

PageAlert

Notification and alerting software for AIX, HP-UX, Linux, MPE/iX, Solaris and Windows

Nobix PageAlert is simple to use, yet powerful notification and alerting software that provides advanced messaging and escalation management of IT problems. With PageAlert, message notifications from your applications and operating systems can be automatically sent as voice/email/paging messages as soon as problems are detected. An easy-to-use GUI supports an unlimited number of devices, service providers, and e-mail recipients. PageAlert has a browser interface for activity checking and control of alerts. Operations personnel can be notified immediately instead of by a user who has already experienced the problem.

PageAlert's core functionality keeps IT personnel informed of potential technical problems and events such as system failures, errors, thresholds, exceptions and completed tasks. With today's complex computer networks, event notification is an increasingly critical component for overall IT management. Quick and efficient IT problem resolution provides the IT resource availability that today's dynamic businesses require.

Starting at up to 60% less than the lowest prices published by competitors, PageAlert not only helps resolve IT issues and prevent extended downtime, but also delivers a better return on investment (ROI) than other more complex and costly products.

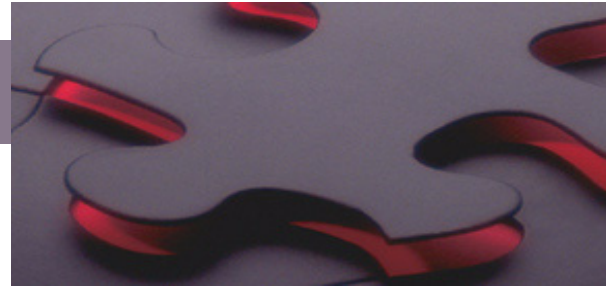
Nobix PageAlert- it's simply what you need.

Benefits of using PageAlert

- Makes your IT operation more efficient by shortening the time it takes to alert staff of performance issues, exceptions, problems or errors.
- Raises the level of reliability and dependability in IT centers by ensuring important notifications get to the right place, the right person, and in the quickest time possible.
- Raises productivity through automated notification. IT centers avoid unscheduled downtime and are assured important messages don't slip through the cracks.
- Quick return on your software investment as PageAlert's centralized server approach allows easy deployment and administration. Depending on volume, a single server can support an entire site.

See how PageAlert can help improve your IT operation by downloading a free trial version.
Go to www.nobix.com to download PageAlert today.

Nobix PageAlert - Key Features



- ◆ PageAlert employs client/server architecture with a centrally managed configuration that is easy to implement.
- ◆ PageAlert server runs on Windows[®]. PageAlert client runs on the most popular operating systems: HP[®], IBM[®], Red Hat Linux[®], Sun[®] and Windows[®].
- ◆ PageAlert provides an easy-to-use Windows user interface that allows users to see the status of messages while administering and configuring the product.
- ◆ PageAlert supports the following protocols: e-mail (SMTP), numeric paging, SNPP (Internet paging), TAP (alphanumeric paging via modem), and Interactive Voice Response. (IVR is supported through the use of Dialogic telephony boards.)
- ◆ Can be integrated with Microsoft Operations Manager[®] (MOM), HP's OpenView[®] Operations for Windows (OVOW) and UNIX, and OpenView Network Node Manager[®] (NNM) to forward NNM messages.
- ◆ PageAlert has a browser interface for activity checking and control of alerts. This must be installed on the same machine that is running the PageAlert Server software.
- ◆ Variable device retry periods and limits means notifications and messages can loop through multiple devices indefinitely or they can be cancelled remotely either upon notification or at a later time.
- ◆ Escalation paths ensure that if one user doesn't respond to a message within a set time period, the next user in the chain will be notified.
- ◆ A start/stop action can be specified for any alert. This allows a program to be executed whenever an alert is triggered or canceled.
- ◆ PageAlert's logging feature tracks activity and data that can support accounting, performance analysis and delivery auditing. This function records times and dates, all activity, messages, method of access, and any reported errors. Plain text log entries can be exported to virtually any spreadsheet or database.
- ◆ PageAlert's Monitoring feature provides for the definition and execution of both polling and persistent scripts and programs. These programs and scripts can be used for monitoring various resources and the subsequent triggering of alerts in PageAlert.
- ◆ PageAlert server implements an SNMP trap listener in addition to monitoring its own client machines. Through these traps, notifications can be triggered from software or hardware events anywhere on the network.
- ◆ Through its broadcast feature, the PageAlert server can send a specific message to multiple recipients at once.
- ◆ PageAlert supports group paging and device aliases.

Additionally, PageAlert can be modified to meet the needs and preferences of your enterprise. If your group relies on pagers whenever someone needs to be contacted, simply install a modem on the PageAlert server and it will communicate with them. Install a telephony board on the server and PageAlert can contact individuals on their phones. Adding a telephony board also allows individuals to call PageAlert themselves to respond to any incoming page they have received.

Nobix PageAlert - How Does it Work?

How PageAlert Notifications Are Triggered

Notifications may be triggered in PageAlert through the use of either a client program sending a message to the PageAlert server or through SNMP traps. For messages coming from clients, there are two data structures that PageAlert uses to determine when to start a notification and who, or what devices, to notify. These two structures are Notification Masters and Device Profiles. Notifications originating from SNMP traps use the SNMP Trap Master and the Device Profiles. This discussion concerns itself with notifications triggered by client programs. SNMP traps are not discussed here.

