

Description: Guide to configuring the SNPP paging service
OS Requirement: Win 2000 Pro/Server, XP Pro, Server 2003
General Requirement: Installation of AlarmWorX32 Multimedia v9.1 or above. You should check that your paging service provides a SNPP server.

Introduction

We have added support for Simple Network Paging Protocol (SNPP) in version 9.1. In many instances, this is the preferred method of sending out alarms to pagers. With SNPP, you will not need the additional modem to dial to the paging service provider, eliminating both hardware and configuration problems that you may run into.

Configuring the SNPP Agent

1. Start AlarmWorX32 Multimedia configurator from Start → Programs → ICONICS AlarmWorX32 Multimedia → AlarmWorX32 Multimedia Configurator.
2. In the tree-control on the left-hand pane, expand Alarm Configurations → Multimedia Agents → Pager/SMS/GSM/Tap.
3. Click on the “General Settings...” button to bring up the Pager Configuration dialog.
4. Notice that the right-hand section of this dialog is devoted to SNPP Pager Configuration.
5. Put in your SNPP Server Host Name. You will need to find this information from your paging service provider. In general, the host will be “snpp.company.com”
6. Put in the port where your service provider hosts the SNPP service. The default port is 444.
7. You can leave the SNPP Protocol Level at 1 unless otherwise specified by your paging service.
8. The Pin (Pager Number) and Password is the authentication to the SNPP server.

NOTE: Some service providers may not ask for authentication information when sending pages. In such a case, you can leave these two fields blank.

9. Your finished configuration should look similar to Figure 1. You can click on OK to save the configuration and exit the configuration dialog.

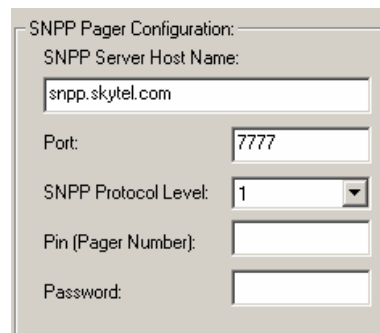


Figure 1 - SNPP Pager Configuration

Testing the Agent

1. You can now create a pager agent to test this. Right-click on Pager/SMS/GSM/Tap and select New → Media Item
2. Give the Media Item a name and choose the appropriate template for this agent.
3. In the Pager Agent Setting section, put in the Pager Number in which you want to send the message.
4. You can give it an optional Acknowledge code if you wish.
5. You can ignore the “Use GSM/PCS Service” and “Use Modem/ISDN Service” radio buttons since we are using the SNPP service.
6. Your finished Media Item should look similar to

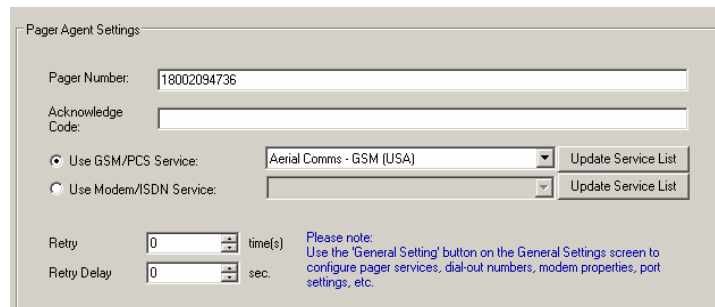


Figure 2 - Pager Agent Settings

7. You can click on the “Test” button now to try out the configuration.
8. If it’s successful, you should see a message as show in Figure 3.



Figure 3 - Test Successful