

GETTING STARTED GUIDE

EMEMS

ALERTWERKS EMEMS SOFTWARE

24/7 TECHNICAL SUPPORT AT 1.877.877.2269 OR VISIT BLACKBOX.COM

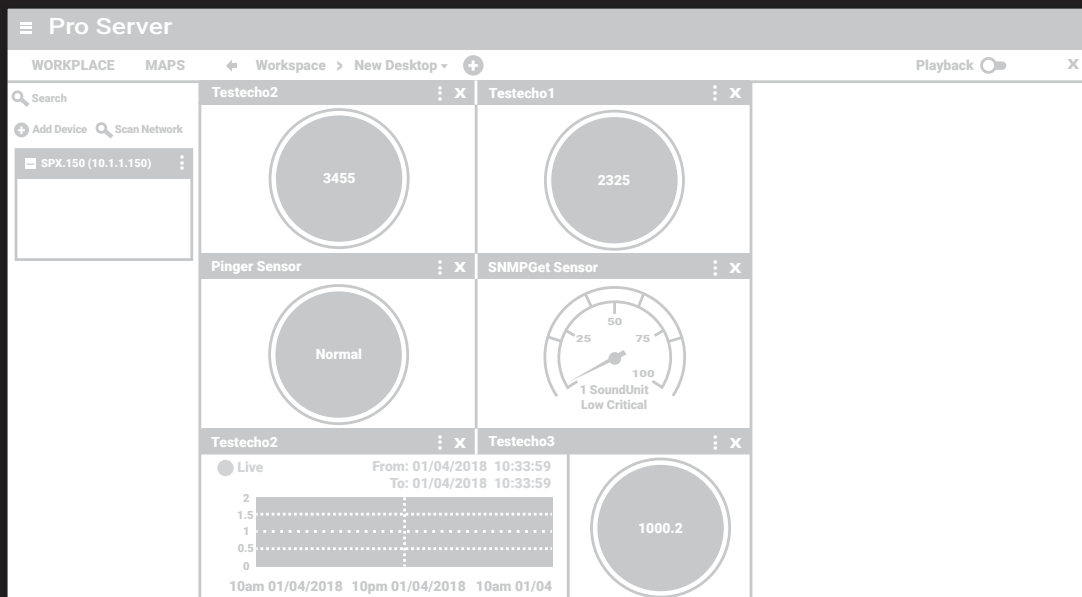


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CHAPTER 1: OVERVIEW

1.1 INTRODUCTION

This manual is a Getting Started Guide. It is a walkthrough of the HTML5 UI of EMEMS Software and a demonstration of its important features.

This is not a complete setup manual. We'll explain only the important sections with a little more detail.

98% of AlertWerks features are also on the HTML5 UI and configuring them matches the Windows client (wx).

1.2 EMEMS SOFTWARE FEATURES

- EMEMS Software has a built-in web server (HTML UI) that provides access to AlertWerks management without installing a separate AlertWerks client program. You just need an HTML5 compatible web browser running on any device to be able to manage your AlertWerks installation (more on this feature later).
- Supports new sensors such as ILPM and Temperature and Humidity Sensor String.
- AlertWerks code is written on a modern compiler, so it has better performance on modern OS's.
- AlertWerks now has a memory dump feature that will help troubleshoot and fix issues. Your support staff and engineers will primarily use this feature.

Further development and new features will be added to the HTML5 interface.

NOTE: Some existing features are missing from the HTML UI, but the feature coverage is over 98% compared to the Windows client.

- AlertWerks is fully Unicode aware; you can specify and use Unicode characters (for example, for path names and action names).
- The Backup & Restore feature should produce smaller backups when video recording is used (it doesn't include the Reserved folder in the backup).
- EMEMS Software includes a graph library.
- When you uninstall EMEMS Software, the default option is to keep your user data and settings (but you can choose to remove them).

Licensing features for AlertWerks:

- The product requires activation for using more than one sensor of each type, but the demo usage doesn't require online registration with email. AlertWerks will use an offline Default license.
- If you already have a paid Active license and online access, AlertWerks will automatically activate itself after installation. There is no need to run the Activation Wizard on first use.
- You can also activate using a license file that has been sent over email. There is no need to copy and paste a long activation key (but this method is still supported).

CHAPTER 2: INSTALLATION AND UPGRADE

Installation is designed to be simple and easy. To install, run the installer and follow the wizard.

2.1 SERVER INSTALLATION

If you have used AlertWerks installer before, the steps are identical, except for configuring the built-in web server's ports for the server installation.

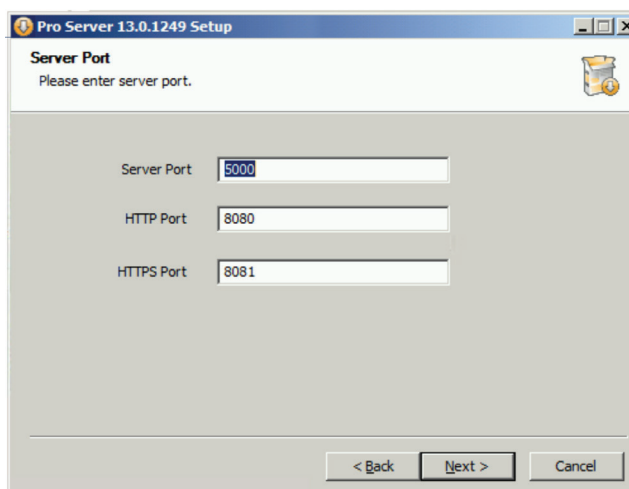


FIGURE 2-1. SERVER PORTS

The installer will ask you for ports for the Web UI (HTTP, HTTPS) and server port (which is used by the monitored devices to communicate with AlertWerks).

You may change them if the ports are in use by other applications, e.g. Oracle database server Web UI. The installer will check and notify you if the ports are in use.

Important note: You need to ensure that your firewall, security or antivirus software is not blocking the ports noted above, or that any other application running on the computer is not using these ports. For example, Skype, which can run on port 8080.

2.2 CLIENT INSTALLATION

The Windows client installation in AlertWerks won't ask you for the web server's port configuration as it's a server component.

However, normally you don't need to install AlertWerks client software if you have a web browser on the device - except for when using some of the Windows client-only features.

Here are some installation examples:

1. Install Server with Client - you can manage AlertWerks locally with both the Windows client and the HTML5 UI.
2. Install Windows Client Only - you can manage AlertWerks locally with both the Windows client and the HTML5 UI.
3. Access the Server from Web Browser from Another Device (Mobile or Desktop) - you don't need to install anything on your device, just open the server's URL and log in to manage it.

CHAPTER 2: INSTALLATION AND UPGRADE

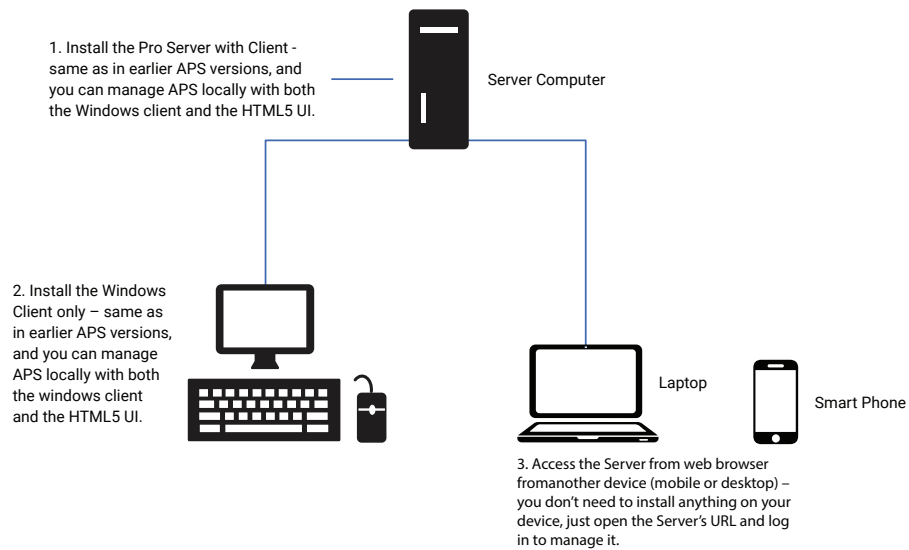


FIGURE 2-2. INSTALLATION

CHAPTER 3: HTML5 INTERFACE

There is a built-in web server (HTML UI) in AlertWerks that provides access to AlertWerks management without installing a separate AlertWerks Windows client program.

You need an HTML5 compatible web browser running on any device (mobile or desktop) to be able to manage your AlertWerks installation. Just open the server's URL and log in (see on the next page).

Important note: the HTML UI is designed for Google Chrome and Firefox only (no Safari, Edge or MS IE browsers), and we only support these browsers. You'll get a warning pop-up message if you log in with an unsupported browser. Some features might not work correctly with an unsupported HTML5 compatible browser, such as MS Edge.

3.1 FEATURES

98% of AlertWerks features are also on the HTML5 UI, and configuring them matches the Windows client (wx). Changing a setting or adding an action or sensor etc. will also appear in the Windows client and vice versa.

You can view the changes made in the Event Logs which list the user and the device's IP address that made the change.

There are some HTML UI-only settings that are only accessible from the HTML5 UI, such as Language (for HTML display language) and Services (where you can change web server ports).

3.2 WORKSPACES AND DESKTOPS

All your workspaces, desktops, user settings and configurations are stored on the AlertWerks server and changing your device or browser will have no effect on your configured settings. They will "follow you" anywhere using either the Windows client or HTML UI (provided that you log in as the same user).

Please note: a desktop or workspace configured in the Windows (wx) client is not compatible with the HTML5 interface and vice versa. You'll need to recreate your environment for the different clients.

3.3 LOG IN TO HTML5 UI

To log in using the HTML5 interface, point your browser to the server's IP address and port. The default ports (8080 and 8081) can be seen on the previous page.

For example, to access AlertWerks on 10.1.1.121 IP address: <http://10.1.1.121:8080>

NOTE: By default, the HTTP is disabled on the HTML5 login so it will be redirected to <https://10.1.1.121:8081>. This can be changed in the Server Settings >> Services page.

