



# Access Control, Tickets@Home and Tickets@Phone

Gary McIsaac



# Access Control

There are three key elements to the Tickets.com Access Control Solution:

- ProVenueAccess Control (PVAC)
- PVMSudsServer (Suds)
- Alvarado Gate Software (Gatelink, Gateserver, PGATE)



## ProVenueAccessControl

- ProVenueAccessControl is the interface used to load and manage events (Performances) for scanning with Gatelink.
- 'Access' Performances are added within the ProVenueMax Access Control Module using a standard Performance search box.
- Event monitoring and Ticket Bulk loading is controlled within this software.



# ProVenueAccessControl

The screenshot displays the ProVenueAccessControl software interface. At the top, there is a menu bar with options: File, Actions, View, Go, Help. Below the menu bar is a search field with the text "Search: Status" and a "Next" button. The main interface is divided into two main sections: "Events" on the left and "Event List" on the right.

The "Events" section contains several sub-sections:

- Modify Events:** Includes links for [New Event](#), [Edit Event](#), and [Delete Event](#).
- Control Events:** Includes links for [Start Event](#), [End Event](#), [End All Events](#), [Restart Event](#), [Restart All Events](#), and [Start All Events](#).
- Navigation:** Includes buttons for **Events**, **AClients**, **Sources**, **Emails**, and **Notifications**.

The "Event List" section displays a table with the following data:

Status	Supplier Event Code	Description	Event Date	Event Time	Source Id	ACClientId	Venue
Ready	2008TEST01	Perf: Test Event	10/8/2008	12:00:00 AM	DENNIS	GATELINK	RST3
Ready	2008TEST02	Perf: Test Event	10/8/2008	12:00:00 AM	DENNIS	GATELINK	RST3
Ended	2008TEST04	Perf: Test Event	10/8/2008	12:00:00 AM	DENNIS	GATELINK	RST3
Ready	2010AC1017	Perf: Event Title 1	10/17/2008	8:00:00 AM	BKELLY	GATELINK	CMBO
Ended	2010AC1031	Perf: Event Title 1	10/13/2008	8:00:00 AM	BKELLY	GATELINK	CMBO

At the bottom of the interface, there is a status bar that reads "No Events Active".



## PVMSudsServer.exe

- The PVMSudsServer process (SUDS) retrieves Tickets (Barcodes) to be passed to ProVenueAccessControl from the \$TEMP database.
- SUDS also retrieves information from the \$TEMP database that has been passed back from PVAC/Gatelink about tickets that have already been scanned.
- SUDS is usually run from a command prompt on the Ticketing Server. If SUDS is running, and a performance is started in PVAC, it will be constantly communicating with the PVM database to see if there are any new or updated tickets.



# Gate Software

- **GATELINK**

The user client interface for the Alvarado software, allowing setup of Access Control system components, and viewing of the MS-SQL database, as well as viewing scan counts and generating some reports and graphs on entry/exit scans.

