SeeBeyond ICAN Suite

eGate Integrator Alert Agent User's Guide

Release 5.0

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Chapter 1

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.

1.1 Purpose and Scope

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

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.
- **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.	**Bold** text	▪ 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 and code samples	`Fixed` font. Variables are shown in ***`bold italic`***.	`bootstrap -p` ***`password`***
Hypertext links	**Blue** text	For more information, see **"Writing Conventions" on page 5**.

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:

- *eGate Integrator Installation Guide*
- *eGate Integrator User's Guide*
- *eGate Tutorial*

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

Chapter 2

Installation

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

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.

2.2 Installing the Alert Agent

The Alert Agent is installed during the installation of eGate Integrator. Follow the instructions in the *eGate Integrator 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 *eGate Integrator Installation Guide*.

Chapter 3

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.

3.1 Alert Agent Overview

You use the Alert Agent in conjunction with the eGate Integrator Enterprise Manager.

Enterprise Manager enables you to monitor and manage eGate Projects and to install product updates. Additional features provided by Enterprise Manager include impact analysis and version control. 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.

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
```

3.2 Accessing the Alert Agent

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

To access the Alert Agent

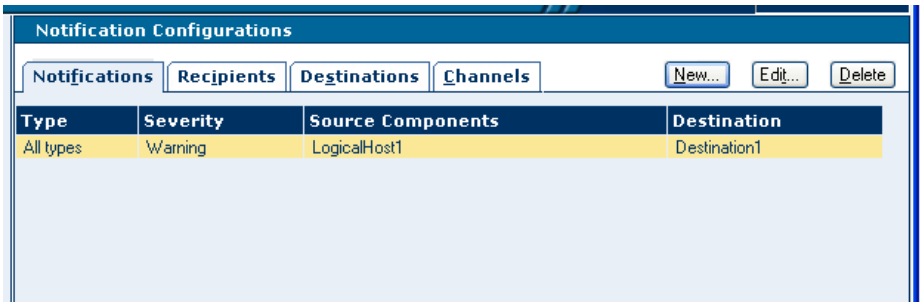
1 From the Enterprise Manager GUI, click the **Home** tab and then click the **Monitor** icon. The Monitor page appears. In the Environment Explorer on the left side, the Alert Agent node appears (see Figure 2).

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

The following sections describes how to use these tabs to create and edit notifications. Before you can create a notification, the proper channels, recipients, and destinations must be configured.

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**.

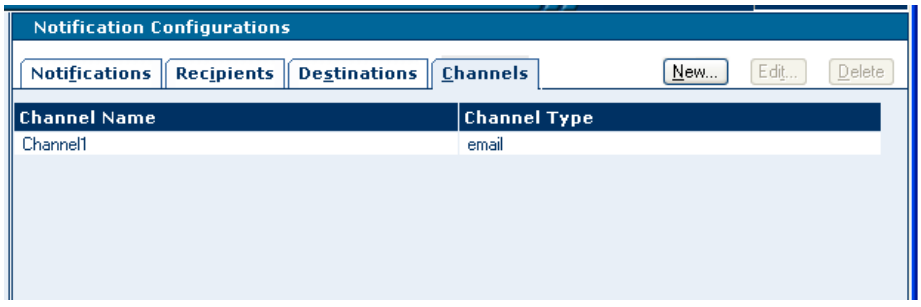
3.3 Channels

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

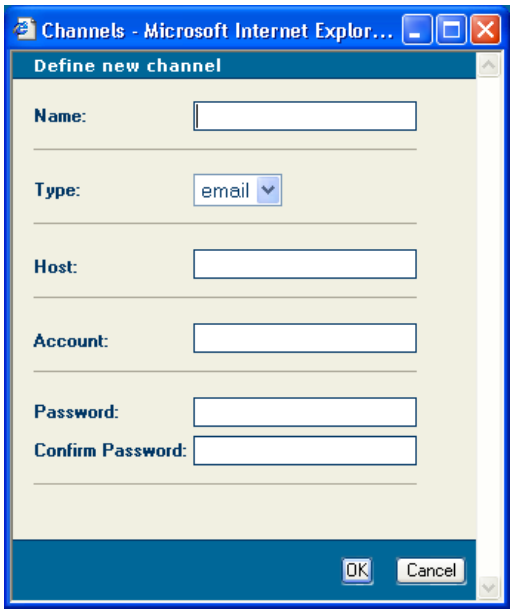
1 In the **Notification Configurations** window, click the **Channels** tab.

Figure 4 Channels Tab



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

Figure 5 Define new channel Dialog Box



3 In the **Name** field, enter a name for the channel.

4 In the **Type** field, select **email**.

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, type the password for the account.

8 In the **Confirm Password** field, retype the password for the account.

9 Click **OK**.

To edit a channel

1 Select a channel.

2 Click **Edit**. The **Edit channel** dialog box appears.

3 Change one or more fields.

4 Click **OK**.

To delete a channel

1 Select a channel.

2 Click **Delete**.

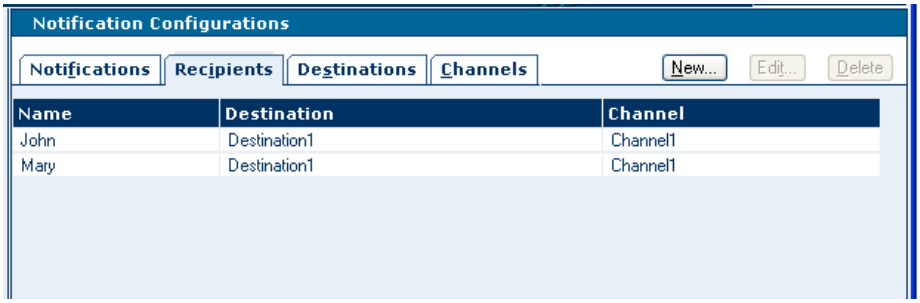
3.4 Recipients

After you create one or more channels, 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 **"Destinations" on page 13**).

