MICROMEDIA INTERNATIONAL WWW.micromedia-int.com				AlertWeb			
Author: Jens EberlePages : 18Company: Micromedia International							
Version : 1.0							
<b>AlertWeb</b> <u>Réf. :</u> AlertWeb.docx [Commentaires ]							
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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

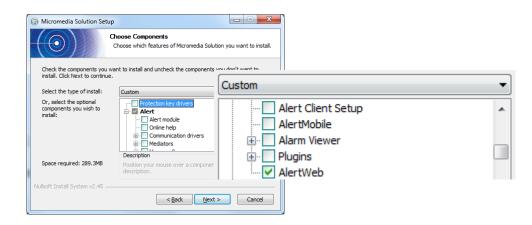
#### **Preparation and requirements**

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.



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# 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

Firefox  Ucgin Page		
	AlertWeb Version 4.0 Rev 5 Build 12 User name : Password : Station :	
	Connect	

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#### **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.

	Version of AlertWeb		Logo Logged in user	
Firefox T Alarms Pag	+			
Version 4.0 Rev 5		PERATOR ONCALL R	REPORT CALL	DUMMY Test Logout
OnCall Group : -		▼ Group : -		v
Tab browsing	Control windo	w		

### 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.

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Alarms Page + Version 4.0 Rev 5 Build 12 DUMMY Test Logout	Firefox <b>T</b>			
ALARMS HISTORY EVENTLOG SCHEDULE OPERATOR ONCALL REPORT CALL	Alarms Page +			
	Version 4.0 Rev 5 Build 12			DUMMY Test Logout
		0 (0		
Chow all alarma defined	ALARMS HISTORY EVENTL	G SCHEDULE OPERATOR	ONCALL REPORT CALL	
OnCall Group : Bereitschaftpersonal <ul> <li>Group : AlertMobile\Water Tank</li> <li>Message</li> <li>Started it</li> <li>Acknowledge by</li> <li>Acknowledge at</li> <li>Action</li> </ul>	Message		<u> </u>	
Füllstand gering	Füllstand gering			

#### Picture 1 – Alarm Page as Overview

Firefox  Alarms Page +						
Version 4.0 Rev 5 Build 12					DUMMY	Test Logout
	$\overline{\mathbf{O}}$					
ALARMS HISTORY EVENTLO	G SCHEDULE OPER	ATOR ONCALL	REPORT	CALL		
	Α	LARM				1
OnCall Group : - Message		Group : -	Acknowle	dge by	Acknowledge a	▼ t Action
Test Alarm with OID: 19	11/14/2013 4:36				2	ø
						_
ure 2 – Alarm Page as Alarm N	Intification	In the action	•		<b>-</b>	
		mask 🛩 and	a unmas	sk 🖤 ala	rms or type in	
		a comment 🔇	9			

### **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

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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.

Version 4.0 Rev 5 Build	12					DUMMY Test Lo	ogout
		m					Z
ALARMS HISTORY	EVENTLOG	SCHEDULE (	OPERATOR ONCALI	REPORT CALI	SUPERVISION	X	A
ALARMS HISTORY		SCHEDULE (	OPERATOR ONCALL	REPORT CALL		t: 11/14/2013	8

