OpenEnterprise™ Messaging

EMERSON™
Process Management

Remote Automation Solutions OpenEnterprise™ (OE) Messaging provides remote and mobile workers access to the powerful alarm and event data contained in OpenEnterprise as it is generated. Unlike the traditional hardware alarm dialers that are often expensive, difficult to configure, and limited in capacity, OE Messaging satisfies the needs of system administrators who must manage alarm distribution centrally, and with a minimum amount of effort. OE Messaging also provides for alarm system integration inside and outside the control room.

OE Messaging is normally installed either on an OpenEnterprise Server or Workstation. It continuously monitors the alarm situation on the server for pre-configured patterns, such as low pressure alarms, high temperature alarms, communication alarms, or alarms of a user-defined priority.

Simple filters can be constructed to handle specific alarm situations. For example, you may indicate that all level alarms are sent to a particular group of operators where all 'fault' alarms are sent to the maintenance department.

When new alarms are detected, OpenEnterprise Messaging constructs a text-based description of the problem, including pre-configured text combined with data from the alarm system itself. This includes a description of the problem, plus the current value and the alarm priority.

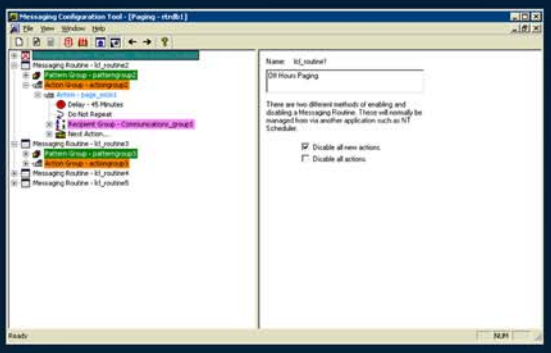
OE Messaging also supports alarm escalation, so that if the individuals primarily responsible for a resolving a problem are unavailable or do not respond to the alarm, responsibility can be escalated to alternative or expanded groups of individuals. The same alarm can be transmitted to different users in different pre-configured formats, to support the different physical devices, such as email, pagers and PDAs capable of receiving the messages.

You can configure multiple levels of repetition and escalation with separate behaviors for each alarm or group of alarms (known as a pattern). Optionally, each pattern can be sent to different groups of staff.

Another option allows remote users to acknowledge alarms from their mobile device, by entering a secure PIN number and replying to the alarm message.

In order to send an alarm, OE Messaging requires access to an industry standard email server supporting SMTP. We recommend the use of a secure SMTP connection. From the email server, the message may be forwarded to a wide range of SMS and paging gateways, or sent directly to specific email accounts. If you require voice notification, the messages can be sent via commercial email to voice providers. For those with private or proprietary paging systems, the SMTP gateways provided with those packages should be used instead of an email server.

If remote acknowledgement is required, then OE Messaging also requires access to a standard POP3 server (normally the same machine that is running the SMTP server).



OpenEnterprise Messaging Configuration Tool allows you to configure message routines to define the way alarms are distributed to personnel under various conditions and time periods, such as after hours and holidays.

This document is intended to provide a high level overview of the features available in the OpenEnterprise ROC driver). If you need more information, please refer to the product documentation located on our website (www.EmersonProcess.com/Remote), view the OpenEnterprise CD, or contact us at OpenEnterprise@EmersonProcess.com.

Find us around the corner or around the world

For a complete list of locations please visit us at www.EmersonProcess.com/Remote

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