

Roger Access Control System 5

Application note no. 041

Document version: Rev. A

Actions on Events and Flags

Note: This document refers to RACS 5 v2.0.8 or higher

Introduction

The RACS 5 system can start various Actions such as among others email sending, mobile text (SMS) sending and Alert raising in response to events registered by the system. Alerts which are automatically displayed in VISO software may require confirmation by operator.

Actions can be useful in monitoring of premises, reaction to emergency, automatic reporting and integration with third party systems. 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.

Note: Alerts are available in VISO v2 due to compatibility with previous VISO v1 software. Instead of Alerts it is recommended to apply Notifications and other function offered by VISO SMS as explained in AN055 application note.

Actions

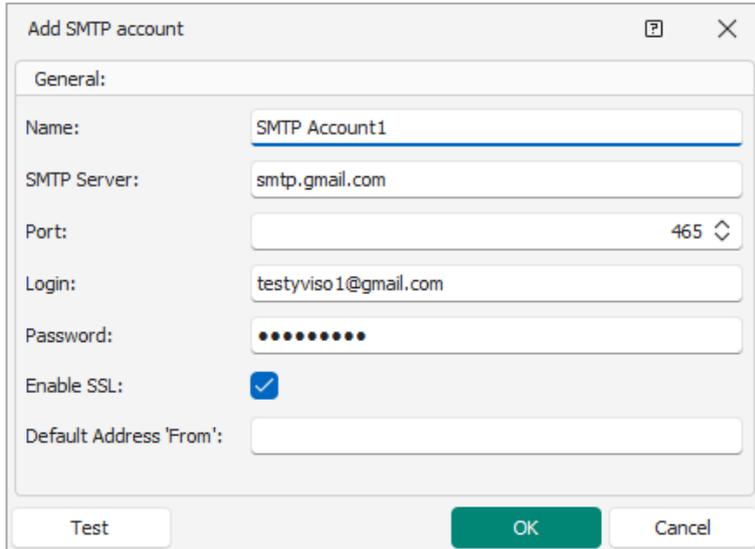
Actions are defined for event types selected by administrator and they are started automatically when particular event is registered. Actions can be limited by filter in order to narrow events that can start the action. Excluding *Show alert* all other Actions do not require VISO software to be started as they are managed by Communication Server from RogerSVC software.

Action	Comment
Redirect to file Redirect to HTTP server Redirect to COM port Redirect to TCP port	Used mainly for integration purposes when event registered by RACS 5 system are redirected to third party system using one of the methods.
Export to T&A file	Used mainly for T&A purposes as explained in AN016 application note.
Print Evacuation Report Send email with Evacuation Report	Used mainly within VISO SMS software as explained in AN055 application note.
Execute Global Command	Used mainly for starting multiple Global Commands in the system as explained in AN048 application note.
Send mobile text Send email	Explained below.
Show alert	Explained in the next section of this note.

Send email or mobile text

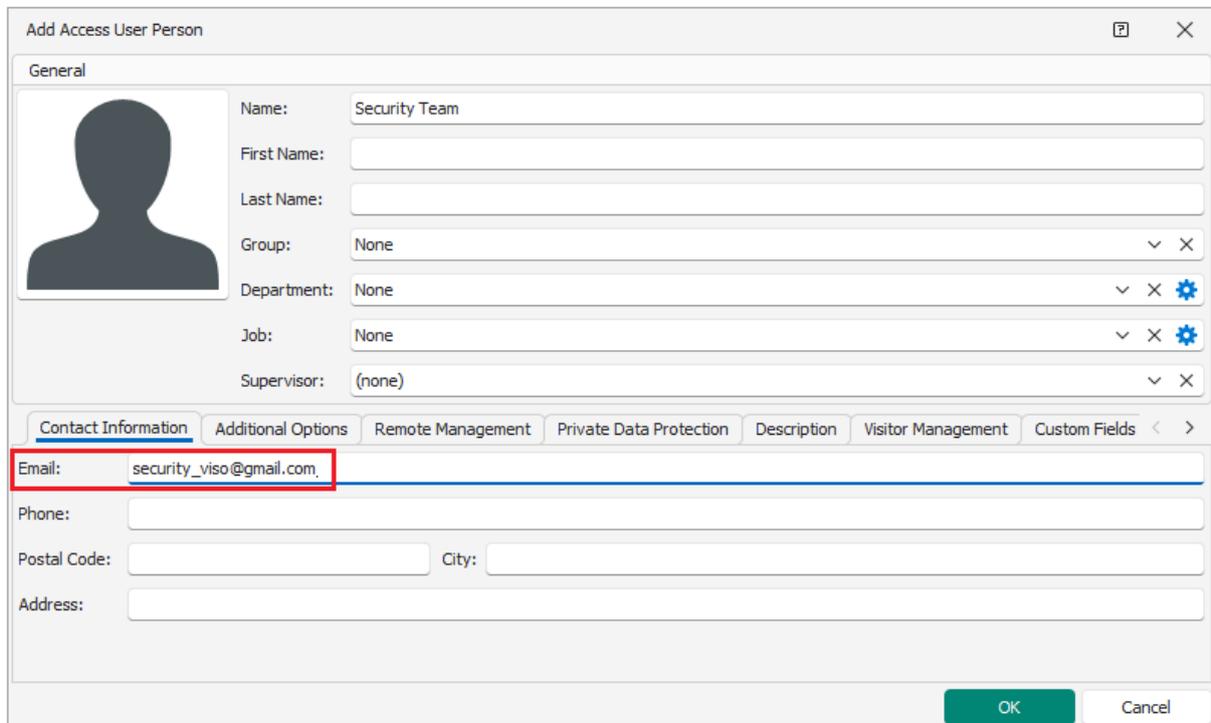
In order to define SMTP account which is necessary for email sending:

- In the top menu of VISO software select *Tools* and then *SMTP Accounts*.
- In the opened window select *Add* and configure account which will be used by RACS 5 system for sending emails as in the example below. Close the window with *OK* button.



