

SeeBeyond ICAN Suite

eGate Integrator Alert Agent User's Guide

Release 5.0.3



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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 6](#)
- [“Organization of Information” on page 6](#)
- [“Writing Conventions” on page 7](#)
- [“Supporting Documents” on page 7](#)
- [“The SeeBeyond Web Site” on page 8](#)

1.1 Purpose and Scope

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

1.3 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	<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 and code samples	Fixed font. Variables are shown in <i>bold italic</i> .	<code>bootstrap -p <i>password</i></code>
Hypertext links	Blue text	http://www.seebeyond.com

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 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.

1.5 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 Alert Agent and provides general information about installing the agent.

In this chapter

- [“System Requirements” on page 9](#)
- [“Installing the Alert Agent” on page 10](#)

2.1 System Requirements

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 eGate Integrator 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*.

2.2 Installing the Alert Agent

You can install the Alert Agent at the same time as eGate Integrator or at a later time. For detailed instructions, 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.

In this chapter

- [“Alert Agent Overview” on page 11](#)
- [“Accessing the Alert Agent” on page 14](#)
- [“Creating Notifications” on page 15](#)
- [“Editing Notifications” on page 26](#)
- [“Deleting Notifications” on page 27](#)

3.1 Alert Agent Overview

You use the Alert Agent in conjunction with Enterprise Manager.

Enterprise Manager is a Web-based interface with which you can install and update the SeeBeyond Integrated Composite Application Network (ICAN) Suite, and monitor and manage deployed components. For detailed information on accessing and using Enterprise Manager, see the *eGate Integrator System Administration Guide*.

One feature of Enterprise Manager is the ability to monitor 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. In the ICAN Monitor component of Enterprise Manager, 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 “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 SNMP delivery channel enables you to provide filtering for the eGate Integrator 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.

Be aware of the following limitations with this feature:

- Once you turn on filtering for the SNMP Agent, then 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. For example, the message code in Figure 1 is LH-00007. Table 2 lists the message codes and their meanings:

Table 2 Message Codes

Message Code	Meaning
COL-00001	Collaboration <i>name</i> is running.
COL-00002	Collaboration <i>name</i> is stopped.
COL-00003	Collaboration <i>name</i> user-defined alert.
IS-00001	Integration Server <i>name</i> has exited.
IS-00002	Integration Server <i>name</i> is already running.
IS-00003/IS-00004	Integration Server <i>name</i> has stopped.
IS-00005	Integration Server <i>name</i> is not running (possibly crashed).
IS-00006	Integration Server <i>name</i> killed.
IS-00007	Integration Server <i>name</i> is started.
LH-00001	Logical Host <i>name</i> exited.
LH-00002	Logical Host <i>name</i> is already running.
LH-00003	Logical Host <i>name</i> started.
LH-00004/LH-00005	Logical Host <i>name</i> stopped.
LH-00006	Logical Host <i>name</i> killed.
LH-00007	Logical Host <i>name</i> is not responding.
MS-00001	Message Server <i>name</i> has exited.
MS-00002	Message Server <i>name</i> is already running.
MS-00003	Message Server <i>name</i> started.
MS-00004/MS-00005	Message Server <i>name</i> stopped.
MS-00006	Message Server <i>name</i> killed.
MS-00007	Message Server <i>name</i> is not responding.
SNMP-00001	SNMP Agent has been configured.
SNMP-00002	SNMP Agent has not been configured.
SNMP-00003	SNMP Agent is running.
SNMP-00004	SNMP Agent has stopped.
SNMP-00005	SNMP Agent is not installed.

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 the Enterprise Manager GUI, 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).

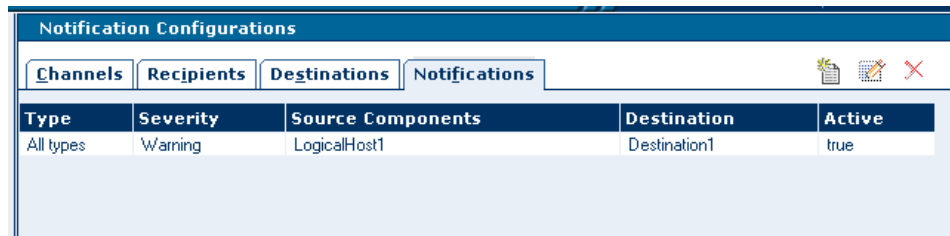
Figure 2 Alert Agent Node in ICAN Monitor



