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**SIMSWeb**

**Central Station Guide**

**(Not intended for end user costumers)**



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# 1. Introduction.

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SIMSWeb is a web server which gives your dealers and/or costumers access to their accounts, history and other account details via a standard web browser. In this document we will describe what SIMSWeb is and what it can do. We will show you how to configure user access to the system a give you a basic under standing of how to login and carry out basic tasks.

## **SIMSWeb functionality**

These are some of the functions/procedures you can perform on SIMSWeb:

- Generate numerous styles of history reports, summary account listings and full database reports. These will look almost identical in appearance to those you can get from SIMS II.
- Route reports to screen, e-mail address, printer or file.
- Account editing supported via user/dealer web browser. This is done with multiple levels of granularity so you control what they can view and change. Editing can be "Staged" to require central station approval or saved immediately

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depending on privileges you give to the user.

- Dealers can access all their accounts (and only their accounts) with one login. Customers are restricted to just their account number.
- Dealer Traffic file display shows in real time, last 150 signals received on their accounts.
- Account Summary screen shows the most used information about an account including the last eight signals received.
- Webcam's can be linked to the Account Summary screen so customers have a convenient way of accessing their cameras. Any web accessible camera is supported.
- Generate Out of Service and Service WorkOrder Reports for streamlining daily operations.
- SIMSWeb "Lite" version available for access from PocketPC powered mobile devices.
- Using an SSL Accelerator or VPN Gateway, a completely encrypted connection is possible.
- Access is controlled using the standard Operator Maintenance screen in SIMS II. WEB operator type limits what reports/functions they can perform, even allows them to edit/view some pages of the database and not others.
- Complete audit trail of activity performed by users written into SIMS II history as well as detailed access logs.

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## **SIMSWeb Demo**

SIMSWeb is sold as a hardware/software solution. A Dell computer which is already configured with installed is included in the cost. Since hardware is required for SIMSWeb to operate, a demo is not available to download but you can view the dealer side of it by following:

<http://demo.simsweb.com/SIMSWeb/index.html>

This link accesses a real SIMSWeb server here at SIMS that points to a SIMS II demo database. For the demo sites use the username **SIM** and password **002** to login.

## **2. Configuring User Access.**

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### **SIMSWeb Security**

The SIMSWeb server acts as a firewall between the Internet and the SIMSII Database files stored on the local Server. SIMSWeb is designed in such a way, that users on the Internet are unable to access the SIMSII Database files directly.

This is achieved by the SIMSWeb server having 2 separate network connections. One connected to the Internet using IP (Internet Protocol) and the second card connecting to the Novell network using IPX. This then does not allow any Internet users access to the SIMS network.

#### **Setting Group Codes**

An integral part of the SIMSWeb access is based on the Group Codes used within the SIMSII program. To enable SIMSWeb to best take advantage of this it is recommended that careful planning of the dealer's group codes be considered. This may mean the need to make some changes in the way that your dealers and group codes have already been setup.

Group codes should contain ONLY Alpha Numeric characters. That is A-Z and 0-9 Do Not use other characters such as dots, slashes,

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(~!@#\$\$%^&\*+\_ / \?:".';) etc. Plan your group codes allowing for regional areas.

**Example:**

A chain of stores called Bobs Fast Bikes has branches in NSW, VIC, TAS, SA, QLD & WA. Each area manager need access to only their stores, while Bob the Managing Director needs access to all stores. The Group Code is BFB. Simply by adding the first letter of each state to the end of the group code we now have the following groups.

