Electronics Line 3000 Application Server

User's Guide

Electronics Line 3000 Ltd.

ELAS Users Guide – Version 1.00
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1. Introduction

1.1. About This Guide

This guide provides information regarding the Electronics Line 3000 Application Server (ELAS) and instructions on how to use the Web Administration application. The target audience for the guide is personnel responsible for ELAS administration. The principle purpose of this guide is to provide the reader with the information necessary to manage ELAS admin and WEB Based RP users, customers (subscribers) and service providers.

If you have any questions concerning any of the procedures described in this guide, please contact Electronics Line 3000 Ltd. at one of the following telephone numbers:

- **International:** (+972-3) 918-1333
- **USA:** 1-800-782-4291 **(toll free)** or 281-813-3442

1.2. Related Documents

The following documents provide additional information on some of the subjects addressed in this guide:

- ELPX User and Installation manual
- infinite Prime Broadband Installation manual
- iConnect Broadband Installation manual
- iConnect GPRS Installation manual

1.3. Abbreviations

The following abbreviations are used throughout the guide:

CP	Control Panel, or Security Panel. In some manuals, term *Control System* is also used.
CPNS	Control panel Notification Service
CPWS	Control panel Web Service
CSR	Central Station Receiver
ELAS	Electronics Line 3000 Application Server
ELPX	Electronics Line 3000 Proxy Server
GPRS	General Packet Radio Service
GPRS Proxy	A server installed as part of ELAS topology responsible for the communication with the GPRS based security panels.
IIS	Internet Information services
ISP	Internet Service Provider
PSTN	Public Switched Telephone Network
RP	Remote Programmer application (for programming control panels)
SIA	Security systems event reporting protocol
SP	Service Provider – refers to monitoring stations serviced by ELAS
WAApp	Web Administrative Application (Administrator Access to ELAS)
WUApp	Web User Application (Security Systems Users connected to ELAS).

2. Overview

The Electronics Line 3000 Application Server (ELAS) is the central component of Electronics Line 3000's Web based service platform. Implementing secure TCP/IP network connectivity, the ELAS provides high-speed central station reporting via a broadband interface.

The predominant role of the ELAS is to handle and manage communications between security systems installed in the homes and businesses of subscribers and multiple alarm monitoring service providers (in the USA, a single service provider will support all types of event messages). In addition to event reporting, the ELAS enables the security system to be programmed and controlled via the Web by means of a number of Web applications and utilities.

The main components of the system are:

- ELAS – application server responsible for connection between end-users' control panels[1] and service providers, system management, and data transfer.
- ELPX – proxy server that mediates between the ELAS and the central station's alarm monitoring system.
- Infinite Prime Broadband and iConnect Broadband – security panels with wired LAN connetion.
- iConnect GPRS – security panels with wireless GPRS connection.

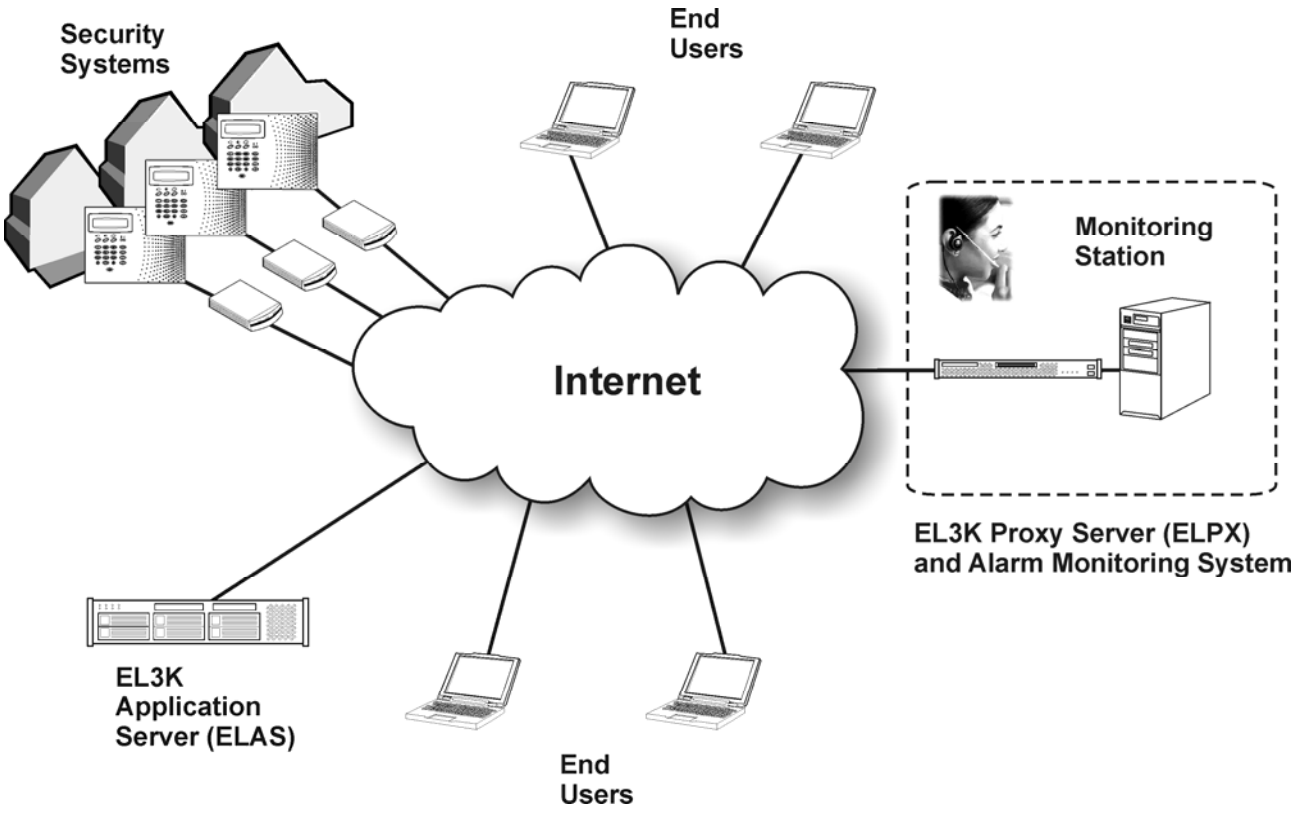

Figure 2-1: System Overview

[1] Please note, that *Control Panel, Security Panel*, and *Control System* terms refer to the same notion.

2.1. System Architecture

The security control panel, installed in the home or business of the subscriber, provides the interface to a wide range of encrypted wireless peripherals and household appliances. The control panel communicates with the ELAS via a broadband or wireless GPRS connection to the Internet.

Event messages are forwarded to the monitoring service's central station. Backup communication is provided via PSTN to a traditional receiver at the monitoring service. Both the proxy server and PSTN receiver forward events to the central station's management software application.

Additionally, monitoring, control and programming of the remote premises security systems can be performed from a PC with an Internet connection.

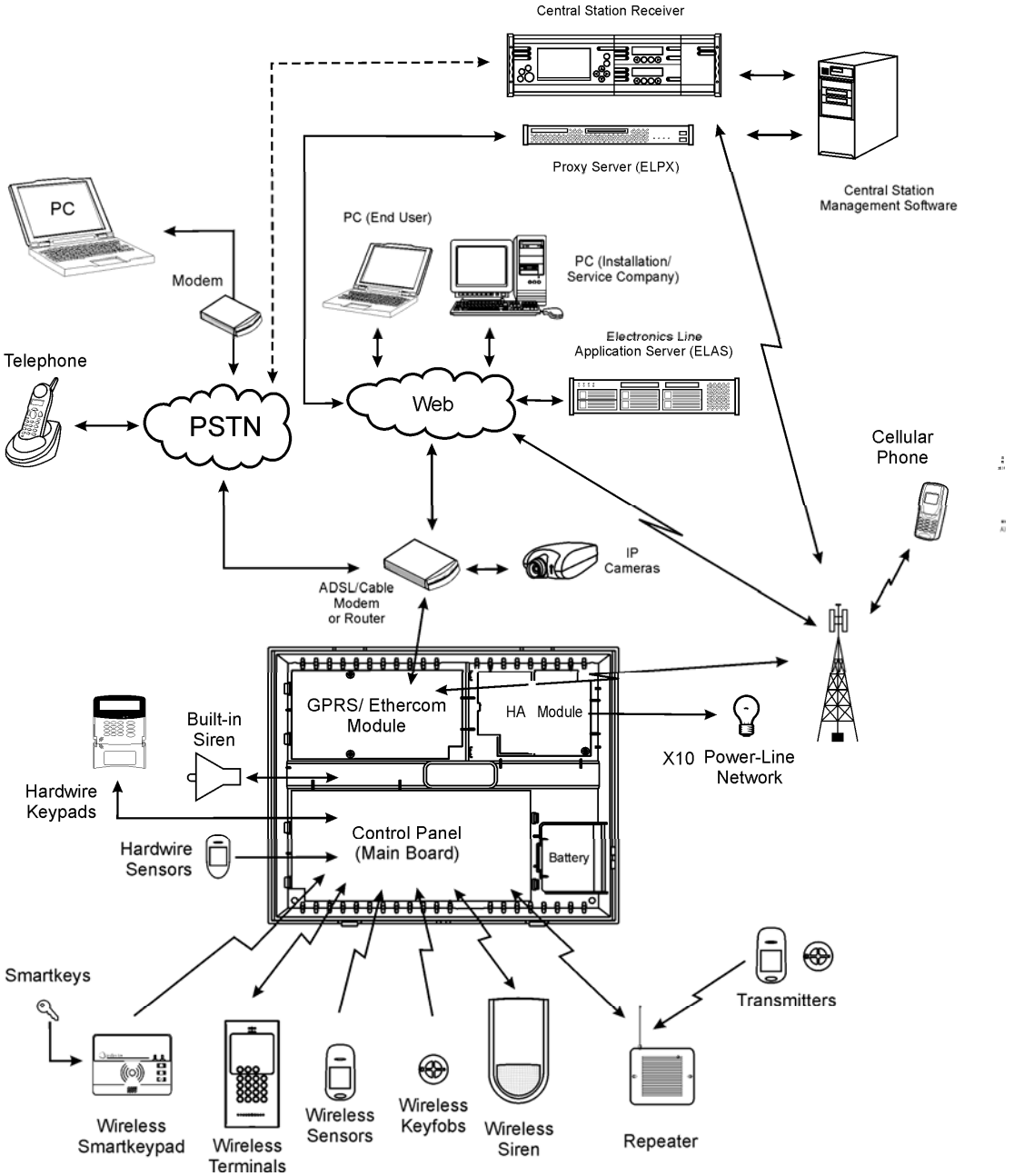

Figure 2-2: System Architecture

2.2. The Web Administration Application

The Web Administration application is the main administrator interface with the ELAS and offers the following features

- Web Administration and Web RP user management
- Service Provider configuration
- Control panel record configuration
- Web User application customization features
- ELAS configuration features
- Control panels Groups configuration
- Event forwarding email and SMS template editing

The user can access the Web Administration application from a standard Web browser (Internet Explorer version 5.0 and above with JavaScript support).

In addition to the configurable options listed above, the Web Administration application also displays statistics regarding the current status of the system; for example, offline control panels and panels with a trouble condition, and database status information. The ELAS provides additional status notification to the administrator via email. For further details on the content of these email messages, *see p. 064, Appendix B: E-mail Notification.*

3. Login

To begin a session, the Web Administration application requires that the user logs in.

3.1. Login Access Level

The Login Access Level is the authorization granted to the Web Administration Application user. There are five types of access levels available for Administrator accounts:

Role	Access Level	Available Options
Administrator	Full Access	**WAApp:** Management of all data in ELAS WAApp
	Customer Data Change Only	**WAApp:** Modifying data that is related to CP owners in Control Panel Update page only.
	Read Only	**WAApp:** Reading data but no data management.
	Panel Registrar	**WAApp:** Access to the CP list for panel registration.
Remote Programmer	Supervisor	**WAApp:** ***Control Panels[2]:*** Adding new CPs. Assigning CPs to groups and service Providers ***Users:*** Allocating users to CP groups Updating User details **WEB RP:** Full Access
	Operator	**WEB RP:** Has restricted access to the General frame of the Web RP where only the CP ID and the SW versions of the CP modules are displayed. **WAApp:** No Access. **Monitor:** Arming/Disarming, seeing the registered devices' status, bypassing/unbypassing of the zones.
	Technician	**WAApp:** No Access. **Web RP:** The same access level as the Supervisor, but no access to the User Management frame (user names and the passcodes).
CMS User	Not available in this version.	

Table 1: Login Access Levels

[2] The Remote Programmer has access to manage only his associated Control Panels based on the "WEB RP Users and Control panels assignment groups" membership. He has complete access to the CP data, with one restriction: no option to select Service Provider that is not related to him.

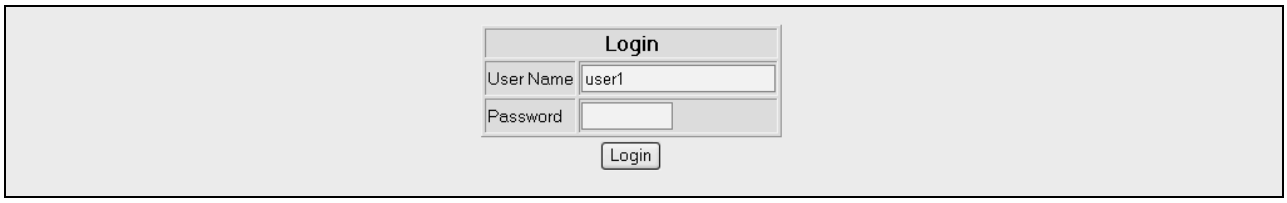

Figure 3-1: Login Page

3.2. Logging Into the Web Administration Application

To log into the Web Administration application:

1 Enter user name and password.

2 Click *Login*; the *Welcome* page is displayed.

The Welcome page displays the details of the current user. At the top of the page, there is a menu offering links to the various pages of the application.

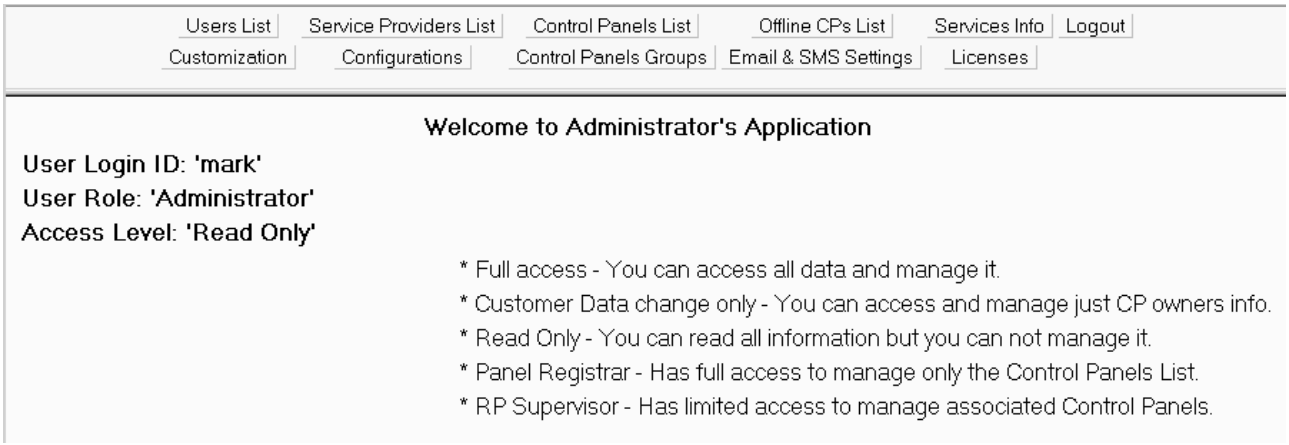

Figure 3-2: Welcome Page

3.3. Logging Out

To log out of the Web Administration Application:

- Click *Log Out*; you are automatically returned to the *Log In* page.

4. Web Admin/WEB RP User Management

On the *Users List* page, you can view the list of users who are authorized to enter the Web Administration application or the Web Remote Programmer (RP) application.

Note: for RP users, there is an option to display the list for each group of panels specifically.

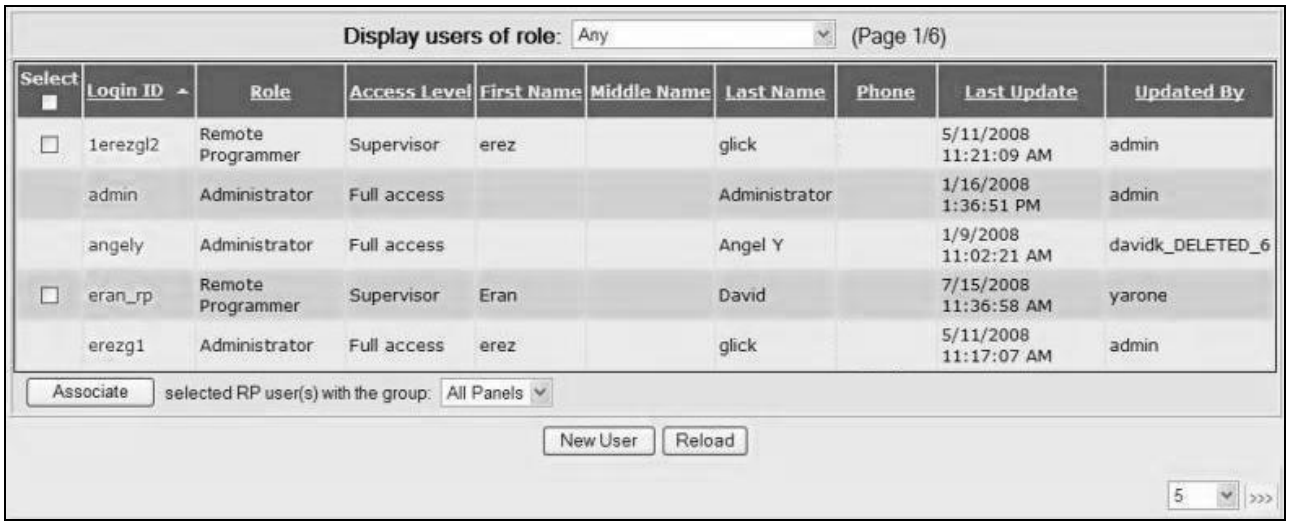

Figure 4-1: Users List

Column	Description
Select	If selected, the WEB RP User can be allocated to a *Control panel Group**.
Login ID	The user name that is entered when logging in.
Role	The type of user. The role can be Administrator (ELAS operator for Web Administration application user), Remote Programmer (RP user), or CMS user (for Central Monitoring Station)
Access Level	The authorization level of the user. Various authorization levels are available for each role.
First/Middle/ Last Name	User's personal details for identification purposes.
Phone	User's telephone number for reference purposes.
Last Update	The date when the user's details were last edited.
Updated By	The ELAS WAApp operator who last updated the user's details. (If *Deleted* displayed in the *Update By* column, meaning this Administrator User was deleted from ELAS DB)
Associate	If one of the WEB RP users were selected in the list, the operator can *Choose a Control Panel Group* and Associate the selected Users to this Group (for more information, *see p. 31,7 Control Panels Groups**.***
Display List Filtering	The users display list can be filtered by selection of the list length on the foot of the page on the right, or by selecting the *User Role* for display from the dropdown list on the top of the table.

Table 2: User Fields description

See p. 31, 7 Control Panels Groups for Control panels Groups explanation.

4.1. Adding a New User

To add a new user:

1 On the *Users List* page, click *New User* (located at the foot of the list); the *User Update* page is displayed.

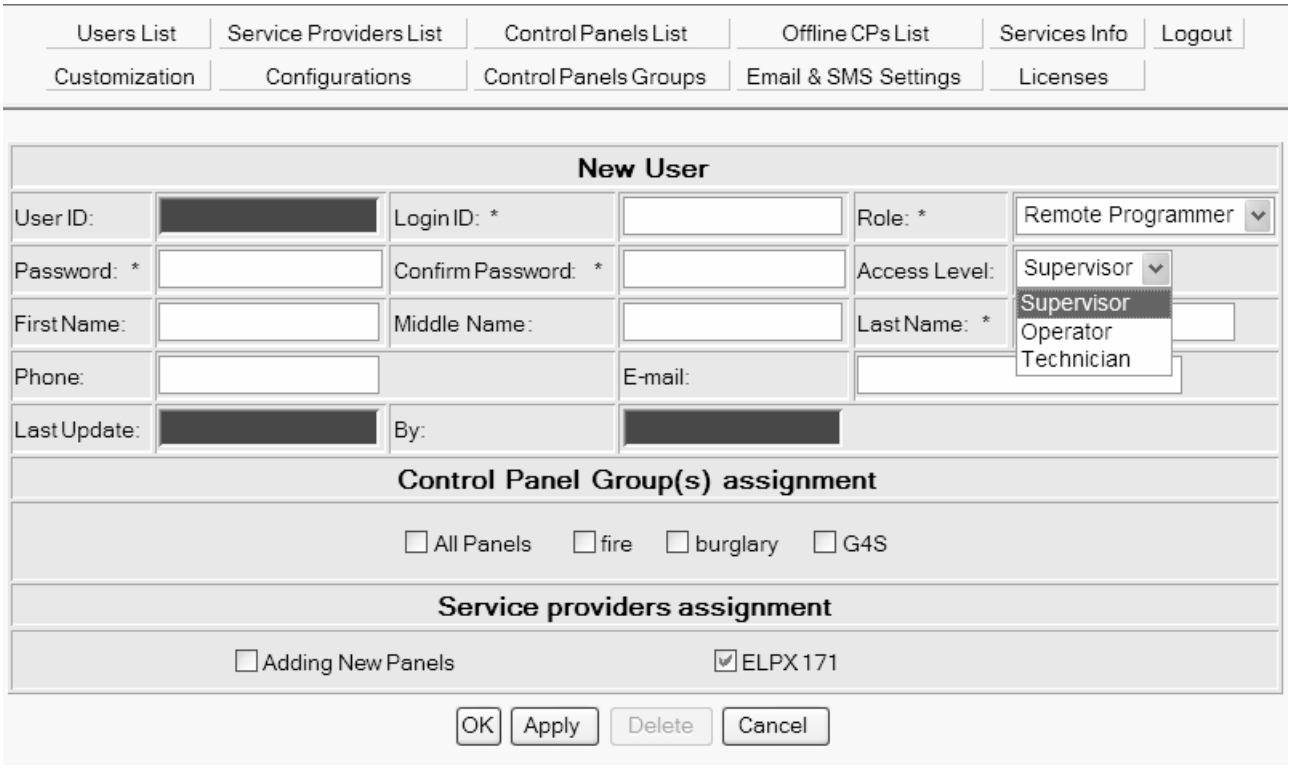

Figure 4-2: New User Page

2 Enter the new user's ID, login ID, password, role and personal details in the appropriate boxes.

3 Choose the Access level.

Note: *Panel Registrar* access level allows only panel registration – *see p. 12, Figure 4-3*.

