



FirstPAGE - v8.6
Protocol Specification

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8.2	January 5, 2005	S. Burns	Add description of ATTRIB; operation Reorder chapters.
8.3	April 5, 2005	S. Burns	Clarification of ALIAS;LIST; format. Grammar corrections Clarified RESULT eof flag.
8.4	September 2, 2005	S. Burns	Clarification of SIG*, IDLEMINUTES and appendix entries.
8.6	October 13, 2006	S. Burns/D. Vlasman	Added documentation for PAGE;QUEUE;

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Chapter One

Protocol Overview

This chapter introduces **FirstPAGE** protocol and describes how to utilize it from within your applications.

	Refer to the FirstPAGE Server Installation and User manual for more details on the FirstPAGE Server product.
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Getting Started

This manual contains procedural and conceptual information about the **FirstPAGE Protocol**. It is written for System Administrators and Developers to enable them to utilize FirstPAGE from within their applications.

While it is not required that the user have any prior programming or alarm management experience, the user should understand basic Windows concepts.

Documentation Conventions

This document contains the following documentation conventions to help you navigate through the manual, obtaining 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 that you are currently reading.

Chapter Two

FirstPAGE Server

This chapter describes **FirstPAGE Server** fundamentals that the application developer should know before attempting to develop a FirstPAGE enabled application.

Server Engine

FirstPAGE Server is a Windows service that provides an advanced interface for managing wireless message notifications. To interface with the engine applications, indicate which host they are running on, which application they are and what alarm from their environment is now active or inactive.

This document will describe these items in detail so that the developer may form the correct packets to achieve the desired results.

Connecting to the Server

FirstPAGE Server listens, by default, on TCP/IP port number 8003. To connect to the engine the user must open a TCP/IP socket to the appropriate IP host, using this port. After this connection is completed the USER;LOGIN; operation must be performed. Once the connection is open the user may begin to execute the commands indicated below. You may opt to maintain this connection or it may be open and closed for each transaction if the application is not robust enough to provide reconnect on loss of this connection.

Disconnecting from the Server

When the application is finished with the FirstPAGE Server any open connections to the server should first be closed.

Object Terminology

Within this document the following acronyms (as detailed in the glossary) will be utilized.

Term	Description
Destination	
Provider	

Packet Formats

All packets sent to and from the FirstPAGE Server follow a standard format. A standard transaction follows the following convention:

Client: operation;sub-op;[data;]<cr>

Server: operation;STATUS;code;message;<cr>

Field	Description	Notes
operation	The operation family being requested.	
sub-op	The sub-operation within the operation family desired.	
data	Any optional data required for the operation/sub-op to be executed.	
STATUS	A static value always included in a 'STATUS' packet to indicate its type.	

code	The status code resulting from the execution of the operation/sub-option.	0 = Success Non-0 = Error/Failure
message	The status message explaining the reason for the status code.	
<cr>	ASCII Dec. 13	

For extended status commands the format above is consistent but one or more result packets may follow. Result packets will only be returned for commands that need to return more data to the client, than just a status code. Results will only be return if the 'code' value of the STATUS packet is 0, which indicates the command was a success. The format of an extended transaction is as follows:

Client: operation;sub-op;[data;]<cr>

Server: operation;STATUS;0;message;<cr>

Server: operation;RESULT;eoflag;data;<cr>

For the 'RESULT' packet, the 'eoflag' will be '0' if another result packet will follow, or '1' if this is the last result packet. The data portion of the packet is specific to the command being executed, and the trailing ';' is always provided.

Field	Description	Notes
RESULT	A static value always included in a 'RESULT' packet to indicate its type.	
eoflag	End of File flag. 1 if this is the last RESULT packet, 0 if	

	more will follow.	
data	Operation/Sub-Op specific data.	
<cr>	ASCII Dec. 13	

Note: The ';' character, as it is used as the protocol field separator, must be escaped if it is used within a field. To accomplish this prefix any ';' character with a '\' character, and escape any '\' character with another '\' character.

