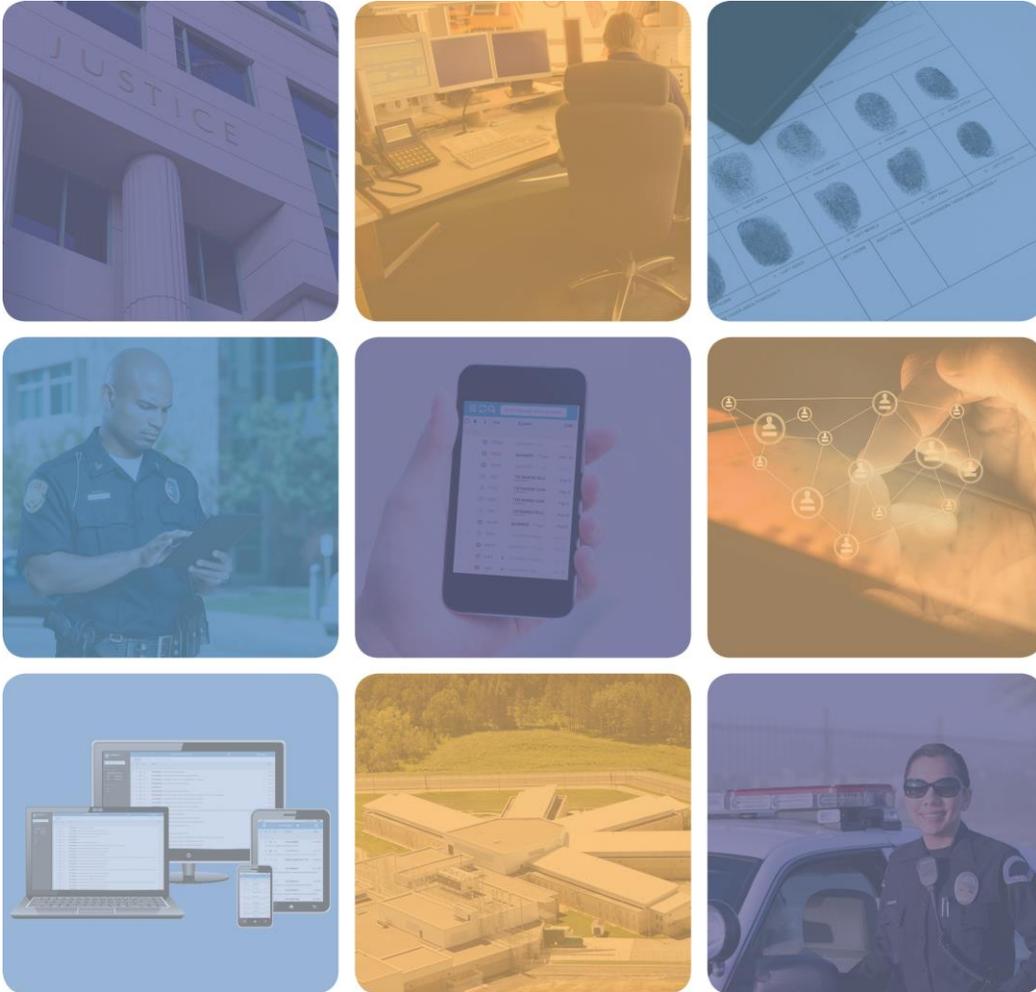


eAGENTMART™

User Manual | Updated February, 2017



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eAgent MART User Manual

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Introduction

This manual is designed to educate authorized personnel on the process of searching for archived eAgent transactions via the MART.

The **eAgent Manageable Archive of Retrievable Transactions (MART)** is a web application used by authorized personnel to search for transactions submitted from the eAgent Client. Functions of the MART include:

- **Advanced Search** – search for transactions made by all users in a given time period.
- **User Search** – search for transactions that the currently logged in user has submitted.
- **Computerized Criminal History Reports** – create a report of search fields for criminal history transactions.
- **Search History** – view past searches users have made in the MART.

Each user is authorized to see the transactions at their assigned level or below.

How to Access MART

Since the MART is a web application, you must have a web browser and access to the host agency's secure intranet to use it. Anyone may search their own transactions, however the ability to search on transactions within your agency requires that you also have TAC privileges. Follow these steps to access the eAgent Client Manager:

1. **Open a Web Browser** (Internet Explorer, Netscape, Mozilla, etc.)
2. **Navigate to the eAgent Home Page** from your host agency's site.
3. Click on the **eAgent MART** link. (Figure 1.1)



Figure 1.1 – eAgent Home Page

When the login screen appears, enter the same username and password that you use to access the eAgent Client. Click the **Submit** button. (Figure 1.2).

