

# SmartNotification 1.2

## Release Description

Build 1.2.14

SN12REL, Rev. 7 , 2010-10-06

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## 1. Introduction

This document contains information about the current version of the SmartNotification™ program. It describes the changes since the previous version, capacity and performance guidelines, restrictions and other last minute notes, which are applicable for this version.

### 1.1 Related documentation

The following table lists all documents related to the SmartNotification product.

| Title                                 | Description                                      |
|---------------------------------------|--|
| SmartNotification Release Description | This document.                                   |
| SmartClient User's Guide              | User's Guide for the SmartClient program.        |
| SmartBuilder User's Guide             | User's Guide for the SmartBuilder program.       |
| SmartGuard User's Guide               | User's Guide for the SmartGuard program.         |
| SmartLogger User's Guide              | User's Guide for the SmartLogger package.        |
| SmartOPC User's Guide                 | User's Guide for the SmartOPC connection service |
| SmartStatus User's Guide              | User's Guide for the SmartStatus program.        |
| SmartTranslator User's Guide          | User's Guide for the SmartTranslator package.    |
| SmartNotification User's Guide        | User's Guide for the SmartNotification package.  |

### 1.2 Release history

The following table lists the milestones in the development of the SmartNotification application:

| Version | Build  | Date       | Description                          |
|---------|--------|------------|--------------------------------------|
| 1.0     | 1.0.5  | 2003-05-01 | First release for pilot installation |
| 1.0 P1  |        | 2003-06-11 | Final release with patch #1          |
| 1.0 P2  |        | 2003-10-01 | Patch #2                             |
| 1.1     | 1.1.5  | 2004-03-07 | Release 1.1                          |
| 1.1 PA  |        | 2004-03-28 | Patch A                              |
| 1.1 PB  |        | 2004-06-07 | Patch B                              |
| 1.2 B1  |        | 2005-07-28 | Release 1.2 beta 1                   |
| 1.2     | 1.2.5  | 2005-01-15 | Final release 1.2                    |
| 1.2 PA  | 1.2.6  | 2006-10-02 | Patch A                              |
| 1.2 PB  | 1.2.7  | 2007-02-25 | Patch B                              |
| 1.2 PC  | 1.2.8  | 2007-06-12 | Patch C                              |
| 1.2 PD  | 1.2.10 | 2007-12-22 | Patch D                              |
| 1.2 PE  | 1.2.11 | 2008-12-23 | Patch E                              |
| 1.2 PF  | 1.2.13 | 2009-04-12 | Patch F                              |
| 1.2 PG  | 1.2.14 | 2010-10-06 | Patch G                              |

## 2. Product Overview

### 2.1 Product overview

The SmartLogger product suite consists of the following programs:

**SmartLogger™:** Main program that handles the basic event logging and data handling for up to 4 serial or TCP/IP ports concurrently.

**SmartClient™:** Client application used for viewing and analysing log tables generated by the SmartLogger/SmartTranslator.

**SmartBuilder™:** Program used for building and maintaining the templates used by SmartLogger/SmartTranslator.

**SmartOPC™:** Program used in combination with SmartLogger to connect to OPC data sources.

**SmartSim™:** Event simulator that can be used for test and demonstration purposes by sending events via a serial or TCP/IP connection. The simulator is freeware.

**SmartTranslator™:** Program for translating plain text files into SmartLogger database tables.

**SmartStatus™:** Program for remote supervision/control of the SmartLogger/SmartTranslator programs.

**SmartGuard™:** Service application for supervising and automatically starting/re-starting SmartLogger/SmartTranslator as "background" tasks.

**SmartNotification™:** Stand-alone notification server that can be used to send mails, SMS or trigger EXE files.

### 2.2 Functionality overview

#### SmartNotification

- Mail notifications via mail (SMTP) server.
- SMS notifications via GSM modem.
- EXE notifications
- Hardwired notifications. **NEW V1.1**
- Scheduled notifications. **NEW V1.2**
- Support for redundant data sources. **NEW V1.2**
- Print Server simulation for easy trigger of notifications from remote applications.
- System message log.
- Utility Server for remote status.
- Support for I/O data sources.
- Support for SmartLogger data sources.
- Support for redundant modem configurations.
- Windows Address Book interface for maintenance of users and groups.
- Supervision objects for event/alarm rate supervision **NEW V1.1**

### 3. Changes in SmartNotification

#### 3.1 Release 1.2 Patch G (Build 1.2.14)

##### Improvements

###### **License registration**

- Support for new file based license system. Dongles and license key registrations are no longer supported.

###### **Trace messages**

- Socket trace messages made more informative.

#### 3.2 Release 1.2 Patch F (Build 1.2.13)

##### Fixes

###### **SMTP communication (mail)**

- In rare cases a deadlock with the SMTP server could occur; causing the SmartNotification to stop sending mail notifications.

###### **Add notification**

- When adding a new EXE notification an error message was shown..

#### 3.3 Release 1.2 Patch E (Build 1.2.11)

##### Improvements

###### **Modem communication**

- Menu item for showing modem communication added
- Modem initialisation simplified and improved

###### **Modem support**

- Siemens M20 terminal GSM modem tested

###### **Utility Server**

- System code and memory load figures are now sent to status clients.

##### Fixes

###### **Modem communication**

- SmartNotification waited until "I/O timeout" if modem returned with an "ERROR" response.

#### 3.4 Release 1.2 Patch D (Build 1.2.10)

##### Improvements

###### **Notification Definition**

- Options tab added. Now possible to strip CR and LF characters before processing.

