



CIMPager v8.01

Installation and Usage Guide

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Chapter One

ABOUT CIMPAGER

This chapter introduces *CIMPager*, including an introduction to not only the product itself, but the documentation package as well. This manual contains an overview of the product, detailed installation instructions, and administration user instructions.

Getting Started

This manual contains procedural and conceptual information about ***CIMPager***. It was written to help administrators install and maintain ***CIMPager*** and also to provide them with a general knowledge of how the product works.

While it is not required that the user have any prior programming or wireless communications experience, the user should understand basic Windows concepts. The CIMPager application is used to maintain alarm entries and distribution lists. For more information about CIMPager, see ***Chapter 5: Using CIMPager***.

While this guide exists primarily as a user guide, it also contains detailed information regarding the installation of ***CIMPager***. The installation section takes you through installation procedures, setup instructions and general requirements. For more information about software installation and setup, see ***Chapter 2: Installing CIMPager***.

The terminology used in this manual is defined in the glossary at the end of this manual.

Documentation Conventions

This document contains the following documentation conventions to help you navigate through the manual and obtain a better understanding of the material.



Notes contain tips or reminders about procedural and conceptual information within the manual.








Cross references provide you with a link to further information about the section of the document you are currently reading.



Using the Toolbar

The **CIMPager** toolbar allows you to quickly access menu items at the click of a button. The toolbar is located below the menu at the top of the screen.

Toolbar



-  **Exit** - Allows you to exit the application.
-  **Update** - Saves changes to the FPAGECIM.CSV file
-  **New** - Allows you to add a new Alarm Pager Entry or Distribution List
-  **Delete** - Allows you to delete an Alarm Pager Entry or Distribution List
-  **Modify** - Allows you to modify an Alarm Pager Entry or Distribution List

-  Refresh - Allows you to refresh the list of configured alarms
-  Options - Allows you to set the location of your *FirstPAGE* Server, Port, and the time interval between pages.

CIMPager Features

- Deferred/Scheduled Messaging
 - Support for Additional Modules:
 - *FirstPAGE* Web Client: A software bundle that contains Web Client
 - Web Client enables a user to send messages from anywhere to almost any wireless device. Whether you are using pagers, digital cellular phones/PCS phones, or hand-helds; virtually any device with wireless messaging capabilities is within reach from your browser.
 - Pager Administration System: A centralized client/server pager management system. This module allows you to setup and configure your pagers in a one spot. No more having to setup your pagers in *FirstPAGE* Server and then in your Zetron Paging Terminal.
 - Included Shift Scheduler
 - *FirstPAGE* Administrator to control the paging system and maintain the Provider and Pager databases
 - Support for pager ids greater than 9 digits
 - Import/Export pager configuration to and from a CSV file.
 - Escalation Parameters are now configured in seconds rather than minutes.
 - Allow sending of pages to a distribution list (see example doc\distribution.bcl)
 - *FirstPAGE* Client allows users to configure their own distribution lists
- Pager Administrator allows users to add private users to the user's list. Private users cannot be seen in *FirstPAGE* Client but are available to send alarms to.

How It Works

CIMPager allows the routing of your process alarms to any standard Alphanumeric Pager, phone, database destination, or email.

Use CIMPager Configuration to configure pager actions for alarms generated by custom software, or to modify pagers for CIMPLICITY system events or product options.

Chapter Two

Installing CIMPager

This chapter describes the **CIMPager** installation and setup process. It begins with general installation requirements and concludes with procedural information about installing the server software.

System Checks and Requirements

Before beginning the installation, it is important to determine the hardware and software requirements necessary for *CIMPager*. The following list contains important decisions that must be considered before the software is installed:

Installation Considerations

System Requirements

- **One of:**
 - Microsoft Win2K (SP4)
 - Microsoft Win2K3
 - Microsoft XP (SP1a)
- **Applications**
 - CIMPLICITY HMI 4.01 SP10, 5.0x, 5.5, 6.0, 6.1 or 6.2
 - Adobe Reader
- **Disk Space**
 - 120 MB
- **Display**
 - 800x600
- **Drivers**
 - TCP/IP
 - MDAC v2.7 + sp1
 - MDAC V2.7 + sp1 (for W2K)
- **RAM**
 - 128 MB

Additional Requirements

- Determine which disk drive/directory the CIMPager software will reside on.
- Determine if you are installing CIMPager for the first time or if you are upgrading from an existing version.

Installing CIMPager for the First Time

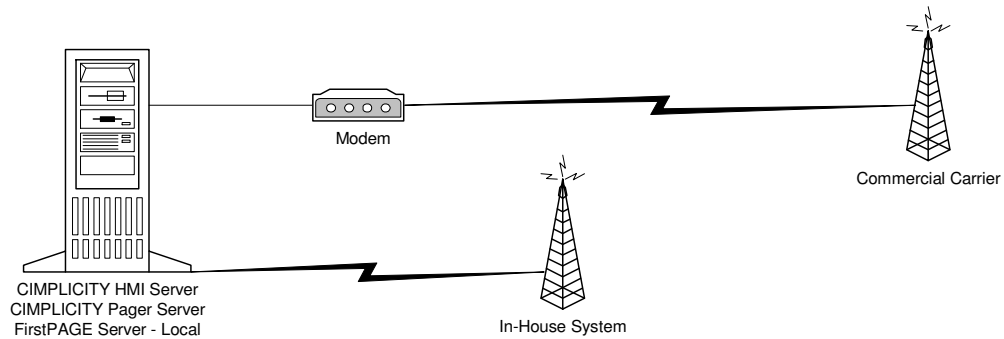
This includes users upgrading from CIMPLICITY HMI 4.x, CIMPLICITY HMI 5, CIMPLICITY HMI 5.5, CIMPLICITY HMI 6.0, CIMPLICITY 6.1 or Proficy CIMPLICITY 6.2 who have never installed the pager option. For those users who have installed Pager previously, but have never used it, simply delete the "pager" directory from your CIMPLICITY root directory and proceed as stated below.

There are 2 types of CIMPager installations: the Server or the Administrator versions. With the Server version, *FirstPAGE* Server may optionally be installed on the same server.

