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Event Configurations

Event configurations allow xConnect users to be notified of any abnormality within your monitored devices.

There are 3 different types of event configurations:

1. **Global Events:** These are applied to a device type and telemetry point. *Some* global events are predetermined bas

Example: Servers that have a System Thermal CPU 1 Temperature greater than 20C should be in a WARNING state.

2. **Custom Events:** These can be applied to a specific gateway, server, or device.

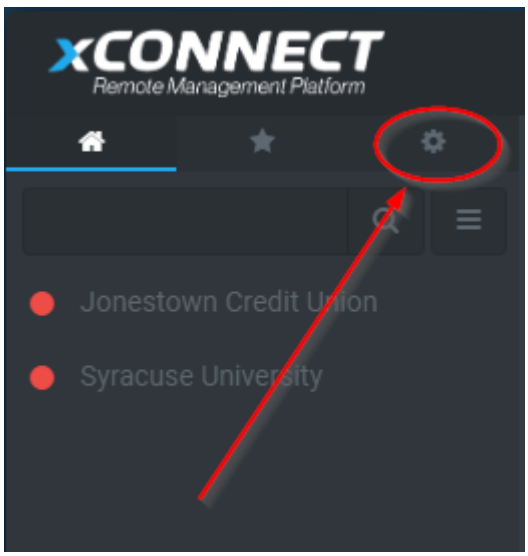
Example: Throw an error severity event if GATEWAYABC:Server-XYZ has RAM Utilization beyond 80%.

3. **Outage Events** An outage event is when there is no received telemetry for a device over a specified amount of tim
mechanism from the xConnect platform.

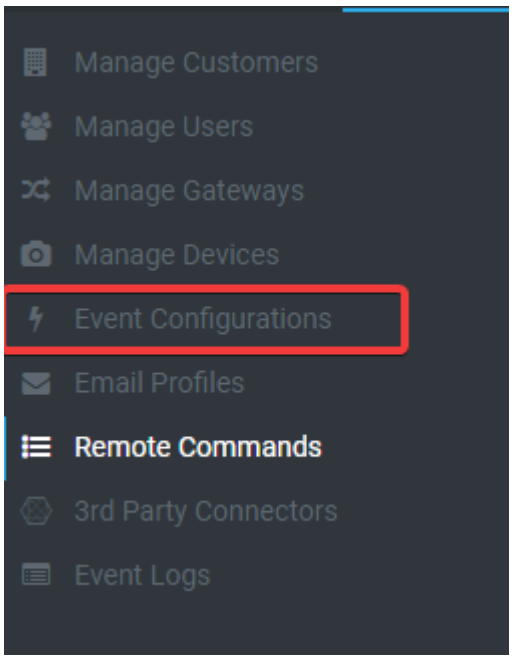
Accessing Event Configurations

1. Log in as a power user

2. Click on the settings tab on the left-side menu



3. Click on the "Event Configurations" menu item

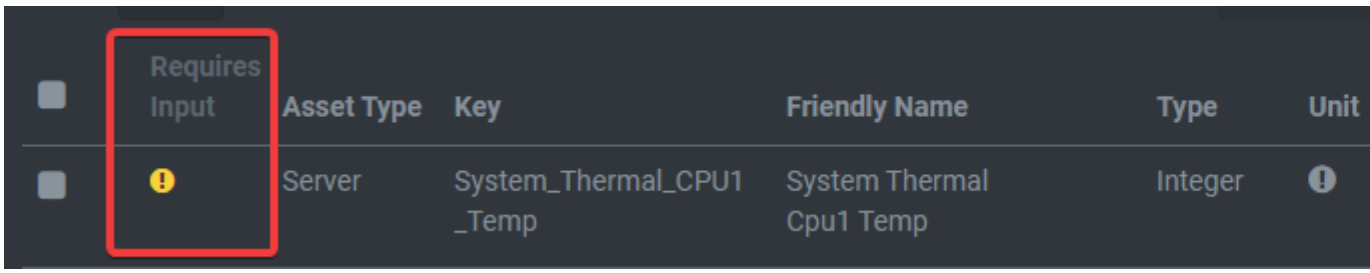


Global Event Configurations

Global event configurations apply to a **device type** and are automatically defined based on a set of default threshold
event must have the following information to be used for alerting:

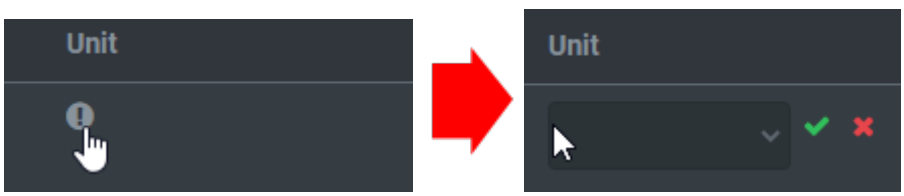
- Operator
- Threshold Value
- Severity

Without these fields defined, the "Requires Input" flag will be enabled and the event cannot be applied to alerts.



