



AlertDispatcher v8.0

Quick Installation Guide

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1. Introduction

Thank you for selecting AlertDispatcher.

The AlertDispatcher Quick Installation Guide is a step-by-step guide to perform a basic setup to send SMS via modem. It should be used in conjunction with the following guides:

Document Name	File Name	Description
1. Modem Installation Guide	Please READ ME before installing 3G Modem!.pdf	Compulsory readme file for installing modem.
2. AlertDispatcher How-To Guide	AlertDispatcher How-To Guide.pdf	Updated FAQ factsheet on configuring addressbook/escalation, smtp server to send email, master/slave redundancy, license activation, etc.
3. AlertDispatcher Quick Start Guide	AlertDispatcher Quick Start Guide - (Pls read before installing).pdf	Main user guide, not updated to latest version.
4. AlertDispatcher Logs Submission Guide	AlertDispatcher Logs Submission Guide.docx	How to collect logs and database to obtain technical support

2. Pre-installation Checklist

Here's a checklist of what you need to prepare before installation.

1). Working SIM card (If you're sending SMS using a Modem)

If you intend to connect one or more GSM modems to the Server, please prepare an activated "Standard" SIM card (**with no PIN password set**) that has good signal strength in location you plan to locate the Server. You can check the signal strength using your mobile phone.

If you are using a "Nano" or "Micro" SIM card, please use a complementary SIM card adapter that comes with your installation package (Note: SIM card adapter may not come with all installations. Please exercise caution when using a SIM card adapter to avoid damage to unit).



Note:

1. Some prepaid SIM cards need to be activated by voice call before SMS is enabled. Please test the SIM card using a mobile phone if required.

*2. If you need to change your SIM card, before removing the SIM card, please **always turn off** the power supply or remove the power supply cable from the modem. You may reconnect the power supply after you have installed the new SIM card.*

2). Windows PC/Server/Virtual Machine (System Requirements)

If possible, please prepare a clean installed Windows PC/Server with the following specifications. The following hardware specifications are recommended for a deployment with up to 4 modems attached and processing up to 10,000 messages per day.

If you're installing onto a virtual machine, and the modems are connected to the "host machine" USB port, ensure that you are able to access the host USB port on the "guest machine". For VMWare ESXi, this is done using "USB passthrough". Please consult your IT engineer for further information.

If you're not able to access the host USB port on the guest machine or if your VMWare has a HA setup that uses more than 1 physical host, you can use the MOXA NPort Serial Device Server to connect your modem to the VM through the Serial Port. The MOXA NPort will be connected to your switch/network. Refer to the "AlertDispatcher How-To Guide.pdf" on how to setup MOXA NPort.

Warning: *Do not use a USB Device Server as they don't work properly with USB modems.*

Minimum Processor: Pentium 4 for Windows XP / Pentium Core 2 Duo for higher versions of Windows.

Operating System: Windows 7 / Windows 2008 Server / Windows 8 / Windows 10 / Windows 2012 Server / Windows 2016 Server.

RAM: Minimum 8 GB RAM.

SIM card: Activated and working Standard SIM card from your mobile operator.

GSM Signal: Location of server/PC must have good GSM reception. You may compare the signal strength for various SIM card providers using the software – signal strength will be displayed on the Client console.

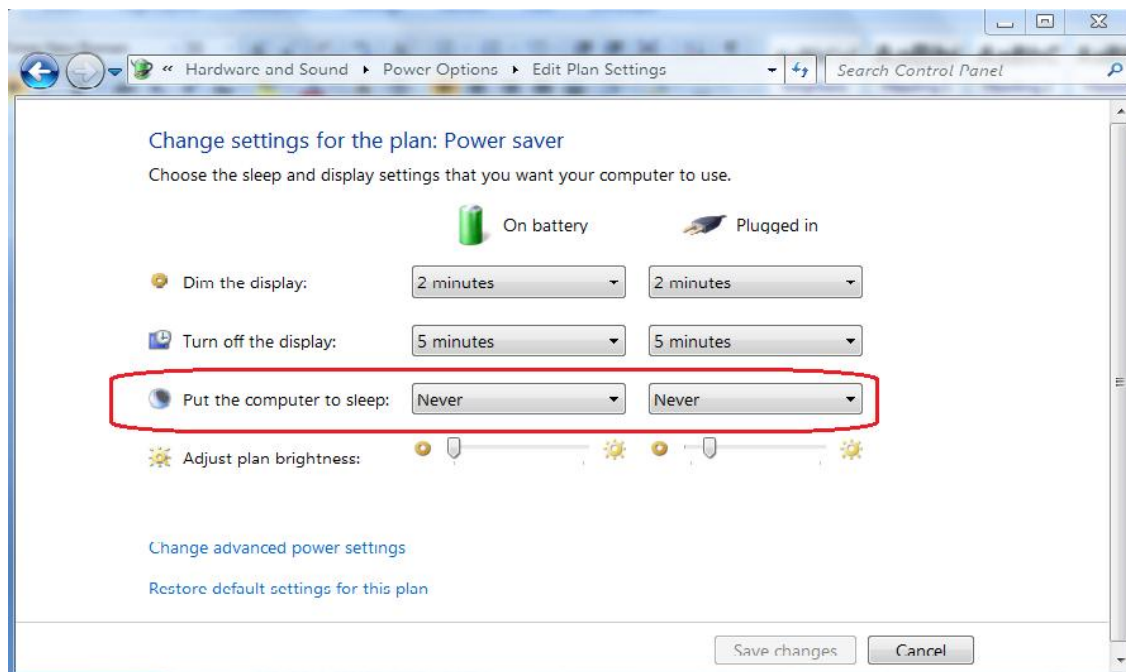
USB port: Required for USB modems – as USB modems draw power from the USB port, you may need to use an externally powered USB hub if you have attached other USB devices to your PC/Server.

RS232 Serial port: Required for Serial only modems – if your server does not have a serial port, you can use the ATEN USB-to-Serial converter (UC-232A).

3). Disable System Standby (For workstation OS)

If you are installing AlertDispatcher on a workstation OS, e.g. Windows 7 or Windows 10, please ensure that system standby/sleep and turn off hard disk settings are changed to 'Never'.

Example:



4). Network Firewall

If you need to be able to access AlertDispatcher Server from the network and network firewall is enabled, you must add the ports used by the services you require to your firewall list of “allowed ports”. Refer to the chapter “Post-installation/Troubleshooting”, “Port Conflicts, Firewall and AntiVirus Software Setup” for details.

5). Obtaining an SMTP or Email account

In order for AlertDispatcher to send out Emails, you must configure an SMTP user account under “*System Setup*”, “*Send Email/Modem Settings*”, “*System Alerts/Email Setup*”. Obtain the SMTP Server address and SMTP username and password from your company email administrator, e.g. Exchange administrator. As far as possible, do not use your email account or an existing email account in case you change your password and forget to update the password set on AlertDispatcher. Create a new email account, e.g. `alertdispatcher@yourcompanydomain`.

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

***Note:** In the event that all modems are offline, AlertDispatcher can only send out system alerts via email, so you will need to configure an SMTP account in order to receive such alerts. This is highly recommended if you are using AlertDispatcher for critical purpose.*

6). Upgrade/Migration

If you are upgrading, you may run the new installer onto your existing AlertDispatcher installation (without uninstalling the latter). The new installer will not override your existing configuration. AlertDispatcher will automatically detect and then upgrade your old installation.

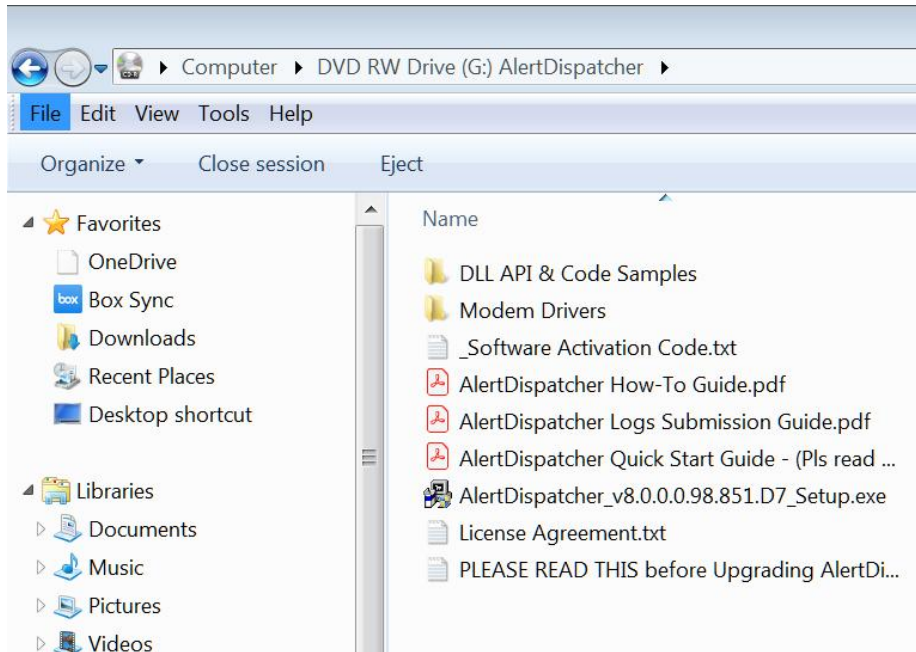
***Warning:** Please ensure you have the license for installing a new version.*

To keep this quick start guide as concise as possible for first time user, we have created a separate guide for upgrades and migration - please refer to the “*AlertDispatcher Upgrade and Migration Guide.pdf*” for details.

