GD6100
Hanwell EMS
User
Pre-Requisites

Intentionally Blank

Document History

Document Number: GD6100

Issue No.	Issue Date	Change Detail	Made By	Approved By
1	15 February 2019	First issue.	IR	
2	5 April 2019	Minor Amendments	IR	
3	4 February 2020	Rebrand of manual to reflect addition of Ellab	IR	

Contents

1 Overview

The purpose of this document is to streamline the installation process, as far as possible, from the perspective of both the Customer and the Hanwell Installation Team.

Please ensure that all of the information requested in this Document is provided accurately and that all the necessary conditions are met prior to our commissioning visit. We will not be able to attend site without this information.

PLEASE NOTE:

Without this level of preparation in advance the Site Engineer may be unable to complete (or possibly even start) the installation task, leading to extra incurred charges for a repeat visit.

THIS DOCUMENT IS A CONTRACT THEREFORE PLEASE MAKE SURE YOU CORRECTLY FILL OUT EACH QUESTION AND SIGN ON THE LAST PAGE

2 Key Requirements

The key requirements are as follows; full technical details are expanded upon elsewhere.

2.1 EMS W900A or W900B Install

Whether an A or B install is required needs to be decided pre-installation, as each requires different pre-requisites to be in place.

For details of the differences between an A or B install, please refer to the following section of the EMS Online User Guide:

http://www.help.emsprocloud.com/index.html?sql-database.html

- Please ensure that a list of Users and their desired roles is **provided at the beginning of the install**

- If you are upgrading from RadioLog then please carefully read Document **GD5997 Hanwell RadioLog8 to EMS Upgrade**, particularly with regard to our policy regarding the transfer of existing data to the new System

- Please ensure that all Sensor naming/Configuration requirements are planned in advance and available in writing **at the beginning of the install.**

- Please ensure that all requested/agreed power points and Ethernet connections are in place and functional **at the beginning of the install**.

3 System Configuration Information

3.1 Password Strength

When completing this table, the information in **Section 3.1.1 Password Strength Parameters, Values and Defaults** below should be noted to enable the installation to proceed as smoothly as possible.

It is especially important to consider whether the EMS System being installed is a Validated or Non-Validated System as this can affect both the range of values available for each Feature and whether a particular value can be changed from its set default values.

Table 10

Feature Name	Value
Auto Logout Period (Minutes)	
Password Expiry (Days)	
Password Expiry Warning (Days)	
Password Depth	
Retries Allowed	
Retries Period (Minutes)	
Lockout Period (Minutes)	
Minimum Password Length	
Minimum Numbers	
Minimum Letters	
Minimum Upper Case	

3.1.1 Password Strength Parameters, Values and Defaults

1. **Auto Logout Period (Minutes)**

The time set here is the time the System will remain inactive before logging out.

For a Validated System	**Range of possible values:** 5 to 60 (minutes). **Default Period:** 15 minutes.
For a Non-Validated System	**Range of possible values:** 5 to 60 (minutes). Entering a value of 0 will turn the **Auto Logout** feature off (not available on Validated Systems). **Default Period:** 30 minutes.

2. **Password Expiry (Days)**

This is the time period before the password expires.

For a Validated System	**Range of possible values:** 30 to 730 (days). Entering a value of 0 will turn the **Password Expiry** feature off. **Default Period:** 90 days.
For a Non-Validated System	**Range of possible values:** 30 to 730 (days). Entering a value of 0 will turn the **Password Expiry** feature off. **Default Period:** By default User Passwords are set to never expire on Non-Validated Systems.

3. **Password Expiry Warning (Days)**

This is the warning period before the password expires.

For Validated and Non-Validated Systems	**Range of possible values:** 1 to 10 (days). Entering a value of 0 will turn the **Password Expiry Warning** feature off.

4. **Password Depth**

This sets the number of passwords that have to be created before the first one can be used again and is used on Validated Systems only.

For a Validated System	**Range of possible values:** 1 to 10 (passwords). Entering a value of 0 will turn the **Password Expiry Warning** feature off.
For a Non-Validated System	**Range of possible values:** On non-validated Systems, this value is fixed at 1 and cannot be changed.

5. **Retries Allowed**

This is the number of retries that are allowed in a period before the System locks the User out.

Where a lockout occurs, the User will be informed of the lockout period by a message on the browser and the lockout will be recorded in the **Activity Log**.

For Validated and Non-Validated Systems	**Range of possible values:** 1 to 10 (retries). **Default Period:** By default, Users will be locked out for 60 minutes after 3 consecutive failed password login attempts within a 30minute period. Entering a value of 0 will turn Retries and Lockouts off.

6. **Retries Period (Minutes)**

This sets the period over which failed attempts can be made before locking out the User.

For Validated and Non-Validated Systems	**Range of possible values:** 10 to 1440 (minutes).

7. **Lockout Period (Minutes)**

This sets the lockout duration.

For Validated and Non-Validated Systems	**Range of possible values:** 10 to 1440 (minutes). Entering a value of 0 will lockout users until reset by the Administrator.

8.   Minimum Password Length

This sets the minimum password length.

For a Validated System	**Range of possible values:** 8 to 40 (characters).
For a Non-Validated System	**Range of possible values:** 4 to 40 (characters) Values set below 8 will display a '*not suitable for internet accessible Systems*' warning.

9.   Minimum Numbers

This sets the minimum number of numbers in the password.

For a Validated System	**Range of possible values:** 1 to 40 (numbers).
For a Non-Validated System	**Range of possible values:** 0 to 40 (numbers).

10.   Minimum Letters

This sets the minimum number of letters in the password.

For a Validated System	**Range of possible values:** 1 to 40 (numbers).
For a Non-Validated System	**Range of possible values:** 0 to 40 (numbers).

