



Kennected eLert v.1.6.0 Changes

This document contains important changes to your eLert Emergency Notification System. Frequent changes are made to make the system easier to use and more functional. Some of the changes are bug fixes while others are enhancements requested by the agencies which actually use the system.

With this update, we have concentrated on improvements to the NOAA alerting system with additional fixes in other areas.

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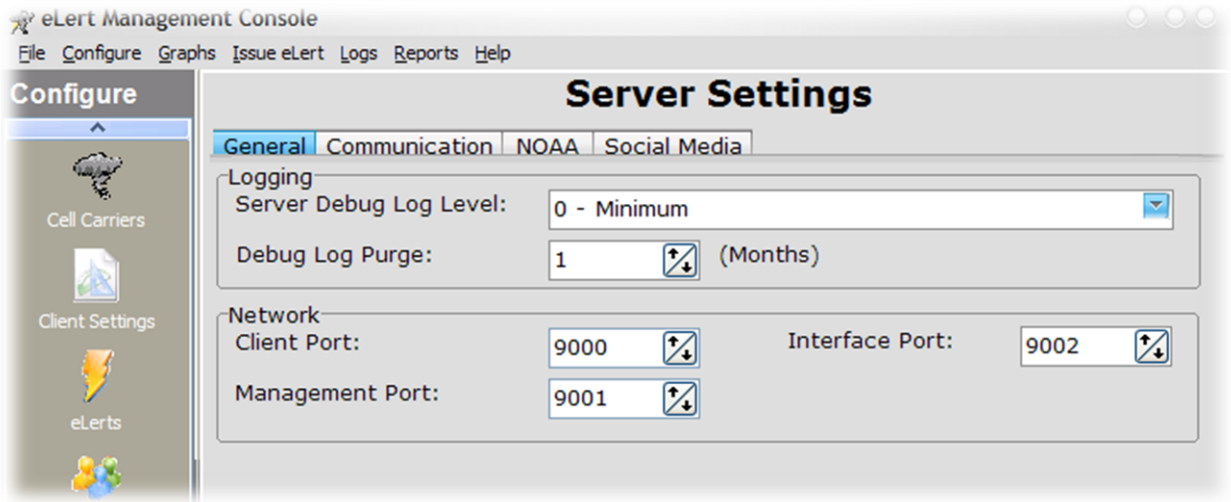
1. eLert Server

a. Load Server Settings

A memory leak which generated an “Automated Bug Report”, reporting an error in the LoadServerSettings function during startup, was corrected.

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b. Sever Debug Logging Level

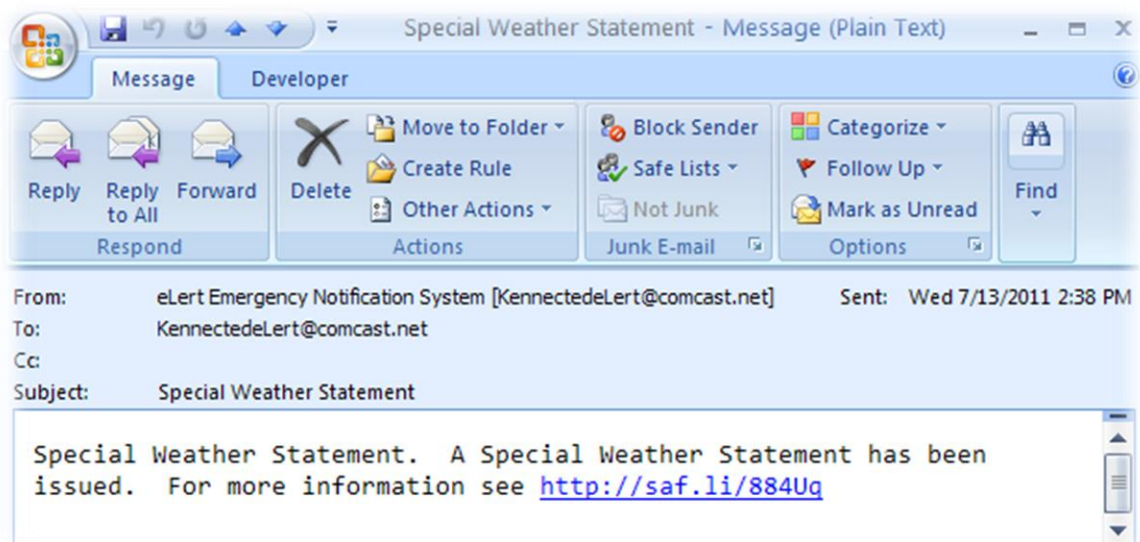


In previous versions, when the Server Settings were saved, sometimes the Server Debug Log Level would switch to 0. This has now been corrected and the logging level should always stay as it is configured.

