SUN SEEBEYOND

ALERT AGENT USER'S GUIDE

Release 5.1.3

Sun microsystems

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Contents

List of Figures 5

List of Tables 6

Chapter 1

Introduction 7

About This Document 7
What's in This Document 7
Scope 7
Intended Audience 8
Text Conventions 8
Screenshots 8

Related Documents 8

Sun Microsystems, Inc. Web Site 9

Documentation Feedback 9

Chapter 2

Overview of Alert Agent 10

About Alert Agent 10

About Java CAPS Alerts 10

About Notifications 11

About Notification Types 12

About Severity Levels 13

Filtering SNMP Alerts 14

Chapter 3

Installing Alert Agent 15

Supported Operating Systems 15

System Requirements 15

Installing Alert Agent 15
Deploying the Enterprise Manager Plug-in 17

Chapter 4

Managing Notifications 18
Viewing Notifications 18
Creating Notifications 19
Creating Channels 19
Creating Recipients 22
Creating Destinations 24
Specifying Notification Definitions 26
Changing Notifications 29
Disabling Notifications 29
Deleting Notification Components 30
Testing Notifications 30
Configuring Collaborations for JMS Notifications 31
Adding Notification Types for User-Defined Alerts 33
Starting and Stopping Alert Agent 35

Index 36

List of Figures

Figure 1	Predefined Alerts for eGate Components	11
Figure 2	Alert and Notification Architecture	12
Figure 3	Installing the Enterprise Manager Plug-in	17
Figure 4	Alert Agent in Enterprise Manager	18
Figure 5	Viewing Notifications	19
Figure 6	Viewing Channels	20
Figure 7	Define New Channel Dialog Box: E-mail	20
Figure 8	Define New Channel Dialog Box: JMS	22
Figure 9	Viewing Notification Recipients	23
Figure 10	Creating Recipients for E-mail Notifications	23
Figure 11	Creating Recipients for JMS Notifications	24
Figure 12	Creating Recipients for SNMP Notifications	24
Figure 13	Destinations Tab	25
Figure 14	Creating Destinations	25
Figure 15	Viewing Notification Definitions	26
Figure 16	Specifying Notification Definitions	27
Figure 17	Selecting the Notification Type	27
Figure 18	Selecting Components	28
Figure 19	Selecting Destinations	28
Figure 20	Disabling Notifications	30
Figure 21	Adding the Alert OTD to Collaborations	31
Figure 22	Collaboration Editor (Java) - Alert OTD Fields	32
Figure 23	Alert OTD Methods	32
Figure 24	Input to unmarshalFromString	33
Figure 25	Connectivity Map - JMS Topic and Service	33
Figure 26	Viewing Notification Definitions	34
Figure 27	Creating Custom Notification Types	34

List of Tables

Table 1	Text Conventions	8
Table 2	Notification Types and Severity Levels for Predefined Alerts	12

Chapter 1

Introduction

This chapter provides information about this document, its related documents and referenced documents. It also provides the URL for the Sun Web site and feedback and support e-mail addresses.

What's in This Chapter

- **About This Document** on page 7
- **Related Documents** on page 8
- **Sun Microsystems, Inc. Web Site** on page 9
- **Documentation Feedback** on page 9

1.1 About This Document

This section provides information about this document, such as an overview of its contents, scope, and intended audience.

1.1.1 What's in This Document

This document contains the following sections:

- **Chapter 1 "Introduction"** introduces this user's guide, including its purpose, scope, and contents.
- **Chapter 2 "Overview of Alert Agent"** provides an overview of Alert Agent.
- **Chapter 3 "Installing Alert Agent"** describes how to install Alert Agent.
- **Chapter 4 "Managing Notifications"** describes how you create, change, and delete Alert Agent notifications. This chapter also provides an overview of monitoring notifications.

1.1.2 Scope

This document describes how to install and use Alert Agent. Alert Agent is a component of the Sun Java™ Composite Application Platform Suite (Java CAPS).

This document refers to the *Sun SeeBeyond eGate™ Integrator User's Guide* for Enterprise Designer-specific procedures, and to the *Sun SeeBeyond eGate Integrator System Administration Guide* for Enterprise Manager-specific procedures.

1.1.3 Intended Audience

This document is intended for Java CAPS Project designers and administrators responsible for monitoring deployed Java CAPS Projects.

1.1.4 Text Conventions

The following conventions are observed throughout this document.

Table 1 Text Conventions

Text Convention	Used For	Examples
Bold	Names of buttons, files, icons, parameters, variables, methods, menus, and objects	▪ Click **OK**. ▪ On the **File** menu, click **Exit**. ▪ Select the **eGate.sar** file.
`Monospaced`	Command line arguments, code samples; variables are shown in ***bold italic***	`java -jar ***filename***.jar`
Blue bold	Hypertext links within document	See **Text Conventions** on page 8
Blue underlined	Hypertext links for Web addresses (URLs) or email addresses	http://www.sun.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 documents provide additional information:

- *Sun SeeBeyond eGate Integrator System Administration Guide*
- *Sun SeeBeyond eGate Integrator User's Guide*
- *Sun Java Composite Application Platform Suite Installation Guide*
- *Sun SeeBeyond SNMP Agent User's Guide*

1.3 Sun Microsystems, Inc. Web Site

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

http://www.sun.com

1.4 Documentation Feedback

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

CAPS_docsfeedback@sun.com

Chapter 2

Overview of Alert Agent

This chapter provides an overview of Alert Agent and its purpose within Java CAPS.

What's in This Chapter

- **About Alert Agent** on page 10
- **About Java CAPS Alerts** on page 10
- **About Notifications** on page 11
- **About Notification Types** on page 12
- **About Severity Levels** on page 13
- **Filtering SNMP Alerts** on page 14

2.1 About Alert Agent

Java CAPS Projects create alerts when certain events occur for Project components. Alert Agent enables you to monitor alerts and set up *notifications* for alerts. It then receives alerts for runtime Projects and sends the notifications you configured as alerts occur. For example, if a Collaboration is no longer running, you can have an e-mail sent to a recipient indicating that the Collaboration is down.

2.2 About Java CAPS Alerts

Java CAPS provides both predefined alerts as well as custom alerts that you can define for Collaborations. To define a custom alert, you use the **alerter** method in the business logic of the Collaboration. For information about defining custom alerts, refer to the *Sun SeeBeyond eGate™ Integrator System Administration Guide.*

Java CAPS provides predefined alerts for the following eGate components:

- Collaborations
- Integration Servers
- JMS IQ Managers

The following figure shows the alert notifications for the eGate components:

Figure 1 Predefined Alerts for eGate Components

Alert Code	Description
COL-00001	Collaboration running
COL-00002	Collaboration stopped
COL-00003	Collaboration user-defined alert
IS-00001	Integration Server started
IS-00002	Integration Server stopped
MS-00009	Message Server has reached the throttling threshold of total number of messages
MS-00010	Message Server has moved below the throttling threshold of total number of messages
MS-00011	Message Server has reached the throttling threshold for message destinations
MS-00012	Message Server has moved below the throttling threshold for message destinations
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

The Alert Agent also handles alerts for other Java CAPS products, such as Sun SeeBeyond eTL Integrator and SNMP Agent. For information about those alerts, refer to the documentation for that product.

