



AlertDispatcher v5.0

How-To Guide

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1. For End User

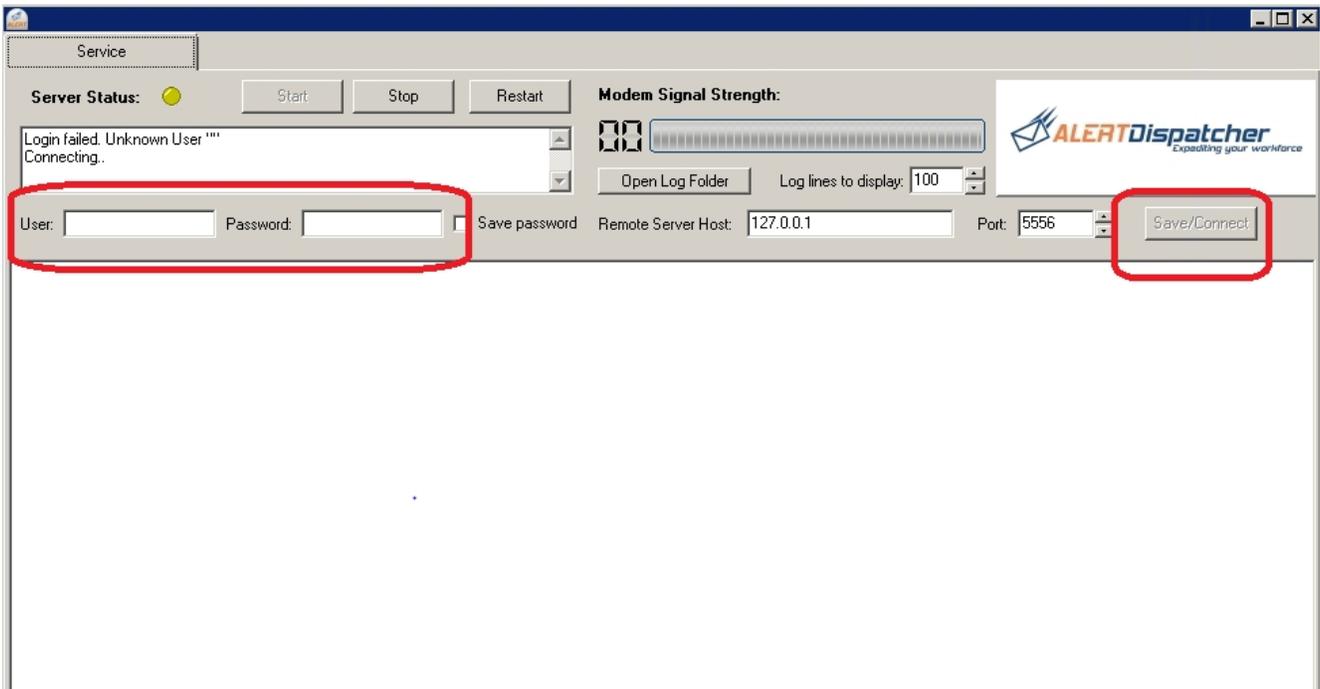
1). How to Launch AlertDispatcher Client

Launch AlertDispatcher Client from Windows Desktop.

Note: You do not need to launch the client to ensure it starts, AlertDispatcher works as a background service.



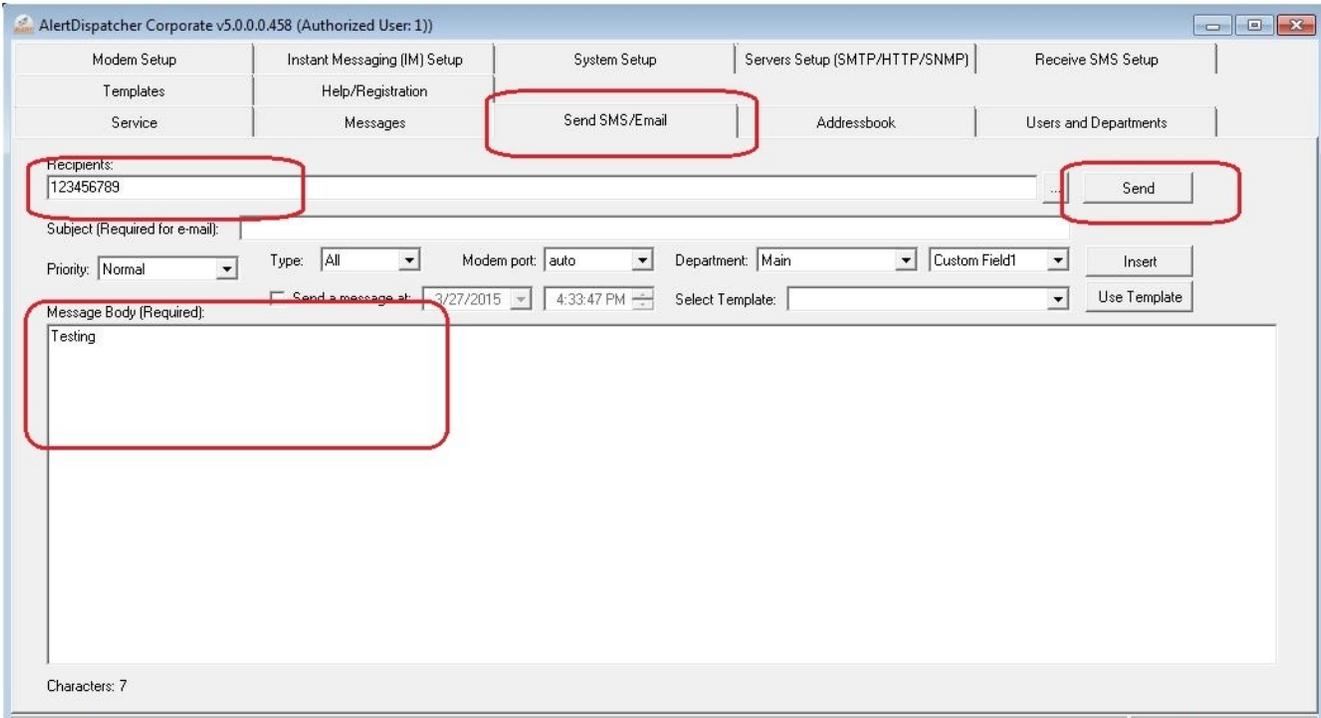
If login is not saved previously, you may need to login. It may take sometime for the Client to connect to the server.



2). How to Send Test Message

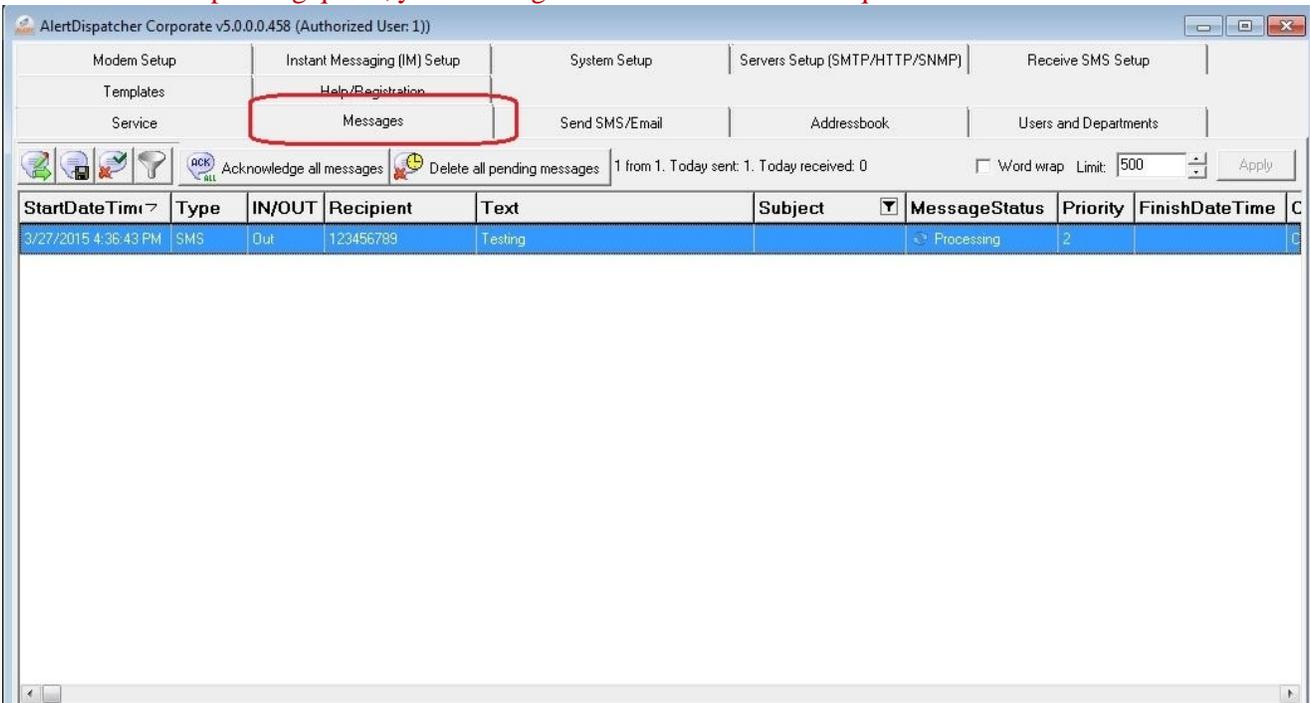
Navigate to the “Send SMS/Email” tab. Click “Send” button to send the message.

Note: You only need to add the + country code sign unless you’re sending to a foreign number.



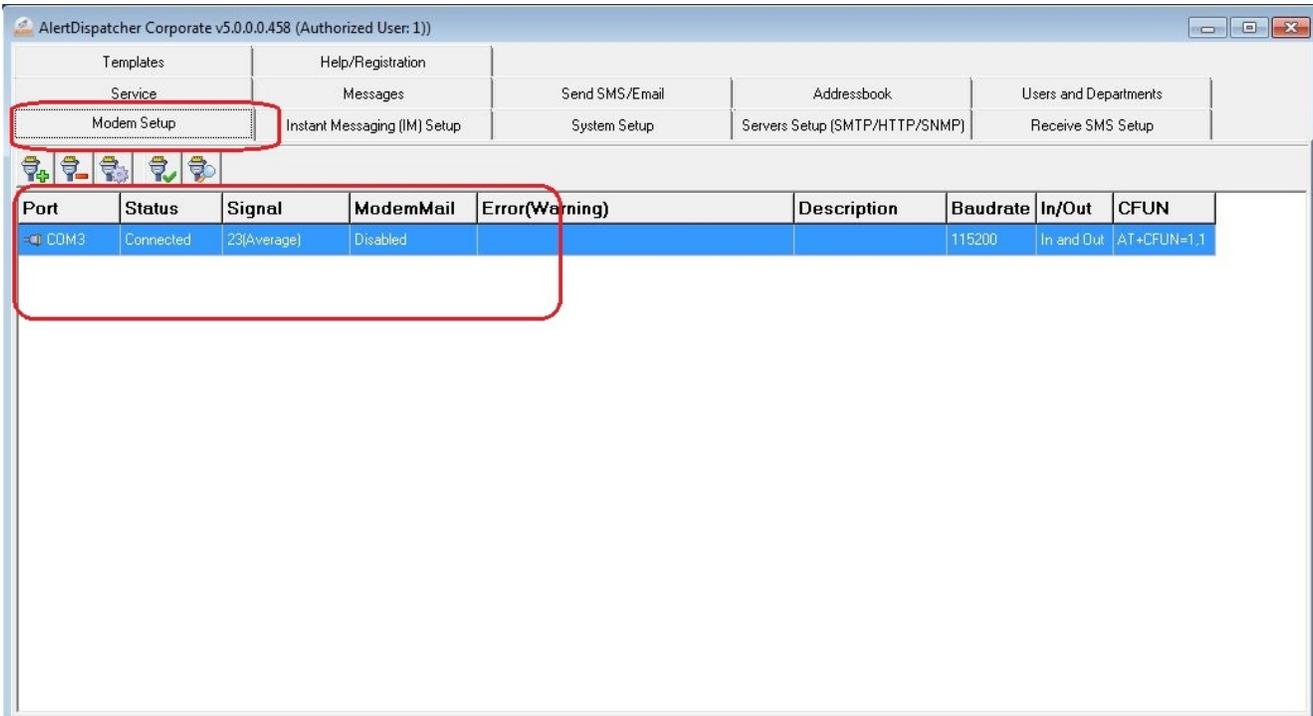
Navigate to the “Messages” Tab to check the status of your sent message.

Note: If there is a pending queue, your message will not be sent until the queue has cleared.



If the message still can't be sent out, go to "Modem Setup" to check if the modem is connected and there is signal. The light on the modem must be blinking and the SIM card properly inserted.

