

System Configuration

Activity Guard



Administration manual

for system providers

11/27/2019

Product line neo, version 6.x

The described functions can be used with the following ASC products:

EVOIPneo

EVOLUTIONneo / XXL / eco

INSPIRATIONneo

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1 General information

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2 Introduction

This manual describes the Activity Guard module.

In the Activity Guard module, you can create alarm jobs. These alarm jobs monitor the activity of selected extensions within a defined time frame and issue alarm messages if the alarm criteria are met. Besides checking whether the recording functions correctly, you can see whether the signaling works properly and whether it is correctly recognized as a conversation with a beginning and an end. The system provider can see the alarm messages per extension as a notification in the Portal. An alarm does not have to be confirmed.

The Activity Guard module can be found in the application System Configuration. Log in as system administrator to configure the alarm jobs.

To enable the Activity Guard module to display alarm messages in general, you have to activate the messages *ACTIVE_ACTIVITY_GUARD* and *PASSIVE_ACTIVITY_GUARD* and assign them to a recipient.



In addition, you have to activate all alarm messages (notifications) that the system provider is supposed to see in the Notifications module and assign them to the system provider.

For information about the configuration of notifications refer to the administration manual *System Configuration - Notifications module*.






Basic information about using the application System Configuration can be found in the user manual for administrators *System Configuration - General information*.

3

Main view

1. Select the menu item *Setup > Activity Guard* in the navigation bar.








In the main view, all alarm jobs are displayed.

Status	Active	Name	Type	Start Time	End Time	Version	Based On
		Test				1	

Rows per page 50 1 - 1 of 1

Fig. 1: Activity Guard - main view

Depending on the configuration of the columns, the following information is displayed in the main view:

Status	Shows the status of the alarm job.  = released  = draft  = deactivated
Active	Shows whether the alarm job is currently active.  = active  = inactive Only released alarm jobs are active.
Name	Shows the name of the alarm job.
Type	Shows the alarm type of the alarm job.  Active alarm  = passive alarm
Start Time	Shows the start time of the alarm job.
End Time	Shows the end time of the alarm job.
Creation Date	Shows the date on which the alarm job was created.
Updated	Shows the date on which the alarm job was updated for the last time.

3.1

Toolbar

The toolbar offers the following functions.

+	×	Activity Guard	General
---	---	----------------	---------

Fig. 2: Toolbar Activity Guard module

+	Create	Creates a new alarm job (see chapter "Create alarm job", p. 18).
×	Delete	Deletes the selected alarm job (see chapter "Delete alarm job", p. 20). A released alarm job cannot be deleted.
Activity Guard		This menu is currently not available
General	Print	Prints the table of the main view.

<i>Adjust Table</i>	<p>Opens a window in which you can adjust the following settings for the main view:</p> <ul style="list-style-type: none"> • Displayed information • Order of the displayed columns • Number of rows per page
<i>Search</i>	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria.
<i>Reset Search</i>	Resets all manually entered search criteria. The search is started without manual filter settings.
<i>General Help</i>	By clicking on the menu item <i>General Help</i> , a description of the application you are currently viewing is opened.
<i>Module Help</i>	By clicking on the menu item <i>Module Help</i> , a description of the module you are currently viewing is opened.