Device Profiles

The Device Profiles are simply entries containing the information necessary to send information to a particular device. Information such as the type of the device, how it is communicated with and what messaging to display on it or send to it. Device Profiles are given names, such as “John’s Cell Phone”, “Mary Jones PDA”, or “IT Pager”. Once a Device Profile has been defined, it is referenced from then on by its name.

Notification Master

The Notification Master structure consists of pattern matching fields and associated Device Profiles. The pattern matching fields are used to match a message that a PageAlert client program sends to the PageAlert server software. The client could be a monitor program of some sort, an OpenView integration, or some other application that integrates the PageAlert client. When a PageAlert client sends a message to the PageAlert server, the server tries to match the pattern information on a Notification Master entry. If a match is found, then a notification sequence is started, using the device names listed on the entry’s Device Profile list. Notification Masters are given descriptions like “OpenView Messaging”, “Oracle has a problem” or “Critical Job Aborts”.

Pattern Matching Fields

The pattern matching fields on the Notification Master entries are matched using simple wildcard pattern matching. This type of pattern matching utilizes the # and ? characters. An asterisk (*) matches one or more alphanumeric characters. The octothorpe (#) matches a single numeric character. The question-mark (?) matches a single alphanumeric character.

There are four fields available for pattern matching incoming messages. They are:

Hostname	The host name of the machine sending the message
Text 1	The first arbitrary text matching field
Text 2	The second arbitrary text matching field
Text 3	The third arbitrary text matching field

Message Comes From This HostName/IP

Eagle

Message Matching

Message may match any one of text fields

Message must match all three text fields

Text 1 This is Eagle

Text 2 Eagle's printer is down

Text 3 disc crash

The Notification Master entry can be required to match any one of the values, or forced to match all the values. Case-sensitivity is selectable. When multiple Notification Master entries exist, the first one in the table that matches is the one selected. If no patterns match the incoming message, then the message is ignored and no notification sequence is started.

Nobix PageAlert - How Does it Work?

OpenView Example

Using the PageAlert integration policy for OpenView Operations for Windows, when a major or critical message is logged by OpenView, the policy's integration script is run. This script sends these message values to the PageAlert server.

Hostname	The OpenView server's host name
Text 1	The value "HPOVOW"
Text 2	The value "matchval2"
Text 3	The value "matchval3"

Also sent (although not used for pattern matching) is the actual logged major or critical message that triggered this event.

The Notification Master that PageAlert would employ could look like this:

Hostname	The value "*"
Text 1	The value "HPOVOW"
Text 2	The value "*"
Text 3	The value "*"

When the message is received, the Notification Master matches on all the wildcarded values as well as the Text1 value of "HPOVOW", and the notification sequence is begun using the devices associated with this Notification Master entry.

If multiple applications are monitored by OpenView, the policy script may be changed to pass along the application name in the Text2 field. The Notification Master would then also name the application in the Text2 pattern field. Done this way, multiple Notification Master entries could be used, one for each application, that would allow for notifying different personnel based upon the application involved.

Nobix PageAlert - System

The **PageAlert server** requires Windows 2000, XP or 2003 running on a Pentium-class processor, 256 Mb of RAM, at least 200 Mb of hard drive space, and a TCP/IP connection. Microsoft Data Access Components (MDAC) 2.7 or later or Microsoft SQL Server is also required.

Certain paging protocols rely on additional components. PageAlert uses a modem to communicate with numeric pagers as well as with alphanumeric pagers that use a TAP paging service provider. (Follow service provider recommendations for modem speed.) The inbound and outbound voice paging feature, as well as contacting the PageAlert server via phone, requires a Dialogic® telephony board installed on the server. Communicating with PageAlert via telephone requires a Windows-compatible sound card installed on the server. SNMP, SNPP and SMTP protocols rely on a network connection. E-mail responses to pages are recognized and processed by Microsoft Outlook 2000 or later only. (E-mail may be sent to Outlook from any e-mail program.)

The **PageAlert client** can be installed on a UNIX (HP-UX, AIX, Solaris), Linux, MPE/iX or Windows host. Refer to your client platform below for version requirements:

- **HP-UX**
Requires an HP9000 system running HP-UX 11.0 or later.
- **AIX:**
Requires a system running AIX 4.3 or later.
- **Solaris:**
Requires a system running Solaris 7.0 or later.
- **Linux:**
Requires a system running Red Hat Linux.
- **MPE/iX:**
Requires a system running MPE/iX 6.0 or later.
- **Windows:**
Requires a system running Windows 2000, XP or 2003.

Technical support is provided for the PageAlert software only. Additional items that may be used with PageAlert, including modems, telephony boards, pagers, telephones or the Microsoft products are not included in the Nobix support plans.

Nobix, Inc. is headquartered in San Ramon, California. We have been providing the best value in the IT management software market for over 20 years. Nobix delivers products specifically for job scheduling and problem notification and paging at a price lower than alternative products. Nobix's simple to use, yet powerful products provide the core functionality required to cost-effectively manage interdependent IT jobs and deliver problem alerts across AIX, HP-UX, Linux, MPE/iX, Solaris and Windows systems. Nobix serves thousands of customers worldwide who have benefited by using our products to simplify and automate their IT management functions.



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