3. Installation Procedure

1). Copy installers from CD-ROM to local computer

In case you need to reinstall in the future and can't find the CD-ROM, we'll recommend copying the contents of the CD-ROM to a new folder on your computer, e.g. "AlertDispatcher Installation".



2). Install GSM Modem

The GSM modem can be attached to the machine via either USB or Serial port. USB port is usually used, but if you're not able to detect the modem via USB, you may also use Serial port. Note: The COM port for serial connection is usually COM1 or COM2.

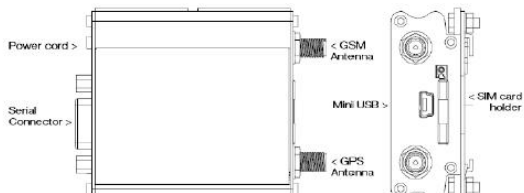
Warning: Pls refer to "Please READ ME before installing 3G Modem!.pdf" before proceeding with modem installation.

Important Installation Notes for CNDM100 3G Modem

1. Exercise caution. The modem parts (especially the connections) are delicate. Please proceed slowly when connecting the power supply cable to the modem and when inserting the SIM card into the modem.

2. Installing/Changing SIM card (Standard SIM Size - not micro or nano). Please ensure that you are using a new 3G SIM card. Before inserting the SIM card, the modem power supply should be switched off. Use a ball pen to eject the SIM holder by pressing the yellow eject button. Put the SIM card to the tray, make sure flushes and fits onto the tray, then carefully and slowly put back the tray into the slot. The SIM card tray should slip in easily, and if it doesn't, this means the SIM card is placed wrongly.

Note: When removing the SIM card, do not pull out the SIM holder without pushing the ejector button.



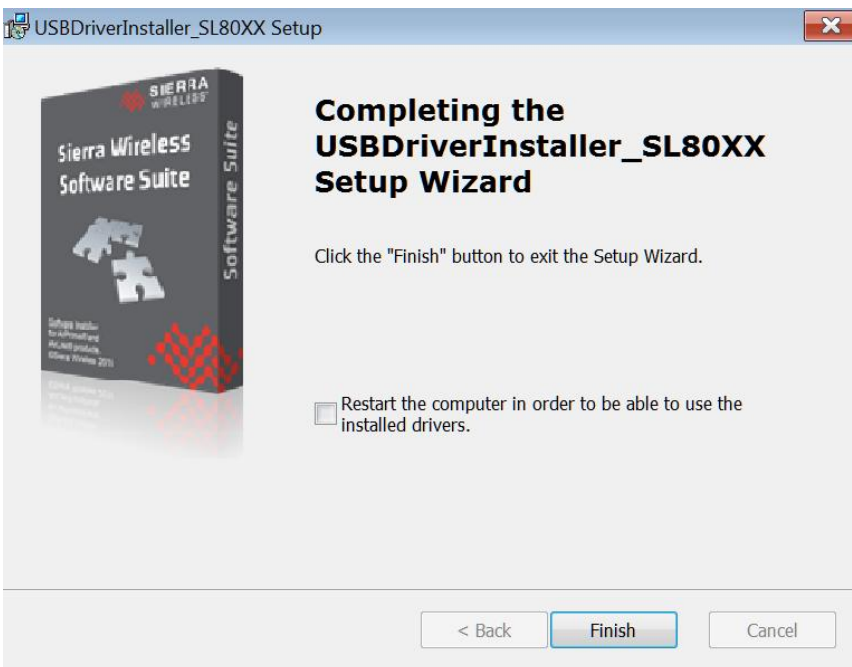
3). Install Modem USB driver

After you have inserted the SIM card into the modem, turn on the modem power supply and then install the Modem USB driver. You can find the USB driver inside the "Modem Drivers" folder.

***Note:** Windows administrator rights is required to install the driver.*

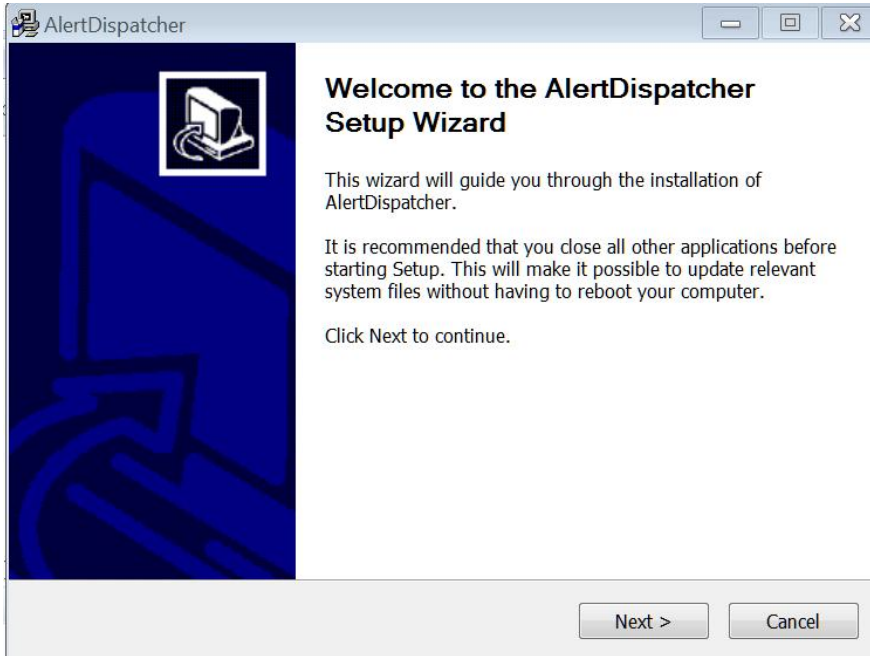


On completion, there's usually no need to restart computer.

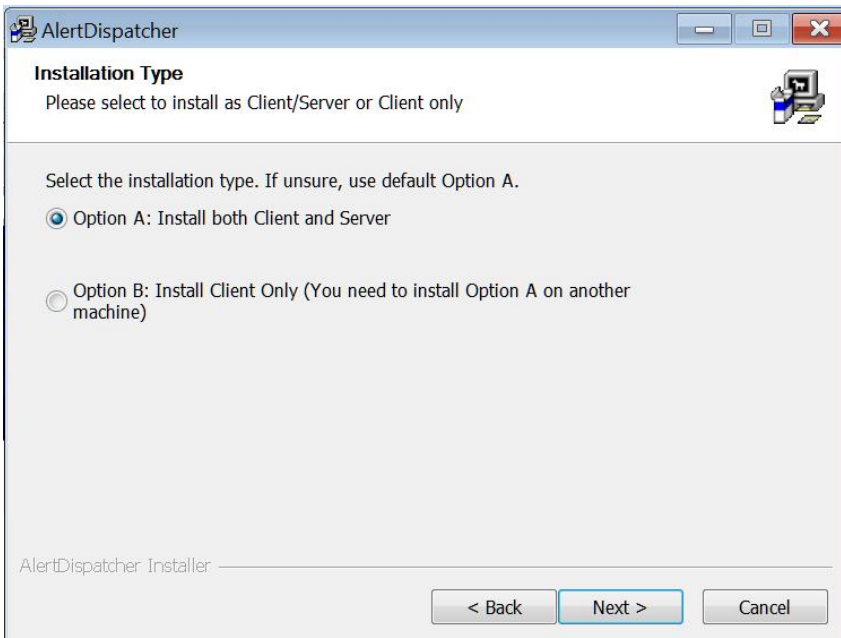


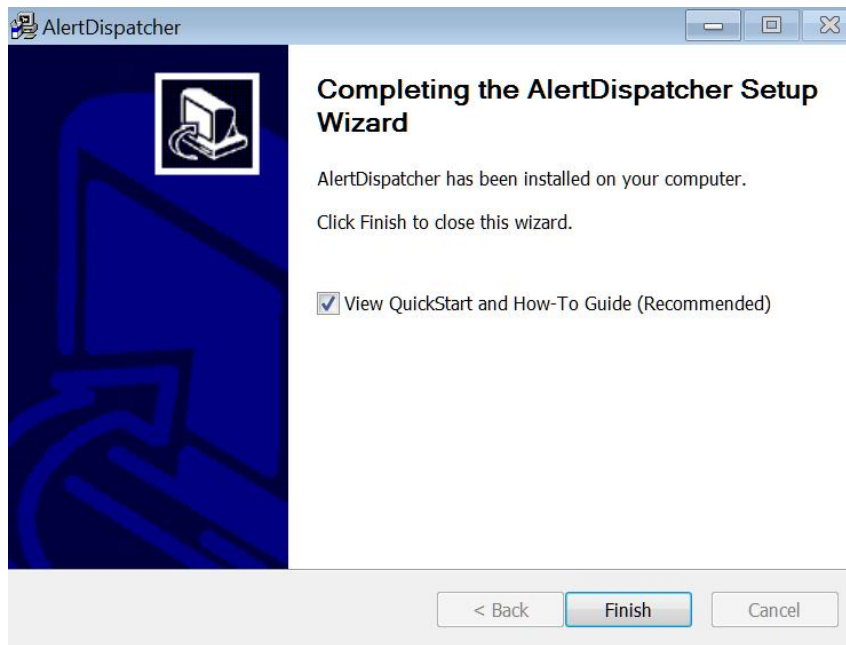
4). Install AlertDispatcher Software

Run AlertDispatcher_Setup.exe.



