

# Configuring PME for AlertDispatcher (R1)

Note: Before configuring PME, please install AlertDispatcher as per "[AlertDispatcher Quick Installation Guide.pdf](#)".

## 1). Configuring Notification on PME

Go to PME "Settings", "Notifications", "Email" settings. If AlertDispatcher is on the same machine as PME, set SMTP Server Host to "127.0.0.1". If AlertDispatcher is on a different machine, set SMTP Server Host to the machine IP address. \*\*If firewall is turned on, please ensure that TCP Port 25 is open. You may also add AlertDispatcher SMTP Service (C:\Program Files (x86)\AlertDispatcher\SMTPListener.exe) to Windows Firewall allowed App list.

The recipient email address for the Email Delivery Test should be in the format [xxxxx@pme.com](#) where xxxxx is the mobile number without the country code.

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RULES RECIPIENTS TEMPLATES SCHEDULES SETTINGS

General

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Email Settings

From Address  
pme@schneider-electric.com ✓

From Display Name  
pme ✓

Include email header

SMTP Settings

SMTP Server Host  
127.0.0.1 ✓

SMTP Server Port  
25 ✓

SMTP Server Uses SSL

SMTP Server Credentials User Name  
✓

SMTP Server Credentials Password  
✓

Set Password Clear Password

Email Delivery Test

Recipient email address  
94507@pme.com ✓

Test

IP address of AlertDispatcher machine. If remote, please ensure TCP port 25 is open on that machine

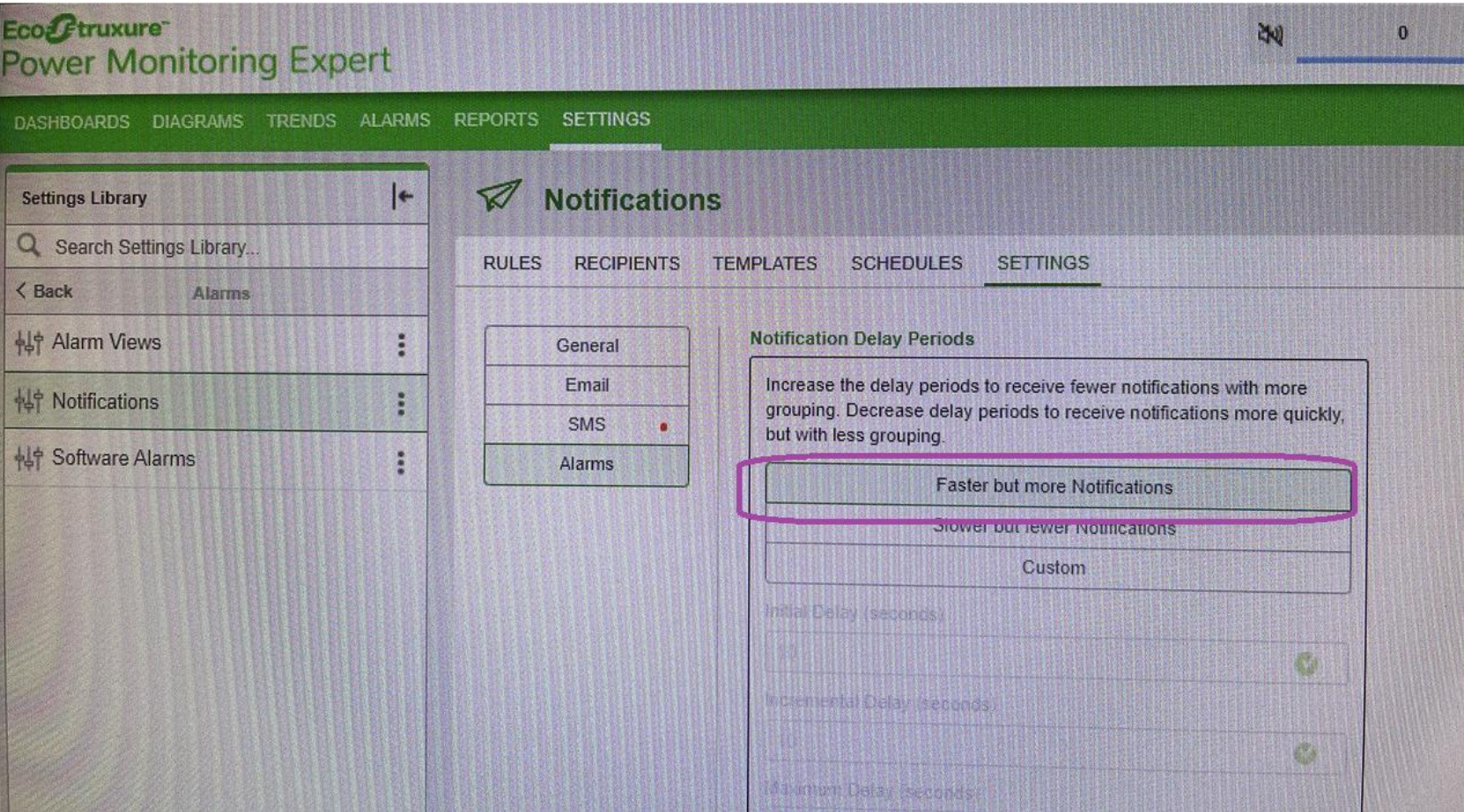
Email address in the format phone-number@email.com

If an alarm is successfully received from PME, it will be displayed under AlertDispatcher "Messages" tab.

