Gallagher Command Centre
HTML Help

Technical Document

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This document should not be considered training material for those who are completely unfamiliar with HTML; rather, it is help for those who are already comfortable understanding and editing aspects of HTML. It is assumed that the user of this document either has experience with HTML, or is capable of researching what they need to so that they can successfully create Custom Notifications in the Gallagher Configuration Client.

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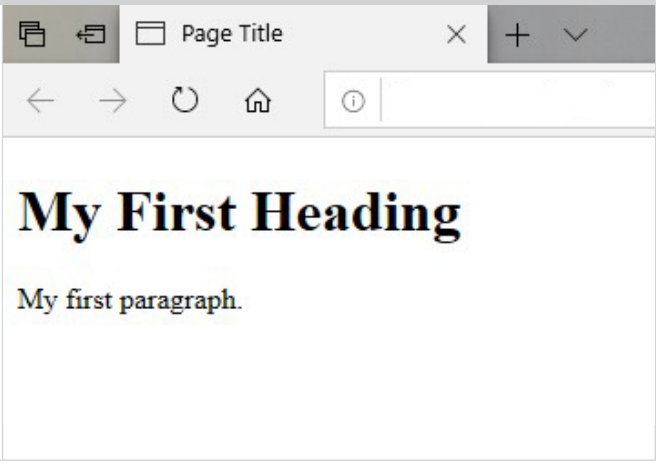
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1 Introduction

HTML stands for Hyper Text Markup Language. It describes the structure of Web pages by labelling pieces of content such as "heading", "paragraph", "table", and so on. The tags themselves are not displayed, but are used to render the content of a page. For example:

This HTML text...	Appears on a web page as...
<!DOCTYPE html> <html> <head> <title>Page Title</title> </head> <body> My First Heading My first paragraph. </body> </html>	

HTML can be used to describe the look of a page (colour, font, background, etc.) and define conditional statements. For example, if you wanted a notification to say that an alarm has been reactivated, but only if it actually has, you could write in HTML:

```
<p condition=reactivation>This alarm has been <b>reactivated</b></p>
```

2 Templates and Test Emails

Command Centre v7.70 comes with three custom HTML email templates and four standard email templates, described in the table below. Once you have imported a template, you can send a test email to a designated email address (e.g. your own), to check the look and feel of the email before sending it to its intended recipients. Test emails contain dummy data, described below. Templates are contained in the following folder:

```
C:\Program Files (x86)\Gallagher\Command Centre\EmailTemplates
```

Notes:

- To send test emails to themselves, the operator must have an email PDF in Configuration Client with the Notification flag on.
- If HTML templates are not used, Notification emails will be sent in the default template as existed prior to v7.70.
- We recommend that before importing any templates, you back them up by copying and pasting them to a location of your choosing. This is to prevent users from accidentally editing the default templates, because to revert the templates to their original versions you need to re-install them from the Command Centre DVD.

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Template	Description	Test email contains
Custom Broadcast Notification Template	The operator can set up general notifications to send to any number of specified Cardholders (e.g. to alert them of a fire drill, to remind them to complete a certain action). This custom template demonstrates a coloured background and inserting a logo.	Coloured background Gallagher logo No data
Custom Event Notification Template	Cardholders are notified of any event as determined by the operator (e.g. access declined, duress, escalated alarm). This custom template demonstrates coloured text and background and inserting a logo.	Coloured text and background Gallagher logo Alarm restoration notice Alarm reactivation notice Alarm acknowledgement notice Occurrence Time field Source field Event Group field Event Type field Priority field Site field Escalated field Item field Access Zone field Alarm Zone field Details field History field Alarm Instructions field PDF/Value table
Custom Expiry Template	Cardholders are notified of Card and Competency expiries as an Individual or within a Role (as appropriate). These are sent at a pre-determined time each day. This custom template demonstrates coloured text and background and inserting a logo.	Coloured text and background Gallagher logo Introductory text Multiple options the user can choose to keep or delete depending on the notification required: *Card/ Competency will expire on/ expired on [date]*
Standard Broadcast Notification Template	The operator can set up general notifications to send to any number of specified Cardholders (e.g. to alert them of a fire drill, to remind them to complete a certain action).	This defaults to the plain text template used prior to v7.70.
Standard Event Notification Template	Cardholders are notified of any event as determined by the operator (e.g. access declined, duress, escalated alarm).	Alarm restoration notice Alarm reactivation notice Alarm acknowledgement notice Occurrence Time field Source field Event Group field Event Type field Priority field Site field Escalated field

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		Item field Access Zone field Alarm Zone field Details field History field Alarm Instructions field PDF/Value table
Standard Individual Expiry Template	Cardholders are notified of Card and Competency expiries as an Individual. These are sent at a predetermined time each day.	One card expiry and one competency expiry Note that this template contains tags but no content, so nothing displays when opened with an Internet browser.
Standard Role Expiry Template	Cardholders are notified of Card and Competency expiries within a Role. These are sent at a pre-determined time each day.	Two card expiries (for different cardholders) and two competency expiries (for different cardholders) Note that this template contains tags but no content, so nothing displays when opened with an Internet browser.