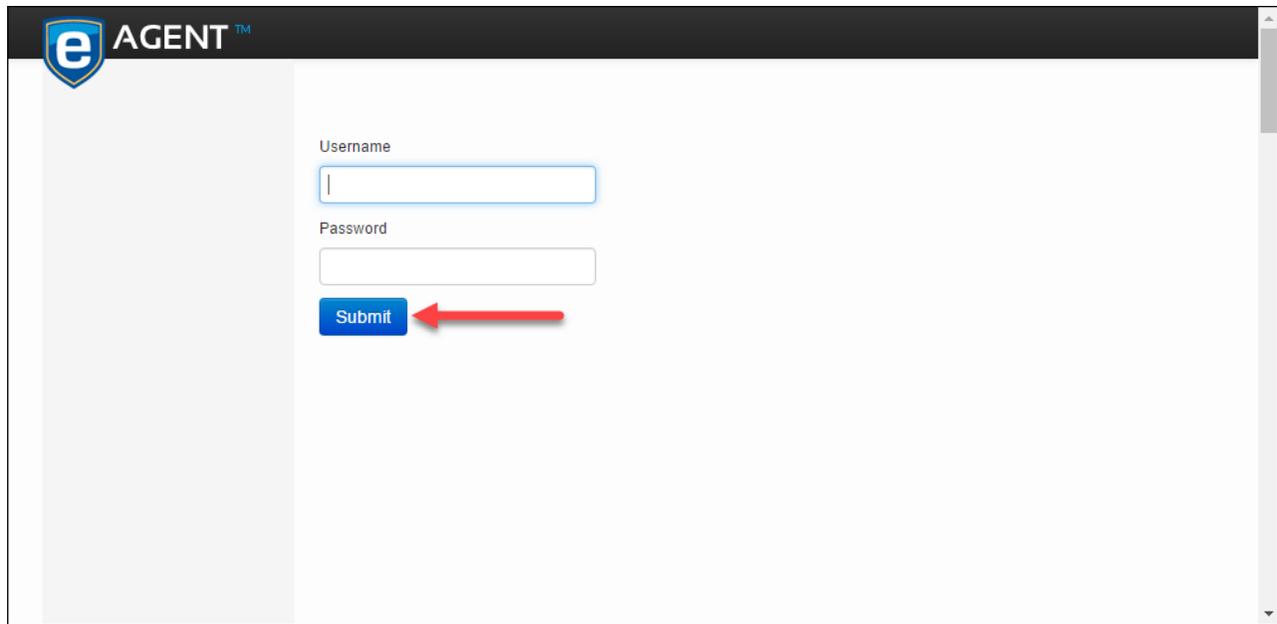


Figure 1.2 – eAgent MART Login Screen

Advanced Search

The Advanced Search feature allows you to search for all transactions at your agency level. There are many options for doing searches under the Advanced Search tab.

Access to advanced searches is only available to users in the **admin:MART** group of the eAgent Client Manager. To perform an advanced search, click on the “Advanced Search” tab (Figure 3.1). A description of each field follows.

Home **Advanced Search** CCH Report Search History MSCHAPER

[Click Here To Go Back To The Old Look]

Advanced Search

Start Date * 02/17/2017 End Date * 02/17/2017

Start Time End Time

Message ID In/Out Flag

User Name Device Name

ORIs

Message Keys All Query Enter Modify
 Clear Cancel Locate Misc

Search Text OR
OR
OR

Search

Figure 3.1 – MART Advanced Search

The following table describes each Advanced Search field in more detail:

Field	Description
Start/End Date	The date range of the search (DD/MM/YYYY) – this field is mandatory
Start/End Time	The time range of the search for the date range selected. (HH:MM:SS)
Message ID	Unique ID specific to a transaction
In/Out Flag	Search for messages coming “In” or “Out” of the eAgent Message Switch
User Name	Search by user name
Device Name	Search by sending/receiving device
ORIs	Originating Agency Identifier – separate multiple ORIs with commas
Message Keys	Limit search by particular Message Keys – separate multiple message keys with commas
Search Text	Search for certain words within the messages.

The next section provides details on the “**User Name**” and “**Search Text**” fields.

