

How to Email or Page a User on an Event

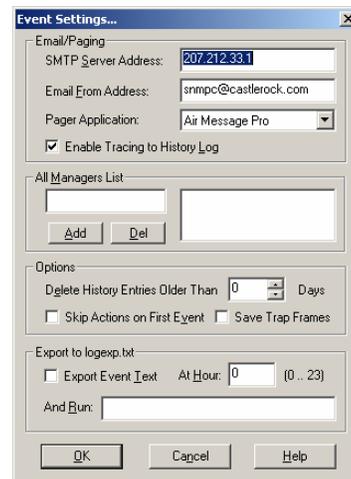
This How-To shows you how to dial a pager or send email to the SNMPc Administrator user when a selection of devices goes down. It is reproduced from the Getting Started guide which is available from the *Help* menu of SNMPc.

Step 1: Add the Administrator user to Air Messenger Pro

To use paging you must first install Air Messenger Pro by using the Windows *Start/Programs/SNMPc Network Manager/Install Air Messenger Pro* menu. Start Air Messenger Pro and add a user (not a group) named Administrator. Configure and test the Air Messenger Pro modem/pager settings and make sure you can send pages.

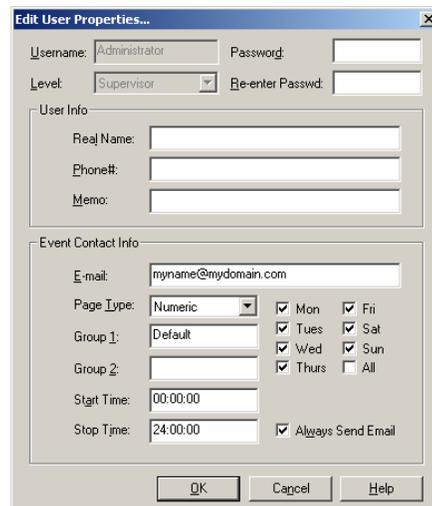
Step 2: Set the Email/Paging global event options

- Use the *Config/Event Options* menu.
- Set the *SMTP Server Address* to the IP Address of your email server in dot notation (a.b.c.d).
- Set the *Email From Address* to an email address that is valid at your server (e.g., snmpc@castlerock.com).
- Select the *Pager Application* (Air Messenger Pro or Notify!Connect).
- Enable the *Enable Tracing to History Log* checkbox. Later, when you have verified that email works you can disable this option.



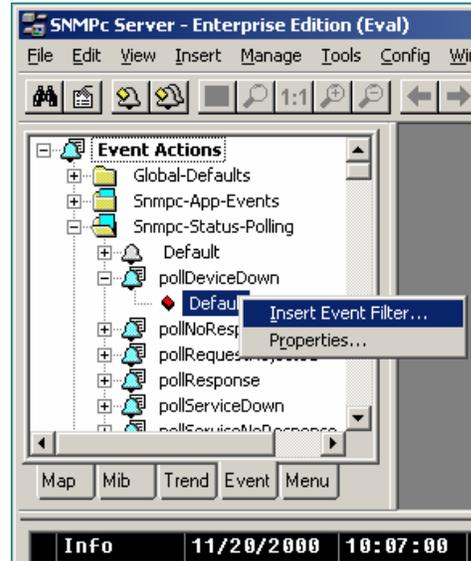
Step 3: Set the Administrator Contact Info

- Use the *Config/User Profiles* menu.
- Select the *Administrator* user and press *Modify*.
- Set your email address in the *E-mail* edit box.
- Select the *Pager Type* (numeric or alphanumeric).
- Set the days and times you want to be emailed and paged.
- You can use the *Group1* and *Group2* edit boxes to set two alias names for multiple users. For now, leave *Group1* set to Default.



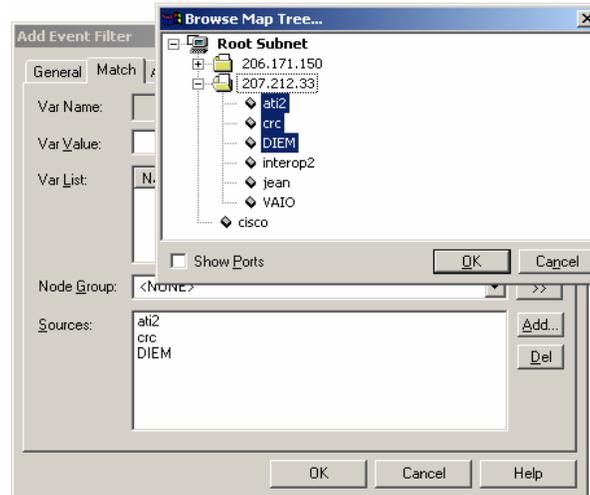
Step 4: Add an Event Filter for the pollDeviceDown event

- Locate the SNMPc *Selection Tool* at the left side of the console. If it isn't there, use the *View/Selection Tool* to show it.
- Select the *Event* tab on the Selection Tool.
- Open the *Snmipc-Status-Polling* subtree, which contains all polling related event actions.
- Open the *pollDeviceDown* subtree, which contains all event filters for the Device Down event.
- Right-click on the *Default* event filter. If you want the email/page to be generated on all devices you can simply select the *Properties* option and proceed to step 6. Use the *Insert Event Filter* menu to add a new event filter.
- The *Add Event Filter* dialog will be displayed. Enter an *Event Name* for the new event filter at the *General* tab.