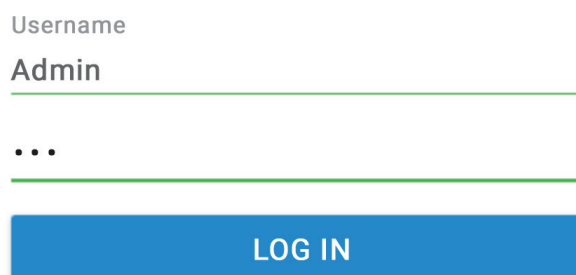


FIGURE 3-1. LOGIN SCREEN

NOTE: The default administrator username is Admin and you only have this username after first installation. The password is what you've set in the installer for the Administrator (Admin) username.



FIGURE 3-2. SET ADMINISTRATOR PASSWORD

3.4 DEFAULT WORKSPACE WITH SENSORS AND GRAPHS

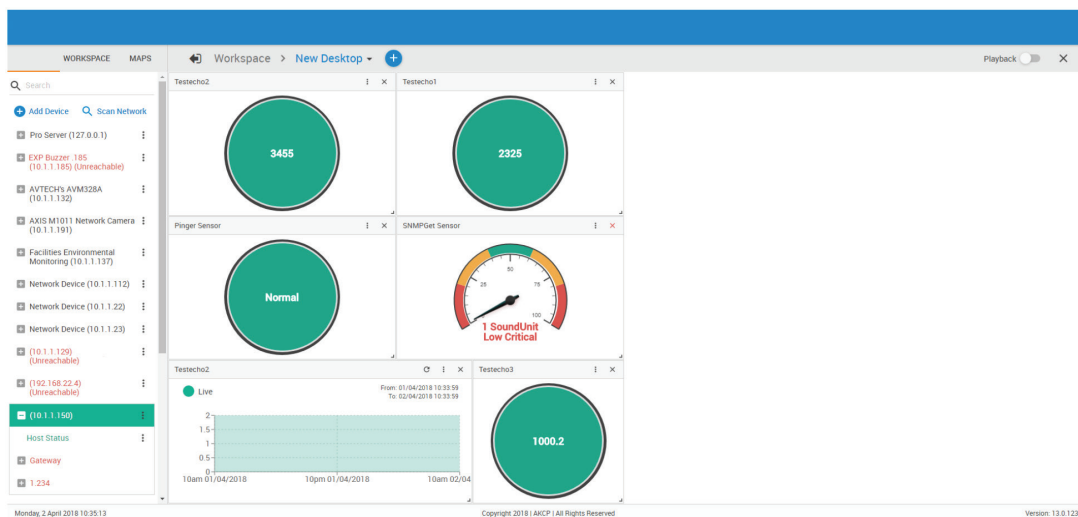


FIGURE 3-3. SENSORS AND GRAPHS

NOTE: By default, the workspace (New Desktop) is empty. You need to drag and drop sensors on it to display them.

CHAPTER 3: HTML5 INTERFACE

3.5 WORKSPACES

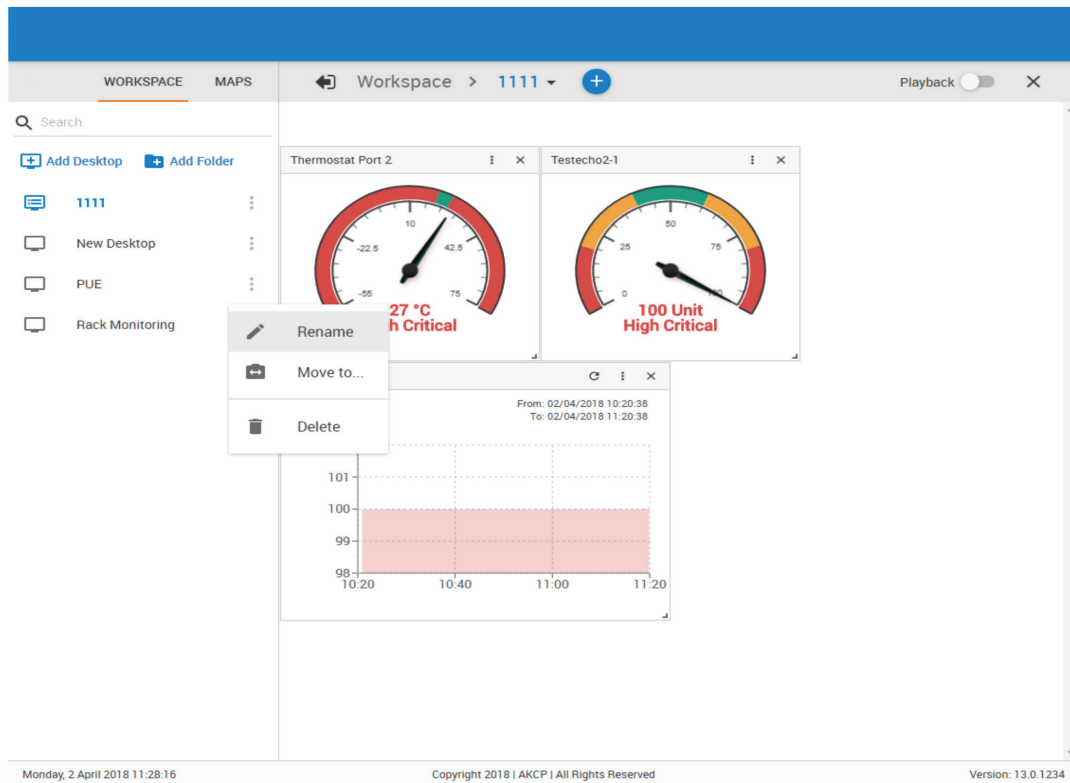


FIGURE 3-4. WORKSPACE

3.6 MAPS

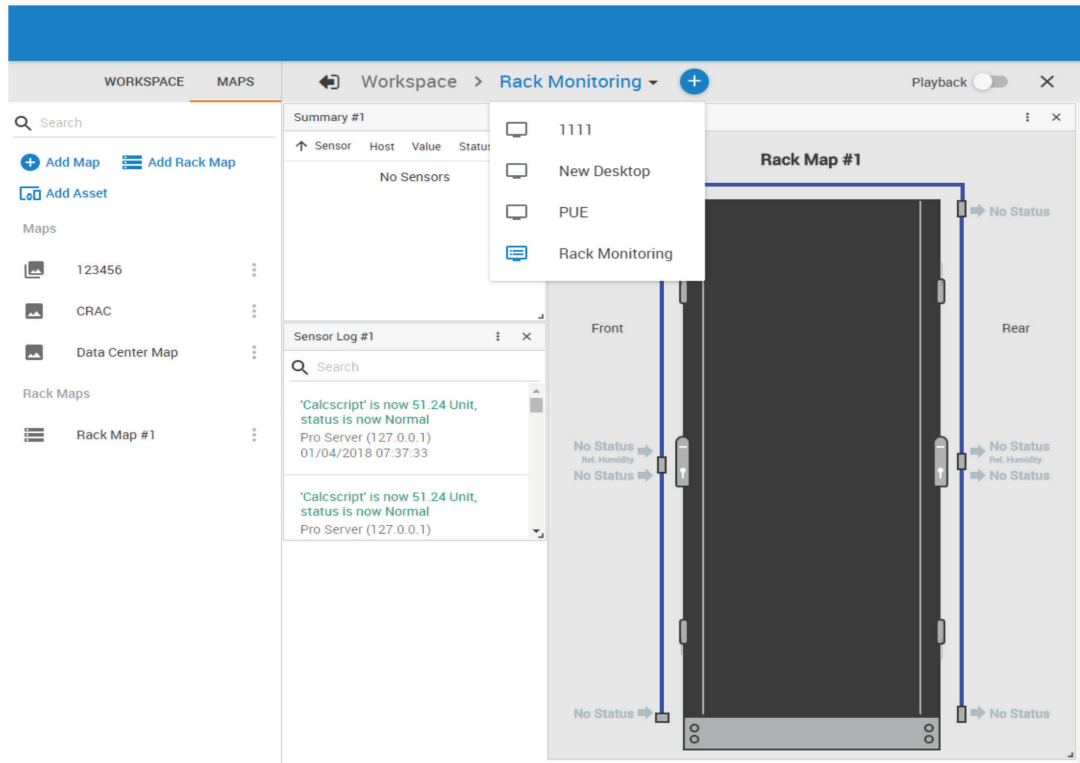


FIGURE 3-5. MAPS

You can manage sensor maps and rack maps from here.

CHAPTER 3: HTML5 INTERFACE

3.7 VIDEO PLAYBACK

NOTE: Live video view from the cameras needs to be dragged to a desktop. Recording Policies must be configured to be able to use this feature.

