

Ultragard Professional Extensions

User Manual

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Ultragard Professional

Extensions

User Manual

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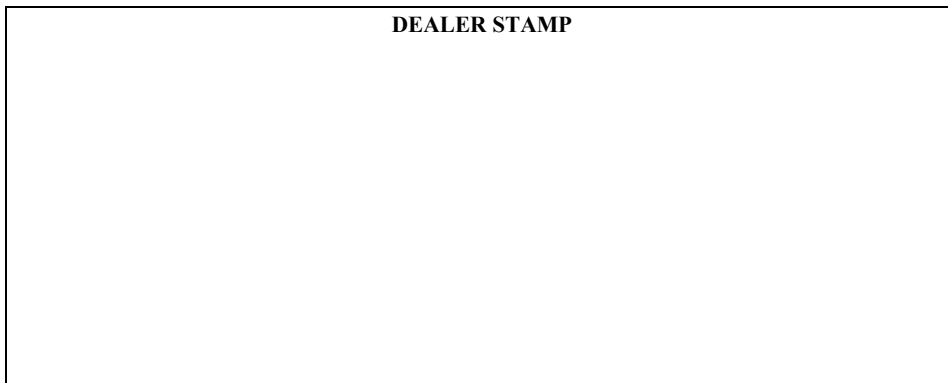
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Introduction

Ultragard Professional Extensions comprises suite of programs to enhance the use of Ultragard-S. The programs are:

Control Centre	Control Centre provides a simple task bar to start the Ultragard S applications. Additional buttons are provided for an enhanced Fire Report and Preferences set-up.
Reporter	The Reporter program is designed to be used in place of Ultragard's built-in reporting features, and is both faster and more flexible.
Personnel Location	The Personnel Location program provides a simple list of the current location of personnel. The date and time of their last event is included to allow you to decide whether the information is current.
Personnel Management	The Personnel Management program is designed to make it easier to add groups of people to the Ultragard S personnel database. This may be done as a group or individuals grouped together.
Visitors	The purposes of the Visitors program are to: <ul style="list-style-type: none">• Quickly allocate an existing card to a visitor• Report on visitors still on site• Report on all visitor activity

Note that all programs include an enhanced Fire Report feature.

Please note also that if you wish to make use of the Personnel Management program, then you should also install the Ultragard File Transfer program that is supplied with Ultragard Professional.

Getting Started

System Requirements

If Ultragard Professional Extensions are to be run on the same PC as Ultragard, then the PC must meet or exceed the requirements specified for Ultragard. Note that the process of generating reports will slow down all other activities in the PC, including communications. This means that the rate of event-gathering will slow down.

If Ultragard Professional Extensions are to be run on a separate PC (i.e. in a network environment) then the minimum requirements are:

- 486/66 PC
- Windows for Workgroups 3.11
- 8Mb RAM
- 20Mb available disk space

Before you start

Before you start, Ultragard should already be installed.

If Ultragard Professional Extensions are to be run on a separate PC you will need to copy or create a UGARD.INI file in the Windows directory so that each program knows where the Ultragard database resides. The minimum contents of this file have to be:

```
[Ultragard-S v8]  
BaseDir=M:\UGSV8W\DATADIR
```

(Replace M:\UGSV8W\DATADIR with the correct directory path for your installation).

