

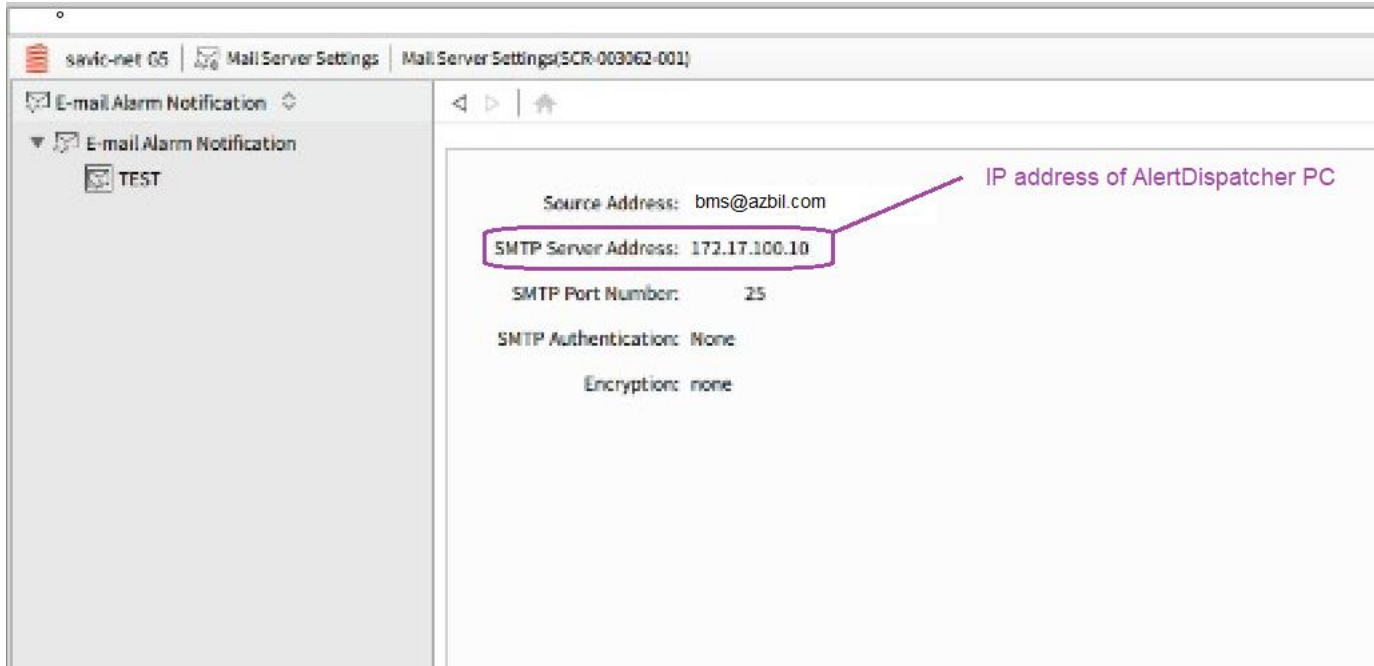
Configuring Azbil savic-net G5 (BAS-BMS) for AlertDispatcher

Note: Before configuring savic-net G5, please install AlertDispatcher as per "[AlertDispatcher Quick Installation Guide.pdf](#)".

1). Login to savic-net G5 as admin user, under "Mail Server Settings", set "SMTP Server Address" to the IP address of the AlertDispatcher PC, SMTP Port Number: 25, SMTP Authentication: None, Encryption: None.

Note:

1. You will also need to ensure that you are able to successfully PING the controller from AlertDispatcher PC.
2. If firewall is enabled, TCP Port 25 must be opened on the AlertDispatcher PC.



