## 20.0 ALERTS

**Alerts:** Alerts are a chronological listing of each individual event that has taken place, or changes that have been made to the controller. Alerts can be viewed at the controller physically or obtained from the controller via communications and displayed at the central computer.

1. From the toolbar at the top of the screen select **Diagnostic Reports** then scroll down to **Alerts** and click on it (Figure 20.0.1).

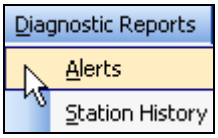



**Figure 20.0.1**

***Note:*** This will take you to the "**Alerts**" screen (Figure 20.0.2).

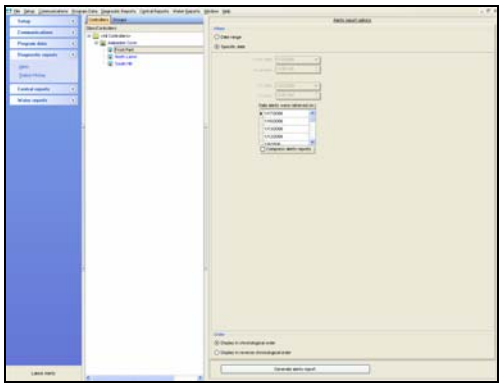


**Figure 20.0.2**

2. Next Click on one of the following choices in the **Controllers / Groups** section (Figure 20.0.3).

**Figure 20.0.3**

**Controllers**: This choice will let you view all of the controllers assigned to the user by site. By clicking on the "**+**" symbol next to the site will reveal the controllers assigned to that site (Figure 20.0.4).

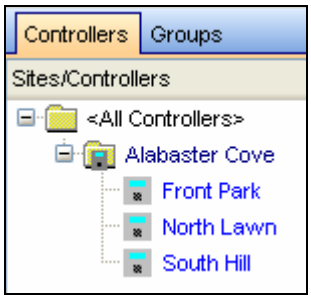



**Figure 20.0.4**

**Groups:** This allows you to view the controllers by the group that they are assigned to (Figure 20.0.5).

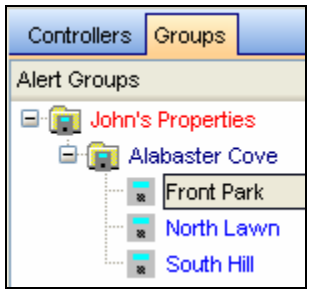



**Figure 20.0.5**

3. From the controller list click on a controller to highlight it (Figure 20.0.6).

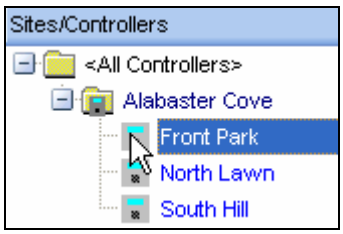



**Figure 20.0.6**

4. Next in the "**When**" section choose a period of time that you want the Alert data from (Figure 20.0.7).

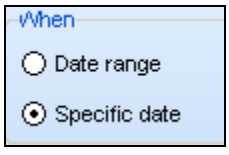



**Figure 20.0.7**

**Date range:** This allows you to select a range of time using a **From date: / to Date:** and a **From Time: / to Time:** (Figure 20.0.8).

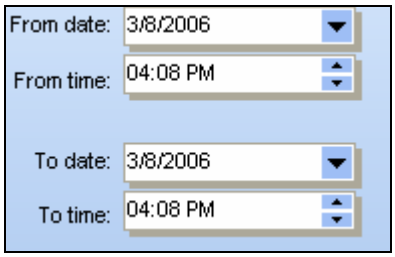



**Figure 20.0.8**

**From date:** The date can be altered by clicking on the **DOWN** arrow to the right of the **From date** box (Figure 20.0.9).

