

SOFTWARE HOUSE

From Tyco Security Products

C•CURE 9000
Version 2.50

Guard Tours Guide
REVISION C0

A hand is shown holding a white floor plan in front of a modern glass building. The floor plan is tilted and features various room layouts and labels. The background is a blue-tinted image of a glass building with a hand reaching out to touch the glass.

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Preface

The *C•CURE 9000 Guard Tours Guide* is for new and experienced security system users who want to learn to use this product for the C•CURE 9000 Security Management System.

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How to Use this Manual

This manual contains chapters that provide the following information about the C•CURE 9000 Guard Tour.

Chapter 1: Guard Tour Overview

Provides introductory information about the C•CURE 9000 Guard Tour functionality.

Chapter 2: Configuring a Guard Tour

Outlines the steps involved in configuring Guard Tours and provide information on performing basic Guard Tour tasks.

Chapter 3: Guard Tour Editor

Provides information about the Guard Tour Editor, its various tabs, and how to use them to configure a Guard Tour.

Chapter 4: Guard Tour Scheduling Editor

Provides information about the Guard Tour Scheduling Editor and how to use it to configure scheduling for a Guard Tour.

Finding More Information

You can access C•CURE 9000 manuals and online Help for more information about C•CURE 9000.

Manuals

C•CURE 9000 software manuals are available in Adobe PDF format on the C•CURE 9000 DVD.

You can access the manuals if you copy the appropriate PDF files from the C•CURE 9000 Installation DVD English\Manuals folder.

The available C•CURE 9000 and Software House manuals are listed in the *C•CURE 9000 Installation and Upgrade Guide*, and appear as hyperlinks in the online.pdf file on the C•CURE 9000 DVD English\Manuals folder.

These manuals are also available from the Software House Member Center website

([\[REDACTED\]](#)).

Online Help

You can access C•CURE 9000 Help by pressing F1 or clicking Help from the menu bar in the Administration/Monitoring Station applications.

Conventions

This manual uses the following text formats and symbols.

Convention	Meaning
Bold	This font indicates screen elements, and also indicates when you should take a direct action in a procedure. Bold font describes one of the following items: <ul style="list-style-type: none"> • A command or character to type, or • A button or option on the screen to press, or • A key on the keyboard to press • A screen element or name
blue color text	Indicates a hyperlink to a URL, or a cross-reference to a figure, table, or section in this guide.
<i>Regular italic font</i>	Indicates a new term.
<text>	Indicates a variable.

The following items are used to indicate important information.

NOTE

Indicates a note. Notes call attention to any item of information that may be of special importance.

TIP

Indicates an alternate method of performing a task.



Indicates a caution. A caution contains information essential to avoid damage to the system. A caution can pertain to hardware or software.



Indicates a warning. A warning contains information that advises users that failure to avoid a specific action could result in physical harm to the user or to the hardware.



Indicates a danger. A danger contains information that users must know to avoid death or serious injury.

Software House Customer Support Center

Telephone Technical Support

During the period of the Agreement, the following guidelines apply:

- Software House accepts service calls **only** from employees of the Systems Integrator of Record for the installation associated with the support inquiry.

Before Calling

Ensure that you:

- Are the Dealer of record for this account.
- Are certified by Software House for this product.
- Have a valid license and current Software Support Agreement (SSA) for the system.
- Have your system serial number available.
- Have your certification number available.

Hours	Normal Support Hours	Monday through Friday, 8:00 [REDACTED] to 8:00 [REDACTED], EST. Except holidays.
	Emergency Support Hours	24 hours/day, seven days a week, 365 days/year. Requires Enhanced SSA "7 x 24" Standby Telephone Support (emergency) provided to Certified Technicians. For all other customers, billable on time and materials basis. Minimum charges apply – See MSRP.
Phone	For telephone support contact numbers for all regions, see [REDACTED]	

Guard Tour Overview

This chapter introduces the Guard Tour configuration components of the C•CURE 9000 Security and Event Management System. C•CURE 9000 Guard Tour provides the tools needed to configure a Guard Tour and its related Stops, Triggers, Guards, Predefined Log Messages, Documents, State Images, and Recurring Schedules.

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Guard Tour Introduction

A Guard Tour consists of a series of Stops where a Guard checks in during security rounds. Each Guard Tour Stop is monitored by a reader or by a security input that allows check-in by the Guard. To complete a Tour, a Guard must check in at each specified Stop. Stops can consist of any combination of Doors, Elevators, and Inputs.

There are two types of Guard Tours:

- **Sequential.** The Guard must check in at the Stops in the Guard Tour in sequence, according to the order configured on the **Guard Tour Editor Stops** tab (Stop#).
- **Random.** The Guard can check in at the Stops in the Guard Tour in any order.

For either type Guard Tour:

- The Guard must check in at **all** the Tour Stops before the Tour is considered completed—unless the Tour is canceled, either due to errors or by an Event Action or a Manual Action. (A canceled Tour is **not** considered 'completed'.)
- The Tour has a **minimum** and **maximum** time of completion: a Guard must spend **at least the minimum** amount of time walking the Tour, but **no more than the maximum** amount of time.

Sequential Tours

All tour stops in a **sequential** tour require the configuration of minimum and maximum amounts of time that a guard can take between stops. In addition, the minimum and maximum time for the **first** stop is used to determine if a tour started **early**, **late**, or **on time**.

- When a guard checks in at the first stop before the minimum stop time expires, this stop was reached **early** and the tour was started **early**.
- When a guard checks in at the first stop after the maximum time expires, this stop was reached **late** and the tour was started **late**.
- When the maximum stop time expires, but a guard has **not** yet checked in, the stop will indicate that it was **not reached on time**.

Random Tours

Tour stops in a **random** tour also require configuration of minimum and maximum amounts of time that the guard can take between stops, but the settings apply to all the stops. The system still uses the minimum and maximum time for the **first** stop to determine if the tour started **early**, **late**, or **on time**—as detailed in the preceding section on **sequential** Tours.

Guard Tours in an Enterprise Environment

Guard Tours are 'local' objects. Consequently, in an Enterprise Environment, Tours can only be associated with a particular SAS server. Along with other local objects, they can be edited and viewed on that SAS.

Guard Tours can be viewed on the MAS server, and if the associated SAS is online, they can also be edited on the MAS.

Guard Tour Activation

Guard Tours can be activated (started) by:

- Operator Action.
- Configured Event.
- Guard swiping at the Reader/Keypad of the Door or Elevator at the first Tour Stop.

Guard Tours can have any of the following statuses resulting from an Operator Action/Event Action:

- Activated- A Guard has been assigned to the tour and it has started.
- Suspended - An 'Active' Tour has been temporarily stopped.
- Resumed - A Suspended Tour has been re-activated.
- Canceled- An 'Active' Tour has been requested to stop. (An Active Tour that is 'disabled' is considered 'Canceled'.

NOTE

Guard Tours **cannot** be edited while they are 'Enabled'.

Tour Stop Considerations

- A Tour Stop can be configured to use a Door, Elevator, or Input as the monitoring device for the Stop.

NOTE Clearance for the Door or Elevator is not required unless the Guard is expected to use the Door/Elevator. (For more detail, see [Rules for Guards](#) on [Page 15](#).)

- Either In or Out type Doors can be specified. (The 'In'/'Out' designation indicates which Reader on the Door is used—if the Door has two readers. A single Reader can be on either the 'In' or the 'Out' side.)
- A swipe at an unlocked Door is treated as though it was a valid swipe at a locked Door—on Controllers that support this. (Currently **only** iSTARs with 6.1.0 firmware or higher support this feature.)
- An Elevator can be used with/without a corresponding Floor.

NOTE Only iSTAR and apC Doors/Elevators are supported as Tour Stops.

- The same Door, Elevator, or Input can be used to monitor multiple Stops in the same Tour.
- If Tour Stops are monitored by Doors or Elevators, those Stops **can be** assigned to multiple Guard Tours. However, Doors or Elevators that **initiate** Guard Tours **cannot** be assigned as Tour Stops to other Guard Tours.
- If Tour Stops are monitored by Inputs, those Stops **cannot** be assigned to multiple Guard Tours. The Inputs must be **enabled** and also **armed**.
- A Stop visited **out of order** in a sequential Tour is considered an error. (The next valid Stop in a sequential Tour that has gotten out of order must be the Stop configured to follow the last valid Stop. In addition, the Stop visited out of order must be re-visited in its correct order for the Tour to be considered 'Completed'.

For more information about Tour Stops, see [How Stop Statuses Work for Random Tours](#) on [Page 36](#).

Duress Situations

Dual Inputs, Readers with a keypad, and Mag Stripe Readers (these Readers include Doors and Elevators) can be configured to monitor for Duress.

- For Inputs: Duress is indicated by another nearby Input.
- For a Reader with a keypad: Duress is indicated by the Personnel PIN number plus one.
- For a Mag Stripe Reader: Duress is indicated by a reverse swipe.

Rules for Guards

- To be assigned to a Tour as a Guard, a person must have a Personnel record in C•CURE 9000 and have the **Can Perform Guard Tour** option selected. (For information, see the "Personnel General Tab" section in the "Personnel" chapter in the *C•CURE 9000 Personnel Configuration Guide*.)
- A Guard must have the requisite Clearance to access (enter/exit) Doors/Elevators configured as part of the Tour.

NOTE

- Some Stops, such as Door (In), Door (Out), Elevator, Input, and Input (Duress) that do **not** require 'usage', do **not** require Clearances.
- Other Stops that do require 'usage', such as Door (In Used), Door (Out Used), and Elevator (Used), **do require** Clearances.

- An individual Guard Tour can **only** be run by Personnel who **not only** have the **Can Perform Guard Tour** option selected in their Personnel record, but are also listed on the **Guard Tour Editor Guards** tab. (For information, see the [Guard Tour Guards Tab](#) on [Page 64](#).)

NOTE

If **no** Guards are listed on the preceding tab, the Tour **cannot** be run.

Guard Tour Capacity Limitations

The following limitations apply to C•CURE 9000 Guard Tours:

- The maximum number of 'enabled' Guard Tours allowed in a C•CURE 9000 system is 200, while the maximum number of Stops per Tour allowed is 100. The system displays a message when either limit has been reached.
- The maximum number of simultaneous 'running' Guard Tours allowed is 50. Once that number has been reached, no further Tours are permitted to start. The system notifies users that the limit has been reached in the following ways, depending on how the Tour was being initiated.

If started:

- From a Dynamic View via the **Start** command, a message displays.
 - By a Scheduled Event or a Guard's Card swipe at an initiating Reader, a message is logged.
- 23 Hours, 59 Minutes is the maximum amount of time:
 - A Guard Tour can take to complete.
 - Between Guard Tours Stops.
 - A Guard Tour can be suspended.
 - There is no limit to the number of Personnel who can be configured to act as Guards.
 - A maximum of 10 documents can be assigned to a Guard Tour.

Guard Tour Scheduling and Time Zones

Scheduling Guard Tours

Scheduling a Guard Tour means that:

- A Tour is **expected** to start and end **within** a schedule. It does **not** mean a Tour **will start on** a schedule. (If you want a Tour to start on a particular schedule, you can create an Event with the 'Guard Tour Start' Action that activates on that schedule.)
- One Guard is assigned to run the Tour within this particular schedule. (This Guard can **only** be someone listed for that Tour on the **Guards** tab of the **Guard Tour Editor** – someone who has a Personnel record in C•CURE 9000 and the **Can Perform Guard Tour** option selected on the **Personnel Editor General** tab. For information, see the "Personnel General Tab" section in the "Personnel" chapter in the *C•CURE 9000 Personnel Configuration Guide*.)

The **Guard Tour Scheduling Editor** information is used to notify Guards when their selected Tours should run. The scheduling does **not** prevent the assigned Guards from running Tours at other times.

- Their card swipe at the 1st stop can start the Tours outside the Schedule.
- In addition, Guards **not** assigned to a Tour on the **Scheduling Editor** can still run the tour.

The system checks once an hour to see which Schedules associated with inactive Tours are about to become active in the next hour. Email notifications are then sent to the Guards – if the **Notify Guard...** option is selected – and to the **Additional Notifications** group of personnel – if any is specified. The email includes the time frame in which the Tour is expected to be run (the schedule start and end times), as well as any documents attached to the Tour.

When a Schedule associated with one or more Guard Tours becomes active, the system logs a Journal Message indicating that each Tour on that Schedule is due to be run. The message also indicates when the Tour must be completed (the end date/time of the Schedule). The message appears on the Monitoring Station Activity Viewer as well.

When a Schedule associated with one or more Guard Tours becomes inactive, the system marks any Tours that failed to start with the "Failed to Start" status and logs a Journal Message for each tour that has **not** completed. (You can also configure an Event on the **Guard Tour triggers** tab to activate when a Tour "Fails to start".) The system also marks any Tours that are running as "Not Completed On Time".

Time Zones

Guard Tours do **not** have assigned Time Zones. However, they do have Tour Stops which are constructed of devices – such as Doors, Elevators, and Inputs – that have related Time Zones. Consequently, the Schedules used by Guard Tours, either when a Guard's card swipe at a Reader at a Door or Elevator starts a Schedule, or when Guards are scheduled to run tours, should be respected in the Time Zone of the devices.

The Time Zone of the device at the first Stop is the Time Zone used for Schedules related to the Tour. When Tour Stops whose Time Zone does not match the **Time Zone** of the first Stop are added to the Tour, the Schedule uses the Time Zone of the first Stop. (The system displays a warning message.)

Using Guard Tours

Guard Tour functionality is flexible and consequently can be utilized in several different ways. You can use Guard Tours in the way best suited to your company or institution's needs.

This section presents three example scenarios for using the Guard Tour feature. You can use any combination of these scenarios, as well as others appropriate for your site. You do **not** need to configure each of your Tours in the same way.

1. An entirely manual usage – [Manual Guard Tours](#) on [Page 18](#).
2. Configuring Tours so Guards are expected to run them at specific times and Reports can be generated to check Tour status – [Scheduled Guard Tours](#) on [Page 19](#).
3. A fully automatic setup where Tours are started automatically by the system and Reports are used to document the status of those Tours – see [Automatically Started Guard Tours](#) on [Page 21](#).

In addition, different ways of tracking Tour issues are detailed in a section on Guard Tour Error handling – see [Guard Tour Error Handling, Triggers, and Event Activation](#) on [Page 23](#).

Manual Guard Tours

In the 'Manual' method—the least common, but the easiest to configure, system Operators tell Guards when they should run Guard Tours.

Configuring Manual Guard Tours

You will probably configure most Manual Tours to be run sequentially—the Guard has to visit each Stop in the specified order. However, you have two other options. You could also configure the Tour as:

- A random Tour – the Guard can visit the Stops in any sequence he/she prefers.
- A sequential Tour – but configured so certain Guards can visit the Stops in any sequence (like a random Tour).

Since you are starting these Tours manually, configure the first Stop's minimum time as zero (0). (This will prevent the Tour from getting a "Started Early" error.)

On the other hand, if you plan to start a Tour and tell the Guard to run it while expecting he/she to perform a Tour-related and time-consuming task before reaching the first Stop, configure a minimum time for the first Stop.

Example:

If the Tour involves a five-minute walk at the start that is not covered by an actual Stop, specify a five-minute minimum time for the first Stop. If the Guard then takes fewer than five minutes, the Tour will enter the "Started Early" state. This might require a discussion with the Guard about the reason for the status. Did the five-minute walk **not** take place? Why? Or did the walk take less time than expected?

For information on how to configure Guard Tours, see [Chapter 2, Configuring a Guard Tour](#) and [Chapter 3, Guard Tour Editor](#). You do not need to use the **Guard Tour Scheduling** dialog box to configure Guard Tours manually.

Running Manual Guard Tours

You have two options for running these Tours:

- Start the Tour manually from the **Guard Tour Dynamic View**. (See [Using the Guard Tour List Context Menu on Page 30](#).)
- Or -
- Configure a card swipe at the first Stop to start the Tour, so the system initiates the Tour when the Guard visits that first Stop. (See [Guard Tour Stops Tab on Page 43](#).)