To create a recipient

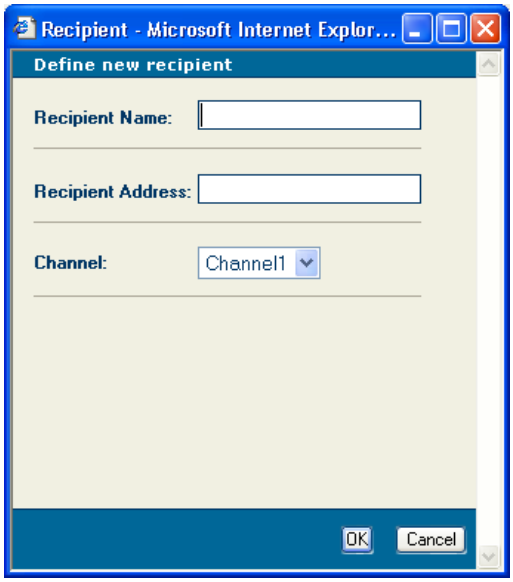
1 In the **Notification Configurations** window, click the **Recipients** tab.

Figure 6 Recipients Tab



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

Figure 7 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**.

To edit a recipient

1 Select a recipient.

2 Click **Edit**. The **Edit recipient** dialog box appears.

3 Change one or more fields.

4 Click **OK**.

To delete a recipient

1 Select a recipient.

2 Click **Delete**.

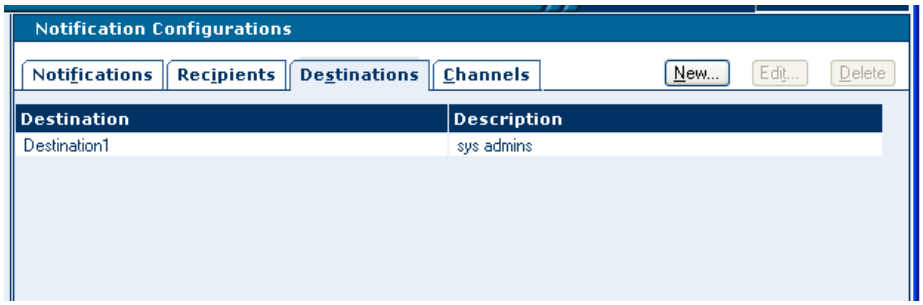
3.5 Destinations

After you create one or more recipients (as described in **"Recipients" on page 12**), 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

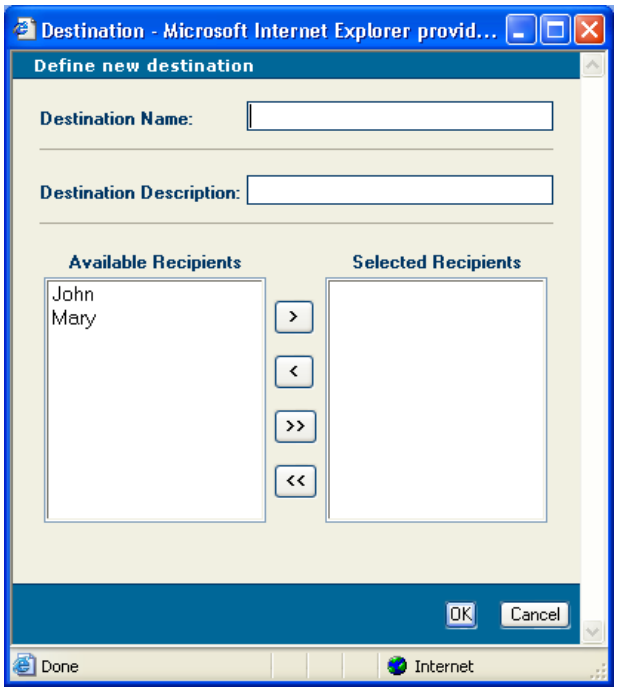
1 In the **Notification Configurations** window, click the **Destinations** tab.

Figure 8 Destinations Tab



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

Figure 9 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**.

To edit a destination

1 Select a destination.

2 Click **Edit**. The **Edit destination** dialog box appears.

3 Change one or more fields.

4 Click **OK**.

To delete a destination

1 Select a destination.

2 Click **Delete**.

3.6 Notifications

This section describes how to create, edit, and delete notifications.

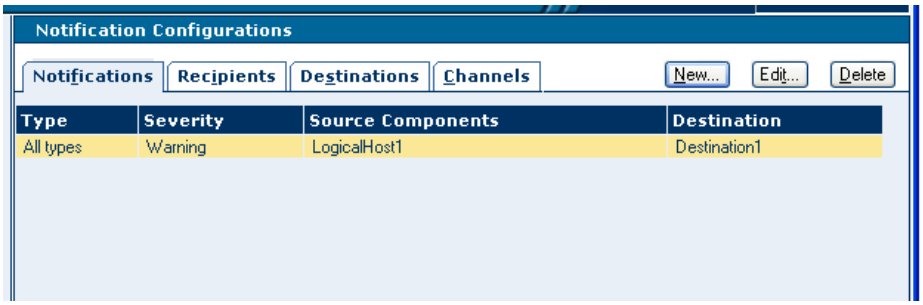
When you create a notification, you specify the type and severity of Alerts, which Project components you want to capture, and where the Alerts will be sent (that is, the destination).

