OPTIMIZE

MERCURY BUSINESS AVAILABILITY CENTER™

Configuring SiteScope Alerts

MERCURY™

BUSINESS TECHNOLOGY OPTIMIZATION

Mercury Business Availability Center

Configuring SiteScope Alerts

Version 6.1

Document Release Date: March 5, 2006

MERCURY™

Mercury Business Availability Center, Version 6.1
Configuring SiteScope Alerts

This manual, and the accompanying software and other documentation, is protected by U.S. and international copyright laws, and may be used only in accordance with the accompanying license agreement. Features of the software, and of other products and services of Mercury Interactive Corporation, may be covered by one or more of the following patents: United States: 5,511,185; 5,657,438; 5,701,139; 5,870,559; 5,958,008; 5,974,572; 6,137,782; 6,138,157; 6,144,962; 6,205,122; 6,237,006; 6,341,310; 6,360,332, 6,449,739; 6,470,383; 6,477,483; 6,549,944; 6,560,564; 6,564,342; 6,587,969; 6,631,408; 6,631,411; 6,633,912; 6,694,288; 6,738,813; 6,738,933; 6,754,701; 6,792,460 and 6,810,494. Australia: 763468 and 762554. Other patents pending. All rights reserved.

Mercury, Mercury Interactive, the Mercury logo, the Mercury Interactive logo, LoadRunner, WinRunner, SiteScope and TestDirector are trademarks of Mercury Interactive Corporation and may be registered in certain jurisdictions. The absence of a trademark from this list does not constitute a waiver of Mercury's intellectual property rights concerning that trademark.

All other company, brand and product names may be trademarks or registered trademarks of their respective holders. Mercury disclaims any responsibility for specifying which marks are owned by which companies or which organizations.

Mercury provides links to external third-party Web sites to help you find supplemental information. Site content and availability may change without notice. Mercury makes no representations or warranties whatsoever as to site content or availability.

Mercury Interactive Corporation
379 North Whisman Road
Mountain View, CA 94043
Tel: (650) 603-5200
Toll Free: (800) TEST-911
Customer Support: (877) TEST-HLP
Fax: (650) 603-5300

© 2005-2006 Mercury Interactive Corporation, All rights reserved

If you have any comments or suggestions regarding this document, please send them by e-mail to documentation@mercury.com.

AMLIB_SISALRT6.1/01

Table of Contents

Welcome to Configuring SiteScope Alerts v
How This Guide is Organized v
Who Should Read This Guide vi
Getting More Information vii

Chapter 1: Introducing SiteScope Alerts 1
Understanding SiteScope Alerts 1
Understanding When SiteScope Alerts are Sent 3
Working with SiteScope Alerts 9

Chapter 2: Database Alerts 17
Working with Database Alerts 17
Configuring a Database Alert Definition 19

Chapter 3: Disable or Enable Monitors Alerts 25
Working with Disable or Enable Monitor Alerts 25
Configuring a Disable or Enable Monitors Alert Definition 26

Chapter 4: E-Mail Alerts 33
Working with E-Mail Alerts 33
Configuring an E-mail Alert Definition 34
Understanding SiteScope E-mail Alerts 39

Chapter 5: Log Event Alerts 45
Working with Log Event Alerts 45
Configuring a Log Event Alert Definition 47

Chapter 6: Pager Alerts 55
Working with Pager Alerts 55
Configuring a Pager Alert Definition 57

Chapter 7: Post Alerts 63
Working with Post Alerts 63
Configuring a Post Alert Definition 64

Chapter 8: Script Alerts **73**
Working with Script Alerts 73
Configuring a Script Alert Definition 77

Chapter 9: SMS Alerts **85**
Working with SMS Alerts 85
Configuring a SMS Alert Definition 87

Chapter 10: SNMP Trap Alerts **95**
Working with SNMP Trap Alerts 95
Configuring a SNMP Trap Alert Definition 96

Chapter 11: Sound Alerts **103**
Understanding Sound Alerts 103
Configuring a Sound Alert Definition 104

Index **111**

Welcome to Configuring SiteScope Alerts

This guide provides instructions on how to configure SiteScope alerts.

How This Guide is Organized

The guide contains the following chapters:

Chapter 1 Introducing SiteScope Alerts

Introduces how to understand and work with SiteScope alerts.

Chapter 2 Database Alerts

Describes how to configure the SiteScope Database alert type.

Chapter 3 Disable or Enable Monitors Alerts

Describes how to configure the SiteScope Disable or Enable Monitors alert type.

Chapter 4 E-Mail Alerts

Describes how to configure the SiteScope E-mail alert type.

Chapter 5 Log Event Alerts

Describes how to configure the SiteScope Windows Log Event alert type.

Chapter 6 Pager Alerts

Describes how to configure the SiteScope Pager alert type.

Chapter 7 Post Alerts

Describes how to configure the SiteScope CGI Post alert type.

Chapter 8 Script Alerts

Describes how to configure the SiteScope Script execution alert type.

Chapter 9 SMS Alerts

Describes how to configure the SiteScope SMS (Short Message Service) alert type.

Chapter 10 SNMP Trap Alerts

Describes how to configure the SiteScope SNMP Trap alert type.

Chapter 11 Sound Alerts

Describes how to configure the SiteScope Sound alert type.

Who Should Read This Guide

This guide is intended for the following users of Mercury Business Availability Center:

- Mercury Business Availability Center administrators
- Mercury Business Availability Center data collector administrators

Readers of this guide should be knowledgeable about enterprise system administration, infrastructure monitoring systems, and SiteScope, and have familiarity with the systems being set up for monitoring.

Getting More Information

For information on using and updating the Mercury Business Availability Center Documentation Library, reference information on additional documentation resources, typographical conventions used in the Documentation Library, and quick reference information on deploying, administering, and using Mercury Business Availability Center, refer to *Getting Started with Mercury Business Availability Center*.

1

Introducing SiteScope Alerts

Event alerting is an important part of automating system availability monitoring. You can instruct SiteScope to alert you when it detects a problem in your network environment or infrastructure. SiteScope has several types of alert actions including sending e-mail, sending an electronic page, SNMP traps, or executing a script.

This chapter describes:	On page:
Understanding SiteScope Alerts	1
Understanding When SiteScope Alerts are Sent	3
Working with SiteScope Alerts	9

Understanding SiteScope Alerts

SiteScope alerts are types of notification actions that SiteScope can execute. Alerts are triggered or executed when the conditions for the alert definition are detected. Normally, you use an alert to send some notification of an event or change of status of some element or system in your infrastructure. For example, when a SiteScope monitor detects a change from good to error indicating that the monitored system has stopped responding. You can also have SiteScope respond to problems by automatically initiating recovery or action scripts with the versatile Script Alert. For example, you can configure a Script Alert to execute a script to restart a server if a monitor detects that a system is no longer responding and CPU utilization has reached 100%.



Alert definitions are indicated by the icon in the left menu. An alert definition contains settings that tell SiteScope what monitors can trigger the alert, what condition to watch for, and what information to send. The type of action is set by the alert type. You can create an alert that includes instructions for SiteScope to send the specific server address and error code to your pager or e-mail when an error condition is detected on a particular system.

SiteScope alerts can be configured in several ways. Alerts can be associated explicitly with one or more individual monitors, with one or more groups of monitors, a combination of monitors and groups, or globally for all monitors on a particular installation of SiteScope. Global and group-wise alerting is generally the most efficient but may not provide the needed control. You can use the **Global and Group Alert Filtering** feature on each alert definition page to create filter criteria to control global and group alerts to more specific criteria. Filter criteria can be used to restrict the alert to only monitors of a certain type, that contain a certain text string or other filter criteria. For example, creating a global alert with a filter criteria for Monitor Type: CPU Monitor will create an alert that is only triggered for CPU monitor types.

The table below shows an overview of the different alert types, associations, and considerations.

Alert Class	Description
Global Alerts	Alerts that are triggered when any monitor on a given SiteScope reports the category status defined for the alert. New groups and monitors added after the alert definition is created are automatically associated with the alert.

Alert Class	Description
Group Alerts	Alerts that are triggered when any monitor within the associated group or groups reports the category status defined for the alert. New subgroups and monitors added within the associated group or groups after the alert definition is created are automatically associated with the alert.
Individual Monitor Alerts	Alerts that are triggered when any associated monitor reports the category status defined for the alert. New monitors added after the alert definition is created are **NOT** automatically associated with the alert but can be added by editing the alert definition.

Understanding When SiteScope Alerts are Sent

By default, SiteScope sends one alert as soon as any monitor it is associated with detects an error condition. The options presented in the **When** section of the alert definition page allow you to control when alerts are actually sent in relation to when a given condition is detected. For example, you can choose to have SiteScope generate an alert only after an error condition persists for a specific interval corresponding to a given number of monitor runs. This is useful for monitors that run frequently that monitor dynamic, frequently changing environment parameters. In some cases, a single error condition may not warrant any intervention.

The options in the **When** section are as follows:

"When" Option	Description
Always, after the condition has occurred at least N times	Only cause an Alert after the condition occurs consecutively at least the number of times indicated in the text box. This is a repeating alert. Once this condition is met, the alert is triggered each time the associated monitor is run until such time that the monitored system reports a change in status. Enter a value of one to have the alert triggered for the first detected error or warning. Enter a number greater than one if you want to alert only on conditions that persist for more than a single scheduled monitor run.
Once, after condition occurs exactly N times	Only cause an Alert after the condition occurs consecutively for exactly the number of times indicated in the text box. This is a once-only alert. Once this condition is met, the alert is triggered once. Enter a value of one to have the alert triggered for the first detected error or warning. Enter a number greater than one if you want to alert only on conditions that persist for more than one scheduled monitor run.
Initially alert X times, and repeat every Y times afterwards	Only cause an Alert after the condition occurs X consecutive times and then repeat the alert every Y consecutive times thereafter. This is a repeating alert. Once the Initial alert condition is met, the alert is triggered again after the associated monitor is run the number of times indicated in the second text box until such time that the monitored system reports a change in status. Enter a value of one for the Initial alert value to have the alert triggered for the first detected error or warning.

"When" Option	Description
Once, after X group errors	Cause an alert the first time that any monitor in the associated monitor group consecutively reports the trigger condition for the number of times indicated in the text box. This is a once-only group-wise alert. Once this condition is met, the alert is triggered once. Enter a value of one to have the alert triggered for the first detected group error or warning. Enter a number greater than one if you want to alert only on conditions that persist for more than one scheduled monitor run.
Once, after all monitors in this group are in error	Only cause an alert when all of the monitors in the associated monitor group are in error. This is a once-only group-wise alert. Once this condition is met, the alert is triggered once. Use this alert for monitor groups used to watch redundant systems where a single failure may be acceptable but multiple failures are not.
Only alert if monitor was previously in error at least N times	Suppress the triggering of the alert until the subject monitor or group has reported an error status for at least the number of times that you enter. Use this option to create an alert that will signal that a server or service has become available again after it was offline or unavailable for an extended period.

The following diagrams show examples of different alert configurations that send alerts after the error condition has persisted for more than one monitor run. It is important to note that the sample interval corresponds to how often the monitor is run. If a monitor runs every fifteen seconds and the alert is set to be sent after the third error reading, the alert will be sent 30 seconds after the error was detected. If the monitor run interval is once every hour with the same alert setup the alert would not be sent until 2 hours later.

Example 1a. Alert sent for each error reading after condition persists for at least three monitor runs. Compare with Example 1b below.

Alert setup	**Always, after the condition has occurred at least 3 times**								
sample interval	0	1	2	3	4	5	6	7	8
status									
count	c=0	c=1	c=2				c=0	c=1	c=0

Example 1b. Alert sent for each error reading after condition persists for at least three monitor runs. Shows how the count is reset when the monitor returns one non-error reading between consecutive error readings. Compare with Example 1a above.

Alert setup	**Always, after the condition has occurred at least 3 times**								
sample interval	0	1	2	3	4	5	6	7	8
status									
count	c=0	c=1	c=2	c=0	c=1	c=2		c=0	c=0

Example 2. Alert sent **ONLY ONCE** after condition persists for at least three monitor runs, regardless of how long the error is returned thereafter.

Alert setup	**Once, after the condition has occurred at least 3 times**								
sample interval	0	1	2	3	4	5	6	7	8
status									
count	c=0	c=1	c=2		c=4	c=5	c=6	c=7	c=8

Example 3a. Alert sent on the fifth error reading and for ever third consecutive error reading thereafter. Compare with Example 3b below.

Alert setup	**Initial alert 5 and repeat every 3 times afterwards.**								
sample interval	0	1	2	3	4	5	6	7	8
status									
count	c=0	c=1	c=2	c=3	c=4		c=6	c=7	

Example 3b. Alert sent on the third error reading and for ever fifth consecutive error reading thereafter. Compare with Example 3a above.

Alert setup	**Initial alert 5 and repeat every 3 times afterwards.**								
sample interval	0	1	2	3	4	5	6	7	8
status									
count	c=0	c=1	c=2		c=4	c=5	c=6	c=7	

Because you can create multiple alerts and associate more than one alert to a monitor, you can tell SiteScope to take more than one action for a given situation. For example, you can create one alert that tells SiteScope to page you whenever *any* monitor returns an error status. You can then create another alert that tells SiteScope to run a script file to delete files in the /tmp directory on your server if your Disk Space Monitor returns an error. Then if your disk ever became too full, SiteScope would page you because of the first alert definition and would run the script to delete files in the /tmp directory because of the second alert definition.

SiteScope alerts are generated when there is a change in state for a monitor reading. Thus you can set an alert for OK or warning conditions as well as error conditions. One way to take advantage of this is to add two alerts, one alert on error, and one alert on OK. Set alerts to be sent after the condition is detected 3 time. For the OK alert, check the box marked "Only allow alert if monitor was previously in error at least 3 times". This will prevent unmatched OK alerts, such as when a monitor was disabled for any reason (manually, by schedule, or by depends on) and then starts up again. This can also be used so that an OK alert is only sent after a corresponding error alert was sent. With these two alerts you will get a page when a link or service goes down (monitor detects change from OK to error), and another when it comes back up (monitor detecting change from error to OK). The following diagram is an example of using two alerts with a monitor.

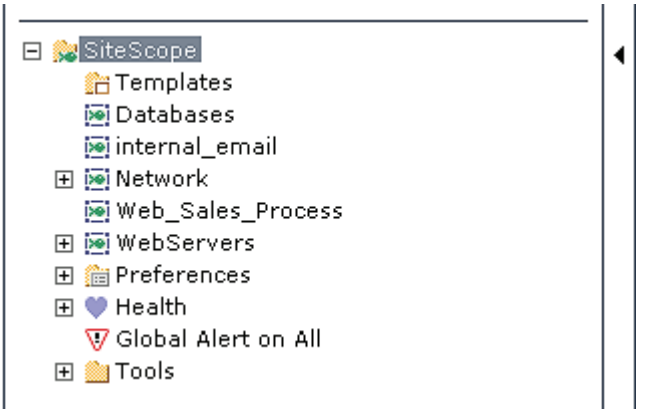
Example 4. Alert on error sent once for error after condition persists for at least three monitor runs. Alert on OK sent once for good status after at least one error or warning interval.

Alert on Error setup	**On** Error		**Once, after the condition occurs exactly 3 times**						
Alert on OK setup	**On** Ok		**Once, after the condition occurs exactly 1 times** and **Only alert if monitor was previously in error at least 3 times**						
sample interval	0	1	2	3	4	5	6	7	8
status									
count	c=0	c=1	c=2		c=4	c=5	c=6	c=7	

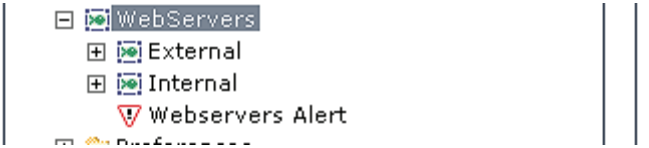
Working with SiteScope Alerts

Alerts are added as elements to the SiteScope menu tree. They can be added as a child to SiteScope (as a global alert), to a monitor group, or to an individual monitor. The following figures are examples of how alerts are displayed in the left menu.

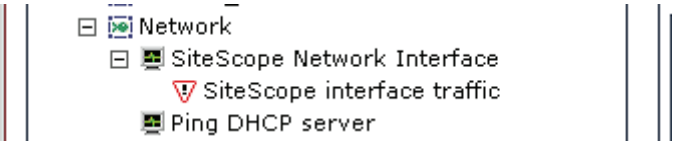
The following is an example display of a global alert associated with the SiteScope node. All monitors may trigger this alert.



The following is an example display of a group alert. Any monitor within the group or subgroups within the group may trigger this alert.



The following is an example display of an individual monitor alert. Only the associated monitor may trigger this alert.



You can create as many SiteScope alert definitions as you want. It is recommended however that you plan and consolidate alerts to keep number of alert definitions to a minimum. This can facilitate alert administration and help reduce redundant alert messages or actions.

