

***SeeBeyond ICAN Suite***

# eGate Integrator Alert Agent User's Guide

*Release 5.0.1*



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# Introduction

This chapter introduces you to the *eGate Integrator Alert Agent User's Guide*, its general purpose and scope, and its organization. It also provides sources of related documentation and information.

In this chapter

- [“Purpose and Scope” on page 4](#)
- [“Organization of Information” on page 4](#)
- [“Writing Conventions” on page 5](#)
- [“Supporting Documents” on page 5](#)
- [“The SeeBeyond Web Site” on page 6](#)

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## 1.1 Purpose and Scope

The *eGate Integrator Alert Agent User's Guide* describes how to install and use the eGate Integrator Alert Agent.

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## 1.2 Organization of Information

This document includes the following chapters:

- **Chapter 1 “Introduction”** introduces you to the *eGate Integrator Alert Agent User's Guide*, its general purpose and scope, and its organization. It also provides sources of related documentation and information.
- **Chapter 2 “Installation”** lists the system requirements for the eGate Integrator Alert Agent, and then describes how to install the agent.
- **Chapter 3 “Using the Alert Agent”** provides an overview of the eGate Integrator Alert Agent, and then describes how to access and use the agent.

## 1.3 Writing Conventions

The following writing conventions are observed throughout this document.

**Table 1** Writing Conventions

Text	Convention	Example
Button, file, icon, parameter, variable, method, menu, and object names.	<b>Bold</b> text	<ul style="list-style-type: none"> <li>▪ Click <b>OK</b> to save and close.</li> <li>▪ From the <b>File</b> menu, select <b>Exit</b>.</li> <li>▪ Select the <b>logicalhost.exe</b> file.</li> <li>▪ Enter the <b>timeout</b> value.</li> <li>▪ Use the <b>getClassname()</b> method.</li> <li>▪ Configure the <b>Inbound</b> File eWay.</li> </ul>
Command line arguments and code samples	Fixed font. Variables are shown in <b><i>bold italic</i></b> .	<code>bootstrap -p <b><i>password</i></b></code>
Hypertext links	<b>Blue</b> text	For more information, see <a href="#">"Writing Conventions" on page 5.</a>

## Additional Conventions

### Windows Systems

For the purposes of this guide, references to "Windows" will apply to Microsoft Windows Server 2003, Windows XP, and Windows 2000.

### Path Name Separator

This guide uses the backslash ("\<") as the separator within path names. If you are working on a UNIX system, please make the appropriate substitutions.

## 1.4 Supporting Documents

The following SeeBeyond documents provide additional information about eGate Integrator:

- *SeeBeyond ICAN Suite Installation Guide*
- *eGate Integrator User's Guide*
- *eGate Tutorial*

In addition, the Enterprise Manager online help contains information about the Alert Agent.

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## 1.5 The SeeBeyond Web Site

The SeeBeyond Web site is your best source for up-to-the-minute product news and technical support information. The site's URL is:

<http://www.seebeyond.com>

# Installation

This chapter lists the system requirements for the eGate Integrator Alert Agent, and then describes how to install the agent.

In this chapter

- “System Requirements” on page 7
- “Installing the Alert Agent” on page 7

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## 2.1 System Requirements

This release of the Alert Agent supports one type of delivery channel: e-mail. To use this delivery channel, you must have access to an e-mail server.

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## 2.2 Installing the Alert Agent

The Alert Agent is installed during the installation of eGate Integrator. Follow the instructions in the *SeeBeyond ICAN Suite Installation Guide* for installing eGate and include the following steps:

- 1 During the procedures for uploading files to the eGate Repository using the Enterprise Manager, after uploading the **eGate.sar** file, select and upload the following file:
  - ♦ **AlertAgent.sar**
- 2 Continue installing eGate Integrator as instructed in the *SeeBeyond ICAN Suite Installation Guide*.