However the Tour is started, the system creates a journal record and displays it on the Monitoring Station Activity viewer.

Reporting for Manual Guard Tours

You can run the pre-defined Guard Tour Reports to check which Tours ran, their current status, and whether or not they had errors, etc. (For information on these Reports, see "Appendix A, Pre-defined Reports, Queries, and Views" in the *C•CURE 9000 Data Views Guide*.)

Scheduled Guard Tours

In the 'Scheduled' method, a Tour is configured to be run at some appointed time. You can configure Guard Tour Schedules to tightly restrict a Guard's time allowance for the Tour or alternatively to allow a greater span of time for a Guard to use during the Tour. In addition, you can control the Tour by combining the following factors in different ways:

- When the Tour starts.
- How quickly a Guard must reach specific Stops and how much time can be spent at each Stop (Min Time/Max Time).
- How much time the entire Tour can take.
- How long the Tour can remain suspended at any point in time.

Configuring Scheduled Guard Tours

As with Manual Guard Tours, you will configure most Scheduled Tours to be run sequentially—the Guard has to visit each Stop in the specified order. However, you have two other options. You could also configure the Tour as:

- A random Tour—the Guard can visit the Stops in any sequence he/she prefers.
- A sequential Tour— but configured so certain Guards can visit the Stops in any sequence (like a random Tour).

Most Scheduled Tours will probably be started when a Guard visits the first Stop of the Tour. Therefore, configure the first Stop's minimum time as zero (0) to prevent the Tour from getting a "Started Early" error.

NOTE

It is not a **requirement** that Scheduled Tours be started in the preceding manner. You can still start such Tours manually from the **Guard Tour Dynamic View**. (See [Using the Guard Tour List Context Menu on Page 30](#).)

Be aware, however, that a Tour that is started manually outside the configured Schedule does **not** count towards the scheduled expectation of running this Tour.

- You must also use the **Guard Tour Scheduling** dialog box to complete the configuration of scheduled Guard Tours.

For information on how to configure Guard Tours, see [Chapter 2, Configuring a Guard Tour](#), [Chapter 3, Guard Tour Editor](#), and [Chapter 4, Guard Tour Scheduling Editor](#).

Notifications for Scheduled Guard Tours

The system includes several notification options for Scheduled Guard Tours. Once an hour, the system looks ahead an hour and makes note of any Tours expected to start in that time period.

NOTE

When the system first starts up, it performs the look-ahead and notifications for the next hour at start time—even if it is **not** currently the top of the hour.

For each Tour expected to start, the system sends an email to the Guard assigned to run that Tour (if the **Notify Guard of Scheduled Tour** option is selected), and optionally to the Group of Personnel specified in the **Additional Notifications** field. (See [Guard Tour Scheduling Editor](#) on [Page 76](#).)

For email notification to work, the Guard and any additional personnel listed must have valid Email addresses on their Personnel records; in addition, the system must be properly configured to connect to an Email server. For information, see:

- "Personnel General Tab" and "Setting an Email Address" in the Personnel chapter in the *C•CURE 9000 Personnel Configuration Guide*.
- "Setting Up Email for C•CURE 9000" in the *C•CURE 9000 System Maintenance Guide*.

The email specifies that the Guard is expected to run the named Tour between the time the Schedule activates and the time it goes inactive—presented as Start and Stop times.

Example:

The email might read: Guard Tour 'Front' is scheduled to be run between 6:00 PM and 7:00 PM for Guard: John Smith.

The subject of the email would display: Guard Tour 'Front' should start in the next hour.

The email would include any documents configured as attachments for this Guard Tour.

NOTE

You can also specify that a Guard listed on a Tour Schedule **not** be sent email. (Maybe the Guard gets notified of the Tour in another way and does not want extra email.)

Other Notifications for Scheduled Guard Tours

For various reasons, you might want notifications, outside of the Guard Tour functionality, sent to entirely different Personnel. You can do this by creating an Event that sends an email or emails a Report, and then scheduling that Event to run periodically.

Running Scheduled Guard Tours

You have the following options for running these Tours:

- Start the Tour manually from the **Guard Tour Dynamic View**. (See [Using the Guard Tour List Context Menu on Page 30](#).)
- Or -
- Configure a card swipe at the first Stop to start the Tour, so the system initiates the Tour when the Guard visits that first Stop. (See [Guard Tour Stops Tab on Page 43](#).)
- Or -
- Additionally, schedule an Event to start a Tour. (For information, see [Automatically Started Guard Tours on Page 21](#).)

However the Tour is started, it must be started while the Schedule for the Tour is active—or it will not count towards the Scheduling record.. It must also be **completed** before the Schedule goes inactive. Consequently, with Scheduled Guard Tours, both the **Activation time** of a schedule as well as the subsequent **Inactivation time** are most important.

Guard Tour Scheduling Results

When Guard Tours are scheduled in this manner, the system performs some extra operations to help track the Tours. Whenever a Schedule for one or more Tours goes active, the system 'initializes' the Tour, re-setting the various Tour statuses. It does **not** do this, however, if the Tour is currently running.

More importantly, when such a Schedule goes inactive, the system checks every Tour. Any such Tours still running have their state changed to "Not Completed On Time" – which is entered in the Journal.

NOTE

This is **not** considered a Guard Tour error, and consequently does **not** cancel the Tour—even if the **Cancel Guard Tour on Error** option is configured.

Any of these Tours that did **not** start in the scheduled time have their state changed to "Failed To Start" – also entered in the Journal.

The preceding operations enable the running of Reports that indicate which Tours ran as scheduled, which did **not** run, and which ran, but failed to complete on time.

Reporting for Scheduled Guard Tours

You can run the pre-defined Guard Tour Reports to check which Tours ran, their current status, and whether or not they had errors, etc. (For information on these Reports, see "Appendix A, Pre-defined Reports Queries, and Views" in the *C•CURE 9000 Data Views Guide*.)

Automatically Started Guard Tours

In the 'Automatically Started' method, a Tour is started on a Schedule using Event Scheduling. The Tours always start on time (when the Event activates), and the timing begins instantly. This might be the best method to use if you cannot start your Tours by a card swipe at a Reader (the first Stop does not have a Reader).

Configuring Automatically Started Guard Tours

To create automatically started Tours, you configure scheduled Events with the **Guard Tour Start** Action. (See "Event Editor" in the *C•CURE 9000 Software Configuration Guide*.)

NOTE

The system will refuse to start a Guard Tour if the:

- Tour is already running.
- Tour configuration is no longer valid.
- Specified Guard is no longer valid.

You can optionally configure Guard Tour Scheduling for Automatically Started Guard Tours.

For information on how to configure Guard Tours, see [Chapter 2, Configuring a Guard Tour](#), [Chapter 3, Guard Tour Editor](#), and [Chapter 4, Guard Tour Scheduling Editor](#).

Notifications for Automatically Started Guard Tours

When a Tour is started automatically by the Event becoming active, the Event is entered in the Journal, as usual. Without using the Guard Tour Scheduling Editor there is **no** automated notification to the Guard, but an Operator looking at the Activity Viewer or Guard Tours Dynamic View can see that the Tour has been started.

If you did configure Guard Tour Scheduling for your Automatically Started Guard Tours, you benefit from the functionality described in [Scheduled Guard Tours](#) on [Page 19](#) such as notifications and Journal entries.

In addition, even without having scheduling configured, you can still create separate Events to send notifications. You can also track Tours that fail to complete on time by checking for Tours "Completed Late" in the Journal or the Activity Viewer.

Reporting for Automatically Started Guard Tours

You can run the pre-defined Guard Tour Reports to check which Tours ran, their current status, and whether or not they had errors, etc. If you configured Guard Tour Scheduling, you can also run Reports indicating which Tours ran as scheduled, which did **not**, and which ran, but failed to complete on time. If you did not configure Guard Tour Scheduling, you can still find that information by running Report on Tours that time out (equivalent to Tours "Not Completed On Time") and Tours whose first Stop times out (roughly equivalent to "Failed to Start").

(For information on these Reports, see "Appendix A, Pre-defined Reports Queries, and Views" in the *C•CURE 9000 Data Views Guide*.)

Guard Tour Error Handling, Triggers, and Event Activation

You can configure Guard Tours to include:

- Error handling that immediately cancels the Tour if any errors occur during execution of the Tour.
- Triggers that activate or pulse Events, send Emails, or run Reports.

Error Handling

Global Error handling is set by selecting the **Cancel Guard Tour on error** option. (See the [Guard Tour Options Tab on Page 53](#). For information on handling specific errors separately, see [Triggers on Page 23](#).)

When such an error occurs, the Tour's Monitoring State is set to "Canceled Due to Error", and the Tour's "Error Occurred" property is set to 'true'. You could configure either of these to be used with a trigger that causes additional activity to occur :

Example:

 Emailing the Guard.

 Activating an Event Action that sets off an alarm.

There are several possible errors that can occur during the execution of a Guard Tour:

- A Stop was reached out of sequence in a sequential Tour.
- A Stop was reached before the minimum amount of time for that Stop elapsed.
 - If this is the first Stop in the Tour, the error is the Tour "Started Early".
 - For any other Stop, the error is the Stop "Checked in Early".
- A Stop was reached after the maximum amount of time for that Stop elapsed.
 - If this is the first Stop in the Tour, the error is the Tour "Started Late".
 - For any other Stop, the error is the Stop "Checked in Late".
- A Tour was "Suspended Too Long".
- The Tour "Completed Early" (before the minimum Tour time elapsed).
- The Tour "Completed Late" (after the Tour timed out).

Triggers

Canceling the Guard Tours on the occurrence of any and all errors may be too extreme for your company's situation. You may want to customize what the system does, depending on the type of error. You can achieve this by configuring Triggers for the Guard Tour and/or its Tour Stops.

Triggers can activate Events, send emails, or run Reports:

- **If** a sequential Tour is taken out of sequence; any Tour is Completed sooner or later than configured (a Guard Tour error), started late, suspended for too long a time, or in 'duress' (a Stop encountered a duress situation); or a Tour Stop is reached sooner or later than configured (a Guard Tour error).
- **When** a Tour completes.

(See [Guard Tour Stop Triggers Dialog Box on Page 49](#) and [Guard Tour Triggers Tab on Page 56](#).)

These two types of Trigger give you great control over error handling, including the ability to cancel the Guard Tour only for certain errors. Triggers also give you the ability to handle initialization and post-tour functionality.

Example:

You can configure Triggers to arm all of your Inputs at the start of the Tour ("Tour Running" property= true) and disarm the Inputs at the end ("Tour Running" property=false).

Configuring a Guard Tour

This chapter outlines the steps required to configure a Guard Tour in C•CURE 9000 and provides information on Guard Tour basic tasks.

In this chapter

Guard Tour Configuration Steps	26
Guard Tour Basic Tasks	28
Viewing a List of Guard Tours	29
Viewing Guard Tour Details	32

Guard Tour Configuration Steps

Table 1 on Page 26 shows the C•CURE 9000 Editors and activities that create C•CURE 9000 Guard Tours.

Table 1: Creating Guard Tours

Task	C•CURE 9000 Editor	Configuration Notes	Additional Information
Configure Personnel allowed to run Guard Tours and Personnel Email Address	Personnel>Personnel>New>Personnel Editor>General tab - or - Edit an existing Personnel Record	Enables specific Personnel to run Guard Tours by selecting the Can Perform Guard Tour option in the Options box. Creates an Email address for a Personnel Record so the person can receive Email notification if: <ul style="list-style-type: none"> Assigned as a Guard to run a Tour on the Guard Tour Scheduling Editor and the Notify Guard of Scheduled Tour option is selected. A member of a Personnel Group configured on the Guard Tour Guards tab or Guard Tour Scheduling Editor to receive email notification of Tour scheduling. 	See "Personnel General Tab", "Setting Options", and "Setting an Email Address" in the Personnel chapter in the <i>C•CURE 9000 Personnel Configuration Guide</i> . See Guard Tour Scheduling Editor on Page 76 and Guard Tour Guards Tab on Page 64.
Configure a Personnel Group (optional)	Configuration>Group>New>Group Editor - or - Edit an existing Personnel Group	Creates a Personnel Group which can then be selected on the Guard Tour Guards tab/ Guard Tour Scheduling Editor so its members receive email notification of Tour scheduling.	See the Groups chapter in the <i>C•CURE 9000 Software Configuration Guide</i> . See Guard Tour Scheduling Editor on Page 76 and Guard Tour Guards Tab on Page 64.
Configure the Guard Tour	Personnel>Guard Tour>New>Guard Tour Editor (Stops tab displayed)	Creates a Guard Tour.	See Guard Tour Basic Tasks on Page 28 and Guard Tour Editor on Page 40.
Configure Guard Tour Stops	Personnel>Guard Tour>New>Guard Tour Editor>Stops tab	Specifies <ul style="list-style-type: none"> Guard Tour type (Sequential or Random) Stops for a Guard Tour <ul style="list-style-type: none"> Devices (Door/Elevator/Input) Duress Sequential Tours <ul style="list-style-type: none"> Order Min/Max time between Stops Random Tours <ul style="list-style-type: none"> Min/Max time between Stops <ul style="list-style-type: none"> Card Swipe at Reader at 1st Stop can start Tour Schedule during which previous Card Swipe can start Tour 	See Guard Tour Stops Tab on Page 43.

Creating Guard Tours (continued)

Task	C•CURE 9000 Editor	Configuration Notes	Additional Information
Configure Guard Tour Stops Triggers	Personnel>Guard Tour>New>Guard Tour Editor>Stops tab>Guard Tour Stop Triggers dialog box	Specifies for Tour Stop Status values: <ul style="list-style-type: none"> • Event Actions to be activated/pulsed. • Reports to be run. • Email to be sent. 	See Guard Tour Stop Triggers Dialog Box on Page 49.
Configure Guard Tour Options	Personnel>Guard Tour>New>Guard Tour Editor>Options tab	<ul style="list-style-type: none"> • Specifies for Guard Tour: <ul style="list-style-type: none"> - Minimum/maximum expected completion times - Maximum suspension time - Error Handling 	See Guard Tour Options Tab on Page 53.
Configure Guard Tour Triggers	Personnel>Guard Tour>New>Guard Tour Editor>Triggers tab	Specifies for Duress/Error Occurred/Tour Running/Tour Status values: <ul style="list-style-type: none"> • Event Actions to be activated/pulsed. • Reports to be run. • Email to be sent. 	See Guard Tour Triggers Tab on Page 56.
Configure Guard Tour Guards	Personnel>Guard Tour>New>Guard Tour Editor>Guards tab	Specifies: <ul style="list-style-type: none"> • Guards allowed to run the Tour, and whether they can run a sequential tour randomly. • Personnel Group to be notified by Email about this Tour—entered by default on Guard Tour Scheduling Editor. 	See Guard Tour Guards Tab on Page 64. See Guard Tour Scheduling Editor on Page 76.
Configure Guard Tour Predefined Log Messages	Personnel>Guard Tour>New>Guard Tour Editor>Predefined Log Messages tab	Specifies the Predefined Log Messages/Groups of Predefined Log Messages that can be selected for logging when the Start , Suspend , Resume , or Cancel Guard Tour Actions are performed.	See Guard Tour Predefined Log Messages Tab on Page 67.
Configure Guard Tour Documents	Personnel>Guard Tour>New>Guard Tour Editor>Documents tab	Assigns a 'Shared' Document within the C•CURE 9000 system—whether a URL, a PDF, or a TXT file—to a Guard Tour.	See Guard Tour Documents Tab on Page 69.
Change Guard Tour State Images	Personnel>Guard Tour>New>Guard Tour Editor>State Images tab	Modifies Images that indicate Guard Tour states on the Monitoring Station.	See Guard Tour State Images Tab on Page 72 and Guard Tour State Images Tab Tasks on Page 74.
Configure Scheduling for Guard Tours	Personnel>Guard Tour Scheduling>New >Guard Tour Scheduling Editor - or - Edit an existing Guard Tour Schedule	Creates a Guard Tour Schedule.	See Guard Tour Scheduling Editor on Page 76.

