



The integration of sendQuick AlertPlus with HP Operations Manager Configuration Guide

Prepared by

TalariaX Pte Ltd
76 Playfair Road
#08-01 LHK2
Singapore 367996
Tel: 65-62802881
Fax: 65-62806882

1. INTRODUCTION

This document is prepared as a guide to configure HP Operations Manager to run with sendQuick SMS gateway for the delivery of system alerts and notifications via SMS.

TESTING ENVIRONMENT	
HP Operations Manager (for Windows)	Version A.09.00
sendQuick Alertplus	Version 20110630-4

2. CONFIGURATION OF HP OPERATION MANAGER

(a) Creating Event Policy and Rule

2.1 Create a new policy group. Go to Policy management -> New -> Click on Policy group (see Fig 1). Select a name for the policy group. In this example, we have used "Notification Policies". The newly created policy group appears in the Policy Groups list (see Fig 2).

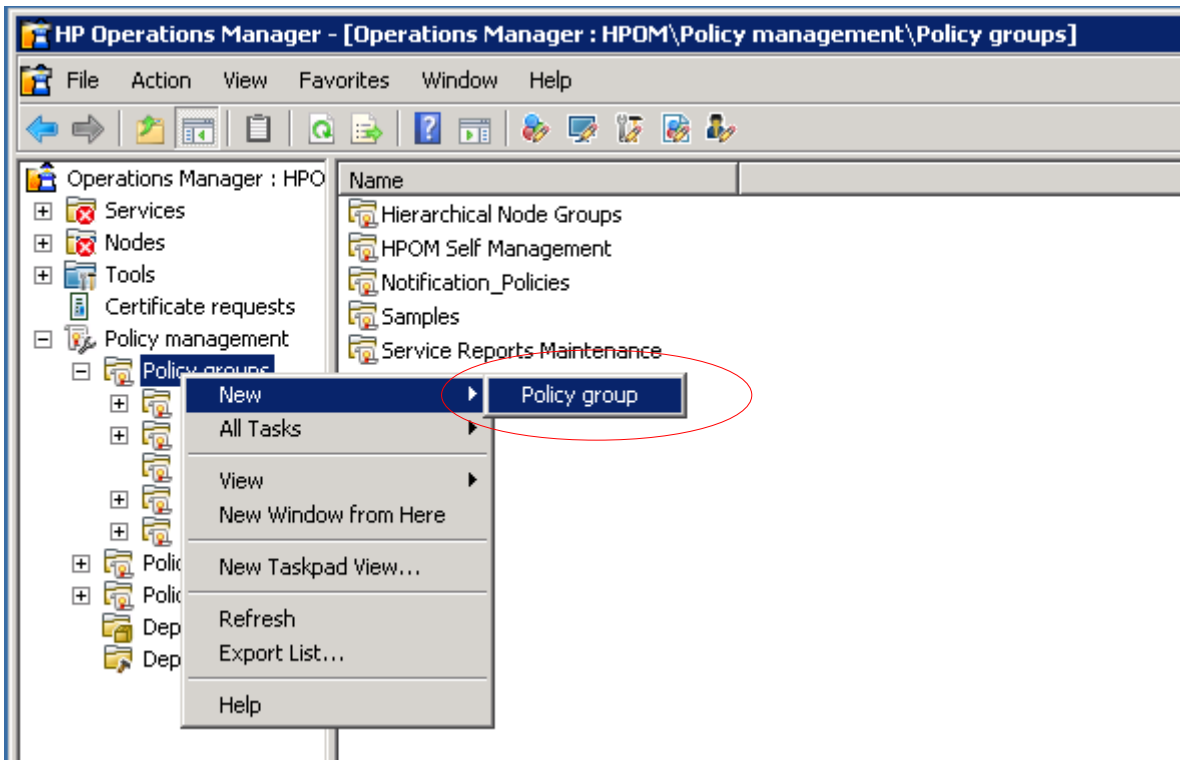


Figure 1: Create New Policy Group

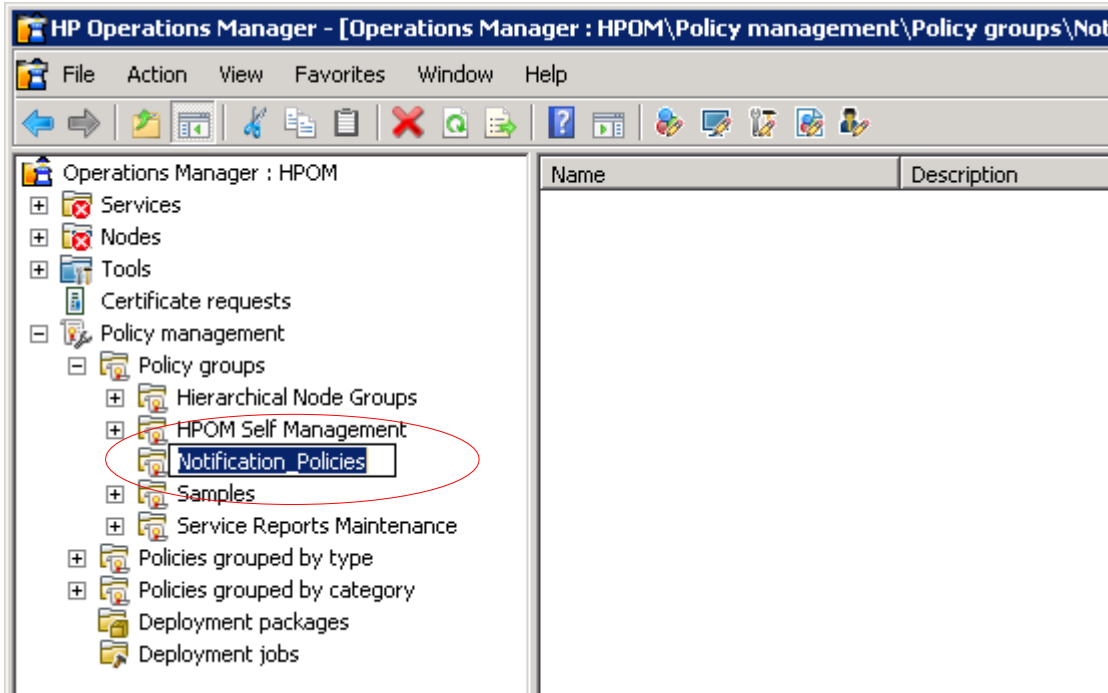


Figure 2: Policy group name

2.2 Right click on the created policy group and select Windows Event Log (in this example, the testing was done on Windows Event Log). See Fig 3.

