

# Alarm Forwarding Installation and User Guide

Release 4 with Service Pack 1 (X.4.1.0)



ISSUE	DATE	
1	May 2001	Initial release.
2	May 2003	Revised through X.4.0.
3	March 2004	Revised through X.4.1

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# Alarm Forwarding Installation and User Guide

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How to Contact ABM Data Systems ABM Data Systems, Inc.

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# Alarm Forwarding—Overview

Alarm Forwarding is an add-on option to the Phoenix system that performs two functions, based on an Alarm Forwarding Sigtype:

- Deadman Monitoring: Phoenix notifies a Contact, such as a monitoring center supervisor, via pager, email, or fax when Pending Events have aged beyond a specified time without being processed by an operator.
- Auto Alarm: Phoenix processes and resolves Events by notifying Contacts via pager, email, or fax.

To notify by email, an email application such as MS Outlook, must be installed on the machine that will be notifying by email.

To notify by alpha or numeric pager, a modem must be connected to the machine that will be notifying by pager.

To notify by fax, Windows 2000 and a fax modem must be installed on the machine that will be notifying by fax.

Alarm Forwarding logs into Phoenix just like any other user. You can consider it a "virtual" Alarm Processing operator. On the machine that will be "working" Alarm Forwarding Events, Alarm Forwarding runs as a Service.



## **Installing Alarm Forwarding**

You install Alarm Forwarding only on the machine that will be working Alarm Forwarding Events.

You may exit Setup at any time by clicking on the  $\times$  in the top right corner.

- 1. On the machine that you are installing Alarm Forwarding, login to **Windows** under an account with administrative privileges.
- 2. Stop all Phoenix components that are running on the machine on which you are installing Alarm Forwarding. (If the Phoenix Application Server is running on another machine, you can leave it running.) If the installer finds components running, it displays a message and aborts the install.
- 3. Insert the **Phoenix Release 3.4.1 CD** in the CD-ROM drive. Wait a few seconds for the Wizard to load.

If the CD does not autostart: Open Windows Explorer, choose the CD drive and doubleclick on **setup.exe** in the disk directory.

- 4. Read the information in the **Welcome** window and click on the **Next** button.
- 5. On the Select Components window, choose Install Add-on Components and click on the Next button.



6. On the Select Components window, choose Alarm Forwarding and click on the Next button. (The components listed for Phoenix Desktop are different.)

Phoenix Setup	×	
Setup Type Choose the setup type that best suits your needs	Phoenix	
Choose the Phoenix Add-on product you wish to	o install.	
NOTE: You will need a registration number supplied by ABM Data Systems for each add-on product you wish to install.		
Alarm Forwarding/Radio Messenger	O Remote Database Reporting Server	
C Alarm Video	C Remote Data Entry	
C Merge Manager	C Service and Billing Exporter	
C Relay	C Field Tech Access	
C Remote Database Reporting Client	C Watchdog	
InstallShield		
[	< <u>B</u> ack <u>N</u> ext > Cancel	

- 7. Read the information in the **Welcome** window and click on the **Next** button.
- 8. Carefully review the License Agreement. To continue with the install, click on the Yes button.
- **9**. In the **Select Components** window, choose Alarm Forwarding if you will not use Radio Messaging. Choose both Alarm Forwarding and Radio Messaging if you will be using Radio Messaging.





Phoenix Alarm Forwarding 🛛 🛛 🔀		
Please enter the registration number supplied by Ultrak-ABN		
ر بر	Reg. #:	•
	< Back Next > Cancel	

**11**. In the **Start Copying Files** window, review the settings you have choosen, and if correct, click on the **Next** button. To make changes, click on the **Back** button.

