Motion Control Engineering
11380 White Rock Road
Rancho Cordova, CA 95742

voice 916 463 9200
fax 916 463 9201
www.mceinc.com

User Guide, iReport v1.5

iReport Quick Start

1. From iReport Client PC, connect to iReport server using correct IP address: File > Connect.
2. Add dispatcher(s) File > Edit Dispatchers.
3. Go to report menus (i.e., Reports > Hall Call Log) and select the dispatcher for which you want to see a report from the drop-down list.
4. Select date/time range and click the "Get Data" button.
5. Data will be populated but ONLY from the time that dispatcher was added (iReport was not collecting any data before that time).

Manual # 42-02-S026 Rev B8 November 2019

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Important Precautions and Useful Information

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

- Safety and Other Symbol Meanings
- In This Guide

Safety and Other Symbol Meanings

Danger

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

Caution

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

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

In This Manual:

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

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

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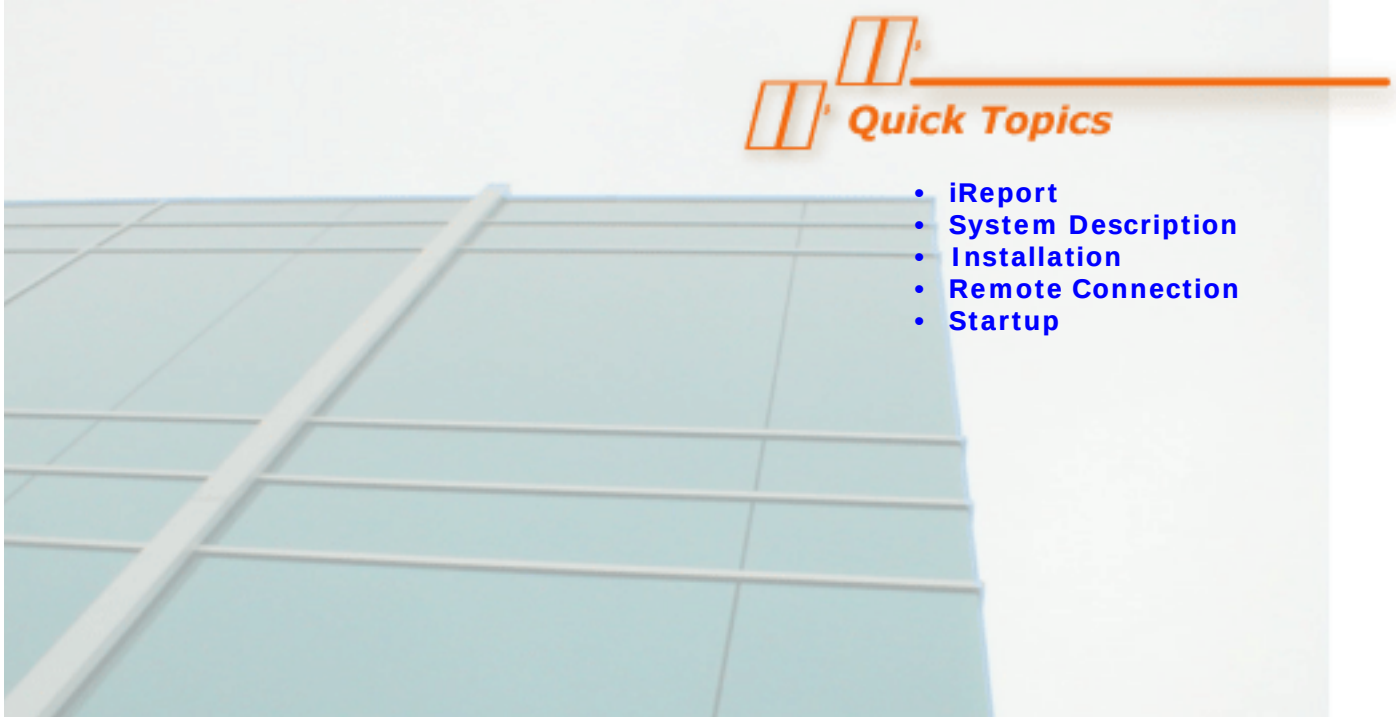

iReport

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

iControl systems have a standard Ethernet interface, other MCE systems may need optional Ethernet hardware and system software upgrades to support iReport and only a subset of iReport capabilities will be supported.

This manual section describes:

- Non-iControl Limitations, 1- 2
- System Description, 1-3
- Installation, 1-5
- Remote Connection, 1-15
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Non-iControl Limitations

iControl systems provide sophisticated processing and communication support for iMonitor and iReport applications, allowing them to use the full capabilities of the monitoring and reporting systems. Other controllers report limited information through more simple means and therefore cannot support many iMonitor and iReport capabilities. The table below lists iReport features and support provided by the latest iReport release. A blank cell indicates the feature is not yet supported.

Table 1.1 iReport Features and Support Per Controller

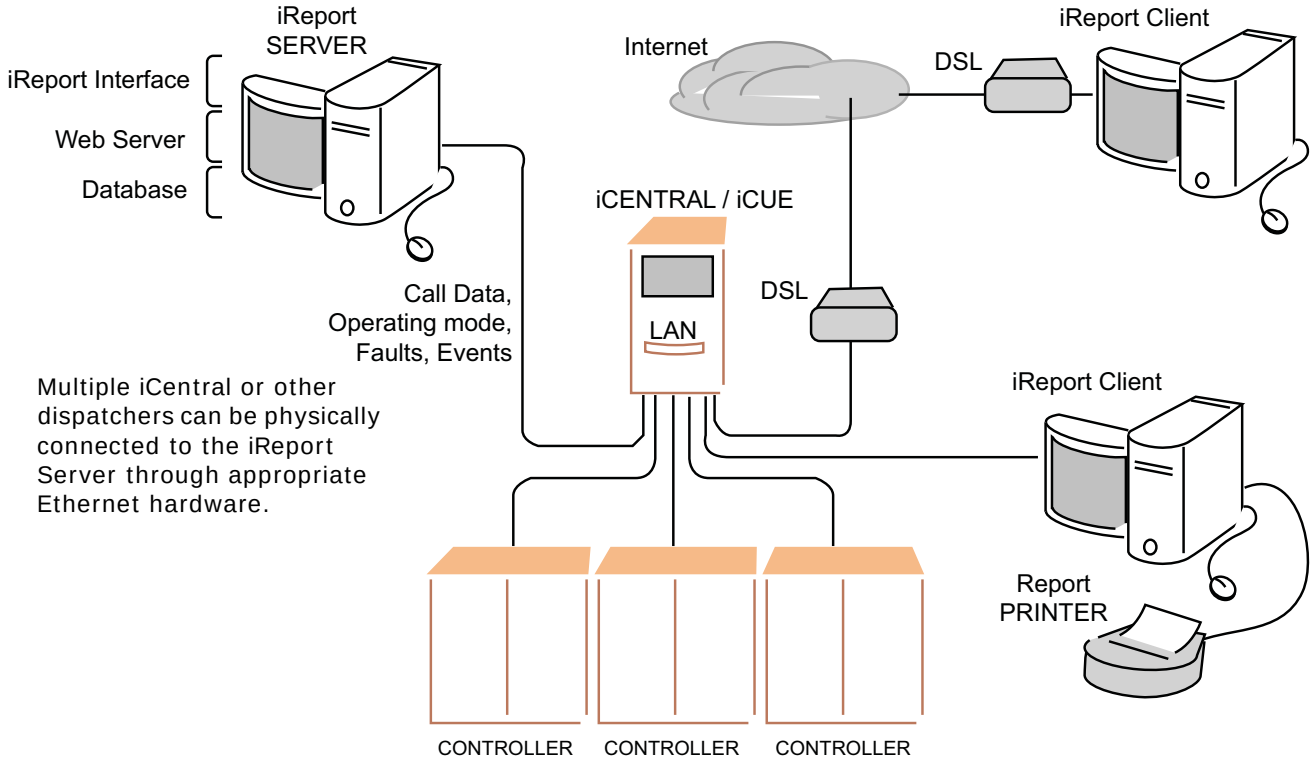
Feature	iControl	USN Enabled MCE Controls			Motion Elevators	Motion Escalators
		PTC/PHC	IMC	Third Party		
User Admin						
Add User	•	•	•	•	•	•
Edit User	•	•	•	•	•	•
Delete User	•	•	•	•	•	•
Archiving						
Recall archive files	•	•	•	•	•	•
Export archive files	•	•	•	•	•	•
Notification						
eMail configuration	•	•	•	•	•	•
Set notification times	•	•	•	•	•	•
Set notification events	•	•	•	•	•	•
Reports						
Hall Call Performance	•	•	•		•	
Hall Call Analysis	•	•	•		•	
Traffic Analysis	•	•	•		•	
Percent in Service	•	•	•	•	•	
Logs						
Hall call log	•	•	•	•	•	
Car call log	•	•	•	•	•	
Security call log	•					
Event log	•	•	•	•	•	•
Emergency log	•	•	•	•	•	•
Notification log	•	•	•	•	•	
Maintenance log	•				•	
Server Support						
Site Administration	•	•	•	•	•	
Campus/building/dispatcher support	•	•	•	•	•	
iReport connection/activity event administration	•	•	•	•	•	

System Description

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

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

Figure 1.1 iReport Simplified Block Diagram



1

With reference to the block diagram:

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

Note

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

Installation

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

Hardware Install

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

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

Note

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

Making Connections

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

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

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

Note

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

Establishing Connections

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

MCE Elevator Ethernet

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

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

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

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

Table 1.2 LAN Addresses

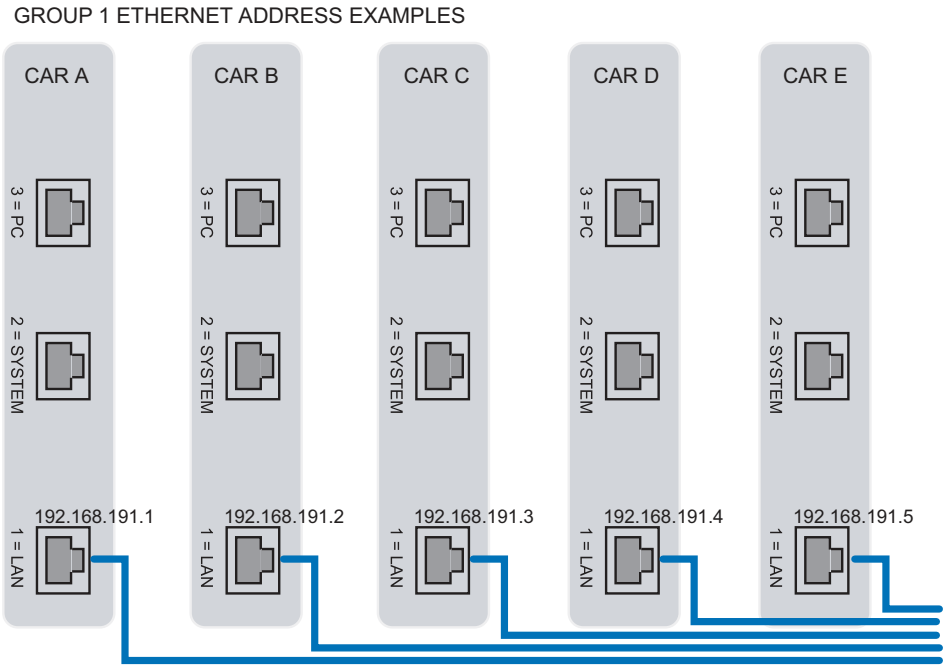
Hub	Group	Group IP Primary & Backup	Car ID	Car IP	Free
LAN	A	192.168.**191.**201-202	1-20	192.168.**191**.001-020	192.168.191.101-200
LAN	B	192.168.**191.**203-204	1-20	192.168.**191**.021-040	192.168.191.101-200
LAN	C	192.168.**191.**205-206	1-20	192.168.**191**.041-060	192.168.191.101-200
LAN	D	192.168.**191.**207-208	1-20	192.168.**191**.061-080	192.168.191.101-200
LAN	E	192.168.**191.**209-210	1-20	192.168.**191**.081-100	192.168.191.101-200

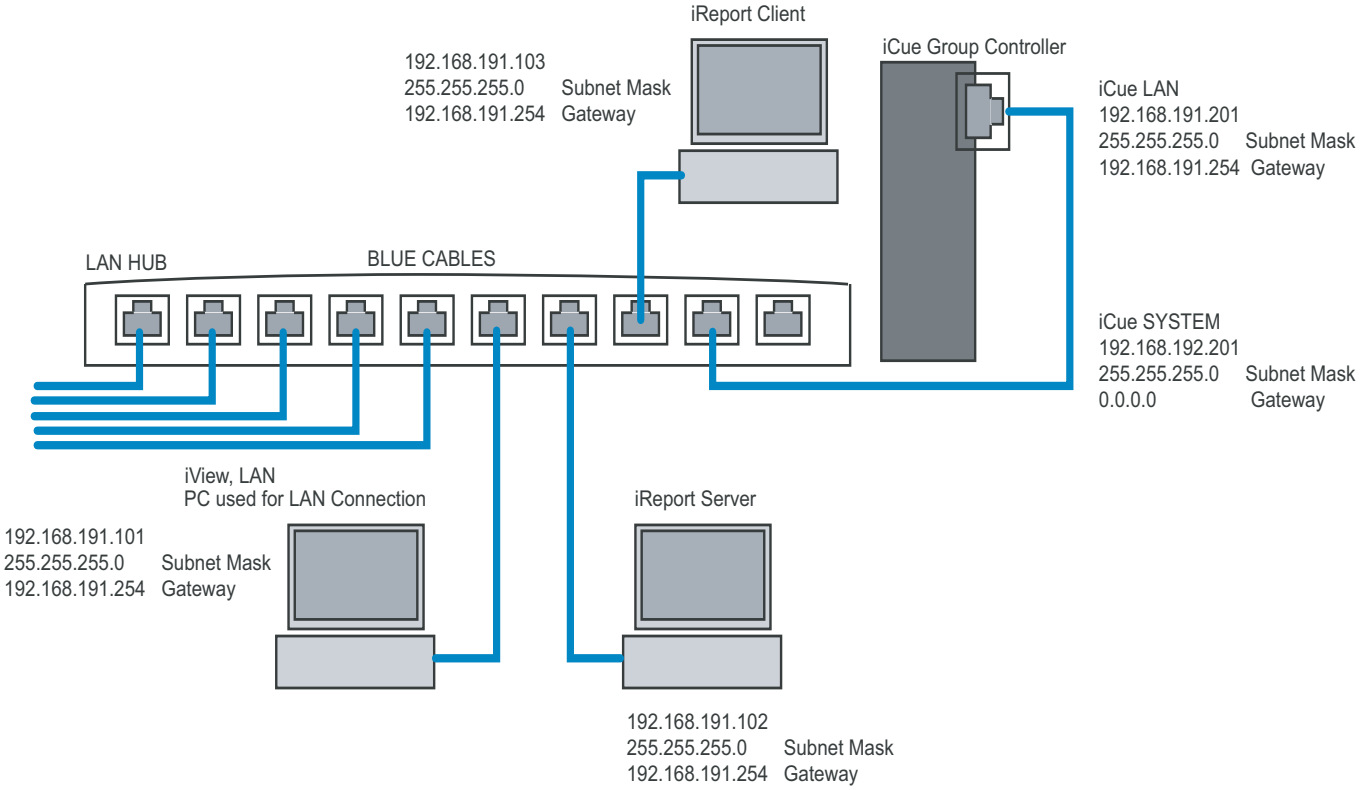
The default Subnet Mask for all ports is 255.255.255.000.

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

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

Figure 1.2 Typical LAN Connections, Elevator Group 1




iReport Client
192.168.191.103
255.255.255.0 Subnet Mask
192.168.191.254 Gateway
iCue Group Controller
iCue LAN
192.168.191.201
255.255.255.0 Subnet Mask
192.168.191.254 Gateway
LAN HUB
BLUE CABLES
iCue SYSTEM
192.168.192.201
255.255.255.0 Subnet Mask
0.0.0.0 Gateway
iView, LAN
PC used for LAN Connection
192.168.191.101
255.255.255.0 Subnet Mask
192.168.191.254 Gateway
iReport Server
192.168.191.102
255.255.255.0 Subnet Mask
192.168.191.254 Gateway

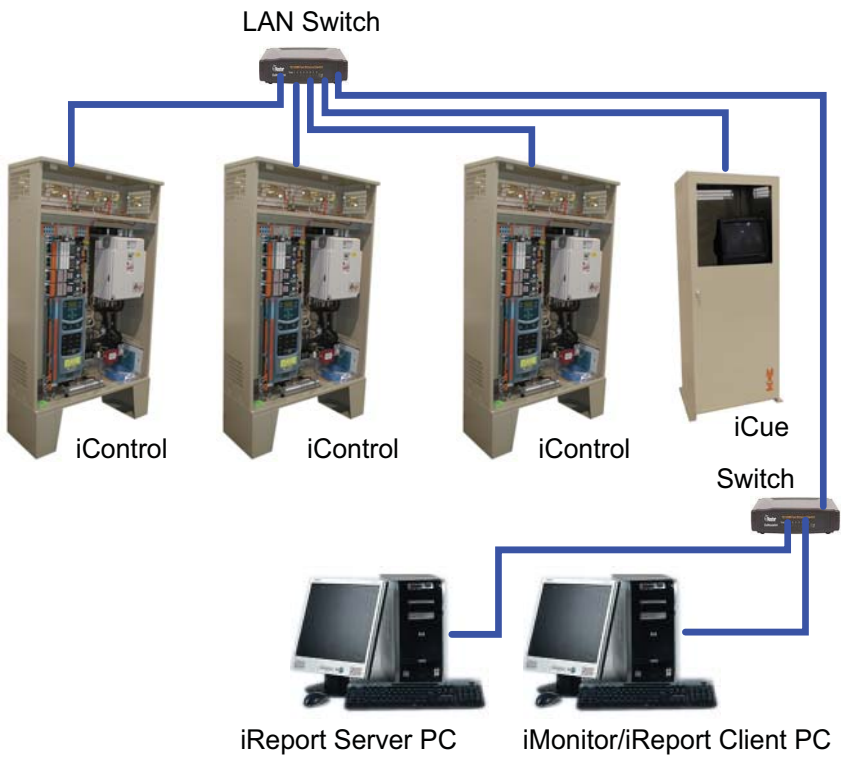
iControl Local Connection

Local connections are those not requiring a VPN.

One Group

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

Figure 1.3 Local Connection to Single Group

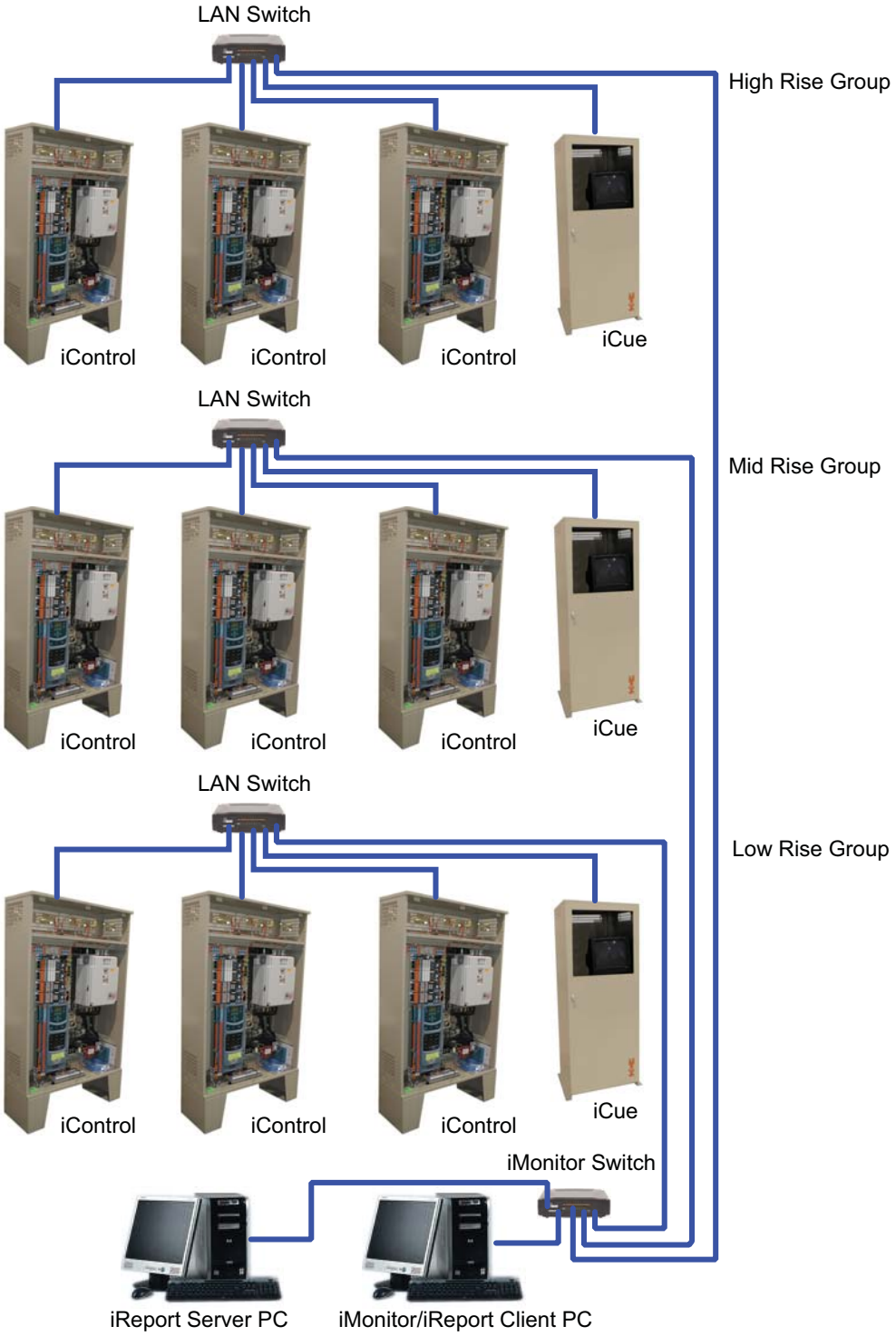


Restrictions

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

Multiple Machine Rooms / Dedicated Elevator LAN

Figure 1.4 Multiple Machine Rooms / Dedicated Elevator LAN

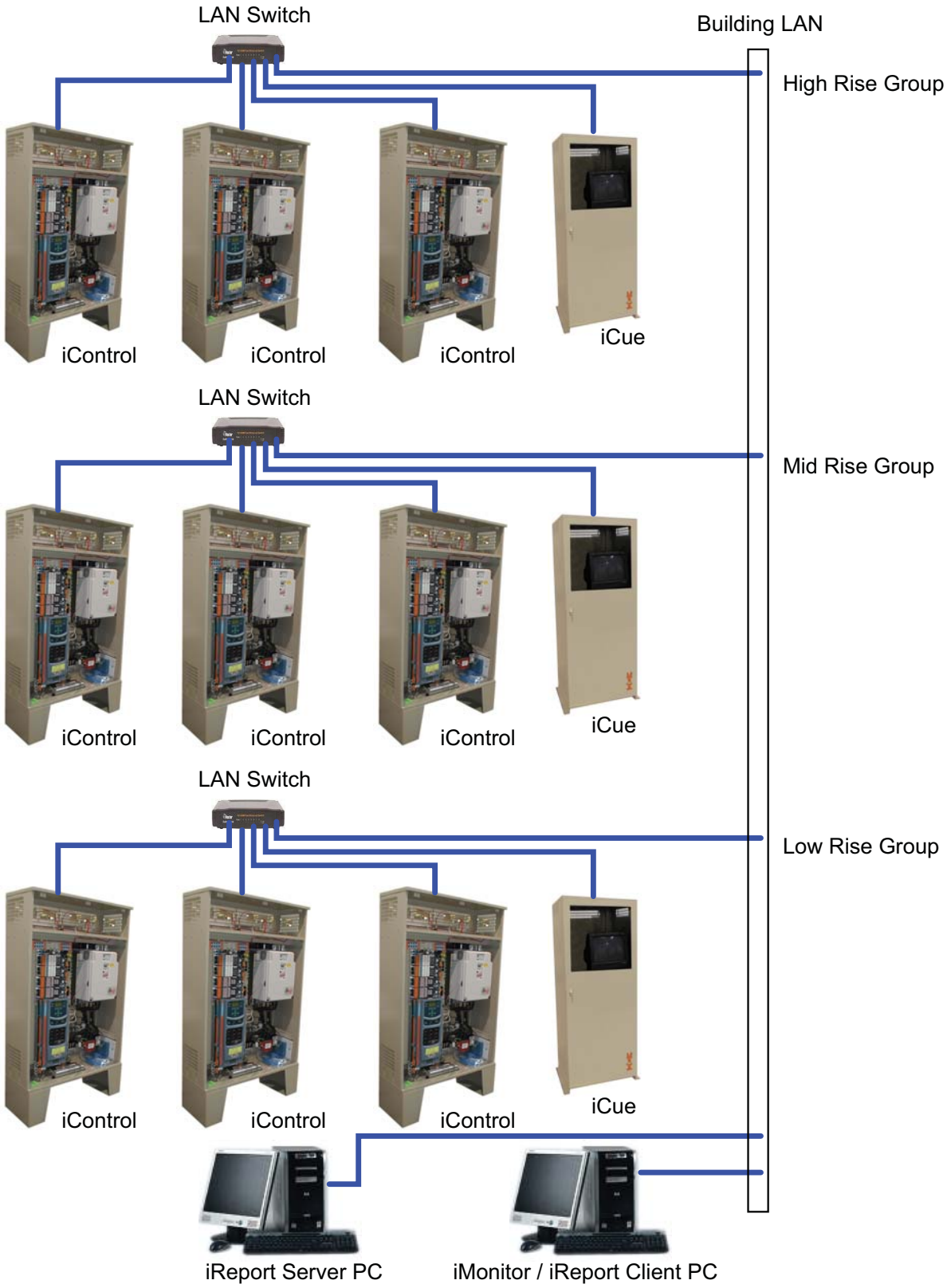


Restrictions

As with single group connections.

