

by Schneider Electric

# **DALIBuildings Installation**

DALI programming guide

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## 1.0 Requirements for DALIBuildings

DALIBuildings is a Microsoft Windows based DALI commissioning software. It requires a Microsoft SQL Server to store project and DALI system operation details.

#### **1.1 Hardware Requirements**

- CPU Speed
- Minimum: 1.0GHz
- Recommended: 2.0GHz or faster
- RAM
- Minimum: 512MB
- Recommended: 1G or above
- Hard drive space: 2GB
- Installation File Download Size
- Standalone: 5.4 MB
- Full (with Microsoft SQL Server 2008 R2 Express)
- DALIBuildings Installation
- Microsoft SQL Server 2008 R2 Express

(ID 21262.1)

#### **1.2 Software Requirements**

- Operating Systems
- Microsoft<sup>®</sup> Windows XP<sup>®</sup>
- Microsoft<sup>®</sup> Windows<sup>®</sup> 7
- Microsoft<sup>®</sup> Windows<sup>®</sup> 8
- Database
- Microsoft SQL Server 2008 R2 Express

(ID 21263.1)

#### **1.3 Installation File Versions**

There are two versions of the installation files for new versions with an existing database and completely new installation, which requires a SQL Server installation.

#### Software only installation

• [2.0.5] DCBMDALIBuildings.exe

# Software with Microsoft SQL Server 2008 R2 Express installation bundle

[2.0.5] DCBMDALIBuildings with SQL Server.exe

## 1.4 Licencing

The licencing of DALIBuildings is based on the number of Line Controllers which the software is controlling.

The DALIcontrol http://www.dalicontrol.com/home website contains general information about DALI products. For information on dongles and licensing related to DALIBuildings, see following web page: DALIcontrol products page http://www.dalicontrol.com/dali\_control\_products.

# 2.0 DALIBuildings installation procedure

The installation instructions below are based on the full installation of DALIBuildings with the Microsoft SQL Server 2008 R2 Express bundle.

- 1 Launch the DALIBUILDINGS WITH SQL SERVER.EXE file
- 2 You may be prompted with a security warning as shown below. Click the RUN button.
- 3 Once the setup wizard has been launched, click the NEXT button.



#### Figure 1: Setup Installation Wizard welcome page

**Important**: Please save all your work and close all other applications as you may be required to restart your computer at the end of the installation.

4 Read the Licence Agreement and click the I ACCEPT THE AGREEMENT radio button and then click the NEXT button.

#### Figure 2: Software licence agreement



5 Specify the destination folder to install DALIBUILDINGS Application. You may use the default installation folder or click the BROWSE button to specify your desired installation folder. Click the NEXT button when ready.

#### Figure 3: Software installation destination folder

15 Setup - DALIBuildings	
Select Destination Location Where should DALIBuildings be installed?	
Setup will install DALIBuildings into the following folder.	
To continue, dick Next. If you would like to select a different folder, dick	Browse.
C: \Clipsal\DALIcontrol\DALIBuildings	Browse
At least 36.3 MB of free disk space is required.	
< Back Next >	Cancel

6 Next you will be given an option to install the full version with Microsoft SQL Server or just the standalone version. By default the full version is selected. Click the NEXT button when ready.

#### **Figure 4: Select Components**

15 Setup - DALIBuildings	
Select Components Which components should be installed?	
Select the components you want to install; dear the components you do install. Click Next when you are ready to continue.	o not want to
✓ DALIBuildings	35.6 MB
SQL Server Express 2008 R2	110.5 MB
Current selection requires at least 146.7 MB of disk space.	
< Back Next >	Cancel

**Note**: Should you have an existing Microsoft SQL Server 2008 R2 Express installation on your computer you may select the standalone version.

7 Next you will be prompted to specify the SQL Server Instance Name. By default it is set to SQLEXPRESS. However you can change it to your desired name. Click the NEXT button when ready.

