



**GenWatch3®**  
**GW\_Trigger**  
**Software Version 4.26.1**  
**Module Book**

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# **GenWatch<sub>3</sub>**



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Refer to the *Troubleshooting & Support* section of the GenWatch3 Manual Shell (Book 600-4.26.1-AA.1) for complete support and contact information.

## Document History

Revision	Description	Author
2.0.2	Initial Release	JAW
2.0.3	Revision before release	JAW
2.0.4	Release Revisions	KIH
2.0.5	Release Revisions	JAW
2.0.5	Added SNMP setup information	JAW
2.0.6.6	Release Revisions	KIH
2.1	Added Email Setup	KIH
2.3	Revisions Before Release	CWF
2.4	Revisions Before Release	CWF
2.5	Revisions Before Release	CWF
2.5	Added Diagnostic/Event Filter Description	KIH
2.5	Added Emergency PTT Only	KIH
2.6	Added Packet Field Feature Description	KIH
2.6	Revisions Before Release	CWF
2.7	Added Site Event Descriptions	KIH
2.8	Revisions Before Release	REB
2.8	Corrected numbering in trigger setup instructions.	REB
2.9	Added Return of Data trigger	REB
2.9	Revisions Before Release	REB
2.10	Added SNMP MIBs import section	WRK
2.10	Added Request Radio Affiliation triggers.	REB
2.11	Conversion to docx	BCY
2.12	Added minimum-duration option.	REB
2.12	Expanded details on Insert Field feature.	REB
2.13	Expanded description of minimum duration triggers	REB
2.14	Revisions Before Release	JAW
2.15	Revisions Before Release	REB
2.16	Revisions Before Release	JPS
2.16	Added Connection Switchover trigger type.	REB
2.17.17	Added Site Utilization trigger type.	ATG
4.24.2	Added Voice Only and Ignore Conventional	DW

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## About this Manual

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### Goals

This manual describes the role and function of the GW\_Trigger module in the GenWatch3 solution.

### Who Should Read This Manual?



This manual is written for the intended audience of mid-level trunked radio system users and novice to mid-level PC users.

### How This Manual Is Organized

This manual is organized as follows:

- **Overview:** Provides an overview of the GW\_Trigger module.
- **Setup:** Describes the process required to set up a trigger.
- **GenWatch3 GUI Notifications:** Describes the GUI notification process.

This manual contains the following images, used to indicate that a segment of text requires special attention:

-  **Additional Information:** Additional information is used to indicate shortcuts or tips.
-  **Warning:** Warnings are used to indicate possible problem areas, such as a risk of data loss or incorrect/unexpected functionality.



This chapter provides an overview of the GW\_Trigger module and its function within the GenWatch3 solution.

This chapter contains the following sections:

- **What Is GW\_Trigger?:** Describes the role and function of the GW\_Trigger module.
- **What is the OnTrak Relay Device?:** Describes the OnTrak model ADU208 USB external relay device.
- **Viewing Trigger Activity:** Describes the *Trigger Activity* list.

## What is GW\_Trigger?

GW\_Trigger is a module that allows you to set up real-time external relay, email, SNMP, red/amber/green light or audio-visual alerts. Practical applications include:

- Enabling a relay that will sound an alarm when an emergency alarm event is received from your trunking system.
- Alerting users with a specified GenWatch3 security role when a particular status or message event is received on your trunking system.
- Enabling a relay that lights an LED labeled for a particular group when the group receives a push-to-talk on your trunking system.
- Enabling a relay that lights an LED labeled for a particular network state when the network device issues a notification via a simple network management protocol (SNMP) trap.

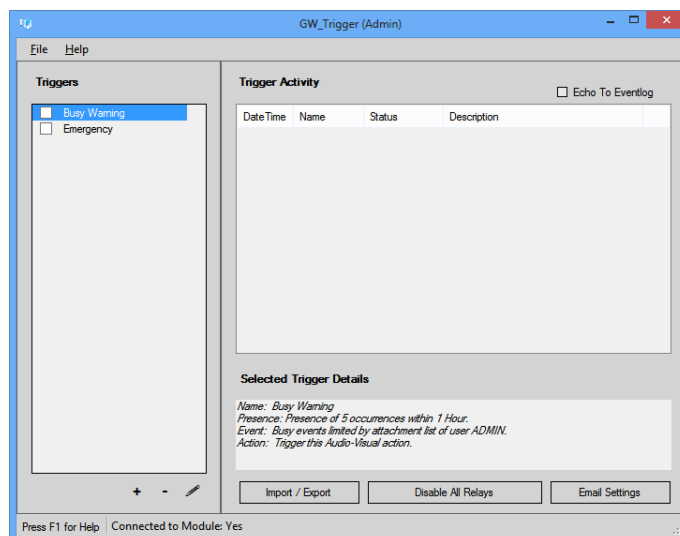



Figure 1.1 – GW\_Trigger GUI

 GW\_Trigger does not process Interzone activity.

## ***What is the OnTrak Relay Device?***

GW\_Trigger offers functionality with the OnTrak model ADU208 USB external relay device. This hardware device connects to your GenWatch3 host machine via USB. This device supports up to 8 external relay devices. The ADU208 can support a 5-amp DC load per contact. GW\_Trigger can enable or disable up to eight of these relays when a trigger executes.

## **Disabling All Relays**

The **Disable All Relays** button allows you to disable all relays on the OnTrak device. This simply closes all open relays. This does not permanently disable the relays.

## ***Viewing Trigger Activity***

The *Trigger Activity* list shows all trigger-based activity sent and received by the GW\_Trigger module. This list is cleared each time you close the GW\_Trigger graphical user interface (GUI).

## **Echo To Eventlog**

When the **Echo To Eventlog** option is enabled, the GW\_Trigger module will create an entry in the computer's event log each time a trigger is activated. The entry contains an event ID associated with the trigger.

## Chapter 2 Setup

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This chapter describes the process required to set up a trigger, where to find instructions on how to install the OnTrak ADU208 hardware and how triggers interact with the GenWatch3 solution.

This chapter contains the following sections:

- **Setting Up the OnTrak ADU208 device:** Installing the OnTrak device.
- **Setting Up a Trigger:** Step-by-step setup process for creating a trigger.
- **Sample Triggers:** Examples of some real-world triggers.
- **Email Setup:** Describes the email configuration process.

### Setting up the OnTrak ADU208 Device

Please refer to your OnTrak ADU208 device documentation for instructions on installing the OnTrakADU208 device.



The GenWatch3 installer copies the *AduHid.dll* file to the GenWatch3 install directory. If this file is ever removed from this directory, the OnTrak ADU208 device will not function.

### Setting up a Trigger

Triggers are added, updated and deleted from the GW\_Trigger GUI. The sections below provide instructions for maintaining triggers.

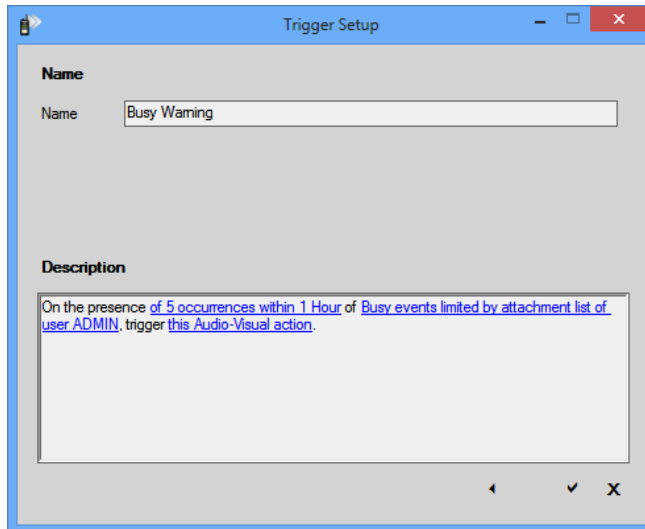


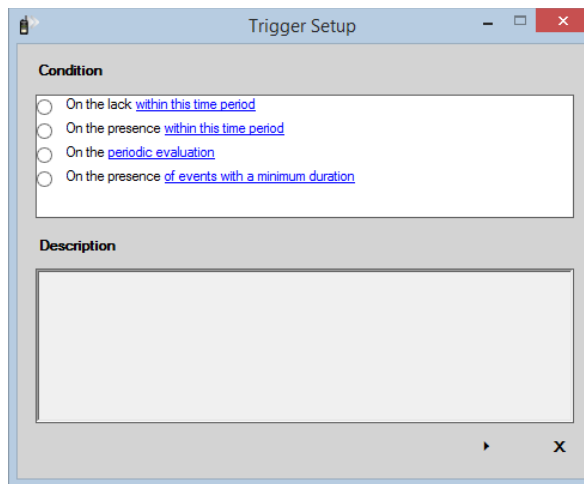
Figure 2.1 – Trigger Setup Window

## Adding a New Trigger

### Presence Options

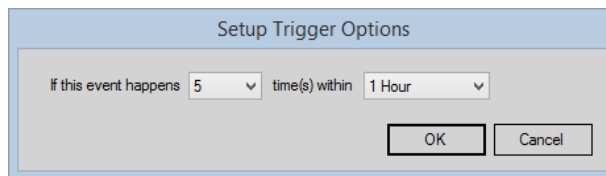
To add a new trigger, follow the steps below:

1. Click the **Add** button to load the *Trigger Setup* window. (Figure 2.2).
2. Choose the trigger condition to monitor. The choices include:
  - a. **On the lack within this time period:** Fires if the event is not received a specified number of times (or at all) within the defined time period.
  - b. **On the presence within this time period:** Fires if the event is received a specified number of times (or at all) within the given time period.
  - c. **On the periodic evaluation:** See the *Periodic Evaluation* section.
  - d. **On the presence of events with a minimum duration:** See the *Minimum Duration Triggers* section.

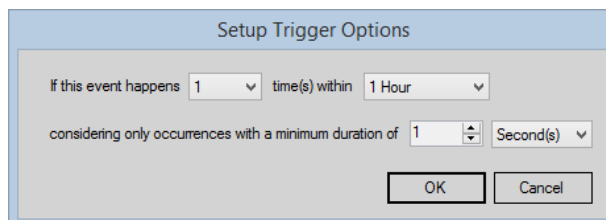


**Figure 2.2** – Trigger Setup Window – Condition

3. Click on the blue text at the bottom of the setup window. This will load the *Setup Trigger Options* window (Figure 2.3a or 2.3b).



**Figure 2.3a** –Time Period Options



**Figure 2.3b** – Time Period Options with Minimum Duration

4. Select the condition count in the first drop-down list.
5. Select the time frame in the second drop-down list.
6. For triggers using the “**On the presence of events with a minimum duration**” option, specify the threshold for each event’s duration using a combination of a quantity and unit of time from the numeric field and drop-down list provided.
7. Click the **OK** button.
8. Click the **Next** button. This will load the Event options (Figure 2.4).
9. Choose the trigger event. The choices include:
  - a. **Of this Radio System Event:** Events issued from or to a radio. These include:
    - **Affiliation:** Radio successfully affiliates to a talkgroup.
    - **Busy:** All system resources at a site are in use.
    - **Call Alert:** A device issues a Call Alert page, requesting a call from the radio user.
    - **Call Alert Ack:** Radio acknowledges a Call Alert page.
    - **Call Update:** Radio issues an update to a call.
    - **Cancel Dynamic Regrouping:** A device issues a command to move a radio to the previous talkgroup.
    - **Cancel Dynamic Regrouping Ack:** Radio acknowledges a Cancel Dynamic Regrouping command.
    - **Cancel Selective Inhibit:** A device issues a command to enable a radio.
    - **Cancel Selective Inhibit Ack:** Radio acknowledges a Cancel Selective Inhibit command.
    - **Channel Assignment:** Radio issues a dispatch, private or interconnect call, also known as a PTT (Push-To-Talk). This **Event Type** will monitor for all PTTs, including Emergency PTTs and Voice PTTs and Conventional PTTs. See step 11.b for information on the Emergency PTT option. See step 11.c for information on the Voice Only option. See step 11.d for information on the Ignore Conventional option.
    - **Deaffiliation:** Radio deaffiliates from a talkgroup.
    - **Deregistration:** Radio deregisters from the system.
    - **Disable Channel Marker:** Indicates that the Channel Marker feature of a talkgroup has been disabled. This trigger is only valid for ATIA systems.
    - **Dynamic Regrouping:** A device issues a command to move a radio to a different talkgroup.
    - **Dynamic Regrouping Ack:** Radio acknowledges a Dynamic Regrouping command.
    - **Emergency Alarm:** Radio issues an emergency alarm.

- **Emergency Alarm Ack:** CADI, console or GenWatch3 acknowledges a radio's emergency alarm.
- **Enable Channel Marker:** Indicates that the Channel Marker feature of a talkgroup has been enabled. This trigger is only valid for ATIA systems.
- **Frequency Command RM/RT:** A device issues an RM/RT command. The radio will broadcast on a frequency.
- **GPS Sensor:** A GW\_Location connection reports a location update with collected sensor information. The sensor name and value may be left blank to trigger on any location update from a GW\_Location connection.
- **Location:** An IMW connection in the GW\_Connect module reports a device's location information.
- **Message:** Radio issues a message 1-16.
- **Presence:** An IMW connection in the GW\_Connect module reports a device's presence information.
- **Radio Disable:** A device issues a command to disable a radio. This trigger is only valid for ATIA systems.
- **Radio Disable Ack:** Radio acknowledges a Radio Disable command. This trigger is only valid for ATIA systems.
- **Radio Enable:** A device issues a command to enable a radio. This trigger is only valid for ATIA systems.
- **Radio Enable Ack:** Radio acknowledges a Radio Enable command. This trigger is only valid for ATIA systems.
- **Registration:** Radio successfully registers on the system.
- **Request Radio Affiliation:** A device issues a radio check command.
- **Request Radio Affiliation Ack:** Radio acknowledges a radio check command.
- **Selective Inhibit:** A device issues a command to disable a radio.
- **Selective Inhibit Ack:** Radio acknowledges a Selective Inhibit command.
- **Selector Lock:** A device issues a command to lock a radio's talkgroup selector.
- **Selector Lock Ack:** Radio acknowledges a Selector Lock command.
- **Selector Unlock:** A device issues a command to unlock a radio's talkgroup selector.
- **Selector Unlock Ack:** Radio acknowledges a Selector Unlock command.
- **Site Connection Changed:** When a site enters or leaves site trunking mode.
- **Site Control Channel Changed:** When the site's control channel changes to a new position.

- **Site Data Mode Changed:** When a site switches between full and reduced data mode (also known as fallback).
  - **Site Monitor Update:** This message is used to provide monitored parameters of a site. Currently, the only information included in the packet is the *Control Channel Load Indicator*, which provides the percentage of time the control channel was in use within the Load Indicator Sampling Period (2 minutes). Selecting this trigger will allow you to specify the minimum utilization percentage that will cause the trigger to fire. This trigger is valid only for Dimetra systems.
  - **Status:** Radio issues a status 1-8. This trigger is not valid for P25 systems because they do not transmit status messages with numbers.
  - **Talkgroup Command RM/RT:** A device issues an RM/RT command. The radio will broadcast on a talkgroup.
- b. **Of this Radio System Diagnostic Event:** Trunking system reports a board-position based or site-based diagnostic. See the *Insert Fields* section below for additional information about the alarm type.
- c. **Of this GenWatch Event:** GenWatch3 events include:
- **Connection Switchover:** This event is sent when a redundant RSP25 connection becomes the active connection.
  - **Loss of Data:** This event is sent when an input module's data connection is lost.
  - **Return of Data:** This event is sent when an input module's data connection is restored after a Loss of Data event.
  - **Site Utilization:** This event is sent when a site's utilization exceeds the threshold specified in the trigger event. This event ignores Presence settings. The threshold is the percentage of available voice channels in use. If **Duration** is checked, utilization must remain above the threshold for the time specified. The **Include Data Calls** setting toggles whether a channel involved in a data call is counted as being in use. Optionally, adding sites to the **Site Overrides** list allows the triggers for those sites to be disabled or use a threshold that differs from the **Global Threshold**.
  - **Suspect Activity:** This event is sent when a new suspect is identified by the GW\_SAM module.
  - **System Resources:** This event is sent when the system resources on the host machine exceed or drop below the level specified in the trigger event.
  - **Unattended EA:** This is an event sent from GW\_Halcyon if an emergency alarm was received on the system and not delivered to a connected CADI or RCM user. *This option is*

only valid for GenWatch3 installations that include the GW\_Halcyon module with the Emergency Alarm feature.

