

SeeBeyond ICAN Suite

Alert Agent User's Guide

Release 5.0.5



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Introduction

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

What's in This Chapter

- [“About This Document” on page 6](#)
- [“Related Documents” on page 7](#)
- [“SeeBeyond Web Site” on page 8](#)
- [“SeeBeyond Documentation Feedback” on page 8](#)

1.1 About This Document

1.1.1 What's in This Document

This document includes the following chapters:

- **Chapter 1, “Introduction”** introduces you to the *Alert Agent User's Guide*, its general purpose and scope, and its organization. It also provides sources of related documentation and information.
- **Chapter 2, “Installing the Alert Agent”** lists the supported operating systems, specifies the requirements for each delivery channel, and provides general information about installing the Alert Agent.
- **Chapter 3, “Using the Alert Agent”** provides an overview of the Alert Agent, and then describes how to access and use the agent.

1.1.2 Scope

The *Alert Agent User's Guide* describes how to install and use the Alert Agent. The Alert Agent is a component of the SeeBeyond® Integrated Composite Application Network Suite™ (ICAN).

1.1.3 Intended Audience

This document is intended for experienced computer users who are responsible for monitoring a deployed ICAN Suite system.

1.1.4 Document Conventions

The following conventions are observed throughout this document.

Table 1 Document Conventions

Text	Convention	Example
Names of buttons, files, icons, parameters, variables, methods, menus, and objects	Bold text	<ul style="list-style-type: none"> ▪ Click OK to save and close. ▪ From the File menu, select Exit. ▪ Select the logicalhost.exe file. ▪ Enter the timeout value. ▪ Use the getClassname() method. ▪ Configure the Inbound File eWay.
Command line arguments, code samples	Fixed font. Variables are shown in <i>bold italic</i> .	bootstrap -p <i>password</i>
Hypertext links	Blue text	See " Document Conventions " on page 7
Hypertext links for Web addresses (URLs) or email addresses	Blue underlined text	http://www.seebeyond.com docfeedback@seebeyond.com

1.1.5 Screenshots

Depending on what products you have installed, and how they are configured, the screenshots in this document may differ from what you see on your system.

1.2 Related Documents

The following SeeBeyond documents provide additional information for users of the Alert Agent:

- *eGate Integrator System Administration Guide*
- *eGate Integrator User's Guide*
- *eGate Tutorial*
- *SeeBeyond ICAN Suite Installation Guide*
- *SeeBeyond ICAN Suite Primer*
- *SNMP Agent User's Guide*

When you install the Alert Agent, a series of Alert Agent topics are added to the Enterprise Manager online help.

1.3 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>

1.4 SeeBeyond Documentation Feedback

We appreciate your feedback. Please send any comments or suggestions regarding this document to:

docfeedback@seebeyond.com

Installing the Alert Agent

This chapter lists the supported operating systems, specifies the requirements for each delivery channel, and provides general information about installing the Alert Agent.

What's in This Chapter

- [“Supported Operating Systems” on page 9](#)
- [“Delivery Channels” on page 10](#)
- [“Installing the Product Files” on page 10](#)

2.1 Supported Operating Systems

The Alert Agent is available on the following operating systems:

- Windows 2000 SP3, Windows XP SP1a, and Windows Server 2003
- HP Tru64 V5.1A
- HP-UX 11.0, 11i (PA-RISC), and 11i v2.0 (11.23)
- IBM AIX 5.1L and 5.2
- Red Hat Linux 8 (Intel x86)
- Sun Solaris 8 and 9
- Japanese Windows 2000, Windows XP, and Windows Server 2003
- Japanese HP-UX 11.0, 11i (PA-RISC), and 11i v2.0 (11.23)
- Japanese IBM AIX 5.1L and 5.2
- Japanese Sun Solaris 8 and 9
- Korean Windows 2000, Windows XP, and Windows Server 2003
- Korean HP-UX 11.0, 11i (PA-RISC), and 11i v2.0 (11.23)
- Korean IBM AIX 5.1L and 5.2
- Korean Sun Solaris 8 and 9

2.2 Delivery Channels

The Alert Agent supports three types of delivery channels:

- e-mail
- Java Message Service (JMS)
- Simple Network Management Protocol (SNMP)

To use e-mail as a delivery channel, you must have access to an e-mail server.

To use JMS as a delivery channel, you must be using the SeeBeyond JMS IQ Manager. Third-party message servers are not supported in this release.

To use SNMP as a delivery channel, you must do the following:

- Purchase the SNMP Agent.
- Upload the SNMP Agent **.sar** file to the Repository. For detailed instructions, see the *SeeBeyond ICAN Suite Installation Guide*.
- Configure the SNMP Agent. For detailed instructions, see the *SNMP Agent User's Guide*.

2.3 Installing the Product Files

You can install the Alert Agent at the same time as eGate Integrator or at a later time. For detailed instructions on uploading, see the *SeeBeyond ICAN Suite Installation Guide*. The name of the Alert Agent **.sar** file is **AlertAgent.sar**.

