



Health Monitor User Guide

Triple E Technologies, LLC

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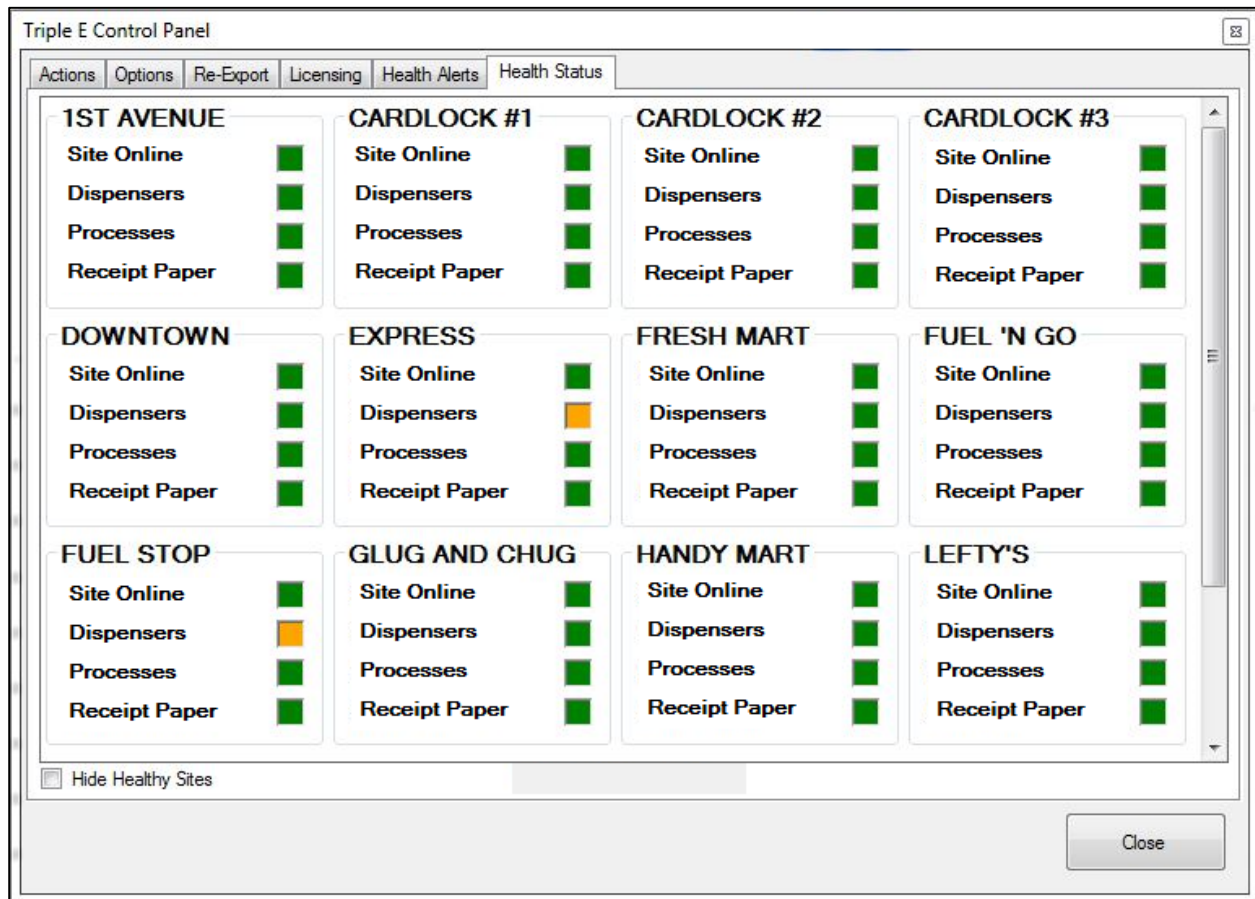
Introduction

Health Monitor monitors all your locations and sends near instant email or text notifications when a site changes status, goes offline, or even runs out of receipt paper. You can create recipient lists for every site, allowing you to customize alert notifications by location. Health Monitor will quickly notify all your designated recipients so you can address a site's needs before your customers are impacted.

The following are a few of Health Monitor's features:

- ✓ Receive near real-time status updates for your sites
- ✓ Set up automatic alerts for important accounts
- ✓ Choose which contacts receive what types of alerts for each site

With Health Monitor, you can always have peace of mind about your locations.

