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Installation, Upgrades and Administration

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About AlarmTraq

Description

AlarmTraq™ is a multi-port solution that will capture and acknowledge alarms from communications systems including Avaya Aura Communications Manager, Definity G3r, G3si, G3csi, S8xxx as well as Definity Audix, Intuity Audix, and CMS Servers.

Upon receiving an alarm, AlarmTraq can also automatically dial-back into the system and perform pre-defined commands (tests) on the maintenance object that triggered the alarm, and automatically email the test results to the technicians assigned to that site or account.

History

AlarmTraq was originally developed with the co-operation of the United States Navy.

AlarmTraq is currently the primary alarm monitoring solution at over 100 military bases for the United States Navy, United States Marine Corp, and the United States Coast Guard in the US and Puerto Rico.

AlarmTraq is also installed in the highest offices of the United States Government.

Features and Benefits

- 24x7 Remote Monitoring and Alarm Management.
- Email notification to 8 email addresses based on alarm type and Product ID
- Pager notification to 2 pagers based on alarm type and Product ID
- Text messaging (SMS) support option via email notification
- Web Access alarm history for Techs and/or customers based on Product ID
- Automatic Acknowledge of alarm to PBX, lets your system know you received the alarm.
- Auto-Print of alarm based on alarm type.
- Auto-Export of alarms to 3rd party dispatch systems based on alarm type.
- Remote database connectivity for multiple server operation.
- Multi-Port support for up to 8 modems per server.
- Dial-Back module for automatic testing of hardware, up to 6 individual commands per alarm.
- Automatic scheduling of "test inads-link" performed on any or all days of the week.
- Support for over 10,000 Product ID's per server.
- Your company logo added to all web based reports and email notification.
- Your company links included in all web based reports and email notification.

Overview

- The shortest Return on Investment (ROI) available for Alarm Monitoring
- Capable of addressing the smallest single site to the largest Network Operations Center
- The lowest total cost of ownership on the market today.
- Best Value for your money.

Chapter 1 AlarmTraq System Requirements

1.1 System requirements for AlarmTraq

1.1.1 Operating system

AlarmTraq version 10.0 is a 32-bit Windows application. It runs under Windows Server 2019, Server 2016 and Server 2012 R2. It is highly recommended to have the latest service packs installed. AlarmTraq is also compatible with Windows 10.

1.1.2 Internal Memory

Internal memory is a complex issue. The internal memory needed for reasonable performance depends on the size of your AlarmTraq database(s) and the number of ports and modems you are using.

This table shows the recommended memory required for the operating system plus AlarmTraq. If you use other software applications simultaneously with AlarmTraq, add the required memory for these applications.

Operating System	Recommended RAM (MB)
Server 2019	2048
Server 2016	2048
Server 2012 R2	2048
Server 2008 R2	1024
Windows 10	1024
Windows 7	1024

1.1.3 Screen resolution

AlarmTraq can be run in 800 x 600 mode, a higher resolution is recommended.

1.1.4 Processor

A Pentium III, 500 MHz or equivalent is a minimum requirement. We recommend a Pentium IV, 2 GHz processor or equivalent.

1.1.5 Hard disk

You need at least 10GB disc space for your database(s) when using the single server. For the multi-server version the database is found on the server, thus local hard disk space is not an issue.

1.1.6 Modems

AlarmTraq can support up to eight (8) modems per server and required at least one (1) modem to operate. The modems are needed to receive alarms generated by the PBX systems you plan on monitoring. When an alarm is detected in a switch, it will dial a predetermined telephone number in order to contact the AlarmTraq server and transmit the alarm packet. AlarmTraq also uses modem ports to dial pager notification calls. In order to make sure a port is always available to receive an alarm call, at least two (2) modems are recommended for even the smallest of systems.

Number of PBXs Monitored	1-9	10-24	25-49	50-100	50-100	100-249	250-500	500 +
Modems required	2	2	4	4	4	6	6	8

Table 1.1.7 determining the number of modems required

1.2 Running AlarmTraq on Linux

AlarmTraq is designed to work optimally with Windows operating systems. Should you wish to run AlarmTraq on a PC with Linux as operating system, you must use Windows emulation software. Note that as the emulation software itself will use a lot of internal memory, you may need to add memory to your computer to achieve reasonable performance.

Please note that we do not guarantee the functionality of AlarmTraq on non-Windows operating systems, even when it is run using emulation software. You do so at your own risk; we cannot give you technical support.

Chapter 2 Database backups

Even though the AlarmTraq database is stable, it is advised to make regular backups of your database.

The database is located at:

'\Program Files\AlarmTraq\AlarmTraq.mdb'.

Note that the database should not be in use by AlarmTraq when you create a backup.

It is recommended to make a backup of the database immediately after installation, so that you have a copy of the original database for future reference.

Chapter 3 Updates

Reilly Telecom will regularly make software and database updates available to users with a valid service contract. To inform you of the availability of new updates, it is important that we have your correct address details, most importantly your e-mail address. Please let us know any changes in your contact details, or if another person becomes the contact person for AlarmTraq.

You can check if updates are available yourself via the Check for updates option under Help in the AlarmTraq menu. This option is only available if you have a valid service contract. Updates can be downloaded via our web site and come with clear installation instructions. Major upgrades will be sent on CD-ROM.

If you do not have a valid service contract and want to install any updates, you need to upgrade to the current version first. Please contact Reilly Telecom or your local dealer for information on how to order an upgrade.

Chapter 4 Database compatibility

Databases from previous AlarmTraq versions can be converted to the current AlarmTraq database format without loss of data. This section describes the possibility to exchange data between the different versions of AlarmTraq.

Chapter 5 Future

This chapter intentionally left blank

Chapter 6 Manuals

All AlarmTraq manuals are available as PDF file on the installation CD-ROM. The manuals are also installed with AlarmTraq and can be accessed via the Help menu in AlarmTraq. Additionally, the manuals can also be found on www.alarmtraq.com.

Chapter 7 Support

Should you have any questions, please contact the AlarmTraQ helpdesk via:

E-mail: support@reillytele.com

Phone: 203-234-9115

Fax: 203-234-9113

Chapter 8 Future

This chapter intentionally left blank

Chapter 9 AlarmTraq Installation

The AlarmTraq installation installs both temporary and indefinite files for AlarmTraq. For guidance on updating of software and database see the appropriate documents.

9.1 Installing AlarmTraq

9.1.1 Installation

The installation of AlarmTraq must be done by experienced personnel of your IT department.

New Installation: Unzip the contents of the AlarmTraq.zip file (below) to a blank CD. Insert the CD into the drive on the server and the installation will start automatically.

Step 1: From the AlarmTraq Support Site, download the "AlarmTraq.msi" and "Install.bat" files and copy them to a temporary directory on your PC. If you plan on running AlarmTraq as a service, make sure these files are located in a folder that is accessible by the "Local System" account such as 'C:\tmp'.

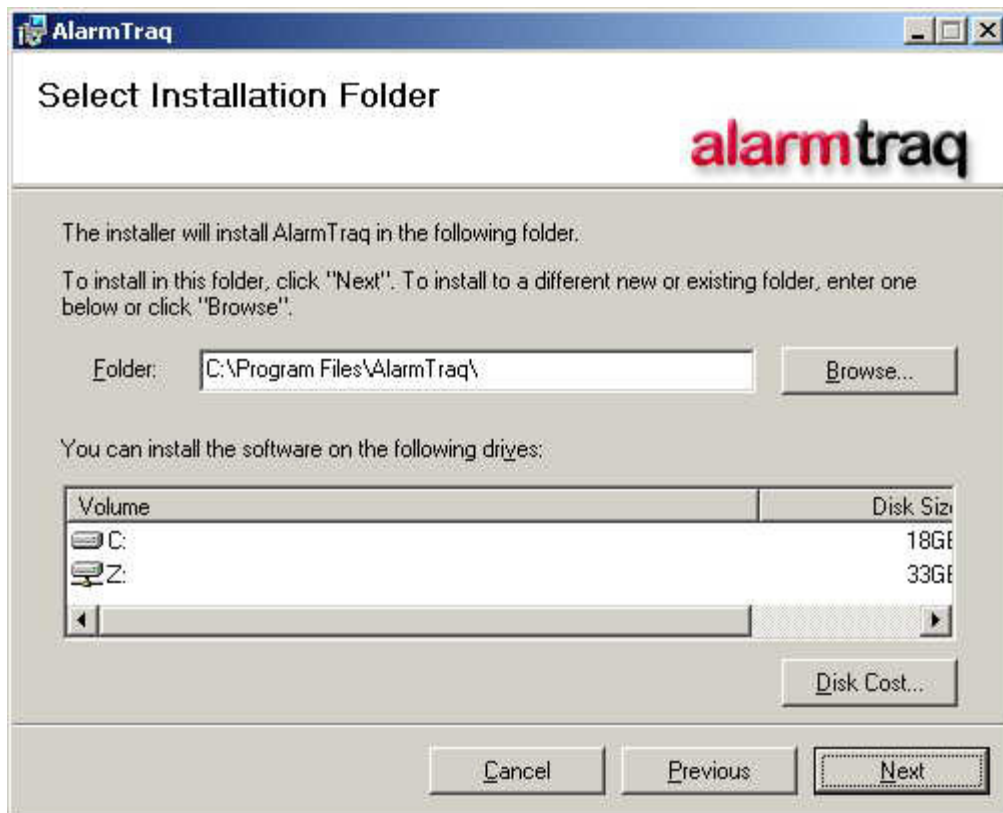
Step 2: Double-click the "Install.bat" file.



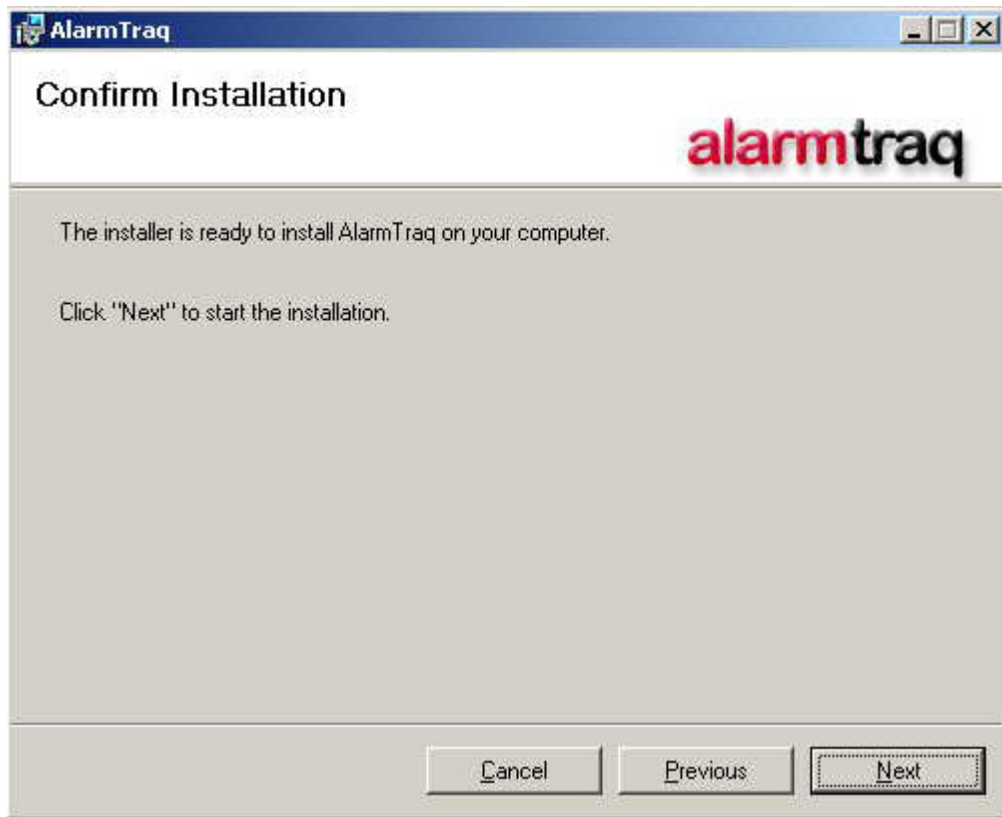
Step 3: From the AlarmTraq Setup Wizard, click **Next**



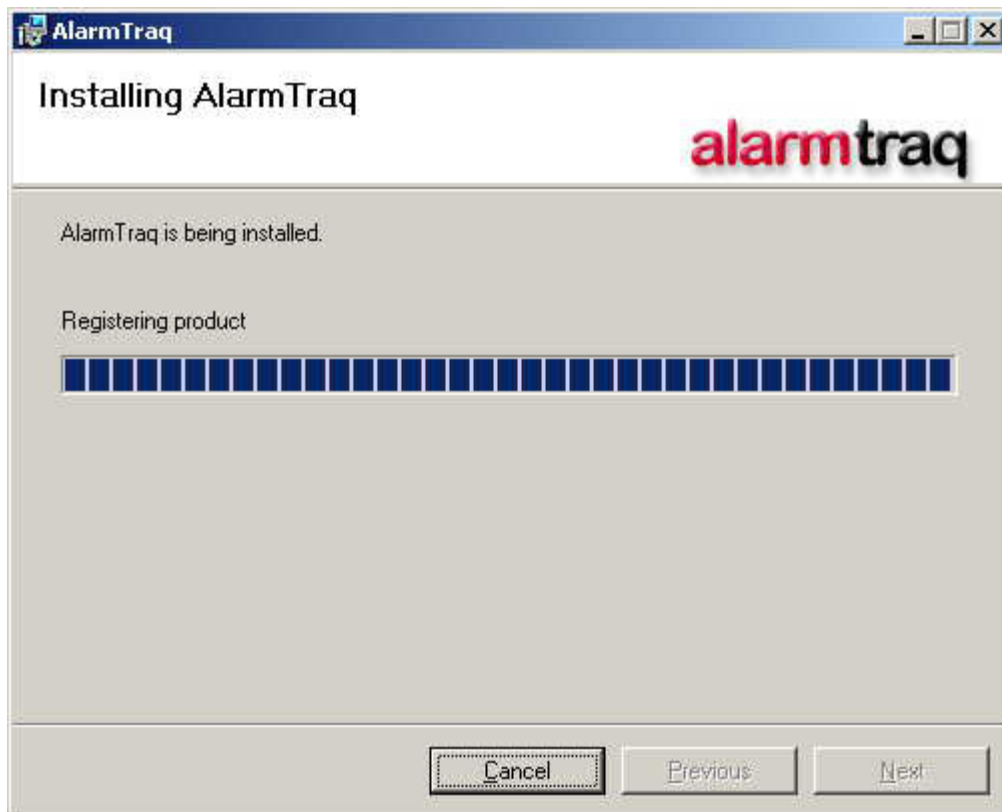
Step 4: Select the installation folder then click **Next**.



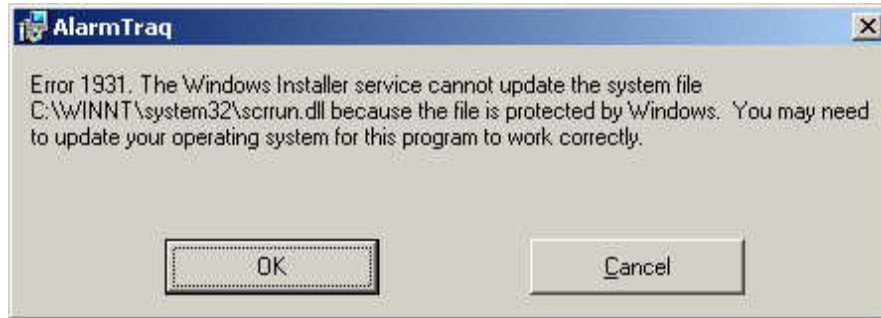
Step 5: Confirm installation then click **Next**.



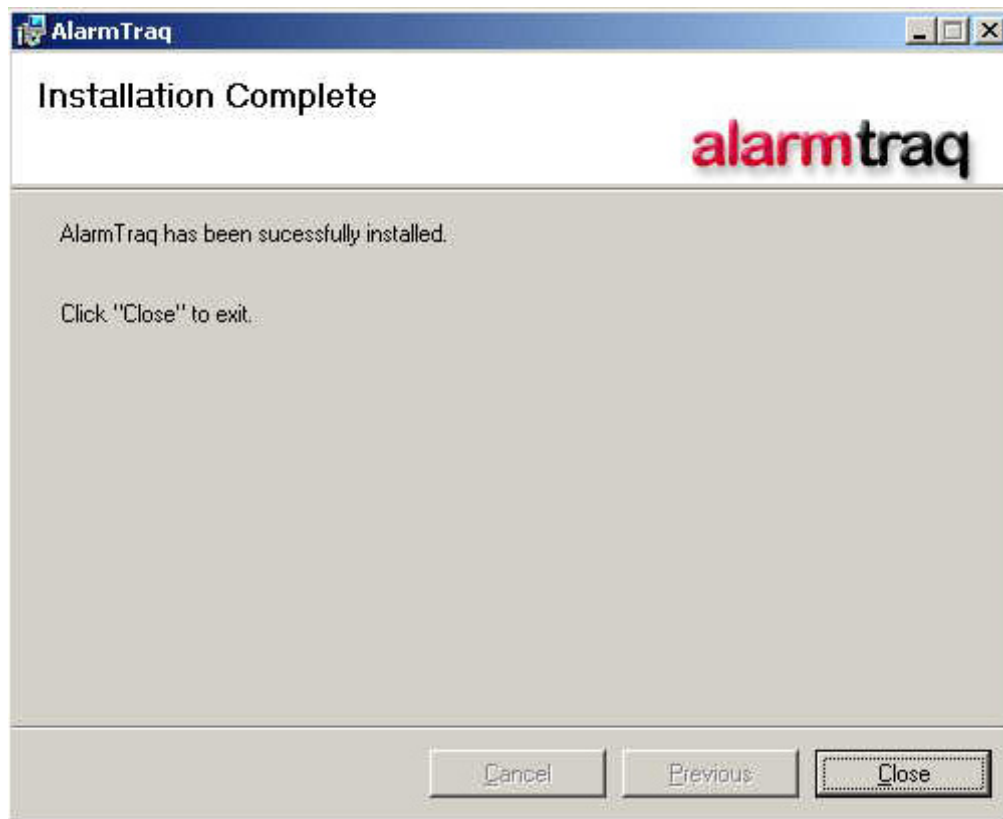
Step 6: Wait while AlarmTraq copies the files and registers components.



Step 7: If you receive an Error 1931, click **OK**.



Step 8: When Installation is completed, click **Close**.



The default directory where the software is installed is '\Program files\AlarmTraq' The default directory for the database is '\Program files\AlarmTraq'

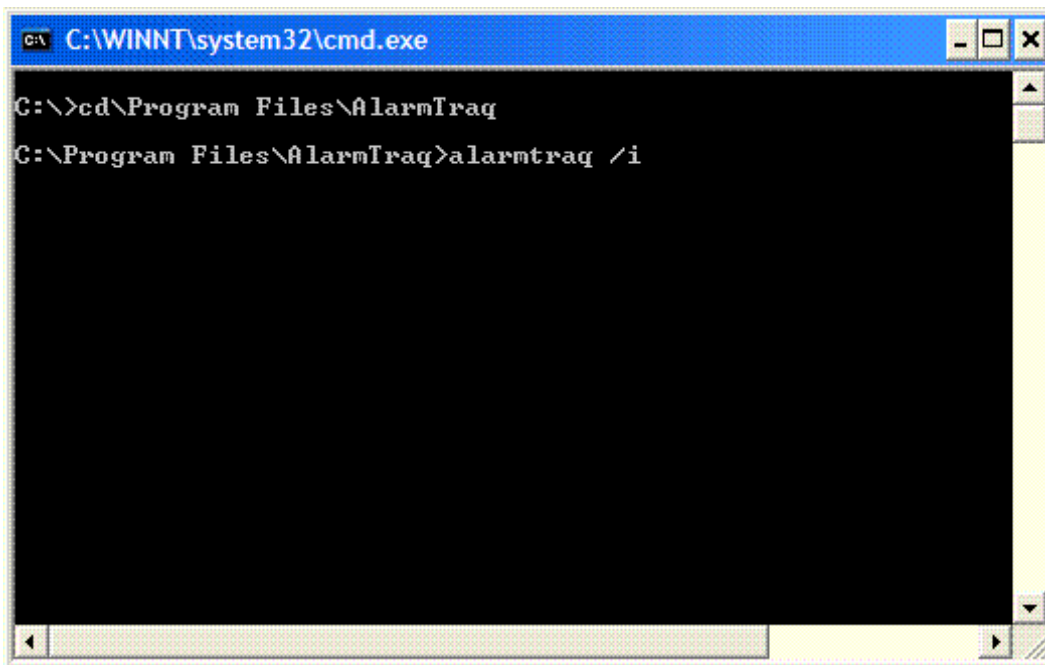
9.1.2 Manually install AlarmTraq as a service

Only for system administrators

On Windows 2000 and 2003, you can install AlarmTraq as a Windows Service. This has the advantage that you do not have to login into Windows to start AlarmTraq. Run the service only if your configuration is complete and doing well.

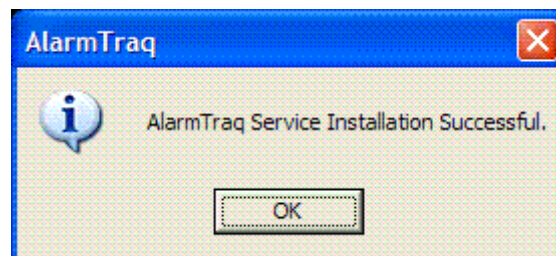
To install the service:

- If AlarmTraq is running: stop AlarmTraq
- Login on the server computer as System administrator
- Install the service with `alarmtraq /i` from the command prompt.



```
C:\WINNT\system32\cmd.exe
C:\>cd\Program Files\AlarmTraq
C:\Program Files\AlarmTraq>alarmtraq /i
```

- AlarmTraq should respond with



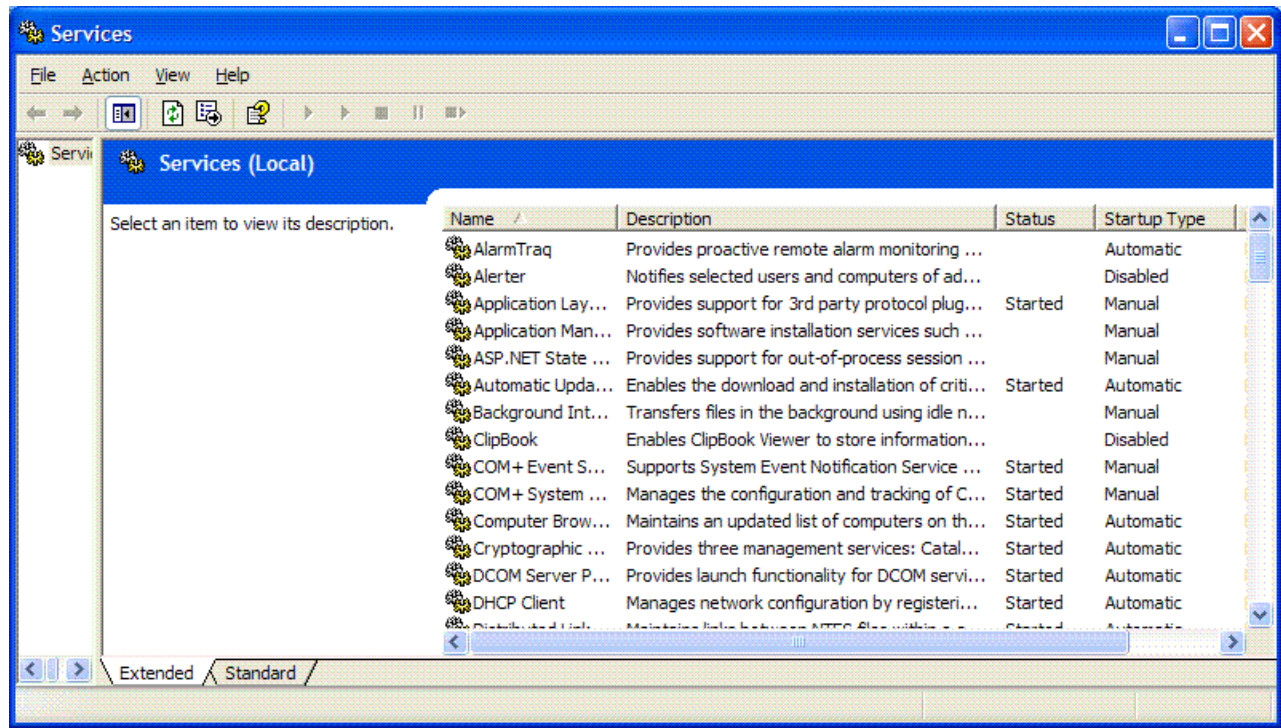
Other commands are:

- | | |
|---------------------------|------------------------------|
| <code>alarmtraq /i</code> | Install AlarmTraq service |
| <code>alarmtraq /u</code> | Un-Install AlarmTraq service |

9.1.3 Starting AlarmTraq as a service

Only for system administrators

AlarmTraq is installed as a service and will automatically startup when Windows starts. You can start and stop AlarmTraq manually by using the Windows Service Control Manager (SCM) available in the Control panel.



Windows Service Control Manager

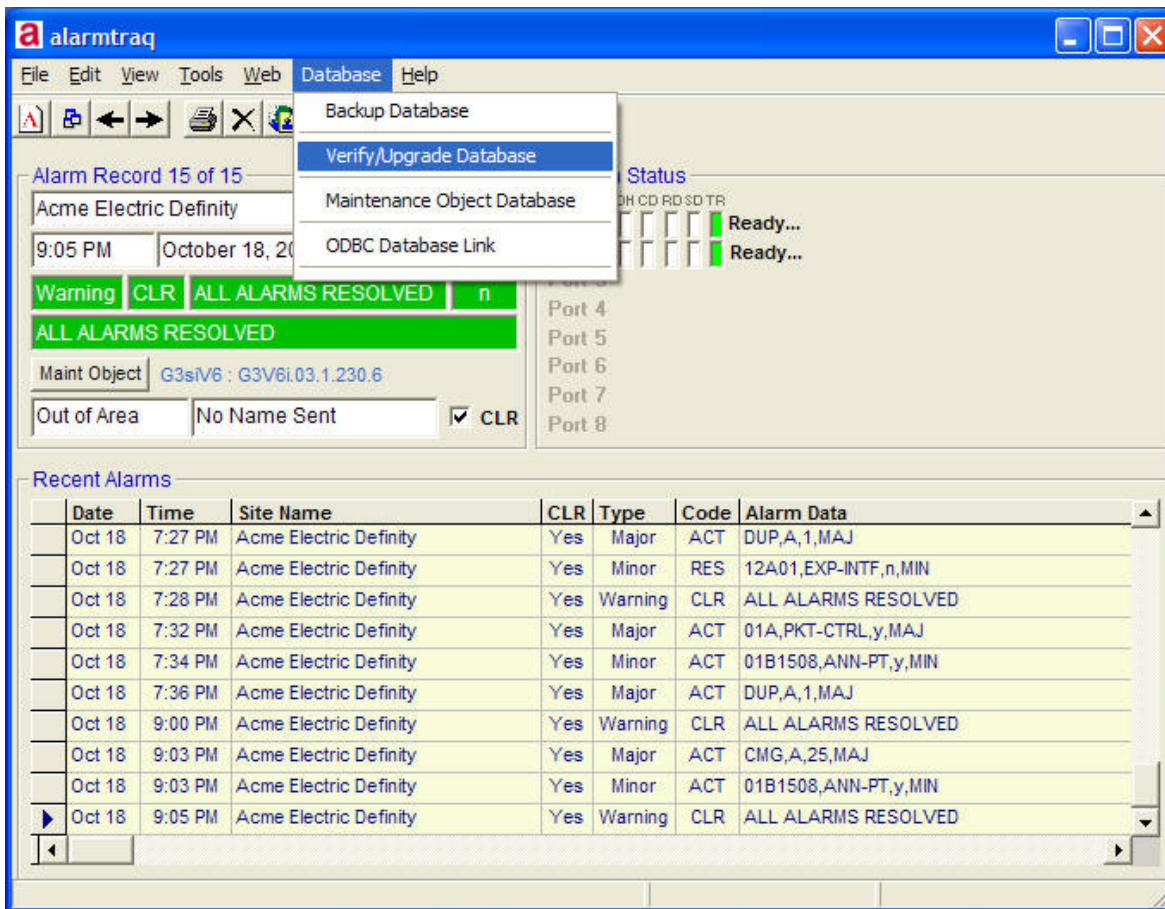
9.2 Upgrading AlarmTraq

9.2.1 Upgrading from AlarmTraq version 8 To version 10.0

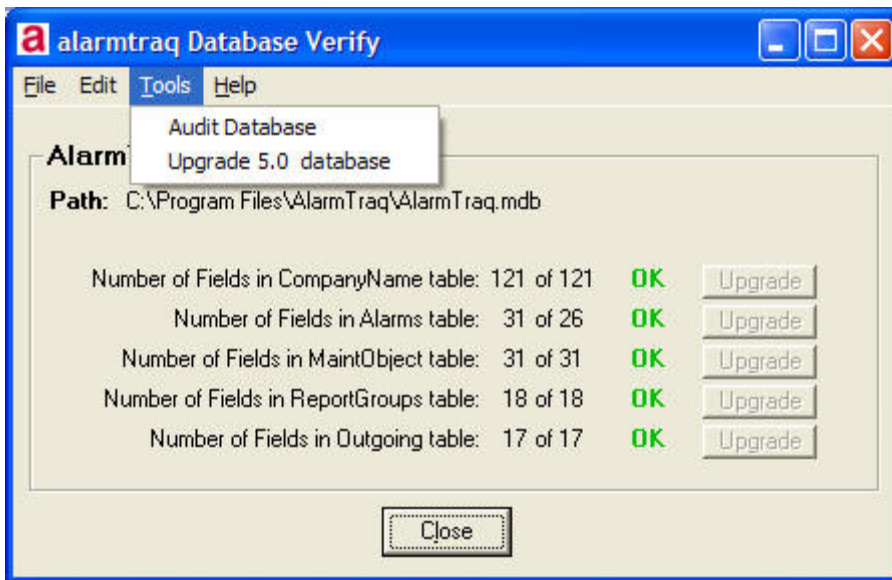
The installation of AlarmTraq must be done by experienced personnel of your IT department.

The following procedure is required to update your existing AlarmTraq.mdb database file to work with version 9

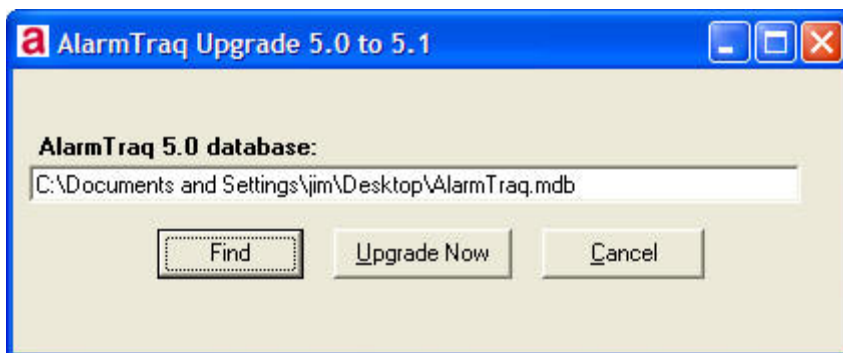
1. Backup your AlarmTraq.mdb file to a safe location (desktop or temporary directory).
2. Un-install AlarmTraq using Control Panel > Add/Remove Programs.
3. Unzip the contents of the AlarmTraq.zip file to a blank CD.
4. Insert the AlarmTraq 5.1 CD in the drive and let the AlarmTraq installer auto-start, or run the install.bat file from the CD.
5. From SQL Server Management Studio, open and run the SQL script file **Create_AlarmTraq.sql** to create the new AlarmTraq database (blank).
6. After the installer is completed, open AlarmTraq by double clicking the AlarmTraq shortcut on your desktop.
7. Once AlarmTraq has been opened, Click on Database > Verify/Upgrade Database.



8. From the Database Verify window, click on Tools > Upgrade 5.0 database.

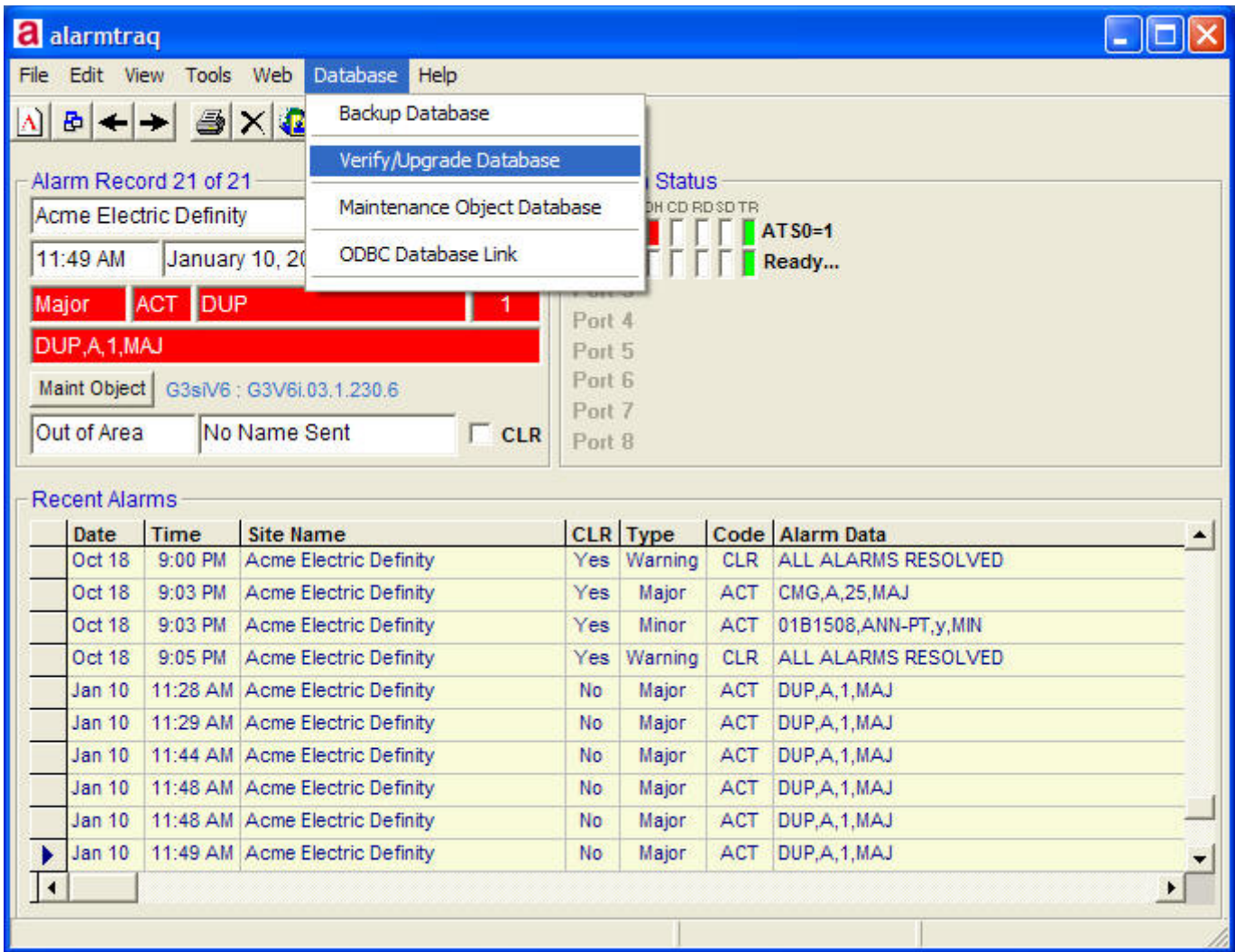


9. Click the Find button and select your previously back up copy of the AlarmTraq.mdb 5.0 database.

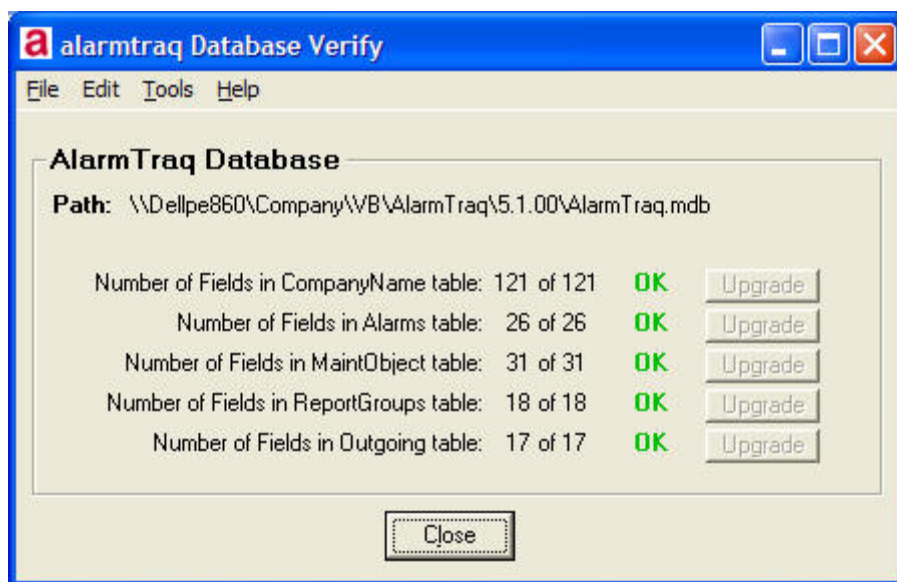


10. Click the Upgrade Now button to move the tables from the 5.0 database to the new 5.1 database. After upgrade is completed AlarmTraq will restart using the upgraded database.