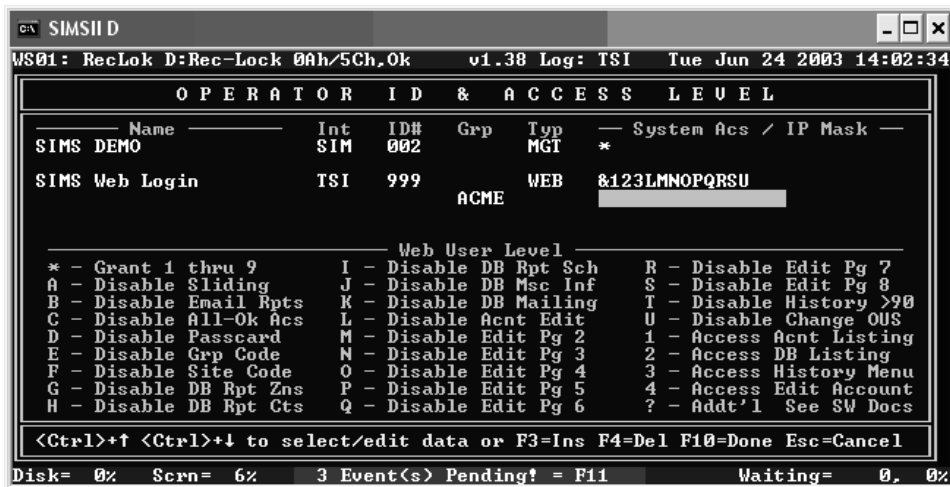
State	Group Code
NSW	BFBN
VIC	BFBV
TAS	BFBT
SA	BFBS
QLD	BFBQ
WA	BFBW

This allows each user to be given access to there respective groups and Bob can have access to all accounts by setting his access to: “BFB?”

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## User Access Levels

The user security settings, within the SIMSII program, controls all user access to SIMSWeb. Each user can be given as much or as little access as deemed necessary by the central station. This includes what account groups can be access and what pages can be viewed or modified. User restrictions can also be controlled down as far as specifying what the IP Address or the remote user computer is. This can then force a specific user to always login from the same computer.



```

SIMSII D
WS01: RecLok D:Rec-Lock 00h/5Ch,Ok v1.38 Log: TSI Tue Jun 24 2003 14:02:34
OPERATOR ID & ACCESS LEVEL
-----
Name Int ID# Grp Typ System Acs / IP Mask
SIMS DEMO SIM 002 MGT *
SIMS Web Login TSI 999 WEB &123LMNOPQRSU
ACME
-----
Web User Level
* - Grant 1 thru 9
A - Disable Sliding I - Disable DB Rpt Sch R - Disable Edit Pg 7
B - Disable Email Rpts J - Disable DB Msc Inf S - Disable Edit Pg 8
C - Disable All-Ok Acs K - Disable DB Mailing T - Disable History >90
D - Disable Passcard L - Disable Acnt Edit U - Disable Change OUS
E - Disable Grp Code M - Disable Edit Pg 2 1 - Access Acnt Listing
F - Disable Site Code N - Disable Edit Pg 3 2 - Access DB Listing
G - Disable DB Rpt Zns O - Disable Edit Pg 4 3 - Access History Menu
H - Disable DB Rpt Cts P - Disable Edit Pg 5 4 - Access Edit Account
Q - Disable Edit Pg 6 ? - Addt'l See SW Docs
-----
<Ctrl>+↑ <Ctrl>+↓ to select/edit data or F3=Ins F4=Del F10=Done Esc=Cancel
Disk= 0% Scrn= 6% 3 Event(s) Pending! = F11 Waiting= 0, 0%
```

Figure 1 - Configuring User Access from SIMS

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Setup a user in SIMSII as normal and set the Type to WEB. Then use the table below to allow and restrict access as required. Remember to set the **Grp** as this will restrict them to only accounts that are within their allowed group.

### **Example**

To allow access to the Group ABC1 then set the Grp as "ABC1". To allow access to the groups ABC1, ABC2 and ABC3 then set the Grp as "ABC?".

## **Available Access Levels**

The following table lists the access levels available; however please check [notes.simsware.com](http://notes.simsware.com) for current levels

### **Using the SIMSWeb "WEB" Operator Type.**

Most of the privilege levels in SIMS II were designed for a customary central station where the users are employees that can be held directly accountable for their actions. This means that the granularity in privilege levels isn't as important to SIMS II as it is to SIMSWeb where the remote users have potentially no real ties to the central station other than using them as a service provider. Because of this, a new Operator Type was added to SIMS II. If the Operator Type **WEB** is specified, then the typical security

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profiles do not exist for this user. Instead, the following privilege level masks are in effect:

*Note: Privilege flags for the web operator type are case sensitive*

&	Required to Access SIMSWeb
*	Grants flags 1 through 9
1	Access Account Listing
2	Access Database Listing
3	Access History Menu
4	Access Edit Accounts
5	Access Service Menu
6	Access Signal Traffic
7	Access OUS Entries
8	Not Currently Used
9	Not Currently Used
a	Add New Accounts
b	Bypass Staging (if enabled at site)
c	Can Approve Staged Data Changes
d	Can Disable Accounts
<b>Administration Functions</b>	
z	View Administration Items
y	Edit Server Configuration
x	Access ALL Traffic Files
w	Not Currently Used
v	View Logon History
u	View Deamon History
t	Edit Text Messages
s	View Screen Captures
<b>Following flags disable a portion of their privileges</b>	

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A	Disable Sliding Search
B	Disable Email Reports
C	Disable All-Ok Word Access
D	Disable Passcard Access
E	Disable Group Code Access
F	Disable Site Code Access
G	Disable Database Reports - Inc Zones
H	Disable Database Reports - Inc Contacts
I	Disable Database Reports - Inc Schedules
J	Disable Database Reports - Inc Misc Info
K	Disable Database Reports - Inc Mail/Svc/Chgs
L	Disable Account Maint. Page 1 (Premise)
M	Disable Account Maint. Page 2 (Zones)
N	Disable Account Maint. Page 3 (Contacts)
O	Disable Account Maint. Page 4 (Schedules)
P	Disable Account Maint. Page 5 (Comments)
Q	Disable Account Maint. Page 6 (Equipment)
R	Disable Account Maint. Page 7 (Mailing)
S	Disable Account Maint. Page 8 (Accounting)
T	Disable History > 90 Days

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U	Disable Saving All Pages in Account Maint. (Read Only)
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### **3. Accessing SIMSWeb**

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SIMSWeb is accessed using a standard Internet browser. SIMSWeb has been designed around Microsoft's® Internet Explorer™ this allows SIMSWeb to take advantage of many of the features of Internet Explorer. The minimum requirement to allow access to SIMSWeb is Microsoft Internet Explorer v 5.5 or newer. It also works with Mozilla Firefox 0.9 or newer. (All other browsers are considered unsupported, although most functions should work fine).

The version that you are running can easily be checked by selecting “*Help → About Internet Explorer*” (See Figure 2). Please note that cookies must be enabled to use SIMSWeb. Pop-Up blocking software and/or personal firewall software may need to be configured to “trust” SIMSWeb for some functions to work properly as well.

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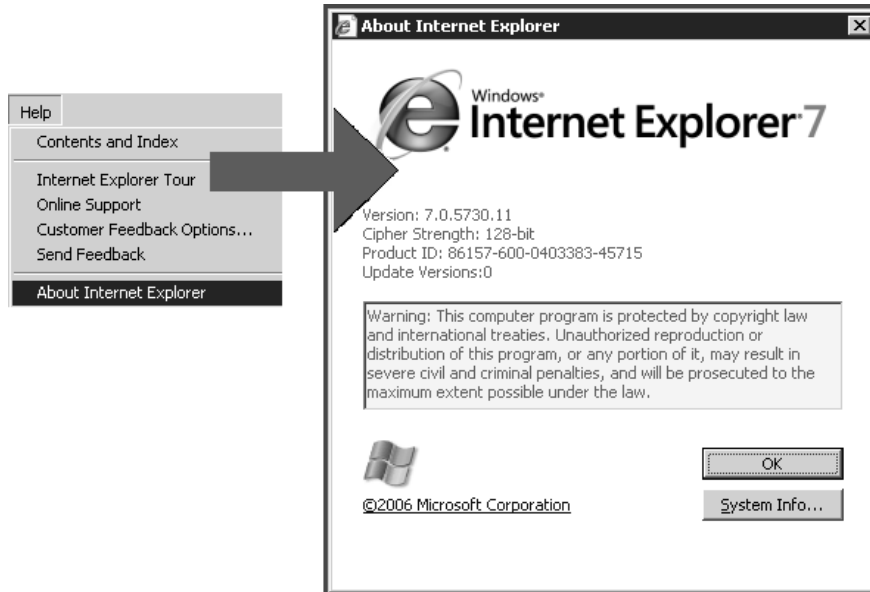


Figure 2 - Internet Explorer Version

## Selecting The Web Site

Once you have confirmed that your Internet web browser is the correct version you can access the SIMSWeb site by entering the domain name into the address bar.

