

# CLOUD NOTIFY

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# Cloud Notify



**NOTE:** Model SE-SL3001 does not support notifications.

## Why Cloud Notify?

Cloud Notify allows you to receive notification of conditions occurring in your equipment. For instance, you can set alarms to be notified when your machine breaks down, needs maintenance or when a temperature runs too high. You can categorize notifications as low, medium or high priority, and receive only those notifications that are of importance to you.

## How Does the Cloud Notify License Work?

Cloud Notify is fully managed on the StrideLinx Cloud. There is no need to program or manually set up a PLC, router or any other device for notifications. This means you no longer have to worry about missing a notification due to an expired SIM card, problems with the internet connection, or SMTP servers.

Cloud Notify and the StrideLinx router work together seamlessly. Simply activate a Cloud Notify code purchased at [AutomationDirect.com](http://AutomationDirect.com) to your router on the StrideLinx Cloud, configure your triggers and the router will start monitoring your machine immediately.



Each Cloud Notify activation code is assignable to one router, and cannot be reassigned except that the license will still be active for that router if the router is transferred to another company. All Cloud Notify settings will be retained. A thirty-day free trial is available prior to purchasing a license.

You can configure any variable as trigger, and set its alarm condition. When the alarm condition is met, all users (configurable) will receive a message, e-mail, and push notification, once. For this to happen again, the alarm condition will have to be removed first.

Cloud Notify is equipped with a clear management tool to control which users and user groups receive notifications, adjustable for each priority level.

The support pages at the Online Help link to the right will answer questions about Cloud Notify, and guide you through setting up the service. The rest of this chapter give an overview of setting up and using Cloud Notify. Details are available in the Online Help pages, and linked throughout the chapter.

[Online Help](#)

## Configure Cloud Notify On Your Device

To use Cloud Notify, you'll need:

- a StrideLinx account with a router configured and online
- a Cloud Notify activation code, purchasable at [AutomationDirect.com](http://AutomationDirect.com), or a 30-day free trial for one router per company.

### Activate Cloud Notify in Fleet Manager

[Online Help](#)

You can purchase a Cloud Notify license from [automationdirect.com](http://automationdirect.com) and activate it, or you can activate a 30-day free trial for a single device in your company to give it a test run and see if Cloud Notify suits your needs.

1. Go to the **Fleet Manager**, which is accessible via the **Apps menu** in the top right corner when logged into your StrideLinx account.
2. Open the **main menu** , select **Devices** in the left menu, and select your router.
3. Go to **Licenses** and click **[Start trial]** in the Cloud Notify section.



**NOTE:** The Cloud Notify free trial is available for one router per company.

Now that you've activated your license or started your Cloud Notify trial, you're ready to set up a data source.

More options for managing your Cloud Notify license are covered later in this chapter, or at the Online Help link above.

### Set Up a Data Source

[Online Help](#)

The second step in Cloud Notify is setting up a data source. This is done by selecting a communication protocol and defining the variables. The specific steps will vary slightly depending on the selected communication protocol. The table below lists the supported protocols, with a link to the Online Help page with details for setting up each protocol.


<i>Data Source Types</i>	
<b>Protocol</b>	<b>Online Help Link</b>
Modbus TCP/IP	<a href="https://support.stridelinx.com/hc/en-us/articles/360019145738-Modbus-TCP-IP">https://support.stridelinx.com/hc/en-us/articles/360019145738-Modbus-TCP-IP</a>
Siemens S7	<a href="https://support.stridelinx.com/hc/en-us/articles/360019145078-Siemens-S7">https://support.stridelinx.com/hc/en-us/articles/360019145078-Siemens-S7</a>
Ethernet/IP	<a href="https://support.stridelinx.com/hc/en-us/articles/360019029917-Ethernet-IP">https://support.stridelinx.com/hc/en-us/articles/360019029917-Ethernet-IP</a>
OPC-UA	<a href="https://support.stridelinx.com/hc/en-us/articles/360019145978-OPC-UA">https://support.stridelinx.com/hc/en-us/articles/360019145978-OPC-UA</a>
MELSEC Communication Protocol	<a href="https://support.stridelinx.com/hc/en-us/articles/360019146218-MELSEC-Communication-Protocol">https://support.stridelinx.com/hc/en-us/articles/360019146218-MELSEC-Communication-Protocol</a>
BACnet/IP	<a href="https://support.stridelinx.com/hc/en-us/articles/360019030577-BACnet-IP">https://support.stridelinx.com/hc/en-us/articles/360019030577-BACnet-IP</a>
Universal Robots	<a href="https://support.stridelinx.com/hc/en-us/articles/360019146378-Universal-Robots">https://support.stridelinx.com/hc/en-us/articles/360019146378-Universal-Robots</a>
Digital Input	<a href="https://support.stridelinx.com/hc/en-us/articles/360019030477-Digital-Input">https://support.stridelinx.com/hc/en-us/articles/360019030477-Digital-Input</a>
SMTP	<a href="https://support.stridelinx.com/hc/en-us/articles/360019030657-SMTP">https://support.stridelinx.com/hc/en-us/articles/360019030657-SMTP</a>
LoggerAPI	<a href="https://support.stridelinx.com/hc/en-us/articles/360019146458-LoggerAPI">https://support.stridelinx.com/hc/en-us/articles/360019146458-LoggerAPI</a>