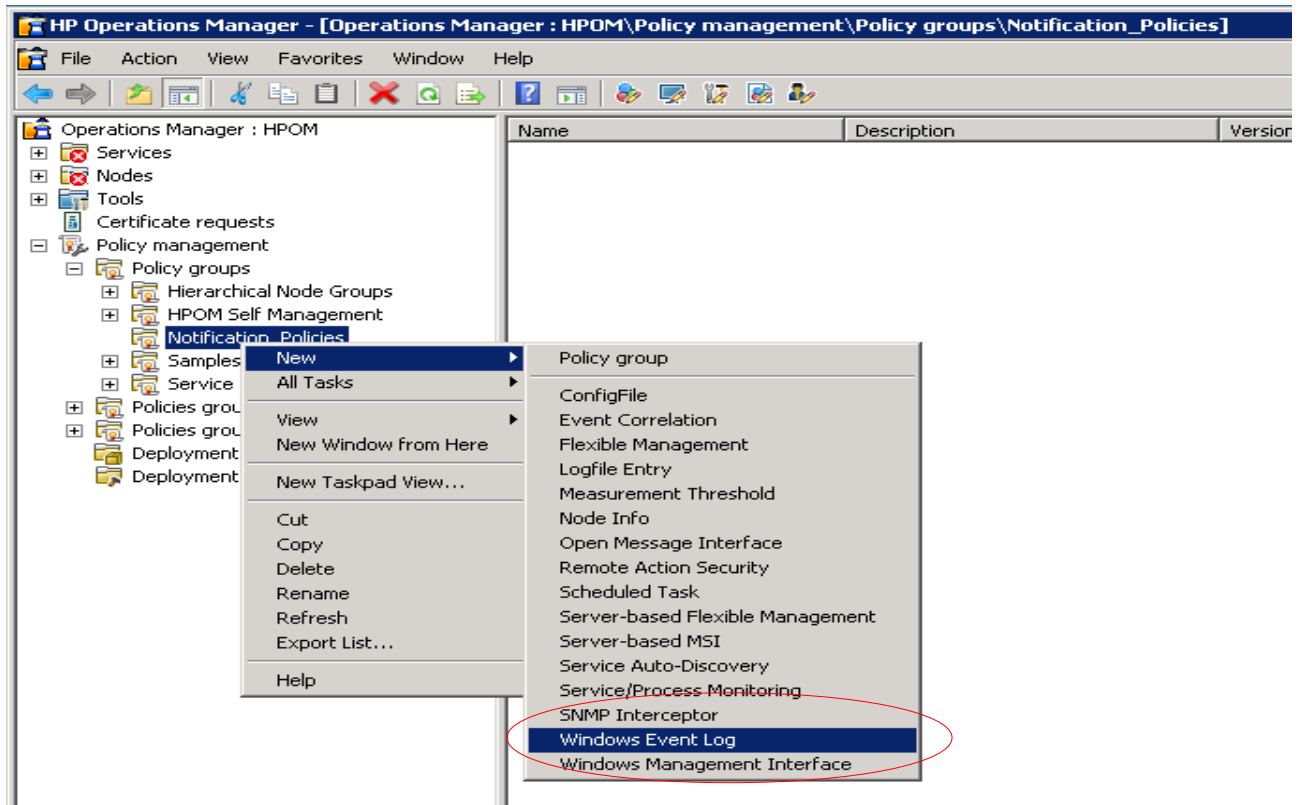


Figure 3: New Windows EventLog Policy

2.3 Specify the EventLog to be monitored (eg. Application). See Fig 4.

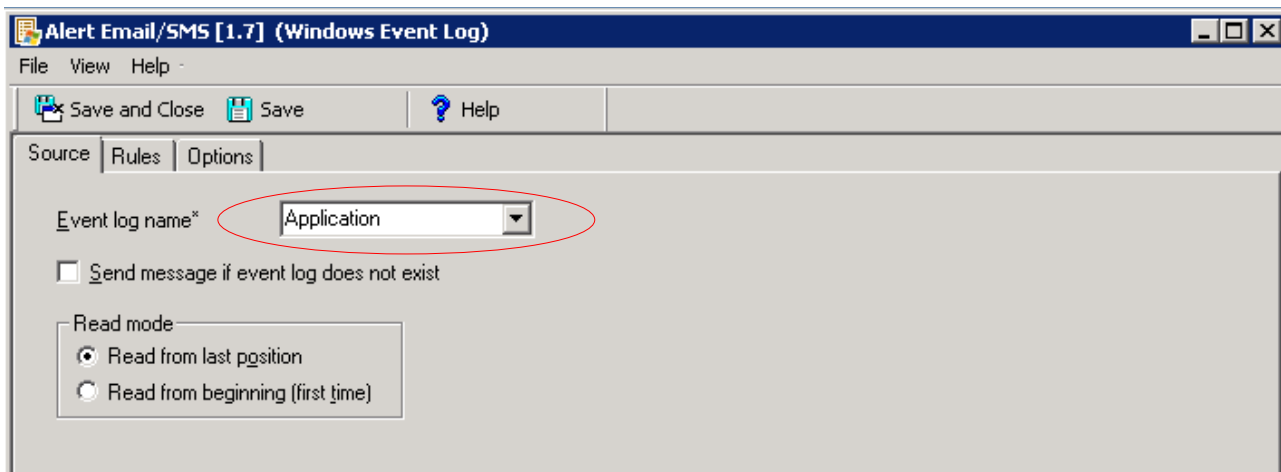


Figure 4: The monitored Event log

2.4 Click on Rules tab and click “New”.

