

# Configuring Tridium Niagara (N3/N4) for AlertDispatcher SMS and Email Messaging Gateway

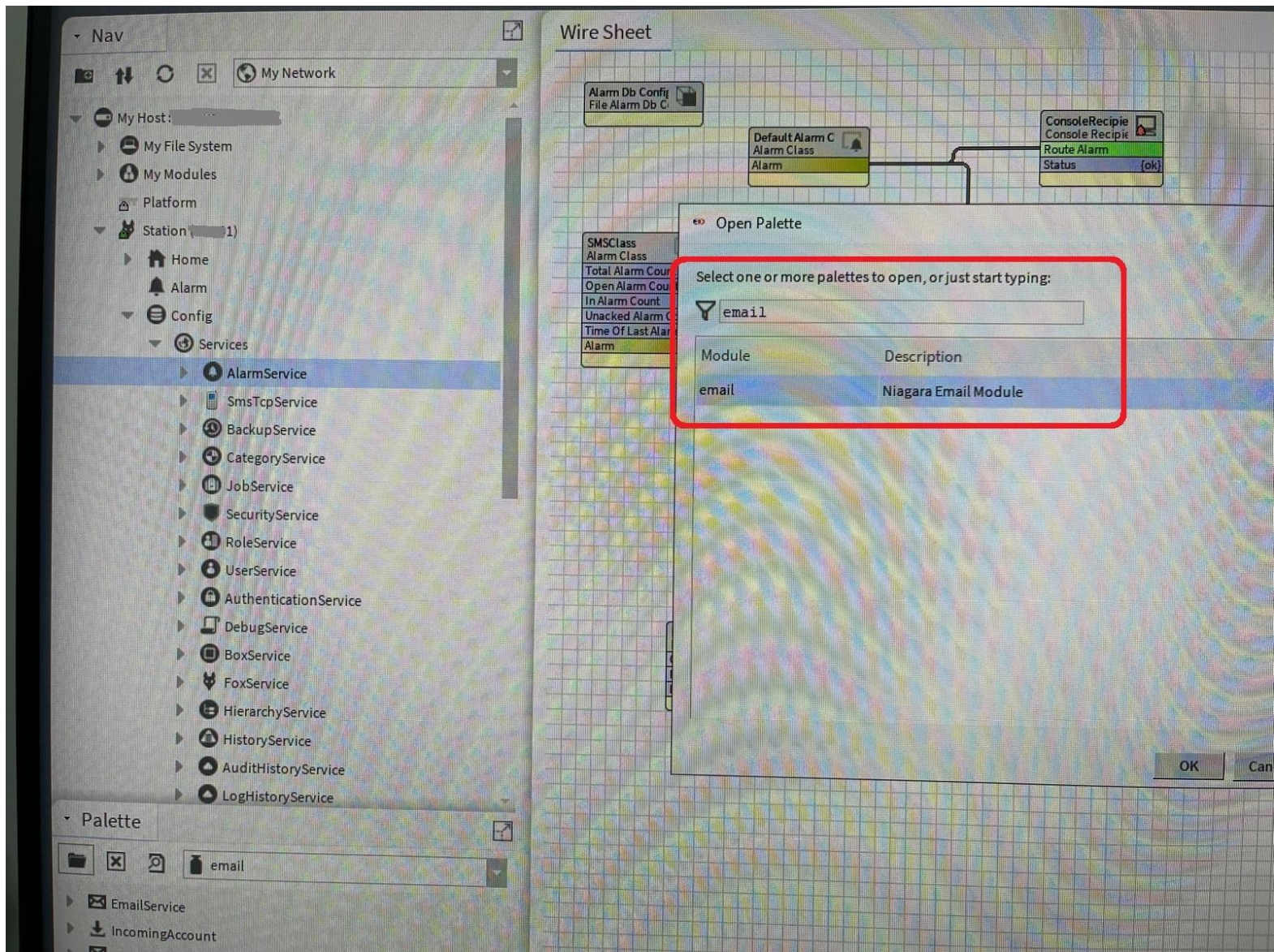
**Note:** Before configuring Niagara Tridium, please install AlertDispatcher as per "[AlertDispatcher Quick Installation Guide.pdf](#)".