Note: *eGate Integrator allows you to back up the Repository to an external file and restore the Repository from the 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 Alert Agent, and then describes how to access and use the agent.

What's in This Chapter

- [“Overview of the Alert Agent” on page 11](#)
- [“Accessing the Alert Agent” on page 14](#)
- [“Creating Notifications” on page 15](#)
- [“Editing Notifications” on page 27](#)
- [“Deleting Notifications” on page 28](#)

3.1 Overview of the Alert Agent

In the ICAN Suite, 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.

Enterprise Manager enables you to monitor Alerts. In the ICAN Monitor component of Enterprise Manager, you can view detailed information about the Alerts and mark them as observed or resolved. The *eGate Integrator System Administration Guide* describes how to access and use the ICAN Monitor.

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 “Collaboration Definitions (Java)” chapter in the eGate Integrator User’s Guide describes how to create custom Alerts at design time.*

3.1.1 Delivery Channels

The Alert Agent supports three types of delivery channels:

- e-mail
- JMS
- SNMP

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

Figure 1 Notification Example

```
Alert type:                Alert
Severity:                 CRITICAL
Event ID:                 0
Operational state:       STOPPED
Message code:            LH-00007
Message details:         null
Observational state:     UNOBSERVED
Listeners notified:      False
Physical host name:      PROD-SERVER1
Environment name:        Environment1
Logical host name:       LogicalHost1
Server type:
Server name:
Component type:
Component name:
Project path of component:
Time this event occurred: Tue Jan 27 17:56:24 PST 2004
Comments:                 Logical Host is not responding
```

The JMS delivery channel enables you to send notifications to a JMS topic.

The SNMP delivery channel enables you to provide filtering for the SNMP Agent.

By default, the SNMP Agent generates a trap for every Alert that it receives. If you want the SNMP Agent to generate a trap for a subcategory of Alerts instead, then you create a notification that uses an SNMP channel.

This feature has the following limitations:

- Once you turn on filtering for the SNMP Agent, the default behavior is turned off. To restore the default behavior, you must delete the SNMP channel and then restart the Repository.
- If you deactivate the notification that uses an SNMP channel, then the SNMP Agent will not receive any Alerts.

3.1.2 Message Codes

Each notification includes a message code, which identifies the type of Alert. For example, the message code in [Figure 1 on page 12](#) is LH-00007. Each message code has an associated severity level.

Table 2 lists the message codes for the predefined Alerts.

Table 2 Message Codes for Predefined Alerts

Code	Description	Severity Level
COL-00001	Collaboration <i>name</i> is running.	Info
COL-00002	Collaboration <i>name</i> is stopped.	Info
COL-00003	Collaboration <i>name</i> user-defined alert.	user defined
DEFAULT-NOTSPECIFIED	Message code is not specified.	not applicable
IS-00001	Integration Server <i>name</i> has exited.	Info
IS-00002	Integration Server <i>name</i> is running.	Info
IS-00003 IS-00004	Integration Server <i>name</i> has stopped.	Info
IS-00005	Integration Server <i>name</i> is not running (possibly crashed).	Critical
IS-00006	Integration Server <i>name</i> killed.	Critical
IS-00007	Integration Server <i>name</i> is starting.	Warning
IS-00008	Integration Server <i>name</i> is already running.	Warning
LH-00001	Logical Host <i>name</i> exited.	Warning
LH-00003	Logical Host <i>name</i> starting.	Warning
LH-00004 LH-00005	Logical Host <i>name</i> stopped.	Warning
LH-00006	Logical Host <i>name</i> killed.	Critical
LH-00007	Logical Host <i>name</i> is not responding.	Critical
LH-00008	Logical Host <i>name</i> is already running.	Warning
MS-00002	Message Server <i>name</i> is running.	Info
MS-00003	Message Server <i>name</i> is starting.	Warning
MS-00004	Message Server <i>name</i> stopped.	Warning
MS-00006	Message Server <i>name</i> killed.	Critical
MS-00008	Message Server <i>name</i> is already running.	Warning
SNMP-00001	SNMP Agent has been configured.	Info
SNMP-00002	SNMP Agent has not been configured.	Warning
SNMP-00003	SNMP Agent is running.	Info
SNMP-00004	SNMP Agent has stopped.	Warning
SNMP-00005	SNMP Agent is not installed.	Warning

The following message codes appear as choices when you create a notification, but are not being generated in this release of the ICAN Suite: LH-00002, MS-00001, MS-00005, and MS-00007.

In addition, some eWays have a set of message codes. For example, the message codes for the HTTP eWay include HTTPCLIENTEWAY-CONFIG-FAILED000001 and HTTPCLIENTEWAY-CONNECT-FAILED000002.

3.2 Accessing the Alert Agent

You access the Alert Agent from the ICAN Monitor component of Enterprise Manager.