Editing Global Events

The global event configuration table allows for in-line editing of existing data. You can edit the Friendly Name, Unit, C



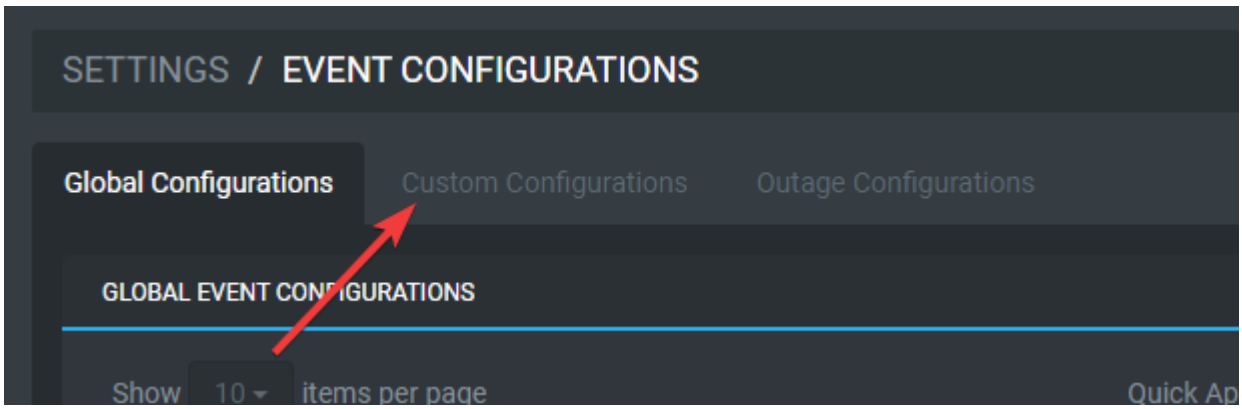
Upon clicking the green check box, the value will be saved and applied.

Custom Event Configurations

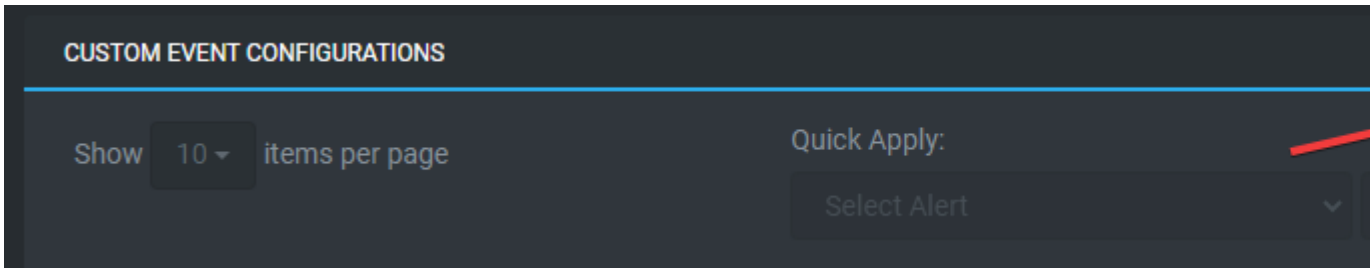
Custom event configurations are those that can be applied to a specific gateway, server or device. These events are