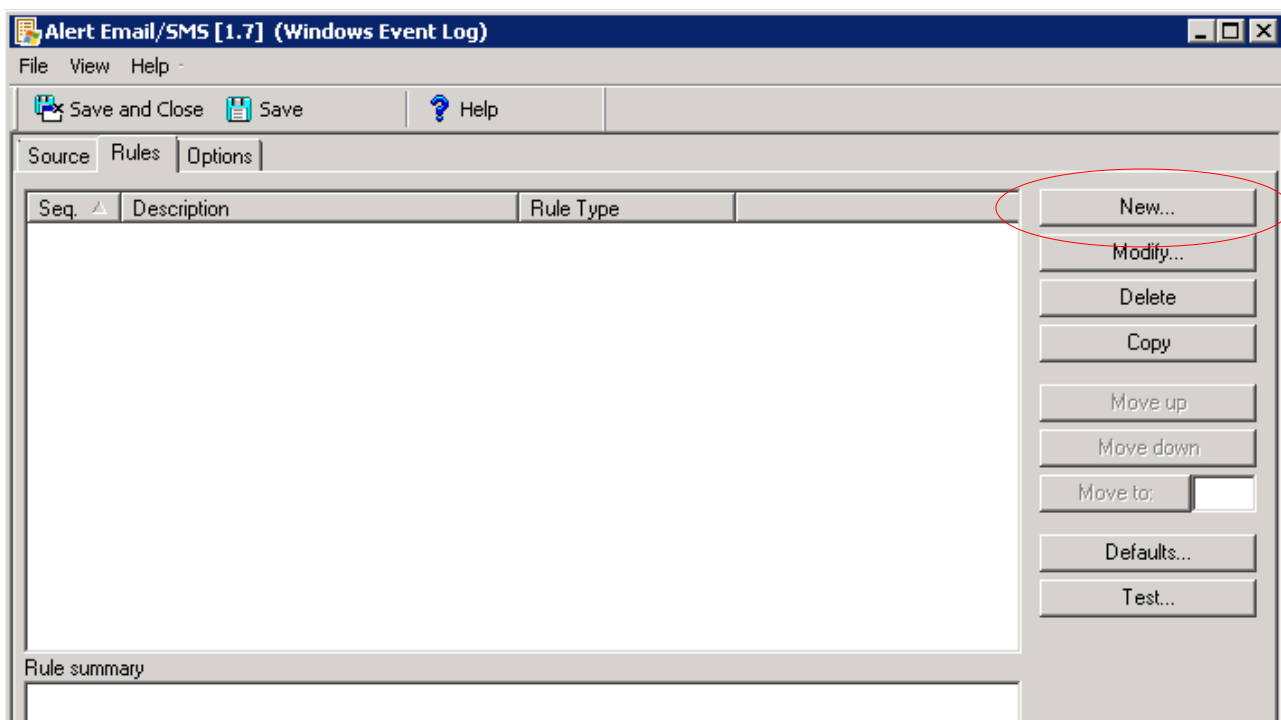


Figure 5: Add new rule

Create criteria for Rule. In this example, the following criteria was used (see Fig 6):

Rule description : Alert Email/SMS

Source : EventCreate

Type equals : Error

When completed, click OK.

