Schneider Electric TAC INET Notifier

- Installation and configuration -

As much as TAC INET is a great system, it lacks support for sending emails and text messages to users upon alarms from the system. This program will enable you to do that.

The program will look for alarm events in the SQL database, and process then according to the settings. The program has its own alarms list, and if the service is stopped, it will save the alarm list so that only new alarm events are processed when the program comes back online. It's recommended that you run the program without any email, SMS and file settings the first time, because this will make the program read all present alarm events without sending anything.

For emails you just need to know your SMTP server configuration, and for SMS it uses the SysManSMS® program that has a SMTP to SMS feature. Also, the program can write to a text file, and SysManSMS® can then look for this text file. Both the email to SMS and file to SMS functions are currently used for the TAC Vista product line.

For more help setting up SysManSMS® please refer to SysMan http://www.sysman.no/alert/, or to the two guides for setting up SysManSMS® for TAC Vista.

Please send me an email if you have any questions, experience any problems, or have ideas to improve the program.

1 – Installation

Before installing this version, it's important that you uninstall any previous versions of TAC INET Notifier.
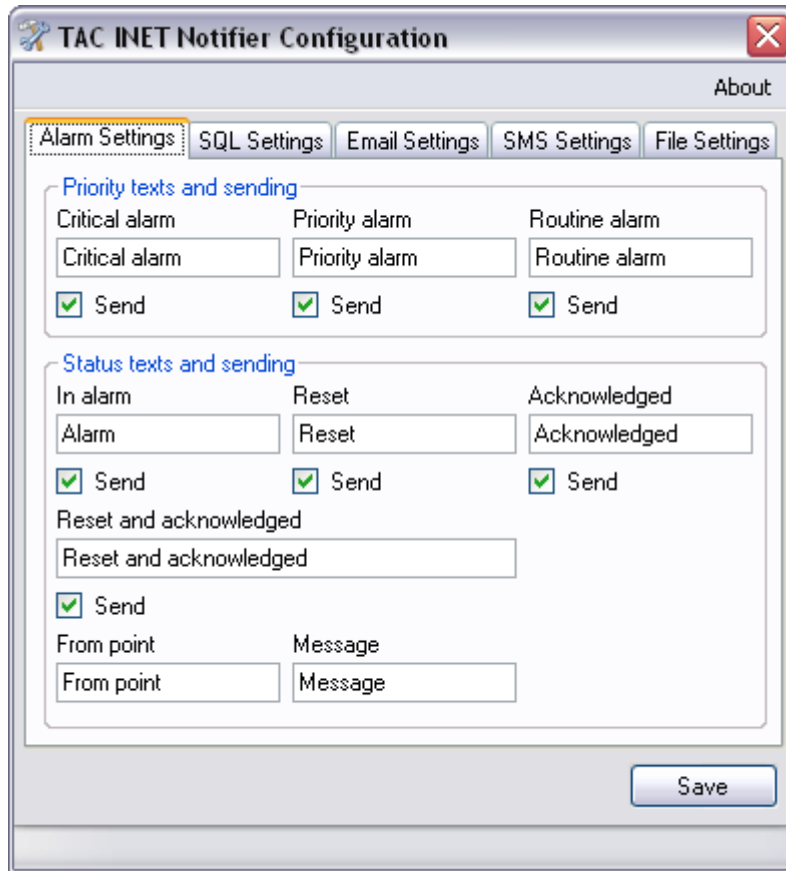
Run "TAC INET Notifier Setup.msi"

Follow the instructions in the setup wizard.

The program should now be installed. There will be three shortcuts in "Start" → "Programs" → "Schneider Electric" → "TAC INET Notifier".

