Okuma America Corporation

Okuma Machine Alert System Software User Manual

Document No.: S5061-004-05

OKUMA Machine Alert System	S5061-004-05
User Manual	Date: 05/28/2021

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		4.2.1 Configuration Setting	
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		2. Software Installation	
		6.1.3 Unable to save Email configuration	

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Okuma Machine Alert System Installation Manual

1. Introduction

1.1 Purpose

The purpose of this document is to provide the instruction of installing Okuma Machine Alert System. It also provides information on how to repair, and uninstall this software.

1.2 Scope

This manual will cover the installation, operation and trouble shooting for Okuma Machine Alert System.

1.3 Definitions, Acronyms and Abbreviations

Refer to Glossary Document of Okuma Machine Alert System.

1.4 Overview

The Machine Alert System will allow user to assign machine alarms to be sent to user by email, text message, and dial to a mobile phone. The system will interface with THINC control through THINC-API to monitor machine alarm status. The system will interface with email server to send alarm info to a pc or mobile device.

1.4.1 Compatible

This application requires running on OSP-P controls. It also requires to be installed on Windows XP SP3 or Windows 7 operating system.

1.5 Functions and Configuration

1.5.1 Function

- This application will start after NC is started up.
- The Machine Alert System supports both Okuma machining center and lathe machines.
- The system will send out email or text messages for each registered group
- The system will raise an event message as following:
 - ✤ OSP issues an alarm
 - Coolant Monitoring System issue alarm via external alarm when concentration level or pH level has reached the upper/lower threshold limit.

1.5.2 Configuration

- The system will allow user to register different account
- The system will allow user to register multiple user name in each user group
- The system will allow user to select alarm content for each user group
- The system will allow user to activate or deactivate user group
- The system will allow user to register selected alarm to be notified for each group

1.6 References

[1] Installation Manual for THINC-API

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[2] Installation Manual for Startup Service

2. Software Installation

It is important that the order of installation must be carried out as specifying here and current user must have an administrative level to install the applications.

2.1 Installation of THINC-API

Refer to THINC-API 'Installation Manual.pdf' for instructions.

Tip: Try to run THINC-API Demo Application and see if it runs normally to make sure THINC-API is properly installed.

Install the latest version of THINC-API on the machine if possible.

2.2 Installation of Okuma Machine Alert System Software

Run the 'Setup.exe' in the 'Okuma Machine Alert System' folder in installation disk to install Okuma Machine Alert System Software. The setup program automatically checks

If Microsoft .NET framework 4.0 is installed then refer to section Installation of Microsoft .NET Framework 4.0.

Note: The installation must be performed in Windows mode only and must be run from DVD disk or local hard drive on machine. No USB or flash drive installation is allowed.

2.2.1 Installation of Microsoft .NET Framework 4.0

The next dialog will be displayed if Microsoft .NET framework 4.0 is not installed.

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Figure: .NET framework 4.0 license agreement dialog

Click 'Accept' to install .NET framework 4.0.



Figure: .NET framework 4.0 installation dialog

If the .NET installation requires rebooting then it needs to reboot the machine to continue the installation again.

2.2.2 Installation of Okuma Machine Alert System Software

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🙀 Okuma Utility Machine Alert
Welcome to the Okuma Utility Machine Alert Setup Wizard
The installer will guide you through the steps required to install Okuma Utility Machine Alert on your computer.
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Cancel < Back Next >

Click Next

🙀 Okuma Utility Machine Alert	
Select Installation Folder	
The installer will install Okuma Utility Machine Alert to the following folder.	
To install in this folder, click "Next". To install to a different folder, enter it be	elow or click "Browse".
<u>F</u> older:	
D:\Program Files\Okuma\Okuma Utility Machine Alert\	Browse
	Disk Cost
Install Okuma Utility Machine Alert for yourself, or for anyone who uses th Everyone Just me 	is computer:
Cancel < Back	Next >

Click Next

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🚰 Okuma Utility Machine Alert	
Confirm Installation	
The installer is ready to install Okuma Utility Machine Alert on your computer.	
Click "Next" to start the installation.	
Cancel < Back	Next >

Click Next



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Email Server Configuration			
System Config	guration		
Email Server Configur	ation		
Use Default Network	Credential	Email Address:	thincuser@gmail.com
User Name:	thincuser@gmail.com	Email Server:	smtp.gmail.com
		Port:	587
User Password:	•••••	Support SSL:	
Domain Server:		Using STARTLS command	
OK	Skip		Cancel

- MUST consult IT person to change Email Server, Port, and Domain Server, and Enable SSL check box setting as necessary
 - User Default Network Credential: If checked the system will use current user account to send email. Note: if checked the User Name/Password/Domain Server will be cleared as shown above.
 - Email Address: Enter an email address to be sent for testing purpose.
 Note: it could be the same User Name where the test email will be sent to the same account.
 - User Name: Enter an email address to log into Email Server account
 - User Password: Enter the password to log into Email Server account
 - o Port: Enter port number that can be supported by the Email Server
 - Support SSL: Check the box if Email Server requires SSL connection.
 - o Using STARTTLSCommand: Check the box if Email Server requires to use STARTTLS command
- Click Skip button if machine does not have internet connection and the system will skip to verify the email configuration.
- Consult customer IT person to change Email Server, Port, and Domain Server, and Enable SSL check box setting
 as necessary
- Click OK button to continue if machine or pc already has internet connection

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Okuma.CustomInstaller
System will send a test message to email address 'thincuser@gmail.com' to verify configuration. Please select 'Yes' to send test email or 'No' to skip testing
Yes No

Click Yes

Okuma.	CustomInstaller
(į)	Mail has been sent. Mail Information: From - thincuser@gmail.com. To - thincuser@gmail.com, Mail Subject - Testing
	ОК

Click OK



Click OK

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🖟 Okuma Utility Machine Alert	
Installation Complete	
Okuma Utility Machine Alert has been successfully installed.	
Click "Close" to exit.	
Please use Windows Update to check for any critical updates to the .NET Framework	
Cancel < Back	Close

• Click Close button to exit.

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2.3 Installation of THINC Startup Service

Run the 'Setup.exe' in the Okuma Startup Service System DVD to install THINC Startup Service and refer to the installation manual of THINC Startup Service.

Note: User needs to restart the machine to ensure that the startup service work properly.

The application is automatically registered with Startup Service for running after NC is started. It can also be registered with Startup Service manually as shown in the section 2.4.

2.4 Setup Okuma Machine Alert System Software to Startup Automatically

By default, the application is registered with the Startup Service during the installation. To manually register the application with the Startup Service, please refer to the Installation Manual of Startup Service for more information.