User Search

To search for transactions pertaining to a specific user, you will use the **User Name** text field within the Advanced Search tab. This allows you to search for transactions you have previously submitted and also for the user names of others (Figure 3.2.).

To perform a User Search:

1. Open the Advanced Search tab.
2. Enter the user name you wish to search for in the **User Name** field, and complete any other fields necessary for your search.
3. Select the **Search** button.

AGENTMART™ Home ECM EAWEB **Advanced Search** CCH Report Search History MSCHAPER

[Click Here To Go Back To The Old Look]

Advanced Search

Start Date * 02/17/2017 End Date * 02/17/2017

Start Time End Time

Message ID In/Out Flag

User Name Device Name

ORIs

Message Keys All Query Enter Modify
 Clear Cancel Locate Misc

Search Text OR
OR
OR

Search

Figure 3.2 – Advanced Search Tab Highlighting User Search

Search Text

Using the **Search Text** field(s) limits your results to messages that contain a specific word or set of words. There are three search text types:

1. “And” Search Type
2. “Or” Search Type
3. Literal Search Type

“**And**” searches look for **word 1 and word 2** anywhere in the message. When using this search type, make sure to separate each “and” condition by a space. The example below will return messages containing the words “MICKEY” AND “MOUSE” anywhere in the message content (Figure 3.3).

Message Keys

All Query Enter Modify
 Clear Cancel Locate Misc

Search Text OR

OR

OR

Figure 3.3 – MART “And” Search Text

“Or” searches look for **word 1 or word 2** anywhere in the message. When using this search type, enter each “Or” condition in the “Or” fields to the right of the “Search Text” field. **Each “Or” search may also contain “And” searches.** The example below will return messages containing the words “MICKEY” AND “MOUSE” OR “DONALD” AND “DUCK” (Figure 3.4).

Message Keys

All Query Enter Modify
 Clear Cancel Locate Misc

Search Text OR

OR

OR

Figure 3.4 – MART “Or” Search Text

To perform a literal search, enclose your text string with quotation marks (“ ”). Literal searches will look for the literal string of words within these quotations. The example below will return messages containing the exact string “MOUSE, MICKEY” anywhere in the message content (Figure 3.5).

The screenshot shows a search interface with two main sections. The top section is titled 'Message Keys' and contains an empty text input field. To its right are eight radio button options: All, Query, Enter, Modify, Clear, Cancel, Locate, and Misc. The bottom section is titled 'Search Text' and contains a text input field with the value '"MOUSE, MICKEY"'. A red arrow points to this field. To the right of the 'Search Text' field are three 'OR' labels, each followed by an empty text input field. At the bottom left of the form is a blue 'Search' button.

Figure 3.5 – MART Literal Search Text

Perform Search

To run an **Advanced Search** in the MART, use the following search fields to narrow down your results:

- **Start Date** and **End Date:** the current date will populate the form by default. You may either type the date in DD/MM/YYYY format or click within the date field to view a drop-down calendar (see Figure 3.6). Using the calendar will populate the date in the proper format.
- **Start Time** and **End Time:** use these fields to limit your search to a specific time range for the date you select.
- **Message ID:** use this field if you are looking for a particular transaction and you know its identifier.
- **In (“I”) or Out (“O”) flag:** search for messages coming into or out of the eAgent server.
- **ORIs:** enter the ORI(s) you would like to see in your search results in this field, separating each with a comma (“,”).
- **Message Keys:** enter the Message Key(s) you would like to see in your search results in this field, separating each with a comma (“,”).
- **User Name:** use this field to search messages run by a particular user.
- **Device Name:** use this field to search messages run by a particular eAgent Client device.
- **Search Text:** enter data into this field to limit your results to messages that contain a specific text reference. Text searches are limited to a start and end date of 30 days.

Once you finish filling out the Advanced Search form, click the **“Search”** button.

The screenshot shows the 'Advanced Search' page in the eAgentMART application. At the top, there is a navigation bar with links for Home, ECM, EAWEB, Advanced Search, CCH Report, and Search History. The user's name 'MSCHAPER' is displayed in the top right corner. Below the navigation bar, there is a link to 'Click Here To Go Back To The Old Look'. The main heading is 'Advanced Search'. The search form is divided into several sections:

- Date and Time Selection:** Includes 'Start Date *' (02/17/2017), 'End Date *' (02/17/2017), 'Start Time', and 'End Time'.
- Message Identification:** Includes 'Message ID' and 'In/Out Flag'.
- User and Device Information:** Includes 'User Name', 'Device Name', and 'ORIs'.
- Message Keys:** A text input field and a set of checkboxes for 'All', 'Query', 'Enter', 'Modify', 'Clear', 'Cancel', 'Locate', and 'Misc'.
- Search Text:** A text input field containing '"MOUSE, MICKEY"' and an 'OR' operator followed by another empty text input field.