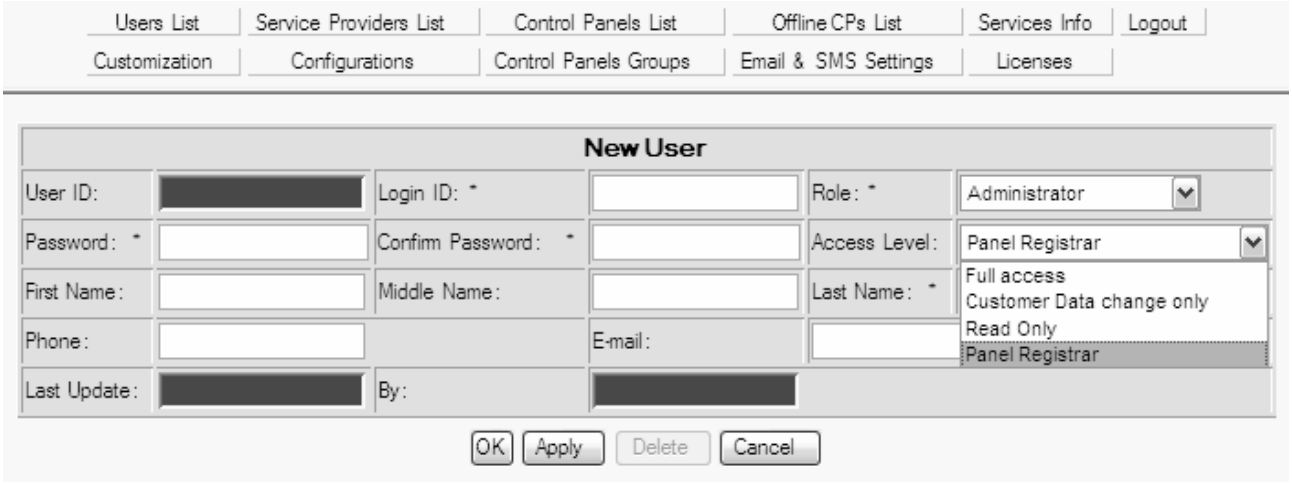

Figure 4-3: New User Page – Control Panel Registrar

If the ELAS administrator grants *Supervisor* access level to a *Remote Programmer*, the *Remote Programmer* acquires access to WebRP and WAApp, thus allowing him to assign control panels to groups and service Providers and to add new panels – *see p.13, Figure 4-4.*

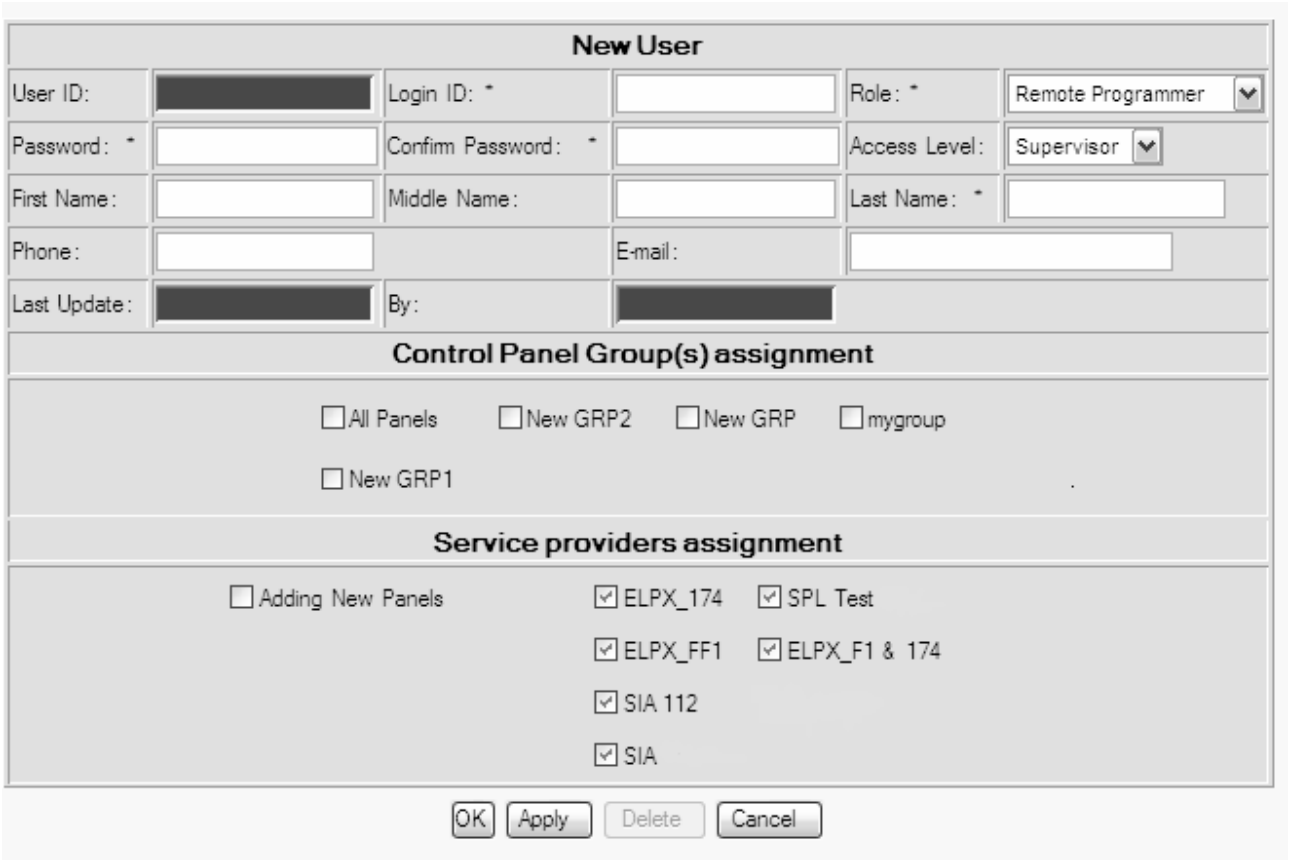

Figure 4-4: New User Page – Remote Programmer with Supervisor access level

4 Click OK to update and return to the *Users List*.
– Or –
Click *Apply* to update and remain on the *User Update* page.

Note: Mandatory fields are indicated by an asterisk (*).

4.2. Editing an Existing User

To edit the existing user's details:

1 On the *Users List* page, click the *Login ID Name* of the user you wish to edit (colored in blue); the *User Update* page is displayed.

2 Edit the user's details as required.

3 Click OK to update and return to the *Users List*.
– Or –
Click Apply to update and remain on the *User Update* page.

4.3. Filtering by RP User Assigned to Group Option

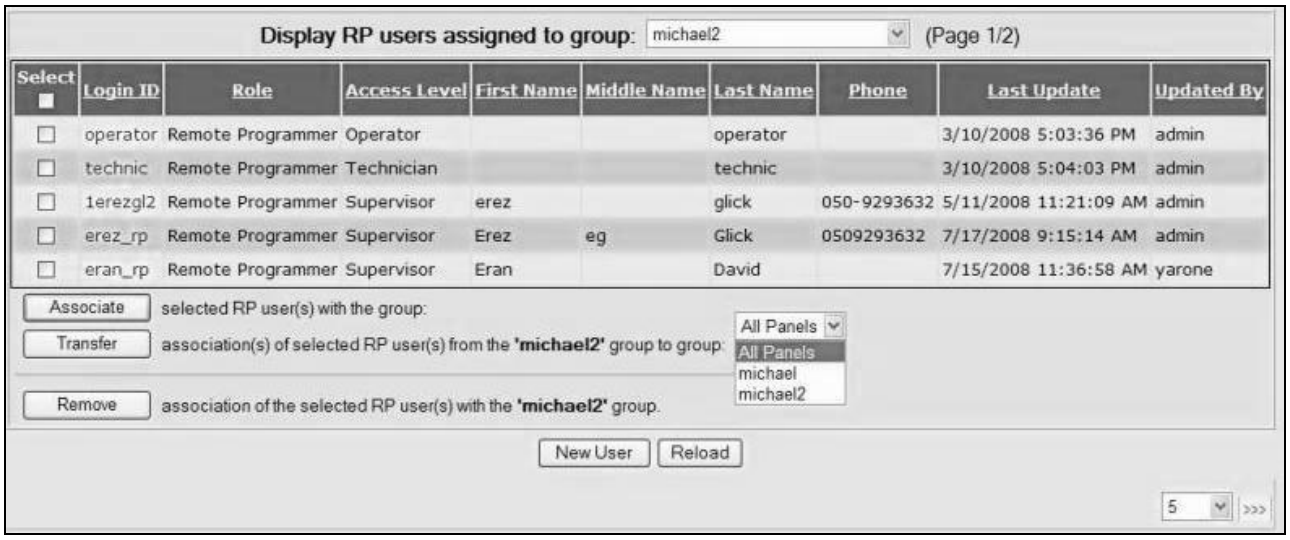

Figure 4-5: Filtering by RP User Assigned to Group display

If the operator chooses to filter the Users Display list by the *RP User Assigned to Group* option, two new options, relevant for this display only, will appear on the foot of the page in addition to *Associate*:

- Associate – When the operator wishes to associate one or several WEB RP users from one group with another group, too, the relevant users will be selected from the displayed list, the new group will be selected from the dropdown list, and associate button will be pressed. Now the WEB RP users will be associated with the new group as well.
- Transfer – If the operator wishes to transfer WEB RP users between groups, the above procedure will be executed, and *Transfer* button will be pressed instead of *Associate*, thus deleting the WEB RP users from the previous group, and transferring them only to the newly chosen group.
- Remove – If the operator wishes to remove WEB RP user from a group, the relevant user or users will be selected, and pressing the *Remove* button will remove those users from this list. (Note: The WEB RP users won't be deleted from the ELAS database, but only removed from the association with the group).

4.4. Deleting a User

To delete a user:

1 On the *Users List* page, click the *User ID* number of the user you wish to delete; the *User Update* page is displayed.

2 Click *Delete*; the following dialog box appears.

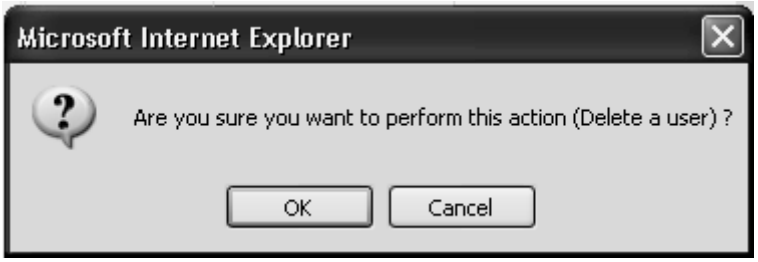

Figure 4-6: Deleting a User

3 Click *OK*; the user is deleted.

5. Service Providers List

The Service Providers list displays all of the current service providers that are configured for the ELAS. After an event is received from a control panel, the event data is forwarded to the ELPX of the service provider which is, in turn, passed on to the service providers monitoring software. The *Service Providers* page comprises a list of the service providers that are available for allocation to each customer (i.e. each control panel). In the USA, a common service provider will be responsible for all events and will be so entered in this screen.

Figure 5-1: Service Providers Page

Column	Description
Provider Name	The name of the service provider.
Provider Type	The Type of the service provider: ELPX or IP SIA CSR.
Last Update	The date when the service provider's details were last edited.
Updated By	The person who last updated the service provider's details.

Table 3: Service Providers Fields

5.1. Adding a New Service Provider

1 On the *Service Providers List* page, click *New Service Providers* (located at the foot of the list); the *Service Provider Update* page is displayed.

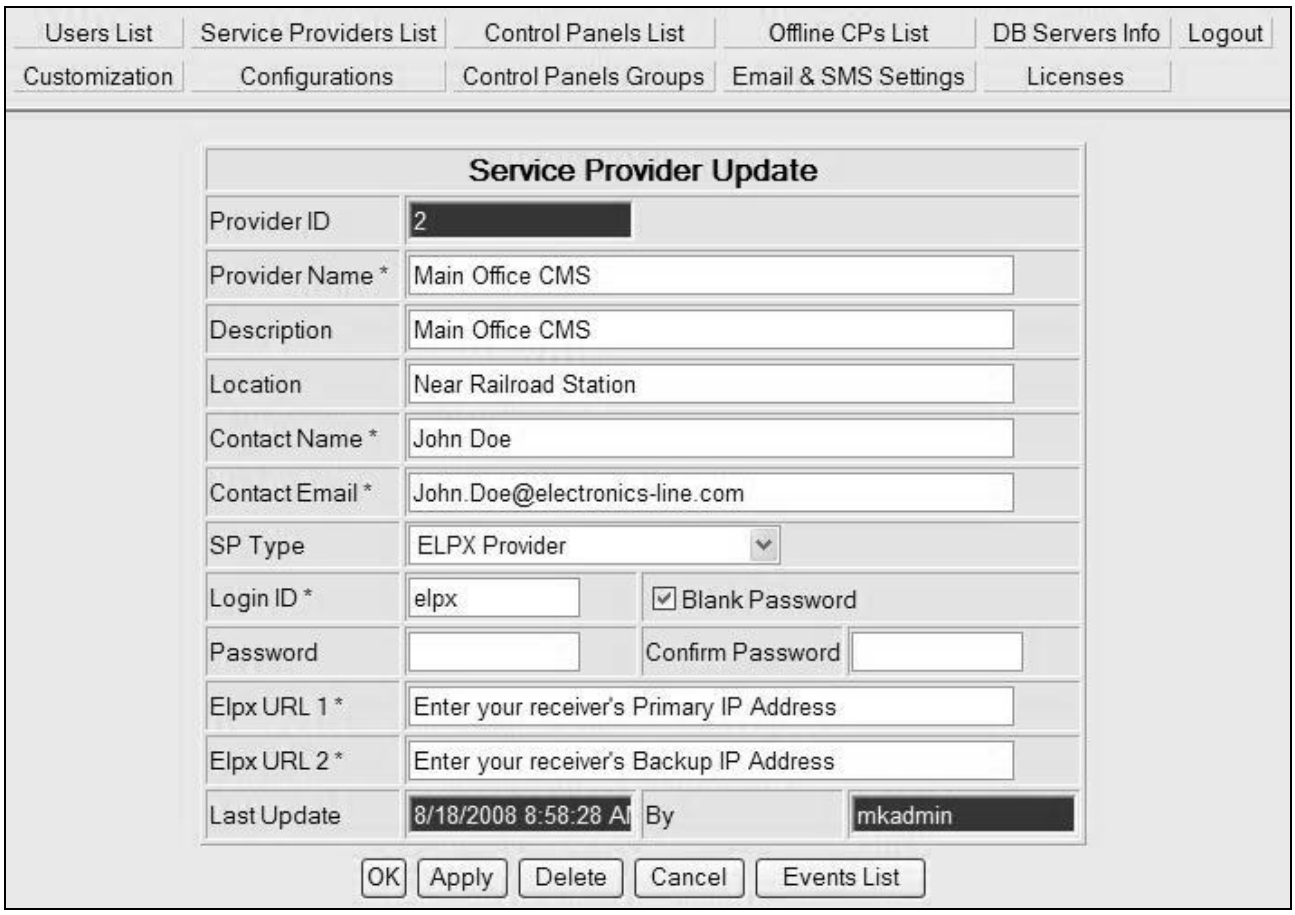

Figure 5-2: Service Provider Update Page

2 Enter the new service provider's details in the appropriate boxes. The available fields are described in the table following this procedure.

3 Click *OK* to update and return to the *Service Providers List*.
– Or –
Click *Apply* to update and remain on the *Service Provider Update* page.

Note: Mandatory fields are indicated by an asterisk (*).

Field	Description
Provider ID	The serial number of the Service Provider that is allocated automatically when the Service Provider is registered in the ELAS.
Provider Name	The name of the service provider.
Description	A short description of the service provided.
Location	A description of where the service provider is located.
Contact Name	General details for future reference.
Contact E-mail	General details for future reference.
SP Type	Service Provider Type – Choose from the dropdown list the type of the service provider. The ELPX Provider – emulating events in event reporting protocol to PSTN CSR or SIA IP Receiver Provider (CSR)

	which receives the events in SIA protocol using TCP/IP communication.
Login ID	The name used for identification when the ELAS attempts to forward an event, used for security and authentication method, for Monitoring Station control of the ELAS event reporting.
Password	The password used for authentication when the ELAS forwards an event. If a password is required (this is defined by the ELPX application), enter the password again in the Confirm Password box. If no password is required, select the Blank Password check box. The password must be between 6 and 16 characters and must begin with a letter.
ELAS/ELPX URL 1 & 2	The URL of the two ELPX proxy servers (1 = Primary, 2 = Backup). It is possible to enter one URL if no backup is required.

Table 4: Service Providers Fields

5.2. Editing the Service Provider's Event List

Each service provider has an *Event List* used to filter the events that are sent from ELAS/ELPX to the monitoring station. When a control panel sends an event to the ELAS, only events that are enabled in the service provider's *Event List* are forwarded to the control panel's service provider. For a complete list of events included in the *Event List*, refer to *p. 51, 13 Customization.*

Note: In case of the CMS connection failure, the end user notification will be repeated three times.

To edit a service provider's *Event List*:

1 On the *Service Provider Update* page *(see p. 5.1 Adding a New Service Provider)*, click *Event List*; the *Event List* page is displayed.

Note: To edit a service provider's *Event List*, you must first create the Service Provider. It is not enough to enter the mandatory fields in the *Service Provider Update* page; you must also click *Apply* before you can access the *Event List*.

Figure 5-3: Service Provider Event List

2 Using the checkboxes located on the right hand side of the list, select the events that the ELAS/ELPX shall forward to the service provider.

Note: By clearing the checkbox the user disables event forwarding to the service provider, but not the end user SMS notification.

Clicking a column label sorts the event list according to *ID, Event Name* or the *Event Group* to which the event belongs. Two checkboxes located at the bottom of the table allow you to select or clear all checkboxes simultaneously.

3 When you have finished configuring the *Event List*, click *Update* to return to the *Service Provider Update* page.

5.3. Editing an Existing Service Provider

To edit an existing service provider:

1 On the *Service Providers* page, click the *Provider ID* number of the service provider you wish to edit; the *Service Provider* page is displayed.

2 Edit the service provider's details as required.

3 Click *OK* to update and return to the *Service Providers List*.
– Or –
Click *Apply* to update and remain on the *Service Provider Update* page.

5.4. Deleting a Service Provider

To delete a service provider:

1 On the *Service Providers* page, click the *Provider ID* number of the service provider you wish to delete; the *Service Provider* page is displayed.

2 Click *Delete*; the following dialog box appears.

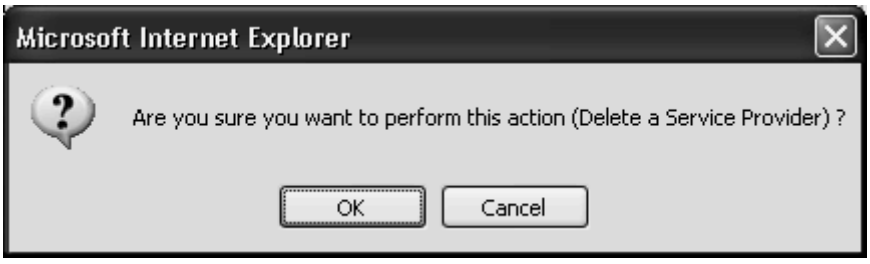

Figure 5-4: Service Provider Event List

3 Click *OK*; the service provider is deleted.

6. Control Panels List

The *Control Panels List* is an inventory of the customers' control panels. A control panel must appear in the list in order to be recognized by the ELAS.

To view the *Control Panels List*:

1. Open the *Control Panels List* page.
2. Select the *Control Panel Group* you wish to view *(for more information about Control Panels Groups see p.31 7 Control Panels Groups).*
3. Choose the appropriate search filters for the control panels you wish to view.
4. Click *Find*; the required entries in the *Control Panels List* are displayed.

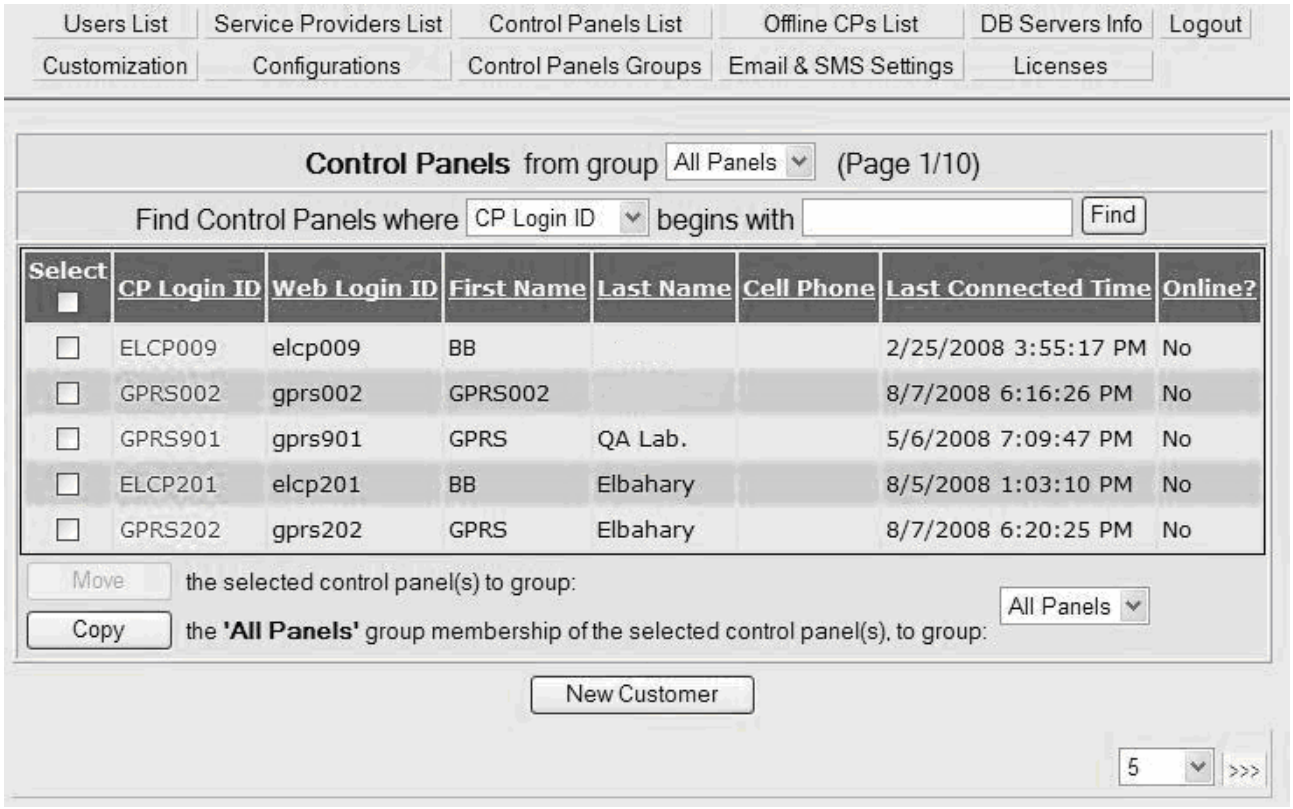

Figure 6-1: Control Panels List Page

6.1. Adding a New Control Panel

To add a new control panel:

1. On the *Control Panels List* page, click *New Customer*; the *Control Panel Update* page is displayed.
2. Enter the new customer's details in the appropriate boxes. The available fields are described in the table following this procedure.
3. Click *OK* to update and return to the *Control Panels List*.

   –Or–

   Click *Apply* to update and remain on the *Control Panel Update* page.

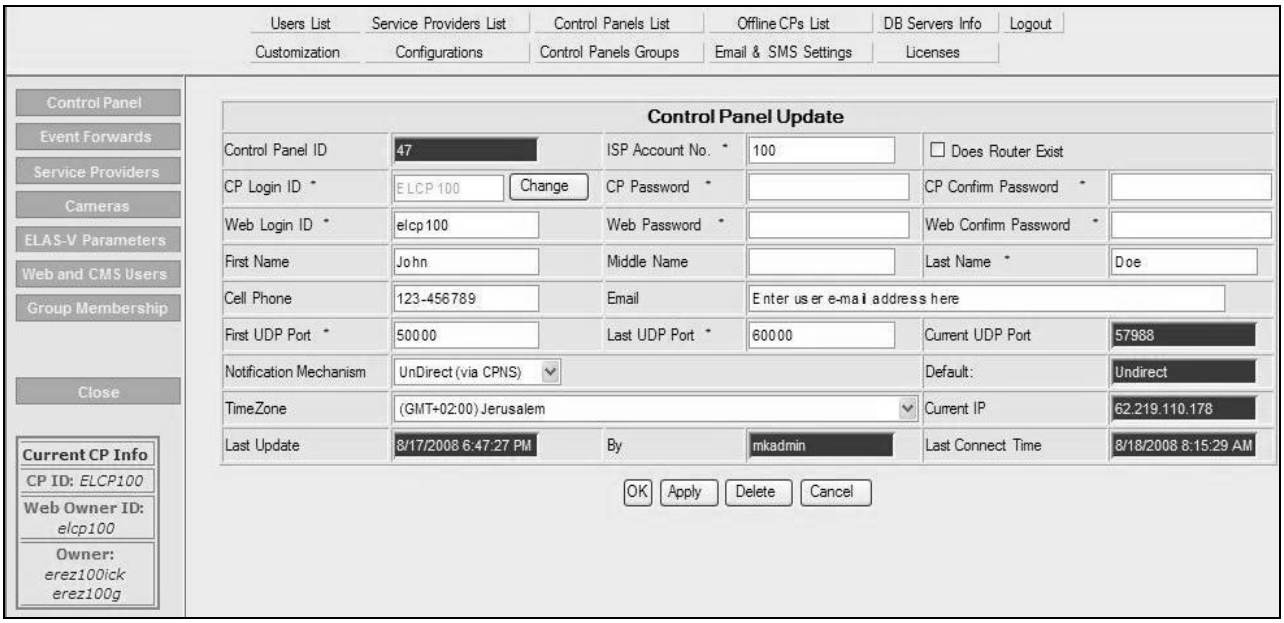

Figure 6-2: Control Panel Update Page

Field	Description
Control Panel ID	The serial number of the control panel that is allocated automatically when the customer is created.
ISP Account Number	The customer's account number at the ISP/Cable provider used for billing purposes.
Does Router Exist	If checked, the router configuration fields are displayed.
CP Login ID	Used by the control panel for identification when connecting to the ELAS. This parameter must be identical to the CP ID programmed at the control panel. To edit this field, click the *Change* button to the right of the field then click *OK* in the confirmation dialog box. The maximum number of characters you should enter for the CP ID is 16.
CP Password	Used by the control panel for authentication when connecting to the ELAS. This parameter must be identical to the CP Password programmed at the control panel. The maximum number of characters you should enter for the CP Password is 16.
CP Confirm Password	Confirmation field for the CP Password.
Web Login ID	The customer's login name that they must enter when they log in to the Web User Application.
Web Password	The customer's password that must be entered when they log in to the Web User Application. The maximum number of characters you should enter for the Web Password is 16 and the password must begin with a letter.
Web Confirm Password	Confirmation field for the Web Password.
First/Middle/ Last Name	The customer's personal details for identification purposes.
Cell Phone/E-mail	Additional customer information for reference purposes.
First/Last/Current UDP Port	Parameters that determine the range of UDP ports set for control panel connection initialization. Only the First and Last UDP ports need to be determined. The Current UDP port is data generated by the ELAS itself.
Notification Mechanism	This option enables you to choose the method used for communication with the control panel via the web (e.g. Web User Application access or Web RP access). Indirect notification employs a method which does not

	require router configuration. Direct notification requires you to configure the router to allow port forwarding.
UTC Offset	The time offset based on the time zone in which the control panel is located – *see p.21, Figure 6-3.*
Router Update	These fields are displayed only if the *Does Router Exist* box is checked. In these fields, you can configure the routers offered in the *Router Type* box. These fields are used to enable ELAS to open ports in order to allow direct access to IP cameras. Please note that all of the router configuration fields are mandatory.