**This Guide may also be applicable to the following products (to confirm with product vendor) -**

1. Honeywell WEBs-N4/CentraLine
2. Johnson Controls FX-N4
3. EasyIO (FG+, FS, F-Series Niagara)
4. Distech Controls EC-Net 4
5. Trend Controls IQVISION
6. VYKON

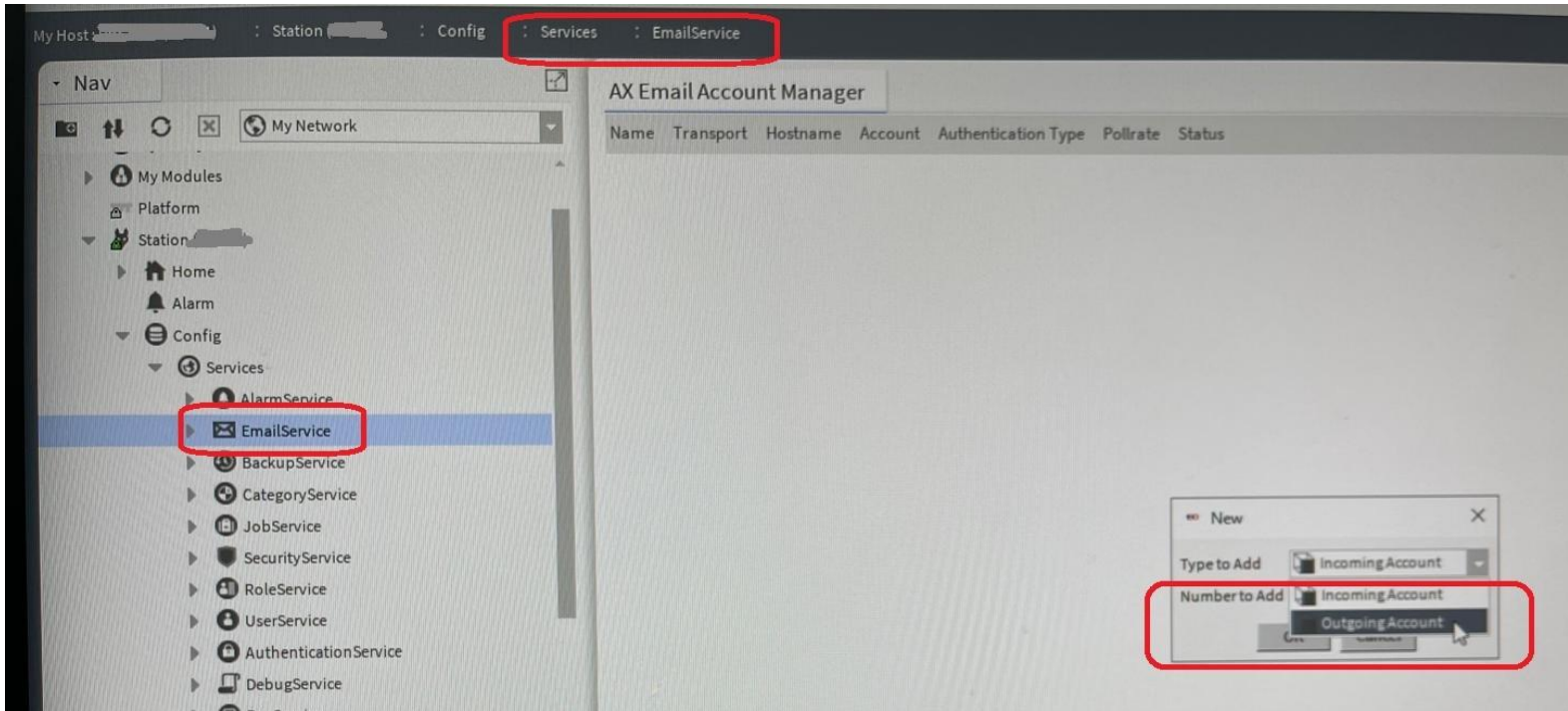
## **1. Configure Niagara Workbench EmailService.**

Open the Niagara Workbench, go to your station's Services folder (under Config > Services). Open the "email" palette (search for it in the palette sidebar if not visible). Drag and drop an EmailService component into the Services folder.