2.5 Installing Adobe Reader

• From the disk, go to folder 'Tools' and double click file 'AdbeRdr910_en_US.exe. Click 'Run' in the popup window below if it is displayed

Open File - Security Warning			x
Do you	ı w ant to ru	n this file?	
	Name:	AdbeRdr910_en_US.exe	
	Publisher:	Adobe Systems, Incorporated	
	Туре:	Application	
	From:	C:\Projects\Software\SNECMA\Tools	
		Run Cancel]
Always ask before opening this file			
1	While files fr potentially h you trust, <u>W</u>	rom the Internet can be useful, this file type can arm your computer. Only run software from publishers <u>'hat's the risk?</u>	

• Abode Reader will prepare for the installation on the machine.

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🗏 Adobe Reader 9.1 - Setup			
×			
Please wait while the Adobe Reader 9.1 S depending on your operating system and	5etup is being pi hardware.	rocessed. This will ta	ke some time
Processing Adobe Reader 9.1			8.06 %
NOSSO powered by nositd.com	Pause	Resume	Exit

🔂 Adobe R	teader 9.1 - Setup	×
Å		
Destinati	on Folder	
Click Ne:	xt to install to this folder, or click Change to install to a different folder.	
	Install Adobe Reader 9.1 to:	
	C:\Program Files\Adobe\Reader 9.0\	
WARNIN Adobe	NG: This program is protected by copyright law and international treaties.	
(Change Destination Folder <back next=""> Cancel</back>	1

• Change the destination folder if needed and click 'Next'

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j 🛃 Adobe Reader 9.1 - Setup	x
A	
Ready to Install the Program	
Click Install to begin the installation.	
If you want to review or change any of your installation folde setup.	r, click Back. Click Cancel to exit
Adobe	
< Back	Install Cancel

• Click Install to install the application

🛃 Adobe I	Reader 9.1 - Setup		
Å			
Installin	g Adobe Reader 9.1		
The pro	ogram features you selected are being installed.		
13	Please wait while setup installs Adobe Reader 9.1. This may take several minutes.		
	Status: Copying new files		
	File: MinionPro-BoldIt.otf Size: 280820 bytes		
	Estimated time remaining: 13 Sec.		
Adobe			
	< Back Next > Cancel		

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🙀 Adobe Reader 9.1 - Setup	×
X	
Setup Completed	
Setup has successfully installed Adobe Reader 9.1. Click Finish to exit setup.	
Adobe	Cancel
	Cancel

• Click finish to complete the installation

3. Repair/Uninstall Okuma Machine Alert System Software

3.1 Un-install Okuma Machine Alert System Software

Start the machine in Windows only mode. Click 'Start' \rightarrow Settings \rightarrow 'Control Panel' to launch control panel. Double click 'Add or Remove Programs' in control panel, find the item 'Okuma Machine Alert System' and click 'Remove' to uninstall Okuma Machine Alert System Software.

<u>Note: Before performing un-installing Okuma Machine Alert System application, please shutdown the Okuma Machine</u> <u>Alert System application if it is running.</u>

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🚺 Add or F	Remo	ove Programs	k	
5		Currently installed programs:	Sort by: Name	*
C <u>h</u> ange or Remove Programs		Okuma Utility Machine Alert Click here for support information.	Size Used	<u>14.08MB</u>
1		To change this program or remove it from your computer, click Change or Remove.	Change	Remove
Add <u>N</u> ew Programs	~	GSP-PLC Loader Ver 3.1.4.0		~

Click Remove

Add or Remove Programs		
2	Are you sure you want to remove Okuma Utility Machine Alert from your computer?	
	Yes No	

• Click 'Yes' to confirm uninstalling Okuma Machine Alert System Software.

Okuma Utility Machine Alert
Please wait while Windows configures Okuma Utility Machine Alert
Gathering required information
Cancel

3.2 Repair/Un-install THINC Startup Service

Double click 'Add or Remove Programs' in control panel, find the item 'Okuma THINC Startup Service' and click 'Remove' to uninstall THINC Startup Service.

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👸 Add or Remov	e Programs			
	Currently installed programs and updates:	Show up <u>d</u> ates	Sort by: Name	
Change or Remove	Ukuma Thinc Discovery Service		Size	0.12MB
Programs	🕕 Okuma Thinc Startup Service		Size	3.39MB
	Click here for support information.		Used <u>o</u>	occasionally
Add <u>N</u> ew			Last Used On	1/28/2008
Programs	To change this program or remove it from your con	nputer, dick Change or Remove.	Change	Remove
	PowerDVD 5.7		Size	1.82MB 👻
Add/Remove 💻				

3.3 Repair/Uninstall THINC-API

Double click 'Add or Remove Programs' in control panel, find the item 'THINC-API' and click 'Change/Remove' to uninstall THINC-API.

🐞 Add or F	Remo	ve Programs			
		Currently installed programs:	Show up <u>d</u> ates	Sort by: Name	*
C <u>h</u> ange or Remove					<u>^</u>
Programs				Size	<u>38.52MB</u>
	,	Click here for support information.		Used	rarely
				Last Used On	7/12/2012
Add <u>N</u> ew Programs		To change this program or remove it from your computer, o	lick Change/Remove.	Chan	ge/Remove
		8 ThinkPad Bluetooth with Enhanced Data Rate Software		Size	47.31MB 🗸
	~				

3.4 Repair/Uninstall Adobe Reader

Double click 'Add or Remove Programs' in control panel, find the item 'THINC-API' and click 'Change/Remove' to uninstall THINC-API.

🐻 Add or Remov	e Programs		
	νς Currently installed programs: □ Show up <u>d</u> ates	Sort by: Name	•
Change or Remove Programs	Adobe Atmosphere Player for Acrobat and Adobe Reader Adobe Flash Player 10 ActiveX		
Add <u>N</u> ew	Adobe Reader 9.1 <u>Click here for support information.</u>	Size Used	205.00MB rarely
(Cano	To change this program or remove it from your computer, click Change or Remove.	Change	Remove
Add/Remove	AlertSystem	Size	0.29MB
<u>W</u> indows Components			

• Select 'Remove' and click 'Yes' in message box to remove the application

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• Adobe Reader is being un-installing

Adobe Reader 9.1	
Please wait while Windows configures Adobe Reade	er 9.1
Time remaining: 16 seconds	
	Cancel

• After un-installation is finished, the Adobe Reader application will be removed from Add/Remove Program

🐻 Add or Remov	e Programs		
	Currently installed programs:	Sort by: Name	•
Change or Remove Programs	Adobe Atmosphere Player for Acrobat and Adobe Reader Adobe Flash Player 10 ActiveX		
	🗼 AlertSystem	Size	<u>0.29MB</u>
Add <u>N</u> ew		Used	rarely
Programs		Last Used On	7/14/2009
5	To change this program or remove it from your computer, c Change/Remove.	lick Cha	nge/Remove
Add/Remove <u>W</u> indows Components	APEX True DBGrid Pro 6.0		•

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4. Usage

Okuma Machine Alert System can be run under User account but appropriate security setting at the installation folder must be set. If Okuma Machine Alert System is installed to run on non-OSP machine environment, certain GUI will not be available such as OSP Vertical ToolBar

The system will send notification to a group of registered user only if the registered alarms occur afterward.