The following sections describe the steps you use to work with SiteScope alerts.

Creating an Alert Definition

Use the following steps to create an alert definition.

To create a new alert definition:

1. Using the left menu, select the SiteScope monitor group container or monitor element to which you want to associate the alert definition.
2. If necessary, click the **Contents** tab from the right panel view menu. The applicable Contents panel is displayed.
3. Click the **New Alert** button at the top of the Contents view or at the bottom of the Alerts section of the Contents area. Alternately, you can right-click the container in the left menu to display the container action menu and select **New Alert**. The Add Alert selection page is displayed in the content panel.
4. Select the selected icon. The Add Alert Settings page for the selected is displayed.
5. Complete the items in the **Main Settings** and **When Settings** sections as described in the sections below. If necessary, complete the items in the **Advanced Settings** and other sections as described in the sections below.
6. When the required settings are defined, click the **Add** button to create the selected definition.

Editing an Alert Definition

You may edit an alert at any time. The two main methods to edit an alert are as follows:

To edit an alert definition using the left menu:

1. Using the left menu, select the alert definition element you want to edit and click the **Edit** button at the bottom of the properties panel. Alternately, you can right-click the container in the left menu to display the container action menu and select **Edit**.
2. Make the desired changes to alert definition in the applicable alert properties panel.
3. Click the **OK** button to save the changes.

To edit an alert definition using the container Contents panel:

1. Using the left menu, select the container or element to which the alert definition is associated.
2. If necessary, click the **Contents** tab from the right panel view menu. The applicable Contents panel is displayed.
3. In the Alerts section of the Contents panel, click the **Edit** icon button to the right of Description column for the applicable alert definition. The applicable alert properties panel is displayed.
4. Make the desired changes to alert definition in the applicable alert properties panel.
5. Click the **OK** button to save the changes.

Testing an Alert Definition

Once you have created an alert definition, you can test the definition at any time to ensure that the event information is sent to the target recipient or system. Use the following steps to test an alert definition.

To test an alert definition using the left menu:

1. Using the left menu, select the alert definition element you want to test and right-click to display the alert element action menu.
2. Select the **Test** option from the action menu. The Test Alert dialogue opens.

3 The Test Alert dialogue displays a drop down menu with a list of the monitors within the scope of the alert definition. Use the menu to select a monitor instance to use for the test. SiteScope will query the selected monitor and populate the template used by the alert definition with data from that monitor.

Note: The monitor you select does not have to be reporting the same status category that is selected to trigger the alert in order to test the alert. For example, the monitor does not have to currently be reporting an error to test an alert that is triggered by error conditions.

---

4 Click the **Test** button to initiate the test. The Test Preferences dialogue opens with information about the alert test. If there were problems with the test, messages will be displayed in this dialogue screen.

5 Click the **Close** button to close the Test Preferences dialogue.

6 Click the **Cancel** button to close the Test Alert dialogue.

To test an alert definition using the container Contents panel:

1 Using the left menu, select the container or element to which the alert definition is associated.

2 If necessary, click the **Contents** tab from the right panel view menu. The applicable Contents panel is displayed.

3 In the Alerts section of the Contents panel, click the check box to the left of the name of the alert definition that you want to test.

4 Click the Test button at the bottom of the Alerts section panel. The Test Alert dialogue opens.

5 The Test Alert dialogue displays a drop down menu with a list of the monitors within the scope of the alert definition. Use the menu to select a monitor instance to use for the test. SiteScope will query the selected monitor and populate the template used by the alert definition with data from that monitor.

6 Click the **Test** button to initiate the test. The Test Preferences dialogue opens with information about the alert test. If there were problems with the test, messages will be displayed in this dialogue screen.

7 Click the **Close** button to close the Test Preferences dialogue.

8 Click the **Cancel** button to close the Test Alert dialogue.

Deleting an Alert Definition

Deleting an alert removes the applicable alert action from the SiteScope agent. It does not disable the monitoring action of the associated monitors. As with other actions, there is more than one method that can be used to delete an alert definition.

To delete an alert definition using the left menu:

1 Using the left menu, select the alert definition element you want to delete.

2 Right-click the container in the left menu to display the container action menu and select **Delete**. A confirmation message is displayed.

3 Click **OK** to confirm the action. The alert definition is deleted.

To delete an alert definition using the container Contents panel:

1 Using the left menu, select the container or element to which the alert definition is associated. The applicable Contents panel is displayed.

2 In the Alerts section of the Contents panel, check the box corresponding to the alert definition you want to delete.

3 Click the **X** button at the bottom of the Alerts section to delete the selected alert defintions.A confirmation message is displayed.

4 Click **OK** to confirm the action. The alert definition is deleted.

Copying and Pasting an Alert Definition

You can copy and paste an alert definition. The alert definition settings are pasted to the new location with the exception of the **Alert Targets** setting.

Note: If you copy an alert definition from one group container to another, the **Alert Targets** for the pasted alert are automatically reset to include all of the children of the container into which the alert is pasted. After pasting an alert, you should edit the alert definition properties to be sure that the assigned **Alert Targets** are appropriate to the new alert context and your overall alerting plan.

Use the following steps to test an copy and paste an alert definition.

To copy and paste an alert definition using the left menu:

1. Using the left menu, select the alert definition element you want to copy and right-click to display the alert element action menu.
2. Select the **Copy** option from the action menu.
3. Using the left menu, select the container or monitor element to which you want to add the copy of the alert definition and right-click to display the action menu.
4. Select the **Paste** option from the action menu. The alert definition is added to the container.
5. If necessary, edit the pasted alert definition to verify the appropriate **Alert Targets** are selected.

To copy and paste an alert definition using the container Contents panel:

1. Using the left menu, select the container or element that contains the alert definition you want to copy.
2. If necessary, click the **Contents** tab from the right panel view menu. The applicable Contents panel is displayed.
3. In the Alerts section of the Contents panel, click the check box to the left of the name of the alert definition that you want to copy.
4. Click the copy icon button at the bottom of the Alerts section panel.
5. Using the left menu, select the container or element into which you want to paste the alert definition.

6. If necessary, click the **Contents** tab from the right panel view menu. The applicable Contents panel is displayed.
7. Click the paste icon on the container action menu at the top of the Contents panel. The alert definition is added to the container.
8. If necessary, edit the pasted alert definition to verify the appropriate **Alert Targets** are selected.

2

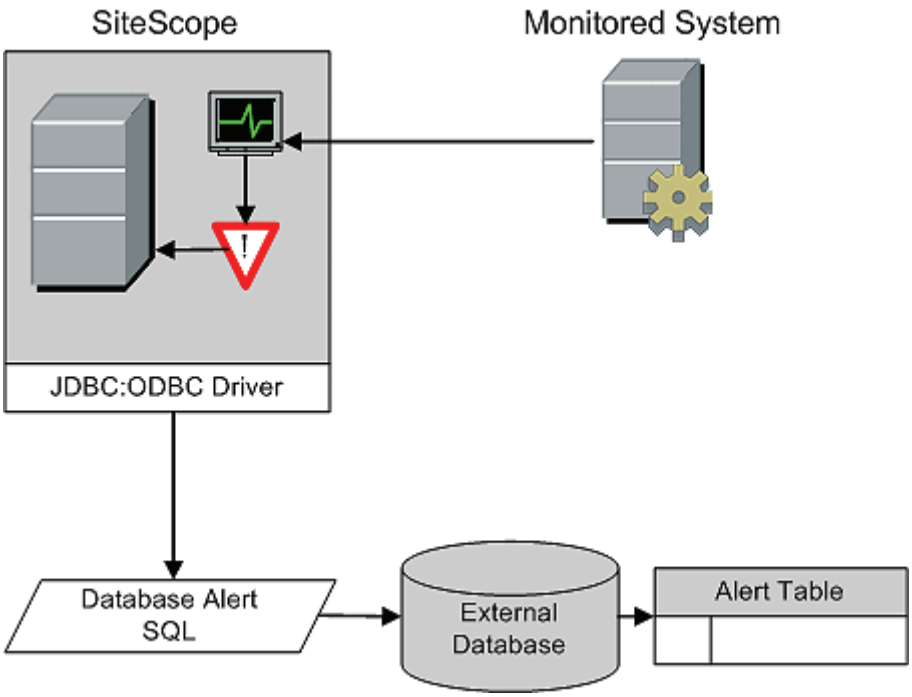
Database Alerts

The Database Alert sends an alert message with a description of the problem as a record to a SQL database. You can then use database tools to provide more advanced recording, sorting, and reporting on your monitoring data.

This chapter describes:	On page:
Working with Database Alerts	17
Configuring a Database Alert Definition	19

Working with Database Alerts

You can use the Database Alert to forward system fault data and other status information to any SQL-compliant database. The following diagram illustrates the concept of the Database Alert.



You need the following to be able to use the SiteScope Database Alert type:

- Access to an SQL compliant database
- The applicable database connection URL which the SiteScope server will use to connect to the database
- Installation of the applicable database middleware driver that the SiteScope application will use to communicate with the database on the SiteScope server
- Database table(s) that have been created and structured to match the corresponding SQL Statement that SiteScope will use to enter the alert into the database (see the description of the **SQL Statement** entry for more information).

Configuring a Database Alert Definition

Use the following steps to create a Database Alert definition.

To create a Database Alert definition:

1. Click the on the SiteScope container element or monitor instance to which you want to associate the alert. The content panel displays the container properties and contents.
2. Click the **New Alert** button near the top of the content panel. Alternately, you can right-click the container in the left Enterprise menu to display the container action menu and select **New Alert**. The Add Alert selection page is displayed in the content panel.
3. Select the Database Alert icon. The Add Alert Settings page for the Database Alert is displayed.
4. Complete the items in the **Main Settings** and **When Settings** sections as described in the sections below. If necessary, complete the items in the **Advanced Settings** and other sections as described in the sections below.
5. When the required settings are defined, click the **Ok** button to create the Database Alert definition.

Main Settings

You use the Main Settings section to define a display name for the alert definition, select which monitors will trigger the alert, and specify alert content.

Name

Enter a text description for this Database Alert definition. This name will be used to identify this Database Alert definition in the product display.

Alert Targets

Use the context menu tree to the right of this item to select the groups and/or monitors that will trigger this alert. The context menu includes the currently selected container and all of the child containers. Check the box beside the current container to associate this Database Alert with all containers and elements within this container. Check one or more individual elements to associate this alert definition to the selected elements.

Alternatively, you may select the root container and then define an alert filter rule in the Filters Settings to limit alerting to those elements that match the conditions set in the filter.

Database Connection URL

Enter a URL to a Database Connection. One way to create a database connection is to use an ODBC driver manager to create a named connection to a database. For example in Windows NT, first use the ODBC Data Sources manager in the Settings control panel to create a connection called test. Then, enter jdbc:odbc:test in this box as the connection URL.

SQL Statement

Enter the SQL statement used to add the alert to the database. Items enclosed in brackets (< and >) are replaced with fields from the monitor which caused the alert. For example, entering INSERT INTO SiteScopeAlert VALUES('<name>') will add a record with the name of the monitor which caused the alert.

When Settings

You use the When Settings to select the monitor status category used as a trigger for the Database Alert action and configure other conditions that control when the alert action is performed.

Alert Catergory

Select the monitor status category that should be used to trigger the alert action. Alerts are triggered when the monitor status changes from one state to another. Using the **Error** or **Warning** category assumes that the monitor was previously reporting a status of good. Using the **Good** category also includes an option to have SiteScope verify that the monitor was reporting an error status before the alert is triggered.

When

Select the number of times the applicable monitor status condition should be met before the Database Alert action is executed (that is, when the Database Alert will sent). The default is to trigger the alert Once, after condition occurs exactly 1 times. The **When** options are as follows, depending on the **Alert Category** selected:

- **Always, after the condition has occurred at least N times** - After the condition occurs at least N times, the alert is sent or executed every time the alert condition is met. Choose this option by selecting the applicable radio button and entering the minimum number of times in the text box that the alert condition must be met before the alert is actually executed.
- **Once, after condition occurs exactly N times** - The alert action is executed once, after the alert condition is met for the Nth time. Choose this option by selecting the applicable radio button and entering the number of times the alert condition must be met in the text box.
- **Initially after X times, and repeat every Y times afterwards** - Executes the alert action after the alert condition occurs X consecutive times and then repeats the alert action every consecutive Y occurences of the alert condition thereafter. For example, if X is set to 3, and Y is set to 4, then the Database Alert alert action would be executed on the 3rd, 7th, 11th, and so forth, occurrences of the alert condition. Choose this option by selecting the applicable radio button, entering the multiple (E) and the minimum number of times (N) the alert condition must be met in the text input boxes provided.

Additional Settings for Alert Category: Error

The following **When** options are available for alerts with the **Alert Category** set to Error. These options are applicable when the alert is configured for one or more groups of monitors.

- **Once, after N group errors** - The alert action is executed only after any monitor in the group has reported the alert condition exactly N consecutive times. This option is only available for group and SiteScope containers. Choose this option by selecting the applicable radio button and entering the number of errors in the text box.
- **Once, after all monitors in this group are in error** - The alert action is executed the first time all monitors in the group are in error. This option is only available for group and SiteScope containers. Choose this option by selecting the applicable radio button.

Additional Setting for Alert Category: Good

The following **When** options are available for alerts with the **Alert Category** set to Good.

- **Only alert if monitor was previously in error at least N times** - Check this option to suppress the triggering of the alert until the subject monitor or group has reported an error status for at least the number of times that you enter.

Disable Settings

Use the Disable Alerts alerts section to manually control the generation of alerts using this definition. This can be useful when the systems being monitored are off-line for maintenance or if the recipient of the alerts is unavailable for a period of time.

Enable Alert

This check box cancels any disable conditions and enables the alert for execution based on the conditions defined. Select this radio button to override any disable action on the alert.

Disable alert permanently

Select this radio button to prevent SiteScope from executing the alert action, even if the alert condition is met. This permanently disables the alert action until this radio button is cleared and the alert definition is updated.

Note: Use of this option may result in loss of expected alert capability if the alert is disabled permanently to account for a temporary condition in the infrastructure. If you select this option, it is important to review this status later to manually re-enable the alert definition as appropriate.

Disable alerts for the next time period

Select this radio button to immediately prevent the execution of the alert action for the time period you enter, even if the alert condition is met. The alerts are re-enabled when the time period expires. This is useful for temporarily turning off alerts immediately for a limited time period.

Disable on a one-time schedule from time1 to time2

Select this radio button to prevent SiteScope from executing the alert action for the time period indicated, even if the conditions are met. The alerts are disabled at the beginning of the time period and re-enabled after the time period expires. This is useful for temporarily turning off alerts during scheduled maintenance or other future events.

Advanced Settings

Use the Advanced Settings to configure the Database Alert to work in special network environments. The following lists the advanced setting options for the Database Alert.

Database User Name

If a user name is required in order to connect to the database, enter the user name in this text box.

Database Password

If a user name and password is required in order to connect to the database, enter the user password in this text box.

Backup Database Connection URL

If a backup database for SiteScope alert logging is required, enter the URL to the backup database connection to use if the main database connection fails (for example, if the ODBC connection for the backup database connection is called testdb2, the URL would be jdbc:odbc:testdb2).

Database Driver

Enter the java class name of the JDBC database driver. The default, sun.jdbc.odbc.JdbcOdbcDriver, uses ODBC to make Database connections. SiteScope uses the same database driver for both primary and backup database connections. If a custom driver is used, the driver must also be installed in the **SiteScope/java** directory. See the section "Setup Requirements for the Database Query Monitor" in *Configuring SiteScope Monitors* for more information about setting up database drivers for SiteScope.

Description

Use this optional text field to describe other information about this alert definition. For example, include information about the purpose, target, setup date, or audience for this alert.

Category Settings

The Category settings are used to filter items in the Monitor Administration views. For details, see "Working with Categories" in *Working with Monitor Administration*.

3

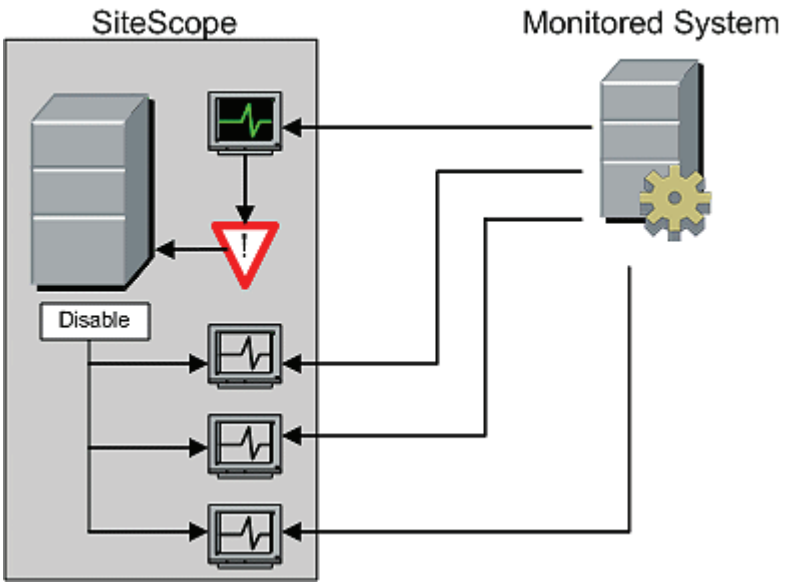
Disable or Enable Monitors Alerts

The Disable or Enable Monitors Alert automatically enables or disables monitors or monitor groups based on a change of state in another monitor.

