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X-Force Computed Alarm Engine



Once alarm is identified and effected with the sequence number then it will be processed further to generate notification which can be in form of mail, SMS, Manual alarm generation, SIP or calling, etc. It also maintains PLC parameters' bit on as per predefined logic.

1. GSM Modem out of Text mode

1.1. Event / Symptoms

<< What problem has occurred >>

Due to some reason, the GSM modem come out of text mode, and the Alert SMS facility stopped working

<< What are the symptoms of problem >>

GSM modem stop send SMS

1.2. Cause Identified

<<Description of Cause >>

May be because of power interruption or communication problem GSM modem comes out of the text mode.

<<Step by Step investigation carried out >>

- Close X-Force Computed Alarm Engine Application and start HyperTerminal or Putty to connect with GSM mode.
- Connect using serial cable and set all RS232 protocol parameters, and set in text mode using AT commands.
 - AT <Enter>
 - AT + CMGF = 1 <Enter> à to put GSM modem in text mode.
 - AT + CMGS = "Phone Number" <Enter>
 - > "Type your Message here" CTRL + Z à to send SMS.

1.3. Resolution

After applying the above solution the issue will solve for some time.

1.4. Measures / Precautions

<<Measures & precautions to take to avoid any such problems in future >>

2. SMS is not triggering

1.1. Event / Symptoms

<< What problem has occurred>>

The Sequence and trigger are being activated but the SMS does not trigger

<< What are the symptoms of problem>>

The Triggered SMS are listed in the X-Force Computed Application. but failed to send the SMS.

1.2. Cause Identified

<<Description of Cause>>

X-Force Alarm Engine app not able to send the SMS.

<<Step-by-Step investigation carried out>>

Send SMS using the HyperTerminal or Putty. SMS will sent successfully. But, the application is not able to send the SMS when it triggered by the trigger.

1.3. Resolution

<<Description of Resolution. Steps carried out to resolve the issue>>

This was generated when the system OS was crashed and reinstallation was done to start the system.

This issue was solved the replacing the X-Force Computed Alarm Engine application.

1.4. Measures / Precautions

<<Measures & precautions to take to avoid any such problems in future >>