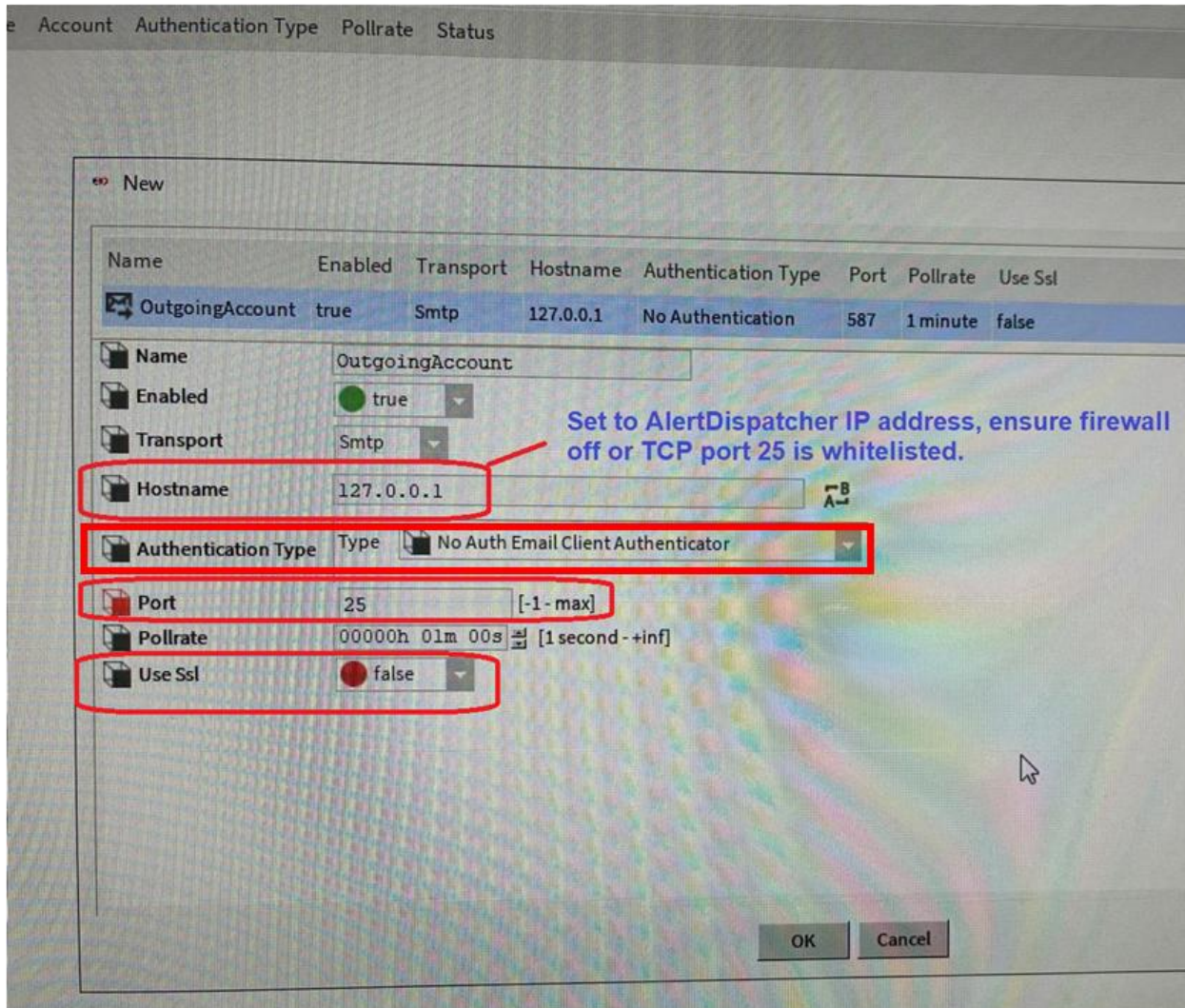
## 2. Configure OutgoingAccount.

Inside the EmailService (in the Nav tree), right-click and select "New > OutgoingAccount". You can also drag an OutgoingAccount component from the "email" palette directly under EmailService.



Double-click the "OutgoingAccount" to open its properties and carefully configure as shown in the screenshot found below. If AlertDispatcher is on the same PC (or server) as Niagara Workbench and notification is only sent by Workbench, set Hostname to 127.0.0.1. If you're unsure, or if the notification is also generated from the controller, you can set Hostname to the PC IP address to ensure the email is sent to AlertDispatcher PC.

**Note:** If firewall is enabled and AlertDispatcher is installed on a different PC from Workbench, TCP Port 25 needs to be whitelisted on AlertDispatcher PC.



- Nav
  - My Network
  - Platform
    - Station [redacted]
      - Home
      - Alarm
      - Config
        - Services
          - AlarmService
          - EmailService
            - OutgoingAccount**
            - BackupService
            - CategoryService
            - JobService
            - SecurityService
            - RoleService
            - UserService
            - AuthenticationService
            - DebugService
            - BoxService
            - FoxService
            - SmsTcpService
            - HierarchyService
            - HistoryService
            - AuditHistoryService
            - LogHistoryService

Property Sheet

OutgoingAccount (Outgoing Account)

Hostname	127.0.0.1
Port	25 [-1 - max]
Email Authenticator	Type: No Auth Email Client Authenticator
Pollrate	00000h 00m 01s [1 second - +inf]
Enabled	<input checked="" type="checkbox"/> true
Status	{ok}
Last Poll Success	07-Mar-2025 05:25 PM SGT
Last Poll Failure	null
Last Poll Failure Cause	
Debug	<input type="checkbox"/> false
Use Ssl	<input type="checkbox"/> false
Use Start Tls	<input type="checkbox"/> false
Tls Min Protocol	TLSv1.2+
Transport	Smtpt
Connection Timeout	+000000h 00m 10s
Reply To	Name: BMS Address: BMS@email.com
Persistent	<input type="checkbox"/> false
Max Persisted Email Size	25000 KB [1 - max]
Allow Disabled Queueing	<input type="checkbox"/> false
Queue Size	0
Max Queue Size	100 [1 - max]

Set to AlertDispatcher IP address, ensure other settings are the same, unless SMTP authentication is required.

