

Lab 11: Viewing and Using Alerts

In this lab, you manage alert policies, report-based alerts, suppress, and view suppressed alerts.

Lab Exercises

This lab includes the following exercises:








- [Exercise A: Managing Alert Policies](#)
- [Exercise B: Managing Report-Based Alerts](#)
- [Exercise C: Suppressing and Viewing Suppressed Alerts](#)

⚠ It is recommended to use **Google Chrome** to perform the lab exercises. After launching the lab, zoom out the lab browser window to 80% to fit the APTARE Portal interface and view all the tabs within the window.

Exercise A: Managing Alert Policies


In this exercise, you manage the alert policies.

Adding an Alert Policy

- ☐ 1. Sign in to the  **console** system using the following credentials.
 - **User name:**  **EXAMPLE\Administrator**
 - **Password:**  **P@ssw0rd**
- ☐ 2. Double-click the **Aptare Portal** shortcut, located on the desktop of the **console.example.com** system, to launch the **VERITAS APTARE IT Analytics** Portal.
- ☐ 3. When the **VERITAS APTARE IT Analytics** Portal LOG IN page is displayed, login using the following credentials.
 - **Username:**  **admin@example.com**
 - **Password:**  **P@ssw0rd**
- ☐ 4. In the **APTARE IT Analytics** Portal, navigate to **Alerts > Alert Notification**.
- ☐ 5. In the **Alert Notification** page, click **Add**. The **Add Alert Notification** page is displayed.
- ☐ 6. In the **Add Alert Notification** page, enter  **APT106ADM_Master_Connection** in the **Name** field.
- ☐ 7. Select **Email** under **Action** and enter  **administrator@example.com** in the **Email** field.
- ☐ 8. Click **Save** to save the **Alert Notification**.

You are returned to the **Alert Notification** page and the **APT106ADM_Master_Connection** alert is now listed on the **Alert Notification** page.

- ☐ 9. In the **APTARE IT Analytics** Portal, navigate to **Alerts > Alert Policy Administration**.
- ☐ 10. In the **Alert Policy Administration** page that is displayed, click **Add**. The **Select Alert Rule** page is displayed.
- ☐ 11. In the **Select Alert Rule** page that is displayed, select **Master Server Connection** and click **Continue**.
- ☐ 12. In the **Add Alert Policy** page that is displayed, enter the following details

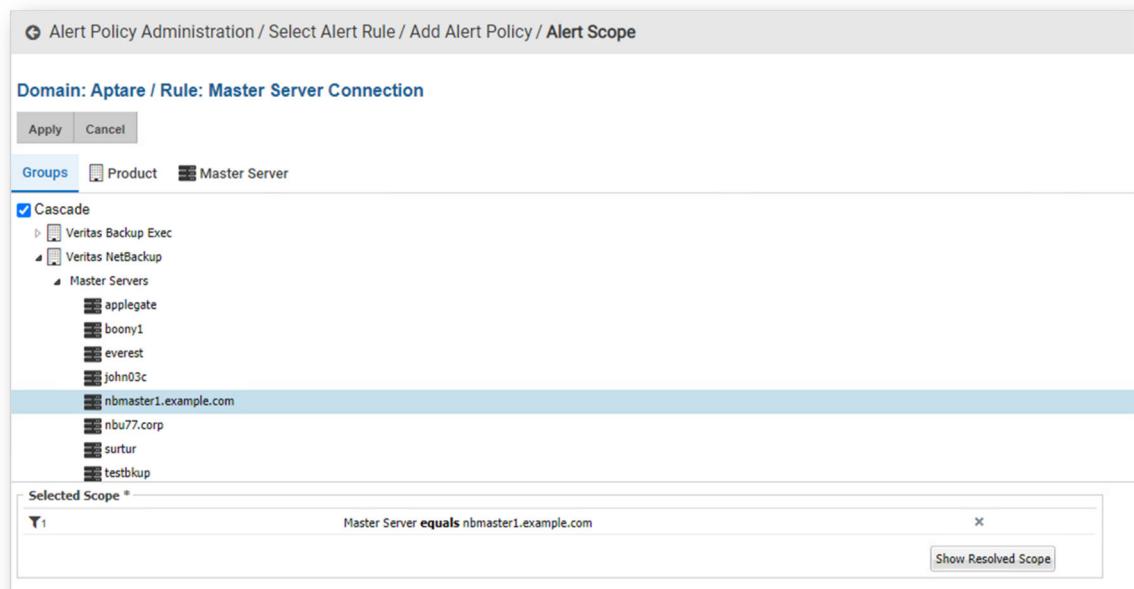
Field	Value
Alert Policy Name	 APT106ADM_Master_Connection

Field	Value
Active	Selected
Symptom Frequency	Every time


- ☐ 13. Select **APT106ADM_Master_Connection** alert in the **Warning Alert** and in **Critical Alert** drop-down list.
- ☐ 14. Click the **Edit** icon as illustrated in the following figure to edit the alert scope.