Chapter Three

ADMIN Operations

This chapter describes the **FirstPAGE** protocol subset known as the ADMIN operations. These commands, typically only used by administration tools, allow the developer to request information about the **FirstPAGE** Server status, force engine reload. These commands are not normally referenced by **FirstPAGE** gateways.

DETAIL

The DETAIL sub-operation requests that the engine return certain details to allow the administrator to determine which version is running.

Format: ADMIN;DETAIL;
Status: ADMIN;STATUS;statuscode;statusmessage;
Result: ADMIN;RESULT;1;FirstPAGE
Server|hostname|major_ver|complete_ver|platform|start_datetime;

Field	Description
Server Name	Always "FirstPAGE Server"
Hostname	Host name of the server running the server
Major_Ver	Major version #
Complete_Ver	Complete version specification
Platform	Platform specification
Start_datetime	Date/time the engine started specified in UCT

RELOAD

The RELOAD sub-operation indicates to the FirstPAGE Server that it should reload all internal tables, most likely because its database contents have been manipulated and it needs to make changes to its internal data structures as appropriate.

Format: ADMIN;RELOAD;
 Status: ADMIN;STATUS;statuscode;statusmessage;

SECMODE

The SECMODE sub-operation requests that the engine return details as to which security mode it is running under.

Format: ADMIN;SECMODE;
 Status: ADMIN;STATUS;statuscode;statusmessage;
 Result: ADMIN;RESULT;1;Secmode;

Field	Description
Secmode	Security mode bitmask. Bit: 0 – Authentication required Off = No authentication required On = Authentication required Bit: 1-4 - Unused Bit: 5 – Ford Authentication (Requires bit 0 be on) Off = Ford authentication off On = Ford authentication on

SHUTDOWN

The SHUTDOWN sub-operation requests that the engine cleanly shutdown. The engine will proceed cleanly disconnect from all providers and log any unsent messages.

Format: ADMIN;SHUTDOWN;
 Status: ADMIN;STATUS;statuscode;statusmessage;

Chapter Four

ALIAS Operations

This chapter describes the **FirstPAGE** protocol subset known as the ALIAS operations. These commands allow the developer to request alias information from the FirstPAGE Server.

LIST

The LIST sub-operation facilitates the interrogation of the known aliases.

Format: ALIAS;LIST;
Status: ALIAS;STATUS;statuscode;statusmessage;
Result: ALIAS;RESULT;0;alias1_a;alias1_b;alias1_c;alias1_locator;
Result: ALIAS;RESULT;0;alias2_a;alias2_b;alias2_c;alias2_locator;
Result:
ALIAS;RESULT;1;aliasN_a;aliasN_b;aliasN_c;aliasN_locator;

RELOAD

The RELOAD sub-operation indicates to the FirstPAGE Server that it should reload all internal tables related to aliases.

Format: ALIAS;RELOAD;
Status: ALIAS;STATUS;statuscode;statusmessage;

Chapter Five

ATTRIB Operations

This chapter describes the **FirstPAGE** protocol subset known as the ATTRIB operations. These commands, typically only used by administration tools, allow the developer to request information about the **FirstPAGE** Server. These commands are not normally referenced by **FirstPAGE** gateways.

LIST

The LIST sub-operation requests that the engine return certain details to allow the administrator to determine which version is running. The parameter following list defines which items to return.

Format: ATTRIB;LIST;item;
Status: ATTRIB;STATUS;statuscode;statusmessage;
Result: ATTRIB;RESULT;1;item data;

Valid items are:

Item	Description
SAPIOUT	Known SAPI output device names
SAPIVOICE	Known SAPI voices

Chapter Five

CMSG Operations

This chapter describes the **FirstPAGE** protocol subset known as the CMSG operations. These commands allow the developer to manipulate common message lists.

