Quick Reference Guide: Alarms

When setting an alarm, be sure the correct data source is selected at the ***Control Center***.

Adding Alarms

To add an alarm, follow these steps:

1. At the ***Control Center***, select **Monitors → Alarm Options**.
2. At the ***Choose Alarm*** dialog box, click **Add**, and the ***Add Alarm*** dialog box appears.
3. In the **Name** text box, type in the name of the new alarm.
4. Select the type of alarm, click **OK**, and the ***Alarms*** screen will appear.

Alarms Screen

The specifications entered at each tabbed screen are cumulative rather than exclusive. Depending on the alarm type chosen at the ***Add Alarm*** dialog box, different controls will be available on the ***Setup*** tab, with some tabs not being available.

Types of Alarms

- **Call Based** – This type of alarm monitors the CDR for any anomalies that you specify. All tabs are available for this type of alarm.
- **Disk Space** – This alarm will be triggered if disk space on the Collection and Processing PC falls below a specified amount.

> **Note:** This alarm is configured in the DataManager.ini file. See below for more information.

- **No CDR** – This alarm will be triggered if no call record data has been collected for a specified amount. Only the ***Setup***, ***Calls Info 2, Contact***, and ***Messages*** tabs are available.
- **Bad CDR –** This alarm will be triggered when a specified percentage of call detail records in a raw file are rejected. This alarm uses two thresholds:
  - Percent of rejected records in a raw file
  - Minimum number of records that must be in the file

  Only the ***Setup***, ***Calls Info 2, Contact***, and ***Messages*** tabs are available for this type of alarm.
- **PMS Offline** – This alarm will be triggered if communication between the call accounting software and your PMS is interrupted for an amount of time you specify. Only the ***Setup***, ***Calls Info 2, Contact***, and ***Messages*** tabs are available.

> **Note:** This alarm is only available if you purchased the optional Hospitality module.

Disk Space Alarm

To configure a Disk Space alarm, follow these steps:

1. Locate the DataManager7.ini template file and DataManager.ini file in the InfortelSelect\Programs directory.
2. Open the DataManager7.ini template file and copy the following lines from the **[DiskAlarms]** section into your DataManager.ini file's **[DiskAlarms]** section. If an **[DiskAlarms]** section does not exist in your DataManager.ini file, then create one:
   - EMailAddr=name@domain.com
   - Path0=C:

- Size0=200
- Path1=Z:
- Size1=400

3. In the DataManager.ini file, replace the EmailAddr value name@domain.com with the email address of the person you want to receive the low disk space alarm messages.
4. In the DataManager.ini file, set the value for Path0 to be that of the hard drive you want to monitor. You can only specify a drive letter, not a path. To specify more than one hard drive to monitor, create other lines numbered Path1 through Path8.
5. In the DataManager.ini file, set the value for Size0 to be the minimum amount (in megabytes) a hard drive must have left before an alarm message is emailed. For each Path line, you must create a Size line. That is, Path0 will be matched with Size0, Path1 will be matched with Size1.
6. Save and close the DataManager.ini file.

Setup Tab

Depending on the alarm type chosen at the ***Add Alarm*** dialog box, different controls will be available on the ***Setup*** tab. You **must** select the **Active** checkbox to turn on the specific alarm conditions you set.

SETUP TAB AND A CALL BASED ALARM

1. In the **Start Time** and **End Time** text boxes, enter when the alarm will monitor the system.
2. In the **Repeat Interval** text box, enter the amount of time the system will wait before an alarm message is re-sent.
3. In the **Days Alarm Applies** section, select each day the alarm will monitor. If you click the **Holiday** check box, click the **Define Holidays** button to view, add, or delete holidays.

Thresholds section —

4. In the **Number of Calls** text box, enter the minimum number of calls, which meet the alarm specifications that you defined, to occur before an alarm is triggered.
5. In the **Number of Hours** text box, enter the minimum number of hours the specified number of calls are placed before an alarm is triggered.