- ☐ 15. In the **Alert Scope** page that is displayed, expand **Veritas NetBackup > Master Servers** and then double-click **nbmaster1.example.com** as illustrated in the following figure.



Note that **nbmaster1.example.com** is now added to the Selected Scope section on the **Alert Scope** page.

 You can use the searchable tabs to refine the scope to a more granular level, such as watch a specific set of master servers. For each object represented in the Groups tab, there is a corresponding searchable tab. The searchable tab selection is dynamic and derived from the Alert rule you select.

- ☐ 16. In the **Alert Scope** page, click the **Show Resolved Scope** button.
- ☐ 17. In the **Resolved Scope** dialog box that is displayed, verify that **nbmaster1.example.com** is the only host and click **OK** to close the **Resolved Scope** dialog box.
- ☐ 18. In the **Alert Scope** page, click **Apply**. You are returned to the **Add Alert Policy** page and the defined scope is now listed under the **Scope** section.
- ☐ 19. Click **Save** to save the **Alert Policy**.

You are returned to the **Alert Policy Administration** page and the new Alert Policy, **APT106ADM_Master_Connection** is listed on the **Alert Policy Administration** page.

Editing an Alert Policy

- ☐ 20. In the **Alert Policy Administration** page, double-click the **APT106ADM_Master_Connection** alert policy. The **Edit Alert Policy** page is displayed.
- ☐ 21. On the **Edit Alert Policy** page, add **T Connection Alert for the NetBackup Master Server, nbmaster1.example.com** in the **Description** field and click **Save** to save the changes.

Copying an Alert Policy

- ☐ 22. In the **Alert Policy Administration** page, select the **APT106ADM_Master_Connection** alert policy, and click **Copy**.
- ☐ 23. In the **Copy Alert Policy** dialog box that is displayed, enter **T APT106ADM_Master_Connection_All_Servers** in the **Alert Policy Name** field and click **Copy**.

You are returned to the **Alert Policy Administration** page and the new Alert Policy, **APT106ADM_Master_Connection_All_Servers** is listed on the **Alert Policy Administration** page.

- ☐ 24. Double-click the **APT106ADM_Master_Connection_All_Servers** alert policy. The **Edit Alert Policy** page is displayed.
- ☐ 25. In the **Edit Alert Policy**, change the **Description** for the alert policy to **Connection Alert for all NetBackup Master Servers** and click the **Edit** icon to edit the alert scope.
- ☐ 26. In the **Alert Scope** page that is displayed, locate and double-click **Veritas NetBackup**.

Note that a new filter has been added to the **Selected Scope** section.

- ☐ 27. Select the **or** operator for the second filter as illustrated in the following figure.

The screenshot shows a 'Selected Scope' dialog box with two filters. Filter 1 is 'Master Server equals nbmaster1.example.com'. Filter 2 is 'Product equals Veritas NetBackup'. The operator between the filters is set to 'or'. There is a 'Filter Logic' field and a 'Show Resolved Scope' button.

- ☐ 28. On the **Alert Scope** page, click the **Show Resolved Scope** button.
- ☐ 29. In the **Resolved Scope** dialog box that is displayed, verify that all NetBackup Master Servers are listed and click **OK** to close the **Resolved Scope** dialog box.
- ☐ 30. On the **Alert Scope** page, click **Apply**. You are returned to the **Edit Alert Policy** page.
- ☐ 31. On the **Edit Alert Policy** page, click **Save** to save the alert policy. You are returned to the **Alert Policy Administration** page.

