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SMDR Alarm

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Note: You must have administrative rights for the local computer in Windows NT/2000 environments in order to install the SMDR Alarm.

REQUIREMENTS

Note: Tapit Multi-User or Tapit Remote Manager must be installed and set up. SMDR Alarm can work only with Multi-User and Remote Manager versions of TAPIT. When installing SMDR Alarm on a machine different then your TAPIT Server make sure that you can point from it to the TAPIT database folder located on the TAPIT Server.

Hardware:

- CPU: Pentium II 166MHz or faster
- RAM: 32 MB (more recommended)
- Hard-disk Space: Minimum 20 MB
- Printer (to Print alarm messages - optional)
- COM Port and Modem (to dial on the Phone and send signal to the Beeper - optional)
- Sound Card and Speakers (to play Sound alarm message - optional)

Supported Operating Systems:

MS Windows 95B/98SE/Me
Windows NT4.0 Server Service Pack 5 or higher
Windows 2000 Server Service Pack 1 or higher recommended

Software Requirements:

E-Mail client application MS Outlook 98/2000 (for E-mail Alarm signal option)
Media Player capable to play WAV files.

INSTALLATION

Before installing SMDR Alarm

- You must have administrative access rights to the computer where the SMDR Alarm application will be installed.
- Tapit 2000 Multi-User version must be installed and set up.
- When installing SMDR Alarm on a computer different then your TAPIT server make sure that you can point from that machine to the TAPIT database folder located on the TAPIT Server. You have to have read and write access rights to the TAPIT database folder.

Note: Installation program may require rebooting of your PC.

Installing SMDR Alarm

1. Open **SMDR Alarm** folder located on the TAPIT CD.
2. Double click on **Setup.exe** file. **SMDR Alarm - Trisys, Inc. Setup** screen appears. This screen is a reminder to close all running applications before installation begins. Click on the **OK** button to continue.
3. Click on the computer icon/button to install in a default folder or click on **Change Directory** to install the application in a different folder. Click on **Continue**.
4. The next screen consists of the **Program Group** text box and the **Existing Group** list box. Accept default value or select of the program groups listed below. Click on **Continue**.
5. The program begins installation. When installation is completed **SMDR Alarm - Trisys, Inc Setup** was completed successfully. Click on **OK**.
To start SMDR Alarm select **Start/Programs/SMDR Alarm**.

USER INSTRUCTIONS

Setting up the SMDR Alarm

1. Click the **Start** menu and choose **Programs**. Select the program group **SMDR Alarm** and then **SMDR Alarm**.
Application screen appears.

In this example each comma represents 1-second delay.

"Waiting..." indicates the SMDR Alarm application is running.

Note: SMDR Alarm screen is not updated automatically to display the current day of the week settings. Instead the screen shows the settings for the last viewed/edited day of the week.

2. Check the **Report No SMDR Signal** box located in the lower left corner of the **SMDR Alarm** screen.
3. Click on the down arrow of the **Day of Week** list box and select the day of the week you want to setup the alarm first.
4. Enter the **Start Time** (military time format - hh:mm) and the **NO SMDR Timer** (minutes) values. There are 3 **Start Time** and **NO SMDR Timer** settings. They divide a 24-hour day into three time periods.

Note: The SMDR Alarm will not function if the 3 time periods are not set for each day of the week.

Start Time indicates the beginning of each SMDR Alarm period. **NO SMDR Timer** shows how long (minutes) an interruption in a call data flow has to be prior to sounding an alarm during the corresponding time period.

Note: There is an approximately 60 second delay during the NO SMDR failure reporting process.

Start Time	NO SMDR Timer
08:00	15 minutes
17:00	60 minutes
21:00	0 minutes

The example above should be interpreted as follows:

1st setting - Starting 8 AM SMDR Alarm is going to trigger if the call data flow is interrupted for more than 15 minutes.

2nd setting - Starting 5 PM (17:00 military time) SMDR Alarm is going to trigger if the call data flow is interrupted for more than 60 minutes.

3rd setting - Starting 9 PM (21:00 military time) SMDR Alarm is not going to trigger until the next **Start Time** (8:00 AM).

Note: When the NO SMDR Timer is set to "0" the program will disregard any call data flow interruptions.

- Click on the down arrow of the **Alarm Signal** list box. Select one of the four alarm signal options.

Alarm Signal:	Send Alarm Signal using:	Test Now
E-mail	peterl@trisys.com	
Visual		
Phone	19733602223,,,,,25276	
Print		
Visual		
Visual		

In this example each comma represents 1-second delay.

Each option indicates how a user is notified about the SMDR failure.