The Okuma Machine Alert System Software will be launched automatically by the Start-Up service after NC is started completely.

If user exits the software and wants to launch it again, press 'Ctrl + $\frac{1}{2}$ ' on the operation panel to pop up Start Menu, then click 'Programs' \rightarrow 'Okuma' \rightarrow 'Okuma Machine Alert System ' \rightarrow 'Okuma Machine Alert System ' to activate Okuma Machine Alert System application or press OSP Vertical Key to launch or activate Okuma Machine Alert System application.

Note: The OSP Vertical key can be used to bring Okuma Machine Alert System application to the front when it is minimized to system tray or system task bar or behind of other Windows applications.



• Press the OSP Vertical shortcut button to activate the Okuma Machine Alert System application.

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Note: The detail messages displayed in the main user interface does depend on each machine configuration.

OKUMA MACHINE ALERT SYSTEM						
System Events Config	jurations Views			-		
))	Email					
Alarm Registration	Notification Registration	Group Registration	User Accounts	Configuration Setting		
ALARM REG.	NOTIFICATION GROUP REG. REG.	USER ACCOUNTS CONFIG. S	ETTING MINIMIZE TO SYSTEM TRAY	MINIMZE TO SYSTEM EVENTS		

The Machine Alert System operation has three tabs which are System Events, Configurations, and Views

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4.1 System Events Tab

By default, the system will write event messages to the System Events tab in the descending order such that newest event message will be displayed on the top of the list. If the 'Trace On' menu is active, all messages will be displayed on the main user interface, otherwise only pre-selected event messages by the system will be displayed.

Event messages are categorized into different event types as following:

- Information Indicate normal event messages. It is in black color.
- Tracing Indicate tracing event messages when Trace On mode is active. It is in blue color.
- Error Indicate error event messages when system encounters. Error messages will be forced to display to main GUI and logged. It is in red color.
- Critical Error/Message Indicate critical error event messages when system encounters. Error messages will be forced to display to main GUI and logged. It is in purple color.

By double clicking on the event message in each row, a message box will be displayed contained the message in the current selected row.

OKUMA M	ACHINE /	ALERT SYS	STEM			
System Events	Configurations	Views				-
Date:9/23/2021 Time	e:9:00:16 AM Inforr	nation - Finish reading	PLC alarm information			^
Date:9/23/2021 Time	e:9:00:16 AM Inforr	nation - Alarm File: AL	ARM-98.HTM; Alarm Co	ount = 5; Alarm obtain: 5		
Date:9/23/2021 Time	e:9:00:16 AM Inforr	nation - Alarm File: AL/	ARM-86.HTM; Alarm Co	ount = 89; Alarm obtain: 89)	
Date:9/23/2021 Time	e:9:00:15 AM Inform	nation - Alarm File: AL/	ARM-85.HTM; Alarm Co	ount = 94; Alarm obtain: 94	ł	
Date:9/23/2021 Time	e:9:00:14 AM Inforr	nation - Alarm File: AL/	ARM-74.HTM; Alarm Co	ount = 51; Alarm obtain: 51	1	
Date:9/23/2021 Time	e:9:00:14 AM Inform	nation - Alarm File: AL/	ARM-48.HTM; Alarm Co	ount = 98; Alarm obtain: 98	3	
Date:9/23/2021 Time	e:9:00:13 AM Inform	nation - Alarm File: AL/	ARM-47.HTM; Alarm Co	ount = 98; Alarm obtain: 98	}	
Date:9/23/2021 Time	e:9:00:12 AM Inform	nation - Alarm File: AL/	ARM-38.HTM; Alarm Co	ount = 76; Alarm obtain: 76	;	
Date:9/23/2021 Time	e:9:00:11 AM Inform	nation - Alarm File: AL/	ARM-37.HTM; Alarm Co	ount = 98; Alarm obtain: 98	;	
Date:9/23/2021 Time	e:9:00:10 AM Inform	nation - Alarm File: AL/	ARM-28.HTM; Alarm Co	ount = 65; Alarm obtain: 65	5	
Date:9/23/2021 Time	e:9:00:10 AM Inform	nation - Alarm File: AL/	ARM-27.HTM; Alarm Co	ount = 98; Alarm obtain: 98	3	
Date:9/23/2021 Time	e:9:00:09 AM Inform	nation - Alarm File: AL/	ARM-18.HTM; Alarm Co	ount = 100; Alarm obtain: 1	00	
Date:9/23/2021 Time	e:9:00:08 AM Inform	nation - Alarm File: AL/	ARM-17.HTM; Alarm Co	ount = 100; Alarm obtain: 1	00	
Date:9/23/2021 Time	e:9:00:07 AM Inform	nation - Finish reading	NC alarm information			
Date:9/23/2021 Time	e:9:00:07 AM Inform	nation - Alarm File: OB	JID-L.HTM; Alarm Cour	nt = 0; Alarm obtain: 0		
Date:9/23/2021 Time	e:9:00:07 AM Inform	nation - Alarm File: AX	ISID-L.HTM; Alarm Cou	nt = 0; Alarm obtain: 0		
Date:9/23/2021 Time	e:9:00:07 AM Inform	nation - Alarm File: AL/	ARM-P.HTM; Alarm Cou	unt = 175; Alarm obtain: 17	5	
Date:9/23/2021 Time	e:9:00:05 AM Inform	nation - Alarm File: AL/	ARM-ERR.HTM; Alarm (Count = 576; Alarm obtain	576	
Date:9/23/2021 Time	e:9:00:00 AM Inform	nation - Alarm File: AL/	ARM-D.HTM; Alarm Cou	unt = 291; Alarm obtain: 29	91	
Date:9/23/2021 Time	e:8:59:58 AM Inform	nation - Alarm File: AL/	ARM-C.HTM; Alarm Cou	unt = 185; Alarm obtain: 18	35	
Date:9/23/2021 Time	e:8:59:56 AM Inform	nation - Alarm File: AL/	ARM-B.HTM; Alarm Cou	unt = 640; Alarm obtain: 64	0	
Date:9/23/2021 Time	e:8:59:50 AM Inform	nation - Alarm File: AL	ARM-A.HTM; Alarm Cou	unt = 361; Alarm obtain: 36	61	
Date:9/23/2021 Time	e:8:59:47 AM Inform	nation - Alarm File: AL/	ARM-04.HTM; Alarm Co	ount = 11; Alarm obtain: 11	1	
Date:9/23/2021 Time	e:8:59:47 AM Inform	nation - Alarm File: AL/	ARM-03.HTM; Alarm Co	ount = 54; Alarm obtain: 54	<u> </u>	¥
FILE	CLEAR EVEN	ITS TRACE ON/OFF	MINIMIZE TO M SYSTEM TRAY	INIMIZE TO TASKBAR	CONFIG.	ABOUT