Choose "Option A" if you're making an initial installation. When prompt with a selection, if unsure, use the default selection or Next.





5). Launch AlertDispatcher Client

Launch AlertDispatcher Client using the newly created "AlertDispatcher" shortcut on Windows desktop.



On first run, you'll be prompted to create the recipient to receive system alert notifications from the system. This recipient can later be changed under the "Addressbook" tab.

×

Thank you for installing AlertDispatcher.

Important Note:

The default password for administrator user is 'alert123'
The default password for operator user is 'operator'

Please record the default password as you will need to use it to login. You may change the password under "User and Departments" Tab.

Copy

You can configure a recipient for the "SystemAlerts" group to receive notification for system errors and warnings.

Recipient Name:

Adam

Mobile Phone:

9123456890

Email Address:

example@example.com

☒ Enable send dailyheart to system alert recipient (configurable under System Setup)
Note: You may add more recipients to SystemAlerts group later.

☐ Skip this step (Not recommended)

Proceed

Select User and enter Password to login. The following users are created by default,

1. administrator user: *'administrator'*, password: *'alert123'*
2. basic user: *'operator'*, password: *'operator'*

An administrator user has full rights while a basic user can only view, send messages and can't delete any message or manage the address book. You are advised to change the administrator user password as soon as possible. The default password for *'operator'* is *'operator'*.

For better security, uncheck "Save password" so that the next user will have to enter password to login.

Connect to AlertDispatcher Server

2020.04.20 11:43:21 Connected to 127.0.0.1. Select User, enter password and click Login.
2020.04.20 11:43:21 Connecting to 127.0.0.1...

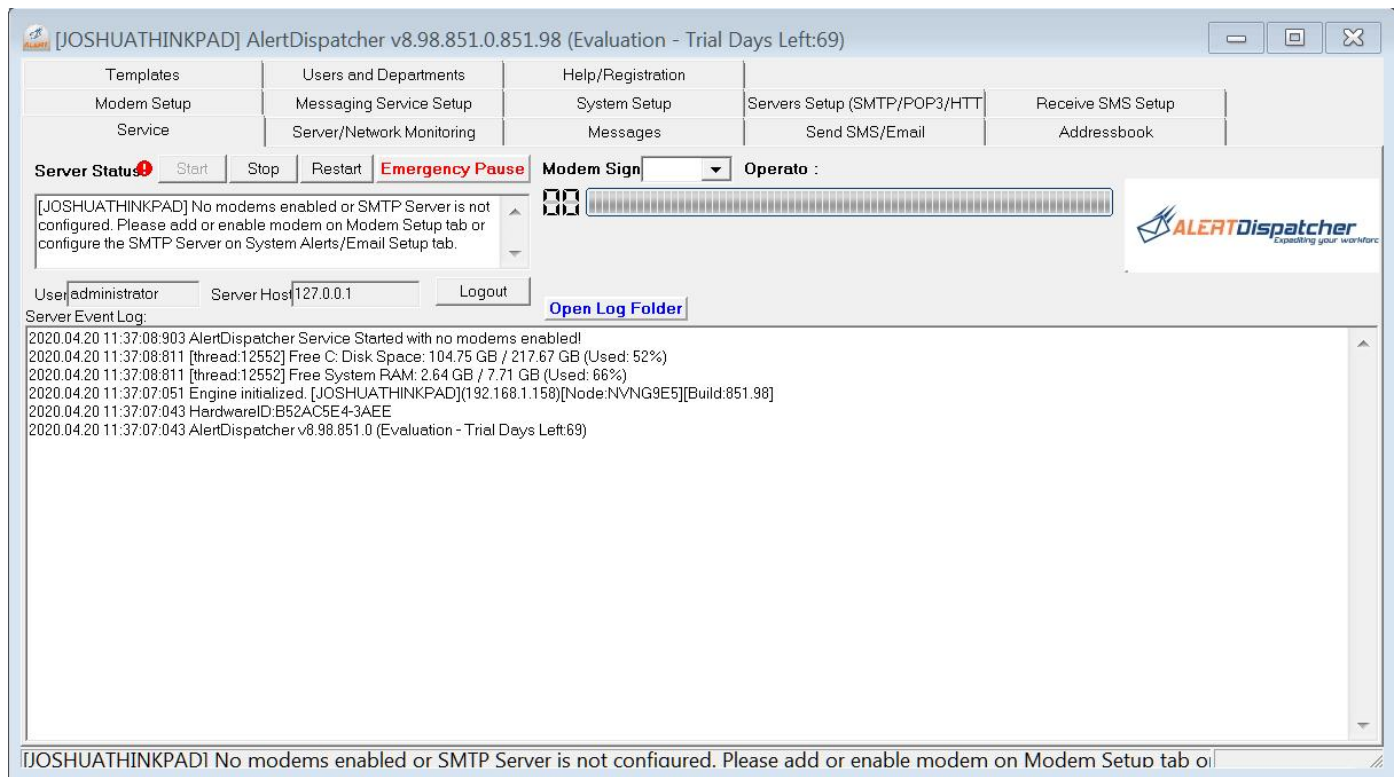
Server Host: 127.0.0.1 Port: 5556 Disconnect

User: administrator - (Administrator)
operator - (Basic User)