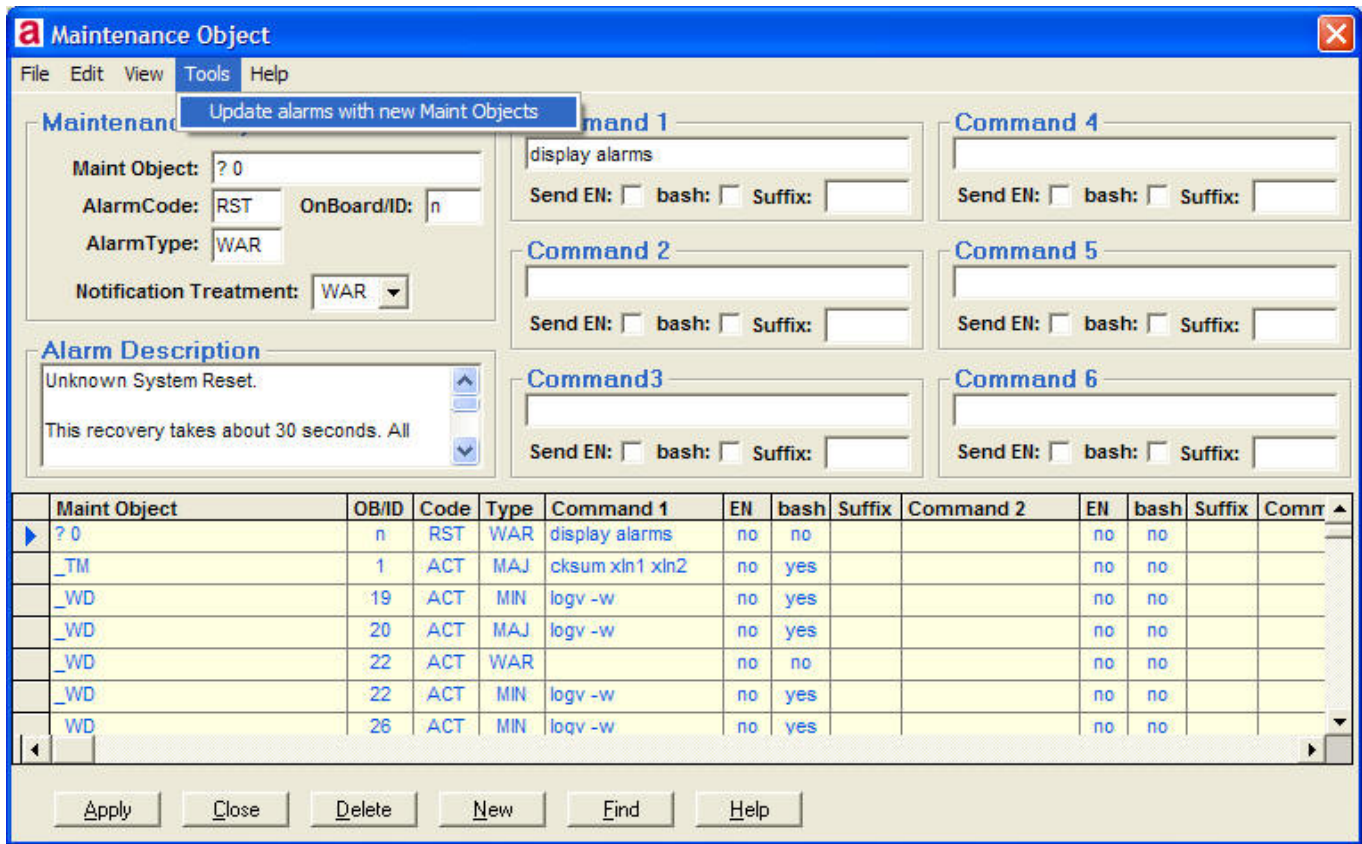
11. Restart AlarmTraq and click on the Database> Verify/Upgrade Database.



12. Make sure all the tables are up to date and show **OK** then click Close.



13. Click on the Database> Maintenance Object Database. Verify your Maintenance Object table contains at least 500 records then click on Tools>Update alarms with new Maint Objects.



14. When complete click OK to close the dialog box.

15. Your database is now configured to work with version 9.0. Test AlarmTraq for normal operation.

Chapter 10 Web Server

10.1 IIS Installation

Only for system administrators

The installation of AlarmTraq must be done by experienced personnel of your IT department.

Web server software must be installed and running prior to the installation of AlarmTraq. AlarmTraq was tested to work with industry standard web servers - Apache and Microsoft Internet Information Server.

AlarmTraq installation supports Microsoft Internet Information Server automated configuration. If you use other web server (e.g. Apache) you will need to setup your web server manually (you only need to setup new web site or virtual directory).

However, we recommend that you use the Microsoft Internet Information Server (MS IIS), which can be configured automatically during the Windows setup process. A copy of Microsoft Internet Information Server installation can be found on your Windows 2000/2003/XP installation CD. For more information on how to install the MS IIS, please visit <http://www.microsoft.com>.

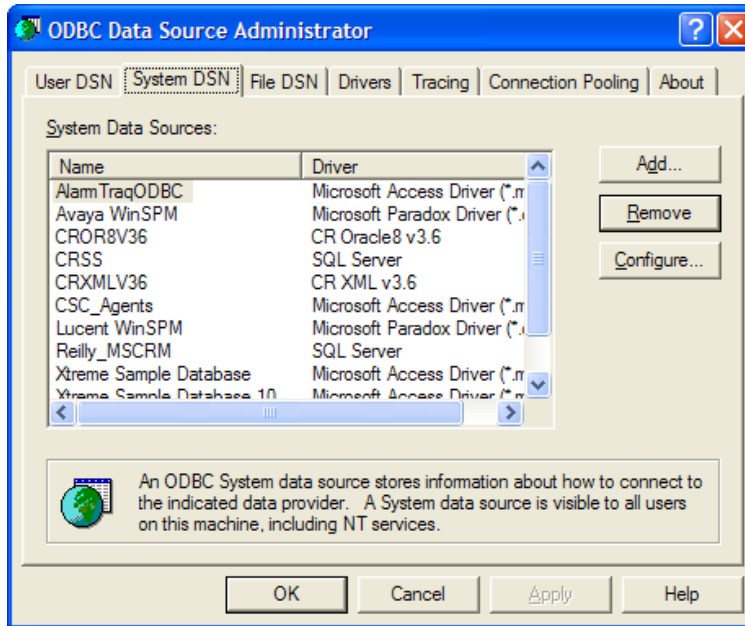
10.2 ODBC Web Connection

Only for system administrators

The configuration of an ODBC (Open Database Connectivity) connection to the AlarmTraq database must be done by experienced personnel of your IT department.

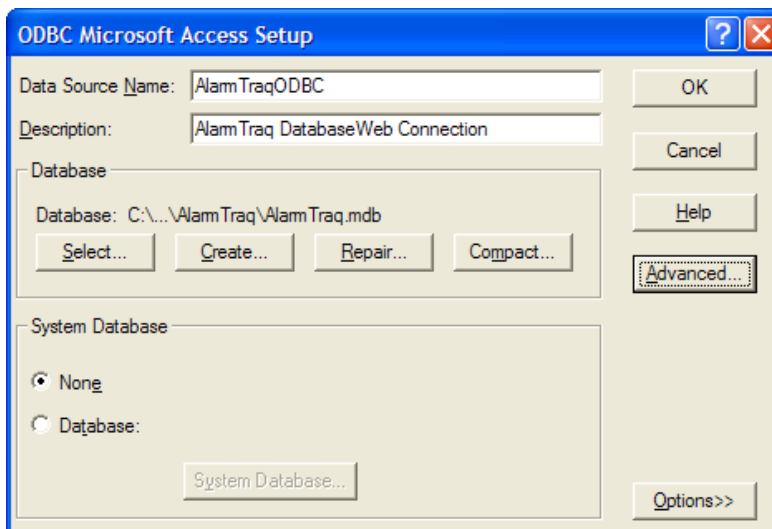
Web server software must be installed and running prior to creating an ODBC link. AlarmTraq was tested to work with industry standard web servers - Apache and Microsoft Internet Information Server.

To open Data Sources (ODBC), click **Start**, click **Control Panel**, and then click **Administrative Tools**, and then double-click **Data Sources (ODBC)**.



ODBC Data Source Administrator

Select the **System DSN** tab, and then click **AlarmTraqODBC**, and then click the Configure button.



ODBC Connection Administrator

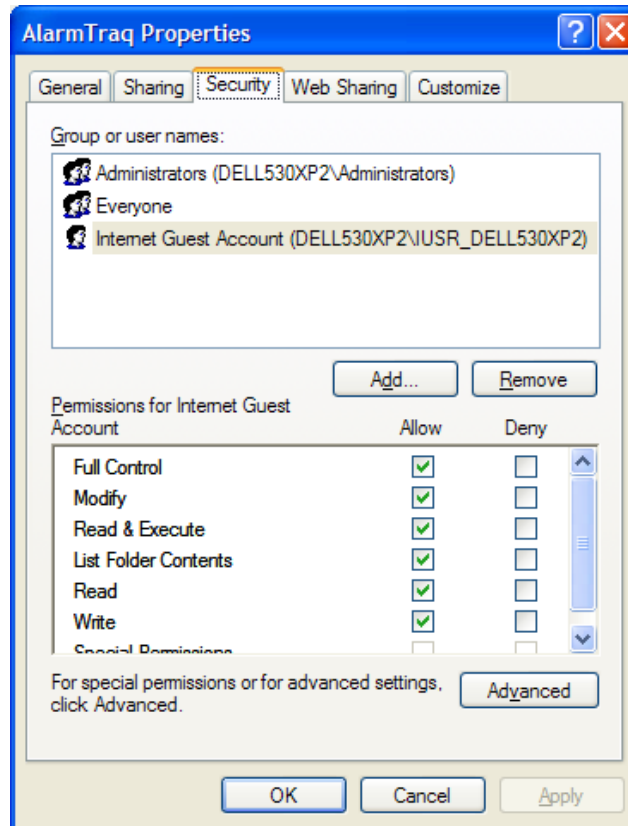
Make sure the Database points to the current **AlarmTraq.mdb** file in the AlarmTraq directory.

10.3 Web Folder Permissions

Only for system administrators

Make sure the **IUSR_[machinename]** account has full read/write access to your AlarmTraq directory ('C:\Program Files\AlarmTraq\'). Find the directory in Windows Explorer and right click on it, choosing "Properties" then "Security". If you see the **IUSR_[machinename]** account listed, make sure it has full read/write permissions. If not, you will have to add this account. Click "Add..." then "Advanced" then "Find Now". It will show a list of all the user accounts available on the machine. Find the **IUSR_[machinename]** account and click "OK" and "OK" again. Then make sure the account has the proper permissions, as listed above.

In the following example the machine name is DELL530XP2 so the user name is **IUSR_DELL530XP2**, make sure it has full read/write permissions to the AlarmTraq directory('C:\Program Files\AlarmTraq\').



10.3 Custom Logos on Web Pages

Custom Logos

To add your own custom logos to the web access page. Add the following files to the web server folder:

Add first company logo to top of page:

Logo1.gif

Add second company logo to top of page:

Logo2.gif

Add background image:

BackGround.gif

Chapter 11 Administering AlarmTraq

11.1 Starting AlarmTraq for the first time

11.1.1 Click the AlarmTraq icon on the desktop

To start AlarmTraq for the first time double-click the AlarmTraq icon on your desktop. The program will load the splash screen which will display the current software release that is loading as well as a progress bar showing that the system is starting.

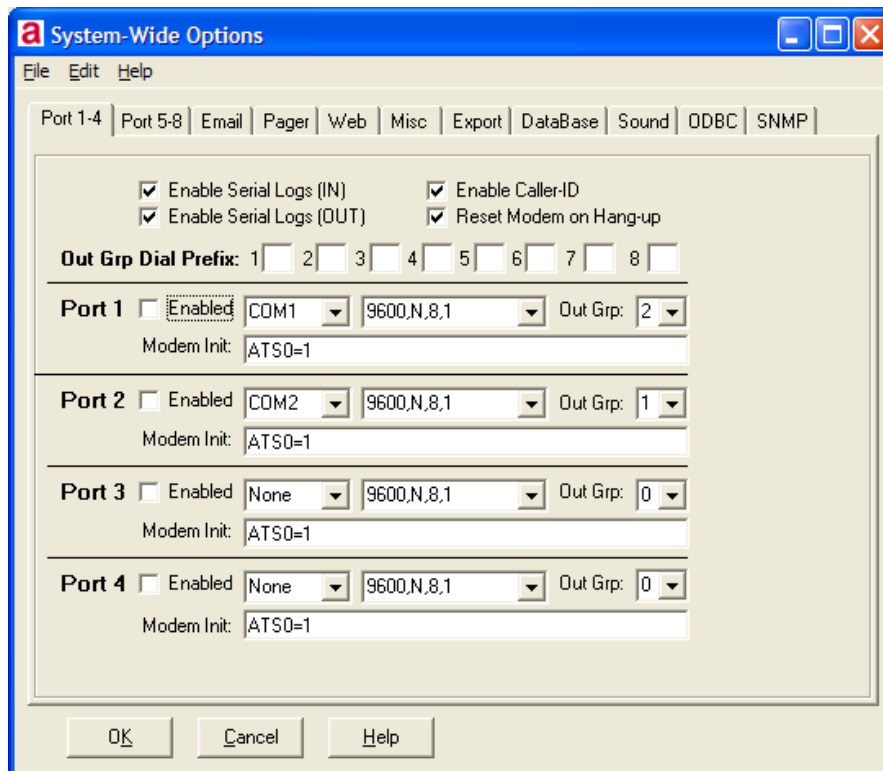


Splash Screen at startup

11.2 System-Wide Options

11.2.1 Setting up Ports 1-4

Once AlarmTraq has started the “System-Wide Options” form is automatically loaded. The first tab shows the modem settings for ports 1-4.



System-Wide Options | Port 1-4 Settings

Com Port - Enter the com port associated with your modem.

Data Rate - Enter a valid data-rate for this connection. Valid configurations are:

14400,N,8,1
9600,N,8,1
4800,N,8,1
2400,N,8,1
1200,N,8,1

Modem Initialization String - Enter any commands required by your modem to answer the call.

Default: ATSO=1.

MultiTech MT5634ZBA Modem

The MultiTech MT5634ZBA external modem is recommended for AlarmTraq. For instructions on how to physically connect it and for general configuration instructions, see the documentation that came with the modem.

Set the modem initialization string to:

Using Caller ID **ATSO=2+VCID=1**
Without Caller ID **ATSO=1**

U.S. Robotics

For instructions on how to physically connect it and for general configuration instructions, see the documentation that came with the modem.

Set the DIP switches on the modem to match the settings listed in the table below.

U.S. Robotics External Modem Switch Settings Switch Setting Function

1. OFF (Up) DTR (Data Terminal Ready) override
2. OFF (Up) Result codes
3. ON (Down) Result codes
4. OFF (Up) Keyboard command echo
5. ON (Down) Auto answer
6. OFF (Up) CD (Carrier Detect) override
7. ON (Down) Power-on and ATZ reset factory defaults
8. ON (Down) AT command recognition

When using a US Robotics modem, I have found the best initialization strings are:

Using Caller ID **AT&F1&N6S0=2#CID=1**
Without Caller ID **AT&F1&N6S0=1**
No Error Correction* **AT&F1&M0&K0&N6S0=1**

NOTE - If you need to connect to older systems using TN1648 boards (2400 baud) you need to turn off error control (ARQ) by adding &M0 to the string like: **AT&F1&N6&M0&K0S0=1**

Enable Caller-ID - Select if subscribed to caller ID on the line connected to the modem. When an alarm is generated with a Product ID of 1000000000 or 2000000000 and the system is configured for caller-id,

AlarmTraq will look for a valid 10-digit telephone number and if present will process the alarm using the telephone number as the Product D.

If no Product ID exists in the database, AlarmTraq will create a new entry using the telephone number as the Product ID and the name provided by the telco for the company name. The caller-id number and name are also added to the alarm entry in the alarms database for tracking. Default is **enabled**.

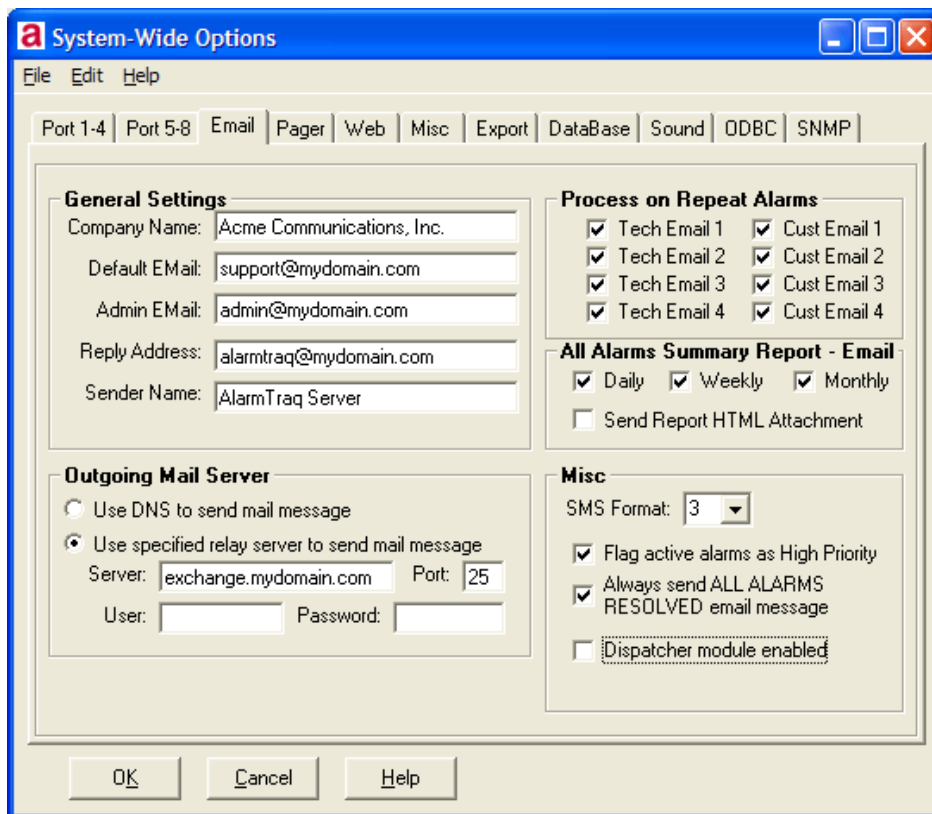
Enable Serial.log (IN) - Select if debugging a problem with the serial communications device. Creates a serial.log file in the applications working directory for all inbound alarm packets. Default is **enabled**.

Enable Serial.log (OUT) - Select if debugging a problem with the serial communications device. creates a serial.log file in the applications working directory for all outbound pager notification attempts as well as all outdial testing and reporting issued by alarmtraq in response to an alarm call or daily maintenance. **Selecting this option can significantly reduce system performance and create log files that will become very large in a short period of time. It is strongly recommended that this option only be used for troubleshooting purposes.** Default value is **disabled**.

Reset Modem on Hang-up - Select if you would like AlarmTraq to issue the "AT&Z" reset command after the system hangs up a call or is disconnected from a call. Default is **enabled**.

11.2.3 Setting up Email Settings

The third tab shows the email settings.



System-Wide Options | Email Settings

General Settings

Company Name - Enter the name for your organization, this name is used in email notification and reports to identify your company as the originator of the message.

Default Email - Enter the default email address that will be used when sending a message from a new site that has been added to the database as well as various other instances where a message is generated.

Default Email - Enter the default email address that will be used when sending a message from a new site that has been added to the database as well as various other instances where a message is generated.

Admin Email - Enter the AlarmTraq systems administrator email address that will be used when sending system related messages and reports.

Reply Address - Enter the email address that will act as the reply-to address on messages sent by alarmtraq.

Sender Name - Enter the Name you want to appear on the message sent by alarmtraq. This name should identify the server that is sending the message and should be as short as possible.

Flag active alarms as High Priority – Select this option if you wish Major and Minor alarm messages to be flagged as High Priority. Some mail server may not process messages that are flagged as anything other than Normal priority so make sure your mail server supports this option before using.

Outgoing Mail Server

Use DNS to send mail message – Select this option if you are using an internet based mail server like Yahoo Mail or any other DNS based service. This option provides a way for alarmtraq to query a remote name server. This option is used to resolve host names to Internet addresses, determine the target system type and the services that it supports.

Use specified relay server to send mail message – Select this option if you are using a local SMTP server such as Microsoft Exchange. This option sends all outgoing email messages to the SMTP server regardless of its destinations.

A computer that is running Microsoft Exchange Server 2003 or Microsoft Exchange 2000 Server can be configured as a mail relay. Therefore, mail that is sent to another domain or from another domain can be forwarded to the destination by your Exchange computer. However, some issues may occur if your Exchange computer or an account on your Exchange computer is configured as an open mail relay. Additionally, some issues may occur if the mail relay is not correctly configured.

Server - Enter the Host Name of the SMTP server that will send outgoing mail.

Port - Enter the port used by the SMTP server that will send outgoing mail. This is usually port 25 for SMTP.

User - Enter the User Name if authentication is required by the SMTP server to send outgoing mail. If authentication is not required leave this field blank.

Password - Enter the password if authentication is required by the SMTP server to send outgoing mail. If authentication is not required leave this field blank.

Process on Repeat Alarms

Tech Email – Select this option if you want alarmtraq to send an email message when it receives an alarm even if the same system has sent the same alarm during the same day. This option can be used to eliminate multiple messages from being sent due to an intermittent problem that causes alarms to be generated constantly during the troubleshooting process.

All Alarms Summary Report Email

Daily – Select this option if you want alarmtraq to send an “All Alarms” report to the administrators email address on a daily basis during the midnight routine.

Weekly – Select this option if you want alarmtraq to send an “All Alarms” report to the administrators email address on a weekly basis during the midnight routine on every Monday morning.

Monthly – Select this option if you want alarmtraq to send an “All Alarms” report to the administrators email address on the first day of every month.

Send Report HTML Attachment – Select this option if you want alarmtraq to send an “All Alarms” report as an HTML file attachment to the administrators email address on a daily, weekly or monthly basis.

Misc

SMS Format – Select the number 1-6 that represents the format to be used when sending email using the SMS (Simple Message Format) to mobile devices and text messaging clients.

SMS Format – Select the number 1-6 that represents the format to be used when sending email using the SMS (Simple Message Format) to mobile devices and text messaging clients.

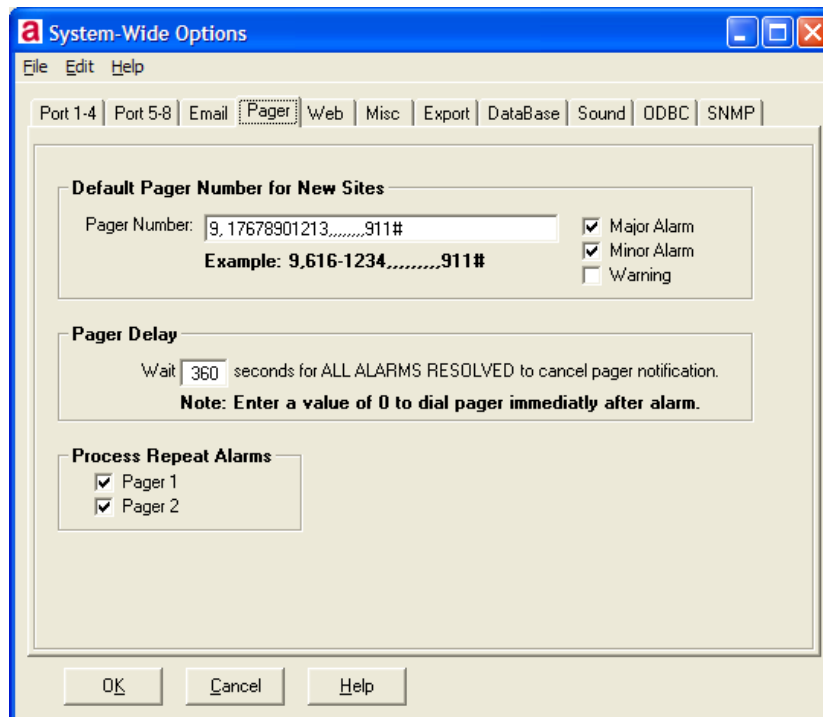
Flag active alarms as High-priority - Select this option to send email messages for Major and Minor alarms using the high priority flag with the email. Some mobile providers will not deliver messages flagged as high-priority so you may need to disable this setting.

Always send ALL ALARMS RESOLVED email message - when the alarm has been resolved on g3 products, the switch may send the ALL ALARMS RESOLVED message to AlarmTraq. Enable this option to send an email even if the tech email address is flagged for only MAJ and MIN alarms.

Dispatcher Module Enabled – Select this option if you want alarmtraq to use the Dispatcher Module. For more information see the chapter on Dispatcher.

11.2.4 Setting up Pager Settings

The fourth tab shows the Pager settings.



System-Wide Options | Pager Settings

Default Pager Number for New Sites

Pager Number - Enter the default pager number to be dialed for all new sites created either manually or automatically when an alarm is received. This number must end with the “#” character to signal the end of dial to the pager service.

Major Alarm – Select this option if the default value is to dial the pager number when a MAJOR alarm is received.

Minor Alarm – Select this option if the default value is to dial the pager number when a MINOR alarm is received.

Warning – Select this option if the default value is to dial the pager number when a WARNING is received.

Pager Delay

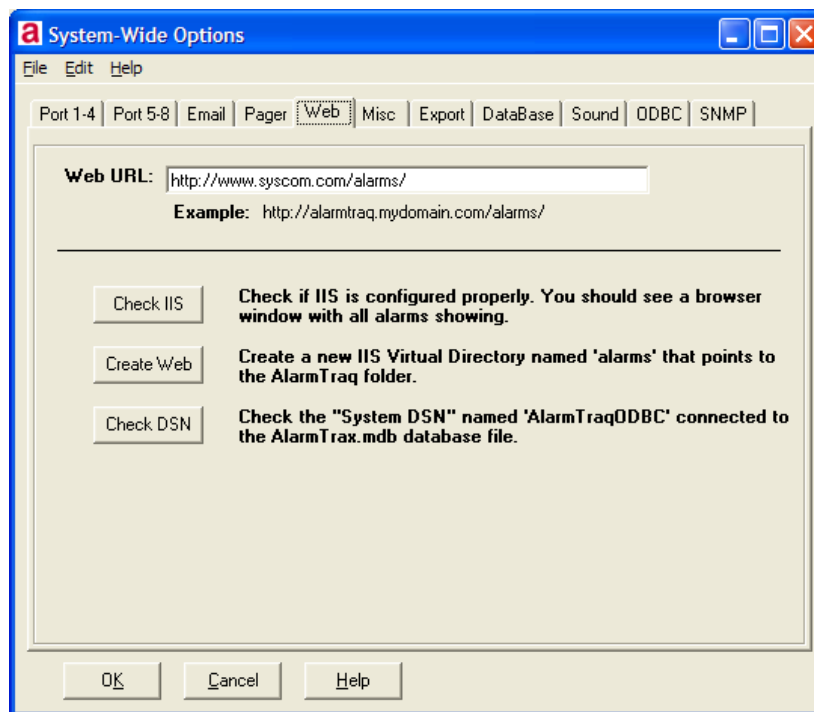
Wait XX seconds for ALL ALARMS RESOLVED - Enter a value in seconds (1-999) that alarmtraq will wait after receiving an alarm before attempting to page someone. This option can be used by your on-call technicians to allow an alarm to clear before being notified by pager.

Process Repeat Alarms

Pager 1 – Select this option if you want alarmtraq to send a pager notification when it receives an alarm even if the same system has sent the same alarm during the same day. This option can be used to eliminate multiple pager notifications from being sent due to an intermittent problem that causes alarms to be generated constantly during the troubleshooting process.

11.2.5 Setting up Web Settings

The fifth tab shows the Web settings.



System-Wide Options | Web Settings

Web Site - Enter the Internet address of the folder that will be used to display alarm records using a web browser on your network.

Check IIS – Click this button to launch Internet Explorer to the listed web site.

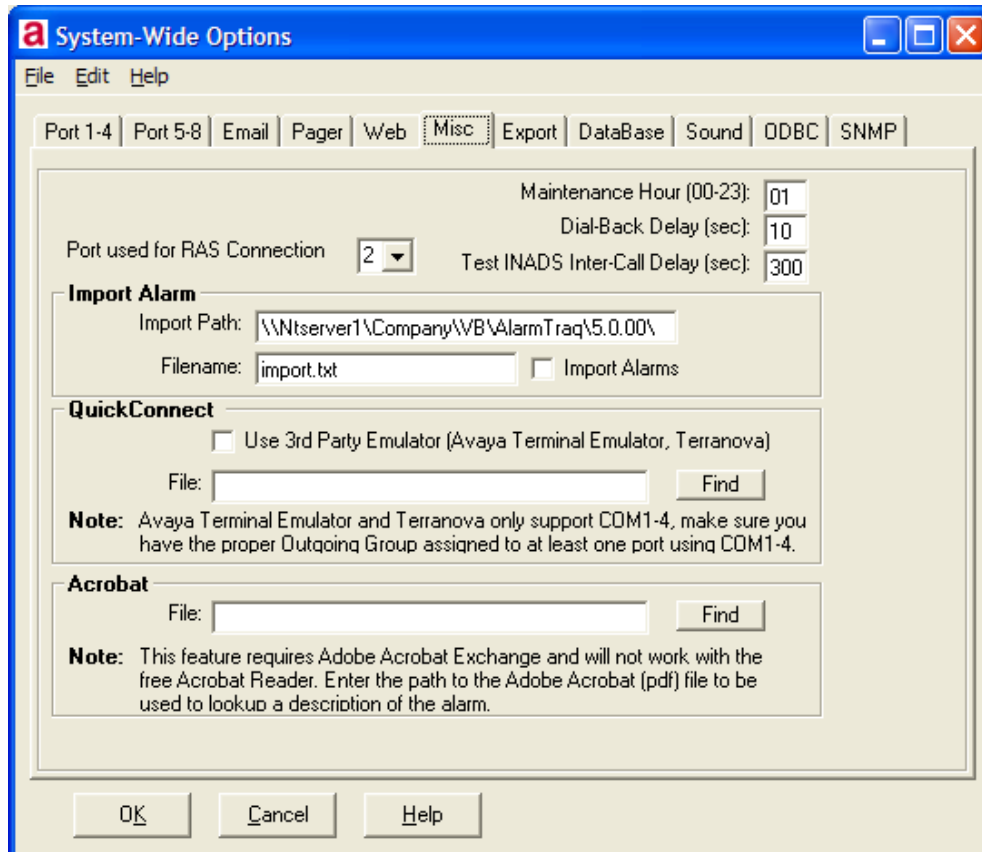
Create Web – Click this button to have AlarmTraq create a sub-web named 'alarms' under the default web site on the local computer.

Check DSN - Click this button to have alarmtraq check the ODBC link name 'AlarmTraqODBC' on the local machine.

Make sure the Windows user account named IUSR_MACHINENAME (is this example MACHINENAME is the local computer name) has Read/Write permissions to the local AlarmTraq directory.

11.2.6 Setting up Misc Settings

The sixth tab shows the Misc settings.



System-Wide Options | Misc Settings

Port used for RAS Connection - Enter the AlarmTraq port number that will be used to establish PPP/RAS connections. This is NOT the COM port number but the AlarmTraq port number. For more information see "PPP/RAS Connections" in Chapter 18.

Maintenance Hour (00-23) – Enter the hour at which the maintenance routine will begin. By default the Maintenance routine begins at 1:00 AM (01).

Dial-Back Delay (sec) – Enter the number of seconds that AlarmTraq will pause before attempting to dial a system after an alarm has occurred that requires further testing.

Test INADS Inter-Call Delay (sec) – Enter the number of seconds that AlarmTraq will pause between test-inads calls during the midnight routine.

Import Alarm

Import Path – Enter the path that contains alarm records generated by a third party device. This option is only used in special cases where encryption is required on the modem lines.

Filename – Enter the file name that contains alarm records generated by a third party device. This option is only used in special cases where encryption is required on the modem lines.

QuickConnect

Use 3rd Party Emulator (Avaya Terminal Emulator, Terranova) – Select this option if you want to use Avaya TE or Terranova instead of the AlarmTraq supplied terminal emulator.

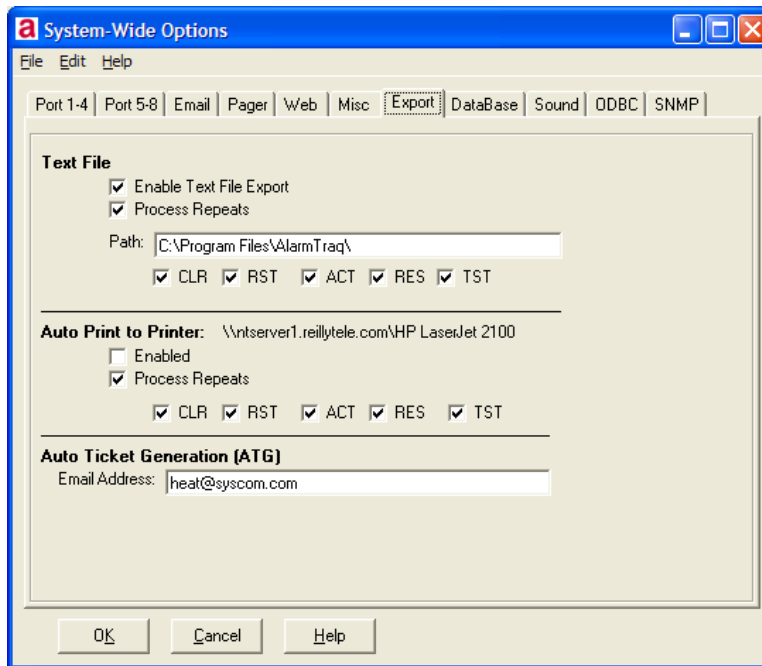
File – Enter the file name of the terminal emulator used if the above option is selected.

Acrobat

File – Enter the pdf file name for the maintenance manual you want AlarmTraq to lookup a selected alarm record from. Typically this is an Avaya maintenance manual available on the Avaya web site. This feature requires Adobe Acrobat and will not work with the free Acrobat Reader.

11.2.7 Setting up Export Settings

The seventh tab shows the Export settings.



System-Wide Options | Export Settings

Text File

Enable Text File Export – Select this option if you would like AlarmTraq to write all alarm records to a text file for archiving.

Process Repeats – Select this option if you want alarmtraq to enter an alarm record in the text file when it receives an alarm even if the same system has sent the same alarm during the same day. This option can be used to eliminate multiple pager notifications from being sent due to an intermittent problem that causes alarms to be generated constantly during the troubleshooting process.

Path – Enter the path of the text file to be exported if the above option is selected.

Type of alarm to export:

CLR – Clear
RST – Reset
ACT – Active
RES – Resource
TST – Test

Auto Print

Auto-Print to Printer – Displays the printer that will be used to print an alarm record if selected.

Enabled – Select this option to print a page to the selected printer when an alarm is generated.

Process Repeats – Select this option if you want alarmtraq to print a page to the selected printer when it receives an alarm even if the same system has sent the same alarm during the same day. This option can be used to eliminate multiple pager notifications from being sent due to an intermittent problem that causes alarms to be generated constantly during the troubleshooting process.

Type of alarm to print:

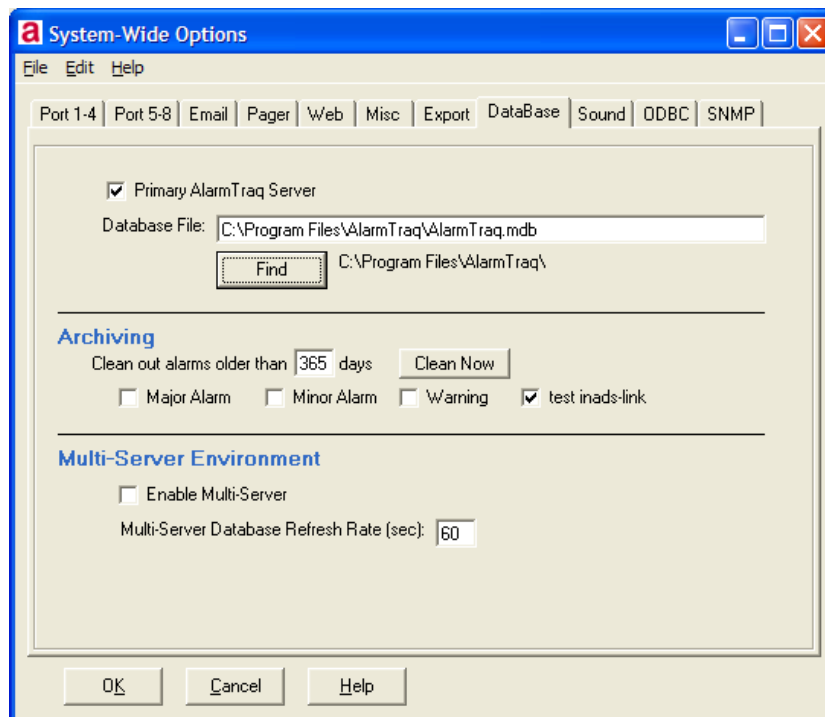
- CLR – Clear
- RST – Reset
- ACT – Active
- RES – Resource
- TST – Test

Auto Ticket Generation

Email Address – Enter the email address of the 3rd party ticket system such as HEAT or other system that requires an email message be sent in order to open a new work ticket for the alarm.

11.2.8 Setting up Database Settings

The eighth tab shows the Database settings.



System-Wide Options | Database Settings

Primary AlarmTraq Server – Select this option if this is the only AlarmTraq server in your organization or is the primary server in a multi-server environment..

Database File - Enter the path and name of the AlarmTraq.mdb file to be used.

Archiving

Clean out alarms older than XXX days - Enter the number of days you want to keep alarm records before archiving to a text file and removing them from the database.

Alarm Types

Major Alarm - Archive and remove all Major alarm records from the database.

Minor Alarm - Archive and remove all Minor alarm records from the database.

Warning - Archive and remove all Warning message records from the database.

test inads-link – Archive and remove all ‘test inads-link’ records from the database.

