



Quick Start Guide for the Advantium Monitor Software

INSTALLATION AND OPERATION INSTRUCTIONS

Before Installing or Operating, Read and Comply with These Instructions

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1 Before you begin...

Before you begin, you will need the following items:

- A basic knowledge of computers including such terms as right-click and double-click.
- A computer with a free serial port running Windows 98, ME, NT (latest service pack), 2000 or XP. (For stability, CONCOA recommends Windows 2000 or XP for critical applications.)
- Administrative privileges to the computer on which the software will be installed. (Please see your network administrator for further information.)
- A CONCOA 529-5310 or 529-5311 remote alarm.
- A male-to-female RS-232 cable. (Please note that a serial cable used for a mouse will not work.)
- If you plan to use e-mail alerts, the computer will need either a modem with dialup connection installed or network interface card and network access. (Please see your network administrator for further information.)
- If you plan to use fax alerts, the computer will need a modem with fax capability and telephone access. Please note that the modem must have Microsoft-approved drivers for the operating system used.

If you plan to use e-mail alerts, you will also need the following information from your network administrator:

- IP address or fully resolvable name of an SMTP server to relay the e-mail.
- If the SMTP server requires authentication, a valid username and password for the SMTP server.
- The email address from which the alarm will send notifications

2 Connecting the alarm...

Before installing the software:

1. Verify that both the computer and the remote alarm are off.
2. Connect the remote alarm to the serial port of the computer using the RS-232 cable. Tighten the posts at each connection to ensure uninterrupted communication between the alarm and the computer.
3. Turn on both the computer and the remote alarm. If necessary, install or assign a COM port to the serial port to which the RS-232 cable is connected.

3 Installing the software...

1. For Windows NT, 2000, and XP, log into the computer using an account with administrative privileges.
2. Place the CD-ROM in the drive.
3. If the installation program does not begin within a minute, browse to the location of the CD-ROM. Right-click on "setup_advantium.exe" and select "Open" from the menu.
4. Follow the steps in the installation wizard to install the software.
5. If you choose to register, please make sure you are connected to the Internet prior to submitting registration information. While registration is optional, you must be registered to update the software via the Internet. Please note that the information collected will be used solely by CONCOA and never shared with any third party excepting the distributor from whom you purchased the software. If you do not choose to register at this point, you may register later at the "About..." screen.

4 Starting the software for the first time...

1. From the "Start" menu, select "Programs" then "CONCOA" then "Launch Monitor".
2. In Windows NT, 2000, and XP, the application starts as a Service.

3. A maroon icon of the CONCOA logo should appear in the task tray (in the lower right-hand corner of the screen next to the clock). It does not matter if the icon is currently blinking.
4. Right-click the icon and select “Edit Configuration” from the menu.
5. A dialog box with tabs should appear allowing you to configure the software. Make sure the “Preferences” tab is currently selected.

5 Setting the configuration...

The “Edit configuration” tabbed dialog box allows you to configure options for the software, remote alarm, e-mail, and fax. Once set up, you should rarely need to visit this option.

The “Preferences” Tab

1. Select the COM port that corresponds to the serial port to which the remote alarm is connected via the RS-232 cable.
2. Enter the maximum log size (in bytes) and choose the location. The default size of the log is unlimited and the default location of the log is the root directory of the first hard drive. The log contains a history of all events that have been recorded by the software about the remote alarm. The log may be viewed by selecting the “View Log” option from the task tray popup menu.
3. If “Load on windows startup” is checked, the application will load each time the computer is started.
4. “Beep on event” causes the application to generate a system beep anytime an event is generated from the remote alarm.
5. If “Autodial if no connection to internet available” is checked, the software will start the default dialup connection in order to send e-mail if no network interface card is found. If you wish to use e-mail and do not have a network interface card or want to use a dialup modem as a backup, make sure to check this box.
6. If you wish to use a different language than American English, please select it from the menu. If you would like to use a language that is not listed, please contact CONCOA for a custom language file.

The “Remote Alarm” Tab

1. Enter a name and location for the alarm. These should be informative enough to allow a recipient of a fax or e-mail alert to understand the location of the alarm.
2. Each system and bank may be given a name.
3. Uncheck the “enabled” box for any system that is not connected to a device.

The “E-mail” Tab

1. Enter the e-mail address of the alarm of the form “alarmname@yourcompany.com”. Please note that an incoming account for this e-mail address does not necessarily have to exist unless required by the SMTP server that will relay the mail from the software. Please check with your network administrator for a valid and acceptable address.
2. If the software sends e-mail from an address without a monitored inbox, enter a reply-to address that recipients of notifications can use. Status events concern the state of the remote alarm, configuration events concern the dipswitch settings on the alarm, and error events concern software errors that may arise.
3. Enter an IP address or fully resolvable host name for the SMTP server that will be used to relay mail.
4. If the SMTP server specified requires authentication, please enter the username and password for authentication.
5. Once all of the options are specified, click “Test e-mail” to send a test e-mail in order to verify that the configuration is correct.

Note: If you do not intend to send notifications via e-mail, you do not need to set the options in this tab.