Password: *****

☒ Save password

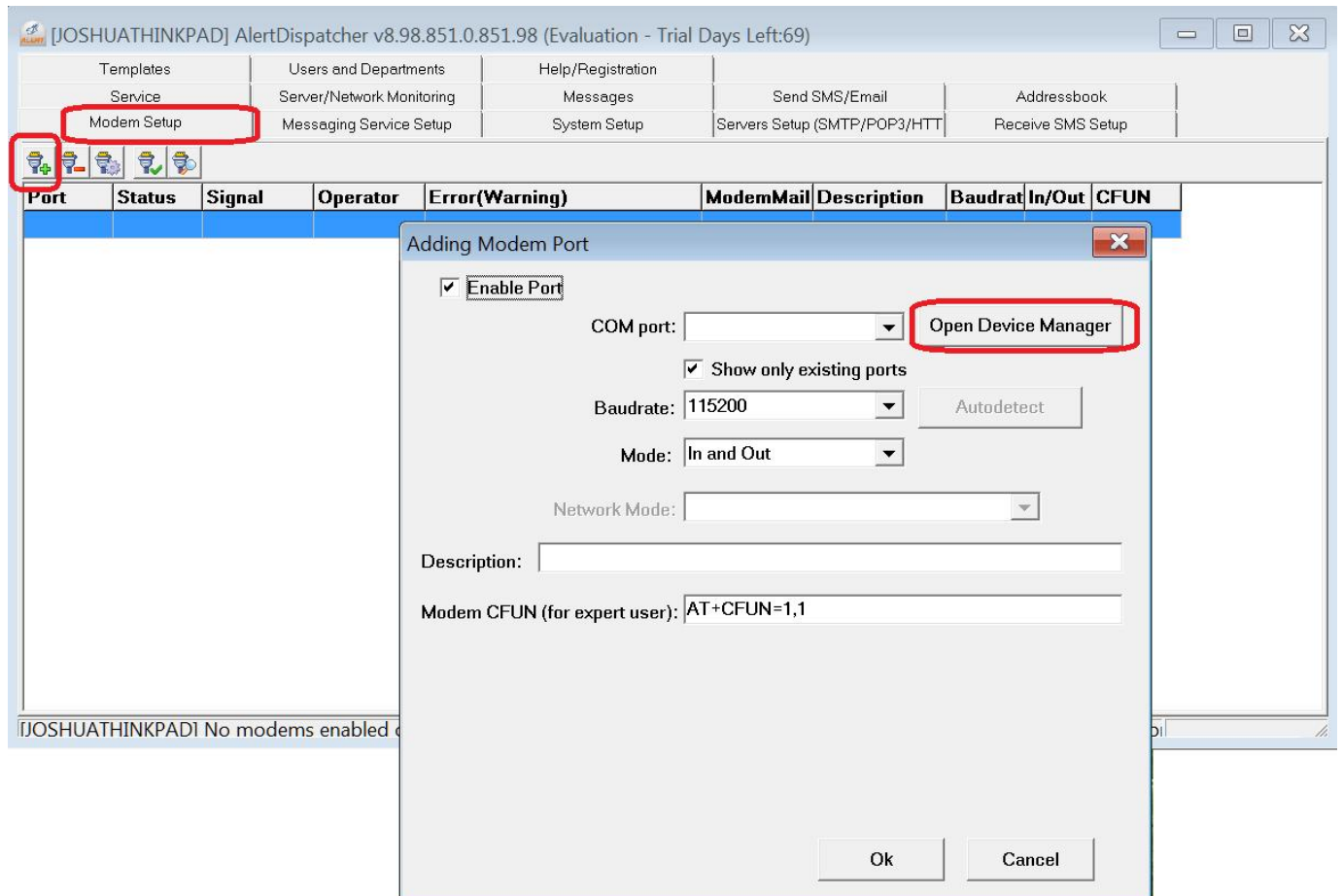
Login Cancel/Exit

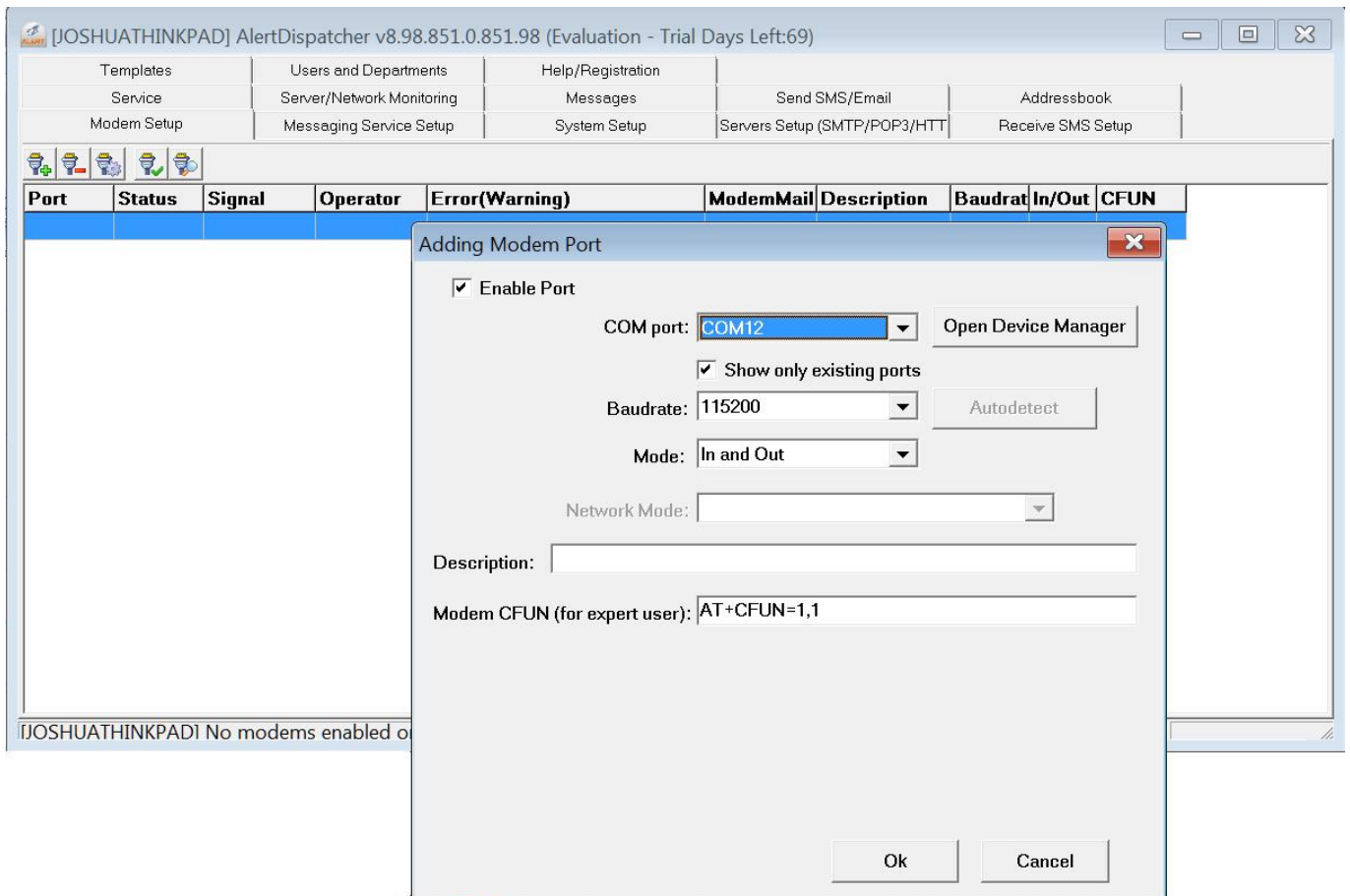
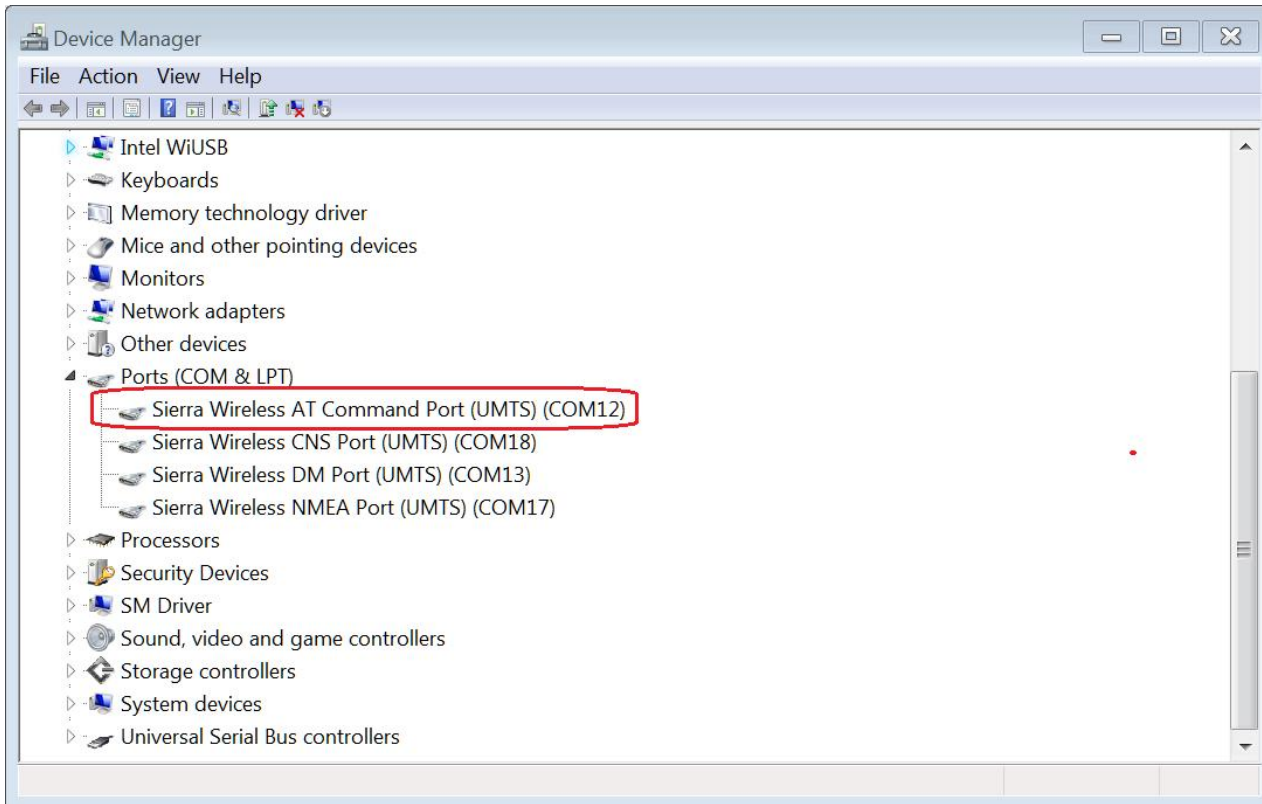


6). Configure Modem Setup

Note: If you're not using a modem to send SMS, you may skip this section.

Go to "Modem Setup", click "Add Modem Port" button. Click on "Open Device Manager", "Ports" and "Sierra Wireless AT Command Port" device to determine the COM Port used by the modem.





If the modem has a working SIM card, the Signal will be displayed. Generally, a signal of 9 or higher is considered acceptable. If the computer is located in a server rack, please place the antenna on top of the rack, in the centre of the metal plate it is resting on. A flat metallic surface can help to reflect signal back to the antenna.