Guard Tour Basic Tasks

Many of the tasks you can perform on Guard Tours use the same general procedures as the other objects in the C•CURE 9000 system. The methods for creating, editing, viewing a list of objects, exporting, and other functions are similar across most C•CURE 9000 objects.

For information, see the section on Basic Object Tasks in the *C•CURE 9000 Getting Started Guide*.

Some of these tasks do have functionality specific to Guard Tour, as documented in the following topics:

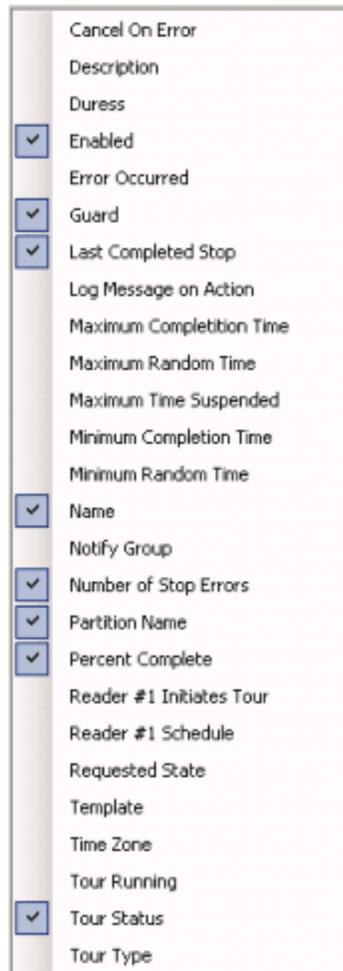
- [Viewing a List of Guard Tours on Page 29](#)
- [Using the Guard Tour List Context Menu on Page 30](#)
- [Using Set Property for Guard Tours on Page 31](#)
- [Viewing Guard Tour Details on Page 32](#)
- [Logging a Message for a Guard Tour on Page 37](#)

Viewing a List of Guard Tours

You can view a list of all Guard Tour objects by opening the default Dynamic View for Guard Tours.

- For the general procedures common to all C•CURE 9000 objects, see "Viewing a List of an Object Type", "Sorting and Filtering the List of Objects", and "Using the Object List Context Menu" in the section on Basic Object Tasks in the *C•CURE 9000 Getting Started Guide*.
- Once you have accessed the Guard Tour View and manipulated the list following the generic procedures, you can do the following:
 - Right-click the Guard Tour-specific context menu selections (see [Using the Guard Tour List Context Menu on Page 30](#)) and perform those functions.
 - Right-click a column heading in the view to display the Guard Tour-specific context menu that lets you change the columns displayed by the Dynamic View, as shown in [Figure 1 on Page 29](#).

Figure 1: Guard Tour Dynamic View Columns List



Using the Guard Tour List Context Menu

The context menu that opens when you right-click one or more Guard Tours in the Dynamic View includes some standard selections and additional selections specific to the Guard Tour object and its current state. (See [Figure 2](#) on [Page 30](#) for an example of a Guard Tour context menu for a Guard Tour that is enabled, but not active or suspended. The menu would have different selections if the Guard Tour were either active or suspended.)

You can select one or more Guard Tours in the Dynamic View (using multiple selection combinations such as **SHIFT+Left-click** and **CTRL+Left-click**) and perform functions from the context menu—such as Set property, Add to group, Export selection, and Find in Journal.

For definitions of the following:

- Standard selections – see the Object List context menu table in the section on Basic Object Tasks in the *C•CURE 9000 Getting Started Guide*.
- Guard Tour View-specific context menu selections – see [Table 2](#) on [Page 30](#).
- Guard Tour-specific properties that can be changed using **Set property** – see [Using Set Property for Guard Tours](#) on [Page 31](#).

Figure 2: Guard Tour List Context Menu

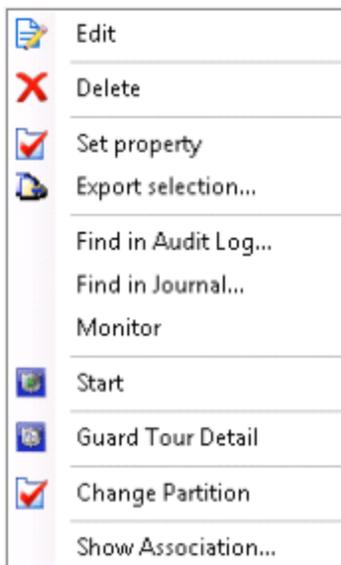


Table 2: Guard Tour View Context Menu

Selection	Description
Start	Click this menu selection to start the running of a Guard Tour. NOTE: This selection is available only if the Guard Tour is enabled .

Guard Tour View Context Menu (continued)

Selection	Description
Cancel	Click this menu selection to permanently stop an active or suspended Guard Tour. NOTE: This selection is available only if the Guard Tour is active or suspended .
Suspend	Click this menu selection to temporarily stop an active Guard Tour. NOTE: This selection is available only if the Guard Tour is active or resumed .
Resume	Click this menu selection to restart a suspended Guard Tour. NOTE: This selection is available only if the Guard Tour is suspended .
Monitor	Click this menu selection to view activity for the selected Guard Tour(s), and Guard Tour Stop and Trigger-with-target-Event children, on an Admin Monitor Activity Viewer. For more information, see "Monitoring an Object from the Administration Station" in the <i>C•CURE 9000 Getting Started Guide</i> .
Guard Tour Detail	Click this menu selection to open a Guard Tour Details dialog box. For more information, see Viewing Guard Tour Details on Page 32 .
Show Association	Click this menu selection to view a list of Security Objects associated with this Guard Tour. For more information, see "Showing Associations for an Object" in the <i>C•CURE 9000 Getting Started Guide</i> .

Using Set Property for Guard Tours

Click the Set Property menu selection to change the value of the selected properties in the selected Guard Tour(s).

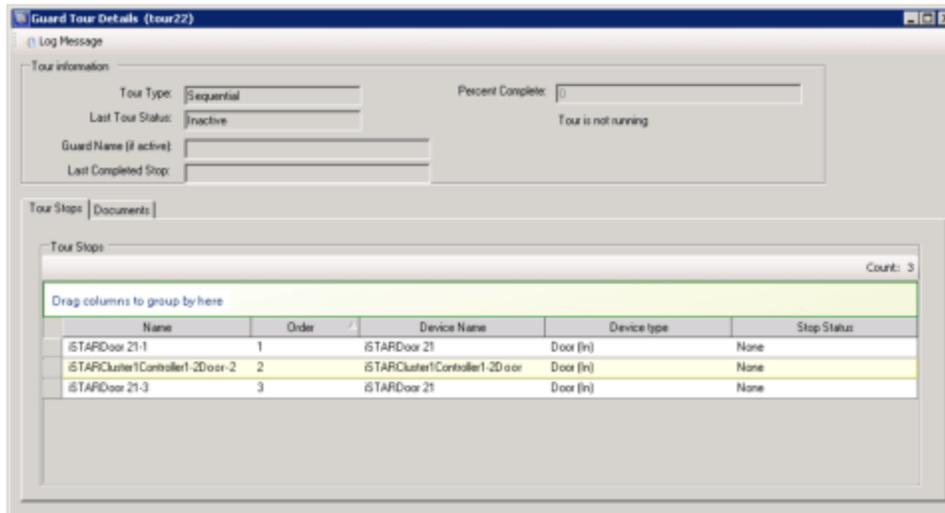
A dialog box appears asking you to select a property to change. Click to open a selection list and click the property you wish to change. You can then change the value of the following properties:

- **Cancel on Error** – You can determine whether or not the Guard Tour(s) is/are terminated when an error occurs by selecting/clearing the **Cancel Guard Tour on error** check box.
- **Description** – You can change the textual description of the Guard Tour(s) by typing in a new value.
- **Enabled** – You can determine whether or not the Guard Tour(s) is/are enabled or not by selecting/clearing the **Enabled** check box.
- **Log Message on Action** – You can determine whether or not the Operator must log a message when the Guard Tour(s) is/are started, suspended, resumed, or canceled by selecting/clearing the **Log message on Guard Tour action** check box.
- **Tour Type** – You can change the method used for Tour Stop check-ins, whether **Sequential** or **Random**, by clicking the down-arrow in the **Value** field and choosing the other method.

Viewing Guard Tour Details

You can view detailed information for a specific Guard Tour selected from the Guard Tour dynamic view on the **Guard Tour Details** dialog box, shown in [Figure 3](#) on [Page 32](#).

Figure 3: Guard Tour Details Dialog Box – Tour Stops Tab



This dialog box has the following tabs:

- Tour Stops – See [Tour Stops Tab](#) on [Page 33](#)
- Documents – See [Documents Tab](#) on [Page 36](#)

In addition, you can click the **Log Message** button to open a dialog box for selecting one or more log messages for this Guard Tour. See [Logging a Message for a Guard Tour](#) on [Page 37](#).

For more information, see:

- [Guard Tour Details Dialog Box Definitions](#) on [Page 32](#).

Guard Tour Details Dialog Box Definitions

Table 3: Guard Tour Details Dialog Box Fields/Buttons

Fields/Buttons	Description
Log Message	Click this button to open the Guard Tour Log a Message dialog box. See Logging a Message for a Guard Tour on Page 37 .
Tour Information	
Tour Type	Displays the method designated for Tour Stop check-ins for this Guard Tour: either Random or Sequential.

Table 3: Guard Tour Details Dialog Box Fields/Buttons (continued)

Fields/Buttons	Description
Last Tour Status	<p>A read-only field displaying the current status of the Tour:</p> <ul style="list-style-type: none"> • Activated – Guard assigned to walk Tour and it has started. • Started on Time – Guard checked in at first stop within required minimum/maximum time constraints. • Started Early – Guard checked in at first stop before configured minimum time. • Started Late – Guard checked in at first stop later than configured maximum time. • Suspended – Guard temporarily stopped from walking Tour. • Suspended Too Long – Tour temporarily stopped longer than Tour suspend timeout value. • Resumed – Suspended Tour made active again. • Canceled – Active Tour requested to stop by Event/Operator Action or disabled by any type 'error'. • Completed – Guard finished walking Tour. • Completed Early – Tour completed before configured minimum time. • Completed Late – Tour completed later than configured maximum time. • Inactive – Tour is not active. (When Tour first created/enabled or the system restarted.) • Not Completed on Time – Tour should have finished since maximum completion time expired, but no Stops checked-in. • Failed to Start – Tour did not start during scheduled time. • Error – Tour had some error(s). • Unknown – System just started. Tour is set to 'Unknown'.
Guard Name (if active)	Displays the name of the Guard walking this Tour—if the Tour is active .
Last Completed Stop	A read-only field indicating the last Guard Tour Stop checked-in.
Percent Complete.	A read-only field indicating the percentage of Guard Tour Stops checked-in.
(Tour is running)	A read-only field that displays if the Tour is actively running.
(Tour is not running)	A read-only field that displays if the Tour is not running.
(Tour has errors)	A read-only field that displays if the Tour has errors.
(Tour is in Duress)	A read-only field that displays bolded in red if the Tour has encountered a duress situation.

Tour Stops Tab

This tab, as shown in [Figure 3](#) on [Page 32](#) displays the Guard Tour Stops assigned to this Tour and has the fields described in [Table 4](#) on [Page 34](#).

You can right-click a column heading in the view to display the Guard Tour Stops-specific context menu that lets you change the columns displayed by the Dynamic View, as shown in [Figure 4](#) on [Page 34](#).

Figure 4: Guard Tour Stops Dynamic View Columns List

	Description
<input checked="" type="checkbox"/>	Device Name
<input checked="" type="checkbox"/>	Device type
	Duress Device Name
	Guard Tour Name
	Maximum Stop Time
	Minimum Stop Time
<input checked="" type="checkbox"/>	Name
<input checked="" type="checkbox"/>	Order
	Partition Name
<input checked="" type="checkbox"/>	Stop Status

Table 4: Guard Tour Details Dialog Box – Tour Stops Tab Fields

Fields	Description
Count	Displays the number of Stops assigned to this Guard Tour.
Tour Stops Table Rows (Default Columns)	
Name	Displays the name of this Guard Tour Stop.
Order	Displays the sequence number that this Tour Stop must be checked in by the Guard for a sequential Tour.
Device Name	Displays the name of the device used for this Tour Stop.
Device Type	Displays the type of device used for this Tour Stop: Door, Door (In), Door (Out), Elevator, Elevator (Floor), Input, or Input (Duress).

Guard Tour Details Dialog Box – Tour Stops Tab Fields (continued)

Fields	Description
Stop Status (See How Stop Statuses Work for Random Tours on Page 36 for more information.)	A read-only field displaying the current status of the Tour Stop: <ul style="list-style-type: none"> • Checked In On Time – The Guard checked in at the Stop in the configured amount of time. • Checked In Early – The Guard checked in at the Stop earlier than the configured amount of time. • Checked In Late – The Guard checked in at the Stop later than the configured amount of time. • Out of Sequence – The Guard checked in at the Stop in a sequential Tour in the incorrect order. • Duress – The Guard checked in at the Stop in a Duress situation. • Stop Not Reached on Time – No Guard has checked in at the Stop in the configured allotted time.

How Stop Statuses Work for Random Tours

- In a sequential Tour when a Guard has visited Stop 1 but is late getting to the next Stop, the system knows:
 - The Guard is late.
 - The next Stop is Stop 2.

Consequently Stop 2 receives the Stop Status: **Stop Not Reached on Time**.

- In a random Tour when a guard has visited Stop 5 as the first Stop, for example, but is late getting to the next Stop, the system only knows:
 - The Guard is late.
 - The system does **not** know which Stop the Guard is late for.

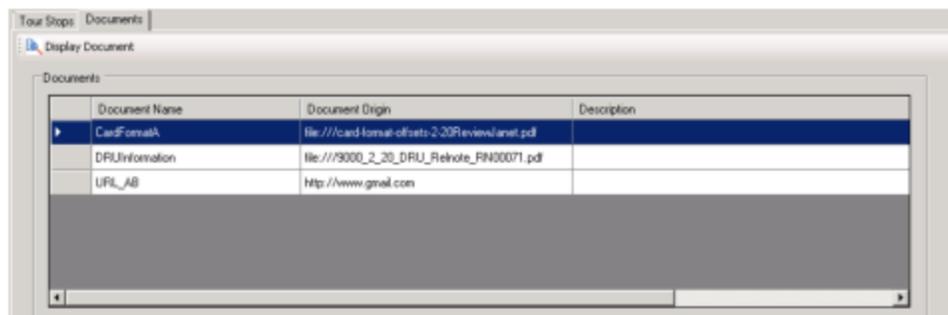
Consequently the system looks over the Stops in the random Tour, finds the first Stop the Guard has **not yet** visited, and gives it the Status: **Stop Not Reached on Time**. For this example, Stop 1 receives the Status: **Stop Not Reached on Time**, although the system does not know if this is the Stop the Guard is actually heading for.

- For that sequential Tour, when the Guard finally does reach Stop 2, its Stop Status changes to **Checked In Late**.
- For the random Tour, when the Guard finally reaches his/her next Stop, in this case Stop 3, that Stop receives a Status of **Checked In Late**. In addition, since the system now knows which Stop the Guard was actually late reaching, the Stop Status of Stop 1 reverts from **Stop Not Reached on Time** to **None**.

Documents Tab

This tab, shown in [Figure 5](#) on [Page 36](#) displays the list of Documents that have been assigned to this Tour. You can select a Document and view it in a pop-up window.

Figure 5: Guard Tour Details Dialog Box – Documents Tab



This tab has the fields/buttons described in [on Page 32](#).

Table 5: Guard Tour Details Dialog Box – Documents Tab Fields/Buttons

Fields/Buttons	Description
Display Document	Click this button to open/display the selected Document in a pop-up window.
Documents	
Document Name	Displays the name of the Document assigned to this Tour.
Document Origin	Displays the original file path of the Document assigned to this Tour.
Description	Displays the description of the Document assigned to this Tour.

