PowerShield

Link
Admin Utility Manual

This document list instructions to change settings for various Link features using Link Admin Utility program

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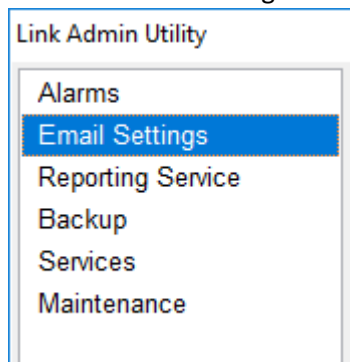## Setup SMTP server for Data Emailing

Correct SMTP server setup is required for data emailing.

1. Start "Link Client"
2. Click **Help -> Admin Utility** to start Link Admin Utility
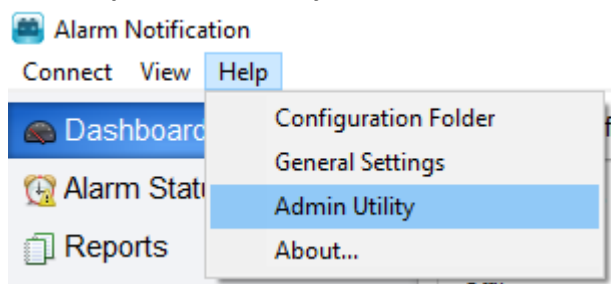
3. Click on "Email Settings" tab.

4. Enter Server address under **Host** and enter **Port number**
   Click Use **TLS/SSL** button only if SMTP server uses **SSL** otherwise leave it unchecked

> Notice: Link version 4.0.1 only supports SSLv3, and does not support TLS. Most email hosting operations, such as those provided by Google, Microsoft, or Amazon, require TLS support. These providers are not currently supported by Link.

5. If SMTP server requires authentication, click "User Authentication" option and enter in **Username** and **Password**. Otherwise, select "No Authentication" option

6. Edit Retry period, Email Address and Sender Description if required. Then Click Save button

7.

8. After these changes all services will restart automatically. System should have SMTP server setting for data emailing now

Correct SMTP server setting can be checked with following procedures:

1. Click on "Test Connection" button

2. Enter **Email Address** to receive test email and click "OK" button

3. If correct SMTP settings are made, Admin Utility will display "Test Successful" message and test email will be received in Email address entered in step 2. If there is error in setting, Admin Utility will display error message

Enable Data Export

Export feature is disabled for default install. Follow below procedures to enable export.

Note: Ensure correct SMTP server setting is set before enabling data export

1. Click on "Reporting Service" tab in Link Admin Utility.
2. Select **Powershield** button to send data emails to data@powershield.co.nz or select **Other** button and enter in email address to receive data export emails. Selecting both options will send data emails to both email address
   Note: multiple email address can be listed separated by comma
3. Edit file size per email if needed

4. Enter Organization details then click "Save" button

After these changes all services will restart automatically. System should have export feature enabled after service reset.

Disable Data Export

1. Click on "Reporting Service**"** tab in Link Admin Utility. Ensure both tick boxes under **Exports/Service** tab are **unchecked** then click "Save" button

After these changes all services will restart automatically. System should have export feature disabled after service reset.

Enable Email Alarm Notifications

Email Alarm Notifications feature is disabled for default install. Follow below procedures to enable this feature

Note: Ensure correct SMTP server setting is set before enabling Email Alarm Notification

1. Click on "Alarms" tab in Link Admin Utility
2. Select **Enable email notifications** option
3. Edit **Time Window** and **Email Limit** if needed
   Note: Alarm emails will be only sent during Time Window set
4. Click "Save" button. After these changes all services will restart automatically.

5. Open Link Client

6. Select **Users** tab. Select one user (which is in use) and click **Edit** button

7. Enter **Email Address**, click "Send Email" option then click "Save" button

8. **Alarm notification email** will be sent to **email address** entered in step 7, if alarms are raised

Alarm notification setting can be checked with following procedures:

1. Click on "Test" button

2. Enter **Email Address** to receive test email and click "OK" button

3. If correct alarm notification settings are made, Admin Utility will display "Test Successful" message **and** test email will be received in Email address entered in step 2. If there is error in setting, Admin Utility will display error message

Enable SMS Alarm Notification

1. **Configure the "Email to SMS" gateway in the Link Admin Utility.**
   Link uses an Email to SMS gateway service to send SMS messages. Link sends a standard email to this service. The service then converts that email to an SMS and sends it to the SMS number. If no internal gateway service is available at the customer premises a third party service will be required.