Reply To must be configured!

To test your OutgoingAccount configuration with AlertDispatcher:

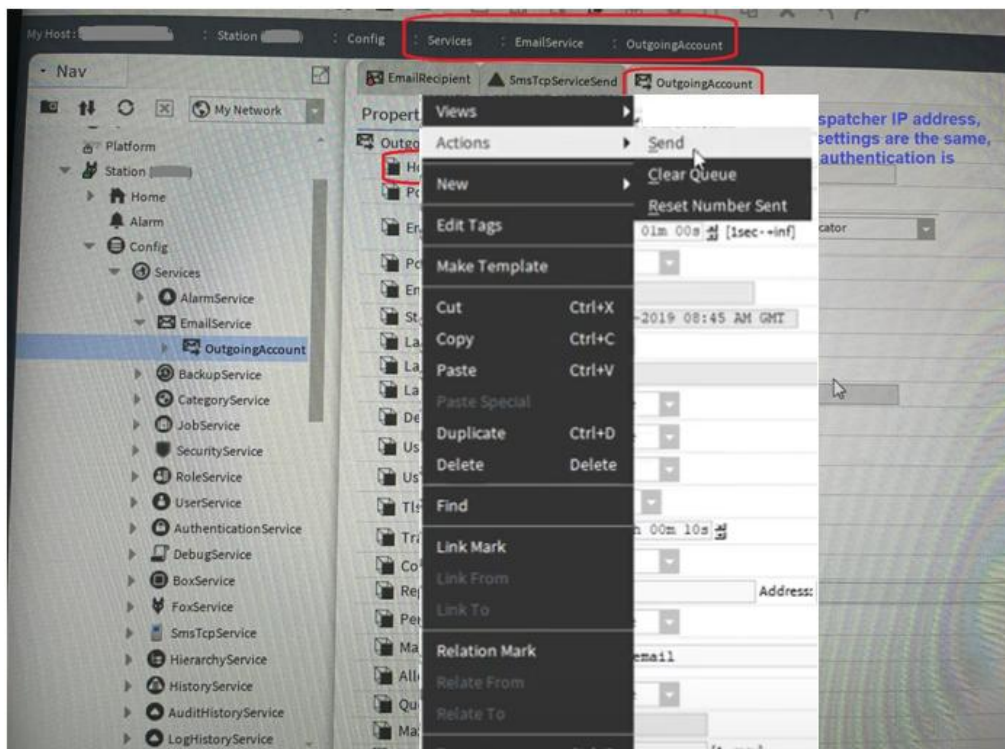
- Right-click on the OutgoingAccount in the property sheet, select Actions > Send Test Email.