Table 5: Control Panel Update Page

The following diagrams show world time zones, US time zones and their UTC offset.

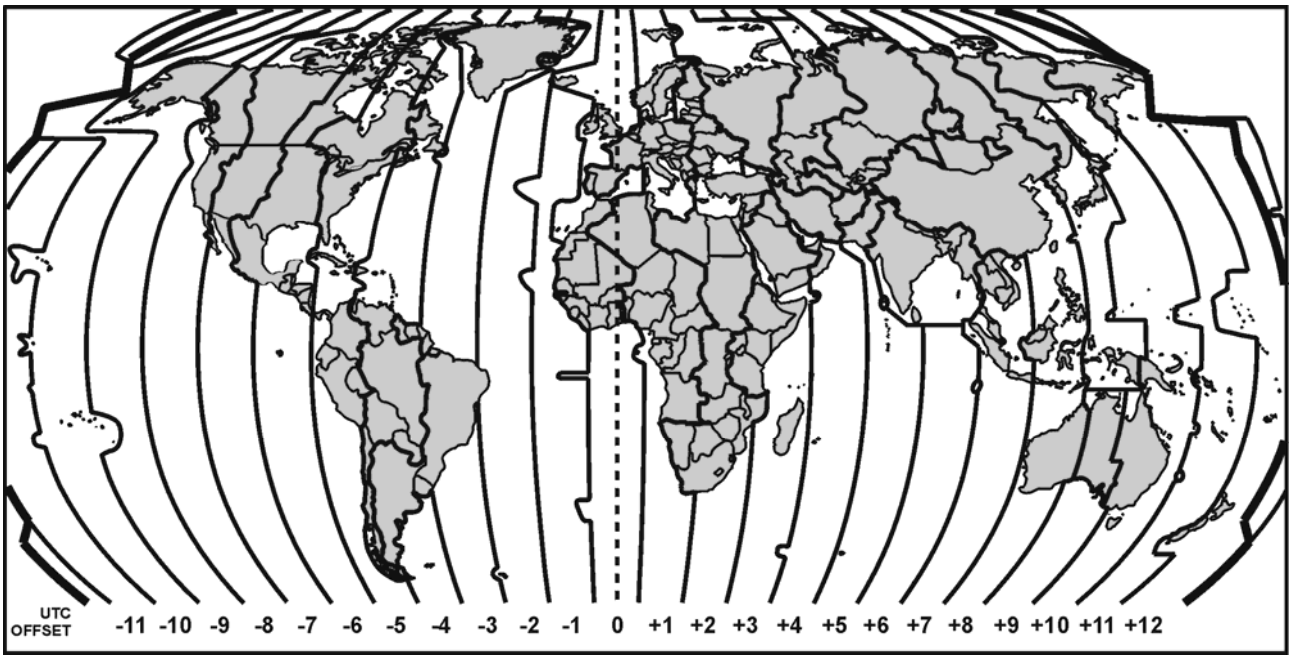

Figure 6-3: World Time Zones

6.2. Editing an Existing Control Panel

1 On the *Control Panels List* page, click the *CP Login ID* number of the customer you wish to edit; the *Control Panel Update* page is displayed.

2 Enter the control panel's details as required.

3 Click *OK* to update and return to the *Control Panels List*.
– Or –
Click *Apply* to update and remain on the *Control Panel Update* page.

6.3. Deleting a Control Panel

1 On the *Control Panels List* page, click the *CP login ID* of the control panel you wish to delete; the *Control Panel Update* page is displayed.

2 Click *Delete*; the following dialog box appears.

Figure 6-4: Service Provider Event List

3 Click *OK*; the control panel is deleted.

6.4. Additional Control Panel Options

On opening the *Control Panel Update* page, the column on the left hand side offers a number of options relevant to each control panel.

These are as follows:

- **Event Forwarding** – allows the user to enable or disable the event forwarding groups that are available for the Alerts event forwarding feature in the Web User Application.
- **Service Providers** – allows the user to define the service provider (monitoring service) to which events are reported.
- **Cameras** – allows the user to define the IP cameras in use with the control panel.
- **ELAS-V Parameters** – On this page the user can add ELAS-V cameras to the user, and define ELAS-V parameters relevant to this security panel.
- **Web and CMS Users** – Allows the user to add additional Sub users and CMS Users for the security panel.
- **Group Membership** – on this page the user can assign the panel to any group available on the ELAS.
- **Locator Service** – a WEB service that allows tracking users' location by means of special locator device.
- **Devices Descriptors** – (iConnect GPRS or Ethercom2) allows the user edit descriptors of registered devices via WUApp.

Each of these options is explained in the following sections.

6.4.1. Event Forwarding

Alerts, is an event forwarding feature that allows notification by email or text message after an event has occurred. The list of event forwarding options appears on the *Control Panel Update* page located below the customer details. This option in the Web Administration application is used for enabling or disabling email and/or SMS notification per event forwarding group. Contacts for event forwarding, however, are edited by the customer in the Alerts section of the Web User application. The user will fill in contacts credentials and will choose the desired events to be forwarded from the available groups, as chosen by administrator on this page.

To edit event forwarding options:

1 Open the *Control Panel Update* page.

2 Click the *Event Forwards* link in the left-hand column; the *Event Forwards* table is displayed.

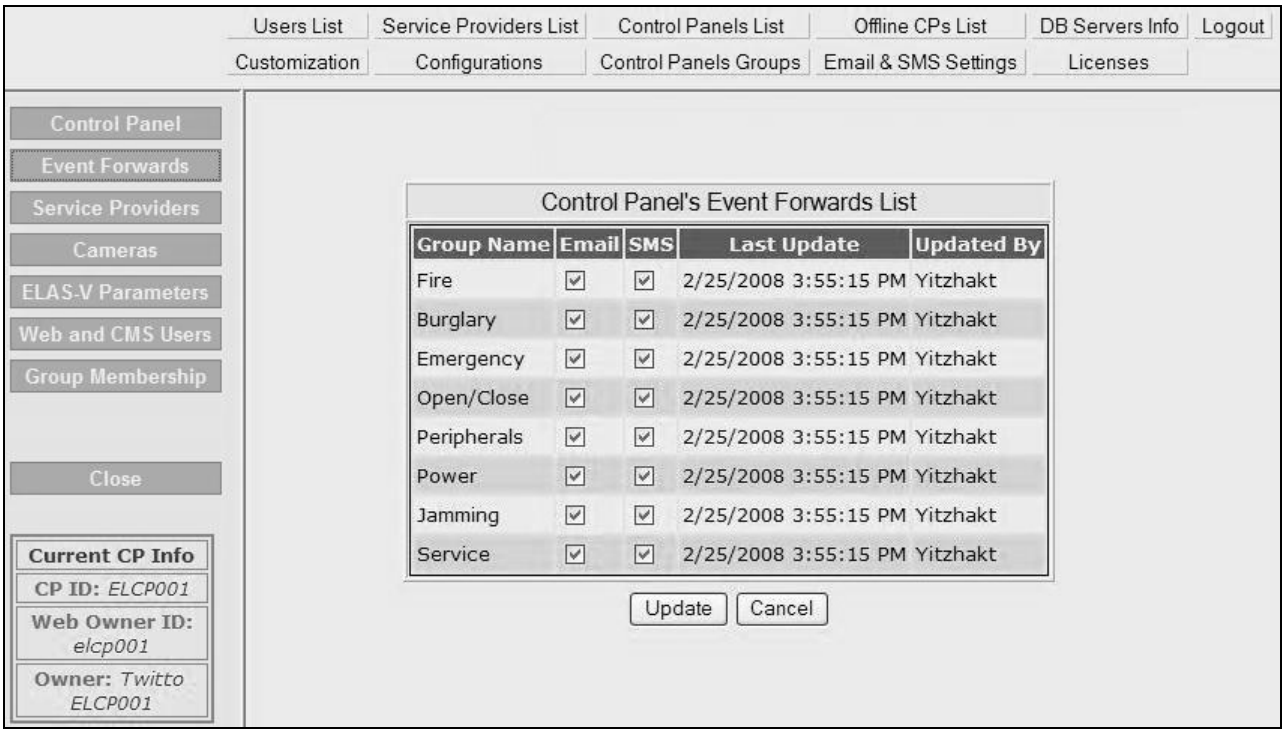

Figure 6-5: Event Forwards Table

3 Using the checkboxes that appear in the *E-mail* and *SMS* columns enable or disable event forwarding per event group as required.

4 Click *Update*.

6.4.2. Service Providers

Service providers can generally be defined as the monitoring station to which the ELAS forwards event data. This section explains how to allocate a service provider to a control panel. The list of service providers available for allocation to a control panel is determined elsewhere in this application – *see p. 5 Service Providers List*.

Allocating a service provider to a control panel

Each control panel can be allocated with several service providers, ELPX or IP SIA. This ensures that the service provider to which the customer has subscribed will receive the relevant event messages generated by the customer's security system. The event will be filtered by the Event Forwarding as explained above, and by Service Provider Event List as defined per service provider, *see p. 175.2 Editing the Service Provider's Event List*.

To allocate a service provider to a control panel:

1 Open the *Control Panel Update* page.

2 Click the Service Providers link in the left-hand column; the *Service Providers* table is displayed. The page appears as follows.

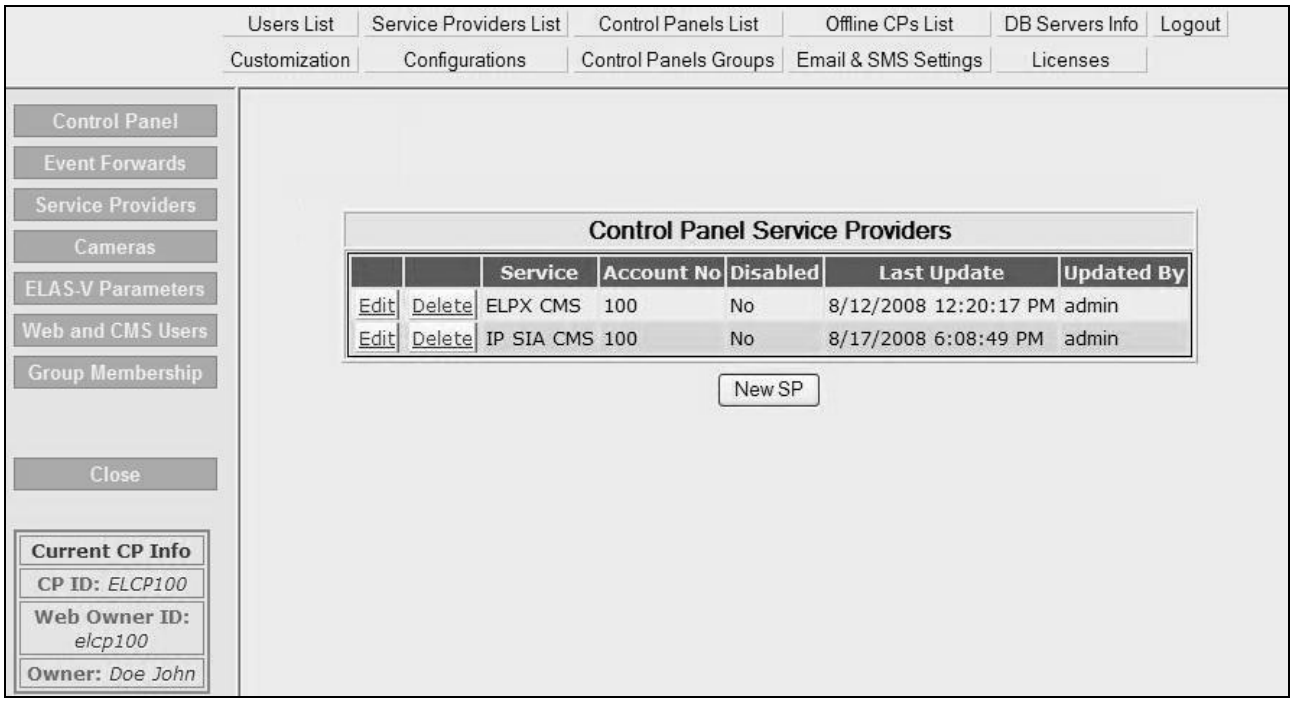

Figure 6-6: Service Provider Allocation

3 Click on *New SP* button, then choose an available service provider.

4 Enter the account number in the text box provided (**Note**: This account will be reported in the events sent to service provider's' monitoring system, regardless of the account number registered in the panel for other means of communication).

5 Click *Update*.

Editing a control panel's service provider

To edit a control panel's service provider:

1 Open the *Control Panels Update* page.

2 Click the *Service Providers* link in the left-hand column; the *Service Providers* table is displayed. – *see p. 24, Figure 6-6.*

3 Click the *Edit* link next to the control panel's service provider.

4 Edit the service provider details as required.

Note: If you want to disable the service provider without deleting it from the control panel's record, select the *Disabled* check box.

5 Click *Update*.

Deleting a service provider from a control panel record

To delete a service provider from a control panel record:

1 Open the *Control Panel Update* page.

2 Click the *Service Providers* link in the left-hand column; the *Service Providers* table is displayed – *see p. 24, Figure 6-6*.

3 Click the *Delete* link next to the control panel's service provider; the service provider is deleted.

Note: This procedure only deletes the service provider from the control panel record and does not delete the service provider from the ELAS database.

6.4.3. Cameras

The Cameras page lists all of the IP cameras that are defined for use with the control panel. When an IP camera is defined on this page, the user is able to access the camera via the Web User application in order to receive streaming video from the protected premises.

Defining an IP camera for use with the control panel

To define an IP camera for use with the control panel:

1. Open the *Control Panel Update* page.
2. Click the *Cameras* link in the left-hand column; a list of the control panel's IP cameras is displayed.
3. Click New *Camera*; the page appears as follows.

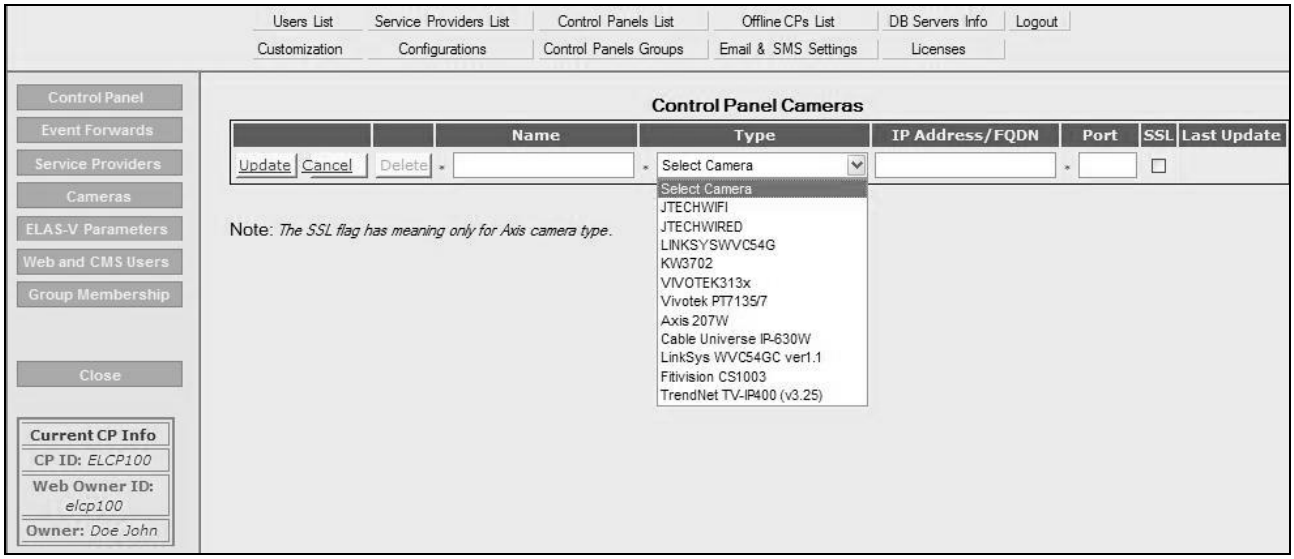

Figure 6-7: Control Panel Cameras

4. Enter a name for the camera in the text box provided. This descriptor will appear on Users' WUApp page.
5. In the *Type* dropdown box, choose a camera type. The supported cameras list is presented below:

Camera name in WAApp	Camera Model
JTECHWIFI	Jtechs' wifiCAMit WIFI camera model.
JTECHWIRED	Jtechs' netCAMit wired camera model.
LINKSYSWVC54G	LinkSys WVC54G camera.
KW3702	KingWave Camera KW3702.
VIVOTEK313x	Vivotek cameras family of IP313x (when x is the last number of each included model).
Vivotek PT7135/7	Vivotek pan & tilt camera PT7135 (wired) or PT7137 (WIFI).
Axis 207W	Axis WIFI camera 207M.
Cable Universe IP-630W	Cable universe WIFI camera IP-630W.
LinkSys WVC54GC	LinkSys WIFI WVC54GC camera.
Fitivision CS1003	Fitivision CS1003 WIFI camera.
TrendNet TV-IP400	TrendNet network camera TV-IP400

Table 6: Supported Cameras List

6. Enter the IP address of the router to which the camera is connected and the HTTP port used by the camera in the text boxes provided. If working with a Broadband panel, and the camera is connected to the same router as the panel, and if it uses the same legal (WAN) IP Address, this field can be left empty. In this case ELAS will automatically assign the panel's IP Address to the camera as well (thus allowing the user to not have to purchase a Fixed IP address for the camera).
7. Click *Update*; the new IP camera is added to the control panel's list of cameras.

Editing an existing IP camera

To edit the settings for an existing IP camera:

1. Open the *Control Panel Update* page.
2. Click the *Cameras* link in the left-hand column; a list of the control panel's IP cameras is displayed.
3. Click the *Edit* link next to the IP camera you wish to edit.
4. When finished editing, click *Update*.

Deleting an IP camera

To delete an IP camera from the control panel's camera list:

1. Open the *Control Panel Update* page.
2. Click the *Cameras* link in the left-hand column; a list of the control panel's IP cameras is displayed.
3. Click the *Delete* link next to the IP camera you wish to remove from the list; the camera is deleted.

6.4.4. ELAS – V Parameters

The ELAS-V Parameters page is used to define ELAS-V cameras for the panel. ELAS-V module is a video module working with ELAS-V cameras and distributing video events from users' ELAS-V cameras to subscribed users and CMS accounts.

Defining ELAS-V cameras

To define an ELAS-V camera for use with the control panel:

1. Open the *Control Panel Update* page.
2. Click the *ELAS-V* Parameters link in the left-hand column, an ELAS-V Control Panel Cameras list is displayed.
3. Click New *ELAS-V* Camera; the page appears as follows.

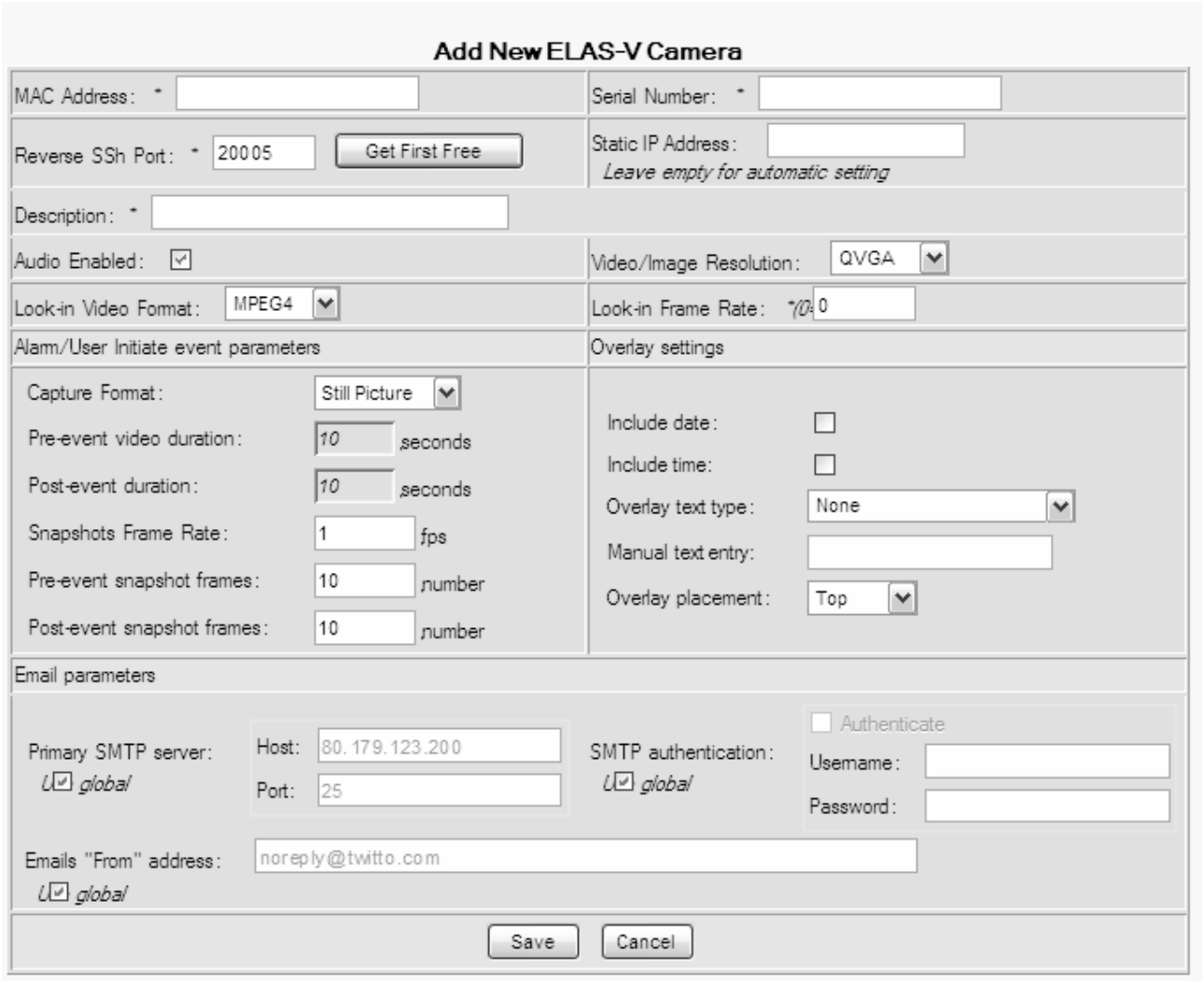

Figure 6-8: Adding New ELAS-V camera

Field	Description
MAC Address	MAC address is a Media Access Control Address is a unique network identifier assigned to most network devices. Usually appears on the back of the camera and the supplied documentation.
Serial Number	A serial number given to each camera by the manufacturer during production, and can be used for general tracking purposes.
Reverse SSh Port	Secure Shell or SSh, is a network protocol allowing secure Data exchange between two network devices. SSh Port is the port the camera uses to connect to ELAS-V module using reverse SSh. To automatically receive the first free SSh port, click on the Get First Free button.
Static IP Address	If the IP camera uses a static IP Address, fill this IP Address in this field. For automatic setting, leave this field empty.
Description	General information field used to describe the camera's location, brand or any other description necessary.
Audio Enabled	*Not usable in this version of ELAS*
Video/Image resolution	*Not usable in this version of ELAS*

Look-in Video Format	*Not usable in this version of ELAS*
Look-in Frame Rate	*Not usable in this version of ELAS*
Alarm/User Initiate event Parameters	*Not usable in this version of ELAS*
Overlay Settings	*Not usable in this version of ELAS*
E-mail Parameters	Enter the user's primary SMTP server parameters, E-mail address, username, and password.

Note: Check the *Global* checkbox to use global defaults set for all newly added ELAS-V cameras.

Table 7: Adding New ELAS-V camera

6.4.5. WEB and CMS Users

On the WEB and CMS Users page, the ELAS administrator can create additional Subusers to work with the WUApp and ELAS-V cameras, receive Video Events and use a Look In option to view their premises. Sub users can also be created by the Master user of the security panel registered in the *Control Panel Update* page, and referred as Web Users in the WAApp. CMS users are accounts registered to receive video records of Alarm Events and react accordingly. Those users are allocated to a security panel by decision of the ELAS administrator.

