

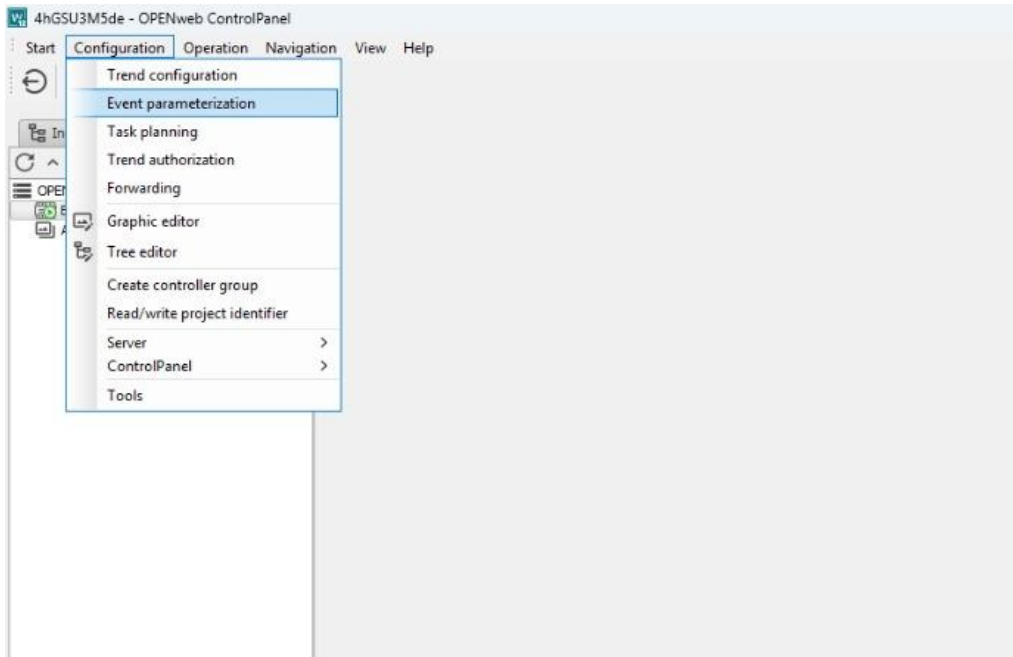
Configuring DEOS OPENweb (BAS-BMS) for AlertDispatcher

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

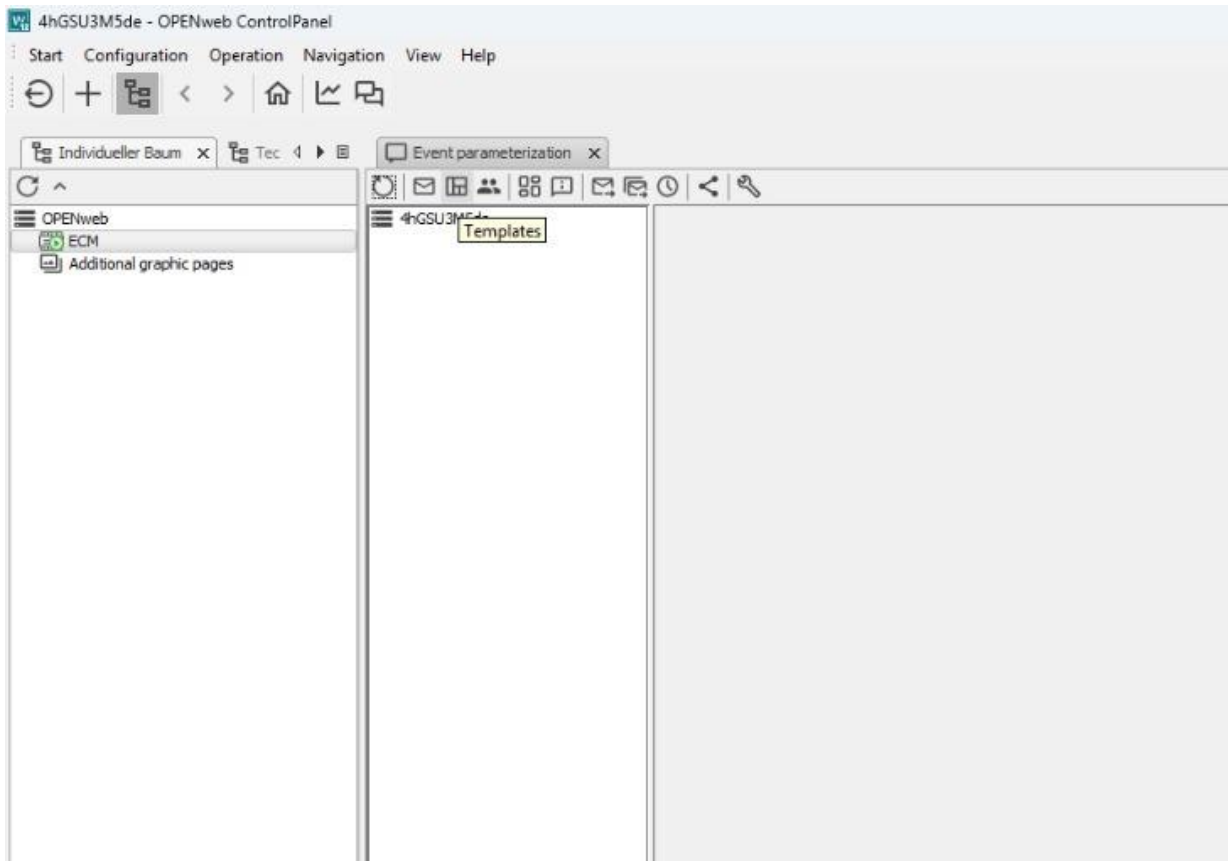
To send alarms to AlertDispatcher, you will use *the "Event Server"* module to forward messages via "*e-mail*" to AlertDispatcher built-in SMTP Server. Refer to the OPENweb User Manual on how to activate the Event Server and configure e-mail template, service, and message destination.