4.1.1 File Menu

• When this menu item is pressed, the submenu is displayed as shown below.

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FILE	CLEAR EVENTS	TRACE ON/OFF	MINIMIZE TO SYSTEM TRAY	MINIMIZE TO TASKBAR	CONFIG.	ABOUT	
EXIT						CLOSE	

- When the 'Close' submenu item is selected, it will return to the previous menu.
- When the 'Exit' menu item is selected, the application will be closed.

Log On
Computer Name
OKUMANT
User Name
User Password
OK Cancel

• Enter User Name and User Password and click OK to close the application.

4.1.2 Clear Events Menu

When this menu item is pressed, it will clear all messages current displayed in the event list.

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OKUMA MAC	CHINE ALERT SY	YSTEM			
System Events Co	onfigurations Views				-
	CLEAR EVENTS TRACE ON/O	SYSTEM TRAY	TASKBAR	CONFIG.	ABOUT

4.1.3 Trace ON/OFF Menu

- When this menu item is pressed, it will toggle current state of tracing message.
- It will turn ON if it is OFF and vice versa. A message will be displayed in the event to show the current Tracing status.
- When Trace is ON, all messages will be displayed on the event list, otherwise only pre-defined and error messages are displayed.

OKUMA MACHINE AL	ERT SYST	ГЕМ	
System Events Configurations	Views		Ŧ
Date:9/22/2021 Time:3:34:28 PM Information	on - Trace on.		

4.1.4 Minimize To System Tray Menu

• When this menu item is pressed, the main user interface is hidden and the icon for this application is shown in the system tray of windows task bar.

FILE	CLEAR EVENTS	TRACE ON/OFF	MINIMIZE TO SYSTEM TRAY	MINIMIZE TO TASKBAR	CONFIG.	ABOUT	

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4.1.5 Minimize To Taskbar Menu

• When this menu item is pressed, the main user interface is minimized to Windows taskbar.

FILE	CLEAR EVENTS	TRACE ON/OFF	MINIMIZE TO SYSTEM TRAY	MINIMIZE TO TASKBAR		CONFIG.	ABOUT	
🛃 start 🛛 🧕	<u>6</u> C "	SnagIt/32		W 55064-003-0	0-00 - I	OKUMA Machine	Ale	

4.1.6 About Menu

• When this menu item is pressed, a dialog is displayed to show the information about this application.

OKUMA Machine Alert System - About	
	OPEN POSSIBILITIES
OKUMA Machine Alert System	
Version 1.5.0.0	
Copyright © 2021	
Okuma America Corporation	
	ок

4.2 Configurations Tab

If user has entered the correct information during the installation, the Okuma Machine Alert System Software should be able to launch successfully without error. In case user did not specify the correct email server, port number, support SSL setting, domain server, etc... during installation, the software may not be able to initialize successfully. User needs to modify the software configuration to fix the problem.

A valid user account needs to log on when user elects to save the current configuration setting.

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OKUMA MACH	INE ALERT SYS	STEM		
System Events Config	urations Views			.
	Email			
Alarm Registration	Notification Registration	Group Registration	User Accounts	Configuration Setting
ALARM REG.	NOTIFICATION GROUP REG.	USER ACCOUNTS CONFIG. S		
	REG.		SYSTEM TRAY	TASKBAR

4.2.1 Configuration Setting

• Click on Configuration Setting icon

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OKUMA MACH	INE ALERT SYSTE	M		
System Events Config	urations Views			-
Email Configuration Misc. C	Configuration			
Email Server Configuration				
Use Default Network Crede	ential	Email Address:		
User Name:		Email Server:		
		Port:	587	
User Password:		Support SSL:		
Domain Server:		Using STARTLS command		Save
Notification Carrier Configur	ation		· · · · · · · · · · · · · · · · · · ·	
Notification Carrier			^	
@vzwpix.com				
@mms.att.net				
@mms.alltel.net	intros com			
@vtext.com	intpos.com		~	
Add	Delete	Save	Check Carrier	EXIT
				EXIT
				LAIT

4.2.1.1 Edit Email Server Configuration

Email Server Configuration			
Use Default Network Cred	ential	Email Address:	thincuser@gmail.com
User Name:	thincuser@gmail.com	Email Server:	smtp.gmail.com
		Port:	587
User Password:		Support SSL:	
Domain Server:		Using STARTLS command	

- Consult IT person to change Email Server, Port, and Domain Server, and Enable SSL check box setting as necessary
 - User Default Network Credential: If checked the system will use current user account to send email. Note: if checked the User Name/Password/Domain Server will be cleared as shown above.
 - Email Address: Enter an email address to be sent for testing purpose.
 Note: it could be the same User Name where the test email will be sent to the same account.
 - User Name: Enter an email address to log into Email Server account
 - User Password: Enter the password to log into Email Server account
 - Port: Enter port number that can be supported by the Email Server

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- Support SSL: Check the box if Email Server requires SSL connection.
- Using STARTTLSCommand: Check the box if Email Server requires to use STARTTLS command
- Click Save

Log On
Computer Name
OKUMANT
User Name
User Password
OK Cancel

• Enter User Name and User Password and click OK to save new Notification Carrier.

Message Box	
?	System will send a test message to email address ///////////////////////////////////
	No Yes

• Click Yes

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Message Bo	{
(i)	Mail has been sent
\checkmark	
	UK UK

Click OK

4.2.1.2 Edit Notification Carrier Configuration

	Notification Carrier			^
	@vzwpix.com			
•	@mms.att.net			
	@mms.alltel.net			
	@messaging.sprint	pcs.com		
	@vtext.com			~
	Add	Delete	Save	Check Carrier

- Click Add. The system will add the new row. Type in the new carrier name with the same forma as shown above.
- Click Check Carrier to verify the new carrier will work.