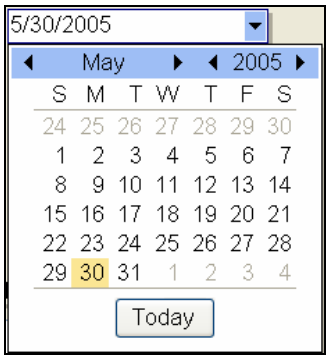



**Figure 20.0.9**

***Note:*** Use the **BLACK** arrows to adjust the **MONTH** and **YEAR** or click on the **Today** button to set the date for today's date.

**Specific date:** This allows you to select one specific date from the list of dates that you have retrieved alerts from this controller in the past (Figure 20.0.10).

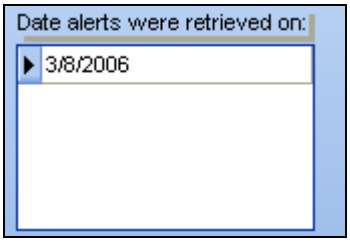



**Figure 20.0.10**

5. Click on the **Compress alerts reports** box to cause each controller to fall directly below the next on the report. When not checked each individual controller will have its own report page (Figure 20.0.11).

**Figure 20.0.11**

6. Highlight the appropriate **Alert Filter Title** (Figure 20.0.12).

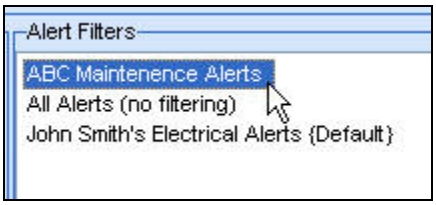



**Figure 20.0.12**

**Alert Filters:** These are alert filter settings created by the user in the Alert Setup (Section 8.0) portion of Command Center.

***Note:*** If you are currently using Alert Filters and have a default one. The default alert filter will take place automatically if no choice is made in this section.

7. Next decide on which order you want the alerts to appear. Click on the appropriate button in the "**Order**" section (Figure 20.0.13).

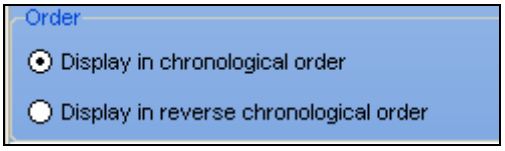



**Figure 20.0.13**

**Display in chronological order:** This will display the Alerts from oldest to newest by date.

**Display in reverse chronological order:** This will display the alerts from newest to oldest by date.

8. Click on the Generate alerts report button to view the "**Alerts**" report (Figure 20.0.14).

**Figure 20.0.14**

## *20.1 ALERTS REPORT*

***Note:*** This will take you to the "**Alerts report**" screen (Figure 20.1.1).

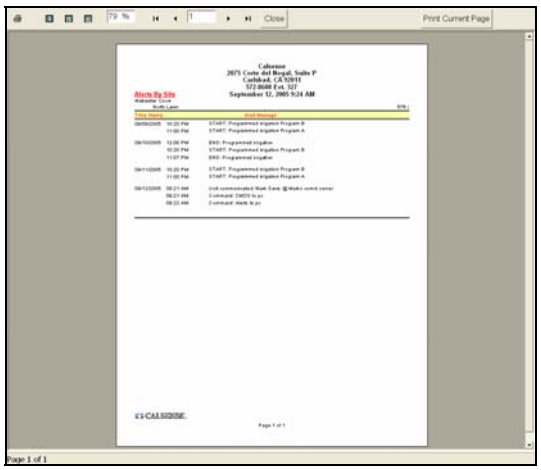


**Figure 20.1.1**

**SEE "HOW TO PRINT REPORTS" SECTION FOR MORE INFORMATION.**

## *20.2 ALERTS PAGE REPORT CONTENTS*

The following is a list of every item on the "**Alerts**" report (Figure 20.1.1).