A drop-down calendar is open over the 'Start Date' field, showing the month of February 2017. The date 17 is highlighted in blue, and a red arrow points to it from the right. The calendar grid shows the following dates:

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	1	2	3	4
5	6	7	8	9	10	11

Figure 3.6 – eAgent Advanced Search Drop-Down Calendar

Search Results

Once the search is complete, you will be taken to a **results page**. The total number of results you receive will display in the **Total Results Returned** field at the top of the page.

Clicking on any column heading will sort the results by that column. Clicking the same column heading multiple times will change the sort from ascending to descending order (Figure 3.7).

AGENTMART™ Home ECM EAWEB Advanced Search CCH Report Search History MSCHAPER

[Click Here To Go Back To The Old Look]

Advanced Search Results

Requestor: MSCHAPER
Request Date: 2017-01-01 00:00:00 to 2017-02-17 23:59:59

Total Results Returned : 1000

Create Report Print

ID	Transaction Key	Message Key	User	Device	Source	In/Out	From	Date/Time
2014203	NC	NC		tbi	tbi	P	x01010077@eagent	2017-01-31 17:44:54
2014202	NC	NC		tbi	tbi	P	x01010075@eagent	2017-01-31 17:44:54
2014201	NC	NC		tbi	tbi	P	x01010090@eagent	2017-01-31 17:44:54
2014200	NC	NC		tbi	tbi	P	x01010057@eagent	2017-01-31 17:44:54
2014199	NC	NC		tbi	tbi	P	x01010066@eagent	2017-01-31 17:44:54
2014198	NC	NC		tbi	tbi	P	x01010065@eagent	2017-01-31 17:44:54
2014197	NC	NC		tbi	tbi	P	x01010053@eagent	2017-01-31 17:44:54
2014196	NC	NC		tbi	tbi	P	x01010087@eagent	2017-01-31 17:44:54
2014195	NC	NC		tbi	tbi	P	x01010080@eagent	2017-01-31 17:44:54
2014194	NC	NC		tbi	tbi	P	x01010089@eagent	2017-01-31 17:44:54

Figure 3.7 – Advanced Search Results

Clicking on the **ID link** of a result will display the message in more detail (Figure 3.8).

AGENTMART™ Home ECM EAWEB Advanced Search CCH Report Search History MSCHAPER

[Click Here To Go Back To The Old Look]

Advanced Search Results

Requestor: MSCHAPER
Request Date: 2017-01-01 00:00:00 to 2017-02-17 23:59:59

Total Results Returned : 1000

Create Report Print

ID	Transaction Key	Message Key	User	Device	Source	In/Out	From/To	Date/Time
2014203	NC	NC		tbi	tbi	P	x01010077@eagent	2017-01-31 17:44:54
2014202	NC	NC		tbi	tbi	P	x01010075@eagent	2017-01-31 17:44:54
2014201	NC	NC		tbi	tbi	P	x01010090@eagent	2017-01-31 17:44:54
2014200	NC	NC		tbi	tbi	P	x01010057@eagent	2017-01-31 17:44:54
2014199	NC	NC		tbi	tbi	P	x01010066@eagent	2017-01-31 17:44:54
2014198	NC	NC		tbi	tbi	P	x01010065@eagent	2017-01-31 17:44:54
2014197	NC	NC		tbi	tbi	P	x01010053@eagent	2017-01-31 17:44:54
2014196	NC	NC		tbi	tbi	P	x01010087@eagent	2017-01-31 17:44:54
2014195	NC	NC		tbi	tbi	P	x01010080@eagent	2017-01-31 17:44:54
2014194	NC	NC		tbi	tbi	P	x01010089@eagent	2017-01-31 17:44:54

Figure 3.8 – Advanced Search Message ID

Figure 3.9 shows the message in detail. Click on the **Xaction** link to view all messages for that transaction.