To install Ultragard Professional Extensions

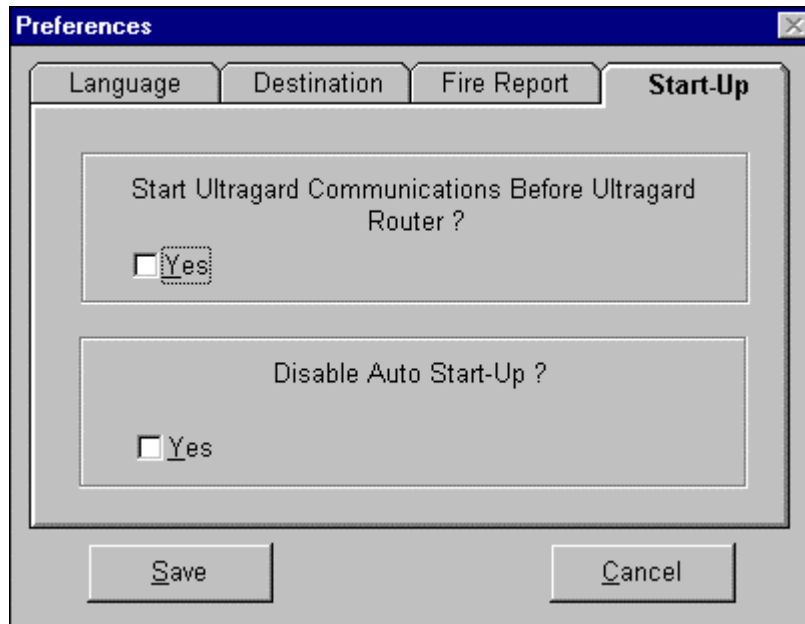
Run SETUP.EXE from disk 1 of the set of five disks supplied, then follow the on-screen instructions.

The installation process creates a program group with five program icons. You can start individual programs from the specific icon, or you can start programs from the Control Centre toolbar. You start the Control Centre from the Control Centre icon, which appears in the UPE program group and also in the StartUp group.

Recommendations

There are four things you should do immediately after installation:

1. If you intend using the Personnel Management program, install Ultragard-S File Transfer
2. Remove Router from the Startup group
3. Run Control Centre, click on the Preferences button, select the Start-Up tab and uncheck both boxes (you have to uncheck the second before you can uncheck the first):



4. Check that the preferences set in the Language, Destination and Fire Report tabs-sheets meet your requirements.

How to use this manual

This manual contains basically the same text as the on-line Help system. The main headings represent the main menu options and toolbar buttons; under these headings the relevant information can be found. The last section of the manual contains a trouble-shooting guide, and explanations of error messages.

General rules on entering data

All, One or Range

Some windows allow you to select All, One or Range. If you select "One" then you can choose the one item in the "From" box. If you select "Range" then you can choose the items which you want to be the start and end of the range in the "From" and "To" box respectively.

Date and Time

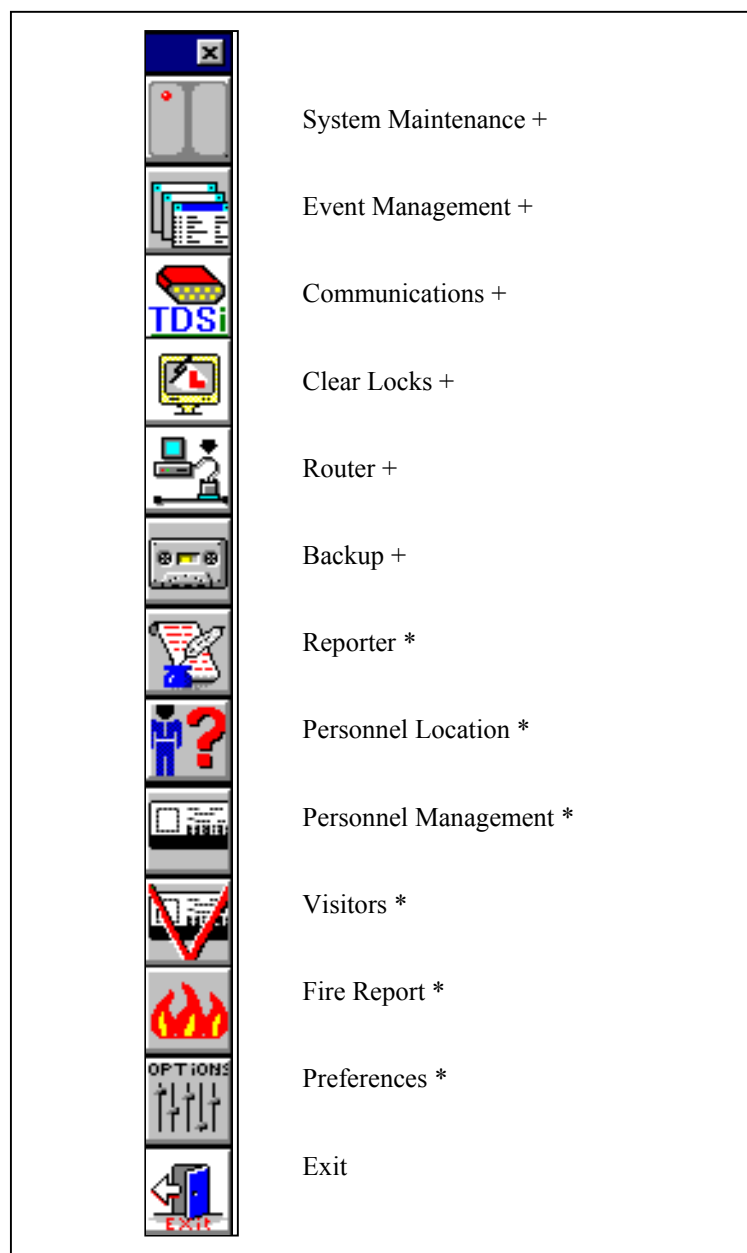
Some windows ask you to enter a date and time. To do this, enter only numbers, not separators. For example, to enter a date of 29th January 1997 and a time of 12:00, type in 2901971200 (this assumes your computer's date format is set to ddmmyy).

