

Alarm Client

Installation and User Guide

NEC NEC Infrontia Corporation

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1

Introduction

The *Alarm Client Installation and User Guide* provides the information you need to manage Alarm Client.



NOTE

MA4000 is a product line that includes the MA4000 Management System, MA4000 License Manager, MA4000 IP-PBX Command Manager, and other applications.

In this document, unless otherwise stated, "MA4000" refers to the MA4000 Management System.



REFERENCE

Please refer to the MA4000 Help section for alarm set up.

Chapter Topics

- [Alarm Client Overview](#)
- [How This Guide Is Organized](#)

Alarm Client Overview

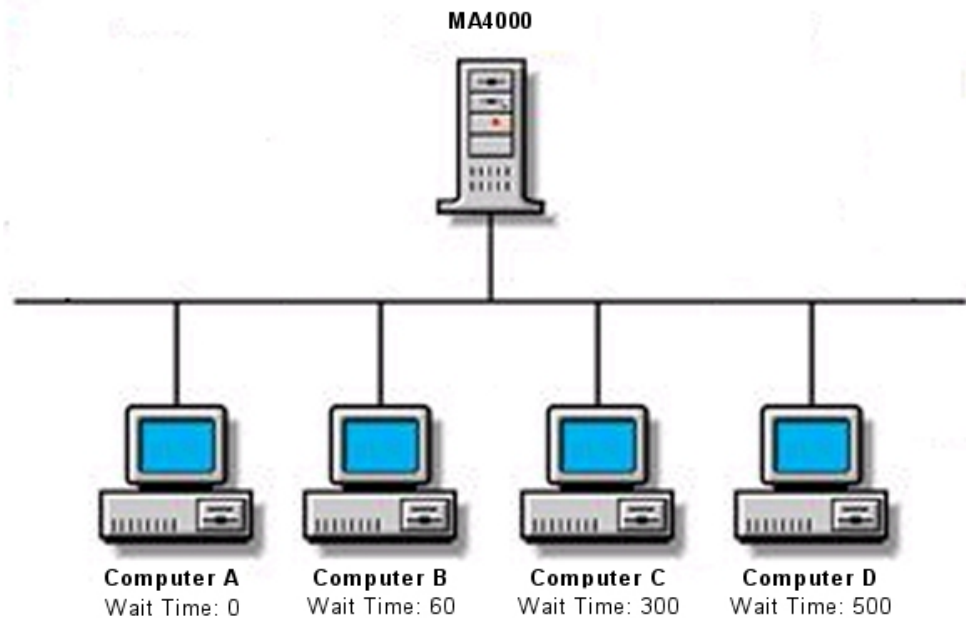
Alarm Client is a desktop application which can be used to notify users of alarms triggered within the MA4000 Management System. It is installed automatically on the MA4000 server, and can be installed on any compatible computer with network access to the MA4000 server. There is no limit to the number of Alarm Clients that may be connected to an MA4000 server.

Alarm notifications are distributed to each Alarm Client based on the Alarm Definitions defined within MA4000. When an alarm notification is received, a pop-up screen displays containing details of the alarm, including the alarm source and its severity.

Practical Application

If the alarm notifications are sent to more than one computer, they can be broadcast at the same time or at different time intervals, creating a hierarchy, referred to as "alarm escalation." Refer to the alarm escalation example in [Figure 1-1](#).

Figure 1-1 Alarm Escalation example



- Step 1** An alarm is generated notifying a group of common users named Computer A, Computer B, Computer C, and Computer D.
- Step 2** The alarm notification is sent immediately (Wait Time: 0) to Computer A, but the attendant is not at their desk. The alarm notification is not seen.
- Step 3** One minute elapses and the alarm notification is then sent to Computer B. The attendant at Computer B is at the desk but is busy attending to a support call, therefore ignores the alarm.
- Step 4** Five minutes elapse and the alarm notification is then sent to Computer C. The attendant at Computer C is at the desk and selects the **Acknowledge** button on the pop-up screen. (An indicator on their pop-up screen changes color from red to white.) Doing so stops the alarm escalation process; thus Computer D will not receive an alarm notification.
- Step 5** Attendant C attends to the alarm as needed.

