



Installation and Setup

TRANE CONTROL SYSTEM SETUP STEPS FOR ALERTDISPATCHER ALARM ALERT SYSTEM

Copyright

© 2013 Trane All rights reserved

This document and the information in it are the property of Trane and may not be used or reproduced in whole or in part, without the written permission of Trane. Trane reserves the right to revise this publication at any time and to make changes to its content without obligation to notify any person of such revision or change.

Trademarks

Trane and its logo are trademarks of Trane in the United States and other countries. All trademarks referenced in this document are the trademarks of their respective owners.

Table of Contents

Overview	4
Setup Steps for Tracer ES System.....	5
Setup E-mail Server Parameters	5
Setup Alarm Message Template	6
Setup E-mail Routing Rule	7
Panel Communication Alarms	9
Panel Alarm Subscriptions.....	10
Setup Steps for Tracer SC System.....	11
Setup SMTP Server.....	11
Routing Event E-mail	13
Send test SMS from Tracer SC	15
Setup Steps for Tracer Summit System	16
AlertDispatcher MAPI Setup	16
Microsoft Office Outlook Setup	18
Tracer Summit Setup	20

Overview

After you have successfully installed AlertDispatcher and sending yourself a test SMS, please continue with the following steps to setup Trane Control System for AlertDispatcher Alarm Alert System.

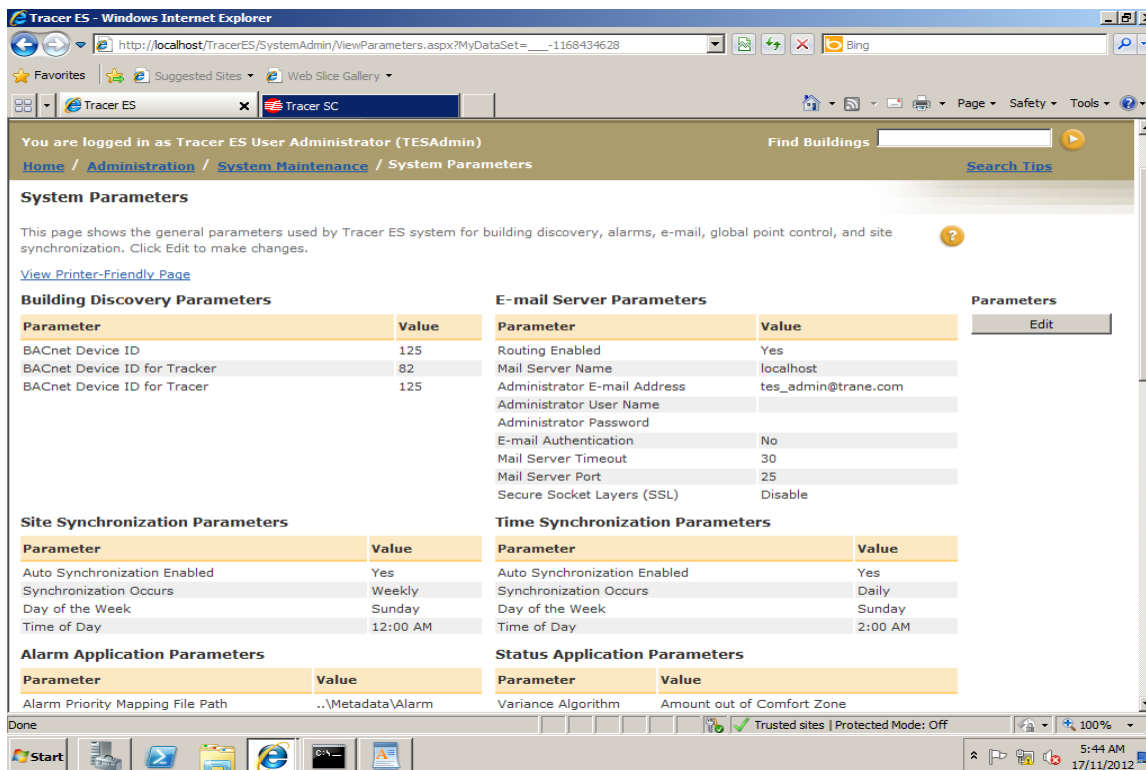
The AlertDispatcher utilizes the E-mail function of the Tracer ES, SC and Tracer Summit to convert the alarm event to send out a SMS or an E-mail or both to alert the user.

Setup Steps for Tracer ES System

This setup has the AlertDispatcher installed in the Tracer ES server machine.

Setup E-mail Server Parameters

Setup the **E-mail Server Parameters** by going to the **Administration** link on the Tracer ES home page, → **System Maintenance** → **System Parameters**.



You are logged in as Tracer ES User Administrator (TESAdmin)

Home / Administration / System Maintenance / System Parameters

System Parameters

This page shows the general parameters used by Tracer ES system for building discovery, alarms, e-mail, global point control, and site synchronization. Click Edit to make changes.

[View Printer-Friendly Page](#)

Building Discovery Parameters		E-mail Server Parameters	
Parameter	Value	Parameter	Value
BACnet Device ID	125	Routing Enabled	Yes
BACnet Device ID for Tracker	82	Mail Server Name	localhost
BACnet Device ID for Tracer	125	Administrator E-mail Address	tes_admin@trane.com
		Administrator User Name	
		Administrator Password	
		E-mail Authentication	No
		Mail Server Timeout	30
		Mail Server Port	25
		Secure Socket Layers (SSL)	Disable

[Parameters](#) [Edit](#)

Site Synchronization Parameters		Time Synchronization Parameters	
Parameter	Value	Parameter	Value
Auto Synchronization Enabled	Yes	Auto Synchronization Enabled	Yes
Synchronization Occurs	Weekly	Synchronization Occurs	Daily
Day of the Week	Sunday	Day of the Week	Sunday
Time of Day	12:00 AM	Time of Day	2:00 AM

Alarm Application Parameters		Status Application Parameters	
Parameter	Value	Parameter	Value
Alarm Priority Mapping File Path	..\Metadata\Alarm	Variance Algorithm	Amount out of Comfort Zone

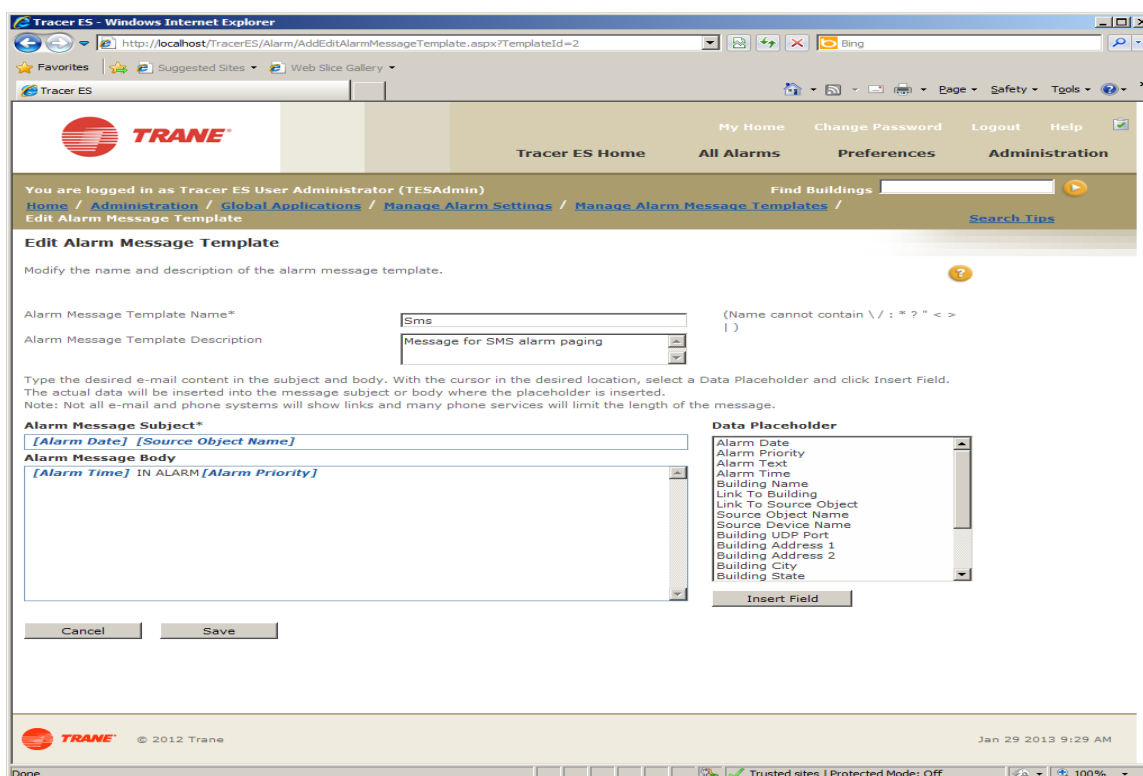
1. Click the **“Edit”** button to make changes.
2. Put the Routing Enabled to **“Yes”**.
3. Set the Mail Server Name. If the AlertDispatcher is installed on the same machine, set it to **“localhost”** else, set the correct server name where the AlertDispatcher is installed.
4. Administrator E-mail Address - Enter the E-mail address if there is an email address assigned, else use any E-mail address with a valid email format **“name@xxxxx.com”**. eg. The customer or the project name can be used. This email address will be recorded in the AlertDispatcher **“Messages”** log to trace an alarm alert is sent out from this Tracer ES system.
5. The others parameters can be left as default. Please note and make sure that the Mail Server Port is the same as defined in AlertDispatcher. (Default industry port is 25).
6. Click **“Save”** button to save the setting.