This chapter describes:	On page:
Working with Disable or Enable Monitor Alerts	25
Configuring a Disable or Enable Monitors Alert Definition	26

Working with Disable or Enable Monitor Alerts

The Disable or Enable Monitors Alert type is useful for times when server maintenance or other activities are being performed that would logically result in errors for some monitors and cause unnecessary alerts to be generated. The following diagram illustrates an example of this alert type used to disable several monitors based on the condition reported to one monitor.



This alert type provides a functionality similar to the **Depends On** feature for building group dependencies between monitors and monitor groups. One important difference is that monitors disabled by this type of alert are not automatically re-enabled when the status of the subject monitor or group changes back to the original state. You can create one alert with an **Alert Category** of error that will disable monitors. You can then create a second alert with an **Alert Category** of good that will enable the same monitors.

Configuring a Disable or Enable Monitors Alert Definition

Use the following steps to create a Disable or Enable Monitors Alert definition.

To create a Disable or Enable Monitors Alert definition:

1 Click the on the SiteScope container element or monitor instance to which you want to associate the alert. The content panel displays the container properties and contents.

2. Click the **New Alert** button near the top of the content panel. Alternately, you can right-click the container in the left Enterprise menu to display the container action menu and select **New Alert**. The Add Alert selection page is displayed in the content panel.
3. Select the Disable or Enable Monitors Alert icon. The Add Alert Settings page for the Disable or Enable Monitors Alert is displayed.
4. Complete the items in the **Main Settings** and **When Settings** sections as described in the sections below. If necessary, complete the items in the **Advanced Settings** and other sections as described in the sections below.
5. When the required settings are defined, click the **Ok** button to create the Disable or Enable Monitors Alert definition.

Main Settings

You use the Main Settings section to define a display name for the alert definition, select which monitors will trigger the alert, and specify alert content.

Name

Enter a text description for this Disable or Enable Monitors Alert definition. This name will be used to identify this Disable or Enable Monitors Alert definition in the product display.

Alert Targets

Use the context menu tree to the right of this item to select the groups and/or monitors that will trigger this alert. The context menu includes the currently selected container and all of the child containers. Check the box beside the current container to associate this Disable or Enable Monitors Alert with all containers and elements within this container. Check one or more individual elements to associate this alert definition to the selected elements.

Alternatively, you may select the root container and then define an alert filter rule in the Filters Settings to limit alerting to those elements that match the conditions set in the filter.

Groups/Monitors Action

Choose whether this alert will act to enable or disable other monitors. Remember that any monitors disabled by this type of alert are not automatically enabled after a given period of time; therefore, if you disable monitors on an error condition, you should add another Enable Monitors alert to re-enable them.

Targets

Use the Targets selection box to highlight the groups and monitors that should be effected by the action of this alert. Use the Control-click to select multiple items.

When Settings

You use the When Settings to select the monitor status category used as a trigger for the Disable or Enable Monitors Alert action and configure other conditions that control when the alert action is performed.

Alert Catergory

Select the monitor status category that should be used to trigger the alert action. Alerts are triggered when the monitor status changes from one state to another. Using the **Error** or **Warning** category assumes that the monitor was previously reporting a status of good. Using the **Good** category also includes an option to have SiteScope verify that the monitor was reporting an error status before the alert is triggered.

When

Select the number of times the applicable monitor status condition should be met before the Disable or Enable Monitors Alert action is executed (that is, when the Disable or Enable Monitors Alert will sent). The default is to trigger the alert Once, after condition occurs exactly 1 times. The **When** options are as follows, depending on the **Alert Category** selected:

- **Always, after the condition has occurred at least N times** - After the condition occurs at least N times, the alert is sent or executed every time the alert condition is met. Choose this option by selecting the applicable radio button and entering the minimum number of times in the text box that the alert condition must be met before the alert is actually executed.

- **Once, after condition occurs exactly N times** - The alert action is executed once, after the alert condition is met for the Nth time. Choose this option by selecting the applicable radio button and entering the number of times the alert condition must be met in the text box.
- **Initially after X times, and repeat every Y times afterwards** - Executes the alert action after the alert condition occurs X consecutive times and then repeats the alert action every consecutive Y occurences of the alert condition thereafter. For example, if X is set to 3, and Y is set to 4, then the Disable or Enable Monitors Alert alert action would be executed on the 3rd, 7th, 11th, and so forth, occurrences of the alert condition. Choose this option by selecting the applicable radio button, entering the multiple (E) and the minimum number of times (N) the alert condition must be met in the text input boxes provided.

Additional Settings for Alert Category: Error

The following **When** options are available for alerts with the **Alert Category** set to Error. These options are applicable when the alert is configured for one or more groups of monitors.

- **Once, after N group errors** - The alert action is executed only after any monitor in the group has reported the alert condition exactly N consecutive times. This option is only available for group and SiteScope containers. Choose this option by selecting the applicable radio button and entering the number of errors in the text box.
- **Once, after all monitors in this group are in error** - The alert action is executed the first time all monitors in the group are in error. This option is only available for group and SiteScope containers. Choose this option by selecting the applicable radio button.

Additional Setting for Alert Category: Good

The following **When** options are available for alerts with the **Alert Category** set to Good.

- **Only alert if monitor was previously in error at least N times** - Check this option to suppress the triggering of the alert until the subject monitor or group has reported an error status for at least the number of times that you enter.

Disable Settings

Use the Disable Alerts alerts section to manually control the generation of alerts using this definition. This can be useful when the systems being monitored are off-line for maintenance or if the recipient of the alerts is unavailable for a period of time.

Enable Alert

This check box cancels any disable conditions and enables the alert for execution based on the conditions defined. Select this radio button to override any disable action on the alert.

Disable alert permanently

Select this radio button to prevent SiteScope from executing the alert action, even if the alert condition is met. This permanently disables the alert action until this radio button is cleared and the alert definition is updated.

Note: Use of this option may result in loss of expected alert capability if the alert is disabled permanently to account for a temporary condition in the infrastructure. If you select this option, it is important to review this status later to manually re-enable the alert definition as appropriate.

Disable alerts for the next time period

Select this radio button to immediately prevent the execution of the alert action for the time period you enter, even if the alert condition is met. The alerts are re-enabled when the time period expires. This is useful for temporarily turning off alerts immediately for a limited time period.

Disable on a one-time schedule from time1 to time2

Select this radio button to prevent SiteScope from executing the alert action for the time period indicated, even if the conditions are met. The alerts are disabled at the beginning of the time period and re-enabled after the time period expires. This is useful for temporarily turning off alerts during scheduled maintenance or other future events.

Filters Settings

You can use the Global and Group Alert Filtering options to define alerts for a large number of monitors and then apply a filter so that only certain monitors within the selected list will actually trigger the alert. This can simplify the creation of alert definitions and alert management. Using these options, you can create multiple alert definitions for All Groups but then add different filter conditions to each definition to limit the alert action to those monitors that match the criteria you enter in this section.

For example, you can create a Disable or Enable Monitors Alert Alert with the **Alert Subject** selected as All Groups. You can then select a **Monitor Type** alert filter to limit the alert action to Disk Space monitors only.

Select the Global and Group Alert Filtering options as described below. To disable alert filtering, clear the applicable fields and update the alert definition.

Name Match

Select this option to suppress the alert for all associated groups or monitors except those with a specific text appearing as part of their name. Enter all or part of the monitor name string you want to use as a filter criteria. For example, entering the string URL: will limit this alert to monitors whose name contains the string "URL:". The match is case sensitive. You can also enter a regular expression in this text box to match a name string pattern.

Status Match

Select this option to suppress the alert for all associated monitors except those returning a specific status text. Enter a string that you expect to appear in the status text for the monitor you want to trigger this alert. For example, if you enter the text timeout in this box, an alert will only be triggered by a monitor associated with this alert which also has a status of "timeout." This match is case sensitive. You can also enter a regular expression in this text box to match a status string pattern.

Monitor Type

Select this option to limit the alert action to a specific monitor type match for the alert. Use the drop down menu to select the monitor type within the set of monitors associated with this alert that should actually trigger the alert. Select Any Monitor to trigger the alert action for any monitor type associated with this alert.

Advanced Settings

Use the Advanced Settings to configure the Disable or Enable Monitors Alert to work in special network environments. The following lists the advanced setting options for the Disable or Enable Monitors Alert.

Description

Use this optional text field to describe other information about this alert definition. For example, include information about the purpose, target, setup date, or audience for this alert.

Category Settings

The Category settings are used to filter items in the Monitor Administration views. For details, see “Working with Categories” in *Working with Monitor Administration*.

4

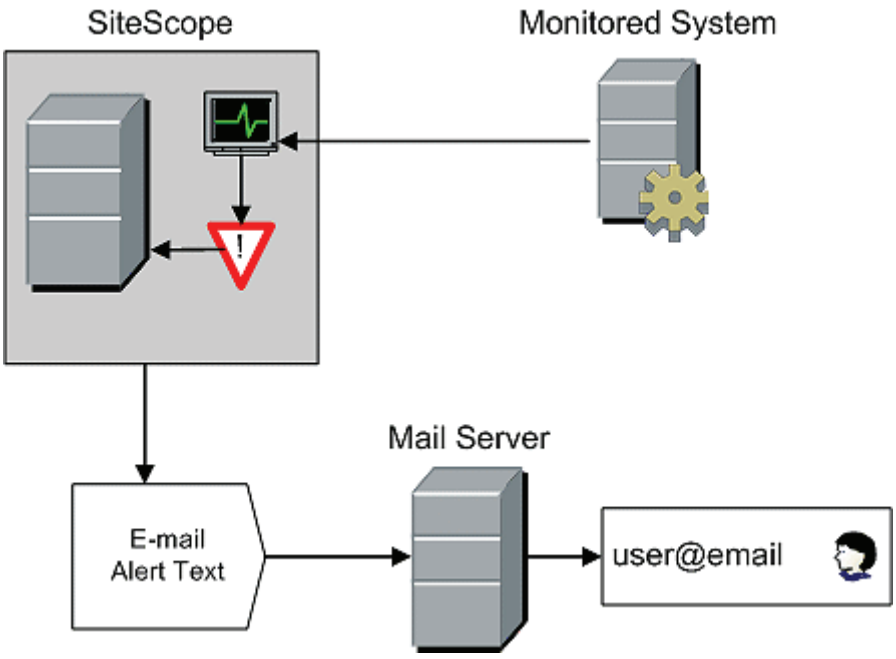
E-Mail Alerts

You use the E-mail Alert form to add or edit an alert definition which sends an e-mail message to one or more e-mail addresses with a description of the error or warning detected by SiteScope.

This chapter describes:	On page:
Working with E-Mail Alerts	33
Configuring an E-mail Alert Definition	34
Understanding SiteScope E-mail Alerts	39

Working with E-Mail Alerts

SiteScope E-mail Alerts are a convenient and easily configured method for sending event notifications from SiteScope. The content of the e-mail alert can be tailored by use of templates to meet the needs of your organization. The following diagram illustrates the concept of the SiteScope E-mail Alert.



Use of the SiteScope E-Mail Alert type requires:

- Access to an active e-mail server
- One or more e-mail accounts that can receive the e-mail alerts
- SiteScope E-mail Preferences set to work with the external e-mail server

See the section "E-mail Preferences" in *Managing SiteScope* for more information on configuring SiteScope to use e-mail alerts.

Configuring an E-mail Alert Definition

Use the following steps to create an E-mail Alert definition.

To create an E-mail Alert definition:

1. Click the on the SiteScope container element or monitor instance to which you want to associate the alert. The content panel displays the container properties and contents.
2. Click the **New Alert** button near the top of the content panel. Alternately, you can right-click the container in the left Enterprise menu to display the container action menu and select **New Alert**. The Add Alert selection page is displayed in the content panel.
3. Select the E-mail Alert icon. The Add Alert Settings page for the E-mail Alert is displayed.
4. Complete the items in the **Main Settings** and **When Settings** sections as described in the sections below. If necessary, complete the items in the **Advanced Settings** and other sections as described in the sections below.
5. When the required settings are defined, click the **Ok** button to create the E-mail Alert definition.

Main Settings

You use the Main Settings section to define a display name for the alert definition, select which monitors will trigger the alert, and specify alert content.

Name

Enter a text description for this E-mail Alert definition. This name will be used to identify this E-mail Alert definition in the product display.

Alert Targets

Use the context menu tree to the right of this item to select the groups and/or monitors that will trigger this alert. The context menu includes the currently selected container and all of the child containers. Check the box beside the current container to associate this E-mail Alert with all containers and elements within this container. Check one or more individual elements to associate this alert definition to the selected elements.

Alternatively, you may select the root container and then define an alert filter rule in the Filters Settings to limit alerting to those elements that match the conditions set in the filter.

Send Email to

Enter or select the address to which you want the E-mail Alert sent. You may type one or more e-mail addresses in the text box or select settings created in the Additional E-mail Settings section. Separate multiple addresses with commas. Use the **E-Mail Preferences** to change your E-mail Preferences.

Template

Choose which message template SiteScope should use when sending the e-mail message. By default, SiteScope sends a detailed message about the error or warning status returned by a monitor. If you would prefer a shorter message you may select the ShortMail option from the Template drop-down list. This option is useful if your pager messages can be generated via e-mail. Other options allow you to choose what level of detail to include in the e-mail alerts. You may add additional templates into the **<SiteScope install path>/SiteScope/templates.mail** directory.

When Settings

You use the When Settings to select the monitor status category used as a trigger for the E-mail Alert action and configure other conditions that control when the alert action is performed.

Alert Catergory

Select the monitor status category that should be used to trigger the alert action. Alerts are triggered when the monitor status changes from one state to another. Using the **Error** or **Warning** category assumes that the monitor was previously reporting a status of good. Using the **Good** category also includes an option to have SiteScope verify that the monitor was reporting an error status before the alert is triggered.

When

Select the number of times the applicable monitor status condition should be met before the E-mail Alert action is executed (that is, when the E-mail Alert will sent). The default is to trigger the alert Once, after condition occurs exactly 1 times. The **When** options are as follows, depending on the **Alert Category** selected:

- **Always, after the condition has occurred at least N times** - After the condition occurs at least N times, the alert is sent or executed every time

the alert condition is met. Choose this option by selecting the applicable radio button and entering the minimum number of times in the text box that the alert condition must be met before the alert is actually executed.

- **Once, after condition occurs exactly N times** - The alert action is executed once, after the alert condition is met for the Nth time. Choose this option by selecting the applicable radio button and entering the number of times the alert condition must be met in the text box.
- **Initially after X times, and repeat every Y times afterwards** - Executes the alert action after the alert condition occurs X consecutive times and then repeats the alert action every consecutive Y occurences of the alert condition thereafter. For example, if X is set to 3, and Y is set to 4, then the E-mail Alert alert action would be executed on the 3rd, 7th, 11th, and so forth, occurrences of the alert condition. Choose this option by selecting the applicable radio button, entering the multiple (E) and the minimum number of times (N) the alert condition must be met in the text input boxes provided.

Additional Settings for Alert Category: Error

The following **When** options are available for alerts with the **Alert Category** set to Error. These options are applicable when the alert is configured for one or more groups of monitors.

- **Once, after N group errors** - The alert action is executed only after any monitor in the group has reported the alert condition exactly N consecutive times. This option is only available for group and SiteScope containers. Choose this option by selecting the applicable radio button and entering the number of errors in the text box.
- **Once, after all monitors in this group are in error** - The alert action is executed the first time all monitors in the group are in error. This option is only available for group and SiteScope containers. Choose this option by selecting the applicable radio button.

Additional Setting for Alert Category: Good

The following **When** options are available for alerts with the **Alert Category** set to Good.

- **Only alert if monitor was previously in error at least N times** - Check this option to suppress the triggering of the alert until the subject monitor or

group has reported an error status for at least the number of times that you enter.

Disable Settings

Use the Disable Alerts alerts section to manually control the generation of alerts using this definition. This can be useful when the systems being monitored are off-line for maintenance or if the recipient of the alerts is unavailable for a period of time.

Enable Alert

This check box cancels any disable conditions and enables the alert for execution based on the conditions defined. Select this radio button to override any disable action on the alert.

Disable alert permanently

Select this radio button to prevent SiteScope from executing the alert action, even if the alert condition is met. This permanently disables the alert action until this radio button is cleared and the alert definition is updated.