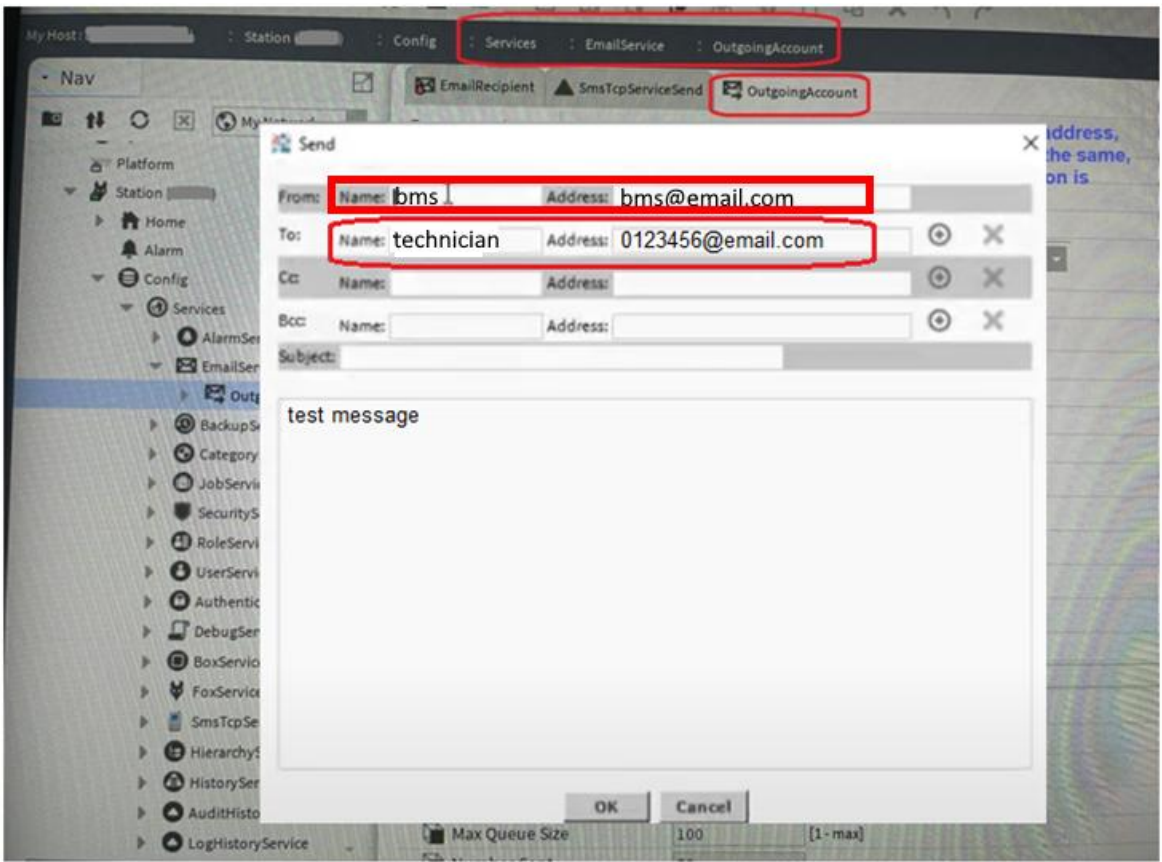
- In the dialog, enter the To address in the formats:

1. "your-mobile-phone-number@email.com" to send SMS to mobile phone number directly or,
2. "alrtdispatcher-group-name@email.com" to send SMS to AlertDispatcher Group (to configure in AlertDispatcher Addressbook) or,
3. or a standard email for testing email dispatch.

- Click OK and confirm the test email message has been added to the queue (check Queue Size in EmailService properties).

- If the test email can't be sent, please check if AlertDispatcher has been installed and if AlertDispatcher is on a different PC, check if there's firewall enabled on the PC – if so, you may need to whitelist TCP Port 25 for inbound traffic. Note: TCP Port 25 is assuming the default SMTP Server port has not been changed on AlertDispatcher under "Servers Setup > Email Application Setup > SMTP Server Setup" tab.





### 3. Configure AlarmClass and EmailRecipient and AlertDispatcher Addressbook.

Navigate to Services > AlarmService (add it from the "alarm" palette if missing). Create a new AlarmClass (e.g., "SMSClass") under the AlarmService: Right-click AlarmService > New > AlarmClass. Configure the AlarmClass properties as needed (e.g., set priority, ack required).

While still in the AlarmService, right-click AlarmService > Views > Wire Sheet. You will see the newly created AlarmClass on the wire sheet. Add an EmailRecipient from the "email" palette by dragging it to the wire sheet. Right-click on EmailRecipient, select "Views > Property Sheet", and configure the EmailRecipient properties as shown below.

Property Sheet

EmailRecipient (Email Recipient)

- Time Range: 12:00 AM - 12:00 AM
- Days of Week:  Sun  Mon  Tue  Wed  Thu  Fri  Sat
- Transitions:  toOffnormal  toFault  toNormal  toAlert
- Route Acks:  true
- To: Name: bms Address: bms@email.com
- Cc: Name: Address:
- Bcc: Name: Address:
- Language:
- Email Account: OutgoingAccount
- Subject: Niagara Alarm From \$alarmData.sourceName%
- Body: \$alarmData.sourceName%  
\$alarmData.msgText%  
%timestamp%

Expand AlarmService, double click on EmailRecipient

Create Group 'bms' on AlertDispatcher addressbook

Select OutgoingAccount

Edit message body template to reduce message length

In our example, the Address (email) is set to [bms@email.com](mailto:bms@email.com). "bms" should also exist as an AlertDispatcher addressbook group. Launch AlertDispatcher Client, go to the Addressbook tab, create a group "bms" and assign at least one SMS recipient to the group. In the AlertDispatcher screenshot shown below, the group created is "management" – this would be changed to "bms" for our example.