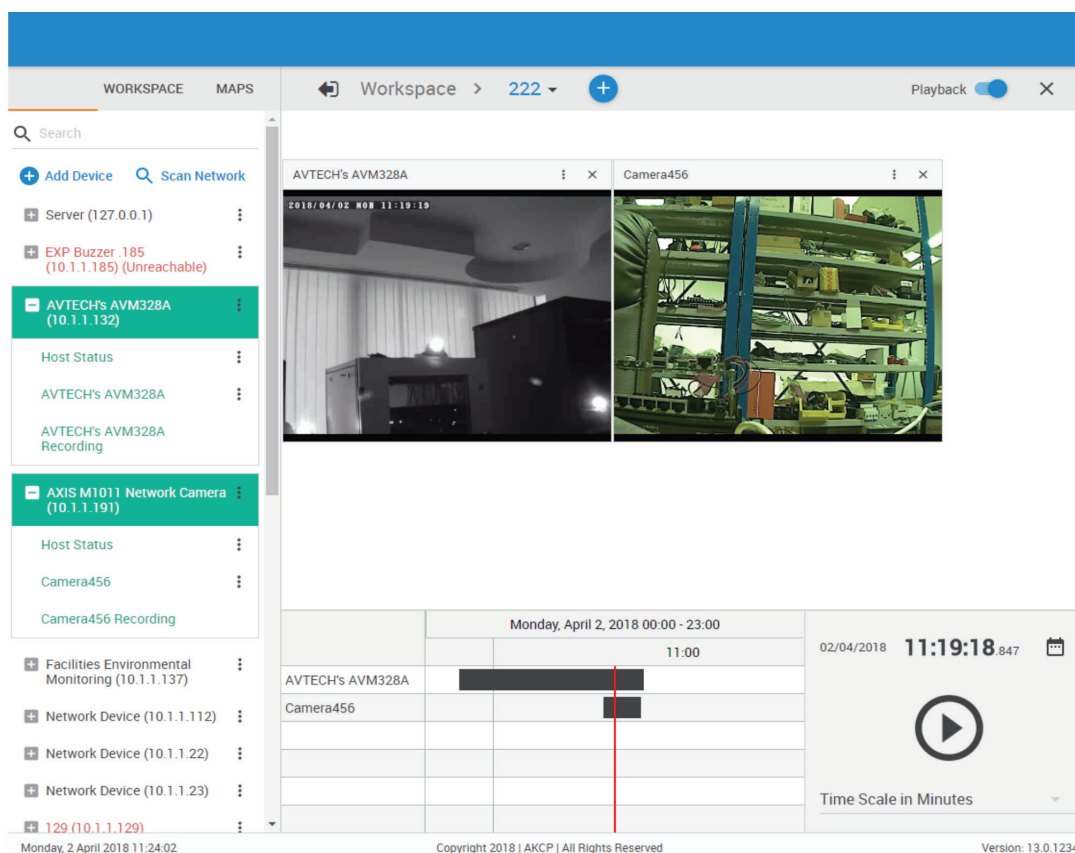


FIGURE 3-6. VIDEO PLAYBACK

CHAPTER 4: MENU AND OPTIONS WALKTHROUGH

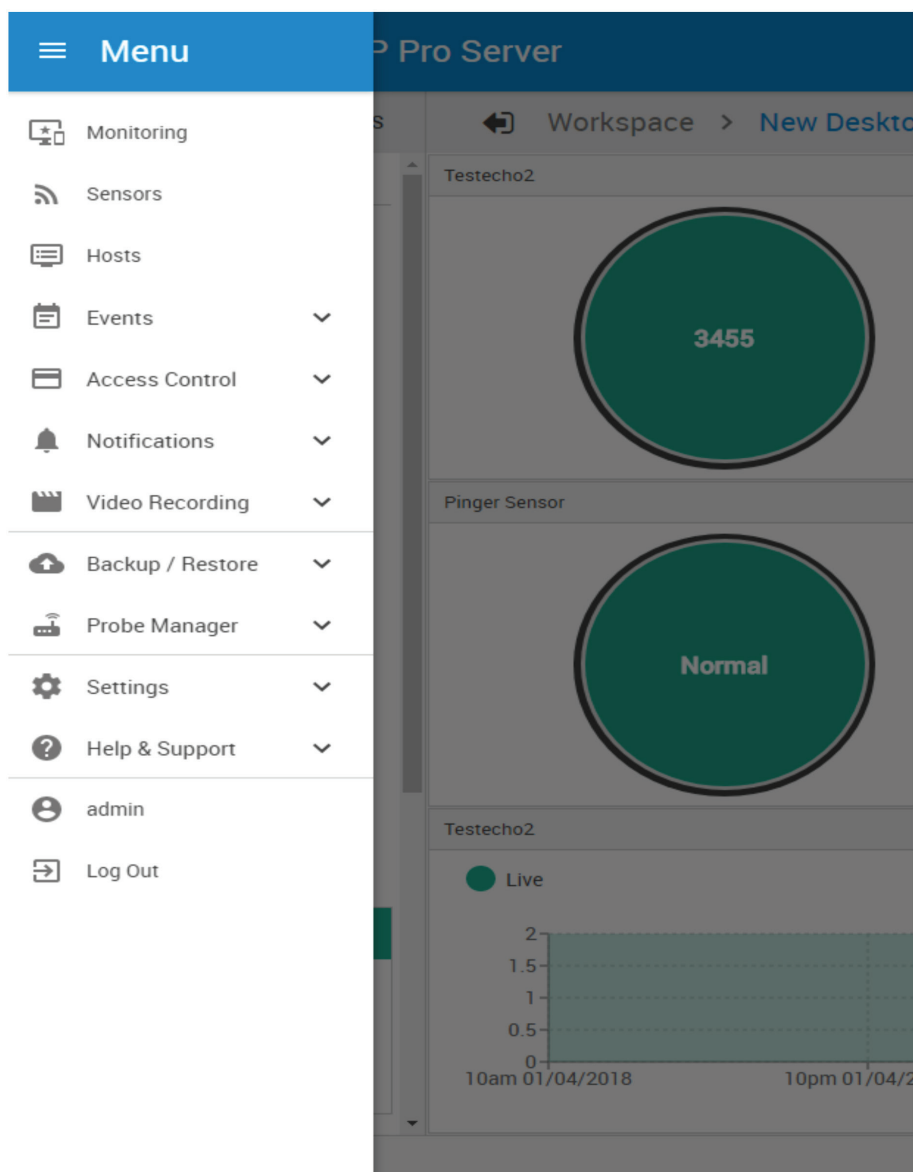


FIGURE 4-1. MENU OPTIONS

CHAPTER 4: MENU AND OPTIONS WALKTHROUGH

4.1 HOSTS MENU

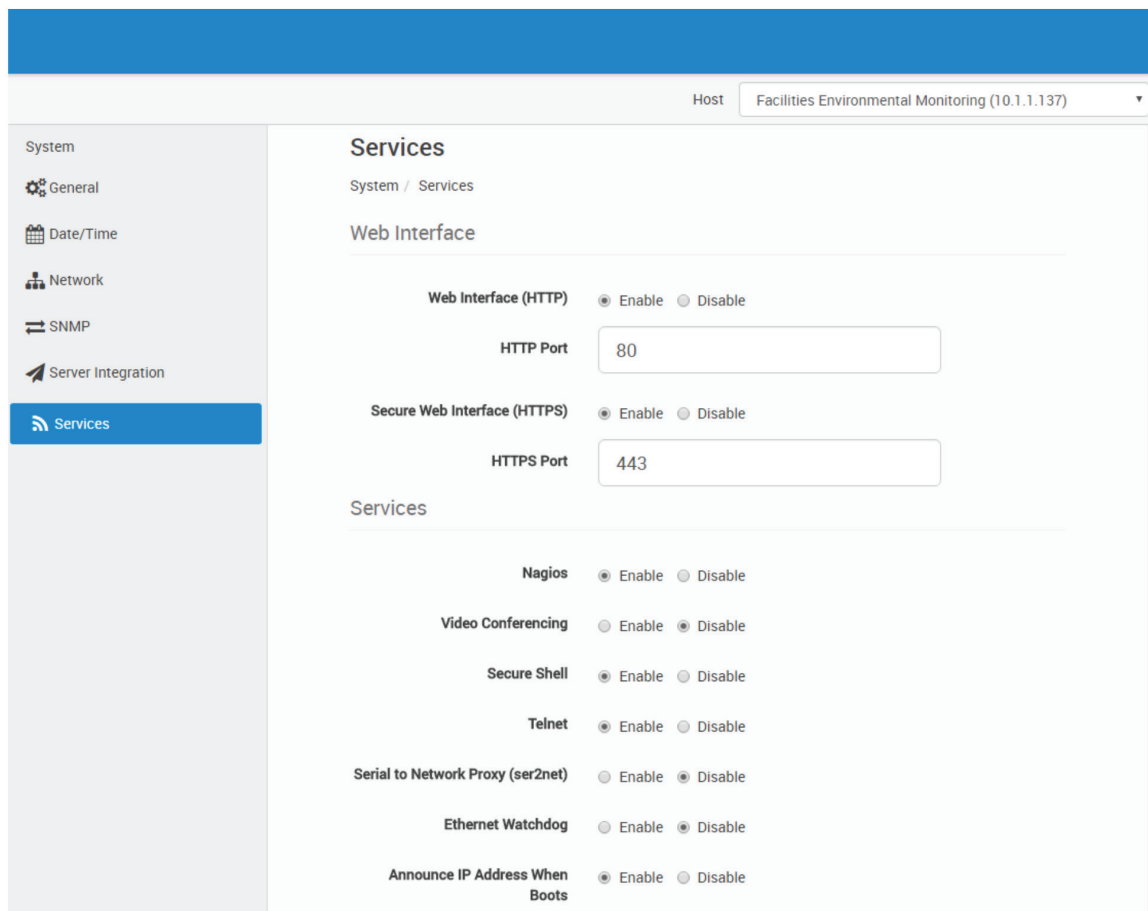


FIGURE 4-2. HOSTS MENU

The contents of this page will vary depending on the selected unit type that has been added to the AlertWerks console and is available for configuring.

If there are no available hosts, it will display the message “No hosts available.”