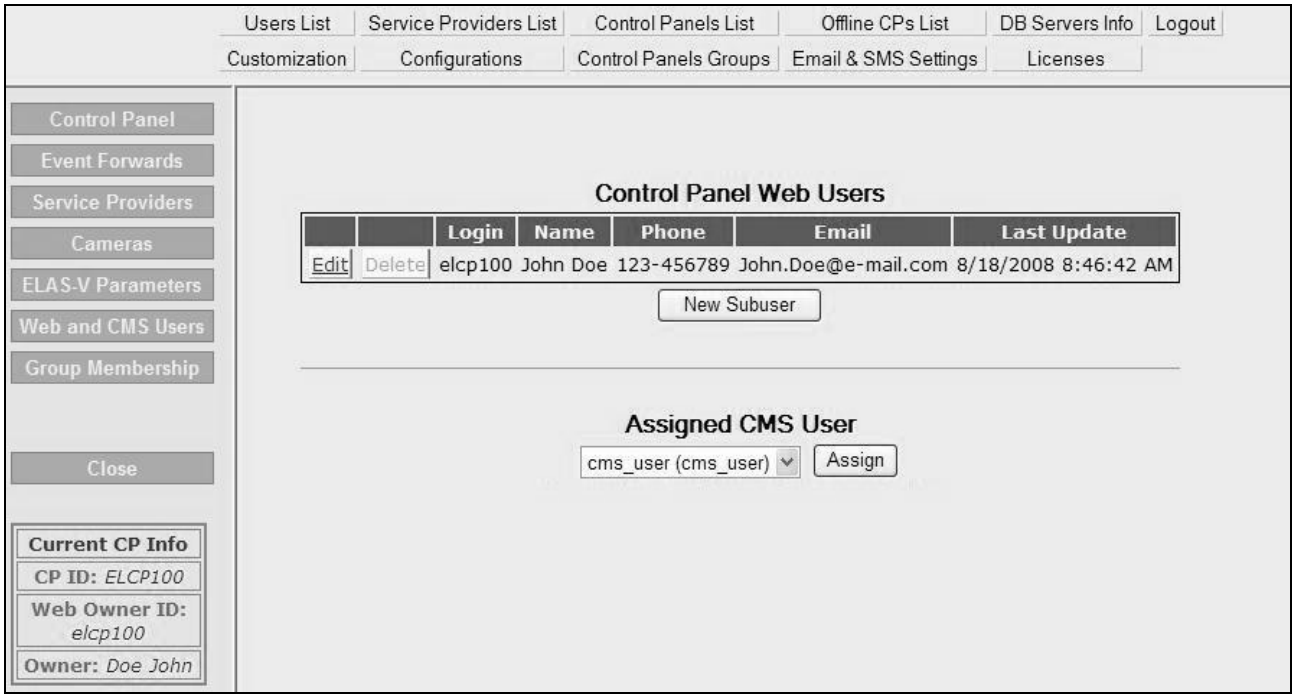

Figure 6-9: Web and CMS Users page

Creating Sub users

To create a WEB User (Sub User) to work with the control panel:

1. Open the *Control Panel Update* page.
2. Click the *Web and CMS Users* link in the left-hand column, a *Control Panel Web Users* page is displayed.
3. Click on *New Subuser*.
4. *Control Panel Web Users* page appears as displayed below:

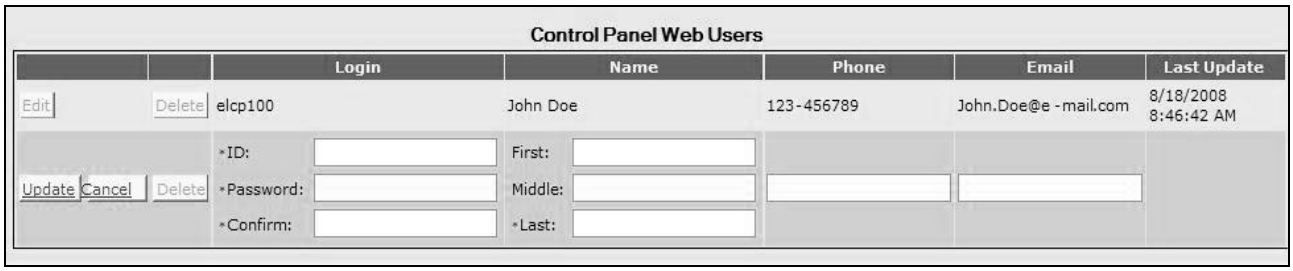

Figure 6-10: New Web (sub) User Creation

Field	Description
Login ID	The Sub Users' login name that he must be entered when logging in to the Web User Application.
Login Password	The Sub Users' password that must be entered when logging in to the Web User Application. The maximum number of characters that should be entered for the Web Password is 16 and the password must begin with a letter.
Login Confirm	Confirmation field for the Login Password.
First/Middle/ Last Name	The customer's personal details for identification purposes.
Cell Phone/E-mail	Additional customer information for reference purposes.

Table 8: New Web (Sub) User Creation

Creating CMS users

Creating CMS users is not supported in this Version.

6.4.6. Group Membership

Using this page you can include or remove the security panel from relevant Control Panel Groups. To see more information about the Control Panel Groups, refer to p. 31, *7 Control Panels Groups* section.

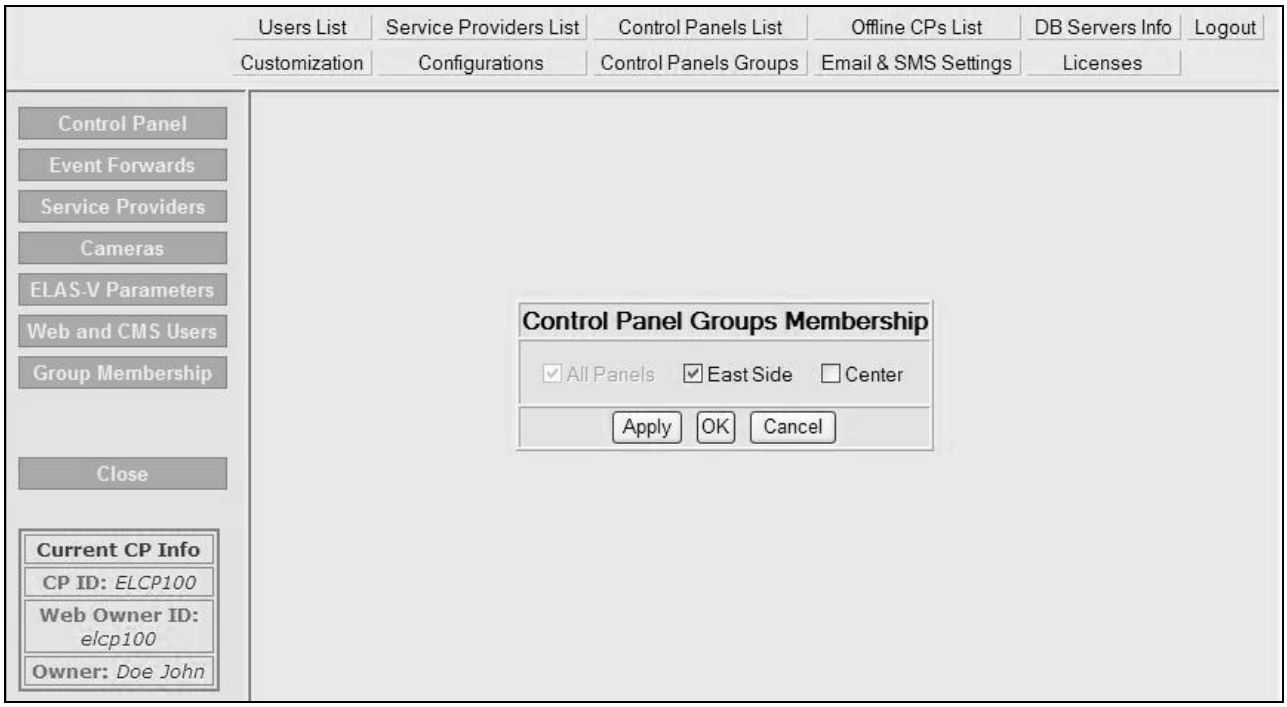

Figure 6-11: Control Panel Groups Membership

1. Open the *Control Panel Update* page.
2. Click the *Group Membership* link in the left-hand column, a *Control Panel Group List* is displayed as shown above.
3. Select or deselect relevant check boxes.
4. Click *Apply* to update the selection and remain on the same page, or OK to return to Control Panel Update page.

6.4.7. Locator Service

ELAS allows, for each panel, three alternative locator service options: either Locator Service, or Locator Advertisement page, or "Locator Unavailable" message. Only one of the options is available per panel at a time. To choose Locator/Locator Advertisement/"Locator Unavailable" message:

Figure 6-12: Locator Parameters

1. Open the *Control Panel Update* page.
2. Click the *Locator Service* link in the left-hand column.
3. In the *Locator Parameters* frame, select either *Using Locator*, or *Using Locator Advertisement* checkbox, or none of them. If no checkbox is selected, the "Locator Unavailable" message will appear when the user opens the locator service. For editing the "Locator Unavailable" message, *see p. 50, 12.7 Locator Settings.*
4. Click *Save*.

7. Control Panels Groups

In the ELAS server, all security panels are registered in the same database, managed by the same services and exposed to the ELAS administrator. The WEBrp users, whose accounts are managed by the ELAS administrator as well, can access this database using a WEBrp program supplied by the ELAS administrator to relevant personnel, for panels' maintenance purposes. By uploading panels' parameters, the WEBrp operators can change programming, view arm status, system event log, Etc…

When uploading the security panels list, the WEBrp operators should be exposed only to security panels relevant for them. For this purpose, Control Panel Groups are available to ELAS administrator, to create relations between security panels, WEBrp users and monitoring stations. When clicking the *Control Panels Groups* icon from the main menu, the following page will appear, displaying the list of all Control Panels Groups available.

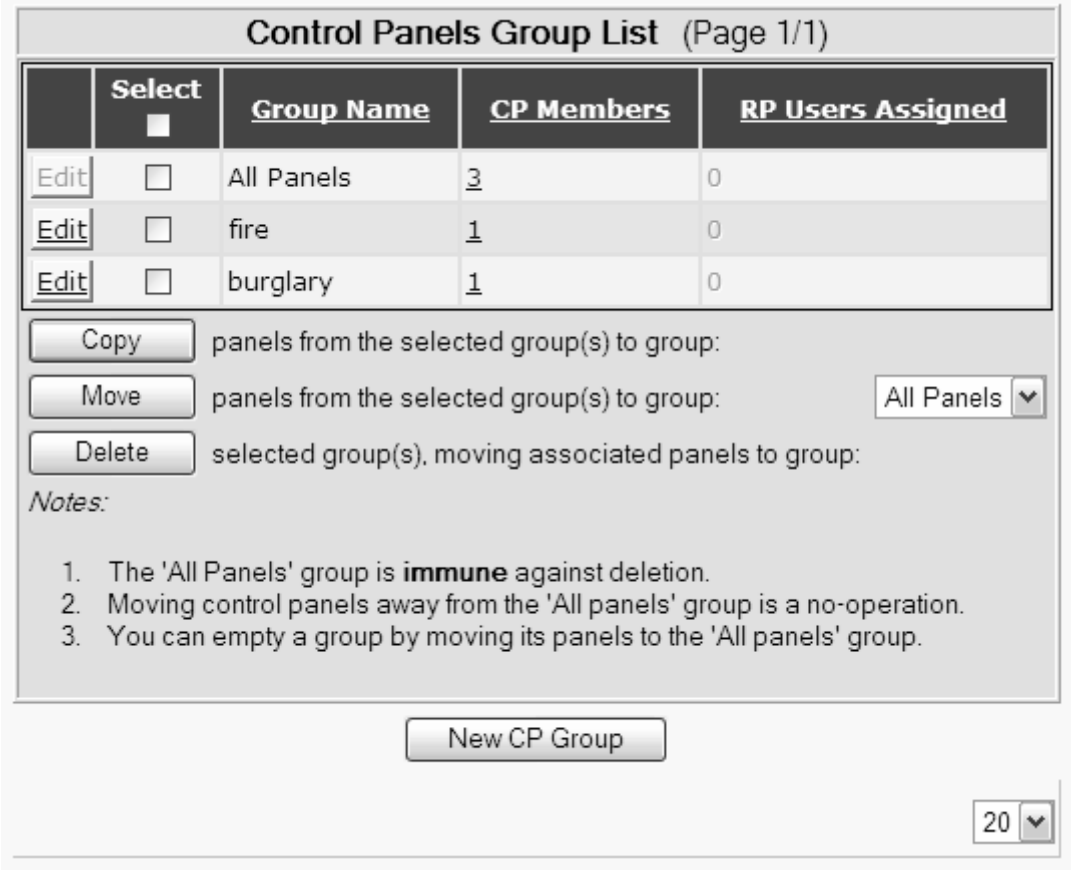

Figure 7-1: Control Panels Groups

Field	Description
Group Name	The Name of the Control Panel Group, and can be changed by clicking on the *Edit* button on the left hand side of the list.
CP Members	Displaying the number of the security control panels assigned to each group.
RP Users Assigned	Displaying the number of the WEBrp users assigned to each group.

Table 9: Control Panels Groups Fields

7.1. Creating a Control Panel Group

1 Go to *Control Panels Groups* page

2 Click on the *New CP Group* button

3 On the following page, enter the name for the new *Control Panels Group* (**Note:** when creating a new group, the group is empty until panels and WEBrp users are copied or moved to it).

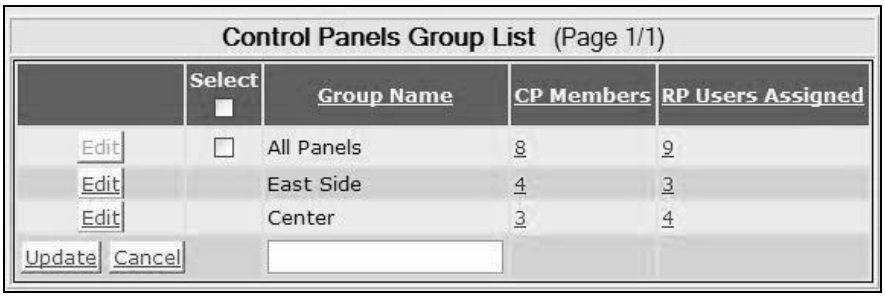

Figure 7-2: New Control Panels Group Creation

4 Click *Update* to save the entered name and return to main page, or *Cancel* to return without saving the changes.

7.2. Managing Control Panels Group

1 On the *Control Panels Groups* page click on *Edit* to change the name of the Group or on the numbers displayed in *CP members* and *RP Users Assigned* columns to edit the relevant control panels and WEBrp Users respectively.

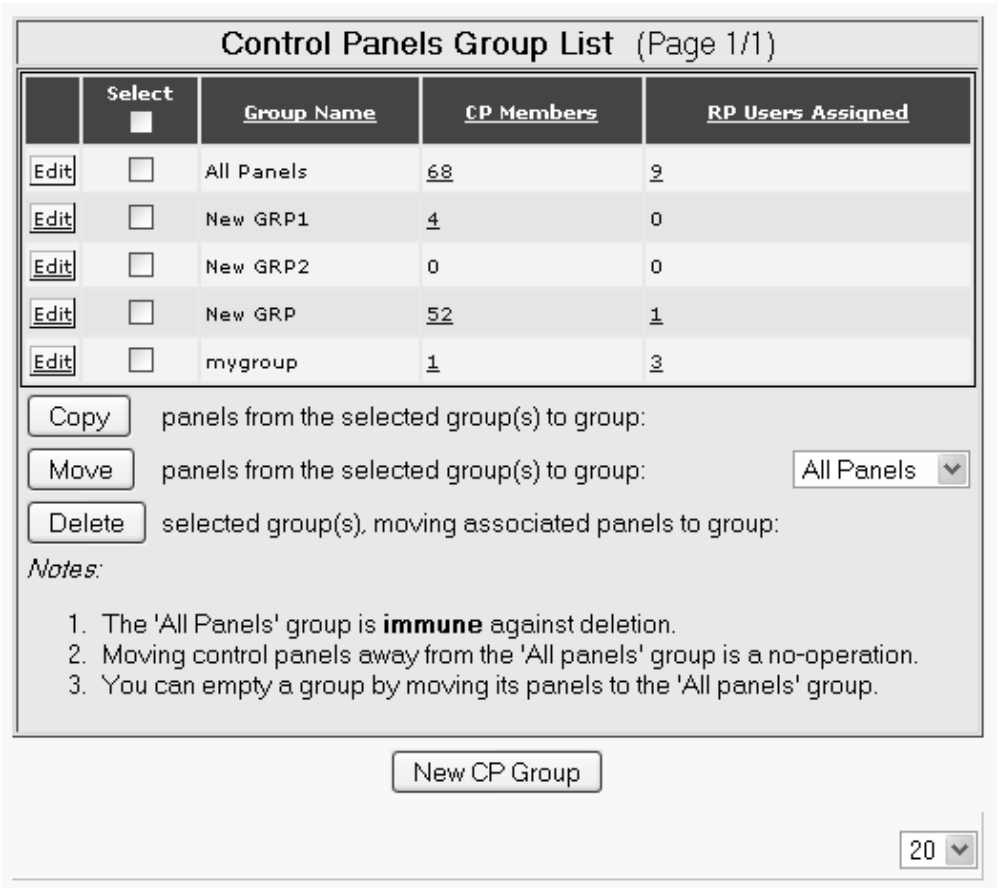

Figure 7-3: Control Panels Groups List

2 When Clicking on the number of *CP Members* column, the list of security panels assigned to the group is displayed, as shown below.

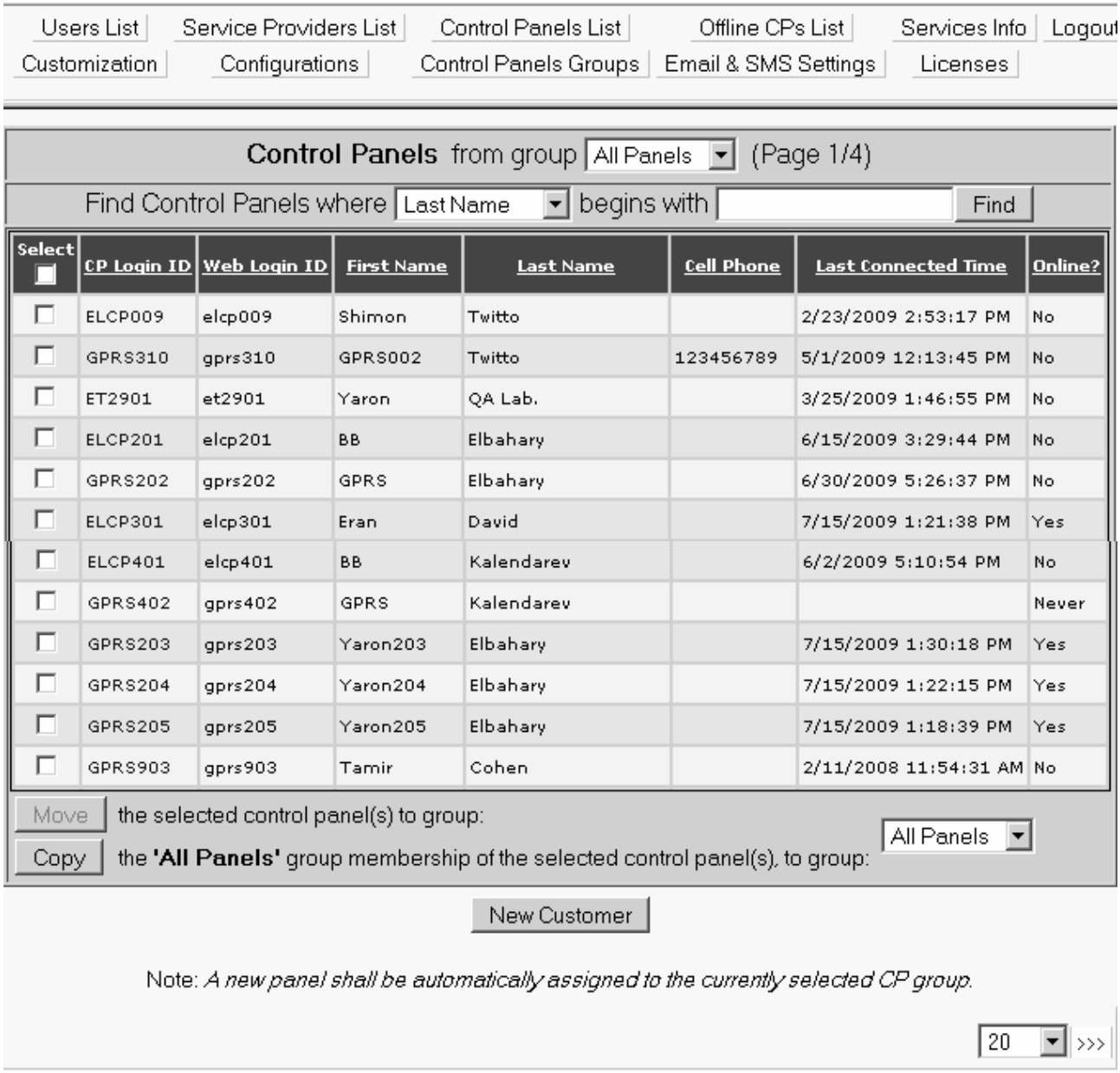

Figure 7-4: Control Panels Assigned to Specific Group

- To copy/move control panels to another group, select panels by selecting a checkbox in *Select* column, then choose a group in the drop down list on the right, then click *Copy* or *Move* button.
- To remove a control panel from group association, use the *CP Update Page – see p. 29 6.4.6 Group Membership.*
- To create a new control panel group, click on the *New CP Group* button. The creation procedure is similar to *p. 19 6.1 Adding a New Control Panel* procedure.
- When clicking on a number of the *RP Users Assigned* column on the *Control Panel Group List*, in a similar manner, the list of assigned WEBrp users is displayed, as shown below.

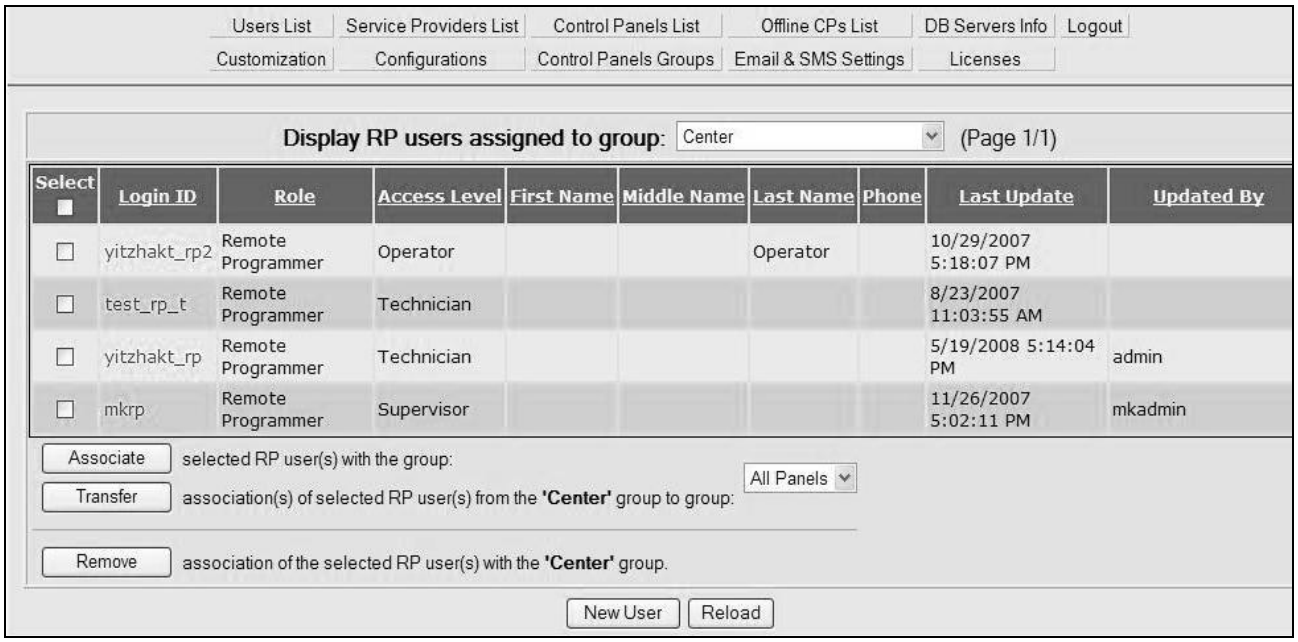

Figure 7-5: Users Assigned to Specific Groups

On this page you can associate the WEBrp User with an additional group, by selecting a group from the drop down list and a user by checking the relevant checkbox, then clicking on the *Associate* button.

- To transfer one or multiple users to another group, check the relevant checkboxes, select a new group from the drop down list, and click on the *Transfer* button (this function is widely used when replacement for a WEBrp user is necessary, allowing you to avoid transferring each panel individually).
- To remove one or multiple users from group association, check the relevant checkboxes and click on the *Remove* button.

  Note: The users will only be removed from the association with the group, and won't be deleted from the ELAS database.
- Clicking on the *New User* button will open a page for WEBrp user creation as described in p. *4.1, Adding a New User* section.