Multiple Machine Rooms with Existing Building LAN

Figure 1.5 Multiple Machine Rooms Through Building LAN



Restrictions

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

The following devices need a static IP address:

- iBox
- iCue PC
- iReport Server PC

DHCP can be used for the iMonitor / iReport Client / iView PCs only. Please obtain the following from the building IT department:

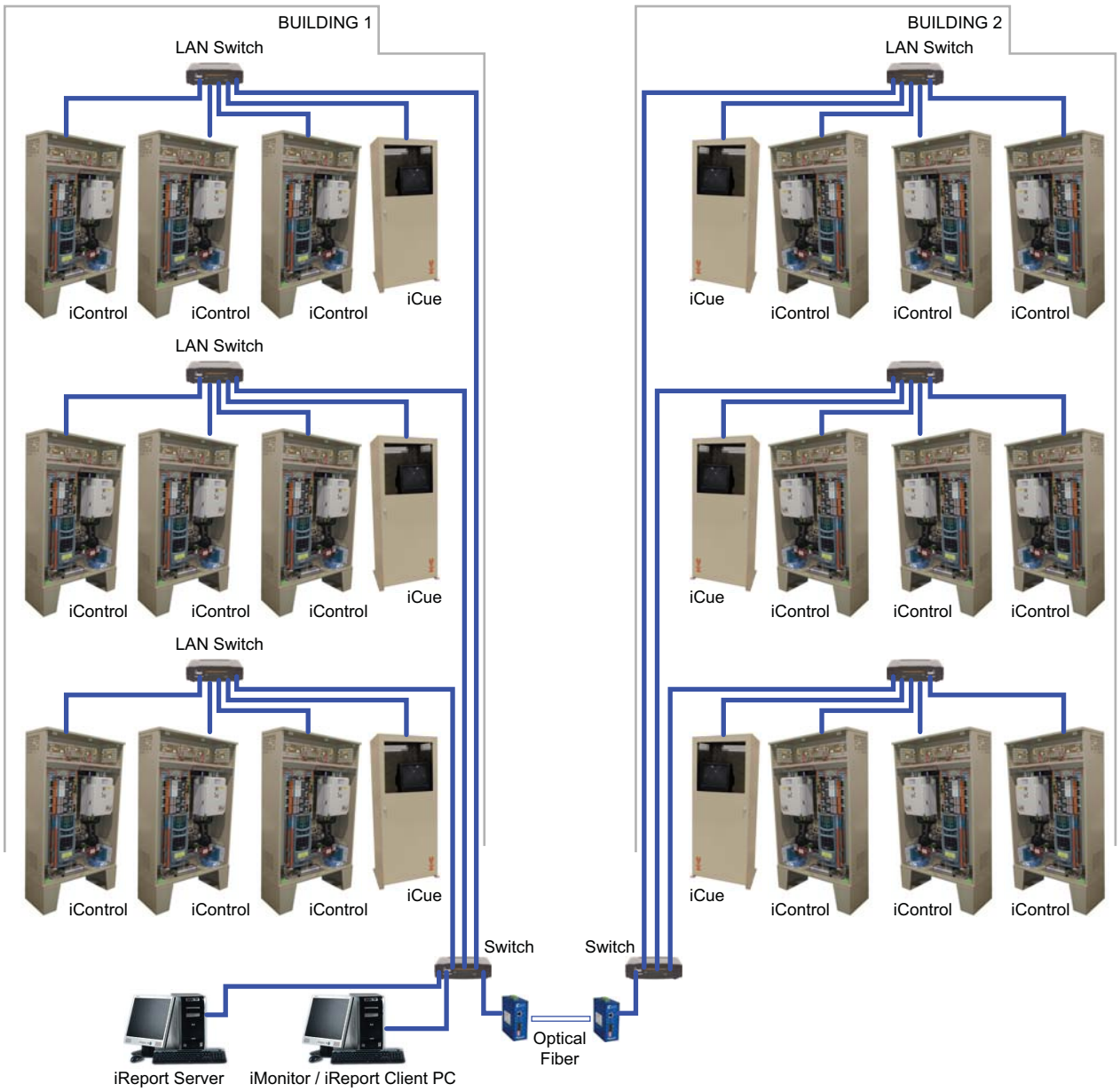
- IP address
- Subnet mask
- Gateway

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

Two or More Buildings

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

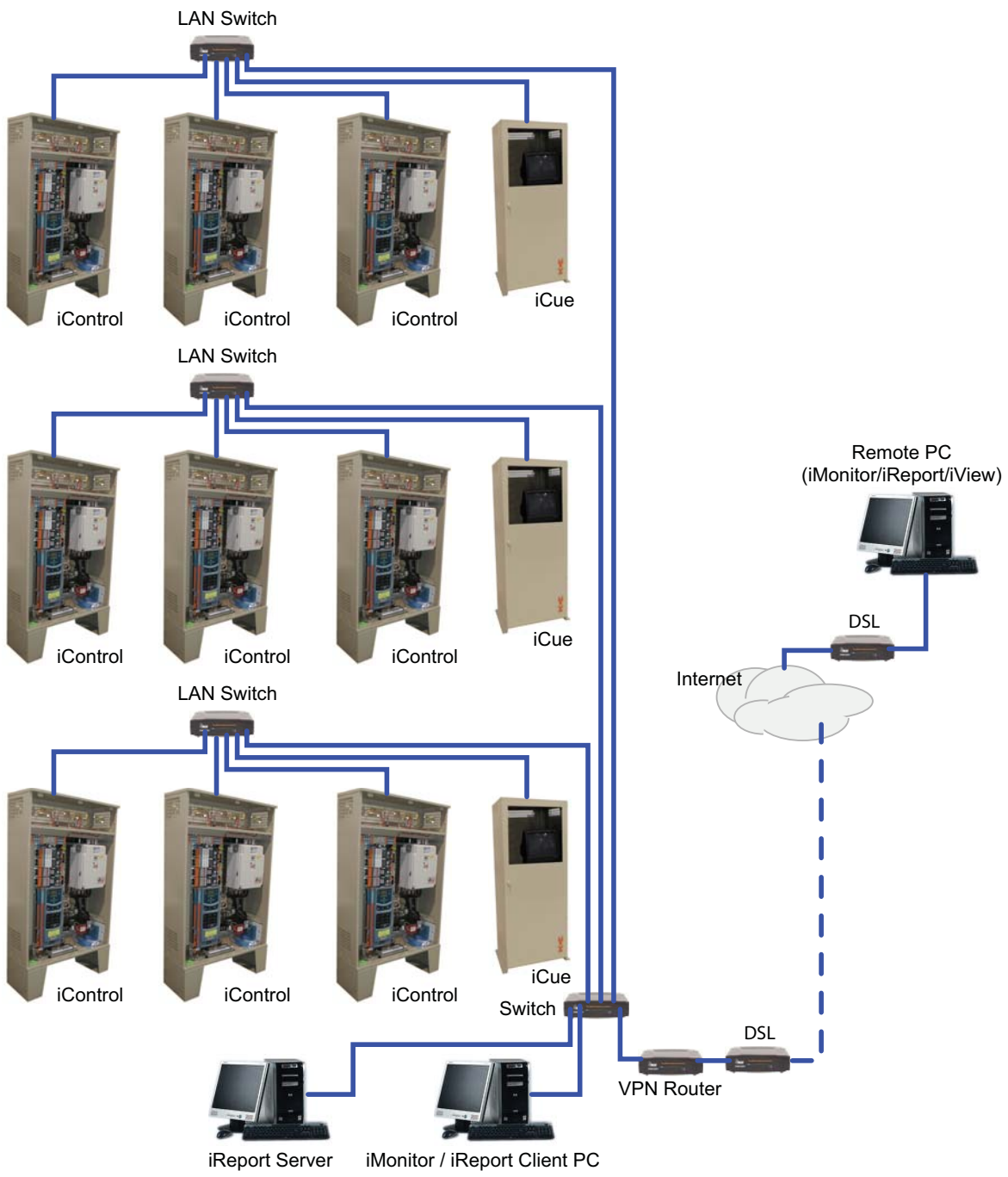
Figure 1.6 Two or More Buildings



Remote Connection

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

Remote Connection using a DSL Modem and a VPN Router



Software Install

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

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

Note

For all required software for both the server and client PCs, information screens will guide you through the installation process. Because of different operating systems, there may be slight differences between the installation instructions provided in this manual and the screens you see.

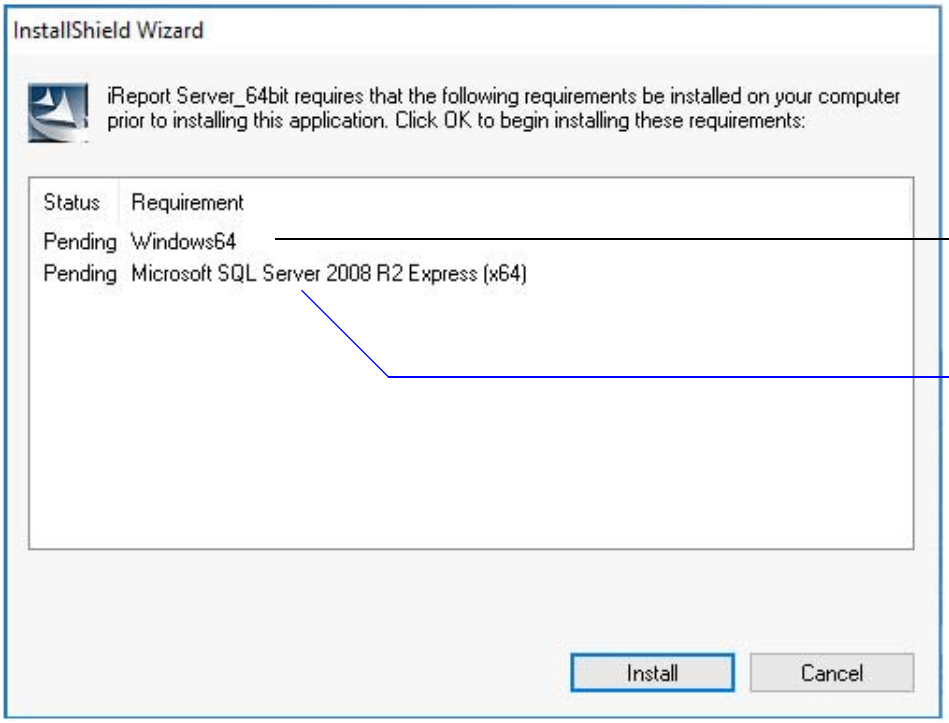
iReport Server Software Install

1. Copy the iReport Server folder from the CD or web site to the server desktop. This is a required step.
2. Open the folder and double-click the iReport_x64_Install file.

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

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

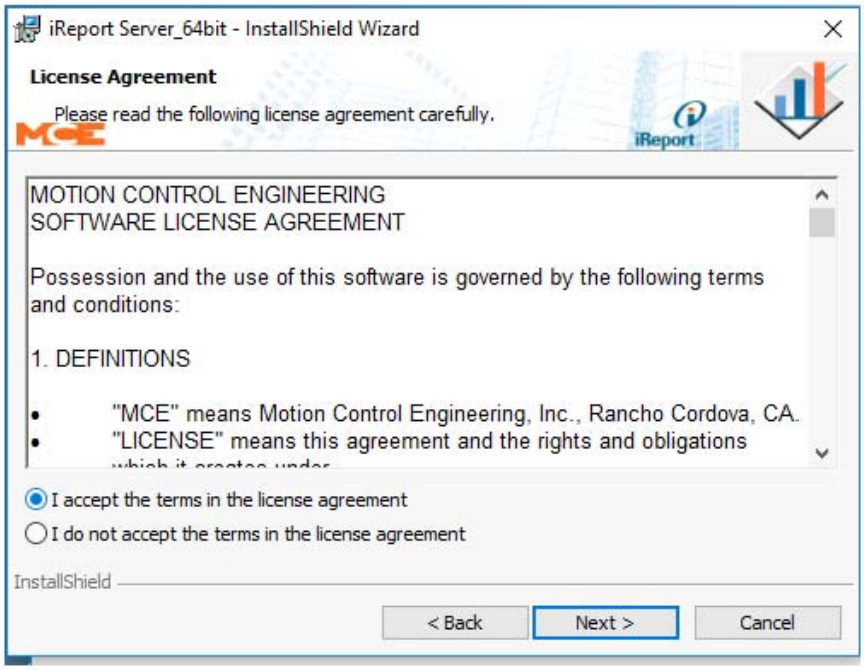
The server uses SQL database software. If it is not already installed, a dialog will appear to help you.:



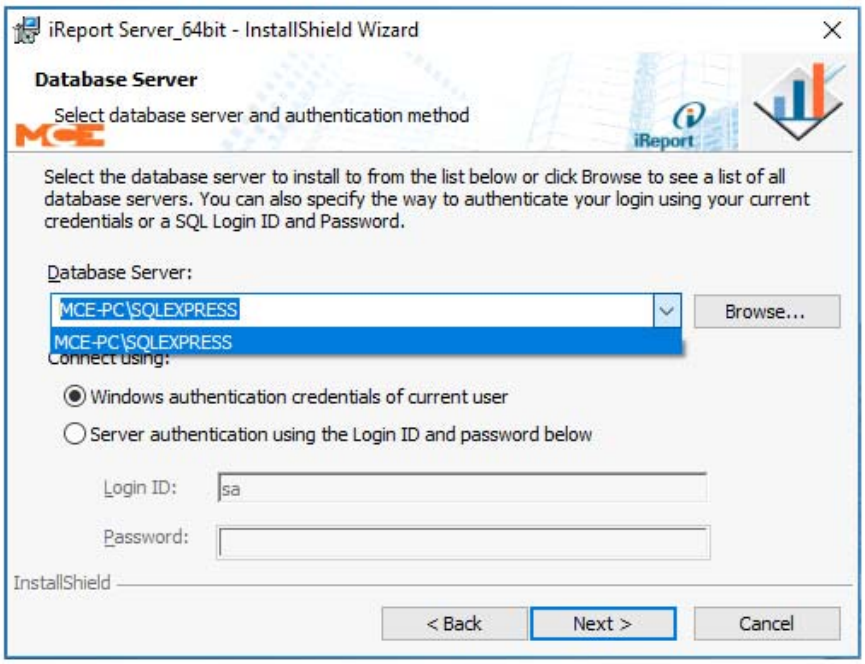
Windows 10 may require this installed.

SQL Database will be listed unless already installed.

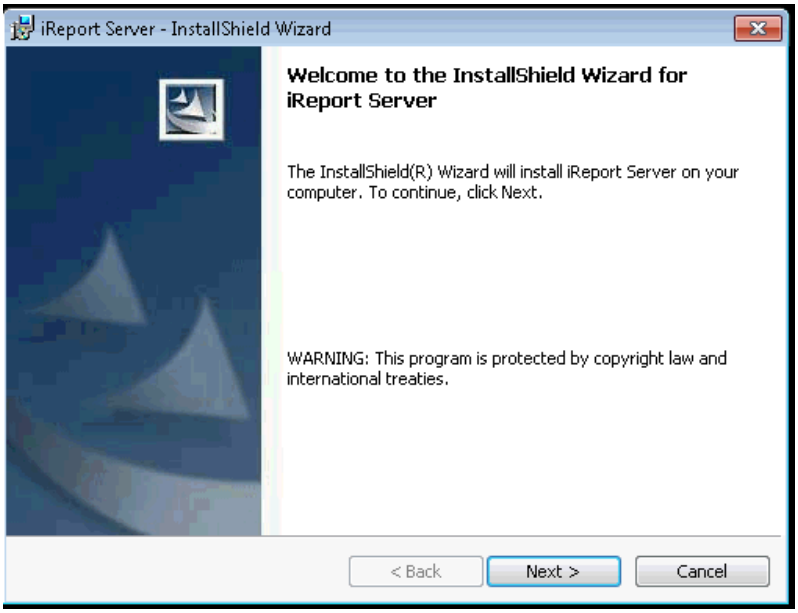
4. Click the Install button. A dialog will appear asking you to accept the license terms.



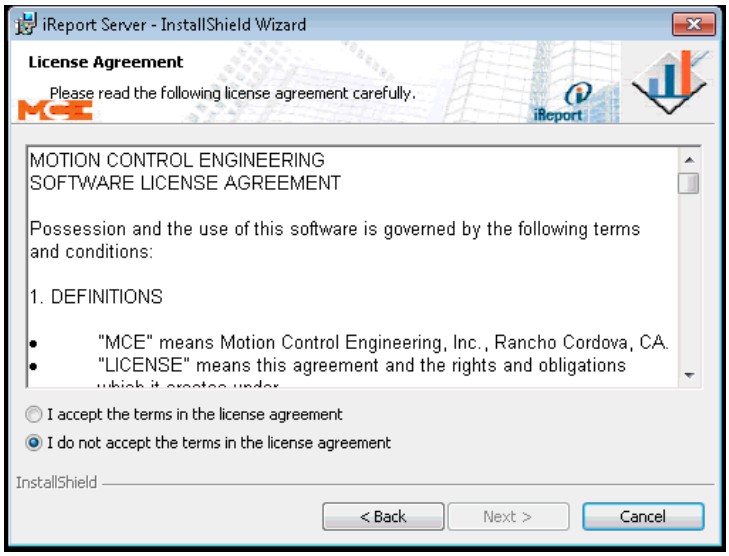
5. Click the "I accept.." check box, then click Next to continue.



6. When setup is finished, the NEXT button will be enabled. Click NEXT. A Sequel Server summary will be displayed; click FINISH. The Install Shield dialog may reappear if additional installations are required. When installations have completed, you may be asked to restart the PC. Do so if requested.
7. Finally, the iReport install shield Wizard will appear; click NEXT.

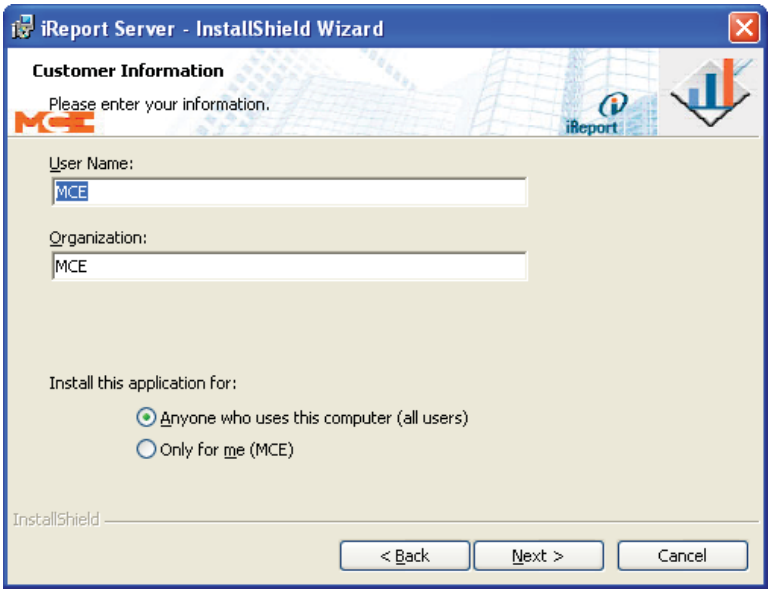


8. Once the Wizard is launched, the install dialog will ask you to accept the software agreement. Accept, then click NEXT.



MCE Server Information

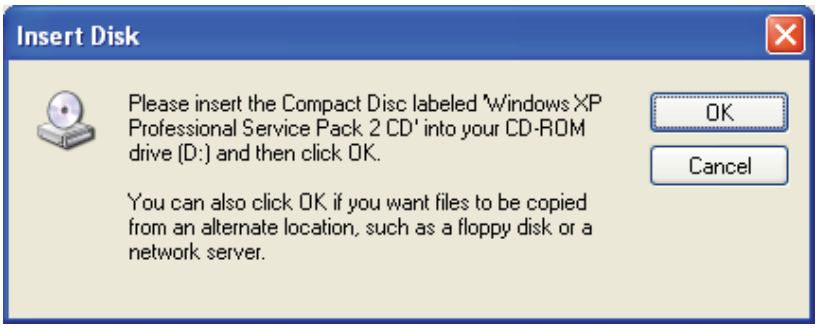
After the software agreement has been accepted, the next process “attaches” the server to the database.



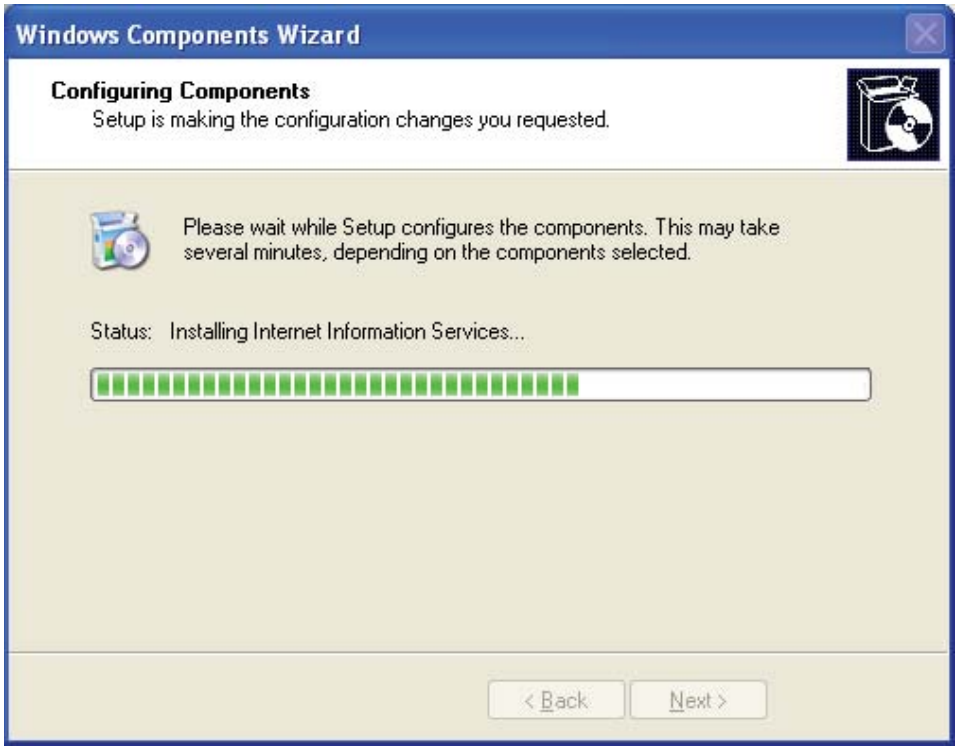
1. Enter a username and an organization name.
2. Install this application for:
   - Anyone...: Any logged on user will be able to run the software.
   - Only for me (user name): Only the user logged in to this computer account will be able to run the software.
3. Click Next to continue to the Database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

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

5. For XP systems, you may be asked to insert your Windows XP CD in the computer CD drive.



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



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

iReport Client Software

iReport client software allows you to connect to the iReport server.

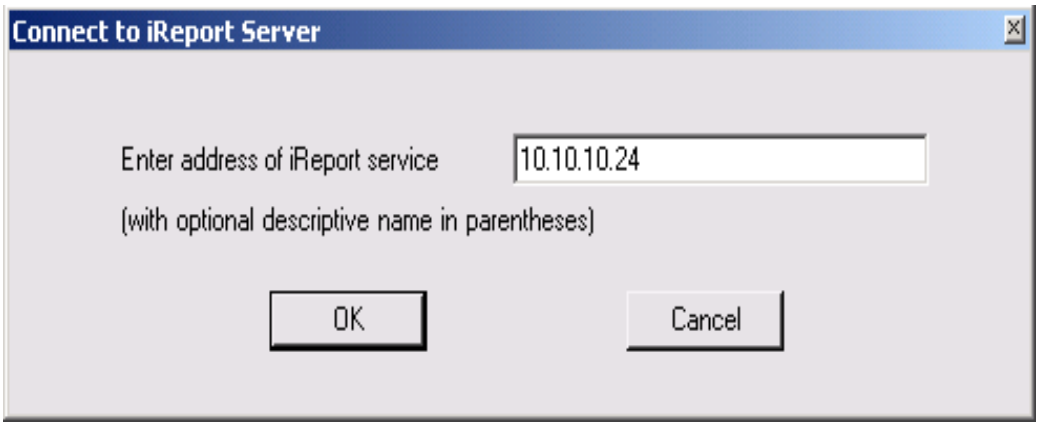
1. Copy the iReport Client folder from the CD or website to your PC desktop.
2. In the iReport Client folder, launch Setup.exe.
3. Follow on-screen instructions to complete installation.

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

iReport Client software installation is now complete.

