

eLert Emergency Notification Client
V.1.0.0
Software Installation Guide

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1.0 Introduction

The eLert Emergency Notification Client is a piece of the Kenected Software eLert Emergency Notification System. Installation of the eLert Emergency Notification Client allows you to receive eLerts which have been issued on your specified eLert Emergency Notification System.

The installation of the eLert Emergency Notification Client is similar to standard software installations with the additional step of specifying the eLert Emergency Notification Server to which you would like to connect. Step by step instructions are contained in Section 2.0 below.

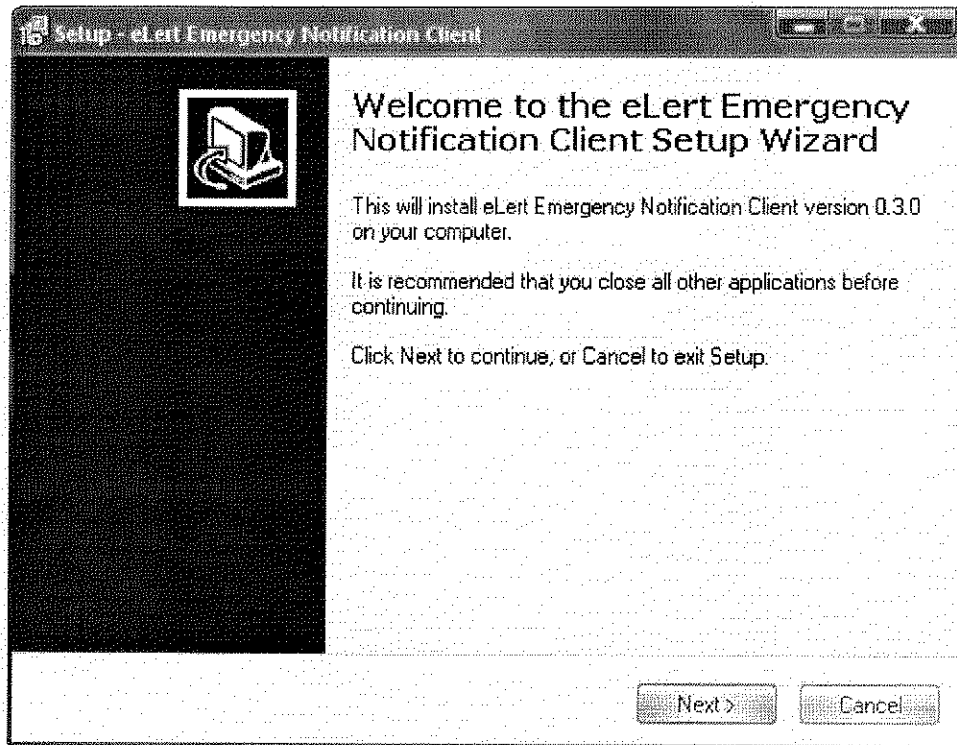
The eLert Emergency Notification Client accesses the internet to create an encrypted TCP network socket to the eLert Server. Therefore, some internet security applications will block this connection to the server. Step by step instructions to allow the eLert Emergency Notification Client to access the internet are contained in Section 3.0 below.

2.0 Installing the eLert Emergency Notification Client on a PC

If you downloaded a compressed archive file, unzip the eLert Emergency Notification Client installation file *eLert Emergency Notification Client version 0.3.0 Setup.zip* to a location you can remember.

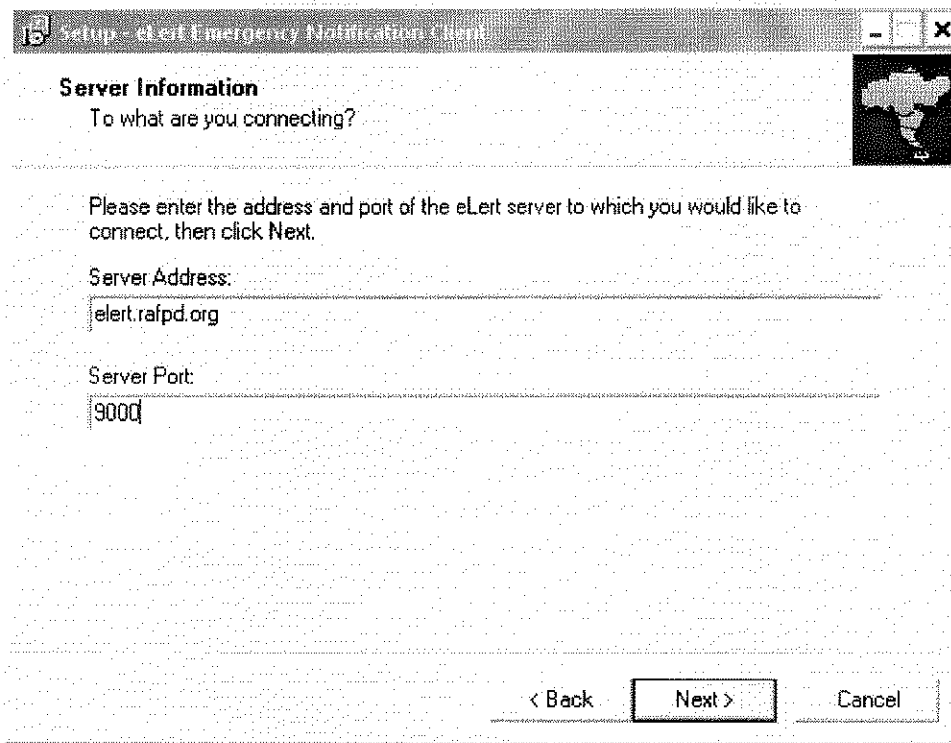
Run the installation file *eLert Emergency Notification Client version 0.3.0 Setup.exe* and follow the instructions on the screen to install the application.