Note: Use of this option may result in loss of expected alert capability if the alert is disabled permanently to account for a temporary condition in the infrastructure. If you select this option, it is important to review this status later to manually re-enable the alert definition as appropriate.

Disable alerts for the next time period

Select this radio button to immediately prevent the execution of the alert action for the time period you enter, even if the alert condition is met. The alerts are re-enabled when the time period expires. This is useful for temporarily turning off alerts immediately for a limited time period.

Disable on a one-time schedule from time1 to time2

Select this radio button to prevent SiteScope from executing the alert action for the time period indicated, even if the conditions are met. The alerts are disabled at the beginning of the time period and re-enabled after the time period expires. This is useful for temporarily turning off alerts during scheduled maintenance or other future events.

Advanced Settings

Use the Advanced Settings to configure the E-mail Alert to work in special network environments. The following lists the advanced setting options for the E-mail Alert.

Description

Use this optional text field to describe other information about this alert definition. For example, include information about the purpose, target, setup date, or audience for this alert.

Category Settings

The Category settings are used to filter items in the Monitor Administration views. For details, see "Working with Categories" in *Working with Monitor Administration*.

Understanding SiteScope E-mail Alerts

SiteScope E-mail Alerts are one of the methods that SiteScope can use to notify you about problems with applications and servers being monitored by SiteScope. The E-mail Alert contains a description of the problem that occurred. It may also contain diagnostic information and descriptions of the most common causes of the problem. This document will help you better understand the information in the alert message.

If you followed a link embedded inside an e-mail message to get to this page and you are not familiar with SiteScope, perhaps some explanation is in order. SiteScope is software, installed on a server, that is used to monitor applications and servers and report if they are performing correctly. A system administrator configured the SiteScope software to send you this alert when SiteScope noticed a problem in the Web environment.

SiteScope E-mail Alert Format

SiteScope e-mail alerts can provide you with important data about conditions in your Web environment. Depending on which mail template has been chosen for the alert, the e-mail alert message contains details that help you to identify real and potential problems. These sections are described below:

Alert E-mail Subject Field

SiteScope e-mail alerts are sent with a summary of alert information written into the subject field of the e-mail message. This includes the following information:

- the subject of the message -- "SiteScope Alert"
- the category of the monitor alert -- error, warning, ok, or no data
- the name of the monitor or title of the monitor
- the status returned by the monitor
- the address, in parentheses, of the SiteScope installation that sent the alert

The following is an example of a SiteScope generated e-mail alert header:

From: <sitescope admin e-mail>
To: <you@yourdomain.com>
Subject: SiteScope Alert, error, URL: http://gate.company.com, unknown host name (gate.company.com)

Alert Message Header

The message text of the e-mail alert is divided into sections. The first section is the alert header. The first line in the alert header includes a link to the SiteScope installation which sent the alert. This facilitates access to the SiteScope installation reporting the problem.

Below the link to SiteScope is a block of text that further summarizes what caused the alert. This includes:

- the name of the monitor that triggered the alert
- the group to which the monitor belongs
- the alert status reported by the monitor
- the sample id number indicating how many times the monitor ran before the condition was reported
- the time of day when the error occurred

After this text block is a link to this help page of the SiteScope help documentation.

The following is an example header section:

This alert is from SiteScope at http://demo.thiscompany.com:8888/SiteScope

Monitor: URL: http://missing.thiscompany.com
Group: empty
Status: unknown host name
Sample #: 1034
Time: 9:57 am 9/8/98
For documentation about alerts, go to:

http://demo.thiscompany.com:8888/SiteScope/docs/AlertHelp.htm

More Information / Diagnostics

This section includes more diagnostic information about the error that occurred. Depending on the type of monitor this may include:

- a description of the error or alert condition
- descriptions of the most common causes for this condition

- if the monitor is the type that tests a network application, a ping test will be performed
- if the ping test fails some description of the most common causes for this failure
- if the ping test failed, a traceroute test will also be performed
- a description and listing of the traceroute results

The following is an example:

More information:
This message is returned when DNS cannot find an IP address for a name.
Check the network connection to the DNS server.
Check that the DNS server for that domain is running.
Check that DNS is properly configured on the SiteScope machine.
Check that the name exists in the configuration for that domain.

A test of the Internet connection to gate.company.com failed.
This suggests that the problem may be a failure of some piece of the network or the server.
Trace Route results for missing.thiscompany.com
This trace shows you the path to missing.thiscompany.com.
Each line shows how long it took to get to the next step along the path.
If the trace does not end at missing.thiscompany.com, then the last line shows the last good step along the path.
The times are in milliseconds -- a large change shows which step is the slowest part of the connection.
Unable to resolve target system name missing.thiscompany.com.

Monitor Details

This section lists the settings for the monitor which caused the alert. These settings can be changed by using the Edit Monitor form.

Example:

---------- Detail ----------
URL: http://missing.thiscompany.com
Timeout: 60 sec
Update every: 864000
Title: URL: http://missing.thiscompany.com
Update every (on errors): n/a
round trip time: n/a

5

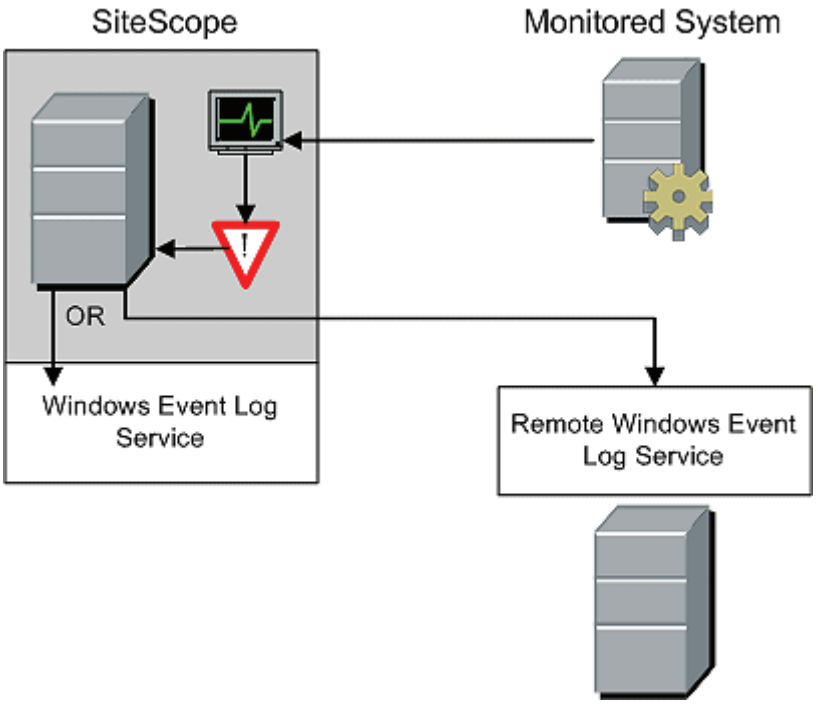
Log Event Alerts

The Log Event Alert logs events to the Windows Application Event Log. Entries in the event log can then be viewed with the Event Viewer and/or used by other software utilities that perform centralized alerting from the event log.

This chapter describes:	On page:
Working with Log Event Alerts	45
Configuring a Log Event Alert Definition	47

Working with Log Event Alerts

The Log Event Alert can be used to extend the types of events that are logged to a Windows Application Event Log. This provides a way to forward event data to log query systems that may not normally be logged by the Windows operating system. The following diagram illustrates the concept of the Log Event Alert.



Use of the SiteScope Log Event Alert type requires:

- Access to the Windows Event Log service. By default, this is the Event Log on the machine where SiteScope is running. The alert definition can be configured to send log events to another server.
- SiteScope running on a Microsoft Windows platform

Note: If you are using SiteScope's Windows Event Log Monitor, you must use care when using the Log Event alert type because it is possible create a endless loop condition that can fill your Event log file. This can happen when an Windows Event Log Monitor detects an event which triggers a Log Event alert, which in turn puts an new event into the event log, which the Event Log Monitor then detects, and then triggers the Log Event alert, and so forth, To avoid this, Log Event alert types should not be associated with Windows Event Log Monitors.

Configuring a Log Event Alert Definition

Use the following steps to create a Log Event Alert definition.

To create a Log Event Alert definition:

1. Click the on the SiteScope container element or monitor instance to which you want to associate the alert. The content panel displays the container properties and contents.
2. Click the **New Alert** button near the top of the content panel. Alternately, you can right-click the container in the left Enterprise menu to display the container action menu and select **New Alert**. The Add Alert selection page is displayed in the content panel.
3. Select the Log Event Alert icon. The Add Alert Settings page for the Log Event Alert is displayed.
4. Complete the items in the **Main Settings** and **When Settings** sections as described in the sections below. If necessary, complete the items in the **Advanced Settings** and other sections as described in the sections below.
5. When the required settings are defined, click the **Ok** button to create the Log Event Alert definition.

Main Settings

You use the Main Settings section to define a display name for the alert definition, select which monitors will trigger the alert, and specify alert content.

Name

Enter a text description for this Log Event Alert definition. This name will be used to identify this Log Event Alert definition in the product display.

Alert Targets

Use the context menu tree to the right of this item to select the groups and/or monitors that will trigger this alert. The context menu includes the currently selected container and all of the child containers. Check the box beside the current container to associate this Log Event Alert with all containers and elements within this container. Check one or more individual elements to associate this alert definition to the selected elements.

Alternatively, you may select the root container and then define an alert filter rule in the Filters Settings to limit alerting to those elements that match the conditions set in the filter.

Template

By default, SiteScope sends a message about the error or warning status returned by a monitor. If you would prefer a specific format for this message, select the desired option from the Template drop-down list. You may add additional templates into the templates.eventlog directory.

When Settings

You use the When Settings to select the monitor status category used as a trigger for the Log Event Alert action and configure other conditions that control when the alert action is performed.

Alert Catergory

Select the monitor status category that should be used to trigger the alert action. Alerts are triggered when the monitor status changes from one state to another. Using the **Error** or **Warning** category assumes that the monitor was previously reporting a status of good. Using the **Good** category also includes an option to have SiteScope verify that the monitor was reporting an error status before the alert is triggered.

When

Select the number of times the applicable monitor status condition should be met before the Log Event Alert action is executed (that is, when the Log Event Alert will sent). The default is to trigger the alert Once, after condition occurs exactly 1 times. The **When** options are as follows, depending on the **Alert Category** selected:

- **Always, after the condition has occurred at least N times** - After the condition occurs at least N times, the alert is sent or executed every time the alert condition is met. Choose this option by selecting the applicable radio button and entering the minimum number of times in the text box that the alert condition must be met before the alert is actually executed.
- **Once, after condition occurs exactly N times** - The alert action is executed once, after the alert condition is met for the Nth time. Choose this option by selecting the applicable radio button and entering the number of times the alert condition must be met in the text box.
- **Initially after X times, and repeat every Y times afterwards** - Executes the alert action after the alert condition occurs X consecutive times and then repeats the alert action every consecutive Y occurences of the alert condition thereafter. For example, if X is set to 3, and Y is set to 4, then the Log Event Alert alert action would be executed on the 3rd, 7th, 11th, and so forth, occurrences of the alert condition. Choose this option by selecting the applicable radio button, entering the multiple (E) and the minimum number of times (N) the alert condition must be met in the text input boxes provided.

Additional Settings for Alert Category: Error

The following **When** options are available for alerts with the **Alert Category** set to Error. These options are applicable when the alert is configured for one or more groups of monitors.

- **Once, after N group errors** - The alert action is executed only after any monitor in the group has reported the alert condition exactly N consecutive times. This option is only available for group and SiteScope containers. Choose this option by selecting the applicable radio button and entering the number of errors in the text box.
- **Once, after all monitors in this group are in error** - The alert action is executed the first time all monitors in the group are in error. This option is only available for group and SiteScope containers. Choose this option by selecting the applicable radio button.

Additional Setting for Alert Category: Good

The following **When** options are available for alerts with the **Alert Category** set to Good.

- **Only alert if monitor was previously in error at least N times** - Check this option to suppress the triggering of the alert until the subject monitor or group has reported an error status for at least the number of times that you enter.

Disable Settings

Use the Disable Alerts alerts section to manually control the generation of alerts using this definition. This can be useful when the systems being monitored are off-line for maintenance or if the recipient of the alerts is unavailable for a period of time.

Enable Alert

This check box cancels any disable conditions and enables the alert for execution based on the conditions defined. Select this radio button to override any disable action on the alert.

Disable alert permanently

Select this radio button to prevent SiteScope from executing the alert action, even if the alert condition is met. This permanently disables the alert action until this radio button is cleared and the alert definition is updated.

Note: Use of this option may result in loss of expected alert capability if the alert is disabled permanently to account for a temporary condition in the infrastructure. If you select this option, it is important to review this status later to manually re-enable the alert definition as appropriate.

Disable alerts for the next time period

Select this radio button to immediately prevent the execution of the alert action for the time period you enter, even if the alert condition is met. The alerts are re-enabled when the time period expires. This is useful for temporarily turning off alerts immediately for a limited time period.

Disable on a one-time schedule from time1 to time2

Select this radio button to prevent SiteScope from executing the alert action for the time period indicated, even if the conditions are met. The alerts are disabled at the beginning of the time period and re-enabled after the time period expires. This is useful for temporarily turning off alerts during scheduled maintenance or other future events.

Filters Settings

You can use the Global and Group Alert Filtering options to define alerts for a large number of monitors and then apply a filter so that only certain monitors within the selected list will actually trigger the alert. This can simplify the creation of alert definitions and alert management. Using these options, you can create multiple alert definitions for All Groups but then add different filter conditions to each definition to limit the alert action to those monitors that match the criteria you enter in this section.

For example, you can create a Log Event Alert Alert with the **Alert Subject** selected as All Groups. You can then select a **Monitor Type** alert filter to limit the alert action to Disk Space monitors only.

Select the Global and Group Alert Filtering options as described below. To disable alert filtering, clear the applicable fields and update the alert definition.

Name Match

Select this option to suppress the alert for all associated groups or monitors except those with a specific text appearing as part of their name. Enter all or part of the monitor name string you want to use as a filter criteria. For example, entering the string URL: will limit this alert to monitors whose name contains the string "URL:". The match is case sensitive. You can also enter a regular expression in this text box to match a name string pattern.

Status Match

Select this option to suppress the alert for all associated monitors except those returning a specific status text. Enter a string that you expect to appear in the status text for the monitor you want to trigger this alert. For example, if you enter the text timeout in this box, an alert will only be triggered by a monitor associated with this alert which also has a status of "timeout." This match is case sensitive. You can also enter a regular expression in this text box to match a status string pattern.

Monitor Type

Select this option to limit the alert action to a specific monitor type match for the alert. Use the drop down menu to select the monitor type within the set of monitors associated with this alert that should actually trigger the alert. Select Any Monitor to trigger the alert action for any monitor type associated with this alert.

Advanced Settings

Use the Advanced Settings to configure the Log Event Alert to work in special network environments. The following lists the advanced setting options for the Log Event Alert.

Message

Enter an optional text message that will be inserted at the beginning of each event logged by this Log Event Alert to the Windows Event Log.

Event Source

Enter a text string to be used as the Source field of the event that is logged by this Log Event Alert. The default is SiteScope.

Event ID

Enter an optional event ID number used to set the ID field of the event that is logged. The default is 1000.

Event Type

Select the Event Type used for the event. By default the status of the monitor is used where the Event Type is Error for an error status, Warning for warning, and Informational for monitors reporting a status of good or OK

Event Category ID

Enter a number to be used as the category ID for the event created by this alert. By default the Event Category ID is 0

Send to

Enter the name of the Windows machine where the event is to be logged. By default, the event is added to the event log of the local machine (that is, the machine where SiteScope is running).

Description

Use this optional text field to describe other information about this alert definition. For example, include information about the purpose, target, setup date, or audience for this alert.

Category Settings

The Category settings are used to filter items in the Monitor Administration views. For details, see "Working with Categories" in *Working with Monitor Administration*.

6

Pager Alerts

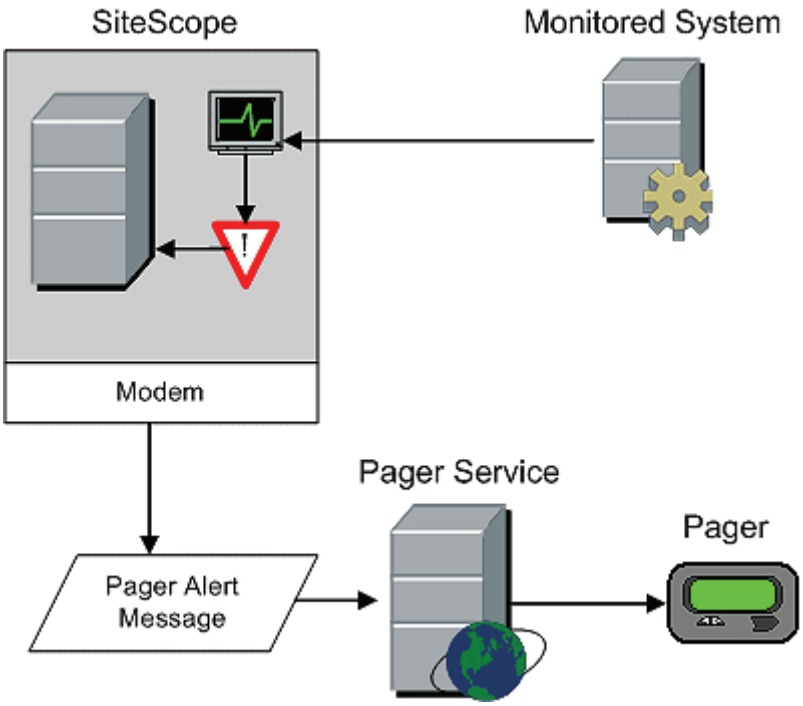
The SiteScope Pager Alert sends a message to an electronic pager to signal that SiteScope has detected a particular condition.

