# SysManSMS *Server*

Version 8 - ENGLISH

## Installation Guide - TAC Vista edition

## Adding GSM/SMS functionality to TAC/Vista

### SysManSMS Software License Agreement

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**IMPORTANT:**
One SysManSMS Server License KEY can only be used with one installation. Multiple installations will fail!
Use *uninstall* to move a license KEY to another installation

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Any questions to the product can be directed to Schneider Electric Support or visit www.sysman.no

# Installing a GSM device for SysManSMS *Server*

## STEP-1:

**Check support for your GSM device** (Updated list, see www.sysman.no/support/devicesupport/ )

| Manufacture | Device ID/Name | Hardware | Connection | Network |
|---|---|---|---|---|
| Sierra Wireless | Fastrack Xtend FXT009 | Sierra Wireless | Serial/USB | QuadBand |
| Sierra Wireless | Fastrack Xtend FXT001 | Sierra Wireless | Serial/USB | QuadBand |
| Wavecom | M1306B | Wavecom | Serial | 900/1800 Eur/Asian |
| Wavecom | WMOD2 | Wavecom | Serial | 900/1800 Eur/Asian |
| Wavecom | Wismo Quick Q2400A | Wavecom | Serial | 900/1800 Eur/Asian |
| Wavecom | FASTRACK Supreme 10 | Wavecom | Serial/USB | QuadBand |
| Wavecom | FASTRACK Supreme 20 | Wavecom | Serial/USB | QuadBand |
| Wavecom | FASTRACK GO | Wavecom | Serial/USB | QuadBand |
| Wavecom | FASTRACK XTEND | Wavecom | Serial/USB | QuadBand |
| Wavecom | Schneider SR2 MOD03 | Wavecom | Serial | QuadBand |
| Multi-Tech | MTCBA-G-UF1 | Wavecom | USB | 900/1800 Eur/Asian |
| Multi-Tech | MTCBA-G-UF2 | Wavecom | USB | 850/1900 American |
| Multi-Tech | MTCBA-G-UF4 | Wavecom | USB | QuadBand |
| Mobitek | Q24 (SGDK) | Wavecom | Serial/USB | QuadBand |
| Teltonika | T-ModemCOM | Nokia 12 | Serial | 900/1800 Eur/Asian |
| Teltonika | T-ModemCOM | Nokia 12 | Serial | 850/1900 American |
| Teltonika | T-ModemUSB | Nokia 12 | USB | 900/1800 Eur/Asian |
| Teltonika | T-ModemUSB | Nokia 12 | USB | 850/1900 American |
| Teltonika | T-ModemUSB TMU-105 | Nokia 12 | USB | 900/1800 Eur/Asian |
| Teltonika | T-ModemUSB TMU-106 | Nokia 12 | USB | 900/1800 Eur/Asian |
| Moxa | OnCell G2110 | Moxa | Serial | QuadBand |
| Nokia | Nokia 30 | Nokia 30 | Serial | 900/1800 Eur/Asian |
| Nokia | Nokia 31 | Nokia 31 | Serial | 850/1900 American |
| Siemens | TC35i | Siemens tc35i | Serial | 900/1800 Eur/Asian |
| Falcom | Swing | Falcom A2D | Serial | 900/1800 Eur/Asian |
| Falcom | Samba 55 | Siemens tc55 | USB | 900/1800 Eur/Asian |
| Falcom | Samba 56 | Siemens tc56 | USB | 850/1900 American |
| Falcom | Tango 55 | Siemens tc55 | Serial | 900/1800 Eur/Asian |
| Falcom | Tango 56 | Siemens tc56 | Serial | 900/1800 Eur/Asian |
| Falcom | Tango 864 | Siemens | Serial | 850/1900 American |

**Note:**
You can test SysManSMS Server without a local GSM device. This requires access to Internet and a outgoing SMTP server. By selecting COM0: as your GSM communication port, SysManSMS Server will use a Remote GSM Service to send SMS's.

## STEP-2:

**Make sure you have the manufacture installation documentation ready**

## STEP-3:

**Insert the SIM card into your GSM device. See manufacture installation documentation**

It's a good idea to check the SIM card in a mobile phone before inserting it into the device
If you are going to use the PIN security code – make sure you got it right

## STEP-4:

**If USB device – follow manufacture documentation to install the USB DRIVER (only)**

It's important that you only install the usb/modem driver, not any application
After installation – find the COM-port number for the installed device in the Computer Properties

## STEP-5:

**Connect the GSM device to the selected port (COM or USB)**

If device comes with cables, make sure you use the originals

## STEP-6:

**If external power, connect the power to the device and plug into mains**

Normally a light will indicate that the device has power connected

**GSM device communication speed should normally work by default**

SysManSMS *Server* will use either 9600 or 115200 baud. If the device does not support one of these, it will not work. To check device speed use *HyperTerminal* or other
To permanent set speed on a GSM device – use the AT+IPR=speed and AT&W commands

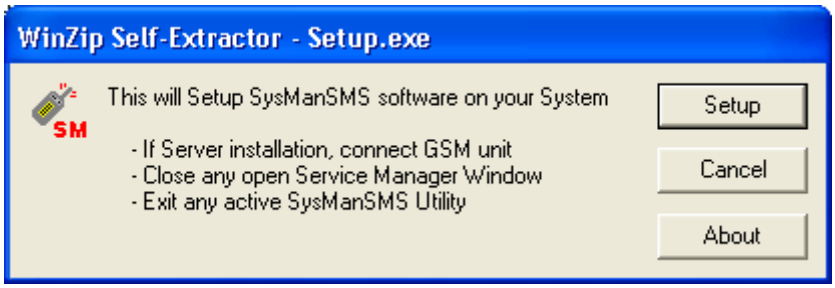
**IMPORTANT:**
Power must be turned OFF while inserting SIM card or while connecting the RS-232/USB cable to the PC