• Enter the phone number and click OK

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Marcaga Box		
Message box		
?	The system will try to verify the carrier by sending a SMS Text Message to a SMS or text message enabled mobile phone using current valid Email configuration and carrier @vzwpix.com. Please select 'Yes' to continue, otherwise select 'No'	*
	No	Ŧ

• Click Yes

Message Box		Ì
i	A SMS Text message has been sent to phone number 704-123- 4567 using carrier @vzwpix.com	*
		$\overline{\mathbf{v}}$
	ОК	

• Click OK and verify the phone will receive the text message then click Save.

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Log On	
Computer Name	
OKUMANT	
User Name	
User Password	
OK Cancel	

• Enter User Name and User Password and click OK to save new Notification Carrier.

Notifi	cation Carrier Configurat	lion		
	Notification Carrier			^
	@vzwpix.com			
•	@mms.att.net			
	@mms.alltel.net			
	@messaging.sprin	tpcs.com		
	@vtext.com			~
	Add	Delete	Save	Check Carrier

• Click to highlight the carrier that needs to be deleted and click Delete. The system will delete the highlighted carrier the click Save

Log On
Computer Name
OKUMANT
User Name
User Password
OK Cancel

• Enter User Name and User Password and click OK to save new configuration setting.

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Note: Only authorized users having administrator rights can save Machine Alert System configuration. A valid user account needs to log on when user elects to save the current configuration setting.

4.2.1.3 Edit Misc. Setting

OKUMA MACHINE ALERT SYSTEM	
System Events Configurations Views	
Email Configuration Misc. Configuration	
Misc. Settings	
Alarm Message Field Separator =	
☑ Floating Windows	
Attaching ScreenShot To Email	
Attaching ScreenShot To Text Message	
Save	

4.2.1.3.1 Alarm Message Field Separator

By default, the field separator is an equal sign. It can be changed to other printable character if needed. Example:

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4.2.1.3.2 Floating Windows

By default, the checkbox is checked. When it is checked the application can be moved to different location by dragging the title bar of application.

4.2.1.3.3 Attaching Screenshot to Email

By default, the checkbox is checked. When it is checked the screenshot will be attached to an email and sent to notifier when alarm happened.

4.2.1.3.4 Attaching Screenshot to Text Message

By default, the checkbox is checked. When it is checked the screenshot will be attached to a Text Message and sent to notifier when alarm happened.

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4.2.2 Register User Account

OKUMA MACHINE ALERT SYSTEM								
System Events Configurations Views								
-1))	Email							
Alarm Registration	Notification Registration	Group Registration	User Accounts	Configuration Setting				
	Notification Registration							
ALARM REG.	REG. GROUP REG.	USER ACCOUNTS CONFIG. S	SETTING MINIMIZE TO N SYSTEM TRAY	AINIMIZE TO TASKBAR				

• From Configuration tab click on User Account icon

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System Events Configura	ations Views			
User Account User Name				
Add Notification List For Each User Ad	Delete	Save	Exit	
Notification Info	Notification Type Noti	fication Carrier		
Add	Delete	Edit	Exit	

- Click Add button in the User Account group to add new User Name
- The system will add a new record row. Type in the new user name and click Save.

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OKUN		IE ALERT S	YSTEM				
User Acc	User Name OKUMA						
Notificat	Add tion List For Each User Acc	Delete count Notification Type	Notification Carrier	Save	Exit		
•	Add	Delete		Edit	Exit		
						EXIT	

• The system saved the new user name. Select one of the user name and click on Add button under Notification list.

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Add Notification Notification(Email Account)		myemail@gmail.com
Notification Type		
O Carrier		Email Server
@vzwpix.com	~	smtp.gmail.com
ок		Cancel

• Type in the new user email address and click OK to save the setting.

System Events Configurations Jeer Account User Name OKUMA Add Delete Save Exit Iotification List For Each User Account Notification Info Notification Carrier Notification Info Notification Carrier myemail@gmail.com Image: Configuration Carrier Notification Type Notification Carrier myemail@gmail.com	OKUMA MACHIN	IE ALERT SYSTEM		
Jeer Account User Name OKUMA OKUMA Delete Save Exit totfication List For Each User Account Notification Info Notification Type Notification Carrier Myemail@gmail.com Email @smtp.gmail.com	System Events Configurat	tions Views		Ţ
User Name ▶ OKUMA Add Delete Save Exit totification List For Each User Account Notification Info Notification Carrier Notification Info Notification Carrier myemail@gmail.com email @smtp.gmail.com	User Account			
OKUMA Add Delete Save Exit Iotification List For Each User Account Notification Info Notification Carrier Notification Info Notification Carrier myemail@gmail.com	User Name			
Add Delete Save Exit Notification List For Each User Account Notification Info Notification Type Notification Carrier Myemail@gmail.com	► OKUMA			
Add Delete Save Exit Iotification List For Each User Account Notification Info Notification Type Notification Carrier Myemail@gmail.com Email @smtp.gmail.com				
Add Delete Save Exit Notification List For Each User Account Notification Info Notification Type Notification Carrier myemail@gmail.com Email @smtp.gmail.com				
Add Delete Save Exit Notification List For Each User Account Image: Comparison of the second of the s				
Add Delete Save Exit Iotification List For Each User Account Notification Info Notification Type Notification Carrier myemail@gmail.com Email @smtp.gmail.com				
Notification List For Each User Account Notification Info Notification Type myemail@gmail.com Email @smtp.gmail.com	Add	Delete	Save	Exit
Notification Info Notification Type Notification Carrier myemail@gmail.com Email @smtp.gmail.com • • •	Notification List For Each User Accou	int		
➤ myemail@gmail.com Email @smtp.gmail.com	Notification Info	Notification Type Notification Carrier		
•	myemail@gmail.com	Email @smtp.gmail.com		
	•			
Add Delete Edit Exit	Add	Delete	Edit	Exit
				EXIT

• The system saved the new user email address. Click on Add button under Notification list again.