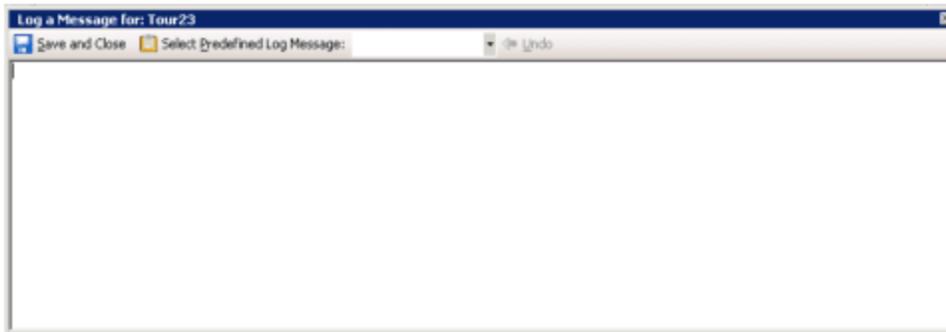
Logging a Message for a Guard Tour

The **Log a Message for...** dialog box, shown in [Figure 6](#) on [Page 37](#), that opens when you click the **Log Message** button on the **Guard Tour Details** dialog box allows you to log a message for this Guard Tour to the Monitoring Station or the Journal. You can use the dialog box to either select one or more Predefined Log Messages or to enter new message text.

NOTE

This dialog box also opens when any of the Guard Tour Actions – Start, Suspend, Resume, Cancel – are performed, if the **Log message on Guard Tour action** option was selected for this Tour on the **Guard Tour Options** tab.

Figure 6: Log a Message for Dialog Box



The dialog box has the fields/buttons described in [Table 6](#) on [Page 37](#).

Table 6: Log a Message for...Dialog Box Fields/Buttons

Fields/Buttons	Description
Save and Close	Click this button to have the selected Predefined Message and/or free-form text that displays in the text box logged to the Monitor Station/Journal.
Select Predefined Log Message drop-down list	NOTE: This drop-down is available only if a predefined log message has been configured for the Guard Tour. Click the down-arrow and select a Predefined Message from the list to have it display in the text box.

Table 6: Log a Message for...Dialog Box Fields/Buttons (continued)

Fields/Buttons	Description
Undo	NOTE: This button is available only if a predefined log message has been selected. Click this button to erase each line of the predefined message text displayed in the text box. (Only the text from a predefined message can be deleted this way. Clicking the button does not erase any text that you enter yourself.)
Log Message Text box	Displays the text of the predefined log message selected from the drop-down list or any text you type in free-form.

Guard Tour Editor

This chapter provides the information you need to use the **Guard Tour Editor** and its tabs to create Guard Tours in C•CURE 9000.

In this chapter:

Guard Tour Editor	40
Guard Tour Stops Tab	43
Guard Tour Stop Triggers Dialog Box	49
Guard Tour Options Tab	53
Guard Tour Triggers Tab	56
Guard Tour Guards Tab	64
Guard Tour Predefined Log Messages Tab	67
Guard Tour Documents Tab	69
Guard Tour State Images Tab	72

Guard Tour Editor

- [Guard Tour Stops Tab on Page 43](#)
- [Guard Tour Options Tab on Page 53](#)
- [Guard Tour Triggers Tab on Page 56](#)
- [Guard Tour Guards Tab on Page 64](#)
- [Guard Tour Predefined Log Messages Tab on Page 67](#)
- [Guard Tour Documents Tab on Page 69](#)
- [Guard Tour State Images Tab on Page 72](#)

To use the **Guard Tour Editor**, see [Accessing the Guard Tour Editor on Page 40](#).

The **Guard Tour Editor** has the buttons described in [Table 7 on Page 41](#) and the fields described in [Table 8 on Page 42](#).

Accessing the Guard Tour Editor

You can access the **Guard Tour Editor** from the C•CURE 9000 Personnel pane.

To Access the Guard Tour Editor

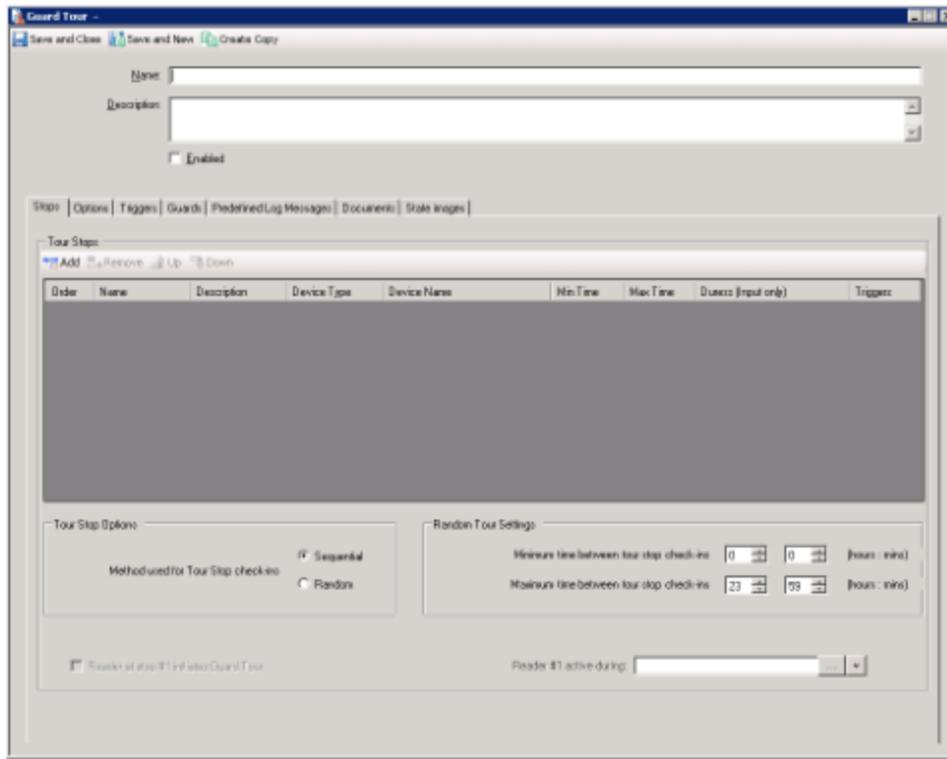
1. In the Navigation pane of the Administration Workstation, click the **Personnel** pane button.
2. Click the Personnel pane drop-down list and select **Guard Tour**.
3. Click **New** to create a new Guard Tour.

- or -

Click  to open a Dynamic View showing a list of all existing Guard Tours, right-click the Guard Tour you want to change, and click **Edit** from the context menu that appears.

The **Guard Tour Editor** opens with the **Stops** tab displayed, as shown in [Figure 7 on Page 41](#).

Figure 7: Guard Tour Editor – Stops Tab



The **Guard Tour Editor** has the buttons described in [Table 7](#) on [Page 41](#) and the fields described in [Table 8](#) on [Page 42](#).

Guard Tour Editor Buttons/Fields Definitions

Table 7: Guard Tour Editor Buttons

Button	Description
Save and Close	Click this button when you have completed any changes to the Guard Tour and wish to save those changes. The Guard Tour Editor closes.
Save and New	Click this button when you have completed any changes to the Guard Tour and wish to save those changes and also create a new Guard Tour. The Guard Tour you were editing is saved, and a new Guard Tour opens (either blank or including template information if you were using a template to create the new Guard Tour).
Create Copy	Click this button to save your changes, close that Guard Tour, and keep the Guard Tour Editor open with a copy of the just-saved Tour. You can use the copy to name and save a new Tour with the same settings as the previous one.
	Click this button when you want to close the Guard Tour Editor without saving your changes. A warning appears asking whether or not you want to save your changes before closing the editor. Click Yes to exit and save and No to exit and cancel your changes.

Table 8: Guard Tour Editor Fields

Fields/Buttons	Description
Name	Enter a unique name, up to 100 characters, to identify the Guard Tour.
Description	Enter a description of the Guard Tour, up to 500 characters.
Enabled	<p>Select this check box to activate the Guard Tour and make it operational (put it online). Enabling the Tour allows you to assign a Guard to the Tour and to start it.</p> <p>A running Guard Tour that is taken offline (Enabled check box cleared) is automatically cancelled.</p> <p>NOTE: A Guard Tour cannot be edited while it is enabled/online.</p>
Partition	A read-only field displaying the name of the Partition to which this Guard Tour belongs. (This field is visible only if the C•CURE 9000 system is partitioned.)

Guard Tour Stops Tab

The **Guard Tour Stops** tab, shown in [Figure 7](#) on [Page 41](#), allows you to set up **Tour Stops** for the Guard Tour.

For more information, see:

- [Guard Tour Stops Tab Definitions](#) on [Page 43](#).
- [Guard Tour Stops Tab Tasks](#) on [Page 46](#).

Guard Tour Stops Tab Definitions

Table 9: Guard Tour Stops Tab Buttons/Fields

Fields/Buttons	Description
Add	<p>Click this button to open the Object Selection dialog box where you can select one or more Doors, Elevators, or Inputs as Tour Stops for this Guard Tour. (The maximum number of Stops that any Guard Tour can have is 100.)</p> <p>NOTE: You can select multiple items at the same time as long as they belong to the same Object type—all Doors, all Elevators, or all Inputs. You cannot mix Device types in one selection pass.</p> <p>You can select individual Door/Elevator/Input Objects as Tour Stops for this Guard Tour from existing system Map icons by clicking . See Guard Tour Stops Tab Tasks on Page 46.</p> <p>Once you have made your selection, the system enters the Door/Elevator/Input Object(s) in the Tour Stops table—each item to its own row.</p>
Remove	Click this button to remove a selected row from the Tour Stops table.
Up	Click this button to move the selected Tour Stop row up in the table.
Down	Click this button to move the selected Tour Stop row down in the table.
<p>Tour Stops Table Rows</p> <p>This table displays the Tour Stops configured for a given Guard Tour. If the Tour is sequential, the Stops are listed in the order in which they must be checked-in.</p> <p>NOTE: When swiping at the Reader at the first Stop is configured to start the Guard Tour, which Stop is first matters for random Tours as well as for sequential Tours.</p>	
Order	The number of the Tour Stop. (A system-generated read-only field.) For a sequential tour, the Guard must check-in at each Stop in this order.
Name	The name of the Tour Stop. (A system-generated field whose default format is <devicename-order> and can be up to 100 characters. This field can be edited.)
Description	Enter a description of the Tour Stop, up to 500 characters.

Guard Tour Stops Tab Buttons/Fields (continued)

Fields/Buttons	Description
Device Type	<p>The type of device used for this Tour Stop, depending on the Object selected when the Stop was added:</p> <ul style="list-style-type: none"> • When the selected Object is a Door, the type can be: <ul style="list-style-type: none"> - Door In or Door Out - Door In (Used) or Door Out (Used) <p>'In' or 'Out' refers to which Reader on the Door is configured as the Tour Stop—whether the Inbound Reader or the Outbound Reader.</p> <p>'Used' means that the Stop only counts as 'checked-in' when the Door is opened.</p> <p>(The default Door type is Door In.)</p> <ul style="list-style-type: none"> • When the selected Object is an Elevator, the type can be: <ul style="list-style-type: none"> - Elevator or Elevator (Used) <p>'Used' means that the Stop only counts as 'checked-in' when the Elevator Door is opened and at least one Button pressed to select a Floor.</p> <p>(The default Elevator type is Elevator.)</p> <ul style="list-style-type: none"> • Input Objects have only the one type, 'Input'. Once you have selected an Input Device, you can indicate 'duress' by selecting the Duress (Input Only) option on the row. <p>(The default Input type is Input.)</p>
Device Name	<p>The name of the device used for this Tour Stop. (A system-generated field.)</p> <p>NOTE: If you click in this field, a Select button <input type="button" value="..."/> and an Actions button <input type="button" value="v"/> become available.</p> <ul style="list-style-type: none"> - You can click <input type="button" value="..."/> to select another device of the same type. - You can click <input type="button" value="v"/> and then Edit to modify the selected Device. For information, see "Using the Actions Button" section in the "User Interfaces" chapter in the <i>C-CURE 9000 Getting Started Guide</i>.
Min Time	<p>Enter the minimum time in hours and minutes (HH:MM format) for a sequential Tour that a Guard is allowed to take to arrive at this Tour Stop from the previous Stop. If the Guard takes less time to reach the Stop, a Guard Tour error is declared.</p> <p>For the first Stop, this is the minimum amount of time to reach this Stop once the Tour has started.</p> <p>NOTE: This is a required field for random Tours as well as for sequential. However, for random Tours, you enter the minimum time in the Random Tour Settings box, not in this Table field. The system then displays the chosen value in this field for all the random Tour Stops.</p> <p>No minimum time is enforced if the value entered is 00:00. The minimum allowable value is 0 minutes, while the maximum allowable value is 23 hours and 59 minutes. The default value is 0 minutes.</p>

Guard Tour Stops Tab Buttons/Fields (continued)

Fields/Buttons	Description
Max Time	<p>Enter the maximum time in hours and minutes (HH:MM format) for a sequential Tour that a Guard is allowed to take to arrive at this Tour Stop from the previous Stop. If the Guard takes longer to reach the Stop, a Guard Tour error is declared.</p> <p>For the first Stop, this is the maximum amount of time to reach this Stop once the Tour has started. (This is a required field for random Tours as well as for sequential.)</p> <p>NOTE: This is a required field for random Tours as well as for sequential. However, for random Tours, you enter the maximum time in the Random Tour Settings box, not in this Table field. The system then displays the chosen value in this field for all the random Tour Stops when you save the Guard Tour.</p> <p>The minimum allowable value is 1 minute, while the maximum allowable value is 23 hours and 59 minutes. The default value is 23 hours and 59 minutes.</p>
Duress (Input Only)	<p>Click the down-arrow to open a list of Inputs from the same panel as the Tour Stop device on this row and select a second Input to act as the duress indicator. (Selecting a Duress Input is optional.)</p>
Triggers	<p>Click this button to open the Guard Tour Stop Triggers dialog box and configure Triggers for this Tour Stop.</p> <p>Once you have configured and saved any Stop trigger(s) and returned to this Stops tab, this button will indicate the number of triggers created followed by asterisks.</p> <p>Examples:</p> <p>2 ***</p> <p>0 ***</p>
Tour Stop Options	
Method used for Tour Stop check-ins	<p>Specify one of the following options as the method to be used for Tour Stop check-ins:</p> <ul style="list-style-type: none"> • Sequential – Guard must check in at the Stops in the Guard Tour in sequence, according to the order configured on this tab in the Order field. • Random – Guard can check in at the Stops in the Guard Tour in any order. <p>With either method, the guard must check in at all the Tour Stops (even if out of sequence) before the Guard Tour is considered complete — unless the Guard Tour is canceled.</p>
Random Tour Settings	
<p>NOTE: The fields in this box are available even when Sequential is selected as the Tour Stop check-in method since an assigned Guard can be configured to run a sequential Tour as a random Tour. For information, see the Guard Tour Guards Tab on Page 64. For more information about Tour Stops, see How Stop Statuses Work for Random Tours on Page 36</p>	
Minimum time between tour stop check-ins: (hours: mins)	<p>Enter the minimum time in hours and minutes (HH:MM format) that a guard is allowed to take between any two random tour stops before a Guard Tour error is declared. When you save the Guard Tour, the system displays the time you entered in the field in the Min Time field in the Tour Stops table for all rows.</p> <p>No minimum time is enforced if the value entered is 00:00. The minimum allowable value is 0 minute, while the maximum allowable value is 23 hours and 59 minutes. The default value is 0 minutes.</p>

Guard Tour Stops Tab Buttons/Fields (continued)

Fields/Buttons	Description
Maximum time between tour stop check-ins: (hours: mins)	Enter the maximum time in hours and minutes (HH:MM format) that a guard is allowed to take between any two random tour stops before a Guard Tour error is declared. When you save the Guard Tour, the system displays the time you entered in the field in the Max Time field in the Tour Stops table for all rows. The minimum allowable value is 1 minute, while the maximum allowable value is 23 hours and 59 minutes. The default value is 23 hours and 59 minutes.
Bottom of Tab	
Reader at stop #1 initiates Guard Tour	Select this check box to allow the Tour to be started by the Guard swiping his/her Card at the Reader at the first Stop of the Tour. The Object Selection dialog box opens automatically for you to select a Schedule during which the swipe starts this Guard Tour. The system enters the selected schedule in the Reader #1 active during field. NOTE: <ul style="list-style-type: none"> This field is available only if Tour Stop #1 has already been: <ul style="list-style-type: none"> Configured on this Guard Tour Stops tab. Configured to be monitored by a Reader at a Door/Elevator, not by an Input. This is one of three ways of starting a Guard Tour. The other ways are: <ul style="list-style-type: none"> By an Operator Action. By an Event. For information, see Guard Tour Activation on Page 13 .
Reader #1 active during	The Schedule you selected—during which a Card swipe at the Stop #1 Reader can start this Guard Tour—is entered in this field. Then, outside of that Scheduled time, swiping at the Reader will not initiate a Tour. NOTE: You can click the Select button  to select another Schedule. If the Actions button  is available, you can click it and then click Edit to modify the selected Schedule—if it is user-configured. For information, see "Using the Actions Button" section in the "User Interfaces" chapter in the <i>C•CURE 9000 Getting Started Guide</i> .