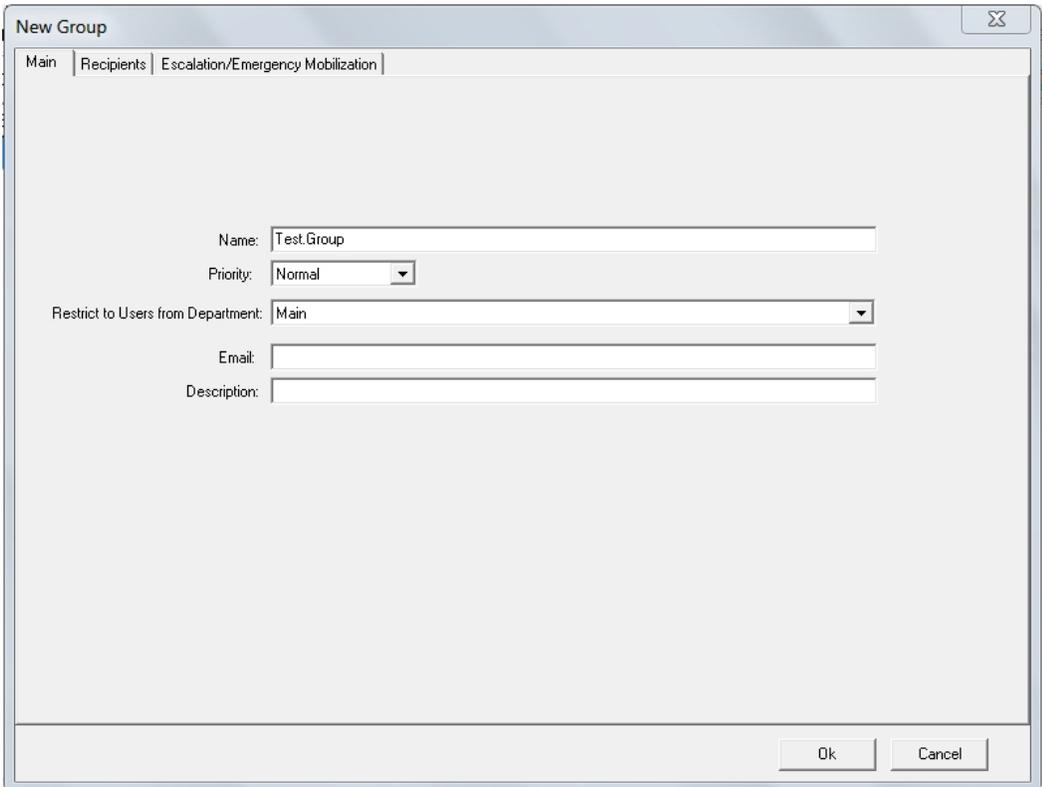
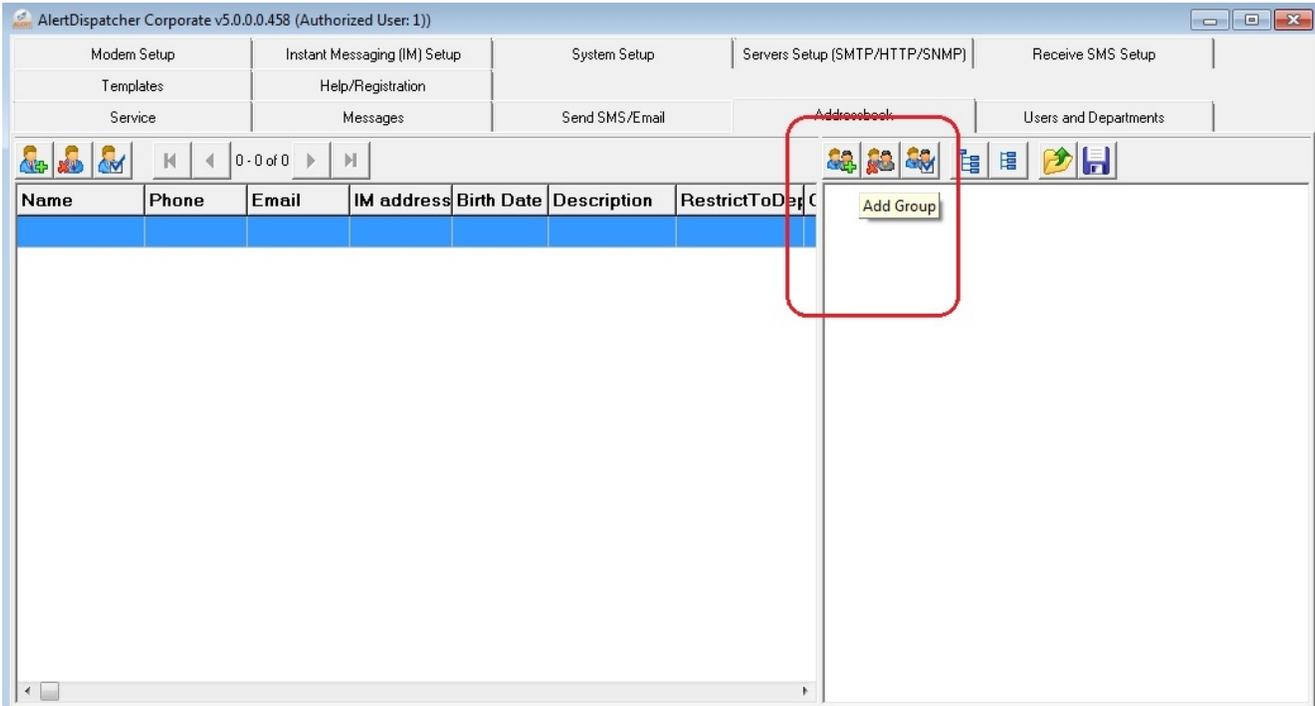
Contact your telco to find out if the SIM card is working. Often, users can't send because there is no credit left in their SIM card account.



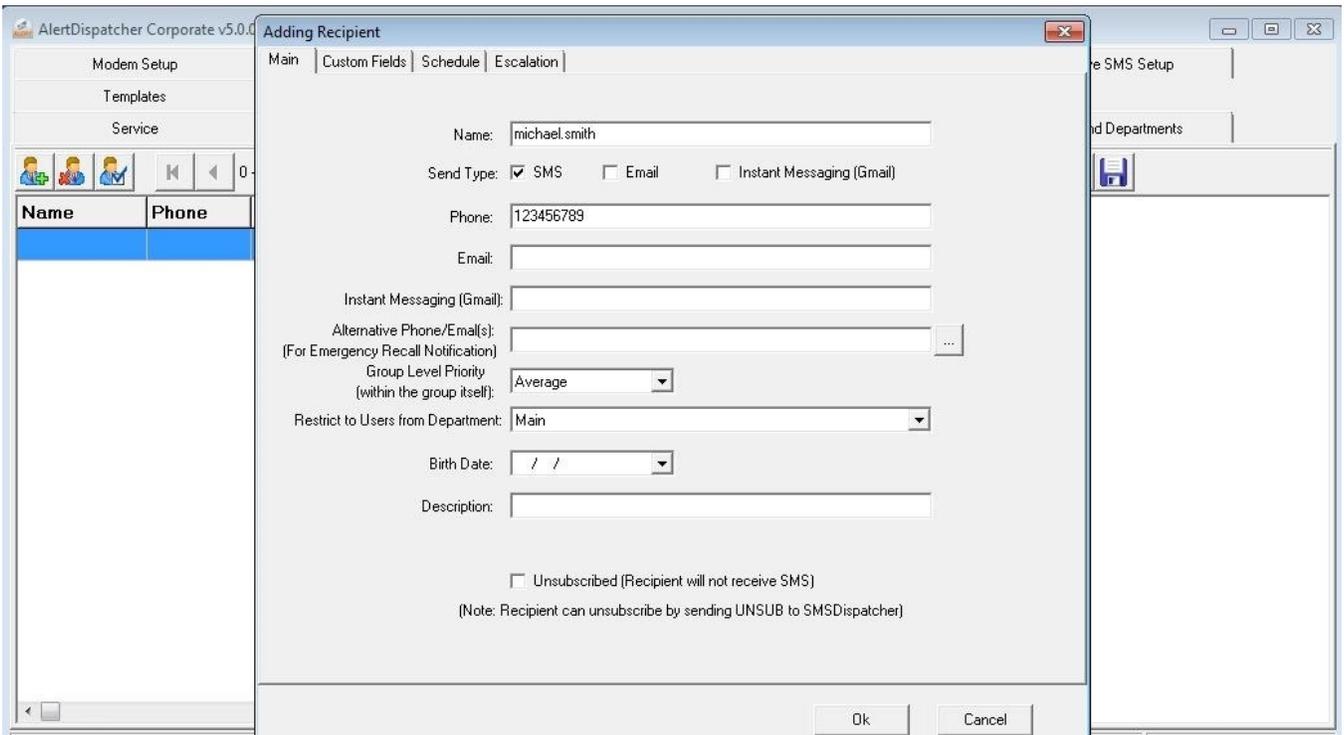
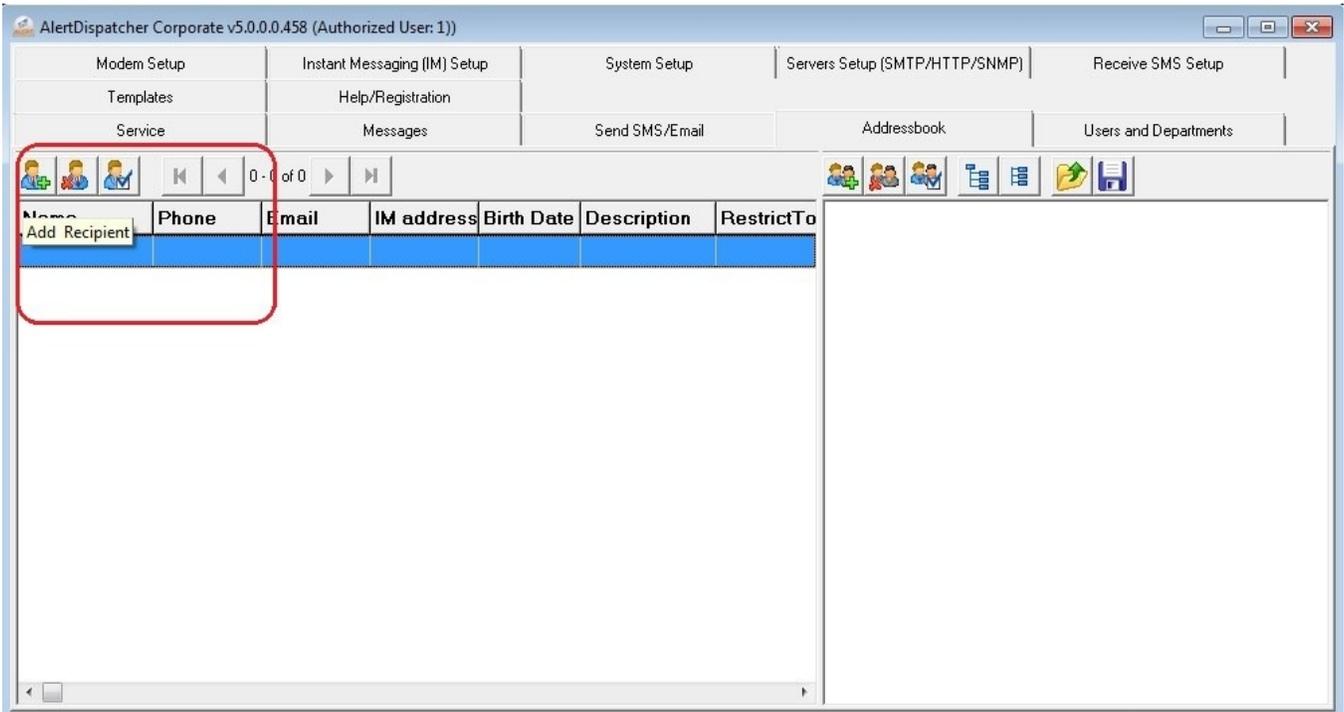
3). How to use the Addressbook and setup Escalation

a). Adding Group and Recipient

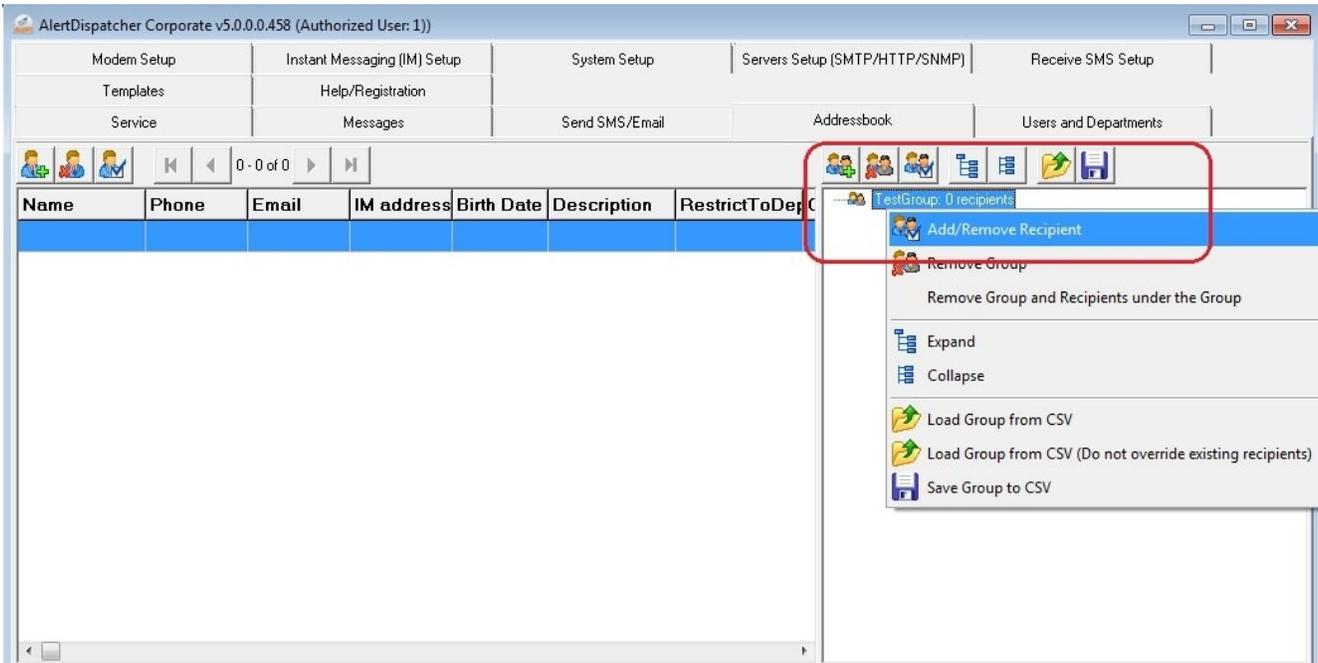
Navigate to the “Addressbook” tab, and then click on the “Add Group” icon.