#### Figure 5: SQL Server instance name

🔂 Setup - DALIBuildings	_ <b>_ X</b>
Database Settings DALIBuildings requires SQL Server 2008 R2 or later to store its database.	
This installer does not include SQL Server. If you do not already have an SG Server instance you should use the "DALIBuildings with SQL Server" installer Please enter the name of your EXISTING SQL Server 2008 R2 instance. You leave this blank and configure this later in the DALIBuildings software. SQL Server Instance Name	r.
SQLEXPRESS	
< Back Next >	Cancel

8 Next you will be prompted to specify the START MENU path for the DALIcontrol shortcut. By default it is set to: Clipsal\DALIcontrol.

You may click the BROWSE button to specify your desired start menu path. Click the NEXT button when ready.

Figure 6: Select start menu folder

12 Setup - DALIBuildings	X
Select Start Menu Folder Where should Setup place the program's shortcuts?	
Setup will create the program's shortcuts in the following Start M To continue, click Next. If you would like to select a different folder, click	
Clipsal\DALIBuildings	Browse
< Back Next >	Cancel

**9** Review your installation option and click the INSTALL button when ready.

Figure 7: Review installation options

j🖞 Setup - DALIBuildings	- • ×
Ready to Install Setup is now ready to begin installing DALIBuildings on your computer.	
Click Install to continue with the installation, or click Back if you want to revi change any settings.	ew or
Destination location: C:\Clipsal\DALIcontrol\DALIBuildings Setup type: DALIBuildings Installation Selected components: DALIBuildings Start Menu folder: Clipsal\DALIBuildings {	•
< Back Install	Cancel

**10** Click the OK button when ready and installation will commence.

#### Figure 8: Software Installing



**11** During the installation, you will see a few prompts related to the Microsoft SQL Server installation. Do not interrupt the installation.

Figure 9: Installation of SQL Server

号 Setup - DALIBuildings	
Installing Please wait while Setup installs DALIBuildings on your computer.	
Installing SQL Server 2008 R2	
	Cancel

**12** The Microsoft SQL Server installation is an automated process. Depending on your computer capability, the installation may take between 15 to 30 minutes to complete.

#### Figure 10: SQL Server installation complete

15 Setup - DALIBuildings	
SQL Server Installation Complete Successfully installed SQL Server.	
Server Name: SQLEXPRESS Admin Account: sa Admin Password: DALIcontrol0788 Please ensure you keep a secure record of this information. You will ne the Admin account to connect to the database if you are unable to or choose not to use Windows Authentication.	ed
Next >	]

**Tip**: Now may be a good time to make yourself a cup of tea or coffee and sit back, relax and wait for the completion of the installation.

**13** Once the installation is completed you may be prompted to restart your computer. You may choose to restart your computer later if you needed. Click the desired radio button option and click the FINISH button when ready.

#### Figure 11: Installation complete

Betup - DALIBuildings	
	Completing the DALIBuildings Setup Wizard Setup has finished installing DALIBuildings on your computer. The application may be launched by selecting the installed icons. Click Finish to exit Setup.
	Finish

14 Congratulations you have successfully installed DALIBuildings on your computer.

## 3.0 Running DALIBuildings for the first time

DALIBuildings is designed to be used *straight out of the box*. What this means is that you can set up DALIBuildings without either a specific DALI network, without a prior DALIcontrol database or projects.

#### Creating a database for DALIcontrol projects

DALIBuildings requires an SQL database into which DALI project configuration and programming are stored. The *Creating a New Database* (on page 11) procedure provides steps to build an database on the SQL Server.

#### Reusing existing projects from the DCBM suite

If you want to migrate from the previous DCBM suite, DALIBuildings consolidates the SQL databases which were stored to retain DALI configuration and programming details. The *Importing Data* (on page 15) procedure provides steps for importing DALIcontrol databases.

