Access Control Technology

ACT Enterprise Training Manual

Access Control Technology

ACT specialises in the design and creation of superior quality access control hardware and software products. Combining reliability and quality with engineering expertise and innovation, the ACT product portfolio has a functionality that is user friendly, effective and well developed in line with the demands of the market.

Document Notices

This manual refers to ACT Enterprise version 1.0 and above. Access Control Technology Ltd. reserve the right to change the contents of this manual and the system it applies to without prior notice.

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Table of Contents

1 About This Training Manual

This training manual provides information on the key tasks performed using ACT Install (see page 8), ACT Server (see page 45), ACT Manage (see page 54) and ACT Monitor (see page 109).

Each module includes online help which provides more detailed information on the functions available, as well as reference information for all screens and settings. Refer to the online help or the user guide if you require more information on any area.

1.1 Terminology

The following terminology is used:

- Operator / DB User = Person using ACT Enterprise software
- User = Person whose access is managed by the ACT software/system
- Installer = Person who installs the physical hardware
- Customer = Company who is benefiting from the Access Control System

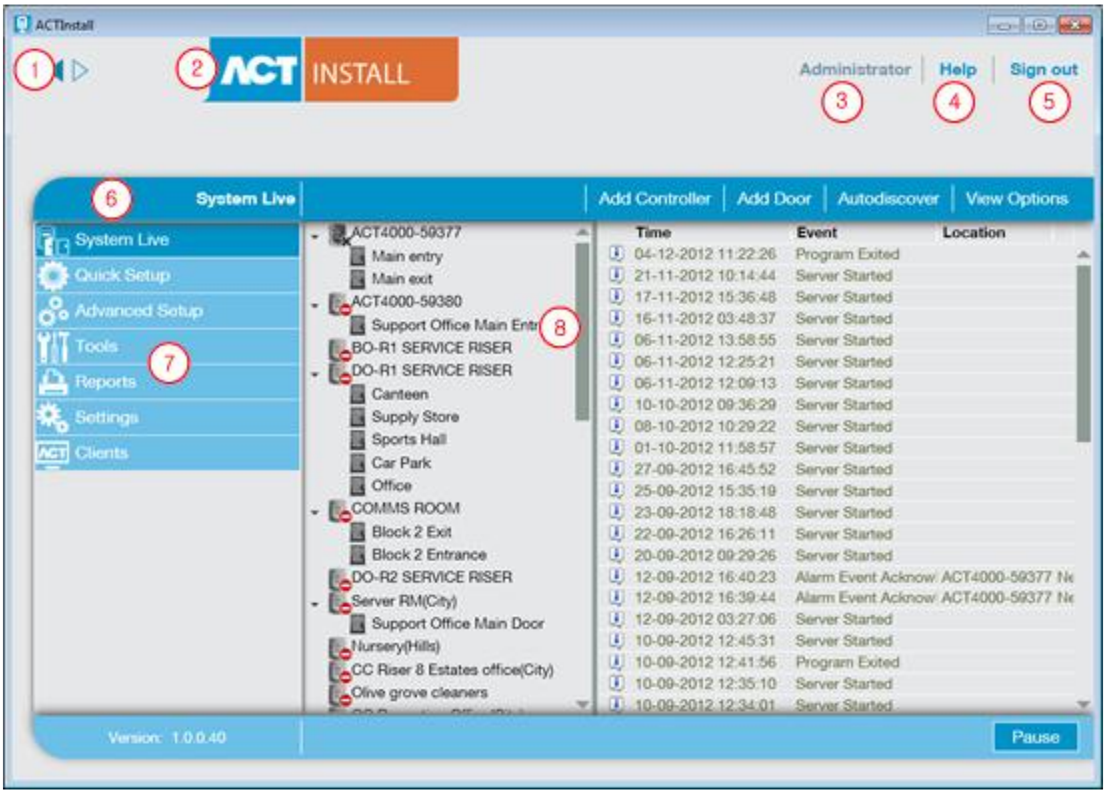
2 ACT Install

2.1 ACT Install Training Objectives

By the end of this training module, you should be able to:

- Add controllers to the system (see page 14)
- Add doors to the system (see page 23)
- View lists of controllers and doors on the system and edit configuration details (see page 33)

2.2 ACT Install Screen Navigation



The following table describes each of the navigation features on the screen.

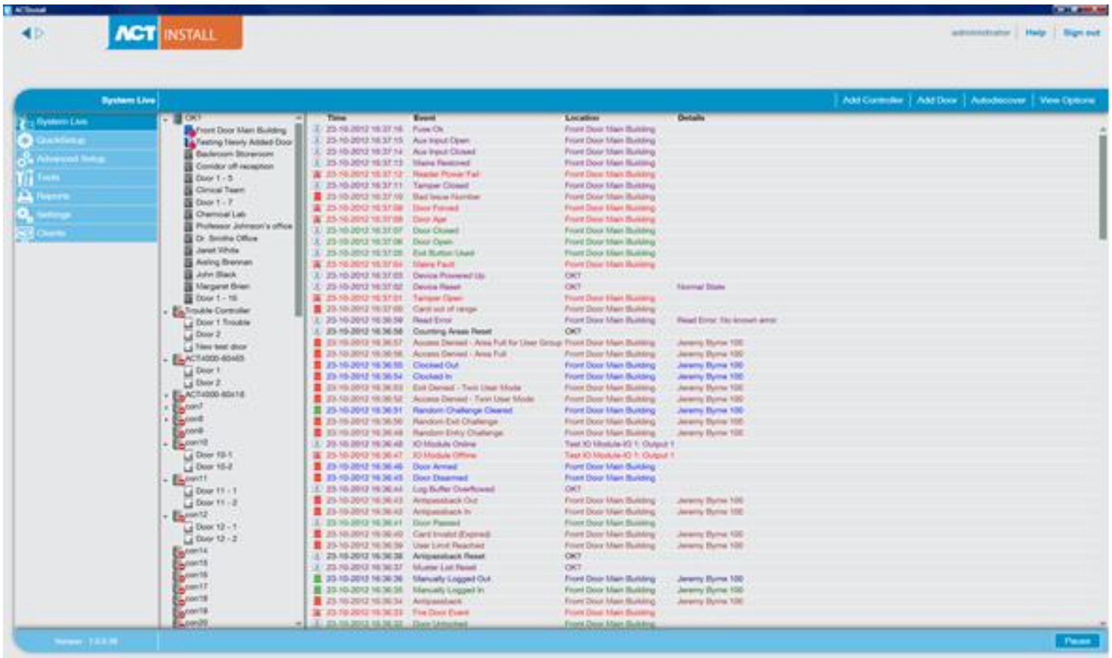
No	Feature	Description
1	Back and Next buttons	These allow you to navigate backwards and forwards between screens already visited.
2	Product name	This shows you which ACT module you are currently using.
3	User	This shows which operator (DB User) is currently logged in to the software.
4	Help	This link opens the online help, where you can get more information related to the tasks you are performing.
5	Sign Out	This lets you log out of the current client.
6	Screen name	This label gives the name of the screen you are currently on.

No	Feature	Description
7	Menus	The menus allow you to navigate to particular screens in the software. If a menu has sub-options, when you click the menu name a list of the options appears below it in the menus area and you should click the option you want; if a menu has no sub-options, the screen for the menu item appears in the main area of the screen. ACT Install includes the following menus: • System Live - View an overview of the live system (see page 12). • Quick Setup - Access wizards to set up the system quickly. • Advanced Setup - Manually configure/edit system components. • Tools - Synchronise settings to controllers on the system or run the Validation Wizard. • Reports - Generate reports on the system. • Settings - Configure settings relevant to ACT Install. • Clients - Launch other ACT software modules.
8	Main Screen	This is where the data/settings corresponding to the selected menu item/option are shown.
	Hyperlinks	If an item in search results is displayed in blue text, it is a hyperlink. Click it to view more detailed information on that item.
	Page forward ( ) Page back ( )	Click to move backwards and forwards through a series of records.

2.3 Check the System Status

There are a number of ways to check the status of your ACT Enterprise system.

- In ACT Install, click **System Live** to see the status of all configured controllers, doors, and I/O modules on the system, and to view live information on events occurring across the system.
  For more information, see System Live Screen (see page 12).



- In ACT Install, click **Reports - System Status** to see a quick summary of the statuses of controllers, doors and I/O modules on the system. This report can be printed or exported using the links at the top-right corner of the screen.
  For more information, see System Status (see page 35).

- In ACT Install, click **Reports - System Snapshot** to see a list of all controllers, doors and I/O modules with summary information about each device and its current status, and also a list of recent system events. This report can be printed or exported using the links at the top-right corner of the screen.
  For more information, see System Snapshot (see page 35).

2.4 System Live Screen

This screen provides an overview of the live system.

The system tree on the left hand side of the screen allows you to view all configured controllers and their connected doors, as well as I/O modules on the network. The icon for each entity indicates its status. Hover your mouse over an icon to see a popup describing the status. Right-click a controller or door in the tree structure to see a context menu with the following options:

- **Expand All** - Select to fully expand the tree structure, showing all doors connected to all controllers.

  Note: You can expand the list of doors for a particular door by clicking the ▸ icon to the left of the controller name.

- **Collapse All** - Select to collapse the tree structure, showing all controllers, but no connected doors.

  Note: You can collapse the list of doors for a particular door by clicking the ▾ icon to the left of the controller name.

- **Actions** - Select to view a list of actions you can perform on a door: **Lock**, **Unlock**, **Pass**, **Normalize**, **Switch Outputs ON**, **Switch Outputs OFF**.
- **Validate** - Select to validate a door, confirming whether it is connected and responding to commands.
- **Details** - Select to view more information on the selected controller/door.

The **View Options** drop-down menu at the top right of the screen also allows you to filter what information is displayed in the tree structure.

- To view one or more of *Controllers*, *Doors* and *I/O Modules*, select the appropriate boxes under **View Options | View**.
- To view only those doors reporting problems, click **View Options | View | Problem Hardware**. Examples of possible problems are tampering detected, low battery, or the glass on a Break Glass Monitor broken.
- **Note:** You cannot view **Problem Hardware** at the same time as controllers, doors or I/O modules.

Other links at the top right of the screen provide quick access to the QuickSetup wizards for adding controllers and doors, and for auto-discovering entities on the network.

The panel on the right-hand side of the screen shows live information on events occurring across the system. For each event, the time, location, event type and details are shown.

Click the **Pause** button at the bottom of the screen to pause the stream of events being displayed. This allows you to examine the details of one or more events currently on screen without them scrolling out of view.

Quick setup buttons at the top of the screen provide easy access to the *Add Controller*, *Add Door* and *Autodiscover* wizards.

2.5 Setting Up the System

2.5.1 *Add a Controller*

ACT Install allows you to configure controller properties, and to specify which doors are connected to that controller.

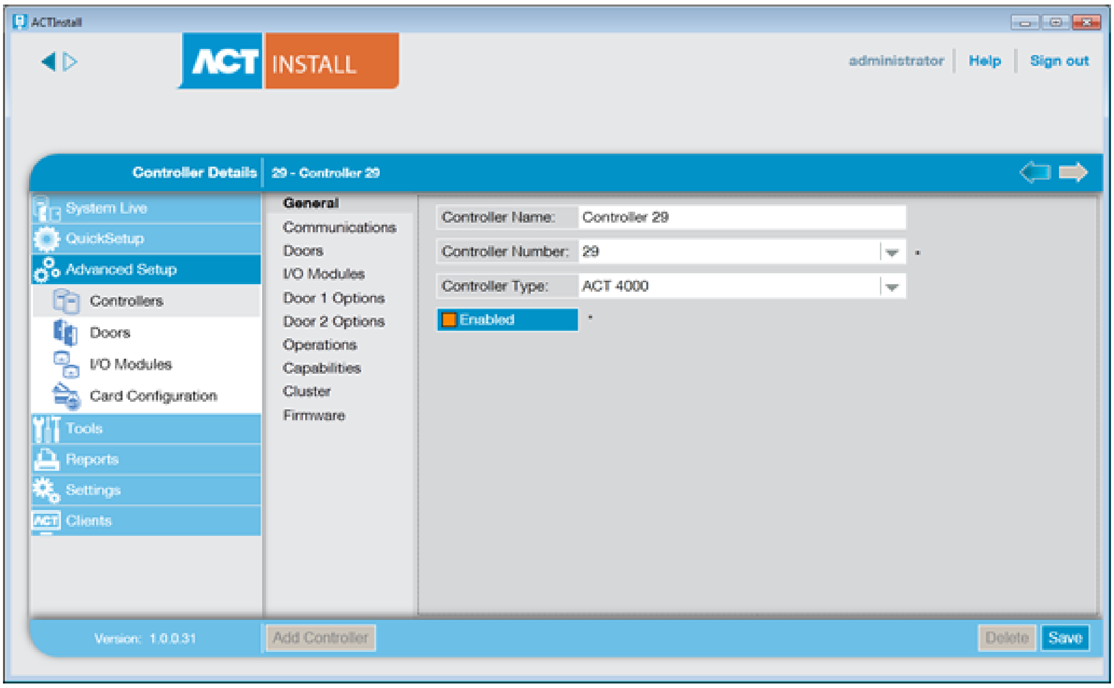
You can:

- Add one controller manually through the *Add Controller* screen (see page 15)
- Add one or more controllers at once using the *Add Controller Wizard* *(see page 17)*
- Add one or more controllers plus their connected doors at once using the *Autodiscover Wizard*. (see page 22)
  Note: Autodiscovery only works for ACT4000 controllers.

Adding a controller manually

1. In ACT Install, click **Advanced Setup - Controllers**, and click **Add Controller** in the top right corner of the *Controllers* screen.

   The *Controller Details* screen appears.



2. Specify details for the new controller.

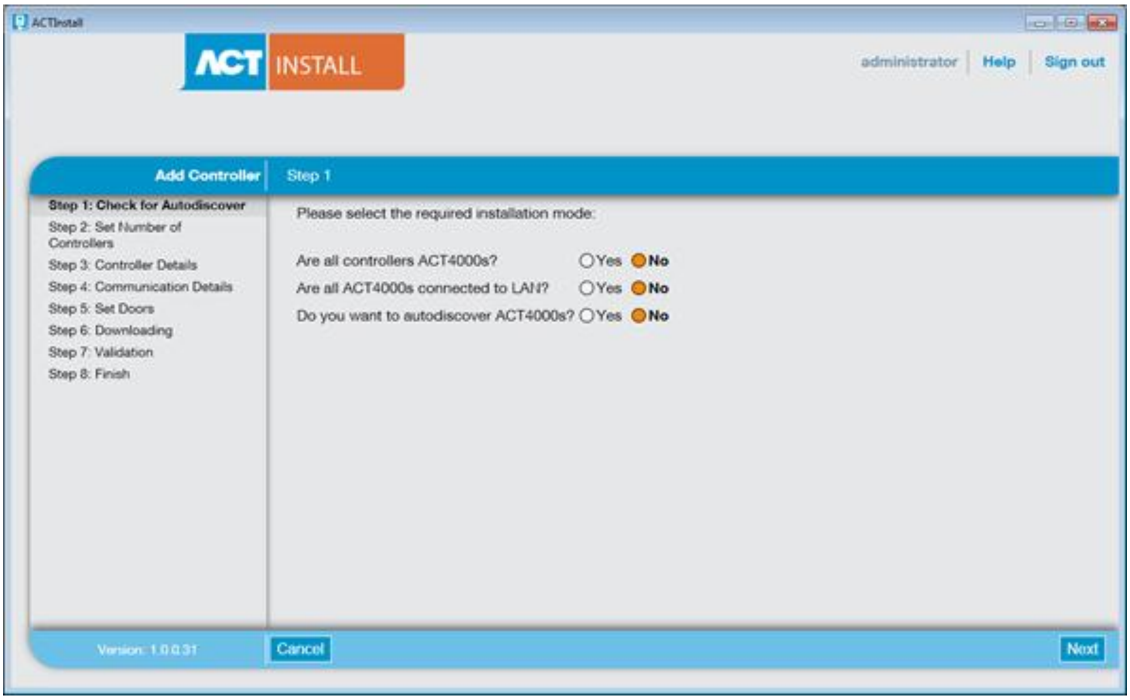
   At a minimum, you must specify:

   - On the **General** tab:
     - A unique *Controller Number*
     - The *Enabled* status
     - The Controller Type
   - On the **Communications** tab:
     - The connection type (direct or hubbed), and connection details.
   - On the **Doors** tab:
     - If a door is to be added to the system, select the *In DB* check box and ensure the door is *Enabled*.

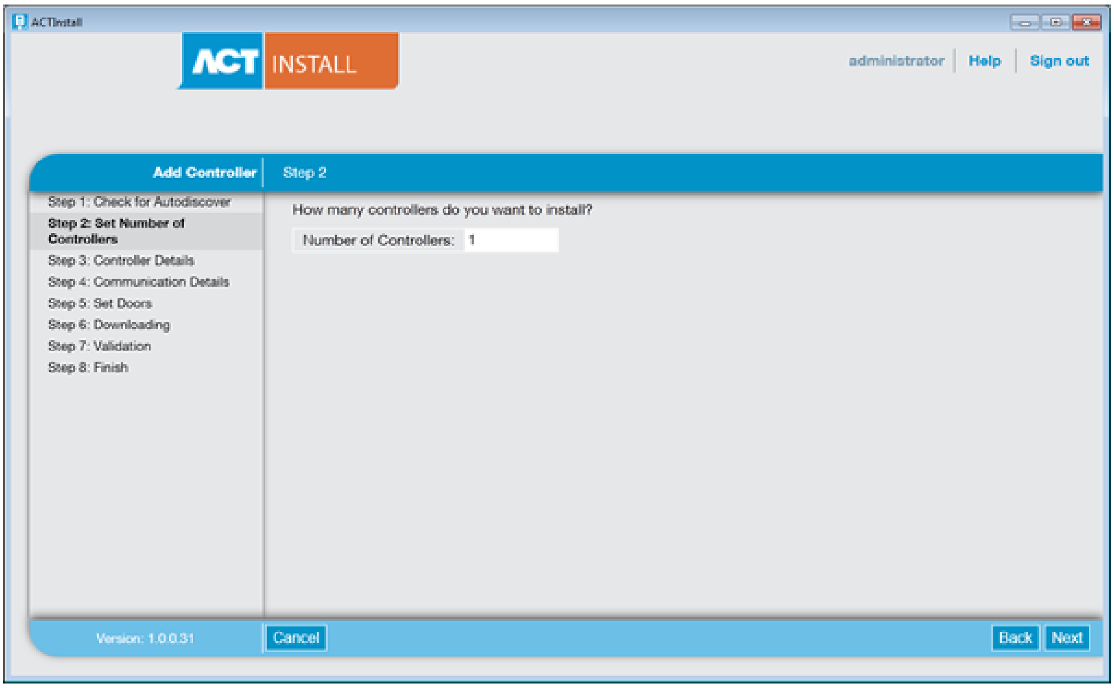
3. Click **Save** to add the new controller to the system.

Adding a controller using the Add Controller Wizard

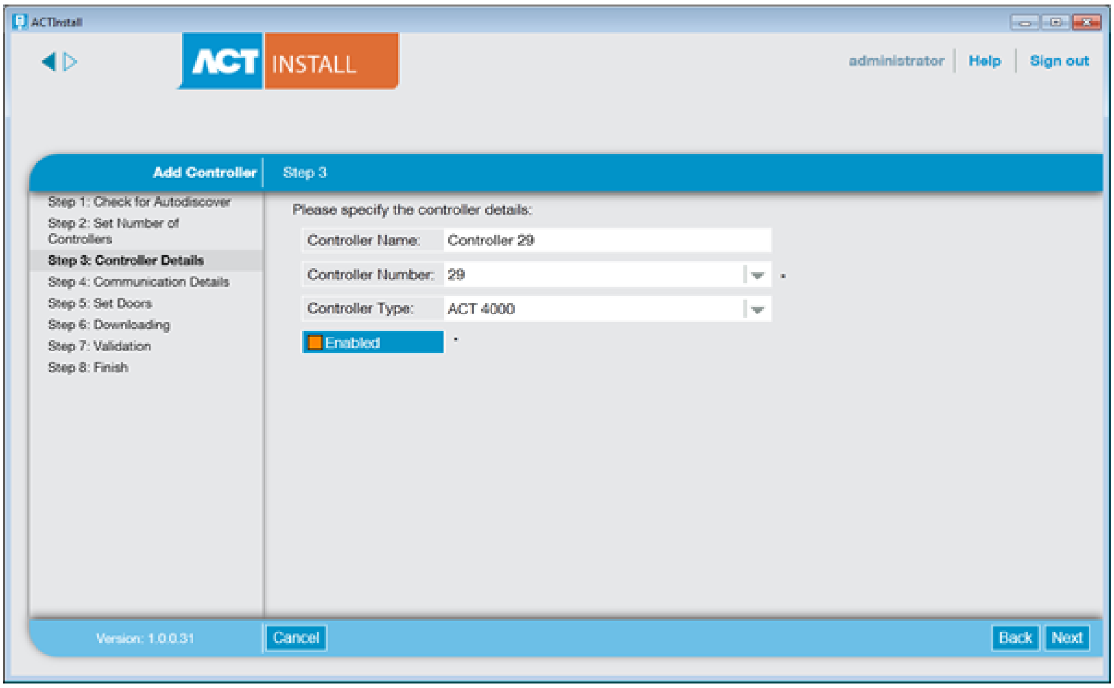
In ACT Install, click **Quick Setup - Add Controller**, or click **Add Controller** on the *System Live* screen to open the *Add Controller Wizard* which walks you through adding one or more new controllers step by step.



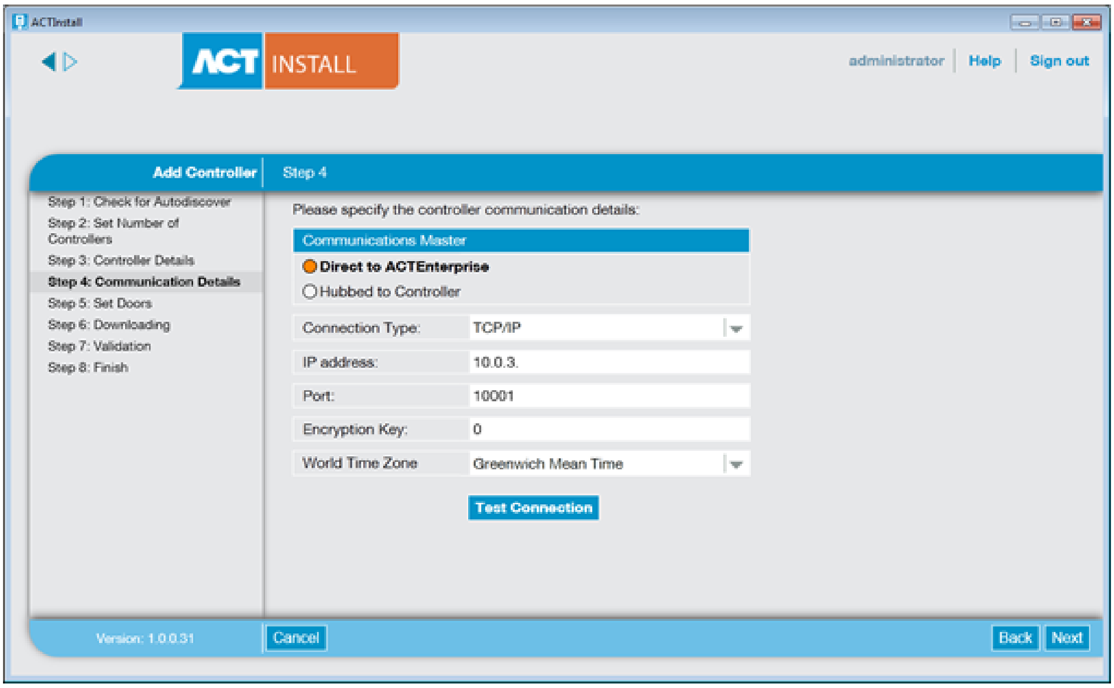
- **Step 1: Check for Autodiscover.** *S*pecify whether or not all controllers are ACT4000s, whether all ACT4000s are connected to the LAN, and whether you want to autodiscover the ACT4000s.
  If the answer to all of these questions is *Yes*, then the controllers can be autodiscovered and the wizard switches to autodiscovery mode instead (see Auto-discover Networked ACT4000s (see page 22) for more information), otherwise you will need to specify details manually, as described below.
  Click **Next** to continue.



- **Step 2: Set Number of Controllers.** Specify the *Number of Controllers* you want to install.
  Click **Next** to continue.



