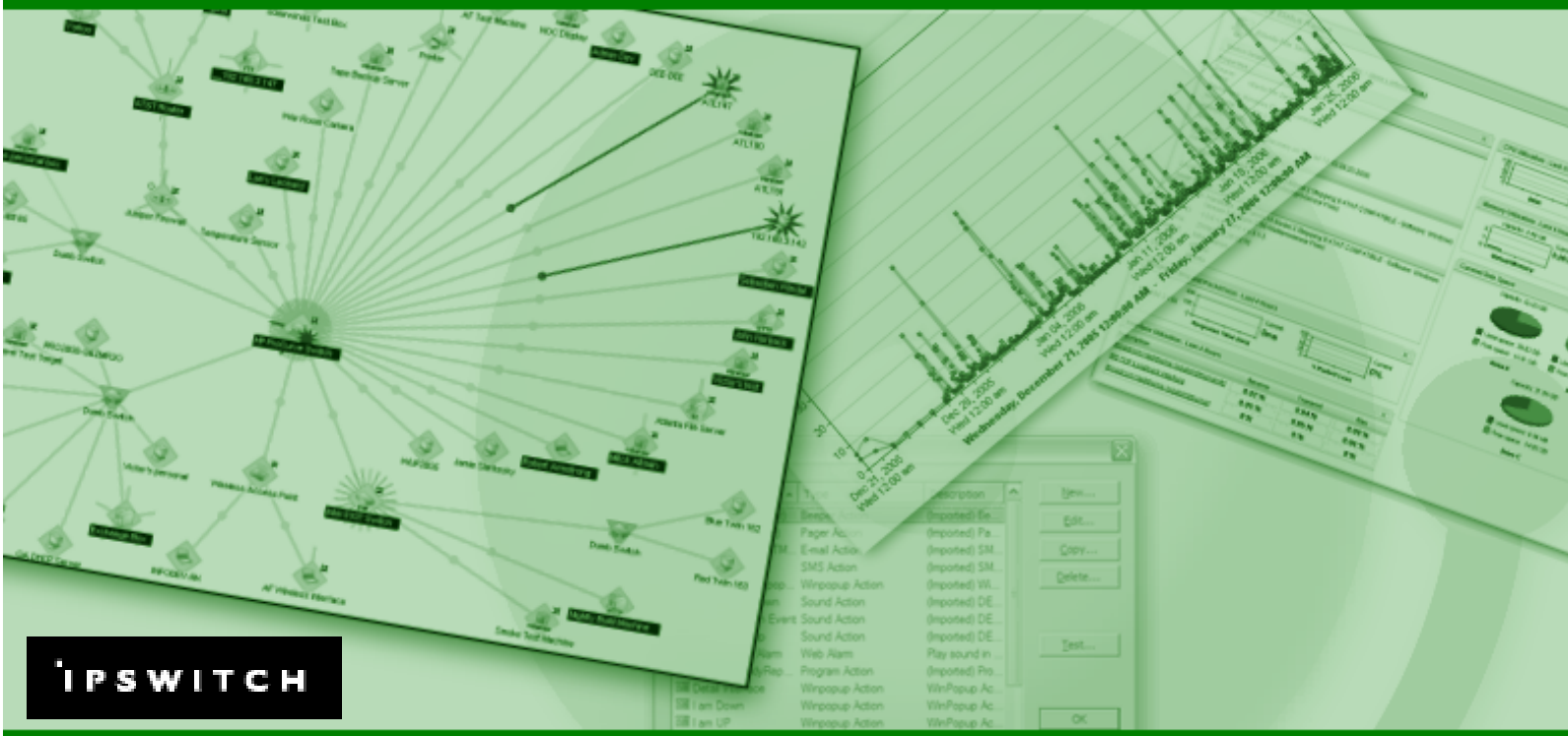




Using Actions and Alerts

Depending on the responses received from polling, or the types of messages received, WhatsUp Gold can be set up to fire actions to notify you of any change on your network. Actions help with problem resolution through options such as alerting via email or pager, restarting a service, and other options.