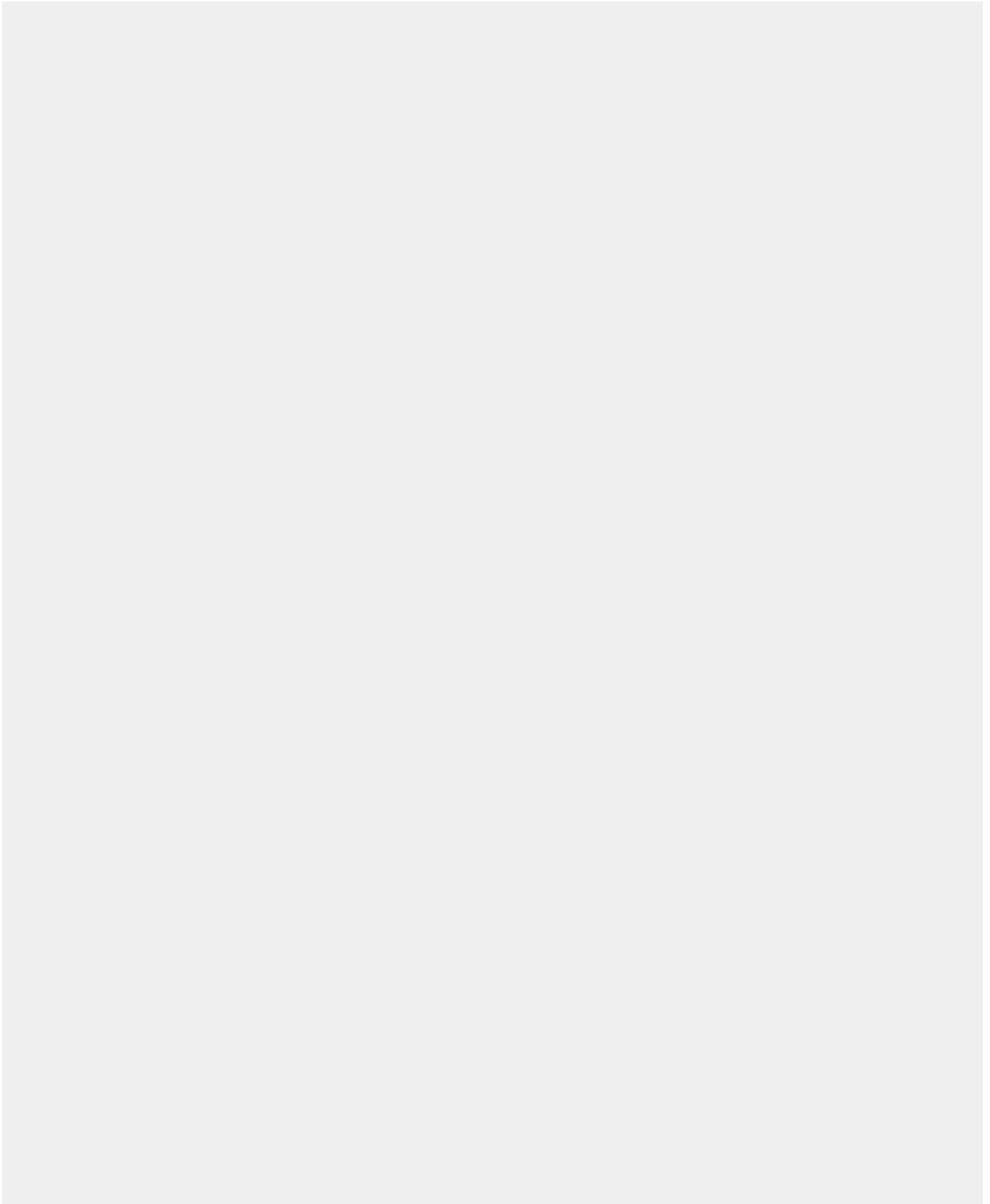
Deleting a Alert Policy

- ☐ 32. In the **Alert Policy Administration** page, select the **APT106ADM_Master_Connection** alert policy and click **Delete**.

- ☐ 33. At the **Do you want to delete the selected Alert "APT106ADM_Master_Connection"** browser prompt, click **OK** to delete the **APT106ADM_Master_Connection** alert policy.

The **APT106ADM_Master_Connection** alert policy is no longer listed on the **Alert Policy Administration** page.

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Exercise B: Managing Report-Based Alerts

When a tabular report has been populated with data, you can set an alert to notify you. For example, you can save a Job Summary Report for Failed Events and then configure an alert for this report. The Portal will check for a report that contains data according to the schedule you select. You can configure alerting for any report that contains a single table. A report must be saved before you can set an alert.

In this exercise, you edit the notifications, run, and delete Report-Based Alerts.

Editing the Notifications for Report-Based Alerts

- ☐ 1. In the **APTARE IT Analytics** Portal, navigate to **Alerts > Report-Based Alerts**.
- ☐ 2. In the **Report-Based Alerts** page that is displayed, select the **NetBackup Policies** and then click **Edit**. The **Edit Report-Based Alert** page is displayed.

 Only reports with an alert configured are displayed on the **Report-Based Alerts** page. These alerts are not system wide and only belong to the logged in user.

- ☐ 3. In the **Edit Report-Based Alert** page, change the schedule as illustrated in the following figure.