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• Click on the Carrier and select the phone carrier for the entered phone number

Add Notification	
Notification(Phone number)	7043075883
Notification Type	
Carrier	⊖ Email Server
@vzwpix.com ~	smtp.gmail.com
ок	Cancel

• Click OK to save the setting

/	Syste	m Events Configurat	ions Views			÷
٦U	ser Acco	punt				
Γ		User Name				
	•	OKUMA				
	_		Del		Caus	E a b
		Add	Dei	ete	Save	Exit
N	otificatio	on List For Each User Accour	nt			
		Notification Info	Notification Type	Notification Carrier		
		myemail@gmail.com	Email	@smtp.gmail.com		
	•	7043075883	TextMessage	@vzwpix.com		
I.	•				_	
		Add	Del	ete	Edit	Exit

4.2.3 Group Registration

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OKUMA MACHINE ALERT SYSTEM										
System Events Config	urations Views			-						
	Email									
Alarm Registration	Notification Registration	Group Registration	User Accounts	Configuration Setting						
ALARM REG										
	REG.	CONFIG. S	SYSTEM TRAY	TASKBAR						

• From Configuration tab click on Group Registration icon

OKUMA MACHINE ALERT SYSTEM										
s	ystem Events Configuration	ons	Views							-
	Group Name	Group Active	Alarm Description	Index	Character String	Code	Probable Faulty Locations	Measure To Take	Referential Instruction Manual	
•	Manager	✓	V		~	V	~	~	▼	
	Supervisor	✓	V		~	V	~	V		
	Group Leader	✓			~		~			
	Maintenance	✓			~					
	Operator	✓								
-										
			L	Exit	J					
14	I of 5 ▶ ▶I + × X	2		_						
TASK BAR										EXIT

• There are five default groups in the system.

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• Edit Group Name

OKUMA MACHINE ALERT SYSTEM										
S	ystem Events Configuration	ons	Views							-
	Group Name	Group Active	Alarm Description	Index	Character String	Code	Probable Faulty Locations	Measure To Take	Referential Instruction Manual	
•	Engineering		✓	✓	~	▼			✓	
	Supervisor		✓	✓	~	▼				
	Group Leader			~	~					
	Maintenance			~	~					
	Operator			>	~					
				Exit]					
TASK										EXIT
BAR										

• The group name can be changed by click on the field name and type in the new group name as shown.

 of 5 🕨	▶ ₽	× 🖳
		4

• Click the floppy disk icon to save the new group name

• Add New Group Name

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OKUMA MACHINE ALERT SYSTEM										
s	ystem Events Configurations	Vi	ews							÷
	Group Name	Group Active	Alarm Description	Index	Character String	Code	Probable Faulty Locations	Measure To Take	Referential Instruction Manual	
	Manager									
	Supervisor	\checkmark								
	Group Leader									
	Maintenance									
	Operator									
×	Supplier		\checkmark	\checkmark						
•	◀ 6 of 6 ▶ ▶ 💠	× 🖬								
								_		
										EXIT
	<u>i</u> 4 −4 1	l	of 5 🕨	N R	× 🖬					

- The group name can be added by click on the plus icon and type in the new group name as shown.
- Click to select the alarm content for each group or activate only the group needs to be notified.



- Click the floppy disk icon to save the new settings and click Exit to go back the main configuration tab.
- Delete Group Name

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	Configuration	Group	Alarm		Character		Probable	Measure To	Referential
	Group Name	Active	Description	Index	String	Code	Faulty Locations	Take	Instruction Manual
	Manager					\checkmark			
	Supervisor					\checkmark			
	Group Leader					\checkmark			
	Maintenance					\checkmark			
	Operator								
۲	Supplier	\checkmark		\checkmark					

• Click to highlight the group name row that needs to be deleted



• Click the cross icon to delete the highlighted group name



• Click the floppy disk icon to save the new settings and click Exit to go back the main configuration tab.

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4.2.4 Notification Registration

OKUMA MACHINE ALERT SYSTEM								
System Events Config	jurations Views			-				
))	Email							
Alarm Registration	Notification Registration	Group Registration	User Accounts	Configuration Setting				
ALARM REG.	NOTIFICATION REG. GROUP REG.	USER ACCOUNTS CONFIG. S	ETTING MINIMIZE TO N SYSTEM TRAY	AINIMIZE TO TASKBAR SYSTEM EVENTS				

• From Configuration tab click on Notification Registration icon

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System Events Configuration	ns Views			÷
Jser Name			Group Name	
OKUMA	~		Manager	~
Notification List		_	Notification Registration	
Notification Info	Туре		Notification Info	.▲ Туре
▶ myemail@gmail.com	Email			
7043075883	I extMessage	Add >	-	
		Add All >>	_	
		< Remove	-	
		<< Remove All	_	
¢	>	Exit	<	>

- Click on User Name arrow down to select user name from drop down menu list.
- Click on Group Name arrow down to select group name from drop down menu list.
- Click on Add button to add the individual highlighted notification info of each user name from Notification List box to Notification Registration box for that particular Group Name.
- Click on Add All button to add all notification info of each user name from Notification List box to Notification Registration box for that particular Group Name.

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Syste	em Events Configurations	Views				
User Na	me			Grou	ıp Name	
okuma ~		~			ager	~
Notificat	ion List			Notifi	ication Registration	
Notification Info Type				Notification Info	Туре	
		-)pc		۱.	myemail@gmail.com	Email
Þ	7043075883	Emáli TextMessage			7043075883	 TextMessage
			Add > Add All >> Add All >> < Remove			
۲.		>	Exit	<		>

- Click on Remove button to remove the individual highlighted notification info from Notification Registration box for that particular Group Name.
- Click on Remove All button to remove all notification info from Notification Registration box for that particular Group Name.
- Click Exit button to go back to main Configuration tab.

4.2.5 Alarm Registration

There are OSP alarms (Alarm A, B, C, D, P, Error) and External alarms (alarms are triggered by other applications such as OKUMA Monitoring Control System) that can be registered for each group name. The system will monitor the alarm status to send email or text message to each user name registered in each group.

Note: Alarm events must be occurred after alarm number registered with system will be detected.