**Mail notifications**

- [Mail 1 of X] extension is no longer added to subject, if the mail content can be sent in a single mail.

**Print Server**

- %SENDER% and %TIMESTAMP% variables can now be added to message text for print server notification. TIMESTAMP will be set to local time when notification is processed and SENDER will be set to hostname received in print job.

**Trace logs**

- Text area in trace views (SMTP and Application) is now read only.

**Show status information**

- Text area is now read only.

**Layout**

- “...” added to several menu captions.
- Controls on Options dialog had different height.

**Utility Server**

- SystemCode (used for license registration) is now transferred to remote SmartStatus applications.

**3.5 Release 1.2 Patch C (Build 1.2.8)****Improvements****Print Server**

- Line Mode option added. If enabled every line in received print job is treated as a separate input.

**3.6 Release 1.2 Patch B (Build 1.2.7)****Errors****SMTP Handler**

- In some situations the connect operation to mail server could be executed twice, causing a SMTP connect warning.

**Improvements****Trace log**

- Obsolete messages are no longer written to trace log.

**SMTP Trace log**

- Messages related to mail notifications are now written to the SMTP trace log in addition to the application trace log. This makes it easier to debug and trace SMTP problems.

**3.7 Release 1.2 Patch A (Build 1.2.6)****New functions****Watchdog data source**

- New internal data source "Watchdog" added. Can be used to supervise if SmartNotification is running.

### 3.8 Release 1.2 (Build 1.2.5)

#### New functions

##### **Scheduled notifications**

- Inputs from data sources can now be buffered and sent as mail notifications at scheduled intervals.

##### **Redundant data sources**

- SmartNotification can now handle and merge events from two identical data sources. This is especially useful when using SmartNotification with redundant SmartLogger configurations

#### Improvements

##### **General**

- Notification and data source names are now trimmed for leading and trailing spaces when added or renamed.

##### **Close query**

- A confirmation dialog (close application) has been added to avoid termination of SmartNotification by mistake.

##### **Menu**

- Images added to a number of menu items.
- Trace logs can now be accessed from the menu.

##### **Status bar**

- Additional status information about notification definitions and data sources is shown when selected in tree-view.

##### **Mail notifications**

- Dynamic variables can now be added to mail Subject field as well as for the mail Message field.
- If an invalid variable is found in the message text, the variable name is now shown in the error message.

##### **Output grid**

- Column sizes have been increased for the "To" and "Type" columns.
- Message column now contains both subject and message for mail notifications.

##### **Trace logs**

- SMTP communication trace is now stored in a separate log file when the trace communication feature is enabled. Previously this was only show on screen.
- In addition to the internal messages (binary file) trace it is now possible to store extended application trace in a separate text named "SmartNotification.log".
- Start-up log entries now show the name of the user.
- Logs files can now be viewed from the application menu.

##### **Data sources**

- Data sources can now be renamed even though an active notification is attached.
- Supervision data source can now be renamed from the properties dialog.

##### **Connectivity**

- SmartNotification now identifies itself as "SmartNotification" and not as "Notification module" when connected to a SmartLogger.

**Terminal Services**

- If run on servers with Terminal Services enabled, it is now possible to let SmartNotification check for other sessions running before starting up.

**Corrected errors****Data source lists**

- If a new SmartLogger data source was added on the SmartLogger side, this new data source was not shown in the tree view until the application was restarted.

**Toolbar problems**

- On some installations the toolbar disappeared or the graphic got mixed up after a while. It has not been possible to reproduce this problem, but the usage of icons and images with the application have been redesigned to (hopefully) avoid this problem.

**Disabled notifications**

- Disabled notifications were activated after a restart of the application.

**Mail notifications**

- Mail transmissions did not work with some mail servers, due to a timing bug in the mail transmission sequence. This error caused mail transmission to go into a deadlock and never resume.
- Mail notifications would sometimes generate the warning "*Unexpected error during Quit. SMTP handler returned: SMTP component not ready*". This has been corrected.

**Add notification**

- If a line in the message box wrapped around in the middle of a dynamic field, then the validation would fail incorrectly.

**Print Server**

- If the Print Server data source were disabled while in an error state, it would still show an error in the data sources overview.

**Supervision objects**

- Under certain conditions a newly configured supervision object was not loaded after restart.

**Utility Server**

- If the I/O board data source had an error, this would make the both the Notification Module and the I/O board show red in SmartStatus.

**Tree View**

- It was possible to modify the names of the notification definitions by using F2, but the modifications were neither validated nor stored. A modification via F2 short key now works properly.

## 4. Recommendations and Restrictions

### 4.1 SMS notifications

When sending SMS notifications it is recommended, that the same GSM operator be used for both the GSM modem and the receiving mobile phones. Otherwise the SMS notification might get delayed occasionally.

### 4.2 Recommended modems

SmartNotification has been tested with the following GSM modems

- Nokia 32
- Nokia 22
- Siemens M20 Terminal

## 5. Known issues

### 5.1 SmartNotification does not respond to Windows Shutdown

If SmartNotification is minimized, and at least one grid is visible, then SmartNotification does not close automatically when a Windows Restart/Shutdown is requested.

### 5.2 Mail groups not supported

Although it is possible to create mailing groups via the Windows Address Book interface, SmartNotification does not support mail groups in the current version.

### 5.3 Redundant data sources object (used as merge function)

If a redundant data source object is connected to two data sources sending different events, then it will work as a merge feature. In this case variables from both data sources can be used by the notification definition.

### 5.4 Supervision objects and redundant data sources

Supervision objects cannot be connected to redundant data source objects in this build version. If redundancy is required this must still be configured from the supervision object dialog.