To access the Alert Agent

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

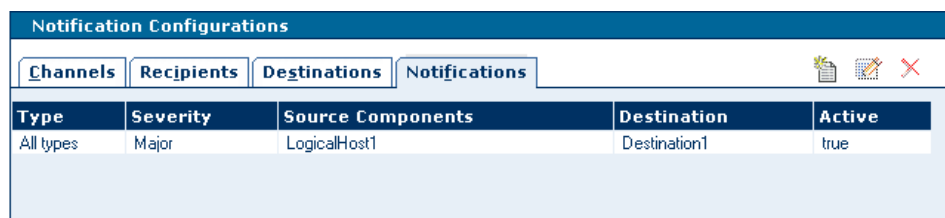
Figure 2 Alert Agent Node in ICAN Monitor



Note: If you did not install the *AlertAgent.sar* file, then the Alert Agent node does not appear. For information about installing the *AlertAgent.sar* file, see [Chapter 2](#).

- 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:

- Channels
- Recipients

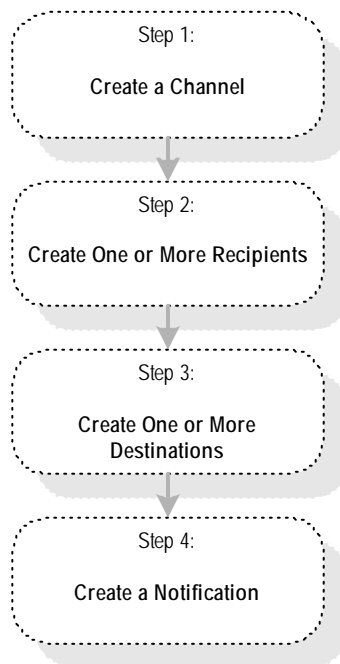
- Destinations
- Notifications

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.

If you plan to create a notification that will be sent to a JMS topic in an eGate Project, then you also need to set up the logic for receiving and handling the notification. This task is performed from Enterprise Designer. SeeBeyond recommends that you set up the logic *before* creating the notification. For more information, see [“Handling a Notification in an eGate Project” on page 24](#).

If you plan to create a notification that will be sent to the SNMP Agent, then you only need to create one recipient and one destination.

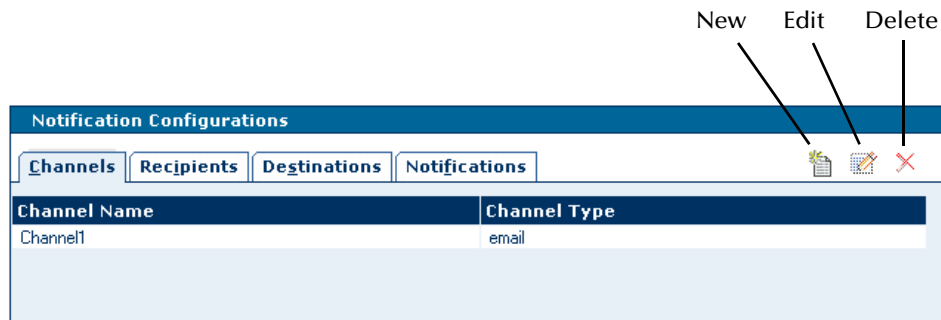
3.3.1 Step 1: Create a Channel

A *channel* is a medium through which notifications are sent. The Alert Agent supports three types of channels: e-mail, JMS, and SNMP.

To create a channel

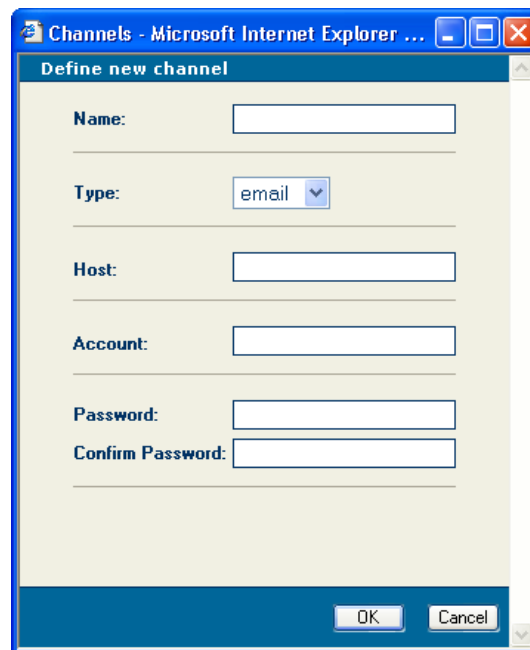
- 1 In the **Notification Configurations** window, click the **Channels** tab (see Figure 5).

Figure 5 Channels Tab



- 2 Click the **New** icon. The **Define new channel** dialog box appears (see Figure 6).

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**, **JMS**, or **SNMP**.

Selecting **JMS** causes the fields below the **Type** field to change. Selecting **SNMP** causes the fields below the **Type** field to disappear.

- 5 If you selected **email**, then do the following:

Note: You cannot enter double-byte characters in these fields.