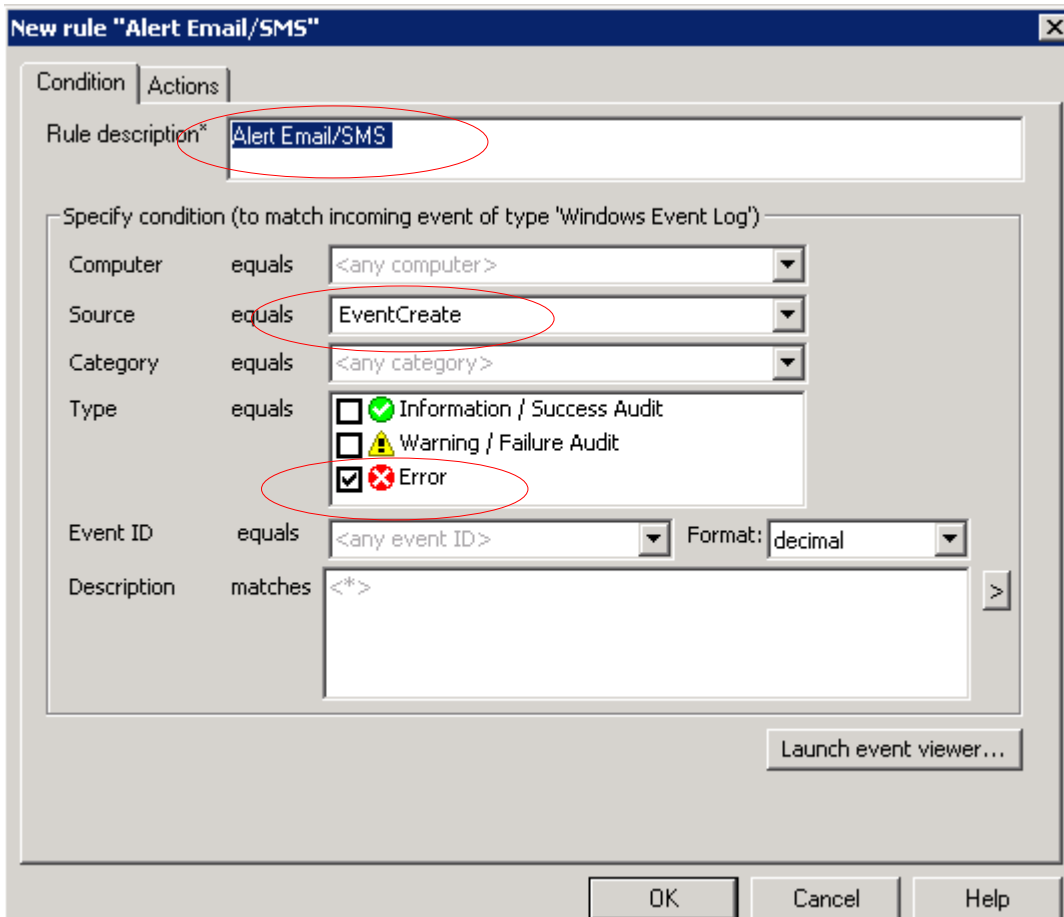


Figure 6: Criteria for the rule

(b) Setting Rule Action to connect to sendQuick SMS gateway

2.5 There are 2 options of configuring HPOM to send event alerts to sendQuick. The first is using a command line to forward the email alerts generated by HPOM to sendQuick server to deliver the SMS message. The second method is via HTTP Post using Curl.

Option 1: Using Command Line

2.6 Click on “Actions” tab and select “Automatic command” (Fig 7).

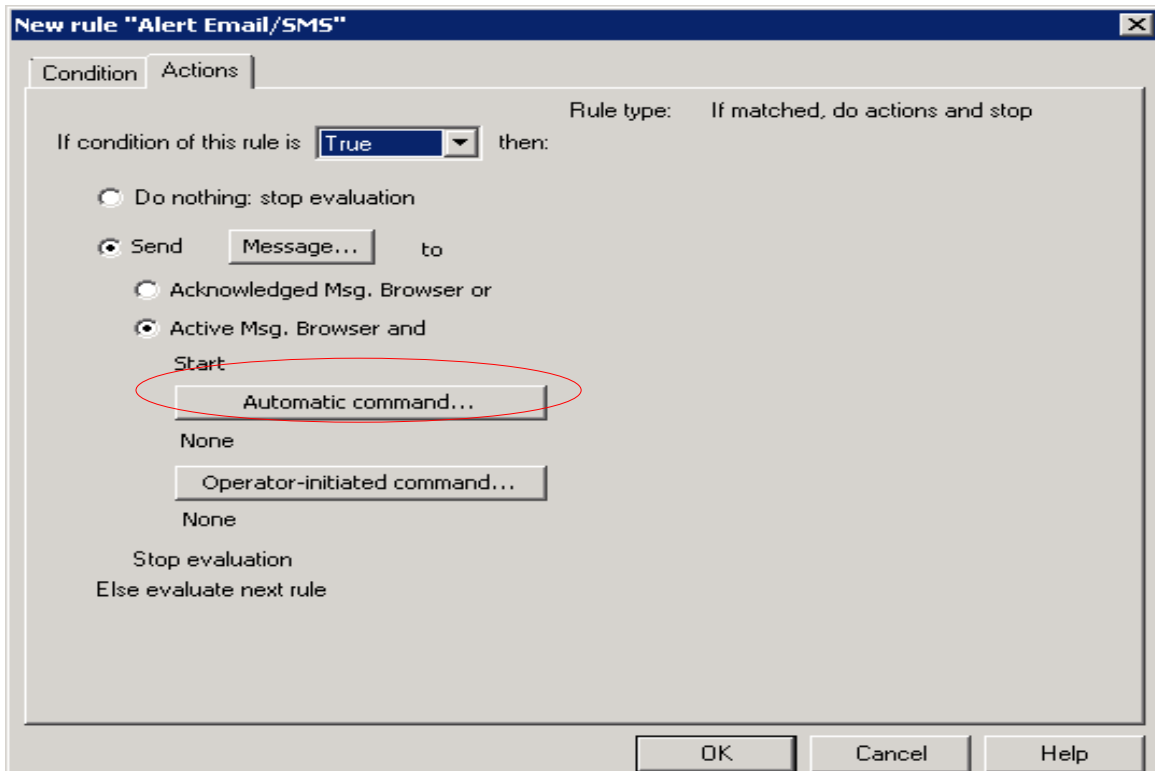


Figure 7: Automatic command

2.7 Type the following in the "Command" field (Fig 8):

```
ovepmail.exe -to alert@192.168.1.8 -from hpom@company.com -mailsrv 192.168.1.8 -format plain -body FromHP -subject <$LOGFILE>
```