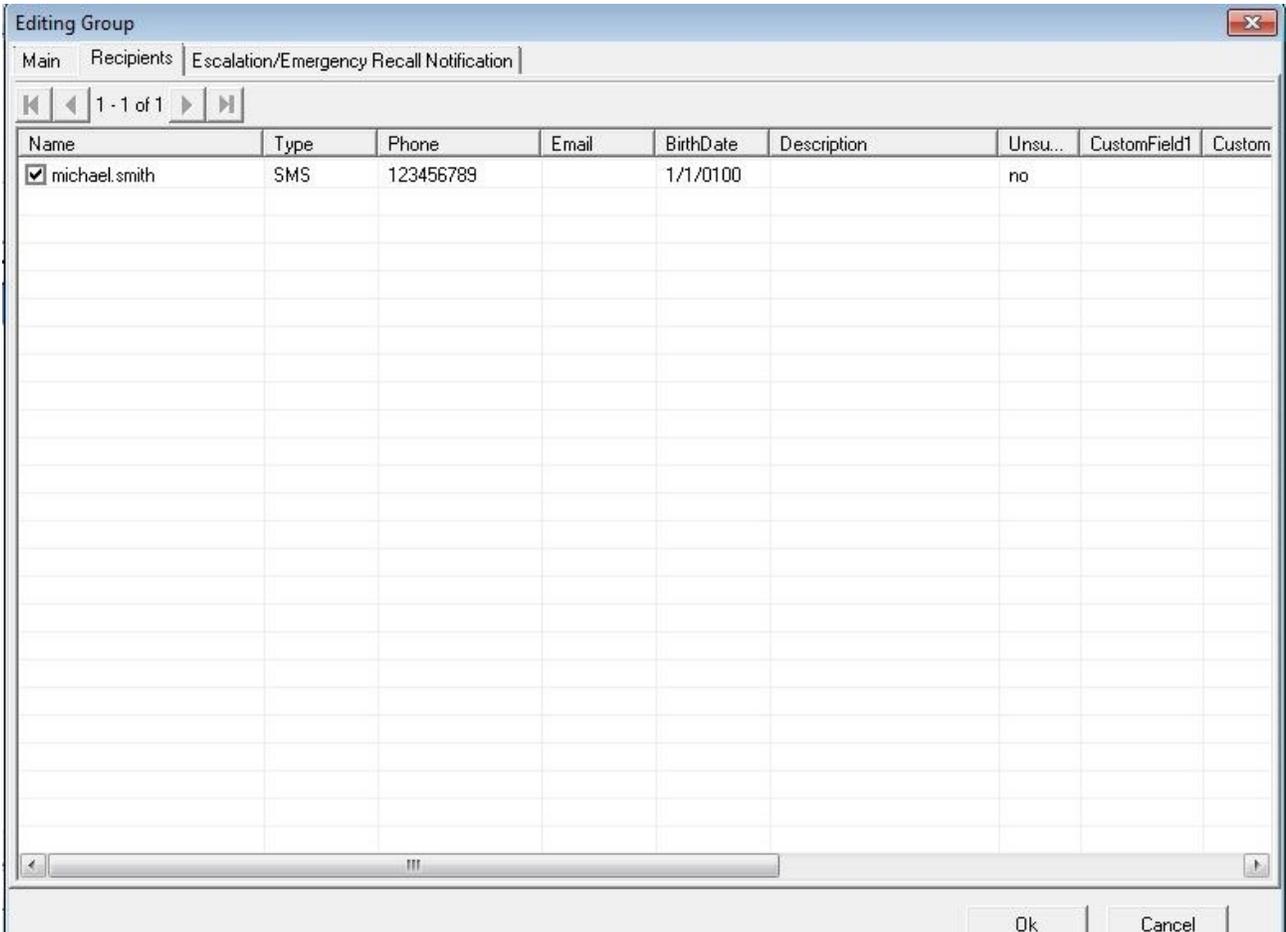
Next, click on “Add Recipient” button to create recipients.



To assign recipients to the group you have just created, right click on the group, select “Add/Remove recipient”.



Use the checkboxes to add users to the group.



b). Setting up Basic Escalation

i. Overview

To create escalation for this group, under “*Escalation/Emergency Mobilization*” Tab, select “Basic Escalation” and assign an escalation recipient.

If Basic escalation is enabled for a group, all messages sent to the group must be acknowledged. Any one of the recipients can acknowledge on behalf of the entire recipient group. This is done by sending an SMS or Email reply or by clicking on an acknowledgement link embedded in email.

If no one acknowledges, you can configure AlertDispatcher to escalate the message to another recipient, resend to the same recipient or call a recipient phone (cellular/fixed line). Up to 10 escalation levels can be configured.

Recipients can also add personal comments which would be forwarded by AlertDispatcher to other recipients. The acknowledgment footnote is configurable and can be disabled.

If “*Acknowledging any message will acknowledge all messages sent to the recipient*” setting is enable, a recipient can acknowledge all messages by acknowledging anyone of the escalation messages received. This makes it more convenient for the recipient but the downside is we can’t ensure that the recipient has actually received or read all the messages.

You can exempt specific messages bearing certain keywords from the acknowledgement requirement by indicating them under the "*Do NOT escalate messages if message contains ANY of the following keywords*".

Editing Group

Main Recipients Escalation/Emergency Recall Notification

Enable Escalation/Emergency Recall Notification

Basic Escalation: If none of the recipients have acknowledged within:

Emergency Recall Notification: If there is ANY recipient that has not acknowledged within:

Next	5	mins.	escalate to:	
Next	15	mins.	escalate to:	
Next	15	mins.	escalate to:	... Groups --- CriticalAlarmsGroup ... Recipients --- Adam Jane
Next	15	mins.	escalate to:	
Next	15	mins.	escalate to:	
Next	15	mins.	escalate to:	
Next	15	mins.	escalate to:	
Next	15	mins.	escalate to:	
Next	15	mins.	escalate to:	
Next	15	mins.	escalate to:	

Allow recipient to acknowledge/comment by replying to email.

Append acknowledgement link to Email sent to recipients

Acknowledging any message will acknowledge all messages sent to recipient

Acknowledgement footnote: ACK: Reply {CODE} + msg

Do NOT escalate message if message contains ANY of the following keywords:
return to normal, back to normal, recovered, normal

Notify everyone that has been contacted whenever anyone makes an acknowledgement or makes a subsequent comment

Continue sending unsent Dispatch messages after receipt of acknowledgment

Ok Cancel

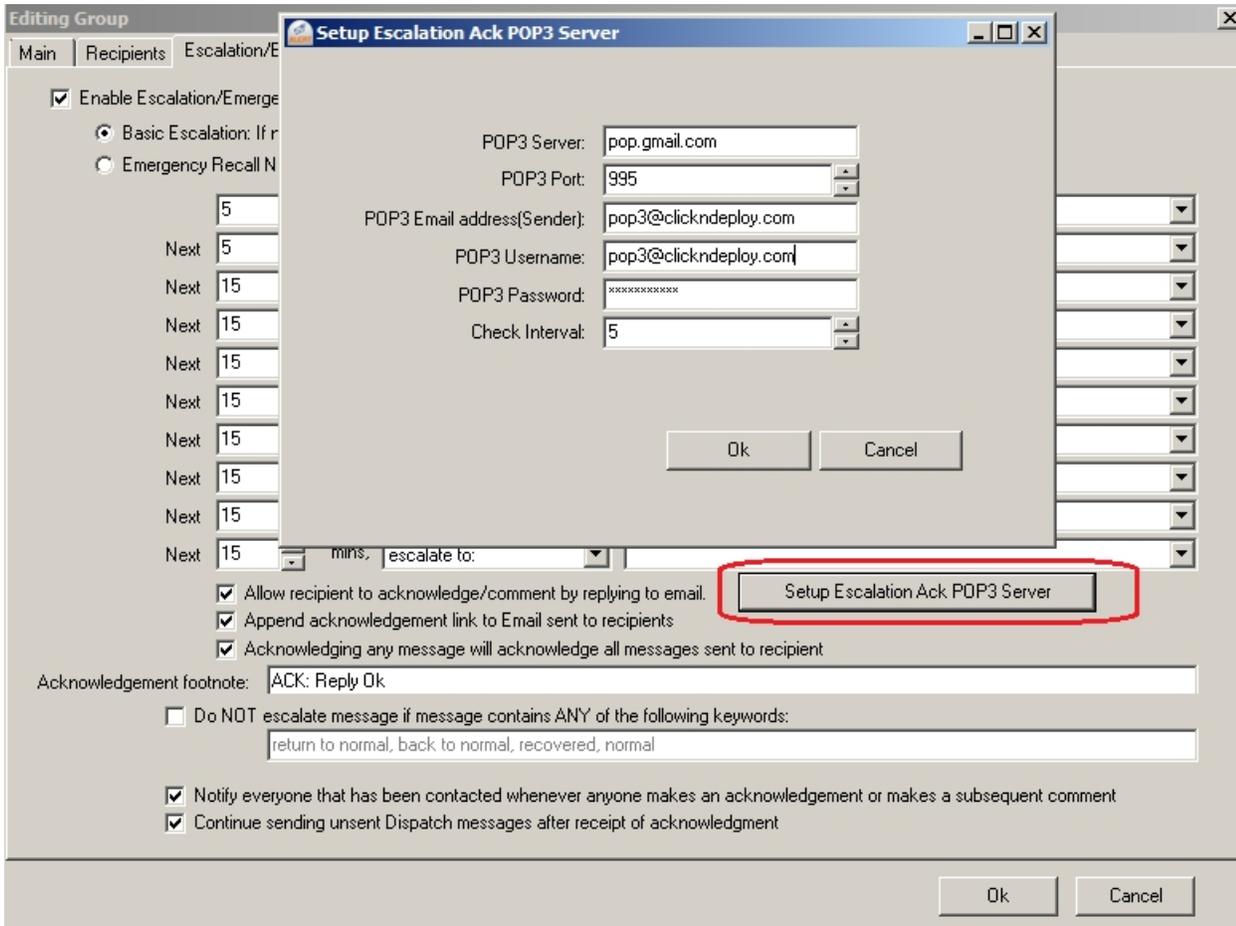
ii. Acknowledging by SMS reply

Recipients can acknowledge escalation messages sent via SMS by replying to the SMS. The recipient can acknowledge multiple messages (comma separated) in one SMS, e.g. A123, A456, A678.



iii. Acknowledging by Email reply

Recipients can acknowledge escalation messages sent through email by replying to email if "Allow recipients to acknowledge/comment by replying to email" setting is enabled, and the POP3 Server credential is correctly configured using the "Setup Escalation Ack POP3 Server" button.



