

<b>KB Name</b>	Alarm Email & SMS Templates		
<b>Type</b>	Alarm Notification		
<b>Since revision</b>	NA		
<b>KB Number</b>	KB-0054-0	<b>Build</b>	32
<b>Mod date</b>	'28-May-2013		

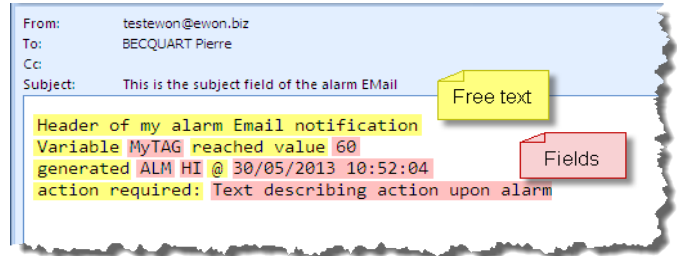
**Knowledge Base Information**

# Alarm Email & SMS Templates

## 1 Purpose

You want to reduce the amount of information included in alarm email notifications such as the one shown in the example here?

This document explains how you can do this using the Alarm Email & SMS Templates, a feature introduced from firmware 7.0.



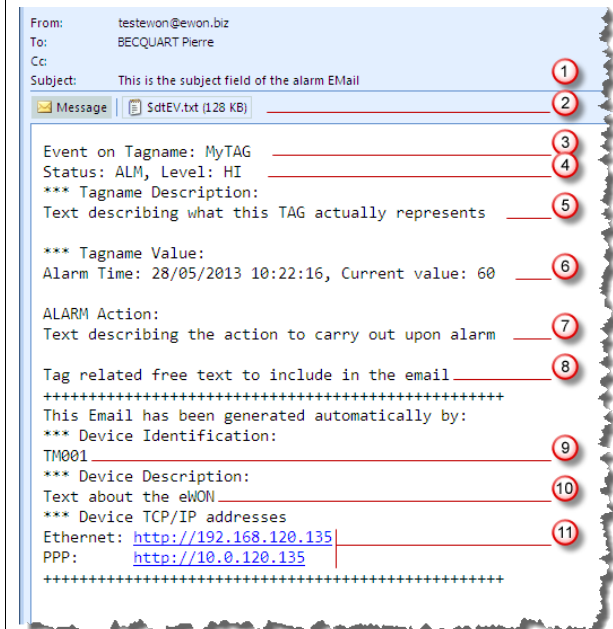
**Note:** this feature is not available if the SMS is send out using Talk2M SMS Relay.

## 2 Standard Contents

To understand the working principle, we will first have a look at the standard contents of an email alarm notification. These standard contents are used for all alarm notification before firmware 7.0 and for alarm notification from firmware 7.0 if the Email & SMS Template fields are left unconfigured.

The *standard* contents of an email alarm notification are as follows:

#	Field Description	eWON Internal String Syntax used to call field contents
1	Subject field	NA
2	Attachment	<#MAILCONTENT#>
3	Tag Name	<#TAGNAME#>
4	Alarm Status and Level	<#ALARMSTATUS#> <#ALARMTYPE#>
5	Tag description	<#TAGDESCRIPTION#>
6	Time stamp and value at this time	<#ALARMSTARTTIME#> <#TAGVALUE#>
7	Alarm action	<#ALARMHINT#>
8	Free text from "Attachment" field (2)	<#MAILCONTENT#>
9	eWON identification (name)	<#EWONIDENTIFICATION#>
10	Description of the eWON	<#EWONINFORMATION#>
11	Ethernet address PPP address	<#ETHERNETIPADDRESS#> <#PPPIPADRESS#>



<b>KB Name</b>	Alarm Email & SMS Templates		
<b>Type</b>	Alarm Notification		
<b>Since revision</b>	NA		
<b>KB Number</b>	KB-0054-0	<b>Build</b>	32
<b>Mod date</b>	'28-May-2013		

### Knowledge Base Information

For SMS, the principle is the same except there are fewer strings and one is only available for SMS. The aim of the custom templates is to select only the fields that are relevant and to place them in the desired order.

## 3 Defining a Custom Template

Remember that to be able to configure custom templates, the eWON needs to run firmware 7.0 or higher. The templates are defined at the System level so that they will apply to all alarm notifications the same way.