“to” address: Email with assigned sendQuick IP address or domain name (eg. alert@192.168.1.8)

“from” address: Assigned sender's email address (eg. hpom@company.com)

“mailsrv”: IP or domain name of the SMTP server to be used for sending the emails (in this example, we have used the in-built SMTP server in sendQuick at 192.168.1.8)

“format”: plain

“body”: <body text> is the message you want to send.

“subject”: Eg. <\$LOGFILE>. Refer to HPOM Help on Policy Management for more information)

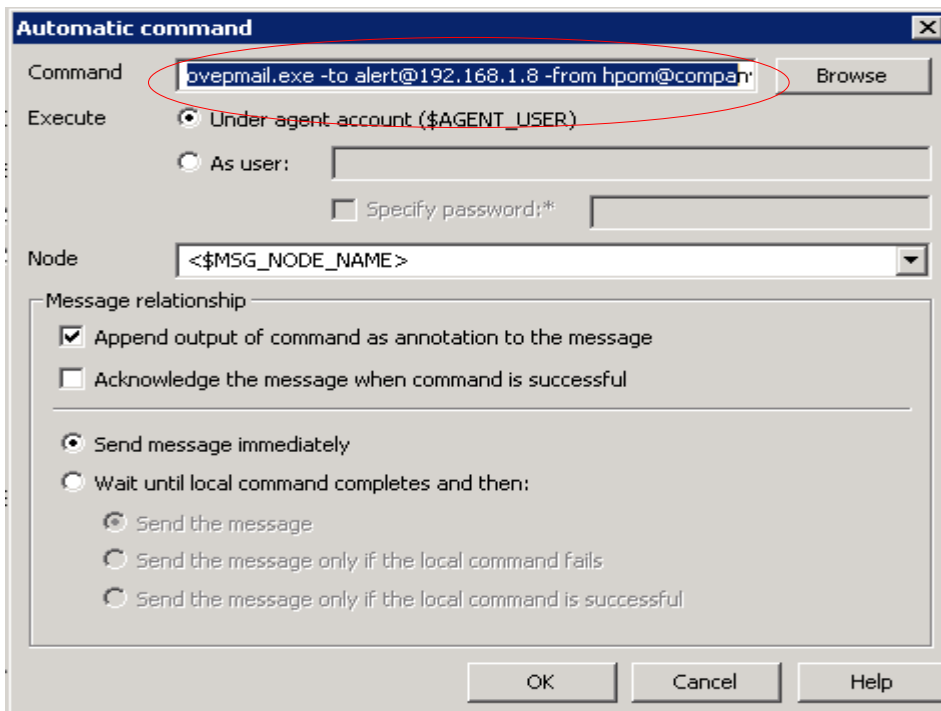


Figure 8: Automatic Command

Click “Ok” once completed (fig 9)

