



ALERT MESSAGING SERVER

Integration Guide

Version 1.2

March 2008



ALERT MESSAGING SERVER AND YOU KNOW IT FIRST VERSION 1.2

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1. About this Document

This document describes detailed information about integrating the AMS Client into other management software. Information about installing and configuring the Alert Messaging Server can be found in the AMS User Manual.

2. Integration

The Alert Messaging Server can be configured to work together with other management software. Management software configured to work with the Alert Messaging Server triggers the AMS Client and makes it send an alert to the Queue Manager. What notifications are sent is easy to configure and customize using parameters on the AMS Client. So the responsible engineers can be notified about the alert via email and SMS with ease. To enable the Alert Messaging Server to accept events from management software, the AMS Client needs to be registered and configured on the management software's host.

This document describes the parameters that can be used with the AMS Client, and shows how to integrate the AMS into the NetIQ AppManager and What's Up Gold.

2.1. Syntax AMS Client – Invocation

The AMS Client is a command-line tool and can, by default, be found in C:\Program Files\Antares Netlogix\AMS\Client. By simply running `ams.exe` from a command prompt, the help menu is shown, listing all available parameters.

Parameter	Description
-s „Failure Class“	The failure class defined in the AMS
-n „Message“	The message sent to the engineer
-nemail “Message”	The E-Mail messaging sent to the engineer (overrides -n)
-nsms “Message”	The SMS message sent to the engineer (overrides -n)
-sms	A notification is sent via SMS
-email	A notification is sent via email
-t	Tests the connection to the queue manager
-output {screen file}	Write output to screen file
-sk	Send the failure class
-clear	Abort queued sends

-autoclose	Disables escalation for this alert
-bc "Broadcast group"	The Broadcast group to receive this alert

2.2. NetIQ AppManager Integration

The AMS Client can be configured to work in connection with NetIQ AppManager. To do so, the AMS Client has to be embedded as MS-DOS Action into an AppManager job and executed in case of an alert. For detailed statements, the email or SMS notification can be customized by parameters.

The following table shows a list of all parameters of the AppManager.

Parameter	Description
\$Time\$	Returns current time and date
\$JobID\$	Returns the jobs ID
\$MachineName\$	Returns the Hostname who reported a problem
\$Severity\$	Specifies the severity defined in the AM job
\$KSName\$	The AM jobs Knowledgescript name
\$ObjectName\$	
\$EventID\$	Returns the event ID
\$DetailMsg\$	A detailed description of the event
\$ShortMsg\$	A short overview about what happened

2.3. What's Up Gold Integration

This Chapter describes how to integrate the AMS Client into What's Up Gold. Therefore, a new Program Action that points to the AMS Client has to be created. Special What's Up Gold variables can be passed to the AMS Client either.

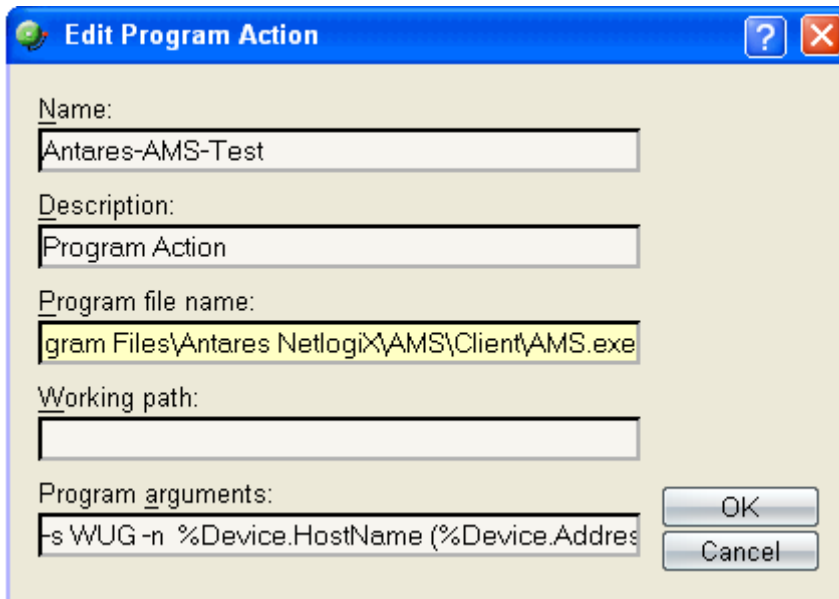


Figure 2.1: What's Up Gold Integration

The following pages list and describe the variables that can be passed to the Client by What's Up Gold.