Setup Alarm Message Template

In Tracer ES, we have the flexibility to edit the alarm message template.

Edit the Alarm Message Template by going to the **Administration** link on the Tracer ES home page,
→ Global Applications → Manage Alarm Settings → Manage Alarm Message Templates → Edit Alarm Message Template.

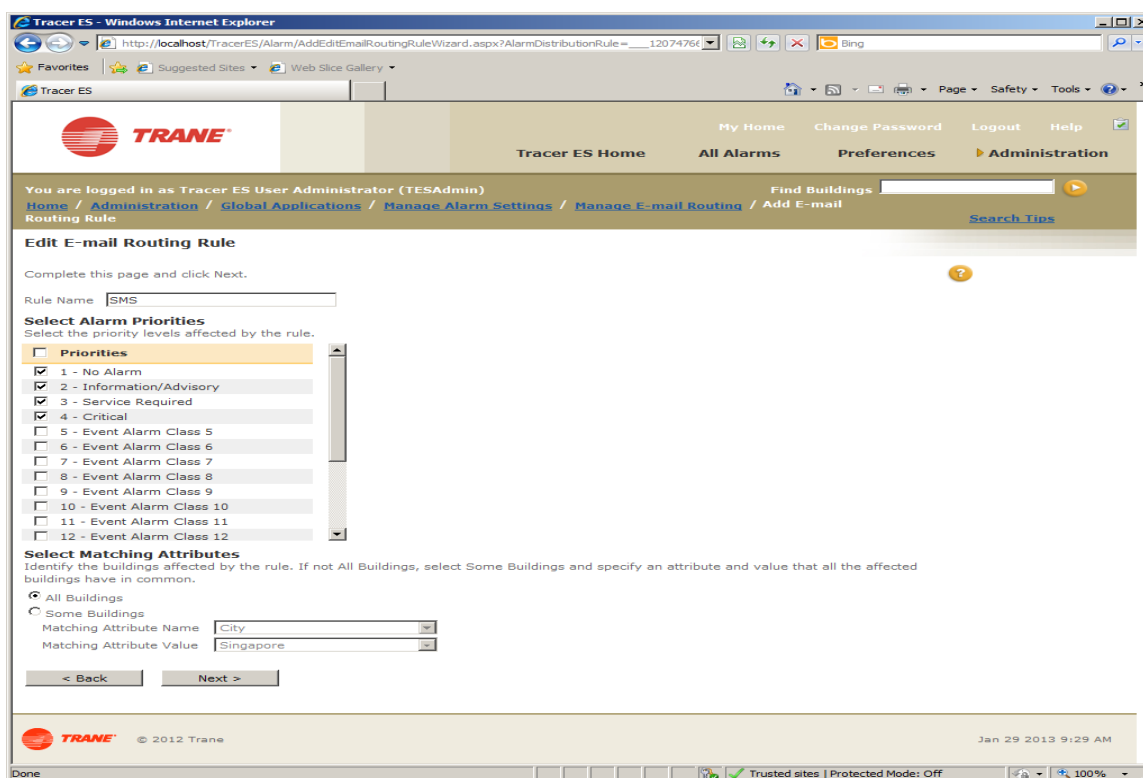
1. Give a meaningful template name, e.g. SMS_Alarm_Message.
2. Give a description.
3. Set the Alarm Message Subject & Body as per your requirement. Please note that Data Placeholder are fixed and cannot be change, it has be used as it is. You can have addition text message input. SMS message length should not be too long as it will take a longer time to send longer SMS.
4. Click “Save” button to complete the setting.



Setup E-mail Routing Rule

Setup the **E-mail Routing Rule** by going to the **Administration** link on the Tracer ES home page,
→ Global Applications → Manage Alarm Settings → Manage E-mail Routing → Add E-mail Routing Rule.

1. Click “**Add New E-mail Routing Rule**” link
2. Give a meaningful Rule Name, e.g. SMS.
3. Select the event priorities to route to for SMS/E-mail alert.
4. Select the building that the rule applied.
5. Click “**Next**” button



Tracer ES - Windows Internet Explorer

http://localhost/TracerES/Alarm/AddEditEmailRoutingRuleWizard.aspx?AlarmDistributionRule=_12074764

Tracer ES

My Home Change Password Logout Help

Tracer ES Home All Alarms Preferences Administration

You are logged in as Tracer ES User Administrator (TESAdmin)

Home / Administration / Global Applications / Manage Alarm Settings / Manage E-mail Routing / Add E-mail Routing Rule

Find Buildings

Search Tips

Edit E-mail Routing Rule

Complete this page and click Next.

Rule Name SMS

Select Alarm Priorities

Select the priority levels affected by the rule.

☐ Priorities

- ☒ 1 - No Alarm
- ☒ 2 - Information/Advisory
- ☒ 3 - Service Required
- ☒ 4 - Critical
- ☐ 5 - Event Alarm Class 5
- ☐ 6 - Event Alarm Class 6
- ☐ 7 - Event Alarm Class 7
- ☐ 8 - Event Alarm Class 8
- ☐ 9 - Event Alarm Class 9
- ☐ 10 - Event Alarm Class 10
- ☐ 11 - Event Alarm Class 11
- ☐ 12 - Event Alarm Class 12

Select Matching Attributes

Identify the buildings affected by the rule. If not All Buildings, select Some Buildings and specify an attribute and value that all the affected buildings have in common.

☒ All Buildings

☐ Some Buildings

Matching Attribute Name City

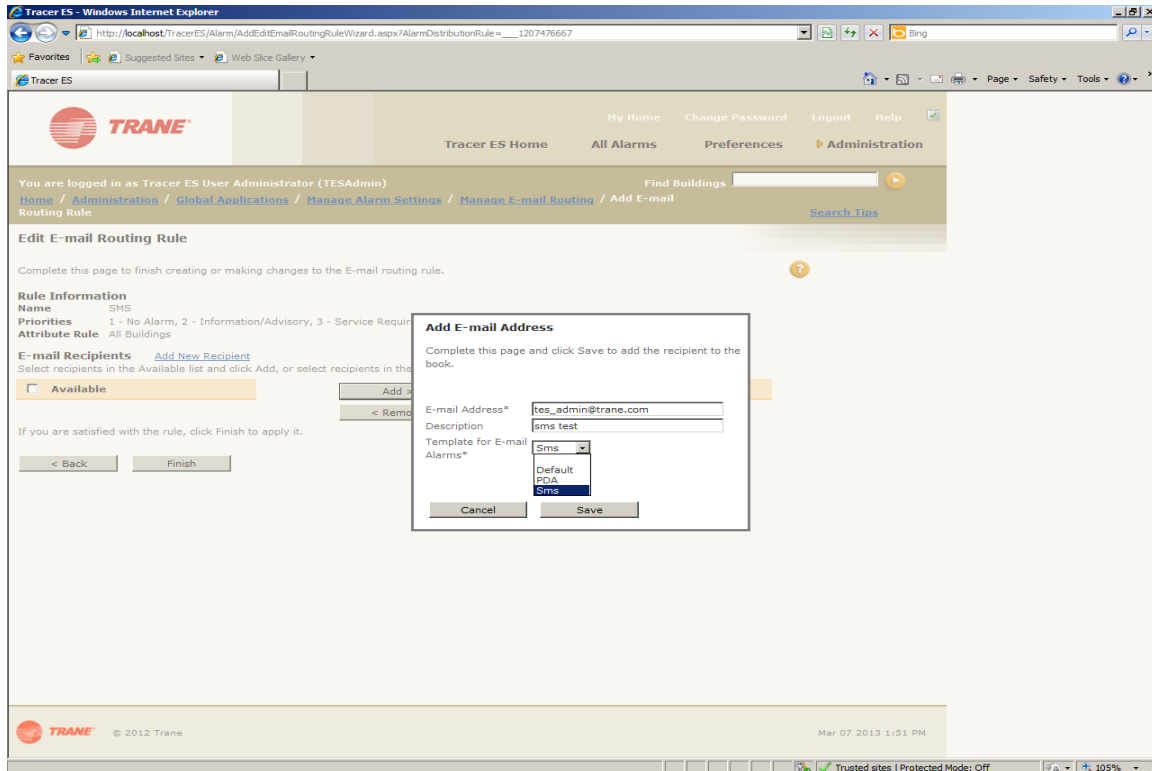
Matching Attribute Value Singapore

< Back Next >

Trane © 2012 Trane Jan 29 2013 9:29 AM

Done Trusted sites | Protected Mode: Off 100%

6. Click **“Add New Recipient”** link to add E-mail address. Enter the E-mail Address starting with the Group name defined in the Address book in AlertDispatcher and followed by **“@xxxxx.com”**. The xxxxx can be anything, eg. The customer or the project name can be used. Multiple E-mail addresses can be set to alert different group of users as defined in AlertDispatcher.
7. Give a description.
8. Select an E-mail template.
9. Click **“Save”** to create E-mail address.
10. Click **“Finish”** button to complete.