Local Server Installation

The Local Server installation is for sites that only have 1 server running CIMPLICITY. If this is the case, the CIMPLICITY server can also act as the paging server which will require access to a commercial paging service provider and/or an in-house paging terminal. There are various connection methods including modem, Internet (SNPP), and direct connection (serial).

CIMPLICITY Pager - Local Server Install

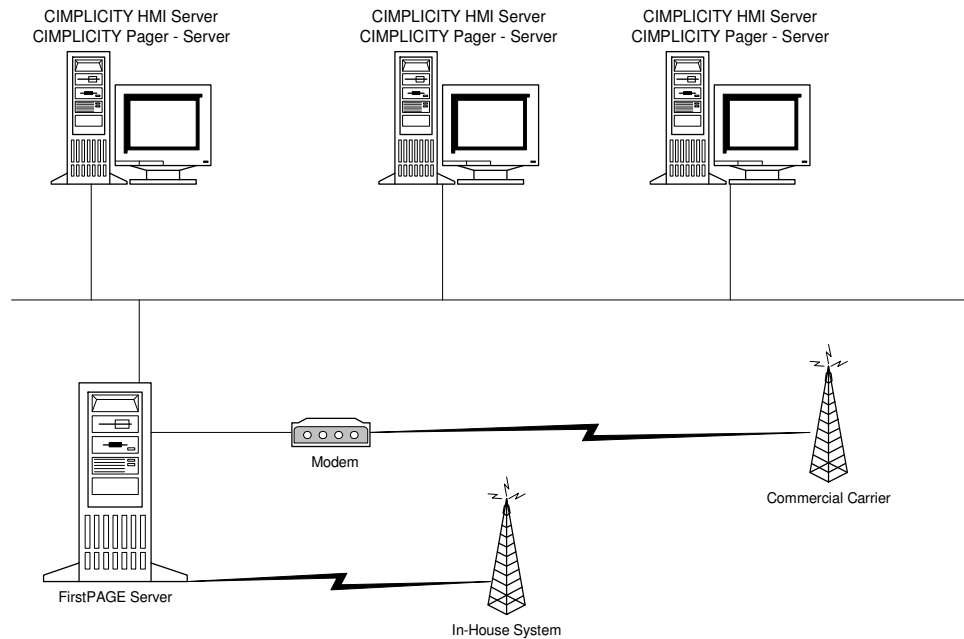


To install the Local Server version select the "Pager" option from the CIMPLICITY main installation, then choose the "CIMPager – Server" install with Local *FirstPAGE* Server when prompted. After everything is installed, it is best to configure your paging server first (i.e. add your pagers), then configure CIMPager. Detailed instructions on how to configure your *FirstPAGE* Paging Server can be found in the "*FirstPAGE* Administrator User Guide".

Remote Server Install

The Remote Server installation is for sites that have multiple CIMPLICITY servers and require a central paging server. This requires the installation of CIMPager – Server on each of the CIMPLICITY servers and the installation of *FirstPAGE* Server on a designated server that will have access to a commercial paging service provider and/or an in-house paging system.

CIMPLICITY Pager - Remote Server Install



To install the Remote Server version on your CIMPLICITY Servers select the "Pager" option from the CIMPLICITY main installation. To install the *FirstPAGE* Server on your paging server select the "Pager" option from the CIMPLICITY main installation. Then choose "Server

Install with Remote *FirstPAGE* Server" when prompted, entering the location of the Server.

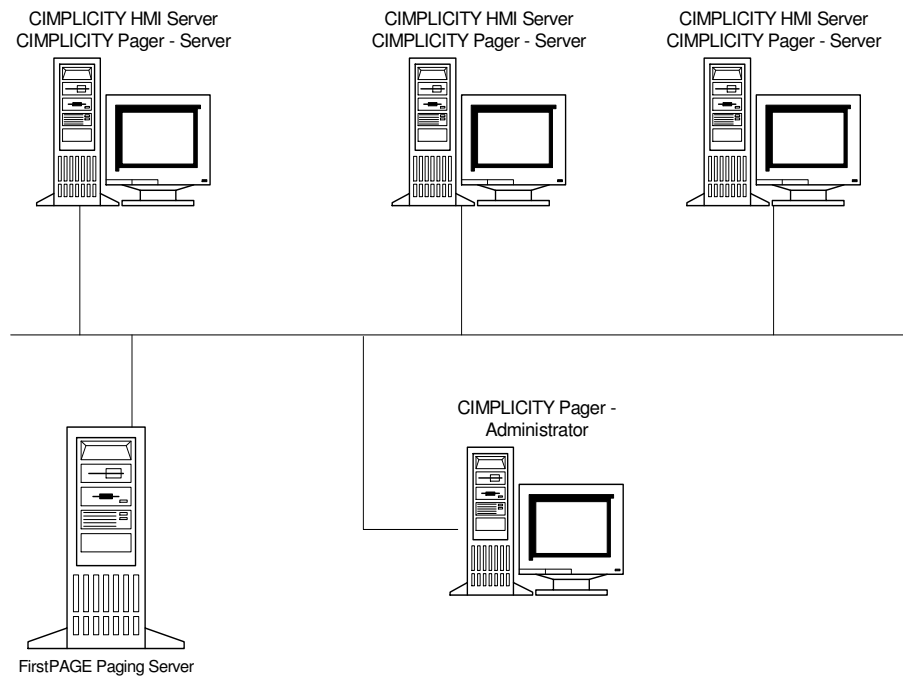
It is best to install and configure your paging server first, then install and configure CIMPager, as you will be prompted for the location of your *FirstPAGE* Server during the install. Detailed instructions on how to install and configure your *FirstPAGE* Server can be found in the "*FirstPAGE* Pager Administrator User Guide".

Administrator Install

The Administrator installation is for sites that have one or more CIMPLICITY server that they want to administer remotely. This requires the installation of CIMPager – Server on each of the CIMPLICITY servers. (Refer to Local Server Installation or Remote Server Installation)

Once the CIMPager – Server is installed and operational, you may install the CIMPager Administrator on any network workstation to enable the remote management of CIMPager alarms.