Active Monitor Variables:

Variable	Description
%ActiveMonitor.Argument	SNMP Instance Number. This Variable is just used if an Action is connected directly with an Active Monitor and the device.
%ActiveMonitor.Comment	The visually readably name similar to the network switch. This Variable is just used if an Action is connected directly with an Active Monitor and the device.
%ActiveMonitor.Name	The name of the Active Monitor who ran the action. This Variable is just used if an Action is connected directly with an Active Monitor and the device.
%ActiveMonitor.NetworkInterfaceAddress	The Network interfaces IP. This Variable is just used if an Action is connected directly with an Active Monitor and the device.



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%ActiveMonitor.Payload	The data from the WMI, Exchange, SQL or SNMP Active Monitors. This Variable is just used if an Action is connected directly with an Active Monitor and the device.
%ActiveMonitor.State	Shows the current Monitor-state, e.g. „Down at least 5 min.“ This Variable is just used if an Action is connected directly with an Active Monitor and the device.

Device Variables:

Variable	Description
%Device.ActiveMonitorDownNames	A list of all stopped services, if an abbreviation is available, it will be used.
%Device.ActiveMonitorUpNames	The full name of all monitored services that run on a device.
%Device.Address	IP address (from the device properties)
%Device.Attribute. [Attribute Name]	Returns an attribute of the device of the SNMP information, e.g. the contact name. To specify the attribute, append the category name (see below) at the end of the variable: %Device.Attribute.Contact to receive the contact name. Default categories: ? *. returns all attributes ? Info1. Upgrade path of V8 ? Info2. Upgrade path of V8 ? Contact. Contact information of SNMP ? Location. Location information of SNMP ? Description. Description of SNMP



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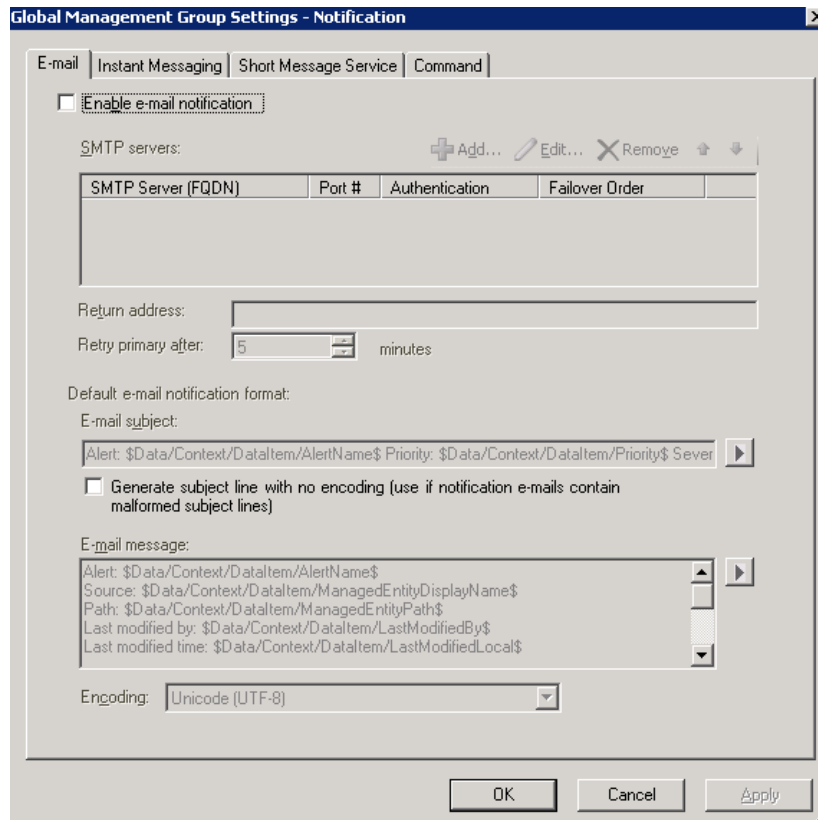
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	? Custom. A custom, previously defined attribute.
%Device.DatabaseID	Returns the database id of a device
%Device.DisplayName	Device name (from general in the device properties)
%Device.HostName	Host Name (from general in the device properties)
%Device.Notes	Notes. (Notes from the device properties)
%Device.SNMPOid	SNMP Object Identifier
%Device.State	Describes the state (z.B.: „Down at least 2 min“ or „Up at least 5 min“)
%Device.Status	Shows the name of the Active Monitor followed by the device state ID: 10 DNS
%Device.Type	Device type (from general in the device properties)