> **Note:** The next two text boxes are mutually exclusive. If you fill in one, do not fill in the other. If you want to set up alarms based on call lengths, it is recommended that you set up separate alarms for long call lengths, and for short call lengths.

6. In the **Long Call Length** text box, enter the minimum amount of time a call can last before an alarm is triggered.
7. In the **Short Call Length** text box, enter the maximum amount of time a call can last before an alarm is triggered.
8. In the **Over Cost Amount** text box, enter the minimum amount a call can cost before an alarm is triggered.

> **Note:** If you click **OK** at this point, this alarm will be saved as defined thus far. If you want to add to what you have already defined, select another tab.

SETUP TAB AND A NO CDR ALARM

This alarm is triggered if the software receives no call records for a specified amount of time.

1. In the **Start Time** and **End Time** text boxes, enter when the alarm will monitor the system.
2. In the **Repeat Interval** text box, enter the amount of time the system will wait before an alarm message is re-sent.
3. In the **No CDR** text box, enter the minimum amount of time for your PBX to be inactive before an alarm is triggered.
4. In the **Days Alarm Applies** section, select each day the alarm will monitor. If you click the

Holiday check box, click the **Define Holidays** button to view, add, or delete holidays.

> **Note:** If you click **OK** at this point, this alarm will be saved as defined thus far. If you want to add to what you have already defined, select another tab.

SETUP TAB AND A PMS OFFLINE ALARM

This alarm will be triggered if communication between the call accounting software and your PMS is interrupted for an amount of time you specify.

1. In the **Start Time** and **End Time** text boxes, enter when the alarm will monitor the system.
2. In the **Repeat Interval** text box, enter the amount of time the system will wait before an alarm message is re-sent.
3. In the **PMS Offline** text box, enter the minimum amount of time for your PMS connection to be interrupted before an alarm is triggered.
4. In the **Days Alarm Applies** section, select each day the alarm will monitor. If you click the **Holiday** check box, click the **Define Holidays** button to view, add, or delete holidays.

> **Note:** If you click **OK** at this point, this alarm will be saved as defined thus far. If you want to add to what you have already defined, select another tab.

SETUP TAB AND A BAD CDR ALARM

This alarm will be triggered when a specified percentage of call detail records in a raw file are rejected. This alarm uses two thresholds:

- Percent of rejected records in a raw file
- Minimum number of records that must be in the file

1. In the **Start Time** and **End Time** text boxes, enter the times the alarm will monitor the system.
2. In the **Days Alarm Applies** section, select each day that you want the alarm to monitor. For example, if you select Monday, Wednesday, and Thursday, the alarm function will only monitor calls on those days. If you select the **Holiday** check box, click the **Define Holidays** button to view, add, or delete holidays.
3. In the **Percent of Records** text box, specify the minimum percent of records that are rejected in a specific raw file before an alarm is triggered. The percent entered works in combination with the number of records specified. This is a required field.
4. In the **Number of Records** text box, specify the minimum number of records that are rejected in a specific raw file before an alarm is triggered. The number entered works in combination with the percent of records specified. This is a required field.

> **Note:** If you click the **OK** button at this point, this alarm will be saved as you defined it thus far. If you want to add to what you have already defined, select another tab at the ***Alarms*** screen.

Organization Tab

The ***Organization*** tab enables you to monitor call records from a specific level in your organization down to a person.

> **Note:** The entire organization will be monitored if no selection is made.

To perform a search —

1. In the **Search for** list box, select the organizational level you want to search for, a person's name, or object.
2. In the adjoining text box, type in a search string related to the selection made in the list box.
3. Click the **Search** button and the results will display in the **Search results** grid.

To select who is to be monitored —

Once a search is performed and the search results are displayed, you can select which of the displayed results you want to monitor.