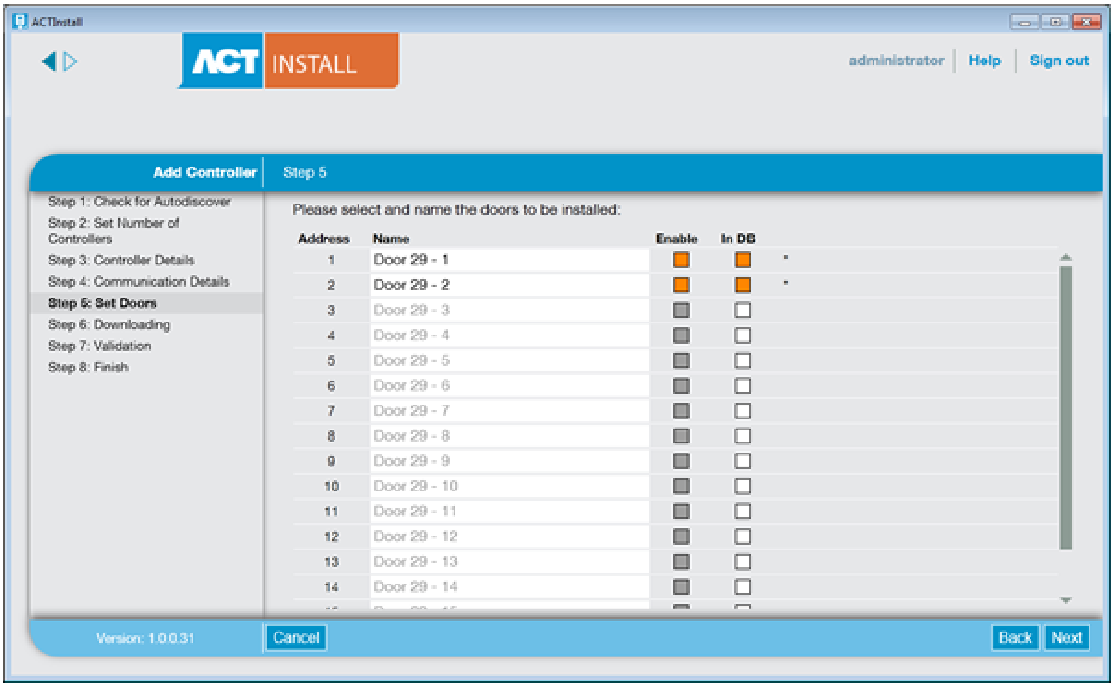
- **Step 3: Controller Details.** Specify the *Controller Name*, *Controller Number*, and *Controller Type*. To enable the controller once added, select the *Enabled* check box.
  Click **Next** to continue.



- **Step 4: Communication Details.** Specify how the controller is connected to the system. There are two options: *Direct to ACT Enterprise* (using TCP/IP or a serial connection), or *Hubbed to Controller* (in this case, the intermediate controller should be specified).

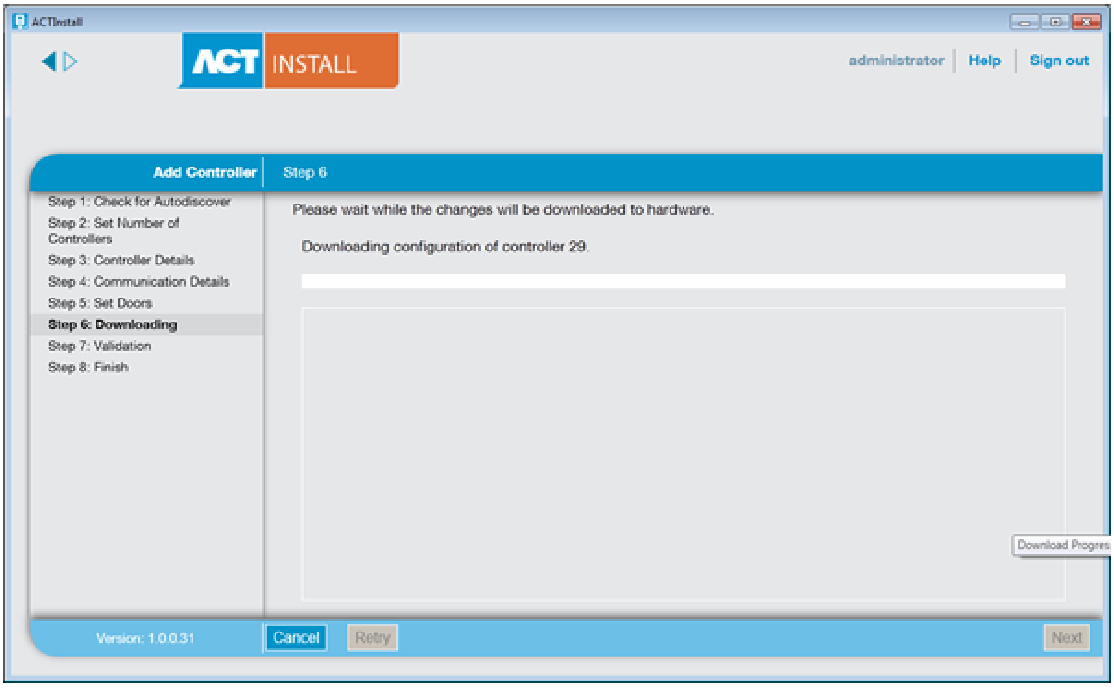
  You can test your communication settings by clicking **Test Connection**.

  Click **Next** to continue.



- **Step 5: Set Doors.** For each door connected to the controller, select whether it is enabled and whether its details should be stored in the database.
  Click **Next** to continue.

  Note: If you selected to add more than one controller, the wizard returns to the *Controller Details* screen for the next controller at this point, unless you have specified all controllers, in which case it proceeds to the *Downloading* screen.



- **Step 6: Downloading.** The progress bar and status area indicate how the download is progressing. When the download is complete, click **Next** to continue.
- **Step 7: Validation.** Validate the installed doors by selecting the check box for each door and clicking **Lock**, **Unlock**, **Pass** or **Normal** to issue commands to the selected doors, confirming whether they are connected and responding to commands.
  Click **Next** to continue.
- **Step 8: Finish.** A report on the results of the *Add Controller* wizard.
  Click **Finish**.

2.5.2 Auto-discover Networked ACT4000s

ACT4000 controllers and their connected doors can be automatically detected by ACT Install.

Adding an ACT4000 controller and its connected doors using the Autodiscover Wizard

1. In ACT Install, click **Quick Setup - Autodiscovering**, or click **Advanced Setup - Controllers**, then click **Autodiscover**.

   The *Autodiscover Wizard* opens. This wizard walks you through adding one or more new controllers plus connected doors step by step.

   Note: The Autodiscover Wizard can only detect ACT4000 controllers that are connected to the network. Other controllers should be added manually (see page 15), or using the Add Controller Wizard (see page 17).

2. Follow the wizard's onscreen instructions to add and configure a new controller and its connected doors, clicking **Next** in the bottom right of the screen after each step and **Finish** at the end.

   Please see below for notes relevant to the *Hardware Review* step in the wizard.

2.5.2.1 Notes on Hardware Review

During the *Hardware Review* step, the Autodiscover Wizard reports on:

- **Live hardware:** ACT4000 controllers already in the database and online
- **New hardware:** ACT4000 controllers detected on the LAN that are not currently in the database.
- **Missed hardware:** ACT4000 controllers in the database but not found and new ACT4000s found that aren't already in the database
- **Irrelevant hardware:** non-auto discoverable controllers
- A warning is given if multiple controllers are found to have the same number (id).

2.5.3 Add a Door

Doors are physical gateways linked to controllers, such as doors, gates, or turnstiles.

ACT Install allows you to add doors to the system and to configure basic properties for their operation.

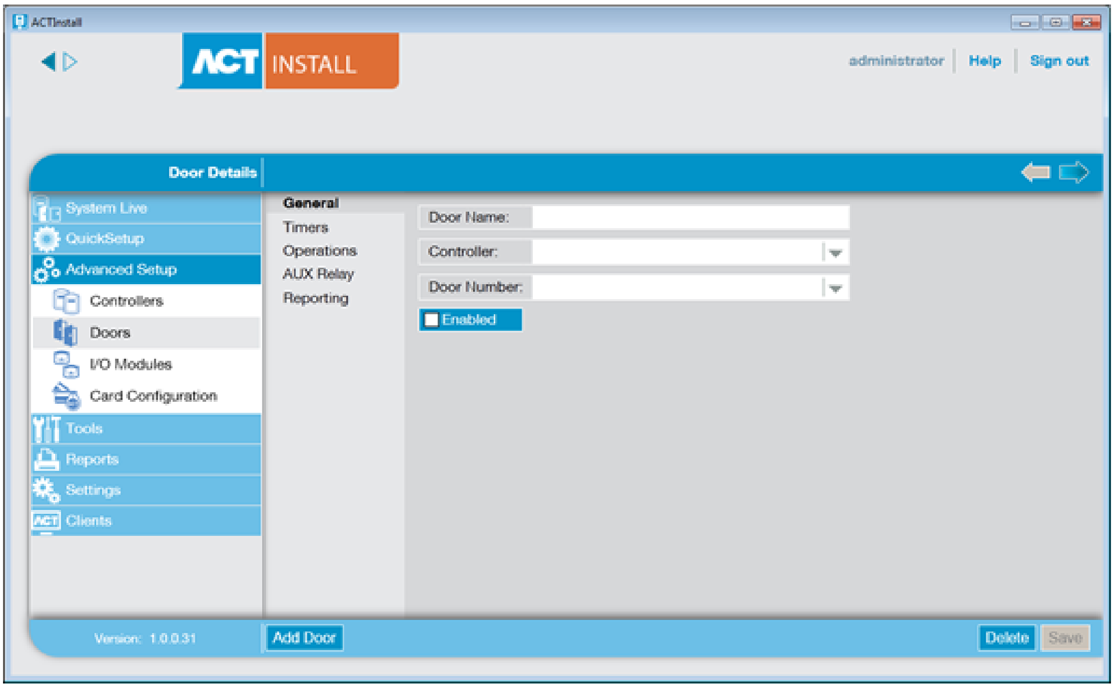
You can:

- Add one door manually through the *Add Door* screen (see page 24)
- Add one or more doors at once using the *Add Door Wizard* *(see page 25)*
- Add one or more doors for a controller when adding that controller (see page 14)
- Add one or more controllers plus their connected doors at once using the *Autodiscover Wizard*. (see page 22)
  Note: Autodiscovery only works for ACT4000 controllers.

Adding a door manually

1. In ACT Install, click **Advanced Setup - Doors**, and click **Add Door** in the top right corner of the *Doors* screen.

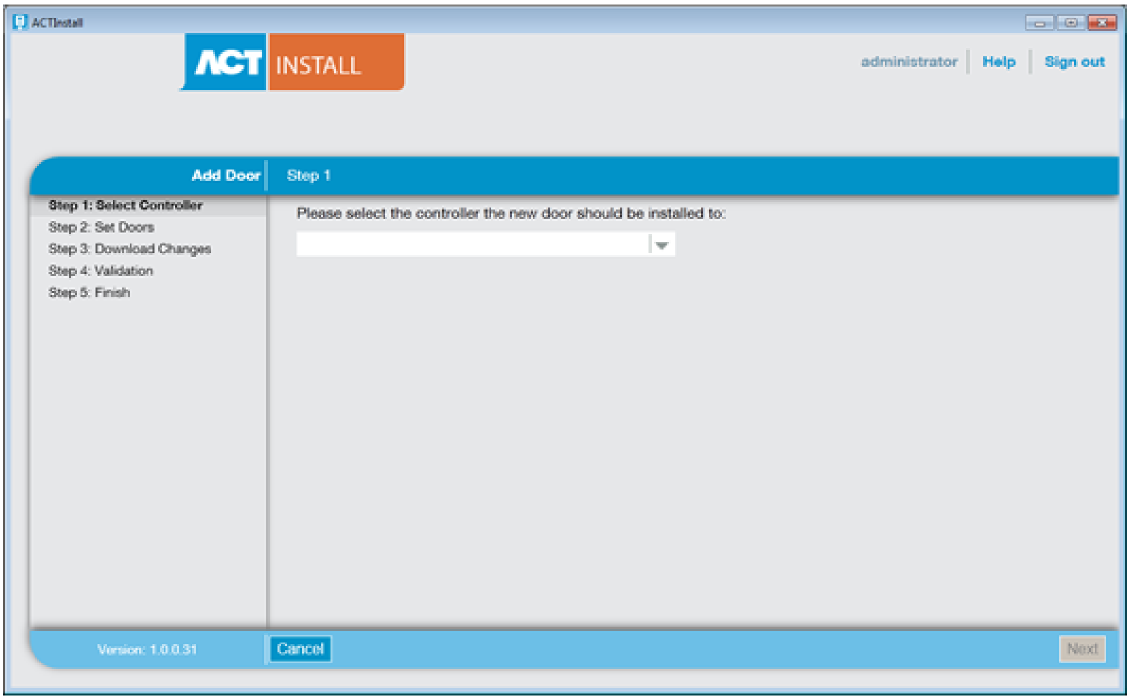
   The *Door Details* screen appears.



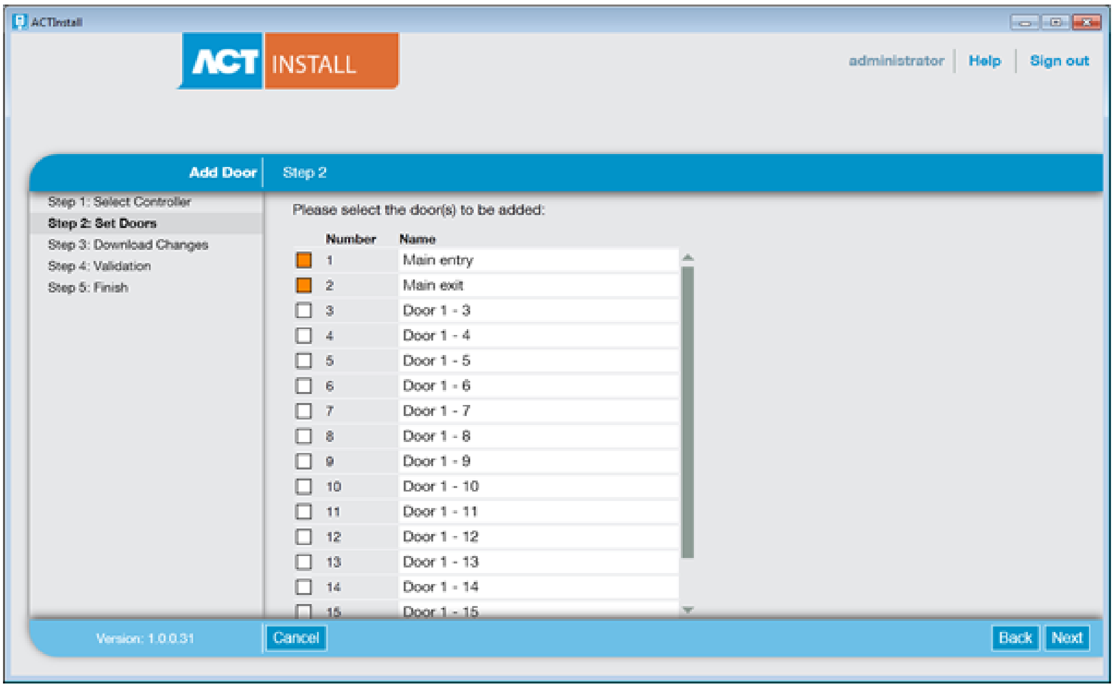
2. Specify details for the new door.
3. Click **Save** to add the new door to the system.

Adding a door using the Add Door Wizard

In ACT Install, click **Quick Setup - Add Door**, or click **Add Door** on the *System Live* screen, to open the *Add Door Wizard* which walks you through adding one or more new controllers step by step.



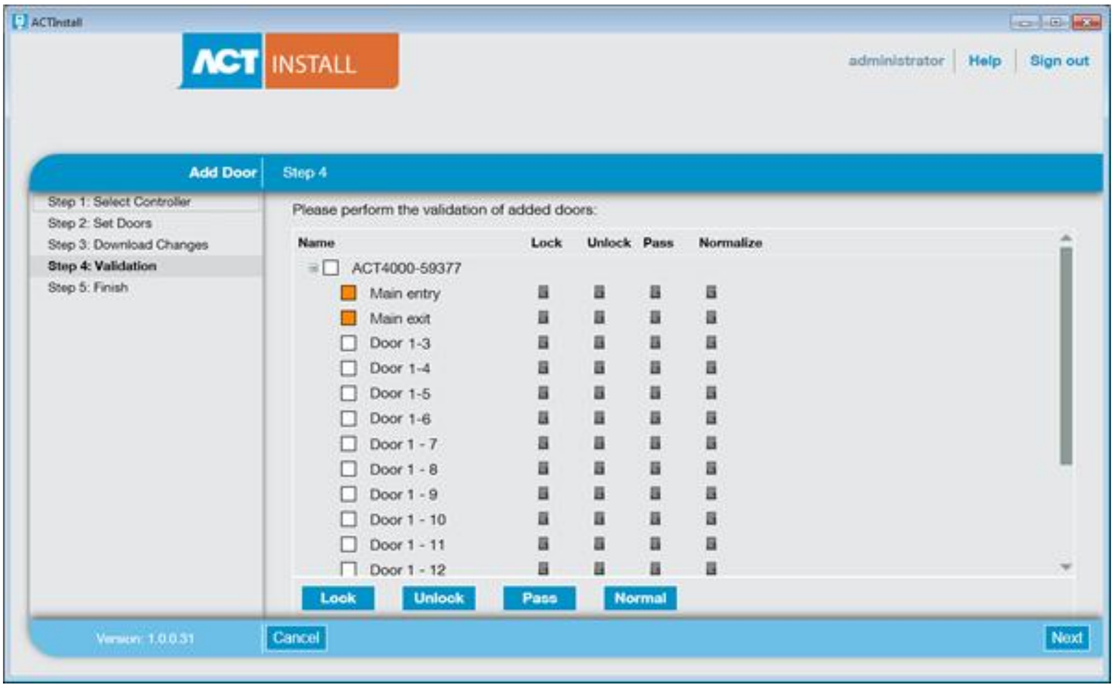
- **Step 1: Select Controller.** Select the controller to which the new door should be installed.
  Click **Next**.



- **Step 2: Set Doors.** Select which door(s) to add and enter a description of each door in the *Name* field.

  Click **Next**.

- **Step 3: Download Changes.** Changes are downloaded to the controller. The progress bar and status area indicate how the download is progressing.



- **Step 4: Validation.** Validate the installed doors by selecting the check box for each door and clicking **Lock**, **Unlock**, **Pass** or **Normal** to issue commands to the selected doors, confirming whether they are connected and responding to commands.

  Click **Next** to continue.

- **Step 5: Finish.** A report on the results of the *Add Door* wizard.

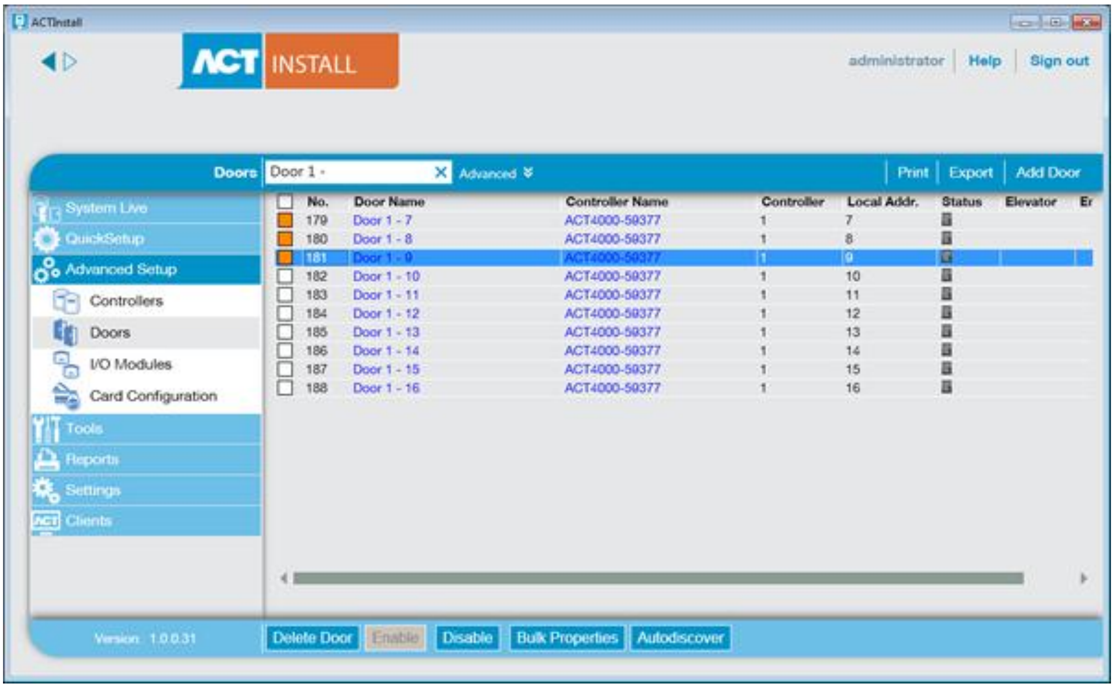
  Click **Finish**.

2.5.4 Set Properties for Multiple Doors

If you want to set a property for multiple doors, ACT Install allows you to do this in bulk instead of editing each door individually.

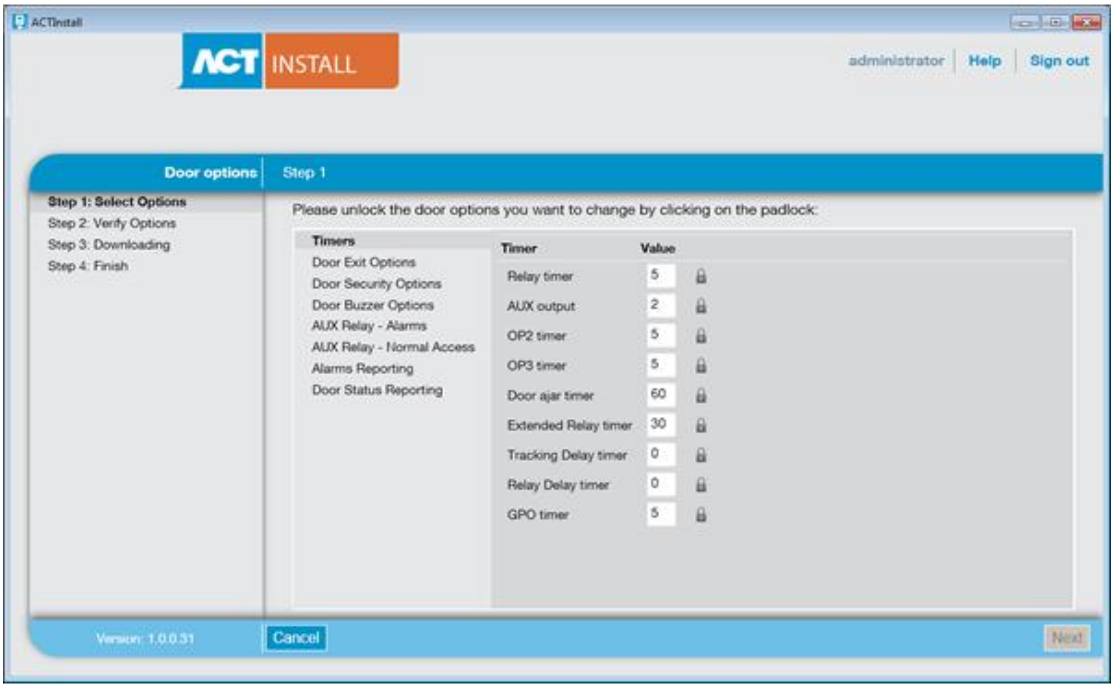
Setting properties for multiple doors

1. In ACT Install, click **Advanced Setup - Doors**, then use the *Search*/*Advanced Search* options on the *Doors* screen to find the doors for which you want to set properties.
2. In the search results, select the check box for each door for which you want to set properties.



3. Click **Bulk Properties**.
   The *Door Options Wizard* appears.

   Note: The properties displayed are the system defaults and do not reflect the current values on the selected controllers. Only selected properties will be downloaded.

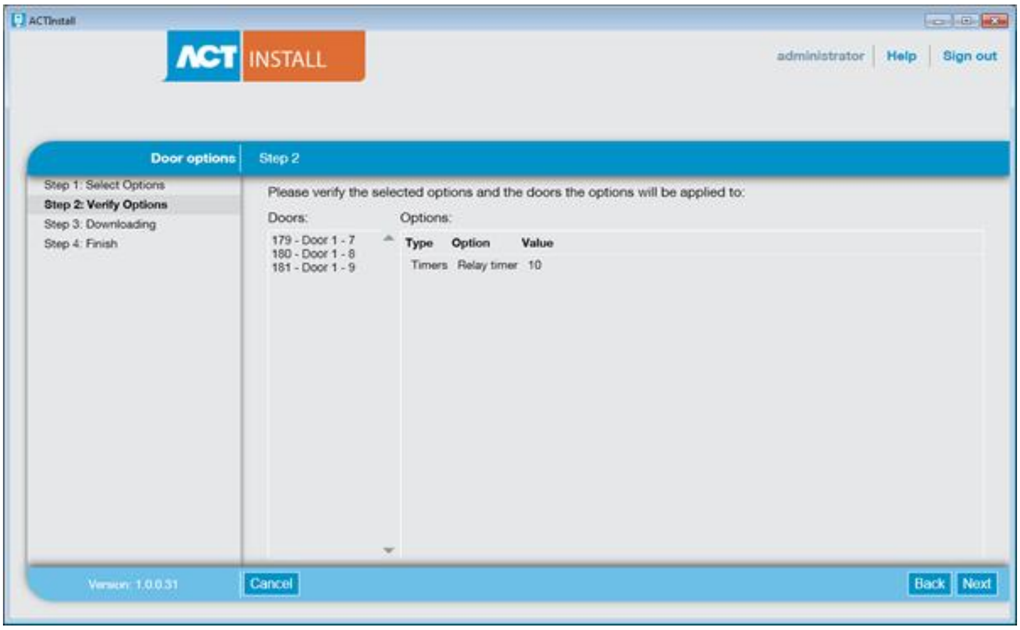


- **Step1: Select Options.**
  - On the **Timers** tab, set the required timer values
  - On remaining tabs, set the required properties to enable/disabled:
    - Click the lock icon to lock ( ) or unlock ( ) an option. The enabled/disabled settings for unlocked options will be applied to the selected doors; the settings for locked options will be ignored.
    - For timers, enter a time in seconds that the corresponding output should be activated when it is fired.
    - Select the check box for an option to mark it as enabled for all selected doors, or leave the check box de-selected for an option to mark it as disabled for all selected doors.

Click **Next**.