c. Cleared eLert Text

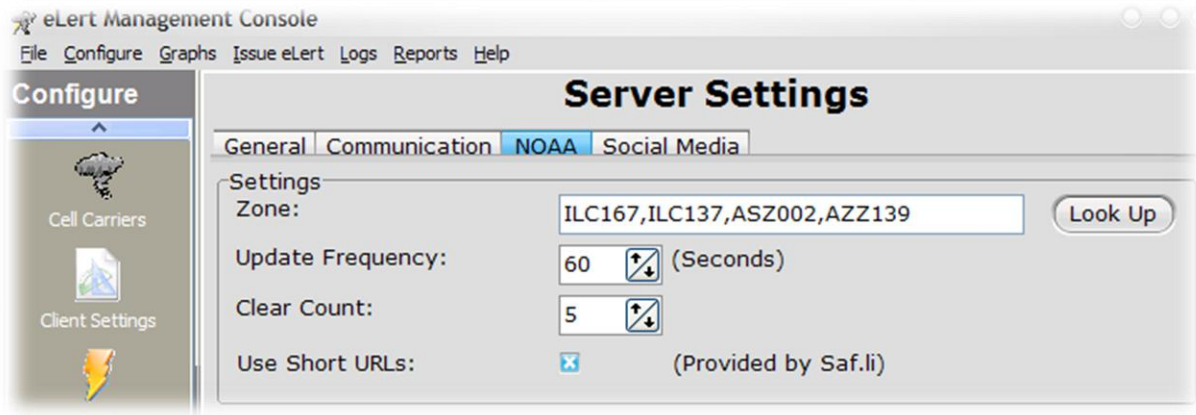
Some cell service providers do not send text messages that are longer than 160 characters. Because of that, the “lifted” part of the cleared eLert messages was not being delivered and this caused confusion for some people receiving the eLert. Because of that, the cleared eLert message now reads, “**eLert lifted: eLert Description: eLert Message**”. For example, a cleared boil order will look similar to this: **eLert lifted: Boil Order: A boil order has been issued for Main St.**

d. NOAA Link In eLerts



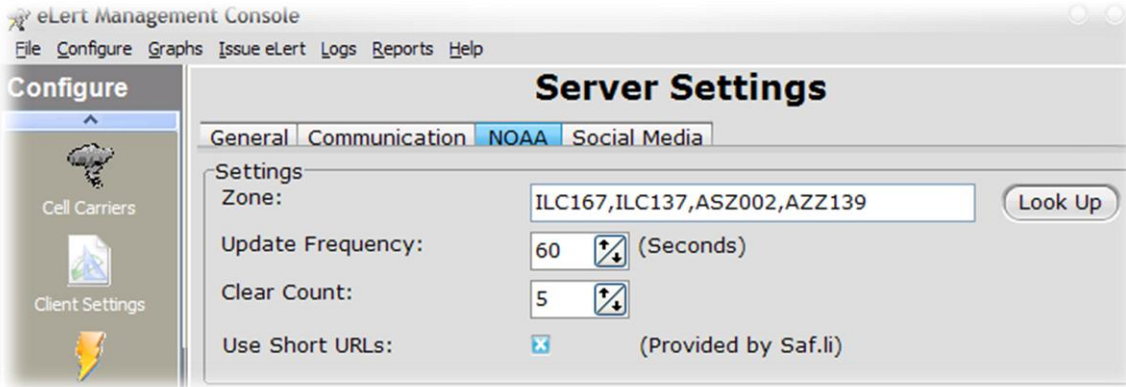
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Because of the length of the NOAA links in the RSS feed, they often had trouble displaying in text messages. As a solution, there is now an option to use short URLs for the NOAA links. The short URL feature is provided by Saf.li, a URL shortening website.