For example:

2/8/2022 2:45:30 pm	SMS	Out	9. [REDACTED]	<div style="border: 2px solid purple; padding: 5px;">1 - Test Message Notification sent at: 8/2/2022 2:45:29 PM This is a sample message to test notifications. No action required. This is an auto-generated message. Please do not reply. <a href="http://www.schneider-electric.com">www.schneider-electric.com</a></div>	✓ Processed
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Go to "Alarms" Settings, under "Notification Delay Periods", select "Faster but more Notifications".



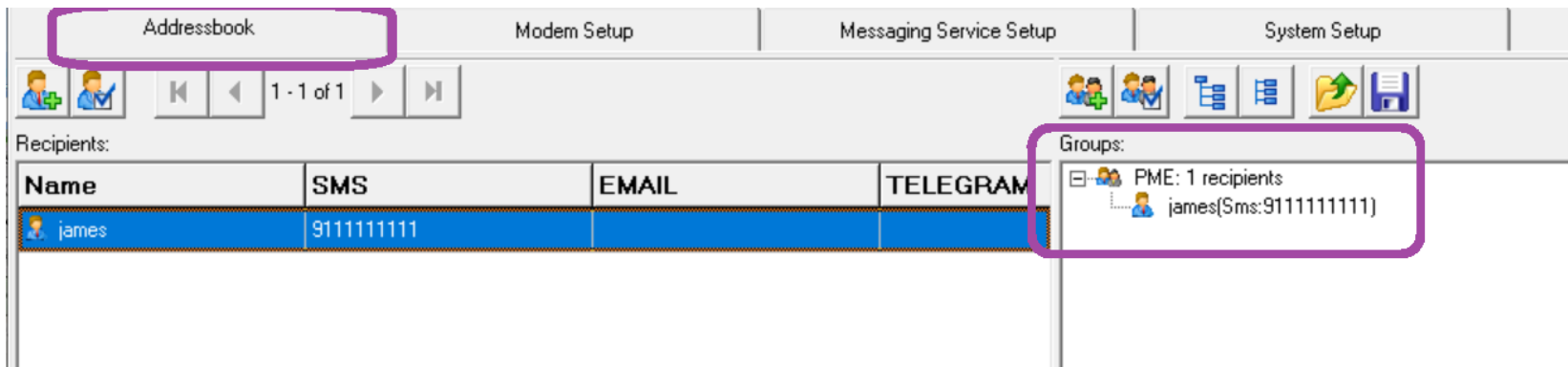
Go to “Notifications”, “Rules” and create Alarms and Events rules. Note: You may disable Alarms if you only need Events in case they duplicate.



Go to “Notifications”, “Recipients” and create an recipient email address [PME@se.com](mailto:PME@se.com) (where PME is the AlertDispatcher group).



Over at AlertDispatcher Addressbook, you will need to create a group “PME” that matches the configured email recipient on PME which you just defined.



## 2). Increase maximum number of SMS per email that will be sent on AlertDispatcher

By default, only SMS messages up to 5 “SMS lengths” are sent per email received. As PME will combine multiple alarms into a single email and each alarm can take up 1 SMS, this won't be sufficient. To avoid truncated alarms, run AlertDispatcher Client, go to “Servers Setup”, “Email Application Setup”, “General Setup” and change “Maximum number of SMS per email” from 5 to 20.

The screenshot displays the configuration interface for AlertDispatcher. The navigation pane on the left shows the following menu items: Service, Server/Network Monitoring, Messages, Help/Registration, Messaging Service Setup, System Setup, Servers Setup (SMTP/POP3/HTTP/SQL), Email Application Setup, HTTP Server Setup, SNMP Trap Receiver Setup, SQL Client, General Setup, SMTP Server (Localhost) Setup, POP3 Client Setup, MAPI Setup, Email Notifications, and LDAP Query Setup. The 'General Setup' tab is selected and active. Within this tab, the following settings are visible: 'Set as Alert Recipient' is set to 'Email Recipient User'; 'Set as Alert Message Content' is set to 'Email Body Content'; 'Maximum number of SMS per email' is set to 20 (this field is highlighted with a red circle); 'Use Modem Port' is set to 'auto'; 'Default message Priority' is set to 2; the checkbox 'Automatically convert HTML to Text' is checked; the checkbox 'Enable Message Footer' is unchecked; and the 'Message Footer' field contains the text 'From:%EMAILSENDERADDRESS(%EMAILSENDERNAME)'.