2.4. Microsoft System Center Operations Manager 2007 (SCOM)

This Chapter describes how to integrate the AMS Client into Microsoft System Center Operations Manager 1007. Therefore, a new Notification has to be created.

Under *Administration* choose *Settings* and then choose *Properties of Notification*.

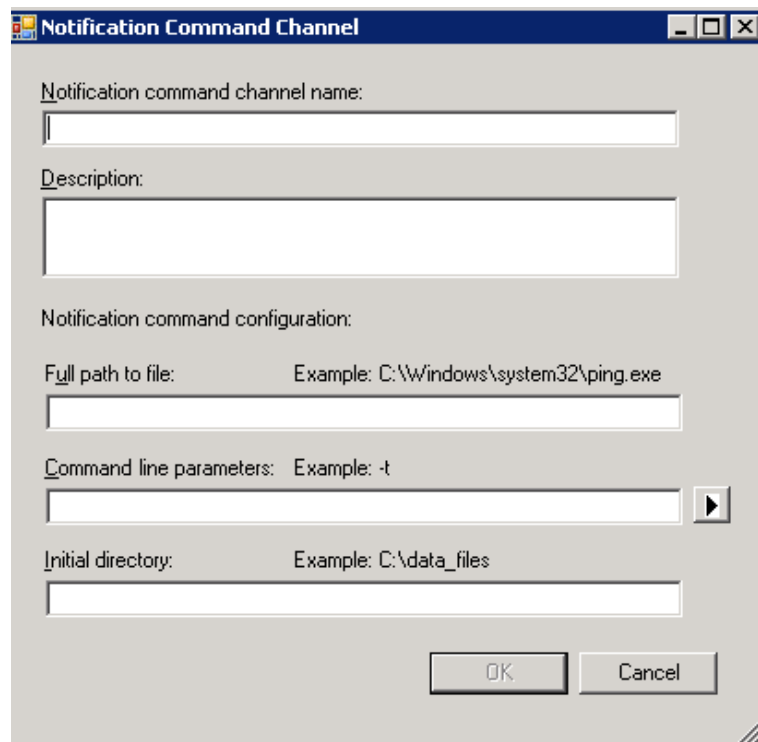
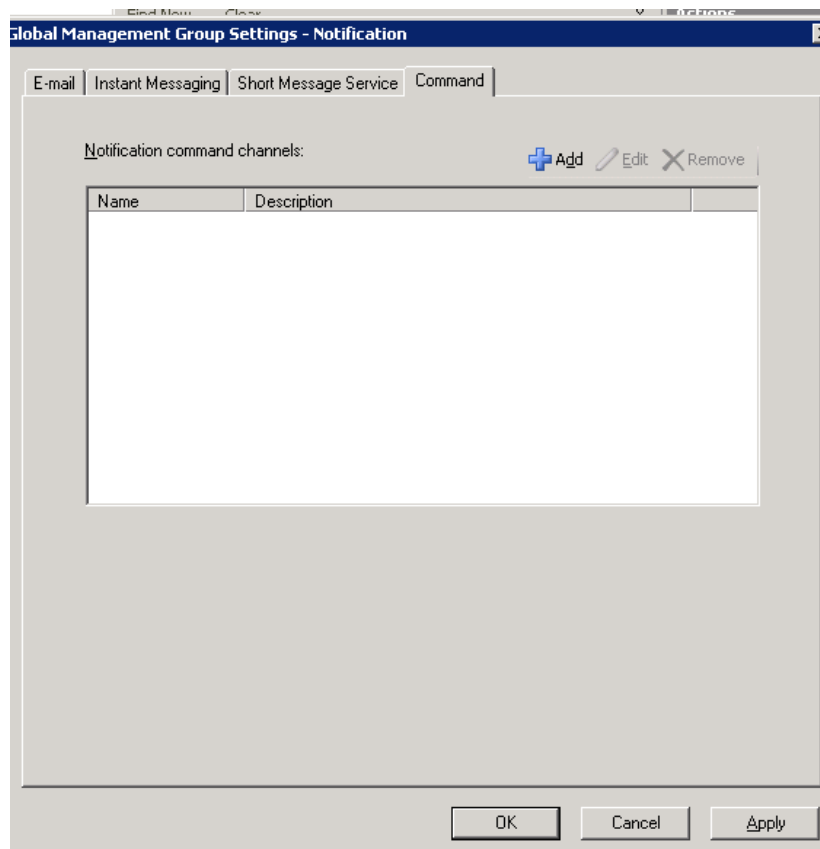