If the POP3 Server credential is incorrectly, the following error will be shown:

AlertDispatcher Enterprise v5.0.0.0.510 (Authorized User: Click And Deploy) MaxRecipients: 20

Modem Setup | Instant Messaging (IM) Setup | System Setup | Servers Setup (SMTP/HTTP/SNMP) | Receive SMS Setup

Templates | Server Monitoring | Automation Setup | Help/Registration

Service | Messages | Send SMS/Email | Addressbook | Users and Departments

Server Status: Start Stop Restart Emergency Pause

Modem Signal: COM22 Operator: Singtel (HSPA 3.5G)

Server running

User: administrator Password: Save password

Open Log Folder

Remote Server Host: 127.0.0.1 Port: 5556 Save/Connect

```

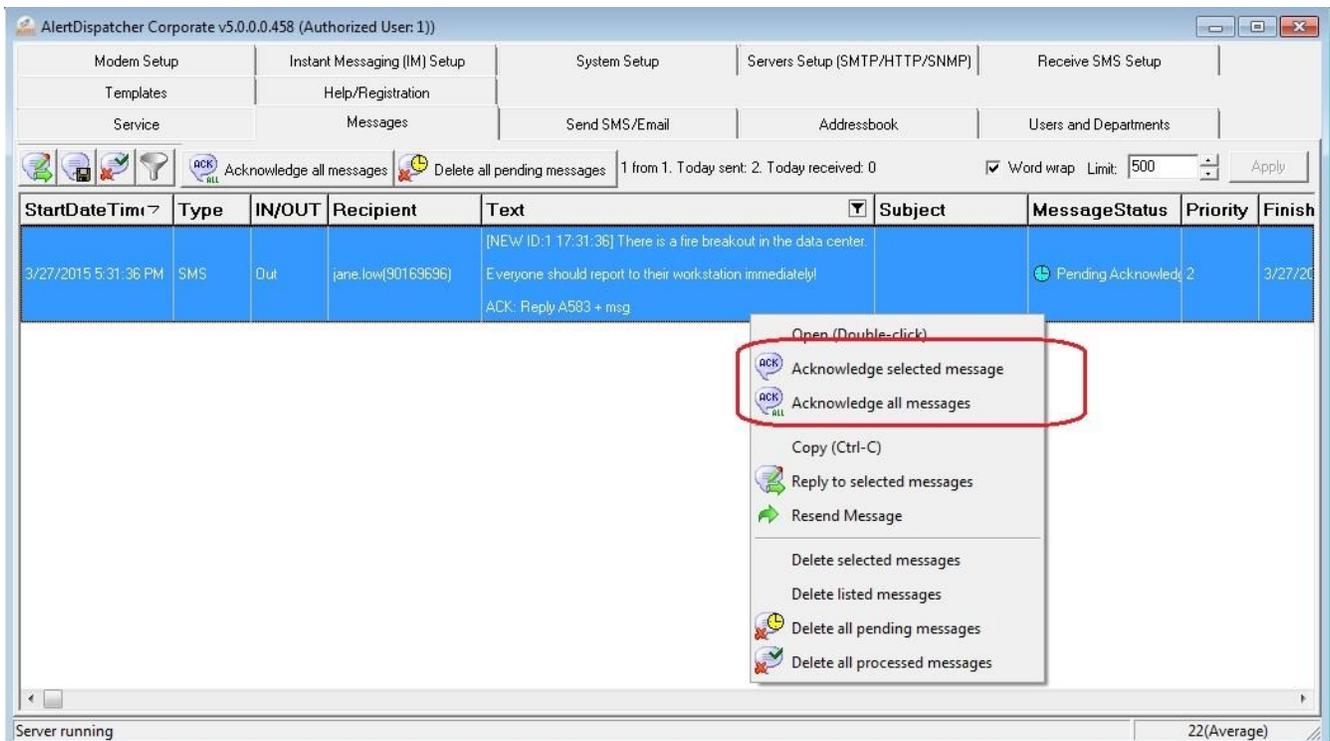
2015.08.27 10:21:25:656 AlertDispatcher Service Started! Modems initialized successfully - COM22
2015.08.27 10:21:35:468 [!] Escalation Ack POP3 server pop.gmail.com not available. Error:ERR [SYS/TEMP] Temporary system problem. Please try again later. so19mb426341017ec
2015.08.27 10:21:34:608 Engine initialized. [Build 510]
2015.08.27 10:21:24:531 Vendor:ClickNDeploy
2015.08.27 10:21:24:531 HardwareID:797A65CF-FD7C
2015.08.27 10:21:24:531 AlertDispatcher Enterprise v5.0.0.0.509 (Authorized User:Click And Deploy)
2015.08.27 10:21:24:531 ServerMonitoring: Disabled
2015.08.27 10:21:24:531 LicenseExpiry:0
2015.08.27 10:21:24:531 MaxEmergencyRecipients:20
2015.08.27 10:21:24:531 MaxModemNum:8
2015.08.27 10:21:24:531 sVendorEmail:
2015.08.27 10:21:24:531 sVendor:ClickNDeploy
2015.08.27 10:21:24:531 sRegisteredName:Click And Deploy

```

Server running 13(Poor)

iv. Acknowledging via AlertDispatcher Client Console

A PC operator can acknowledge any or all escalation messages on behalf of recipients on the AlertDispatcher client interface as shown in the next screen capture. This is useful if the recipient is in front of a PC.



As previously mentioned, up to 10 levels of escalation recipients can be assigned for each group or recipient. You can escalate the message to another recipient, back to the same recipient or call a recipient phone (cellular/fixed line).

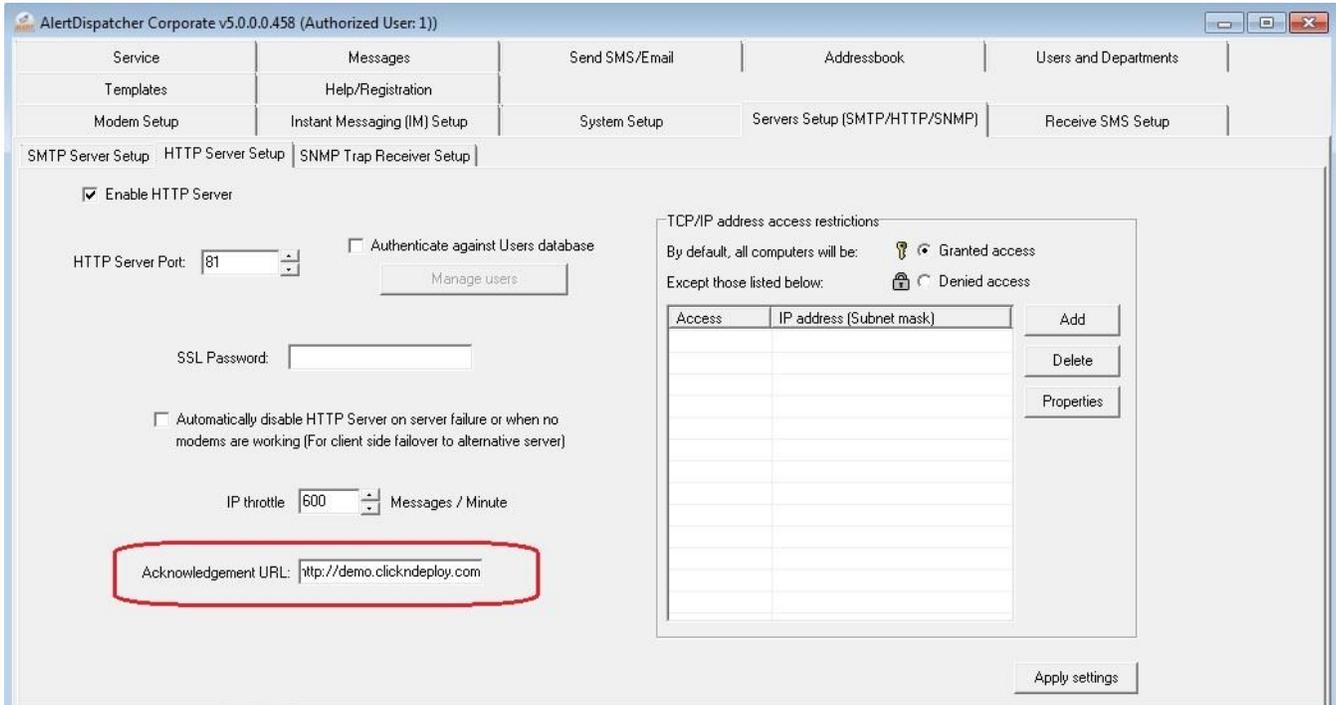
v. Acknowledging via link embedded in email

Recipients can acknowledge escalation messages by clicking on the acknowledgement link embedded in the email. Before the acknowledgement link can work, you will need to setup the acknowledgement link URL and ensure that the URL can resolve to AlertDispatcher HTTP Server (port 80 by default).

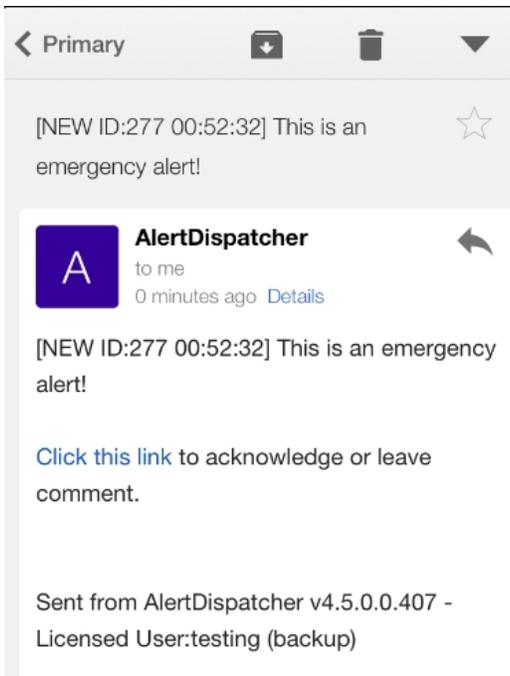
The default URL is "http://localhost" which is useful only for testing purpose as it will only work on the AlertDispatcher machine and won't work if you are connecting over the Internet, e.g. from your Smartphone. For actual usage, you will need to configure an Internet accessible URL, usually a domain or sub-domain or fixed IP address that resolves to your AlertDispatcher server.

If you're using a broadband router that has Dynamic DNS feature, you can use it to create a hostname for your URL and use port forwarding (or virtual server) feature to direct HTTP traffic to your AlertDispatcher machine.

For our demo, we set Acknowledgement URL to "http://demo.clickndeploy.com".



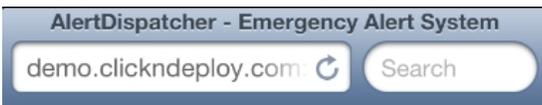
The URL "http://demo.clickndeploy.com" resolves to AlertDispatcher server as shown in the next 2 screen captures.





