

WebView Alarm Email Distribution List

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1 Configuring SMTP for alarm email distribution.

- 1.1 Navigate to the WebView System Tree using the link on the top left of the navigation tree pane.

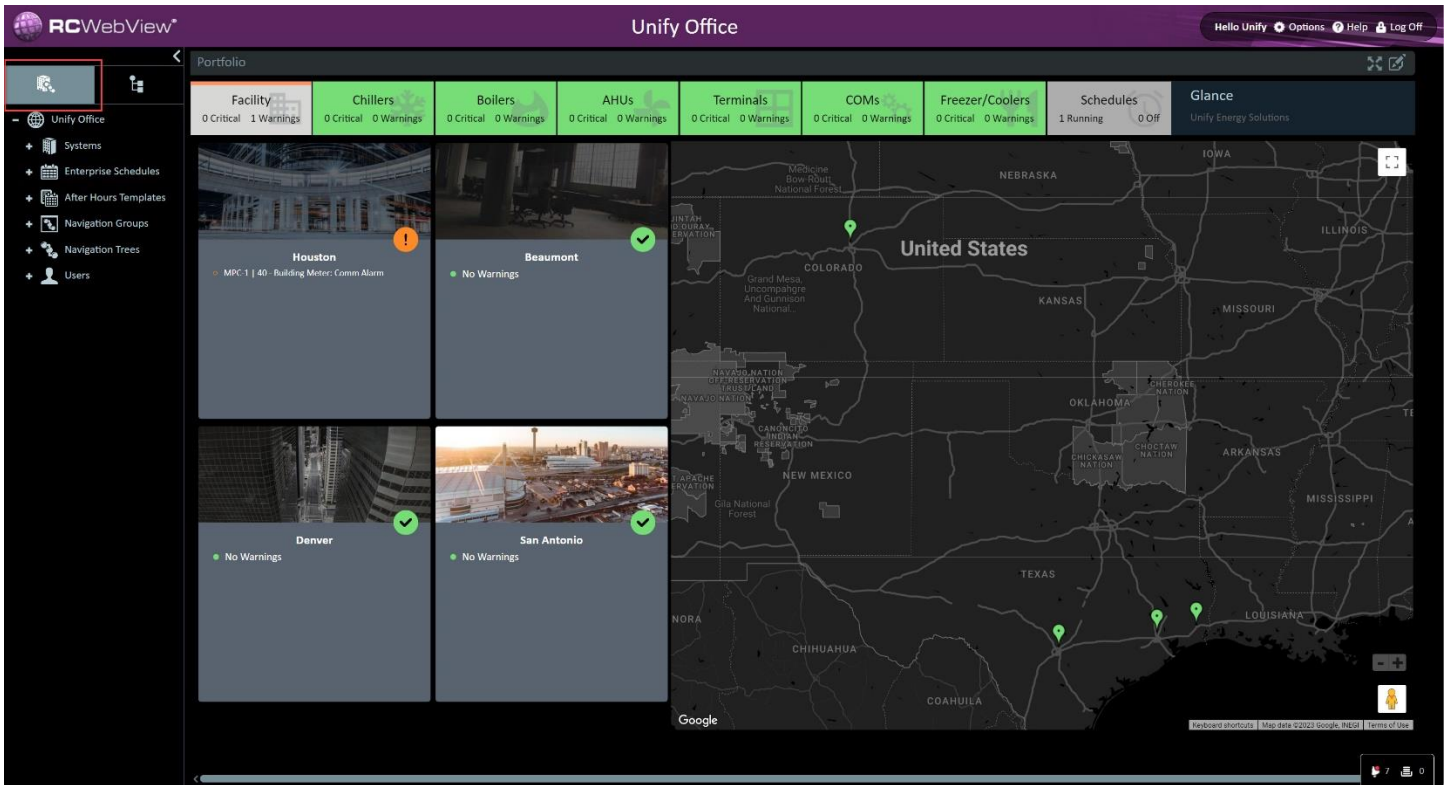


Figure 1 System Tree Navigation

1.2 Select the Site node in the system tree.

The screenshot displays the RCWebView Unify Office interface. The top navigation bar includes the RCWebView logo, the text "Unify Office", and user options: "Hello Unify", "Options", "Help", and "Log Off".

The main content area is divided into two sections. On the left is a "Portfolio" section with a grid of site nodes. Each node shows a status bar with counts for Critical and Warnings, a representative image, and the site name with a warning icon. The nodes are:

- Facility:** 0 Critical, 1 Warnings
- Chillers:** 0 Critical, 0 Warnings
- Boilers:** 0 Critical, 0 Warnings
- AHUs:** 0 Critical, 0 Warnings
- Terminals:** 0 Critical, 0 Warnings
- COMs:** 0 Critical, 0 Warnings
- Freezer/Coolers:** 0 Critical, 0 Warnings
- Schedules:** 1 Running, 0 Off
- Glance:** Unify Energy Solutions

The site nodes in the grid are:

- Houston:** MPC 1 | 40 Building Meter; Comm Alarm (Warning icon)
- Beaumont:** No Warnings (Green checkmark)
- Denver:** No Warnings (Green checkmark)
- San Antonio:** No Warnings (Green checkmark)

On the right is a map of the United States with several green location pins. A red arrow in the top-left corner of the interface points to the "Unify Office" item in the left-hand navigation menu.

Figure 2 Site Node Selection

1.3 The site settings page will display.

1.3.1 For the email distribution list to be configured and emails sent to recipients the SMTP fields must be configured.

1.3.1.1 If the SMTP fields are not configured please contact your Unify Energy Solutions account representative or refer to the WebView software manual available in the WebView Help drop down menu.

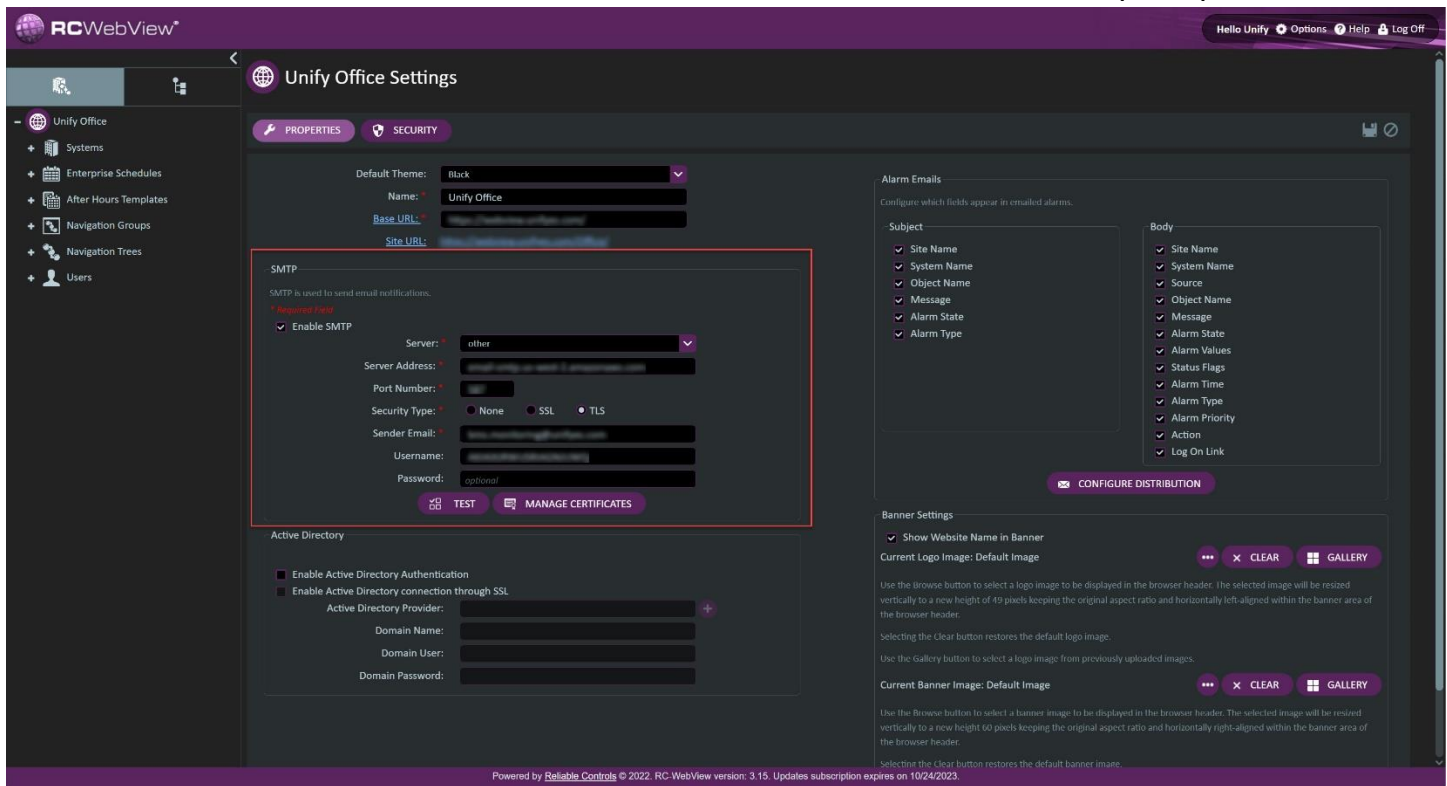


Figure 3 SMTP Configuration

2 Configure the Alarm Emails settings.

2.1 Use the check boxes in the Alarm Emails section to configure the information that is needed in the message.

2.1.1 These settings are for all messages delivered by the distribution list.

2.1.2 For a description of each selection refer to the WebView software manual.

2.1.3 In the example below all items are selected to display in the email subject line and message body.

2.1.4 Once changes are made select the orange save icon to save the changes.

The screenshot displays the 'Unify Office Settings' interface. The left sidebar contains navigation options: Unify Office, Systems, Enterprise Schedules, After Hours Templates, Navigation Groups, Navigation Trees, and Users. The main content area is divided into 'PROPERTIES' and 'SECURITY' tabs. Under 'PROPERTIES', there are fields for 'Default Theme' (Black), 'Name' (Unify Office), 'Base URL', and 'Site URL'. The 'SMTP' section includes an 'Enable SMTP' checkbox, a 'Server' dropdown (set to 'other'), 'Server Address', 'Port Number', 'Security Type' (radio buttons for None, SSL, TLS), 'Sender Email', 'Username', and 'Password' (with an 'optional' note). Below this are 'TEST' and 'MANAGE CERTIFICATES' buttons. The 'Active Directory' section has checkboxes for 'Enable Active Directory Authentication' and 'Enable Active Directory connection through SSL', along with 'Active Directory Provider', 'Domain Name', 'Domain User', and 'Domain Password' fields. The 'Alarm Emails' section, highlighted with a red box, contains a 'Configure which fields appear in emailed alarms.' section with two columns: 'Subject' and 'Body'. Both columns have checkboxes for 'Site Name', 'System Name', 'Object Name', 'Message', 'Alarm State', and 'Alarm Type', all of which are checked. A 'CONFIGURE DISTRIBUTION' button is located below these columns. The 'Banner Settings' section includes a 'Show Website Name in Banner' checkbox, 'Current Logo Image' (Default Image) with 'CLEAR' and 'GALLERY' buttons, and 'Current Banner Image' (Default Image) with 'CLEAR' and 'GALLERY' buttons. The footer of the page reads: 'Powered by Reliable Controls © 2022. RC-WebView version: 3.15. Updates subscription expires on 10/24/2023.'