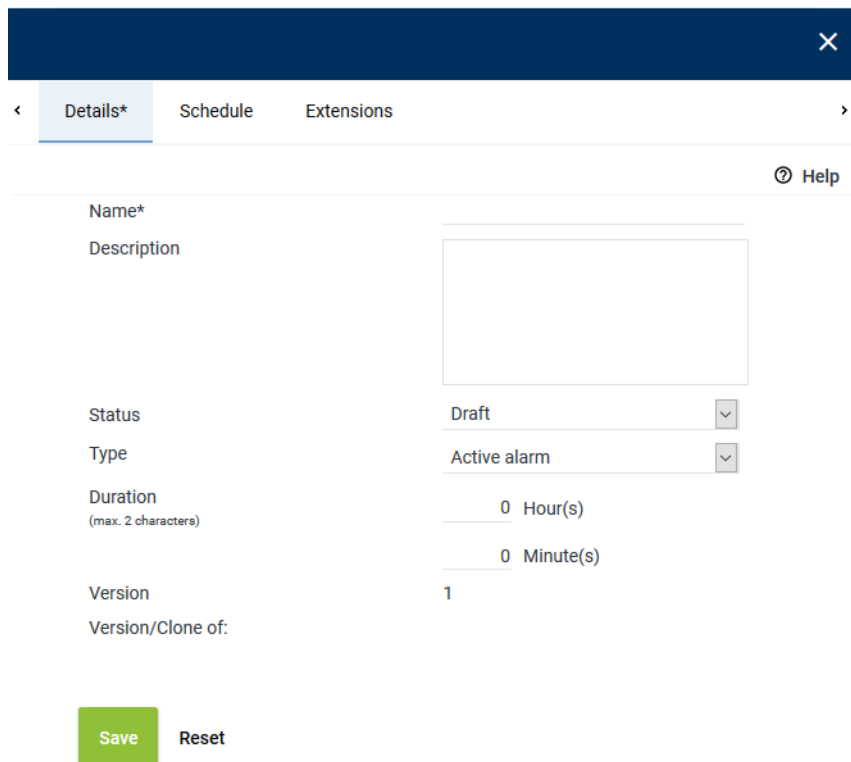


For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

4

Detail view

The detail view displays the information you can configure.



The screenshot shows a modal window titled 'Activity Guard' with a close button (X) in the top right corner. Below the title bar are three tabs: 'Details*' (selected), 'Schedule', and 'Extensions'. A 'Help' icon is located to the right of the tabs. The main content area contains the following fields:

- Name***: A text input field.
- Description**: A large text area.
- Status**: A dropdown menu showing 'Draft'.
- Type**: A dropdown menu showing 'Active alarm'.
- Duration**: Two input fields, one for 'Hour(s)' (0) and one for 'Minute(s)' (0). A note '(max. 2 characters)' is next to the first field.
- Version**: An input field showing '1'.
- Version/Clone of:**: A text input field.

At the bottom left, there are two buttons: a green 'Save' button and a grey 'Reset' button.

Fig. 3: Activity Guard - detail view

The detail view consists of the following tabs:

- **Details**
Here, you can display and edit detailed information about the selected alarm job.
See [chapter "Tab Details", p. 8](#).
- **Schedule**
Here, you can display and edit the settings of the schedule of the selected alarm job.
See [chapter "Tab Schedule", p. 10](#).
- **Extensions**
Here, you can display and administrate the extensions which have been assigned to the selected alarm job.
See [chapter "Tab Extensions", p. 14](#).

4.1

Tab Details

Here, you can display and edit detailed information about the selected alarm job.

<

Details*

Schedule

Extensions

>

Help

Name*

Description

Status

Type

Duration

(max. 2 characters)

Version

Version/Clone of:

Draft

Active alarm

0 Hour(s)

0 Minute(s)

1

Fig. 4: Tab Details

Name	Shows the name of the alarm job. Enter the name of the alarm job.
Description	Shows the description which has been saved for the alarm job. Enter a description of the alarm job.
Status	<p>Shows the editing status of the alarm job.</p> <p>Select the status of the alarm job. Possible options:</p> <ul style="list-style-type: none"> • <i>Draft</i> Alarm job can still be edited and configured. • <i>Released</i> Alarm job cannot be edited and configured anymore. The alarm job is started in intervals of 1 minute. • <i>Deactivated</i> (only possible for alarm jobs which have already been released) Alarm job cannot be edited and configured anymore. The alarm job is stopped. A deactivated alarm job cannot be activated again!
Type	<p>Shows the type of the alarm job.</p> <p>Select the type of the alarm job. Possible types:</p> <ul style="list-style-type: none"> • <i>Active alarm</i> An alarm message is issued when the configured duration of the recorded conversation is exceeded for an extension. The allowed duration of the conversation is configured in the parameter <i>Duration</i>. • <i>Passive alarm</i> An alarm message is issued when no conversation is recorded on an extension within the configured duration. The allowed duration of inactivity of an extension is configured in the parameter <i>Duration</i>.
Duration	<p>Shows the minimum duration of conversations which issue an alarm message.</p> <p>Enter the allowed duration of the conversation or the allowed duration of inactivity of the extension in the entry field <i>Hour(s)</i> and <i>Minute(s)</i> in accordance with the type of the alarm job.</p>

