

Alarm Notification System

OPTIONAL COMPONENT

Critical and high alarms will find you anywhere

Today's SCADA operators are too busy in the field to have time to sit looking at screens all day waiting for problems to occur. When alarms happen, the system needs to be able to get that information to the right person as soon as possible no matter where they might be.

The VTScada® Alarm Notification System (ANS) transmits alarm information anywhere via text-to-voice phone calls, SMS text messages, emails, and pagers. Dial into your system using your application security account to check levels, acknowledge alarms, change setpoints, or send commands to equipment.



Built-in is better

VTScada's unique integrated approach to alarm notification vastly reduces integration time and ensures tight compatibility over the life of your SCADA system no matter what version you are running. Add ANS to any VTScada Runtime or Development Runtime license by simply updating your VTScada software key. The ANS shares the same tag and alarm databases as the VTScada application. Note: Alarm and event management is part of every VTScada application. The built-in SCADA alarm notification features described here are optional.

Leave no alarm unacknowledged

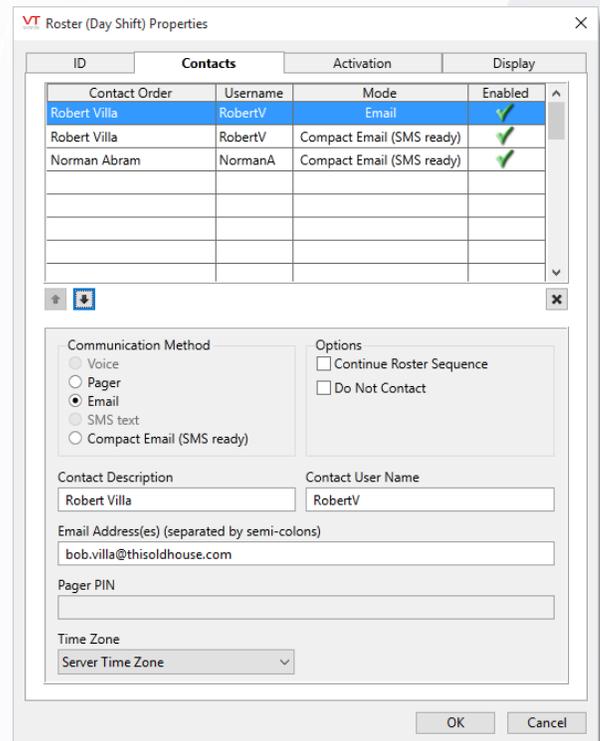
When an alarm goes unacknowledged for a user-defined period, VTScada won't stop until it finds an authorized person to acknowledge it. The system begins working its way through rosters of up to 30 contacts each.

A contact is a combination of a staff member and a method of notification such as SMS text message, email, or over the phone via text-to-speech voice engine.

This means you can create a contact for your cell phone and another for your landline. Configure any number of rosters for the whole application or specific functional areas. Roster activations are recorded as events in the alarm history.

Dial-in phone access

Dial-in from anywhere to log in and use the auto-generated spoken menu's system to hear system values (e.g., well levels), perform control actions (e.g., start pump 1), and receive or acknowledge a list of alarms.



Acknowledge by SMS, email, or text-to-voice - Once you are notified of an alarm via SMS text message, email, or text-to-voice phone call, you can easily acknowledge it the same way and stop VTScada from sending further notifications.

Crystal clear text-to-speech - VTScada 11.2 adopted the Microsoft® Speech API (SAPI). In addition to providing the latest in text-to-speech technology, SAPI simplifies our licensing and significantly reduces the size of the VTScada installer.

Voice modem support - VTScada should work with any standard voice modem. Though we cannot guarantee the compatibility of third-party modems across all Windows operating systems our engineers have identified modems that they have used or have been used by our customers on our VTScada Support Forum. VTScada.com/modems

Advanced modem management - VTScada collects modems from all application servers into a single pool. VTScada searches this pool, rather than a specific server, for an appropriate data or voice modem to use when sending alarms.

Twilio®, an alternative to physical modems - Problems with modem reliability? Unable to run phone lines to your server farm? Having difficulty sourcing voice modems? The VTScada Alarm Notification System can now support voice telephony and SMS alarm notifications using Twilio, a paid web-based communications platform. This requires SCADA access to the Internet and a Twilio account (www.twilio.com).

Running VTScada as a service? – VTScada can optionally run in the background without an active user interface. Note that Microsoft does not permit Windows services to access SAPI, the built-in Windows text-to-speech engine. This means that if you're using the VTScada Alarm Notification System and you have configured your application to run as a service, the outgoing alarm calls will be silent. In this case, we recommend using Twilio (above) for alarm annunciation. This is not an issue for standard VTScada installations.

Automatic failover - Server failover is an important factor in ensuring uptime and accessibility. This extends to alarm notification. Easily create lists of backup alarm notification servers that will automatically and seamlessly take over if the primary is unavailable. Responsibility will return to the primary server when it is restored.

Application-level security - Secure access on incoming and outgoing calls is maintained using the standard VTScada Security Manager. To receive status or alarm information, users are prompted by VTScada for their password. Users who do not have the 'Alarm Acknowledge' security privilege will not be able to acknowledge alarms.

Hardware requirements - Hardware requirements depend on how the notifications are sent.

- For spoken alarms and pager notifications, the Alarm Notification System uses a modem to make outgoing calls.
- For email notifications, configure an email server or provide access to a commercial server such as Gmail®.
- For SMS-text notifications, you will need an SMS appliance. SMS hardware is not covered in this guide.

Mobile alarm management - VTScada Thin Clients (licensed separately) allow you to securely view and acknowledge alarms anywhere using PCs, or HTML5 compliant mobile devices.



DOWNLOAD THE 90-DAY TRIAL

VTScada.com/trial

Updated June 25, 2021