

AutoText and SMS Listener Install Checklist

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For 2 way Autotext the SMS Listener is typically installed on the BoldNet Server. If there is no BoldNet server, the Pre-Install checklist below will need to be done on the media gateway or another server of their choice, and will need to have ports opened externally. If BoldNet is already installed, the Pre-Install Checks will already be in place on that machine. 2 way also requires VRT and VRT lines in the license.

Pre-Install Checklist

- Are the most recent update files downloaded?
- Does the installation user have full admin privileges?

The following Roles and Features must be added to the MediaGateway Server:

1.
 1. Application Server (Role)
 2. .NET Framework 4.5 with ASP.NET 4.5 and HTTP redirection (Feature)
 3. .Net Framework 3.5 (Feature) See the right for specific details.
 4. Telnet Client (Feature)
 5. Windows Powershell (Feature)

The following are only needed for 2 way without a BoldNet server. See above call out for more information.

1.
 1. Application Server - Web Server IIS Support (Role)
 2. Web Server IIS
 3. Web Server IIS ? Common HTTP Features ? HTTP Redirection
 4. Web Server IIS ? Application ? ASP.NET
 5. Web Server IIS ? Security ? Basic Authentication
 6. Web Server IIS ? Performance ? Dynamic Content Compression (Manitou 1.6.0 and higher)
 7. Web Server IIS ? Management Tools ? IIS 6 Management Compatibility and sub-items (Windows 2008 and higher)
- Can the Manitou server ping the BoldNet server by name?
 - Is MediaGateway installed and properly licensed?
 - Is the SMS Listener Setup downloaded? (Located in Critical Software on FileServer01)
 - Is the MediaGateway2 service set to run as a local user?
 - Open a run dialog and run services.msc
 - Within the Services window, right click on "Bold MediaGateway2" and select Properties
 - Open the Log On tab

- Select the "This Account:" Radio Button
- Enter in the MSSQL Account details
- Select "OK" to save changes and close the Services window
- Are the necessary ports open?

AutoText Install Checklist

- Open MediaGateway
- Select the Connector option under the UniversalConnector Node.
- Enter the password (pikespeak3) and select "Add"
- Change the Connector Type to SMS Gateway and specify a Connector Device Name (Typically "AutoText")
- Specify the Provider as the Service the customer is using.
- The settings to add will change slightly based on the provider, however, the information can all be added following the labels.
- The sending number will need to include the Country Code if the customer is located outside of the US.
- The "Test To Number" will not include the Country Code
- Specify the Default Country Number and Internal Country Prefix in the Media Gateway Options
- Select the "Options" Node
- Open the Default Menus page
- Save all Changes made (File ? Save)
- Import the Basic AutoText Menu (Temporary use until the SMS Listener is installed)
- Select the "Menu Items" Node
- Right click on Menu Configurations and select Import
- Import MS_AutoText Basic Notification (located in the MS_AutoText Menus folder within the SMS Listener Setup package.
- Save all Changes made (File ? Save)
- Add the AutoText Line Driver
- Select the "Line Drivers" Node
- Right click on Menu Configurations and select Import
- Select the next empty Line Driver dropdown and select the connector previously created (Typically "AutoText")
- Change the Line Function to AutoText
- Right Click on the currently blank Properties Space and select Properties
- Change the Menu to ATBASIC (The menu previously imported)
- Select OK
- Save all Changes made (File ? Save)
- Reload and Restart all Devices (
- Create a script message to send with AutoText
- Open the Supervisor Workstation on the Primary Server
- Open the Script Messages Page (Maintenance ? Script Messages)
- Enter Edit mode and select "Add"
- Give a Description for the Script Message (Typically "AutoText")
- Change the Type to Generic and select "OK"
- Enter in a basic message to be sent within the "Script Text" field.
- At the end of your message within the "Script Text" field, add {\$MCATBASIC} (ATBASIC will change based on the menu name specified)
- Select Save and Close the Supervisor Workstation
- Add the Reverse Channel Commands

- Open the Operator Workstation on the Primary Server
- Open the Monitoring Company (Maintenance ? Monitoring Company)
- Select Reverse Commands from the Jump To menu on the Right
- Enter Edit Mode
- Expand MediaGateway on the inner Left Menu
- Select "SMS - SMS Message"
- Match the Optional Parameters to the Parameters shown in the image below

Reverse Channel Command

Type: Response Type:

Group: Response Delay:

Command: Command Level:

Description: Command Detail:

User Group:

Availability

☐ Alarm Only

☐ Dealer User Allowed

☐ Customer User Allowed

☐ Restricted

☐ VRT User Allowed

☐ Web User Allowed

☐ Disabled

Attributes

☐ Connect Command

☐ Disconnect Command

☐ Request Binary Data

☒ Retransmission

☐ Transmitter Connection Required

Optional Parameters

	Field Type	Data Type	Label	Range	DB Value	Default	Format
▶	Database	Upper Case	Number	(null)	Contact Point		(null)
	Database	Upper Case	Text	(null)	Script Message		(null)
	Database	Upper Case	Serials	(null)	Rev Cmd Log Details		(null)
	Fixed Value	Upper Case	Area	(null)		1	(null)
	Fixed Value	Upper Case	Zone	(null)		1	(null)
	Database	Upper Case	Code		Event Code		
	Fixed Value	Integer	GoToUserOnFailure			1	
	Fixed Value	Integer	Sync			1	

- Save the changes
- Test sending a message with AutoText.
- Open the Operator Workstation if not already open
- Open a test customer (Ask customer for an account to test on)
- Open the Contact List from the Jump To menu on the right
- Enter Edit Mode and select "Add"
- Specify a name for the contact in the pop-up window
- Under the Contact section select the drop down arrow next to Site and select "AutoText"
- Select the Icon of the hand located next to the drop down arrow
- Specify Media Gateway as the Output Device type
- Select AutoText as the Service Provider
- Select the AutoText script created Earlier
- Specify a number to test with that can receive text messages
- Select OK on both windows, and then Save changes.
- Select "Action Patterns" from the Jump To menu on the right
- Enter Edit Mode
- Select Customer from the menu on the inner left, and then select Add
- Specify "AUTOTEXT" as the Action ID and "Testing AutoText" as the Description
- On the new window, verify the Command is set to Contact, if not select the drop down and change it to Contact.
- Within the Contact List, select the AutoText number we created and select "Add Command"
- Save Changes

- Select Systems from the Jump To menu on the right
- Enter Edit mode
- Under the Event Actions Programming Section specify a new event (Typically BA or any other unused alarm generating event code)
- The TX Area and Zone can all remain as the default of *
- Leave Alarm as Default
- Set the action ID to "AUTOTEXT" or the named Action Pattern created previously
- Select Save
- Open the Manual Signal Utility (Tools ? Manual Signal)

The next steps the customer must be aware of. A live signal will be sent into their queue

- Select an available Transmitter
- Specify the Event we programmed for the action pattern (BA)
- Send the Signal
- Open the Alarm Queue (Operations ? Alarm Queue)
- Double click on the Alarm sent in
- Double click on the Action Pattern action for AutoText
- Verify the script message has been received on the contact's phone.

SMS Listener Install Checklist

The following only need to be done if the customer is using 2 way. These steps need to be done on the Web Server which is typically BoldNet, but it could be any server including the MediaGateway. Refer to the Call out at the top of the page for more information.

- Download the SMS Listener Setup Package to their BoldNet server. (Or server that will have Web capabilities.)
- Within the setup package, run AspNetMVC3ToolsUpdateSetup.exe as administrator
- Once complete, run the AspNetMVC4Setup installer.
- Copy the SmsListener folder to the bold wwwroot directory (Typically the default directory at C:\inetpub\wwwroot)
- Create a SMS temp directory, DO NOT USE TEMP or TEMP2. (should generally be C:\SMS)
- Share the created SMS directory with "Everyone"
- Right click on the folder and select properties
- Open the Security Tab and Select "Edit..."
- Select "Add..."
- Type in Everyone in the object names box and select "OK" (You may need to change the location to the local machine if on a domain)
- Change the Permissions for Everyone to Allow Full control
- Select "OK"
- Open the Sharing Tab and Select "Share"
- Everyone should already be listed as a name, if not type in Everyone and select "Add"
- Verify Everyone has the Read/Write Permission Level
- Select "Share", then "Done"
- Close the TEMP Properties window