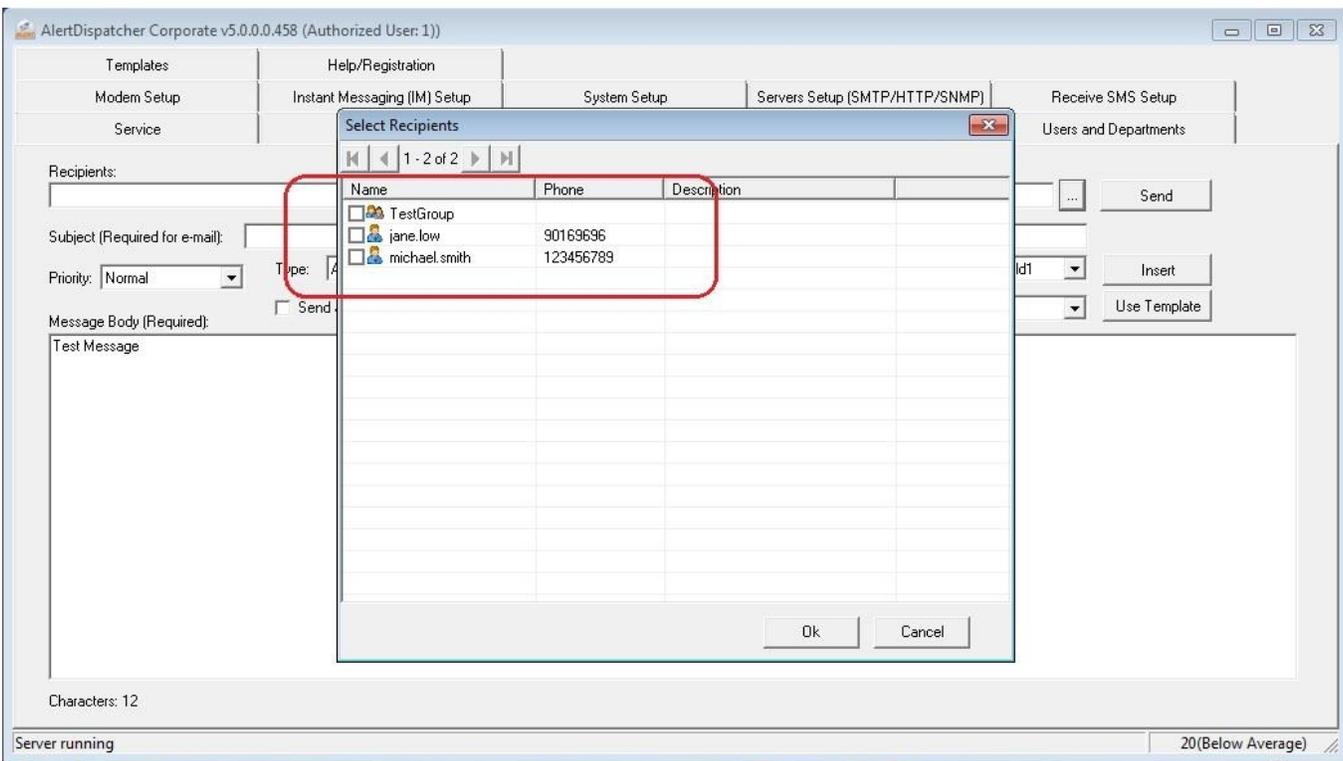
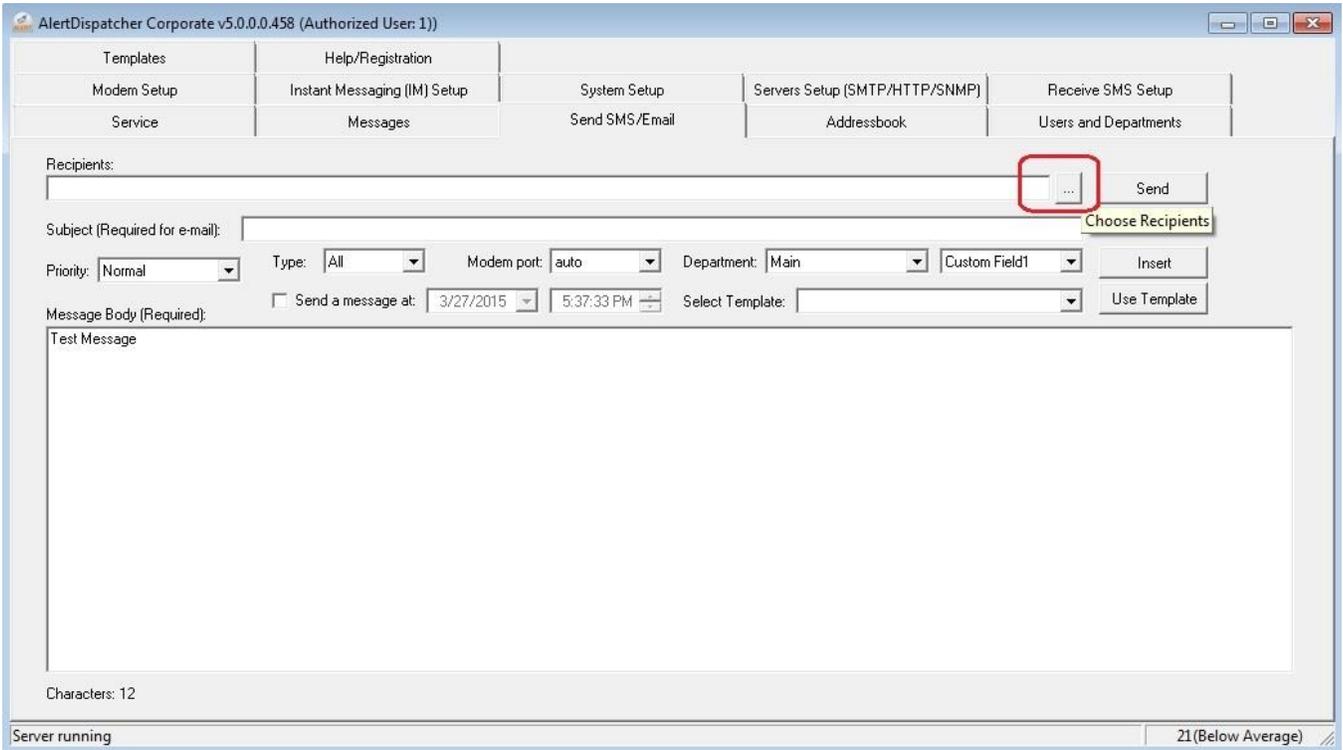
Note: If your AlertDispatcher is located on a LAN behind your Internet router, you will need to setup your Internet router to forward requests to port 80 (or whichever port you have configured) to your AlertDispatcher Server. If you don't have a static IP address, you will need to use a Dynamic IP address service. For more information on how to setup, please contact your company network administrator.

To know if you have configured your router correctly, you should be able to access the following page by accessing your Acknowledgement URL.



c). Send Test Message

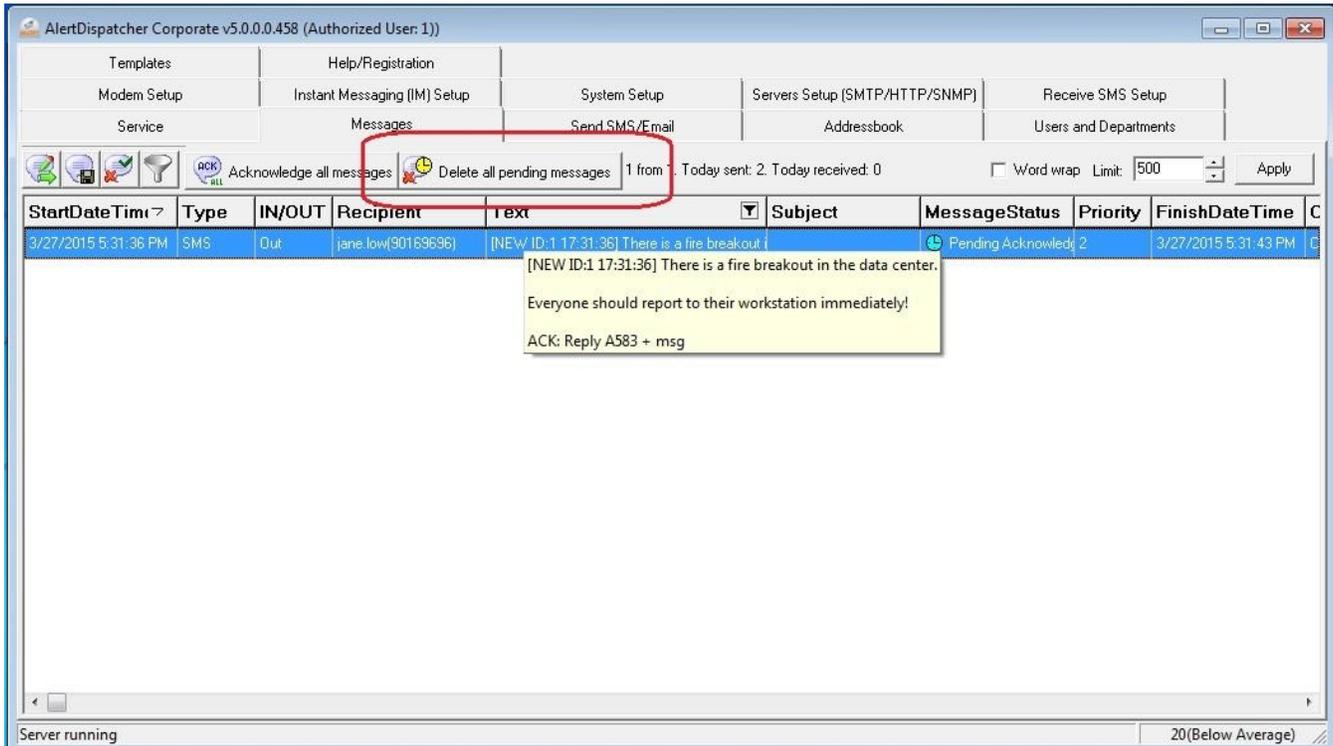
To test your newly created addressbook group, navigate to the “Send SMS/Email” tab, click on the ‘...’ button and select the group.



Click “Send” button to send the message.

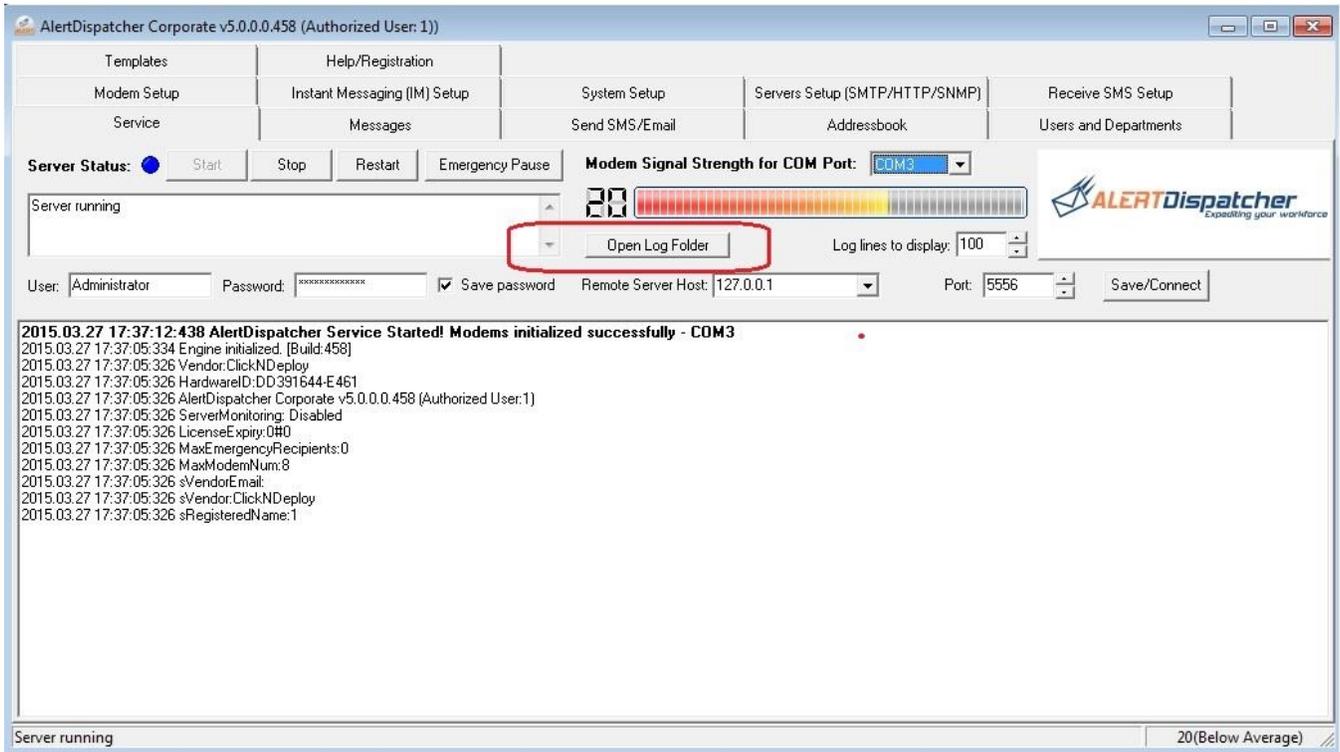
5). How to Delete Pending Messages

You can all delete pending messages (have not been sent out by the system) by right clicking on the message grid and select “Delete all pending messages”.



6). How to Retrieve Logs for Troubleshooting

You can retrieve your logs by clicking on the “Open Log Folder” button.



2. For Administrator

1). How to register AlertDispatcher license using Activation Code

Once you have successfully setup and configured your AlertDispatcher installation, the software will work fully for 60 days until you registered your software.

To register, run AlertDispatcher Client, and click on the 'Register Software' button on the splash screen. Alternatively, you can launch AlertDispatcher Client and navigate to the "Help/Registration" Tab on the main page.

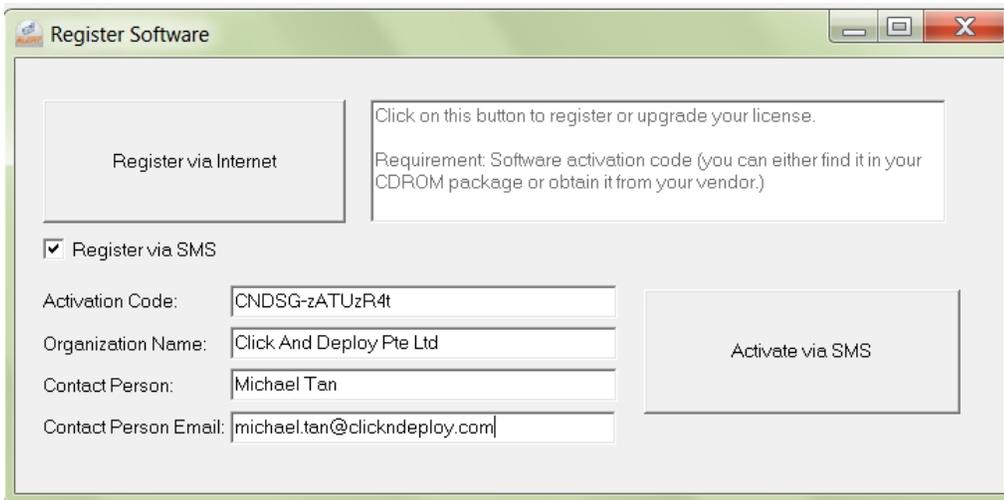


You may register **via Internet** or **via SMS**.

a). Register via SMS

If you do not have access to Internet connection, you may try to register **via SMS** by ticking the checkbox "Register via SMS". If you are not able to tick "Register via SMS", please ensure you have configured a modem and inserted a working SIM card and restart AlertDispatcher service. You may send a test SMS to verify your configuration is correct.

