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**User Guide,  
iReport v1.5**

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## Important Precautions and Useful Information

This preface contains information that will help you understand and safely maintain MCE equipment. We strongly recommend you review this preface and read this manual before installing, adjusting, or maintaining Motion Control Engineering equipment. This preface discusses:

- Safety and Other Symbol Meanings
- In This Guide

## Safety and Other Symbol Meanings



### Danger

This manual symbol is used to alert you to procedures, instructions, or situations which, if not done properly, might result in personal injury or substantial equipment damage.



### Caution

This manual symbol is used to alert you to procedures, instructions, or situations which, if not done properly, might result in equipment damage.

### Note



This manual symbol is used to alert you to instructions or other immediately helpful information.

## In This Manual:

This manual is the installation and operation guide for iReport. When viewed online as a pdf file, hyperlinks link to related topics and informational websites. The manual includes:

- [Contents](#): Table of Contents. When viewed online as a pdf file, hyperlinks in the Contents link to the associated topic in the manual.
- [Section 1](#). iReport general description and installation instructions.
- [Section 2](#). Reference: Detailed explanation of screen controls.
- [Section 3](#). Server Interface: User interface on iReport Server.
- [Index](#): Alphabetical index to help you find information in the manual. When viewed online as a pdf file, index entry page references are hyperlinks to the associated information in the manual.



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## Quick Topics

- **iReport**
- **System Description**
- **Installation**
- **Remote Connection**
- **Startup**



## *iReport*

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### **iReport**

iReport is a system logging and report generating tool that allows local or remote analysis of elevator groups from a personal computer running a Windows operating system and iReport client software. Group dispatchers must be Ethernet capable so you can use iReport to connect to them through a local area network or remotely through the Internet.

iControl systems have a standard Ethernet interface, other MCE systems may need optional Ethernet hardware and system software upgrades to support iReport.

This manual section describes:

- **System Description, 1-2**
- **Installation, 1-4**
- **Remote Connection, 1-13**
- **Startup, 1-18**

**Note**



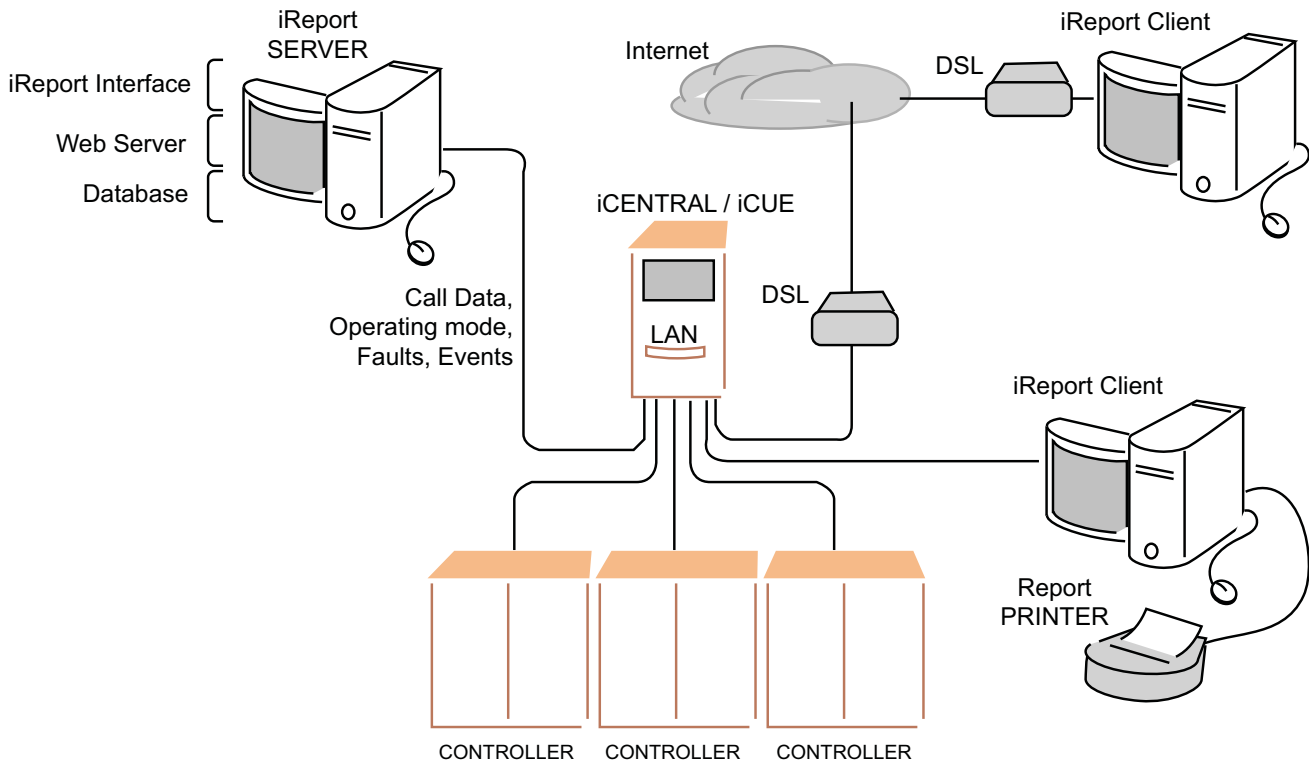
This manual describes all iReport software features. If you are connected to a controller other than an iControl, not all features will be supported by your controller.

## System Description

iReport consists of the iReport server and iReport clients. Group dispatchers may be connected to iReport directly through a local area network or they may be connected remotely through a DSL or other high-speed connection and the Internet. The group dispatcher provides iReport with hall call and car operating mode information. The individual car controllers provide iReport with event and fault notifications.

Typically, you will connect to and use iReport through the iReport client program on your PC. The iReport Server also supports a user interface, allowing monitored sites to be set up and/or edited from the Server as well as from the client. The block diagram below illustrates a possible system interconnection. Various local and remote connections are possible depending upon system requirements.

Figure 1.1 iReport Simplified Block Diagram





With reference to the block diagram:

- iReport maintains a constant connection to group dispatchers.
- The group dispatchers provide operating mode and hall call information to iReport.
- Individual car controllers initiate communication with iReport only when they have event/fault information to communicate.
- iReport data is stored and manipulated through database software running on the iReport server. Both SQL and DB2 databases are supported.
- If remote (Internet) connections are used, it is the customers responsibility to obtain, install, and configure appropriate firewall and other required software and hardware (i.e., net modems, DSL equipment, VPN, etc.).
- Client PCs connected to iReport display real time information. Screen information may be printed or copied into text or other files for storage.
- iReport client data is stored in XML format. Periodically, it is advisable to export data to a file on the client PC for archive purposes. At any time, you may import an archived file and again generate reports from the data.

**Note**

Importing an archived file will over-write the data currently on the PC. Before importing an archived file, be sure to export current data so that you may bring it back later if needed.

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## Installation

Installation includes hardware and software installs. If you purchased your iReport server from MCE, all required server software has already been installed. In this case, you need only follow hardware installation, iReport Client software installation, and startup instructions to begin using iReport. Refer to the [MCE Elevator Ethernet](#) topic and connection examples provided in the following pages of this guide.

## Hardware Install

The iReport server and iReport client PCs connect to the iCue/iCentral group dispatcher LAN hub. For local network connection:

1. The Ethernet cable provided to connect the iReport server to the group dispatcher is 25-foot long unless otherwise specified. Making sure the cable length is sufficient, install the server, monitor, keyboard, and mouse as described in the server manufacturer documentation.
2. Connect the blue Ethernet cable provided between the iReport server TCP/IP port and an unused port on the iCue/iCentral LAN hub.
3. Set up the PC that will run the iReport Client software and connect it to an unused ports on the iCue/iCentral LAN hub.



### Note

If multiple elevator group dispatchers are interconnected. The iReport server and Client PCs may be connected to the LAN hub of any of the interconnected groups.

## Making Connections

If the iReport server and/or client PCs are located at a different site than the iCue/iCentral group dispatcher to be monitored, you will need additional hardware and software to set up connections between machines.

If the server and PCs are on the same site but located too distantly for direct connection to the iCue LAN hub, you may be able to use ethernet extenders that allow the range of the network connections to be extended. Equipment to accomplish this is available at most commercial electronics stores. If your order included MCE Expanded Network equipment, consult the instructions that accompanied that equipment for installation guidance.

If the server and/or PCs are located at another site, you will need to establish connection using DSL modems and will need to install and configure firewall software to protect the elevator network from unauthorized intrusions. The MCE Remote Connect product may be used to facilitate these connections. In any case, you will probably need to employ the services of a networking specialist to properly set up these connections.



### Note

If you are setting up remote connections, there are many commercial products available to complete the job. Unless you are very knowledgeable about networking, this task should be left to a professional.

## Establishing Connections

The iReport server and Client PCs may be connected to elevator group controllers locally or remotely through the Internet.

### MCE Elevator Ethernet

MCE iCue elevator group controls use two local Ethernet networks. The first of these, the System network, is only used for immediate elevator traffic control. No external connections may be made to this network. This network uses orange cabling to set it apart from the second, LAN network (blue cabling).

The LAN network provides the point of connection for both the iReport server and Client PCs. You can identify the Ethernet hub for the iView network by checking:

- The hub is labeled “LAN.” Connections from the hub to the individual iControl elevators in the group are plugged into the #1 = LAN connection on the iControls.
- The iView PC for the group is connected to this hub.
- The connection from the hub to the iCue Group control is to the group control LAN connection.

Your job prints provide specific information about address settings and connections for your installation, please refer to them. The factory-default TCP/IP information for iCue/iControl elevator groups is:



**Table 1.1 LAN Addresses**

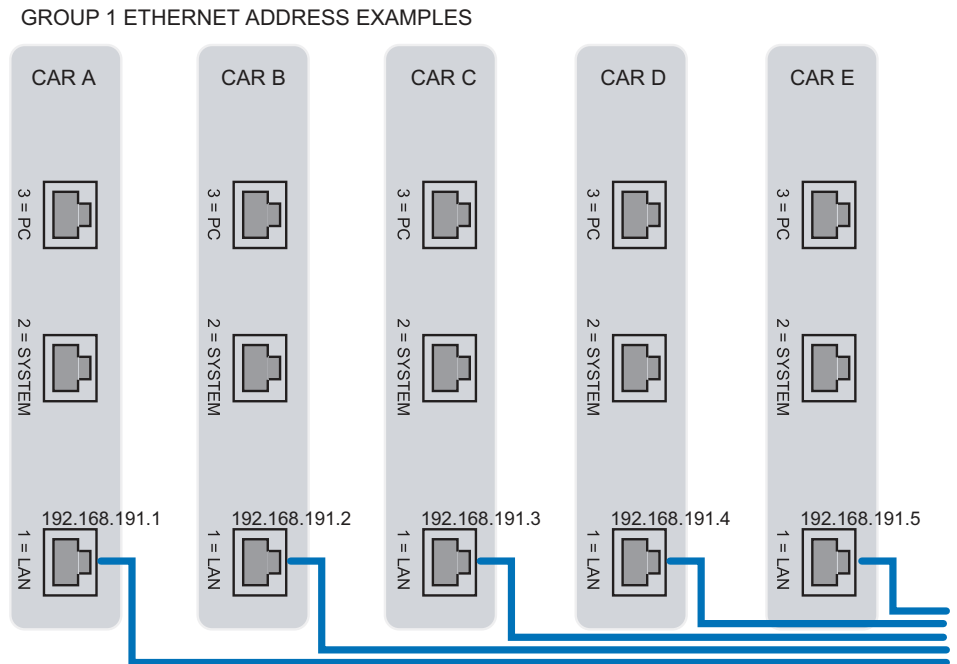
Hub	Group	Group IP Primary & Backup	Car ID	Car IP	Free
LAN	A	192.168.191.201-202	1-20	192.168.191.001-020	192.168.191.101-200
LAN	B	192.168.191.203-204	1-20	192.168.191.021-040	192.168.191.101-200
LAN	C	192.168.191.205-206	1-20	192.168.191.041-060	192.168.191.101-200
LAN	D	192.168.191.207-208	1-20	192.168.191.061-080	192.168.191.101-200
LAN	E	192.168.191.209-210	1-20	192.168.191.081-100	192.168.191.101-200

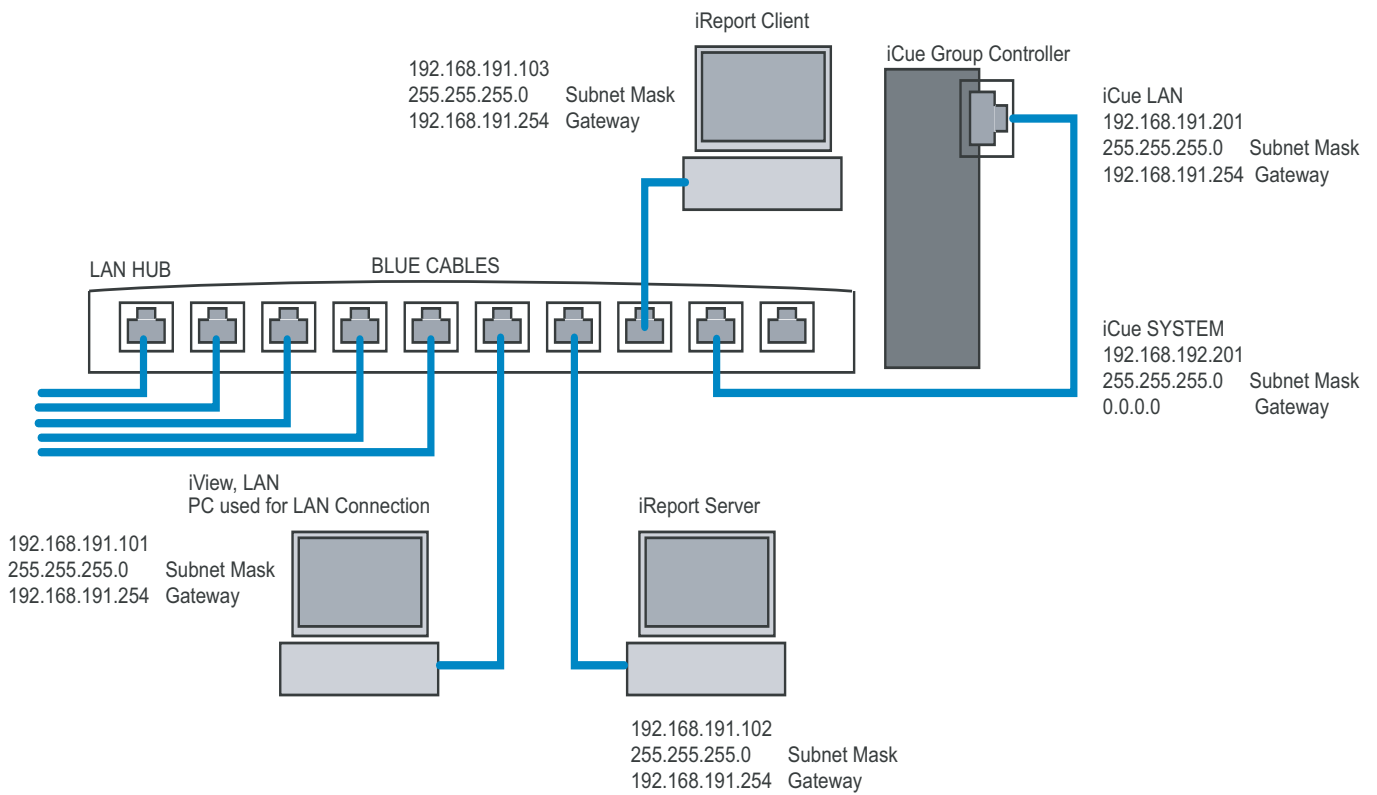
The default Subnet Mask for all ports is 255.255.255.000.

The default Gateway for the #1 (LAN) is 192.168.191.254.

The illustration below shows a single, typical iCue/iControl group with a locally connected iReport server and Client PC. Addresses shown are those used for the #1 elevator group. See the preceding table for others.

