



## AlertDispatcher v9

For Windows 10/2012/2016/2019

64-bit/VMWare/WinIOT OS supported  
(Windows Dot Net/Java not required!)

Sales Contact:

AlertDispatcher expedites tasks by sending SMS/Email/Telegram^ messages to your mobile workforce via multiple protocols (Cellular Modems/SMTP/HTTP/SNMP Traps^). Designed from ground up for rapid deployment, maintenance free operation and HA (high reliability), it is suitable for high security and mission critical 24x7 applications.

AlertDispatcher readily integrates with email servers, BMS, SCADA, NMS systems, and has a built-in IP monitor for up to 10,000 network devices.

AlertDispatcher offers Application-Aware High Availability, High Message deliverability and Maximum Portability through multiple approaches: ^:

- **High message deliverability** by supporting up to **10 levels of Escalations** (SMS/Email/Ring Phone/Telegram^ ) should the recipient fail to acknowledge.
- Using Active/Active or Active/Passive HA **failover clustering**^ (both physical servers/VM) to provide complete 1+1 redundancy with no single point of failure (Enterprise Edition only).
- Proactively **monitors and reports** communication channel errors (signal quality, email/network access).
- **Automatic message failover across multiple** communication channels (redundant modems/SMTP server pools. Sends SMS if Email or Telegram message fails and vice versa) ^.
- **Internal watchdog** that monitors and resets any failed or hung process.
- **[NEW!]** Built-in **3rd party/interfaces applications, server and network device monitoring**^ using PING/HTTP GET sensors and report failures/recovery. Able to monitor up to 10,000 servers/IoT network devices and output to Modbus TCP for high level interface with automation systems.
- And if all other measures fail, minimizes downtime with its **simple installation and fast recovery procedures**.

## Overview

- **Group Broadcast SMS(Modem/HTTP)/Email/Telegram/SNMP Traps^** from address book.
- **Console** displays Status of Messages sent and Modem status (connected operator and signal strength) real-time
- **Basic Escalation** - up to 10 Escalation groups. Message will be escalated (by resending messages or even calling recipient phone) if none of the recipients acknowledges by replying to SMS/Email/Telegram message.
- **Emergency Recall Notification** - ensures every recipient in the group receives and acknowledges every message.
- Initiate broadcast through SMS, Web-login, AlertDispatcher Client or API (HTTP/Email).
- **Monitors** up to 10,000 servers and network devices using HTTP/PING.
- **Minimum configuration/ Rapid deployment/ Maintenance free operation / Self-fault reporting** via Email/SMS/PC buzzer or PC speaker.
- **Low resource** footprint. Utilizes an **embedded database** system for easy backup and recovery - copy and paste.
- Automatic daily/monthly/yearly usage reporting via Email/SMS^.
- Easy 3<sup>rd</sup> party integration via built-in SMTP/Email server, POP3 client, HTTP server, SNMP Trap Receiver and DLL based Network API (VB.NET, C# and Java examples provided).

^Features may vary for different license type - Refer to license comparison sheet. Sensor license required for network monitoring. Internet is required for Telegram messaging.

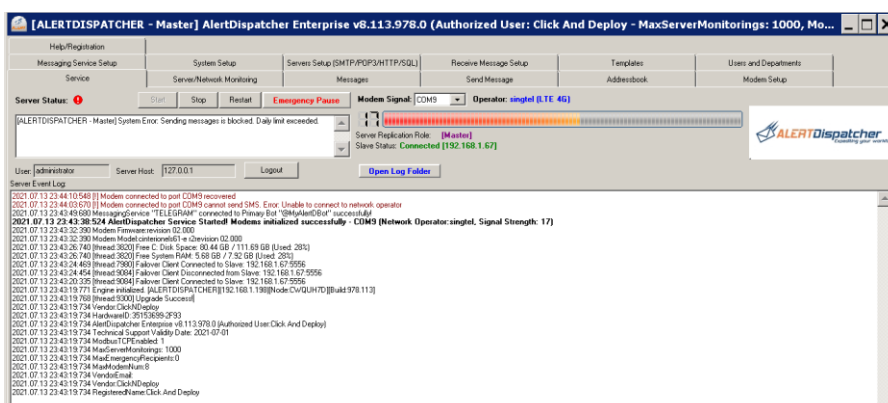
## Recommend System Requirements:

### Minimum Hardware:

Pentium, 8GB RAM, 250GB HDD

**Operating System:** Windows (32/64 bit)  
10, 2012, 2016, 2019

**Cellular modem:** Sierra Wireless modems and compatible devices\*



## Key Features

### Message Handling

- Send Messages (SMS/Email/Telegram/SNMP Trap^\*) to groups defined in an Addressbook.
- Support Unicode (Chinese/Arabic/Japanese/Thai/Russian) and Long/Concatenated SMS.
- 2-way Messaging
- Pre-scheduled and Prioritized messaging (both message level/group level priority).
- Load balances multiple modems with automatic failover/ Broadcast speeds of up to 30 SMS/min.
- Resend failed to send messages (configurable number of retries).
- 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).
- Load Test Feature - bulk send preset number of messages with definable interval.
- Outgoing Message Filter/Message Handling – Block/redirect messages by content keyword, recipients and message type. Reformat message text using matching and new message templates.
- Option to restrict recipients to addressbook groups and recipients.
- Send message to specific groups of recipients based on message keyword (using the "SendByKeyword" Send Message Filter).
- Option to limit the total number of SMS that can be sent in one day.
- Support "Do Not Disturb" time period for low priority messages.