8. System Status Tools

8.1. Offline and Trouble Customers List

The *Offline and Trouble Customers* page enables you to view the control panels that are offline or have detected a system trouble condition. This page allows you to filter the data you want to view in the displayed list. To do so, on the Main menu, click *Offline CPs List*;, the Control Panel States' Statistics page appears. Check the required boxes (*Armed CPs*, *Online CPs*, *Trouble CPs*) and click *Collect*. Additional system status notification is provided by the ELAS via email – *see p. 64, Appendix B: E-mail Notification.*

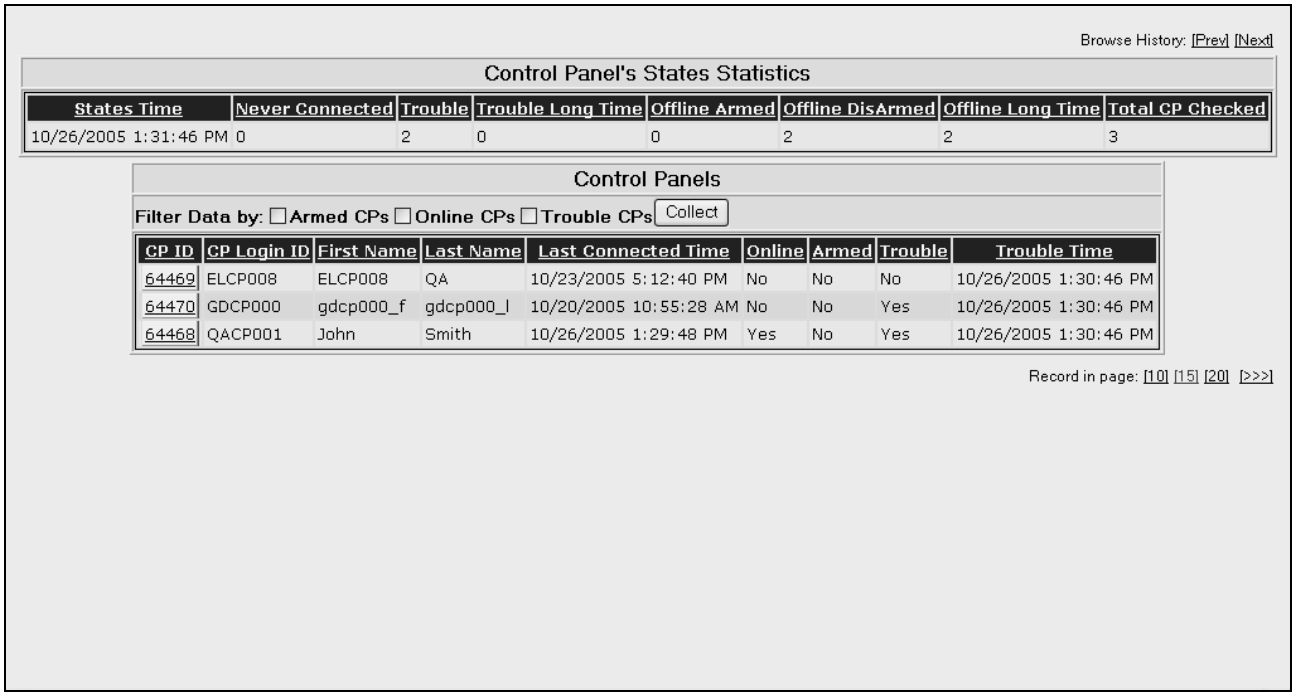

Figure 8-1: Offline and Trouble Customer List

The *Offline and Trouble Customers* page is divided into two tables. The first table is a summary of statistics for all control panels that are offline or have a trouble condition.

Column	Description
States Time	The time at which the statistics were collected.
Never Connected	Control panels that appear in the list of customers but have never been connected.
Trouble	Control panels that have reported a trouble condition.
Trouble Long Time	Control panels that have a trouble condition for a time that exceeds a pre-configured period.
Offline Armed	Control panels that went offline while armed.
Offline Disarmed	Control panels that went offline while disarmed.
Offline Long Time	Control panels that have been offline for a time that exceeds a pre-configured period. This statistic concerns control panels that have not sent an “I’m Alive” reports to the ELAS for a pre-configured period and this points to a verified communication problem.
Total CP Checked	The total number of control panels that are listed in the control panels table.

Table 10: Summary of Statistics for all Control Panels Fields

The second table lists the individual status of each control panel that is offline or has a trouble condition.

Column	Description
CP Login ID	The control panel's ID number.
First/Last Name	The customer's personal details.
Last Connect Time	The last time that the control panel was online.
Online	Current online status (Yes/No).
Armed	Current arming status (Yes/No).
Trouble	Current trouble status (Yes/No).
Trouble Time	The time that the trouble condition was recorded.

Table 11: Individual Status of Each Control Panel

8.2. Database Services Information

The DB (database) *Services Info* page allows you to view the current status of the Primary and Backup database servers.

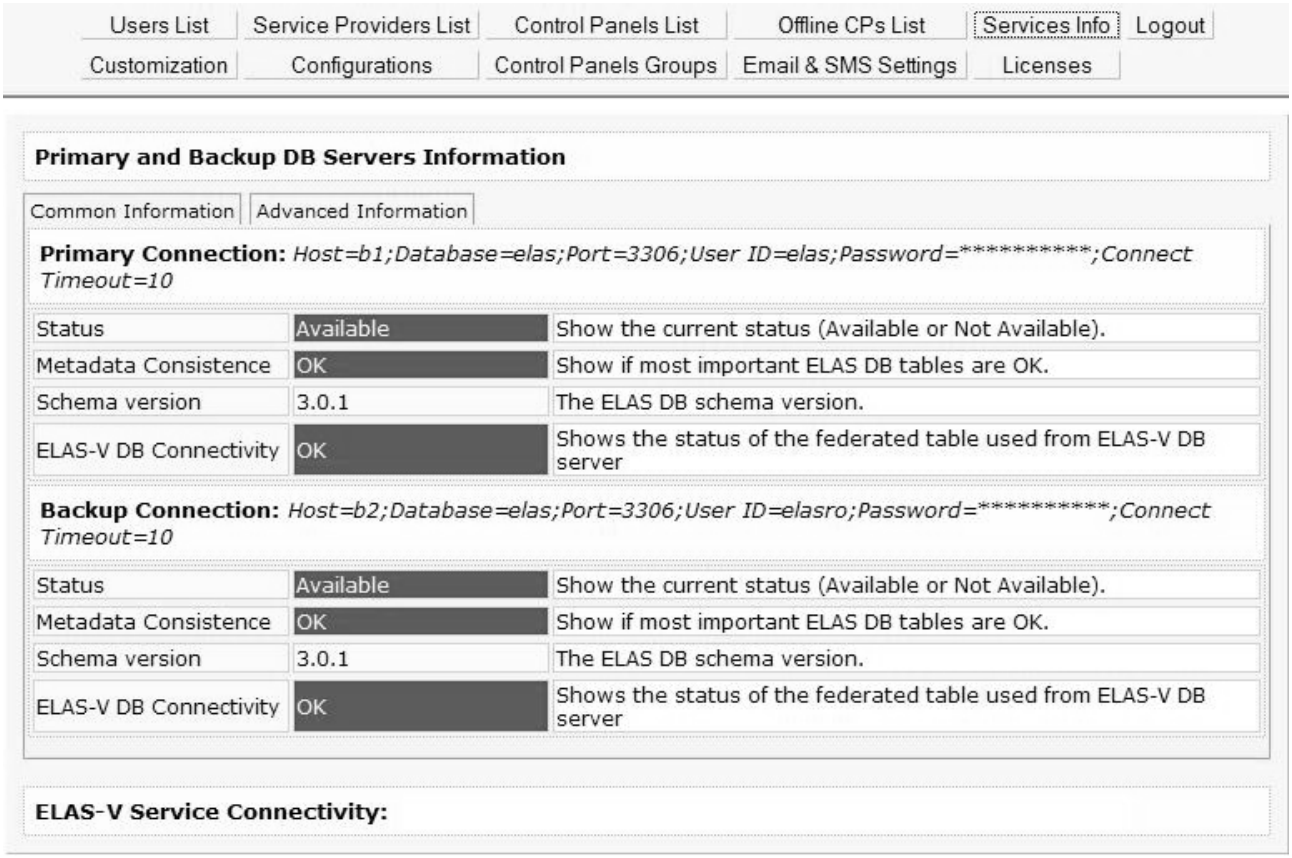

Figure 8-2 Database Servers Status

Field	Description
Status	The current status of the server (Available or Not Available).
Metadata Consistence	The current status of the main DB tables. If this field displays “OK”, all of these tables exist and are correctly linked to one another.
ELAS-V DB Connectivity	Status of the federated table used from ELAS-V DB server.

Table 12: Database Status

The Advanced Information tab offers Electronics Line 3000’s technical support staff additional troubleshooting tools if any problems are experienced with the database servers.

9. E-mail Template Wizard

The E-mail Template Wizard enables you to determine the exact text of the E-mails sent by the Alerts event forwarding feature – *see p. 22, 6.4.1. Event Forwarding.*

The E-mail templates are simple "****.eml" files produced by a regular e-mail client application like MS Outlook (Express), Mozilla Thunderbird, or the like. In other words, you create an E-mail and save it to be later used as a template.

You can put any of the meta-characters (*see p. 39, Figure 9-1*) inside the textual part of the E-mail to be replaced by the actual text relevant for the reported event. Using images inside the body is allowed - they are part of the "****.eml" file structure. You can also attach files that will become part of the message.

To start editing the E-mail and SMS texts and templates settings:

1. Open the *E-mail & SMS Settings* wizard by clicking the relevant link on the menu bar at the top of the page.
2. On the *Information* page, general information about this application is presented, explaining the upcoming pages and steps.
3. Click *Next* at the bottom of the Introduction page:

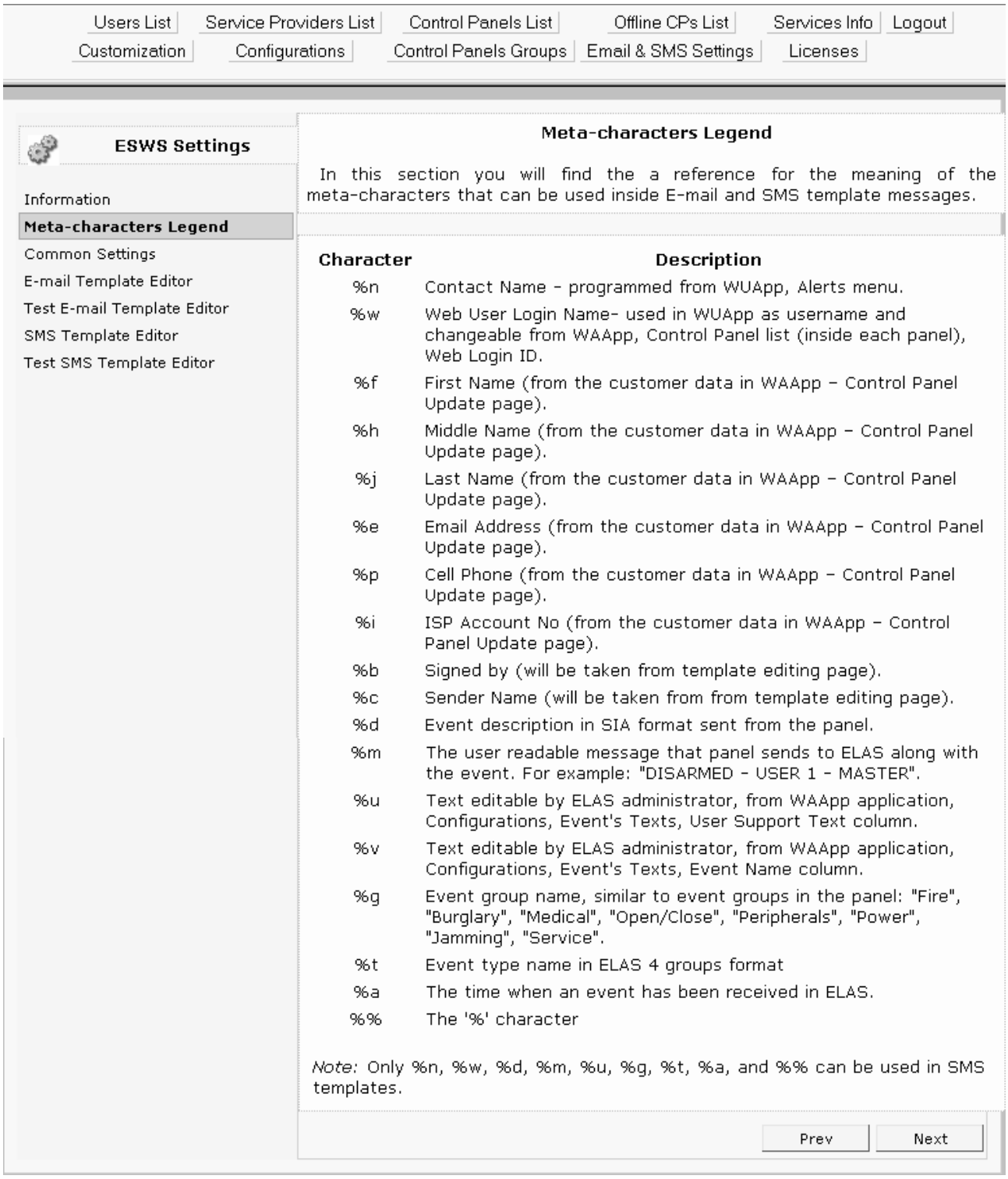

Figure 9-1: All available % characters for E-mail and SMS templates

4 The *Meta-Characters Legend* page displays a list of all % characters and their meaning that can be used in the following configuration steps. (**Note:** in SMS Templates, only %n, %w, %d, %m, %u, %g, %t, %a, and %% can be used). Click *Next* on the bottom of the page to proceed.

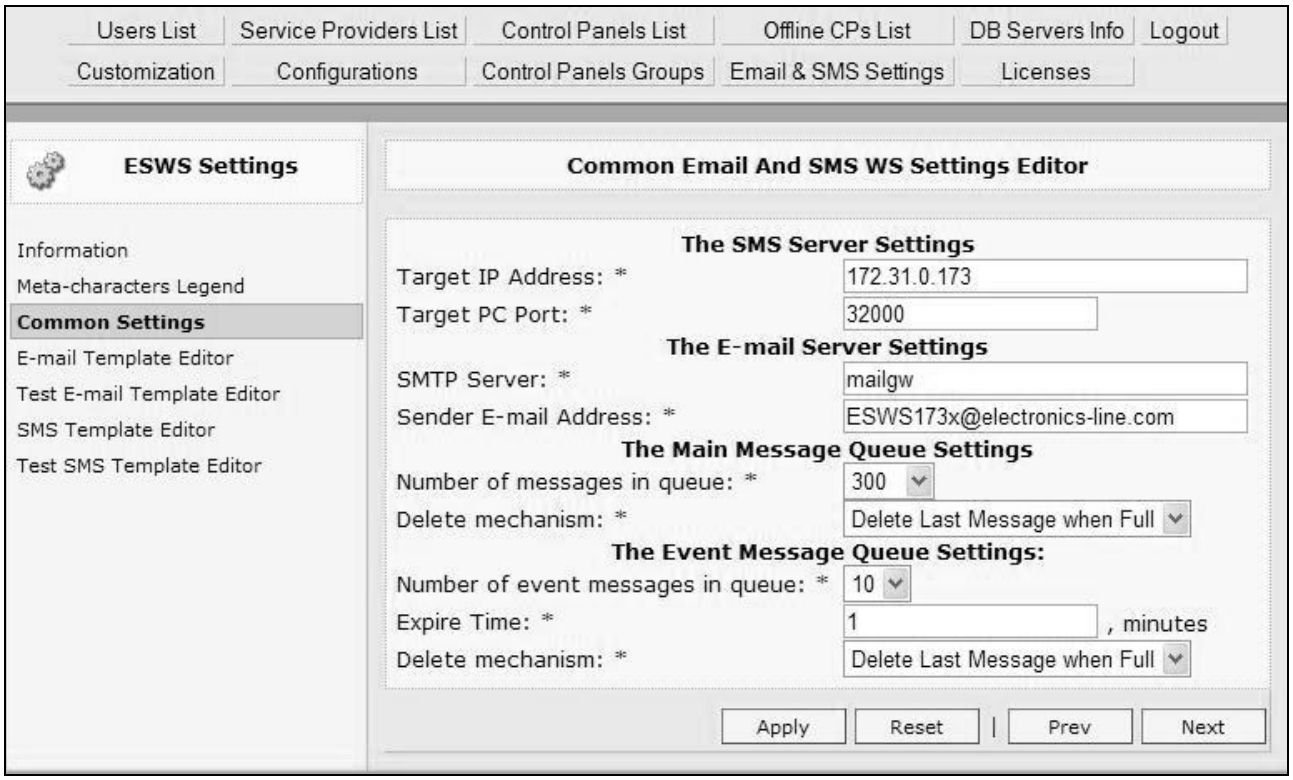

Figure 9-2: Common E-mail and SMS WS Settings Editor

5 Enter the required settings in the fields provided.

Field	Description
Target IP Address	The IP address of the SMS Server.
Target PC Port	Port that the ELAS uses to reach the SMS server.
SMTP Server	The IP address of the SMTP server.
Sender E-mail Address	The address from which emails are sent to the Alert contacts.
Main Message: Number of Messages in Queue	The maximum capacity of the queue. This is the maximum number of email messages to all recipients. The possible values that may be programmed for this field are: 50, 100, 200, 300, 400, 500, 750 and 1000.
Main Message: Delete Mechanism	This option defines how the ELAS handles a full queue. Two options are available. If *Delete Last Message When Full* is selected, a new message causes the oldest message to be deleted (FIFO). If *No Action* is selected, new messages are ignored when the queue is full.
Event Message: Number of Messages in Queue	The maximum number of email messages to a single Alert contact that may be entered in the queue. The possible values that may be programmed for this field are: 5, 7, 10, 15 and 20.
Event Message: Expire Time	The amount of time (in minutes) that a single message can remain in the queue before it is deleted. The maximum value that you can program for this field is 60 minutes.
Event Message: Delete Mechanism	This option defines how the ELAS handles a full queue for a single alert contact. Two options are available. If *Delete Last Message When Full* is selected, a new message causes the oldest message to be deleted (FIFO). If *No Action* is selected, new messages are ignored when the queue is full.

Table 13: Common E-mail and SMS WS Settings Editor

6 Once you have configured the required settings, click *Apply*.

7 Click *Next*.

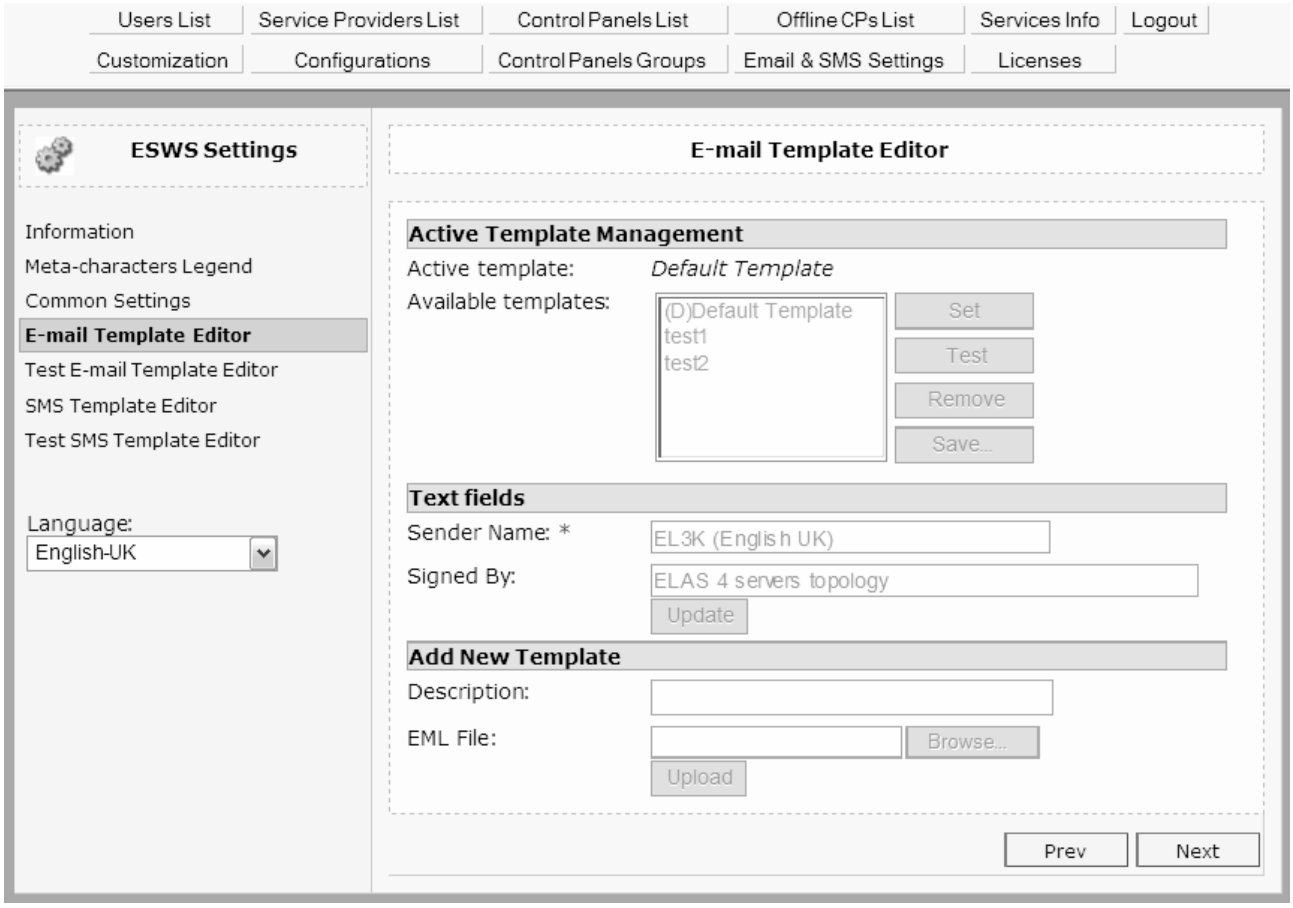

Figure 9-3: E-mail Template Editor

8 Select the *Language* you wish to edit from the dropdown list on the left **Note**: Each language can have its own unique template, allowing the user to choose in the WUApp a language for each alert.

9 In the *Active Template Management* area, choose the desired template from the list in the *Available Templates* field. You can upload a new template in the *Add New Template* area. To do so, browse to the desired file, enter description (mandatory field), then click *Upload*.

Note: Please make sure that the language of the chosen template is the same as the language chosen in Step 8.

10 Choose the Template you want to use as default and click *Set*.

11 Enter the *Sender Name* - the text that appears as the sender of the email – typically the service provider's name.

12 In the *Signed By fiel*d, you can enter the signature text that you want to appear at the end of the email.

13 Click *Test* if you wish to test the Template, enter your E-mail address, then click *Send*. You will receive a test message from ELAS.

14 Click *Save* to save your settings.

15 Click *Next* to open the *Test E-mail Template Edito***r**.

16 Edit the *Test E-mail* in a similar way to *E-mail Template* editing. This template will be sent when the user will generate *Test Event* from *Alerts* page on WUApp.

10. SMS Template Editor

The *SMS Template Editor* enables you to determine the exact text of the SMS messages sent in the Alerts event forwarding feature – *see p. 22, 6.4.1. Event Forwarding.*

To start editing the E-mail and SMS texts and templates settings:

1. Open the *E-mail & SMS Settings* wizard by clicking the relevant link on the menu bar at the top of the page.
2. Click *SMS Template Editor* to open the SMS Template Editor.

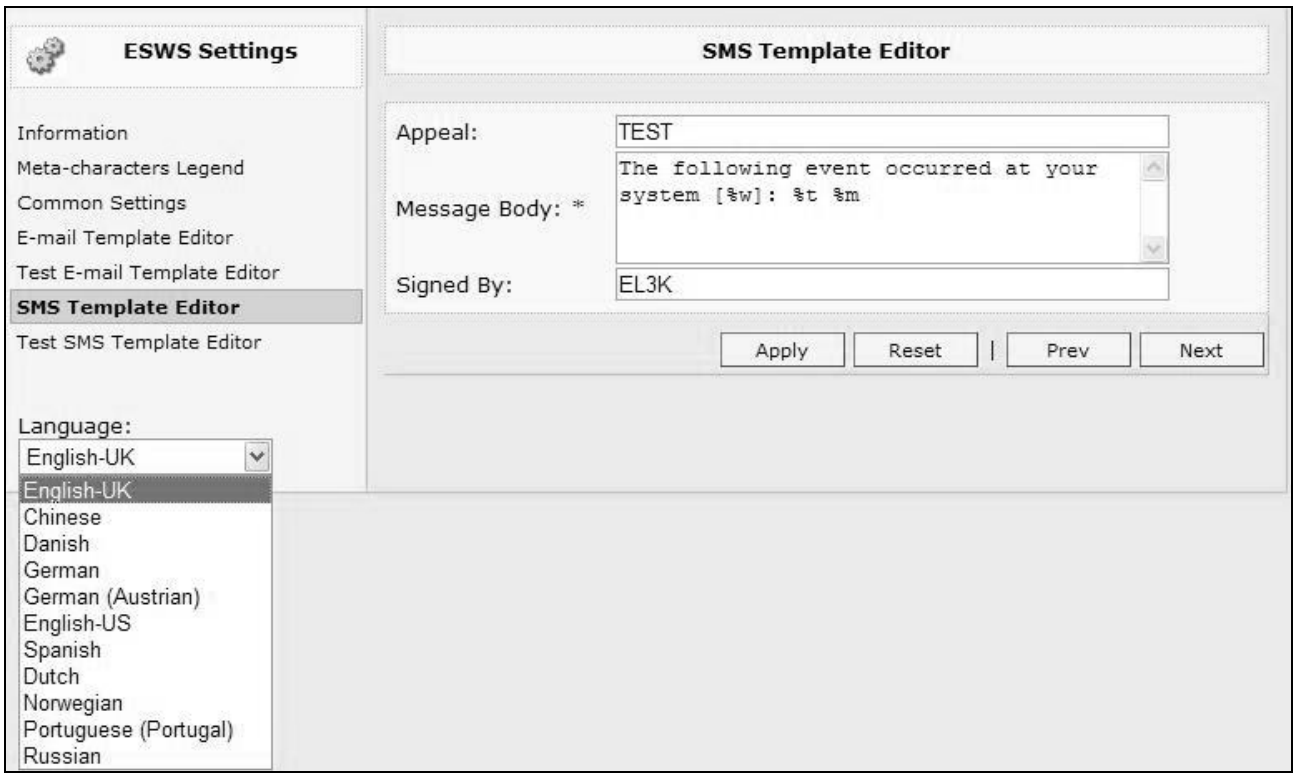

Figure 10-1: SMS Template Editor

3. Select the *Language* you wish to edit from the dropdown list on the left (Note: Each language can have its' own unique template, allowing the user to choose in the WUApp a language for each alert).
4. In the *Appeal* field enter the required text for the opening line of the SMS. For example, "Dear %n" (where %n is the name of the Alert contact).
5. In the *Message Body* field, enter the text that you want to appear in the SMS. *See p. 39, Figure 9-1* for the variables available.
6. In the *Signed By* field, enter the signature text that you want to appear at the end of the message.
7. Click *Apply*.
8. Click *Next* to open the *Test SMS Template Editor*.
9. Edit the *Test SMS Template* in a similar way to *SMS Template editing*. This template will be sent when the user generates Test Event from Alerts page on WUApp.
10. Click *Apply*; All settings are set to the registered information, all will be used for E-mail and SMS alerts that the user will receive from ELAS.

