| MICROMEDIA INTERNATIONAL WWW.micromedia-int.com | | | | AlertWeb | | | |
|---|--|----|----|----------|--|--|--|
| Author: Jens EberlePages : 18Company: Micromedia International | | | | | | | |
| Version : 1.0 | | | | | | | |
| AlertWeb <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

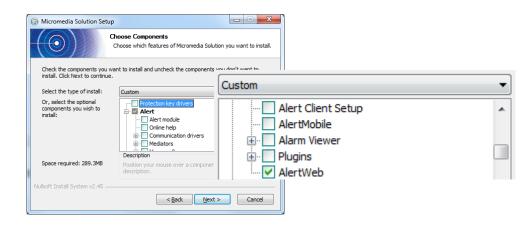
Preparation and requirements

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 T | | | |
|---|----------------------------|---------------------|--------------------|-------------------|
| 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 Group : AlertMobile\Water Tank Message Started it Acknowledge by Acknowledge at Action | 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 | • | | - | |
| | | 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 : - | Station : - | • | 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 | Intervention 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 | Intervention 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 |
| | | | |

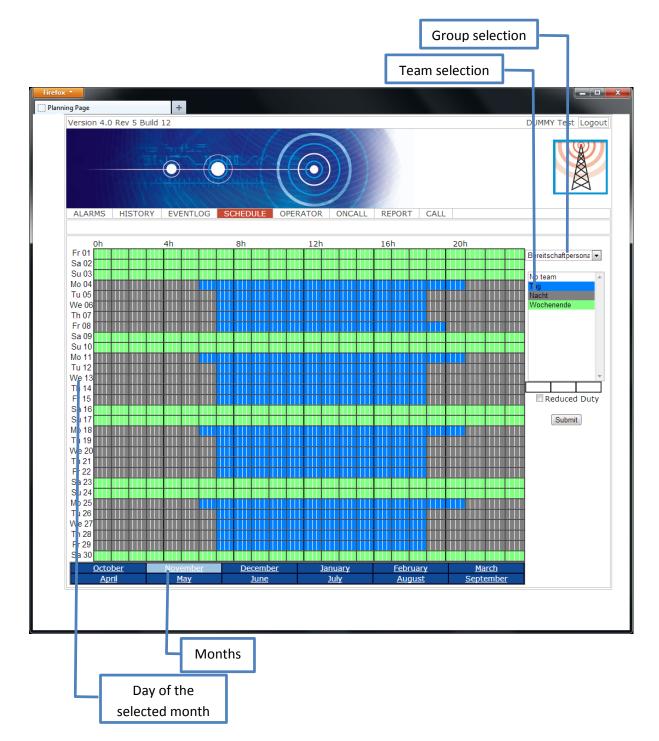
Picture 7 – EventLog Tab

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

٦

| Picture 9 - | Operator | Tah: | Overview | of | users and | their | accessibility |
|-------------|----------|-------|-----------|------------|-----------|--------|---------------|
| | operator | I UNI | Over view | U . | 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 [®] Yes [®] 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 v 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. 1st 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 v | | - | | | |
|-------------------|------------|-------|----------------------------------|-------------------------------|--------------------|
| 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 |
| • | | | | • | |
| | | | | | |
| | | | | | T |
| | | | | | 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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