The “Fax” Tab

1. Enter the name, company, and fax you wish it to appear as the sender on all fax notifications.
2. The default dialing method is tone. If your phone system require pulse dialing, check the box labelled “Pulse dialing”.
3. Unless your are using a system that does not provide a dialtone prior to dialing, check the box labelled “Wait for dial tone before dialing”.
4. Enter the number of redials you wish the software to try if the line is busy or an unsuccessful transmission occurs before giving up.
5. Once all of the options are set, click “Test fax” to send a test fax in order to verify that the configuration is correct.

Note: If you do not intend to send notificatins via fax, you do not need to set the options in this tab.

After editing the configuration, you may need to exit and restart the software for the changes to take place depending on the operating system used.

6 Showing the status...

To see a graphical representation of the alarm, either double-click the CONCOA icon in the system tray or right-click on the icon and select “Show Status” from the menu. If the icon is blinking, a new event has occurred since the last time the status was shown.

In the “Show Status” window, the status is depicted as it is on the 529-5310/529-5311 remote alarm:

- A green light indicates that the bank is currently not in alarm.
- A steady red light indicates that the bank is currently in alarm.
- Blinking red lights indicate that both banks in a system are currently in alarm.
- Grey lights indicate a disabled system.

Below the graphical representation of the alarm, a scrollbox indicates events:

- Events listed in red are new since the last time that the “Show Status” window was shown.
- Pressing “Clear” removes all of the notifications from the scrollbox, but NOT from the event log.
- Pressing “Update” will poll the alarm for its current status. If there is no difference between the current status and the most recent status, the display will not change in any way.

7 Viewing the log...

To view the history of events in a table, right-click on the CONCOA icon in the system tray and select “View Log”.

- The list may be sorted by column by left-clicking on the column heading.
- Columns may be expanded or minimized by placing the cursor on the heading row between columns until the curose becomes a horizontal split icon, and clicking and dragging the column to the desired size.
- Clicking “Clear log” will clear the event history.
- Clicking “Save log as” will allow the log to be saved as a file that may be opened in Excel, Word or any other program that may import text. Exporting the log alone will not clear it.

8 Setting notifications...

To set a notification rule, right-click on the CONCOA icon in the system tray and select “Set notifications”. A window should appear showing a summary of all, if any, notification rules set.

To create a new notification rule, click “New rule...”:

1. Select the rule type and press “Next >”. A status rule sends notifications when the status of any enabled bank changes. A configuration rule sends notification when the dipperswitches configuring the remote alarm are changed. An error rule sends notification when the software encounters a computer error.
2. Select the notification method and press “Next >”. The method chosen must be configured before use. (See “5 Setting the configuration...” above for more details.)
3. To add recipients for an e-mail notification, click “Add address” and enter a fully resolvable email address. You may add as many addresses as desired. For fax notification, enter the recipient’s name, company, and fax number as the modem will dial it (remember to include a “9” for outside line if needed. You may only enter one recipient per fax notification, but you can create as many fax (or e-mail) notifications as necessary. Press “Next >” when finished adding recipient(s).
4. Select the condition that must occur for the notification to be sent and press “Next >”.
5. Select the system to which the rule applies or all systems and press “Next >”.
6. Select the frequency with which the notification will be sent. Except for the “alert at interval regardless of status condition” condition, notifications will be sent at the interval specified until no alarm condition exists.
7. Press “Finish” to create the notification rule.
 - Pressing “Cancel” at any time will cancel the creation of the notification rule.

To edit a notification rule, select the rule you wish to edit and left-click the “Edit rule...” button.

To delete a notification rule, select the rule you wish to delete and left-click the “Delete rule...” button. Be careful when deleting notification rules; there is no Undo!

9 Disabling the monitor...

To disable the monitor, but not shut the software down completely, right-click the CONCOA icon in the system tray and select “Disable monitor” from the menu. The software will no longer poll the alarm, receive events, log events, or send notifications. You can tell that the alarm is disabled by a small “x” that will appear next to the icon in the system tray.

To enable the monitor when it is disabled, right-click the CONCOA icon (which should have a small “x” in the lower right hand corner) and select “Enable monitor” from the menu.

10 Exiting the software...

To exit the software completely, right-click the CONCOA icon in the system tray and select “Exit” from the menu. If you have selected “Load on windows startup” from the configuration dialog box, the software will restart the next time Windows is loaded.

11 Tips and Troubleshooting...

- It possible that, from time to time, an “Unknown Event” or “Unknown Error” could arise. This is due to either interference on the line, incomplete buffer reading or buffer overflow, or an unexpected self-test of the remote alarm. If such an event is received, press “Update Status”. If the events persist and the status is not correctly updated, contact CONCOA.
- Faxmodems are notorious for errors and incomplete transmissions. CONCOA suggests not relying on fax notification as the sole notification method for mission-critical applications. Additionally, try to use a late-model faxmodem with signed drivers.
- If you have any problems or need helping installing or using your software, please do not hesitate to contact CONCOA via phone at 800-225-0473 or email advantium_monitor@concoa.com.

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