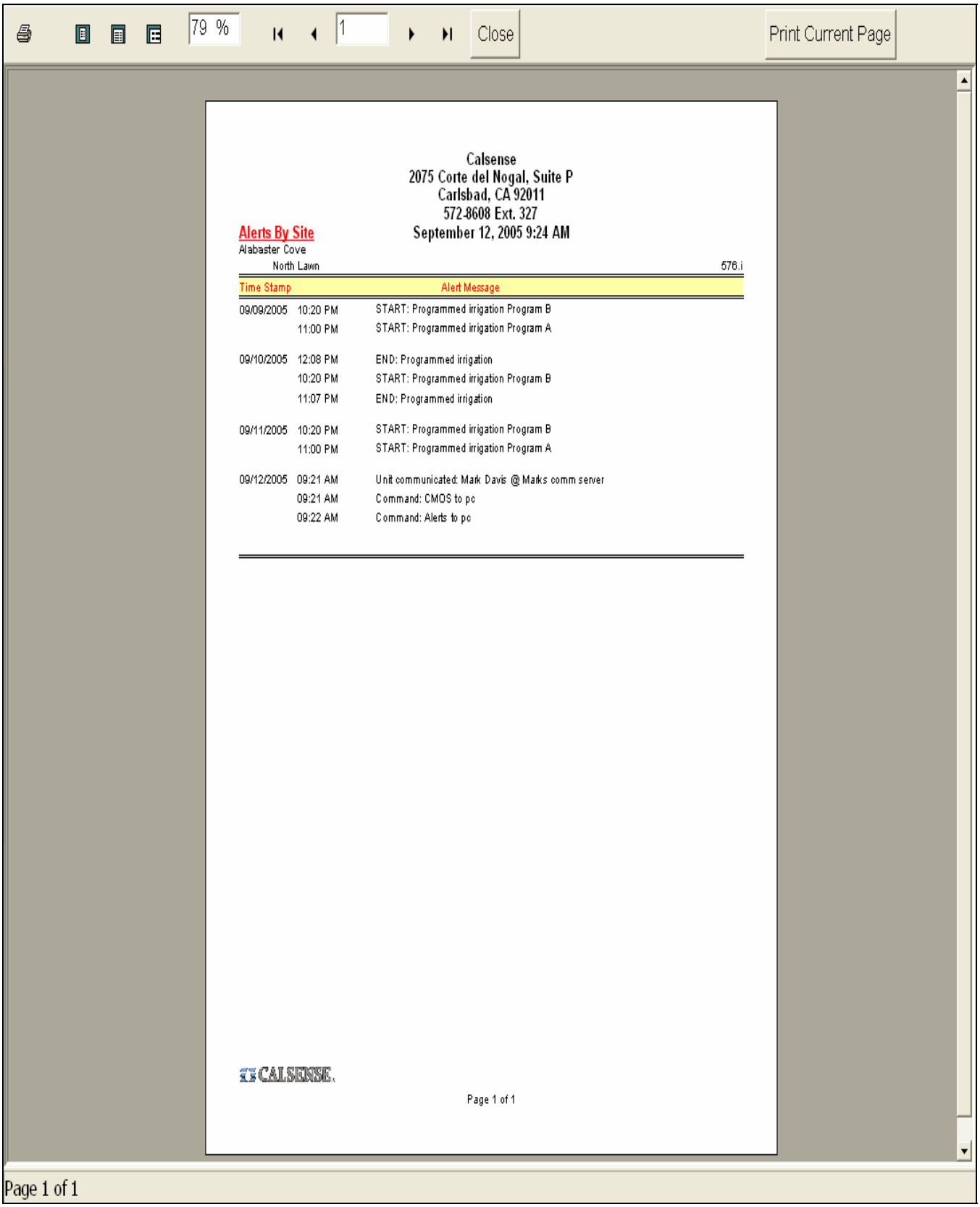
**Date and Time:** This shows the date and time that you requested the report. If you decide to print the report this gives you a way in which to file chronologically.

**Site Name:** Each Site name will appear to the left of the list in regular font.

**Controller Name:** The controller names will be listed directly under the Site that they are a part of. They will appear in alpha-numeric sequence and are in regular font.

