

Knowledge Base Articles

Revision

Revision : OSS-0062-PRO

Date : 08/26/2009

Title

You are not getting Xian e-mail notifications from OpsMgr.

Description

You do not receive E-Mail notifications from OpsMgr after an alert that was generated by Xian has appeared on the OpsMgr console. You are currently receiving email notifications from OpsMgr that are being generated by other management packs.

Solution

You may not be getting mail notifications from OpsMgr because Xian requires a different procedure for OpsMgr to send notifications for alerts generated by Xian.

If you are running OpsMgr R2 the following link provides step by step instructions on activation Mail Notifications.

<http://technet.microsoft.com/en-us/library/dd440883.aspx>

If you are running OpsMgr RTM or OpsMgr SP1 take the following steps.

1. Log on to the computer using an account that has administrator permissions on the OpsMgr management group.
2. Open the OpsMgr console
3. Click on the Administration tab
4. Click on "*Settings*", in the menu that appears in the center pane, double click on "*Notifications*". This will bring up the "Global Management Group settings-Notification" window.

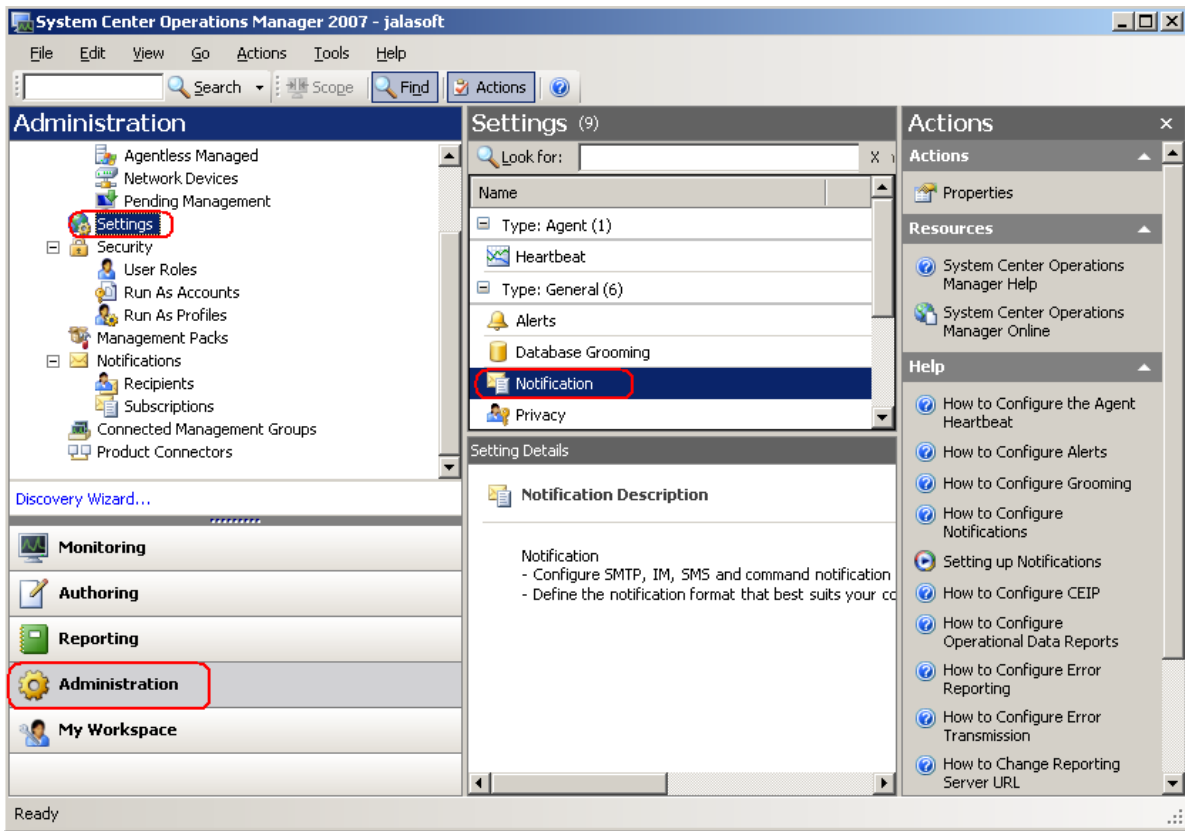


Figure 1. Setting up email notifications on OpsMgr.