LIST

The LIST sub-operation facilitates the interrogation of the known common messages for the currently logged in account.

```
Format: CMSG;LIST;  
Status: CMSG;STATUS;statuscode;statusmessage;  
Result: CMSG;RESULT;0;msgid1|message1;  
Result: CMSG;RESULT;0;msgid2|message2;  
Result: CMSG;RESULT;1;msgidN|messageN;
```

REMOVE

The REMOVE sub-operation facilitates the removal of a personal common messages within the FirstPAGE Server for the currently logged in user account.

```
Format: CMSG;REMOVE;msgid;  
Status: CMSG;STATUS;statuscode;statusmessage;
```

WRITE

The WRITE sub-operation facilitates the creation of a new personal common messages within the FirstPAGE Server for the currently logged in user account. Use -1 for new messages, existing msgid for updates.

```
Format: CMSG;WRITE;msgid;message;  
Status: CMSG;STATUS;statuscode;statusmessage;
```

Chapter Six

DEST Operations

This chapter describes the **FirstPAGE** protocol subset known as the DEST operations. These commands allow the developer to request alarms be initiated or terminated within the engine.

DETAIL

The DETAIL sub-operation facilitates the querying of a specific destination's attributes. If the engine is able to locate the specified destination then its details are returned, if it is unable to locate the destination an error will be returned.

Format: DEST;DETAIL;destname;
Status: DEST;STATUS;statuscode;statusmessage;
Result:
DEST;RESULT;1;name|title|email|provid|netid|tzid|typeid|notes;

INITIATE

The INITIATE sub-operation facilitates the initiation of messaging transactions within the engine. If the engine is able to accept the specified transaction then a serial number for this transaction is returned. This serial number may be used to monitor or cancel the request.

Format: DEST;INITIATE;destname;message;
Status: DEST;STATUS;statuscode;statusmessage;
Result: DEST;RESULT;1;serialnumber;

Format: DEST;INITIATE;@distlistname;message;
Status: DEST;STATUS;statuscode;statusmessage;
Result: DEST;RESULT;1;serialnumber;

LIST

The LIST sub-operation facilitates the interrogation of the known destinations that exist within the FirstPAGE Server engine.

Format: DEST;LIST;
Status: DEST;STATUS;statuscode;statusmessage;
Result: DEST;RESULT;0;destination1;
Result: DEST;RESULT;0;destination2;
Result: DEST;RESULT;1;destinationN;

RELOAD

The RELOAD sub-operation indicates to the FirstPAGE Server that it should reload all internal tables related to destinations.

Format: DEST;RELOAD;
Status: DEST;STATUS;statuscode;statusmessage;

TYPES

The TYPES sub-operation facilitates the interrogation of the known destination types that exist within the FirstPAGE Server engine.

Format: DEST;TYPES;
Status: DEST;STATUS;statuscode;statusmessage;
Result: DEST;RESULT;0;type1|name|display|;
Result: DEST;RESULT;0;type2|name|display|;
Result: DEST;RESULT;1;typeN|name|display|;

TZONES

The TZONES sub-operation facilitates the interrogation of the known destination time zones that exist within the FirstPAGE Server engine.

Format: DEST;TZONES;
Status: DEST;STATUS;statuscode;statusmessage;
Result: DEST;RESULT;0;zone1|name|display|;
Result: DEST;RESULT;0;zone2|name|display|;
Result: DEST;RESULT;1;zoneN|name|display|;

Chapter Seven

DIST Operations

This chapter describes the **FirstPAGE** protocol subset known as the DIST operations. These commands allow the developer to manipulate transactions involving distribution lists.

INITIATE

The INITIATE sub-operation facilitates the initiation of distribution list transactions within the engine. If the engine is able to accept the specified transaction then a serial number for this transaction is returned. This serial number may be used to monitor or cancel the request.

Format: DEST;INITIATE;@distlist;message;
Status: DEST;STATUS;statuscode;statusmessage;
Result: DEST;RESULT;1;serialnumber;

NOTE: Distribution list initiates utilize the DEST function rather than the DIST function.

DETAIL

The DETAIL sub-operation facilitates the querying of a specific distribution list's members. If the engine is able to locate the specified distribution list, then its details are returned. If it is unable to locate the distribution list, an error will be returned.

Format: DIST;DETAIL;name;
Status: DIST;STATUS;statuscode;statusmessage;
Result: DIST;RESULT;0;DestID;
Result: DIST;RESULT;0;DestID2;
Result: DIST;RESULT;1;DestIDN;

LIST

The LIST sub-operation facilitates the interrogation of the known distribution lists.