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

- Define email addresses for Persons. Later it will be possible to select them as email recipients. Such Persons do not have to be assigned with access rights and/or Authentication Factor(s).



- In the top menu of VISO software select *Event log* and then *Event Types*.
- In the opened window select the event type [321].
- In the bottom select *Actions* tab and then *Add*.

- In the opened window select *Send email*. Additionally a filter can be selected to limit the Action to [321] 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 *Event Filters*. The parameter *Event validity time* specifies event validity in case of communication failure in the system. If communication failure time exceeds this parameter then email will not be send by the system because it will be deemed outdated.

- Select previously created SMTP account, define sender and select recipient(s). Only Persons who are enrolled in the system and who have email addresses can be selected as recipients.
- The text of email may include variables such as for example *\$LocationName* (which in case of [321] event type is Access Door name) to make the email more informative.

Similarly mobile text (SMS) sending is defined. The difference is such that it is necessary to create account at <https://www.smsapi.com/en> website and then define SMS Gateway selecting *Tools* command in the top menu of VISO software. Additionally *Send mobile text* Action must be selected for particular event type and possible recipients (Persons) must have phone numbers defined.

Alerts

Note: Alerts are available in VISO v2 due to compatibility with previous VISO v1 software. Instead of Alerts it is recommended to apply Notifications and other function offered by VISO SMS as explained in AN055 application note.

Alerts are Actions 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 [321] 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 [321] 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 *Event 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 executed by client

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.

VISO Enterprise v2.1.1.35926 (BETA). Program zarejestrowany dla: - Roger; http://www.roger.pl

Time and Attendance External Authorisation Wizards Visits Intrusion Alarm Systems Fire Alarm Systems KONE ACCESS Elevators Directory Services Tools Synchronisation Status

Alerts

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

Details

Refresh

Time and Date: 4/3/2024 1:24:35 PM

Event: Door Forced Alarm

Severity: High

Communication Server: [1]: Server komunikacji

Controller Group: [2]: GK2

Controller: [1]: K1

Location: [2]: K1_P2

Source: None

User: None

Option:

Requires confirmation:

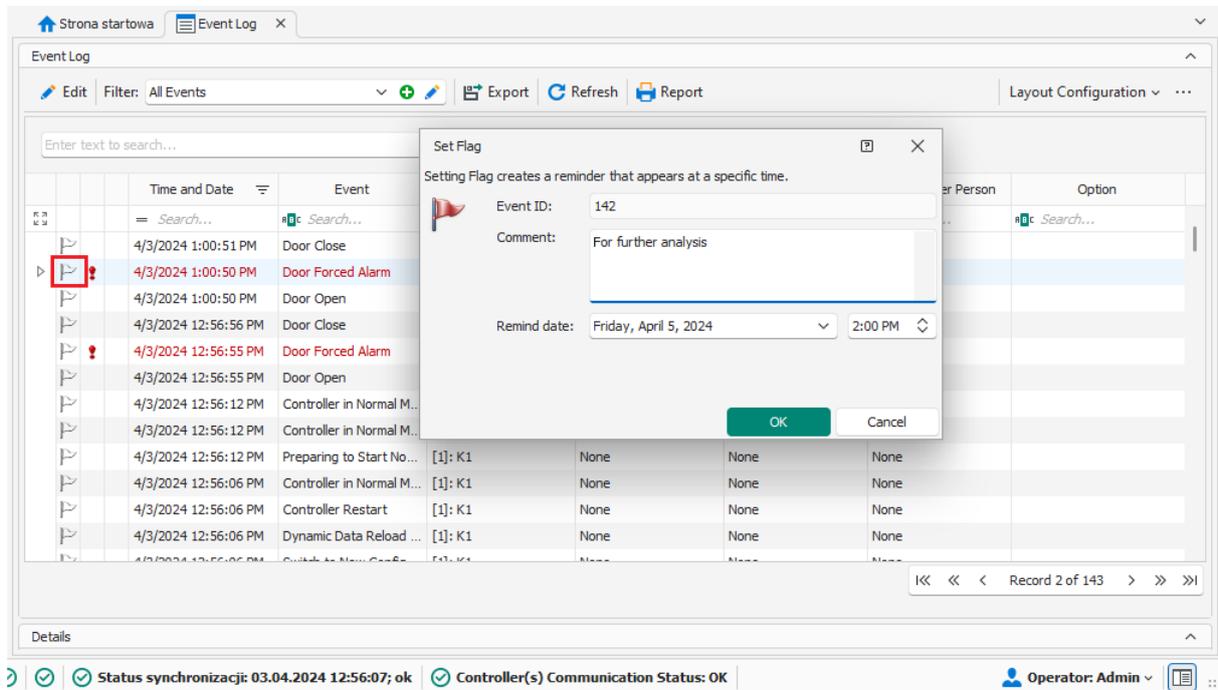
Confirmed:

Operator: Admin

Flags

Flags are reminders which are manually activated by operator for selected events in Event Log or Event Monitor. They are automatically displayed by VISO program 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 *Monitoring* command and then *Events 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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