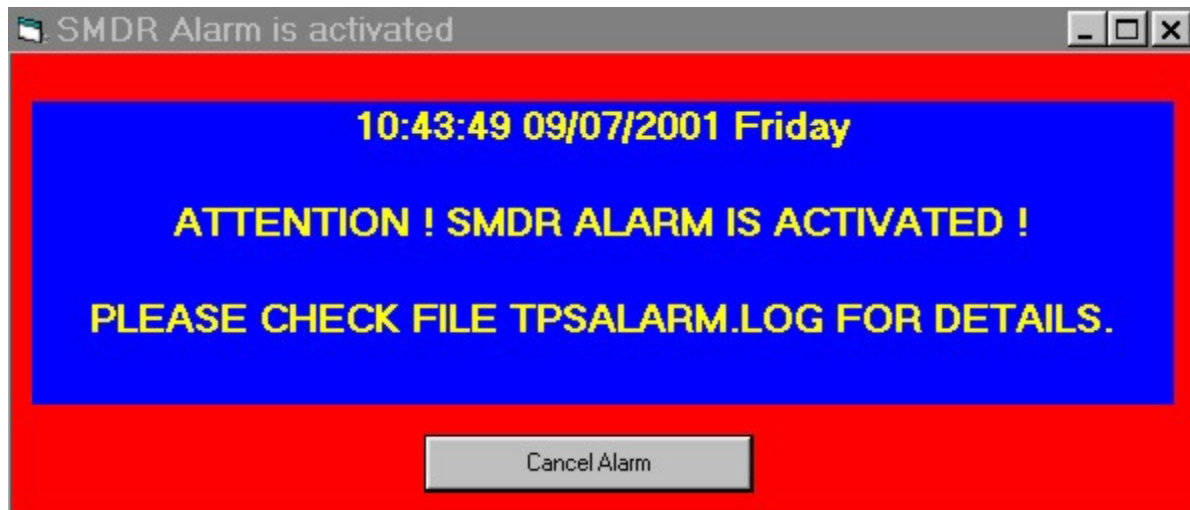
Phone option -system pages a user (modem connection required).

Email option - notification message is sent to a user's mailbox (email client required).

Print option - notification is printed (printer connection required).

Visual option - SMDR Alarm flashes the notification message on the screen and plays an alarm voice recording (sound card required).

Note: By default all options are accompanied with the screen notification and voice-recorded message.



The alarm on-screen message has the **Cancel Alarm** button. Click on it to close the message screen. You can assign 2 types of alarm signals to one time period.

6. If you selected Phone or E-mail **Alarm Signal** option, enter the phone number or email address that corresponds to your choice in the **Send Alarm Signal using:** text box.
7. Repeat pt 4 through 6 for all time periods.

Note: The SMDR Alarm will not function if the 3 time periods are not set for each day of the week.

8. Click on the **Apply** button.
9. Click on the **Test Now** button. It allows you to test alarm signals.

Note: You can only test alarm signals assigned to a current day and time period.

Example:

You have clicked on the **Test Now** button at 9 AM on Friday.

Let us assume that Friday's SMDR Alarm is set to the email and printer options for the time period starting at 8:AM.

We have to remember that screen and voice alarm by default accompanies all other types of alarm.

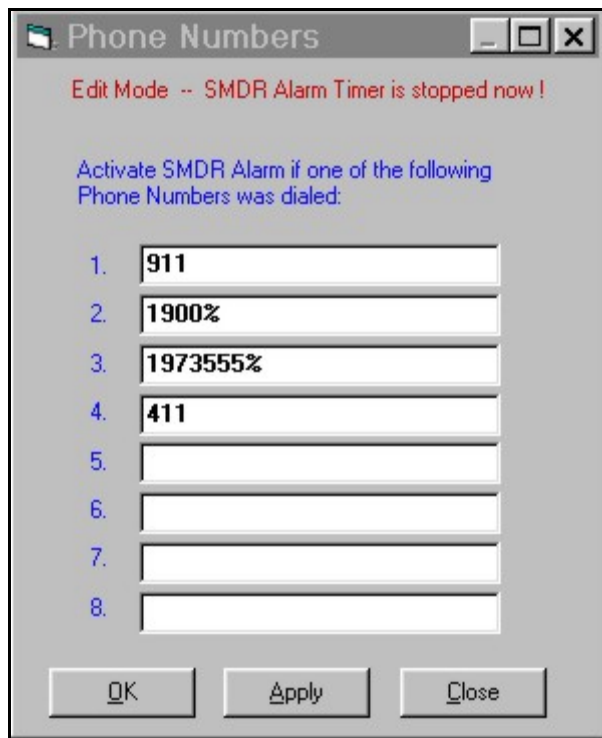
In this case clicking **Test Now** prompts the system to send an email notification, print the message, display the screen alarm message and play the voice-recorded message.