Alarm Forwarding Setup 🛛 🗙		
Start Copying Files Review settings before copying files.		
Setup has enough information to start copying the program files. If you want to review or change any settings, click Back. If you are satisfied with the settings, click Next to begin copying files.		
Current Settings:		
Phoenix Release 4 Alarm Forwarding Alarm Forwarding Registration Number: 3841855730		
to be copied to C:\Phoenix		
InstallShield		
< <u>B</u> ack <u>Next&gt;</u> Cancel		



**12.** In the **Question** window, click on the **Yes** button if you want the Alarm Forwarding Service to start automatically when the computer is booted.



**13**. In the **Question** window, click on the **Yes** button if you want a start/stop Service shortcut.

Question		
٩	Do you wish shortcuts to be placed in the Start\Phoenix LE\services folder that will start and stop the Alarm Forwarding service?	

**14**. In the **Question** window, click on the **Yes** button if you want the Email Service to start automatically.



**15**. In the **Installation Complete** window, click on the **Finish** button and reboot the computer.



- **16**. If Alarm Forwarding will notify contacts using Email, the Alarm Forwarding Service must have Email capability.
  - a. Go to Start menu, Control Panel, Services.
  - **b.** In the **Services** window, highlight **PHOENIX Alarm Forwarding** and click on the **Startup** button.
  - c. In the Log On As area, select This Account, select a valid user (preferrably with a password that does not expire). Then click the Add button, and the OK button.
  - **d**. In the **Password** and **Confirm Password** fields, enter a valid password for the user, then the click **OK** button.
  - e. Close the Services window.
  - f. In the Phx\tmp\ folder, look for a folder named mail. If not present, create it.



# Setting Up Auto Alarm

The Auto Alarm function of Alarm Forwarding enables Phoenix to automatically process and resolve Events by notifying the transmitter's Contacts via pager, email, or fax.

When an Event is generated that has a Sigtype designated for Alarm Forwarding, the Alarm Forwarding process selects the Event and attempts to send a message to the designated Contacts. If at least one Contact is notified without errors, the Event is resolved using the Resolution ID defined in the alarmforward.ini file. Alarm Forwarding can determine that it sent the message without errors, but it cannot determine if the message was actually received. ABM does not guarantee receipt of the message. If Alarm Forwarding is unable to notify at least one of the designated Contacts, the Event is returned to the Pending Queue, and a message is broadcast to all operators logged into Alarm Processing, notifying them of the new Event so that it may be processed manually.

To set up Auto Alarm, you must create records in several tables and update the alarmforward.ini file. Only the fields specific to Auto Alarm are discussed in this section.

- In the User table, create a user that Alarm Forwarding will use to log in to Phoenix. You will enter this Login ID in the alarmforward.ini file (see Step 9 on page 13).
  - a. In the Login ID field, enter a Login ID that Alarm Forwarding will use to login to Phoenix.
  - b. In the Password field, enter password. (Alarm Forwarding ignores the password but you must enter one because it is a required field.)
  - c. In the Authorization Level field, enter 1.



Figure 1 Record in User Table



- d. In the Preference Flag field, choose e, as shown in Figure 1.
- 2. In the **Class** table, create two records for use by Alarm Forwarding. One with a Type **sigtypes** and the second with a Type **instruction/contact**.
  - a. In the Classifier ID field for both records, enter a Classifier that starts with the AA\_. For example, AA\_Event, as shown in Figure 2.



- 3. In the **Sigtypes** table, update or create a record for every Sigtype that will be handled by Auto Alarm. Phoenix uses the signal's Sigtype to identify signals that are to be processed by Auto Alarm.
  - a. In the **Priority** field, enter a Priority that is the lowest priority of all the Event-generating Sigtypes in the table.

Figure 3 Record in Sigtype Table

Sigtype - [page 1 of 1]		
1 2 3 4 5 6		
Signal ID*	LowBat	
Description*	Low Battery	
Event Flag*	y	
Priority*	999	
Classifier ID*	AA_Event	
Sigcat ID*	92	
Notes		
Last Modification Date/Time~	04/20/2001 10:14:36	
Last Modification ID~	maryn	

Only Alarm Forwarding Sigtypes may have this Priority num-

ber (except the marker record). You may need to change the priority of other Eventgenerating Sigtypes with a low priority.