These fields need to be configured to match the format of the email as required by the selected SMS gateway service. These requirements will be different between SMS gateway services.

   a. **Address Format:**
      This represents the email address where the alarms are sent. When sending a notification email Link will replace the word "sms-number" with the actual SMS numbers for each Link user who has entered an "SMS Number" and enabled the "Send SMS" checkbox.
   b. **Subject Format:**
      This is the subject of the email. The word "sms-number" can also be used in this field.
   c. **Email Message Body:**
      This represents the contents of the email. When sending a Notification email Link will replace the word "sms-message" with the details of the Link alarm. The word "sms-number" can also be used in this field.

   Do not enter SMS numbers directly in to these fields.

2. Specify the SMS number to send notification messages to

1. Open Link Client.
2. Select the **Contacts** tab.
3. Select a valid Link "Username" from the "Contacts" List or click the "Add" button to add a new one.
4. Enter the SMS number into the "SMS Number" field.
5. Tick the "Send SMS" check box.

Enable Email Alarm Notification by Monitor

Link can be configured to send alarm emails to a list of contacts per Monitor/System. Link needs to have at least one System added to configure this feature.

Once this feature is enabled a list of contacts can be entered for each system.

Note: This feature is using separate email contact lists for each monitor and overrides the previous approach that uses Contacts, and the Email SMS feature will not work with this approach.

Ensure that the correct SMTP server setting are set by testing this first before enabling Email Alarm Notification by Monitor.

To configure the feature, do the following:

1. Click on "Alarms" tab in Link Admin Utility
2. Select both **Enable email notifications** and **Enable email notifications by monitor** options

3. Click on "Emailing by System" tab

4. Select a System in the **System** drop-down menu, a respective list of email addresses should be displayed. It is empty initially
5. Fill up the list with email addresses that need to be notified when a particular System raises an alarm
6. Use **Select All**, **Copy**, and **Paste** buttons to perform repetitive operations for multiple Systems
7. Once configured, click "Save" button. After these changes all services will restart automatically

Configured email addresses will get notified when a corresponding Monitor/System raises an alarm. If users want to go back to the older approach that uses **Contacts**, they need to follow the instructions in the following "Disable Email Alarm Notification by Monitor" section.

Disable Email Alarm Notification by Monitor

1. Click on Alarms tab in Link Admin Utility
2. Untick **Enable email notifications by monitor** option, leave **Enable email notifications** option ticked
3. Click "Save" button. All services will restart automatically

4. After these changes, alarm emailing will be working as per notifications configuration described in "Enable Email Alarm Notification" section of this manual

Disable Email Alarm Notifications

1. Click on Alarms tab in Link Admin Utility
2. Untick **Enable email notifications** option
3. Click "Save" button. After these changes all services will restart automatically

4. No email will be sent after alarm is raised once email alarm notification feature is disabled

Edit Battery Alarms Setting

> Notice: The settings on this page only affect Sentinels/B2000s. Controllers contain their own clearing logic and are unaffected by these settings.

1. Click on "Alarms" tab in Link Admin Utility

2. Select Battery Alarms tab

3. Auto Clearing Schedule maybe edited with Hourly, Daily, Weekly options

4. Time window for alarm reactivation maybe edited to reactivate alarm at faster or slower rate
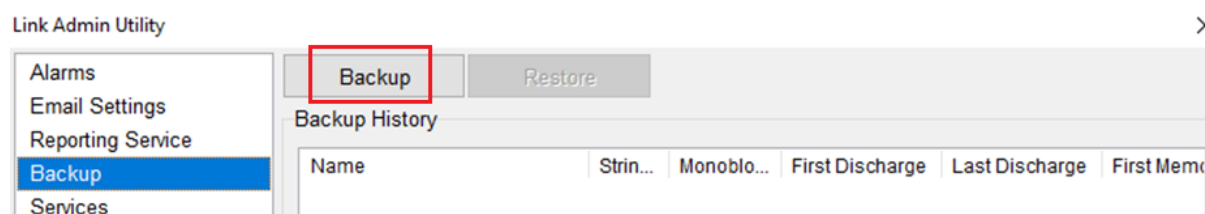

