

How to Handle CS Integration Issues

04/29/2024 10:30 am EDT

Customers moving from any version of SedonaOffice before 6.2.0.x will come across the following issues dealing with Monitored By/CS Integration on the site/system. The sections below will go over how to fix those issues.

CS Integration data work needed after the upgrade.

After a customer upgrades to 6.2.0.x, the following scripts will need to be run to make sure they do not get errors.

Steps:

Will need to ask the customer if they are “Live Linked” to any CS companies. (ie. Manitou, CMS, Stages)

If they are live linked, then you will need to determine what CS_Alarm_Company needs to show Active, what Integration_Id needs to be assigned to each Alarm_Company_Code/Id

Depending on the answers above will depend on how the update scripts below will be used

- This script shows how many accounts are associated with that Alarm_Company_Id

```
SELECT Alarm_Company_id, Count (*) from AR_Customer_System group by Alarm_Company_Id order by Alarm_Company_id asc
```

- This script shows what Alarm_Company_Code goes with which Alarm_Company_Id to see how associated with the Integration_Id

```
Select * from CS_Alarm_Company
```

- This script shows what SS_Integration has for each Integration_Id and the description

```
Select * from SS_Integration
```

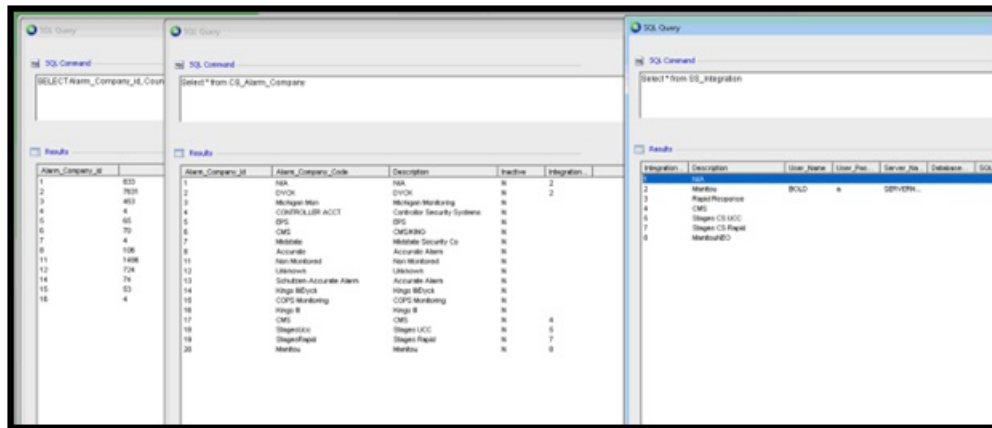
- These scripts are to be used to update CS_Alarm_Company results depending on how the customer is linked to a CS Alarm Company.

**** Any Alarm Companies that are not live linked NEED to be assigned to Integration_Id = 1**

**** Set any CS_Alarm_Company that is not used as Inactive = 'Y' so notto accidentally be used**

```
-- // Update CS_Alarm_Company SET Integration_id = 1 where Alarm_Company_id in (1,2)
--// Update CS_Alarm_Company SET Inactive = 'Y' where Alarm_Company_id in (2,6,7,8,9)
```

Example Screenshot of each script:



CS Integration Error Messages and how to fix

Below are the different error messages that CS Integration can receive after the upgrade and how to fix them.

CS Integration Errors:

“This system can only be unlinked or linked to a non-real integration company.”

Customers will get this error when trying to link the system to a different Monitored By/CS Integration company that is different than what the Site is showing.

In version 6.2.x, linking is now done at the system level, not the site. So, no matter how many systems you have on a site you can only link **ONE** Monitored By/CS Integration company.

The only way to change from one to another is by selecting Not Monitored – Save the record then go back into the system and change to the correct one.

If the system is to have a different company than another system, the customer will have to keep the Monitored By/CS Integration set to Not Monitored and add the other company in the Memo field.

Customer: 13394 Address: 7424 Chapel Hill Rd
L&L Concrete Inc. Bldg. 1 Raleigh, NC 27607

System | Custom Fields | Recurring | Equipment | Inspections | Notes & Comments

System Information

System Account: 13394 - BLDG 1

System Type: Sonitrol Intrusion

Panel Type: SONIP FlexIP

Location:

Memg:

Monitored By / CS Integration: Sonitrol of Charlotte

Secondary Information

System Account:

Panel Type:

Transmission Format:

Service Information

Warranty: Lifetime P&L

Warranty Start: 2/15/2022

Service Level: T&M

Contract Information

Contract Form:

Contract Number:

Contract Date:

Contract Length:

CS Integration Error

This system can only be unlinked or linked to a non-real integration company.

OK

“System is configured as being linked to a CS Integration.....”:

If a customer gets this error message, it could be a real informational message or be part of the issue after upgrading.

If there is not a CS Link and the system is a “live linked” account there must be a link in this field, if there is not then this is a legitimate message.

NOTE: There does not need to be a CS link entered; however, will keep getting the message every time the system or site is opened if there is not a link.

If the system is not “live linked” then need to look at how the CS Alarm Company is associated and may need to run scripts to fix or change to Not Integrated for that Monitored By Company.

405442 90000929 Alarm System

Customer: 405442
CARIBBEAN NEWS EXPRESS

Address: 4232 NW 120 AVE
Coral Springs, FL 33065

System

Custom Fields

Recurring

Equipment

Inspections

Notes & Comments

System Information

System Account 90000929

System Type Alarm System

Panel Type Ademco Vista 20P

Location

Memor

Monitored By / CS Integration United Central

CS Link

Contract Information

Contract Form

Contract Number

Contract Date

Contract Length Renewal Months

Old Rate Increase After Cycle P.O.

Secondary Information

System Account

Panel Type

Transmission Format

Service Information

Warranty

Warranty Start

Service Level

Primary Service Co

Alt Service Co 1

Alt Service Co 2

Require PO

Route Code

Critical Message

Expires On

D0929

m System

mco Vista 20P

ed Central

e

ice TBM Florida

Florida

CS Integration Error

System is configured as being linked to a CS Integration (United Central) but does not have an external link.

If the CS data is truly linked back to this system, the external link must be corrected.

OK