To enable the short URLs for NOAA weather alerts, go to Configure – Server Settings – NOAA. Then check the “Use Short URLs” check box. This option is turned on by default.

e. Monitor Multiple NOAA Areas



In this version, eLert now has the capability of monitoring multiple NOAA zones. To configure NOAA Zones, go to Configure – Server Settings – NOAA. Just enter the zones, separated by a comma, in the “Zone” field.

f. Admin Notification of NOAA Connection Loss

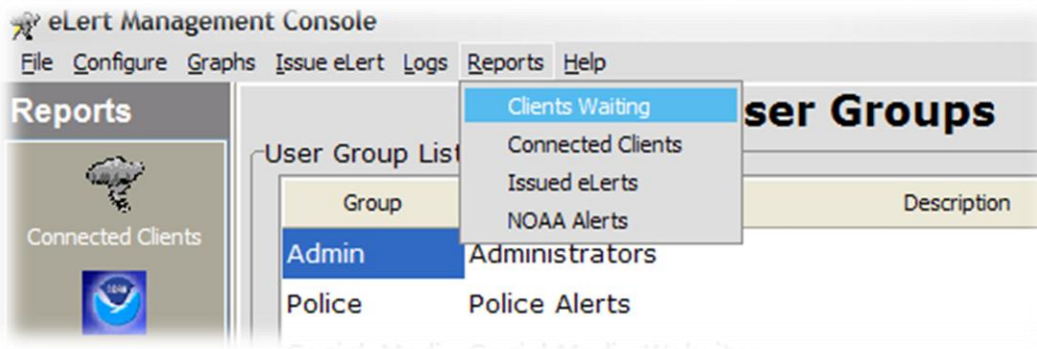
Because eLert relies upon the National Weather Service for information about weather alerts, it is important for the eLert administrators to be notified about a connection issue with NOAA. Therefore, whenever an interruption of the NOAA connection occurs, eLert will issue an “eLert Admin Notice” eLert to all member of the “Administrators” group. Additionally, when the NOAA connection is restored, a message will be sent the eLert Administrators text, “eLert Admin Notice has been lifted”. Naturally,

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with Internet Services, there will be an occasional interruption in connectivity. To prevent repeatedly issuing an “eLert Admin Notice” eLert, the connection to NOAA must fail a certain number of times before an eLert is issued. That value is the value specified in the “Clear Count” setting. For more information about the NOAA Clear Count setting see Section 2(b) of this document.

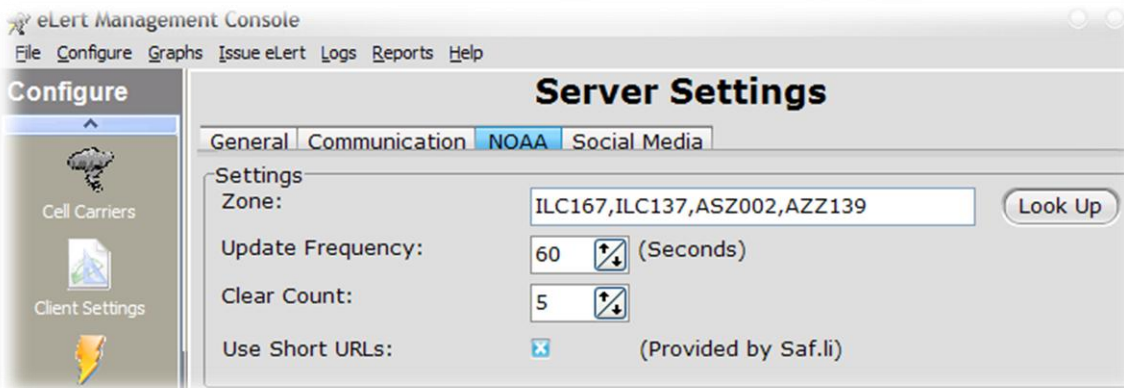
2. eLert Management Console

a. Client Waiting Menu Option On Main Menu



The “Clients Waiting” menu option has been added to “Reports” on the Main Menu.

b. NOAA Clear Count



The NOAA clear count value is a buffer value used in two different eLert functions. Because NOAA sometimes drops an active alert from the RSS feed for a few minutes, the “Clear Count” value is a buffer to ensure the “eLert lifted” message is not sent prematurely. In this context, the NOAA alert must be gone from the RSS feed for a consecutive number of RSS downloads equal to the “Clear Count” value. This will, by definition, cause a delay in lifting the NOAA eLert. The delay will be equal to the “Update Frequency” * “Clear Count”.