# Installing the SysManSMS *Server* software:

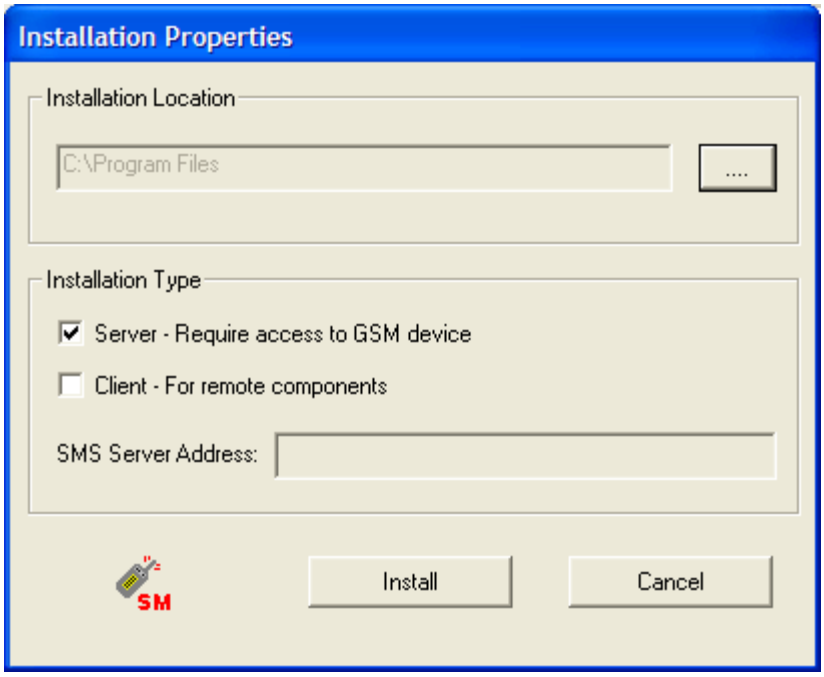
Insert the SysManSMS *Server* CD, the installation should start automatically.
If not, localize the file “Setup.exe” and double click on the file.

**Note:**
**SysManSMS Server can be used with a lot of applications in your network. SysMan has developed various *Solution Guides* with example of application interface and settings. You will find this documentation in the DOC folder of your installation, or at our web page www.sysman.no**

Now follow the installation instructions !

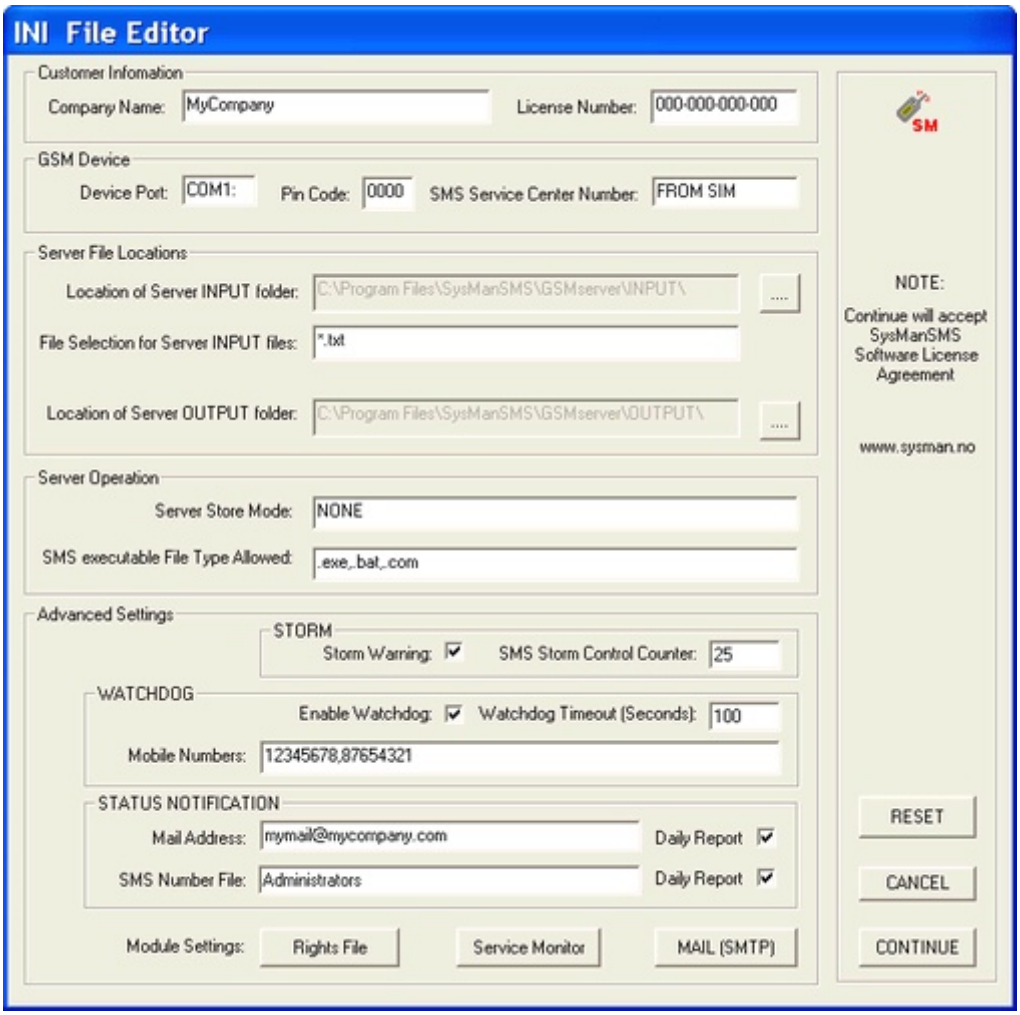



Make sure the GSM device is connected and powered – then hit SETUP




Select the location you want the SysManSMS software to be installed on
Default is C:\Program Files

When ready – click “Install”

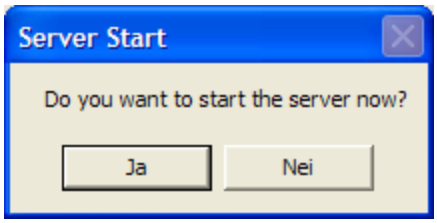



Edit your parameters to fit the installation

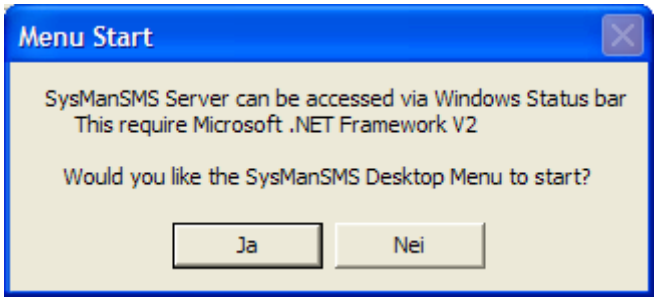
**Company Name:** End users company name
**License Number:** Use the license number that came with the product.
**Device Port:** Windows COM port where the GSM device are connected.
**Pin Code:** If PIN code not disabled in SIM card, type the correct SIM card PIN code
**SMS Service Center Number:** Default is “FROM SIM” card; else type the SMS Service Center Number.
**Location of server Input Folder:** Specify the location where TAC Vista writes its message files (Database)
Example: “C:\TAC330\DB” Note: This can be Vista version dependent.
**File Type for Server Input Files:** *For TAC Vista, use default or specify search criteria like: ABC*.txt*
**Location of server output folder:** *For TAC Vista, use default*
**Server Store Mode:** *For TAC Vista, use default*
**SMS executable File Type Allowed:** *For TAC Vista, use default*