Warning: As the antenna base has a strong magnet, please do not pull the antenna wire when detaching the antenna from any metal surfaces.

Port	Status	Signal	Operator	Error(Warning)	ModemMail	Description	Baudrat	In/Out	C
COM12	Connected	18(Below Average)	sta hub (3G)		Disabled		115200	In and Out	A

7). Send Test SMS

Once the modem has been configured and has been successfully detected, go to "Send SMS/Email" and send yourself a test SMS.

[JOSHUATHINKPAD] AlertDispatcher v8.98.851.0.851.98 (Evaluation - Trial Days Left:68)

Templates | Users and Departments | Help/Registration | Servers Setup (SMTP/POP3/HTT | Receive SMS Setup |
 Modem Setup | Messaging Service Setup | System Setup | Send SMS/Email | Addressbook |
 Service | Server/Network Monitoring | Messages |

Recipients: 90621305 ... Send Load Test

Subject (Required for e-m):

Priority: Normal Type: All Modem port: auto Department: Main Custom Field: Insert

Message Body (Required): ☐ Send a message 20/4/2020 5:15:08 PM Select Template Use Template

test SMS

[JOSHUATHINKPAD] Server running 17/Below Average

[JOSHUATHINKPAD] AlertDispatcher v8.98.851.0.851.98 (Evaluation - Trial Days Left:68)

Modem Setup | Messaging Service Setup | System Setup | Servers Setup (SMTP/POP3/HTT | Receive SMS Setup |
 Templates | Users and Departments | Help/Registration | Send SMS/Email | Addressbook |
 Service | Server/Network Monitoring | Messages |

Acknowledge all messages Delete all pending messages 1 from 1. Today sent: 4. Today received: 0 Max. number of messages to display: 500 Word wrap Apply

Created Date	Type	IN/OUT	Recipient	Text	Subject	Message Status	Rule	Processed
20/4/2020 5:59:54 PM	SMS	Out	90621305	test SMS		✓ Processed		20/4/2020

[JOSHUATHINKPAD] Server running 17/Below Average

8). Activate AlertDispatcher License

Once you are able to send the test SMS, you can activate AlertDispatcher license via SMS. Go to "Help/Registration", select Register via SMS. Alternatively, you can also activate the license via Internet. Refer to "*AlertDispatcher How-To Guide*" for detailed steps.

Note: The activation code can be found in "*_Software Activation Code.txt*".

[JOSHUATHINKPAD] AlertDispatcher v8.98.851.0.851.98 (Evaluation - Trial Days Left:69)

Service	Server/Network Monitoring	Messages	Send SMS/Email	Addressbook
Modem Setup	Messaging Service Setup	System Setup	Servers Setup (SMTP/POP3/HTT	Receive SMS Setup
Templates	Users and Departments	Help/Registration		

Open Quick Start Guide (PDF) Register Software

Register Software

Click on this button to register or upgrade your license.

Requirements:

- 1). Software activation code - You can either find it in your CDROM package or obtain it from your vendor.
- 2). Internet connection - If you do not have Internet connection, you may copy the registration link generated on the AlertDispatcher server to another machine with Internet connection (for example your laptop). Alternatively, you may register via SMS by ticking "Register via SMS".

Register via Internet - on actual machine only!
(For SMS activation, please see below)

☒ Tick here to Register via SMS

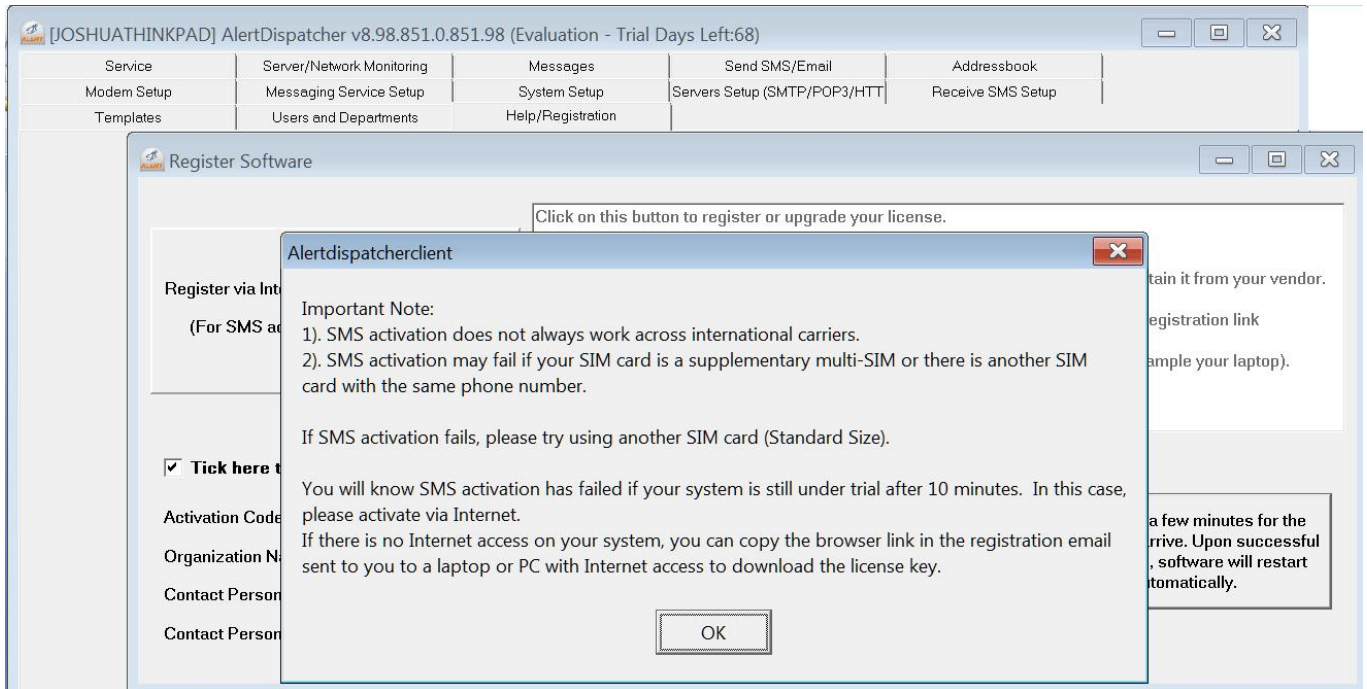
Activation Code: CND SG-aaaaaaa

Organization Name: ABC Company

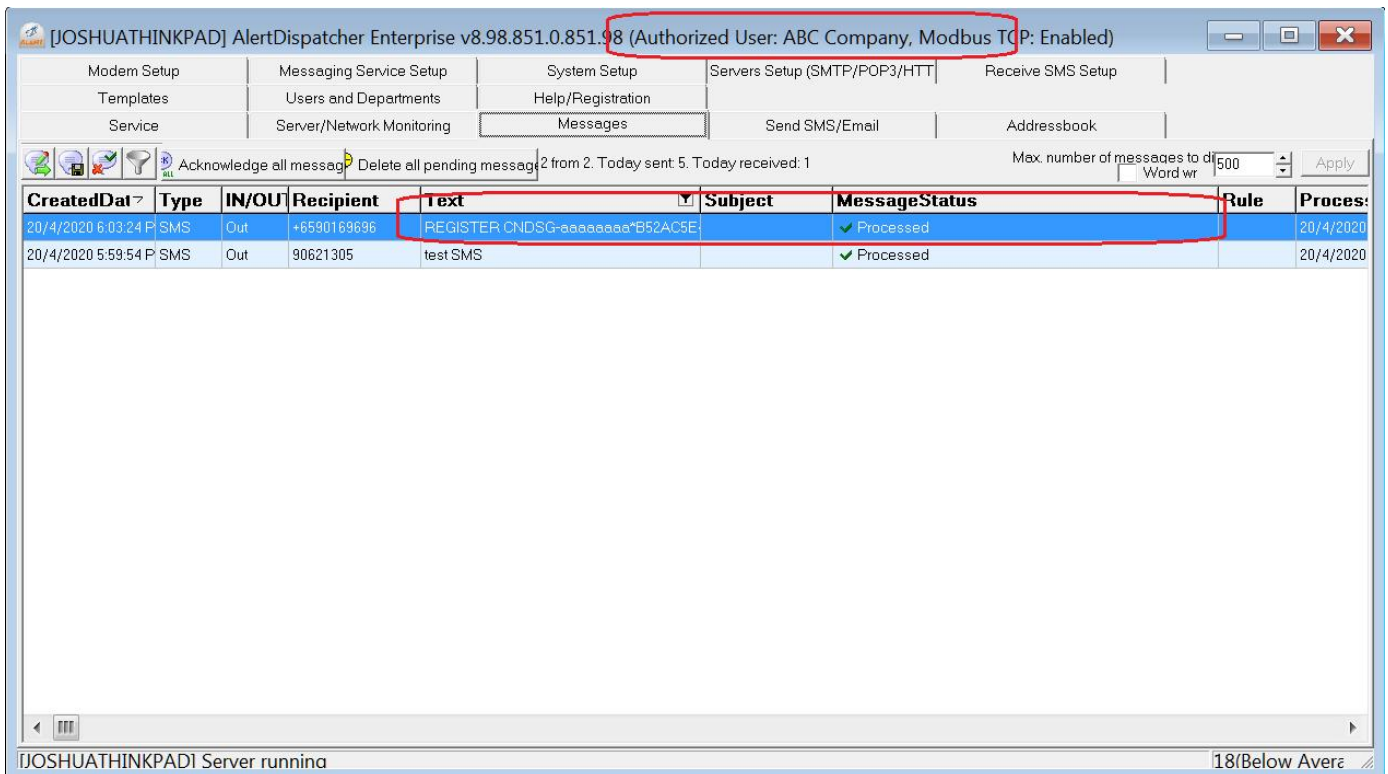
Contact Person: adam

Contact Person Email: adam@clickndeploy.com

Activate via SMS



If the activation is successful, the authorized user name will be displayed as shown below.