2.1 Welcome



Click "Next" to begin the installation process.

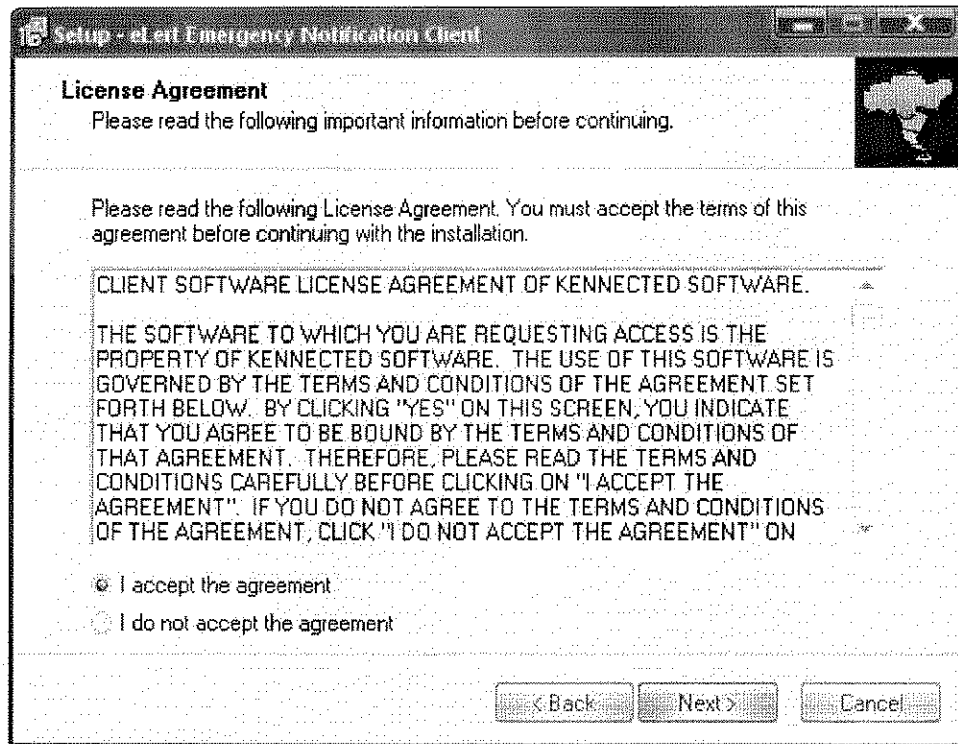
2.2 Server Information



Enter the eLert Emergency Notification Server address and service port then click "Next" to continue with the eLert Emergency Notification Client installation.

Note: You may leave these fields empty and enter the server and port information later.