This chapter describes:	On page:
Working with Pager Alerts	55
Configuring a Pager Alert Definition	57

Working with Pager Alerts

The Pager Alert type can be used to send event notification to electronic pagers. This is particularly useful when access to e-mail may not be available. Depending on the type of pager you use and the capabilities of the pager service, you can configure the Pager Alert to send a pager message with an abbreviated description of the problem or detected condition.

The following diagram illustrates the concept of the Pager Alert.



Use of the SiteScope Pager Alert type requires:

- Access to an active pager service
- A modem which the SiteScope server can use to connect to the pager service
- One or more pagers that can receive the pager alerts
- SiteScope Pager Preferences set to work with the modem and pager service

See the section "Pager Preferences" in *Managing SiteScope* for more information on configuring SiteScope to use pager alerts.

Configuring a Pager Alert Definition

Use the following steps to create a Pager Alert definition.

To create a Pager Alert definition:

1. Click the on the SiteScope container element or monitor instance to which you want to associate the alert. The content panel displays the container properties and contents.
2. Click the **New Alert** button near the top of the content panel. Alternately, you can right-click the container in the left Enterprise menu to display the container action menu and select **New Alert**. The Add Alert selection page is displayed in the content panel.
3. Select the Pager Alert icon. The Add Alert Settings page for the Pager Alert is displayed.
4. Complete the items in the **Main Settings** and **When Settings** sections as described in the sections below. If necessary, complete the items in the **Advanced Settings** and other sections as described in the sections below.
5. When the required settings are defined, click the **Ok** button to create the Pager Alert definition.

Main Settings

You use the Main Settings section to define a display name for the alert definition, select which monitors will trigger the alert, and specify alert content.

Name

Enter a text description for this Pager Alert definition. This name will be used to identify this Pager Alert definition in the product display.

Alert Targets

Use the context menu tree to the right of this item to select the groups and/or monitors that will trigger this alert. The context menu includes the currently selected container and all of the child containers. Check the box beside the current container to associate this Pager Alert with all containers and elements within this container. Check one or more individual elements to associate this alert definition to the selected elements.

Alternatively, you may select the root container and then define an alert filter rule in the Filters Settings to limit alerting to those elements that match the conditions set in the filter.

Message

Enter the message text that will be sent to the pager.

Note: the maximum length for the entire message is 32 characters.

Template

Choose the pager template you want SiteScope to use when sending this page. SiteScope will automatically use the Default template if you do not choose another.

Pager Alert Setting

Select the pager address profile to which SiteScope should send this alert. Select one address profile from the list. If there are no profiles defined besides the Default, you will need to set the Pager Preferences to tell SiteScope how to communicate with a pager system. See the section "Adding a New Pager Recipient Profile" in the section on "Pager Preferences" in *Managing SiteScope* to create other pager address profiles.

When Settings

You use the When Settings to select the monitor status category used as a trigger for the Pager Alert action and configure other conditions that control when the alert action is performed.

Alert Catergory

Select the monitor status category that should be used to trigger the alert action. Alerts are triggered when the monitor status changes from one state to another. Using the **Error** or **Warning** category assumes that the monitor was previously reporting a status of good. Using the **Good** category also includes an option to have SiteScope verify that the monitor was reporting an error status before the alert is triggered.

When

Select the number of times the applicable monitor status condition should be met before the Pager Alert action is executed (that is, when the Pager Alert will sent). The default is to trigger the alert Once, after condition occurs exactly 1 times. The **When** options are as follows, depending on the **Alert Category** selected:

- **Always, after the condition has occurred at least N times** - After the condition occurs at least N times, the alert is sent or executed every time the alert condition is met. Choose this option by selecting the applicable radio button and entering the minimum number of times in the text box that the alert condition must be met before the alert is actually executed.
- **Once, after condition occurs exactly N times** - The alert action is executed once, after the alert condition is met for the Nth time. Choose this option by selecting the applicable radio button and entering the number of times the alert condition must be met in the text box.
- **Initially after X times, and repeat every Y times afterwards** - Executes the alert action after the alert condition occurs X consecutive times and then repeats the alert action every consecutive Y occurences of the alert condition thereafter. For example, if X is set to 3, and Y is set to 4, then the Pager Alert alert action would be executed on the 3rd, 7th, 11th, and so forth, occurrences of the alert condition. Choose this option by selecting the applicable radio button, entering the multiple (E) and the minimum number of times (N) the alert condition must be met in the text input boxes provided.

Additional Settings for Alert Category: Error

The following **When** options are available for alerts with the **Alert Category** set to Error. These options are applicable when the alert is configured for one or more groups of monitors.

- **Once, after N group errors** - The alert action is executed only after any monitor in the group has reported the alert condition exactly N consecutive times. This option is only available for group and SiteScope containers. Choose this option by selecting the applicable radio button and entering the number of errors in the text box.
- **Once, after all monitors in this group are in error** - The alert action is executed the first time all monitors in the group are in error. This option

is only available for group and SiteScope containers. Choose this option by selecting the applicable radio button.

Additional Setting for Alert Category: Good

The following **When** options are available for alerts with the **Alert Category** set to Good.

➤ **Only alert if monitor was previously in error at least N times** - Check this option to suppress the triggering of the alert until the subject monitor or group has reported an error status for at least the number of times that you enter.

Disable Settings

Use the Disable Alerts alerts section to manually control the generation of alerts using this definition. This can be useful when the systems being monitored are off-line for maintenance or if the recipient of the alerts is unavailable for a period of time.

Enable Alert

This check box cancels any disable conditions and enables the alert for execution based on the conditions defined. Select this radio button to override any disable action on the alert.

Disable alert permanently

Select this radio button to prevent SiteScope from executing the alert action, even if the alert condition is met. This permanently disables the alert action until this radio button is cleared and the alert definition is updated.

Note: Use of this option may result in loss of expected alert capability if the alert is disabled permanently to account for a temporary condition in the infrastructure. If you select this option, it is important to review this status later to manually re-enable the alert definition as appropriate.

Disable alerts for the next time period

Select this radio button to immediately prevent the execution of the alert action for the time period you enter, even if the alert condition is met. The alerts are re-enabled when the time period expires. This is useful for temporarily turning off alerts immediately for a limited time period.

Disable on a one-time schedule from time1 to time2

Select this radio button to prevent SiteScope from executing the alert action for the time period indicated, even if the conditions are met. The alerts are disabled at the beginning of the time period and re-enabled after the time period expires. This is useful for temporarily turning off alerts during scheduled maintenance or other future events.

Filters Settings

You can use the Global and Group Alert Filtering options to define alerts for a large number of monitors and then apply a filter so that only certain monitors within the selected list will actually trigger the alert. This can simplify the creation of alert definitions and alert management. Using these options, you can create multiple alert definitions for All Groups but then add different filter conditions to each definition to limit the alert action to those monitors that match the criteria you enter in this section.

For example, you can create a Pager Alert Alert with the **Alert Subject** selected as All Groups. You can then select a **Monitor Type** alert filter to limit the alert action to Disk Space monitors only.

Select the Global and Group Alert Filtering options as described below. To disable alert filtering, clear the applicable fields and update the alert definition.

Name Match

Select this option to suppress the alert for all associated groups or monitors except those with a specific text appearing as part of their name. Enter all or part of the monitor name string you want to use as a filter criteria. For example, entering the string URL: will limit this alert to monitors whose name contains the string "URL:". The match is case sensitive. You can also enter a regular expression in this text box to match a name string pattern.

Status Match

Select this option to suppress the alert for all associated monitors except those returning a specific status text. Enter a string that you expect to appear in the status text for the monitor you want to trigger this alert. For example, if you enter the text timeout in this box, an alert will only be triggered by a monitor associated with this alert which also has a status of "timeout." This match is case sensitive. You can also enter a regular expression in this text box to match a status string pattern.

Monitor Type

Select this option to limit the alert action to a specific monitor type match for the alert. Use the drop down menu to select the monitor type within the set of monitors associated with this alert that should actually trigger the alert. Select Any Monitor to trigger the alert action for any monitor type associated with this alert.

Advanced Settings

Use the Advanced Settings to configure the Pager Alert to work in special network environments. The following lists the advanced setting options for the Pager Alert.

Description

Use this optional text field to describe other information about this alert definition. For example, include information about the purpose, target, setup date, or audience for this alert.

Category Settings

The Category settings are used to filter items in the Monitor Administration views. For details, see “Working with Categories” in *Working with Monitor Administration*.

7

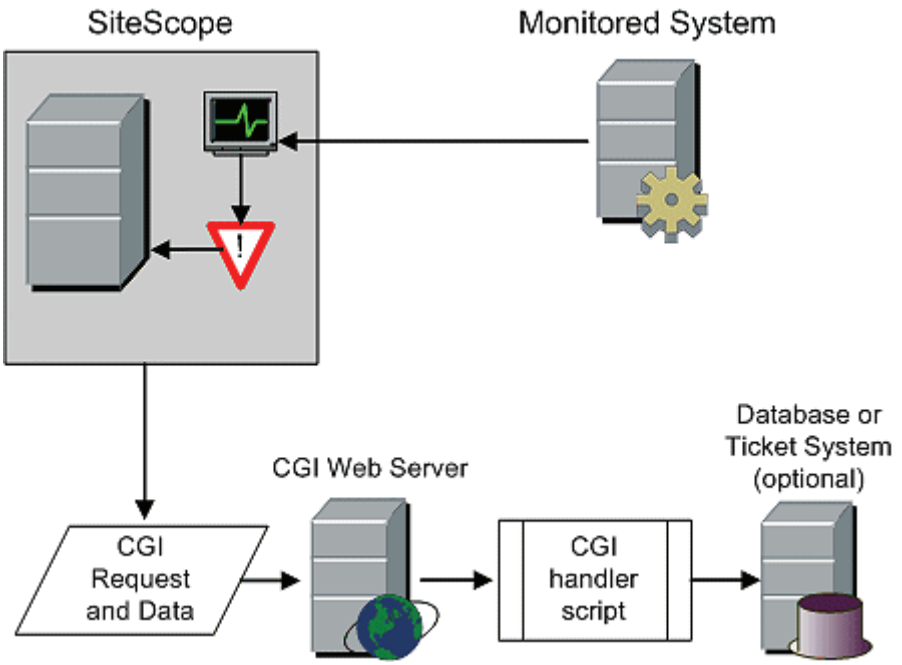
Post Alerts

The Post Alert submits a CGI POST containing a description of a monitor condition to a CGI script, servlet or other CGI enabled program.

This chapter describes:	On page:
Working with Post Alerts	63
Configuring a Post Alert Definition	64

Working with Post Alerts

The SiteScope Post Alert uses the Common Gateway Interface protocol to forward POST data to a CGI enabled program. This can be used to forward event data to CGI script on another server that is a front-end for a trouble ticket system or reporting database. This alert type also provides a way of sending alert information through a firewall using HTTP or HTTPS without having to make other security changes. The following diagram illustrates the concept of the Post Alert.



Use of the SiteScope Post Alert type requires:

- HTTP access between the SiteScope server and the server running the CGI script or server
- Format and syntax of the CGI POST request to the applicable CGI script or server

Configuring a Post Alert Definition

Use the following steps to create a Post Alert definition.

To create a Post Alert definition:

1 Click the on the SiteScope container element or monitor instance to which you want to associate the alert. The content panel displays the container properties and contents.

2 Click the **New Alert** button near the top of the content panel. Alternately, you can right-click the container in the left Enterprise menu to display the container action menu and select **New Alert**. The Add Alert selection page is displayed in the content panel.

3 Select the Post Alert icon. The Add Alert Settings page for the Post Alert is displayed.

4 Complete the items in the **Main Settings** and **When Settings** sections as described in the sections below. If necessary, complete the items in the **Advanced Settings** and other sections as described in the sections below.

5 When the required settings are defined, click the **Ok** button to create the Post Alert definition.

Main Settings

You use the Main Settings section to define a display name for the alert definition, select which monitors will trigger the alert, and specify alert content.

Name

Enter a text description for this Post Alert definition. This name will be used to identify this Post Alert definition in the product display.

Alert Targets

Use the context menu tree to the right of this item to select the groups and/or monitors that will trigger this alert. The context menu includes the currently selected container and all of the child containers. Check the box beside the current container to associate this Post Alert with all containers and elements within this container. Check one or more individual elements to associate this alert definition to the selected elements.

Alternatively, you may select the root container and then define an alert filter rule in the Filters Settings to limit alerting to those elements that match the conditions set in the filter.

Post to URL Form

Enter the URL of the CGI script to which SiteScope should submit the Post Alert. For example, http://admindb.server.net/cgi-bin/error_alert.pl.

Template

By default, SiteScope sends the equivalent of an HTML CGI form submission with information about the status returned by a monitor. If you need to use a specific form data format, select the desired template option from the Template drop-down list. You may add additional templates into the SiteScope/templates.post directory. Template files added to this directory will be listed in the **Template** drop down menu.

When Settings

You use the When Settings to select the monitor status category used as a trigger for the Post Alert action and configure other conditions that control when the alert action is performed.

Alert Catergory

Select the monitor status category that should be used to trigger the alert action. Alerts are triggered when the monitor status changes from one state to another. Using the **Error** or **Warning** category assumes that the monitor was previously reporting a status of good. Using the **Good** category also includes an option to have SiteScope verify that the monitor was reporting an error status before the alert is triggered.

When

Select the number of times the applicable monitor status condition should be met before the Post Alert action is executed (that is, when the Post Alert will sent). The default is to trigger the alert Once, after condition occurs exactly 1 times. The **When** options are as follows, depending on the **Alert Category** selected:

- **Always, after the condition has occurred at least N times** - After the condition occurs at least N times, the alert is sent or executed every time the alert condition is met. Choose this option by selecting the applicable radio button and entering the minimum number of times in the text box that the alert condition must be met before the alert is actually executed.
- **Once, after condition occurs exactly N times** - The alert action is executed once, after the alert condition is met for the Nth time. Choose this option by selecting the applicable radio button and entering the number of times the alert condition must be met in the text box.

- **Initially after X times, and repeat every Y times afterwards** - Executes the alert action after the alert condition occurs X consecutive times and then repeats the alert action every consecutive Y occurences of the alert condition thereafter. For example, if X is set to 3, and Y is set to 4, then the Post Alert alert action would be executed on the 3rd, 7th, 11th, and so forth, occurrences of the alert condition. Choose this option by selecting the applicable radio button, entering the multiple (E) and the minimum number of times (N) the alert condition must be met in the text input boxes provided.

Additional Settings for Alert Category: Error

The following **When** options are available for alerts with the **Alert Category** set to Error. These options are applicable when the alert is configured for one or more groups of monitors.

- **Once, after N group errors** - The alert action is executed only after any monitor in the group has reported the alert condition exactly N consecutive times. This option is only available for group and SiteScope containers. Choose this option by selecting the applicable radio button and entering the number of errors in the text box.
- **Once, after all monitors in this group are in error** - The alert action is executed the first time all monitors in the group are in error. This option is only available for group and SiteScope containers. Choose this option by selecting the applicable radio button.

Additional Setting for Alert Category: Good

The following **When** options are available for alerts with the **Alert Category** set to Good.

- **Only alert if monitor was previously in error at least N times** - Check this option to suppress the triggering of the alert until the subject monitor or group has reported an error status for at least the number of times that you enter.

Disable Settings

Use the Disable Alerts alerts section to manually control the generation of alerts using this definition. This can be useful when the systems being monitored are off-line for maintenance or if the recipient of the alerts is unavailable for a period of time.

Enable Alert

This check box cancels any disable conditions and enables the alert for execution based on the conditions defined. Select this radio button to override any disable action on the alert.

Disable alert permanently

Select this radio button to prevent SiteScope from executing the alert action, even if the alert condition is met. This permanently disables the alert action until this radio button is cleared and the alert definition is updated.

Note: Use of this option may result in loss of expected alert capability if the alert is disabled permanently to account for a temporary condition in the infrastructure. If you select this option, it is important to review this status later to manually re-enable the alert definition as appropriate.