**Note:** *eGate Integrator allows you to back up the Repository to an external file and restore the Repository from an external file. If you restore the Repository, you must reinstall the Alert Agent. In addition, you will need to recreate any notifications that were previously configured.*

# Using the Alert Agent

This chapter provides an overview of the eGate Integrator Alert Agent, and then describes how to access and use the agent.

## In this chapter

- [“Alert Agent Overview” on page 8](#)
- [“Accessing the Alert Agent” on page 10](#)
- [“Creating Notifications” on page 11](#)
- [“Editing Notifications” on page 18](#)
- [“Deleting Notifications” on page 19](#)

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## 3.1 Alert Agent Overview

You use the Alert Agent in conjunction with the eGate Integrator Enterprise Manager. Enterprise Manager is a Web-based interface with which you can install and update eGate Integrator, and monitor and manage deployed eGate components. For detailed information on accessing and using Enterprise Manager, see the *eGate Integrator User's Guide*.

One feature of Enterprise Manager is the ability to view Alerts. An Alert is triggered when a specified condition occurs in a Project component. The condition might be some type of problem that must be corrected. For example, an Alert might indicate that a SeeBeyond Integration Server is no longer running and has probably crashed. In the Enterprise Manager GUI, you can view detailed information about the Alerts and mark them as observed or resolved.

The Alert Agent enables you to send a specified category of Alerts to one or more destinations as the Alerts occur. Alerts that are sent to destinations in this manner are also known as notifications.

**Note:** *The Alert Agent can monitor both predefined Alerts and custom Alerts. The “Java Collaboration Definitions” chapter in the eGate Integrator User's Guide describes how to create custom Alerts.*



Figure 1 shows an example of a notification sent by e-mail.

**Figure 1** Notification Example

```
Alert type:           Alert
Severity:            WARNING
Event ID:            7864320
Operational state:   STARTED
Message code:        LH-00003
Message details:     SBJmsIQMgr1 process started
Observational state: UNOBSERVED
Listeners notified:  False
Physical host name:  YLEEC400
Environment name:    Environment1
Logical host name:   LogicalHost1
Server type:         MESSAGE
Server name:         SBJmsIQMgr1
Component type:
Component name:
Project path of component:
Time this event occurred: Thu Oct 09 17:22:48 PDT 2003
```

Table 2 lists the message codes and their meanings:

**Table 2** Message Codes

Message Code	Meaning
LH-00001	Logical Host exited
LH-00002	Logical Host is already running
LH-00003	Logical Host started
LH-00004	Logical Host stopped
LH-00006	Logical Host killed
LH-00007	Logical Host is now running
IS-00001	Integration Server exited
IS-00002	Integration Server is already running
IS-00003	Integration Server has stopped
IS-00005	Integration Server is not running (probably crashed)
SNMP-00001	SNMP Agent has been configured
SNMP-00002	SNMP Agent has not been configured
COL-00001	Collaboration under Project is running
COL-00002	Collaboration under Project has stopped
COL-00003	Collaboration custom alert

In this release, there are no message codes for the JMS IQ Manager. Instead, the JMS IQ Manager uses the corresponding Logical Host message code. For example, the message code used when the JMS IQ Manager starts is LH-00003.

## 3.2 Accessing the Alert Agent

You access the Alert Agent from the Monitor page of Enterprise Manager.

To access the Alert Agent

- 1 From the Enterprise Manager GUI, click the **Home** tab and then click the **Monitor** icon. The Monitor page appears. In the Environment Explorer on the left side, the Alert Agent node appears (see Figure 2).