### 3). Create New Message Handling Rule in AlertDispatcher

Create new Messaging Handling rule to shorten the message generated by PME (required for SMS). Go to AlertDispatcher Client, "System Setup", "Message Handling", "Message Handling Rules".

The screenshot displays the AlertDispatcher Client interface with the 'System Setup' and 'Message Handling (Reformatting)' tabs highlighted. The 'New Message Handling Rule' dialog box is open, showing the following configuration:

- Enable Message Handling and Reformatting Rules:**
- By default all messages that are not matched by any of the handlers:**
- Rule Name:** Reformat PME Alarms
- Type:** Custom Messages (default)
- Matching Message Type:**  All
- Rule Priority (descending):** 100
- Matching Message Keyword(s):** \*
- Matching Subject Keyword(s) (for Emails):** \*
- Matching Message Source IP Address(s):** \*
- Any Message Keyword:**
- Any Subject Keyword:**
- Any Source IP Address:**
- Matching Recipient(s):** \*
- Any Recipient:**
- On Match Action:** Select Action
- Reset Recipient for Matched Message to:** \*
- Matching Message Template:** \*
- New Message Template:** \*

Name	Enabled
Send SNMPTrap Format	Enabled
Send SystemAlerts Reformat	Disabled

Under “On Match Action” setting, select “Reformat”. Go to “Custom Templates”, select “PME” and click on “Use Templates”. Click “Ok” button to create the message handling rule.

New Message Handling Rule ✕

Enable Message Handling Rule (Filter/Reformat)    Type: Custom Messages (default)    Matching Message Type:  All

Rule Name: Reformat PME Alarms    Rule Priority (descending): 100     SMS     EMAIL     TELEGRAM     HTTP     RING     SNMP Trap     TELNET

Matching Message Keyword(s): \*    Matching Subject Keyword(s) (for Emails): \*    Matching Message Source IP Address(s):

Any Message Keyword     Any Subject Keyword     Any Source IP Address

Matching Recipient(s):     Any Recipient

On Match Action: Reformat     Reset Recipient for Matched Message to

Matching Message Template: {AlarmNo}  
{DateTime}  
{array1}{Alarm}  
{AlarmDate}/{/array1}  
(\*}

New Message Template: {AlarmNo}  
{array1}{Alarm}  
{AlarmDate}  
{/array1}

Insert Date Format:    Insert

Custom Templates: PME    Use Template    Test Reformat    Ok    Cancel

After that, if messages are correct matched under Rule column, you will see the rule name that is matched (as marked in purple). The message marked in green is the actual alarm message without reformatting.

CreatedDate	Type	IN/OUT	Recipient	Text	Subject	MessageStatus	SMSCou	Rule	ProcessedDateT	Client	Source	Priority
10/7/2024 10:33:38 am	SMS	Out	90...	Active Alarms - 3 Alarms Demo.PM1 - Communication Status (Offline) 6/7/2022 6:04:33 PM Demo.PM3 - Communication Status (Offline) 6/7/2022 6:04:29 PM		✓ Processed	1	Reformat PME Alarms	10/7/2024 10:33:43 am	Client	local	2
10/7/2024 10:33:19 am	SMS	Out	90...	Active Alarms - 3 Alarms Notification sent at: 6/7/2022 6:04:51 PM Demo.PM1 - Communication Status (Offline) 6/7/2022 6:04:33 PM Demo.PM3 - Communication Status (Offline) 6/7/2022 6:04:29 PM  This is an auto-generated message. Please do not rep		✓ Processed	2		10/7/2024 10:33:27 am	Client	local	2

**Note:**

1. The Matching Message Template is used to match the message format and if it is a match, the message will be reformatted to a new format as defined in the New Message Template (marked in blue).
2. You may edit the New Message Template if the user requires a different format, e.g. extra lines between alarms or a building name as prefix, e.g. [ABC Site].... To test your New Message Template, click on the "Test Reformat" button besides the Custom Template selection drop menu.

In some cases, as each PME version or installation uses a slightly different alarm format, the default PME reformat template in your AlertDispatcher application may fail to match your PME alarm message. For this case, you can make slight changes to Matching Message Template to match the different alarm message format.

For example, the below alarm message format is seen in PME 2023. The default PME reformat template cannot match the PME 2023 format and so reformatting does not occur.