*Helpful Hint*: To determine the lowest priority used in your system, open the Sigtype table, in the Event Flag field, enter a y, and in the Priority field, enter 999,



then click on the **Query** tool. Click on the **List View** tool. Now you know which Event-generating Sigtypes in your system have a Priority of 999. If you have other Event-generating Sigtypes with a Priority of 999 in addition to the marker record and the Alarm Forwarding Sigtype, change the Priority of the other Sigtypes to a higher priority (lower number).

- 4. In the **Preference** table, create a record that prevents all users except Auto Alarm from selecting and processing Events that are designated for Auto Alarm.
  - a. In the User ID field, enter the ID of the user you created for Alarm Forwarding to login with.
  - **b.** In the **Priority** field, enter **1**.
  - c. In the **hierarchy** fields, enter the marker value to apply Auto Alarm to all Events or enter a specific hierarchy level to limit Auto Alarm processing.



- d. In the Sigtype ID field, enter -1 for all Sigtypes, which will apply to every Sigtype with a Classifier ID starting with AA\_.
- e. in the Sigtype Classifier field, refer to the Class record with a Type sigtypes that you created in Step 2 and enter the value in the Classifier ID field. For example, AA\_Event.

If your monitoring center uses Preferences for non-Auto Alarm signals, make sure you have a catchall Preference record that covers an Auto Alarm Event that has not been handled by Auto Alarm and must fall to an operator.

Figure 4 Record in Preference Table

- 5. In the **Contacts Wizard**, create or update the **Contacts** for transmitters that send signals that will be processed by Alarm Forwarding.
  - a. In the **Classifier ID** field, assign the appropriate Contacts the Alarm Forwarding Classifier that you created in Step 2.
  - **b.** In the **Phones** fields, enter a pager number (alpha or numeric), an email address, or a fax number for each Contact

For numeric pager numbers, enter com-Contacts Wizard - 🗆 × mas for pauses as Figure 5 Alarm Forwarding Contact Identifier: needed. 1 Application Information Address Other For alpha pager, you Contact Wizard must have an email Transmitter: Contact Usage Flag: 100000 Name accessed pager. For John Wilson C Classifier [Contact Link] example, ATT AA\_Event PIN: Password: Priority [Contact Link]: World Net Paging. Distress Password Enter the number in Π On Site Flag Recall settings on ne the email address Recall Phones For example, 555-Class Priority: Type Phone Number: <u>0</u>K Home FAX 2 555-1000 [ ] 2222@att.net. The Contact may also contain regular phone numbers if it E-Mail Address Radio Channel: is also used for non-Alarm Forwarding Events (has a different Classifier in Contact Links).



- 6. In the **Resolution** table, create a record that Alarm Forwarding will use when it resolves an Event.
  - a. In the **Resolution ID** field, enter a Resolution that clearly defines it as resolved by Alarm Forwarding.
  - b. In the Description field, enter a more detailed description of the ID. If this field is blank, Alarm Forwarding uses Finalized by Alarm Forwarding for the description.

Resolution - [page	1 of 1] _ 🗆 🗙
1 2 3 4 5 6	
Resolution ID*	Forward
Description	Alarm Forwarding Event
Finalize Flag*	y I
False Alarm Flag*	n
CSAA Flag*	n
Chargeable Flag*	n
Rate	
Last Modification Date/Time~	04/20/2001 10:53:12
Last Modification ID~	marym
	-

- c. In the Finalize field, enter y so the resolution may be used to resolve Events.
- 7. In the **Message** table, create one or more records that specify the message to send to the Contact and the notification method.
  - a. In the **Device** field, choose the device that matches the Phone Class field in the Contact Wizard.
  - In the Message # fields, enter the message you want Alarm Forwarding to send to the Contact.