- d. **Of this SNMP Trap:** Events raised by software or a device on the network. See the *SNMP Traps* section below.
- e. **Of this SNMP Message:** A message containing one or more SNMP values. These SNMP values are properties exposed by SNMP capable software or devices on the network. See the *SNMP Messages* section below.
- f. **Of this APM UDP Tx Traffic Event:** Transmit channel status information sent by the RFI Advanced Power Monitor device. The APM properties are:
  - **Combiner Insertion Loss:** Tx Combiner Insertion Loss in decibels.
  - **Forward Power Level:** Tx Power Level in watts.
  - **VSWR:** Transmit voltage standing wave ratio in ratio to 1. (for example, a VSWR of 1.2 is equal to 1.2:1).
- g. **Of this APM UDP Rx Traffic Event:** Receive channel status information sent by the RFI Advanced Power Monitor device. The APM properties are:
  - **Combiner Insertion Loss:** Rx Combiner Insertion Loss in decibels.
  - **Rx Power Level:** Rx Power Level in watts.
- h. **Of this APM Antenna Isolation Loss Test Event:** Result of an Antenna Isolation Loss Test sent by the RFI Advanced Power Monitor device. The APM properties are:
  - **Antenna Isolation Loss Fail:** Antenna isolation loss fail state. True=1, False=0.
  - **Rx Power Level:** Rx Power Level in watts.

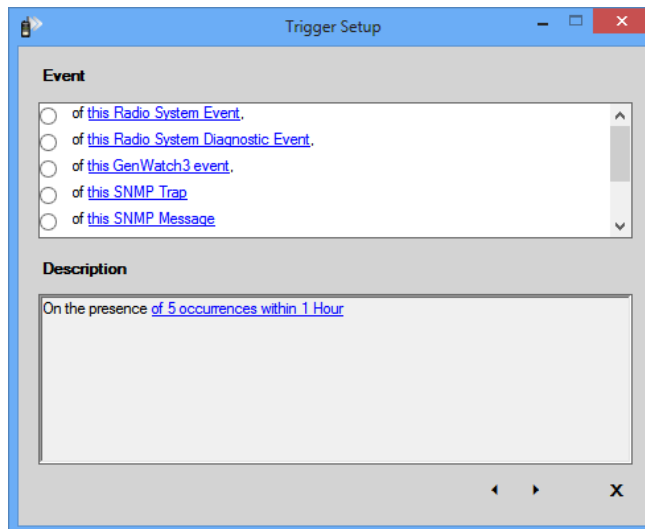


Figure 2.4 – Trigger Setup Window – Event

10. Click on the blue text of the trigger event that you chose in the previous step. This will load the *Setup Trigger Event Options* window (Figure 2.5).

The screenshot shows the 'Setup Trigger Event Options' dialog box. It is divided into three sections: 'Select Event:', 'Select Event Location:', and 'Select Event Participant(s):'. In the 'Select Event:' section, the 'Event Type' dropdown is set to 'Busy'. The 'Select Event Location:' section includes 'System ID' (Any System), 'RFSS ID' (0, Any RFSS), 'Site ID' (0, Any Site), and 'Channel Position' (0, N/A). The 'Select Event Participant(s):' section offers three choices: 'For Radio ID' (empty text box, Select ID button), '- OR -', 'For Group ID' (empty text box, Select Group button), '- OR -', and 'Group(s) within this user's Attachment List' (dropdown menu showing ADMIN). 'OK' and 'Cancel' buttons are at the bottom.

**Figure 2.5** – Setup Trigger Event Options

11. Choose your event options. The *Setup Trigger Event Options* window will vary based on the selected category. This window can contain:
- Event Type**
    - For *Radio System Events*, this will contain radio events described in step 9.a.
    - For *GenWatch Events*, this will contain GenWatch events described in step 9.c.
  - Emergency PTT:** For **Event Type** of *Channel Assignment*, check to monitor for Emergency PTTs only.
  - Voice Only:** For **Event Type** of *Channel Assignment*, check to monitor for Voice PTTs only.
  - Ignore Conventional:** For **Event Type** of *Channel Assignment*, check to monitor for Trunked PTTs only.
  - Only Trigger On New Suspects:** For **Event Type** of *Suspect Activity*, check to monitor only for suspect activity that has not already been added to the suspect list in the SAM module.
  - Diagnostic Filter:** Contains a list of all known diagnostic events.
  - Event Filter:** Contains a list of possible suspect reasons.
  - Number:** For **Event Type** of *Status*, this will contain numbers 1-8. For **Event Type** of *Message*, this will contain numbers 1-16. If you chose an **Event Type** of *Status* or *Message*, you must choose a value for **Number**.

- i. **Affiliation Count:** The number of affiliations allowed within the user defined timeframe.
- j. **Affiliation Timeout:** The amount of time before an affiliation state is no longer considered in the **affiliation count**.
- k. **System ID:** The system ID to monitor for this event (required).
- l. **RFSS ID:** The RFSS ID to monitor for this event (if non-zero).
- m. **Site ID:** The site ID to monitor for this event (if non-zero).
- n. **Channel ID:** The channel ID to monitor for this event.
  - Enter *0 (Any Channel)* to match events that may or may not have a Channel Position.
  - Enter *-1 (No Channel)* to match only events that do not have a Channel Position.
- o. **\*For Group ID:** The specific group ID on which to monitor this event.
- p. **\*For Radio ID:** The specific radio ID on which to monitor this event.
- q. **\*Groups within this User's Attachment List:** All radio IDs with a default talkgroup included in the selected user's attachment list are monitored for the event.



\*At least one of these selections must be made.



The *Select Units* grid is filtered based on your GenWatch3 user's attachment list, unless your user has a role with the *ViewAllGroups* privilege for GW\_Alias. These options are available in GW\_Security.



To clear the **For Radio ID** value, click the **Select ID** button. Clear any selected radio IDs in the *Select Units* window and click the **OK** button.



If the user selected for **Groups within this User's Attachment List** has a role that contains the *ViewAllGroups* privilege for GW\_Alias, all radio IDs are included for this event. If the user does not have the *ViewAllGroups* privilege, this event will only include radio IDs that have a default group in the user's attachment list.



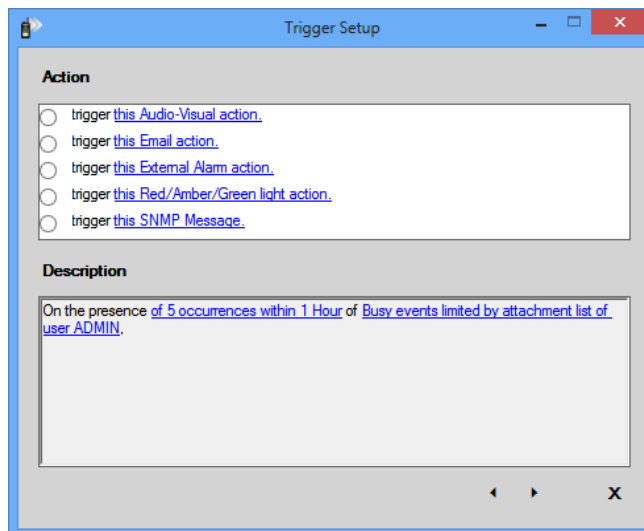
Users that do not have the Administrator role will only be able to select non-Administrator users for **Groups within this User's Attachment List**. If the user selected for **Groups within this User's Attachment List** has the Administrator role, only users with the Administrator role will be able to edit the trigger.



The **Only Trigger On New Suspects option** has no effect on Talkgroup based *Suspect Activity*. *Suspect Activity* events are only sent out when a talkgroup is first put into the suspect list in the GW\_SAM module.