11. Licenses

The *Licenses* page allows you to view information concerning the current software license and add an additional license if required. The ELAS software license determines how many subscribers' control panels and which features are supported by the ELAS. License keys are issued by Electronics Line 3000 Ltd. and can be added on this page.

Figure 11-1: Licenses Page

- Registered License Information

Field	Description
Serial number	Used for indication of correct key programming.
Issue Date	The date and time the Key was created in the Database.
Expired Date	Expiration Date for the Key
Added in DB Time	The time the Key was programmed in the WAApp.
Updater Name	ELAS Administrator Username who programmed the License
Last Updated	(Not relevant field for this version).

Table 14: Registered License Information

- Summary Table Information

Valid License(s)	The number of valid licenses.
Control Panels	Total number of control panels that can be connected to ELAS server
SMS Sending	Indicates if SMS user notification is supported by the license.
Home Automation	Indicates if HA activation by users from WUApp is supported by the license.
Video Monitoring	Indicates if Video Camera viewing by users from WUApp is supported by the license
ELAS-V	Indicates if ELAS-V cameras, used to send Video Alarm events, are supported by the license.

Table 15: Summary Table Information

To add a license:

1. On the *Licenses* page, click + Adding License; the *License Key* field is displayed.
2. Enter the license key that you received from Electronics Line 3000 Ltd.
3. Click *Add* License.

12. General Configuration Options

On this page you can configure parameters affecting the installation and general ELAS activity, default settings appearing in several parts of ELAS Admin application, ELAS event groups description, etc…

12.1. ELAS Common Parameters

12.1.1. Control Panel Notification Service (CPNS)

Two pages, ELAS Common Parameters and Control Panel Parameters, include options and settings that affect the functionality of the Control Panel Notification Service (CPNS). Any task that needs to be sent to the control panel over the Web is sent via the ELAS. For example, when the user wishes to arm the system using the Web User Application, the command is sent via the ELAS to the control panel's Ethercom module.

Two options are available:

- **Direct Notification**: The Ethercom module is assigned a local IP on the LAN. Therefore, for the command to reach the Ethercom module, the router needs to be configured to allow port forwarding to the relevant private IP address.
- **Indirect Notification**: Indirect notification is an alternative method that does not require configuration of the router. Using indirect notification, the control panel's Ethercom module connects to the CPNS every few seconds, thus periodically opening a session with the ELAS.

12.1.2. Editing CPNS Parameters for the ELAS

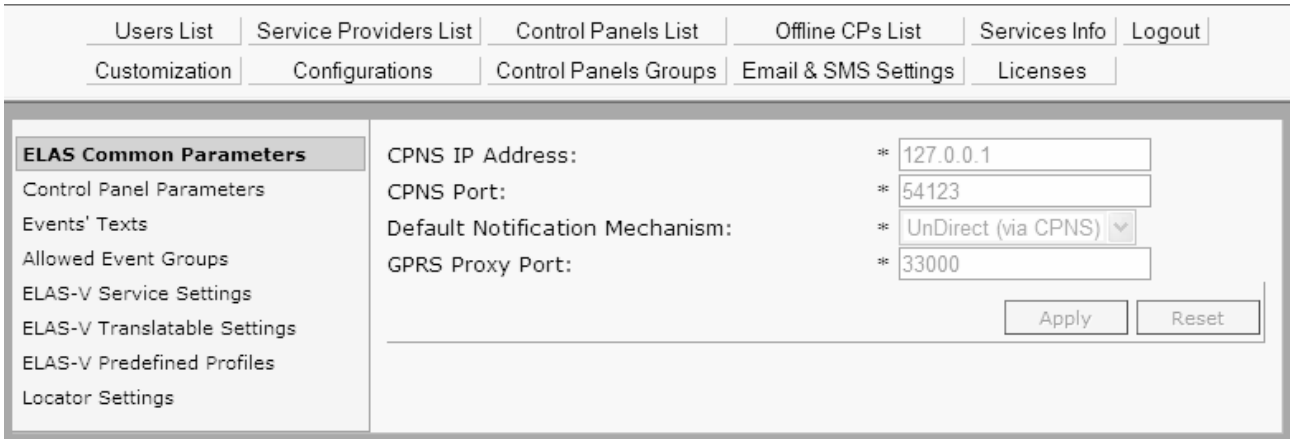

Figure 12-1: ELAS CPNS Configuration Page

The following table explains the CPNS configurable parameters for the ELAS.

Field	Description
CPNS IP Address	The IP address that the ELAS uses to send tasks to the CPNS service.
CPNS Port	The TCP port used by the CPNS to "listen" to tasks from the ELAS to the control panel.
Default Notification Mechanism	The control panel's default notification method used when you create a new customer. Please note that this parameter has no effect on the settings of the existing control panels.
GPRS Proxy Port	The port that the panels will use to communicate with GPRS proxy.

Table 16: ELAS CPNS Configuration

To edit CPNS Parameters for the ELAS:

1. Open the *Configurations* page; the CPNS Parameters for the ELAS are displayed.
2. Enter the IP address of the CPNS service and the TCP port in the fields provided.
3. Choose a default notification mechanism for all new control panel records.
4. Enter the GPRS Proxy port.
5. Click *Apply*.

Note: The *Reset* button is used to undo any changes made to the configuration before you click *Apply*.

12.1.3. Editing CPNS Parameters for the Control panel

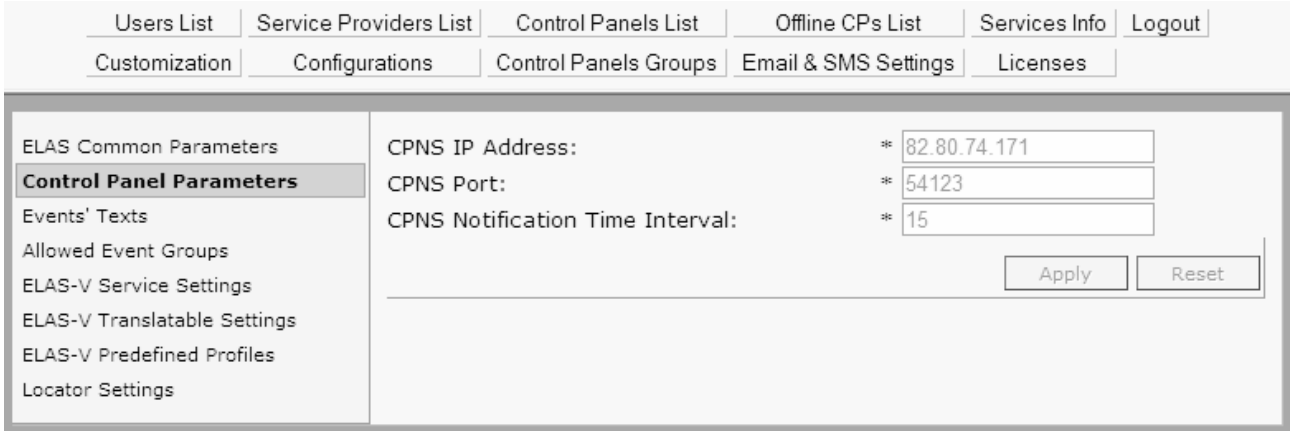

Figure 12-2: Control panels CPNS Configuration Page

The following table explains the CPNS configurable parameters that apply to the control panels.

Field	Description
CPNS IP Address	The IP address that the control panel's Ethercom module uses to connect to the CPNS service.
CPNS Port	The UDP port used by the control panel's Ethercom module to connect to the CPNS.
CPNS Notification Time Interval	The amount of seconds between each connection from the control panel's Ethercom module and the CPNS. You can program a CPNS Notification Time Interval of between 5 and15 seconds. This setting affects every control panel using the "Indirect" notification method.

Table 17: Control panels CPNS Configuration

To edit CPNS Parameters for the Panel:

1. Open the *Configurations* page.
2. Click the *Control panel Parameters* link in the left-hand column; the CPNS Parameters for the control panels are displayed.
3. Enter the *IP address* of the CPNS service and the *CPNS port* in the fields provided.
4. Choose a *CPNS Notification Time Interva*l.
5. Click *Apply*.

Note: The *Reset* button is used to undo any changes made to the configuration before you click *Apply*.

12.2. Event Texts

The *Event Texts* page enables you to edit texts in the *ELAS Event table*. The table includes two columns that may be edited according to personal preferences or translation into different languages.

These event texts are used both in the Web User application and in the emails sent by the Alerts event forwarding feature.

For example, if you edit the *Event Name* and the *User Support Text* for a specific event, the new *Event Name* text shall appear in the event log displayed in the Web User application and the *User Support Text* shall appear as the tool tip for that event.

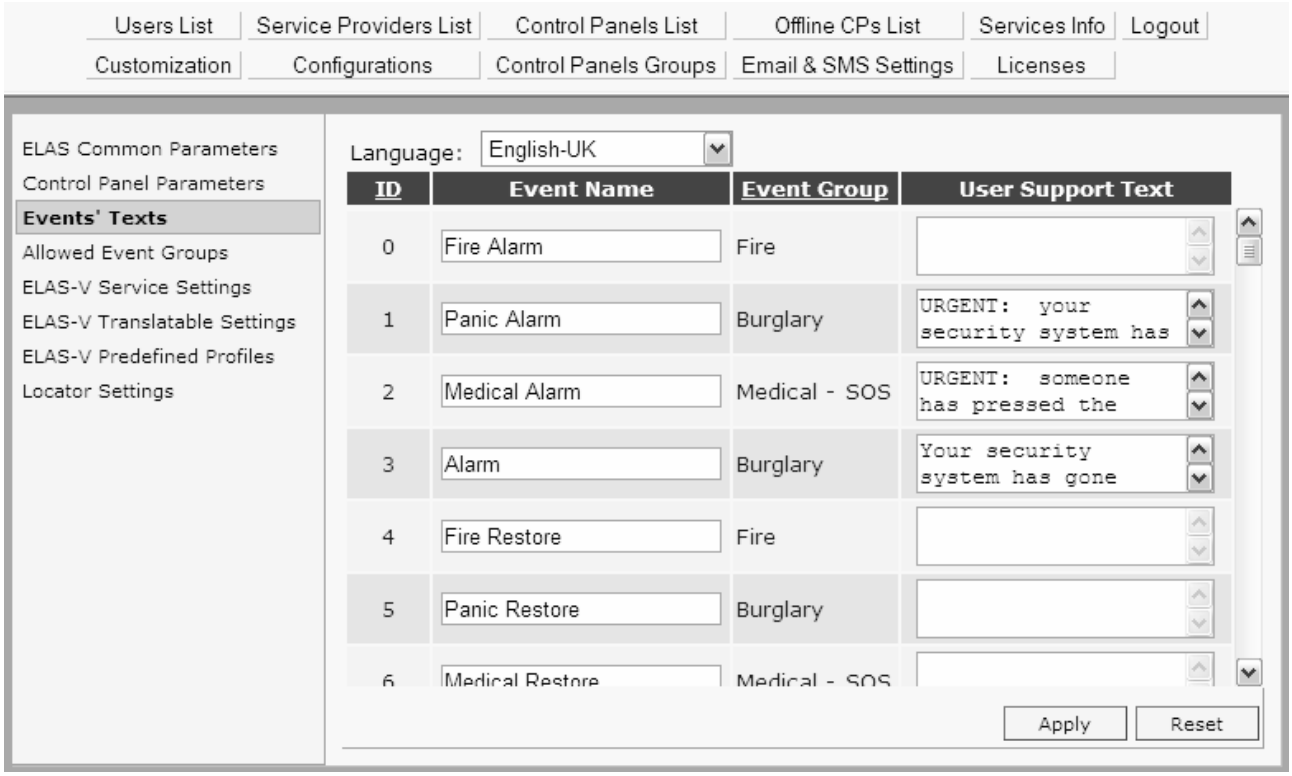

Figure 12-3: Event Texts Page

The following table explains the columns in the *Event Texts* table.

Column	Description
Language	Choose the language you wish to edit (**Note**: The language templates are unique per language, and selected by user according to flags chosen).
ID	The ID number of the event in the ELAS Event table.
Event Name	The name of the event as it appears in the Web User application's event log display and in event forwarding email messages (%m – *see p. 9 E-mail Template Wizard*
Event Group	The event group to which the event belongs. This text cannot be edited.
User Support Text	The associated event text that appears as a tool tip in the Web User application's event log display and can be sent in event forwarding email messages *(%u – see p.38, 9 E-mail Template Wizard*

Table 18: Event Texts

To edit event texts:

1. Open the *Configurations* page.
2. Choose the language you wish to edit.
3. Click the *Event Texts* link in the left-hand column; the *Event Texts* table is displayed.
4. Edit the event names and their associated event texts in the fields provided.
5. Click *Apply*.

Note: The *Reset* button in the two CPNS configuration pages is used to undo any changes made to the configuration before you click *Apply*.

12.3. Event Groups Enable/Disable

The *Event Groups* list allows you to determine the types of event that will be displayed in the control panel's *Event Forwards* page and the *Alerts* page in the *Web User* application.

Figure 12-4: Event Group List

To enable/disable event groups:

1. Open the *Configurations* page.
2. Click the *Allowed Event Groups* link in the left-hand column; the *Event Group* list is displayed.
3. Use the checkboxes on the right hand side of the list to enable or disable event groups as required.
4. Click *Update*.

12.4.ELAS-V Service Settings

ELAS-V Service Settings page, allows ELAS Administrator to configure parameters for the ELAS-V module, affecting the setup of the entire WAApp.

1. Open the *Configurations* page.

2 Click the *ELAS-V Service Settings* link in the left-hand column; the relevant parameters are displayed.

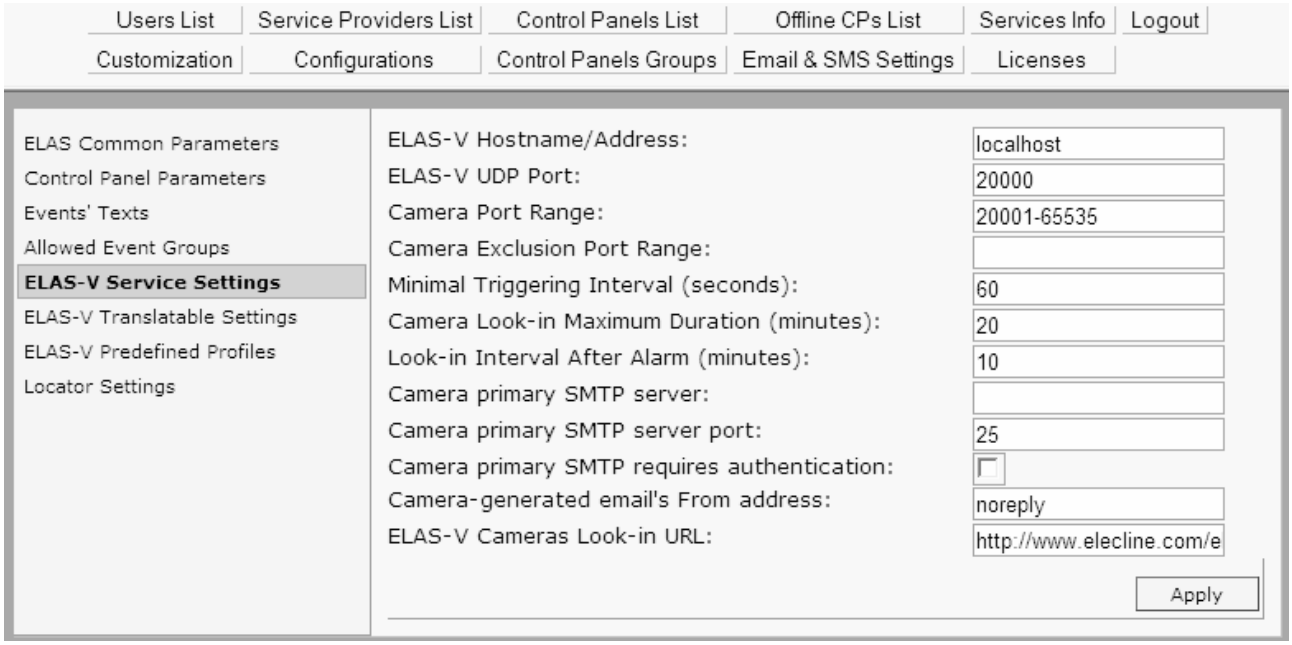

Figure 12-5 ELAS-V Service Settings

3 To configure the relevant fields, click on the field and enter the information. The fields' descriptions are explained in the following table:

Field	Description
ELAS-V Hostname / Address	URL registered in ELAS-V cameras, used for event reporting and general communication with the camera.
ELAS-V UDP Port	Communication Port used for connection between the ELAS and ELAS-V module
Camera Port Range	Reserved Ports Pool, for automatic port assignment by ELAS-V module to ELAS-V cameras.
Camera Exclusion Port Range	Indicating the reserved ports of ELAS for exclusion from the above list or from other port pools.
Minimal Triggering Interval (seconds)	Fields used to set the minimal user event triggering interval. e,g if this field set to 60 seconds, after triggering event from WUApp, the user won't be able to trigger additional events for 60 seconds.
Look-in Interval After Alarm	It is used by ELVIS service(s) to decide whether to allow or not streaming video after an alarm is detected. The default value is 10 minutes. The actual viewing may continue after this time frame, as long as the total duration of the look-in session does not exceed the *Camera Look-in Maximum Duration* parameter.
Camera primary SMTP server	Defines the SMTP server used by a camera to send E-mail messages. When adding a new camera, the value of this parameter will be already filled-in with the setting of the corresponding parameter taken from the *ELAS-V Service Settings* section.
Camera primary SMTP server port	Defines the TCP port for establishing communication with the SMTP server. The default is taken from the relevant parameter in the *ELAS-V Service Settings* section.

Camera primary SMTP requires authentication	Whether or not authentication is required when speaking with the SMTP server. The default is taken from the relevant parameter in the *ELAS-V Service Settings* section.
Camera generated E-mails 'From' address	Configures the from/reply-to/sender E-mail address used when camera generates an E-mail message. The default is taken from the relevant parameter in the *ELAS-V Service Settings* section.
ELAS-V Cameras Look-in URL	The absolute URL (including protocol, e.g. http://www.uuu/123) that points to ELAS-V camera look-in page.

Table 19: ELAS-V Service Settings

4 Click *Apply*.

12.5.ELAS-V Translatable Settings

The *ELAS translatable Settings* page enables you to edit the E-mail's body content for Alarm events and User events according to personal preferences or translation into different languages.

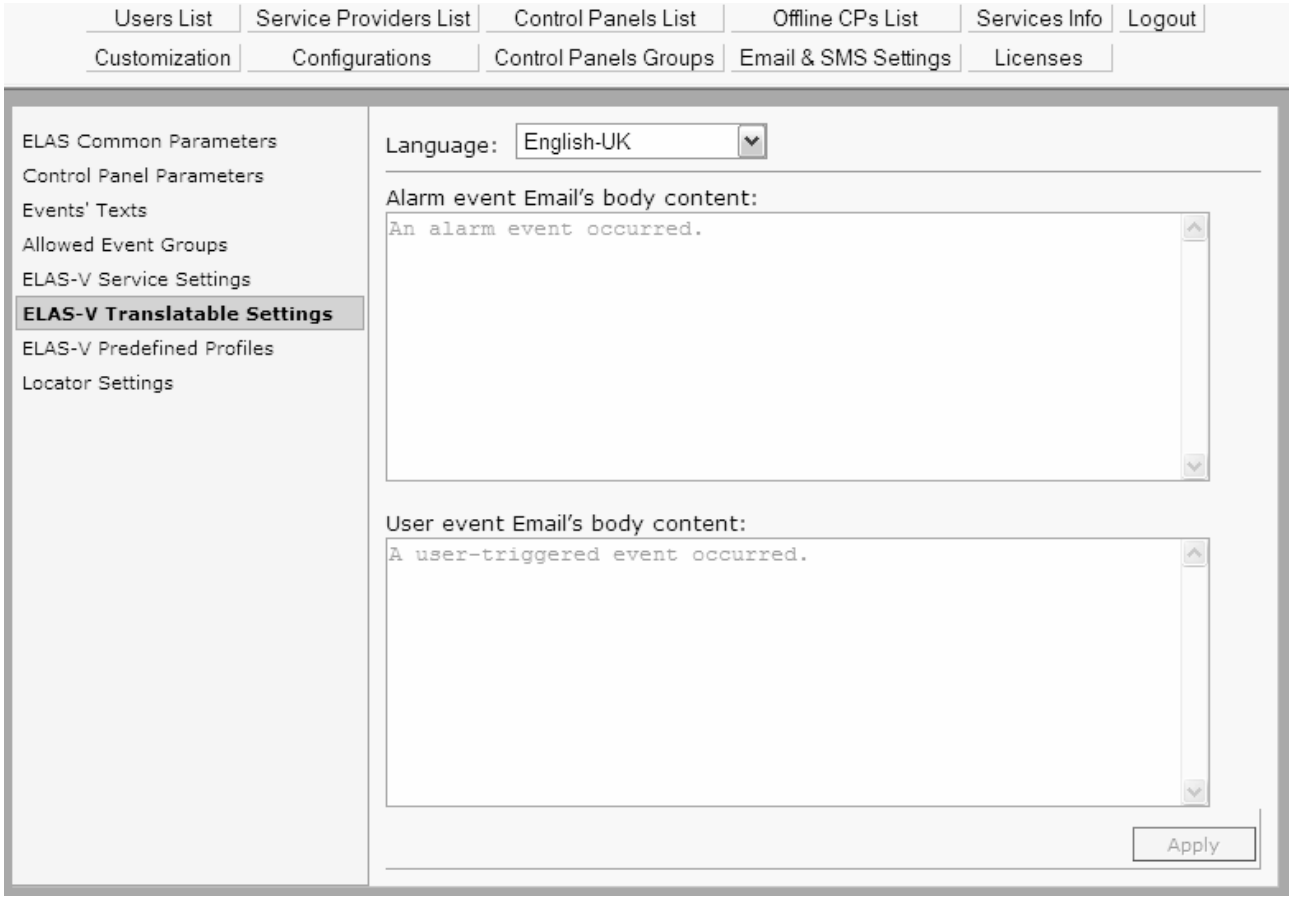

Figure 12-6 ELAS-V Translatable Settings

To edit E-mail's body content:

1 Open the *Configurations* page.

2 Click the *ELAS-V Translatable Settings* link in the left-hand column.

3 On the configurations page, choose *ELAS-V Translatable Settings*.

4 Choose the *Language* you wish to edit.

5 Enter the texts in the fields provided for the *Alarm Event-* and the *User Event E-mail's body*.

6 Click *Apply*.

12.6.ELAS-V Predefined Profiles

The *ELAS-V Predefined Profiles* are not available in this version.

12.7.Locator Settings

Locator Service is a WEB service that allows tracking users' location by means of specific locator device. On this page you can set the URLs for the *Locator Servic*e, and *Locator Advertisement pages*. You can also edit the "Locator unavailable" message.