Figure 4 Alarm Email Settings

3 Configure distribution list

3.1 When the SMTP fields and Alarm Emails settings are properly configured proceed to the Configure Distribution link.

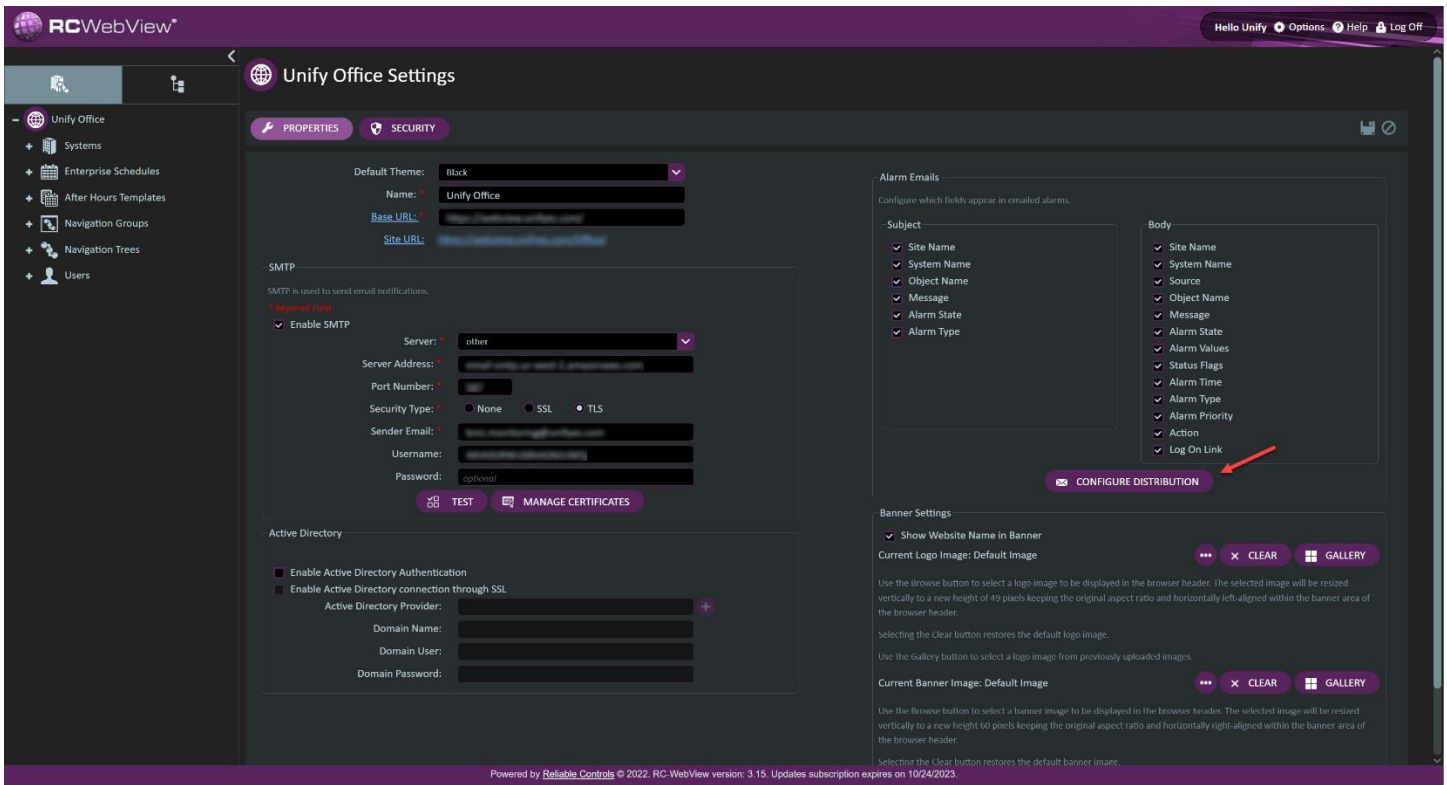


Figure 5 Configure Distribution Link

3.2 The alarm Email Distribution list page will display.

3.2.1 The example below has two recipient list entries already configured for use.

3.2.1.1 The first example entry is for Alarm Type Comm and the second is for Alarm Type Watchdog.

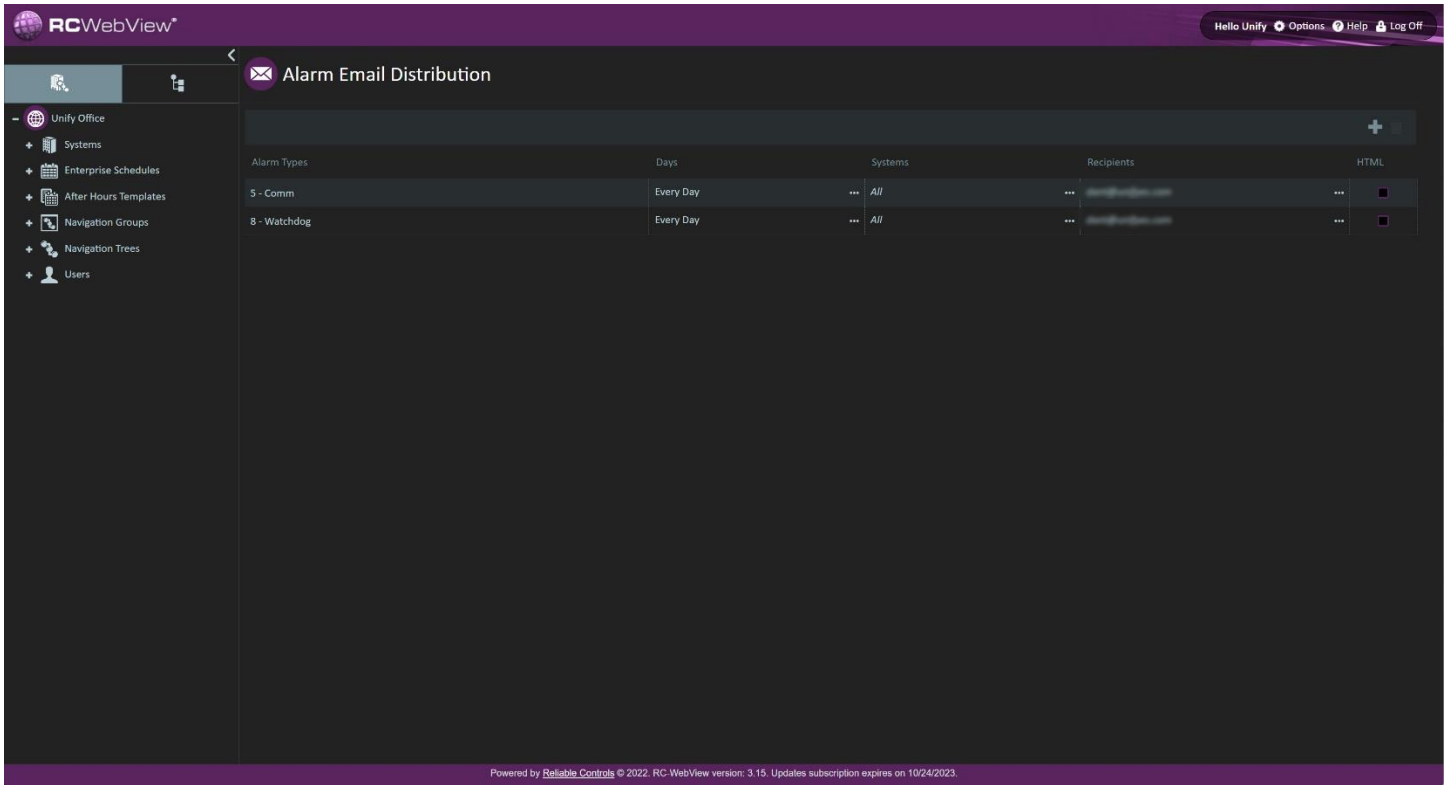


Figure 6 Alarm Email Distribution List

3.3 Select the + icon to add a new recipient list to the distribution list.

The screenshot shows the 'Alarm Email Distribution' page in the RCWebView application. The page has a dark theme and a sidebar on the left with navigation options: Unify Office, Systems, Enterprise Schedules, After Hours Templates, Navigation Groups, Navigation Trees, and Users. The main content area displays a table with columns: Alarm Types, Days, Systems, Recipients, and HTML. There are two rows of data in the table. A red arrow points to a '+' icon in the top right corner of the table area.

Alarm Types	Days	Systems	Recipients	HTML
5 - Comm	Every Day	All
8 - Watchdog	Every Day	All