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

Templates | Users and Departments | Help/Registration | Send Message | Addressbook

Service | Server/Network Monitoring | Messages

Recipients:

Name	SMS	EMAIL	TELEGRAM	HT
john.doe	912345678			

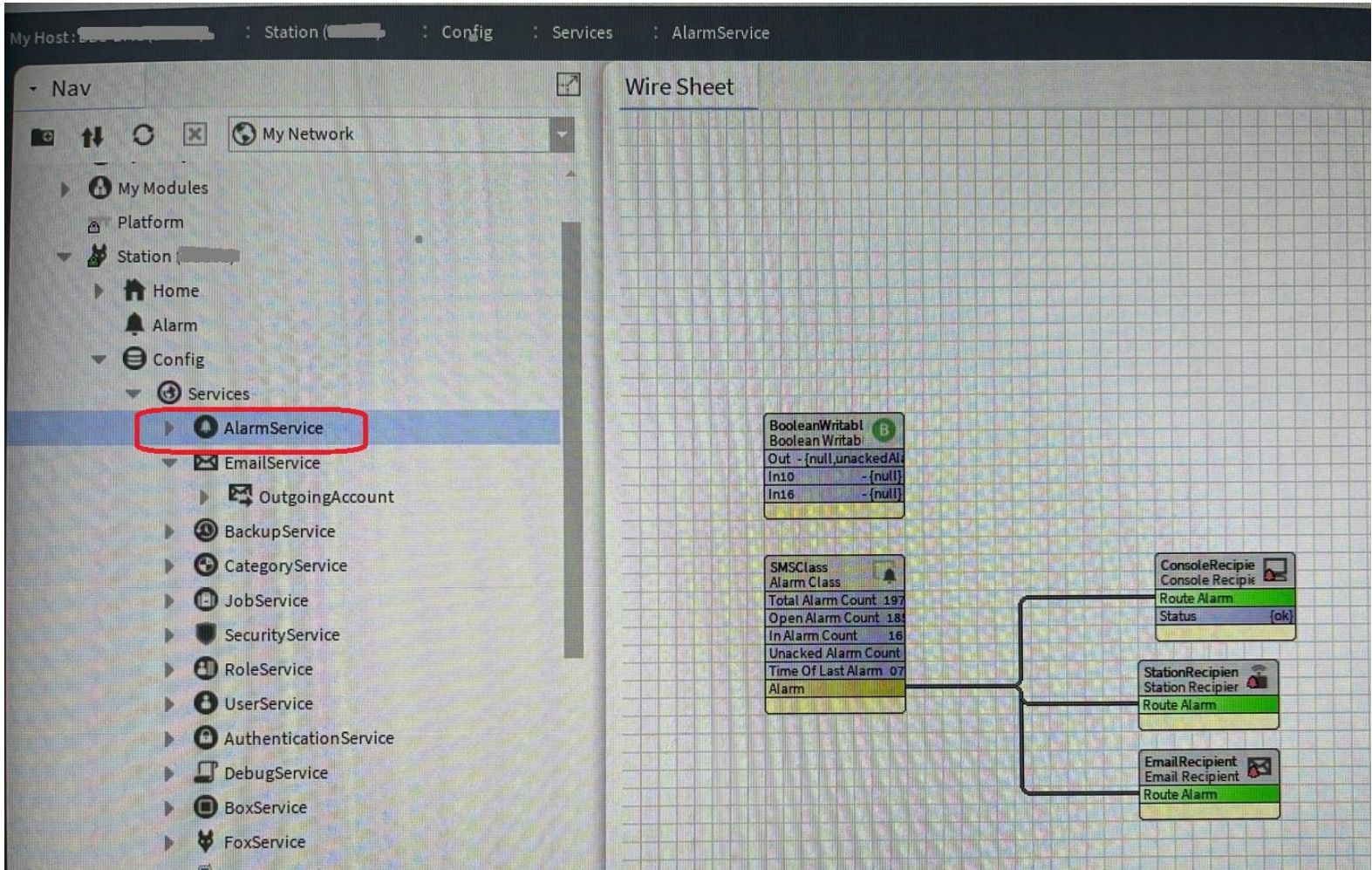
Groups:

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

In the wire sheet, connect the "Alarm" slot of your AlarmClass to the "Route Alarm" slot of the EmailRecipient (drag a link between them).