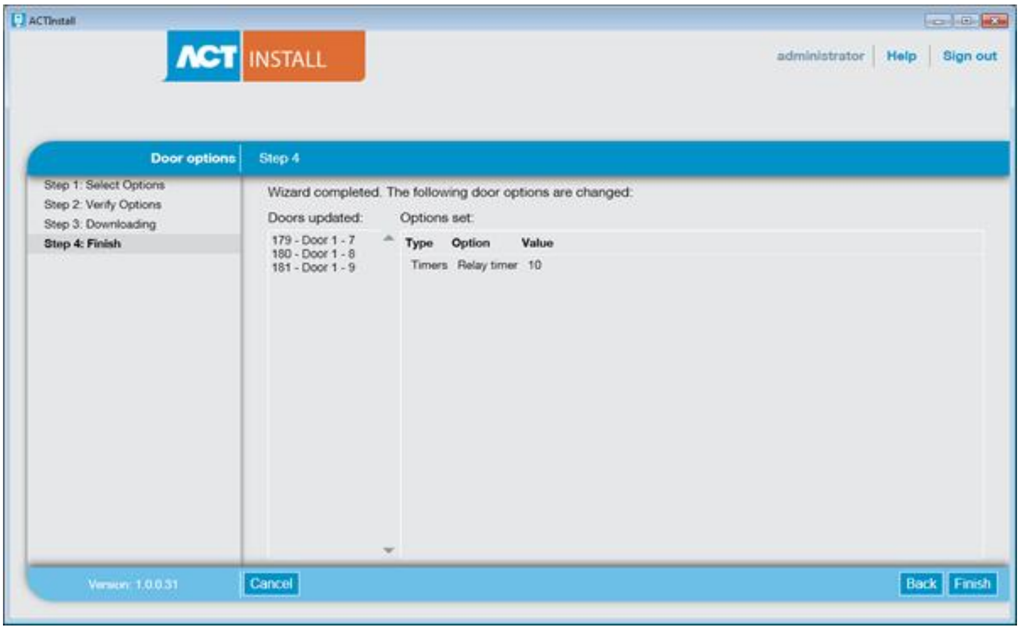
- **Step 2: Verify Options.** This screen itemises the enabled/disabled settings the wizard will apply to the selected doors. Review the details carefully before proceeding. If any settings are incorrect, click **Back** to return to the previous screen and amend them.

  Note: There is no **Undo** option.



If you are satisfied that the options that will be applied are all correct, click **Next**.

- **Step 3: Downloading.** ACT Install applies the enabled/disabled options to the selected doors. A progress bar indicates how the download is progressing.
- **Step 4: Finish.** Once all settings have been applied, the *Finish* screen summarises the changes made.
  Click **Finish** to return to the *Doors* screen.



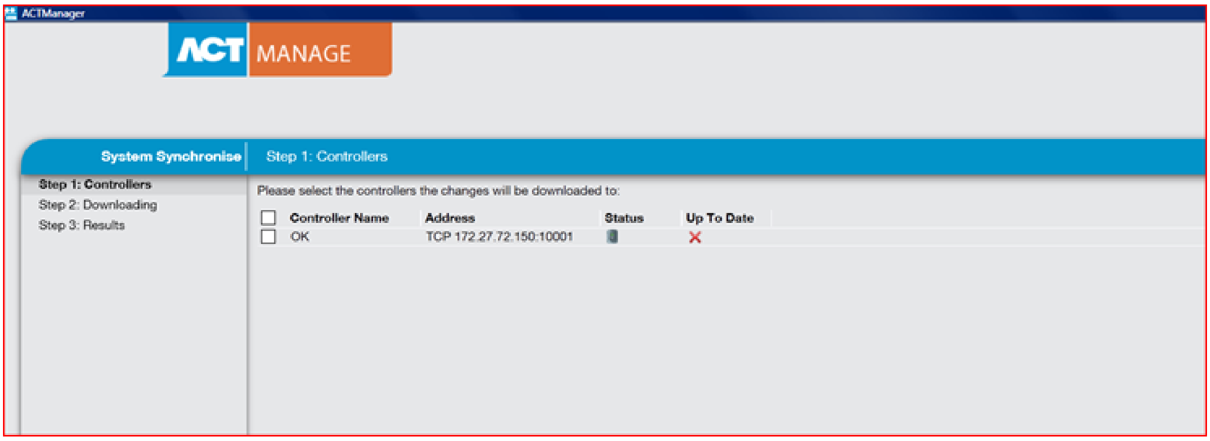
2.5.5 Synchronise Controller Information

The System Synchronise Wizard in ACT Manage and ACT Install allows you to download the entire database to one or more controllers. Controllers remain offline during downloads, meaning that they cannot be commanded during this time, nor will they report events. Door stations will have limited functionality during the download. You should only do a download if you are entirely sure it is required.

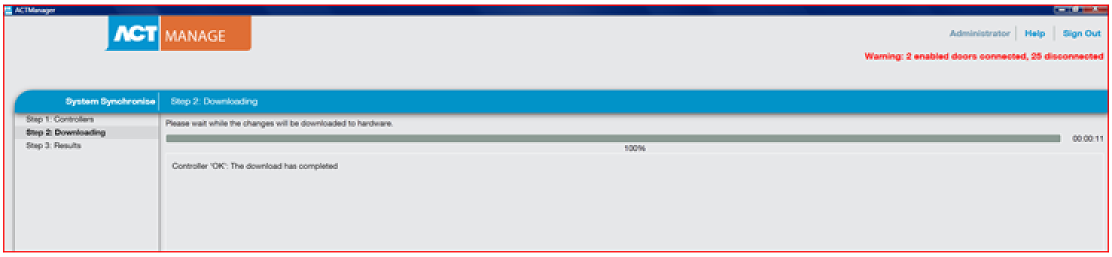
Note: Synchronising controllers means that all data entered on the controller directly, via its keypad, will be lost.

Synchronising controller information

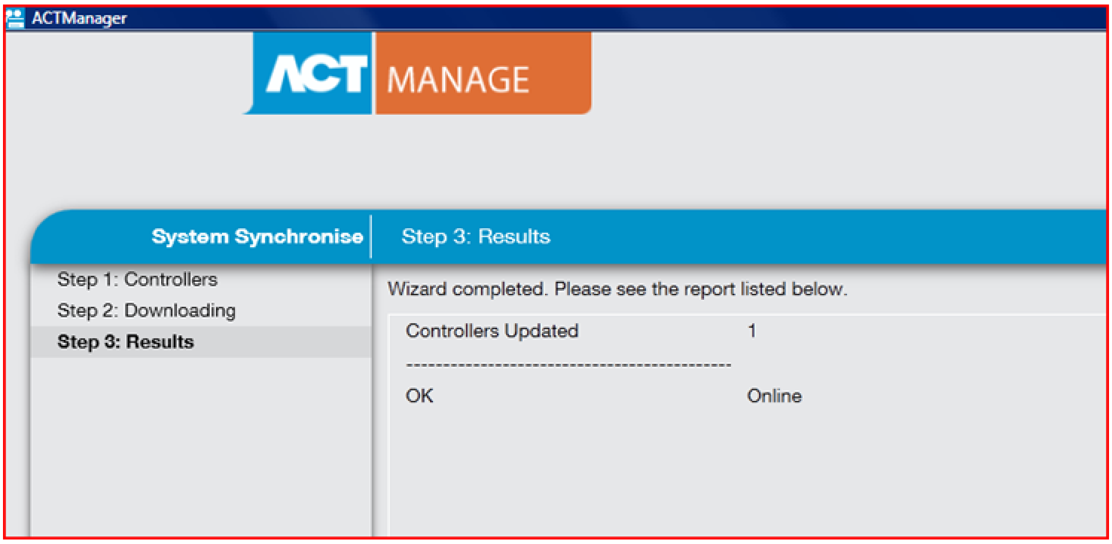
In ACT Manage or ACT Install, click **Tools - System Synchronise**.
The *System Synchronise Wizard* appears.



- **Step 1: Controllers.** This screen indicates whether each controller is up to date or not.
  Select which controllers you want to download to, then click **Next**.



- **Step 2: Downloading.** This screen shows a progress bar which indicates the overall progress of the system synchronisation. The message area shows information for each controller as data is downloaded.
  When the download has fully completed, click **Next**.



- **Step 3: Results.** This screen shows the results of the synchronisation operation: the number of controllers updated and their current statuses.

Click **Finish** to leave the wizard.

2.5.6 Configuring Controllers and Doors in ACT Install

ACT Install allows you to list all controllers on the system. From the controller list you can:

- Select a controller to view and edit details of that controller.
- View a list of the doors connected to a particular controller.

  From the doors list, you can select a door to view and edit details of that door.
- View a list of the I/O modules connected to a particular controller.

  From the I/O modules list, you can:
  - Click an *I/O Module Name* to view and edit that module's details.
  - Click the **Inputs** and **Outputs** links to view lists of the individual inputs and outputs connected to an I/O module.

Similarly, you can list all doors on the system. From the doors list, you can:

- Select a door to view and edit details of that door.

  Note: For ACT4000 controllers and later, the door supply voltage is reported on the *Door Details - General* screen. This feature is unique to ACT's software.
- Select the controller a door is connected to, to view and edit details of that controller.

Click **Back** (◀) on any details screen to return to the previous list screen, with any search filters still in place.

The procedures below describe:

- How to view and configure doors in ACT Install (see page 34)
- How to view and configure controllers in ACT Install (see page 34)

How to view and configure controllers in ACT Install

1. In ACT Install, click **Advanced Setup - Controllers** to view a list of controllers on the system.

   You can filter the list for controllers of interest using the search and advanced search fields at the top of the screen.

2. In the *Search Results* area, click the name of a controller to view configuration details for that controller.

3. Make any changes required to the controller details and click **Save**.

   Refer to the online help or user guide for detailed information on the settings available.

How to view and configure doors in ACT Install

1. In ACT Install, click **Advanced Setup - Doors** to view a list of doors on the system.

   You can filter the list for doors of interest using the search and advanced search fields at the top of the screen.

2. In the *Search Results* area, click the name of a door to view configuration details for that door.

   Note: Click the value in the *Controller Name* column to view details of the controller to which the door is connected.

3. Make any changes required to the door details and click **Save**.

   Refer to the online help or user guide for detailed information on the settings available.

2.6 Reporting

2.6.1 System Status

This screen provides an overview of the statuses of controllers, doors and I/O modules on the system.

This report can be printed or exported using the links at the top-right corner of the screen.

Click the arrow (▷) to the left of a status type to see a list of the components with that status.

2.6.2 System Snapshot

This screen provides an overview of the system's operations.

The panel at the top of the screen shows a list of all controllers, doors and I/O devices with summary information about each device and its current status.

The panel at the bottom of the screen shows a list of recent system events, with the time and location of each event, plus summary details.

This report can be printed or exported using the links at the top-right corner of the screen.

2.7 Settings

2.7.1 Settings - Controller's Security Tab

The following table describes the data that appears on the *Settings - Controller's Security* tab in ACT Install.

Field Name	Description
Transmit PIN Codes to Controller	If selected, the installer and operator PIN codes are transmitted to all controllers when downloading the database (System Synchronise). If not selected, controller PINs must be administered on an individual basis.
Installer	The PIN code required to access the **Installer** menu on the individual controllers. This menu is used to configure the card format and interfacing aspects of the controller. This is normally a six-digit code with a default value of 999999.
Operator	This is the PIN code required to access the **Operator** menu on the individual controllers. This menu is used to configure the access rights of users on the controller. This is normally a six digit code with a default value of 123456.

2.7.2 Settings - Default Options - Door Tab

2.7.2.1 Settings - Default Options - Door Tab

This screen shows default options for new doors. These may be customised on a per-door basis.

For more information, see:

- Door Details - Operations tab (see page 37).
- Door Details - AUX Relay tab (see page 39)
- Door Details - Timers tab (see page 41)
- Door Details - Reporting tab (see page 42)

2.7.2.2 Door Details - Operations Tab

The following table describes the data that appears on the *Door Details - Operations* tab.

Field Name	Description
Door Exit	• Release button - If selected, the push-to-exit (egress switch) is enabled. When this switch is momentarily closed, the relay timer is activated for its programmed period of time, and a user is allowed to exit. An exit event may also be recorded in the system log. • Free exit - Normally, the controller applies the same group access rules to users exiting the area as it applies to users being granted access. If this option is selected, normal access rights are ignored and any enabled card can exit irrespective of time etc. • Exit PIN's - Normally in PIN only or PIN & swipe operation, codes are used only to gain entry through the door. If this option is selected, the controller requires a PIN code when exiting also. • Exit PIR - If selected, a Passive Infra-Red (PIR) device can be used in place of a traditional push button exit switch. This ensures that the door remains unlocked while the PIR is active.

Field Name	Description
Door Security	• Interlock - If selected, only one door of a connected pair may be open at any one time. The interlock output (usually OP3) of each door should be connected to the interlock input (Usually AUX) of the other door. Because this is an electrical interlock, doors on different controllers may be interlocked with each other, or with other devices such as an ACT10 keypad. In this case the 0V lines of all the devices should be connected together. • Toggle Operation - If selected, the door can be toggled open or closed by users with the Toggle Relay option enabled. • Fail-Safe Relay - When using normally energized locking devices, there may be problems with the door remaining locked during a power outage when a stand-by battery is discharging. If the battery is partially depleted, the voltage may not be high enough to power the controller but may still be producing enough current to keep the solenoid energized. If this option is selected, the action of the relay is reversed so that the door will fail open in a power outage. • Intruder Panel - The AUX input on the door may be connected to an Intruder Panel. When this signal is low, the controller knows the panel is armed and denies access to users. This is a secure way of ensuring that the panel is actually armed. The panel may be armed by users with the Arm/Disarm option. • Anti-tailgate - Normally when a card is swiped, the relay is activated for a pre-determined period of time. During this period, the door may be physically opened and closed any number of times as the locking mechanism is disengaged. If this option is selected, the relay time is truncated to one second when the door is opened. This means that the locking mechanism re-engages so the door cannot be reopened without swiping another card. • Break Glass - If selected, the output relay is activated when the glass is broken on a Break Glass Monitor. • Access only - If selected, the main relay output at the access point is activated if a valid card is presented at an access reader. For an exit reader at the access point, ensure that *Exit Granted* is selected under *AUX Relay - Normal Access* *(see page 39)* to activate the AUX relay on an exit event.

Field Name	Description
Door Buzzer	• Silent operation - Normally the door controller gives an audible success or fail indication when a card is swiped, in addition to activating the red or green indicator on the reader. If this option is selected, this audible indication is suppressed. • Chime - If this option is selected, the door controller's buzzer sounds momentarily when the door is opened. The buzzer (AUX) output is also activated for a short period of time. • Guest button - When an external keypad is being used to gain entry, this option allows the "Bell" button on the keypad to be used to momentarily fire a guest buzzer connected to the buzzer (AUX) output of the controller.

2.7.2.3 Door Details - AUX Relay Tab

The AUX relay is a programmable output on all door controllers. The various settings below may be enabled to determine the conditions for activating this output. It is an open collector output on the ACT1000 (sometimes called the buzzer output) and is a changeover relay on all other controllers.

The following table describes the data that appears on the *Door Details - Relay* tab.

Field Name	Description
Alarms	The conditions under which an alarm is triggered. • Door forced - If selected, the output is activated if the door is opened without being explicitly commanded to open by the controller. This would typically occur if the locking mechanism is bypassed or if the door is physically forced open. It is reset when a valid card is swiped. • Door ajar - If selected, the output is activated if the door has been open for longer than a predetermined period of time. It is reset once the door is closed or when a valid card is swiped. • Access denied - If selected, the output is activated for 2 seconds if an invalid card is swiped. • Exit denied - If selected, the output is activated for 2 seconds if

Field Name	Description
	an invalid card is swiped at an exit reader. • Duress code used - If selected, the output is activated if a duress PIN code is entered. This is when a number 1 greater than the valid PIN is entered in PIN Only or PIN & Swipe operation. • Break Glass - If selected, the output relay is activated when the glass is broken on a Break Glass Monitor.
Normal Access	The conditions under which normal access is permitted. • Access granted - If selected, the output is activated if a valid card is swiped. It remains active while the door relay is active. • Exit granted - If selected, the AUX relay output is activated if a valid card is presented at an exit reader. For an access reader ensure that *Access only* is selected from the *Operations – Door Security section* (see page 37) to activate the main relay on an access event. • Door opened - If selected, the output is activated while the door is open. • Follow main relay - If selected, while the main relay is active, the Aux relay is also active. • Arm Intruder panel - If selected, the AUX relay pulses for the AUX Time when a user with the arm/disarm option presents a valid card or PIN. This output must be wired into an input on the alarm panel which signals arming or disarming (usually called keyswitch). If required, the Arm Intruder Panel output may be toggled instead of pulsed. Turn this option on by setting the AUX output time to zero. For more information, see Door Details - Timers Tab (see page 41).

2.7.2.4 Door Details - Timers Tab

The following table describes the data that appears on the *Door Details - Timers* tab. All times are in seconds.

Field Name	Description
Relay Timer	How long the door relay is activated in response to a valid card or to operation of the request-to-exit (egress) switch.
AUX Output	How long the AUX (buzzer) output is activated when it is fired.
OP2 Timer	How long the OP2 output is activated when it is fired.
OP3 Timer	How long the OP3 output is activated when it is fired.
Door Ajar Timer	How long the door may remain open before a door ajar condition occurs
Extended Relay Timer	How long the door relay is activated in response to a valid card for a user with the *Extended Relay* option. In this case, the door relay is activated for an extended period of time for users who require longer to access the door, for example, wheelchair users. For more information, see User Details - Options Tab.
Tracking Delay Timer	How long the controller waits before updating the count of the number of users in the tracking area.

2.7.2.5 Door Details - Reporting Tab

Selections on this tab determine which additional events are logged to the door controller's system event log.

The following table describes the data that appears on the *Door Details - Reporting* tab.

Field Name	Description
Alarms	
Door Ajar	A door ajar event is logged if the door has been open for longer than a predetermined period of time.
Door Forced	A door forced event is logged if the door is opened without being explicitly commanded to open by the controller. This would typically occur if the locking mechanism is bypassed or if the door is physically forced open.
Door Tamper	A door tamper event is logged if the door is tampered with, that is, if the door station or controller is opened.
Mains Fault	A mains fault event is logged if the mains supply fails. This should be ticked for any doors with a monitored power supply.
Read Error	A read error event is logged when an incorrect read occurs on an entry or exit reader. An additional error number may be displayed giving further details on the error.

Field Name	Description
Door Status	
Exit Button Used	An exit granted (push button) event is logged when a user presses the request-to-exit (egress) switch.
Door Opened	A door opened event is logged when the door is physically opened.
Door Closed	A door closed event is logged when the door is physically closed.
Door Contact	A door opened/closed event is logged when the door contact changes.

2.7.3 Settings - Event Filter Tab

You may optionally specify an event filter to determine which events are recorded in the memory of individual controllers. If the filter is enabled, only selected events are recorded in the controller log.

The following table describes the data that appears on the *Settings - Event Filter* tab.

Field Name	Description
Enable Filter	If this check box is selected, the filter is enabled.
Events	Which events are logged for controllers.
Log Events from Group	Which door group events are logged for.

2.7.4 Settings - Email Notification Tab

The following table describes the data that appears on the *Settings - Email Notification* tab.

Field Name	Description
SMTP Server Settings	Specify details for the SMTP server ACT Enterprise will use to send notification emails. This information can be obtained from the network administrator in charge of email services.
Email Addresses	Specify the From and To email addresses to use on notification emails.
Notification Options	Specify details of when and how notifications should be sent. • Email Header - Notifications will be sent with this subject. • Email Contact - Notifications will include the name specified here. This allows you to specify that messages sent to a shared/generic email address are for the attention of a particular individual. • Timezone - Notifications will be sent when this timezone is active. • Alert Events - Notifications will be sent for the event types selected here.

You can test your settings work by clicking **Send Email** to send a test message to the address specified in the *Email To* field.

Click **Default** to return all email notification settings to ACT defaults.

3 ACT Server

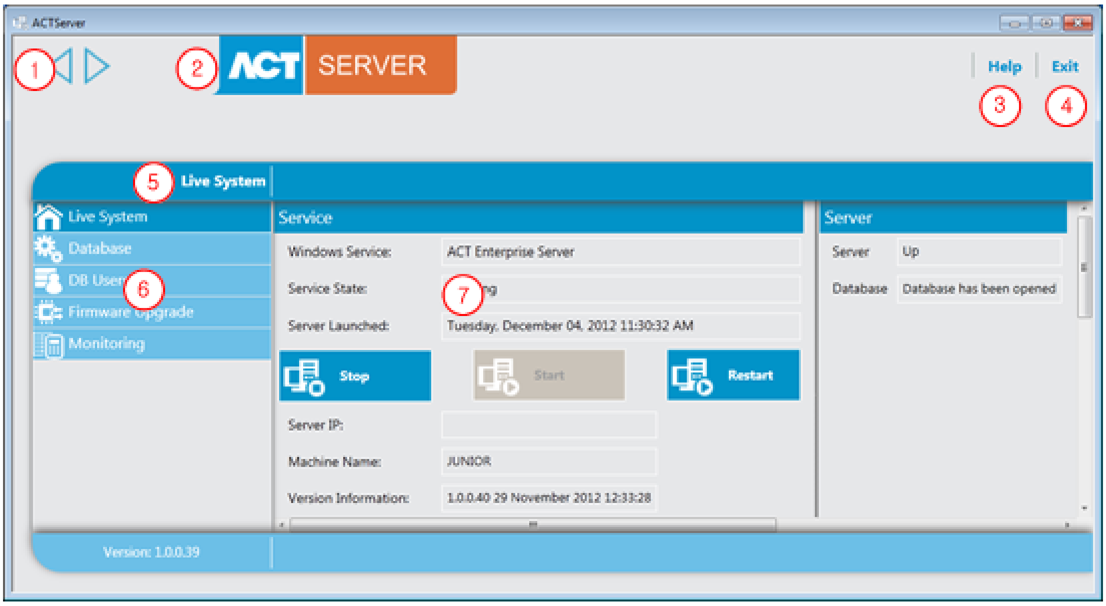
Note: The ACT Server client software *must* be run from the server the ACT Enterprise service runs on.

3.1 ACT Server Training Objectives

By the end of this training module, you should be able to:

- Start and stop the ACT Enterprise service. (see page 48)
- Attach a database. (see page 49)
- Perform firmware upgrades. (see page 51)
- Take a network trace of the controllers. (see page 53)

3.2 ACT Server Screen Navigation



The following table describes each of the navigation features on the screen.

No	Feature	Description
1	Back and Next buttons	These allow you to navigate backwards and forwards between screens already visited.
2	Product name	This shows you which ACT module you are currently using.
3	Help	This link opens the online help, where you can get more information related to the tasks you are performing.
4	Sign Out	This lets you log out of the current client.
5	Screen name	This label gives the name of the screen you are currently on. The *Home* screen shows quick links to popular tasks.
6	Menus	The menus allow you to navigate to particular screens in the software. If a menu has sub-options, when you click the menu name a list of the options appears below it in the menus area and you should click the option you want; if a menu has no sub-options, the screen for the menu item appears in the main area of the screen. ACT Server includes the following menus: • Live System (see page 48) • Database (see page 49) • DB Users (see page 50) • Firmware Upgrade (see page 51) • Monitoring (see page 53)

No	Feature	Description
7	Main Screen	This is where the data/settings corresponding to the selected menu item/option are shown.
	Hyperlinks	If an item in search results is displayed in blue text, it is a hyperlink. Click it to view more detailed information on that item.
	Page forward ( ) Page back ( )	Click to move backwards and forwards through a series of records.

3.3 Live System

This screen displays information about the live ACT Enterprise system.

- *Service* - This area shows information about the ACT Enterprise Windows service. You can check service details and state, and stop and start the service from here. This Windows service must be running in order to use ACT Enterprise. The service normally starts up automatically when the server machine reboots. You can **Stop** and **Start** the service in those exceptional cases where you need to reboot the service. (You can also use the **Restart** option, which stops then starts the service.) When you stop the service, all activity on clients will cease abruptly and all controllers will be disconnected from the software, so you should warn operators before stopping and restarting the service. To check which operators are currently active on the system, use the DB Users screen (see page 50).
- *Server* - This area shows whether the ACT Enterprise server is currently running. If the Windows service has been started, this should show an *Up* status. If it is *Down*, there is a problem. The server can be down if either the Windows hosting service has not started, or if it cannot contact a valid ACT database.
- *Controllers* - This area shows a list of registered and enabled controllers (and disabled controllers with enabled doors) and their current states. You can click the expand icon ( ) beside a controller name to view a list of doors connected to that controller and their current states.
- *Recent Events* - This area shows the time, location, event type and details for recent events (live).

3.4 Database

This screen displays information about the ACT Enterprise database.

- *Database Settings* - This area shows details of the current ACT Enterprise database, including name, status and a summary of the data types and volumes. You can change which database is in use, or create a new database from here. You can also specify a connection string.
- *Tools* - This area allows you to backup or restore an ACT Enterprise database, and to export and import user details.
    - **Backup** - You can perform a limited, emergency backup using this tool. **Warning:** This backup does not store log events, audit events, or user photographs. This backup would allow you to quickly and conveniently restore your system to some stable state before performing a large set of changes. However, it is highly recommended that backups be performed using SQL Server itself, rather than this limited tool.
    - **Restore** - Backups taken using the **Backup** tool can be restored using this tool. Log events, user photographs, and audit events are not backed up, so cannot be restored.
    - **Export Users** - This tool allows you to export the current set of users to a CSV (comma separated value) file. All enabled users are exported. This list of users can be later restored using the **Import Users** tool.
    - **Import Users** - This tool allows you to restore a set of users previously exported, or to import a new set of users. You can choose to delete the existing set of users in the database or to attempt to merge the new list with the existing users. Where an imported user has the same user number as an existing user, the imported user overwrites the existing user.
    - **Export Photos** - This tool allows you to export all user photographs to a folder of your choice.
    - **Purge Log Events** - When the log events table grows large, it has a detrimental impact on system performance. It is highly recommended that you regularly purge the log events table of unwanted, legacy events. You can choose to purge all events, all but events in the last one month, all but events in the last three months, or all but events in the last six months. Purging log events can take a considerable amount of time.