#### **Discovering Line Controllers on DALI systems**

After setting up the DALIBuildings databases, it is now possible to query a DALI system to find (*discover*) Line Controllers. DALIBuildings uses DALI queries to locate and import Line Controller details into the database. The *Discovering a DALIBuildings* (on page 18) procedure duplicates any controller data from an existing Line Controller to DALIBuildings.

#### 3.1 Creating a New Database

1 To launch DALIBuildings, go to your START MENU CLIPSAL > DALIcontrol > DALIBuildings. You will then see a splash screen as shown below.

# DALIBuildings Version 2.0.5 (Build 82)

Figure 12: DALIBuildings splash screen

2 Once the application has been loaded, you will be prompted with an error message *Failed to load database. Please test your connection.* as shown below. Click the OK button when ready.

**Note**: You are getting this error message when launching DALIBuildings for the first time as there is no database created yet.

3 If you have more than 1 SQL Server Instance Name on your computer and the current server name displayed is not the SQL Server Instance Name that you have specified during the installation, click the drop down list and select the correct SQL Server Instance Name.



Save App		Cancel		
Advanced Mode				
SQL Server Connecti	on Parameters			
Server Name:	\SQLEXPRESS2	•	Refresh List	eg. ".\SQLEXPRESS" or "192.168.1.1\SQLEXPRESS"
Database Name:	DALIBuildings2	•	Create New_	eg. "DALIBuildings"
1	Integrated Security			
Username:				
Password				
Connection String (4	dvanced Mode)			
Data Source+\SQ	EXPRESS23vitial Catalog	DALIBuildings2;Integ	rated Security's True	e;User ID+;Password+
Clear Database				
Clear your current WARNING all dat Clear Datab	e including controller cor	vligurations are going t	o be removed per	namently from the database.

4 Next click the CREATE NEW DATABASE button

#### Figure 14: Create new database

Save Acc		Cancel		
Advanced Mode				
SQL Server Connects	on Parameters			
Server Name	\SQLEXPRESS2		Refresh List	eg "\SQLEXPRESS" or "192.168.1.1\SQLEXPRESS"
Database Name:	DALIBuildings		Create New_	eg. "DALIBuildings"
	Integrated Security		-	
Usemame:				
Password				
Connection String (4	Idvanced Mode)			
Data Source + \SQ	EXPRESS23rvtial Catalog	g=DAUBuildings	Sintegrated Security+ Tr	ue;User ID+;Password+
Clear Database				
Clear your current				
Clear Datab		nfigurations are (	poing to be removed pe	manently from the database

5 Enter the desired name for the new database. This could be the name for your project. You may have multiple projects databases created on the same SQL Server.

Figure	15:	Specify	new	database
--------	-----	---------	-----	----------

Create Database	
Database Connection S	iettings
SQL Server Name:	.\SQLEXPRESS
	Integrated Security
Username:	
Password:	
Database Information	
New Database Name	e:
File Path:	C:\Clipsal\DALIcontrol\DALIBuildings\db
	✓ Create New Database 🛛 🗱 Cancel

6 The example below uses the DALIBuildings database name. Click CREATE NEW DATABASE button when ready.

#### Figure 16: Execute Create New Database

Create Database	
- Database Connection Set	lings
SQL Server Name:	SQLEXPRESS
V	Integrated Security
Username:	
Password:	
Database Information	
New Database Name:	DALIBuildings
File Path:	C:\Clipsal\DALIcontrol\DALIBuildings\db
	✓ Create New Database 🛛 🗱 Cancel