	You can enter values from 0 to 99. When releasing an alarm job, a minimum duration of 1 minute has to be entered.
<i>Version</i>	Version number of the alarm job.
<i>Version/Clone of</i>	Name of the template from which this template has been cloned (Create > Clone). Alarm job from which this alarm job has been copied or cloned.

4.2

Tab Schedule

Here, you can display and edit the settings of the schedule of the selected alarm job.

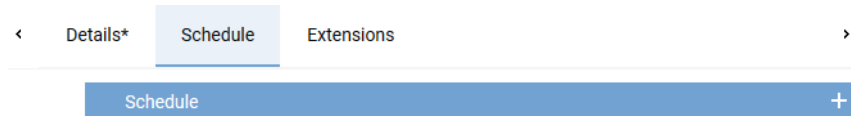


Fig. 5: Tab Schedule

+

Add schedule

Creates a schedule which indicates when the defined alarms are supposed to be checked.


The following options are available:

- *Daily*
See [chapter "Add schedule - Daily"](#), p. 10
- *Certain Day*
See [chapter "Add schedule - Certain Day"](#), p. 11
- *Weekly*
See [chapter "Add schedule - Weekly"](#), p. 12
- *Monthly*
See [chapter "Add schedule - Monthly"](#), p. 12

You can only add 1 option (e. g. *Daily* for the schedule).

4.2.1

Add schedule - Daily

1. Click on the icon  (*Add schedule*) in the detail view.
2. Select the option *Daily*.

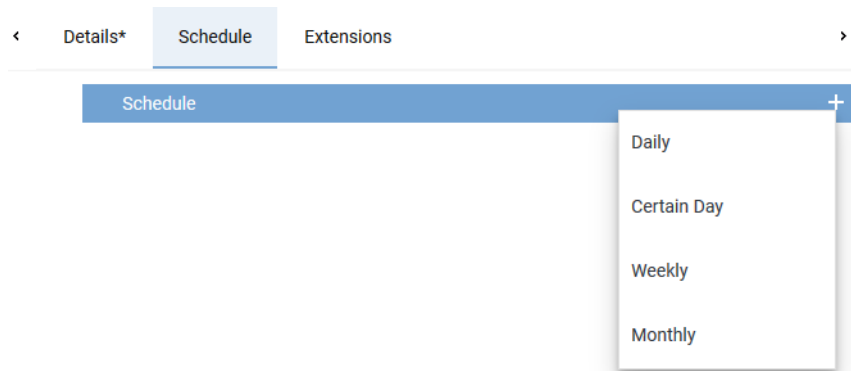
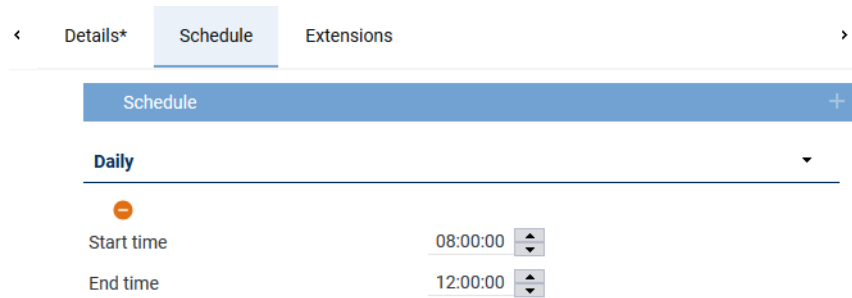