### AddressBook/Escalation

- Addressbook with import/export (CSV) capability. Support up to 8 custom merge fields.
- Group Level Priority/Message Level Priority - prioritizes recipients within a Group broadcast/prioritizes messages sent via groups.
- Define hourly (Mon-Sun) duty roster for users (off-duty users will not receive alerts).
- Broadcast to Addressbook Group using SMS/Telegram reply.
- Built-in message Escalation feature for messages sent to Addressbook groups. If no recipient acknowledges, escalate to the next recipient/group (up to 10 Escalation levels).
- Recipients can be required to acknowledge every escalation message individually, or be allowed to acknowledge all messages just by making a single reply.
- Recipients can acknowledge through multiple methods (by replying message or via their Workstation PC).
- Allow recipients to unsubscribe from the addressbook by sending the keyword UNSUB.

### User/Management Interface

- Multi-User login to Client Console and User access right control.
- Assign monthly SMS send limits to login 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.
- Button to purge pending and unsent messages from the message queue.
- Emergency pause button to pause message processing (immediately or scheduled time range).
- 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.
- 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.

### **Emergency Recall Notification (Broadcast)**

- 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.
- Recipients can acknowledge via SMS/Email/Telegram reply, Web link or PC.
- Recipients can be required 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.

### **High Availability**

- 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.

### **Application Interface**

- 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.
- Easy integration with local/remote 3rd party systems via built-in SMTP Server and POP3 Client (Email2SMS), HTTP Server and DOS command line program.
- LDAP integration for SMTP Server interface – limit usage based on LDAP group membership.
- Set SMS footer and automatically email status updates for messages sent by Email2SMS users (Useful for Exchange integration).
- IP Throttle 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 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).
- Create send message filters to redirect, change and capture outgoing messages.

### **Receive Message Integration**

- 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.
- Forwards Message received to Email you define.

## System

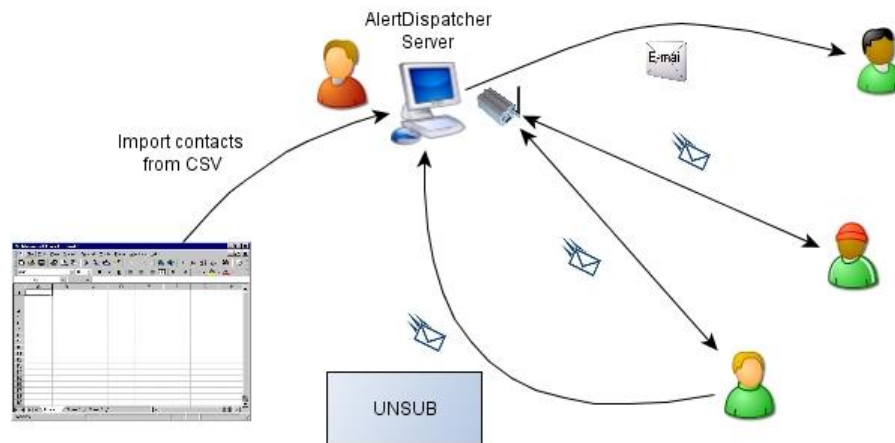
- Runs as auto-start Windows Service on Windows bootup.
- Sends system alert messages to notify administrator on system error, message send failure due to communication error (e.g. modem error, low signal, connect to SMTP Server error), if primary hard disk or system memory falls below predefined levels.
- 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)^.
- Simple file based backup - just copy the program directory to backup both database and configuration.
- Web-based Server Management - Configure networking, upgrade software, backup/restore database and configuration.

## Server/Network Device Monitoring via Sensors

- Monitor up to 10,000 servers, network devices/servers and SMS modems using PING and HTTP GET sensors.
- Monitor modem health or AlertDispatcher server status using HTTP GET sensor.
- Set response timeout, check count failures (alert on exceeding count) and alert recipients for each sensor.
- Set 1st and 2nd level 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.

*^Features may vary for different license type - Refer to license comparison sheet. Sensor license required for network monitoring. Internet is required for Telegram messaging.*