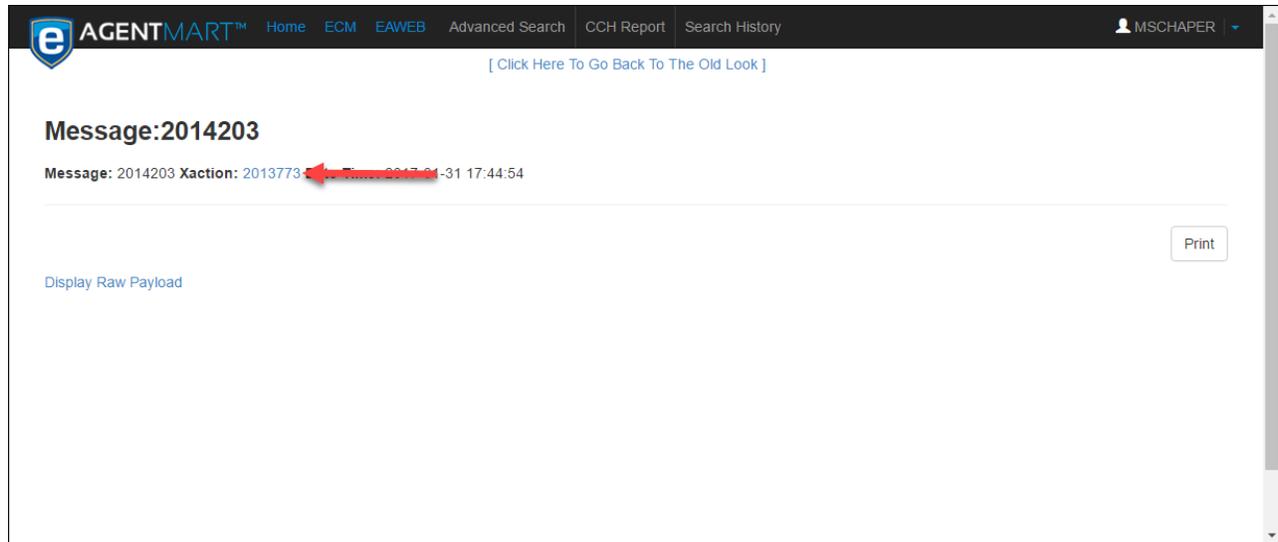


Figure 3.9 – Advanced Search Message Detail

The Advanced Search Results page also displays details about each transaction (Figure 3.10). The transaction detail looks and functions identically to the advanced search results page.

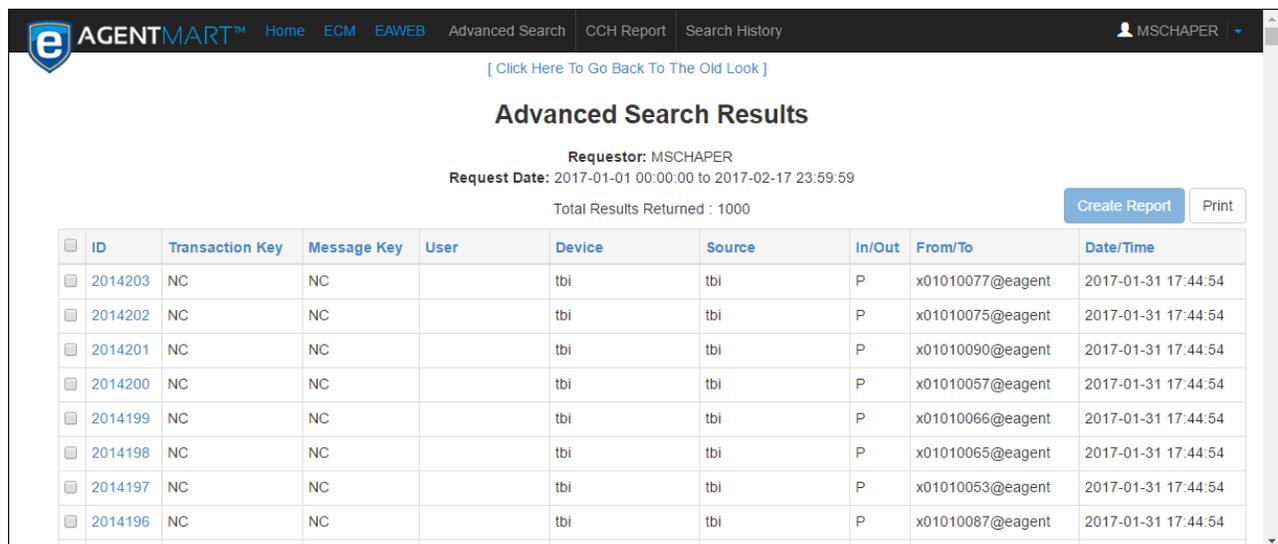


Figure 3.10 – Advanced Search Transaction Detail

Create Report

The eAgent MART is able to capture search results in order to share them with other individuals. Follow these steps to utilize this feature **create a report**:

1. Check the boxes to the left of each message you wish to include in the report.
- (OR)
2. Click the **top check box** in the header area to select **all messages** in your results.