Startup

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



1. Enter the iReport server TCP/IP address.

Note

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

2. Click Connect.

Quick Topics

- Opening iReport
- File Menu
- Reports Menu
- Tools Menu
- Help Menu

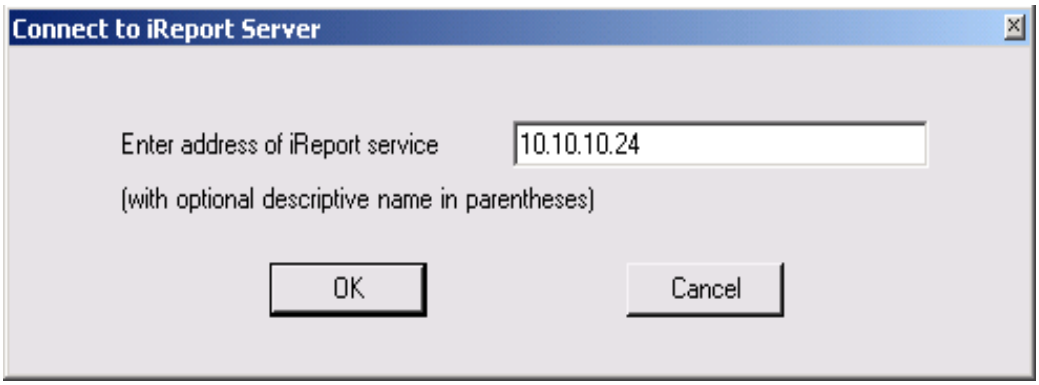
Reference

This section describes using iReport:

- Opening iReport, page 2-2
- File Menu, page 2-3
- Reports Menu, page 2-15
- Tools Menu, 2-37
- Help Menu, page 2-37

Opening iReport

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



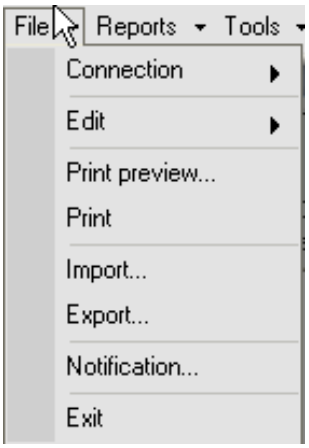
- Select or enter the iReport server TCP/IP address. If you want to add identifying information, leave a space after the IP address then add the identifying information in parentheses. For example: 10.10.10.24 (Admin bldg server).
- Click OK

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

Note

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

File Menu



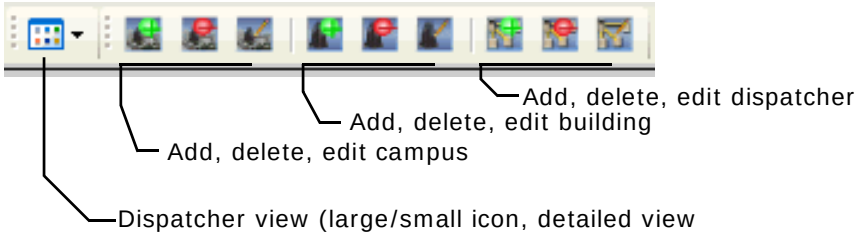
The file menu provides access to high level functions including connection setup, editing a campus, building, or dispatcher, previewing/printing report screens, importing/exporting collected data files, setting up notifications, and exiting the application.

Connection

Connect, disconnect, or edit iReport Server connections. You must be disconnected to edit connections.

Edit / Dispatchers

- When you select Edit/Dispatchers, a pair of toolbars appear along with the Edit Dispatchers window. The first toolbar allows you to select view and print options. The second allows you to edit a campus, building, or dispatcher.



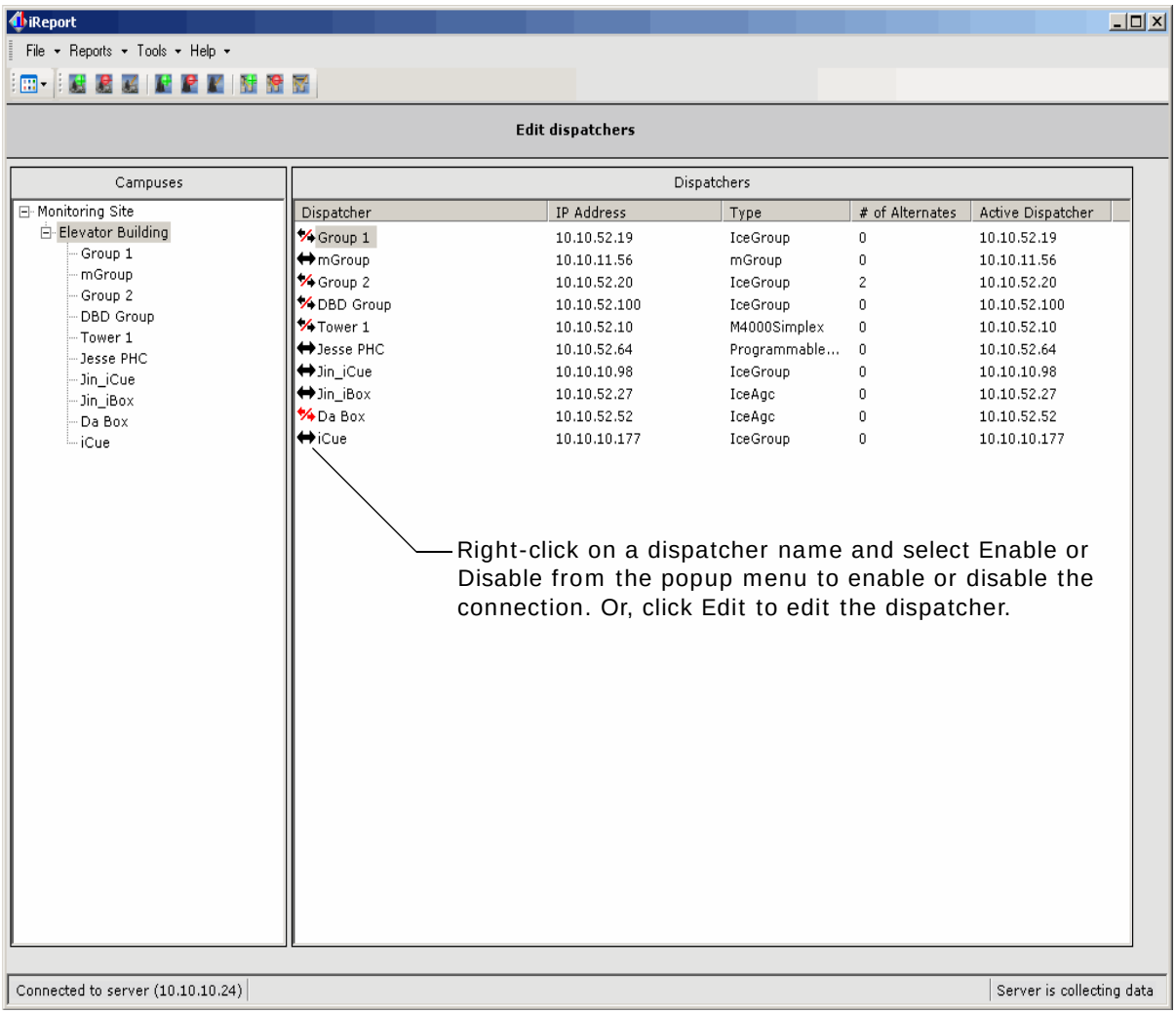
- View: Standard view (large/small icon, detailed) control.
- Print: Opens a print dialog to print information in the right pane of the Edit Dispatchers window.
- Add, delete, edit [1]campus: Allows you to add, delete or edit a Campus. Please refer to “Site Administration” on page 3-3 for additional information.
- Add, delete, edit buildings: Allows you to add, delete or edit a Building. Please refer to “Site Administration” on page 3-3 for additional information.
- Add, delete, edit dispatchers: Allows you to add, edit, or delete information and IP entries for dispatcher connections for this iReport server.

Caution

Deleting a Campus will delete all Buildings and Dispatcher connections in that Campus. Deleting a Building will delete all Dispatcher connections in that Building.

1. Campus and Building entries are “containers” that help you visualize and organize the physical structure of the site you are gathering data about. For example a Campus might be a “General Hydroponics” factory site. Inside that Campus might be three buildings housing elevators (“Admin”, “Warehouse”, and “Manufacturing” for example). Dispatchers would then be the elevator dispatching (group) controls within each building for which a centrally located iReport Server is gathering data.

A sample Edit Dispatchers window is shown below.



Existing structures (campus/building) and connections are shown in a list on the left side of the dialog in Campus/Building/Dispatcher order. Highlighting a Campus, Building, or Dispatcher in the left pane will display information associated with the selection in the right pane.

- To add a Campus, click the Add Campus button and provide the requested information.
- To add a Building to a Campus, click on/highlight the desired Campus, then click the Add Building button.
- To add a Dispatcher to a Building, click on/highlight the desired Building, then click the Add Dispatcher button.
- Enable or disable an individual dispatcher connection by right-clicking on the dispatcher name and selecting enable or disable.

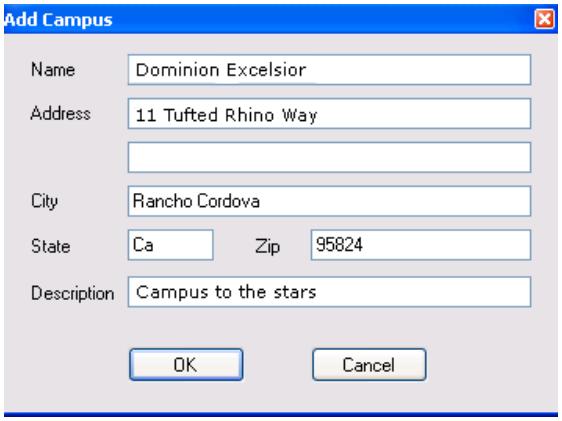
Note

Add, Edit, and Delete functions may also be accessed by right-clicking and selecting the desired function from the pop-up menu. You may use the Campus and Building structure or not, as you choose.

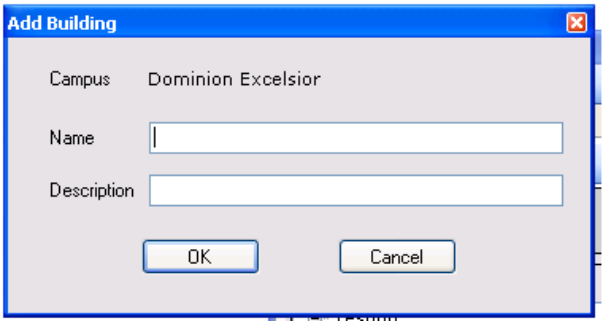
- To remove a Campus, Building, or Dispatcher **and its currently stored buildings, dispatchers, or data**, select the Campus, Building, or Dispatcher then click Remove.
- To edit a Campus, Building, or Dispatcher select the Campus, Building, or Dispatcher then click the Edit button.

Both the Edit and the Add buttons display the same dialogs for the selected Campus, Building, or Dispatcher. If editing, current information will be displayed in the dialog. If adding, the dialog will be blank.

For a Campus:



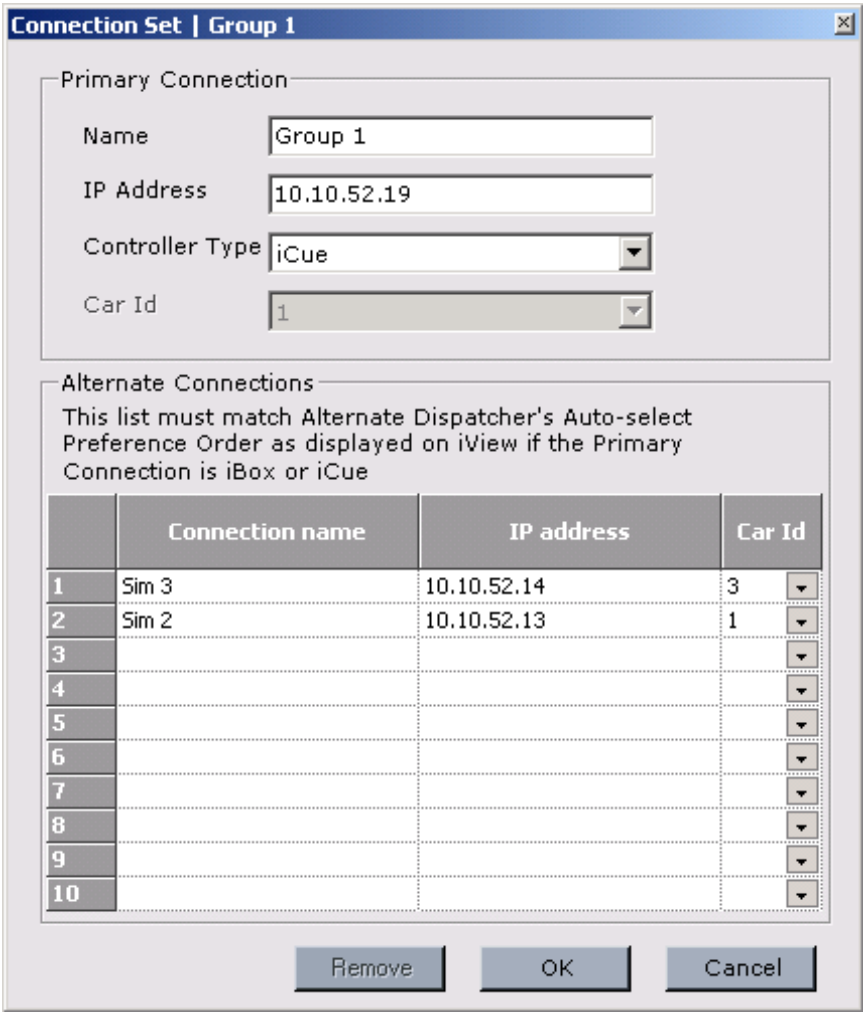
For a Building:



Caution

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

For a Dispatcher



- Name: Provide a unique, logical name for this dispatcher.
- IP address: Provide the dispatcher IP address. Refer to connection information in Section 1 of this manual if you do not understand IP addressing (page 1-7).
- Controller Type: iReport works with equipment including -
  - iCue: Stand alone, dispatcher for iControl elevator groups.
  - iBox (Alternate Dispatcher): An iControl elevator controller that is the alternate dispatcher should the iCue fail.
  - iBox (Simplex): An iControl elevator control operating as a simplex elevator.
  - Swing Panel (Group): A central, stand alone dispatcher for a group of IMC elevators.
  - Swing Panel (Simplex): An IMC elevator control operating as a simplex elevator.
  - Hydro (Duplex): HMC hydraulic controller functioning as a dispatcher for one additional HMC controller.
  - Hydro (Simplex): HMC hydraulic controller operating as a simplex elevator.
  - Traction (Duplex): PTC traction controller functioning as a dispatcher for one additional controller.
  - Traction (Simplex): PTC traction controller operating as a simplex elevator.
  - M2000 (Simplex): Motion 2000 hydraulic controller operating as a simplex elevator.

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

Alternate Connections

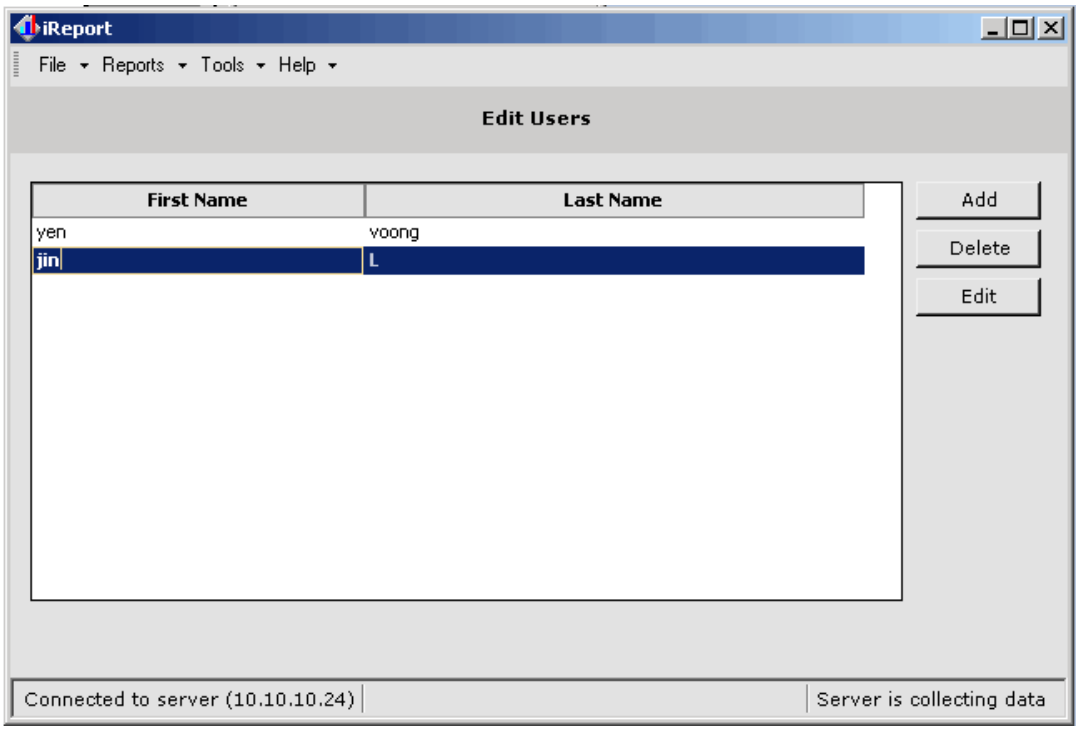
Alternate connections are connections to be activated if the primary connection fails.

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

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

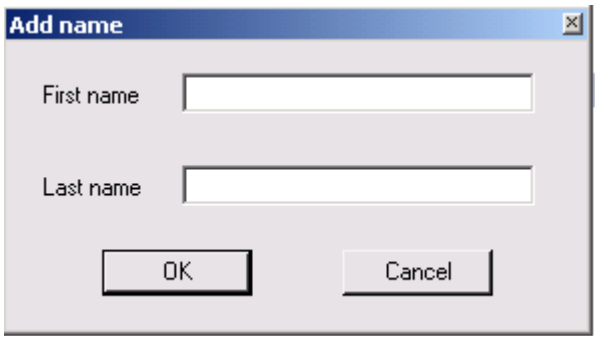
File / Edit / Users

Edit/Users allows you to create or edit a list of people to be notified by the system if so triggered by defined events. Please refer to “Adding persons to be notified and notification times” on page 2-11 also.



Add User

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



Edit User

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

Delete User

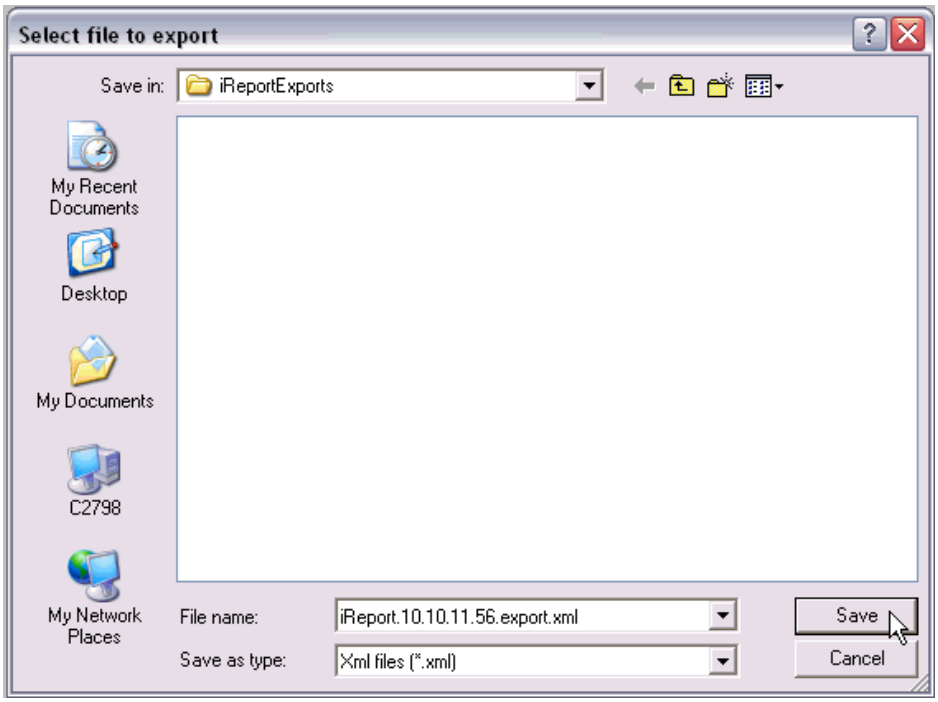
To delete a user, select the name in the list and click on the Delete button. The name will be removed.

File / Print

- Print Preview/Print: Preview and print report screens.

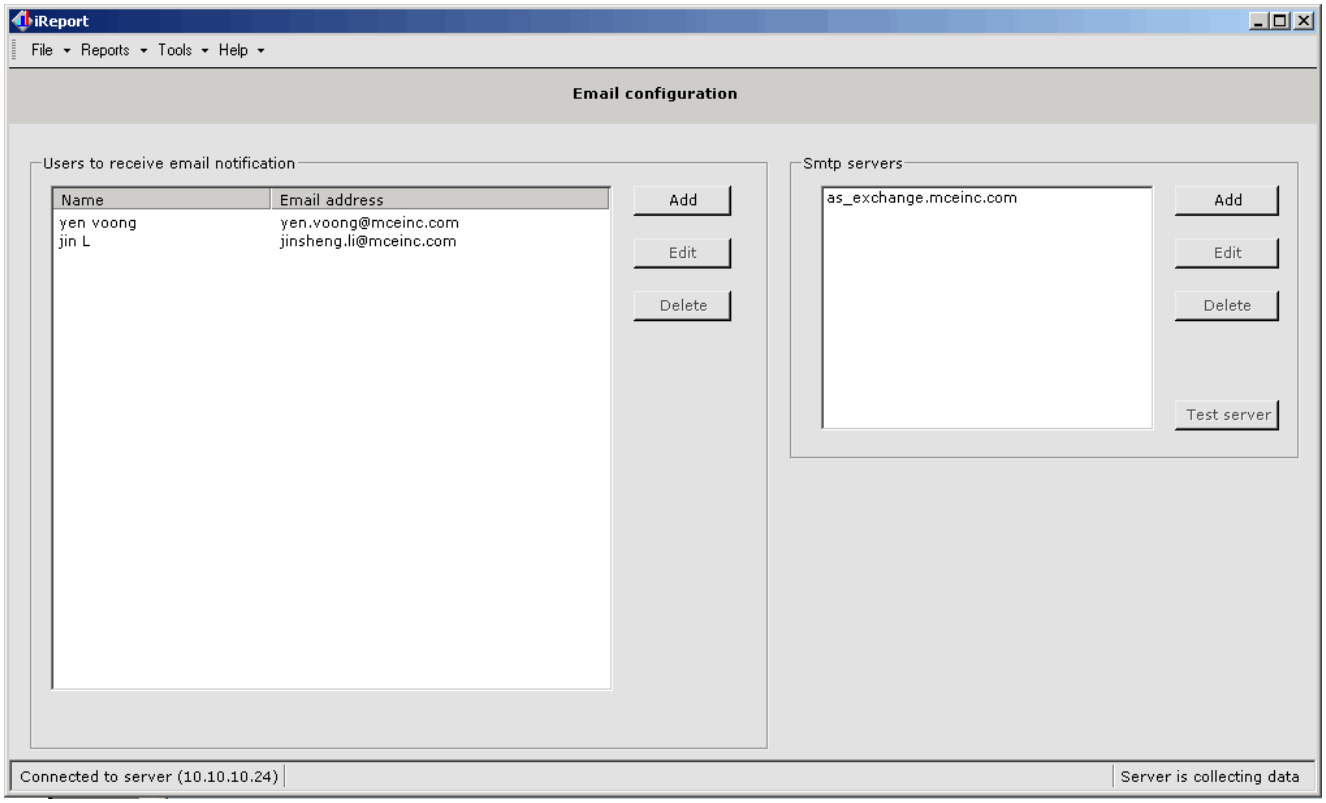
File / Import and Export

- Import: Used to browse to and import XML files of earlier iReport data that have been stored on the PC hard drive. **Importing data will overwrite all information in the current file so, before importing, export the current data to its own XML file.**
- Export: Use to export the current data stored in the database to an XML file for archival. The export dialog is shown below. The import dialog is similar.



File / Notification

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



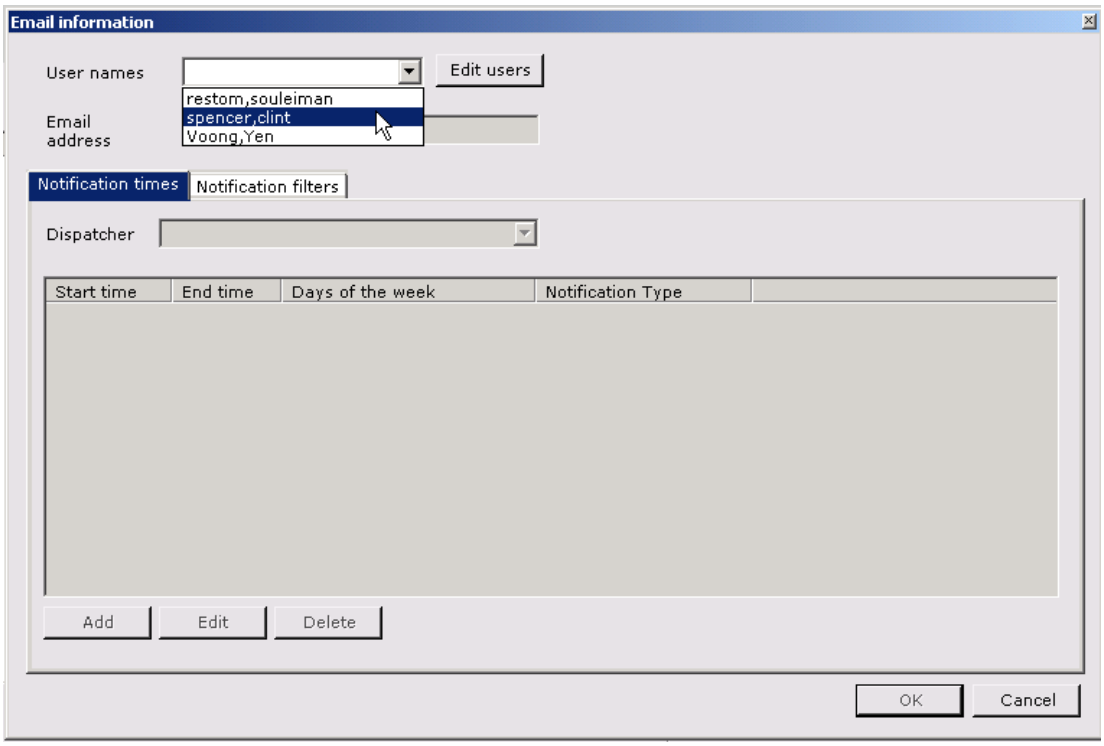
A list of people to potentially be notified appears in the left pane. (Please refer to “File/Edit/Users” on page 2-8.) The right pane shows the SMTP or other E-mail server for your system. When setting up notification, you will have to provide both E-mail addresses for persons to be notified and the email server information for your E-mail system.