The screenshot shows the Tracer ES web interface in Internet Explorer. The main page is titled "Edit E-mail Routing Rule" and contains sections for "Rule Information" and "E-mail Recipients". A modal dialog box titled "Add E-mail Address" is open, prompting the user to complete the page and click Save to add the recipient to the book. The dialog box contains the following fields:

- E-mail Address*: tes_admin@trane.com
- Description: sms test
- Template for E-mail Alarms*: A dropdown menu with options: Default, POA, and Sms (selected).

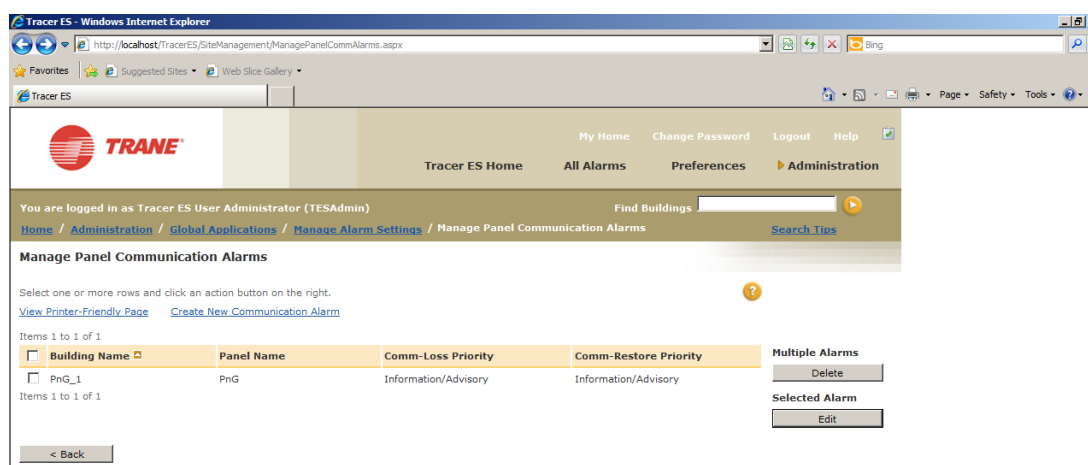
Buttons for "Cancel" and "Save" are at the bottom of the dialog. The background page shows navigation links like "Tracer ES Home", "All Alarms", "Preferences", and "Administration". The footer indicates "© 2012 Trane" and the date "Mar 07 2013 1:51 PM".

Panel Communication Alarms

Panel Communication Alarm can also be SMS/Email to user upon failure or return to normal, setup to be done as required.

Go to the **Administration** link on the Tracer ES home page → **Global Applications** → **Manage Alarm Settings** → **Manage Panel Communication Alarms**.

1. Click “**Create New Communication Alarm**” link to create new panel alarm or select existing panel to make changes..
2. Select the Panel location, Building. Click “**Next**” button. Select Panel.



Tracer ES - Windows Internet Explorer

http://localhost/TracerES/Management/ManagePanelCommAlarms.aspx

Trane

My Home Change Password Logout Help

Tracer ES Home All Alarms Preferences Administration

You are logged in as Tracer ES User Administrator (TESAdmin) Find Buildings

Home / Administration / Global Applications / Manage Alarm Settings / Manage Panel Communication Alarms Search Tips

Manage Panel Communication Alarms

Select one or more rows and click an action button on the right.

View Printer-Friendly Page Create New Communication Alarm

Items 1 to 1 of 1

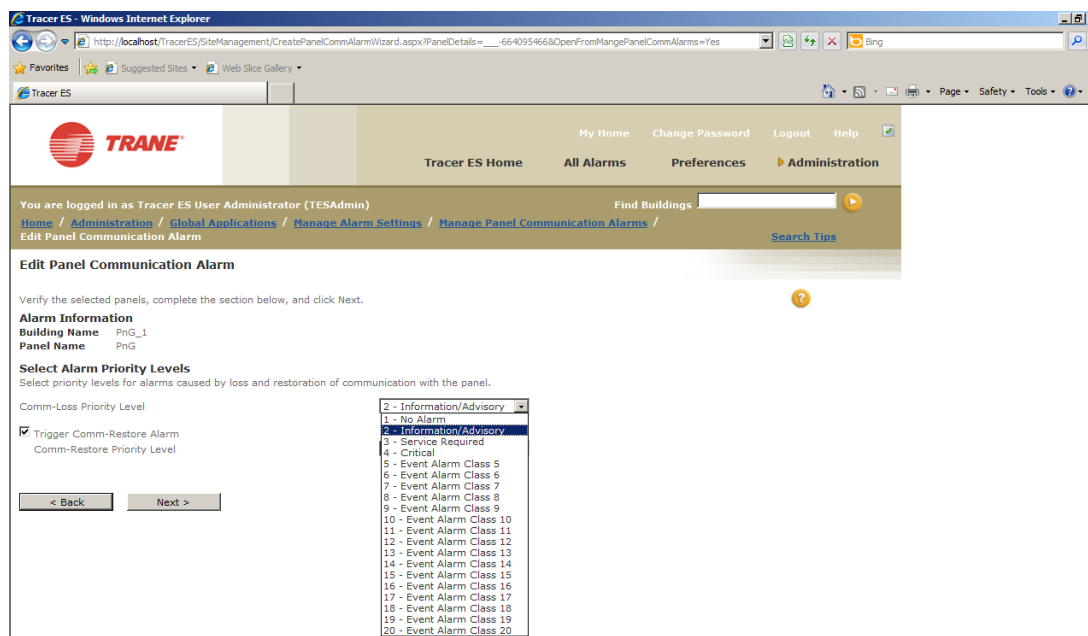
Building Name	Panel Name	Comm-Loss Priority	Comm-Restore Priority	Multiple Alarms
PnG_1	PnG	Information/Advisory	Information/Advisory	Delete

Items 1 to 1 of 1

Selected Alarm Edit

< Back

3. Select the desired Priority for Comm-Loss and Comm-Restore alarm as needed.
4. Click “**Next**” Button. Verify setup.
5. Click “**Back**” button to make changes and click “**Finish**” button to complete setup.



Tracer ES - Windows Internet Explorer

http://localhost/TracerES/Management/CreatePanelCommAlarmWizard.aspx?PanelDetails=__664095466&OpenFromManagePanelCommAlarms=Yes

Trane

My Home Change Password Logout Help

Tracer ES Home All Alarms Preferences Administration

You are logged in as Tracer ES User Administrator (TESAdmin) Find Buildings

Home / Administration / Global Applications / Manage Alarm Settings / Manage Panel Communication Alarms / Edit Panel Communication Alarm Search Tips

Edit Panel Communication Alarm

Verify the selected panels, complete the section below, and click Next.

Alarm Information

Building Name PnG_1

Panel Name PnG

Select Alarm Priority Levels

Select priority levels for alarms caused by loss and restoration of communication with the panel.

Comm-Loss Priority Level

2 - Information/Advisory

1 - No Alarm

3 - Information/Advisory

4 - Service Required

5 - Critical

6 - Event Alarm Class 5

7 - Event Alarm Class 6

8 - Event Alarm Class 7

9 - Event Alarm Class 8

10 - Event Alarm Class 9

11 - Event Alarm Class 10

12 - Event Alarm Class 11

13 - Event Alarm Class 12

14 - Event Alarm Class 13

15 - Event Alarm Class 14

16 - Event Alarm Class 15

17 - Event Alarm Class 16

18 - Event Alarm Class 17

19 - Event Alarm Class 18

20 - Event Alarm Class 19

21 - Event Alarm Class 20

Trigger Comm-Restore Alarm

Comm-Restore Priority Level

2 - Information/Advisory

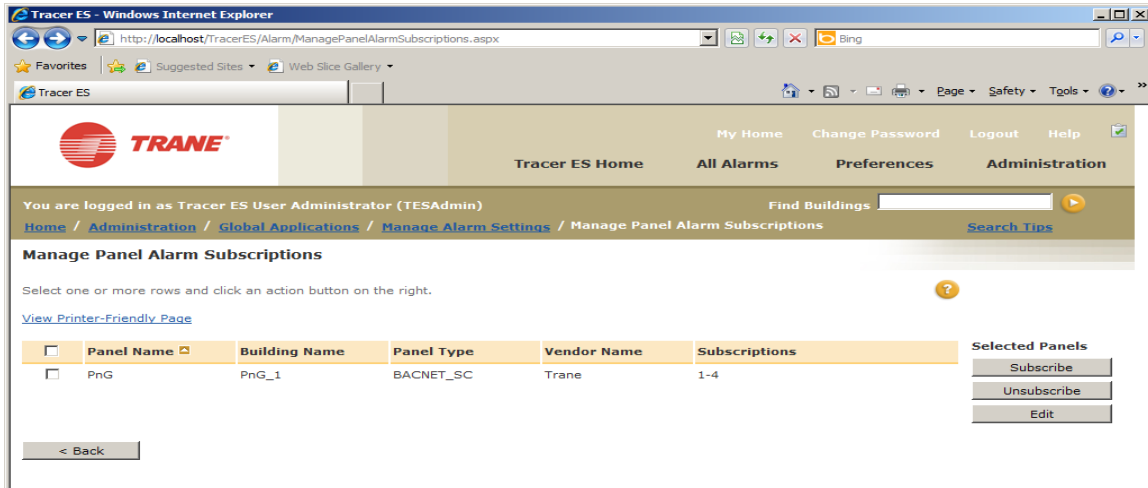
< Back Next >

Panel Alarm Subscriptions

As per our system requirement, a panel alarm subscriptions need to be setup.

