

# Plant Messenger Alert Reporting Service



*Plant Messenger delivers DeltaV™ alarms and events anywhere in the world.*

- Delivers DeltaV™ and DeltaV SIS™ alarms, events and device alerts to enterprise users and applications
- Allows users to filter information according to their specific needs—no “spam”
- Alert reports can be delivered via e-mail, pager, or XML files
- Alert reports are completely configurable—no software development skills are needed

The Plant Messenger base services include a user interface for creating and generating reports and a transaction handler for managing the DeltaV system information. The Plant Messenger component service application is the Plant Messenger Alert Reporting Service.

The Plant Messenger Alert Reporting Service allows enterprise users to configure alert reports that will be delivered directly to them whenever a critical device alert, process alarm or system event occurs in the DeltaV system. With the wide variety of information filters, delivery mechanisms, and report formats supported within the Alert Reporting Services, users are assured of receiving only the information that they want, when they want it.

## Introduction

Plant Messenger is used to exchange data between DeltaV system applications and users and business systems within your enterprise. The Plant Messenger suite consists of the Plant Messenger base services and a Plant Messenger component service application.

### Benefits

**Delivers DeltaV and DeltaV SIS alarms, events and device alerts to enterprise users and applications.** The Plant Messenger Alert Reporting service delivers DeltaV and DeltaV SIS alarm, event and device alert reports to you in the style, format, and location you specify. You don't have to be in the control room, or even on the premises, to be notified of any and all process alerts that interest you.

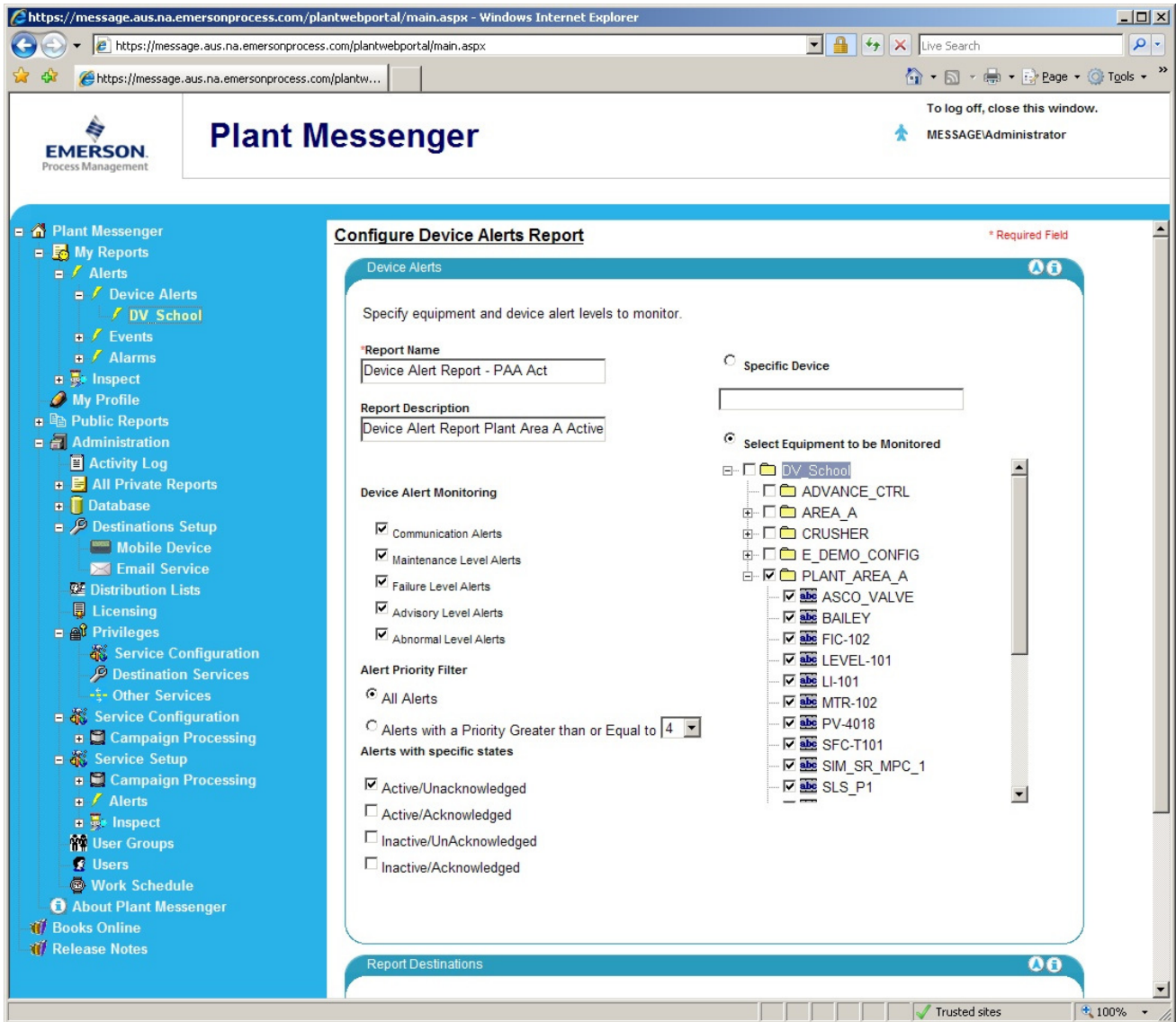
**Allows users to filter information according to their specific needs—no "spam."** The Plant Messenger Alert Reporting Service provides a number of configurable filters that allow the user to identify the specific information that they are interested in. This eliminates nuisance e-mail and pages. In addition, alert reports may be configured to be delivered to different destinations depending on the recipients' on/off duty statuses.