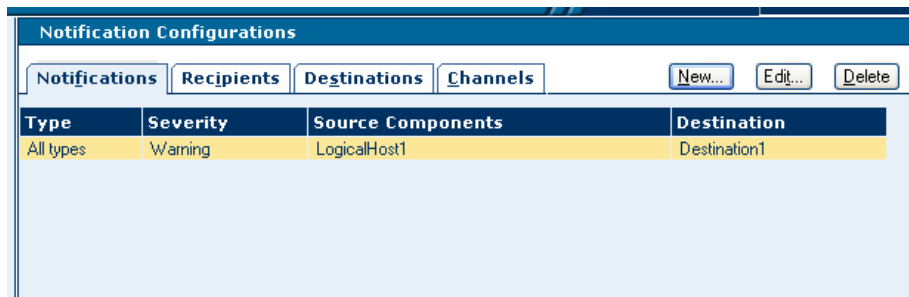
**Figure 2** Alert Agent Node



**Note:** If you did not install the *AlertAgent.sar* file (as described in [Chapter 2](#)), then the Alert Agent node does not appear.

- 2 Click the Alert Agent node. The **Notification Configurations** window appears on the right side (see Figure 3).

**Figure 3** Notification Configurations Window



The **Notification Configurations** window is organized into four sections represented by tabs:

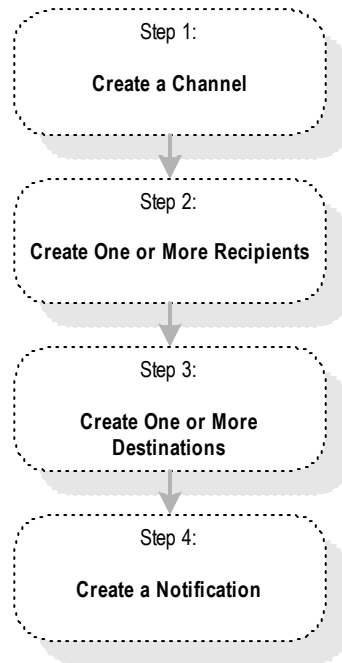
- Notifications
- Recipients
- Destinations
- Channels

If you need to stop the Alert Agent, right-click the node and choose **Stop**. To restart the Alert Agent, right-click the node and choose **Start**.

## 3.3 Creating Notifications

This section guides you through the process of creating a notification. Figure 4 shows the steps involved.

**Figure 4** Creating a Notification



If you created previous notifications, then you might already have the necessary channels, recipients, or destinations. Therefore, you might be able to skip one or more of the first three steps.

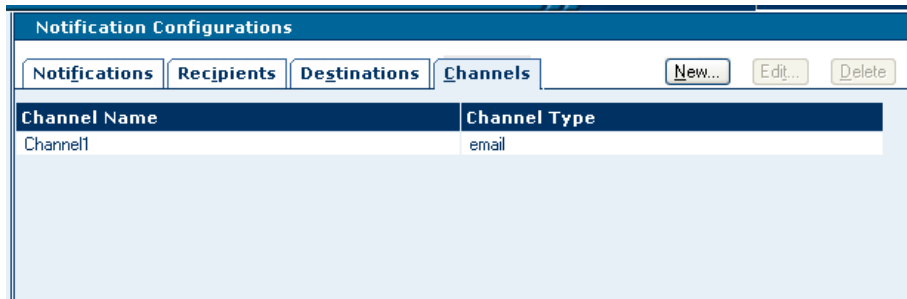
### 3.3.1 Step 1: Create a Channel

A channel is a medium through which notifications are sent. In this release, there is one type of channel: e-mail.

To create a channel

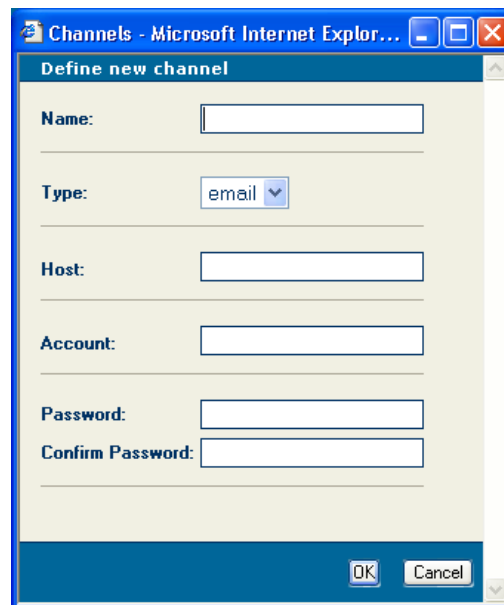
- 1 In the **Notification Configurations** window, click the **Channels** tab.