Message - [page 1 of 1]			
1	2 3 4 5 6		
	Identifier	1	[
	Device	home_fax	
	Message Line 1	Alert: Received from	~transm_name~: ~s
	Message Line 2		
	Message Line 3		
	Description		
L	ast Modification Date/Time	05/21/2003 10:37:46	
	Last Modification ID	maryw	

#### Figure 7 Message Record

Figure 6 Resolution Record

You may use the variables listed below in the message. When it sends the message, Alarm Forwarding will translate the variables to actual values based on the specific Event.



For example:

Message Field in Message Table	Actual Email or Fax Message
ALERT: Received from ~trans_name~:	ALERT: Received from Cox Office Supply:
~sigtype~ on zone ~zone_id~ - ~zone~.	low battery on zone 10 - front office smoke detector

Type the variables in lower case only.

Variable	Alarm Forwarding uses the value from
~sigtype~	Description field from Sigtype table
~location~	Address 1, Address 2, Address 3, City, State fields in the Transmitter table
~tran_name~	Location field from the Transmitter table
~zone_id~	Zone ID field from Zone table
~zone~	Zone Name from Zone table
~trans_addr1~	Address 1 field in the Transmitter table
~trans_addr2~	Address 2 field in the Transmitter table
~trans_addr3~	Address 3 field in the Transmitter table
~trans_city~	City field in the Transmitter table
~trans_state~	State field in the Transmitter table
~trans_zip~	Zip field in the Transmitter table
~trans_country~	Country field in the Transmitter table
~dealer~	Dealer Name field in the Dealer table
~site~	Site Name field in the Site table
~site_addr1~	Address 1 field in the Site table
~site_addr2~	Address 2 field in the Site table
~site_addr3~	Address 3 field in the Site table
~site_city~	City field in the Site table
~site_state~	State field in the Site table
~site_zip~	Zip field in the Site table
~site_country~	Country field in the Site table
~signal_create_time~	Signal Create Date/Time field in the Signal table
~trans_time~	Transmitter's Date/Time field in the Signal table



~relatedinfo~	Related Information field in the Signal table
~contact_name~	Name field in the Contact table
~user~	User Name field in the User table (Alarm Forwarding user)

- **c.** In the **Description** field, enter any additional information that is relevant to the record.
- 8. In the MessageLink table, create a record that links a Transmitter and a Contact with the Message to send.
  - a. In the **Transmitter** field, enter the Transmitter ID.
  - **b**. In the **Classifier** field, enter the Auto Alarm Classifier.
  - c. In the **Contact** field, enter the Auto Alarm Contact ID for the Transmitter.



- d. In the Message ID field, enter the ID of the Message record in the Message table.
- e. In the **Sequence** field, enter a number that indicates the order of the message if more than one message will be sent for the same notification.

#### 9. Modify the alarmforward.ini file.

- a. In the Login ID parameter, enter the Login ID of the Alarm Forwarding user you created in Step 1 (remove the brackets).
- **b**. In the **Resolution ID** parameter, enter the ID of the resolution you created in Step 6 (remove the brackets).
- c. Save the changes to the INI file.

#### Figure 9 Alarm Forward INI File





### Setting Up DeadMan Monitoring

The Deadman Monitoring function of Alarm Forwarding notifies a Contact, such as a monitoring center supervisor, via pager, or email, or fax when any new Pending Event has aged beyond a specified time without being processed by an operator.

When the elapsed time expires, Deadman picks up the Event and notifies the contact. The Event is then put in the Wait Event Queue for the length of time defined by the user. When that time has elapsed, the Event is put back into the Pending Queue where it is selected by Deadman and the contact notified again.

Once an Event has been assigned to an operator (opened on the screen), Deadman will not pick up the Event again.