5. Click Save button to save changed settings. New settings will be applied after automatic service restart

Database Backup

1. Click on "Backup" tab in Link Admin Utility
2. Click on "Backup" button.
   Note: Ensure Link.fdb database is located in *C:\Program Files (x86)\PowerShield\Link Server\Database* directory

3. Once backup is completed, backup file will appear in **Backup History** screen
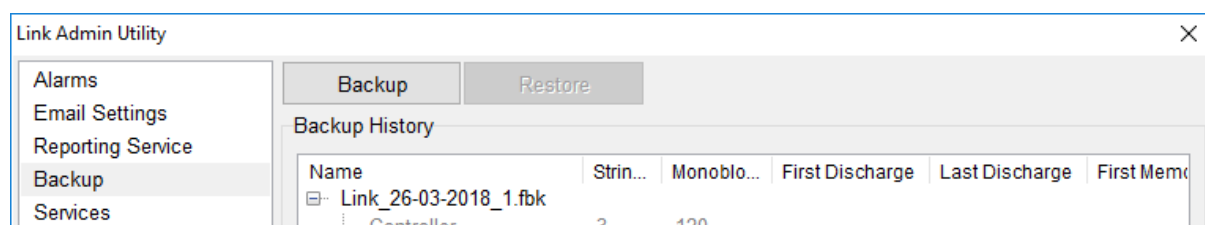
Database Restore

1. Go to "Services" tab then **stop** all services (Detailed instruction on **stopping services** is listed in page 10)
2. Click on "Backup" tab in Link Admin Utility
3. Select backup file then click "Restore" button.
   Note: Restore button is disabled if backup file is not selected
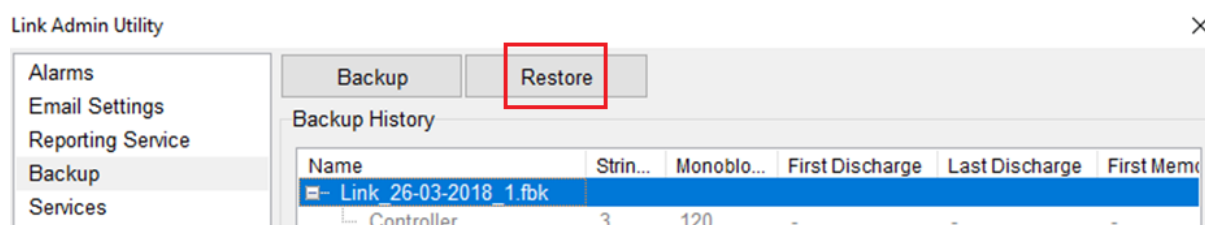
4. Once restore is completed, start all services then start Link
5. Link should be running with restored database

Start/Stop Services

1. Click on "Services" tab in Link Admin Utility

2. When services are in **Stopped** state, click "Start All" button.
   State of service will be changed to **Starting…** then to **Running** state
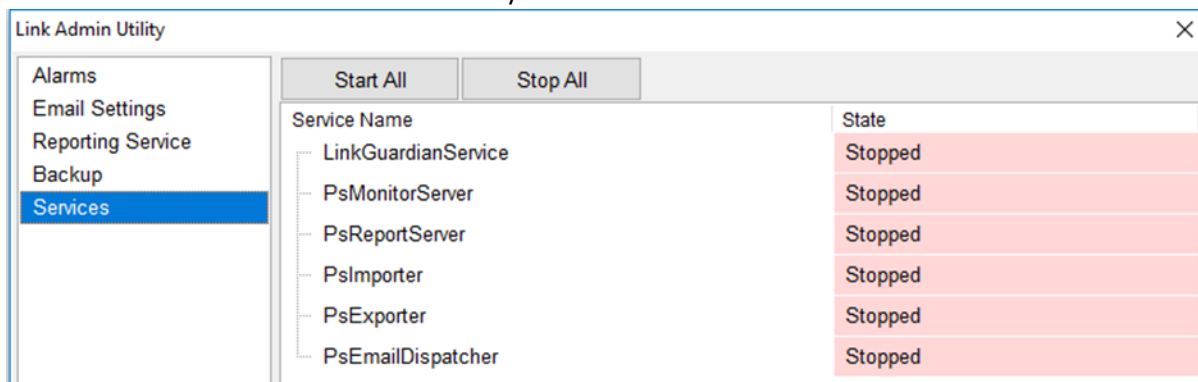   **Note:** Services are properly running once they are in **Running** state

