AlertDispatcher v2.5

Quick Start User Guide for Siemens APOGEE

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1. System Preparation

Thank you for selecting AlertDispatcher. Below are the requirements you should get ready before installing the software.

1). Working SIM card

An activated GSM/GPRS/3G SIM card (with no PIN password set).

Note:
1. Some prepaid SIM cards need to be activated by voice call before SMS is enabled. Please test the SIM card using a mobile phone if required.

2. If you need to change your SIM card, before removing the SIM card, please always turn off the power supply or remove the power supply cable from the modem. You may reconnect the power supply after you have installed the new SIM card.

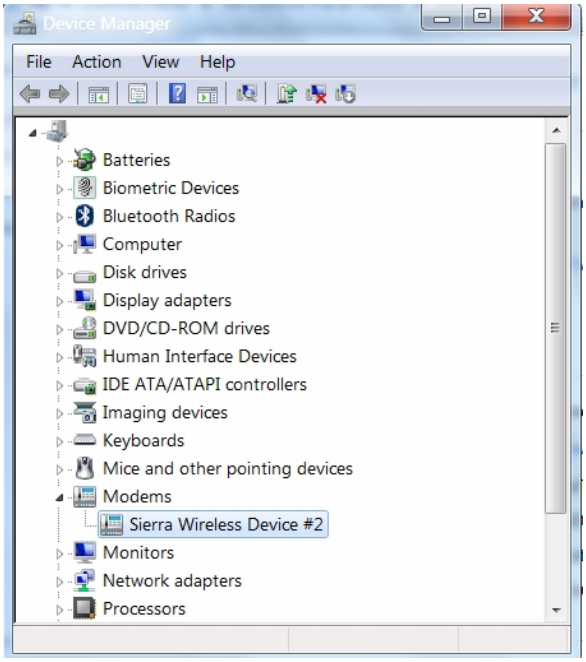
3. If your SIM card has a PIN, you must clear the PIN using your mobile phone.

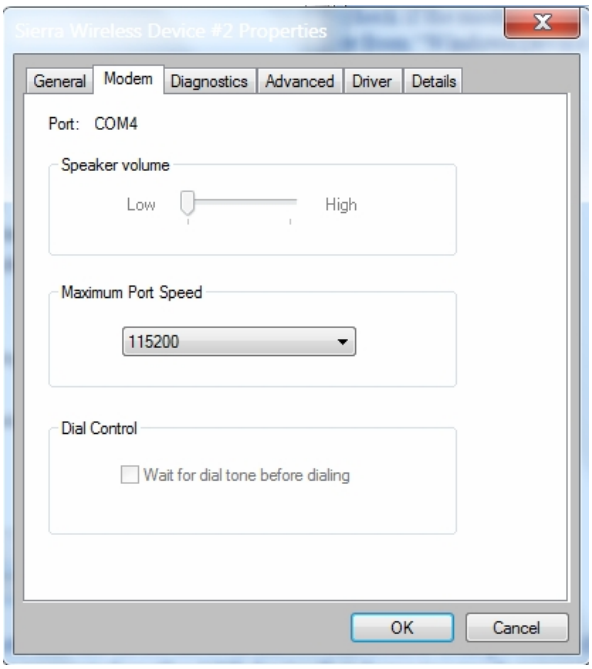
2). Working GSM or GPRS modem

A Compatible GSM, GPRS or 3G modems (Please contact your dealer if you do not have one).

If you are using a serial modem, please ensure that your PC has a DB9 serial port. If there is no available DB9 serial port, you may install third party PCI DB9 RS232 serial card. STLab Serial cards are reliable and known to work with most serial GSM/GPRS modems.

USB modems generally require modem drivers to work. After installing the modem driver, go to *Start* → *Control Panel* → *System* → *Hardware Tab* → *Device Manager* → *Modems* and ascertain the COM port onto which the modem driver has been installed.





Refer to Appendix A for details on preparing the GSM modem.

3). Windows PC

If possible, please prepare a clean installed Windows PC/Server with the following specifications. The following hardware specifications are recommended for a deployment with up to 4 modems attached and processing up to 10,000 messages per day.

Minimum Processor: Pentium 4 for Windows XP / Pentium Core 2 Duo for higher versions of Windows.

Operating System: Windows XP (Service pack 3) / Windows 7 / Windows 2003 Server / Windows 2008 Server.

RAM: Minimum 1 GB, Recommended 2 GB RAM (for Windows XP). Minimum 2 GB, Recommended 4 GB RAM (for higher versions of Windows).

SIM card: Activated and working SIM card from your mobile operator.

GSM Signal: Location of server/PC must have good GSM reception. You may compare the signal strength for various SIM card providers using the software – signal strength will be displayed on the Client console.

USB port: Required for USB modems – as USB modems draw power from the USB port, you may need to use an externally powered USB hub if you have attached other USB devices to your PC/Server.

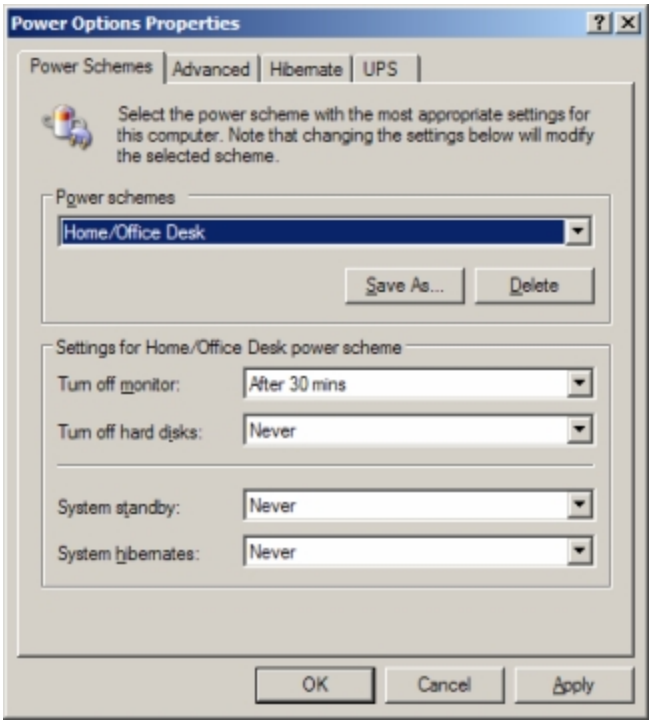
Serial port: Required for Serial modems – ST Lab 2 & 4 port serial cards are supported.

Note: We would recommend that you install antivirus software if you need to login to the system regularly.

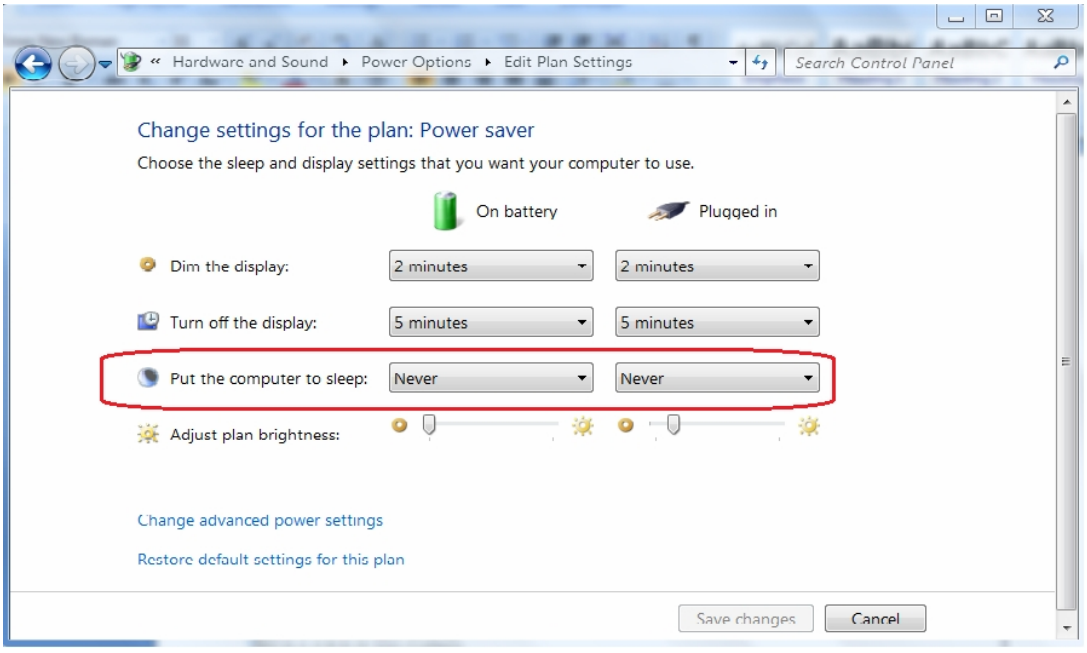
4). Disable System Standby (For XP, 7 and workstation OS)

If you are installing AlertDispatcher on a workstation OS, e.g. Windows XP, Vista or 7, please ensure that system standby/sleep and turn off hard disk settings are changed to *'Never'*.

Setting for XP:



Setting for Windows 7:



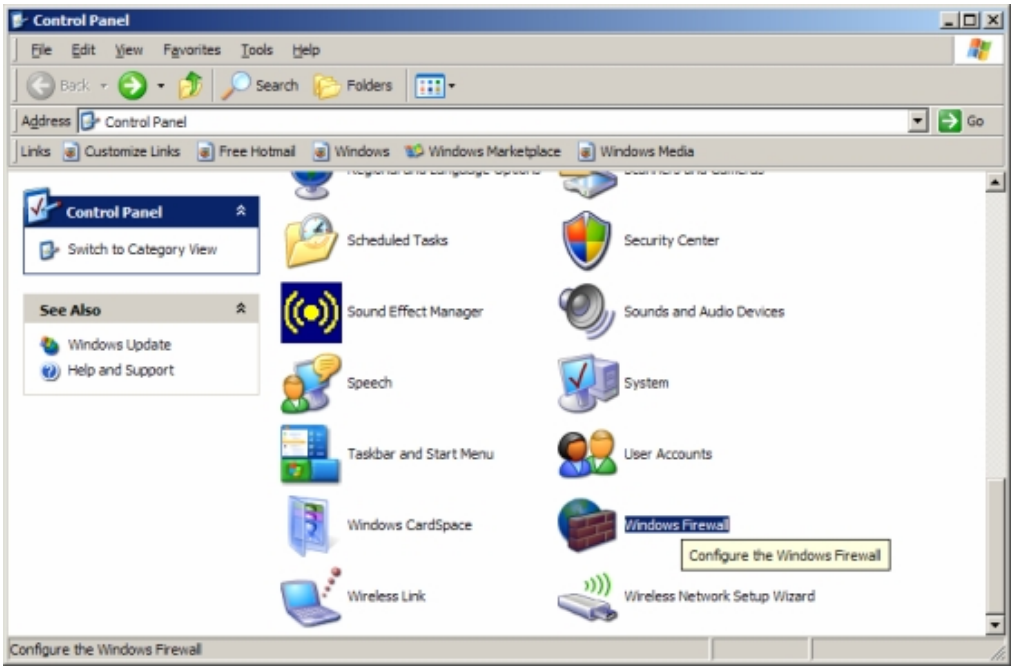
5). Configuring Windows Firewall (applicable only if Apogee Server is installed on a separate machine).

If Remote Notification Service (Apogee RENO) and AlertDispatcher are installed on separate machines, and firewall is enabled on the AlertDispatcher machine, you will need to add port 25 to the exception list for the firewall.

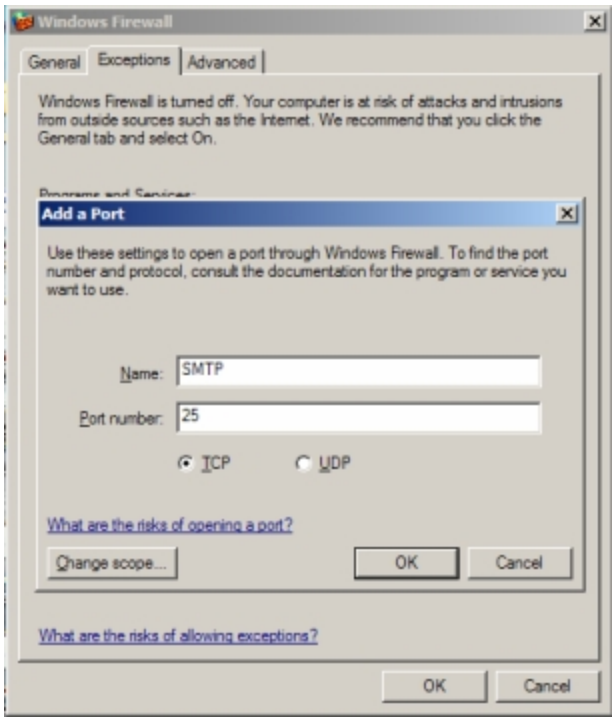
We shall describe how this can be done for Windows Firewall. If you are using a 3rd party firewall, please check with your IT administrator or the firewall vendor.

To add ports to Windows Firewall exception list:

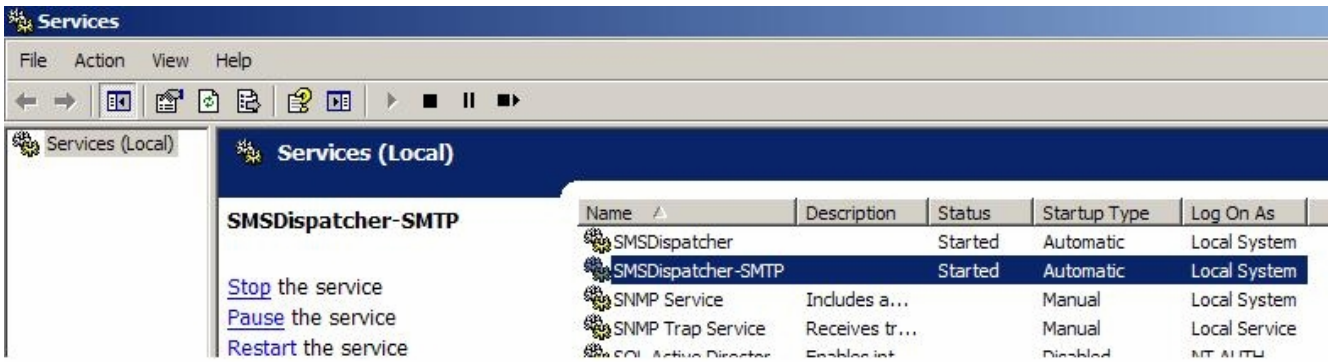
Go to *Start* → *Control Panel* → *Windows Firewall*.



Go to Exceptions, click Add Port. Enter Port 25.



Go to *Start* → *Control Panel* → *Administrative Tools* → *Services*

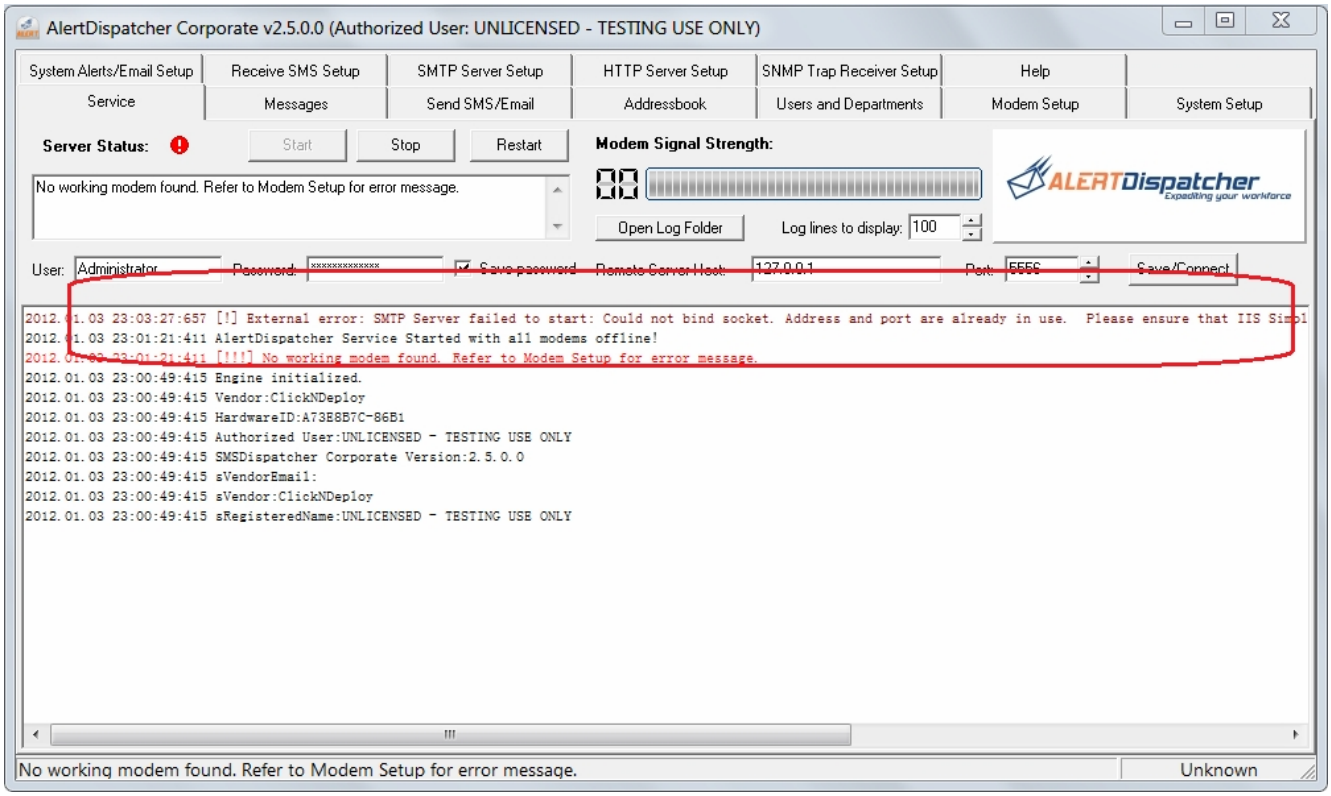


Restart ‘AlertDispatcher-SMTP’ service.

6). Resolving possible conflicting SMTP service

If you have installed AlertDispatcher on Windows Server, you will also need to ensure that Port 25 used by the SMTP service is not occupied by Windows Simple Mail Transfer Protocol service.

If there is a conflicting service using the same port, the following error will appear: “Could not bind to socket”.



Check whether Simple Mail Transfer Protocol (SMTP) service or any 3rd party SMTP service has started. If yes, stop and disable the conflicting service and then restart ‘AlertDispatcher-SMTP’ service. The error “Could not bind to socket” should not appear again.

2. Installation, Upgrade and Configuration

1). Connect GSM modem to Computer

Plug your GSM modem (with working SIM card inserted) into your PC. If you are using a USB modem, Windows will prompt for driver. You will need to insert the modem driver CDROM, and install the driver. If you are using a serial modem, driver is not required.

Note:

a). If you are using a USB modem, you must install the modem driver and then find the baud rate and COM port number from your modem driver under Windows Device Manager.

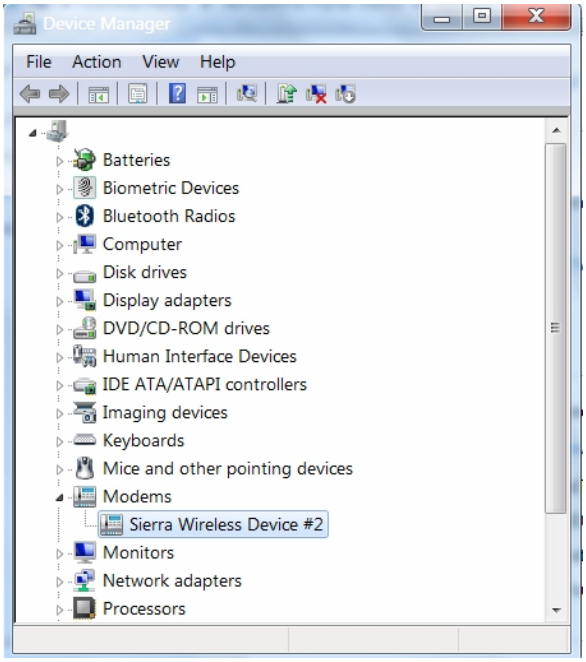
If you are using **Sierra Wireless GL6110 USB modem**, please install the modem driver in your CDROM – path - \Sierra Wireless Modem Driver\XP-2003-2008-Vista-7\USBDriverInstaller.exe.

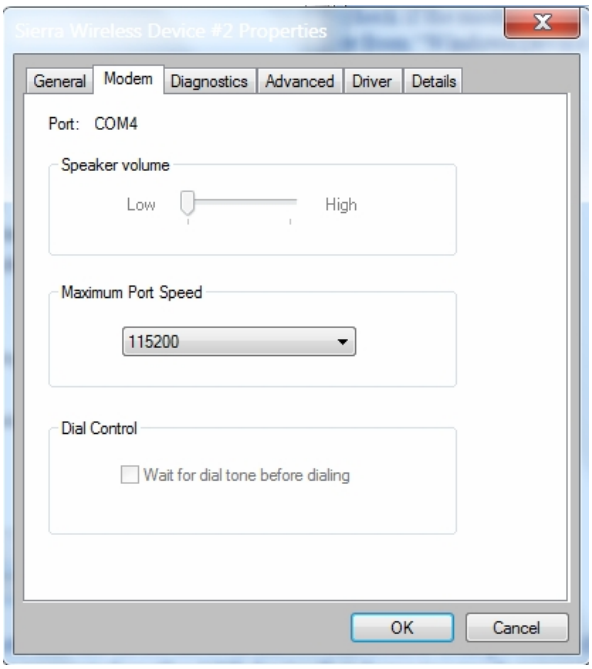
JRE 6 (Java Runtime Environment) is a pre-requisite – the modem driver installer will automatically prompt you if JRE 6 needs to be installed. You can find JRE 6 installer in your CDROM - \Sierra Wireless Modem Driver\XP-2003-2008-Vista-7\USBDriverInstaller.exe - \Sierra Wireless Modem Driver\jre-6u22-windows-i586-s.exe.