When an Event remains in Pending too long and Deadman notifies the Contact and moves the Event to the Waiting Event Queue, the Event's Sigtype Class in Browser changes to **Dead-man**. When the Event is selected for processing by an operator and moves to the Active Event Queue, the DeadMan designation remains in the Sigtype Class field in Browser.

Pendin	ig Event - 1 eve	nt								_ 🗆 🗙	
vent ID C	reate Date/Time	Transmitter Date/Time	Sigtype Class	Zone ID	Signal ID	Transmitter ID	Site ID	De	aler ID	Assigned User	1
9 04	4/24/2001 14:24:26	04/24/2001 14:24:26	Fire	<i>J</i> 01	fire	100000	Center 10	Ed	lwards		
(											
🔲 Waiti	ing Event - 1 ev	/ent		<u> </u>						/	<u>s</u>
Event ID	Create Date/Time	Transmitter Date/Tim	e 🛛 Sigtype Class	) Àone ID	Signal ID	Transmitter ID	) Site ID		Dealer ID	Assigned User	Ē
18	04/24/2001 14:07:34	04/24/2001 14:07:34	QeadMan	Ø1	fire	100000	Center	10 I	Edwards		
				-							_
											-1
											4
Act Act	tive Event - 1 e	event									_
Event I	D Create Date/Time	e Transmitter Date	/Time Sigtype C	lass 🖓	ne ID 🛛 Sign	al ID Transmit	ter ID S	ite ID	Deal	er ID Assign	ned
19	04/24/2001 14:24	1:26 04/24/2001 14:24	1:26 🔰 DeadMan	<i>b</i> 1	fire	100000	С	enter 10	Edwa	ards maryn	n

Figure 10 Deadman Event in Browser

To set up Deadman Monitoring, you must create records in several tables and update the appsrv.ini and the alarmforward.ini files. Only the fields specific to DeadMan Monitoring are discussed in this section.



- 1. In the **User** table, create a user that Alarm Forwarding will use to log in to Phoenix. You will enter this Login ID in the alarmforward.ini file (see Step 8 on page 19).
  - a. In the Login ID field, enter a Login that you want Alarm Forwarding to use when it logins to Phoenix as a client.
  - **b.** In the **Password** field, enter **pass-word**. (Alarm Forwarding ignores the password, but you must enter one because it is a required field.)
  - c. In the Authorization Level field, enter 1.
  - d. In the Preference Flag field, choose e, as shown in Figure 1.
- 2. In the **Class** table, there is a record for use by Deadman, set up by the install/upgrade.
- In the Preference table, create a record that is used by DeadMan Monitoring.
  - a. In the User ID field, enter the ID of the user you created for Alarm Forwarding to login with.
  - b. In the **Priority** field, enter **1**.
  - c. In each **hierarchy** field, enter the marker value to apply Deadman to all Events.
  - d. In the Site Preference Class field, choose -1.



#### Figure 12 Deadman Record in Preferences Table

Preference - [page	1 of 1]
User ID	10
Priority	1
Dealer ID	-1
Organization ID	-1
Subscriber ID	-1
Site ID	-1
Site Preference Class	-1
Site Preference Category	-1
Sigtype ID	-1
Sigtype Classifier	Deadman
Effective Date/Time	03/01/2003 00:00:00
Expiration Date/Time	// ::
Last Modification Date/Time	05/21/2003 11:38:55
Last Modification ID	maryw



- e. In the Site Preference Category field, choose -1.
- f. In the Sigtype ID field, choose -1 for all Sigtypes.
- g. in the Sigtype Classifier field, choose DeadMan from the dropdown list.
- 4. Create or update the **Contacts** to be notified when alarms are not processed within the specified amount of time.
  - a. In the Transmitter ID field, choose the marker value, -1, so that it applies to all transmitters.
  - b. In the **Phones** fields, enter a pager number, an email address, or a fax number for the Contact.

For numeric pager numbers, enter commas for pauses as needed.