CHAPTER 4: MENU AND OPTIONS WALKTHROUGH

4.2 SENSORS MENU

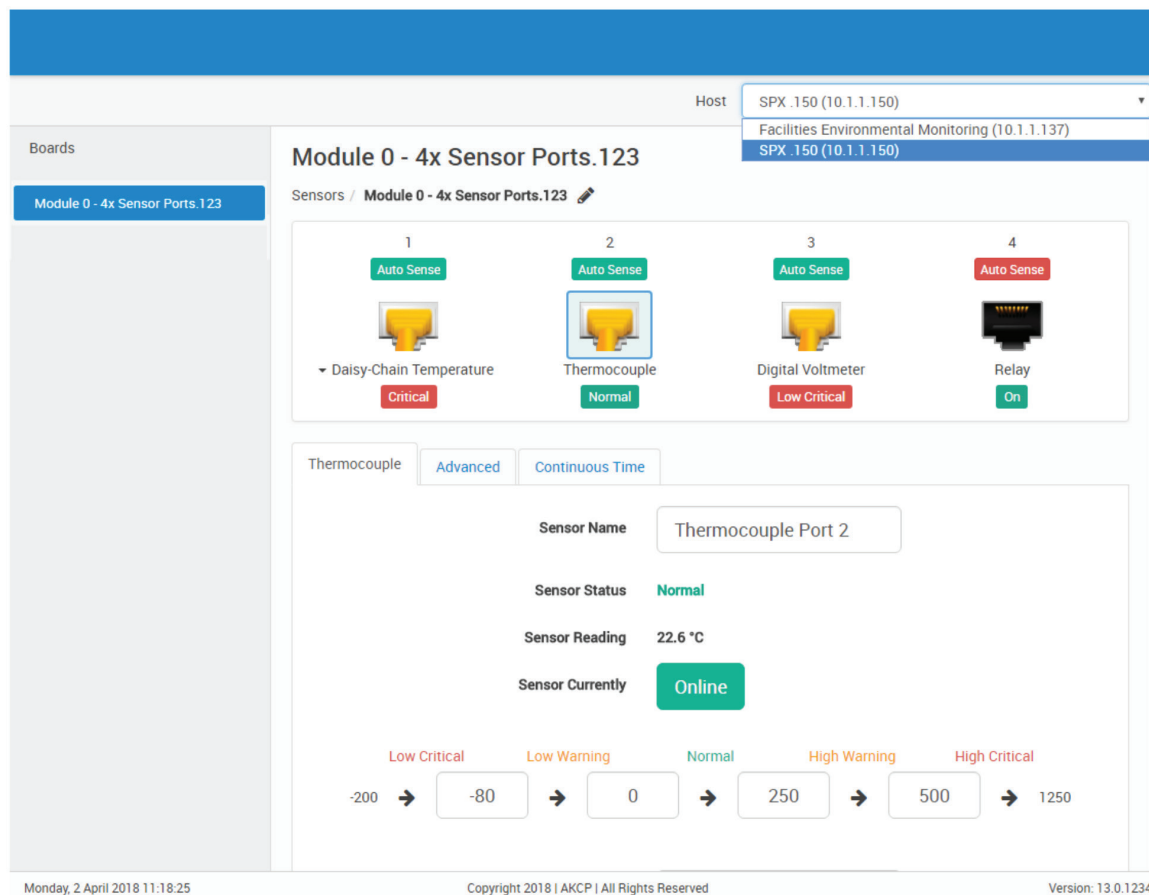


FIGURE 4-3. SENSORS MENU

The contents of this page will vary depending on the selected unit type that has been added to the AlertWerks console and has available sensors for configuring.

CHAPTER 4: MENU AND OPTIONS WALKTHROUGH

4.3 EVENTS MENU

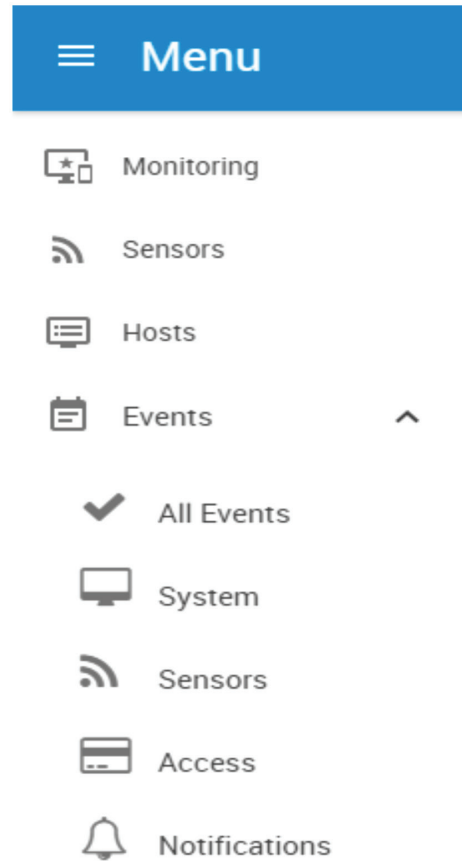


FIGURE 4-4. EVENTS MENU

CHAPTER 4: MENU AND OPTIONS WALKTHROUGH

All Events

Events / All Events

Search

FILTER **EXPORT**

↓ Date/Time	Message	Host	↑ Level
02/04/2018 10:50:01	'Increase' is now 1.00 Unit, status is now Low Critical	Pro Server (127.0.0.1)	Critical
02/04/2018 10:49:41	'Increase' is now 81.00 Unit, status is now High Critical	Pro Server (127.0.0.1)	Critical
02/04/2018 10:49:20	'Increase' is now 60.00 Unit, status is now High Warning	Pro Server (127.0.0.1)	Warning
02/04/2018 10:49:05	'Increase' is now 45.00 Unit, status is now Normal	Pro Server (127.0.0.1)	Information
02/04/2018 10:48:50	'Increase' is now 30.00 Unit, status is now Low Warning	Pro Server (127.0.0.1)	Warning
02/04/2018 10:48:22	'Increase' is now 2.00 Unit, status is now Low Critical	Pro Server (127.0.0.1)	Critical
02/04/2018 10:48:01	'Increase' is now 81.00 Unit, status is now High Critical	Pro Server (127.0.0.1)	Critical
02/04/2018 10:47:41	'Increase' is now 61.00 Unit, status is now High Warning	Pro Server (127.0.0.1)	Warning
02/04/2018 10:47:26	'Increase' is now 46.00 Unit, status is now Normal	Pro Server (127.0.0.1)	Information
02/04/2018 10:47:06	'Increase' is now 25.00 Unit, status is now Low Warning	Pro Server (127.0.0.1)	Warning
02/04/2018 10:46:43	'Increase' is now 3.00 Unit, status is now Low Critical	Pro Server (127.0.0.1)	Critical
02/04/2018 10:46:23	'Increase' is now 83.00 Unit, status is now High Critical	Pro Server (127.0.0.1)	Critical
02/04/2018 10:46:18	'V4' status is now Unreachable	TestDCU .72 (192.168.22.3)	Information
02/04/2018 10:46:18	'V3' status is now Unreachable	TestDCU .72 (192.168.22.3)	Information
02/04/2018 10:46:18	'V2' status is now Unreachable	TestDCU .72 (192.168.22.3)	Information
02/04/2018 10:46:18	'V1' status is now Unreachable	TestDCU .72 (192.168.22.3)	Information
02/04/2018 10:46:18	Door Control Unit(192.168.22.3) is now offline	TestDCU .72 (192.168.22.3)	Information
02/04/2018 10:46:18	'Airflow Port 652' status is now Unreachable	TestDCU .72 (192.168.22.3)	Information
02/04/2018 10:46:18	'Temperature Port 2' is now 0.00 °C, status is now Unreachable	TestDCU .72 (192.168.22.3)	Information
02/04/2018 10:46:18	'Door Port 1 (Tamper Detector)' status is now Unreachable	TestDCU .72 (192.168.22.3)	Information

1 2 3 4 5 6 7 8 9 10 >|

Display 20

FIGURE 4-5. ALL EVENTS SCREEN

CHAPTER 4: MENU AND OPTIONS WALKTHROUGH

4.4 ACCESS CONTROL MENU

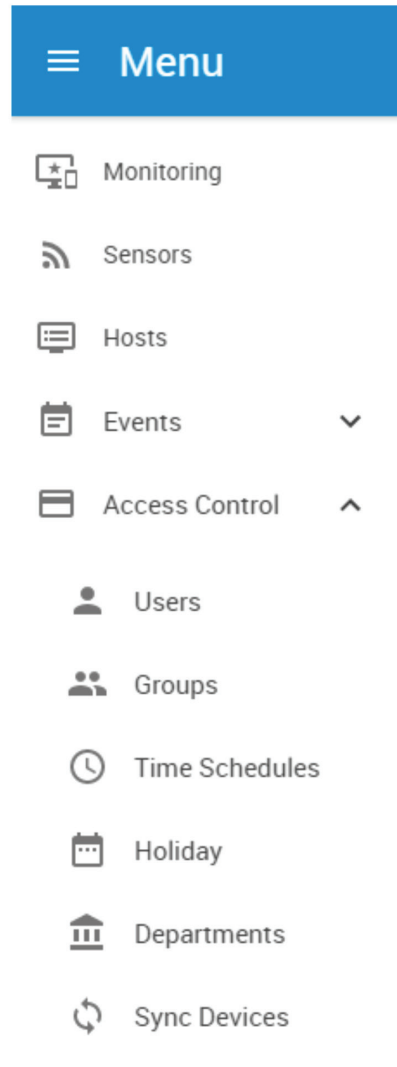


FIGURE 4-6. ACCESS CONTROL MENU

Users

Access Control / Users

+ ADD

↑ First Name	↑ Last Name	Group	Card ID	
		(None)	-	 
		(None)	-	 
		(None)	-	 
		(None)	-	 
		(None)	-	 
Admin	Admin	Administrator	-	
Gabor	Test	Administrator	-	 
New	Test	grpAPS	-	 
Prefix	Test	grpAPS	-	 
joe	joe	Administrator	-	 
mot	mot	kljkjlol	-	 
test	language	kljkjlol	-	 

FIGURE 4-7. ACCESS CONTROL USERS

test
Access Control / Users / test

First Name * test
Last Name * language
Card ID 1215212122
Card Type ID PIN(4 Digits)
Group * kljkjlol
Department jnjkkj
Telephone 3222353 Ext.
Email
Valid From * Wednesday 07/03/2018
Valid End Valid End
UPDATE CANCEL

FIGURE 4-8. ACCESS CONTROL TEST

Groups

Access Control / Groups

+ ADD

DELETE

Administrator

Guest

Manager

Regular Employee

Security

grpAPS

kljdkjlol

Group Name

*kljdkjlol

SAVE

+ ADD PERMISSION

↑ Door

Board

Host

↑ Time Schedule

Door Port 1

Main Module

TestDCU .72 (192.168.22.3)

Access All

FIGURE 4-9. ACCESS CONTROL GROUPS

1.877.877.2269



BLACKBOX.COM

19

Time Schedules

Access Control / Time Schedules

Access All

Deny All

Holiday

Weekend

Weekday

kkko

Time Schedule Name

*Weekend

SAVE

All	AM											PM												
	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11
Sunday																								
Monday																								
Tuesday																								
Wednesday																								
Thursday																								
Friday																								
Saturday																								
Major Holiday																								
Minor Holiday																								

* To select a minute, right click at a cell.