Note

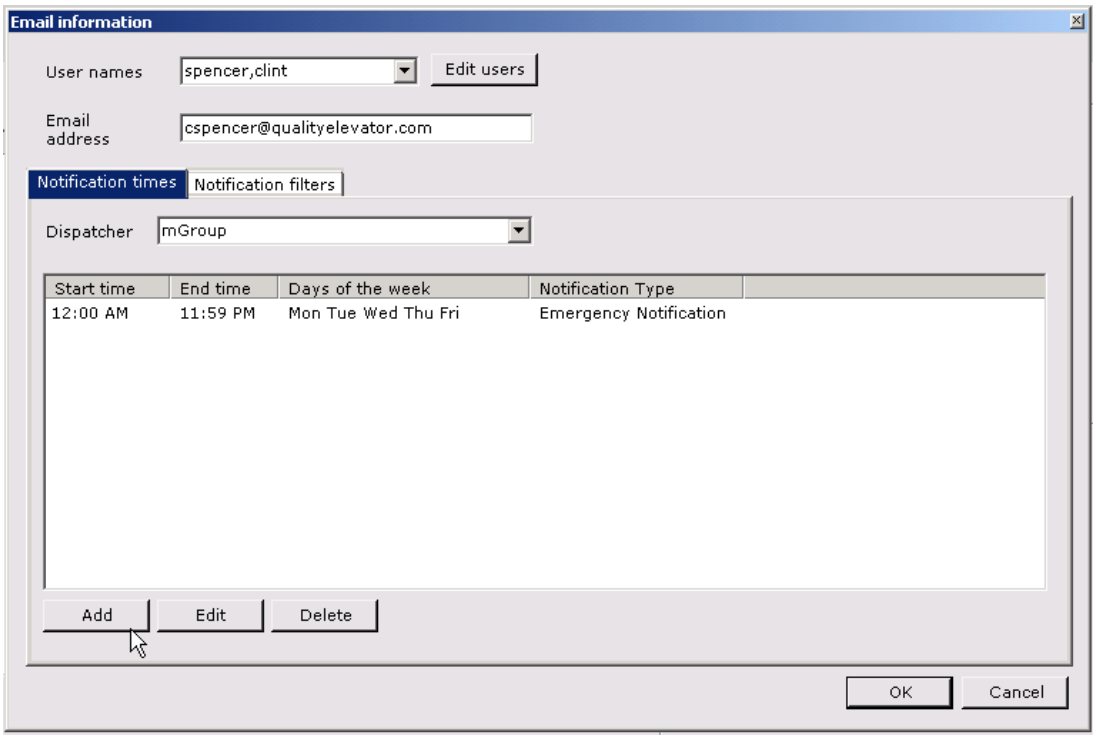
The SMTP server must be configured to allow access and may require authentication. Contact your system administrator or Internet Service Provider for assistance.

Adding persons to be notified and notification times

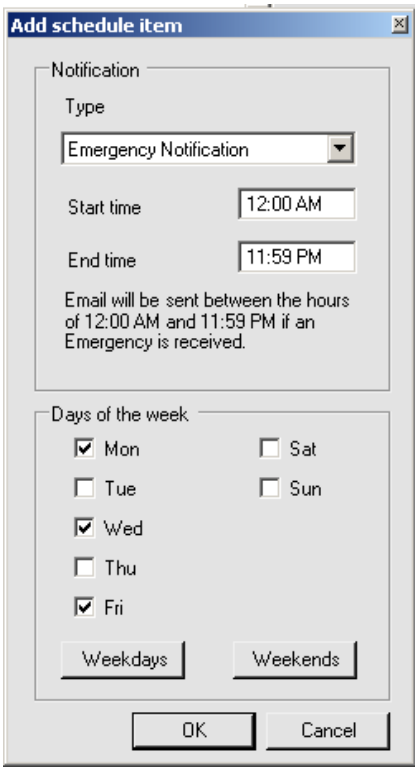
1. Click Add.



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

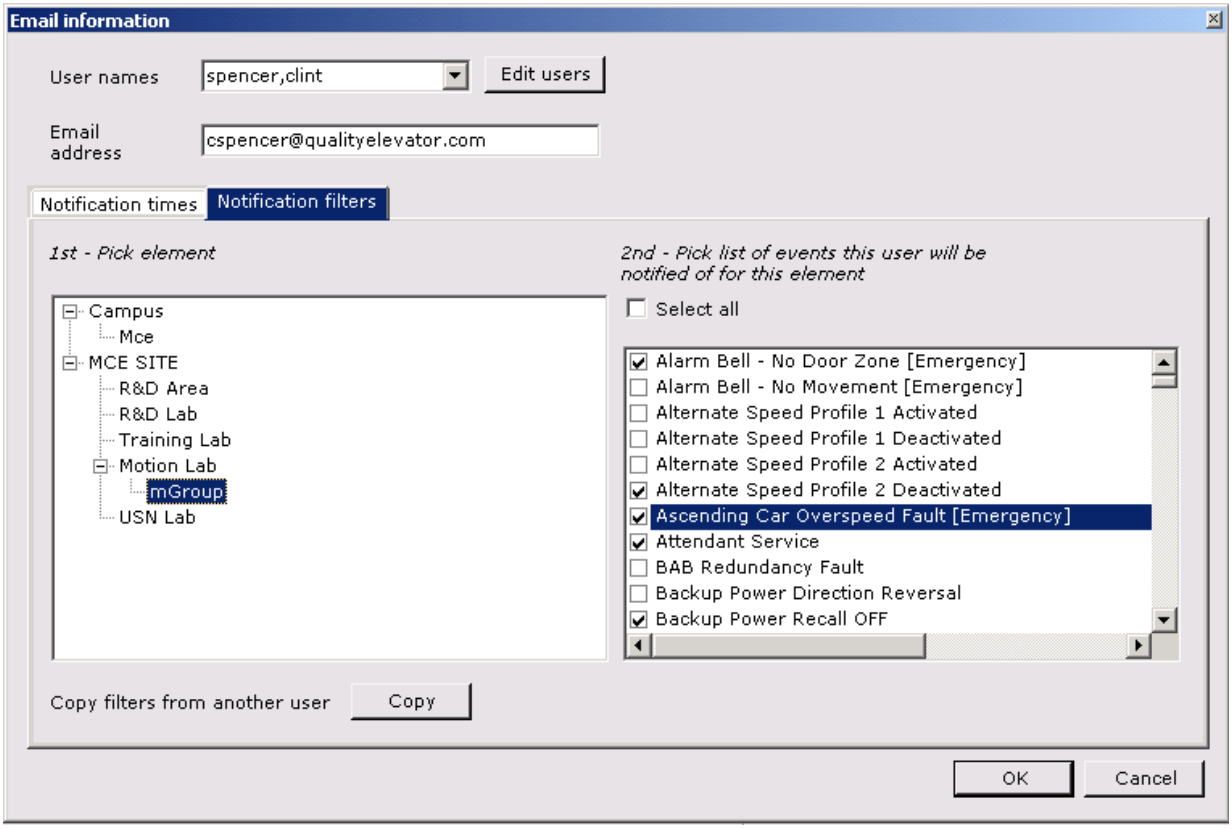


3. To set up notification times, click Add (or Edit if already entered) while the Notification Times tab is highlighted.
4. Select the type of notification (emergency event or hall call analysis, or hall call performance report).
5. Enter the times between which this person should be notified. If this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



Selecting events to trigger notification

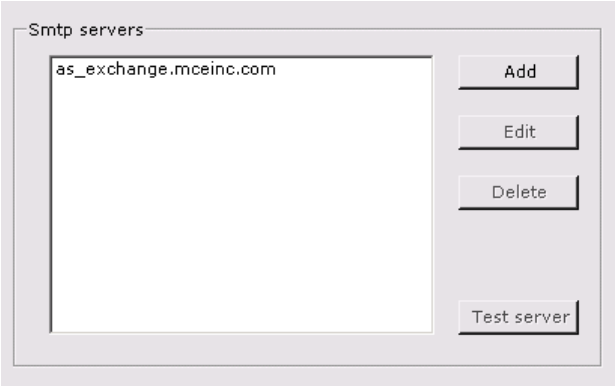
When an enabled (checked) event is active, the user will be sent an email during the defined notification time.



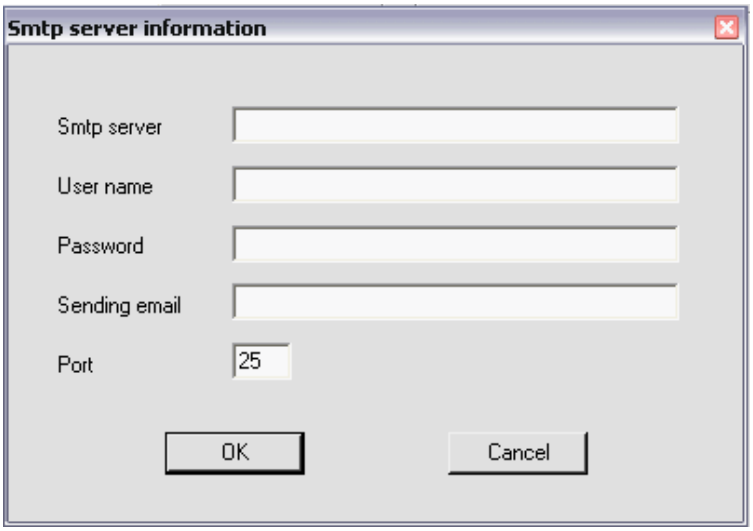
1. Select a Campus, Building, or Dispatcher.
   - Settings applied to a Campus apply to all contained Buildings and Dispatchers.
   - Settings applied to a Building apply to all contained Dispatchers but, if settings have been applied at the associated Campus level, Building settings will override them.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

Add an SMTP server

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



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



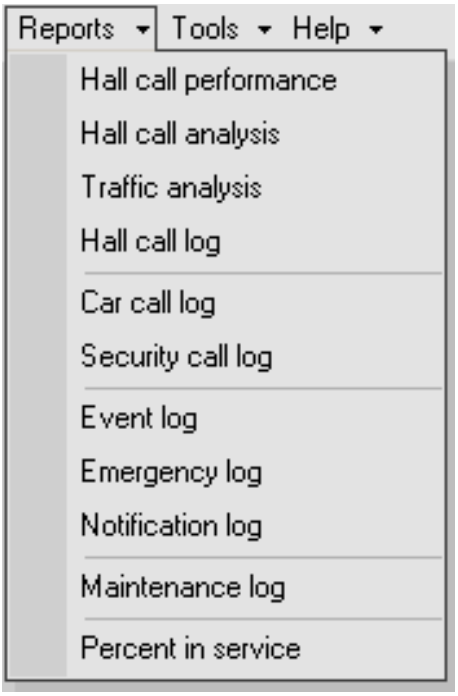
2. Enter the information. You may need to provide only the server URL, typically in the format smtp.domain.com or mail.domain.com. The IP administrator or contractor for the building will have this information for you.
3. Click OK.

Remaining File Menu Choices

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

Reports Menu

Use the Reports menu to access desired reports. The bulleted report synopsis immediately below may seem confusing until you understand the reports. We suggest you skim the synopsis, then experiment with an actual report for better understanding. Note also that, through the Tools menu, you may preselect whether ETA calls, DBD (destination based dispatching) calls, or both should be displayed on Hall call performance, Hall call analysis, Traffic analysis, and Notification report screens. Please refer to “Tools Menu” on page 2-37.

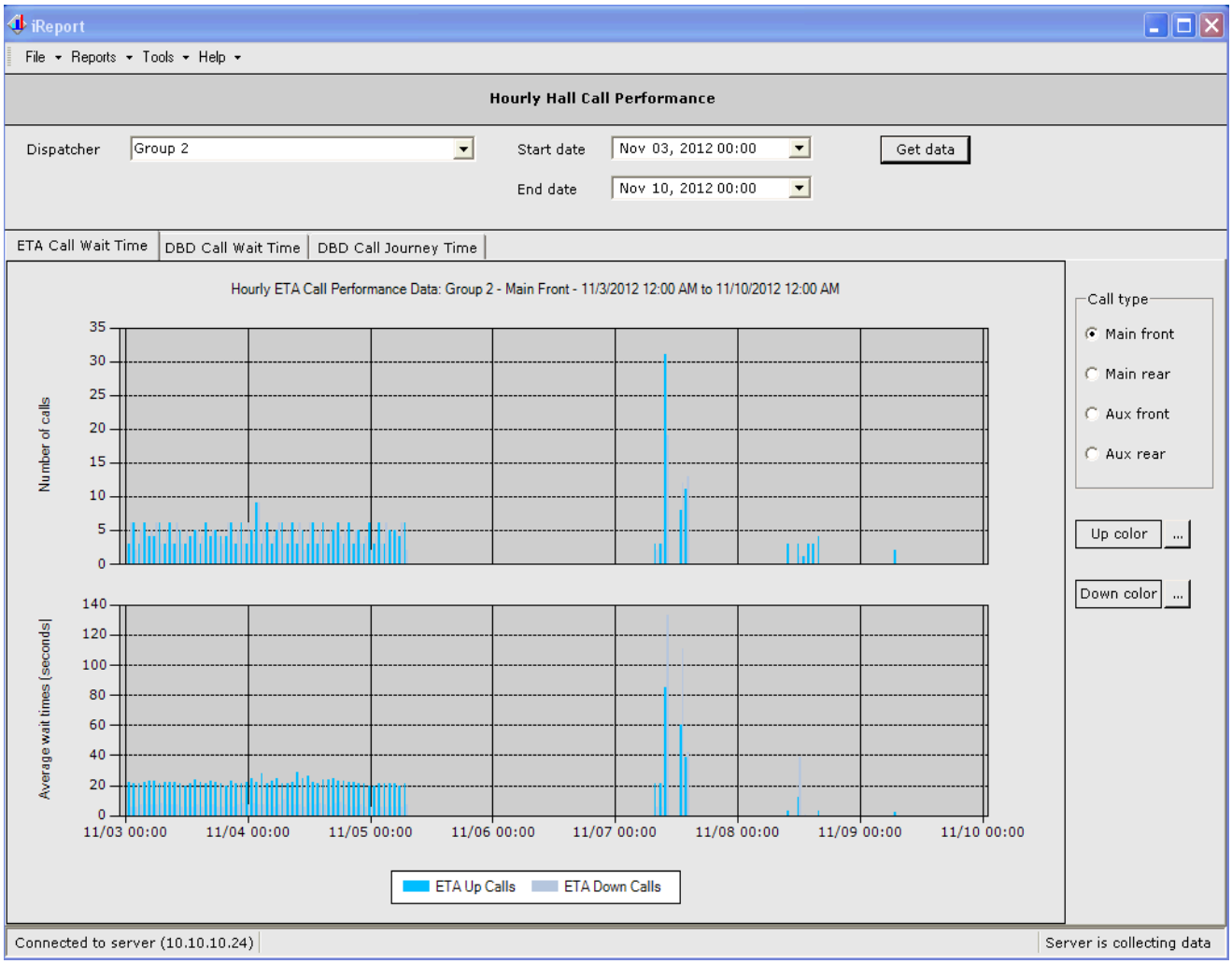


These are the only two logs supported by escalator controllers.

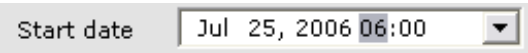
- Hall Call Performance: For the selected dispatcher and period of time, on a per riser, per hour basis, graphically displays the number of up and down hall calls or DBD calls placed and, immediately below, the average wait time (and journey time for DBD calls) before those calls were answered. Please refer to “Hall Call Performance” on page 2-17.
- Hall Call Analysis: For the selected dispatcher and period of time, allows you to set up and display on a number per floor and total number basis, clusters of up and down hall calls or DBD calls such that you can see how many calls for each floor were answered in x to xx seconds, how many in xx+1 to xx seconds, etc. You select the cluster increments in seconds and a display maximum time in seconds (for example, ten second increments to a maximum of 60 seconds would display six clusters of successive ten second increments and a final cluster of 61+ seconds). Please refer to “Hall Call Analysis” on page 2-20.
- Traffic Analysis: For the selected dispatcher and period of time, allows you to set up and display on a per time of day and total number basis, clusters of up and down hall calls or DBD calls such that you can see how many calls placed during a particular period during the day were answered in x to xx seconds, how many in xx+1 to xx seconds, etc. You select the cluster increments in seconds and a display maximum time in seconds (for example, ten second increments to a maximum of 60 seconds would display six clusters of successive ten second increments and a final cluster of 61+ seconds). The granularity of the time display is selectable. For example, you can choose thirty-minute slot intervals for 7:30, 8:00, 8:30, etc., or 15-minute slot intervals for 7:30, 7:45, 8:00, etc. Please refer to “Traffic Analysis” on page 2-23.

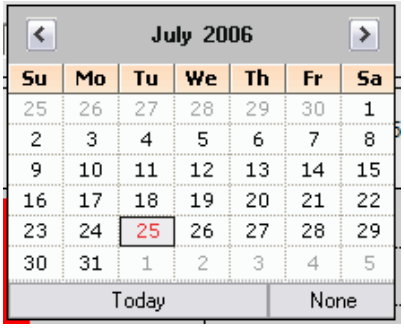
- Hall Call Log: For the selected dispatcher and period of time, for ETA or DBD calls (if available) allows you to set up and display on a date and time stamp basis, for all selected cars, floors, directions, doors, risers, wait times for each call placed, floor on which it was placed, responding car, direction of travel, doors involved, riser used, wait time in seconds, or journey time for DBD calls. You may sort, in ascending or descending order, by any of three sets of conditions, and flag in red any wait times and/or in blue any journey times falling outside a mathematically qualified formula. This log also provides scatter charts for DBD wait or journey times. Please refer to “Hall Call Log” on page 2-26.
- Car Call Log: For the selected dispatcher and period of time, allows you to set up and display on a date and time stamp basis, for all selected cars, source and destination floors, and front or rear car operating panel, travel times for each car call placed, floor on which it was placed, and destination floor. You may sort, in ascending or descending order, by any of three sets of conditions, and flag in red any travel times falling outside a mathematically qualified formula. Please refer to “Car Call Log” on page 2-29
- Security Call Log: For the selected iControl dispatcher and period of time, allows you to set up and display on a date and time stamp basis, for all selected cars, source and destination floors, and front or rear car operating panel, travel times for each secured car call placed, floor on which it was placed, and destination floor. You may sort, in ascending or descending order, by any of three sets of conditions. Please refer to “Security Call Log” on page 2-30.
- Event Log: For the selected dispatcher and period of time, allows you to display date, time, description, car, and floor for all system events you select. Please refer to “Event Log” on page 2-31.
- Emergency Log: For the selected dispatcher and period of time, allows you to display date, time, description, acknowledgement, and acknowledgement comments for all system emergencies you select. You may sort by car, acknowledgement status, and any or all of three sets of conditions. After displaying, you may highlight and acknowledge or unacknowledge listed emergencies. Please refer to “Emergency Log” on page 2-33.
- Notifications Log: For the selected technician and period of time, displays user, dispatcher, event and time of notifications sent. Please refer to “Notification Log” on page 2-34.
- Maintenance Log: For the selected dispatcher and period of time, you may display maintenance reports logged by any valid system user. To use this function, you first enter the user’s name to make it valid. When the user or a proxy wishes to enter a maintenance report, they may do so. Please refer to “Maintenance Log” on page 2-35.
- Percent in Service: For the selected dispatcher and period of time, allows you to display all cars for a selected group along with the percentage of time they were in service during that period of time. Please refer to “Percent in Service” on page 2-36.

Hall Call Performance



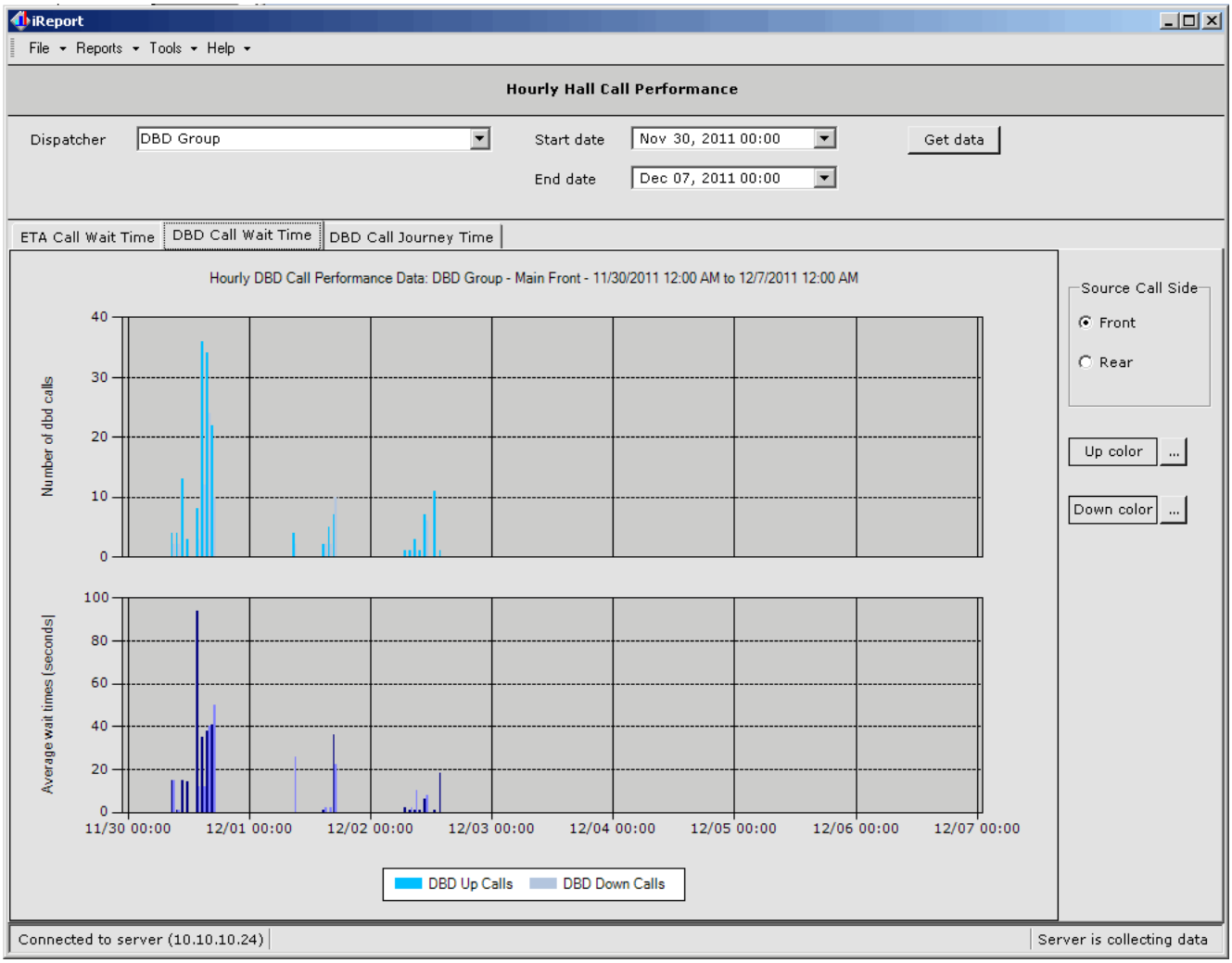
- Select a dispatcher/group to examine.
- Click on the start date drop-down arrow to reveal a date selection calendar.
- Set a starting date. The calendar will close.
- Set starting time by clicking on the time displayed and entering it in 24-hour format.





- Repeat to set ending date and time.
- Select the tab for the call type data (ETA/DBD call or DBD journey) you want to view. (Tabs are visible only if you elected to display ETA and DBD data for this report. Please refer to “Tools Menu” on page 2-37.)
- Select the call type (ETA) or Source/Destination side (DBD) for which you want data.
- Click Get Data. (ETA tab data shown on this page; see following for DBD data.)
- If desired, you can select colors for the bar graph displays.