1). Add/Edit Template

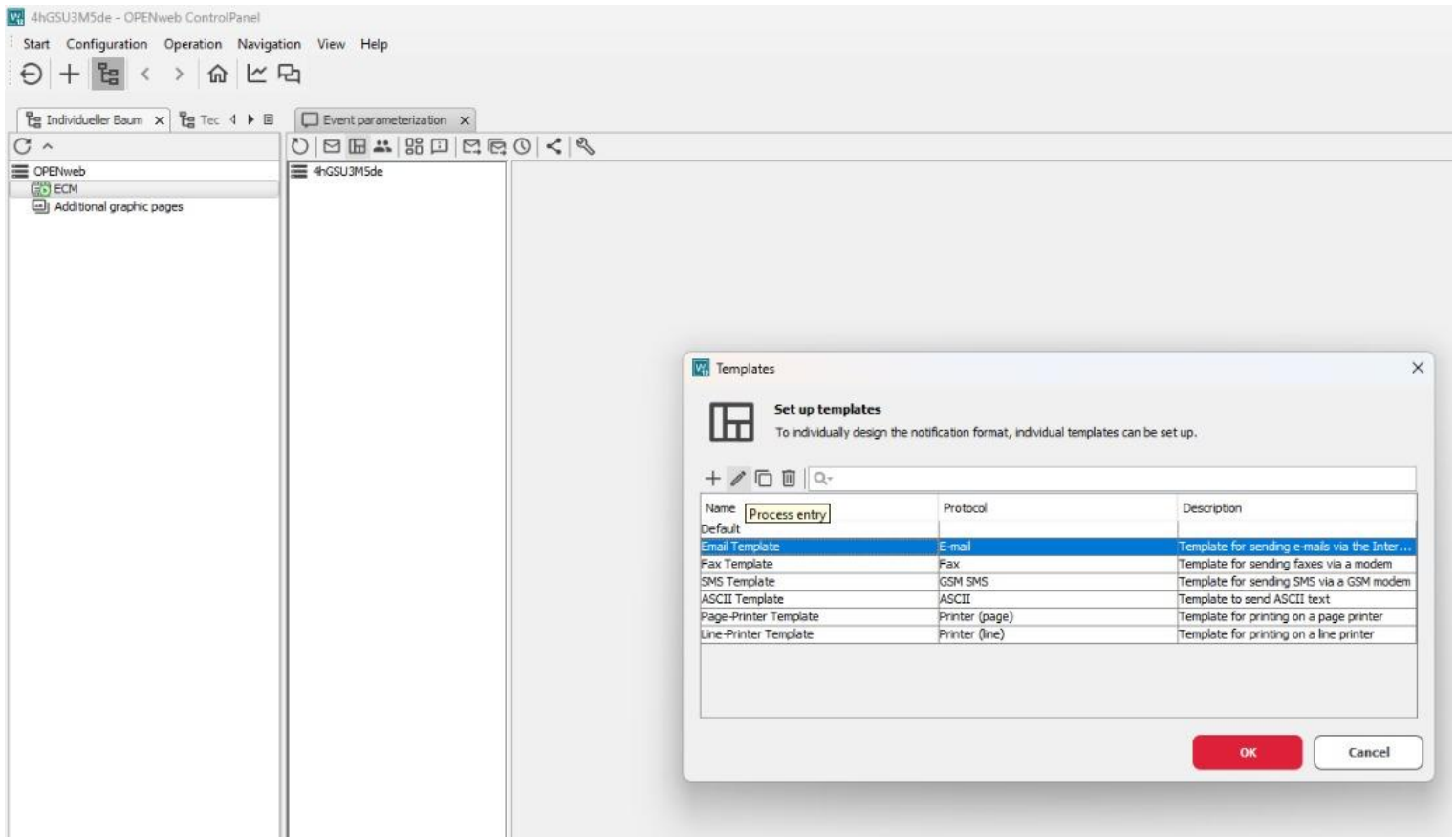
1. Go to Event Parameterization.



