

## Configure Notifications for Alarms

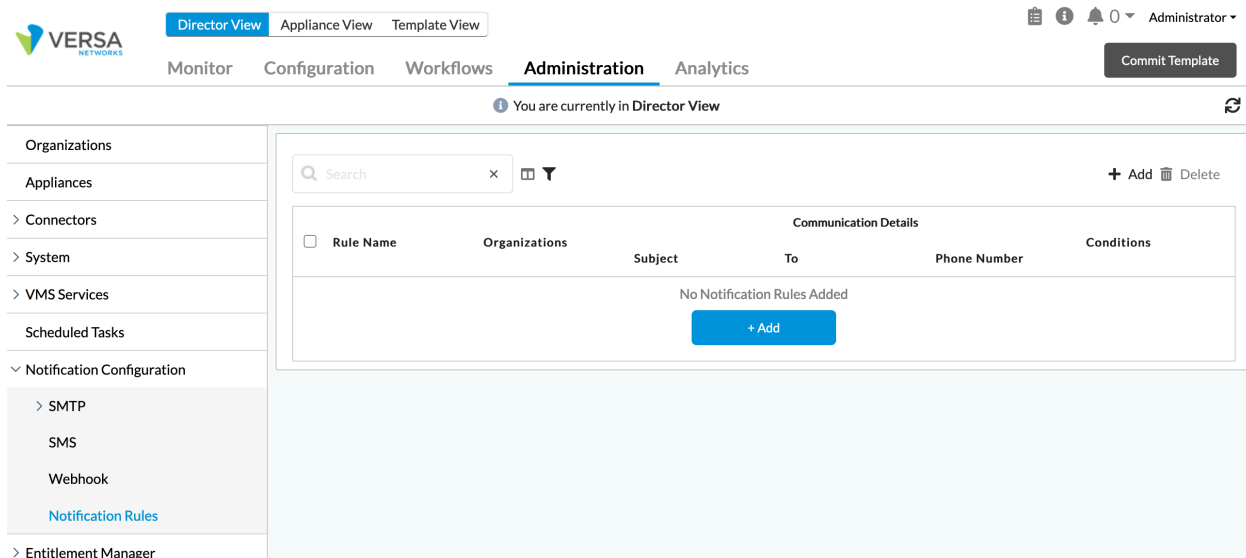
 For supported software information, click [here](#).

When a Versa Operation System™ (VOS™) device generates an alarm, the alarm is sent to the Director and Analytics nodes. On the Director node, you can configure policies and webhooks that send an email or an SMS text message to a user informing them about an alarm.


For Releases 22.1.1 and later, the logo included in the email message is the same as logo used for the Director node. To change the Director logo, in drop-down menu in the upper right of the top menu bar, select Change Logo. For more information, see [Director GUI Overview](#).

To configure email notifications for alarms:

1. In Director view, select the Administration tab in the top menu bar.
2. Select Notification Configuration > Notification Rules in the left menu bar.



The screenshot shows the Versa Networks Director GUI. The top navigation bar includes tabs for Director View, Appliance View, and Template View. The main menu bar has options for Monitor, Configuration, Workflows, Administration (selected), and Analytics. A 'Commit Template' button is visible on the right. The left sidebar shows a tree view with categories like Organizations, Appliances, Connectors, System, VMS Services, Scheduled Tasks, Notification Configuration (expanded), and Entitlement Manager. Under Notification Configuration, 'Notification Rules' is selected. The main content area displays a table for Notification Rules with columns: Rule Name, Organizations, Subject, To, Phone Number, and Conditions. The table is currently empty, showing 'No Notification Rules Added' and a '+ Add' button. A search bar and a '+ Add' button are also present at the top of the table area.