#### Picture 3 – History Tab

Version 4.0 Rev 5 Build 12				DUMM	IY Test Logout
Version 1.0 KeV 5 Build 12				Donin	The Logou
ALARMS HISTORY E	VENTLOG SCHEDULE OPERATOR ON	ICALL REPORT CALL	SUPERVIS	SION	
OnCall Group : Bereits	chaftpersonal - User : -	<ul> <li>Station : -</li> </ul>	•	Start : 10/	1/2013
Group :	•		•	End : 11/	14/2013
Group :	ALARM HISTORY		T	End : 11/	14/2013
	ALARM HISTORY	Acknowledge by	• Duration	End : 11/ Reaction	
Line by page : 10		Acknowledge by EBERLE Jens			• •
Line by page : 10 Date	Alarm		Duration	Reaction	Intervention
Line by page : 10 Date 10/8/2013 4:58:43 PM	Alarm Temperatur zu niedrig! 25 - OID: 4	EBERLE Jens	Duration 00:00:45	Reaction 00:00:24	Intervention 00:00:21
Line by page : 10 Date 10/8/2013 4:58:43 PM 10/8/2013 4:59:34 PM	Alarm Temperatur zu niedrig! 25 - OID: 4 Temperature too high! 25 " AlarmID:" 3	EBERLE Jens EBERLE Jens	Duration 00:00:45 00:00:28	Reaction 00:00:24 00:00:10	<b>Intervention</b> 00:00:21 00:00:18
Line by page : 10 Date 10/8/2013 4:58:43 PM 10/8/2013 4:59:34 PM 10/9/2013 1:12:22 PM	Alarm Temperatur zu niedrig! 25 - OID: 4 Temperature too high! 25 " AlarmID:" 3 Temperature too high! 25 " AlarmID:" 3	EBERLE Jens EBERLE Jens	Duration 00:00:45 00:00:28 00:00:48	Reaction 00:00:24 00:00:10 00:00:30	<b>Intervention</b> 00:00:21 00:00:18 00:00:18
Line by page : 10 Date 10/8/2013 4:58:43 PM 10/8/2013 4:59:34 PM 10/9/2013 1:12:22 PM 10/9/2013 1:13:17 PM	Alarm Temperatur zu niedrig! 25 - OID: 4 Temperature too high! 25 " AlarmID:" 3 Temperature too high! 25 " AlarmID:" 3 Temperature too high! 25 " AlarmID:" 3	EBERLE Jens EBERLE Jens	Duration 00:00:45 00:00:28 00:00:48 00:04:07	Reaction 00:00:24 00:00:10 00:00:30 00:04:07	Intervention 00:00:21 00:00:18 00:00:18 00:00:00
Line by page : 10 Date 10/8/2013 4:58:43 PM 10/8/2013 4:59:34 PM 10/9/2013 1:12:22 PM 10/9/2013 1:13:17 PM 10/9/2013 1:17:26 PM	Alarm Temperatur zu niedrig! 25 - OID: 4 Temperature too high! 25 " AlarmID:" 3 Temperature too high! 25 " AlarmID:" 3 Temperature too high! 25 " AlarmID:" 3	EBERLE Jens EBERLE Jens EBERLE Jens	Duration 00:00:45 00:00:28 00:00:48 00:04:07 00:02:32	Reaction 00:00:24 00:00:10 00:00:30 00:04:07 00:02:32	Intervention 00:00:21 00:00:18 00:00:18 00:00:00 00:00:00
Line by page : 10 Date 10/8/2013 4:58:43 PM 10/8/2013 4:59:34 PM 10/9/2013 1:12:22 PM 10/9/2013 1:13:17 PM 10/9/2013 1:17:26 PM 10/9/2013 1:20:48 PM	Alarm Temperatur zu niedrig! 25 - OID: 4 Temperature too high! 25 " AlarmID:" 3 Temperature too high! 25 " AlarmID:" 3 Temperature too high! 25 " AlarmID:" 3 Temperature too high! 25 " AlarmID:" 3	EBERLE Jens EBERLE Jens EBERLE Jens	Duration 00:00:45 00:00:28 00:00:48 00:04:07 00:02:32 00:03:13	Reaction 00:00:24 00:00:10 00:00:30 00:04:07 00:02:32 00:00:19	Intervention 00:00:21 00:00:18 00:00:18 00:00:00 00:00:00
Line by page : 10 Date 10/8/2013 4:58:43 PM 10/8/2013 4:59:34 PM 10/9/2013 1:12:22 PM 10/9/2013 1:13:17 PM 10/9/2013 1:20:48 PM 10/9/2013 1:20:48 PM	Alarm Temperatur zu niedrig! 25 - OID: 4 Temperature too high! 25 " AlarmID:" 3 Temperature too high! 25 " AlarmID:" 3	EBERLE Jens EBERLE Jens EBERLE Jens	Duration 00:00:45 00:00:28 00:00:48 00:04:07 00:02:32 00:03:13 00:10:42	Reaction 00:00:24 00:00:10 00:04:07 00:02:32 00:00:19 00:10:43	Intervention 00:00:21 00:00:18 00:00:18 00:00:00 00:00:00

#### Picture 4 – History Tab: Alarm History

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History Page	+						
Version 4.0 Rev 5 Build	12					DUMM	Y Test Logout
	0						
ALARMS HISTORY	EVENTLOG	SCHEDULE OP	ERATOR ONCALL	REPORT	CALL SUPERVIS	ION	
		User : -	•			Chart 10/1	/2013
OnCall Group : Ber	reitschaftpersonal 🔹	User	•	Station : -	▼	Start : 10/1	/2013 📖
OnCall Group : Ber Group : -	reitschaftpersonal	User	¥	Station : -	• •	End : 11/1	
		ALARM STATIS		Station : -			
Group : -				Station : -			4/2013
Group : -		ALARM STATIS		Station : -	▼	End : 11/1	4/2013 ····································