- A In the **Host** field, enter the network name of the e-mail server.
 - B In the **Account** field, enter the login name for the e-mail server account that you use to send e-mail notifications.
 - C In the **Password** field, enter the password for the account. The text is masked.
 - D In the **Confirm Password** field, reenter the password for the account. The text is masked.
- 6 If you selected **JMS**, then do the following:
 - A In the **JMS Server Host Name** field, enter the fully qualified name of the host where the topic's JMS IQ Manager is deployed (for example, **host1.acme.com**).
 - B In the **JMS Server Port** field, enter the port number that the JMS IQ Manager is listening on (for example, **18009**). You can view this number in Enterprise Designer by right-clicking the JMS IQ Manager and choosing **Properties**.
 - 7 Click **OK**.

3.3.2 Step 2: Create One or More Recipients

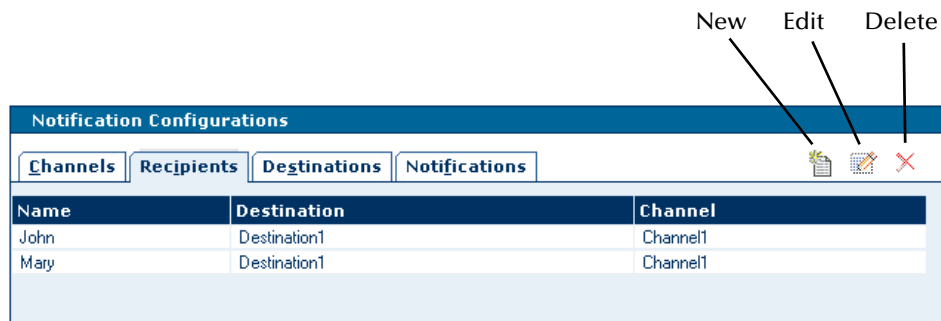
After you create a channel, you create one or more recipients. A recipient is an e-mail address, JMS topic, or SNMP management system that you can designate to receive notifications. Recipients are grouped into destinations (as described in [“Step 3: Create One or More Destinations” on page 18](#)).

If you plan to create a notification that will be sent to the SNMP Agent, then you only need to create one recipient.

To create a recipient

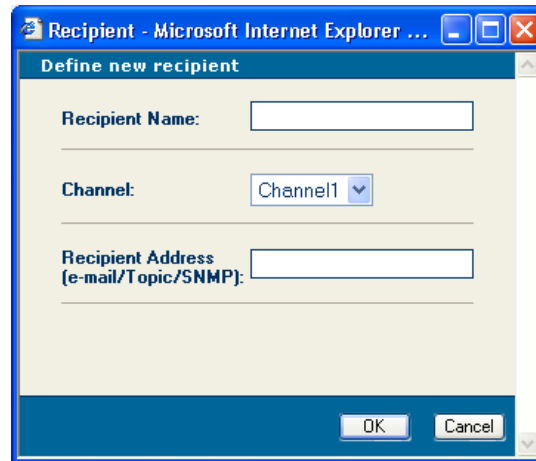
- 1 In the **Notification Configurations** window, click the **Recipients** tab (see Figure 7).

Figure 7 Recipients Tab



- 2 Click the **New** icon. The **Define new recipient** dialog box appears (see Figure 8).

Figure 8 Define new recipient Dialog Box



- 3 In the **Recipient Name** field, enter the name of the recipient.
 - ◆ For an e-mail channel, you typically enter a person's name.
 - ◆ For a JMS channel, enter a descriptive name for the JMS topic.
 - ◆ For an SNMP channel, enter a descriptive name for the SNMP management system.
- 4 In the **Channel** drop-down list, select a channel that you previously defined.
- 5 In the **Recipient Address** field, enter the address of the recipient.
 - ◆ For an e-mail channel, enter an e-mail address.
 - ◆ For a JMS channel, enter the JMS topic name. The JMS topic name must match the name used in the eGate Project.
 - ◆ For an SNMP channel, enter the text **SNMP**.
- 6 Click **OK**.

3.3.3 Step 3: Create One or More Destinations

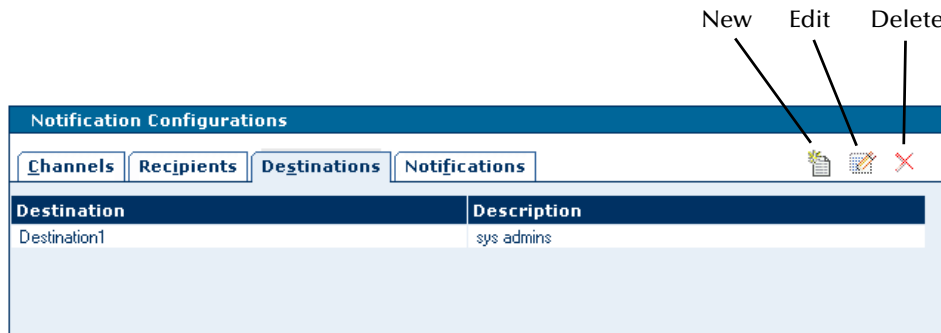
After you create one or more recipients, you create one or more destinations. A destination is a grouping of one or more recipients. For example, you could group all of the system administrators for an application.

If you plan to create a notification that will be sent to the SNMP Agent, then you only need to create one destination.