## Set up alarms

The third step in Cloud Notify is to set up alarms. Alarms describe what trigger event should be notified and to whom, based on priority. Alarms include an on-delay option and you can personalise the event message.

### Add connection monitoring alarms



If the router isn't connected, you can't be alerted about machine events. You can add alarms that notify you when the router itself has been offline for at least 1 hour or comes back online.

1. In the **Fleet Manager** menu, select **Devices** , then click the name of your router.
2. Go to **More** **...** and select **[→Add notification]**.
3. Select the **connection**, enter the **alarm details**, as shown below, and press **[Add]**.

Alarm Details	
Field	Description
Variable	Choose the variable for which you want to set an alarm.
Severity	Choose the level of severity of the alarm (high, medium or low).
Event	Choose the condition that will set off the alarm.
Duration	Enter the period for which the alarm event is to be valid to set off the alarm.
Access Category	Choose the access category that will receive the alarms.
Instructions	(optional) Enter instructions on how to resolve the alarm.

### Manually add alarms

You can add as many alarms as you like, and can use the same variable for different alarms.

1. In the **Fleet Manager** menu, select **Devices** , then click the name of your router.
2. Click **Data source** , **[Alarm triggers]**, then click **[+Add trigger]**.
3. Select a **variable**, enter the **alarm details** as shown below, and press **[Add]**.

Alarm Details	
Field	Description
Variable	Choose the variable for which you want to set an alarm.
Name	Enter a name for the alarm.
Severity	Choose the level of severity of the alarm (high, medium or low).
Condition	Choose the condition that will set off the alarm.
Threshold	Choose the value that will set the alarm off together with the condition.
Period	Enter the period for which the alarm event is to be valid to set off the alarm.
Instructions	(optional) Enter instructions on how to resolve the alarm.
Access Category	Choose the access category that will receive the alarms.



4. You have now made the changes in StrideLinx Cloud, but these are not yet active in your device. Click **[Push config to device]** in the top right corner for them to take effect. The router will disconnect temporarily. This may take a minute.

### *Import alarms from a file*


You can easily and effortlessly copy alarms from one device to another by exporting the concerning alarms (see “Manage alarms” below) and then importing them in your new device. Alternatively, you can manually prepare your alarms in the required CSV format to load them all at once into your device. The file structure for manually editing the alarms CSV file is explained in the the Online Help link at the right.

[Online Help](#)

You can add as many alarms as you like; there’s no limit. It is possible to use the same variable for different alarms. To manually add an alarm, please follow the steps described below:

1. In the **Fleet Manager** menu, select **Devices** , then click the name of your router.
2. Click **Data source** , [**Alarm triggers**], then click [**+Add trigger**].
3. Press [**Import from CSV-file**], and **select** a CSV file to import.
4. You have now made the changes in StrideLinx Cloud, but these are not yet active in your device. Click [**Push config to device**] in the top right corner for them to take effect. The router will disconnect temporarily. This may take a minute.


### *Set alarm triggers*

You can assign alarm triggers to users with a role that need it using **access categories**. Every alarm has to be added to a certain access category. All users with access to that access category will receive notifications for that alarm. Users can individually opt-out of notifications in the **message center**  located on the StrideLinx home page.

### *Manage alarms*

You can view all defined variables in table form on the **alarm triggers** screen. Variables can be selected by checking the box on the left, or you can select all by checking the box at the top. You can remove selected variables by clicking [**remove selection**] at the top right corner of the screen. You can also choose to download the set alarms by clicking [**Export to CSV-file**].

## Notifications

Notifications will appear in the StrideLinx Cloud **message center** , accessible from the top of the main menu in any of the four StrideLinx web apps. You will receive a message in the message center when any Cloud Notify alarm has been triggered, and also when a device from your company is transferred to another company.

