



General Instructions for Creating System Alerts for Telestream MAP™

This document provides a general description and explanation of the System Alert mechanism built into Windows XP and Server 2003 operating systems. As requirements to monitor and/or report error conditions may arise on a MAP system, this description and the following examples can be used to create and customize alerts to meet individual user needs.

Special Note:

MAP Alert examples can be imported and added to your MAP system.

The following Alerts are available for download from the Telestream Website. Follow the two-step process to add an alert:

1. Download Alert HTM files to the MAP server system. To download an Alert, open the desired link. Then, from your browser, save the "HTM page" into the **Program Files\Telestream\MAP** folder on the MAP server that you wish to run the Alert on.

Capture Alert

http://www.telestream.net/products/map_alerts/MAPCaptureAlert.htm

Low Disk Space Alert

http://www.telestream.net/products/map_alerts/MAPDiskSpaceAlert.htm

MAP Service and Disk Space combo Alert

http://www.telestream.net/products/map_alerts/MAPComboAlert.htm

2. Import and Add the Alert on the MAP server system. The Alerts can be imported and added from the **Alert "Add New Alert from .." Open** dialog:

To do this, right click on: **Computer Management -> Performance Logs and Alerts -> Alerts**, select **New Alert Setting from....**, then navigate and select the desired alert file previously downloaded.

Repeat this two-step process for each Alert addition.

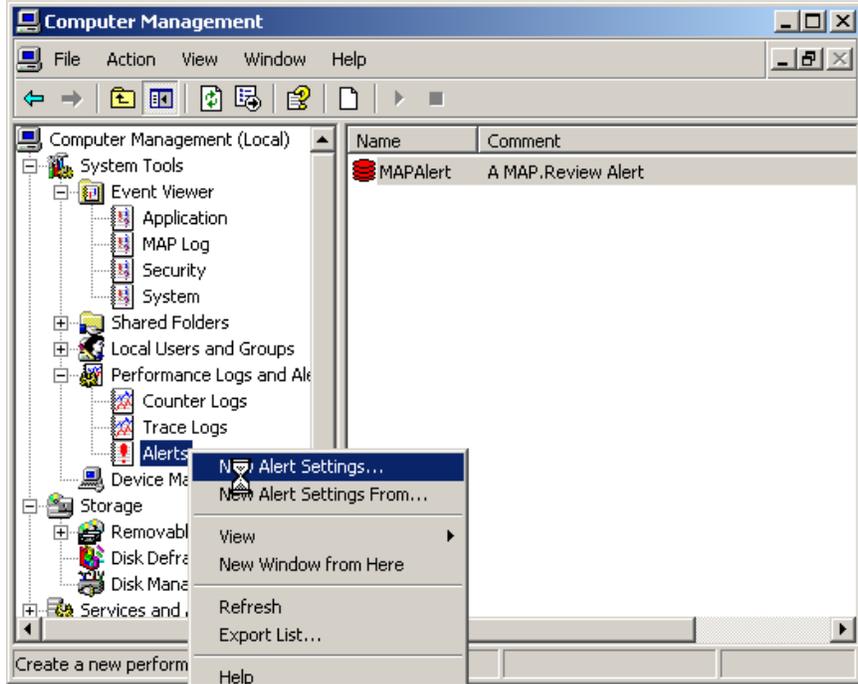
NOTE; Modifications to specific Alert parameters will generally be necessary. For details, follow the instructions and examples below.

A custom Alert may be constructed and directed to monitor a particular parameter on a specified server. The following procedure illustrates how to construct an Alert:

- 1) Open the **Settings->Administrative Tools-> Computer Management** Window.
- 2) From the **Computer Management** window, expand the **Performance Logs and Alerts** option.

