



# AlarmWorX64 Multimedia Paging using SNPP Services



## APPLICATION NOTE

September 2013

**Description:** Guide to configuring the SNPP paging service

**OS Requirement:** Vista x64/ Windows 7 x64/ Windows 8 x64/ Windows Server 2008 x64/ Windows Server 2008 R2 x64/ Windows Server 2012

**General Requirement:** Installation of AlarmWorX64 Multimedia 10.8. You should check that your paging service provides a SNPP server.

## Introduction:

We support Simple Network Paging Protocol (SNPP) in version 10.8 as well. 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 you may run into.

## Configuring the SNPP Agent:

1. Start AlarmWorX64 Multimedia configurator from Start → All Programs → ICONICS → AlarmWorX64 MultiMedia → AlarmWorX64 Multimedia.
2. In the tree-control on the left-hand pane, expand Alarm Configurations → Multimedia Agents → Pager/SMS/GSM/TAP (double click).
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. Depending on the service, you might only need to enter the last seven digits of your pager number.
9. Your finished configuration should look similar to below figure.  
You can click on OK to save the configuration and exit the configuration dialog.

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

Figure 1

## Testing the Agent:

1. You can now create a pager agent to test this. Right-click on Pager/SMS/GSM/TAP and select +Multimedia Agent Setting.
2. Give the Media Item a name and choose the appropriate Media Template for this agent.

**NOTE:** Depending on the pager, you may only be able to send out numeric digits, in which case, sending alphabetic letters may cause paging to fail. Check your paging template to see if the message template is compatible with the paging service.

3. In the Pager/SMS/GSM/TAP 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.

Figure 1 - Pager/SMS/GSM/TAP Settings

6. Your finished Media Item should look similar to
7. You can click on the "Test" button now to try out the configuration. If it is successful, you should see a message as show in Figure 2.

Figure 2 - Test Successful