Fig. 6: Add schedule

3. The group field *Daily* appears.



< Details* Schedule Extensions >


Schedule +

Daily ▼

Start time 08:00:00


End time 12:00:00

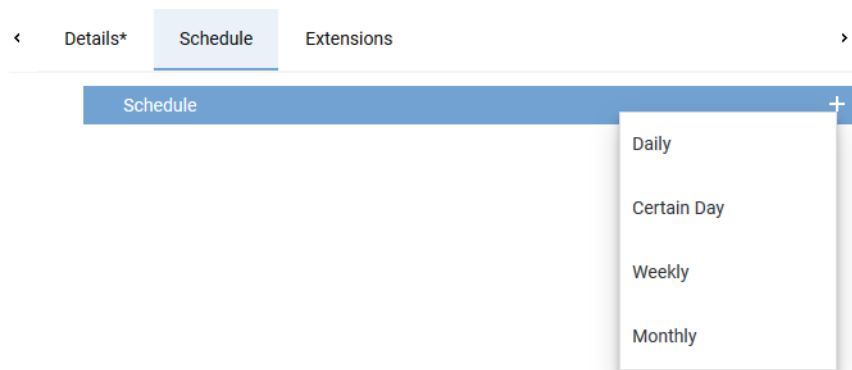
Fig. 7: Tab schedule - group field Daily (example)

	Deletes the schedule.
Start time	Shows the start time of the alarm job. Enter the start time of the alarm job.
End time	Shows the end time of the alarm job. Enter the end time of the alarm job.

4.2.2

Add schedule - Certain Day

1. Click on the icon  (Add schedule) in the detail view.
2. Select the option *Certain Day*.



< Details* Schedule Extensions >

Schedule +

Daily

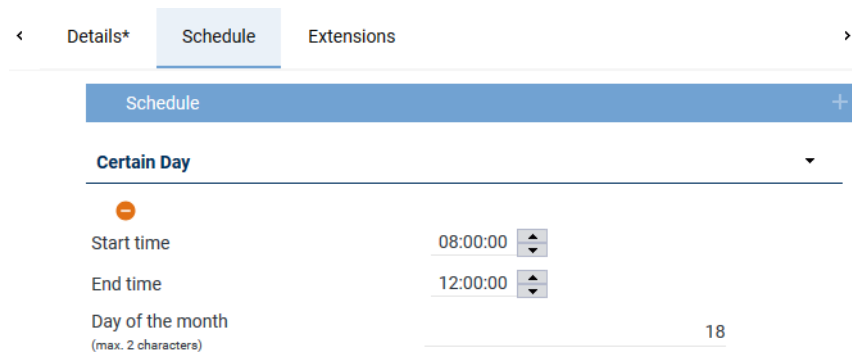
Certain Day

Weekly

Monthly

Fig. 8: Add schedule

3. The group field *Certain Day* appears.



< Details* Schedule Extensions >

Schedule +


Certain Day ▼

Start time 08:00:00

End time 12:00:00


Day of the month 18
(max. 2 characters)

Fig. 9: Tab Schedule - group field Certain Day (example)

	Deletes the schedule.
Start time	Shows the start time of the alarm job. Enter the start time of the alarm job.
End time	Shows the end time of the alarm job. Enter the end time of the alarm job.