3.5 DB Users

This screen displays information about the ACT Enterprise operators (database users).

- *DB Users Currently Online* - Displays a list of operators currently online. The particular ACT Enterprise application in use is shown (for example, ACT Manage), plus information on when the operator's logon started, activity duration, PC location and state.
  You can log an operator out by selecting the check box to the left of their name and clicking **Disconnect**. This action cancels any activity the operator is currently performing, abruptly.
- *User's Recent Actions* - Displays information on recent activities performed by the selected operator.

3.6 Firmware Upgrade

Updating firmware to the latest available version from the manufacturer is highly recommended.

When you update the firmware on a controller, it shuts down normal operation for the period of the upgrade, which can take several minutes depending on the network conditions. All data about users, cards, and access rights are deleted from a controller when the firmware is updated.

You can optionally unlock doors connected to a controller while the firmware upgrade is in progress to allow users to gain access. If you do not want to leave connected doors unlocked for the duration of the upgrade, only update firmware when you are confident that the controller is not required.

If a firmware upgrade file is available, this screen allows you to select the firmware and which controllers to upgrade. You must have the password required to access the firmware upgrade in order to apply it.

1. Click **Select Firmware** to open a dialog where you can browse to and select the firmware file you are upgrading to.
   Ensure that you have a firmware version later than the version currently on your controller types.
2. In the *Password* field, enter the firmware password (obtainable from ACT). This will be validated when you click **Upgrade Firmware**.
3. Optionally, you can choose the *Controller Type* to filter the controller list at the bottom of the screen for controllers matching that type.
4. From the controller list at the bottom of the screen, select each controller for which you want to upgrade firmware.

   Note: Controllers must be online in order for you to do an upgrade, but all controllers are listed.
5. To open doors connected to the selected controllers, allowing free access, while the firmware upgrade is in progress, select the *Open doors during upgrade?* check box. If doors are not opened, users will not be able to gain access until the upgrade is complete and data synced to the controller.
6. To automatically sync data to the selected controllers following the firmware upgrade, select the *Do full download when finished flash upgrade?* check box. If you do not select this option, you must manually sync data to the controllers using the System Synchronise tool in ACT Manage or ACT Install (see page 31) following the firmware upgrade.

7. When you are ready, click **Upgrade Firmware**.
   If the password is correct, the controller types match the firmware type, and if they are all online, then the firmware is upgraded.

3.7 Monitoring

This screen allows you to select one or more controllers to monitor their communications with the software. This feature can be useful for in-depth trouble-shooting.

- *Controllers* - Displays a list of controllers on the system. You can select particular controllers to monitor/stop monitoring, and specify the number of minutes for which monitoring should last. Results of a trace of the activity between the controller(s) and the software is shown in the *Communications* area.
  If you want to view details from an existing log file, you can select it here too.
- *Communications* - This area shows events as they occur for monitored controllers. You can clear this area by clicking **Clear View**. Details displayed here are also saved into the ServerClient.log log file, available through the **View Files** button. This log file can be sent to ACT for analysis.

4 ACT Manage

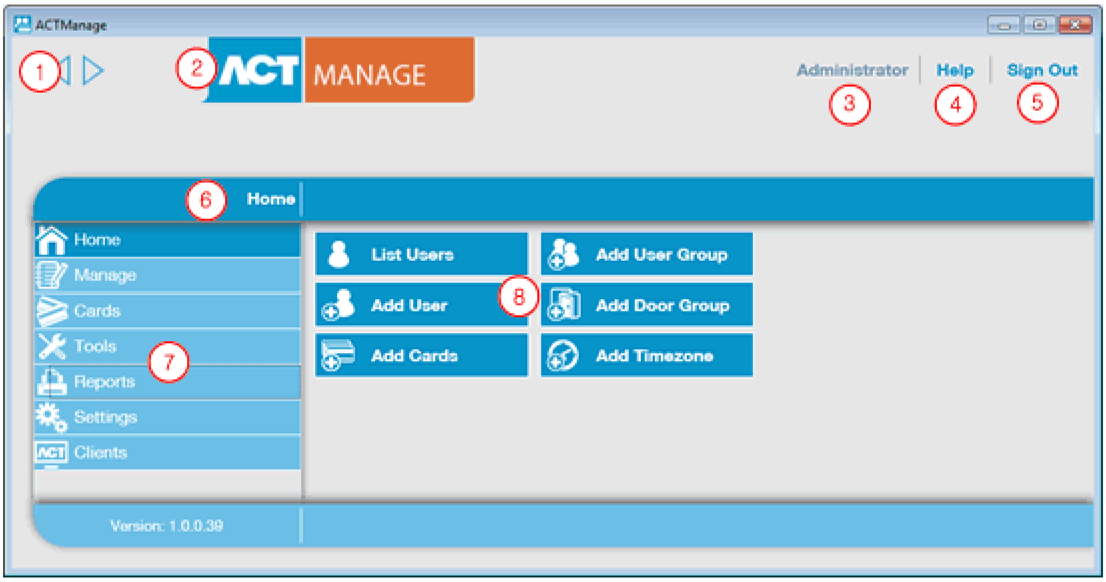
4.1 ACT Manage Training Objectives

By the end of this training module, you should be able to:

- Search for, view and edit user records (see page 58)
- Create users (see page 61)
- Check Which Doors a User Can Access (see page 66)
- Set Access Rights for an Individual User (see page 67)
- Extend User Validity (see page 70)
- Add a User Group (see page 74)
- Set Group Access Rights (see page 77)
- Add extra user cards (see page 78)
- Report on users and events (see page 79)
- Add a Time Zone (see page 95)
- Add a Door Group (see page 96)
- Configure a Door's Actions (see page 99)
- Configure Fire Doors (see page 101)
- Configure Operator Access Rights (see page 103)
- Synchronise Controller Information (see page 31)
- Configure Holidays (see page 107)

4.2 ACT Manage Screen Navigation

4.2.1 ACT Manage Screen Navigation



The following table describes each of the navigation features on the screen.

No	Feature	Description
1	Back and Next buttons	These allow you to navigate backwards and forwards between screens already visited.
2	Product name	This shows you which ACT module you are currently using.
3	User	This shows which operator (DB User) is currently logged in to the software.
4	Help	This link opens the online help, where you can get more information related to the tasks you are performing.
5	Sign Out	This lets you log out of the current client.

<table>
<tr><th>No</th><th>Feature</th><th>Description</th></tr>
<tr><td>6</td><td>Screen name</td><td> This label gives the name of the screen you are currently on. The Home screen shows quick links to popular tasks. </td></tr>
<tr><td>7</td><td>Menus</td><td> The menus allow you to navigate to particular screens in the software. If a menu has sub-options, when you click the menu name a list of the options appears below it in the menus area and you should click the option you want; if a menu has no sub-options, the screen for the menu item appears in the main area of the screen. ACT Manage includes the following menus: Home - Access the following quick launch icons for common tasks:
List Users (see page 58)
Add User (see page 61)
Add Cards (see page 78)
Add User Group (see page 74)
Add Door Group (see page 96)
Add Timezone (see page 95)
Manage - Manage users, user groups, doors, door groups, time zones, holidays, ACT operators, elevators, inputs, outputs and tenants.
Cards - Design, assign, and order cards, and report lost cards.
Tools - Synchronise settings to controllers on the system.
Reports - Generate reports on users, cards, system events, and system operator activity.</td></tr>
</table>

No	Feature	Description
		• Settings - Configure settings relevant to ACT Manage. • Clients - Launch other ACT software modules.
8	Main Screen	This is where the data/settings corresponding to the selected menu item/option are shown.
	Hyperlinks	If an item in search results is displayed in blue text, it is a hyperlink. Click it to view more detailed information on that item.
	Page forward ( ) Page back ( )	Click to move backwards and forwards through a series of records.

4.2.2 Printing

On a number of screens, you will see a **Print** option in the top right-hand corner (Print). In this case, the data displayed on the screen may be printed using any configured printing device on your local machine.

Click **Print** to open the *Print* dialog for your computer, from which you can select your preferred printer.

4.2.3 Exporting

On a number of screens, you will see an **Export** option in the top right-hand corner (Export). In this case, the data displayed on the screen may be exported to a CSV (Comma Separated Value) file. The separator character used in the exported file is set on the *Settings - General* tab.

Click **Export**, and in the dialog that appears specify the required file name and location, then click **Save**. The file may be opened later in a text editor, or a spreadsheet software such as Microsoft Excel.

4.3 ACT Manage Home Screen Activity

1. Go to the ACT Manage *Home* screen.
2. Click **List Users** to open the *Users* screen.
3. Use the search options to filter the list of users shown and print/export your results.
   For more information on search options available, see Users Screen (see page 58).
4. Click the name of the first user in the search results to view their profile on the *User Details* screen.
5. Click the **Back** button (◀) on the *User Details* screen to return to the *List Users* screen.
6. Select the box for one or more users on the *List Users* screen and use the appropriate button at the bottom of the screen to **Delete User**, **Enable**, **Disable**, **Set Validity** or **Print Cards**.

4.4 Users Screen

The *Users* screen is accessed through the **Manage - Users** menu item in ACT Manage.

See below for descriptions of:

- The *Simple* and *Advanced* search fields available on the *Users* screen. (see page 59)
- The columns on the *Users* screen search results area. (see page 60)

The following options are also available on this screen:

- To print the user list, click **Print** (Print) to open the *Print* dialog for your computer, from which you can select your preferred printer.
- To export the user list, click **Export** (Export), and in the dialog that appears specify the required file name and location, then click **Save**. The file may be opened later in a text editor, or a spreadsheet software such as Microsoft Excel.
- To add a new user (see page 61), click **Add User** (Add User).
- To add a visitor (a user that is flagged as a visitor and may require fewer or different details), click **Add Visitor** (Add Visitor).

Note: You can select the box(es) for one or more users in the search results area, then click **Delete User**, **Enable**, **Disable**, **Set Validity** or **Print Cards** at the bottom of the screen to quickly perform any of these operations on the selected user(s). In the case of **Set Validity**, you are prompted to specify the required start/end date/times for the validity period. In the case of **Print Cards**, you are prompted to specify card properties before printing.

4.4.1 Search Fields

Field Name	Description
Search	Enter all or part of the registered name for the user whose record you want to view and click the **Search** icon ( ). A list of matching records is displayed in the *Search Results* area. **Example:** Searching for "Ann" might show results for "**Ann**-Marie Boyle", "Jo**anne** Murphy", and "Joseph H**ann**".
Advanced. Click **Advanced** to see the following additional search fields. You can use one or more fields to specify your search criteria.	
User Number	Enter the user's number. The system will return an exact match if found.
First Name	Enter all or part of the user's first name.
Last Name	Enter all or part of the user's last name.
Group	Select the group to which the user is assigned.
Card number	Enter the user's card number. The system will return an exact match if found.
State	Select the user's state: *Enabled*, *Disabled* or *All* (either).

Field Name	Description
Selectable field	At the final search field, select one additional user field to search on, and enter matching text.

4.4.2 Results

The following table describes each of the columns on the *Users* screen search results area.

Column Name	Description
No.	The unique number that identifies this user on the system. (Sortable.)
Name	The user's name. Click to view full details for this user on the *User Details* screen. (Sortable.)
Enabled	A green check-mark is displayed for accounts that are enabled. If an account is enabled, the user's card/PIN is operative, though usage may be restricted by a validity period, if set. If an account is disabled, the user's card/PIN will not work. An account must be both enabled *and* valid for the user's card/PIN to work.
Valid	A green check-mark is displayed for accounts that are valid. A user's account is valid if either the current date and time fall within the set validity period, or if no validity period was set for the user. An account must be both enabled and valid for the user's card/PIN to work.
Group	The group this user is a member of. Click to view full details for this group on the *User Group Details* screen. (Sortable.)

Column Name	Description
Card number	The user's card number (if applicable).
Last column	The default value displayed in the last column is determined by the *Optional Column* setting on the *Settings - General* tab, but you can change which user field value is shown using the *Advanced* search settings.

4.5 Adding Users

4.5.1 Add a User

A user is a person who holds an access control token (card, fob, PIN, biometric, etc.) and whose access is managed through the ACT software.

You can add and edit users through ACT Manage.

When you add a user, you can specify profile details such as their name, user group, validity period, PIN numbers (if applicable) and card details.

You can:

- Create a new user (see page 62)
- Create a new user based on an existing user (see page 64)

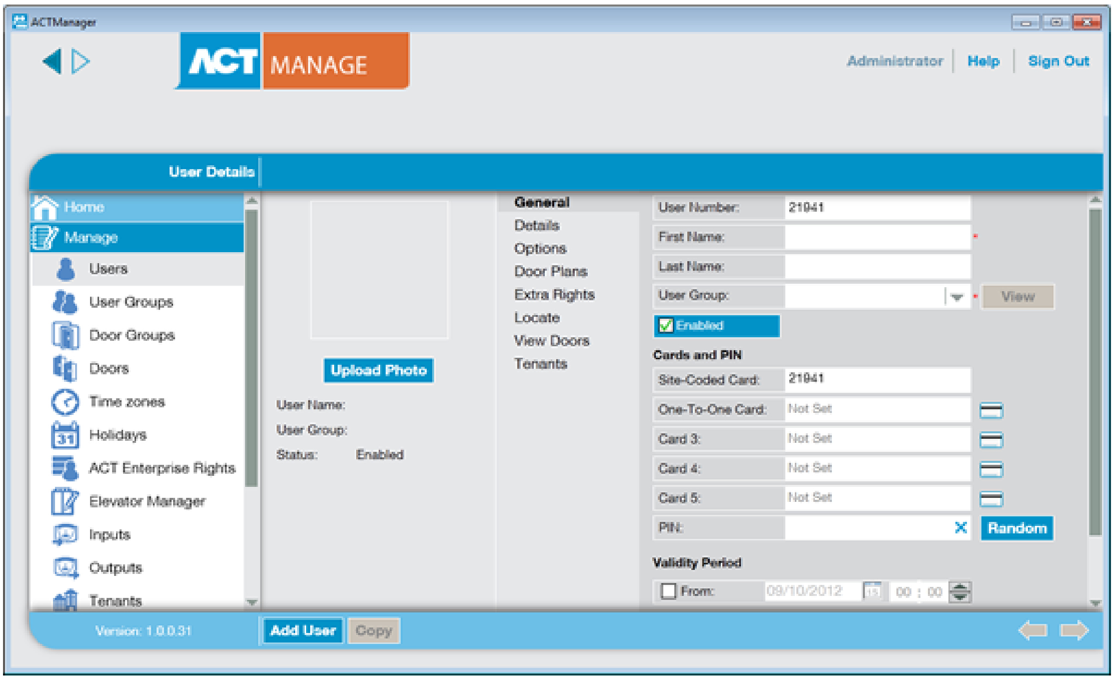
You can specify a validity period for both permanent and temporary users - this allows you to limit the date/time range during which they will have access rights. Once a user is registered on the system, you can reset their validity period at any time to allow/disallow access without having to delete and recreate the user each time they need access.

A user's basic access rights are inherited from the User Group to which they are assigned, but you can grant additional access rights on a per-user basis using the **Extra Rights** tab on the *User Details* screen (if you have the appropriate extra memory installed on your controllers).

Adding a new user

1. In ACT Manage, click **Add User** on the *Home* screen, or click **Manage - Users**, then click **Add User** in the top right corner of the *Users* screen.

   The *User Details* screen appears.

2. On the *General* tab, enter information about the new user:

   1. Enter the user's *First name* and *Last name*. This name will appear in all reports.
   2. Select the *User Group* from the drop down list.
      For more information, see Set Access Rights for an Individual User (see page 67).
   3. Select the *Enabled* check box to enable the user.
   4. Enter the user's card number in the *One-To-One Card* field.
      If a user PIN is required, enter the PIN code in to the *PIN* field, or click **Random** for the system to generate a random PIN. The PIN value will be displayed temporarily. You should take note of the value to give to the user.
   5. Optionally enter the user's validity period. The user will not be allowed access outside their defined validity period.

6. Optionally add a user photo. The photo can be taken directly from a connected web cam, Twain source or from a JPEG, GIF, BMP, PNG or TIFF image.
7. Click **Save** to create a user record.
   The user can now use the access control system constrained by the access rights defined by their assigned user group.

3. Click the **Details** tab to add more information for the user.
   Click **Save** once you have entered the required details.

   The field labels on the **Details** tab are defined by the organisation, and may be used to record values such as the user's department, car registration, or contract start date.
   The field labels can be changed under **Settings - User Fields** in ACT Manage.
4. To designate the user as a visitor, click the **Options** tab, select the *Visitor card* check box, and click **Save**.
   Visitors cards can be managed in bulk. For example, you can disable all visitor cards.
5. To view the recent events for the user select the **Recent Events** tab.
6. To view all doors to which a user has access, select the **View Doors** tab. For more information, see Check Which Doors a User Can Access (see page 66).

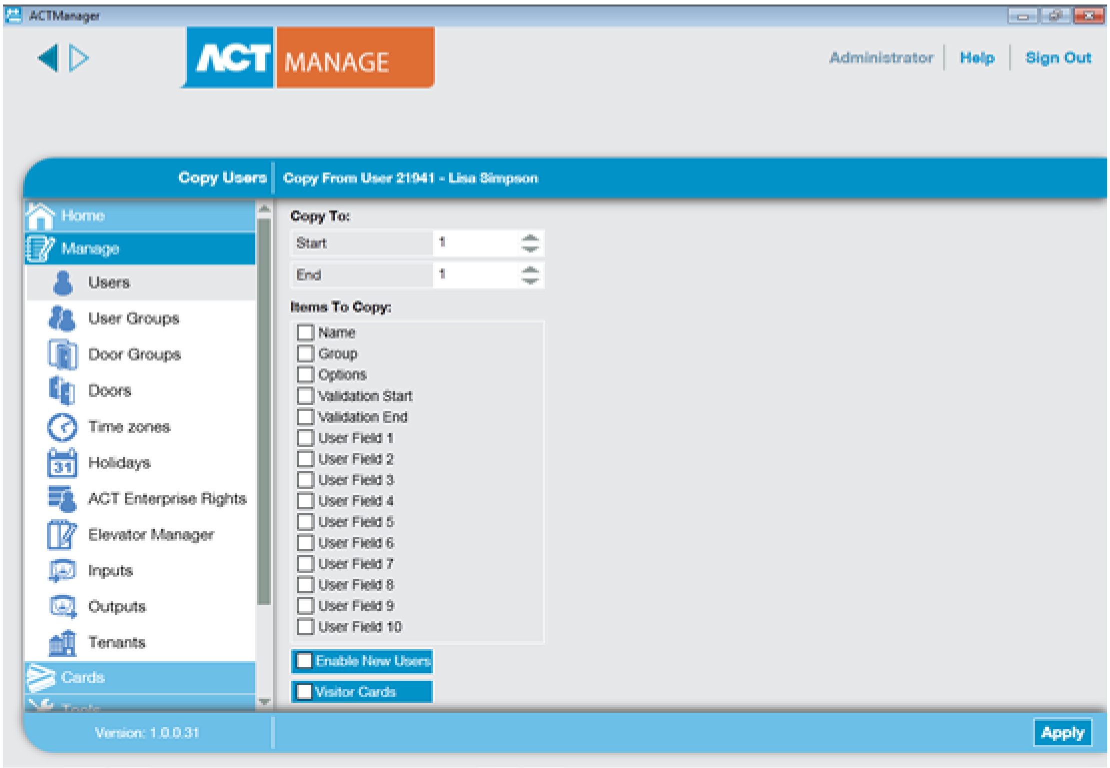
   The remaining tabs are advanced options and require additional hardware or registration to activate.

Copying an existing user

1. In ACT Manage, click **Manage - Users**, then using the *Search/Advanced Search* options on the *Users* screen, find and select the existing user you want to base your new user(s) on.
   For more information on the search options on the *Users* screen, see Users Screen (see page 58).

2. On the *User Details* screen, click **Copy**.

   The *Copy Users* screen appears.



3. Specify the start and end range of users you want to copy selected details to. If the users already exist, their current details will be overwritten. If they do not already exist, users with the copied details will be created.
   You should verify whether or not user IDs in the specified range are already in use before you copy user details.

4. Select the check box for each property from the selected user you wish to copy to the specified existing/new users.

5. To enable any new users created by the operation, select the *Enable New Users* check box.

6. To assign visitor cards for any new users created by the operation, select the *Visitor Cards* check box.

7. Click **Apply**. The selected details are copied to the specified new/existing user records.

   If you created new users, you may want to edit additional properties for them on the *User Details* screen now.

Notes:

- *First Name* and *User Group* are mandatory fields for permanent and temporary users. At a minimum, you must specify values for these before you can save a new user record.
- The user's PIN will default to the PIN of their assigned User Group unless you specify an alternative PIN.
- The *User Number* and *Site-Coded Card* (on site-coded systems, for permanent users only) fields are automatically populated with the next available numbers.

4.5.2 Check Which Doors a User Can Access

You can select any system user in ACT Manage and view a list of all the doors they have been granted access to.

Checking which doors a user can access

1. In ACT Manage, click **List Users** on the *Home* screen, or click **Manage - Users**, then using the *Search/Advanced Search* options on the *Users* screen, find and select the user whose access rights you want to check.
2. Click the **View Doors** tab on the *User Details* screen.

3. The panel on the right lists all doors the user has access to, and the time zone during which their access rights are valid.

   Note: Door access is determined in three ways:
   1. The user gets access to all doors granted through their user group's access rights.
   2. The user can have extra rights assigned.
   3. The user can have door plans assigned.

4.5.3 Set Access Rights for an Individual User

In ACT Enterprise, all users must be a member of a user group, and they inherit their basic access rights from that user group.

ACT Manage allows you to assign additional access rights for door groups to a specific user using the **User Details - Extra Rights** tab, or to access rights for individual doors using the **User Details - Door Plans** tab. Each controller must have an additional memory card installed.

The **Extra Rights** tab allows you to assign up to 16 extra door group and time zone combinations to the user. These are only available for controllers with the right capabilities, including extra memory. Please consult your access control installer if you want this option made available. A user can access the set of doors during the period specified by the corresponding time zone.

The **Door Plans** tab allows you to assign specific doors with time zones to a user. These are only available for controllers with the right capabilities, including extra memory. Please consult your access control installer if you want this option made available.

For more information on creating user groups, see Add a User Group (see page 74).

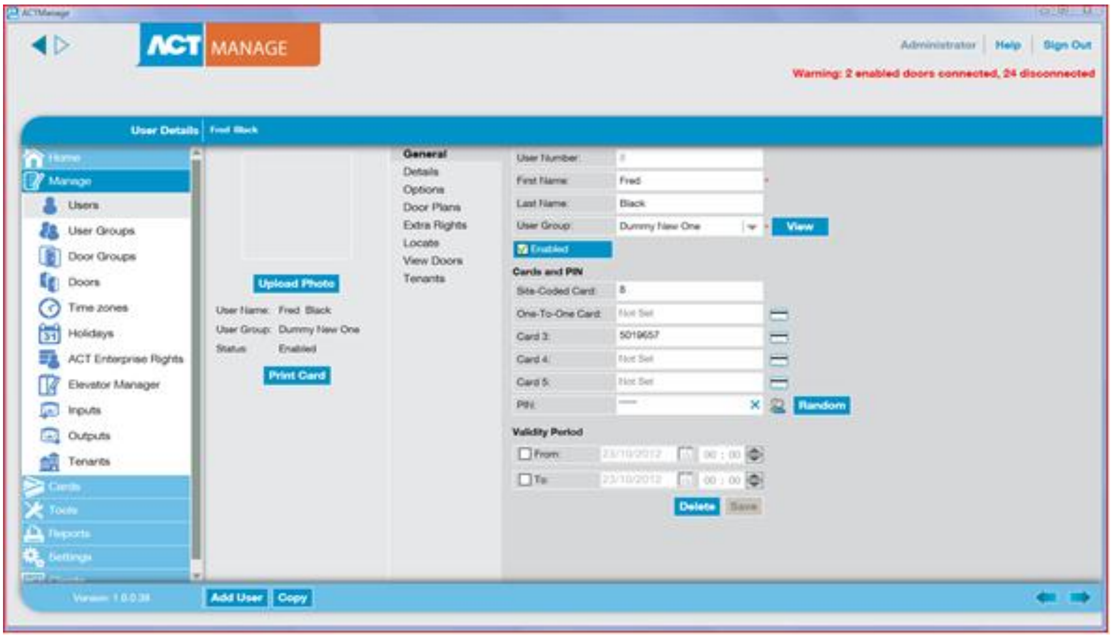
For more information on creating users, see Add a User (see page 61).

For information on creating time zones, see Add a Time Zone (see page 95).

For more information on specifying group access rights, see Set Group Access Rights (see page 77).

Setting access rights for a door group for an individual user

1. In ACT Manage, click **Manage - Users**, then using the *Search*/*Advanced Search* options on the *Users* screen search for the user for which you want to set access rights.
2. Click the user's name in the search results area to view details of that user on the *User Details* screen.
3. Click the **Extra Rights** tab on the *User Details* screen.
   The panel at the bottom of the screen shows the door/time zone combinations the user has inherited from their user group.