Note: If you did not install the `AlertAgent.sar` file (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:

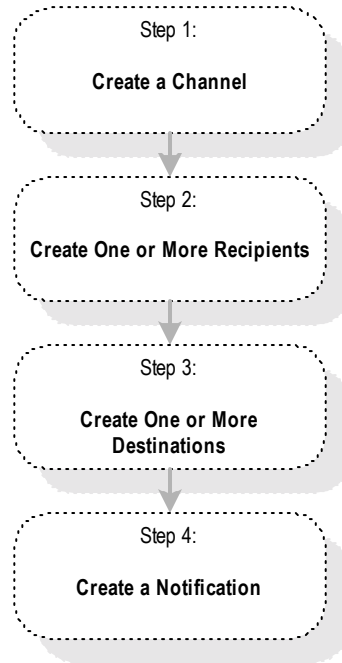
- Channels
- Recipients
- Destinations
- Notifications

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 23.

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.

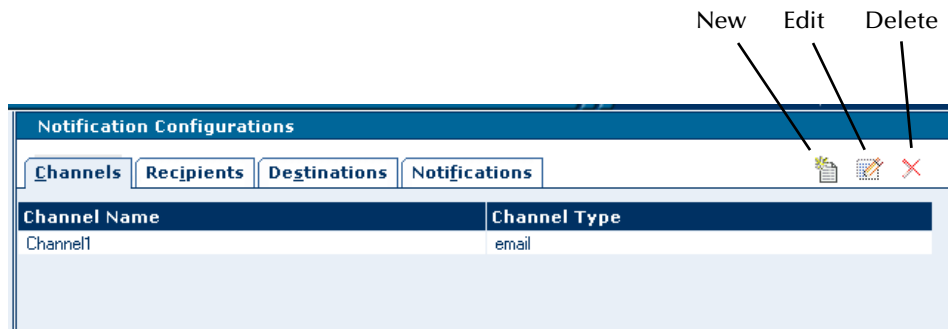
3.3.1 Step 1: Create a Channel

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

To create a channel

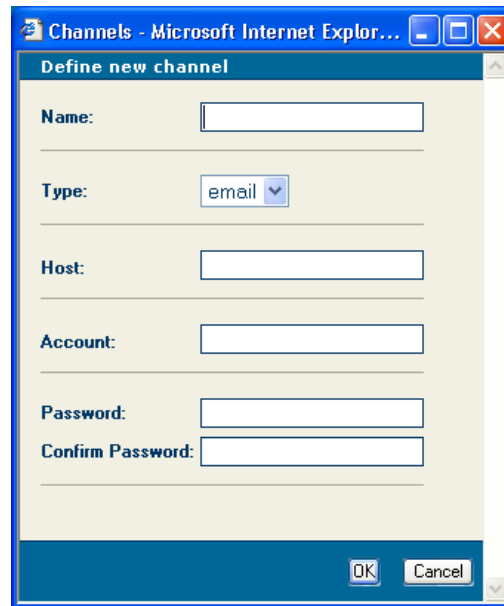
- 1 In the **Notification Configurations** window, click the **Channels** tab.

Figure 5 Channels Tab



- 2 Click the **New** icon. 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**, **JMS**, or **SNMP**.

Note: 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:
 - 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 JMS IQ Manager where the topic is deployed.
 - B In the **JMS Server Port** field, enter the port number that the JMS IQ Manager is listening on.
- 7 Click **OK**.

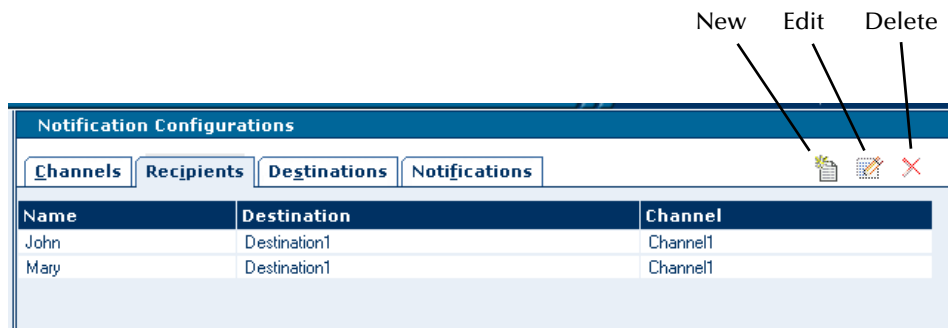
3.3.2 Step 2: Create One or More Recipients

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](#)).