Figure 1.2 Typical LAN Connections, Elevator Group 1





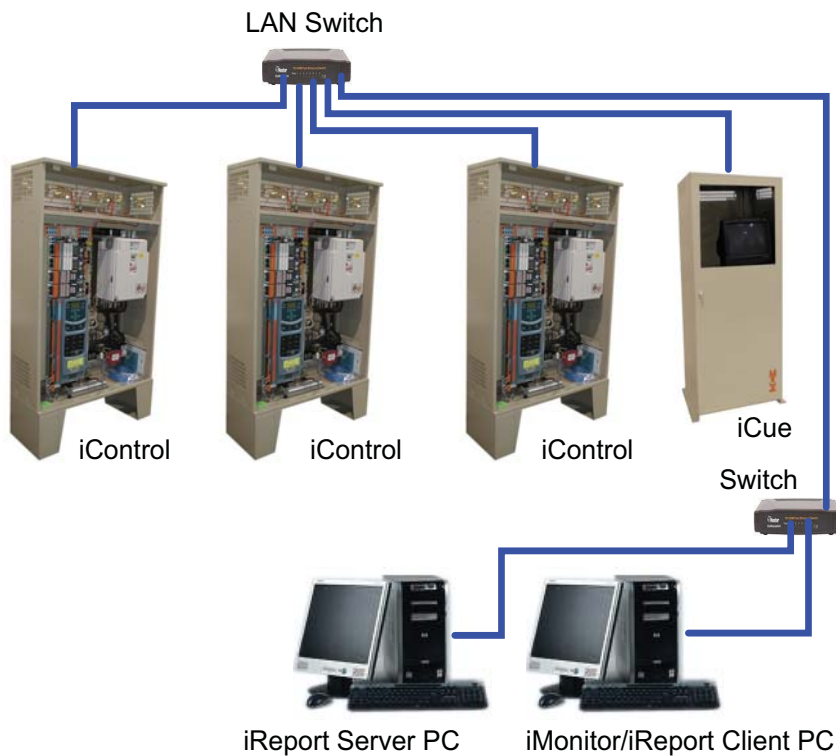
## iControl Local Connection

Local connections are those not requiring a VPN.

### One Group

The following illustration shows a same-site iReport installation for a single group.

Figure 1.3 Local Connection to Single Group

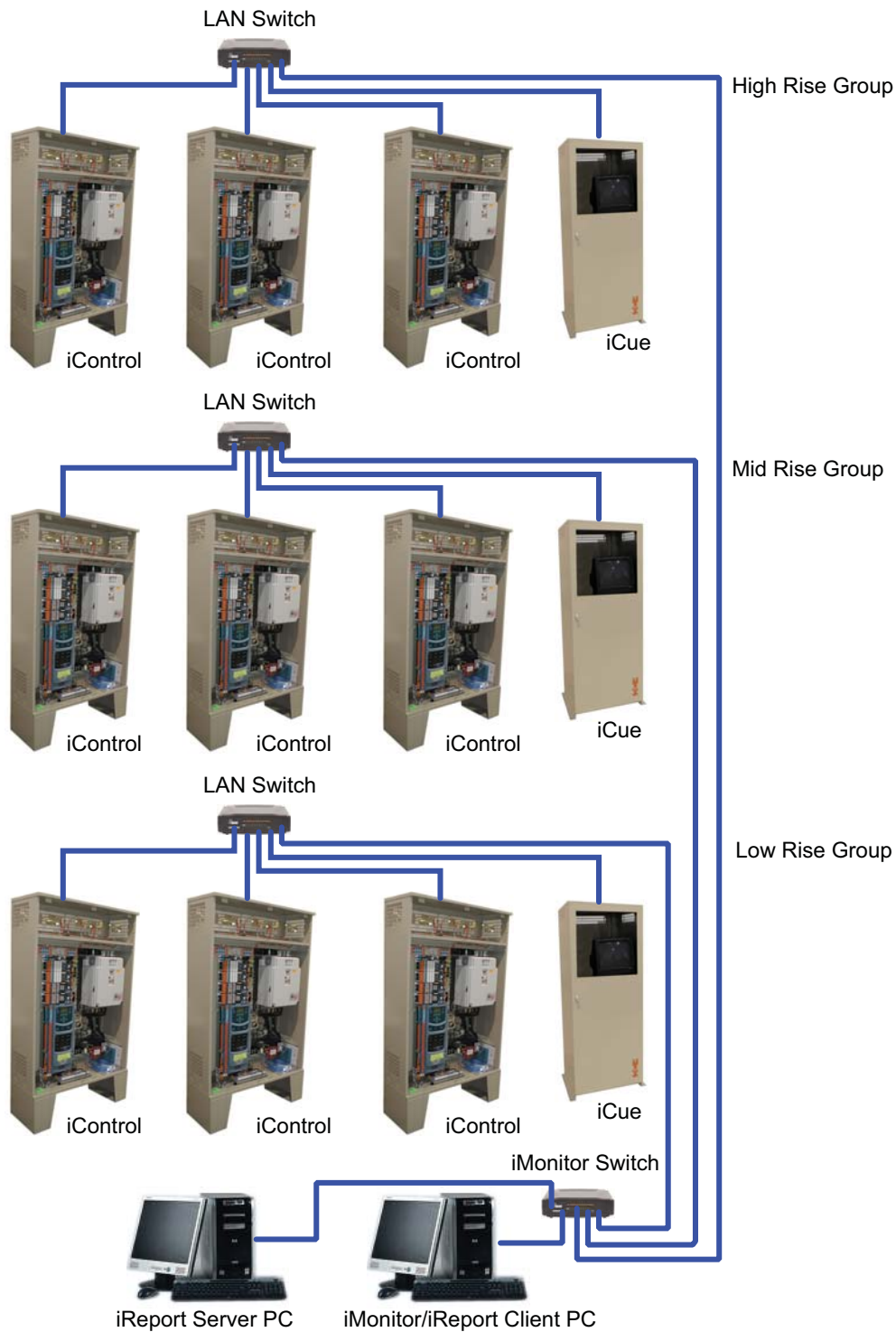


### Restrictions

- No single Ethernet cable may be longer than 100m (328 feet).
- If any single cable run will exceed 100m, an Ethernet hyperextender or fiber-optic to Ethernet converters must be used.
- All IP addresses on an interconnected network must be unique.
- Use shielded CAT 5e or CAT 6 STP (shielded twisted pair) cable and follow all manufacturer recommendations.

## Multiple Machine Rooms / Dedicated Elevator LAN

Figure 1.4 Multiple Machine Rooms / Dedicated Elevator LAN



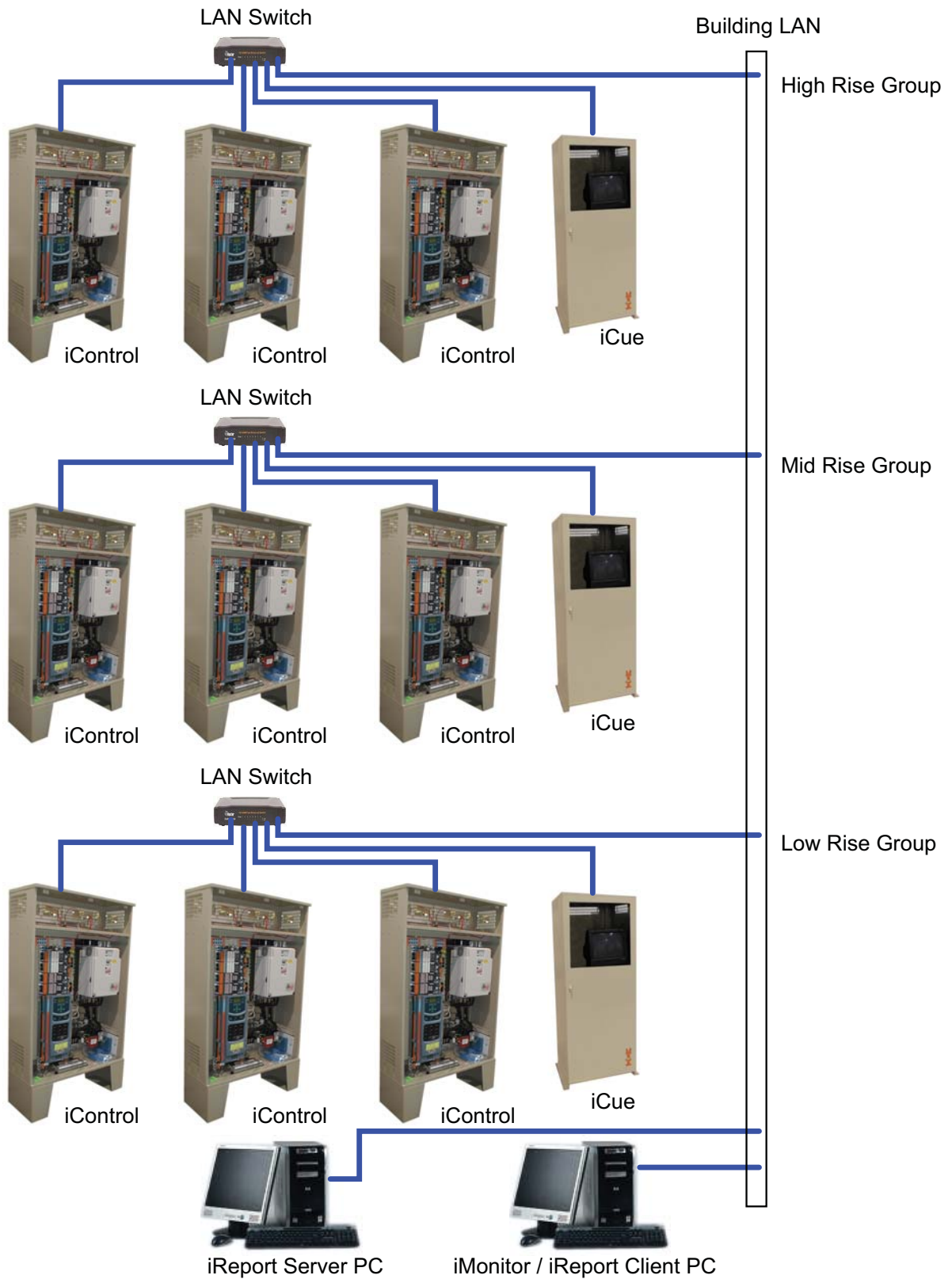
1

### Restrictions

As with single group connections.

# Multiple Machine Rooms with Existing Building LAN

Figure 1.5 Multiple Machine Rooms Through Building LAN





### Restrictions

In the previous example, each group LAN switch is connected to a cable drop or Ethernet port located in the machine room. Each machine room and the iReport Client station should be “cross-connected” by the building IT department. It is good practice to isolate the elevator network on its own VLAN if practical.

To facilitate this type of connectivity, each device connected to the network needs a static IP address:

- iBox
- iCue PC
- iView PC
- iMonitor PC
- iReport Server PC

The building IT department should provide a static IP address for each device. DHCP can be used for the iMonitor / iReport Client PC only. Please obtain the following from the building IT department:

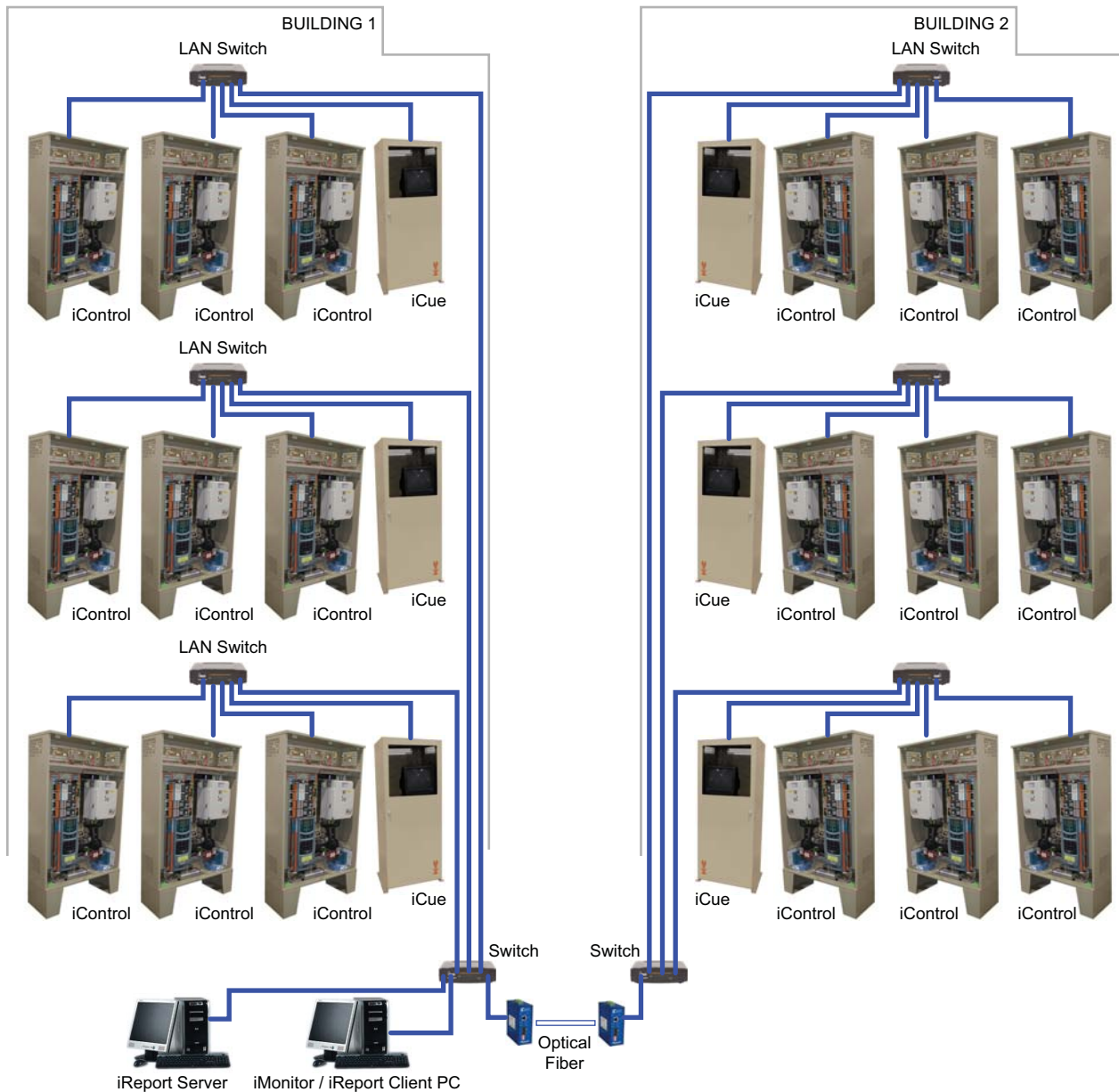
- IP address
- Subnet mask
- Gateway

Enter the address information into the LAN address of each iBox, as well as the LAN address of each iCue. Also change the IP address for each iView, iMonitor / iReport Client, and iReport Server PC.

## Two or More Buildings

In the example below, Ethernet cables are run from the LAN switches of the groups down to a switch in the lobby. iMonitor / iReport Client and iReport Server PCs are also connected to the lobby switch. Finally, the lobby switches in each building are connected to one another through a fiber optic link.