**Figure 5** Channels Tab



- 2 Click **New**. The **Define new channel** dialog box appears.

**Figure 6** Define new channel Dialog Box



- 3 In the **Name** field, enter a name for the channel.
- 4 In the **Type** field, select **email**.

**Note:** *JMS appears as one of the choices. However, JMS is not supported in this release.*

- 5 In the **Host** field, enter the network name of the e-mail server.
- 6 In the **Account** field, enter the login name for the e-mail server account that you use to send e-mail notifications.
- 7 In the **Password** field, enter the password for the account.
- 8 In the **Confirm Password** field, reenter the password for the account.
- 9 Click **OK**.

### 3.3.2 Step 2: Create One or More Recipients

After you create a channel, you create recipients. A recipient is an e-mail address that you can designate to receive notifications. Recipients are grouped into destinations (as described in [“Step 3: Create One or More Destinations” on page 14](#)).

To create a recipient

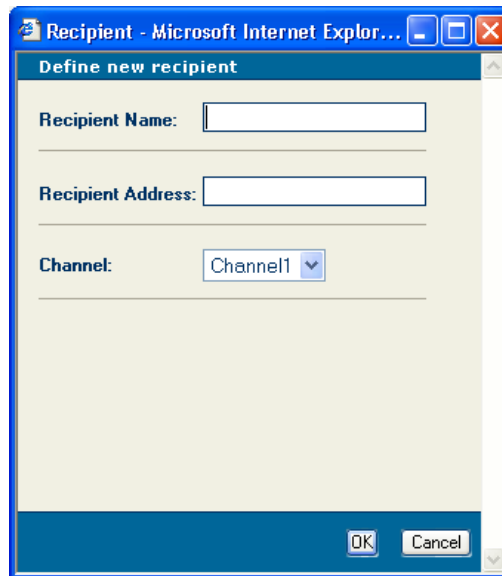
- 1 In the **Notification Configurations** window, click the **Recipients** tab.

**Figure 7** Recipients Tab



- 2 Click **New**. The **Define new recipient** dialog box appears.

**Figure 8** Define new recipient Dialog Box



- 3 In the **Recipient Name** field, enter the name of the recipient.
- 4 In the **Recipient Address** field, enter the e-mail address of the recipient.
- 5 In the **Channel** drop-down list, select a channel that you previously defined.
- 6 Click **OK**.

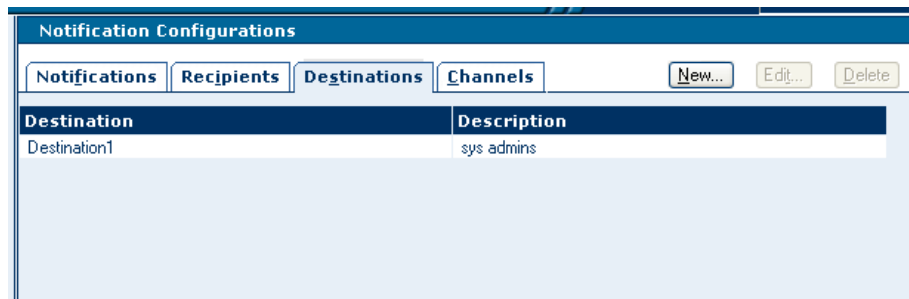
### 3.3.3 Step 3: Create One or More Destinations

After you create one or more recipients (as described in “[Step 2: Create One or More Recipients](#)” on page 13), you create destinations. A destination is a grouping of one or more recipients. For example, you could group all of the system administrators for an application.