1. Select the result in the **Search results** grid, and click the **Add Result** button.
2. The selection will appear in the lower grid and will be monitored.

> **Note:** If you click **OK** at this point, this alarm will be saved as defined thus far. If you want to add to what you have already defined, select another tab.

Calls Info 1 Tab

The ***Calls Info 1*** tab lets you monitor digits dialed, incoming caller ID numbers (if provided by your PBX), calls placed using equal access digits (e.g., 10-10-321), and types of calls made.

Digits Dialed/Caller ID Section —

1. To add a number, click the **Add** button.
2. Enter the digits in the text box and click **OK**.
3. To edit or delete a number, select it and click the appropriate button.

   - If there is a number specified in the **Digits Dialed/Caller ID** section along with a Call Type selected, then the system will only look for that number that is placed or received using the selected Call Type.
   - To monitor calls made internally, add the extension in the **Digits Dialed** section, and select **Internal** from the **Effective Call Types** list.

Equal Access Digits Section —

1. To add a set of Equal Access Digits, click the **Add** button.
2. Enter the Equal Access Digits in the text box and click **OK**.
3. To edit or delete a number, select it and click the appropriate button.

   - If there is a number specified in the **Equal Access Digits** section along with a Call Type selected, then the system will only look for that number that is placed using the selected Call Type.

Effective Call Types List —

In the **Effective Call Types** list, you can select which type of call to monitor.

- ➢ Click any number of these check boxes to monitor the types of call you want to monitor. If you want to monitor both incoming and local calls, check the check boxes beside those options.
- ➢ If **NO** Call Types are selected, then **ALL** Call Types are monitored.
- ➢ If there are numbers specified in the **Digits Dialed/Caller ID** or **Equal Access Digits** sections along with a Call Type selected, then the system will only look for those numbers that are placed or received using the selected Call Type.

> **Note:** If you click **OK** at this point, this alarm will be saved as defined thus far. If you want to add to what you have already defined, select another tab.

Calls Info 2 Tab

The ***Calls Info 2*** tab lets you monitor calls placed or received from a specific data source, facility, trunk group, or trunk member. Also, you may monitor calls placed or received from account and matter codes, or extensions.

Data Sources and Facilities —

> **Note:** The **Facility** section appears only for Call Based alarms.

- ➢ To monitor all data sources, click the **All Data Sources** check box. When you do this, the **Data Source** and **Facility** list boxes will be cleared.
- ➢ To monitor specific data sources:

- Click the **Add Data Source** button, and a ***Choose Data Sources*** dialog box will appear.
- There, search for data sources, and the results will appear in the list box.
- In the list box, click a check box next to each data source you want to monitor, and click the **OK** button.

➢ To selectively monitor specific facilities, select each facility in the **Facility** section.

Trunks —

> **Note:** The **Trunk Group** and **Trunk Member** text boxes appear only for Call Based alarms.

The **Trunk Group** text box contains all the defined trunk groups, and the **Trunk Member** text box is where you specify the trunk member to be monitored.

➢ To selectively monitor a specific trunk group select it from the **Trunk Group** text box.

➢ In the **Trunk Member** text box, enter a trunk group to be monitored.

➢ If **none** of the trunk groups or members is specified, then **all** of the trunk groups or members will be monitored.

Account and Matter Code Lists —

> **Note:** The **Account Code List** and **Matter Code List** text boxes appear only for Call Based alarms.

To monitor calls made to or from specific account and/or matter codes, enter each type of code in its respective text box. You may also enter several codes or a range of codes.

➢ To enter more than one code in a list, use a comma to separate each code, or a hyphen to indicate a range of codes.

➢ If **NO** account or matter codes are entered, then **ALL** account or matter codes will be monitored.

Extension List —

> **Note:** The **Extension List** text box appears only for Call Based alarms.

To monitor calls made to or from specific extensions, enter each extension in the **Extension List** text box. You may also enter several extensions or a range of extensions.