Advanced Settings:
**SMS Storm Control Counter:** A value greater than zero will set a max number of SMS a user can receive per date
**Send Storm Warning:** Send user a last message (flash type) informing about Storm Control Stop
**Watchdog Option Setup:** If GSM device with SysManSMS Watchdog, enable it and add mobile numbers to list
**Rights File:** If you got ENTERPRISE (2-way) license, you can limit access from mobiles
**Status Notification:** Enter mail address and/or Number File to receive server notifications.
**Service Monitoring:** Register Windows Services like **TACOS** to be monitored. (See VISTA chapter)
**MAIL (SMTP):** Enable and setup the SMTP server for mail->sms and Remote GSM Service function.
Note: This is not normally used by VISTA, but may be used with Xenta or other

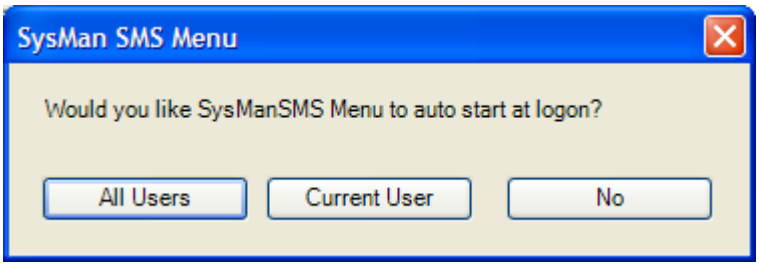
To change installation settings, use SysManSMS Desktop Menu or manually edit `SysManSMS.ini` file and re-start server




This installation will install SysManSMS Server service (SysManSMS for GSM) under user “Local System”, and will also set the server to automatic start at re-boot.




SysManSMS Server comes with a Desktop Menu for your Status Bar. If you like this to be installed now, hit YES. You can anytime later start the SysManSMS Desktop Menu from the Utilities folder.

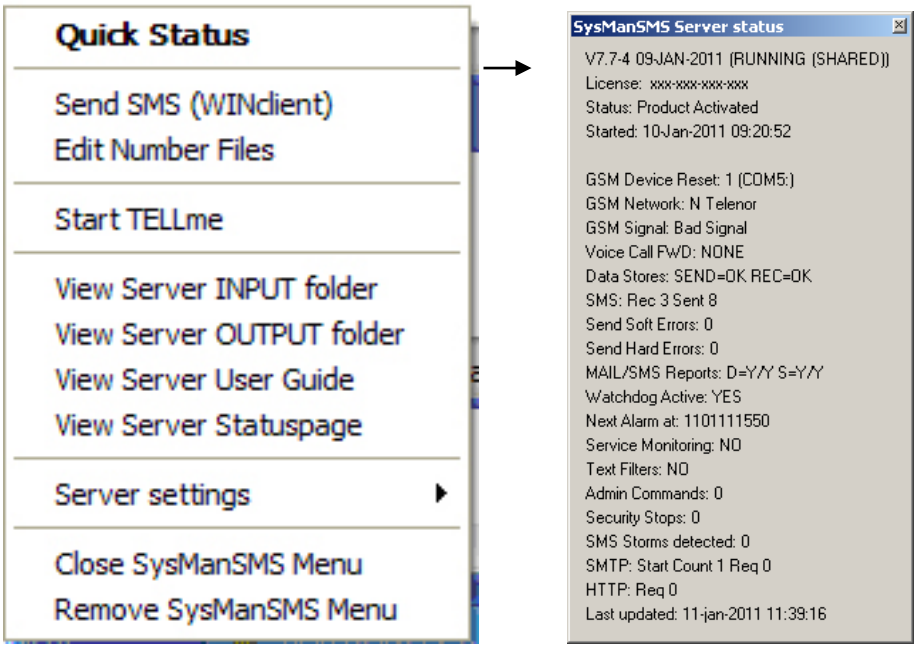



Installation completed !

**Note: It may take up to a Minute for the Server to register and become ready**

# Check status of your installation

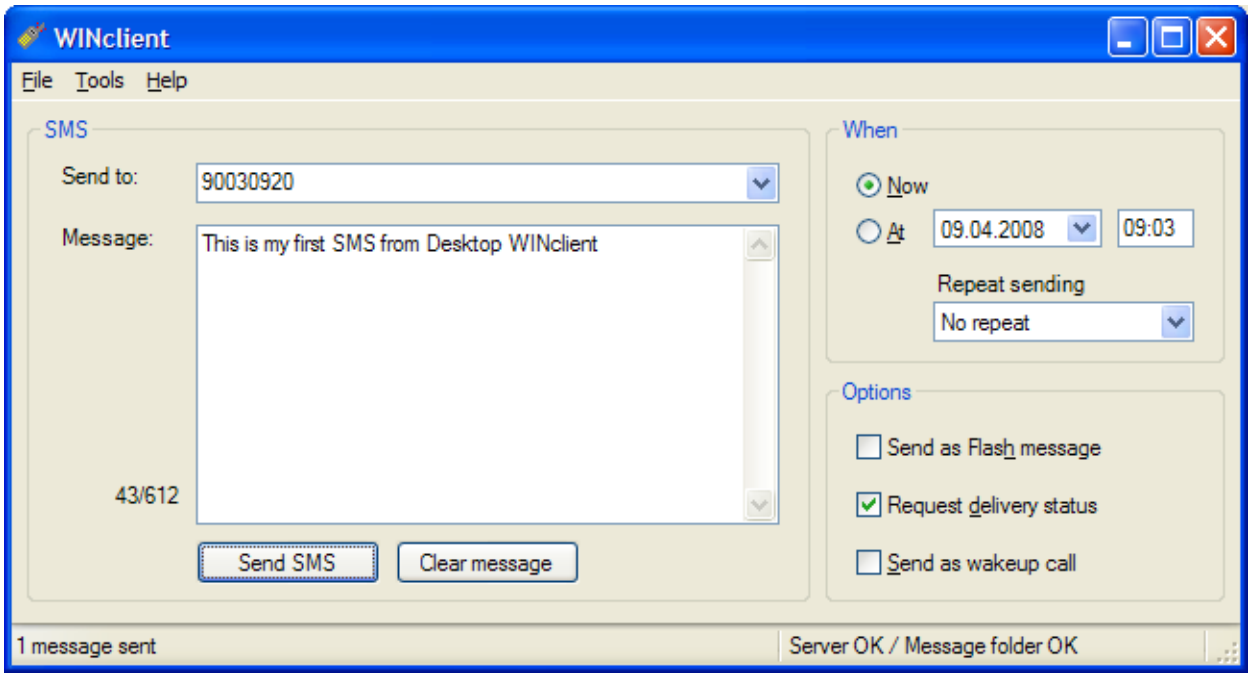
After installation check your SysManSMS Server using **Quick Status** Window from the SysMan Desktop status bar menu, or display the file *computername*_SysManSMS.html from OUTPUT folder.