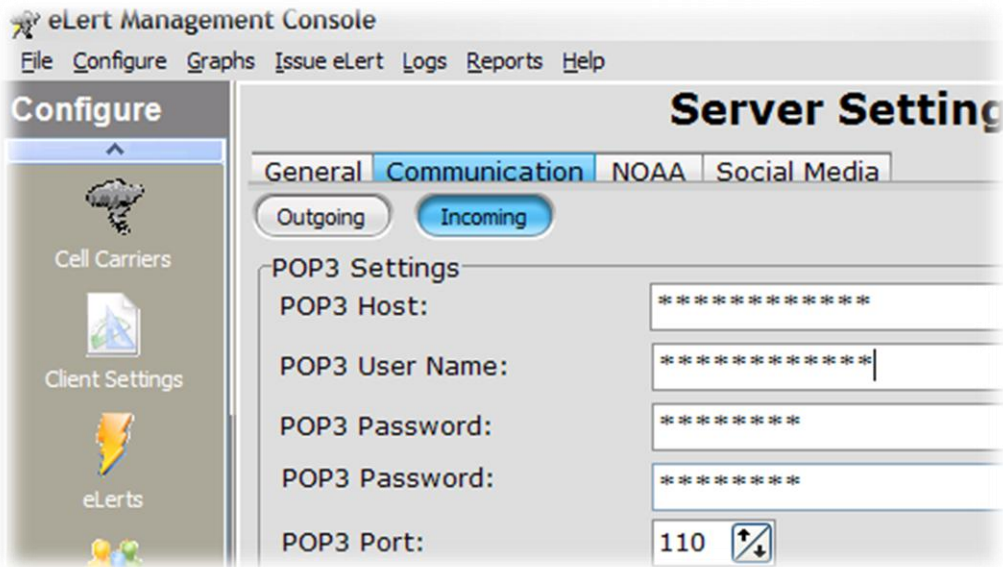
Additionally, the “Clear Count” value is the number of times the NOAA RSS download must fail before the “eLert Admin Notice” eLert is issued. This allow for periodic download failures which are

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immediately corrected. Therefore, the NOAA RSS feed must be unavailable for a period of at least “Update Frequency” * “Clear Count” before an eLert is generated.

To configure the NOAA “Clear Count”, go to Configure – Server Settings – NOAA. The default value is 5.

c. POP3 Port

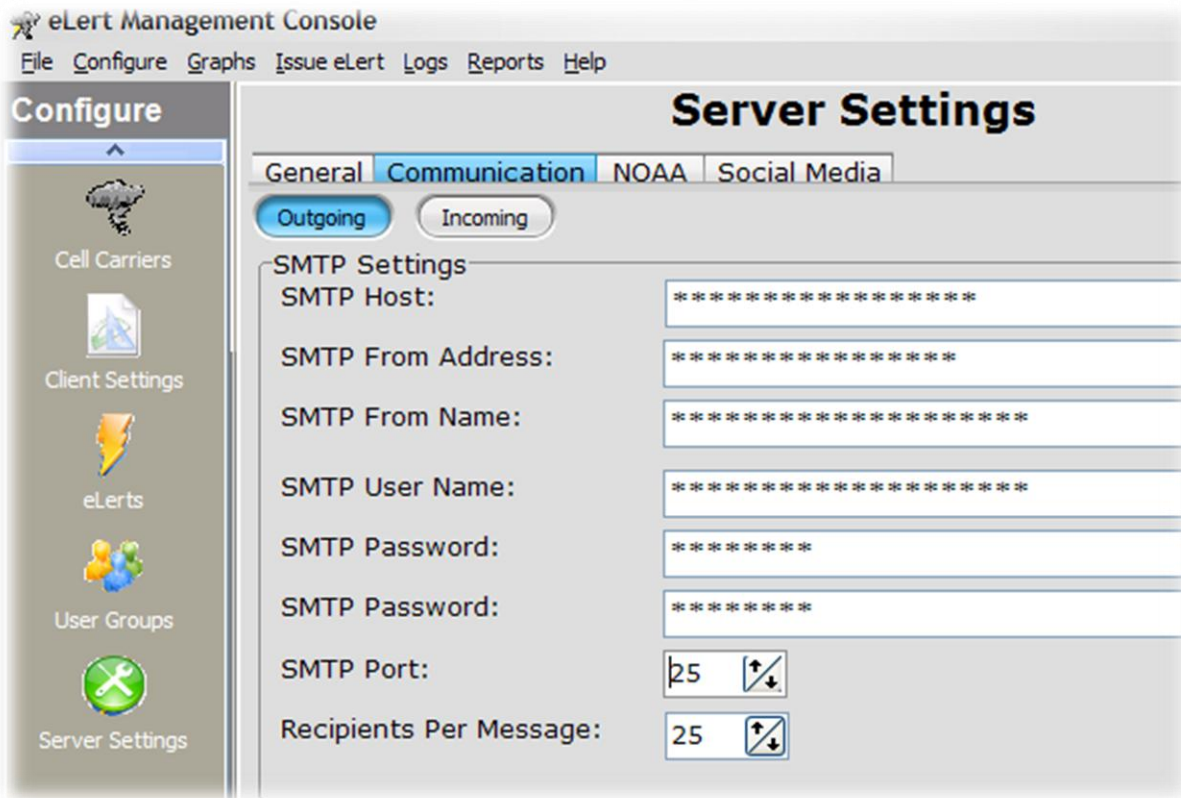


Previously only configurable directly through the database, the POP3 port settings has been exposed to the eLert Management Console. This value is required to ensure POP3 functionality is configured correctly.

