

Overview

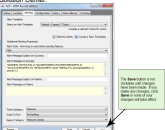
This document walks you through the Alerting tab of a remote monitor. The Alerting tab enables you to make changes to the current alert template, alert style, alert messages, which script to run in the event the monitor fails, ticket category to classify tickets, and the report category for reporting statistics in the status gauges.

To locate the Alerting tab, navigate to **Automation > Monitors > Remote Agent Monitors**. Double-click on a monitor, then select the Alerting tab.

Field Descriptions

The Alerting tab defines what actions will be taken when the monitor reaches the defined threshold, such as how you will be alerted, how often an alert will be generated, scripts to run, and message format. Ticket and report categories used for routing tickets and statistics are also defined here.

Note: If custom modifications have been made to the **Alert Message on Success** or **Alert Message on Failure** fields of a monitor, these modifications will not be overwritten when downloading an updated monitor from the Solution Center. If you need to overwrite the existing monitor, then it must be deleted prior to downloading the updated monitor from the Solution Center.



Note: Alert Template field (Alerting tab) and Agent Computer field (Location tab) must be defined in order to save changes to the monitor.

Field	Description
Select an Alert Template	Select the appropriate template from the Alert Template drop-down. If an appropriate template does not currently exist, click on Create a New Template to create a new template. If you need instructions on how to create an alert template, please refer to Configuring Alert Templates .

Field	Description
	Note: Alert templates can be edited from this screen; however, please note that any changes you make to existing alert templates will affect all monitors that are associated with that alert template.
Alert Style	Alert styles determine the frequency in which you will be notified when the monitor fails. Note: An Alert Style, other than Continuous, will not take effect until the monitor is successful at least one time. Note: Monitors created in a failed state, will fail immediately. <ul style="list-style-type: none">• Continuous: The alert action will occur every time the monitor checks and fails with the exception of the first alert action. Only one ticket will be created and will not get another ticket until the first one is resolved or deleted.• Once: The alert action will occur one time until the monitor checks and returns a success message.• Second through Tenth: The alert action will occur on the selected fail count until the monitor checks and returns a success message. For example, if Second is chosen, the monitor must have two consecutive failures before performing the alert action.
Alert Message Subject on Success	Enter a subject for successful alert messages sent via email. When used with a custom failure message, this subject will only be used for the successes. Leave blank for a default subject. Note: If the alert action will be used to create an alert or to open a ticket, the Alert Message Subject on Success and Alert Message Subject on Failure should be the same. If not, the alerts will not be cleared correctly and the tickets will not auto-close as expected. The subject string can be copied and pasted from one subject field to the other to ensure consistency.
Alert Message on Success	The message to use when the monitor is successful. Make any desired changes. Press [F2] for available Automate replacements. Tip: To embed ticket comments when a normal ticket update is posted, simply place a tag: <COMMENT>{<COMMENT>} and this will put the text in the log into a comment attached to the ticket. This will make the Ticket alert action create two entries: one client facing and one technician facing.
Alert Message Subject on Failure	Enter a subject for failure alert messages sent via email in the Alert Message Subject on Failure. Press [F2] for available variables. Leave this blank to use the success

Field	Description
	message instead. Note: If the alert action will be used to create an alert or to open a ticket, the Alert Message Subject on Success and Alert Message Subject on Failure should be the same. If not, the alerts will not be cleared correctly and the tickets will not auto-close as expected. The subject string can be copied and pasted from one subject field to the other to ensure consistency.
Alert Message on Failure	The message to use when the monitor has failed. Make any desired changes. Press [F2] for available Automate replacements. Tip: To embed ticket comments when a normal ticket update is posted, simply place a tag: <COMMENT>{<COMMENT>} and this will put the text in the log into a comment attached to the ticket. This will make the Ticket alert action create two entries: one client facing and one technician facing.
Ticket Category	Used to classify tickets and is leveraged by your PSA software (if supported) to route common types of tickets to different service boards in the PSA. New monitors will need to be assigned to the proper ticket category. Refer to Using Ticket Categories for more information.
Script to Run	Select a script to run a script when the monitor fails (e.g., select Monitor Restart Service to automatically restart a failed service monitor). Important: If you select a script from the Script To Run drop-down, you must use an alert template that has the Script Error alert action threshold selected as well as Not Selected selected from the Script Action drop-down. Refer to Configuring Alert Templates for more information on alert actions.
Report Category	Used to record statistics for this monitor and combined with other monitors with the same report category and reported in the status gauges. To record the statistics from this monitor, select a Report Category from the drop-down. Refer to the Using Status Gauges for more information.