12. Click the **OK** button.
13. Click the **Next** button. This will load the Action options (Figure 2.6).
14. Choose the Trigger action. Options include:

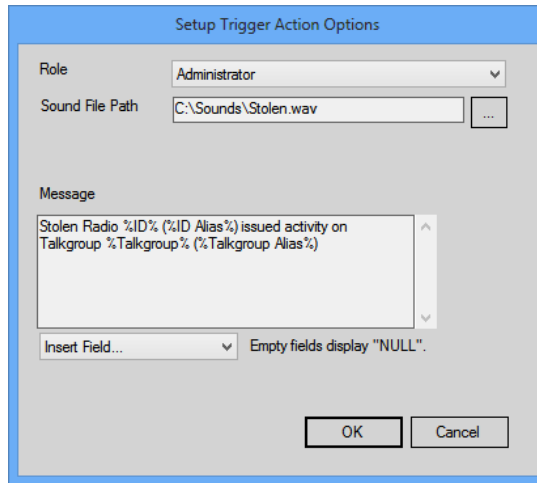
- a. **This Audio-Visual Action:** This option sends a predefined message to each GenWatch3 user logged in with the selected role.
- b. **This Email Action:** This option sends a predefined message to one or more specified email address(es). This option requires the Trigger license restriction *Email Action*.
- c. **This External Alarm Action:** This option interacts with the OnTrak ADU208 device. It enables or disables relays permanently, for a given amount of time or until a user with the selected role acknowledges the event.
- d. **This Red/Amber/Green Light Action:** This option sends a message with the description of the trigger to GUIs with threshold indication lights which will flash to get the user's attention.
- e. **This SNMP Message:** This option broadcasts an SNMP trap containing a pre-defined message. This option requires the Trigger license restriction *SNMP Action*.



**Figure 2.6** – Trigger Setup Window – Action

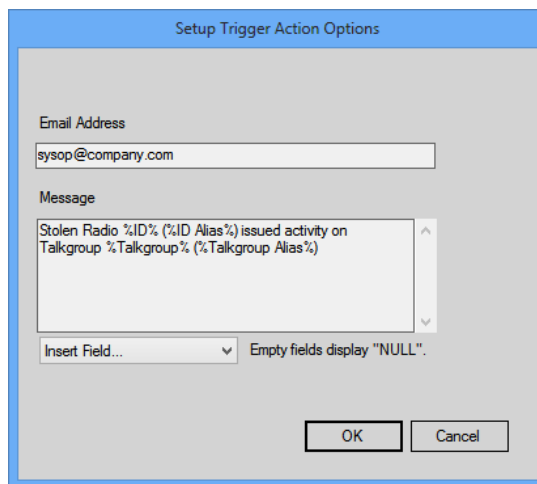
15. Click on the blue text of the trigger action you chose in the previous step. This will load the *Setup Trigger Action Options* window.

16. For **Audio-Visual Action** (Figure 2.7):
  - a. Choose a role.
  - b. Optionally provide a file name (remember that the file must be reachable by all GenWatch3 clients, so a name *C:\myalarm.wav* may not work, when *\\MYPC\C\$\MyAlarm.wav* might).
  - c. Type the message that you wish to display to the users with the target role. See the *Insert Fields* section below for additional options when building the message.



**Figure 2.7** – Setup Trigger Audio-Visual Action

17. For **Email Action** (Figure 2.8):
  - a. Enter an email address.
  - b. Type the message that you wish to display in the body of the email notification. See the *Insert Fields* section below for additional options when building the message.



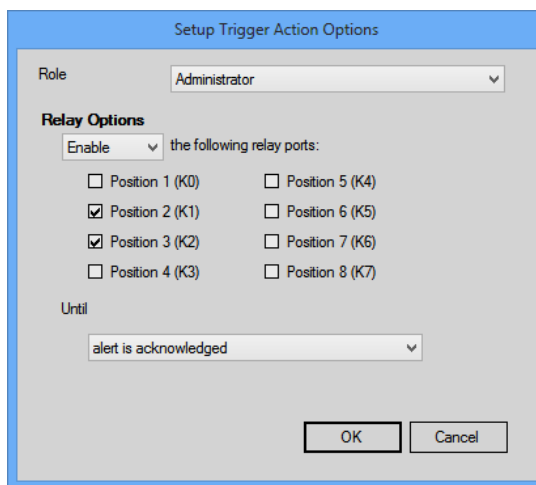
**Figure 2.8** – Setup Trigger Email Action



Audio-Visual, Email, and SNMP Message Action types allow you to insert field names into the trigger message. These fields will contain information from the system or SNMP activity that activates a trigger. Common fields can be selected from the **Insert Field...** drop down list. The field names are contained within a set of '%'. Type '%%' to get a '%' in the message.

18. For **External Alarm Action** (Figure 2.9):

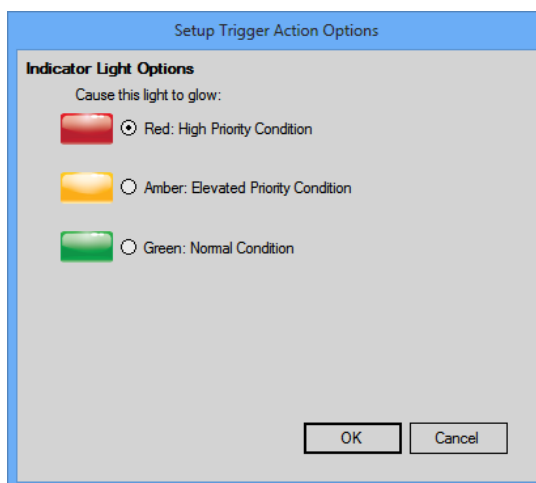
- a. Choose a role.
- b. Select one or more relay positions to enable or disable.
- c. Select duration. If you choose “N/A”, the relay will remain disabled or enabled. If you choose “until alert is acknowledged”, this will result in an audio-visual action as well as an external alarm action.



**Figure 2.9** – Setup Trigger External Alarm Action

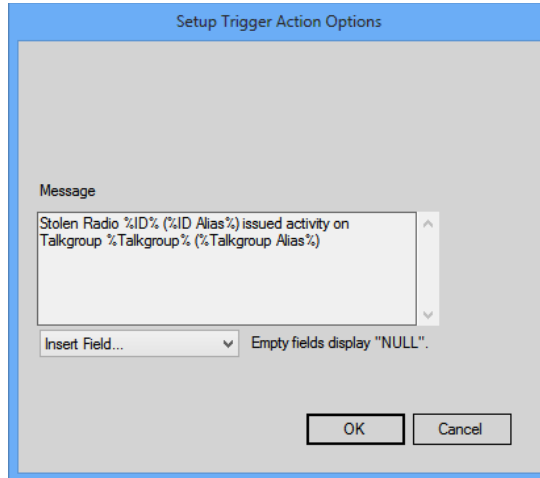
19. For **Red/Amber/Green Light Action** (Figure 2.10):

- a. Choose which light to associate with this threshold.



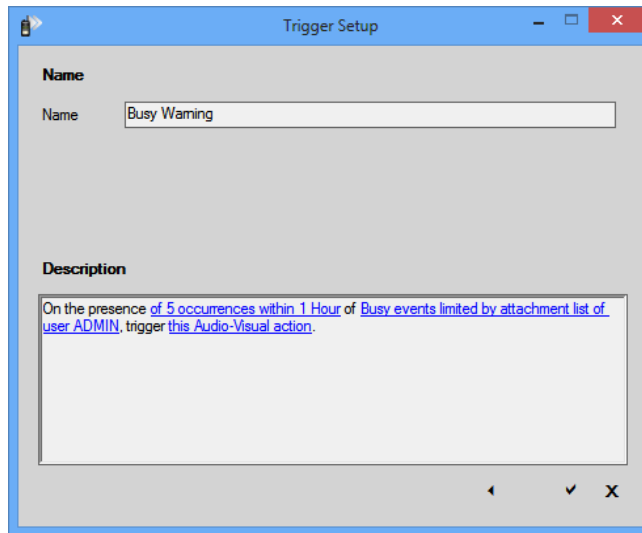
**Figure 2.10** – Setup Trigger Red/Amber/Green Light Action

20. For **SNMP Message Action** (Figure 2.11):
  - a. Type the message that you wish to display in the body of the SNMP notification. See the *Insert Fields* section below for additional options when building the message.



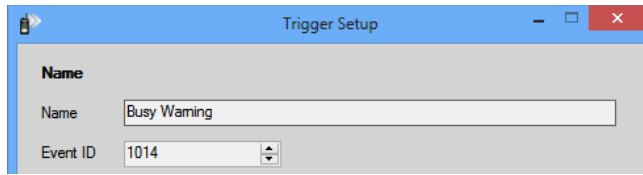
**Figure 2.11** – Setup Trigger SNMP Action

21. Click the **OK** button.
22. Click the **Next** button. This will load the Name options (Figure 2.12).
23. Type a name into the Name textbox.



