MICROMEDIA INTERNATIONAL www.micromedia-int.com	**MICROMEDIA** INTERNATIONAL	**AlertWeb**

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AlertWeb

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Introduction

AlertWeb is a MICROMEDIA product as an enhancement to ALERT.
It provides a web interface to administrate the alarms and the on-call management of an ALERT Server (please see Appendix 1, to get more information about the function overview of AlertWeb).
In short, it allows a user to manage ALERT from a web browser remotely.

Installation

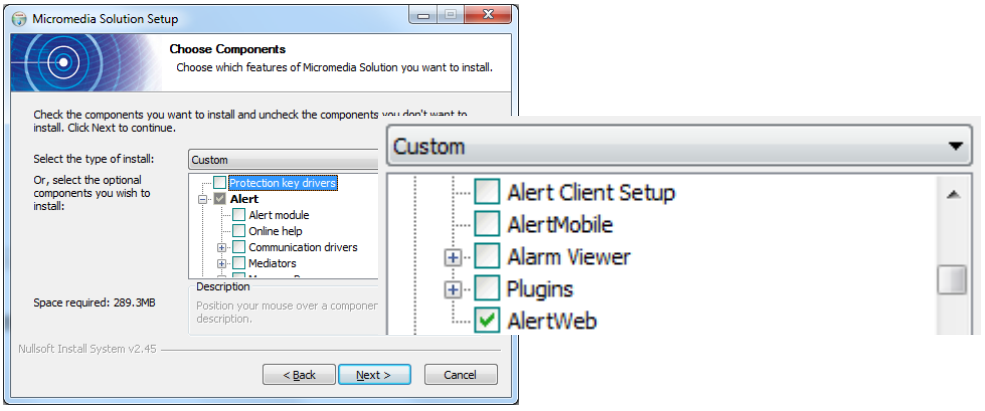
Preparation and requirements

AlertWeb has to be installed on a Windows OS where ALERT is already installed.
The Internet Information Service (ISS) version 6 or later have to be installed or enabled on the host machine.

There are two ways to get AlertWeb installed from, either with the Alert setup package or the separate AlertWeb.exe . Here we will explain the installation from the ALERT setup package which you can download from our website after you have logged in. For the AlertWeb.exe, just execute it and follow the installation instructions.

The AlertWeb Component

After executing the setup.exe you have to select the installation language which will guide you through the installation procedure. Then read and agree the license agreement and select afterwards the AlertWeb component, screenshot below.



The Web Interface of AlertWeb

Accessing the Web Interface

Open your browser and type in following URL:

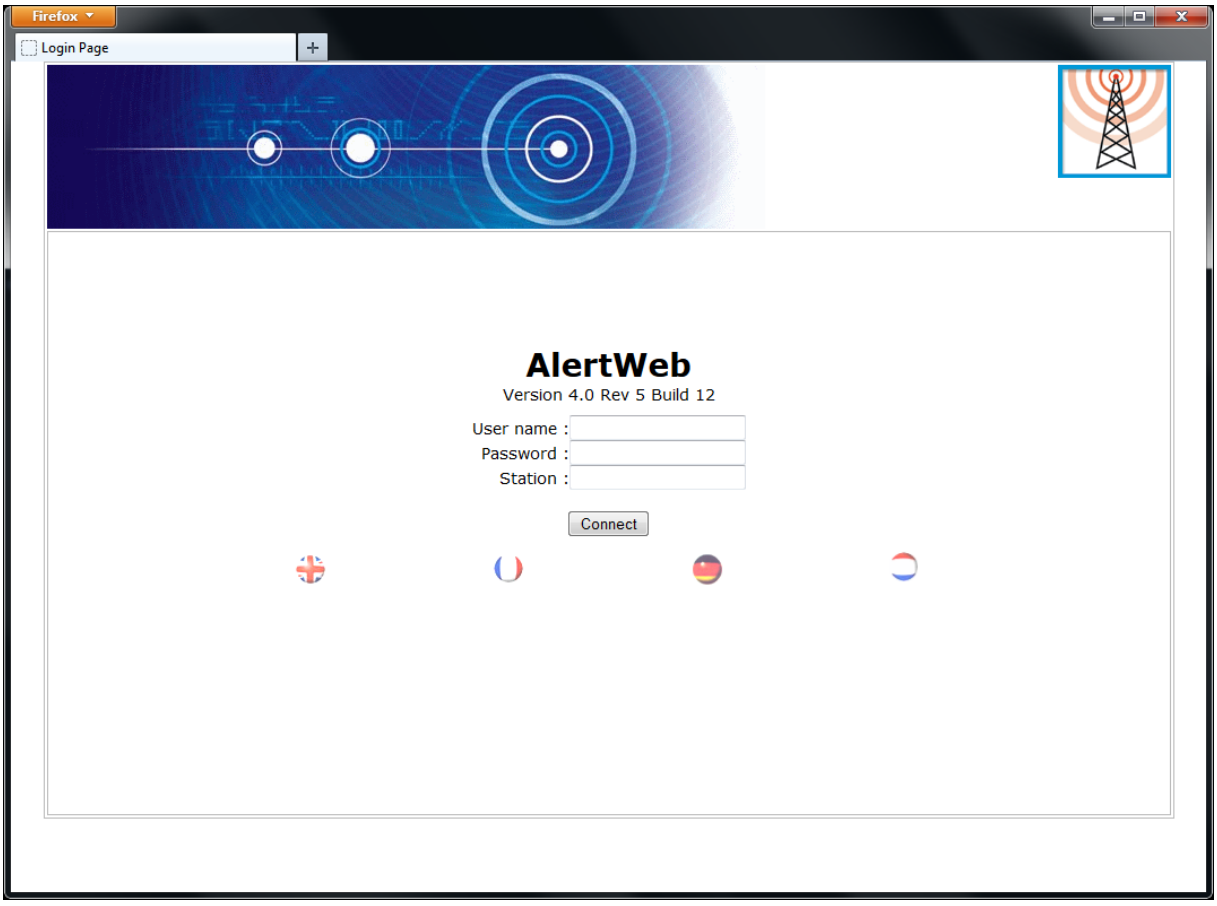
http://*<IP Address or hostname of the ALERT Server>*/AlertWeb

Login Page

After passing the URL from above you will be directed to the Login Page.

