KentixONE – Notifications (E-MAIL, PUSH, SMS)

The notifications function offers the option of informing users specifically about alarms, warnings or the status of the system.

Depending on the hardware and the communication channels provided, this can be sent by email, SMS or as a push message to the Kentix app on mobile devices.

The notification settings are a **combination** of the **communication channel** settings, the configuration of the individual **alarms** and their switching status and the **user control.**

The communication settings are used to provide the notification channels.

The type of alarms is selected for the respective sensor values (armed/permanently active, fire, sabotage…)

The user settings determine which communication channel is used to receive notifications from which alarm group and which type of alarms the user receives.

Setting up communication

Push notifications to mobile devices

The use of the KentixONE app requires a valid and activated license for KentixONE Plan. The main device requires a permanent connection to the Internet.

Email

Server-related settings are made in the “Configuration”->”Communication”->”E-mail” dialog.

KentixONE Cloud Mail Service

KentixONE Plan includes an email service for sending emails via the cloud. This eliminates the need to set up and use your own server. To use this service, select the “KentixONE (Cloud)” option.

Own mail server

You need the server address, a valid account as the sender address and information about the server’s security settings

When using mail services such as Google or Web.de, settings may need to be made in the account to enable access from KentixONE.

SMS

Alerts via SMS are possible if a SIM card has been inserted and activated in the AlarmManager or SiteManager. Settings for the SIM card can be found in the"Mobile radio" menu.

The SIM card supplied ex works for the SiteManager must be activated for use. This is an additional service that is subject to a charge.
https://shop.kentix.com/de-de/search?search=KentixONE-SIM

Alarm groups and alarms

Alarm groups

Each device is assigned to an alarm group.

Inheritance

Notification settings are inherited from the parent group.

If this option is disabled, separate settings are used for this alarm group.

Signaling area

The signaling range determines in which range an alarm occurs.

This is the current alarm group of the device in basic settings and can be extended to other alarm groups.

When setting up alarm messages, this assignment must be observed, otherwise alarms will not be issued.

Alarms

Each sensor is assigned to an alarm (continuous/armed-active, fire, sabotage, etc.)

Warnings can also be defined for many measured values.

Set up the notifications

The sending of messages is set up in the individual settings for the users.

Contact details

The notification in the KentixONE app requires a prior invitation to the user from the system as well as their successful login to the Kentix Cloud.

Valid contact details of the user must be stored for the respective communication channel.

Alarm groups

The user can receive alarms and warnings from all or only selected alarm groups.

Notifications

The desired communication channel can be selected for each alarm type in the grid display of the notifications.

Troubleshooting for notifications

SMS dispatch

Modem is not ready

Check the correct orientation and position in the SIM card slot.

Modem Error 30″ error message

The modem could not be initialized. Disconnect the AlarmManager from the power supply for at least 30 minutes. At the following startup, the modem will try to start again.

The GSM service used has stopped supporting 3G

The modem can be replaced with a more recent version. Contact your installer or Kentix support.

Email dispatch

The user does not receive notifications

Test the sending of the mail in the user profile. If the mail is sent, a spam filter or another security setting of the receiving mail server could be the cause. Also check the assignment of alarm groups, alarms and the range of alarms in the alarm group. In addition, incorrect settings of the maximum number of alarms in the alarm group can lead to suppression of the dispatch.

After the migration of systems to KentixONE:
In firmware older than KentixONE, the number “0” for maximum number of alarms meant “Unrestricted”. In KentixONE, “0” means no alarms.

The mail account does not require you to specify a username and password

Some mail accounts allow you to use them without logging in with username and password. These accounts are available for use with KentixONE from version 8.3.6.

Time-dependent control of notifications to different

recipients

The notifications are controlled by the switching status of the alarms and the alarm group of the device. In the case of armed alarms, the arming of the alarm group must be observed. In contrast, permanently active alarms always trigger notifications. Users are assigned alarm groups from which they should receive notifications.