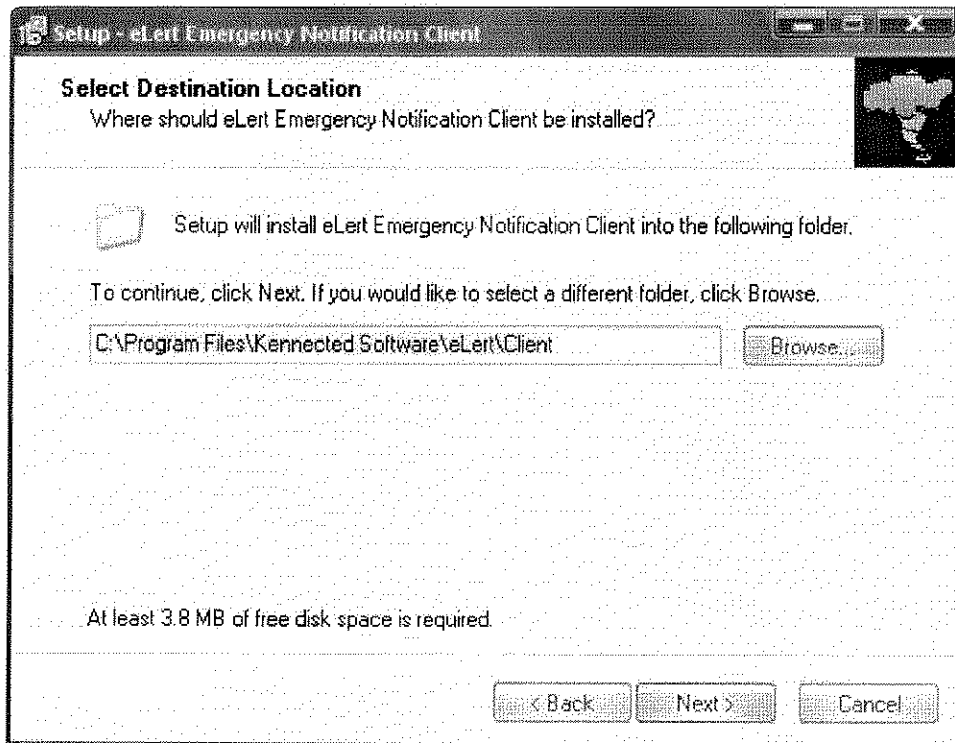
2.3 License



Read the license agreement then select "I accept the agreement". Click "Next" to continue with the installation.

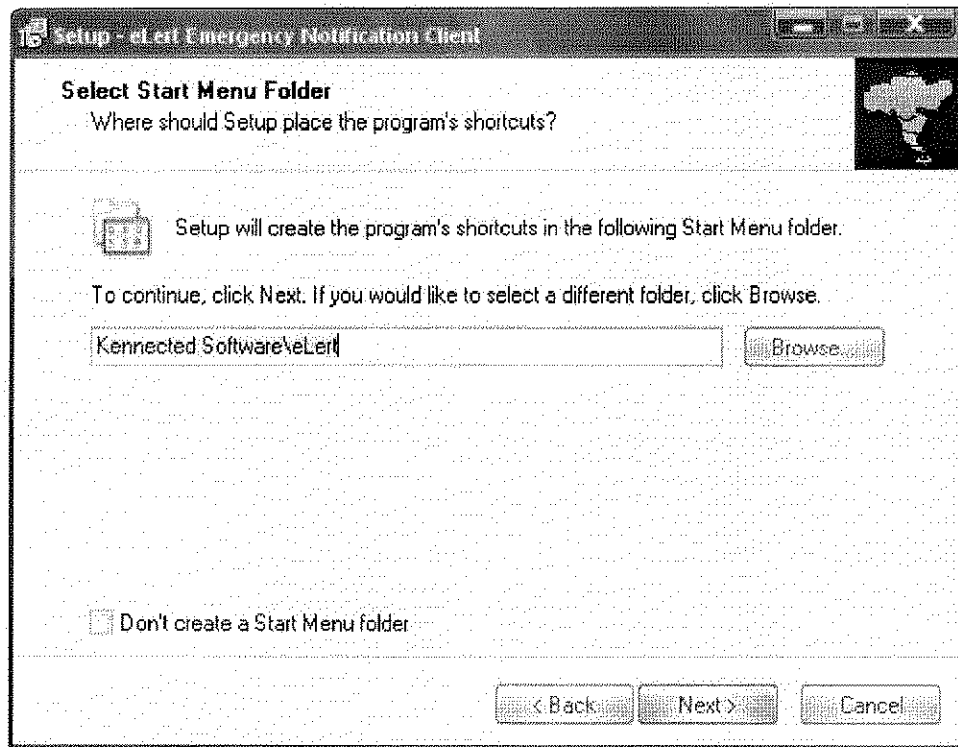
Note: if you do not select "I accept the agreement", you will not be able to proceed with the eLert Emergency Notification Client installation.