Actions and Alerts Overview

When a device or monitor state change occurs, WhatsUp Gold can perform an action to try to correct the problem, notify someone of the state change, or launch an external application.

For example, you can set up an action that sends you an email alert when your web server device is down.

You can configure actions on a single device or monitor, or define an Action Policy to use across multiple devices or monitors.

WhatsUp Gold provides the following action types:

- **Beeper Action.** Activates a beeper.
- **Pager Action.** Sends a message to a pager.
- **Program Action.** Runs another program (executable) to take some action.
- **Email Action.** Sends an SMTP mail message.
- **Winpop Action.** Displays a message in a pop-up window on a Windows NT system.
- **SMS Action.** Sends a Short Message Service (SMS) notification to a pager or cell phone.
- **Service Restart Action.** Stops or restarts a Windows NT system.
- **Syslog Action.** Sends a message to a host that is running a Syslog server.
- **Text to Speech Action.** Sends a text-to-speech notification to a speaker.
- **Sound Action.** Sounds an alarm by playing a sound file on the WhatsUp Gold console.
- **Active Script Action.** Allows you to write either VBScript or JScript code to perform a check on a device. If the script returns an error code, the monitor is considered down.



Note: Ipswitch does not support the scripts that you create, only the ability to use them in the Script Action.

- **Web Alarm.** Sound an alarm by playing a sound file on the WhatsUp Gold web interface.

About Action strategies

When configuring actions for your devices and monitors, there are a few things you should take into consideration.

- Large lists of devices have the potential of sending out very large amounts of external notifications (email, SMS, beeper, etc).

Imagine the number of messages sent if external notifications are placed on a router and every device and monitor that uses that router for their connection to the Internet. If the router goes down, it will appear as if all of the devices are down, and messages will be sent for each of them. Consider using dependencies and limiting the external notifications to the router and the most important of the devices in the group.

- Do not rely on sound actions when there is not someone around to hear the notification. Sound notifications are safe to use in almost any situation, but is not the best choice for items that need to be monitored overnight.
- If the device states do not fit what you need, change them, or add new ones.

You may want to add device states for longer periods of downtime. Perhaps creating a **Down at least 60 mins** state, and sending an escalated message to show that the device is still down after an hour.

- Action policies Action Policies are easier to manage than lists of actions built on a device. Whenever possible, it is a good idea to use action policies over actions configured for a single device. That way, you can reuse the work you put into the list, and can keep better watch over the actions that are being fired.

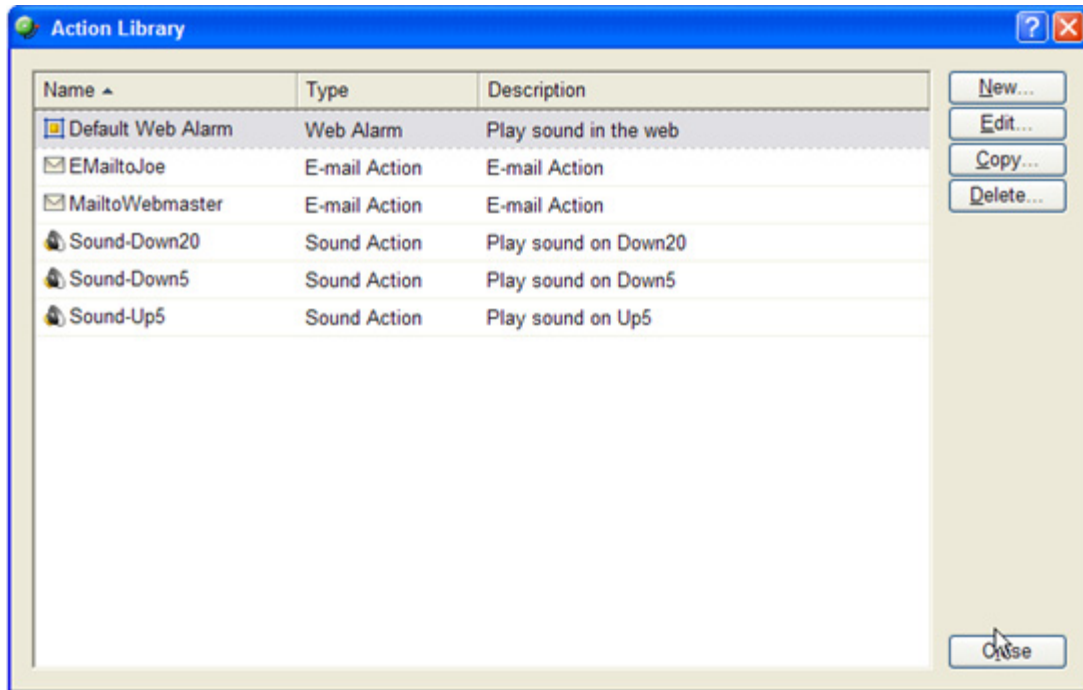
- Visual notifications are usually enough for most of the devices on your network. Unless the device is vital to the operations of the business or office, the state change color and shape should be enough to let you know what is going on with your monitored devices.