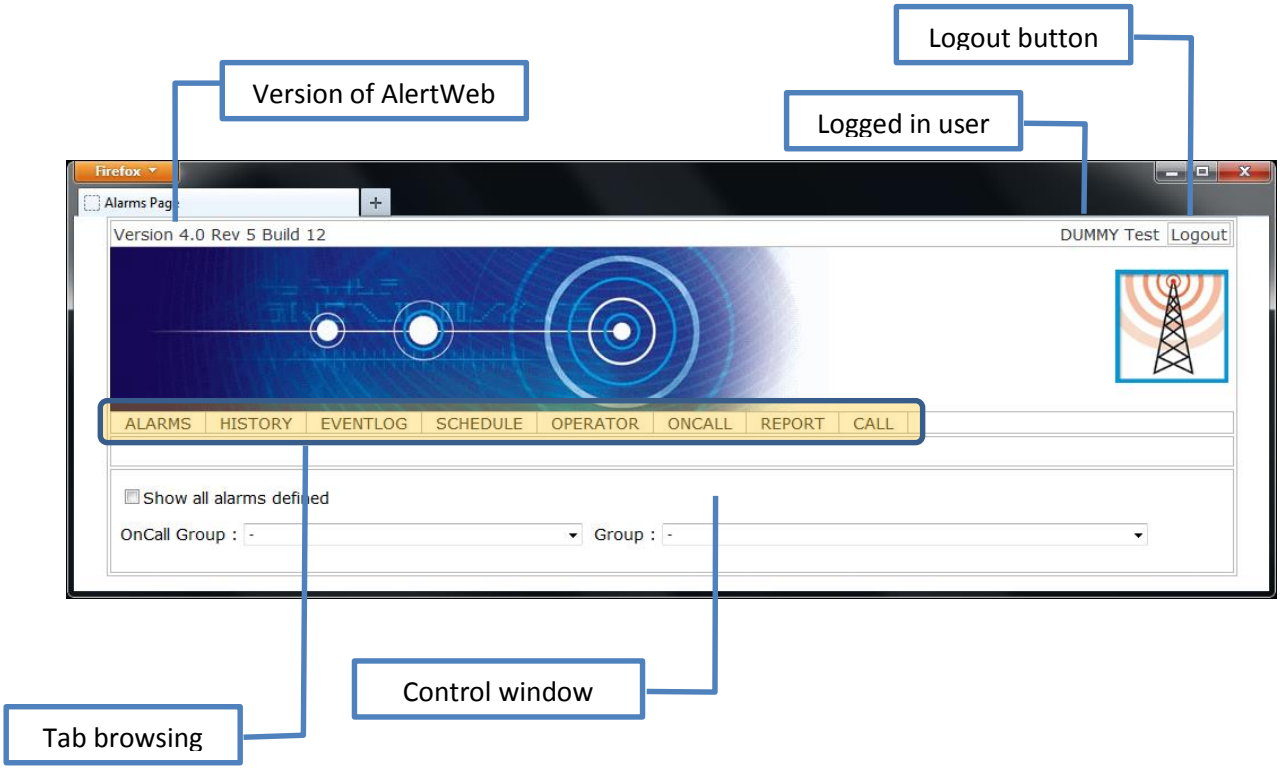
Please enter the:

- user name
- password
- station name , if there more than one running on the ALERT Server



Page Overwiew

After the login you will be guided to the Alarm Page, then you can go through to the menu by tab browsing. Please find a short explanation of the interface below.



Alarm Tab

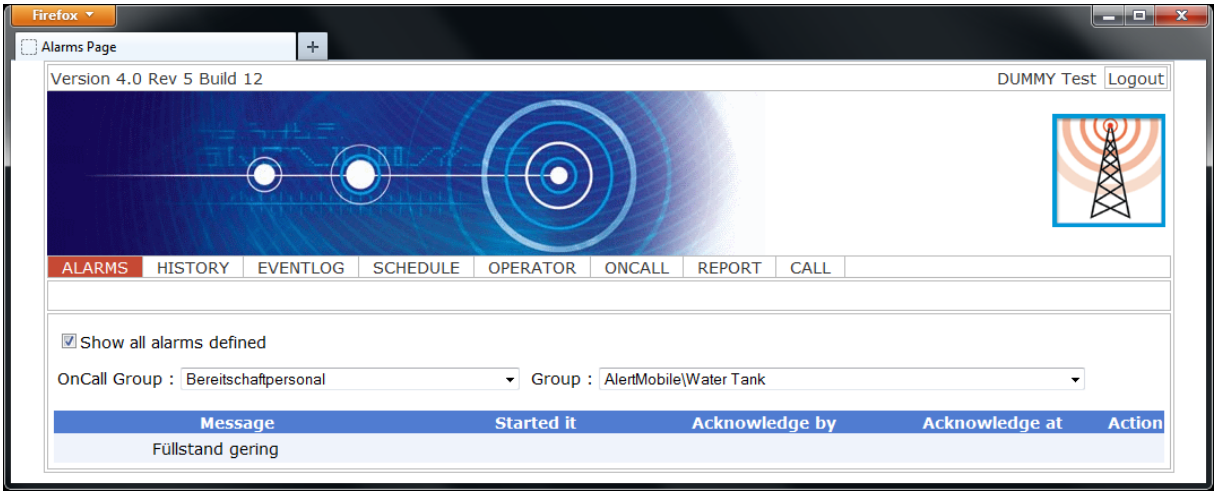
Here you will get an overview of all configured alarms and tags of your ALERT server.
You can either

- show all alarm and filter by on-call group or alarm group (Picture 1)

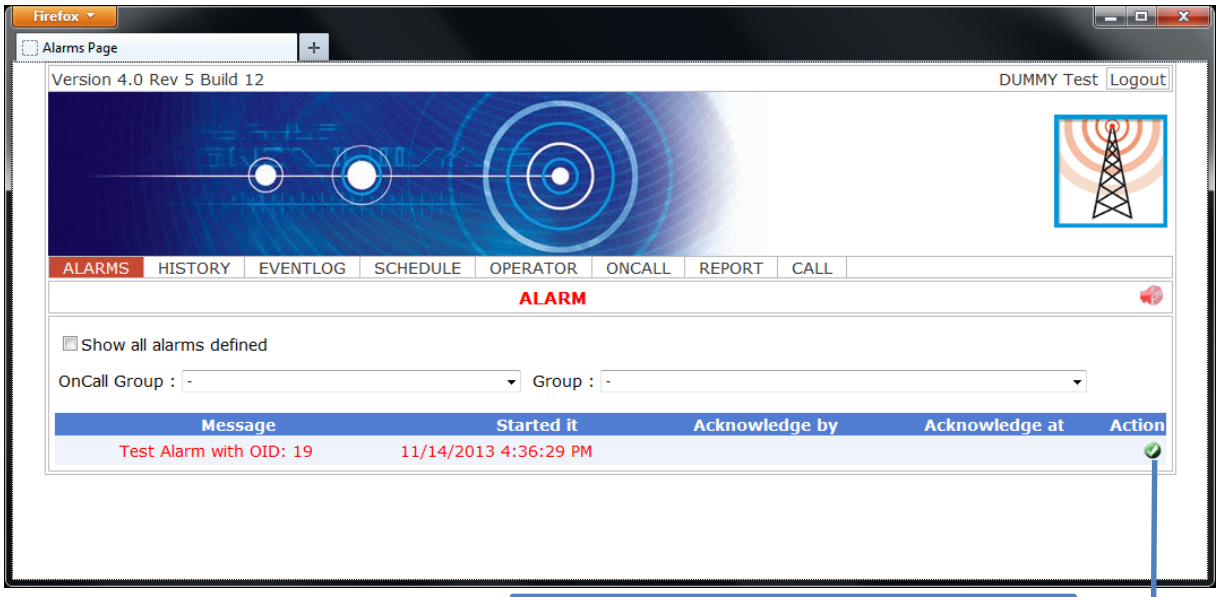
and / or

- get the alarm notification when an alarm has raised,
  it's also possible to acknowledge the alarm or to type in comments (Picture 2).

Additionally you can enable / disable the sound notification when an alarm occurs.



Picture 1 – Alarm Page as Overview



Picture 2 – Alarm Page as Alarm Notification

In the action list you can acknowledge, mask and unmask alarms or type in a comment

History Tab

In the History Tab (Picture 3) you will get a list of occurred alarms in the past by setting the corresponding filters.