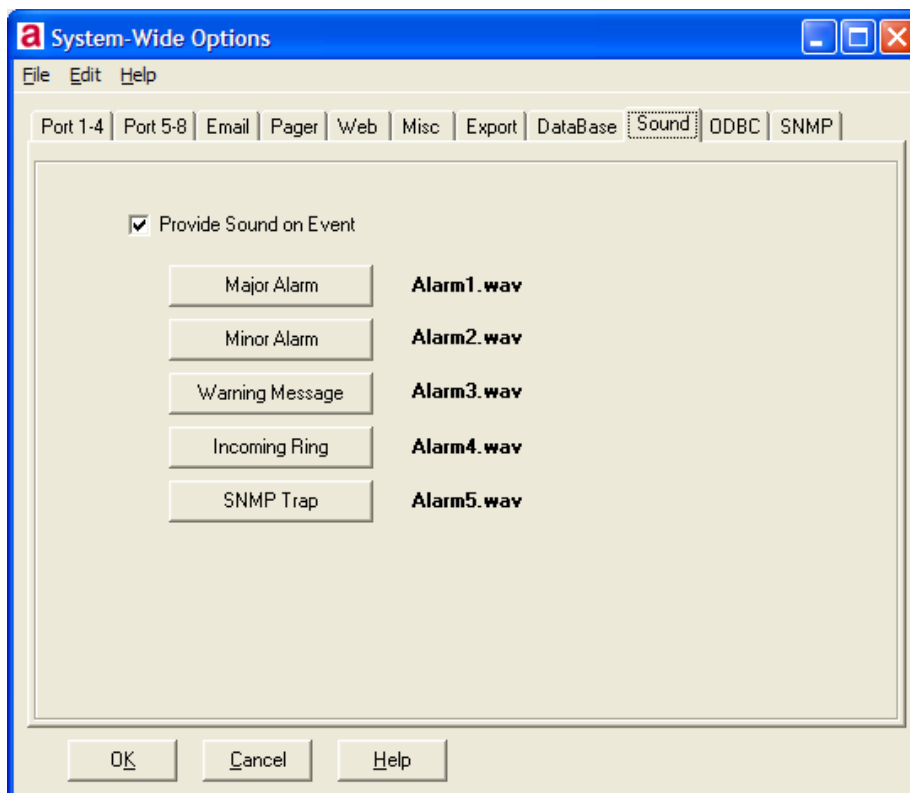
Multi-Server Environment

Enable Multi-Server – Select this option if you plan to deploy more than one AlarmTraq server in your network using the same database. Multi-server can be used to provide fault-tolerance, load-sharing or additional port capacity for AlarmTraq.

Multi-Server Refresh rate (sec) – Enter the number of seconds that AlarmTraq will refresh the connection to the database and update any alarm records that have been added or changed by another server or host when running in a multi-server environment.

11.2.9 Setting up Sounds Settings

The ninth tab shows the Sounds settings.



System-Wide Options | Sounds Settings

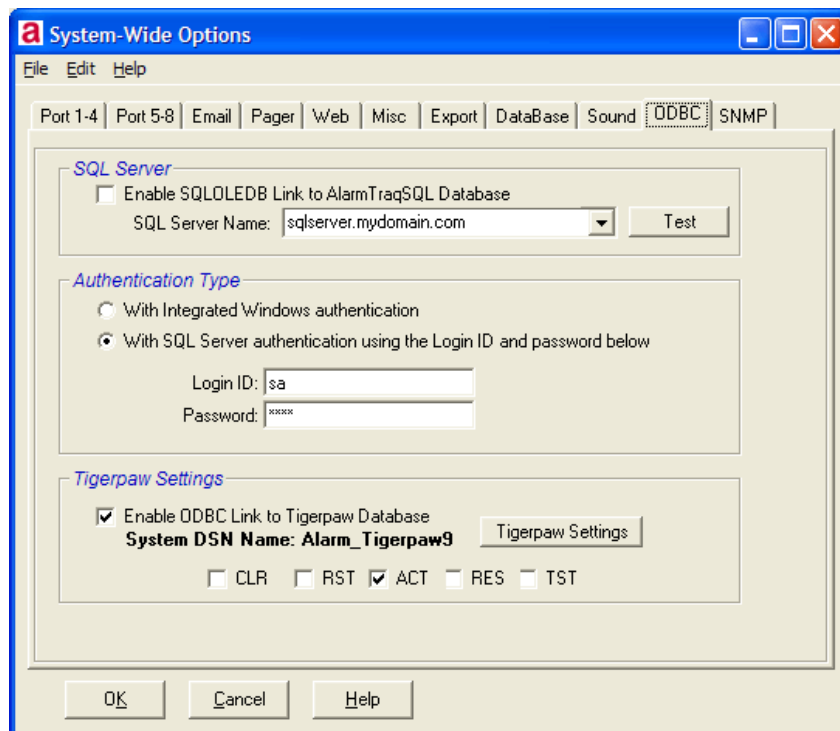
Provide Sound on Event – Select this option if you have speakers connected to your computer and would like AlarmTraq to play a sound file when an alarm is received.

You can change the sound that plays with each event by modifying the files used.

<u>Event</u>	<u>File Name</u>
Major Alarm	Alarm1.wav
Minor Alarm	Alarm2.wav
Warning	Alarm3.wav
Incoming Ring	Alarm4.wav
SNMP Trap received	Alarm5.wav

11.2.10 Setting up ODBC Settings

The tenth tab shows the ODBC settings.



System-Wide Options | ODBC Settings

SQL Server

Enable SQLOLEDB Link to ALarmTraqSQL Database – Select this option if you plan to deploy a separate connection to a mirror SQL database for reporting purposes. All alarms received by AlarmTraq will be copied into the alarms table of the AlarmTraqSQL database. such as Tigerpaw Business Suite or other 3rd party ticket tracking application.

SQL Server name – Enter the host name of the SQL server hosting the AlarmTraqSQL database.

Authentication Type

With Integrated Windows Authentication – Select this option when you want to open the SQL database using your Windows logon credentials to authenticate with the SQL server.

With SQL Server Authentication – Select this option when you want to open the SQL database using a specified SQL username and password.

Login ID – Enter the username used to access the SQL database.

Password – Enter the password used to access the SQL database.

Tigerpaw Settings

Enable ODBC Link to Tigerpaw Database – Select this option if you plan to deploy an ODBC connection (System DSN: AlarmTraq_Tigerpaw9) to automatically open a new service order in Tigerpaw whenever an active alarm (Major or Minor) is received on any site that has a valid Tigerpaw account number specified in the AlarmTraq Account number field.

Process Repeats – Select this option if you want alarmtraq to generate a new trouble ticket via the ODBC link when it receives an alarm even if the same system has sent the same alarm during the same day. This option can be used to eliminate multiple pager notifications from being sent due to an intermittent problem that causes alarms to be generated constantly during the troubleshooting process.

Triggers

Alarm Types – Select the type of alarms that will generate a new trouble tick via the ODBC link.

CLR – Clear

RST – Reset

ACT – Active

RES – Resource

TST – Test

Priority

Major Alarm – Enter the name you would like to assign as the priority for a Major Alarm.

Minor Alarm – Enter the name you would like to assign as the priority for a Minor Alarm.

Warning – Enter the name you would like to assign as the priority for a Warning message.

Database Fields

SOSStatus – Enter the name you would like to assign to the 'SOSStatus' field for alarms.

SOType – Enter the name you would like to assign to the 'SOType' field for alarms.

ContactNumber – Enter the name you would like to assign to the 'ContactNumber' field for alarms.

TechAssigned – Enter the name you would like to assign to the 'TechAssigned' field for alarms.

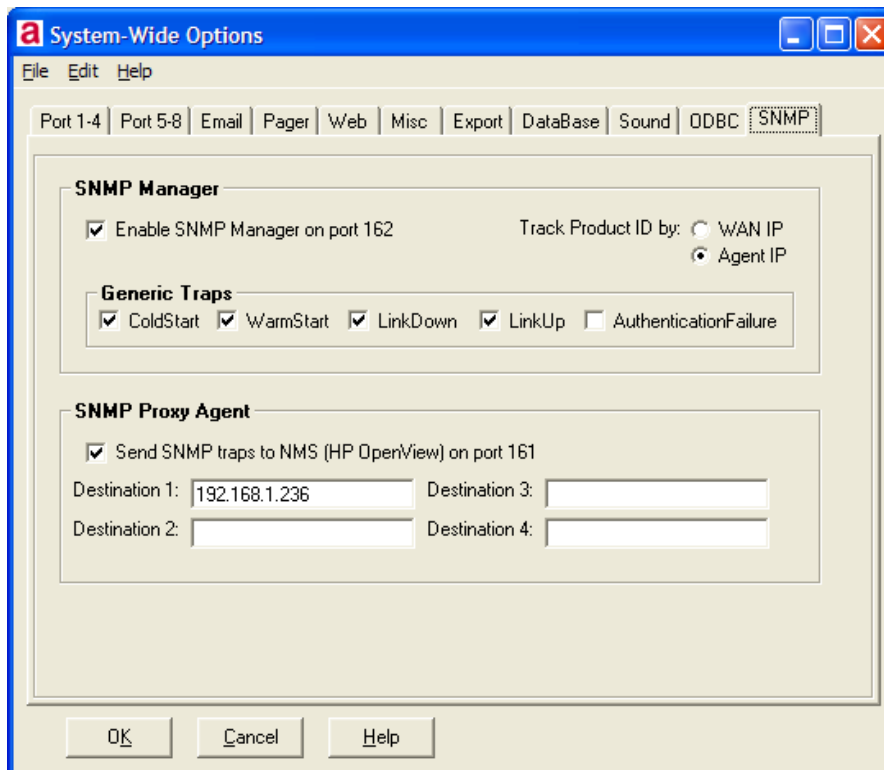
TakenBy – Enter the name you would like to assign to the 'TakenBy' field for alarms.

11.2.11 Setting up SNMP Settings

The eleventh tab shows the SNMP settings.

SNMP - Simple Network Management Protocol. A network protocol used to manage networks. This protocol provides a standard for gathering statistical data about network traffic and the behavior of network components using management information bases (MIBs), which define what information is available from any manageable network device.

When AlarmTraq receives SNMPv1 traps from an alarming device, AlarmTraq translates the traps to the SNMPv2C format. This is in accordance with RFC 2576 requirements.



System-Wide Options | SNMP Settings

SNMP Manager

Enable SNMP Manager on Port 162 - Select this option to automatically load the SNMP manager application to receive traps from systems such as S8700, S8300, S8500, and IP Office. SNMP Manager will run in the background and can be monitored with the SNMP Viewer. To open the SNMP Viewer, click **View>SNMP Trap Viewer**.

Track Product ID by - If you wish to track the WAN IP address for use when assigning a Product ID select WAN IP. To track by Agent IP select Agent IP.

Generic Traps: Select the trap types you want to be processed. If not checked these trap types will be ignored by AlarmTraq.

SNMP Proxy Agent

Send SNMP trap to NMS (HP OpenView) on port 161 - Select this option to automatically send an SNMP trap message to a 3rd party Network Management System (NMS) when an alarm is received via modem or SNMP. This option allows AlarmTraq to act as a proxy SNMP server to integrate legacy Definity systems such as System-75, G1, G2 and G3 to be monitored by HP OpenView or any 3rd party SNMP manager application.

Destination 1-4 - Enter the IP address of the SNMP Manager application you would like to send traps to. This is the IP address of the HP OpenView server or other 3rd party SNMP Manager.

Make sure you DO NOT enter the IP address of the AlarmTraq server in this field, as this will create an endless loop the next time an alarm is received.

11.3 Site Profiles

11.3.1 Site Profile Information

The first tab shows the site profile information.

The screenshot shows the 'Site Profiles' application window. On the left, a table lists 12 sites. The first site is selected, and its details are shown on the right. The details include system type, software version, operating system, and various contact and notification fields.

Product ID	Site Name
1234567890	Acme Electric Definity
1002349115	Automation Systems Inc.
1001504045	Business Financial Services
1001806115	DCG Corp.
1001570218	Downey Construction
1032349115	First Bank Chicago
1006944174	McManus Partners
6203234911	Northeast Geological Corp.
1000000749	St. Louis Manufacturing
2000000888	Synaps Technologies Audix
1001933920	Synaps Technologies Definity
1000157643	Williamson Consulting
*	

Site Information

System Type: G3siV6
 Software Version: G3V6i.03.1.230.6
 Operating System: Oryx/Pecos

Product ID: 1234567890 Disable Notification
 Company Name: Acme Electric Definity
 Account Number: 9098 Tenant: [Dropdown]
 Contact Name: Jim Reilly
 Contact Phone: 207-466-2780
 Street Address: 12 Elm Street
 City: Orlando State: FL
 Alternate Site ID: [Text Field]

Notes:
 Call Mark at SBC (1-888-222-3456) with DS1 errors.
 Call Sue at Reilly Telecom (1-203-234-9115) with any system alarms.
 PPN is located in basement of bldg 2
 EPN is located in server room of bldg 14

Site Profiles | Site Information

Site Information

Product ID – Enter the 10-digit Product id for this site. AlarmTraq translates the type of system by the first digit of the Product ID. Use the following table to determine the best Product ID to use for a site.

1XXXXXXXXX – Used for Definity, S8700, S8500, S8300 and other G3 products.

2XXXXXXXXX – Used for AUDIX, Octel and other messaging systems.

3XXXXXXXXX – Used for CMS systems.

6XXXXXXXXX – Used by IP Office systems

9XXXXXXXXX – Used by non-Avaya products like Siemens 9006, Siemens 9005, Nortel and SL81/SI61.

Disable Notification – Select this option to disable all email and pager notification for this site.

Company Name – Enter the company name used for this site.

Account Number – Enter the account number for this site. The account number is used by the ODBC link to cross-reference the customer identification in it's database.

Contact Name – Enter the contact name used for this site.

Contact Phone – Enter the contact telephone number for this site.

Street Address – Enter the street address of the contact for this site.

City – Enter the City or Town of the contact for this site.

State – Enter the State or Province of the contact for this site.

Alternate Site ID – Enter a unique identifier that will be passed from an alarm record to identify this site. This field is used for SL81/Sl61 integration and is the name assigned to the device.

Notes – Enter any notes pertaining to this site, This information will be sent in the email notification for reference.

11.3.2 Pager Information

The second tab shows the Pager information.

The screenshot shows the 'Site Profiles' application window. On the left is a table with columns 'Product ID' and 'Name'. The main area is titled 'Pager Notification' and contains two sections, 'Pager 1' and 'Pager 2'. Each section has a 'Pager Number' field, checkboxes for 'Major Alarm', 'Minor Alarm', and 'Warning', and 'Start Time' and 'End Time' dropdown menus. At the bottom are buttons for 'New', 'Delete', 'Apply', 'OK', and 'Help'.

Product ID	Name
1234567890	Acme Electric Definity
2345674544	Acme Electric Intuity Audix
9000000005	Alcatel Test System
1006972323	Altman Brothers Definity
1012349115	Business Financial Services
1061767884	First Bank
2004935498	First Bank Intuity Audix
1000004545	First Bank SREPN
1001943215	Fraser Industries
1860765432	IDV Bloomfield
1008833434	IDV Portland
1000007644	Mid-State College S8700
1024002568	Morgan Bank SYS75
2703734387	Murphy Technologies Audix
2200000000	Murphy Technologies Definity Audix
2202192332	Murphy Technologies Intuity Audix
2001234389	Murphy Technologies Intuity MAP1C
1005913345	Murphy Technologies Kansas City
2003263246	Newman Trust Audix
1001498765	Northern Pipe
1002349115	Reilly Telecom Definity 1
1003802323	USMC Camp Lejuene, NC

SystemType: G3sV6
Software Version: G3V6i.03.1.230.6[B]
Operating System:

Site | **Pager** | Tech Email | Cust Email | PBX | Tests | Reports

Pager 1
Pager Number: 98677065.....311*311*311#
 Major Alarm Minor Alarm Warning
Start Time: 12:00 AM End Time: 11:59 PM

Pager 2
Pager Number: 92340960.....311*311*311#
 Major Alarm Minor Alarm Warning
Start Time: 12:00 AM End Time: 11:59 PM

Sort by ID View Report QuickConnect

New Delete Apply OK Help

Site Profiles | Pager Information

Pager 1 – Enter telephone number of the first pager for this site. This number must end with the '#' character to terminate dialing and hang-up.

Pager 2 – Enter telephone number of the second pager for this site. This number must end with the '#' character to terminate dialing and hang-up.

Alarm Types to trigger Pager:

Major Alarm – Attempt Pager notification on Major Alarms

Minor Alarm - Attempt Pager notification on Minor Alarms

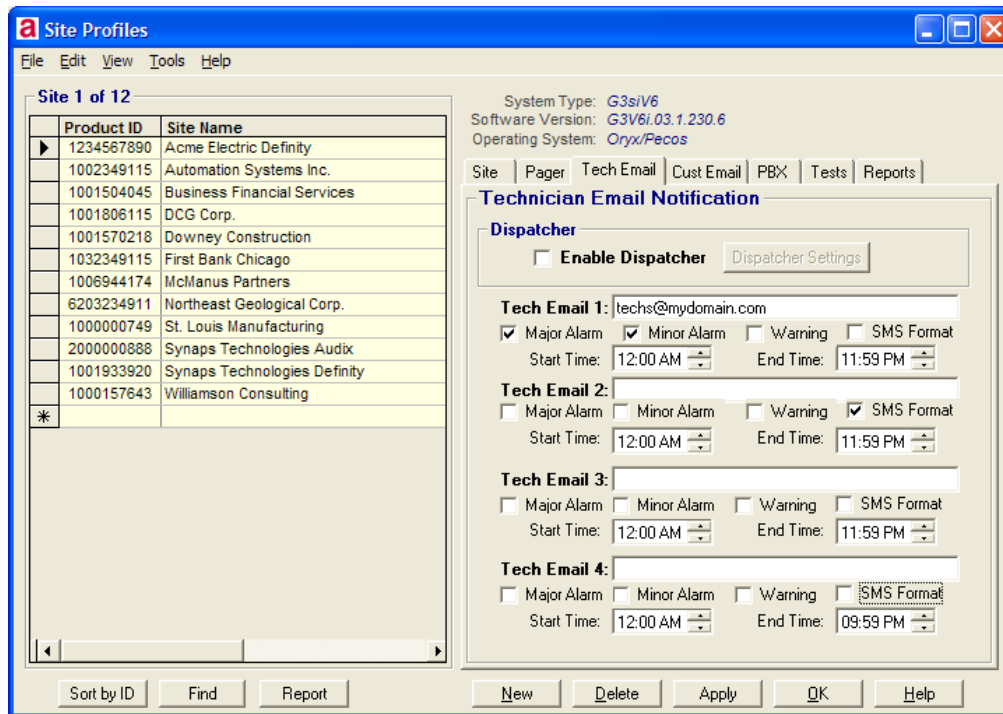
Warning - Attempt Pager notification on Warning messages

Start Time – Enter the time of day you wish to begin receiving pager notifications.

End Time – Enter the time of day you wish to stop receiving pager notifications.

11.3.3 Technician Email Notification

The third tab shows the Technician Email information.



Site Profiles | Technician Email Information

Dispatcher

Enable Dispatcher – Enable this option if you would like to use the dispatcher module to provide cascading notification. For more information see the chapter on Dispatcher.

Tech Email 1 – Enter the email address of the first technician for this site.

Tech Email 2 – Enter the email address of the second technician for this site.

Tech Email 3 – Enter the email address of the third technician for this site.

Tech Email 4 – Enter the email address of the fourth technician for this site. This email address is also used for the on-call technician that wishes to have notification delayed in order for the alarm to clear.

Alarm Types to Trigger Email Notification :

Major Alarm – Attempt Email notification on Major Alarms

Minor Alarm - Attempt Email notification on Minor Alarms

Warning - Attempt Email notification on Warning messages

SMS Format - Send email message in SMS (Short Message Service) format to be displayed on cell phones, Palm Pilot or other SMS compliant device.

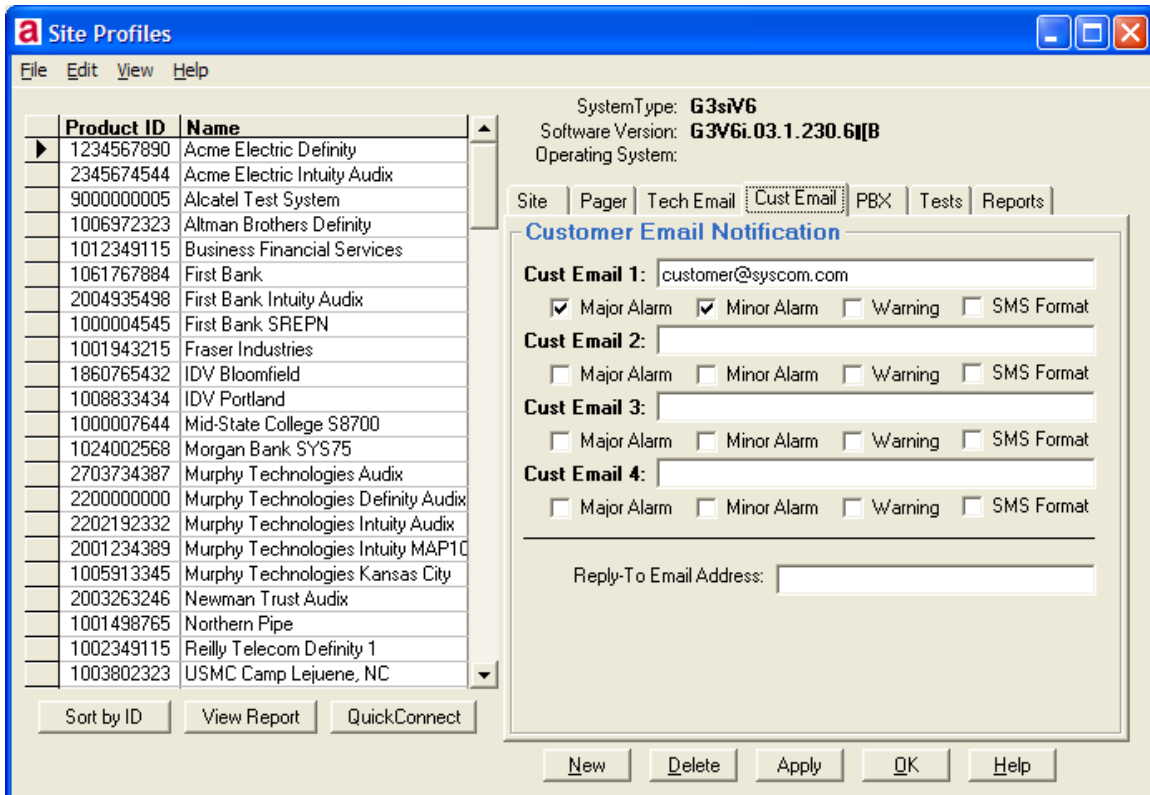
Start Time – Enter the time of day you wish to begin receiving email notifications.

End Time – Enter the time of day you wish to stop receiving email notifications.

Delay Tech4 Notification for XX minutes to wait for alarm resolution - Enter the number of minutes you would like AlarmTraQ to wait after receiving a MAJ or MIN alarm before attempting to send email notification to the Tech4 email address. If AlarmTraQ receives an “ALL ALARMS RESOLVED” message before this time has expired notification is cancelled.

11.3.4 Customer Email Notification

The fourth tab shows the Customer Email information.



Site Profiles | Customer Email Information

Customer Email 1 – Enter the email address of the first technician for this site.

Customer Email 2 – Enter the email address of the second technician for this site.

Customer Email 3 – Enter the email address of the third technician for this site.

Customer Email 4 – Enter the email address of the fourth technician for this site

Alarm Types to Trigger Email Notification :

Major Alarm – Attempt Email notification on Major Alarms

Minor Alarm - Attempt Email notification on Minor Alarms

Warning - Attempt Email notification on Warning messages

SMS Format - Send email message in SMS (Short Message Service) format to be displayed on cell phones, Palm Pilot or other SMS compliant device.

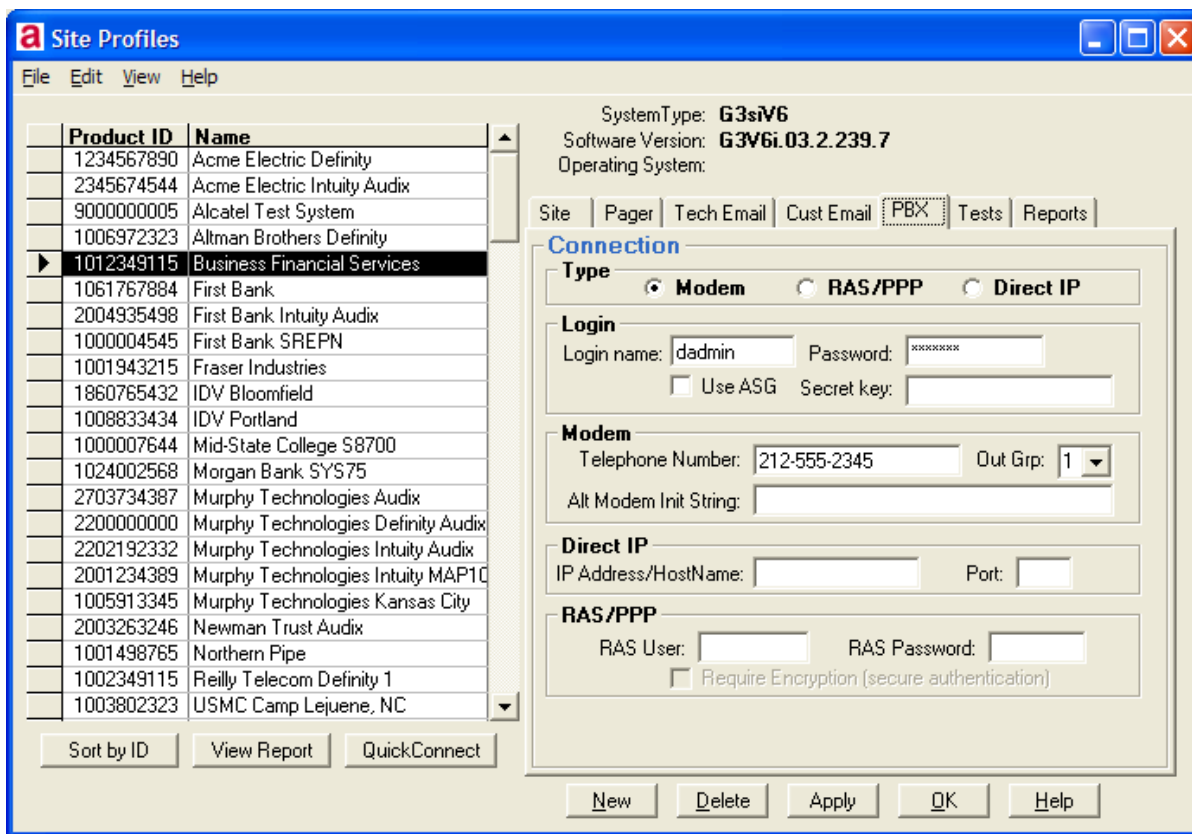
Start Time – Enter the time of day you wish to begin receiving email notifications.

End Time – Enter the time of day you wish to stop receiving email notifications.

Reply-To Email Address – Enter the reply to address to be sent with messages for this site if different from the default.

11.3.5 PBX Setup

The fifth tab shows the PBX Setup.



Site Profiles | PBX setup

Connection

Connection Type – Select the connection type to login to this system.

Modem – Use this connection for all standard dial-up to Definity and Audix systems.

RAS/PPP – Use this connection type for S8700, S8500 and S8300 systems that require PPP.

Direct IP – Use this connection type if you have a direct connection to the device via TCP/IP.

Login

Login name – Enter the user name used to login to this device. This is typically 'dadmin', 'craft', or 'cust' if connecting to a Definity or S8X00. If connecting to an AUDIX use 'sa' or 'craft'.

Password – Enter the password used to login to this device.

Use ASG – Select this option if you are required to use an Access Security Gateway.

Secret Key – Enter the Access Security Gateway (ASG) secret key number is used by the system and by the ASG Key hand-held device to create challenge response pairs of numbers. If an ASG secret key number is lost or compromised, it must be changed in the system and in all associated ASG Key hand-held devices.

Modem

Telephone Number – Enter the telephone number of the internal modem to the switch (INADS).

Out Grp – Select an Outgoing Group to be associated with this site. The Outgoing Group is used to decide which port or modem will be used to dial this site as well as any dial prefix required to call this site.

Alt Modem Init String – Enter an alternate modem initialization string to be used before dialing this site. If blank the system will use the default string assigned to the port.

Direct IP

IP Address/Hostname – Enter the IP Address used to contact the site if Connection Type is set to 'Direct IP'.

Port – Enter the TCP port to be used to contact the site if Connection Type is set to 'Direct IP'.

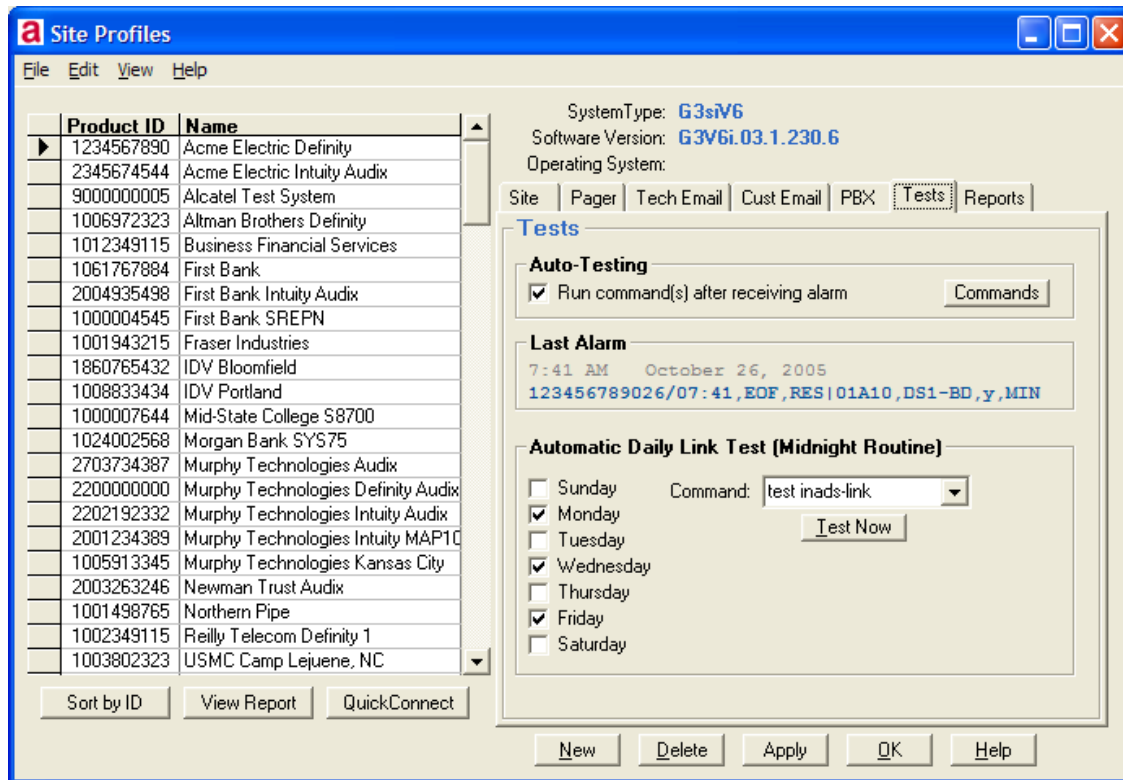
RAS/PPP

RAS User – Enter the user name used to establish a PPP connection if Connection Type is set to 'RAS/PPP'.

RAS Password – Enter the password used to login to this device if Connection Type is set to 'RAS/PPP'.

11.3.6 Tests Setup

The sixth tab shows the Test Setup.



Site Profiles | Tests setup

Auto-Testing

Run Command(s) after receiving alarm – Select this option if you would like AlarmTraq to automatically run any test commands specified in the Maintenance Object Database. To view the available commands click on the 'Commands' button.

Last Alarm

Displays the time/date and alarm string of the last alarm received in the database for this site.

Automatic Daily Link Test (Midnight Routine)

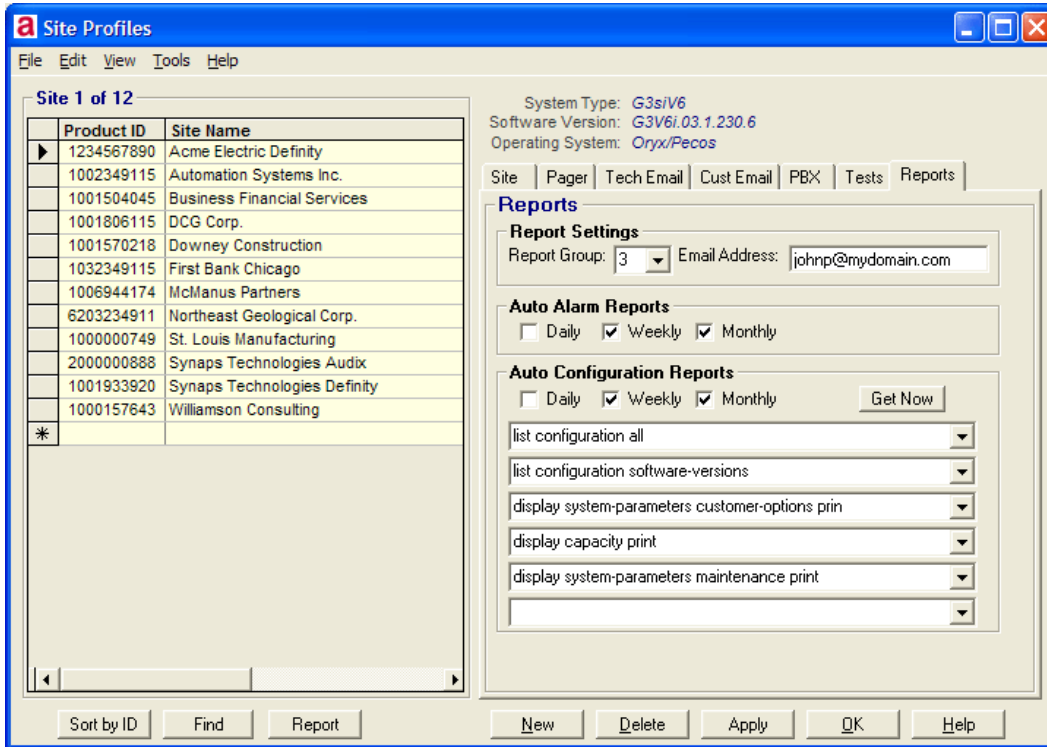
Test Days – Select the days of the week you would like this site to be tested.

Command – Enter the command used to test the INADS link for this site. Available commands are:

Command	Description
test inads-link	Definity, g3 products test OSS number 1
test inads-link 2	Definity, g3 products test OSS number 2
testinads	S8700, S8500, S8300 test OSS number 1
test alarm-origination	Audix, test OSS number

11.3.7 Reports Setup

The seventh tab shows the Reports Setup.



Site Profiles | Reports setup

Automatic Event Reporting

Report Group – If you have a customer or client with more than one system that would like to group the systems together and receive one report showing all events on a daily, weekly or monthly basis. Default is Report Group 1.

Email Address – Enter the email address of customer or person to receive the email report.

Reporting Interval – Select if you wish the report on a daily, weekly or monthly basis.

Auto Configuration Reports

Select an available report – Select the configuration report(s) you would like to receive from this site on a daily, weekly or monthly basis.

Reporting Interval – Select if you wish the report on a daily, weekly or monthly basis.

Chapter 12 Alarms and Warnings

12.1 Understanding Alarms and Warnings

When the phone system detects an error or alarm, the system will dial the telephone number (OSS) associated with AlarmTraq to send an alarm string. Once the alarm string is received by AlarmTraq, it is processed according to its severity and site profile settings.

First lets take a look at a typical alarm from a Definity G3:

```
123456789026/07:41,EOF,RES|01A10,DS1-BD,Y,MIN;
```

The alarm string contains all the information to identify the site (Product ID), Time, Date, MO, Equipment Number and severity of the alarm.

```
123456789026/07:41,EOF,RES|01A10,DS1-BD,Y,MIN;
```

This alarm is broken down as:

Definition	Value	Possible Values
Product ID	1234567890	10 Digits
Day	26	1-31 (Day of the month)
Time	07:41	00:00 – 23:59 (Time)
Emergency Transfer Status	EOF	EOF or EOT
Equipment Number	01A10	TEXT (UUCSS format)
Maintenance Object	DS1-BD	TEXT
OnBoard Alarm	Y	Y or N
Alarm Type	MIN	MAJ, MIN or WAR

AlarmTraq will attempt to process the alarm in its internal database and then send notification of the alarm based on the severity (Alarm Type) via pager, email, cell phone, Blackberry, Printer and web.

12.2 Alarms that are reported to AlarmTraq

Alarms are classified as major, minor, or warning, depending the degree of severity and the effect on the system.