# Send your first SMS Message

To check your SysManSMS installation you may now send your first SMS from the desktop **WINclient**. You access WINclient from SysMan Desktop status bar menu or from the SysMan `WINclient` folder.

NOTE: WINclient requires Microsoft .NET V2 – If not installed you may skip this test



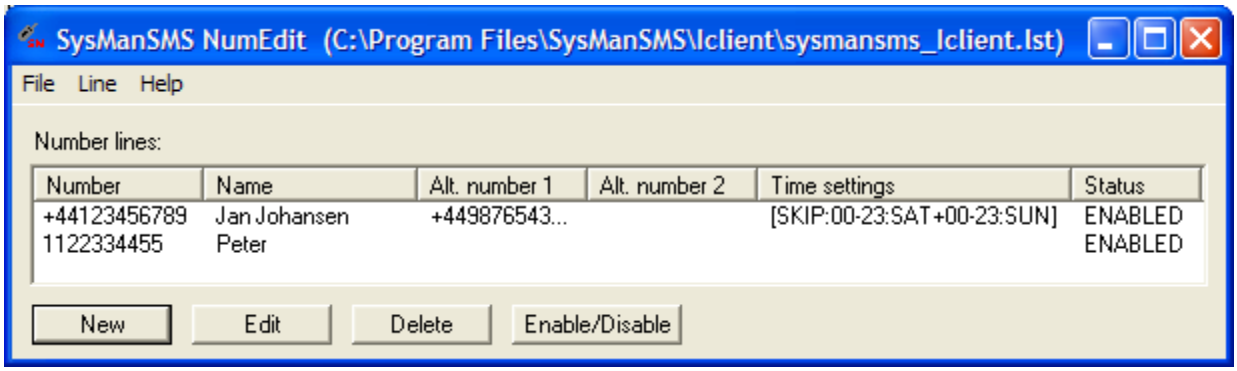

Create a simple text and send to a mobile number

# Create Number File(s) for your Alert Groups

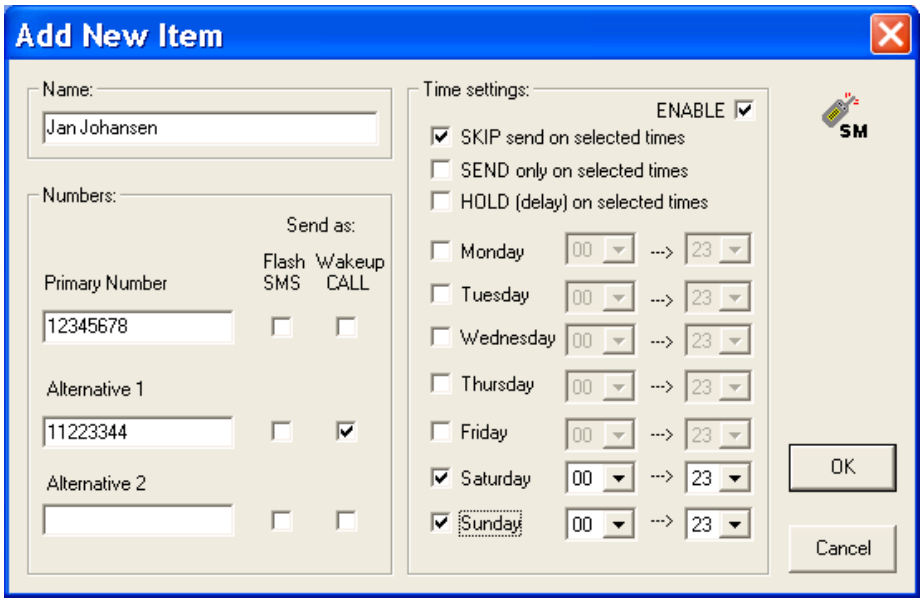
For mobiles to receive the text in your Vista alert files, you will need to create minimum 1 Number File.
Number Files are located in the `Iclient` folder of your SysManSMS installation, named *anything*.lst.

**IMPORTANT:**
The default Number File is `SysManSMS_Iclient.lst` and will be used if your own does not exist.
For this reason it is always a good idea to have minimum one number (administrator?) in the default file.

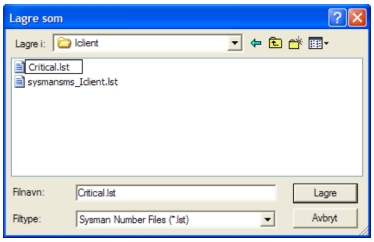
Start the Number File editor either from Desktop status bar menu or from SysMan `Utilities` folder




Add new destination numbers to the file – Save when finished




For each number you can specify message type, alternative numbers and a schedule plan

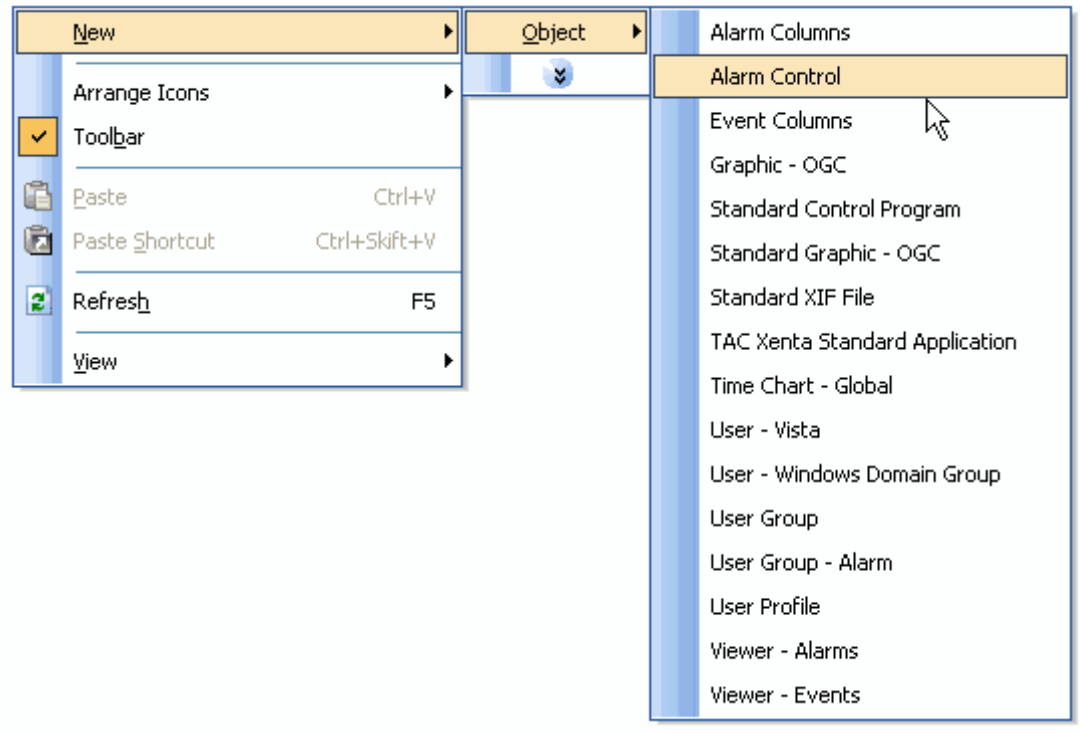



OPTIONAL: For our installation sample, also save a file named as Critical.lst in the Iclient folder