To create a recipient

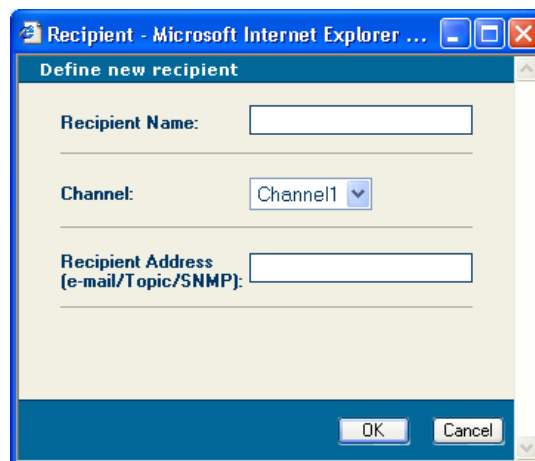
- 1 In the **Notification Configurations** window, click the **Recipients** tab.

Figure 7 Recipients Tab



- 2 Click the **New** icon. 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.
 - ♦ 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**.

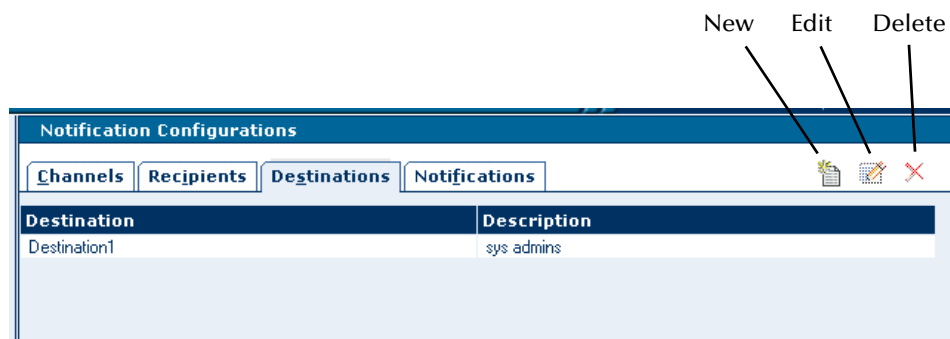
3.3.3 Step 3: Create One or More Destinations

After you create one or more recipients (as described in “[Step 2: Create One or More Recipients](#)” on page 17), 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.

To create a destination

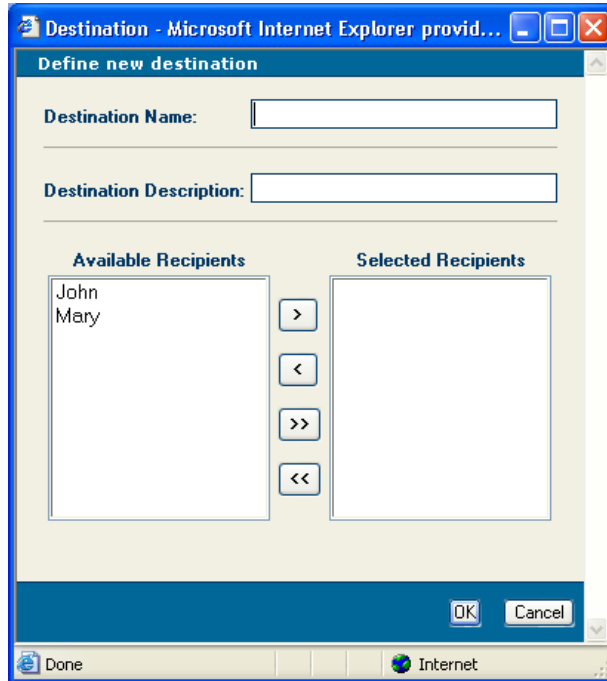
- 1 In the **Notification Configurations** window, click the **Destinations** tab.

Figure 9 Destinations Tab



- 2 Click the **New** icon. 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 Using the directional selection buttons, move one or more recipients from the **Available Recipients** box to the **Selected Recipients** box.
- 6 Click **OK**.