2 – Configuration

The "Alarm Settings" pane is for configuring send options and your own customized strings that will be used in email and SMS.
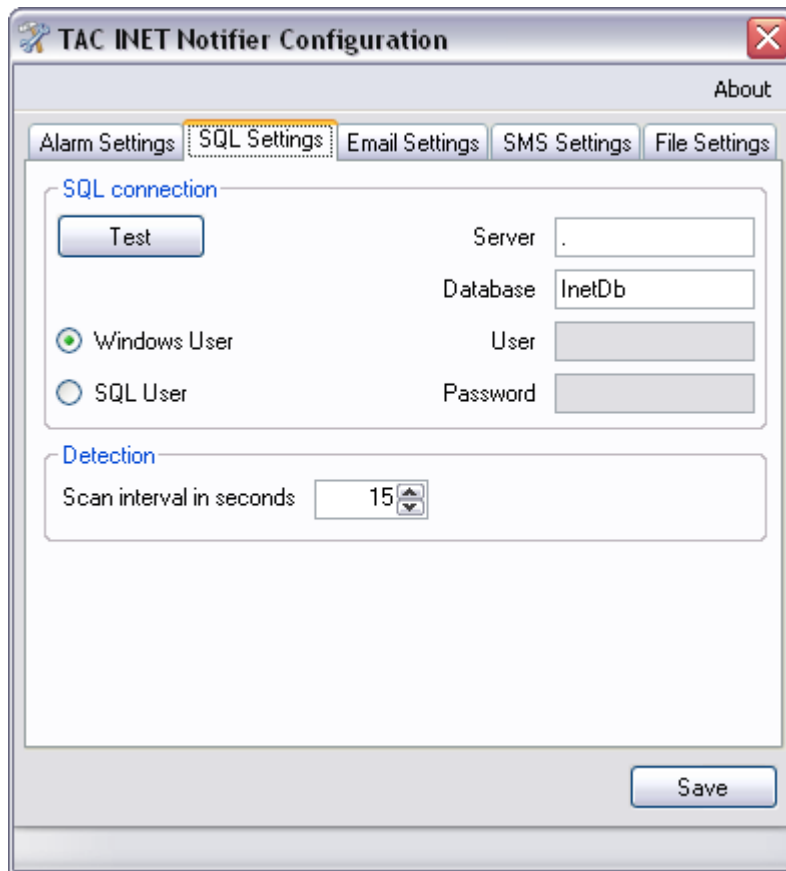

In the top you can define what priorities should be sent, and what text should be used in messages describing each priority.

Below you define what alarm states should be sent, and what the description in the message should be. Also in emails, the string defined in "From point" will be set in front of the description of the point from which the alarm is coming, and the string defined in "Message" will be put in front of the status description in the message.

You can save the configuration at this point if no other configuration is needed.

The SQL settings are defaulted to a standard TAC INET installation, so in most cases no additional configuration should be necessary. The scan interval defines how often the SQL database should be scanned for new alarm events. Minimum is 15 seconds to not overload the SQL server.

Click on "Test" to test your SQL connection.

Enable emails in the Email Settings if you want to use a SMTP server for sending emails. Define sender name, email and subject that will be used for emails sent from the program.
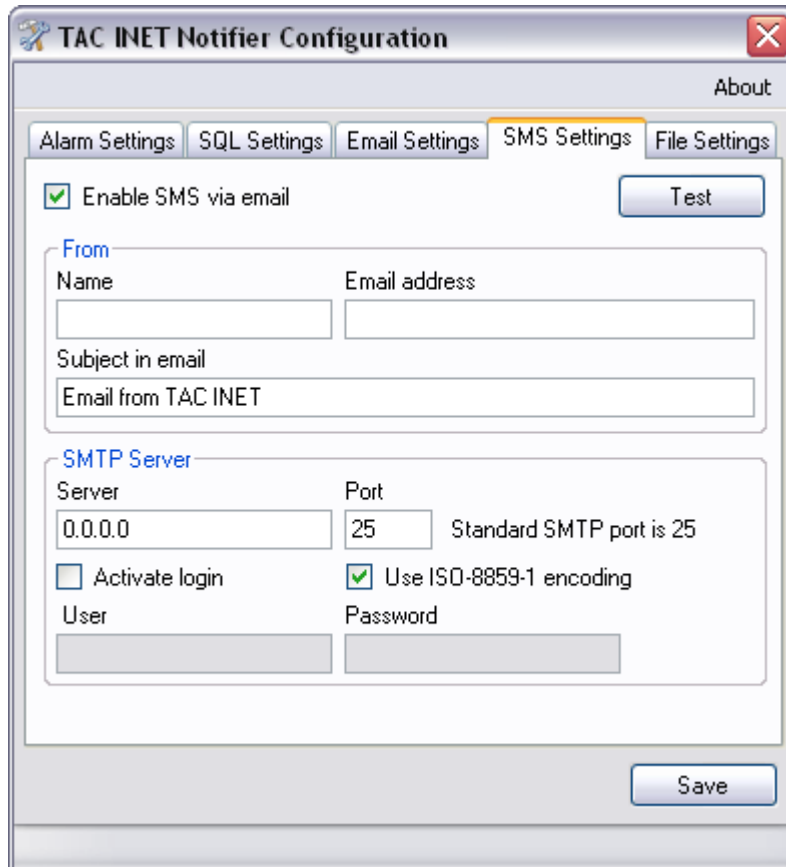
In the SMTP Server part, you setup your SMTP server configuration. You can even activate login, if your SMTP server uses a plain user name and password login.

If you click on "Test" you will be prompted for an email address for a receiver, and a test email will be sent to the receiver.