After installing the driver, insert the SIM card* and then connect the modem to an available USB port. If Windows "Add New Hardware Wizard" appears, please direct Windows to find the driver under c:\Windows\System32\Drivers. If you are using Vista or 7 or 2007, the driver should be automatically detected. The modem should light up after the driver has been properly installed.

*Note that you should insert the SIM card such that it is facing upwards and golden metal strip nearest to the opening. If you insert the SIM card incorrectly, the modem may not blink – no signal detected.

After that, check the modem COM port assigned to your modem under Windows Device Manager. **The USB modem uses a baud rate of 115200bps.** If you cannot find the Sierra Wireless modem device or the power indicator light does not light up, please check if the modem is properly connected to a working USB port, you may also try removing the modem driver from "Windows Device Manager" and then reboot your PC.





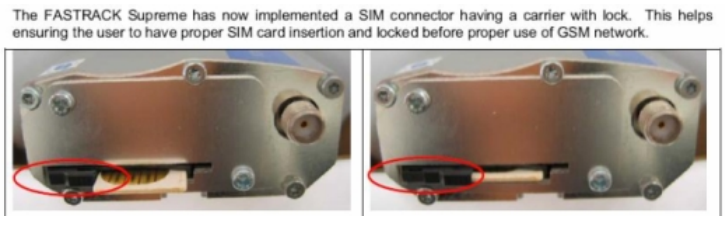
*Note that the GPRS modem draws considerable USB power so if you are using an USB extension cable or you have connected another USB device that draws too much power (on some PC, power is shared across all the USB ports), the modem may also fail to work or become unstable. You may try removing other USB devices from your PC or using a powered USB hub from a reputable brand such as Belkin.

b). If you are using Wavecom Fastrack Supreme or any serial modem, please ensure that your PC has a DB9 serial port.

If there is no DB9 serial port, please obtain a PCI DB9 serial card (Low profile PCI card is required for small chasis PC/Server). Not all Serial-to-USB cards will work with GSM modems and some are not stable.

You will also need to insert your SIM card carefully in the correct manner – see screen capture below. **The serial modem is usually installed onto COM2 or COM1 at a baud rate of 115200bps.**

*Note that the antenna connector on the right hand side and you should insert the SIM card such that it is facing upwards and golden metal strip nearest to the opening. If you insert wrongly, the SIM card may drop inside the chassis and you will have to use a screw driver to open the aluminum plate directly above the SIM card opening in order to take it out.



Warning: If you're using a GSM modem with an attachable antenna, please exercise caution on attaching the antenna to the antenna connector. If there's a nut attached to the modem casing, please ensure it does not turn when you are connecting the antenna to the modem. Failure to do so may cause damage to the modem.

2). Checking SIM card.

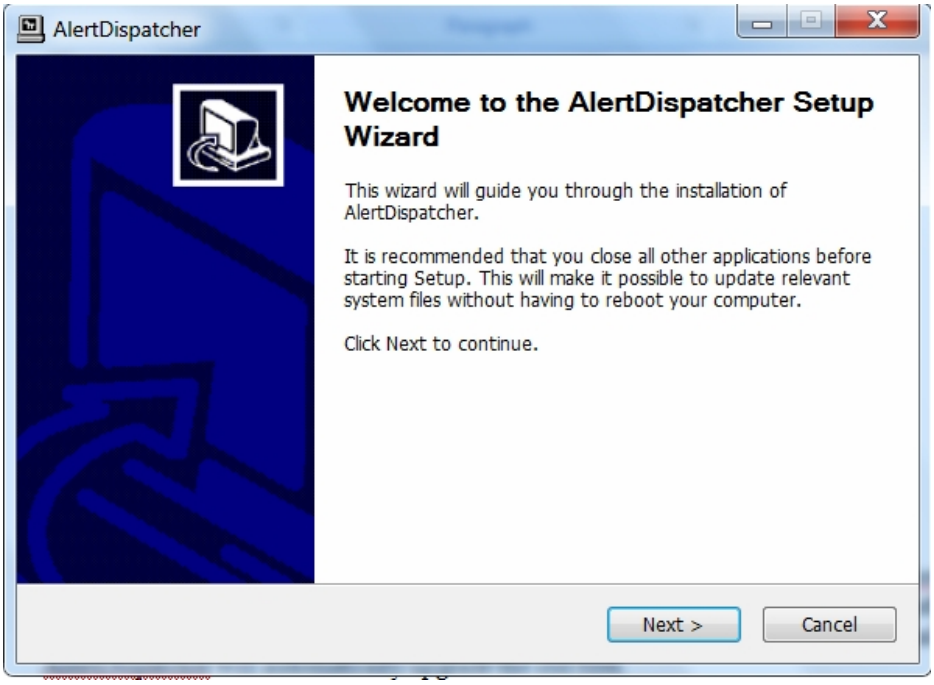
After you have installed the Modem and the SIM card, turn on the power (for Serial modems), and check that the red or yellow light on the modem blinks after 20 seconds. If it does not blink, please check whether the SIM card is properly inserted and activated by your GSM provider – you need to call them to find out whether it is activated.

The modem may also not blink is there if there is weak or no network coverage for that SIM card. If network coverage is unavailable, you may try relocating the modem or change to a provider with better network coverage in that location.

Note: If you need to change your SIM card, before removing the SIM card, **please always turn off the power supply** or remove the power supply cable from the modem. You may reconnect the power supply after you have installed the new SIM card.

3). Software Installation / Upgrade

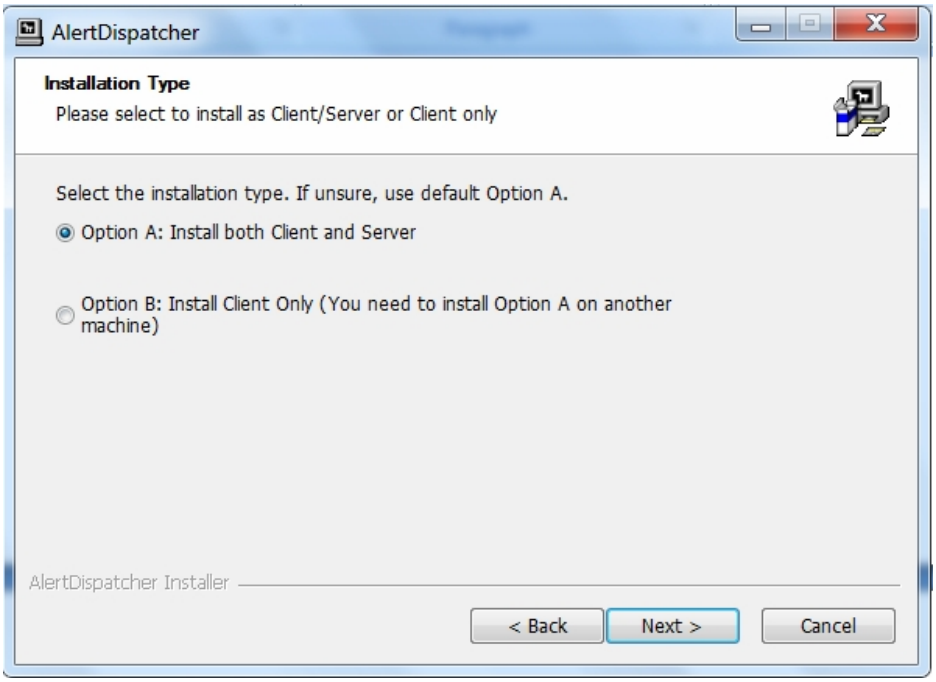
Insert the AlertDispatcher CDROM into your PC that you wish to install or upgrade AlertDispatcher, run AlertDispatcher_Setup.exe. Follow through the steps in the Setup Wizard.



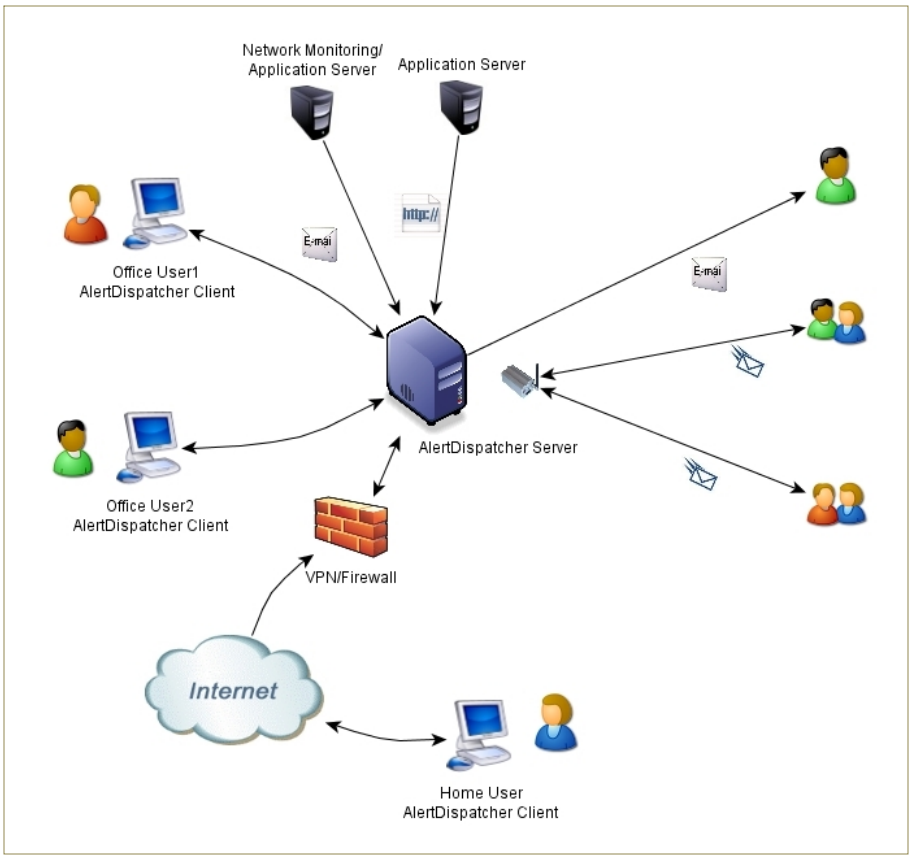
Note: If you are upgrading, you may run the new installer onto your existing AlertDispatcher installation (without uninstalling the latter). The new installer will not override your existing configuration. AlertDispatcher will automatically upgrade your old installation.

The installer will prompt you whether to install as Client and Server or as a Client only (usually on a workstation). The Client is the management application you use to view messages and to configure and manage AlertDispatcher Server (which may be located on a separate machine).

Note: Please install AlertDispatcher Client only if you have purchased the Corporate (or higher) license.



As illustrated in the diagram below, an operator may install AlertDispatcher Client to connect to AlertDispatcher Server remotely.



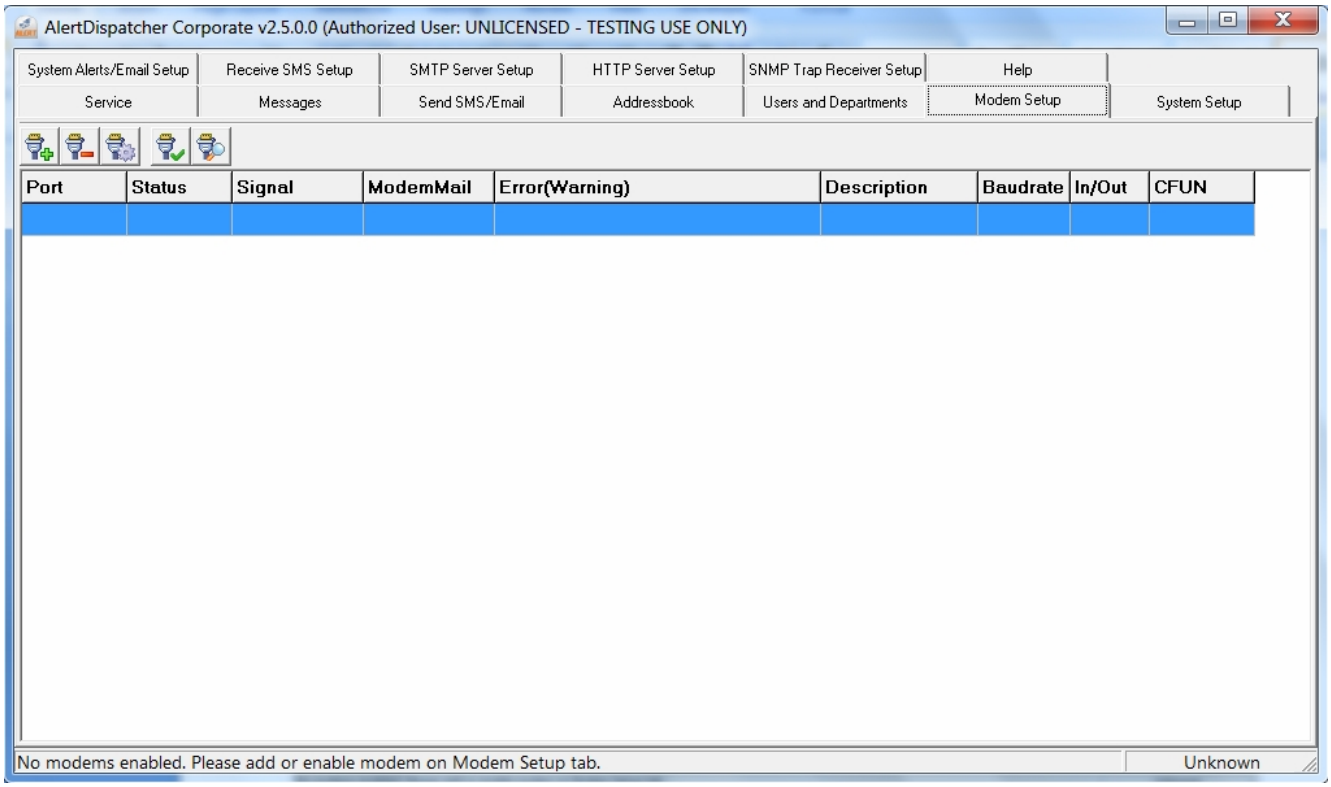
Note: If you wish to migrate an existing installation to the new machine, after installing AlertDispatcher on the new machine, simply copy all the files with .ini extension and AlertDispatcher.db file located at the path c:\Program files\AlertDispatcher\ (assuming you did not change the default path during installation) on the old machine onto the new machine, replacing the original files. The new version of AlertDispatcher will automatically upgrade the old files.

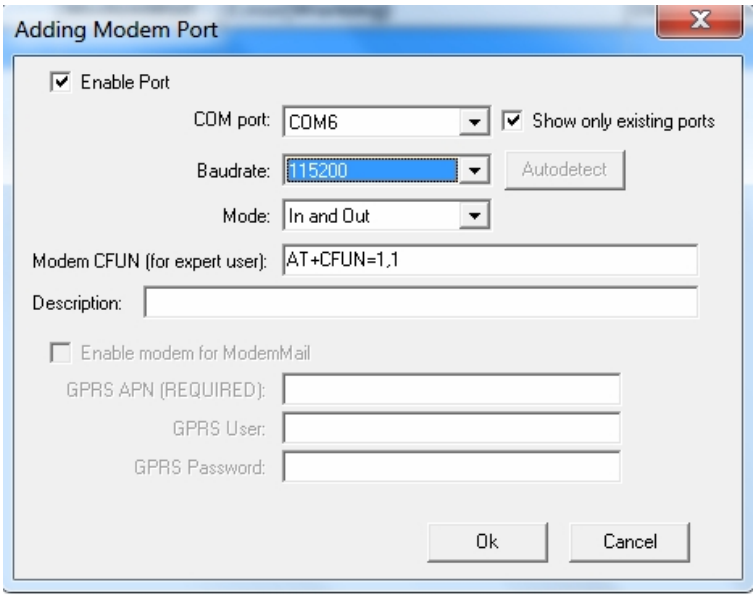
4). Configure Modem

a). Add modem

Note: If you are using a USB modem, please configure your modem driver as shown in Appendix A.

After installing, run AlertDispatcher Client using the shortcut from Windows Desktop. Plug your modem to your machine and then go to *'Modem Setup'*, click on the *'Add Modem Port'* button  .



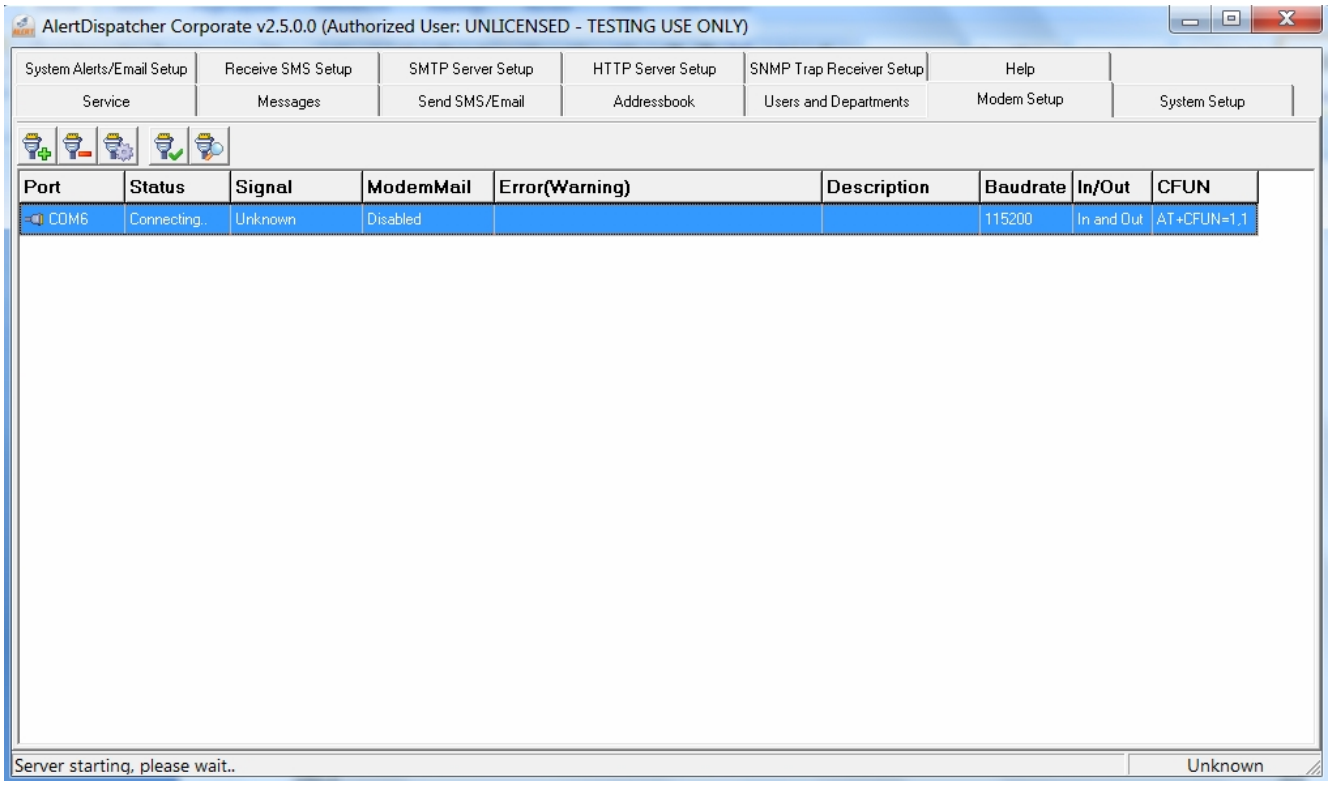


Check *'Show only exist ports'* – this will display only valid COM ports on the system. Select the COM port which your modem is connected to, followed by the baud rate. The most common baud rate is 115200. If unsure, click *'Ok'* button to create the Modem Port, and then select the Modem Port you have just created from the list. Click on *'Setup Modem Port'* button  and then click *'Autodetect Baudrate'*. AlertDispatcher will then attempt to connect to the modem using all available baud rates - this may take a few minutes. Alternatively, if you are using a USB modem, you may to *Start* → *Control Panel* → *System* → *Hardware Tab* → *Device Manager* → *Modems* to ascertain the COM port and baud rate onto which the modem driver has been installed. USB modems usually use the baud rate of 115200bps.