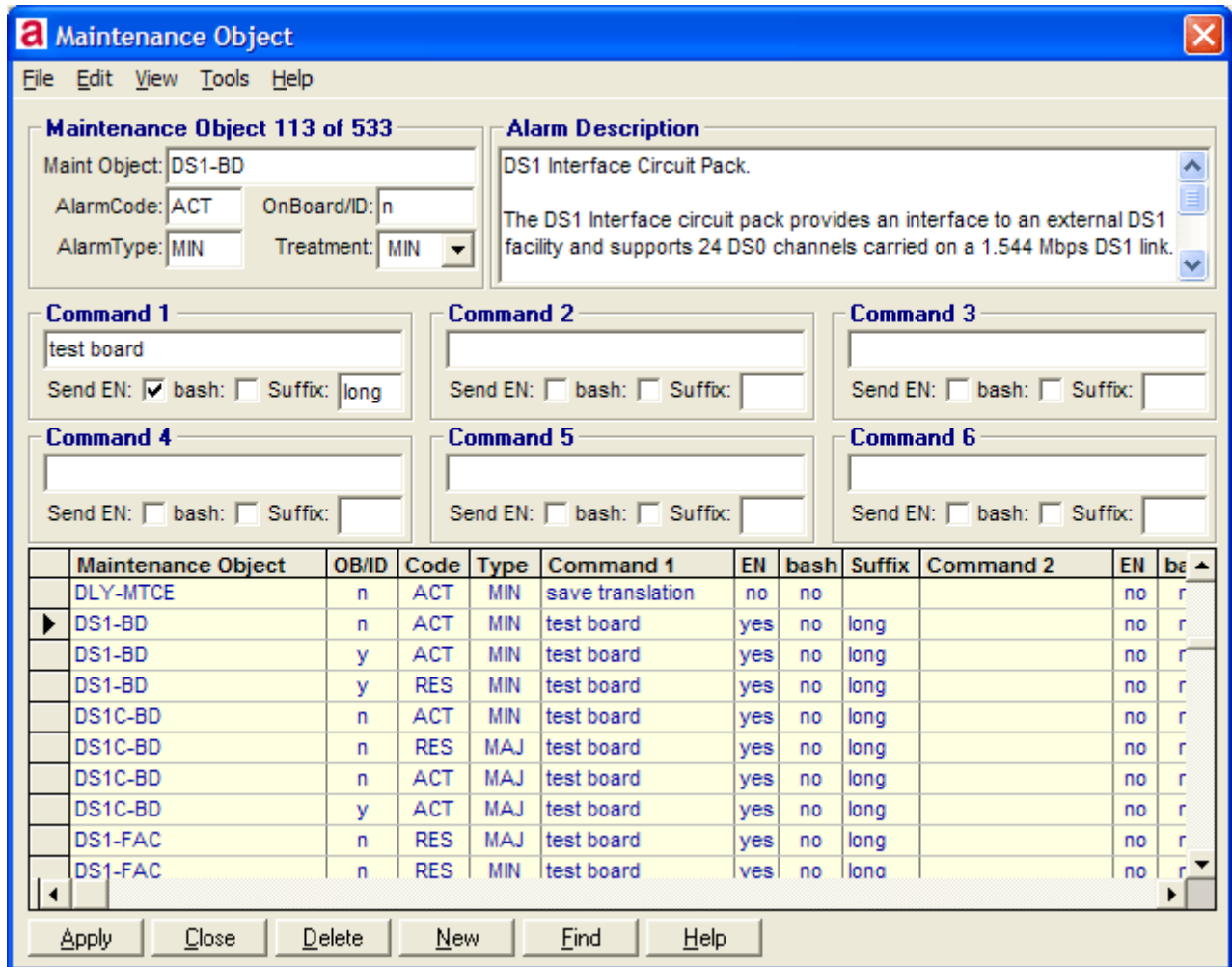
Alarm Level and description	Reported to AlarmTraq	Reported to Attendant	Action to be taken
Major Critical Service degradation	Y	Y After 4 attempts to contact AlarmTraq	Immediate Action
Minor Could be service effecting, usually only effects lines and trunks.	Y	Y After 4 attempts to contact AlarmTraq	Investigate problem and dispatch as needed
Warning	N AlarmTraq will receive some messages if instructed	N	If recurring problem investigate and dispatch as needed

Chapter 13 Maintenance Object Database

13.1 Understanding the Maintenance Object Database

When AlarmTraQ receives an alarm from a system it looks in the alarm for what is called the Maintenance Object (MO). MOs are the software modules that monitor, test, and report possible fault conditions.

Once an alarm has been received by AlarmTraQ and entered into the system, The specific MO is compared against the Maintenance Object Database to see if a match is found. If no match is found, the MO is automatically added to the database for future use.



Maintenance Object Database

If a match is found, the associated command(s) are formatted to so they can be interpreted by the switch. Using the alarm string from the previous chapter:

```
123456789026/07:41,EOF,ACT|01A10,DS1-BD,y,MIN;
```

The MO = DS1-BD

The EN = 01A10

Maintenance Object Database lookup:

Maint Object = DS1-BD

AlarmCode = ACT

AlarmType = MIN

OnBoard = Y

Command 1 = test board

Send EN = checked

Bash = **unchecked**
Suffix = **long**

Since a match was found, the first command to be issued to the switch will be : **'test board 01A10 long'**.

13.2 Sending commands using Auto Dial-Back

Multiple commands may be sent to the switch for any Maintenance Object Database entry.

Alarm Data

Maintenance Object - Enter the alarm maintenance object

Alarm Code - Enter a valid alarm code. Valid configurations are:

ACT
RES
RST
CLR

Alarm Type - Enter a valid alarm type. Valid configurations are:

MAJ - Major Alarm
MIN - Minor Alarm
WAR - Warning Message

OnBoard - Enter y, n or a number (0-10)

Dial-Back Command

Command (1 – 6) - Enter a valid command to test this Maintenance object

Send EN - Select this checkbox if you want to send the port information with the command. Examples are:

- **Select** the **Send EN** checkbox for the following type of commands:
 - test board **01a04** short
 - test fiber-link **01** long
 - test port **01a0702** short
- **Do Not** select the **Send EN** checkbox for the following commands:
 - test synchronization
 - test alarms clear short
 - test inads-link

bash - Select this checkbox if you want to send the command from the 'bash prompt' on an S8X00 system.

Suffix - Enter a valid command suffix Examples are:

test board 01a04 **short**
test fiber-link 01 **long**
test port 01a0702 **short**
test alarms **clear short**

13.3 Considerations when using Auto Dial-Back

In order for AlarmTraq to successfully issue commands to your switch, the site profile must contain:

- A valid telephone number to dial.
- A valid login username with maintenance permissions (MSP) such as 'dadmin', 'inads', or 'craft'.

- A valid password for the login user name.
- The “Run Command(s) After Receiving Alarm” checkbox must be selected.
- The “Outgoing Group” for this site must be a valid outgoing capable group.

For more information see “Chapter 11.3 Setting up Site Profiles”.

13.4 Alarm Descriptions

This information is included in email notification

This message was sent with High importance.

From: AlarmTraq Server [alarmtraq@reillytele.com] Sent: Wed 6/28/2006 10:25 AM

Reilly Telecom has detected the following Minor Alarm

Site Name:	Acme Electric Definity
Product ID:	1234567890
Alarm Type:	Minor Alarm
Alarm Code:	RES
Alarm Data:	DS1-BD,y,MIN
Date/Time:	Wed Jun 28, 2006 10:25 AM
System Type:	G3siV6
Software Version:	G3V6i.03.1.230.6
Account No.:	9098
CID/ANI:	Out of Area

Raw Data: 123456789028/10:25,EOF,RES|01A10,DS1-BD,y,MIN

DS1-BD
 The DS1 Interface circuit pack provides an interface to an external DS1 facility and supports 24 DS0 channels carried on a 1.544 Mbps DS1 link. These DS0 channels can be administered as either trunks to other switches or lines to off-premises stations. The TN464C and later suffix Universal DS1 Interface also supports a 32-channel interface on a 2.048Mbps link.

To Review Alarms for Acme Electric Definity [click here](#)

To Review All Alarms [click here](#)

To View the Configuration Report [click here](#)

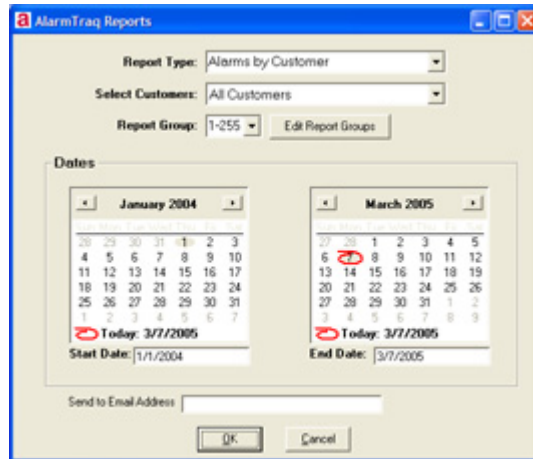
For more Information contact jim@reillytele.com

Chapter 14 Reports

14.1 Available Reports

14.1.1 Selecting a Report

AlarmTraq has several reports available that can be run manually by selecting Edit > View Reports from the menu bar at the top of the main form.



Maintenance Object Database

Report Type – Select a report type from the drop-down list of reports. Available reports are:

- Alarms by Customer
- Port Activity
- Site Profiles

Select Customers – Select a site(s) you wish base the report on. Available options are:

- All Sites
- Specific Site(s)

Report Group – Select the report group(s) you wish base the report on. Available options are 1-255.

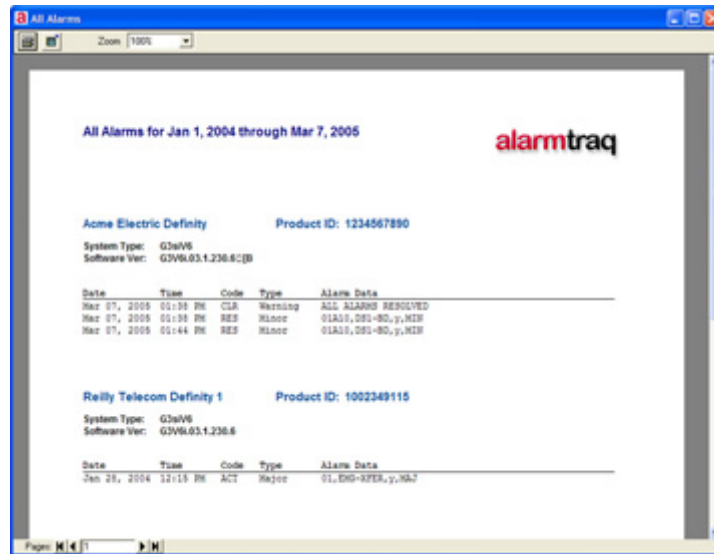
Start Date – Select the start date you wish base the report on.

End Date – Select the end date you wish base the report on.

Send to Email Address – Enter the email address of the person you wish to send the report to.

14.1.2 Alarm by Site Report

The “Alarms by Site” report will display all alarms to a particular site(s) in the time frame selected. This report can contain all sites, a single site, or multiple sites by report group.



Reports | Alarms by Site

Site Name – Displays the site name as listed in the database.

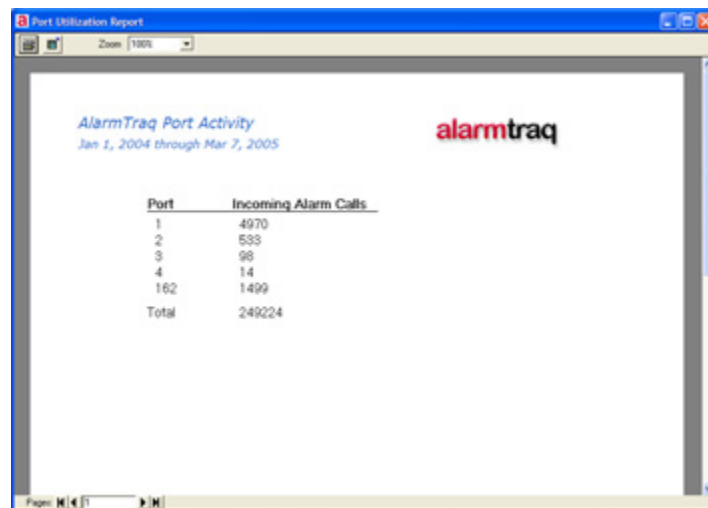
Product ID – Displays the Product ID of the site as listed in the database.

System Type – Displays the system type of the site as listed in the database.

Software Ver – Displays the software version of the site as listed in the database.

14.1.3 Port Activity Report

The “Port Activity” report will display the total of all inbound alarms listed by port. This report is useful when determining the traffic needs of your AlarmTraq server.



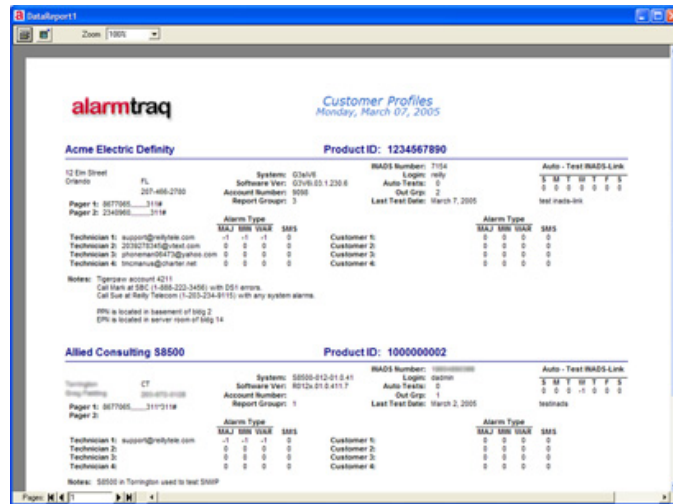
Reports | Port Activity

Port – Displays the AlarmTraq port number. Values are 1-8 for modems and 162 for SNMP.

Incoming Alarm Calls – Displays the total number of inbound alarm calls for this port.

14.1.4 Site Profile Report

The “Site Profiles” report will display the site profiles for a listing in the database. This report is useful when checking the settings for a particular site.

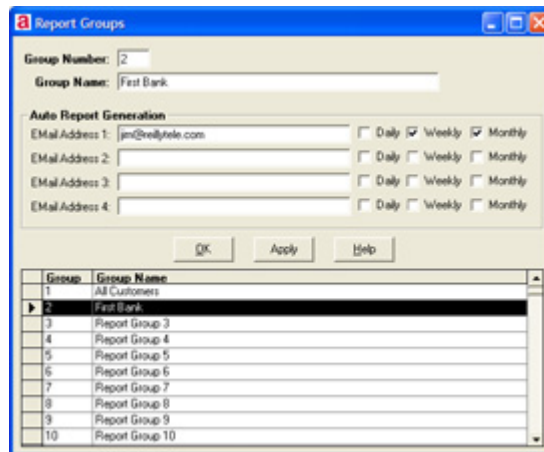


Reports | Customer Profiles

14.2 Report Groups

14.2.1 Add/Edit Report Groups

Report Groups are groups of sites or systems for a particular customer or client. This may be a bank with many branches or a company using a Definity with an AUDIX and/or a CMS server. Using report groups you can easily run single reports for these sites.



Add/Edit Report Groups

Group Number – Enter the report group number you wish to edit. (1-255). The default group is 1 for all sites.

Group Name – Enter the name for this group.

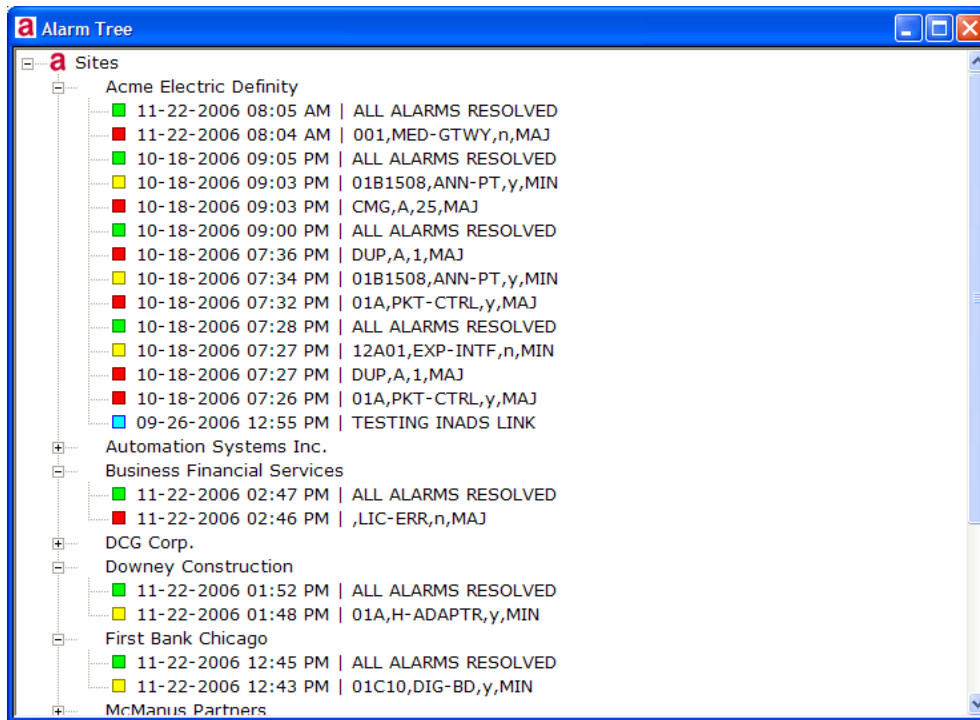
Email Address (1-4) - Enter the email address(s) that will be used for this group.

Interval – Select the interval you would like the reports generated.

14.3 Alarm Tree

14.3.1 View the Alarm Tree

Click on View > AlarmTree



View – AlarmTree

14.3.2 View the Alarms database

The screenshot shows a window titled "Alarms" with a menu bar (File, Edit, Help) and a table of alarm records. The table has columns for ID, Date, Time, PBXID, PBXCompany Name, PBXDate, PBXTime, and PBX. The records are sorted by ID in descending order.

ID	Date	Time	PBXID	PBXCompany Name	PBXDate	PBXTime	PBX
31826	11/22/2006	02:25 PM	1002349115	Automation Systems Inc.	12:00 AM	5:39:00 AM	Warni
31827	11/22/2006	02:26 PM	1002349115	Automation Systems Inc.	12:00 AM	5:40:00 AM	Warni
31828	11/22/2006	02:28 PM	1002349115	Automation Systems Inc.	12:00 AM	5:42:00 AM	Warni
31829	11/22/2006	02:30 PM	1002349115	Automation Systems Inc.	12:00 AM	5:44:00 AM	Warni
31830	11/22/2006	02:30 PM	1006944174	McManus Partners	12:00 AM	5:13:00 AM	Minor
31831	11/22/2006	02:31 PM	1006944174	McManus Partners	12:00 AM	7:58:00 AM	Warni
31832	11/22/2006	02:32 PM	1002349115	Automation Systems Inc.	12:00 AM	5:46:00 AM	Warni
31833	11/22/2006	02:33 PM	1002349115	Automation Systems Inc.	12:00 AM	5:47:00 AM	Warni
31834	11/22/2006	02:35 PM	1002349115	Automation Systems Inc.	12:00 AM	5:49:00 AM	Warni
31835	11/22/2006	02:37 PM	1002349115	Automation Systems Inc.	12:00 AM	5:51:00 AM	Warni
31836	11/22/2006	02:38 PM	1002349115	Automation Systems Inc.	12:00 AM	5:52:00 AM	Warni
31837	11/22/2006	02:40 PM	1002349115	Automation Systems Inc.	12:00 AM	5:54:00 AM	Warni
31838	11/22/2006	02:41 PM	1002349115	Automation Systems Inc.	12:00 AM	5:55:00 AM	Warni
31839	11/22/2006	02:43 PM	1001806115	DCG Corp.	12:00 AM	12:55:00 PM	Major
31840	11/22/2006	02:45 PM	1001806115	DCG Corp.	12:00 AM	12:59:00 PM	Warni
31841	11/22/2006	02:46 PM	1001504045	Business Financial Services	12:00 AM	11:09:00 PM	Major
31842	11/22/2006	02:47 PM	1001504045	Business Financial Services	12:00 AM	1:38:00 AM	Warni
*							

View – AlarmView

Chapter 15 PBX Configuration

15.1 Setting up your systems to dial AlarmTraq

15.1.1 Definity G3 OSS Number Setup

This command specifies and displays scheduled maintenance operations and maintenance support functions. It also activates and deactivates INADS alarm origination during repairs.

command: change system-parameters maintenance

```
MAINTENANCE-RELATED SYSTEM PARAMETERS

OPERATIONS SUPPORT PARAMETERS
Product Identification: 1061234567
First OSS Endpoint: 18003942182
Second OSS Endpoint:
Alarm Origination to OSS Numbers: first-only
Cleared Alarm Notification? y
Restart Notification? y
Test Remote Access Port? y
CPE Alarm Activation Level: minor
Abbrev Alarm Report? y
Abbrev Alarm Report? y
Suspension Threshold: 5

Customer Access to INADS Port? y
Repeat Dial Interval (mins): 7

SCHEDULED MAINTENANCE
Start Time: 22 : 00 Stop Time: 06 : 00
Daily Maintenance: daily Save Translation: daily
Command Time-out (hours): 2
Control Channel Interchange: no System Clocks Interchange: no
SPE Interchange: no
command: change system-parameters maintenance
```

Maintenance-Related System Parameters Form

Product Identification - Identifies the switch to AlarmTraq; 10-digit number starting with 1.

First OSS Endpoint - Enter the first OSS telephone number to reach AlarmTraq.

Abbrev Alarm Report - Enables the Abbreviated Alarm Report feature for the first OSS. (**yes**).

Second OSS Endpoint - The switch reports alarms secondly to the second OSS Endpoint. Enter the second OSS telephone number (for example, INADS or Trouble/Tracker).

Abbrev Alarm Report - Enables the Abbreviated Alarm Report feature for the second OSS. (**no**)

Alarm Origination to OSS Numbers - Indicates one of four options for alarm origination (**neither**):

- **both** - Major and Minor alarms result in an automatic call to both administered OSS telephone numbers.
- **first-only** - Major and Minor alarms result in an automatic call to the first administered OSS number.
- **neither** - alarm origination does not occur; reports are not sent to either number.
- **second as backup** - Major and Minor alarms result in an automatic call to the first administered OSS telephone number. If calling the first OSS telephone number fails four times, the switch calls the second administered OSS telephone number until calling the first OSS telephone number is successful.

Cleared Alarm Notification - The switch originates calls to AlarmTraq and sends an alarm resolution message once all previously-reported Major and Minor alarms are resolved.

Restart Notification - Enables the switch to originate calls to the OSS and report any system restarts caused by switch problems. Activate Alarm Origination to enable Restart Notification.

15.1.2 S8700 OSS Number Setup

S8700 Shell Commands

S8700 Server administration is performed using a set of shell commands. These shell commands have a Linux look-and-feel. All shell commands administer or display information specific to the server they are being executed on. The information below is contained in Avaya document 555-245-101.

almcall

This command displays or administers the OSS telephone numbers, the number of retries, the time interval between retries and Alarm Abbreviation parameters. It also applies to SNMP inform requests to INADS. All OSS parameters are stored in alarm_oss.conf file.

```
Usage: almcall [-f first-number] [-a [y|n]]
              [-s second-number] [-b [y|n]]
              [-t [abbreviation-timer]]
              [-i [interval]] | [-?]
```

no argument: display

```
-f: set first number to first-number
    values allowed: up to 30 digits. ',' for pause
-a: set alarm abbreviation on first number to y(default) or n
-s: set second number to second-number
    values allowed: up to 30 digits. ',' for pause
-b: set alarm abbreviation on second number to y(default) or n
-t: set alarm abbreviation timer in hours
    values allowed: 1-24
    default value: 4
-i: set interval between retries in minutes to interval
    values allowed: 1-20
    default value: 7
```

```
[root@definity-1 /root]# almcall
```

```
First OSS Number: 18003942182
Alarm Abbreviation on First Number: y
```

```
Second OSS Number:
Alarm Abbreviation on Second Number: y
```

```
Alarm Abbreviation Timer: 4
Interval between Retries: 7
```

almenable

The almenable command is used to administer or display Alarm Origination (Traditional Dial-out Modem Calls), and SNMP Alarm Origination. These parameters can no longer be administered via the DEFINITY SAT interface. All almenable parameters will be logged into alarm_oss.conf file.

```
Usage: almenable [-d [n|f|b]] [-s [y|n]] ] | [-?]
```

no argument: display

```
-d: set dial out alarm origination to
    n - neither (default)
    f - first number only
    b - both numbers
-s: enable (y)(default) or disable (n) snmp alarm origination
```

almnotif

This command is used to administer Restart Notification Parameter, Clear Alarm Notification Parameter, and Suspension Threshold for Clear Alarm Notification.

```
Usage: almnotif [-r [y|n]] [-c [y|n]] [-s [threshold]] | [-?]
no argument: display
-r: enable (y) - default - or disable (n) restart notification
-c: enable (y) - default - or disable (n) clear alarm notification
-s: set suspension threshold to "threshold"
    values allowed: 1-15
    default value: 5
```

productid

Sets or displays the oss productid of the software system. Partial Command functionality (display productID) shall be available from the Stingray WEB interface, in that users cannot set the product ID from the WEB Interface.

```
Usage: productid [-p|-m productid] | [-?]
no argument: display product identification number
-p: set MultiVantage identification number to productid
-m: set Messaging identification number to productid
```

testinads

Checks connectivity to the INADS port using the modem and SNMP inform requests. The test is successful only if AlarmTraq acknowledges the test alarm. At least the first OSS number or SNMP Inform Request IP Destination must be administered for this test to be successful. If both modes are administered, both modes shall be tested.

```
Usage: testinads
```

No command line parameter required. It tests the health of alarm processing between the system and AlarmTraq.

15.1.3 Intuity AUDIX OSS Number Setup

Alarm Management	
Product ID	2000000955
Alarm Destination	918003942182
Alarm Origination	ACTIVE
Alarm Level	MINOR
Alarm Suppression	INACTIVE
Clear Alarm Notification	ACTIVE

Intuity Audix | Alarm Management Form

Product ID - Identifies the switch to AlarmTraq: 10-digit number starting with 2.

Alarm Destination - This is the telephone number the system dials to reach AlarmTraq.

Alarm Origination - When this is active the system notifies AlarmTraq of alarms.

Alarm Level - This indicates the minimum severity level of alarms sent to AlarmTraq.

Alarm Suppression - When this is active, no alarms are sent to AlarmTraq.

Clear Alarm Notification - If Active, an entry indicating that all alarms were cleared is sent to AlarmTraq.

15.1.4 Definity AUDIX OSS Number Setup

```
change system-parameters maintenance Page 1 of 2
SYSTEM-PARAMETERS MAINTENANCE

Product Identification Number: 2033637400
Machine Network Name: audix
System Location: First Bank AUDIX

Manual Trouble Reporting Number: 1-800-394-2173
Automatic Alarm Reporting Telephone Number:
ATDT918003942182

Remote Modem Initialization String:
AT&N6S0=1

Alarm Origination Remote Access Port Baud Rate: 9600

System Notes:
For Service Call (800) 394-2173
Call Mary with problems

enter command: change system-parameters maintenance
```

Intuity Audix | Alarm Management Page 1

Product Identification Number - Number by which this system is known to AlarmTraq. 10-digit number starting with 2.

Machine Network Name - Descriptive name for the DEFINITY AUDIX System, defined on the Machine screen.

System Location - Descriptive location name for the DEFINITY AUDIX System.

Manual Trouble Reporting Number - Telephone number to manually report DEFINITY AUDIX troubles (normally the AUDIX help line). Defaults to 1-800-56AUDIX, if calling from within the USA

Automatic Alarm Reporting Telephone Number - Modem command string for automatic alarm referral calls generated by this DEFINITY AUDIX System. For example, to dial 9, pause, and dial a number on the tip/ring port, enter **ATDT9,1234567** (including a command prefix such as ATDT, if required), (Pause, tip/ring default pause = 2 seconds).

Remote Modem Initialization String - Initialization string required to set protocols that will allow DEFINITY AUDIX System to communicate with the external modem. For US Robotics 33.6: **at&f0e1x4&a3&b1&k0&n6&u2s0=1s13=1y0&w0**

Alarm Origination Remote Access Port Baud Rate - Baud rate used when originating an outgoing alarm call.

```
change system-parameters maintenance                               Page 2 of 2
SYSTEM-PARAMETERS MAINTENANCE

Alarm Origination Active? y
All Alarms Resolved Notification? y

ALARM ACTION:
                                     Major Minor
System: call call
SCSI Devices: call call
Filesystems: call call
Switch Link: call call
Voice Ports: call call
Networking: call call
Maintenance: call call

Close Contacts on Alarm Origination Failure? y

Maximum Number of Event Log Entries: 10000

enter command: change system-parameters maintenance
```

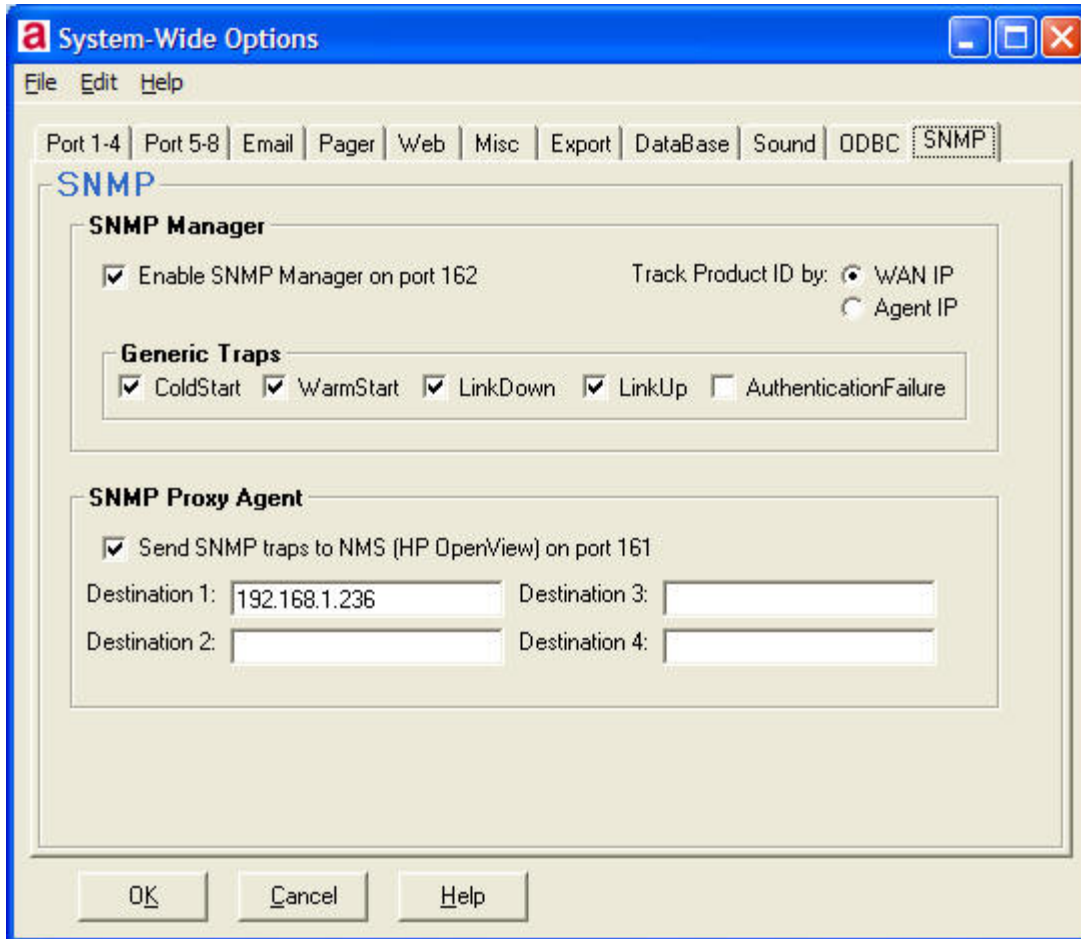
Intuity Audix | Alarm Management Page 2

Chapter 16 SNMP

16.1 SNMP Setup

16.1.1 Configuring SNMP

To setup SNMP click on **Edit>System-Wide Options>SNMP** tab.



16.1.2 SNMP Manager

SNMP Manager:

Enable SNMP Manager on Port 162: Select this option to automatically load the SNMP manager application to receive traps from systems such as S8700, S8300, S8500, and IP Office. SNMP Manager will run in the background and can be monitored with the SNMP Viewer. To open the SNMP Viewer, click **View>SNMP Trap Viewer**.

Track Product ID by: If you wish to track the WAN IP address for use when assigning a Product ID select WAN IP. To track by Agent IP select Agent IP.

Generic Traps: Select the trap types you want to be processed. If not checked these trap types will be ignored by AlarmTraQ.

16.1.3 SNMP Proxy Agent

SNMP Proxy Agent

Send SNMP trap to NMS (HP OpenView) on port 161: Select this option to automatically send an SNMP trap message to a 3rd party Network Management System (NMS) when an alarm is received via modem or SNMP.

This option allows AlarmTraq to act as a proxy SNMP server to integrate legacy Definity systems such as System-75, G1, G2 and G3 to be monitored by HP OpenView or any 3rd party SNMP manager application.

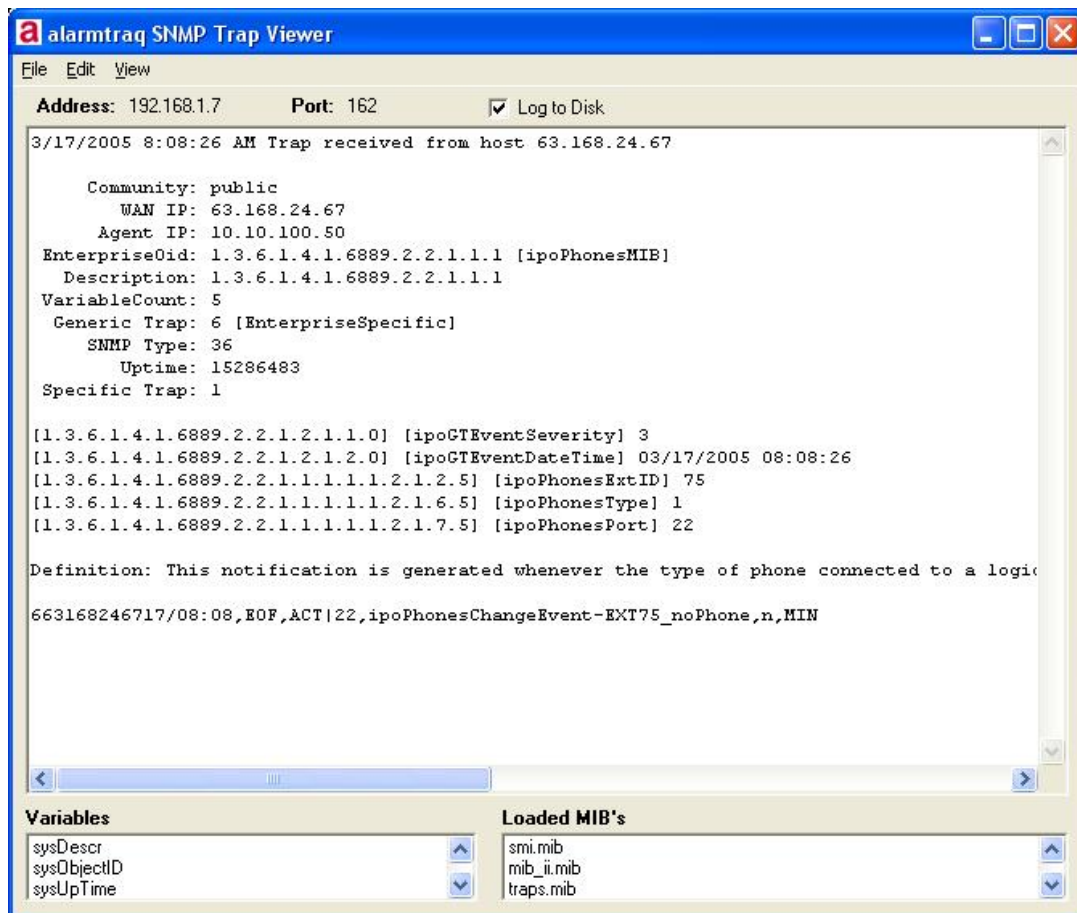
Destination 1-4: Enter the IP address of the SNMP Manager application you would like to send traps to. This is the IP address of the HP OpenView server or other 3rd party SNMP Manager.

Make sure you DO NOT enter the IP address of the AlarmTraq server in this field, as this will create an endless loop the next time an alarm is received.

16.1.4 SNMP Viewer

SNMP Viewer

To open the SNMP Viewer, click **View>SNMP Trap Viewer**



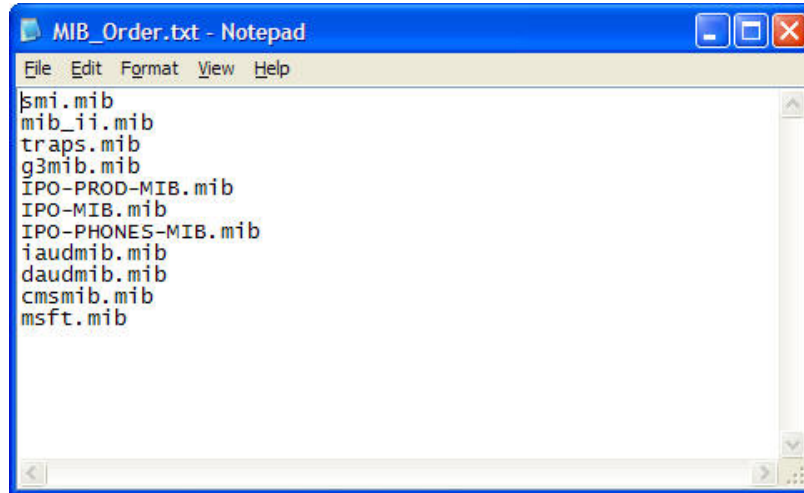
To open the SNMP Viewer, click **View>SNMP Trap Viewer**

16.1.5 SNMP MIB files

MIBs

Although MIB (Management Information Base) file are not required for AlarmTraq to operate, MIBs allow AlarmTraq to access management data from supported systems using SNMP.

All MIB files that need to be loaded at startup should reside in the "AlarmTraq\MIB\" directory, and the "MIB\MIB_Order.txt" file should contain the file names in the order they should be loaded.