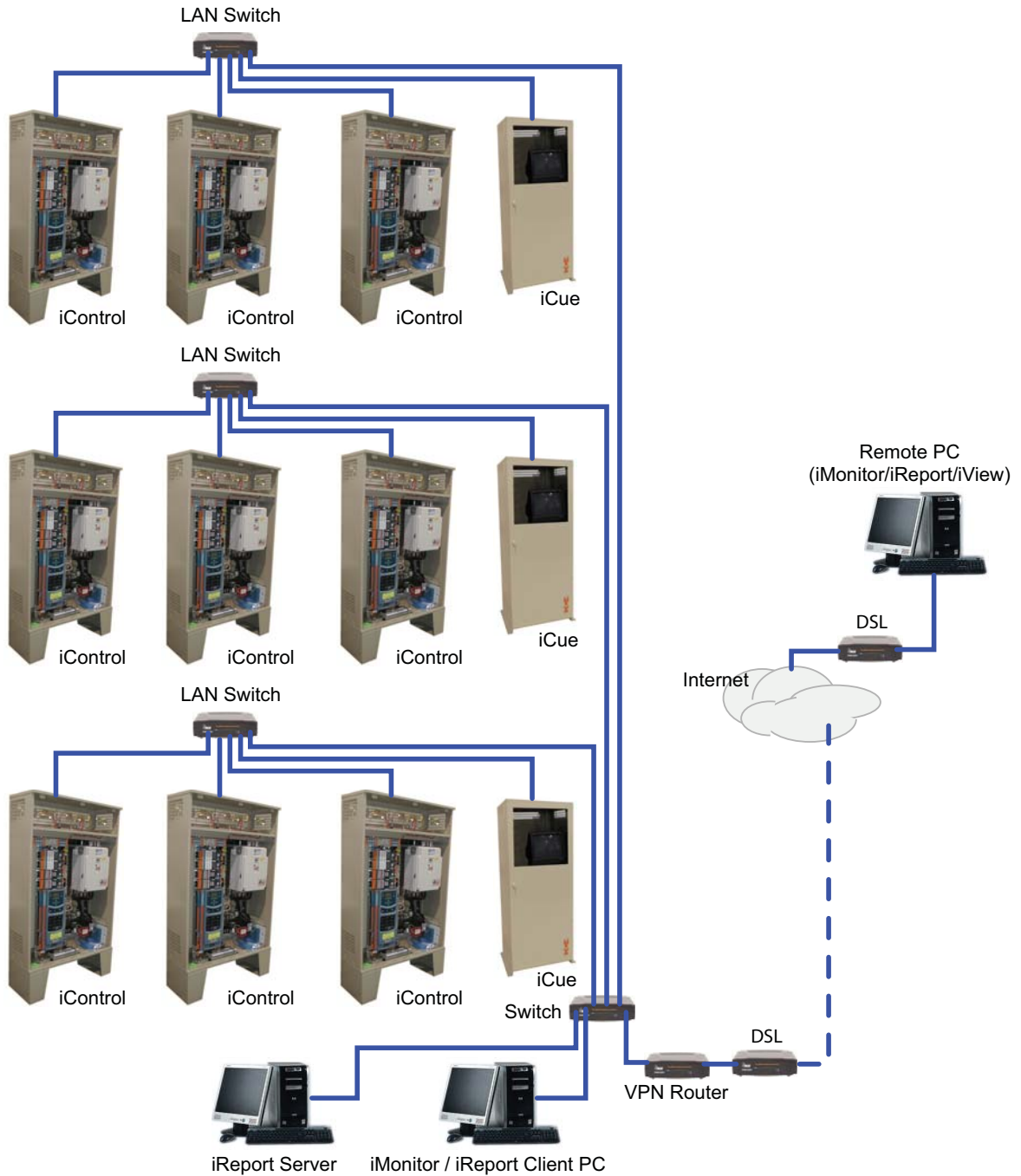
Figure 1.6 Two or More Buildings



# Remote Connection

If iReport is to be installed at a remote location, a high-speed Internet connection and a VPN router are required.

## Remote Connection using a DSL Modem and a VPN Router



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## Software Install

The iReport server requires server and database software. Typically, this software is installed on your preconfigured iReport Server. Server software install instructions are included here for reference if required. If you are installing from a CD, there will be an install instructions file on the CD specific to the release version. If available, the CD instructions should be followed rather than the instructions here.

iReport client software must be installed on PCs used to connect to the iReport server. If you purchased your client PCs from MCE, this software is installed for you. If you are using client PCs from another source, you must install the iReport Client software.

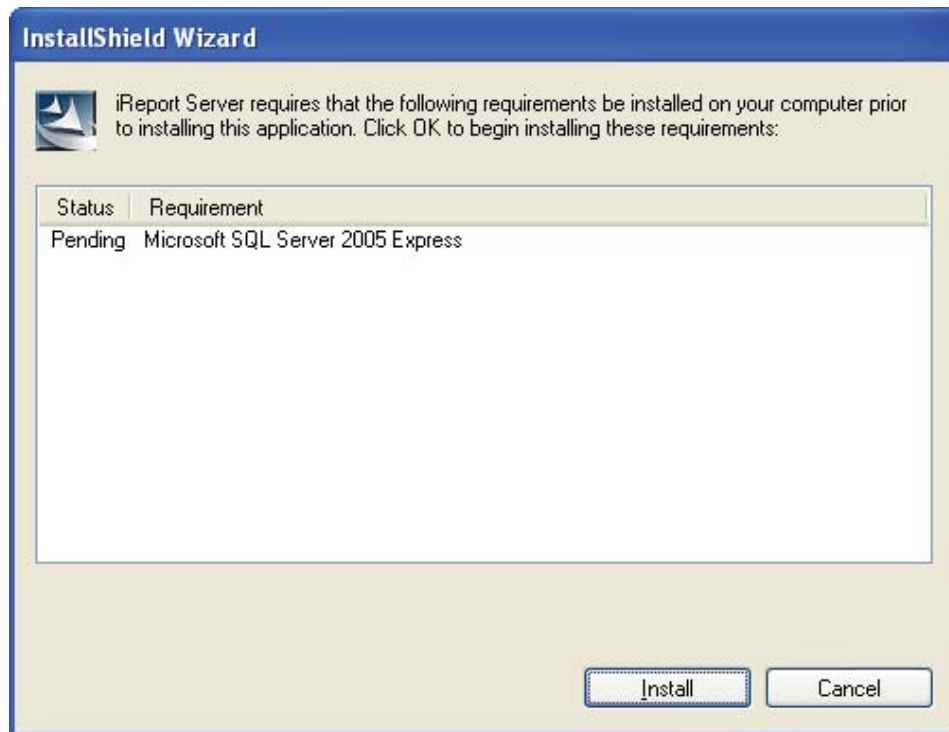
### iReport Server Software

1. Copy the iReport Server folder from the CD or web site to the server desktop. This is a required step.
2. Open the folder and double-click the LaunchSetup.exe file.

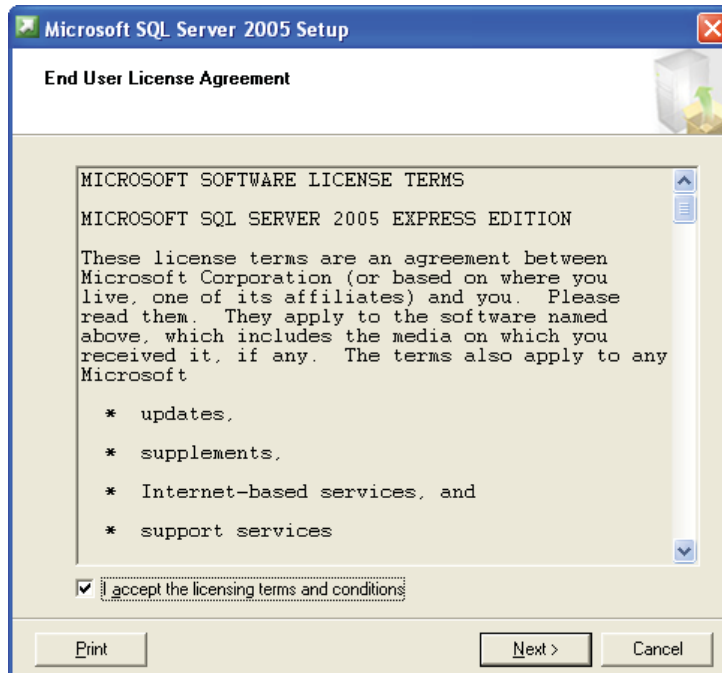
If a dialog appears and asks you to install the .NET Framework, click Yes and follow on-screen instructions to complete .NET installation.

3. When unpacking has finished, a dialog will ask you to accept the terms of agreement. After you accept, continue with setup to install the .NET Framework (if it has not already been installed).

The server uses SQL or DB2 database software. If it is not already installed, a dialog will appear to help you install it:



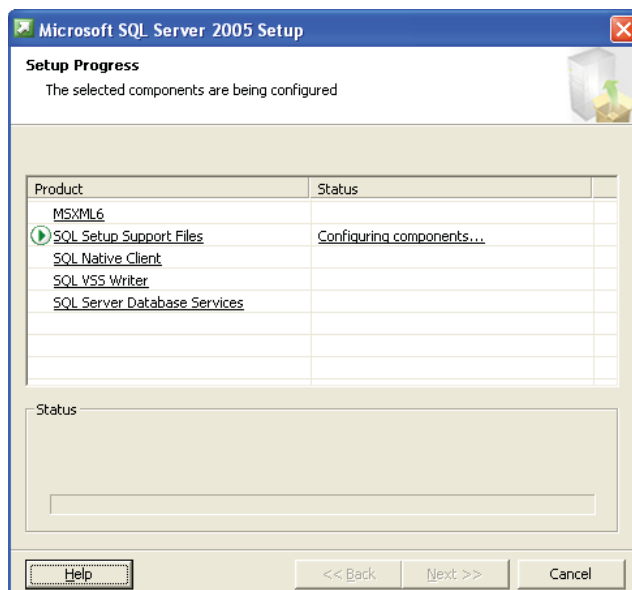
- Click the Install button. A dialog will appear asking you to accept the license terms.



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- Click the “I accept..” check box, then click Next to continue.

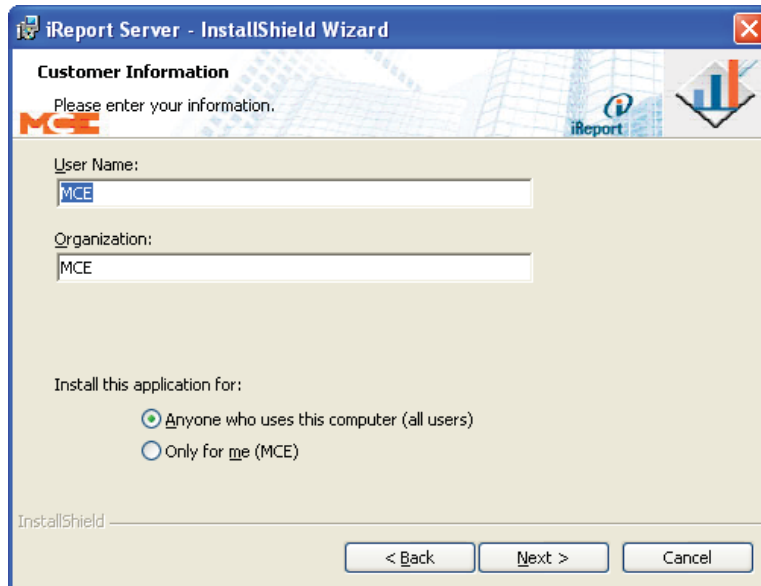
A Setup Progress dialog will appear while installation proceeds (generally, it takes several minutes to install).



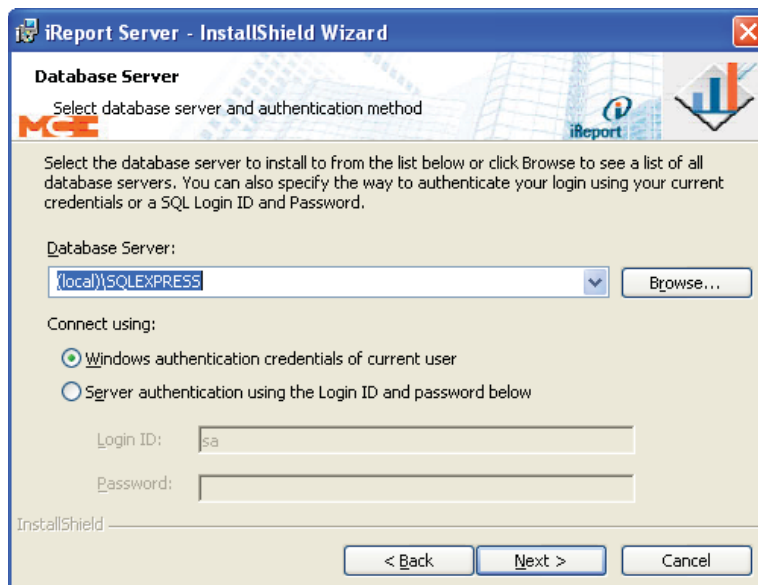
- When setup is finished, the NEXT button will be enabled. Click NEXT/Finish. The Install Shield dialog will appear.

## MCE Server Information

This process “attaches” the server to the database.

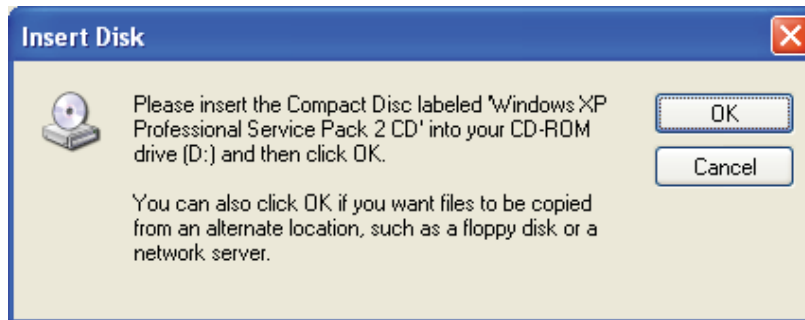


1. Enter a username and an organization name.
2. Install this application for:
  - **Anyone...:** Any logged on user will be able to run the software.
  - **Only for me (user name):** Only the user logged in to this computer account will be able to run the software.
3. Click Next to continue to the Database Server dialog.

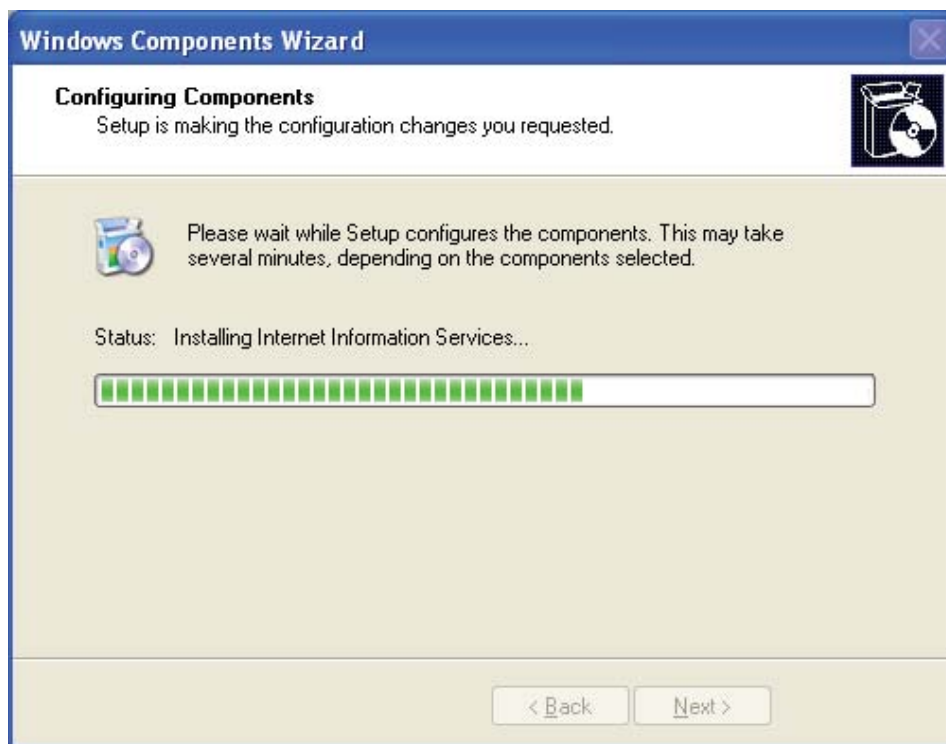


4. Pick (local)\SQLEXPRESS or local/DB2 as the database server. Leave default Connect using: set to Windows authentication credentials of current user. Click Next.

5. You will be asked to insert your Windows XP CD in the computer CD drive.



6. Insert the CD and click OK. The installer will install Internet Information Services.



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7. Click Next and follow instructions to Finish.
8. RESTART the PC. The server will not run until you restart the PC.

### iReport Client Software

iReport client software installs on your Windows XP PC and allows you to connect to the iReport server.