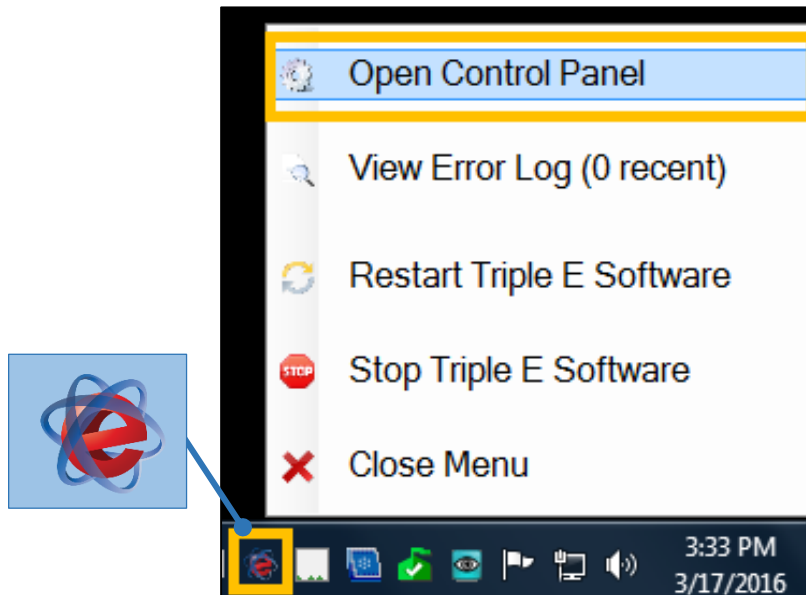


Accessing Health Monitor

You can access the Health Monitor application from the **Triple E Control Panel** on your site controller.

To open Health Monitor:

- Click on the **Triple E Control Panel** icon on the Windows task bar, then click **Open Control Panel**.