Guard Tour Stops Tab Tasks

You use the **Stops** tab to accomplish the tasks listed below, needed to configure a Guard Tour object.

- [Selecting Devices for Guard Tour Stops](#) on [Page 46](#)
- [Selecting Devices for Guard Tour Stops from Maps](#) on [Page 47](#)
- [Configuring Guard Tour Stop Details](#) on [Page 47](#)
- [Configuring Triggers for Guard Tour Stops](#) on [Page 51](#)
- [Deleting a Stop from a Guard Tour](#) on [Page 48](#)

Selecting Devices for Guard Tour Stops

You can configure a maximum of 100 Stops for any Guard Tour.

To Select Devices for Guard Tour Stops

1. Create or edit a Guard Tour. See the section on Basic Object Tasks in the *C•CURE 9000 Getting Started Guide*.
2. On the **Guard Tour Editor** with the **Stops** tab open, click **Add** to create a new Tour Stop row.
A **Name Selection** dialog box opens for you to select the Device(s) you want for one or more Stops. The Object type defaults to Door and the Doors available for selection are listed in the dialog box.
3. To select one or more Doors for Stops, click the check box next to the desired Door(s) and then click **OK**.

- or -

To select one or more Elevators or Inputs for Stops:

- a. Click  in the **Select Type** field and then click to select either **Elevator** or **Input** from the **Select Type** dialog box.

The **Name Selection** dialog box reappears with the Device type you chose in the **Select Type** field, either **Elevator** or **Input**, and the available Elevators or Inputs listed below.

- b. Click the check box next to the desired Elevator(s) or Inputs(s) and then click **OK**.

The **Stops** tab displays with the Device(s) you selected added to the **Tour Stops** table, each on a separate row.

Selecting Devices for Guard Tour Stops from Maps

If you have created system Maps that include icons for Doors, Elevators, and/or Inputs, you can select these devices directly from the Maps as Tour Stops for this Guard Tour.

To Select Devices for Guard Tour Stops from Maps

1. Follow [Step 1](#) through Step 3a in the previous procedure, [Selecting Devices for Guard Tour Stops on Page 46](#).
2. On the **Name Selection** dialog box that reappears with the Device type you chose in the **Select Type** field, click , the Map icon, on the Toolbar.

A **Name Selection** dialog box opens for you to select the Map(s) that include icons for the Device(s) you want for one or more Stops. For detailed information, see "Selecting Objects from a Map" in the Basic Object Tasks section in the *C•CURE 9000 Getting Started Guide*.

NOTE A warning message displays if there are no maps in the system with icons for the selected Device type.

Configuring Guard Tour Stop Details

To Configure Guard Tour Stop Details

1. Create or edit a Guard Tour Stop, as described in the preceding steps.
2. In the **Tour Stops Options** box, click either the **Sequential** or **Random** options to select the method you want used for the Tour Stop check-ins.
3. If you chose the **random** method, use the up-/down-arrows in the **Random Tour Settings** box to select both the minimum and maximum times, in hours and minutes, between check-ins at the Tour Stops.

The system displays the values you enter in these fields in the **Min Time/Max Time** fields in the **Tour Stops** table for all the Tour Stop rows when you save the Guard Tour.

(For more information, see [How Stop Statuses Work for Random Tours](#) on Page 36.)

4. If you wish the Guard to be able to start a Tour by checking in at the first Tour Stop (as long as it is a Door or Elevator), select the **Reader at stop #1 initiates Guard Tour** option.
5. Then select a Schedule from the Object Selection list that opens. (The Card swipe at Stop #1 will only be able to start this Guard Tour during this Schedule.)
6. In the **Tour Stops** table, enter the following information for each Stop row, as appropriate:
 - a. Enter a description of the Stop, up to 500 characters.
 - b. If you chose the **sequential** method for this Tour, to enter the minimum/maximum times that the Guard can take between check-ins at the Stops, click in the **Min Time** and **Max Time** fields and use the up-/down-arrows to enter Time values.
 - c. If the Stop Device is an Input, click the down-arrow if you want to select a second Input as a duress indicator. (The list only includes Inputs from the same panel as the Tour Stop Input.) If an Input Device is used more than once in Tour—for different Stops, it will automatically use the same duress Device.
7. To change the order of the Stops for a **sequential** Tour, use the **Up/Down** buttons above the **Tour Stops** table to move the Tour Stop rows around.

Deleting a Stop from a Guard Tour

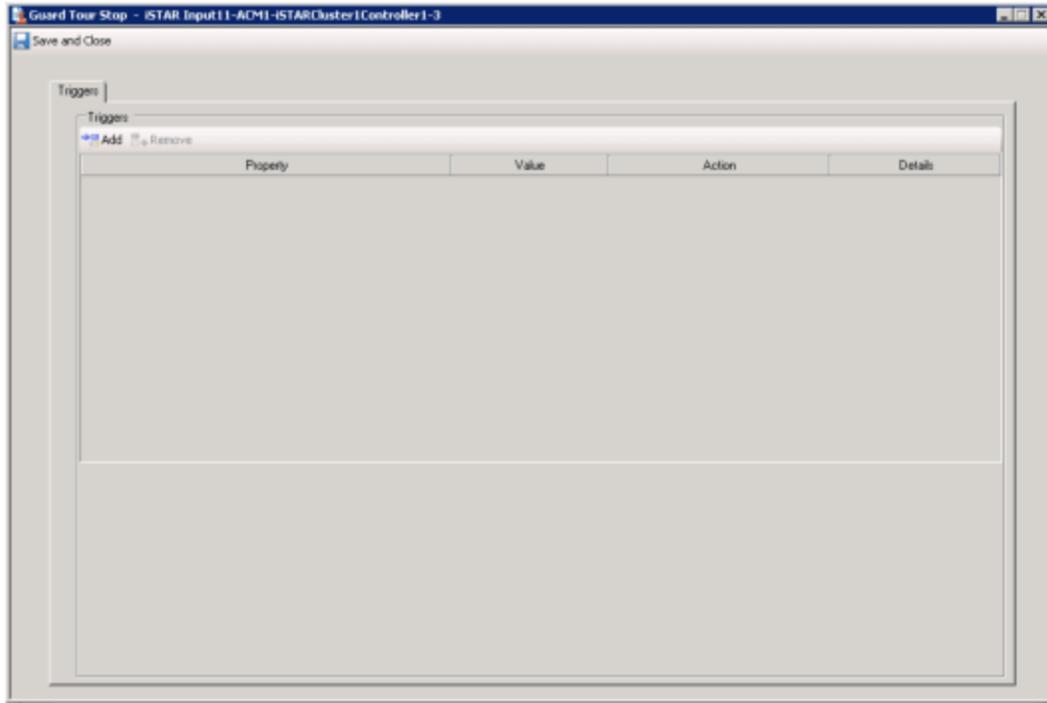
To Delete a Guard Tour Stop

1. On the **Stops** tab, click anywhere on a Tour Stop row to select it.
2. Click **Remove** to delete the Stop.

Guard Tour Stop Triggers Dialog Box

The **Guard Tour Stop Triggers** dialog box , shown in [Figure 8](#) on [Page 49](#), allows you to define triggers for the Guard Tour Stops.

Figure 8: Guard Tour Stop Triggers Dialog Box



For more information, see:

- [Guard Tour Stop Triggers Dialog Box Definitions](#) on [Page 49](#).
- [Guard Tour Stop Triggers Dialog Box Tasks](#) on [Page 51](#).

Guard Tour Stop Triggers Dialog Box Definitions

Table 10: Guard Tour Stop Triggers Dialog Box Buttons

Button	Description
Add	Click this button create a new row in the Triggers table. You have to configure all the fields in the row and select an Event to be activated or pulsed, a Report to be run, or an Email to be sent to complete the Add operation.
Remove	Click this button to remove a selected row from the Triggers table. You have to click the row selector <input type="checkbox"/> to select a row to remove. If no row is selected, this button is not available.

Table 11: Guard Tour Stop Triggers Dialog Box Fields

Fields/Buttons	Description
Triggers Table Rows	
Property	Click in the Property field to display  and then click this button to select Stop Status as the property (the only one available).
Value	<p>Click the down-arrow to select a value from the drop-down list:</p> <ul style="list-style-type: none"> • Checked In On Time • Checked In Early • Checked In Late • Out of Sequence • Duress • Stop Not Reached on Time <p>When the Guard Tour's Stop Status matches this value, the Action you specify in the Action field is activated.</p>
Action	<p>Click the down-arrow to select an Action to be executed when the value of the Stop Status matches that selected in the Value field. Different entry fields/tabs that correspond to the Action you select display on the bottom of the dialog box.</p> <ul style="list-style-type: none"> • Activate/Pulse Event – opens an Event field. • Run Report – opens Report to run with privileges of... fields. • Send Email – opens Recipient, Message, and Attachment tabs.
Details	<p>Once you have filled in the fields/tabs on the bottom of the dialog box related to the Action you selected and clicked anywhere else on the dialog box, the system displays the appropriate related information (read-only) in this field:</p> <ul style="list-style-type: none"> • For Activate/Pulse Event – Name of selected Event • For Run Report – Name of selected Report • For Send Email – Recipient Email address
<p>Bottom of Triggers Dialog Box</p> <p>The entry field/group of fields/tabs that display in this section vary depending on the Action you select for the Trigger row.</p> <p>NOTE: Switching rows in the grid updates this field with the user-selected Event/Report/Email so that each row can have its own Event to activate/pulse, Report to run, or Email to send.</p> <p>Since the Guard Tour Stop Trigger Actions behave the same way as the Guard Tour Trigger Actions, see Bottom of Triggers Tab Actions on Page 58 for the descriptions.</p>	

Guard Tour Stop Triggers Dialog Box Tasks

You use the **Guard Tour Stop Triggers** dialog box to accomplish the tasks listed below, needed to configure triggers for Guard Tour Stops.

- [Configuring Triggers for Guard Tour Stops on Page 51.](#)

NOTE

Configuring 'Actions' is done in the same way for Guard Tour Stop Triggers as for Guard Tour Triggers. See the following for the basic procedures:

- [Configuring the Activate/Pulse Event Action for a Guard Tour Trigger on Page 61.](#)
- [Configuring the Run Report Action for a Guard Tour Trigger on Page 61.](#)
- [Configuring the Send Email Action for a Guard Tour Trigger on Page 62.](#)

- [Deleting a Trigger from a Guard Tour Stop on Page 52.](#)

Configuring Triggers for Guard Tour Stops

You can configure as many triggers as you wish for any Guard Tour Stop.

To Configure Guard Tour Stop Triggers

1. Create or edit a Guard Tour Stop on the **Guard Tour Editor Stops** tab. See [Guard Tour Stops Tab on Page 43](#) for information.
2. In the **Tour Stops** table on that tab, click  in the **Triggers** field on the row of the desired Stop.
The **Guard Tour Stop Triggers** dialog box opens.
3. Click **Add** to create a new trigger row.
4. Click in the **Property** field to display  and click this button.
A selection list opens with one available property, **Stop Status**.
5. Click **Stop Status** to add it to the row.
6. Click the down-arrow in the **Value** field to display a drop-down list of values for the property you selected.
7. Click the **Value** you want to activate the Action for this trigger to add it to the row.

Example:

Checked in Late

8. Click the down-arrow in the **Action** field to display a drop-down list containing the available Actions – **Activate Event**, **Pulse Event**, **Run Report**, and **Send Email**.
9. Click an Action to add it to the row to be executed when the Guard Tour's state matches that selected in the **Value** field.

The system displays different entry fields/tabs on the bottom of the tab, as shown in the figures in [Step 8 on Page 60](#), depending on the Action you select:

- **Activate/Pulse Event**- the **Event** field. For directions, see [Configuring the Activate/Pulse Event Action for a Guard Tour Trigger](#) on [Page 61](#).
- **Run Report**- the **Report to run with privileges of...** fields. For directions, see [Configuring the Run Report Action for a Guard Tour Trigger](#) on [Page 61](#).
- **Send Email**- **Recipient**, **Message**, and **Attachment** tabs. For directions, see [Configuring the Send Email Action for a Guard Tour Trigger](#) on [Page 62](#).

10. Once you have filled in the relevant fields/tabs, click anywhere on the **Triggers** tab outside those fields/tabs.
The system enters the appropriate information in the **Details** field.

Deleting a Trigger from a Guard Tour Stop

To Delete a Guard Tour Stop Trigger

1. On the **Triggers** tab, click a row to select it.
2. Click **Remove** to delete the trigger row.

Guard Tour Options Tab

The **Guard Tour Options** tab, shown in [Figure 9](#) on [Page 53](#), lets you configure two basic parameters for each Guard Tour: Tour time limits and how errors are handled.

Figure 9: Guard Tour Editor – Options Tab

The screenshot shows the 'Options' tab in the Guard Tour Editor. At the top, there are navigation tabs: Stops, Options, Triggers, Guards, Predefined Log Messages, Documents, and State images. The main content area is divided into two sections. The first section contains three time limit fields, each with a numeric input for hours and minutes, and a '(hours : mins)' label. The fields are: 'Minimum expected completion time' (0:00), 'Maximum expected completion time' (23:59), and 'Maximum time tour can be suspended' (23:59). The second section is titled 'Guard Tour Error Handling' and contains two checkboxes: 'Cancel Guard Tour on error' and 'Log message on Guard Tour action'.

For more information see:

- [Guard Tour Options Tab Definitions](#) on [Page 53](#).
- [Guard Tour Options Tab Tasks](#) on [Page 54](#).

Guard Tour Options Tab Definitions

Table 12: Guard Tour Editor – Options Tab Fields

Button	Description
Guard Tour Timers	
Minimum expected completion time (hours: mins)	Enter the minimum time in hours and minutes (HH:MM format) that the Tour is allowed to take. If the Tour is completed in less time, a guard tour error is declared. No minimum time is enforced if the value entered is 00:00. The minimum allowable value is 0 minute, while the maximum allowable value is 23 hours and 59 minutes. The default value is 0 minutes.
Maximum expected completion time (hours: mins)	Enter the maximum time in hours and minutes (HH:MM format) that the Tour is allowed to take. If the Tour takes longer to complete, a guard tour error is declared. The minimum allowable value is 1 minute, while the maximum allowable value is 23 hours and 59 minutes. The default value is 23 hours and 59 minutes.