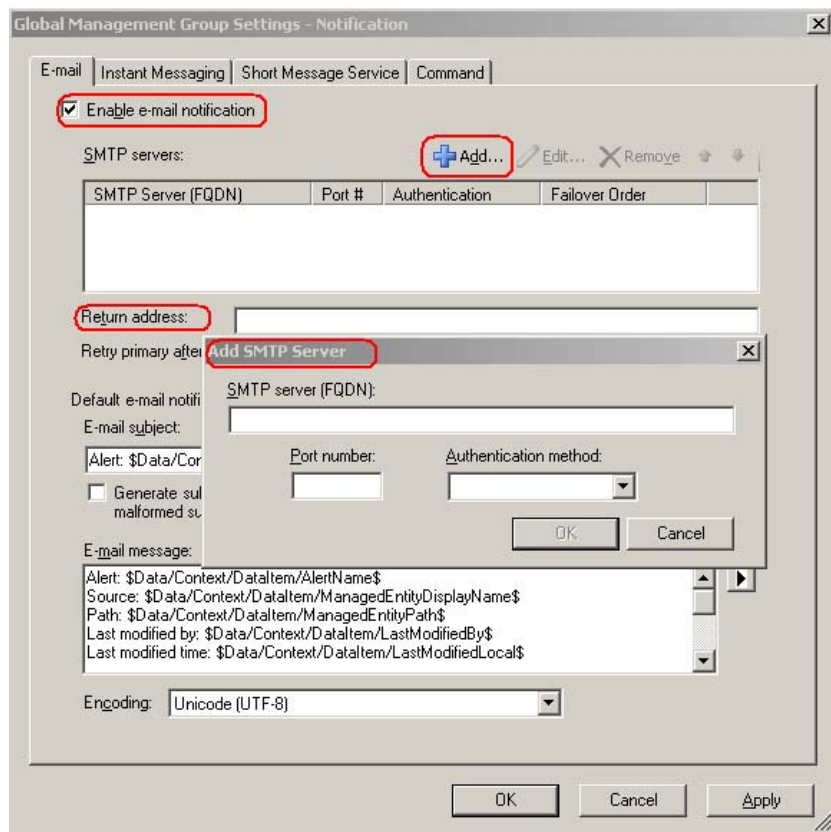


Figure 2. Enabling and configuring email notifications.

Enabling E-Mail Notifications

1. In the *E-mail* tab select the checkbox "*Enable e-mail notification*".
2. Click on the "+ADD" button. In the "Add SMTP server" window enter the FQDN for the SMTP server name, port number and authentication, click OK.
3. In the return address text field include the e mail from which you are going to send the email notifications. The rest of the parameters can be left with their default settings.
4. Click "OK"
5. In the administration tab, expand "*Security*" in the left menu, and click on "*Run as Accounts*."
6. Right click on "Run as Accounts" and select "*Create a Run as Account*" and enter the information requested by the configuration wizard. Once configured, this account will send the OpsMgr notifications to the specified recipients.
7. Expand the "Security" object and right click on "*Run As Profiles*", choose "Create Run As Profile".
8. Enter "display name"
9. In "Select destination management packs" Select "Default Management Pack" and click next
10. In the "*Run as Accounts*" tab click on "*New*" and select the recently created "*Run As Account*" and click OK.

Creating a notification recipient

1. In the "Administration" tab, expand the "*Notifications*" object in the left menu and select the "*Recipients*" object, right click on the center pane and choose "*New Notification Recipient*".
2. In the "*General*" tab choose the user you want to be the recipient of the notifications and select "*Always Send Notifications*".
3. On the "*Notification*" tab click on the "+ADD" button, select the notification channel drop down *E-mail* and verify the email that appears on the *delivery address for the selected channel* is the correct one.

4. Click next and select *"Always send notifications"*, or set a schedule for it.
5. Click next and enter a name for the notification device.
6. Click Finish.