Field	Value
Check for alerts	Daily
At hour/minute	00:00
Run status	Enabled

The screenshot shows the 'Edit Report-Based Alert' interface for a report named 'NetBackup Policies'. At the top, there are 'Save' and 'Cancel' buttons. The configuration is divided into two main sections. The left section, titled 'Check for alerts', includes a dropdown menu set to 'Daily', a time selector set to '00 : 00', and a 'Run status' dropdown set to 'Enabled'. The right section, titled 'If the report returns data deliver the alert via:', contains several options: 'Email' (checked), 'Script' (unchecked), 'SNMP' (unchecked), and 'Native log' (unchecked). The 'Email' section is further configured with an 'Email to (comma delimited)*' field containing 'administrator@example.com', a 'Subject (if empty report name is used)' field, and 'Management servers (comma delimited)*' field. The 'SNMP' section includes 'Port*' and 'Community*' fields.

- ☐ 4. In the **Edit Report-Based Alert** page, click **Save** to save your changes.

You are returned to the **Report-Based Alerts** page.

Running a Report-Based Alert On-Demand

- ☐ 5. In the **Report-Based Alerts** page, select the **NetBackup Policies** and then click **Run Alert**.

The **Run Alert** option can be used to validate that the alert is working as defined. It can also be used to launch an immediate run of the alert without waiting for the scheduled run.

- ☐ 6. At the **Report Alert ran successfully** prompt that is displayed, click **OK**.
- ☐ 7. Minimize the **APTARE IT Analytics** Portal to view the desktop of the **console.example.com** system.
- ☐ 8. Double-click the **Mozilla Thunderbird** shortcut, located on the desktop of the **console.example.com** system, to launch the **Mozilla Thunderbird** application.
- ☐ 9. In the **Mozilla Thunderbird** application, click **Inbox** in the navigation pane.

Verify that an email from **reports@aptare.com** with **NetBackup Policies** as the subject has been received. The contents of the **NetBackup Policies** report are displayed in the body of the email.

You can also double-click the email to view the contents in a new tab.

☐

10. Close the **Mozilla Thunderbird** application to return to the desktop of the **console.example.com** system.

☐ 11. On the **taskbar**, click the **Google Chrome** icon to return to the **APTARE IT Analytics** Portal.

Deleting a Report-Based Alert

☐ 12. In the **Report-Based Alerts** page, select the **Scratch Tape Usage and Forecast Report** and then click **Delete**.

☐ 13. At the **Do you want to delete the alert for report "Scratch Tape Usage and Forecast Report"** browser prompt, click **OK** to delete the alert.

You are returned to the **Report-Based Alerts** page and the alert for the **Scratch Tape Usage and Forecast Report** is no longer listed on the **Report-Based Alerts** page.

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Exercise C: Suppressing and Viewing Suppressed Alerts

In this exercise, you suppress and view suppressed alerts.

Suppressing Alert Notifications

- ☐ 1. In the **APTARE IT Analytics** Portal, click **Reports** located on the menu bar to navigate to the **Reports** page.
- ☐ 2. On the **Reports** page, click the **Alerts** folder located in the **Reports Navigation Panel**. The available reports are displayed in the **Reports** view panel.
- ☐ 3. In the **Reports** view panel, double-click the **Alert Detail** report. The **Alert Detail Scope Selector** dialog box is displayed.
- ☐ 4. In the **Alert Detail Scope Selector** dialog box, verify that **Unsuppressed Only** is selected in the **Display** drop-down list.
- ☐ 5. In the **Alert Detail Scope Selector** dialog box, click **Generate** without making any other changes.

The contents of the **Alert Detail** report is displayed in a new tab. Verify the alert details.


- ☐ 6. Select the alert and click **Suppress**.
- ☐ 7. In the **Suppress Alerts** dialog box that is displayed, select **Next 4 days** in the **Duration** drop-down list and click **OK** to suppress the alert.

Note that the contents of the **Alert Detail** report are updated and no unsuppressed alerts are displayed.

Viewing Suppressed Alerts

- ☐ 8. In the **Alert Detail** tab that displays the content of the **Alert Detail** report, click **Actions > Edit Scope**. The **Alert Detail Scope Selector** dialog box is displayed.
- ☐ 9. In the **Alert Detail Scope Selector** dialog box, select **Suppressed Only** in the **Display** drop-down list.
- ☐ 10. In the **Alert Detail Scope Selector** dialog box, click **Regenerate** without making any other changes.

Note that the **Alert Detail** report lists the alert that was suppressed in the previous steps.

 **Alerts** can be detected in the **Inventory** with badging. Icons displayed in the Inventory Objects panel identify which objects have triggered a critical or warning alert using the thresholds you defined.

- ☐ 11. In the **APTARE IT Analytics** Portal, click **System Administrator > Log Out** to log out of the **APTARE IT Analytics** Portal.
- ☐ 12. Close the **Google Chrome** Browser window and Sign out of the **console.example.com** system.

End of Lab