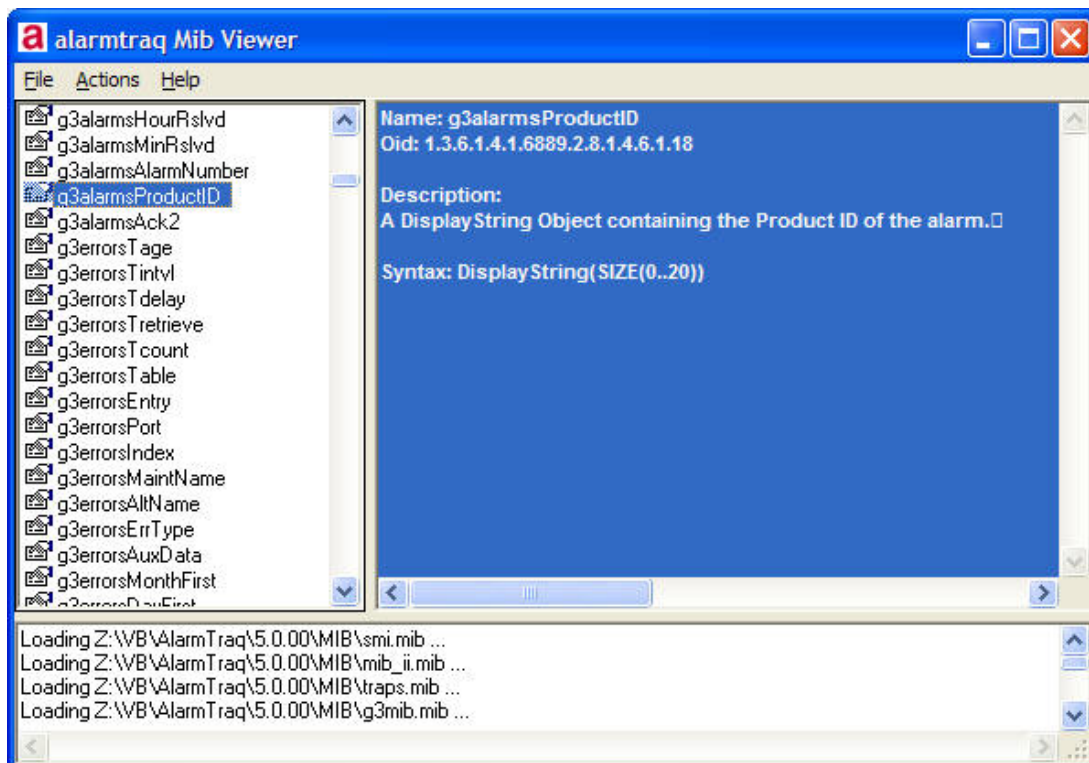


Sample MIB_Order.txt file

To Verify the proper operation and loading of the MIBs, a separate program

To Verify the proper operation and loading of the MIBs, a separate program names MIBListView.exe located in the AlarmTraq directory will show all the variables assigned by the MIBs.

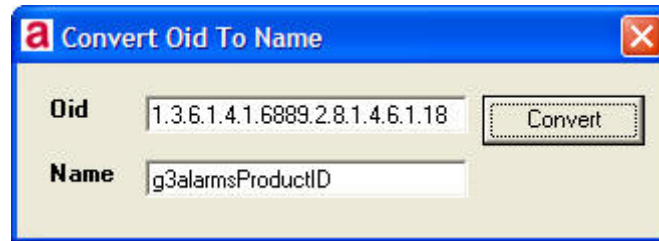
Run "C:\Program Files\AlarmTraq\MIBListView.exe"



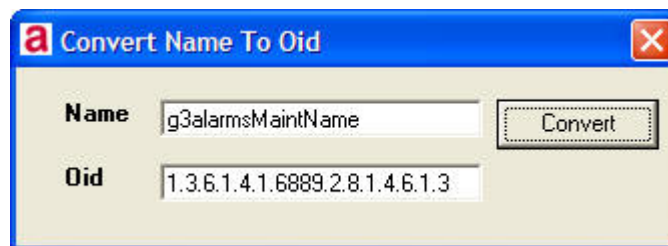
Sample MIBListView

The left column shows the list of variables loaded by the MIBs. The main window shows the Oid (Object Identifier) and description of the variable.

To find the variable name from an Oid, click "Action>Convert Oid To Name" (see below).



To find the OID from a variable name, click "Action>Convert Name To Oid" (see below).



16.2 SNMP for IP Office

16.2.1 Configuring IP Office 3.2

AlarmTraq 3.2 with SNMP (Simple Network Management Protocol)

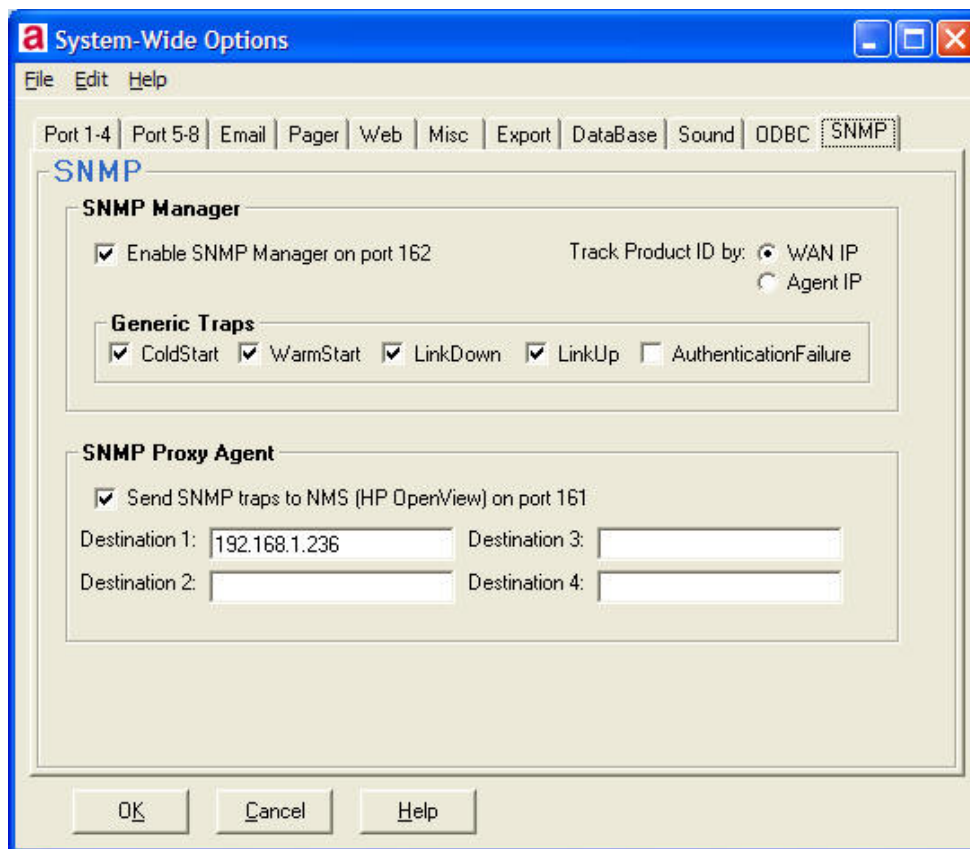
Simple Network Management Protocol (SNMP) allows network devices (SNMP clients and servers) to exchange information. SNMP clients are built into devices such as network routers, server PC, etc. SNMP servers are typically PC application which receive and/or request SNMP information. AlarmTraq is an SNMP server.

The IP Office SNMP client allows the IP Office control unit to respond to SNMP polling and to send information about error conditions to AlarmTraq.

Note: In order for AlarmTraq to interact with an IP Office, the IP Office MIB files, provided on the IP Office Admin CD, must be compiled into AlarmTraq. Refer to the IP Office Installation Manual.

AlarmTraq SNMP Setup

To setup SNMP click on **Edit>System-Wide Options>SNMP tab**.



System-Wide Option - SNMP

SNMP Manager:

Enable SNMP Manager on Port 162: Select this option to automatically load the SNMP manager application to receive traps from systems such as S8700, S8300, S8500, and IP Office. SNMP Manager will run in the background and can be monitored with the SNMP Viewer. To open the SNMP Viewer, click **View>SNMP Trap Viewer**.

Track Product ID by: If you wish to track the WAN IP address for use when assigning a Product ID select WAN IP. To track by Agent IP select Agent IP.

Generic Traps: Select the trap types you want to be processed. If not checked these trap types will be ignored by AlarmTraq.

SNMP Proxy Agent:

Send SNMP trap to NMS (HP OpenView) on port 161: Select this option to automatically send an SNMP trap message to a 3rd party Network Management System (NMS) when an alarm is received via modem or SNMP.

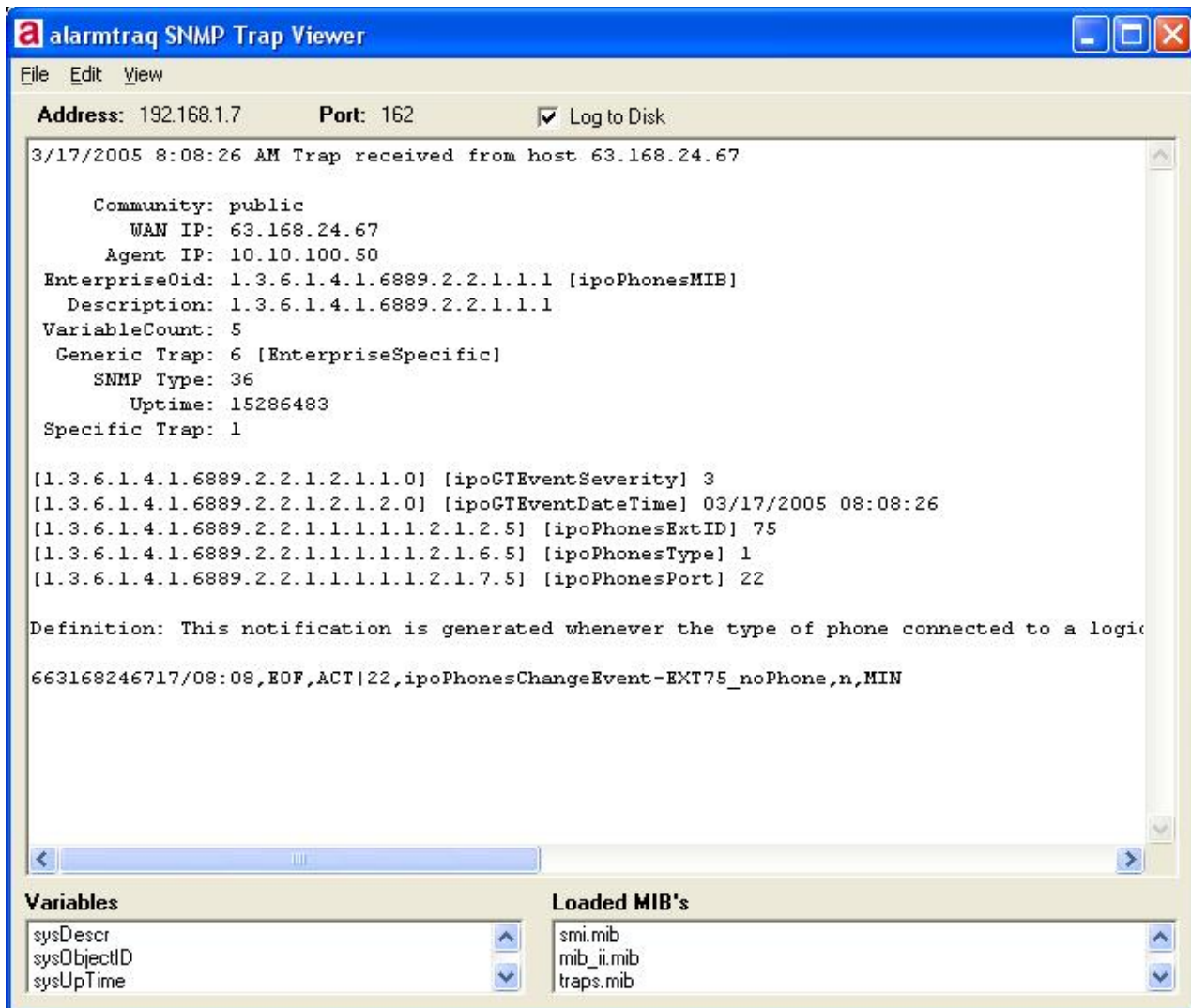
This option allows AlarmTraq to act as a proxy SNMP server to integrate legacy Definity systems such as System-75, G1, G2 and G3 to be monitored by HP OpenView or any 3rd party SNMP manager application.

Destination 1-4: Enter the IP address of the SNMP Manager application you would like to send traps to. This is the IP address of the HP OpenView server or other 3rd party SNMP Manager.

Make sure you DO NOT enter the IP address of the AlarmTraq server in this field, as this will create an endless loop the next time an alarm is received.

AlarmTraq SNMP Viewer:

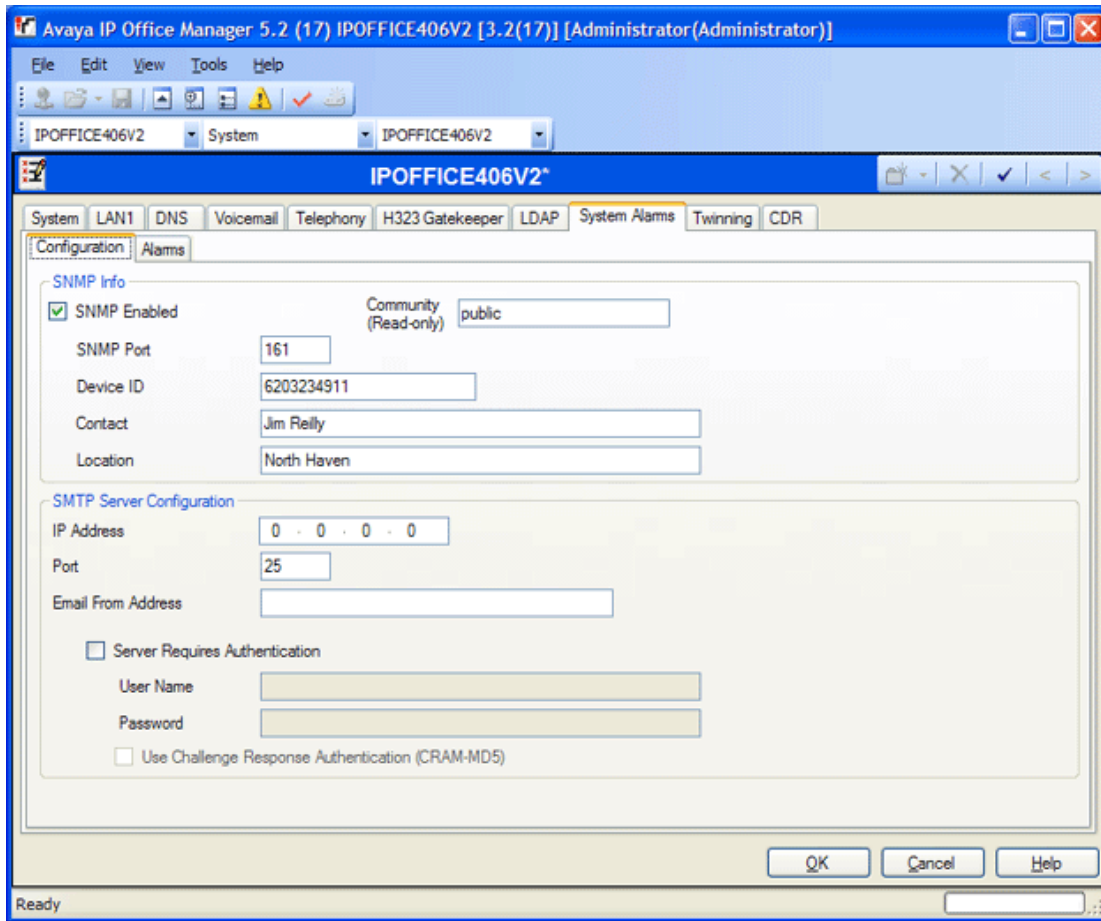
To open the SNMP Viewer, click **View>SNMP Trap Viewer**



IP Office 3.2 SNMP Setup

SNMP Info - Configuration:

Open IP Office Manager 5.2 and click on the 'System Alarms' tab.



IP Office Manager 5.2 – System Alarms - Configuration

SNMP Enabled: Default = Off

Enables support for SNMP by the IP Office control unit.

Community (Read-only): Default = Blank

The SNMP community, eg. public.

SNMP Port: Default = 161

The port on which the control listens and responds to SNMP polling traffic.

Device ID: Default = blank

Enter the 10-digit Product ID of this system to be used by AlarmTraQ. **This number must be in the format 6XXXXXXXXX and be unique in order for AlarmTraQ to recognize this system**

Contact:

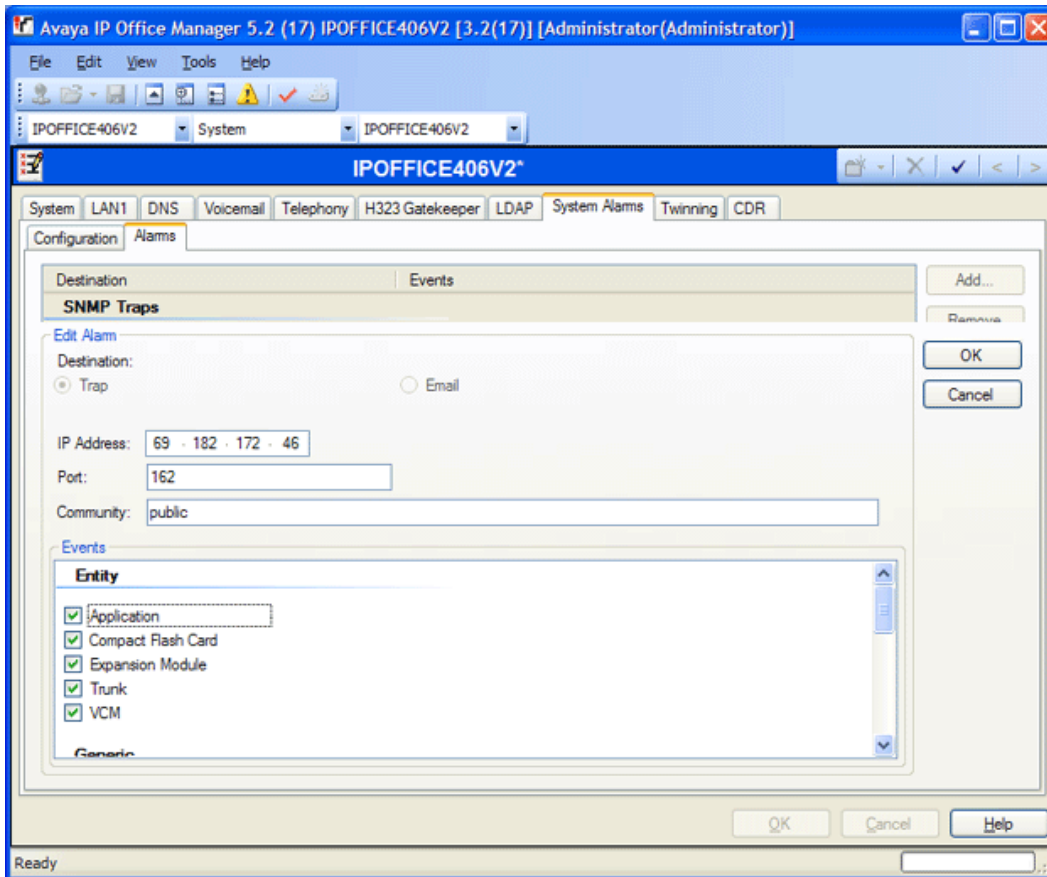
Enter the name of the contact for this system (reference only, not used by AlarmTraQ).

Location:

Enter the name of the location of this system (reference only, not used by AlarmTraQ).

SNMP Info - Alarms:

Click on the 'Alarms' tab.



IP Office Manager 5.2 – System Alarms - Configuration

IP Address: Default = Blank

The public IP address of the AlarmTraq server to which trap information is sent.

Port: Default = 162

The SNMP transmit port

Community: Default = Blank

The SNMP community for the transmitted traps. Must be matched by the receiving SNMP server.

Events: Default = None

Sets which types of IP Office events should be collected and sent by the trap:

Entity: Report on link up/down changes between IP Office modules (except WAN3), trunks and VCM.

Generic: Report on cold starts, warm starts and SNMP authentication failure.

Licence: Report failure to connect with the Licence Key Server.

CSU Loop-Back: Only displays when the system locale is set to **enu**. Ticking this field enables the sending of CSU loop-back events, which may then be monitored by an SNMP manager application.

Phone Change: Send a trap whenever a phone is removed or moved.

IP Office 3.2 Alarms

IP Office 3.2 supports the addition of Device-ID (ipoGTEventDevID) that AlarmTraq uses to establish the Product ID of the system sending the trap.

Sample SNMP_TrapLog-MM-DD-YYYY.log (ipoGenTraps)

```
7/27/2006 12:45:06 PM SYS Trap received from host 63.168.24.67
Site based on WAN IP 63.168.24.67

Community: public
WAN IP: 63.168.24.67
Agent IP: 192.168.1.50
EnterpriseOid: 1.3.6.1.4.1.6889.2.2.1.2 [ipoGenTraps]
Description: 1.3.6.1.4.1.6889.2.2.1.2
VariableCount: 4
Generic Trap: 6 [EnterpriseSpecific]
SNMP Type: 36
Uptime: 2186
Specific Trap: 16 [ipoGenWarmStartSvcEvent]

[1.3.6.1.4.1.6889.2.2.1.2.1.9.0] [ipoGTEventStdSeverity] 4
[1.3.6.1.4.1.6889.2.2.1.2.1.2.0] [ipoGTEventDateTime] 07/27/2006 12:45:06
[1.3.6.1.4.1.6889.2.2.1.2.1.10.0] [ipoGTEventDevID] 6203234911
[1.3.6.1.2.1.1.1.0] [sysDescr] IP 406 DS 3.2(17)

Definition: Enterprise version of standard warmstart trap featuring device identification information

Processing alarm as: 620323491127/12:45,EOF,ACT|0,ipoGenWarmStartSvcEvent,n,MAJ
```

Sample SNMP_TrapLog-MM-DD-YYYY.log (ipoPhonesMIB)

```
7/27/2006 12:35:25 PM SYS Trap received from host 63.168.24.67
Site based on WAN IP 63.168.24.67

Community: public
WAN IP: 63.168.24.67
Agent IP: 192.168.1.50
EnterpriseOid: 1.3.6.1.4.1.6889.2.2.1.1.1 [ipoPhonesMIB]
Description: 1.3.6.1.4.1.6889.2.2.1.1.1
VariableCount: 8
Generic Trap: 6 [EnterpriseSpecific]
SNMP Type: 36
Uptime: 363752
Specific Trap: 2 [ipoPhonesChangeSvcEvent]

[1.3.6.1.4.1.6889.2.2.1.2.1.9.0] [ipoGTEventStdSeverity] 5
[1.3.6.1.4.1.6889.2.2.1.2.1.2.0] [ipoGTEventDateTime] 07/27/2006 12:35:25
[1.3.6.1.4.1.6889.2.2.1.2.1.10.0] [ipoGTEventDevID] 6203234911
[1.3.6.1.2.1.1.1.0] [sysDescr] IP 406 DS 3.2(17)
[1.3.6.1.4.1.6889.2.2.1.1.1.1.1.2.1.2.2] [ipoPhonesExtID] 35
[1.3.6.1.4.1.6889.2.2.1.1.1.1.1.2.1.6.2] [ipoPhonesType] 26
[1.3.6.1.4.1.6889.2.2.1.1.1.1.1.2.1.7.2] [ipoPhonesPort] 29
[1.3.6.1.4.1.6889.2.2.1.2.1.11.0] [ipoGTEventEntityName] Controller, DS 1

Definition: This notification is generated whenever the type of phone connected to a logical extension entity is detected as having changed after completion of normal start up of the Agent entity

Processing alarm as: 620323491127/12:35,EOF,ACT|M:"ipoPhonesExtID 35 changed to 5420 on ipoPhonesPort 29",n,MIN
```

16.2.2 Configuring IP Office 3.1

When a trap is received by an IP Office system, the Product ID is derived from the first nine digits of the WAN IP Address plus as many zeros as needed to become a nine-digit number, with the addition of a "6" inserted at the beginning in order to identify itself as an IP Office. See the above example:

IP Office Identifier = 6
WAN IP Address = 63.168.24.67
Product ID will be 6631682467

Sample SNMP_TrapLog-MM-DD-YYYY.log (ipoProd403DS)

```
3/15/2005 12:30:28 PM Trap received from host 63.168.24.67

Community: public
WAN IP: 63.168.24.67
Agent IP: 10.10.100.50
EnterpriseOid: 1.3.6.1.4.1.6889.1.2.1.2.2 [ipoProd403DS]
Description: 1.3.6.1.4.1.6889.1.2.1.2.2
VariableCount: 0
Generic Trap: 1 [WarmStart]
SNMP Type: 36
Uptime: 1500
Specific Trap: 0

Definition: A warmStart trap signifies that the sending protocol entity is reinitializing itself such that neither the agent configuration nor the protocol entity implementation is altered.

663168246715/12:30,EOF,ACT|0,WarmStart-ipoProd403DS,n,WAR

***** End Trap 3/15/2005 12:30:31 PM *****
```

Sample SNMP_TrapLog-MM-DD-YYYY.log (ipoPhonesMIB)

```
3/15/2005 11:18:51 AM Trap received from host 63.168.24.67

Community: public
WAN IP: 63.168.24.67
Agent IP: 10.10.100.50
EnterpriseOid: 1.3.6.1.4.1.6889.2.2.1.1.1 [ipoPhonesMIB]
Description: 1.3.6.1.4.1.6889.2.2.1.1.1
VariableCount: 5
Generic Trap: 6 [EnterpriseSpecific]
SNMP Type: 36
Uptime: 8929612
Specific Trap: 1

[1.3.6.1.4.1.6889.2.2.1.2.1.1.0] [ipoGTEventSeverity] 3
[1.3.6.1.4.1.6889.2.2.1.2.1.2.0] [ipoGTEventDateTime] 03/15/2005 11:18:51
[1.3.6.1.4.1.6889.2.2.1.1.1.1.1.2.1.2.3] [ipoPhonesExtID] 67
[1.3.6.1.4.1.6889.2.2.1.1.1.1.1.2.1.6.3] [ipoPhonesType] 1
[1.3.6.1.4.1.6889.2.2.1.1.1.1.1.2.1.7.3] [ipoPhonesPort] 20

Definition: This notification is generated whenever the type of phone connected to a logical extension entity is detected as having changed after completion of normal start up of the Agent entity.

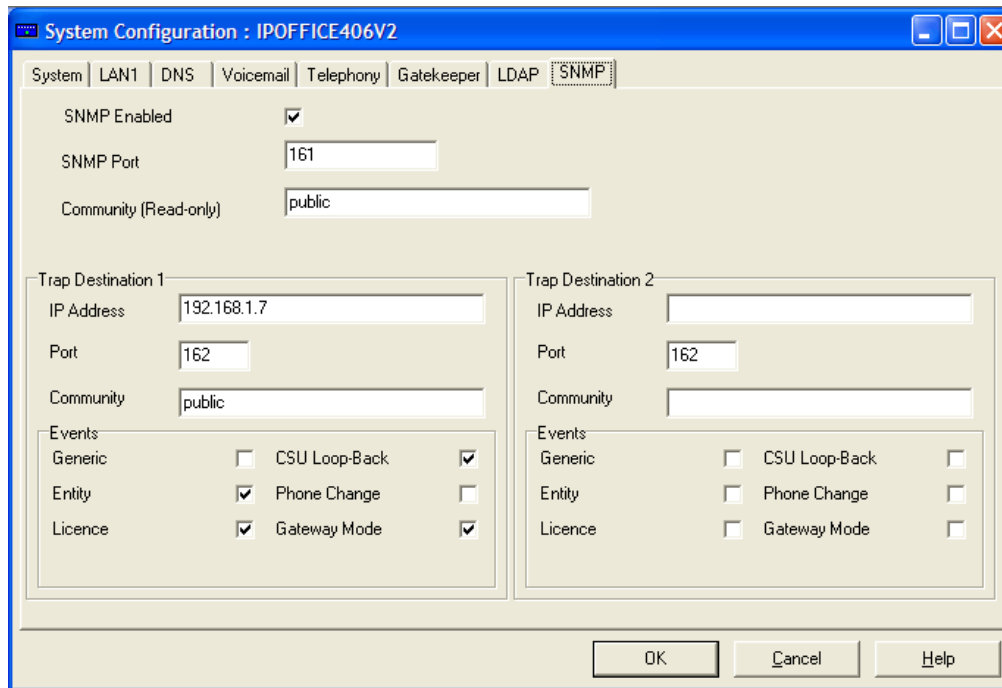
663168246715/11:18,EOF,ACT|20,ipoPhonesChangeEvent-EXT67_noPhone,n,MIN

***** End Trap 3/15/2005 11:18:54 AM *****
```

IP Office SNMP Settings

In Manager, receive the control unit's configuration.

1. Double-click **System** from the Configuration Tree panel and select the **SNMP** tab.



IP Office Manager Application

1. Make sure **SNMP Enabled** is checked.
2. Using either **Trap Destination 1** or **Trap Destination 2**, enter the following information:
3. Enter the **IP Address** of the PC running AlarmTraq.
4. Enter the **Port** on which the traps messages should be sent. This is the UDP port on which the IP Office sends SNMP trap messages. The default is **162**.
5. Set the **Community** that will be used by the agent and the SNMP manager. The community **public** is frequently used to establish communication and then changed (at both the SNMP agent and manager ends) for security.
6. Select the **Events** which should be sent”
 - **Generic:** Events such as soft reboot (warm start), hard reboot (cold start), links up/down (transition in the status of a PPP or frame relay interface) or SNMP community mismatch.
 - **Entity:** Failures, errors and changes of state in IP Office modules and trunk interfaces. Note: Does not include WAN3, Modem2 and ATM4.
 - **License:** Changes of state in the communication with the Feature Key Server.
 - **Phone Change:** Changes to the type of DS or IP phone connected to a port.
 - Click on **OK**.
 - Send the configuration back to the IP Office and select reboot.

When a trap is received by an IP Office system, the Product ID is derived from the first nine digits of the WAN IP Address plus as many zeros as needed to become a nine-digit number, with the addition of a "6" inserted at the beginning in order to identify itself as an IP Office. See the above example:

IP Office Identifier = **6**
WAN IP Address = **63.168.24.67**
Product ID will be **6631682467**

3/15/2005 12:30:28 PM Trap received from host 63.168.24.67

```

Community: public
WAN IP: 63.168.24.67
Agent IP: 10.10.100.50
EnterpriseOid: 1.3.6.1.4.1.6889.1.2.1.2.2 [ipoProd403DS]
Description: 1.3.6.1.4.1.6889.1.2.1.2.2
VariableCount: 0
Generic Trap: 1 [WarmStart]
SNMP Type: 36
Uptime: 1500
Specific Trap: 0

Definition: A warmStart trap signifies that the sending protocol entity is reinitializing itself such that neither the
agent configuration nor the protocol entity implementation is altered.

663168246715/12:30,EOF,ACT|0,WarmStart-ipoProd403DS,n,WAR

***** End Trap 3/15/2005 12:30:31 PM *****

```

Sample SNMP_TrapLog-MM-DD-YYYY.log (ipoProd403DS)

```

3/15/2005 11:18:51 AM Trap received from host 63.168.24.67

Community: public
WAN IP: 63.168.24.67
Agent IP: 10.10.100.50
EnterpriseOid: 1.3.6.1.4.1.6889.2.2.1.1.1 [ipoPhonesMIB]
Description: 1.3.6.1.4.1.6889.2.2.1.1.1
VariableCount: 5
Generic Trap: 6 [EnterpriseSpecific]
SNMP Type: 36
Uptime: 8929612
Specific Trap: 1

[1.3.6.1.4.1.6889.2.2.1.2.1.1.0] [ipoGTEventSeverity] 3
[1.3.6.1.4.1.6889.2.2.1.2.1.2.0] [ipoGTEventDateTime] 03/15/2005 11:18:51
[1.3.6.1.4.1.6889.2.2.1.1.1.1.1.2.1.2.3] [ipoPhonesExtID] 67
[1.3.6.1.4.1.6889.2.2.1.1.1.1.1.2.1.6.3] [ipoPhonesType] 1
[1.3.6.1.4.1.6889.2.2.1.1.1.1.1.2.1.7.3] [ipoPhonesPort] 20

Definition: This notification is generated whenever the type of phone connected to a logical extension entity is
detected as having changed after completion of normal start up of the Agent entity.

663168246715/11:18,EOF,ACT|20,ipoPhonesChangeEvent-EXT67_noPhone,n,MIN

***** End Trap 3/15/2005 11:18:54 AM *****

```

Sample SNMP_TrapLog-MM-DD-YYYY.log (ipoPhonesMIB)

16.3 Configuring S8700, S8500, S8300

S8700 SNMP

When a trap is received by an S8700 system, if the Product ID = 100000000 (default) then a new Product ID is generated from the first nine digits of the WAN IP Address plus as many zeros as needed to become a nine-digit number, with the addition of a "1" inserted at the beginning in order to identify itself as a *g3-product*, below is an example:

g3-product Identifier = 1

WAN IP Address = 81.188.10.12

Product ID will be 1811881012

```
3/16/2005 7:00:08 AM Trap received from host 81.188.10.12

Community: public
WAN IP: 81.188.10.12
Agent IP: 10.246.203.231
EnterpriseOid: 1.3.6.1.4.1.6889.1.8.1 [g3-products]
Description: 1.3.6.1.4.1.6889.1.8.1
VariableCount: 7
Generic Trap: 6 [EnterpriseSpecific]
SNMP Type: 36
Uptime: 164921256
Specific Trap: 3

[1.3.6.1.4.1.6889.2.8.2.1.1.4] [g3clientExternalName] Server8700b
[1.3.6.1.4.1.6889.2.8.1.4.6.1.18] [g3alarmsProductID] 1000000000
[1.3.6.1.4.1.6889.2.8.1.4.6.1.17] [g3alarmsAlarmNumber] 1109325563
[1.3.6.1.4.1.6889.2.8.1.4.6.1.1] [g3alarmsPort] 01A0101
[1.3.6.1.4.1.6889.2.8.1.4.6.1.3] [g3alarmsMaintName] SYS-LINK
[1.3.6.1.4.1.6889.2.8.1.4.6.1.4] [g3alarmsOnBrd] n
[1.3.6.1.4.1.6889.2.8.1.4.6.1.6] [g3alarmsAlarmType] min

Definition: A Minor alarm has been issued by the switch.

181188101216/07:00,EOF,ACT|01A0101,SYS-LINK,n,MIN

***** End Trap 3/16/2005 7:00:10 AM *****
```

Sample SNMP_TrapLog-MM-DD-YYYY.log (g3-products)

```
3/16/2005 12:27:33 AM Trap received from host 68.161.14.63

Community: public
WAN IP: 68.161.14.63
Agent IP: 10.10.102.12
EnterpriseOid: 1.3.6.1.4.1.6889.1.8.1 [g3-products]
Description: 1.3.6.1.4.1.6889.1.8.1
VariableCount: 7
Generic Trap: 6 [EnterpriseSpecific]
SNMP Type: 36
Uptime: 848840195
Specific Trap: 3

[1.3.6.1.4.1.6889.2.8.2.1.1.4] [g3clientExternalName] Server8700b
[1.3.6.1.4.1.6889.2.8.1.4.6.1.18] [g3alarmsProductID] 1234543212
[1.3.6.1.4.1.6889.2.8.1.4.6.1.17] [g3alarmsAlarmNumber] 1110481404
[1.3.6.1.4.1.6889.2.8.1.4.6.1.1] [g3alarmsPort] M:"G700 deregistered from this controller:10.10.204.131:1"
[1.3.6.1.4.1.6889.2.8.1.4.6.1.3] [g3alarmsMaintName] CMG
[1.3.6.1.4.1.6889.2.8.1.4.6.1.4] [g3alarmsOnBrd] 48
[1.3.6.1.4.1.6889.2.8.1.4.6.1.6] [g3alarmsAlarmType] min

Definition: A Minor alarm has been issued by the switch.

123454321216/00:27,EOF,ACT|M:"G700 deregistered from this controller:10.10.204.131:1",CMG,48,MIN

***** End Trap 3/16/2005 12:27:36 AM *****
```

Sample SNMP_TrapLog-MM-DD-YYYY.log (g3-products)

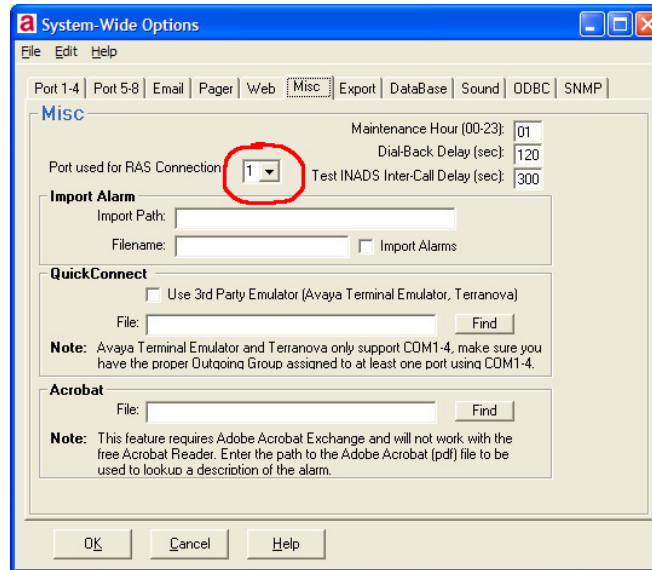
Chapter 17 PPP/RAS

17.1 PPP and RAS Connections

17.1.1 Configuring PPP and RAS Connections

Important: The modem being used as the RAS/PPP connection must use the same COM port as the AlarmTraq port you assign for RAS connections. See below.

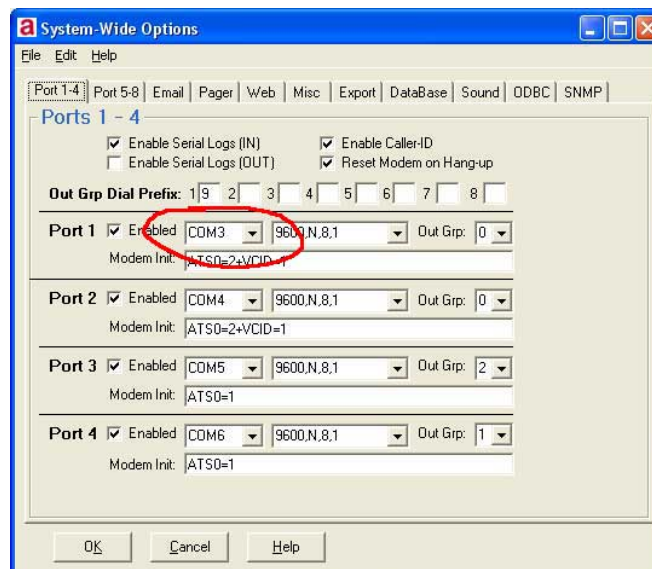
Step 1: Click on Edit>System-Wide Options>Misc.



System-Wide Options | Misc

Step 2: Select an AlarmTraq port to be used for RAS connection. This example uses port 1.

Step 3: Click on the ports tab and make a note of the COM port number assigned to the AlarmTraq port selected in step 2. In this example Port 1 is using COM3 (see below).