2. Click Template.



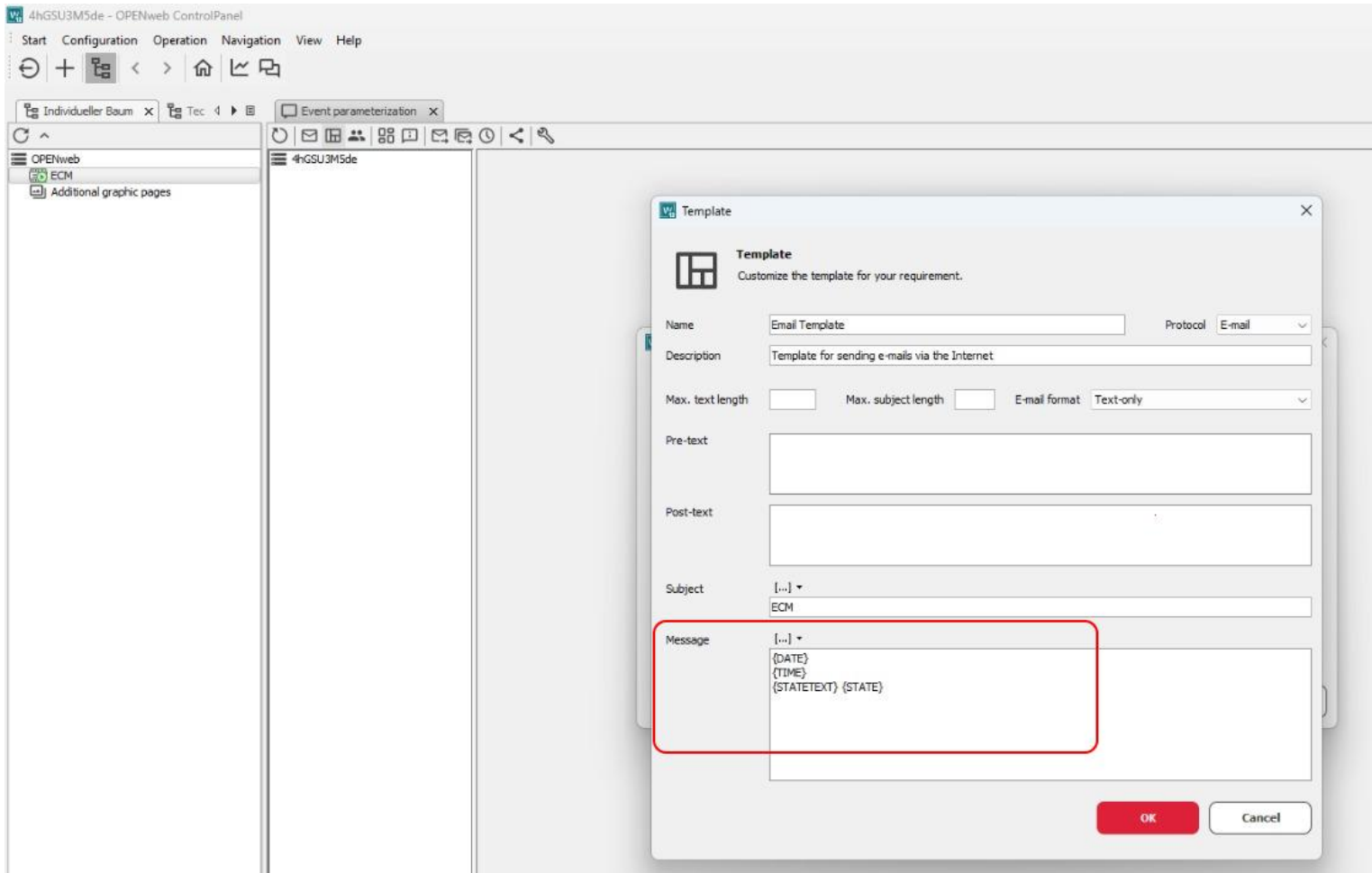
3. Select and Edit Email Template.



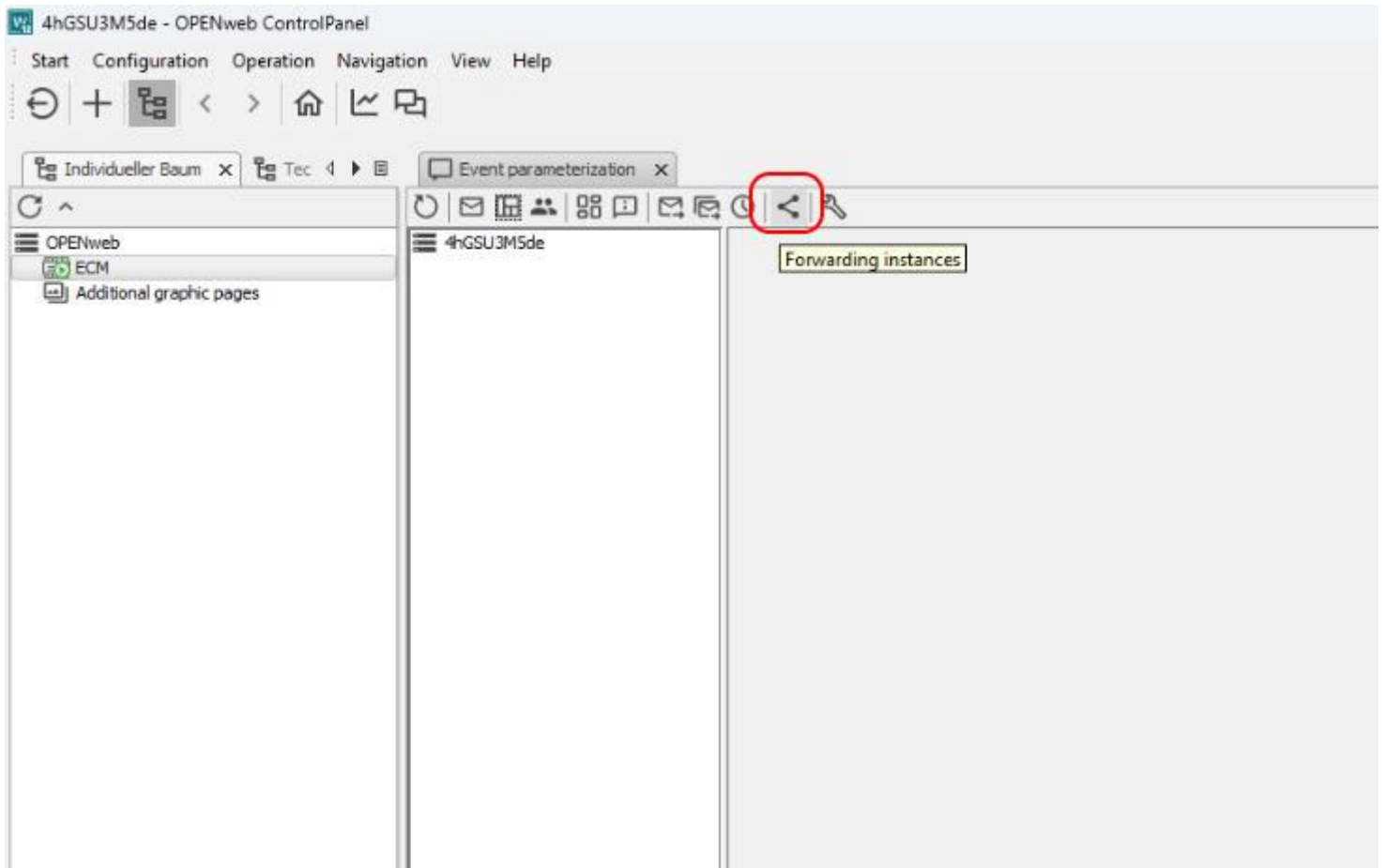
4. Edit Subject and shorten the Message template to a format suitable for SMS (within 160 characters). Click OK when done.