The SMS configuration is much like the email configuration. The only difference here is, that SysManSMS® has to receive its emails in ISO-8859-1 encoding, so there's an option to format the SMS emails. If SMS option is going to be used for a secondary standard SMTP server you can uncheck this option.
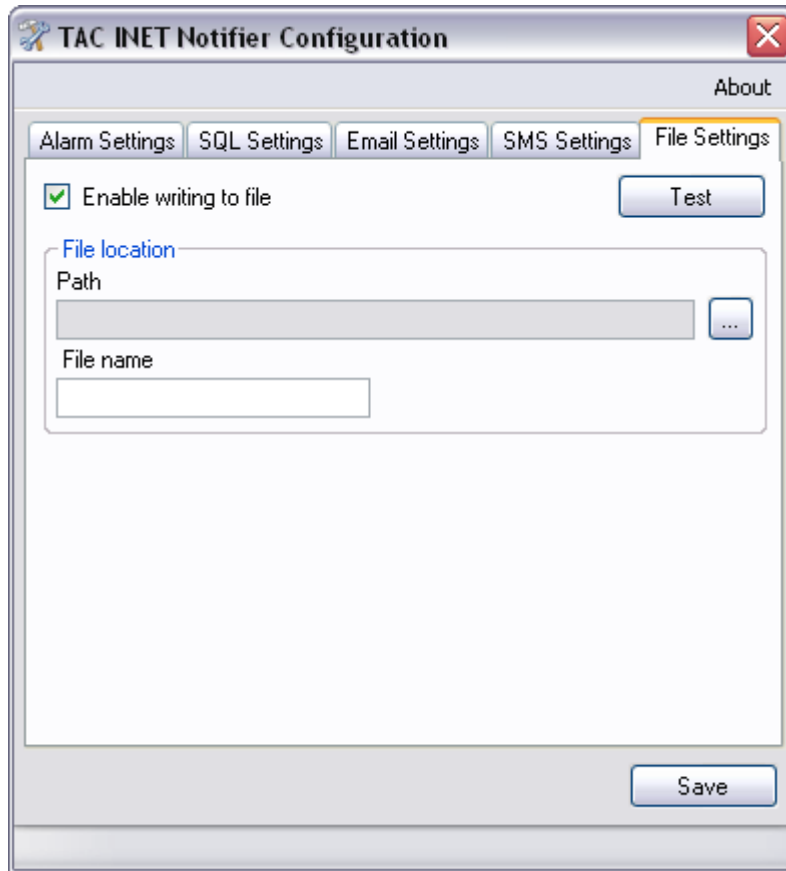
In Files Settings you can enable writing to a file. This is the option most recommended when using SysManSMS®. Click on "…" to browse the folder in which the alarm file should be stored, write a file name for the alarm file. Remember to put a .txt extension in the file name.

Click on "Test" to make a test write.

3 – Receivers

Launch the receiver configuration

To add a new receiver, simply start typing a name in the name column. Write the users email address and SMS address, and check if the user should receive emails and/or SMS. The format in the SMS address is phonenumber@anything for SysManSMS to receive the mail correctly, eg. 1234567890@test. To get a better SysManSMS® performance using email, it's recommended to make a receiver list in SysManSMS® and then use that for distribution, meaning making a SMS receiver with the SMS address of eg. SMSReceivers@test, and then make a receiver list in SysManSMS® called SMSReceivers. This will make the program only send one email to SysManSMS®, that will then send text messages to all the receivers defined in the list.

The program will only try to send emails and text messages if the corresponding option is enabled in the configuration.

To delete a receiver mark the row of the receiver and hit delete on the keyboard.

When you're done editing, click on "Save" and close the configuration.

4 – Status

Now you can launch the status monitor, that will allow you to start and stop the service, and also show you what alarms are currently in the programs memory.
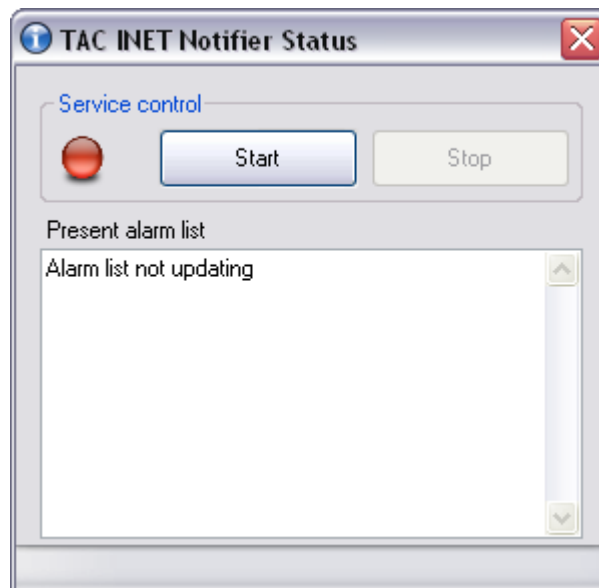
5 – Examples

Here are some examples of how a localized text message and email could look.