If other users are to be notified for alarms in different time ranges, this cannot be displayed by linking the arming and alarm group to the user.

However, the use of SNMP sensors in differently switched alarm groups makes this change possible.

To do this, the original alarm of the desired sensor is set to “permanently active” and the alarm status of this sensor is queried using SNMP sensors. These sensors are then added to the time-controlled alarm groups.

The users are then assigned the notifications of the appropriate alarm group.

Example

As an example, the procedure for notification by the leakage sensor to different employees at different times of day is shown.

Prior knowledge required
– Creating user profiles.
– Creating alarm groups.
– Controlling the switching status of alarm groups using event profiles.
– Setting up communication options for email, push and SMS.
– Configuring SNMP access and sensors.

Initial situation

The leakage sensor is located in any alarm group. The switching input for leakage detection on this sensor is set to “Permanently active”. The switching access of the alarm group is therefore not important for the further procedure.

A user account was created for each of the two users and valid contact details for the desired notification channel (e-mail, SMS or push) were stored.

Setting up the alarm groups

Two alarm groups are created anywhere in the topology: “Day shift” and “Night shift”.

Arming is carried out using event profiles: “Day shift” is active from 8 a.m. to 5 p.m., “Night shift” from 5 p.m. to 8 a.m. the following day.

Subscribing to notifications for users

In the user settings, the respective alarm groups (“Early shift” or “Late shift”) from which the notifications are to be received are selected for the desired users and the communication channels are activated.

Activate SNMP

The SNMP function is activated in “Communication” > SNMP and an SNMP access with the function “Provide data” and the name “Main_SNMP_Provision” is created first.

Another SNMP access is then created with the “Retrieve data” function. This is set to the access data of the “Provide data” access and called “Main_SNMP retrieval”.

Create SNMP sensors

The OID required for the alarm status of the sensor is determined in the detailed view using the “OID list” function for the leakage sensor. The OID for “Alarm” is required.

The first SNMP sensor is created with the “Add devices” option. The settings should be made as follows:

1. Alarm group: “Day shift”
2. SNMP access data: “Main_SNMP_Abruf”
3. Alarm evaluation: “Logic”
4. SNMP OID: OID valid for the leak sensor alarm
5. Name: “Leakage alarm_day shift”

After creating the sensor, the following values are defined in “Edit”:

1. The alarm is “armed active”
2. The alarm is triggered by “Alarm when closed”

The same SNMP sensor is created again for the night shift.

It is assigned to the “Night shift” alarm group and has the name “Leakage alarm_day shift”.

Result

When an alarm is triggered by the “permanently active” leakage sensor in its original alarm group, the SNMP sensor in the respective armed alarm group also changes to alarm status. It remains in this status until the leakage alarm has been acknowledged.

The SNMP monitor shows the value “0” if there is no alarm and the value “1” if there is an alarm.

This alarm status triggers the notification of the users assigned to the alarm group.

The receiver circuit changes when the “Day shift” and “Night shift” alarm groups are armed or disarmed.

Possible adjustments

The OID used for “Alarm” can be replaced by the OID of the “Measured value” of the sensor (“0.1”). This means that no permanently active switching of the leakage sensor is necessary.

The detection of SNMP sensor alarms can be accelerated by using “Traps”. To do this, set up another SNMP access with the “Trap” function. Again, enter the IP of the main device as the target address. In the main window for SNMP, activate the option “Immediate query on trap receipt”.

Possible errors and how to rectify them

Users receive no notification or notifications from both alarm groups

Check the selection of alarm groups in the profile of the affected user. The sending restriction only works if the user is only assigned to one of the two alarm groups.

Arming does not react as desired

Check the settings for the inheritance of the arming of the affected groups.

Arming via an event profile can be overwritten by inheriting the switching status of a higher-level alarm group. If in doubt, it is advisable to deactivate the inheritance for arming.