How This Guide Is Organized

- Chapter 1*
Introduction This chapter provides a brief overview of Alarm Client, and outlines the guide's chapter layout.
- Chapter 2*
Installing Alarm Client This chapter lists the steps needed to install Alarm Client.
- Chapter 3*
Configuring Alarm Client This chapter details how to configure and maintain Alarm Client.
- Chapter 4*
Using Alarm Client This chapter provides the instructions for starting Alarm Client, and how to view alarm notifications.

2

Installing Alarm Client

This chapter provides the steps needed to install Alarm Client.

Chapter Topic • [Alarm Client Installation](#)

Alarm Client Installation

Alarm Client can be installed on any network computer running one of the following Microsoft Windows operating systems.

- Windows 2000 Professional (Service Pack 4 or later)
- Windows 2000 Server (Service Pack 4 or later)
- Windows XP Professional
- Windows Server 2003



NOTE

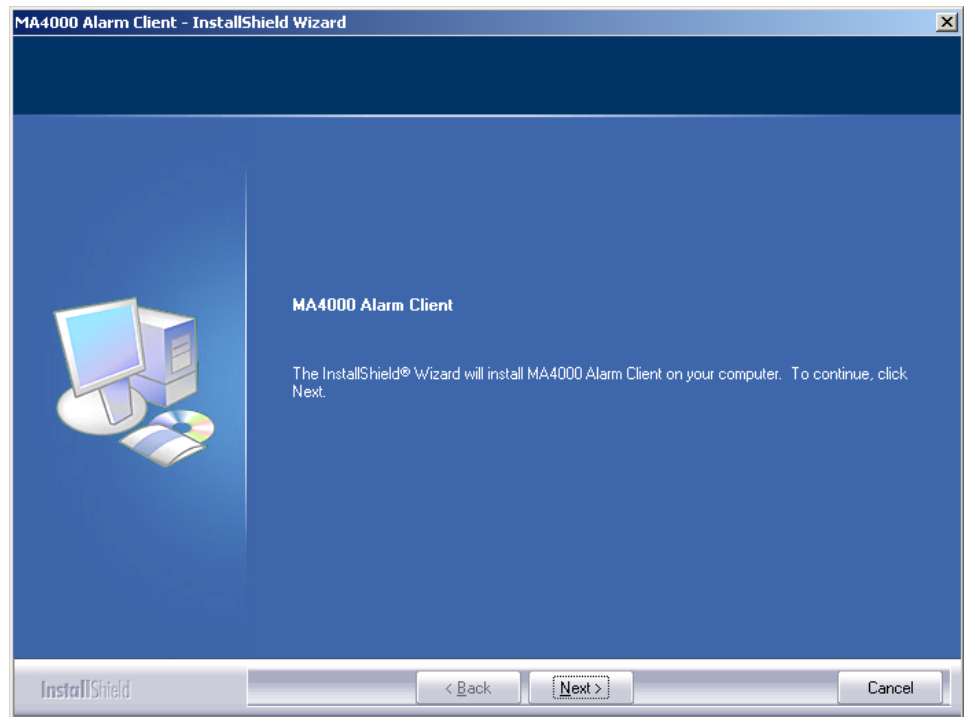
Firewalls protect your network from unauthorized access. If you have a firewall between Alarm Clients and the MA4000 server, you must allow pass-through rights to TCP port 2006 which is used to transport Alarm Notifications and Acknowledgements between Alarm Clients and the NEC MA4000 Arena service. If you have additional questions about firewalls, see your network administrator.

To Install Alarm Client

Step 1 Place the **MA4000** disc into the appropriate drive.