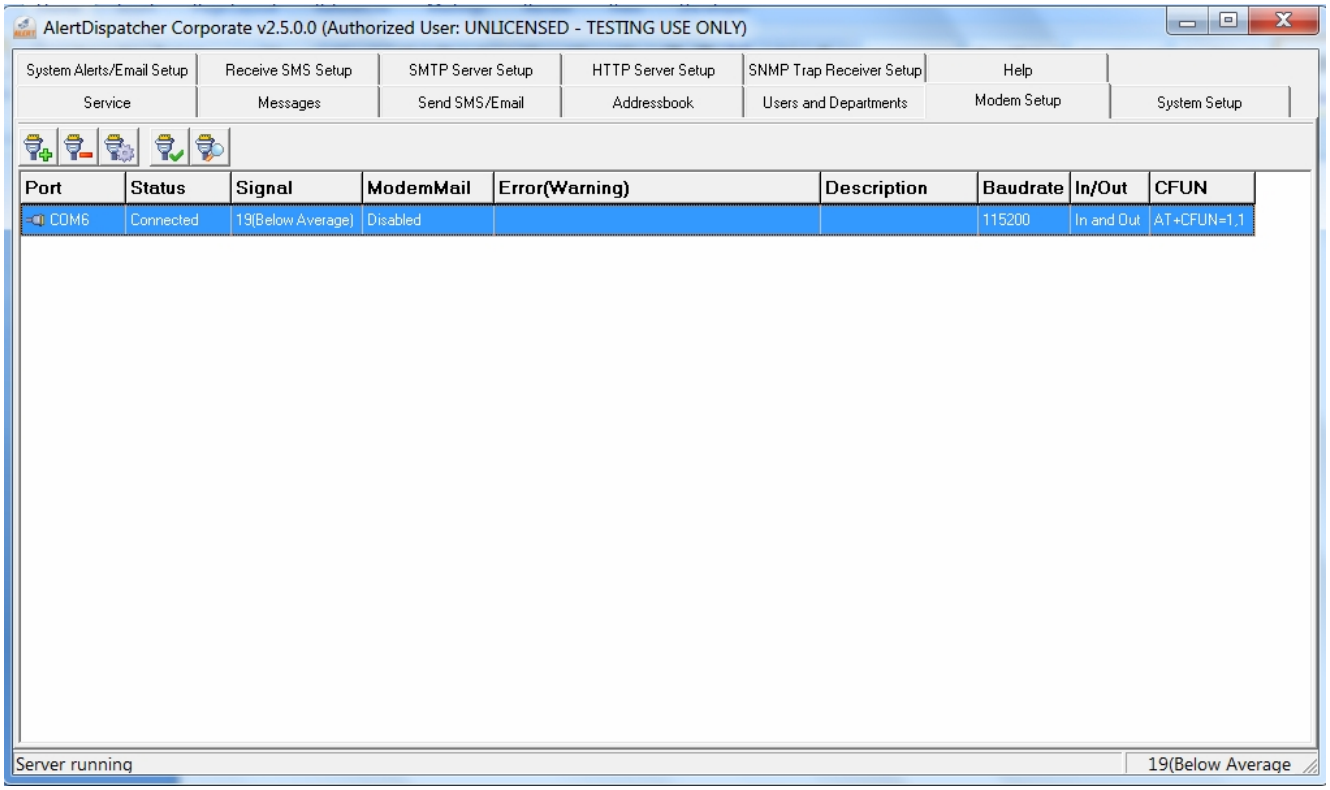
Next click *'Ok'* button - you will see the *'Server starting, please wait'* message at the status bar at the bottom left of the Window.

Note:
a). The setting *'Modem CFUN (for expert user):'* is used for modems that use a different CFUN setting, e.g. Huawei modems. Please do not change this setting unless you know what you're doing.

b). The *'Enable modem for ModemMail'* setting is required only if you need to send Email using the GPRS modem – only works for Sierra Wireless GL6110 and new Wavecom modems. Please note that you will need to enable ModemMail under Alerts/Email Setup before you can toggle this setting.



If the setup is correct, you will see the *'Server running'* along with the signal strength on the right corner, otherwise an error message such as the following may appear (see below).



b). Troubleshooting modem connection issues

If you're getting an error, check the following:

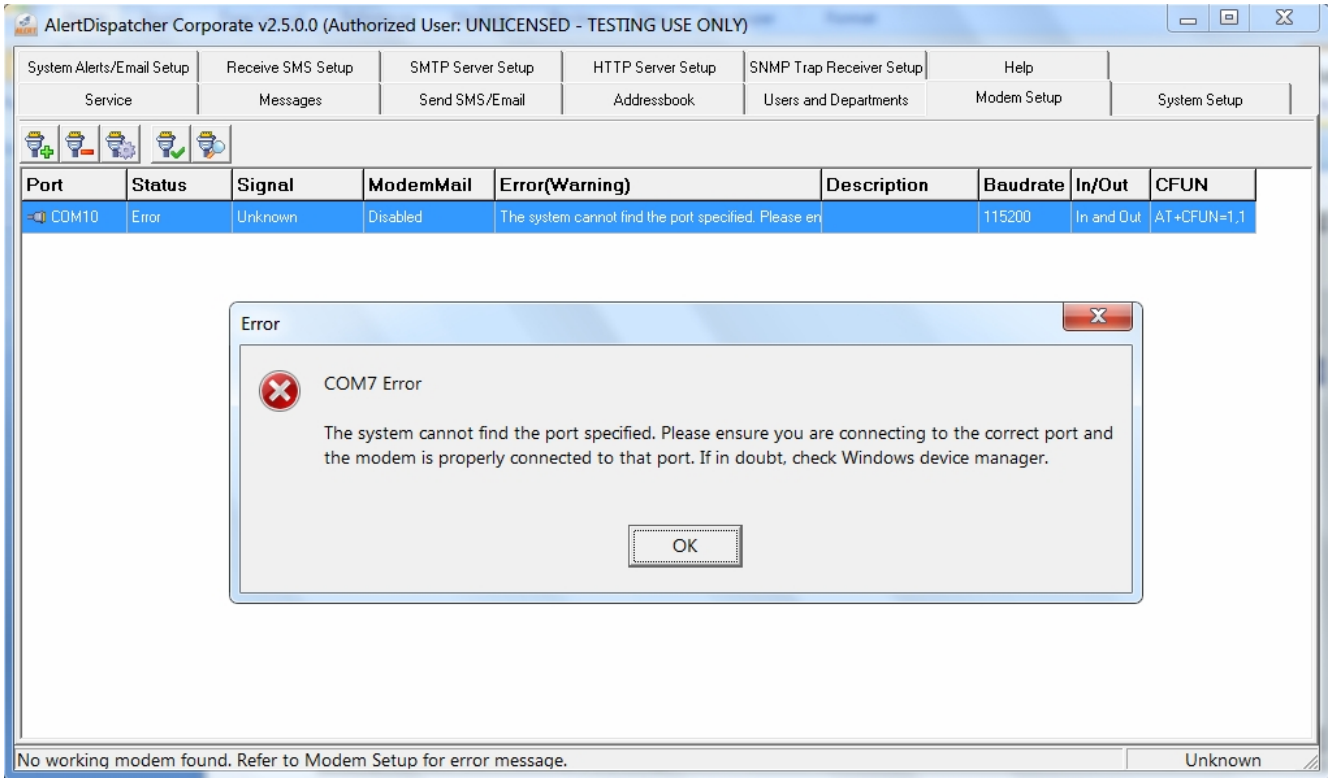
1. Ensure that the modem is connected to the COM port which you have previously configured. If you are using the PC original COM ports, it should be either COM 1 or COM2. Ensure that the COM port is not occupied by another application.

If you are using USB or external serial card, the driver must be installed. You can usually locate the COM port from *Start* → *Control Panel* → *System* → *Hardware Tab* → *Device Manager* → *Modems*.

2. That a working SIM card with no PIN protection is inserted into the modem. Most modems come with a network indicator light that will flash or blink if the modem is connected to the GSM network. You should also be able to send SMS Alerts if you insert the SIM card into your cell phone.

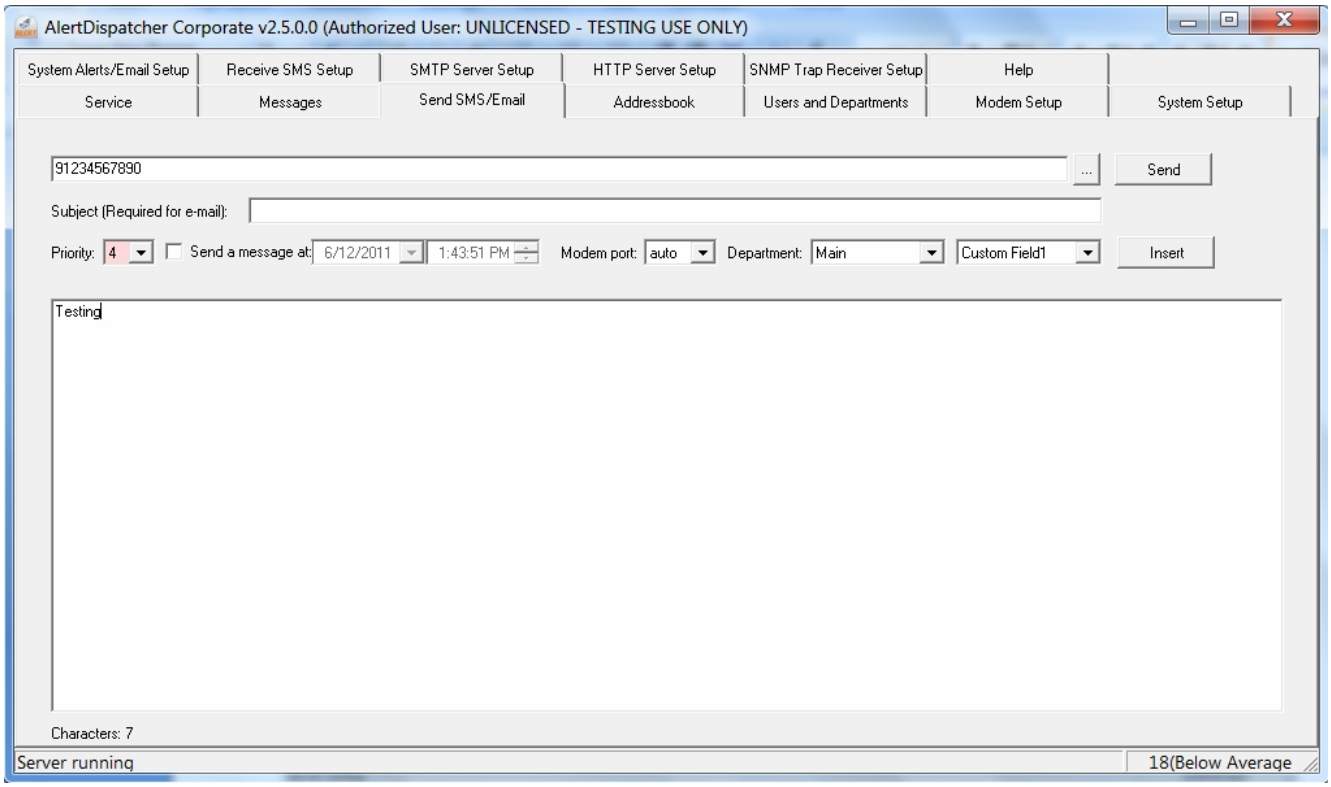
If the modem network indicator light is not blinking, check that the SIM card is properly inserted and then reset or switch off and on the modem. Also refer to Appendix A for details on preparing the GSM modem.

3. Check if you are using the correct baud rate. The most common baud rate is 115200. If unsure, click *'Autodetect Baudrate'* – this may take a few minutes.

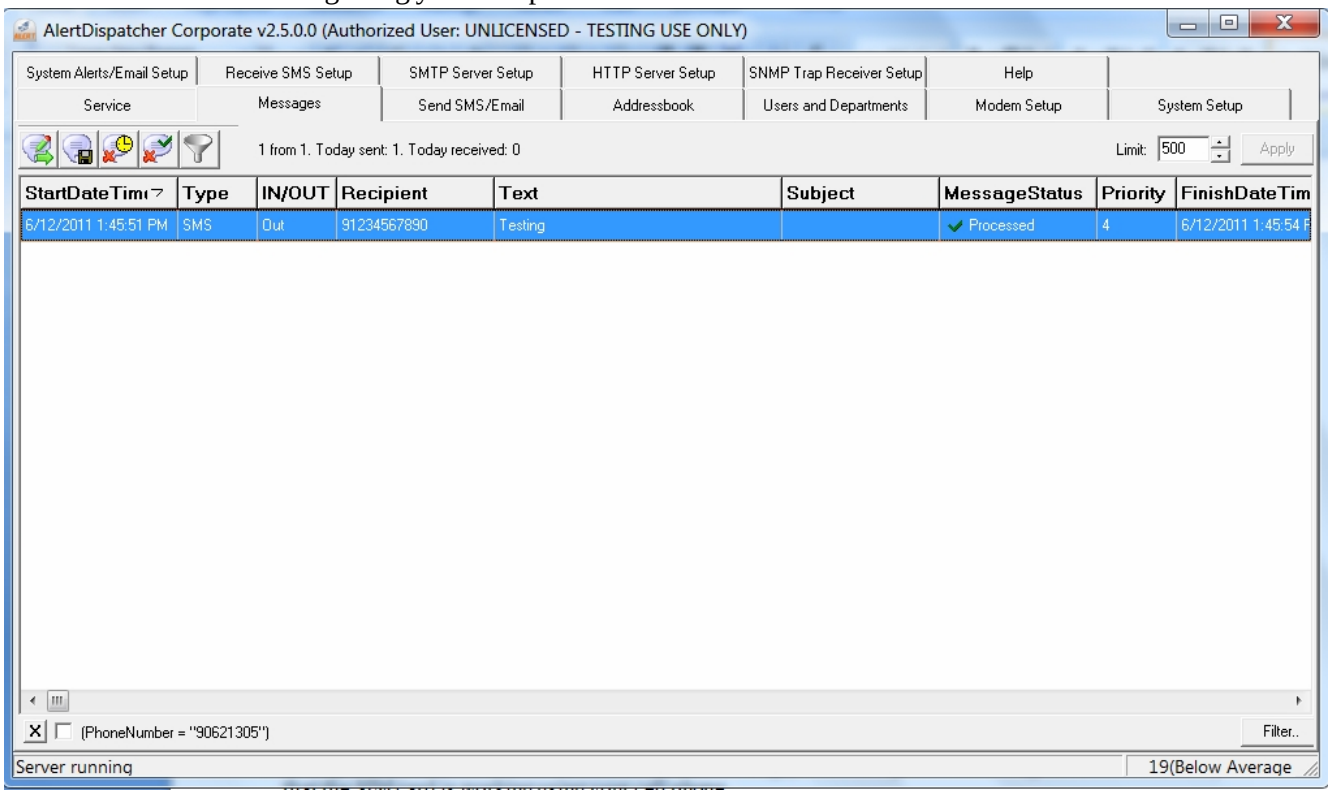


c). Send test SMS

Once the modem has been successfully detected, you can test by sending a test Alert SMS to yourself. Go to *'Send SMS/Email'* Tab, type in your phone number as you will do for your cell phone and then the message. Click *'Send'* button.



If the phone number is correct and the modem is working, you should get the following screen. If not, verify that the SIM card is working using your cell phone.



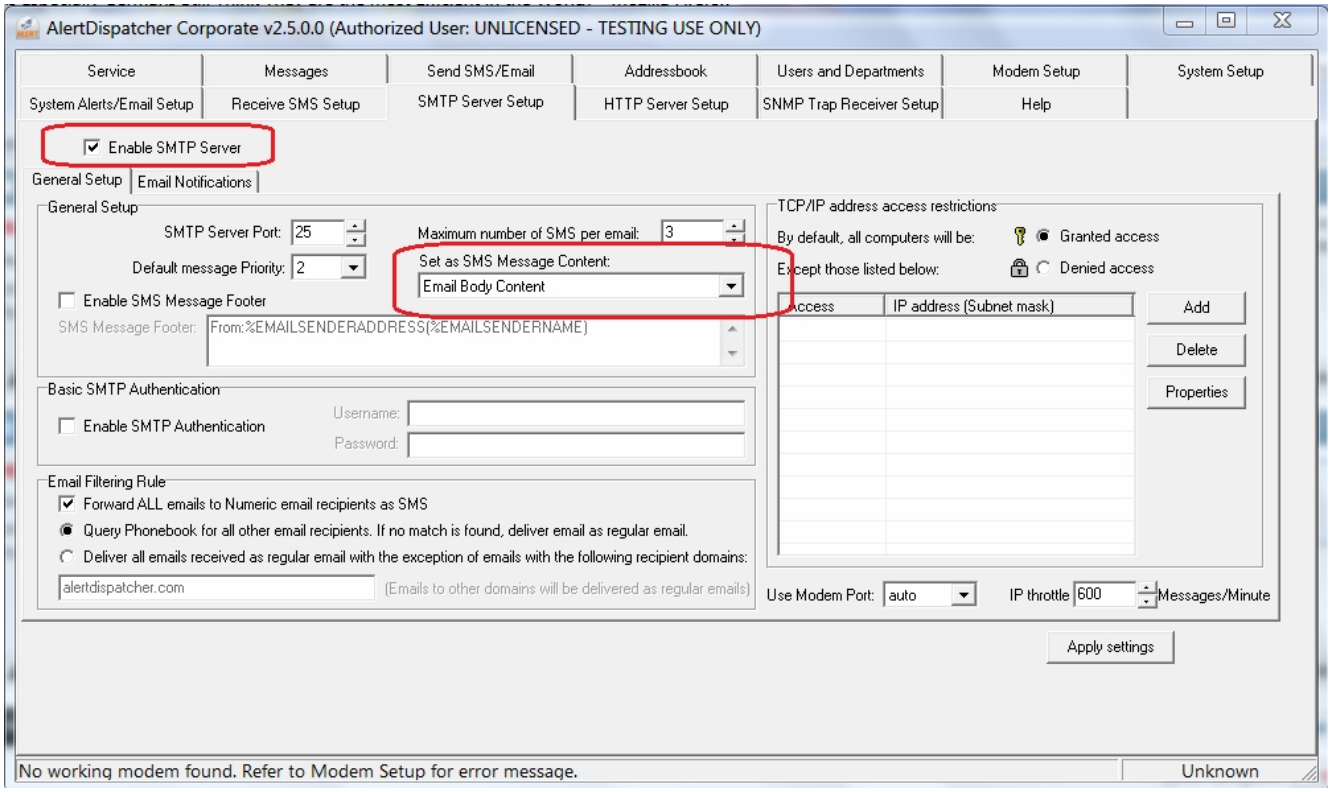
Note: You still can't send email until you have configured the SMTP Server and credentials AlertDispatcher will use to dispatch Emails. See "Configure System and Alerts Setup" for details.

5). Configure SMTP Server Setup

You will need to enable SMTP Server in order for Apogee Insight to interface with AlertDispatcher.

Note: This setting is different from the *'SMTP Server'* setting found under *'Alerts/Email Setup'* tab – which allows AlertDispatcher to relay Email (as an Email client) to network based SMTP Servers or via ModemMail (GPRS mail).

By default, AlertDispatcher will set the Email Subject of Emails received by the SMTP Server as the Alert message. For Apogee Insight, please change this to Email Body.

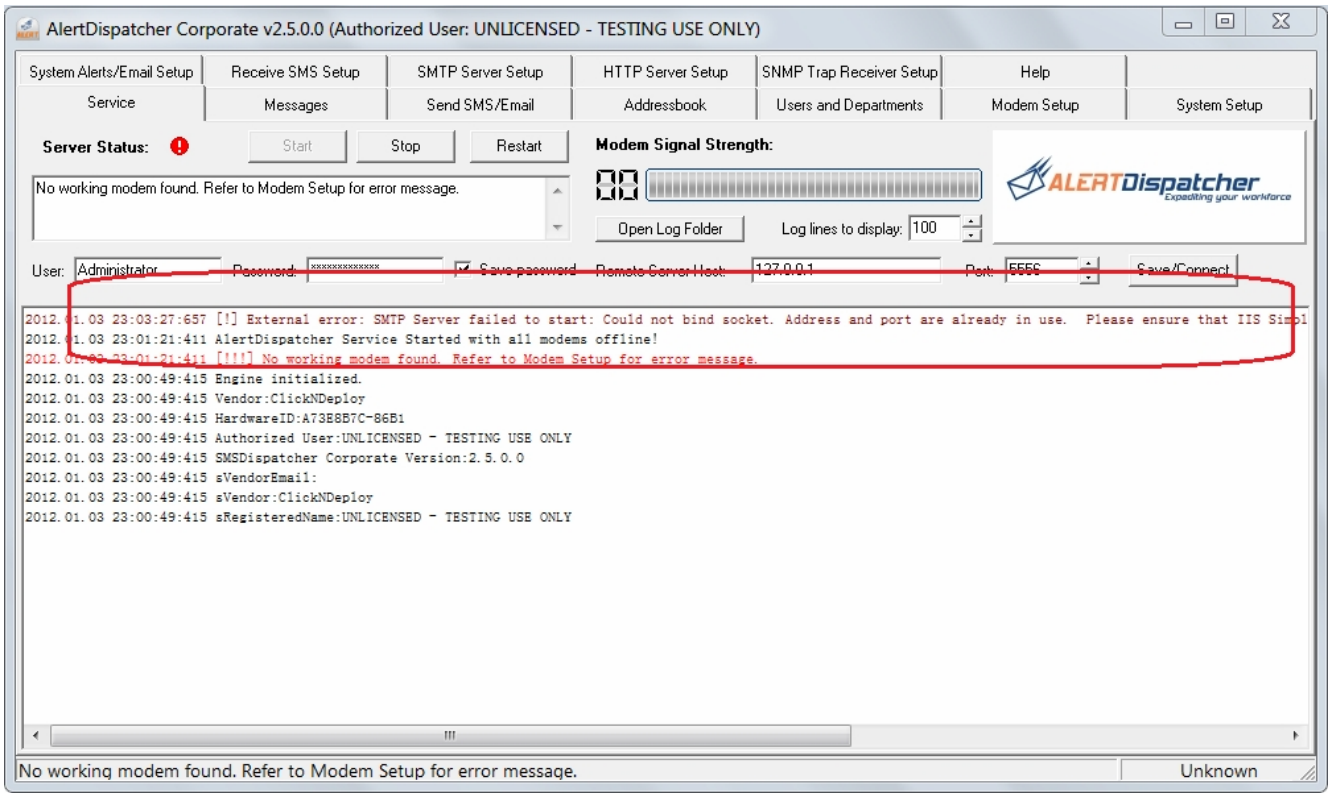


Note:

1). You can send Alerts (both SMS and/or Email) to a group of people by configuring their Email and SMS contact in the Addressbook.

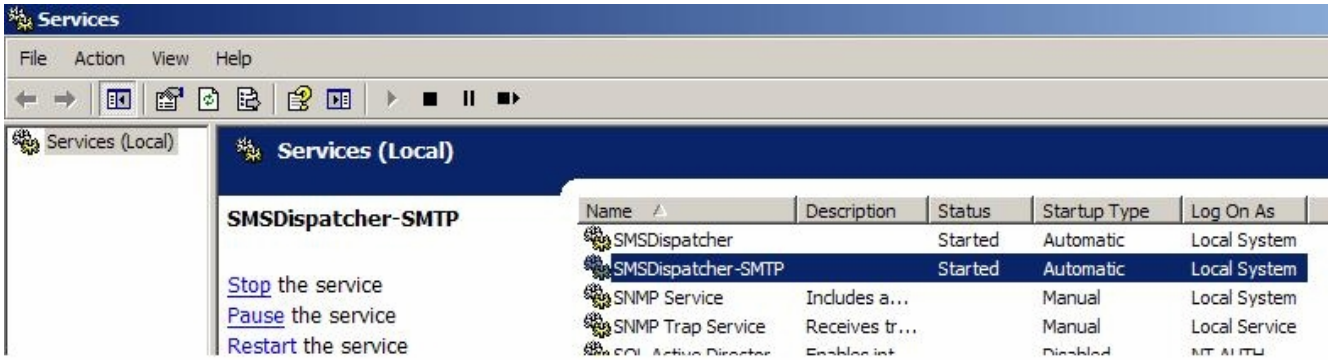
2). If Windows Firewall is enabled, you must open access to port 25 in order for SMTP Server interface to work. For details, please refer to the section " Configuring Windows Firewall and SMTP service" on this guide.