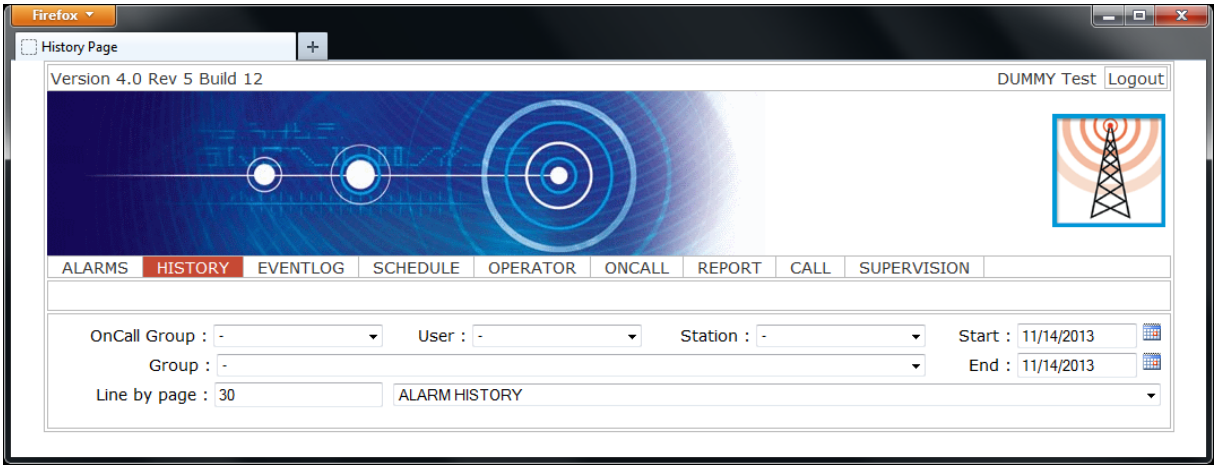
Alarm filters can be set for:

- on-call group
- user
- station
- alarm group
- date

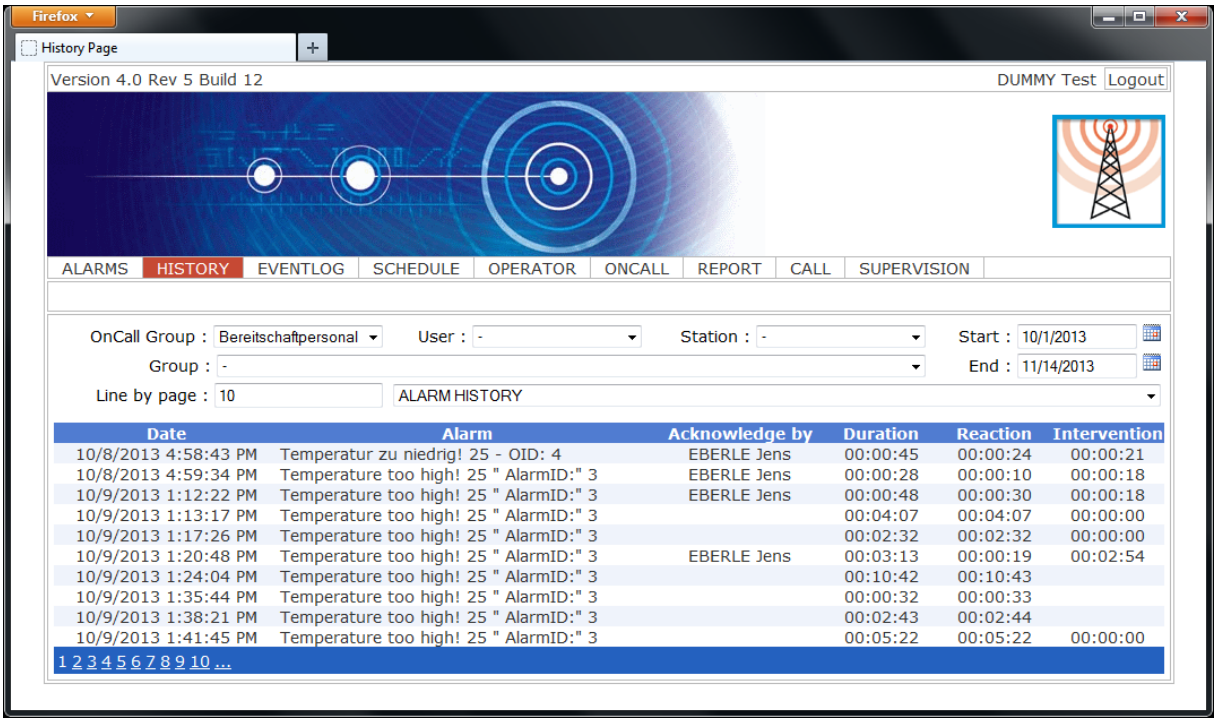
List filters for showing the:

- Alarm History, a list of all alarms occurred in the past (Picture 4)
- Alarm Statistics, an overview how many times an alarm has occurred (Picture 5)
- Intervention statistics, shows how often a user has taken an action (Picture 6)

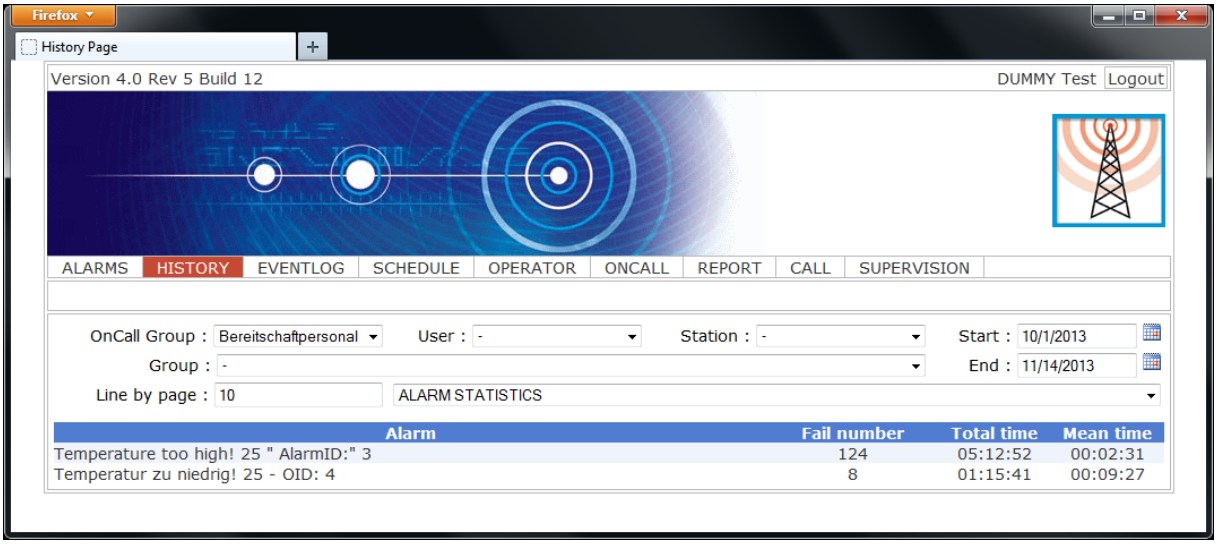
Additionally you can define how many lines you want to be shown on each of the pages.