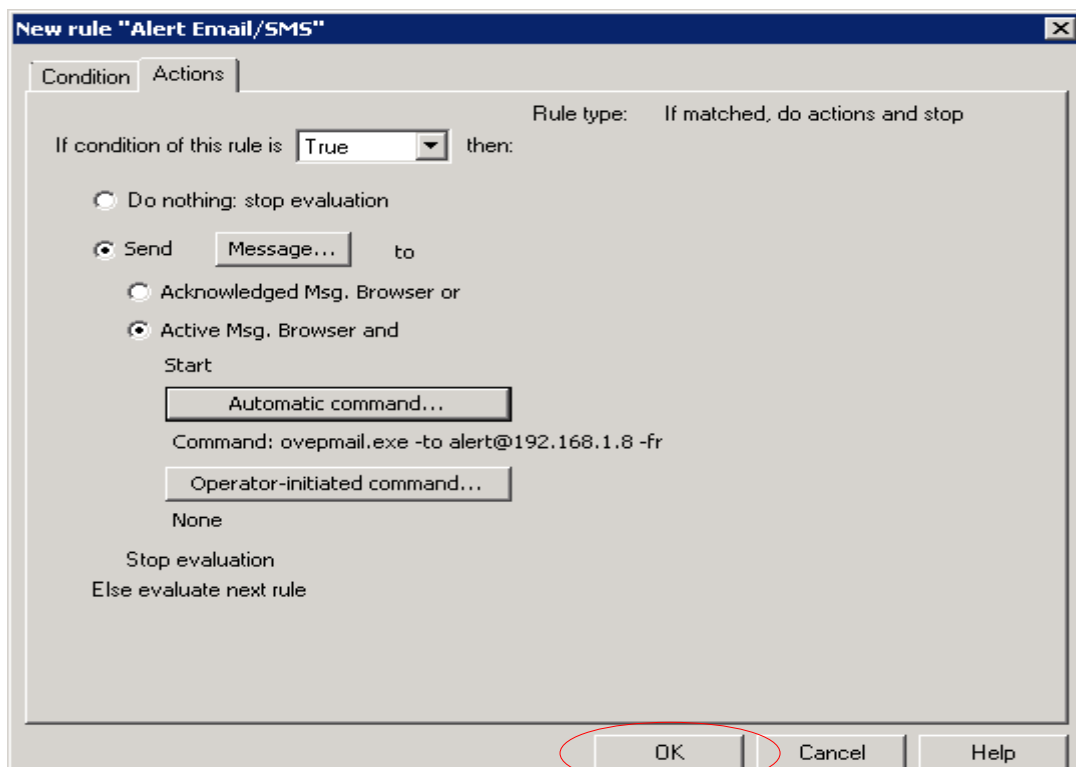


Figure 9: Created Automatic Command

Click on "Save and Close" (fig 10).