Working Hours / Inverse All

FIGURE 4-10. ACCESS CONTROL TIME SCHEDULES

Holiday

Access Control / Holiday

Name

↑ Date

↑ Holiday Type

mayday

1 May

Major Holiday

kioo

1 June

Minor Holiday

FIGURE 4-11. ACCESS CONTROL HOLIDAY

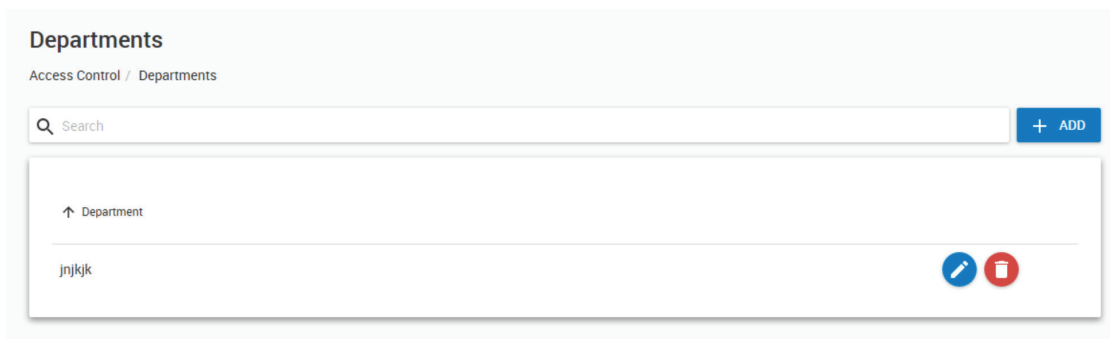


FIGURE 4-12. DEPARTMENTS

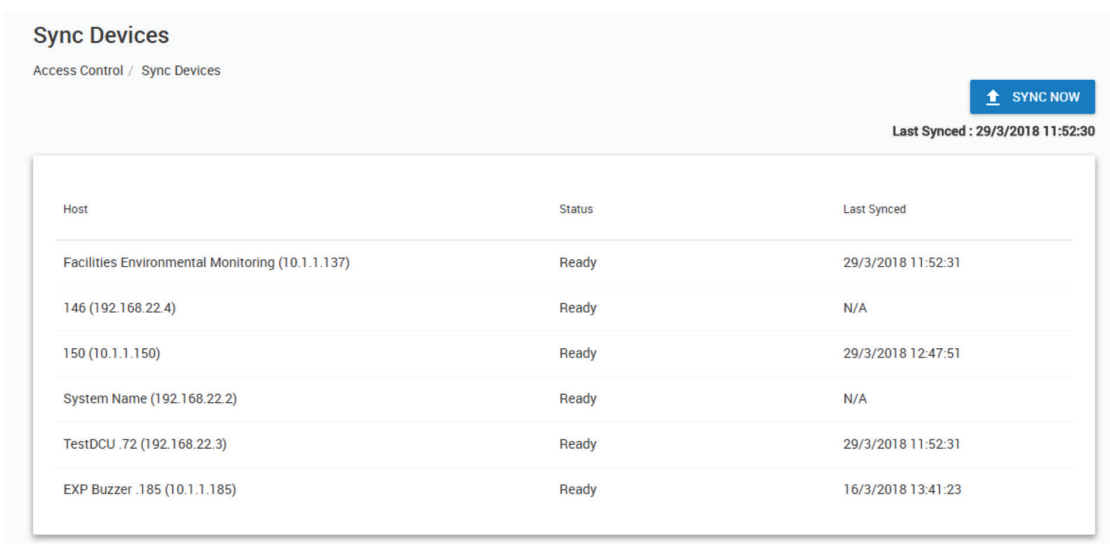


FIGURE 4-13. SYNC DEVICES

CHAPTER 4: MENU AND OPTIONS WALKTHROUGH

4.5 NOTIFICATIONS MENU

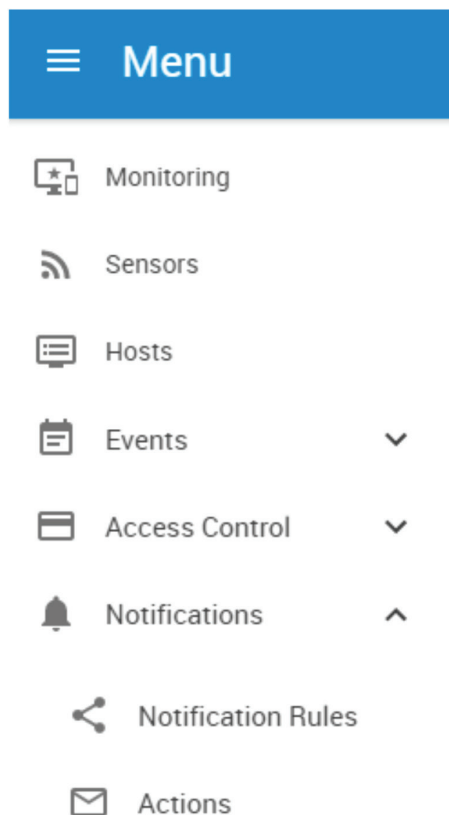


FIGURE 4-14. NOTIFICATIONS MENU

Notification Rules

Notifications / Notification Rules

Search + ADD

↑ Sensor Name	Status	Action Name	Escalation	↑ Priority Level	
Calcscrip (127.0.0.1)	➡ Sensor Error	➡ Windows Alert 1		Normal	
Host Status (127.0.0.1)	➡ Unreachable	➡ Modbus	➡ Modbus in 10s Windows Alert 1 in 10s	Normal	

FIGURE 4-15. NOTIFICATION RULES

Actions

Notifications / Actions

Search + ADD

↑ Action Type	↑ Action Name	
Custom Script	Custom Script 1	TEST ACTION
Email	E-Mail	TEST ACTION
Email	Email Action 1	TEST ACTION
Modbus	Modbus	TEST ACTION
SMS	SMS Action 1	TEST ACTION
SNMP Set	SNMP Set Action 1	TEST ACTION
Wake up/Shutdown	Wake Up/Shutdown	TEST ACTION
Wake up/Shutdown	Wake Up/Shutdown Action 1	TEST ACTION
Windows Alert	Windows Alert 1	TEST ACTION

FIGURE 4-16. ACTIONS

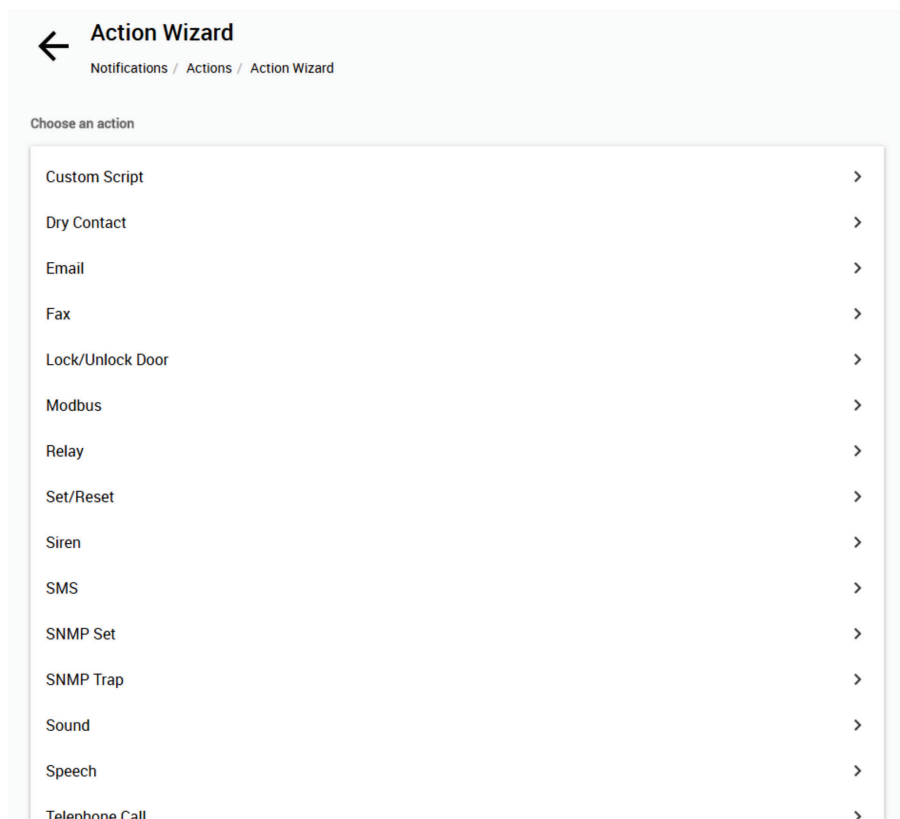


FIGURE 4-17. ACTION WIZARD SCREEN

Configuring new actions has the same options as with the Windows client (wx).

NOTE: Some actions are not supported on the HTML5 UI such as Skype notification.