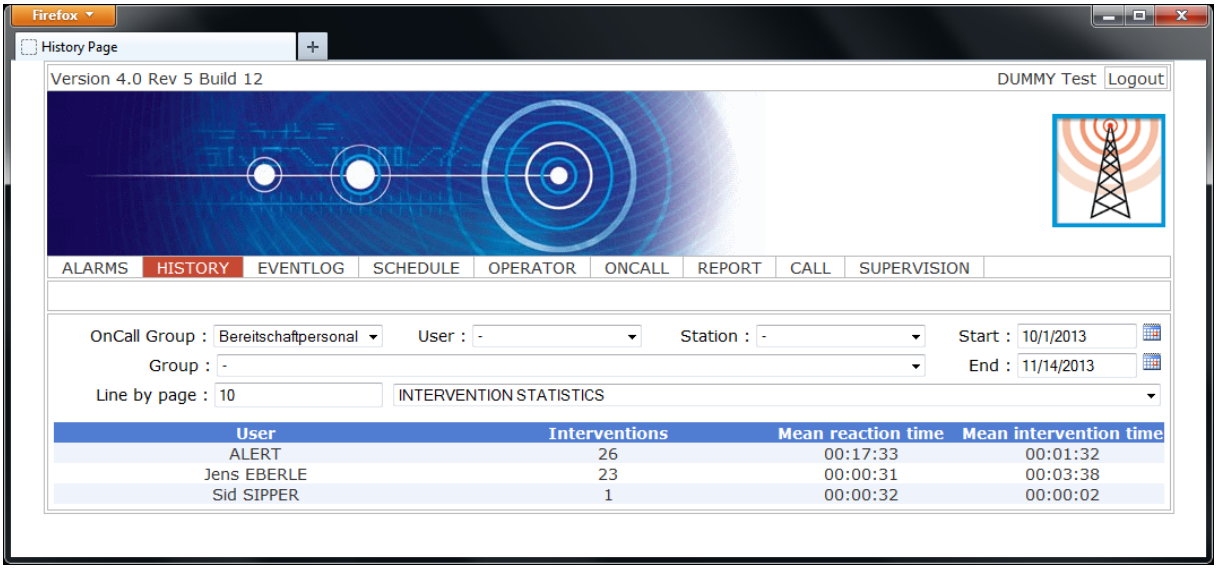
Picture 3 – History Tab



Picture 4 – History Tab: Alarm History



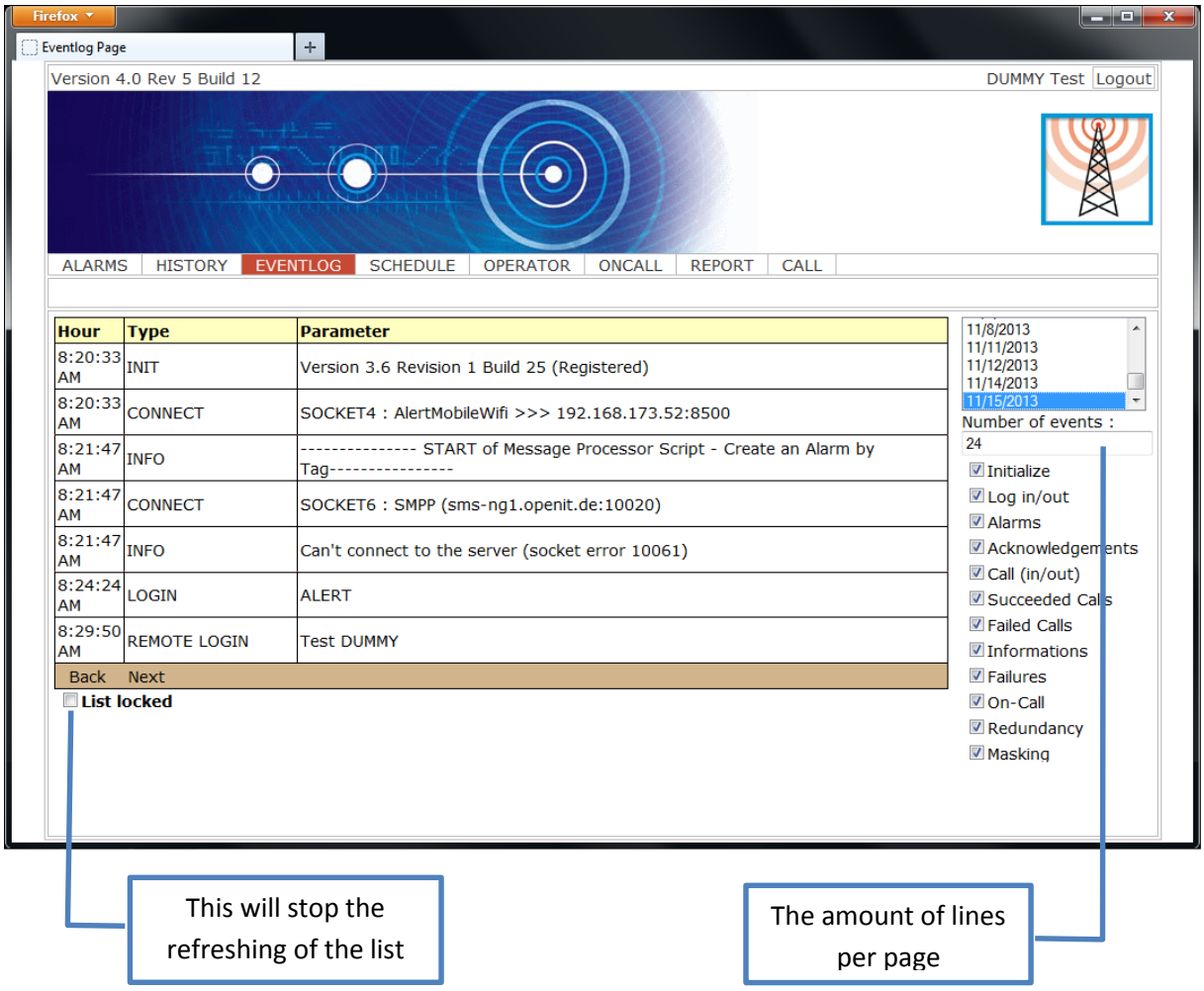
Picture 5 – History Tab: Alarm Statistics



Picture 6 – History Tab: Intervention Statistics

EventLog Tab

The EventLog can be compared to the Journal in ALERT. It logs most activities of ALERT, such like alarms, user/group calls, etc. There are the known filtering options for dates and specific operations. Have a look on the self-explanatory screenshot below to get all possible settings.