9). Enable Twice Daily Heartbeat SMS

You may enable twice daily "daily heartbeat" SMS as shown below.

[JOSHUATHINKPAD] AlertDispatcher Enterprise v8.98.851.0.851.98 (Authorized User: ABC Company, Modbus TCP: Enabled)

Templates	Users and Departments	Help/Registration	Send SMS/Email	Addressbook
Service	Server/Network Monitoring	Messages	Servers Setup (SMTP/POP3/HTT	Receive SMS Setup
Modem Setup	Messaging Service Setup	System Setup		

General | Send Email/Modem Settings | Message Handling (Reformatting) | Master/Slave Replication | Server Monitoring/Modbus TCP Setup

☒ Send daily heartbeat system alert recipient
09:00 hrs and 21:00 hrs

☐ Send SMS heartbeats through only one enabled modem (Uncheck to send SMS through all enabled modems)

☒ Generate warning if Hard Disk Space on Drive C falls below 500 MB

☐ Purge messages from database that are older 365

Limit total number of messages in the database 20000 records

Pending messages older 24 hours will not be sent

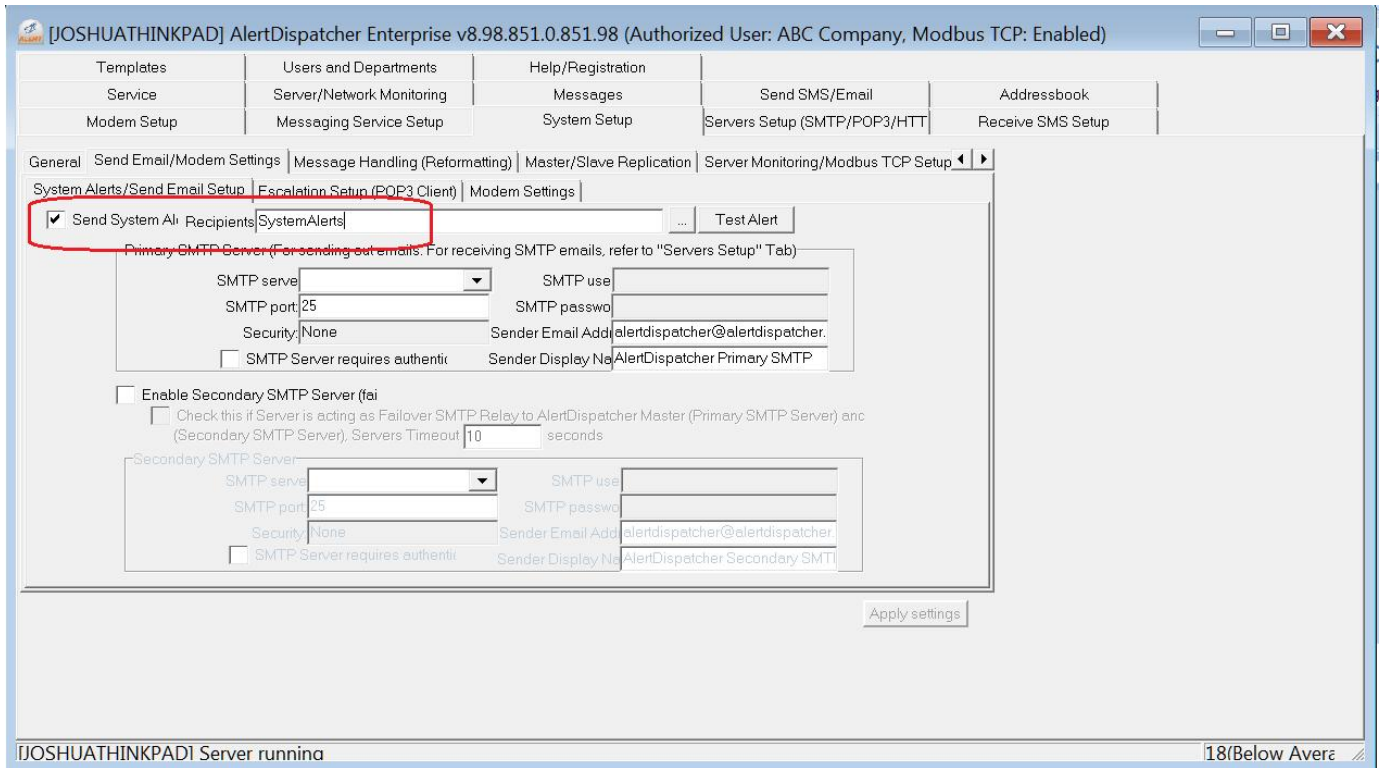
Daily limit for total number of SMS messages 0

☒ Enable debug logging
☒ Enable PC buzzer Alerts
☒ Add * prefix to important/urgent priority messages
☐ Enable Send Message Filter (For Advanced)

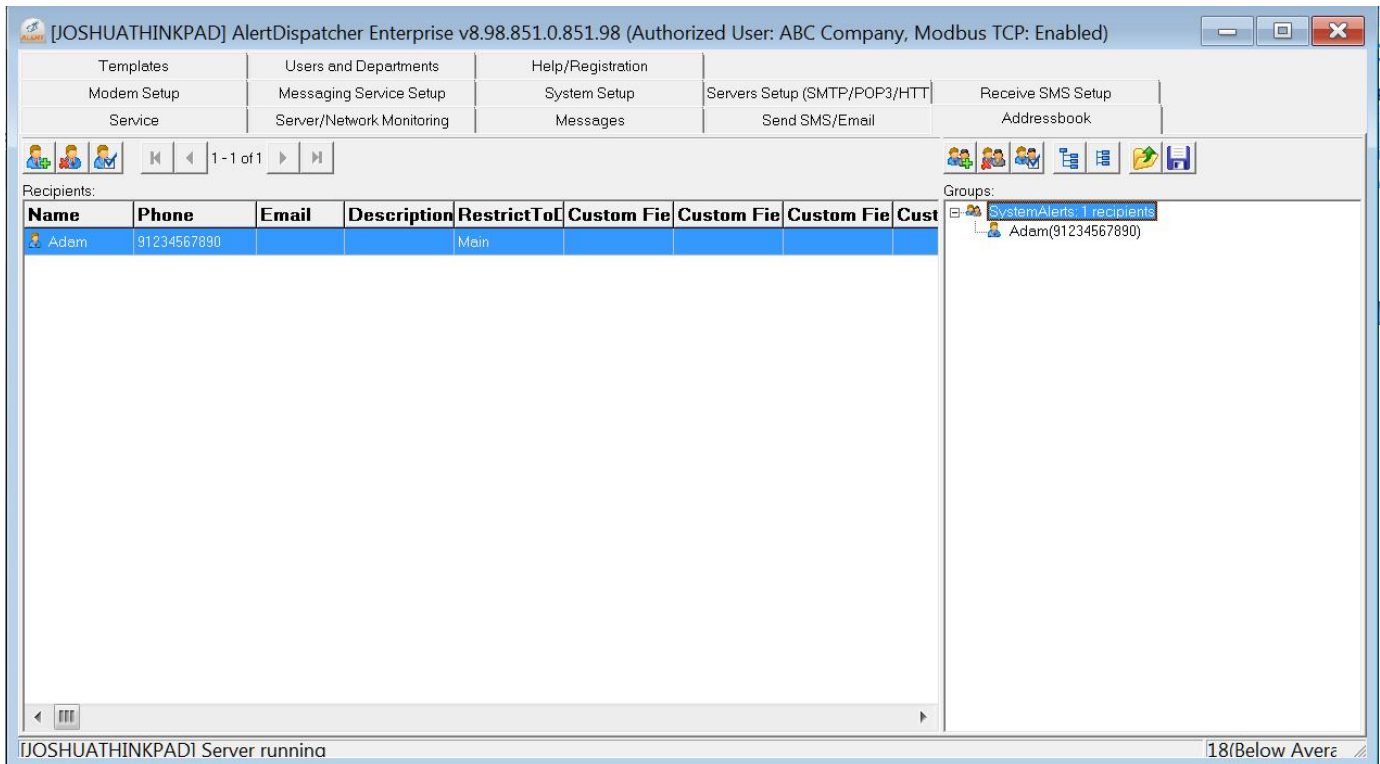
Apply settings

[JOSHUATHINKPAD] Server running 17(Below Average)

Heartbeat messages are sent to "SystemAlerts" group.