➢ To enter more than one extension in a list, use a comma to separate each extension, or a hyphen to indicate a range of extensions.

➢ If **NO** extensions are entered, then **ALL** extensions will be monitored.

> **Note:** If you click **OK** at this point, this alarm will be saved as defined thus far. If you want to add to what you have already defined, select another tab.

Calls Info 3 Tab

The ***Calls Info 3*** tab enables you to specify how to monitor trunk to trunk calls, and whether or not to monitor calls with undefined objects.

Trunk to Trunk Calls —

In this section, select *how* (as opposed to *which*) trunks are monitored.

➢ If you select **Include all Calls**, then both trunk to trunk and non-trunk to trunk calls will be monitored.

➢ If you select **Include Trunk to Trunk Calls Only**, then just calls made from one trunk to another will be monitored.

➢ If you select **Exclude Trunk to Trunk Calls**, then calls made from one trunk to another will not be monitored.

Malicious Calls

This section lets you monitor malicious calls.

> **Note:** The **Malicious Calls** section appears only if you have Cisco CallManager.

Include All Calls: Select this option to monitor both malicious and non-malicious calls.

Include Malicious Calls: Select this option to monitor just malicious calls.

Undefined Objects —

In this section, select which (if any) undefined objects are monitored. If a call has multiple undefined objects (e.g., trunk and extension), and alarms have been defined for those missing items, an alarm is triggered for each of those undefined objects.

- Select the **Include all Calls** option to monitor calls with both defined and undefined objects.
- If you select **Include Calls with Undefined Trunks Only**, then just calls with undefined trunks will be monitored.
- If you select **Include Calls with Undefined Extensions Only**, then just calls with undefined extensions will be monitored.
- If you select **Include Calls with Undefined Authorization Codes Only**, then just calls with undefined authorization codes will be monitored.

> **Note:** If you click **OK** at this point, this alarm will be saved as defined thus far. If you want to add to what you have already defined, select another tab.

Contacts Tab

At the ***Contacts*** tab, you create a list of people who receive a message when an alarm is triggered, and specify how the message is sent:

- Alpha pager (short text)
- Email (SMTP required)
- Pager (numeric)
- Windows based printer
- Serial printer

> **Note:** Numeric pager is not available in a multi-client web configuration.

Once the list of recipients is created, you can select which person or persons will receive a message for each alarm created. In addition, you may add the same recipient several times specifying a different medium to deliver a message each time.

Adding a Contact – Alpha Pager or Email

> **Note:** In order for alarm messages to be emailed, you must configure the DataManager.ini file. To do this, please refer to the **Emailing Alarm Messages** section on page 7.

1. At the ***Contacts*** tab click the **Add** button, and an ***Add/Edit Contact*** dialog box will appear:

> **Note:** To send a message via alpha pager or email, you need to specify only the email address of the recipient.

2. In the **Name** text box, enter the recipient's name.
3. In the **Type** section, select the medium that will deliver the message.
4. In the **Email Address** text box, specify the email address of the recipient.
5. Depending on the type of medium selected, different options will display:
6. Click the **OK** button to save the settings and return to the ***Contacts*** tab.

ADDING A CONTACT –PAGER OR SERIAL PRINTER

Note: The controls for sending a message via pager or serial printer are identical.

1. At the ***Contacts*** tab click the **Add** button, and an ***Add/Edit Contact*** dialog box will appear:
2. In the **Name** text box, enter the recipient's name.
3. In the **Type** section, select the medium that will deliver the message.
4. In the **Phone Number** text box, enter the phone number of the modem used for the numeric pager or serial printer.
5. From the **Port** list box, select the COM port your modem uses for the numeric pager or serial printer. Choices range from COM1 through COM8.
6. From the **Baud** list box, select a communications speed for the numeric pager or serial printer. Choices range from 300 through 57600 baud.
7. From the **Stop Bits** list box, select the number of stop bits for the numeric pager or serial printer. Select 1 or 2.
8. From the **Data** list box, select the number of data bits for the numeric pager or serial printer. Choices are 7 or 8.
9. From the **Parity** list box, select the parity setting for the numeric pager or serial printer. Select none, odd, or even.
10. Click the **OK** button to save the settings and return to the ***Contacts*** tab.