To create a destination

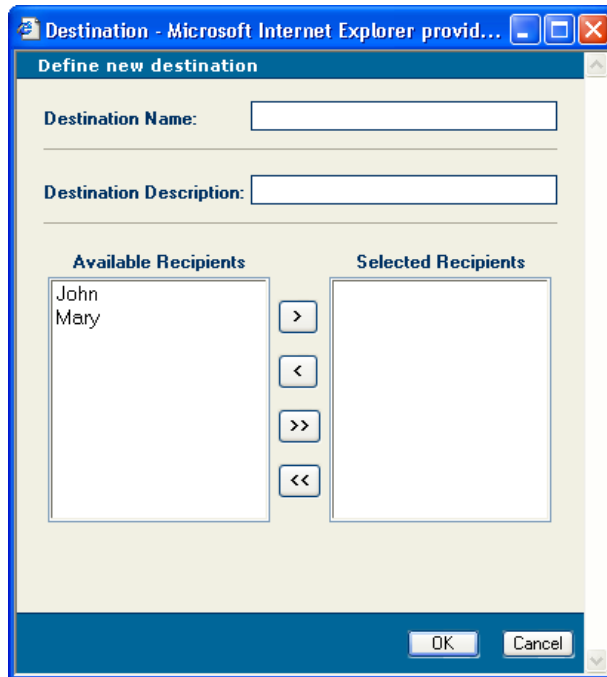
- 1 In the **Notification Configurations** window, click the **Destinations** tab (see Figure 9).

Figure 9 Destinations Tab



- 2 Click the **New** icon. The **Define new destination** dialog box appears (see Figure 10).

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 Using the directional selection buttons, 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).

The dialog box that appears when you create a notification includes a **Severity** drop-down list. The **Severity** drop-down list is especially useful in conjunction with the CODE-0001 Alert (All types). If you want to capture only the most important Alerts, you could set the Type to CODE-0001 and the Severity to Fatal, Critical, or Major.

If you set the Type to an individual alert, the **Severity** drop-down list must capture the Alert's severity level. For example, IS-00001 has a security level of Info. In this case, you must set the Severity to Info. If you set the Severity to Fatal, Critical, Major, Minor, or Warning, the IS-00001 notification will never be sent.

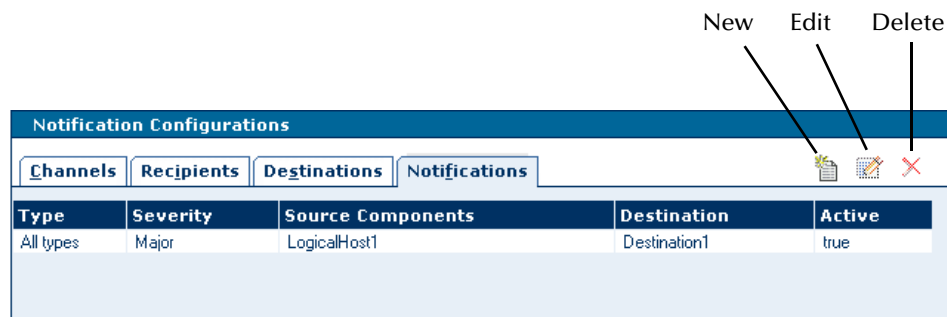
Note: For any individual alert, you can ensure that the notification will be sent by setting the Severity to Info.

Table 2 on page 13 lists the severity level for each message code.

To create a notification

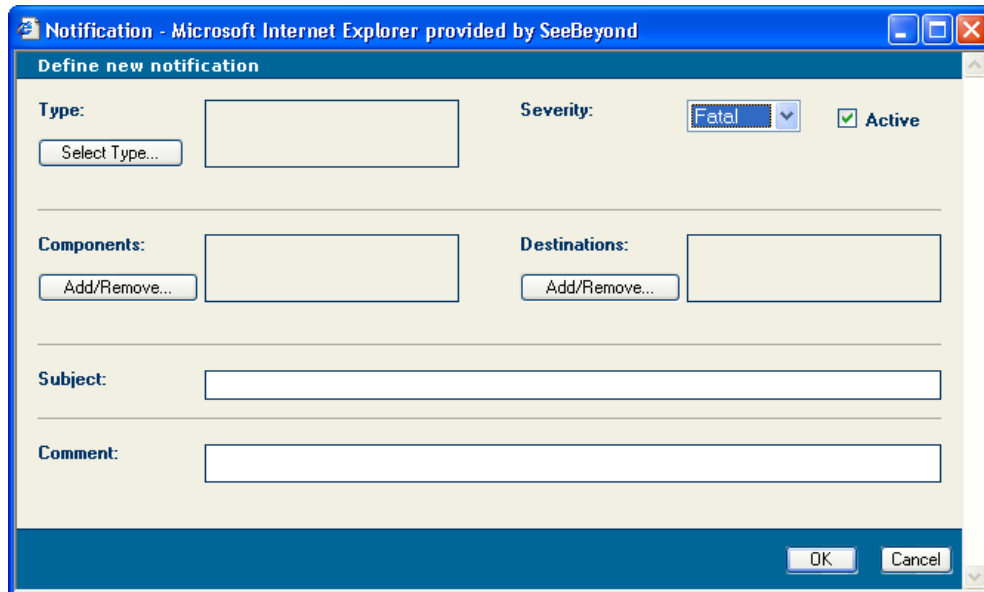
- 1 In the **Notification Configurations** window, click the **Notifications** tab (see Figure 11).

