

Problem Alert Communications Transport (PACT)

The EmVista Problem Alert Communications Transport (PACT) provides EmVista Extended and EmVista Enterprise the ability to notify response personnel of alarm conditions arising in the EmVista network and, when combined with the EmVista Automatic SNMP Service for Endpoint Testing (ASSET), faults in the network of endpoints EmVista manages. Notifications can be any combination of SMS text messages, emails, and phone calls, depending on the communication options enabled and the notification rules specified in the EmVista Database.

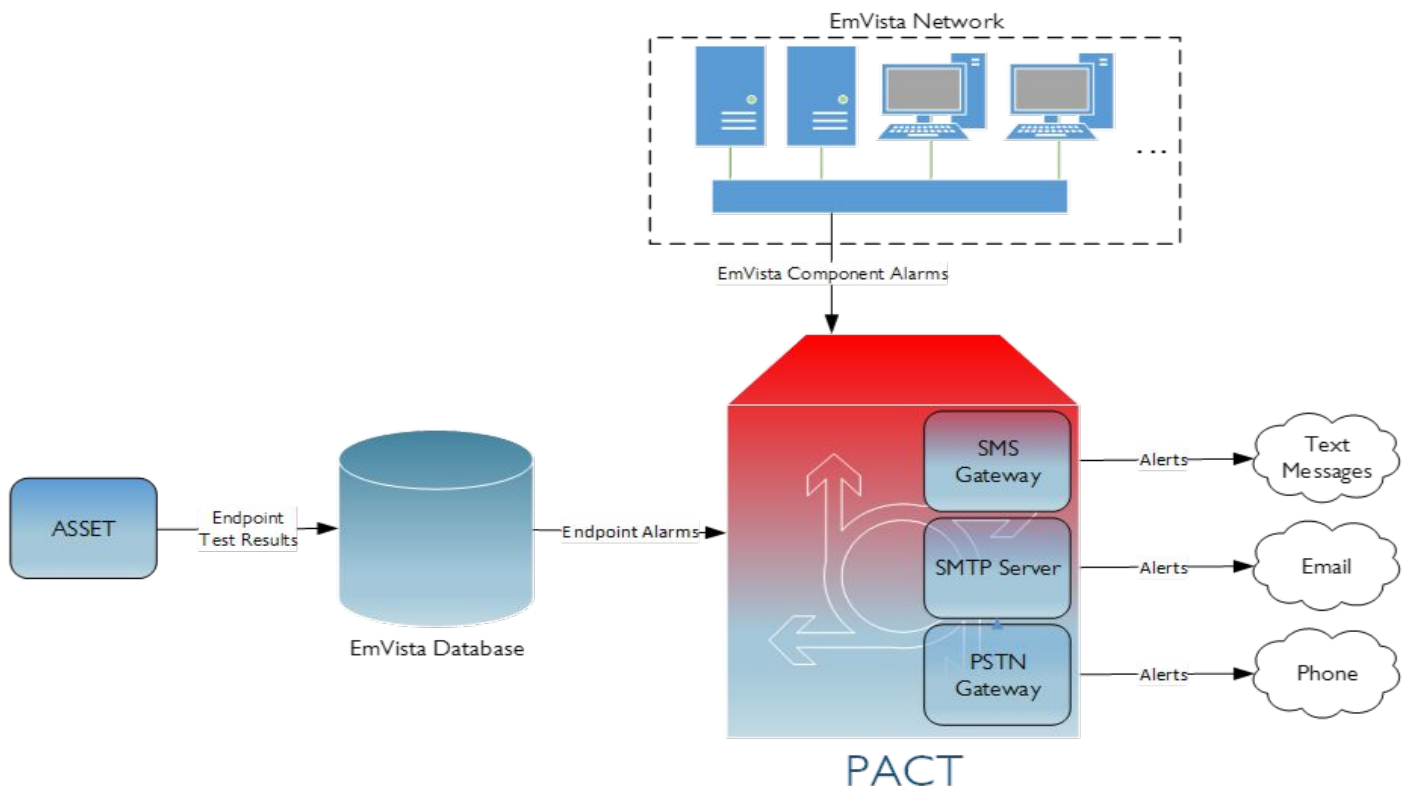
PACT offers three communication options, which can be used in any combination:

- SMS Gateway for SMS text messaging (includes SMS service)
- SMTP Server for emailing (requires connection to company email network)
- PSTN Gateway for making phone calls (requires connection to PSTN)

Since all PACT control information is stored in the EmVista Database, EmVista administrators use EmVista Maintenance Station to perform PACT setup. This involves defining:

- A set of recipients with their contact data
- A set of events (EmVista alarms and/or alerts, ASSET-detected equipment faults)
- A set of rules governing which events get reported to which recipients, and by what means (SMS, email, and/or phone)

Illustration



Specifications

Requires EmVista Extended or Enterprise Edition

Requires at least one of the PACT communication options (SMS Gateway, SMTP Server, PSTN Gateway) and their associated prerequisites