

Alert configuration

Accessing alert configuration

On a node

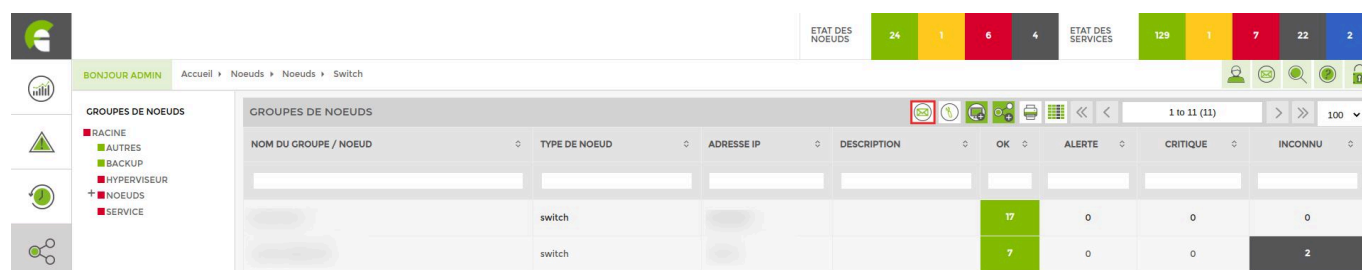
To access alert configuration on the services of a specific node, go to the page for that node and click on « **Modifier** ». Then go to the « **Alertes** »



On a Node Group

You can configure alerts from a group of nodes. This saves time by configuring alerts on the services of several nodes at the same time.

To do this, go to the node group page and click on the envelope icon (to the right of the title « Groupes de nœuds »).



How do I configure Mail alerts?

1. Activate the Mail alert system

ACTIONS GROUPEES

Action groupée, sélectionnez les services et ensuite modifier les paramètres si centre

☒ Sélectionner tout
 Programme d'alerte: Mail
 Paramètres d'alerte: -e \$ERROR -t "exemple@exemple.com"
 Adresse mail: exemple@exemple.com

☐ OK ☐ Alerte
☐ Critique ☐ Inconnu

[Remise à zéro](#)
[Mettre à jour](#)

ALERTES					
	NOEUDS	NOM DU SERVICE	PROGRAMME D'ALERTE	PARAMETRES D'ALERTE	ACTION
<input checked="" type="checkbox"/>	sw-dev-cisco-U39hhhh	PING CHECK_ICMP	Mail x ▾	Adresse mail: <input type="text" value="exemple@exemple.com"/> + Add	<input type="checkbox"/> OK <input type="checkbox"/> Alerte <input type="checkbox"/> Critique <input type="checkbox"/> Inconnu
<input checked="" type="checkbox"/>	sw-dev-cisco-	Environnement	Mail x ▾	Adresse mail: <input type="text" value="exemple@exemple.com"/> + Add	<input type="checkbox"/> OK <input type="checkbox"/> Alerte <input type="checkbox"/> Critique <input type="checkbox"/> Inconnu

1. Tick the services for which you wish to configure an alert.

You can set up the services one by one or use the « Actions Groupées » section to set up all the selected services at the same time.

2. Choose whether you want to receive :

- an alert **by email only** (SEND MAIL)
- An alert by **SMS and e-mail** (SEND SMS)

Your user's email address is added automatically, but you can change it.

3. Then tick the type of alert you want to receive.

We advise you to tick only the “alert” and “critical” thresholds.

4. Don't forget to click on **“.Update”**.

2. How do I send emails to multiple recipients?

Select the “Mail” channel (SEND MAIL) and in the “Mail address” field, separate them with a comma.

For example, if your 2 emails are info@partner.com and support@client.be:

info@partner.com,support@client.be

If we click on the button to display the “Alert settings”, our command line becomes :

```
-e $ERROR -t "info@partner.com,support@client.be"
```

How do I configure SMS alerts?

1 Configuring the parameters (sending time, maximum number of SMS messages, etc)

To configure the various parameters, go to the “Administration” menu ⇒ “Configuration” tab.