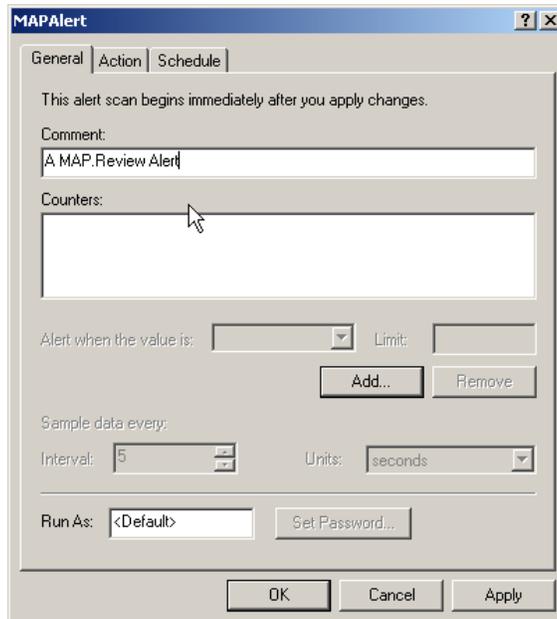


Select the **Alerts** option, right click, and then select **New Alert** as illustrated below:



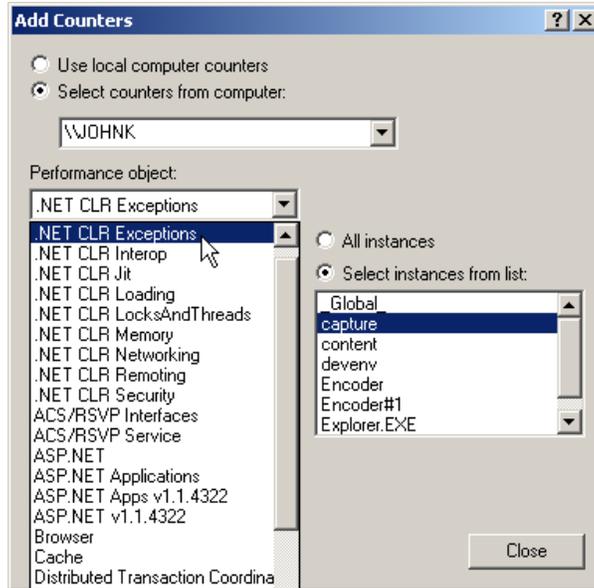
After the **“New Alert Settings...”** option is clicked, a pop-up TextField will appear. Enter the name for the new Alert. Enter a descriptive name into the TextField and click OK.

Once the new Alert has been created, its behavior must be defined. The first step is to define a comment that will be used to further identify the Alert.

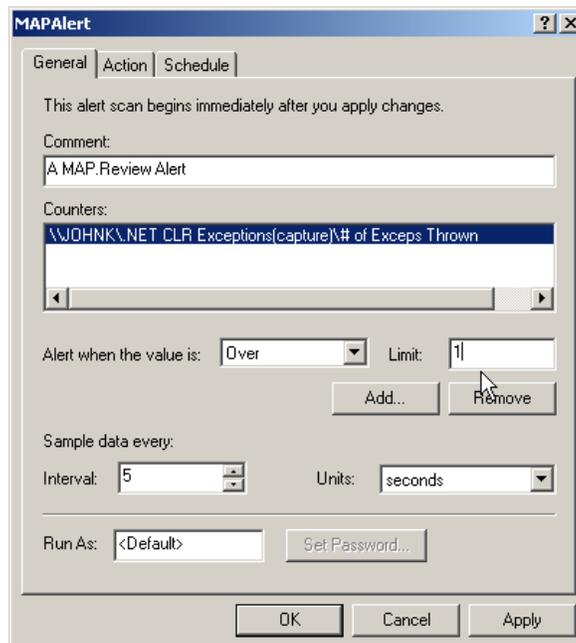




Next, the specific parameter to be monitored must be defined. The “Add...” button will open an interface from which the specific parameter to watch is defined. More than one parameter can be included in an Alert. For example, an Alert can be monitoring for a .NET exception from the Capture service and simultaneously monitoring for low disk space on the Capture storage devices.

