Monitoring Mail Alert Receiver

eG Innovations Product Documentation

eG
Total Performance Visibility

Table of Contents

Table of Figures

Chapter 1: Introduction

E-mails are generally considered the most important service provided by the Internet. In large environments with complex infrastructure, eG Enterprise may be integrated with many third part management tools such as Microsoft SCOM, IBM Tivoli, HP OpenView etc. Each of these third party management tools report independent alerts to the administrators of the infrastructure.

To help administrators consolidate the problem conditions identified by such tools for further analysis and view all the problem conditions in a single and central interface, eG offers a dedicated monitoring model - Mail Alert Receiver.
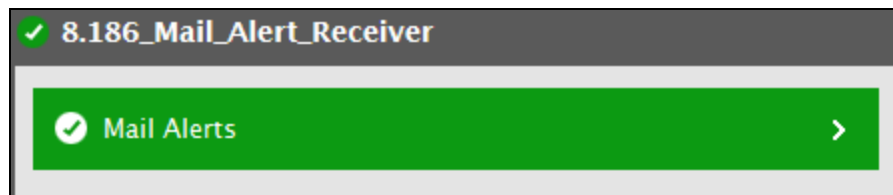

Figure 1.1: The layer model of the Mail Alert Receiver

The Mail Alerts layer of the *Mail Alert Receiver* component of Figure1 is mapped to the Mail Alerts test that helps administrators monitor the target email ids, search for a specific subject pattern that is pre-configured and reports the number of alerts received on the monitored email id.

Chapter 2: How does eG Enterprise monitor the Mail Alert Receiver?

eG Enterprise can monitor the Mail Alert Receiver in an agent based manner only. The external agent that is used for monitoring the Mail Alert Receiver should be deployed on the same host as that of the Mail Alert Receiver in your environment.

The eG agent can be configured to report the count and contents of email alerts sent out by third-party management tools. To read the email alerts, the eG agent has to be configured with the name and access credentials of the POP3/IMAP account where the mails are stored.

Chapter 3: How to Monitor the Mail Alert Receiver Using eG Enterprise?

The broad steps for monitoring the Mail Alert Receiver using eG Enterprise are as follows:

- Managing the Mail Alert Receiver

- Configuring the tests

These steps have been discussed in this topic.

3.1 Managing the Mail Alert Receiver

The Mail Alert Receiver cannot be automatically discovered by eG Enterprise. This implies that you should manually add the component into the eG Enterprise system to manage it. Follow the steps below to achieve the same:

1. Follow the *Components - > Add/Modify* menu sequence in the Admin tile menu of the eG admin interface.

2. Next, select *Mail Alert Receiver* from the **Component type** drop-down and then click the **Add New Component** button.

3. When Figure 3.1 appears, provide the **Host IP/Name** of the Mail Alert Receiver that you want to manage.

Figure 3.1: Managing a Mail Alert Receiver

4. Then, provide a **Nick name** for the server.

5. The **Port** number is set to *NULL* by default. If the Mail Alert Receiver is listening on a different port in your environment, then override this default setting.

6. Since the Mail Alert Receiver can be monitored in an agent-based manner only, just pick an external agent from the **External agents** list box and click the **Add** button to add the component for monitoring.

7. Finally, click the **Signout** button at the right, top corner of the eG admin interface to sign out.

3.2 Configuring Tests

When you try to sign out of the eG admin interface, a **LIST OF UNCONFIGURED TESTS** page will appear, revealing the list of tests mapped to the Mail Alert Receiver that require manual configuration:

Figure 3.2: The Mail Alerts test requiring manual configuration

Chapter 3: How to Monitor the Mail Alert Receiver Using eG Enterprise?

5

Figure 1 indicates that the Mail Alerts test mapped to the Mail Alert Receiver needs to be configured manually. To know how to configure this test, refer to Section **4.1.1**.

After configuring the Mail Alerts test, sign out of the eG administrative interface. Then, login to the eG monitoring console to view the state of and metrics reported by the specialized monitoring model that eG Enterprise offers for the Mail Alert Receiver.

Chapter 4: Monitoring the Mail Alert Receiver Using eG Enterprise

This chapter deals with the Mail Alerts layer of the Mail Alert Receiver monitoring model, and discusses the Mail Alerts test mapped to this layer.