If there is a conflicting SMTP Service (e.g. Windows SMTP Server) using the same port, the following error will appear on the Service tab: "Could not bind to socket".



Check whether Windows Simple Mail Transfer Protocol (SMTP) service or any 3rd party SMTP service has started. If yes, stop and disable the conflicting service, and then restart 'AlertDispatcher-SMTP' service.

Go to *Start* → *Control Panel* → *Administrative Tools* → *Services*

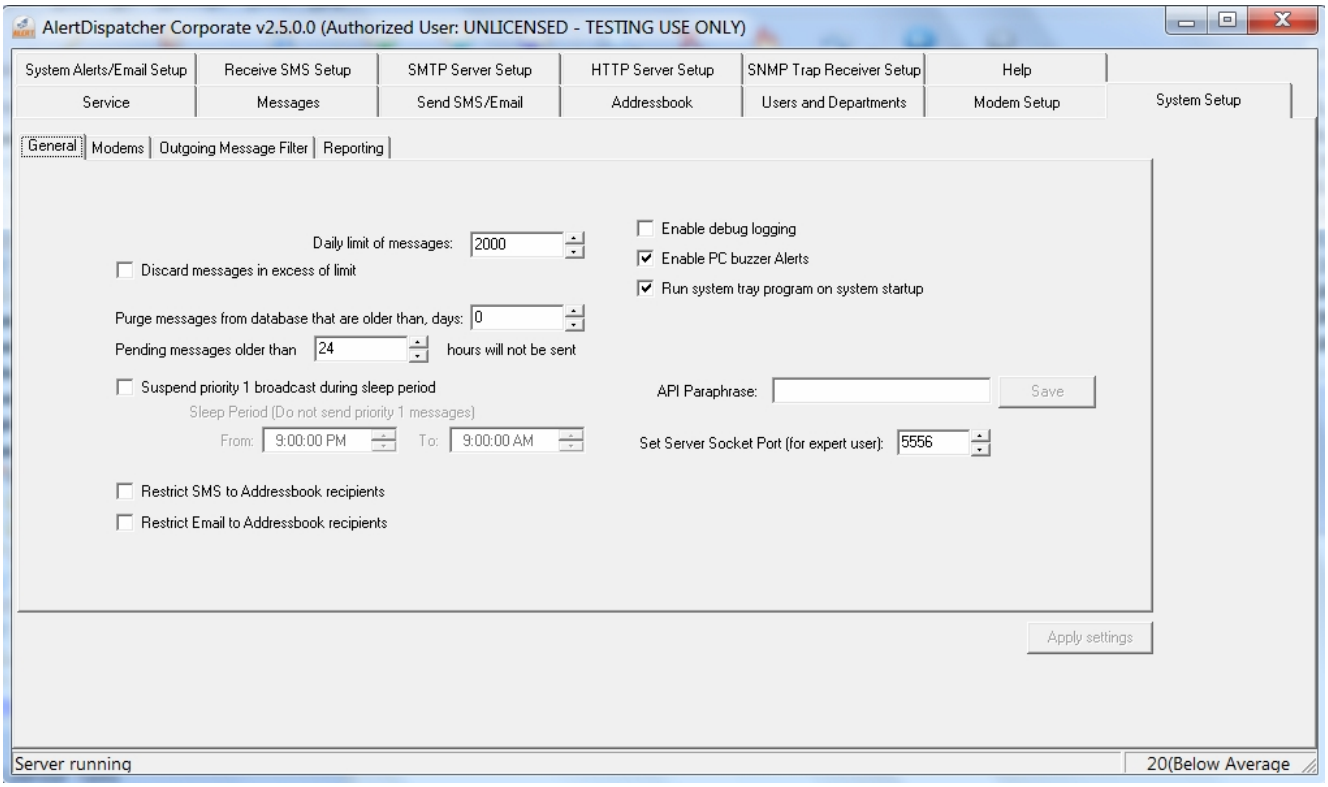


Restart 'AlertDispatcher-SMTP' service.

6). Configure System and Alerts Setup

a). System Setup - General

AlertDispatcher comes with some configurable settings which you can modify. The default settings are recommended values and should work for the average user.

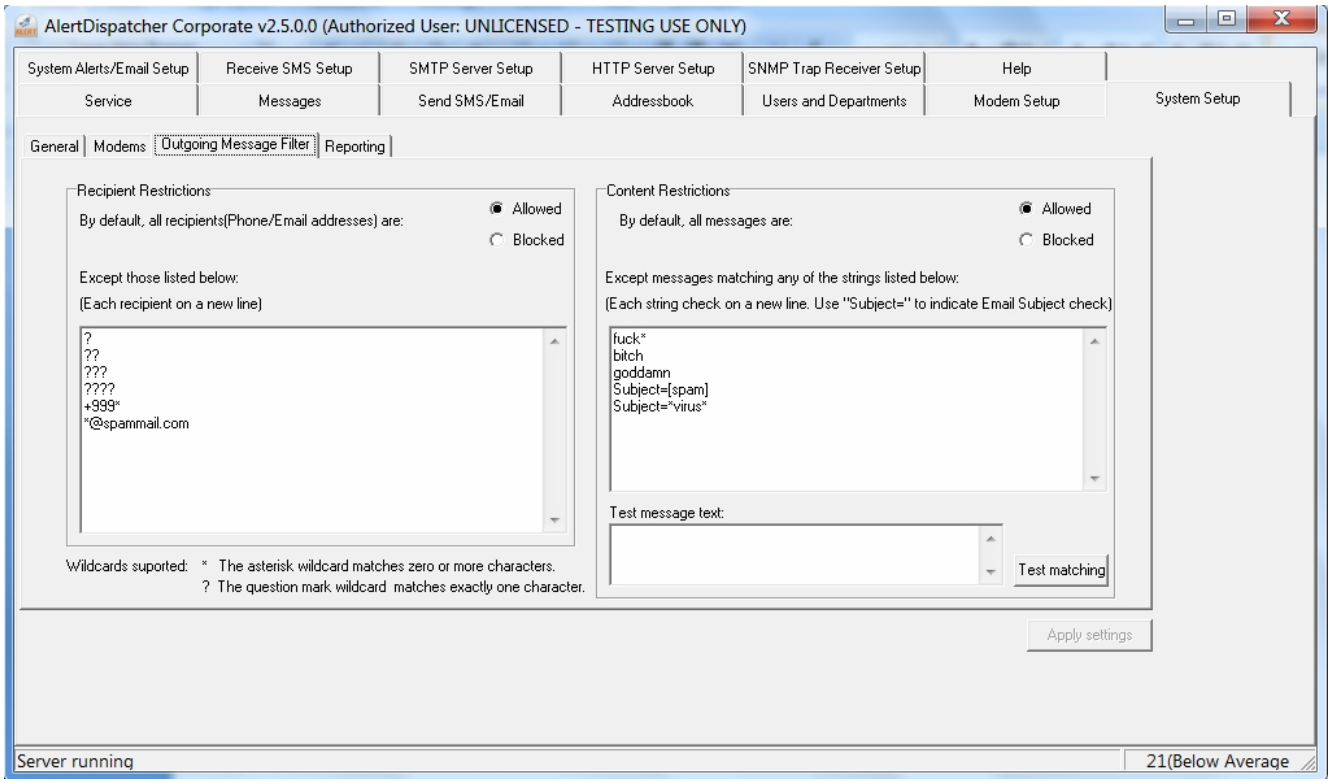


If you wish to send more than 2000 Alerts a day, please reset *'Daily limit of messages'*. To impose no limit, set *'Daily limit of messages'* to 0. If you want excess messages (above the daily limit) to be discarded, please check 'Discard messages in excess of limit'.

'Enable PC buzzer Alerts' is used to sound the PC buzzer on AlertDispatcher Server and AlertDispatcher Clients whenever there is an error. For example, a continuous melody will be played if a modem cannot be detected. You can stop this melody either by rectifying the modem issue or acknowledging the Alert using AlertDispatcher Client.

b). System Setup – Outgoing Message Filter

You can setup *'Outgoing Message Filters'* to block Email and SMS messages to particular recipients (wildcard characters supported) and also messages that contain certain strings. The asterisk wildcard character matches zero or more characters. The question mark wildcard character matches exactly one character.



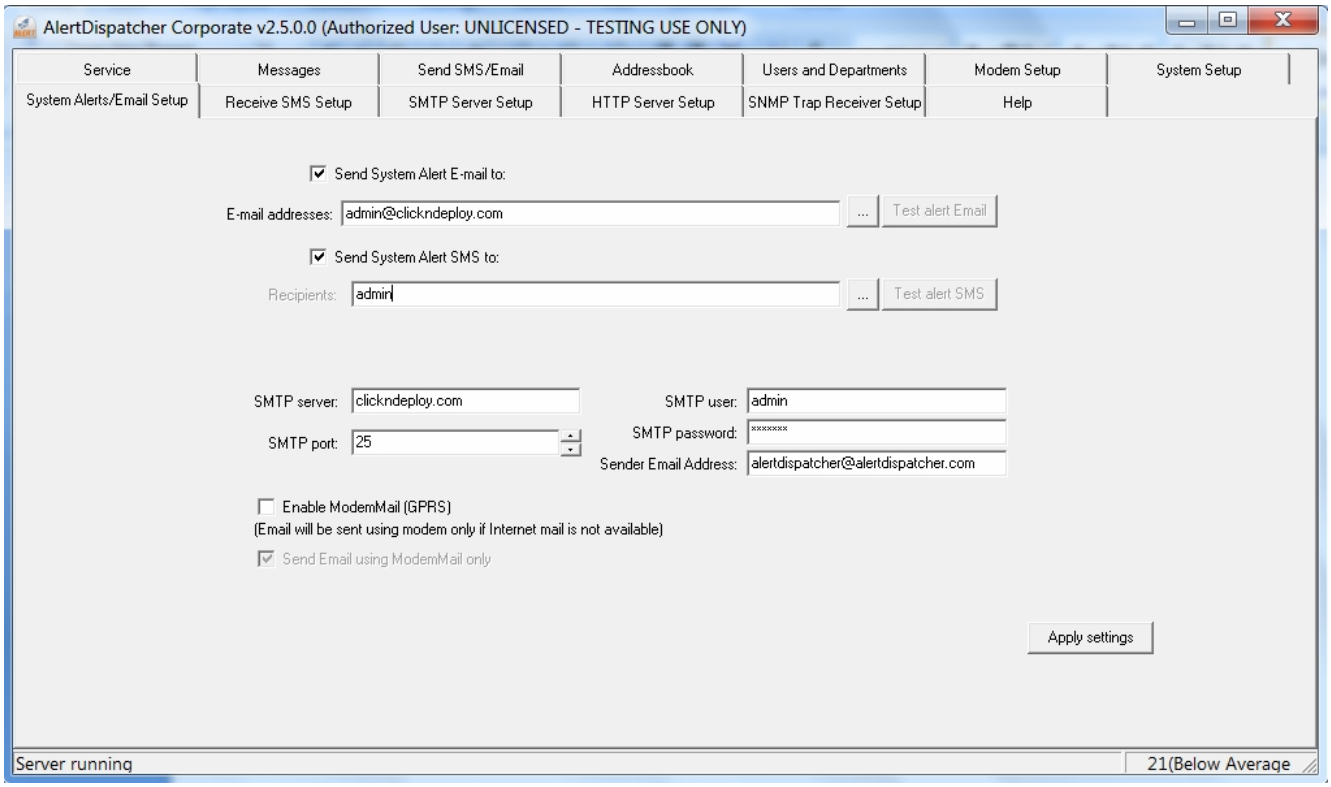
In the above example, recipients containing 1 to 4 characters only (?,??,???,????), and recipients beginning with +999 (+999*), e.g. +9991234567 are restricted. To block all international SMS, simply block the prefix, e.g. +* or 00* (different networks use different prefixes).

The check string *'bitch*'* will block all messages with the keyword *'bitch'* followed by any other characters, e.g. *'bitch!'* and *'bitchyou!'* will be restricted. However, *'hibitch'* will be allowed.

Note that for the case of phrases (more than one word separated by spacing), the asterisk wildcard will be automatically added to the beginning and end of the phrase. For example, the check string *'god damn'* will block the message *'God Damnit!'*.

c). System Alerts/Email Setup (Required only if you need to send Email)

If you require AlertDispatcher to send out Emails, you must configure an SMTP user account under Alerts/Email Setup tab. Please obtain the SMTP Server address and SMTP username and password from your company email administrator, e.g. Exchange administrator.



As far as possible, do not use your email account or an existing email account in case you change your password and forget to update the password set on AlertDispatcher. Create a new email account, e.g. alertdispatcher@yourcompanydomain.

You must configure the SMTP Server user account in order to receive System Alert Email and/or SMS whenever AlertDispatcher encounters a modem, database, or any other errors by setting up the following. This is highly recommended if you are using AlertDispatcher for critical purpose.

Note:
a). If you are subscribing to ModemMail service, please obtain the SMTP Server user account information from your Click And Deploy service representative.

b). You must enable *'Enable ModemMail (GPRS)'* if you want to allow AlertDispatcher to be able to send Email using the GPRS modem. Please do not enable this feature unless you need it as it may incur additional GPRS costs on your SIM card bill.

If 'Send Email using ModemMail only' is not enabled (the default setting), AlertDispatcher will attempt to send out Emails via TCP/IP network first, and only if that method fails, failover to ModemMail.

7). Configure Users and Departments (optional – for remote client access)

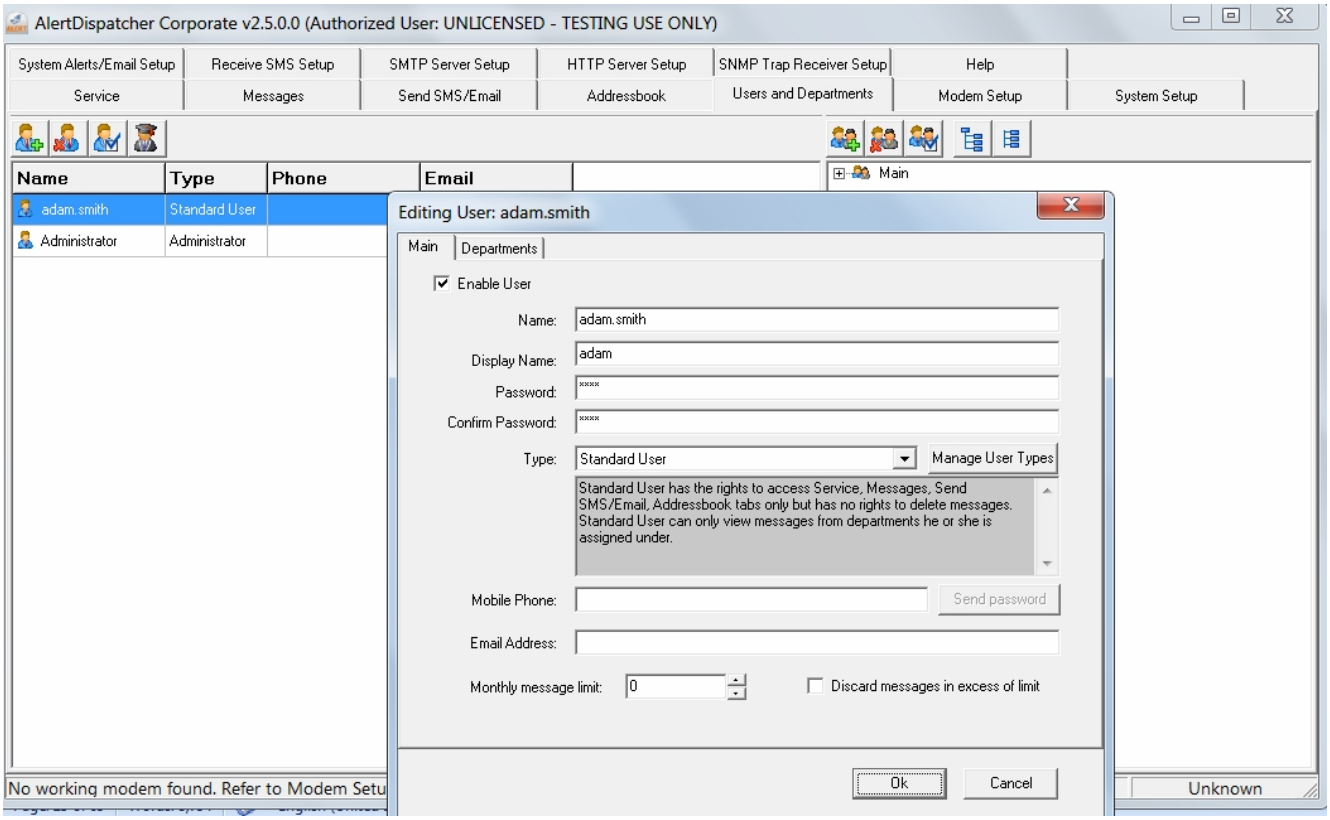
a). Create user

If you are using the Corporate license, you can install AlertDispatcher Client on workstations and configure them to connect to AlertDispatcher Server remotely.

You can create multiple login Users of different "User Types" (each user type has a different combination of access rights). Every login user is assigned to a user type. The user will in turn inherit all the rights configured for that user type.

For your convenience, the following user types are created upon installation – Administrator, Basic User, Department Leader, Manager and Standard User.

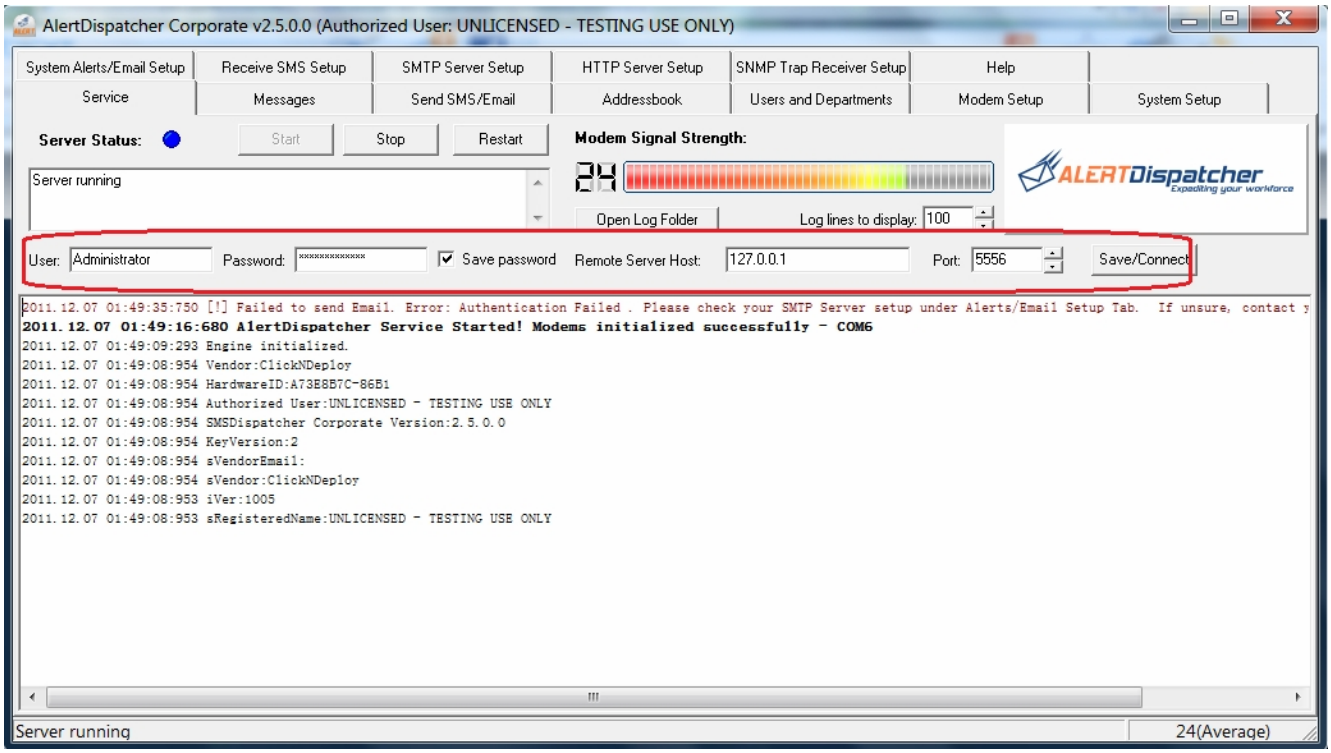
In the example shown below, the newly created user "adam.smith" is assigned the user type "Standard User". Standard User has the rights to access Service, Messages, Send SMS/Email, Addressbook tabs only but has no rights to delete messages. Standard User can only view messages from departments he or she is assigned under.



Note: The User "Administrator" is created automatically. The password is "administrator" (caps sensitive). You are advised to change this password as soon as possible.

b). Connecting client to remote server.

The ability to create multiple users is especially useful if you are using the Corporate (of higher) license which supports multiple remote clients. You may connect to a remote server using by editing 'Remote Server Host' as shown below.