CIMPLICITY Pager - Administrator Install



Chapter Three

***First*PAGE PAGING SERVER DATA FILE CONVERSION**



Once your project is upgraded it will not be usable on an older version of pager. Therefore we recommend backing up your projects and pager database before applying this update.

1. Stop all CIMPLICITY Projects.
2. Backup CIMPLICITY\HMI\PAGER directory.
3. Backup any CIMPLICITY projects.
4. Run appropriate installation package.
5. Copy all data files to the new Pager directory: GE Fanuc\Proficy
CIMPLICITY\Pager\Data
6. From Windows Control Panel, Services, stop *First*PAGE Server Service and set Startup to Disabled.
7. Reboot computer.
8. From the Start\Programs\Proficy HMI Scada – CIMPLICITY 6.2\Pager, run the Database Conversion to convert *First*PAGE Server V7 files to the new *First*PAGE V8 format.
9. Set *First*PAGE Server Service Startup to Automatic.
10. Start *First*PAGE Server Service.
11. Startup CIMPLICITY.
12. Restart CIMPLICITY Projects and test CIMPager operation.

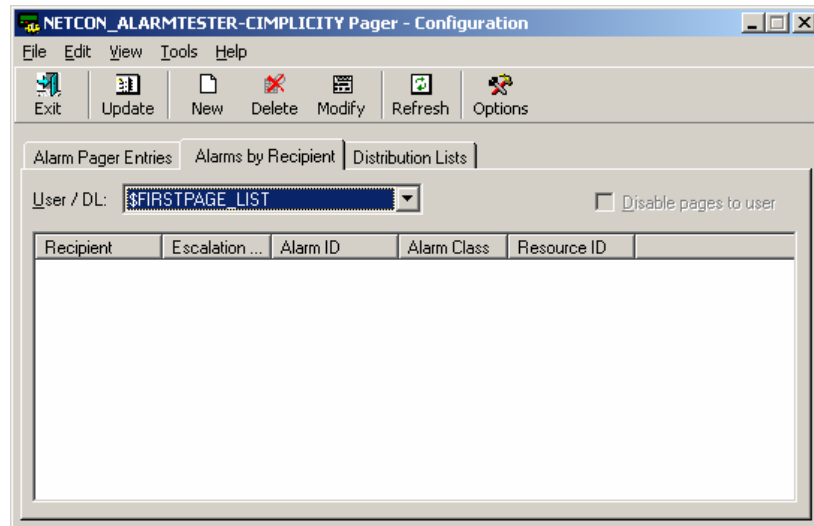
Starting CIMPager

After the Administrator has been configured with device, provider and destination details you may now start to configure alarms in CIMPager.

To start CIMPager:

From your project's Workbench, select the **Pager** folder, then select **Alarms**. The first time you start CIMPager the following screen appears:

*CIMPager -
Configuration*



See your *FirstPAGE Server Installation and Usage Guide* for information on configuring your Administrator details. These details must be completed before proceeding to the configuration of CIMPager.

Chapter Four

CONFIGURING CIMPAGER

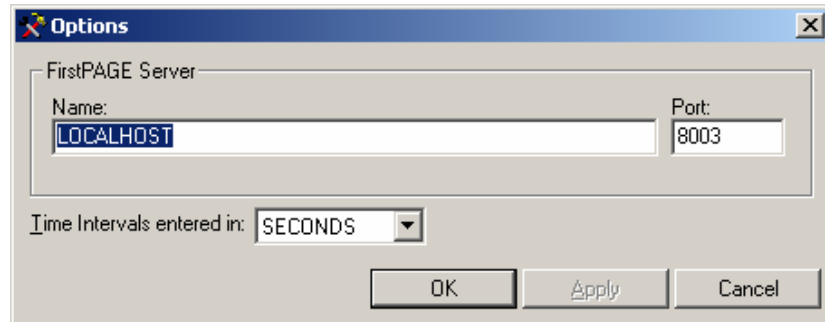
Before you can begin using *CIMPager*, you must confirm the correct location of your *FirstPAGE* Server and Port.

This chapter contains information regarding the setup, configuration and maintenance of **CIMPager**.

Configuring CIMPager:

1. Select the **Options** button in the toolbar. The following screen is displayed:

*CIMPager
Options*



2. Select the *Name* of your *FirstPAGE* Server. This can be the machine name or IP address where your *FirstPAGE* Server is located.
3. *Port* defaults to 8003.
4. Select the desired *Time Interval* between pages. Options are Seconds or Minutes.
5. Click the **OK** button to save your Options.

Chapter Five

USING CIMPAGER

This chapter contains procedural information about using *CIMPager*. It begins with an overview of the functionality of the Alarm option and concludes with procedural information about performing everyday tasks.

Creating and Modifying Alarm Pager Entries

Adding an Alarm Pager Entry

The *CIMPager - Configuration* window will display the following:

Alarm ID: The Alarm ID of the alarm that has pager actions defined.

Alarm Class: The Alarm Class to be matched for that alarm.

Resource ID: The Resource ID to be matched for that Alarm ID and Alarm Class.

Escalation Scheme: The escalation scheme assigned to this pager action.

Recipients: A “+” separated list of recipients and their escalation levels in [].

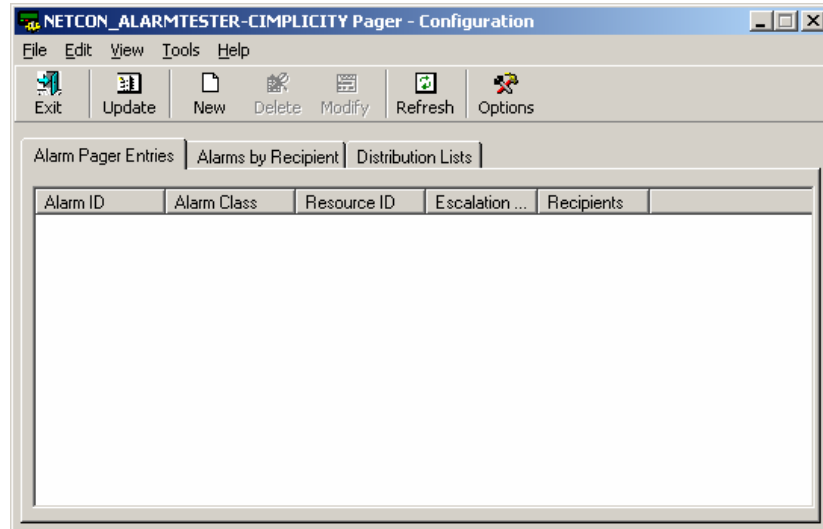


Alarm ID initially sorts the list of pager actions. Click on any of the other title buttons at the top of the list to sort by that attribute.