Disable alerts for the next time period

Select this radio button to immediately prevent the execution of the alert action for the time period you enter, even if the alert condition is met. The alerts are re-enabled when the time period expires. This is useful for temporarily turning off alerts immediately for a limited time period.

Disable on a one-time schedule from time1 to time2

Select this radio button to prevent SiteScope from executing the alert action for the time period indicated, even if the conditions are met. The alerts are disabled at the beginning of the time period and re-enabled after the time period expires. This is useful for temporarily turning off alerts during scheduled maintenance or other future events.

Filters Settings

You can use the Global and Group Alert Filtering options to define alerts for a large number of monitors and then apply a filter so that only certain monitors within the selected list will actually trigger the alert. This can simplify the creation of alert definitions and alert management. Using these options, you can create multiple alert definitions for All Groups but then add different filter conditions to each definition to limit the alert action to those monitors that match the criteria you enter in this section.

For example, you can create a Post Alert Alert with the **Alert Subject** selected as All Groups. You can then select a **Monitor Type** alert filter to limit the alert action to Disk Space monitors only.

Select the Global and Group Alert Filtering options as described below. To disable alert filtering, clear the applicable fields and update the alert definition.

Name Match

Select this option to suppress the alert for all associated groups or monitors except those with a specific text appearing as part of their name. Enter all or part of the monitor name string you want to use as a filter criteria. For example, entering the string URL: will limit this alert to monitors whose name contains the string "URL:". The match is case sensitive. You can also enter a regular expression in this text box to match a name string pattern.

Status Match

Select this option to suppress the alert for all associated monitors except those returning a specific status text. Enter a string that you expect to appear in the status text for the monitor you want to trigger this alert. For example, if you enter the text timeout in this box, an alert will only be triggered by a monitor associated with this alert which also has a status of "timeout." This match is case sensitive. You can also enter a regular expression in this text box to match a status string pattern.

Monitor Type

Select this option to limit the alert action to a specific monitor type match for the alert. Use the drop down menu to select the monitor type within the set of monitors associated with this alert that should actually trigger the alert. Select Any Monitor to trigger the alert action for any monitor type associated with this alert.

Advanced Settings

Use the Advanced Settings to configure the Post Alert to work in special network environments. The following lists the advanced setting options for the Post Alert.

Authorization User Name

If the URL specified requires a name and password for access, enter the name in this box.

Authorization Password

If the URL specified requires a name and password for access, enter the password in this box.

Proxy Server User Name

If the proxy server requires a name and password to access the URL, enter the name here. Technical note: your proxy server must support Proxy-Authenticate for these options to function.

Proxy Server Password

If the proxy server requires a name and password to access the URL, enter the password here. Technical note: your proxy server must support Proxy-Authenticate for these options to function.

Description

Use this optional text field to describe other information about this alert definition. For example, include information about the purpose, target, setup date, or audience for this alert.

Category Settings

The Category settings are used to filter items in the Monitor Administration views. For details, see “Working with Categories” in *Working with Monitor Administration*.

8

Script Alerts

SiteScope has the ability to automatically execute scripts or batch files when an error or warning status is detected. This is done using the SiteScope Script Alert. The script or batch file that is called can execute any system command or programs in other languages that can be called from a command line entry. You can use this to create recovery scripts to automatically respond to critical conditions or failures. This might include rebooting a server or copying files.

This chapter describes:	On page:
Working with Script Alerts	73
Configuring a Script Alert Definition	77

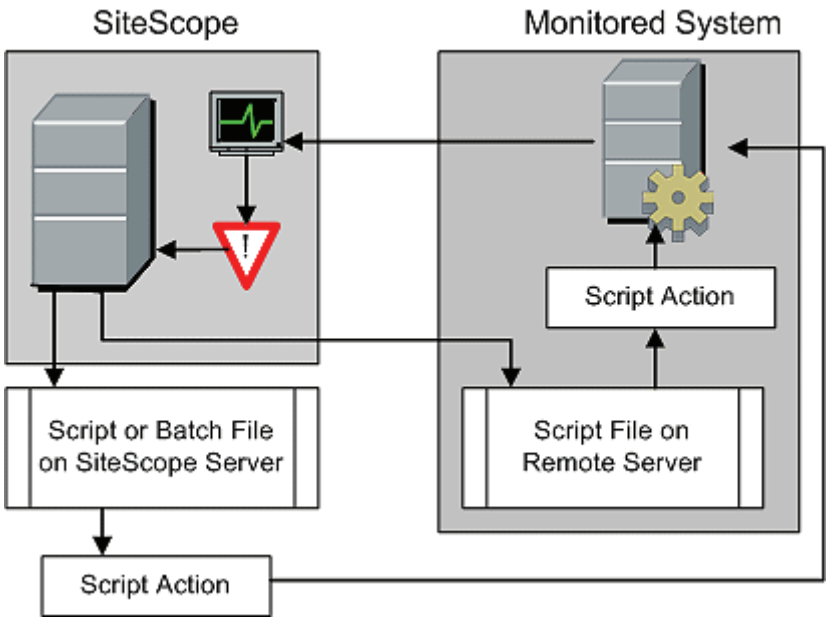
Working with Script Alerts

In working with Script alerts it is important to understand the different components that are involved and the role that they play. The three most important are:

1. the Script Alert definition itself
2. the monitor or monitors that are assigned to trigger the alert
3. the script to be executed by the alert

The alert message template and resulting alert message file may also need to be considered depending what the script needs to do. You can use a Script Alert template, together with the **Parameters** setting to pass data to your script.

The following diagram illustrates the general concept of the Script Alert for both a local script and a script on a remote host.



The Script Alert definition or instance and the monitor or monitors that trigger the alert are handled as with other alerts or monitors in SiteScope. For example, you may create a monitor to watch a Web server running on a remote Unix server. You can create a Script Alert associated with that monitor that will execute a script to kill and restart the Web server process if the monitor reports an error.

Creating the script file to be called or executed by the Script Alert definition is an other key step in using this automation capability in SiteScope. The specific commands and actions taken by the script are up to you. The script file should be written as a plain text file compatible with the operating system where the script is to be executed. This may be the same server where SiteScope is running or it may be on a remote machine to which SiteScope

has access. To run a script on the machine where SiteScope is running the script file must be saved in the **<SiteScope install path>/SiteScope/scripts** directory on the SiteScope machine where the Script Alert is defined. To run a script on a remote machine, you must save the script in a directory called /scripts in the home directory tree for the user account that SiteScope has execute permissions for on the remote machine.

The current execution directory when a script is run is **SiteScope\classes** not the **SiteScope\scripts** directory. This is to say that for commands executed by the script itself, the relative execution directory is **SiteScope\classes**. You should use full pathnames for any other file system commands or programs called by your script so that you will not need to worry about the current directory. Also, the server system environment variables may not have been set up for the script execution, which is another reason you should use full pathnames for executables called by the script. If a script works when you run it from the command line, but not from SiteScope then this is something to check out.

Passing Data to a Script

SiteScope passes a number of parameters to the script as command line arguments. You can use this option to pass data to a script that can be used to modify a script's action. This adds versatility to the Script Alert.

By default, a SiteScope Script Alert passes seven command line arguments to a script. These are:

1. the pathname of the scripts directory
2. the name of the monitor that caused the alert
3. the current status of the monitor
4. the pathname to the Alert Message File
5. the id code of the monitor
6. the group the monitor is in
7. any additional parameters specified on the **Parameters** text box in the alert form

Two of these default arguments allows the script to access even more data. One is the Alert Message File and the other is the **Parameters** text box. The Alert Message File is a temporary text file created by SiteScope based on the alert template chosen for the Script Alert instance. Depending on the template you create or use, the Alert Message File may contain custom information as well as data specific to the monitor that triggered the alert. By passing the pathname to the Alert Message File to the script, you can have the script access this data.

You use the Parameters text box to specify individual monitor parameter data to be passed to the script. You can include multiple parameters by separating the parameters with spaces. This effectively allows you to increase the total number of parameters passed to the script at will. See the chapter on Template Properties in the SiteScope Reference Guide for more information on the parameters used for the different SiteScope monitors.

The pathname of the scripts directory can be useful in setting a execution path to another program as well as setting a directory path for any output written by the script.

Troubleshooting Scripts

The scripts are run with the permissions of the account used by the SiteScope service. Some scripts may need extra permissions and you will need to use the Services control panel to change the login account for SiteScope and then stop and start SiteScope. For example, scripts that restart services or reboot remote machines or scripts that copy protected files.

Since the script is run by the SiteScope service, anything done as part of your "login" will not have occurred in the script. For example, you can not rely on mapped drives, environment variables, or other login script items.

Since the script is run by the SiteScope service it can not receive any interactive input from a keyboard or other input device. Any script action or command that requires a user confirmation or input would cause the script to hang. Do not include any interactive commands requiring a user action as part of the script. Also, opening a win32 app (for example, Notepad) will also cause the script to hang because it will be waiting for the a user to exit or close the application before continuing with the script execution.

Configuring a Script Alert Definition

Use the following steps to create a Script Alert definition.

To create a Script Alert definition:

1. Click the on the SiteScope container element or monitor instance to which you want to associate the alert. The content panel displays the container properties and contents.
2. Click the **New Alert** button near the top of the content panel. Alternately, you can right-click the container in the left Enterprise menu to display the container action menu and select **New Alert**. The Add Alert selection page is displayed in the content panel.
3. Select the Script Alert icon. The Add Alert Settings page for the Script Alert is displayed.
4. Complete the items in the **Main Settings** and **When Settings** sections as described in the sections below. If necessary, complete the items in the **Advanced Settings** and other sections as described in the sections below.
5. When the required settings are defined, click the **Ok** button to create the Script Alert definition.

Main Settings

You use the Main Settings section to define a display name for the alert definition, select which monitors will trigger the alert, and specify alert content.

Name

Enter a text description for this Script Alert definition. This name will be used to identify this Script Alert definition in the product display.

Alert Targets

Use the context menu tree to the right of this item to select the groups and/or monitors that will trigger this alert. The context menu includes the currently selected container and all of the child containers. Check the box beside the current container to associate this Script Alert with all containers and elements within this container. Check one or more individual elements to associate this alert definition to the selected elements.

Alternatively, you may select the root container and then define an alert filter rule in the Filters Settings to limit alerting to those elements that match the conditions set in the filter.

Run Script

Complete this section to specify the script to be run including the server, the script filename, the template to use in passing a file to the script, and any additional monitor parameters to be passed to the script.

Server

Select the server on which the script should be run. On remote Unix servers, you will need to create and scripts subdirectory and copy the script file to the remote machine. The " scripts" directory must be included in the remote login account that allows remote scripts to be invoked by SiteScope.

Script

Select the script that you want SiteScope to run in response to the selected condition. You may create as many custom scripts as you need. If you choose to create your own scripts, you must place them in the **<SiteScope install path>/SiteScope/scripts** directory or the applicable scripts directory on a remote machine. SiteScope will list all files found in this directory on the selected server in the drop-down list.

Template

SiteScope creates a file containing information about the monitor that caused the error and passes the filename to your script as the fourth command line argument. Use the Template drop-down list to have SiteScope create the file using a different template. The template file includes SiteScope property variables which instruct SiteScope what data to include in the file. You can add your own custom templates into the SiteScope/templates.script directory.

Parameters

Specify any additional monitor parameters that you want to pass to your script. By default, the Script Alert always passes six parameters to a script as command line arguments. These are:

1 the pathname of the scripts directory

2 the name of the monitor that caused the alert

3 the current status of the monitor

4 the pathname to the alert message file

5 the id of the monitor

6 the group for the monitor

Parameters added into the **Parameters** text box are sent as the seventh, eighth, ninth, and so forth, command line arguments respectively. The parameters available to be passed to the script are dependent on the type of monitor that triggers the alert. A list of SiteScope parameters available from each kind of monitor are listed in the chapter on Template Properties in the SiteScope Reference. The syntax to use for additional parameters is to surround the property name variable as shown in the properties list with < > brackets. For example, to pass the server name to the script, enter <_machine> in the **Parameters** text box. To pass more than one extra parameter, separate the parameters with a single space the same way the arguments would be added on the command line.

When Settings

You use the When Settings to select the monitor status category used as a trigger for the Script Alert action and configure other conditions that control when the alert action is performed.

Alert Catergory

Select the monitor status category that should be used to trigger the alert action. Alerts are triggered when the monitor status changes from one state to another. Using the **Error** or **Warning** category assumes that the monitor was previously reporting a status of good. Using the **Good** category also includes an option to have SiteScope verify that the monitor was reporting an error status before the alert is triggered.

When

Select the number of times the applicable monitor status condition should be met before the Script Alert action is executed (that is, when the Script Alert will sent). The default is to trigger the alert Once, after condition occurs exactly 1 times. The **When** options are as follows, depending on the **Alert Category** selected:

- **Always, after the condition has occurred at least N times** - After the condition occurs at least N times, the alert is sent or executed every time the alert condition is met. Choose this option by selecting the applicable radio button and entering the minimum number of times in the text box that the alert condition must be met before the alert is actually executed.
- **Once, after condition occurs exactly N times** - The alert action is executed once, after the alert condition is met for the Nth time. Choose this option by selecting the applicable radio button and entering the number of times the alert condition must be met in the text box.
- **Initially after X times, and repeat every Y times afterwards** - Executes the alert action after the alert condition occurs X consecutive times and then repeats the alert action every consecutive Y occurences of the alert condition thereafter. For example, if X is set to 3, and Y is set to 4, then the Script Alert alert action would be executed on the 3rd, 7th, 11th, and so forth, occurrences of the alert condition. Choose this option by selecting the applicable radio button, entering the multiple (E) and the minimum number of times (N) the alert condition must be met in the text input boxes provided.

Additional Settings for Alert Category: Error

The following **When** options are available for alerts with the **Alert Category** set to Error. These options are applicable when the alert is configured for one or more groups of monitors.

- **Once, after N group errors** - The alert action is executed only after any monitor in the group has reported the alert condition exactly N consecutive times. This option is only available for group and SiteScope containers. Choose this option by selecting the applicable radio button and entering the number of errors in the text box.
- **Once, after all monitors in this group are in error** - The alert action is executed the first time all monitors in the group are in error. This option is only available for group and SiteScope containers. Choose this option by selecting the applicable radio button.

Additional Setting for Alert Category: Good

The following **When** options are available for alerts with the **Alert Category** set to Good.

➤ **Only alert if monitor was previously in error at least N times** - Check this option to suppress the triggering of the alert until the subject monitor or group has reported an error status for at least the number of times that you enter.

Disable Settings

Use the Disable Alerts alerts section to manually control the generation of alerts using this definition. This can be useful when the systems being monitored are off-line for maintenance or if the recipient of the alerts is unavailable for a period of time.

Enable Alert

This check box cancels any disable conditions and enables the alert for execution based on the conditions defined. Select this radio button to override any disable action on the alert.

Disable alert permanently

Select this radio button to prevent SiteScope from executing the alert action, even if the alert condition is met. This permanently disables the alert action until this radio button is cleared and the alert definition is updated.

Note: Use of this option may result in loss of expected alert capability if the alert is disabled permanently to account for a temporary condition in the infrastructure. If you select this option, it is important to review this status later to manually re-enable the alert definition as appropriate.

Disable alerts for the next time period

Select this radio button to immediately prevent the execution of the alert action for the time period you enter, even if the alert condition is met. The alerts are re-enabled when the time period expires. This is useful for temporarily turning off alerts immediately for a limited time period.

Disable on a one-time schedule from time1 to time2

Select this radio button to prevent SiteScope from executing the alert action for the time period indicated, even if the conditions are met. The alerts are disabled at the beginning of the time period and re-enabled after the time period expires. This is useful for temporarily turning off alerts during scheduled maintenance or other future events.

Filters Settings

You can use the Global and Group Alert Filtering options to define alerts for a large number of monitors and then apply a filter so that only certain monitors within the selected list will actually trigger the alert. This can simplify the creation of alert definitions and alert management. Using these options, you can create multiple alert definitions for All Groups but then add different filter conditions to each definition to limit the alert action to those monitors that match the criteria you enter in this section.

For example, you can create a Script Alert Alert with the **Alert Subject** selected as All Groups. You can then select a **Monitor Type** alert filter to limit the alert action to Disk Space monitors only.

Select the Global and Group Alert Filtering options as described below. To disable alert filtering, clear the applicable fields and update the alert definition.

Name Match

Select this option to suppress the alert for all associated groups or monitors except those with a specific text appearing as part of their name. Enter all or part of the monitor name string you want to use as a filter criteria. For example, entering the string URL: will limit this alert to monitors whose name contains the string "URL:". The match is case sensitive. You can also enter a regular expression in this text box to match a name string pattern.

Status Match

Select this option to suppress the alert for all associated monitors except those returning a specific status text. Enter a string that you expect to appear in the status text for the monitor you want to trigger this alert. For example, if you enter the text timeout in this box, an alert will only be triggered by a monitor associated with this alert which also has a status of "timeout." This match is case sensitive. You can also enter a regular expression in this text box to match a status string pattern.