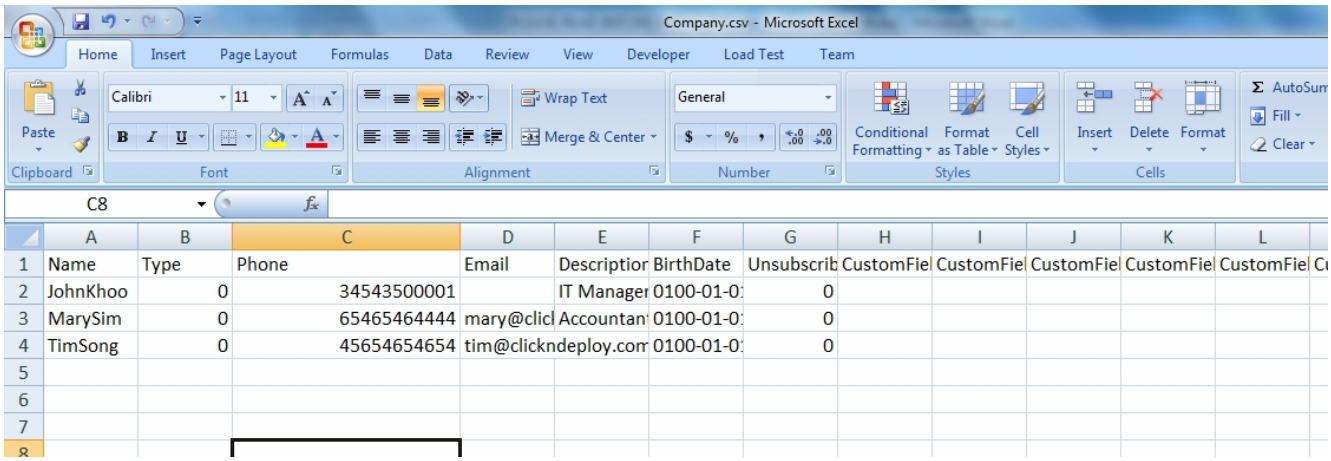


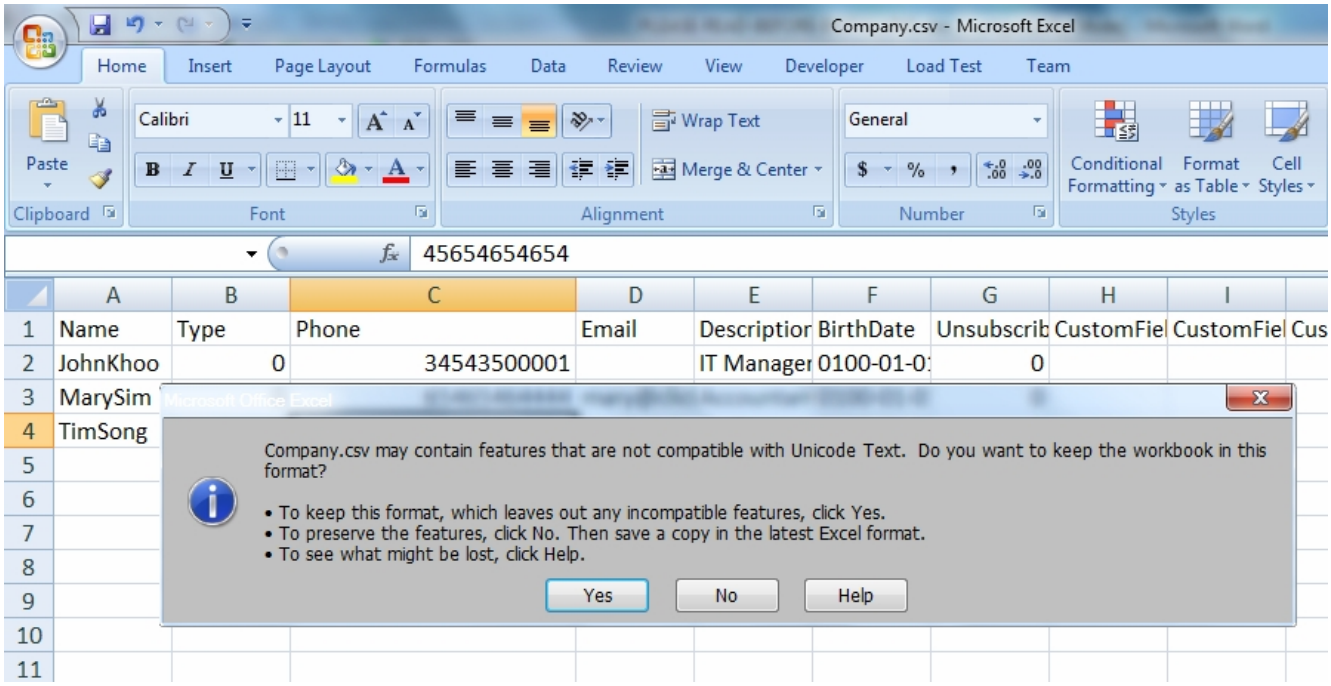
8). Loading your Contact List into Addressbook Groups, setup Duty Schedule and Escalation (optional)

AlertDispatcher allows you to create multiple groups of recipients which you can import from CSV (if you are using Excel, you can save to CSV format). You can broadcast Alerts (SMS/Email) to groups with as many as 5000 recipients at a time.

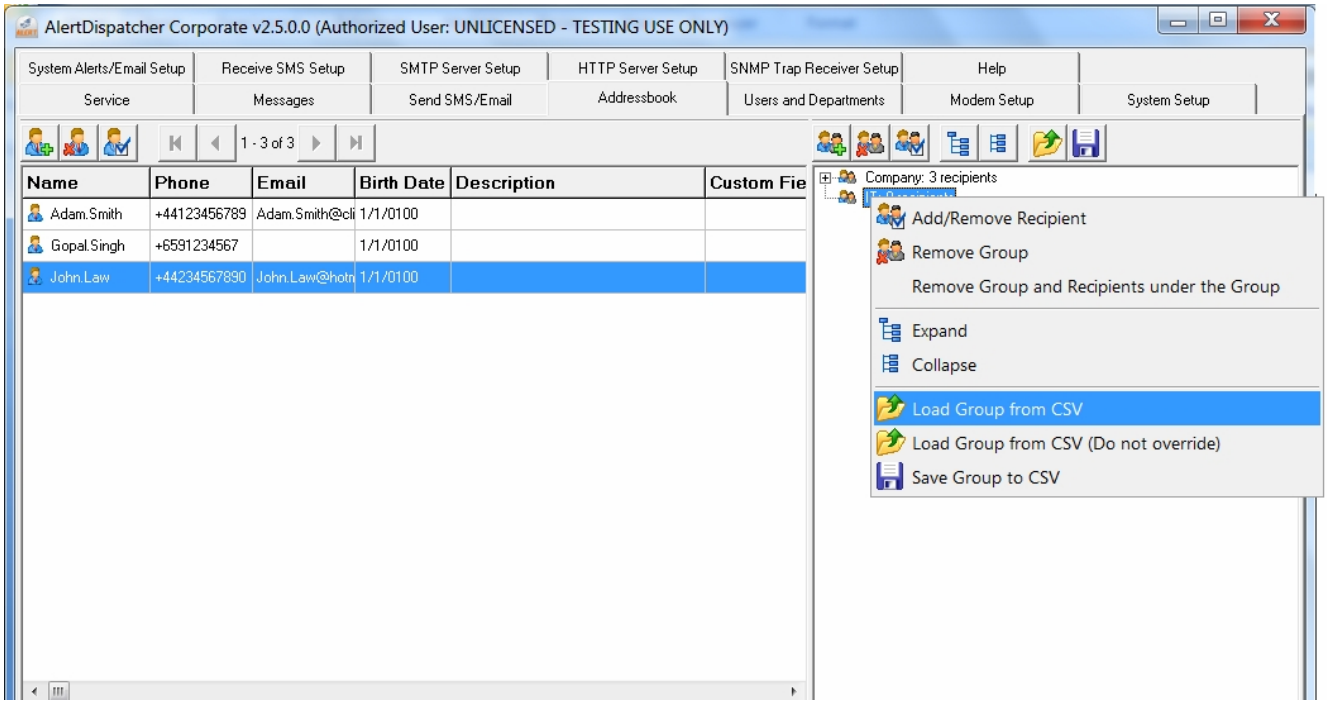
You can find a sample group at C:\Program Files\AlertDispatcher\SampleGroup.csv. Modify to your own values using spreadsheet software such as MS Excel. Click on the Save icon. Click *'Yes'* on the next prompt to ensure the file is saved in CSV format. Please do not attempt to use "Save As".

Note: Import/Export from CSV only works after registration (please refer to *'License Key Registration'*). Each group can only have up to 10,000 recipients. If you have more than 10,000 records, please split into multiple CSV files. The Addressbook can store up to 200 groups and 50,000 recipients (across all groups).

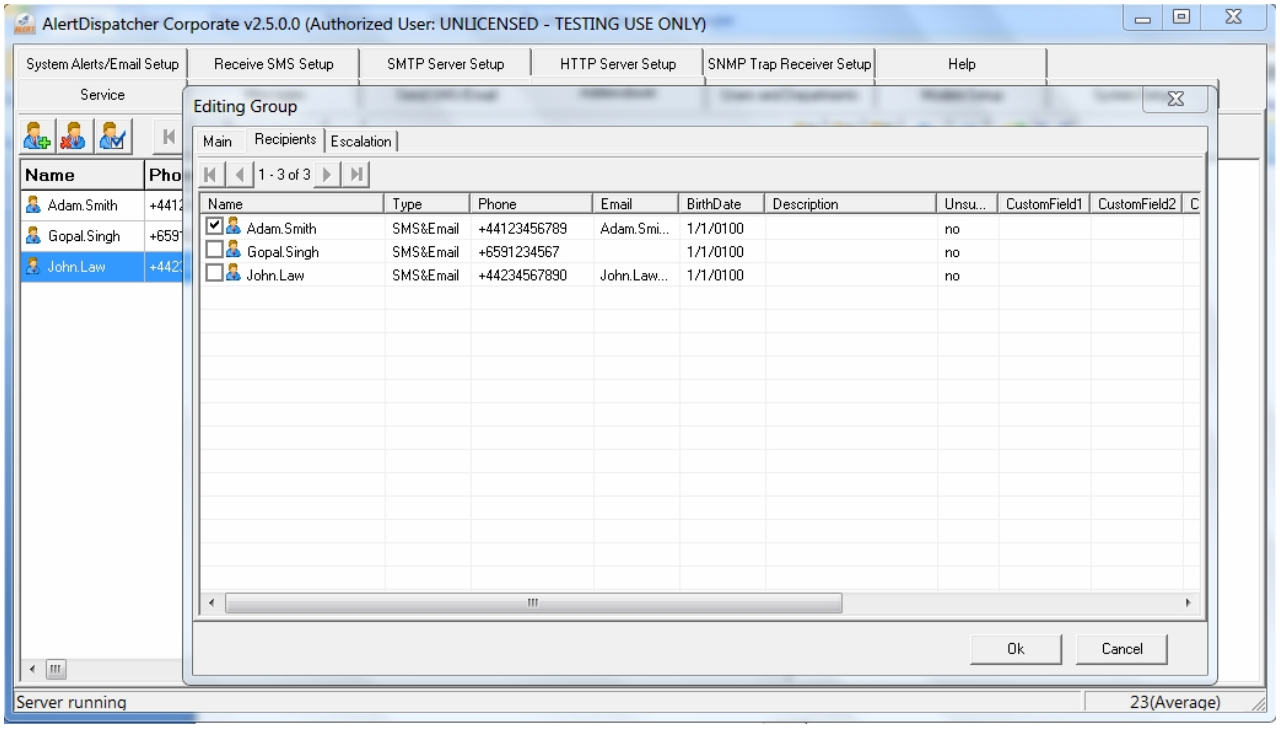




Click on the *'Add Group'* button  to create a new group, e.g. IT. Click right on the newly created group and select *'Load Group from CSV'*.

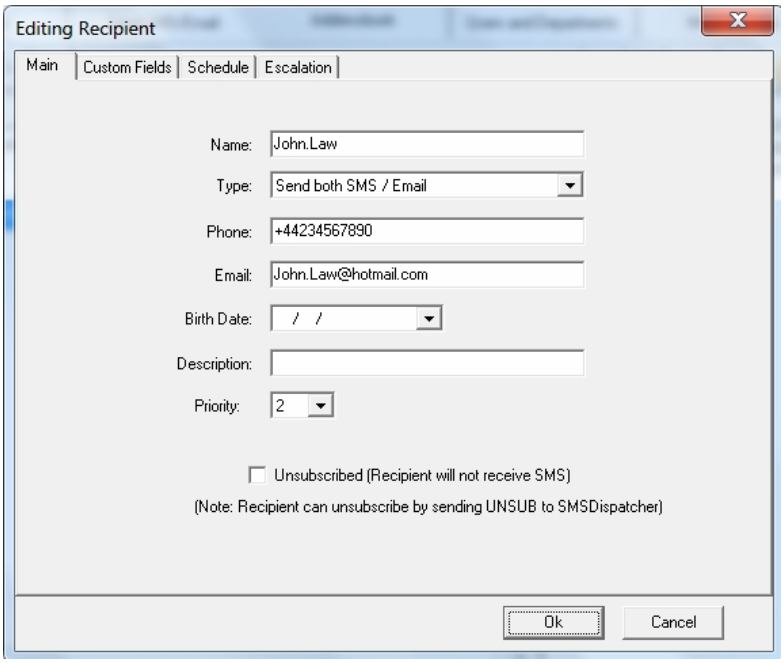


To test your newly created group, go to *'Send SMS/Email'* Tab, click on  to open the Addressbook selection dialog.

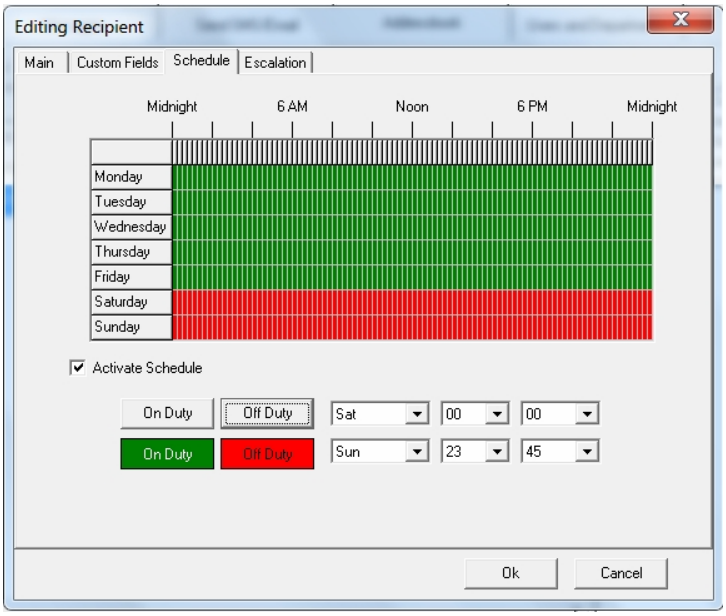


Alternative, you can also enter the users manually using  , and then assign them to groups. You can define

the “Priority” assigned to the user. This setting takes effect when sending to a group of users with different priority.



You can define the duty schedule for the recipient on a weekly basis. Alerts will not be sent to recipients that are off duty.

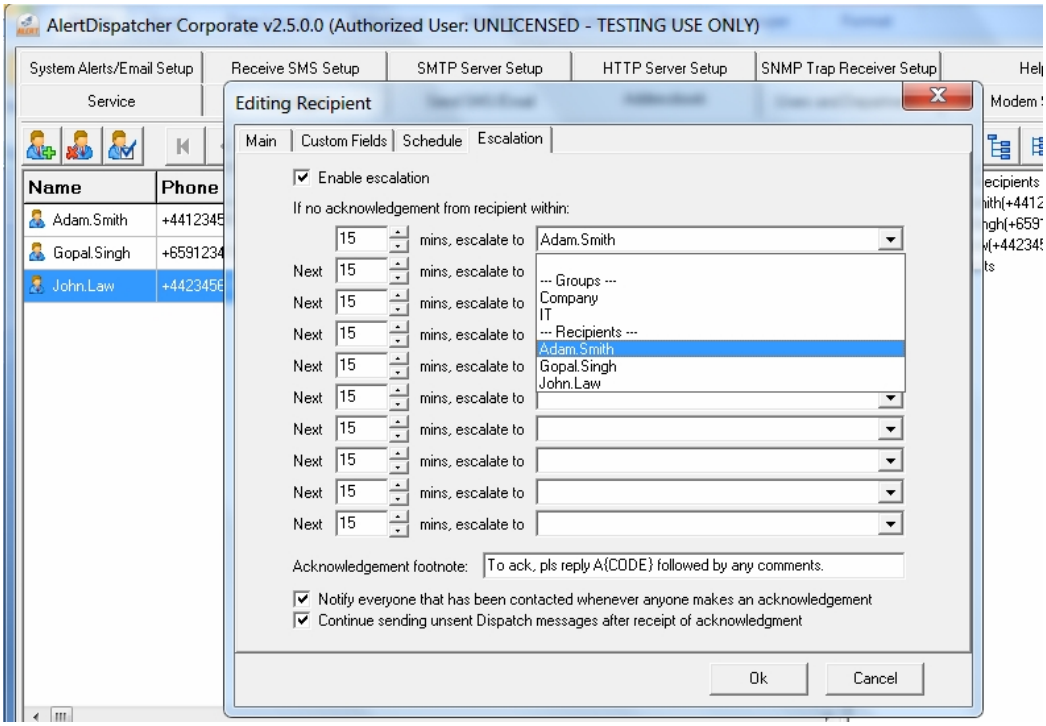


You can enable escalation at the recipient or group level and for individual recipients and groups. If escalation is enabled for a recipient or group, recipients will need to send an acknowledge SMS to halt the escalation process. For groups, only one recipient needs to acknowledge. If no one acknowledges, you can configure AlertDispatcher to forward the message to another recipient or group. Up to 10 escalation levels can be configured.

Recipients can also add personal comments to the acknowledgment SMS, which would be automatically

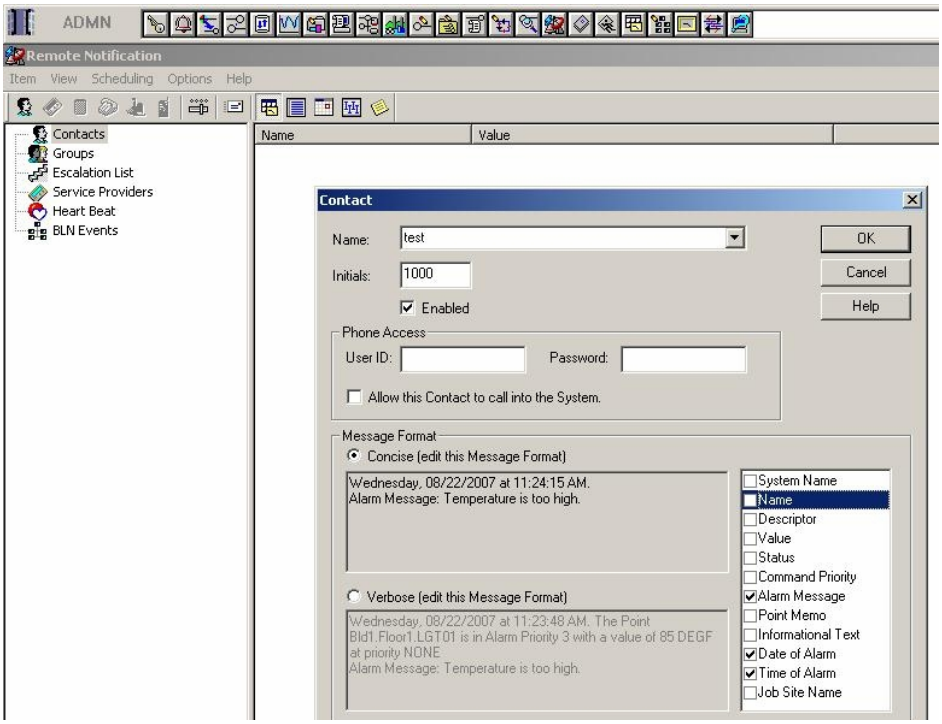
forwarded by AlertDispatcher to other recipients.

The acknowledgment footnote is configurable. You can also disable automatic forwarding any acknowledgment to other recipients.



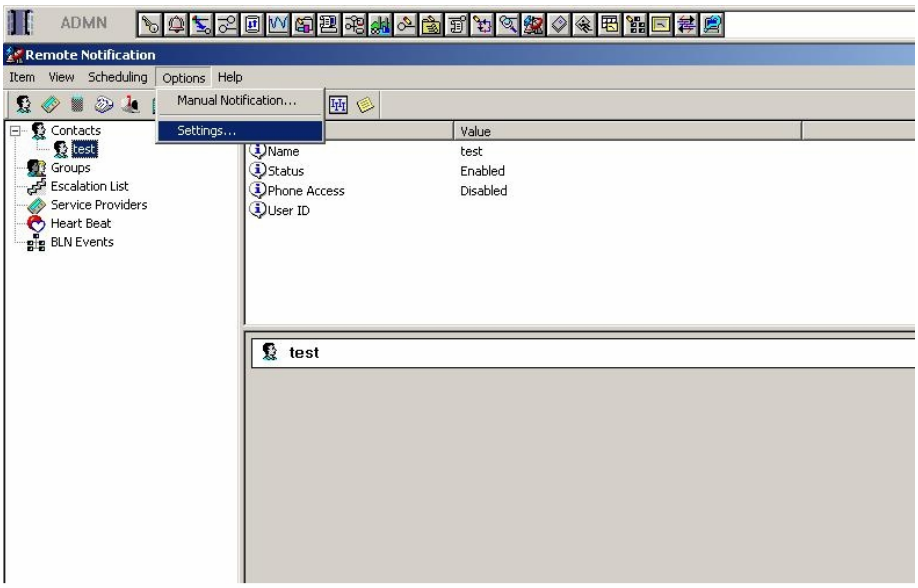
9). Setting up Apogee to use AlertDispatcher

1. Run Apogee Insight Remote Notification. Create a Contact, only check “Alarm message”, “Date of Alarm” and “Time of Alarm”.