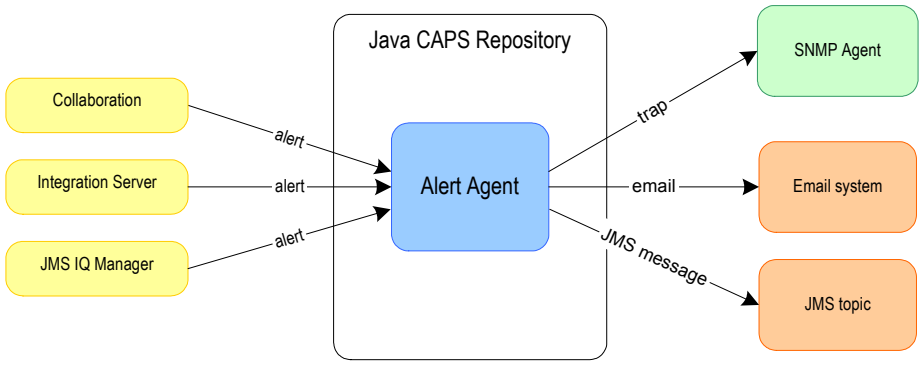
Note: *Enterprise Manager uses the Logical Host specified as the context in which it displays alerts. When a Logical Host is removed in Enterprise Manager, the alerts for that Logical Host are no longer visible. To view these alerts, add the Logical Host back in with the same host name.*

2.3 About Notifications

When an alert occurs, the alert is forwarded to the Alert Agent. If the Alert Agent is configured to send a notification for that particular type of alert, the notification is sent.

An alert notification can be a JMS message sent to a JMS topic, an e-mail sent to an e-mail address, or a notification routed automatically to Sun SeeBeyond SNMP Agent.

Figure 2 Alert and Notification Architecture



Notifications are defined by these components:

- **channel**: the medium through which the notification is sent
- **recipient**: the entity receiving the notification
- **destination**: a group of one or more recipients
- **notification definition**: the notification type and severity.

The channel and recipient are defined by whether a notification is an e-mail, JMS, or SNMP notification as follows:

- JMS message notifications are sent via the JMS channel to a JMS topic (recipient)
- SNMP notifications are sent to the Sun SeeBeyond SNMP Agent (recipient)
- E-mail notifications are sent via the e-mail channel to an e-mail system.

2.4 About Notification Types

The table below lists the notification types for predefined alerts for Collaborations, Integration Servers, and JMS IQ Managers.

Each notification type has a severity level assigned to it. When defining alert notifications, it is important that the severity level is at least as high as the assigned security level. If you specify a lower severity, the notification never occurs. For information about severity levels, refer to **"About Severity Levels" on page 13**.

Table 2 Notification Types and Severity Levels for Predefined Alerts

Code	Description	Severity Level
COL-00001	Collaboration *name* is running.	Info
COL-00002	Collaboration *name* is stopped.	Info

Table 2 Notification Types and Severity Levels for Predefined Alerts (Continued)

Code	Description	Severity Level
COL-00003	Collaboration *name* user-defined alert.	User defined
DEFAULT-NOTSPECIFIED	Message code is not specified.	Not applicable
COL-00001	Collaboration *name* is running.	Info
COL-00002	Collaboration *name* has stopped.	Info
IS-00001	Integration Server *name* started.	Info
IS-00002	Integration Server *name* stopped.	Info
MS-00009	JMS IQ Manager *name* has reached the throttling threshold of total number of messages.	Warning
MS-00010	JMS IQ Manager *name* has moved below the throttling threshold of total number of messages.	Warning
MS-00011	JMS IQ Manager *name* has reached the throttling threshold for message destinations.	Warning
MS-00012	JMS IQ Manager *name* has moved below the throttling threshold for message destinations.	Warning

2.5 About Severity Levels

Each notification type has one of the following severity levels:

- Fatal
- Critical
- Major
- Minor
- Warning
- Info

The severity levels are cumulative as follows:

- If you select the fatal level, the agent captures only fatal alerts.
- If you select the critical level, the agent captures fatal and critical alerts.
- If you select the major level, the agent captures fatal, critical, and major alerts.
- If you select the minor level, the agent captures fatal, critical, major, and minor alerts.
- If you select the warning level, the agent captures fatal, critical, major, minor, and warning alerts.
- If you select the info level, the agent captures all alerts.

2.6 Filtering SNMP Alerts

SNMP notifications enable you to provide filtering for the SNMP Agent.

By default, the SNMP Agent receives every alert generated by runtime Projects. To filter the alerts, you can use the Alert Agent by specifying which alerts you want to go to the SNMP channel.

Note that once filtering for the SNMP Agent is enabled, the default behavior is disabled. To restore the default behavior, you must delete the SNMP channel.

If you deactivate the notification that uses an SNMP channel, the SNMP Agent will not receive any alerts. For more information on SNMP Agent, see the *SNMP Agent User's Guide*.

Chapter 3

Installing Alert Agent

This chapter describes how to install the Alert Agent application and documentation.

What's in This Chapter

- **Supported Operating Systems** on page 15
- **System Requirements** on page 15
- **Installing Alert Agent** on page 15

3.1 Supported Operating Systems

For information about supported operating systems, refer to the **Alert_Agent_Readme.txt** file.

3.2 System Requirements

The system requirements for Alert Agent are the same as for eGate Integrator. For information, refer to the *Sun Java Composite Application Platform Suite Installation Guide*.

3.3 Installing Alert Agent

The procedure below describes an overview of how to install Alert Agent. For detailed installation instructions, refer to the *Sun Java Composite Application Platform Suite Installation Guide.*

Before you install the Alert Agent, install and download the following items using the Java CAPS Installer:

- Repository
- eGate Integrator
- Enterprise Designer

- Enterprise Manager
- Logical Host

The procedure below describes how to install the following items for Alert Agent:

- The software
- The plug-in that enables you to monitor the alerts runtime Projects in the Enterprise Manager
- The documentation

Upgrade Information

The internal format of the Alert Agent database has changed in the current Java CAPS version. If you installed this version over an earlier version and retained your existing Enterprise Manager configuration, including any Alert Agent configuration data from a previous version, you must restart the Enterprise Manager.

Do not perform this restart until *after* you have:

- Opened the current Alert Agent user interface
- Updated or created any new Alert Agent Channel
- Completed your Alert Agent configuration

This restart is necessary only the first time you use the configuration user interface and is required to convert existing Alert Agent data from a previous version to the new data format used by the current Alert Agent version.

To install Alert Agent

1. In the **Administrator** page of the Java CAPS Installer, click **Click to install additional products**.
2. In the **Administrator > Select** page, select the following items and click **Next**:
   - **Core Product > AlertAgent (to install the** Alert Agent software)
   - **Documentation > AlertAgentDocs (**optional—to install the Alert Agent documentation)
3. In the **Administrator > Upload** page, select the following items and click **Install Products**:
   - **AlertAgent.sar**
   - **AlertAgentDocs.sar**

   When the installation is finished, the "Installation Completed" message appears.
4. To view the Alert Agent documentation, click **Documentation** > **Core Products** > **Alert Agent**.