- An Action can be assigned to a device or to a specific monitor. If you want to be notified if any or all of the monitors on a device goes down, assign the action to the device. If you are concerned with specific monitors on a device, assign the action to the monitor itself. Remember that if you assign the action to both the monitor and the device, both actions will fire if the monitor goes down.

About the Action Library

The Action Library shows all of the actions configured for your network. These actions can be assigned to any device or monitor, or included in an action policy. When you assign the action to a device or monitor, you specify the state change that will trigger the action.

To open the Action Library, from the main menu of the WhatsUp Gold console, select **Configure > Action Library**.



From this dialog, you can:

- **Create a new action.** Click **New**. After the action has been created, it can be associated to one or multiple devices or monitors. You can create the following types of actions to send a message or take an action when the status of a device or monitor changes.
 - Beeper
 - Sound
 - Pager
 - Program
 - Service Restart
 - SMS
 - SMTPMail
 - Syslog
 - Text to Speech
 - WinPopup
 - Web Alarms
 - Action Script
- **Make changes to an action.** Select the action you want to modify and click **Edit**. Changes made here effect each instance of the action.

- **Copy an action.** To create a copy of an action so you can base a new action on the setup information of an existing one, select the action and click **Copy**. You can then edit the new copy as needed.
- **Remove an Action from the Action Library, devices, and monitors.** To remove an Action from both the Action Library and any device or monitor to which it is assigned, select the action, then click **Delete**. This is a global delete of the selected action; the action is removed from any action policy, device, or active monitor to which the action is associated.

If you need to remove an action from a specific action policy, device, or monitor, open the properties for the policy, device, or monitor and delete it there. This removes only the specified instance of that action; the action remains in the Action Library and on other devices to which it is assigned.



Note: Be aware that when you remove an action from the Action Library, you are removing that action from all action policies, as well as all devices and monitors that the action is assigned to. In addition, all statistics relating to that action are also deleted from the database. When you first open the Action Library, if you have not yet defined an Action, you will see the default Web Alarm, which you can assign to any device or Monitor.

Example: getting an Email Alert when the web server fails

This example shows how to set up monitoring for your web server so that an email alert is sent when the web server fails, or when web content is not available.

First, you need to set up the monitors for your web server. Then, create an email action and assign it to the monitors.

Setting up monitors for a web server and creating an email action that is assigned to monitors:

- 1 Open device properties for your web server device (right-click a web server device, then click **Properties**). The Device Properties dialog opens.
- 2 Click **Active Monitors**. The Active Monitors dialog opens.
- 3 Click **Add**. The Select Active Monitor Type dialog opens.
- 4 Use the following dialogs to add the HTTP active monitor to your web server device. This monitor checks that HTTP (port 80) is active.
 - a) On the Select Active Monitor Type screen, select **HTTP**, then click **Next**. The Set Polling Properties dialog opens.
 - b) Leave the default settings selected (**Enable polling for this Active Monitor** and **Use default network interface**, then click **Next**. The Setup Actions for Monitor State Changes dialog opens.