Format: DIST;LIST;
Status: DIST;STATUS;statuscode;statusmessage;
Result: DIST;RESULT;0;dist1;
Result: DIST;RESULT;0;dist2;
Result: DIST;RESULT;1;distN;

RELOAD

The RELOAD sub-operation indicates to the FirstPAGE Server that it should reload all internal tables related to distribution lists.

Format: DIST;RELOAD;
Status: DIST;STATUS;statuscode;statusmessage;

Chapter Eight

GROUP Operations

This chapter describes the **FirstPAGE** protocol subset known as the GROUP operations. These commands allow the developer to request information on destination groups defined within the FirstPAGE Server.

DETAIL

The DETAIL sub-operation facilitates the querying of a specific group's members. If the engine is able to locate the specified group, then its details are returned. If it is unable to locate the group, an error will be returned.

Format: GROUP;DETAIL;name;
Status: GROUP;STATUS;statuscode;statusmessage;
Result: GROUP;RESULT;0;DestID;
Result: GROUP;RESULT;0;DestID2;
Result: GROUP;RESULT;1;DestIDN;

LIST

The LIST sub-operation facilitates the interrogation of the known groups.

Format: GROUP;LIST;
Status: GROUP;STATUS;statuscode;statusmessage;
Result: GROUP;RESULT;0;group1;
Result: GROUP;RESULT;0;group2;
Result: GROUP;RESULT;1;groupN;

RELOAD

The RELOAD sub-operation indicates to the FirstPAGE Server that it should reload all internal tables related to groups.

Format: GROUP;RELOAD;
Status: GROUP;STATUS;statuscode;statusmessage;

Chapter Nine

PAGE Operations

This chapter describes the **FirstPAGE** protocol subset known as the PAGE operations. These commands allow the developer to inject paging transactions directly into the provider queues.

QUEUE

The QUEUE sub-operation facilitates the direct injection of transactions into a providers queue. If it is unable to locate the provider/coverage, an error will be returned. If the engine is able to accept the specified transaction then a serial number for this transaction is returned. This serial number may be used to monitor or cancel the request.

Format: PAGE;QUEUE;provider;coverage;networkid;msg;;
Status: PAGE;STATUS;statuscode;statusmessage;
Result: PAGE;RESULT;1;serialnumber;;

Chapter Ten

PDEST Operations

This chapter describes the **FirstPAGE** protocol subset known as the PDEST operations. These commands allow the developer to initiate and manage personal destination transactions. Personal destinations are user specific destinations that users may maintain for providers defined within the FirstPAGE Server configuration.

DETAIL

The DETAIL sub-operation facilitates the querying of a specific personal destination's attributes. If the engine is able to locate the specified personal destination then its details are returned. If it is unable to locate the personal destination, an error will be returned.

Format: PDEST;DETAIL;destname;
Status: PDEST;STATUS;statuscode;statusmessage;
Result:
PDEST;RESULT;1;name|title|email|provid|netid|tzid|typeid|notes;

INITIATE

The INITIATE sub-operation facilitates the initiation of messaging transactions within the engine. If the engine is able to accept the specified transaction then a serial number for this transaction is returned. This serial number may be used to monitor or cancel the request.

Format: PDEST;INITIATE;destname;message;
Status: PDEST;STATUS;statuscode;statusmessage;
Result: PDEST;RESULT;1;serialnumber;

LIST

The LIST sub-operation facilitates the interrogation of the known destinations that exist within the FirstPAGE Server engine for the currently logged in user.

Format: PDEST;LIST;

Status: PDEST;STATUS;statuscode;statusmessage;
Result: PDEST;RESULT;0;destination1;
Result: PDEST;RESULT;0;destination2;
Result: PDEST;RESULT;1;destinationN;

REMOVE

The REMOVE sub-operation facilitates the removal of a personal destination within the FirstPAGE Server for the currently logged in user account.

Format: PDEST;REMOVE;name;
Status: PDEST;STATUS;statuscode;statusmessage;

WRITE

The WRITE sub-operation facilitates the creation of a new. Or update of an existing personal destination within the FirstPAGE Server for the currently logged in user account.