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System Events Config	urations Views			
	Email			
Alarm Registration	Notification Registration	Group Registration	User Accounts	Configuration Setting
ALARM REG.	NOTIFICATION GROUP REG.	USER ACCOUNTS CONFIG. S	SETTING MINIMIZE TO N SYSTEM TRAY	IINIMIZE TO TASKBAR

From Configuration tab click on Alarm Registration icon

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	/]	
larm L	_evel			Group Name
All		~		Manager ~
Jarm List				Alarm Registration
	Alarm No.	Alarm Name		Alarm No. 🔺 Alarm Name
	-10	External Alarm Level 10		
	-9	External Alarm Level 9		
	-8	External Alarm Level 8	Add >	
	-7	External Alarm Level 7		
	-6	External Alarm Level 6		
	-5	External Alarm Level 5	Add All >>	
	-4	External Alarm Level 4		
	-3	External Alarm Level 3	< Remove	
	-2	External Alarm Level 2		
	-1	External Alarm Level 1		
	1	BUS ERROR	<< Remove All	
	2	ADDRESS ERROR		
	3	ILLEGAL INSTRUCTION ERROR	Search Alarm Number	
	4	ZERO DIVIDE ERROR		
	5	CHK INSTRUCTION ERROR	Exit	
c	^		LXII	< >

• Click on arrow down to select group of Alarm Level as shown from drop down menu list. The system will display all alarms belong to selected group of alarm level in the Alarm List window

Sys	tem Events	onfigurations Views		
Alarm I	Level			Group Name
Alarm	A	~		Manager
Alarm I	List			Alarm Registration
	Alarm No.	Alarm Name]	Alarm No. 🔺 Alarm Name
•	1089	PLC alarm No. illegal		
	1092	PLC backup data file write		
	1097	Safety Speed Monitor error	Add >	
	1098	MCS operation ready off	7100	
	1099	Robot system communication error		
	1100	Reset machine data	Add All >>	
	1101	Blue screen		
	1102	P100-Menu error	< Remove	
	1103	AlarmService internal error		
	1104	DeviceNet slave idle mode		
	1105	DTL error	<< Remove All	
	1106	FL-net initial error		
	1107	FL-net illegal	Search Alarm Number	
	1108	Non-answered software was detec		
	1109	The error occurred while CAS work	Exit	
<		>		< >

• Click on arrow down to select Group Name as shown from drop down menu list.

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S	System Events	Configurations	Views								-
Alar	m Level						Group	Name			
Alar	m B		~	/		ſ	Mana	ger			~
Alar	m List						Alarm	Registratio	on		
	Alarm No.	Alarm Name	·	^		ſ		Alarm No). 🔺	Alarm Name	
	2089	PLC alarm No.	illegal					2120		Overload detected.	
	2090	The remaining	time after relocatior								
	2092	MCS Parameter	r learning error		Add >						
	2093	DATA WORD '1	MN' or 'TSC'		Addr						
	2095	An error occurr	ed in backup file.								
	2110	Laser processir	ng command		Add All >>						
	2114	MCS Inertia ide	ntification error								
•	2120	Overload detec	ted.		< Remove						
	2121	Collision betwee	en turrets command								
	2125	Extarnal THiNC	Alarm								
	2127	THiNC Alarm			<< Remove All						
	2132	VDU communic	ation error								
	2133	VDU error			Search Alarm Number						
	2134	VDU initialize fa	iled								
	2135	MCS DD Encod	er-link error		Ewit						
<	0400		>	Ť	EXIL	<					>

- Add >
 Click this button will add highlighted alarm number from Alarm List window to Alarm
 Registration window
- Click this button will add all alarm numbers from Alarm List window to Alarm Registration window
 - < Remove

Click this button will remove highlighted alarm number from Alarm Registration window

Click this button will remove all alarm numbers from Alarm Registration window

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Input Dialog Box
Please enter alarm number to search for in the current
alarm list
2981
OK
Cancel

• Key in alarm number and click OK

Sy	stem Events	Configurations Views								Ŧ
Alarm	Level				Γ	Group	Name	•		
Alarm	ו B	~				Manag	ger			~
Alarm	List					Alarm	Regis	ration		
	Alarm No.	Alarm Name	-		Γ		Alarr	n No.	Alarm Name	
	2966	M-code time over			1	•	2120		Overload detected.	
	2967	Cycle time over								
	2968	Program selection		Add >						
	2969	G23 feed		/ dd /						
	2970	DIRECTION X								
	2971	DIRECTION I		Add All >>						
	2972	DIRECTION J								
	2973	DIRECTION K		< Remove						
	2974	PROGRAM DIRECT hexadecimal d								
	2975	PROGRAM DIRECT character strir								
	2977	Program select unsuitable		<< Remove All						
	2978	DIRECTION V								
	2979	G01 feed		Search Alarm Number						
	2980	DIRECTION C								
4	2981	DIRECTION Q	1	Exit						

• The system will display and highlighted the alarm if found

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4.2.6 Views

The system will log all alert messages under Views tab window.

OKUMA MACH	HINE ALEF	RT SYST	ГЕМ				
System Events Confi	gurations	Views					
CreatedDateTime - 1 8/28/2012 11:34:35 (AM							
8/28/2012 11:34:35 (AM							
View Logged Alert Messages							
VIEW LOGGED ALERT MESSAGE				MINIMIZE TO SYSTEM TRAY	MINIMIZE TO TASKBAR	DISPLAY CHANGE	

Click on View Logged Alert Messages icon

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	MACH	INE ALERT	SYSTEM			
System Events	Configu	urations Viev	15			+
Logged Alert Messa	ges					
Created Date	e Time	User Name	Mai From	Mail To	Mail Subject	Mail Message
► 9/23/2021 10):32 AM	OKUMA	lhuynh@okuma.com	7043075883@mms.att	ALARM No = 1700, Alar	General Information = ALAF
9/23/2021 10):32 AM	OKUMA	lhuynh@okuma.com	lhuynh@okuma.com	ALARM No = 1700, Alar	General Information = ALAF
<						>
REFRES	H DATA	DELETE DELE	TEALL			CLOSE
		SELECTED REC RECORDS	ORDS			

Click on Close button to exit View Logged Alert Messages window

5. Event Log

5.1 Error Event Log

The error information for the application is logged in the Windows event log which user can read from Windows system 'Event Viewer'. The name of event log is 'MachineAlert'.

To view the event log, press 'Ctrl + $\frac{1}{2}$ ' on the operation panel to pop up Start Menu, then click 'Settings' \rightarrow 'Control Panel' \rightarrow 'Administrative Tools' \rightarrow 'Event Viewer' to launch windows event viewer, click 'MachineAlert' under 'Event Viewer (Local)' to see a list of events logged for Okuma Machine Alert System application. To see the detail of each event, double click the event item.