System-Wide Options | Port 1-4

Step 4: Open the Windows Network Connections dialog.



Windows Dial-up Networking Connection

Step 5: Select only the modem assigned to the COM port from step 4. In this example you would select the modem using COM3.

17.1.2 Configuring Windows 2000 for PPP/RAS

Creating a Windows 2000 Dial-Up Networking Connection

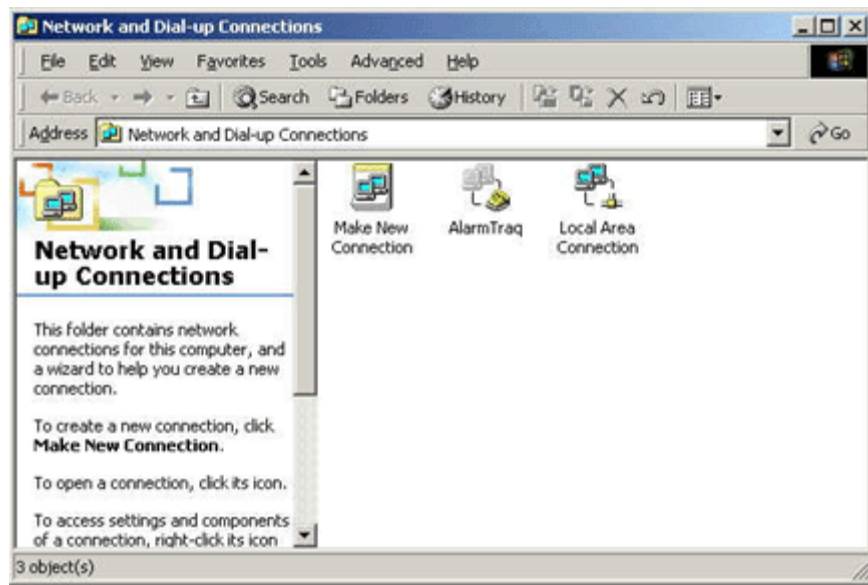
In order for AlarmTraq to connect to an S8700, S8500 or S8300 system, a dial-up networking connection must be established.

Step 1: Start the “New Network Connection Wizard” and select “Dial-up to private network” to create a new connection. Name this connection “**AlarmTraq**” and use the default settings .



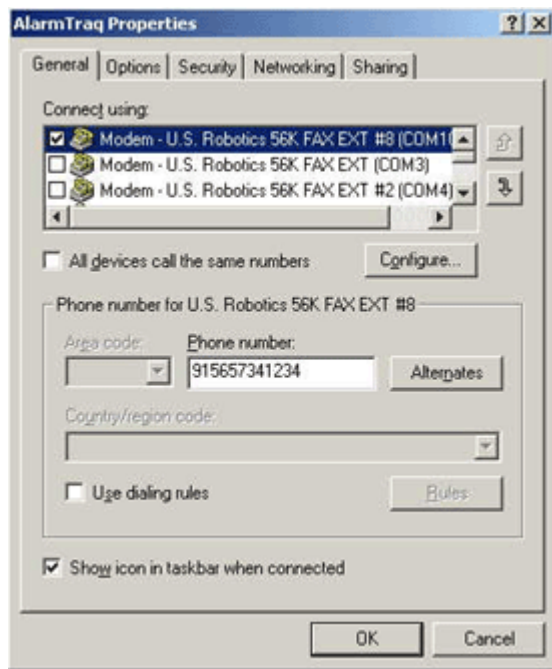
Windows Network Connection Wizard

Step 2: Right-click on the new connection named “AlarmTraq” and select “Properties”.

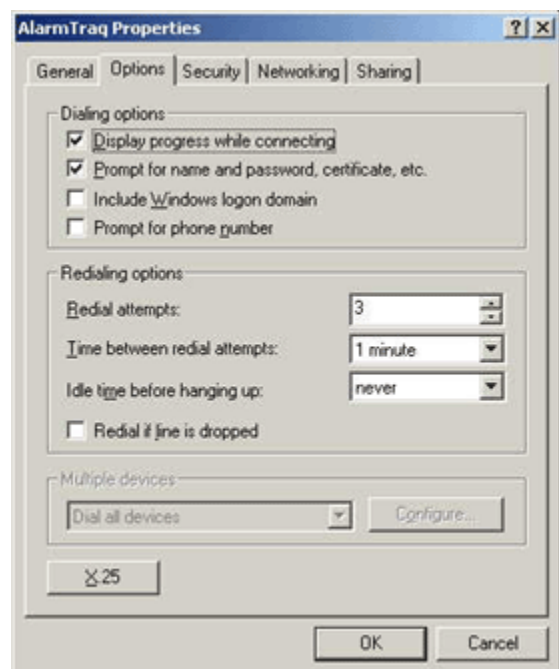


Windows Network and Dial-up Connections

Dial-Up Networking Properties



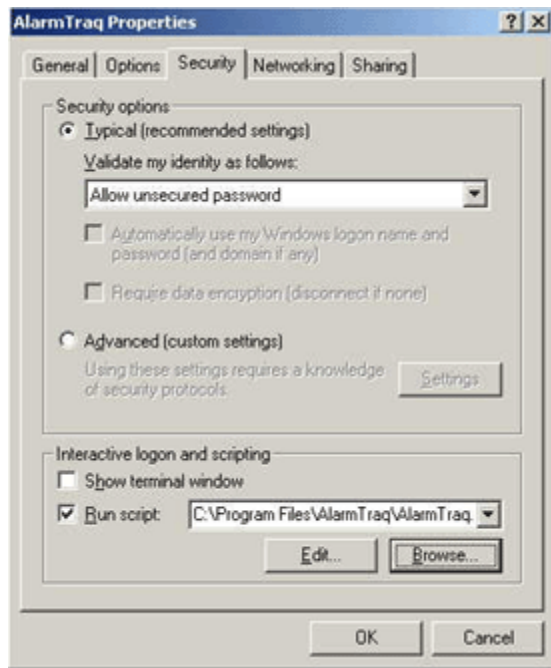
General



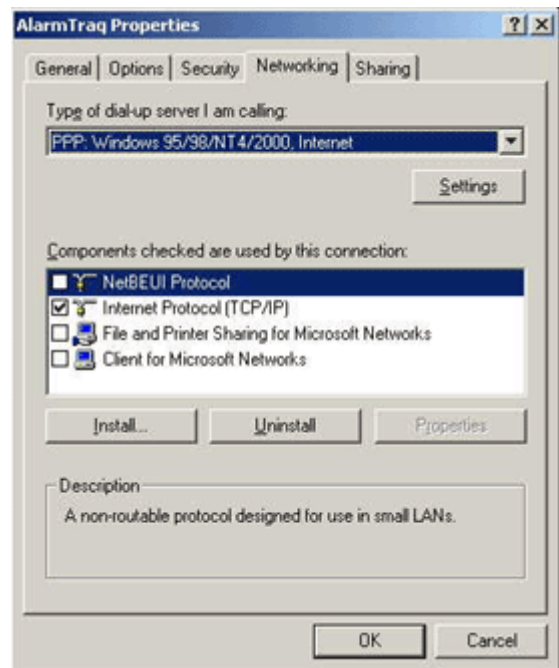
Options

General: Select only one modem. The corresponding AlarmTraq port must be assigned as the RAS port in System Options > Misc > RAS Port.

Important: The modem being used as the RAS/PPP connection must use the same COM port as the AlarmTraq port you assign for RAS connections. See below.



Security



Networking

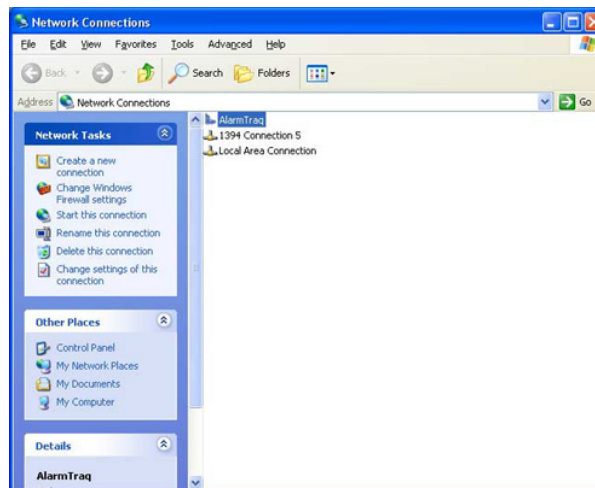
Security: Select “Run script” and point to the “C:\Program Files\AlarmTraq\AlarmTraq.scp”. This file is created each time AlarmTraq attempts to dial a system configured as RAS/PPP.

Networking: Select only Internet Protocol (TCP/IP).

17.1.3 Configuring Windows Server 2003 and XP

Creating a Windows XP/ Server 2003 Dial-Up Networking Connection

Step 1: Start the “New Network Connection Wizard” and select “Dial-up to private network” to create a new connection. Name this connection ”**AlarmTraq**” and use the default settings .



Windows Network and Dial-up Connections

Step 2: Right-click on the new connection named “AlarmTraq” and select “Properties”.

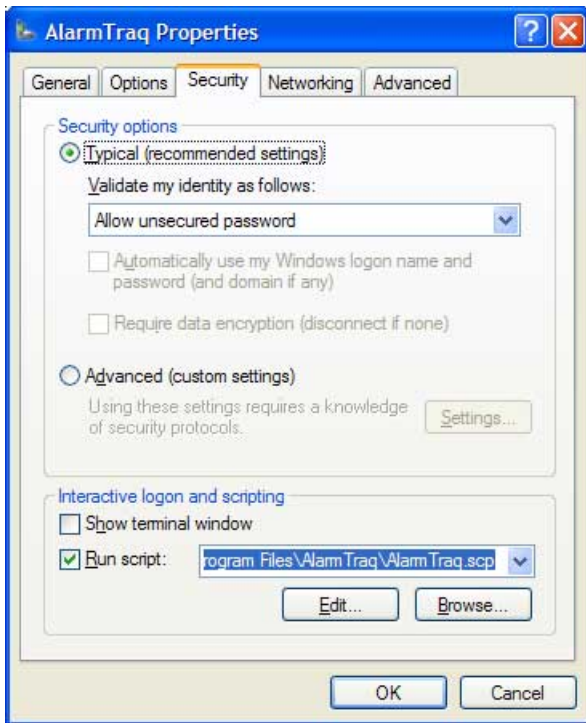


General

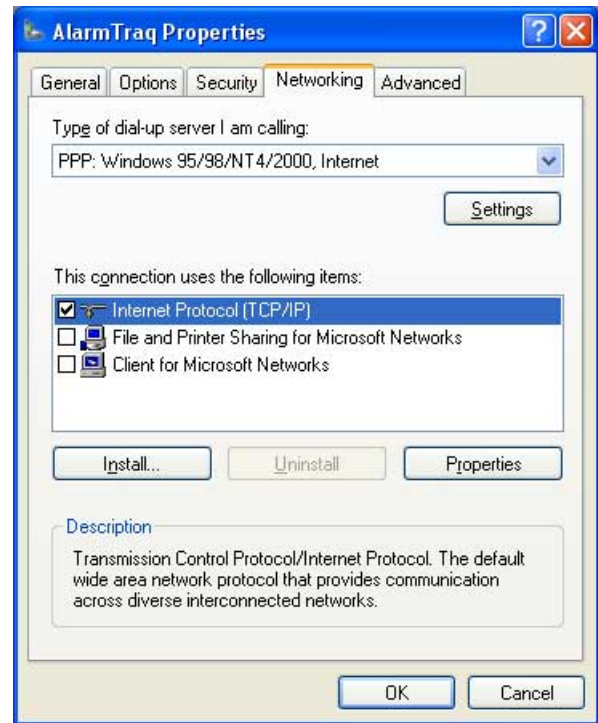


Options

General: Select only one modem. The corresponding AlarmTraq port must be assigned as the RAS port in System Options > Misc > RAS Port.

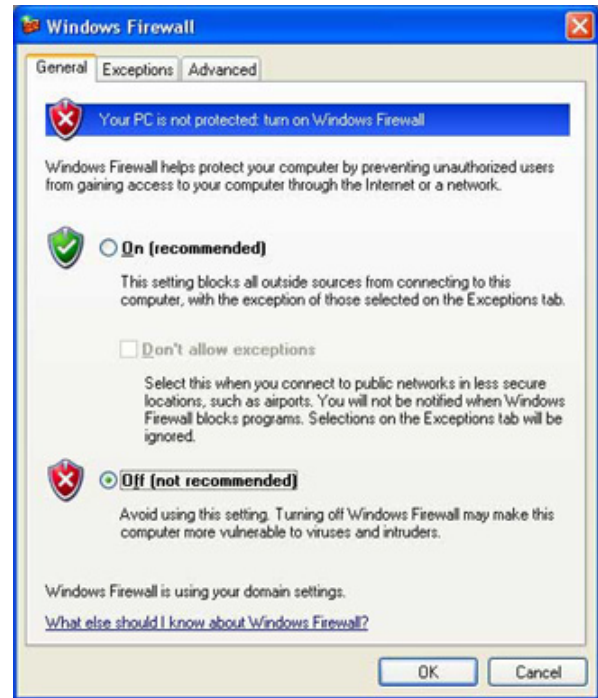


General



Networking

Security: Select “Run script” and point to the “C:\Program Files\AlarmTraq\AlarmTraq.scp”. This file is created each time AlarmTraq attempts to dial a system configured as RAS/PPP.



Chapter 18 Caller-ID and ANI

18.1 Analog Caller-ID and ANI

18.1.1 Configuring analog Caller-ID (CID)

How to Test a MODEM for Caller ID Support

To use AlarmTraq with Caller ID support you need two things:

- Caller ID Service From your local telephone company
- A MODEM or hardware device that supports Caller ID

The first is required as only your local telephone company can supply this data. The second is required so that the data sent by the telephone company can be passed to software programs for processing. Many current Modems offer support for Caller ID. The key question is always what setup string to use to enable Caller ID (virtually every MODEM disables Caller ID as the default).

For most Modems, the string **ATS0=2#CID=1** or **ATS0=2+VCID=1** will enable Caller ID. Look in the user's manual for your MODEM to see if any setup string is referenced or mentioned.

For MultiTech MT5634ZBA modems use:

ATS0=1 (no Caller ID)
 ATS0=2+VCID=1 (using Caller ID)

For US Robotics modems use:

AT&F1S0=1 (no Caller ID)
 AT&F1#CID=1S0= (using Caller ID)

Other common setup strings are:

ATS0=2#CID=2
AT%CCID=1
AT%CCID=2
AT#CC1
AT*ID1

The best way to test is to use a terminal data program. In Windows 95/98/ME/2000/XP, the HyperTerminal program can be used.

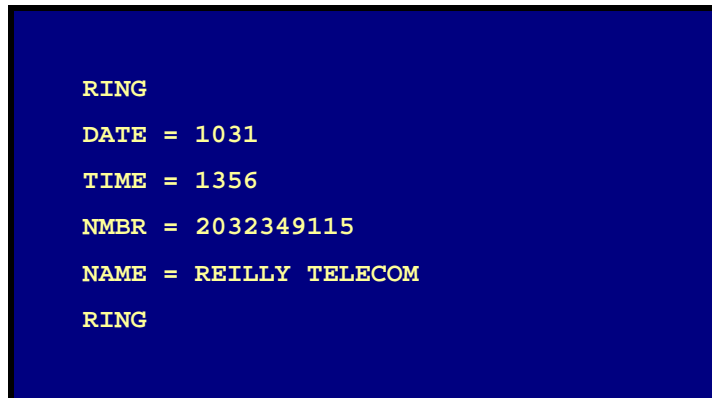
To use HyperTerminal do the following:

- 1) Select "HyperTerminal" by navigating through the Start button to "Programs," then "Accessories," then "HyperTerminal"
- 2) Double click on "hyperterm" or "hyperterm.exe"
- 3) Name the new connection "test," and select OK
- 4) Change the "connect using" to Direct to COM X, where X is the COM port used by the Caller ID device
- 5) Click on OK on the screen for port settings

To test your MODEM, do the following:

1. Type the string ATZ, (OK should appear on the screen)
2. Enter the Caller ID string to be tested, (ATS0=2#CID=1 or ATS0=2+VCID=1 for most modems)
3. If OK results, continue; If ERROR results the modem may not support Caller ID; try a different setup string
4. Have someone call you and watch the terminal screen
5. If Caller ID is working, you will see the word RING, followed by one or more additional data lines. The word RING will then continue to appear for each incoming ring.
6. If Caller ID is not working, you will only see the word RING for each incoming ring. If this is the case try another setup string and go back to step 2.

The most common result, when Caller ID data works, is the following:

A screenshot of a terminal window with a dark blue background and white text. The text displays the following Caller ID information: RING, DATE = 1031, TIME = 1356, NMBR = 2032349115, NAME = REILLY TELECOM, and RING.

```
RING
DATE = 1031
TIME = 1356
NMBR = 2032349115
NAME = REILLY TELECOM
RING
```

There are other formats as well. The key point is that other data generally appears between the first and second rings. Some telephone companies ship Caller ID data in different formats. If you see a format different from the above, send us the data and information via E-Mail at support@reillytele.com. We see a new format about once a month, and can usually make a minor software adjustment to handle the new case.

18.1.2 Configuring ANI (Auto Number Identification)

Configuring a Definity switch to send Caller-ID or ANI to AlarmTraq requires the use of a TN793B circuit pack configured for **CallrID**.

TN793B SPECIFICATIONS

- 24-port, 2-wire analog interface.
- Supports 24 analog telephones with Caller ID.
- Supports 24-Port analog on DEFINITY Release 6.3 and higher.
- Supports Caller ID and ANI on DEFINITY Release 8.2 and higher.
- Supports 500, 2500, 7100, 8100 and 9100 analog series telephones

TN793B REQUIREMENTS

- Avaya Definity Family: G3si V6.3 or higher.

Step 1 Use the Add Station <extension number> command (for example, Add Station 2001) to assign an extension number for each AlarmTraq port. Set the following options and press **Enter**.

The options available may vary depending on the software version of your phone system.

Table 2 AlarmTraq Port Options	
Option	Setting
Extension	<the extension number of the voice messaging port>
Type	CallrID
Port	<the physical address of the port>
Lock Messages?	n
Test?	n
Name	VoiceMail 2001 (The extension number must appear within the first 16 characters.)
LWC Reception?	n
LWC Activation?	y
Redirect Notification?	n
Off Premise Station?	n
Coverage Msg Retrieval Permission?	n
Data Restriction?	y
Call Waiting Indication?	n
Distinctive Audible Alert?	n
Message Waiting Indicator?	n
Adjunct Supervision	y

Chapter 19 Integrating with Tigerpaw

19.1 TigerPaw Business Suite 9 & 10 Integration (SQL Server)

19.1.1 Configuring AlarmTraq to use TigerPaw SQL Integration

To create an ODBC database link to Tigerpaw:

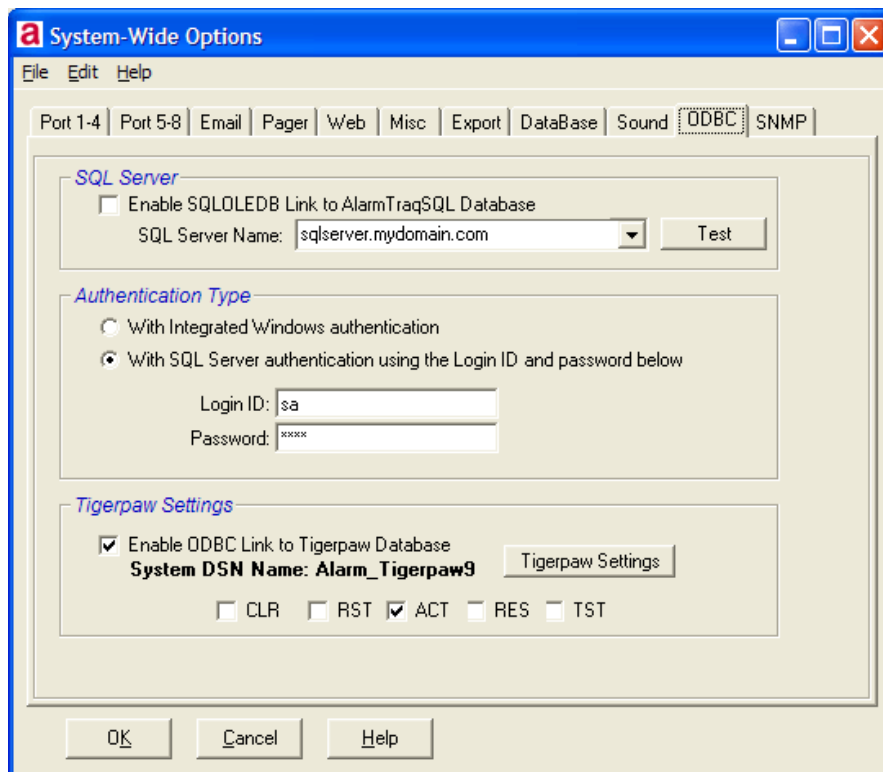
1. Click on Start> Settings> Administrative Tools> Data Sources (ODBC)
2. Click on the "System DSN" tab and click on new
3. Using the SQL Server driver, create a new System DSN named "AlarmTraq_Tigerpaw9" that points to the Tigerpaw database.

To enable the database link in AlarmTraq (Provider = SQLOLEDB):

1. Open AlarmTraq (version 4.2.203 or higher)
2. Click on Edit > System-Wide Options > Export
3. Select the "Enable ODBC Link (SQL Tigerpaw9)" checkbox
4. Click on "OK"
5. Click on Edit > Customer Profiles
6. Enter the TigerPaw account number in the "Account Number" field. (Repeat for all customer)

The Tigerpaw Business Suite contains a stored procedure named `tsp_CreateNewServiceOrder`. This procedure creates a service order with the same data populated as if the user had clicked the 'New' button on the service order view.

As long as the account number field in the "Customer Profiles" form matches a valid TigerPaw account number, the system will automatically enter a new Service Order when an alarm is received from the Definity or Audix system. Alarms are received by AlarmTraq and entered into the **tblServiceOrders** table of the Tigerpaw database using:



System-Wide Options | ODBC

19.1.2 TigerPaw Settings

The screenshot shows a dialog box titled "AlarmTraq ODBC Database Connections" with a "Tigerpaw Integration" section. It is divided into two main areas: "Priority" and "Database Fields".

Priority:

- Major Alarm: High
- Minor Alarm: Medium
- Warning: Low
- Process repeats

Database Fields:

- SOStatus: Open
- SOType: Phone Support
- ContactNumber: 0
- TechAssigned: 1
- TakenBy: 1

Buttons: OK, Cancel

Tigerpaw Settings

Priority

Major Alarm = Enter a valid priority to assign to this alarm (default = High)

Minor Alarm = Enter a valid priority to assign to this alarm (default = Medium)

Warning = Enter a valid priority to assign to this alarm (default = Low)

Fields

Status = Enter a valid SO status condition (default = "Open")

TakenBy = Enter a number that represents a valid "TakenBy" (default = 1)

TechAssigned = Enter a number that represents a valid "TexhAssigned" (default = 1)

Type = Enter a valid SO Type (default = "Phone Support")

Chapter 20 Dispatcher Module

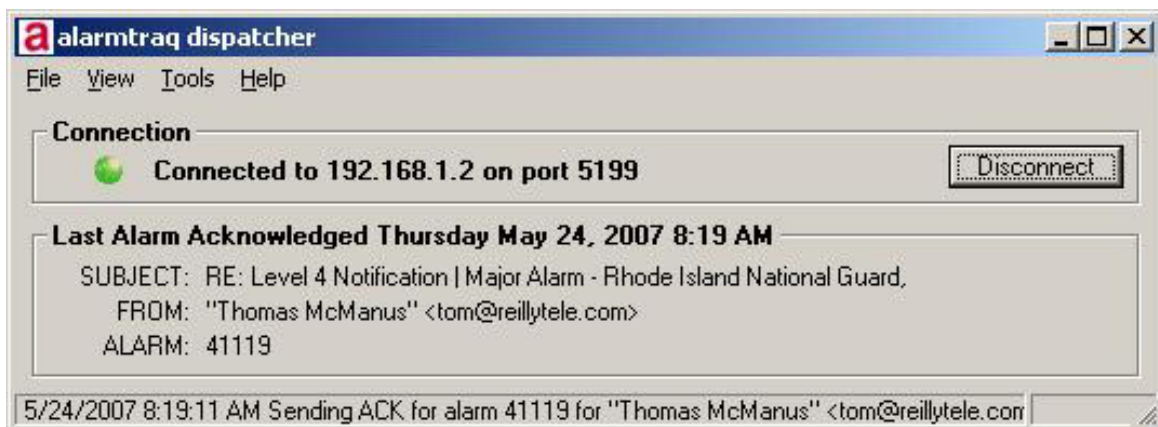
20.1 Using the Dispatcher Module

20.1.1 Configuring Dispatcher

The Dispatcher module provides:

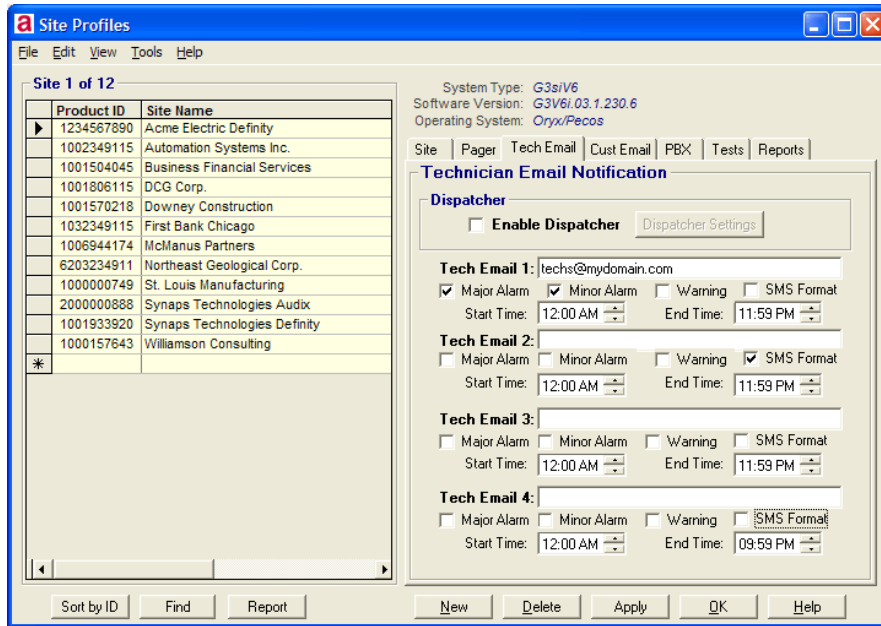
- Comprehensive notification using dynamic scheduling, cascading notification scheme for support personnel.
- Allows support personnel to acknowledge alarms via email or cellular phone.
- Web-based status of active alarms

The main Dispatcher module is a separate POP3 client application that checks the status of the AlarmTraQ mailbox. When a technician acknowledges the alarm email, Dispatcher will flag the alarm record with the email address of the support personel assigned to this alarm as well as the time and date the acknowledgement was received.



Dispatcher Module

20.1.2 Integrating Dispatcher



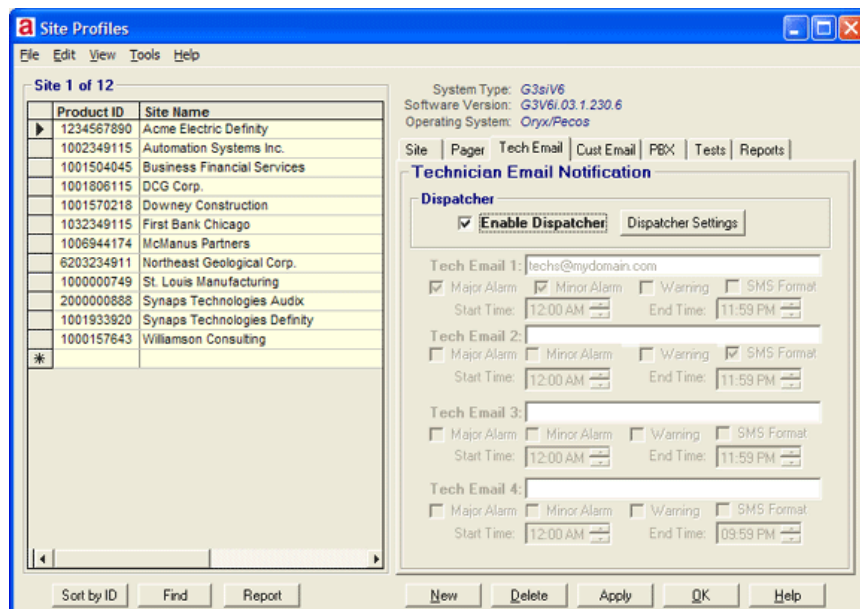
Site Profiles | Technician Email Information

20.2 Dispatcher Settings

20.2.1 Enable Dispatcher settings for a site

Click on the Dispatcher Settings command button.

Enable Dispatcher – Enable this option if you would like to use the dispatcher module to provide cascading notification. For more information see the chapter on Dispatcher.



Site Profiles | Technician Email Information

20.2.2 Dispatcher Level 1 Notification

The screenshot shows a software window titled "Dispatcher Settings" with a menu bar (File, View, Tools, Help) and a title bar. The main content area is titled "Acme Electric Definity 1234567890" and has tabs for "Level 1", "Level 2", "Level 3", "Level 4 - Jeopardy!", and "Templates". The "Level 1" tab is active, displaying "Dispatcher Notification Level 1".

About Level 1
Level 1 Email notification and pagers (listed below) are triggered immediately after an alarm is received. The system will wait several minutes (Level 2 Timer) waiting for alarm resolution or acknowledgement from Level 1 email recipients before triggering Level 2 email notifications and pagers (Next tab). If this alarm is resolved or acknowledged before this time period expires, all notifications will be cancelled immediately for this alarm.

Email 1
Email Address: tier1@mydomain.com
 Major Alarm Warning Start Time: 12:00 AM
 Minor Alarm SMS Format End Time: 11:59 PM

Pager 1
Telephone Number:
 Major Alarm Warning Start Time: 12:00 AM
 Minor Alarm End Time: 11:59 PM

Email 2
Email Address:
 Major Alarm Warning Start Time: 12:00 AM
 Minor Alarm SMS Format End Time: 11:59 PM

Pager 2
Telephone Number:
 Major Alarm Warning Start Time: 12:00 AM
 Minor Alarm End Time: 11:59 PM

Email 3
Email Address:
 Major Alarm Warning Start Time: 12:00 AM
 Minor Alarm SMS Format End Time: 11:59 PM

Email 4
Email Address:
 Major Alarm Warning Start Time: 12:00 AM
 Minor Alarm SMS Format End Time: 11:59 PM

Buttons: OK, Cancel, Apply, Help

Dispatcher | Level 1

Level 1 Notification

Level 1 Email notification and pagers (listed below) are triggered immediately after an alarm is received.

The system will wait several minutes (Level 2 Timer) waiting for alarm resolution or acknowledgement from Level 1 email recipients before triggering Level 2 email notifications and pagers (Next tab).

If this alarm is resolved or acknowledged before this time period expires, all future notifications will be cancelled immediately for this alarm.

20.2.3 Dispatcher Level 2 Notification

The screenshot shows a software window titled "Dispatcher Settings" for "Acme Electric Definity" with ID "1234567890". The window has a menu bar with "File", "View", "Tools", and "Help". Below the title bar, there are tabs for "Level 1", "Level 2", "Level 3", "Level 4 - Jeopardy!", and "Templates". The "Level 2" tab is selected, and the section is titled "Dispatcher Notification Level 2".

Delay Timer
Delay: 15 minutes waiting for alarm resolution or acknowledgement from Level 1 email recipients before triggering Level 2 email notifications and pagers listed below. If this alarm is resolved or acknowledged before this time period expires, all notifications will be cancelled immediately for this alarm.

Email 1
Email Address: tier2@mydomain.com
 Major Alarm Warning Start Time: 12:00 AM
 Minor Alarm SMS Format End Time: 11:59 PM

Pager 1
Telephone Number:
 Major Alarm Warning Start Time: 12:00 AM
 Minor Alarm End Time: 11:59 PM

Email 2
Email Address:
 Major Alarm Warning Start Time: 12:00 AM
 Minor Alarm SMS Format End Time: 11:59 PM

Pager 2
Telephone Number:
 Major Alarm Warning Start Time: 12:00 AM
 Minor Alarm End Time: 11:59 PM

Email 3
Email Address:
 Major Alarm Warning Start Time: 12:00 AM
 Minor Alarm SMS Format End Time: 11:59 PM

Email 4
Email Address:
 Major Alarm Warning Start Time: 12:00 AM
 Minor Alarm SMS Format End Time: 11:59 PM

Buttons: OK, Cancel, Apply, Help

Dispatcher | Level 2

Level 2 Notification

Delay Timer – Dispatcher will wait a specified number of minutes for alarm resolution or acknowledgement from Level 1 email recipients before triggering Level 2 email notifications and pagers listed below. If this alarm is resolved or acknowledged before this time period expires, all notifications will be cancelled immediately for this alarm.

20.2.4 Dispatcher Level 3 Notification

The screenshot shows a software window titled "Dispatcher Settings" for "Acme Electric Definity" with ID "1234567890". The window has a menu bar with "File", "View", "Tools", and "Help". Below the menu bar are tabs for "Level 1", "Level 2", "Level 3", "Level 4 - Jeopardy!", and "Templates". The "Level 3" tab is selected, and the title of the configuration area is "Dispatcher Notification Level 3".

Delay Timer
Delay: 15 minutes waiting for alarm resolution or acknowledgement from Level 1 or 2 email recipients before triggering Level 2 email notifications and pagers listed below. If this alarm is resolved or acknowledged before this time period expires, all notifications will be cancelled immediately for this alarm.

Email 1
Email Address: tier3.mydomain.com
 Major Alarm Warning Start Time: 12:00 AM
 Minor Alarm SMS Format End Time: 11:59 PM

Pager 1
Telephone Number: _____
 Major Alarm Warning Start Time: 12:00 AM
 Minor Alarm End Time: 11:59 PM

Email 2
Email Address: _____
 Major Alarm Warning Start Time: 12:00 AM
 Minor Alarm SMS Format End Time: 11:59 PM

Pager 2
Telephone Number: _____
 Major Alarm Warning Start Time: 12:00 AM
 Minor Alarm End Time: 11:59 PM

Email 3
Email Address: _____
 Major Alarm Warning Start Time: 12:00 AM
 Minor Alarm SMS Format End Time: 11:59 PM

Email 4
Email Address: _____
 Major Alarm Warning Start Time: 12:00 AM
 Minor Alarm SMS Format End Time: 11:59 PM

Buttons: OK, Cancel, Apply, Help

Dispatcher | Level 3

Level 3 Notification

Delay Timer – Dispatcher will wait a specified number of minutes for alarm resolution or acknowledgement from Level 1 or Level 2 email recipients before triggering Level 3 email notifications and pagers listed below. If this alarm is resolved or acknowledged before this time period expires, all notifications will be cancelled immediately for this alarm.

20.2.5 Dispatcher Level 4 – Jeopardy! Notification

The screenshot shows a software window titled "Dispatcher Settings" with a menu bar containing "File", "View", "Tools", and "Help". The window content is for "Acme Electric Definity" with ID "1234567890". A navigation bar at the top includes "Level 1", "Level 2", "Level 3", "Level 4 - Jeopardy!", and "Templates". The main area is titled "Dispatcher Notification Level 4 (Jeopardy!)" and contains two sections:

- Delay Timer:** A dropdown menu is set to "15". Below it, text reads: "minutes waiting for alarm resolution or acknowledgement from Level 1, 2, or 3 email recipients before triggering Level 2 email notifications and pagers listed below. If this alarm is resolved or acknowledged before this time period expires, all notifications will be cancelled immediately for this alarm."
- Email Address:** A text field is labeled "Jeopardy! Email Address:" and contains "tier4@mydomain.com". Below this are four checkboxes: "Major Alarm" (checked), "Minor Alarm" (checked), "Warning" (unchecked), and "SMS Format" (unchecked).

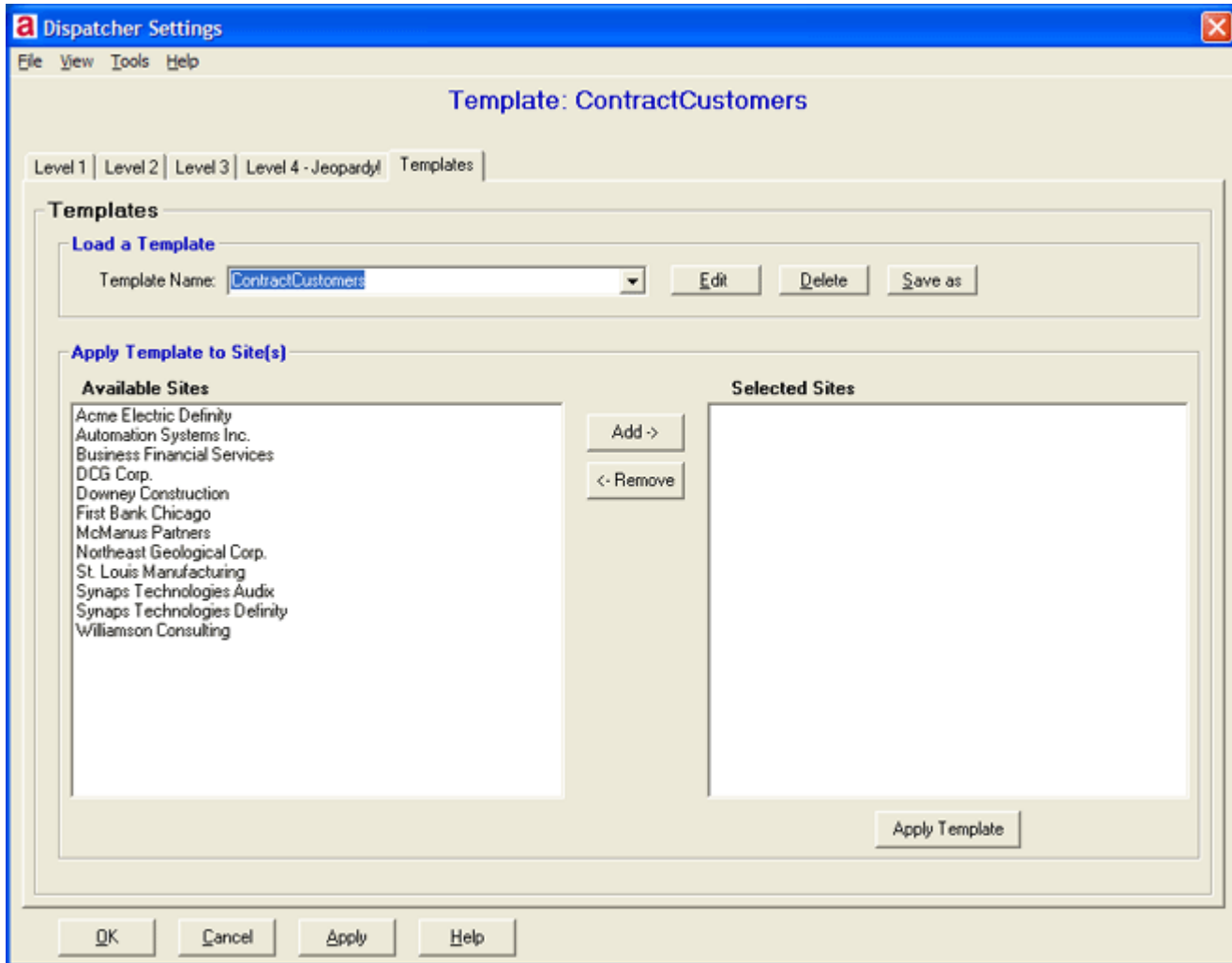
At the bottom of the window are four buttons: "OK", "Cancel", "Apply", and "Help".