To create a destination

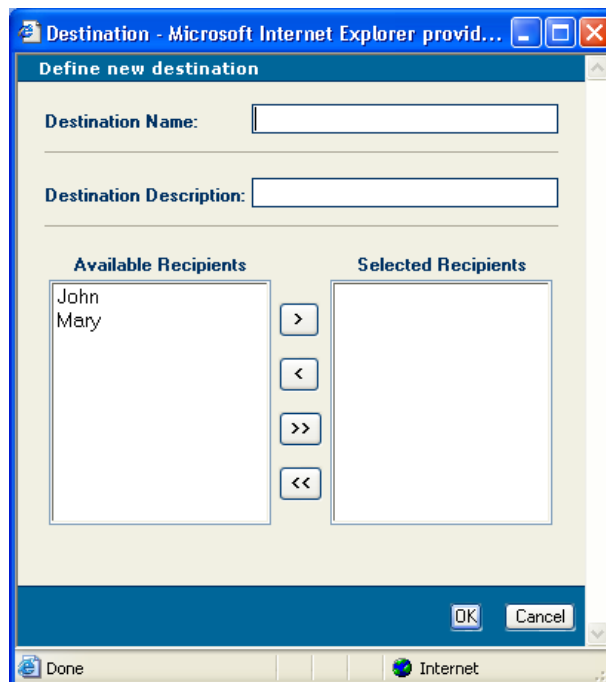
- 1 In the **Notification Configurations** window, click the **Destinations** tab.

**Figure 9** Destinations Tab



- 2 Click **New**. The **Define new destination** dialog box appears.

**Figure 10** Define new destination Dialog Box



- 3 In the **Destination Name** field, enter a name for the destination.
- 4 In the **Destination Description** field, enter a description of the destination.

- 5 Move one or more recipients from the **Available Recipients** box to the **Selected Recipients** box.
- 6 Click **OK**.

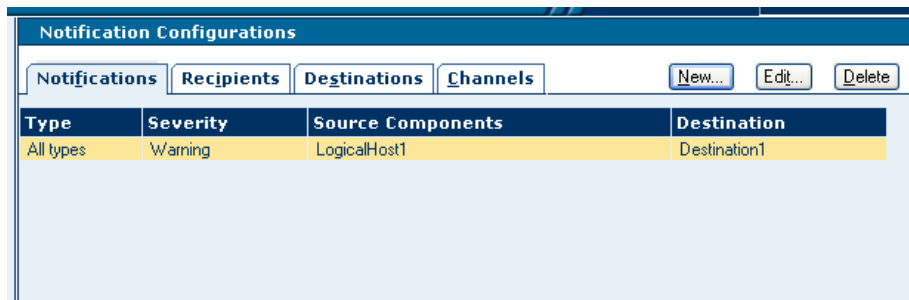
### 3.3.4 Step 4: Create a Notification

When you create a notification, you specify the type and severity of Alerts, which Project components you want to capture, and where the Alerts will be sent (that is, the destination).