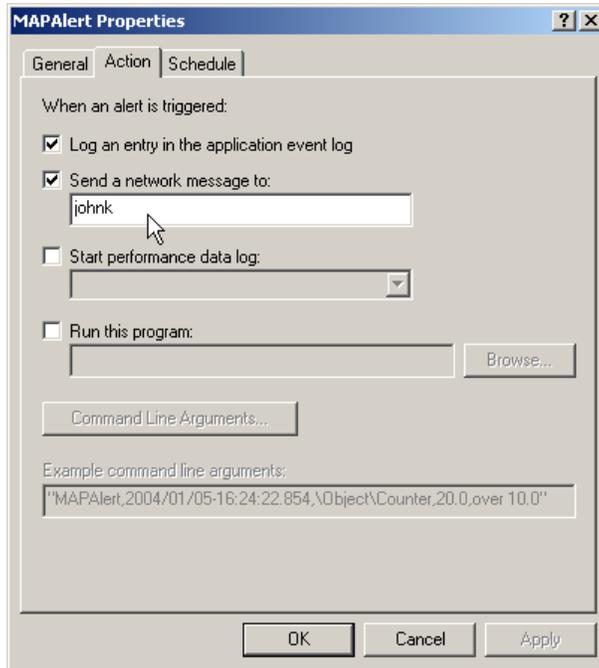


Following the specification of the parameters to watch, the exact criteria that must occur for the event to be triggered must be specified. The following screenshot shows the Alert window with the desired performance object selected and the Alert value specified.

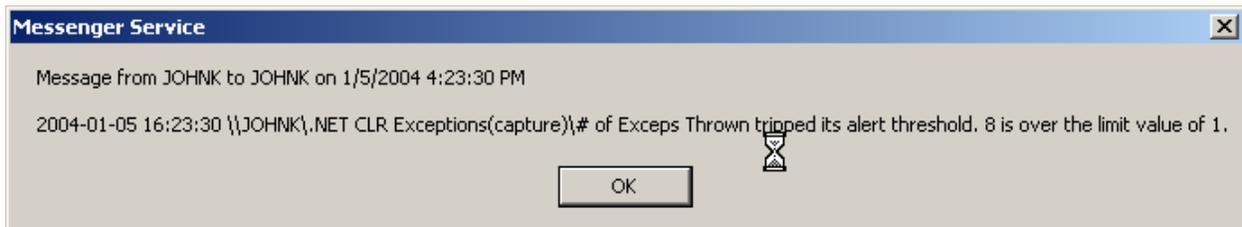




Following this setup, the Action that is to be performed when the event is triggered must be defined. The Action tab from the top of the Alert window allows a specific action to be defined. The following screenshot illustrates the specification of a network message option that will send a notification message to the specified host system.



After the desired behavior has been specified, press the Apply button and then Press the OK button to close the window. The alert will automatically start. If the specified Alert is triggered, the server present in the “Send a network message to” text field will receive a popup message of the form:



NOTE: The operating system’s messaging service **MUST** be enable in order to generate this message.

Enabling an Email Alert Action

Additional Alert actions can also be defined. Telestream has provided a sample EMAIL alert script designed to deliver an email as an Action taken when an Alert is triggered

Click on the following link and download the EMAIL script files into your **\Program Files\Telestream\MAP** folder:

http://www.telestream.net/products/map_alerts/AlertEmail.zip



The following lines of the **SENDEMAIL.WSF** file need to be modified with your specific email parameters:

On this line, enter your mail server's fully qualified URL or IP address

Flds(cdoSMTPServer) = "**MAIL.SERVER.NET**"

On this line, enter a properly authenticated User Name

Flds(cdoSendUserName) = "**USER_Domain\USER_Name**"

On this line, enter a properly authenticated Password

Flds(cdoSendPassword) = "**Password**"

On this line, enter the "To" email address that will receive the Alert message

.To = "**mail_recipient@your_mail_domain.net**"

On this line enter the "From" email address

.From = "**map_alert@your_mail_domain.net**"

On this line enter a "Subject"

.Subject = "**MAP System Performance Alert**"

Add the email script as an Action in the Alert as shown below:

