## onfiguring Alert Templates

### Overview

Alert actions, contact information, start and end times and success and fall messages are configured in the alert templates. One after itemplates can be created to control the actions of hundreds of monitors. These actions no set at a specific time of day and day of the week and can have multiple rules. For example, daytime aferts can perform different actions than rightime and weekend alerts.

Vert templates can be created or assigned as the default alert template from various locations throughout ConnectWise Automate®.

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   Monitor in Stantinued Meet -

Alert Template Description

-Autofix Empty Calls the Monitor Empty P.
Patch Window messed up or out of date.

Default - Create
Automate
Ticket
Creates a Ticket for action.

Default - No
Contract Email
Emails the location contact for No Contract alerts.

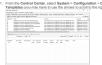
Default - Server 24x7 Creates a Ticket and runs a script assigned at the monitor level only. Default - Server RXS Creates a Ticket and runs a script assigned at the monitor level only.

Default - Workstation Raises an allert and runs a script assigned at the monitor level only. 24x7

Server Offline This alerts on true offline server event by email, pager, voice and ticket Create New Alert Templates
This section will show you how to add a new alert template with alert actions. At least one alert action is when creating a new template for the template to function property.

Default - Do Nothing Does nothing.

From the Control Center, select System > Configuration > Dashboard > Management > Alert Templates (you may have to use the arrows to scroll to the right to find it).



e mere are numerous locations throughout Automate that you can set the alert template, it is ounderstand the hierarchy of alert template application. It breaks down as follows monitor, he monitor is associated with. For example, if the monitor has a **Defaust-to-Hothing** silent subjects but the agent is a member of a group that has a monitor using the alert action set to each Ticket, a ticket will be created.

-Audofix Prompt
User Reboot
User Reboot
User Reboot
User Reboot
User Reboot

Calls the Monitor Prompt User to Reboot script and creates a ticket. This script asks the user to restart the computer and if the user says no then it will reschedule itself for 60 mins later. This script will confine usually ask the user to restart until the computer restarts and the flag is reset.

Cluster Patch
Ready
Calls the Install All Approved Patches script. This script will install all approved patches on a
machine it is run against. The machine must be in the Approved folder for Windows Updates or this
script will fail.

latch Window script, which attempts to fix Windows Update, which may be

Default Alert Templates

The following table gives you all of the default aler installation of Automate Ignite.

The Automate Administrator wants to create an airer template that will be used to abert the prechibician on-call, after hours and into the next day. They create a new alert template nam Nighttime Notify and acid two alert actions: an alert action that will alert the technician beet Notify and acid two alert actions: an alert action that will alert the technician beet once to 6 PM and 11:59 PM on Monday, and another one from 12:00 AM to 30 AM on 1

templates pertain to how monitors will alert when the monitor reaches a pre-configured threshold. Automate comes packaged with several default pre-configured alert templates that are automatically applied to the opposite monitor. This section will provide you with a list of the default alert templates that will be included in the mate lightle installation. For information on which monitor these templates are associated with, please refer statul telement Mentions or Create Remote Monitors.

-Autofix Action

Calls the Monitor Disk Blacklist Events – Informational script, which creates a Scket and appends all Blacklist Events

Informational Blacklist Events as a comment to the Scket. Will only update a new or opened

Informational Scket. If the Information and Scket. Information and Schet. If the Information and Schet. Information

-Audofic Action
Blacklist Events - Warnings and
Errors
Script, which creates a ticket and
appends all Disk Blacklist Events as a comment to the ticket. Will only update a new or opened
Errors
Script, which creates a ticket and

-Autofix Action
Calls the Monitor Critical Blacklist Events script, which creates a ticket and appends all Critical
Critical Blacklist Events as a comment to the ticket. Will only update a new or opened ticket, if the ticket is
Events
Closed it will open a new one.

-Autofix Action
Critical
Calls the Monitor Symmetric
Backup Exec Events as a comment to the Scket. Will only update a new or opened ticket
Events
Events

Line Sket is closed, it will open a new one. -Autofix Action
Critical
Calls the Monitor Symantace End Point Security Events\* script, which creates a ticket and appends
Symantace End Point Security Events as a comment to the ticket. Will only update a new or
Events

ction Calls the Monitor Fix DCDIAG script. This script will push down a copy of dcdiag to the server if missing, and re-run dodiag with vertoose output attaching the result to the ticket.