4. Select the *Time Zone* for extra rights you want to assign to the user.
5. Select a door group from the *Available Door Groups* list and click the right-arrow ( ) to add it to the *Extra Rights* list.
   or
   To add access to all door groups for the selected time zone, click the double-right-arrow ( ). If there are more than 16 door groups, you will see a warning message and only the first 16 will be copied across.

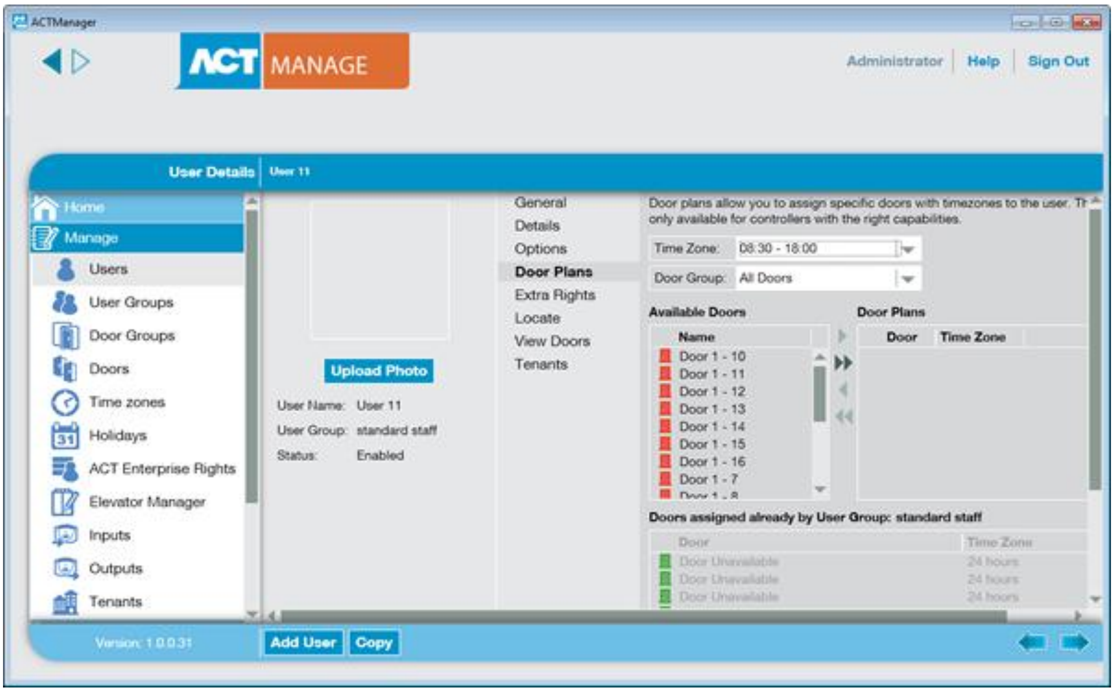
   Note: The right-arrow is disabled ( ) until you have selected both a time zone and a door group. The double-right arrow is disabled ( ) until you have selected a time zone.
6. Click **Save** when you have added all required extra rights.

Setting access rights for a door for an individual user

1. In ACT Manage, click **Manage - Users**, then using the *Search*/*Advanced Search* options on the *Users* screen search for the user for which you want to set access rights.

2. Click the user's name in the search results area to view details of that user on the *User Details* screen.

3. Click the **Door Plans** tab on the *User Details* screen.
   The panel at the bottom of the screen shows the door/time zone combinations the user has inherited from their user group.



4. Select the *Time Zone* for the door plans you want to assign to the user.

5. Select a door group from the *Door Group* drop-down list.
   The *Available Doors* list shows the doors in the selected door group.

6. Select a door from the *Available Doors* list and click the right-arrow ( ) to add it to the *Door Plans* list.

   or
   To add access to all doors for the selected time zone and door group, click the double-right-arrow ( ).

   Note: The right-arrow is disabled ( ) until you have selected a time zone, door group and door.

7. Click **Save** when you have added all required door plans.

4.5.4 Extend User Validity

You may optionally assign a validity period to users.

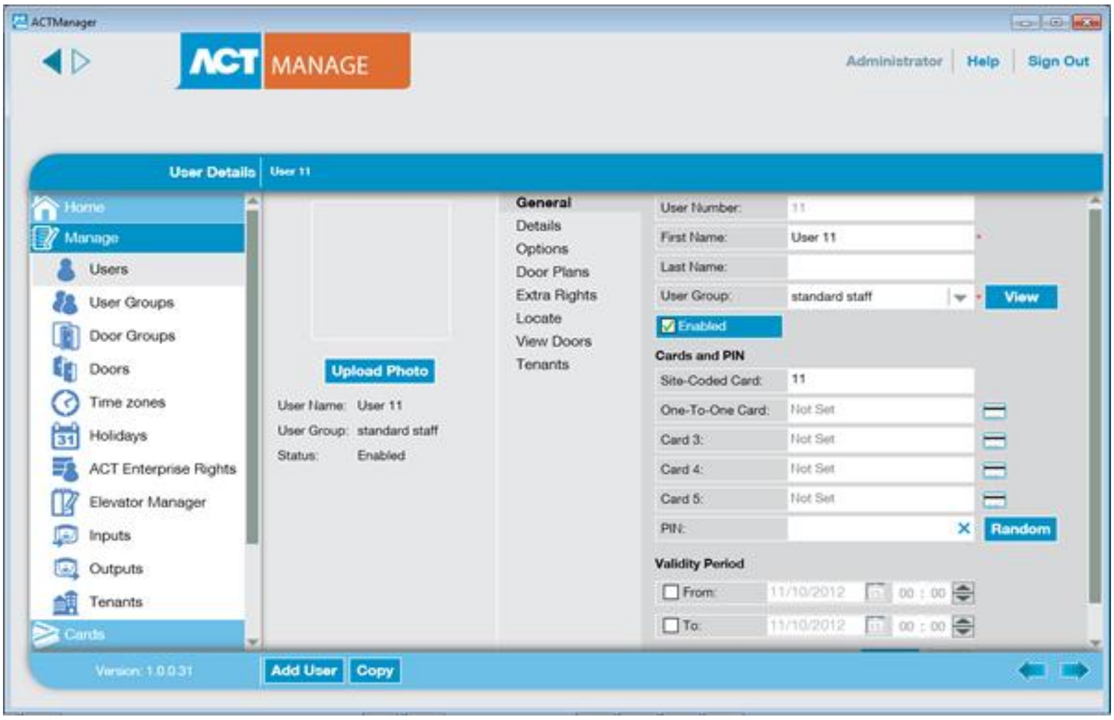
- If you do not specify a validity period, the user is always valid.
- If a *From* validity date and time is specified, this is the time from which the user is allowed access. Access is denied to the user before this time.
- If a *To* validity date and time is specified, this is the last time that access will be allowed to the user. After this time, access will be denied.
- Some controllers also support a validity time, as well as date. If no time is specified, or the controller doesn't support a time, the assumed time is midnight on the specified date.

ACT Manage allows you to:

- Extend the validity of a single user (see page 71)
- Extend the validity of multiple users (see page 72)

Extending the validity of a single user

1. In ACT Manage, click **Manage - Users**, then using the *Search*/*Advanced Search* options on the *Users* screen search for the user for which you want to extend validity.
2. Click the user's name in the search results area to view details of that user on the *User Details* screen.



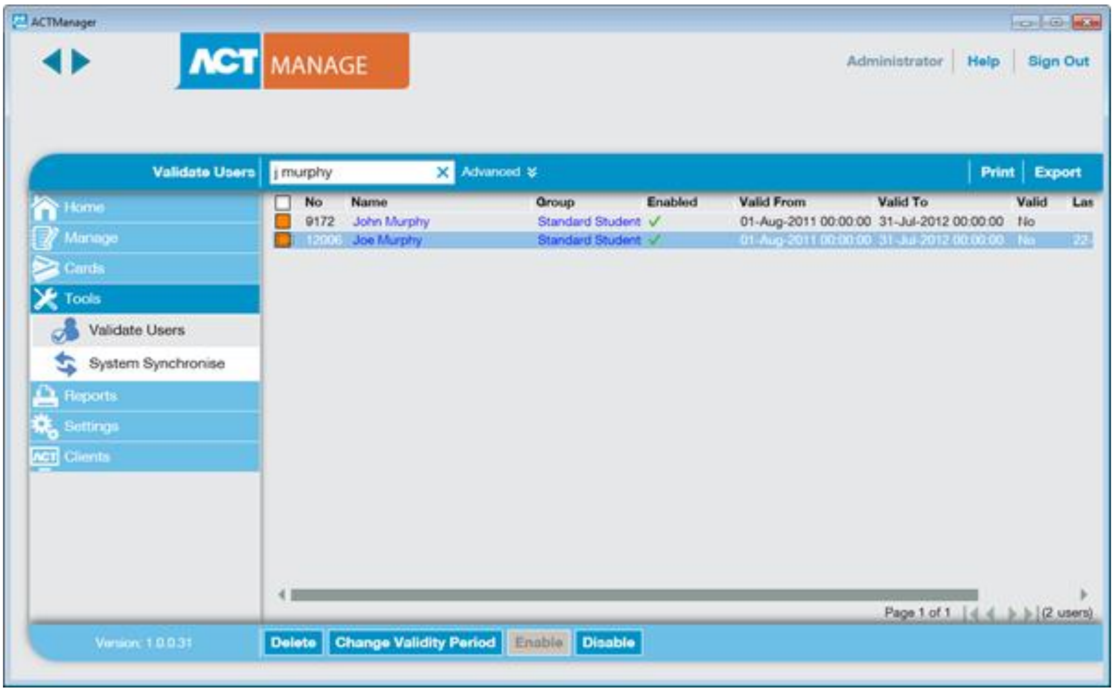
3. At the bottom of the **General** tab, under *Validity Period*, ensure the *To* check box is selected, then enter a new *To* date and time for the user's validity.
4. Click **Save**.

Extending the validity of multiple users

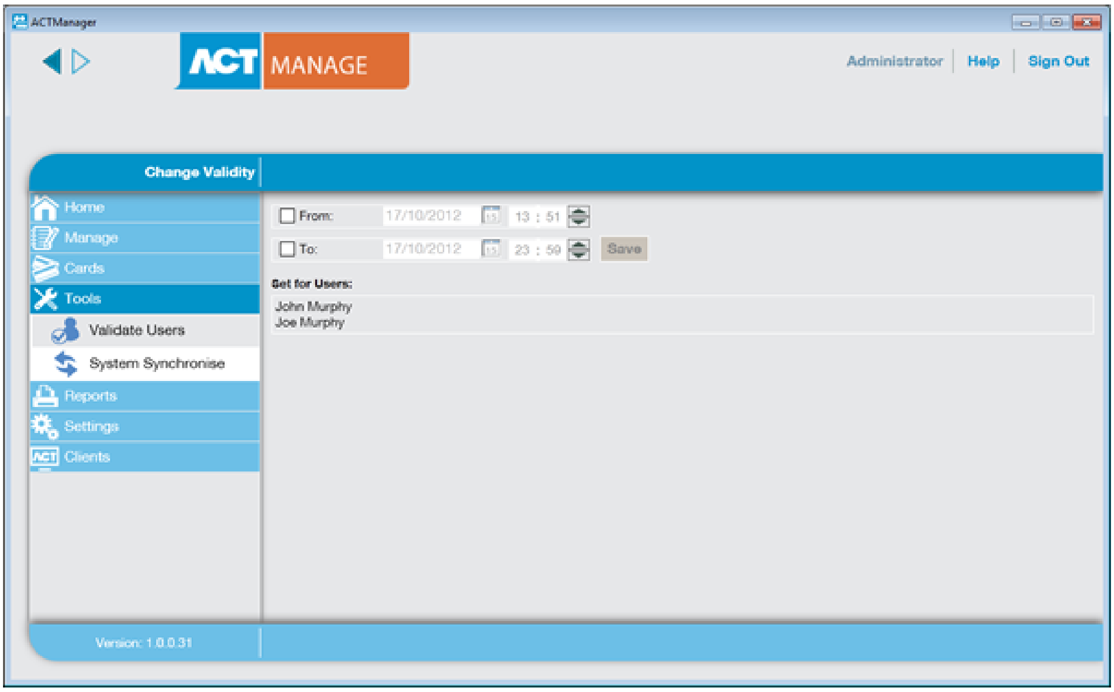
1. In ACT Manage, click **Manage - Users**, then using the *Search*/*Advanced Search* options on the *Users* screen search for the users for which you want to extend validity.

   or
   In ACT Manage, click **Reports - Validate Users**, then using the *Search*/*Advanced Search* options on the *Validate Users* screen search for the users for which you want to extend validity.

2. Select the check box for each user whose validity you want to extend.



3. Click **Set Validity** on the *Users* screen, or **Change Validity Period** on the *Validate Users* screen.



4. Select the *To* check box, then enter a new *To* date and time for the users' validity.
5. Click **Save**.

4.6 Managing User Groups

4.6.1 Add a User Group

User groups are used to define common settings and access rights for a set of users.

When you create a user profile, you select one user group to which the user belongs, and their access rights are those assigned to that group. If the group's rights change, then so do those of all members of the group.

ACT Manage allows you to create and edit user groups.

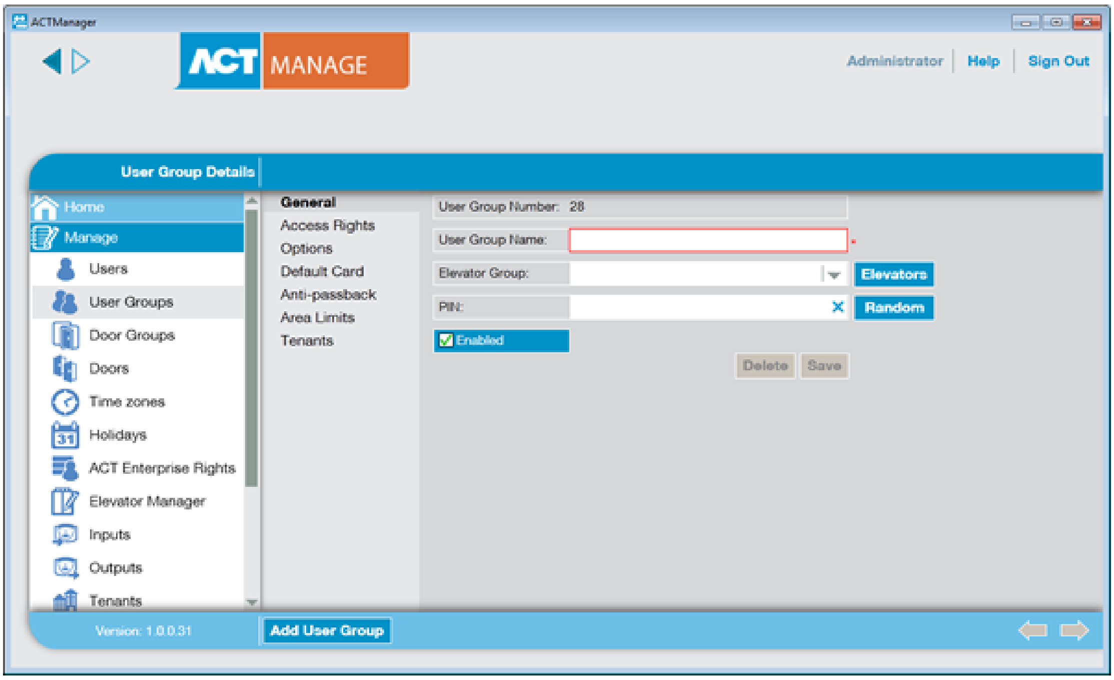
You can:

- Create a user group manually through the *User Group Details* screen (see page 75)
- Create a user group using the *User Group Wizard* *(see page 75)*

Add a user group through the User Group Details screen

1. In ACT Manage, click **Manage - User Groups**, then click **Add User Group** in the top right corner of the *User Groups* screen.

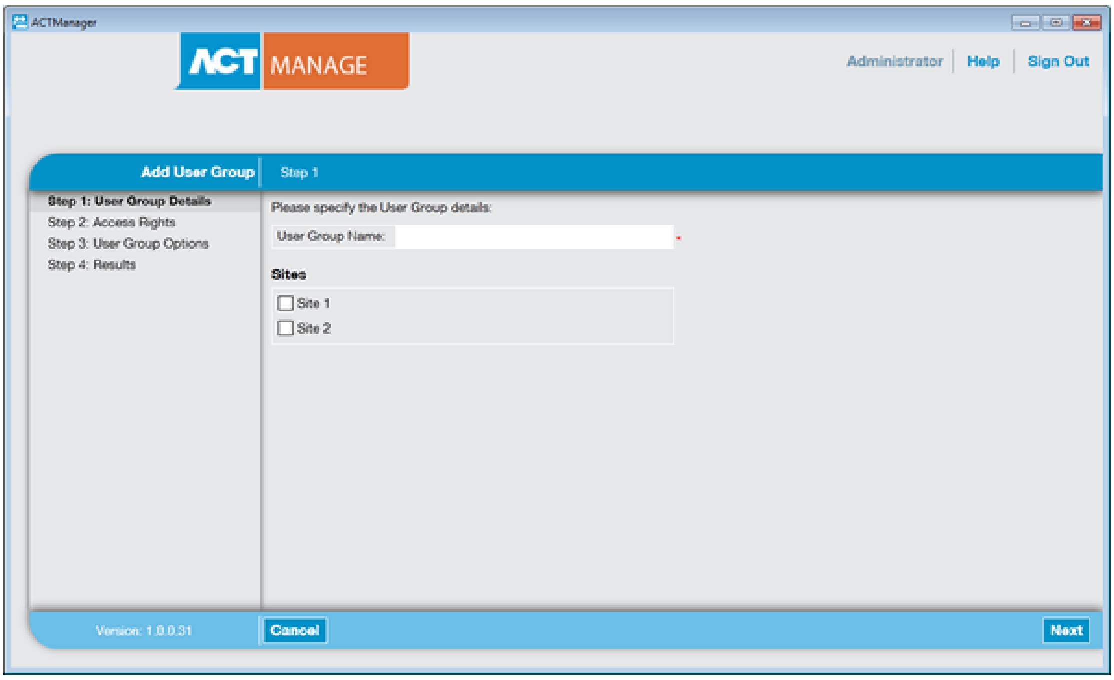
   The *User Group Details* screen appears.



2. On the *User Group Details* screen, enter information about the new user group.
3. Click **Save** to create a record for the user group.

Add a user group using the User Group Wizard

1. In ACT Manage, click **Add User Group** on the *Home* screen to open the *Add User Group Wizard* which walks you through adding a user group step by step.



2. Follow the wizard's onscreen instructions to add a new user group, clicking **Next** in the bottom right of the screen after each step and **Finish** at the end.

   Note: User groups can optionally be assigned to particular tenancies by selecting one or more sites on the first screen of this wizard.

4.6.2 Set Group Access Rights

In ACT Enterprise, all users must be a member of a user group, and ACT Manage allows you to set up to eight door group/time zone combinations to specify access rights for all users assigned to a user group.

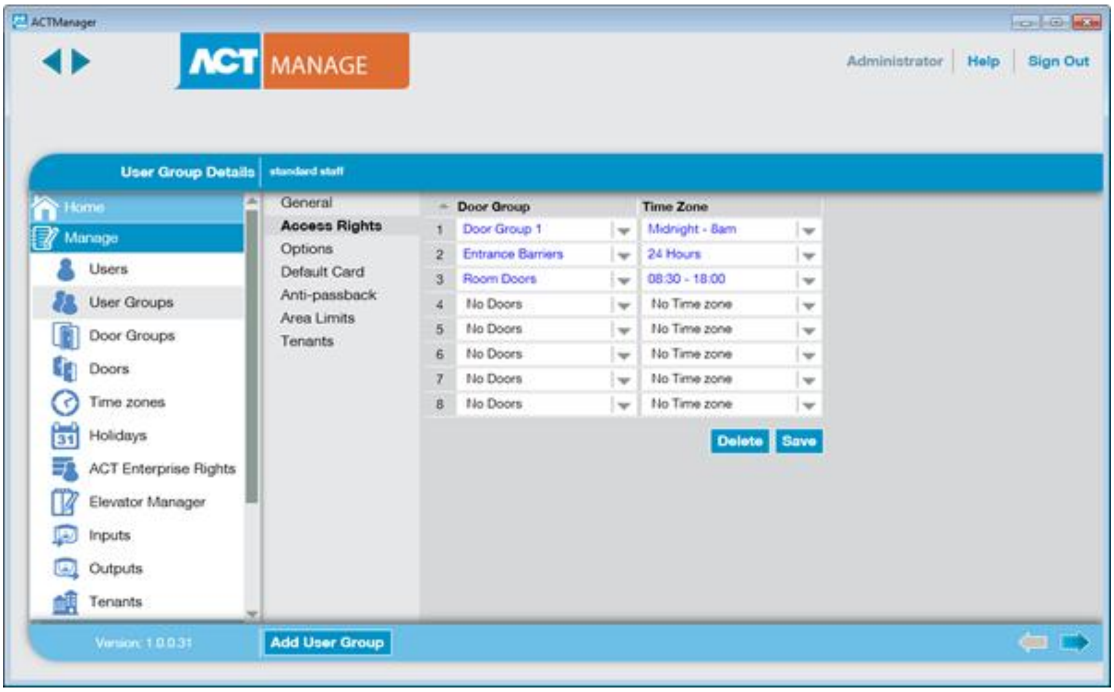
For more information on creating user groups, see Add a User Group (see page 74).

For more information on creating users, see Add a User (see page 61).

For information on creating time zones, see Add a Time Zone (see page 95).

Setting user group access rights

1. In ACT Manage, click **Manage - User Groups**, then search for the user group for which you want to set access rights.
2. Click the user group's name in the search results area to view details of that group on the *User Group Details* screen.
3. Click the **Access Rights** tab on the *User Group Details* screen.



4. Specify up to eight door group/time zone combinations using the drop-down lists provided.
   For each door group/time zone combination, users in the current user group with have access to doors in the selected door group during the period specified by the corresponding time zone.

5. Click **Save** when you have specified all door group/time zone combinations required.

4.7 Extra Cards Screen

Note: Extra cards can only be assigned on systems that explicitly allow this. You must have controllers capable of storing additional cards and the *Allow multiple cards per user* option must be enabled on the Card Configuration Screen in ACT Install.

The following table describes the fields that appear on the *Extra Cards* screen.

Field Name	Description
Card Type	Select the type of card you want to add.
First Card	To create a range of extra cards, enter the number of the first card here.
Last Card	To create a range of extra cards, enter the number of the last card here.
First User	Click **Find User** to find the first available user number from which a sufficiently long sequence of free user numbers exists to assign the extra cards sequentially.
Default User Group	To set the default user group of users created during this operation, select the user group here.

Click **Add Cards** to create a list of users and assigned cards according to your settings.

A summary screen shows a list of users to be created based on your settings. You can modify the first name, last name, group and enabled status for each user here before clicking **Save** to create them on the system.

Note: The users are *not* created on the system *until* you click **Save** on the results screen.

4.8 Reporting

4.8.1 About Reports

ACT Manage allows you to generate a number of reports on ACT Enterprise data according to specific criteria. This section describes the report types available.

See Also

Validate Users Screen (see page 92)

User List Screen (see page 80)

Card Expiry Screen (see page 83)

User Tracking Screen (see page 86)

Audit Trail Screen (see page 88)

Event Analysis Screen (see page 90)

4.8.2 User List Screen

The *User List* report is accessed through the **Reports - User List** menu item in ACT Manage.

See below for descriptions of:

- The *Simple* and *Advanced* search fields available on the *User List* screen. (see page 80)
- The columns on the *User List* screen search results area. (see page 81)

4.8.2.1 Search Fields

Field Name	Description
Simple Tab Filter	
Users	Select criteria for users to report on by choosing from one of the following options and entering additional information in any fields that appear: • *All* - all users. • *Users With Access to Door* - select a particular door. • *Belonging to Group* - select a particular user group.
Advanced Tab Filter	
Only Enabled Users	Select to report on enabled users only.

Field Name	Description
Users	Select criteria for users to report on by choosing from one of the following options and entering additional information in any fields that appear: • *All* - all users. • *Users With Access to Door* - select a particular door. • *Belonging to Group* - select a particular user group. • *Range* - specify a range of user numbers to report on. • *User Details* - select any user details field type to search on and specify all or part of the required value for that field.
Show	Select whether to show the user's photo in the first column of the search results, and what information to show in the last two columns of the search results.

Click **Generate** to generate a report according to your search criteria.

4.8.2.2 Results

The following table describes each of the columns on the *User List* screen search results area.

Column Name	Description
Photo	This column only appears if *Show photo* is selected in the *Advanced* search criteria. It shows a small version of the user's photo.
No.	The unique number that identifies this user on the system. (Sortable.)

Column Name	Description
User	The user's name. (Sortable.) Click a user's name to view the user's profile on the *User Details* screen. Click the **Back** icon ( ) at the top of the *User Details* screen to return to the *Users* screen.
Enabled	A green check-mark is displayed for accounts that are enabled.
Group	The group this user is a member of. Click to view full details for this group on the User Group Details Screen. (Sortable.)
Card number	The user's card number. You can change which card number is shown using the *Advanced* search settings.
Last column	The default value displayed in the last column is determined by the Optional Column setting on the Settings - General Tab, but you can change which user field value is shown using the *Advanced* search settings.

4.8.3 Card Expiry Screen

The *Card Expiry* report is accessed through the **Reports - Card Expiry** menu item in ACT Manage.