Guard Tour Editor – Options Tab Fields (continued)

Button	Description
Maximum time tour can be suspended (hours: mins)	Enter the maximum time in hours and minutes (HH:MM format) that the Tour is allowed to be suspended before it must be resumed. The minimum allowable value is 1 minute, while the maximum allowable value is 23 hours and 59 minutes. The default value is 23 hours and 59 minutes.
Guard Tour Error Handling	
Cancel Guard Tour on error	Select this check box to specify that the Guard Tour terminates if a Guard Tour error occurs. When this box is not selected, the Tour remains active when such an error occurs. The default value is not selected. Possible Guard Tour errors that can cancel the Tour, include the following: <ul style="list-style-type: none"> • Tour Stops out of sequence. • Tour Stops reached too early. • Guard Tour canceled due to the Guard's Card being expired.
Log message on Guard Tour action	Select this check box to specify that the operator log a message when any of the following four Guard Tour Actions are performed: Start , Suspend , Resume , or Cancel .

Guard Tour Options Tab Tasks

You use the **Options** tab to accomplish the tasks in this section, needed to configure a Guard Tour object.

- [Configuring Time Limits for Guard Tours](#) on Page 54
- [Configuring Guard Tour Error Handling](#) on Page 55

Configuring Time Limits for Guard Tours

To Configure Time Limits for Guard Tours

1. Create or edit a Guard Tour. See the section on Basic Object Tasks in the *C•CURE 9000 Getting Started Guide*.
2. On the **Guard Tour Editor**, click the **Options** tab to open.
3. In the box on the top of the tab, use the up/down-arrows:
 - a. In the **Minimum expected completion time** fields to set the minimum time (in hours and minutes) that the entire Guard Tour is allowed to take.
 - b. In the **Maximum expected completion time** fields to set the maximum time (in hours and minutes) that the entire Guard Tour is allowed to take.
 - c. In the **Maximum time tour can be suspended** fields to set the maximum time (in hours and minutes) that the Guard Tour is allowed to be suspended before the Tour is considered in error.

A Tour that is suspended for longer than the allowable configured time will have a status of **Suspended Too Long** and if that Tour resumes and completes, a status of **Completed with Errors**.

Configuring Guard Tour Error Handling

To Configure Guard Tour Error Handling

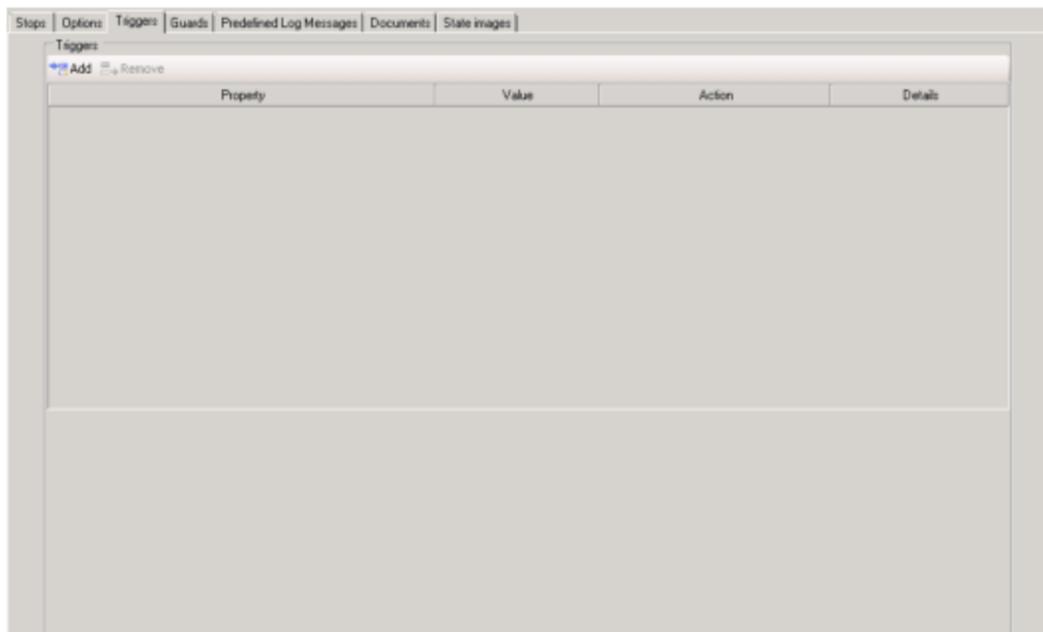
1. Create or edit a Guard Tour. See the section on Basic Object Tasks in the *C•CURE 9000 Getting Started Guide*.
2. On the **Guard Tour Editor**, click the **Options** tab to open.
3. In the **Guard Tour Error Handling** box:
 - a. Click to select the **Cancel Guard Tour on error** option if you want the Tour to be terminated if a Guard Tour error, such as a Stop reached too early or a Tour suspended longer than the allowable configured time, occurs.
 - b. Click to select the **Log message on Guard Tour action** option to specify that the operator log a message when any one of the following four Guard Tour Actions are performed: Start, Suspend, Resume, or Cancel.

Guard Tour Triggers Tab

The **Guard Tour Triggers** tab, shown in [Figure 10](#) on [Page 56](#), allows you to set up **Triggers** for a Guard Tour, configured procedures used by C•CURE 9000 to activate or pulse an Event, run a Report, or send an Email when a particular predefined condition, such as the following, occurs:

- A sequential Tour is taken out of sequence.
- Any Tour is:
 - Completed sooner or later than configured. (A Guard Tour error.)
 - Started late.
 - Suspended for too long a time.
- A Tour Stop is reached sooner or later than configured. (A Guard Tour error.)
- A Tour completes.

Figure 10: Guard Tour Editor – Triggers Tab



For more information, see:

- [Guard Tour Triggers Tab Definitions](#) on [Page 57](#).
- [Guard Tour Triggers Tab Tasks](#) on [Page 59](#).

Guard Tour Triggers Tab Definitions

Table 13: Guard Tour Editor – Triggers Tab Buttons

Button	Description
Add	Click this button to create a new row in the Triggers table. You have to configure all the fields in the row and select an Event to be activated or pulsed, a Report to be run, or an Email to be sent to complete the Add operation.
Remove	Click this button to remove a selected row from the Triggers table. You have to click the row selector  to select a row to remove. If no row is selected, this button is not available.

Table 14: Guard Tour Editor – Triggers Tab Fields

Fields/Buttons	Description
Triggers Table Rows	
Property	<p>Click in the Property field to display , click this button to display a dialog box with the following available properties, and then click a Property to select it:</p> <ul style="list-style-type: none"> • Duress – Value indicating true/false. • Error Occurred – Value indicating true/false. • Tour Running – Value indicating true/false. • Tour Status – Value indicating tour status.
Value	<p>Click in the Value field:</p> <ul style="list-style-type: none"> • If you selected Duress, Error Occurred, or Tour Running in the Property field, a check box displays. Select the check box to indicate that when the selected property value is 'true' for this Tour, the Action you specify in the Action field is activated. - or - • Leave the check box unselected (the default) to indicate that when the selected property value is 'false' for this Tour, the Action you specify in the Action field is activated. • If you selected Tour Status in the Property field, click the down-arrow to select a status value from the drop-down list. <p>When the Guard Tour's Tour Status matches this value, the Action you specify in the Action field is activated. For a list of possible status values, see Tour Status Values on Page 59.</p>
Action	<p>Click the down-arrow to select an Action to be executed when the value of the Tour Status matches that selected in the Value field. Different entry fields/tabs that correspond to the Action you select display on the bottom of the tab.</p> <ul style="list-style-type: none"> • Activate Event – opens an Event field. • Pulse Event – opens an Event field. • Run Report – opens Report to run with privileges of... fields (as shown in Figure 11 on Page 60). • Send Email – opens Recipient, Message, and Attachment tabs (as shown in Figure 12 on Page 61, Figure 13 on Page 61, and Figure 14 on Page 61).

Table 14: Guard Tour Editor – Triggers Tab Fields (continued)

Fields/Buttons	Description
Details	Once you have filled in the fields/tabs on the bottom of the Triggers tab related to the Action you selected and clicked anywhere else on the tab, the system displays the appropriate related information (read-only) in this field: <ul style="list-style-type: none"> • For Activate/Pulse Event – Name of selected Event • For Run Report – Name of selected Report • For Send Email – Recipient Email address
Bottom of Triggers Tab Actions The entry field/group of fields/tabs that display in this section of the tab vary depending on the Action you select for the Trigger row. NOTE: Switching rows in the grid updates this field with the user-selected Event/Report/Email so that each row can have its own Event to activate/pulse, Report to run, or Email to send.	
Action – Activate/Pulse Event	
Event	Click <input type="button" value="..."/> in this field to select the Event to be activated/pulsed when the Tour Status has the specified value. NOTE: You can click the Actions button <input type="button" value="v"/> and then click New to create a new Event to select for this trigger row. You can also click the Edit button to modify a selected Event—if it is user-configured. For information, see "Using the Actions Button" section in the "User Interfaces" chapter in the <i>C•CURE 9000 Getting Started Guide</i> .
Action – Run Report (as shown in Figure 11 on Page 60)	
Report to run with privileges of:	Click <input type="button" value="..."/> in this field to select the Report to be run (with your Operator privilege) on the server when the Tour Status has the specified value. This also creates a new Report Result object. NOTE: If the Actions button <input type="button" value="v"/> is available, you can click it and then click Edit to modify the selected Report—if it is user-configured. For information, see "Using the Actions Button" section in the "User Interfaces" chapter in the <i>C•CURE 9000 Getting Started Guide</i> .
Delete results after the following number of days	Select this check box and then use the up/down arrows to set the number of days after the Report is run that its results are deleted from the system.
Export results	Select this check box to have the Report Results exported to an external file which can optionally be printed or sent by email.
Export properties	Click this button to open the Export Report Document Dialog box where you can set the export format and email, print, and/or save the exported Report Results. For detailed information and procedures, see the "Export Report Document Dialog Box" section in the "Reporting" chapter in the <i>C•CURE 9000 Data Views Guide</i> .
Action – Send Email	
Recipient Tab (as shown in Figure 12 on Page 61)	
Email Address	Enter the email address(es) of the recipient(s) of this email, separated by a comma.
Email Group	Enter the name of a Personnel Group whose members will be the recipients of this email or click <input type="button" value="..."/> to select a Personnel Group from the list.

Table 14: Guard Tour Editor – Triggers Tab Fields (continued)

Fields/Buttons	Description
Activate event if email fails to send to recipient	Click <input type="text"/> in this field to select the Event to be activated if the email does not get sent to the recipients. NOTE: You can click the Actions button <input type="button"/> and then click New to create a new Event to be activated. You can also click the Edit button to modify a selected Event—if it is user-configured. For information, see "Using the Actions Button" section in the "User Interfaces" chapter in the <i>C•CURE 9000 Getting Started Guide</i> .
Message Tab (as shown in Figure 13 on Page 61)	
Time of occurrence	Select this check box to have the time that the Tour Status achieved the value that triggered the sending of the email included with the email.
Date of occurrence	Select this check box to have the date that the Tour Status achieved the value that triggered the sending of the email included with the email.
Message text	Select this check box to have the text you enter in the message box included with the email.
Name of Guard Tour	Select this check box to have the name of the Tour whose status triggered the sending of this email included with the email.
Attachment Tab (as shown in Figure 14 on Page 61)	
Select documents to attach	Click <input type="text"/> in this field to select one or more Documents to be included with the email sent when the Tour Status has the specified value.

Tour Status Values

You can configure an action to be triggered when the Guard Tour's status matches any of the following values:

- Activated
- Started on Time
- Started Early
- Started Late
- Suspended
- Suspended Too Long
- Resumed
- Canceled
- Completed
- Completed Early
- Completed Late
- Inactive
- Not Completed on Time
- Failed to Start
- Error

Guard Tour Triggers Tab Tasks

You use the **Triggers** tab to accomplish the tasks listed below, needed to configure a Guard Tour object.

- [Configuring Triggers for Guard Tours](#) on [Page 59](#)
 - [Configuring the Activate/Pulse Event Action for a Guard Tour Trigger](#) on [Page 61](#).
 - [Configuring the Run Report Action for a Guard Tour Trigger](#) on [Page 61](#).
 - [Configuring the Send Email Action for a Guard Tour Trigger](#) on [Page 62](#).
- [Deleting a Trigger from a Guard Tour](#) on [Page 63](#).

Configuring Triggers for Guard Tours

You can configure as many triggers as you wish for any Guard Tour.

To Configure Guard Tour Triggers

1. Create or edit a Guard Tour. See the section on Basic Object Tasks in the *C•CURE 9000 Getting Started Guide*.
2. On the **Guard Tour Editor**, click the **Triggers** tab to open.
3. Click **Add** to create a new trigger row.

4. Click in the **Property** field to display  and click this button.

A selection list opens with the available properties, **Duress**, **Error Occurred**, **Tour Running**, or **Tour Status**.

5. Click the Property you want to add it to the row.

6. Click in the **Value** field to display the following:

A check-box – if you selected **Duress**, **Error Occurred**, or **Tour Running** in the **Property** field.

- a. Leave the check box unselected (the default) to indicate that when the selected property value is 'false' for this Tour, the Action you specify in the Action field is activated.
- b. Select the check box to indicate that when the selected property value is 'true' for this Tour, the Action you specify in the **Action** field is activated.

One of the Tour Statuses and a drop-down arrow if you selected **Tour Status** in the **Property** field.

- a. Click the down-arrow to display a drop-down list of values.
- b. Click the **Value** you want to activate the Action for this trigger to add it to the row.

Example:

Started Late

7. Click the down-arrow in the **Action** field to display a drop-down list containing the available Actions – **Activate Event**, **Pulse Event**, **Run Report**, and **Send Email**.
8. Click an Action to add it to the row to be executed when the Guard Tour's state matches that selected in the **Value** field.

The system displays different entry fields/tabs on the bottom of the tab depending on the Action you select:

- **Activate/Pulse Event**– the **Event** field. For directions, see [Configuring the Activate/Pulse Event Action for a Guard Tour Trigger](#) on Page 61.
- **Run Report**– the **Report to run with privileges of...** fields (as shown in [Figure 11](#) on Page 60). For directions, see [Configuring the Run Report Action for a Guard Tour Trigger](#) on Page 61.

Figure 11: Run Report Fields



- **Send Email**– **Recipient**, **Message**, and **Attachment** tabs (as shown in [Figure 12](#) on Page 61, [Figure 13](#) on Page 61, and [Figure 14](#) on Page 61). For directions, see [Configuring the Send Email Action for a Guard Tour Trigger](#) on Page 62.

Figure 12: Send Email – Recipient Tab

Figure 13: Send Email – Message Tab

Figure 14: Send Email – Attachment Tab

9. Once you have filled in the relevant fields/tabs, click anywhere on the **Triggers** tab outside those fields/tabs. The system enters the appropriate information in the **Details** field.

Configuring the Activate/Pulse Event Action for a Guard Tour Trigger

To Configure the Activate/Pulse Event Action

1. Click in the **Event** field to display a selection list of all Events currently configured in the C•CURE 9000 system, and then click an Event to select it.
2. Click anywhere on the **Triggers** tab outside the **Event** field.

The system enters the name of the Event you selected in the **Details** field for the row.

This Event will be activated or pulsed whenever the **Tour Status** for the current row on the grid matches the value specified in that row.

Configuring the Run Report Action for a Guard Tour Trigger

To Configure the Run Report Action

1. Click in the **Report to run with privileges of:** field to display a selection list of all Reports currently configured in the C•CURE 9000 system, and then click a Report to select it.

2. Click to select the **Delete results after the following number of days** check box and then use the up/down arrows to set the number of days after the Report is run that the Report results are deleted from the system.
3. Click to select the **Export results** check box if you want the Report results exported and then click the **Export properties** button to open the **Export Report Document** Dialog box.

The Report you selected in Step 1 is entered in the **File name** field.

Follow the procedures from Step 7 through Step 13 in the "To Export a Report from the Report Result List" section in the "Reporting" chapter in the *C•CURE 9000 Data Views Guide*.

The system enters the name of the Report you selected in the **Details** field for the Triggers row on the grid when you click anywhere outside the **Report to run with privileges of...** fields.

