e*Gate Integrator Alert Agent User's Guide

Release 5.0.5 for Schema Run-time Environment (SRE)

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Version 20100720134733.

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Chapter 1

Introduction

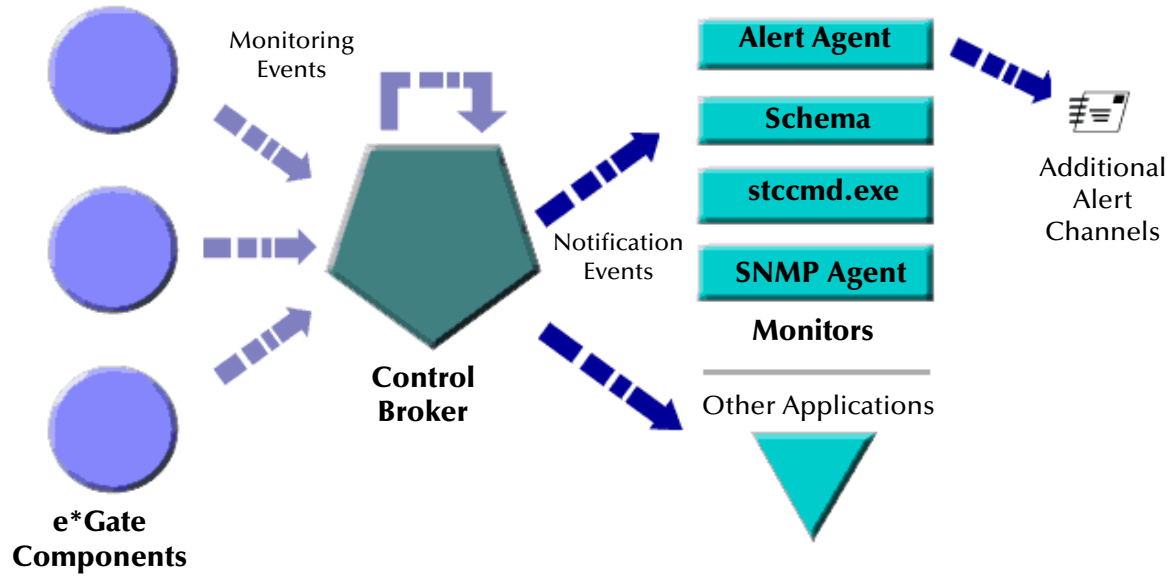
This chapter introduces you to this guide, its general purpose and scope, and its organization.

1.1 The Notification Process

Notification is a chain of Events that begins when a component reports its status to the Control Broker and ends when an Alert is sent to a user. The Alert Agent forwards notification Events generated by the Control Broker to the supported delivery channels (such as e-mail).

Figure 1 illustrates the notification process.

Figure 1 Notification Process



1.1.1 Standard Alerts

e*Gate allows you to set up your system to alert you when standard e*Gate components fail or become unresponsive. See the *e*Gate Integrator Alert and Log File Reference Guide* for a complete list of standard notification codes.

If you would like to receive the default set of alerts, you only need to configure your notification script file (**Notification.tsc**) and your Alert Agent (See **"Configuring Channels" on page 17**) to send alerts through the supported channels. See the *e*Gate Integrator Alert and Log File Reference Guide* for details on modifying your **Notification.tsc** file.

For detailed information on "Developing and Implementing Notification Strategies," see the *e*Gate Integrator Alert and Log File Reference Guide.*

1.1.2 Custom Alerts

In addition to the default set of Alerts, you can customize your Alert system to notify you when an Event takes place within a Collaboration. The **event-send function** in Monk (see the *e*Gate Integrator Alert and Log File Reference Guide)* and the **eventSend()** Java method (see the *e*Gate Integrator User's Guide)* enable you to communicate status conditions of user-created applications.

For example, you may want to set up a custom Alert if:

- A message fails to parse correctly.
- An illegal currency code is received.
- The number of messages fall below a threshold, over a period of time.

The above scenarios require that you add logic to your Collaboration(s) to trap errors. See the *e*Gate Integrator System Administration and Operations Guide* for help configuring disk or message traps.

Using the Alert Agent with the e*Gate SNMP Agent

If you are also using the e*Gate SNMP Agent to trap errors and system status information, you can configure the Alert Agent to accept and forward these notifications. See the *e*Gate Integrator SNMP Agent User's Guide* and the *e*Gate Integrator Alert and Log File Reference Guide* for information on setting up the SNMP Agent.

1.1.3 Support For Delivery Channels

All Alert Agents support e-mail as a delivery channel, while Windows-based Alert Agents additionally support printing. See Table 1 below (an "X" indicates supported channel).

Table 1 OS Support For Delivery Channels

Channel	Windows Platforms	UNIX Platforms
E-mail	X	X

Table 1 OS Support For Delivery Channels (Continued)

Channel	Windows Platforms	UNIX Platforms
Printer	X	

Additional Hardware/Software Requirements

Table 2 below lists the additional resources required to support the Alert Agent's communication channels.

Table 2 Additional Channel Requirements

Channel	Requirement
E-mail	Access to an SMTP server
Printer	Any accessible printer (network or local)

1.2 Document Purpose and Scope

This guide explains how to *install* and *configure* the e*Gate Integrator Alert Agent. This component enables the e*Gate Integrator system to send notifications of system status through e-mail and printer channels.

Important: *It is necessary to use this document with the* ***e*Gate Integrator Alert and Log File Reference Guide*** *and the* ***e*Gate Integrator System Administration and Operations Guide****, to completely understand, setup, and use e*Gate's Alert Notification functionary.*

Operation explanations given here are generic, for reference purposes only, and do not address the specifics of setting up or operating individual e*Gate systems. This document does not contain information on general e*Gate installation.

1.3 Intended Audience

This guide presumes that its reader is a developer or system administrator with the responsibility for setting up and/or maintaining the e*Gate system. This user/reader needs to have basic to expert-level knowledge of network operations and administration, as well as knowledge in the operation of UNIX or Microsoft Windows.

Such operations include a thorough familiarity with Windows-style graphical user interface (GUI) operations.

When referring to the GUI, this document employs standard Windows terminology. For more information on how to use Windows features, as well as Windows terminology, see the appropriate Microsoft user's guide.

1.4 Organization of Information

This document is organized topically as follows:

- **Chapter 1 "Introduction" —** Gives a general preview of this document, its purpose, scope, and organization.
- **Chapter 2 "Installation" —** Explains how to install the Alert Agent Add-on software.
- **Chapter 3 "Working with the Alert Agent" —** Discusses the general operation and use of the Alert Agent feature.

Chapter 2

Installation

This chapter explains how to install the Alert Agent on your computer. The Alert Agent installs as an add-on in the standard e*Gate installation.

This Chapter Includes:

- **"Installing Alert Agent on Windows" on page 9**
- **"Installing Alert Agent on UNIX" on page 10**

2.1 Installing Alert Agent on Windows

You must be logged on to Windows as a user with Administrator privileges to install this software on your machine.

2.1.1 Pre-installation

- Review the **readme.txt** file on the installation disc for any issues that may pertain to your installation of e*Gate Integrator and Alert Agent.
- Exit all Windows programs before running the setup program, including any anti-virus applications.
- For Alert Agent to operate properly, you must have a Participating Host and the Java Runtime Environment (JRE) installed on the local machine.

2.1.2 Installation Procedure

To install Alert Agent on a Windows system

1. Log in as an Administrator on the workstation on which you want to install the Alert Agent.
2. Insert the e*Gate add-ons installation CD-ROM into the CD-ROM drive.
3. If the "Autorun" feature is enabled on the CD-ROM drive, the setup application launches automatically; cancel out of this installer.
4. Use Windows Explorer to navigate to **setup\addons** and launch the file **setup.exe** on the CD-ROM drive.

5 The InstallShield setup application launches. Follow the on-screen instructions to install the Alert Agent.

Be sure to install the Alert Agent files in the suggested "client" installation directory. The installation utility detects and suggests the appropriate installation directory. **Unless you are directed to do so by Oracle support personnel, do not change the suggested "installation directory" setting.**

2.2 Installing Alert Agent on UNIX

The Alert Agent is initially configured when it is installed on the system as an e*Gate add-on. The script automatically runs, requesting the following:

- Java Runtime Environment (JRE) Path
- Alert Agent Logical Name (as defined in the schema)
- Registry Schema Name
- CB Logical Name (the Control Broker name)
- E-mail Host Name
- E-mail User Name
- E-mail Address

The installation script creates the Alert Agent configuration file, **stcaa.cfg** and the script file **stcaa.sh**.

2.2.1 Pre-installation

- Review the **Readme.txt** file on the e*Gate Integrator installation disc for any issues that may pertain to your installation of e*Gate Integrator and Alert Agent.
- Log in under the user name that you want to own the add-on files. Be sure that this user has sufficient privileges to create files in the e*Gate directory tree. Root privileges are not required to install this add-on.
- You must have a Participating Host installed on the local machine to install the Alert Agent.