- Within the SmsListener directory in wwwroot Open SmsListener.cshtml with notepad
- There will be 2 instances to specify the temp directory, change this based on the file temp file name created (TEMP or TEMP2)
- Open Internet Information Services
- Expand the server name ? Sites ? Default Web Site (may be different if there is a specified Bold site)
- Right click the SmsListener directory and select "Convert to Application"
- Verify the Alias is set to "SmsListener" and the Application pool is set to ".NET 4.0 Integrated" (Typically the DefaultAppPool)
- Select "OK"
- The SmsListener site is now live, test navigating to the site.
- Open a browser
- Navigate to <https://<Web Server URL>/smslistener/smslistener.cshtml>
- The top of the loaded page should show "YOUR HOSTNAME <Your IP Address> IS NOT AUTHORIZED"
- Open the TEMP directory previously created, there should not be a document in the folder called
- SmsListener_Log.txt
- Open the text document and verify there is an entry for the blocked request
- Close the text document and any other remaining open windows
- On the MediaGateway Server, open the MediaGateway
- Select the "Connector" Node from the left
- Open the AutoText connector created from the previous steps and select "EDIT"
- Change the Response directory to the TEMP directory created on the Web server (typically formatted as \\SERVERNAME\TEMP2
- Select Update and then save changes (File ? Save)
- Reload and restart all devices (File ? Re-load & Restart all Devices)
- Check the Activity Log for any errors while the line drivers restart
- Upload a response Menu into the MediaGateway to test receiving responses
- In the MediaGateway select the Menu Items node
- Right Click on Menu Configurations and Select Import
- Import the AutoText Notify and Cancel Menu
- Assign the Menu to your AutoText Line Driver
- In the MediaGateway, select the Line Drivers node
- Right Click in the Properties area of the AutoText Line Driver
- Select the newly imported menu (ATNOTIFY)
- Select OK
- Save all changes (File ? Save)
- Re-load and Restart all Devices (File ? Re-load & Retart All Devices)
- Change the Script for testing AutoText from the Basic script to the Notify and Close script
- Open the Supervisor Workstation on the Primary Server
- Open the Script Messages Page (Maintenance ? Script Messages)
- Enter Edit mode and select the previously created AutoText menu.
- Change the script text to say something similar to "A {ET} alarm {ZD} {PO} occurred on {DT} at {TM}. Please send 1 to cancel."
- Change the ending Menu identification from {\$MCATBASIC} to {\$MCATNOTIFY}
- Select Save and Close the Supervisor Workstation
- Test sending a signal and closing the alarm via SMS messaging
- Open the Operator Workstation
- Open the account previously used for testing AutoText

- Verify the programming is still in place and that the AutoText contact and number have not changed.
- Send a manual signal following the same process as before
- Grab the signal and start the action pattern.
- Once the SMS message has been received, reply to the message with "1"
- Watch the MediaGateway log to verify the response is received.
- Once the response has been received, verify the alarm has now been canceled.
- Once the alarm has shown as canceled, close the alarm.
- Delete the contact created on the customer (Verify with the customer before doing this step, they may want to keep it for testing.)
- Close the Supervisor Workstation and any other windows open.
- Notify the customer the work is done!

Troubleshooting AutoText

Common Error #1 - The MediaGateway is showing errors in the Activity Log that it can not access the Response Director TEMP. This error will display if the file is not shared or the MediaGateway is running as a System Account instead of a Local User

Steps to Troubleshoot

- Open a File Explorer Window
- Navigate to the shared Temp directory (\\ComputerName\TEMP)
- If the directory opens, the file is accessible, if not verify permission and sharing settings
- If the directory opens but MediaGateway is still stating that it cannot access the directory
 - This will mean the MediaGateway is still running as a System Account
 - Open a run dialog and run services.msc
 - Within the Services window, right click on "Bold MediaGateway2" and select Properties
 - Open the Log On tab
 - Select the "This Account:" Radio Button
 - Enter in the MSSQL Account details
 - Select "OK" to save changes and close the Services window
- On the Primary Server open the MSM
- Right click on the MediaGateway and select Stop
- Right click on the MediaGateway and select Start
- Open the MediaGateway Console and verify the error messages are no longer occurring

Provider Information

Clickatell:

- New Clickatell accounts are going to use the following URL Send, as clickatell has changed their API.
- What's seen below is for 2 way, for 1 way just remove the "from={4}".

	Provider:		
	User {0}:	huroniaalarms	Sending Number {4}: 16477927124
	Password {1}:	*****	Country Code Prefix: 1
	Test To Number {2}:	7194258487	Test Message {3}: Test
	URL Send:	https://platform.clickatell.com/messages/http/send?apiKey=20H7R5j4Q4GS1-JHyFPUXA==to={2}content={3}from={4}	
	Receive (Rest API):		Seconds: 0
	SMS Provider ID:	CLICKATELL	Good Response: ID
	From Number:	fromNumber	Message: text
	To Number:	toNumber	Message ID {5}: messageId
	Response Directory:	\\HAFSBOLDNET01\SMS	Message ID Value {6}

BoldTextMe (One way only)

	Add Remove Edit Update Cancel		
	Connector Driver Name: BOLD TEXTME		
	Test		
	Seconds: 0		
	Good Response:		
	Message:		
	Message ID {5}: Message ID Value {6}		