2). Go to “Program “ tab, setup “E-mail Alarm Notification”. Under “E-mail Settings”, configure the E-mail Address as the AlertDispatcher Recipient, in the format: mobile-phone-number@alertydispatcher.com (for sending SMS directly to phone number) or alertydispatcher-group@alertydispatcher.com (if you’re using AlertDispatcher Group).

e.g. 0123456789@alertydispatcher.com or management@alertydispatcher.com

2022/01/13 10:40:42 Point

Lv.8 Alarm Occurred Trouble

savio.net GS E-mail Alarm Notification TEST

E-mail Alarm Notification

E-mail Alarm Notification

TEST

Program: Enable

Inputs

User Scopes

No User Scope

Alarm Levels

From: Lv.8 To: Lv.8

Notification Type: Alarm Occurred

Notification Condition

Object Code	Name	Allowed when
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E-mail Settings

Language: English Date Format: YYYY/MM/DD Format: Standard

To/Cc/Bcc	E-mail Address
To	0123456789@alertydispatcher.com

Test

If you’re using AlertDispatcher group, please create a group with the same name as the email username in AlertDispatcher addressbook. For the above example, you would create “management” group. If you’re sending to AlertDispatcher group, you can use AlertDispatcher to manage the SMS recipients list.

Modem Setup Messaging Service Setup System Setup Servers Setup (SMTP/POP3/HTTP/SQL) Receive Message Setup

Templates Users and Departments Help/Registration

Service Server/Network Monitoring Messages Send Message Addressbook

Recipients:

Name	SMS	EMAIL	TELEGRAM	HT
john.doe	912345678			

Groups:

- management: 1 recipients
 - john.doe(Sms:912345678)

[JOSHUADELL] System Error: No Messaging Service is available. Please see Messaging Service Setup tab

3). Click "Test" button to test your connection to AlertDispatcher.

This step is very crucial as the alerts won't work unless Test works in the first place. If an alarm is successfully received from the controller, it will be displayed under AlertDispatcher "Messages" tab. If you do not see this alarm message, please check the firewall - refer to "Port Conflicts, Firewall and AntiVirus Software Setup" under " AlertDispatcher Quick Installation Guide.pdf".

The screenshot shows the configuration page for "E-mail Alarm Notification" in the AlertDispatcher interface. The top status bar indicates "2022/01/13 10:40:42 Point" and "Lv.8 Alarm Occurred Trouble". The left sidebar shows "Mail Server Settings" and "TEST" under "E-mail Alarm Notification". The main content area is titled "Program: Enable" and includes sections for "Inputs", "Alarm Levels", "Notification Condition", and "E-mail Settings".

Inputs

User Scopes

<input checked="" type="checkbox"/>	No User Scope		
<input type="checkbox"/>			
<input type="checkbox"/>			

Alarm Levels

From: Lv.8 To: Lv.8

Notification Type: Alarm Occurred

Notification Condition

Object Code	Name	Allowed when

E-mail Settings

Language: English Date Format: YYYY/MM/DD Format: Standard

To/Cc/Bcc	E mail Address
To	012123456789@alertdispatcher.com

A "Test" button is located at the bottom right of the configuration area, highlighted with a red rectangle.

4). The next step is to reduce the message length of the alarm generated by G5 to within 160 characters so it fits a single SMS.

The typical alarm message looks like this:

Object Code: 1.2.9
Name: SERVER ROOM TEMPERATURE

Date: 2025/11/17 15:35:36
Type: Return to Normal
Alarm Level: Lv.9
Function: Point
Type Detail: Hi (Value)
Content: 27.4C

Source Device: SVC-1

You can create a message handling rule to reduce it to the following:

Name: SERVER ROOM TEMPERATURE

Date: 2025/11/17 15:35:36
Type: Return to Normal
Alarm Level: Lv.9
Content: 27.4C

Go to “System Setup”, “Message Handling (Reformatting)”, “Message Handling Rules (Reformatting)”.

Click “Add Rule”.

Global Message Filter **Message Handling Rules (Reformatting)**

Enable Message Handling and Reformatting Rules
 By default all messages that are not matched by any of the handling rules will be blocked.

Total rules: 2. Enabled rules: 1

Name	Enabled	Type	Priority	Message	Recipient(s)	Source IP Address	Subject Keyword(s)	Message Keyword
Send system alerts Reformat	Disabled	System	100	all	Any Recipient	Any Source IP address	Any Subject Keywords	Any Message Keywords
Send SNMP trap Format	Enabled	Custom	100	SNMP Trap	Any Recipient	Any Source IP address	Any Subject Keywords	Any Message Keywords

Enter a "Rule Name".

On Match Action, select ""Reformat"". Change Custom Templates to "svG5", then click OK.

