

# AlertManager

AlertManager is your 24 hour watchdog, it sits there quietly in the background monitoring all the critical components of your site. If it detects a problem or a warning it sends an instant SMS or email to your mobile or internet enabled cell phone.

*The alerts are endless for supported systems and devices.*

The system is designed with rules such as, only send alerts between certain times i.e. 8pm to 7am, Monday to Friday for a particular function such as "excessive voids" or "PIPI offline"

Alert Type	Alert Name	M	T	W	Th	F	S	Su	Delay	Hour Start	Hour End	Phone Nk
Alarm Data	PCC Selftest	●	●	●	●	●	●	●				
Alarm Data	PCC Emergency Stop	●	●	●	●	●	●	●	5			
Alarm Data	UPI Selftest	●	●	●	●	●	●	●				
Alarm Data	UPI Offline	●	●	●	●	●	●	●				
Alarm Data	UPI LineError	●	●	●	●	●	●	●				
Alarm Data	Pole Price Sign Offline	●	●	●	●	●	●	●				
Alarm Data	Automatic Tank Gauge Option Offline	●	●	●	●	●	●	●				
Alarm Data	Data File Device Error	●	●	●	●	●	●	●				
Alarm Data	Data File Event	●	●	●	●	●	●	●				
Alarm Data	PIPI Offline	●	●	●	●	●	●	●				
Alarm Data	Automatic Tank Gauge Option Event - Stic Error	●	●	●	●	●	●	●				
Alarm Data	Automatic Tank Gauge Option Event - Product Low	●	●	●	●	●	●	●				
Alarm Data	Automatic Tank Gauge Option Event - Product High	●	●	●	●	●	●	●				
Alarm Data	Automatic Tank Gauge Option Event - Water High	●	●	●	●	●	●	●				
Alarm Data	Automatic Tank Gauge Option Event - Leak	●	●	●	●	●	●	●				
Alarm Data	Automatic Tank Gauge Option Event - Sudden Loss	●	●	●	●	●	●	●				
Alarm Data	Automatic Tank Gauge Option Event - General Alarm	●	●	●	●	●	●	●				
Alarm Data	Scheduled Price Change	●	●	●	●	●	●	●				
POS	Voids	●	●	●	●	●	●	●		20:00	7:00	
POS	End of Day	●	●	●	●	●	●	●				
PC	Database Backup	●	●	●	●	●	●	●		9:00	21:00	
PC	PC Temperature	●	●	●	●	●	●	●				

AlertManager for service stations is designed to handle alarms from the Postec Forecourt Controller following is a list of supported alarms.

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Device		Event		Data 1		Data 2	
PCC	1	Selftest	8	PROM fail	bit 0	N/A	0
				CPU R/AM fail	bit 1	N/A	0
				External R/AM Bank 0 fail	bit 2	N/A	0
		Emergency Stop	50	N/A	0	N/A	0
UPI	2	Selftest	8	PROM fail	bit 0	UPI Node	1-4
				CPU R/AM fail	bit 1	UPI Node	1-4
				N/A	0	UPI node bitmap	bits 0..3
		Line Error	10	N/A	0	UPI node bitmap	bits 0..3
Pole Price Sign	31	Offline	2	N/A	0	N/A	0
CAT	4	Offline	2	N/A	0	CAT Num	0-32
		Data 1	52	Paper Out	bit 0	CAT Num	0-32
				Paper Low	bit 1	CAT Num	0-32
				Offline	bit 2	CAT Num	0-32
				Door Open	bit 3	CAT Num	0-32
				Buffer Full	bit 4	CAT Num	0-32
		Data 2	53	Self-test Fail	bit 5	CAT Num	0-32
				Power Fail	bit 0	CAT Num	0-32
				Battery Low	bit 1	CAT Num	0-32
Unrecoverable Error	bit 2			CAT Num	0-32		
Paper Jam	bit 3			CAT Num	0-32		
Automatic Tank Gauge Option	6	Offline	2	N/A	0	Tank Num	1-16
		Product Low	bit 1	Tank Num	1-16		
		Product High	bit 2	Tank Num	1-16		
		Water High	bit 3	Tank Num	1-16		
		Leak	bit 4	Tank Num	1-16		
		Sudden Loss	bit 5	Tank Num	1-16		
General Alarm	bit 6	Tank Num	1-16				
Data File	15	Device Error	03	UPI config checksum error	1	N/A	0
				Aux devices checksum error	2	N/A	0
		Event	29	Shift Control Data update	22	ID number	0-99
				Scheduled Grade Price change due	28	N/A	0
		STM Data Available	33	N/A	0		
PIPI	11	Offline	2	N/A	0	N/A	0

The following types of alerts are also available for Quicken Point of Sale:

- End of Shift performed including total sales
- End of Day performed including total sales
- System back up failed
- No Sale/Voids/Cancel per hour (when system detects 10 voids/cancel have occurred in an hour an alert will be sent)
- Cash in drawer has exceeded max
- Customer has reached credit limit
- Till variance exceeds \$10
- Stock take variance
- Till has no performed a sales in 30 minutes

Alerts are also available for supported IBM hardware using the Remote Access Monitor.