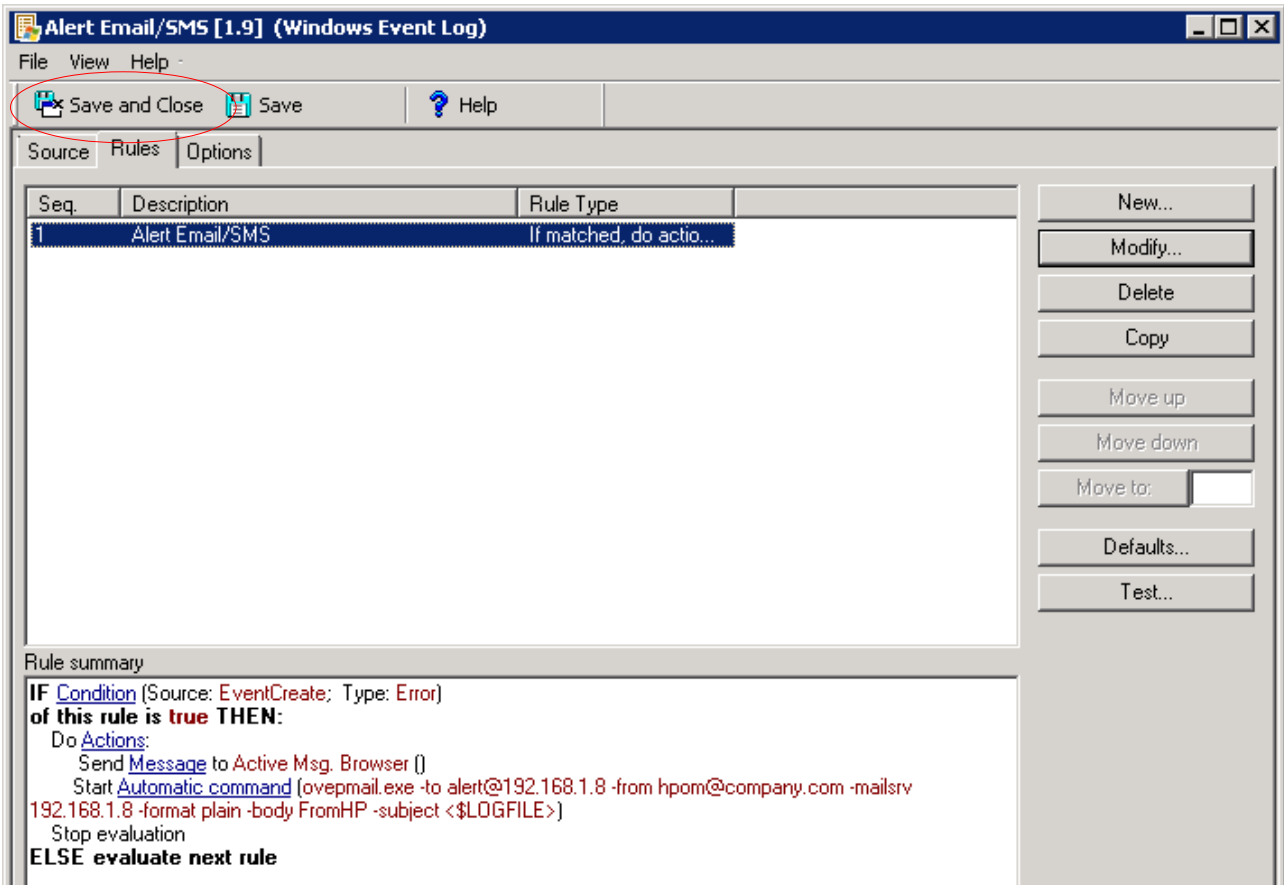


Figure 10: Created Rule Properties

Option 2: Using HTTP Post (Curl)

2.8 The second option of connecting to sendQuick is using HTTP command. You will need to install Curl. Curl can be downloaded from <http://curl.haxx.se/download.html>. Please move the downloaded file into C directory.

Type the following in the "Command" field (fig 11):

```
"C:\curl-7.22.0-devel-mingw32\bin\curl.exe" curl --data-urlencode "tar_num=91234567"
--data-urlencode "tar_msg=Error!!!Source:<$LOGFILE>"