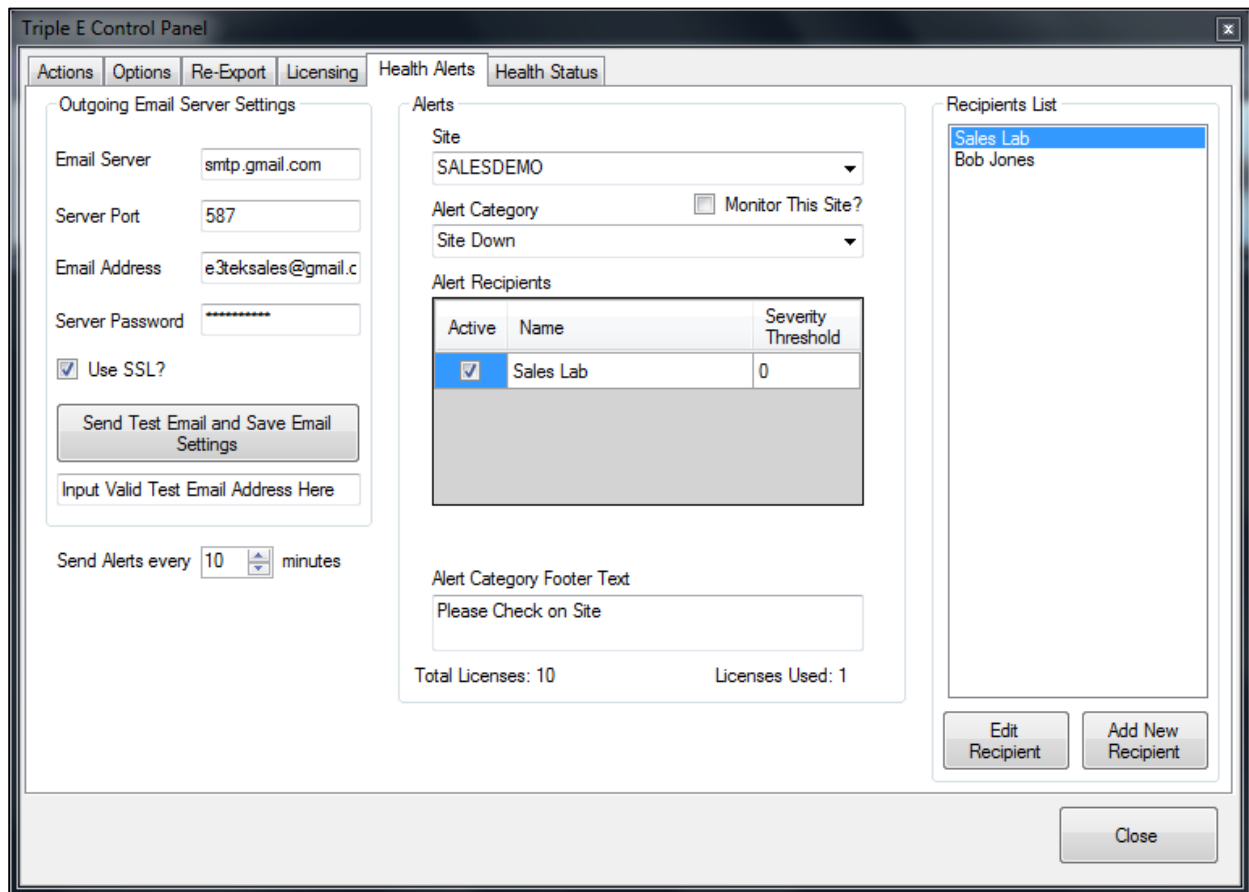


The Triple E Control Panel has several tabs, two of which apply specifically to Health Monitor: **Health Alerts** and **Health Status**. The Health Alerts tab is used to configure all the settings you need to set up and activate health alerts, and the Health Status tab displays color-coded status updates for all of your sites.

Configuring Health Alerts

The **Health Alerts** tab is used to configure all your alerts settings. In order to start receiving notifications, you will need to set up your outgoing email server settings, create recipients, and configure alert settings for each site and alert category.

The available configurations give you delicate control over who receives what types of alerts and under what conditions.



Setting Up Email Server

Prior to using Health Monitor, you will need to ensure you have an email server account. Health Monitor works with most email servers, but it is recommended that you create an account with a server that allows you to send a high or unlimited number of emails. Many free email servers, such as Gmail, have a limit on how many emails can be sent, which may limit your ability to use Health Monitor as intended.

Outgoing Email Settings

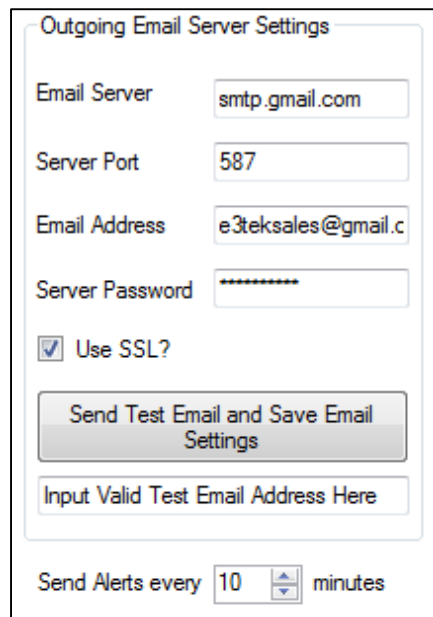
The first step to configuring health alerts is to set up your email settings, which can be done in the **Outgoing Email Server Settings** section. This section allows you to set up your server name, server port, email address, and password. When finished, save and test your settings by entering a test email address.

To configure outgoing email server settings:

1. Enter values for the following:

Email Server	Email server name (e.g., smtp.gmail.com). Check with your email server provider if unsure.
Server Port	Server port number. Check with your email server provider if unsure.
Email Address	Email address from which all emails will be sent.
Server Password	Email address password.

2. Check the **Enable SSL** checkbox, unless SSL interferes with your server (check with your email server provider if unsure).
3. In the **Input Valid Test Email Address Here** box, enter a test email address.
4. Click **Send Test Email and Save Email Settings**.