3. When services are in **Running** state, click "Stop All" button.
   State of service will be changed to **Stopping…** then to **Stopped** state
   Note: Services are fully stopped once they are in **Stopped** state

Change Link to Service Edition

1. Click on "Configuration" tab
2. In the Edition box select the "Service" option

3. Click "Save" button. Changes will be applied once all service restarts
4. Open Link Client. Go to **Help-> About**. Link Edition should be displayed as **Service**
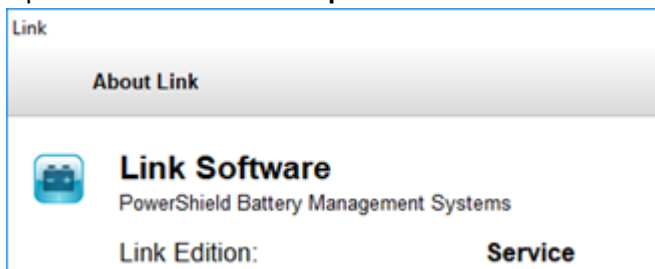
Change Link to Standard Edition

1. Click on "Configuration" tab in Link Admin Utility
2. On the Link tab, in the Edition box select the "Standard" option
3. Click "Save" button. Changes will be applied once all service restarts
4. Open Link Client. Go to **Help-> About**. Link Edition should be displayed as **Standard**

Change Link User Mode

By default, Link is installed in Simple User Mode which means the Link Client automatically connects to the Link Server without the user needing to enter a username or password. If the facility/site requires basic security with Link, then enable Legacy User Mode.

Location of the User Mode setting is shown below.
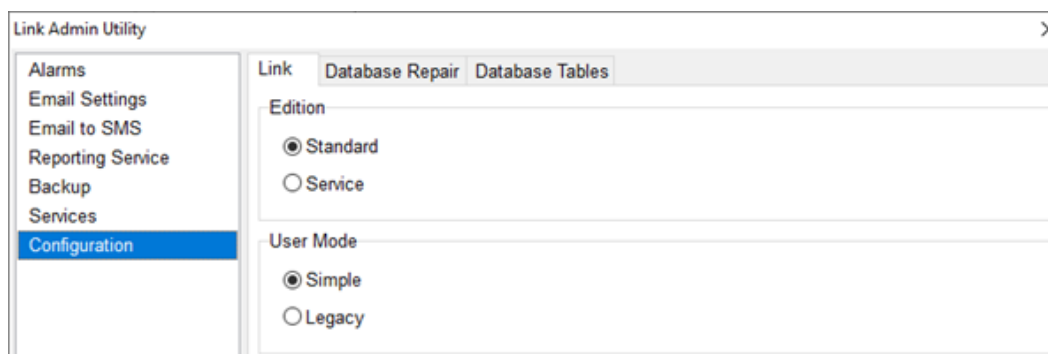

Change User Mode:

1. Close all Link Clients
2. Click on "Configuration" tab in Link Admin Utility
3. Select User Mode
4. Click on "Save"
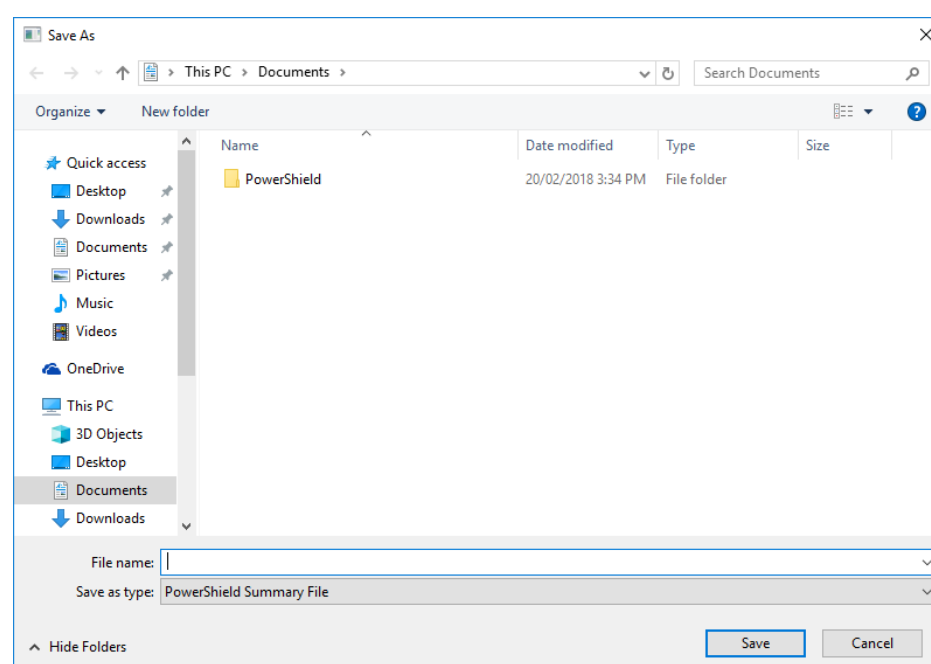
Save System Summary