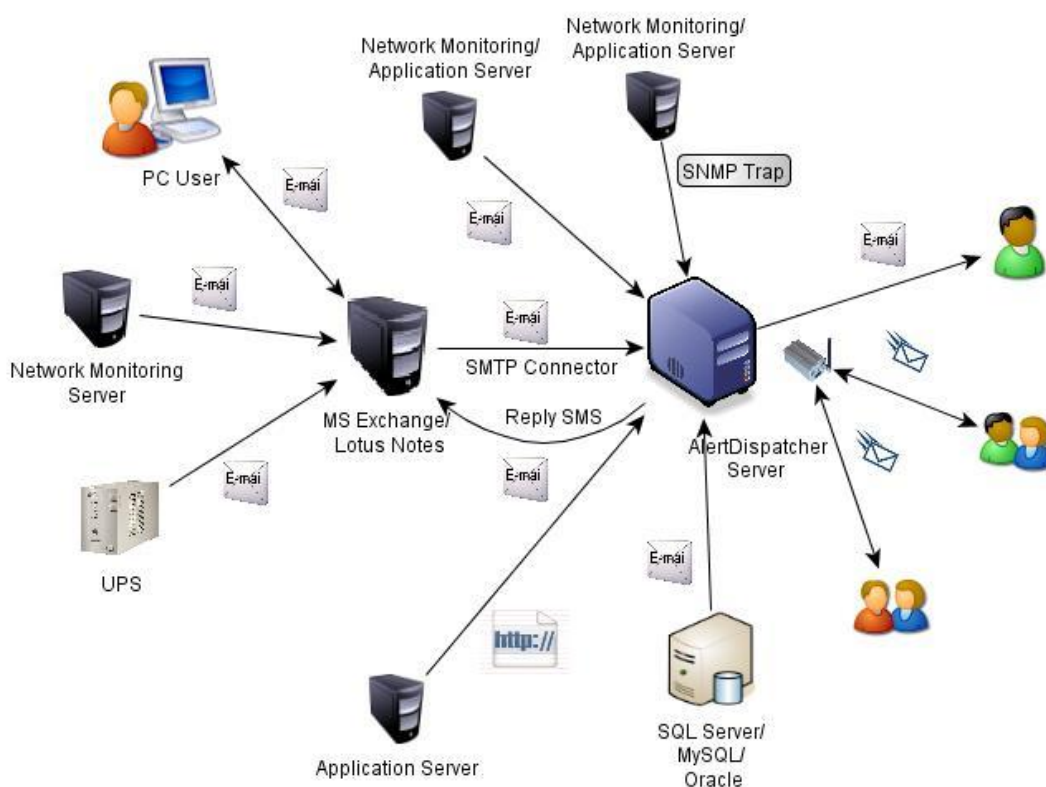




**Diagram 1:**

**GROUP ALERT**

Send Alerts (SMS / Email) from your PC to up to 10,000 people at one go.

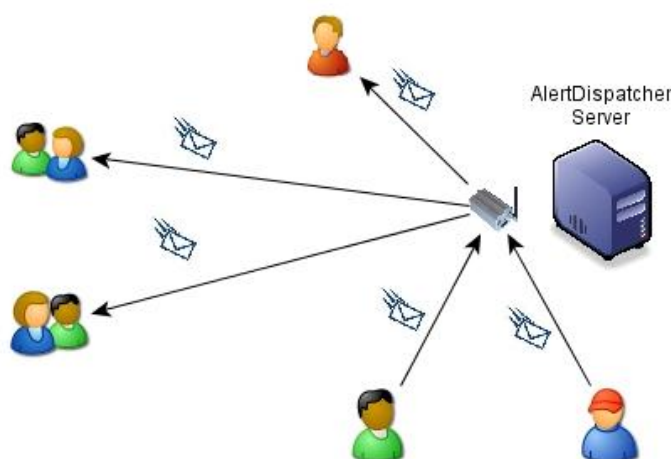


**Diagram 2:**

**Email-to-SMS / SMS-to-Email / HTTP-to-SMS / SNMP Trap-to-SMS**

Send Alerts (SMS/Email) from all sorts of applications and systems on your network via Email (SMTP) / HTTP / SNMP / CLI.

Receive SMS reply via Email.



**Diagram 3:**

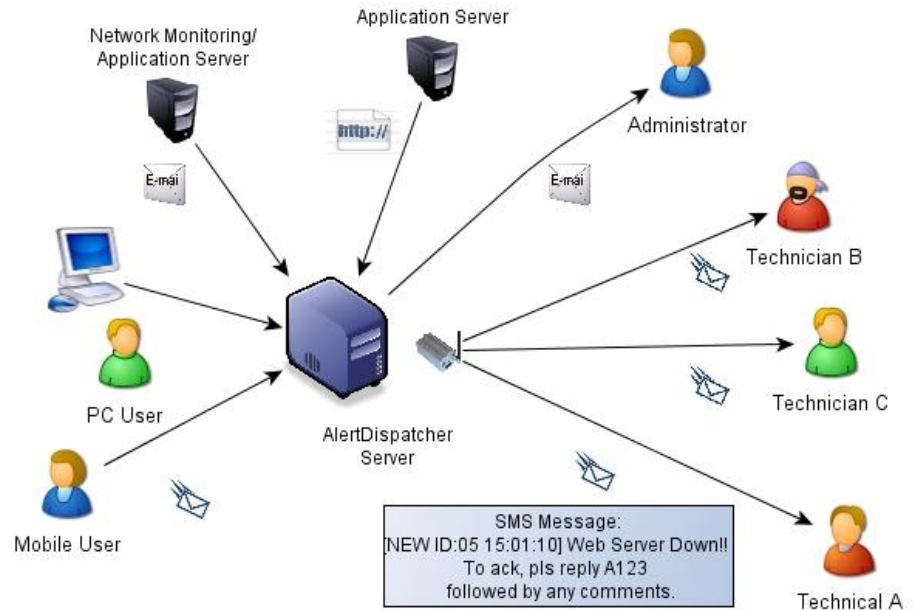
**SMS-to-Group**

Send Alerts using your mobile phone to a predefined Group of up to 10,000 people at one go