Control Centre

The Control Centre provides a simple task bar to start the Ultragard S applications. Additional buttons are provided for an enhanced Fire Report and a Preferences set-up.

During installation, the Control Centre is placed in the Start-up group. You should delete Router from the Start-up group and allow Control Centre to start Router instead (you set this up in Preferences).

Below is shown the Control Centre toolbar; each button starts a specific program (with the exception of the Exit button which closes Control Centre). Items with an asterisk (*) against them are explained in this manual. Items with a “+” against them are explained in the Ultragard manual.



Preferences

The Preferences screen, accessed only from the Control Centre toolbar, permits the following settings to be selected and saved:

Language

This allows you to switch to a different language for all the programs included in the Professional extensions. Any change you make takes effect when you next start up an application.

Destination

This tab sheet allows you to choose whether reports are sent to screen, printer or file.

The Screen option is the most versatile, because once your report is on-screen you can then choose to send it to the printer or to a file. Furthermore, from the on-screen report, the send-to-file option allows a large choice of data formats.

If you chose File in the Preferences screen, resultant files are plain text only.

Fire Report

This tab sheet allows you to decide whether the fire report is sent to screen, printer or file. You can also choose the sort-order for the report; by name or current location.

Start-Up

The normal installation of Ultragard-S results in Router starting before UgComms. This can cause problems with certain computers, so this option allows you to specify a different start-up sequence.

If you select "Disable auto-start-up" then you cannot change the start-up order.

Fire Report

The Fire Report, accessed via the Fire icon on the Control Centre toolbar and in all Ultragard Professional programs, reports on the current location of all personnel.

The ordering of the report is determined by the setting made in the Preferences screen.

Note that all people (except those regarded as being in the Outside World) are included in the report - regardless of how long it is since they were last granted access anywhere.

Personnel Location

The Personnel Location program provides a simple list of the current location of personnel. The date and time of their last event is included to allow you to decide whether the information is current.

Note that the information is not updated as people use their cards. The Refresh button will cause the screen to be refreshed with the latest information from the database; the text on the button goes grey while the refresh is under way.

You can choose to display people from only one department if you wish. This can be particularly useful where there is a requirement to continuously monitor only a group of people - for example, if the telephone switchboard operator needs to see at a glance where the managers of the company are. This can be achieved by putting all the managers into one department in Ultragard. If there are 15 people or fewer in the chosen department, then the whole list remains on-screen permanently - whereas if the list is longer than 15 people, each time the list is refreshed the display reverts to the top of the list.

The Preferences option allows you to choose manual or automatic refresh of the data. Automatic refresh can be at 5, 15 or 30 minute intervals.

Personnel Management

The Personnel Management program is designed to make it easier to add groups of people to the Ultragard S personnel database. This may be done as a group or individuals grouped together.

The following topics are covered in this section of the manual:

- Preferences
- Personnel Definition
- Personnel Group Transfer
- Find ID Owner
- Transfer Process

IMPORTANT

For the Personnel Management program to actually modify the Ultragard Database, the Ultragard File Transfer program must be running. For more information, see “Transfer Process” further on in this manual.