7 Your new database will now be created.

Verez Sarrie (Decare Vering) Hot P Manual Hot Sign for Alexand Hot Sign for Alexand Hot Sign for Alexand Hot Sign for Alexand Hot Doctors Trans Doctors Trans The Manual Hot Sign for Alexand The Manual Hot The Ma	Proceeding     P		DAI Illuildings		
P Alexande Hear      Son or Tange      Son or Tange	P Advances Heads  PSQ. Server Name Server	P Advances Heads PSD, General Conceptor Parameter Server Tanness PD,	we have been being the	✓ H 2 ¥	
	SQL Server Connection Promotion     SQL Defector     age: "SQL Defector" or "Yell Sell. L SQL DEFECT"     Defector Name:     PE Temported Security     PE Temported Security     Permanent     Connection Rese.     Defector Res.     Defect	SQL Server Connection Foremation     Server Name     Serv			
Dations have PREMIUM (Control for Dations) ep. Torutations' Presented Control for Control for Contro	Database Naree [00,2000000 [00,2000000] [0,200000 [00,000] [0,	Continue Name [00].20040000 op."C01.20040000" op."C01.20040000" Planesent Planesent Convection Reg			
P Insection Society     Viewards     Viewards     Viewards     Viewards     Viewards     Viewards     Viewards     Viewards     Viewards	Plangunda Source     Presented     Connected     Connected     Connected     Connected     Connected     Connected     Connected     Connected     Connected	Plangenda bourts     Presented     Presented     Connection Bring		Seveniese Ballonia + 42. Salarenar o "Halan Labarenar	
	Programmer      Programmer      Connection      Connectio	P Regulated Society      Non-      Ormedia      Connection      Connectio		Datase New Districting	
Variante  Parameter   Consecution     Consecution     Consecution      Consecution      Consecution	Viername Pressent Greendon Ring	Variante Parament Grandon Bing			
Parsand Convector thing	Parsent Connection thing	Parmeter Bing			
Constant String	Convector Reine	Convector Reing			
Data Store	Tota two	Tota inte			
Creating database.	Creating database.	Centry distance.			
				Ovuting dutabase.	

Figure 17: Creating New Database

8 When the database creation is complete, you will be prompted with a message as shown below.

	×
Database successfully created.	
	ок

**9** After the database has been created, you can verify the connection by clicking the TEST CONNECTION button as shown below.

#### Figure 18: Test database connection

File Tools View Search Discover Settings	Help				
	Save App		el		
	Advanced Mode				
	SQL Server Connecti	on Parameters			
	Server Name:	\SQLEXPRESS2		Refresh List	eg. "\SQLEXPRESS" or "192168.1.1\SQLEXPRESS"
	Database Name:	DALIBuildings	•	Create New_	eg. "DALIBuildings"
	The second se	Integrated Security			
	Username:				
	Password				
	Connection String (A	dvanced Mode)			
	Data Source + \SQ	EXPRESS2Initial Catalog - DAUB	uildings2;Integr	ated Security True	User IDs: Passwords
	Clear Database				
	and the second s	a including controller configuration	ins are going to	be removed perm	anently from the database.
	Clear Datab	ase			

**10** If the connection verification is successful you will see a TEST CONNECTION SUCCESSFUL message. Click the OK button when ready.



**11** Finally you can save the database connection settings by clicking on the SAVE button.

#### Figure 19: Save database connection settings

Save App	Test Connection Cancel			
Advanced Mode	tout)			
SQL Server Connecti	ion Parameters			
Server Name	\SQLEXPRESS2		Refresh List	eg. ".\SQLEXPRESS" or "192.168.1.1\SQLEXPRESS"
Database Name:	DALIBuildings	•	Create New_	eg. "DAUBuildings"
	Integrated Security			
Usemame				
Password				
Connection String (A	Advanced Mode)			
Data Source s.\SQ	EXPRESS23vitial Catalog=DAUBuil	ings2;Integ	rated Security® True	r,User ID+;Password+
Clear Database				
Clear your current WARNING all dat Clear Datab	a including controller configuration	are going t	o be removed perr	nanently from the database.

#### 3.2 Importing Data

You may import your existing project data files (\*.mdb files) into DALIBuildings or you can use a sample data file provided in the <Installation Folder>\Sample Data folder.

The procedure below provides an an example for importing data into DALIBuildings.