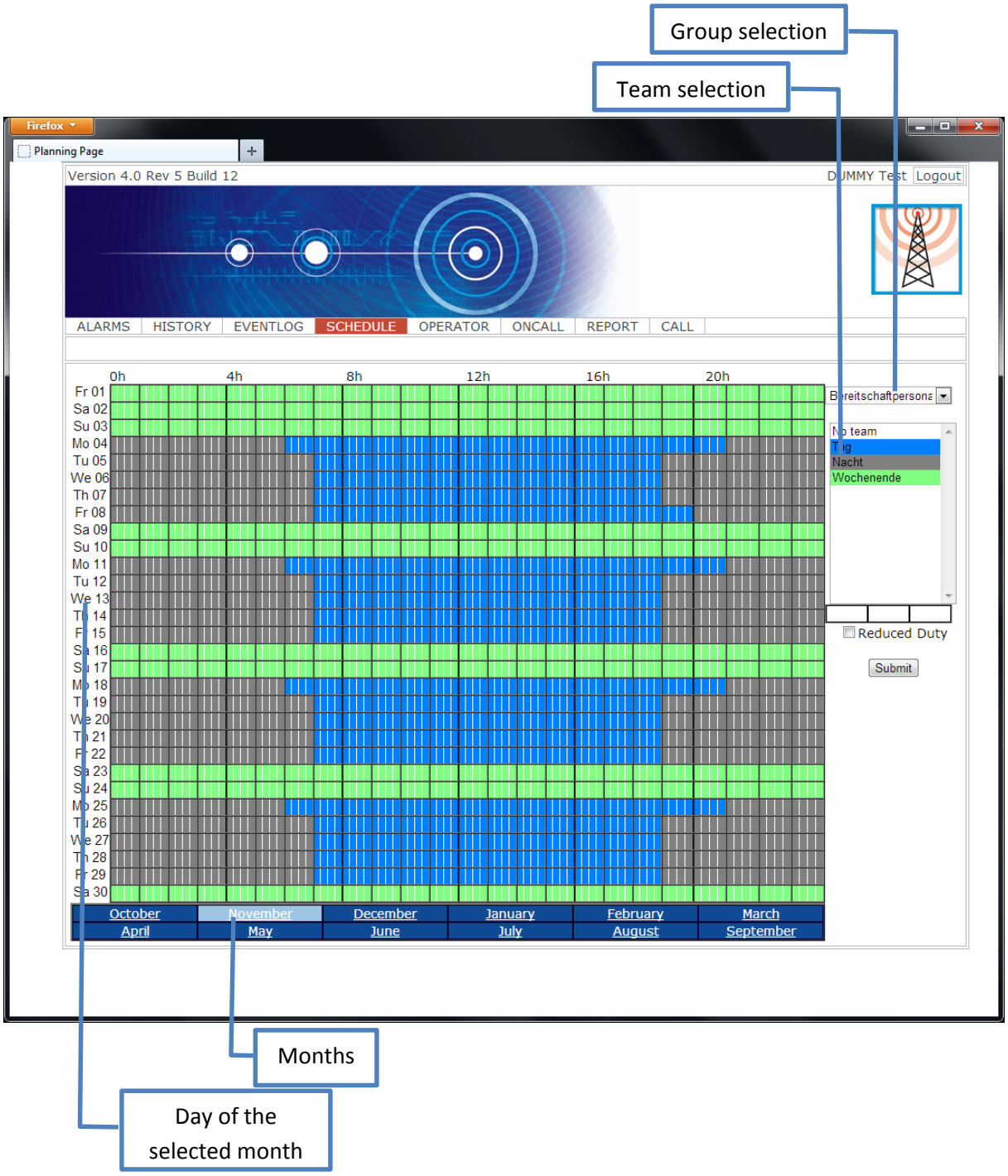
Picture 7 – EventLog Tab

Schedule Tab

The ScheduleTab is similar to ALERTs scheduler. Here you have the possibility to manage the availability of the teams per group. To change the availability e.g. of the Wochenende team, please mark it in the list on the right hand site, then click in the day/time field of the scheduler to make the changes.

Select the “Reduced Duty” checkbox to get only alarms with a high priority.

After all changes are done, press the submit button to confirm changes.