The screenshot shows the 'Global Management Group Settings - Notification' dialog box with the 'E-mail' tab selected. The 'Enable e-mail notification' checkbox is unchecked. Below it is an empty table for SMTP servers with columns for SMTP Server (FQDN), Port #, Authentication, and Failover Order. The 'Return address' field is empty. The 'Retry primary after' is set to 5 minutes. The 'Default e-mail notification format' section shows the 'E-mail subject' field containing the text: 'Alert: \$Data/Context/Dataltem/AlertName\$ Priority: \$Data/Context/Dataltem/Priority\$ Sever'. The 'Generate subject line with no encoding' checkbox is unchecked. The 'E-mail message' field contains: 'Alert: \$Data/Context/Dataltem/AlertName\$', 'Source: \$Data/Context/Dataltem/ManagedEntityDisplayName\$', 'Path: \$Data/Context/Dataltem/ManagedEntityPath\$', 'Last modified by: \$Data/Context/Dataltem/LastModifiedBy\$', and 'Last modified time: \$Data/Context/Dataltem/LastModifiedLocal\$'. The 'Encoding' dropdown is set to 'Unicode (UTF-8)'. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.



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Click *Command* and then choose *Add*.





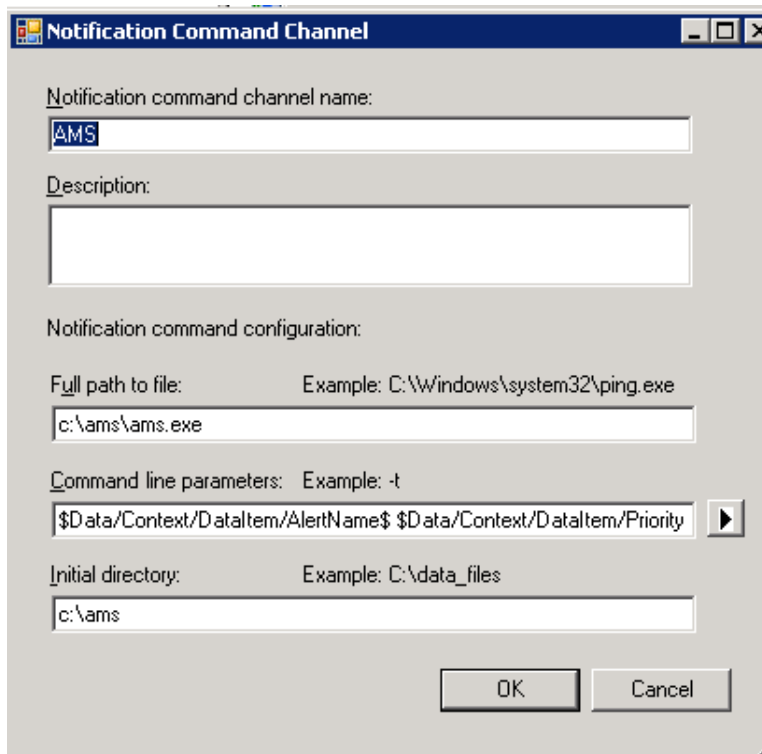
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Choose a name for the *Notification*.