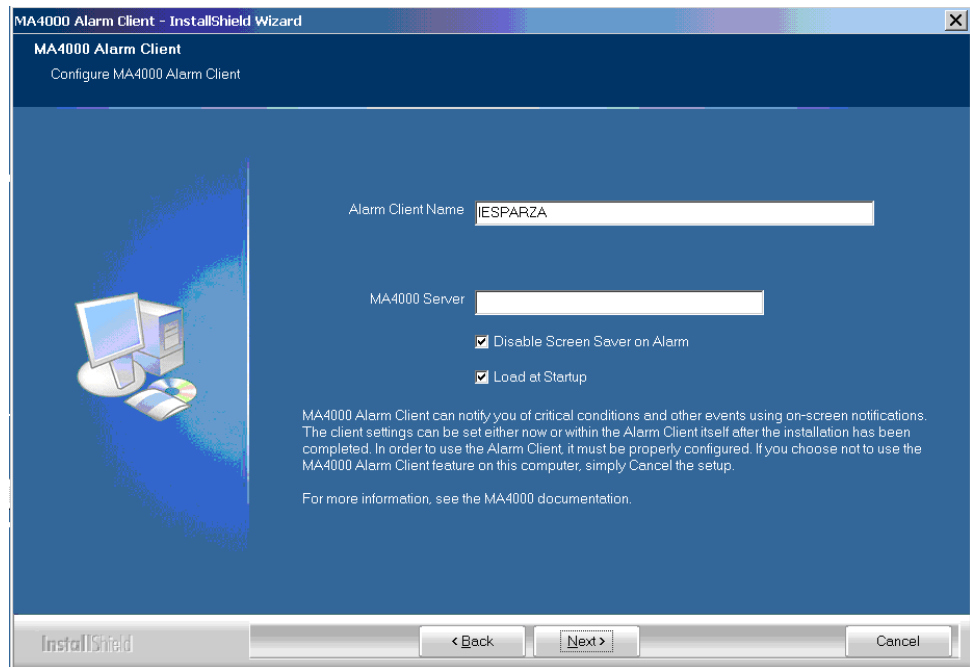
Step 2 Select the **Alarm Client** option from the autorun menu. [Figure 2-1](#) displays.

Figure 2-1 MA4000 Alarm Client InstallShield Wizard



Step 3 Click the **Next** button. [Figure 2-2](#) displays.

Figure 2-2 MA4000 Alarm Client - Configure



Step 4 Enter the client name (20 characters, maximum) in the **Alarm Client Name** field.



The client name entered in the **Alarm Client Name** field (Figure 2-2) should be entered when configuring Client Popup Notifications for MA4000 Alarm Definitions.

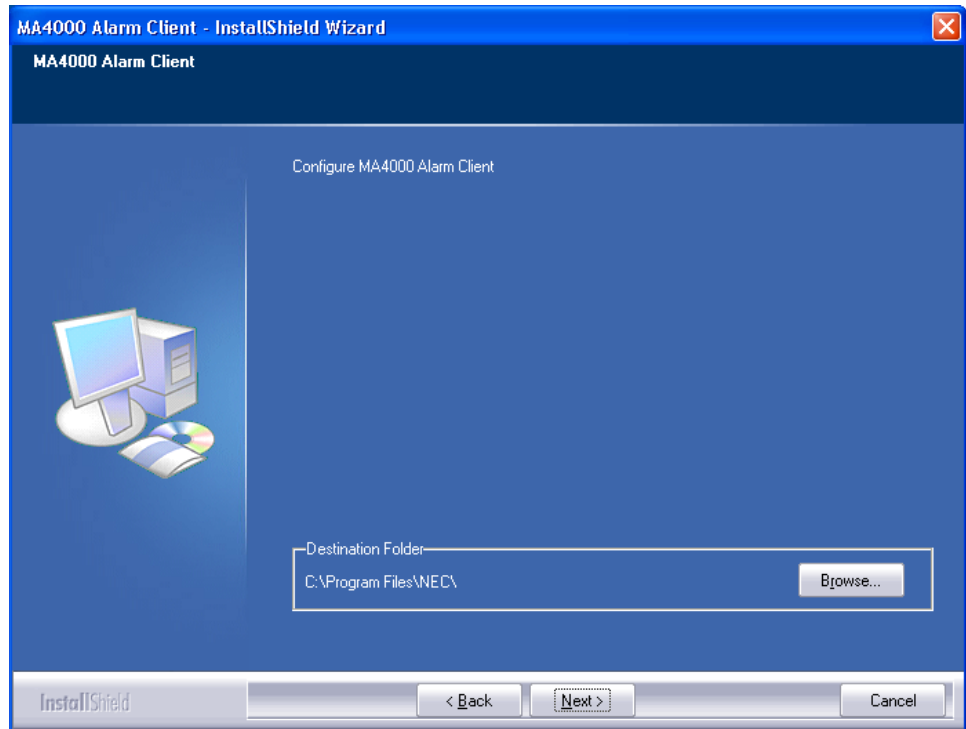
Step 5 Enter the MA4000 server host name or IP address in the **MA4000 Server** field.

