**Managed ShoreTel Solution**

Theory

Monitor for specific events and running service on ShortTel server. For some events that are triggered, wait to see if a follow up event is found before triggering an alert.

Requirements

1. PowerShell 2.0+ must be installed on the ShoreTel server that are being managed.

Installation

1. Download and import  the 'Install Managed ShoreTel Solution' script.
2. Execute the script on the LabTech server's agent.
3. Delete the 'Install Managed ShoreTel Solution' script.

Itemize Inventory

1. LabTech Search:
   1. ShoreWare Servers
      1. Searches > Server Roles > ShoreWare Servers
2. LabTech Group:
   1. ShoreWare Servers
      1. Service Plans > Windows Servers > Windows Messaging Servers > ShoreWare Servers
3. LabTech Scripts:
   1. Monitor ShoreWare Switch Ethernet Status
   2. Monitor ShoreWare Switch to Switch Connectivity
   3. Monitor ShoreWare PRI D-Channel Down
   4. Monitor ShoreWare T1 Framing Error
   5. Monitor ShoreWare T1 Bit Error
   6. Monitor ShoreWare TMS Error
4. LabTech Alert Actions
   1. ~Autofix Action ShoreWare Switch Ethernet Status
      1. Triggers the 'Monitor ShoreWare Switch Ethernet Status' script.
   2. ~Autofix Action ShoreWare Switch to Switch Connectivity
      1. Triggers the 'Monitor ShoreWare Switch to Switch Connectivity' script.
   3. ~Autofix Action ShoreWare PRI D-Channel Down
      1. Triggers the 'Monitor ShoreWare PRI D-Channel Down' script.
   4. ~Autofix Action ShoreWare T1 Bit Error
      1. Triggers the 'Monitor ShoreWare T1 Bit Error' script.
   5. ~Autofix Action ShoreWare TMS Errors
      1. Triggers the 'Monitor ShoreWare TMS Errors' script.
   6. ~Autofix Action ShoreWare T1 Framing Error
      1. Triggers the 'Monitor ShoreWare T1 Framing Error' script.
5. LabTech Remote Monitors - Assigned to ShoreWare Servers Group
   1. EV - Switch to Switch Connectivity
      1. ~Autofix Action ShoreWare Switch to Switch Connectivity
   2. EV - Switch Ethernet Status
      1. ~Autofix Action ShoreWare Switch Ethernet Status
   3. EV - PRI D-Channel Down
      1. Alert Action: ~Autofix Action ShoreWare PRI D-Channel Down
   4. EV - ShoreTel TMS Errors
      1. Alert Action: ~Autofix Action ShoreWare TMS Errors
   5. EV - T1 Bit Error
      1. Alert Action: ~Autofix Action ShoreWare T1 Bit Error
   6. EV - T1 Framing (AIS/LOS Yellow) Error
      1. Alert Action: ~Autofix Action ShoreWare T1 Framing Error
   7. EV - 911 Call
      1. Alert Action: Default - Create LT Ticket
   8. EV - Cold Temperature
      1. Alert Action: Default - Create LT Ticket
   9. EV - Database File Corrupted
      1. Alert Action: Default - Create LT Ticket
   10. EV - Different HQ Server Accessing Switch
       1. Alert Action: Default - Create LT Ticket
   11. EV - DNIS Mismatch
       1. Alert Action: Default - Create LT Ticket
   12. EV - Duplicate IP on Phone
       1. Alert Action: Default - Create LT Ticket
   13. EV - Duplicate IP on Switch
       1. Alert Action: Default - Create LT Ticket
   14. EV - IP Address No Match to Actual IP on Switch
       1. Alert Action: Default - Create LT Ticket
   15. EV - No Switch Resources on Phone
       1. Alert Action: Default - Create LT Ticket
   16. EV - PSTN Failover
       1. Alert Action: Default - Create LT Ticket
   17. EV - SMTP Server Not Sending
       1. Alert Action: Default - Create LT Ticket
   18. EV - Soft Switch Service Stopped
       1. Alert Action: Default - Create LT Ticket
   19. EV - Switch Resources Max
       1. Alert Action: Default - Create LT Ticket
   20. EV - TMS Down to Server
       1. Alert Action: Default - Create LT Ticket
   21. File - ShoreTel Mailroot Directory File Count
       1. Alert Action: Default - Create LT Ticket
   22. SVC-ShoreTel-CDR
       1. Alert Action: ~Autofix Action Restart Service
   23. SVC-ShoreTel-CSISSVC
       1. Alert Action: ~Autofix Action Restart Service
   24. SVC-ShoreTel-CSISVMSVC
       1. Alert Action: ~Autofix Action Restart Service
   25. SVC-ShoreTel-DirectorUtil
       1. Alert Action: ~Autofix Action Restart Service
   26. SVC-ShoreTel-DRS
       1. Alert Action: ~Autofix Action Restart Service
   27. SVC-ShoreTel-DTASSvc
       1. Alert Action: ~Autofix Action Restart Service
   28. SVC-ShoreTel-EventSvc
       1. Alert Action: ~Autofix Action Restart Service
   29. SVC-ShoreTel-EventWatch
       1. Alert Action: ~Autofix Action Restart Service
   30. SVC-ShoreTel-IPCS
       1. Alert Action: ~Autofix Action Restart Service
   31. SVC-ShoreTel-IPDS
       1. Alert Action: ~Autofix Action Restart Service
   32. SVC-ShoreTel-MailServ
       1. Alert Action: ~Autofix Action Restart Service
   33. SVC-ShoreTel-MYSQLCDR
       1. Alert Action: ~Autofix Action Restart Service
   34. SVC-ShoreTel-MYSQLConfig
       1. Alert Action: ~Autofix Action Restart Service
   35. SVC-ShoreTel-Notify
       1. Alert Action: ~Autofix Action Restart Service
   36. SVC-ShoreTel-Portmap
       1. Alert Action: ~Autofix Action Restart Service
   37. SVC-ShoreTel-PortMgr
       1. Alert Action: ~Autofix Action Restart Service
   38. SVC-ShoreTel-RemoteLogSvc
       1. Alert Action: ~Autofix Action Restart Service
   39. SVC-ShoreTel-SoftSwtich
       1. Alert Action: ~Autofix Action Restart Service
   40. SVC-ShoreTel-TMS
       1. Alert Action: ~Autofix Action Restart Service
   41. SVC-ShoreTel-TransportSvc
       1. Alert Action: ~Autofix Action Restart Service
   42. SVC-ShoreTel-VmEmSync
       1. Alert Action: ~Autofix Action Restart Service
   43. SVC-ShoreTel-WebFrameworkSvc
       1. Alert Action: ~Autofix Action Restart Service
   44. SVC-ShoreTel-WGSvc
       1. Alert Action: ~Autofix Action Restart Service
   45. SVC-ShoreTel-Zin
       1. Alert Action: ~Autofix Action Restart Service
   46. SVC-W32Time

Alert Action: ~Autofix Action Restart Service