Alternatively, you can perform Internet activation by copying the registration link generated on the AlertDispatcher server (which does not have Internet) to another machine with Internet connection (for example your laptop). **Warning:** You must not generate the registration link on your laptop as the key will fail to work as it is for your laptop and not for AlertDispatcher server.

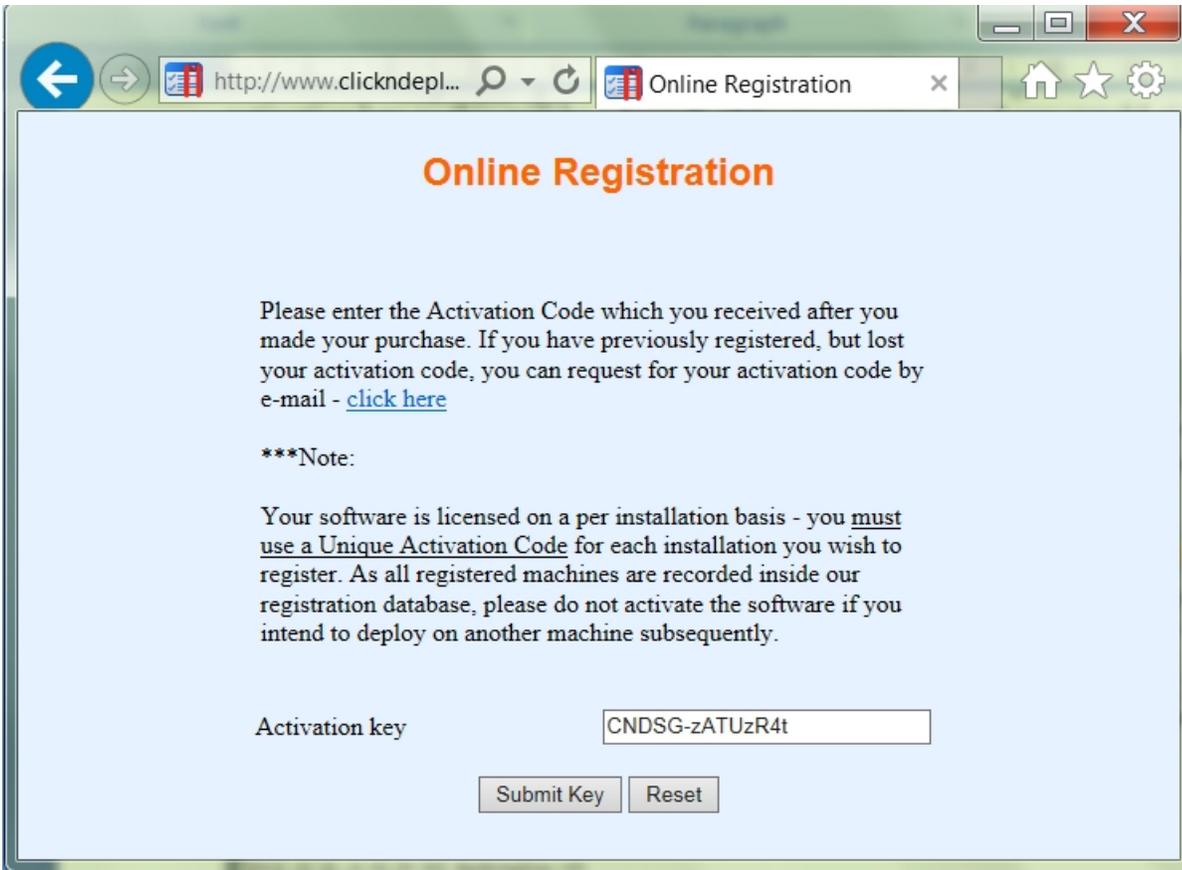


b). Register via Internet

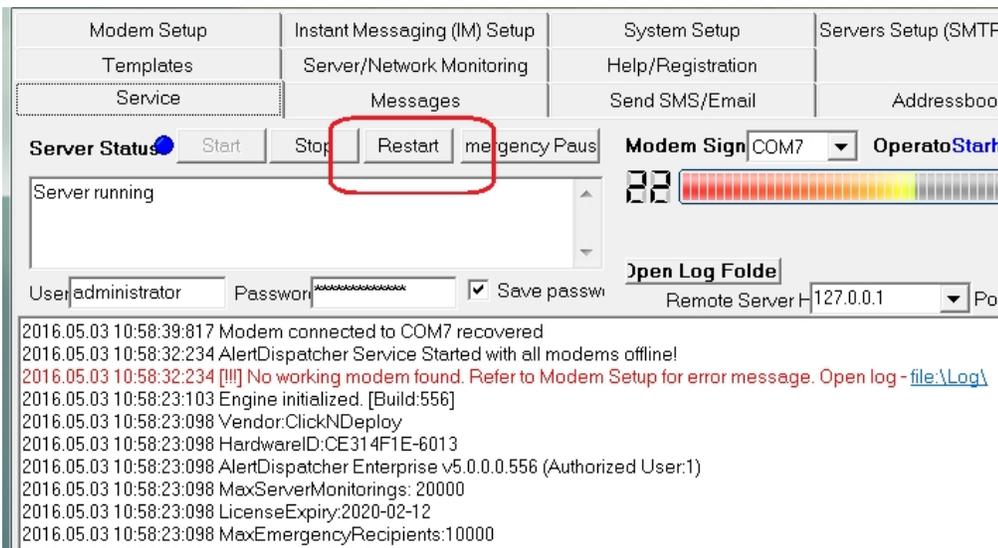
After clicking "Register via Internet", the following website will load. Enter your license Activation Code which is in the format "*CNDSG-zATUzR4t*". Note: "*CNDSG-zATUzR4t*" is only an example, please do not use this code.

The Activation Code can be found on your CDROM or the Email sent to you after you have made your order. If you do not have this code, please contact your software vendor. The software code will be sent to you by Email. Please check your spam folder if you cannot find your activation Email.

The Activation Code is unique to your machine; please do not use it to register multiple machines as it may cause the Activation Code to be voided.



After you have applied downloaded the registration key (for case of Internet registration), please restart AlertDispatcher Service to confirm that your software has been registered.



2). How to setup AlertDispatcher to send Email/Alert Emails

In order for AlertDispatcher to send out Emails, you must configure an SMTP user account under “*System Alerts/Email Setup*”.

AlertDispatcher can be configured to send a system alert message (Email/SMS) on encountering a modem or system error. You can configure the system alert recipient under “*Send System Alert to:*”. This is highly recommended if you are using AlertDispatcher for critical purpose.

Click "Test Alert" to test send an email and check the Messages tab for the send status.

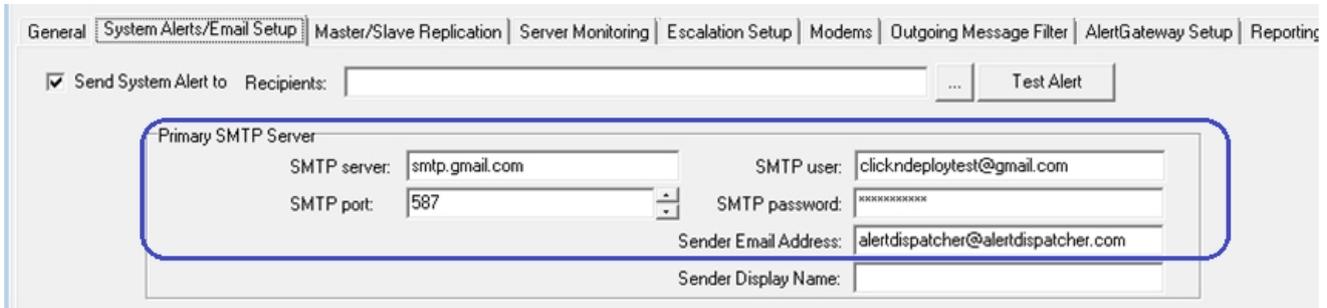
The screenshot shows the configuration interface for AlertDispatcher. The 'System Alerts/Email Setup' tab is selected. The 'Send System Alert to' checkbox is checked. The 'Primary SMTP Server' section is configured with the following details:

- SMTP server: smtp.gmail.com
- SMTP port: 587
- SMTP user: clickndeploytest@gmail.com
- SMTP password: [masked]
- Sender Email Address: alertdispatcher@alertdispatcher.com
- Sender Display Name: [empty]

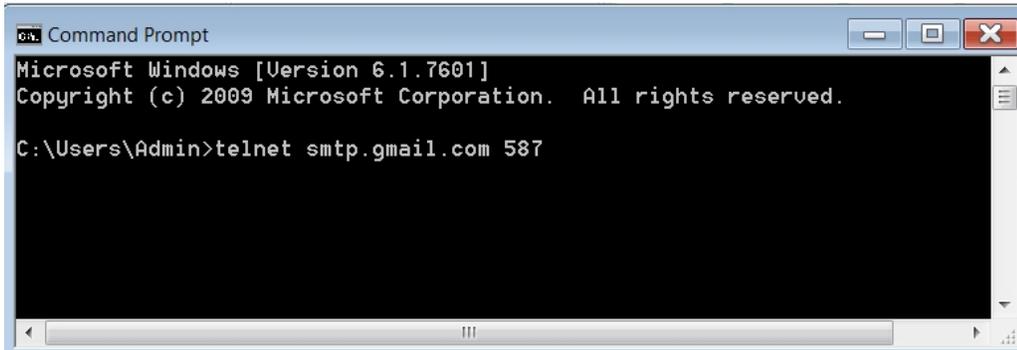
The 'Secondary SMTP Server' section is disabled. The status bar at the bottom indicates 'No working modem found. Refer to Modem Setup for error message.' and 'Unknown'.

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.

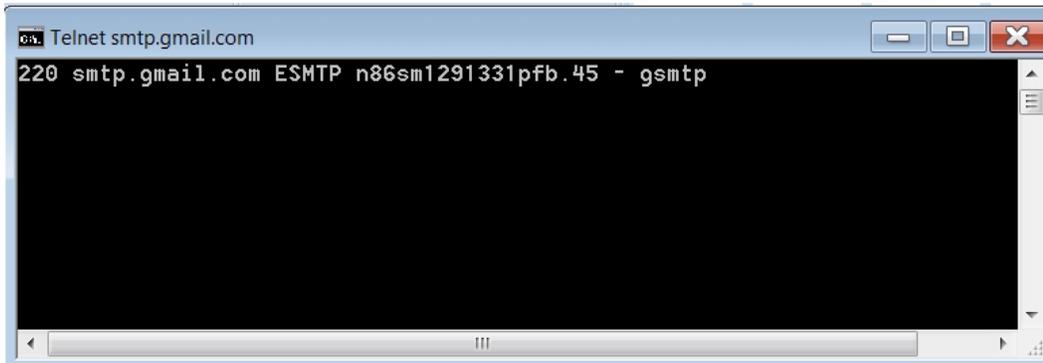
If you do not have a company SMTP Server, you can use your ISP SMTP Server or register a free GMAIL account (GMAIL SMTP Server uses port 587 instead of the standard port 25). Take note that GMAIL has a daily send limit of between 100 to 500 messages, so you must not send to too many recipients to avoid exceeding the limit.



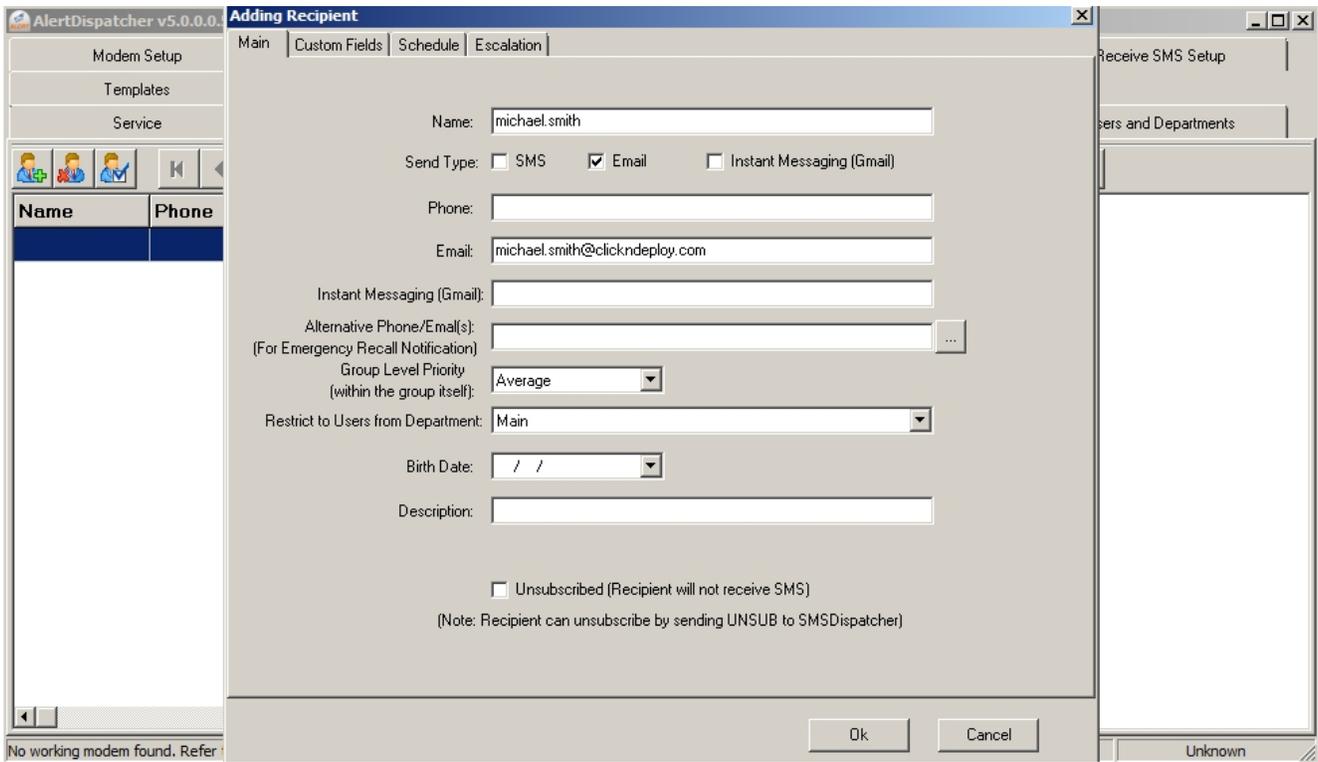
You can use Telnet client to verify that you are able to connect to the SMTP Server from your AlertDispatcher installation. The following example tries to connect to GMAIL SMTP Server at port 587. Your corporate email server may use port 25.