To create a notification

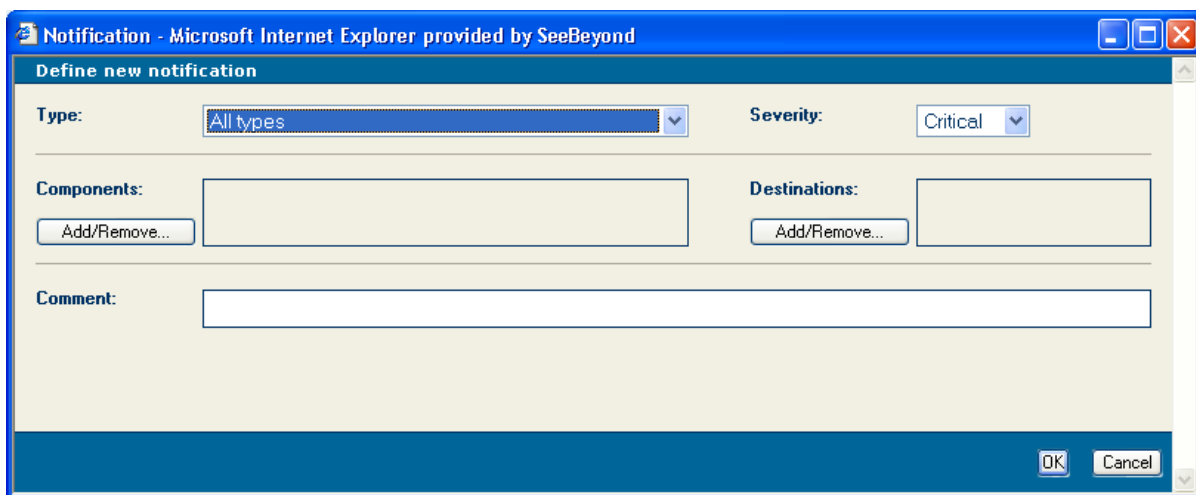
- 1 In the **Notification Configurations** window, click the **Notifications** tab.

**Figure 11** Notifications Tab



- 2 Click **New**. The **Define new notification** dialog box appears.

**Figure 12** Define new notification Dialog Box

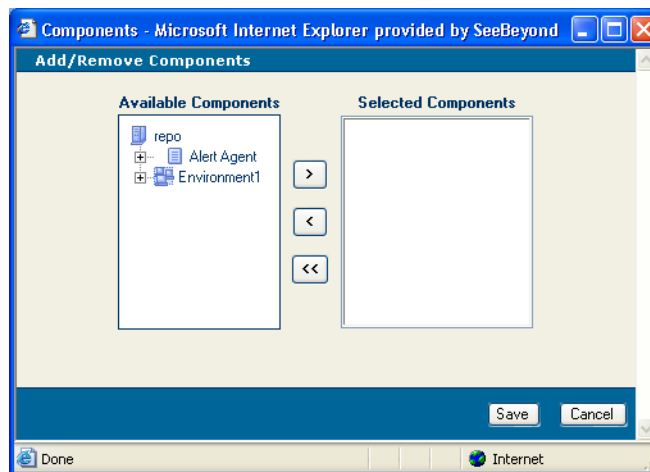


- 3 In the **Type** drop-down list, select the notification type.
- 4 In the **Severity** drop-down list, select one of the severity levels: Critical, Major, Minor, Warning, or Info.

The severity levels are cumulative:

- ◆ If you select the Info level, the agent captures Alerts from all five levels.
  - ◆ If you select the Warning level, the agent captures Alerts from the Critical, Major, Minor, and Warning levels.
  - ◆ If you select the Minor level, the agent captures Alerts from the Critical, Major, and Minor levels.
  - ◆ If you select the Major level, the agent captures Alerts from the Critical and Major levels.
  - ◆ If you select the Critical level, the agent captures Alerts from the Critical level only.
- 5 To specify the components for which notifications will be sent, do the following:
- A Click the **Add/Remove** button that appears below the **Components** label. The **Add/Remove Components** dialog box appears.