Adding Recipients

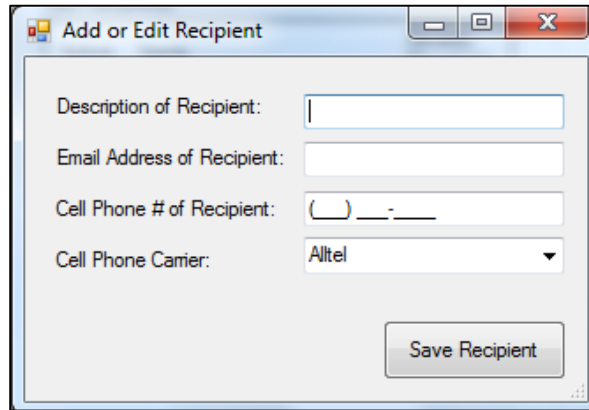
Once you’ve successfully set up your outgoing email server settings, you will need to create and add alert recipients. You can add an unlimited number of recipients to the **Recipients** list.

NOTE: *If you are using an email server with an email cap, you may want to minimize the amount of recipients you add to avoid reaching that cap. Contact your email server provider for more information on email caps.*

You can add email addresses and/or phone numbers for each recipient so they can receive email and/or text notifications. The application supports most major cell phone carriers, but if you don’t see your carrier listed, contact Triple E to determine if they can be added to the list.

To add recipients:

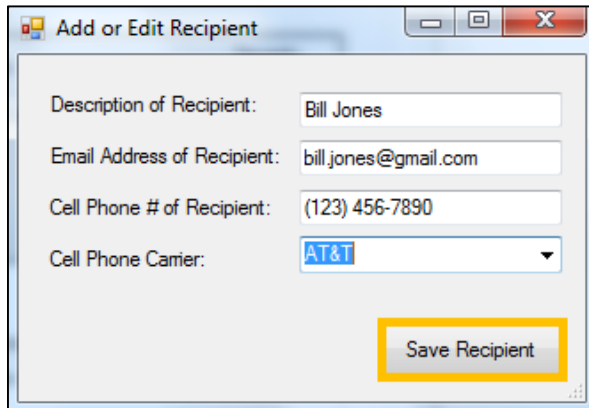
1. Click **Add New Recipient**. **Add or Edit Recipient** screen displays.



2. Enter or select entries for the following:

Description of Recipient	Recipient name or job title.
Email Address of Recipient	Recipient email address.
Cell Phone # of Recipient	Recipient cell phone number. Format = (###) ###-#### (e.g., (123) 456-7890).
Cell Phone Carrier	Recipient cell phone carrier.

3. Click **Save Recipient**.

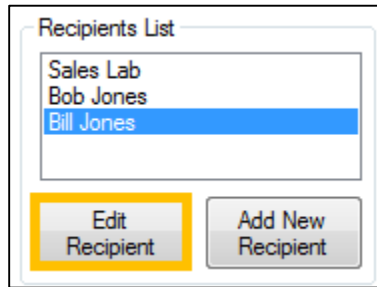


Editing Recipients

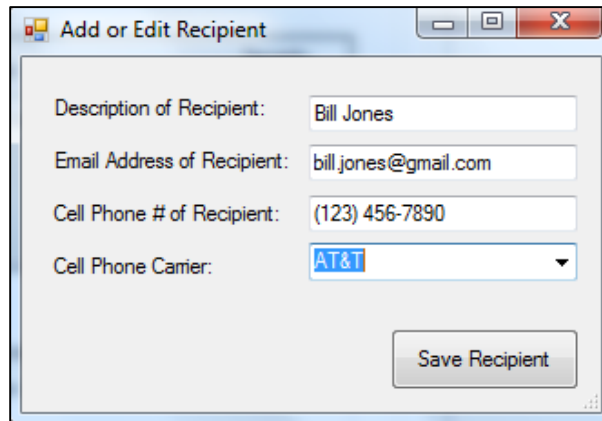
You can edit your recipients at any time by using the **Edit Recipient** button.

To edit recipients:

1. Select a recipient from the **Recipients List**.

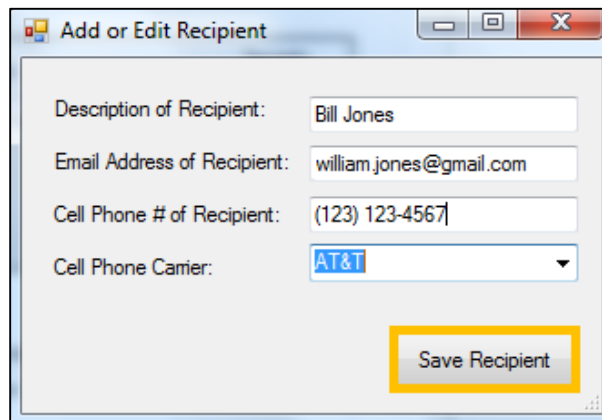


2. Click **Edit Recipient**. **Add or Edit Recipient** screen displays.



3. As needed, make changes to the following:

Description of Recipient	Recipient name or job title.
Email Address of Recipient	Recipient email address.
Cell Phone # of Recipient	Recipient cell phone number. (###) ###-#### format (e.g., (123) 456-7890.)
Cell Phone Carrier	Recipient cell phone carrier.