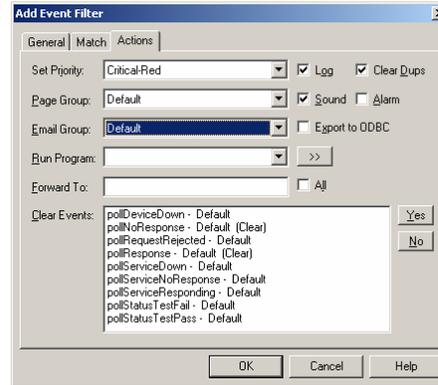
Step 5: To Generate an email/page to match just a selection of devices

- Select the *Match* tab of the displayed Add Event Filter dialog.
- Press the *Add* button.
- Use the tree control to select one or more device names and press OK.
- The matching device names are displayed in the *Sources* list box.



Step 6: Set the Email/Page event actions

- Select the **Actions** tab of the **Event Filter** dialog.
- Select **Default** from the **Page Group** pull-down to send a page to all users with a **Group1** or **Group2** alias set to **Default** (i.e., the Administrator user).
- Select **Default** from the **Email Group** pulldown to send email to all users with a **Group1** or **Group2** alias set to **Default** (i.e., the Administrator user).
- Press OK to save the new filter.

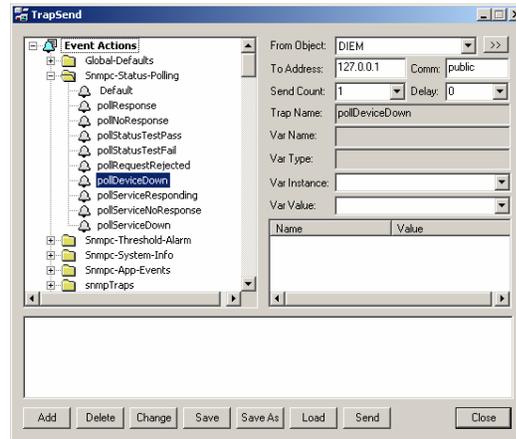


Step 7: Test the new Event Filter

- The simplest way of testing is to create a new icon with an IP address not present on your network (i.e. 1.1.1.1)

Alternatively you can use the **Trap Sender Tool**

- Select the **Map** tab of the **Selection Tool** and select one of the devices you matched in the new event filter.
- Use the **Tools/Trap Sender** menu.
- The **TrapSend** tool shows an Event Actions tree on the left side. Open the **SnmPc-Status-Polling** subtree and select the **pollDeviceDown** event.
- Press the **Send** button.
- Close the TrapSend tool and look at the **SNMPC Event Log Tool** (at the lower part of the console). If you can't see the Event Log Tool, use the **View/Event Log Tool** menu to show it.
- Select the **History** tab in the **Event Log Tool**. You will see a red Device Down event for the selected node and some white diagnostic messages about the Email operation.



Using Other Event Types

We have used the *pollDeviceDown* event as an example for this section. The mechanism is the same for other types of events, including those generated for *Status Variable* and *Manual Threshold Alarms*. The following table shows common SNMPc events and when they occur.

EVENT SUBTREE	TRAP NAME	DESCRIPTION
Snmipc-Status-Polling	pollDeviceDown	Device has not responded for three consecutive poll sequences ¹ .
	pollNoResponse	Device failed to respond to one poll sequence ¹ .
	pollRequestRejected	Device rejected the sysObjectId.0 or the user-set status polling variable.
	pollResponse	Device responded to a poll sequence ¹ .
	pollServiceDown	Could not connect to the TCP port after three consecutive attempts.
	pollServiceNoResponse	Could not connect to the TCP port after one attempt.
	pollServiceResponding	Connection to TCP port OK.
	pollStatusTestFail	Status variable test failed.
	pollStatusTestPass	Status variable test passed.
Snmipc-System-Info	pollAgentConnect	SNMPc polling agent connection to server established.
	pollAgentDisconnect	SNMPc polling agent connection to server lost.
Snmipc-Threshold-Alarm	alarmAutoThresholdExpand	Trend auto-baseline moved higher.
	alarmAutoThresholdReduce	Trend auto-baseline moved lower.
	alarmAutoThresholdSet	Trend auto-baseline initially set.
	alarmAutoThresholdTrigger	Trend auto-baseline exceeded,
	alarmManualThresholdTrigger	Trend manual alarm passed threshold.
	alarmManualThresholdReset	After being triggered, a trend manual alarm no longer passes the threshold test.
snmp-Traps	authenticationFailure	Trap generated by a device on an illegal access (bad community name).
	coldStart	Trap generated by a device after it restarts.
	linkDown	Trap generated by a device when a link fails.
	linkUp	Trap generated by a device when a link that was down recovers.

Note 1: A *poll sequence* occurs repeatedly every *Poll Interval* seconds. During each poll sequence, a poll is sent and a reply expected within the *Poll Timeout* period. If no response is received during the timeout period, the poll is sent again immediately (retried). Up to *Poll Retries* attempts will be made during a single poll sequence. If the retries all fail then the poll sequence fails. The *Poll Interval* must then elapse before another poll sequence is attempted.