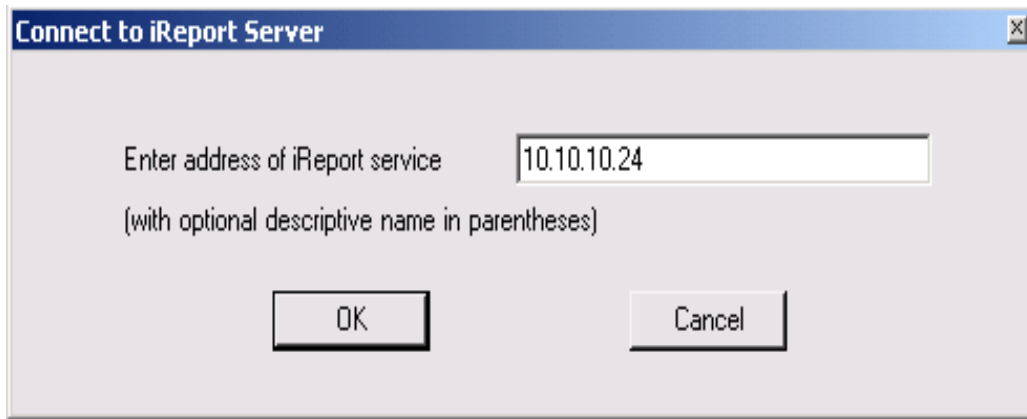
1. Copy the iReport Client folder from the CD or website to your PC desktop.
2. In the iReport Client folder, launch Setup.exe.
3. Follow on-screen instructions to complete installation.

After iReport Client is installed, you may be asked to install the .NET Framework 2.0 if it is not already installed. If asked, install the .NET Framework — it is required for iReport operation.

iReport Client software installation is now complete.

## Startup

On the Client PC, launch the iReport application by double-clicking on the iReport icon on the computer screen or by selecting iReport from the Windows Start button. A dialog will appear asking for the IP address of the iReport server.



1. Enter the iReport server TCP/IP address.

 **Note**

If you want to add an identifying name to the IP address to make identifying it easier, leave a space after the address and add the name in parentheses. For example, 207.66.15.185 (iReport Server)

2. Click Connect.





## Quick Topics

- [Opening iReport](#)
- [File Menu](#)
- [Reports Menu](#)
- [Help Menu](#)



## Reference



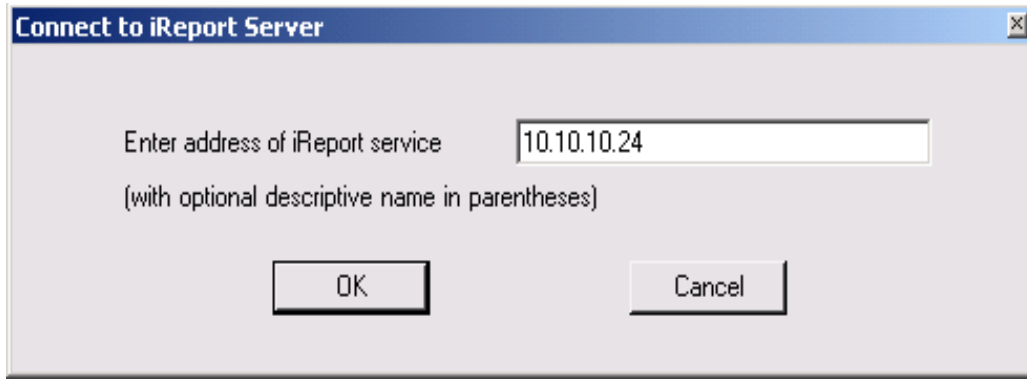
### Reference

This section describes using iReport:

- [Opening iReport, page 2-2](#)
- [File Menu, page 2-3](#)
- [Reports Menu, page 2-13](#)
- [Help Menu, page 2-26](#)

## Opening iReport

On the Client PC, launch the iReport Client application by double-clicking on the iReport Client icon on the computer screen or by selecting iReport Client from the Windows Start button. A dialog will appear asking for the IP address of the iReport server.



- Select or enter the iReport server TCP/IP address.
- Click OK

The iReport Client home screen will open. Across the top bar of the screen are menus that access iReport functions:

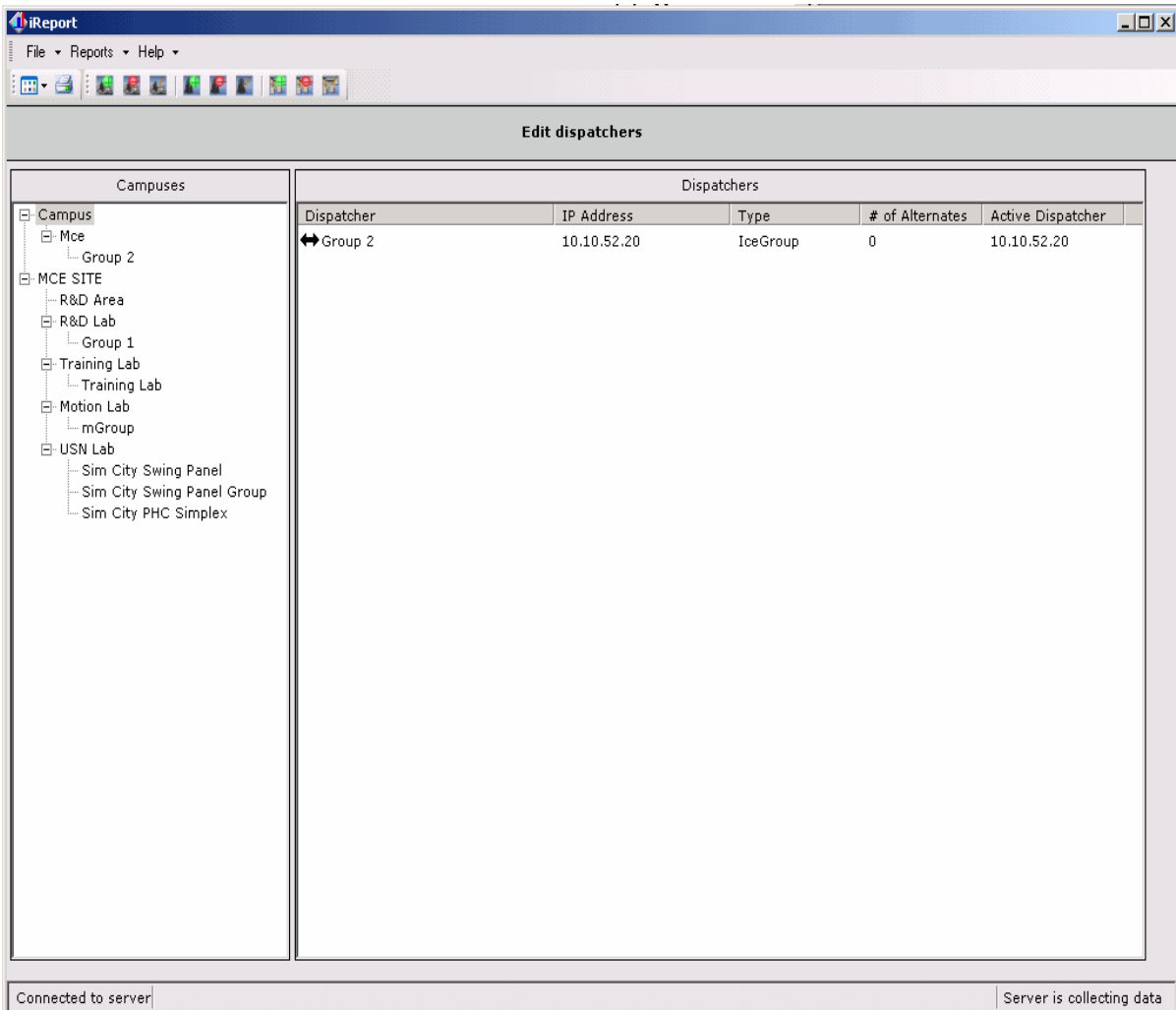
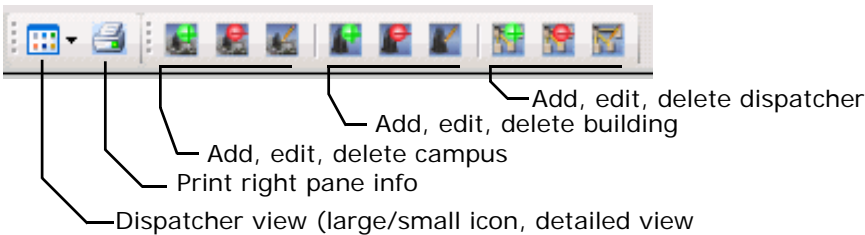
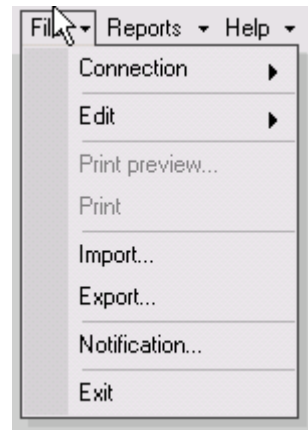


### Note

**Auto Connection:** Once you have successfully connected to a server, iReport will automatically connect to that same server the next time you launch the application. You will not see the Connect to iReport Server dialog shown at the top of this page.

## File Menu

- **Connection:** Connect/Disconnect from iReport server.
- **Edit/Dispatchers:** Allows you to edit/add/remove campus', buildings, and dispatcher IP addresses of dispatchers accessible by this iReport server.
- **Layout:** Campus/Building/Group in left pane. Selected dispatcher in right pane.
- **Campus'** are directories which contain Buildings which contain Group Dispatchers.
- The control bar allows you to quickly select a function:

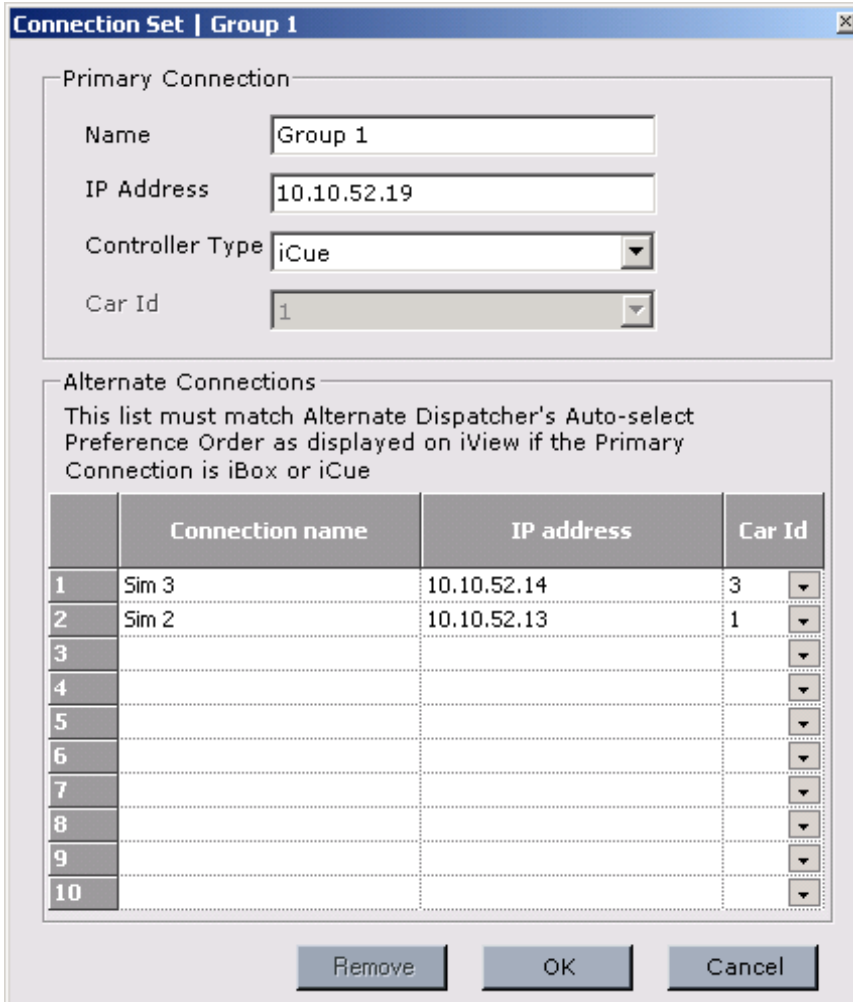


## Edit Dispatchers

Existing connections are shown in a list on the left side of the dialog.

- To remove a connection and its currently stored data, select the connection then click Remove.
- To add a new connection, click the New Dispatcher button.
- To edit a connection, select the connection then click the Edit button.

Both the Edit and the New Dispatcher buttons display the same dialog. If editing, current information will be displayed in the dialog. If creating new, the dialog will be blank.



**Connection Set | Group 1**

Primary Connection

Name: Group 1

IP Address: 10.10.52.19

Controller Type: iCue

Car Id: 1

Alternate Connections

This list must match Alternate Dispatcher's Auto-select Preference Order as displayed on iView if the Primary Connection is iBox or iCue

	Connection name	IP address	Car Id
1	Sim 3	10.10.52.14	3
2	Sim 2	10.10.52.13	1
3			
4			
5			
6			
7			
8			
9			
10			

Remove OK Cancel

- Name: Provide a unique, logical name for this dispatcher.
- IP address: Provide the dispatcher IP address. Refer to connection information in Section 1 of this manual if you do not understand IP addressing ([page 1-5](#)).
- Controller Type: iReport works with equipment including -
  - iCue: Stand alone, dispatcher for iControl elevator groups.
  - iBox (Alternate Dispatcher): An iControl elevator controller that is the alternate dispatcher should the iCue fail.
  - iBox (Simplex): An iControl elevator control operating as a simplex elevator.
  - Swing Panel (Group): A central, stand alone dispatcher for a group of IMC elevators.

- Swing Panel (Simplex): An IMC elevator control operating as a simplex elevator.
- Hydro (Duplex): HMC hydraulic controller functioning as a dispatcher for one additional HMC controller.
- Hydro (Simplex): HMC hydraulic controller operating as a simplex elevator.
- Traction (Duplex): PTC traction controller functioning as a dispatcher for one additional controller.
- Traction (Simplex): PTC traction controller operating as a simplex elevator.
- M2000 (Simplex): Motion 2000 hydraulic controller operating as a simplex elevator.
- M2000 (Duplex): Motion 2000 controller functioning as a dispatcher for one additional controller.
- M4000 (Simplex): Motion 4000 controller operating as a simplex elevator.
- M4000 (Duplex): Motion 4000 controller functioning as a dispatcher for one additional controller.
- M Group: Motion elevator group dispatcher.
- Third Party Escalator: Appropriately equipped escalator controller.
- Car ID: When an iControl Alternate Dispatcher (one of the cars in an iControl group) is selected as the primary dispatcher, this drop-down field will become active and must be set to match the car's ID (visible on the iBox LCD or through iView).

### Important Edit Connection Information

iReport stores collected data from defined connections. Because stored data is associated with a connection, you CANNOT edit an existing connection to create a new connection. Instead, create a completely new connection.

### Alternate Connections

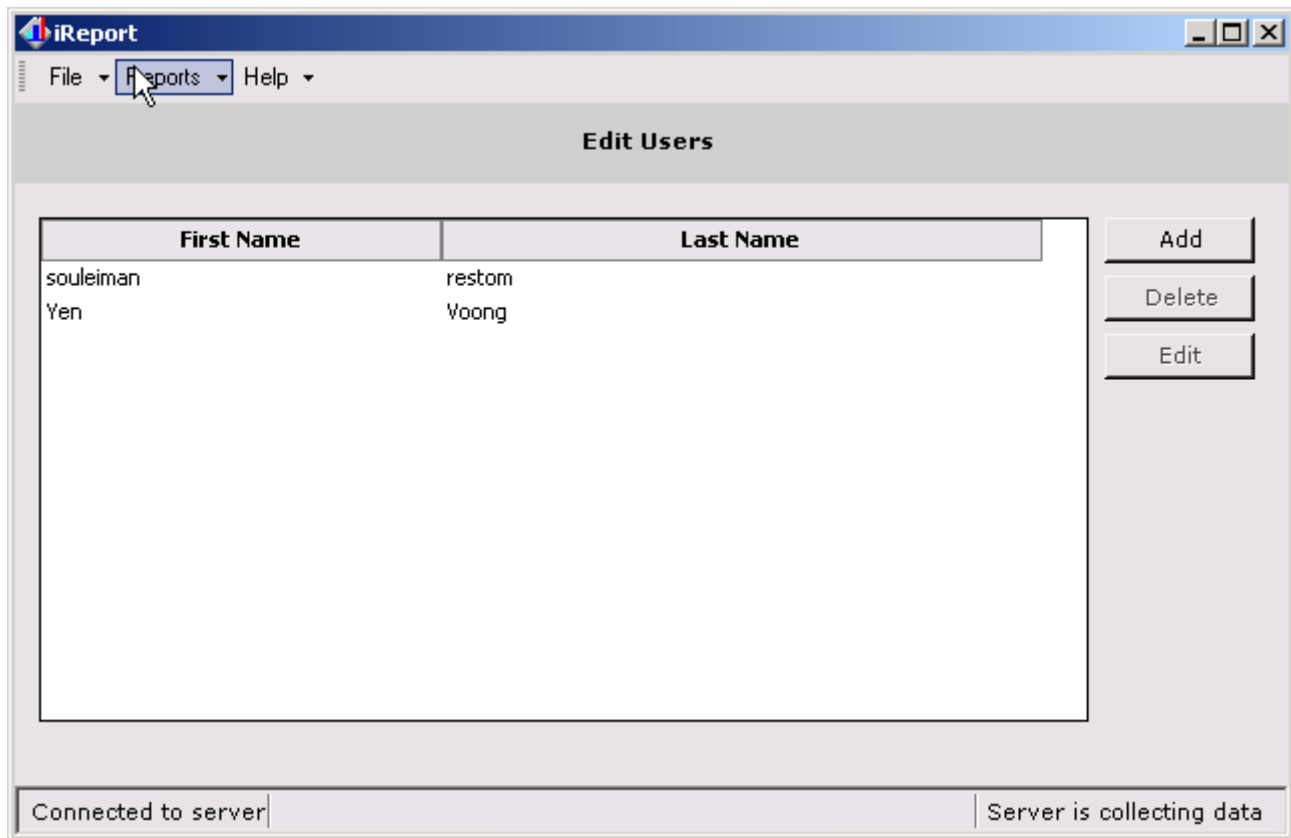
Alternate connections are connections to be activated if the primary connection fails.

iControl alternate connections must match the iView, System Configuration, Building screen assignments for priority (list position), IP address, and device ID (iController only).