<i>Day of the month</i>	Shows the day of the month when the alarm job is executed. Enter the day of the month when the alarm job is supposed to be executed. You can enter values from 1 to 31.
-------------------------	---

4.2.3 Add schedule - Weekly

1. Click on the icon  (*Add schedule*) in the detail view.
2. Select the option *Weekly*.

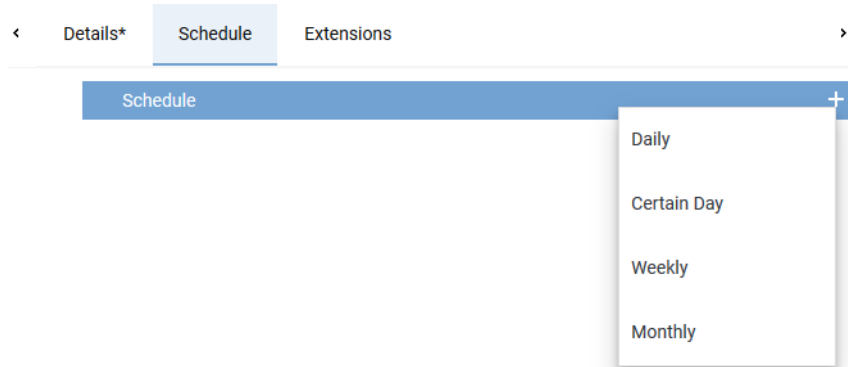


Fig. 10: Add schedule

3. The group field *Weekly* appears.

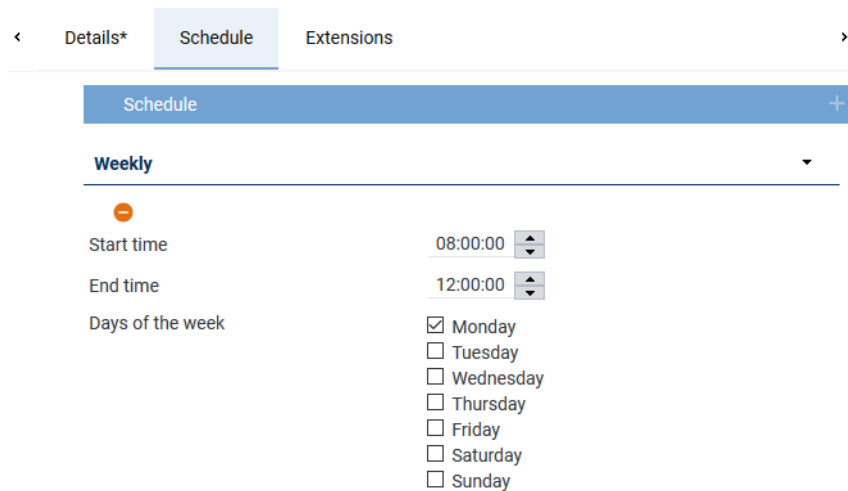



Fig. 11: Tab schedule - group field Weekly (example)

	Deletes the schedule.
<i>Start time</i>	Shows the start time of the alarm job. Enter the start time of the alarm job.
<i>End time</i>	Shows the end time of the alarm job. Enter the end time of the alarm job.
<i>Day of the week</i>	Shows the days of the week when the alarm job is executed. Activate the check box of a least one day of the week. The alarm job is executed on the days of the week you have marked. <input checked="" type="checkbox"/> = activated <input type="checkbox"/> = deactivated