**Diagram 4a:**

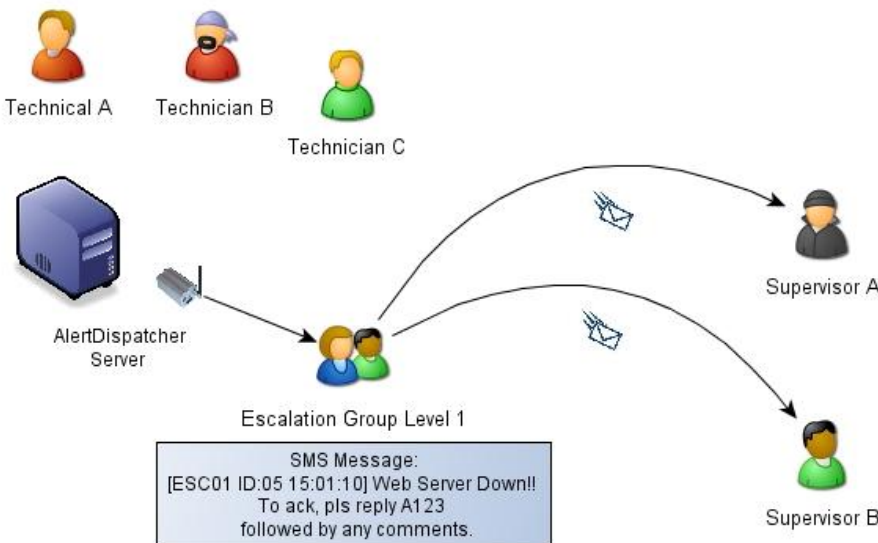
**Alert Broadcast  
with escalation  
sequence**

Send Alerts  
(SMS/Email) to a Group  
of Recipients or



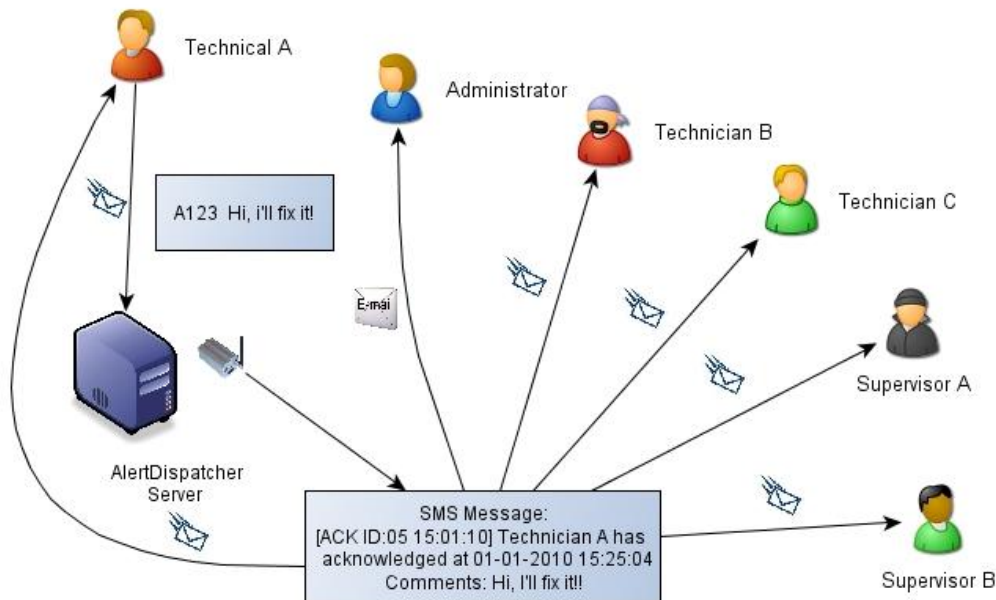
**Diagram 4b:**

If no acknowledgement after  
15 minutes from any of the  
technicians previously alerted,  
escalate to supervisors.