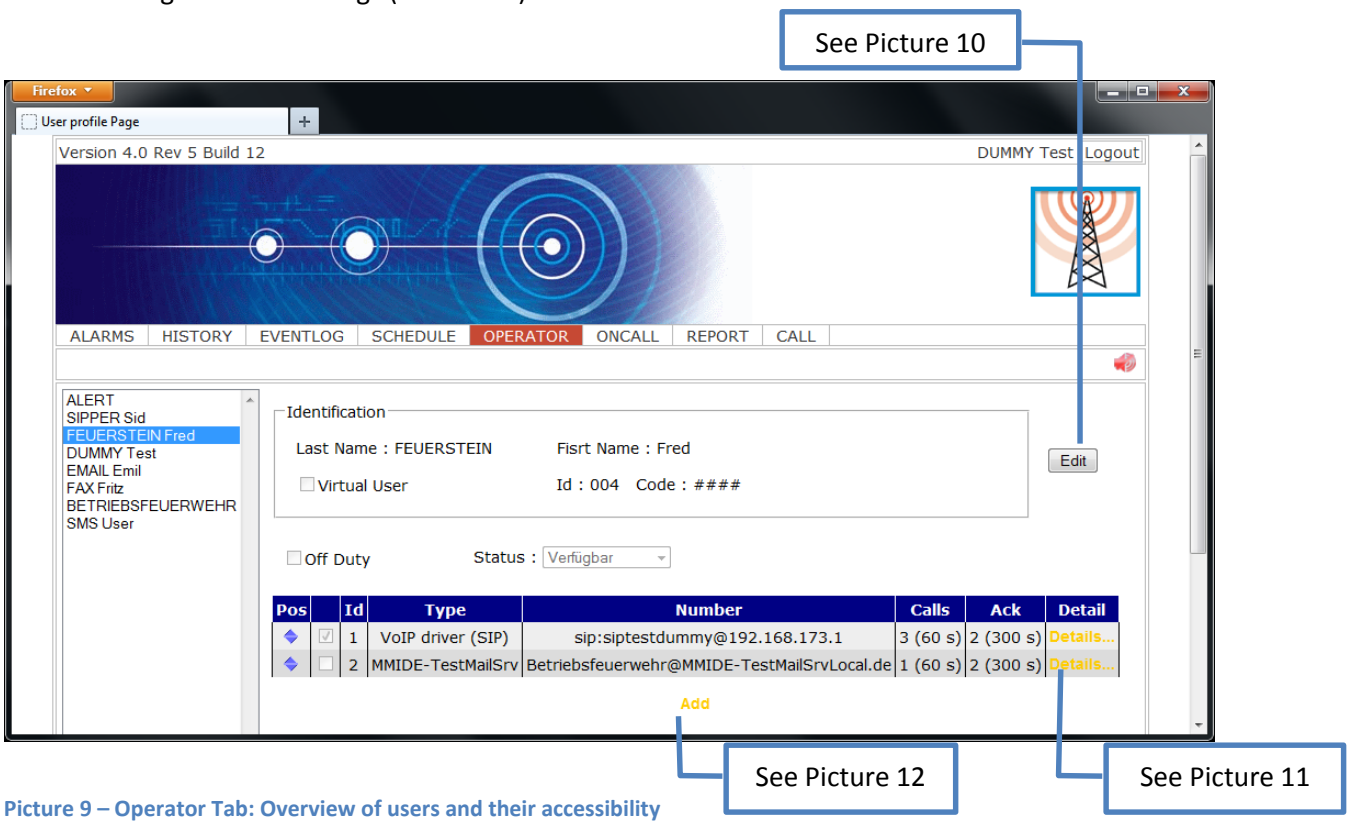
Picture 8 – Schedule Tab

Operator Tab

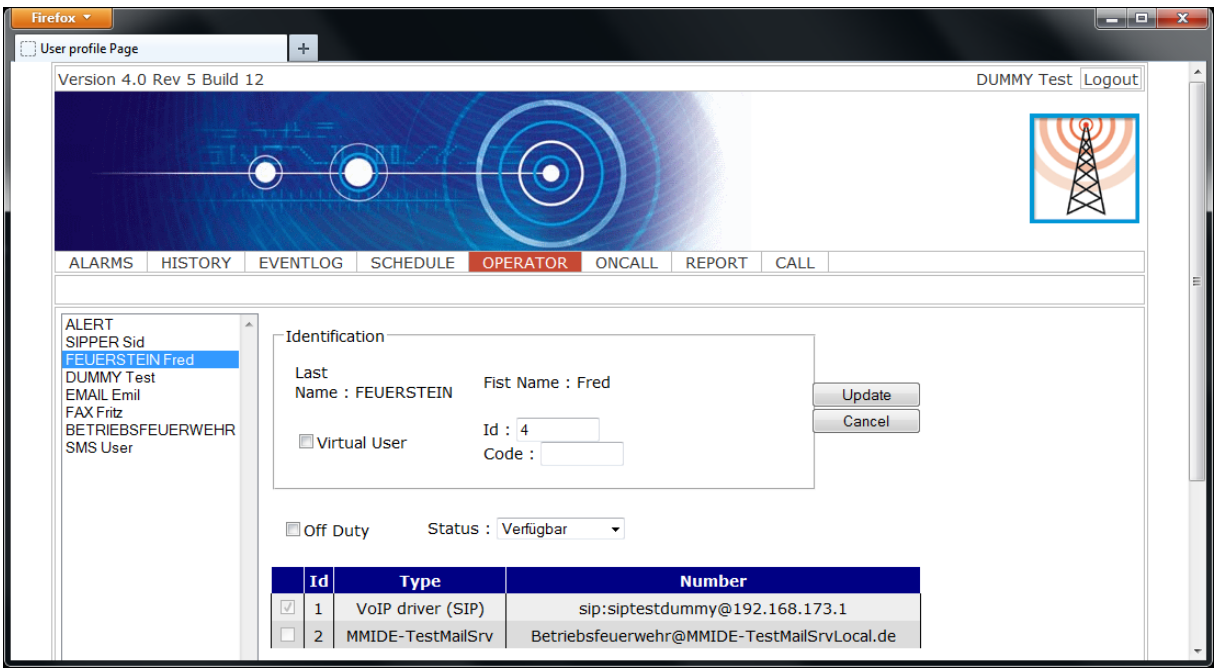
Here you will find the user management. This mean you will be able to see / modify the specific user settings.

These settings are:

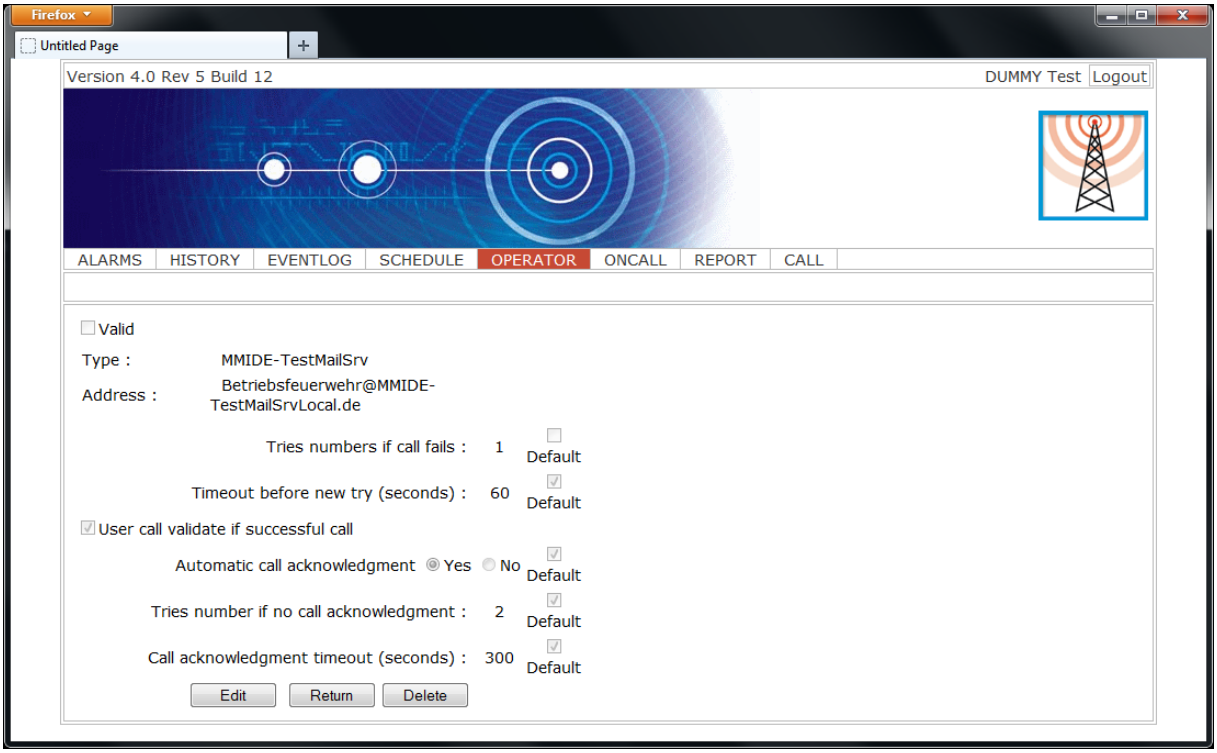
- Management (adding, modifying) of numbers / addresses of the different medias per user
- Set a password
- Set the user to off duty and change the status (Picture 10)
- Add a new terminal (Picture 12)
- Change the call settings (Picture 11)



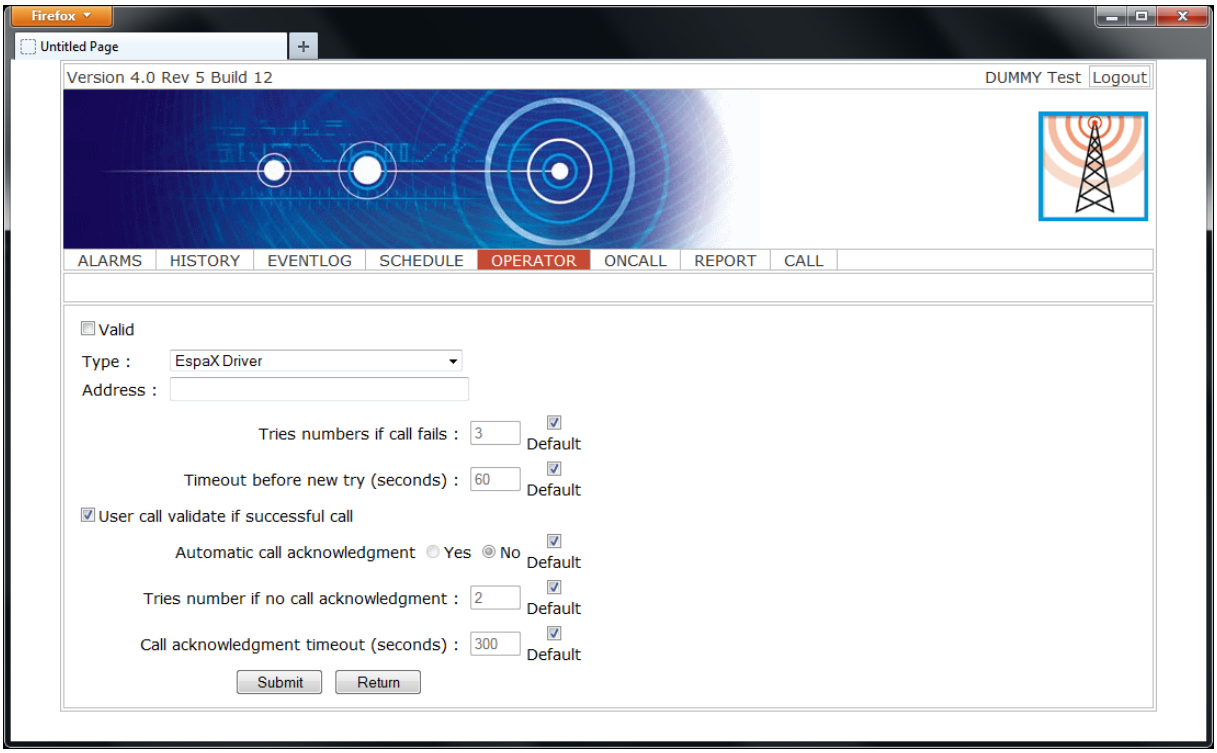
Picture 9 – Operator Tab: Overview of users and their accessibility