Figure 11 Notifications Tab



- 2 Click the **New** icon. The **Define new notification** dialog box appears (see Figure 12).

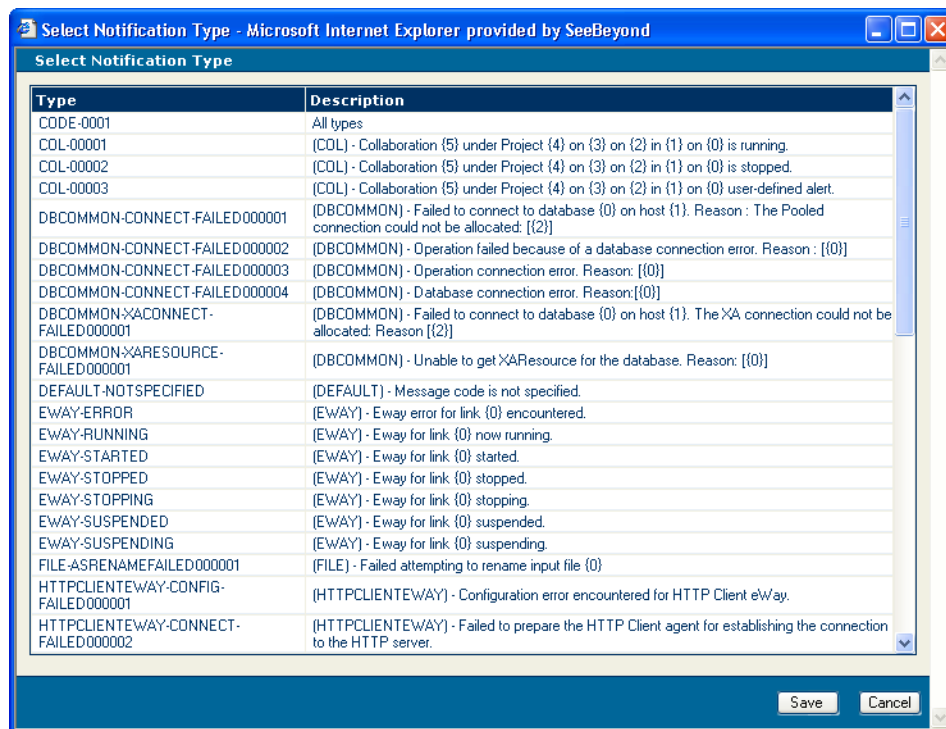
Figure 12 Define new notification Dialog Box



3 To specify the notification type, do the following:

- A Click **Select Type**. The **Select Notification Type** dialog box appears (see Figure 13).

Figure 13 Select Notification Type Dialog Box



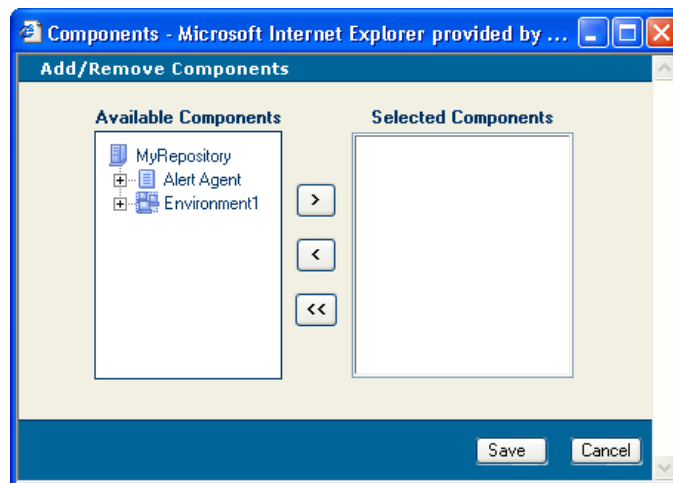
- B Select the desired notification type. You cannot select more than one type.

- C Click **Save**.
- 4 In the **Severity** drop-down list, select one of the severity levels: Fatal, Critical, Major, Minor, Warning, or Info.

The severity levels are cumulative:

- ♦ If you select the Fatal level, the agent captures Alerts from the Fatal level only.
 - ♦ If you select the Critical level, the agent captures Alerts from the Fatal and Critical levels.
 - ♦ If you select the Major level, the agent captures Alerts from the Fatal, Critical, and Major levels.
 - ♦ If you select the Minor level, the agent captures Alerts from the Fatal, Critical, Major, and Minor levels.
 - ♦ If you select the Warning level, the agent captures Alerts from the Fatal, Critical, Major, Minor, and Warning levels.
 - ♦ If you select the Info level, the agent captures Alerts from all of the levels.
- 5 The **Active** check box indicates whether the notification is enabled or disabled. By default, the notification is enabled. If you want to disable the notification, clear the check box. You can reenble the notification at a later time.
 - 6 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 (see Figure 14).