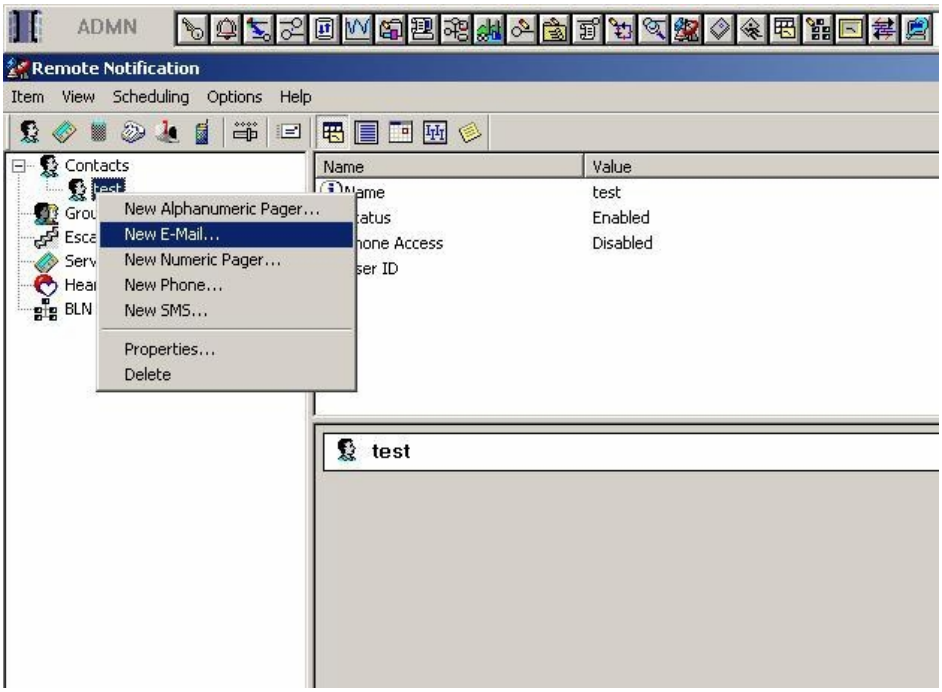


2. Go to Options, Settings, set E-mail server as “localhost”* and change notification delay to 0 seconds.

***Note:** If Remote Notification Service and AlertDispatcher are located on different machines, you will need to configure the E-mail server as the IP address of the AlertDispatcher machine (instead of “localhost”).

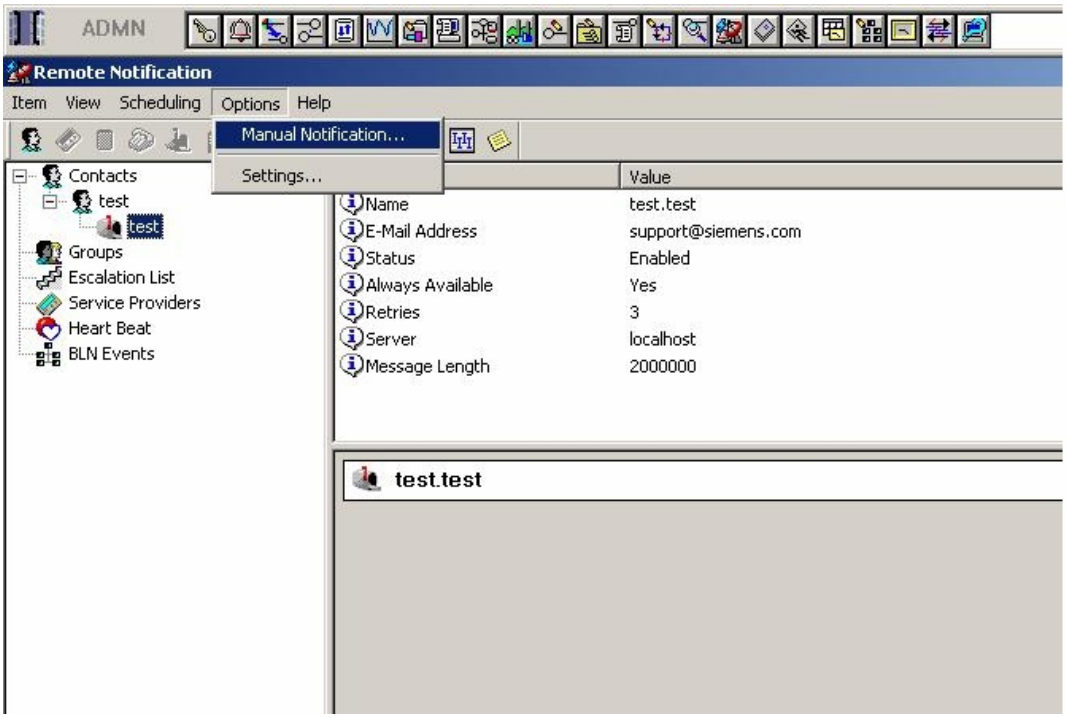


3. Create new E-mail.

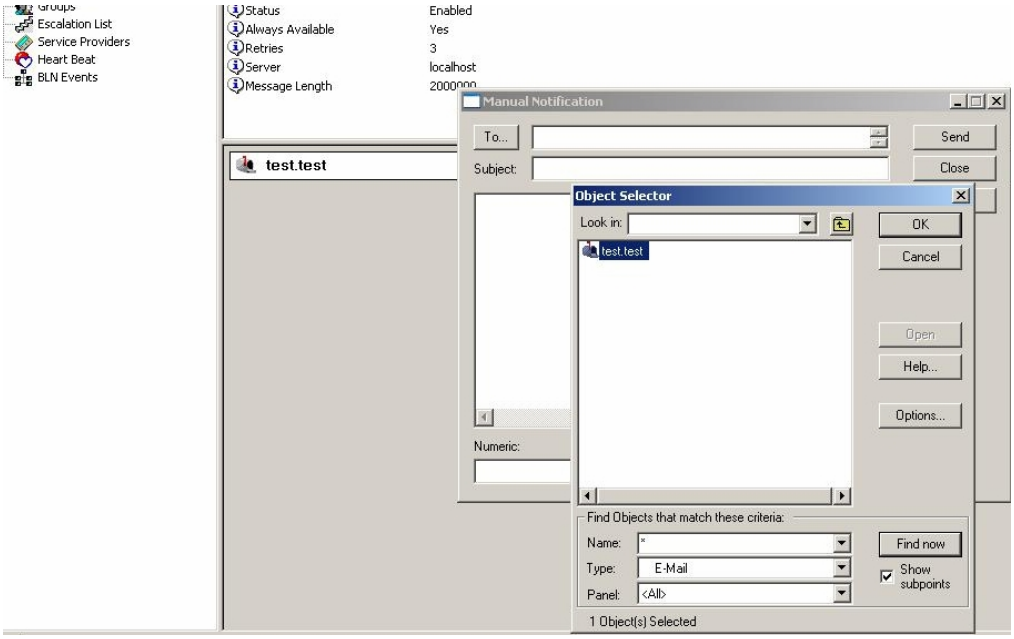


4. Run Remote Notification, go to Options → Manual Notification.

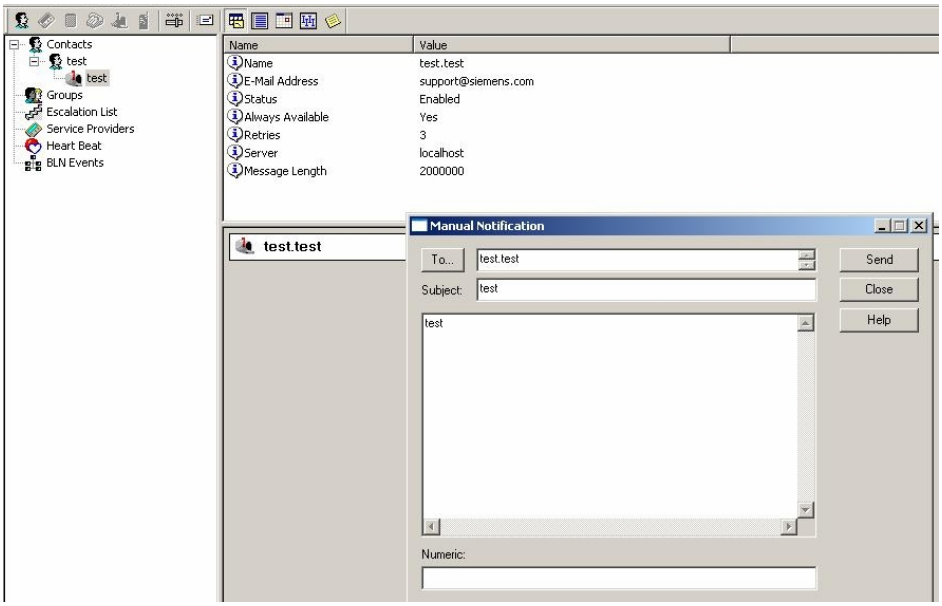
In the example below, the E-mail is support@siemens.com. For this you will need to setup the 'support' group in AlertDispatcher phonebook. If you want to bypass the AlertDispatcher phone book, you can use the mobile phone number within the E-mail, e.g. +6590621305@siemens.com



4. Select the test E-mail created.



5. Send a test message to yourself using Manual Notification.



6. Check Alarm log if E-mail alarm was successfully activated. If fail, ensure that Remote Notification service has started. You may also restart the server and try again.

7. Once you can send SMS using Manual Notification, you can assign the contact (or groups of contacts) to the points. If you wish to test using ALARM BY COMMAND, please remember to add/authorize ALARM BY COMMAND for the point. Refer to Alarm log to troubleshoot.

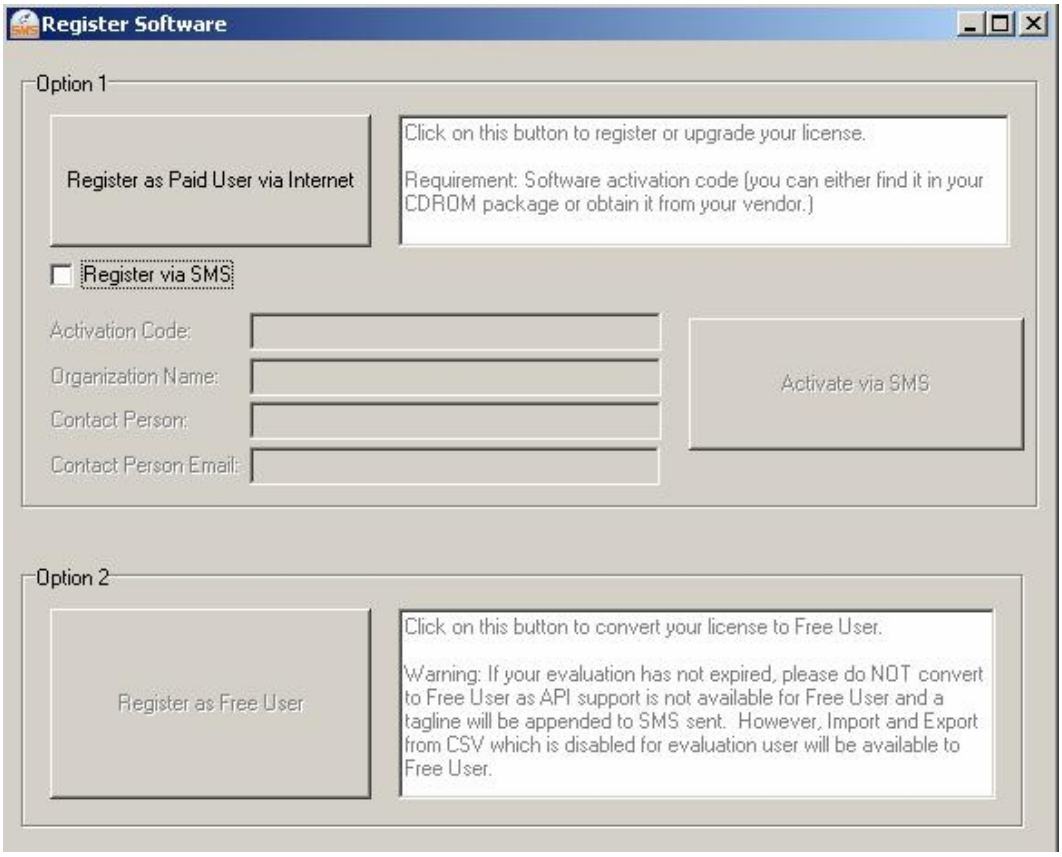
3. License Key Registration

Once you have successfully setup and configured your AlertDispatcher installation, the software will work fully for 30 days until you registered the software or converted it into a free version.

To register, run AlertDispatcher Client, and click on the *'Register Software'* button on the splash screen.

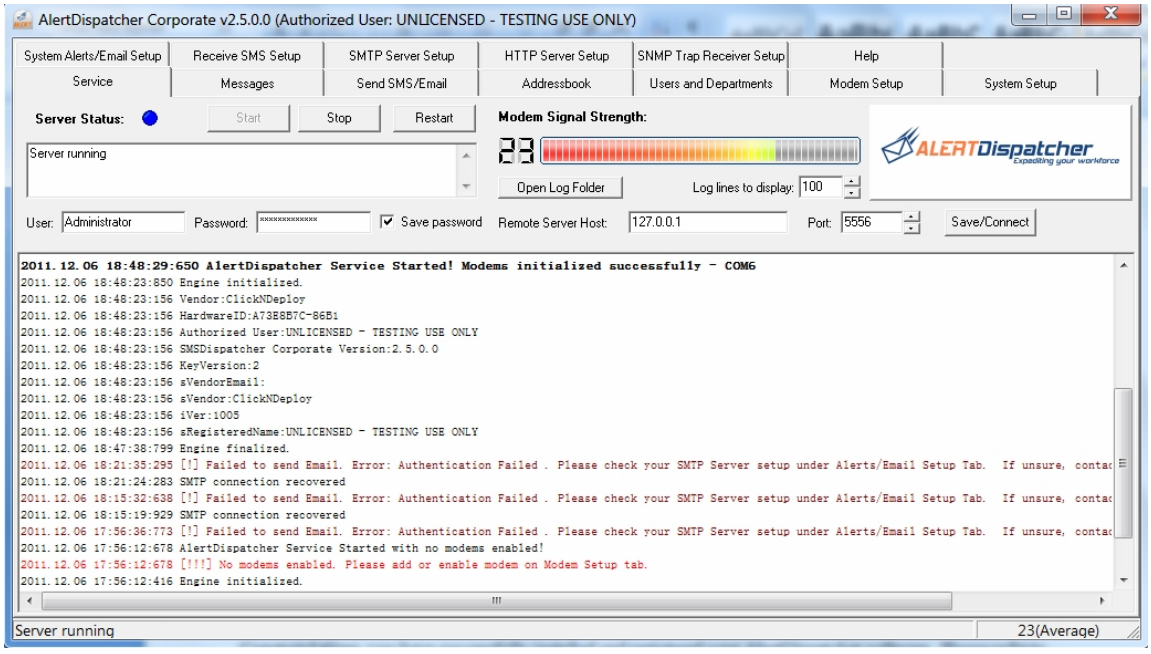
You will see the following screen with Option 1 and Option 2. If you have purchased a paid license, please click *'Register as Paid User'*.

If you do not have access to Internet connection, you may register via SMS by ticking the checkbox "Register via SMS. Please register via Internet if SMS registration does not work.



If you select Internet registration, the following website will load. Enter your license Activation key. This can be found within your CDROM box or maybe sent to you by email after you have made your purchase. If you do not have this key, please contact your software vendor. The software key will be sent to you by email. Please check your spam folder if you cannot find your activation email. The software key is unique to your machine; please do not register on multiple machines using a single activation key as this will be a breach of license contract.

After you have applied the registration key, please restart AlertDispatcher Client and Server to confirm that your software has been registered.



Congratulations, you have successfully installed and registered your AlertDispatcher software. Please refer to Appendix C – FAQ and Tips.

If you are still facing problems, send a detailed description of the issue you are facing along with the log files located in C:\Program Files\AlertDispatcher\Log to your vendor.

You may also refer to Appendix B - Troubleshooting Checklist.

4. Appendix A- Preparing your GSM/GPRS modem

1). Preparing the GSM modem.

Plug your GSM modem (with working SIM card inserted) into your PC. If you are using a USB modem, Windows will prompt for driver. You will need to insert the modem driver CDROM, and install the driver. If you are using a serial modem, driver is not required.

Note:

a). If you are using a USB modem, you must install the modem driver and then find the baud rate and COM port number from your modem driver under Windows Device Manager.

If you are using **Sierra Wireless GL6110 USB modem**, please install the modem driver in your CDROM – path - \Sierra Wireless Modem Driver\XP-2003-2008-Vista-7\USBDriverInstaller.exe.

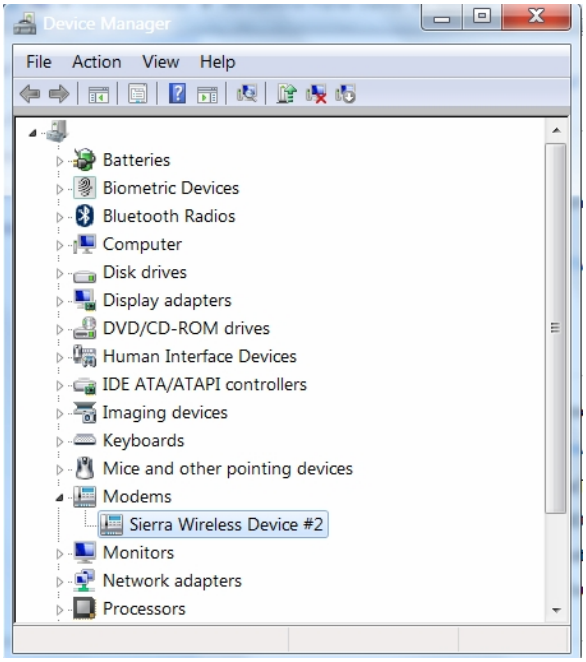
JRE 6 (Java Runtime Environment) is a pre-requisite – the modem driver installer will automatically prompt you if JRE 6 needs to be installed. You can find JRE 6 installer in your CDROM - \Sierra Wireless Modem Driver\XP-2003-2008-Vista-7\USBDriverInstaller.exe - \Sierra Wireless Modem Driver\jre-6u22-windows-i586-s.exe.

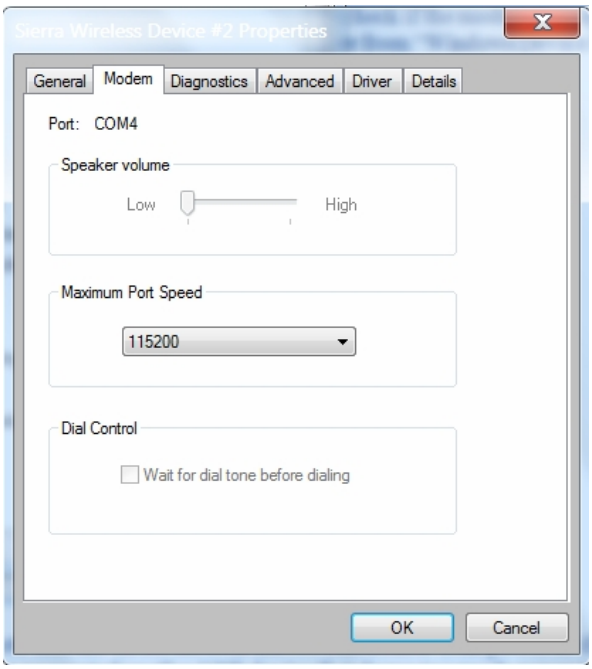
Important: For 64 bits Windows, you'll also need to install *jre-6u23-windows-x64.exe* in addition to *jre-6u22-windows-i586-s.exe*.

After installing the driver, insert the SIM card* and then connect the modem to an available USB port. If Windows "Add New Hardware Wizard" appears, please direct Windows to find the driver under c:\Windows\System32\Drivers. If you are using Vista or 7 or 2007, the driver should be automatically detected. The modem should light up after the driver has been properly installed.

*Note that you should insert the SIM card such that it is facing upwards and golden metal strip nearest to the opening. If you insert the SIM card incorrectly, the modem may not blink – no signal detected.

After that, check the modem COM port assigned to your modem under Windows Device Manager. **The USB modem uses a baud rate of 115200bps.** If you cannot find the Sierra Wireless modem device or the power indicator light does not light up, please check if the modem is properly connected to a working USB port, you may also try removing the modem driver from "Windows Device Manager" and then reboot your PC.





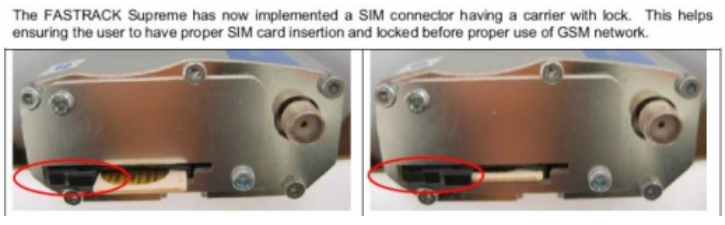
*Note that the GPRS modem draws considerable USB power so if you are using an USB extension cable or you have connected another USB device that draws too much power (on some PC, power is shared across all the USB ports), the modem may also fail to work or become unstable. You may try removing other USB devices from your PC or using a powered USB hub from a reputable brand such as Belkin.

b). If you are using Wavecom Fastrack Supreme or any serial modem, please ensure that your PC has a DB9 serial port.

If there is no DB9 serial port, please obtain a PCI DB9 serial card (Low profile PCI card is required for small chasis PC/Server). Not all Serial-to-USB cards will work with GSM modems and some are not stable.

You will also need to insert your SIM card carefully in the correct manner – see screen capture below. **The serial modem is usually installed onto COM2 or COM1 at a baud rate of 115200bps.**

*Note that the antenna connector on the right hand side and you should insert the SIM card such that it is facing upwards and golden metal strip nearest to the opening. If you insert wrongly, the SIM card may drop inside the chassis and you will have to use a screw driver to open the aluminum plate directly above the SIM card opening in order to take it out.