To configure the POP3 Port, go to Configure – Server Settings – Communication – Incoming. The default value is 110.

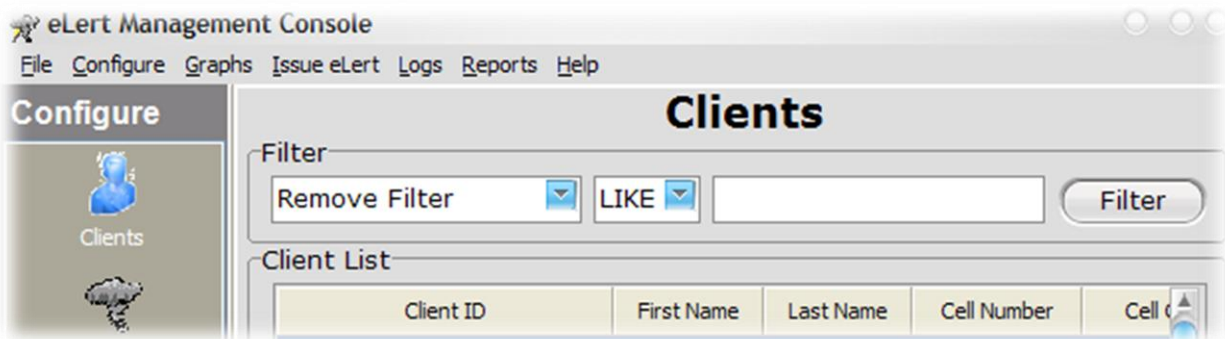
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d. SMTP Port



The SMTP Port setting is now configurable via the eLert Management Console. To configure the SMTP Port, go to Configure – Server Settings – Communication – Outgoing. The default value for the SMTP Port is 25.

e. Client Search Criteria



Based upon client suggestions, the default search criteria for search clients is now “LIKE”. Using “LIKE” as your search criteria allows you to search clients with partial information. For example, you could search for all phone numbers with contain the numbers “945”. Using “LIKE” as your search criteria is much more flexible than “=”.

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To search for Clients go to Configure – Clients.

f. Vista/Win 7 Aware

The eLert Management Console has been updated such that it is now Microsoft Vista and Windows 7 compatible. This means you will no longer need to run the eLert Management Console in Compatibility Mode with the “Run as Administrator” functionality enabled. Because of this, eLert no longer stores its data files in the program directory. In Windows XP, the eLert data is stored in C:\Documents and Settings\All Users\Application Data\Kennected Software\eLert. In Windows Vista/Win 7, the eLert data directory is c:\ProgramData\Kennected Software\eLert.

Also, the server and logon information is no longer stored in HKeyLocalMachine/Software/Kennected Software/eLert Management Console. It is now stored in HKeyCurrentUser/Software/Kennected Software/eLert Management Console. This means that the first time you logon after upgrading; you will have to reenter the server and logon information. This will be true for each user on the computers. Each user will have his or her individual connection settings and will need to be configured separately.

3. Known Issues

a. eLert Emergency Notification Client Updates

Because of a bug in the update utility included in the current version of the eLert Emergency Notification Client, the Notification Client will not automatically update to version 1.6.0. The update will have to be run manually.

b. eLert Emergency Notification and eLert Management Console Settings

As mentioned earlier, the eLert Emergency Notification Client and the eLert Management Console are now Windows Vista/Win 7 aware. This means there is no longer a single configuration for all users. Each user who attempts to logon must enter the Server IP, Server Port, User ID and Password. The same User ID and Password may be used by multiple users on a single computer, but it must be entered individually.

c. eLert Management Console Debug Log

In some instances, after upgrading the eLert version 1.6.0, when attempting to launch the eLert Management Console, you may receive a message saying “Could Not Create eLertMCDebug.log”. To correct this error, go to the eLert data folder and delete eLertMCDebug.log and launch the eLert Management Console again. In Windows XP, the eLert data is stored in C:\Documents and Settings\All Users\Application Data\Kennected Software\eLert. In Windows Vista/Win 7, the eLert data directory is c:\ProgramData\Kennected Software\eLert