For other alternates, for example a Motion control duplex or backup dispatcher, simply provide the connection name and the IP address.

## Edit Users

Edit Users allows a list of people to be notified by the system to be created or edited.

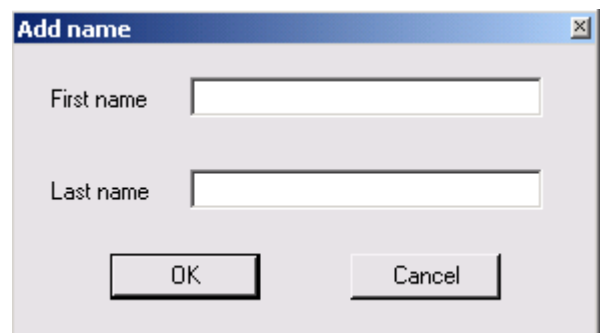


### Add User

Clicking Add brings up the dialog to the right. To add a user, simply enter the first and last name and click OK. The name will appear in the list.

### Edit User

To edit a user, select the name in the list and click on the Edit button. The Add dialog will appear and you may edit the user name.



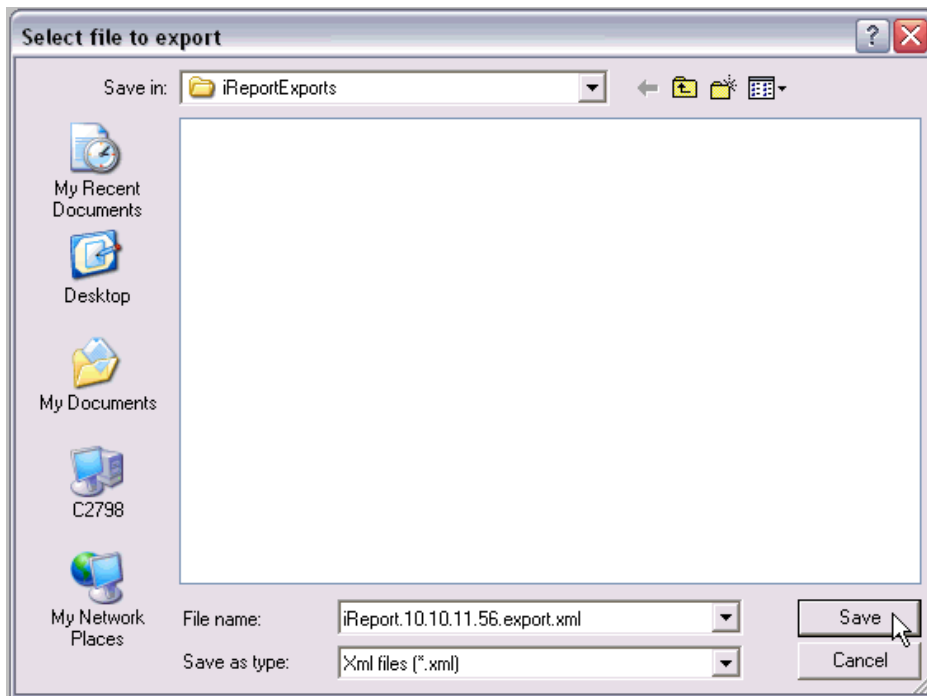
### Delete User

To delete a user, select the name in the list and click on the Delete button. The name will be removed.

## Print and Import/Export

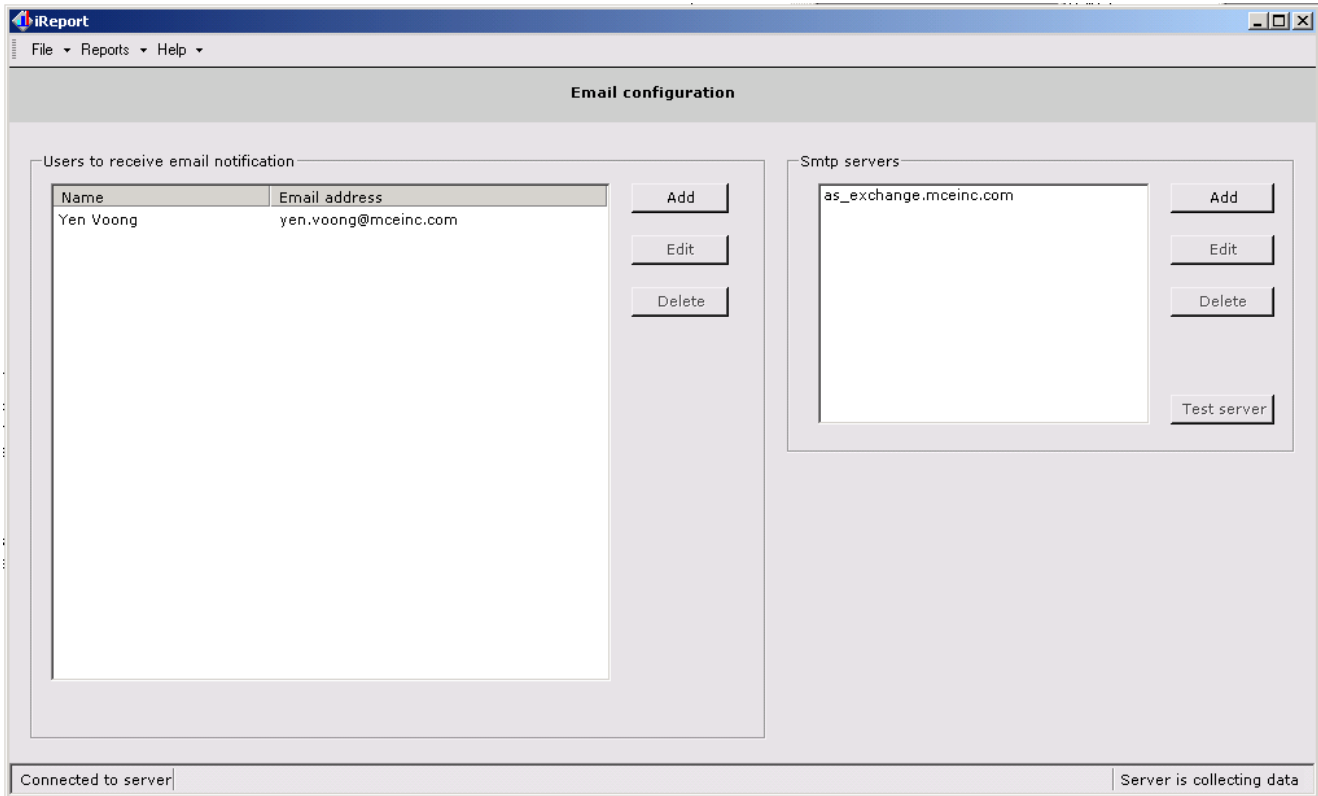
- Print Preview/Print: Preview and print current screen.
- Import: Used to browse to and import XML files of earlier iReport data that has been stored on the PC hard drive. Importing data will overwrite all information in the current file so, before importing, export the current data to its own XML file.

- **Export:** Use to export the current log information to an XML file for archival. The export dialog is shown below. The import dialog is similar.



## Notification

Notification is used to set up contact information so that the appropriate people are notified by iReport if specific events occur.



A list of people to potentially be notified appears in the left pane. The right pane shows the SMTP or other E-mail server for your system. When setting up notification, you will have to provide both E-mail addresses for persons to be notified and the server information for your E-mail system.

### Note

The SMTP server must be configured to allow access and may require authentication. Contact your system administrator or Internet Service Provider for assistance.



## Adding persons to be notified and notification times

1. Click Add.

**Email information**

User names:  Edit users

Email address:

Notification times | Notification filters

Dispatcher:

Start time	End time	Days of the week	Notification Type
------------	----------	------------------	-------------------

Add Edit Delete

OK Cancel

2. Select a user from the drop-down list if information has already been added or click on Edit Users if you need to add a name to the list (same as described earlier). With the user displayed, provide the user's email address, then select a Dispatcher from the drop-down list.

**Email information**

User names:  Edit users

Email address:

Notification times | Notification filters

Dispatcher:

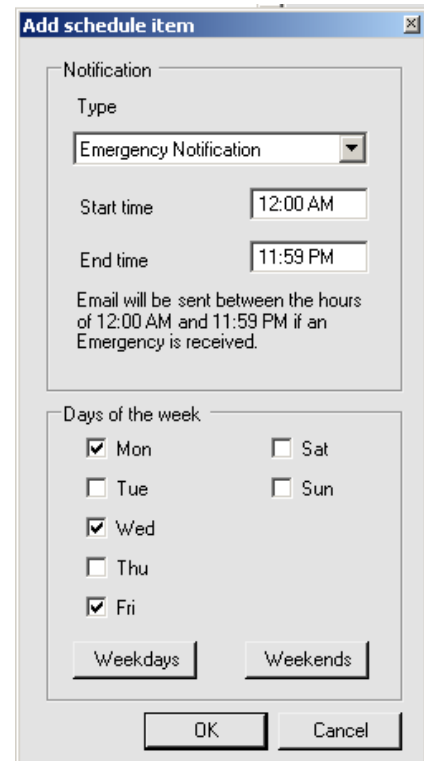
Start time	End time	Days of the week	Notification Type
12:00 AM	11:59 PM	Mon Tue Wed Thu Fri	Emergency Notification

Add Edit Delete

OK Cancel

2

3. To set up notification times, click Add (or Edit if already entered) while the Notification Times tab is highlighted.
4. Select the type of notification (emergency event or hall call analysis, or hall call performance report).
5. Enter the times between which this person should be notified. If this is an event notification, the recipient will be notified immediately if time/date allows or when the next time/day window opens. If this is an automated report generation, the report will be run and sent at the set End time on the active days.
6. Select specific days or use the Weekdays or Weekends buttons.
7. Click OK.



**Add schedule item**

Notification

Type  
Emergency Notification

Start time 12:00 AM

End time 11:59 PM

Email will be sent between the hours of 12:00 AM and 11:59 PM if an Emergency is received.

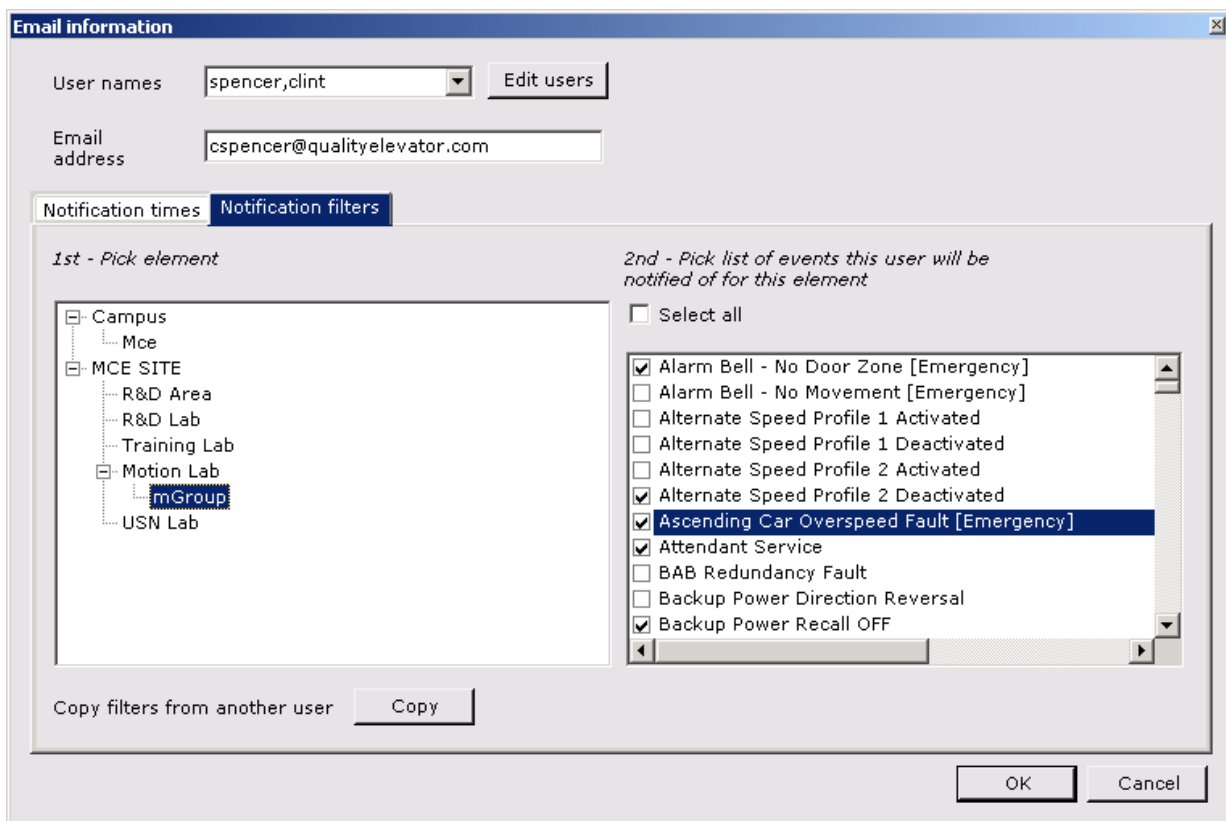
Days of the week

Mon  Sat  
 Tue  Sun  
 Wed  
 Thu  
 Fri

Weekdays Weekends

OK Cancel

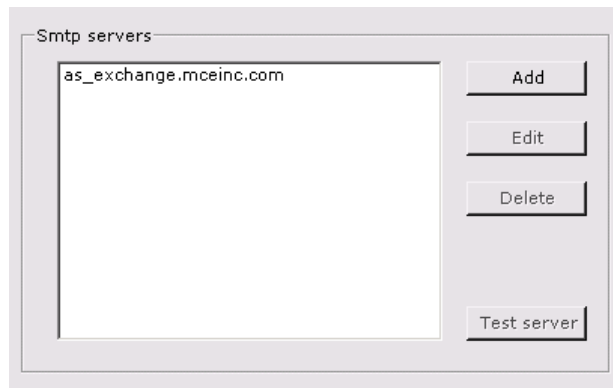
**Selecting events to trigger notification** When an enabled (checked) event is active, the user will be sent an email during the defined notification time.