2.4 Location



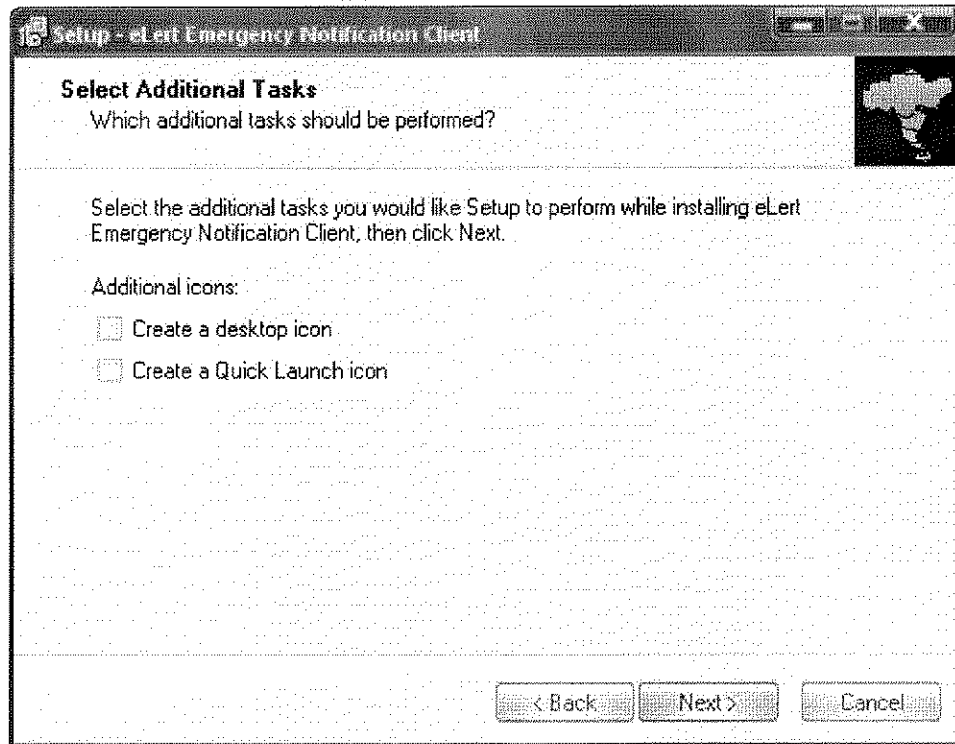
Click "Next" to accept the default installation location. You may choose to install the eLert Emergency Notification Client to a different location by entering a new path or browse to an existing one by clicking the "Browse" button.

2.5 Menu



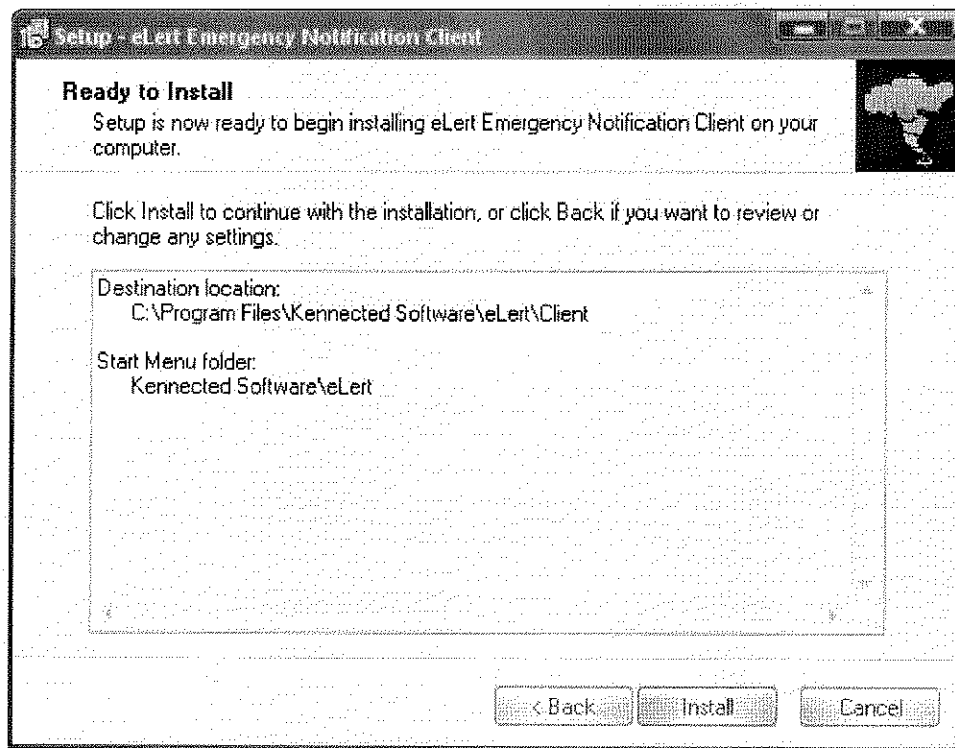
Click "Next" to accept the default start menu folder. You may choose to install the eLert Emergency Notification Client with a different start menu folder by entering a new folder or browse for an existing one by clicking the "Browse" button.

2.6 Icons



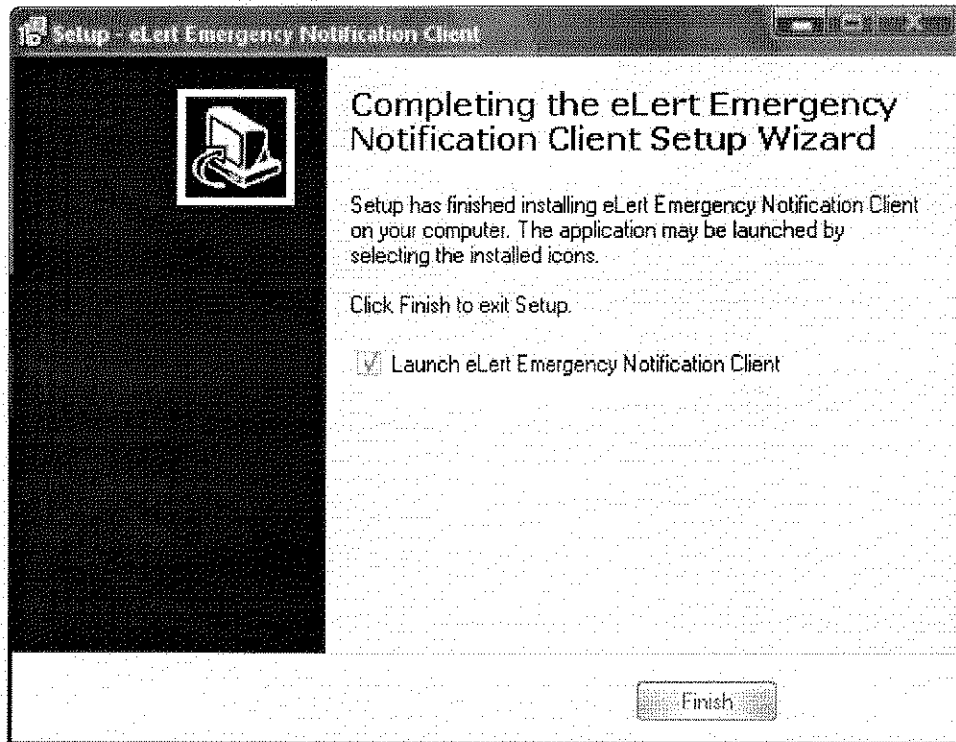
Select any additional icons to be created and "Click" to continue with the eLert Emergency Notification Client installation.

2.7 Install



Click "Install" to begin copying files to your computer.

2.8 Finish



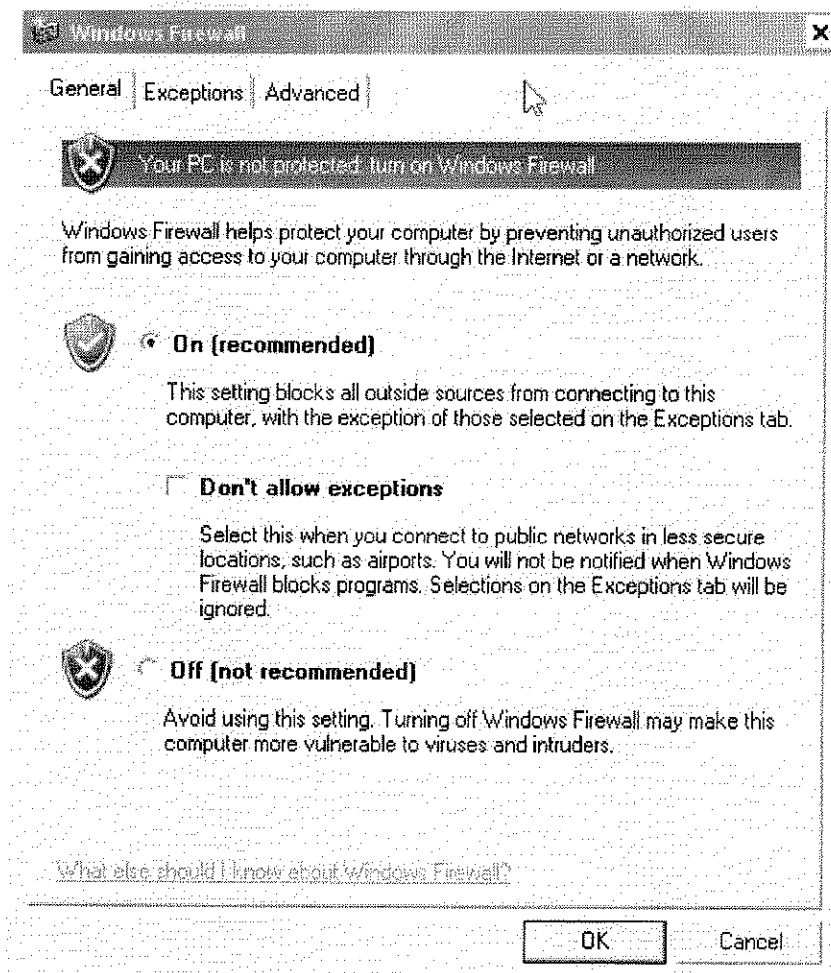
Choose if you would like to start the eLert Emergency Notification Client and then click "Finish" to exit the installer.