Figure 14 Add/Remove Components Dialog Box



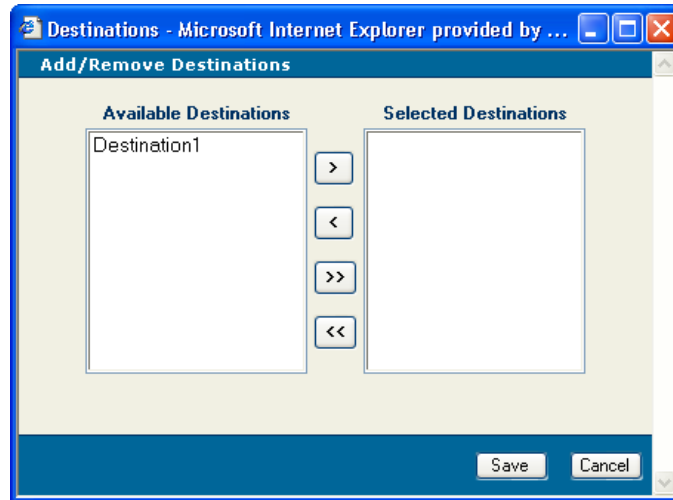
- B Using the directional selection buttons, move one or more components from the **Available Components** box to the **Selected Components** box.

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

- C Click **Save**.

- 7 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 (see Figure 15).

Figure 15 Add/Remove Destinations Dialog Box



- B Using the directional selection buttons, move one or more destinations from the **Available Destinations** box to the **Selected Destinations** box.
 - C Click **Save**.
- 8 In the **Subject** field, enter the subject line that will appear in the e-mail message. Double-byte characters are not supported. For JMS and SNMP channels, this field is ignored.
- 9 In the **Comment** field, enter a comment to be included in the notification. For the e-mail channel, double-byte characters are not supported.
- 10 Click **OK**.
- 11 For e-mail notifications, the default value of the sender's e-mail address is **alertagent@seebeyond.com**. To change the e-mail address, do the following:
 - A Open the **email.properties** file in the **ICAN_HOME/monitor/config** directory.
 - B Change the value of the **senderEmailAddress** property. For example:

```
senderEmailAddress=myname@acme.com
```

3.3.5 Testing the Notification

Now that you have created a notification, the Alert Agent starts checking for the specified conditions (assuming that the notification is enabled). When the conditions occur, a notification similar to the one shown in [Figure 1 on page 12](#) is sent to the recipients.

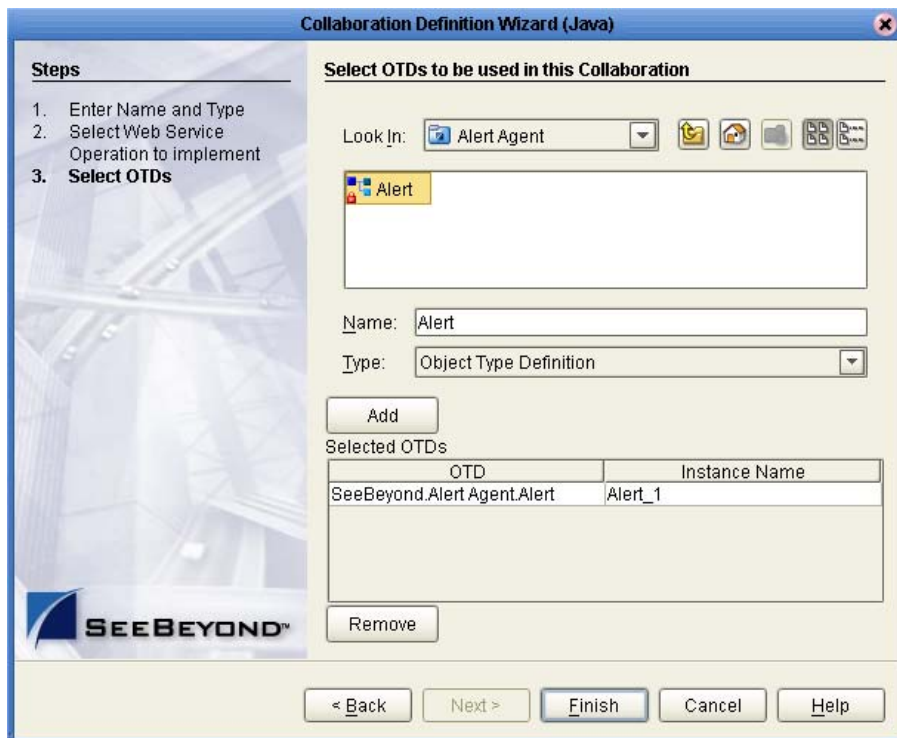
You might want to verify that the notification is working correctly. For example, assume that you created an e-mail notification that is triggered when the Logical Host stops. To test this situation, stop the Logical Host and confirm that the recipients receive a notification.