3. Once you select the desired messages, click the **“Create Report”** button (Figure 3.11).

Advanced Search Results

Requestor: MSCHAPER
Request Date: 2017-01-01 00:00:00 to 2017-02-17 23:59:59
Total Results Returned : 1000

<input type="checkbox"/>	ID	Message Key	User	Device	Source	In/Out	From/To	Date/Time
<input checked="" type="checkbox"/>	2014203	NC	NC	tbi	tbi	P	x01010077@eagent	2017-01-31 17:44:54
<input checked="" type="checkbox"/>	2014202	NC	NC	tbi	tbi	P	x01010075@eagent	2017-01-31 17:44:54
<input checked="" type="checkbox"/>	2014201	NC	NC	tbi	tbi	P	x01010090@eagent	2017-01-31 17:44:54
<input type="checkbox"/>	2014200	NC	NC	tbi	tbi	P	x01010057@eagent	2017-01-31 17:44:54
<input type="checkbox"/>	2014199	NC	NC	tbi	tbi	P	x01010066@eagent	2017-01-31 17:44:54
<input type="checkbox"/>	2014198	NC	NC	tbi	tbi	P	x01010065@eagent	2017-01-31 17:44:54
<input type="checkbox"/>	2014197	NC	NC	tbi	tbi	P	x01010053@eagent	2017-01-31 17:44:54
<input type="checkbox"/>	2014196	NC	NC	tbi	tbi	P	x01010087@eagent	2017-01-31 17:44:54

[Create Report](#) [Print](#)

Figure 3.11 – Create Report

The eAgent Report will appear, containing all the messages you previously selected. The report separates each message with a line for easier viewing. To send the new report to the printer, click the **Print** button (Figure 3.12).

eAgent Report

Requestor: MSCHAPER
Request Date: 2017-01-01 00:00:00 to 2017-02-17 23:59:59
Number of Messages: 3 of 1000

[Print](#)

Message: 2014203 **Xaction:** 2013773 **Date Time:** January 31, 2017 17:44:54
OPT: 173TUTN
ORI: TNTBI0014
MKE: NC

```
--ALTERNATE ROUTED MESSAGE INTENDED FOR X01010086@eagent.tbi.state.tn.us/eagent

NC.TNNIC000
17:45 01/31/17 00029
17:45 01/31/17 00047 TNTBI0014
*173TUTN
TXT
TNTBI0014

DELAYED INQUIRY HIT NOTIFICATION AT 1844 EST 20170131
PLEASE ASSURE YOUR INQUIRY IS A REASONABLE MATCH
PRIOR TO CONTACTING ENTERING AGENCY
YOUR INQUIRY ON 1531 EST 20170127 CONTAINING:
LIC/ABC123
HIT ON THE FOLLOWING RECORD:
```

Figure 3.12 –Print Report

Computerized Criminal History (CCH) Report

The CCH Report page creates a report of search fields for Criminal History transactions. The eAgent MART automatically performs the search on the following CCH message keys:

- IQ
- FQ
- QWI
- QH
- QR

To perform a CCH Report search, select the **CCH Report** tab (Figure 4.1). The following section describes each field in detail.

The screenshot shows the eAGENTMART web application interface. At the top, there is a navigation bar with the eAGENTMART logo and several menu items: Home, ECM, EAWEB, Advanced Search, and CCH Report. The CCH Report menu item is highlighted with a red arrow. To the right of the navigation bar, the user's name 'MSCHAPER' is displayed. Below the navigation bar, there is a link that says '[Click Here To Go Back To The Old Look]'. The main content area is titled 'CCH Report' and contains a search form. The form has five input fields: 'Start Date' with the value '02/17/2017', 'End Date' with the value '02/17/2017', 'Start Time', 'End Time', and 'ORI'. A blue 'Search' button is positioned below the ORI field.