Example message:

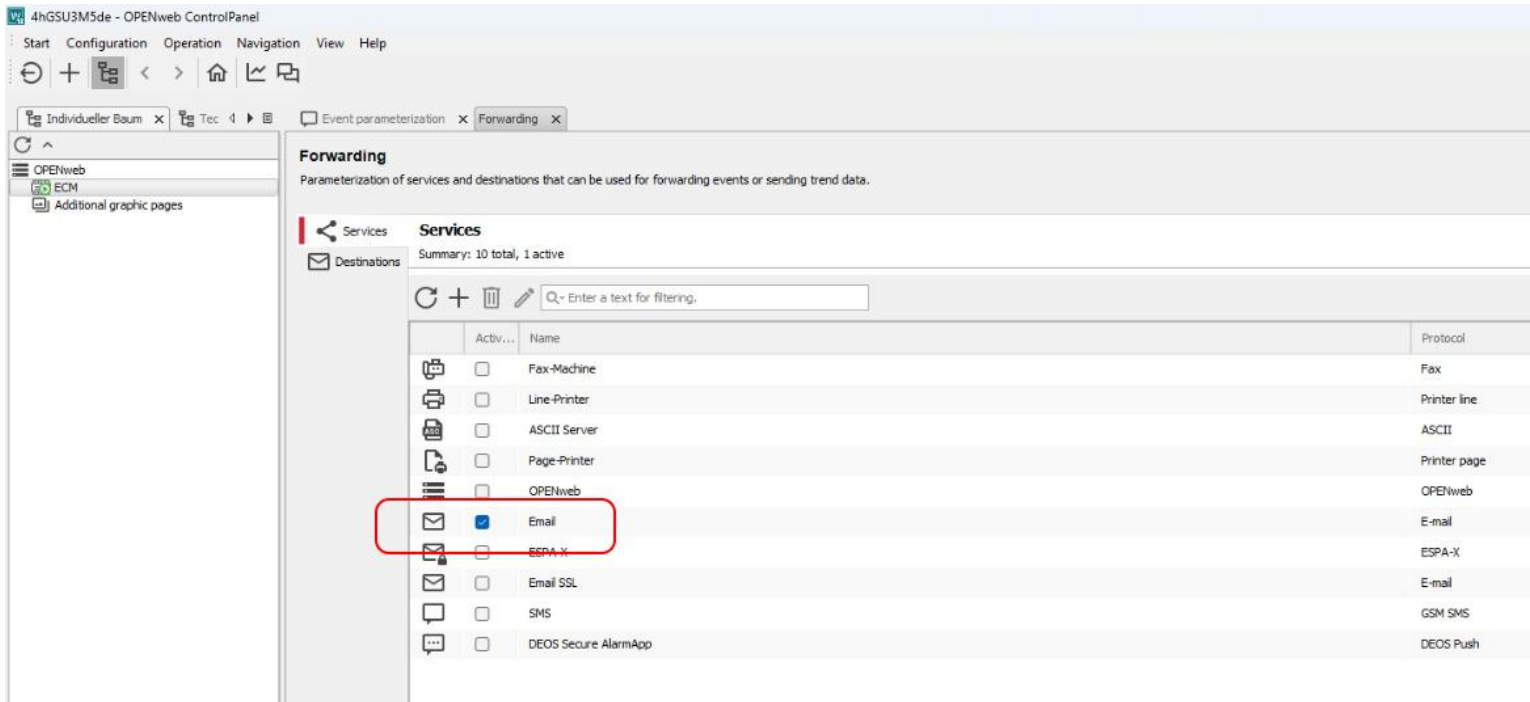
```
{DATE} {TIME}  
{STATETEXT} {STATE}
```



5. Search for Services. For this example, services is inside “Forwarding instances”.



6. Under Services, select Email and click edit.



7. Configure E-mail configuration. Host name is AlertDispatcher workstation IP address.

For this example, hostname: 192.168.170.80.

Configure “additional parameters” as follows -

Example: host=192.168.170.80;port=25;from=sms@sms.com;mail.smtp.starttls.enable=false;mail.debug=true

The screenshot shows the 'Forwarding' configuration page in the OPENweb ControlPanel. A dialog box titled 'E-mail configuration' is open, showing the following fields:

- Service name*: [Empty]
- Host name*: 192.168.170.80
- Port*: 25
- User name: [Empty]
- Password: [Empty]
- E-mail sender address: sms@sms.com
- Additional parameters: Using additional parameters (for experts).
port=25;host=192.168.170.80;from=sms@sms.com;mail.smtp.starttls.enable=false;
- Send over a secure connection (SSL/TLS):
- Use this service:

Buttons: Test connection, Cancel, Back, Done.