Set UNIX variables

- You must define the following environment variables prior to installation:
  - $HOME - Defined per user upon login.
  - $PATH - Modify it to include the e*Gate executable files.
  - $CLASSPATH - Modify it to include the e*Gate Java files.
  - $LD_LIBRARY_PATH (On Solaris) - For Library files.
  - $SHLIB_PATH (on HP-UX) - For Library files.
  - $LIBPATH (on AIX) - For Library files.

You must have an X-Server installed. In the **stcaa.sh** file, modify the DISPLAY variable to match your configuration of X-Server. The default DISPLAY configuration is as follows:

```
DISPLAY=localhost:0.0; export DISPLAY
```

2.2.2 Installation Procedure

To install the Alert Agent on a UNIX system

1. Log in on the workstation containing the CD-ROM drive, and insert the CD-ROM into the drive.
2. If necessary, mount the CD-ROM drive.
3. At the shell prompt, type

   ```
   cd /cdrom
   ```

4. Start the installation script by typing

   ```
   ./setup.sh
   ```

5. A menu of options displays. Enter "1" for **e*Gate Add-On Applications**.

   You are prompted for an installation path. Install the Alert Agent files in the suggested "client" installation directory.
6. Login as an Administrator to your Registry Host.
7. Enter "2" for **Agents**.
8. Enter "1" for **Alert Agent**.
9. Follow the prompts to continue installing Alert Agent.

Chapter 3

Working with the Alert Agent

This chapter describes how to add an Alert Agent to your schema, configure the Alert Agent, and implement a failover system for the Alert Agent. The e*Gate Alert Agent forwards notifications through available channels. The Alert Agent itself requires no intervention besides configuration.

This Chapter Includes:

- **"Adding an Alert Agent to a Schema" on page 12**
- **"Alert Agent General Operation" on page 13**
- **"Configuring Channels" on page 17**
- **"Alert Agent Failover" on page 22**
- **"Using Alert Agent on UNIX" on page 22**

3.1 Adding an Alert Agent to a Schema

Before you can use the Alert Agent to send notifications, you must add an Alert Agent component to the schema you want to monitor.

To add an Alert Agent component to a schema

1. Launch the Schema Designer and open the schema you want to monitor.
2. Select the **Components** tab.
3. In the Navigator, select the host on which the Alert Agent will run.
4. On the Palette, click .
5. Enter a name for the Alert Agent and click **OK**.

   The name you assign to the Alert Agent (also called the Agent's *logical name*) will become important when you configure the Agent.

You can create additional Alert Agents within the same schema (to provide failover protection), but you may only create one Alert Agent per Participating Host. You must install a Participating Host and an Alert Agent on every host that you want to monitor.

Additional Alert Agents should be assigned a lower ranking than the primary Alert Agent. To set an Alert Agent's ranking, display its properties, then assign a ranking number (where 1 is the highest rank).

3.1.1 Notification Routing

The Alert Agent uses the **Notification.tsc** file for notification routing. You must modify the **Notification.tsc** file to enable the Alert channels. All channels are disabled by default. For information on customizing the **Notification.tsc** file, see the *e*Gate Integrator Alert and Log File Reference Guide*.

3.2 Alert Agent General Operation

Alert Agent runs as a Service on Windows. The first time you launch the Alert Agent configuration tool, a service called e*Gate Alert Agent appears in your list of Windows Services.

You can control the Alert Agent service in the same manner as other Windows Services, including having the service start upon Windows startup.

3.2.1 Configuring the Alert Agent

This section explains how to configure and control the Alert Agent feature using the configuration tool.

Note: *If you are running the Alert Agent on Windows 7, the following message may appear when you access the Alert Agent Control and Configuration Panel:*
`Do you want to allow the following program from an unknown publisher to make changes to this computer?`
*Click **Yes** to allow the Alert Agent Control and Configuration Panel to continue running; otherwise, the panel will not start. If you are not logged in as Administrator, you may also be prompted to enter an administrator password.*

Preparing to use the Alert Agent

If your system has a previous version of the Alert Agent installed, you must first remove the Alert Agent service from your list of Services.

To remove a previous installation of the Alert Agent service

1. Click Start then select **Run**.
2. Type **cmd** at the **Run** prompt.

   A command prompt appears.
3. Type **stcaa -sr** at the command prompt.
4. Close the DOS window.

   The service is now removed from your list of Services. When you start the Alert Agent configuration tool, a new Alert Agent service is added to the list.