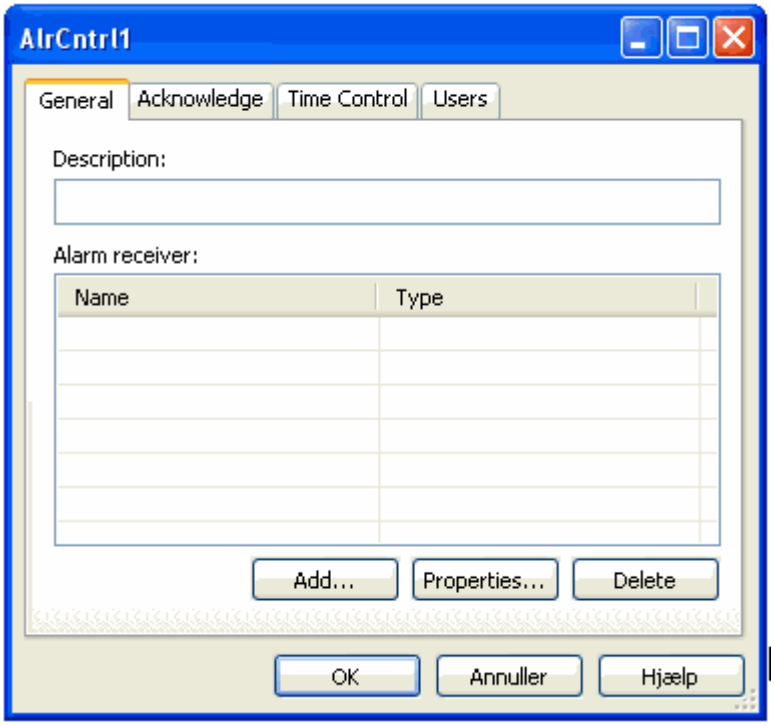
***You may now test your Number Files by just copy a text file named `Critical.txt` into the selected TAC Database folder. Text in this file will be sent to numbers in Number File `Critical.lst`***
***Any other text file will be sent to numbers in default Number File***

# Setup TAC/Vista to produce SMS alert files

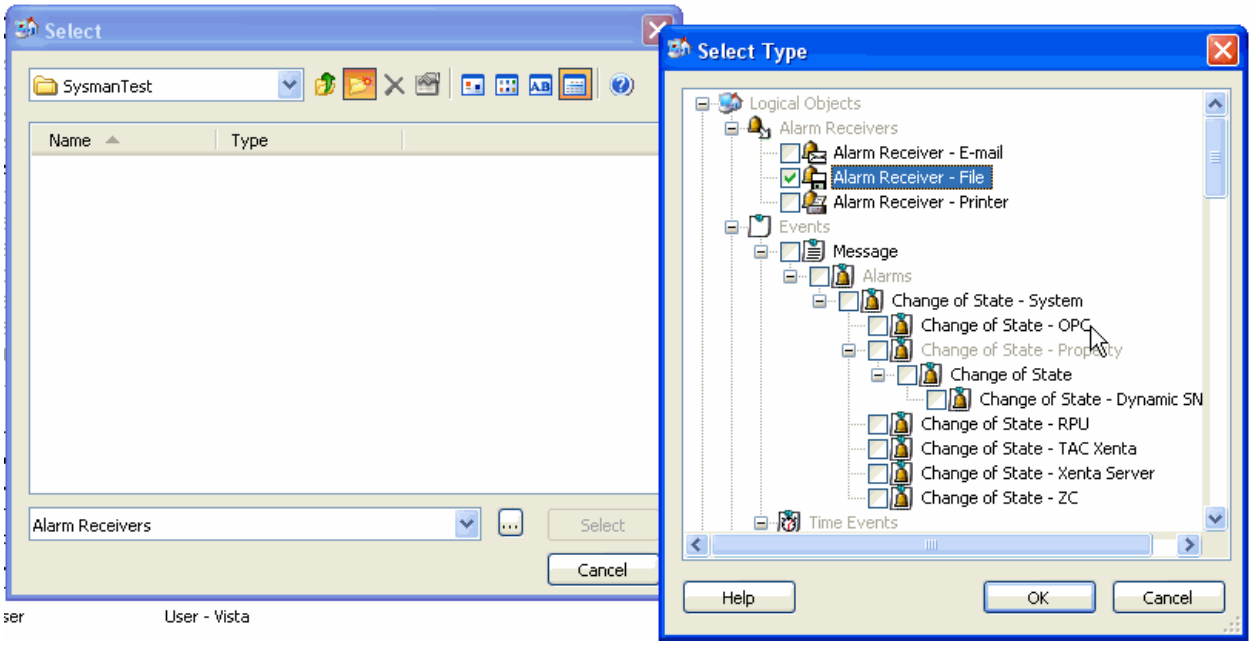
The following screen dumps will show you how to setup an alert from Vista to be saved as text file and then picked up by the SysManSMS Server and forwarded to all the numbers in the Number File matched.