See below for descriptions of:

- The *Simple* and *Advanced* search fields available on the *Card Expiry* screen. (see page 83)
- The columns on the *Card Expiry* screen search results area. (see page 85)

4.8.3.1 Search Fields

Field Name	Description
Simple Tab Filter	
Users	Select criteria for users to report on by choosing from one of the following options and entering additional information in any fields that appear: • *All* - all users. • *Users With Access to Door* - select a particular door. • *Belonging to Group* - select a particular user group.
Expiry In	Select criteria for users to report on by choosing from one of the following options and entering additional information in any fields that appear: • *1 Week* - select to view accounts expiring in the next week. • *Number of Days* - specify a number of days. • *On Date* - specify a particular date.

Field Name	Description
Advanced Tab Filter	
Users	Select criteria for users to report on by choosing from one of the following options and entering additional information in any fields that appear: • *All* - all users. • *Users With Access to Door* - select a particular door. • *Belonging to Group* - select a particular user group. • *Range* - specify a range of user numbers to report on.
Expiry In	Select criteria for users to report on by choosing from one of the following options and entering additional information in any fields that appear: • *1 Week* - select to view accounts expiring in the next week. • *2 Weeks* - select to view accounts expiring in the next 2 week. • *3 Weeks* - select to view accounts expiring in the next 3 week. • *4 Weeks* - select to view accounts expiring in the next 4 week. • *Number of Days* - specify a number of days. • *On Date* - specify a particular date.

Click **Generate** to generate a report according to your search criteria.

4.8.3.2 Results

The following table describes each of the columns on the *Card Expiry* screen search results area.

Column Name	Description
No.	The unique number that identifies this user on the system. (Sortable.)
User	The user's name. Click to view full details for this user on the *User Details* screen. (Sortable.)
Enabled	A green check-mark is displayed for accounts that are enabled. (Sortable.)
Group	The group this user is a member of. Click to view full details for this group on the User Group Details Screen. (Sortable.)
Valid From	The date the user's account is valid from. (Sortable.)
Expiry Date	The date the user's account expires. (Sortable.)
Expired	Whether the user's account is expired. (Sortable.)

4.8.4 User Tracking

The *User Tracking* report is accessed through the **Reports - User Tracking** menu item in ACT Manage.

See below for descriptions of:

- The *Simple* and *Advanced* search fields available on the *User Tracking* screen. (see page 86)
- The columns on the *User Tracking* screen search results area. (see page 87)

4.8.4.1 Search Fields

Field Name	Description
Simple Tab Filter	
Report	Select whether to generate a *Muster* report (all users currently on site), or an *Absentee List* report (users not on site).
Time	Select whether to generate the report for *Today* or a *Custom* time period.
Advanced Tab Filter	
Report	Select the report type to generate.
Doors	Select a door type or group to report on.
Users	Select whether to report on all users, users in a particular group, or users with Monitor User set on the User Details - Options Tab.
Options	Select whether to show the user's photo in the first column of the search results, whether to report on enabled users only, and what information to show in the last column of the search results for all reports except the *Absentee List*.

Field Name	Description
Time	Specify the time period to report for.

Click **Generate** to generate a report according to your search criteria.

4.8.4.2 Results

The following table describes each of the columns on the *User Tracking* screen search results area.

Note: Results on the current results page only may be sorted.

Column Name	Description
Photo	This column only appears if *Show photo* is selected in the *Advanced* search criteria. It shows a small version of the user's photo.
Time	The event time.
Event	The event type.
Location	The event location.
User Name	The user's name. Click to view full details for this user on the *User Details* screen.
Last Column	This column appears for all reports except for *Absentee List*. The default value displayed in the last column is determined by the *Optional Column* setting on the Settings - General Tab, but you can change which user field value is shown using the *Advanced* search settings.

4.8.5 Audit Trail

The *Audit Trail* report is accessed through the **Reports - Audit Trail** menu item in ACT Manage.

See below for descriptions of:

- The search fields available on the *Audit Trail* screen. (see page 88)
- The columns on the *Audit Trail* screen search results area. (see page 89)

4.8.5.1 Search Fields

Field Name	Description
Time	Select whether to generate the report for *Today, This Week, This Month* or a *Custom* time period.
Select database user	Select the database user (Operator) to report on.
Show audit trail events	Select which events to include in the report.

Click **Generate** to generate a report according to your search criteria.

4.8.5.2 Results

The following table describes each of the columns on the *Audit Trail* screen search results area.

Note: Results on the current results page only may be sorted.

Column Name	Description
Time	The event time.
User	The Operator name. Click to view full details for this operator on the DB User Details Screen.
Event	The event type.
Details	Details related to the event, for example the particular record edited if the event was *Record modified*.
User or record name	The name of the record modified.

4.8.6 Event Analysis

The *Event Analysis* report is accessed through the **Reports - Event Analysis** menu item in ACT Manage.

See below for descriptions of:

- The *Simple* and *Advanced* search fields available on the *Event Analysis* screen. (see page 90)
- The columns on the *Event Analysis* screen search results area. (see page 91)

4.8.6.1 Search Fields

Field Name	Description
Simple Tab Filter	
Users	Select *All* to report on all users, or *Single* to open the User Lookup Screen where you can select a particular user to report on.
Time	Select whether to generate the report for *Today,* a particular time (*Spot Check*) or a *Custom* time period. A *Spot Check* report includes a time period either side of the specified time - this is specified by the *Spot interval* value on the Settings - General Tab.
Advanced Tab Filter	
Events	Select the event types to include in the report.
Users	Select *All* to report on all users, users *Belonging to User Group* to report on users in a selected User Group only, or *Single* to open the User Lookup Screen where you can select a particular user to report on.
Doors	Select *All* to report on all doors, *Single* to report on one particular door, or *Belonging to Door Group* to report on all doors in a particular door group.

Field Name	Description
Time	Select whether to generate the report for *Today, This Week*, *This Month*, a particular time (*Spot Check*) or a *Custom* time period. A *Spot Check* report includes a time period either side of the specified time - this is specified by the *Spot interval* value on the Settings - General Tab.

Click **Generate** to generate a report according to your search criteria.

4.8.6.2 Results

The following table describes each of the columns on the *User Tracking* screen search results area.

Column Name	Description
Time	The event time. (Sortable.)
Event	The event type. (Sortable.)
Location	The event location. (Sortable.)
Details	Details for the event. (Sortable.)

4.8.7 Validate Users Screen

The *Validate Users* report is accessed through the **Reports - Validate Users** menu item in ACT Manage.

The *Validate Users* screen allows you to:

- Search for users whose validity period has expired, or will soon expire.
- Search for inactive users, whose cards have not been recently used. Inactive users may have lost their cards, or no longer be in the relevant company or organisation.

Once you have identified the user(s) of interest, select one or more users and click the relevant button at the bottom of the screen to delete, enable or disable their accounts, or to edit their validity period.

See below for descriptions of:

- The *Simple* and *Advanced* search fields available on the *Validate Users* screen. (see page 93)
- The columns on the *Validate Users* screen search results area. (see page 94)

4.8.7.1 Search Fields

<table>
<tr><th>Field Name</th><th>Description</th></tr>
<tr><td>Search</td><td>Enter all or part of the registered name for the user whose record you want to view and click the Search icon ( ). A list of matching records is displayed in the Search Results area.

Example: Searching for "Ann" might show results for "Ann-Marie Boyle", "Joanne Murphy", and "Joseph Hann".</td></tr>
<tr><td colspan="2">Advanced. Click Advanced to see the following additional search fields. Specify criteria and click Search.

To report on users with expired/expiring validity, use the Expired, Expire By and Expire By date fields.

To report on inactive users, use the Inactive field.</td></tr>
<tr><td>User Group</td><td>Select the group to which the user is assigned.</td></tr>
<tr><td>Expired</td><td>Select to view users who have already expired, that is, their validity period has ended.</td></tr>
<tr><td>Inactive</td><td>Select to view users who have been inactive for a period of time, and select the required time period from the corresponding drop-down list.</td></tr>
<tr><td>Expire By</td><td>Select to view users who are due to expire in a certain timeframe, and select whether that timeframe is Today, Next Week or Next Month from the corresponding drop-down list.</td></tr>
<tr><td>All Users</td><td>Select to view all users.</td></tr>
<tr><td>Expire By Date</td><td>Select to view users who are due to expire by a certain date, and specify that date.</td></tr>
</table>

4.8.7.2 Results

The following table describes each of the columns on the *Validate Users* screen search results area.

Column Name	Description
No.	The unique number that identifies this user on the system. (Sortable.)
Name	The user's name. Click to view full details for this user on the *User Details* screen. (Sortable.)
Group	The group this user is a member of. Click to view full details for this group on the User Group Details Screen. (Sortable.)
Enabled	A green check-mark is displayed for accounts that are enabled.
Valid From	When the user is valid from.
Valid To	When the user is valid until.
Valid	A green check-mark is displayed for accounts that are valid. A user's account is valid if either the current date and time fall within the set validity period, or if no validity period was set for the user.
Last activity	The last date and time activity was recorded for the user.

4.9 Add a Time Zone

A time zone consists of up to 8 time periods. Each period specifies a time range and the days and holidays for which the period is active. The time zone is active when any of its periods are active.

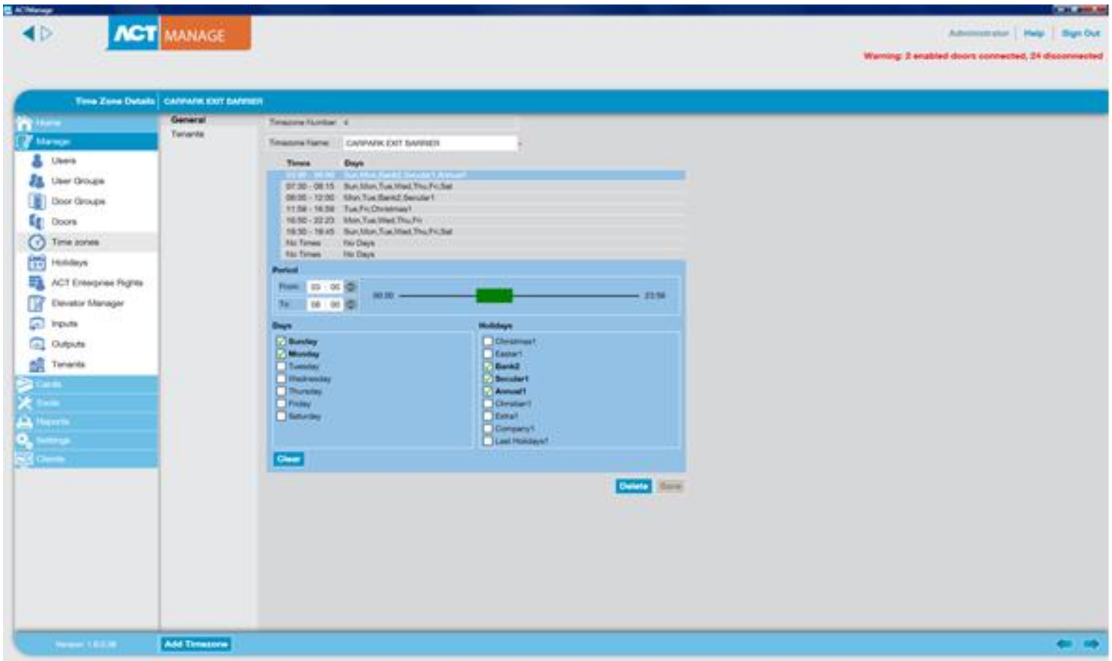
Time zones are used to specify when a user/group's access rights are valid.

Time zones can be created and edited in ACT Manage.

4.9.1.1 Adding a Time Zone

1. In ACT Manage, click **Add Time Zone** on the *Home* screen, or click **Manage - Time Zones**, then click **Add Time Zone** in the top right corner of the *Time Zones* screen.

   The *Time Zone Details* screen appears.



2. Enter the *Timezone Name* on the **General** tab.
3. In the lower section of the **General** tab, specify the *Times*/*Days* combinations when this time zone is active.
   To specify a *Times*/*Days* combination, select a row, and in the fields below specify the corresponding *Period* (*From* and *To* times), and select the *Days* and *Holidays*.

4. If tenancies are in use, you can select which tenancies this time zone is available to on the **Tenants** tab.
   For more information on tenancy, see About Tenancy.
5. Click **Save** to create the time zone.

4.10 Add a Door Group

Door groups are a convenient way of grouping a number of doors to simplify granting/denying access to that group of doors. Door groups are essential for applying user group access rights.

ACT Manage allows you to create and edit door groups. Doors must be added to the system through ACT Install before they can be assigned to door groups. Any given door may belong to multiple door groups.

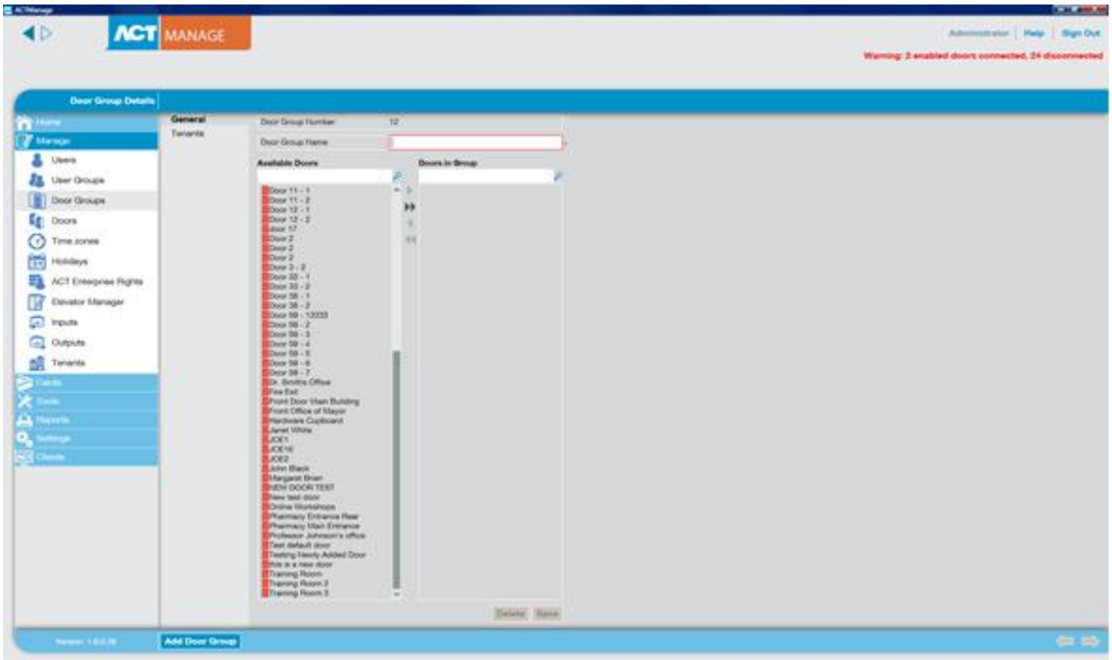
You can:

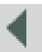
- Create a door group manually through the *Door Group Details* screen (see page 97)
- Create a door group using the *Door Group Wizard* (see page 98)

4.10.1.1 Adding a door group through the Door Group Details screen

1. In ACT Manage, click **Manage - Door Groups**, then click **Add Door Group** in the top right corner of the *Door Groups* screen.

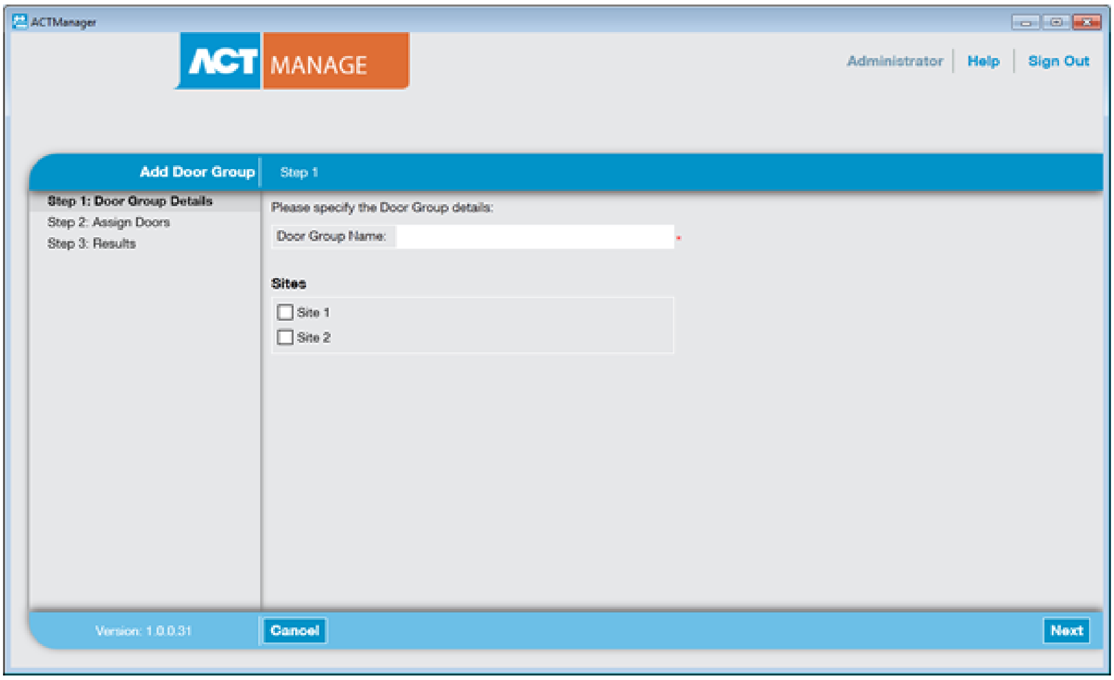
   The *Door Group Details* screen appears.



2. Specify the *Door Group Number* and *Door Group Name* on the **General** tab.
3. Specify the doors in the door group on the **General** tab:
   - To add a door, select the door in the *Available Doors* list, then click the right-arrow ().
   - To remove a door, select it in the *Doors in Group* list and click the left-arrow ().
4. If tenancies are in use, you can select which tenancies this door group is available to on the **Tenants** tab.
   For more information on tenancy, see About Tenancy.
5. Click **Save** to create a record for the door group.

4.10.1.2 Adding a door group using the Door Group Wizard

1. In ACT Manage, click **Add Door Group** on the *Home* screen to open the *Add Door Group Wizard* which walks you through adding a door group step by step.



2. Follow the wizard's onscreen instructions to add a new door group, clicking **Next** in the bottom right of the screen after each step and **Finish** at the end.

4.11 Configure a Door's Actions

Actions are settings automatically applied by a door controller at specified times without the need for user intervention.

For example:

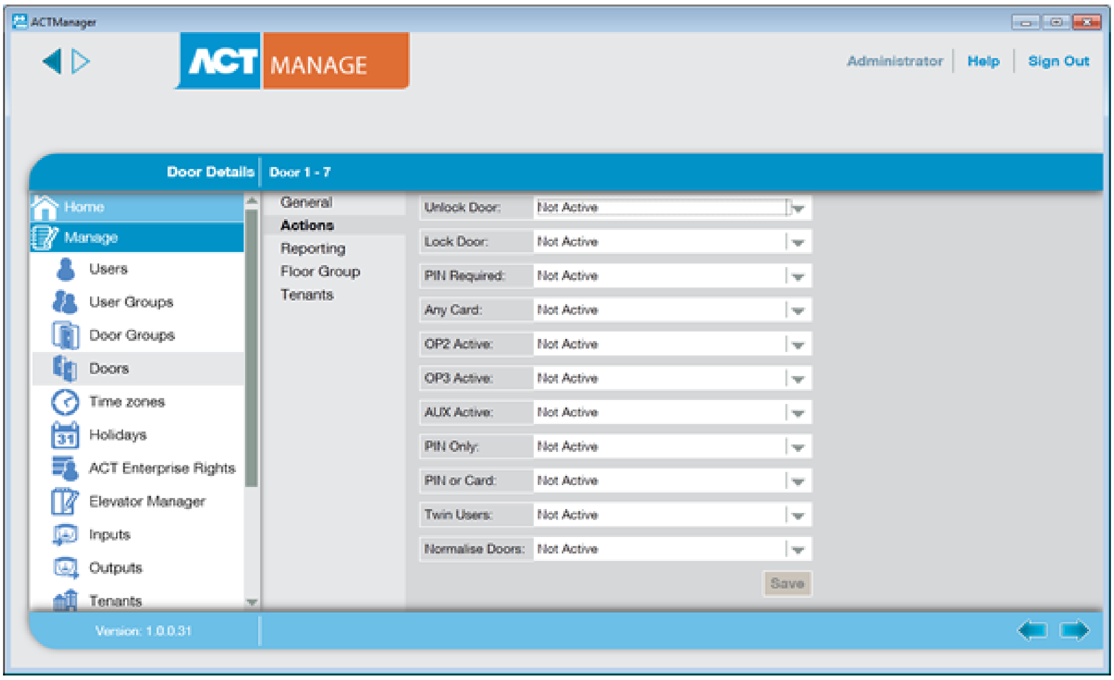
- A door may require additional security out of office hours where a PIN may be required.
- A door may be set to have card and PIN access 24 hours. This is common for rooms that require a high level of security.
- A door may be automatically opened during business hours.

Actions may be used to control external devices via the controller outputs, or to alter the security level of a door at certain times. Each action may be inactive (default) or have any defined time zone assigned.

Note: Before configuring a door's actions, you should ensure you have created all the time zones required. For more information, see How to add a Time Zone (see page 95).

4.11.1.1 Configuring a door's actions

1. In ACT Manage, click **Manage - Doors**. If the door whose actions you want to configure is not immediately visible, use the *Search/Advanced Search* options on the *Doors* screen, find the door for which you want to configure actions.
2. In the search results area on the *Doors* screen, click the name of the door you want to configure.
   The *Door Details* screen appears.
3. Click the **Actions** tab of the *Door Details* screen.



4. For each listed action, select a time zone from the corresponding drop-down list to determine when the action applies for this door.
5. Click **Save** when you have finished configuring required action/time zone combinations.

Note: Some timed actions are mutually exclusive. In this case, only one timed action should be selected where the times zones overlap. Examples are: *Lock Door* and *Unlock Door*; or *PIN Required*, *PIN or Card*, and *Any Card*.

4.12 Configure Fire Doors

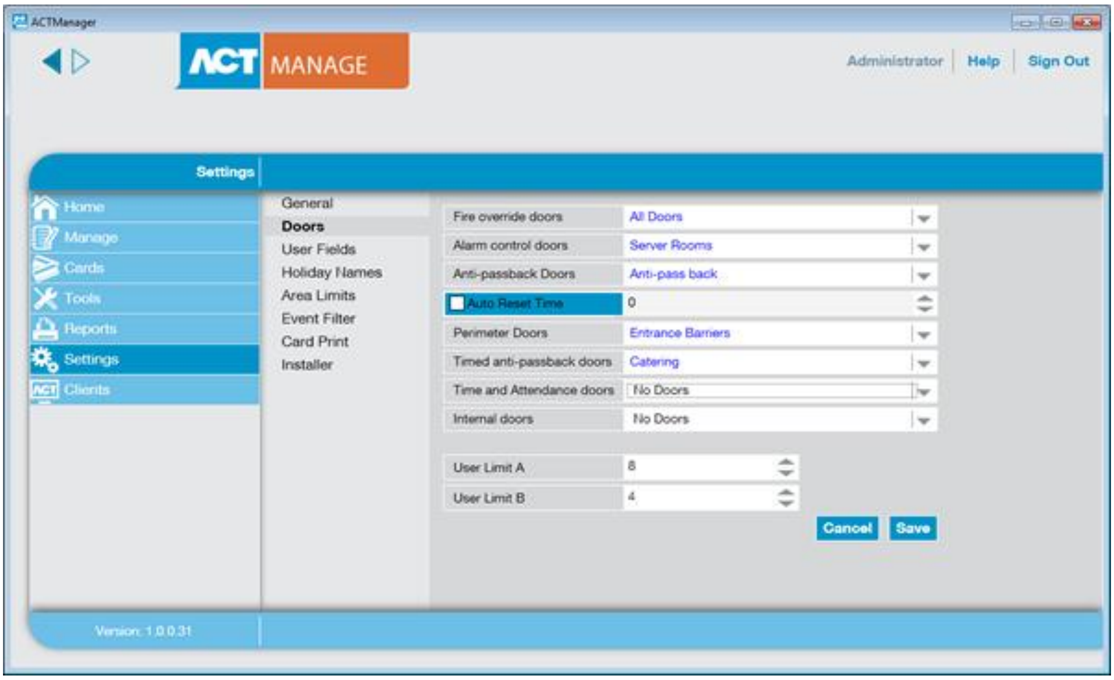
Fire doors are automatically opened in the event of a fire to allow free passage of users. In ACT Enterprise, fire doors are specified by adding them to a door group, then marking that door group as the one containing *Fire override doors*.

To set up fire doors:

1. In ACT Install, add the controllers and connected doors to the system.
2. Physically wire your infrastructure so that a common 0V output from the fire panel is brought separately to the AUX input on door 1 of each controller. Each controller that receives the fire alarm signal will automatically unlock the assigned fire doors in the event of the fire alarm and normalise the doors immediately once the fire condition is cancelled.
3. In ACT Manage, create a door group for fire doors, and specify which doors will be opened automatically in the case of a fire. For more information, see Add a Door Group (see page 96).
4. In ACT Manage, specify that this door group is the one containing *Fire override doors*. See below.