Figure 4.1 – CCH Report Search

Field	Description
Start/End Date	The date range of the search (DD/MM/YYYY) – this field is mandatory
Start/End Time	The time range of the search for the date range selected. (HH:MM:SS)
ORI	Originating Agency Identifier – separate multiple ORIs with commas

Perform Search

To run a CCH report search in the MART:

1. Select a **Start Date** and **End Date**. The current date will populate the form by default. You may either type the date in DD/MM/YYYY format or click within the date field to view a drop-down calendar. Using the calendar will populate the date in the proper format.
2. Enter a start and end time in the **Start Time** and **End Time** fields to limit your search to a specific time range for the date range you select.
3. Enter the ORI(s) you would like to see in your search results in the **ORI** field. Separate multiple ORIs with a comma (",").

Search Results

Once the search is complete, you will be taken to a **results page**. The total number of results you receive will display in the **“Total Results Returned”** field.

Clicking on any column heading will sort the results by that column. Clicking the same column heading multiple times will change the sort from ascending to descending order (Figure 4.2).

CCH Report Search Results

Criminal History Log from : 2017-02-01 00:00:00 to : 2017-02-17 23:59:59
Total Results Returned : 7

ID	Date/Time	Name	Race	Sex	DOB	SOC	FBI	SID	PUR	MKE	User	Case No.	Attention	Reason	Sec. Diss.
2017839	2017-02-03 09:10:37	TNTBI0014 DOE,JOHN	W	M	19600101				C	QH	chill1	121321354	WP	0101	12312
2017845	2017-02-03 09:11:05	TNTBI0014 DOE,JOHN	W	M	19600101				C	QH	chill1	121321354	WP	BACKGROUND	12312
2017851	2017-02-03 09:11:37	TNTBI0014 DOE,JOHN	W	M	19600101				C	QH	chill1	121321354	DCI TEST	BACKGROUND	12312
2020569	2017-02-08 14:46:32	TNTBI0014						TN12345678	C	FQ	mschaper	12345	TEST	TEST	TEST
2020590	2017-02-08 14:56:42	TNTBI0014 MOUSE, MICKEY		M	19600101				C	IQ	mschaper	11223344	TEST	TEST	TEST
2026821	2017-02-16 09:28:57	TNTBI0097 DOE, JOHN	W	M	19600101				C	QH	mehster	TEST	DESIREE	BACKGROUND	TEST
2026830	2017-02-16 09:38:54	TNTBI0097						FL1234567	C	QR	mehster	12345678	TEST	BACKGROUND	TEST

Figure 4.2 – CCH Report Search Results

After you create a report, you have the option to either print it or export it to a spreadsheet via the buttons in the top right corner.

Search History

You can utilize the Search History feature to run searches on **past searches** that users have made on the MART. To access this, click on the **Search History** tab.

To view all searches performed in the MART, left click the **“Search All”** button (Figure 5.1).

