



Imecom Product Manual

DM Alarms Module

February 2009

Introduction

About This Manual

This manual applies to the DM Alarms Performance Monitor add-on for version 8.2x of the Imecom Use it Messaging™ DM Fax Server™ software. This manual is intended for use as a guide for installing and configuring the DM Alarms Module.

Additional Imecom Documentation and Manuals are located on your Imecom CD or on our website <http://www.imecominc.com/support/manuals/>.

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For More Information

Since 1989, Imecom Group has been providing enterprise fax server solutions, network fax software, and image printer driver software to companies of all sizes across the world. For more information on Imecom Group and our product offerings, please visit <http://www.imecominc.com> or call us at +1 603.569.0600.

Imecom Group, Inc.
8 Governor Wentworth Highway
Wolfeboro, NH 03894
U.S.A.
Phone: 603.569.0600
Fax: 603.569.0609
<http://www.imecominc.com>

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Before You Begin

Overview

The operational reliability of computer solutions is critical for today's companies. Hardware and software components should be advanced and dependable, but there should also be methods for warning of and solving malfunctions. With this in mind, Imecom designed the **DM Alarms Module**.

DM Alarms is based on Windows NT counter and event-log technology. It automatically generates alarms and takes corrective actions when the threshold limit for a monitored counter is reached or when a particular event is logged.

Main Features

There are 3 parts to *DM Alarms*:

1. Detect a alarm condition

DM Alarms detects alarm conditions using one of two methods:

- By periodically reading the values of NT "counters", on any machine on the network.
- By monitoring events in the local NT Event Log.

2. Notify

When an alarm condition is detected, *DM Alarms* can log, and/or warn one or more administrators of the error condition. Warning messages sent by *DM Alarms* are called notification messages. These can be sent via:

- Windows Messaging pop-up messages
- An email system (using MAPI or SMTP)
- SNMP traps
- SMS Messaging

3. Take a corrective action

When an error condition is detected, *DM Alarms* can be configured to perform the following tasks:

- Stop, start, or re-start any NT service on any computer
- Restart a system
- Execute a program or a batch file

Each set of such elements (Alarm condition + Notification + Corrective action) is called a Supervision rule.

Components of DM Alarms

The three main components of *DM Alarms* are:

1. The *DM Alarms* service
2. The administration application
3. The configuration database

DM Alarms Service

The *DM Alarms* service is the program file IFSPVSV.C.EXE. It is an NT service that runs on Windows 2008/2003/2000. It performs the tasks of detecting error conditions, notifying and taking corrective actions.

Administration Application

The administration application is the program file IFSPVADM.EXE. It allows you to create and configure supervision rules and, more specifically, to define the instances (services or applications) to be monitored, the warnings to be issued and the corresponding actions to be taken. All these rules, called "Supervision Rules", are saved in the database.

Service Configuration Database

The IFSPV.MDB database is accessed through ODBC functions. It can be installed on any local or Network (remote) hard disk of the machine. All the information requested by the *DM Alarms* service is contained in this database. They are read each time the *DM Alarms* service is restarted.

General Prerequisites

The prerequisite for installing the Imecom DM Alarms Module is as follows:

- Microsoft's Data Access Components module (MDAC) must be installed on the machine(s) where the *DM Alarms* administration and service will run. On Windows 2000 and higher, MDAC is already installed with the base Operating System.

1. Installation of DM Alarms

The procedure for a new installation of the Imecom DM Alarms Module is a simple one. This guide assumes that the installation process is performed on a machine running the Imecom DM Fax Server software.

Copying the Setup files

It is first necessary to copy the DM Alarms setup files to the existing Imecom directory structure. These setup files may be located in a downloadable package from Imecom, or located on your Imecom CD.

From Download Package

1. Download the DM Alarms package from the Imecom Group website. (Contact your sales representative to obtain instructions for doing this).
2. Unzip the downloaded file to a temporary directory on the fax server machine.
3. From the temporary directory, run the setup.exe file located in the Alarms\i386 directory. This will launch a short setup process whereby the DM Alarms setup files will be copied to the existing Imecom directory structure.
4. Proceed through this short setup process, clicking **Next** several times until setup is complete.

From the Imecom CD

1. Using Windows Explorer, browse the contents of the Imecom CD and locate the “Alarms” folder.
2. Run the setup.exe file located in the Alarms\i386 directory. This will launch a short setup process whereby the DM Alarms setup files will be copied to the existing Imecom directory structure.
3. Proceed through this short setup process, clicking **Next** several times until setup is complete.

Installing DM Alarms

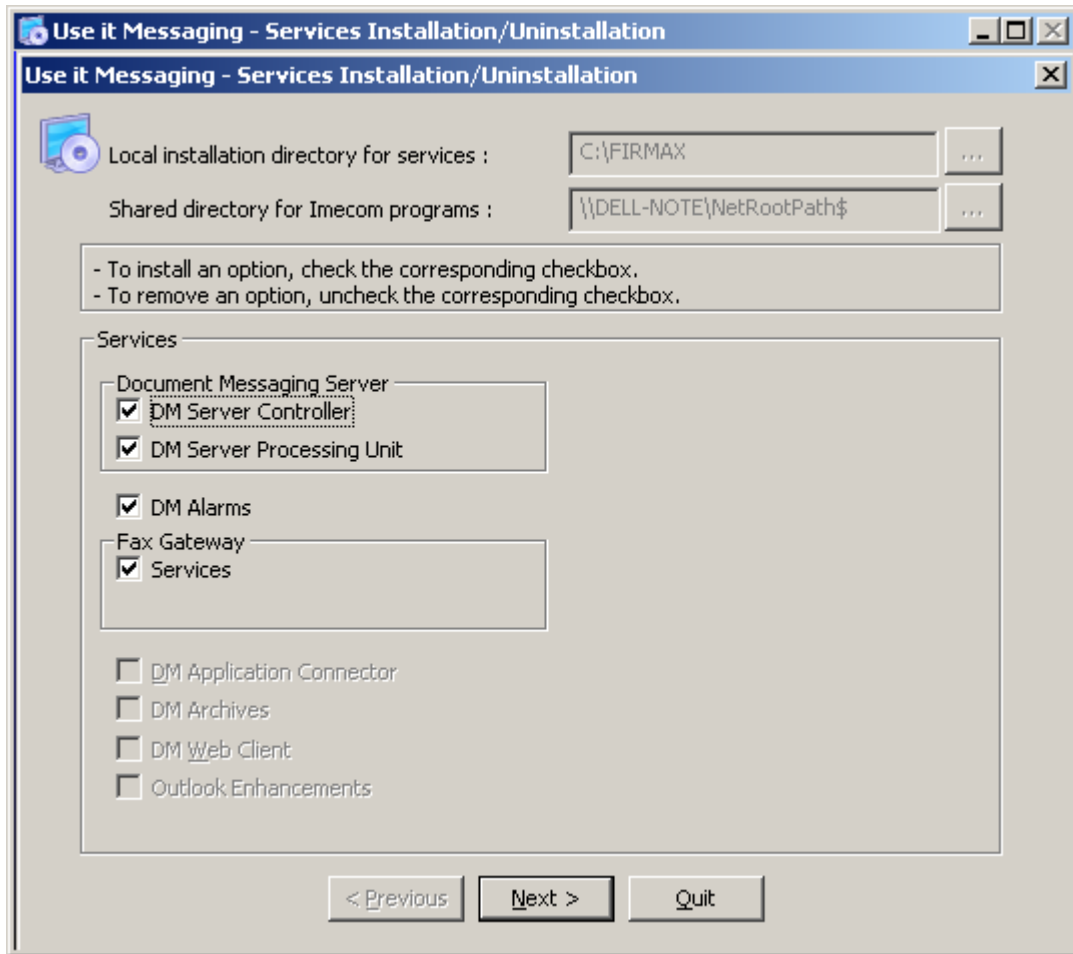
Once the setup files have been copied to the Imecom directory structure, you may now install DM Alarms.