Picture 5 – History Tab: Alarm Statistics

istory Page	+							
Version 4.0 Rev 5 B	uild 12					DU	MMY Test	.ogout
ALARMS HISTO	EVENTLOG S	CHEDULE OF	PERATOR ONCALL	REPORT	CALL SUPERVIS	ION		
	RY EVENTLOG So Bereitschaftpersonal 🗸	CHEDULE OF	PERATOR ONCALL	REPORT Station : -	CALL SUPERVIS		10/1/2013	
	Bereitschaftpersonal 👻				· · · · · · · · · · · · · · · · · · ·	Start :	10/1/2013 11/14/2013	
OnCall Group :	Bereitschaftpersonal 🔹		- 			Start :		
OnCall Group : Group :	Bereitschaftpersonal 🔹	User : -	• N STATISTICS	Station : -	•	Start : End :	11/14/2013	
OnCall Group : Group :	Bereitschaftpersonal  - 10	User : -	- 	Station : -		Start : End :		
OnCall Group : Group : Line by page :	Bereitschaftpersonal  - 10 User	User : -	• NSTATISTICS Interventions	Station : -	▼ ▼ Mean reaction time	Start : End :	11/14/2013 ntervention	

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.

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ALARMS	5 HISTORY EV	VENTLOG SCHEDULE OPERATOR ONCALL REPORT CALL	
Hour	Туре	Parameter	11/8/2013
8:20:33 AM	INIT	Version 3.6 Revision 1 Build 25 (Registered)	11/11/2013 11/12/2013 11/14/2013
8:20:33 AM	CONNECT	SOCKET4 : AlertMobileWifi >>> 192.168.173.52:8500	11/15/2013
8:21:47 AM	INFO	START of Message Processor Script - Create an Alarm by Taq	24 Initialize
8:21:47 AM	CONNECT	SOCKET6 : SMPP (sms-ng1.openit.de:10020)	☑ Log in/out
8:21:47 AM	INFO	Can't connect to the server (socket error 10061)	
8:24:24 AM	LOGIN	ALERT	Call (in/out)
8:29:50 AM	REMOTE LOGIN	Test DUMMY	✓ Failed Calls ✓ Informations
Back	Next ocked		Failures     On-Call     Redundancy     Masking

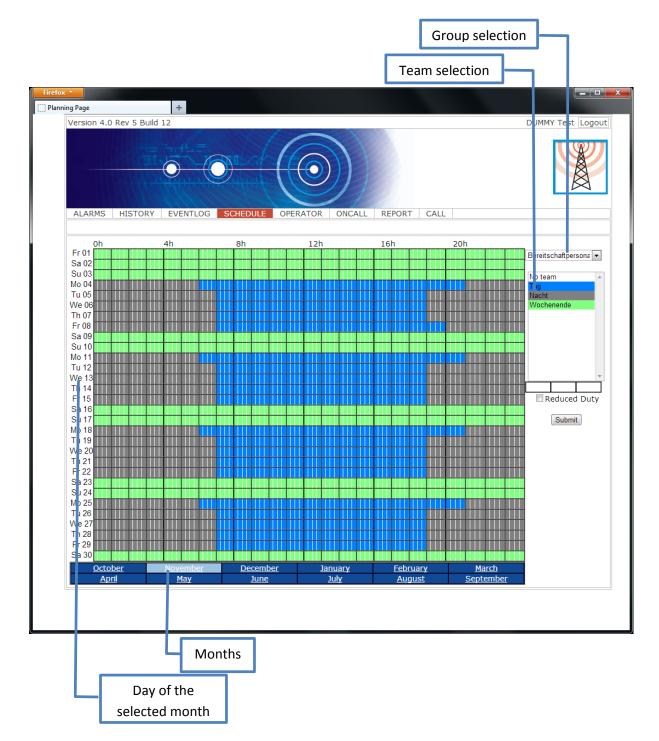
Picture 7 – EventLog Tab

#### **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.

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### **Operator Tab**

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

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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)

	See Picture 10		
efox 🔻	+		
Version 4.0 Rev 5 Build 12	DU	MMY Test Log	out
ALARMS HISTORY	VENTLOG SCHEDULE OPERATOR ONCALL REPORT CALL		
ALERT SIPPER Sid FEUERSTEIN Fred DUMMY Test EMAIL Emil FAX Fritz BETRIEBSFEUERWEHR SMS User	Identification         Last Name : FEUERSTEIN       Fisrt Name : Fred         □ Virtual User       Id : 004       Code : ####	Edit	
500 0361	Off Duty Status : Verfügbar -		
	Add		Ţ
	See Picture 12	Ч	See Picture 1

Г

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Picture 9 -	Operator	Tah:	Overview	of	users and	their	accessibility
	operator	I UNI	Over view	<b>U</b> .	users und	unc ii	accessionic

Firefox V	+	
Version 4.0 Rev 5 Build		DUMMY Test Logout
15		
ALARMS HISTORY	EVENTLOG SCHEDULE OPERATOR ONCALL REPORT CALL	E
ALERT SIPPER Sid FEUERSTEIN Fred	Identification	
DUMMY Test EMAIL Emil	Last Fist Name : Fred Update	
FAX Fritz BETRIEBSFEUERWEHR SMS User	Id:     4     Cancel       Virtual User     Code:	
	Off Duty Status : Verfügbar 🗸	
	Id Type Number	
	I     VoIP driver (SIP)     sip:siptestdummy@192.168.173.1       I     2     MMIDE-TestMailSrv     Betriebsfeuerwehr@MMIDE-TestMailSrvLocal.de	