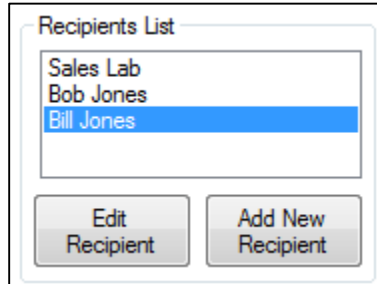
4. Click **Save Recipient**.

Deleting Recipients

You can delete alert recipients any time.

To delete a recipient:

1. Select a recipient from the **Recipients List**.



2. Press the **Delete** key (Del) on your keyboard.

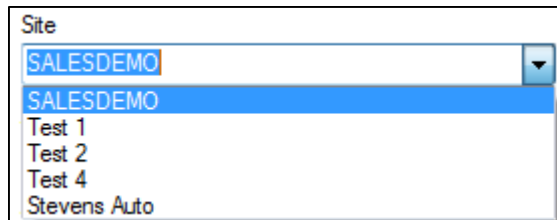
Alerts

After you have added recipients, you can configure alerts for each of your sites. You can customize the settings of each alert category for all of your sites. Additionally, you can indicate under which severity thresholds recipients receive alerts.

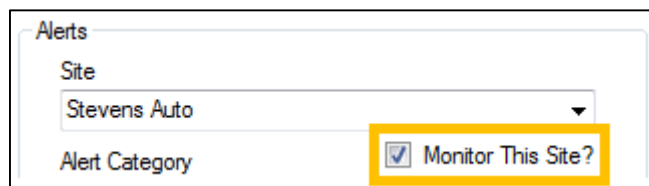
You can add an unlimited number of recipients to each of your **Alert Recipients** lists. However, your sites are limited to the number of licenses you have purchased.

To configure alerts:

1. Select a site from the **Site** dropdown menu.



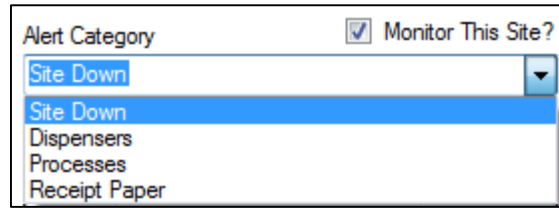
2. Check the **Monitor This Site** checkbox if you want to receive alerts for the site.



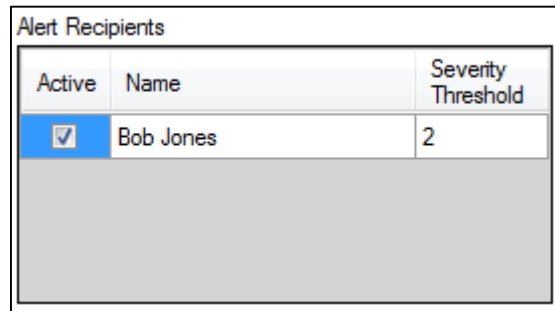
3. Select one of the following from the **Alert Category** dropdown box:

Site Down	Alert if site has not reported activity in several minutes.
Dispensers	Alert if dispensers have gone offline.

Processes	Alert if critical software component is not running on the site.
Receipt paper	Alert if dispenser needs receipt paper replaced.



4. Click and drag recipient(s) from the **Recipients** List into the **Alert Recipients** box.



Alert Recipients		
Active	Name	Severity Threshold
<input checked="" type="checkbox"/>	Bob Jones	2

5. In the **Severity Threshold** field, enter one of the following for each recipient:

0	All information; receive notification for all situations, including good health site status alerts. Note: Selecting this severity level will generate several notification messages.
1	Medium Severity; receive notification when receipt paper is out and slow flow is detected.
2	Critical Severity; receive notification when pumps or site are down.