On successful connection, it will return the code "220".



To send email through the Addressbook, you can add the recipient email address as shown below.



3). How to setup Master/Slave Cluster Redundancy

If you are using the Enterprise License, you can setup Master/Slave cluster redundancy on 2 AlertDispatcher installations using 2 different "Operation Modes": a). *Active Master/Active Slave* (default), b). *Active Master/Passive Slave*. Note: For both operation modes, changes to Users, Addressbook, Template, System Alert Recipient and Daily Heartbeat setting can only be done on the Master node and will be replicated to the Slave node.

When configured as "*Active Master/Active Slave cluster*" (the default setting), both Master and Slave nodes will process messages sent to them concurrently (by interfacing application) and act as backup for each other (2-way message replication) in the event of failover of either node. To ensure that there is no duplicate messages, the interfacing application should only send to one node and failover to the other node.

When configured as "*Active Master/Passive Slave cluster*", messages sent to Slave node will be ignored until the Master node is offline. If the interfacing application can send the same message to both nodes, this setup confers an additional level of high availability. The message sent to Slave node (passive) will be ignored as long as the Master node is online. In the event of failure of the Active Master, the message sent to the Passive Slave node will be processed and sent out.

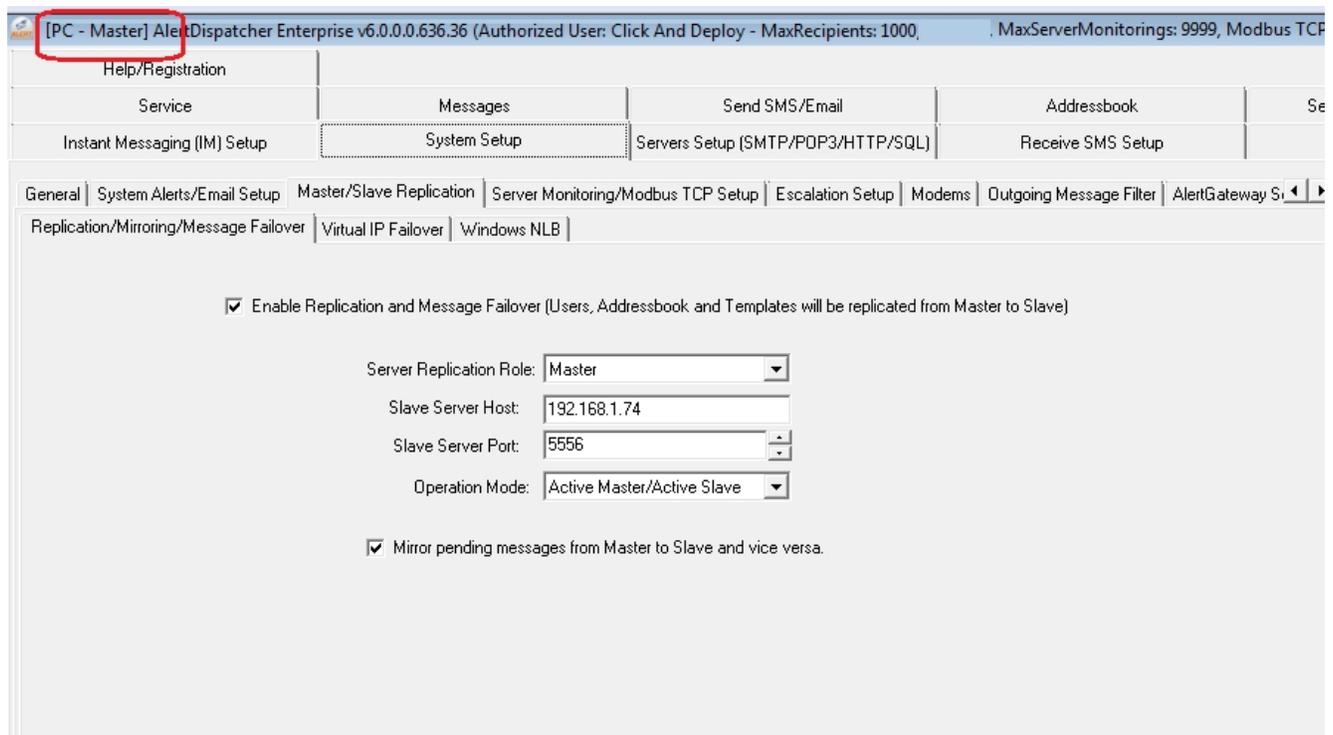
a). Active Master/Active Slave Operation Mode

To configure your AlertDispatcher as Active Master/Active Slave, first enable the setting *"Enable Replication and Message Failover (Users, Addressbook and Templates will be replicated from Master to Slave)"* to enable automatic message failover (both ways) across the Master and the Slave node.

The *"Enable Replication and Message Failover"* setting does not ensure message persistency, so messages already queued on a node that failed will be lost. To ensure message persistency, you need to enable an additional setting *"Mirror pending messages from Master to Slave and vice versa"*.

This setting provides additional high availability by replicating messages queued on either Slave or Master node on the other node. If a particular node fails or crashes, pending messages that are in queue in the failed node will be sent using the other node automatically. This is possible because all queued messages will be replicated on the other node.

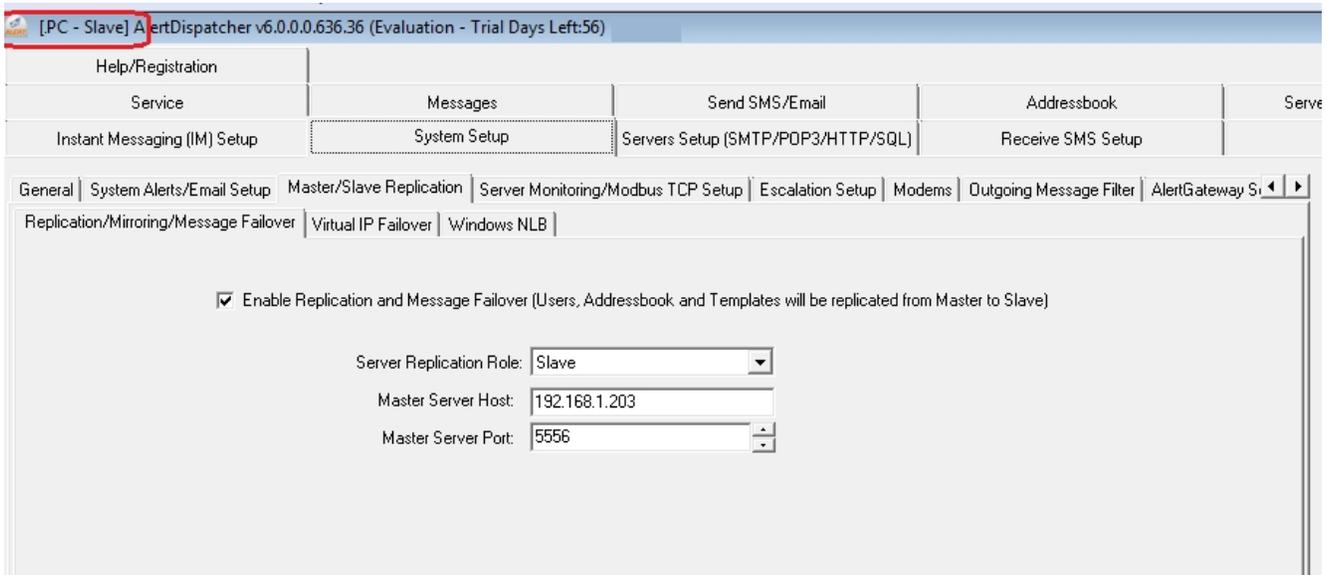
In the following example, the Active Master node IP address is 192.168.1.203 and the Active Slave node IP address is 192.168.1.74.

Active Master Node:

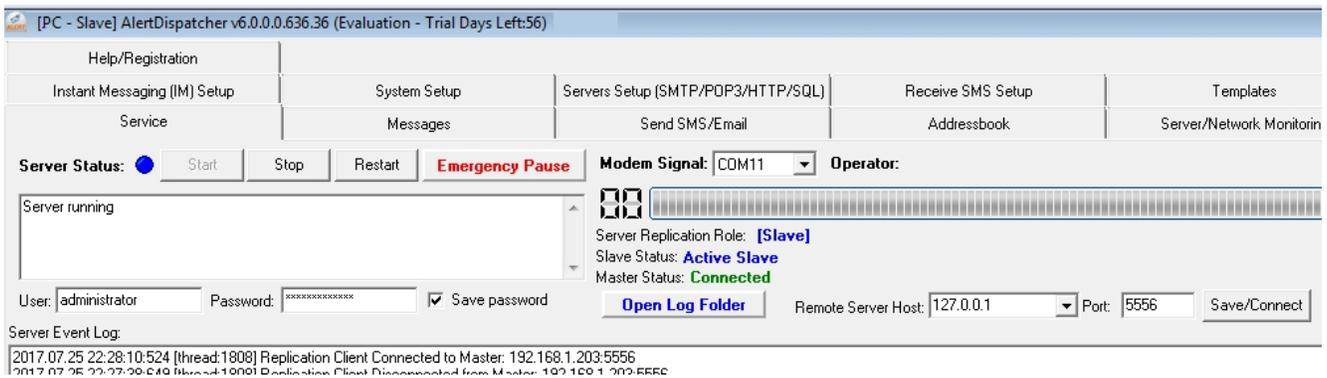
The screenshot shows the configuration window for AlertDispatcher Enterprise v6.0.0.0.636.36. The window title is "[PC - Master] AlertDispatcher Enterprise v6.0.0.0.636.36 (Authorized User: Click And Deploy - MaxRecipients: 1000, MaxServerMonitorings: 9999, Modbus TCP)". The interface includes a menu bar with options like Help/Registration, Service, Messages, Send SMS/Email, Addressbook, and System Alerts/Email Setup. The "System Alerts/Email Setup" menu is open, showing sub-options: Replication/Mirroring/Message Failover, Virtual IP Failover, and Windows NLB. The "Replication/Mirroring/Message Failover" sub-menu is selected, displaying the following settings:

- Enable Replication and Message Failover (Users, Addressbook and Templates will be replicated from Master to Slave)
- Server Replication Role: Master (dropdown)
- Slave Server Host: 192.168.1.74 (text input)
- Slave Server Port: 5556 (spin box)
- Operation Mode: Active Master/Active Slave (dropdown)
- Mirror pending messages from Master to Slave and vice versa.

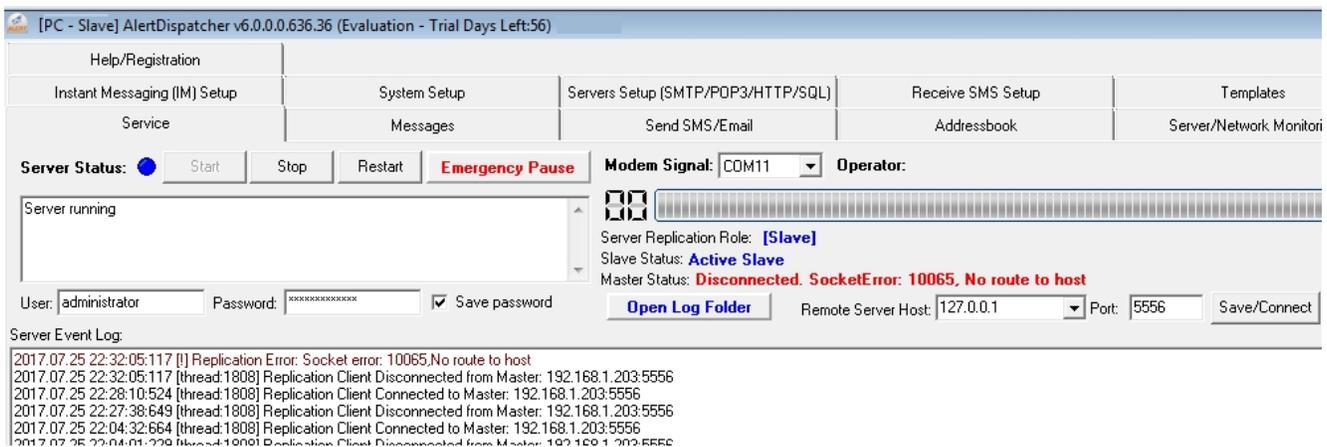
Active Slave Node:



The connection status to the Active Master is displayed on the Active Slave. In the following screenshot, the Active Slave is shown as connected to the Active Master.