**Figure 2.12** – Setup Trigger Window – Name

- a. If **Echo To Eventlog** is enabled, set the desired Event ID. (This field is only displayed when **Echo To Eventlog** is enabled)



**Figure 2.13** – Setup Trigger Event ID

- b. Click the **Finish** button to save the new trigger.

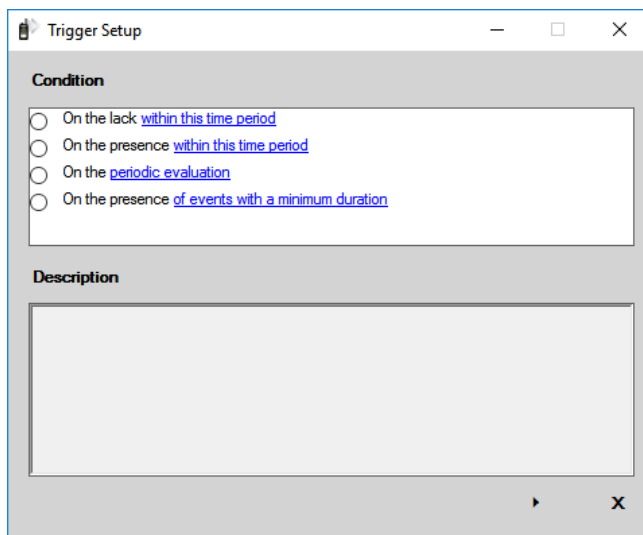


The Trigger module allows for the creation of up to 990 triggers.

### Periodic Evaluation

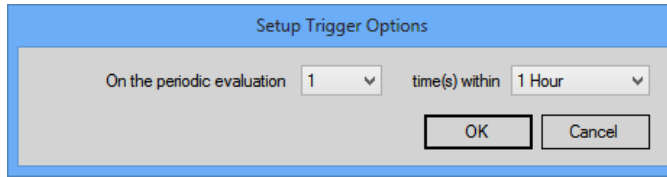
To add a new periodic evaluation trigger, follow the steps below:

1. Click the **Add** button. This will load the *Trigger Setup* window. (Figure 2.14).
2. Choose periodic evaluation as the trigger condition to monitor. This condition fires whenever GW\_Trigger performs a periodic check (defined by the user) that meets the specified trigger conditions (specified by the user). See the *Periodic Evaluation Triggers* section below.



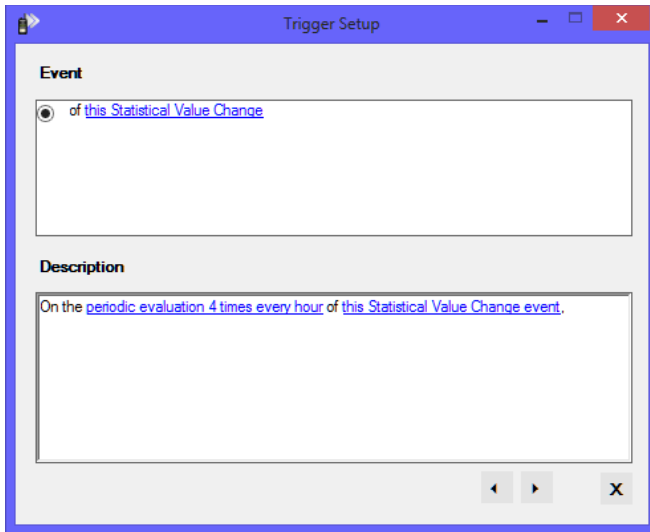
**Figure 2.14** – Trigger Setup Window – Condition

3. Click on the blue **periodic evaluation** text at the bottom of the setup window: This will load the *Setup Trigger Options* window (Figure 2.15).



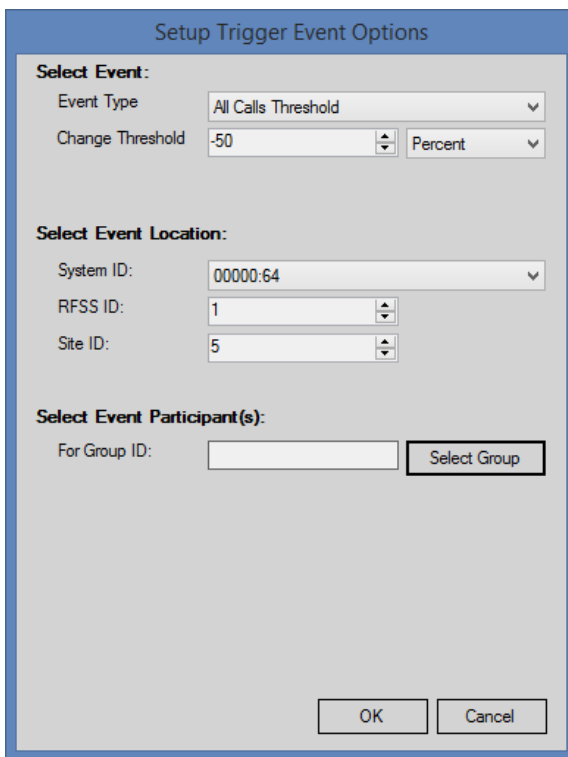
**Figure 2.15** – Trigger Setup Time Period Options (periodic evaluation)

4. Select the number of evaluations in the first drop-down list.
5. Select the time frame in the second drop-down list.
6. Click the **OK** button.
7. Click the **Next** button. This will load the Event options (Figure 2.16).
8. Choose the trigger event. The choices include:
  - a. **Of this Statistical Value Change:** Event type
    - **Affiliated Radio ID Threshold:** This event is sent when the change in the number of radio IDs affiliated exceeds the user specified threshold.
    - **All Calls Threshold:** This event is sent when the change in the number of calls (of all types) exceeds the user specified threshold.
    - **All Data Calls Threshold:** This event is sent when the change in the number of data calls (calls with a Radio Data flag) exceeds the user specified threshold.
    - **All Voice Calls Threshold:** This event is sent when the change in the number of voice calls (calls without a Radio Data flag) exceeds the user specified threshold.
    - **Group Voice Calls Threshold:** This event is sent when the change in the number of group voice calls (calls with a Group flag and without a Radio Data flag) exceeds the user specified threshold.
    - **Private Voice Calls Threshold:** This event is sent when the change in the number of private voice calls (calls with a Private flag and without a Radio Data flag) exceeds the user specified threshold.



**Figure 2.16** – Trigger Setup Window – Event

9. Click on the blue text of the trigger event that you chose in the previous step. This will load the *Setup Trigger Event Options* window (Figure 2.17).



**Figure 2.17** – Setup Trigger Event Options (Statistical Value Change event)

10. Choose your event options. The *Setup Trigger Event Options* window will vary based on the selected category. This window can contain:

- a. **Event Type**
    - For *Statistical Value Change*, this will contain event(s) described in step 8.a.
  - b. **Affiliation Count:** Threshold for the amount of change in affiliated/registered radios. (See the *Periodic Evaluation Triggers* section below.)
  - c. **Affiliation Timeout:** The amount of time before an affiliation state is no longer considered in the **affiliation count**.
  - d. **System ID:** The system ID to monitor for this event (required).
  - e. **RFSS ID:** The RFSS ID to monitor for this event (if non-zero). See the *Affiliation Rules* section below.
  - f. **Site ID:** The site ID to monitor for this event (if non-zero). See the *Affiliation Rules* section below.
  - g. **For Group ID:** The specific group ID on which to monitor this event. See the *Affiliation Rules* section below.
11. Click the **OK** button.
  12. Click the **Next** button.
  13. Choose the Trigger action. This information is described in the previous section.