You can write down your SIMSweb domain name here:

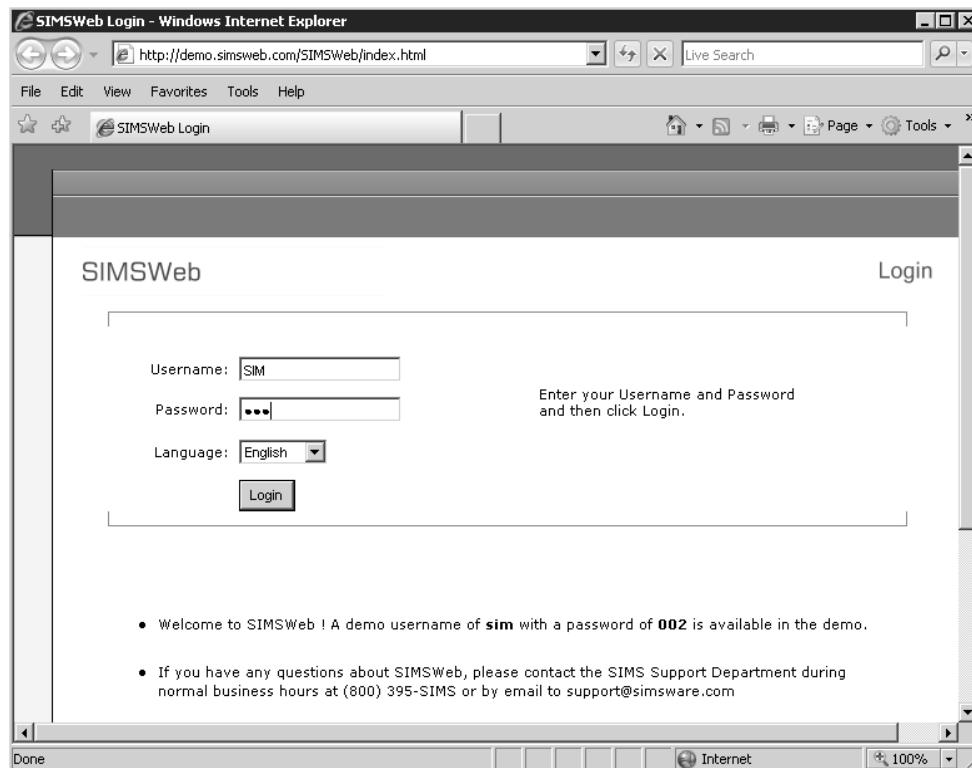
http://\_\_\_\_\_

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In this document we are using our demo site, which is:

<http://demo.simsweb.com/SIMSWeb/index.html>

The SIMSWeb login screen will then be displayed (see Figure 3).



**Figure 3 - SIMSWeb Login Screen**

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## Logging On To SIMSWeb

### First Time Login

If this is your first time logging into SIMSWeb, you will be presented with a screen advising you to set *Your Preferences* (see next Figure). This only needs to be done once and the setting you select can be changed at any time.

Demo Dealer ACME-DLR

Account Mgmt Database Reports History Reports Account Tools System Tools Home Logout

SIMSWeb System Configuration

User Preferences

**NOTE: You should go into the "Your Preferences" screen under the System Tools menu and set your default language and other preferences. Setting these will help you get the best use of the SIMSWeb site.**

These settings will be stored in a cookie by your browser. Therefore they will typically only be available from the computer you are at now, with the browser you are using now. Using the "Delete Configuration" button will remove these cookies if you do not like sites leaving cookies on your computer.

Email Display Name:	<input type="text"/>	Save Configuration
Email Address:	<input type="text"/>	Delete Configuration
Template Language:	English	Printer Line Test
Sliding Search Default:	Disabled (Faster)	Show Browser Info
Search Selection:	All matches selected	TraceRoute
Report Lines per Page:	Automatic	
Default O/C Frequency:		
Email Notifications:		

Figure 4 - SIMSWeb Preferences Configuration Page

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Now a brief description of fields/buttons available from this screen.