3. Click the  Add icon. In the Add Notification Rules popup window, enter information for the following fields.

## Add Notification Rules



Rule Name \*

☒ Alert on clear ⓘ

☐
**Organizations \***
+
🗑️

Organizations Not Configured

[Communication Details](#) [Condition Sets](#)

[Email](#) | [SMS](#) | [Webhook](#)

Subject

☐
**To**
+
🗑️

To Not Configured

☐
**CC**
+
🗑️

CC Not Configured



Message

OK

Cancel

| Field          | Description   |
|----------------|---|
| Rule Name      | Enter a name for the rule.  |
| Alert on Clear | Click to send an email notification when an alarm clears.             |
| Organizations  | Select the organization to which the alarm notification rule applies. |

- Select the Communication Details tab, select the Email tab, and then enter information for the following fields.

| Field   | Description  |
|---------|--|
| Subject | <p>For email notifications, enter the subject line to include in the email. You can include the appropriate text is substituted in place of the variables when the email is sent.</p> <p>You can include the following variables in the subject line:</p> <ul style="list-style-type: none"> <li>◦ <code>\${device}</code>—Name of the VOS device generating the alarm.</li> <li>◦ <code>\${severity}</code>—Alarm severity. The severity is one of the following: <ul style="list-style-type: none"> <li>▪ cleared</li> <li>▪ critical</li> <li>▪ indeterminate</li> <li>▪ major</li> <li>▪ minor</li> </ul> </li> <li>◦ <code>\${tenant}</code>—Name of the tenant.</li> <li>◦ <code>\${type}</code>—Alarm type, for example, interface down.</li> </ul> <p><i>Default:</i> If you do not enter any text in the Subject field, the email subject line has the following format:</p> <p style="text-align: center;"><i>Device:device-name, Severity:severity-level, Tenant:tenant-name, Type:alarm-type</i></p> |
| To      | For email notifications, click the  Add icon, and enter one or more email recipients.   |
| CC      | For email notifications, click the  Add icon, and enter one or more recipients.   |
| Message | <p>For email notifications, enter the text of the email message.</p> <p>For Releases 20.2 through 21.2.2, the title text in the message is "Alarm Alert", and the content is the alarm description.</p> <p>For Releases 22.1.1 and later, the title text in the message is the text that you can enter in the following variables in the message content:</p> <ul style="list-style-type: none"> <li>◦ <code>\${alarmKind}</code>—Type of VOS alarm. The kind is one of the following: <ul style="list-style-type: none"> <li>▪ root-cause—Alarm is the root cause of the problem.</li> <li>▪ symptom</li> <li>▪ unknown</li> </ul> </li> <li>◦ <code>\${alarmOwner}</code>—Owner of the alarm.</li> <li>◦ <code>\${alarmText}</code> or <code>\${lastAlarmText}</code>—Alarm description, if any.</li> <li>◦ <code>\${alarmTime}</code>—Time at which the alarm occurred, in the format <code>yyyy-mm-dd hh:mm:ss</code>.</li> </ul>  |

|  |   |
|--|---|
|  | <p>The timezone is always UTC.</p> <ul style="list-style-type: none"> <li>◦ <code>\${alarmTimeInMsecs}</code>—Time at which the alarm occurred, in milliseconds. You can use epoch time to perform your own date and time processing and translation.</li> <li>◦ <code>\${alarmTimestamp}</code> or <code>\${lastStatusChangeTimeStamp}</code>—Timestamp of the alarm in <code>hh:mm:ss.SSS+HHMM</code> (year, month, date, hour, minute, second, milliseconds). All times are standardized to the UTC timezone, <code>HHMM</code> is always +0000.</li> <li>◦ <code>\${device}</code> or <code>\${deviceName}</code>—Name of the VOS device generating the alarm.</li> <li>◦ <code>\${deviceGroup}</code>—Name of a group on the Director node to which the VOS device belongs. This field is not set by a VOS alarm.</li> <li>◦ <code>\${isCleared}</code>—Whether the alarm is cleared: <ul style="list-style-type: none"> <li>▪ <code>false</code>—Alarm is not cleared.</li> <li>▪ <code>true</code>—Alarm is cleared (same as a severity of cleared)</li> </ul> </li> <li>◦ <code>\${lastPerceivedSeverity}</code> or <code>\${severity}</code>—Alarm severity. The severity is one of: <ul style="list-style-type: none"> <li>▪ <code>cleared</code></li> <li>▪ <code>critical</code></li> <li>▪ <code>indeterminate</code></li> <li>▪ <code>major</code></li> <li>▪ <code>minor</code></li> </ul> </li> <li>◦ <code>\${lastStatusChange}</code>—Date and time at which the alarm occurred, in local time. The format is similar to "Tue Apr 09 16:00:40 UTC 2024".</li> <li>◦ <code>\${managedObject}</code>—Component from which the alarm was generated.</li> <li>◦ <code>\${org}</code> or <code>\${tenant}</code>—Name of an organization (a tenant).</li> <li>◦ <code>\${serial}</code>—Serial number of VOS device.</li> <li>◦ <code>\${specificProblem}</code>—Cause of the alarm.</li> <li>◦ <code>\${type}</code>—Alarm type, for example, interface down.</li> </ul> <p>For Releases 22.1.1 and later, you can include some HTML tags in the email message body, such as <code>&lt;font&gt;</code>.</p> |
|--|---|