3.0 Configuring the firewall to allow the eLert Emergency Notification Client to connect to the eLert Server

The eLert Emergency Notification Client creates an encrypted TCP connection to the eLert Server and periodically polls the eLert Server to check for any active eLerts. If you have a firewall or internet security suite installed and enabled on your computer, it may block the eLert Emergency Notification Client and not allow a connection to the eLert Server. To ensure the eLert Emergency Notification Client can connect successfully to the eLert Server, an Exception must be configured in your firewall or security suite.

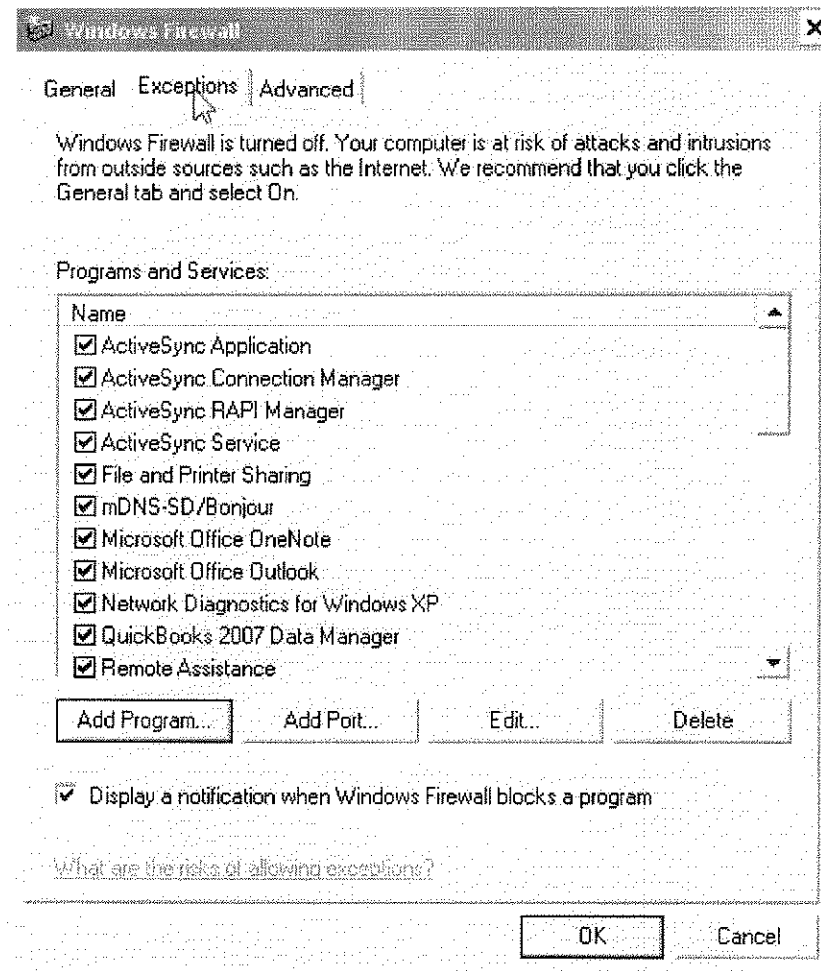
3.1 Windows Firewall

3.1.1 Open the Windows Firewall



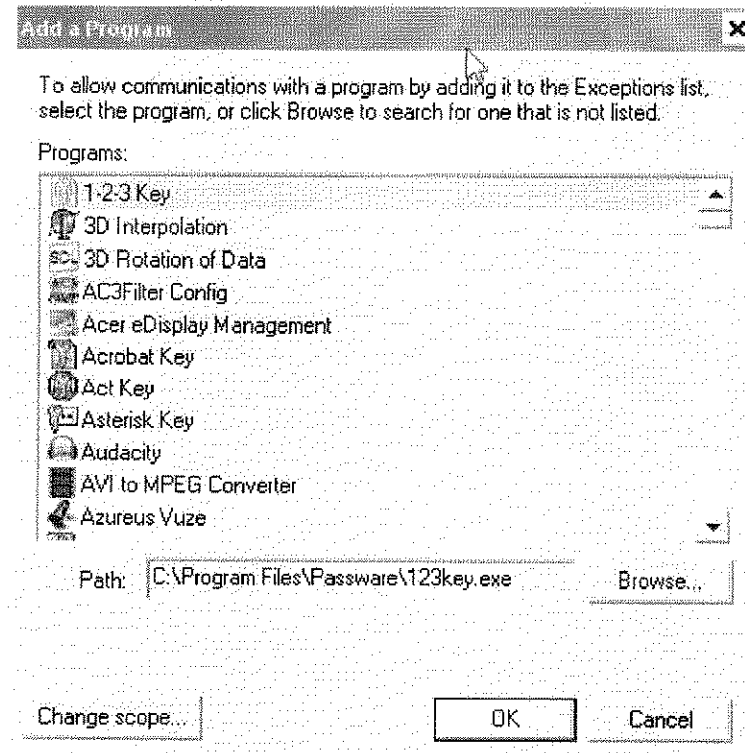
Open Windows Firewall in Control Panel and ensure that "Don't allow exceptions" is NOT checked. Click on the "Exception" tab on the top of the window.

3.1.2 Exceptions



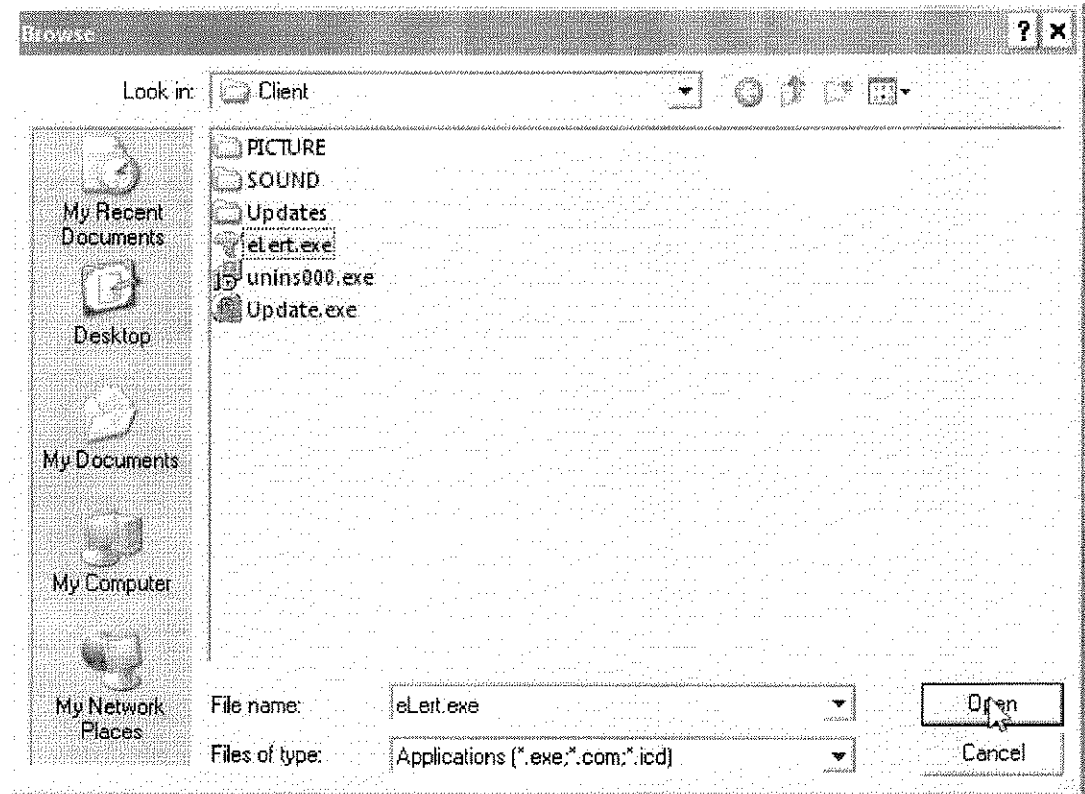
Click the “Add Program” button to add the eLert Emergency Notification Client to the list of applications allowed access thru the firewall.