4.2.4 Add schedule - Monthly

1. Click on the icon  (*Add schedule*) in the detail view.

2. Select the option *Monthly*.

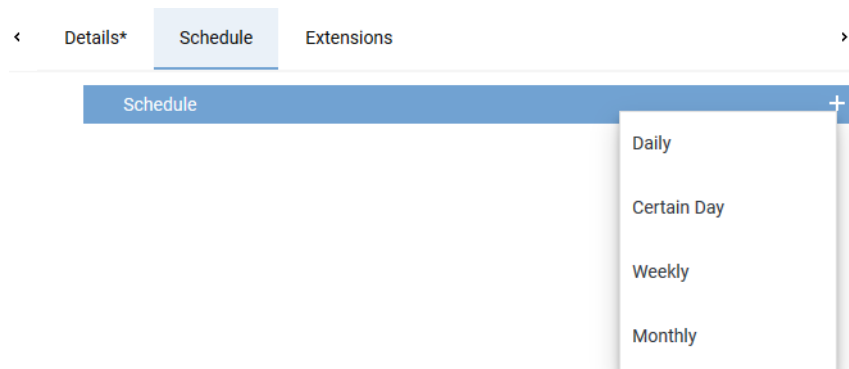


Fig. 12: Add schedule

3. The group field *Monthly* appears.

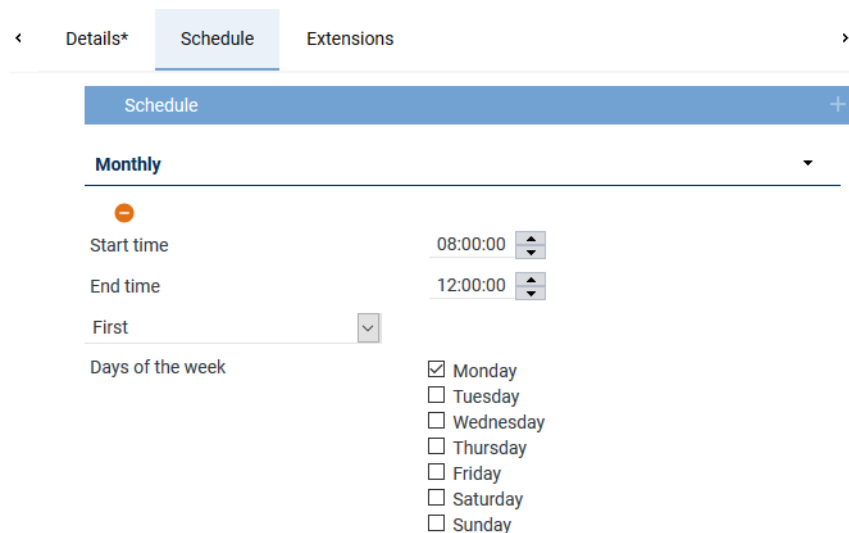



Fig. 13: Tab schedule - group field Monthly (example)

	Deletes the schedule.
Start time	Shows the start time of the alarm job. Enter the start time of the alarm job.
End time	Shows the end time of the alarm job. Enter the end time of the alarm job.
Drop-down list	Shows on which weekday of the month the alarm job is supposed to be executed. Select the weekday of the month on which the alarm job is supposed to be executed. Possible settings: <ul style="list-style-type: none"> • <i>First</i> • <i>Second</i> • <i>Third</i> • <i>Fourth</i> • <i>Last</i>
Day of the week	Shows the days of the week when the alarm job is executed. Activate the check box of a least one day of the week. The alarm job is executed on the days of the week you have marked. <input checked="" type="checkbox"/> = activated <input type="checkbox"/> = deactivated

4.3

Tab Extensions

Here, you can display and administrate the extensions which have been assigned to the selected alarm job.

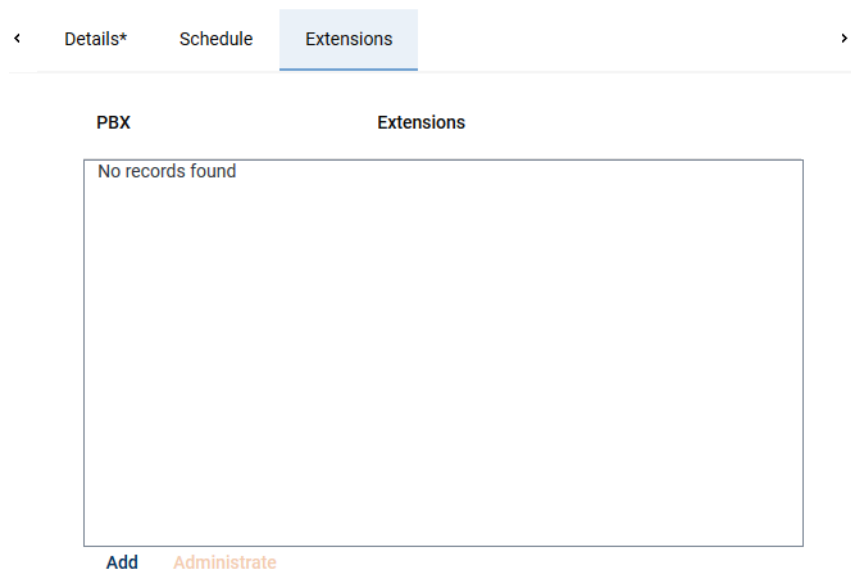


Fig. 14: Tab Extensions

- To assign the alarm job new extensions, proceed as described in [chapter "Add extensions", p. 14.](#)
- To remove assigned extensions, proceed as described in [chapter "Remove extensions", p. 16.](#)