1 Click FILE menu > IMPORT/EXPORT SETTINGS option as shown in the graphic below.

#### Figure 20: Import/export details menu



2 Click the LEGACY DATABASE LOCATION FILE BROWSE button in the dialog box below.

#### Figure 21: Import/Export All dialog box

File Tools View Search Discover Setting	s Help	
▶ <u>iii</u> Site 1000	Import All Import New Only Export All Save Close	
	Legacy Database Location Please specify the location of all your legacy database from DALIMonitor (mdb file) and DALIWizan	d (.xml file)
	Data Folden ChClipsehDALIcontrohData	-
Database connected to \SQLEXPRESS (DALIBuil		

**3** Browse to the <Installation Folder>\Sample Data folder as shown below and click the OK button.

Bro	owse For Folder	<u>? x</u>
		_
	🕀 🛅 CbusOpcServer	
	🗉 🛅 CBusToolkit	
	🗄 🧰 C-Gate2	
	🗉 🚞 CIRCA	
	표 🚞 Circa Infrared Reader	
	🖂 🧰 DALIcontrol	
	🗆 🚞 DALIBuildings	
	🛅 datasheet	
	🛅 logs	
	🗀 Sample Data	
	tilities	
	🖽 🚞 Data	-
	•	١
	Make New Folder OK Cance	el 📔
		/

4 Click the IMPORT ALL button.

#### Figure 22: Import all button

	Import New Only	Export All	Save	Close		
	se Location					
Please speci					le) and DALIWizard (.xml file	:)
Data Folder:	: C:\Clipsal\DALI	control\DALIBu	ildings\Samp	le Data		

**Important**: The IMPORT ALL option will erase all data from existing database and a warning message will be prompted to user for confirmation. Should you just need to append new data to the existing folder, please use the IMPORT NEW ONLY option.

5 Next you will see the progress of the data import with the number of databases imported.

#### Figure 23: Importing data

Data Folder: C:VCip	Database Import importing 1 of 1 Database(s)	
---------------------	---	--

**Important**: Importing from large amount of database may take a while to complete. Please do not terminate the application while import is in progress.

6 A message box with the number of controller data imported will be displayed once the import is completed successfully. Click the OK button when ready.

ОК

**Note**: If the import process encounters any problem importing any data files, an error message will be displayed at the end of the import process as shown below.

#### Figure 24: Sample import warning message

Warning	×
	Import completed with the following warning(s): 1. Fail to import 'DALI-LI-A.mdb'. 2. Fail to import 'plantroom 1.mdb'. Reason: Conflicting ControllerId with 'DALI-L5-L.mdb'. 3. Fail to import 'plantroom 2.mdb'. Reason: Conflicting ControllerId with 'DALI-L5-L.mdb'.
	OK

#### 3.3 Discovering Line Controllers

Should you have a Line Controllers connected to you computer network, you may use DALIBuildings to discover your Line Controllers. The DISCOVER menu has a list of options for carry out discovery operations. Below is a list of the Discover menu options:

- All controllers: This will query for all available Line Controllers on the network
- **Controllers in alarm**: This will only query for Line Controllers with alarm on the network.
- **Controllers without alarms:** This will only query for Line Controllers which is in good working condition / without alarms on the network.
- Controllers on level: This will allow user to query for Line Controllers with specific level information on the network. Selecting this option will result in a dialog window open allowing user to specify the levels to query (Level -20 to 235 inclusive of ground level).
- Target Address: On large sites it is sometimes difficult to *find* all the Line Controllers, if user knows the address of the Line Controllers that needs editing, this type of search is much more reliable. This search method will also work where network broadcasts are blocked. The DALIBuildings sends a Unicast message to each Line Controllers in the search IP address range, the Line Controllers records the source address and replies back to the host computer via Unicast communication. If the end address is less than the start address then only the start address is polled.