To launch the Alert Agent configuration tool

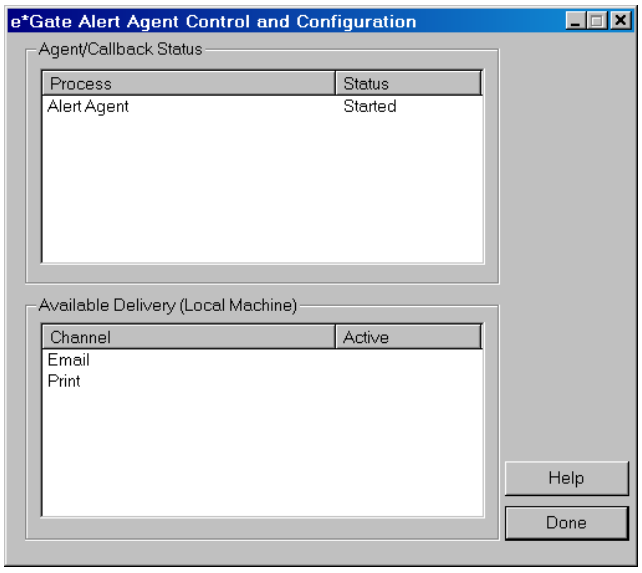
1. Click the **Start** button.

2 Point to **Programs** and then point to **SeeBeyond eBusiness Integrator Suite**.

3 Click **e*Gate Alert Agent**.

The Alert Agent configuration tool appears, as shown in the **Figure 2 on page 14**.

Figure 2 Alert Agent Configuration Tool



Before you can use the Alert Agent, you must configure it to support specific Registry Hosts and schemas.

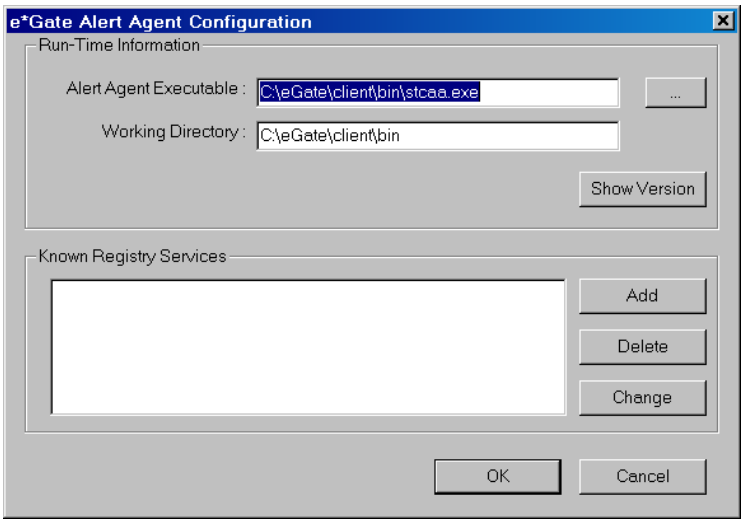
To modify the Alert Agent's configuration

1 Start the Alert Agent configuration tool (see the **procedure on page 13**).

2 In the **Process** column under **Agent/Callback Status**, right-click **Alert Agent**, and then click **Properties**.

The **e*Gate Alert Agent Configuration** dialog box appears (see Figure 3).

Figure 3 Alert Agent Configuration Dialog Box



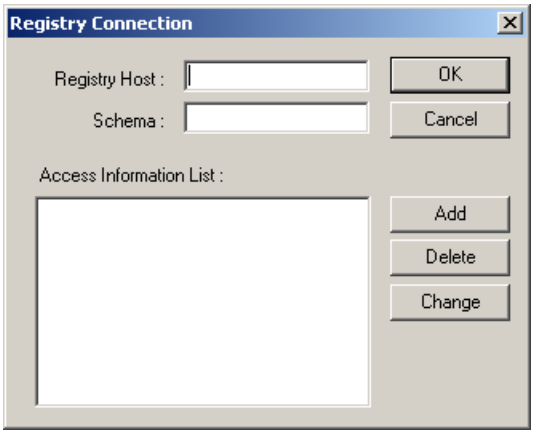
3 Under **Run-Time Information**, enter the location and file name of the Alert Agent executable file (**stcaa.exe**).