1. Click Start > All Programs > Imecom DM and choose “Install_Uninstall Services”. This launches the main Imecom DM Fax Server setup process.



You may also run the Imecom DM Fax Server setup process by running setupsvr.exe located in the Imecom\IFBIN\i386 directory.

2. When setup reaches the “Services Installation/Uninstallation” dialog box, tick the checkbox next to DM Alarms, and click **Next**.



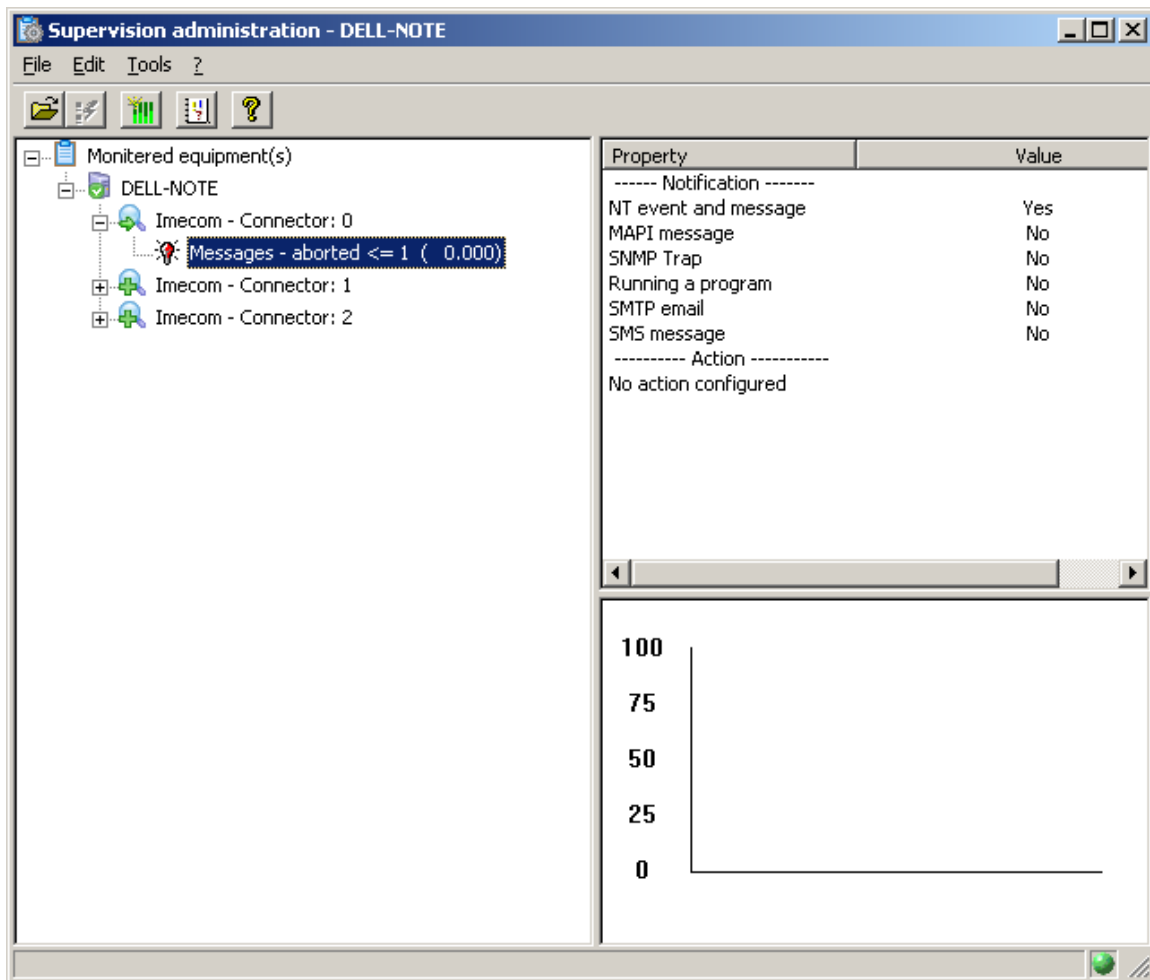
3. Proceed through the remainder of the setup process until it completes.

When setup has completed, you will see a new item in the Imecom DM Start Menu program group called **Admin-DM Alarms**. Click this to configure DM Alarms.

2. DM Alarms Administration Overview

To launch the DM Alarms Administration, click Start > All Programs > Imecom DM and select **Admin-DM Alarms**.

Understanding the Main Administration Window



The Administration program main window has 2 or 3 panes, depending on what is selected.

The left pane is a “Tree-view” that lists the supervision rules, sorted by:

- Monitored equipment
- Log: Source
- Counter or Event.



The administration program does not carry out notifications or corrective actions. The service does. Hence, it is possible for the administration program to detect an error condition, and yet for no notification or corrective action to take place, (until such time as the service detects that same error condition).

The upper right pane is visible only when a “lowest level” item is selected in the left pane (i.e. a Counter or an Event). It displays the main parameters of that supervision rule.

The lower right pane shows a graph view of the monitored counter value.

There are four (4) menu items across the top of the DM Alarms Administration interface:

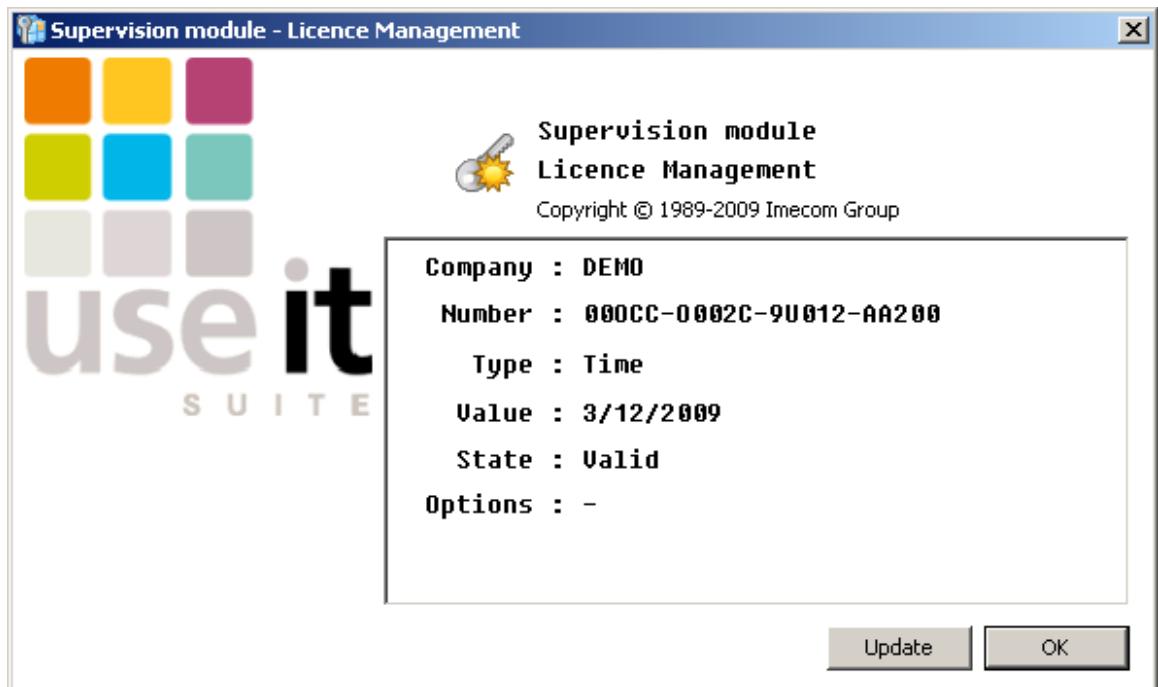
- **File:** Under the file menu, you can open a new computer to monitor, apply supervision rules, view supervision properties, and exit DM Alarms.
- **Edit:** Under the edit menu, you can add, modify, and delete supervision rules.
- **Tools:** Under the tools menu, you can view the system Event Log.
- **Help (?):** Under the help menu, you can view information about DM Alarms, help on DM Alarms, and view/update your specific license for DM Alarms.

Licensing DM Alarms

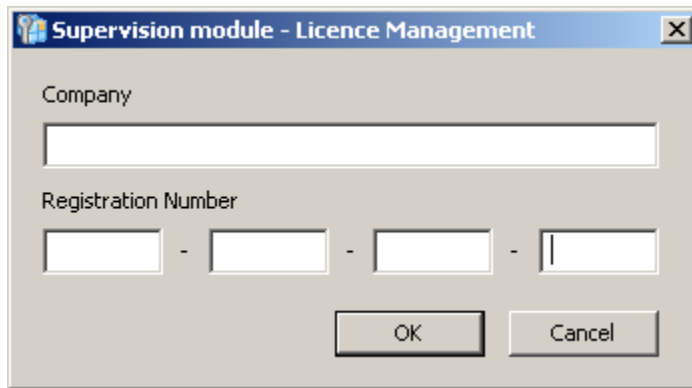
By default, DM Alarms installs with a 30-day demo license. You may upgrade from a demo license to a production license by purchasing a DM Alarms license from an Imecom sales representative.

The DM Alarms license may be updated from the main DM Alarms Administration program.

1. From the ? menu, choose **License**.



2. The current license information is displayed in the License management window. To update your license, click the **Update** button.



3. Enter the **Company** and **Registration Number** information supplied to you by an Imecom representative.
4. Click **OK**.

A dialog box will pop up indicating either a successful license update or an error. If there is an error, check to make sure your license information is entered correctly.

3. Configuring DM Alarms

Create a Supervision Rule

To create a supervision rule you must configure the following:

- The counter or event being monitored
- Any notification (optional)
- Any correction action (optional)

1. In the **Supervision Administration** window, select **Add** from the **Edit** menu in order to identify the equipment (computers) for which the services are to be monitored.

The screenshot shows the 'Add' dialog box with the following configuration:

- Monitoring** tab selected.
- Alarm on:** Counters
- Enable**
- Display only the objects, instances and counters IMECOM**
- Computer:** DELL-NOTE
- Object:** Fax - Line
- Instance:** 1
- Counter:** % Errors Receiving Faxes
- Alert if:** Below or equal to, 0
- Monitoring parameters:** Stop once triggered, Number of checks: 2, Every: 10 second(s)

2. If you wish to use a Log **Event** as an error condition, skip to step 9. If you wish to use an NT counter value as an error condition, from the "Alarm On" drop-down list, choose "Counters" and tick the "Enable" checkbox.
3. In the **Computer** field of the **Monitoring** tab, select the server running the services which are to be monitored. By default the name of the server on which the Alarms administration module has been installed appears in this field. Use the **Browse** button to access the network to select another computer.
4. Select the type of object. There can be multiple Instances of an object, or none. There are counters for each instance, or for the object if it doesn't have instances.

5. If necessary, select the relevant instance in the **Instances** field. After selecting the service (instance), the **Counter** field displays a list of the counters available for this service.
6. Select the required counter then fill in the fields in the **Alert if** box.
 - a. **Above** : Check this option if you want the alarm to sound when the value is greater than (>) that indicated.
 - b. **Below or equal**: Check this option if you want the alarm to sound when the value is less than or equal to (<=) that indicated.
7. If necessary, enter a caption to identify the rule you are defining. A caption is already provided for the Elapsed Time counter.
8. Fill in the **Monitoring parameters** field.
 - a. **Stop once triggered**: Select this option if you want the notification and corrective actions to take place only once. In this mode, the supervision rule must be “rearmed” to be active again. It is rearmed automatically when the monitored counter no longer meets the error condition.
 - b. **Continuous**: Select this option if you want the notification and corrective actions to take place as long as the error condition is met. When the alarm type is set to *Continuous*, no restart or notification actions are authorized so as to avoid messages being sent continuously.
 - c. **Number of attempts**: Only available if the **Stop once triggered** option is checked. Enter the number of times the monitored counter value must be under or above the threshold in order for the alarm to be triggered.
 - d. **Time interval** (in seconds): Time interval between each reading of the counter. 8. If you wish to suspend this alarm temporarily, uncheck the **Active** box. When this box is unchecked, the **Supervision Administration** window becomes inactive.
9. If you just configured the error condition using an NT counter, skip to step 11. If you wish to use a Log Event as an error condition, from the ‘Alarm On’ drop-down list box, choose “Event Log” and tick the “Enable” checkbox.
10. Fill in the required fields:
 - a. **Log**: Select the log in which *DM Alarms* is to detect the event that comprises the error condition (Application log, Security log or System log).
 - b. **Source**: Select the source for the event that comprises the error condition.
 - c. **Type**: Select the type of event that comprises the error condition.
 - d. **Number of event(s)**: Enter the event numbers that comprise the error condition.
 - e. **Restore message**: Check this box to retrieve the event log text for the event, and paste it into the modification message. The monitoring parameters have now been set.
11. At this point in the procedure you can:
 - a. Specify the notification or restart parameters by clicking the relevant tabs, or
 - b. Save the rule and return to the **Supervision Administration** window by clicking the **Add** button and then **OK** to confirm that you wish to create a new supervision rule.

If you wish to view all the supervision rules which have been created before continuing, click **Add** then **Done** buttons to return to the **Supervision Administration** window.

The name of the monitored equipment appears in the left half of the window. For each of the items listed you can expand the tree structure in order to display the monitored processes. You can expand the tree structure by a further level by clicking each process in order to display the monitored counters.