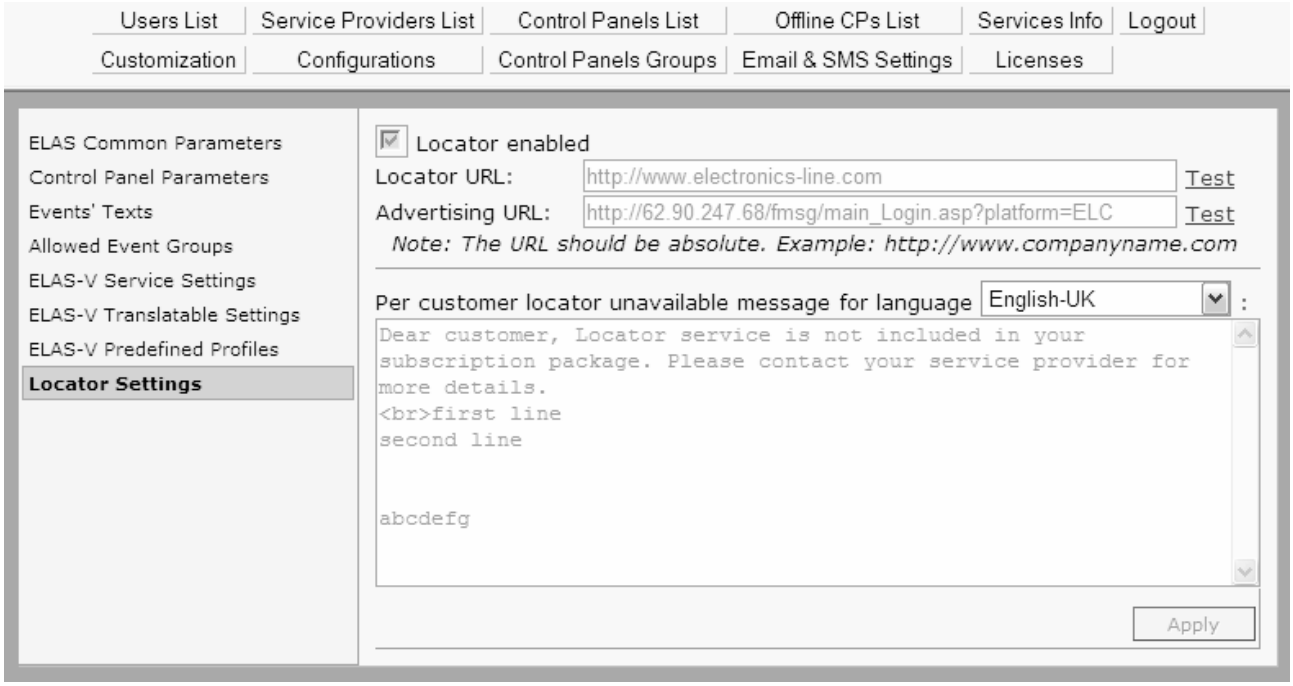

Figure 12-7 ELAS-V Locator Settings

To edit the locator settings:

1 Open the *Configurations* page.

2 Click the *Locator Settings* link in the left-hand column.

3 Select the *Locator Enabled* checkbox.

Note: Locator must be also enabled for each panel specifically. To choose whether to use the *Locator URL* or the *Advertisement URL* for a panel, *see p. 30, 6.4.7 Locator Service.*

4 Edit the *Locator URL* and/or the *Advertisement URL*. Only one of them will be usable.

5 You may test the URL availability by clicking the Test link on the right of the URL (**Note:** the URL should be in the absolute form: protocol://hostname/other_info, e.g. http://www.uuu/123).

6 In the dropdown box, choose the language you want to edit the locator unavailable message for.

7 Enter the texts in the message field.

8 Click *Apply*.

13. Customization

The *Customization* page allows you to customize the *Web User Application*. The following screen shot will help to familiarize you with the different customizable sections of the application's home page.

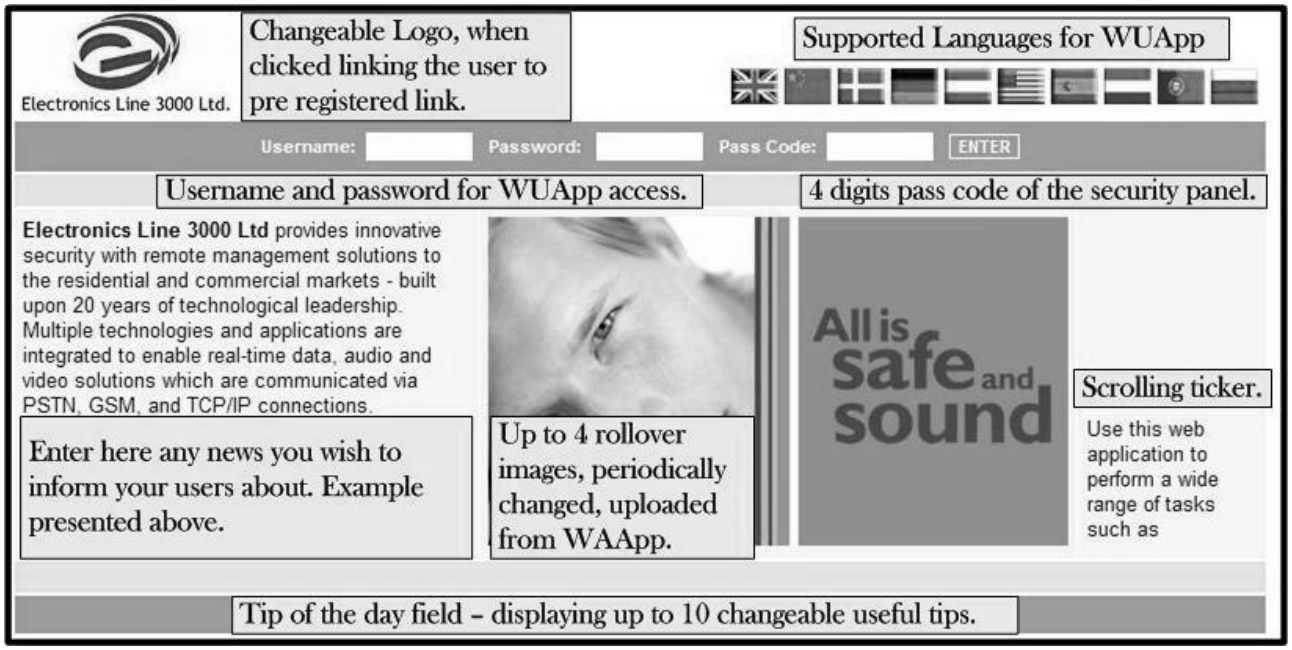

Figure 13-1: Web User Application Home Page Layout

13.1. Editing Text

For the text sections that you can customize on the *Web User Application*, the editing interface is identical. The interface allows you to edit the text that appears in specific sections of the application and offers many of the tools that are included in most word processing applications. Among others, you can modify:

- … the names and descriptions of the icons that appears on *Home* and *Settings* pages of the WUApp (Icon Text);
- …pop-up balloons for different items of the WUApp interface (Hints);
- …text below the navigation icons on the *Home Page* (Welcome Messages).
- …text that appears the *Automation* page is selected and the panel or ELAS do not support Automation (*HA Unavailable Msg*).
- … text that appears when *Video* tab is selected and your ELAS configuration does not support video, or no camera is configured (*Video Unavailable Msg*).
- … text that appears on the video cameras monitoring page (*Cameras Remarks*).
- …messages displayed on *ELAS-V Permissions Edit* page in WUApp, i. e. explaining Look-in schedule and Alarm event schedule (*ELAS-V Permissions Page Text*).

To edit text:

1 On the *Customization* page, choose the text you want to edit.

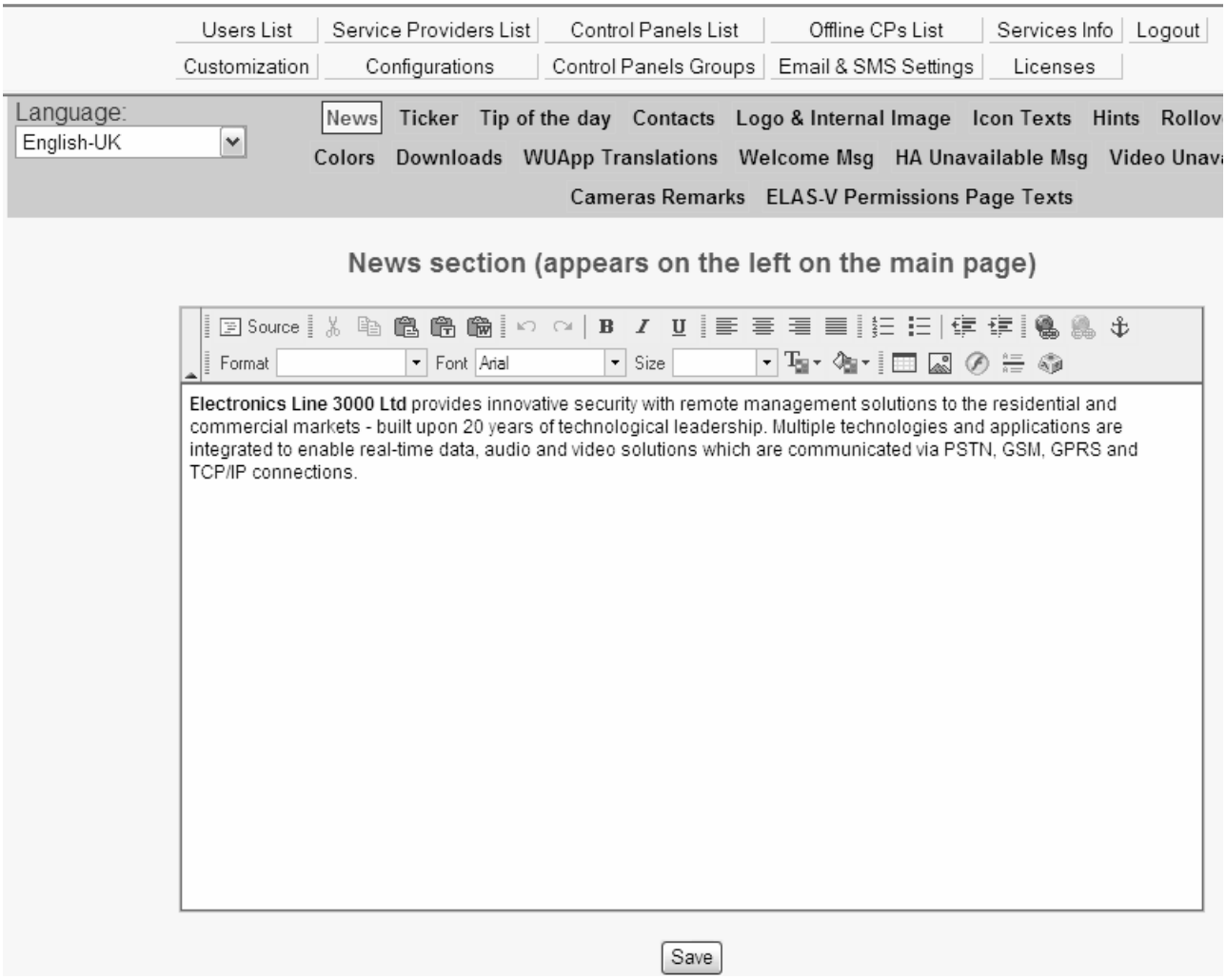

Figure 13-2: Web User Application Text Editing Interface

2 Select the *Language* you wish to edit. **(Note:** The templates are unique per language, and can be set independently).

3 Edit the text as required.

4 Click *Save*.

13.2. Editing Tip of the Day Texts

Tip of the Day texts appear at random order every time the *Web User Application Log-In* page is opened. You can enter up to ten different tips with up to 70 characters per tip.

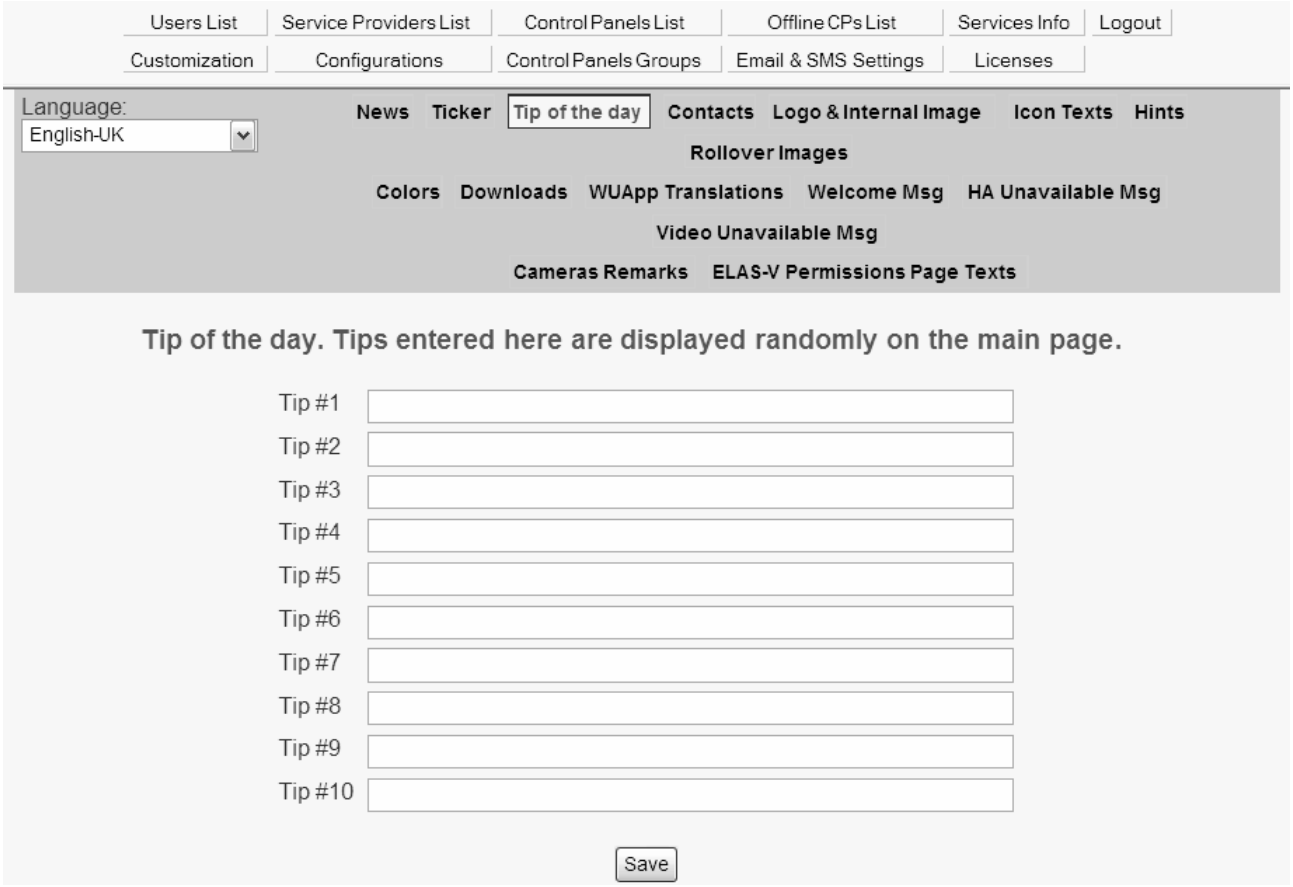

Figure 13-3: Tip of the Day Editing Interface

To edit *Tip of the Day* texts:

1. On the *Customization* page, choose *Tip of the Day*.
2. Enter up to ten texts in the fields provided.
3. Click *Save*.

13.3. Adding Customized Logos and Images

In addition to customized texts, you may also determine which logo and images appear in the *Web User Application*. The interface that allows you to upload images is similar for all the images that appear in the interface.

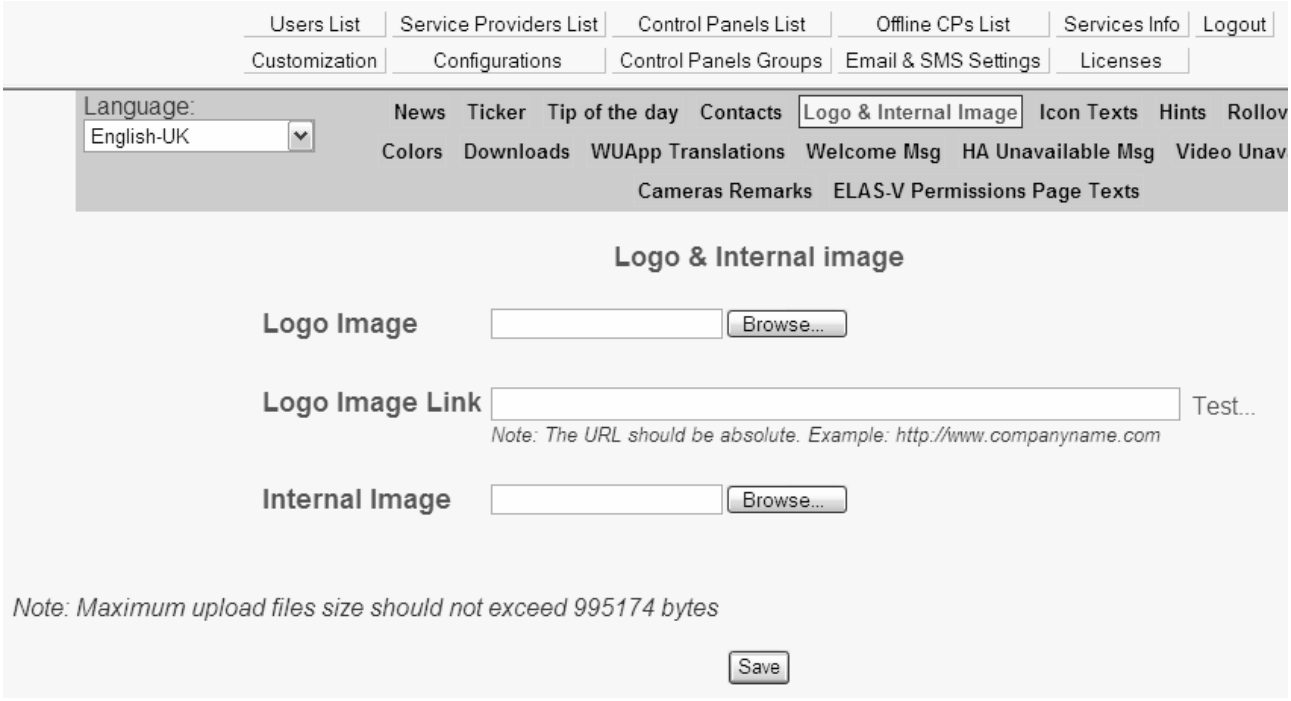

Figure 13-4: Adding Logo and Internal Image

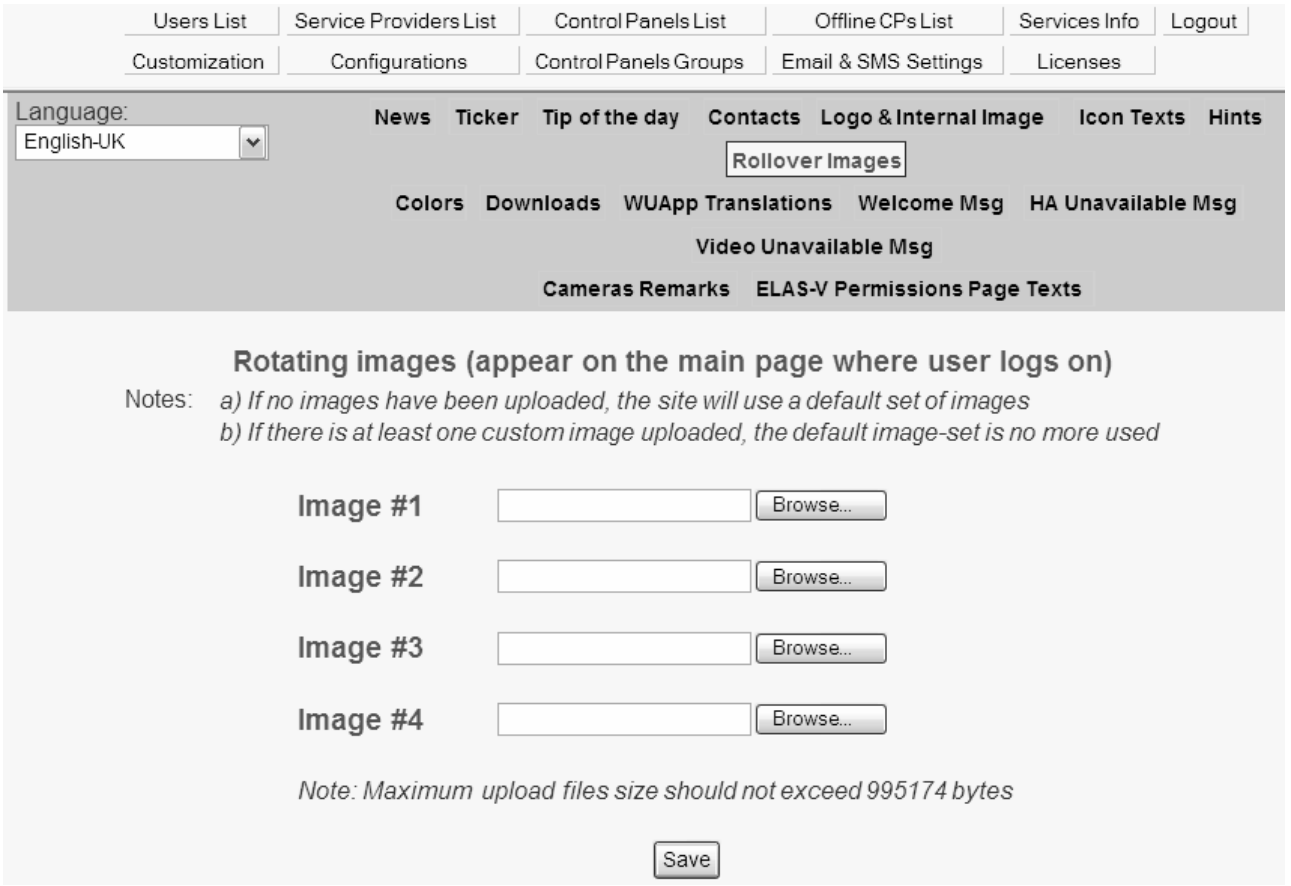

Figure 13-5: Adding Custom Rollover Images to the Web User Application

To add customized logos and images to the *Web User Application*:

1 On the *Customization* page, choose the type of image you wish to upload. The choices are:

- *Logo & Internal Image* – this is the logo that appears at the top all pages and the image that appears on the right hand side of the internal pages in the application.
- *Rollover Images* – these are the images that appear on the home page, changing once every few seconds.

Note: Do not upload any file larger than 995174 bytes.

2 Click *Browse* for the image you wish to upload.

3 Choose the image file and click *Open*.

4 Click *Save*.

13.4. Modifying the Icon Text

You can change names and descriptions of the icons that appear on *Home* and *Settings* pages of the WUApp (*Icon Text*).

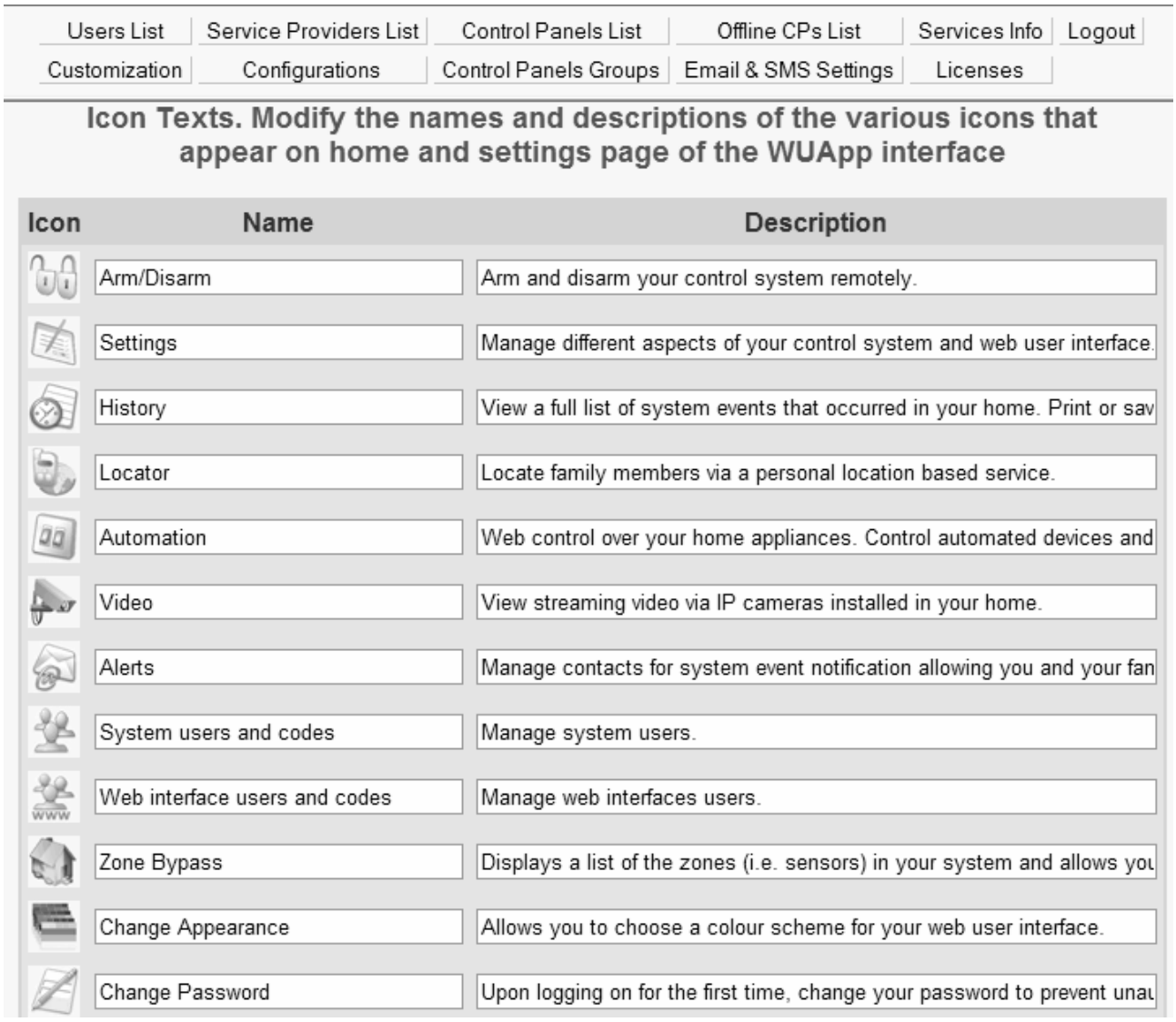

Figure 13-6: Icon Text Editing Page

To modify the icons names and descriptions:

1. On the *Customization* page, choose *Icon Text*.
2. Edit the text in the fields provided.
3. Click *Save*.

13.5. Modifying the Hints

Hints are the messages that appear in context-oriented pop-up balloons provided for the WUApp interface. On the configurations page you can modify the hints' text for the following three areas of the WUApp interface: *Main Page, Fixed Menu*, and *Settings* menu bar – *see p. 57, Table 20.*

Main Page – User Registration fields	
Fixed Menus – Home Page frames	
Settings menu bar – menu bar that appears at the top of the Settings page.	