Defining a Custom Event

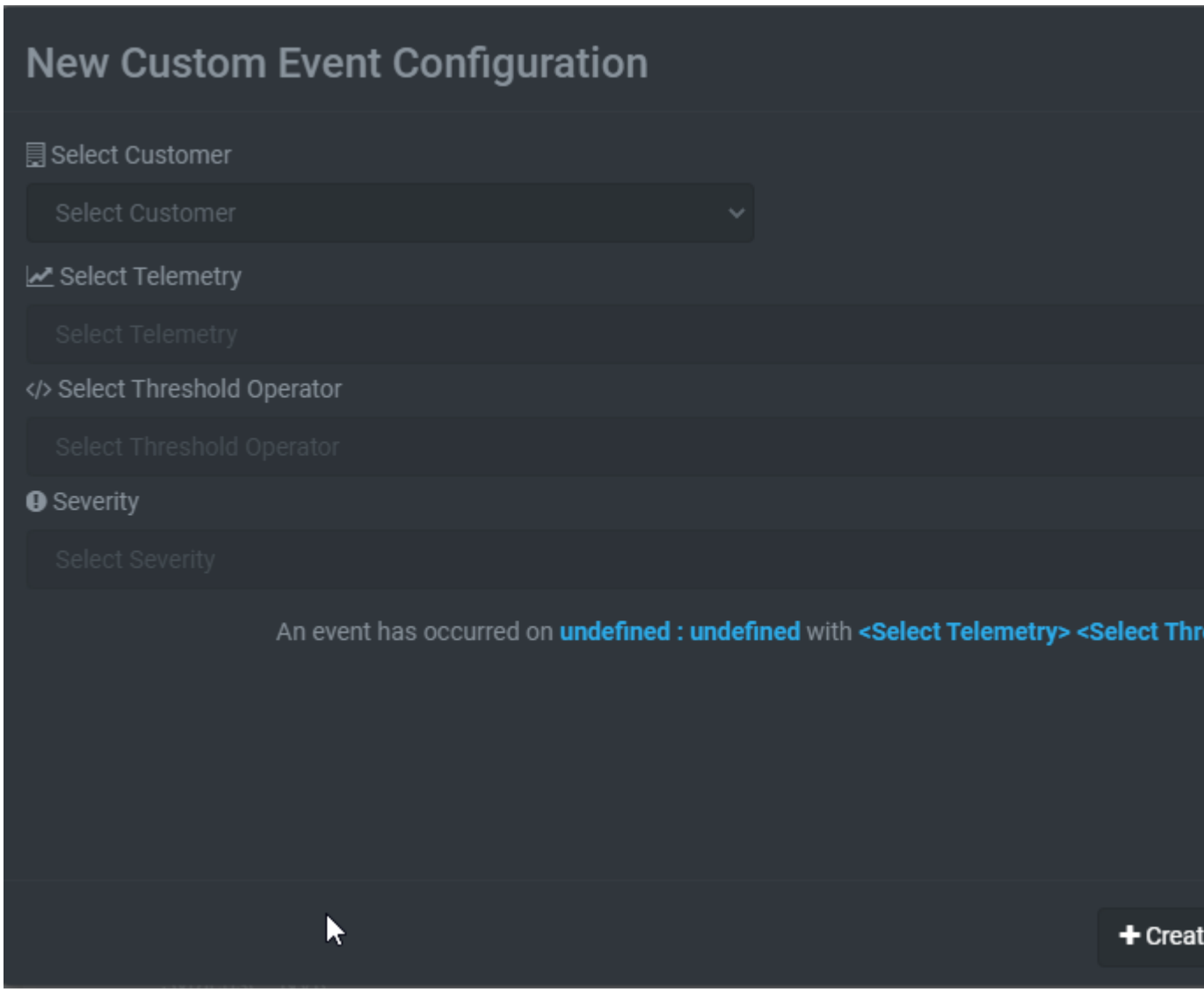
1. Click on the Custom Configurations tab



2. Click on the "Create Custom Event" button



3. The editor modal will appear and you may define your custom event.



- Select your customer, gateway, and server via the dropdowns
- Select the specific telemetry you would like to monitor
- Choose your threshold operator, define a value or range of values
- Finally, choose the severity

Click the "Create Event Definition" button, and the event will be added to the system.