-Autofix Action

Calls the Monitor Disk Blacklist Events - Warnings and Errors script, which creates a ticket and appends all Disk Blacklist Events as a comment to the ticket. Will only update a new or opened Events

Events

Circle If the Liket is closed if will open a new will open.

-Autofix Action
 Calls the Monitor Drive Errors and Raid Failures script, which creates a ticket and appends all Raid
 Blackist Events as a comment to the ticket. Will only update a new or opened ticket, if the ticket is closed it will open a new one.

Calls the Monitor Deflagment Drive signifity. The circle of create is select and append the results of the corpt to this takes. If the close still exists when the script is create a select and sepond the results of the script to the size and the corpt in and or a seconders to better the force of the control of the control of the corpt in and or a seconders to better the script in and or a seconders to better the script in and or a seconder to be script in the script in and or a seconder to be script in the script in the script will retent the drive and finish the Scket if it has been fload.



The Automate Administrator wants an afert to be created when a state-based monitor is in a wants and side to be created if the monitor goes into a falled state. They create a new afert template named State-Based and create a new afert template named State-Based and create a new afert, then, they set the F Alast afeat raction to Warning and the Tricket afert action to Error. Once they created the afert template and set the afert actions, they apply the afert template to the state-based monitor.

From the Control Center soiect System > Configuration > Dashboard > Management > Alert Templates (you may have to use the arrows to scord to the right to find II). The Create a New Template button.



Note: The Blue section is the location in which new alert templates are created, modified, deleted or displayed. The Green section is where new alerts (alert template items) are created, modified, deleted or

Calls the Monitor Exchange server script, which creates a ticket and adds a comment for each Exchange Server Blacklist event detected. Will update a new or opened ticket, if ticket is closed it will open a new one.

-Austifix Action Calls the Month's Failed Logins' script, which creates a ticket and appends all login attempts as a Failed Login comment to the ticket. Will only update a new or opened ticket. If the ticket is closed, it will open a new one.

Annutian Action I and the Norther Failed Patch Installs sorpt, which creates a tricket and appends all Failed Patch Failed Patch Installs are a comment to the total tricket. We not support to the state William State I and the State I and

-Autofix Action

Autofix Action

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-Autofix Action
Kill Bad Process script. This script will kill a process that was indicated to be bad Process

Autofix Action
From the Bad Process Monitor.

~Autofix Action

Calls the Monitor Missing Critical Patches script, which creates a ticket and appends all missing
Missing Critical
patches as a comment to the ticket. Will only update a new or opened ticket, if the ticket is closed it
will open a new one.

-Autofix Action
Calls the Monitor New Computer Detected script, which creates a ticket and appends all newly
New Computer
detected systems as a comment to the ticket. Will only update a new or opened ticket, if the ticket is
closed it will open a new one.

-Autofix Action
New
Unapproved
Platches ac a comment to the ticket. Will only update a new or opened sicket, if the
Stortee

Skott is closed it will open a new one.

-Autofix Action Calls the Monitor Fix System script. This script will fix a defined system registry value. Fix System HKEY\_LOCAL\_MACHINE/SOFTWARE/Microsoft/Windows NT/Current/version/Winlog



-Autofix Action Network Troubleshooting information.

- Enter the Name of the alert temptate. This field is required in order to save and add alerts. The name should describe the temptate. For example, you could have a temptate named Nightlime Notify, which would identify that this temptate is being used for after-house contact.
- that the template is being used for drain-hours contact.

  If effect any Comment on the allest implacts that disappoint. It is recommended that you use this feeld to add additional information regarding the template for each settletion, if recessary.

  COLO and Add Anter out of rever earth to be implaced. If you do not add at least one abort to the alert disappoint and the additional information and the additional and the additio



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capy. The IT you have remote monitors that are set up to only alert you Monday-Friday and It failed over the you will not receive an alert Monday morning if it is still failed. Remote monitors allert only one and of not fally our aller state from the state failed your morning if it is still failed. Remote monitors allert only one to and of not fally our paint will be state failed you will not morning the state for the state of the sta

are sain down. The filter than the filter of the template to be used. The State-Start filter accuract cross mallers down. The State filter fi

pager state.