Template des mails	<pre> <table border="1"> <tr> <td>Information: %node.name</td> <td><table style="background-color:#D8D8D8"> <tr> <td>IP: </td><td>%node.ip </td> <tr> <td>Description: </td><td>%node.description </td> <tr> </pre>	<pre> %service.name => nom du service %service.parameter => paramètres d'exécution du service %error.message => Message d'erreur %error.time => date de l'erreur %error.type => type de l'erreur %color => couleur de l'erreur suivant son niveau (gris,jaune,rouge) </pre>
Template des sujets	<input type="text" value="(%node.group) %node.name:%service.name => %error.type state"/>	
Taille max image localisation	<input type="text" value="1048576"/>	
Heure d'envoi des SMS	<input type="text" value="8"/>	Les sms seront envoyés à partir de l'heure indiquée
Heure d'arrêt d'envoi des SMS	<input type="text" value="18"/>	Les sms ne seront plus envoyés à partir de l'heure indiquée
Nombre de SMS par jour	<input type="text" value="9"/>	Nombre maximum de sms envoyés par jour
Plugins CPU	<input type="text" value="SNMP/S*LOAD"/>	
Plugins DISK	<input type="text" value="SNMP/S*STORAGE"/>	
Plugins INTERFACE	<input type="text" value="SNMP/S*INTERFACE%"/>	
Plugins MEM	<input type="text" value="SNMP/S*(MEM RAM)"/>	
	<input type="text" value="*****"/>	
<input type="button" value="Modifier"/> <input type="button" value="Envoyer mail de test"/>		

3 fields can be configured:

- SMS send time (8 by default): the time from which SMS messages will be sent.
- SMS stop time (18 by default): the time after which SMS messages will no longer be sent
- Number of SMS per day (9 by default): maximum number of SMS sent per day. This variable prevents overcharging.

In a basic configuration, ESIA will send you SMS messages between 8.00am and 6.59pm with a maximum of 9 SMS messages over this period. Outside this period or in the event of errors (e.g. wrong numbers), a copy will be sent by email.

2. Activate the SMS alert system

Go to the [alert configuration](#).

ACTIONS GROUPEES

Action groupée, sélectionnez les services et ensuite modifier les paramètres si contre

Sélectionner tout☒

Programme d'alerte

SMS & Mail

Paramètres d'alerte

-e \$ERROR -t <numeros au format 00324x> -m "exemple@exemple.com"

Adresse mail:

exemple@exemple.com

Numéros de téléphone:

<numeros au format 00324x>

☐ OK☐ Alerte☐ Critique☐ Inconnu

Remise à zéroMettre à jour

ALERTES

<input checked="" type="checkbox"/>	NOEUDS	NOM DU SERVICE	PROGRAMME D'ALERTE	PARAMETRES D'ALERTE	ACTION
<input checked="" type="checkbox"/>	sw-dev-cisco-U39hyyy	PING CHECK_ICMP	SMS & M... X	<div>Adresse mail:<div>exemple@exemple.com</div></div> <div>Numéros de téléphone:<div><numeros au format 00324x></div></div> <div><input type="checkbox"/> OK<input type="checkbox"/> Alerte<input type="checkbox"/> Critique<input type="checkbox"/> Inconnu</div>	

1. Tick the services for which you wish to configure an alert.

You can set up the services one by one or use the « Actions Groupées » section to set up all the selected services at the same time.

2. Select “SMS & Mail” as the alert channel.

3. Fill in the “Telephone numbers” field with your number in international format.

4. Then tick the type of alert you want to receive.

We advise you to tick only the “alert” and “critical” level thresholds.

5. Don't forget to click on “.Update”.

Example command line:

If we click on the button to display the “Alert settings”, our command line :

```
-e $ERROR -t <numeros au format 00324x> -m "exemple@exemple.com"
```

Becomes :

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```
-e $ERROR -t 0032412345678 -m "example@example.com"
```

3. Send text messages and emails to several recipients

Simply separate the different numbers or emails with a comma.

For example, the 2 numbers to contact are 0032412345678 and 0032498765432 and the 2 emails are info@partner.com and support@client.be :

```
info@partner.com,support@client.be
```

```
0032412345678,0032498765432
```

Our command line becomes :

```
-e $ERROR -t 0032412345678,0032498765432 -m  
"info@partner.com,support@client.be"
```

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