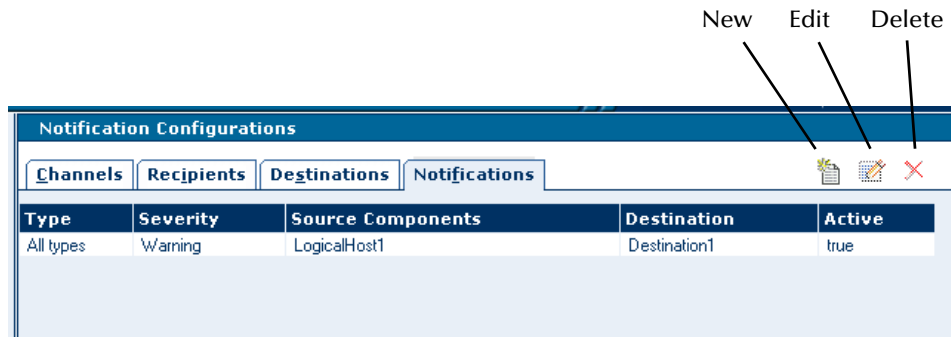
3.3.4 Step 4: Create a Notification

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).

To create a notification

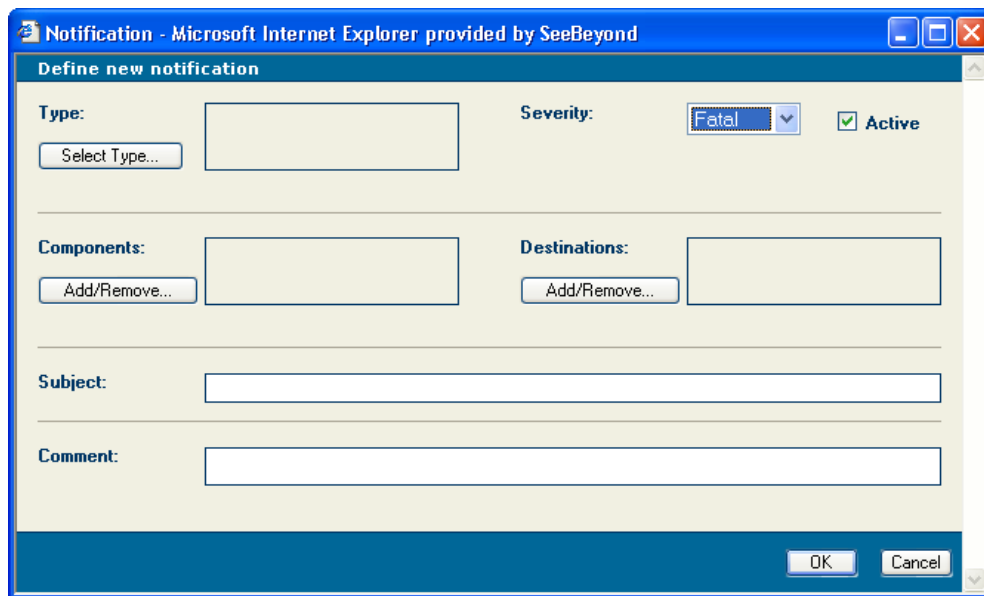
- 1 In the **Notification Configurations** window, click the **Notifications** tab.