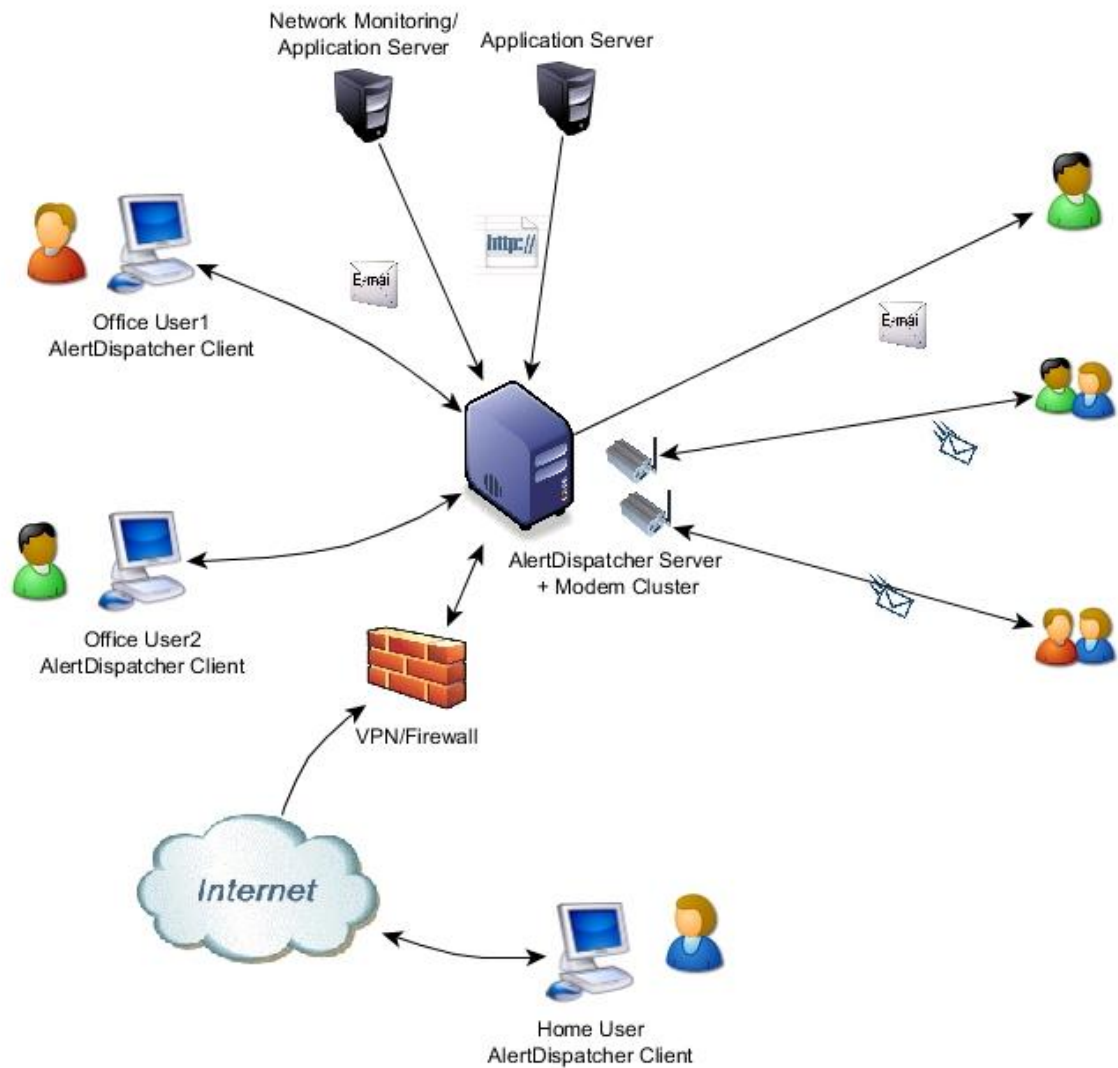


**Diagram 4c:**

Received acknowledgment  
from a Technician, forward  
acknowledgment to all  
contacted parties, stop  
escalation sequence.



**Diagram 5: Remote Clients + Modem Redundancy (Corporate Edition)**  
Single server/multiple clients on workstations + Modem Clustering/Redundancy