The default name and location of the Alert Agent executable is:

```
C:\eGate\client\bin\stcaa.exe
```

4 Under **Known Registry Services**, click **Add**. The **Registry Connection** dialog box appears (see Figure 4).

Figure 4 Registry Connection Dialog Box



5 In the **Registry Host** box, enter the name of an e*Gate Registry Host (as defined within the Schema Designer).

6 In the **Schema** box, enter the name of the schema in which this Alert Agent is defined.

7 Under **Access Information List**, do any of the following:

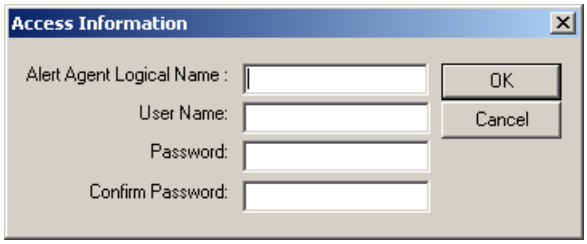
A Click **Add** to add the Alert Agent's name and "run as" information as defined within the schema. The **Access Information** dialog box appears (see Figure 5).

Note: *Use the Schema Designer to change the Alert Agent's properties.*

B Select an Alert Agent from the list and then click **Delete** to delete the entry.

C Select an Alert Agent from the list and then click **Change** to change existing Alert Agent configuration information. The **Access Information** dialog box appears (see Figure 5).

Figure 5 Access Information Dialog Box



8 In the **Alert Agent Logical Name** box, enter the name of this Alert Agent as defined within the schema you specified in Step 6 above.

9 In the **User Name** box, enter the e*Gate user name under which this Alert Agent will be run.

Note: *Unless you changed the default in the Schema Designer, enter **Administrator**.*

10 In the **Password** and **Confirm Password** boxes, enter the password associated with the user name you entered in step 9. The two entries must match.

11 Click **OK**.

12 Repeat steps 6 through 11 for each Alert Agent defined within the schema. When you have finished, click **OK** to close the **Registry Connection** dialog box.

13 Repeat steps 4 through 11 for each Registry Host that this Alert Agent supports.

14 When you have finished, click **OK** to close the **e*Gate Alert Agent Configuration** dialog box.

3.2.2 Controlling the Alert Agent

Use this procedure to start or shutdown the Alert Agent from the Alert Agent Configuration Tool.

To control the Alert Agent

1 Start the Alert Agent configuration tool (see the **procedure on page 13**).

2 Under Agent/Callback Status: In the Process column, right-click **Alert Agent**.

3 From the shortcut menu, select **start** or **stop**.

On Windows, the Alert Agent behaves as any other Windows Service. You can use the Windows Service Manager to start or stop the Alert Agent Service.

3.3 Configuring Channels

You must configure each channel you want to use for sending notifications.

To configure a channel

1. Start the Alert Agent configuration tool (see the **procedure on page 13**).
2. In the Channel column under **Available Delivery (Local Machine)**, right-click the name of the channel you want to configure.
3. From the shortcut menu, click **Properties**.

3.3.1 Configuring E-mail Channel Properties

E-mail Client Properties: General Tab

Logon Information

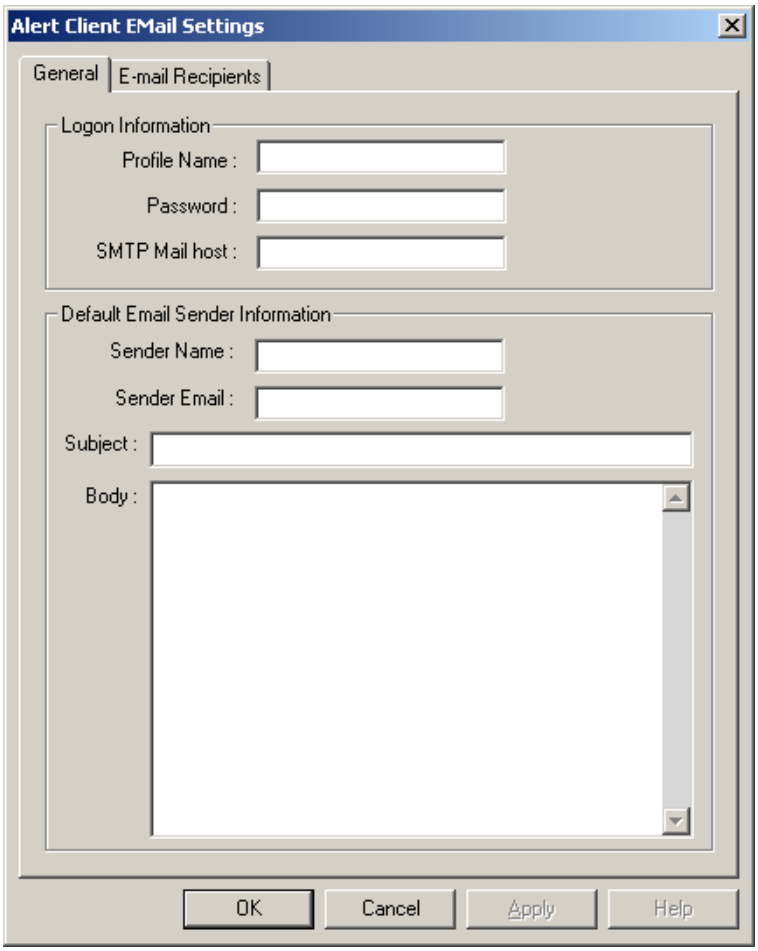
- **Profile Name**: Enter the login name for the SMTP host account that you use to send e-mail notifications (optional).
- **Password**: Enter the password for the SMTP host account (optional).
- **SMTP E-mail Host**: Enter the network name of the SMTP host.