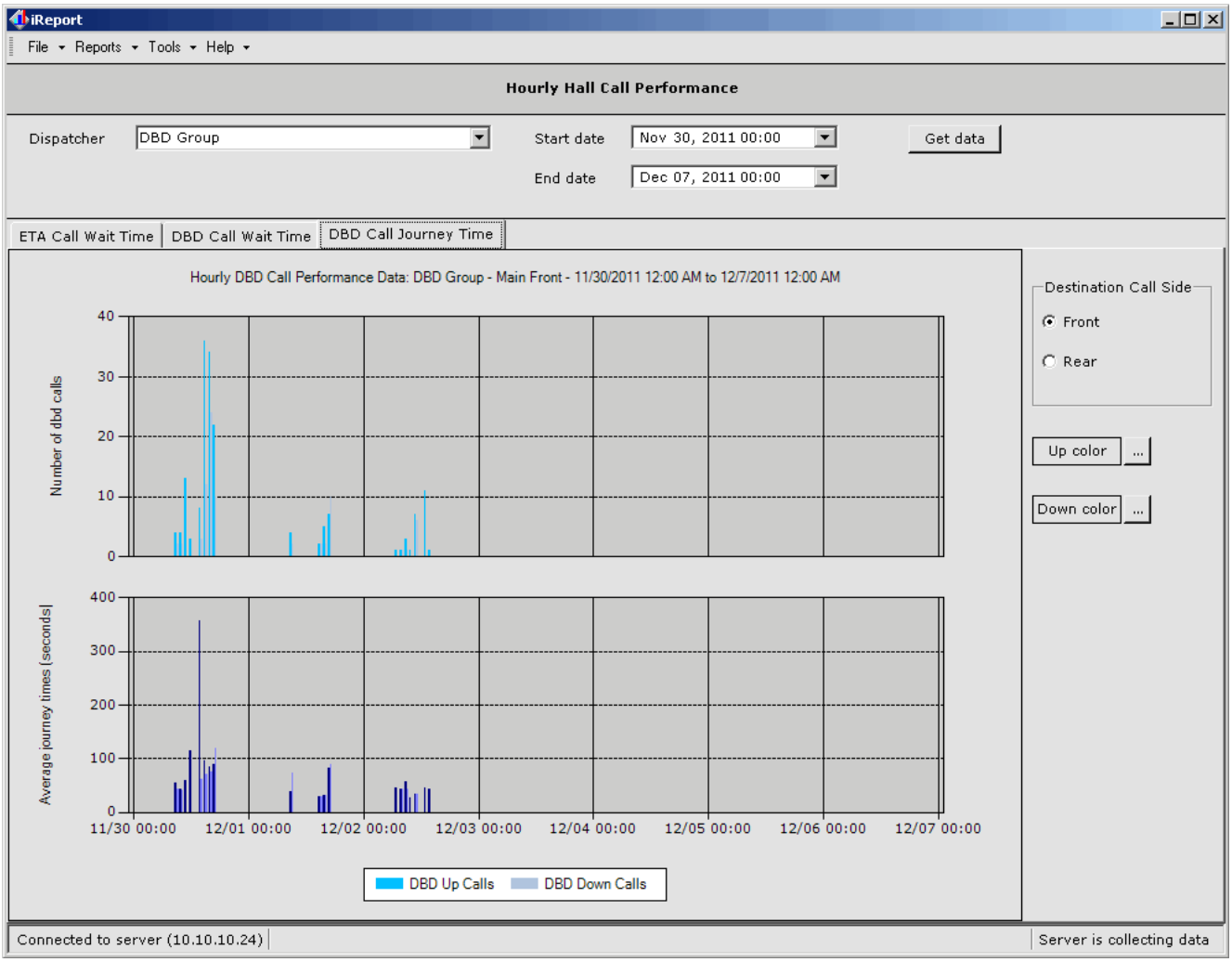
Hall Call Performance DBD Call Wait Time



DBD call wait time:

- Begins when the passenger enters their destination floor
- Ends when the assigned car arrives to collect assigned passengers

Hall Call Performance DBD Call Journey Time

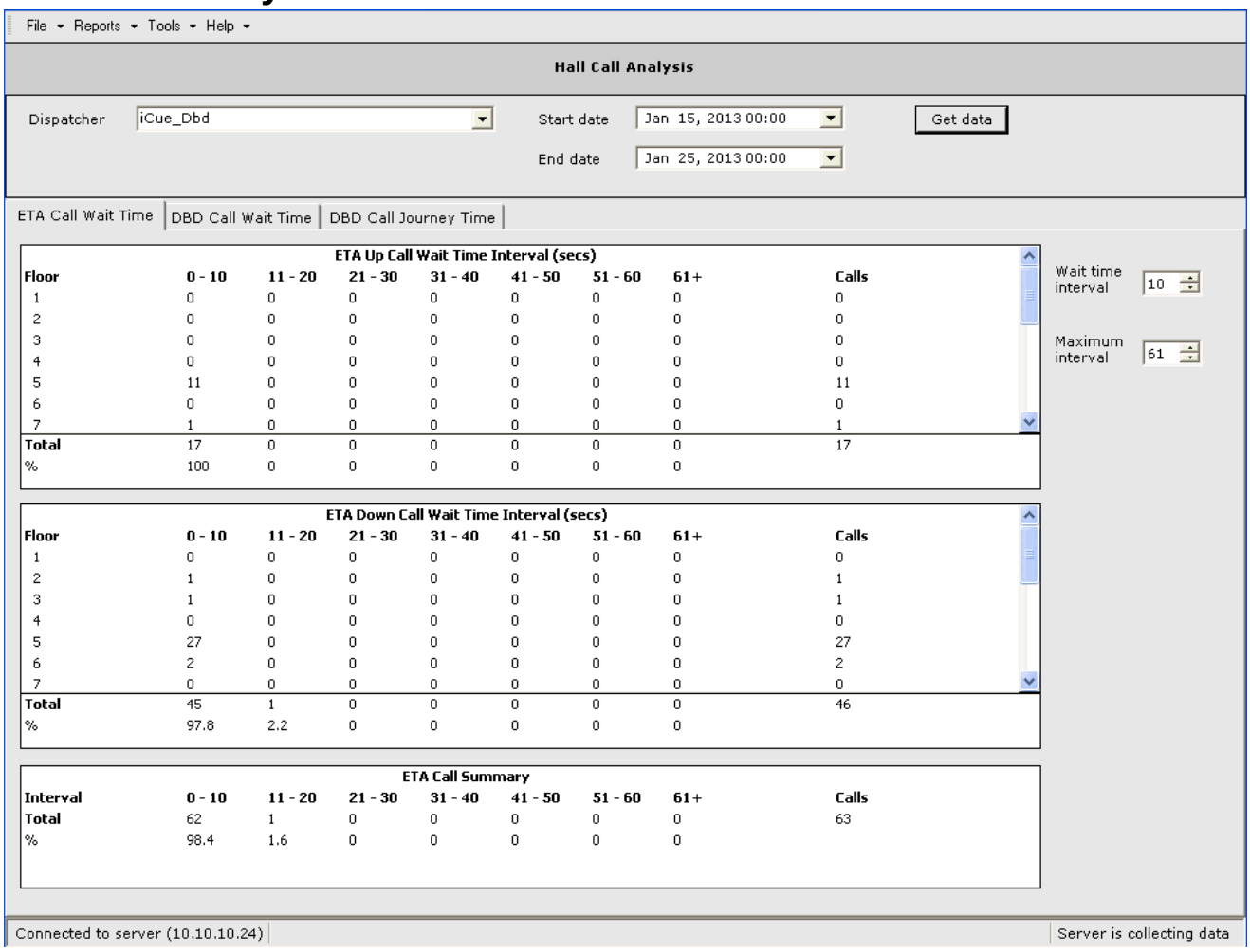


DBD call journey time:

- Begins when the passenger enters their destination floor
- Ends when the assigned car arrives at the destination floor/opening

2

Hall Call Analysis



ETA Up Call Wait Time Interval (secs)

Floor	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	61+	Calls
1	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0
4	0	0	0	0	0	0	0	0
5	11	0	0	0	0	0	0	11
6	0	0	0	0	0	0	0	0
7	1	0	0	0	0	0	0	1
Total	17	0	0	0	0	0	0	17
%	100	0	0	0	0	0	0	

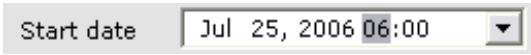
ETA Down Call Wait Time Interval (secs)

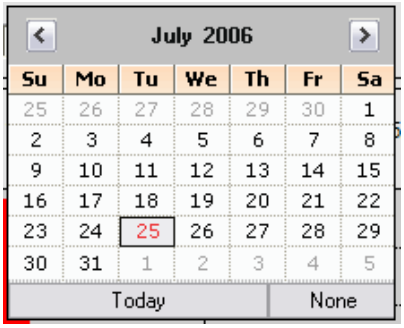
Floor	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	61+	Calls
1	0	0	0	0	0	0	0	0
2	1	0	0	0	0	0	0	1
3	1	0	0	0	0	0	0	1
4	0	0	0	0	0	0	0	0
5	27	0	0	0	0	0	0	27
6	2	0	0	0	0	0	0	2
7	0	0	0	0	0	0	0	0
Total	45	1	0	0	0	0	0	46
%	97.8	2.2	0	0	0	0	0	

ETA Call Summary

Interval	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	61+	Calls
Total	62	1	0	0	0	0	0	63
%	98.4	1.6	0	0	0	0	0	

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





- Repeat to set ending date and time.
- Select a wait time interval (increments by which results will be grouped, i.e., 10 seconds, 20 seconds).
- Select a maximum wait time (anything in excess of this will be displayed in the final column).
- Select the tab for the call type data (ETA/DBD call or DBD journey) you want to view. (Tabs are visible only if you elected to display ETA and DBD data for this report. Please refer to “Tools Menu” on page 2-37.)
- Click Get Data. (ETA tab data shown on this page; see following for DBD data.)

DBD Call Wait Time

Hall Call Analysis

Dispatcher: iCue_Dbd

Start date: Jan 15, 2013 00:00

End date: Jan 25, 2013 00:00

Get data

ETA Call Wait Time | DBD Call Wait Time | DBD Call Journey Time

Wait time interval: 15

Maximum interval: 91

DBD Up Call Wait Time Interval

Source Floor	0 - 15	16 - 30	31 - 45	46 - 60	61 - 75	76 - 90	91+	Calls
1	1	1	0	0	0	0	0	2
2	0	0	0	0	0	0	0	0
3	4	0	0	0	0	0	0	4
4	5	0	0	0	0	0	0	5
5	17	0	0	0	0	0	0	17
6	3	0	0	0	0	0	0	3
7	0	0	0	0	0	0	0	0
Total	36	2	0	0	0	0	0	38
%	94.7	5.3	0	0	0	0	0	

DBD Down Call Wait Time Interval

Source Floor	0 - 15	16 - 30	31 - 45	46 - 60	61 - 75	76 - 90	91+	Calls
1	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0
4	2	0	0	0	0	0	0	2
5	3	0	0	0	0	0	0	3
6	11	1	0	0	0	0	0	12
7	1	0	0	0	0	0	0	1
Total	26	1	0	0	0	0	0	27
%	96.3	3.7	0	0	0	0	0	

DBD Call Summary

Interval	0 - 15	16 - 30	31 - 45	46 - 60	61 - 75	76 - 90	91+	Calls
Total	62	3	0	0	0	0	0	65
%	95.4	4.6	0	0	0	0	0	

Connected to server (10.10.10.24) | Server is collecting data

DBD call wait time:

- Begins when the passenger enters their destination floor
- Ends when the assigned car arrives to collect assigned passengers

DBD Call Journey Time

Hall Call Analysis

Dispatcher: iCue_Dbd

Start date: Jan 15, 2013 00:00

End date: Jan 25, 2013 00:00

Get data

ETA Call Wait Time | DBD Call Wait Time | DBD Call Journey Time

Journey time interval: 20

Maximum interval: 121

DBD Up Call Journey Time Interval

Destination Floor	0 - 20	21 - 40	41 - 60	61 - 80	81 - 100	101 - 120	121+	Calls
1	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0
3	0	1	0	0	0	0	0	1
4	0	0	0	0	0	0	0	0
5	1	1	0	0	0	0	0	2
6	5	9	1	0	0	0	0	15
7	1	5	0	0	0	0	0	6
Total	9	24	3	1	1	0	0	38
%	23.7	63.2	7.9	2.6	2.6	0	0	

DBD Down Call Journey Time Interval

Destination Floor	0 - 20	21 - 40	41 - 60	61 - 80	81 - 100	101 - 120	121+	Calls
1	0	2	0	0	0	0	0	2
2	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0
4	2	1	0	0	0	0	0	3
5	6	14	2	0	0	0	0	22
6	0	0	0	0	0	0	0	0
7	0	0	0	0	0	0	0	0
Total	8	17	2	0	0	0	0	27
%	29.6	63	7.4	0	0	0	0	

DBD Call Summary

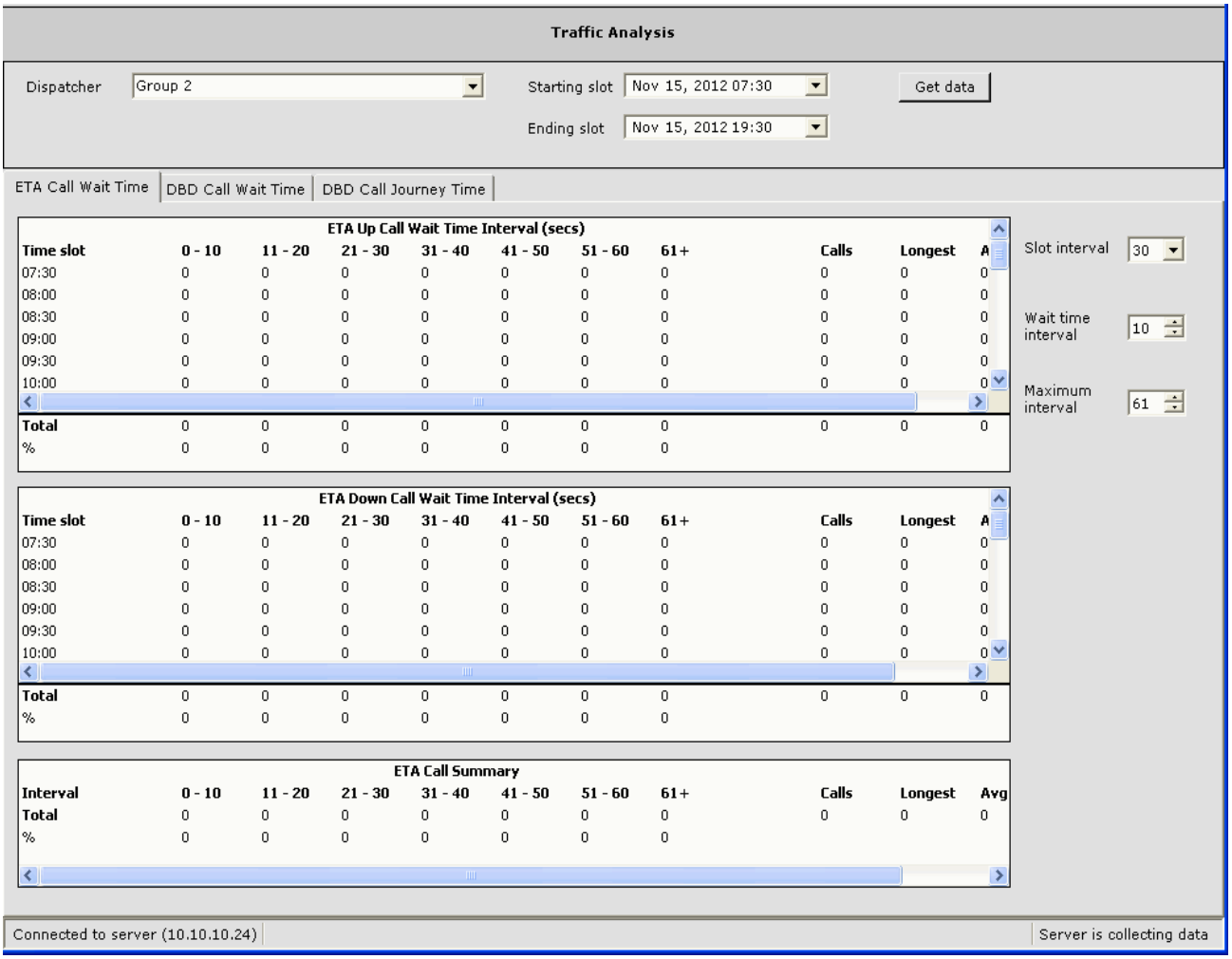
Interval	0 - 20	21 - 40	41 - 60	61 - 80	81 - 100	101 - 120	121+	Calls
Total	17	41	5	1	1	0	0	65
%	26.2	63.1	7.7	1.5	1.5	0	0	

Connected to server (10.10.10.24) | Server is collecting data

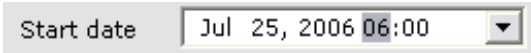
DBD call journey time:

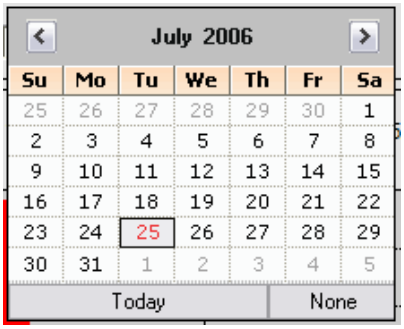
- Begins when the passenger enters their destination floor
- Ends when the assigned car arrives at the destination floor/opening

Traffic Analysis



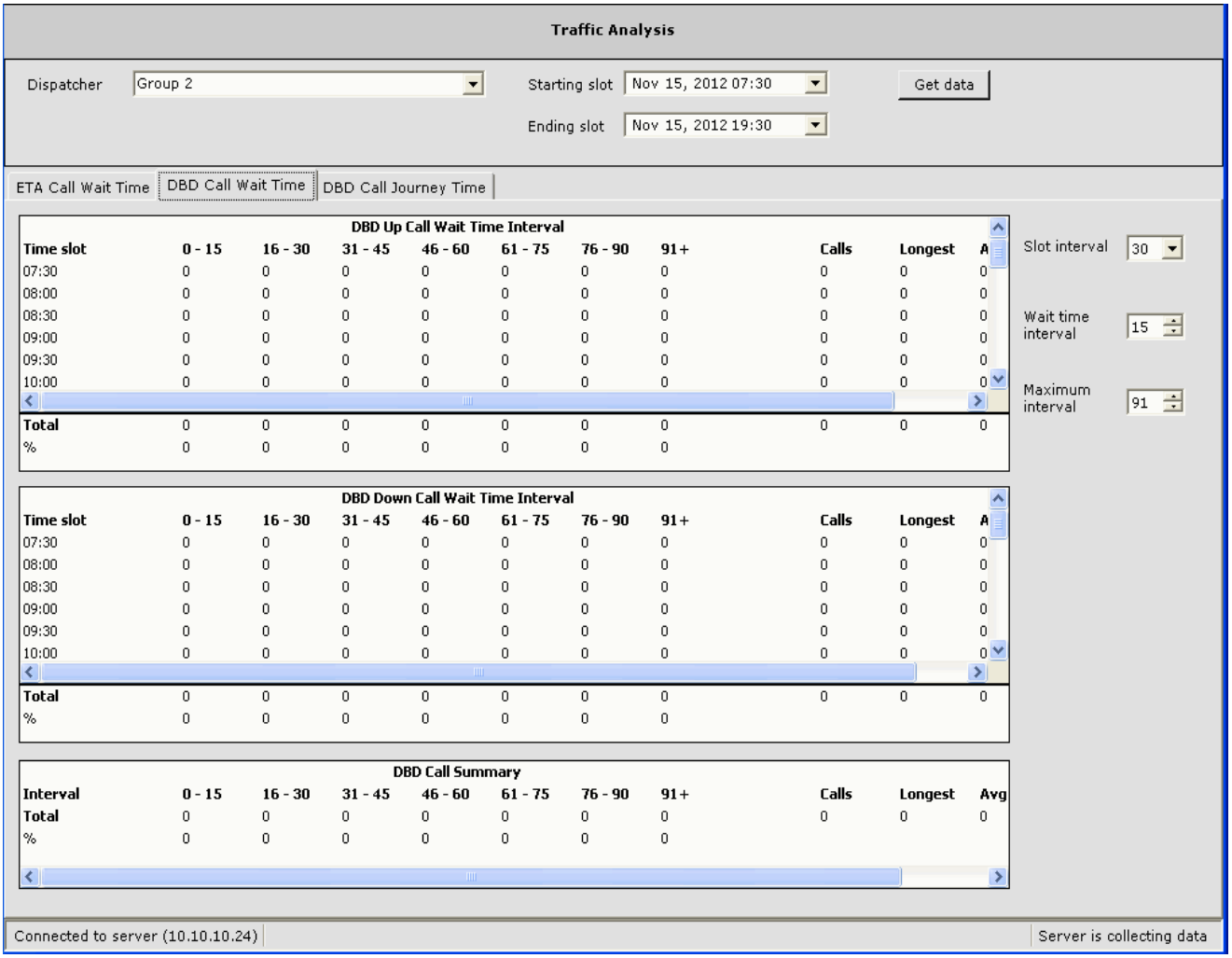
- Select a dispatcher/group to examine.
- Click on the start date drop-down arrow to reveal a date selection calendar.
- Set a starting date. The calendar will close.
- Set starting time by clicking on the time displayed and entering it in 24-hour format.





- Repeat to set ending date and time.
- Select slot (data collection) and wait time intervals (increments by which results will be grouped, i.e., 10 seconds, 20 seconds).
- Select a maximum wait time (anything in excess of this will be displayed in the final column). Select a time slot increment (i.e., 30 minute periods, 45 minute periods, etc.).
- Select the tab for the call type data (ETA/DBD call or DBD journey) you want to view. (Tabs are visible only if you elected to display ETA and DBD data for this report. Please refer to “Tools Menu” on page 2-37.)
- Click Get Data. (ETA tab data shown on this page; see following for DBD data.)

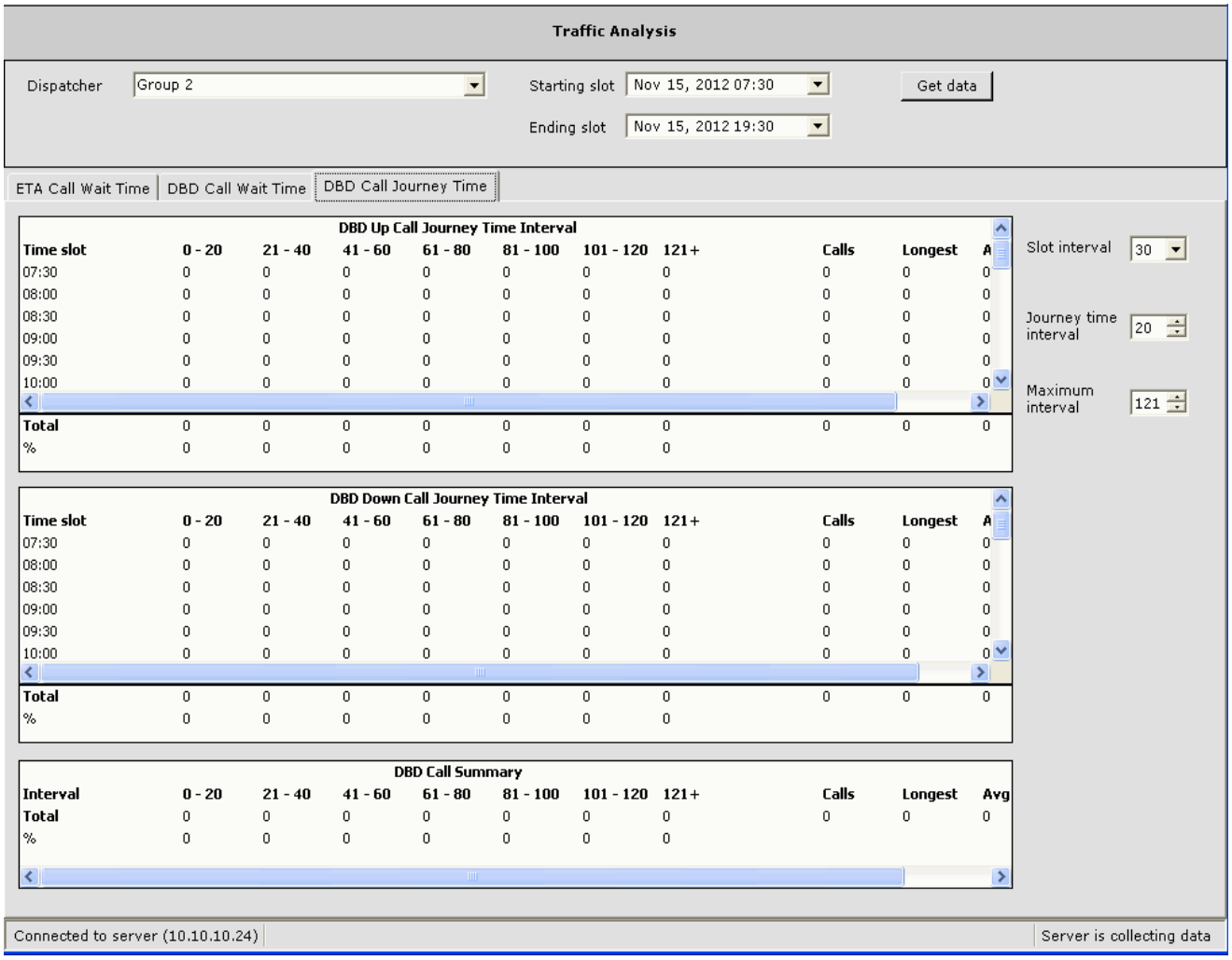
Traffic Analysis DBD Wait Time



DBD call wait time:

- Begins when the passenger enters their destination floor
- Ends when the assigned car arrives to collect assigned passengers