This Report will be run whenever the **Tour Status** for the current row on the grid matches the value specified in that row.

Configuring the Send Email Action for a Guard Tour Trigger

To Configure the Send Email Action

1. On the **Recipient** tab, do the following:
 - a. Enter the email address(es) of the person(s) you want to receive the email in the **Email Address** field. Use a comma to separate the addresses.
 - b. Click  in the **Email group** field to display a selection list of all Personnel Groups currently configured in the C•CURE 9000 system, select one or more Groups, and then click **OK**.
The name(s) of the Group(s) you selected are entered in the field. If you selected more than one Group, "." is added to the end of the first Group name to indicate multiple entries.
 - c. If you want an Event to be triggered if the Email does not get sent to the recipient, click  in the **Activate event if email fails to send to recipient** field to display a selection list of the Events in the system, and click an Event to select it.
The name of the Event you selected is entered in the field.
2. On the **Message** tab, do the following:
 - a. If you want the time when the Tour Status matches the value that triggered the sending of the email to be included with the message, select the **Time of Tour Status activation** check box.
 - b. If you want the date when the Tour Status matches the value that triggered the sending of the email to be included with the message, select the **Date of Tour Status activation** check box.
 - c. If you want the text that you enter in the Text box to be included with the message, select the **Message text** check box.
 - d. If you want the name of the Guard Tour for which you are configuring these triggers to be included with the email message, select the **Name of Tour** check box.
 - e. If you selected the **Message text** check box in Step 2c, enter the text in the text box.
3. On the **Attachment** tab, do the following:

- Click  in the **Select documents to attach** field to display a selection list of all Documents currently configured in the C•CURE 9000 system, select one or more Documents, and then click **OK**.

The name(s) of the Document(s) you selected are entered in the field. If you selected more than one Document, "... " is added to the end of the first Document name to indicate multiple entries.

The system enters the address(s) entered in the **Email address** field on the **Recipient** tab in the **Details** field for the Triggers row on the grid when you click anywhere outside the **Email** tabs.

This Email will be sent whenever the **Tour Status** for the current row on the grid matches the value specified in that row.

Deleting a Trigger from a Guard Tour

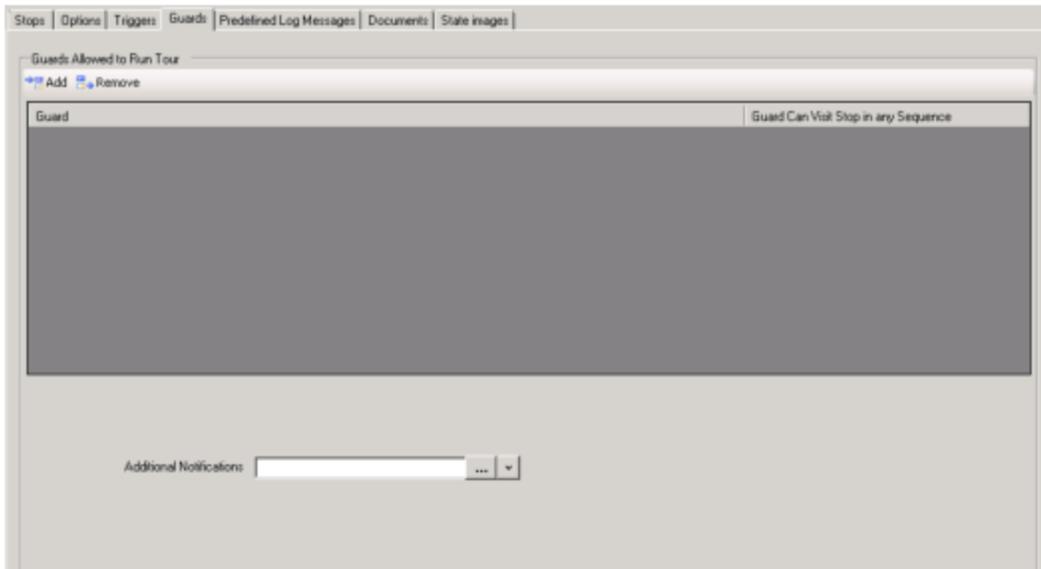
To Delete a Guard Tour Trigger

1. On the **Triggers** tab, click a row to select it.
2. Click **Remove** to delete the trigger row.

Guard Tour Guards Tab

The **Guard Tour Guards** tab, shown in [Figure 15](#) on [Page 64](#), allows you to select the **Guards** allowed to run the Guard Tour. Only the Personnel listed on this tab can run the Tour. Furthermore, if no Guards are listed here, the Tour **cannot** be run. In addition, this tab lets you specify the default Personnel Group to be notified by Email about this Tour's scheduling.

Figure 15: Guard Tour Editor – Guards Tab



For more information, see:

- [Guard Tour Guards Tab Definitions](#) on [Page 64](#).
- [Guard Tour Guards Tab Tasks](#) on [Page 65](#).

Guard Tour Guards Tab Definitions

Table 15: Guard Tour Editor – Guards Tab Buttons

Button	Description
Add	Click this button to select one or more Personnel as Guards able to run this Guard Tour. Once you have made your selection, the system enters the Personnel in the Guards table—one person to a row. NOTE: Only Personnel with the Can Perform Guard Tour option selected in their record are included in the selection list.
Remove	Click this button to remove a selected row from the Guards table.

Table 16: Guard Tour Editor – Guards Tab Fields

Fields/Buttons	Description
Guards Table Rows	
Guard	The name of the person selected as a Guard able to run this Tour. NOTE: The Personnel listed here are the only Guards allowed to run this Tour. Consequently if no one is listed here, the Tour cannot be run.
Guard Can Visit Stops in any Sequence	Select this check box to enable any Guard running this Tour to check in at the Stops in any order (randomly.) This will be true even if the Tour was configured as a sequential Tour on the Guard Tour Stops tab.
Bottom of Tab	
Additional Notifications	Click  in this field to select a Personnel Group to be notified by Email about this Tour. The Group you select in this field automatically appears as the default entry in the Additional Notifications field on the Guard Tour Scheduling Editor . See Guard Tour Scheduling Editor on Page 76 for information. NOTE: If the Actions button  is available, you can click it and then click Edit to modify the Personnel Group you are selecting. (For information, see "Using the Actions Button" section in the "User Interfaces" chapter in the <i>C•CURE 9000 Getting Started Guide</i> .)

Guard Tour Guards Tab Tasks

You use the **Guards** tab to accomplish the tasks listed below, needed to configure a Guard Tour object.

- [Selecting Guards Allowed to Run the Tour](#) on [Page 65](#).
- [Configuring Guards to Run the Tour Stops Randomly](#) on [Page 66](#).
- [Deleting a Guard from a Tour Assignment](#) on [Page 66](#).
- [Adding a Personnel Group to Receive Tour Notifications](#) on [Page 66](#).

Selecting Guards Allowed to Run the Tour

Only Guards added to the list on this tab can be assigned to run the Tour.

To Select Guards Allowed to Run the Tour

1. Create or edit a Guard Tour. See the section on Basic Object Tasks in the *C•CURE 9000 Getting Started Guide*.
2. On the **Guard Tour Editor** click the **Guards** tab to open.
3. Click **Add** and then select one or more Personnel from the list as possible Guards for this Tour by clicking the check box(es) and then **OK**. (Only Personnel with the **Can Perform Guard Tour** option selected in their record appear in the list.)

The **Guards** tab displays with the name(s) of the Personnel you selected added to the **Guards Allowed to Run Tour** table, each on a separate row.

4. If you wish a Guard to be able to visit the Stops in a **sequential** Tour in any order, select the **Guard Can Visit Stops in any Sequence** check box on the row for that person.

Configuring Guards to Run the Tour Stops Randomly

To Configure Guards to Run the Tour Stops Randomly

- Create a Guard for the Tour as described in the previous procedure and then follow the direction in [Step 4](#) on [Page 65](#).

Deleting a Guard from a Tour Assignment

To Delete a Guard from Assignment to a Tour

1. On the **Guards** tab, click anywhere on the row of the Guard you want to delete to select it.
2. Click **Remove** to delete the Guard.

Adding a Personnel Group to Receive Tour Notifications

To Add a Personnel Group to Receive Tour Notifications

1. On the **Guards** tab, click  in the **Additional Notifications** field.
2. On the List of Personnel Groups that displays, click to select one of the Groups.

The name of the Group is entered in the **Additional Notifications** field on this tab. In addition, when you open the **Guard Tour Scheduling Editor** and select a Tour in the **Tour Name** field, this same Group displays, as the default, in the **Additional Notifications** field on that Editor. (See [Guard Tour Scheduling Editor](#) on [Page 76](#) for information.)

Guard Tour Predefined Log Messages Tab

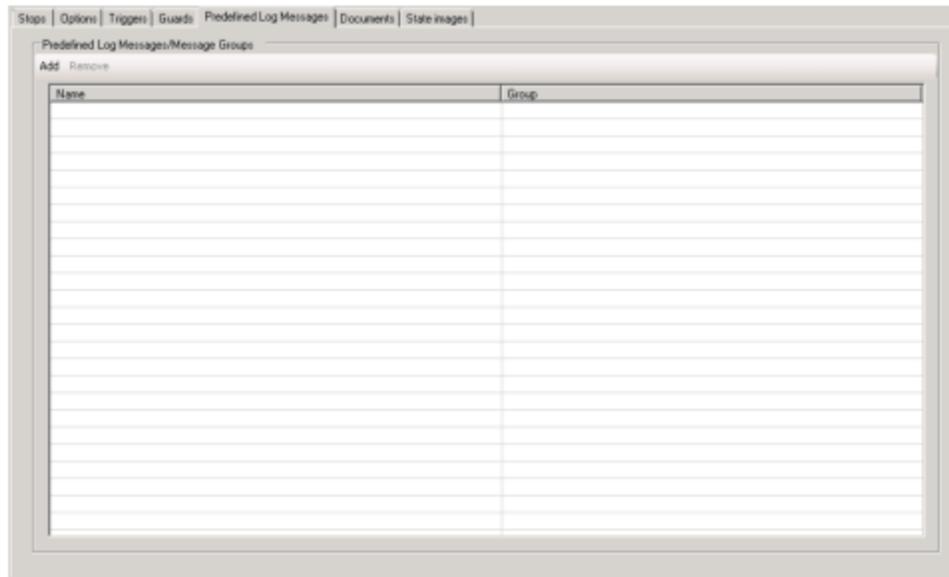
The **Guard Tour Predefined Log Messages** tab, shown in on [Page 40](#), lets you specify the predefined log messages that an Operator can select from when he/she must log a message relating to any one of the following Guard Tour Actions:

- Start
- Suspend
- Resume
- Cancel

NOTE

These messages are also available for selection when you click the **Log Message** button on the **Guard Tour Details** dialog box. See [Viewing Guard Tour Details on Page 32](#) and [Logging a Message for a Guard Tour on Page 37](#).

Figure 16: Guard Tour Editor – Predefined Log Messages Tab



For more information, see:

- [Guard Tour Predefined Log Messages Tab Definitions on Page 68.](#)
- [Guard Tour Predefined Log Messages Tab Tasks on Page 68.](#)

Guard Tour Predefined Log Messages Tab Definitions

Table 17: Guard Tour Editor – Predefined Log Messages Tab Buttons/Fields

Fields/Buttons	Description
Predefined Log Messages/Message Groups Table Rows	
Add	Click this button to display an Object Selection list box from which you can select either a single Predefined Log Message or a Group of such Messages for a new row in the Predefined Log Messages/Message Groups table.
Remove	Click this button to remove a selected row from the Predefined Log Messages/Message Groups table.
Name	This field displays the name of the Predefined Log Message or Predefined Log Message Group selected for this row from the Object Selection box.
Group	This field displays the word 'Group' if you selected a Predefined Log Message Group from the Object Selection box.

Guard Tour Predefined Log Messages Tab Tasks

You use the **Predefined Log Messages** tab to accomplish the tasks listed below, needed to configure a Guard Tour object.

To Add a Predefined Log Message

1. Create or edit a Guard Tour. See the section on Basic Object Tasks in the *C•CURE 9000 Getting Started Guide*.
2. On the **Guard Tour Editor**, click the **Predefined Log Messages** tab to open.
3. Click **Add** to create a new row.
4. On the Name Selection dialog box, select one or more Predefined Log Messages or Predefined Log Message groups by clicking the check box next to the desired log message(s) and then clicking **OK**.

The **Predefined Log Messages** tab displays with the log message(s) you selected added to the table, each on a separate row.

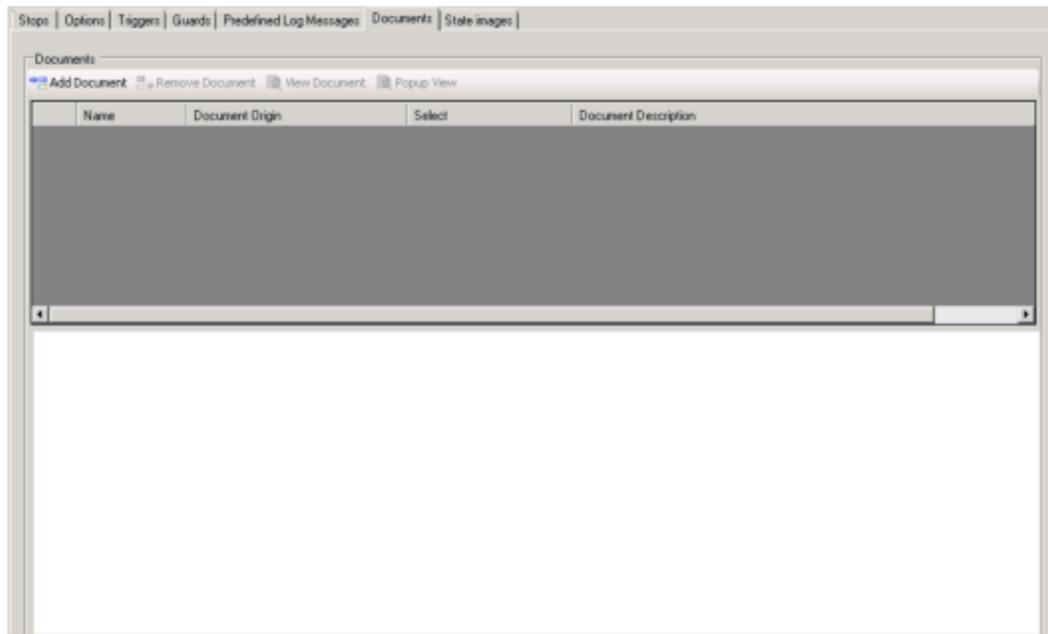
To Delete a Predefined Log Message

1. On the **Predefined Log Messages** tab, click anywhere on a log message row to select it.
2. Click **Remove** to delete the log message.

Guard Tour Documents Tab

The **Guard Tour Documents** tab, shown in [Figure 17](#) on [Page 69](#), allows you to assign a Document object—whether a URL, a PDF, or a TXT file, for example—to a Guard Tour. The Document must be a 'Shared' Document that was added to C•CURE 9000 on the Documents Editor. (The size of the Document file must be smaller than 500K.)

Figure 17: Guard Tour Editor – Documents Tab



For more information, see:

- [Guard Tour Documents Tab Definitions](#) on [Page 69](#).
- [Guard Tour Documents Tab Tasks](#) on [Page 70](#).

Guard Tour Documents Tab Definitions

Table 18: Guard Tour Editor – Documents Tab Buttons

Button	Description
Add Document	Click this button to add a new blank row to the Documents table so you can then select a Document to add to this Guard Tour.
Remove Document	Click this button to remove a selected row from the Documents table.
View Document	Click this button to display the selected Document in the bottom of the Documents tab.
Popup View	Click this button to display the selected Document in a new free-floating window.