5. Select the Communication Details tab, select the SMS tab, and then enter information for the following fields.

Add Notification Rules

Rule Name \*

☒ Alert on clear ⓘ

☐ Organizations \*

Organizations Not Configured

Communication Details

Condition Sets

Email | SMS | Webhook

Phone

(201) 555-0123

SMS Text

OK

Cancel

| Field    | Description   |
|----------|---|
| Phone    | For an SMS text message, enter the contact phone number of the recipient.   |
| SMS Text | <div>Enter the text of the SMS message.</div> <div>For Releases 20.2 through 21.2.2, no variables are available.</div> <div>For Releases 22.1.1 and later, you can include the following variables in the SMS text message above:</div> <div><div><div></div><div><div><div></div><div></div></div><div><div></div><div></div></div></div><div><div></div><div></div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div><div><div></div><div></div></div></div> <div>For Releases 22.1.1 and later, you can include a limited number of HTML tags in the SMS text message, such as <b>&lt;font&gt;</b>.</div> |

6. Select the Communication Details tab, select the Webhook tab, and then enter information for the following fields.

Add Notification Rules

Rule Name \*

☒ Alert on clear ⓘ

☐ Organizations \*
 

+

🗑️

Organizations Not Configured

Communication Details

Condition Sets

Email

SMS

Webhook

☐ Webhooks Profile
 


+


🗑️

Webhooks Profile Not Configured

OK

Cancel

| Field            | Description  |
|------------------|--|
| Webhooks Profile | Click the  Add icon, and select one or more webhook profiles to associate with one or more webhook profiles in a single alarm rule. To configure webhook profiles |

- Select the Condition Sets tab, and then click the  Add icon.

Add Notification Rules

Rule Name \*

☒ Alert on clear ⓘ

☐ Organizations \*
 

+

🗑️

Organizations Not Configured

Communication Details

Condition Sets

+

🗑️

🔍

<

1

>

25

☐ Condition Set
 

Attributes

No Conditions Added

OK

Cancel

- In the Add Conditions popup window, enter information for the following fields.

## Add Conditions



Condition Set \*

Conditions

< 1 >

| Attributes *     | Operator * | Value * |
|------------------|------------|---------|
| --Select--       | --Select-- |         |
| No Records Added |            |         |