### 3.1 Email Template Configuration Example

Consider the customized email example shown in § 1 Purpose . The corresponding configuration is described hereafter.

a) Configuration of the **Email Alarm Template** at the **System Setup** level:

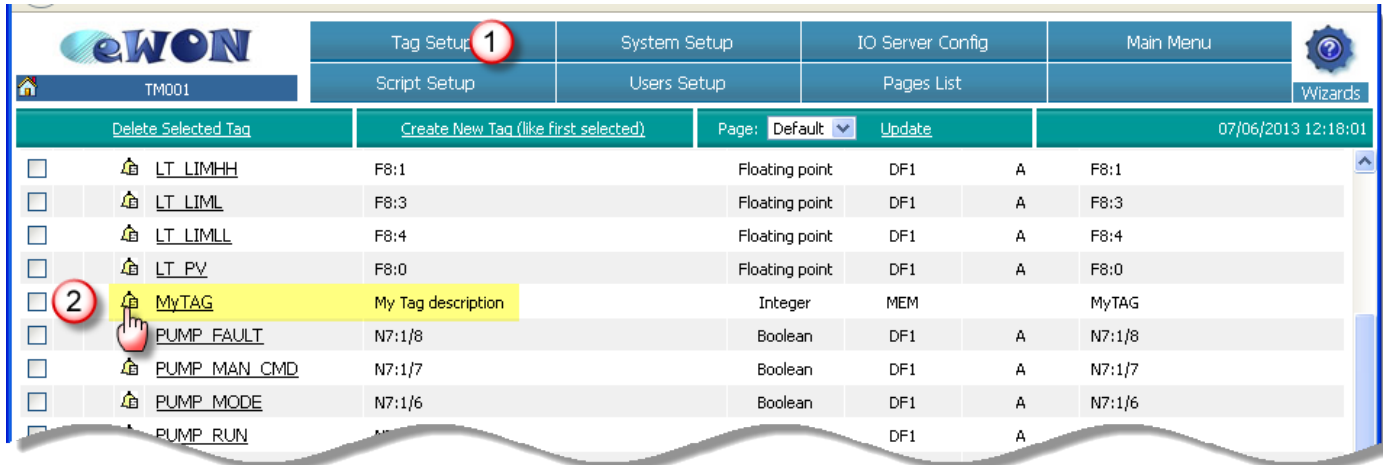
This screen is accessed through the path **Configuration > System Setup (1) > General (2) > General (3) Alarms (4)**. The template layout is defined in the **Email Alarm Template** field (5). In this field you can add **free text that will be common to all alarms** and select and arrange fields using the syntax given in the table of § 4 **Configurable fields for Email and SMS**. Don't forget to save your new settings by clicking **Update (6)**.

<b>KB Name</b>	Alarm Email & SMS Templates		
<b>Type</b>	Alarm Notification		
<b>Since revision</b>	NA		
<b>KB Number</b>	KB-0054-0	<b>Build</b>	32
<b>Mod date</b>	'28-May-2013		

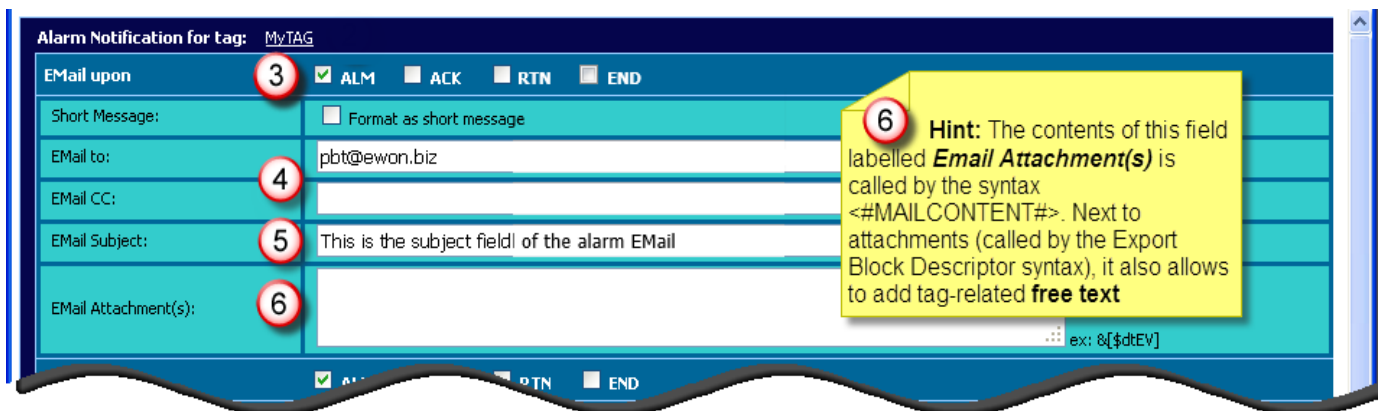
**Knowledge Base Information**

**Important!** As soon as the **Email Alarm Template** field is containing a single character, either free text or one of the special field strings, the custom template will be used instead of the standard contents.

b) Configuration of the **Alarm Notification** at the tag level:

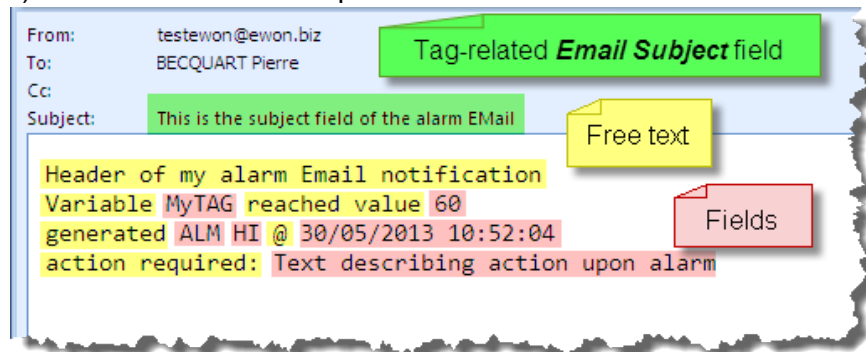


Open the Tag Setup page (1) and access the **Alarm Notification** configuration of the tag by clicking on the bell icon next to the tagname (2).



Select the alarm trigger criteria (3), enter the email addresses (4) and an **Email Subject** (5). Optionally you can enter *tag-related* free text or add attachment(s) in the field **Email Attachment(s)** - See Hint (6). Click **Update**.

c) Result at the email recipient end:



<b>KB Name</b>	Alarm Email & SMS Templates		
<b>Type</b>	Alarm Notification		
<b>Since revision</b>	NA		
<b>KB Number</b>	KB-0054-0	<b>Build</b>	32
<b>Mod date</b>	'28-May-2013		

## Knowledge Base Information

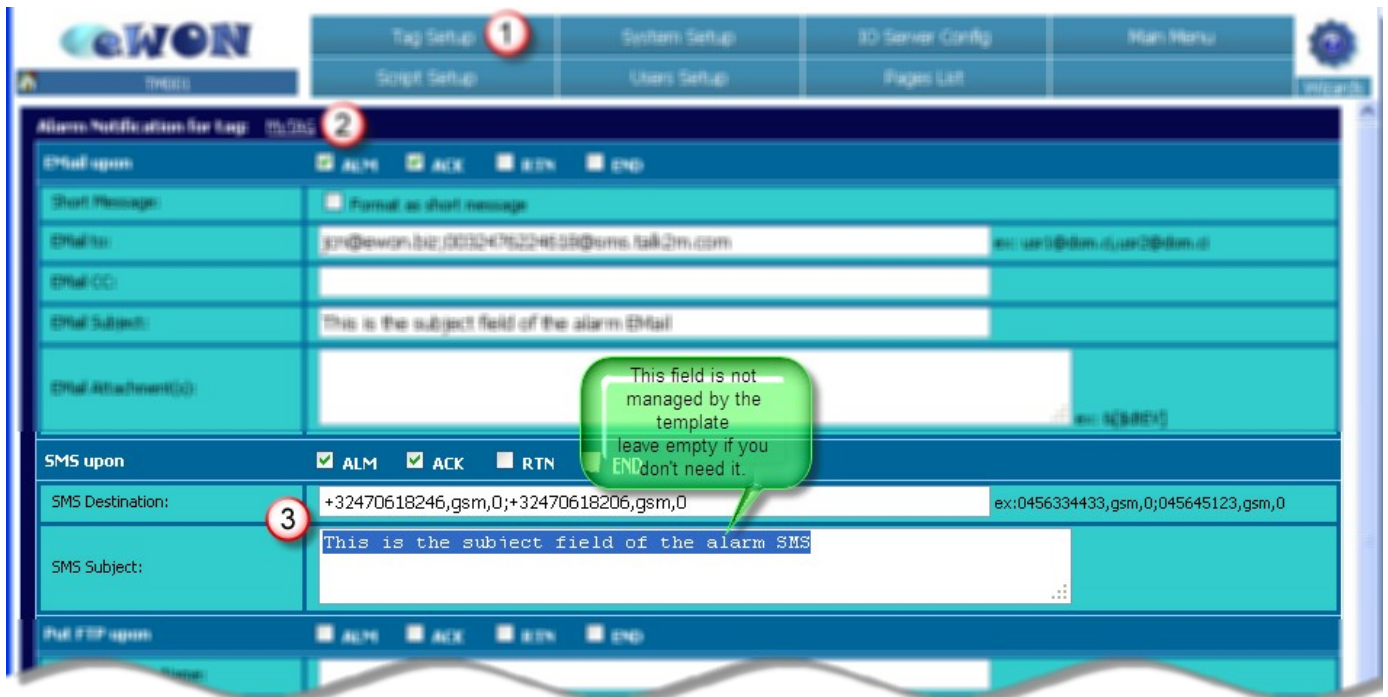
### 3.2 SMS Template Configuration Example