Picture 10 – Operator Tab: Edit the users' settings

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Firefox *       Untitled Page	
Version 4.0 Rev 5 Build 12	DUMMY Test Logout
ALARMS HISTORY EVENTLOG SCHEDULE OPERATOR ONCALL REPORT CALL	
Valid	
Type : MMIDE-TestMailSrv	
Address : Betriebsfeuerwehr@MMIDE- TestMailSrvLocal.de	
Tries numbers if call fails : 1 Default	
Timeout before new try (seconds) : 60	
☑ User call validate if successful call	
Automatic call acknowledgment <sup>®</sup> Yes <sup>®</sup> No Default	
Tries number if no call acknowledgment : 2 Default	
Call acknowledgment timeout (seconds): 300	
Edit Return Delete	

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

Firefox <b>v</b> Untitled Page	+	
Version 4.0	Rev 5 Build 12	DUMMY Test Logout
ALARMS	HISTORY EVENTLOG SCHEDULE OPERATOR ONCALL REPORT CALL	
🔲 Valid Type :	EspaX Driver	
Address :		
	Tries numbers if call fails : 3 Default	
	Timeout before new try (seconds) : 60 Default	
🗹 User cal	l validate if successful call	
	Automatic call acknowledgment 🔍 Yes 🐵 No 🖉 Default	
Tr	ies number if no call acknowledgment : 2 Default	
Ca	ll acknowledgment timeout (seconds) : 300 Default	
	Submit Return	
L		

#### Picture 12 – Operator Tab: Add a new terminal

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## **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. 1<sup>st</sup> user in a team will be called first and it's possible to set a user as alternative user (relief user).

fox Terr Page +		
Version 4.0 Rev 5 Build 12		DUMMY Test Logout
ALARMS HISTORY EVENTLOG SCH	EDULE OPERATOR ONCALL REPORT CALL	
Oncall groups list	Oncall group Teams list	
Bereitschaftpersonal	▼ Tag	•
Oncall group users list SIPPER Sid	Team users list SIPPER Sid	~
FEUERSTEIN Fred DUMMY Test EMAIL Emil	DUMMY Test	
	· · · · · · · · · · · · · · · · · · ·	Relief user
		Doliof upor 🔽

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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.

fox <b>v</b>		-			
Version 4.0 Rev 5	5 Build 12				DUMMY Test Logout
	0	C	New Report	1	
ALARMS HIST	FORY EVE	ITLOG	Subject Demo of using Reports	REPORT CALL	
			Report This is an example	-	
Author At	Торіс	Rep			Selection
Test DUMMY 15:				write the AlertWeb Documental	11/15/2013
•				•	
					<b>T</b>
					Number of reports:
					10 -
				a .	User:
					(All) 🔻
			OK Cancel		New

Picture 14 – Report Tab

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## **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.

Firefox  Call page +		
Version 4.0 Rev 5 Build 12		DUMMY Test Logout
ALARMS HISTORY EVENTLOG S	Callgroups list :       Callgroup list to be ca         Administratoren       Bereitschaftpersonal         Bereitschaftpersonal       Bereitschaftpersonal         Beteitschaftpersonal       Image: Callgroup list to be ca         Statistic factoren       Image: Callgroup list to be ca         Beteitschaftpersonal       Image: Callgroup list to be ca         Beteitschaftpersonal       Image: Callgroup list to be ca         Image: Callgroup EN       Image: Callgroup list to be ca         Image: Callgroup EN       Image: Callgroup list to be ca         Image: Callgroup EN       Image: Callgroup list to be ca         Image: Callgroup EN       Image: Callgroup list to be ca         Image: Callgroup EN       Image: Callgroup list to be ca         Image: Callgroup EN       Image: Callgroup list to be ca         Image: Callgroup EN       Image: Callgroup list to be ca         Image: Callgroup EN       Image: Callgroup list to be ca         Image: Callgroup EN       Image: Callgroup list to be ca         Image: Callgroup EN       Image: Callgroup list to be ca         Image: Callgroup EN       Image: Callgroup list to be ca         Image: Callgroup EN       Image: Callgroup list to be ca         Image: Callgroup EN       Image: Callgroup list to be ca         Image: Callgroup list to be ca <td< th=""><th>lled :</th></td<>	lled :
	Numerical message to be sent : Audio message to be sent : Durchsuchen_ Keine Datei ausgewählt. Text file to be sent : Durchsuchen_ Keine Datei ausgewählt. Send Call	it.

Picture 14 – Call Tab

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### 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/

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