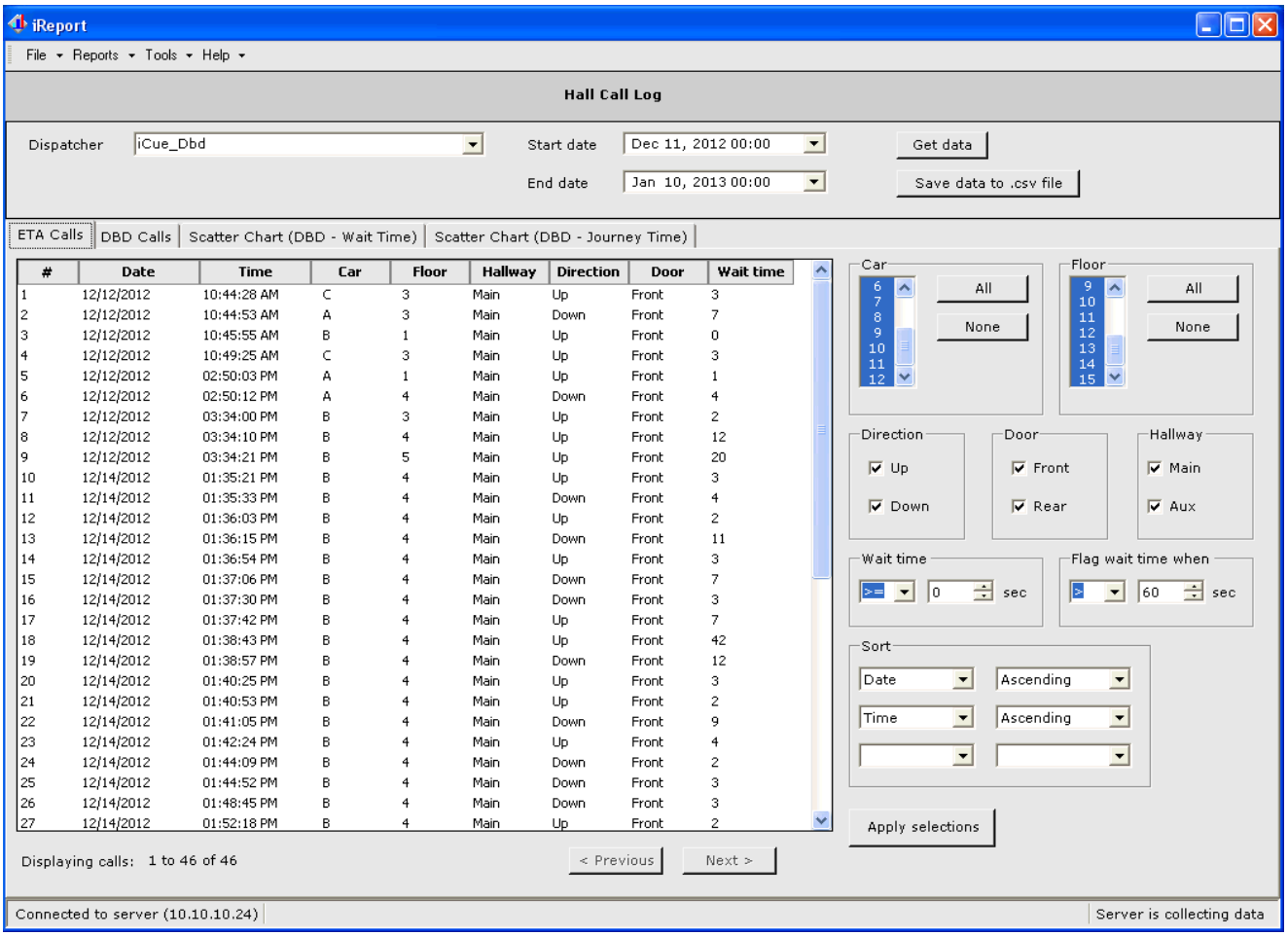
Traffic Analysis DBD Journey Time



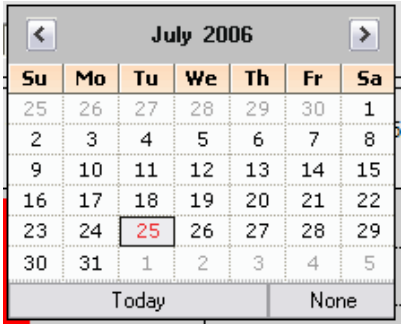
DBD call journey time:

- Begins when the passenger enters their destination floor
- Ends when the assigned car arrives at the destination floor/opening

Hall Call Log



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

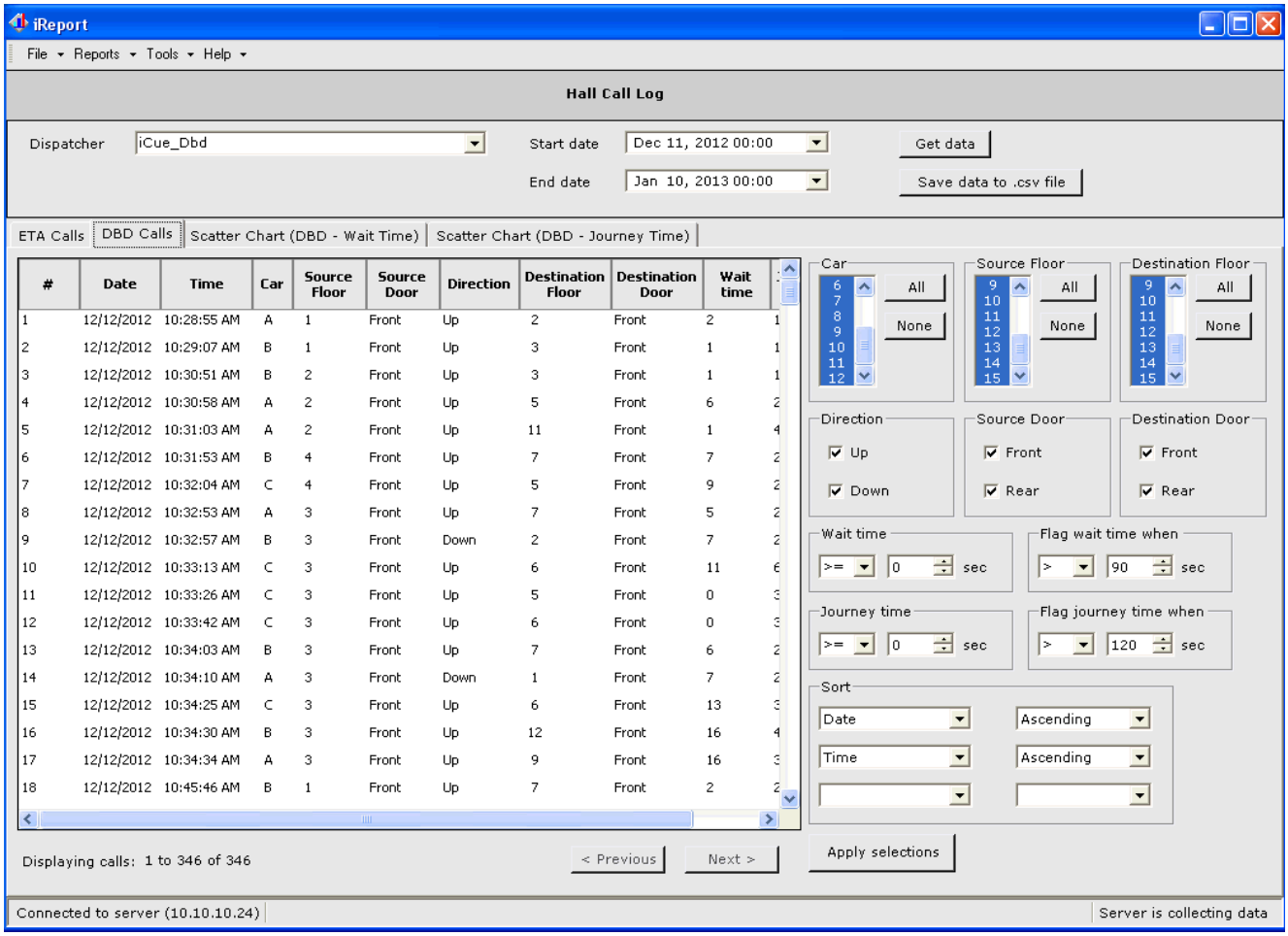


- Repeat to set ending date and time.
- Pick cars and floors to include in the report.
- Select direction, floor, and hall way (riser).
- Determine wait time qualifications and criteria you want flagged.
- Set up list sorting parameters.
- Click Apply Selection.
- Click Get Data. (ETA tab data shown on this page; see following for DBD data.)

Save to CSV The Save Data to CSV file allows you to save the displayed data to a comma separated values file. Open the CSV file in an application like Microsoft Excel to see tabled data or in any text processing application to view in a plain text layout.

Hall Call Log DBD

The DBD calls tab is shown only when there is DBD call data that has been collected by iReport during the selected period of time.



- Both source and destination floors to be reported on are selectable.
- Both source and destination doors to be reported on are selectable.
- Both [1]wait and journey time criteria are selectable.

1. Wait time: Time from destination entry to arrival of assigned car at source floor.
   Journey time: Time from destination entry to passenger arrival at destination entry floor.

Hall Call Log DBD Wait Time

This tab provides data in the form of a scatter chart with duration on the vertical axis and call occurrence times on the horizontal axis. Source floors are color-keyed; up and down direction information is displayed in separate charts.

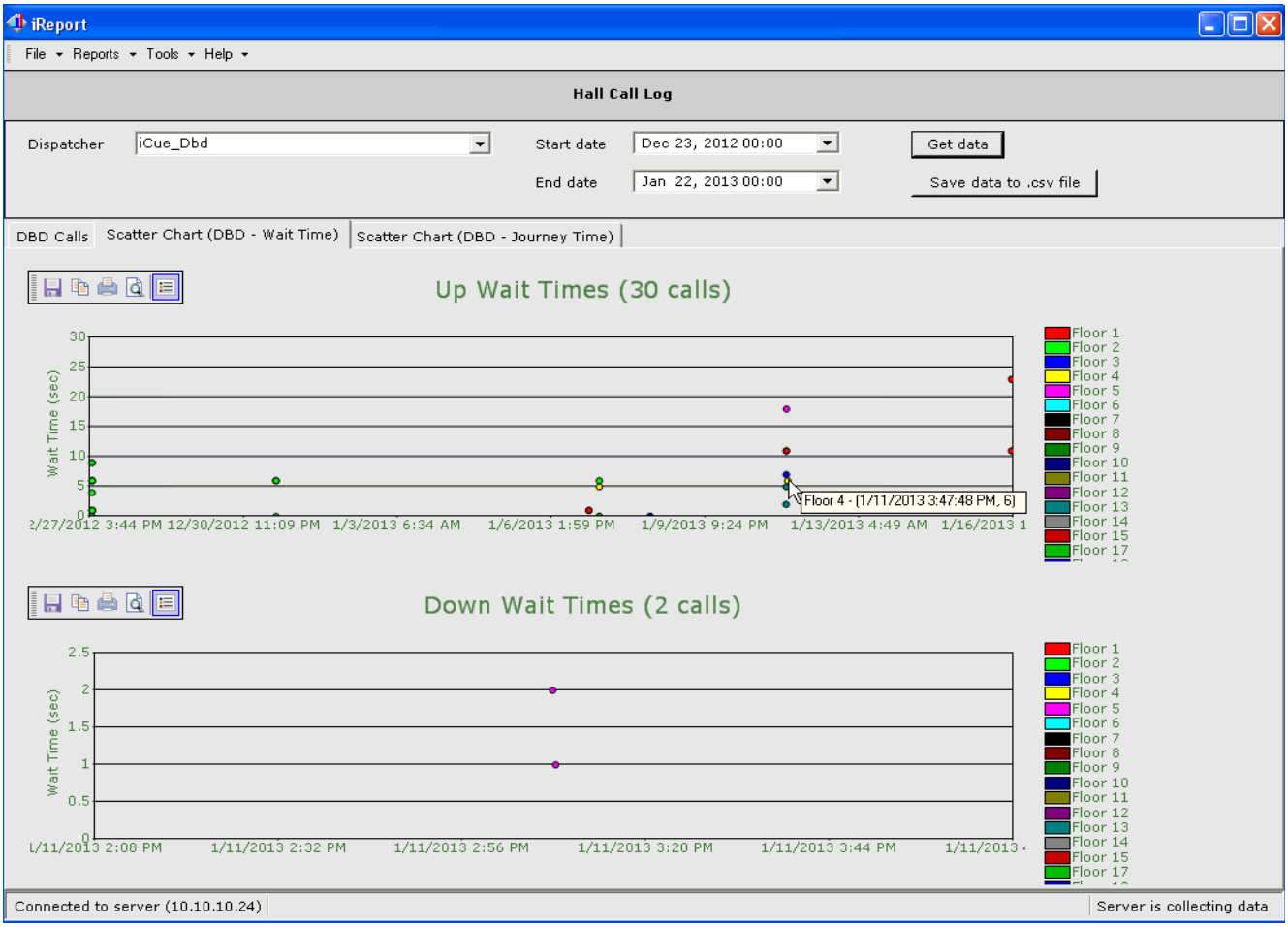
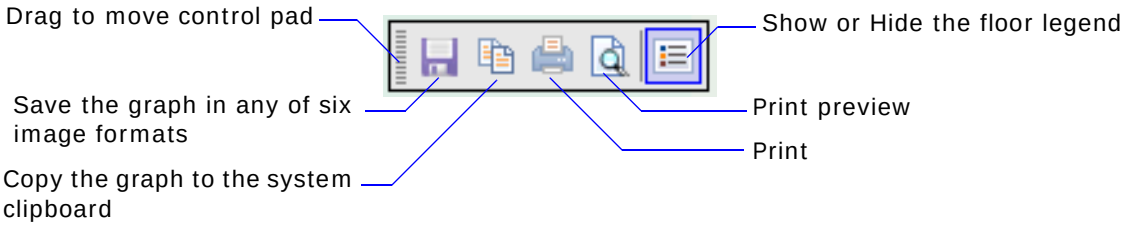


Chart Controls

Chart controls allow you save, print, or modify the display of data.



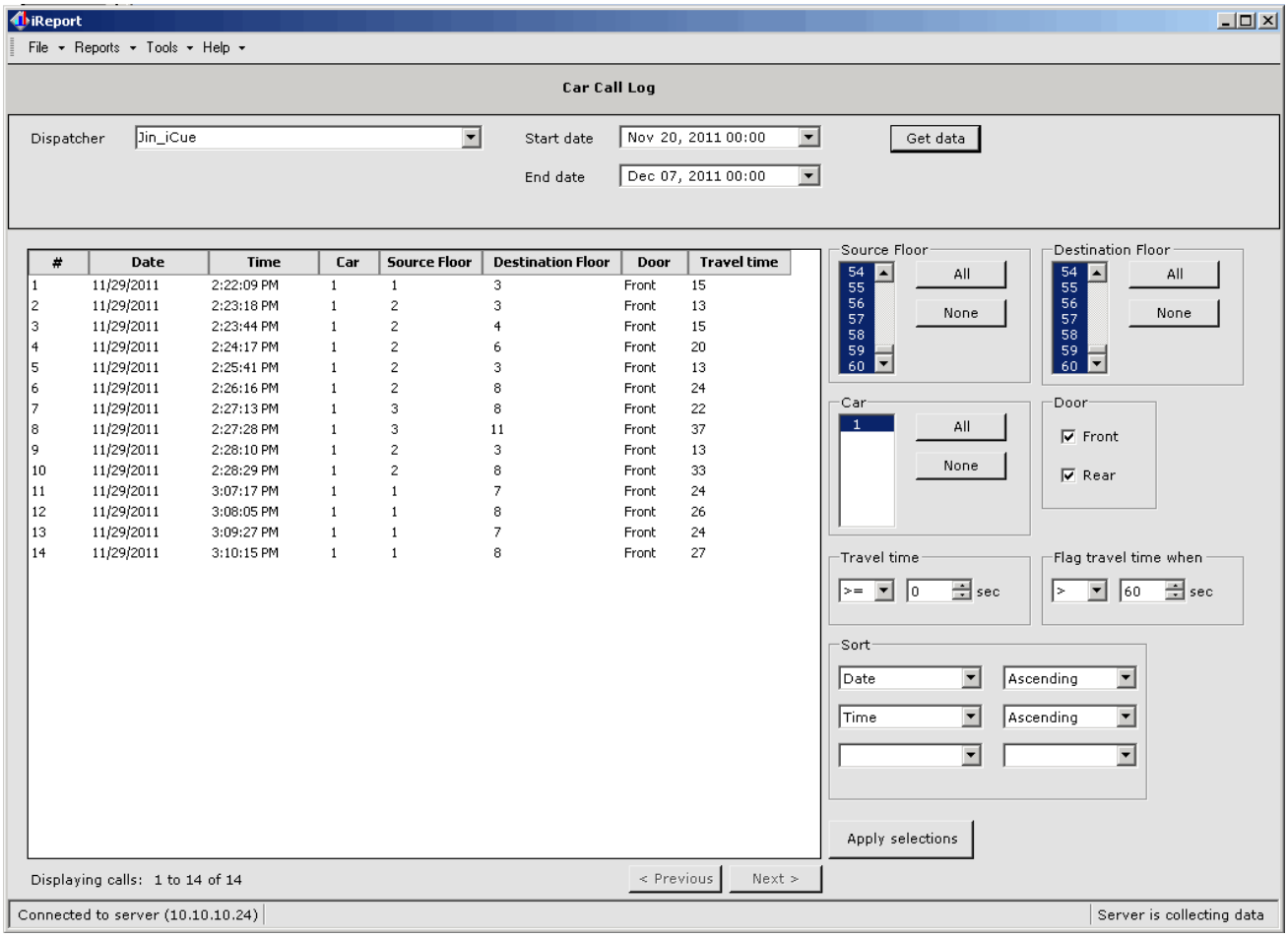
Pop-up Data

As seen in the screen above, you may pause the mouse cursor over a plot point to see data about that point.

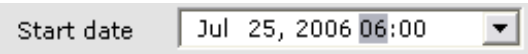
Hall Call Log DBD Journey Time

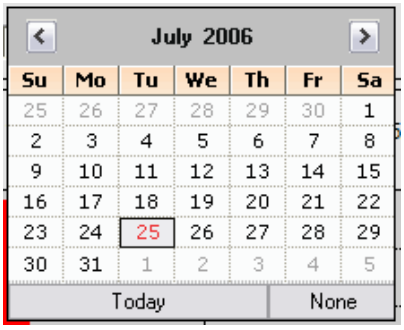
This tab provides data in the form of a scatter chart with duration on the vertical axis and call occurrence times on the horizontal axis. Source floors are color-keyed; up and down direction information is displayed in separate charts.

Car Call Log



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

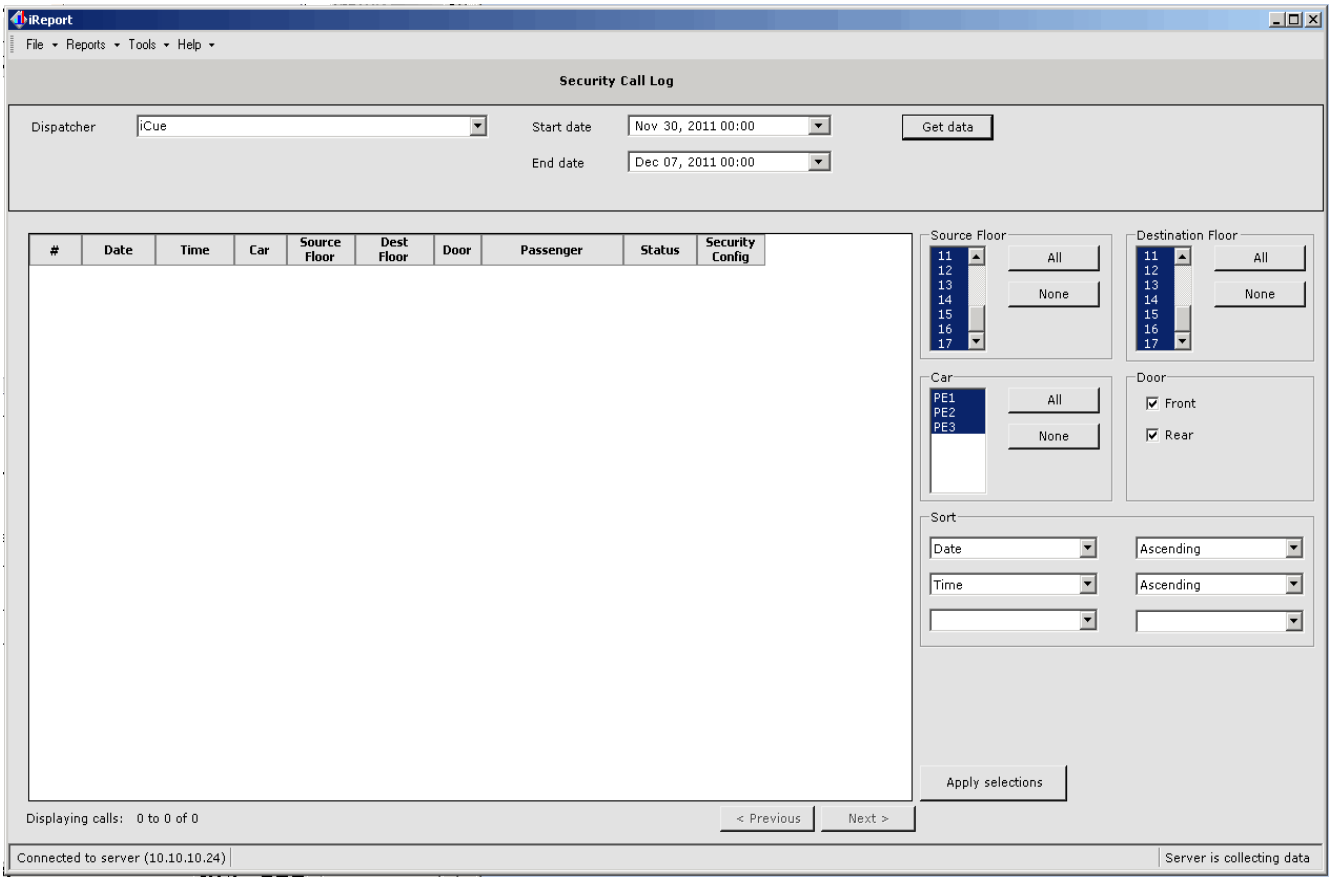




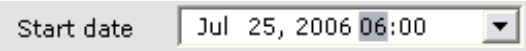
- Repeat to set ending date and time.
- Pick source and destination floors to include.
- Pick cars and doors to include.
- Determine travel time qualifications and criteria you want flagged.
- Set up list sorting parameters.
- Click Apply Selection.
- Click Get Data.

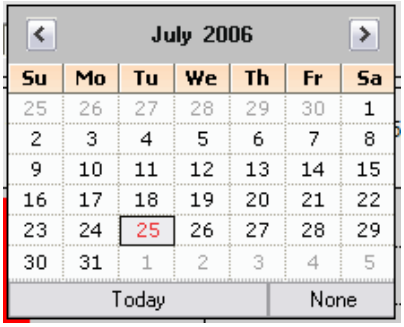
Security Call Log

The Security Call log is functional with iControl systems only.



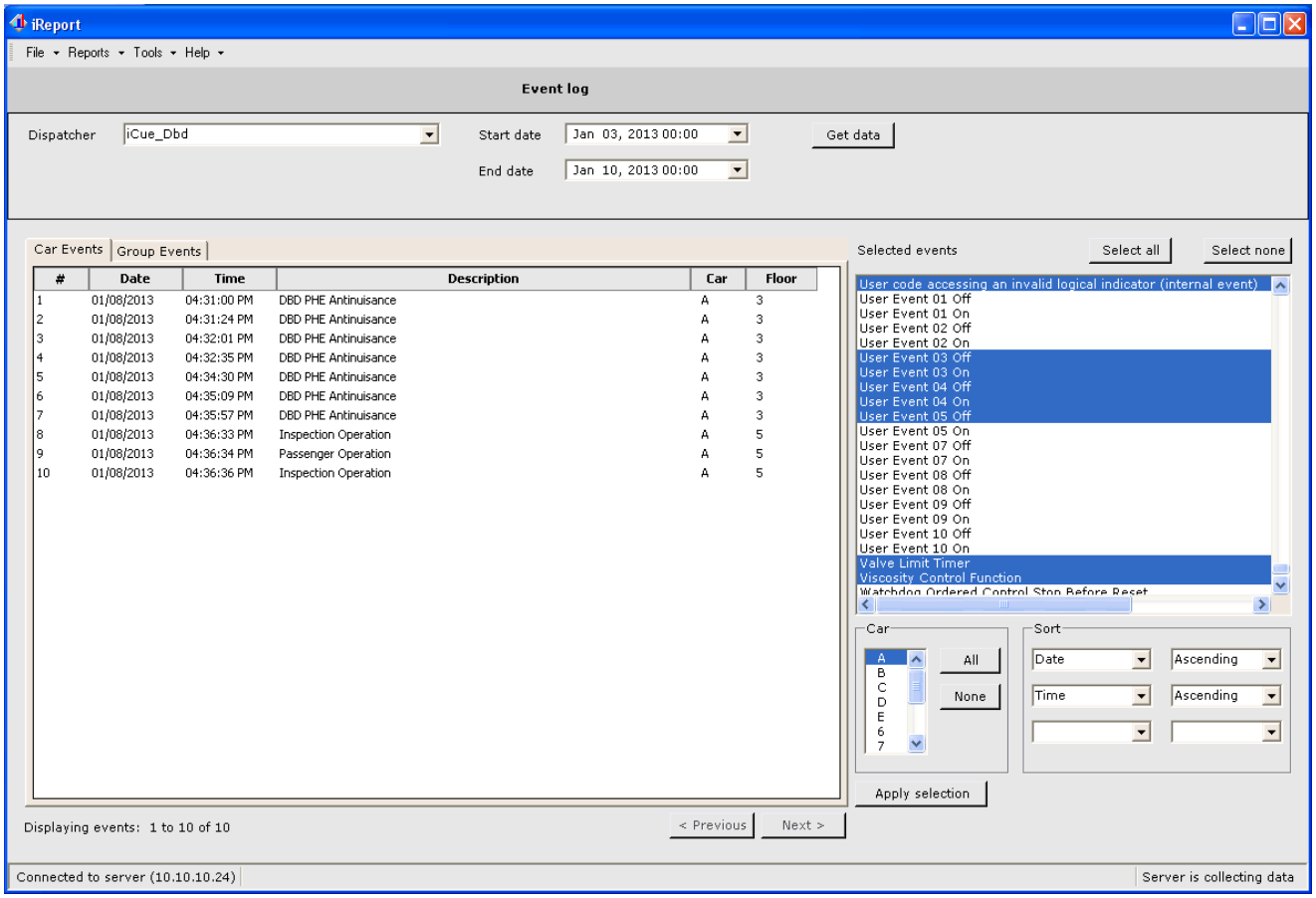
- Select a dispatcher/group to examine.
- Click on the start date drop-down arrow to reveal a date selection calendar.
- Set a starting date. The calendar will close.
- Set starting time by clicking on the time displayed and entering it in 24-hour format.