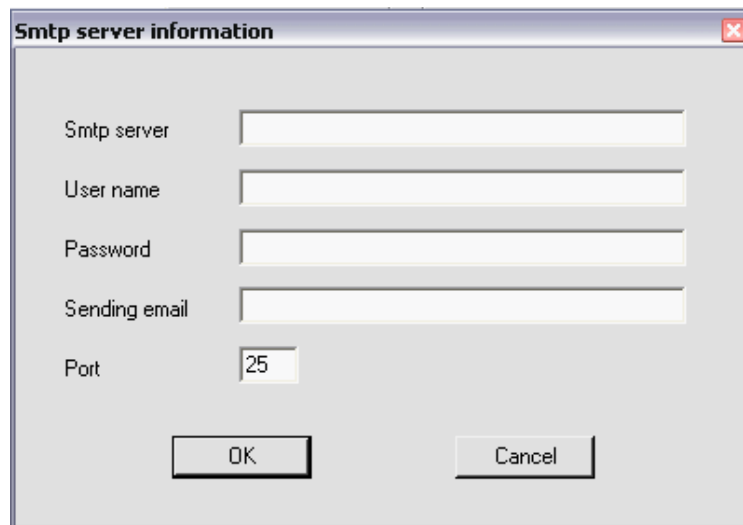
2

1. Select a Campus, Building, or Dispatcher.
  - Settings applied to a Campus apply to all contained Buildings and Dispatchers.
  - Settings applied to a Building apply to all contained Dispatchers but, if settings have been applied at the associated Campus level, Building settings will override them.
  - Settings applied to a Dispatcher apply to that Dispatcher but, if settings have been applied at the associated Campus or Building level, Dispatcher settings will override them.
2. Select the events which are to trigger notification.
  - Select all/Deselect all: When checked, causes all events to be selected/deselected.
  - Copy filters from another user: If previous contacts have been set up for a user(s) on this or another dispatcher, you can copy the event notification list assigned to one of them to use as a beginning point (dispatcher to dispatcher only).
3. Click OK to save selections.

**Add an SMTP server** The SMTP server is the mail server you use to send E-mail from this location. To add an SMTP server:



1. Click Add next to the server pane. (To edit a server, select it and click Edit.)



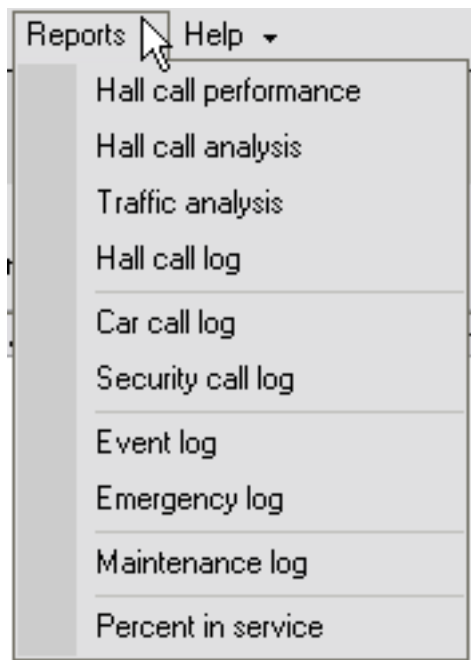
2. Enter the information. You may need to provide only the server URL, typically in the format smtp.domain.com or mail.domain.com. The IP administrator or contractor for the building will have this information for you.
3. Click OK.

## Remaining File Menu Choices

- 1 - X: Recent iReport server IP addresses.
- Exit: Close the iReport Client application.

## Reports Menu

Use the Reports menu to access desired reports. The bulleted report synopsis immediately below may seem confusing until you understand the reports. We suggest you skim the synopsis, then experiment with an actual report for better understanding.



These are the only two logs supported by escalator controllers.

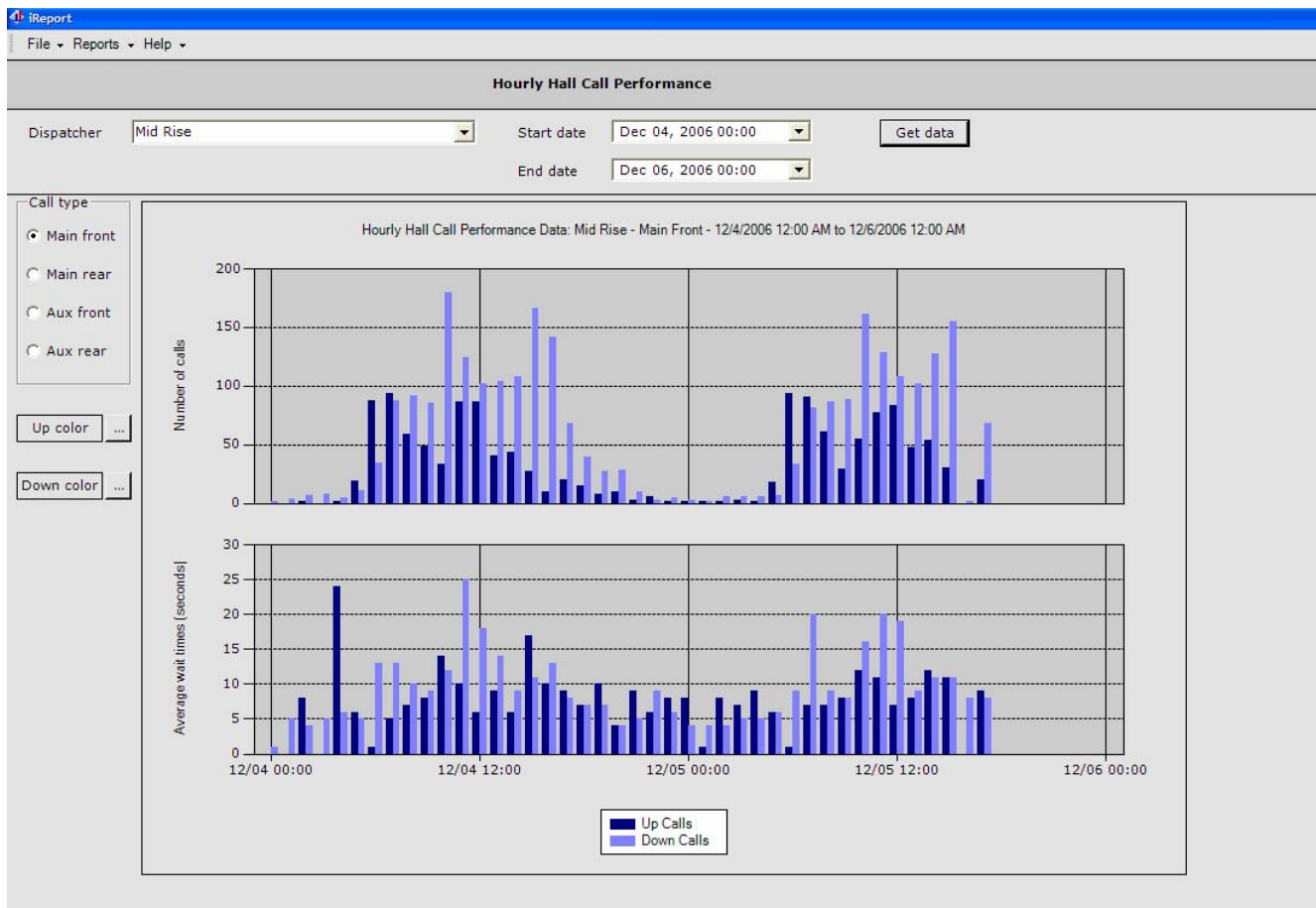
- **Hall Call Performance:** For the selected dispatcher and period of time, on a per riser, per hour basis, graphically displays the number of up and down hall calls placed and, immediately below, the average wait time before those calls were answered. [Please refer to “Hall Call Performance” on page 2-15.](#)
- **Hall Call Analysis:** For the selected dispatcher and period of time, allows you to set up and display on a number per floor and total number basis, clusters of up and down hall calls such that you can see how many calls for each floor were answered in x to xx seconds, how many in xx+1 to xx seconds, etc. You select the cluster increments in seconds and a display maximum time in seconds (for example, ten second increments to a maximum of 60 seconds would display six clusters of successive ten second increments and a final cluster of 61+ seconds). [Please refer to “Hall Call Analysis” on page 2-16.](#)
- **Traffic Analysis:** For the selected dispatcher and period of time, allows you to set up and display on a per time of day and total number basis, clusters of up and down hall calls such that you can see how many calls placed during a particular period during the day were answered in x to xx seconds, how many in xx+1 to xx seconds, etc. You select the cluster increments in seconds and a display maximum time in seconds (for example, ten second increments to a maximum of 60 seconds would display six clusters of successive ten second increments and a final cluster of 61+ seconds). The granularity of the time display is selectable. For example, you can choose thirty-minute slot intervals for 7:30, 8:00, 8:30, etc., or 15-minute slot intervals for 7:30, 7:45, 8:00, etc. [Please refer to “Traffic Analysis” on page 2-17.](#)

- **Hall Call Log:** For the selected dispatcher and period of time, allows you to set up and display on a date and time stamp basis, for all selected cars, floors, directions, doors, risers, wait times for each call placed, floor on which it was placed, responding car, direction of travel, doors involved, riser used, and wait time in seconds. You may sort, in ascending or descending order, by any of three sets of conditions, and flag in red any wait times falling outside a mathematically qualified formula. [Please refer to “Hall Call Log” on page 2-18.](#)
- **Car Call Log:** For the selected dispatcher and period of time, allows you to set up and display on a date and time stamp basis, for all selected cars, source and destination floors, and front or rear car operating panel, travel times for each car call placed, floor on which it was placed, and destination floor. You may sort, in ascending or descending order, by any of three sets of conditions, and flag in red any travel times falling outside a mathematically qualified formula. [Please refer to “Car Call Log” on page 2-19](#)
- **Security Call Log:** For the selected iControl dispatcher and period of time, allows you to set up and display on a date and time stamp basis, for all selected cars, source and destination floors, and front or rear car operating panel, travel times for each secured car call placed, floor on which it was placed, and destination floor. You may sort, in ascending or descending order, by any of three sets of conditions. [Please refer to “Security Call Log” on page 2-20.](#)
- **Event Log:** For the selected dispatcher and period of time, allows you to display date, time, description, car, and floor for all system events you select. [Please refer to “Event Log” on page 2-21.](#)
- **Emergency Log:** For the selected dispatcher and period of time, allows you to display date, time, description, acknowledgement, and acknowledgement comments for all system emergencies you select. You may sort by car, acknowledgement status, and any or all of three sets of conditions. After displaying, you may highlight and acknowledge or un-acknowledge listed emergencies. [Please refer to “Emergency Log” on page 2-22.](#)
- **Notifications Log:** For the selected technician and period of time, displays user, dispatcher, event and time of notifications sent. [Please refer to “Notifications Log” on page 2-23.](#)
- **Maintenance Log:** For the selected dispatcher and period of time, you may display maintenance reports logged by any valid system user. To use this function, you first enter the user’s name to make it valid. When the user or a proxy wishes to enter a maintenance report, they may do so. [Please refer to “Maintenance Log” on page 2-24.](#)
- **Percent in Service:** For the selected dispatcher and period of time, allows you to display all cars for a selected group along with the percentage of time they were in service during that period of time. [Please refer to “Percent in Service” on page 2-25.](#)

**Note**

Supported Events: iReport emergency and events reporting screens provide a complete listing of iControl events. iControl operating software release, December 05, provides notification to iReport for a subset of these events. iReport online help provides a list of December 05 supported events.

# Hall Call Performance



2

- Select a dispatcher/group to examine.
- Click on the start date drop-down arrow to reveal a date selection calendar.
- Set a starting date. The calendar will close.
- Set starting time by clicking on the time displayed and entering it in 24-hour format.

Start date

- Repeat to set ending date and time.
- Select the hall call riser for which you want data.
- Click Get Data.
- If desired, you can select colors for the bar graph displays.

July 2006						
Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5
Today					None	



# Hall Call Analysis

iReport  
File Reports Help

**Hall Call Analysis**

Dispatcher:  Start date:

Wait time interval:  Maximum interval:  End date:

Floor	Up Call Wait Time Interval (secs)							Calls
	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	61+	
M	401	38	4	3	0	0	2	525
X	0	0	0	0	0	0	0	0
X	0	0	0	0	0	0	0	0
15	10	1	1	0	1	0	0	23
16	47	9	4	0	0	0	0	83
17	19	4	2	1	1	1	0	39
18	1	2	0	0	0	0	0	6
19	1	0	1	0	0	1	0	5
<b>Total</b>	560	78	17	15	4	3	9	862
%	64	9	1	1	0	0	1	

Floor	Down Call Wait Time Interval (secs)							Calls
	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	61+	
M	0	0	0	0	0	0	0	0
X	0	0	0	0	0	0	0	0
X	0	0	0	0	0	0	0	0
15	24	9	1	0	0	0	0	41
16	103	21	6	3	3	0	1	178
17	92	18	6	3	0	2	1	168
18	112	15	11	3	2	0	4	196
19	49	13	6	1	1	1	0	103
<b>Total</b>	956	211	97	42	17	10	25	1838
%	52	11	5	2	0	0	1	

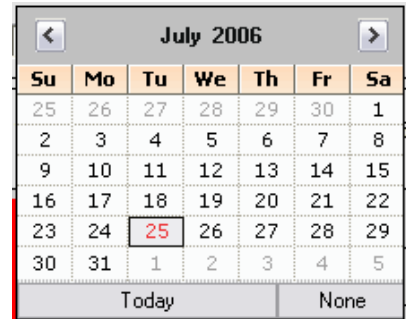
Summary								
<b>Total</b>	1516	289	114	57	21	13	34	2700
%	56	10	4	2	0	0	1	

Percentages may not add up to 100% due to rounding

- Select a dispatcher/group to examine.
- Click on the start date drop-down arrow to reveal a date selection calendar.
- Set a starting date. The calendar will close.
- Set starting time by clicking on the time displayed and entering it in 24-hour format.

Start date:

- Repeat to set ending date and time.
- Select a Wait time interval (Increments in which results will be displayed, i.e., 10 seconds, 20 seconds).
- Select a maximum wait time (anything in excess of this will be displayed in the final column).
- Click Get Data.





## Traffic Analysis

**Traffic Analysis**

Dispatcher:  Starting slot:

Wait time interval:  Maximum interval:  Ending slot:  Slot interval:

Time slot	Up Call Wait Time Interval (secs)							Calls	Longest	Avg WT
	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	61 +			
06:26	0	0	0	0	0	0	0	0	0	0
06:56	0	0	0	0	0	0	0	0	0	0
07:26	0	0	0	0	0	0	0	0	0	0
07:56	0	0	0	0	0	0	0	0	0	0
08:26	0	0	0	0	0	0	0	0	0	0
08:56	0	0	0	0	0	0	0	0	0	0
09:26	0	0	0	0	0	0	0	0	0	0
09:56	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	4	2	3	2	3	4	15	33	11567	424
<b>%</b>	12	6	9	6	9	12	45			

Time slot	Down Call Wait Time Interval (secs)							Calls	Longest	Avg WT
	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	61 +			
06:26	0	0	0	0	0	0	0	0	0	0
06:56	0	0	0	0	0	0	0	0	0	0
07:26	0	0	0	0	0	0	0	0	0	0
07:56	0	0	0	0	0	0	0	0	0	0
08:26	0	0	0	0	0	0	0	0	0	0
08:56	0	0	0	0	0	0	0	0	0	0
09:26	0	0	0	0	0	0	0	0	0	0
09:56	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	29	29	11688	2127
<b>%</b>	0	0	0	0	0	0	100			

Summary										
<b>Total</b>	4	2	3	2	3	4	44	62	11688	1221
<b>%</b>	6	3	4	3	4	6	70			

Percentages may not add up to 100% due to rounding



- Select a dispatcher/group to examine.
- Click on the start date drop-down arrow to reveal a date selection calendar.
- Set a starting date. The calendar will close.
- Set starting time by clicking on the time displayed and entering it in 24-hour format.

Start date:

July 2006						
Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5
Today					None	

- Repeat to set ending date and time.
- Select a Wait time interval (Increments in which results will be displayed, i.e., 10 seconds, 20 seconds).
- Select a maximum wait time (anything in excess of this will be displayed in the final column).
- Select a time slot increment (i.e., 30 minute periods, 45 minute periods, etc.).
- Click Get Data.