Step 6 (Optional) Select the **Disable Screen Saver on Alarm** check box to prevent the screen saver from displaying until the alarm notification has been acknowledged or deleted. It is highly recommended that a password not be set on your screen saver.

Step 7 (Optional) Select the **Load at Startup** check box to place a shortcut to Alarm Client in the Startup folder. If you select this, each time the computer is started, the Alarm Client application opens and begins operating in the background.

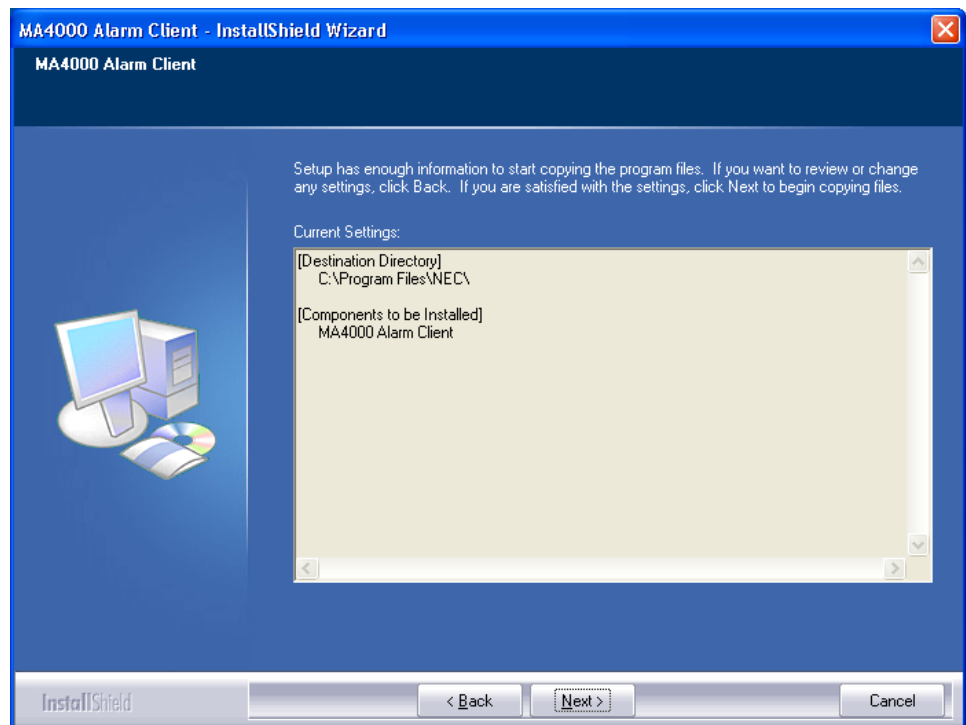
Step 8 Click **Next**. Figure 2-3 displays.