Preferences

To make the process easier the preference option allows you to define various parameters that are constant to most personnel so when you add personnel with the personnel management system you only need to enter in the minimum information.

Apply Button

The Apply button makes your chosen options the default values until you next make any changes or restart the personnel management program.

Save Button

The Save button makes your chosen options the default values until they are changed. Unlike the apply option this will be restored the next time you restart the personnel management program.

Personnel Definition

In the Personnel Definition window you can add personnel to the Ultragard-S database with the minimal amount of information required to be entered, i.e. Name and Card Number. This is done by the other database fields being pre-defined in the Preferences screen. However if the current defaults are not what is required you can still make the changes to these fields.

IMPORTANT

When typing in a person’s name, note that the process is case sensitive, unlike in Ultragard.

Adding a Person

In the Name field, type in the new name and press the TAB key. The other fields are then enabled to allow you to make changes, but if the defaults are correct then move onto the ID Number field. This field will have already been filled in with the last number used. If the new ID number is close to the number shown, use the up- and down-arrows (on the button next to the ID Number) to modify it. Otherwise type in the required number. When all screen details are to your satisfaction, click on the Add button to save.

Updating Personnel

In the Name field, either select or type in the name of an existing person and press the TAB key. The current details of this person will be displayed allowing you to make changes. To update only the ID information, click on the "ID Only" option. Once you have made the changes click on the Update button.

Deleting Personnel / IDs

In the Name field, either select or type in the name of an existing person and press the TAB key. The current details of this person will be displayed. To delete an ID, select the "ID Only" option, enter or select the ID Number (if not already shown) and then click on the Delete button. Alternatively, if the person and their IDs are to be deleted then click on the Delete button after calling up the details, making sure that ID Only is unchecked.

Viewing Multiple ID Details.

If the current person owns a number of IDs the first will be displayed, but if you click on up/down arrows on the button next to the ID field then the next ID will be displayed. If you require to add a new ID then edit the ID number field direct.

Expire Option

The Extended Validity option allows you to add IDs which will expire on a required date. Note if your Access Control Units (ACUs) support extended validity then you can set expiry to one year. If you do not have the extended validity set in Ultragard S then you can only have up to 14 days expiry. Note that the Personnel Management program does not enforce this limitation - it is up to you to enter the correct data. When the time comes to transfer the data to ACU's (by using Ultragard System Maintenance) then you will get an error message if you have entered an invalid range.

Personnel Group Transfer

The Personnel Group Transfer feature allows you to create a group of people, with a consecutive range of ID numbers; each person having the same access rights. The names allocated to the new people will comprise some text (common to each person) and a consecutive numbering sequence. You can choose whether the number is before or after the name.

How to use this feature

Type in the first and last ID number, then enter the name of the group in the "Common Text". Change the Sequence Start number if required and change any other settings if required and then click on the Add button.

Common Text / Sequence Start

These two options determine the names that will be applied to the new people. For example, if you enter common text of "Visitor", and a Sequence Start of "1" then the names applied will be "Visitor 1", "Visitor 2", etc. (or, if "Text After Number" is checked, "1 Visitor", "2 Visitor" etc.).

Expire Option

The Extended Validity option allows you to add IDs which will expire on a required date. Note if your Access Control Units (ACUs) support extended validity then you can set expiry to one year. If you do not have the extended validity set in Ultragard S then you can only have up to 14 days expiry. Note that the Personnel Management program does not enforce this limitation - it is up to you to enter the correct data. When the time comes to transfer the data to ACUs (by using Ultragard System Maintenance) then you will get an error message if you have entered an invalid range.

Find ID Owner

The Find ID Owner feature allows you quickly to find who owns a particular ID. Simply type in the ID number (leading zeros are not required) and then click on the Find button.

The Transfer Process

The process of transferring information from the Personnel Management program is a three-step process involving three separate programs:

Data created by you, using the Personnel Management program, is placed in a file

Ultragard File Transfer program reads the file (this can be an automatic or a manual process, as required) and puts the data in the Ultragard database. If the changes require that data in the ACUs must change, then Spool files are created.

You use Ultragard System Maintenance to transfer the spooled data to the ACUs.