Monitor Type

Select this option to limit the alert action to a specific monitor type match for the alert. Use the drop down menu to select the monitor type within the set of monitors associated with this alert that should actually trigger the alert. Select Any Monitor to trigger the alert action for any monitor type associated with this alert.

Advanced Settings

Use the Advanced Settings to configure the Script Alert to work in special network environments. The following lists the advanced setting options for the Script Alert.

Description

Use this optional text field to describe other information about this alert definition. For example, include information about the purpose, target, setup date, or audience for this alert.

Category Settings

The Category settings are used to filter items in the Monitor Administration views. For details, see “Working with Categories” in *Working with Monitor Administration*.

9

SMS Alerts

You use the SMS Alert to send an event message using the Short Message Service (SMS). This can be used to send a shorttext message to an SMS-enabled mobile phone or wireless device.

This chapter describes:	On page:
Working with SMS Alerts	85
Configuring a SMS Alert Definition	87

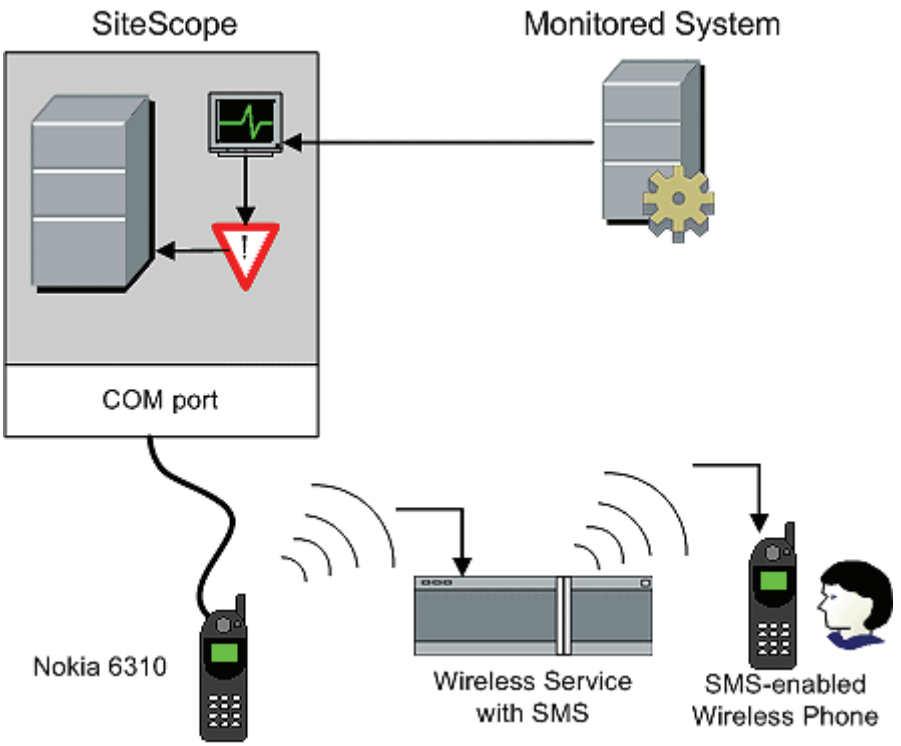
Note: The Short Message Service protocol is generally available in the European and Asia-Pacific regions. It is generally not available in North America. Check with your wireless service provider to confirm the availability with your service plan in your area.

Working with SMS Alerts

The SMS Alert is an alternative to the Pager Alert type for communicating event notifications to mobile users without the use of e-mail. This alert type is current designed to transmit only the name of the SiteScope monitor that has reported an event condition and the status of that monitor as the content of the message.

Note: At present, the SMS Alert type can only be sent from SiteScope by using the hardware specified in this section. Consult the SiteScope Customer Support Knowledge Base for alternative ways of sending SMS messages using SiteScope.

The following diagram illustrates the concept of the SMS Alert.



The requirements for using the SMS Alert type include:

- SMS-enabled Nokia 6310/6310i mobile phone
- An available serial communications port on the SiteScope machine that will be sending the SMS alerts

- A serial-to-wireless device interface cable, RS-232 Adapter Cable Nokia DLR-3P to connect the wireless transmitting device to the machine where SiteScope is running
- An SMS-enabled wireless device connected to the SiteScope machine that will be sending the alerts (that is, the Nokia 6310 phone using the interface cable)
- The necessary software to enable the SMS Alert (normally included with SiteScope 7.6c1 and later)

Note: Make sure that you do not have Nokia data suite, Palm Hot Sync or any PDA software running on the server where SiteScope is running. These programs can bind the COM ports and preventing the dialer working correctly.

Configuring a SMS Alert Definition

Use the following steps to create a SMS Alert definition.

To create a SMS Alert definition:

1. Click the on the SiteScope container element or monitor instance to which you want to associate the alert. The content panel displays the container properties and contents.
2. Click the **New Alert** button near the top of the content panel. Alternately, you can right-click the container in the left Enterprise menu to display the container action menu and select **New Alert**. The Add Alert selection page is displayed in the content panel.
3. Select the SMS Alert icon. The Add Alert Settings page for the SMS Alert is displayed.
4. Complete the items in the **Main Settings** and **When Settings** sections as described in the sections below. If necessary, complete the items in the **Advanced Settings** and other sections as described in the sections below.

5 When the required settings are defined, click the **Ok** button to create the SMS Alert definition.

Main Settings

You use the Main Settings section to define a display name for the alert definition, select which monitors will trigger the alert, and specify alert content.

Name

Enter a text description for this SMS Alert definition. This name will be used to identify this SMS Alert definition in the product display.

Alert Targets

Use the context menu tree to the right of this item to select the groups and/or monitors that will trigger this alert. The context menu includes the currently selected container and all of the child containers. Check the box beside the current container to associate this SMS Alert with all containers and elements within this container. Check one or more individual elements to associate this alert definition to the selected elements.

Alternatively, you may select the root container and then define an alert filter rule in the Filters Settings to limit alerting to those elements that match the conditions set in the filter.

SMS Number

Enter the telephone number required by the SMS service that identifies the destination for the message.

When Settings

You use the When Settings to select the monitor status category used as a trigger for the SMS Alert action and configure other conditions that control when the alert action is performed.

Alert Catergory

Select the monitor status category that should be used to trigger the alert action. Alerts are triggered when the monitor status changes from one state to another. Using the **Error** or **Warning** category assumes that the monitor was previously reporting a status of good. Using the **Good** category also includes an option to have SiteScope verify that the monitor was reporting an error status before the alert is triggered.

When

Select the number of times the applicable monitor status condition should be met before the SMS Alert action is executed (that is, when the SMS Alert will sent). The default is to trigger the alert Once, after condition occurs exactly 1 times. The **When** options are as follows, depending on the **Alert Category** selected:

- **Always, after the condition has occurred at least N times** - After the condition occurs at least N times, the alert is sent or executed every time the alert condition is met. Choose this option by selecting the applicable radio button and entering the minimum number of times in the text box that the alert condition must be met before the alert is actually executed.
- **Once, after condition occurs exactly N times** - The alert action is executed once, after the alert condition is met for the Nth time. Choose this option by selecting the applicable radio button and entering the number of times the alert condition must be met in the text box.
- **Initially after X times, and repeat every Y times afterwards** - Executes the alert action after the alert condition occurs X consecutive times and then repeats the alert action every consecutive Y occurences of the alert condition thereafter. For example, if X is set to 3, and Y is set to 4, then the SMS Alert alert action would be executed on the 3rd, 7th, 11th, and so forth, occurrences of the alert condition. Choose this option by selecting the applicable radio button, entering the multiple (E) and the minimum number of times (N) the alert condition must be met in the text input boxes provided.

Additional Settings for Alert Category: Error

The following **When** options are available for alerts with the **Alert Category** set to Error. These options are applicable when the alert is configured for one or more groups of monitors.

- **Once, after N group errors** - The alert action is executed only after any monitor in the group has reported the alert condition exactly N consecutive times. This option is only available for group and SiteScope containers. Choose this option by selecting the applicable radio button and entering the number of errors in the text box.
- **Once, after all monitors in this group are in error** - The alert action is executed the first time all monitors in the group are in error. This option is only available for group and SiteScope containers. Choose this option by selecting the applicable radio button.

Additional Setting for Alert Category: Good

The following **When** options are available for alerts with the **Alert Category** set to Good.

- **Only alert if monitor was previously in error at least N times** - Check this option to suppress the triggering of the alert until the subject monitor or group has reported an error status for at least the number of times that you enter.

Disable Settings

Use the Disable Alerts alerts section to manually control the generation of alerts using this definition. This can be useful when the systems being monitored are off-line for maintenance or if the recipient of the alerts is unavailable for a period of time.

Enable Alert

This check box cancels any disable conditions and enables the alert for execution based on the conditions defined. Select this radio button to override any disable action on the alert.

Disable alert permanently

Select this radio button to prevent SiteScope from executing the alert action, even if the alert condition is met. This permanently disables the alert action until this radio button is cleared and the alert definition is updated.

Note: Use of this option may result in loss of expected alert capability if the alert is disabled permanently to account for a temporary condition in the infrastructure. If you select this option, it is important to review this status later to manually re-enable the alert definition as appropriate.

Disable alerts for the next time period

Select this radio button to immediately prevent the execution of the alert action for the time period you enter, even if the alert condition is met. The alerts are re-enabled when the time period expires. This is useful for temporarily turning off alerts immediately for a limited time period.

Disable on a one-time schedule from time1 to time2

Select this radio button to prevent SiteScope from executing the alert action for the time period indicated, even if the conditions are met. The alerts are disabled at the beginning of the time period and re-enabled after the time period expires. This is useful for temporarily turning off alerts during scheduled maintenance or other future events.

Filters Settings

You can use the Global and Group Alert Filtering options to define alerts for a large number of monitors and then apply a filter so that only certain monitors within the selected list will actually trigger the alert. This can simplify the creation of alert definitions and alert management. Using these options, you can create multiple alert definitions for All Groups but then add different filter conditions to each definition to limit the alert action to those monitors that match the criteria you enter in this section.

For example, you can create a SMS Alert Alert with the **Alert Subject** selected as All Groups. You can then select a **Monitor Type** alert filter to limit the alert action to Disk Space monitors only.

Select the Global and Group Alert Filtering options as described below. To disable alert filtering, clear the applicable fields and update the alert definition.

Name Match

Select this option to suppress the alert for all associated groups or monitors except those with a specific text appearing as part of their name. Enter all or part of the monitor name string you want to use as a filter criteria. For example, entering the string URL: will limit this alert to monitors whose name contains the string "URL:". The match is case sensitive. You can also enter a regular expression in this text box to match a name string pattern.

Status Match

Select this option to suppress the alert for all associated monitors except those returning a specific status text. Enter a string that you expect to appear in the status text for the monitor you want to trigger this alert. For example, if you enter the text timeout in this box, an alert will only be triggered by a monitor associated with this alert which also has a status of "timeout." This match is case sensitive. You can also enter a regular expression in this text box to match a status string pattern.

Monitor Type

Select this option to limit the alert action to a specific monitor type match for the alert. Use the drop down menu to select the monitor type within the set of monitors associated with this alert that should actually trigger the alert. Select Any Monitor to trigger the alert action for any monitor type associated with this alert.

Advanced Settings

Use the Advanced Settings to configure the SMS Alert to work in special network environments. The following lists the advanced setting options for the SMS Alert.

Description

Use this optional text field to describe other information about this alert definition. For example, include information about the purpose, target, setup date, or audience for this alert.

Category Settings

The Category settings are used to filter items in the Monitor Administration views. For details, see “Working with Categories” in *Working with Monitor Administration*.

10

SNMP Trap Alerts

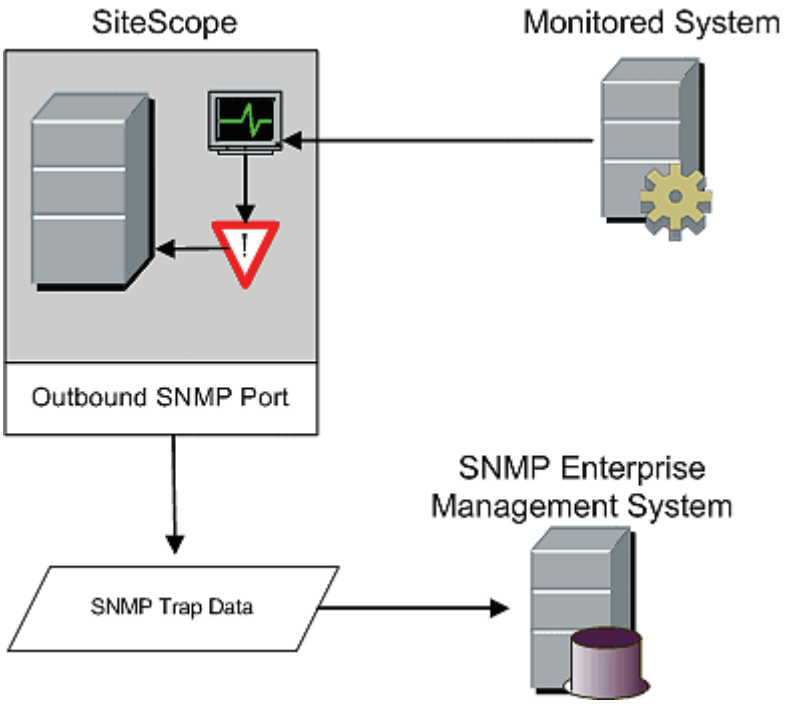
The SNMP Trap Alert sends an SNMP trap to an SNMP management console or host. This provides an important capability for enterprise IT management by enabling SNMP reporting of system parameters not normally supported by SNMP agents.

This chapter describes:	On page:
Working with SNMP Trap Alerts	95
Configuring a SNMP Trap Alert Definition	96

Working with SNMP Trap Alerts

You can use the SiteScope SNMP Trap Alert to forward event data from any type of SiteScope monitor to an SNMP enabled host or management system. This means that SiteScope can be used to monitor and report events for applications and systems that do not have their own SNMP agent. For example, this can be used to send measurement data from a SiteScope Windows Performance Counter based monitor type or a URL monitor in the form of an SNMP trap.

The following diagram illustrates the concept of the SNMP Trap Alert.



Use of the SiteScope SNMP Trap Alert type requires:

- Access to the applicable SNMP network ports
- SiteScope SNMP Preferences set to work with the applicable SNMP management console

See the section "SNMP Trap Preferences" in *Managing SiteScope* for more information on configuring SiteScope to use SNMP alerts.

Configuring a SNMP Trap Alert Definition

Use the following steps to create a SNMP Trap Alert definition.

To create a SNMP Trap Alert definition:

1. Click the on the SiteScope container element or monitor instance to which you want to associate the alert. The content panel displays the container properties and contents.
2. Click the **New Alert** button near the top of the content panel. Alternately, you can right-click the container in the left Enterprise menu to display the container action menu and select **New Alert**. The Add Alert selection page is displayed in the content panel.
3. Select the SNMP Trap Alert icon. The Add Alert Settings page for the SNMP Trap Alert is displayed.
4. Complete the items in the **Main Settings** and **When Settings** sections as described in the sections below. If necessary, complete the items in the **Advanced Settings** and other sections as described in the sections below.
5. When the required settings are defined, click the **Ok** button to create the SNMP Trap Alert definition.

Main Settings

You use the Main Settings section to define a display name for the alert definition, select which monitors will trigger the alert, and specify alert content.

Name

Enter a text description for this SNMP Trap Alert definition. This name will be used to identify this SNMP Trap Alert definition in the product display.

Alert Targets

Use the context menu tree to the right of this item to select the groups and/or monitors that will trigger this alert. The context menu includes the currently selected container and all of the child containers. Check the box beside the current container to associate this SNMP Trap Alert with all containers and elements within this container. Check one or more individual elements to associate this alert definition to the selected elements.

Alternatively, you may select the root container and then define an alert filter rule in the Filters Settings to limit alerting to those elements that match the conditions set in the filter.

Message

Enter an optional prefix to be added to the SNMP trap sent by this alert.

Template

Choose the template for the SNMP trap to be sent. Each line in the template will be sent as a separate SNMP variable. If the first line of the template file is of the form: [Agent Host: *hostname-or-ip-address*] , then the trap will be sent with that hostname or IP address as the source of the trap. By default, the IP address of the machine that SiteScope is running on is used as the source of the trap.The template file can also be modified of the form [Command: *command name*] this will override the default command. Or for the default type [Type: *var-type*] will override the default type of the object. [OID: *object id*] will change the default object id. This could be a solution for varying the var-binding variable object id.

SNMP Settings

Select the SNMP settings profile to use when sending this trap. Normally only the default SNMP will be available. See the section "SNMP Trap Preferences" in *Managing SiteScope* for more information on creating SNMP recipient definitions.

