened window select *Add* and configure email account which will be used by RACS 5 system for sending email notifications as in the example below. Close the window with *OK* button.

The screenshot shows a dialog box titled "Add SMTP account". It contains the following fields and controls:

- Name:** SMTP account1
- Server Address:** smtp.gmail.com
- Port:** 465
- Login:** testyviso1@gmail.com
- Password:** masked with dots
- Enable SSL:**
- Test** button
- OK** and **Cancel** buttons at the bottom.

In order to define email notifications for exemplary event type [321]: *Forced Door Alarm*:

- In the top menu of VISO software select *Event log* and then *Event types*.
- In the opened window select the event type [312] for the configuration of notification.
- In the bottom select *Actions* tab and then *Add*.

The screenshot shows a dialog box titled "Add Action". It contains the following fields and controls:

- Action:** Active:
- Type:** Send email (highlighted with a red box)
- Execution Site:** Server Site Action
- Description:** Send email when event occurs. In subject and text you can use one of variables: \$EventID, \$EventCode, \$CategoryID, \$LocationType, \$LocationID, \$SourceType, \$SourceID, \$AccessCredentialID, \$OptionType, \$Option, \$Function, \$ActionStatus, \$LoggedOn, \$Details, \$Comment, \$ControllerID, \$PersonID, \$GroupID, \$AssetID, \$UserExternalIdentifier
- Filter:** None
- Event validity time:** None
- Parameters:**
 - SMTP Settings:** Server: SMTP account1
 - Message Settings:**
 - From:** RACS_5@system.com
 - To:** Security
 - Title:** Alarm
 - Text:** Forced Door Alarm detected at Access Door \$LocationType at \$LoggedOn.
The list of Access Door IDs:
1 - Hall
2 - Main entrance
3 - Back entrance
4 - Warehouse
...
- OK** and **Cancel** buttons at the bottom.

- In the opened window select *Send email*. Additionally a filter can be selected to limit notifications to [312] events from selected doors and not all doors in the system. Event filter is configured by selection of *Event log* command in the top menu of VISO software and then *Filters*.
- Additionally select previously created SMTP account, define sender and recipient(s). Only users who are enrolled in the system and who have email addresses can be selected as recipients for email notifications. If needed then user without access rights but with email address can be defined in the system for email notifications receiving.

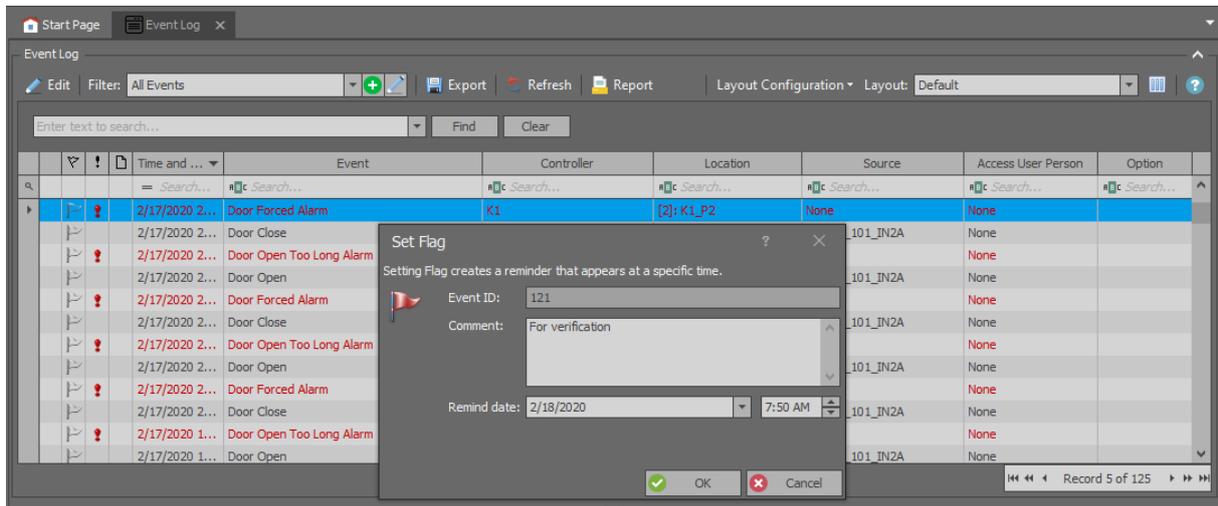
- The text of email notification may include variables such as for example $\$LocationID$ (which in case of [321] event type is Access Door ID) to make the notification more informative. In the current version of the system only IDs and not names of various objects can be used for notifications. Therefore a list of IDs and respective names is recommended in the text of notification.

Similarly mobile texts (SMS) notifications are defined. The difference is such that internet SMS Gateway instead of SMTP Account must be defined by selection of *Tools* command in the top menu of VISO software and respective type must be selected when action is defined.

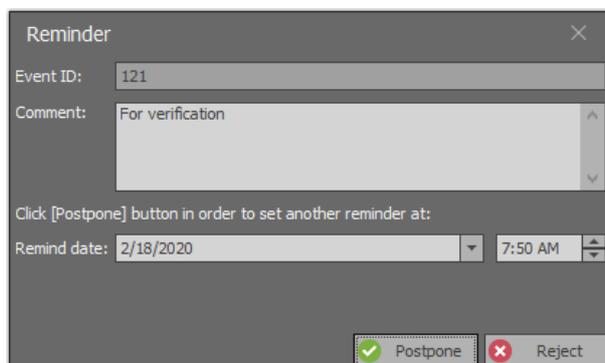
Flags

Flags are alerts which are manually enabled by operator for selected events in Event log or Event Monitor. They are used as reminders which are displayed in certain date and time. In order to define flag:

- In the top menu of VISO software select *Event log* command and then *Event log* icon or select *System Monitors* command and *Event Monitor* icon.
- For selected event click flag icon to define a reminder.



- VISO software will display reminder according to previously defined date and time.



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