	Contacts Wizard	
	Application Information Address Other	
act Wizard	Contact	Lloogo Flog:
Transmitter:	Nancy Drewer	c
Classifier (Contact Link):	Password:	PIN:
Priority [Contact Link]:	Distress Password:	i On Site Flag
E Recall settings on next w	Phones	
Recall	Class: Type: Phone	Number: Priority:
	E-Mail Address:	Radio Channel:
	ndrewer@ulton.com	l l

Figure 13 Creating a Contact for Deadman Monitoring

For alpha pager, you must have an email accessed pager. For example, ATT World Net Paging. Enter the number in the email address For example, 555-2222@att.net.

The Contact may also contain regular phone numbers if is it also used for non-Alarm Forwarding Events (has a different Classifier in Contact Links).



- **5.** Create records in the **Message** table that specify the notification method and the message to send to the Contact.
  - a. In the **Device** field, choose the device that matches the Phone Class field in the Contact Wizard.
  - b. In the Message # fields, enter the message you want Alarm Forwarding to send to the Contact.

Message - [page 1	of 1] _ 🗆 🗙
123456	
Identifier	2
Device	email
Message Line 1	Alert: An event from ~trans_name~ has
Message Line 2	
Message Line 3	
Description	
Last Modification Date/Time	05/21/2003 11:57:11
Last Modification ID	maryw

Figure 14 Message Record

You may use the variables listed below in the message. When it sends the message, Alarm Forwarding will translate the variables to actual values based on the specific Event.

For example:

Message Field in Message Table	Actual Email or Fax Message
ALERT: An Event from ~trans_name~ has not been processed.	ALERT: An Event from Cox Office Supply has not been processed.

Type the variables in lower case only.

Variable	Alarm Forwarding uses the value from
~sigtype~	Description field from Sigtype table
~location~	Address 1, Address 2, Address 3, City, State fields in the Transmitter table
~tran_name~	Location field from the Transmitter table
~zone_id~	Zone ID field from Zone table
~zone~	Zone Name from Zone table
~trans_addr1~	Address 1 field in the Transmitter table
~trans_addr2~	Address 2 field in the Transmitter table
~trans_addr3~	Address 3 field in the Transmitter table



~trans_city~	City field in the Transmitter table
~trans_state~	State field in the Transmitter table
~trans_zip~	Zip field in the Transmitter table
~trans_country~	Country field in the Transmitter table
~dealer~	Dealer Name field in the Dealer table
~site~	Site Name field in the Site table
~site_addr1~	Address 1 field in the Site table
~site_addr2~	Address 2 field in the Site table
~site_addr3~	Address 3 field in the Site table
~site_city~	City field in the Site table
~site_state~	State field in the Site table
~site_zip~	Zip field in the Site table
~site_country~	Country field in the Site table
~signal_create_time~	Signal Create Date/Time field in the Signal table
~trans_time~	Transmitter's Date/Time field in the Signal table
~relatedinfo~	Related Information field in the Signal table
~contact_name~	Name field in the Contact table
~user~	User Name field in the User table (Alarm Forwarding user)

- 6. In the MessageLinks table, create a record that links a Transmitter and a Contact with the Message to send.
  - a. In the Message ID field, enter the ID of the Message record in the Message table.
  - **b.** In the **Classifier** field, enter the Auto Alarm Classifier.
  - c. In the Transmitter field, enter -1.
- Figure 15 Message Record
- d. In the Contact field, enter the Deadman Contact ID.