3.3.6 Handling a Notification in an eGate Project

You can configure a notification so that it is sent to a JMS topic in an eGate Project. eGate provides an Object Type Definition (OTD) for Alerts. You use this OTD to parse and manipulate the Alert.

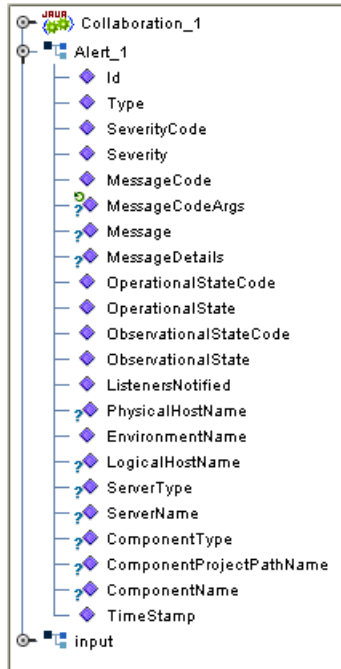
When you are performing the steps in Enterprise Designer’s Collaboration Definition Wizard (Java), you can select the Alert OTD in **Step 3 (Select OTDs)**. Double-click **SeeBeyond, Alert Agent, and Alert**. The Alert OTD is added to the Collaboration Definition (see Figure 16). If desired, change the default instance name.

Figure 16 Collaboration Definition Wizard (Java) - Adding the Alert OTD



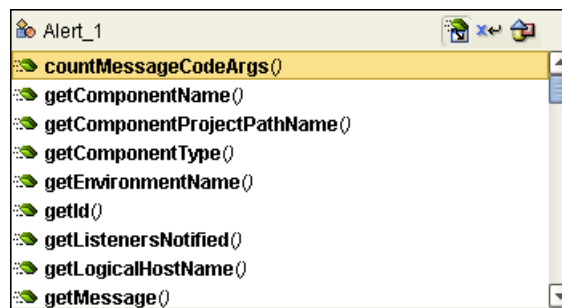
When you click **Finish**, the Collaboration Editor (Java) appears. The Alert OTD is located in the Business Rules Designer area. Expand the Alert OTD to display the fields (see Figure 17).

Figure 17 Collaboration Editor (Java) - Alert OTD Fields



Before you can manipulate the data in the Alert, you must unmarshal the data. Right-click the Alert OTD instance and choose **Select method to call**. A list of methods appears (see Figure 18).

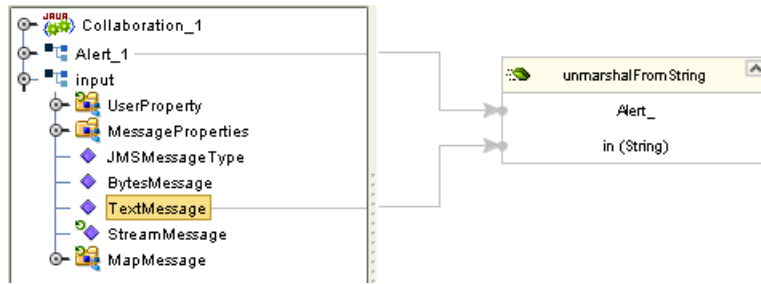
Figure 18 Alert OTD Methods



Double-click **unmarshalFromString()**. The **unmarshalFromString** box appears. Note that the Alert OTD instance is automatically linked to the box.

Expand the input instance and drag the appropriate field to **in (String)** in the **unmarshalFromString** box. Typically, you use the **TextMessage** field of the JMS OTD (see Figure 19).

Figure 19 Input to unmarshalFromString

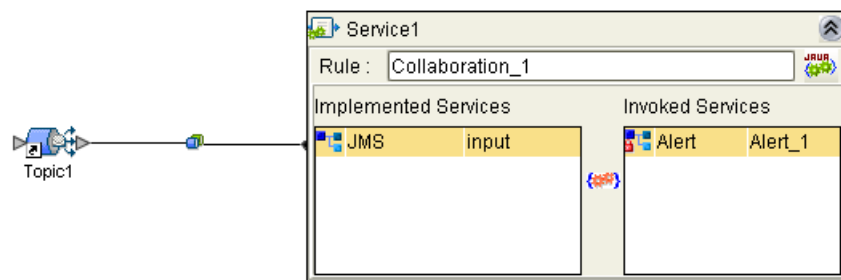


You can now create business rules that manipulate the data.

When finished, you can call the Alert OTD's **marshalToString()** method to serialize the data.

Figure 20 shows a Connectivity Map in which a Service contains the Collaboration Definition that receives the Alert from a JMS topic.

Figure 20 Connectivity Map - JMS Topic and Service



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 the **Edit** icon. 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 the **Edit** icon. 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 the **Edit** icon. 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 the **Edit** icon. The **Edit notification** dialog box appears.
- 3 Change one or more fields.

Note: *If you clear the **Active** check box, then the notification will stop checking for the specified conditions.*

- 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 the **Delete** icon.

To delete a recipient

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

To delete a destination

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

To delete a notification

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

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