**Alert reports can be delivered via e-mail, pager, or XML files.** Gone are the days when you had to be looking at a PC screen in order to be apprised of process alerts. With Plant Messenger Alert Reporting, time critical information is as close as your pager, cell phone, or laptop, even when you're on the other side of the world.

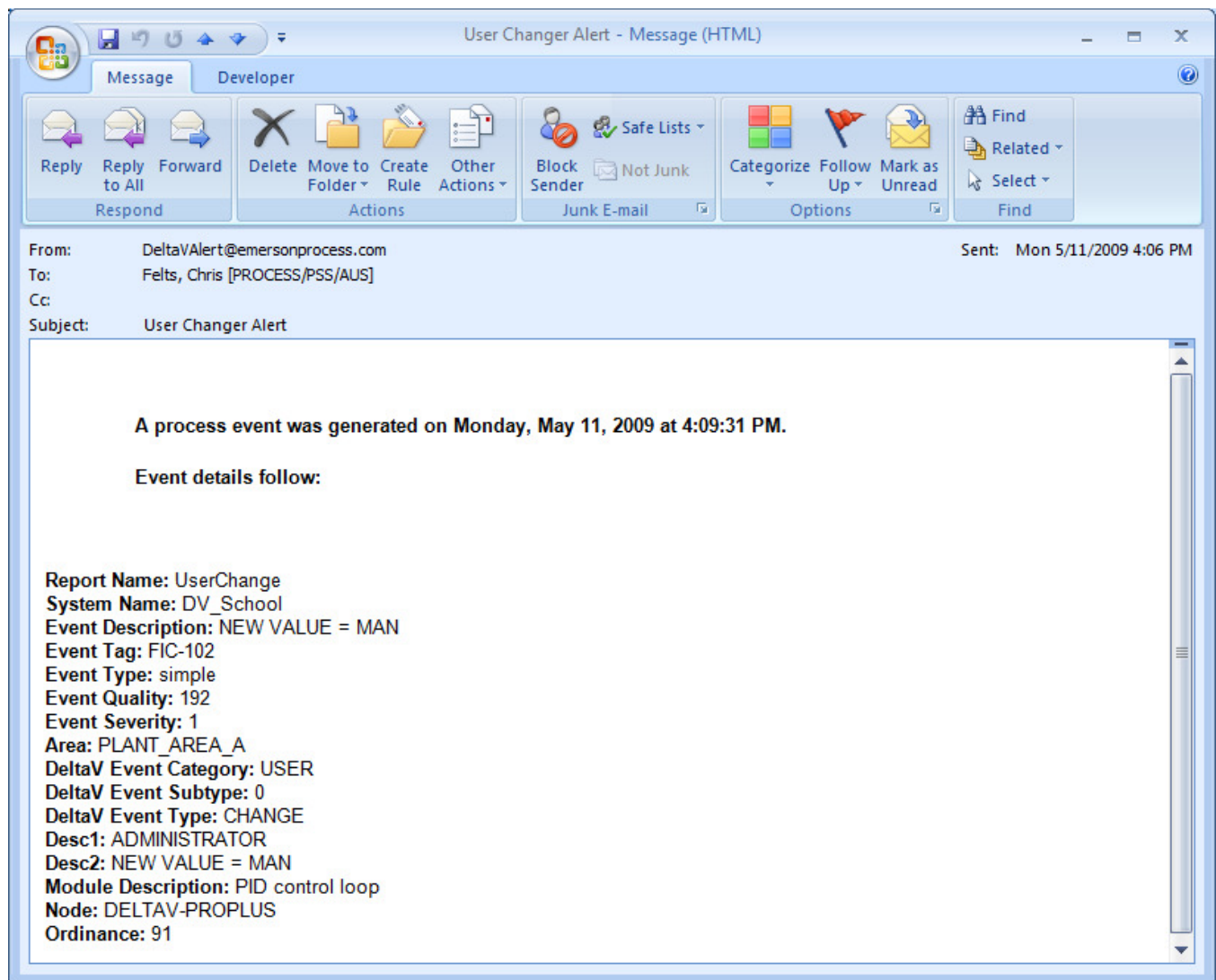
**Alert reports are completely configurable—no software development skills are needed.** The Plant Messenger user interface is accessed through Microsoft's Internet Explorer Web browser. No software other than Internet Explorer needs to be installed on Messenger user workstations, eliminating software installation and maintenance issues. This "zero client" approach allows Messenger users to configure reports from anywhere in the world!