When Settings

You use the When Settings to select the monitor status category used as a trigger for the SNMP Trap Alert action and configure other conditions that control when the alert action is performed.

Alert Catergory

Select the monitor status category that should be used to trigger the alert action. Alerts are triggered when the monitor status changes from one state to another. Using the **Error** or **Warning** category assumes that the monitor was previously reporting a status of good. Using the **Good** category also includes an option to have SiteScope verify that the monitor was reporting an error status before the alert is triggered.

When

Select the number of times the applicable monitor status condition should be met before the SNMP Trap Alert action is executed (that is, when the SNMP Trap Alert will sent). The default is to trigger the alert Once, after condition occurs exactly 1 times. The **When** options are as follows, depending on the **Alert Category** selected:

- **Always, after the condition has occurred at least N times** - After the condition occurs at least N times, the alert is sent or executed every time the alert condition is met. Choose this option by selecting the applicable radio button and entering the minimum number of times in the text box that the alert condition must be met before the alert is actually executed.
- **Once, after condition occurs exactly N times** - The alert action is executed once, after the alert condition is met for the Nth time. Choose this option by selecting the applicable radio button and entering the number of times the alert condition must be met in the text box.
- **Initially after X times, and repeat every Y times afterwards** - Executes the alert action after the alert condition occurs X consecutive times and then repeats the alert action every consecutive Y occurences of the alert condition thereafter. For example, if X is set to 3, and Y is set to 4, then the SNMP Trap Alert alert action would be executed on the 3rd, 7th, 11th, and so forth, occurrences of the alert condition. Choose this option by selecting the applicable radio button, entering the multiple (E) and the minimum number of times (N) the alert condition must be met in the text input boxes provided.

Additional Settings for Alert Category: Error

The following **When** options are available for alerts with the **Alert Category** set to Error. These options are applicable when the alert is configured for one or more groups of monitors.

- **Once, after N group errors** - The alert action is executed only after any monitor in the group has reported the alert condition exactly N consecutive times. This option is only available for group and SiteScope containers. Choose this option by selecting the applicable radio button and entering the number of errors in the text box.
- **Once, after all monitors in this group are in error** - The alert action is executed the first time all monitors in the group are in error. This option

is only available for group and SiteScope containers. Choose this option by selecting the applicable radio button.

Additional Setting for Alert Category: Good

The following **When** options are available for alerts with the **Alert Category** set to Good.

➤ **Only alert if monitor was previously in error at least N times** - Check this option to suppress the triggering of the alert until the subject monitor or group has reported an error status for at least the number of times that you enter.

Disable Settings

Use the Disable Alerts alerts section to manually control the generation of alerts using this definition. This can be useful when the systems being monitored are off-line for maintenance or if the recipient of the alerts is unavailable for a period of time.

Enable Alert

This check box cancels any disable conditions and enables the alert for execution based on the conditions defined. Select this radio button to override any disable action on the alert.

Disable alert permanently

Select this radio button to prevent SiteScope from executing the alert action, even if the alert condition is met. This permanently disables the alert action until this radio button is cleared and the alert definition is updated.

Note: Use of this option may result in loss of expected alert capability if the alert is disabled permanently to account for a temporary condition in the infrastructure. If you select this option, it is important to review this status later to manually re-enable the alert definition as appropriate.

Disable alerts for the next time period

Select this radio button to immediately prevent the execution of the alert action for the time period you enter, even if the alert condition is met. The alerts are re-enabled when the time period expires. This is useful for temporarily turning off alerts immediately for a limited time period.

Disable on a one-time schedule from time1 to time2

Select this radio button to prevent SiteScope from executing the alert action for the time period indicated, even if the conditions are met. The alerts are disabled at the beginning of the time period and re-enabled after the time period expires. This is useful for temporarily turning off alerts during scheduled maintenance or other future events.

Filters Settings

You can use the Global and Group Alert Filtering options to define alerts for a large number of monitors and then apply a filter so that only certain monitors within the selected list will actually trigger the alert. This can simplify the creation of alert definitions and alert management. Using these options, you can create multiple alert definitions for All Groups but then add different filter conditions to each definition to limit the alert action to those monitors that match the criteria you enter in this section.

For example, you can create a SNMP Trap Alert Alert with the **Alert Subject** selected as All Groups. You can then select a **Monitor Type** alert filter to limit the alert action to Disk Space monitors only.

Select the Global and Group Alert Filtering options as described below. To disable alert filtering, clear the applicable fields and update the alert definition.

Name Match

Select this option to suppress the alert for all associated groups or monitors except those with a specific text appearing as part of their name. Enter all or part of the monitor name string you want to use as a filter criteria. For example, entering the string URL: will limit this alert to monitors whose name contains the string "URL:". The match is case sensitive. You can also enter a regular expression in this text box to match a name string pattern.

Status Match

Select this option to suppress the alert for all associated monitors except those returning a specific status text. Enter a string that you expect to appear in the status text for the monitor you want to trigger this alert. For example, if you enter the text timeout in this box, an alert will only be triggered by a monitor associated with this alert which also has a status of "timeout." This match is case sensitive. You can also enter a regular expression in this text box to match a status string pattern.

Monitor Type

Select this option to limit the alert action to a specific monitor type match for the alert. Use the drop down menu to select the monitor type within the set of monitors associated with this alert that should actually trigger the alert. Select Any Monitor to trigger the alert action for any monitor type associated with this alert.

Advanced Settings

Use the Advanced Settings to configure the SNMP Trap Alert to work in special network environments. The following lists the advanced setting options for the SNMP Trap Alert.

Description

Use this optional text field to describe other information about this alert definition. For example, include information about the purpose, target, setup date, or audience for this alert.

Category Settings

The Category settings are used to filter items in the Monitor Administration views. For details, see “Working with Categories” in *Working with Monitor Administration*.

11

Sound Alerts

You can use the Sound Alert to play a sound or audio file on the machine on which SiteScope is running when an event has been detected.

This chapter describes:	On page:
Understanding Sound Alerts	103
Configuring a Sound Alert Definition	104

Understanding Sound Alerts

It is important to note that the sound alert is limited to the machine on which SiteScope is running. Therefore, a sound alert will be effective only if the SiteScope server is in an area that is regularly occupied by your support staff and the server is equipped with a sound card capable of processing the associated sound file.

Alternatively, SiteScope can be configured to embed an alert audio file into the Web pages served by SiteScope. This audio file is included with any SiteScope page that includes an error status for any monitor, such as the main panel or group detail pages. While this allows audio notification to all SiteScope clients through the user interface, it is not a true SiteScope alert and thus does not allow the same configuration options as the Sound Alert. For information on how to configure SiteScope to embed audio files for error notification, consult our online Knowledge Base at http://support.mercuryinteractive.com/

Configuring a Sound Alert Definition

Use the following steps to create a Sound Alert definition.

To create a Sound Alert definition:

1. Click the on the SiteScope container element or monitor instance to which you want to associate the alert. The content panel displays the container properties and contents.
2. Click the **New Alert** button near the top of the content panel. Alternately, you can right-click the container in the left Enterprise menu to display the container action menu and select **New Alert**. The Add Alert selection page is displayed in the content panel.
3. Select the Sound Alert icon. The Add Alert Settings page for the Sound Alert is displayed.
4. Complete the items in the **Main Settings** and **When Settings** sections as described in the sections below. If necessary, complete the items in the **Advanced Settings** and other sections as described in the sections below.
5. When the required settings are defined, click the **Ok** button to create the Sound Alert definition.

Main Settings

You use the Main Settings section to define a display name for the alert definition, select which monitors will trigger the alert, and specify alert content.

Name

Enter a text description for this Sound Alert definition. This name will be used to identify this Sound Alert definition in the product display.

Alert Targets

Use the context menu tree to the right of this item to select the groups and/or monitors that will trigger this alert. The context menu includes the currently selected container and all of the child containers. Check the box beside the current container to associate this Sound Alert with all containers and elements within this container. Check one or more individual elements to associate this alert definition to the selected elements.

Alternatively, you may select the root container and then define an alert filter rule in the Filters Settings to limit alerting to those elements that match the conditions set in the filter.

Sound File

Pick the sound to be played from the list. Additional sounds may be added to the **<SiteScope install path>/SiteScope/templates.sound** directory in the AU format (8 bit, &#micro;law, 8000 Hz, one-channel) with a .au suffix.

When Settings

You use the When Settings to select the monitor status category used as a trigger for the Sound Alert action and configure other conditions that control when the alert action is performed.

Alert Catergory

Select the monitor status category that should be used to trigger the alert action. Alerts are triggered when the monitor status changes from one state to another. Using the **Error** or **Warning** category assumes that the monitor was previously reporting a status of good. Using the **Good** category also includes an option to have SiteScope verify that the monitor was reporting an error status before the alert is triggered.

When

Select the number of times the applicable monitor status condition should be met before the Sound Alert action is executed (that is, when the Sound Alert will sent). The default is to trigger the alert Once, after condition occurs exactly 1 times. The **When** options are as follows, depending on the **Alert Category** selected:

- **Always, after the condition has occurred at least N times** - After the condition occurs at least N times, the alert is sent or executed every time the alert condition is met. Choose this option by selecting the applicable radio button and entering the minimum number of times in the text box that the alert condition must be met before the alert is actually executed.
- **Once, after condition occurs exactly N times** - The alert action is executed once, after the alert condition is met for the Nth time. Choose

this option by selecting the applicable radio button and entering the number of times the alert condition must be met in the text box.

- **Initially after X times, and repeat every Y times afterwards** - Executes the alert action after the alert condition occurs X consecutive times and then repeats the alert action every consecutive Y occurences of the alert condition thereafter. For example, if X is set to 3, and Y is set to 4, then the Sound Alert alert action would be executed on the 3rd, 7th, 11th, and so forth, occurrences of the alert condition. Choose this option by selecting the applicable radio button, entering the multiple (E) and the minimum number of times (N) the alert condition must be met in the text input boxes provided.

Additional Settings for Alert Category: Error

The following **When** options are available for alerts with the **Alert Category** set to Error. These options are applicable when the alert is configured for one or more groups of monitors.

- **Once, after N group errors** - The alert action is executed only after any monitor in the group has reported the alert condition exactly N consecutive times. This option is only available for group and SiteScope containers. Choose this option by selecting the applicable radio button and entering the number of errors in the text box.
- **Once, after all monitors in this group are in error** - The alert action is executed the first time all monitors in the group are in error. This option is only available for group and SiteScope containers. Choose this option by selecting the applicable radio button.

Additional Setting for Alert Category: Good

The following **When** options are available for alerts with the **Alert Category** set to Good.

- **Only alert if monitor was previously in error at least N times** - Check this option to suppress the triggering of the alert until the subject monitor or group has reported an error status for at least the number of times that you enter.

Disable Settings

Use the Disable Alerts alerts section to manually control the generation of alerts using this definition. This can be useful when the systems being monitored are off-line for maintenance or if the recipient of the alerts is unavailable for a period of time.

Enable Alert

This check box cancels any disable conditions and enables the alert for execution based on the conditions defined. Select this radio button to override any disable action on the alert.

Disable alert permanently

Select this radio button to prevent SiteScope from executing the alert action, even if the alert condition is met. This permanently disables the alert action until this radio button is cleared and the alert definition is updated.

Note: Use of this option may result in loss of expected alert capability if the alert is disabled permanently to account for a temporary condition in the infrastructure. If you select this option, it is important to review this status later to manually re-enable the alert definition as appropriate.

Disable alerts for the next time period

Select this radio button to immediately prevent the execution of the alert action for the time period you enter, even if the alert condition is met. The alerts are re-enabled when the time period expires. This is useful for temporarily turning off alerts immediately for a limited time period.

Disable on a one-time schedule from time1 to time2

Select this radio button to prevent SiteScope from executing the alert action for the time period indicated, even if the conditions are met. The alerts are disabled at the beginning of the time period and re-enabled after the time period expires. This is useful for temporarily turning off alerts during scheduled maintenance or other future events.

Filters Settings

You can use the Global and Group Alert Filtering options to define alerts for a large number of monitors and then apply a filter so that only certain monitors within the selected list will actually trigger the alert. This can simplify the creation of alert definitions and alert management. Using these options, you can create multiple alert definitions for All Groups but then add different filter conditions to each definition to limit the alert action to those monitors that match the criteria you enter in this section.

For example, you can create a Sound Alert Alert with the **Alert Subject** selected as All Groups. You can then select a **Monitor Type** alert filter to limit the alert action to Disk Space monitors only.

Select the Global and Group Alert Filtering options as described below. To disable alert filtering, clear the applicable fields and update the alert definition.

Name Match

Select this option to suppress the alert for all associated groups or monitors except those with a specific text appearing as part of their name. Enter all or part of the monitor name string you want to use as a filter criteria. For example, entering the string URL: will limit this alert to monitors whose name contains the string "URL:". The match is case sensitive. You can also enter a regular expression in this text box to match a name string pattern.

Status Match

Select this option to suppress the alert for all associated monitors except those returning a specific status text. Enter a string that you expect to appear in the status text for the monitor you want to trigger this alert. For example, if you enter the text timeout in this box, an alert will only be triggered by a monitor associated with this alert which also has a status of "timeout." This match is case sensitive. You can also enter a regular expression in this text box to match a status string pattern.

Monitor Type

Select this option to limit the alert action to a specific monitor type match for the alert. Use the drop down menu to select the monitor type within the set of monitors associated with this alert that should actually trigger the alert. Select Any Monitor to trigger the alert action for any monitor type associated with this alert.

Advanced Settings

Use the Advanced Settings to configure the Sound Alert to work in special network environments. The following lists the advanced setting options for the Sound Alert.

Description

Use this optional text field to describe other information about this alert definition. For example, include information about the purpose, target, setup date, or audience for this alert.

Category Settings

The Category settings are used to filter items in the Monitor Administration views. For details, see “Working with Categories” in *Working with Monitor Administration*.

Index

A

Alert Category setting 21, 28, 36, 49, 58, 66, 79, 89, 98, 105
alert definition, copying 15
alert definition, creating 11
alert definition, deleting 14
alert definition, editing 12
alert definition, testing
  alerts
    testing 12
Alert Targets 20, 27, 35, 48, 57, 65, 77, 88, 97, 104
alerts
  configuring for SiteScope v
  copying and pasting 14
  creating 11
  deleting 14
  disabling for the next time period 23, 30, 38, 51, 61, 68, 81, 91, 101, 107
  disabling on a one-time schedule 23, 30, 39, 51, 61, 68, 82, 91, 101, 107
  editing 12
  e-mail 33
  enabling and disabling 22, 30, 38, 50, 60, 68, 81, 90, 100, 107
  filtering by monitor status string 31, 52, 62, 69, 83, 92, 102, 108
  filtering by monitor type 32, 52, 62, 70, 83, 92, 102, 109
  filtering on monitor name 31, 52, 61, 69, 82, 92, 101, 108
  to disable permanently 22, 30, 38, 50, 60, 68, 81, 90, 100, 107
  which monitors trigger 20, 27, 35, 48, 57, 65, 77, 88, 97, 104

C

Contents panel
  copying alerts using 15
  editing alerts using 12
  testing alerts using 13

D

database alerts 17
  configuring 19
  when settings for 20
  working with 17
deleting an alert definition 14
Description setting, for alerts 24, 32, 39, 53, 62, 70, 83, 92, 102, 109
Disable or Enable Monitor alerts 25
  configuring 26
  when settings for 28
  working with 25

E

e-mail alerts 33
  configuring 34
  format and layout of 40
  when settings for 36
  working with 33

L

log event alerts 45
  configuring 47
  when settings for 48
  working with 45

M

Monitor Type filter, in alerts 32, 52, 62, 70, 83, 92, 102, 109

N

Name Match filter, in alerts 31, 52, 61, 69, 82, 92, 101, 108
Name setting, in alerts 19, 27, 35, 48, 57, 65, 77, 88, 97, 104

P

pager alerts 55
  configuring 57
  when settings for 58
  working with 55
Post alerts 63
  configuring 64
  when settings for 66
  working with 63

S

script alerts 73
  configuring 77
  passing data to 75
  passing data to a script 75
  troubleshooting 76
  troubleshooting scripts 76
  when settings for 79
  working with 73
SiteScope alerts 1
  creating 11
  database 17
  e-mail type 33
  for automated script execution 73
  for disabling monitors 25
  for posting to CGI scripts 63
  for sending SNMP traps 95
  pager type 55
  sound type 103
  testing 12
  understanding 1
  Windows log event type 45
SMS alerts 85
  configuring 87
  when settings for 88
  working with 85
SNMP trap alerts 95
  configuring 96
  when settings 98
  working with 95
sound alerts 103
  configuring 104
  understanding 103
  when settings for 105
Status Match filter, in alerts 31, 52, 62, 69, 83, 92, 102, 108

U

understanding When SiteScope alerts are Sent 3

W

When setting, in alerts 21, 28, 36, 49, 59, 66, 79, 89, 99, 105
working with SiteScope alerts 9