Additionally, you will receive an e-mail and push notification on your phone (requires the StrideLinx mobile app to be installed), unless a filter is set up in the message center to prevent these additional delivery methods.

Details for setting up notification filters are explained in the Online Help link above.

### Formatting the Alarm Notification Email

The format of the timestamp in the heading of the email or message notifications is configured in each user's localization preferences, found by clicking your user icon in the upper right of the StrideLinx Cloud, then **[My profile]** > **[Preferences]**.

The Localization setting controls the format of the time stamp (e.g., MM-DD-YY, DD-MM-YY, etc), and the timezone sets the offset from UTC. The alarm notification email will display time in the selected time zone, regardless of the time zone of the recipient email.

### What Happens When an Alarm is Triggered?

When the trigger condition for an alarm is met, a notification is sent to the relevant group of users and the alarm is archived in the Message Center on the main StrideLinx page.



**NOTE:** A maximum of 10 notifications will be sent within a 5 minute period for each alarm. Subsequent notifications will be dropped until the 5 minute window has expired. Notifications will continue for other alarms occurring within the 5 minute period.

The alarm notification will be sent to each user based on the selected Access Category. Each user will receive email and push notifications based on their individual notification filters. Push notification will be sent to the user's mobile device only if the iOS or Android mobile app is installed and configured to accept notifications. The notification includes:

- the Alarm Name
- the date and time the alarm was triggered
- the name and Device ID of the StrideLinx router
- the alarm's Instructions message

as well as custom branding elements and the subscribed email address. A sample notification email is shown below.

The diagram shows a sample notification email with various elements highlighted by red boxes and lines pointing to labels on the right:

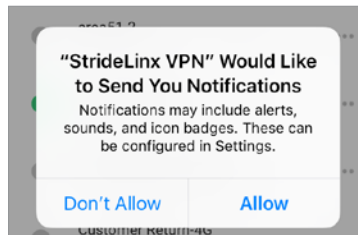
- Automation Direct** logo: Company Logo (Custom Branding)
- Subject line: "Just a message of Email and Notify test" - VPN Router Name
- Text: "went off on 8/1/18, 7:26 PM UTC" - Date and Time of Alarm
- Text: "Alarm Name" - Alarm Name
- Text: "Instructions: This is a low priority alarm. It will go to Jonathan and Julie, but not Chris. this is so easy to enter, I'll send a million notifications." - Alarm Instructions
- Text: "Device ID FkPFSYqqaW07" - VPN Router Name & Device ID
- Text: "Device name Email and Notify test" - VPN Router Name & Device ID
- Text: "Kind regards, ADC" - Company Name
- Text: "http://url.com" - Custom URL (Premium Branding)
- Text: "mailto:email@automationdirect.com" - Subscribed Email Address
- Text: "You are signed up fr..." - Subscribed Email Address
- Text: "Powered by Ixon" - Ixon logo

## Configuring Your Mobile Device to Receive Push Notifications

The method for configuring push notifications on your device may vary by device manufacturer and operating system version. We provide here examples for iOS and Android devices, but please consult the documentation on your device if the following procedures do not match your device.

### *Push Notification on iOS*

When the StrideLinx app is first installed on your iOS device, you may be asked to allow notifications from the app. If you select “Allow” at this step, your device will be added to the list of push devices on your StrideLinx account once you log into the app.



If you didn't allow notifications initially and want to enable them later, tap Settings on your device, tap Notifications, select StrideLinx VPN, then toggle “Allow Notifications.” This settings dialog may also allow you to fine tune how notifications appear on your device.

Your device will now appear in the “My push devices” section of the “My profile” screen in the StrideLinx Cloud and will receive push notifications by default.

### *Push Notification on Android*

When the StrideLinx app is first installed on your Android device, the device may apply your default settings for app notifications. To check or change these settings, you will typically open Settings, tap Notifications, then select StrideLinx VPN. From the subsequent screen, you can allow notifications and set the details of how the StrideLinx app notifications will appear on your device. The specifics of this screen will be device and OS version dependent.

Your device will now appear in the “My push devices” section of the “My profile” screen in the StrideLinx Cloud and will receive push notifications by default.

### *View the List of Configured Push Devices on the StrideLinx Cloud*

You can verify that a device is set to receive push notifications by checking the “My push devices” list on the StrideLinx Cloud, found by clicking your user icon in the upper right of the StrideLinx Cloud, then **[My profile]** > **[Preferences]**. A device can be deactivated from receiving any push notifications by selecting DEACTIVATE on this screen.