The System Summary file contains information about the computer and the Link configuration, the file is for Tech Support purposes only and may be requested by a PowerShield partner or PowerShield.

1. Click on "Configuration" tab in Link Admin Utility
2. Click "Save Summary File" button
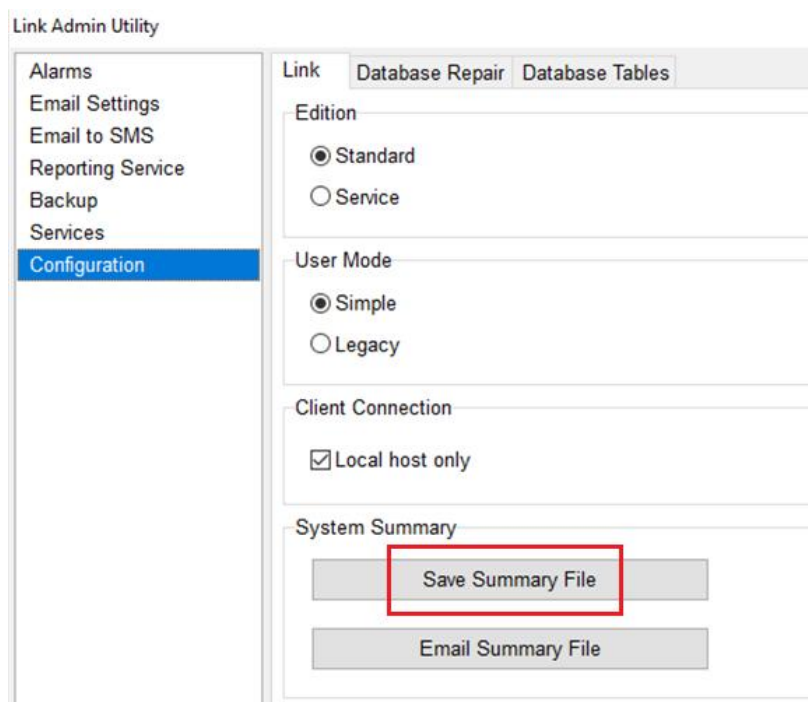
3. Choose **directory** to save summary file and enter in **filename** then click "Save" button **.pws** file will be generated in selected directory
   Note: Saving may take several minutes if database size is large

Email System Summary

1. Go to Link Server Directory (*C:\Program Files (x86)\PowerShield\Link Server*) and open **LinkAdminUtility.ini**

2. Enter Email address to receive system summary file under Maintenance tab

   e.g. Email=someone@gmail.com

3. Open LinkAdminUtility.exe file and click "Configuration" tab
4. Click "Email Summary File" button

5. Email should be sent to email address listed in Step 2

Database Repair

1. Click "Database Repair" tab in "Configuration" Screen
2. Click "Run" button
3. If there are any errors in database, it will be fixed
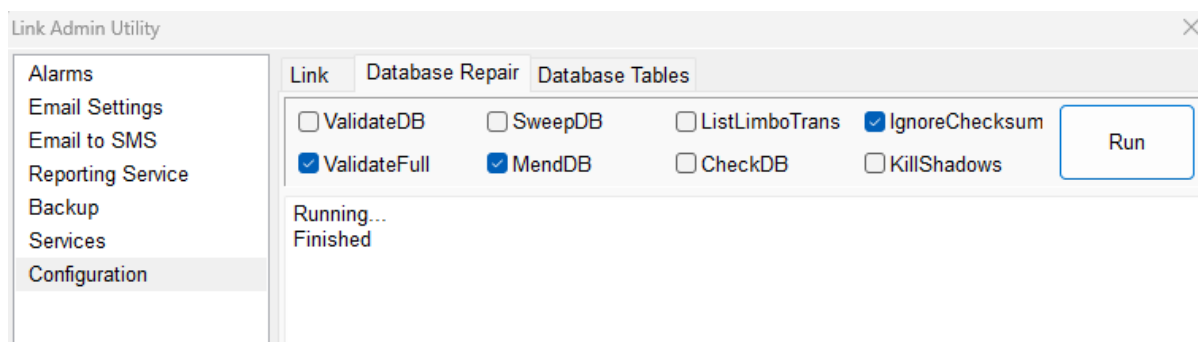
Database Tables