To add an alarm pager entry:

1. Select the *Alarm Pager Entries* tab. The following screen is displayed:

*CIMPager
Configuration*



2. Click **New** button from the toolbar or select **New Entry** from the **File** menu.
3. The following screen is displayed:

*Alarm Pager
Entries*

4. Enter the name of the Alarm ID, Alarm Class, and Resource ID to create an alarm action for and click **OK**.
5. Clicking the **Browse** button will populate the list boxes on the bottom of the form. Select the Alarm ID, Alarm Class and Resource ID to monitor.

The following wildcards can be used in any of the three fields:

- * Search for any number of characters at this point in the string.
For example: To create an entry for all alarm ID's starting with "M" and ending with "X", enter M*X in the Alarm ID field.
- ? Search for any character in this place in the string.
For example: To create an entry for any resource ID's that are three characters long, and whose first character is "M" and third character is "X", enter M?X in the Alarm ID field.



There are no implied wildcards. If you do not include or terminate your search string with an asterisk, only those items that match your request exactly will be returned.

6. Once the correct alarm has been selected, click the **OK** button. The following screen is displayed:

Edit Pager Entries

Alarm ID	Alarm Class	Resource ID
ANALOG_VALUE	*	*

Pager display

Message for escalation level: 1

Same display for every escalation level

Message prefix:

Display alarm text on pager

Message suffix:

Clear states

Acknowledge

Reset

Delete

Escalation queue timing

Scheme: DEFAULT

Edit ... New ...

Pager recipients

Available recipients:

- \$FIRSTPAGE_LIST
- \$FP_DIST_LIST
- ABC_PFS
- ABDAL,EUGENE_SNPP
- ADAPTIVE_MICRO_MARQUEE
- ANDUALEM,HUNA
- ANDUALEM,HUNA_NEXTEL

Add -> < Remove

Escalation level: - +

OK Cancel

Editing Pager Entries

You may now begin to configure the alarm details, including the pager recipient(s) and escalation level(s) for these destinations.

The following defines the various fields available for pager entries:

Pager Display: Defines what the pager message will look like:

FIELD	DESCRIPTION	DEFAULT
Message for escalation level	Select escalation level for message.	Level 1
Same display for every escalation level	Select to display same message for every escalation level.	Selected
Message prefix	Entry field for personalized message to appear before default display.	Empty Field
Display alarm text on pager	Select to display default message for Alarm ID.	Selected
Message suffix	Entry field for personalized message to appear after default display.	Empty Field

Clear States: Defines what states will cause the alarm to be cleared and stop sending pages for the alarm:

FIELD	DESCRIPTION	DEFAULT
Acknowledge	Select to stop sending pages for acknowledged alarms.	Not Selected
Reset	Select to stop sending pages for alarms returned to normal state.	Not Selected
Delete	Select to stop sending pages for deleted alarms because the problem is fixed.	Selected

Escalation Queue Timing: Specifies which escalation template will be applied.

FIELD	DESCRIPTION	DEFAULT
Scheme	Drop down list with containing defined schemes.	DEFAULT
Edit	Click to edit existing scheme.	N/A
New	Click to enter a new scheme.	N/A

Pager Recipients: Specifies who will receive the alarms:

FIELD	DESCRIPTION	DEFAULT
Available recipients	List of available recipients to receive alarms – individual pagers or distribution lists.	N/A
Available recipients	List of available recipients to receive alarms – individual pagers or distribution lists.	N/A
Add ->	Highlight pager name in Available recipient's list box and click Add button to select pager and place in right list box.	N/A
<- Remove	Highlight pager from right list box and click on Remove button to remove pager from the Pager recipient's list box.	N/A
-	Highlight pager's name in the right hand list box and click '-' to decrease the escalation level of the recipient.	N/A
+	Highlight pager's name in the right hand list box and click '+' to increase the escalation level of the recipient.	N/A



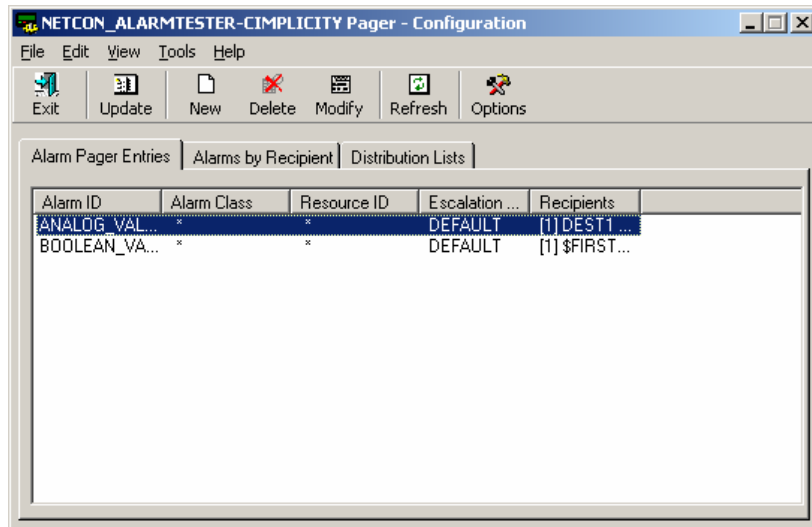
Click the **Add** button if you wish to add more alarms to this entry. This speeds configuration if the alarms have the same attributes. Once the pager entry has been configured, click the **Update** button in the toolbar or select the **Update Now** option from the **File** menu.

Viewing and Modifying a Pager Action

To view or modify pager actions:

1. On the *Alarm Pager Entries* tab, select an alarm from the list and click the **Modify** icon in the toolbar or select the **Modify** option from the **Edit** menu.