8. Go to Message Destinations.

The screenshot shows the 'Message destinations' page in the OPENweb ControlPanel. The table below lists the destinations:

Origin	No.	Object name	Description	Event text	Alternative text	Acknowledgement	Pri
ECM	179					<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Def
ECM	180					<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Def
ECM	181					<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Def
ECM	182					<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Def
ECM	183					<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Def
ECM	184					<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Def
ECM	157			CH1 Alarm -		<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Def
ECM	119			CH2 Alarm -		<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Def
ECM	158			CH3 Alarm -		<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Def
ECM	167			CH4 Alarm -		<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Def
ECM	168			CH5 Alarm -		<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Def
ECM	159			CHWP1 Alarm -		<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Def
ECM	160			CHWP2 Alarm -		<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Def
ECM	161			CHWP3 Alarm -		<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Def
ECM	169			CHWP4 Alarm -		<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Def
ECM	162			CHWP4S Alarm -		<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Def
ECM	170			CHWP5 Alarm -		<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Def
ECM	171			CHWP6S Alarm -		<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Def
ECM	175			CT1 Alarm -		<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Def
ECM	176			CT2 Alarm -		<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Def
ECM	177			CT3 Alarm -		<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Def
ECM	178			CT4 Alarm -		<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Def

9. Click plus icon to add a new e-mail destination.

The screenshot shows the 'Message destinations' dialog box in the OPENweb ControlPanel. The dialog box contains a table with the following data:

Name	Process entry	Template	Collection t...	Active/inact...	Max. atten...	Text behind...	Weekly Clock	Holiday dates	Special dates	Weekly doc...	Description
SMS Technician	SMS Technician	Default	0	<input checked="" type="checkbox"/>	3	COSMOS-GLT	A			A	
Fax Technician	Fax Technician	Default	2	<input checked="" type="checkbox"/>	3	COSMOS-GLT	A			A	
Line-Printer	Line-Printer	Default	0	<input checked="" type="checkbox"/>	3		A			A	
Page-Printer	Page-Printer	Default	0	<input checked="" type="checkbox"/>	3		A			A	
ASCII-Server	ASCII-Server	Default	0	<input checked="" type="checkbox"/>	3		A			A	
OPENweb Se...	OPENweb Se...	Default	0	<input checked="" type="checkbox"/>	3		A			A	
management	management	Email Template	0	<input checked="" type="checkbox"/>	3		A			A	

10. In this example, we set e-mail destination “management” to destination address: management@alertdispatcher.com.

On AlertDispatcher, create a responding recipient group “destination” to allocate SMS recipients for this destination.

The screenshot shows the 'Destinations' interface with a list of destinations. The 'management' destination is selected. An 'Edit destination' dialog box is open, showing the 'Set up destination' form. The 'Destination address' field is highlighted with a red circle and contains the text 'management@alertdispatcher.com'.

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

1 - 1 of 1

Recipients:

Name	SMS	EMAIL	TELEGRAM	HT
john.doe	912345678			

Groups:

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

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

11. Click Next, select Email Template.

4hGSU3M5de - OPENweb ControlPanel

Start Configuration Operation Navigation View Help

Individueller Baum x Tec 4 | Event parameterization x

Message destinations

Set up message destinations
Step 2/2: Parameterize message and time programs

Template: **Email Template**

Collection time [min.]: **Email Template**

Forwarding each event individually

Active/Inactive events

Max. attempts: 3

Text behind message:

Weekly Clock: (A) always **Select**

Holiday dates: **Select**

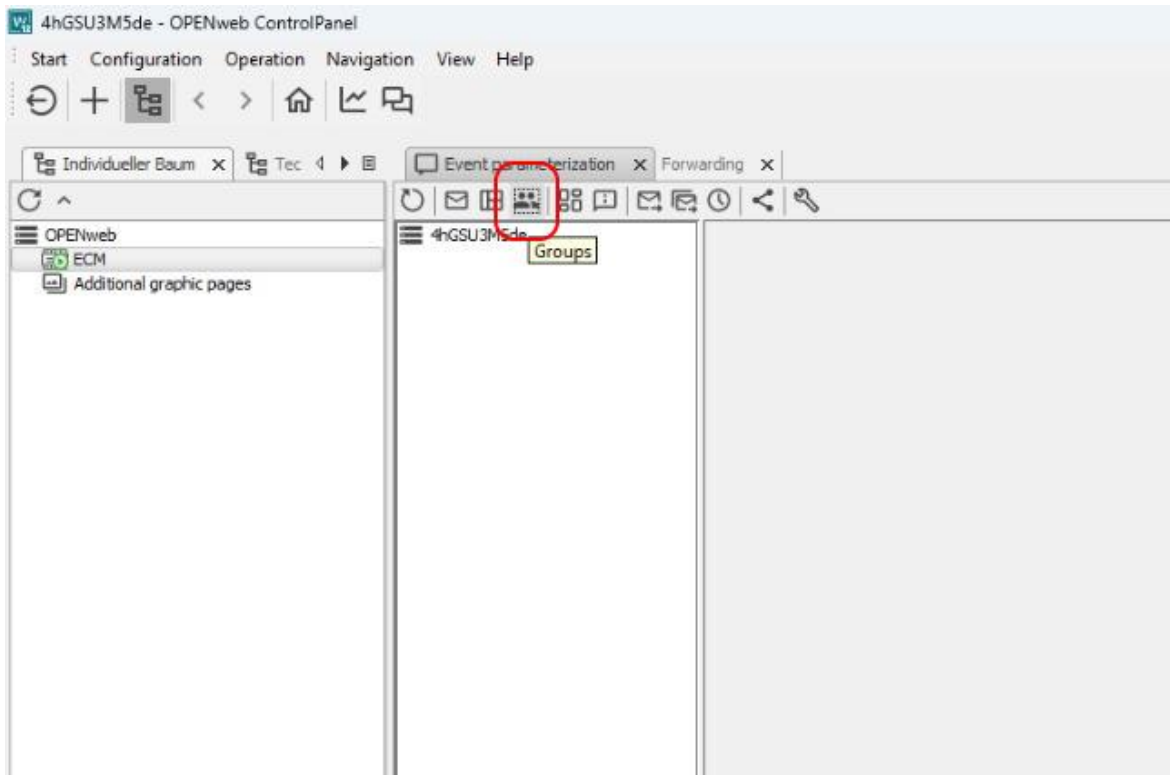
Special dates: **Select**

Weekly clocks for "special dates": (A) always **Select**