Figure 2-3 MA4000 Alarm Client - Destination Folder



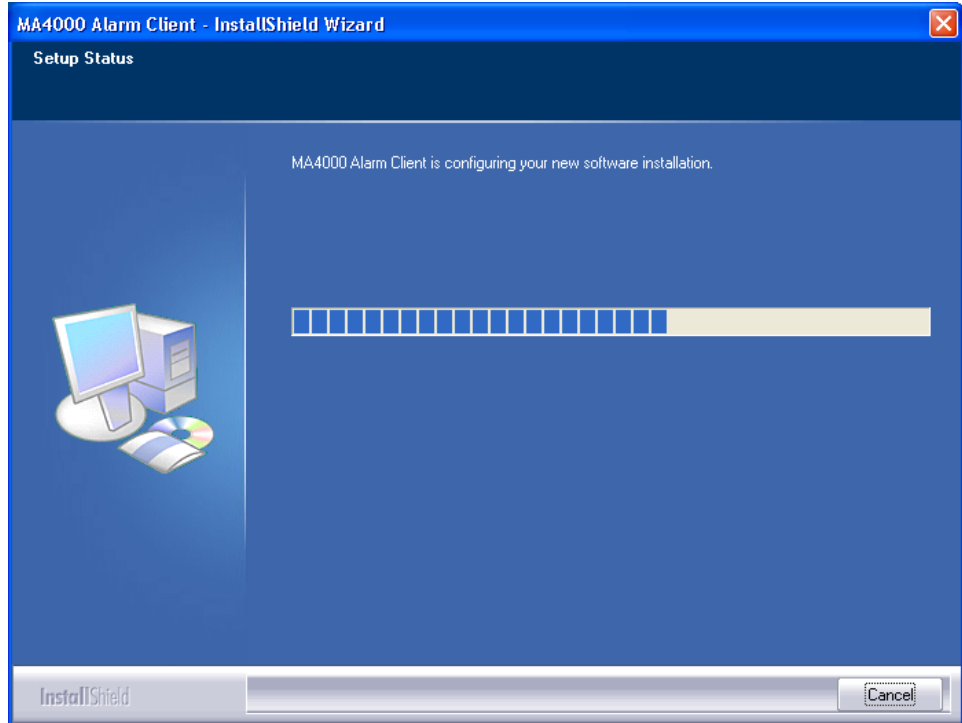
Step 9 Click **Browse** to change the file location, or click **Next** to continue the installation. [Figure 2-4](#) displays.

Figure 2-4 MA4000 Alarm Client - Current Settings



Step 10 Review the settings displayed. To change the settings, click **Back** to install Alarm Client. Click **Next** to continue. [Figure 2-5](#) displays.

Figure 2-5 MA4000 Alarm Client - Setup Status



Step 11 The Setup Status progress bar displays indicating the Alarm Client installation is configuring the software.

Step 12 Click **Finish** to complete the installation.

3

Configuring Alarm Client

This chapter details how to configure and maintain Alarm Client.

Chapter Topics

- [Alarm Client Configuration](#)
- [Alarm Client Passwords](#)
- [Alarm Client Options](#)