# Hall Call Log

Date	Time	Car	Floor	Hallway	Direction	Door	Wait time
12/4/2006	2:15:17 AM	10	26	Main	Down	Front	4
12/4/2006	2:20:56 AM	12	25	Main	Down	Front	3
12/4/2006	2:55:22 AM	12	26	Main	Down	Front	2
12/4/2006	3:35:09 AM	10	26	Main	Down	Front	4
12/4/2006	3:37:14 AM	10	25	Main	Up	Front	4
12/4/2006	3:40:05 AM	10	26	Main	Down	Front	4
12/4/2006	3:55:51 AM	11	24	Main	Down	Front	4
12/4/2006	3:59:44 AM	9	22	Main	Down	Front	3
12/4/2006	4:09:45 AM	10	25	Main	Down	Front	4
12/4/2006	4:13:29 AM	10	26	Main	Down	Front	4
12/4/2006	4:15:03 AM	10	28	Main	Down	Front	11
12/4/2006	5:37:25 AM	9	23	Main	Down	Front	4
12/4/2006	5:41:58 AM	9	23	Main	Down	Front	4
12/4/2006	5:48:50 AM	9	M	Main	Up	Front	10
12/4/2006	5:50:55 AM	11	26	Main	Down	Front	4
12/4/2006	5:53:27 AM	11	25	Main	Up	Front	31
12/4/2006	6:04:06 AM	10	M	Main	Up	Front	6
12/4/2006	6:11:48 AM	7	23	Main	Down	Front	4
12/4/2006	6:19:30 AM	10	16	Main	Down	Front	3
12/4/2006	6:24:22 AM	7	23	Main	Down	Front	4
12/4/2006	6:28:54 AM	8	16	Main	Down	Front	3
12/4/2006	6:34:21 AM	8	M	Main	Up	Front	7
12/4/2006	6:36:24 AM	12	M	Main	Up	Front	6
12/4/2006	6:40:41 AM	12	23	Main	Down	Front	5
12/4/2006	6:44:29 AM	9	M	Main	Up	Front	3
12/4/2006	6:45:19 AM	9	23	Main	Down	Front	1
12/4/2006	6:46:09 AM	7	16	Main	Up	Front	3
12/4/2006	6:47:34 AM	8	M	Main	Up	Front	4

- Select a dispatcher/group to examine.
- Click on the start date drop-down arrow to reveal a date selection calendar.
- Set a starting date. The calendar will close.
- Set starting time by clicking on the time displayed and entering it in 24-hour format.

Start date

- Repeat to set ending date and time.
- Pick cars and floors to include in the report.
- Select direction, floor, and hall way (riser).
- Determine wait time qualifications and criteria you want flagged.
- Set up list sorting parameters.
- Click Apply Selection.
- Click Get Data.

July 2006						
Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5
Today					None	

# Car Call Log

Date	Time	Car	Source Floor	Destination Floor	Door	Travel time
12/4/2006	12:20:45 AM	10	28	M	Front	41
12/4/2006	12:25:30 AM	7	M	28	Front	38
12/4/2006	1:27:04 AM	12	M	28	Front	39
12/4/2006	1:31:03 AM	12	22	M	Front	31
12/4/2006	1:44:55 AM	10	28	M	Front	40
12/4/2006	1:49:56 AM	7	M	28	Front	39
12/4/2006	2:15:41 AM	10	26	25	Front	15
12/4/2006	2:21:17 AM	12	25	26	Front	13
12/4/2006	2:40:09 AM	10	28	M	Front	39
12/4/2006	2:44:38 AM	11	M	28	Front	40
12/4/2006	2:52:17 AM	7	M	26	Front	36
12/4/2006	2:56:10 AM	12	26	M	Front	39
12/4/2006	3:35:33 AM	10	26	25	Front	15
12/4/2006	3:37:37 AM	10	25	26	Front	8
12/4/2006	3:40:54 AM	10	26	M	Front	42
12/4/2006	3:44:42 AM	12	M	26	Front	38
12/4/2006	3:48:33 AM	11	M	26	Front	37
12/4/2006	3:50:22 AM	12	M	28	Front	39
12/4/2006	3:51:50 AM	11	26	M	Front	40
12/4/2006	3:54:35 AM	10	28	26	Front	13
12/4/2006	3:55:20 AM	11	26	24	Front	13
12/4/2006	3:56:14 AM	11	24	22	Front	13
12/4/2006	4:00:08 AM	9	22	20	Front	12
12/4/2006	4:05:11 AM	9	20	18	Front	14
12/4/2006	4:05:57 AM	8	18	16	Front	10
12/4/2006	4:06:30 AM	8	16	M	Front	24
12/4/2006	4:08:01 AM	10	26	25	Front	12
12/4/2006	4:10:08 AM	10	25	26	Front	12

2

- Select a dispatcher/group to examine.
- Click on the start date drop-down arrow to reveal a date selection calendar.
- Set a starting date. The calendar will close.
- Set starting time by clicking on the time displayed and entering it in 24-hour format.

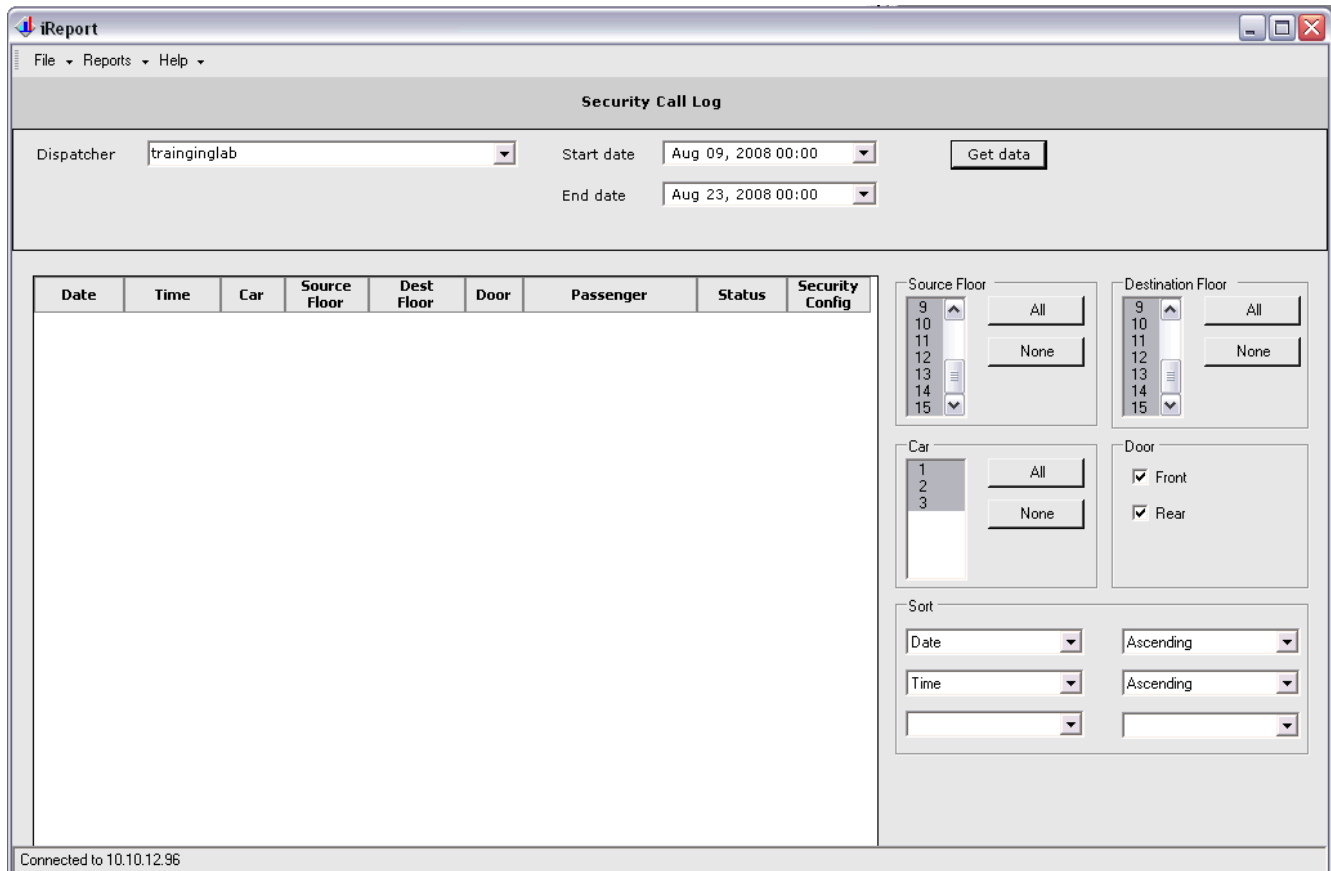
Start date Jul 25, 2006 06:00

July 2006						
Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5
Today				None		

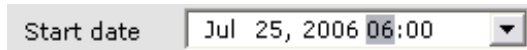
- Repeat to set ending date and time.
- Pick source and destination floors to include.
- Pick cars and doors to include.
- Determine travel time qualifications and criteria you want flagged.
- Set up list sorting parameters.
- Click Apply Selection.
- Click Get Data.

# Security Call Log

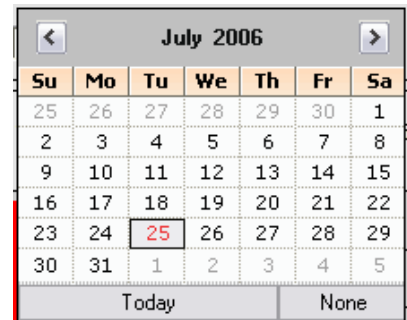
The Security Call log is functional with iControl systems only.



- Select a dispatcher/group to examine.
- Click on the start date drop-down arrow to reveal a date selection calendar.
- Set a starting date. The calendar will close.
- Set starting time by clicking on the time displayed and entering it in 24-hour format.



- Repeat to set ending date and time.
- Pick source and destination floors to include.
- Pick cars and doors to include.
- Set up list sorting parameters.
- Click Apply Selection.
- Click Get Data.



# Event Log

Event log

Dispatcher: Mid Rise Start date: Nov 21, 2006 00:00 End date: Dec 06, 2006 00:00

Date	Time	Description	Car	Floor
11/22/2006	11:47:31 PM	Main fire service recall	8	21
11/27/2006	10:10:45 AM	Floor location fault	7	X
11/27/2006	11:33:06 AM	Front door close failure	8	22
11/27/2006	11:43:36 AM	Front door close failure	8	22
11/30/2006	7:32:47 PM	Car out of service with doors open	9	27
12/1/2006	2:30:35 AM	Main fire service recall	9	28
12/1/2006	2:34:30 AM	In car fireman's service	9	M
12/1/2006	2:34:31 AM	In car fireman's service	9	M

Selected events: Brake pick switch fault, Brake module over temperature fault, Front door close time out, Front door close failure, Front door open time out, Front door open failure, Rear door close time out, Rear door close failure, Rear door open time out, Rear door open failure, Main fire service recall, Alt fire service recall, In car fireman's service, Elevator recall operation switch 1-6, Front photo eye failure, Front safe edge failure, Rear photo eye failure, Rear safe edge failure, Position fault at up normal terminal switch one-five, Position fault at up emergency terminal switch, Position fault at down normal terminal switch one-three.

Buttons: Select all, Select none, Apply selection

2

- Select a dispatcher/group to examine.
- Click on the start date drop-down arrow to reveal a date selection calendar.
- Set a starting date. The calendar will close.
- Set starting time by clicking on the time displayed and entering it in 24-hour format.

Start date Jul 25, 2006 06:00

- Repeat to set ending date and time.
- Select events to display.
- Click Apply Selection.
- Click Get Data.

July 2006						
Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5
Today					None	

# Emergency Log

Date	Time	Description	Car	Acknowledged by	Comment
11/10/2006	3:35:20 PM	Down emergency switch shutdown	7	Poon,Michael	Please check out the switch
11/20/2006	3:06:04 AM	Front door open failure	10		
11/20/2006	8:41:26 AM	Front door close failure	11		
11/20/2006	8:42:26 AM	Car out of service with doors open	11	Poon,Michael	Looks like some one held the doors
11/20/2006	8:51:41 AM	Front door close failure	11		
11/20/2006	9:01:56 AM	Front door close failure	11		
11/20/2006	2:24:42 PM	Front door close failure	11		
11/20/2006	2:40:31 PM	Front door close failure	11		
11/27/2006	11:33:06 AM	Front door close failure	8		

- Select a dispatcher/group to examine.
- Click on the start date drop-down arrow to reveal a date selection calendar.
- Set a starting date. The calendar will close.
- Set starting time by clicking on the time displayed and entering it in 24-hour format.

Start date

- Repeat to set ending date and time.
- Select emergencies to display.
- Select related criteria.
- Click Apply Selection.
- Click Get Data.
- If desired, highlight and acknowledge/unacknowledge emergencies.

July 2006						
Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5
Today					None	

## Notifications Log

User	Dispatcher	Event	Time
Yen Voong	Group 2	Emergency Alarm Activated (In-car stop switch)	Tuesday, July 27, 2010
Yen Voong	Group 2	Car Stop Switch Open	Tuesday, July 27, 2010
Yen Voong	Group 2	Safety C String Open	Tuesday, July 27, 2010
Yen Voong	Group 2	Safety H String Open	Tuesday, July 27, 2010
Yen Voong	Group 2	Safety C String Open	Tuesday, July 27, 2010
Yen Voong	Group 2	Emergency Brake OK open	Tuesday, July 27, 2010
Yen Voong	Group 2	Safety C String Open Off	Tuesday, July 27, 2010
Yen Voong	Group 2	Safety String Closed	Tuesday, July 27, 2010
Yen Voong	Group 2	Safety H String Open	Tuesday, July 27, 2010
Yen Voong	Group 2	Safety C String Open Off	Tuesday, July 27, 2010
Yen Voong	Group 2	Safety C String Open Off	Tuesday, July 27, 2010
Yen Voong	Group 2	Governor Open	Tuesday, July 27, 2010
Yen Voong	Group 2	Safety H String Open Off	Tuesday, July 27, 2010
Yen Voong	Group 2	Emergency Alarm Activated (Safety opened)	Tuesday, July 27, 2010
Yen Voong	Group 2	Safety H String Open Off	Tuesday, July 27, 2010
Yen Voong	Group 2	Emergency Brake Tripped	Tuesday, July 27, 2010
Yen Voong	Group 2	Safety C String Open	Tuesday, July 27, 2010
Yen Voong	Group 2	Emergency Brake OK open Off	Tuesday, July 27, 2010
Yen Voong	Group 2	Safety String Closed	Tuesday, July 27, 2010
Yen Voong	Group 1	Sabbath Operation Activated	Tuesday, July 27, 2010
Yen Voong	Group 1	Sabbath Operation Deactivated	Tuesday, July 27, 2010

2

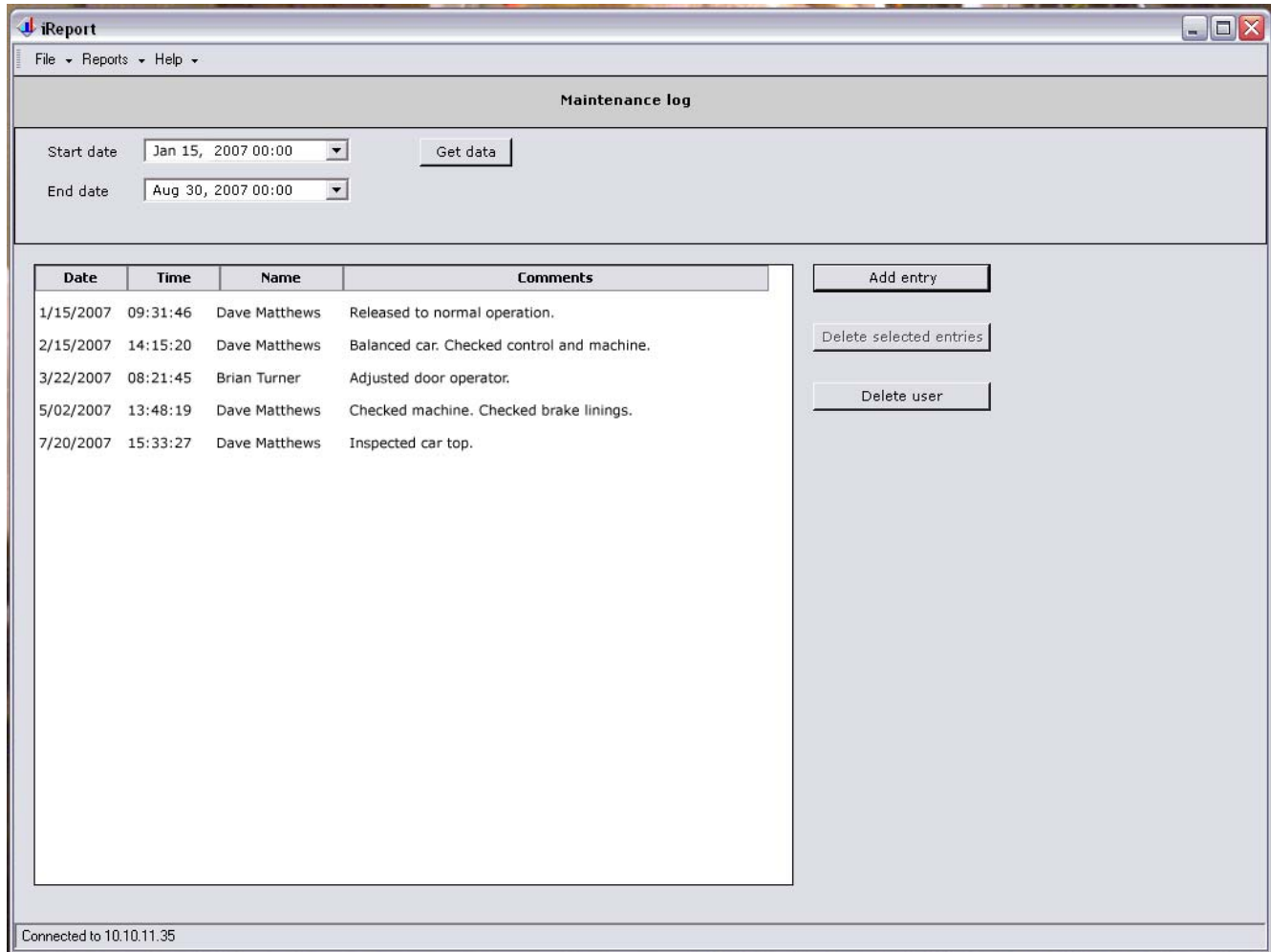
- Select a user.
- Click on the start date drop-down arrow to reveal a date selection calendar.
- Set a starting date. The calendar will close.
- Set starting time by clicking on the time displayed and entering it in 24-hour format.