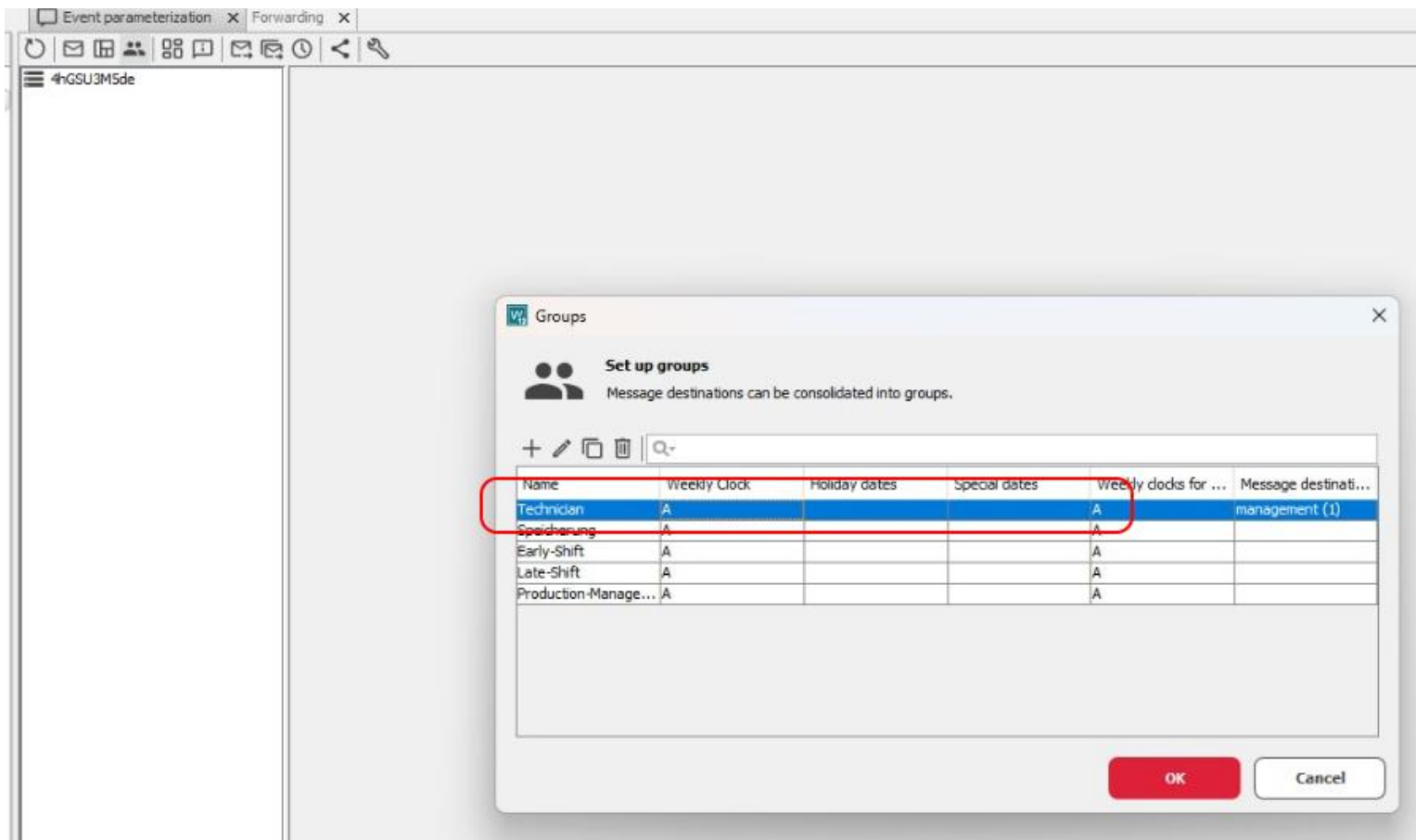
Test connection

Cancel Back Done

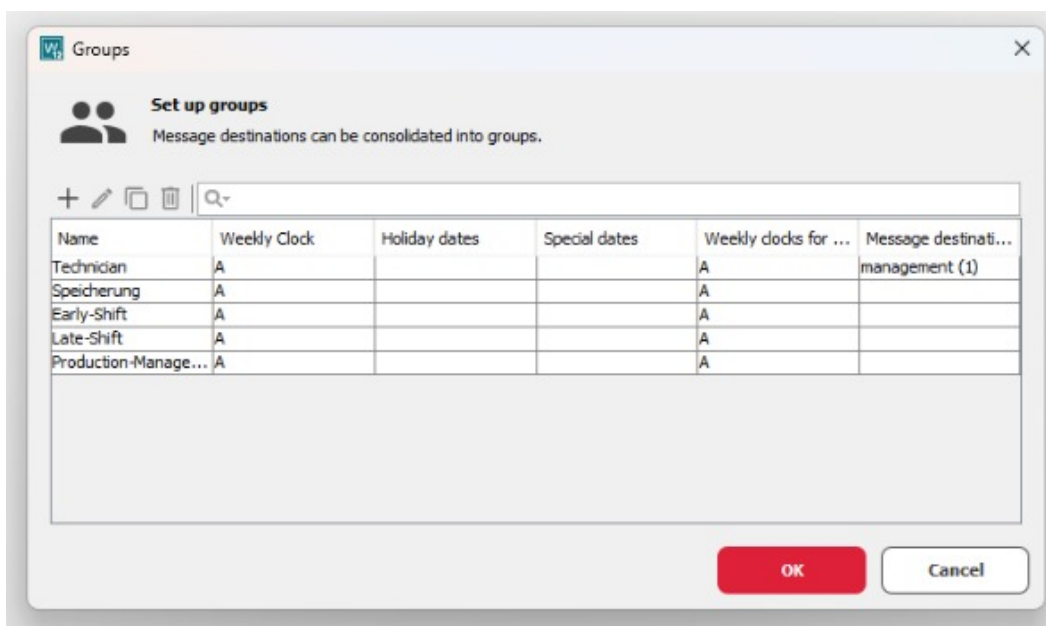
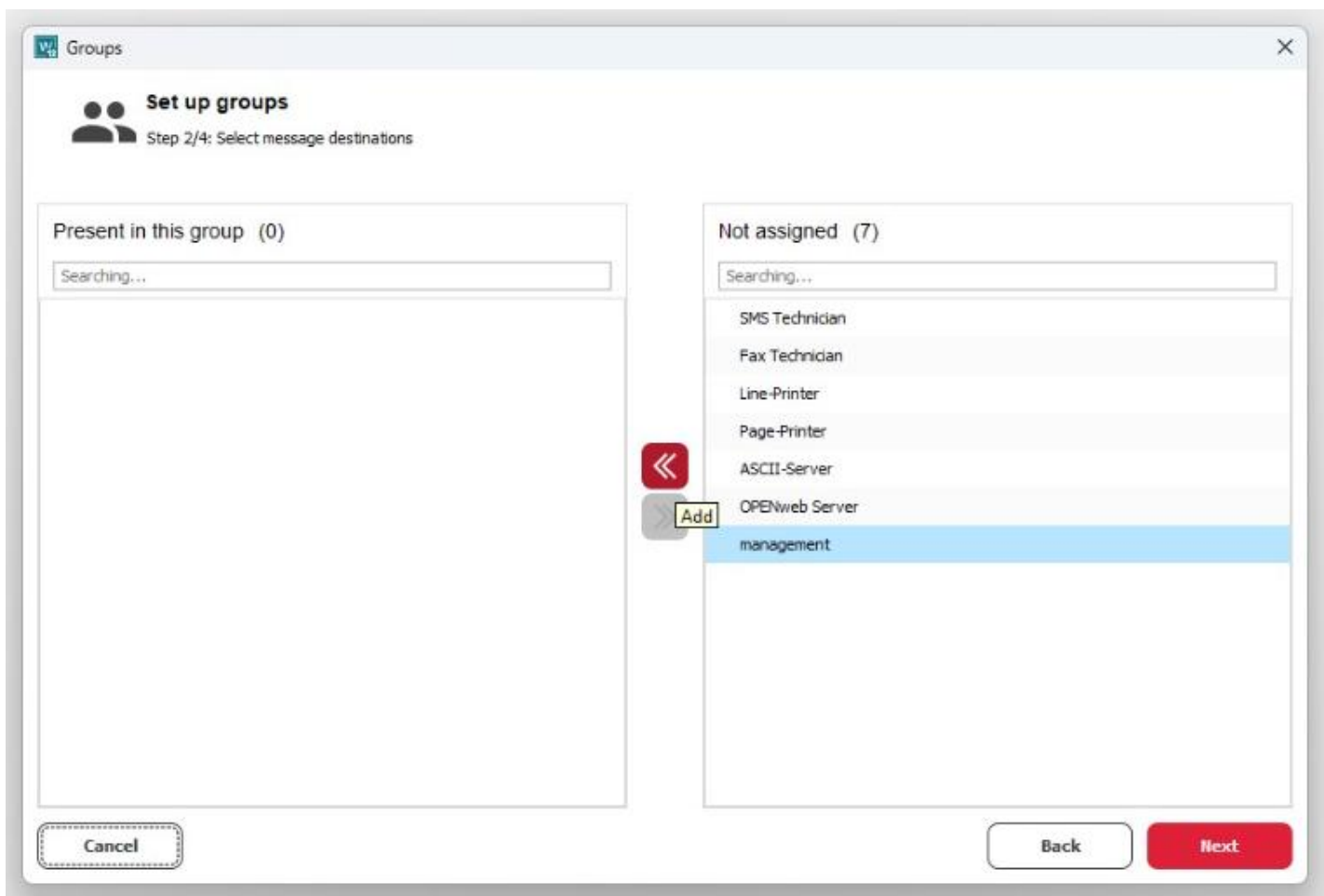
12. Go to Groups.