Figure 7 Add New Recipient List

3.4 A new recipient list will display.

3.4.1 The new entry will default to Alarm Type 1, General, with Every Day and All systems.

3.4.2 Editing the default entries will be covered further in the next section.

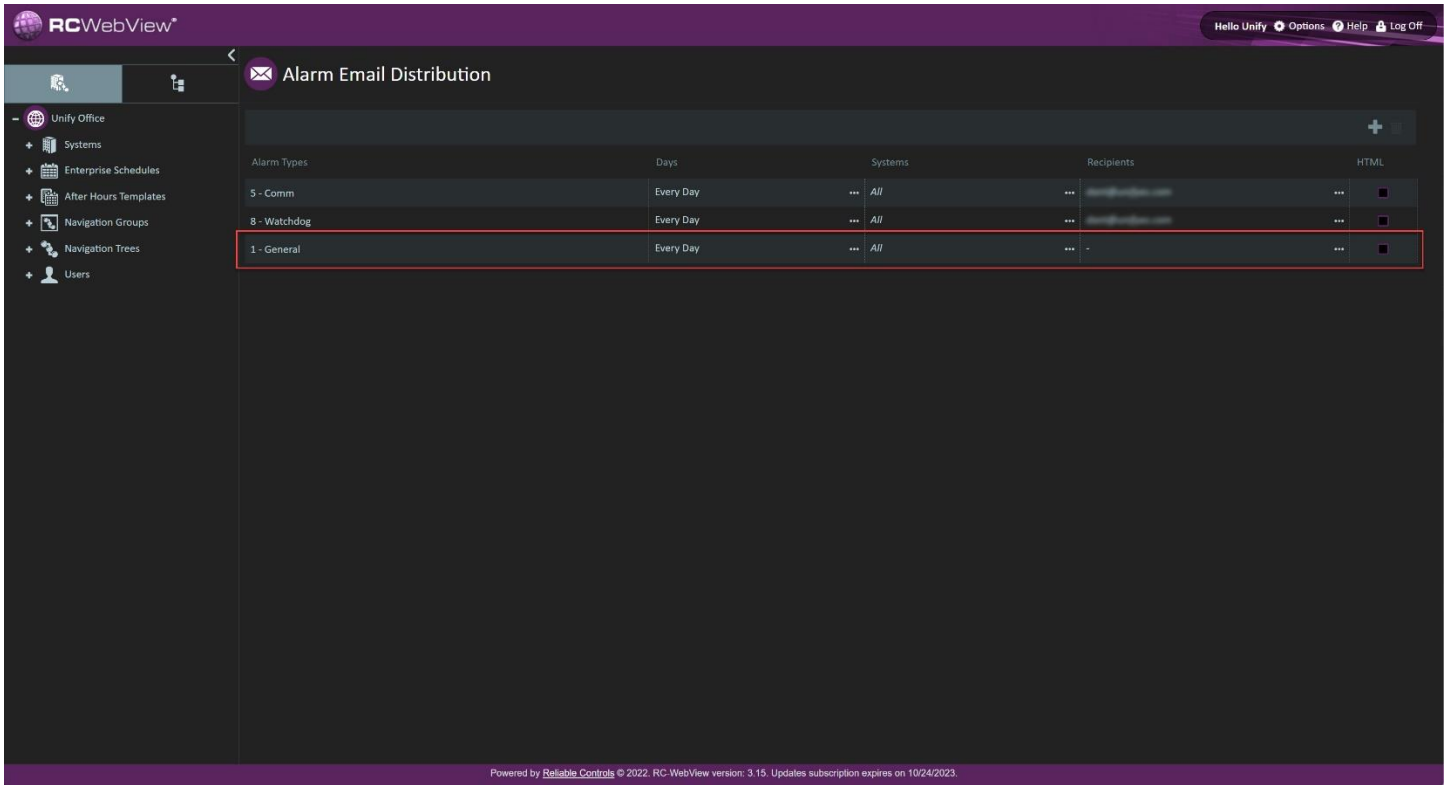


Figure 8 New Default Entry

3.5 To configure the alarm types left click the Alarm types field.

3.5.1 This will display the icon for a drop-down menu.

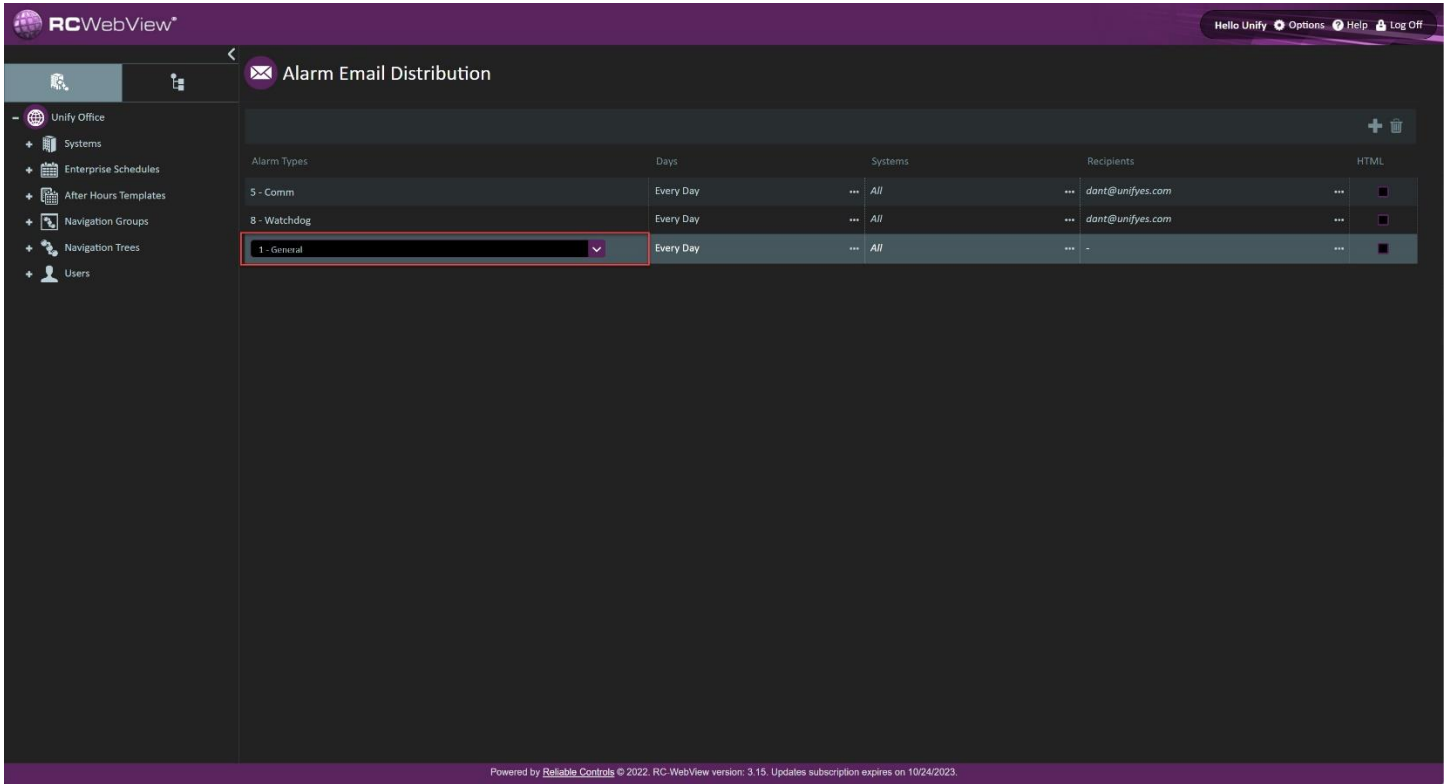


Figure 9 Configure Alarm Types

3.6 Select the drop-down menu icon to display the Alarm Type options.

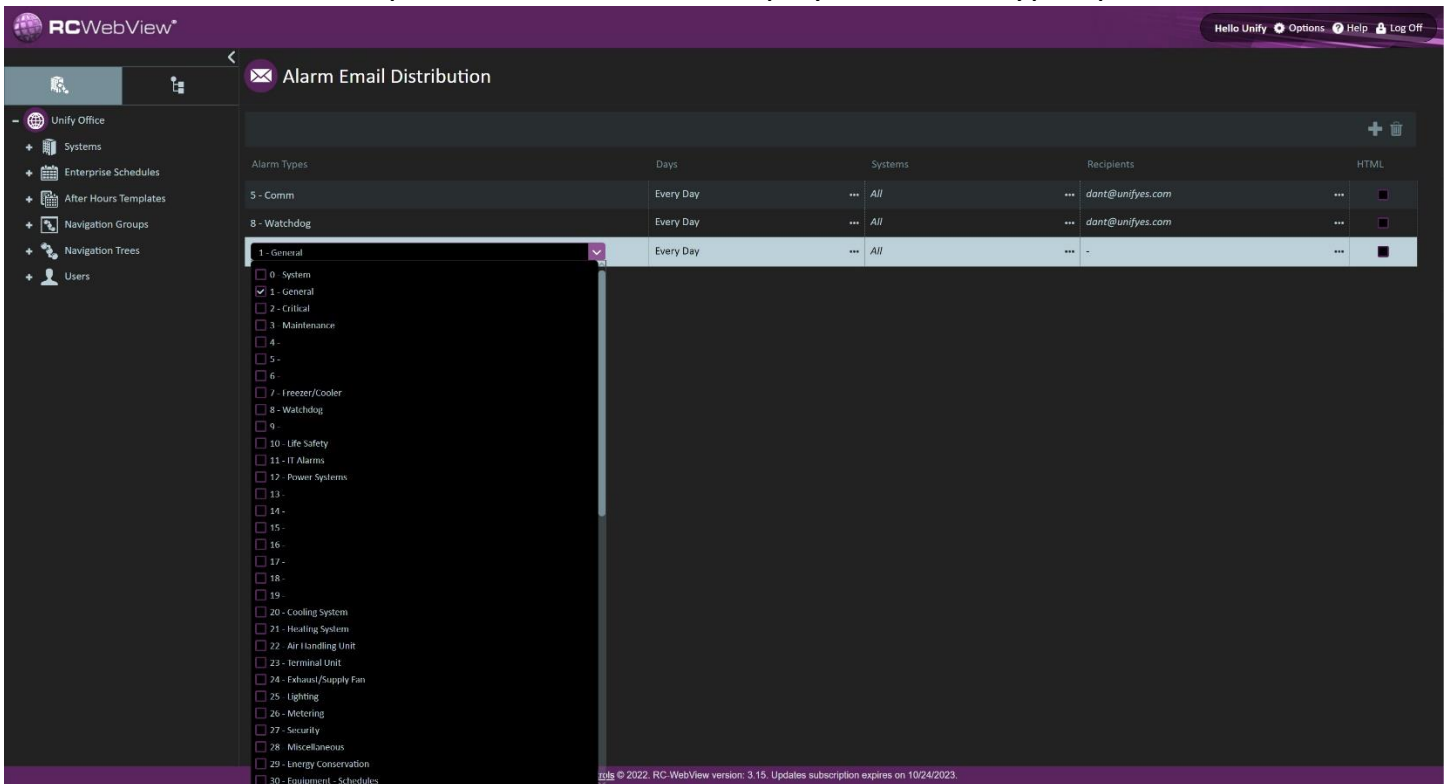


Figure 10 Alarm Type Drop Down Menu

3.7 Select the alarm types needed for this recipient list entry.

3.7.1 If all recipients in this specific entry receive the same alarm emails then multiple Alarm Types can be selected.

3.7.2 In the example below General was unchecked and the Alarm Types for Email-Freezer/Cooler, Email-Cooling Systems, and Email-Heating Systems were selected.