Warning: If you're using a GSM modem with an attachable antenna, please exercise caution on attaching the antenna to the antenna connector. If there's a nut attached to the modem casing, please ensure it does not turn when you are connecting the antenna to the modem. Failure to do so may cause damage to the modem.

2). Checking SIM card.

After you have installed the Modem and the SIM card, turn on the power (for Serial modems), and check that the red or yellow light on the modem blinks after 20 seconds. If it does not blink, please check whether the SIM card is properly inserted and activated by your GSM provider – you need to call them to find out whether it is activated.

The modem may also not blink is there if there is weak or no network coverage for that SIM card. If network coverage is unavailable, you may try relocating the modem or change to a provider with better network coverage in that location.

Note: If you need to change your SIM card, before removing the SIM card, **please always turn off the power supply** or remove the power supply cable from the modem. You may reconnect the power supply after you have installed the new SIM card.

5. Appendix B- Troubleshooting Checklist

1). SIM Card is activated, Modem is setup properly and connected to the PC

First check that your SIM card is activated and you're able to send SMS using your cellphone. Next check that the modem is attached tightly to the correct PC. If you are using Wavecom modems or compatible devices, the indicator light on the modem should be blinking 15 seconds after powering up. A constant light will mean that the SIM card cannot be detected or network coverage is unavailable.

If the light fails to blink, disconnect the modem from the power source, check that you have inserted the SIM card correctly, and then reconnect the power supply, wait 15 seconds for the modem to boot up.

If network coverage is unavailable, you may try relocating the modem or change to a provider with better network coverage in that location.

Once done, restart AlertDispatcher service and proceed to step 3 to test send an SMS.

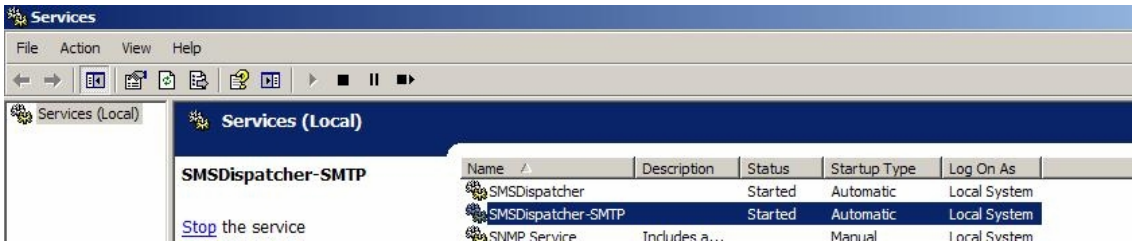
Note: If you need to change your SIM card, before removing the SIM card, please **always turn off the power supply** or remove the power supply cable from the modem. You may reconnect the power supply after you have installed the new SIM card.

2). Required Services Started, and Windows Firewall configured, AlertDispatcher Client and Service added to Windows DEP exception list (for the case of Vista/2008)

Go to *Start* → *Control Panel* → *Administrative Tools* → *Services*

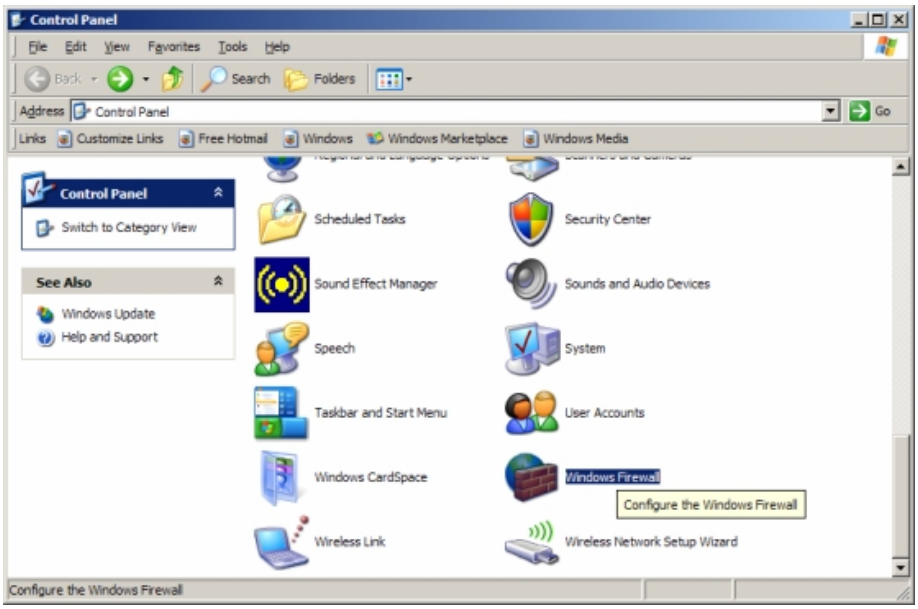
Ensure that *'AlertDispatcher'* and *'AlertDispatcher-SMTP'* services have started.

If *'AlertDispatcher-SMTP'* cannot start, check whether *'Simple Mail Transfer Protocol (SMTP)'* service has started. If yes, stop and disable *'Simple Mail Transfer Protocol (SMTP) service'* and try again.

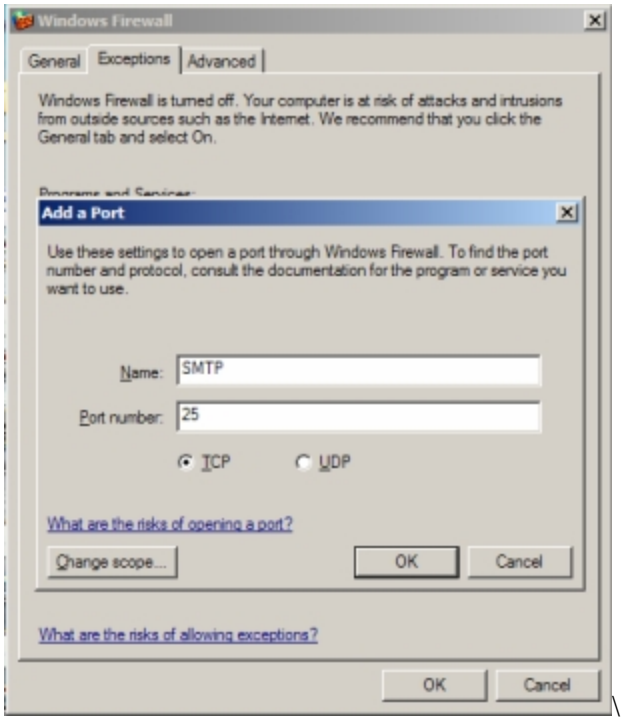


If Remote Notification Server is not located on the same PC, you need to ensure that Windows Firewall is disabled or Port 25 has been added to the exceptions list.

Go to *Start* → *Control Panel* → *Windows Firewall.*



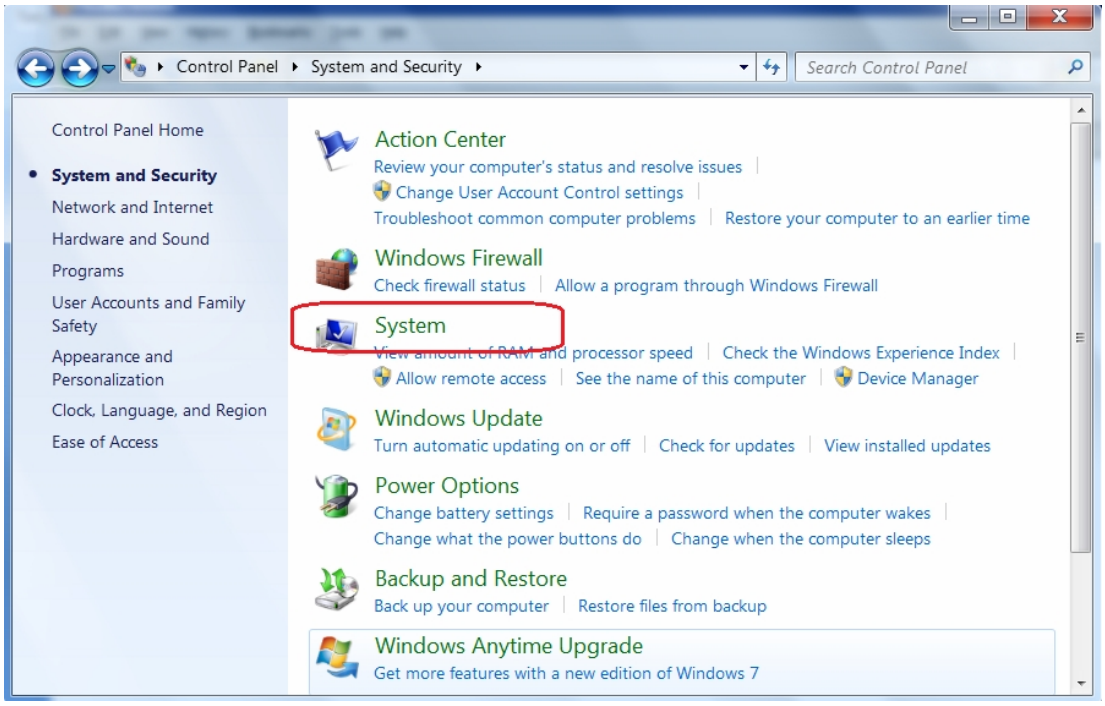
Go to Exceptions, click Add Port. Enter Port 25.



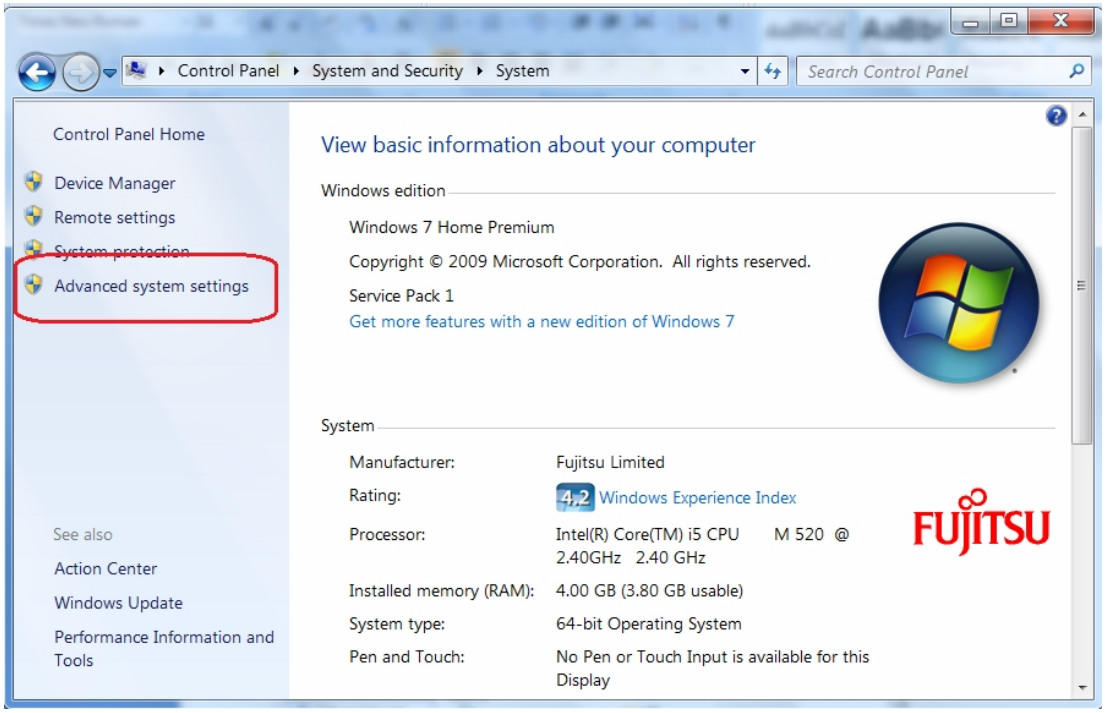
If DEP is turned on for all programs, you will need to add AlertDispatcherClient.exe and AlertDispatcherServer.exe to the exception list.

Note: For Windows 2008, DEP is turned on for all programs by default so this step is essential for Windows 2008.

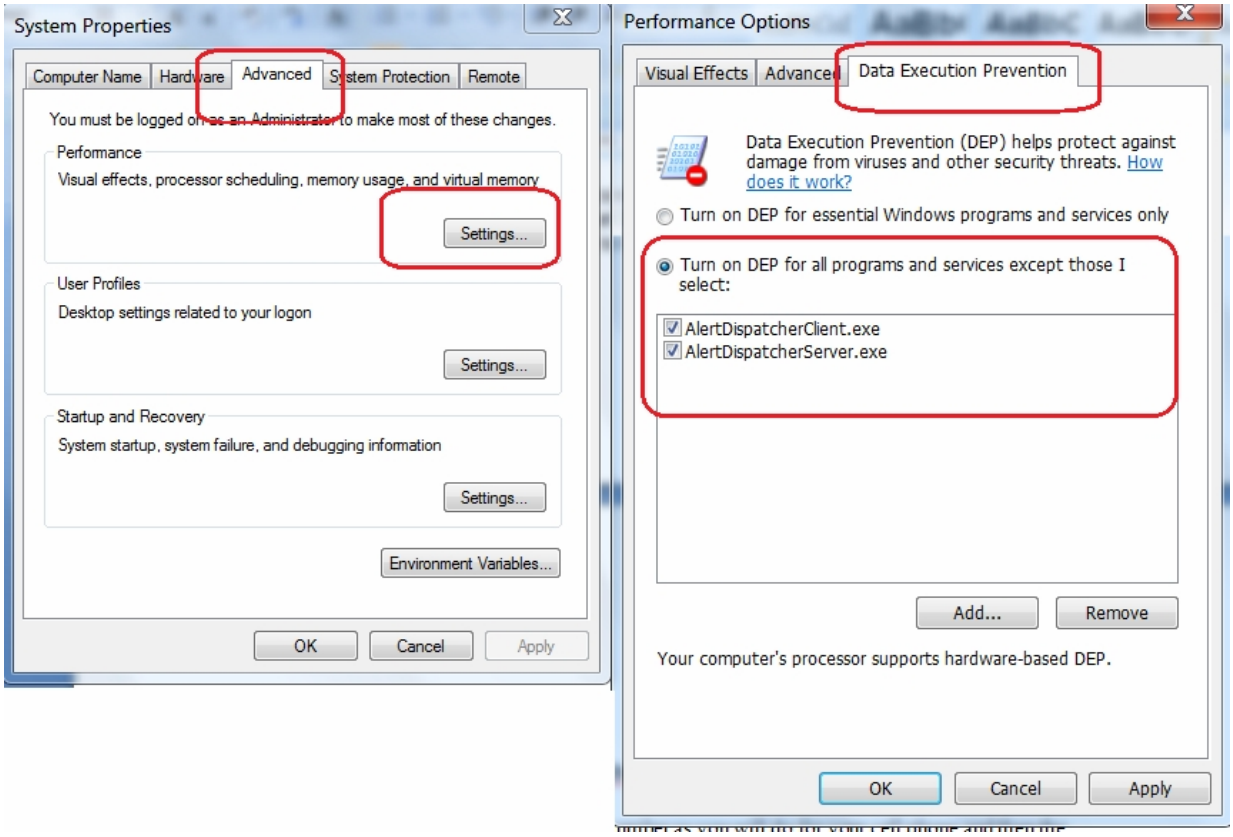
Go to Start → *Control Panel* → *System* → *Advanced system settings* → *Performance*



Click “Advanced system settings”, “Advanced” tab, followed by “Data Execution Prevention” tab.

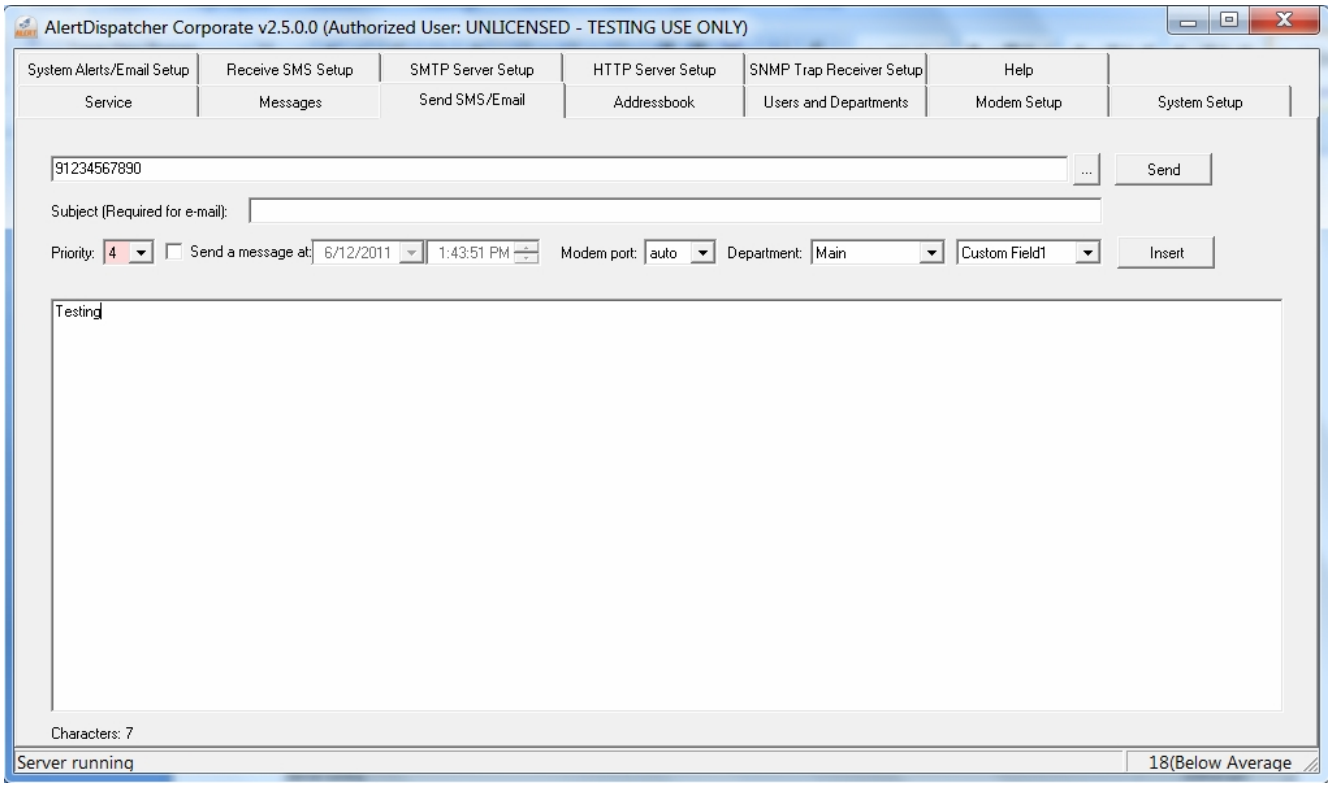


If the radio button for "Turn on DEP for all programs and services except those I select:" is checked, please add C:\Program Files\AlertDispatcher\AlertDispatcherClient.exe and C:\Program Files\AlertDispatcher\AlertDispatcherServer.exe to the exemption list.

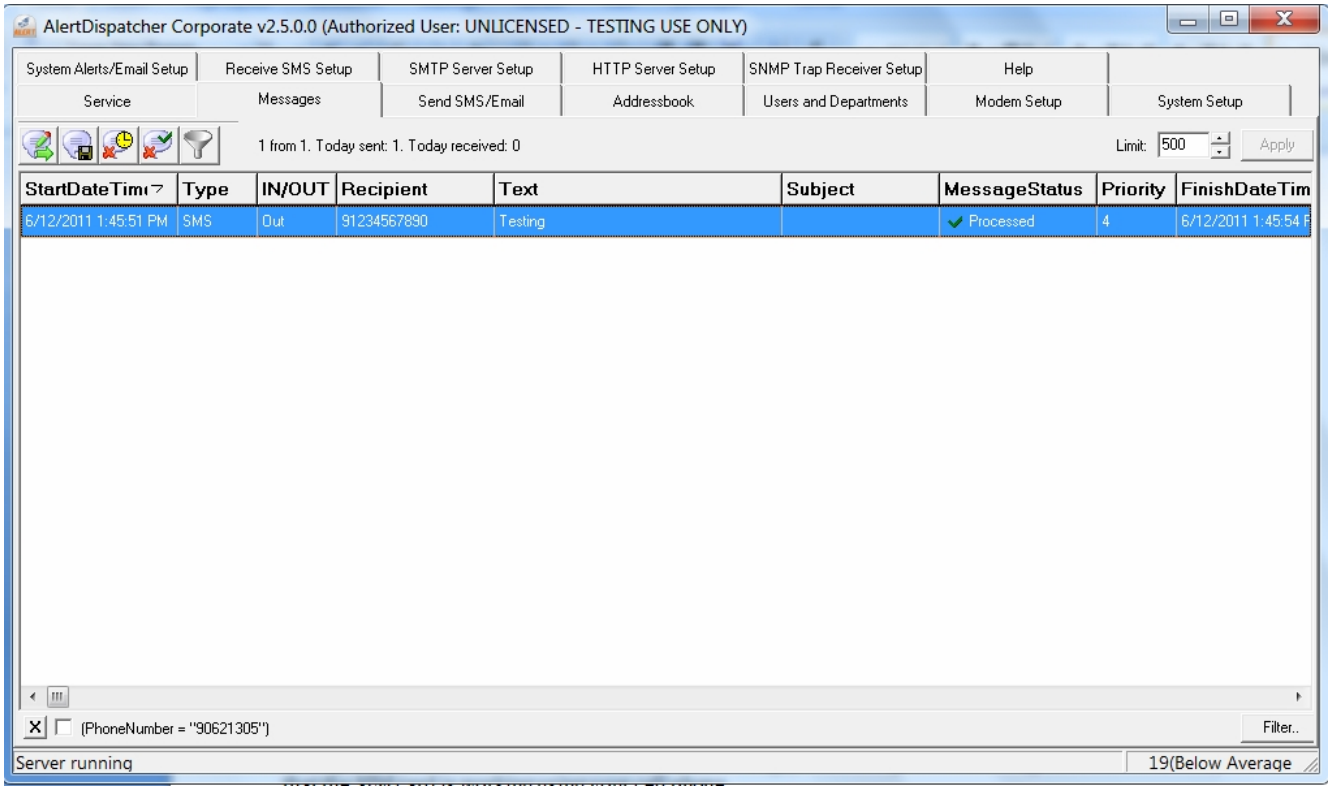


3). Send test SMS using AlertDispatcher

Go to *'Send SMS/Email'* Tab, type in your phone number as you will do for your cell phone and then the message. Click *'Send'*.