Dispatcher | Level 4

Level 4 Notification

Delay Timer – Dispatcher will wait a specified number of minutes for alarm resolution or acknowledgement from Level 1, 2 or Level 3 email recipients before triggering Level 4 email notifications and pagers listed below. If this alarm is resolved or acknowledged before this time period expires, all notifications will be cancelled immediately for this alarm.

20.2.6 Dispatcher Templates



Dispatcher | Templates

Templates

Load a Template – Load a saved notification template and assign the properties to one or more sites.

Apply Template – Apply the saved template to one or more sites.

20.2.7 Dispatcher Logs

The screenshot shows a web browser window titled "AlarmTraq - Dispatcher - Windows Internet Explorer". The address bar contains the URL: <http://dell400sc.reillytele.com/alarms/Web/DispatcherEvent.asp?alarm=41285>. The page content includes the "alarmtraq" logo and a section titled "Dispatcher Event 41285".

Alarm Time	5/29/2007 10:29:35 AM
Site Name	Rhode Island National Guard
Product ID	1000174211
Alarm Index	41285
Alarm Type	Major
Alarm Code	ACT
Alarm Data	2 A-PNC,FIBER-LK,n,MAJ
Maintenance Object	FIBER-LK
Cleared	No
Dispatched	5/29/2007 1:32:01 PM
Response Time	03:02:26
Assigned To	Jim Reilly
Email Address	jreilly@reillytele.com

Alarm History

- 05-29-2007 10:29:41 | Alarm 41285 received for Rhode Island National Guard.
- 05-29-2007 10:29:41 | Alarm Type: Major
- 05-29-2007 10:29:41 | Alarm Code: ACT
- 05-29-2007 10:29:41 | Alarm Data: 2 A-PNC,FIBER-LK,n,MAJ
- 05-29-2007 10:29:41 | Maintenance Object: FIBER-LK
- 05-29-2007 10:29:41 | To Review Alarms for Rhode Island National Guard [click here](#)
- 05-29-2007 10:29:41 | To View the Configuration Report [click here](#)
- 05-29-2007 10:29:43 | Email notification sent to support@reillytele.com successfully.
- 05-29-2007 10:39:44 | Alarm 41285 Triggered Level 2 notification.
- 05-29-2007 10:39:46 | Email notification sent to jreilly@reillytele.com successfully.
- 05-29-2007 10:49:47 | Alarm 41285 Triggered Level 3 notification.
- 05-29-2007 10:49:49 | Email notification sent to tom@reillytele.com successfully.
- 05-29-2007 10:59:51 | Alarm 41285 Triggered Level 4 notification.
- 05-29-2007 10:59:53 | Email notification sent to support@reillytele.com successfully.
- 05-29-2007 13:32:01 | Alarm 41285 acknowledged by [Jim Reilly](#)
- 05-29-2007 13:32:01 | Response time was 3 hours, 2 minutes, 26 seconds.
- 05-29-2007 13:32:01 | Dispatcher notification stopped for alarm 41285

Tech Notes

The Tech Notes section contains an empty text area.

The browser status bar at the bottom shows "Done", "Trusted sites", and "100%".

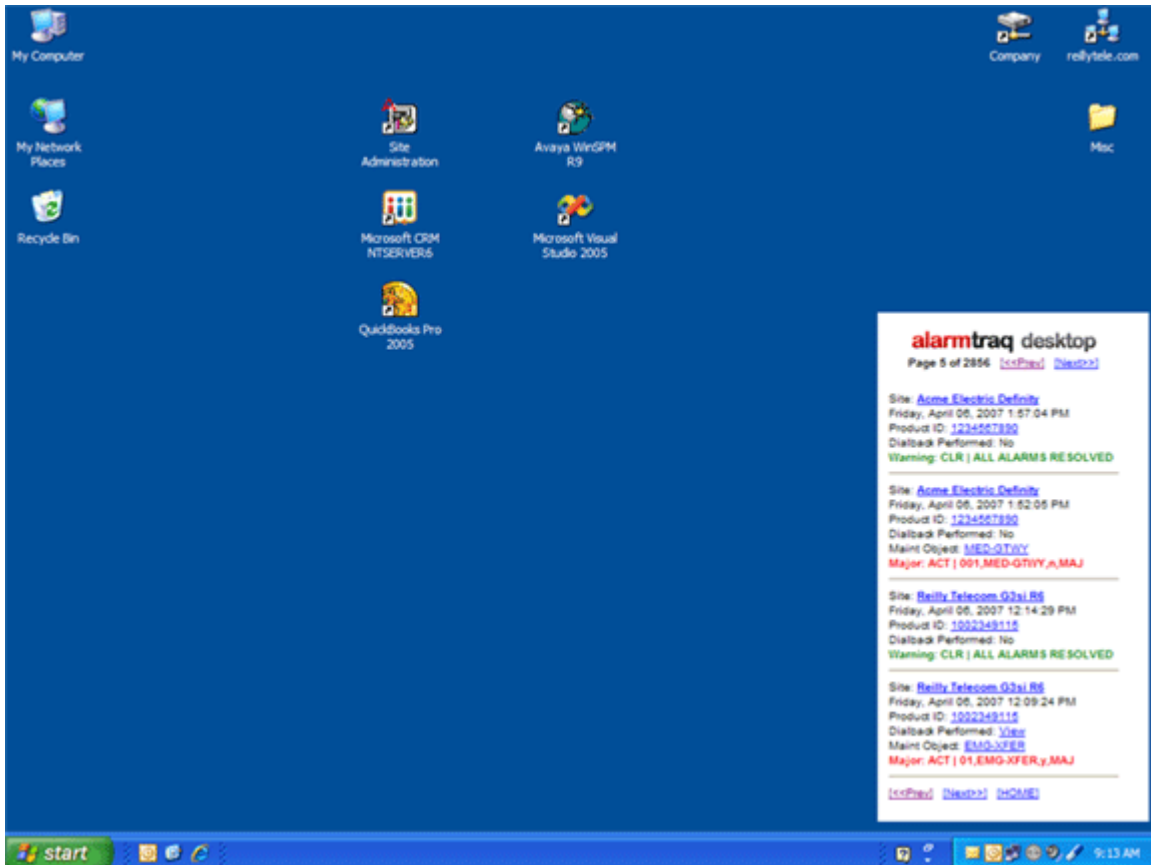
Chapter 21 AlarmTraq Desktop

21.1 Using the AlarmTraq Desktop

21.1.1 Configuring AlarmTraq Desktop

AlarmTraq Desktop

Use Active desktop to keep informed of new alarms.



AlarmTraq Desktop

Chapter 22 AlarmTraq SQL Integration

22.1 Using the AlarmTraqSQL database

22.1.1 About AlarmTraqSQL

AlarmTraq now offers an optional SQL database to store alarm history for all sites. This database is a mirror of the alarms table used by AlarmTraq and is available for users to access via the web or used by third-party applications for ticket generation and reporting.

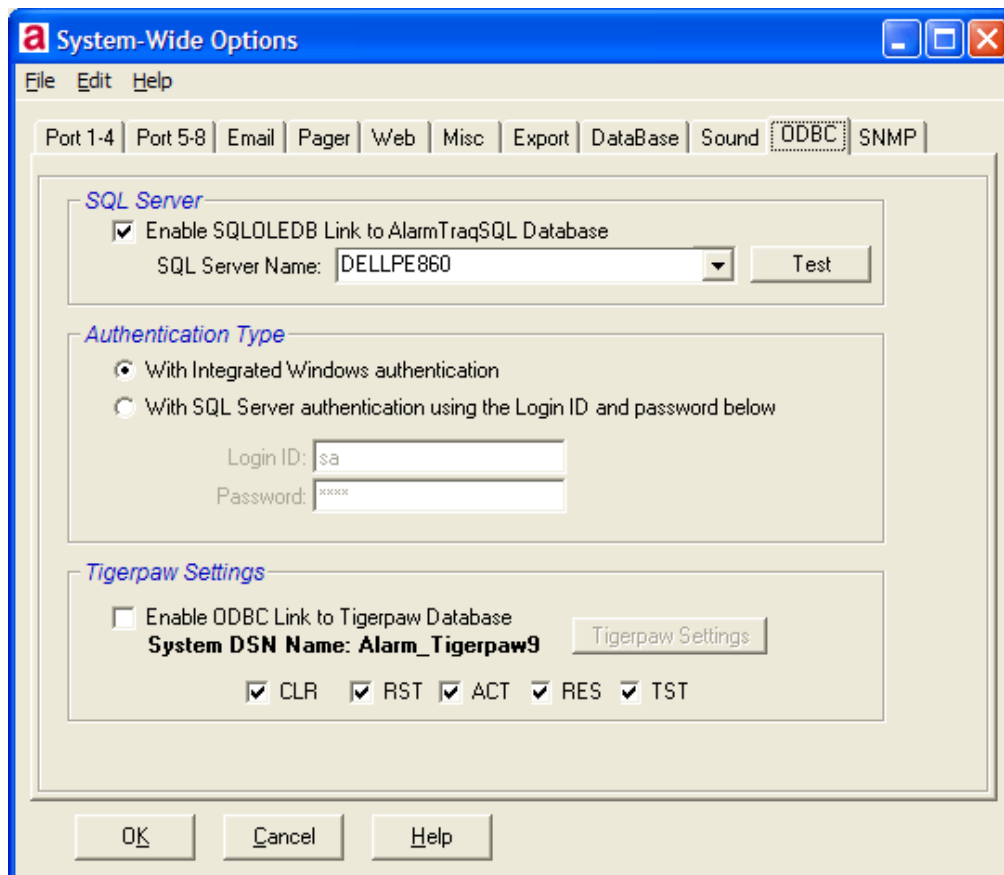
When an alarm is received by alarmtraq, the alarm information is added to the 'alarms' table of the 'AlarmTraq.mdb' database file. The AlarmTraq application requires the Microsoft Access database file to operate. As an option, alarm information can be sent to a specified SQL database when an alarm is received.

Using this feature the SQL Server can control any number of operations when a new alarm record is created, including automatically running a stored procedure or triggers.

22.1.2 Configuring AlarmTraqSQL

Configuring AlarmTraq to send alarm records to an external SQL database

- Open AlarmTraq
- Click on Edit > System-Wide Options > ODBC
- Select the "Enable SQLOLEDB Link to AlarmTraqSQL Database" checkbox
- Click on "OK"

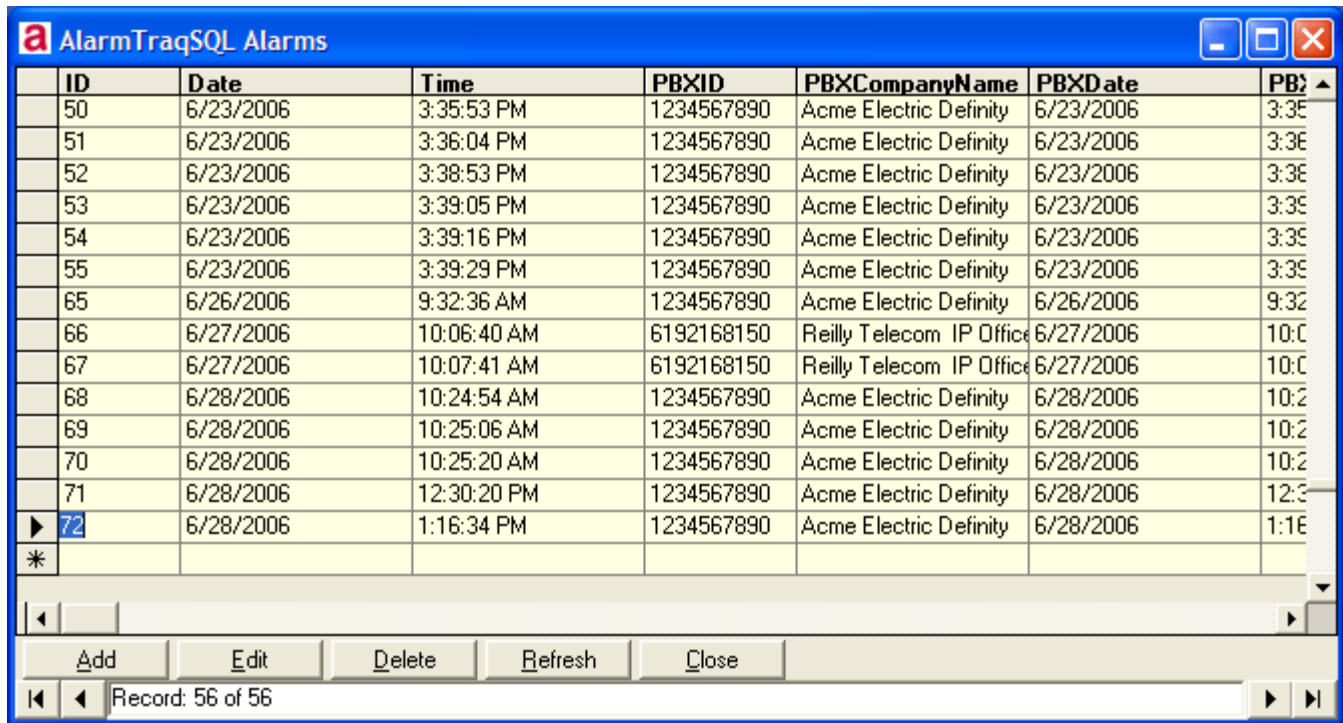


System-Wide Options Form

22.1.3 Viewing AlarmTraQSQL

Viewing the alarm records of the SQL database

Click on Database > ODBC Database Link



The screenshot shows a window titled "AlarmTraQSQL Alarms" with a table of alarm records. The table has columns for ID, Date, Time, PBXID, PBXCompanyName, PBXDate, and PBX. The records are sorted by ID, with ID 72 selected. Below the table is a toolbar with buttons for Add, Edit, Delete, Refresh, and Close. At the bottom, a status bar shows "Record: 56 of 56".

ID	Date	Time	PBXID	PBXCompanyName	PBXDate	PBX
50	6/23/2006	3:35:53 PM	1234567890	Acme Electric Definity	6/23/2006	3:35
51	6/23/2006	3:36:04 PM	1234567890	Acme Electric Definity	6/23/2006	3:36
52	6/23/2006	3:38:53 PM	1234567890	Acme Electric Definity	6/23/2006	3:38
53	6/23/2006	3:39:05 PM	1234567890	Acme Electric Definity	6/23/2006	3:39
54	6/23/2006	3:39:16 PM	1234567890	Acme Electric Definity	6/23/2006	3:39
55	6/23/2006	3:39:29 PM	1234567890	Acme Electric Definity	6/23/2006	3:39
65	6/26/2006	9:32:36 AM	1234567890	Acme Electric Definity	6/26/2006	9:32
66	6/27/2006	10:06:40 AM	6192168150	Reilly Telecom IP Office	6/27/2006	10:06
67	6/27/2006	10:07:41 AM	6192168150	Reilly Telecom IP Office	6/27/2006	10:07
68	6/28/2006	10:24:54 AM	1234567890	Acme Electric Definity	6/28/2006	10:24
69	6/28/2006	10:25:06 AM	1234567890	Acme Electric Definity	6/28/2006	10:25
70	6/28/2006	10:25:20 AM	1234567890	Acme Electric Definity	6/28/2006	10:25
71	6/28/2006	12:30:20 PM	1234567890	Acme Electric Definity	6/28/2006	12:30
72	6/28/2006	1:16:34 PM	1234567890	Acme Electric Definity	6/28/2006	1:16
*						

ODBC Database Link Form

Chapter 23 Mobile Solutions

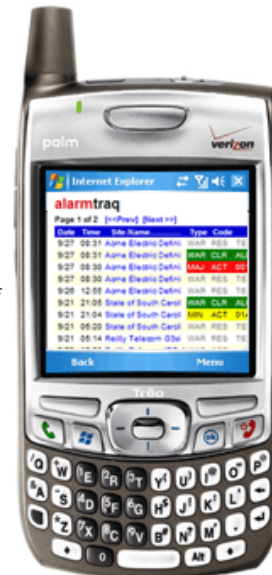
23.1 Using AlarmTraq with mobile devices

23.1.1 About AlarmTraqMobile

Its time to throw away those old beepers

Now you can send your On-Call techs home at night knowing they will be with the latest technology to give them access to a wealth of information system alarms 24x7.

Using a mobile device such as this Palm Treo 700w keeps you informed of and gives you greater access to alarm history and test results. When you AlarmTraq web interface through a mobile device, the server will detect browser as a Windows CE device and display the pages in a format your browser.



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Chapter 24 Active Server Pages

24.1 Using AlarmTraq ASP Pages

24.1.1 Server Side Scripting

Customize a web page displaying the current alarms so your customer service representatives, managers and technicians can act quickly to any problem and keep your clients informed.

With a little bit of knowledge in scripting languages like vbscript or Java, you will be off and writing your own web interface to AlarmTraq in no time.

You can find sample scripts on the support site as Active Server Pages (ASP) written in vbscript.

24.2.1 AlarmTraq.asp

The screenshot shows a web browser window titled "AlarmTraq - All Alarms - Windows Internet Explorer". The address bar shows the URL "http://dell400sc.reillytele.com/AlarmTraqDemo/Web/AlarmTraq.asp". The page features the "alarmtraq" logo and navigation buttons for "Prev Page" and "Next Page". A "Page 1 of 3" indicator and a "Hide Link Tests" button are also present. The main content is a table with columns: Date, Time, Product ID, Site Name, CLR, MaintObj, OB, Tests, Type, Code, and Alarm Data. The table lists various alarms with their respective statuses and details. Below the table, there are links for "View INADS Link Test Results", "View Alarm Test Results", "Send Commands to Switch", and "Edit Notifications". The footer of the page includes the website URL "www.alarmtraq.com".

Date	Time	Product ID	Site Name	CLR	MaintObj	OB	Tests	Type	Code	Alarm Data
4/19/2007	8:52:00 AM	1003804911	USMC Camp Lejuene	y	ALL ALARMS RESOLVED	n		Warning	CLR	ALL ALARMS RESOLVED
4/19/2007	8:31:02 AM	1003804911	USMC Camp Lejuene	y	DISK	y	View	Minor	ACT	01A_DISK,y,MIN
4/13/2007	5:37:50 PM	1234567890	Acme Electric Definity	y	ALL ALARMS RESOLVED	n		Warning	CLR	ALL ALARMS RESOLVED
4/13/2007	5:37:29 PM	1234567890	Acme Electric Definity	y	MED-GTWY	n		Major	ACT	001_MED-GTWY,n,MAJ
11/24/2006	8:52:40 AM	6203234911	Northeast Geological Corp.	y	ipoGenAppOperationalSvcEvent	n		Warning	ACT	delta Server,ipoGenAppOperationalSvcEvent,n,WAR
11/24/2006	8:51:49 AM	6203234911	Northeast Geological Corp.	y	ipoGenAppFailureSvcEvent	n		Major	ACT	delta Server,ipoGenAppFailureSvcEvent,n,MAJ
11/22/2006	5:18:42 PM	1002349115	Automation Systems Inc.	y	ALL ALARMS RESOLVED	n		Warning	CLR	ALL ALARMS RESOLVED
11/22/2006	5:09:45 PM	1002349115	Automation Systems Inc.	y	PHONE-BD	y	View	Major	ACT	01A_PHONE-BD,y,MAJ
11/22/2006	4:10:44 PM	1003804911	USMC Camp Lejuene	y	TESTING INADS LINK	n		Warning	RES	TESTING INADS LINK
11/21/2006	4:10:32 PM	1003804911	USMC Camp Lejuene	y	TESTING INADS LINK	n		Warning	RES	TESTING INADS LINK
11/22/2006	4:04:09 PM	1003804911	USMC Camp Lejuene	y	ALL ALARMS RESOLVED	n		Warning	CLR	ALL ALARMS RESOLVED
11/22/2006	4:03:37 PM	1003804911	USMC Camp Lejuene	y	EXP-INTF	n	View	Minor	ACT	21A01_EXP-INTF,n,MIN
11/22/2006	4:03:00 PM	1003804911	USMC Camp Lejuene	y	ALL ALARMS RESOLVED	n		Warning	CLR	ALL ALARMS RESOLVED
11/22/2006	4:00:49 PM	1003804911	USMC Camp Lejuene	y	EXT-DEV	n	View	Minor	ACT	18minor_EXT-DEV,n,MIN,UPS,COURT HOUSE BAY,,,1003804911
11/22/2006	3:57:03 PM	1003804911	USMC Camp Lejuene	y	TESTING INADS LINK	n		Warning	RES	TESTING INADS LINK
11/22/2006	2:47:57 PM	1001504045	Business Financial Services	y	ALL ALARMS RESOLVED	n		Warning	CLR	ALL ALARMS RESOLVED
11/22/2006	2:46:49 PM	1001504045	Business Financial Services	y	LIC-ERR	n		Major	ACT	LIC-ERR,n,MAJ
11/22/2006	2:45:09 PM	1001806115	DCG Corp.	y	ALL ALARMS RESOLVED	n		Warning	CLR	ALL ALARMS RESOLVED
11/22/2006	2:43:01 PM	1001806115	DCG Corp.	y	FIBER-LK	n		Major	ACT	3 A-PNC,FIBER-LK,n,MAJ
11/22/2006	2:41:53 PM	1002349115	Automation Systems Inc.	y	COLD1	n		Warning	RST	11/14/05:55,COLD1 ,A,Y,N,n,00:04:00
11/22/2006	2:33:45 PM	1002349115	Automation Systems Inc.	y	SYNC	n		Warning	ACT	,SYNC,n,DGW
11/22/2006	2:31:42 PM	1006944174	McManus Partners	y	ALL ALARMS RESOLVED	n		Warning	CLR	ALL ALARMS RESOLVED
11/22/2006	2:30:20 PM	1006944174	McManus Partners	y	SYS-LINK	n		Minor	RES	02A0101,SYS-LINK,n,MIN
11/22/2006	2:16:31 PM	1002349115	Automation Systems Inc.	y	SYNC	n		Warning	ACT	,SYNC,n,DGW
11/22/2006	2:15:19 PM	1000000749	St. Louis Manufacturing	n	VAL-BD	y		Minor	ACT	01C03_VAL-BD,y,MIN

AlarmTraq.asp

24.2.2 SiteAlarms.asp

http://dell400sc.reillytele.com/?productid=1003804911 - AlarmTraq - Alarms by Site - Windows Internet Explorer

alarmtraq
USMC Camp Lejuene
G3V9 - G3V9r.02.0.033.2

Page 1 of 1

<< Prev Page Next Page >>

Hide Link Tests

Date	Time	CLR	MaintObj	OB	Tests	Type	Code	Alarm Data
4/19/2007	8:52:00 AM	y	ALL ALARMS RESOLVED	n		Warning	CLR	ALL ALARMS RESOLVED
4/19/2007	8:31:02 AM	y	DISK	y	View	Minor	ACT	01A,DISK,y,MIN
11/22/2008	4:10:44 PM	y	TESTING INADS LINK	n		Warning	RES	TESTING INADS LINK
11/21/2008	4:10:32 PM	y	TESTING INADS LINK	n		Warning	RES	TESTING INADS LINK
11/22/2008	4:04:09 PM	y	ALL ALARMS RESOLVED	n		Warning	CLR	ALL ALARMS RESOLVED
11/22/2008	4:03:37 PM	y	EXP-INTF	n	View	Minor	ACT	21A01,EXP-INTF,n,MIN
11/22/2008	4:03:00 PM	y	ALL ALARMS RESOLVED	n		Warning	CLR	ALL ALARMS RESOLVED
11/22/2008	4:00:49 PM	y	EXT-DEV	n	View	Minor	ACT	18minor,EXT-DEV,n,MIN,UPS,COURT HOUSE BAY,,,1003804911
11/22/2008	3:57:03 PM	y	TESTING INADS LINK	n		Warning	RES	TESTING INADS LINK

Edit Notifications

Available Configuration Reports: *Wednesday, November 22, 2006 5:06:03 PM*

- [full configuration report](#)
- [list configuration all](#)
- [list configuration software-versions](#)
- [display capacity print](#)
- [display system-parameters customer-options prin](#)

Camp Lejeune is the home of "Expeditionary Forces in Readiness" for the past 65 years, and throughout the years, it has become the home base for the II Marine Expeditionary Force, 2nd Marine Division, 2nd Marine Logistics Group and other combat units and support commands.

www.alarmtraq.com

SiteAlarms.asp

24.2.3 ReportGroups.asp

Report Group Alarms - Windows Internet Explorer

.../AlarmTraqDemo/Web/ReportGrp.asp?reportgrp=3&grpname=Group 3

File Edit View Favorites Tools Help File Print FedEx Kinko's

alarmtraq

<< Prev Page Next Page >>

Group 3
Page 1 of 2

Hide Link Tests

Date	Time	Product ID	Site Name	CLR	MaintObj	OB	Tests	Type	Code	Alarm Data
4/13/2007	5:37:50 PM	1234567890	Acme Electric Definity	y				Warning	CLR	ALL ALARMS RESOLVED
4/13/2007	5:37:29 PM	1234567890	Acme Electric Definity	y	MED-GTWY	n		Major	ACT	001,MED-GTWY,n,MAJ
11/22/2006	5:18:42 PM	1002349115	Automation Systems Inc.	y				Warning	CLR	ALL ALARMS RESOLVED
11/22/2006	5:09:45 PM	1002349115	Automation Systems Inc.	y	TONE-BD	y		Major	ACT	01A,TONE-BD,y,MAJ
11/22/2006	2:41:53 PM	1002349115	Automation Systems Inc.	y				Warning	RST	11/14/05:55,COLD1 ,A,Y,N,N,00:04:00
11/22/2006	2:33:45 PM	1002349115	Automation Systems Inc.	y				Warning	ACT	,SYNC,n,DGW
11/22/2006	2:16:31 PM	1002349115	Automation Systems Inc.	y				Warning	ACT	,SYNC,n,DGW
11/22/2006	12:57:03 PM	1002349115	Automation Systems Inc.	y	DS1-BD	n		Minor	ACT	01A05,DS1-BD,n,MIN
11/22/2006	12:45:28 PM	1032349115	Reilly Telecom G3r R9	y				Warning	CLR	ALL ALARMS RESOLVED
11/22/2006	12:43:37 PM	1032349115	First Bank Chicago	y	DIG-BD	y		Minor	ACT	01C10,DIG-BD,y,MIN
11/22/2006	12:39:06 PM	1002349115	Automation Systems Inc.	y				Warning	CLR	ALL ALARMS RESOLVED
11/22/2006	12:23:36 PM	1002349115	Automation Systems Inc.	y	TONE-BD	y		Major	ACT	01A,TONE-BD,y,MAJ
11/22/2006	8:05:17 AM	1234567890	Acme Electric Definity	y				Warning	CLR	ALL ALARMS RESOLVED
11/22/2006	8:04:08 AM	1234567890	Acme Electric Definity	y	MED-GTWY	n		Major	ACT	001,MED-GTWY,n,MAJ
10/18/2006	9:05:02 PM	1234567890	Acme Electric Definity	y				Warning	CLR	ALL ALARMS RESOLVED
10/18/2006	9:03:29 PM	1234567890	Acme Electric Definity	y	ANN-PT	y		Minor	ACT	01B1508,ANN-PT,y,MIN
10/18/2006	9:03:10 PM	1234567890	Acme Electric Definity	y	CMG	A		Major	ACT	CMG,A,25,MAJ
10/18/2006	9:00:46 PM	1234567890	Acme Electric Definity	y				Warning	CLR	ALL ALARMS RESOLVED
10/18/2006	7:36:55 PM	1234567890	Acme Electric Definity	y	DUP	1		Major	ACT	DUP,A,1,MAJ
10/18/2006	7:34:35 PM	1234567890	Acme Electric Definity	y	ANN-PT	y		Minor	ACT	01B1508,ANN-PT,y,MIN
10/18/2006	7:32:42 PM	1234567890	Acme Electric Definity	y	PKT-CTRL	y		Major	ACT	01A,PKT-CTRL,y,MAJ
10/18/2006	7:28:24 PM	1234567890	Acme Electric Definity	y				Warning	CLR	ALL ALARMS RESOLVED
10/18/2006	7:27:21 PM	1234567890	Acme Electric Definity	y	EXP-INTF	n		Minor	RES	12A01,EXP-INTF,n,MIN
10/18/2006	7:27:05 PM	1234567890	Acme Electric Definity	y	DUP	1		Major	ACT	DUP,A,1,MAJ
10/18/2006	7:26:30 PM	1234567890	Acme Electric Definity	y	PKT-CTRL	y		Major	ACT	01A,PKT-CTRL,y,MAJ

Group 3 Sites

Site Name	Product ID	System Type	Software Ver
Acme Electric Definity	1234567890	G3siV8	G3V6i.03.1.230.6
Automation Systems Inc.	1002349115	G3siV8	G3V6i.03.1.230.6
First Bank Chicago	1032349115	G3rV9	G3V9r.02.0.033.2

To view INADS link test results [click here](#)

To view alarm test results [click here](#)

www.alartraq.com

Done Trusted sites 100%

ReportGroups.asp

24.2.4 TestResults.asp

http://dell400sc.reillytele.com/AlarmTraqDemo/Logs/1003804911/31870.htm - Windows Internet Explorer

Reilly Telecom has detected the following event:

Date/Time	Thursday, April 19, 2007 08:45 AM
Site Name	USMC Camp Lejuene, NC
Product ID	1003804911
Alarm	01A_DISK,y_MIN
Alarm Level	Minor
Alarm Code	ACT
Maint Object	DISK
On Board	y
Command 1	test disk long clear
Command 2	status spe

System: G3rV9
Software Ver: G3V9r.02.0.033.2

Command: test disk long clear

```
test disk long clear
```

TEST RESULTS

Port	Maintenance Name	Alt. Name	Test No.	Result	Error Code
01A	DISK		809	PASS	
01A	DISK		810	PASS	
01A	DISK		811	PASS	
01A	DISK		812	PASS	
01A	DISK		813	PASS	
01A	DISK		814	PASS	
01A	DISK		815	PASS	
COUNT			1		
01A	DISK			RESOLVED	

Command successfully completed

[Back to top](#)

Auto-Test Results

24.2.5 MaintObject.asp



The screenshot shows a web browser window with the address bar containing the URL: `http://dell400sc.reillytele.com/?mo=TONE-BD&type=Major&code=ACT&onboard...`. The page title is "TONE-BD". The main content is a table with the following fields:

Alarm Level	MAJ
OnBoard/Event	y
Alarm Code	ACT
Description	<p>Tone-Clock Circuit Pack.</p> <p>The Tone-Clock circuit packs house two independent components. The tone generator provides all the tones needed by the system, and the clock generates the system clocks for the Time Division Multiplex (TDM) Bus and the LAN Bus, and aids in monitoring and selecting internal synchronization references.</p>
Commands	test tone-clock UUCSSpp clear

Below the table, there is a link: "To view the entire Maintenance Objects database [click here.](#)" and the website URL `www.alarmtraq.com` at the bottom.

MaintObject.asp



The screenshot shows a web browser window with the address bar containing the URL: `http://dell400sc.reillytele.com/?mo=EXT-DEV&type=Minor&code=ACT&onboard...`. The page title is "EXT-DEV". The main content is a table with the following fields:

Alarm Level	MIN
OnBoard/Event	n
Alarm Code	ACT
Description	<p>External Device Alarm.</p> <p>Maintenance circuit packs each have alarm leads which can be connected to external devices such as Uninterruptible Power Supplies (UPS) or adjuncts such as AUDIX. Certain conditions on the external device close the contacts on the alarm leads to notify the switch which in turn originates an EXT-DEV alarm.</p> <p>The special locations UUmajor and UUminor are used to designate the major or minor maintenance board alarm connection for cabinet UU. The major/minor designation specifies the port, not the alarm level associated with the connection; for example, the major port can be administered as a major, minor, or warning alarm, and the minor port can be administered as a major, minor or warning alarm. In addition Analog line ports can also be administered as external device alarms.</p>
Commands	test eda-external-device-alm physical UUCSSpp

Below the table, there is a link: "To view the entire Maintenance Objects database [click here.](#)" and the website URL `www.alarmtraq.com` at the bottom.

MaintObject.asp

24.2.6 ConfigReport.htm

http://dell400sc.reillytele.com/AlarmTraQDemo/Logs/1003804911/AutoReport1003804911.htm - Windows Internet Explorer

USMC Camp Lejuene, NC

November 20, 2006 06:27:44 AM

System: G3rV9
Software Ver: G3V9r.02.0.033.2

[list configuration all](#)
[list configuration software-versions](#)
[display capacity print](#)
[display system-parameters customer-options prin](#)

Bulletin Board Last Modified on 3/31/2004
Warning: High-Priority Messages Entered on 9/11/2003

list configuration all

list configuration all Page 1

SYSTEM CONFIGURATION

Board				Assigned Ports								
Number	Board Type	Code	Vintage	u=unassigned	t=tti	p=psa						
01B00	CALL CLASSIFIER	TN744C	000003	01	02	03	04	05	06	07	08	
01B01	PGATE BOARD	TN577	000007	01	u	u	04					
01B02	EXPANSION INTRFC	TN570B	000006									
01B03	DATA LINE	TN726B	000003	01	02	03	04	05	06	07	08	
01B04	PDATA LINE	TN553	000003	01	02	03	04	05	06	07	08	
				u	u	u	u					
01B05	DIGITAL LINE	TN754B	000016	t	t	t	t	05	t	t	t	
01B06	ANALOG LINE	TN746B	000010	01	02	03	04	05	06	07	08	
				09	10	11	12	13	14	15	16	
01B07	MAINTENANCE/TEST	TN771D	000006	u	02	03	04					
01B08	ANALOG LINE	TN746B	000010	01	02	03	04	05	06	07	08	
				09	10	11	12	13	14	15	16	
01B09	ANALOG LINE	TN746B	000010	01	02	03	04	05	06	07	08	
				09	10	11	12	13	14	15	16	

list configuration all Page 2

SYSTEM CONFIGURATION

Board				Assigned Ports							
Number	Board Type	Code	Vintage	u=unassigned	t=tti	p=psa					
01B10	ANALOG LINE	TN746B	000010	01	t	03	04	05	t	07	08
				09	10	11	12	13	14	15	16
01B11	ANALOG LINE	TN746B	000010	01	02	03	04	05	06	07	08
				09	10	11	12	13	14	t	16
01B12	ANALOG LINE	TN746B	000010	01	02	03	04	05	06	07	08
				09	10	11	12	13	14	15	16
01B13	ANALOG LINE	TN746B	000010	01	02	03	04	05	06	07	08
				09	10	11	12	13	14	15	16
01B14	ANALOG LINE	TN746B	000010	01	02	03	04	05	06	07	08

ConfigReport.htm

24.2.7 TestInadsResults.htm

Automatic INADS Link Test Results Wednesday, November 22, 2006

Status	Product ID	Time	System	Software	Site
Test Passed	1000005545	05:04 AM	S8500-012-01.0.411.7	R012x.01.0.411.7	Fuel Cell Technologies Chicago
Test Passed	1000005411	05:06 AM	S8500-012-01.0.411.7	R012x.01.0.411.7	Fuel Cell Technologies Charlotte
Test Passed	1000006322	05:08 AM	G3siV9	R009i.05.1.122.4	First Bank SREPN
Test Passed	1000006532	05:10 AM	G3siV11	R011i.01.2.065.3	Kelly Movers
Test Passed	1000157187	05:10 AM	G3siV11	R011i.03.0.526.5	Braddock Engineering
Test Passed	1001064655	05:12 AM	G3siV11	R011i.03.1.531.0	Aqua Systems
Test Passed	1001496211	05:15 AM	G3csiV9	R009i.05.1.122.4	Northern Paper
Test Passed	1001959787	05:18 AM	G3siV10	R010i.01.0.032.3	Vertical Development
Test Passed	1001978211	05:19 AM	G3siV7	G3V7i.01.0.343.7	Replay Video Productions
Test Passed	1002349115	05:20 AM	G3siV6	G3V6i.03.1.230.6	Reilly Telecom G3si R6
Test Passed	1002376322	05:22 AM	G3csiV6	G3V6i.03.2.239.5	Black Forest Consulting
Test Passed	1002942677	05:24 AM	G3siV11	R011i.03.0.526.5	New Haven Register
Test Passed	1003804911	05:25 AM	G3rV9	G3V9r.02.0.033.2	USMC Camp Lejuene, NC
Test Passed	1003969555	05:27 AM	G3siV11	R011i.01.2.065.3	Parker Technologies Corp
Test Passed	1032349115	05:27 AM	G3rV9	G3V9r.02.0.033.2	Reilly Telecom G3r R9
Test Passed	1061767806	05:29 AM	G3rV9	G3V9r.02.0.033.2	First Bank Definity
Test Passed	1212486141	05:30 AM	G3siV9	R009i.05.1.122.4	Baker Manufacturing
Test Passed	1516222333	05:31 AM	S8300-012-01.1.414.1	R012x.01.1.414.1	Synops Technologies

Passed: 18 Failed: 5

See attached log file for details.

