

How to configure Air Messenger Pro

Air Messenger Pro (AMP) is a paging application which is bundled with SNMPc Workgroup and Enterprise. It allows you to deliver text message alerts to your pager or cell phone. Most people will be using a dial-up modem to deliver the page. There are two stages to successfully configuring AMP to operate with SNMPc.

- 1) Configure AMP and successfully send a 'test' message
- 2) Configure SNMPc to initiate the page in the event of an alarm.

Stage 1 – Configuring AMP

Before configuring AMP you will need to know:

- 1) The protocol that your carrier uses (TAP, WCTP, Fleet Sync, SNPP etc)
- 2) The phone number to dial and any passwords that are required
- 3) Modem Settings
- 4) The cell phone/pager number to deliver the message to.

There are various resources on the Internet which lists this information. One such resource that allows you to search by state can be found [here](#).

In this example we will be sending a page to a Verizon Wireless cell phone in California. The contact details for Verizon are:

- | | |
|-------------------------------|---|
| 1) Protocol | – TAP |
| 2) Dial Number | – 1-866-823-0501 (no password required) |
| 3) Modem Setting | – 1200-19200 baud (AMP default 1200) |
| 4) Example Users Phone Number | – 408-111-1111 |

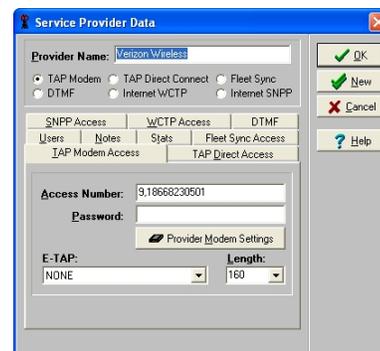
Configuring the Service Provider

Start Air Messenger Pro and select the Settings/Service Provider Menu



In the resulting window select 'Add' and complete the details for your provider as appropriate. Ensure that you add any additional numbers you need to dial to reach an 'outside line'. In this example we are using '9,'.

Select *OK* to add your provider.



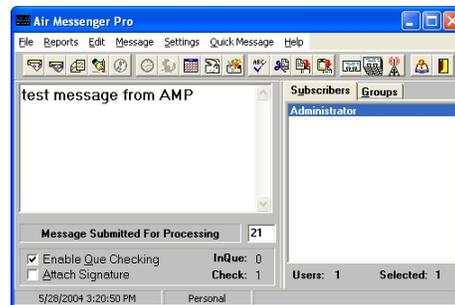
Configuring the Subscriber details.

The most important thing when adding the user to be paged is that the user name must match **exactly** the name used in SNMPc. The name matching is case sensitive. If the names are different then the page will not be delivered. In this example we will be using the default SNMPc user 'Administrator'. Select the *Settings/Subscribers* menu and in the resulting window select *Add*. Complete the user information as appropriate. Usually this is just the SNMPc User name and pager/cell phone number



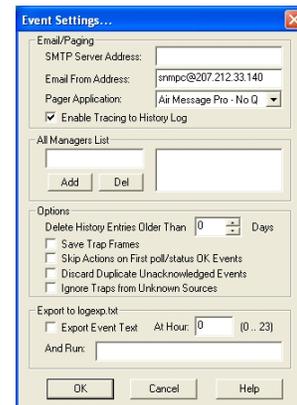
Select *OK* and *Done* to return to the main window.

To test your configured settings highlight the username and type some text in the main AMP window. Then select *Message/Send Now* to send the text to the pager. If all is configured correctly you should receive the message. In the bottom right hand corner of the window AMP will list the actions that it is taking. This can be a useful troubleshooting aid. If the message is successfully received then you can configure SNMPc.



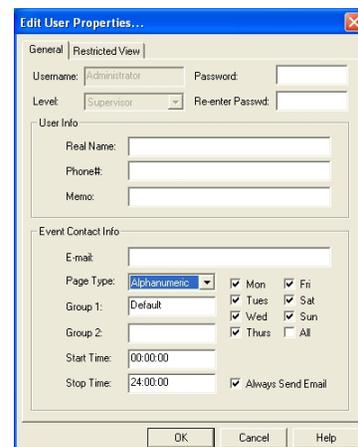
Stage 2 - Configuring SNMPc.

To configure SNMPc to send pager alerts first select the *Config/Event Options...* menu and ensure *Enable Tracing to History Log* is checked and that the Pager Application is set to *Air Messenger Pro - No Q*. When you have successfully tested the paging functionality you can disable the tracing option.

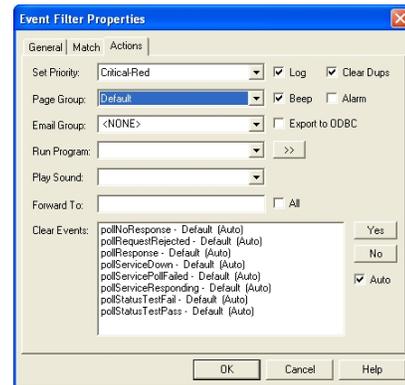


Select *Config/User Profiles...* If you are using the default user then highlight *Administrator* and select *Modify*. In the resulting window change the *Page Type* to *Alphanumeric*.

Select *OK* to confirm the changes.



This guide does not cover the configuration of the event action filters. It is recommended that you follow the example given in the How-To guide *‘How to Email or Page a User on an Event’*. Ensure that when configuring the *Actions* tab you set *Page Group* to be the same name you configured in the User Properties.



Select *OK*.

It is recommended that when testing the paging functionality that you select the *History* tab on the event log. This will allow you to see status messages between SNMPc and the Air Messenger Pro application.

The following event view shows a successful connection between SNMPc and Air Messenger Pro

Warning	05/28/2004	13:08:02	192.168.0.3	Cold Start
Normal	05/28/2004	13:08:07	192.168.0.3	Interface 1 Link Up Trap
Normal	05/28/2004	13:08:07	192.168.0.3	Interface 2 Link Up Trap
Minor	05/28/2004	13:08:07	192.168.0.3	Interface 65540 Link Down Trap
Info	05/28/2004	15:26:35		email: Started; Fromuser=snmpc, fromhost=207.212.33.140
Major	05/28/2004	15:29:06	Switch23	No Response to Device Poll
Info	05/28/2004	15:29:21		page: addq: Administrator, Critical 05/28/2004 15:29:20 Switch23 Device Down
Info	05/28/2004	15:29:21		page: DDE connected to AirMsrNTSrc
Major	05/28/2004	15:32:02	Switch23	No Response to Device Poll
Critical	05/28/2004	15:32:16	Switch23	Device Down
Info	05/28/2004	15:32:16		page: addq: Administrator, Critical 05/28/2004 15:32:16 Switch23 Device Down
Info	05/28/2004	15:32:16		page: DDE connected to AirMsrNTSrc

Tips

If you are running SNMPc Enterprise as a service then AMP must also be running as a service. You can configure AMP to run as a service from the *Settings/Service* menu.