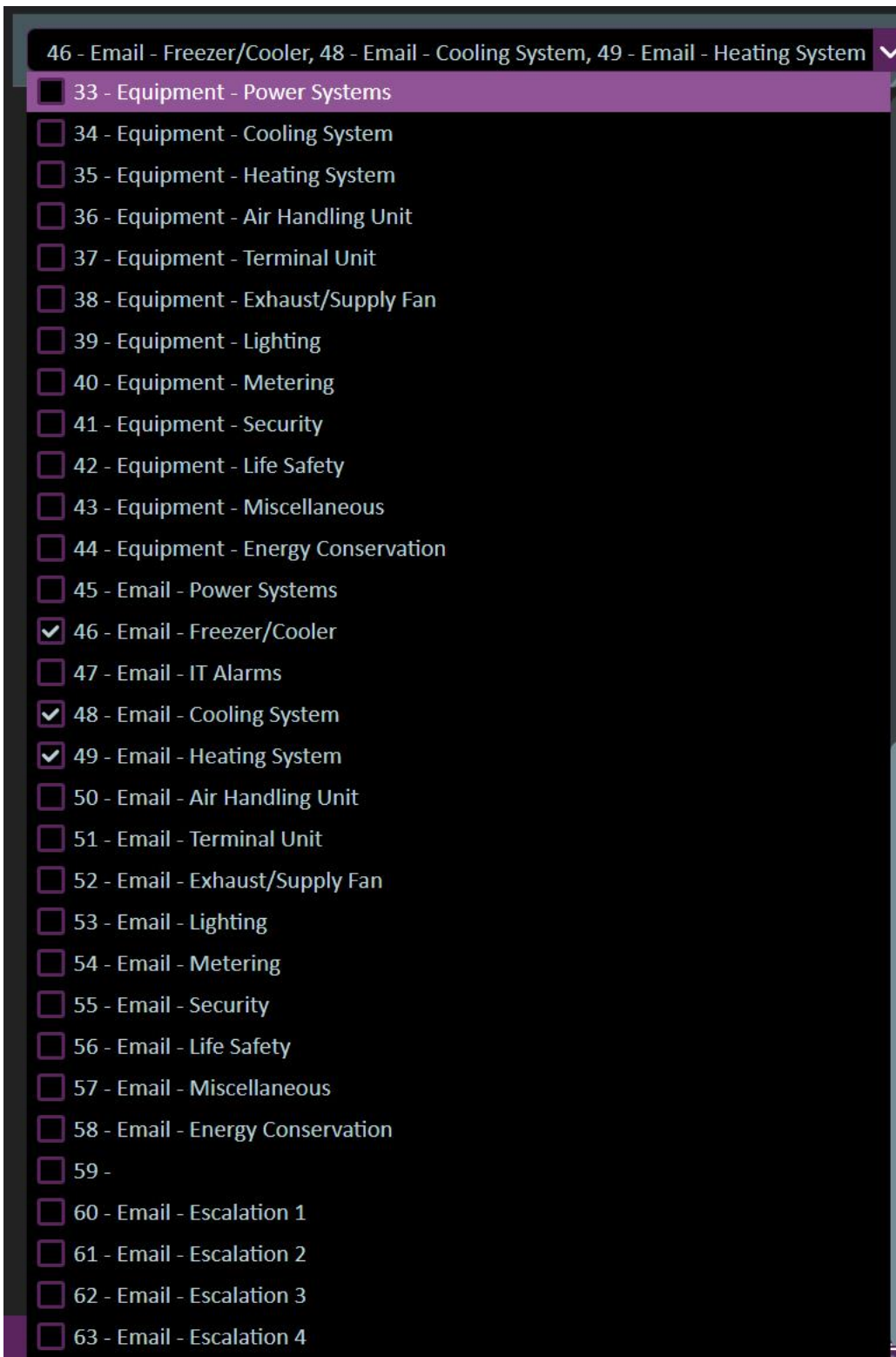


Figure 11 Selecting Alarm Types

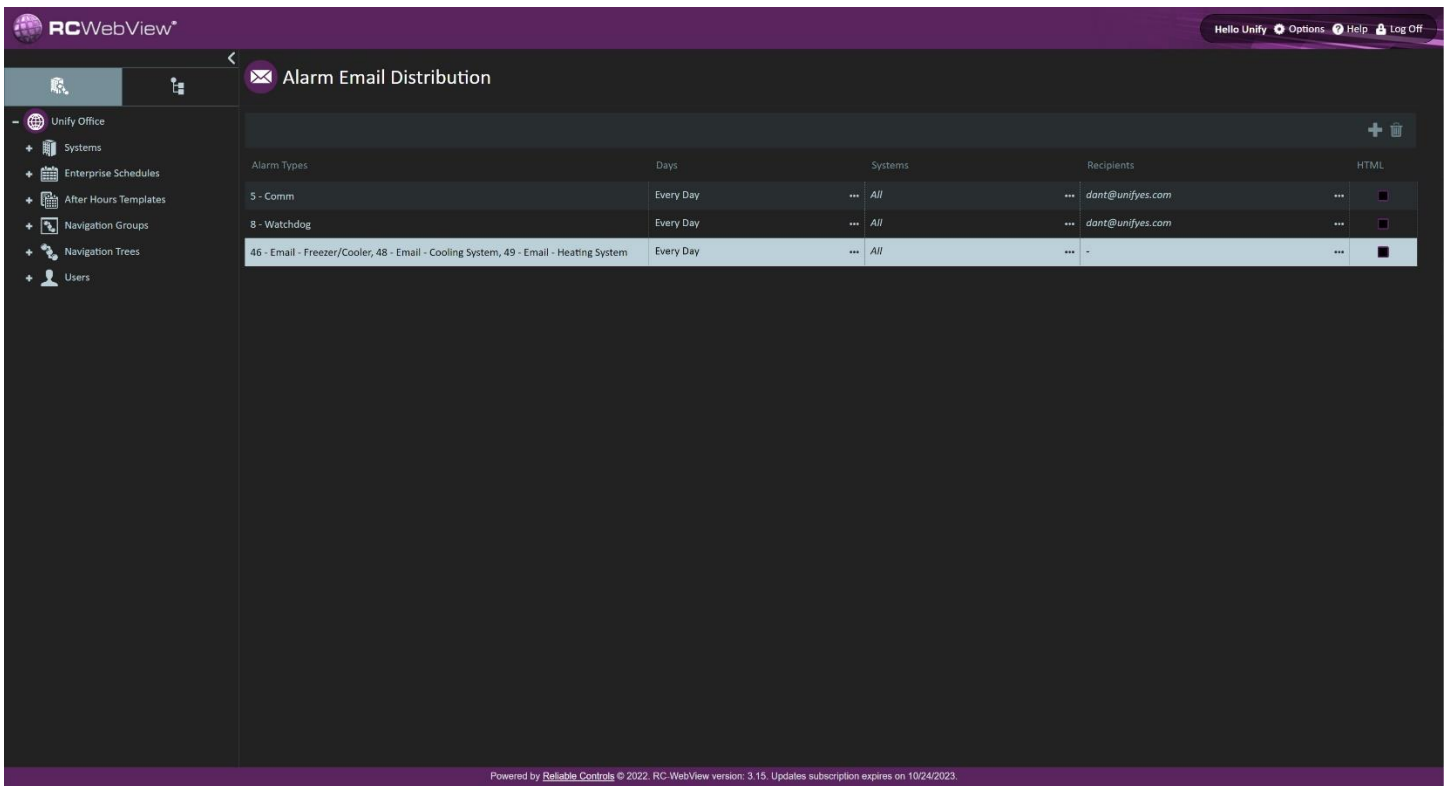


Figure 12 Configured Alarm Types

3.8 Configure the days of week that the alarm emails are allowed to be delivered by left clicking the Day field.

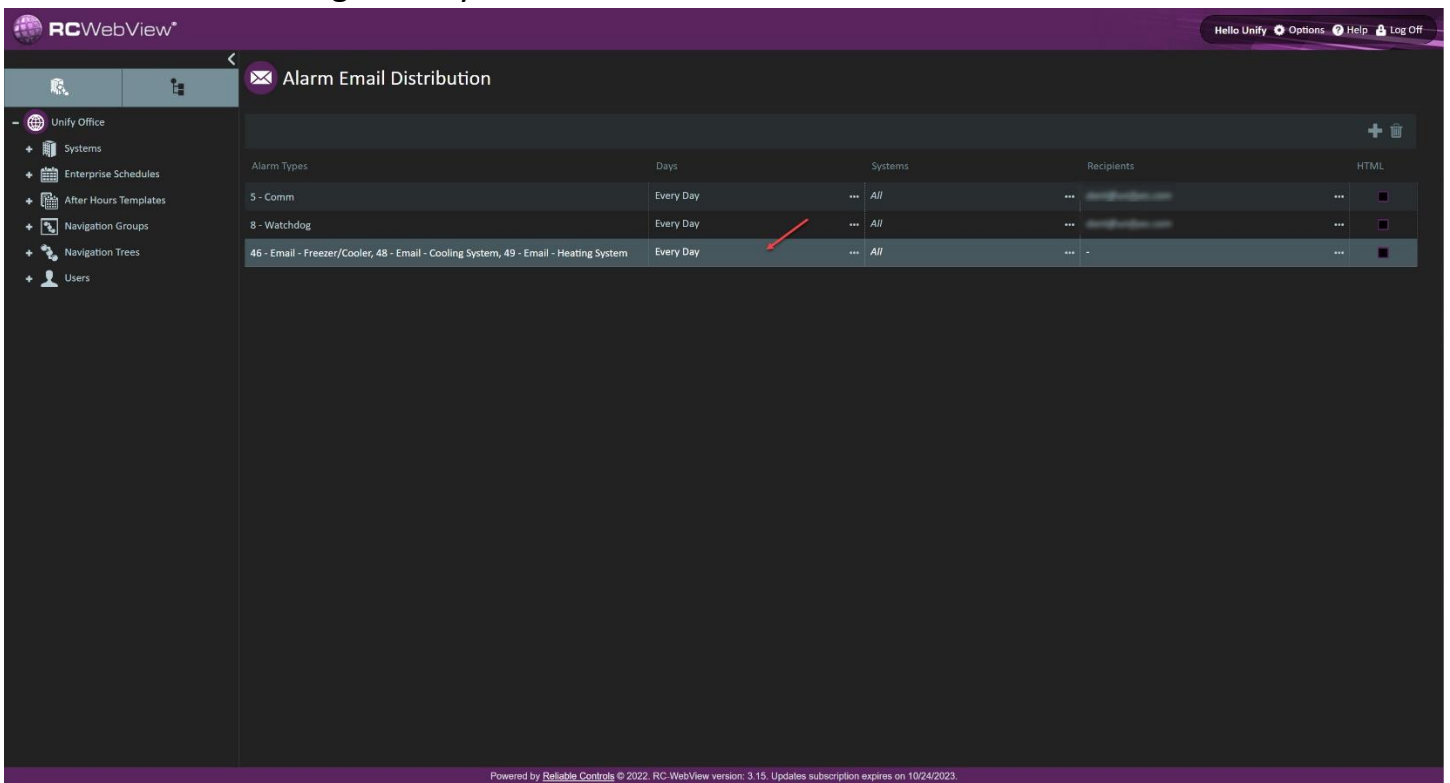


Figure 13 Configure Days of Week

3.8.1 This will open the days of week pop up display.

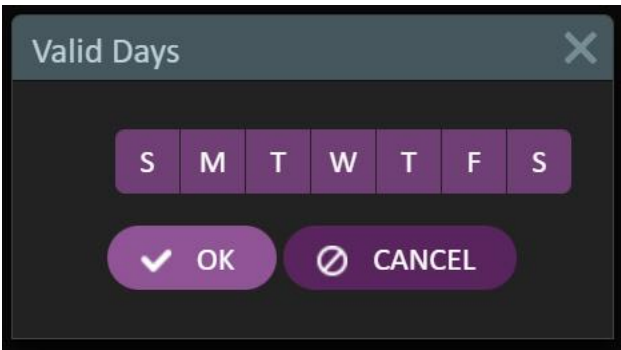


Figure 14 Valid Days Pop Up Window

3.8.2 By default all days are selected. Unselect the days of week to limit alarm email delivery if needed.

3.9 Configure the systems that the alarm emails are to be delivered for by left clicking the Systems field.

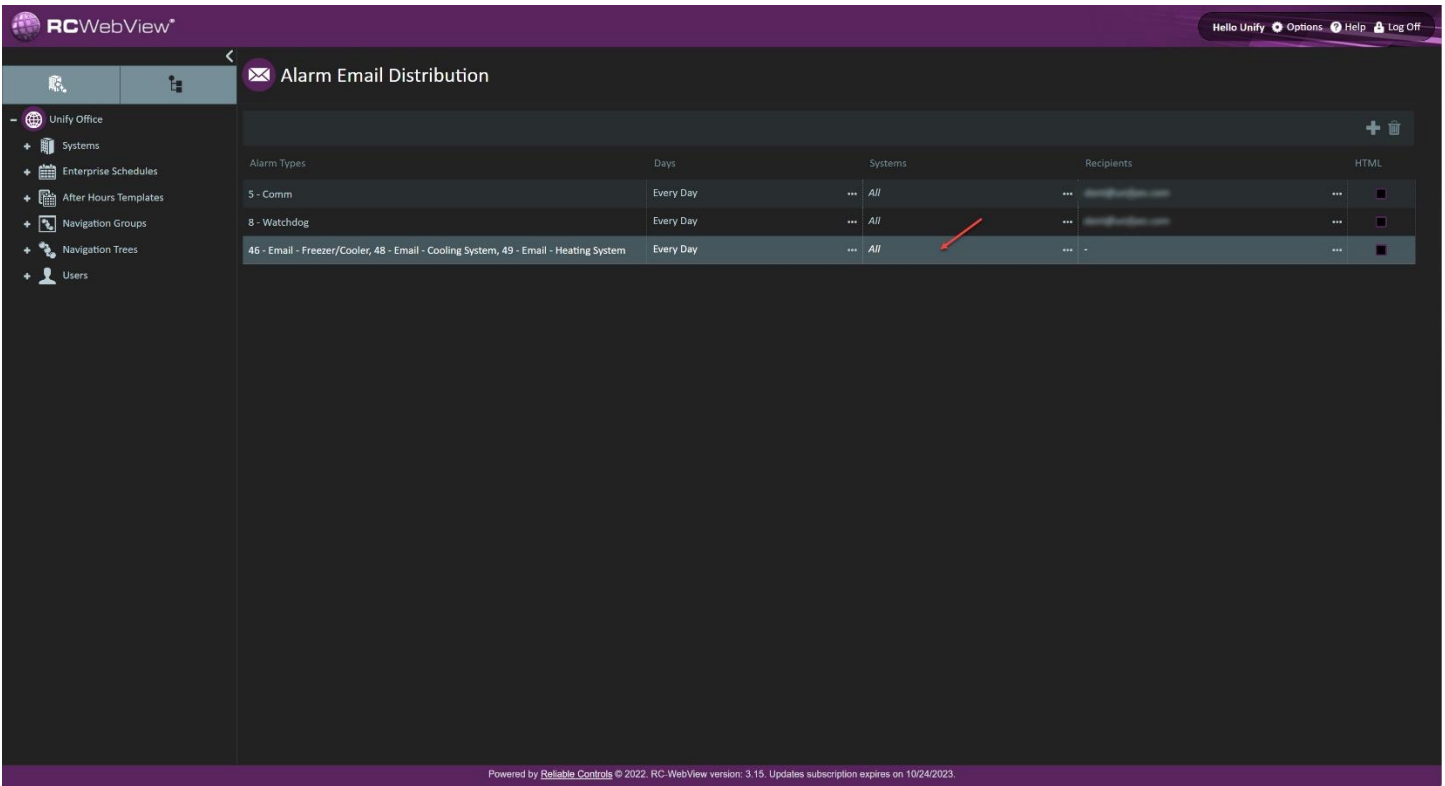


Figure 15 Configure Systems

3.9.1 This will open the Selected Systems pop up window. By default this is set to all systems.

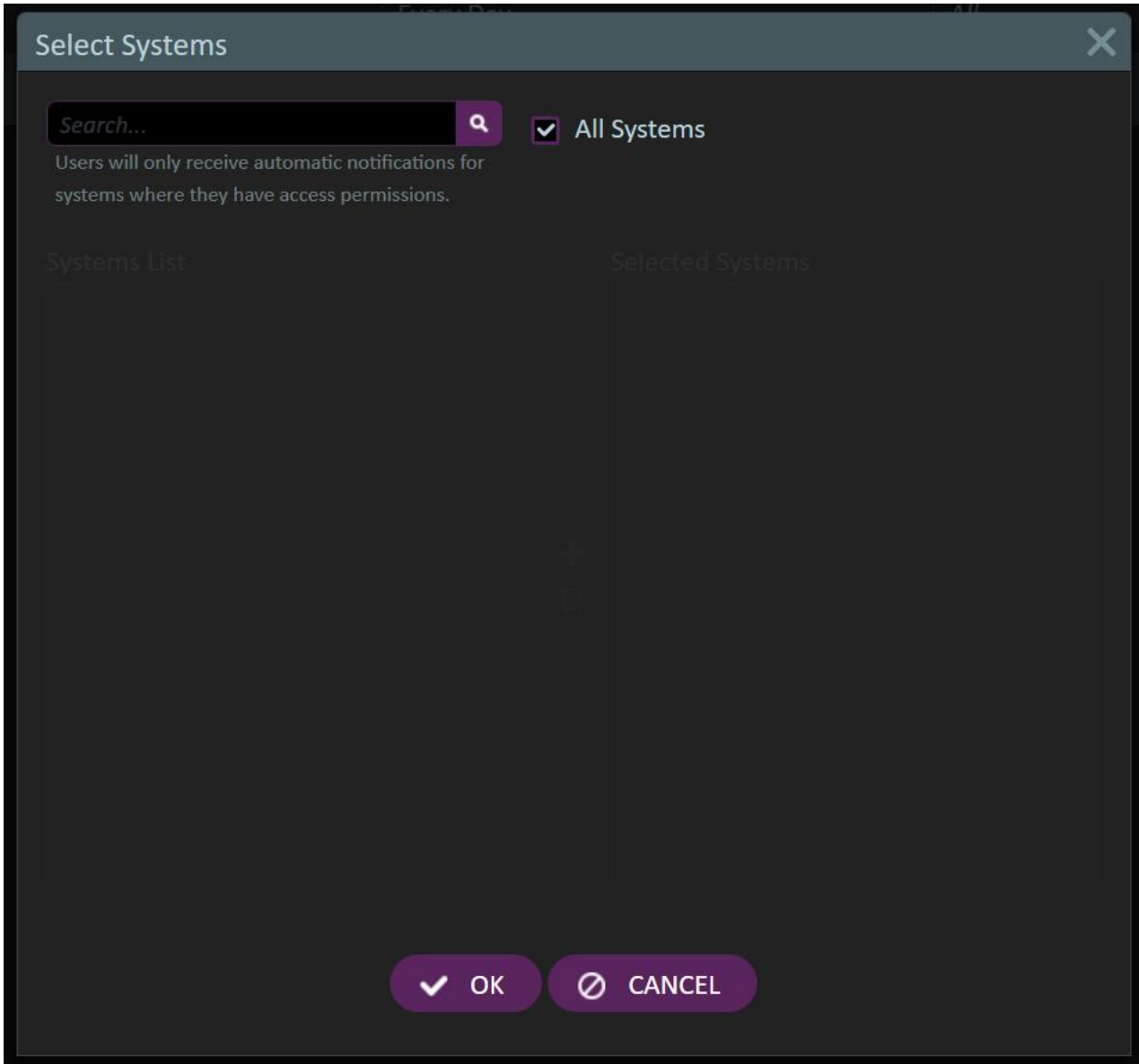


Figure 16 Selected Systems with All Systems

3.9.2 To receive alarms from specific systems uncheck the All Systems check box. The available systems will display in the Systems List in the left pane.