Picture 10 – Operator Tab: Edit the users' settings



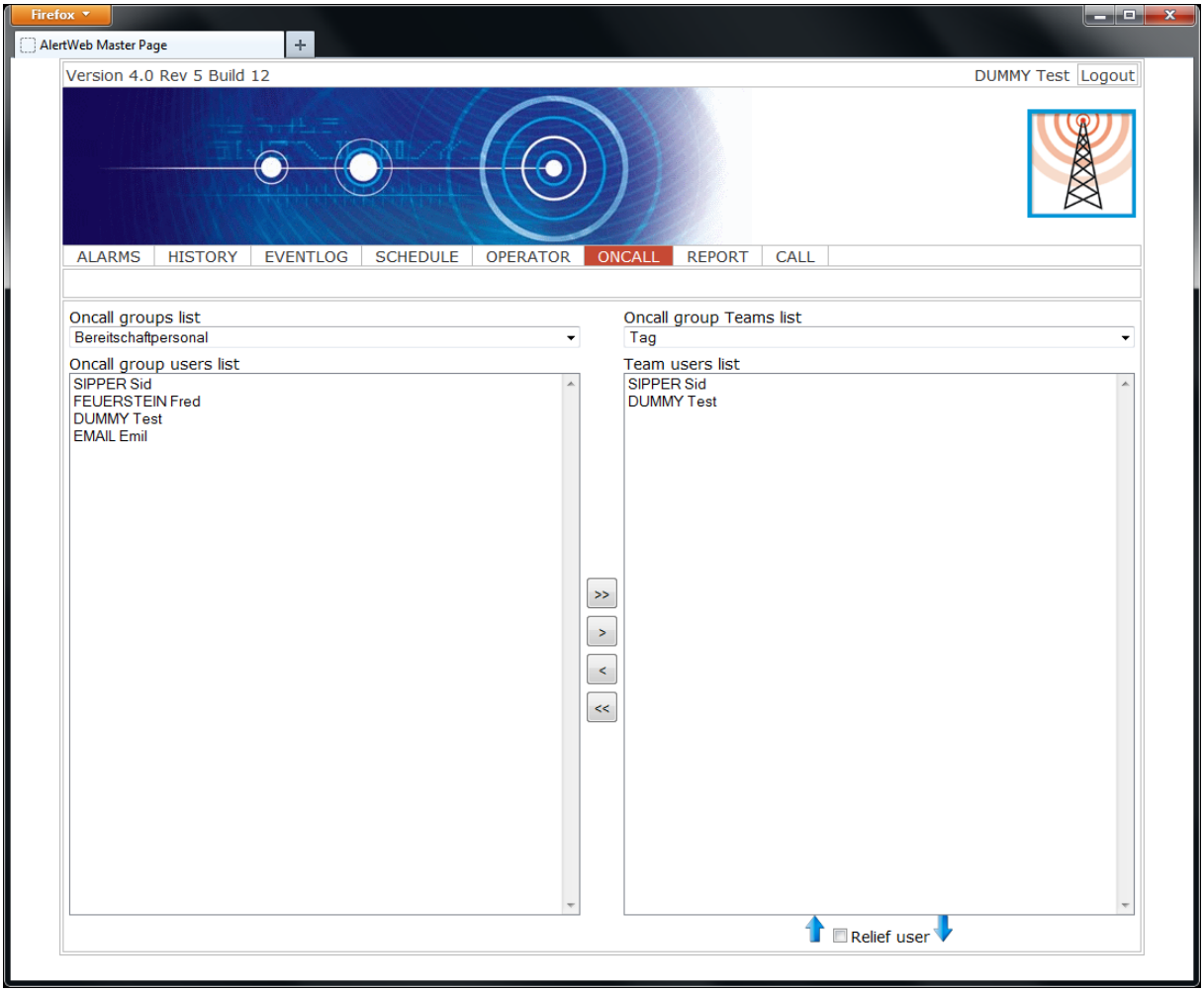
Picture 11 – Operator Tab: Modify the call settings of the selected terminal



Picture 12 – Operator Tab: Add a new terminal

OnCall Tab

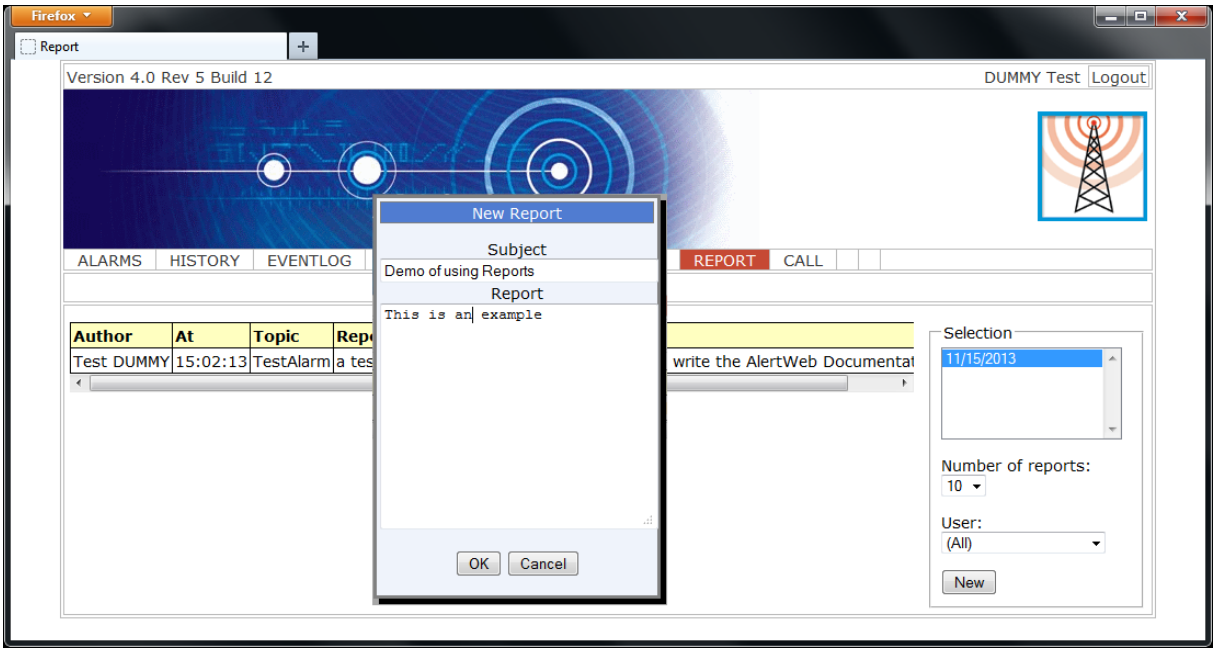
The OnCall Tab is designed to manage users of a group or team. So it's possible to assign group members to teams and remove users from a team. Additionally, the call priority of a user in a team can be modified, e.g. 1st user in a team will be called first and it's possible to set a user as alternative user (relief user).