Table 19: Guard Tour Editor – Documents Tab Fields

Fields/Buttons	Description
Documents Table Rows	
Name	Displays the name of the selected Document.
Document Origin	Displays 'file:/// ' followed by the Document's file name, such as Requirements.pdf, Reader.txt, or Door.gif.
Select	Displays Select Document to click and select a Document.
Document Description	Displays the description of the Document entered on the Document Editor .
Content Area	<p>The Document you've selected to view displays in this area if it is any of the following:</p> <ul style="list-style-type: none"> • PDF, TXT, or XML. • Image file whose viewer is supported by the browser. • URL. <p>If the Document is another type of file—such as a DOC or XLS file, a File Download dialog box appears asking "Do you want to open or save this file?" When you click Open, the file appears in an external window in its native format. Image files whose viewer is not supported by the browser—TIF files, for example—open in whichever Graphics application format you have on your system—such as Paint Shop Pro or Paint. (Depending on how the application settings for opening in a browser are set, the DOC, PPT, or XLS file may open in the Content area.)</p> <p>NOTE: Although the external window has buttons that seemingly allow you to edit the file and save changes, these changes are not saved in the C•CURE 9000 database. To change a Document, you have to edit it outside C•CURE 9000 and then re-import it.</p>

Guard Tour Documents Tab Tasks

You use the **Documents** tab to accomplish the tasks listed below, needed to configure a Guard Tour object.

- [Adding a Document to a Guard Tour on Page 70](#)
- [Removing a Document from a Guard Tour on Page 71](#)
- [Viewing a Document Belonging to a Guard Tour on Page 71](#)

Adding a Document to a Guard Tour

To Add a Document to a Guard Tour

1. Create or edit a Guard Tour. See the section on Basic Object Tasks in the *C•CURE 9000 Getting Started Guide*.
2. On the **Guard Tour Editor**, click the **Documents** tab to open.
3. Click **Add**.

A new row appears in the table with **Select Document** in the **Select** field.
4. Click **Select Document**.

A Selection box opens with a list of the Documents that have been added to the system on the **Documents Editor**.
5. Click a Document in the list to select it.

The Document is added to the row on the **Documents** tab.

Removing a Document from a Guard Tour

To Delete a Document from a Guard Tour

1. On the **Documents** tab, click the row of the Document in the list that you wish to remove.
2. Click **Remove** to delete the Document.

Viewing a Document Belonging to a Guard Tour

To View a Document for a Guard Tour

1. On the **Documents** tab, click the row of the Document in the list that you wish to view.
2. Click **View Document**.
 - If the selected Document is a URL, or a PDF, TXT, XML, or an Image file whose Viewer is supported by the browser, it opens for viewing in the bottom half of the **Documents** tab.
 - If the Document is another type of file—such as a Word DOC file or an Excel XLS file, a **File Download** dialog box appears asking "Do you want to open or save this file?" Click **Open** and the file appears in an external window in its native format with buttons that allow you to edit the file. Image files whose viewer is not supported by the browser—TIF files, for example—open in whichever Graphics application format you have on your system—such as Paint Shop Pro or Paint. (Depending on how the application settings for opening in a browser are set, the DOC, PPT, or XLS file may open in the Content area.)
3. When you are finished viewing the Document, you can close the Documents tab.

NOTE

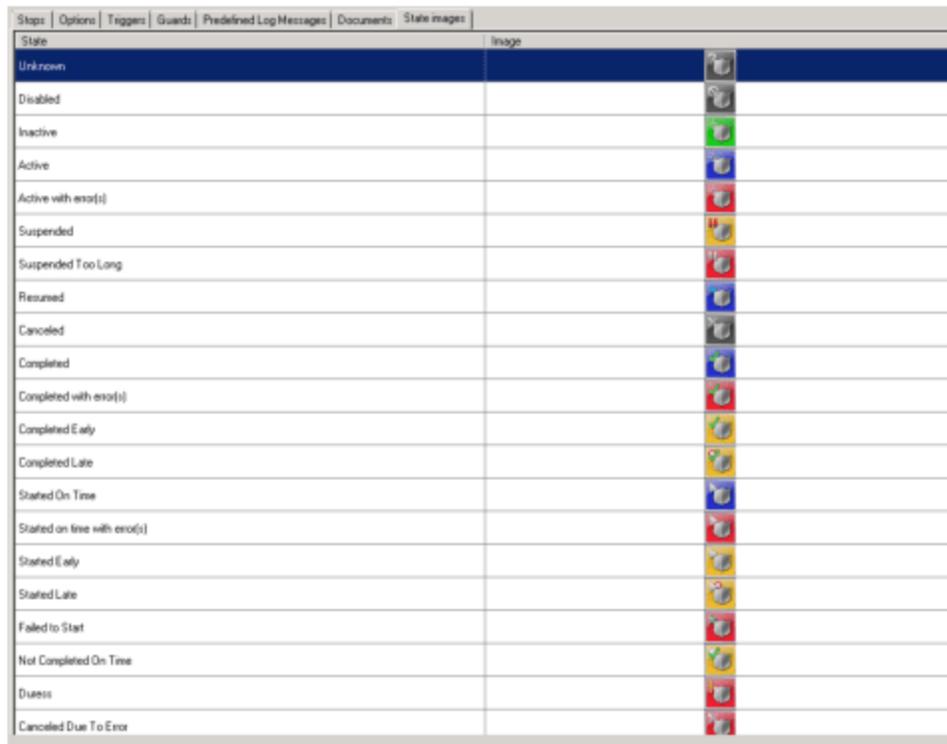
Although you can seemingly edit and save the changes to a Document that opens for viewing in an external application—like Word, Excel, or Paint Shop Pro, such changes are not saved in the C•CURE 9000 system.

(To make changes to any Document, you have to make them outside C•CURE 9000 and then re-assign the Document within the system.)

Guard Tour State Images Tab

The **Guard Tour State Images** tab, shown in [Figure 18](#) on [Page 72](#), displays the current state images that display in the Monitoring Station to represent activities concerning C•CURE 9000 Guard Tours. You can select other State Images or return to the defaults, as described in [Guard Tour State Images Tab Tasks](#) on [Page 74](#).

Figure 18: Guard Tour Editor – State Images Tab



See [Table 20](#) on [Page 72](#) for a complete list of the possible states and their definitions.

Guard Tour State Images Tab Definitions

Table 20: Guard Tour State Images Tab Default Image

Icon	Name	Description
	Unknown	System just started. Tours set to "Unknown".
	Disabled	Tour is not enabled on Guard Tour Editor on Administration Station.
	Inactive	Tour is not active. (When first created/enabled or when system is re-started.)

Guard Tour State Images Tab Default Image (continued)

Icon	Name	Description
	Active	Guard assigned to walk Tour and it started.
	Active with error(s)	Guard assigned to walk Tour and it started, but 'error(s)' occurred.
	Suspended	Guard temporarily stopped from walking Tour.
	Suspended Too Long	Tour temporarily stopped longer than Tour suspend timeout value.
	Resumed	Suspended Tour made active again.
	Canceled	Active Tour requested to stop by Event/Operator Action.
	Completed	Guard finished walking Tour.
	Completed with error(s)	Tour completed, but 'error(s)' occurred while it was being run.
	Completed Early	Tour completed before configured minimum time.
	Completed Late	Tour completed later than configured minimum time.
	Started on Time	Guard checked in at first stop within required minimum/ maximum time constraints.
	Started on Time with error(s)	Guard checked in at first stop within required minimum/ maximum time constraints, but 'error(s)' occurred.

Guard Tour State Images Tab Default Image (continued)

Icon	Name	Description
	Started Early	Guard checked in at first stop before configured minimum time.
	Started Late	Guard checked in at first stop later than configured minimum time.
	Failed to Start	Tour did not start during scheduled time.
	Not Completed on Time	Tour should have finished since maximum completion time expired, but no Stops checked-in.
	Duress	Duress Situation occurred at last stop where Guard checked in.
	Canceled Due to Error	Active Tour disabled by any type of 'error'.

Guard Tour State Images Tab Tasks

To Change an Image

1. Double-click the default image in the tab to open a Windows file selection dialog box.
2. If necessary, navigate to find the new image.
3. Select the desired replacement image and click **Open**.

The new image replaces the default image and displays in the **State Images** tab.

To Restore the Default Image

- Right-click the replacement image in the **Guard Tour State Images** tab and select **Restore Default**.

Guard Tour Scheduling Editor

This chapter provides the information you need to use the **Guard Tour Scheduling Editor** to create schedules for C•CURE 9000 Guard Tours.

In this chapter

Guard Tour Scheduling Editor	76
Viewing a List of Guard Tour Schedules	79

Guard Tour Scheduling Editor

The **Guard Tour Scheduling Editor**, shown in [Figure 19](#) on [Page 76](#), lets you create/modify the Schedules by which Personnel assigned to a Guard Tour as Guards are expected to run their Tours.

Accessing the Guard Tour Scheduling Editor

You can access the **Guard Tour Scheduling Editor** from the C•CURE 9000 Personnel pane.

To Access the Guard Tour Scheduling Editor

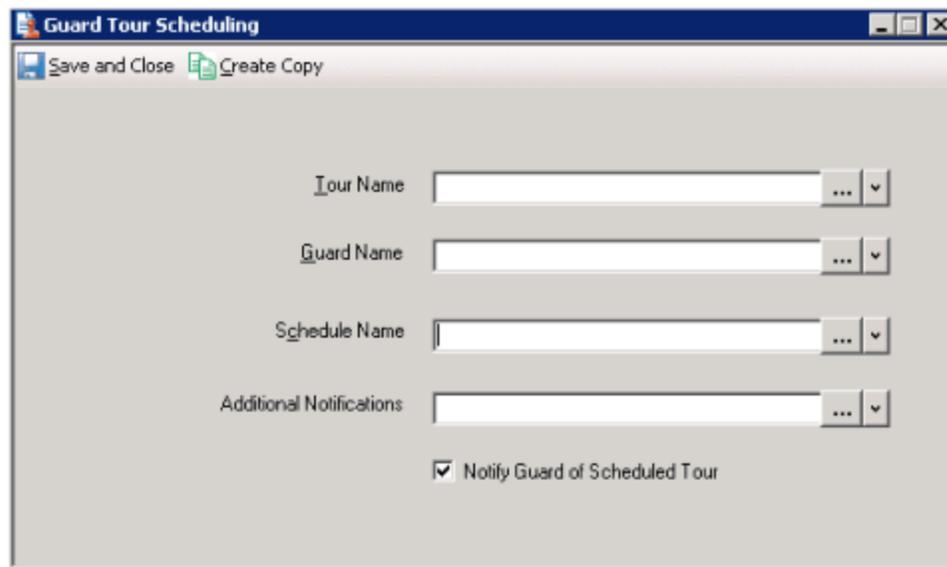
1. In the Navigation pane of the Administration Workstation, click the **Personnel** pane button.
2. Click the Personnel pane drop-down list and select **Guard Tour Scheduling**.
3. Click **New** to create a new Guard Tour Schedule.

- or -

Click  to open a Dynamic View showing a list of all existing Guard Tour Schedules, right-click the Guard Tour Schedule you want to change, and click **Edit** from the context menu that appears.

The **Guard Tour Scheduling Editor** opens, as shown in [Figure 19](#) on [Page 76](#).

Figure 19: Guard Tour Scheduling Editor



The screenshot shows a window titled "Guard Tour Scheduling" with a toolbar containing "Save and Close" and "Create Copy" buttons. The main area contains four input fields, each with a text box and a dropdown menu (indicated by three dots and a downward arrow):

- Tour Name
- Guard Name
- Schedule Name
- Additional Notifications

At the bottom of the window, there is a checked checkbox labeled "Notify Guard of Scheduled Tour".

For more information see:

- [Guard Tour Scheduling Editor Definitions](#) on [Page 77](#).
- [Guard Tour Scheduling Editor Task](#) on [Page 78](#).

Guard Tour Scheduling Editor Definitions

Table 21: Guard Tour Scheduling Editor Buttons/Fields

Fields/Buttons	Description
Save and Close	Click this button when you have completed any changes to the Guard Tour Schedule and wish to save those changes. The Guard Tour Scheduling Editor closes.
Create Copy	Click this button to save your changes, close that Guard Tour Schedule, and keep the Guard Tour Scheduling Editor open with a copy of the just-saved Schedule. You can use the copy to name and save a new Schedule with the same settings as the previous one.
	Click this button when you want to close the Guard Tour Scheduling Editor without saving your changes. A warning appears asking whether or not you want to save your changes before closing the editor. Click Yes to exit and save and No to exit and cancel your changes.
<p>Schedule Guards to Run Tours</p> <p>NOTE: If the Actions button  is available, you can click it and then click Edit to modify the Security object you are selecting. For information, see "Using the Actions Button" section in the "User Interfaces" chapter in the <i>C•CURE 9000 Getting Started Guide</i>.</p>	
Tour Name	Enter the Guard Tour for which you want to create this Schedule by clicking  and then selecting a Tour from the Object Selection list box. Only 'Enabled' Tours that have at least one Guard assigned (see the Guard Tour Guards Tab on Page 64) appear in the list.
Guard Name	Enter the Guard you expect to run this Tour during this Schedule by clicking  and then selecting a Guard from the Object Selection list box. Only Personnel assigned as Guards to this Tour (see the Guard Tour Guards Tab on Page 64) appear in the list.
Schedule Name	Enter the Schedule you want to configure for this Tour by clicking  and then selecting a Schedule from the Object Selection list box.
Additional Notifications	The Personnel Group configured to receive email notifications related to this Tour Schedule. <ul style="list-style-type: none"> This field defaults to a system-generated entry—if one was configured on the Guard Tour Editor Guards tab. (See Guard Tour Guards Tab on Page 64.) You can, however, override this default selection. If no entry was configured on the Guard Tour Guards tab, this field is blank. To override the default or to make a new entry, click  and select a Personnel Group from the list.
Notify Guard of Scheduled Tour	Select this check box to indicate that the Guard picked to run the Tour on this Schedule is notified by email about the Schedule. The email includes the scheduled time frame—the start and end times, as well as any documents attached to the Tour. (This check box is selected by default.)

Guard Tour Scheduling Editor Task

You use the **Guard Tour Scheduling Editor** to accomplish the task below, needed to configure a Schedule for a Guard Tour.

- [Configuring Schedules for Guard Tours](#) on [Page 78](#).

Configuring Schedules for Guard Tours

To Configure a Schedule for a Guard Tour

1. Create or edit a Guard Tour. See the section on Basic Object Tasks in the *C•CURE 9000 Getting Started Guide*.
2. Open the **Guard Tour Scheduling Editor** from the Personnel pane, as described in [Accessing the Guard Tour Scheduling Editor](#) on [Page 76](#).
3. In the **Schedule Guards to Run Tours** box:
 - a. Click  in the **Tour Name** field to display a selection list of all the 'Enabled' Tours in the C•CURE 9000 system that have at least one assigned Guard, and then click a Tour to select it.
 - b. Click  in the **Guard Name** field to display a selection list of all the Guards who have been assigned on the **Guard Tour Guards** tab to the Tour selected in the previous field, and then click to select a Guard.
 - c. Click  in the **Schedule Name** field to display a selection list of all Schedules in the C•CURE 9000 system, and then click to select a Schedule.
 - d. In the **Additional Notifications** field, there may be a default entry, the Personnel Group entered on the **Guard Tour Guards** tab, or the field may be empty.

In either case, to override the default or to make a new entry, click  and select a Personnel Group to receive Email notification about this Tour Schedule.

- e. Leave the **Notify Guard of Scheduled Tour** check box selected (the default) to have the Guard you selected to run this Scheduled Tour receive Email notification when the schedule is about to become active.

- or -

Clear the check box so **no** email notification is sent to the scheduled Guard.

Viewing a List of Guard Tour Schedules

You can view a list of all Guard Tour Schedules by opening the default Dynamic View for Guard Tour Scheduling.

- For the general procedures common to all C•CURE 9000 objects, see "Viewing a List of an Object Type", "Sorting and Filtering the List of Objects", and "Using the Object List Context Menu" in the section on Basic Object Tasks in the *C•CURE 9000 Getting Started Guide*.

