

Lesson Description - Managing Alerts

Once you have alerts firing in Prometheus, you can use Alertmanager to manage your alerts effectively. In this lesson, we will discuss and demonstrate some useful features of Alertmanager that can make your alerts more effective.

Relevant Documentation

- [Alertmanager](#)
- [Alertmanager Configuration](#)

Lesson Reference

Set Up Test Alerts

Log in to your Prometheus server.

Create an alerting rules file with some test alerts:

```
sudo vi /etc/prometheus/rules/test-alerts.yml
```

```
groups:
- name: test-alerts
  rules:
  - alert: Server1Down
    expr: 1
    labels:
      severity: critical
      service: linuxserver
    annotations:
      summary: Server 1 Down
  - alert: Server2Down
    expr: 1
    labels:
      severity: critical
      service: linuxserver
    annotations:
      summary: Server 2 Down
  - alert: DownstreamServiceDown
    expr: 1
    labels:
      severity: critical
```

```
annotations:
  summary: A downstream service is broken.
```

Restart Prometheus to load the new alerting rules:

```
sudo systemctl restart prometheus
```

If you access Alertmanager in a browser at http://<PROMETHEUS_SERVER_PUBLIC_IP>:9093, you should see these three alerts active.

Set Up Routing to Group Similar Alerts

Edit your Alertmanager config:

```
sudo vi /etc/alertmanager/alertmanager.yml
```

Add a new routing node to group the `Server.*Down` alerts:

```
route:
  ...

  routes:
  - receiver: 'web.hook'
    group_by: ['service']
    match_re:
      alertname: 'Server.*Down'
```

Load the new configuration:

```
sudo killall -HUP alertmanager
```

Refresh Alertmanager in your browser. The two `Server.*Down` should be combined into one group.

Set Up an Inhibition to Suppress the `DownstreamServiceDown` Alert

Edit your Alertmanager config:

```
sudo vi /etc/alertmanager/alertmanager.yml
```

Add an inhibit rule to suppress the `DownstreamServiceDown` alert when either of the `Server.*Down` alerts are active:

```
inhibit_rules:
  ...
  - source_match_re:
      alertname: 'Server.*Down'
    target_match:
      alertname: 'DownstreamServiceDown'
```

Load the new configuration:

```
sudo killall -HUP alertmanager
```

Refresh Alertmanager in your browser. The `DownstreamServiceDown` alert should no longer appear. You can click the **Inhibited** box to make it visible again.

Temporarily Silence an Alert

Access Alertmanager in a web browser at `http://<PROMETHEUS_SERVER_PUBLIC_IP>:9093`.

Expand the `service="linuxserver"` group.

Locate the alert with `alertname="Server1Down"`, and click the **Silence** button for that alert.

Fill out the *Creator* and *Comment* fields, and then click **Create**.

If you return to the main Alertmanager page, the `Server1Down` alert should no longer appear.