**Notes For N3:**

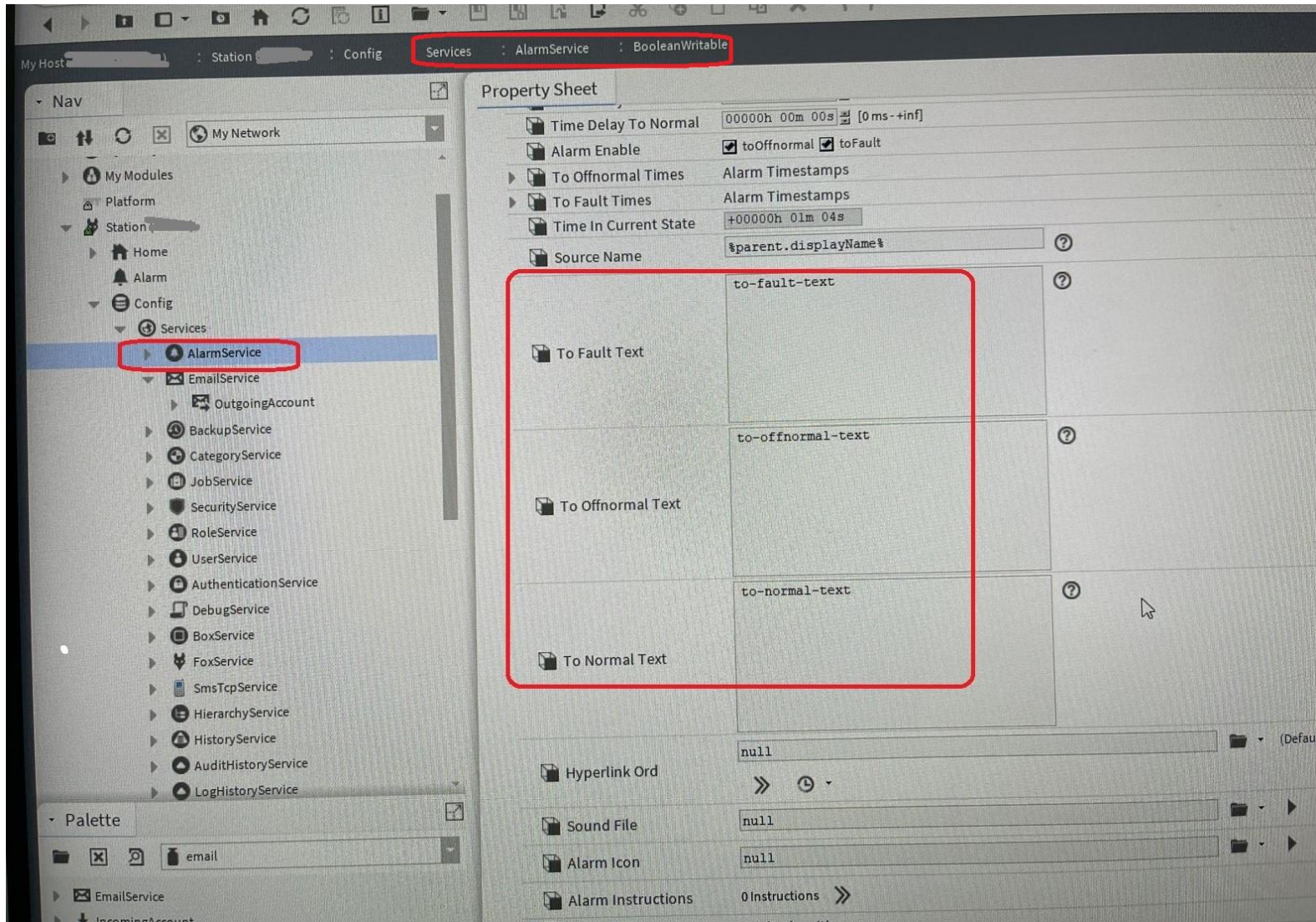
AlarmClass creation is identical to N4. However, use AlarmRecipient from the "alarm" palette instead of EmailRecipient (drag it to the wire sheet). On the wires sheet UI, connect the "Alarm" slot of the AlarmClass to the "Receive Alarm" slot of the AlarmRecipient (slot names differ slightly).