13. Select and double click Technicians.



14. Add “management” destination to Technicians group.



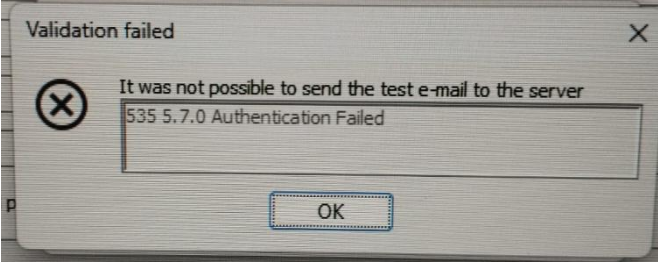
Origin	No.	Object name	Description	Event text	Alternative text	Acknowledgement	Priority	Type	Groups
ECM	179					<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	
ECM	180					<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	
ECM	181					<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	
ECM	182					<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	
ECM	183					<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	
ECM	184					<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	
ECM	157		CH1 Alarm -			<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	Technician
ECM	119		CH2 Alarm -			<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	Technician
ECM	158		CH3 Alarm -			<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	Technician
ECM	167		CH4 Alarm -			<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	Technician
ECM	168		CH5 Alarm -			<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	Technician
ECM	159		CHWP1 Alarm -			<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	Technician
ECM	160		CHWP2 Alarm -			<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	Technician
ECM	161		CHWP3 Alarm -			<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	Technician
ECM	169		CHWP4 Alarm -			<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	Technician
ECM	162		CHWP4S Alarm -			<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	Technician
ECM	170		CHWP5 Alarm -			<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	Technician
ECM	171		CHWP6S Alarm -			<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	Technician
ECM	175		CT1 Alarm -			<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	Technician
ECM	176		CT2 Alarm -			<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	Technician
ECM	177		CT3 Alarm -			<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	Technician
ECM	178		CT4 Alarm -			<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	Technician
ECM	163		CWP1 Alarm -			<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Default	Default	Technician

Refer to the OPENweb User Manual for full configuration.

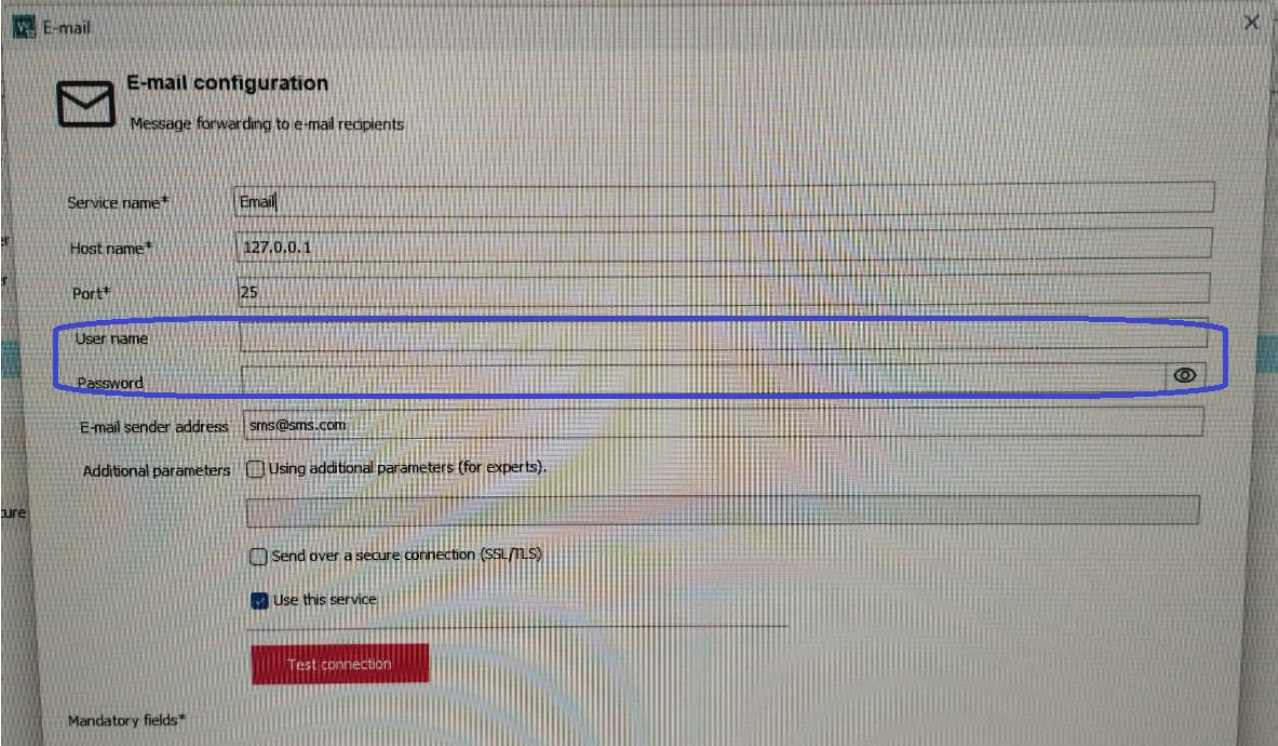
Note: If firewall is enabled and AlertDispatcher is installed on a different PC from OPENweb, then TCP Port 25 needs to be opened on the AlertDispatcher PC.

Troubleshooting

1). If you encounter “Authentication Failed” error, it means that DEOS client requires



Please configure user name and password, e.g. “test”, “test”.



On AlertDispatcher under "SMTP Server Setup", “Basic SMTP Authentication” enter username and password "test" ,"test". Click "Apply" button.

Help/Registration

Service Server/Network Monitoring Messages Send Message Address

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

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 LDAP Query Setup

Enable SMTP Server (Localhost)

General Setup

SMTP Server Port (Localhost): IP throttle: Messages/Minute

Require TLS encryption

TLS Port: Log SMTP packets (For Advanced User Only)

Basic SMTP Authentication

Enable SMTP Authentication Username: Password:

Email Filtering Rule

Forward ALL emails to Numeric email recipients as SMS

Query Phonebook for all other email recipients. If no match is found, deliver email as regular email.

Deliver all emails received as regular email with the exception of emails with the following recipient domains:

(Emails to other domains will be delivered as regular emails)

TCP/IP address access restrictions

By default, all computers will be: Granted access

Except those listed below: Denied access

Access	IP address (Subnet mask)	
		Add
		Delete
		Properties