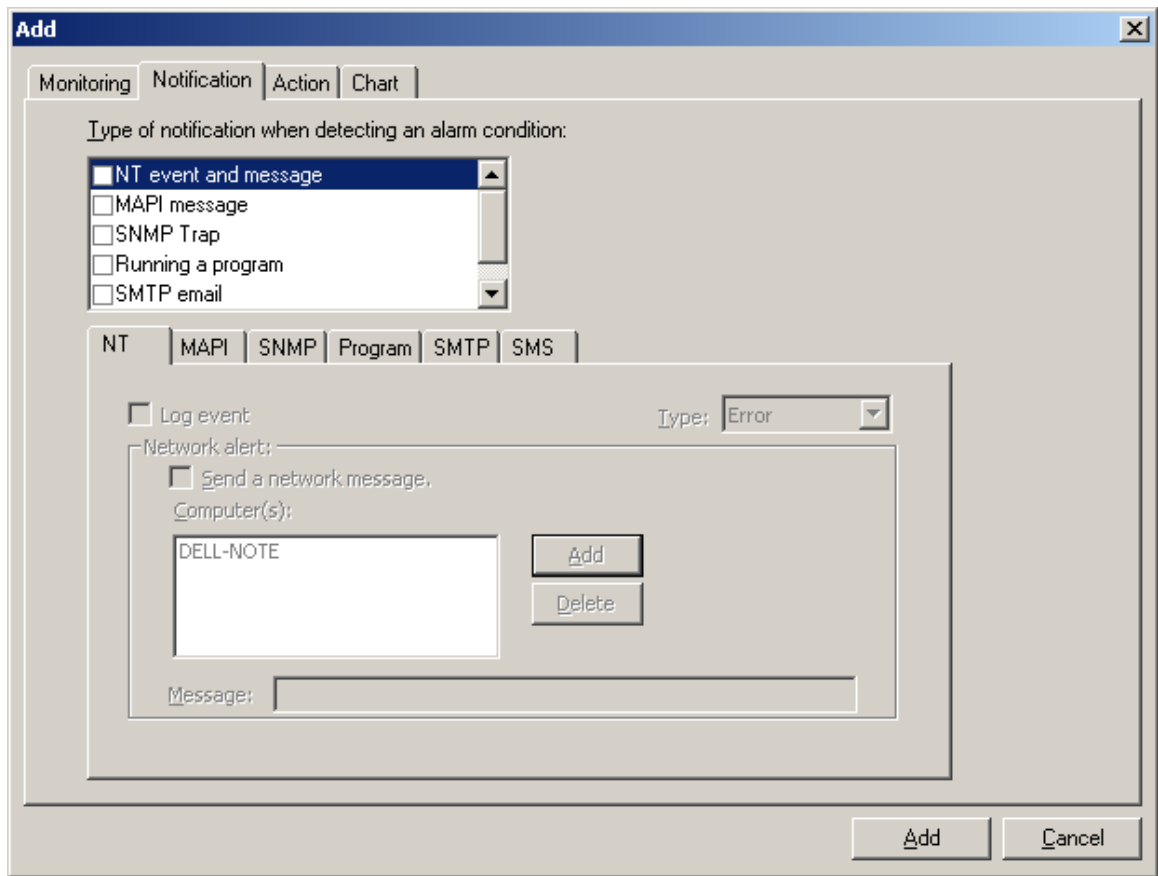
When you select a supervision rule in the left half of the window, a summary of its monitoring parameters is displayed in the right half of the window.

If an alarm is triggered, the icon which appears before the name of the supervision rule causing the alarm is replaced with a different icon = a blinking light bulb icon.

Create Notification Actions

After creating the supervision rule, you can configure a notification. Notifications can be configured when creating a supervision rule after you have specified the error condition, or in the **Supervision Administration** window by selecting the relevant rule and clicking **Modify** in the **Edit** menu. These instructions assume the latter.

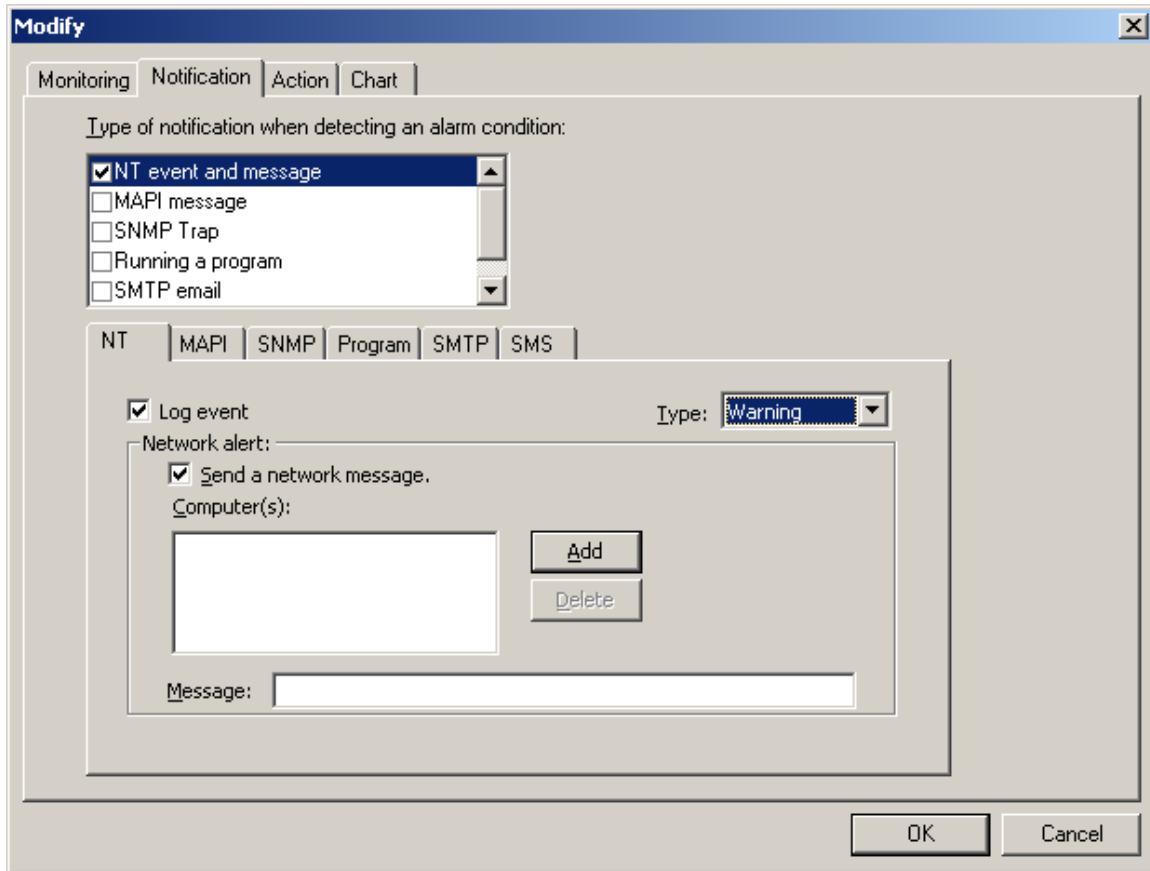
1. In the Supervision Administration window, from the **Edit** menu, click **Modify**.
2. Click the **Notification** tab.