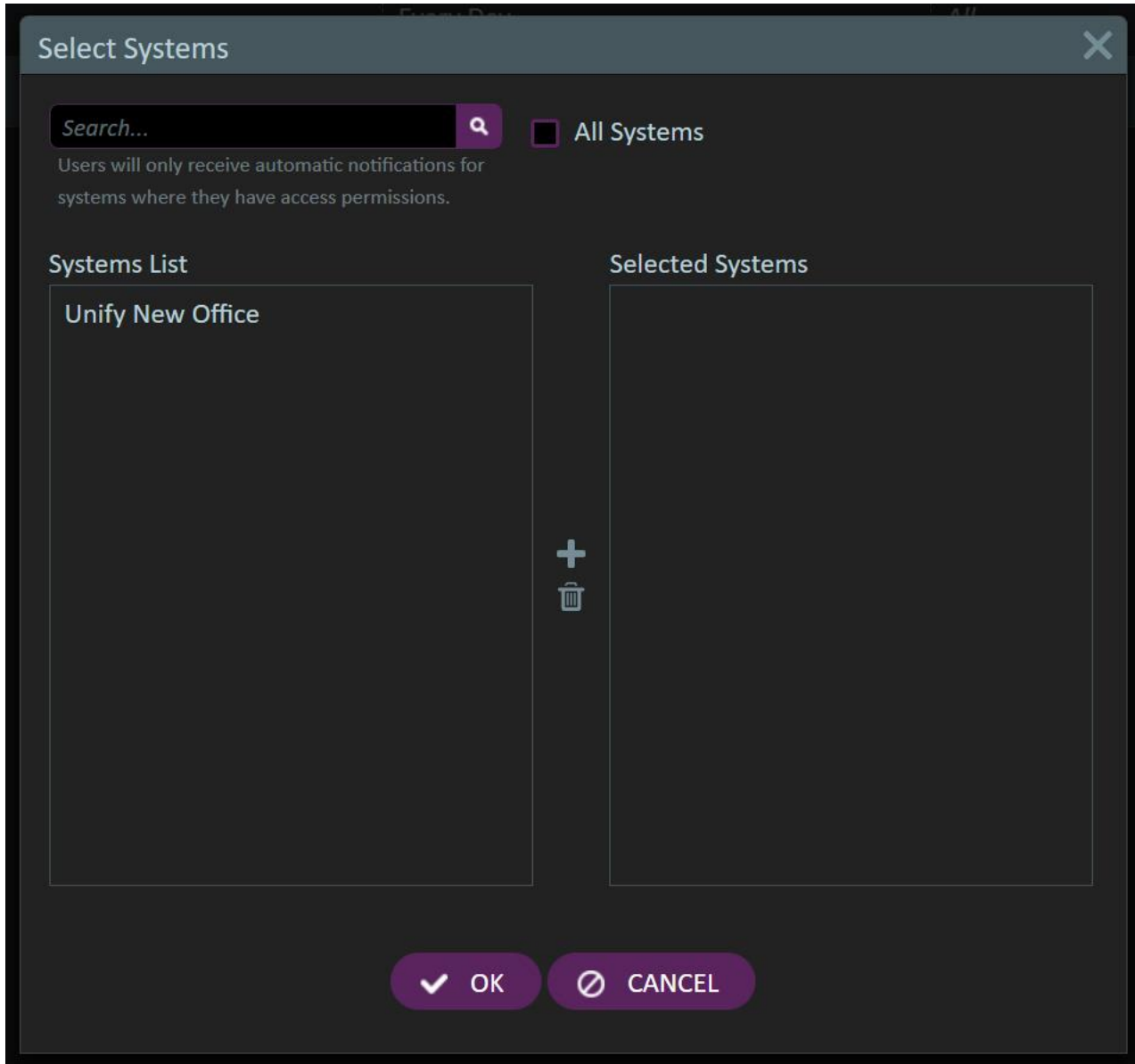


Figure 17 Available System Selection

3.9.3 To add an available system to the selected systems field left click the system on the left side which will highlight it then select the + icon.