- **Email Display Name:** The name you want to appear on reports emailed from SIMSWeb (Company Name)
- **Email Address:** The return email address that you want to appear on reports emailed from SIMSWeb
- **Template Language:** Set to your preferred language (typically English)
- **Sliding Search Default:** Disable for faster searches, but you must know what the name starts with (e.g. to find Bobs Fast Bikes, you must enter Bobs Fast or Bob entering Bikes will not give a match)
- **Search Selection:** Select what you want selected on the search results by default
- **Report Line per Page:** Set to automatic to use Internet Explorer's defaults (requires that some Microsoft Office application be installed on the computer (i.e. Word, Excel, etc.)
- **Default O/C frequency:**
- **E-Mail Notifications:**

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- **Printer Line Test:**

- **Show Browser Info:**

- **TraceRoute:**

Now Click “Save Configuration” to save your user setting

*Note: Cookies must be enabled on your browser to save the settings.*

*Note: You can set your preferences at any time using “System Tools → Your Preferences”.*

### **Regular Login**

When logging into SIMSWeb there are two ways to login depending on your access level.

1. Management – Full Access to all the accounts
2. Dealer Access - The dealers Group Code must be entered.

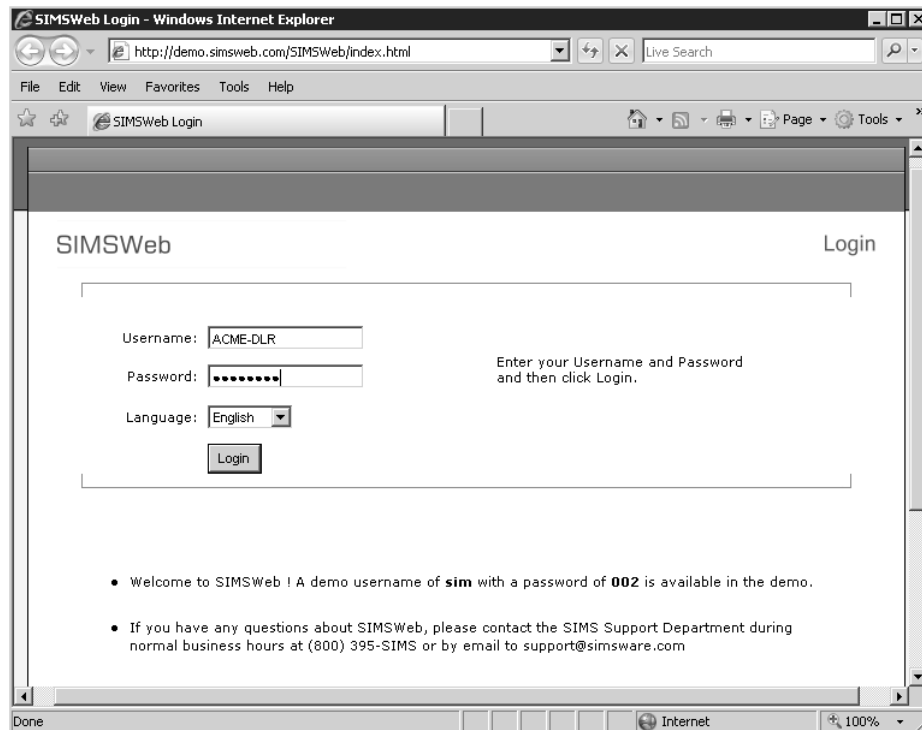
### **Dealer Login**

In order to Log as a Dealer you username should be your group code combined with your user ID ([Group Code]-[User-ID]).

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In the SIMSWeb server available at our Web site, dealer ACME is setup with “DLR” as user ID. So, in this example, our User name would be: ACME-DLR. Password will be “**password**”.

After entering Username and Password, Click Login Button.



**Figure 5 - Login Screen**

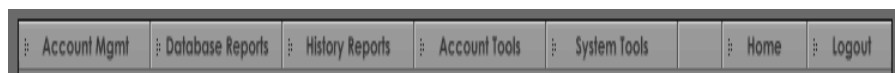
## 4. Using SIMSWeb

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SIMSWeb is designed to be user friendly, allowing non SIMSII users the ability to access their accounts, run reports and even edit account data base. Of course what they can do is limited by the access levels that they have been given.

### The Menu Bar

Navigating around SIMSWeb is achieved simply by selecting the menu options on the menu bar at the top of the page (see next Figure). Each menu item when selected will display the option available. In some cases this may lead to sub menus allow access to even more options.