A destination consists of one or more recipients. A recipient includes a channel as one of its properties. Therefore, before you create a notification, ensure that the proper channels, recipients, and destinations are configured (as described in the preceding sections).

To create a notification

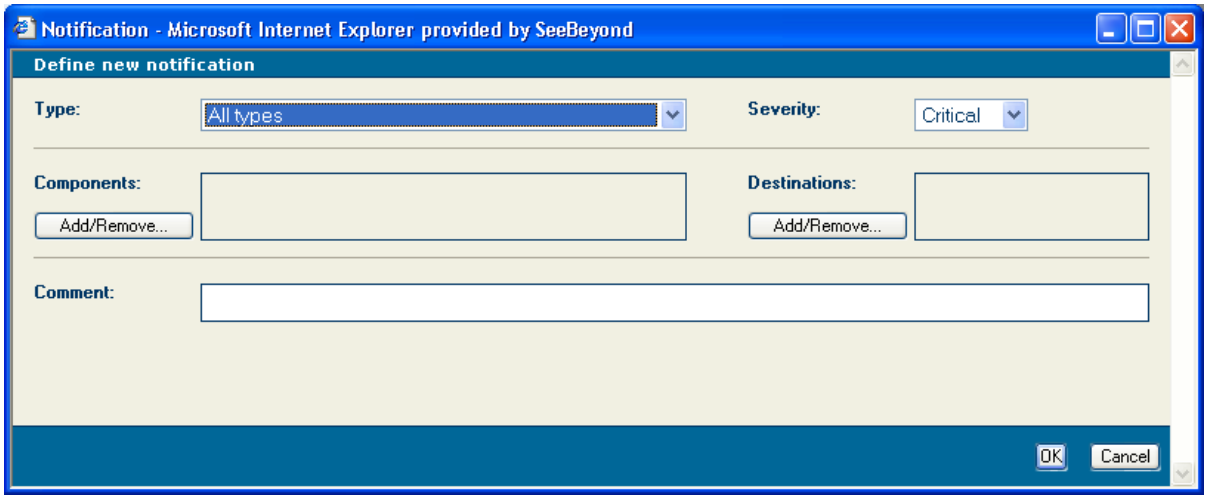
1 In the **Notification Configurations** window, click the **Notifications** tab.

Figure 10 Notifications Tab



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

Figure 11 Define new notification Dialog Box



3 In the **Type** drop-down list, select the notification type. The list includes predefined Alerts, but not user-defined Alerts.

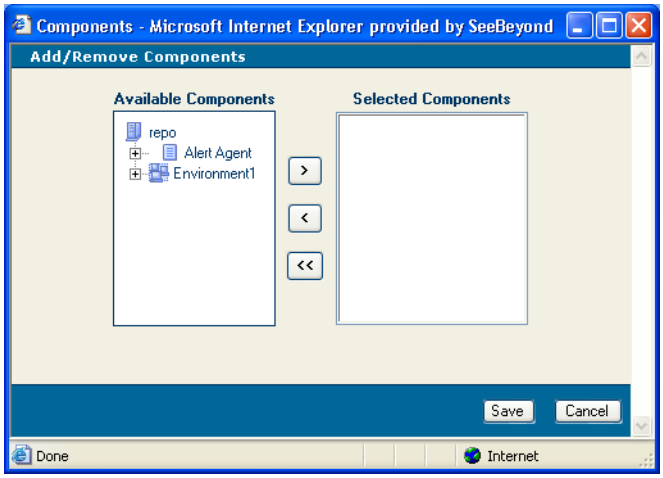
4 In the **Severity** drop-down list, select one of the severity levels: Critical, Major, Minor, Warning, or Info.

The severity levels are cumulative. For example, 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.

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 12 Add/Remove Components Dialog Box



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

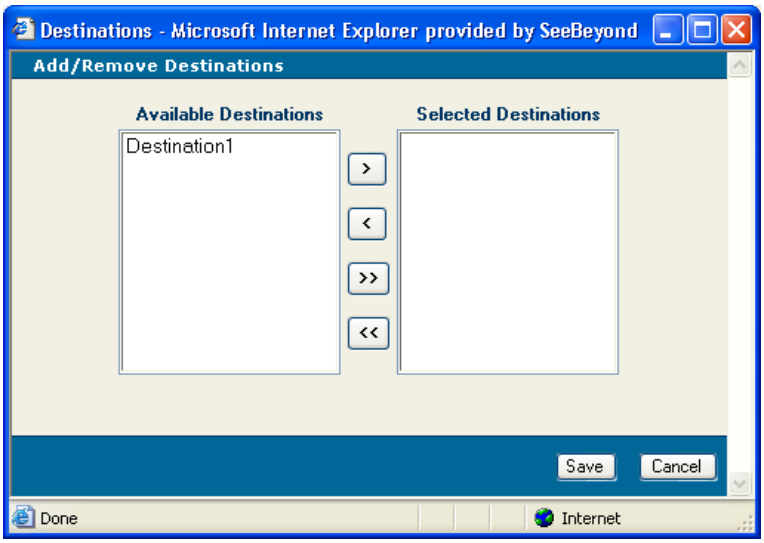
Note: *Topics and queues are not included in the* ***Available Components*** *box.*

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 13 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 In the **Comment** field, type a notification message. For example, you might describe the notification and indicate a possible solution. This field is optional.

8 Click **OK**.

To edit a notification

1 Select a notification.

2 Click **Edit**. The **Edit notification** dialog box appears.

3 Change one or more fields.

4 Click **OK**.

To delete a notification

1 Select a notification.

2 Click **Delete**.

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