Format: PDEST;WRITE;name|title|email|provid|netid|tzid|typeid|
destinationtypeid;notes;
Status: PDEST;STATUS;statuscode;statusmessage;

Chapter Eleven

PDIST Operations

This chapter describes the **FirstPAGE** protocol subset known as the PDIST operations. These commands allow the developer to initiate and manage personal destination distribution list transactions. Personal destination distribution lists are user specific distribution lists that users may maintain for providers defined within the FirstPAGE Server configuration.

DETAIL

The DETAIL sub-operation facilitates the querying of a specific personal distribution's attributes. If the engine is able to locate the specified personal distribution list, then its details are returned. If it is unable to locate the personal distribution list, an error will be returned.

```
Format: PDIST;DETAIL;distname;  
Status: PDIST;STATUS;statuscode;statusmessage;  
Result: PDIST;RESULT;0;DestID;  
Result: PDIST;RESULT;0;DestID2;  
Result: PDIST;RESULT;1;DestIDN;
```

INITIATE

The INITIATE sub-operation facilitates the initiation of messaging transactions within the engine. If the engine is able to accept the specified transaction then a serial number for this transaction is returned. This serial number may be used to monitor or cancel the request.

```
Format: PDIST;INITIATE;distname;message;  
Status: PDIST;STATUS;statuscode;statusmessage;  
Result: PDIST;RESULT;1;serialnumber;
```

LIST

The LIST sub-operation facilitates the interrogation of the known personal distribution lists for the currently logged in account.

Format: PDIST;LIST;
Status: PDIST;STATUS;statuscode;statusmessage;
Result: PDIST;RESULT;0;distlist1;
Result: PDIST;RESULT;0;distlist2;
Result: PDIST;RESULT;1;distlistN;

REMOVE

The REMOVE sub-operation facilitates the removal of a personal distribution list within the FirstPAGE Server for the currently logged in user account.

Format: PDIST;REMOVE;name;
Status: PDIST;STATUS;statuscode;statusmessage;

WRITE

The WRITE sub-operation facilitates the creation of a new personal distribution list within the FirstPAGE Server for the currently logged in user account.

Format: PDIST;WRITE;name;notes;pdest1|pdest2|pdestN|;
Status: PDIST;STATUS;statuscode;statusmessage;

Chapter Twelve

PROV Operations

This chapter describes the **FirstPAGE** protocol subset known as the PROV operations. These commands allow the developer to request information on the service providers define in the FirstPAGE Server.

DETAIL

The DETAIL sub-operation facilitates the querying of a specific provider. If the engine is able to locate the provider, then its details are returned. If it is unable to locate the provider, an error will be returned.

Format: PROV;DETAIL;providername;coverage;
Status: PROV;STATUS;statuscode;statusmessage;
Result: PROV;RESULT;0;name|coverage|address|speed|maxsec|
maxtrans|maxalpha|maxnum|protocol|
bytesize|stopbits|parity|comp|errorcorr;

LIST

LIST sub-operation facilitates the interrogation of the known providers.

Format: PROV;LIST;
Status: PROV;STATUS;statuscode;statusmessage;
Result: PROV;RESULT;0;name1|coverage1;
Result: PROV;RESULT;0;name2|coverage2;
Result: PROV;RESULT;1;nameN|coverageN;

RELOAD

The RELOAD sub-operation indicates to the FirstPAGE Server that it should reload all internal tables related to providers.

Format: PROV;RELOAD;
Status: PROV;STATUS;statuscode;statusmessage;

Chapter Thirteen

RECUR Operations

This chapter describes the **FirstPAGE** protocol subset known as the RECUR operations. These commands allow the developer to submit, modify and remove recurring message transactions from the engine.