IMPORTANT

The first time you use this program, you will need to create your first transfer file before you can choose the Input File Name in the File Transfer program.

Note that each change you make using the Personnel Management program results in a new file being created. The files are placed in the Ultragard program directory and have the format "tran0.ufx"; "tran1.ufx" and so on.

However, the Automatic Transfer feature can only work with a single specified filename. This is normally not a problem, because each time the File Transfer program uses a file, the file is deleted, so the Personnel Management program can re-use that filename.

But if you are creating files faster than the Automatic Transfer process can handle them, then subsequent files will not be transferred. It is worth checking for this failure, by using the Input menu option in the File Transfer program to see if any files remain un-transferred.

Reporter

The Reporter program is designed to be used in place of Ultragard's built-in reporting features, and is both faster and more flexible.

In a network installation, Reporter can be run on a PC which does not have Ultragard installed on it, but you will require a UGARD.INI file in the Windows directory so that Reporter knows where the Ultragard database resides.

Database Reports

The Database menu contains the same report options as Ultragard. Each option allows you to report on one aspect of your database. One extra report, Personnel Summary, combines Personnel Name, Department, Access Level and Personnel IDs.

Once you have selected which part of the database you want to report on, you will (if appropriate) be shown a Report Filter window: see below.

Report Filter window

This window allows you to select All, One or Range. If you select "One" then you can choose the one item in the "From" box. If you select "Range" then you can choose the items which you want to be the start and end of the range in the "From" and "To" box respectively.

The default sort order of the report is ascending; if you want the report produced in descending order then click in the "Descending" box.

Event Reports

The Event Reports menu contains two items:

- Event Report Wizard
- Defined Event Reports

Event Report Wizard

The event wizard takes you step by step through a sequence of filters allowing you to select the events you require. During this process your filters are stored into a report template, allowing you to recall the template later to run the same report again (or the same selection over a different period).

When you are creating the event report template with the wizard you can always go back to the previous option. If at a later time you want to amend a report template you can do so by going through the same process as creating a new template except that instead of defining the template name you can select the template you want to change from the list of previously defined reports.

The Event Wizard Steps

1. Welcome Window
2. Report Template
3. Report Sequence
4. Event Wizard Filters
5. Event Wizard Summary

Report Template

The first screen in the event wizard requires you to give your report a name (or choose a previously-defined report). This name does not appear in the final report, but is used for storing the report template.

You also must enter a report title; the Next button is grey and inaccessible until you have done so. This title does appear in the final report, but if you do not want a title then enter a single space in this field.

After entering in both options press the Next button.

Report Sequence

The second screen in the event wizard window allows you to define both the sequence of the report and the event types to be included. The drop-down list for sequence contains the following options:

Chronological, Personnel Name, ID Number, Department, Access Level, ACU, Doors, Readers, Inputs, Relays, Access Areas.

After you have selected your preferred sequence then you can choose which event types are to be included in the report. Depending on the sequence you have chosen, certain event types may be un-selectable.

Event Wizard Filters

Depending on the report sequence and event types you have selected, you will be presented with one or more Report Filter screens which allow you to specify which items of data are relevant.

Note that an event must match the requirements of every filter screen or it will not be included in the report. For example, if you specify "One Person" and "One Card", but that card does not belong to that person, then no events will appear in the report. If in doubt, leave each filter screen set to "All".

Report Summary

After completing all the options in the event wizard, or if you have selected a pre-defined event report, you will be presented with a report summary. This shows all the details in the template for this report which has now been stored on disk. At this point, if you wish, you can change the report title and the period for the report.

The default period for the report is the current day. To enter a new date and time, enter only numbers, not separators. For example, to enter a date of 29th January 1997 and a time of 12:00, type in 2901971200 (this assumes your computer's date format is set to ddmmyy).

Click on the Report button and the report will be sent either to Screen, Printer or File, as specified in the Preferences screen. If you have chosen for the report to be sent to screen, once the report is on-screen you have a further choice for it to be sent to the Printer or to a File.

Defined Event reports

The options you define in the event wizard are stored on disk, to allow you to retrieve the options later to run the same report over another period. When you select Defined Event Reports from the menu you will be presented with the report summary screen allowing you to select the required template, you can then change the title and report period if required.