ADDING A CONTACT – WINDOWS PRINTER ON HEADQUARTERS PC

1. At the ***Contacts*** tab click the **Add** button, and an ***Add/Edit Contact*** dialog box will appear:
2. In the **Name** text box, enter the recipient's name.
3. In the **Type** section, select the medium that will deliver the message.
4. From the **Printer** list box, select a printer. The Collection and Processing PC must recognize this printer.

Note: If you click **OK** at this point, this alarm will be saved as defined thus far. If you want to add to what you have already defined, select another tab.

EMAILING ALARM MESSAGES

In order for alarm messages to be emailed, the following must be performed after the installation of Infortel Select:

1. Locate the DataManager7.ini template file and DataManager.ini file in the InfortelSelect\Programs directory.
1. Open the DataManager7.ini template file and copy the following two lines from the **[Options]** section into your DataManager.ini file's **[Options]** section. If an **[Options]** section does not exist in your DataManager.ini file, then create one:
   - SMTPServer=name@domain.com
   - SMTPFrom=name@domain.com
2. In the DataManager.ini file, perform the following:
   - Replace the SMTPServer value name@domain.com with the name of your SMTP server
   - Replace the SMTPFrom value name@domain.com with the email address that the messages will be sent from
3. Save and close the DataManager.ini file.

EDITING A CONTACT

1. At the ***Contacts*** tab, select the recipient from the list.
2. Click **Edit**, and the ***Add/Edit Contact*** dialog box will display.
3. Make the changes, and click **OK** to return to the ***Contacts*** tab.

DELETING A CONTACT

1. At the ***Contacts*** tab, select the recipient to be deleted from the list.
2. Click the **Delete** button, and the recipient will be removed.

Messages Tab

> **Note:** It is recommended that when you set up alarm messages, you include Data Source IDs. The "Location" Replaceable parameter provides the Data Source ID.

At the ***Messages*** tab, you can specify a message that will be sent to a numeric pager, an alphanumeric pager, a serial printer, or via e-mail. It is recommended that all text boxes at this tab be filled in (staying within the parameters of each medium) no matter what the sending medium is.

> **Note:** You **must** enter a message in at least one text message box.

Numeric Pager: This text box only accepts numeric characters. This can be useful if a company has codes representing various alarms.

Short Text: This text box is used for messages sent to an alphanumeric pager and has a limit of 80 characters.

Long Text: This text box is used for messages sent to a serial printer, or to someone's e-mail address. You can enter a maximum of 255 characters.

- This message also appears in the **Alarms** section of the ***Control Center***.

Replaceable Parameters —

This section contains a list of items that are monitored. This list works with the **Short** and **Long Text** message boxes and is used for including the actual value of the monitored search criteria in the alarm message.

1. Type a message in either the **Short** or **Long Text** boxes along with a label for the parameter.
2. Double click an item from the **Replaceable Parameters** list, and the parameter will appear to the right of the label.
   - When this alarm is triggered, the actual value will be placed in the alarm message box.
   - When removing a parameter, make sure the entire parameter including both brackets is deleted.

> **Note:** If you click **OK** at this point, this alarm will be saved as defined thus far. If you want to add to what you have already defined, select another tab.

EDITING/DELETING AN ALARM

To edit an alarm, follow these steps:

1. At the ***Control Center***, select **Monitors → Alarm Options**.
2. At the ***Choose Alarm*** dialog box select the alarm, and click the **Edit** or **Delete** button.
3. If you clicked the **Edit** button, the ***Alarms*** screen appears. Select a tab to make the desired changes.

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