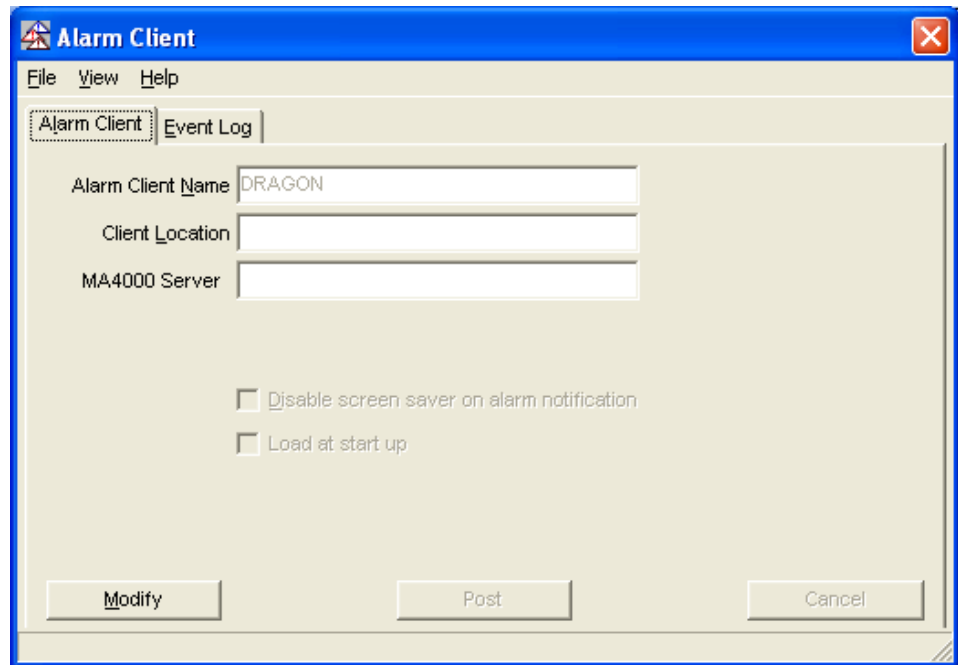
Alarm Client Configuration

Use the following steps to configure Alarm Client.

Step 1 Do one of the following to open Alarm Client.

- Right-click the **Alarm Client** icon located on the Desktop system tray. The shortcut menu displays. Proceed to [Step 2](#).
- If the **Alarm Client** icon is not present on the Desktop system tray, select **Start > Programs > NEC MA4000 > Alarm Client**. The Alarm Client dialog box displays ([Figure 3-1](#)). Proceed to “[Changing Alarm Client Options](#)” on page 3-4.

Step 2 Select the **Configure Alarm Client** option. [Figure 3-1](#) displays.

Figure 3-1 *Alarm Client*

Alarm Client Tab

The **Alarm Client** tab displays information defined during the installation. To modify this information, see ["Changing Alarm Client Options" on page 3-4](#).

Event Log Tab

The **Event Log** tab is a read-only display of all the events Alarm Client receives. The **Event Log** tab is generally used for troubleshooting.

Alarm Client Passwords

A password is not needed to start Alarm Client, or to receive alarms. However, each Alarm Client has its own password allowing you to change its setup.

The default Username is **ADMIN**, and the default Password is **ADMIN**. Use the steps listed in "[Changing an Alarm Client Password](#)" to change the default password.

Changing an Alarm Client Password

Use the following steps to change passwords in Alarm Client.

- Step 1** Log-on to the client by selecting the **Login** option from the **File** menu.
- Step 2** Enter the password for this client. If the password has not yet been changed, the default password is **ADMIN**.
- Step 3** To change the password, select the **Change Password** option from the **File** menu.
- Step 4** Enter a new password twice to confirm that you typed it correctly.
- Step 5** Click the **OK** button.

After changing the password, when you log out of the client application, you must now use the new password to log back in.

Alarm Client Options

The Alarm Client options were defined during installation. However, you can change the options for each client using that client's password. The client options are:

- MA4000 Server
- Alarm Client Name
- Client Location
- Disable Screen Saver on Alarm Notification
- Load at Start-up

Changing Alarm Client Options

Use the following steps to change options in Alarm Client.

- Step 1** If Alarm Client is not started when the computer restarts, start it by selecting **Start > Programs > NEC MA4000 > Alarm Client** from the Microsoft Windows Desktop.
- Alarm Client starts in a logged out condition.
 - Many of the buttons and field names will be grayed out. This indicates you may view the information, but not change it.
- Step 2** To change the information, select the **Login** option from the **File** menu.
- Step 3** Enter the password for this client.
- Step 4** Click the **Modify** button at the bottom of the screen.
- Step 5** You can change the information on the **Alarm Client** tab. See [Chapter 2, "Installing Alarm Client"](#) for explanation of the fields.



The Alarm Client Name is the identifier used to communicate with the Alarm Engine. If the name changes, you must change all related Alarm Definitions.

4

Using Alarm Client

This chapter details how to start Alarm Client and view the alarm notifications.