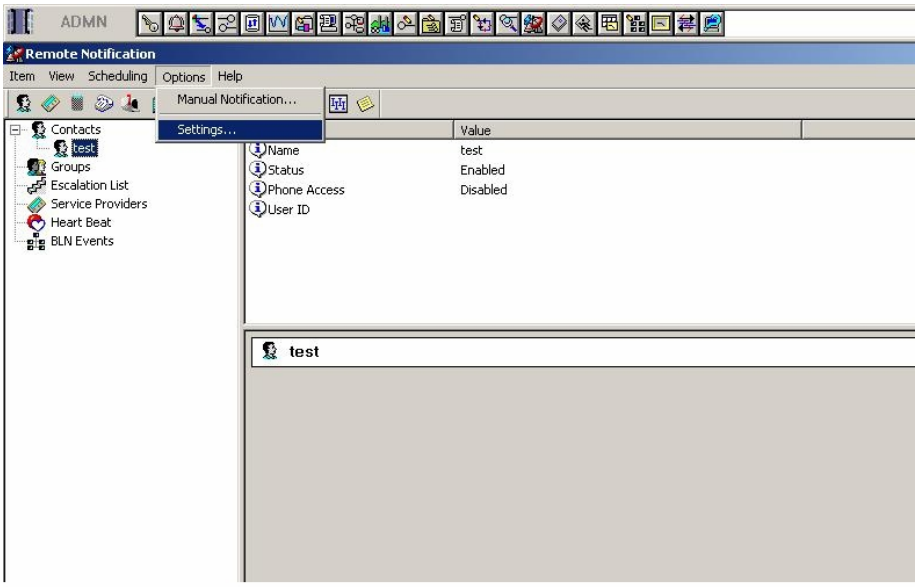
If the phone number is correct and the modem is working, you should get the following screen. If not, verify that the SIM card is working using your cell phone.



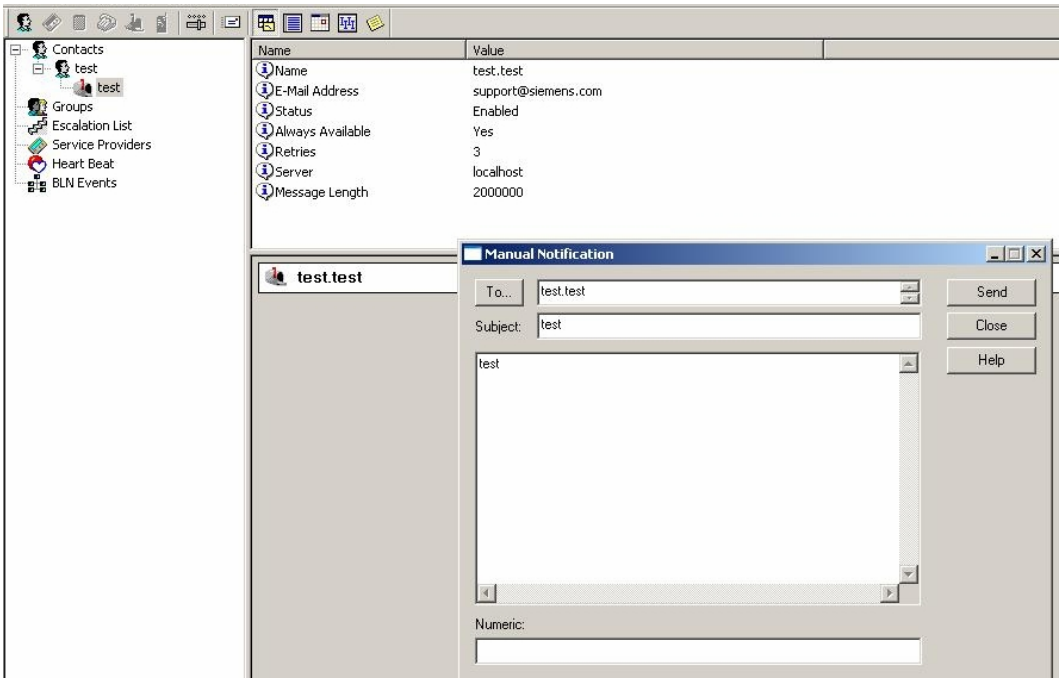
4). Send test SMS using Remote Notification Manual Notification

Verify that you are able to send SMS using Remote Notification Manual Notification.

Run Remote Notification, go to Options → Manual Notification.



If you're able to do so, this means that the link between Remote Notification and AlertDispatcher is working. If you're still not able to receive SMS from points, please check Apogee Alarm log.

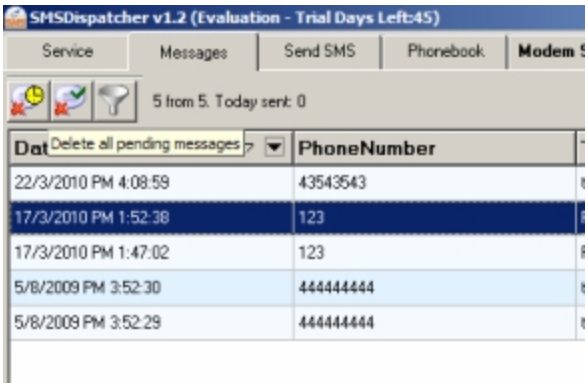


6. Appendix C - FAQ and Tips

1). Question: I do not know how to pause and delete the SMS that I send wrongly.

Solution:

Use the  'Delete all pending messages' to clear the inbox of pending messages.



2). Question: Where do I find the server and activity logs?

Solution:

They can be found under C:\Program Files\AlertDispatcher\Log.

3). Question: My modem is connected but I can't send SMS?

Solution:

First stop AlertDispatcher Service. Then disconnect the modem power supply, check that the SIM card is properly inserted, connect the modem power supply, wait 15 seconds, start AlertDispatcher Service, try again.

If this fails, refer to 'Appendix B - Troubleshooting Checklist'.

7. Appendix D – Configuring Email / ModemMail

1). Setup SMTP Server information

In order to send out Email or ModemMail, you must setup SMTP Server under *"System Alerts/Email Setup"* - see section marked in red in the screen capture below.

You may use your company SMTP Server. If you do not have a mail service provider you may contact us to create an account. When configuring, please ensure that you input the correct SMTP Server port (usually port 25 or 586/465 for SSL).

Next, enter the system alert emails and SMS alert recipients in the section marked in blue. You are advised to configure an SMS alert recipient just in case Email don't work.

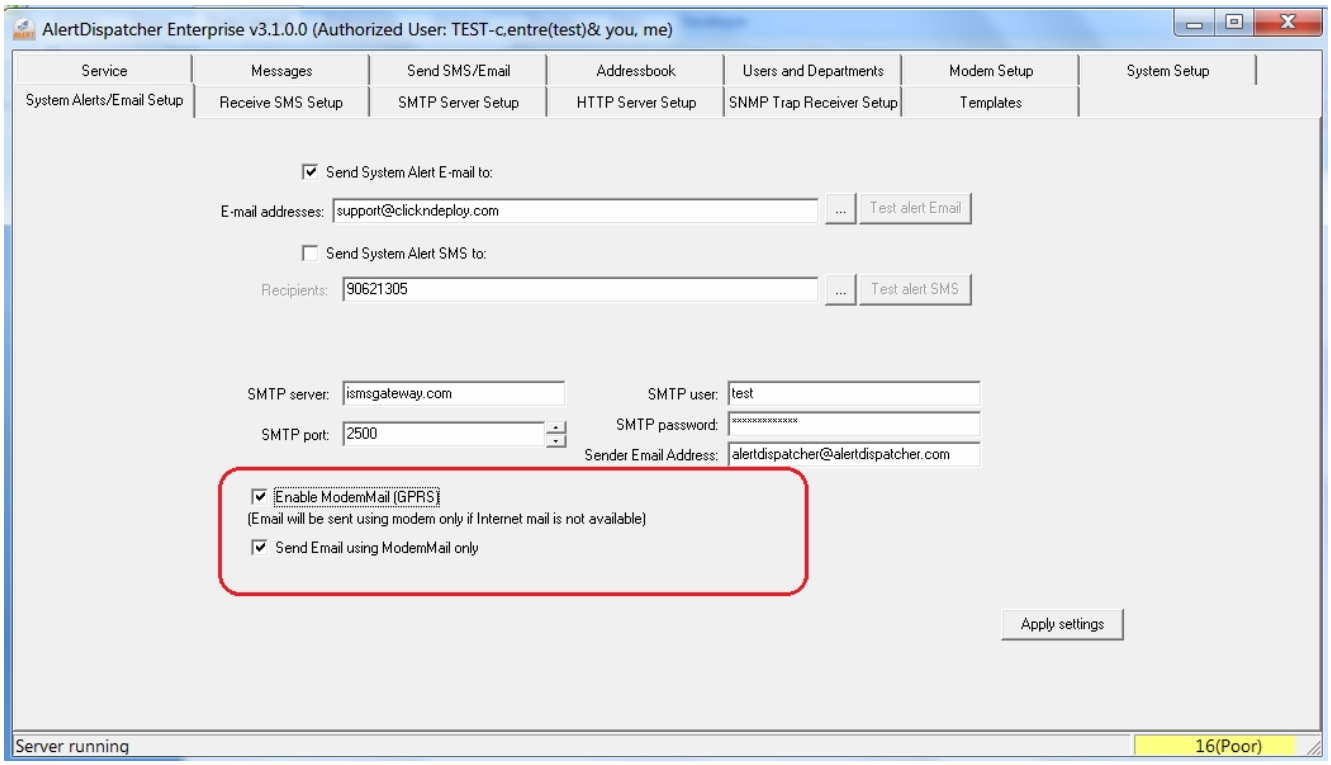
Note: If your AlertDispatcher machine is connected to the SMTP Server via LAN or Internet, you may skip *"Step 2: Enable ModemMail(GPRS)"* and proceed to *"Step 3: Send Test Email"* test your SMTP Server setup.

2). Enable ModemMail(GPRS)

If your server is offline (in order words, not connected to any mail server or the Internet for security or system design reason), you can enable the ModemMail feature which allows you to send out emails through your GSM/GPRS modem.

First ensure that you have configured your modems and tested sending SMS. Under *"System Alerts/Email Setup"*, check *"Enable ModemMail(GPRS)"* and *"Send Email using ModemMail only"*.

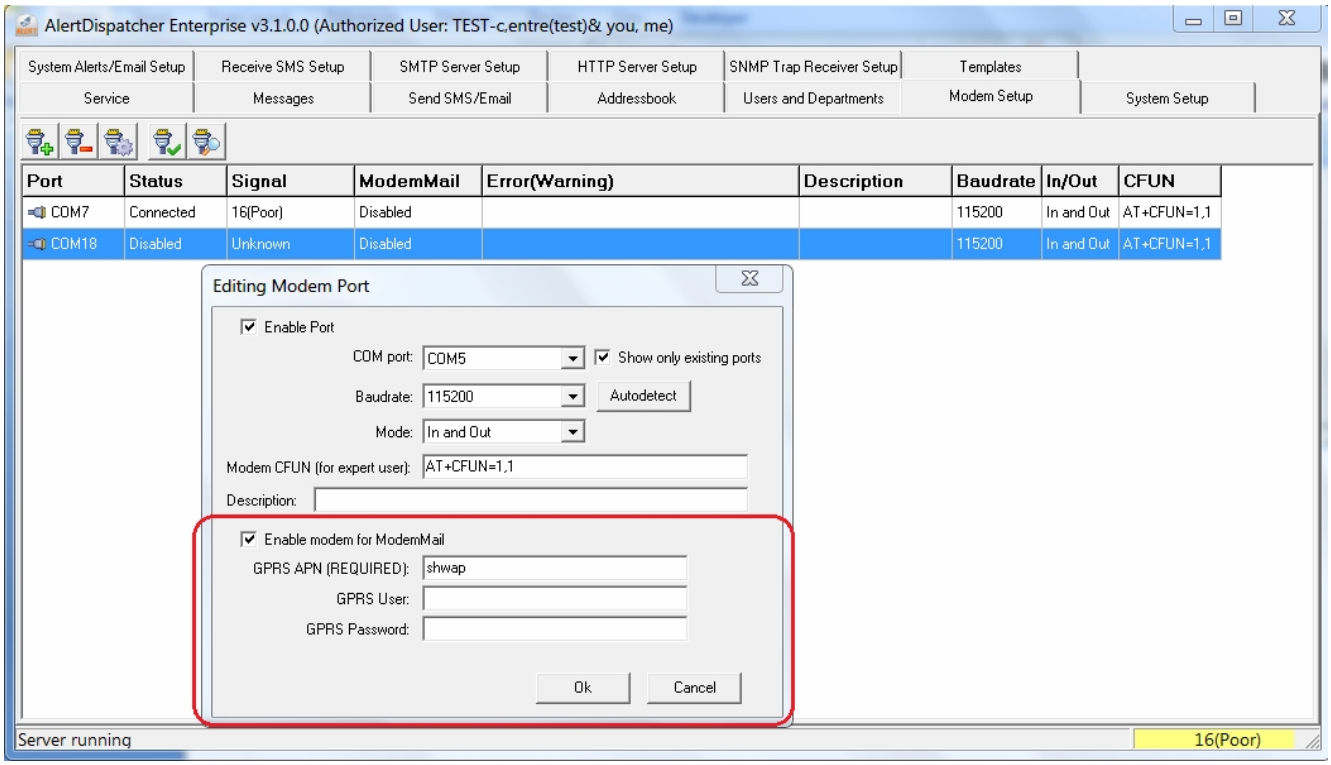
Note:
If you're not connected directly to the mail server, you should always check *"Send Email using ModemMail only"* – this is to prevent AlertDispatcher from trying to connect to your mail server directly.



Next, you must enable one of the configured modems to use ModemMail. This is done under *"Modem Setup"*. The GPRS APN, User and Password setting will vary depending on the SIM card provider which you are using. Please note that many providers have different settings for prepaid and postpaid SIM card plans.

Tip:
1). Unlike SMS, which can work even under low signal strength and quality condition, GPRS email function under such conditions so it is recommended to test the signal strength for the provider you wish to use before signing up for a subscription plan.

2). As for as possible, if you are going to deploy at a customer site, please test ModemMail using the SIM card plan your customer wishes to use before actual deployment.



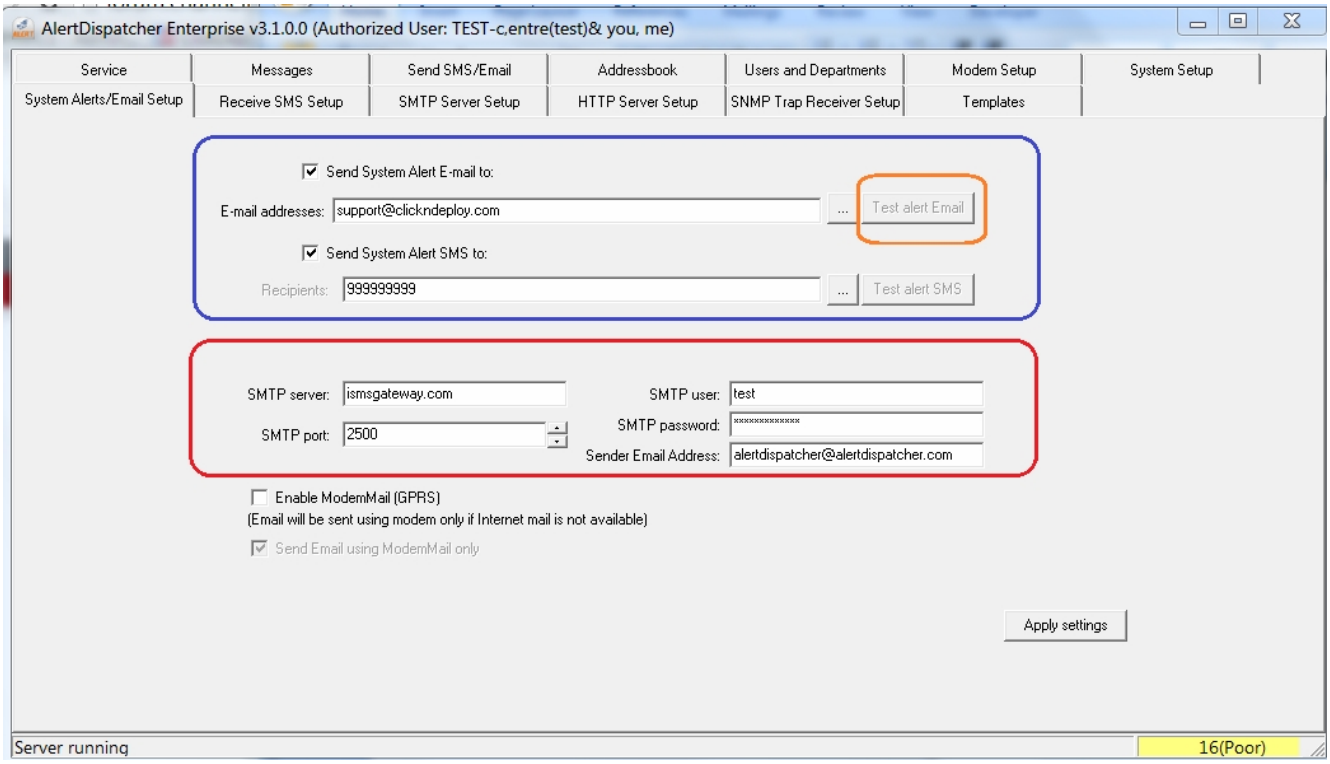
Note: If you have two modems attached to the system, it is recommended to enable ModemMail for only either one of them so that if ModemMail fails, you will be notified by SMS alert from the other modem.

If you have more than two modems attached, please enable ModemMail for all modems except one.

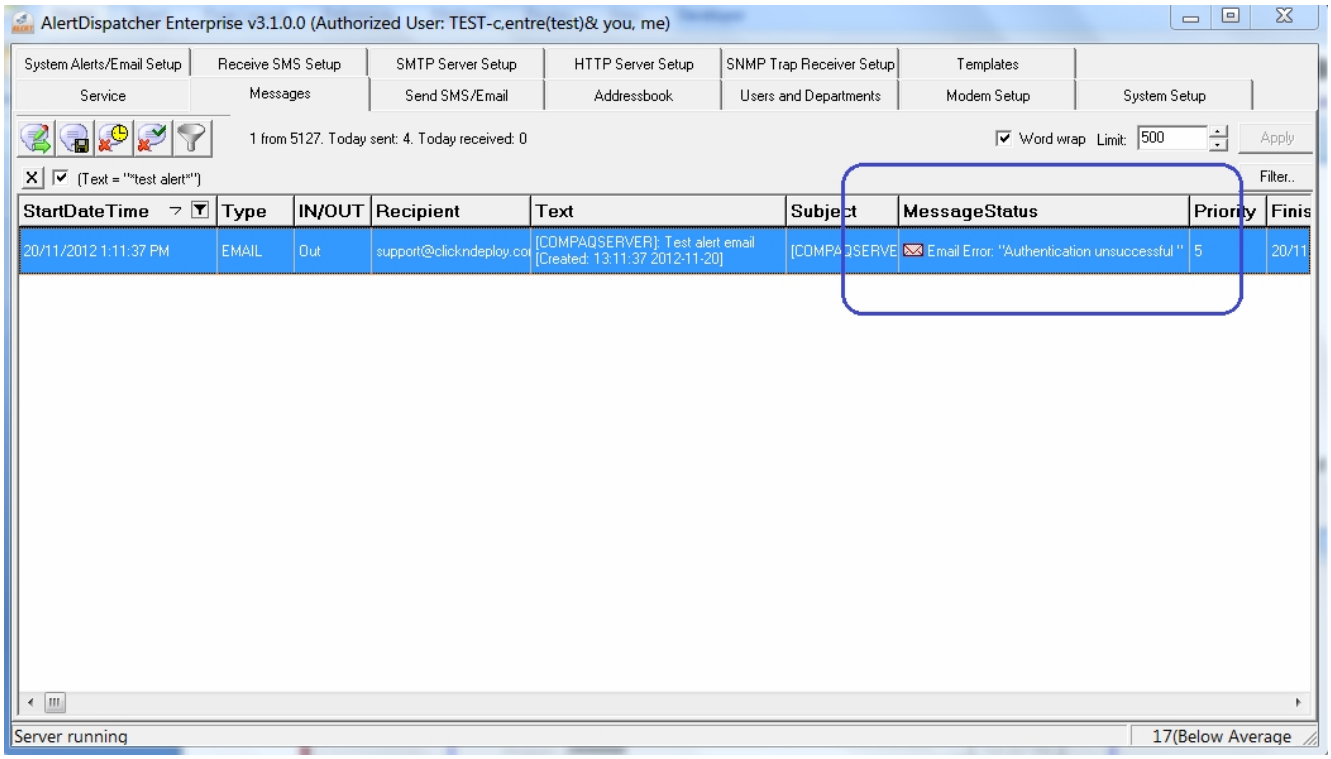
To receive SMS alerts, please configure *"Send System Alert SMS to recipients*".

3). Send Test Email

Under *"System Alerts/Email Setup"*, click on *"Test alert Email"* (section marked in orange) to ensure your SMTP Server setting is correct.



After clicking on the Test button, go to Messages Tab to check if your test email has been sent out. In the example below, the test email has failed to send out, the error is: *Email Error: "Authentication unsuccessful".* AlertDispatcher will retry sending this email every few minutes until you have corrected your configuration.



In the example below, the test email has been sent out successfully.