Since no programming skills are required to construct Plant Messenger reports, virtually any user in the enterprise can have access to the specific information they need to perform their duties, and receive the information requested when and where they want it!

Multiple report formats are available "out of the box" for each Messenger report service. However, advanced users who would like to construct their own report formats can do so using XSLT style sheets.



Plant Messenger Alert Reporting Service allows you to configure Alarm, Event and Device Alert Reports using Windows Internet Explorer.



Plant Messenger Alert Reporting Service allows report delivery to file locations, email addresses and mobile devices.

### System Compatibility

Plant Messenger v1.4	DeltaV R5 English
Plant Messenger for use with Server 2008 operating system	YES
Plant Messenger for use with Windows 7 Professional operating system	YES
Messenger Alert Reporting Service	YES

### System Requirements

- Server class PC with the Windows Server 2008 operating system R2, SP1(64 bit).
- As an alternative to the Server Class PC identified above, a Workstation class PC with the Window 7 Professional operating system (64 bit). Note that when Plant Messenger is installed on a PC running the Windows7 operating system, only a single component service may be enabled, and that component service will be limited to communicating with a single DeltaV system.
- Microsoft Internet Explorer 11.
- For e-mail report delivery, a connection to an e-mail server that supports SMTP based e-mail delivery is required.
- For paging, a connection to a SNPP server or a SMTP e-mail server is required. The SNPP server is the preferred mechanism for sending pages. Pagers, phones and other mobile devices that are to receive Plant Messenger reports via a SNPP or SMTP server must support text messaging.
- **Note: Messenger cannot be installed on a node on which DeltaV has been installed.**
- **Note: Messenger cannot be installed on a node that is also a domain controller.**

### Ordering Information

Description	Model Number
Plant Messenger base license	CF1019
Messenger Alert Reporting Service	CF1013

### Related Products

- **Event Chronicle.** Captures process, system and user alarms and events and stores them in a Microsoft SQL Server database.

### Prerequisites

- A non-DeltaV workstation that complys with the requirements as detailed in the System Requirements section.
- A Plant Messenger base license.

- A DeltaV ProfessionalPlus or Application Station workstation to interface with the Plant Messenger Alert Reporting Service. The Plant Messenger Alert Service is compatible with the DeltaV systems noted in the DeltaV System Compatibility section.

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