Go to the **Administration** link on the Tracer ES home page → **Global Applications** → **Manage Alarm Settings** → **Manage Panel Alarm Subscriptions**.

1. Click the checkbox to select the panel.
2. Click “**subscribe**” button.



Tracer ES - Windows Internet Explorer

http://localhost/TracerES/Alarm/ManagePanelAlarmSubscriptions.aspx

Trane

Tracer ES Home All Alarms Preferences Administration

You are logged in as Tracer ES User Administrator (TESAdmin) Find Buildings

Home / Administration / Global Applications / Manage Alarm Settings / Manage Panel Alarm Subscriptions Search Tips

Manage Panel Alarm Subscriptions

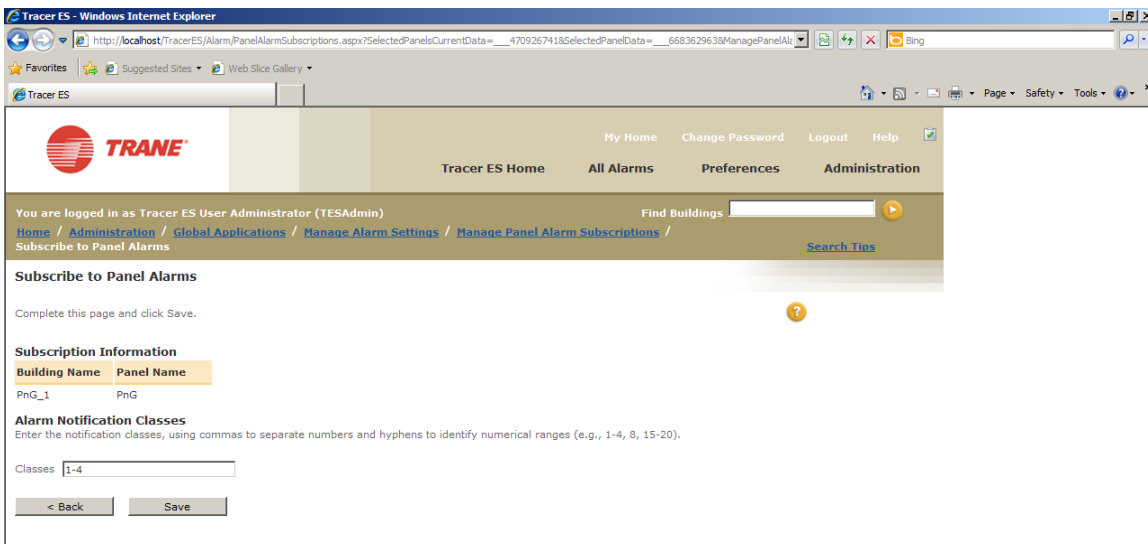
Select one or more rows and click an action button on the right.

[View Printer-Friendly Page](#)

<input type="checkbox"/>	Panel Name	Building Name	Panel Type	Vendor Name	Subscriptions	
<input checked="" type="checkbox"/>	PnG	PnG_1	BACNET_SC	Trane	1-4	Selected Panels Subscribe Unsubscribe Edit

< Back

3. Enter the **Alarm Notification Classes** to subscribe to.
4. Click “**Save**” button to complete.



Tracer ES - Windows Internet Explorer

http://localhost/TracerES/Alarm/PanelAlarmSubscriptions.aspx?SelectedPanelsCurrentData=__4709267418SelectedPanelData=__6683629638ManagePanelAl...

Trane

Tracer ES Home All Alarms Preferences Administration

You are logged in as Tracer ES User Administrator (TESAdmin) Find Buildings

Home / Administration / Global Applications / Manage Alarm Settings / Manage Panel Alarm Subscriptions / Subscribe to Panel Alarms Search Tips

Subscribe to Panel Alarms

Complete this page and click Save.

Subscription Information

Building Name	Panel Name
PnG_1	PnG

Alarm Notification Classes

Enter the notification classes, using commas to separate numbers and hyphens to identify numerical ranges (e.g., 1-4, 8, 15-20).

Classes: 1-4

< Back Save

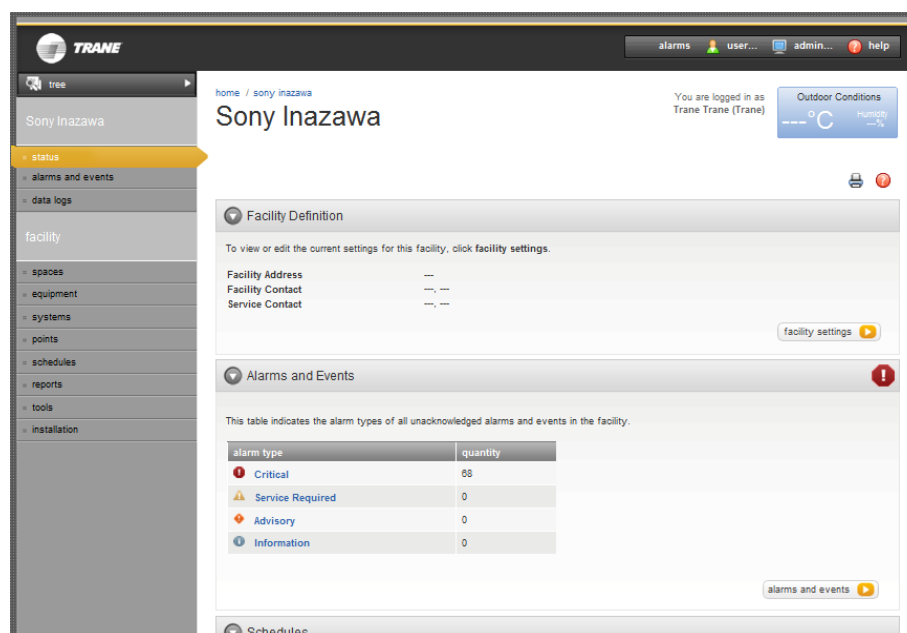
Setup Steps for Tracer SC System

To do the following setup, log in to the SC via SC UI configuration mode.

Setup SMTP Server

To setup the **SMTP Server**.

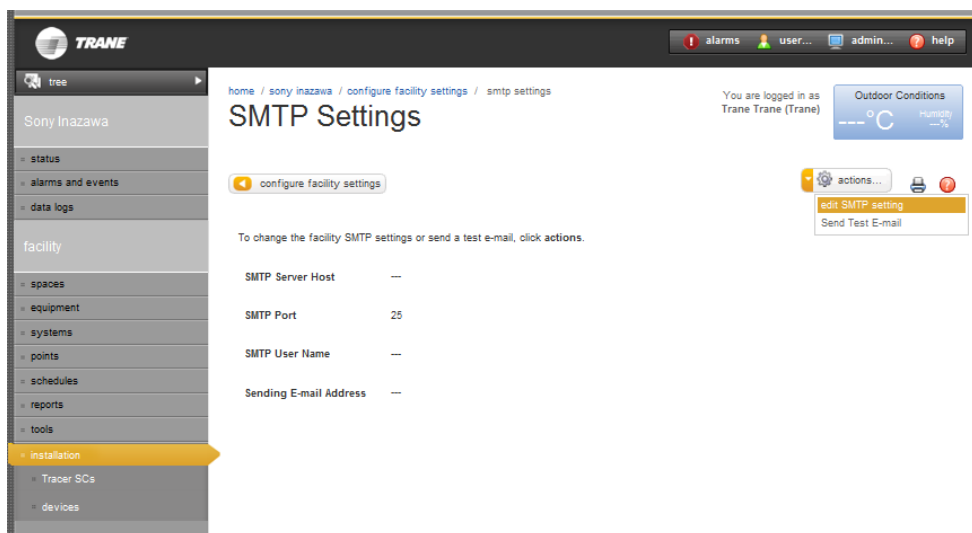
Click **facility** from the left navigation menu → Access the **Facility Definition** → Click “**facility setting**” button