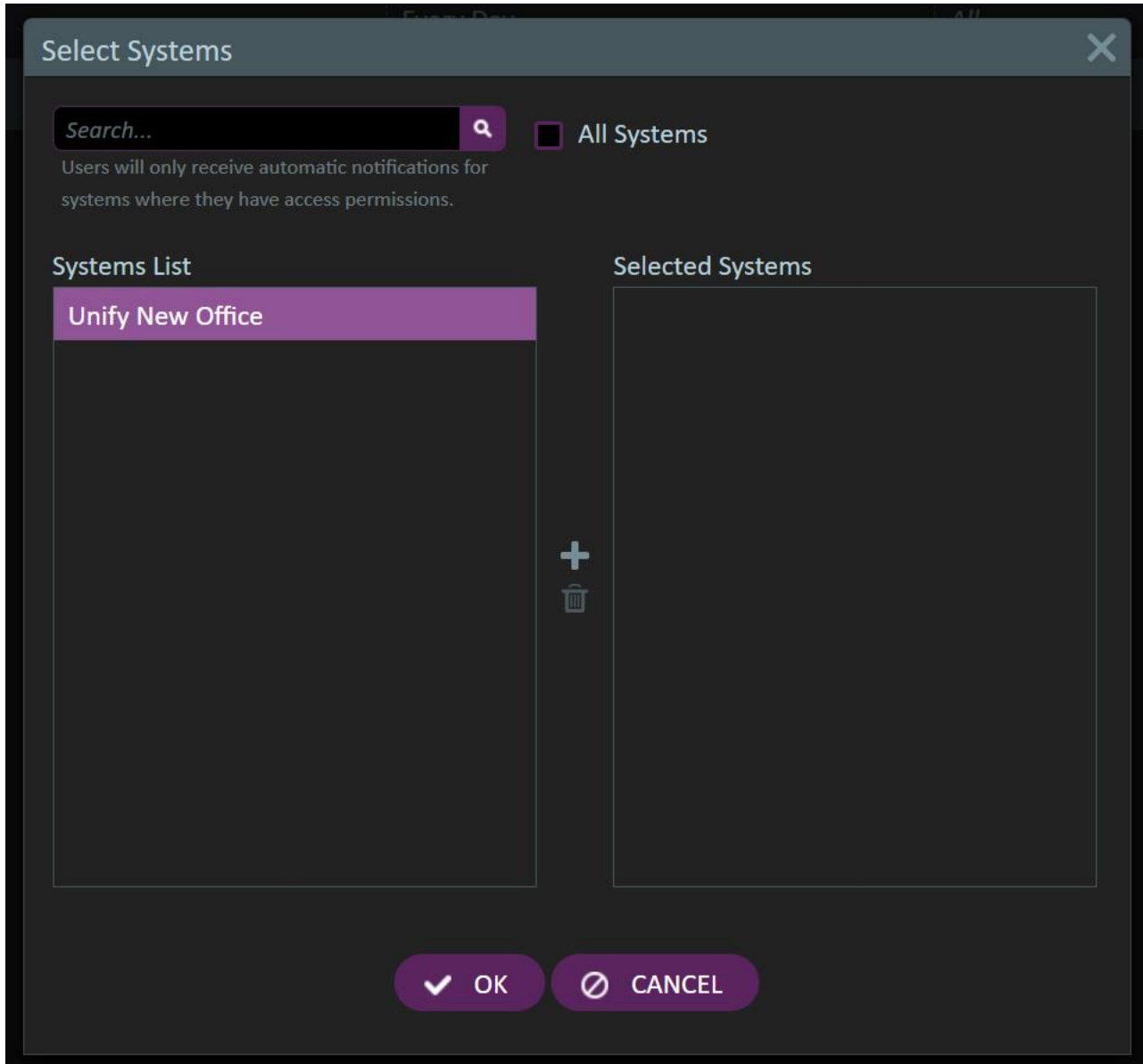


Figure 18 Highlight System

3.9.4 The system will then move to the Selected Systems field on the right side of the window.

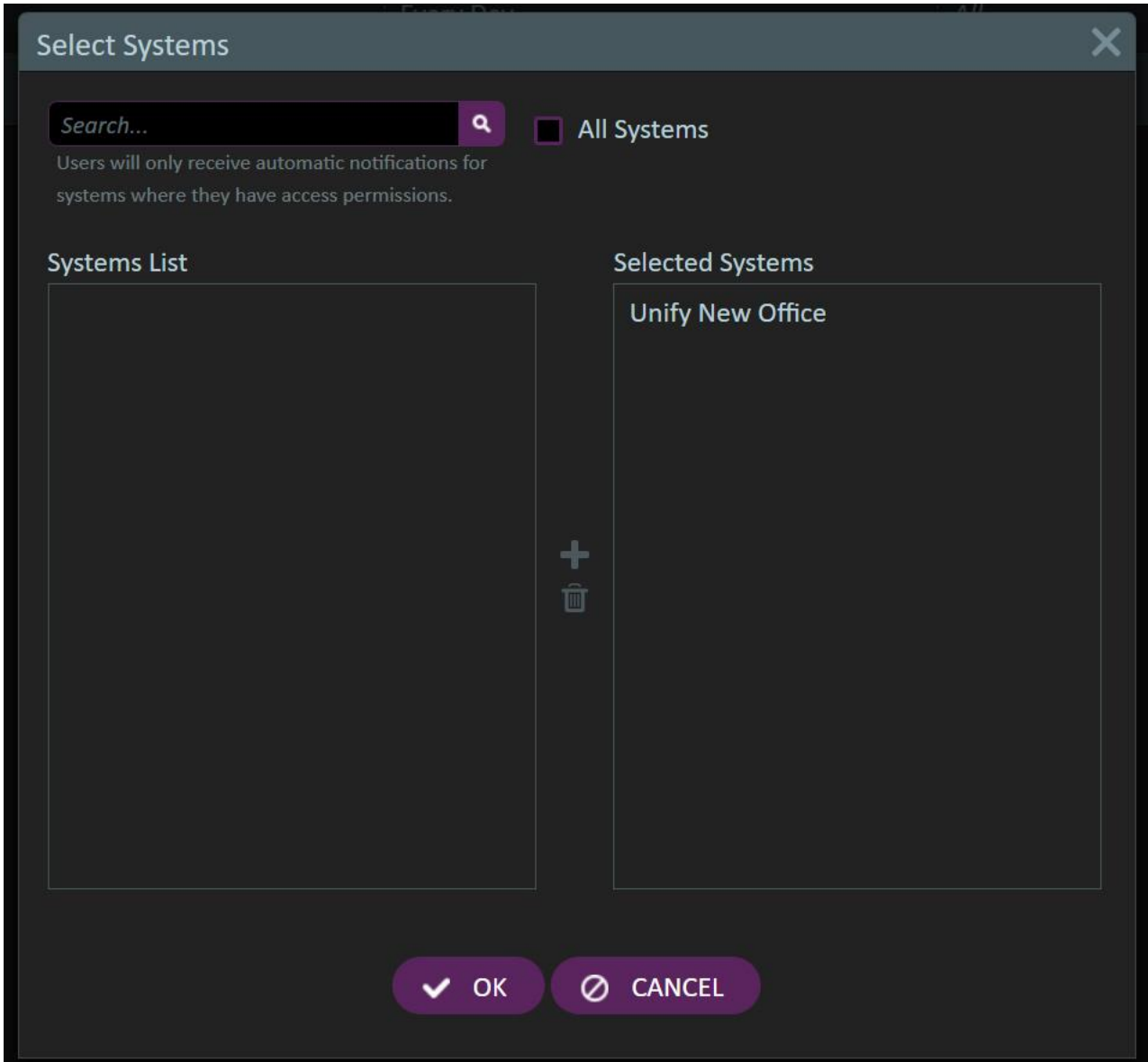


Figure 19 System Selected

3.9.5 To remove a selected system highlight the system in the Selected Systems pane then select the trash can icon.

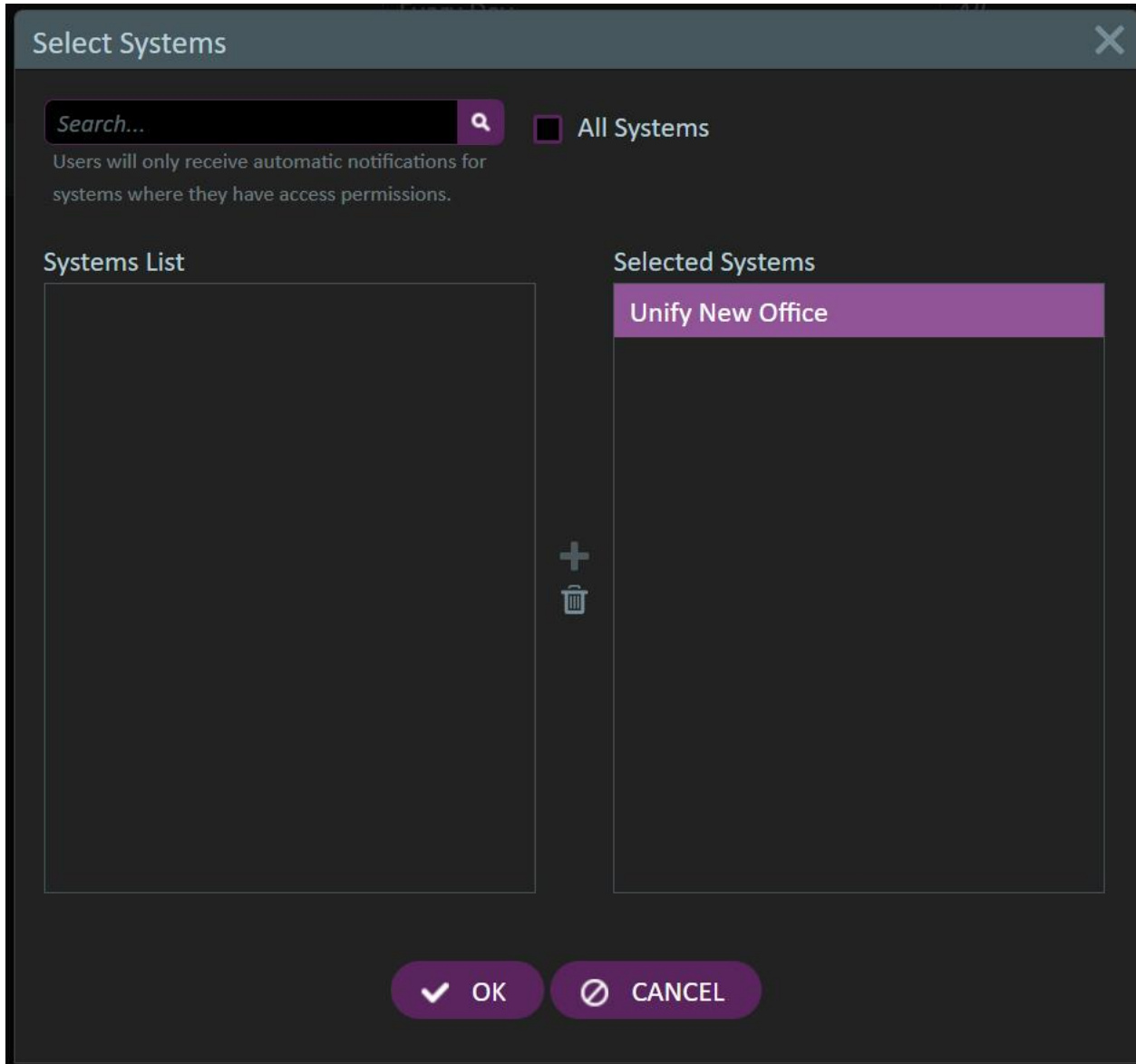


Figure 20 Highlight Selected System

3.9.6 This will move the system back to the Systems list in the left pane.

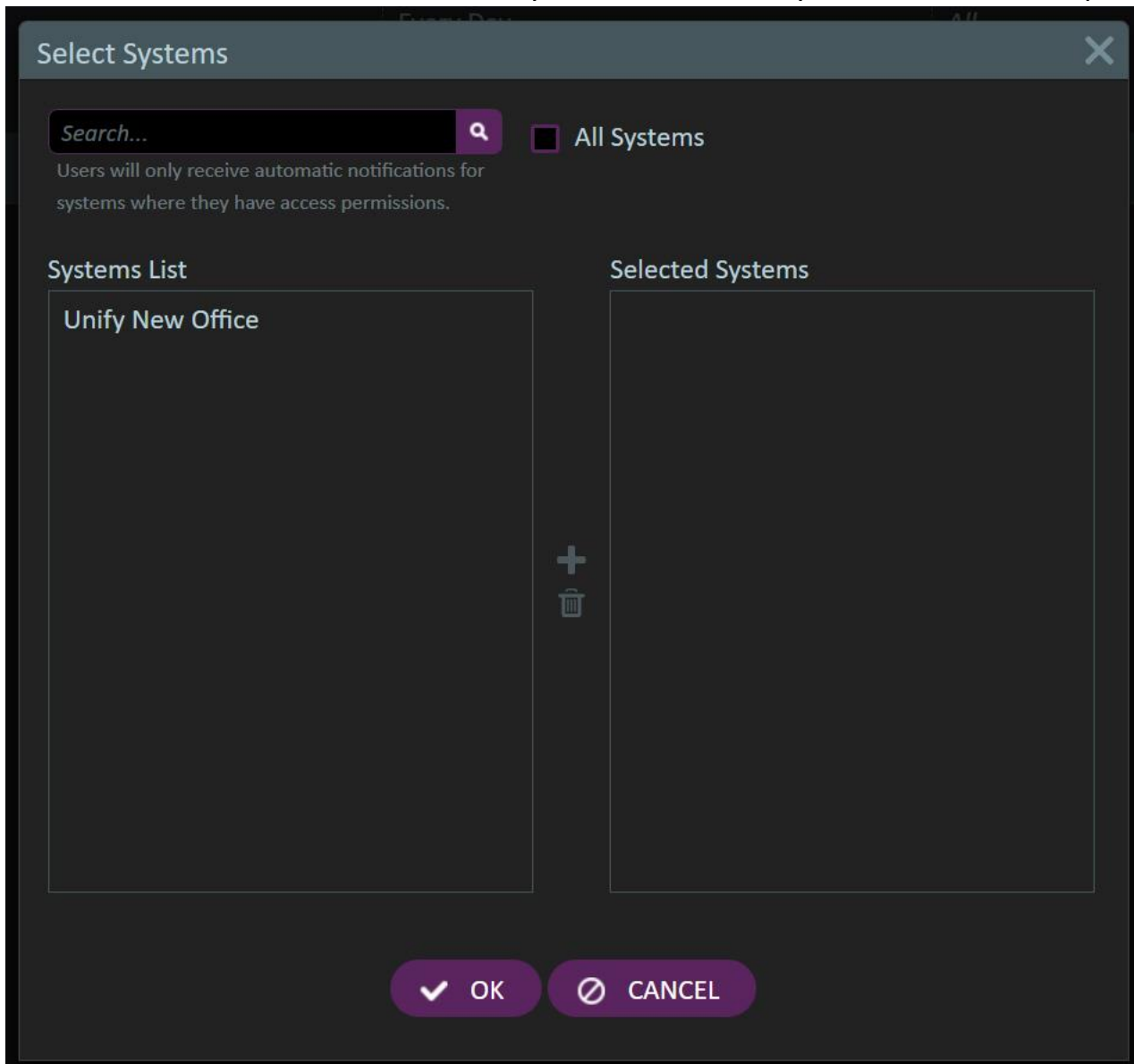


Figure 21 System Removed

3.10 Alarm emails will only be delivered for the defined alarm types to the recipients listed on each row. To edit the recipients select the Recipients field.

The screenshot shows the 'Alarm Email Distribution' interface in RCWebVue. The interface includes a sidebar with navigation options like 'Unify Office', 'Systems', 'Enterprise Schedules', 'After Hours Templates', 'Navigation Groups', 'Navigation Trees', and 'Users'. The main content area displays a table with the following data:

Alarm Types	Days	Systems	Recipients	HTML
5 - Comm	Every Day	All	[Redacted]	[Redacted]
8 - Watchdog	Every Day	All	[Redacted]	[Redacted]
46 - Email - Freezer/Cooler, 48 - Email - Cooling System, 49 - Email - Heating System	Every Day	All	[Redacted]	[Redacted]

A red arrow points to the 'Recipients' field in the third row, indicating that this field can be edited.

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Figure 22 Default Recipients

3.10.1 This will open the Selected Recipients pop up window. By default the recipients are entered by individual email addresses. Using the [User](#) and [Role](#) selections will be covered in later steps.

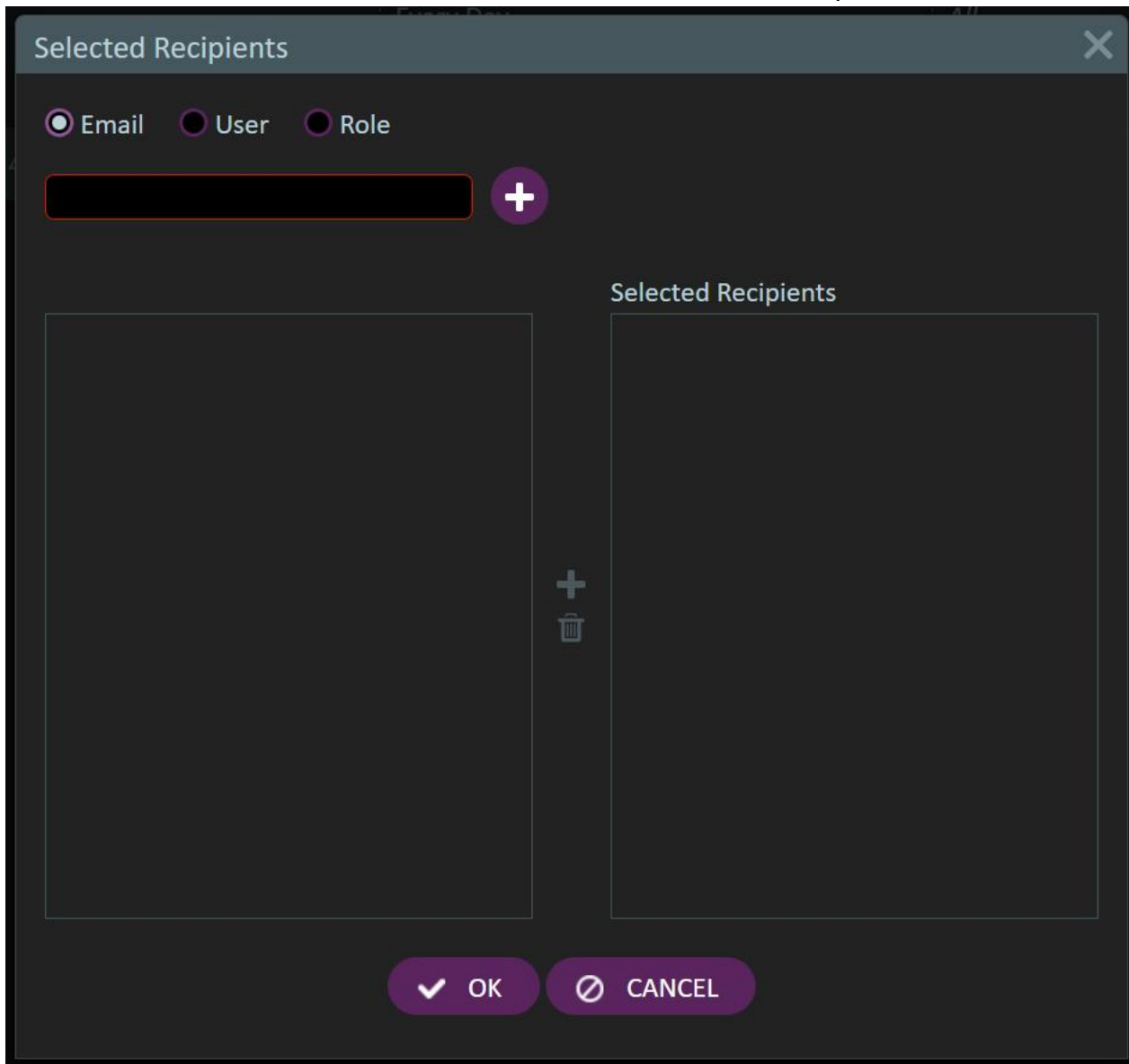


Figure 23 Selected Recipients Pop Up Window

3.10.1.1 To add a new recipient enter the email address or phone number to the text box then select the purple + icon to add the recipient.