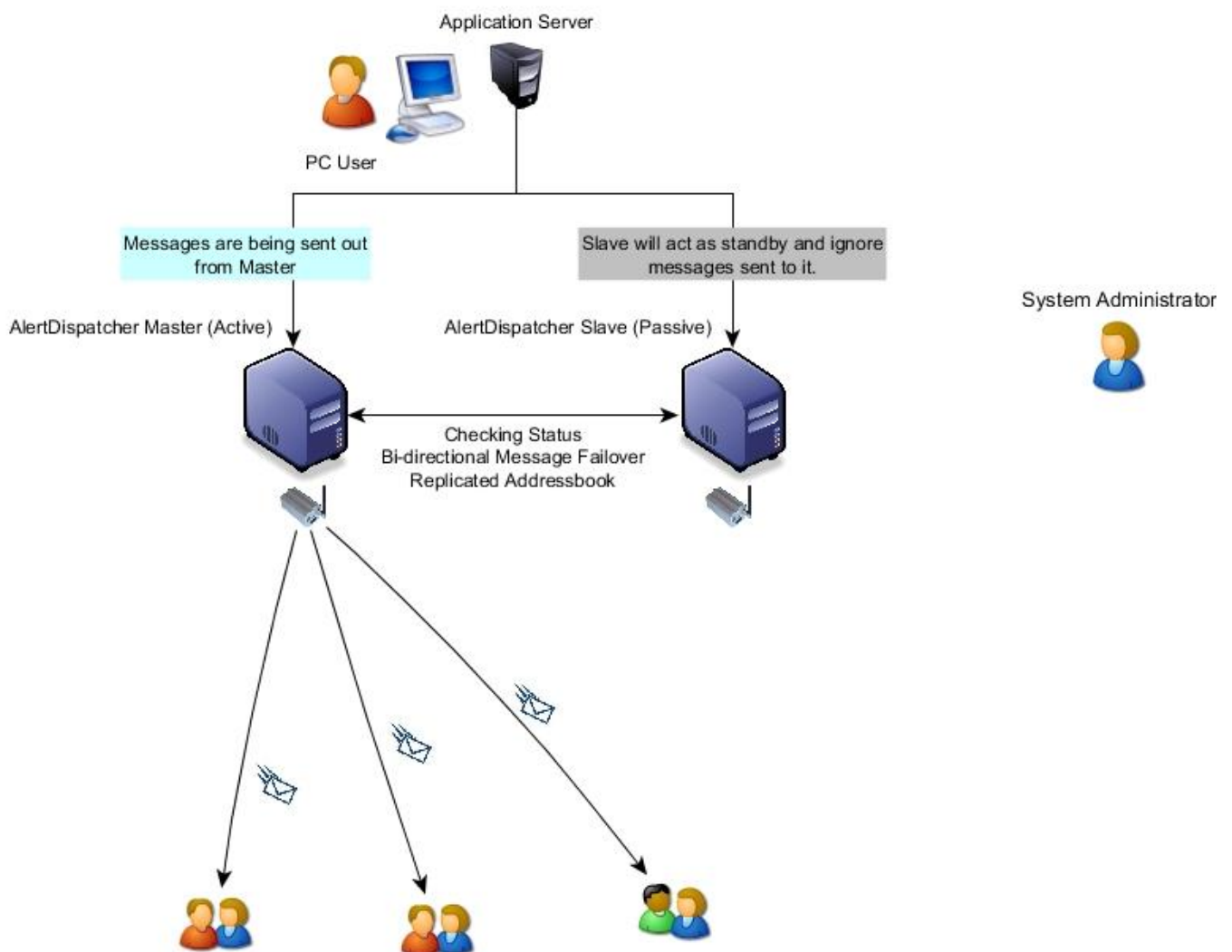


**Diagram 6a: Application-Aware 2N Redundancy (Enterprise Edition):**

Master/Slave Failover Nodes + Modem Clustering/Redundancy

**Scenario A - Active Master + Passive Slave - Duplicate messages sent to both servers**

**1. Normal Operations**

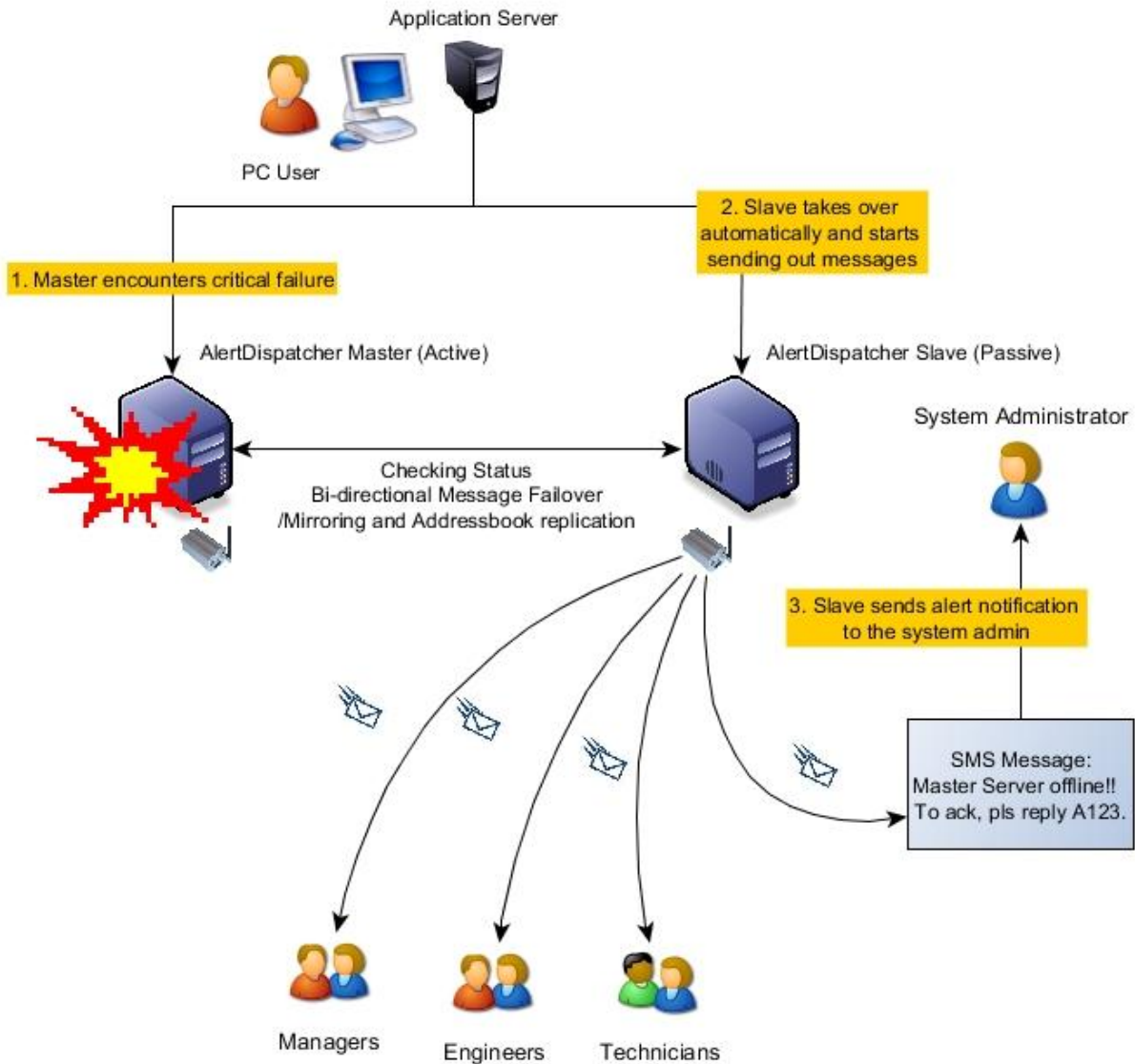


## **Diagram 6a: Application-Aware 2N Redundancy (Enterprise Edition)**

Master/Slave Failover Nodes + Modem Clustering/Redundancy

### **Scenario A - Active Master + Passive Slave - Duplicate messages sent to both servers**

#### **2. Failover to Passive Slave**

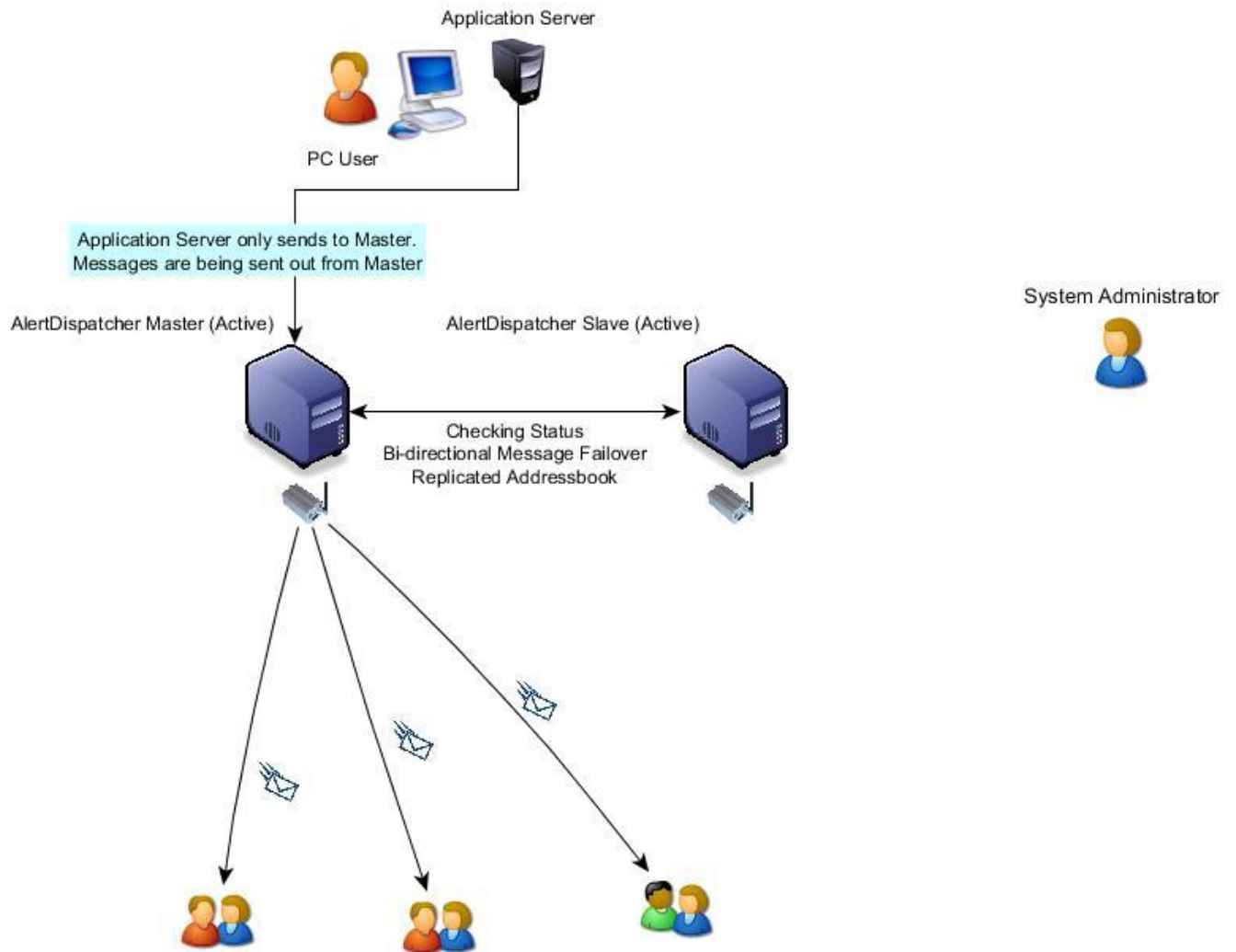