4.3.1

Add extensions

1. Click on the button *Add*.

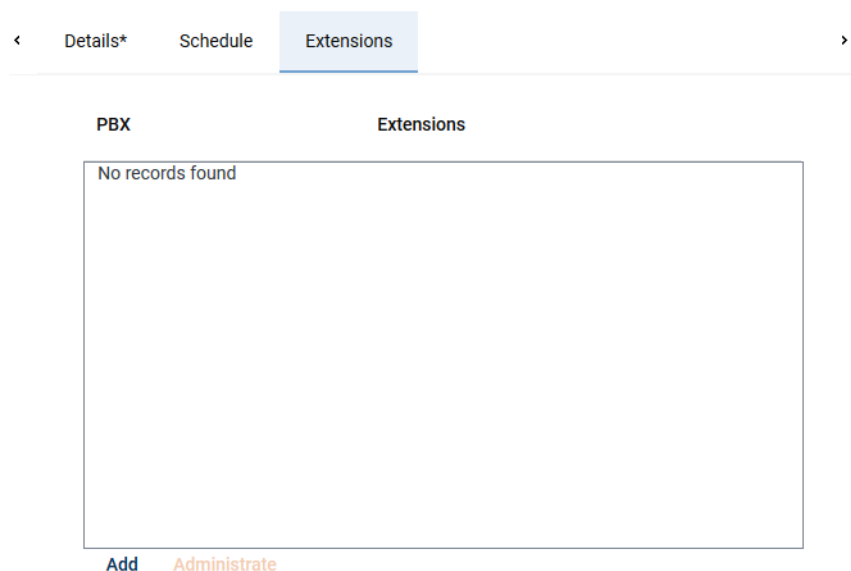


Fig. 15: Tab Extensions

2. From the drop-down list in the field *PBX*, select the PBX on which you would like to assign extensions to the alarm job.

Add Extensions ✕

PBX Mitel MiVoice 5000 ▼

☒ File import

☐ File contains a headline

File name ...

☐ Manual entry

Extension or extension range separated by
";" or ";," (e. g. 3434,3535; 4000-4100)

☐ Replace existing list of extensions

Add Cancel

Fig. 16: Add extensions (example)

3. Select one of the following options:

File import	<p>Here, you can import the extensions from an existing CSV file and add them to the table of extensions. See chapter "Format of the CSV file", p. 16.</p> <p>Only ZIP files can be selected. For this reason, the CSV file must have been packed in a ZIP file.</p> <p><i>File contains a headline</i> Activate this option so that this structured is recognized correctly when importing the file.</p> <p><input checked="" type="checkbox"/> = activated The topmost entry of the CSV file is recognized as a headline and not imported as an extension. The following entries are imported as extensions.</p> <p><input type="checkbox"/> = deactivated All entries of the CSV file are imported as extensions.</p> <p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> • Activate the option <i>File import</i>. • Click on the button ... behind the field <i>File name</i>. • Click on the button <i>Choose File</i>. • Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. • Click on the button ↗ <i>Upload File</i>.
Manual entry	<p>Here, you can enter extensions or ranges of extensions manually and add them to the table of extensions.</p> <p>For a manual entry, proceed as follows:</p> <ul style="list-style-type: none"> • Activate the option <i>Manual entry</i>. • In the entry field <i>Manual entry</i>, enter the extensions or the ranges of extensions. <p>Different extensions and extension ranges can be separated by the following delimiters (space ,;.) (e. g. 3333 3434,3535;3636.4000-4100).</p>