Time Recording Reports

Overview

The time recording reports provide a basic time recording facility. Provided that people have to swipe into one Access Area to register their arrival, and to swipe into another area (usually "Outside World") to register their departure, then this report provides the total time on-site.

There are two time recording reports, a personnel report and a department report.

Both reports include the event activity of the personnel going into the chosen areas as well as sub-totals and a total for the period of the report.

The department also includes a total time for each department.

Options

Personnel

Choose All, One, or a Range of people to be included in your report

Area

Choose the area regarded as the IN area (i.e., the first area that people come into on arrival), and the area regarded as the OUT area, normally "Outside World".

Date and Time

The default period for the report is the current day.

Pre-defined Reports

Pre-defined reports add significantly to the capabilities of Ultragard's built-in reporting features. This is achieved by linking related items together, so that you only need to produce one report to provide essential information.

These reports fall into three categories:

- Presence reports
- Security
- Alarms

Presence Report

Presence reports fall into three categories:

- Presence Report
- Attendance Report
- Absence Report

Presence Report

The presence report shows only those people who have who have used their card today, within a number of hours specified by you.

The primary purpose of this report is for a roll-call for safety reasons. Note that unless people have to use their card to exit the premises (i.e., to enter the “outside world” area) the this report will include all people who have swiped during the specified period.

The report includes each person’s name, Personnel Code, Department, Current location (access area) and the time of their last event.

Options

You can choose the order in which the order is printed: by Personnel Name (ascending or descending) or chronological.

The Time field allows you to specify how far back in the database to look. A figure of 12:00 means that all people who have used their card in the last 12 hours will be included in the report - unless their last movement was into the Outside World area.

Attendance Report

The attendance report gives you a list of only those people within specified departments who have used their card in the last defined number of minutes.

The primary use of this report is to identify those people who have arrived and are therefore ready to start work. This can be useful in a Production environment.

Options

This window allows you to select which Department: All, One or Range.

The Time field allows you to specify how many hours and minutes ago to start looking for events.

Absence Report

The absence report produces a list of personnel who have not used their card since a date and time specified by you.

Options

You can choose the order in which the order is printed: by Personnel Name (Ascending or Descending) or Chronological.

The Absent Since field allows you to specify how far back in the database to look.

Security Reports

Security reports fall into two categories:

- Access Area
- Personnel

Access Area Security Report

The Access Area security report allows you report on who has access to particular areas.

Note that Ultragard allows you to define access rights by three categories (by access level, by department and by individual definition). This report will only include rights conferred by any one of these categories. If you are unsure as to whether a person may have rights conferred by two or more categories, then you should run this report three times, once for each category.

Options

You can select which access areas you want to report on.

You can select which category of access rights to report on: by access level, by department or by individual definition.

Personnel Security Report

The Personnel Security report allows you report which access areas each person has rights to.

Note that Ultragard allows you to define access rights by three categories (by access level, by department and by individual definition). This report will only include rights conferred by any one of these categories. If you are unsure as to whether a person may have rights conferred by two or more categories, then you should run this report three times, once for each category.

Options

You can select which people you want to report on.

You can select which category of access rights to report on: by access level, by department or by individual definition.

Alarm Reports

Alarm reports fall into two categories:

- Acknowledged alarms
- Late Acknowledgements

Acknowledged alarms

Once you have acknowledged alarms in your system they are no longer visible in the Alarm window.

Ultragard can produce a report on Acknowledged Alarms, but this report does not include the date and time of the original event and the reported is sorted by the date and time of the acknowledgement.

Using Ultragard Reporter, this report includes all relevant information, sorted by the date and time of the original event.

Options

You can select which alarm procedure(s) you wish to report on

You can choose the period for the report. This period refers the original time and date of the alarm event, rather than the date and time of the acknowledgement of that alarm.

Late Acknowledgement Report

If it is important to you that alarms are reacted to quickly, you will want to know when this has not happened quickly enough. This report shows you such instances.

Options

You can select which alarm procedure(s) you wish to report on

You can choose the period for the report. This period refers the original time and date of the alarm event, rather than the date and time of the acknowledgement of that alarm.