3.4 Deploying the Enterprise Manager Plug-in

Alert Agent comes with a plug-in to Enterprise Manager to enable you to monitor alerts for runtime Java CAPS Projects.

The procedure below describes how to install the Alert Agent plug-in using Enterprise Manager.

To install the Enterprise Manager plug-in

1. Log on to Enterprise Manager as a user with a **Manager** role.
2. In the Explorer pane, click the **Configuration** icon and click **Web Applications Manager**.
3. Click **Auto-Install from Repository**, enter the connection properties for the Repository where you installed Alert Agent, and click **Connect**.

   The page displays the available plug-ins for the Repository you connected to.

Figure 3 Installing the Enterprise Manager Plug-in

4. Select **AlertAgent** and click **Install**. The message "OK - Deployed application at context path / alertagent" appears.

Chapter 4

Managing Notifications

This chapter describes how to create, change, and delete Alert Agent notifications.

What's in This Chapter

- **Viewing Notifications** on page 18
- **Creating Notifications** on page 19
- **Changing Notifications** on page 29
- **Disabling Notifications** on page 29
- **Deleting Notification Components** on page 30
- **Testing Notifications** on page 30
- **Configuring Collaborations for JMS Notifications** on page 31
- **Adding Notification Types for User-Defined Alerts** on page 33
- **Starting and Stopping Alert Agent** on page 35

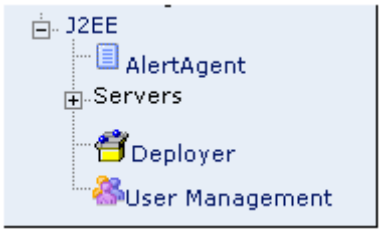
4.1 Viewing Notifications

The procedure below describes how to view the notifications specified for the Alert Agent. For general information about notifications, refer to **About Notifications** on page 11.

To view notifications

1 In the **Explorer** pane of the Enterprise Manager, expand **J2EE**. See Figure 4.

Figure 4 Alert Agent in Enterprise Manager



2 Click **Alert Agent**. The **Notification Configurations** window appears. See Figure 5.

Figure 5 Viewing Notifications

4.2 Creating Notifications

To create notifications, you follow the following general steps:

1 **Configuring Collaborations for JMS Notifications** on page 31

2 **Creating Channels** on page 19

3 **Creating Recipients** on page 22

4 **Creating Destinations** on page 24

5 **Specifying Notification Definitions** on page 26

For JMS notifications, set up the logic for handling the notification in Enterprise Designer *before* creating the notification. For more information, see **Configuring Collaborations for JMS Notifications** on page 31.

Note: *To filter alerts for SNMP Agent, then you only need to create one recipient and one destination.*

4.2.1 Creating Channels

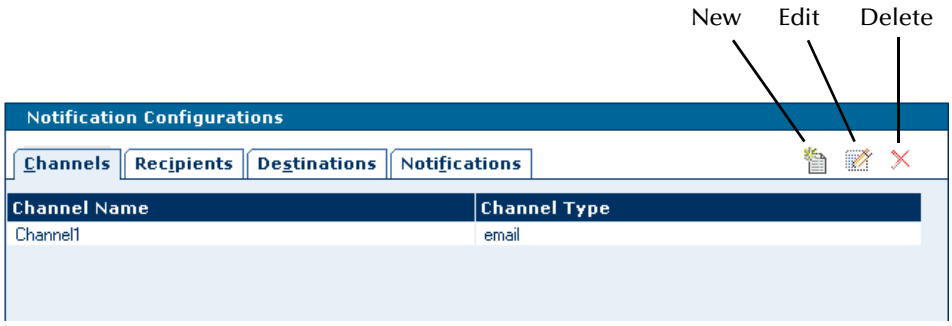
A *channel* is a medium through which notifications are sent. The Alert Agent supports these channel types: e-mail, JMS, and SNMP.

To create channels

1 View the notifications as described under **Viewing Notifications** on page 18.

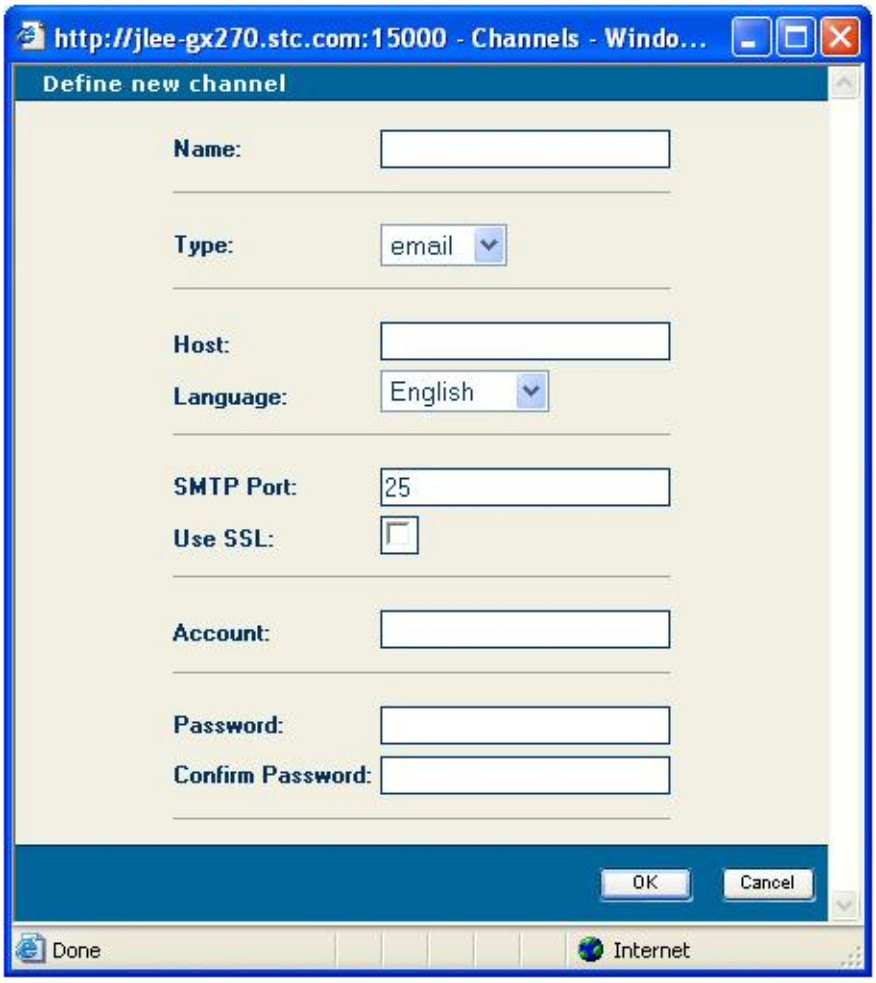
2 In the **Notification Configurations** window, click the **Channels** tab. See Figure 6.

Figure 6 Viewing Channels



3 Click the **New** button. The **Define New Channel** dialog box appears. See Figure 7.

Figure 7 Define New Channel Dialog Box: E-mail



4 In the **Name** text box, enter a name for the channel.

5 Perform one of the following actions:

- To create an e-mail notification, choose **email** from the **Type** pull-down menu and go on to step 6. This option is the default.
- To create a JMS notification, choose **JMS** from the same menu and skip to step 7.
- To create an SNMP notification, enter the channel name, choose **SNMP**, and click **OK**. You do not need to make further entries in the dialog box.

Note: *Do not use double-byte characters.*

6 For e-mail notifications, enter the following information:

A In the **Host** text box, enter the network name of the e-mail server.

B The **SMTP Port** is used to set the outgoing email server (default setting is 25). Your System Administrator can configure any port between 0 to 65535 for the SMTP port.

C If the **Use SSL** checkbox is selected, messages are sent over a secure channel in order to prevent eavesdropping the contents of the email.

If SMTP is configured with SSL but the AlertAgent is not, then the AlertAgent will not be able to send notifications thru the channel. Likewise, if the SMTP port is configured differently then the AlertAgent port, the AlertAgent won't be able to send the notification thru the channel.

D In the **Account** text box, enter the login name for the e-mail server account that you use to send e-mail notifications.

E In the **Language** text box, choose the appropriate language. The default value is **English**. The language selected here can be used in the subject and comments of the e-mail notification.

F In the **Password** text box, enter the password for the account. The text is masked.

G In the **Confirm Password** text box, re-enter the password for the account. The text is masked.

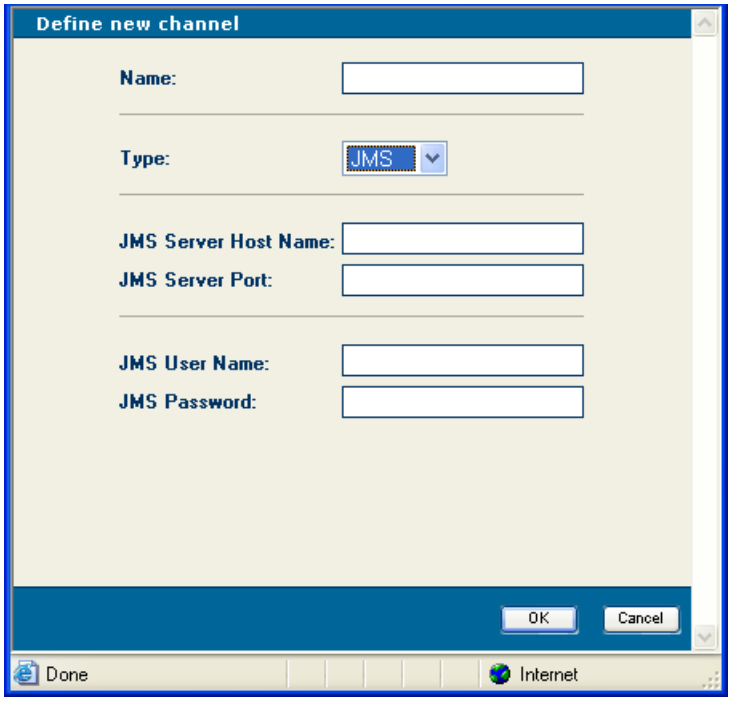
H Click **OK** when you are finished creating your e-mail channel. You do not need to make further entries in the dialog box.

7 For JMS notifications, enter the following information:

A Make sure you have entered a name for the channel in the **Name** text box.

B In the **JMS Server Host Name** text box, enter the fully qualified name of the host where the topic's JMS IQ Manager is deployed. See Figure 8.

Figure 8 Define New Channel Dialog Box: JMS



C In the **JMS Server Port** text box, enter the number for the port that the JMS IQ Manager is using. You can view this number in Enterprise Designer by right-clicking the current JMS IQ Manager and clicking **Properties**.

D In the **JMS User Name** text box, enter the user name for the account.

E In the **JMS Password** text box, enter the password for the account. The text is masked.

F Click **OK**.

After the channel is created, you are ready to create the recipient as described in the **Creating Recipients** on page 22.

4.2.2 Creating Recipients

After you create a channel via which the notification is to be sent, create the recipient of the notification. For more information about the recipients for notifications, refer to **About Notifications** on page 11.

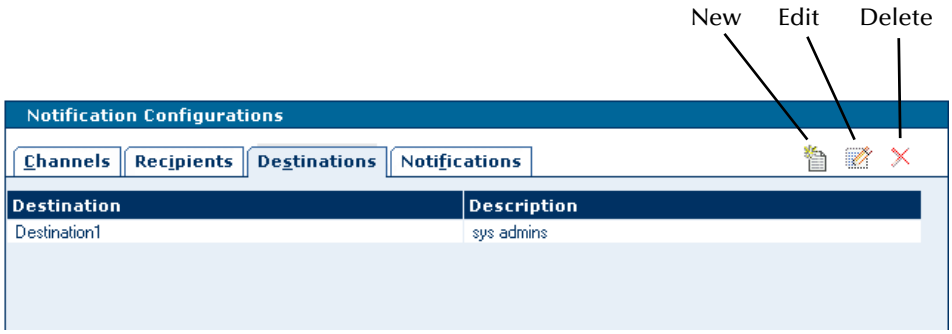
To filter alerts for SNMP Agent, only one recipient is necessary.

To create recipients

1 View the notifications as described in **Viewing Notifications** on page 18.

2 In the **Notification Configurations** window, click **Recipients**.

Figure 9 Viewing Notification Recipients



3 Click **New**. The **Define New Recipient** dialog box appears.

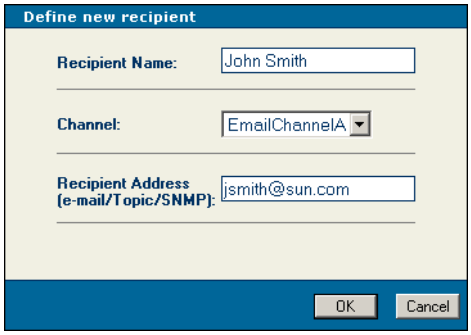
4 For e-mail notifications, enter the following information:

A In the **Recipient Name** box, enter name of the person receiving the notification.

B Click the e-mail channel in the **Channel** list (created in **Creating Channels** on page 19).

C In the **Recipient Address** box, enter the e-mail address for the person receiving the notification.

Figure 10 Creating Recipients for E-mail Notifications



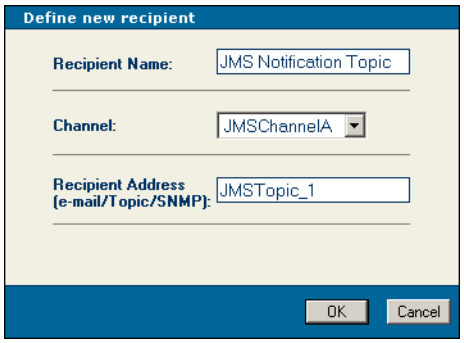
5 For JMS notifications, enter the following information:

A In the **Recipient Name** box, enter a descriptive name for the JMS topic receiving the notification.

B Click the JMS channel in the **Channel** list (created in **Creating Channels** on page 19).

C In the **Recipient Address** box, enter the name of the JMS topic that will be receiving the notification. The name must match the name used in the Java CAPS Project.

Figure 11 Creating Recipients for JMS Notifications



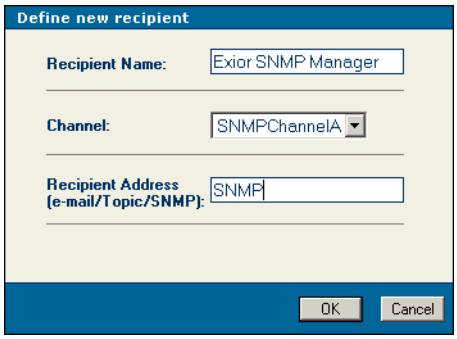
6 For SNMP notifications, enter the following information:

A In the **Recipient Name** box, enter a descriptive name for the SNMP management system or SNMP Agent receiving the notification.

B Click the SNMP channel in the **Channel** list (created in **Creating Channels** on page 19).

C In the **Recipient Address** box, enter the text **SNMP**.

Figure 12 Creating Recipients for SNMP Notifications



7 Click **OK**.

After the recipient is created, you are ready to create the notification destination as described in **Creating Destinations** on page 24.

4.2.3 Creating Destinations

After you create recipients for a notification, you create destinations. A destination is a grouping of one or more recipients. The grouping of recipients allows you to have a notification sent to multiple recipients over different types of channels. For example, you could configure a notification to be sent as an e-mail to a person, but also send a notification to the SNMP system.

For more information about the recipients for notifications, refer to **About Notifications** on page 11.

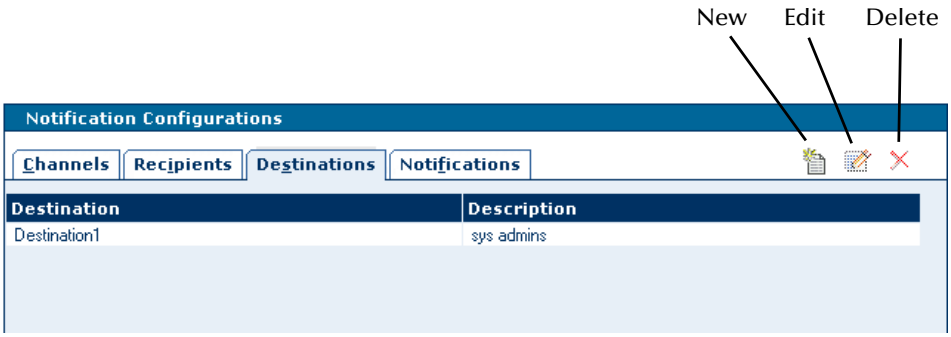
To filter alerts for SNMP Agent, only one destination is necessary.

To create destinations

1 View the notifications as described in **Viewing Notifications** on page 18.

2 In the **Notification Configurations** window, click **Destinations**.

Figure 13 Destinations Tab



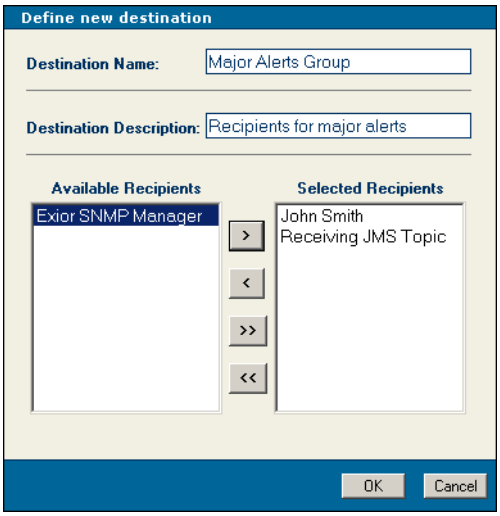
3 Click **New**. The **Define New Destination** dialog box appears.

4 In the **Destination Name** box, enter a name for the destination.

5 In the **Destination Description** box, enter a description for the destination.

6 Select recipients to be part of this destination group by clicking the recipient and the right arrow. This moves recipients from the **Available Recipients** box to the **Selected Recipients** box.

Figure 14 Creating Destinations



7 Click **OK**.

After the destination is created, you are ready to create the notification destination (alert type and severity) as described in **Specifying Notification Definitions** on page 26.

4.2.4 Specifying Notification Definitions

After you have created the group of recipients for a notification, you create the invocation. The notification destination defines:

- Notification type
- Alert severity
- Which Project components you want to be monitored
- The location where the alerts are to be sent (destination)

Setting the alert severity is especially useful for CODE-0001 alerts, which includes all alert types. To capture only the most important alerts, define the alert type as CODE-0001, and the severity as fatal, critical, or major.

Each notification types has a predefined severity associated with it. If you select a particular notification type, the severity you select must match or be lower than the type's severity. 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.

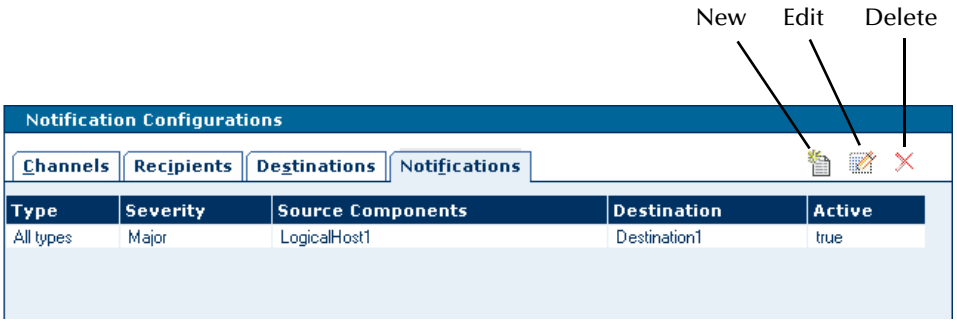
To avoid notifications not being sent due to a mismatch between the notification type and the severity level, set the severity to info if you specify a particular notification type.

For information about notification types, refer to **About Notification Types** on page 12.

To specify notification destinations

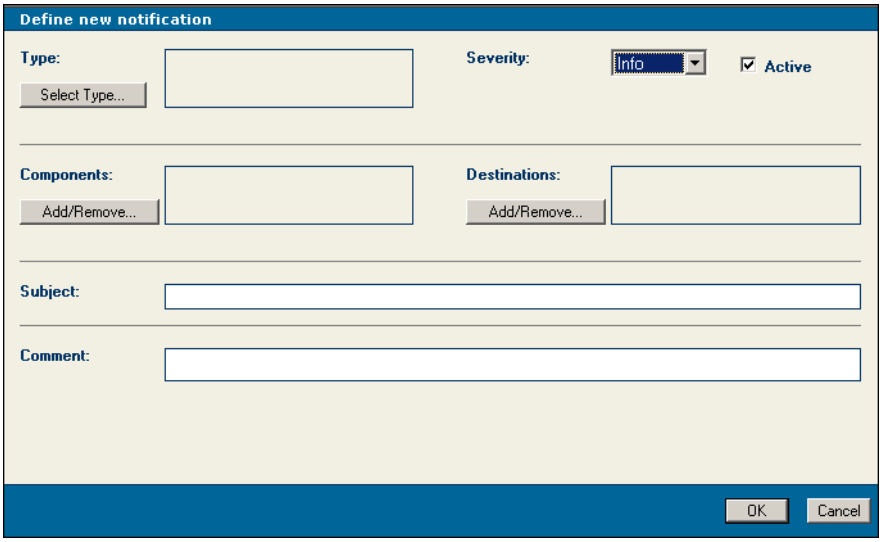
1. View the notifications as described in **Viewing Notifications** on page 18.
2. In the **Notification Configurations** window, click **Notifications**.

Figure 15 Viewing Notification Definitions



3. Click **New**. The **Notification** dialog box appears.

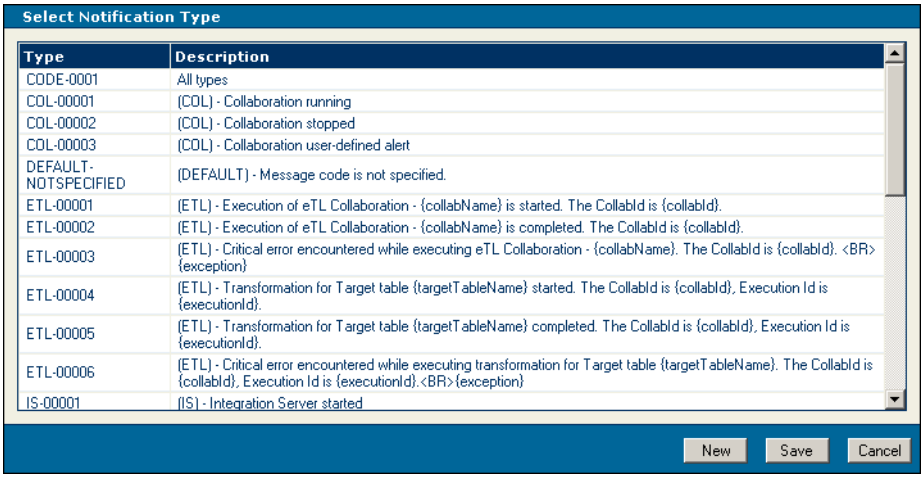
Figure 16 Specifying Notification Definitions



4 Specify the notification type as follows:

A Click **Select Type**. The **Select Notification Type** dialog box appears.

Figure 17 Selecting the Notification Type



B Select the desired notification type and click **Save**. You cannot select more than one type.

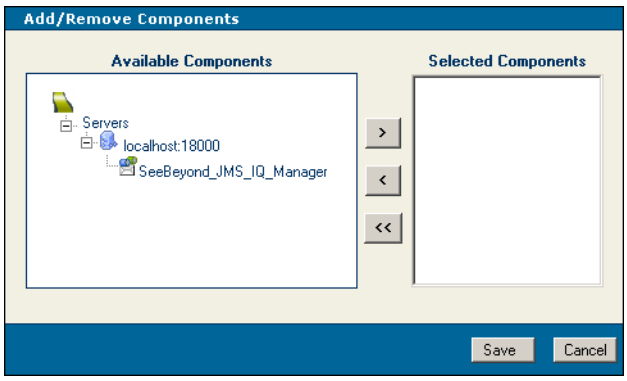
5 In the **Severity** list, select **Fatal**, **Critical**, **Major**, **Minor**, **Warning**, or **Info**. The severity levels are cumulative.

The severity level must be lower than the severity level assigned to the notification type for alerts to be captured. For a list of severity levels, refer to **About Severity Levels** on page 13.

6 Verify that **Active** is selected. To disable a notification, clear the check box.

7 Under **Components**, click **Add/Remove**. The **Add/Remove Components** dialog box appears.

Figure 18 Selecting Components

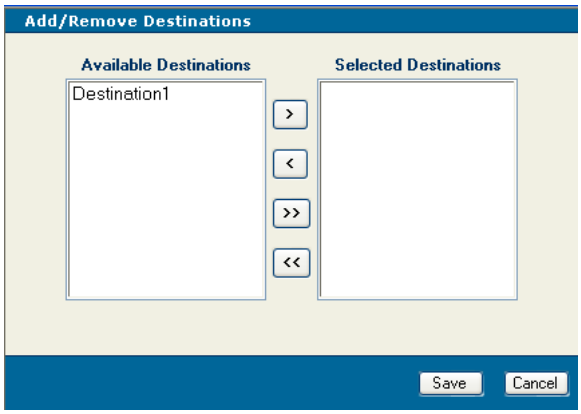


8 Click the components for which to create notifications by clicking the component and clicking the right arrow to move them under **Selected Components**. Selecting a component selects the subcomponents for that component.

9 Click **Save**.

10 Under **Destinations**, click **Add/Remove**. The **Add/Remove Destinations** dialog box appears.

Figure 19 Selecting Destinations



11 Click the destinations to which notifications are to be sent by clicking the location and clicking the right arrow to move them under **Selected Destinations**.

12 Click **Save**.

13 For e-mail notifications only, enter the subject line to appear as the e-mail subject in the **Subject** text box. The language setting you chose when you defined the channel (see **Figure 7 on page 20**) determines what characters are supported.

14 For e-mail notifications only, in the **Comment** text box, enter a comment to be included in the notification. The language setting you chose when you defined the channel (see **Figure 7 on page 20**) determines what characters are supported.

15 Click **OK**.

16 For e-mail notifications, change the sender's e-mail address. The default value of the sender's e-mail address is **alertagent@sun.com**. Note that this not a valid e-mail address. To change the e-mail address, do the following:

A Open the **alertagent.properties** file in the *JavaCAPS*/**emanager/server/monitor/config** folder, where *JavaCAPS* is where eGate is installed.

B Change the value of the **senderEmailAddress** property. For example:

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

4.3 Changing Notifications

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

To change notifications

1 View the notifications as described in **Viewing Notifications** on page 18.

2 In the **Notification Configurations** window, click on of the following:

- **Channels** to change the channel for a notification.
- **Recipients** to change the recipient for a notification
- **Destination** to change the add or delete recipients in a destination group
- **Notification** to change the notification definition

3 Select an item and click **Edit**.

4 Change the information as necessary. Refer to **Creating Notifications** on page 19 for details.

4.4 Disabling Notifications

The procedure below describes how to disable a notification.

Note: *Deleting a notification that uses an SNMP channel causes SNMP Agent to no longer receive alerts.*

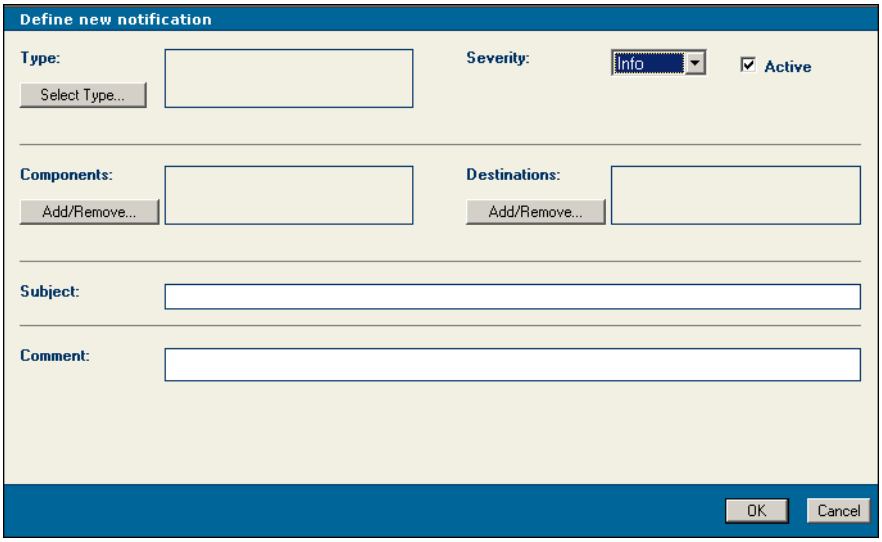
To disable notifications

1 View the notifications as described in **Viewing Notifications** on page 18.

2 In the **Notification Configurations** window, click **Notifications**.

3 Click the notification to be disabled and click **Edit**. The **Notification Definition** dialog box appears.

Figure 20 Disabling Notifications



4 Deselect **Active**.

5 Click **OK**.

4.5 Deleting Notification Components

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

To delete notification components

1 In the **Notification Configurations** window, do one of the following actions:

- Click **Channels** to delete a channel.
- Click **Recipients** to delete a recipient.
- Click **Destinations** to delete a destination.
- Click **Notification** to delete a notification definition.

2 Click the **Delete** icon.

4.6 Testing Notifications

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 below 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.

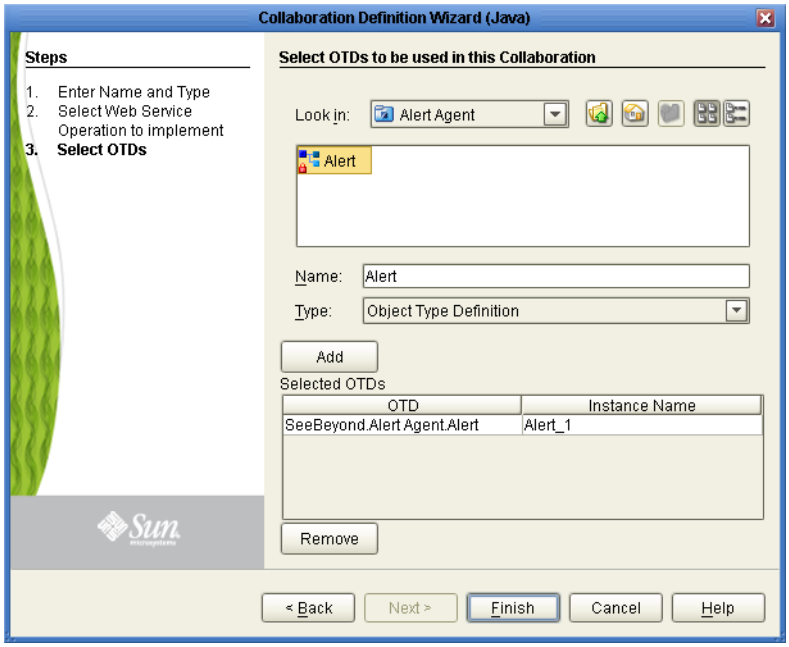
4.7 Configuring Collaborations for JMS Notifications

For JMS notifications, you must define the business logic for the alerts in Enterprise Designer. The procedure below describes how to add the alert OTD to a Collaboration. You then use this OTD to parse and manipulate the alert.

To configure Collaborations for JMS notifications

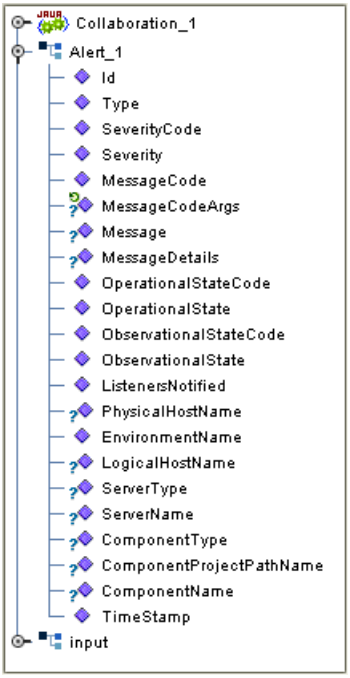
1. In the Explorer tab of Enterprise Designer, right-click the Project in which you want to add alert notifications, click **New**, and click **Collaboration Definition**.
2. Enter the name of the Collaboration and click **Next**.
3. Select a web service operation and click **Next**.
4. Double-click **Sun SeeBeyond**, **Alert Agent**, and **Alert**. This adds the Alert OTD as shown below.

Figure 21 Adding the Alert OTD to Collaborations



5. Click **Finish**. The Collaboration Editor appears. The Alert OTD is located in the Business Rules Designer area.
6. Expand the Alert OTD to display the fields.

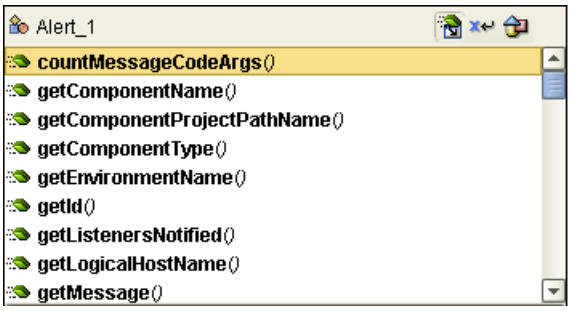
Figure 22 Collaboration Editor (Java) - Alert OTD Fields



Before you can manipulate the data in the alert, you must unmarshal the data.

7 Right-click the Alert OTD instance and choose **Select method to call**. A list of methods appears.

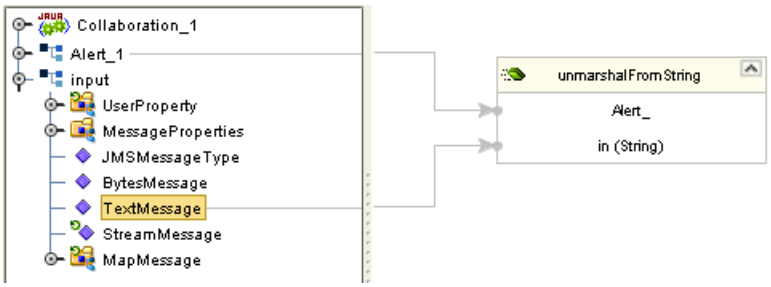
Figure 23 Alert OTD Methods



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

9 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 Figure 24.