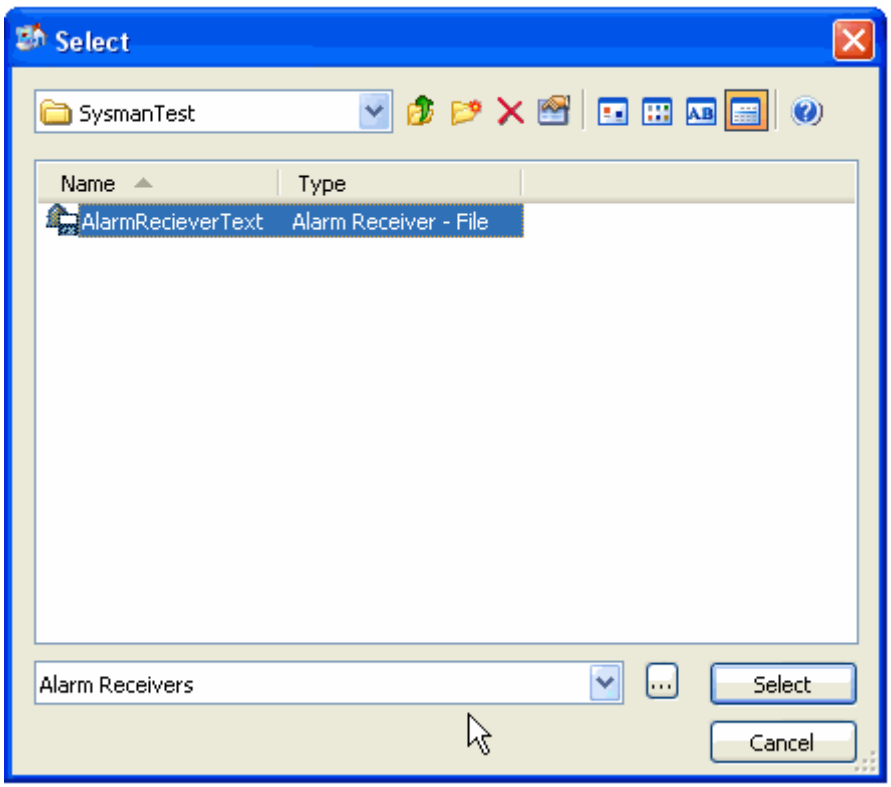

Create the Alarm Controller



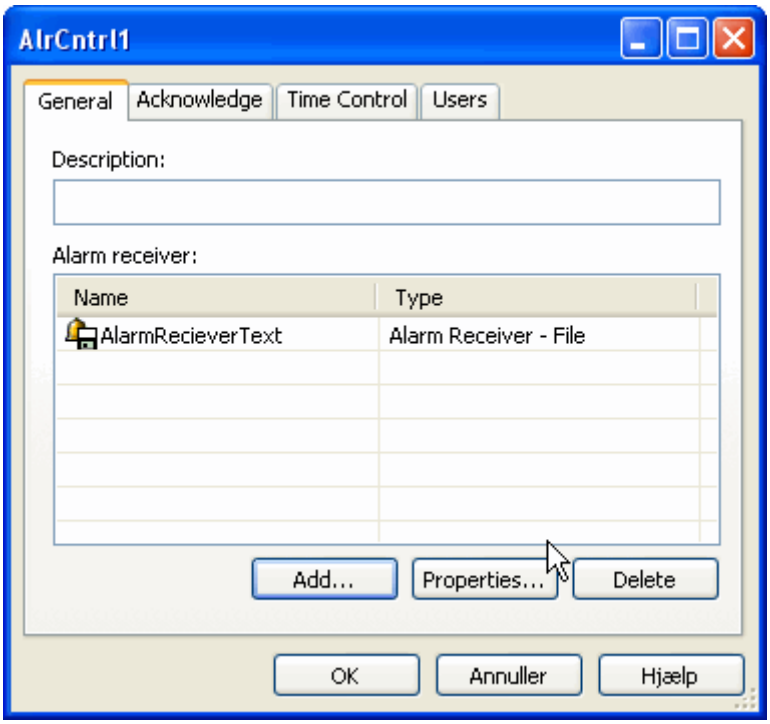

Click ADD to add or create a new receiver



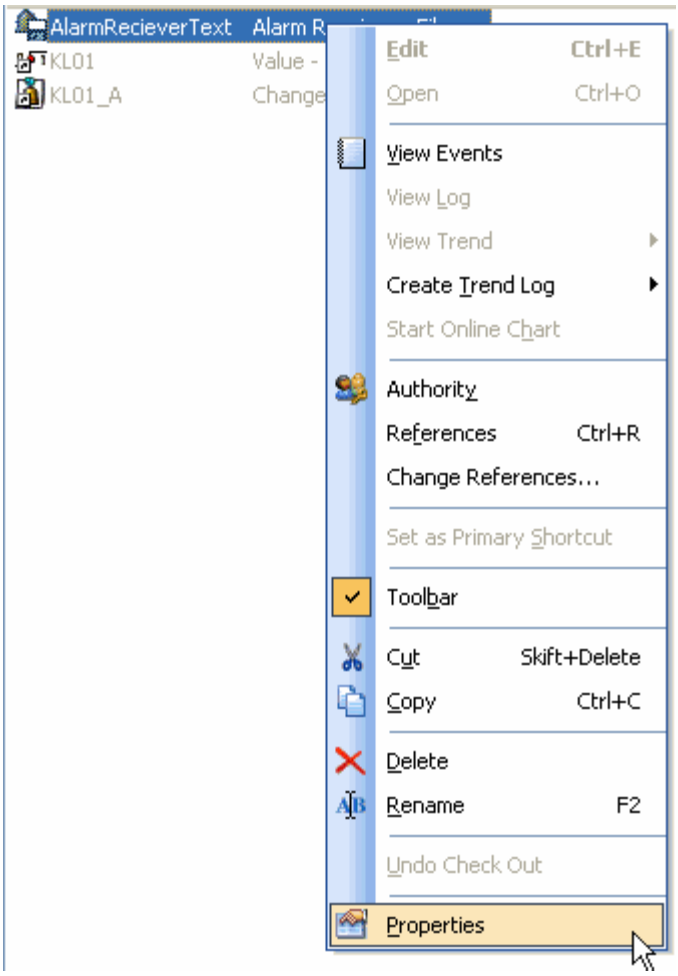

Create the Alarm Receiver - File



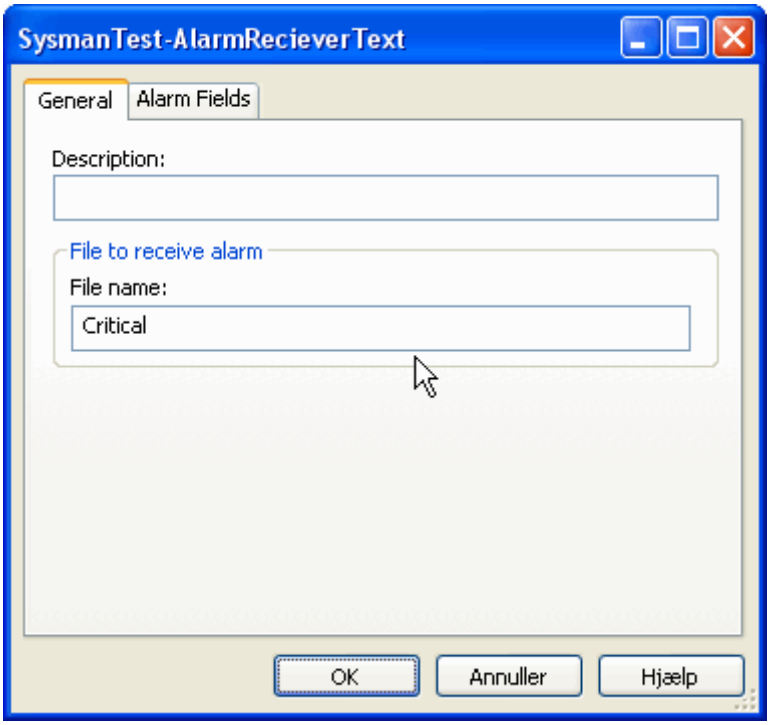

Name the Alarm Receiver



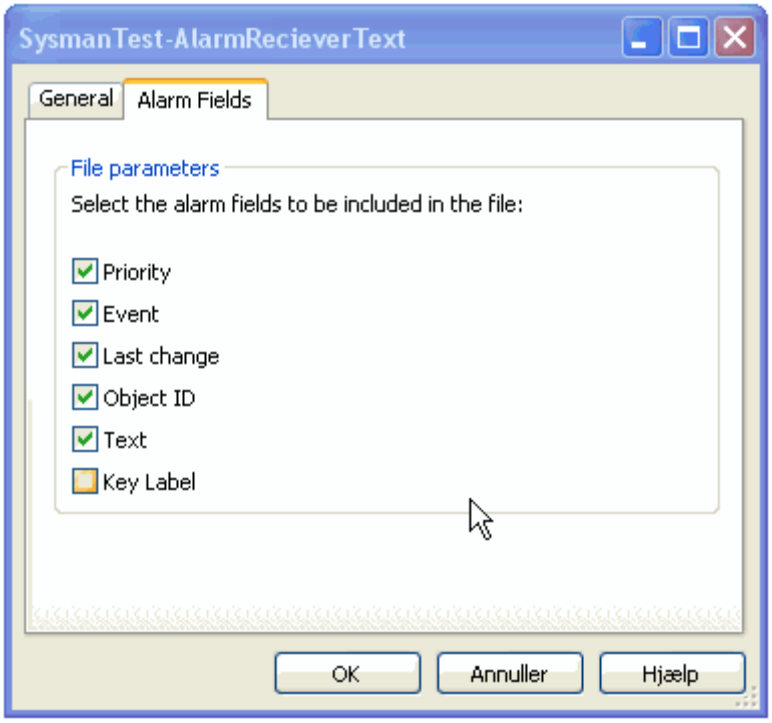

Select the Alarm Receiver




Set Alarm Receiver Properties




Enter a name for the Alarm file – `Critical` will match the Number File `Critical.lst`




Select Alarm Fields to include text information in the Alert File

Vista Setup Completed !

Now try to trig your first alarm to be forwarded to mobiles !

# Advanced Settings: Send SMS Messages into TAC Vista Server

Note: Send and receive will need the ENTERPRISE license

You can send an SMS message to your SysManSMS *Server*, and this message will start a mobile program located in the servers *Programs* folder. Example of such programs: ON, OFF, WHO, SETI, SSTART, SSTOP. For details on how to use all the Mobile Programs, see the full User Guide in the DOC's folder.

To check if your server is operating OK, you can simply send a server command text "**:STAT**" to the server's number, and you should within some seconds receive a status SMS from the server.

## Send text "OFF" to deactivate a mobile in a Number File

If you have entered your mobile number into a Number File, and are set to status ENABLED, you can use the mobile program OFF.EXE to DISABLE (deactivate) your entry in the file. By simply sending an SMS message, your phone will turn you *off* in the specified Number File.
You can rename OFF.EXE to what you want. A log will be produced telling activities and usage.

Format of the SMS to execute OFF:

| | |
|---|---|