**Figure 13** Add/Remove Components Dialog Box



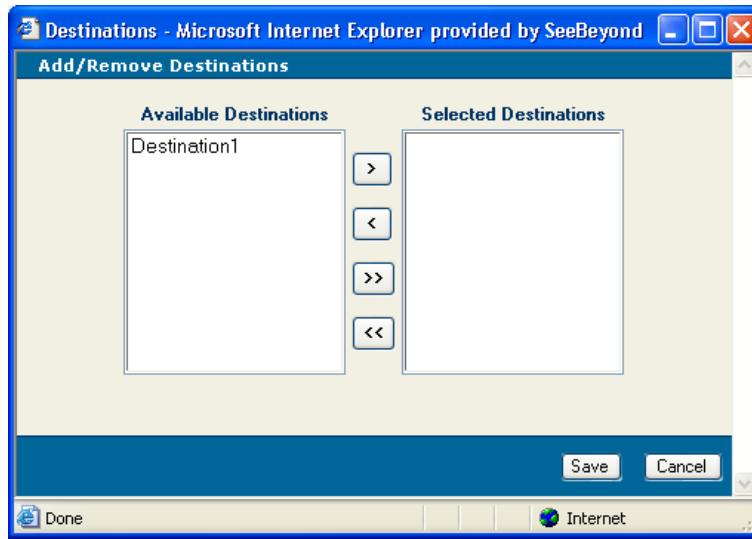
- B Move one or more components from the **Available Components** box to the **Selected Components** box.

*Note:* Topics and queues are not included in the **Available Components** box.

- C Click **Save**.
- 6 To specify the destinations to which notifications will be sent, do the following:
- A Click the **Add/Remove** button that appears below the **Destinations** label. The **Add/Remove Destinations** dialog box appears.



**Figure 14** Add/Remove Destinations Dialog Box



- B Move one or more destinations from the **Available Destinations** box to the **Selected Destinations** box.
- C Click **Save**.
- 7 The **Comment** field is not supported in this release. Therefore, you can ignore this field.
- 8 Click **OK**.

### 3.3.5 Testing the Notification

Now that you have created a notification, the Alert Agent starts checking for the specified condition. When the condition occurs, a notification similar to the one shown in [Figure 1 on page 9](#) is sent to the recipients.

You might want to verify that the notification is working correctly. For example, assume that you created a notification that is triggered when the Logical Host stops. To test this, stop the Logical Host and confirm that the recipients receive a notification.

The subject line of the e-mail has a default value of "Alert". To change the subject line, open the **email.properties** file in the `<install_path>/monitor/config` directory and modify the value of the **subject** entry. The change will apply to all notifications for this Alert Agent.

---

## 3.4 Editing Notifications

This section describes how to edit channels, recipients, destinations, and notifications.

### To edit a channel

- 1 In the **Notification Configurations** window, click the **Channels** tab.
- 2 Select a channel and click **Edit**. The **Edit channel** dialog box appears.
- 3 Change one or more fields.
- 4 Click **OK**.

### To edit a recipient

- 1 In the **Notification Configurations** window, click the **Recipients** tab.
- 2 Select a recipient and click **Edit**. The **Edit recipient** dialog box appears.
- 3 Change one or more fields.
- 4 Click **OK**.

### To edit a destination

- 1 In the **Notification Configurations** window, click the **Destinations** tab.
- 2 Select a destination and click **Edit**. The **Edit destination** dialog box appears.
- 3 Change one or more fields.
- 4 Click **OK**.

### To edit a notification

- 1 In the **Notification Configurations** window, click the **Notifications** tab.
- 2 Select a notification and click **Edit**. The **Edit notification** dialog box appears.
- 3 Change one or more fields.
- 4 Click **OK**.

---

## 3.5 Deleting Notifications

This section describes how to delete channels, recipients, destinations, and notifications.

### To delete a channel

- 1 In the **Notification Configurations** window, click the **Channels** tab.
- 2 Select a channel and click **Delete**.

### To delete a recipient

- 1 In the **Notification Configurations** window, click the **Recipients** tab.
- 2 Select a recipient and click **Delete**.

### To delete a destination

- 1 In the **Notification Configurations** window, click the **Destinations** tab.
- 2 Select a destination and click **Delete**.

### To delete a notification

- 1 In the **Notification Configurations** window, click the **Notifications** tab.
- 2 Select a notification and click **Delete**.

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