In the following screenshot, the Active Slave is shown as disconnected from the Active Master.



The disconnected status is also displayed on the Active Master.

Server Status: ● Start Stop Restart **Emergency Pause** Modem Signal: COM10 Operator:

Server running

Server Replication Role: **[Master]**
Slave Status: **Disconnected. SocketError: 10060, Connection timed out**

User: Administrator Password: ***** Save password **Open Log Folder** Remote Server Host: 127.0.0.1 Port: 5556 **Save/Connect**

Server Event Log:

```
2017.07.25 22:36:59:538 [!!!] Replication Slave not available. Please check if Slave Server Host is correct. If firewall is enabled, please allow port 5556. SocketError: 10060, Connection timed out Open log - file: \L
2017.07.25 22:31:43:308 [thread:1652] Failover Client Disconnected from Slave: 192.168.1.74:5556
2017.07.25 22:31:43:308 [!] Failover Error: Socket error: 10054,Connection reset by peer
2017.07.25 22:28:28:452 AlertDispatcher Service Started with no modems enabled!
```

b). Active Master/Passive Slave Operation Mode

To configure your AlertDispatcher as Active Master/Passive Slave, first enable the setting *"Enable Replication and Message Failover (Users, Addressbook and Templates will be replicated from Master to Slave)"* to enable automatic message failover (both ways) across the Master and the Slave node.

The *"Enable Replication and Message Failover"* setting does not ensure message persistency, so messages already queued on a node that failed will be lost. To ensure message persistency, you need to enable an additional setting *"Mirror pending messages from Master to Slave and vice versa"*.

This setting provides additional high availability by replicating messages queued on either Slave or Master node on the other node. If a particular node fails or crashes, pending messages that are in queue in the failed node will be sent using the other node automatically. This is possible because all queued messages will be replicated on the other node.

In the following example, the Active Master node IP address is 192.168.1.203 and the Passive Slave node IP address is 192.168.1.74.

Active Master Node:

PC - Master] AlertDispatcher Enterprise v6.0.0.0.636.36 (Authorized User: Click And Deploy - MaxRecipients: 1000, MaxServerMonitorings: 9999, Modbus TCP: Disabled)

Help/Registration

Service Messages Send SMS/Email Addressbook Serv

Instant Messaging (IM) Setup System Setup Servers Setup (SMTP/POP3/HTTP/SQL) Receive SMS Setup

General System Alerts/Email Setup Master/Slave Replication Server Monitoring/Modbus TCP Setup Escalation Setup Modems Outgoing Message Filter AlertGateway S

Replication/Mirroring/Message Failover Virtual IP Failover Windows NLB

Enable Replication and Message Failover (Users, Addressbook and Templates will be replicated from Master to Slave)

Server Replication Role: Master

Slave Server Host: 192.168.1.74

Slave Server Port: 5556

Operation Mode: Active Master/Passive Slave

Mirror pending messages from Master to Slave and vice versa.

In the following screenshot, the Active Master is shown as connected to the Passive Slave.

The screenshot shows the AlertDispatcher Enterprise v6.0.0.0.636.36 (Master) interface. The title bar indicates the user is 'Click And Deploy' with a maximum of 1000 recipients and 9999 server monitorings. The interface includes a navigation menu with options like 'Help/Registration', 'Instant Messaging (IM) Setup', 'System Setup', 'Servers Setup (SMTP/POP3/HTTP/SQL)', 'Receive SMS Setup', and 'Templates'. The 'Service' section shows the server is running, with buttons for 'Start', 'Stop', 'Restart', and 'Emergency Pause'. The 'Modem Signal' is set to COM10 and the 'Operator' field is empty. The 'Server Replication Role' is set to [Master] and the 'Slave Status' is 'Connected'. The 'User' is 'Administrator' and the 'Password' is masked. The 'Remote Server Host' is 127.0.0.1 and the 'Port' is 5556. The 'Server Event Log' shows the following entries:

```

2017.07.25 23:09:07:847 [thread:5000] Failover Client Connected to Slave: 192.168.1.74:5556
2017.07.25 23:08:36:082 [thread:5000] Failover Client Disconnected from Slave: 192.168.1.74:5556
2017.07.25 23:08:36:082 [!] Failover Error: Socket error: 10054.Connection reset by peer
2017.07.25 23:08:35:097 [thread:5000] Failover Client Connected to Slave: 192.168.1.74:5556
2017.07.25 23:08:35:035 [thread:1672] Failover Client Disconnected from Slave: 192.168.1.74:5556
2017.07.25 22:52:05:103 AlertDispatcher Service Started with no modems enabled!

```

Passive Slave Node:

The screenshot shows the AlertDispatcher v6.0.0.0.636.36 (Slave) interface. The title bar indicates the user is 'Evaluation - Trial Days Left:56'. The interface includes a navigation menu with options like 'Help/Registration', 'Service', 'Messages', 'Send SMS/Email', and 'Addressbook'. The 'Master/Slave Replication' tab is selected, showing the following settings:

- Enable Replication and Message Failover (Users, Addressbook and Templates will be replicated from Master to Slave)
- Server Replication Role: Slave
- Master Server Host: 192.168.1.203
- Master Server Port: 5556

In the following screenshot, the Passive Slave is shown as connected to the Active Master and the Passive Slave status is "Standby" which means it doesn't process any messages until the Active Master is down or becomes disconnected from the Passive Slave.

The screenshot shows the AlertDispatcher v6.0.0.0.636.36 (Slave) interface. The title bar indicates the user is 'Evaluation - Trial Days Left:56'. The interface includes a navigation menu with options like 'Help/Registration', 'Instant Messaging (IM) Setup', 'System Setup', 'Servers Setup (SMTP/POP3/HTTP/SQL)', 'Receive SMS Setup', and 'Templates'. The 'Service' section shows the server is running, with buttons for 'Start', 'Stop', 'Restart', and 'Emergency Pause'. The 'Modem Signal' is set to COM11 and the 'Operator' field is empty. The 'Server Replication Role' is set to [Slave], the 'Slave Status' is 'Passive Slave (standby)', and the 'Master Status' is 'Connected'. The 'User' is 'administrator' and the 'Password' is masked. The 'Remote Server Host' is 127.0.0.1 and the 'Port' is 5556. The 'Server Event Log' shows the following entries:

```

2017.07.25 23:08:37:707 [thread:1792] Replication Client Connected to Master: 192.168.1.203:5556
2017.07.25 23:08:36:707 [thread:1808] Replication Client Disconnected from Master: 192.168.1.203:5556
2017.07.25 23:08:36:707 [!] Replication Error: Socket error: 10054.Connection reset by peer
2017.07.25 22:51:48:414 [thread:1808] Replication Client Connected to Master: 192.168.1.203:5556

```

The following screen will be shown if the Passive Slave is disconnected from the Active Master. The Passive Slave status will change to "failover" which means all messages sent to it will be processed.

[PC - Slave] AlertDispatcher v6.0.0.0.636.36 (Evaluation - Trial Days Left:56)

Instant Messaging (IM) Setup | System Setup | Servers Setup (SMTP/POP3/HTTP/SQL) | Receive SMS Setup | Templates

Help/Registration

Service | Messages | Send SMS/Email | Addressbook | Server/Network Monitoring

Server Status: [Start] [Stop] [Restart] **Emergency Pause** Modem Signal: COM11 Operator:

Warning: Replication Error.

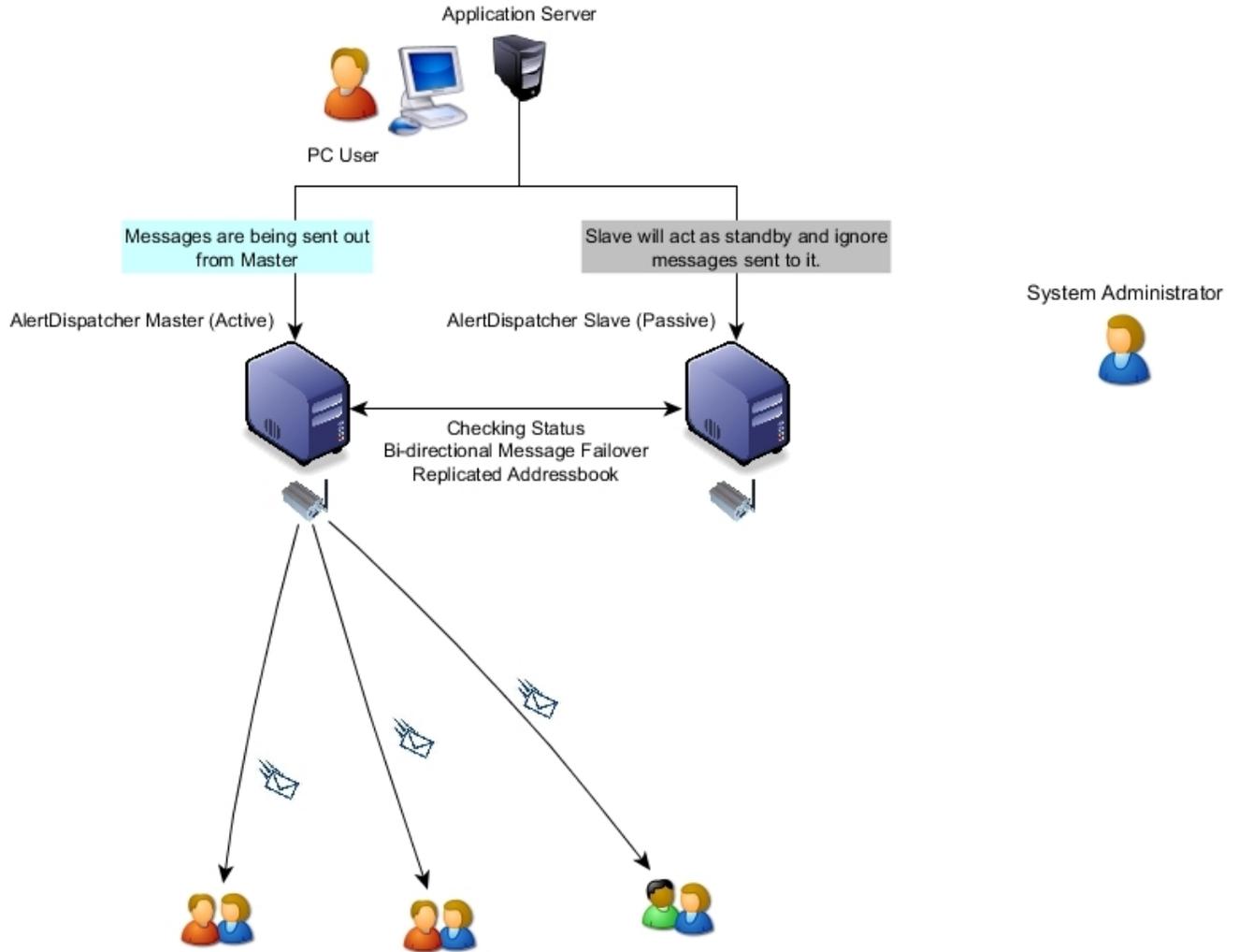
Server Replication Role: [Slave]
Slave Status: **Passive Slave (failover)**
Master Status: **Disconnected. SocketError: 10065, No route to host**

User: administrator Password: [*****] Save password **Open Log Folder** Remote Server Host: 127.0.0.1 Port: 5556 **Save/Connect**

Server Event Log:

```
2017.07.25 23:25:53:606 [!!!] Replication Master not available. Please check if Slave Server Host is correct. If firewall is enabled, please allow port 5556. SocketError: 10065, No route to host Open log - file:\Log\  
2017.07.25 23:20:58:497 [!] Replication Error: Socket error: 10065, No route to host  
2017.07.25 23:20:58:497 [thread:1792] Replication Client Disconnected from Master: 192.168.1.203:5556  
2017.07.25 23:20:58:497 [!] Replication Error: Socket error: 10054, Connection reset by peer  
2017.07.25 23:15:44:106 [thread:1792] Replication Client Connected to Master: 192.168.1.203:5556  
2017.07.25 23:15:13:463 [!] Replication Error: Socket error: 10061, Connection refused
```

The following diagram shows normal operation for an Active Master/Passive Slave cluster.



Upon failure of the Active Master node, the Passive Slave takes over.