Under *Full path to file* describe the installation path to the ams.exe

Under *Command line parameters* choose the parameters that are relevant for you.

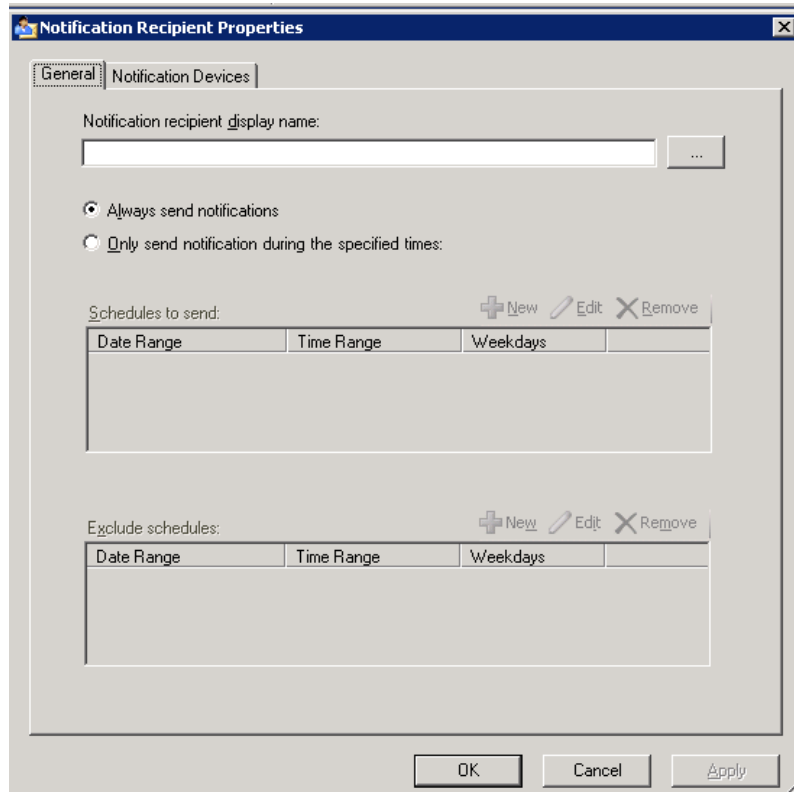
Enter the installation path of AMS under *Initial directory*. Click OK.



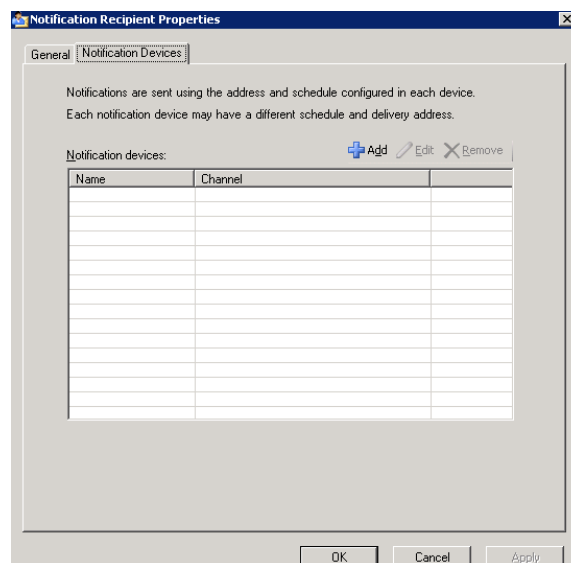
Command Line Parameters

Alert Source
Alert Name
Alert Description
Alert Severity
Alert Priority
Alert Category
Alert Resolution State
Alert Owner
Alert Resolved By
Alert Raised Time
Alert Resolution Time
Alert Last Modified Time
Alert Last Modified By
Alert Custom Field ▶
WebConsole Link

