



Viewing and Managing Alerts from Monitors

Cloud Insights

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Viewing and Managing Alerts from Monitors


Cloud Insights displays alerts when [monitored thresholds](#) are exceeded.



Monitors and Alerting is available in Cloud Insights Standard Edition and higher.

Viewing and Managing Alerts

To view and manage alerts, do the following.

1. Navigate to the **Alerts > All Alerts** page.
2. A list of up to the most recent 1,000 alerts is displayed. You can sort this list on any field by clicking the column header for the field. The list displays the following information. Note that not all of these columns are displayed by default. You can select columns to display by clicking on the "gear" icon  :
 - **Alert ID**: System-generated unique alert ID
 - **Triggered Time**: The time at which the relevant Monitor triggered the alert
 - **Current Severity** (Active alerts tab): The current severity of the active alert
 - **Top Severity** (Resolved alerts tab); The maximum severity of the alert before it was resolved
 - **Monitor**: The monitor configured to trigger the alert
 - **Triggered On**: The object on which the monitored threshold was breached
 - **Status**: Current alert status, *New* or *In Process*
 - **Active Status**: *Active* or *Resolved*
 - **Condition**: The threshold condition that triggered the alert
 - **Metric**: The object's metric on which the monitored threshold was breached
 - **Monitor Status**: Current status of the monitor that triggered the alert

You can manage an alert by clicking the menu to the right of the alert and choosing one of the following:

- **In Process** to indicate that the alert is under investigation or otherwise needs to be kept open
- **Dismiss** to remove the alert from the list of active alerts.

You can manage multiple alerts by selecting the checkbox to the left of each Alert and clicking *Change Selected Alerts Status*.

Clicking on an Alert ID opens the Alert Detail Page.

Alert Detail Page

The Alert Detail Page provides additional detail about the alert, including a *Summary*, an *Expert View* showing graphs related to the object's data, any *Related Assets*, and *Comments* entered by alert investigators.

Alert Summary

Monitor:

Volume Total Data

Triggered On:

cluster_name: tawny
aggr_name: Multiple_Values

Duration / Time Triggered:

1d 6h / Jun 9, 2020 2:22 AM

Top Severity:

❗ Critical

Metric:

① netapp_ontap.workload_volume.total_data

Condition:

Average total_data is > (greater than) 0m and/or 0m all the time in 2-hour window.

Filters Applied:

cluster_name: Any

Status:

New

Expert View

Display Metrics ▾



Related Alerts

1 item found

Alert ID	Active Status	Triggered Time ↓	Top Severity	Monitor	Triggered On	Status
AL-46769	Resolved	a day ago Jun 9, 2020 2:22 AM	❗ Critical	Volume Total Data	cluster_name: tawny aggr_name: Multiple_Values	New

Comments

There are no comments yet on this alert.

[+ Comment](#)

"Permanently Active" Alerts

It is possible to configure a monitor in such a way for the condition to **always** exist on the monitored object—for example, $IOPS > 1$ or $latency > 0$. These are often created as 'test' monitors and then forgotten. Such monitors create alerts that stay permanently open on the constituent objects, which can cause system stress and stability issues over time.

To prevent this, Cloud Insights will automatically close any "permanently active" alert after 7 days. Note that the underlying monitor conditions may (probably will) continue to exist, causing a new alert to be issued almost immediately, but this closing of "always active" alerts alleviates some of the system stress that can otherwise occur.

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