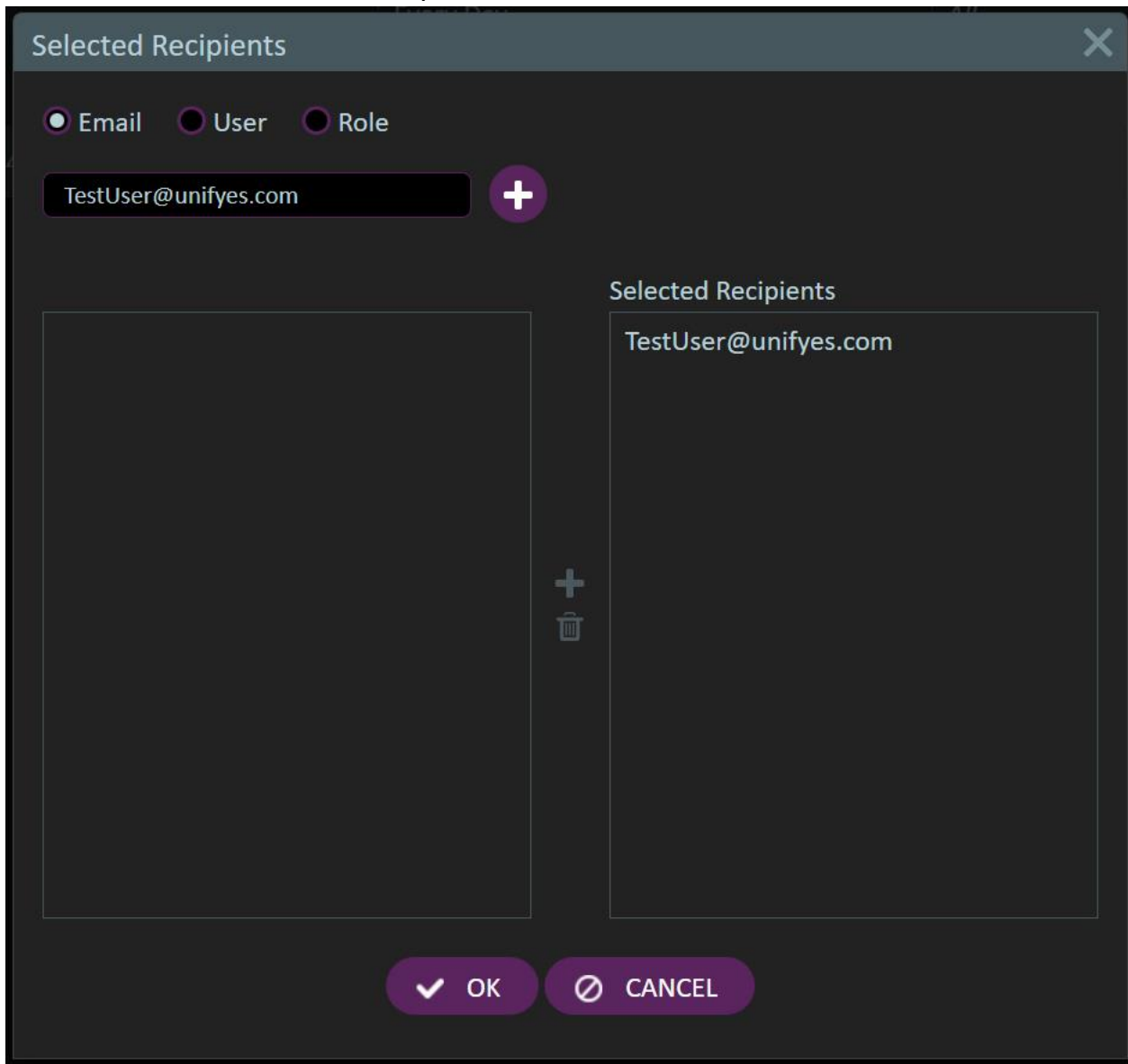


Figure 24 Email Added

- 3.10.1.2 Phone numbers must be converted using the carrier email to SMS gateway which is specific to each carrier.
 - 3.10.1.2.1 The specific carrier can be searched online.
 - 3.10.1.2.2 Example: Verizon is number@vtext.com
- 3.10.1.3 To remove a recipient from the Selected Recipient list select the recipient in the Selected Recipients pane then select the trash can icon.