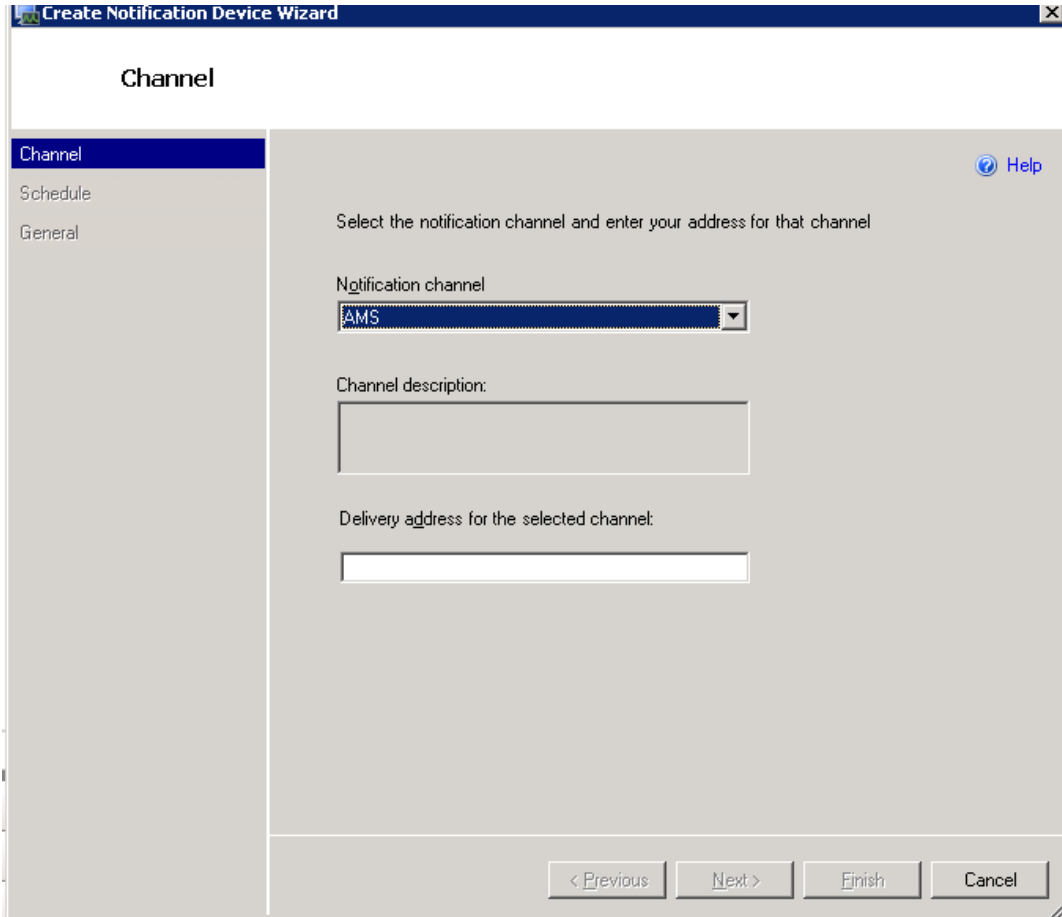
Configure a *Notification Recipient* under *Recipients*.



Configure the AMS Client under *Notification Devices* and click *Add*.



Under Notification channel choose the notification you created before. (e.g.: AMS).

