

## AlertDispatcher License Comparison

AlertDispatcher Features	Licenses				
	Evaluation	Regular	Plus	Corporate	Enterprise
<b><u>Basic Messaging</u></b>					
Send Unicode & Long/Concatenated SMS (Modem)	✓	✓	✓	✓	✓
Send Internet Email	✓	✗	✓	✓	✓
Send SMS (HTTP)^*	✓	✗	✗	+	+
Send Telegram Messages (requires Internet)^*	✓	✗	+	+	+
Send SNMP Trap^*	✓	✗	✗	+	+
2-Way Messaging	✓	✗	✓	✓	✓
Addressbook Group Messaging	✓	✓	✓	✓	✓
Broadcast personalized messages using Addressbook merge fields.	✓	✓	✓	✓	✓
Send message to specific groups of recipients based on message keyword (using the "SendByKeyword" Send Message Filter).	✓	✗	✗	✓	✓
Load Test Feature - bulk send preset number of messages with definable interval.	✓	✓	✓	✓	✓
<b><u>Messaging Controls</u></b>					
Pre-scheduled and Prioritized messaging (both message level/group level priority)	✓	✓	✓	✓	✓
Group Level Priority - prioritizes recipients within a Group broadcast.	✓	✓	✓	✓	✓
Automatic message failover to other message types/channels if message fails to send to recipient (e.g. Sends SMS if Email or Telegram message fails and vice versa).^*	✓	✓	✓	✓	✓
Support load balancing/automatic failover over multiple modems (up to 8 modems)	✗	✗	✗	✓	✓
Support load balancing/automatic failover over multiple modems (no limit)	✗	✗	✗	✗	✓
Outgoing message filter - Block messages by content keyword and recipients.	✓	✓	✓	✓	✓

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Message handling - Redirect and Reformatting Content Rules (up to 1 rule)	✓	✗	✓	✓	✓
Message handling - Redirect and Reformatting Content Rules (no limit)	✓	✗	✗	✓	✓
Option to restrict recipients to addressbook groups and recipients.	✓	✓	✓	✓	✓
"Sleep period" for low priority messages.	✓	✓	✓	✓	✓
Resend failed messages (configurable number of retries).	✓	✓	✓	✓	✓
Recipients can SMS "UNSUB" to unsubscribe themselves from Addressbook group.	✓	✗	✓	✓	✓
Built-in message Basic Escalation feature on non-acknowledgement (up to 10 Escalation levels).	✓	✗	✓	✓	✓
Option to allow recipients to acknowledge all basic escalation messages just by making a single reply (instead of being required to acknowledge every message individually).	✓	✗	✓	✓	✓
Recipients can acknowledge through multiple methods (by replying message).	✓	✗	✓	✓	✓
Users and recipients can acknowledge from their Workstation PC.	✓	✗	✓	✓	✓
<b><u>User/Management Interface</u></b>					
Post-installation Wizard to setup system alert recipients and enable daily heartbeat messages.	✓	✓	✓	✓	✓
Multi-User login to Client Console and User access right control.	✓	✗	✗	✓	✓
Remote Client Consoles (no limit on number of Clients).	✓	✗	✗	✓	✓
Assign monthly SMS send limits to users.	✓	✗	✗	✓	✓
Real-time update Message Log on Client Console.	✓	✓	✓	✓	✓
Search/Filter Real-time Message Log	✓	✓	✓	✓	✓
Export filtered Messages or Messages by created date range to CSV.	✓	✓	✓	✓	✓

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Emergency pause button to pause message processing (immediately or scheduled time range).	✓	✓	✓	✓	✓
Button to purge pending and unsent messages from the message queue.	✓	✓	✓	✓	✓
Display Mobile Network Operator name and Wireless Network type.	✓	✓	✓	✓	✓
Live monitor of modem signal strength/availability via console client and system tray.	✓	✓	✓	✓	✓
Sound PC buzzer and display warning messagebox on modem or send alert failure.	✓	✓	✓	✓	✓
Restrict access to Addressbook Recipients and Groups to specific user department.	✓	✓	✓	✓	✓
Import/Export into and from Phone book from Excel(CSV).	✓	✓	✓	✓	✓
Define hourly (Mon-Sun) duty roster for users (off-duty users will not receive alerts).	✓	✓	✓	✓	✓
Web Portal (for sending message and emergency mobilization broadcasts).	✓	✗	✗	✓	✓
Message Templates - with option to restrict access to a template to a specific User department.	✓	✓	✓	✓	✓
Sound Buzzer and show balloon on Client on receiving SMS.	✓	✗	✗	✗	✓
Auto host/port configuration for Gmail and Outlook.com for SMTP and POP3 Server configurations.	✓	✗	✓	✓	✓
<b><u>Emergency Recall Notification</u></b>					
Emergency recall notification feature ensures every recipient in the group receives and acknowledges every message.	✓	✗	✗	✗	✓
Multiple methods to initiate recall broadcast through SMS, Web-login, AlertDispatcher Client or API (HTTP/Email).	✓	✗	✗	✗	✓
Generate automatic recall progress reports (Messaging/Web).	✓	✗	✗	✗	✓
Resend to/Call recipients that have not acknowledged or send to/call alternative contact.	✓	✗	✗	✗	✓