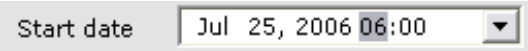


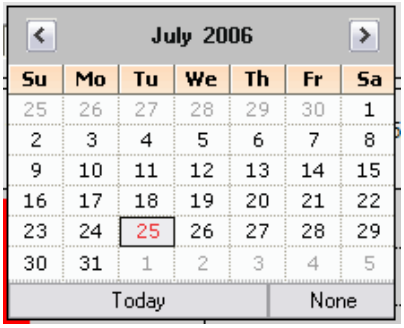
- Repeat to set ending date and time.
- Pick source and destination floors to include.
- Pick cars and doors to include.
- Set up list sorting parameters.
- Click Apply Selection.
- Click Get Data.

Event Log



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



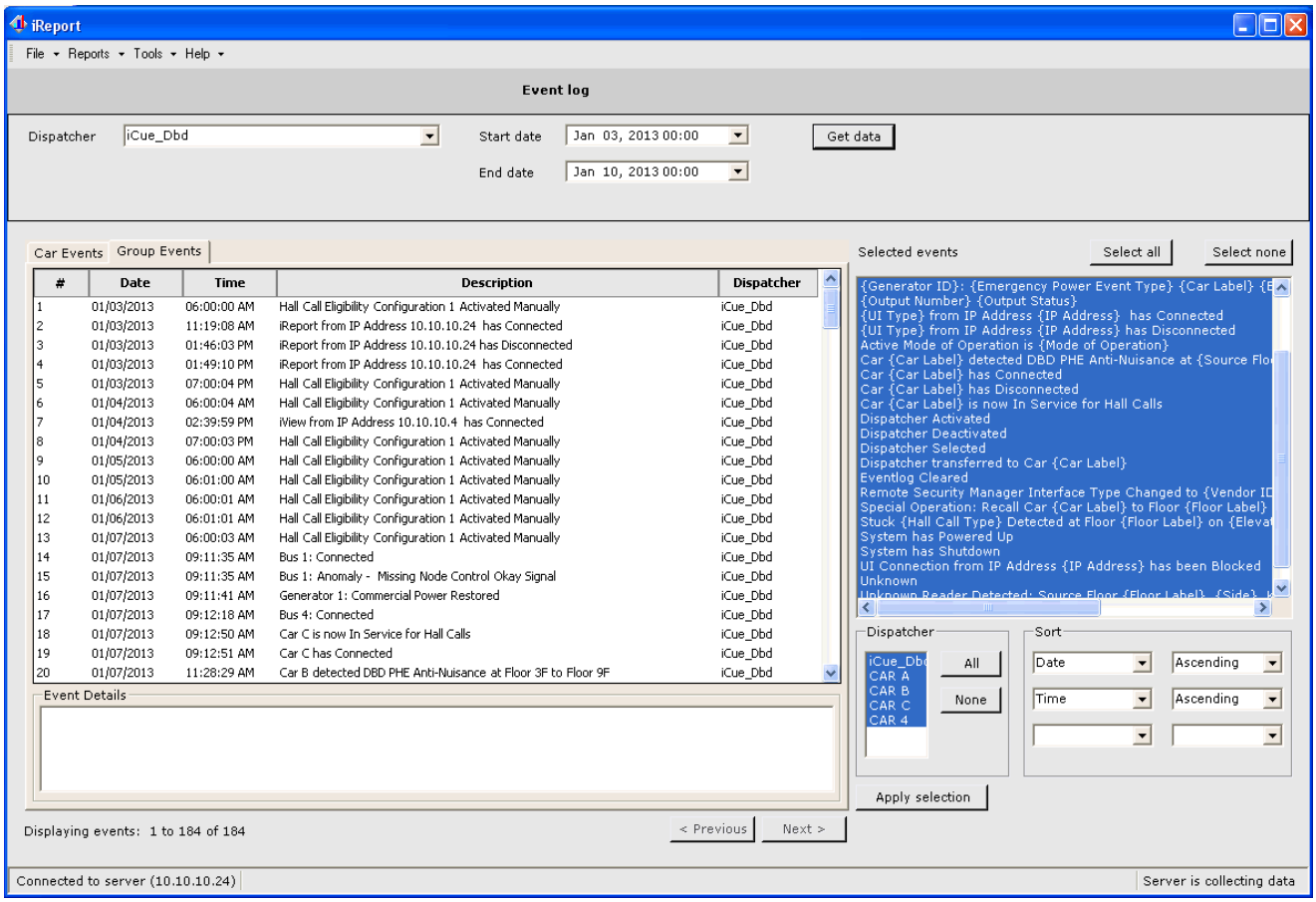


- Repeat to set ending date and time.
- Select events to display.
- Select Car and Sort filtering.
- Click Apply Selection.
- Click Get Data. (Car events are shown on this page; for Group events, see following.)

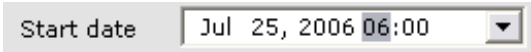
Car Event Definitions

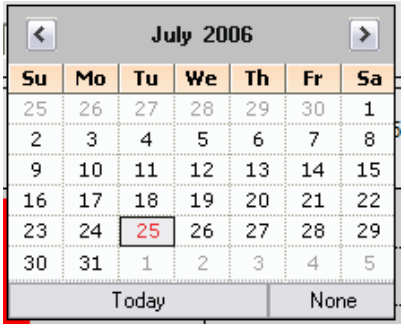
Car Events are reported by individual elevator controllers and are different depending upon the type of controller reporting. MCE iControl and Motion controller event descriptions are in the manuals for the individual controllers.

Event Log Group Events



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



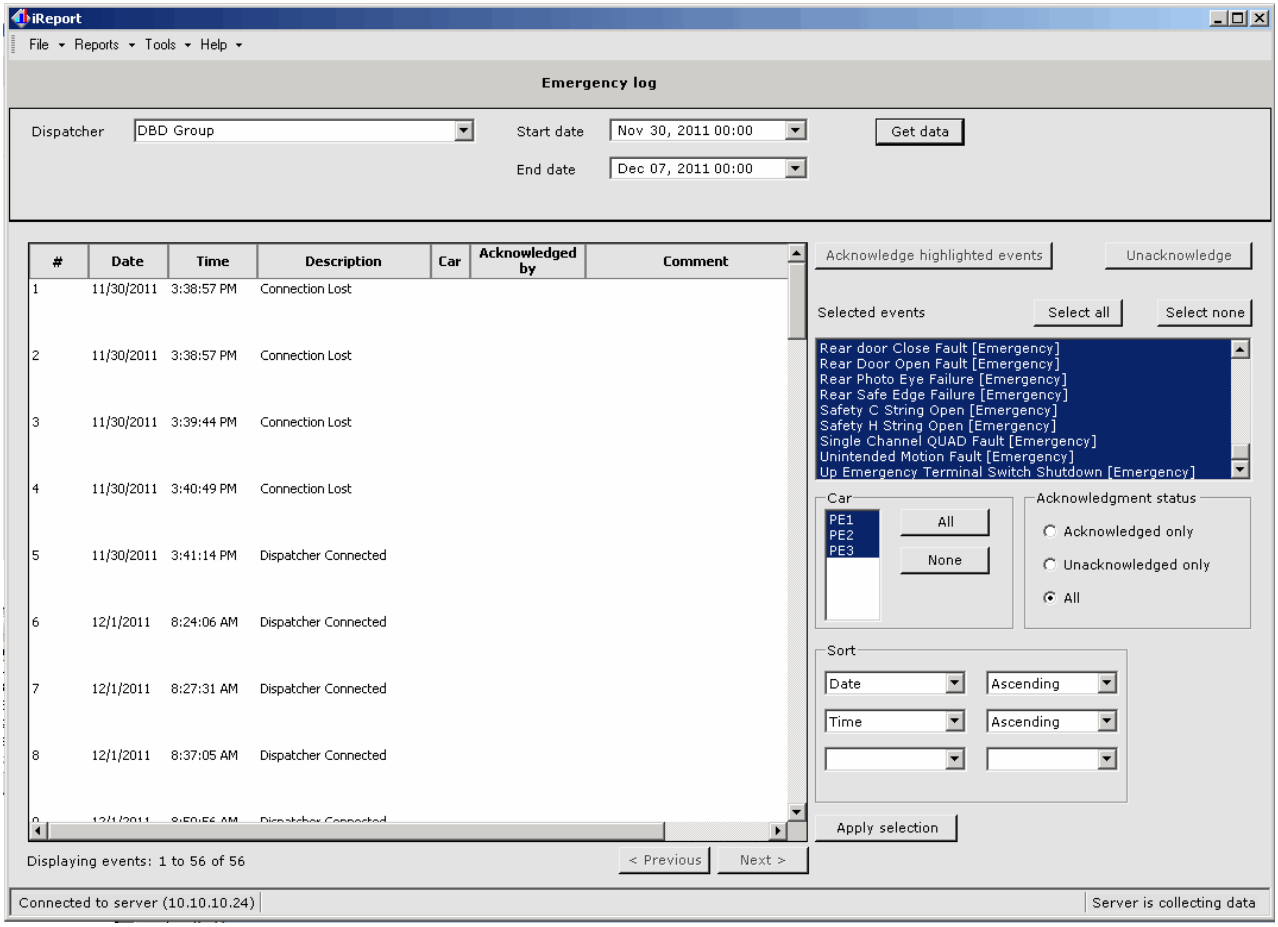


- Repeat to set ending date and time.
- Select events to display (right hand column).
- Select Dispatcher and Sort filtering.
- Click Apply Selection.
- Click Get Data.
- Click on any displayed event to see details in the Event Details pane.

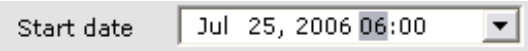
Group Events

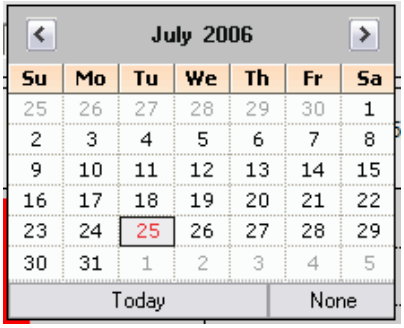
- Group events are those events related to dispatching control and parking modes as well as connections and disconnections of iReport, iMonitor, and iView applications.

Emergency Log



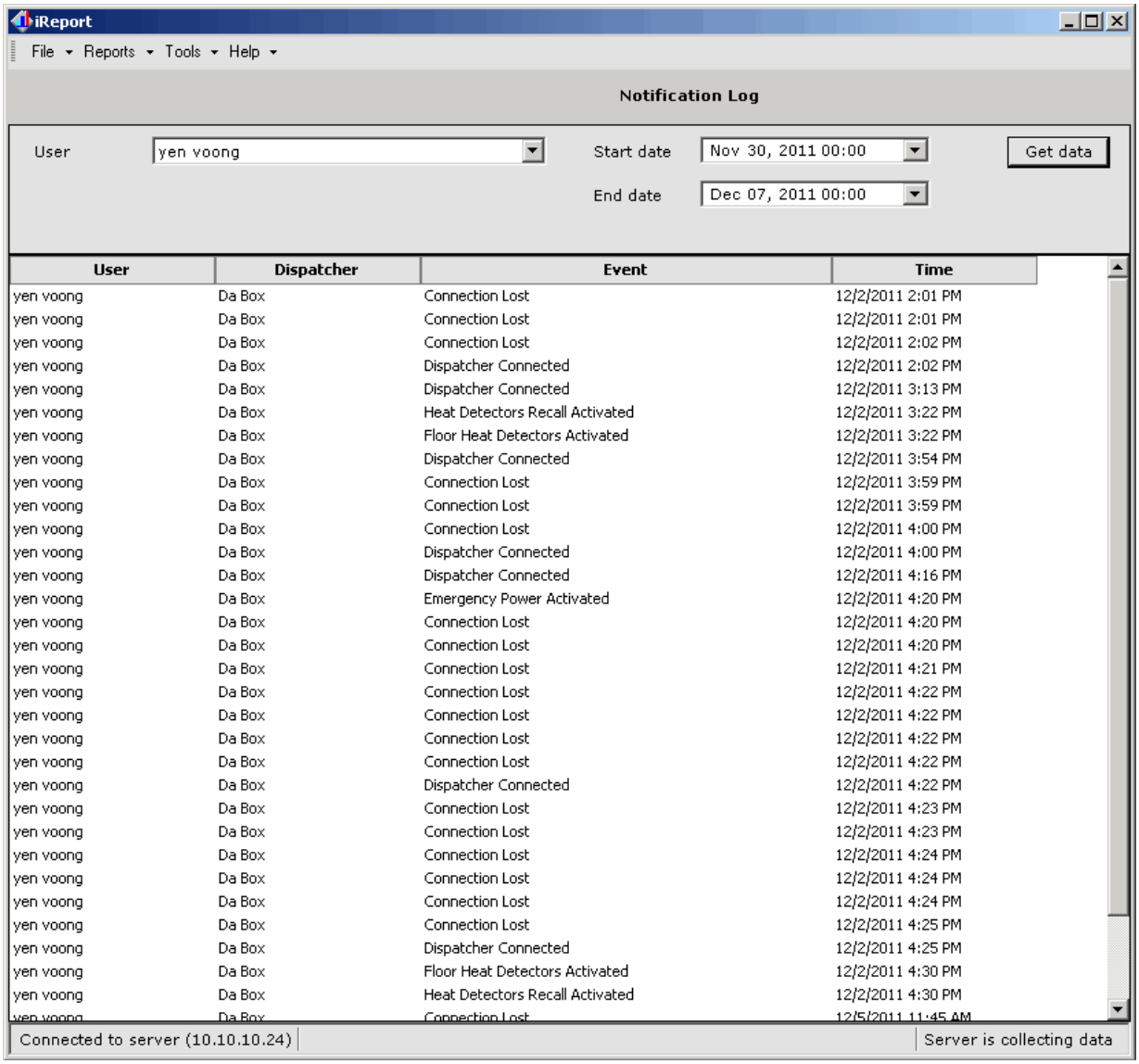
- Select a dispatcher/group to examine.
- Click on the start date drop-down arrow to reveal a date selection calendar.
- Set a starting date. The calendar will close.
- Set starting time by clicking on the time displayed and entering it in 24-hour format.





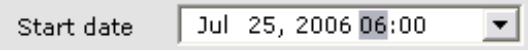
- Repeat to set ending date and time.
- Select emergencies to display.
- Select related criteria.
- Click Apply Selection.
- Click Get Data.
- If desired, highlight and acknowledge/unacknowledge emergencies.

Notification Log

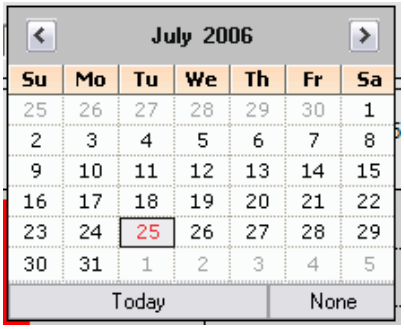


User	Dispatcher	Event	Time
yen voong	Da Box	Connection Lost	12/2/2011 2:01 PM
yen voong	Da Box	Connection Lost	12/2/2011 2:01 PM
yen voong	Da Box	Connection Lost	12/2/2011 2:02 PM
yen voong	Da Box	Dispatcher Connected	12/2/2011 2:02 PM
yen voong	Da Box	Dispatcher Connected	12/2/2011 3:13 PM
yen voong	Da Box	Heat Detectors Recall Activated	12/2/2011 3:22 PM
yen voong	Da Box	Floor Heat Detectors Activated	12/2/2011 3:22 PM
yen voong	Da Box	Dispatcher Connected	12/2/2011 3:54 PM
yen voong	Da Box	Connection Lost	12/2/2011 3:59 PM
yen voong	Da Box	Connection Lost	12/2/2011 3:59 PM
yen voong	Da Box	Connection Lost	12/2/2011 4:00 PM
yen voong	Da Box	Dispatcher Connected	12/2/2011 4:00 PM
yen voong	Da Box	Dispatcher Connected	12/2/2011 4:16 PM
yen voong	Da Box	Emergency Power Activated	12/2/2011 4:20 PM
yen voong	Da Box	Connection Lost	12/2/2011 4:20 PM
yen voong	Da Box	Connection Lost	12/2/2011 4:20 PM
yen voong	Da Box	Connection Lost	12/2/2011 4:21 PM
yen voong	Da Box	Connection Lost	12/2/2011 4:22 PM
yen voong	Da Box	Connection Lost	12/2/2011 4:22 PM
yen voong	Da Box	Connection Lost	12/2/2011 4:22 PM
yen voong	Da Box	Connection Lost	12/2/2011 4:22 PM
yen voong	Da Box	Dispatcher Connected	12/2/2011 4:22 PM
yen voong	Da Box	Connection Lost	12/2/2011 4:23 PM
yen voong	Da Box	Connection Lost	12/2/2011 4:23 PM
yen voong	Da Box	Connection Lost	12/2/2011 4:24 PM
yen voong	Da Box	Connection Lost	12/2/2011 4:24 PM
yen voong	Da Box	Connection Lost	12/2/2011 4:24 PM
yen voong	Da Box	Connection Lost	12/2/2011 4:25 PM
yen voong	Da Box	Dispatcher Connected	12/2/2011 4:25 PM
yen voong	Da Box	Floor Heat Detectors Activated	12/2/2011 4:30 PM
yen voong	Da Box	Heat Detectors Recall Activated	12/2/2011 4:30 PM
yen voong	Da Box	Connection Lost	12/5/2011 11:45 AM

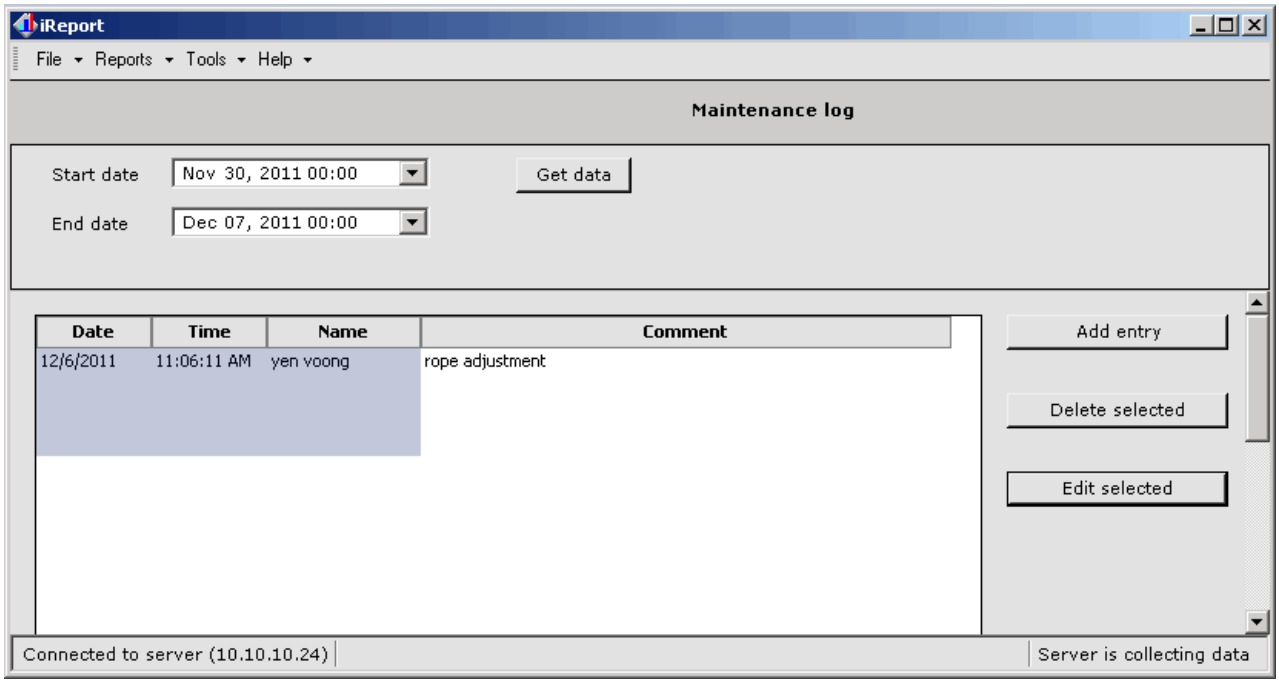
- Select a user.
- Click on the start date drop-down arrow to reveal a date selection calendar.
- Set a starting date. The calendar will close.
- Set starting time by clicking on the time displayed and entering it in 24-hour format.



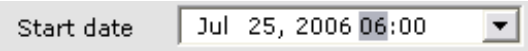
- Repeat to set ending date and time.
- Click Get Data to display entries.

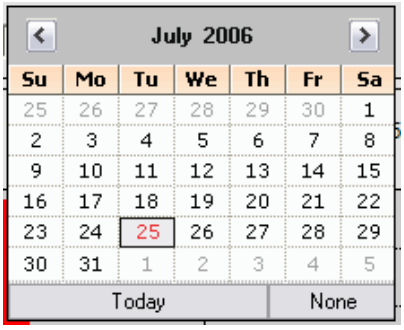


Maintenance Log



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



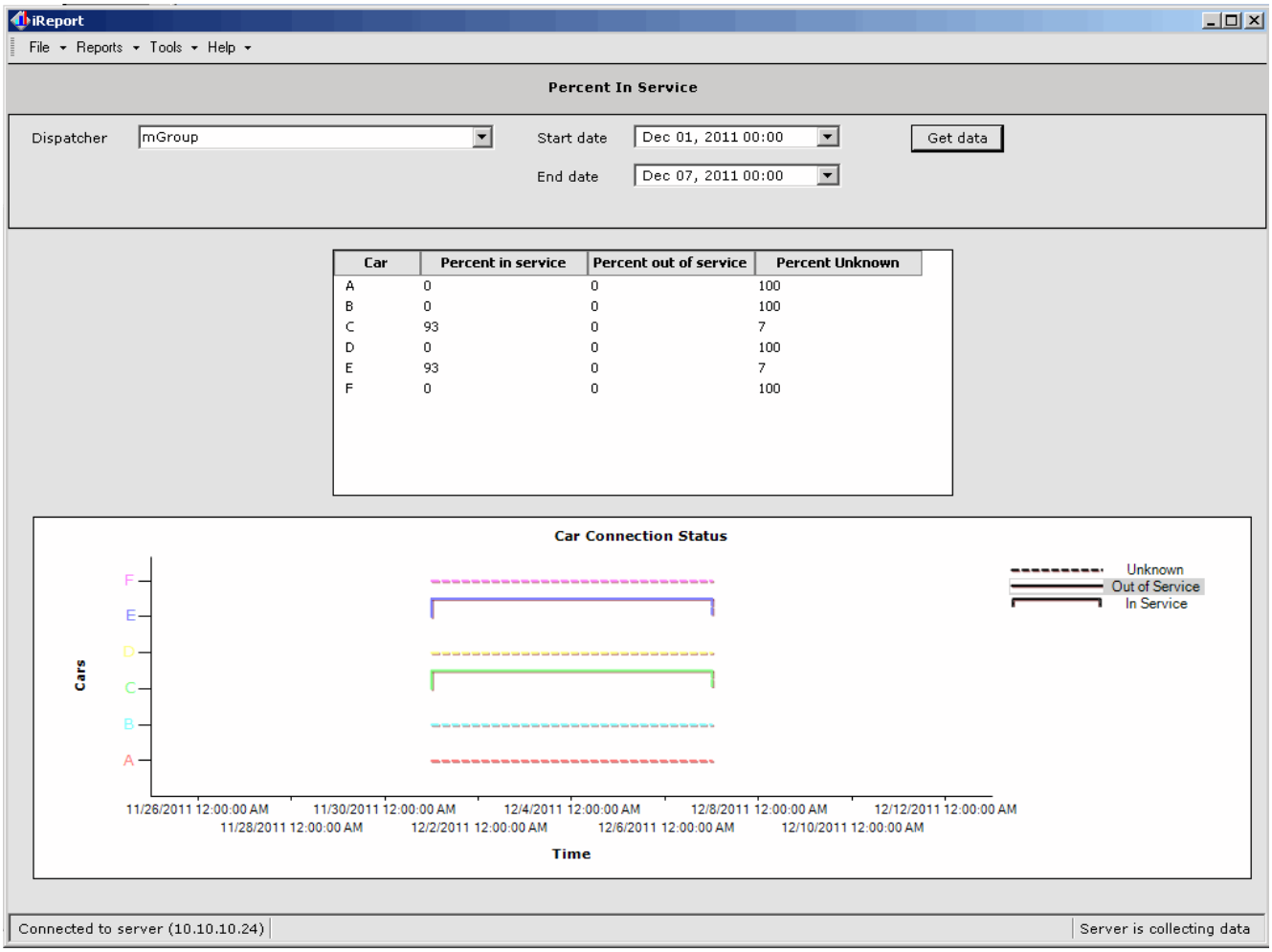


- Repeat to set ending date and time.
- Click Get Data to display entries.