To discover the ECG, follow the procedure below:

1 Click the DISCOVER menu and you can select from the multiple discovery options. See below for discover options explanations.





2 Select the ALL CONTROLLERS option and the discovery process will commence.



Figure 26: DALIcontrol Controller discovery progress

**3** Once the discovery is completed, Line Controllers found will be displayed in the result window.

#### Figure 27: Controller discovery result



4 Should you click the EDIT SETTING button for a new Line Controller that has not been saved into the database, you will receive a message requiring you to save the data to database prior to editing the Line Controller setting. Click the YES button when ready.

#### Figure 28: Save new controller setting into database



5 Once the entry is saved into the database, you will be presented with the Line Controller setting page.

Figure 29: Controller setting page

<ul> <li><u>1</u> Ste 1000</li> </ul>	SITE:1000 + Level	1 + Adelaide +	CTRL11				
Contraction     Contraction     Contraction	Save Can	al Query	Settings				
Groups O Times	Model Name:	0H0660-DAL3		SheCode:	1000	ECD Delay:	50 🗘
Holdays Inputs/Outputs	MAC Address:	0000/2428/0		Controller 3d:	1	NV Delay:	10 🚍
Oevices	IP Address:	10.0.0.50		Description:	Training		
Sequences	Subnet Mask:	255.255.255.0		Location:	Adelaide		
Command Lists	Default Gateway:	10.0.0.1		Level:	1.0		
Discovery Result	Data Collection:	10.0.0.10	1	DALI AI	DALI-A		
	Port Number:	1001		DALI B:	04.1-8	F Refresh Sensor at	Startup
	Mode:	C Stop IF Run		Status Broadcast:	01	F Refresh Profile at 1	Startup
	Trace:	ON	•				
Discovery Completed, 1 controller(s) found.							G ONINE C

**Note**: Depending on the firmware version of the Line Controller detected, only the applicable parameters will be loaded.

#### 3.4 Setting up the Line Controller

Each controller must be defined in terms of its Ethernet connection. In addition, the Line Controller can be configured for location and time zone as well as the device type descriptions which reside on its DALI network. The graphic below displays the LINE CONTROLLER NODE. It contains important parameters for defining its position within an Ethernet network within the GENERAL tab (1) as well as location and temporal (2) details within the LOCATION AND TIME tab.



- DALIBuildings						- • • ×
File Tools View Search Discover Settings	Help					
She 1000     She 1000     She 1000     Devel 1     T DB-W1-DLL     Dehowen location     Contract Leadon Development/000-DALL	1 2	Inknown Location + CTRL	1			
I 🧠 Groups	Query Settings	]				
E 🕑 Timers 📷 Holidays .	Model Name:	BM2660-DAU	SiteCode:	1000	ECD Delay	50 🗭
Inputs/Outputs           Imputs/Outputs         Imputs/Outputs	MAC Address:	0090c2v014e3	Controller Id:	1	NV Delay:	255 👻
Network Variables	IP Address	192.168.0.200	Description	DCBM2-1608		
I m Command Lists	Subnet Mask:	255.255.240.0	Location:			
Custom Zones	Default Gateway:	255.255.255.255	Level	1 🔺		
	Data Collection:	192.168.0.200	DAU A	DALI-A		
	Port Number	1901	DALL B	DALI-8	🖾 Refresh Sensi	or at Startup
	Mode:	🔿 Stop 🔹 Run	Status Broadcast	ON •	E Refresh Profil	e at Startup
	Trace:	OFF •				
Database connected to \SQLEXPRESS (DALIBuilding	p)				1	OFFLINE (

#### Defining the Line Controller Ethernet address

The location of the Line Controller is determined by the IP address and the port number. This combination provides the Ethernet socket which allows DALIBuildings to connect to the Line Controller. The allocation of Ethernet IP addresses is usually the domain of your IT support personnel. The GENERAL tab contains the main Ethernet configuration parameters for the Line Controller. The IP address in combination with the port number produces the socket connection, the unique address where the Line Controller can be located.