1. Click "Database Tables" tab in "Configuration" Screen
2. Table Counts displays number of entries in database table

3. Click "Clear" button to remove certain types of entries in database table

4. Click "Recount" button to reload entry counts in database table

5. Click "Clear" button to clear "Config Updating Flag"

Link Remote Client Setup

For installations that require Link Clients on other computer(s), the Link Server must be enabled to allow client connections other than local only. This scenario also requires the user mode to be "Legacy" as the Link Client(s) need to be configured to connect with the Link Server.

1. Close all Link Clients
2. Go to the 'Configuration" tabs

3. Set User Mode to "Legacy"
4. Untick "Local host only" under "Client Connection"
5. Click "Save", changes will be actioned once all services have restarted
6. Modify Windows Firewall to allow incoming connections on TCP port 14000 (see Microsoft Windows Firewall documentation)

To setup a computer to use Link Client only, run the Link Setup and select Link Client only installation. By default Link Client is configured to connect to localhost and the following steps outline how to configure Link Client to connect to Link Server on a different computer.
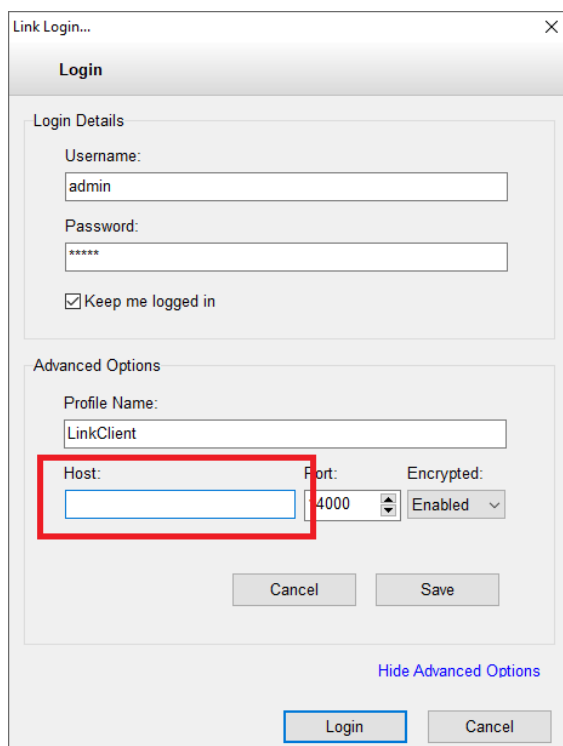
Configuring a Remote Link Client

1. Run Link Client and it will fail to connect, see below
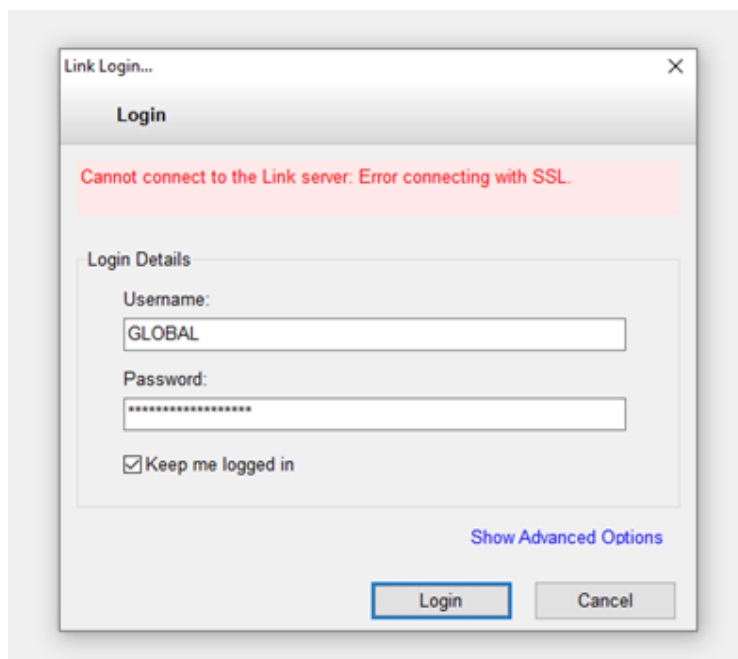
2. Change the "Username" to *admin* and the "Password" to *ADMIN*.
    Then Click on "Show Advanced Options" and click "Edit", then set the "Host" IP address.
    This is the IP address of the computer/server running the Link Server software