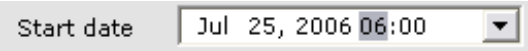
Management / Entries Users and entries may be added or deleted:

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

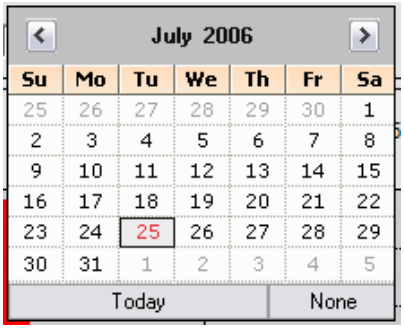
Percent in Service



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

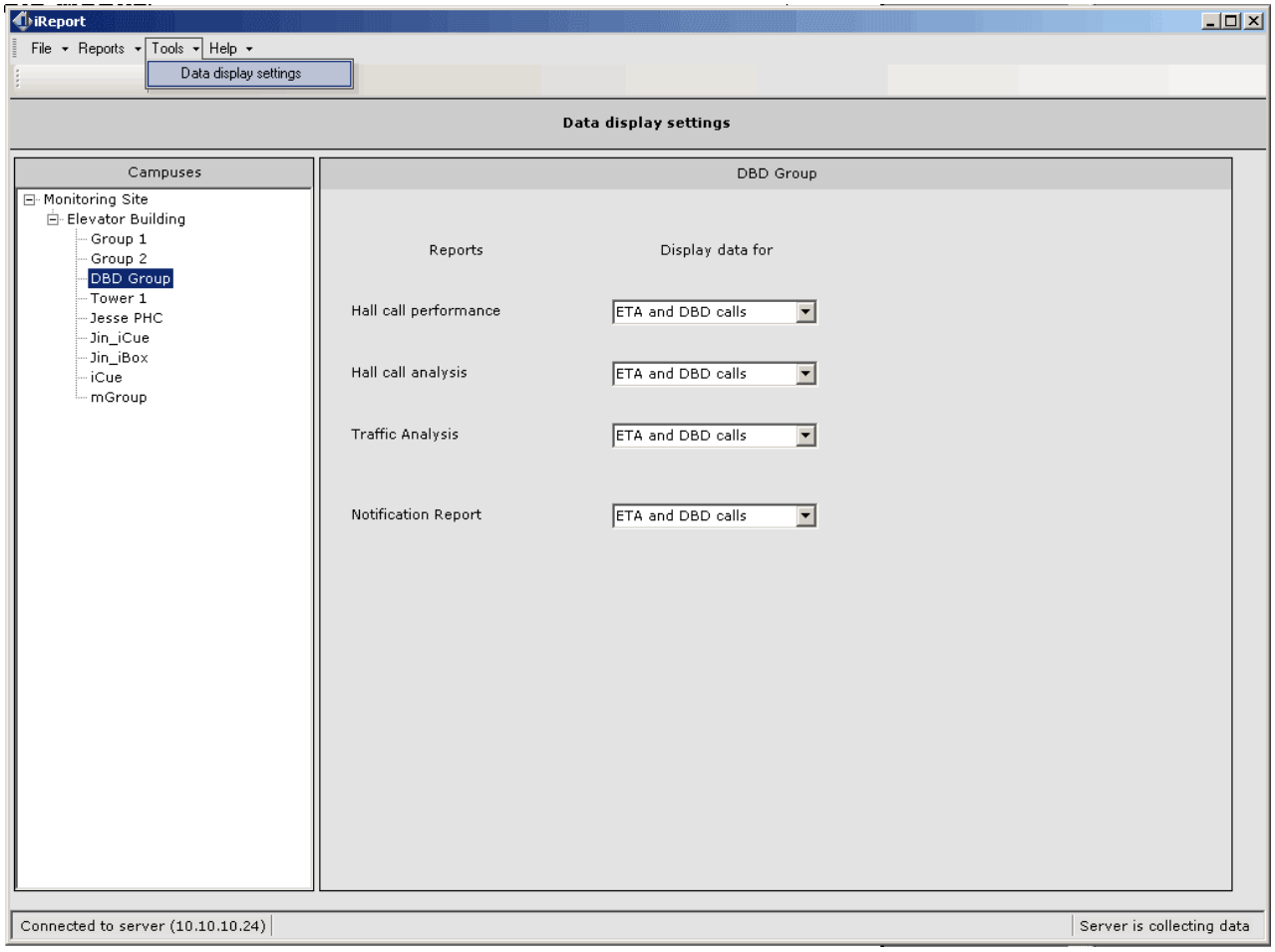


- Repeat to set ending date and time.
- Click Get Data.



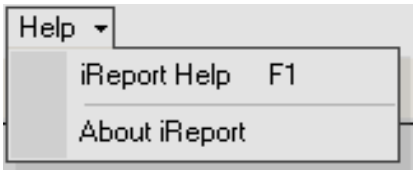
Tools Menu

Per site, building, or dispatcher the Tools menu allows you to select whether you want to monitor and display only ETA data, DBD data, or both. You should make these settings as needed to optimize system performance and display efficiency. For example, if a particular site, building, or dispatcher does not have DBD capability, there is no need to query for this data or to display the controls necessary to manipulate the data.

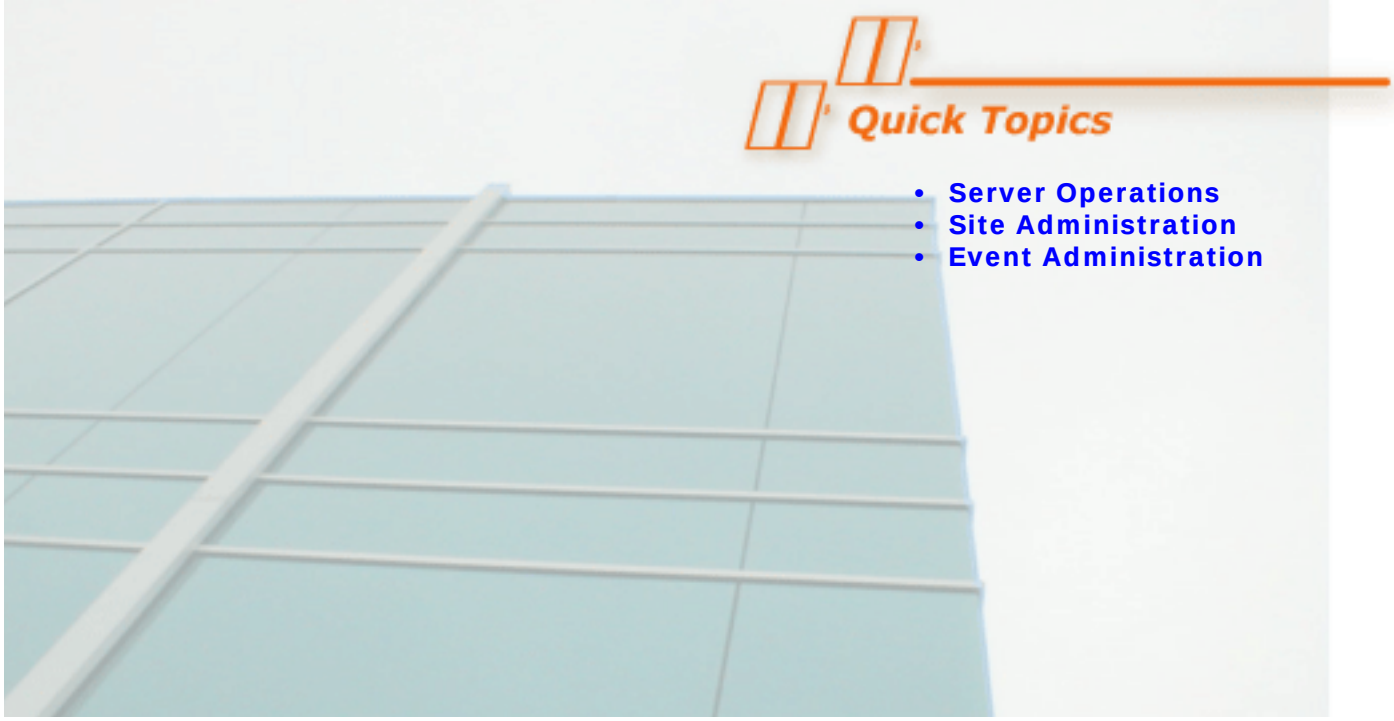


Help Menu

- iReport Help: Opens online help.
- About iReport: Displays software version information.
- F1 function key will also open online help.



2



Collection Service

3

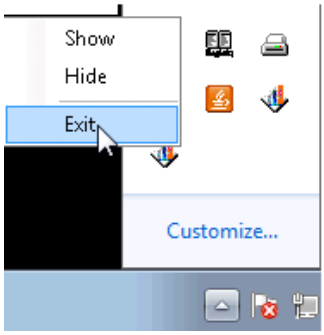
Server Collection Service

This section describes the iReport Collection Service, server user interface. This service is available on the iReport Server PC.

- Server Operations, page 3-2
- Site Administration, page 3-3
- Event Administration, page 3-5

Launch the Collection Service graphical user interface by double-clicking the Collection Service icon on the desktop of the iReport Server. The interface will display the current status of iReport service.

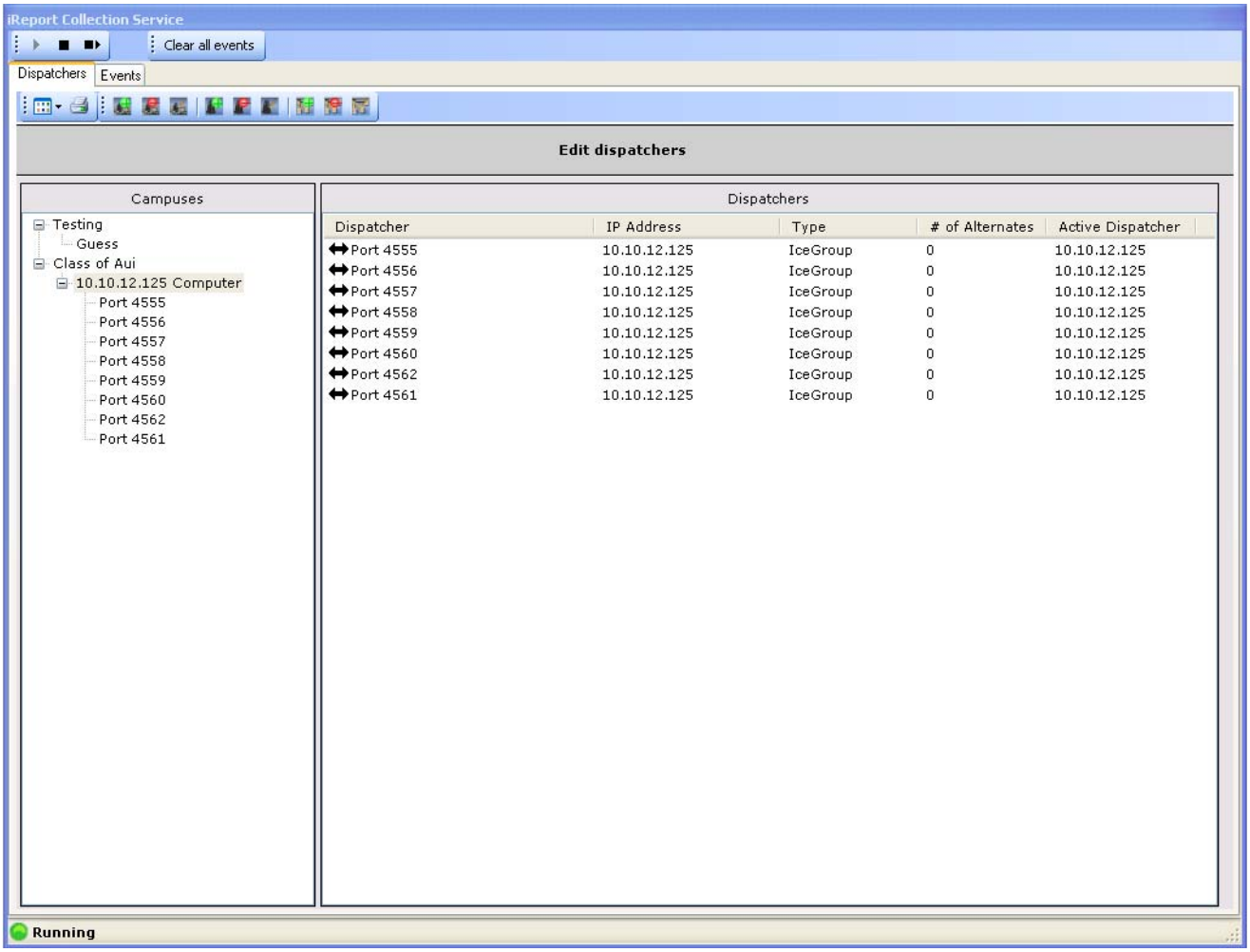
Close the Collection Service interface by displaying its icon in the lower right corner of the PC screen, right-clicking the icon, and selecting Exit.



Server Operations

The server interface screen is illustrated below.

Figure 3.1 iReport Server GUI



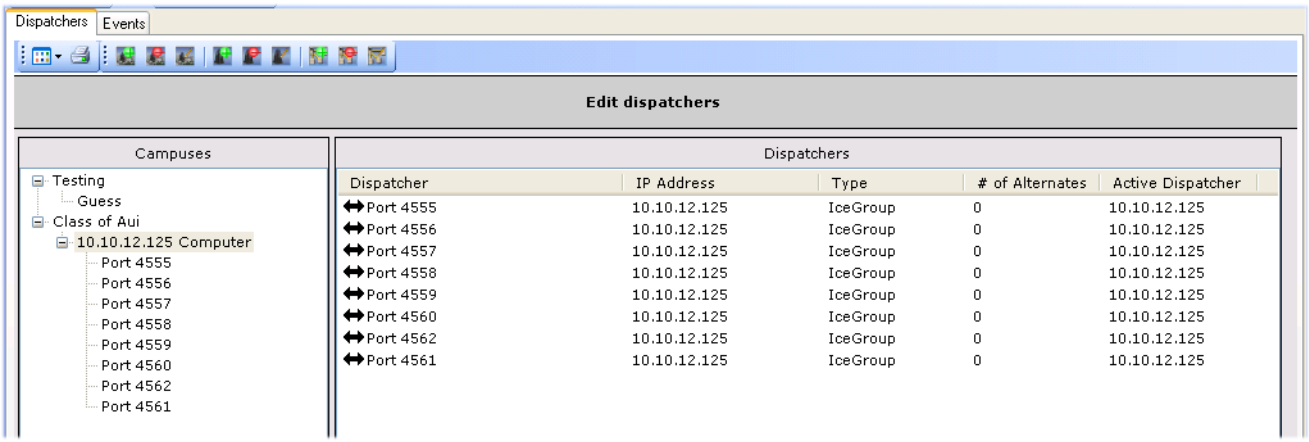
Supported server operations include:

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

Site Administration

Tools are provided to edit a Campus, a Building, or a Dispatcher.

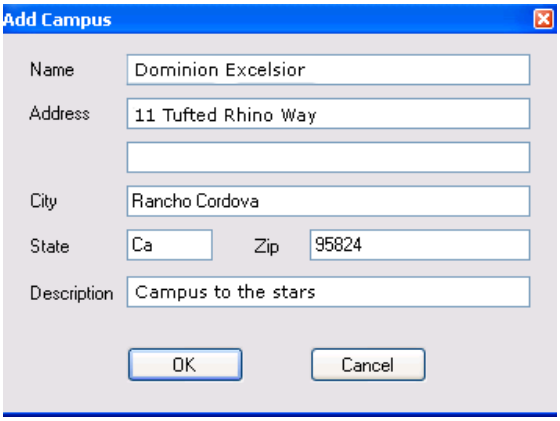
Figure 3.2 Site Administration / Dispatcher Tab



Site Toolbar

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

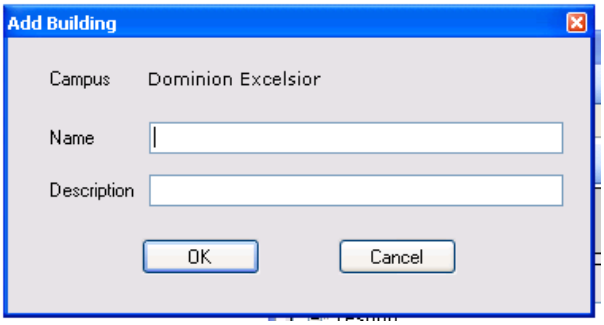
- View Control: Detailed/Large Icon/Small Icon - Changes the way building and dispatcher information is displayed in the list.
- Print: Prints the dispatcher information displayed in the Dispatchers pane.
- Campus Add/Edit/Delete: Allows new Campus information to be entered. Allows a selected Campus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

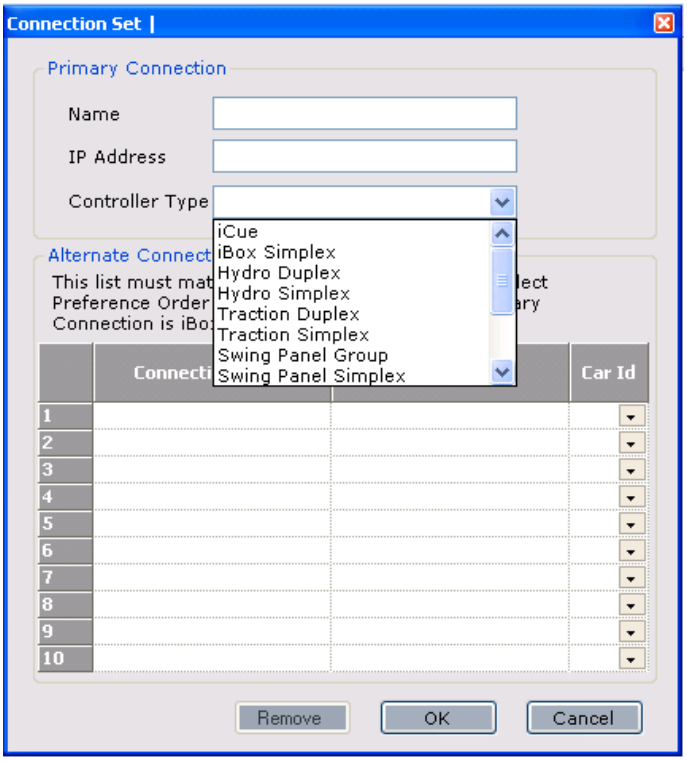


Caution

Deleting a Campus will delete all Buildings and Dispatcher connections in that Campus. Deleting a Building will delete all Dispatcher connections in that Building.

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

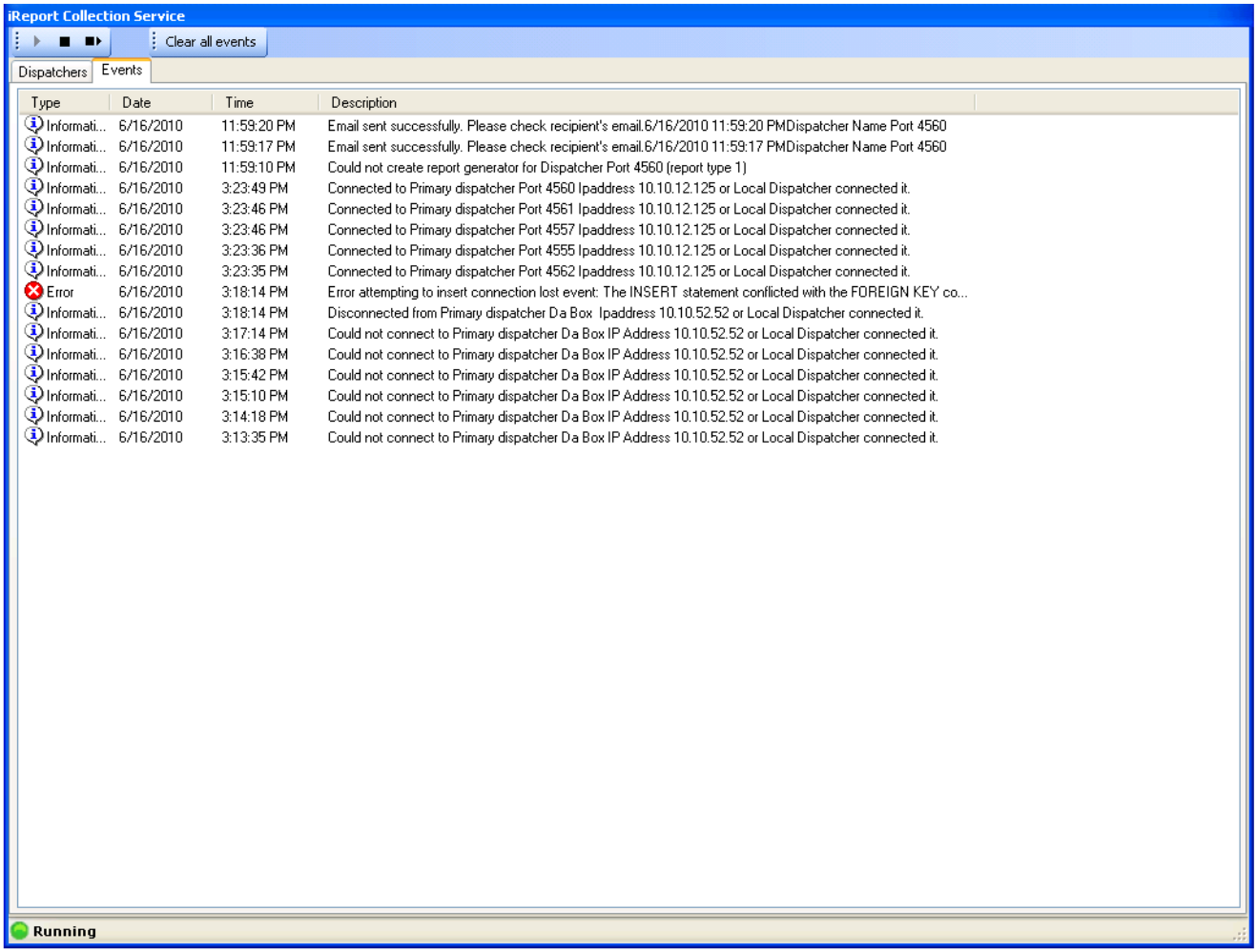




The dispatcher dialog works just as described for iReport Client. Please refer to “Edit/Dispatchers” on page 2-3.

Event Administration

Figure 3.3 Event Tab



Type	Date	Time	Description
Informati...	6/16/2010	11:59:20 PM	Email sent successfully. Please check recipient's email.6/16/2010 11:59:20 PMDispatcher Name Port 4560
Informati...	6/16/2010	11:59:17 PM	Email sent successfully. Please check recipient's email.6/16/2010 11:59:17 PMDispatcher Name Port 4560
Informati...	6/16/2010	11:59:10 PM	Could not create report generator for Dispatcher Port 4560 (report type 1)
Informati...	6/16/2010	3:23:49 PM	Connected to Primary dispatcher Port 4560 Ipaddress 10.10.12.125 or Local Dispatcher connected it.
Informati...	6/16/2010	3:23:46 PM	Connected to Primary dispatcher Port 4561 Ipaddress 10.10.12.125 or Local Dispatcher connected it.
Informati...	6/16/2010	3:23:46 PM	Connected to Primary dispatcher Port 4557 Ipaddress 10.10.12.125 or Local Dispatcher connected it.
Informati...	6/16/2010	3:23:36 PM	Connected to Primary dispatcher Port 4555 Ipaddress 10.10.12.125 or Local Dispatcher connected it.
Informati...	6/16/2010	3:23:35 PM	Connected to Primary dispatcher Port 4562 Ipaddress 10.10.12.125 or Local Dispatcher connected it.
Error	6/16/2010	3:18:14 PM	Error attempting to insert connection lost event: The INSERT statement conflicted with the FOREIGN KEY co...
Informati...	6/16/2010	3:18:14 PM	Disconnected from Primary dispatcher Da Box Ipaddress 10.10.52.52 or Local Dispatcher connected it.
Informati...	6/16/2010	3:17:14 PM	Could not connect to Primary dispatcher Da Box IP Address 10.10.52.52 or Local Dispatcher connected it.
Informati...	6/16/2010	3:16:38 PM	Could not connect to Primary dispatcher Da Box IP Address 10.10.52.52 or Local Dispatcher connected it.
Informati...	6/16/2010	3:15:42 PM	Could not connect to Primary dispatcher Da Box IP Address 10.10.52.52 or Local Dispatcher connected it.
Informati...	6/16/2010	3:15:10 PM	Could not connect to Primary dispatcher Da Box IP Address 10.10.52.52 or Local Dispatcher connected it.
Informati...	6/16/2010	3:14:18 PM	Could not connect to Primary dispatcher Da Box IP Address 10.10.52.52 or Local Dispatcher connected it.
Informati...	6/16/2010	3:13:35 PM	Could not connect to Primary dispatcher Da Box IP Address 10.10.52.52 or Local Dispatcher connected it.

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

Event Descriptions

Displayed events are related to connections, disconnections, and activity of iReport collection service.

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