The basic principles are the same than for the email, therefore we focus only on the SMS relevant fields.

a) Configuration of the **SMS Alarm Template** at the **System Setup** level:



b) Configuration of the **Alarm Notification** at the tag level:



Select the notification trigger, enter the mobile phone number and the SMS subject (3). The SMS Subject will appear in the body of the SMS.

<b>KB Name</b>	Alarm Email & SMS Templates		
<b>Type</b>	Alarm Notification		
<b>Since revision</b>	NA		
<b>KB Number</b>	KB-0054-0	<b>Build</b>	32
<b>Mod date</b>	'28-May-2013		

### Knowledge Base Information

c) Result at the SMS recipient end:



<b>KB Name</b>	Alarm Email & SMS Templates		
<b>Type</b>	Alarm Notification		
<b>Since revision</b>	NA		
<b>KB Number</b>	KB-0054-0	<b>Build</b>	32
<b>Mod date</b>	'28-May-2013		

### Knowledge Base Information

## 4 Configurable fields for Email and SMS

Table of configurable fields:

	Email (*)	SMS (*)	Path or description
eWON related info	<#EWONIDENTIFICATION#>	<#EWONIDENTIFICATION#>	System Setup > General > General > Identification > "eWON Identification"
	<#EWONINFORMATION#>		System Setup > General > General > Identification > "eWON Description"
	<#ETHERNETIPADDRESS#>		eWON LAN IP address
	<#PPPIPADRESS#>		eWON WAN IP address
			<#TAGUSERID#>
Tag related info	<#TAGNAME#>	<#TAGNAME#>	Tag Setup > Edit Tag > "Tag Name"
	<#TAGDESCRIPTION#>	<#TAGDESCRIPTION#>	Tag Setup > Edit Tag > "Tag Description"
	<#ALARMSTARTTIME#>	<#ALARMSTARTTIME#>	N/A - generated by the system
	<#TAGVALUE#>	<#TAGVALUE#>	N/A - generated by the tag value
	<#ALARMSTATUS#>	<#ALARMSTATUS#>	Type of alarm ALM, ACK, RTN or END
	<#ALARMTYPE#>	<#ALARMTYPE#>	Lo, LoLo, Hi, HiHi depending on tag value
	<#ALARMHINT#>	<#ALARMHINT#>	Tag Setup > Edit Tag > Alarm Setup > "Alarm Hint"
Message content	<#MAILCONTENT#>	<i>For SMS, see below</i>	Tag Setup > Edit Tag > Alarm Notification > "Email Attachment"

(\*) **Note:** The contents of the field **Subject** is *always* included in the notification. This field will be the subject line for the alarm notification email and included in the body of an SMS notification. This field is specified at the tag level.