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e Action View Help								
Event Viewer (Local)	OACMachineAlert 207 event(s)							
Application	Туре	Date	Time	Source	Category	Event	User	Corr 🔺
Security	(1) Information	3/21/2014	3:12:37 PM	Okuma Utility - Machine Alert System	None	0	N/A	OKL
調査 Dystem 能計 OACMachineAlert	(Information	3/21/2014	3:12:36 PM	Okuma Utility - Machine Alert System	None	0	N/A	OKL
	(1) Information	3/21/2014			elvi	0	N/A	OKL
Okuma API Notifier	Information	3/21/2014	Event Properties		신스	0	N/A	OKL
THINC Startup Service	Information	3/21/2014	Event			0	N/A	OKL
	(i) Information	3/21/2014			1	0	N/A	OKL
	Information	3/21/2014	Date: 3/21/201	4 Source: Okuma Utility - Machine A	+	0	N/A	OKL
	(1) Information	3/21/2014	Time: 2:46:50 P	M Category: None		0	N/A	OKL
	Information	3/21/2014	Type: Informatio	n EventID: 0	_ _	0	N/A	OKL
	(1) Information	3/21/2014	User: N/A		Ba 1	0	N/A	OKL
	(1) Information	3/21/2014	Computer: OKUMA-A	A24F6A11		0	N/A	OKL
	Information	3/21/2014				0	N/A	OKL
	(1) Information	3/21/2014	Description:			0	N/A	OKL
	Information	3/21/2014	Okuma Utility - Mach	ine Alert System application starts		0	N/A	OKL
	Information	3/21/2014	Ear mars information	and Male and Compart Contac at		0	N/A	OKL
	(1) Information	3/21/2014	http://go.microsoft.ci	see Help and Support Center at nm/fwlink/events asn		0	N/A	OKL .
	(1) Information	3/21/2014				0	N/A	OKL
	(1) Information	3/21/2014				0	N/A	OKL
	(1) Information	3/21/2014				0	N/A	OKL
	(i) Information	3/18/2014				0	N/A	OKL
	(i) Information	3/18/2014				0	N/A	OKL
	(i) Information	3/18/2014				0	N/A	OKL
	 Information 	3/18/2014	Data: 👀 Bytes C	Words		0	N/A	OKL
	(1) Information	3/18/2014			<u> </u>	0	N/A	OKL
	(1) Information	3/18/2014			1	0	N/A	OKL
	(1) Information	3/18/2014				0	N/A	OKL
	(1) Information	3/18/2014				0	N/A	OKL
	i Information	3/18/2014		OK Cancel	Apply	0	N/A	OKL
	1 Information	3/18/2014	6. 19.4 T F P1		INCILL	õ	N/A	OKL
	Dinformation	3/18/2014	2:45:54 DM	Okuma Utility - Machine Alert System	None	0	NIA	

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6. Trouble Shooting

By default, the system will write event messages to the System Events screen. If the 'Trace On' menu is checked, all messages will be displayed on the main user interface, otherwise only pre-selected event messages by the system will be displayed.

Event messages are colorized to categorize event type as following:

- Information Indicate normal event messages. It is in black color.
- Tracing Indicate tracing event messages when Trace On mode is active. It is in blue color.
- Error Indicate error event messages when system encounters. Error messages will be forced to display to main GUI and logged. It is in red color.
- Critical Error/Message Indicate critical error event messages when system encounters. Error messages will be forced to display to main GUI and logged. It is in purple color.

By double clicking on the event message in each row, a message box will be displayed contained the message in the current selected row.

OKUMA MACHINE ALERT SYSTEM
System Events Configurations Views
Date:9/23/2021 Time:11:07:12 AM Tracing - Process alarm event number 1700 for 1 clients
Date:9/23/2021 Time: T1:07:12 AM Information - Mail has been sent. Mail Information: From - Inuynn@okuma.com. To - Inuynn@okuma.com, Mail Subj Date:9/23/2021 Time:11:06:55 AM Information - Trace on.
Message Box Date:9/23/2021 Time: 11:07:12 AM Information - Mail has been sent. Mail Information: From - huynh@okuma.com. To - Ihuynh@okuma.com, Mail Subject - ALARM No = 1700, Alarm Name = Emergency stop, Level = ALARM A from NC of Machine: PCNCM having Serial No: 0 has occurred on 2021/09/23 11:07:08
FILE CLEAR EVENTS TRACE ON/OFF MINIMIZE TO SYSTEM TRAY TASKBAR CONFIG. ABOUT

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6.1 Common Errors

6.1.1 Unable to check carrier - Failure sending mail

The system could not send a text message to an assigned phone to verify the Notification Carrier

Message Box		
1	Unable to check carrier - Failure sending mail.	
		×
		ОК

Probable faulty locations:

- Wrong or misspelling notification carrier SMS gateway
- No internet connection

Measure to take:

- Verify SMS gateway of Notification Carrier
- Verify the internet connection

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6.1.2 Email server - Failure sending mail

The System could not send a test message to email address 'thincuser@gmail.com' to verify configuration.

Message Box		
8	Unable to save Email configuration - Failure sending mail.	
		<u>~</u>
		ОК

Probable faulty locations:

- Wrong email smtp server host name
- Wrong email server port number
- No internet connection

Measure to take:

- Verify email smtp server host name
- Verify email server port number
- Verify internet connection

Note: User must provide the email server account to send emails.

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System Events Configu	rations Views				-	
Email Configuration Misc. Co	onfiguration					
Email Server Configuration						
Use Default Network Creden	ntial [Email Address:	thincuser@gmail.com		
User Name:	thincuser@gmail.com		Email Server:	smtp.gmail.com		
			Port:	587		
User Password:	•••••		Support SSL:			
Domain Server:			Using STARTLS command		Save	
Notification Carrier Configuration						
Notification Carrier				^		
@vzwpix.com						
@mms.att.net						
@mms.alitel.net						
@messaging.sprintpcs.com						
@vtext.com				Ý		
Add	Delete		Save	Check Carrier	EXIT	

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6.1.3 Unable to save Email configuration

The System could not save email configuration due SMTP server require a secure connection.

Message Box		
8	Unable to save Email configuration - The SMTP server requires a secure connection or the client was not authenticated. The server response was: 5.7.0 Must issue a STARTTLS command first. I9sm24153179oec.5	~
	ОК	

Probable faulty locations:

- Support SSL check box was not checked
- Using STARTTLCommand check box was not checked

Measure to take:

• Select Configuration tab, click on Configuration Setting icon, and click on the Support SSL check box as shown, and click Save

Email Server Configuration			
Use Default Network Credential		Email Address:	thincuser@gmail.com
User Name:	thincuser@amail.com	Email Server:	smtp.gmail.com
		Port:	587
User Password:		Support SSL:	
Domain Server:		Using STARTLS command	

6.1.4 No notification of current alarm is sending after registering for alarms

Probable faulty locations:

• Alarms occurs in the past or before an alarm is registered with the system

Measure to take:

- Check assignment of user to group
- Check assignment of alarm to group
- Check notification of each user

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- Check notification server
- Clear current alarm and generate the alarm condition again.