**Time Stamp:** This is the Date and Time that the Alert occurred.

**Alert Message:** This is a descriptive line explaining the alert.



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## 20.3 GET ALERTS

**Get Alerts:** The Get Alerts command is used to gather the controller's diagnostic lines. The diagnostic report consists of all alert messages recorded by the controller in a given 24 hour period.

1. From the toolbar the top of the screen select **Communications** then scroll down to **Speed Communications** and click on it (Figure 20.3.1).

**Figure 20.3.1**

2. Next select a controller from your Site/ Controller list that you want to get the alerts from by highlighting the specific Site / Controller (Figure 20.3.2).

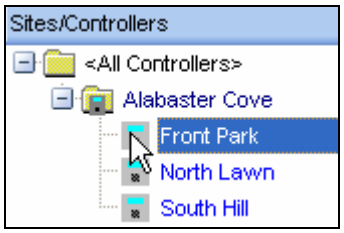


**Figure 20.3.2**

3. Next click on the **Get Alerts** button (Figure 20.3.3).

**Figure 20.3.3**

***Note:*** A communications screen will appear letting you know that you are communicating with the controller of choice (Figure 20.3.4).

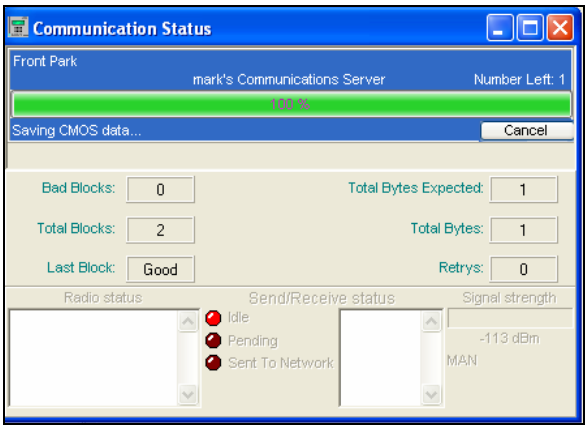


**Figure 20.3.4**

***Note:*** After the communications task has taken place the "**Communications Completed**" screen will appear (Figure 20.3.5).

**Figure 20.3.5**

4. Click on the **OK** button.

***Note:*** This will bring up the **Alerts report** page for the controller selected (Figure 20.3.6).

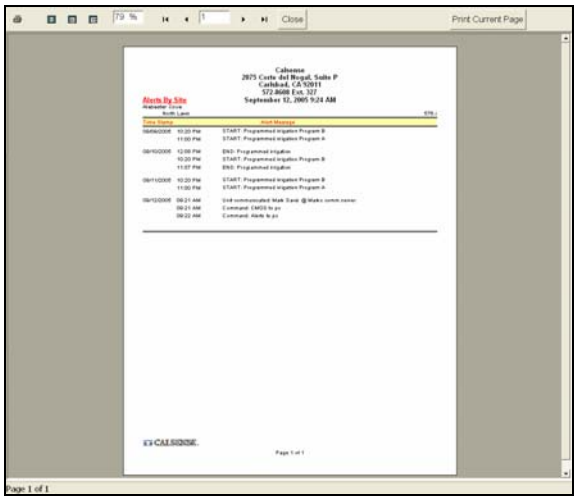


**Figure 20.3.6**

**SEE "HOW TO PRINT REPORT" SECTION FOR MORE INFORMATION.**

## *20.4 LATEST ALERTS*

**Latest Alerts:** The **Latest Alerts** button can be used only if you have a task set up to retrieve alerts from controllers in your controller list.

***Note:*** The **Latest Alerts** button will appear in the lower left hand corner of every screen (Figure 20.4.1).

**Figure 20.4.1**

***Note:*** If there are latest alerts to be viewed a revolving **RED** exclamation point in a **YELLOW** triangle will appear on top of the **Latest Alerts** button (Figure 20.4.2).

**Figure 20.4.2**

1. Click on the **Latest Alerts** button to retrieve the current alerts for the controllers that you have set up the task for.

**SEE SECTION 20.1 FOR ALERT REPORT DESCRIPTION**.

## NOTES

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