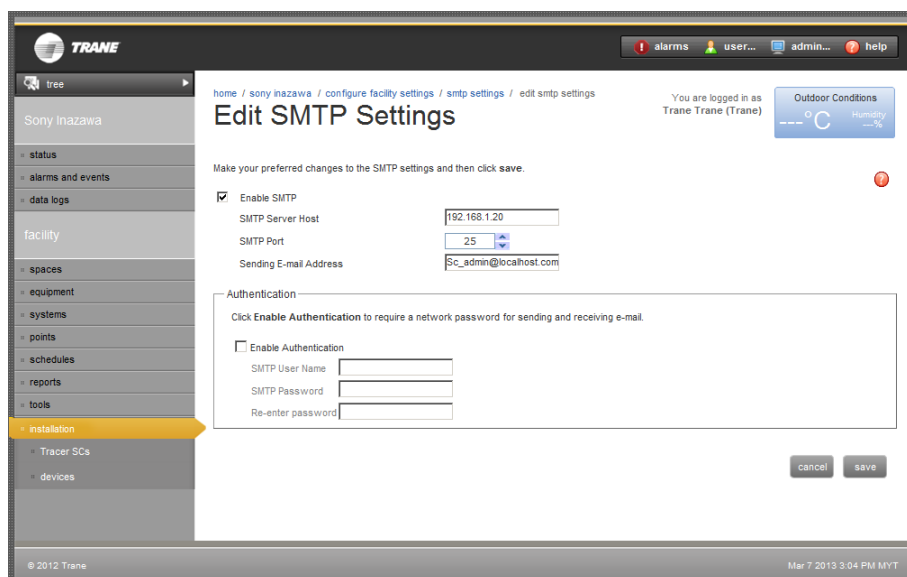
→ Click **SMTP Settings**



→ Click “actions” → Select “edit SMTP setting”.



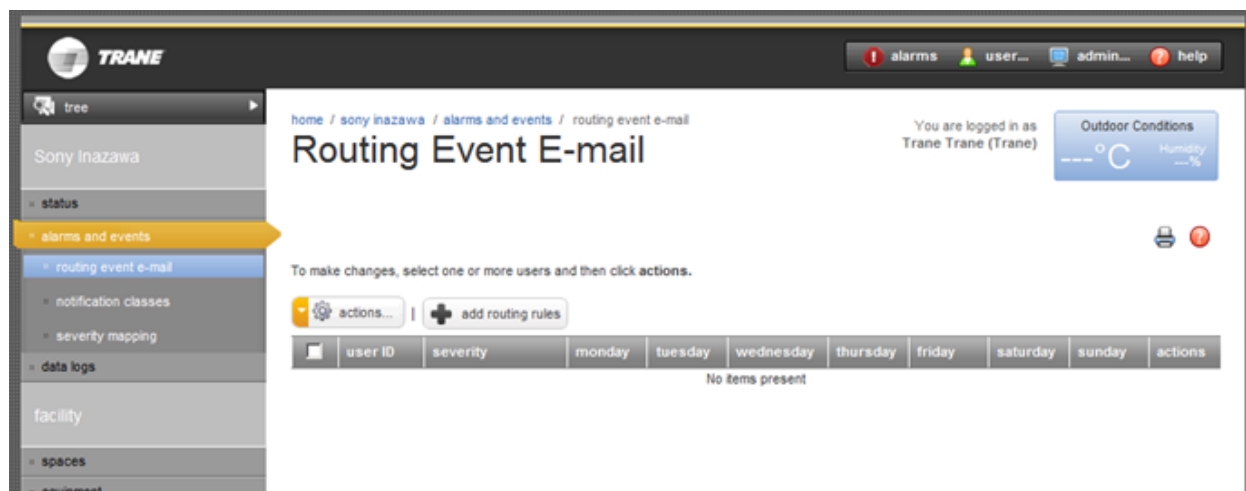
1. Check “**Enable SMTP**”.
2. **SMTP Server Host** – Enter the IP address of the machine that the AlertDispatcher is installed.
3. **SMTP Port** – Leave as default, 25, unless that is a requirement to change to other.
4. **Sending E-mail Address** - Enter the E-mail address if there is an email address assigned, else use a valid email format “name@xxxxx.com”. eg. The customer or the project name can be used. This email address will be recorded in the AlertDispatcher “Messages” log to trace an alarm alert is sent out from this Tracer SC.
5. **Authentication** – No Authentication is necessary to work with AlertDispatcher.
6. Click “**Save**” button to complete setting.



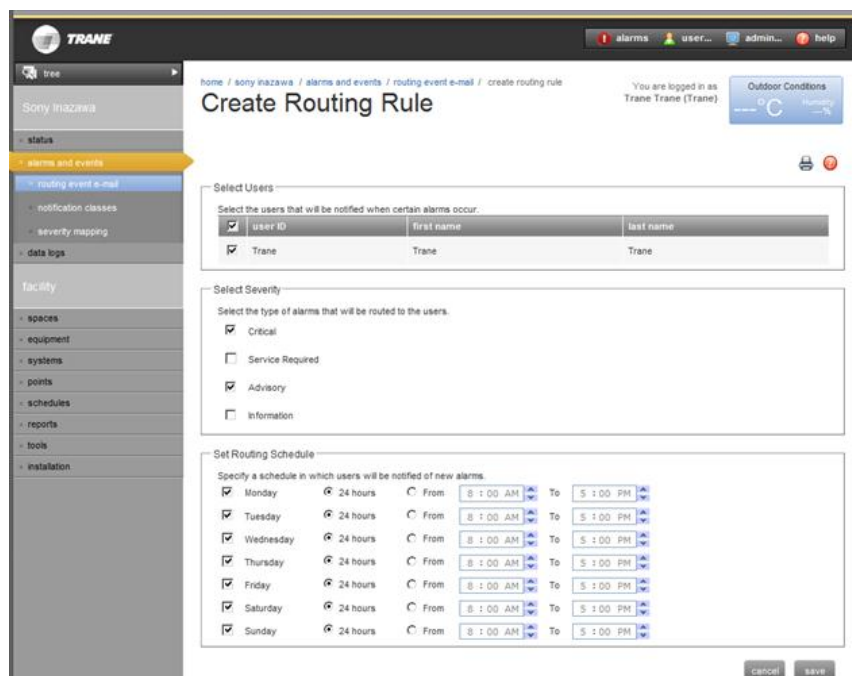
Routing Event E-mail

To setup the Routing Event E-mail.

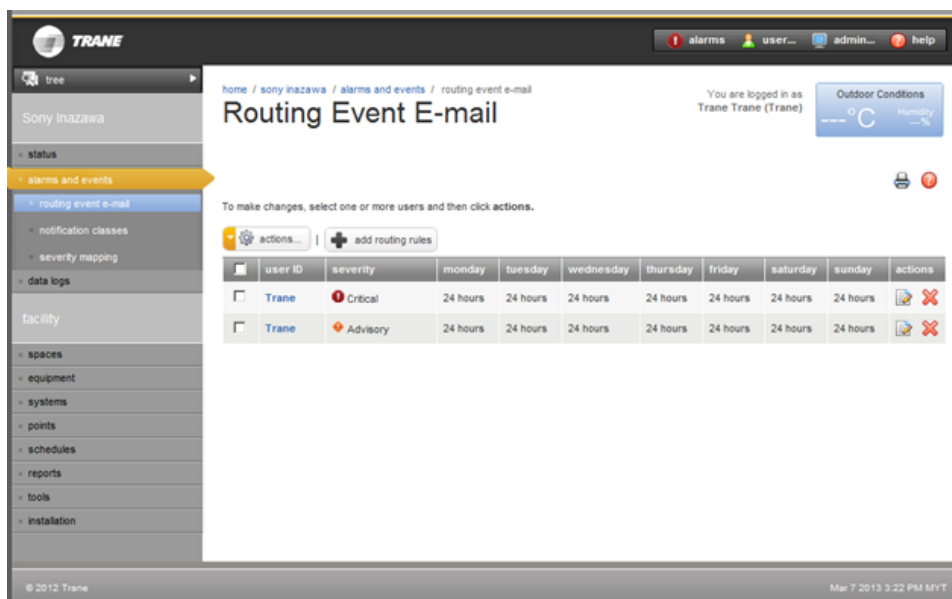
From the left navigation menu, click **alarms and event** → **routing event e-mail** → Click “add routing rules” button.



1. **Select Users** - Select the user to receive the alarms and events
2. **Select Severity** - Select the type of alarms to route to the user
3. **Set Routing Schedule** – To set the schedule that the user to receive the alarms and events. 24X7 hrs can be set here. If shift schedule need to be implement, set it in AlertDispatcher.
4. Click “**Save**” button to complete setting.

