

Version 25



Trapeze

Enterprise Asset Management

TransitMaster

Integration Guide

Trade Secret | February 2025

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Technical Support

Trapeze provides several ways to connect with the Customer Care team. Please provide detailed information to the representative. If you are reporting an issue by e-mail, include any error messages, screen shots of your problem, and steps to replicate the issue.

Customer Care is available Monday through Friday, 8:00 a.m. to 8:00 p.m., Eastern Standard Time.

Toll-Free Telephone: 1-877-411-8727

E-mail: cc@trapezegroup.com

FTP Site: <https://ftps.trapezegroup.com/>

Web Site: <https://collaborate.trapezegroup.com>

The website provides access to Trapeze Collaborate which offers resources to implement and operate the software, search knowledge, participate in communities, log/track service requests, sign-up for release alerts, view product health recommendations, and download updates or documentation. For secure access to Collaborate, contact Customer Care through the website or by calling the number above.

Product Compatibility

Refer to the latest [Product Compatibility](#) information on Trapeze Collaborate for requirements including operating system information, databases, Crystal reports, network protocol, HTTP servers and browsers that are supported.

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1. Overview

This document outlines the integration points between the Trapeze TransitMaster system and the Trapeze EAM system. TransitMaster is unique in its tight integration with in-vehicle technology as well as back-office software applications. EAM is primarily used by fleet maintenance personnel to plan and execute maintenance work orders. This integration will provide information that is both timely and critical to the fleet maintenance function, as well as to dispatchers using TransitMaster.

Requirements

EAM Application 25.x

EAM Web Modules 25.x

MAXQueue 25.x

Assumptions

This guide assumes familiarity with workflows and configuration of the application.

- ❗ User-defined required fields that do not appear in the Web Modules will return validation messages.
- ❗ Special characters cannot be placed into the Web Modules fields or unanticipated results may occur. This would include any character that cannot be typed with a standard keyboard.
- ❗ Do not use the browser's **Back** button in the Web Modules as unanticipated results may occur.
- ❗ Do not open or use the same instance of the Web Modules in multiple browser windows or tabs. This can cause errors or unexpected performance issues.

Installation

 For information on MAXQueue install, refer to the *MAXQueue Installation, Upgrade, and Configuration Guide*.

2. Configuration

Required

- TMTrapezeEAMGateway service must be installed.
- [URL](#) to EAM MaxQueue must be available and configured as an endpoint in the TransitMaster EAM GatewayConfig tool.
- IDS must be configured with the minimum:
 - Incidents
 - Failed Inspection
 - Mechanical Alarm – Service required
 - Subsystem Health – Service required
 - Engine Controller – Service required
 - Rules
 - Generate Failed Inspection Incident
 - Generate Mechanical Alarm – Service required
 - Generate Subsystem Health – Service required
 - Generate Engine Controller – Service required
 - Action Item
 - Vehicle Service Request - Inspection
 - Vehicle Service Request - Mechanical
 - Vehicle Service Request - Subsystem Health
 - Vehicle Service Request - Engine Controller
 - Action Plan
 - Action plans with the Vehicle Service Request action items included.

Notes

- One symptom is allowed per service request type. Service Request Types are created from "Vehicle Inspection" or created from "Dispatch". Not all service requests functions will be available with the TransitMaster configuration. For example, vehicle inspection needs to be implemented by delivery.

- After symptom is selected, the service (TMTrapezeEAMGateway) needs to be restarted for the change to be recognized by TransitMaster.
- TransitMaster keeps track of all the calls and responses in the `TMDAILYLOG.TRAPEZEEAM_REQUEST`