### Periodic Evaluation Triggers

The periodic evaluation trigger tracks changes on your system resources. These triggers function by choosing the following settings:

- **Setup Trigger Options:** The *within* is the time window. We divide the *within* by *N times* to determine the sample interval. During each sample interval, trigger checks the value of the statistic. This value is stored as a sample in the sample set. Once a complete sample set is gathered (i.e. *N times* samples are gathered), the average of the samples in the sample set are used as the *previous value*. At this point the new sample acts as the *current value*. After *the previous value* is compared to the *current value* to determine if this trigger's threshold (such as *Affiliation Count*) was reached, the *current value* is added to the sample set and the oldest sample is removed from the sample set.
- **Event Type:** Specifies which condition you would like updates on.
- **Change Threshold:** This value indicates the percent or instances of change in the current interval compared to the average of the sample set required to trigger this event. A positive value creates an **increase threshold** while a negative value creates a **decrease threshold**. Percent changes range from -100% to 65,535% while Instances changes range from -65,535% to 65,535%.
- **Affiliation Timeout:** Setting a timeout is often desirable on certain activity types (if a radio affiliates then 45 minutes later it has no activity you may choose to not consider that affiliation anymore).
- **Selected Event Location:** Specify what system you would like this trigger to monitor, you may also be more specific on which part of a system you would like to monitor.

- **Selected Event Participants:** Here the user may select a specific group to track changes on.

**Trigger Activity**  Echo To Eventlog

DateTime	Name	Status	Description
12/14/2...	Affiliation T...	Affiliated Rad...	On the periodic evaluation 1 time every ...

**Selected Trigger Details**

*Trigger Event Description:*

*Affiliated Radio ID Threshold change threshold initialized: Threshold=2, Previous=N/A, Current=0, Sample Size=0 of 1*

**Figure 2.18a** - Periodic evaluation trigger activity.

The *Selected Trigger Details* panel for periodic evaluation triggers contains information regarding user-defined trigger settings as well as the current sample size, the average of the values in the last sample set and whether or not the threshold the user set has been reached (Figure 2.18a). New trigger entries will be received at the rate defined by the user in the *Setup Trigger Options* window (Figure 2.15) until the sample size is reached. After the sample size is reached, the last trigger in the *Trigger Activity* list will be updated as long as the threshold has not been reached.

### Selected Trigger Details

*Trigger Event Description:*

*Affiliated Radio ID Threshold change threshold not reached: Threshold= 2, Previous=0, Current= 0*

**Figure 2.18b** – Periodic evaluation trigger details with a complete sample.

An example of a periodic evaluation trigger that evaluates 5 times every 5 minutes would execute the trigger every minute [timeframe / number of evaluations] (as seen in Figure 2.18a). If that same trigger has settings to be a Statistical Value change trigger on *Affiliated Radio ID Threshold* with *Affiliation Count* of 2 (Figure 2.17), the threshold value will be 2 in the *Selected Trigger Details*. The Current value shows the current count of affiliations for the user defined interval (one minute for this example). The Sample Size shows how many samples exist already out of the user defined sample size as well as the user defined sample size (number of times per time interval the trigger should run). The Previous entry will show N/A (Figure 2.18a) until a full sample has been collected, when a full sample exists the Previous entry will display the average affiliation count of all the sample set.

### Affiliation Rules

Radios are considered affiliated to a group if the radio:

- Issues an affiliation targeting the group.
- Issues a call on the group.

Radios are no longer considered affiliated to a group if the radio:

- Fails to issue an affiliation or a group call on the group before the *Affiliation Timeout* occurs.
- Issues a deaffiliation.
- Issues an affiliation on another group.
- Issues a call on another group.

Radios are considered affiliated (registered) to an RFSS and Site if the radio:

- Issues a registration targeting the RFSS and Site.

Radios are considered deaffiliated (deregistered) from an RFSS and Site if the radio:

- Issues a deregistration.
- Issues a registration targeting another RFSS and/or Site.

## Minimum Duration Triggers

A trigger using the **on the presence of events with a minimum duration** presence option fires if the event is received a specified number of times within the given time period. Only events that meet or exceed the minimum duration specified are counted toward the trigger's presence threshold.

If this presence option is selected, the selectable trigger events will be limited to activities that have a beginning and an end. Single-packet events – such as Affiliations – will be excluded because they do not have a measurable duration.

Event Types include:

- Radio Events
  - Busy
  - Channel Assignment
  - Enable Channel Marker

An event's duration is checked against the minimum duration threshold in two ways:

- When an event ends, its ending time is compared with the starting time.
- GW\_Trigger periodically checks the duration of ongoing events. This check occurs every 10 seconds, beginning when the trigger is created. For triggers with a minimum duration of 24 hours or more, the time between checks is increased to 60 seconds. Due to the time between checks, the trigger may not fire immediately after an ongoing event reaches the minimum duration.

## Insert Fields

Audio-Visual, Email, and SNMP Message action types allow you to insert field names into the trigger message as a placeholder for an actual value. When a trigger fires, GW\_Trigger will attempt to replace the placeholder with the value of the named field from the packet that caused the trigger to fire. Due to the wide range of trigger configurations and activity types available, it can be difficult to know how to set up fields effectively. The following guidelines can help when inserting fields into a message:

- Common fields can be selected from the **Insert Field...** drop-down list. These common fields occur in many different packet types but are not guaranteed to be present in any given packet.
- Field name placeholders are not limited to the common fields in the drop-down list. Custom field name placeholders can be typed using the following rules:
  - A percentage sign (%) must be placed before and after the field name placeholder. Example: To enter the *Site ID* field into the message, type *%Site ID%*.
  - Because a single percentage sign indicates the start of a field name placeholder, if the message should display a percentage sign, %%

must be used instead. Example: To add the text *15% increase* to a message, enter the text *15%% increase*.

- For Radio System Diagnostic triggers, the field name placeholder *%Device%* can be entered manually to display the type of diagnostic.
- Field name placeholders are replaced by the value of the field with the same name in the packet that caused the trigger to fire. If a field name is not present in the packet, the placeholder will be replaced by the word *NULL*.
  - For “presence of” triggers with an event type other than *this GenWatch3 event*, this packet will be the activity specified in the trigger setup. You can see which fields are likely to be in an activity by viewing the **Packet Details** window for a packet of that type in the Activity GUI.
  - Most triggers of the event type *this GenWatch3 event* are not triggered by packets received from the radio system and thus do not contain standard field names. Using field name placeholders for these triggers is not recommended.
  - If a trigger is set up to fire on the presence of multiple occurrences of the activity, the field name placeholder will be replaced using the last packet received that met the trigger conditions. Example: A trigger is set up to fire on 5 occurrences within 1 minute of Channel Assignment activities, and a placeholder is set up for *%ID%*. If Channel Assignment packets are received from radios 2, 15, 4, 65 and 40 (in that order), the trigger will display *40*.
  - For “lack of presence” and “periodic evaluation” triggers, the trigger fires due to a timer instead of a packet; therefore, the field names will be displayed as *NULL*.
  - For “presence with a minimum duration” triggers, the trigger can fire due to a packet or due to an ongoing activity timer, so the field names will often be replaced with *NULL*.

## Editing a Trigger

To edit an existing trigger, follow the steps below:

1. Select the trigger that you wish to edit in the **Triggers** list.
2. Click the **Edit** button. You can also double-click on a trigger in the **Triggers** list.
3. Click on the blue underlined text at the bottom of the setup window of the trigger property that you wish to change.
4. If you wish to change the trigger condition, event or action, click the **Previous** button to access these options.
5. Click the **Next** button until the **Finish** button appears.
6. Click **Finish** when done.

## Enable/Disable a Trigger

Each trigger can be enabled or disabled using the checkbox next to the trigger name in the **Triggers** list. All triggers are initially enabled.

To enable a trigger:

1. Select the trigger that you wish to enable in the **Triggers** list.
2. Check the checkbox beside the trigger: This will result in a confirmation dialog box.
3. Click **Yes** to enable the trigger.

To disable a trigger:

1. Select the trigger that you wish to disable in the **Triggers** list.
2. Uncheck the checkbox beside the trigger: This will result in a confirmation dialog box.
3. Click **Yes** to disable the trigger.

## Deleting a Trigger

To delete an existing trigger, follow the steps below:

1. Select the trigger that you wish to delete in the **Triggers** list.
2. Click the **Delete** button: This will result in a confirmation dialog box.
3. Click **Yes** to delete the trigger.

## Copying a Trigger

To copy an existing trigger, follow the steps below:

1. Right-click the trigger that you wish to copy in the **Triggers** list.
2. Click the **Copy** option on the right-click menu. The *Trigger Setup* window will display. Copied settings can be modified.
3. Click the **Next** button until the **Finish** button appears.
4. Enter a new name for the trigger.
5. Click **Finish** when done.