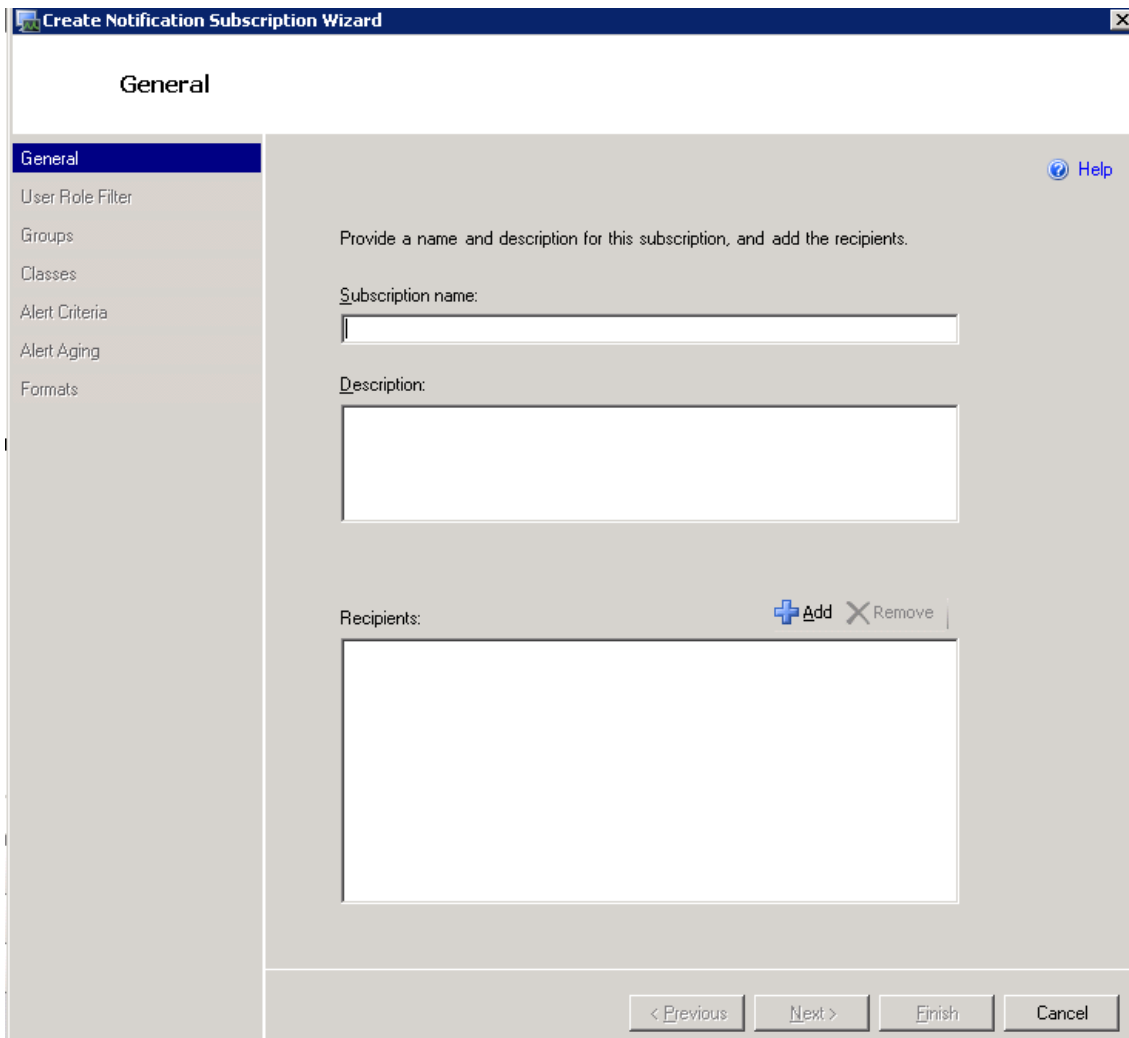


The screenshot shows a window titled "Create Notification Device Wizard" with a "Channel" tab selected. The window is divided into a left sidebar and a main content area. The sidebar contains three items: "Channel" (selected), "Schedule", and "General". The main content area has a "Help" icon in the top right corner. Below the icon, the text reads "Select the notification channel and enter your address for that channel". There are three input fields: a dropdown menu for "Notification channel" with "AMS" selected, a text box for "Channel description:", and a text box for "Delivery address for the selected channel:". At the bottom of the window, there are four buttons: "< Previous", "Next >", "Finish", and "Cancel".

Enter the needed information and click *Finish* in the end.

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Create a new *Subscription* under *Notification Subscriptions* and add the recipient you created previously. Rollout this notification to all *groups* and *classes* you need to. Enter the needed information and click *Finish* in the end.



The screenshot shows a window titled "Create Notification Subscription Wizard" with a "General" tab selected. The window is divided into a left sidebar and a main content area. The sidebar contains a list of options: "General" (selected), "User Role Filter", "Groups", "Classes", "Alert Criteria", "Alert Aging", and "Formats". The main content area has a "Help" icon in the top right corner. Below the title bar, there is a heading "General" and a sub-heading "Provide a name and description for this subscription, and add the recipients." The form includes three main sections: "Subscription name:" with a single-line text input field; "Description:" with a multi-line text area; and "Recipients:" with a large empty list box. Above the list box are two buttons: a blue "+" button labeled "Add" and a grey "X" button labeled "Remove". At the bottom of the window, there are four buttons: "< Previous", "Next >", "Finish", and "Cancel".