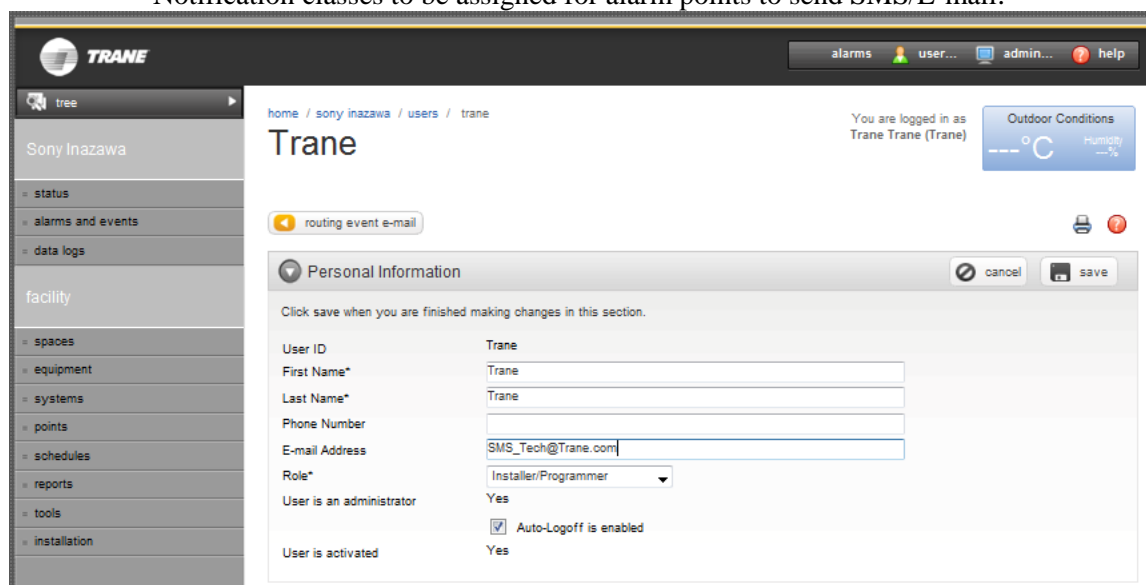


- Click on the user ID to make change to the user information.



- Click “edit” to enter the E-mail Address.
- E-mail Address** - Enter the E-mail Address starting with the Group name defined in the Address book in AlertDispatcher and followed by “@xxxxx.com”. The xxxxx can be anything, eg. The customer or the project name can be used. Multiple E-mail addresses can be set to alert different group of users as defined in AlertDispatcher.
- Click “save” to save the E-mail Address.

Note: E-mail Address can also be edited in the users menu under administration.
Notification classes to be assigned for alarm points to send SMS/E-mail.

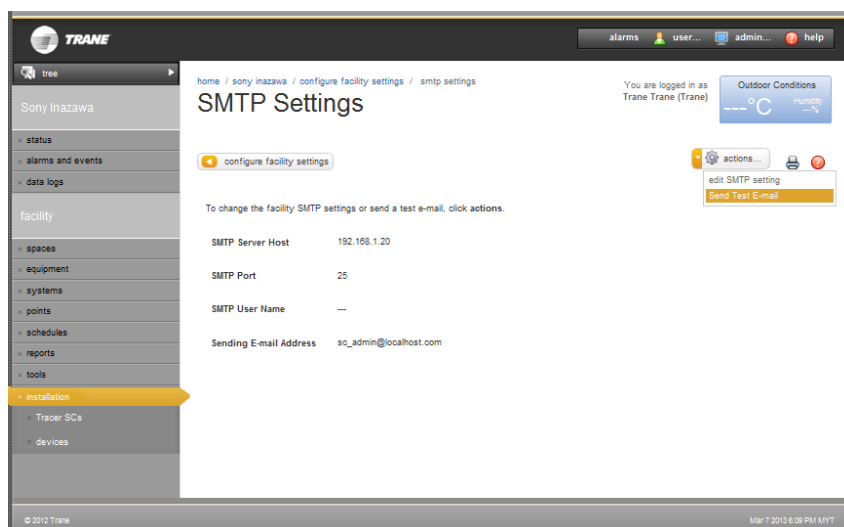


Send test SMS from Tracer SC

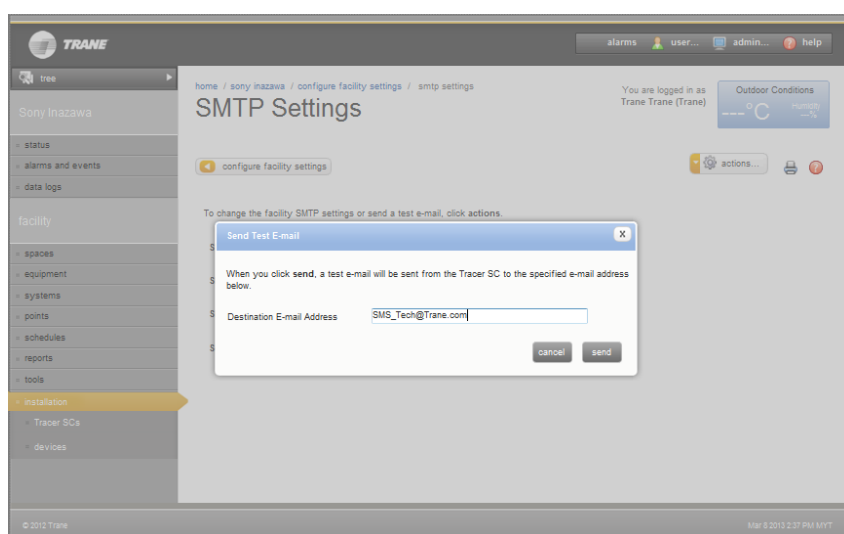
Tracer SC can send a test E-mail to activate the SMS/E-mail alarm alert under “SMTP Settings”.

Click **facility** from the left navigation menu → Access the **Facility Definition** → Click “**facility setting**” button

→ Click **SMTP Settings** → Click “**actions**” → Select “**eSend Test E-mail**”.



Enter the Destination E-mail Address starting with the Group name defined in the Address book in Alert Dispatcher and followed by “@xxxxx.com” to send a test E-mail. E.g. SMS_Tech@trane.com.



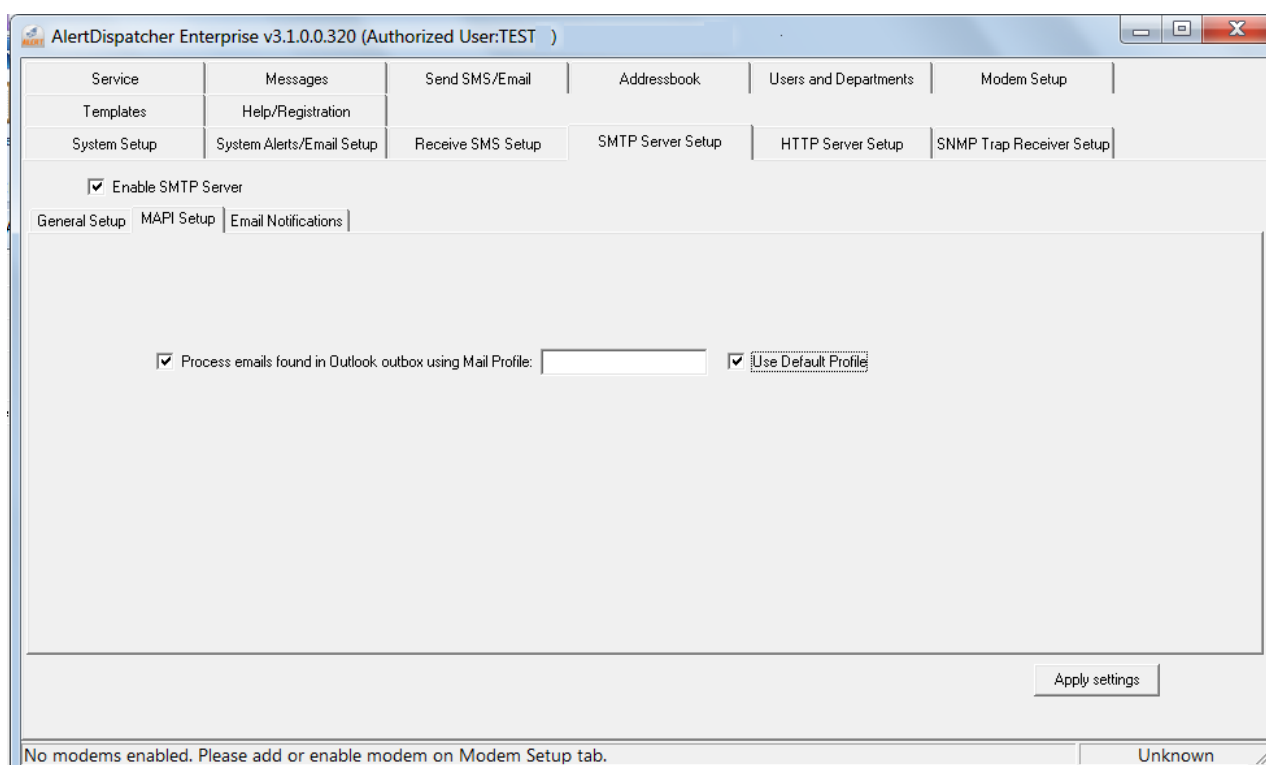
Setup Steps for Tracer Summit System

For the Tracer Summit system, additional Microsoft Office Outlook is required for the alarm alert system to work.