## What is SNMP?

SNMP (simple network management protocol) provides a common status and event language for network software and devices. Using the GW\_Connect GUI, you can create an SNMP connection to a Genesis SNMP Remote Manager. The Remote Manager monitors network events (SNMP traps) and reported SNMP values (SNMP messages). SNMP messages are the result of the Remote Manager polling (querying) one or more values exposed by an SNMP-capable device or software.

The Genesis SNMP Remote Manager is part of the GET (Genesis Enterprise Trunking) product line. For more information on this product, please refer to the GET documentation or contact your GenWatch3 support provider.

## SNMP Messages

SNMP messages are sent out by SNMP-capable software or devices as a result of a poll (query) on one or more values exposed by the software or device. For example, you may want to monitor the status of a GenGET data reader. In this case, you would create an SNMP Message trigger with the event options shown in Figure 2.19 below.

Condition	Operator	Value
<input type="checkbox"/> Client Index		
<input type="checkbox"/> Client Ip Address		
<input type="checkbox"/> Client Name		
<input type="checkbox"/> Client Radio Id		
<input type="checkbox"/> Client Status		
<input type="checkbox"/> Console Clients Connected Count		
<input type="checkbox"/> Is Primary		
<input type="checkbox"/> Linked Server Ip Address		
<input checked="" type="checkbox"/> Linked Server Status	Contains	down
<input type="checkbox"/> Name		
<input type="checkbox"/> Reader Index		
<input type="checkbox"/> Reader Ip Address		
<input type="checkbox"/> Reader Name		

**Figure 2.19** – Setup Trigger SNMP Message Event Options window

SNMP messages will contain one or more SNMP values (described below). The *Setup Trigger Event Options* window allows you to choose one or more specific message values to monitor. In order to fire the trigger, the SNMP message must:

- Pass the condition defined for Source Address, if the Source Address condition is set to anything other than *N/A*.
- Contain all selected (checked) values.
- Pass the condition defined for each selected value.

## SNMP Values

SNMP values are name and value pairs included in SNMP messages and some SNMP traps. GenWatch3 monitors the following SNMP values:

- **Client Index:** Numeric index uniquely identifying the queried client.
- **Client IP Address:** Configured IP Address of the queried client.
- **Client Name:** Configured name for the queried client.
- **Client Radio Id:** Numeric radio ID of the console associated with the queried client.
- **Client Status:** Current status of the queried client. This can be one of the following values:
  - Null
  - Unavailable
  - Down
  - Up

- unknown
- **Console Clients Connected Count:** Number of console clients currently connected to the queried server.
- **Is Primary:** Indicates if the queried server is acting as the primary server. This can be one of the following values:
  - Null
  - Unavailable
  - false
  - true
- **Linked Server IP Address:** Configured IP Address of the queried linked server.
- **Linked Server Status:** Current status of the queried linked server. This can be one of the following values:
  - Null
  - Unavailable
  - down
  - secondary
  - primary
  - unknown
- **Name:** Name associated with the queried GADI server.
- **Reader Index:** Index uniquely identifying the queried GenGET reader.
- **Reader IP Address:** Configured IP Address of the queried GenGET reader.
- **Reader Name:** Configured name for the queried GenGET reader.
- **Reader Packet Count:** Number of ATIA packets received since the queried GenGET reader came online.
- **Reader Status:** Current status of the queried reader. This can be one of the following values:
  - Null
  - Unavailable
  - down
  - up
  - unknown
- **Version:** Version of queried GADI.

If the target of the SNMP message query has never been set, the message value will contain *Null*. For example, if you attempt to query the *Linked Server Status* of a GenGET reader has never been set, you will receive a *Linked Server Status* of *Null*.

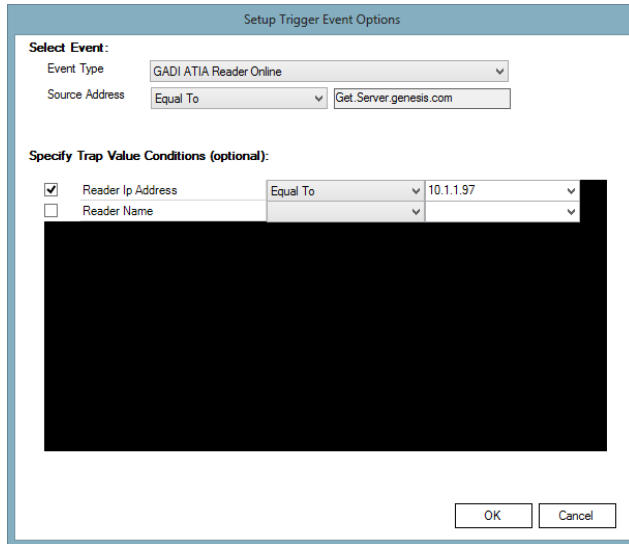
If the target of the SNMP message query is unavailable, the message value will contain *Unavailable*. For example, if you attempt to query the *Reader Packet Count* of a GenGET reader that is offline, you will receive a *Reader Packet Count* of *Unavailable*.

## SNMP Traps

SNMP traps are events sent out on the network by SNMP-capable software or devices. SNMP traps may contain one or more SNMP values (described below).

You can choose to monitor the following SNMP traps in GenWatch3:

- **GADI ATIA Reader Offline:** GenGET ATIA reader monitored by GADI is now offline.
- **GADI ATIA Reader Online:** GenGET ATIA reader monitored by GADI is now online.
- **No GADI Readers connected - no ATIA source:** All GenGET ATIA readers monitored by GADI are now offline.
- **First ATIA packet received after reader connection:** GADI has received the first packet from a GenGET ATIA reader.
- **GADI Client Offline:** GADI has lost its connection to a connected client.
- **GADI Client Online:** GADI has recovered its connection to a disconnected client.
- **GADI Server Settings Updated:** GADI user has updated its settings.
- **All GADI Clients Online:** All known GADI clients are online.
- **EMS to Registered NMS:** An event originating in the Motorola hardware network and propagated through the Unified Event Manager (UEM)
- **NBI Management Event:** SNMP event raised by the North Bound Interface.
- **Other Known Motorola SNMP Traps:** See your Motorola Land Mobile ASTRO FM North Bound Interface documentation for more information on these SNMP Traps
  - NMS-Agent moEnrol to Domain Notification
  - NMS-Agent moDeenrol from Domain Notification
  - NMS-Agent moAttr Change Notification
  - NMS-Agent Alert Clear Notification
  - NMS-Agent Alert Warning Notification
  - NMS-Agent Alert Minor Notification
  - NMS-Agent Alert Major Notification
  - NMS-Agent Alert Critical Notification



**Figure 2.20** – Trigger Setup Event Options

SNMP traps may contain one or more SNMP values (described above). The *Setup Trigger Event Options* window allows you to choose one or more specific trap values to monitor. In order to fire the trigger, the SNMP trap must:

- Be the trap specified in **Event Type**.
- Pass the condition defined for **Source Address**, if the **Source Address** condition is set to anything other than *N/A*. The In condition will compare the source address of the trap to the provided comma-delimited list of source addresses.
- Contain all selected (checked) values.
- Pass the condition defined for each selected value.

If the trap does not contain SNMP values, SNMP value validation does not occur.

## Sample Triggers

This section describes some sample triggers.

### Lone Patrolman

In this scenario we have a security guard who is patrolling on his/her own. Every hour, this patrolman is to check in via a Status 1, indicating, "I am OK." If this patrolman fails to issue this status every hour, then the dispatcher must be notified. This notification will enable external relay 1, until the dispatcher acknowledges a GenWatch3 Notification message. For this scenario, we would set up the following trigger:

**Name:** LP 123.

**Presence:** On the lack of 1 occurrence(s) within 1 Hour.

**Event:** of Status events limited by radio ID of 123 and Status Number of 1.

**Action:** Trigger this External Alarm action. Enables relay port(s) 1 until alert is acknowledged.

### Diagnostic Notification

In this scenario, the system administrator GenWatch3 user would like to be notified when a Transmitter Interface Board malfunction event occurs. This notification will target the *Administrator* role and will show each user with this role a GenWatch3 Notification message.