To edit a template:

1. Copy the relevant file and rename the new version according to your needs.
2. Right-click the new file and select **Open with > [a text editing application such as Notepad]**.
3. Edit the HTML as necessary (see the following sections for help).
4. Save and exit Notepad.
   Note: To view the HTML as it would appear in an email, open the file using a web browser. Note that when viewing through a browser, condition nodes will all display since nothing has determined if the condition is true or false.
5. Return to the Configuration Client > Server Properties > Notifications tab.
6. Import the new HTML file and send yourself a test email.
7. Repeat steps 2–7 until email meets your requirements.

Note: Superfluous white space is removed from the generated HTML to reduce the email size.

3 Inserting Images as HTML

Images can be encoded into the HTML email by converting the required image to “Base 64” text. There are many online image converters you can use, including:

- https://www.base64-image.de/
- http://base64image.org/

The entire email must not exceed 256kb, so ensure any image files are sized appropriately.

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4 Inserts

Inserts are achieved by adding an ID attribute into an HTML node, where the value is known to Command Centre.

Insert	Used in Notification			Notes
	Event	*Expiry*	*Broadcast*	
accesszone	✓			
ackedby	✓			
acknowledged	✓			
alarm	✓			
alarminstruction	✓			Using this tag inserts a plain text version of the alarm instruction into the node, and also adds the actual rich text document from the Alarm Instruction in Command Centre as an attachment to the email. This is intended for use in a paragraph tag or similar.
alarmzone	✓			

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Insert	Used in Notification			Notes
	Event	*Expiry*	*Broadcast*	
cardexpiries		✓		This may be used on any node type. For ol and ul: If there is a line item ("li") node within the list, then the last line item is used as a template to insert more line items. If there is no "li" template then a default formatted line item is inserted. For table: If the table element contains a body element with one of more line items in it, then the last line item is used as a template for adding more line items to the table. If there is no template line item, then a default format line item is inserted for each expiry row. For all other node types: If the node this tag is used on contains inner HTML, this is used as a template for adding more text to the node. If no inner HTML exists, then the default header of `<u>Card Expiry Warning </u>` is added to the node. To apply striping to alternate rows of a table, a "class" attribute is set on the row which can be used for styling individual rows. The classes it can insert are: "oddRowExpired", "evenRowExpired", "oddRowNew", "evenRowNew", "oddRow", "evenRow". The class attribute attached is determined by whether the row is odd or even, whether this is a new or repeated expiry notification, and whether the item has actually expired.
cardholder	✓			
cardnumber		✓		
cardtype		✓		
competency		✓		
competencyexpiries		✓		Refer to **cardexpiries** earlier in this table.
description	✓	✓		
details	✓			

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Insert	Used in Notification			Notes
	Event	*Expiry*	*Broadcast*	
division	✓	✓		This refers to the division of Cardholders, meaning that if it's a notification for a non-cardholder-related event, the string will be empty and thus the condition would be false.
event	✓			
eventgroup	✓			
eventgroupid	✓			
eventtype	✓			
eventtypeid	✓			
escalated	✓			
expired		✓		
expirydate		✓		
expirydate|%formatspecifier%		✓		Refer to the Note below this table.
firstname		✓		
history	✓			
item	✓		✓	Selects the Cardholder if one exists, otherwise selects the event source.
itemonly	✓			Selects the event source even if a Cardholder exists.
lastname		✓		
message	✓		✓	
name		✓		
new		✓		
now	✓	✓	✓	
now|%formatspecifier%	✓	✓	✓	Refer to the Note below this table.

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Insert	Used in Notification			Notes
	Event	*Expiry*	*Broadcast*	
pdfs	✓	✓		Broadcast Notifications are sent to Access Groups, so cannot contain PDFs (as PDFs relate to individual Cardholders). This ID can only be used on a "table" node; this causes all PDFs listed in the "Outgoing Email" tab of the Server Properties to be listed in the table. If the table contains a body element with one or more rows ("tr") in it, then the last row is used as a template for appending additional rows to the table. The ID attributes "pdfname" and "pdfvalue" can be used in the row to cause the name and value of the PDF to be inserted into the row. All types of PDFs can be used, including image PDFs. If there is no template row, then a default template row of <tr><td id="pdfname"><td id="pdfvalue"></tr> will be used. ID attributes on template rows are removed so as to not create duplicate element IDs.
pdf|%pdfname%	✓	✓		Broadcast Notifications are sent to Access Groups, so cannot contain PDFs (as PDFs relate to individual Cardholders).
priority	✓			The name of the priority (e.g. low, high, critical).
priorityid	✓			The numerical equivalent of the priority (0-9, where 0 is “not an event”; and 1 “very low priority” through to 9 “critical priority”).
reactivation	✓			
remainingdays		✓		
restoral	✓			
shortname	✓	✓		
sitename	✓	✓	✓	
source	✓			
time	✓			Occurrence time of the event.
time|%formatspecifier%	✓			Occurrence time of the event. Refer to the Note below this table.