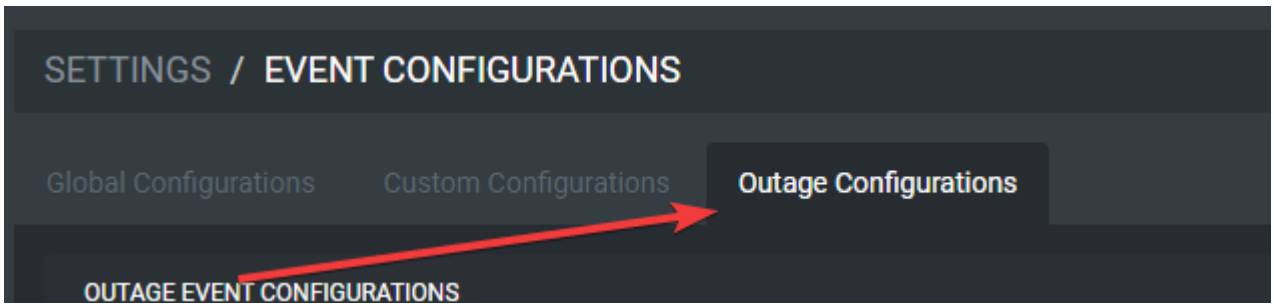
4. Once finished with adding the new event, you can apply alerts as needed. See Applying an alert.

Outage Configurations

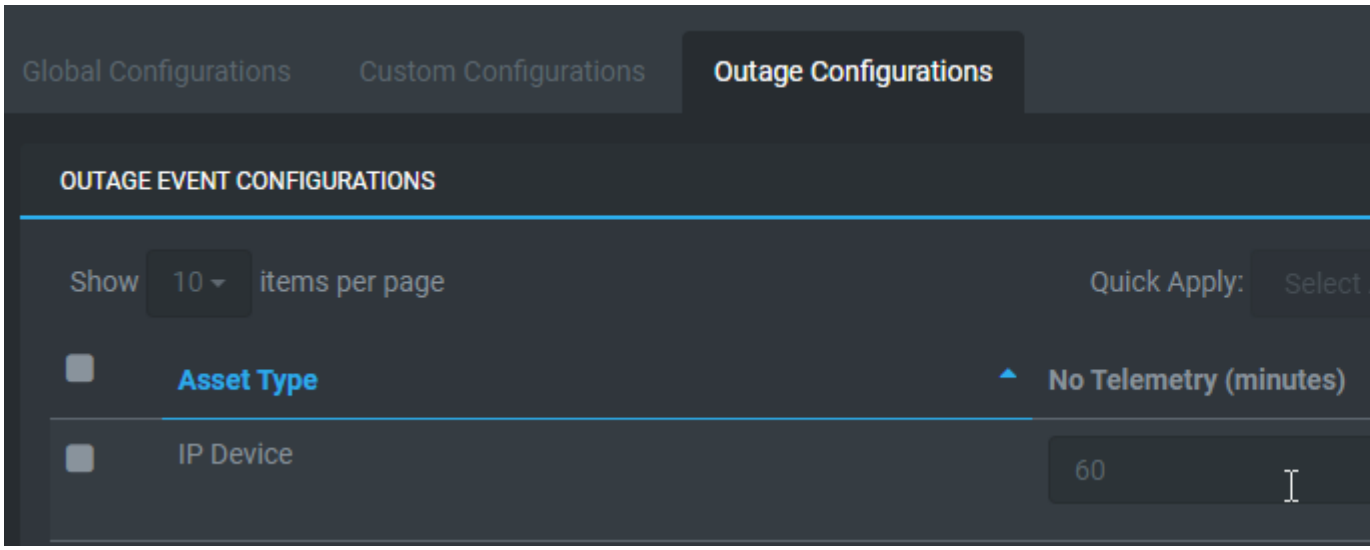
Outage configurations apply to scenarios where an asset/device type has not received telemetry in a defined period

Defining an outage configuration

1. Click on the Outage Configurations tab



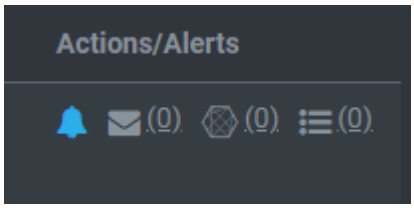
2. Double click on either the No Telemetry or Expiration cells. The No Telemetry (Minutes) column defines how many executed. Example: Detect when there is no telemetry for 60 minutes and alert me every 24 hours.



Once the outage is fully defined, you can apply an alert.

Applying an alert

An E-mail, Remote Command, or 3rd Party Connector can be applied to any event configuration by leveraging the ac

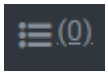


The number next to each icon indicates how many actions for each category are a

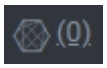
Actions Defined:

Dashboard Notifications: determines if the event will appear on the dashboard notifications list.