- c) Select **Apply individual actions**, then click **Add**. The Select or Create Action dialog opens.
- d) Select **Create a new action**, then click **Next**. The Select Action Type dialog opens.
- e) In the **Select the actions type to create** list, select **E-Mail Action**, then click **Next**. The Select State Change dialog opens.
- f) Select the **Down** option in the **Execute the action on the following state change** list, then click **Finish**. The New Email Action dialog opens.
- g) Enter the information as shown:

New Email Action

Name: MailtoWebmaster

Description: E-mail Action

SMTP Server: 192.168.5.5 Port: 25

Mail to: webmaster@YourDomain.com

Buttons: Mail Content..., OK, Cancel

- h) Click **Mail Content**. The following information is included in the Edit Mail Content dialog and can be customized as required:

Edit Mail Content

From: WhatsUpPro@YourDomain.com

Subject: %Device.Type is %Device.State (%Device.HostName).

Message body:

```
%Device.ActiveMonitorDownNames is %Device.State on
%Device.Type: %Device.HostName (%Device.Address)..

Details:
Monitors that are down include: %Device.ActiveMonitorDownNames
Monitors that are up include: %Device.ActiveMonitorUpNames

Notes on this device (from device property page):
%Device.Notes

-----
This mail was sent on %System.Date at %System.Time
Ipswitch WhatsUp Gold
```

Buttons: OK, Cancel

- i) Click **OK** to save changes and return to the previous screen. Click **OK** again to return to the Setup Actions for Monitor State Changes screen, then click **Finish**.

Setting up an HTTP Content active monitor with an email alert:

- 1 Open device properties for your web server device (right-click the same web server device you used for the email alert, then click **Properties**). The Device Properties dialog opens.
- 2 Click **Active Monitors**. The Active Monitors dialog opens.
- 3 Click **Add**. The Select Active Monitor Type dialog opens.

- 4 Use the same process to add the HTTP Content active monitor. This monitor checks that the web server returns valid content in response to an HTTP request.
 - a) On the Select Active Monitor Type screen, select **HTTP Content**, then click **Next**. The Set Polling Properties dialog opens.
 - b) Leave the default settings selected (**Enable polling for this Active Monitor** and **Use default network interface**), then click **Next**. The Setup Actions for Monitor State Changes dialog opens.
 - c) Select **Apply individual actions**, then click **Add**. The Select or Create Action dialog opens.
 - d) Select **Select an action from the Action Library**, then click **Next**. The Select Action and State dialog opens.
 - e) In the **Select an action from the Action Library** list, select **MailtoWebmaster**. In the **Execute the actions on the following state change** list, select **Down**, then click **Finish** to save the changes and return to the Setup Actions for Monitor State Changes screen.
 - f) On the Select Action and State screen, select **MailtoWebmaster**, then click **Finish** to save the changes and return to the Setup Actions for Monitor State Changes dialog.
 - g) Click **Finish**.

The two active monitors and resulting email actions are now enabled. When the web server is down, HTTP active monitor will fail, triggering the email action, which sends an email message similar to the following:

If the web server could not return web content, the email action would report:
along with any details or notes specified in the action.

About Ipswitch

Founded in 1991, Ipswitch, Inc., develops easy-to-use, affordable, software products that extend mission-critical IT resources for businesses and improve efficiency for consumers. Its product family includes WS_FTP Professional, the world's most popular FTP client; WS_FTP Server with 128-bit SSL encryption, the first industrial-strength, full-featured FTP server for Windows NT/2000/XP; WhatsUp Gold, a leading network mapping, monitoring, notification and reporting tool; IMail Anti-Virus, an add-on product powered by Symantec's CarrierScan™; and Ipswitch Instant Messaging, a secure Instant Messaging solution specifically designed for businesses.