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Note: Where there is a %formatspecifier% annex to the insert, you can specify how the item is to be displayed. For instance:

- If the 'now' item is a date, you can specify that it display as dd/mm/yyyy by writing it as `<span id="now|dd/MM/yyyy"/>`

  Note: The 'm' for month must be capitalised in HTML as a lower-case 'm' indicates 'minute'.
- If the 'now' item is a time, you can specify that it display in 12-hour format by writing it as `<span id="now|hh:mm:ss"/>`
- If the 'now' item is a time, you can specify that it display in 24-hour format by writing it as `<span id="now|HH:mm:ss"/>`

See the following websites for more information about custom date and time format strings:

- https://msdn.microsoft.com/en-us/library/8kb3ddd4(v=vs.110).aspx
- https://msdn.microsoft.com/en-us/library/zdtaw1bw(v=vs.110).aspx

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5 Conditions

HTML can be conditionally included by placing a condition attribute on the node's contents. For example:

```
<p condition="sitename=MySite">This may not appear</p>
```

These contents will only show in the HTML if the condition is true.

All inserts can be used as conditions.

Condition strings must be either of the following forms:

- "%tag%" (e.g. new):

  This results in the node displaying if the Boolean condition is true. A Boolean condition can include any of the following: *new, expired, event, alarm, restoral, reactivation, acknowledged,* or *escalated*.

- "%tag% %operator% %value%" (e.g. shortname=Bob):

  This results in the node displaying if the expression is true, e.g. "firstname=bob" when the cardholder's first name is "Bob".

  Note: You cannot reverse the condition, so "%value% %operator% %tag%" (e.g. Bob=shortname) will not work.

Conditions can be negated by putting an exclamation mark at the front, e.g.:
Eeek

Multiple conditions can be 'nested' together in the same paragraph node to create an "and"; for example:
Warning

There is no way to perform an "or" with conditions, although the operator ∈ can be used to check if a field is one of several values, or =~ can be used for regexes. Where that isn't sufficient, you can simply duplicate sections of the HTML; for example:

- The cardholder's division is "Division One" or "Division Two":

  ```
  <div condition="division\=Division One,Division Two">Hello world!</div>
  ```

- The notification is an alarm reactivation, or an escalation:

  ```
  <div condition="reactivation">Hello world!</div>
  ```

  ```
  <div condition="escalation">Hello world!</div>
  ```

Case-insensitive Condition comparison operators

Operator	Means field must...
"="	match the value
"!="	not match the value
"<="	be less than or equal to the value
">="	be greater than or equal to the value
"<"	be less than the value
">"	be greater than the value

Note: These use natural sorting, so "item 20" comes after "item 3" and before "item 100".

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Case-sensitive Condition comparison operators

Operator	Means field must...
"=="	exactly match the value
"!==" or "<>"	not exactly match the value
"∋" or "/="	contain the value within it
"∌" or "!/="	not contain the value within it
"∈" or "\="	appear within the value
"∉" or "!\="	not appear within the value
"^="	begin with the value
"!^="	not begin with the value
"$="	end with the value
"!$="	not end with the value
"=~"	match the regular expression given by the value
"!~"	not match the regular expression given by the value

See www.regex101.com for help with writing regular expressions.

Examples

If condition =	then the HTML node is shown if the...
"expirydate|ddMMyyyy<28022016"	expiry date of the card is earlier than 28/02/2016.
"accesszone∋Exit"	name of the Access Zone contains the string "Exit".
"pdf|departmant∈Finance,Maintenance,Support"	value of the department PDF is Finance, Maintenance, or Support.
"item!^=C"	source of the event does not begin with the letter 'C'.
"pdf|gender=Male"	source of the value of the gender PDF equals "male" or "Male" (case-insensitive).

6 Email Subject

The subject of the email is taken from the <title> node inside the HTML, which lives within the <head> node.

Normally a title node cannot contain other nodes, but Command Centre permits the use of other tags within the title node, to dynamically build a title. For example, conditional span nodes can be used to insert the cardholder's name into the title. When the HTML is processed by Command Centre, the nodes contained within the title node are turned back into plain text, removing any nodes but keeping their contents.

For example, the HTML text below describes a title node within a head node, with some optional text around it (ABC, DEF). Let's say the 'source' is 'Door 1'.

```
<head><title>ABC<spanid="source"/>DEF</title></head>
```

In most Internet browsers, the text **ABC<spanid="source"/>DEF** will show. However, in the HTML emails in Configuration Client, it will appear as **ABC Door 1 DEF**. This would be the email subject.

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