You can add additional recipients to the "SystemAlerts" under "Addressbook" tab.



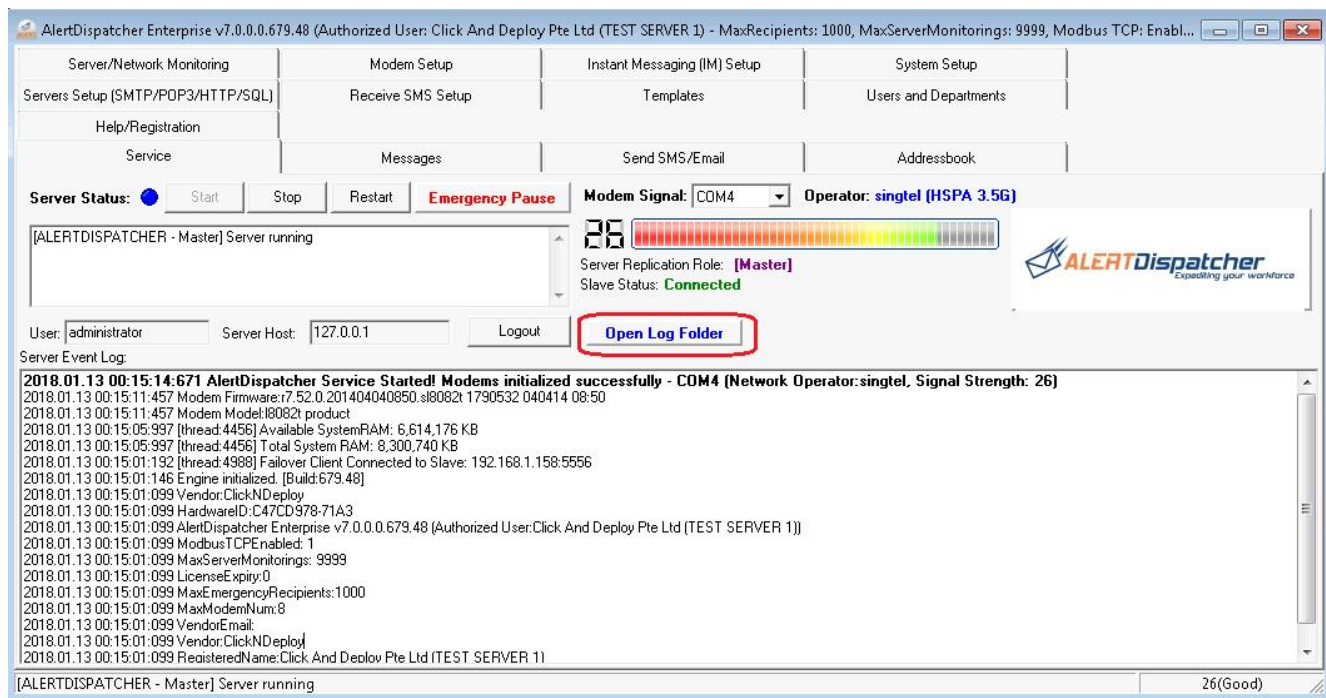
10). Retrieve Logs for Troubleshooting

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

The most useful logs are the AlertDispatcherServer, AlertDispatcherServer_events and AlertDispatcherSignal logs. If you're interfacing 3rd party applications with AlertDispatcher, the relevant logs include SMTPListener, HTTPListener and SNMPTrapReceiver logs.

Note: Logs will be automatically archived to the \archive subfolder when they reach 10MB in size. To identify which archived log is relevant, please sort the files by date and then open log file to verify that it contains the log when the error occurred.

To obtain support from your vendor, you'll also need to submit your AlertDispatcher database and configuration. Refer to the "Log Submission Guide" on how to obtain the relevant files to your vendor for further technical assistance - <http://www.clickndeploy.com/clients/dl.php?type=d&id=41>



4. Post-installation/Troubleshooting

1). Port Conflicts, Firewall and AntiVirus Software Setup

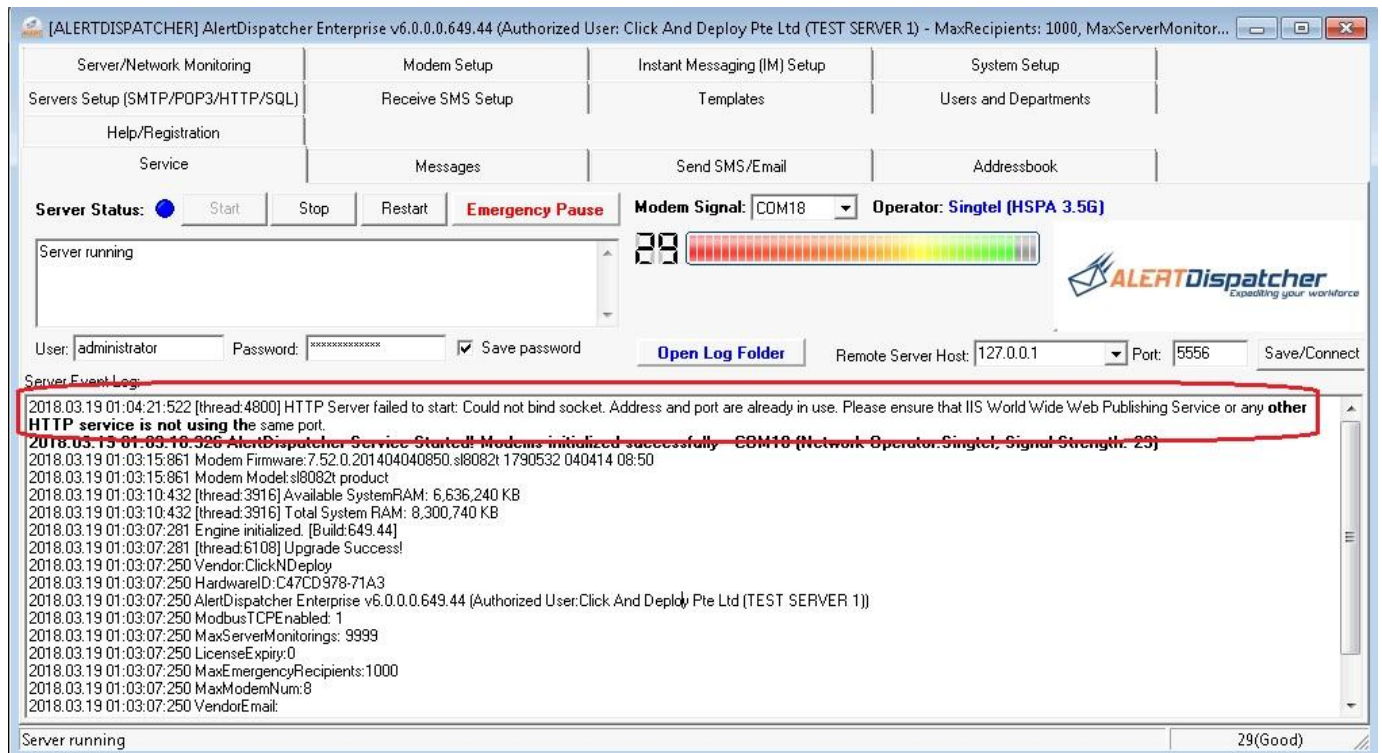
a). Resolving possible port conflicts

AlertDispatcher comes with built-in TCP/IP Servers - HTTP Server (Web Server), SMTP Server and SNMP Trap Receiver so you can send Alerts (Email/SMS) using the HTTP and SMTP (Email) application interfaces provided and convert SNMP traps into Alerts.

The built-in servers use the following default ports for their respective protocol.

<i>Server Protocol</i>	<i>AlertDispatcher Program Name</i>	<i>Default Port</i>	<i>Remarks</i>
HTTP Server	Alert Dispatcher HTTP Listener	80	<i>Used by AlertDispatcher Client, DLL API and AlertDispatcher High Availability (Master/Slave Cluster Redundancy)</i>
SMTP Server (Email)	Alert Dispatcher SMTP Listener	25	
SNMP Trap Receiver	Alert Dispatcher SNMP Trap Receiver	162	
AlertDispatcher Server	Alert Dispatcher	5556	

In order for TCP/IP application interfaces to work, there must not be conflicting services running on your system occupying the same ports. If there is a conflicting service using the same port, the following error will be written to the AlertDispatcher event log: "Could not bind to socket".



For SMTP Server interface, check whether Windows 'Simple Mail Transfer Protocol (SMTP)' service exists and is set to run automatically. If 'Simple Mail Transfer Protocol (SMTP)' service exists, stop and disable Windows SMTP service.