4.12.1.1 Marking a door group as one containing Fire Override doors

1. In ACT Manage, click **Settings**.
2. On the *Settings* screen, click the **Doors** tab.



3. At *Fire override doors*, select the door group containing fire doors.
4. Click **Save**.

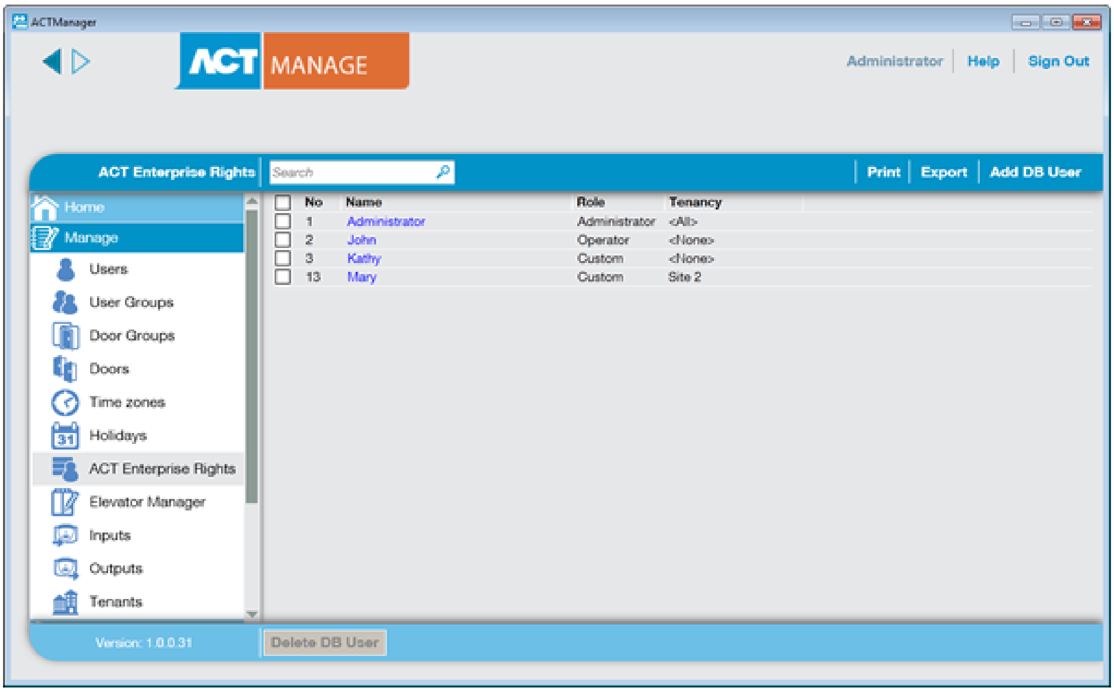
4.13 Configure Operator Access Rights

ACT Manage allows you to configure operators (also called DB Users) of ACT Enterprise software through the *ACT Enterprise Rights* screen. An operator is a person who uses the ACT Enterprise software. You can restrict an operator's access to particular data and functions when using the software.

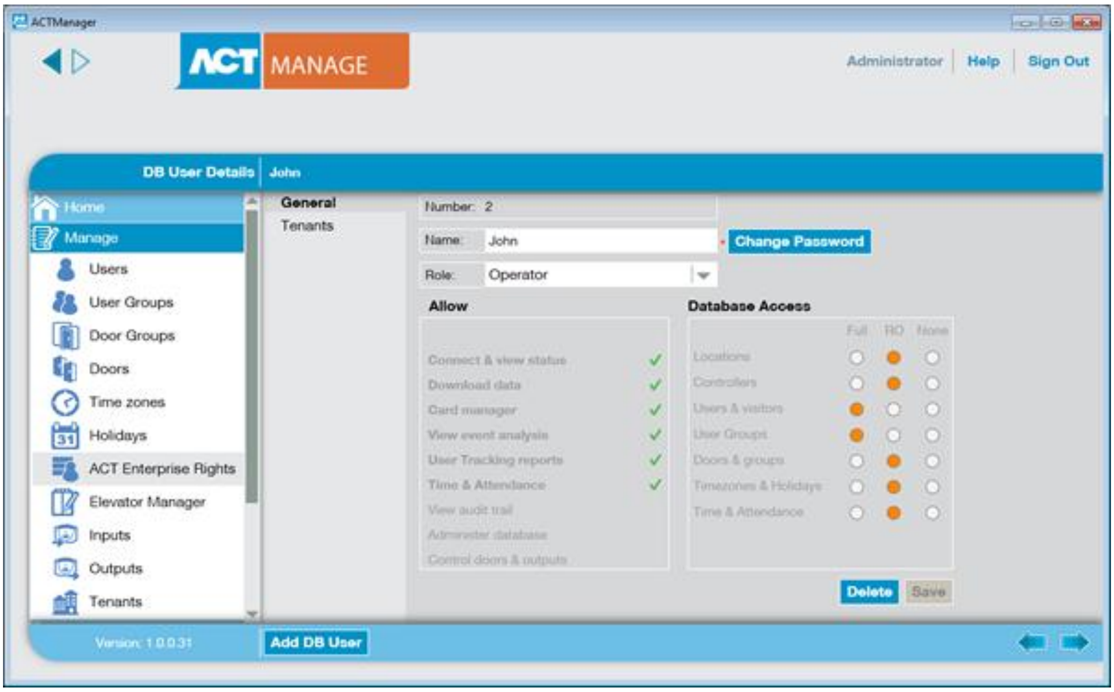
Note: Only Administrators can view or change ACT Enterprise Rights.

4.13.1.1 Configuring Operator access rights

1. In ACT Manage, click **Manage - ACT Enterprise Rights**.



2. To edit an existing operator's access rights, click their name.
   The *DB User Details* screen appears.



3. From the *Role* drop-down list:

   - Select a standard role to assign the operator a pre-defined combination of rights to access functions and data.
     The *Allow* and *Database access* areas reflect the rights for the selected role.

     Or

   - Select *Custom* to specify a customised combination of rights.
     When you select *Custom*, you can optionally select which clients (*Monitor*, *Manage*, *Install*) the operator should have access to. The appropriate rights are assigned by the system to allow the DB User to access the selected clients.
     Alternatively, select the user's required rights from the *Allow* and *Database Access* areas.

4. Click **Save**.

Note: If a user does not have sufficient minimum access rights for a client, such as ACT Monitor, then the client will be disabled in the **Clients** menu.

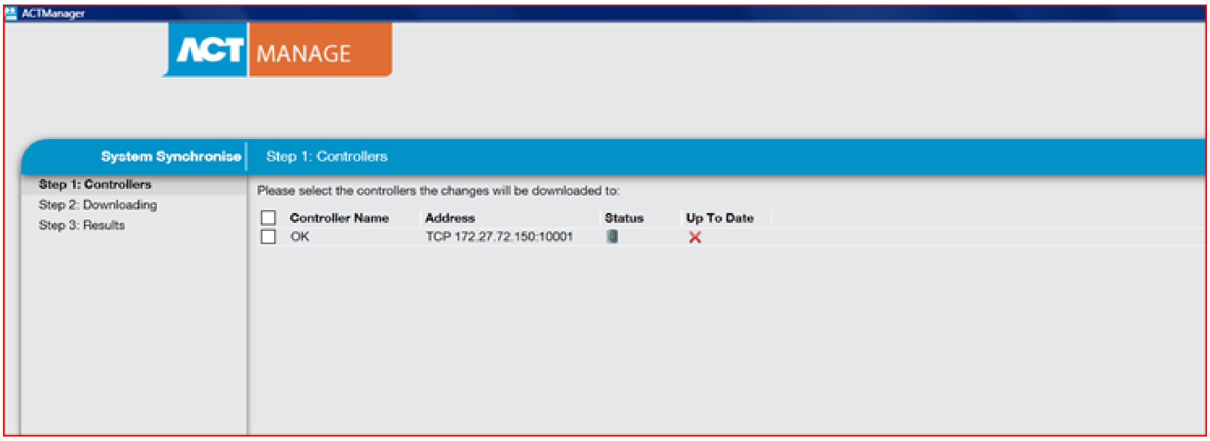
4.14 Synchronise Controller Information

The System Synchronise Wizard in ACT Manage and ACT Install allows you to download the entire database to one or more controllers. Controllers remain offline during downloads, meaning that they cannot be commanded during this time, nor will they report events. Door stations will have limited functionality during the download. You should only do a download if you are entirely sure it is required.

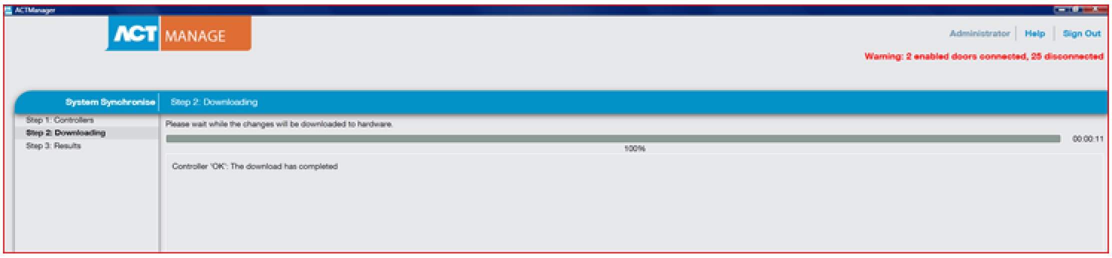
Note: Synchronising controllers means that all data entered on the controller directly, via its keypad, will be lost.

4.14.1.1 Synchronising controller information

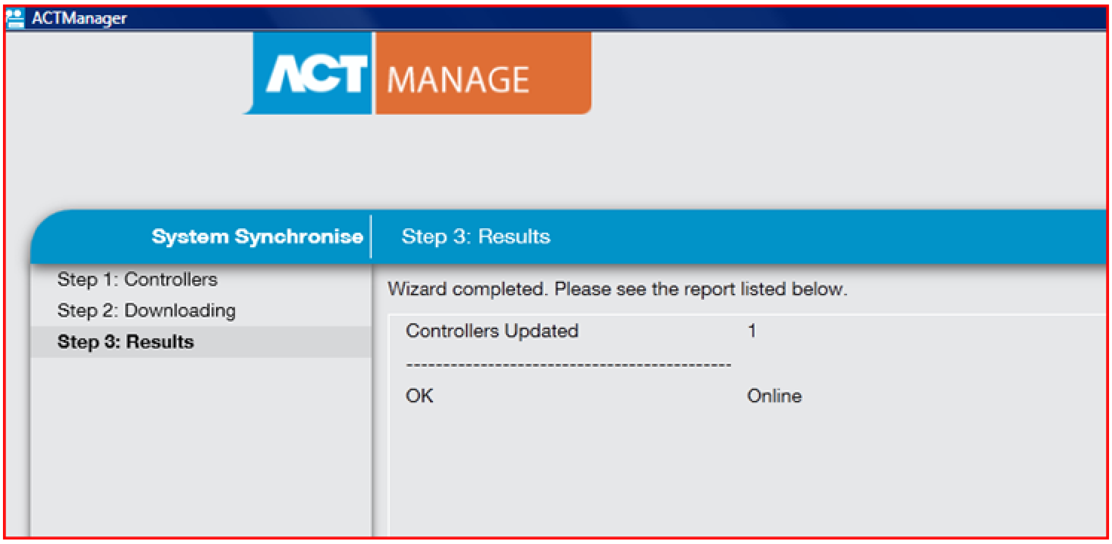
In ACT Manage or ACT Install, click **Tools - System Synchronise**.
The *System Synchronise Wizard* appears.



- **Step 1: Controllers.** This screen indicates whether each controller is up to date or not.
  Select which controllers you want to download to, then click **Next**.



- **Step 2: Downloading.** This screen shows a progress bar which indicates the overall progress of the system synchronisation. The message area shows information for each controller as data is downloaded.
  When the download has fully completed, click **Next.**



- **Step 3: Results.** This screen shows the results of the synchronisation operation: the number of controllers updated and their current statuses.

Click **Finish** to leave the wizard.

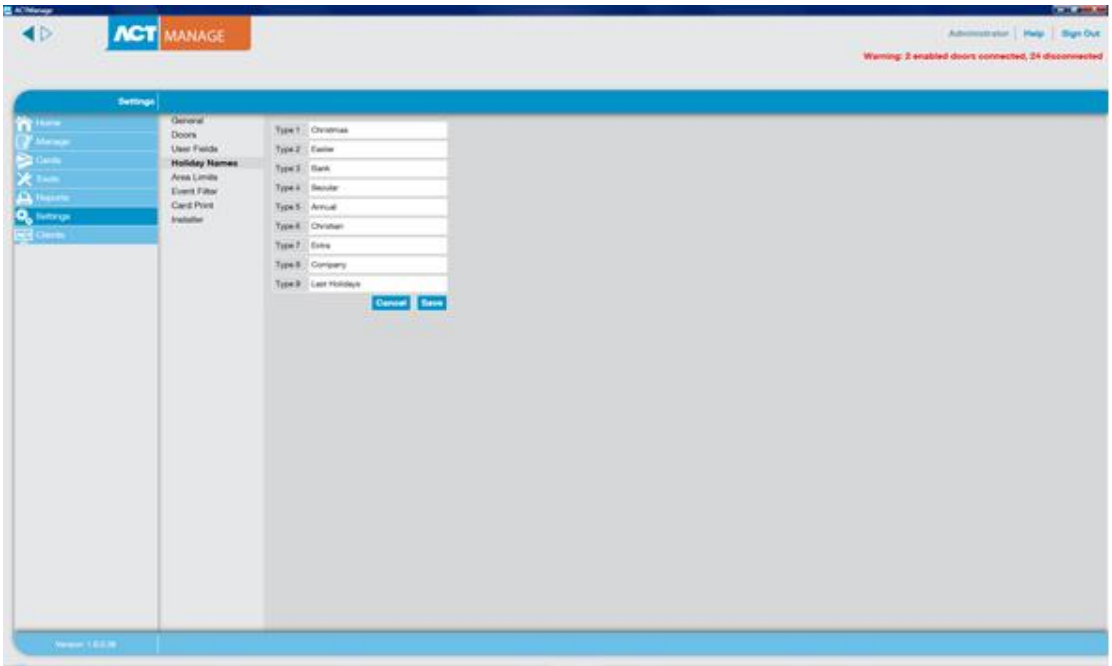
4.15 Configure Holidays

ACT Manage allows you to specify up to 9 holiday types (see page 107), and to assign at most one holiday type to each day of the year (see page 108).

When you specify time zones (periods when access rights apply), you can mark them as active for week days and also for days assigned specific holiday types. For more information on specifying time zones see Add a Time Zone (see page 95).

4.15.1.1 Configuring holiday types

1. In ACT Manage, click **Settings**.
2. Click the **Holiday Names** tab.

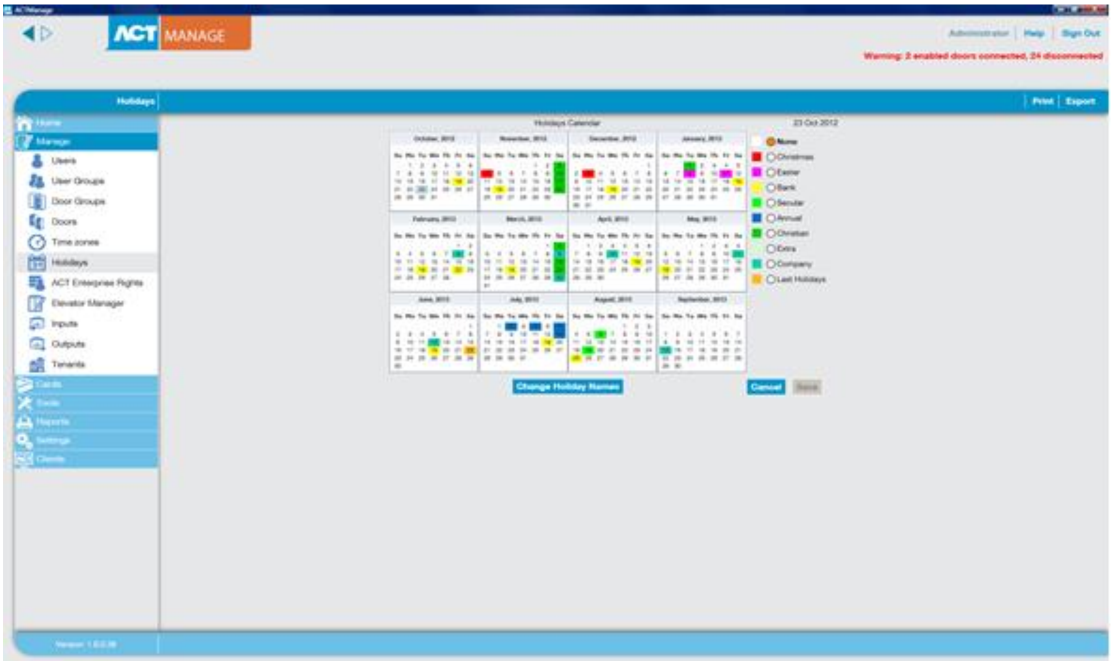


3. Enter names for up to nine holiday types and click **Save**.

4.15.1.2 Marking days of the year as holidays

1. In ACT Manage, click **Manage - Holidays**.
   The *Holidays* screen shows a 12 month calendar starting at the current month, and a list of colour-coded holiday types.
   The current date is selected by default.
   Dates flagged as holidays are highlighted in the corresponding holiday type colour.

   Note: Adding a holiday for a specific day/month combination leaves that holiday for that date in the system for each subsequent year. You should periodically review your holidays, for instance moving bank holidays.



2. To assign or change the holiday type for any date, select that date and click the radio button for a holiday type to assign that type. Only one holiday type may be assigned to each date.
3. To remove a holiday type for any date, select that date and click the *None* radio button.
4. Click **Save**.

5 ACT Monitor

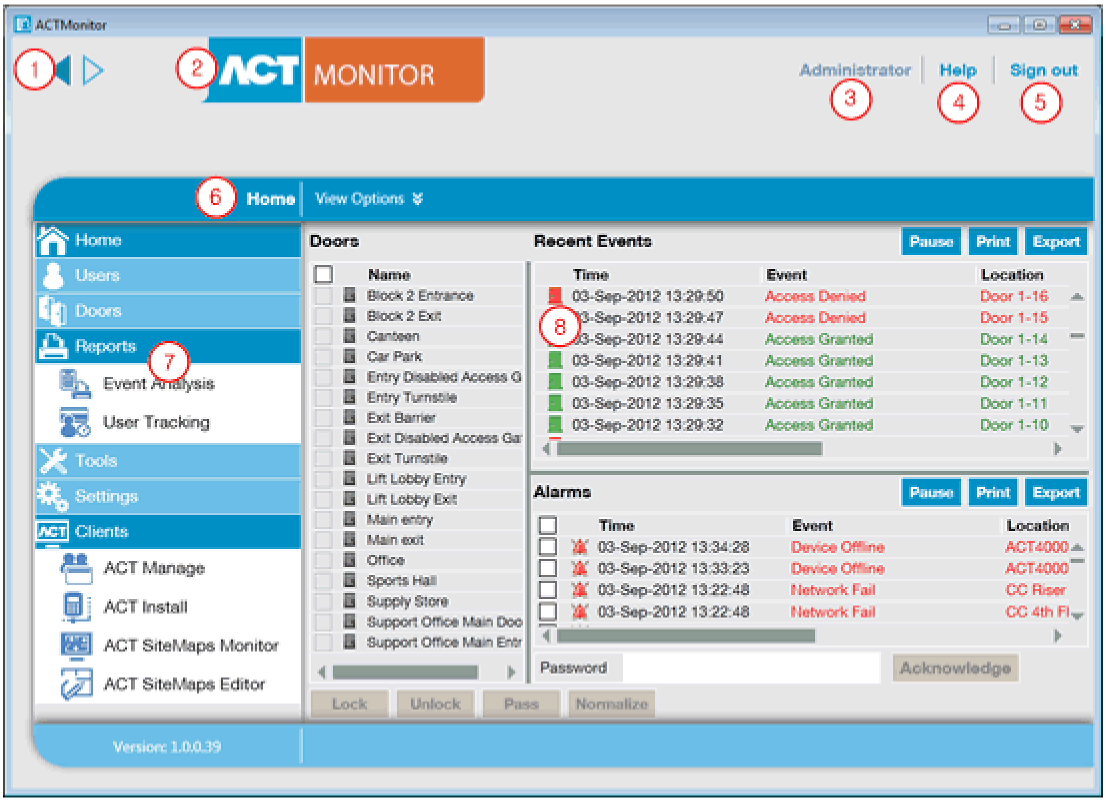
5.1 ACT Monitor Training Objectives

By the end of this training module, you should be able to:

- Monitor user activity (see page 120)
- Monitor door activity (see page 124)
- Report on users (see page 129) and events (see page 126)
- Configure settings for challenge doors (see page 134)

5.2 ACT Monitor Screen Navigation

5.2.1 ACT Monitor Screen Navigation



The following table describes each of the navigation features on the screen.

No	Feature	Description
1	Back and Next buttons	These allow you to navigate backwards and forwards between screens already visited.
2	Product name	This shows you which ACT module you are currently using.
3	User	This shows which operator (DB User) is currently logged in to the software.
4	Help	This link opens the online help, where you can get more information related to the tasks you are performing.
5	Sign Out	This lets you log out of the current client.
6	Screen name	This label gives the name of the screen you are currently on. The *Home* screen shows quick links to popular tasks.

No	Feature	Description
7	Menus	The menus allow you to navigate to particular screens in the software. If a menu has sub-options, when you click the menu name a list of the options appears below it in the menus area and you should click the option you want; if a menu has no sub-options, the screen for the menu item appears in the main area of the screen. ACT Monitor includes the following menus: • Home - Access the Home screen (see page 113). • Users - Monitor users on the system. You can also manually log users in/out, flag users for monitoring or visual verification, and view the user's recent events and a list of all doors they can access. • Doors - Monitor doors on the system. • Reports - Generate reports on users and system events. • Tools - Reset the muster list, anti-passback doors, and area counts. • Settings - Configure settings relevant to ACT Monitor. • Clients - Launch other ACT software modules (see page 116).
8	Main Screen	This is where the data/settings corresponding to the selected menu item/option are shown.
	Hyperlinks	If an item in search results is displayed in blue text, it is a hyperlink. Click it to view more detailed information on that item.

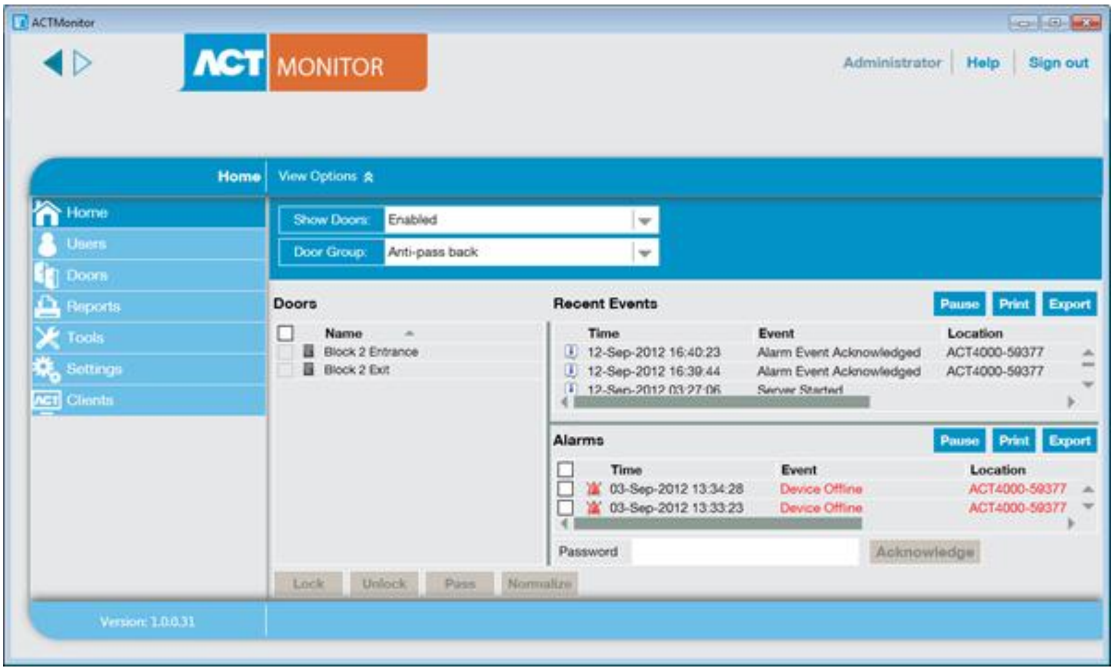
No	Feature	Description
	Page forward () Page back ()	Click to move backwards and forwards through a series of records.

5.2.2 ACT Monitor Home Screen

The *Home* screen provides a summary view of the ACT Enterprise system.

- *Doors.* This area shows the status of all doors on the system. Hover over the icon for any door to see its status in a popup. You can issue a command on a door by selecting the box for that door, then clicking **Lock**, **Unlock**, **Pass** or **Normalise** at the bottom of the screen.

  You can use the *View Options* to filter the doors you can see in the panel by several criteria. You can view doors that are Online or Offline, Enabled or Disabled. Or you can choose a specific door group to view (this option filters the recent events displayed also).



- *Recent Events.* This area shows the time, location and summary information for events on the system.

  Click **Pause** to temporarily prevent new events from appearing in this area - this may be of use if there are a high volume of events and you want to read the details for one currently on screen. The **Pause** button turns into a **Continue** button when pressed. Click **Continue** to begin adding live events to this area again.

  You can filter the events you can see by selecting a specific *Door Group* in the *View Options* area.

  You can also print and export information displayed in this area. For more information, see Printing (see page 57) and Exporting (see page 57).

For an event involving a user, such as an *Access Granted* or *Access Denied* event, click the user's name in the *Details* column to view the user's profile on the *User Details* screen. Click the **Back** icon (◀) at the top of the *User Details* screen to return to the *Home* screen.

- *Alarms.* This area shows alarms that have been triggered on the system.

  As with the *Recent Events* area, you can pause, print and export the data shown here.