- **GATESERVER**

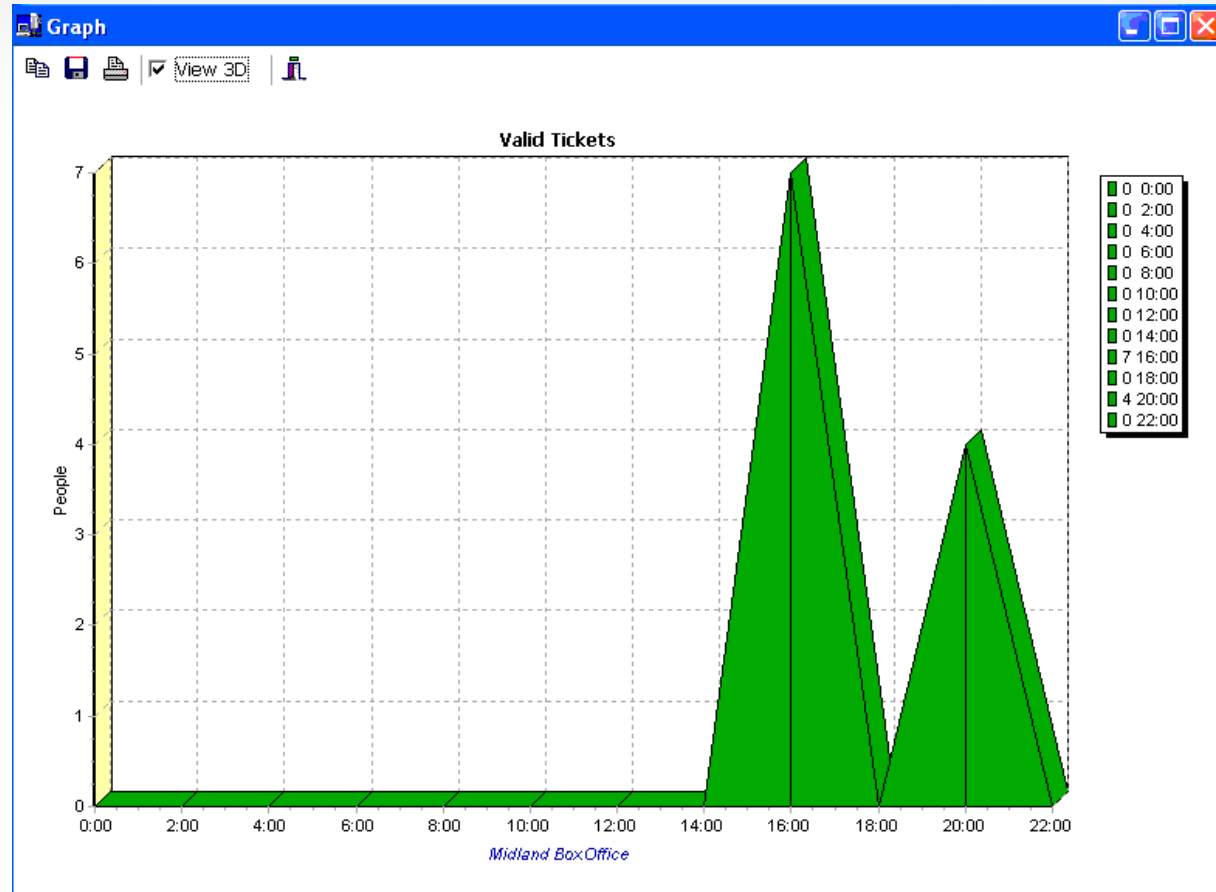
Maintains the database for the Access Control system, communicates with the Scanning devices, and retrieves import information (Events, Tickets, Patrons) from a folder it shares with PVAC, and exports information about scanned tickets (Date/Time, Location, Status) into a folder it shares with PVAC.