#### 4. Configure Point Alarm Extension and assign AlarmClass

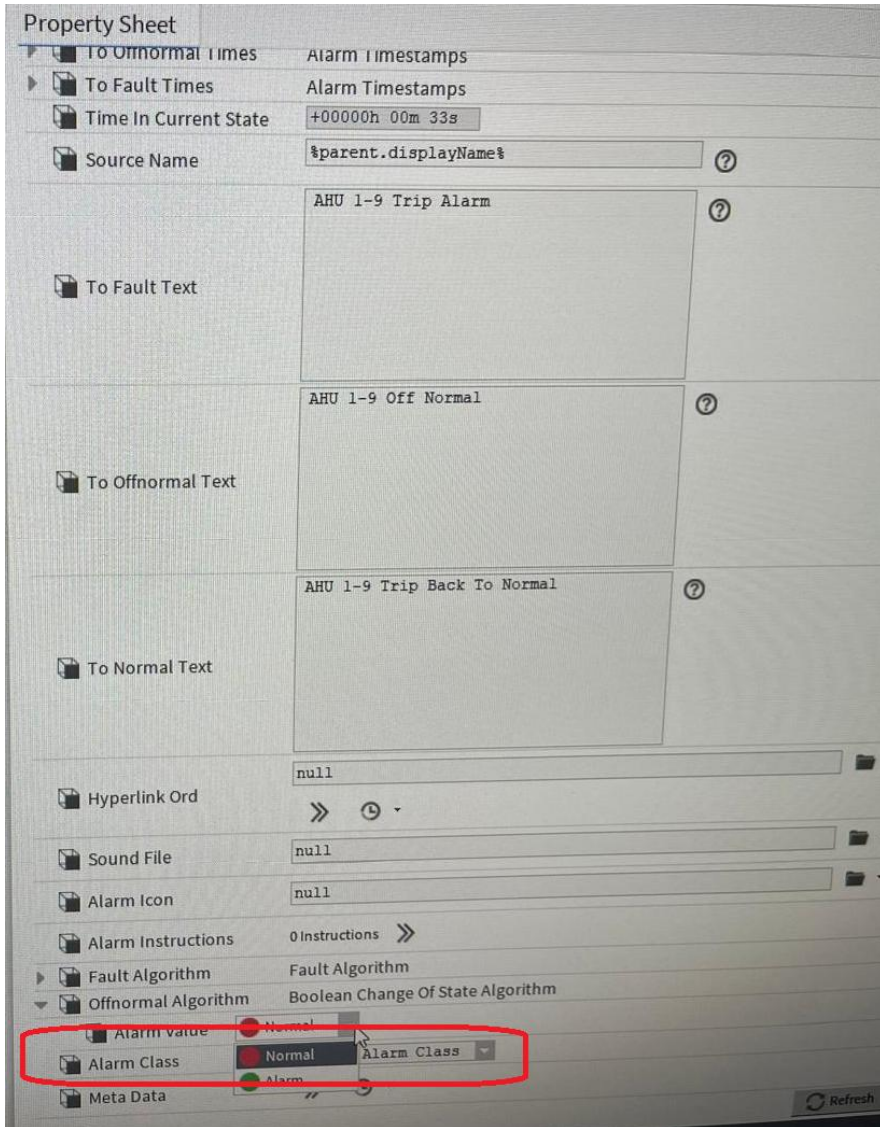
Create or select a point where you want to generate the alarm.

Open the "alarm" palette. Right-click on the point in the Nav tree, select "Views > Property Sheet". From the alarm palette, drag an appropriate alarm extension (e.g., OutOfRangeAlarmExt for numeric values like high/low limits, or BooleanChangeOfStateAlarmExt for state changes) to the point's Extensions folder in the Property Sheet. Configure the alarm extension properties (e.g., set limits or conditions).



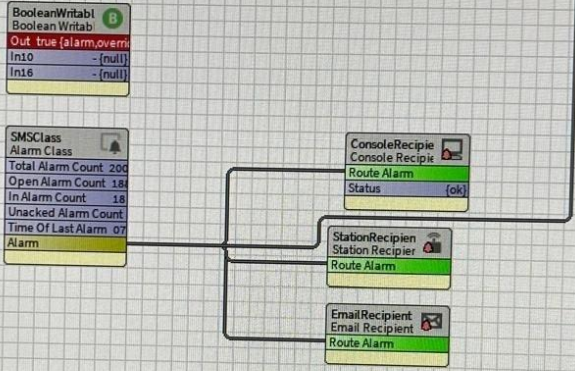
In the alarm extension properties, assign the Alarm Class to the one you created earlier (e.g., SMSClass).

Trigger a test alarm (e.g., manually set a point to exceed limits). Check the Alarm Console (right-click AlarmService > Views > Alarm Console) for the alarm. Monitor the EmailService status: Look for queued/discarded emails in its properties. If discarded, check "Last Discard Cause" and AlertDispatcher Message tab and logs.



Services : AlarmService

Wire Sheet



AlertDispatcher v9.159.1160.0 (Evaluation - Trial Days Left:90)

Receive Message Setup | Templates | Users and Departments | Help/Registration

Service | Server/Network Monitoring | Messages | Send Message

Filter messages | Export messages | Acknowledge all messages | Delete all pending messages | 4 from 7. Today sent: 4. Today received: 1

(MessageStatus IN ("[Out]Processed"))

CreatedDate1	Type	IN/OUT	Recipient	Text	Subject	Message
7/3/2025 4:29:26 pm	SMS	Out		BooleanWritable to-normal-text 07-Mar-25 4:28:13 PM SGT		Process
7/3/2025 4:28:26 pm	SMS	Out		BooleanWritable to-offnormal-text 07-Mar-25 4:28:13 PM SGT		Process
7/3/2025 4:26:26 pm	SMS	Out		Source: A_GEN_ALM Timestamp: 07-Mar-25 4:25:54 PM SGT State: Offnormal / Unacked Priority: 255 Alarm Class: SMSClass Text: ACTIVATED		Process
7/3/2025 4:18:01 pm	SMS	Out		> m1		Process