Figure 24 Input to unmarshalFromString

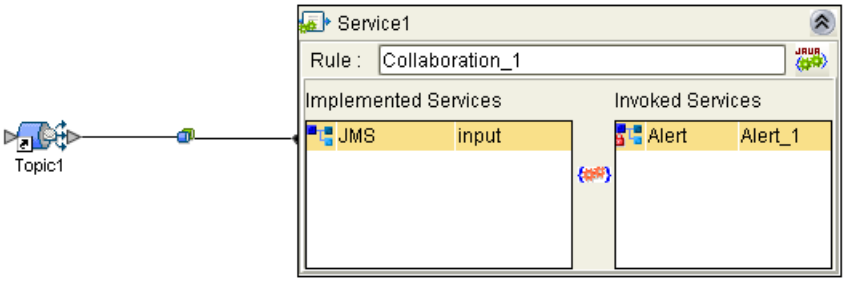


You can now create business rules that manipulate the data.

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

Figure 25 shows a Connectivity Map in which a Service contains the Collaboration Definition that receives the alert from a JMS topic.

Figure 25 Connectivity Map - JMS Topic and Service



4.8 Adding Notification Types for User-Defined Alerts

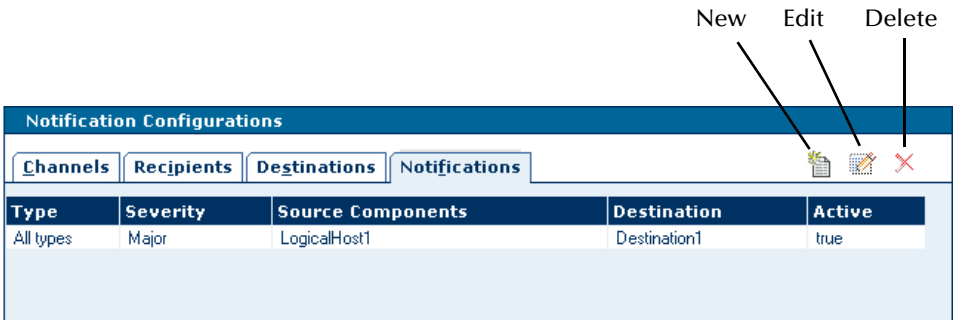
As described in **About Notifications** on page 11, you can create custom alerts, called user-defined alerts. To create notifications for these alerts, you can create custom notification types to add user-defined alerts to the list of notification types.

To add notification types for user-defined alerts

1 View the notifications as described in **Viewing Notifications** on page 18.

2 In the **Notification Configurations** window, click **Notifications**.

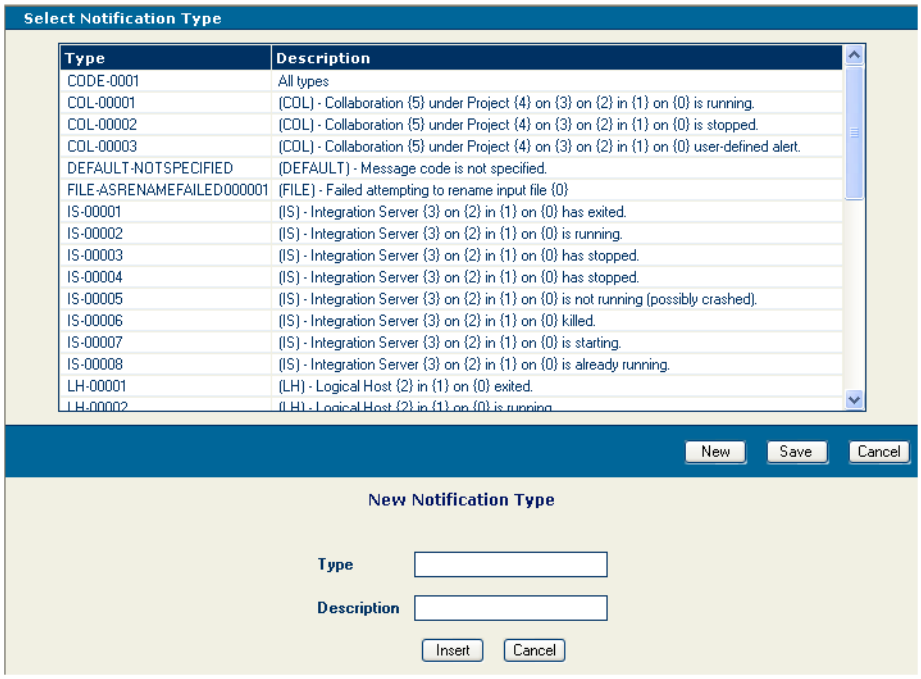
Figure 26 Viewing Notification Definitions



3 Click **New** or click a notification and click **Edit**. The **Notification** dialog box appears.

4 In the **Select Notification Type** dialog box, click **New**. The dialog box expands to include a **New Notification Type** area.

Figure 27 Creating Custom Notification Types



5 In the **Type** box, enter the alert code (for example, MY-00001).

6 In the **Description** box, enter a description of the alert.

7 Click **Insert**. This adds the type and description to the list.

4.9 Starting and Stopping Alert Agent

The procedure below describes how to start, stop, or undeploy Alert Agent.

To stop, start, or undeploy the Alert Agent

1. In the Explorer panel, click the **Configuration** icon.
2. Click the **Web Applications Manager** tab.
3. Locate the row called **/alertagent**.
4. To stop the Alert Agent, click **Stop** under **Available Actions**.
5. To start the Alert Agent, click **Start**.
6. To undeploy the Alert Agent, click **Undeploy**.

Index

A

Active check box **27**
Alert Agent
  accessing **18**
  installing **15**
  overview **10**
  starting **35**
  stopping **35**
Alert OTD
  fields **31**
  methods **32**
  selecting **31**
Alert, defined **10**
alertagent.properties file **29**

C

channel
  creating **19**
  defined **19**
  editing **29**
channels **30**
Comment field **28**
conventions, text **8**
Critical level **13**

D

deleting **30**
deleting, notification components **30**
destination
  creating **24**
destinations
  deleting **30**
double-byte characters **28**

F

Fatal level **13**

I

Info level **13**
installing **15**

J

JMS OTD **33**
JMS Server Host Name field **22**
JMS Server Port field **22**
JMS topic
  sending notification to **19**, **31**

M

Major level **13**
marshalToString() method **33**
Minor level **13**

N

notification
  creating **11**
  disabling **27**
  enabling **27**
  testing **30**
notification definitions
  deleting **30**

R

recipient
  creating **22**
recipients
  deleting **30**
requirements, system **15**

S

screenshots **8**
sender's e-mail address **29**
severity levels **27**
subject line **28**
system requirements **15**

T

testing **30**
text conventions **8**

U

unmarshalFromString() method **32**

W

Warning level **13**