**Diagram 6b: Application-Aware 2N Redundancy (Enterprise Edition):**

Master/Slave Failover Nodes + Modem Clustering/Redundancy

***Scenario B. Active Master + Active Slave - Client application-side failover***

***1. Normal Operations***

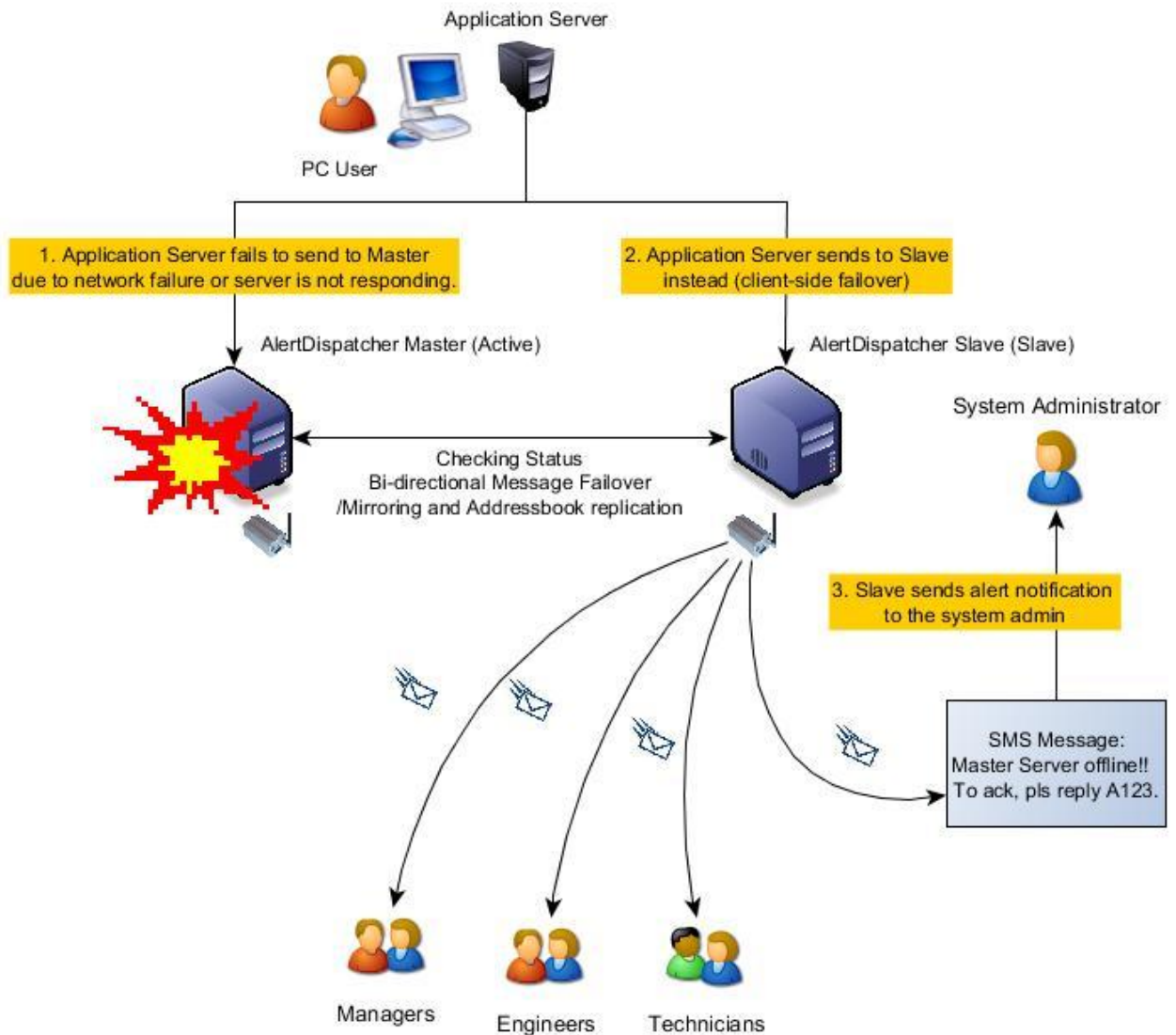


**Diagram 6b: Application-Aware 2N Redundancy (Enterprise Edition):**

Master/Slave Failover Nodes + Modem Clustering/Redundancy

**Scenario B. Active Master + Active Slave - Client application-side failover**

**2. Failover to Active Slave**





### **Diagram 7: Sample Usage Report^**

Daily/Monthly/Yearly reports with messages  
sent/received can be sent by email



[ALERTDISPATCHER] Monthly Report - 06, 2021, 2021-06-01 00:00:00 to 2021-06-30 23:59:59 >

#### **AlertDispatcher - Master**

to me ▾

[ALERTDISPATCHER] Monthly Report - June, 2021, 2021-06-01 00:00:00 to 2021-06-30 23:59:59

#### **SMS**

- 1). Sent: 48
- 2). Sent (Actual SMS): 49
- 3). Send Failed: 1
- 4). Received: 25

#### **EMAIL**

- 1). Sent: 25
- 2). Send Failed: 0
- 3). Received: 0

#### **TELEGRAM**

- 1). Sent: 14
- 2). Send Failed: 28
- 3). Received: 0

Note: Actual SMS sent refers to actual SMS count for billing by telco.