Default E-mail Sender Information

The next several options specify default information that are used if an e-mail notification does not contain the corresponding information.

- **Sender Name:** Enter the name of the default sender.
- **Sender E-mail:** Enter the e-mail address of the default sender.
- **Subject**: Enter the default subject for the notification message.
- **Body:** Enter the default body of the notification message.

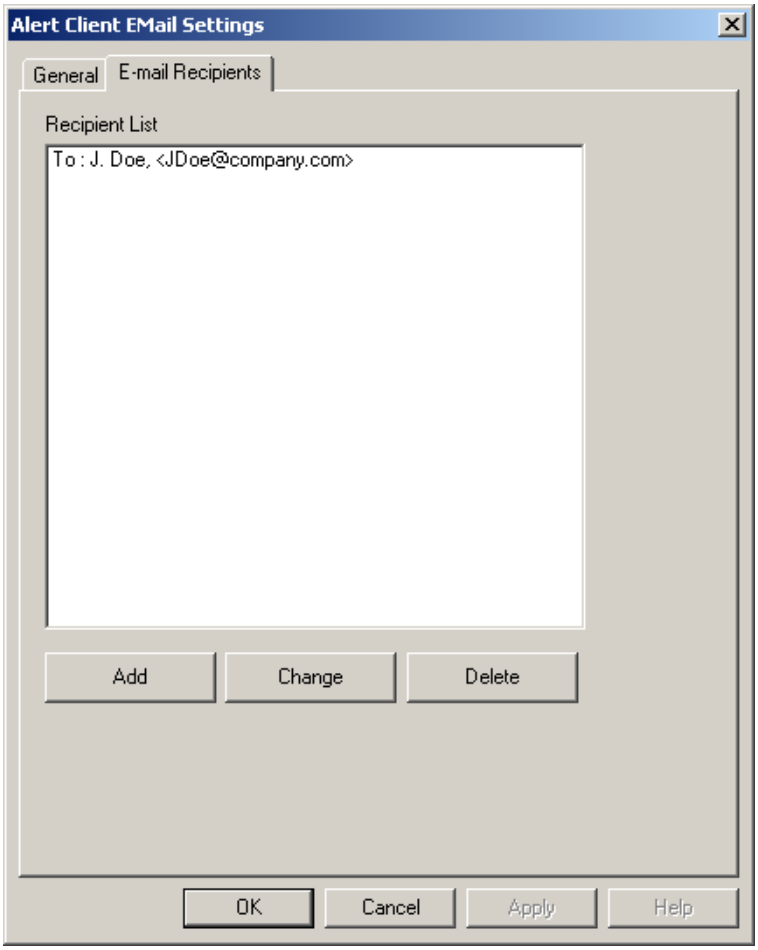
Figure 6 Alert Client E-mail Settings: General Tab



E-mail Client Properties: E-Mail Recipients Tab

This tab specifies the default recipients for all e-mail notifications that will be used if the notification does not specify any recipients.

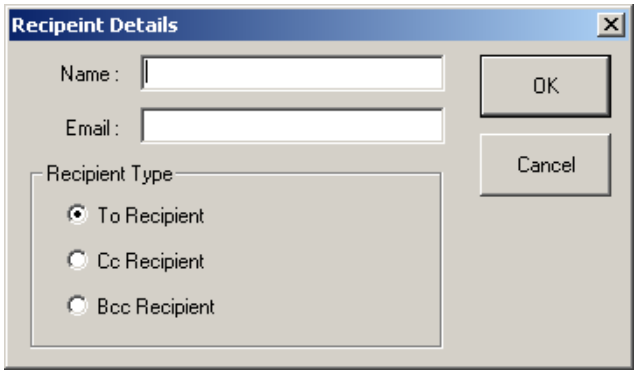
Figure 7 Alert Client E-mail Settings: E-mail Recipients Tab



Add, Change, or Delete a Recipient

- To add a recipient to the list, click **Add.**
- To change recipient information, select a recipient and then click **Change**.
- To delete a recipient, select a recipient and then click **Delete**.