AlertDispatcher MAPI Setup

AlertDispatcher will be configure to process email found in Outlook outbox directly as shown in the screen below using MAPI.

Using this method, Outlook need not to be run all the time – however, Outlook is required to be install and configure profile to point to AlertDispatcher Server. Processing emails directly is more stable because Outlook may hang if there are too many messages.



AlertDispatcher Enterprise v3.1.0.0.320 (Authorized User:TEST)

Service	Messages	Send SMS/Email	Addressbook	Users and Departments	Modem Setup
Templates	Help/Registration				
System Setup	System Alerts/Email Setup	Receive SMS Setup	SMTP Server Setup	HTTP Server Setup	SNMP Trap Receiver Setup

☒ Enable SMTP Server

General Setup | **MAPI Setup** | Email Notifications

☒ Process emails found in Outlook outbox using Mail Profile: ☒ Use Default Profile

Apply settings

No modems enabled. Please add or enable modem on Modem Setup tab. Unknown

You must also logon “AlertDispatcher-SMTP” service as a local user (NOT domain user) with administrator rights. After that, restart AlertDispatcher-SMTP service.

After 2-3 minutes, refer to C:\Program Files (x86)\AlertDispatcher\Log\SMTPServer.log. If the following error appears, you need to verify that the username you used has administrator rights and you are using the default profile. If there is more than one profile, please enter the profile name which you have created.

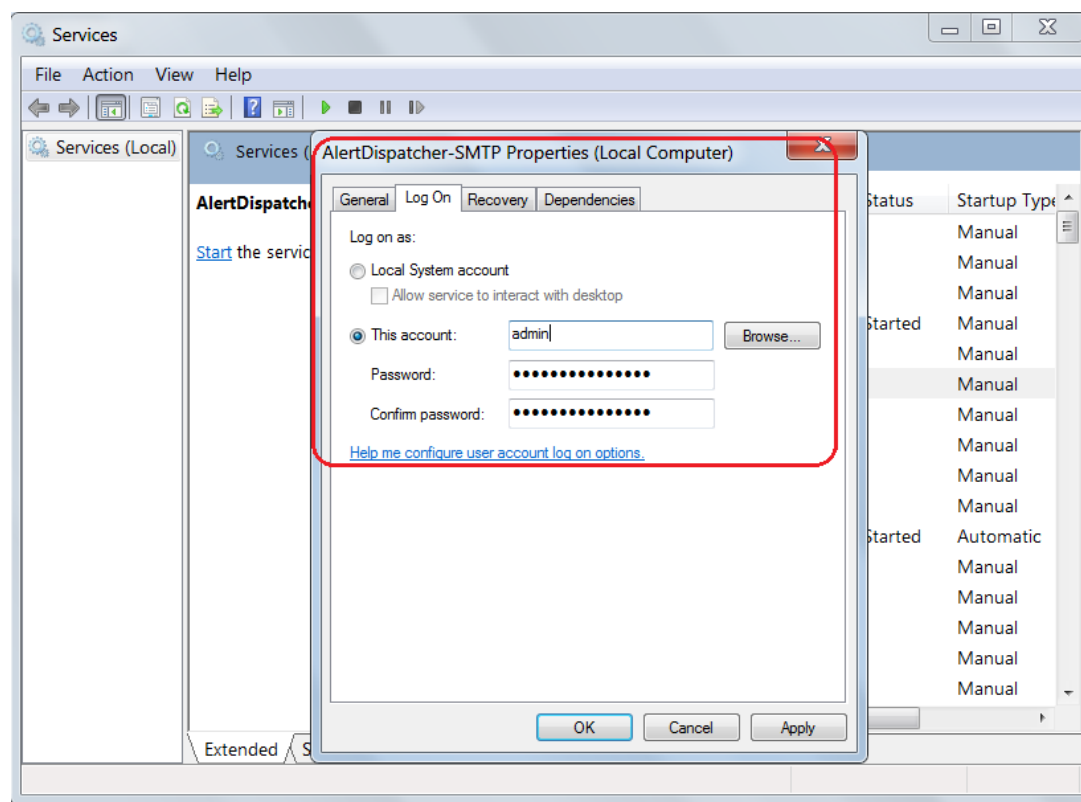
2013.03.07 14:07:32:994 SmtP Server Socket opened on Port: 25

2013.03.07 14:09:14:653 Failed to connect to MAPI! Please configure Alertdispatcher-SMTP to logon as the Windows logon user using Windows Services console. Error: Error (0x80040111) occurred when logging into the extended MAPI subsystem via the Profile: "". 2013.03.07 14:09:14:731 <-- OK

Call the services list by executing “service.msc “ in **RUN**. Select and double click on “**AlertDispatcher SMTP**”.

Under the “Log On” Tab, assigned a local user with administrator right, e.g. the tracer summit login user.

Restart the AlertDispatcher SMTP service to register the change.



Microsoft Office Outlook Setup

Setup a dummy outlook default profile.

Go to **Control Panel -> Mail -> E-mail Accounts -> Under Email Tab, click New.**

Your Name – Can be any meaningful name. e.g. SMS

E-mail Address - Enter the E-mail address if there is an email address assigned, else use a valid email format “name@xxxxx.com”. eg. The customer or the project name can be used.

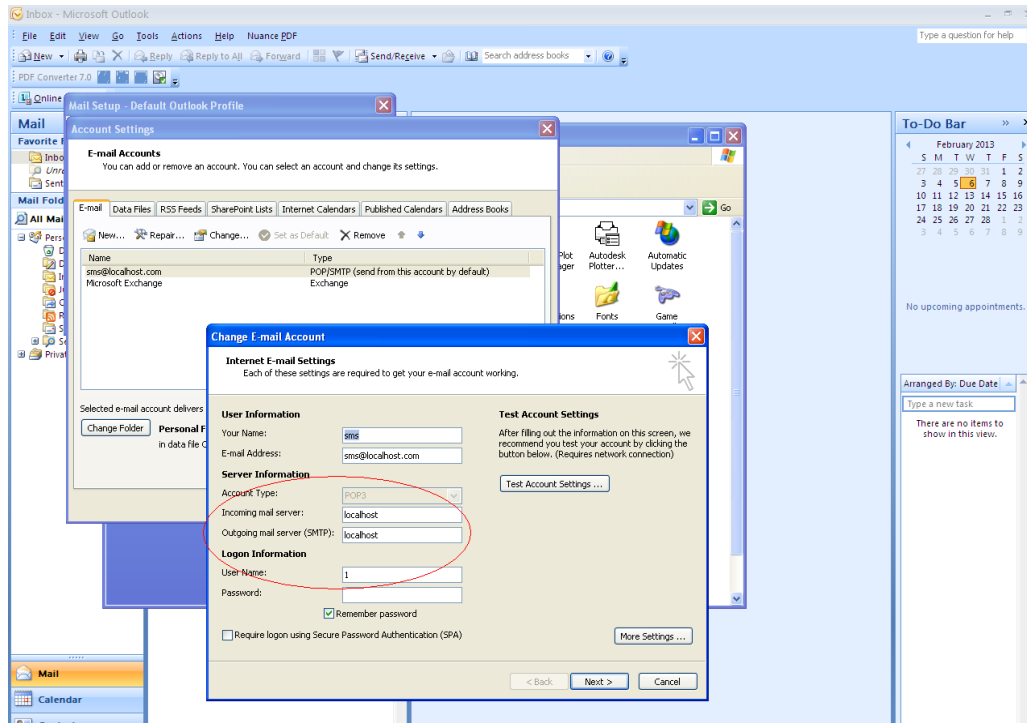
This email address will be recorded in the AlertDispatcher “Messages” log to trace an alarm alert is sent out from this Tracer Summit system.