Service	Server/Network Monitoring	Messages	Send Message	Addressbook	Mod			
Filter messages		Export messages		Acknowledge all messages				
		Delete all pending messages		2 from 2. Today sent: 5. Today received: 2				
				Max. number of messages to display: <input type="text" value="500"/>				
				<input checked="" type="checkbox"/> Word wrap				
CreatedDate1	Type	IN/OUT	Recipient	Text	Subject	MessageStatus	SMSCou	Rule
10/7/2024 10:47:54 am	SMS	Out		Recent Events - 2 Events Notification sent at: 1/1/2023 4:22:32 PM  Demo.PM1 Communication Status (Offline) @ 1/1/2023 4:22:32 PM Demo.PM3 Communication Status (Offline) @ 1/1/2023 4:22:32 PM  This is an auto-generated message. Please do not reply. www.schneider-electric.com		✓ Processed	2	
10/7/2024 10:47:52 am	SMS	Out					1	

Open (Double-click)

Acknowledge selected message

Acknowledge all messages

**Copy (Ctrl-C)**

Reply to selected messages

Right click over the message text, select copy, and then go to Message Handling rules, e.g. Reformat PME Alarms, click on the Test Reformat button, paste your copied text into Test Message. Click "Test Reformat". You will see an error message. This means the match has failed.

Editing Message Handling Rule

Enable Message Handling Rule (Filter/Reformat) Type: Custom Messages (default) Matching Message Type:  All

Rule Name: Reformat PME Alarm Rule Priority (descending): 100

Matching Message Keyword(s):

Any Message Keyword

Matching Recipient(s):

Any Recipient

On Match Action: Reformat

Matching Message Template:

```
{AlarmNo} Alarm(s)
{DateTime}
{array1}{Alarm}
{AlarmDate}{/array1}
{*}
```

Custom Templates: PME Use Template **Test Reformat** Ok Cancel

Test Message Reformatting

Paste copied message here

Test Message:

Recent Events - 2 Events  
Notification sent at: 1/1/2023 4:22:32 PM

Demo.PM1 Communication Status (Offline) @ 1/1/2023 4:22:32 PM  
Demo.PM3 Communication Status (Offline) @ 1/1/2023 4:22:32 PM

This is an auto-generated message. Please do not reply.  
www.schneider-electric.com

Result:

Reformatting Failed!  
Parsing Error: "Alarm" is not found in the original message before {s} at pos=1

Test Reformat Save

Name	Enabled	Type
Send SystemAlerts Reformat	Disabled	Sy
Reformat PME Alarm	Enabled	Cu
Send SNMPTrap Format	Enabled	Cu

There are 3 issues that caused the matching to fail in the above example.

1. The alarm message is actually an event, so there's no "Alarm" keyword (defined in the default PME template) in the actual Alarm message, that is required for matching to succeed. Therefore, we would change the "Alarm" keyword into a variable instead, e.g. {AlarmType}.
2. There's a space after "Notification Sent...", so this must also be added to the Matching Message Template.
3. The Alarm message and Alarm DateTime is now a single line separated by @ sign. Previously, they are on separate lines.

After making 3 changes, the matching now works. Once it is confirmed that the Matching Message Template is now working, click Ok to save the change.

The screenshot displays a configuration window for message templates. The 'Matching Message Template' field contains the following text: `{AlarmNo} - {AlarmType}`  
`{DateTime}`  
`{array1}{Alarm}@{AlarmDate}{array1}`  
`{*}`

Three purple callout boxes highlight specific changes:

- 'Change to variable Prefix "-"': Points to the hyphen in `{AlarmNo} - {AlarmType}`.
- 'Add new line': Points to the blank line between `{DateTime}` and `{array1}{Alarm}@{AlarmDate}{array1}`.
- 'Shift AlarmDate up, prefix "@"': Points to the '@' symbol in `{array1}{Alarm}@{AlarmDate}{array1}`.

The 'New Message Template' field contains: `{AlarmNo} - {Alarm`  
`{array1}{Alarm}`  
`{AlarmDate}`  
`{/array1}`

The 'Test Message Reformatting' dialog box shows the 'Test Message' and the resulting 'Result':

**Test Message:**  
Recent Events - 2 Events  
Notification sent at: 1/1/2023 4:22:32 PM  
Demo.PM1 Communication Status (Offline) @ 1/1/2023 4:22:32 PM  
Demo.PM3 Communication Status (Offline) @ 1/1/2023 4:22:32 PM  
  
This is an auto-generated message. Please do not reply.  
www.schneider-electric.com

**Result:**  
Recent Events - 2 Events  
Demo.PM1 Communication Status (Offline)  
1/1/2023 4:22:32 PM  
Demo.PM3 Communication Status (Offline)  
1/1/2023 4:22:32 PM

Buttons for 'Use Template', 'Test Reformat', and 'Test Reformat' are visible at the bottom.

**Note:** AlertDispatcher Installer can be downloaded from this [link](#).