Figure 11 Notifications Tab



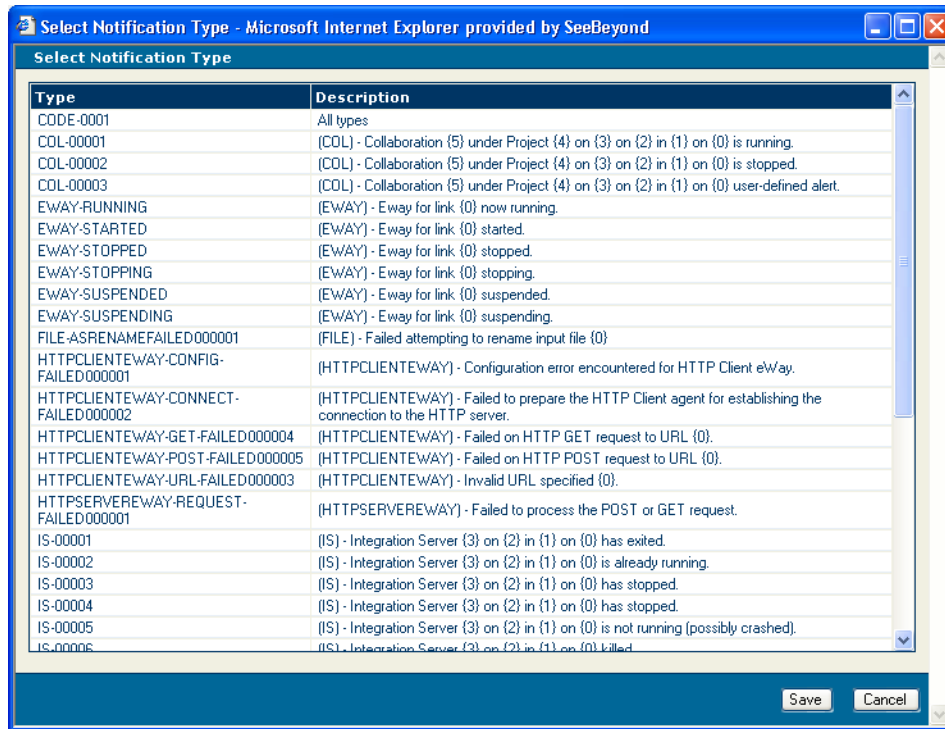
- 2 Click the **New** icon. The **Define new notification** dialog box appears.

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.

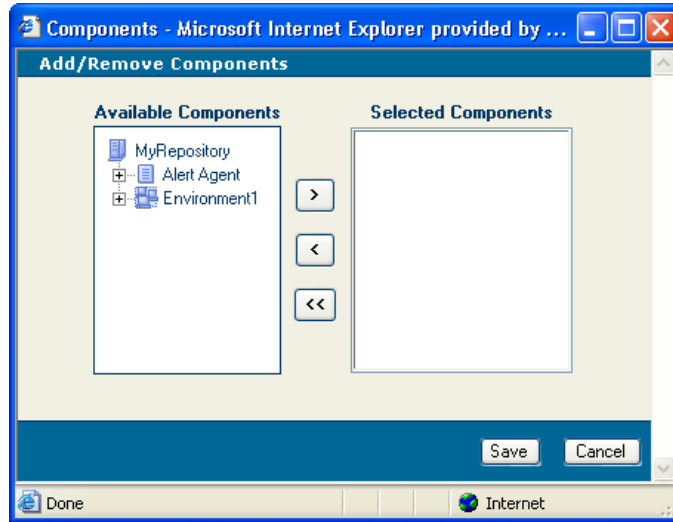
Figure 13 Select Notification Type Dialog Box



- B Select the desired notification type. In this release, you cannot select multiple types.
 - 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 reenable 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.

Figure 14 Add/Remove Components Dialog Box

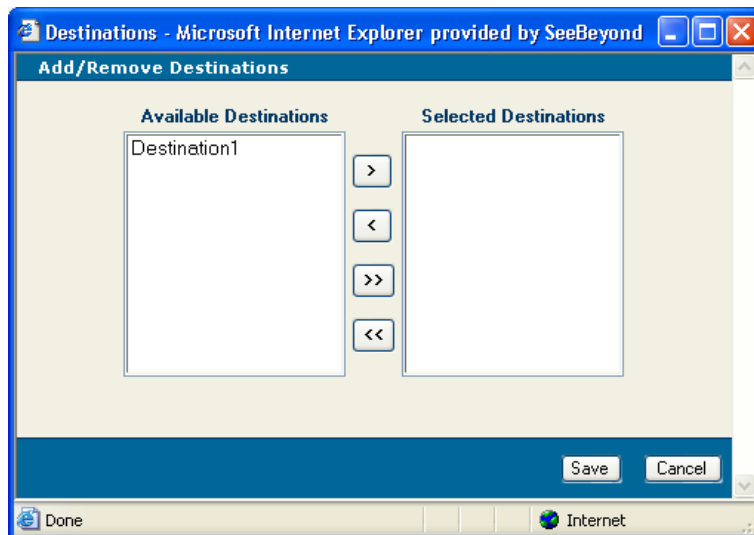


- B Using the directional selection buttons, move one or more components from the **Available Components** box to the **Selected Components** box.

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.