| **OFF** | If active, your mobile will be set to not activate in all the Server Iclient's Number Files where you are a member |
| **OFF Critical** | If active, your mobile will be set to not activate in the Server Iclient's Number File `critical.lst` in Iclient folder |

## Send text "ON" to activate a mobile in a Number File

If you have entered your mobile number into a Number File, but are set to status DISABLED, you can use the mobile program ON.EXE to ENABLE (activate) your entry in the file. By simply sending an SMS message, your phone will turn you *on* in the specified Number File.
You can rename ON.EXE to what you want. A log will be produced telling activities and usage.

Format of the SMS to execute ON:

| | |
|---|---|
| **ON** | If not active, your mobile will be activated in all the Server Iclient's Number Files where you are a member |
| **ON Critical** | If not active, your mobile will be activated in the Server Iclient's Number File `critical.lst` in Iclient folder |

## Send text "WHO" to check who is active in a Number File

To check who has status ACTIVE in a specific Number File, you can use the mobile program WHO.EXE. Rename WHO.EXE to what you want. A log will be produced telling activities and usage.

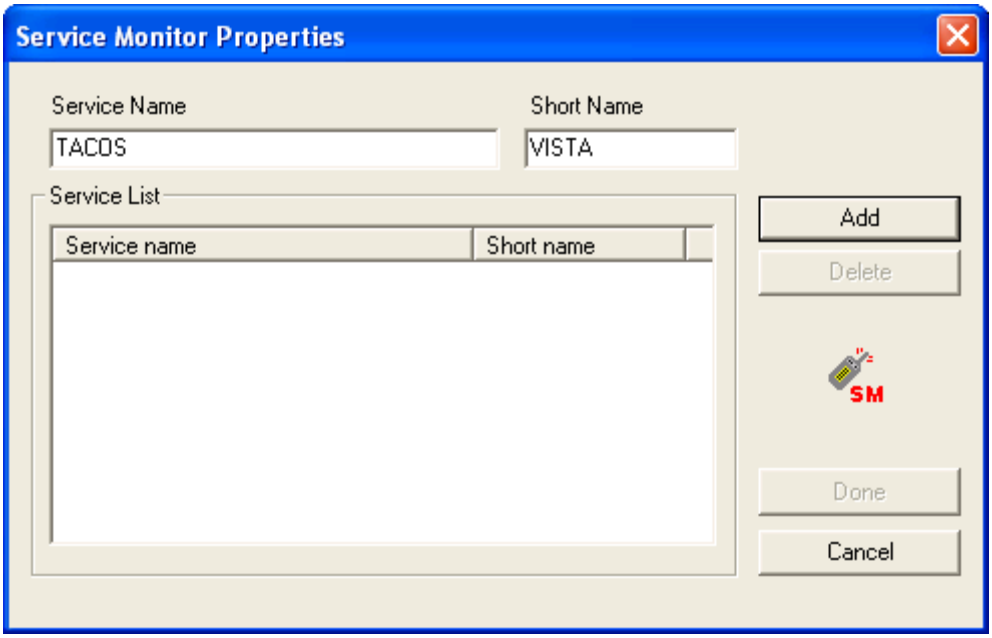
Format of the SMS to execute WHO:

| | |
|---|---|
| **WHO** | Will send back a list of Iclient Number Files where you are member |
| **WHO Critical** | Will send back a list of active numbers in the Server Iclient's Number File `Critical.lst` |

# Advanced Settings: Monitor Vista Services on your system

SysManSMS *Server* is able to check if your Vista Services are running or not !
You specify this in SETUP or by manually edit the `ServiceMonitor.ini` file.