Table 20: Hints in the WUApp

To modify the *Hints* text:

1. On the *Customization* page, choose *Hints*.
2. Edit the text in the fields provided.
3. Click *Save*.

13.6. Modifying the Web User Application Color Scheme

In order to fit in with the color scheme of your website, you can determine the color scheme of the Web User Application.

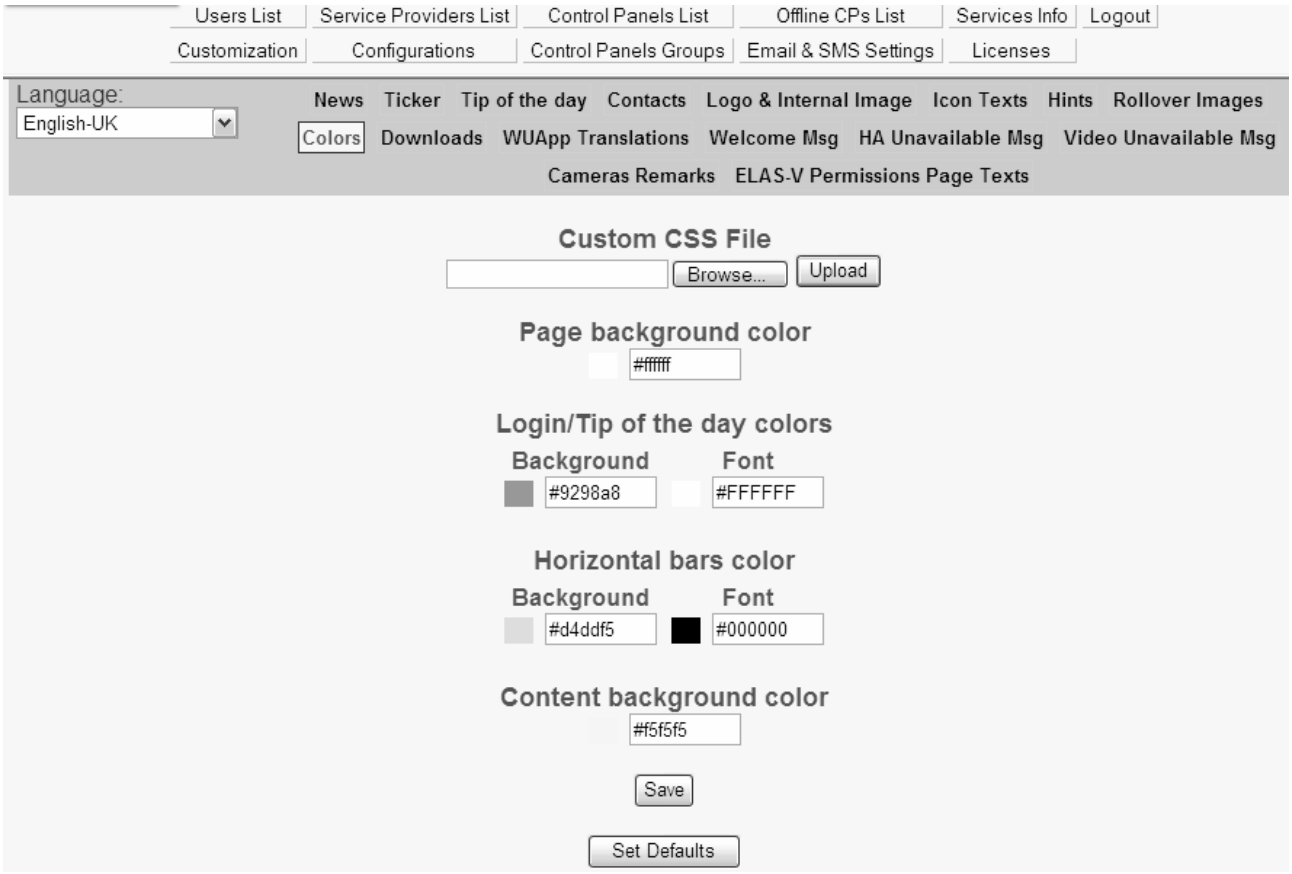

Figure 13-7: Color Scheme Modification Page

To modify the Web User Application's color scheme:

1. On the *Customization* page, choose *Colors*.
2. Enter the HTML tag of the colors you wish to appear in the Web User Application, or select the color from the list by clicking on the color icon.
3. Click *Save*.

To reset the Web User Application's default color scheme:

1. On the *Customization* page, choose *Colors*.
2. Click *Set Defaults*.

(**Note:** the color set will affect only the main page, while the user can choose inside WUApp an appearance of their choice).

13.7. Managing Files on the Web User Application's Downloads Page

The *Downloads* page is part of the Help menu in the Web User application. This page is designed for files that can be downloaded by the user. For example, you can add a PDF file of the control panel's user manual on this page.

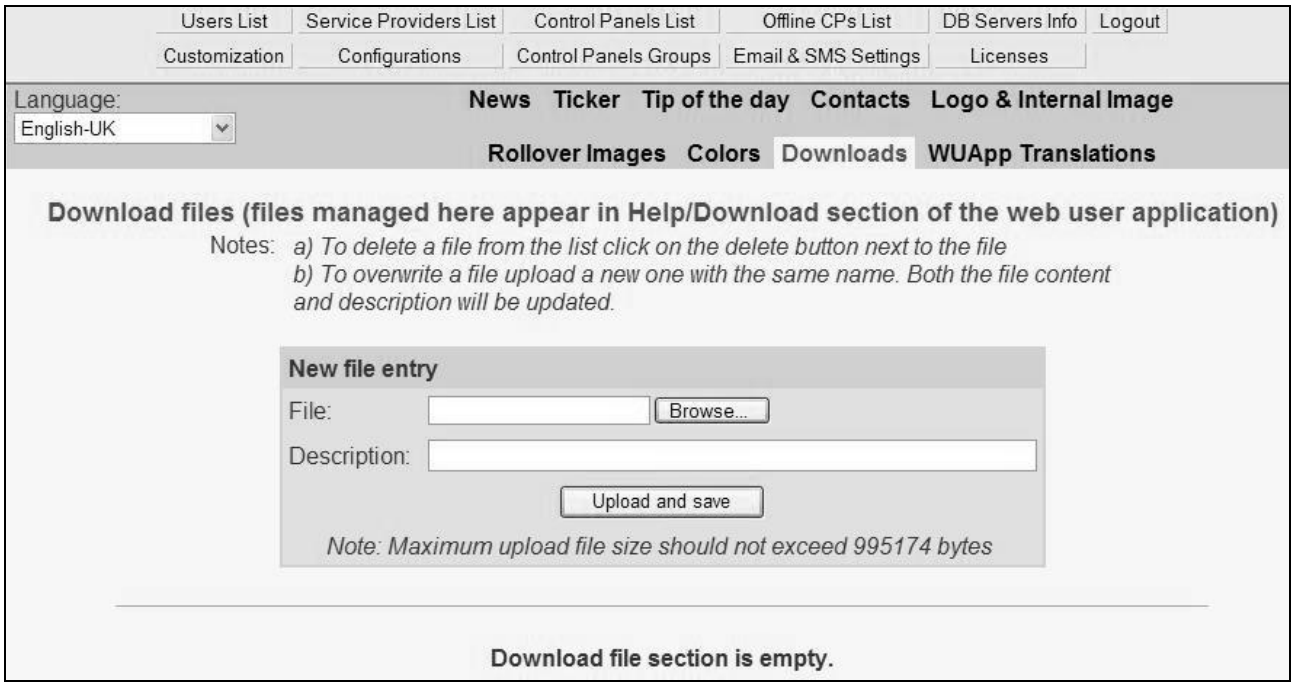

Figure 13-8: Downloads Page

To add a file to the *Downloads* page:

1. On the *Customization* page, choose *Downloads*.
2. Click *Browse*; the *Choose File* window opens.
3. Choose a file and click *Open*.

   Note: Do not choose a file larger than 995174 bytes. If you choose a file with the same name as a file that has already been uploaded, the previous file will be overwritten.
4. In the *Description* field, enter the name of the file as you want it to appear on the Web User application's interface (e.g. *User Manual*).

   Note: The *Description* field is used as the link to download the file. If the Description field is left blank, it will not be possible to save the changes.
5. Click *Upload* and *Save*; the file is added to the file list at the bottom of the page.

To delete a file from the *Downloads* page:

1. On the *Customization* page, choose *Downloads*.
2. In the list of files at the bottom of the page, click *Delete* next to the file you want to delete; a dialog box opens asking for confirmation.
3. Click *OK*.

To edit the description of a file on the *Downloads* page:

4. On the *Customization* page, choose *Downloads*.

5 In the list of files at the bottom of the page, enter a new description in the *Description* field next to the relevant file.

6 Click *Update*.

13.8.WUApp Translations Page

On the *WUApp Translations* page you can choose which languages should appear on the *Web User Application* for the user to choose from – *see p. 51, Figure 13-1.*

Every language you select on this page will be represented by the flag of its country on the WUApp's *Home Page*.

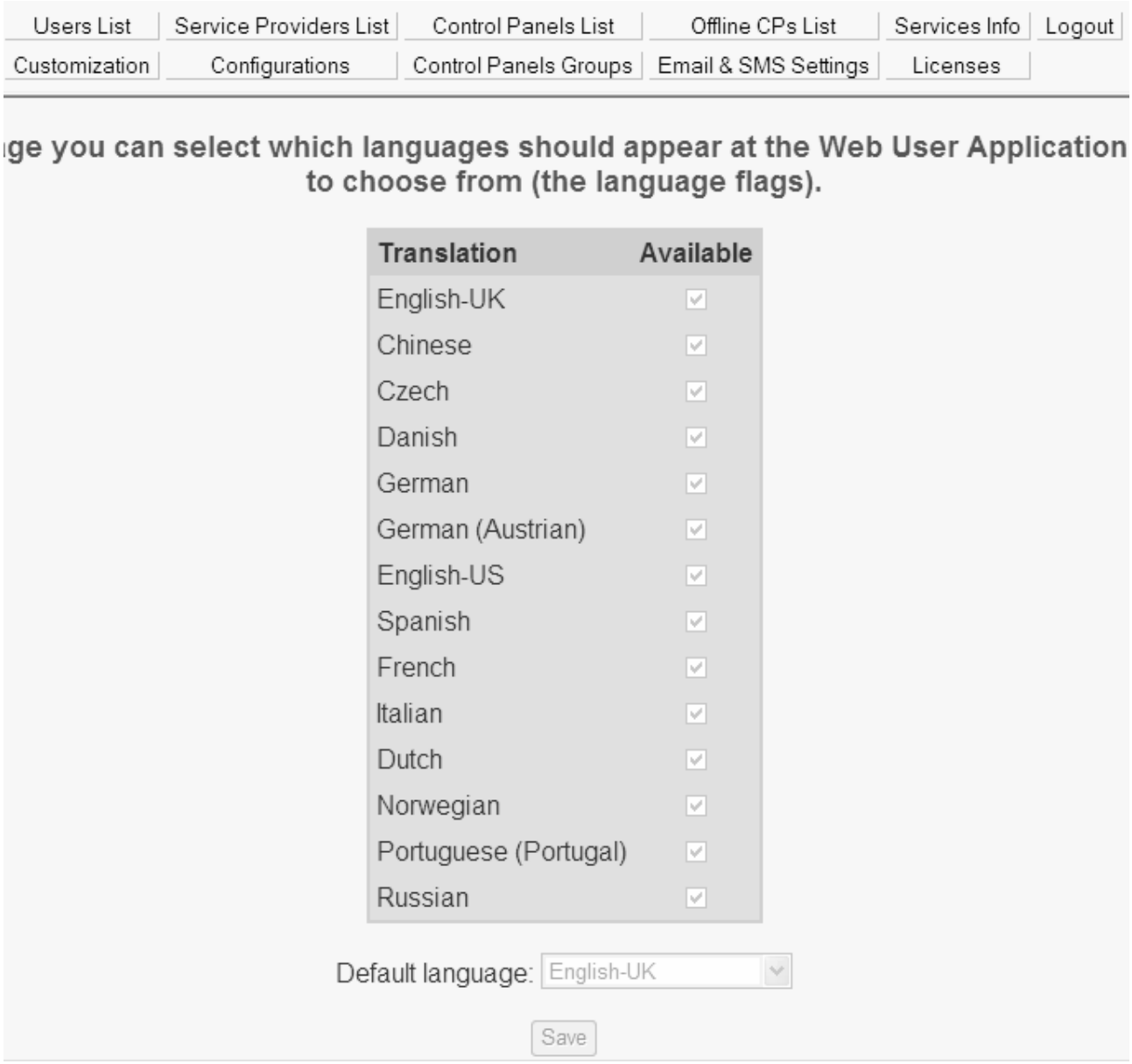

Figure 13-9: WUApp translations page.

To edit the description of a file on the *Downloads* page:

1 On the *Customization* page, choose *WUApp Translations*.

2 Select the checkboxes for the languages you want to appear on the WUApp.

3 Choose the default language.

4 Click *Save*.

Appendix A: Event Table

The following table explains the events that are included in the event table, their SIA and Contact ID equivalents and each event's associated event data (address field).

For each defined Service Provider, any event that appears in the event table may be enabled or disabled (i.e. an enabled event shall be forwarded to the service provider when the event is received by the ELAS).

ID	Event Name	SIA	Contact ID	Event Group	Address Field
0	Fire Alarm	FA	1110	Fire	Device Number
1	Panic Alarm	PA	1120	Burglary	Device Number
2	Medical Alarm	MA	1150	Medical	Device Number
3	Alarm	BA	1130	Burglary	Device Number
4	Fire Restore	FR	3110	Fire	Device Number
5	Panic Restore	PR	3120	Burglary	Device Number
6	Medical Restore	MR	3150	Medical	Device Number
7	Alarm Restore	BR	3130	Burglary	Device Number
8	Trouble	BT	1380	Peripherals	Device Number
9	Zone Bypassed	UB	1570	Burglary	Device Number
10	Zone Unbypassed	UU	3570	Burglary	Device Number
11	Zone Tamper	TA	1137	Burglary	Device Number
12	Tamper Restore	TR	3137	Burglary	Device Number
13	Full Arm	CL	3401	Open/Close	User Number
14	Part Arm	CG	3456	Open/Close	User Number
15	Perimeter Arm	CG	3441	Open/Close	User Number
16	Disarmed	OP	1401	Open/Close	User Number
17	Medical Alarm	MA	1100	Emergency	Device Number
18	Panic Alarm	PA	1120	Burglary	Device Number
19	Fire Alarm	FA	1110	Fire	Device Number
20	Edit User Code	JV	1462	Service	User Number
21	Delete User Code	JX	3462	Service	User Number
22	Duress	HA	1121	Burglary	N.A.
23	Bell Cancel	BC	1521	Burglary	User Number
24	Battery Low	YT	1302	Power	Device Number
25	Battery Restore	YR	3302	Power	Device Number
26	Battery Low	XT	1384	Power	Device Number
27	Battery Restore	XR	3384	Power	Device Number
28	AC Loss	AT	1301	Power	Device Number
29	AC Restore	AR	3301	Power	Device Number
30	Tamper	TA	1137	Burglary	Device Number
31	Tamper Restore	TR	3137	Burglary	Device Number
34	Media Loss	LT	1351	Peripherals	Device Number
35	Media Restore	LR	3351	Peripherals	Device Number
36	Device Trouble	ET	1330	Peripherals	Device Number
37	Device Restore	ER	3330	Peripherals	Device Number
38	FM Jamming	XQ	1344	Jamming	Device Number

ID	Event Name	SIA	Contact ID	Event Group	Address Field
39	FM Jamming Restore	XH	3344	Jamming	Device Number
40	Programming Start	LB	1627	Service	N.A.
41	Programming End	LX	1628	Service	N.A.
42	Remote Programming Start	RB	1412	Service	N.A.
43	Remote Programming End	RS	3412	Service	N.A.
44	Periodic Test	RP	1602	Always Report	N.A.
45	Walk Test	TS	1607	Service	User Number
46	End Walk Test	TE	3607	Service	User Number
47	Set Time	JT	1625	Service	User Number
48	Set Date	JD	1625	Service	User Number
49	Out of synchronization	UT	1341	Peripherals	Device Number
50	Resynchronization	UR	3341	Peripherals	Device Number
51	CP out of synchronization	UT	1341	Peripherals	Device Number
52	CP resynchronization	UR	3341	Peripherals	Device Number
53	Supervision Loss	US	1381	Peripherals	Device Number
54	Supervision Restore	UR	3381	Peripherals	Device Number
56	Clear Log	LB	1621	Service	User Number
61	Power Up Reset	RR	3301	Power	Device Number
68	24 HR-X Alarm	TT	1370	Burglary	Device Number
69	24 HR-X Restore	TR	3370	Burglary	Device Number
70	Open After Alarm	OR	1458	Burglary	User Number
71	GSM Signal Level	YY	1605	Peripherals	Signal Level (0-9)
72	No Arm Period Expire	CD	1654	Service	N.A.
73	Trouble Restore	BJ	3380	Peripherals	Device Number
74	Water Alarm	WA	1154	Burglary	Device Number
75	Water Restore	WH	3154	Burglary	Device Number
76	Gas Alarm	GA	1151	Fire	Device Number
77	Gas Restore	GH	3151	Fire	Device Number
78	Environmental Alarm	UA	1150	Burglary	Device Number
79	Environmental Restore	UH	3150	Burglary	User Number
80	No Motion Alarm	NA	1641	Medical	Device Number
81	Manual Test	RX	3601	Burglary	User Number
82	Recent Closing	CR	1459	Burglary	User Number
83	Exit Alarm	EA	1454	Burglary	User Number
84	Exit Error	EE	1457	Burglary	User Number
85	Alarm Canceled	OC	1406	Burglary	User Number
87	Swinger Trouble	BD	1377	Service	Device Number
88	Cross Zoning Verification	BG	1378	Service	Device Number
92	System Bell Fault	YA	1321	Service	Device Number
93	System Bell Restore	YH	3321	Service	Device Number
94	Web User Access Start	RB	1412	Service	User Number
95	Web User Access End	RS	3412	Service	User Number
98	System Radio Jamming	XQ	1344	Service	Device Number
99	External Battery Low	YT	1302	Service	Device Number
100	External Battery Restore	YR	3302	Service	Device Number

ID	Event Name	SIA	Contact ID	Event Group	Address Field
101	DHCP Fail	LT	1351	Peripherals	Device Number
102	DHCP Restore	LR	3351	Peripherals	Device Number
103	High Temperature	KA	1158	Burglary	Device Number
104	High Temperature Restore	KH	3158	Burglary	Device Number
105	Low Temperature	ZA	1159	Burglary	Device Number
106	Low Temperature Restore	ZH	3159	Burglary	Device Number
107	Partition 1 Armed	CG	3400	Open/Close	User Number, Area Number
108	Partition 2 Armed	CG	3400	Open/Close	User Number, Area Number
109	Partition 1 Disarmed	OG	1400	Open/Close	User Number, Area Number
110	Partition 2 Disarmed	OG	1400	Open/Close	User Number, Area Number

Table 21: ELAS Events List

Appendix B: E-mail Notification

Among the features of the ELAS is the ability to notify the administrator by email to provide information concerning system status.

A query is run periodically that gathers statistics concerning control panels that are offline and/or have a trouble condition. The interval between these queries can be configured by Electronics Line 3000 to meet the requirements of the application.

The resulting email appears as follows:

Subject:

```
Control panels Offline and Trouble statistics for [server current time]
```

Body:

```
Never connected = [number of panels never connected]
Trouble = [number of panels with a trouble condition
Trouble for more than [pre-configured parameter] seconds = [number of
panels with a long-term trouble condition]
Offline Armed = [number of panels that went offline while armed]
Offline Disarmed = [number of panels that went offline while disarmed]
Offline for more than [pre-configured parameter] seconds = [number of
long-term offline panels]
Total CPs checked = [total number of panels offline and/or with trouble
conditions]
```

In addition, various system events cause the ELAS to send an email to the administrator. The following table provides an explanation for these email messages.

E-mail Subject	**E-mail Body**	**Explanation and Required Action**
Primary ELAS DB Server unreachable! -or- Backup ELAS DB Server unreachable!	Primary ELAS DB Server unreachable! -or- Backup ELAS DB Server unreachable!	One of the ELAS modules has detected a failure to connect to the database. Using the DB Servers Information page in the Web Administration application *(see p. 036, Table 11*), check the status of the connection to the primary and backup databases. If there is a problem with one of the database connections, check the status of the DB service master/slave using the services snap-in. If the service is not running, enter the OS event viewer and search for the errors that may have caused the problem.
Backup ELAS DB Server became reachable!	Backup ELAS DB Server became reachable!	The connection to the Backup ELAS database is restored.
Inconsistent ELAS DB metadata on primary DB server! -or- Inconsistent ELAS DB metadata on backup DB server!	[the textual data in the exception generated when the metadata was checked]	Call Electronics Line 3000's technical support department.
Web Service – [type] at	[server current time]	A Web request has not been answered

E-mail Subject	E-mail Body	Explanation and Required Action
URL = [URL] is unreachable or wrong!	[URL]	by the IIS. Enter the configuration file for the specific component (i.e. the “type” that appears in the email), check that the URL is correct by copying it in the Explorer Address bar and check the outcome. If you receive an IIS error check the virtual directory integrity, permissions and the ASPX file for the appropriate service type. Enter the OS event viewer and search for the errors that may have caused the problem. Enter the correct URL in the appropriate Web Configuration file or, if required, call Electronics Line 3000’s technical support department for assistance.
Web Service – [type] at URL = [URL] is ready	[server current time] [URL]	The restore message that is sent to indicate that the URL to a Web Service that was previously unreachable is now OK.
Web Service – [type] at URL = The URL parameter is missing in current configuration file!	[server current time] The URL parameter is missing in current configuration file!	The URL in the specified Web service is missing (i.e. the line does not exist in the configuration file). Edit the appropriate configuration file and type the correct URL according to the IIS ELAS components installation. If required, call Electronics Line 3000’s technical support department for assistance.
Web Service – [type] at URL = The URL parameter is empty in current configuration file!	[server current time] The URL parameter is empty in current configuration file!	The URL in the specified Web service is empty (i.e. the line exists in the configuration file but the URL has not been entered). Edit the appropriate configuration file and type the correct URL according to the IIS ELAS components installation. If required, call Electronics Line 3000’s technical support department for assistance.
Control panel [CPID] at IP [Current IP] is offline.	[server current time]	“I’m Alive” messages are not being received from the specified control panel for a pre-configured period.
Control panel [CPID] at IP [Current IP] is online.	[server current time]	A control panel that was previously reported as “offline” is now back online.

E-mail Subject	E-mail Body	Explanation and Required Action
SMS Send Error	An error occurred while trying to send SMS message! SMS Error: [error code enumerator]	The ELAS is unable to send SMS messages. This may happen because the SMS service is down or not accessible. Check the status of the SMS sending service using the Services snap-in. Make sure that the COM port used by the SMS services is not configured for any other service or device. Check the connection between the SMS transmitter and the server on which the SMS service is installed. Check the SMS transmitter for any problem with its functionality or SIM card. If required, call Electronics Line 3000's technical support department for assistance.
Incorrect Configuration Parameters	No SMTP server specified in configuration file! -or- No email address for sending specified in configuration file! -or- No SMS server URL specified in configuration file. -or- No SMS server Port specified in configuration file. -or- The ESWS service is unable to connect to the SMS service.	The ELAS is unable to send event forwarding email or SMS messages. In the case of error messages related to email sending, check the integrity and existence of the SMTP address at the gateway and ELAS admin SMTP address. In the case of error messages related to SMS sending, edit the SMS configuration file and restart the SMS sending service in the OS. Check that the SMS IP address and port in the ESWS wizard are correctly configured and that the SMS service is running.
Socket Error	An error occurred during setup of socket! SMS Error: [Error Code Enumerator]	Call Electronics Line 3000's technical support department.

E-mail Subject	E-mail Body	Explanation and Required Action
Primary CPWS is unreachable! -or- Backup CPWS is unreachable!	Primary CPWS is unreachable! URL: [CPWS Primary URL] -or- Backup CPWS is unreachable! URL: [CPWS Backup URL]	Call Electronics Line 3000's technical support department for assistance.
Primary CPWS has just became reachable! -or- Backup CPWS has just became reachable!	Primary CPWS has just become reachable! URL: [CPWS Primary URL] -or- Backup CPWS has just become reachable! URL: [CPWS Backup URL]	The restore message that is sent to indicate that the offline CP service is now OK.

Table 22: ELAS Administrator e-mails

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