6. In the **Send site down alert if no activity for # minutes** box, enter a numerical interval.
7. In the **Alert Category Footer Text** field, enter message to be sent with the alert.
8. In the **Send Alerts every # minutes** box, enter a numerical interval for alerts to be sent.

Alerts

Site

Alert Category Monitor This Site?

Alert Recipients

Active	Name	Severity Threshold
<input checked="" type="checkbox"/>	Bob Jones	2

Send site down alert if no activity for minutes

Alert Category Footer Text

Total Licenses: 10 Licenses Used: 1

9. Repeat steps 3-7 for each **Alert Category**.
10. Repeat steps 1-9 for each site.

Changing Recipient Alert Status

You can check or uncheck the **Active** checkbox to alter recipient status. If you uncheck the checkbox, the recipient will remain in the list but will not receive any alerts until you check the checkbox again. This allows you to save recipients and easily change their alert status at any time.

To change recipient status:

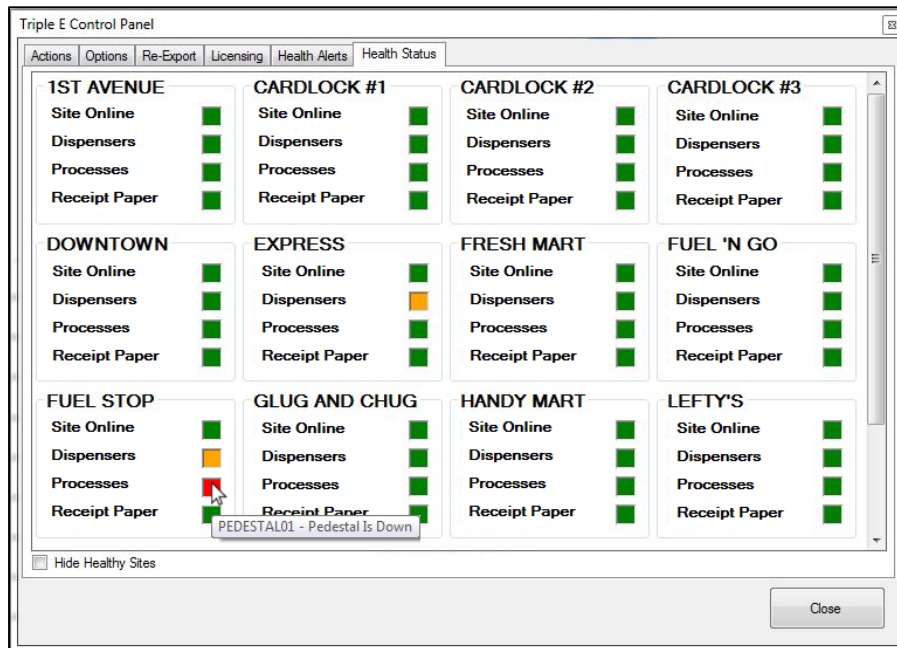
- In the **Alert Recipients** box, check or uncheck the **Active** checkbox to change recipient status to active or inactive.

Alert Recipients		
Active	Name	Severity Threshold
<input checked="" type="checkbox"/>	Bob Jones	0
<input checked="" type="checkbox"/>	Bill Jones	0

Viewing Health Status

The **Health Status** tab provides a visual representation of site health status. Each site can have up to four color-coded squares that represent site, receipt paper, dispenser, and application statuses. Green indicates a good status, orange indicates a moderate issue, and red indicates a critical issue.

Hovering over any of the squares activates a tooltip that displays details of the problem reported.



Site Online	<p>Displays orange or red if site has not reported activity for several minutes. Tooltip indicates the last time site reported activity.</p> <p>NOTE: Site a “site down” notification does not always mean a site is completely down – internet connectivity issues can trigger a site down notification, so you may want to check with your internet provider if you experience problems.</p>
Receipt paper	Displays orange if site dispenser needs receipt paper replaced. Tooltip indicates which dispenser(s) needs paper replaced.
Dispensers	Displays red if dispenser is reporting offline. Tooltip indicates which dispenser(s) are offline.
Applications	Displays red if critical software component is not running at site. Tooltip indicates which software is not running.

You can also hide all healthy sites so you can only see sites with issues.

To hide healthy sites:

- Check the **Hide Healthy Sites** checkbox.