The Aurt Message on Buccess field is not required. If desired, enter an alert message on success in the Aurt Message on Buccess field is not required. If desired, enter an alert message is the Aurt Message on the Aurt Message of the Aurt Message on the Aurt Message of the

controller hand by b file. If

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Tight If you have an alert that is similar to a new alert you want to make, (e.g., alert contact is different, the alert action is different, etc.), highlight the alert and click **Duplicate Alert** or press [Ctrl-D]. A copy of the original alert is created in the Alerts section of the Alert Templates window. Click Edit Alert or double-click to make the necessary edits and old: Save.

Click New Alert to add additional alerts to this template, and then repeat steps 7-15. Otherwise, close this window to return to the Alert Template Editor.

# Edit Alert Templates

values
and comment of the alert template. If you need to edit the actions of the alert ter
Alert Articos

Important: Please note, that it is very important to be careful editing any alert templates if they are attached to one or more monitors. It you edit one that is associated with multiple monitors, it will change the alert template for all monitors.

Comment Work now to use the arrows to seroll to the right to find (i).

Double-click on the template to edit or highlight it and select Edit Template

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State Sylame May

Comment When Your contact Add Alerts Save and Close | Cancel oe and click Save and Clos

Delete Alert Templates

Important Please note, that it is very important to be careful deleting any aint templates if they are attached to one or more monther. If you delete one that is associated to a month, it all is written the activation to the secondary of the activation of the monther in a set template.

In proceeding the contract procedure of the activation of the monther interest prograph is cherble and template.

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Add Alert Actions to an Alert Template

templates must have at least one alert action for the template to function properly. This section will show you to add alert actions to an existing alert template. Depending on your business needs, you may have alert lates with several alert actions.

From the Control Center, select System > Configur
Templates.

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Action Description

Takes/Comment

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the Control Center, select System > Configuration > Dashboard > Management > Alert

section of the window.

The I I you have an alter that is similar to a new altert you want to make, (e.g., alert contact is different, the alert action is different, etc.), click Duplicate Alert. A copy of the original alert is created in the Alerts section of the Alert Templates window. Click Edit Alert or double-click, to make the necessary edits and click Save. Otherwise, proceed to the next step to create a new allert.



4. The Affections section defines how the selected contact will be notified when a monter reaches a sweeting own one sink force by the selected contact will be notified when a monter reaches a sweeting own one sink force by the selected contact will be notified when a monter reaches a sweeting own one sink force by the selected contact will be notified when a monter reaches a sweeting own of the selected contact will be notified with the selected contact will be notified with the selected contact when the selected contact will be notified with the selected contact when the monter se

Note: In proposets to with the if you retired Sorgie in the Abel Addison action and a sortile to ordisonate of the Addisonate action and a sortile to ordisonate of the Bootster Configuration of the Addisonate o

The following table explains each alert action that is currently available in the Automate system. These may vary depending on what plug-ins you have installed.

	Action	Description
	Raise Alert	This is an error alert and appears as a LIGHT RED within the Control Center. Action is required to repair this problem.
	Autotask Ticket	If you are using the Autotask plugin and you select 'Autotask Ticket', tickets will be routed directly Autotask and tickets will not be created in Automate.

Description.

The system will send on email with the allest message as the body of the email. The email will be sent to the email address associated with the selected allest contract. The email will be sent to the email address associated with the selected allest contract.

This will use the private the loop part their contract and earn aments allest message. This requires a relation than the full administration of the selected in a private fine in the full terministration of the selected and part and the selected fine in the selected and the s This will use the phone line to fast the alert contact and send the alert message, if answered. This requires a modern line in the Automate server connected to a working phone line. This will print the alert message to the LPT1 on the Automate server. This requires that a printer be installed on the Automate server. This will log the alert message to a file named after the monitor on the Automate server. Example:%programfiles%labtechilogs/monitorname.log This will use the Net Send command to send the alert message to the NETBIOS name of the computer, the contact is associated with. The seasons of Schreiby Schreibe Code (Schreibe Code) and other missage as parameters and resource. The Schreibe Code (Schreibe Code) and Sch

where the movemes configurate truthe soft bedought it is discharded to the morbits. The spikm will come all found from the morbits of the policy man of the morbits of the policy man of the policy manages, and the spikm will come and the spikm will spikm will spikm the Control Center. Action may be needed for the spikm will see a control problem.