CHAPTER 4: MENU AND OPTIONS WALKTHROUGH

4.6 VIDEO RECORDING MENU

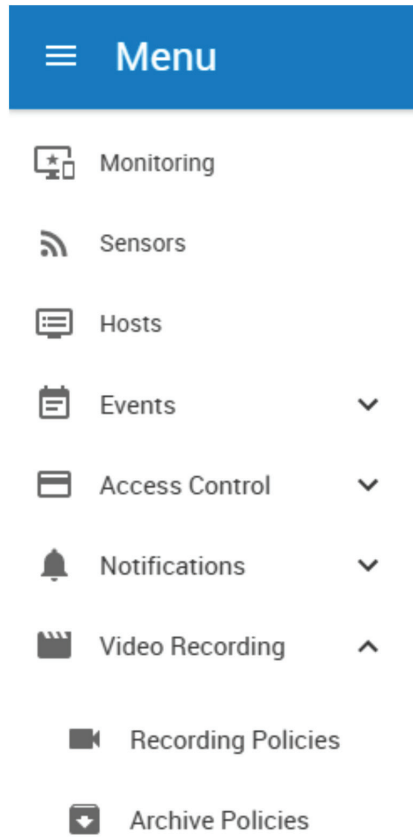


FIGURE 4-18. VIDEO RECORDING MENU

CHAPTER 4: MENU AND OPTIONS WALKTHROUGH

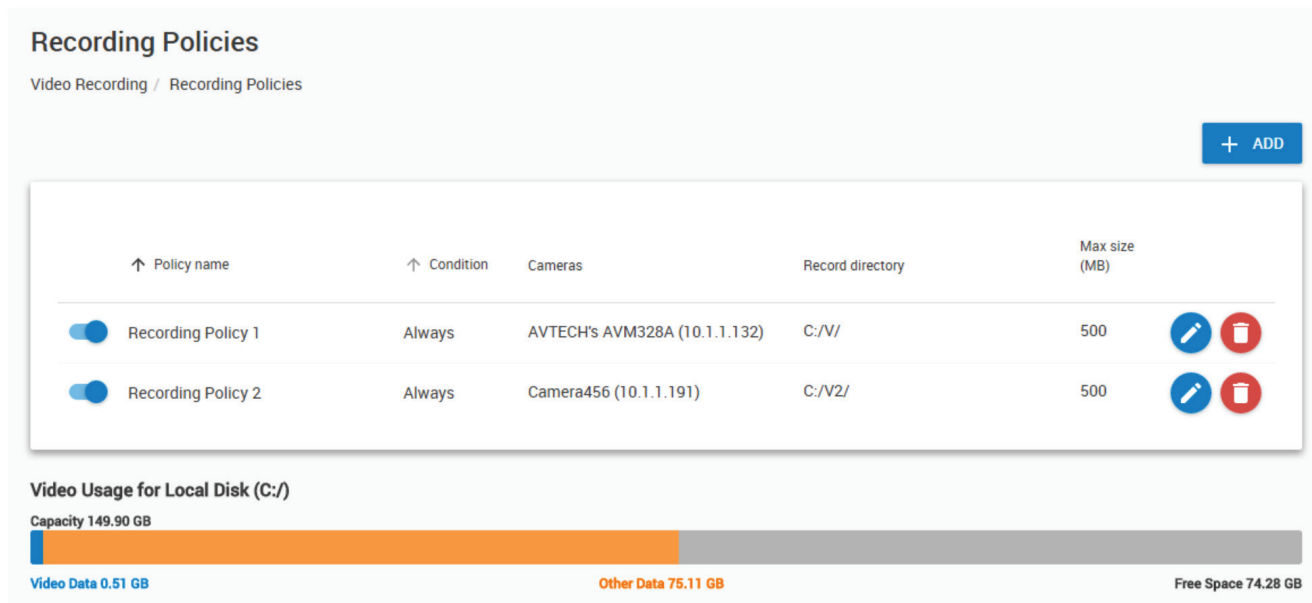


FIGURE 4-19. RECORDING POLICIES

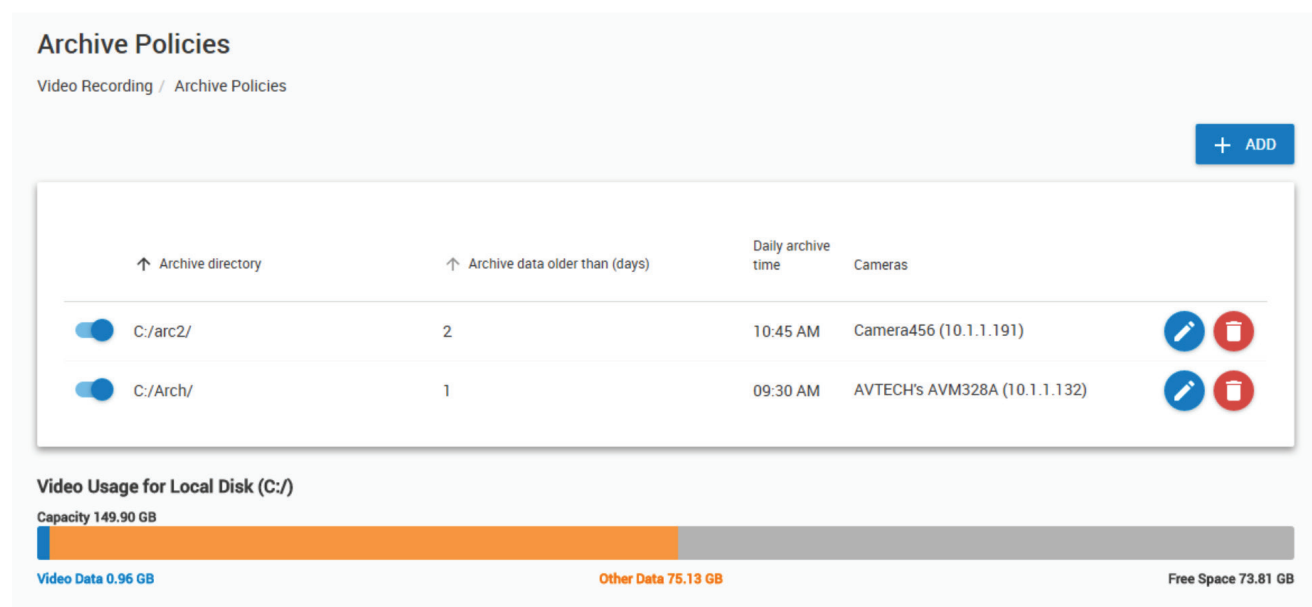


FIGURE 4-20. ARCHIVE POLICIES

CHAPTER 4: MENU AND OPTIONS WALKTHROUGH

4.7 BACKUP AND RESTORE MENU

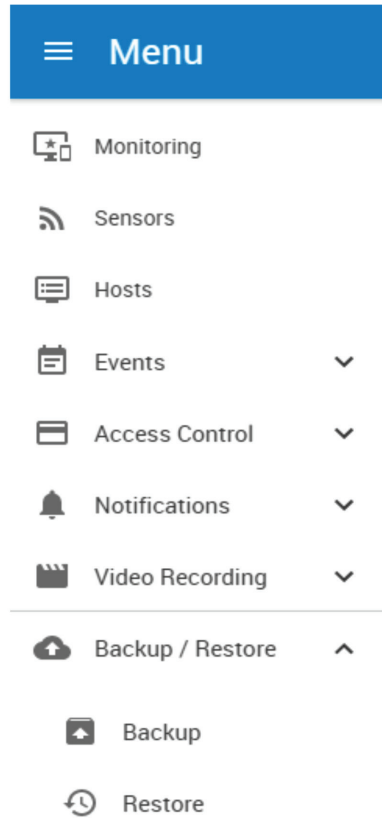


FIGURE 4-21. BACKUP AND RESTORE MENU

Backup

Backup / Backup Information

Backup Status



The last backup was successful



Last successful backup

Wednesday, 28 March 2018 02:51 PM

Next backup

N/A

Backup location

C:/Bak/

Available space

0.77 Gigabytes (Overwrite old backup file)

Backup Options

☐

Enable automatic backup

☒

Remind me to backup every week

BACKUP NOW

CONFIGURATION

FIGURE 4-22. BACKUP

CHAPTER 4: MENU AND OPTIONS WALKTHROUGH

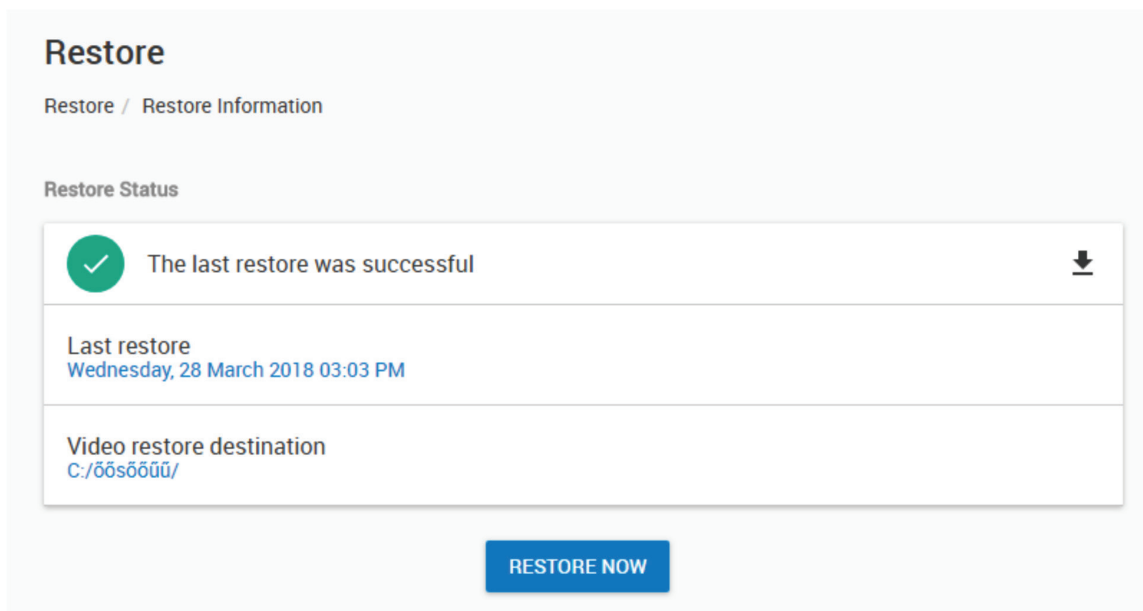


FIGURE 4-23. RESTORE

CHAPTER 4: MENU AND OPTIONS WALKTHROUGH

4.8 PROBE MANAGER MENU

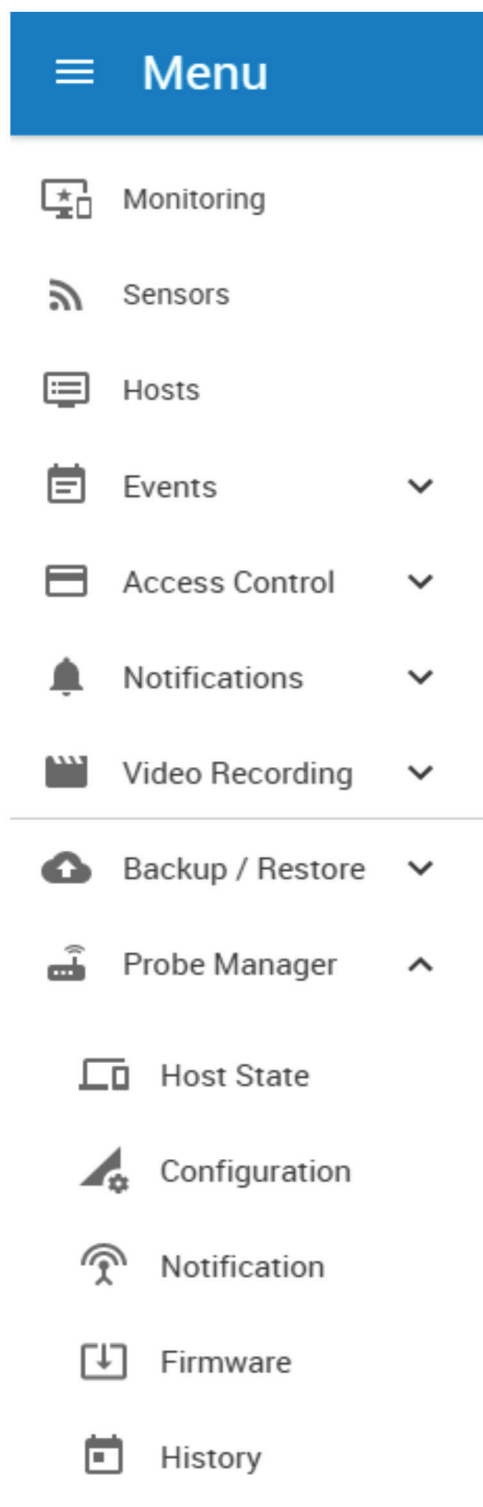


FIGURE 4-24. PROBE MANAGER MENU

Host State

Probe Manager / Host State

↑ Host	↑ IP Address	State	Description	Firmware	
EXP Buzzer .185	10.1.1.185	Unreachable	1.0.4210 Mar 15 2018 01:03:59	1.0.4210	HTTP
ACCESO HUB AVALOS	10.1.1.171	Disabled	Door Control Unit SEC-MX25Vtt01 Mar 06 2018 11:43:53	SEC-MX25Vtt01	HTTP
b143.	10.1.1.143	Disabled	1.0.4199 Mar 7 2018 01:03:56	1.0.4199	HTTP
Facilities Environmental Monitoring	10.1.1.137	Ready	securityProbe 5E SEC-MX25Vtt01 Mar 06 2018 11:43:53	SEC-MX25Vtt01	HTTP
SP2 .129	10.1.1.129	Unreachable	sensorProbe2 v 2.0 SP2473 280416	SP2473	HTTP
146	192.168.22.4	Unreachable	1.0.4209 Mar 14 2018 17:05:04	1.0.4209	HTTP
SPX .150	10.1.1.150	Ready	1.0.4209 Mar 14 2018 17:05:04	1.0.4209	HTTP
Test - ILPM-LR-CTMS	10.1.1.115	Disabled	1.0.4196 Mar 5 2018 16:53:05	1.0.4196	HTTP
Sys Name	10.1.1.208	Disabled	sensorProbe8 v 2.0 SP8474 080917	SP8474	HTTP
Sys Name	10.1.1.219	Unreachable	sensorProbe2 v 2.0 SP2474 080917	SP2474	HTTP

FIGURE 4-25. HOST STATE

CHAPTER 4: MENU AND OPTIONS WALKTHROUGH

Configuration

Probe Manager / Configuration

Select Operation

☒ Send Configuration to Host

☐ Get Configuration from Host

Configuration File

Select Configuration File (*.cnf) BROWSE

☐ Restore Default Configuration

Selected Hosts ADD HOSTS

↑ Host	↑ Status	Progress	
(10.1.1.150)	Ready	-	HTTP

SEND NOW

FIGURE 4-26. CONFIGURATION

Notification

Probe Manager / Notification

Select Operation

☐ Send Notification to Host

☒ Get Notification from Host

Selected Hosts ADD HOSTS

↑ Host	↑ Status	Progress	
Facilities Environmental Monitoring (10.1.1.137)	Ready	-	HTTP

GET NOW

FIGURE 4-27. NOTIFICATION

CHAPTER 4: MENU AND OPTIONS WALKTHROUGH

Firmware

Probe Manager / Firmware

Firmware File

spplus-1.0.4209.bin

Selected Hosts

Host	Status	Progress	
150 (10.1.1.150)	Ready	-	HTTP

UPDATE NOW

FIGURE 4-28. FIRMWARE

CHAPTER 4: MENU AND OPTIONS WALKTHROUGH