*Viewing or
modifying
Pager Entries*



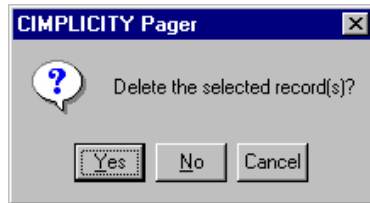
2. The *Edit Pager Entries* dialog box will open. The properties contain the current configuration information for the selected alarm. Modifications can be made on any of these properties.
3. Click **OK** to close the *Edit Pager Entries* dialog box and modify the information for the selected alarm.
4. Click **Cancel** to close the *Edit Pager Entries* dialog box without modifying the alarm.

Deleting a Pager Action

To delete a pager actions:

1. On the *Alarm Pager Entries* tab, select an alarm from the list and click the **Delete** icon in the toolbar or select the **Delete** option from the **Edit** menu.
2. The *Delete Selected Records* dialog box will open.

Delete Selected Records



3. Click **Yes** to close the dialog box and delete the selected pager action. The list of alarms on the *CIMPager - Configuration* window will automatically update.
4. Click **No** to close the dialog box without deleting the selected pager action.
5. Click **Cancel** to close the dialog box without deleting the selected pager action.

Chapter Six

ESCALATION SCHEMES

Escalation Schemes are created to determine the following:

- Escalation levels
- How long to wait to send a page after an alarm has been set
- How many pages to send for the escalation level
- The time interval between each page

Adding an Escalation Scheme

To add an escalation scheme:

1. Click on the **New** button under the Escalation Queue Timing area from the *Edit Pager Entries* window.

The following screen will be displayed:

Edit Escalation Queue

Edit Escalation Queue

Escalation scheme:

Escalation level:

Send level 1 pages

After alarm has been active for seconds.

Number of pages to send (0=infinite)

Time between pages seconds.

OK Cancel

2. Enter a name for the *Escalation Scheme*.
3. *Escalation level:* defaults to 1.

4. Send level 1 pages: Select the radio button to set an initial delay before starting to send pages once an alarm becomes active.
5. Number of pages to send: Select a numeric value to determine the number of pages to send to the pagers assigned to this escalation level. By entering 0 in this field, pages will be sent to this level until the alarm is cleared.
6. Time between pages: Select a numeric value to represent the time in minutes/seconds determining the delay between pages.
7. After the configuration of level 1, select escalation level 2 or higher. The screen changes to the following format:

Edit Escalation Queue

Edit Escalation Queue

Escalation scheme:

Escalation level:

Send level 2 pages

Send level 2 pages after level 1 is complete (150 sec)

After alarm has been active for seconds.

Number of pages to send (0=infinite)

Time between pages seconds.

8. Select one of the two-radio buttons displayed. The first radio-button arrives at a time limit determined from the previous escalation levels selected.

E.g. Escalation level 1 begins paging after 0 minutes, sends out 5 pages every five minutes, which equals a 25 minute total. Therefore, after 25 minutes, escalation 2 will begin paging, if the first radio-button is selected.

9. The second radio-button allows the manual time set for the escalation level selected to be set.

10. The number of pages to send and the time between pages feature are the same as the items displayed when configuring a first level escalation.
11. There is a default escalation scheme, called **DEFAULT**, which provides the following escalation:


Level	Initial Delay	Page Count	Page Delay
1	0	5	5
2	25 (After Level 1)	5	5
3	50 (After Level 2)	5	5
4	75 (After Level 3)	5	5
5	100 (After Level 4)	5	5

The initial delays for the DEFAULT scheme are determined as in the Example above.

The default scheme can be altered. Schemes are unique to each project, so modifying scheme parameters in one project will not modify the schemes of the same name in another project.

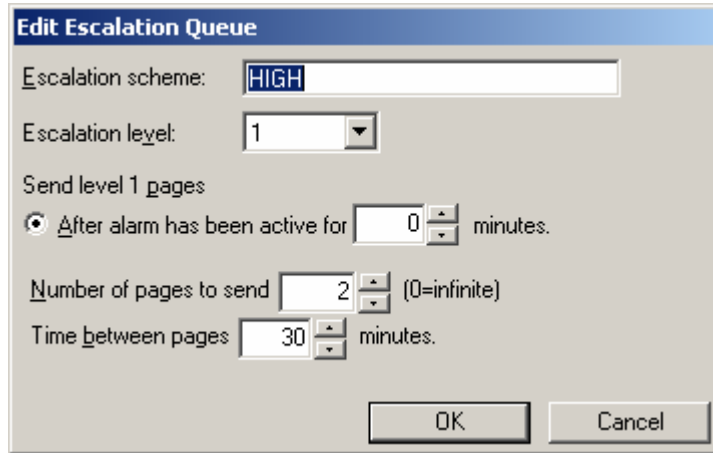
Modifying Message Interval

You may set the interval between pages to use minutes rather than seconds.

 See **Chapter 4: Configuring CIMPager** for details on changing CIMPager Options and setting this message interval.

The Escalation Queue screen will then display all options in minutes:

*Edit Message
interval*



The dialog box titled "Edit Escalation Queue" contains the following fields and controls:

- Escalation scheme: HIGH
- Escalation level: 1
- Send level 1 pages:
 - After alarm has been active for 0 minutes.
- Number of pages to send: 2 (0=infinite)
- Time between pages: 30 minutes.
- Buttons: OK, Cancel

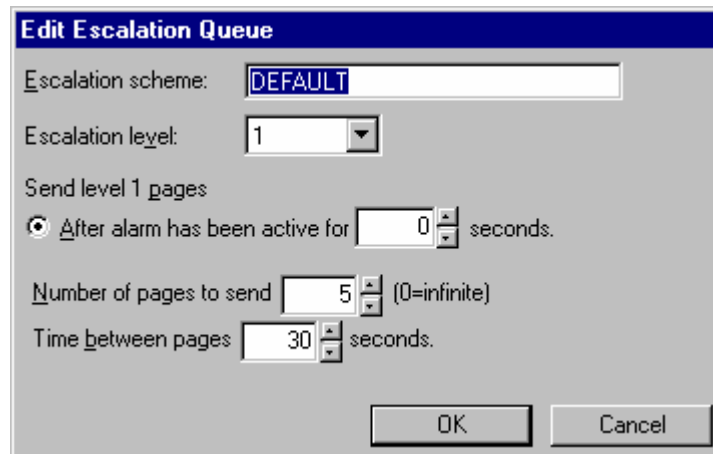
Viewing Modifying an Escalation Scheme

To view or modify an escalation scheme:

1. Click the **Edit** button on the Edit Pager Entries screen under the Escalation Queue Timing area of the form.

The following screen will be displayed:

Edit Escalation Queue



The screenshot shows a dialog box titled "Edit Escalation Queue". It contains the following fields and controls:

- Escalation scheme: A text box containing "DEFAULT".
- Escalation level: A dropdown menu showing "1".
- Send level 1 pages: A section with a radio button selected, labeled "After alarm has been active for" followed by a spinner box set to "0" and the text "seconds".
- Number of pages to send: A spinner box set to "5" with the text "(0=infinite)" to its right.
- Time between pages: A spinner box set to "30" followed by the text "seconds".
- At the bottom right, there are two buttons: "OK" and "Cancel".

2. The *Edit Escalation Queue* dialog opens. The properties contain the current configuration information for the selected scheme. Modifications can be made on any of these properties.
3. Click **OK** to close the *Edit Escalation Queue* dialog box and modify the information for the selected scheme.
4. Click **Cancel** to close the *Edit Escalation Queue* dialog box without modifying the scheme.

Chapter Seven

VIEWING ALARMS BY RECIPIENT

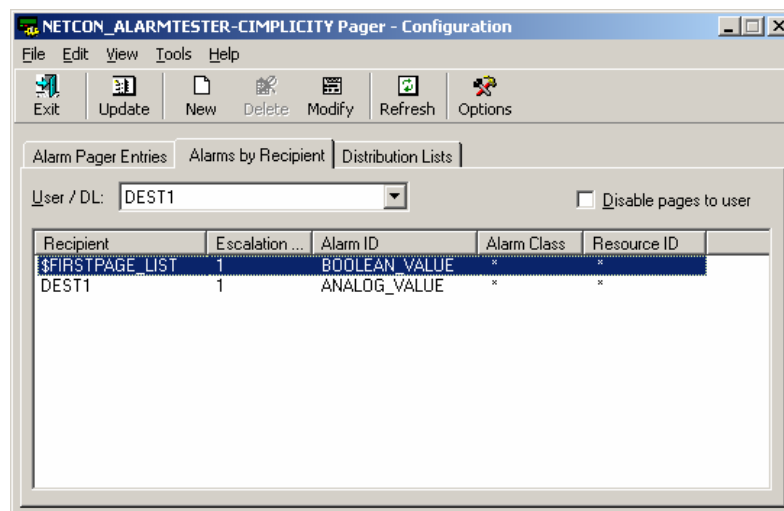
CIMPager allows you to quickly view the alarms that recipients or distribution lists are members of.

To view alarms by recipient:

1. Click the *Alarms by Recipient* tab from the Pager Configuration screen or select *Alarms by Recipient* from the **View** menu.

The following screen is displayed:

*Recipient
Alarms*



2. Selecting a User or Distribution List from the drop-down will display a list of associated alarms for which this pager is configured.
3. If a user is selected, all alarms associated with distribution lists for which this user is a member will also be displayed.
4. The *Disable pages to user* checkbox will disable any pages associated with this user. The association will not be broken but no pages will be sent in the event of these alarms becoming active.

Chapter Eight

DISTRIBUTION LISTS

CIMPager allows you to send messages to both CIMPager distribution lists and distribution lists that have been created in *FirstPAGE* Administrator.

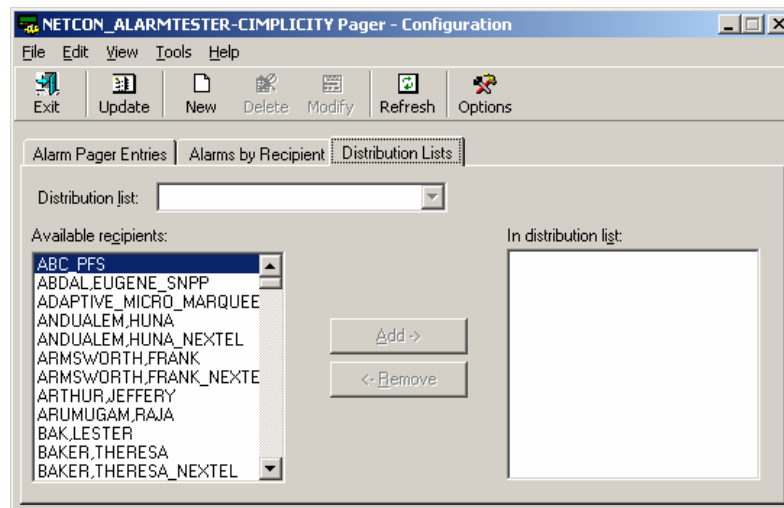
Adding a Distribution List

Creating a new distribution list:

1. Click the *Distribution Lists* tab from the Pager Configuration screen or select *Distribution Lists* from the **View** menu.

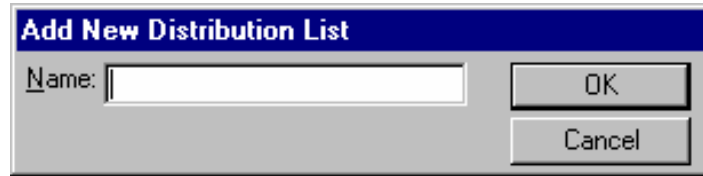
The following screen is displayed:

Distribution Lists



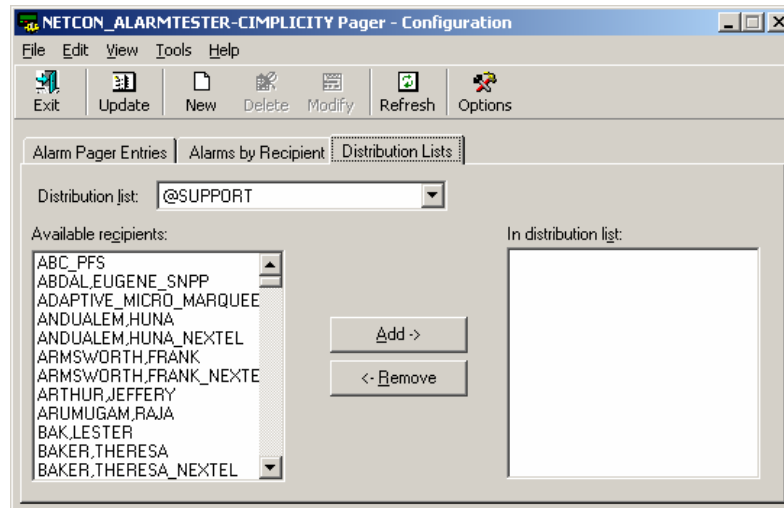
2. Click **New** button on the toolbar or select **New Entry** from the **File** menu.
3. You will be prompted to enter in the Distribution List name.

*New
Distribution
List*



4. Click **OK**. The following screen will be displayed:

*Creating a
Distribution
List*



5. The new distribution list will be listed in the Distribution list drop down box.
6. Add or remove pagers to/from the distribution list by using the **Add** or **Remove** buttons.



Distribution lists are local to each project.



When adding a distribution list as a recipient to a pager entry, all distribution lists created in CIMPager display with @ in front of them and all those created in *FirstPAGE* Administrator will display with \$ in front of them.

Viewing and Modifying Distribution Lists

To view or modify distribution lists:

1. Click the *Distribution Lists* tab from the Pager Configuration screen or select **Distribution Lists** from the **View** menu.
2. Select the distribution list you wish to modify using the Distribution List drop down menu.
3. Add or remove pagers to/from the distribution list by using the **Add** or **Remove** buttons. All changes are immediate.

Chapter Nine

Running Database Converter

The *CIMPager Server* comes equipped with a database converter that allows the administrator to upgrade a database if they are running an older version of *CIMPager Server*.

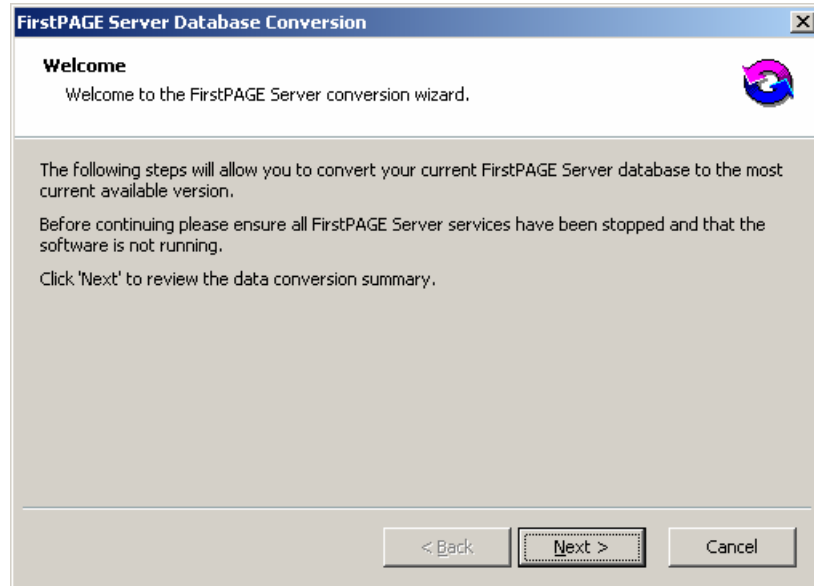
Upgrading the Database

If upgrading from a previous version of *CIMPager* Server, the administrator and server databases must both be converted to run with the new version.

Running the Convert Option

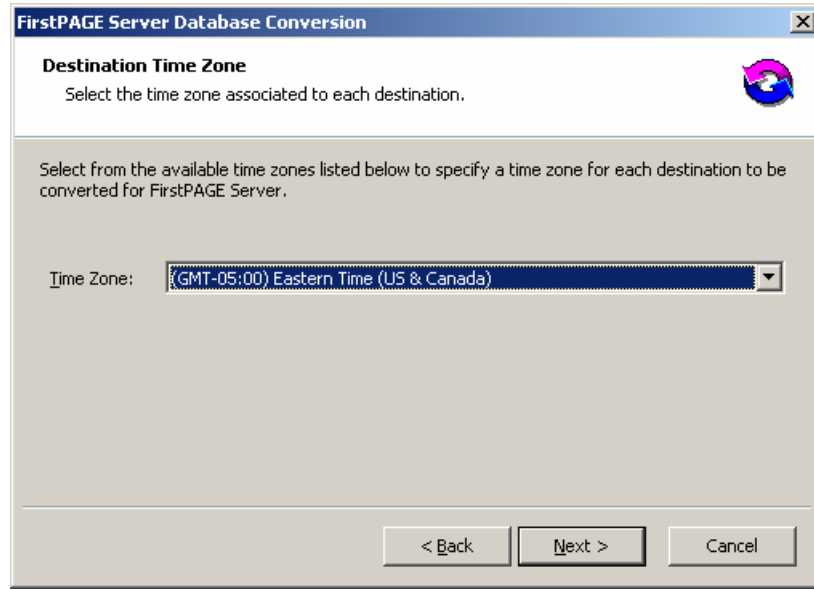
1. From the **Start** menu, select **Programs – FirstPAGE – Server – Database Conversion**. This will launch the **Conversion Wizard**.