DETAIL

The DETAIL sub-operation facilitates the querying of a specific recurring transaction's attributes. If the engine is able to locate the specified transaction then its details are returned, if it is unable to locate the transaction an error will be returned.

```
Format: RECUR;DETAIL;serialnumber;  
Status: RECUR;STATUS;statuscode;statusmessage;  
Result:  
RECUR;RESULT;1;id|username|domain|destination|message  
|sendtime|type|detail|startdate|rangetype|nextsenddate|prevs  
enddate|range#or-date;
```

LIST

The LIST sub-operation facilitates the interrogation of the known recurring transactions within the FirstPAGE Server for the currently logged in user account.

```
Format: RECUR;LIST;  
Status: RECUR;STATUS;statuscode;statusmessage;  
Result: RECUR;RESULT;0;recurid1;  
Result: RECUR;RESULT;0;recurid2;  
Result: RECUR;RESULT;1;recuridN;
```

REMOVE

The REMOVE sub-operation facilitates the removal of a recurring transaction within the FirstPAGE Server for the currently logged in user account.

Format: RECUR;REMOVE;serialnumber;
Status: RECUR;STATUS;statuscode;statusmessage;

WRITE

The WRITE sub-operation facilitates the initiation of a new recurring transaction within the FirstPAGE Server for the currently logged in user account.

Format:
RECUR;WRITE;serialnumber;destination;message;sendtime;
 pattern;pattern;startdate;rangetype;<optional
 rangevalue>;
Status: RECUR;STATUS;statuscode;statusmessage;
Result: RECUR;RESULT;1;recurid;

Chapter Fourteen

SESSION Operations

This chapter describes the **FirstPAGE** protocol subset known as the SESSION operations. These commands allow the developer to set session options.

WRITE

The WRITE sub-operation facilitates the setting of various values for the user session. Item may only be HONORSCHED and its value may be ON or OFF. If ON then any schedule for a destination will be honoured. If OFF the schedule will be ignored and the destination will be sent any message regardless of the time of day.

Format: SESSION;WRITE;item;value;

Status: SESSION;STATUS;statuscode;statusmessage;

Chapter Fifteen

TRANS Operations

This chapter describes the **FirstPAGE** protocol subset known as the TRANS operations. These commands allow the developer to request transaction information from the engine regarding transactions previously initiated.

DETAIL

The DETAIL sub-operation facilitates the querying of a specific transaction's attributes. If the engine is able to locate the specified transaction then its details are returned, if it is unable to locate the transaction an error will be returned.

Format: TRANS;DETAIL;serialnumber;
Status: TRANS;STATUS;statuscode;statusmessage;
Result: TRANS;RESULT;1;status;

LIST

The LIST sub-operation facilitates the interrogation of the known transactions within the FirstPAGE Server for the currently logged in user account. All transactions for which a status is known are returned.

Format: TRANS;LIST;
Status: TRANS;STATUS;statuscode;statusmessage;
Result: TRANS;RESULT;0;serialnumber1;
Result: TRANS;RESULT;0;serialnumber2;
Result: TRANS;RESULT;1;serialnumberN;

Chapter Sixteen

USER Operations

This chapter describes the **FirstPAGE** protocol subset known as the USER operations. These commands allow the developer to define user options and obtain status.

DETAIL

The DETAIL sub-operation facilitates a client application to obtain the authenticated users preferences within the FirstPAGE Server engine. The items returned are listed in the table found under the WRITE sub-op within the USER operations.

```
Format: USER;DETAIL;  
Status: USER;STATUS;statuscode;statusmessage;  
Result: USER;RESULT;0;item1|item1value;  
Result: USER;RESULT;0;item2|item2value;  
Result: USER;RESULT;1;itemN|itemNvalue;
```

LOGIN

The LOGIN sub-operation facilitates the authentication or identification of the user to the FirstPAGE Server engine. If the engine is running in secure mode then the username and password must exist in the user table before the user may interact with FirstPAGE Server. If the engine is running in in-secure mode then the user account is used only to track preferences.

```
Format: USER;LOGIN;domain;user;password;  
Status: USER;STATUS;statuscode;statusmessage;
```

Field	Description
Domain	Domain of user account. Note: If security mode is Ford Authentication then domain must be "FORD".
User	User account

Password	Password
----------	----------

PASSCHG

The PASSCHG sub-operation facilitates a client application changing the password of an authenticated user within the FirstPAGE Server engine.