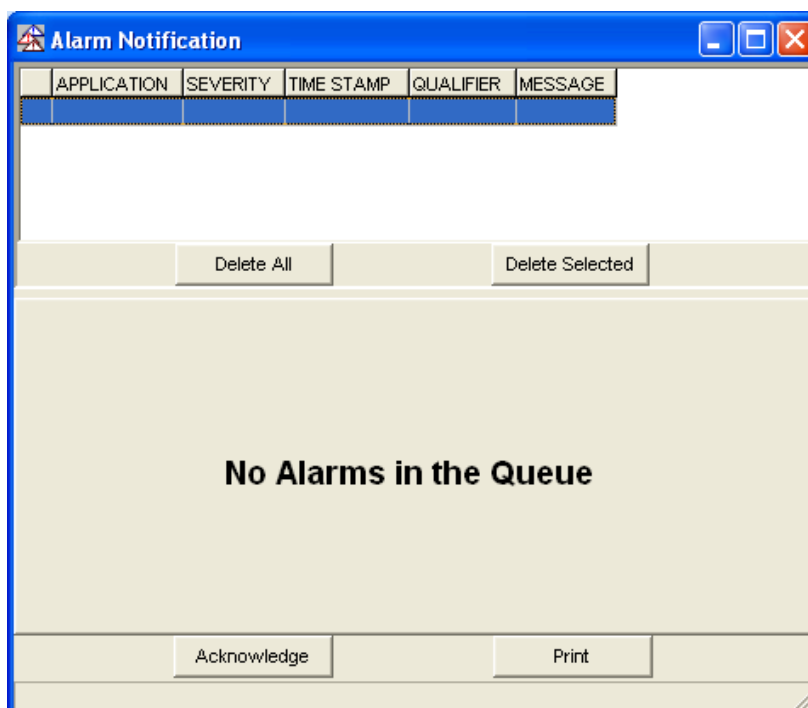
- Chapter Topics
- [Starting Alarm Client](#)
 - [Viewing Alarm Notifications](#)

Starting Alarm Client

Following the Alarm Client installation, the application should start automatically by default. If it does not, start it by selecting **Programs > NEC MA4000 > Alarm Client** from the Microsoft Windows Desktop.

The **Alarm Client** icon should display in the icon tray. Double-click the icon and [Figure 4-1](#) displays.

Figure 4-1 Alarm Notification dialog box



Troubleshooting a File Access Denied Error

An operating system (OS) permissions problem may occur if the installed profile is not used when opening Alarm Client. When an incorrect profile is used, a "File Access Denied" error displays when logging into a domain.

Folder permissions are defined during the Alarm Client installation. If the "File Access Denied" error is received do one of the following:

- Allow OS group full control of the log folder.
- The administrator can configure the Alarm Client user that received the "File Access Denied" error to have full access rights for the log folder. By default, the user that is created during the installation has full access permissions to the log folder.

Viewing Alarm Notifications

If the **Alarm Client** icon appears in the system tray, nothing more needs to be done to enable the pop-up screen to display. The pop-up screen will display automatically and the icon will flash when a notification is received.

Displaying the Pop-up Screen

Use the following steps to configure the pop-up screen to display.

Step 1 Right-click the **Alarm Client** icon in the system tray.

Step 2 Select the **Alarm Notifications** option.

When Does Alarm Client Receive Alarm Notifications

Each time Alarm Client starts, it checks for alarms that have been reported since the last time it received one. This prevents you from missing alarm notifications during a restart, or computer down time.

Each active Alarm Client pings the server every 60 seconds through the NEC MA4000 Arena service to ensure the Arena connection is active. If the connection to the arena is lost, Alarm Client treats the loss of connection the same as a computer being rebooted or out of service. When the Arena connection is reestablished, Alarm Client queries and determines if notifications occurred while the Arena was out of service.



REFERENCE

Refer to "[Changing Alarm Client Options](#)" on page 3-4 to make changes to the Alarm Client setup.

For additional information or support on this NEC Infrontia Corporation product, contact your NEC Infrontia representative.

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