History

Probe Manager / History

Filter	☒ Get Configuration	☒ Send Configuration	☒ Restore Default Configuration			
	☒ Get Notification	☒ Send Notification	☒ Firmware Update			
↓ Date/Time	↑ Host	Firmware	Action	Status	Message	Filename
23/03/2018 14:52:14	150 (10.1.1.150)	1.0.4209	Get Configuration	Completed		\\10.1.1.150_20180323.cnf
23/03/2018 14:52:14	146 (192.168.22.4)	1.0.4209	Get Configuration	Completed		\\192.168.22.4_20180323.cnf
22/03/2018 12:56:43	Facilities Environmental Monitoring (10.1.1.137)	SEC-MX25Vtt01	Send Configuration	Completed		10.1.1.137_20180220.cnf
21/03/2018 15:15:27	150 (10.1.1.150)	1.0.4209	Get Configuration	Completed		\\10.1.1.150_20180321.cnf
21/03/2018 15:08:14	Sys Name (10.1.1.208)	SP8474	Restore Default Configuration	Completed	15:05:50 > set default configuration of 10.1.1.208	
21/03/2018 14:40:32	Sys Name (10.1.1.208)	SP8474	Restore Default Configuration	Completed	14:37:49 > set default configuration of 10.1.1.208	
21/03/2018 14:37:36	Sys Name (10.1.1.208)	SP8474	Get Configuration	Completed	14:35:59 > backup configuration of 10.1.1.208	\\10.1.1.208_20180321.cnf
19/03/2018 14:32:22	150 (10.1.1.150)	1.0.4209	Firmware Update	Completed		spplus-1.0.4209.bin
19/03/2018 14:30:56	Sys Name (10.1.1.208)	SPSP8474	Firmware Update	Completed	14:30:56 > ***** Upgrade Firmware Complete *****	sp-474.zip
19/03/2018 14:20:58	150 (10.1.1.150)	1.0.4209	Firmware Update	Completed		spplus-1.0.4209.bin
19/03/2018 14:19:23	Sys Name (10.1.1.208)	SPSP8474	Firmware Update	Completed	14:19:23 > ***** Upgrade Firmware Complete *****	sp-474.zip
19/03/2018 14:11:10	150 (10.1.1.150)	1.0.4209	Firmware Update	Completed		spplus-1.0.4209.bin
19/03/2018 14:09:40	Sys Name (10.1.1.208)	SPSP8474	Firmware Update	Completed	14:09:40 > ***** Upgrade Firmware Complete *****	sp-474.zip
19/03/2018 14:00:05	150 (10.1.1.150)	1.0.4209	Firmware Update	Completed		spplus-1.0.4209.bin
19/03/2018 13:58:35	Sys Name (10.1.1.208)	SPSP8474	Firmware Update	Completed	13:58:35 > ***** Upgrade Firmware Complete *****	sp-474.zip

FIGURE 4-29. HISTORY

CHAPTER 4: MENU AND OPTIONS WALKTHROUGH

4.9 SETTINGS MENU

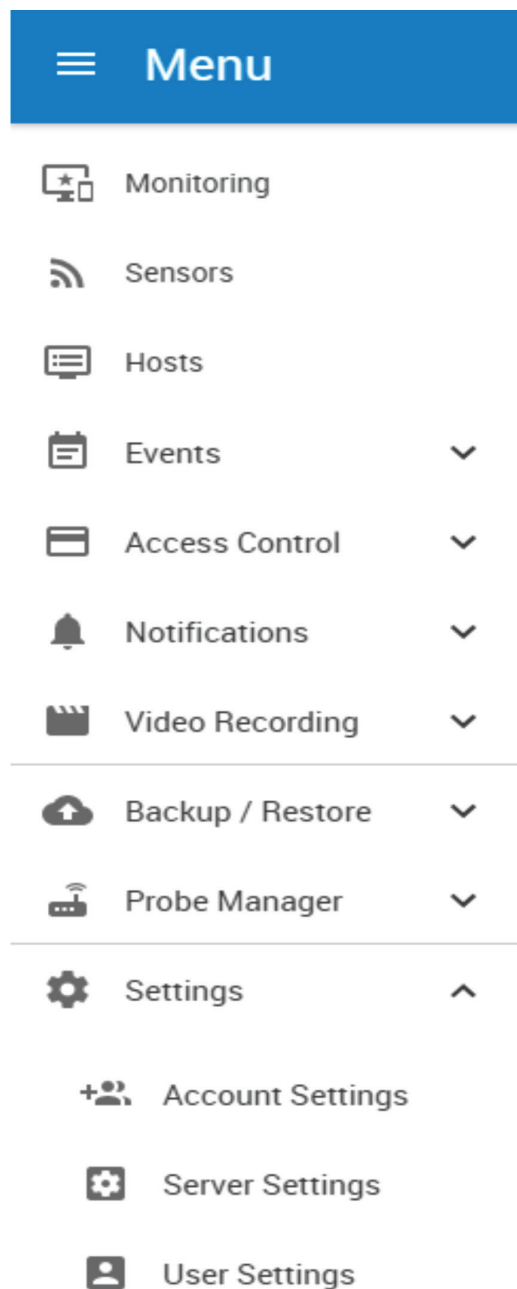


FIGURE 4-30. SETTINGS MENU

Account Settings
Settings / Account Settings

Q Search + ADD

USERS				GROUPS	
↑ User Name	↑ First Name	Last Name	Group	Use LDAP	
	New	Test		✓	 
	Prefix	Test		✓	 
admin	Admin	Admin	Administrator		
aps2	user_aps2	user_aps2	Administrator	✓	 
gabor	Gabor	Test	Administrator		 
joe	joe	joe	test, ConfigAll		 
mmm	user_apsuser	user_apsuser	test		 
mot	mot	mot	Administrator, test		 
test	test	test	ConfigAll		 
testlang	test	language	ViewAll		 
viewer	view	view	ViewAll	✓	 

FIGURE 4-31. ACCOUNT SETTINGS, SCREEN #1

Account Settings
Settings / Account Settings

Q Search + ADD

USERS		GROUPS	
↑ Name	Description		
Administrator			
ConfigAll			
ViewAll			
test	by test	 	

FIGURE 4-32. ACCOUNT SETTINGS, SCREEN #2

In Server settings, most of the options match with the Windows (wx) client, except:

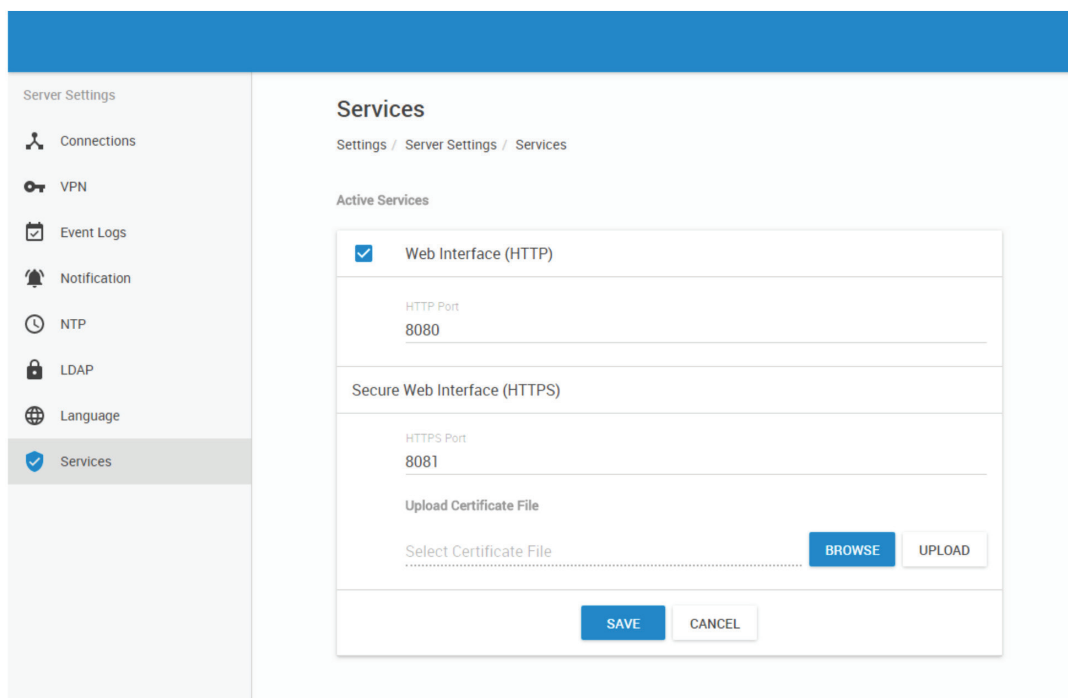


FIGURE 4-33. SERVICES

In Services, you can choose the web interface's ports, enable/disable HTTP and change the SSL certificate.

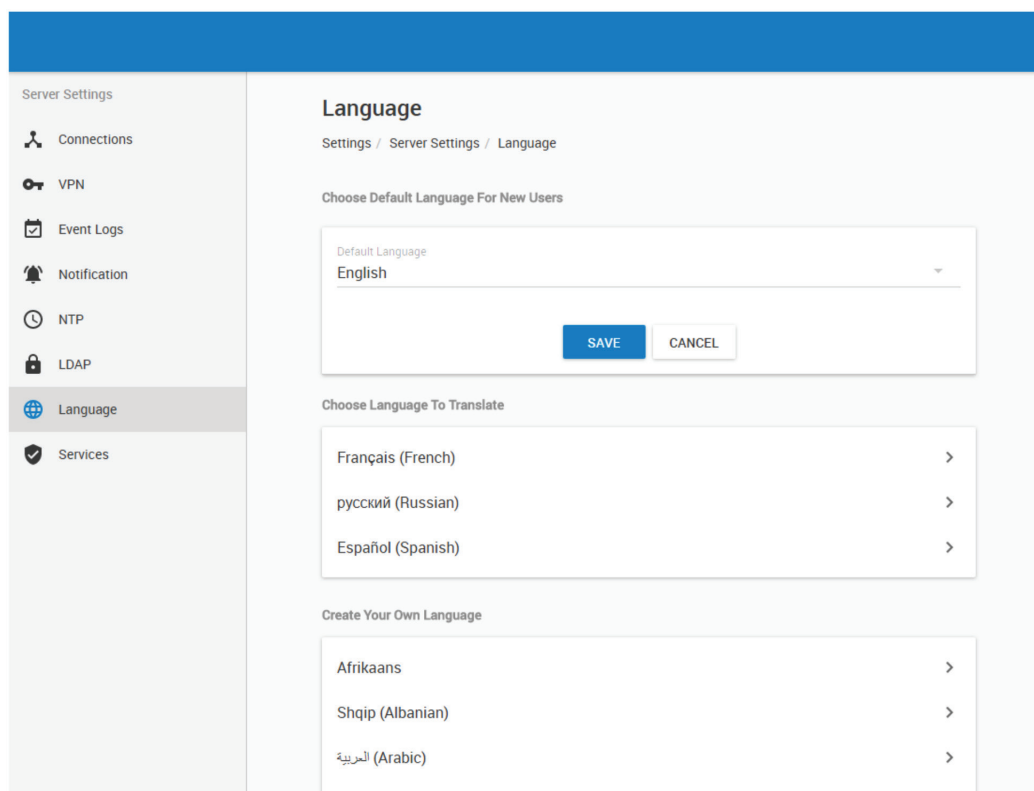


FIGURE 4-34. LANGUAGE

In Language, you can change the display language of the HTML UI, change translations or create new language files. You can also choose a default language for new user accounts.

The screenshot displays the 'User Settings' interface. At the top, there's a blue header bar. Below it, the title 'User Settings' is followed by a breadcrumb 'Settings / User Settings'. The main content area is divided into sections: 'Your Information' contains fields for 'Username' (admin) and 'Admin Admin' (with a dropdown arrow), and a 'Change your password' section with 'New Password' and 'New Password Again' fields, a password strength indicator showing 'Very Weak', and 'CHANGE YOUR PASSWORD' and 'CANCEL' buttons. The 'Language' section shows a dropdown set to 'English'. The 'Color Settings' section has a 'Color Settings' button.

FIGURE 4-35. USER SETTINGS

CHAPTER 4: MENU AND OPTIONS WALKTHROUGH

4.10 HELP AND SUPPORT MENU

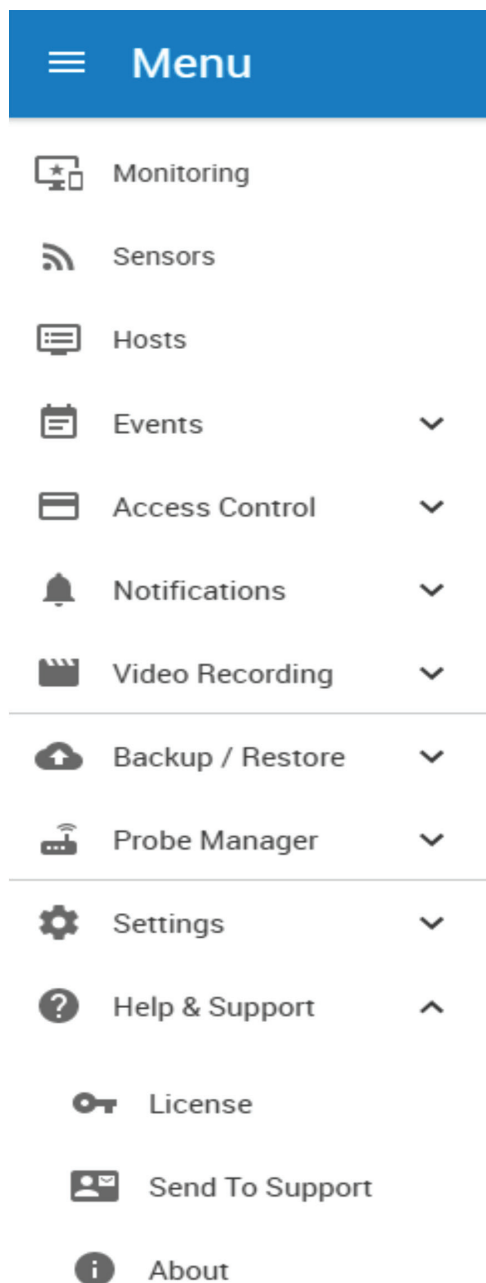


FIGURE 4-36. HELP AND SUPPORT MENU

License

License / License Information

License Type : No License
Expiration Date : 11 August 2018
Virtual Sensors : 28/54
IP Cameras : 2/33
Templates : 1/102

ACTIVATE LICENSE

REQUEST LICENSE

Pro Server

Version 13.0.1234
2018-03-28
MAC Address 00:15:5D:01:6E:1F

Technical Support

Email : info at BLACKBOX.COM
Telephone : 1-877-877-2269
URL : BLACKBOX.COM

FIGURE 4-37. LICENSE

The screenshot shows a web-based license activation interface. At the top, there's a blue header bar. Below it, the page title is 'License' with a breadcrumb 'License / License Activation'. A progress bar at the top of the main content area shows three steps: '1 Activation Process' (completed with a checkmark), '2 Enter License Key' (current step, highlighted with a blue circle), and '3 Activation Complete' (disabled, grayed out). The main heading is 'Enter License Key'. Below this, instructional text says: 'To activate your application, simply paste the license key or select the license file that has been sent to you into the box below and press "Next". If you do not have a key, please contact sales@akcp.com'. There are two radio button options: 'Select License File' (selected with a blue dot) and 'Enter License Key' (unselected). Below these is a large dashed blue rectangular box containing the text 'Drop a license file here or click to select a license file'. At the bottom of the form are three buttons: 'BACK', 'NEXT' (disabled, grayed out), and 'CANCEL'.

FIGURE 4-38. ENTER LICENSE KEY SCREEN

In EMEMS Software, the licensing also supports activation by license file, in addition to the existing copy and paste of the key.

IMPORTANT NOTE: If you use virtual machines, ensure that the VM has a fixed MAC address assigned to it. With a dynamic MAC, the AlertWerks license cannot be activated.

Send To Support
Help & Support / Send To Support

1 Message ————— 2 Complete

Enter your email address, subject, and message

From

Subject

Message

BACK NEXT CANCEL

FIGURE 4-39. SEND TO SUPPORT SCREEN

About
Pro Server

Contact
Technical Support
Info@BLACKBOX.COM
1-877-877-2269
BLACKBOX.COM

OK

FIGURE 4-40. TECHNICAL SUPPORT INFORMATION

APPENDIX: DISCLAIMER/TRADEMARKS

A.1 DISCLAIMER

Black Box Corporation shall not be liable for damages of any kind, including, but not limited to, punitive, consequential or cost of cover damages, resulting from any errors in the product information or specifications set forth in this document and Black Box Corporation may revise this document at any time without notice.

A.2 TRADEMARKS USED IN THIS MANUAL

Black Box and the Black Box logo type and mark are registered trademarks of Black Box Corporation.

Any other trademarks mentioned in this manual are acknowledged to be the property of the trademark owners.



NOTES

NEED HELP?
LEAVE THE TECH TO US

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SUPPORT
1.877.877.2269

Handwritten notes area with horizontal lines.

NOTES

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