Incoming mail server – localhost

Outgoing mail server – localhost

User Name – Any dummy name

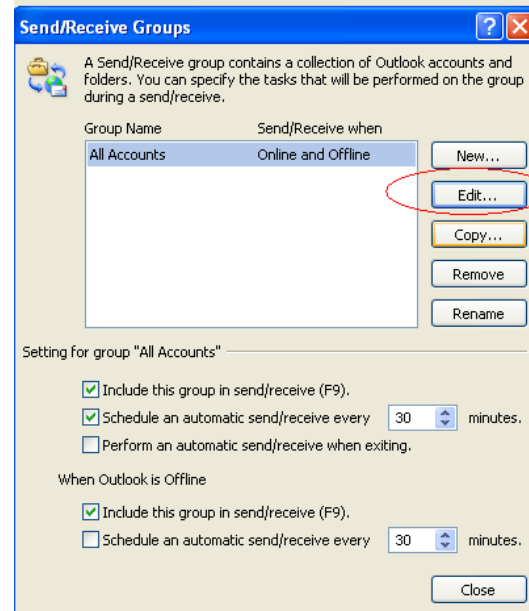
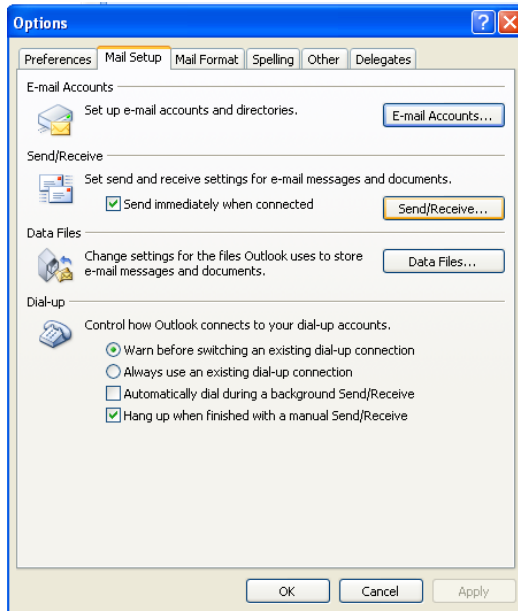
Password – No required



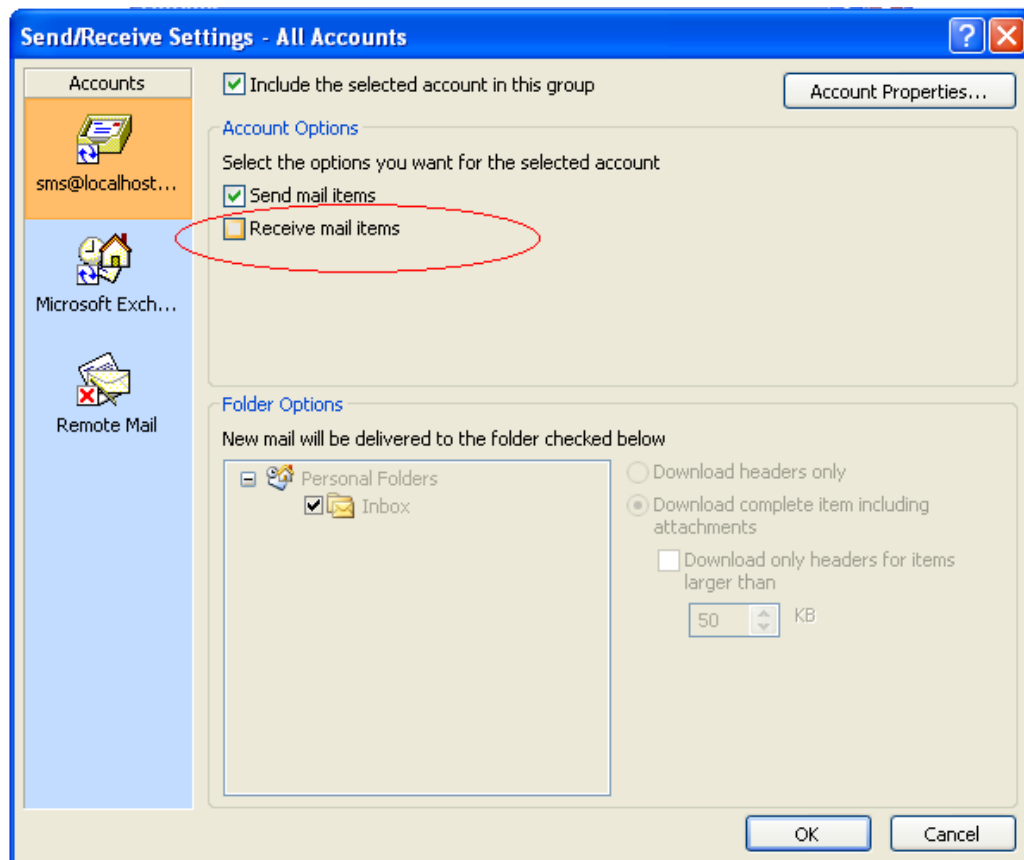
In Microsoft Office Outlook, go to **Tools -> Options -> Mail Setup**.

-> Click on **Send/Receive**

-> Click on **Edit**.



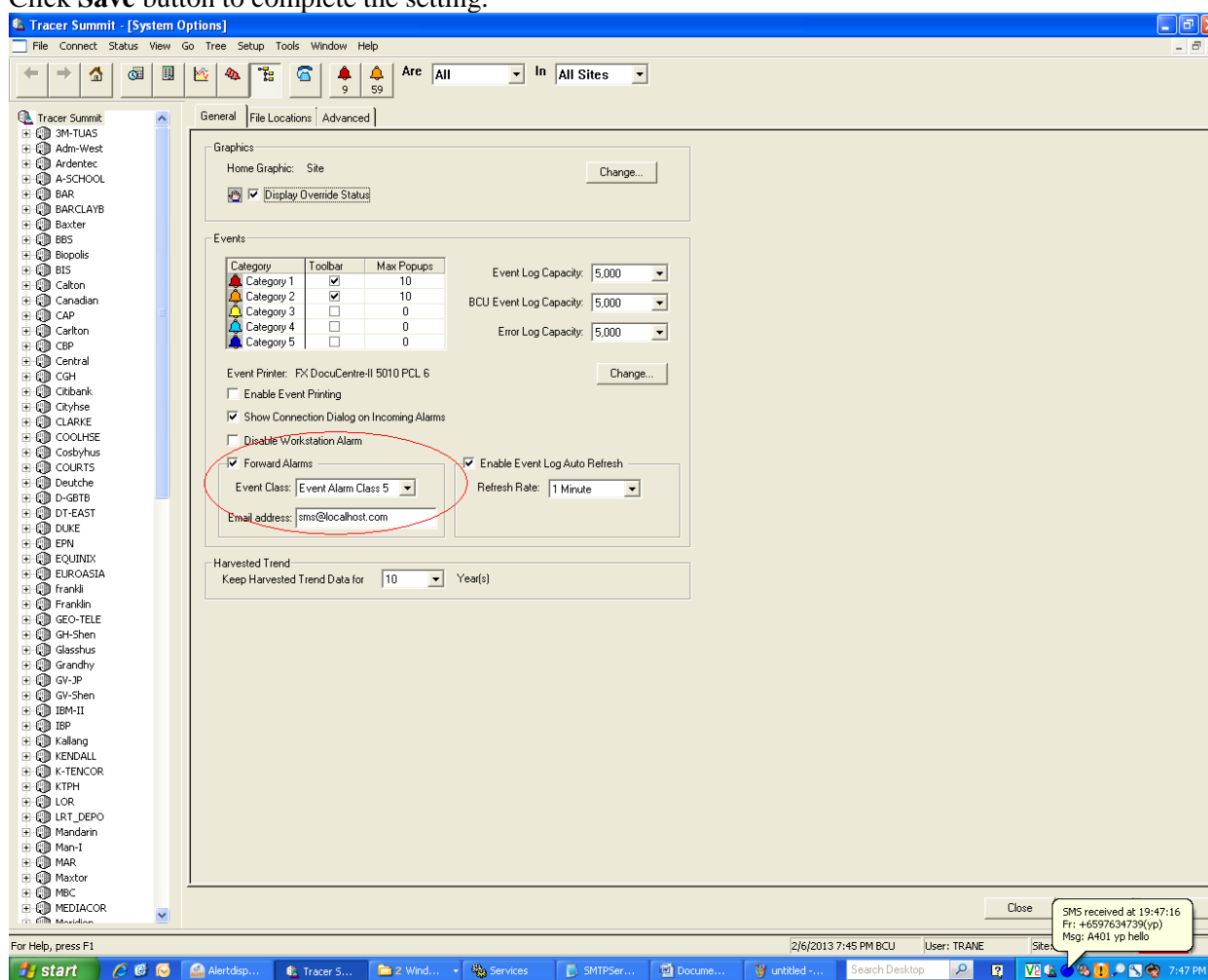
-> Uncheck **Receive Mail items**.



Tracer Summit Setup

From the top menu, click **Tools → Options**

1. Click **“Forward Alarms”** to enable the alarms & event E-mail forwarding.
2. **Event Class** – Select the event class to be sent for SMS/E-mail alert.
3. **Email address** - Enter the E-mail Address starting with the Group name defined in the Address book in AlertDispatcher and followed by “@xxxxx.com”. The xxxxx can be anything, eg. The customer or the project name can be used. Multiple E-mail addresses can be set to alert different group of users as defined in AlertDispatcher.
4. Click **Save** button to complete the setting.



Note: Point alarming to be enabled with correct alarm classes for alarm points to send SMS/E-mail.