10. If you want to apply the same settings to all the days of the week, click on the **Apply to all Days** button. Otherwise click on the down arrow of the **Day of the Week** list box, select the desired day and repeat pt.4 through 8. Continue this process for the remaining days of the week (you can set different options for each day but all days of the week **must** be set).
11. If you want to clear all settings for a given day, select the day from the **Day of Week** list box and click on the **Clear Day Alarms** button. Click on **YES** for the confirmation message. All values for the day are discarded. Enter the new settings and click on **Apply**.

Setting up Phone Number tracking

The SMDR alarm can be triggered when a specific phone number is dialed.

1. Check the **Report Phone Numbers** check box located in the lower left corner of the **SMDR Alarm** screen.
2. Click on the **Phone Numbers** button.
The **Phone Numbers** screen appears.



3. Enter phone numbers in the provided spaces. You can enter up to 8 numbers.
4. Click on **Apply**.
5. Click on **OK**. The **Phone Numbers** screen closes.

Note: After the SMDR Alarm has been set up click on OK. This minimizes the SMDR Alarm screen and leaves it running.

If the TAPIT Monitor is running, restart it. Otherwise start the TAPIT Monitor application by clicking on the Start menu, selecting Programs and then TAPIT 2000/TAPIT Monitor.

Example of the Phone Number tracking.

The screenshot shows the 'SMDR Alarm 1.1.6 - Trisys, Inc.' window. At the top, the 'Day of Week' is set to 'Thursday'. There are buttons for 'Clear Day alarms', 'Apply to all Days', and 'Phone Numbers'. Below this, there are three rows for 'Time period one', 'Time period two', and 'Time period three'. Each row has a 'Start Time' field, a 'NO SMDR Timer' field (with a 'minutes' label), an 'Alarm Signal' dropdown menu, and a 'Send Alarm Signal using:' field. A 'Test Now' button is located to the right of the first row. At the bottom, there are checkboxes for 'Report No SMDR Signal' and 'Report Phone Numbers', and buttons for 'OK', 'Apply', and 'Shyt Down'. The status 'Waiting...' is shown at the bottom left.

Time period	Start Time	NO SMDR Timer (minutes)	Alarm Signal	Send Alarm Signal using:
Time period one	08:00	15	E-mail	peterl@trisys.com
Time period two	17:00	60	Phone	19733602223,,,,,25276
Time period three	21:00	0	Visual	

The screenshot shows the 'Phone Numbers' dialog box. At the top, it says 'Edit Mode -- SMDR Alarm Timer is stopped now!'. Below this, it says 'Activate SMDR Alarm if one of the following Phone Numbers was dialed:'. There is a list of eight phone numbers in input fields, numbered 1 through 8. The first four numbers are 911, 1900%, 1973555%, and 411. The last four fields are empty. At the bottom, there are buttons for 'OK', 'Apply', and 'Close'.

- 911
- 1900%
- 1973555%
- 411
-
-
-
-

Phone Number tracking works in conjunction with SMDR Alarm settings. The two examples above can be explained as follows:

According to the Phone Numbers screen above, the following numbers are being tracked: 411, 911 or any numbers starting with 1900 or 1973555 ("% " is a wild character used to indicate that any digits can follow the preceding number).

In our SMDR Alarm screen example the following alarm signals are triggered, if any of the above numbers are dialed:

time period one - between 8 AM and 5 PM a user is emailed, presented with a screen message and a voice-recording.

time period two - between 5 PM and 9 PM a notification message is printed, a user is paged, a screen message is displayed and a voice recording is played.

time period three - between 9 PM and 8:AM a screen message is displayed and a voice recording is played.

Note: The NO SMDR Timer setting is disregarded by the Phone Number tracking. When it is set to "0" the SMDR Alarm is not activated but the alarm for the phone numbers is still triggered.

Understanding the TPSALARM.LOG file

The TPSALARM.LOG file contains time and date log of the SMDR alarm and the tracked phone numbers. The above file is located in the same folder that the TAPIT database is stored.

```

=====  
08/06/01 17:01 File TPSALARM.LOG  
Old LOG File is saved as TPSALOLD.LOG  
=====  
08/06/01 18:02 - SMDR Alarm Application  
Started  
  
08/06/01 18:49 -  
Detected Phone: 19005555555 Date: 8/6/01 Time: 6:50:00 PM Extn: 0139  
Message: Specified number was dialed  
  
09/06/01 18:49 -  
SMDR Visual Alarm is activated !  
  
09/06/01 18:49 -  
SMDR Alarm is activated !  
  
09/06/01 09:53 -  
Interval: 15 min - No incoming SMDR data detected within specified time interval  
  
09/06/01 09:53 -  
SMDR Visual Alarm is activated !
    
```

When the TPSALARM.LOG file becomes too large to maintain it is saved into TPSALOLD.LOG and the new empty TPSALARM.LOG file is created.

The tracked phone number has been detected. The call originated from ext. 139. The alarm has been triggered.

The SMDR flow has been interrupted for more than 15 min. The alarm has been triggered.