Figure 8 Recipient Details



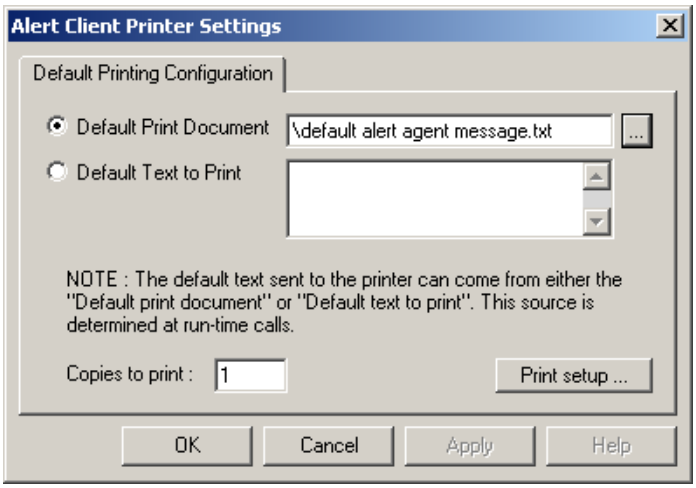
Recipient details

- **Name**: Enter the recipient's *real* name (for example, J. Doe).
- **E-mail**: Enter the recipient's address, with surrounding brackets (for example, <jdoe@company.com>).
- **Recipient type**: Select whether this recipient will appear in the message's **To**, **Cc**, or **Bcc** field.

3.3.2 Configure Default Print Configuration

1. Do one of the following to set a default message to print:
   - To select a default document to print, click **Default Print Document**. Use the **...** button to browse for a file to print.

Figure 9 Alert Client Printer Settings



   - To specify text to print, select **Default Text to Print**. Enter the text to be printed in the box.
2. In the **Copies to print** box, enter the number of copies to be printed.
3. Click **Print setup** to display a standard Windows **Print Setup** dialog box.

3.3.3 SMTP Authentication

If you are using SMTP server authentication, you can instruct the Alert Agent to send authentication information to the server.

Enable SMTP Authentication

To enable authentication, enter a user name (profile name) and password for the default channel in the Alert Agent GUI. Both the user name (profile name) and password must be set to enable SMTP authentication. Also, enter the same user name and password in **notification.tsc** (in the alert delivery channel section).

To disable authentication on Windows, you must delete the user name and password for both Alert Agent GUI and **notification.tsc**. See the *e*Gate Integrator Alert and Log File Reference Guide* for information on modifying the **notification.tsc** file.

Note: *If the Alert Agent is not able to authenticate using the supplied username and password, it sends a notification through the default channel. If the default channel fails, the Alert Agent shuts down. For this reason, it is important that the default alert channel is configured properly.*

3.3.4 Set Default Message

When you configure a channel, you specify default information for the e-mail or printer setup. The Alert Agent will send notifications using the default values under any of the following conditions:

- The delivery channel failed.
- The Alert Agent lost its connection to the Control Broker.
- Input data was unusable (for example, a malformed e-mail address).

We recommend you select your default recipients and phrase your default messages to take this into account.

3.3.5 Activating and Deactivating Channels

After you define a channel, you must activate the channel. Each channel must be activated separately.

To activate or deactivate a channel

1. In the **Channel** column under **Available Delivery (Local Machine)** on the **e*Gate Alert Agent Control and Configuration** dialog box, right-click a channel.
2. From the shortcut menu, click **Toggle Active**.

3.3.6 Testing Channels

The test command sends the channel's default message to the default recipients. If the message is received as expected, the channel delivery system is functioning normally.

To test a channel

1. In the **Channel** column under **Available Delivery (Local Machine)** on the **e*Gate Alert Agent Control and Configuration** dialog box, right-click a channel.
2. From the shortcut menu, click **Test**.

Note: *You must test each channel separately.*

3.3.7 Alert Agent Failover

e*Gate architecture provides for Alert Agent failover. When you define an Alert Agent in the Schema Designer, you specify a "designation level" number, which effectively sets the rank of the Alert Agent in the failover scheme.

The Control Broker will always send notifications to the highest-ranked available Alert Agent. By running more than one Alert Agent, you provide for notification delivery if one Agent stops functioning or is unable to deliver a notification over a specific channel.