For HTTP Server, ensure that Windows World Wide Web Publishing Service, or IIS isn't running on the same port (default port for HTTP server is 80).

For SNMP Trap Receiver, if you have installed Windows SNMP Trap service, please ensure that the service is stopped or change to a different port (default port for Trap Receiver is 162).

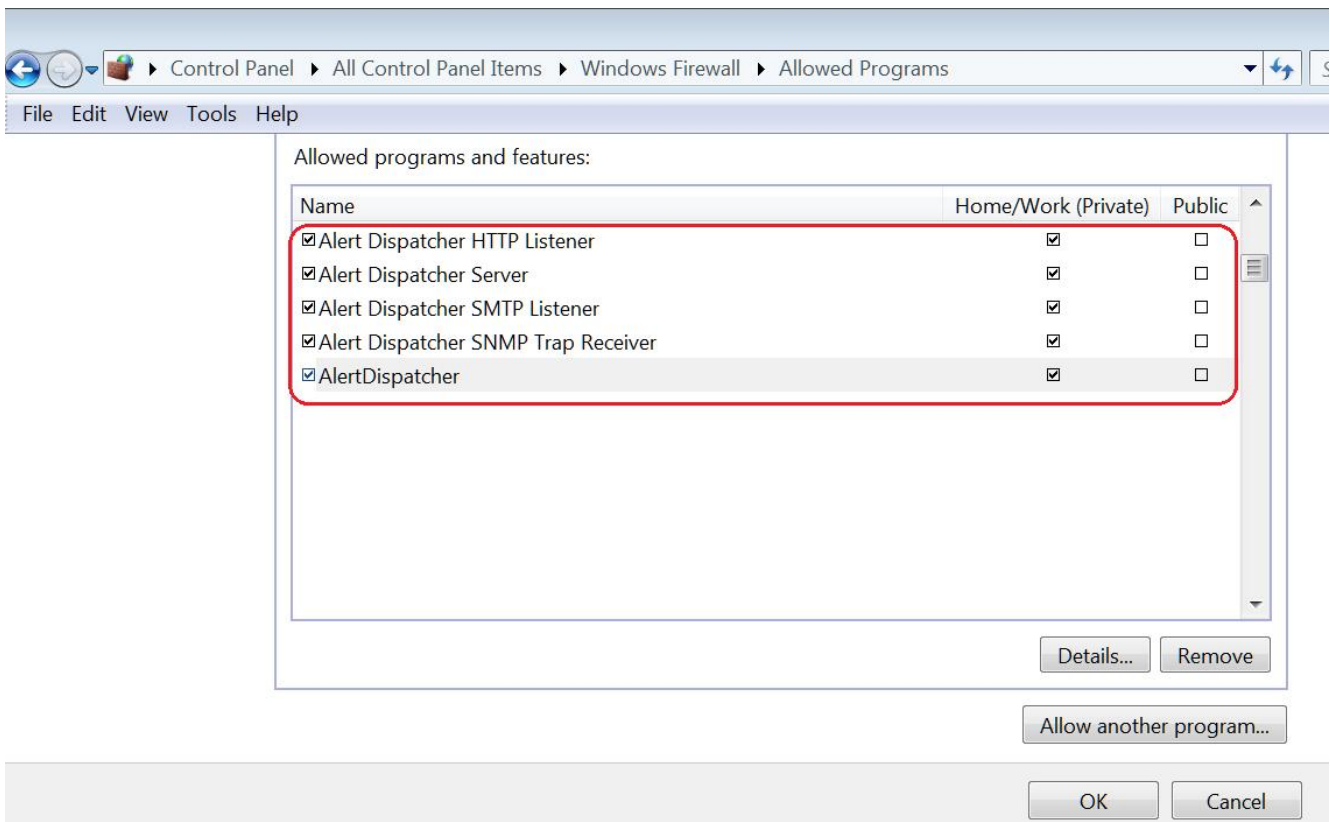
b). Add server ports to Firewall

If you need to be able to access AlertDispatcher Server from the network and firewall is enabled, you must add the ports used by the services you require to your firewall list of "allowed ports".

Note: This step is not required if AlertDispatcher is only used on local PC/Server and does not need to communicate with other servers on the network.

For Windows Firewall, simply add the following programs to "Allowed Programs" list. This will automatically whitelist all ports used by the services.

Go to *Start → Control Panel → Windows Firewall → Allowed Programs*.



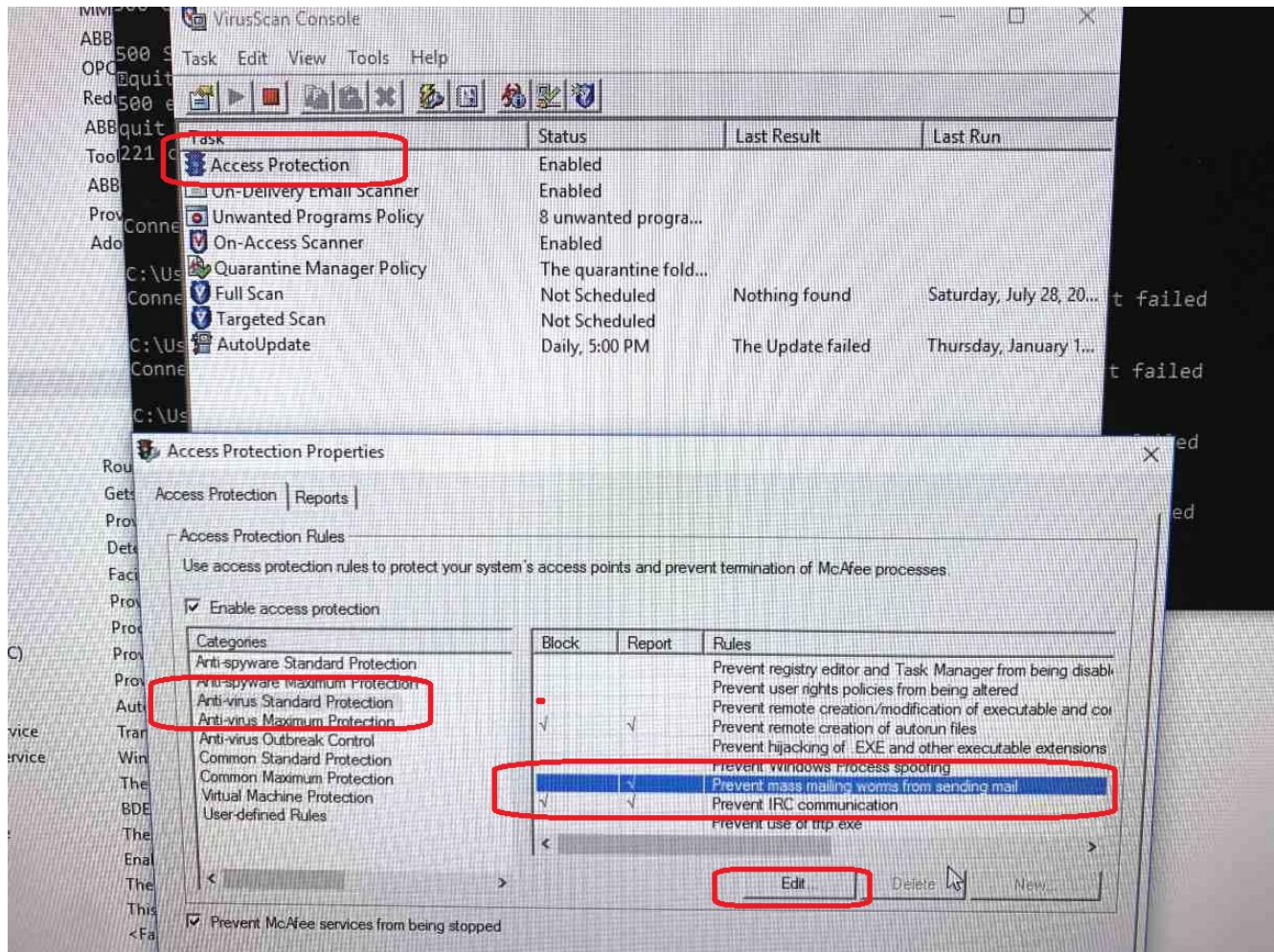
Note: Alternatively, you can use "Windows Firewall → Advanced Settings" to create "Inbound Rules" to white list the relevant ports.

c). AntiVirus Software preventing SMTP email interface from working

Some antivirus software such as McAfee VirusScan may block SMTP email interfacing to AlertDispatcher so you will need to add an exception.

Note: This blocking may happen even locally on a standalone system, without the server connected to the computer network.

For the case of McAfee VirusScan, launch the VirusScan Console, go to "Access Protection", "Access Protection Properties", "Anti-Virus Standard Protection" and edit the rule "Prevent mass mailing worms from sending mail".



Under "Processes to exclude", add "smtpListener.exe" as shown below.