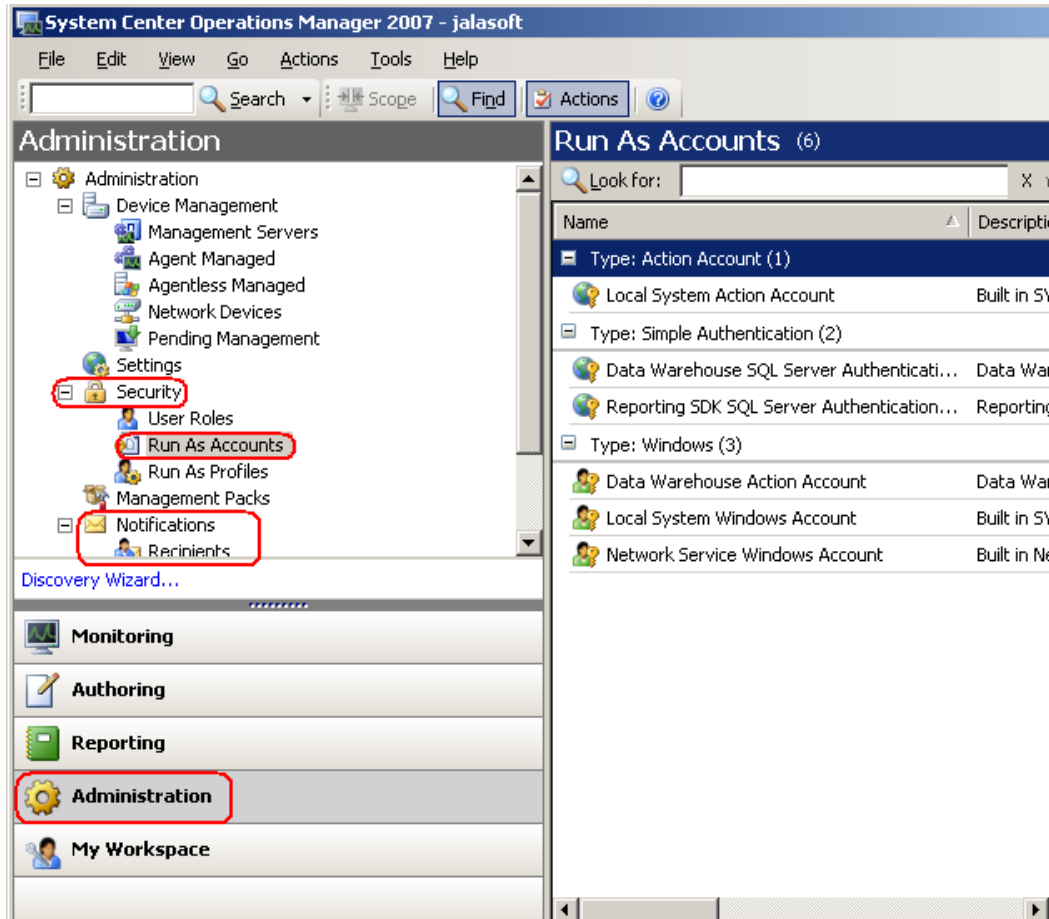


Figure 3. Creating a notifications recipient.

Creating a notification subscription

1. On the Ops Mgr "administration" console, expand the "notifications" object from the left menu and click on *"Subscription"*. Right click on the center pane and select *"New Notification Subscription"*.
2. In the "general" tab enter a name for the subscription, a brief description and click on the +ADD button, a list of recipients will be displayed, choose all the recipients you want to be notified and click next.

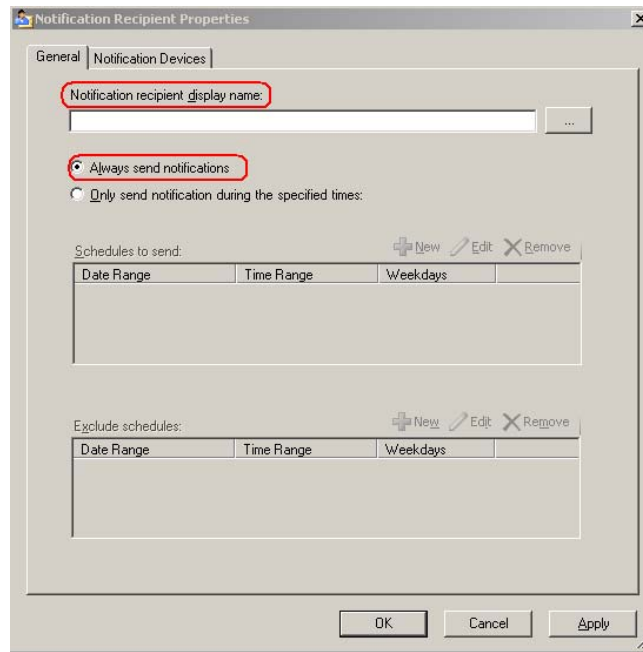


Figure 4. Creating a notification subscription.

3. In the "User Role filter" tab select the "User Role Filter" option if you want to filter groups and classes for approval, click next.
4. In the "Groups" tab, select all the objects you want to generate notifications, in this case, select all Jalasoft objects and click next.
5. In the "Classes" tab select the "All classes automatically"... so you don't need to change this configuration when new management packs are imported. the notifications configuration will be automatically included in this subscription, click next.
6. In the "Alert" Tab criteria, select all the severities and priorities, click next.
7. Enable "alert aging" on its respective tab if you want to be notified of this. Click next.
8. You can leave the default values in the "Formats" tab and click "Finish".

Applies To

OpsMgr RTM, OpsMgr SP1

Status

Solved in OpsMgr R2