11.   Minimum Upper Case

This sets the minimum number of uppercase letters in the password.

For a Validated System	**Range of possible values:** 2 to 40 (numbers).
For a Non-Validated System	**Range of possible values:** 0 to 40 (numbers).

3.2 User Details

As standard EMS installation includes the System Administrator User, an Archive User (named 'Archive') and eight additional Users.

Note: If you wish to have more than eight additional Users, you will need to purchase additional User Licences.

Table 11

User Name	Role	Email Address	Mobile Phone Number

Typical Roles are as follows:

Administrator: An Administrator would be able to do everything in the System; we would recommend that there are two Administrators.

Advanced User: An Advanced User would be able to do everything except manage Users, edit System Properties and edit Roles.

General User: A General User would be able to do everything except manage Users, edit System properties, edit roles and edit sensor properties.

Basic User: A Basic User would be able to do everything except manage Users, edit System properties, edit roles, edit sensor properties and acknowledge alarms.

Guest User: A Guest User is limited to view only they have no edit rights and cannot acknowledge alarms.

Notes:
i. The above Roles are purely suggestions; the System can be configured in any way to suit individual requirements.

ii. Please let us know if your requirements vary from our suggestions.

iii. If there will be more than 10 Users (subject to the purchase of sufficient additional User Licences – see above), copy this page and append it to the Document.

iv. If a User is to receive reports or email alarms, an email address will be required.

v. If SMS alarms are being used and a User is to receive SMS Alarms, a mobile phone number will be required.

3.3 Sensor Details

Enter the details of all of the Sensors to be employed by this EMS installation.

Table 12

Sensor Type[1]	Sensor Name[2]	Sensor Serial Number[3]	Sensor Location[4]

Continued on Next Page

Sensor Type¹	Sensor Name²	Sensor Serial Number³	Sensor Location⁴

Notes:

¹ Sensor Type   The parameters the sensor measures i.e. (PT100) (RH/T) (Thermistor).

² Sensor Name   How you would like to identify that sensor.

³ Sensor Serial Number This can be found on the back of each Sensor's case.

⁴ Sensor Location   Where the sensor is located i.e. (Pharmacy Fridge 1) (Gallery 3) (Walk in Fridge 1).

If more sensors are required for this installation, copy this page and attach to this document.

3.4 Zone Details

Enter the details of each Zone to be defined for this EMS installation.

[1] **Zone Name:**	
[2] **Zone Location/Definition:**	
[3] **Site Name:**	
[4] **Sensor Serial Number(s):**	

Notes:

[1] **Zone Name:**	How you would like to identify the Zone.
[2] **Zone Location/Definition:**	Enter how the Zone is defined i.e. its Logical definition e.g. what type of sensors it represents and/or its location.
[3] **Site Name:**	The Site (physical location) containing the Zone.
[4] **Sensor Serial Number:**	Enter the Serial Number of each Sensor associated with the Zone from the list in Section 3.3 Sensor Details. The Sensor Serial Number can be found on the back of each Sensor's case.

Copy this page, fill in a table for each Zone to be defined for this installation and attach the table(s) to this document.

3.5 Remote Management Tools

Name and location of a PC connected on your network on which the Remote Management Tools, required to configure the hardware for EMS, can be installed.

3.6 Email Alerts

If the Customer requires Hanwell to commission Email Alerts, please complete the following table:

Table 1

Heartbeat Enable *(Yes or No)*	Yes ◎ No ◎
Email Alert Heartbeat Time *(e.g. 12:15)*	
Contact Name 1 *(e.g. EMSUser1)*	
Contact Email Address *(e.g. EMSUser1@yourmailserver.com)*	
Contact Name 2 *(e.g. EMSUser2)*	
Contact Email Address 2 *(e.g. EMSUser2@yourmailserver.com)*	
Contact Name 3 *(e.g. EMSUser3)*	
Contact Email Address 3 *(e.g. EMSUser3@yourmailserver.com)*	

3.7 SMS Alerts

Note: The (optional) SMS Module is required for SMS Alarm Alerts to be provided.

If the customer requires SMS Alerts, then please complete the following table:

Table 2

Available Network point? (Yes or No)	
Will you be providing your own SIM? (Yes or No)	
Mobile Phone Numbers for Communications Failures/Mains Power Failures on the SMS Module	
Number 1	
Number 2	
Number 3	
Number 4	
Number 5	
Number 6	
Number 7	
Number 8	

Notes:

- The maximum number of phone numbers that can be programmed directly into the SMS Unit is 8.

- These numbers are used when the communications or power fails and the SMS Module is unable to communicate with the Server.

- Please add the Users' mobile phone numbers that will be used receive SMS alarms to the table in Section 0.

- The SMS Module must be placed in a location where there is a good mobile phone signal.

3.8 Proposed Structure of EMS

Answering the next set of questions will help us to understand the proposed typology of the System you wish to create.

Table 9

1.	Is a network and power point available for each SR2/CR3/Network Receiver	Yes ◎ No ◎
2.	Is a power point available for each Repeater Unit, if required?	Yes ◎ No ◎

Document Completed By:

Company Name and Address

	Name
Please sign here to confirm that you understand these requirements and accept that extra charges may be incurred if they are not in place prior to installation.	
	Signature
	Date

4 Contact Information

Hanwell Solutions Ltd

UK Customers:

Hanwell Solutions Limited

Pendle House

Jubilee Road

Letchworth

Hertfordshire

SG6 1SP

Tel: 01462 688070

Email: sales@hanwell.com

Web: www.hanwell.com

For Technical Support:

Tel: 01462 688 078

Email: support@hanwell.com

EU & Overseas Customers:

Please contact your local Hanwell Distributor.

A list of distributors is available at: www.hanwell.com/global-distributors