Start date

- Repeat to set ending date and time.
- Click Get Data to display entries.

July 2006						
Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5
Today					None	

## Maintenance Log



**Maintenance log**

Start date: Jan 15, 2007 00:00

End date: Aug 30, 2007 00:00

Date	Time	Name	Comments
1/15/2007	09:31:46	Dave Matthews	Released to normal operation.
2/15/2007	14:15:20	Dave Matthews	Balanced car. Checked control and machine.
3/22/2007	08:21:45	Brian Turner	Adjusted door operator.
5/02/2007	13:48:19	Dave Matthews	Checked machine. Checked brake linings.
7/20/2007	15:33:27	Dave Matthews	Inspected car top.

Buttons: Add entry, Delete selected entries, Delete user

Connected to 10.10.11.35

- Click on the start date drop-down arrow to reveal a date selection calendar.
- Set a starting date. The calendar will close.
- Set starting time by clicking on the time displayed and entering it in 24-hour format.

Start date: Jul 25, 2006 06:00

- Repeat to set ending date and time.
- Click Get Data to display entries.

July 2006						
Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5
Today					None	

### Management/Entries

Users and entries may be added or deleted:

- To add a user, click Add Entry, provide the name, click Add Name.
- To delete a user, click Delete User, select the name, click Delete, then Close.
- To add an entry, click Add Entry, pick the User, key in the event, click OK.
- To delete an entry, highlight it, then click Delete Entry.



## Percent in Service

**Percent In Service**

Dispatcher:  Start date:  End date:

Car	Percent in service	Percent out of service	Percent Unknown
1	100	0	0
2			

**Car Connection Status**

Legend:   
 - - - - - Unknown   
 \_\_\_\_\_ Out of Service   
 \_\_\_\_\_ In Service

Connected to server (10.10.10.24) | Server is collecting data

2

- Select a dispatcher/group to examine.
- Click on the start date drop-down arrow to reveal a date selection calendar.
- Set a starting date. The calendar will close.
- Set starting time by clicking on the time displayed and entering it in 24-hour format.

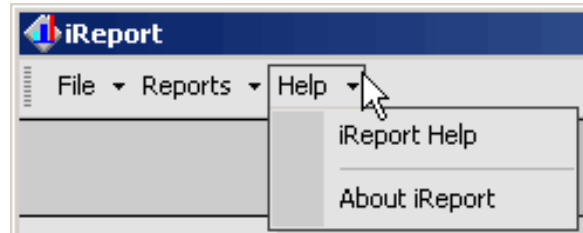
Start date

- Repeat to set ending date and time.
- Click Get Data.

July 2006						
Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5
Today				None		

## Help Menu

- iReport Help: Opens help.
- About iReport: Displays software version information.





## Quick Topics

- [Server Operations](#)
- [Site Administration](#)
- [Event Administration](#)



## Server Interface

3



### Server Interface

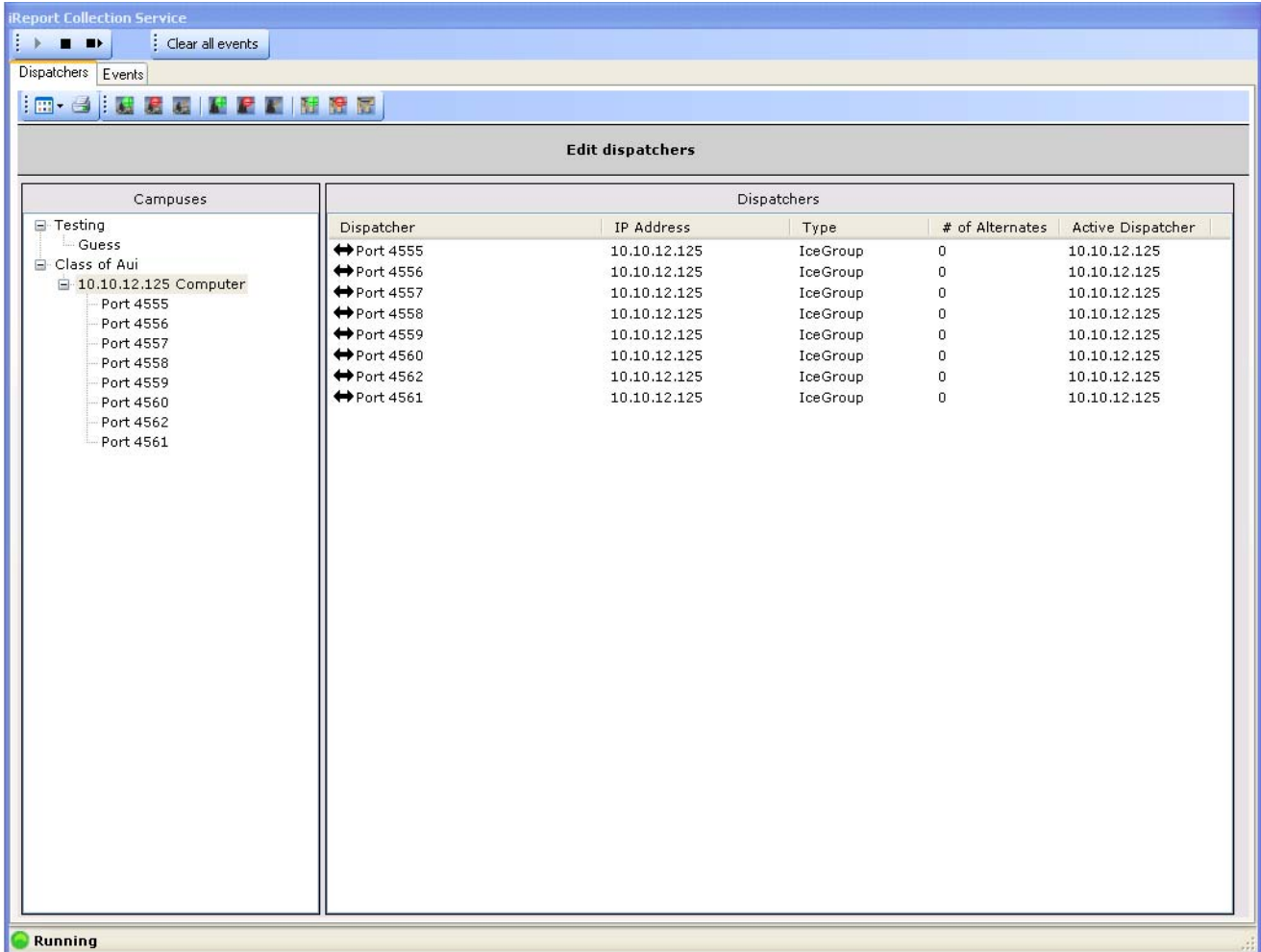
This section describes the iReport Server user interface:

- [Server Operations, page 3-2](#)
- [Site Administration, page 3-3](#)
- [Event Administration, page 3-5](#)

# Server Operations

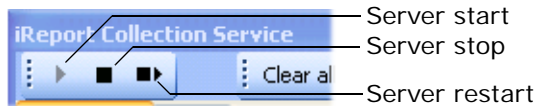
The server interface screen is illustrated below.

Figure 3.1 iReport Server GUI



Supported server operations include:

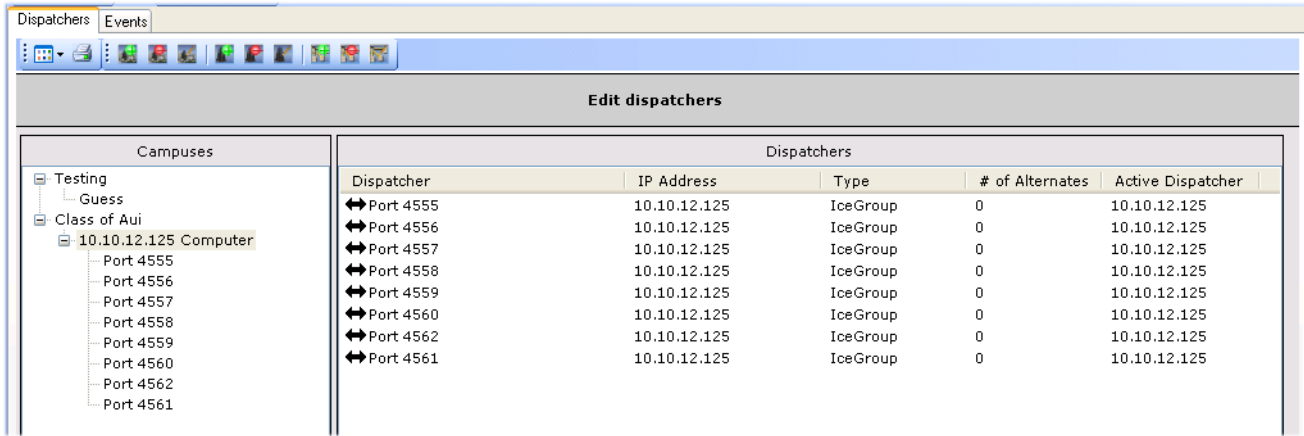
- Starting the server
- Stopping the server
- Restarting the server



# Site Administration

Tools are provided to edit Campus', Buildings, and Dispatchers.

Figure 3.2 Site Administration/Dispatcher Tab



## Site Toolbar

When the Dispatcher tab is selected, the site toolbar is visible across the top of the screen.



3

- **View Control:** Detailed/Large Icon/Small Icon - Changes the way building and dispatcher information is displayed in the list.
- **Print:** Prints the dispatcher information displayed in the Dispatchers pane.
- **Campus Add/Edit/Delete:** Allows new Campus information to be entered. Allows a selected Campus to be deleted. Allows a selected Campus to be edited. The Add and Edit dialogs are the same, as shown to the right.

The 'Add Campus' dialog box contains the following fields:

- Name: Dominion Excelsior
- Address: 11 Tufted Rhino Way
- City: Rancho Cordova
- State: Ca Zip: 95824
- Description: Campus to the stars

Buttons: OK, Cancel

- **Building Add/Edit/Delete:** Allows a building to be added to a selected (highlighted) campus.
- **Dispatcher Add/Edit/Delete:** Allows an elevator group dispatcher to be added to the iReport Server.

**Connection Set**

**Primary Connection**

Name:

IP Address:

Controller Type:

**Alternate Connection**

This list must match Preference Order Connection is iBo

	Connecti	Car Id
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

Remove OK Cancel

**Add Building**

Campus: Dominion Excelsior

Name:

Description:

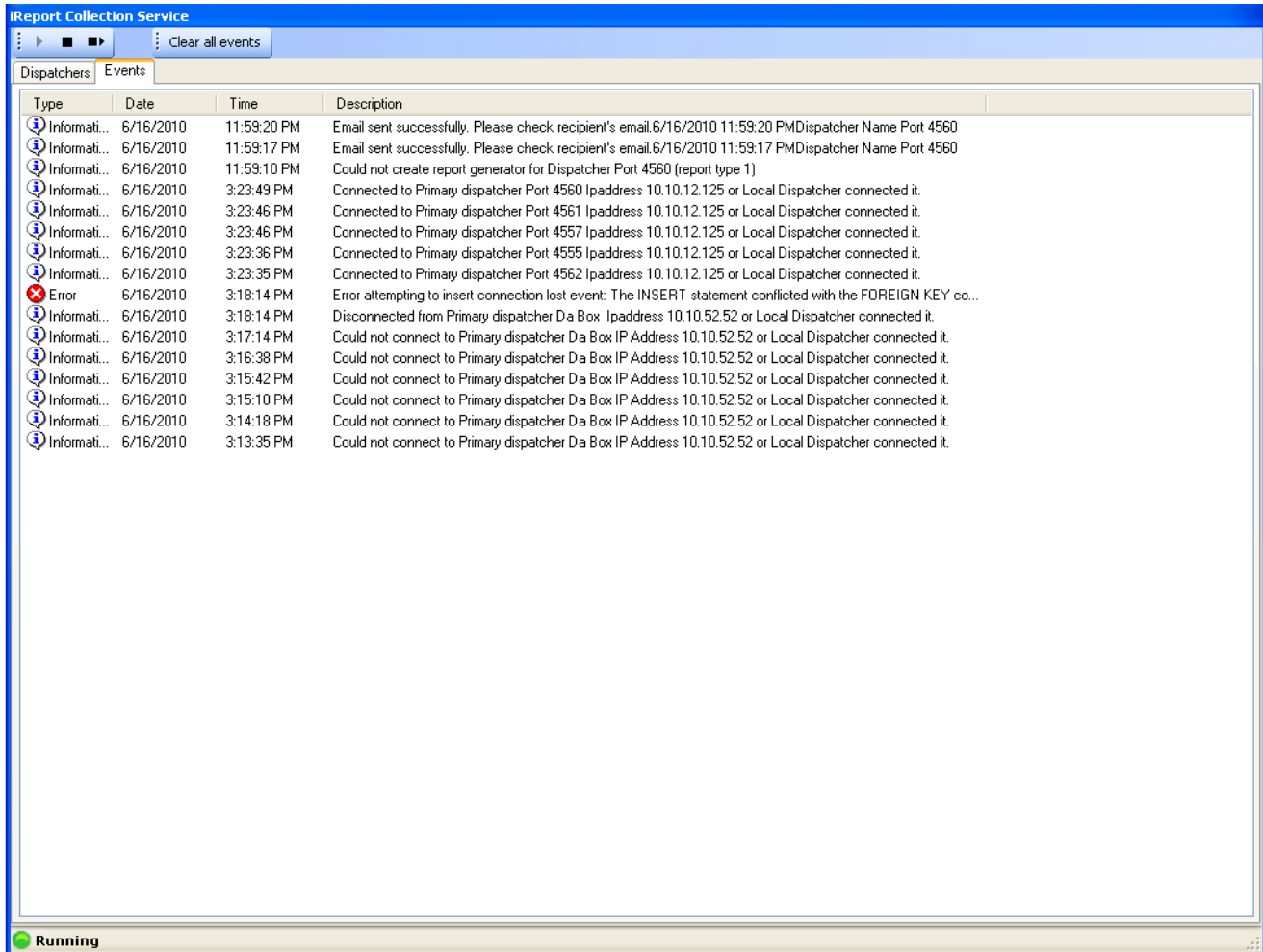
OK Cancel

The dispatcher dialog works just as described for iReport Client. [Please refer to “Edit Dispatchers” on page 2-4.](#)

## Event Administration

The Event tab provides a list of events which triggered a notification.

Figure 3.3 Event Tab



- Events may be selected individually or multiply (shift/click or cntrl/click) and deleted.
- The entire event list may be cleared using the Clear All Events button.





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