In the Time field, you can specify a number of minutes; only alarms not acknowledged within this number of minutes will be included in the report.

Visitors

The purposes of the Visitors program are:

- Quickly allocate an existing card to a visitor
- Report on visitors still on site
- Report on all visitor activity

Setting up

To use this program, we recommend the following steps in preparation:

1. In Ultragard, define one or more “people”; for example “Visitor 1”; “Visitor 2”; etc. Give these people one or more cards as required. (Because a person can have more than one card, you only need to define one person with several cards in order to monitor several visitors. But if you wish to identify the visitors separately within Ultragard then you need to define several people).
2. In the Visitors program, use the Visitors IDs option in the System menu to register these IDs to the program
3. You are now ready to register the arrival of your first visitor

Visitor Arrival

When a visitor arrives, you use this screen to enter the visitor’s details and to issue them with an ID from the Ultragard S database.

As a minimum you are required to enter data in the Visitors Name and Company fields, and select an ID number.

Optional data can be entered in the Car Registration and Visiting fields.

The arrival date and time is automatically filled in for you, but as you can overwrite this you can pre-allocate an ID before a visitor arrives.

Visitor Departure

When a visitor leaves you should use this screen to log them out, this recording the date and time of their departure and releasing their ID for use by another visitor.

Visitor Reports

There are three defined reports, which allows you to report on the information you require about the visitors.

- Visitors On Site Report
- Visitors Details Report
- Visitors Activity Report

Visitors On Site Report

This report lists the names of visitors still on-site (i.e. registered as having arrived, but not registered as having departed).

Visitors Details Report

This report lists the details of all visitors whether they are on-site or not. This file gets bigger each time a new visitor is added, so you should use the Archive feature (in the System menu) from time to time to get rid of old data.

Visitors Activity Report

This shows all events related to cards which are registered to the Visitor program. If a card is registered to the program, but used when not allocated to a visitor, then the name from the Ultragard database is shown.

Archive Visitors

This shows all events related to cards which are registered to the Visitor program. If a card is registered to the program, but used when not allocated to a visitor, then the name from the Ultragard database is shown.

Trouble-shooting

This section will help you if you have some problems with reports and help resolve them.

Error codes

Error 500

There is not enough memory available to complete run the report.

Error 504

You have specified a report that does not exist in the path.

Error 507

There is an error in the file name you specified.

Error 508

The field number you specified is out of the existing range. $0 \leq \text{fieldN} \leq N$ fields.

Error 513

The printer driver for the printer you specified is missing.

Error 514

The name you have specified for the export file already exists. You must delete the file and export again or specify a different file.

Error 517

Only one application can access the print engine at one time. There is currently another app using the engine.

Error 520

You are trying to start a print job that has already been started. This can happen if the user starts a print job and then tries to start printing again before the previous printing has finished.

Error 522

There are not enough Windows system resources to process the function.

Error 524

You tried to initiate printing while Crystal Reports is already printing a job.

Error 525

There is something wrong with the report you are trying to open.

Error 526

You haven't specified a default printer. Specify a default printer via the Windows Control Panel.

Error 527

Unable to connect to the Server. The most common reason for the error to occur is that the database driver DLLs cannot be found.

Error 529

When printing to file or when sorting, the program requires more room than is available on the disk.

Error 530

In trying to print to file, the program is encountering another file problem besides disk full.

Error 532

The database DLL is corrupt, or an Ultragard database file is missing which is required to produce the report.

Error 533

Something is wrong with the database you have specified.

Error 534

The database DLL is corrupt.

Error 537

The table you have specified can not be found.

Error 540

The DLL required by your export call is either missing or out-of-date.

Error 541

An export DLL has reported an error.

Error 542

You're using the previous page control in the Preview window when you're already at the first page of the report.

Error 543

You are using the next page control in the Preview window when you're already at the last page of the report.

Error 544

Access to report file denied. Another program or user may be using it. If an OLE-based report is already open in CRW and you're trying to open it via CRPE, the call will fail.

Other Reporting Problems

Report Runs, but no data is printed.

If this is a database report, then no data is defined within Ultragard for this report.

Data is missing off the edge of the page.

This is down to the printer you have installed, the only option is to install another printer that supports true type fonts (Arial).