**Name:** TIB Malfunction.

**Presence:** On the presence of 1 occurrence(s) within 1 Hour.

**Event:** of Transmitter Interface Board malfunction events.

**Action:** Trigger this Audio-Visual action (targeting the role of Administrator).

### Unacknowledged Emergency Alarms

In this scenario, the system administrator GenWatch3 user would like to be notified when any radio issues an emergency alarm that is not acknowledged within 1 minute. This notification will target the *Administrator* role and will show each user with this role a GenWatch3 Notification message.

**Name:** No Emergency Ack.

**Presence:** On the lack of 1 occurrence(s) within 1 Minute.

**Event:** of Emergency Ack events limited by attachment list of user ADMIN.

**Action:** Trigger this Audio-Visual action (targeting the role of Administrator).

## Busy Threshold

In this scenario, the system administrator GenWatch3 user would like to be notified when the number of acceptable busies in an hour is exceeded. This notification is displayed using the Red light from the Red/Amber/Green notification displayed on the Channel module.

**Name:** Busy Threshold.

**Presence:** On the presence of 5 occurrence(s) within 1 hour.

**Event:** Busy events limited by attachment list of user ADMIN.

**Action:** Trigger a flashing Red threshold light.

## GenGET Reader Down

In this scenario, the system administrator GenWatch3 user would like to be notified when the GenGET reader with a *Reader Name* of *Reader 1* has a reported *Reader Status* of *down*. This notification will be in the form of enabling relay position 1 on the OnTrak device.

**Name:** Reader 1 Down.

**Presence:** On the presence of 1 occurrence(s) within any time period.

**Event:** Genesis GADI SNMP messages when Reader Name equal to Reader 1 and Reader Status equal to down.

**Action:** Trigger this External Alarm action enabling relay ports 1.

## Email Setup

This section must be completed before an email action can be configured.

To configure email settings, follow the steps below:

1. Click the **Email Settings** button. This will load the *Email Account* window (Figure 2.21).
2. Enter the required SMTP information.
  - a. **“From” Address:** Emails sent from GenWatch3 will come from this account. Email addresses with special international characters (UTF-8) are not supported.
  - b. **SMTP Server:** Enter the SMTP server for this account. This information can be obtained from your mail provider.
  - c. **SMTP Port:** Enter the SMTP Port for this account. The default is port 25. Your provider may use a different port.
  - d. **Enable SSL:** Check to use secure socket layer when sending mail.
  - e. **Default Credentials:** Check if SMTP server does not require authentication.
  - f. **User Name:** Enter the account user name. This is the same user name used to access the account.
  - g. **Password:** Enter the account password. (This field is encrypted for storage.)
3. Click **Send Test Email** to generate a test message using the settings provided. The email will be sent to the same address entered in the **From Address** field. Verify that the email was received.

4. Click the **OK** button to save these settings.

Specify the email account information used to send email from GenWatch3.

"From" Address: email.address@server.com

**Server Information**

SMTP Server: smtp.mailserver.com

SMTP Port: 25

Enable SSL:

**Logon Information**

Default Credentials:

User Name: Username

Password: \*\*\*\*\*

Buttons: Send Test Email, Clear Settings, OK, Cancel

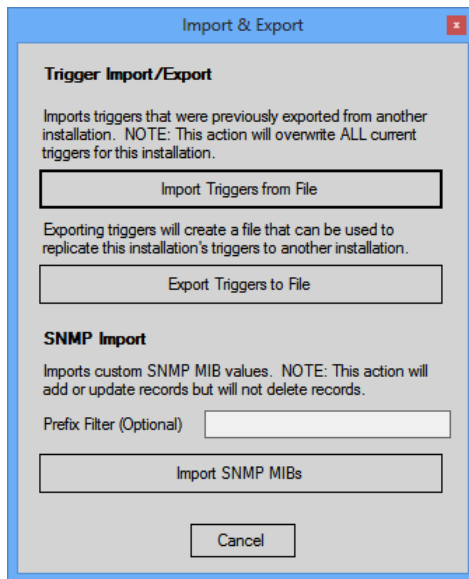
**Figure 2.21** – Email Account Setup

## Importing and Exporting

It is also possible to import and export triggers to and from installations of GenWatch3.

### Exporting Triggers to a File

To export triggers that you have configured in GW\_Trigger, click on the **Import / Export** button. This will bring up the *Import & Export* window:



**Figure 2.22** – Import & Export window

Click on the **Export Triggers to File** button. This will prompt you for a location and name for the export file. When you have specified the name and location, the export will immediately proceed and prompt you when it is done. The resulting file can then be imported into another GenWatch3 installation.

### Importing Triggers from a File

To import triggers that were previously exported to a file, click on the **Import / Export** button. This will bring up the same *Import & Export* window shown above. Click on the **Import Triggers from File** button.

You will be prompted for the file that you want to import. Simply browse to the file that you previously exported and select it. The import will proceed immediately after you select a file. You will be notified when the import is complete, and the triggers will be updated.



The import process will **OVERWRITE** any triggers you currently have configured in GW\_Trigger. It is recommended that you perform an export prior to adding any additional settings to an installation.

## Importing SNMP MIBs

To import SNMP MIBs, click on the **Import / Export** button. This will bring up the same *Import & Export* window shown in Figure 2.22.

The **Prefix Filter** allows you to filter the MIB Nodes to be imported by specifying what the Object ID (OID) begins with. Example: 1.3.6.1.4.1.3167

Click on the **Import SNMP MIBs** button and you will be prompted for the file that you want to import. The import will proceed immediately after you select a file. When the import is complete you will be notified regarding how many SNMP Sources, Variables and Traps were imported or updated.



The importer will report a successful import even if the import file contains non-MIB data. To ensure that the desired values were imported, check the MIB Import results for added or updated Sources, Values and Traps.



The import may display a message like “One of the MIB files specified contains errors and could not be imported: The MIB file containing module <MIB1> has not been loaded. This is an import required by <MIB2>. Fatal compile error.” This means that MIB1 must be imported before MIB2.

This chapter describes the GUI notification process.

This chapter contains the following sections:

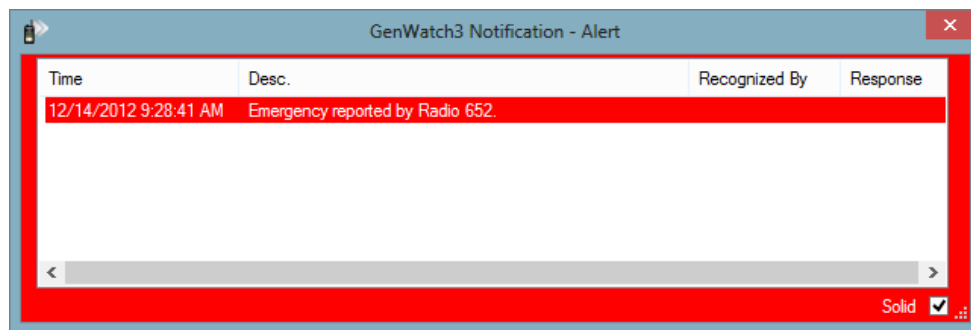
- **What is a GUI Notification?:** Defines the GUI Notification.

### **What is a GUI Notification?**

A GUI Notification (GUIN) is a packet that originates from the GW\_Trigger module and is sent to all the GenWatch3 modules. Each GUIN originates as a result of a defined trigger being “triggered”.

GW\_Trigger GUINs target a specific GenWatch3 user role (roles are defined in the GW\_Security GUI). Each GenWatch3 client machine with a GenWatch3 user logged in that is registered to the target role will show a *GenWatch Notification* window (Figure 3.1) describing the trigger event. Once a user clicks on the event in the list, the event is acknowledged, and is shown as acknowledged for all users that received the GUIN.

For example, let’s say you have user “Bob” and user “Jake”, who are both assigned the *Dispatcher* role. If you set up a trigger that issues a GUIN whenever radio ID 123 issues a PTT (Push-To-Talk), both users would receive the GUIN.



**Figure 3.1** – GenWatch3 Notification Window



When you first receive a GUIN, the *GenWatch Notification* window will be translucent. Click on the **Solid** checkbox in the bottom-right-hand corner of the window to make the window solid.

You must set up a trigger in one of the following ways to receive a trigger GUIN:

1. Create a trigger with an Audio-Visual action.
2. Create an External Alarm trigger that keeps the relays disabled until the event is acknowledged by a user.



If you close the Notification Window without acknowledging all events, the window will reappear within 5 seconds.