SITE:1000 > Level 1	Unknown Location      CTRL:1
Save Cance	4
General Location &	Time Device Types
🔎 Query Settings	
Model Name:	BM2660-DALI
MAC Address:	0090c2e014e3
IP Address:	192.168.0.200
Subnet Mask:	255.255.240.0
Default Gateway:	255.255.255.255
Data Collection:	192.168.0.200
Port Number:	1001
Mode:	🔘 Stop 🔘 Run
Trace:	OFF •

Figure 31: Ethernet address parameters

#### Contacting IT for Ethernet configuration details

The IP address and other details such as the gateway address is supplied by the Building Management System Administrator. Contact them for the unique IP address, etd.

# Setting up location and timing information details for the Line Controller

The Line Controller can be configured to operate within a specific location and time zone. It is important to set these parameters because time and date data from the Line Controller is incorporated into system logs and reports. The graphic below displays the location and time configuration details within the LOCATION AND TIME tab.

Figure 32: Controller node > Location and time tab

General	Location	n & Time De	vice Types	
Location	n			
Locat	ion:	(GMT+09:30)	Adelaide, SA,	AUS 🗸
Latitu	ıde:	34.55	North	South
Long	itude:	138.35	🔘 East	West
Time	Offset:	+09:30 -	from UTC	
	ling the co			se and sunset times relative to sunrise and
Dayligh	t Saving			
Time	Zone:	Cen. Australia	Daylight Time	2
Time				
Stand	Standard Time name:			
Dayli	Daylight Saving Time name:			
Real Tin	ne Clock			
Synch	nronise co	ntroller with c	omputer clock	(
	Update C	lock	Update	Multiple Clock

#### Setting the location and time for the Line Controller

To set the location, date and time for a Line Controller, follow the procedure below:

- 1 Locate Line Controller node in the tree view. The window and toolbar for this node appears
- 2 Click the LOCATION & TIME tab in the Line Controller node
- **3** Use the LOCATION drop down list to find a city within the world which best fits the location of the Line Controller
- 4 Use the LATITUDE and LATITUDE fields to adjust the geographical coordinates of the Line Controller more precisely
- **5** Use the TIME OFFSET drop down list to apply any time offset by a half hour or more.

#### 3.5 Reporting a Problem

Should you encounter any problem with the DALIBuildings, the software may trigger a PROBLEM REPORTING module or you can manually initiate the process. To report a problem, please follow the steps below:

1 In the Help menu, click the REPORT A PROBLEM option

#### Figure 33: Reporting a problem menu option

💯 DALIBuildings - DALIcontrol	
File View Search Discover Settings	Help
▲ 🚊 Site 1000	Help
Level 1	Report a Problem
Custom Zones	About

2 A dialog window appears for the user to enter additional information. After entering your information, click the SEND REPORT button.

#### Figure 34: Reporting a problem dialog box

Report a Problem
Report a Problem
An email containing diagnostic infomation and logs of recent activity will be sent to Clipsal Integraded Systems. Please describe the problem you are experiencing including the steps to reproduce it.
Email To: cis.errors@clipsal.com.au
This is a test message
×
Send Report Close

Your default email client will be launched. An e-mail is generated which includes the exception information and a attached log file.

3 Please send the email once you have reviewed the information. We thank you for your participation in the ongoing development of the DALIBuildings.

	ion] DALIBuilding w Create Action	s Text Tools Window					-10
<u> 1</u> >1	Exception] DALIB	uildings v2.0.1 ( ×					
efault Sans	Serif	💌 10 💌 b i	<b>2 *   * ≣</b> }≣ ∃	E 🖩 📻 🖩 🗱 🝇 🗏 d	9 된 🛱 🗶 🦵	🛛 🛃 🔹 Search Al Mai	
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## Figure 35: Sample e-mail generated from reporting a problem