This is an informational wait and will appear BLUE within the Control Center. Action is sequently that admits a control problem. If using the ConnectWise plugin and you are utilizing the Monitor Alert Boards, this will route all sckets to the service board selected from the Monitor Alert Board 1. This is designed for internal reconference. If using the ConnectWise plugin and you are utilizing the Monitor Alert Boards, this will route all solets to the service board selected from the Monitor Alert Board 2. This is designed for internal monitors.

ConnectWise If using the ConnectWise plugin, opportunities can be created in Automate through this alert action (e.g., drives low on space).

icating alert actions is extremely useful if you already have alert actions already created that are ar. Please note, that you cannot duplicate alert actions from one temptate to another temptate. To duplicate an action, follow the steps listed below: From the Control Center, select System > Configuration > Dashboard > Management > Alert Templates

Select the template you want to edit the actions for. Once selected, its current actions display in the lowe section of the window.
 Double-click the alert action you want to edit or highlight it and click Edit Alert.
 Make the desired changes and click Save.



Select the template you want to add additional actions too. Once selected, its current actions display in terms section of the strokes.

Highlight the aid ration you want to duplicate and click Duplicate Alart. A copy of the original alert is critically in the Alarts socion of the Alart Templates strickes.

Click Edit Alarts or coulded click, but the mocessary sets and click Save.

Please note that an alert template must have all least one alert action associated with it or else the template will not function properly. To delete alert actions from an alert template, do the following:

the Control Center, select System > Configu Plutti form whomes
Templates .

\*\*Complates .

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Alert Template Description

-AutoR Addon
Again the Pert Monitor- Disable script. The script will push a noper file to the remote agent that will
Disable mentioning of pert monitors. The script will also restart the Automate agent to pick up the
new file. Ussacre now see.

-Audofic Action Calls the Perf Monitor – Enable script. The script will remove the noperf file from the remote agent Perf Monitors

Enable up the removal of the file.

-Autofits Action
Reboot
Calls the Monitor Reboot Computer script. This script will reboot a computer. Used to restart a computer with installed updates and needs a restart.

Calls the Monitor Update Virus Definitions solpt. This sorigit will issue an update command to update out of date virus definitions. This process uses the built in Automatie method for updating and is depotented on the AV lattice booked under Deathodes of Config. If the date in an eV lattice is incomed. The process will not be able to update the definition. Calls the Monitor Research Services solpt. The Monitor Research Services sorpt is intended to be called by the Services Not Running monitor. When not, it will assume to research for failed service no more than there limits belother generating and all on all considerations.

-Autofix Action Server Backup soript, which creates a ticket and adds a comment for each failed backup detected. Will update a new or opened ticket, otherwise, if ticket is closed it will open a new or opened ticket, otherwise, if ticket is closed it will open a new or opened ticket, otherwise, if ticket is closed it will open a new or opened ticket.

one.

Calls the Monitor Office Agent's script. Ensures the agent is actually down or if an entire site is down if so, the script will by the mendals the lassu. If it cannot, then the script excells the last integrate that has been specified in the Globals and Plasameters. You MUST set the following variations on the Globals and Plasameters sub.

- agentificant In Other monitor the script was rain from.

- alterimigrationar: ID of the altert template to execute when the office issue cannot be remediated.

emailaddressvar: Email address the script will use to send emails to.
 agenhamevar: Name of the monitor that you are using to run the script from and will show in the subject of any alerts, emails or tickets that get created from the script.

-Autofix Action

Calls the Monitor SW Install script, which creates a ticket and appends all installed apps as a comment to the ticket. Will only update a new or opened ticket, if the ticket is closed it will open a new one.

-Audofix Action

SW Uninstalls only update a new or opened ticket, if the ticket is closed it will open a new one. Autofic Action

-Autofic Action

-Autofi

-Autofix Action
 Calls the Monitor Unclassified Apps script, which creates a ticket and appends all Unclassified Apps
 acomment to the ticket. Will only update a new or opened ticket, if the ticket is closed it will open a new one.

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This aboves you be associated when any contract with a minister or scripts associated was an associated with a minister or script associated was an associated with a minister or script associated was an associated was an associated with a minister or script associated was an associated with a minister or script and care the script and care the care through the contract of the care of the