- **PGATE**

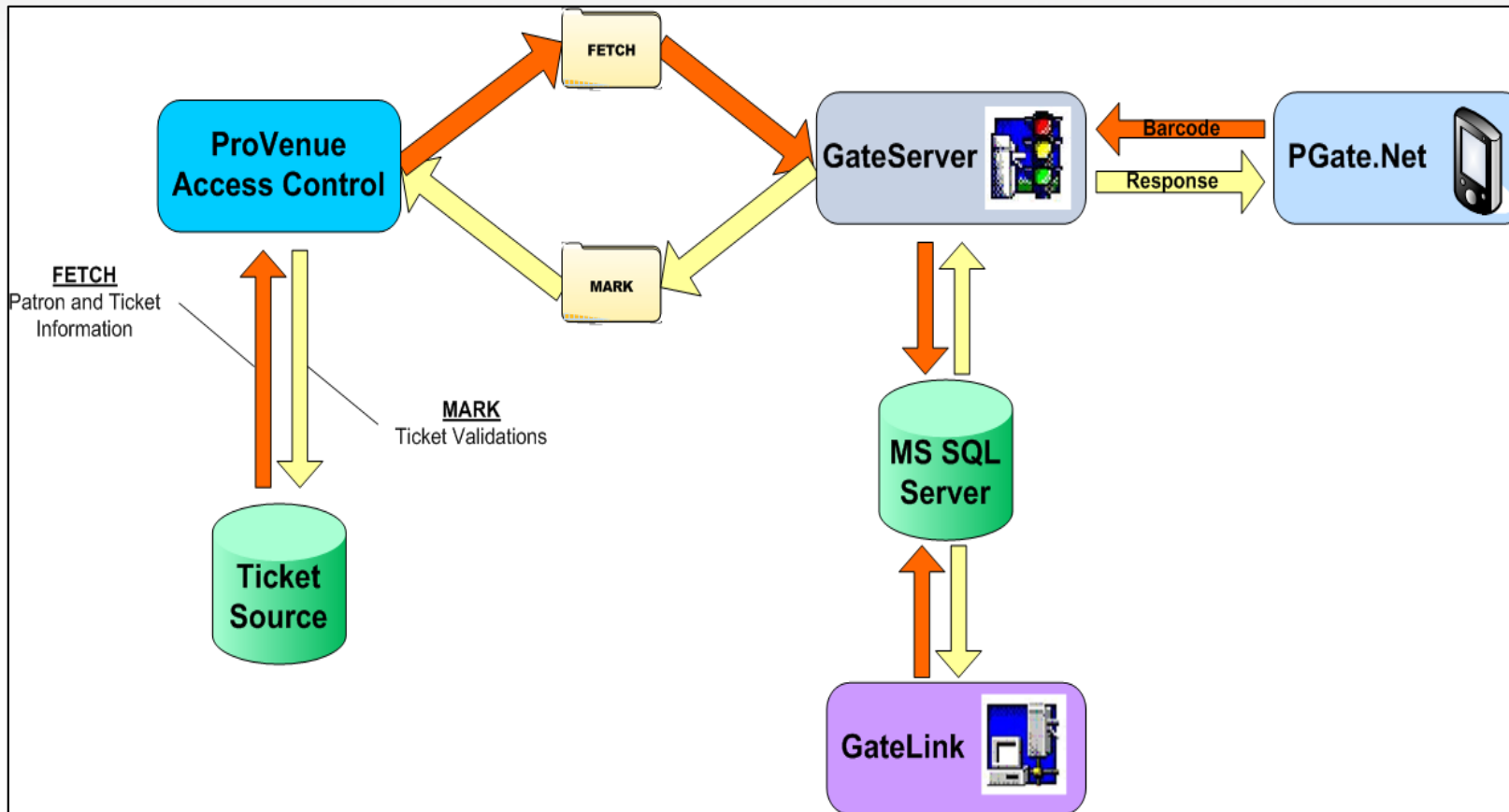
Software that runs on the Handheld Scanners to Scan and Validate tickets.



# Gate Example Export



# Gate Example Export



# Tickets@Home - Tickets@Phone

Demonstration



# Real Time Monitoring

As Patrons arrive, (have their tickets scanned) PVM places a Green Cross on your Performance Seating Plan, to show a Status of 'Seated';

The screenshot displays the 'Access Seating' software interface. At the top, it shows performance information for '2009 MS2\_24 Pride and Prejudice MS2\_'. The date and time are 'Sat., Oct 25, 2008 2:30p - 4:30p' and the location is 'PB00 Pamela Brown'. A 'Performance Status' table is visible on the right, showing the current status of the performance.

Performance Status	Status
Status:	Open
Internet:	On sale
Available:	304
Taken:	448
Held:	35

The main area shows a seating plan for the 'Main Floor' with 'PRIME' and 'STAGE' sections. The seats are color-coded: green crosses indicate 'Seated' status, blue 'S' characters indicate 'Taken' status, and red 'H' characters indicate 'Held' status. The seating plan is organized into sections labeled with letters: K, L, J, H, G, F, E, D, C, B, A, Z, and B, C, D, E, F, G, H, I, J, K, L.

At the bottom right of the interface, the following statistics are displayed:

- Seated/Total Seated: 277 / 418
- Seats on screen: 0

A 'Cancel' button is located at the bottom right of the window.



# Thank you for coming

This was presented by  
Gary McIsaac  
Training and Support Consultant  
Tickets.com EMEA

GMcIsaac@Tickets.com

UKSupport@tickets.com