To view alarm history [click here](#)

Updated Wednesday November 22, 2006 6:03 AM

www.alartraq.com

TestINADSResults.htm

24.2.8 Tests.asp

AlarmTraq - Test by Site - Windows Internet Explorer

http://dell400sc.reillytele.com/AlarmTraqDemo/Web/tests.asp

alarmtraq
Automatic Tests

Events Page 1 of 1

Date and Time	Alarm	Site	Command 1	Results 1	Command 2
11/22/2006 5:12:57 PM	31851	Automation Systems Inc.	test tone-clock 01A clear	Command successfully completed	
11/22/2006 12:58:23 PM	31801	Automation Systems Inc.	test board 01A05 long	Command aborted	
11/22/2006 12:44:25 PM	31799	Reilly Telecom G3r R9	test board 01C10 short	Board not inserted	
11/22/2006 12:30:17 PM	31795	Reilly Telecom G3si R6	test tone-clock 01A clear	Command successfully completed	
1/13/2006 1:42:07 PM	25103	Reilly Telecom G3r R9	reset board 01C12	Command successfully completed	test environment
1/13/2006 1:30:20 PM	25102	Acme Electric Definity	reset board 01A10	Command successfully completed	test board 01A10 short
1/13/2006 1:26:37 PM	25101	Acme Electric Definity	reset board 01A10	Command failed	test board 01A10 short
1/13/2006 12:56:59 PM	25097	Acme Electric Definity	reset board 01A10	Command successfully completed	test board 01A10 short
1/13/2006 12:53:10 PM	25096	Reilly Telecom G3r R9	reset board 01C12	Command successfully completed	test board 01C12 short
1/13/2006 12:40:47 PM	25095	Acme Electric Definity	reset board 01A10	Command successfully completed	test board 01A10 short
1/13/2006 12:22:26 PM	25094	Acme Electric Definity	reset board 01A10	Command successfully completed	test board 01A10 short
1/13/2006 11:06:35 AM	25092	Acme Electric Definity	reset board 01A10	Command successfully completed	test board 01A10 short
1/13/2006 4:47:01 PM	25125	Reilly Telecom G3r R9	reset board 01C12	Command successfully completed	test board 01C12 short
1/13/2006 4:42:50 PM	25124	Acme Electric Definity	reset board 01A10	Command successfully completed	test board 01A10 short

Done

Trusted sites 100%

Tests.asp

24.2.9 SendCommands.asp

The screenshot shows a web browser window with the URL `http://dell400sc.reillytele.com/ - AlarmTraq SendCommands - ...`. The page title is *Send Commands to Site*. The form contains a dropdown menu for "Site Name" with the text "Please Select a Site". Below it are six text input fields labeled "Command 1:" through "Command 6:". A "Submit" button is located at the bottom center. A note at the bottom states: "If you click the 'Submit' button, you will send your input to AlarmTraq for immediate action."

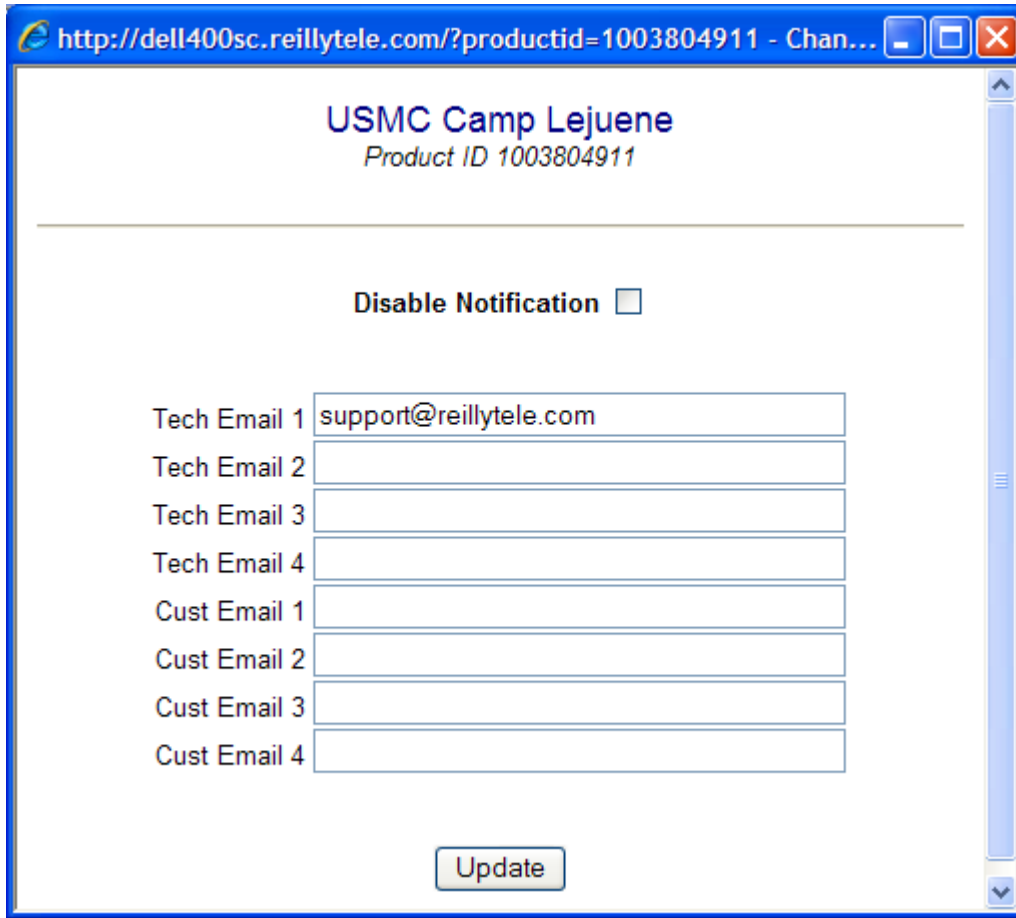
SendCommands.asp

The screenshot shows the same web browser window as above. The "Site Name" dropdown menu is open, displaying a list of site names. The list items are:

- Please Select a Site
- 1234567890 | Acme Electric Definity
- 1002349115 | Automation Systems Inc.
- 1001504045 | Business Financial Services
- 1001806115 | DCG Corp.
- 1001570218 | Downey Construction
- 1032349115 | First Bank Chicago
- 1000000001 | Fuel Cell Developers
- 1006944174 | McManus Partners
- 1000000749 | St. Louis Manufacturing
- 1001933920 | Synaps Technologies Definity
- 1061767806 | Unknown Definity
- 1003804911 | USMC Camp Lejuene
- 1000157643 | Williamson Consulting

The "Command 1:" through "Command 6:" fields are now empty. The "Submit" button and the note at the bottom remain the same.

24.2.10 ChangeNotification.asp



http://dell400sc.reillytele.com/?productid=1003804911 - Chan...

USMC Camp Lejuene

Product ID 1003804911

Disable Notification

Tech Email 1

Tech Email 2

Tech Email 3

Tech Email 4

Cust Email 1

Cust Email 2

Cust Email 3

Cust Email 4

ChangeNotification.asp

24.2.11 DispatcherEvent.asp

The screenshot shows a Windows Internet Explorer browser window titled "AlarmTraq - Dispatcher". The address bar contains the URL: <http://dell400sc.reillytele.com/alarms/Web/DispatcherEvent.asp?alarm=41285>. The page content includes the "alarmtraq" logo and a section titled "Dispatcher Event 41285".

Alarm Time	5/29/2007 10:29:35 AM
Site Name	Rhode Island National Guard
Product ID	1000174211
Alarm Index	41285
Alarm Type	Major
Alarm Code	ACT
Alarm Data	2 A-PNC,FIBER-LK,n,MAJ
Maintenance Object	FIBER-LK
Cleared	No
Dispatched	5/29/2007 1:32:01 PM
Response Time	03:02:26
Assigned To	Jim Reilly
Email Address	jreilly@reillytele.com

Alarm History

- 05-29-2007 10:29:41 | Alarm 41285 received for **Rhode Island National Guard**.
- 05-29-2007 10:29:41 | Alarm Type: **Major**
- 05-29-2007 10:29:41 | Alarm Code: **ACT**
- 05-29-2007 10:29:41 | Alarm Data: **2 A-PNC,FIBER-LK,n,MAJ**
- 05-29-2007 10:29:41 | Maintenance Object: [FIBER-LK](#)
- 05-29-2007 10:29:41 | To Review Alarms for Rhode Island National Guard [click here](#)
- 05-29-2007 10:29:41 | To View the Configuration Report [click here](#)
- 05-29-2007 10:29:43 | Email notification sent to support@reillytele.com successfully.
- 05-29-2007 10:39:44 | Alarm 41285 Triggered Level 2 notification.
- 05-29-2007 10:39:46 | Email notification sent to jreilly@reillytele.com successfully.
- 05-29-2007 10:49:47 | Alarm 41285 Triggered Level 3 notification.
- 05-29-2007 10:49:49 | Email notification sent to tom@reillytele.com successfully.
- 05-29-2007 10:59:51 | Alarm 41285 Triggered Level 4 notification.
- 05-29-2007 10:59:53 | Email notification sent to support@reillytele.com successfully.
- 05-29-2007 13:32:01 | Alarm 41285 acknowledged by [Jim Reilly](#)
- 05-29-2007 13:32:01 | Response time was 3 hours, 2 minutes, 26 seconds.
- 05-29-2007 13:32:01 | Dispatcher notification stopped for alarm 41285

Tech Notes

The Tech Notes section is currently empty.

The browser status bar at the bottom shows "Done", "Trusted sites", and "100%" zoom level.

DispatcherEvent.asp

Chapter 25 Appendix

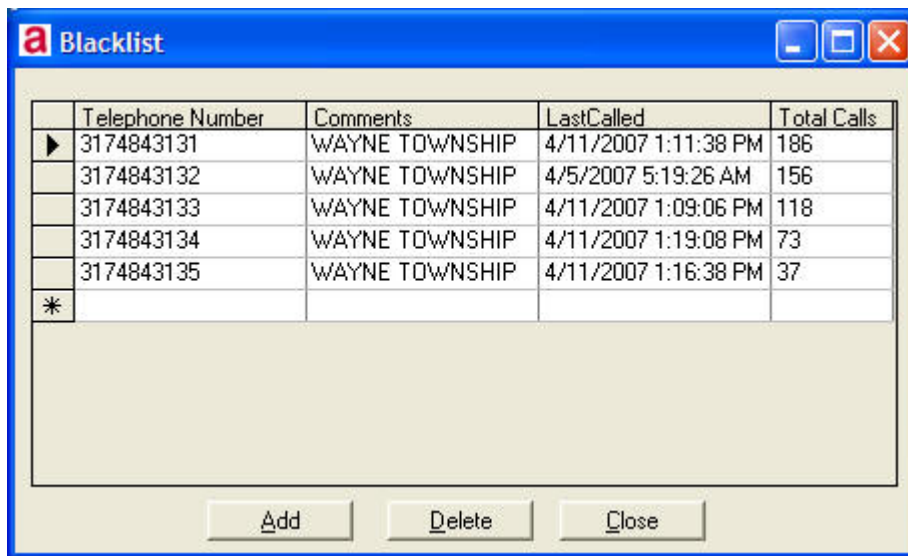
25.1 Black-Listed Telephone Numbers

25.1.1 Configuring Black-Listed Telephone Numbers

Blacklisted Telephone Numbers

When a telephone number is added to the blacklist table in the AlarmTraq database and an incoming call rings in with a valid Caller-ID (ANI) telephone number, the number is checked and if found will answer the call then immediately hang-up. This feature is used to fight off hackers or telemarketers who call the AlarmTraq server on a regular basis.

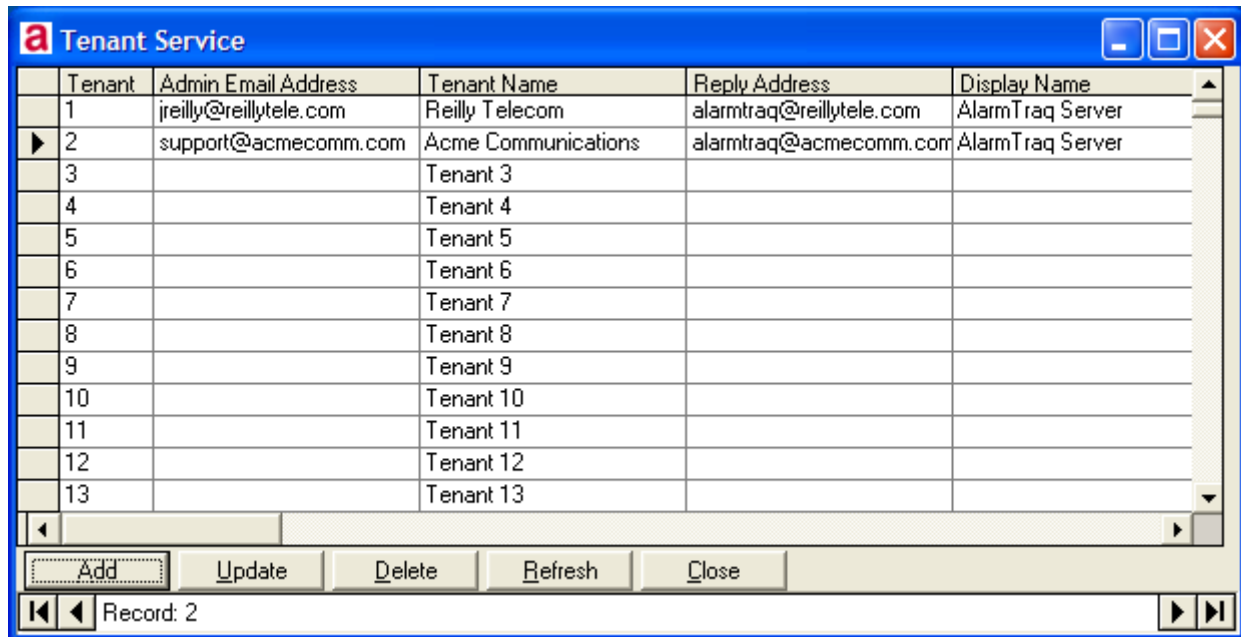
To add a telephone number to the *Blacklist* click on Edit > Blacklisted Telephone Numbers.



25.2 Tenant Service

25.2.1 Configuring Tenant Service

To edit a Tenant Group click on Edit > Tenant Group.



The screenshot shows a window titled "Tenant Service" with a table of tenant information. The table has five columns: Tenant, Admin Email Address, Tenant Name, Reply Address, and Display Name. The data is as follows:

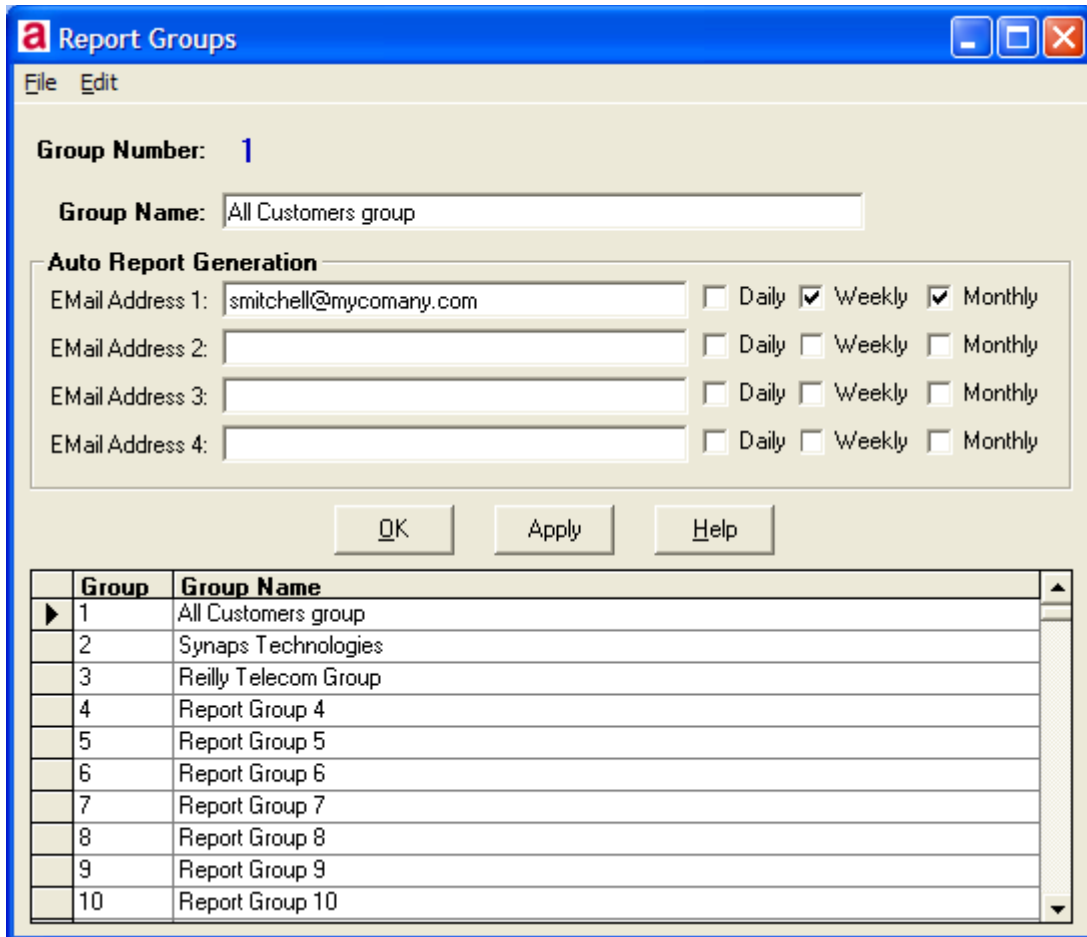
Tenant	Admin Email Address	Tenant Name	Reply Address	Display Name
1	jreilly@reillytele.com	Reilly Telecom	alarmtraq@reillytele.com	AlarmTraq Server
2	support@acmecom.com	Acme Communications	alarmtraq@acmecom.com	AlarmTraq Server
3		Tenant 3		
4		Tenant 4		
5		Tenant 5		
6		Tenant 6		
7		Tenant 7		
8		Tenant 8		
9		Tenant 9		
10		Tenant 10		
11		Tenant 11		
12		Tenant 12		
13		Tenant 13		

Below the table is a control bar with buttons for "Add", "Update", "Delete", "Refresh", and "Close". At the bottom, there is a status bar showing "Record: 2" with navigation arrows.

25.3 Report Groups

25.3.1 Configuring Report Groups

To edit a Report Group click on Edit > Report Groups.



Report Groups

File Edit

Group Number: 1

Group Name: All Customers group

Auto Report Generation

E-Mail Address 1: smitchell@mycomany.com Daily Weekly Monthly

E-Mail Address 2: Daily Weekly Monthly

E-Mail Address 3: Daily Weekly Monthly

E-Mail Address 4: Daily Weekly Monthly

OK Apply Help

Group	Group Name
1	All Customers group
2	Synaps Technologies
3	Reilly Telecom Group
4	Report Group 4
5	Report Group 5
6	Report Group 6
7	Report Group 7
8	Report Group 8
9	Report Group 9
10	Report Group 10

25.4 SMS Messaging Formats

25.4.1 Selecting SMS Messaging Formats

Short message service (SMS) is a globally accepted wireless service that enables AlarmTraq to send alarm messages to mobile subscribers and alpha-pagers.

SMS Format 0 (system default)

Subject Major

Body Acme Electric Definity
May 2 5:47 PM
01A,PKT-CTRL,y,MAJ

SMS Format 1

Subject Major Alarm | Acme Electric Definity

Body Acme Electric Definity
G3siV6 | G3V6i.03.1.230.6
Tue May 2, 2006 5:49 PM
01A,PKT-CTRL,y,MAJ

SMS Format 2

Subject *

Body Major Alarm | Acme Electric Definity
Tue May 2, 2006 5:49 PM
01A,PKT-CTRL,y,MAJ

SMS Format 3

Subject MIN Acme Electric Definity 01A10,DS1-BD,y,MIN

Body Minor Alarm | Acme Electric Definity
Fri Sep 8, 2006 10:14 AM
01A10,DS1-BD,y,MIN

25.4.2 Changing SMS Messaging Formats

In order to change the SMS Format, click on Edit > System-Wide Options > Email. Select the SMS Format option in the Misc group.

The screenshot shows the 'System-Wide Options' dialog box with the 'Email' tab selected. The 'Misc' group is expanded, showing the 'SMS Format' dropdown menu set to '1'. Other options in the 'Misc' group include 'Flag active alarms as High Priority' (unchecked). The 'General Settings' group contains fields for Company Name (Reilly Telecom), Default EMail (support@reillytele.com), Admin EMail (jim@reillytele.com), Reply Address (alarmtraq@reillytele.com), and Sender Name (AlarmTraq Server). The 'Process on Repeat Alarms' group has four checked options: Tech Email 1, Tech Email 2, Tech Email 3, Tech Email 4, Cust Email 1, Cust Email 2, Cust Email 3, and Cust Email 4. The 'All Alarms Summary Report - Email' group has 'Daily', 'Weekly', and 'Monthly' checked, and 'Send Report HTML Attachment' unchecked. The 'Outgoing Mail Server' group has 'Use specified relay server to send mail message' selected, with Server (dell400sc.reillytele.com), Port (25), User (alarmtraq), and Password (****) fields.

Group	Option	Status
General Settings	Company Name	Reilly Telecom
	Default EMail	support@reillytele.com
	Admin EMail	jim@reillytele.com
	Reply Address	alarmtraq@reillytele.com
	Sender Name	AlarmTraq Server
Process on Repeat Alarms	Tech Email 1	Checked
	Tech Email 2	Checked
	Tech Email 3	Checked
	Tech Email 4	Checked
	Cust Email 1	Checked
	Cust Email 2	Checked
	Cust Email 3	Checked
	Cust Email 4	Checked
All Alarms Summary Report - Email	Daily	Checked
	Weekly	Checked
	Monthly	Checked
	Send Report HTML Attachment	Unchecked
Outgoing Mail Server	Use DNS to send mail message	Unchecked
	Use specified relay server to send mail message	Checked
	Server	dell400sc.reillytele.com
	Port	25
	User	alarmtraq
	Password	****
Misc	SMS Format	1
	Flag active alarms as High Priority	Unchecked

25.5 Known Issues

25.5.1 Unable to open web-pages

PRB: 80004005 "Couldn't Use '(unknown)'; File Already in Use"

<http://support.microsoft.com/kb/174943>

SYMPTOMS

An Active Server Pages (ASP) page returns the error:

Microsoft OLE DB Provider for ODBC Drivers (0x80004005) [Microsoft][ODBC Microsoft Access Driver] The Microsoft Jet database engine cannot open the file '(unknown)'. It is already opened exclusively by another user, or you need permission to view its data.

This error can occur when the database is open in Access, or when a Visual InterDev project is open that contains a data connection to the database.

SUMMARY

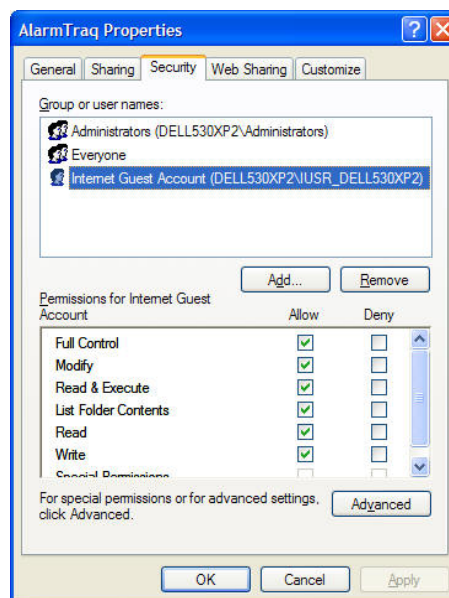
The following information is meant to provide general guidelines for troubleshooting permissions problems with the IUSR_<machinename> anonymous account and AlarmTraq.

Additionally, if the path to the database is being referenced using UNC (\\Server\Share), ensure that the Share Permissions allow the IUSR_<machinename> account full access. This step applies even if the share is on the local Web server.

RESOLUTION

If the page is meant to be accessed anonymously, give the **IUSR_<machinename>** account full control to the AlarmTraq folder (and the folder where the AlarmTraq database is located). Additionally, if the path to the AlarmTraq database is being referenced using UNC (\\Server\Share), ensure that the Share Permissions allow the **IUSR_<machinename>** account full access. This step applies even if the share is on the local Web server.

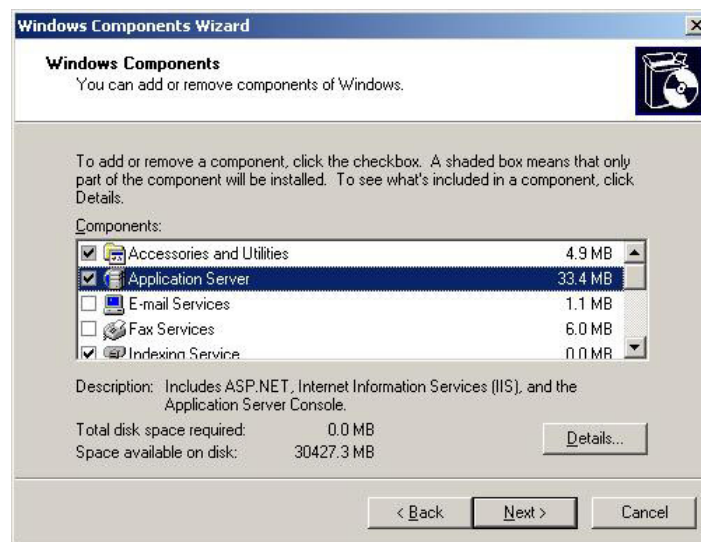
1- Open the properties for the AlarmTraq directory. By default, this is the %systemdrive%\Program Files\AlarmTraq folder. Click the **Security** tab, add the **IUSR_<MachineName>** account and the Users group, and then make sure that **Full Control** is selected (See below).



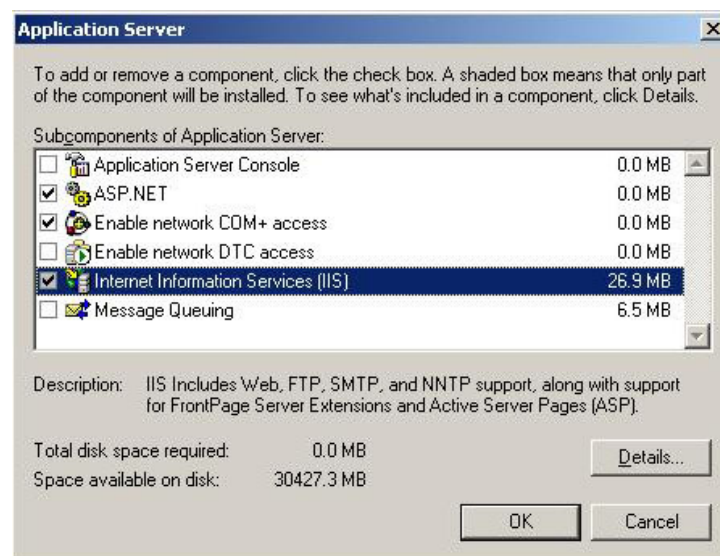
25.5.2 How to enable Active Server Pages in Windows Server 2003

By default, when you install IIS (Internet Information Services) on a Windows Server 2003 installation, ASP (Active Server Pages) are disabled. This option needs to be enabled in order to view ASP pages in AlarmTraq.

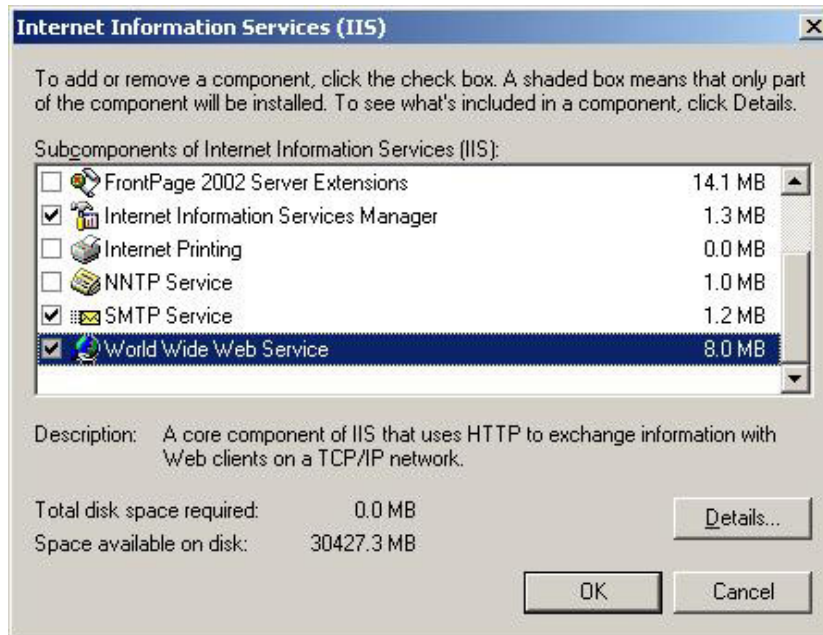
1. From your **Start Button**, go to **Settings**, and **Control Panel**
2. In the Control Panel window select **Add/Remove Programs**
3. In the Add/Remove window select **Add/Remove Windows Components**
4. In the Windows Components window, select **Application Server**. Then select the **Details** button below.



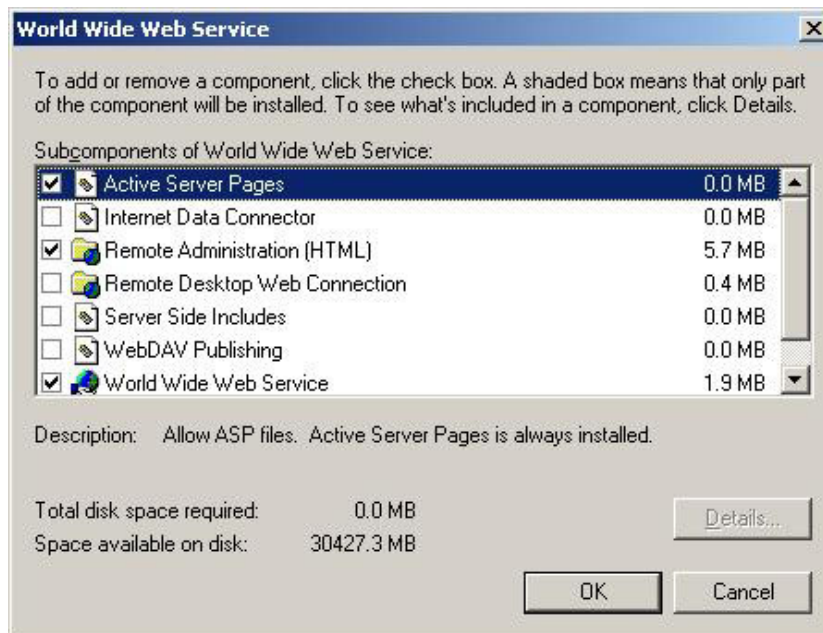
5. In the Wizard window check **Internet Information Services**, click the **Details** button



6. In the Internet Information Services window, click on **World Wide Web Service**



7. In the World Wide Web Service window, check the box for **Active Server Pages**, then click OK.



8. Completed

25.5.3 Network connection aborted by local host

Error# 10053 Network connection aborted by local host

SYMPTOMS

AlarmTraq is unable to send email messages to notify you when an alarm has occurred. Viewing the error.log shows Error# 10053 Network connection aborted by local host SmptClient1_OnError.

CAUSE

This issue may occur if AlarmTraq is installed on the computer that is running McAfee VirusScan Enterprise 8.0. McAfee VirusScan Enterprise 8.0 contains a feature to help prevent mass-mailing worm programs from sending SMTP e-mail messages. By default, this feature stops the AlarmTraq.exe process from sending email messages in AlarmTraq.

To determine whether McAfee VirusScan Enterprise 8.0 is blocking email notification messages, follow these steps:

1. Start the McAfee VirusScan Console program. To do this, right-click the McAfee VirusScan icon in the notification area, and then click **VirusScan Console**.
2. In the **VirusScan Console** dialog box, double-click **Access Protection**.
3. Click the **Reports** tab, and then click **View Log**.

If McAfee VirusScan Enterprise 8.0 is blocking email messages, information that is similar to the following is displayed in this log file:

```
<date> <time> Blocked by port blocking rule ALARMTRAQ.EXE Prevent mass mailing worms from sending mail <IP address>
```

RESOLUTION

To resolve this issue, modify the VirusScan Enterprise 8.0 settings to let the AlarmTraq.exe process send e-mail messages. To do this, follow these steps:

1. Start the McAfee VirusScan Console program. To do this, right-click the McAfee VirusScan icon in the notification area, and then click **VirusScan Console**.
2. In the **VirusScan Console** dialog box, double-click **Access Protection**.
3. In the **Rule** list, click **Prevent mass mailing worms from sending mail**, and then click **Edit**.
4. Click to put the insertion point in the **Excluded Processes** box, press the RIGHT ARROW key to move the insertion point to the end of the entries that are displayed, and then type ,alarmtraq.exe. **Note** You must type a comma between each excluded process.
5. Click **OK** two times.

Special thanks to Rick at AT&T for finding this one.

25.9 Release History

25.9.9 AlarmTraq 5.1 Release History

5.1.179 May 25, 2007

New Features:

Added New Dispatcher module for cascading notification.

5.1.166 May 17, 2007

Fixes:

Fixed an issue where US Robotics modems would not release and initialize properly, The auto-answer (AA) light would go out and AlarmTraq would not answer any more calls.

5.1.165 May 16, 2007

New Features:

Added support for Fujitsu 9600 systems using SEB2 unit attached to switch.

5.1.159 May 9, 2007

Fixes:

Added ability to recognize Caller-ID from modems that send the calling number as DDN=XXXXXXXXXX instead of the standard NMBR=XXXXXXXXXX format. This is a known issue in Canada.

5.1.155 April 29, 2007

New Features:

Added integration of the Dispatcher module (future).

5.1.152 April 17, 2007

Fixes:

Changed the way a call will disconnect. The modem initialization string is set at startup and **AT&W0** is sent to store the settings in memory. All calls are now disconnected using the **ATZ** string only.

5.1.151 April 16, 2007

New Features:

Added disconnect function when using S30=X (inactivity timer in seconds) with Multitech modems.

Fixes:

Filters out additional disclaimers on email test results when connected to CM 3.1

5.1.150 April 13, 2007

New Features:

Added registry entry **WatchDogTimer3** to control the amount of time in seconds to wait for an alarm string before disconnecting the call. Valid entries are 10-360 seconds. Default is 60 seconds.

5.1.149 April 12, 2007

Fixes:

Corrects a date format issue in the archiving procedure effecting international customers when configured with a locale other than English (United States) in the Windows Regional settings.

Minor adjustments to Intuity Audix 'test alarm-origination' procedure.

Corrected label showing 'Site 1 of XXX' when the Site Profiles form is loaded.

5.1.145 April 08, 2007

New Features:

Added Blacklisted telephone numbers to automatically disconnect unwanted calls. For more information on Blacklisting [click here](#).

Fixes:

Corrects a date format issue in the archiving procedure effecting international customers when configured with non-English Regional settings. Minor adjustments to disconnect timers

5.1.141 April 05, 2007

New Features:

Added the **Disable Notifications** checkbox to the Site Profiles form to cancel pager and email notification for this site when an alarm is received. The alarm will still be included in the database but no action is taken on all alarms from this site. For more information [click here](#).

Added [AlarmTraq Desktop](#) to view recent alarms using Active Desktop. For more information [click here](#).

Added ability to issue the **testinads** command by first using the **go shell** command from a SAT prompt when the telnet port (23) is restricted by CM.

Fixes:

Corrects an issue where the COM ports re-paint event was fired every 2500 ms even when the port was idle.

5.1.120 March 20, 2007

New Features:

SQL Server Integration. Alarm information can be sent to a specified SQL database when the alarm is received. Using this feature the SQL Server can control any number of operations when a new alarm record is created, including automatically running a stored procedure or triggers. For more information [click here](#)

Fixes:

Corrects several issues with web access using ASP pages.

5.1.105 March 13, 2007

Fixes:

Corrects a timing issue where the COM ports would not release properly after issuing a command.

5.1.97 February 21, 2007

New Features:

Tenant Service allows your AlarmTraq server to notify a group or groups of sites with a unique company name and reply address to appear as the monitoring service. This feature is used when you are reselling the monitoring to different service providers or Avaya Business Partners. When the end-user or customer receives an alarm notification your company name is listed along with your reply to address on the email. When the site history is viewed via the web a logo for the service provider is shown on the top of the form. For more information [click here](#).

5.1.89 February 05, 2007

New Features:

New **Logon.asp** page allows you to secure your web server using a user name and password to keep unauthorized people from viewing the alarm history. To force a user to logon to AlarmTraq with a username ('cust') and password ('1234') you must modify all pages to point the user to the **Logon.asp** page to enter the username and password before being able to view the pages.

5.1.80 January 27, 2007

New Features:

New [SendCommands.asp](#) page allows you to send commands via webpage or mobile device to any system with ease then view the test results while online or via email.

5.1.54 January 07, 2007

Enhancement:

Removed the Notes field on emails sent to the Customer. Confidential information such as user names, passwords and INADS numbers may now be included in the Tech emails.

5.1.50 January 01, 2007

General release of version 5.1

Adds support for:

New [Alarm Descriptions](#) sent by email and accessible by the web.

New [Maintenance Object database](#) containing over 500 common system alarms.

New [SendCommands.asp](#) page allows you to send commands via webpage or mobile device to any system.

[Auto-Configuration Reports](#) make keeping an inventory of your systems easy.

Improved [Web interface](#) using Active Server Pages (ASP).

New [AlarmTraQSQL](#) database for web developers.

Improved SQL integration for [Tigerpaw Business Suite](#)

Improved Database consolidates all system tables into a single file.

Improved support for SNMP based devices.

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