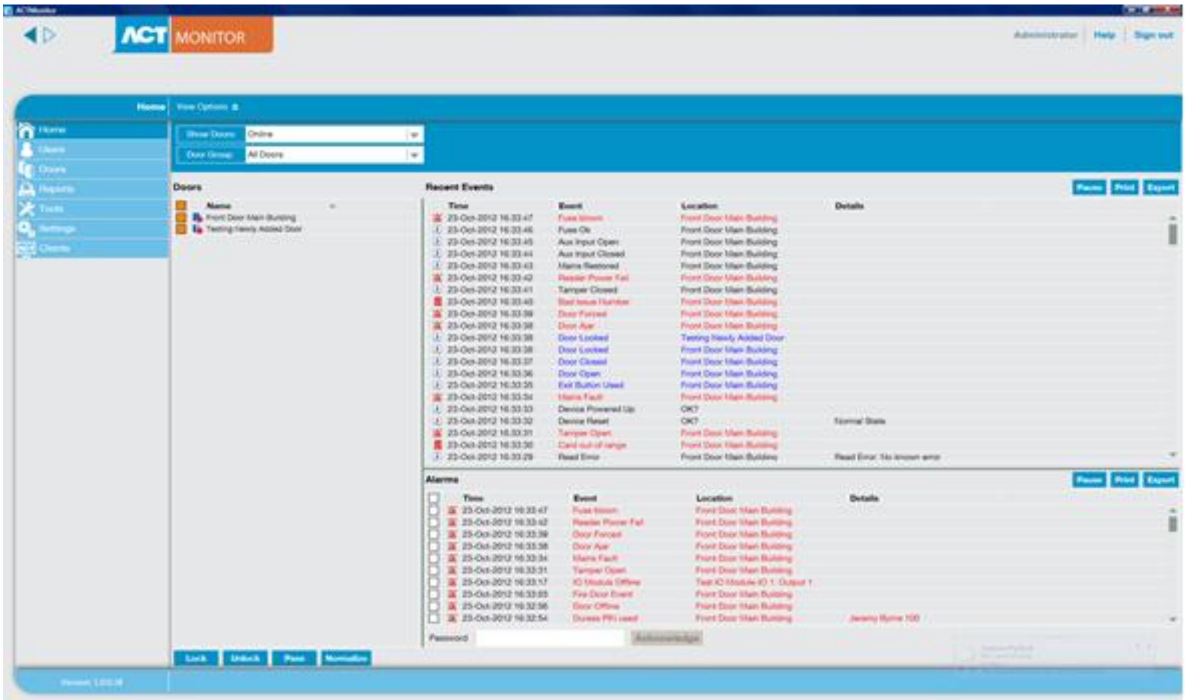
  Click a value in the *Event* column to view that event on the *Event Details* screen.

  You can also mark an alarm as *Acknowledged*, which indicates that you have seen the alarm details and either taken action, or determined that no action is required. Acknowledged alarms are removed from this area. To acknowledge an alarm, select the box for that alarm, enter a password if necessary, and click **Acknowledge**.

5.2.3 Command a Door

In ACT Monitor, on the *Home* screen, the *Doors* area shows the status of all doors on the system. Hover over the icon for any door to see its status in a popup. You can command a door by selecting the door, then clicking **Lock**, **Unlock**, **Pass** or **Normalise** at the bottom of the screen.

Note: You must have the right to command doors before you can use these actions.



5.2.4 Printing

On a number of screens, you will see a **Print** option in the top right-hand corner (Print). In this case, the data displayed on the screen may be printed using any configured printing device on your local machine.

Click **Print** to open the *Print* dialog for your computer, from which you can select your preferred printer.

5.2.5 Exporting

On a number of screens, you will see an **Export** option in the top right-hand corner (Export). In this case, the data displayed on the screen may be exported to a CSV (Comma Separated Value) file. The separator character used in the exported file is set on the *Settings - General* tab.

Click **Export**, and in the dialog that appears specify the required file name and location, then click **Save**. The file may be opened later in a text editor, or a spreadsheet software such as Microsoft Excel.

5.2.6 ACT Monitor - Clients Menu

Click any of the client software options in the **Clients** menu to open the corresponding software module for ACT Enterprise. The selected module opens in front of the current module.

You must have logon access to use each client, and which tasks you will be able to perform depends on the access rights you have been granted.

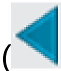
The following options are available (if you have full access rights) on the **ACT Monitor - Clients** menu.

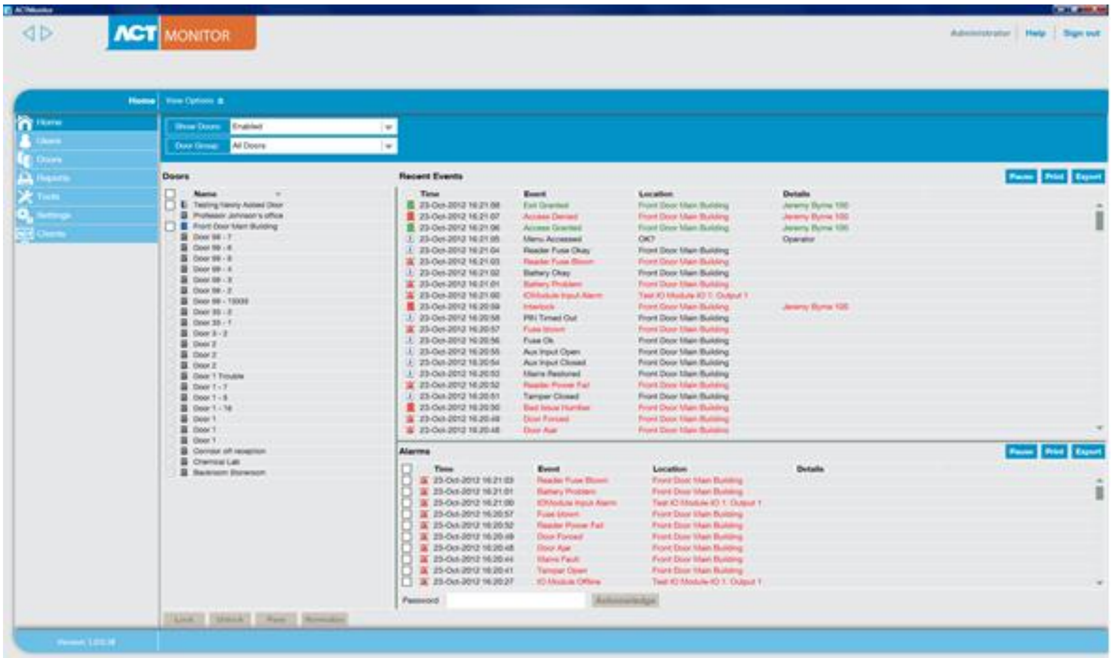
- **ACT Manage.** For more information, see About ACT Manage.
- **ACT Install.** For more information, see About ACT Install.
- **ACT SiteMaps Monitor.** SiteMaps Monitor is an optional add-on to the ACT Enterprise system. It is a real-time access control tool that provides visual navigation through the system of maps created with SiteMaps Editor, allows you to issue basic commands on access control objects on the maps, and allows you to monitor events and status changes from the ACT system via maps in live mode. For more information, please refer to the online help included in SiteMaps Monitor.
- **ACT SiteMaps Editor.** SiteMaps Editor is a visual designer tool that creates a list of maps from pre-designed graphics that represent infrastructure units of an access control site, and places ACT controlling units (doors, inputs/outputs, etc.) on those maps according to their physical location in the building. For more information, please refer to the online help included in SiteMaps Editor.

5.3 Monitor User Activity

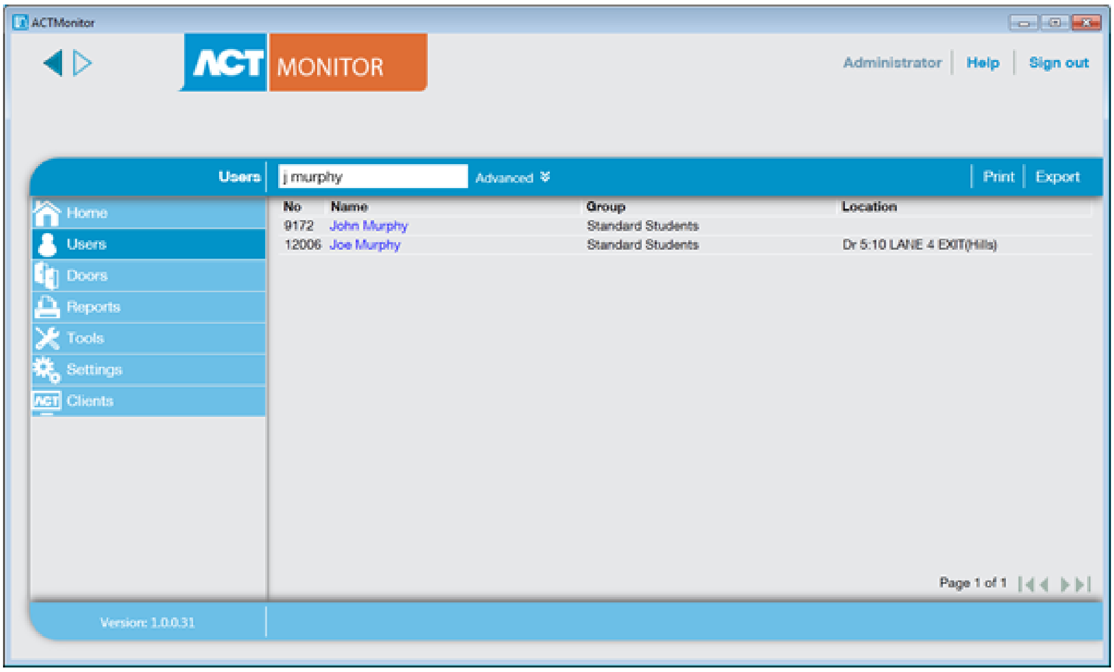
5.3.1 Monitor User Activity

ACT Monitor allows you to monitor users' activity.

- In ACT Monitor, on the *Home* screen, the *Recent Events* area includes details of the time, location and summary information for events on the system, including when users access doors, or are denied access. Other events may also be listed, including alarms, system events, controllers and doors going offline, unknown cards, and exit granted/denied. For an event involving a user, such as an *Access Granted* or *Access Denied* event, click the user's name in the *Details* column to view the user's profile on the *User Details* screen. Click the **Back** icon () at the top of the *User Details* screen to return to the *Home* screen.

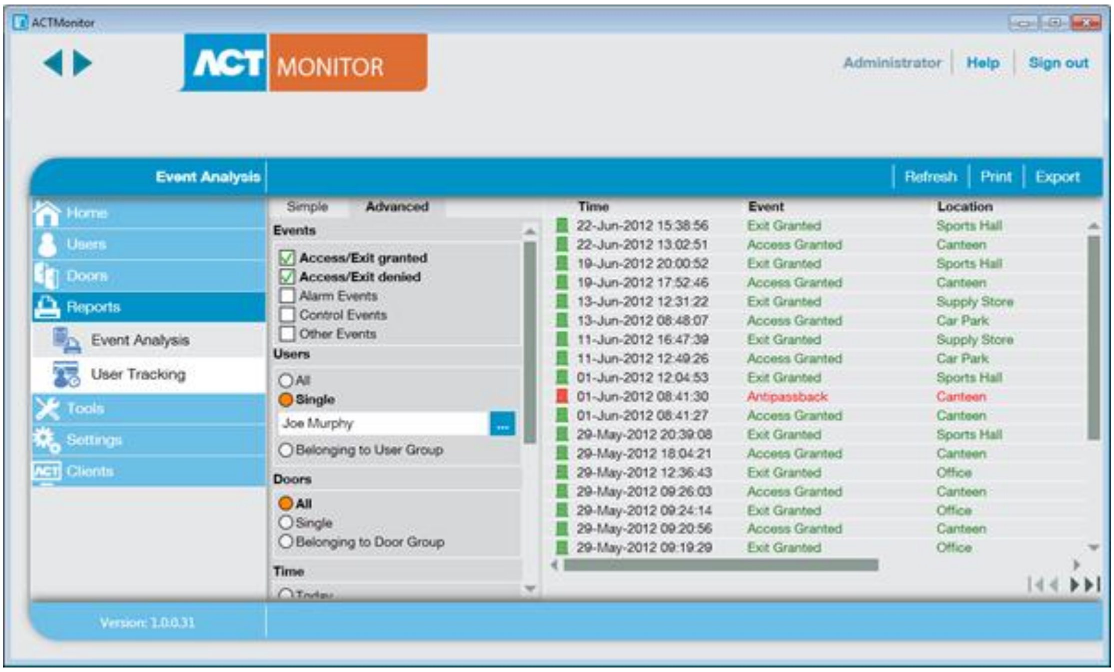


- In ACT Monitor, on the *Users* screen, you can view the last known location of every user on the system. The *Search/Advanced Search* facility allows you to filter for a sub-set of users only.



Click the name of any user on this screen to view the *User Details* screen for that user, which includes a summary of their recent events.

- In ACT Manage and ACT Monitor, the *Advanced* search options on the *Reports - Event Analysis* screen allow to you filter for events involving a specific user, or all users in a particular user group. You can further filter for specific event types, events at a particular door or at doors in a particular door group, or events in a specific time frame.


ACTMonitor
ACT MONITOR
Administrator
Help
Sign out
Event Analysis
Refresh
Print
Export
Home
Users
Doors
Reports
Event Analysis
User Tracking
Tools
Settings
Clients
Simple
Advanced
Events
Access/Exit granted
Access/Exit denied
Alarm Events
Control Events
Other Events
Users
All
Single
Joe Murphy
Belonging to User Group
Doors
All
Single
Belonging to Door Group
Time
Time
Event
Location
22-Jun-2012 15:38:56 Exit Granted Sports Hall
22-Jun-2012 13:02:51 Access Granted Canteen
19-Jun-2012 20:00:52 Exit Granted Sports Hall
19-Jun-2012 17:52:46 Access Granted Canteen
13-Jun-2012 12:31:22 Exit Granted Supply Store
13-Jun-2012 08:48:07 Access Granted Car Park
11-Jun-2012 16:47:39 Exit Granted Supply Store
11-Jun-2012 12:49:26 Access Granted Car Park
01-Jun-2012 12:04:53 Exit Granted Sports Hall
01-Jun-2012 08:41:30 Antipassback Canteen
01-Jun-2012 08:41:27 Access Granted Canteen
29-May-2012 20:39:08 Exit Granted Sports Hall
29-May-2012 18:04:21 Access Granted Canteen
29-May-2012 12:36:43 Exit Granted Office
29-May-2012 09:26:03 Access Granted Canteen
29-May-2012 09:24:14 Exit Granted Office
29-May-2012 09:20:56 Access Granted Canteen
29-May-2012 09:19:29 Exit Granted Office
Version: 1.0.0.31

5.3.2 Users Screen

The *Users* screen is accessed through the **Users** menu item in ACT Monitor.

See below for descriptions of:

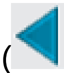
- The *Simple* and *Advanced* search fields available on the *Users* screen. (see page 120)
- The columns on the *Users* screen search results area. (see page 121)

5.3.2.1 Search Fields

Field Name	Description
Search	Enter all or part of the registered name for the user whose record you want to view and click the **Search** icon ( ). A list of matching records is displayed in the *Search Results* area. **Example:** Searching for "Ann" might show results for "**Ann**-Marie Boyle", "Jo**ann**e Murphy", and "Joseph H**ann**".
Advanced. Click **Advanced** to see the following additional search fields.	
User Number	Enter the user's number. The system will return an exact match if found.
Card number	Enter the user's card number. The system will return an exact match if found.
First Name	Enter all or part of the user's first name.
Group	Select the group to which the user is assigned.
Last Name	Enter all or part of the user's last name.
State	Select to view *Enabled*, *Disabled* or *All* users.

5.3.2.2 Results

The following table describes each of the columns on the *Users* screen search results area.

Column Name	Description
No.	The unique number that identifies this user on the system. (Sortable.)
Name	The user's name. (Sortable.) Click a user's name to view the user's profile on the *User Details* screen (see page 122). Click the **Back** icon () at the top of the *User Details* screen to return to the *Users* screen.
Enabled	A green check mark is shown here if the user is enabled on the system.
Group	The group this user is a member of. (Sortable.)
Location	The user's current location, if available.

5.3.3 User Details Screen

The following table describes the data that appears on the *User Details* screen in ACT Monitor.

Click the **Previous** () and **Next** () buttons at the bottom of the screen to page through user records.

Field Name	Description
Photo	If a photo of the user has been added to the system, it appears here.
User Number	The user's number.
User Name	The user's name.
User Group	The group this user is a member of.
Status	Whether this user is *Enabled* or *Disabled* on the system.
Valid From	The start of this user's validity period, if set.
Valid To	The end of this user's validity period, if set.
Manual Login	Click to open the *Manual Login* screen where you can manually log the user in to the system.
Manual Logout	Click to open the *Manual Logout* screen where you can manually log the user out of the system.

Field Name	Description
General tab	
Last Event	For the last event for this user, the event name, time and location is displayed.
Recent Events	This area shows a list of recent events recorded for the user, including the event name, time, location and details for each one.
Monitor User	If selected, this user is monitored. The **Advanced** settings on the *User Tracking* screen (see page 129) allow you to generate reports on monitored users.
Verify Visually	If selected, this user should be verified visually at challenge doors.
Details tab	
User Fields	The 10 user fields are customisable per-ACT Enterprise installation. The field labels indicate the types of information recorded for this user on your system.
Cards	Numbers of the card(s) registered for this user.
View Doors tab	
This tab shows a list of door/time zone combinations valid for this user. A user can only access a door during the period specified by the associated time zone. The *Source* column indicates the primary source of each door/time zone combination. This may be the user's User Group, Extra Rights, or Door Plan.	

5.4 Monitor Door Activity

5.4.1 Doors Screen

The *Doors* screen is accessed through the **Doors** menu item in ACT Monitor.

See below for descriptions of:

- The *Simple* and *Advanced* search fields available on the *Doors* screen. (see page 124)
- The columns on the *Doors* screen search results area. (see page 125)

Note: You can issue a command on a door from this screen by selecting the box for that door in the search results area, then clicking **Lock**, **Unlock**, **Pass** or **Normalise** at the bottom of the screen.

5.4.1.1 Search Fields

Field Name	Description
Search	Enter all or part of the name of the door whose details you want to view and click the **Search** icon ( ). A list of matching records is displayed in the *Search Results* area.
Advanced. Click **Advanced** to see the following additional search fields.	
Door Number	Enter the door's number. The system will return an exact match if found.
Door Name	Enter all or part of the door's name.
Group	Select the group to which the door is assigned.

5.4.1.2 Results

The following table describes each of the columns on the *Doors* screen search results area.

Column Name	Description
No.	The unique number that identifies this door on the system. (Sortable.)
Name	The door's name. Click to view a report on activity at this door on the Event Analysis Screen (see page 126). (Sortable.)
State	The door's current state, for example online or offline. Hover your mouse over the door icon in this column to see the state in a popup.
Last event	Summary information on the last event recorded at the corresponding door, for example *Access Granted* or *Exit Button Used*. (Sortable.)

5.5 Reports

5.5.1 Event Analysis Screen

The *Event Analysis* screen is accessed through the **Reports - Event Analysis** menu item in ACT Monitor.

See below for descriptions of:

- The *Simple* and *Advanced* search fields available on the *Event Analysis* screen. (see page 126)
- The columns on the *Event Analysis* screen search results area. (see page 128)

5.5.1.1 Search Fields

The following table describes the *Simple* and *Advanced* search fields available on the *Event Analysis* screen.

Note: Click **Refresh** at the top of this screen at any time to update the report with the latest data.

Field Name	Description
Simple Tab Filter	
Users	Select criteria for users to report on by choosing from one of the following options and entering additional information in any fields that appear: • *All* - all users. • *Single* - select a particular user on the *User Lookup* screen.
Time	Select whether to generate the report for *Today,* a particular time (*Spot Check*) or a *Custom* time period. A *Spot Check* report includes a time period either side of the specified time - this is specified by the *Spot interval* value on the Settings - Events tab.

Field Name	Description
Advanced Tab Filter	
Events	Select particular event types to report on.
Users	Select criteria for users to report on by choosing from one of the following options and entering additional information in any fields that appear: • *All* - all users. • *Single* - select a particular user on the *User Lookup* screen. • *Belonging to User Group* - select a particular user group.
Doors	Select criteria for doors to report on by choosing from one of the following options and entering additional information in any fields that appear: • *All* - all doors. • *Single* - select a particular door. • *Belonging to Door Group* - select a particular door group.
Time	Select whether to generate the report for *Today, This Week, This Month, Spot Check* or a *Custom* time period. A *Spot Check* report includes a time period either side of the specified time - this is specified by the *Spot interval* value on the *Settings - Events* tab.

Click **Generate** to generate a report according to your search criteria.

5.5.1.2 Results

The following table describes each of the columns on the *Event Analysis* screen search results area.

Column Name	Description
Time	The event time. (Sortable.)
Event	The event type. Click to view information about this event on the *Event Details* screen (see page 128). (Sortable.)
Location	The location (controller/door) of the event. (Sortable.)
Details	The user connected to the event. Click the user name to view details about that user on the *User Details* screen (see page 122). (Sortable.)

5.5.2 Event Details Screen

This screen shows details of a system event, including the event type, time and location, and the photo, user name and user group of the user the event applies to.

5.5.3 User Tracking Screen

The *User Tracking* report is accessed through the **Reports - User Tracking** menu item in ACT Monitor.

See below for descriptions of:

- The *Simple* and *Advanced* search fields available on the *User Tracking* screen. (see page 129)
- The columns on the *User Tracking* screen search results area. (see page 131)

Note: Click **Refresh** at the top of this screen at any time to update the report with the latest data.

5.5.3.1 Search Fields

Field Name	Description
Simple	
Report	Select whether to generate a *Muster* report (all users currently on site), or an *Absentee List* report (users not on site).
Time	Select whether to generate the report for *Today,* or a *Custom* time period.
Advanced	
Report	Select which report type to generate. • *Muster* - all users currently on site • *Last Entry* - the last point of entry for users • *Last Entry or Exit* - the last point of entry or exit for users • *Last Location* - the last known location of users • *Absentee List* - users not on site. Reports on absent users provide information on the last known event and time for absentees where such details are available.

Field Name	Description
Doors	Select criteria for doors to report on by choosing from one of the following options and entering additional information in any fields that appear: • *All* - all doors. • *Single* - select a particular door. • *Belonging to Door Group* - select a particular door group.
Users	Select criteria for users to report on by choosing from one of the following options and entering additional information in any fields that appear: • *All* - all users. • *Single* - select a particular user on the *User Lookup* screen. • *Belonging to User Group* - select a particular user group.
Options	To include user photos (if available) in the report results, select *Show photo*. To include enabled users only in the report results, select *Show enabled users only*.
Time	Select whether to generate the report for *Today, This Week, This Month,* or a *Custom* time period.

Click **Generate** to generate a report according to your search criteria.

5.5.3.2 *Results*

The following table describes each of the columns on the *User Tracking* screen search results area.

Column Name	Description
Time	The event time. (Sortable.)
Event	The event type. Click to view information about this event on the *Event Details* screen (see page 128). (Sortable.)
Location	The location (controller/door) of the event. (Sortable.)
Details	The user connected to the event. Click the user name to view details about that user on the *User Details* screen (see page 122). (Sortable.)

5.5.4 User Details Screen

The following table describes the data that appears on the *User Details* screen in ACT Monitor.

Click the **Previous** () and **Next** () buttons at the bottom of the screen to page through user records.

Field Name	Description
Photo	If a photo of the user has been added to the system, it appears here.
User Number	The user's number.
User Name	The user's name.
User Group	The group this user is a member of.
Status	Whether this user is *Enabled* or *Disabled* on the system.
Valid From	The start of this user's validity period, if set.
Valid To	The end of this user's validity period, if set.
Manual Login	Click to open the *Manual Login* screen where you can manually log the user in to the system.
Manual Logout	Click to open the *Manual Logout* screen where you can manually log the user out of the system.

Field Name	Description
General tab	
Last Event	For the last event for this user, the event name, time and location is displayed.
Recent Events	This area shows a list of recent events recorded for the user, including the event name, time, location and details for each one.
Monitor User	If selected, this user is monitored. The **Advanced** settings on the *User Tracking* screen (see page 129) allow you to generate reports on monitored users.
Verify Visually	If selected, this user should be verified visually at challenge doors.
Details tab	
User Fields	The 10 user fields are customisable per-ACT Enterprise installation. The field labels indicate the types of information recorded for this user on your system.
Cards	Numbers of the card(s) registered for this user.
View Doors tab	
This tab shows a list of door/time zone combinations valid for this user. A user can only access a door during the period specified by the associated time zone. The *Source* column indicates the primary source of each door/time zone combination. This may be the user's User Group, Extra Rights, or Door Plan.	

5.6 Settings - Challenge Tab

The following table describes the data that appears on the *Settings - Challenge* tab.

Field Name	Description
Challenge Doors	The door group that contains challenge doors.
Auto-acknowledge	When a user with the *Verify Visually* option passes through a challenge door, the user's image appears onscreen. The image remains onscreen for the number of minutes specified here.
Events	The selected event types will generate alerts at challenge doors.
Operate challenge on timezone	The challenge feature is enabled during the selected timezone.
Show user field	Data from the selected user field is displayed when a user passes through a challenge door.
Show live video on challenge	If selected, and configured appropriately, live video is shown when a user passes through a challenge door.
Play sound on challenge	If selected, ACT Monitor plays a sound when a user passes through a challenge door. Select the sound below.
Play sound continuously until acknowledgement	If selected, ACT Monitor continues to play a sound when a user passes through a challenge door, until the event has been acknowledged. For more information on acknowledging events, see ACT Monitor Home Screen (see page 113). Select the sound from the list below.