E-mail Alerts: upon this event firing, an e-mail will be generated based on your associated e-mail profile. See



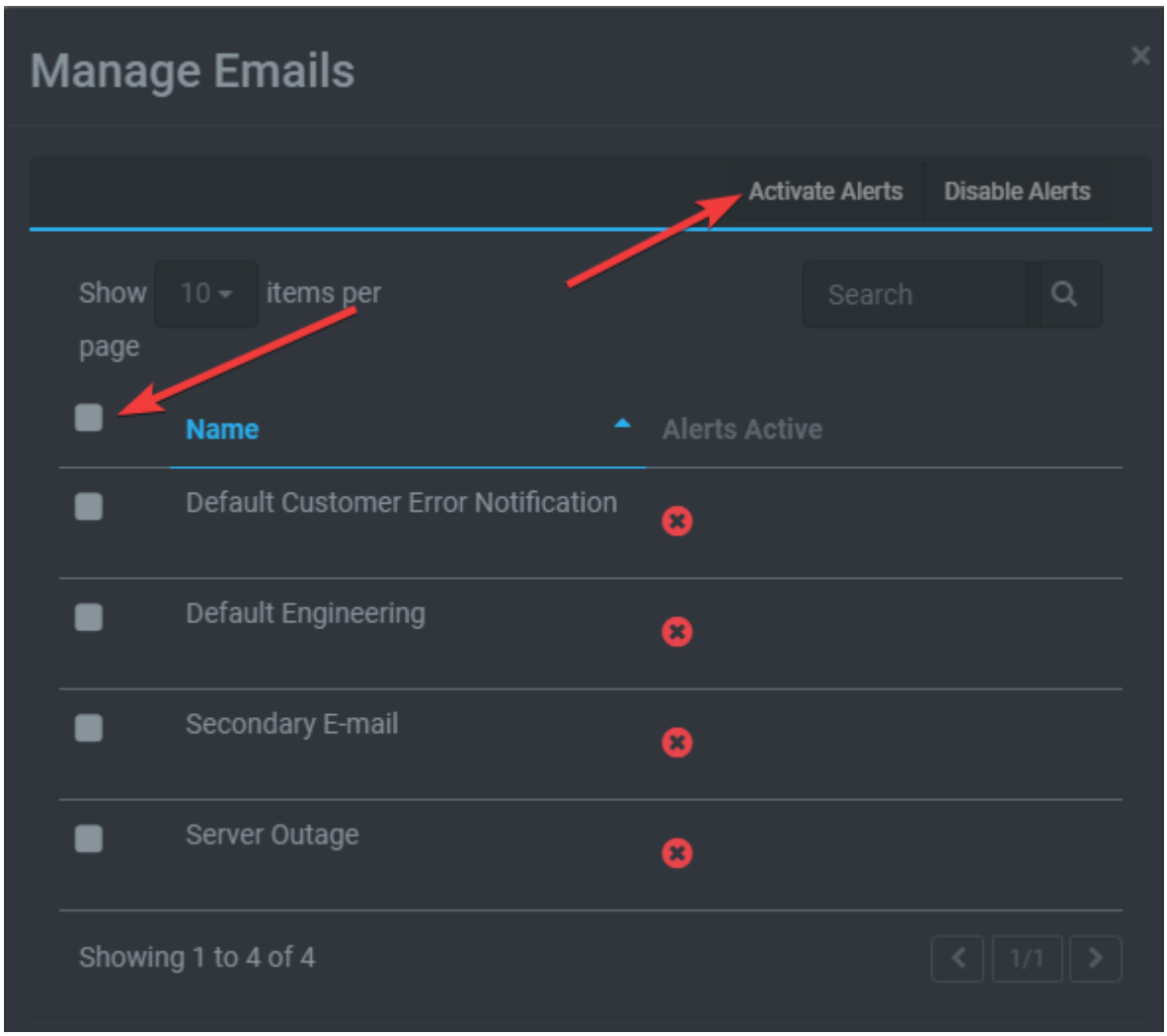
Remote Commands: a command will automatically be executed upon the occurrence of the event. See Rem



Third Party Commands: call to an external REST-based API will be made upon the occurrence of the event.

Activating an Alert

Click the e-mail, connector, or command icon. This will open a modal that features a list of available alerts to apply:



Select 1 or more alerts and click the "Activate Alerts" button. If you would like to disable alerts, click the "Disable Alert

Once this has been done, the alerts will be applied to your event and the alerts will fire upon the occurrence of the eve