3. Select the type(s) of mail systems to use for sending the alert messages:
 - a. NT event and message
 - b. MAPI message (Only available for "one shot" type alarms)
 - c. SNMP alert
 - d. Running a program
 - e. SMTP e-mail
 - f. SMS message
4. Select and configure one or more notification option(s).
5. When the notification parameters have been specified, you can:
 - a. Specify the Corrective action parameters for this supervision rule by clicking the corresponding tab, or
 - b. Save the rule and return to the **Supervision Administration** window by clicking the **Add** button.

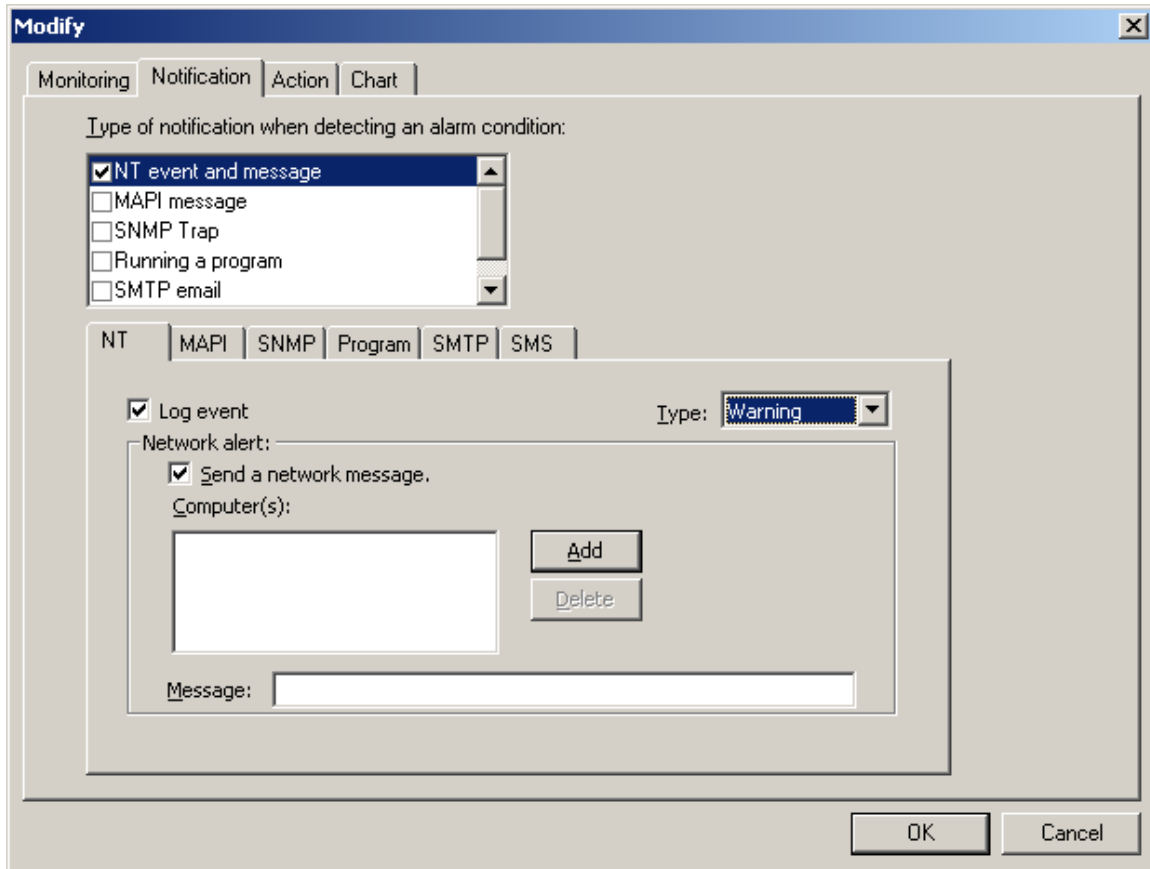
At this point, a screen appears, confirming that you have successfully added a new supervision rule. Click **OK**.

Sending alerts via a Windows pop-up message



1. In the **NT** tab, check the option **Log event** if you want the event to be reported in the Windows NT Event Log.
2. Fill in the **Network Alert** area:
 - **Send a network message:** Check this option if you wish to send an NT pop-up message to one or more workstations.
 - **Computer(s):** Click the **Add** button to add the name of the computers selected to receive the alert message to the **Computer(s)** field.
 - **Message:** Enter a relevant text message describing the alarm in question.

Sending alerts via MAPI mail system



1. Select the **MAPI** tab.
2. Click the browse button to choose the recipient(s) of the alert message
3. The first time you make an entry, and if the two fields (*Profile* and *Password*) of the **Connection** area are empty, the profile identification box appears.
4. Enter the name of an existing Profile* of the mail system with which the recipient's mailbox is associated.
5. Enter the password (if any).
6. Click **OK**.
7. The address book is displayed to enable you to select one or more recipients.
8. Click **OK**. The **Recipient(s)** field is now filled in. The name of the profile and, if necessary, its password, are entered in the **Connection** area.
9. Enter the subject of the message.
10. Enter a new alert message or keep the alert message already provided.

Sending alerts via SNMP

SNMP is a supervision protocol between entities called Agents and Managers. The Agent is the entity being monitored and/or configured, while the Manager is the application used to monitor or configure the Agent.

Of the interactions which are possible between the Agent and Manager, the Trap is a specific message sent by the Agent to the Manager to indicate that a problem has occurred.

In this case, *DM Alarms* works in association with the Windows SNMP Agent. When the alarm is triggered, *DM Alarms* causes the Windows SNMP Agent to send a Trap which can be received and interpreted by any Manager.

To implement SNMP notification, you must install and configure the Windows SNMP service on the computer where the *DM Alarms* service is also installed. Refer to the following setup procedure. It is not necessary, however, to install the SNMP service on computers running *DM Alarms* administration.

Setting up SNMP

The Windows SNMP service should be installed on the same computer where the *DM Alarms* service is installed.