3.1.3 Add program



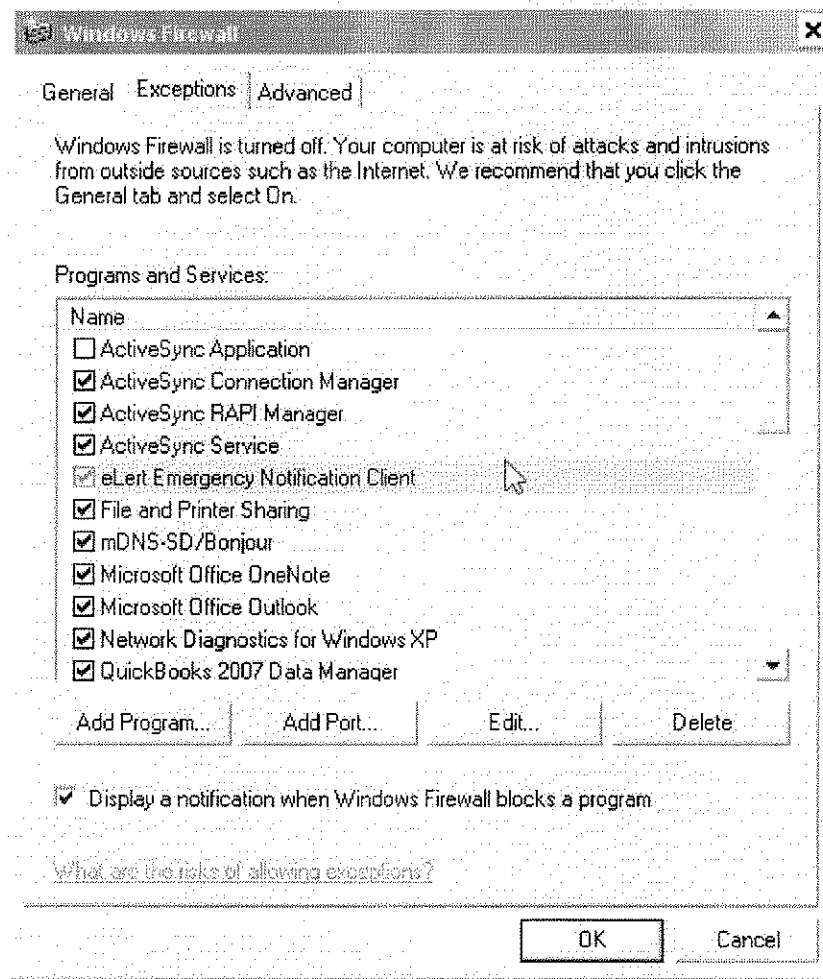
Click the "Browse" button to search for the eLert Emergency Notification Client executable (eLert.exe).

3.1.4 Browse



Browse to the folder in which the eLert Emergency Notification Client is installed. The default installation folder is C:\Program Files\Kennected Software\eLert\Client. Select eLert.exe and click the "Open" button.

3.1.5 Check



Look in the list of “Programs and Services” and verify that the eLert Emergency Notification Client is listed, then click the “OK” button. Click “OK” on the initial Windows Firewall window to close the firewall.

3.1.6 Restart eLert Emergency Notification Client

If the eLert Emergency Notification Client is still running, close it by right clicking on the eLert Emergency Notification Client icon (the Tornado) and click “Exit”. Launch the eLert Emergency Notification Client via the desktop icon or from the start menu. It should connect automatically and popup a message saying it has connected to the server.

Norton Internet Security 2009

If you have Norton Internet Security 2009, the following link explains how to allow the eLert Emergency Notification Client to pass through the firewall:

http://www.symantec.com/norton/support/kb/web_view.jsp?wv_type=public_web&ssfromlink=true&spirt_cid=62e2078b-f75c-4fd3-8825-e871b545ce3f&seg=hho&ct=us&lg=en&docurl=20080612164333EN&lg=en&seg=hho&ct=us

3.2 McAfee Personal Firewall

If you have McAfee Personal Firewall, the following link explains how to allow the eLert Emergency Notification Client to pass through the firewall:

http://service.mcafee.com/faqdocument.aspx?id=TS100406&lang=en_US&priority=6&AnswerID=16777228&turl=http%3A%2F%2Fkb.mcafee.com%2Finfocenter%2Findex%3Fpage%3Dcontent%26id%3DTS100406%26actp%3Dsearch

3.3 Zone Alarm

If you have Zone Alarm Firewall, the following link explains how to allow the eLert Emergency Notification Client to pass through the firewall:

http://server.iad.liveperson.net/hc/s-28464961/cmd/kbresource/kb-4525868038249541272/view_question!PAGETYPE?sq=exceptions&sc=38&sf=101113&sg=1&st=532263&documentid=347214&action=view

3.4 Other

If you have some other internet security software, check with your software provider for specific steps to allow the eLert Emergency Notification Client to pass through the firewall.

4.0 Client Software License Agreement of Kennected Software

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