3. Click "Save" and "Login"

Enable Link Client domain security group authentication Active Directory

Link v5.0.1+ and newer support the ability to allow Active Directory domain users to authenticate and logon to the Link 5 client/server.

1. On the Configuraton tab, click onto the Security tab.

Here you will see the option to allow for Active Directory integration:

2. Place a tick in the box to Enable the option.
3. Enter in your Domain name, e.g. Business-corp.local
4. Specify the Group, or click Search to browse the domain.
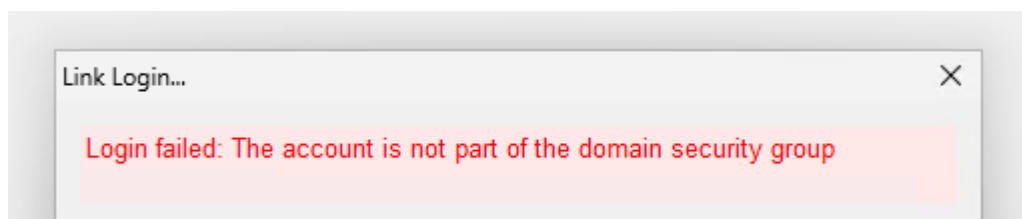5. Then click Save.

Once the services have restarted, only permitted users in the Active Directory domain will be able to connect to the Link 5 server.

Errors relating to Active Directory

Attempting to run Link on a user account that is not joined to the domain will return the error:

"Logon failed: The account is not part of the domain security group"

The solution is to use a user account on the Windows client that is a member of the Active Directory domain that the Link 5 client has joined.

Attempting to connect to an Active Directory enabled Link 5 server without a domain account will return the error: "Logon failed: Domain Logon Required"
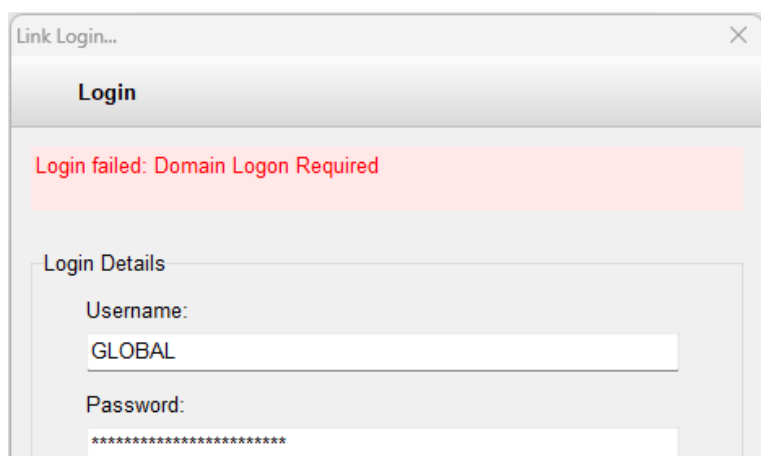
Changing Firebird Database Credentials

On Link v5.0.1+ and newer, you have the ability to change the password of the underlying Firebird database.

1. Click onto the Configuration tab
2. Enter in a new password and click Save.

Activating License for Link 5 Lithium Strings/Systems

1. Go to the License tab
   Here you will see the following:

2. Send your Product Key to support@powershield.com
3. When you receive your License Code, enter it into the field and click Validate.
4. Click Save
5. Once validated, the status should return "Activated for n strings"

Enable Controller Certificate Validation for SSL

This enables Link to connect to PowerShield8 Controllers using SSL when the Controller has HTTPS enabled.

On the Configuration tab of the Admin Utility, you will find the below option:

Tick the box for enabled to enable SSL for HTTPS communication between Link and the Controller, then click Save to apply the changes.