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. For JMS and SNMP channels, this field is ignored.
- 9 In the **Comment** field, enter a comment to be included in the notification.
- 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, open the **email.properties** file in the **ICAN_HOME/monitor/config** directory and change the value of the **sendEmailAddress** property. For example:

```
sendEmailAddress=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.

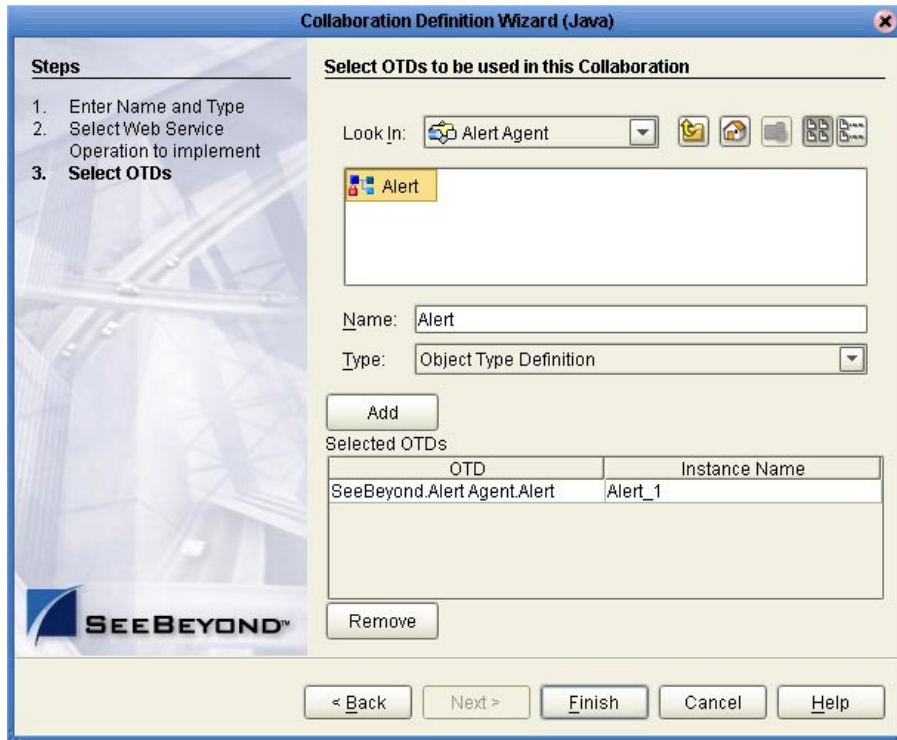
You might want to verify that the notification is working correctly. For example, assume that you created an e-mail notification that is triggered when the Logical Host stops. To test this, stop the Logical Host and confirm that the recipients receive a notification.

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 can 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



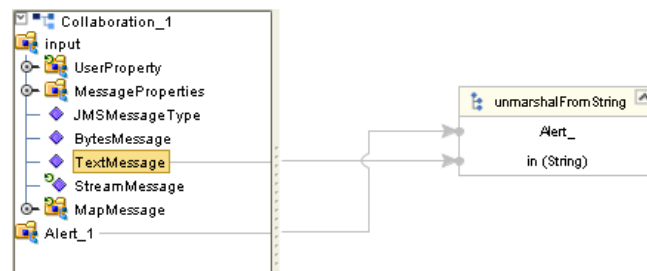
Before you can manipulate the data in the Alert, you must unmarshal the data. Right-click the Alert OTD instance and click **Select a method to call**. A list of methods appears (see Figure 18). Click **unmarshalFromString()**. The **unmarshalFromString** box appears.

Figure 18 Alert OTD Methods



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 would use the **TextMessage** field of the JMS OTD (see Figure 19).

Figure 19 Input to unmarshalFromString

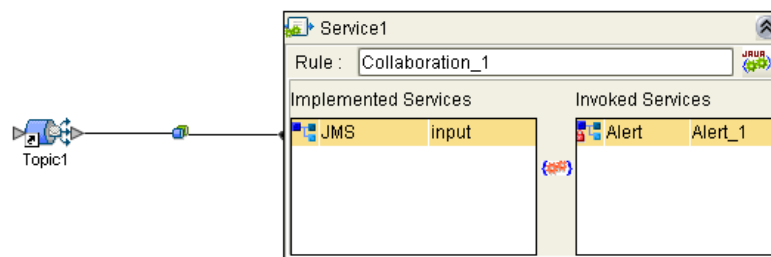


You can now create business rules that manipulate the data.

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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