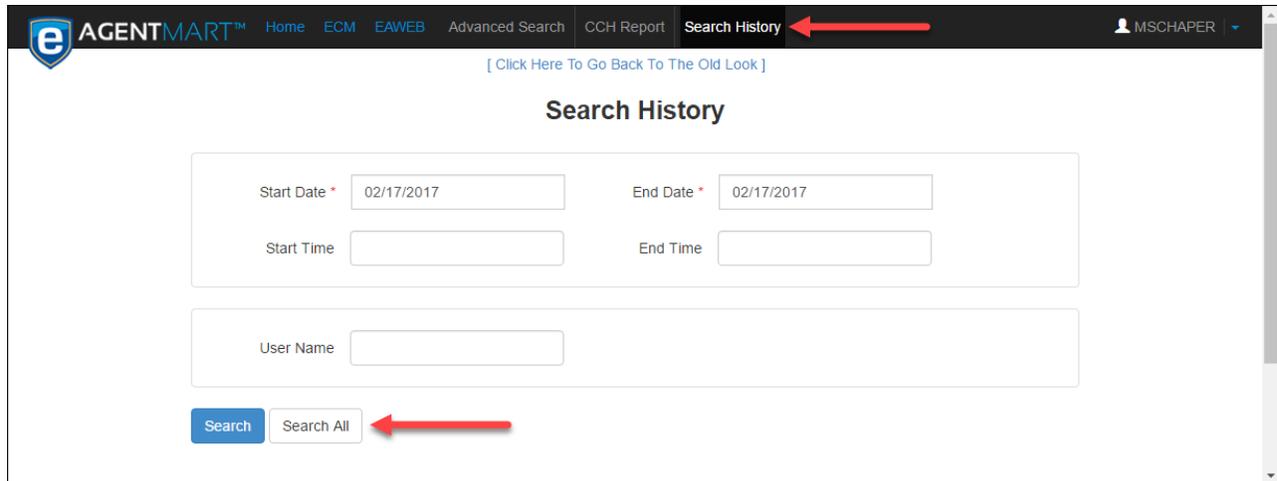


Figure 5.1 – Search History, Search All Past Searches

You can use the fields within Search History to narrow down searches that are specific to certain users or time frames. Once you complete the desired fields, select the “**Search**” button (Figure 5.2).

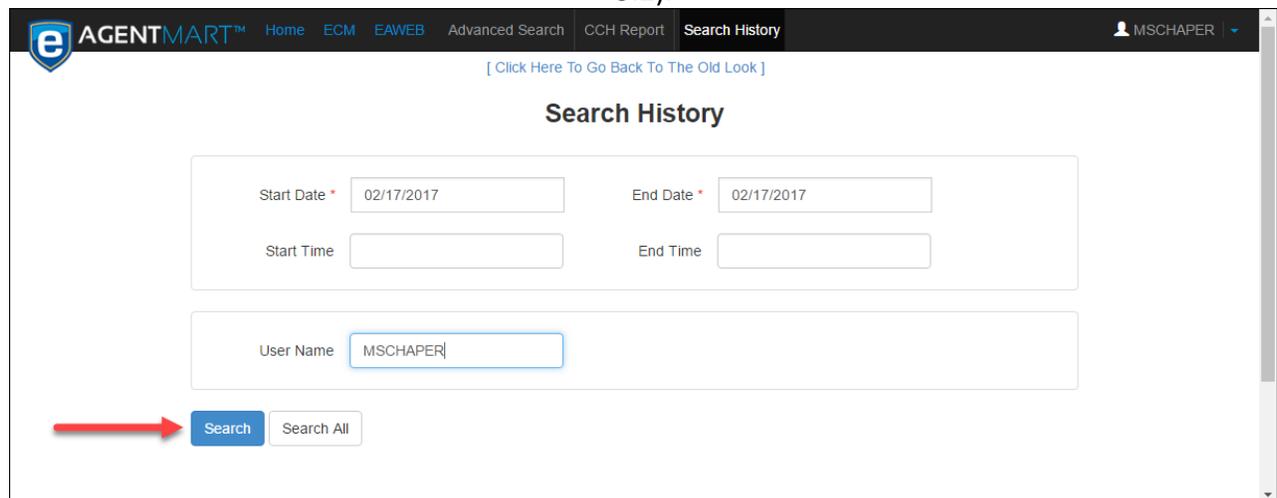


Figure 5.2 – Search History, Search Past Searches

Both of the above search types will return a results page listing the most recent search first (Figure 5.3). The number of results pages you receive will vary, depending on the amount of past MART searches that match with your search filters.

Left click a column heading to sort results by that column per page. Clicking the same column heading multiple times will change the sort direction from ascending to descending order.

User	Date/Time	Search Keys	Message Keys	IO Flag	User Name	User Domain	User Resource	Device Name	Device Domain	Device Resource	To/From Name	To/From Domain	To/From Resource	Src Name	Src Domain	Src Resource	Oris	Start Date	Start Time	End Date	End Time	Search Text	
mschaper	2017-02-17 10:32:52	None															tnbi0014	2017-01-01		2017-02-17			
mschaper	2017-02-17 10:32:39	None															tnbi0014	2017-02-17		2017-02-17			
mschaper	2017-02-17 10:32:23	None			mschaper													2017-01-01		2017-02-17			
mschaper	2017-02-17 10:24:18																						
mschaper	2017-02-17 10:01:55	None																2017-01-01		2017-02-17			
mschaper	2017-02-17 09:47:25	None																2017-01-01		2017-02-17			

Figure 5.3 – Search History Results

The **ECM** link on the title bar is a link to the **eAgent Client Manager**. If you are a user who has access to the ECM you can manage devices, connections, and users from the ECM interface.

Advanced Search

[Click Here To Go Back To The Old Look]

Start Date * End Date *

Start Time End Time

Message ID In/Out Flag

User Name Device Name

ORIs

Figure 5.4 – ECM Link