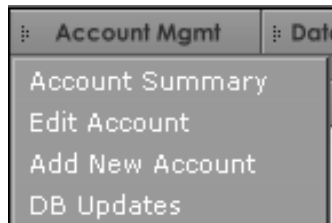


**Figure 6 - Menu Bar**

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## Account Management

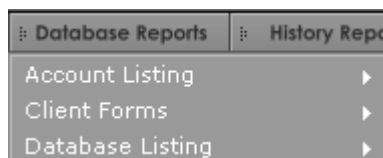
It will display a sub-menu with two options.



- **Account Summary:**
- **Edit Account:** Allows you to edit information on account database. Please see “Editing an Account” on page XX for more information about this feature.
- **Add New Account:**
- **DB Updates:**

## Database Reports

This selection will display a sub-menu that will allow you to generate different kind of database reports (similar to those you can obtain through SIMSII).



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- **Account Listing:** Allows you to generate different kind of listing reports:

Summary List of Accounts:

Detail List of Accounts:

Mailing Labels:

Mailing Labels w/Acct#:

- **Client Forms:**

Verification Form

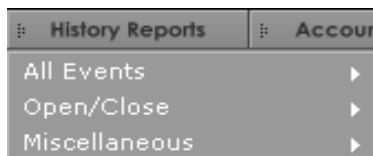
Verification Condensed

- **Database Listing:**

Full Account Database

### History Reports

This selection will display a sub-menu that will allow you to generate different kind of History reports (similar to those you can obtain through SIMSII).



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- **All Events:**

- All Events Details:

- Details w/codes:

- All Events Intermediate:

- All Events Summary:

- **Open/Close:**

- O/C Detail:

- O/C Intermediate:

- O/C Summary:

- **Miscellaneous:**

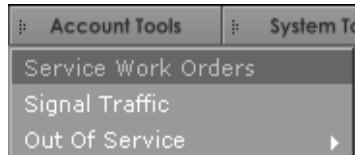
- Dealer Exception:

- Work Order History:

- Account Audit Trail:

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## Account Tools



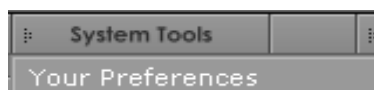
The *Account Tools* menu allows access to the *Service Work Orders*, *Signal Traffic* and *Out Of Service* options.

- **Service Work Orders:**
- **Signal Traffic:**
- **Out of Service:**

View OUS Accounts:

Modify OUS Status:

## System Tools



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## Home

This Brings you back to the main page.

## Logout

This logs you out of SIMSWeb. Once finished using SIMSWeb it is advised to Logout.

## Editing an account

If allowed by his access level, a SIMSWeb user can edit an account database. To edit an account select “*Account Mgmt → Edit Account*”. The following screen will be displayed (see next Figure). From this screen you will be able to search for the account you want to edit.

The screenshot shows the 'Edit Account' page in SIMSWeb. At the top left is the 'SIMSWeb' logo and at the top right is the page title 'Edit Account'. Below the logo is a search bar labeled 'Account Search'. The search criteria are organized into two columns: 'Starting' and 'Until'. Under 'Starting', there are input fields for 'Account#:', 'Name:', and 'Address:'. Under 'Until', there are corresponding input fields for 'Account#:', 'Name:', and 'Address:'. Below these is an 'Advanced Search' section with fields for 'Group:', 'Class:', and 'All Ok Word:', each with a dropdown arrow. To the right of the search fields is a 'Begin Search' button. Below the button is a 'Search Options' section containing a dropdown menu set to 'Automatic Sort' and a checkbox for 'Sliding Search?' which is currently unchecked.

Figure 7 - Searching for an Account to Edit

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Enter the details to search for the account. You can search by Account number, name, address etc. Remember you do not need to search on all fields.

In the example below we are searching for “Tequila Willies”. Since we are not sure of the account number for this costumer, we are going to Enter “Tequila” on the “Name” field. Then we are going to make click on the “Begin Search” button.

“Search Result” screen should be displayed (see next Figure). In this case there is only one match.

	Account#	Group	Class	Name	Address
<input type="checkbox"/>	01-01-0001	ACME	C+S	Tequila Willies.	2801 W Parker Road

1 Matches Found

**Figure 8 - Search Result Screen**

Select it by clicking on the check box next to the Account Number. Then click on the “View” button.

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