We recommend you use this configuration:

1. Install and configure one Alert Agent on multiple Participating Hosts.
2. Within each schema that these Alert Agents will monitor, define *each* of the Alert Agents on its own Participating Host.
3. Assign each Alert Agent a different rank number.

The Control Broker sends its notifications to whichever Alert Agent is available with the highest rank number. If one fails, a backup then takes over.

3.3.8 Log Files

The Alert Agent writes a log file called **AlertAgent.log** to:

```
/egate/client/logs
```

For detailed information on Alert Agent Logs, see the *e*Gate Integrator Alert and Log File Reference Guide*.

3.4 Using Alert Agent on UNIX

To start or stop the Alert Agent, you must execute the **stcaa.sh** script that was created during setup. The **stcaa.sh** script invokes the Java runtime executable and the configuration file for each Alert Agent.

3.4.1 Controlling the Alert Agent

To Start the Alert Agent

Run the following script:

```
/egate/client/bin/stcaa.sh
```

(This is the default path to the file.)

To Stop the Alert Agent

Run the following script:

```
/egate/client/bin/stcaa.sh -stop
```

(This is the default path to the file.)

SMTP Authentication

If you are using SMTP server authentication, you can instruct the Alert Agent to send authentication information to the server.

To enable authentication

- Add the following information to the end of the default mail settings section of your **stcaa.cfg** file:

```
SMTP_USER=username
SMTP_PASSWORD=password
```

- Start the Alert Agent with the **-auth** flag. For example:

```
/egate/client/bin/stcaa.sh -auth
```

Note: *If the Alert Agent is not able to authenticate using the supplied username and password, it sends a notification through the default channel. If the default channel fails, the Alert Agent shuts down. For this reason, it is important that the default alert channel is configured properly.*

3.4.2 Modify the stcaa.sh file

During Alert Agent installation, you were prompted to enter information necessary to run the Alert Agent. Some of this information is stored in your script file (**stcaa.sh**). You may need to modify your script file if the path to the Java Runtime Environment (JRE) is incorrect, or if your home environment variable changes.

Modify the Java Runtime Environment path

The JRE path is specified by the user during the Alert Agent installation process. If an incorrect path is entered during installation or it changes, the Alert Agent will not run properly.

To modify the JRE path, verify that you have the correct path and then overwrite the existing path in your **stcaa.sh** script file.

Add a home environment variable

If your home environment changes after installation, you must modify the **stcaa.sh** script file so the Alert Agent can write its logs to the proper location.

To reflect the new home environment variable in the Alert Agent logs, add the following line to the **stcaa.sh** script file directly after your JRE path:

```
-Duser.home=$HOME
```

Example:

```
/jre130/bin/java -Duser.home=$HOME -cp
```

3.4.3 Log Files

The Alert Agent writes a log file called **agent.log** to:

```
/egate/client/logs
```

For detailed information on Alert Agent Logs, see the *e*Gate Integrator Alert and Log File Reference Guide*.

3.4.4 Modify the stcaa.cfg file

The Alert Agent's configuration file (**stcaa.cfg**) contains the configuration information entered during installation. To change the configuration settings, open the **stcaa.cfg** file in your text editor. The default path to the file is:

```
/egate/client/bin/stcaa.cfg
```

Alert Agent Settings

This section contains the items relating to your Alert Agent configuration. You can modify the following settings:

- Registry Host
- Registry Port
- Schema Name
- Alert Agent Logical Name
- Mail Hostname

NCB Settings

NCB is the connection for Alert Agent into the Notification Control Broker system. You can modify the following settings:

- Registry Host
- Registry Port
- Process Host
- Schema Name
- Control Broker logical name
- Number of Retries
- Retry Interval
- Status Update Interval

Default E-mail Settings

This section contains default settings for E-mail channel information. You can modify the following settings:

- From: Sender Name; <e-mail Address>
- To: Recipient; <e-mail Address>
- CC: Recipient; <e-mail Address>
- BCC Recipient; <e-mail Address>

Note: *Use angle brackets around outgoing e-mail addresses (as shown above).*

3.4.5 Java method: eventSend()

Information on the Java method **eventSend()** is located in the *e*Gate Integrator User's Guide*.

3.4.6 Multiple Alert Agents

If additional Participating Hosts or schemas use the same Alert Agent startup script, define the logical Alert Agent(s) within the respective schema(s) and Registry Host(s).

Copy the **stcaa.cfg** to another file, and modify the **stcaa.sh** reflecting the change. The **stcaa.cfg** file can then be used as a template for the additional defined Alert Agents. Follow the guidelines from the original configuration file and, when completed, add another line to the **stcaa.sh**, using the newly created configuration file.

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