4. Activate or deactivate the check box *Replace existing list of extensions*.
☒ = activated
 Existing extensions which have been assigned to the alarm job are deleted. The newly selected extensions are added for the alarm job.
☐ = deactivated
 Existing extensions which have been assigned to the alarm job are kept. The newly selected extensions are added for the alarm job.
5. Click on the button *Add*.
 ⇒ The extensions are added in the table of extensions.
6. If errors have been detected, the window *Result* appears.
 Click on the button *Display Error Report* to open the window *Error Report*. This window displays the first 100 extensions with an error including the description of the error.
 To close the window *Error Report*, click on the button *Close*.
 To close the window *Result*, click on the button *Close*.

4.3.1.1 Format of the CSV file

The CSV file containing the extensions to be imported must have the following format:

- It must not contain more than 1 column.
- No column delimiters must be contained (no commas, semicolons, colons, tab stops or spaces).

The following figure shows an exemplary CSV file containing extensions in Excel:

	A	B
1	Headline	
2	1300-1305	
3	1320	
4	a-10	
5		

Fig. 17: CSV file containing extensions in Excel (example)

The following figure shows how the extensions are imported:

Administrate Extensions ✕

Extension Number

1300

1301

1320

Headline

Delete Cancel

Fig. 18: Result after importing a CSV file (example)

4.3.2 Remove extensions

1. In the list, select the PBX for which you would like to remove the assigned extensions.

<

Details*

Schedule

Extensions

>

PBX	Extensions
Mitel MiVoice 5000	1300, 1301, 1320, Headline, a-10
OpenScape 4000	508

Add

Administrate

Fig. 19: Select PBX (example)

- Click the button *Administrate*.
- Select one or several extensions you would like to remove from the assignment.
To select several extensions or to revoke the selection, click on the respective line while holding the [Ctrl] key down.

Administrate Extensions ×

Extension Number
6101
6102
6103
6110


Delete

Cancel

Fig. 20: Select extension (example)

- To delete the selected extensions, click on the button *Delete*.

5 Create alarm job

1. Click on the icon  (*Create*) in the main view.
2. Select one of the following options:

<i>Create</i>	A new alarm job is created.
<i>Create New Version</i>	<p>The selected alarm job is the template for a new version. A new version is created. The version number is increased automatically.</p> <p>This option is only visible if alarm jobs already exist.</p>
<i>Clone</i>	<p>The selected alarm job is the template for a new alarm job. A new independent alarm job with the version number "1" is created.</p> <p>This option is only visible if alarm jobs already exist.</p>

3. In the detail view, make all necessary changes in the tabs (see [chapter "Tab Details", p. 8](#), [chapter "Tab Schedule", p. 10](#), and [chapter "Tab Extensions", p. 14](#).
You can change tabs without buffering without risking the loss of your settings.
4. Once you have finished adjusting the settings, click on the button *Save* to save the settings.
To discard the entries, click on the button *Reset*.

6 Edit alarm job




You can only edit an alarm job as long as it has the status *Draft*.

1. In the main view, select an alarm job the data of which you would like to edit.
2. In the detail view, make all necessary changes in the tabs (see [chapter "Tab Details", p. 8](#), [chapter "Tab Schedule", p. 10](#), and [chapter "Tab Extensions", p. 14](#).
You can change tabs without buffering without risking the loss of your settings.
3. Once you have finished adjusting the settings, click on the button *Save* to save the settings.
To discard the entries, click on the button *Reset*.

7 Delete alarm job



You can only delete an alarm job as long as it has the status *Draft* or *Deactivated*.

1. In the main view, select the alarm job you would like to delete.
2. Click on the icon  (*Delete*) in the main view.
3. Confirm the security prompt by clicking *Yes*.
 - ⇒ The alarm job is deleted.

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Glossary

PBX

Private Branch Exchange