Picture 13 – OnCall Tab

Report Tab

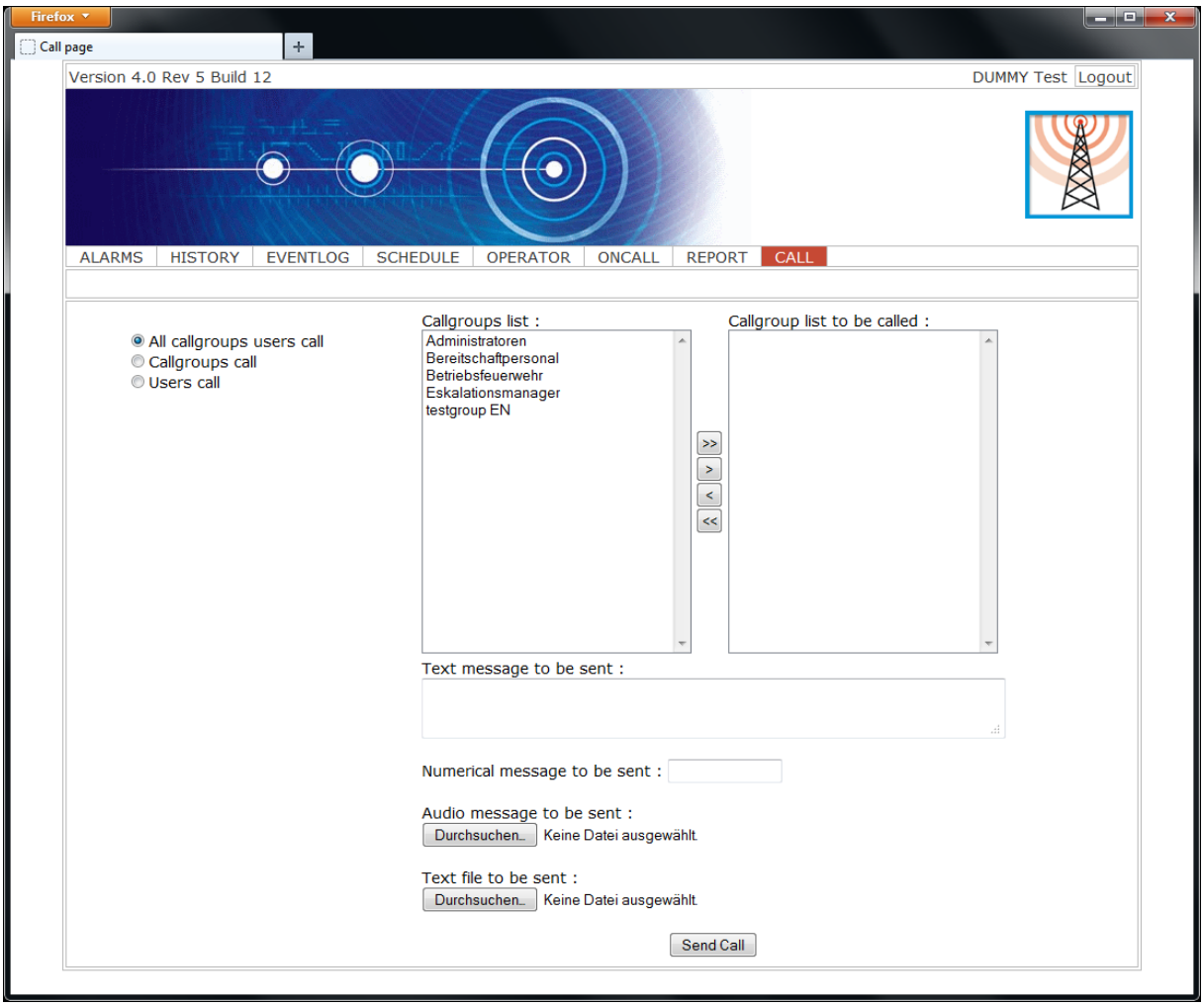
Here you can create your own report or notice in addition to alarms, interventions, etc.
Filters can be set for a specific date or user name.



Picture 14 – Report Tab

Call Tab

With the call tab of AlertWeb you have the possibility to send a message to all users of a call group (All callgroups users call), all active users of a call group (Callgroups call) or users (Users call).
To make a call, select the call option, then move the group or user of the left to the right hand site (User list to be called). Then enter either a text/number to the message field or add an audio or text file which should be transmitted. Afterwards establish the call by pressing the Send Call button.



Picture 14 – Call Tab

Good to know

User Profiles

The user will only see what is set in his user profile, please have a look into the user guide of ALERT to get more information

Browser settings

From Internet Explorer 8, we must change the compatibility mode of Internet Explorer to Windows XP. Under C:\Program Files\Internet Explorer, right click on iexplore.exe -> Properties -> Compatibility tab -> Compatibility Mode, put Windows XP SP3.

Appendix 1: Function Overview of AlertWeb

As an addition to the Introduction, AlertWeb provides an interface to administer the alarms and the oncall management, there are functions which are not allowed over the web interface.
Here is a list of supported and unsupported operations.

Supported:

- Getting access to the alarm list, alarm history and event log
- To acknowledge the alarms
- To mask / unmask alarms
- Accessing and modifying the schedule plan of groups
- To manage existing users: number modification, driver, id, etc.
- To manage users in a team
- To generate a report
- To send a message to a user.

Unsupported:

- To create a tag, an alarm, a user, a call group or a team
- Managing drivers or interfaces
- Redundancy

Please consider, that we cannot handle all functions here, if you need more information please contact support@micromedia-int.com

Appendix 2: Troubleshooting

If you encounter issues accessing AlertWeb.

Is AlertWeb installed? You should have a folder named AlertWeb with content in <path>\MMI\.

Is the Internet Information Service ISS installed? To install it go to Control Panel -> Add/remove Programs -> Add/Remove Windows Components (on the left menu). Tick Internet Services IIS and the leave default settings.

Is the IIS is started? Go to Computer management -> Services and Application -> Internet Information Services -> Websites -> here you'll see if your default website is running, if not start it. You should also find the AlertWeb entry under the default websites.

Is the IIS admin service up and running? Open the services window (services.msc) and check it the IIS admin service service is running, if not start it.

Witch TCP/IP Port is used? AlertWeb uses the port 80 by default. Please make sure that the port is open and not used by other applications.
If you need to use another port, select Default website -> actions -> link. When you have changed the port, you need to specify the port number in the URL (ex: http://<AlertServer IP address>:<portnumber/AlertWeb).

Appendix 3: Links

http://micromedia-int.com

support@micromedia-int.com

http://technet.microsoft.com/en-us/library/ee692294(v=ws.10).aspx

http://www.asp.net/