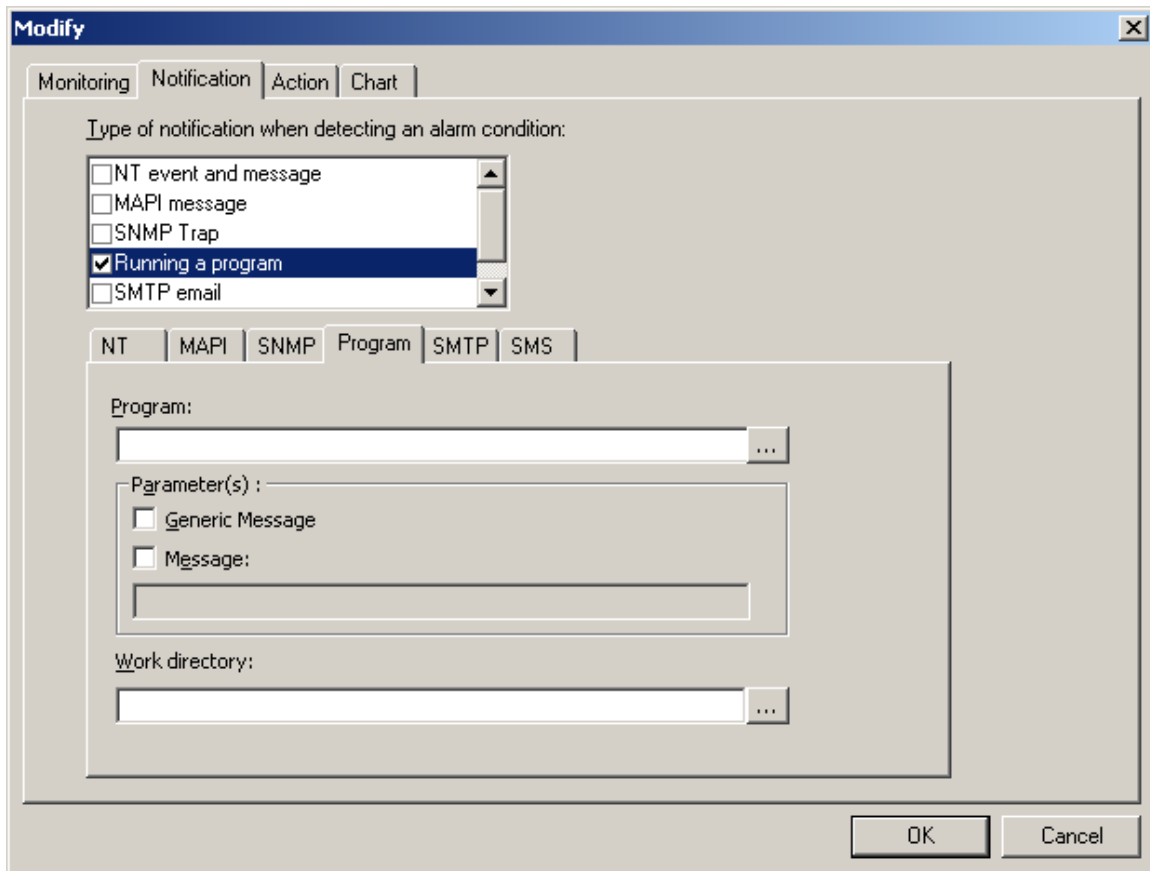
1. In **Control Panel**, double-click the **Network** icon. The **Network** window appears.
2. Select the **Services** tab then click the **Add...** button.
3. In the **Select Network Service** window which appears, select **SNMP Service** then click **OK**.
4. Indicate the path to the files required to install the SNMP service.
5. After copying the files, configure the **SNMP service**. If you have just copied the files, the **Microsoft SNMP Properties** window is displayed. If not, in **Control Panel** double-click the **Network** icon, choose the **Services** tab. Select **SNMP Service** and then click the **Properties** button.
6. In the **Microsoft SNMP Properties** window, select the **Traps** tab.
7. **Community Name:** Enter *Public*.
8. **Trap Destinations:** Enter the IP address(es).
9. Click **OK**.
10. Start the SNMP service via the service manager.
11. Install the SNMP service on the Manager's computer.

Creating a DM Alarms notification using an SNMP Trap

The screenshot shows a 'Modify' dialog box with a title bar and a close button. It has four tabs: 'Monitoring', 'Notification', 'Action', and 'Chart'. The 'Notification' tab is selected. Below the tabs, there is a section titled 'Type of notification when detecting an alarm condition:' with a list of options: 'NT event and message', 'MAPI message', 'SNMP Trap' (which is selected with a checkmark), 'Running a program', and 'SMTP email'. Below this list are five sub-tabs: 'NT', 'MAPI', 'SNMP', 'Program', and 'SMS'. The 'SNMP' sub-tab is selected. Underneath, there are four input fields: 'OID:' with the value '1.3.6.1.4.1.3971.1.1.0', 'Type:' with the value 'Specific identification', 'Identification:' with the value '0', and 'Message:' which is empty. At the bottom right, there are 'OK' and 'Cancel' buttons.

1. Select the **SNMP** tab.
2. Enter a new alert message or keep the alert message already provided.
 - **OID** : Fixed SNMP parameters.
 - **Type** : describing the Traps generated.
 - **Identification** : by the Alarms service.
 - **Message**: User-defined description.

Running a program



1. Select the **Program** tab.
 - **Program:** specify a program file to run by clicking on the Browse button.
 - **Generic Message:** this will send a generic message when the program is launched.
 - **Message:** This will send a user-defined message.
 - **Work Directory:** This is the directory where program output files, if any, are written.

Sending alerts via SMTP

The screenshot shows a 'Modify' dialog box with tabs for Monitoring, Notification, Action, and Chart. The Notification tab is active, and the 'Type of notification when detecting an alarm condition:' section has 'SMTP email' selected. Below this, the SMTP tab is selected, showing fields for From, To, Subject, Text, Server address, and Port. The Port field is set to 25. The dialog box has OK and Cancel buttons at the bottom right.

1. Select the **SMTP** tab.
 - **From:** enter email address of the account used to send the notification.
 - **To:** enter recipient email address.
 - **Server address:** enter the IP address of the SMTP server.
 - **Port:** enter the port used by the SMTP server. Port 25 is the default.
 - **Subject:** SMTP notification message subject.
 - **Text:** SMTP notification message body.

Sending alerts via SMS

The screenshot shows a 'Modify' dialog box with a 'Notification' tab selected. Under the heading 'Type of notification when detecting an alarm condition:', there is a list of notification types: MAPI message, SNMP Trap, Running a program, SMTP email, and SMS message. The 'SMS message' option is checked. Below this, there are tabs for 'NT', 'MAPI', 'SNMP', 'Program', 'SMTP', and 'SMS', with the 'SMS' tab selected. The 'SMS' tab contains the following fields: 'Recipient number' with an input field and an 'Administration...' button; 'Sender name' with an input field; a 'Message' section containing a 'Subject' input field and a 'Text' text area; and 'OK' and 'Cancel' buttons at the bottom right.

1. Select the **SMS** tab
 - **Recipient number:** number of recipient SMS device.
 - **Sender name:** name of sender.
 - **Subject:** SMS notification message subject.
 - **Text:** SMS notification message body.

Creating Corrective Actions

After having defined the error condition, and optionally a notification for a supervision rule, you can specify a corrective action to be undertaken by *DM Alarms*. Possible corrective actions include:

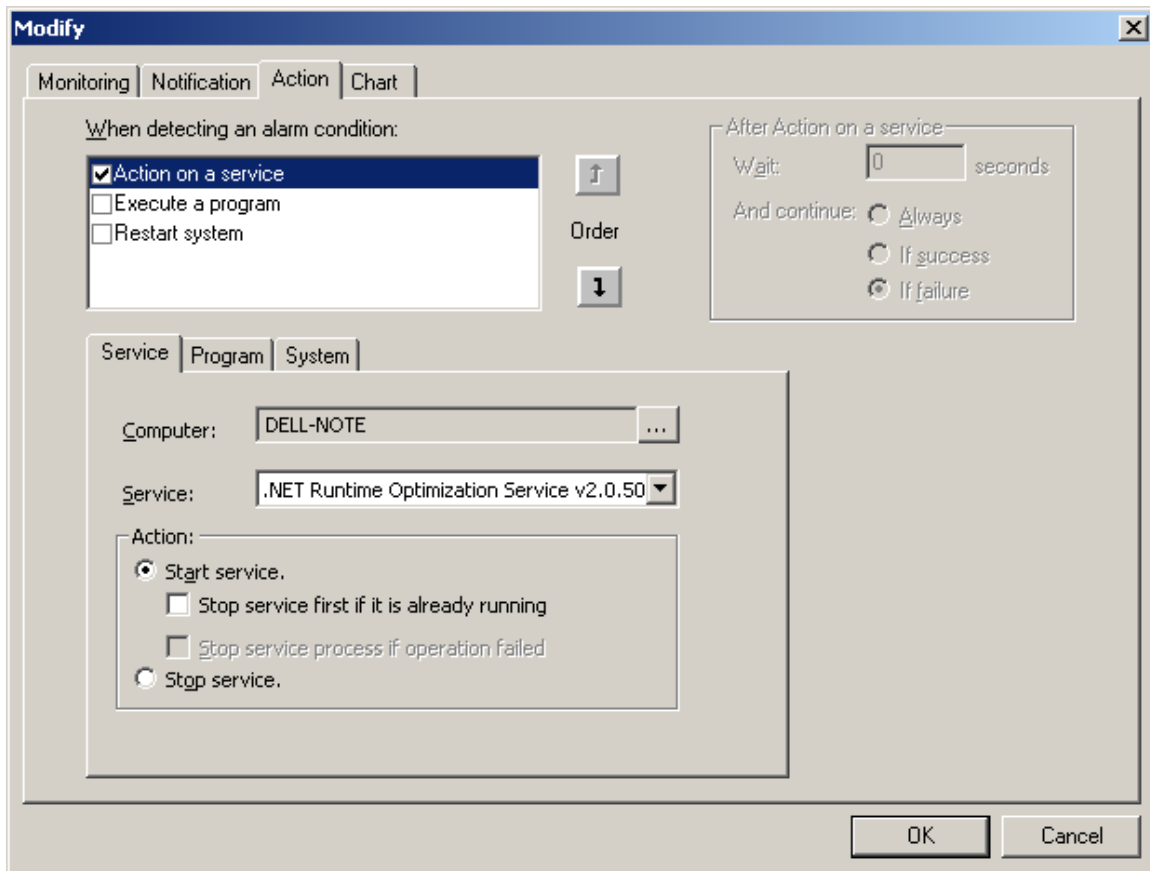
- Stop, start, or restart a service
- Execute a program
- Restart a system

Multiple corrective actions can be combined. In that case, it is possible to specify:

- The order in which the corrective actions should be attempted.
- When to continue with the next corrective action (i.e. always, only when the preceding corrective action has failed or only when the preceding corrective action has succeeded).
- The wait period before proceeding with the next corrective action.

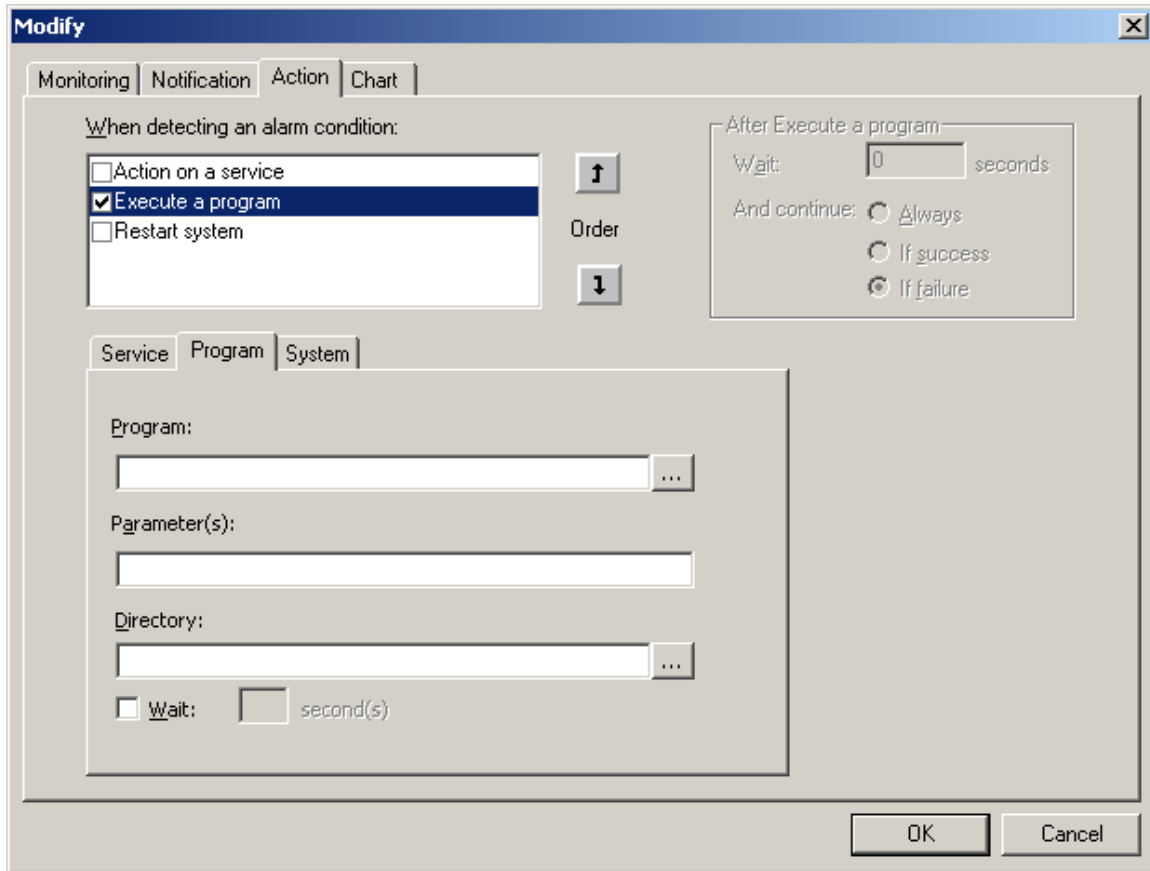
When creating a supervision rule, after you have specified the error condition, or in the **Supervision Administration** window, after selecting the relevant rule and clicking **Modify** from the **Edit** menu, click the **Action** tab.

Stop, start, or restart a service



1. Select the **Action** tab.
2. Check **Action on a service**.
3. In the **Service** tab in the lower half of the screen, specify the appropriate parameters:
 - **Computer:** select the computer on which a service will have to be started, stopped or restarted.
 - **Service:** select the service to start, stop or restart.
 - **Action:** select whether to start or stop the service. If you choose to start the service, you can check the option “stop service first if it is already running” to allow restarting of the service.

Execute a program



1. Select the **Action** tab.
2. Check **Execute a program**.
3. In the **Program** tab in the lower half of the screen, specify the appropriate parameters:
 - **Program:** enter the path and file name of the program file or batch file to run.
 - **Parameter(s):** enter any command line parameters to be passed to the program.
 - **Directory:** select the working directory for the program.
 - **Wait:** specify a wait period in seconds.
4. When all corrective actions for this rule have been configured, click **Add**.