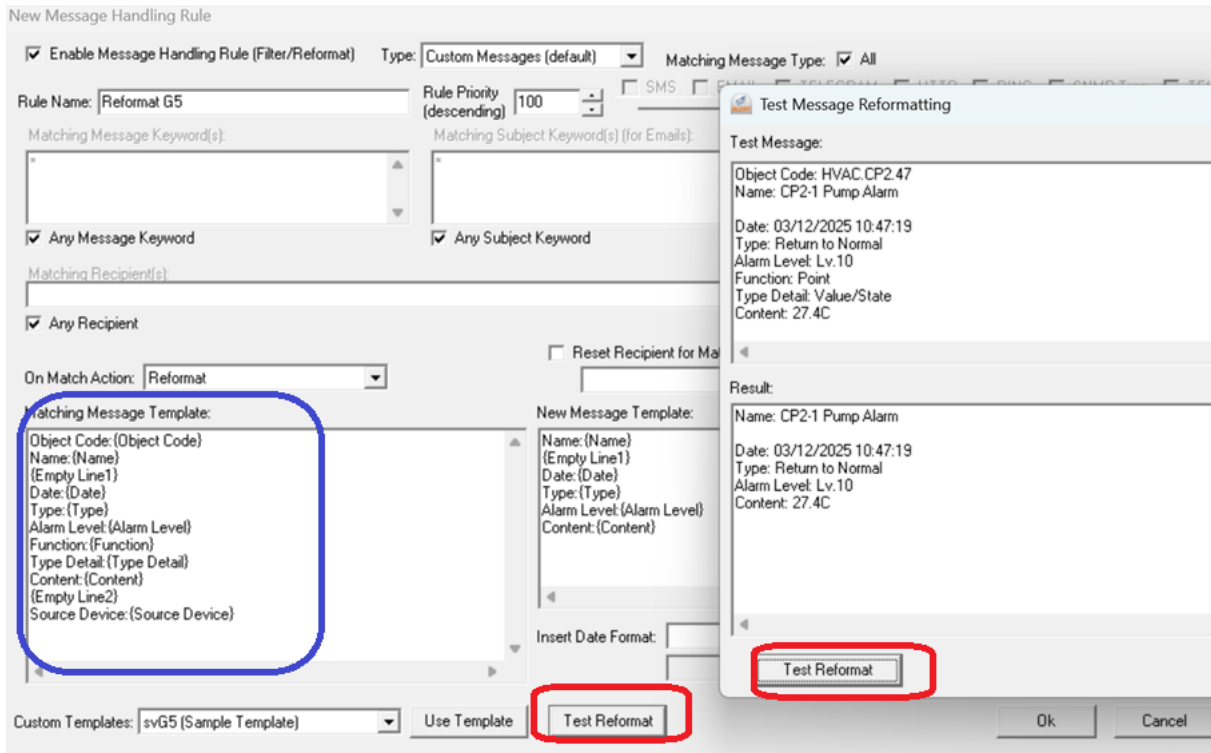
The image shows a "New Message Handling Rule" dialog box with the following configuration:

- Enable Message Handling Rule (Filter/Reformat):**
- Type:** Custom Messages (default)
- Matching Message Type:** All
- Rule Name:** Reformat G5
- Rule Priority (descending):** 100
- Matching Message Keyword(s):** * (with "Any Message Keyword" checked)
- Matching Subject Keyword(s) (for Emails):** * (with "Any Subject Keyword" checked)
- Matching Message Source IP Address(s):** (with "Any Source IP Address" checked)
- Matching Recipient(s):** (with "Any Recipient" checked)
- On Match Action:** Reformat
- Reset Recipient for Matched Message to:** (unchecked)
- Matching Message Template:** (empty text area)
- New Message Template:** (empty text area)
- Insert Date Format:** (empty dropdown)
- Custom Templates:** None (dropdown menu is open, showing "svG5 (Sample Template)" selected)
- Buttons:** Use Template, Test Reformat, Ok, Cancel

You can use “Test Reformat” button to test the new rule you have created.

If the “Matching Message Template” (left side of the panel) doesn’t match your G5 alarm message, you can edit it to adjust manually. To change the reformatted output, amend the “New Message Template” on the right side of the panel.

Please backup first before making any change.



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