- e. In the **Sequence** field, enter a number that indicates the order of the message if more than one message will be sent for the same notification.
- 7. In the appsrv.ini file, enter a value in minutes in the PENDEVT\_DEADMAN\_MINUTES parameter. This value represents the amount of time, in minutes, that must elapse before an Event is picked up by Deadman processing. If this value is null, Deadman Monitoring does not function.
- Figure 16 appsrv.ini for Deadman Monitoring

	🗉 appsrv.ini - Notepad		_ [	⊐×
	Eile Edit Search Help			
	RAW_SIGNAL_PREDICT_SENSITIVITY		= .2	
	[LISTEN]			
	KEEP ALIVES POLLING INTERVAL	= 0		
	LISTEN_MSGQ_SIZE	= 6		
	ISVSTEM MONITORI			
	SYSMON MSGO SIZE	= 6		
	SHMEM POLLING MINUTES	= 1.0		
	TRIGGER TIME LIMIT	- 480.0		
	CLEAN_EXPIRED_SCHEDULES	= NONE		
	PENDEVT_AGE_LIMIT_MINUTES	= 5.0		
(	PENDEVT_DEADMAN_MINUTES	= 10.0		
	WATCHDOG_MONITORING	= NO		
	_			-
	•			• //.

8. In the alarmforward.ini file, enter a value in the WAIT\_DELAY parameter, which defines the length of time in minutes that the Event stays in the Wait Event Queue after Deadman processing notifies the Contact.

In the CLOSE\_EVENT parameter, enter the desired value: a value of **1** means the Event is sent only to Alarm Forwarding; **0** means the Event is sent to both Alarm Forwarding and an Operator.

If the alarmforward.ini file does not exist in the profiles folder, you have not installed

Alarm Forwarding. See "Installing Alarm Forwarding" on page 2.

Figure 17 alarmforward.ini for Deadman Monitoring

🖺 alarmforward.ini - Notepad	- 🗆 🗙
Eile Edit Search Help	
[COMMON] APP_SERUER = KKPO01 Debug_levels = error Log_file_mode = a+	
[alarmforward] LOGIN_ID = {login id} <u>BESOLUTION_ID = {re</u> solution id} WAIT_DELAY = 1 CLOSE_EVENT = 1 TEMP_FILE = C:\Phoenix\tmp\temp.txt FAX_SENDER = OperName	_
T	



### **Using Alarm Forwarding**

- Start the Alarm Forwarding Service on the computer.
- Start the Phoenix Mail Service on the computer. Go to Start menu, Phoenix, Mail.
- If the Phoenix Application Server Service is stopped, the Alarm Forwarding Service also stops.
- The History command in Alarm Processing indicates if an Event has been processed by Alarm Forwarding. For example, in Figure 18, the Action Log for Event 20 indicates this Event was processed by Alarm Forwarding.

istory						2
Transmitter ID/Zone I	ID Time R	ange				
Transmitter I	D: 100000	)		Zone ID:		К
Locatio Zone Nam	n: Edward: e: smoke (	s Center 10 detector		,	<u>Q</u> u	ery
Transmitter's Date/Tir	me	Signal ID	Zone ID	Originator	Event ID	
04/24/2001 14:46:10	,	fire	01		20	
						-
Action Log:	Login ID	Phone Num	ner Notes			•
Action Log: Begin Date/Time	Login ID	Phone Numb	per Notes	ected from Pendin	1 Event	-
Action Log: Begin Date/Time <b>04/24/2001 14:49:33</b> 04/24/2001 14:49:35	Login ID Forward Forward	Phone Numb	per Notes Event sele Email to :	cted from Pending	g Event .com with mess	-
Action Log: Begin Date/Time 04/24/2001 14:49:33 04/24/2001 14:49:35	Login ID Forward Forward Forward	Phone Numb	per Notes Event sele Email to : Event forw	ected from Pending ndrewer@ulton varded from Active	a Event .com with mess Event to Waitin	, age 3. g Even
Action Log: Begin Date/Time 04/24/2001 14:49:33 04/24/2001 14:49:35 04/24/2001 14:49:35	Login ID Forward Forward Forward Forward	Phone Numb	per Notes Event sele Email to : Event forw Event Ass	icted from Pending ndrewer@ ulton arded from Active igned to Public.	<mark>j Event</mark> .com with mess Event to Waitin	age 3. g Event

#### Figure 18 History in Alarm Processing