OK

Cancel

| Field  | Description  |
|--|--|
| Condition Set  | Displays the name for the match conditions set. The name is automatically generated for the notification rule.   |
| Conditions (Group of Fields)                                 | Select one or more conditions to match. If you select more than one, all conditions must be met for the notification to be sent. That is, the conditions are an AND operation. Note that in a single condition, you can only select one attribute type (that is, only one alarm text, only one device name, and so forth).   |
| <ul style="list-style-type: none"> <li>Attributes</li> </ul> | <p>Select the criteria to use to determine when to send an email notification:</p> <ul style="list-style-type: none"> <li>Alarm Text—Send a notification based on the text in an alarm message.</li> <li>Alarm Type—Send a notification based on the alarm type. For a description of alarm severities, see <a href="#">Configure VOS Device Alarms</a>.</li> <li>Count, Wait—Send a notification based on the number of alarms that occur in the wait time window. In the Count field, specify the number of alarms that occur in the wait time window. In the Wait field, specify the length of the time window in which to count alarms, in minutes. The wait time window is a sliding window. As it slides, alarms that are too old fall out of the window. The number of alarms does not reach the configured count value within the wait time window. You must define values for both the Count and Wait parameters. If you define only one parameter, you cannot also configure a value in the Soak Time fields. The wait time window is a sliding window.</li> <li>Device Name—Send a notification based on the device name that appears in the alarm message.</li> <li>Severity—Send a notification based on the alarm message severity. The severity is defined in the alarm message.</li> </ul> |

| Field  | Description  |
|--|--|
|  | <p>following:</p> <ul style="list-style-type: none"> <li>▪ Cleared</li> <li>▪ Critical</li> <li>▪ Indeterminate</li> <li>▪ Major</li> <li>▪ Minor</li> <li>▪ Warning</li> </ul> <ul style="list-style-type: none"> <li>◦ Soak Time—(For Releases 22.1.1 and later.) Do not send a notification if the conditions are still present after the specified amount of time, in seconds. Configure the Soak Time parameter to prevent repetitive notifications. If you configure the Soak Time parameter, you cannot configure the Wait parameter. These fields are mutually exclusive.</li> </ul>   |
| <ul style="list-style-type: none"> <li>◦ Operator</li> </ul> | <p>Select the operator to use to match the attribute. Note that not all operators are available for all attribute types.</p> <ul style="list-style-type: none"> <li>◦ Contains—String that you specify in the Value field is present in the attribute value.</li> <li>◦ Equals—String that you specify in the Value field exactly matches the string in the attribute. For Soak Time and Wait attributes, Equals is the only operator that is available.</li> <li>◦ Like—String that you specify in the Value field is contained in the attribute value. The wildcard character * is used to match any string. For example, for a value of a*, the Like operator matches a value of *a*, it matches all strings that contain "a".</li> <li>◦ Not Like—String that you specify in the Value field is not contained in the attribute value. The wildcard character * is used to match any string. For example, for a value of a*, the Not Like operator matches a value of *b*, and for a value of *a*, it matches all strings that do not contain "a".</li> <li>◦ Not Equals—String that you specify in the Value field exactly matches the string in the attribute.</li> </ul> |
| <ul style="list-style-type: none"> <li>◦ Value</li> </ul>    | <p>Enter a value for the type of attribute that you selected in the Attributes field:</p> <ul style="list-style-type: none"> <li>◦ Alarm Text—Enter a text string.</li> <li>◦ Alarm Type—Select a VOS alarm type. For a description of the supported alarm types, see <a href="#">Configure VOS Device Alarms</a>.</li> <li>◦ Count—Enter a number.</li> <li>◦ Device Name—Select a device from the list of those being managed by the Versa Director.</li> <li>◦ Severity—Select an alarm severity. For a description of the severity of each alarm type, see <a href="#">Configure VOS Device Alarms</a>.</li> <li>◦ Soak Time—(For Releases 22.1.1 and later.) Enter a time, in seconds.</li> <li>◦ Wait—Enter the time to wait, in minutes.</li> </ul>   |

9. Click the Add icon to add the condition.
10. Click OK to save the condition rule.
11. Click OK to save the notification rule.



---

## Supported Software Information

Release 20.2 and later support all content described in this article, except:

- Release 22.1.1 adds customization of content in Message and SMS text fields, additional variables in the Subject and Message field,s support for the soak time condition.

---

## Additional Information

[Configure VOS Device Alarms](#)

[Configure Webhook Notifications for Alarms](#)

[Director GUI Overview](#)

[Enable SMS Text Messaging](#)