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Recipients can acknowledge via SMS/Email/Telegram reply, Web link or PC.	✓	✗	✗	✗	✓
Option to allow recipients to acknowledge all emergency recall notification messages sent to him just by making a single reply (instead of being required to acknowledge every message individually).	✓	✗	✗	✗	✓
Option to omit timestamp header to shorten message.	✓	✗	✗	✗	✓
<b><u>High Availability</u></b>					
Supports Windows Network Load Balancing Clustering.	✓	✗	✗	✓	✓
Active Master/Active Slave or Active Master/Passive Slave Failover Operation Mode (For Active/Passive mode, messages can be sent to both servers but will be ignored on Passive Slave until failover).	✓	✗	✗	✗	✓
Message failover to the other node on send message failure or server crash.	✓	✗	✗	✗	✓
Real-time Replication for User/Department, Addressbook and Template database (From Master to Slave node).	✓	✗	✗	✗	✓
Display HA status (standby/failover) on Client console.	✓	✗	✗	✗	✓
Optional Secondary/failover SMTP Server to send email and email alerts.	✓	✗	✗	✓	✓
Twice a day/1/2/4/6/8 hourly heartbeat/server health message scheduler.	✓	✓	✓	✓	✓
<b><u>Application Interface (DLL API / Built-in HTTP/SMTP/SNMP Servers)</u></b>					
Network DLL library to send SMS/Email, receive send status updates and receive SMS (C#, VB.NET and Java examples provided).	✓	✓	✓	✓	✓
Query server and modem health status via HTTP and DLL API.	✓	✓	✓	✓	✓

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Easy integration with local/remote 3rd party systems via built-in SMTP Server and POP3 Client (Email2SMS), HTTP Server and DOS command line program.	✓	✓	✓	✓	✓
Set SMS footer and automatically email status updates for messages sent by Email2SMS users (Useful for Exchange integration).	✓	✓	✓	✓	✓
IP Trottle control for built-in HTTP/SMTP Server - prevents flooding.	✓	✓	✓	✓	✓
Option to disable HTTP/SMTP Server on modem/program failure - for HTTP/SMTP Client with a failure over to alternate server capability.	✓	✓	✓	✓	✓
Built-in SNMP Trap Receiver (Filter and Forward Traps to SMS/Email).	✓	✗	✗	✓	✓
SQL Client connect to MS Access/SQL Server DB to query database records for SMS message to send and update the processed records.					
Create send message filters to redirect, change, and capture outgoing messages.	✓	✗	✗	✓	✓
<b><u>LDAP Integration for SMTP Server</u></b>					
Create user for email senders found in the LDAP database (search by sender email address).	✓	✗	✗	✓	✓
Assign the user to the department defined in the LDAP dept attribute (attribute is configurable) - to allow reporting by department.	✓	✗	✗	✓	✓
Limit monthly SMS usage of the user based on LDAP group membership - default + 3 tiers.	✓	✗	✗	✓	✓
SQL Client to connect to MS Access/SQL Server DB to query database records for SMS message to send and update the processed records. SMS message and destination will generated by templates with definable SQL fields (from query table).	✓	✗	✗	✓	✓

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<b><u>Receive Message Integration</u></b>					
Forwards Message received to Email you define.	✓	✗	✓	✓	✓
Execute SQL statement on Message received. Return data via Message.	✓	✗	✓	✓	✓
Send HTTP GET request on Message received. Return HTTP GET response via Message.	✓	✗	✓	✓	✓
Execute DOS command/application on received Message and return result by Message.	✓	✗	✓	✓	✓
<b><u>System</u></b>					
Runs as auto-start Windows Service on Windows bootup.	✓	✓	✓	✓	✓
Sends system alert messages to notify administrator on system error, message send failure due to communication error (e.g. modem error, low signal, connect to SMTP Server error), if primary hard disk or system memory falls below predefined levels.	✓	✓	✓	✓	✓
Option to limit the total number of SMS that can be sent in one day.	✓	✓	✓	✓	✓
Automatic Message Log (database) housekeeping and backup.	✓	✓	✓	✓	✓
Automatic daily/monthly/yearly usage reporting via Email/Messaging, breakdown by Message Type, users and also by departments (of users).	✓	✗	✗	✓	✓
Web-based Server Management - Configure networking, upgrade software, backup/restore database and configuration.	✓	✗	✗	✓	✓
<b><u>Server/Network Monitoring via Sensors</u></b>					
Monitor one network device/server using PING and HTTP GET sensor.	✓	✓	✓	✓	✓
Monitor modem health or AlertDispatcher server status using HTTP GET sensor.	✓	✓	✓	✓	✓

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Support Multiple sensors.^*	✓	+	+	+	+
Set response timeout, check count failures (generate alarm on exceeding count) and alarm alert recipients for each sensor.	✓	✓	✓	✓	✓
Set 1st and 2nd level alarm escalation recipients if sensor status remains down for a specific period of time.	✓	✓	✓	✓	✓
CSV Importer/Exporter to import and backup sensor records in bulk.	✓	✓	✓	✓	✓
Send daily health check report (twice a day) containing a summary status of all sensors.	✓	✓	✓	✓	✓
Output sensor status to Modbus-TCP for high level interface with automation, BMS and SCADA systems.^*	✓	✗	✗	+	+

^\*+ May require addon license or subscription. Sensor license required for network monitoring. Internet is required for Telegram messaging. Please contact vendor for clarification.