**IMPORTANT: Vista has to run as a Windows Service (`vista/service`) to be able to use this function !**




Find the *Service Names* you like to monitor - Enter Services into Service Monitor Properties

Example:
If the state of the registered service TACOS is changed, the SysManSMS *Server* will create a message file called `tacos.txt` in the servers INPUT folder, containing information on the event.

By default this message will be sent to all numbers in the `SysManSMS_Iclient.lst` file, in Iclient folder.
To change destination, you simply create a number file called `tacos.lst` in the Iclient folder.
If service *TACOS* then changes its status, all numbers in the `tacos.lst` file will be notified!

# Start or Stop Vista Services from mobile

To start the Vista service *TACOS* from any mobile, you send the following SMS message to the server:

**SSTART VISTA**

To stop the Vista service *TACOS* from any mobile, you send the following SMS message to the server:

**SSTOP VISTA**

Note: Send and receive will need the ENTERPRISE license

# Advanced Usage: Request SMS read confirmation

SysManSMS *Server* will normally find out if the SMS reached the destination mobile, but the GSM protocol does not allow the sender to find out if the message is read by the mobile user.

Sometimes you may want to know this, and stop sending of more messages as soon as a mobile has indicated that the message is read. This technique is possible with the STEP send function, allowing the mobile user to send back the same message he got, indicating its read.

You enable STEP send by start the name of Message Files and Number Files by "STEP_..." or STEPxx_", where "xx" indicate Minutes of delay between each SMS. (Default is 10 Minutes)

If a STEP Number File is detected, an ID will be generated in the front of your text. (Uses 10 chars.)
The message will be sent as normal to the first number in the Number File, and the rest of destinations will be queued with a delay of "xx" between each.

## Delete queued STEP messages

A Mobile program called **ID** in the *Programs* folder is used to delete unsent STEP messages.
A receiver of a STEP message will just have to send back the same message as he received.
By doing this, he will remove any unsent message with same **ID**. A confirmation SMS will be returned.

Note: Server ENTERPRISE license is required to use **ID** and other mobile initiated programs.

# Advanced Usage: Text Filtering

SysManSMS *Server* can search your SMS text to see if it contains text patterns that should be converted (translated) or limit sending of the SMS messages. The filters can be used to translate text between languages, stop sending if text contains specific words, or even if it does not contain words.
3 filters are in place for you to use: *ConvertText – StopText - SendText*

## SMS Text Filter activation

To enable SMS Text Filtering, you simply create a text pattern file inside the folder `Filters` located below the `GSMserver` folder. **After SysManSMS Server is re-started, the filter(s) will be active.**

`ConvertText.txt` - contains words or text patterns to "convert text if found" actions
`StopText.txt` - contains words or text patterns to "stop send if found" actions
`SendText.txt` - contains words or text patterns for "send only if found" actions

## SMS Text Filter example

As your system produces alert messages. One of the message types that occur could be an informational message type that you do not want to send out.
These messages contain the word "…INFORMATION:…" inside the complete string.

This is a typical message text that you may not want to send to mobiles.

Make sure you edit this pattern 100% correct (case sensitive!) into the file `StopText.txt` located in the …*GSMserver\Filters* folder. If this was the first time you created this file, re-start the SMS Server.

From now on, any SMS message containing the text pattern: **INFORMATION:** will be stopped from being sent to mobiles. A log entry will be written to SysManSMS.log

**NOTE: For full details on all SysManSMS functions – see the complete UserGuide in the DOC folder**

# Product Activation

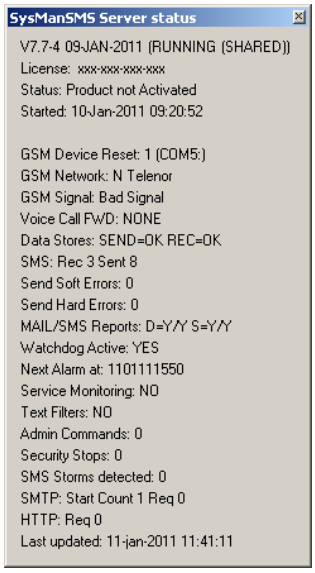
Product activation requires a unique product key for each installation of a product. The activation of the SysManSMS Server will normally be done automatically via the GSM network at installation time.

If the automatic activation should fail due to limited GSM access, you will be notified.
A manually activation must then be performed. You must activate the SysManSMS Server within ten days after installation. If product activation is not successfully, the product will terminate.

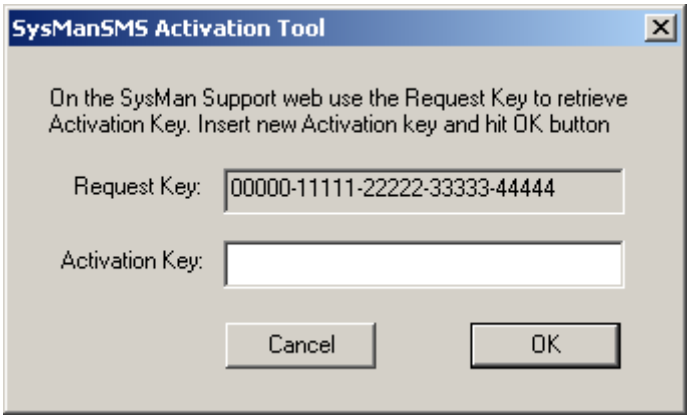
**How to check Product Activation Status?**

To check product activation status, right-click on the SysManSMS Server desktop menu icon and select Quick Status, or open the SysManSMS Server html status page located in OUTPUT folder.

You should see *Product Activated*, *Product waiting for activation* or *Product not Activated*.




**How to manually Activate the Product**
To manually activate the product, right click on the SysManSMS Server desktop menu icon and select *Server Settings* and *License Activation*. If you are not using SysManSMS Server Desktop Menu, you may start the SysManSMS_Register.exe from the Utilities Folder:




Copy Request Key and go to SysMan support web:

http://www.sysman.no/support/activation/

Select the *Product Activation* link and follow the instructions.

As soon as you receive the Activation Key on e-mail, insert it into the Activation Key field and hit OK.
SysManSMS Server will now automatically restart to activate.