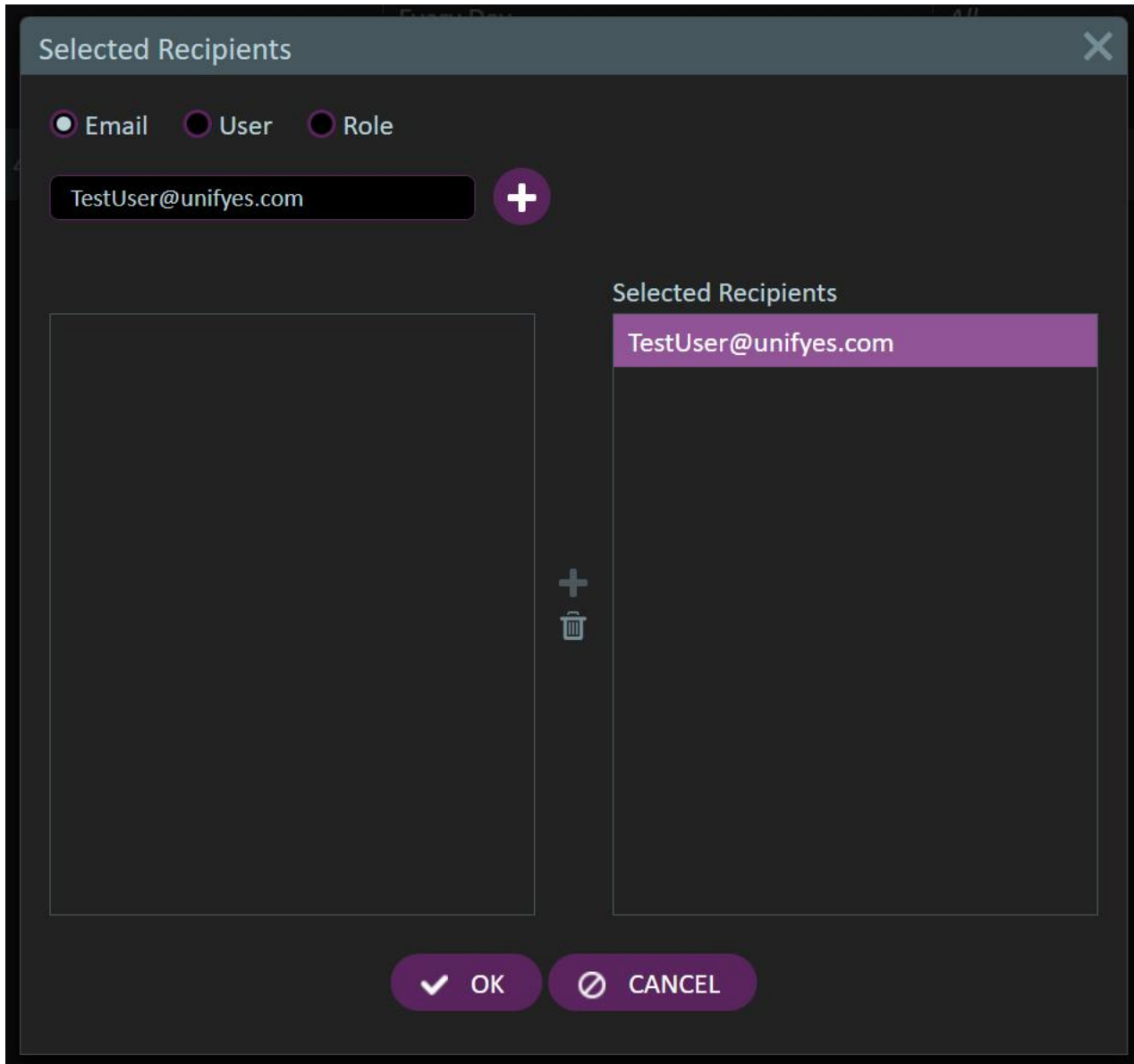


Figure 25 Selected Recipient Highlighted

3.10.1.4 Once the changes are verified select OK to save the changes.

3.10.2 Selecting User will display all users created in the WebView system.

3.10.2.1 Users with valid email addresses will appear in white text.

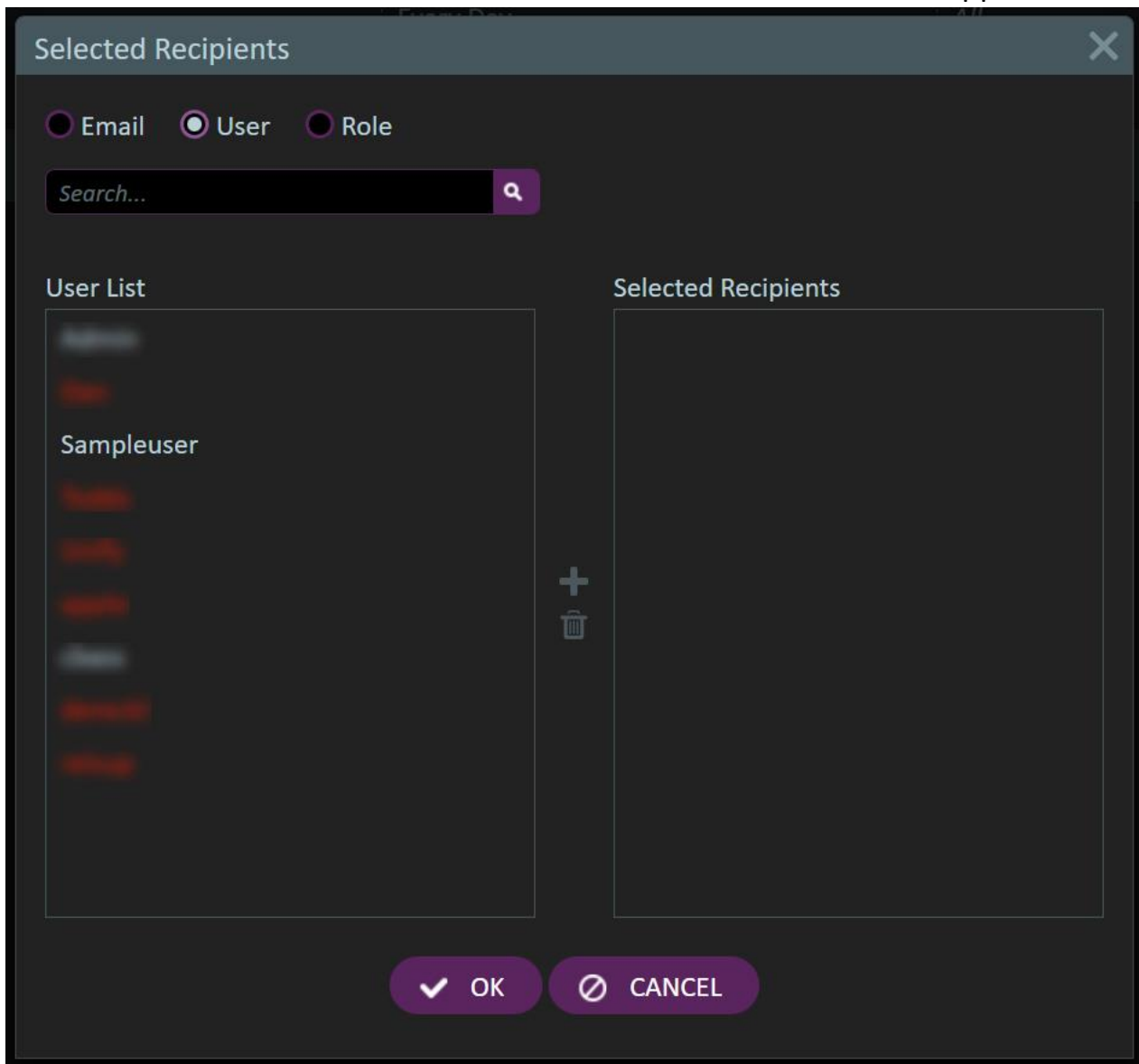


Figure 26 User List with Valid Email

3.10.2.2 Users with no email address will display in red text and no alarm emails will be delivered to that user.

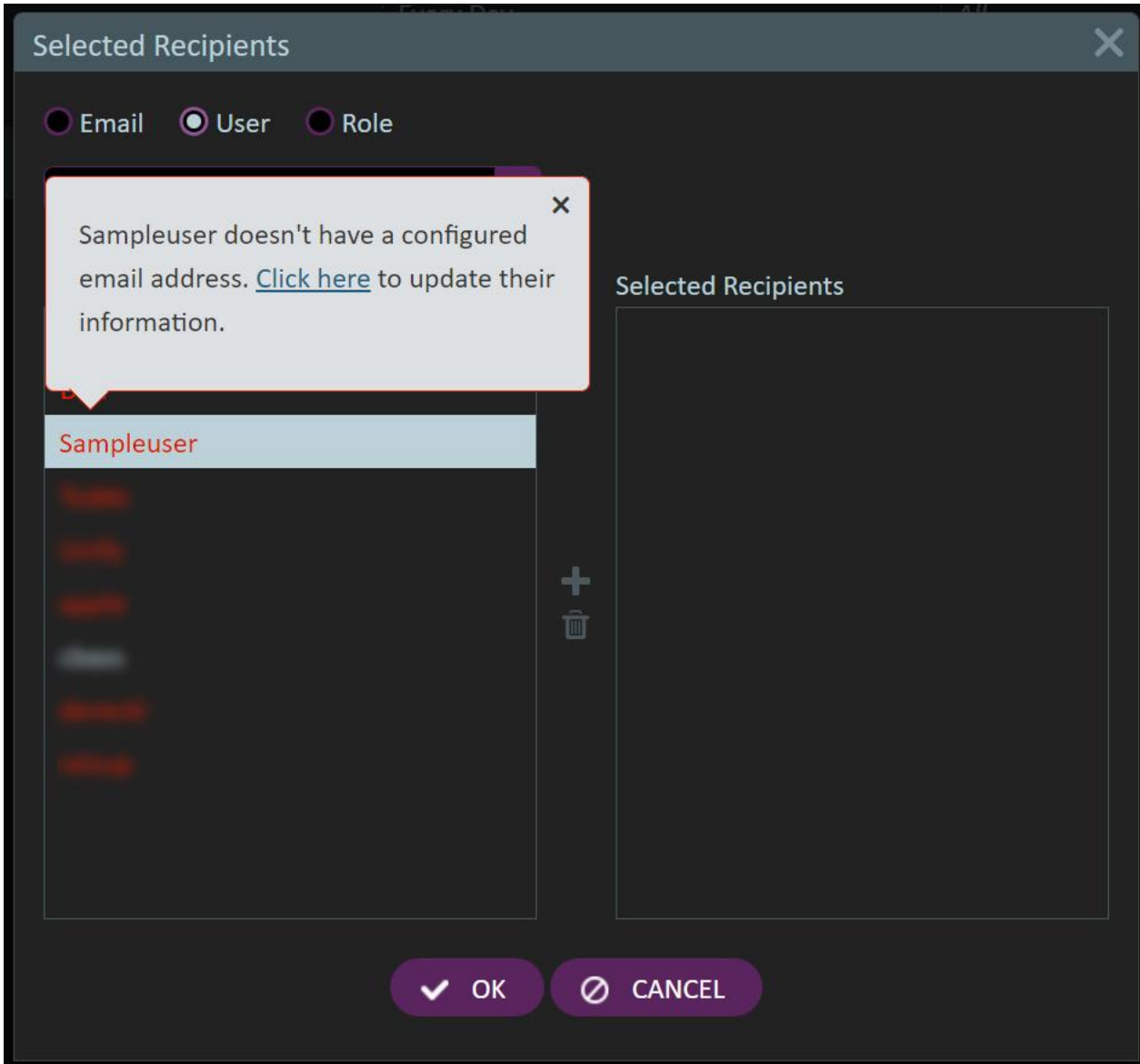


Figure 27 User List without Valid Email

3.10.2.3 Add and remove Users to the recipient list using the + and trash can icons.

3.10.2.4 Once the changes are verified select OK to save the changes.

3.10.3 Selecting Role will display all user roles created in the WebView system.

3.10.3.1 Users that are assigned to the selected role and have a valid email address will receive the alarm emails.

3.10.3.2 Roles shown in red do not have access to the systems designated for the email distribution list.

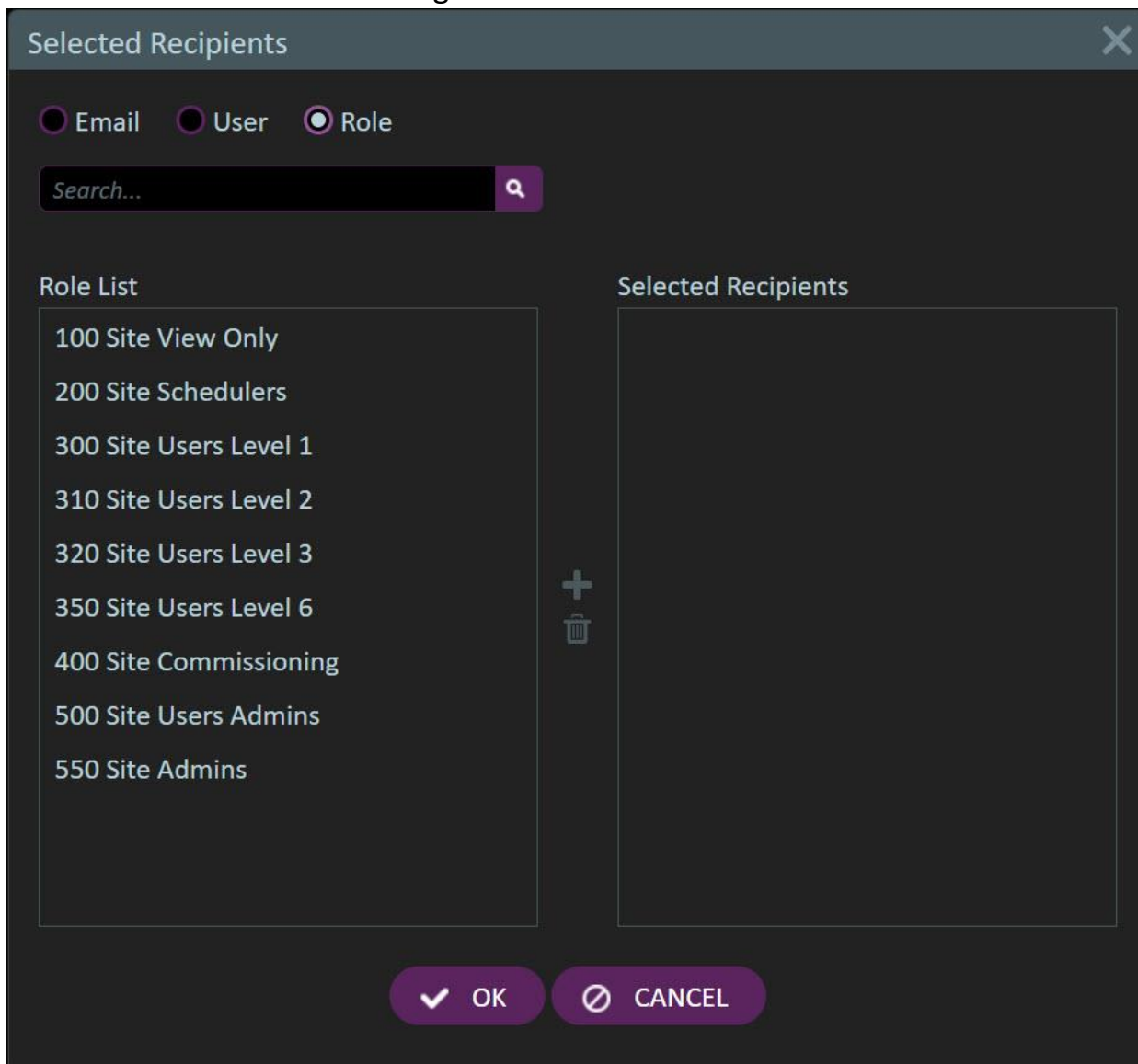


Figure 28 Role List

3.10.3.3 Add and remove Roles to the recipient list using the + and trash can icons.

3.10.3.4 Once the changes are verified select OK to save the changes.

3.11 Checking the HTML box will email with HTML formatting and contain a WebView log on link. Unchecked HTML messages will contain plain text only.

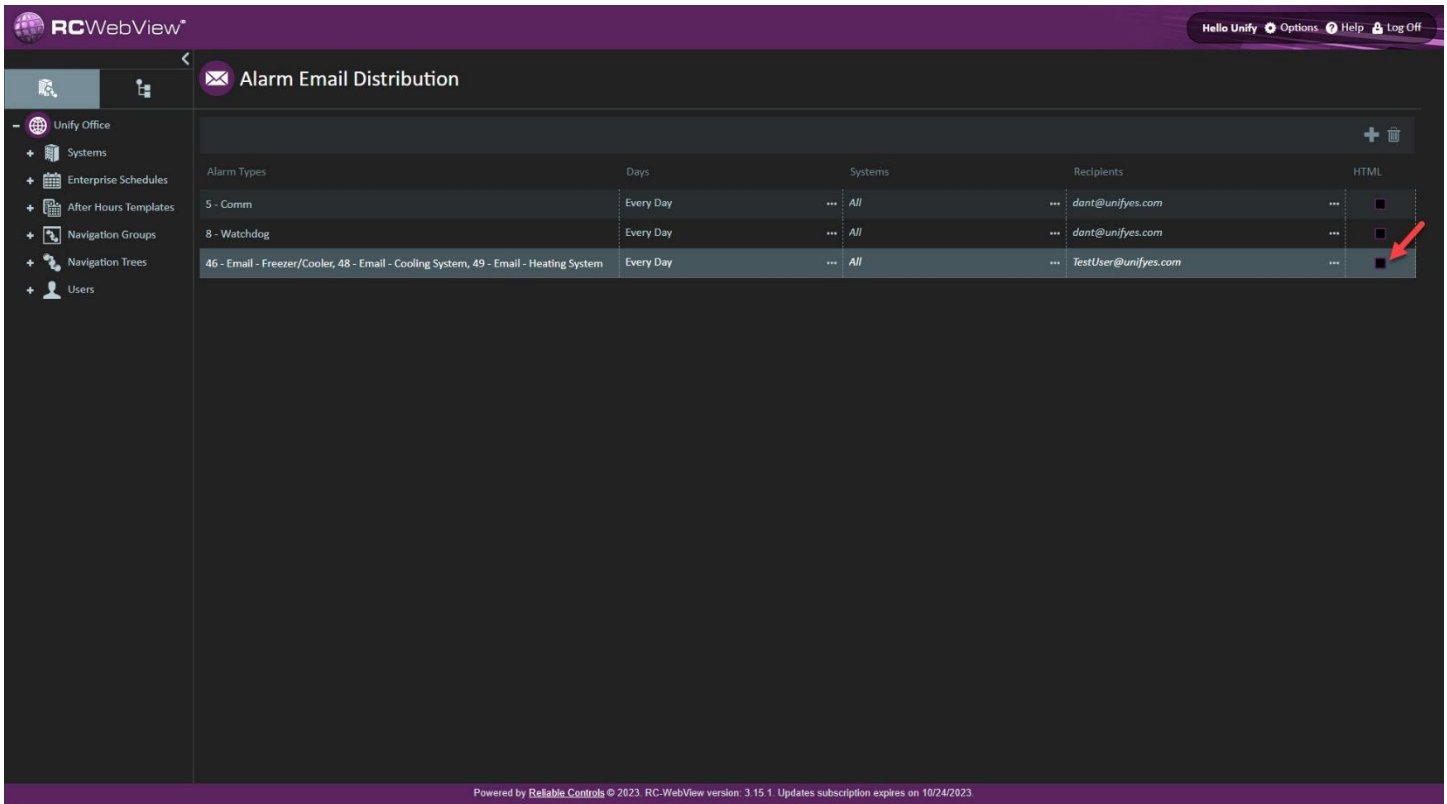


Figure 29 HTML Selection

3.12 Once all the fields have been configured the recipients shown will receive the alarm emails and/or text messages from the selected systems and alarm types shown in the entry.

The screenshot shows the 'Alarm Email Distribution' configuration page in RCWebView. The interface includes a sidebar with navigation options like 'Unify Office', 'Systems', 'Enterprise Schedules', 'After Hours Templates', 'Navigation Groups', 'Navigation Trees', and 'Users'. The main content area displays a table with the following data:

Alarm Types	Days	Systems	Recipients	HTML
5 - Comm	Every Day	All	[Redacted]	[Redacted]
8 - Watchdog	Every Day	All	[Redacted]	[Redacted]
46 - Email - Freezer/Cooler, 48 - Email - Cooling System, 49 - Email - Heating System	Every Day	All	TextUser@unifyes.com	[Redacted]

At the bottom of the page, a footer reads: 'Powered by Reliable Controls © 2022. RC-WebView version: 3.15. Updates subscription expires on 10/24/2023.'

Figure 30 Completed Recipient List Entry