3. Services and Integrations

Services

Defect Reporting Services

Trapeze – Get Symptoms

Trapeze – Create Service Request

Trapeze – Get Service Requests

Meter Services

Trapeze – Meter – TransitMaster

Trapeze – Meter – Web

Trapeze – Meter End – Point

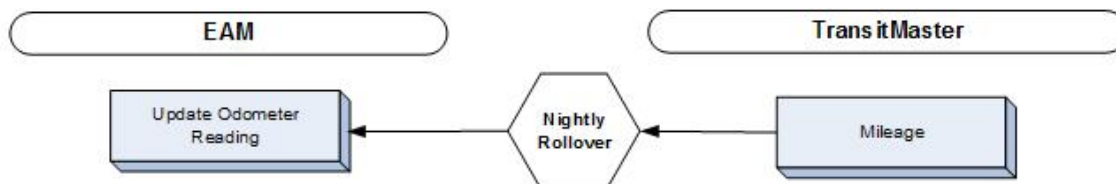
Alert Service

Trapeze – Vehicle Codes

Integrations

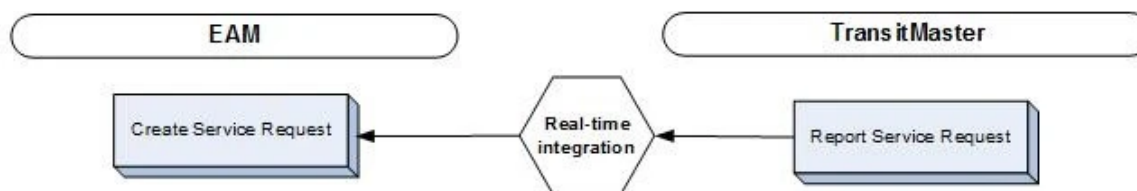
TME-01 - Update Odometer

This integration allows TransitMaster to provide Odometer data to EAM formatted as Absolute Odometer or Delta Mileage (mileage accrued that day). Data is passed to EAM after TransitMaster DataMartStaging has completed during the night.



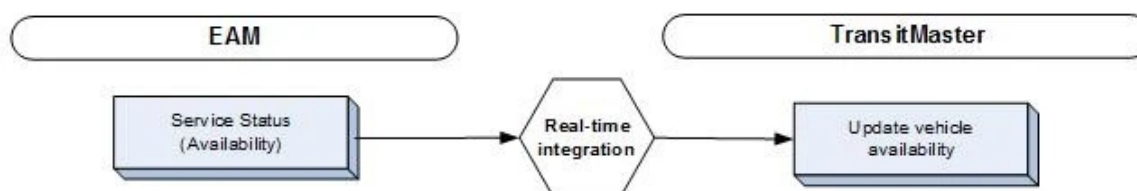
TME-02 - Service Request Creation

This integration allows a dispatcher to submit a service request to EAM from TMBusOps with the ability to mark the vehicle as out of service. Service requests can also be configured as an IDS Action to be automatically forwarded to EAM based on specific parameters, such as when a vehicle inspection form is submitted with a failure from the TransitMaster mobile software. The defect code associated with this service request is defined in the EAM Gateway Service Administration tool.



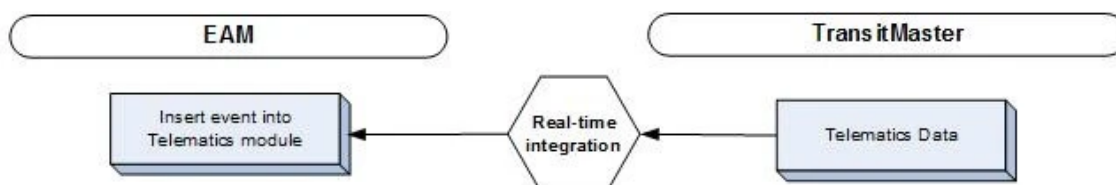
TME-03 - Vehicle Availability

This integration allows EAM to provide TransitMaster with updates to vehicle availability that are seen in the Vehicles tab within BusOps. If a vehicle has been marked unavailable dispatchers will be alerted when trying to assign it. This integration also provides current service requests for vehicles which can be seen within BusOps in Vehicle Properties.



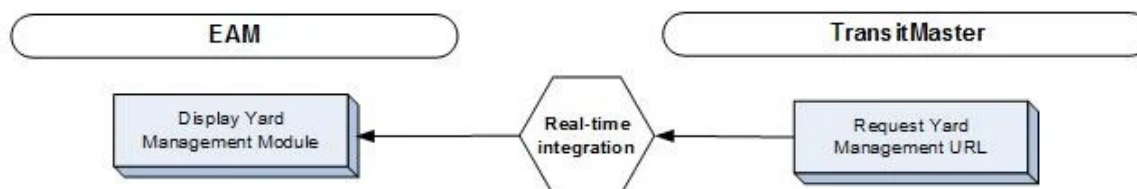
TME-04 - Telematics Data

This integration allows TransitMaster to send Engine Controller Messages, Subsystem Health and Mechanical Alarms to EAM. Configuration allows actions to be taken on the data received. A common action would be work orders created for specific alerts/alarms.



TME-05 - Yard Management

TransitMaster can create custom BusOps browser views tabs in IDS administration that reference URLs. To interface with EAM's Yard Management functionality a user can create a BusOps Browser View to the Yard Management URL. The view can be configured to filter based on vehicle, driver, route, block or run by including desired tags in the URL.



TME-06 - Get Symptoms

This service allows TransitMaster to retrieve symptoms from EAM to be used when configuring the EAM Gateway Service Administration tool.