*Database
Conversion
Wizard*



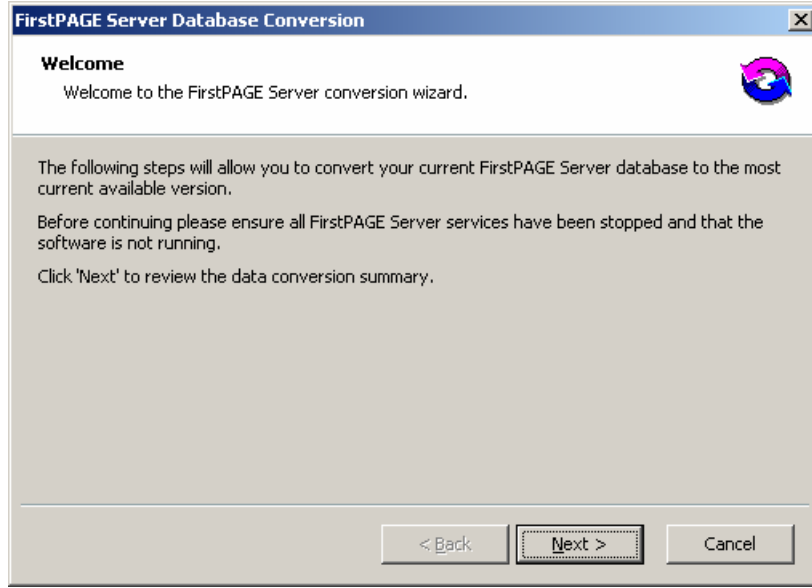
2. Be sure to stop the *FirstPAGE* Server service via Control Panel before running the database conversion.
3. Select the correct time zone that each destination will use, then click **Next**.

*Database
Conversion
Wizard*



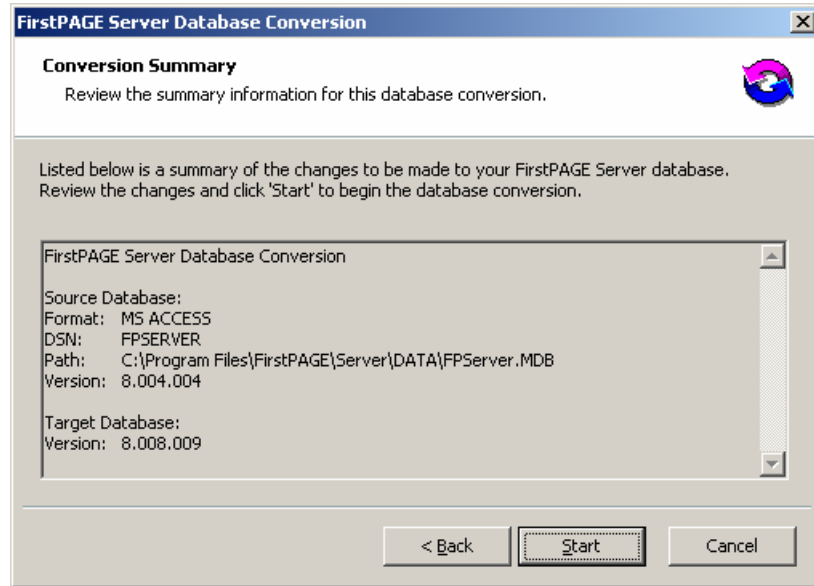
4. For users who are running versions prior to Version 8, the Converter Wizard will run this upgrade first, converting .DAT files to .MDB (Access Database). For Version 8 users, the Wizard will indicate source data path is invalid, as Version 8 does not utilize .DAT files. Selecting **C**lose on this screen will launch the conversion for Access Database upgrade.

*Database
Conversion
Wizard*



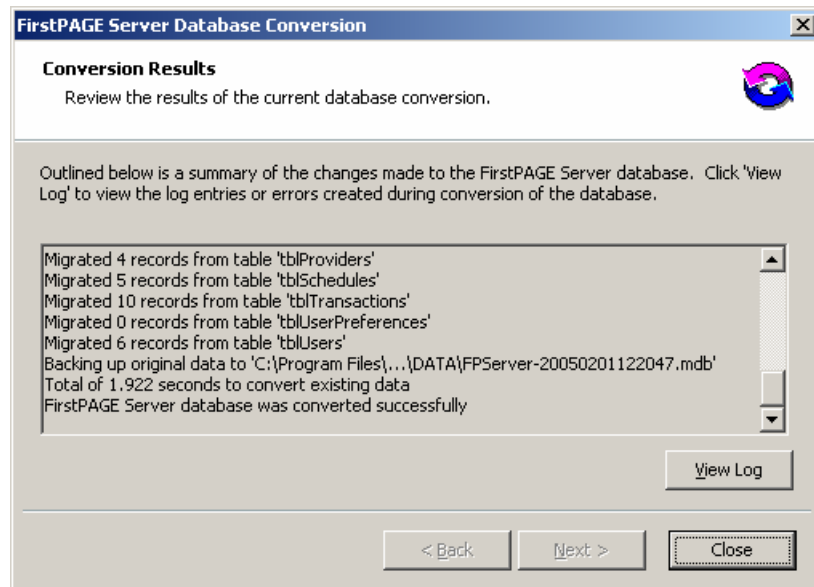
5. The Conversion Wizard will display a summary of changes that will be made to your *FirstPAGE* Server database, including the current version that is running and the target database.

*Database
Conversion
Wizard*



6. Click **Start** to run the converter. Conversion results will then be displayed.

*Database
Conversion
Wizard*



Chapter Ten

Technical Assistance

FAQ

Every NETCON product contains a FAQ file specific to that product. You can view this FAQ file by visiting the NETCON web site (www.netcontech.com) and browse the product page for the product you are using.

Support Contracts

You may purchase a support contract for *FirstPAGE* Server. Various levels of support are available. View the NETCON web site (www.netcontech.com) and browse the product page for product you are using.

For all support related issues, please provide the version of the software that you are running. This may be verified by browsing your Start menu, Programs, then selecting the application in question (ie. CIMPPLICITYPager), then selecting Version Info. This will provide the install kit version that is currently running.

Help Desk

To reach our help desk please use one of the following methods:

Telephone: +1.519.652.0401

Fax: +1.519.652.9275

Web: www.netcontech.com - Customer Care

E-Mail: support@netcontech.com

Please have your version information and support contract ready before calling or include it in your correspondence. Support is free for product trials and for the first 30 days of product ownership. To view your product version select Start – Programs –CIMPPLICITY – Pager - Version Info.

Glossary

Distribution List

Lists containing a group of pagers to contact. When selecting a distribution list all of the pagers within that list will have a page sent to them.

Escalation Level

The order in which pages will be sent.

Escalation Scheme

Information put together to determine when to sent out alarm pages.

Recipient

Pagers designated to receive alarm messages.