Format: USER;PASSCHG;oldpass;newpass;
Status: USER;STATUS;statuscode;statusmessage;

WRITE

The WRITE sub-operation facilitates the setting of user preferences within the FirstPAGE Server engine. At this time the following values are supported:

Item	Value(s)	Notes
HONORSCHED	ON, OFF	Determine if destination schedules should be honoured
SIGVALUE	Text	Signature to be used within FirstPAGE Client
SIGMETHOD	0-2	0 = Signature provided by client 1 = Signature retrieved from environment variable specified in SIGENVVAR 2 = Signature is authenticated

		username.
SIGSTATE	0-1	0 = Signature is off 1 = Signature is on
SIGENVVAR	Environment variable name.	If SIGSTATE = 1 then the contents of this client side environment variable will be used by FirstPAGE Client for the signature.
IDLEMINUTES	0-99	0 = GUI will never lock 1-99 = GUI will lock out after x minutes, requiring user to re-authenticate to continue.

Format: USER;WRITE;item;value;

Status: USER;STATUS;statuscode;statusmessage;

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 based products. Various levels of support are available. View the NETCON web site (www.netcontech.com) and browse the product page for product you are using.

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 support contract, or product license key ready, before calling or include it in your correspondence. Support is free for product trials and for the first 30 days of product ownership.

Glossary

Alias

A *FirstPAGE* Server alias is an alternate name, which may be assigned to a destination. *FirstPAGE* Server client applications may choose to allow users to utilize aliases to lookup actual destination names.

Client

A client component utilizes the facilities of a standard NETCON server. Typically a GUI application, this component provides a user-friendly interface of the available services offered by the server engine. An example of a client tool would be *FirstPAGE* Client, which presents the user with a list of known messaging destinations and allows them to send messages to one or more destinations.

Coverage

The coverage property of a provider is a name assigned to reflect the geographical area that this connection to the service provider allows you to send message too. Usually for example in the case of dial-up modem connection to service providers a different phone number is provider for each city. The coverage field provides the administrator an easy method of tracking all of the different coverage areas a single provider is supporting.

Destination

A *FirstPAGE* Server destination is a name assigned to a messaging location to which text messages may be delivered. Ex. SCOTTIS_PAGER, KENS_PHONE, JIMS_EMAIL.

Device

A *FirstPAGE* Server device is a name assigned to a physical connection point on the server that will be used to establish a connection with a service provider.

Distribution List

A *FirstPAGE* Server distribution list is a collection of destinations that can be sent a message with a single transaction. Similar to an e-mail distribution list a client that initiates a transaction with a distribution list will automatically send the same message to all associated destinations.

Engine

An engine component implements a unified interface to a set of common, related protocols. The engine provides services to clients and gateways such that a common interface may be used to manipulate many different types of devices. Engines are administered via Administrator components and are utilized by clients, gateways or use written components.

Gateway

A gateway component creates a bridge between a third party product and a standard NETCON server. Typically an engine this component provides a conduit for forwarding events from the third party product into a NETCON standard server. An example of a gateway would be an interface to an HMI or SCADA system forwarding events from that system to *FirstPAGE* Alarm Manager for processing. An example of a gateway is Marquee Manager Gateway for VisualPlant. This gateway forwards VisualPlant incidents to Marquee Manager.

Group

A *FirstPAGE* Server group is a name assigned to a collection of destinations that are logically connected. Groups are used by *FirstPAGE* Server clients to limit the destinations which are available for use.

Network ID

A destination network id is the identifier the messaging network requires to remit a message to an end destination. Similar to a phone number a network id can be any NETCON Technologies number of numbers, alphabetic characters, or a combination of the two. For TAP connected providers the network id is usually a numeric value. For SMTP connected providers the network id is the devices assigned e-mail address.

Numeric Length

The Numeric Length property of a provider provides the same functionality as the Alpha Length property.

Provider

A *FirstPAGE* Server provider is a name assigned to the configuration information required to connect to a messaging service provider.

Schedule

A *FirstPAGE* Server schedule is a name assigned to a set of weekday configuration rules, which define the times during which a destination may receive messages. A schedule, once defined may then be assigned to a destination over a time period.