Restart a system

Please note that this corrective action only applies to the local machine (i.e. the machine where the *DM Alarms* service is running)

The screenshot shows the 'Modify' dialog box with the following configuration:

- Monitoring** | **Notification** | **Action** | **Chart**
- When detecting an alarm condition:**
 - Action on a service
 - Execute a program
 - Restart system**
- Order** (up/down arrows)
- After Restart system:**
 - Wait: seconds
 - And continue: Always, If success, **If failure**
- Service** | **Program** | **System**
 - Message to be displayed before restart DELL-NOTE:
 - Delay: second(s)
 - Kill applications after the end of delay
- OK** | **Cancel**

1. Select the **Action** tab.
2. Check **Restart system**.
3. In the **System** tab in the lower half of the screen, specify the appropriate parameters:
 - **Message to be displayed...:** enter a string of text to be displayed in a dialog box before the computer is rebooted.
 - **Delay:** select the time *DM Alarms* should wait once the above message is displayed before proceeding to reboot.
 - **Kill applications after the end of delay:** Check this option if you wish *DM Alarms* to kill any running task remaining once the above mentioned delay has expired.
4. When all corrective actions for this rule have been configured, click **Add**.



NOTE

It is possible to configure multiple actions. To do this, check each action to be executed and configure each action. When configuring multiple actions involving **Action on a service**, you may specify additional parameters such as wait time and action triggers that apply to the action that follows the **Action on a service**.

Changing an Existing Supervision Rule

1. Completely expand the tree structure of the **Supervision Administration** window.
2. After choosing the required rule, select **Modify** from the **Edit** menu.
3. Make the necessary changes. Refer to the previous section of this chapter for information on administration of *DM Alarms*.
4. Click **OK**.
5. Select **Apply** from the **File** menu.

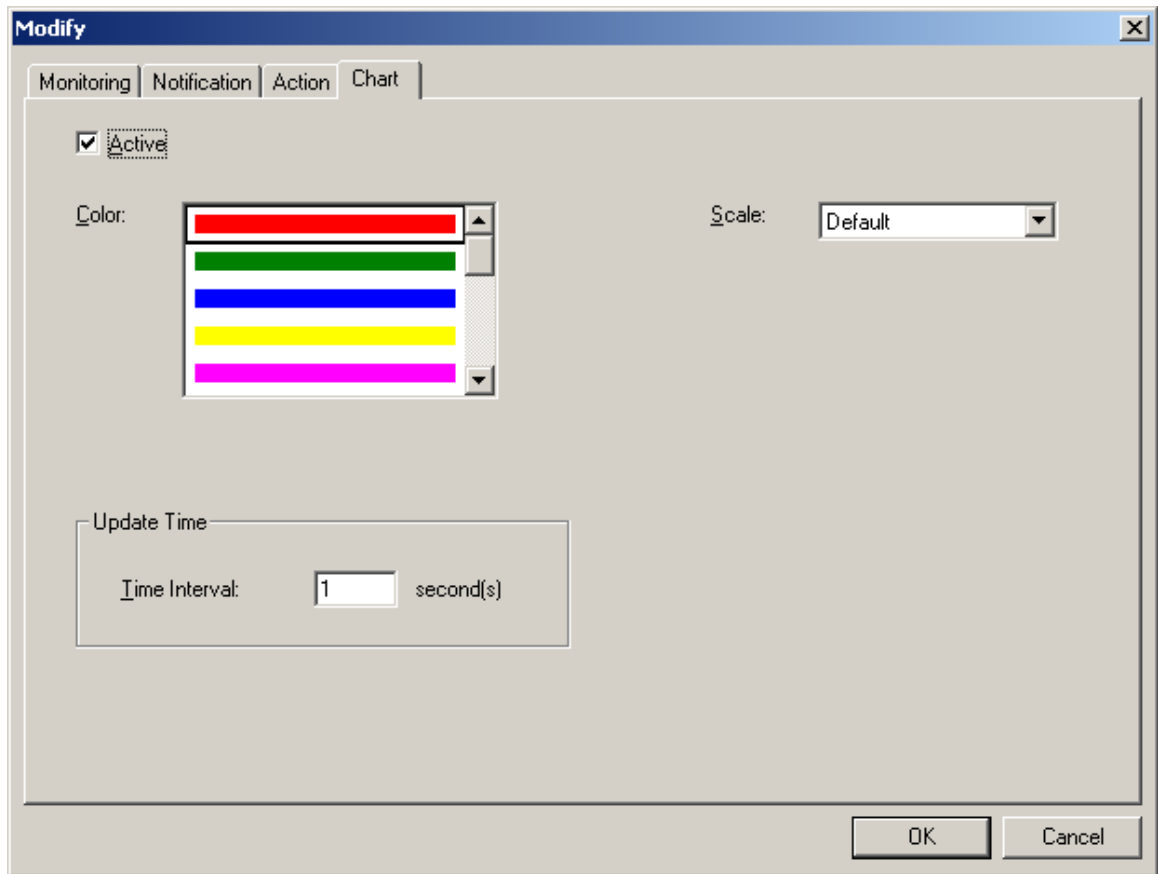
Deleting a Supervision Rule

1. Completely expand the tree structure in the **Supervision Administration** window.
2. After choosing the required rule, select **Delete** from the **Edit** menu.
3. A dialog box appears asking you to confirm that you wish to delete a supervision rule.
4. Click **OK**.
5. Select **Apply** from the **File** menu.

Using Graphs

When creating a Supervision Rule with an error condition based on a counter value, it is possible to add a graph representation of that counter. Graphs may be configured when creating a supervision rule based on a counter value, after you have specified the error condition, or in the **Supervision Administration** window.

1. Completely expand the tree structure in the **Supervision Administration** window.
2. Click **Modify** from the **Edit** menu.
3. Click the **Chart** tab.



4. Check the **Active** checkbox.
5. Specify the appropriate parameters for the graph:
 - **Color**: select the color to use to represent this counter value in the graph.
 - **Scale**: select the scale at which to display the counter value in the graph.
 - **Time Interval**: select the time interval at which to refresh the graph with current counter values.

4. Imecom Documentation and Support

Documentation for the Imecom DM Fax Server, DM Connectors and Modules, and Imecom client components is in PDF format and located in the Documentation folder on the Imecom CD.

All Imecom manual sand guides can also be viewed and downloaded from the Imecom Group, Inc. Web site at: <http://www.imecominc.com/support/manuals.shtml>

Technical Support Services

Imecom Group provides technical support services to each customer that has purchased an annual Imecom Support Plan. Technical support services are provided via telephone, email, and remote connection to the DM Fax Server.

In addition, the Support section of the Imecom Group, Inc. Web site contains a wealth of information on Imecom products, product support, announcements, FAQs, and more. The Support section is located at: <http://www.imecominc.com/support/>

Onsite Installation and Training Services

Imecom Group, Inc. offers onsite installation and training services to customers requiring such services. Imecom Group's skilled engineers are experts in designing, implementing, deploying into production, and upgrading the Imecom product range. Imecom Onsite Installation and Training Services can speed integration and deployment Imecom products into your organization and environment.

Contact Imecom Group, Inc.

U.S. Headquarters

Imecom Group, Inc.
8 Governor Wentworth Hwy
Wolfeboro, NH 03894
U.S.A.
<http://www.imecominc.com>

Sales & General

Phone: 603.569.0600
Fax: 603.569.0609
imecomsales@imecominc.com

Support

Phone: 603.569.0600
Fax: 603.569.0609
igisupport@imecominc.com