4.1 The Mail Alerts Layer

The test mapped to this layer helps administrators to figure out the number of alerts received on a target email id with a specific subject pattern.

Figure 4.1: The tests mapped to the Mail Alerts layer

4.1.1 Mail Alerts Test

This test monitors the target email ids, searches for a specific subject pattern that is pre-configured and reports the number of alerts received on the email ids containing that particular subject pattern.

Target of the test : A Mail Alert Receiver

Agent deploying the test : An external agent

Outputs of the test : One set of results for each Subject Pattern configured.

Configurable parameters for the test

Parameters	Description
Test Period	How often should the test be executed.
Host	The host for which the test is to be configured.
ReceiveHost	Indicates the domain/IP address from which the test receives mails. Typically, this would be the domain/IP address of a POP3 or IMAP server.
ReceivePort	Indicates the port number of the host, which receives the mails. The default port for POP3 is 110 and that of IMAP is 143.
ReceiveProtocol	The protocol to be used for receiving the mails (could be POP3 or IMAP).

Parameters	Description
SSL	Set this flag to **Yes**, if the target Mail Alert Receiver is SSL-enabled. Set this flag to **No**, if he target Mail Alert Receiver is not SSL-enabled.
ReceiveUser	Indicates the email account/user name available within the domain specified in the ReceiveHost from which the test receives mails.
Password	Indicates the password corresponding to the above user.
Confirm Password	Confirm the Password by retyping it in this text box.
Folder	Specify a folder within the email account that is to be monitored. By default, *inbox* is specified against this text box.
Timeout	Specify the time duration beyond which the POP3/IMAP server connection should timeout. The default value is 60000 ms.
Content Type	Indicates the type of email content that is to be read from the mail. The default value for this parameter is plain/text. Alternately, you can provide text/html.
Subject Pattern	Enter a comma-separated list of specific patterns of mail subjects that need to be downloaded. The pattern should be in the format: *<PatternName>:<Pattern>* where *<PatternName>* is the pattern name that will be displayed in the monitor interface and <Pattern> is an expression of the form - *expr* or expr or *expr or expr*, etc. A leading '*' signifies any number of leading characters, while a trailing '*' signifies any number of trailing characters.

For example, specifying *Critical_Alerts:*Critical** in this text box indicates that the test would download emails with the subject containing the word "Critical". By default, *All* is specified in this text box.

Multiple search patterns can be specified as a comma-separated list. For example, in case of alerts from SCOM, to categorize alerts separately for different alert priorities, configure the value as shown below:

Critical:*Severity*2*New*,Warning:*Severity*1*New*

The default value for this parameter is "All:*" which enables the test to download all mails. |
| Delete Mails | Specify whether the test should delete mails after downloading from the server. By default, this value is set to false since the emails are downloaded from the same host. If you set this flag to true, then this test reads the emails based on the Subject Pattern specified and deletes the emails from the mailbox thereafter. **Note that if this flag is set to true, you need to specify a dedicated email id in the ReceiveUser text box. Also, the test will attempt to download all the emails during every test execution for the specified email id.** |

Parameters	Description
Detailed Diagnosis	To make diagnosis more efficient and accurate, the eG Enterprise suite embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the **On** option. To disable the capability, click on the **Off** option. The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled: • The eG manager license should allow the detailed diagnosis capability • Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0.

Measures made by the test:

Measurement	Description	Measurement Unit	Interpretation
Alerts received	Indicates the number of alerts received during the last measurement period.	Number	The detailed diagnosis of this measure provides the actual content of the alert messages and the time at which the alert message was received.

About eG Innovations

eG Innovations provides intelligent performance management solutions that automate and dramatically accelerate the discovery, diagnosis, and resolution of IT performance issues in on-premises, cloud and hybrid environments. Where traditional monitoring tools often fail to provide insight into the performance drivers of business services and user experience, eG Innovations provides total performance visibility across every layer and every tier of the IT infrastructure that supports the business service chain. From desktops to applications, from servers to network and storage, from virtualization to cloud, eG Innovations helps companies proactively discover, instantly diagnose, and rapidly resolve even the most challenging performance and user experience issues.

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth and profit. Many of the world's largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.

To learn more visit www.eginnovations.com.

Contact Us

For support queries, email support@eginnovations.com.

To contact eG Innovations sales team, email sales@eginnovations.com.