http://192.168.1.8/cmd/system/api/sendsms.cgi
```

tar_num : target (handphone) number

tar_msg : message to send via modem

<http://<sendQuickAlertplus IP>/cmd/system/api/sendsms.cgi>

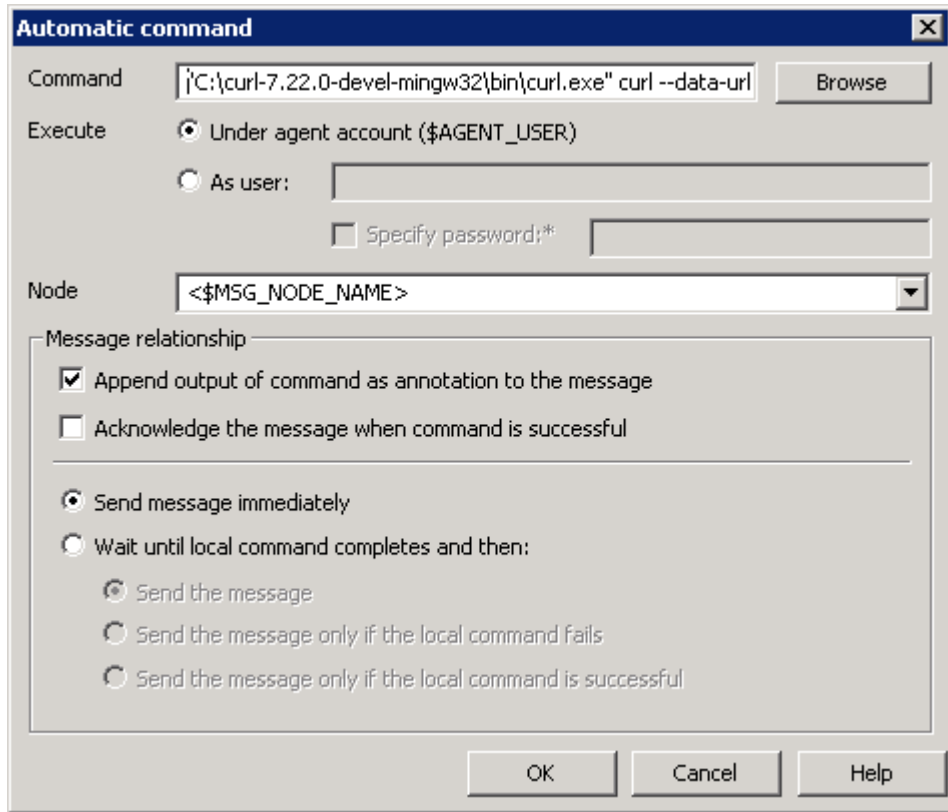


Figure 11: Automatic Command

Once completed, follow the same steps as per Fig 9 and 10.

(c) Deploy rule on monitored system

2.9 Select created rule and click on “Deploy on” to install the rule (Alert Email/SMS) on the monitored system/server as shown in Figure 12.

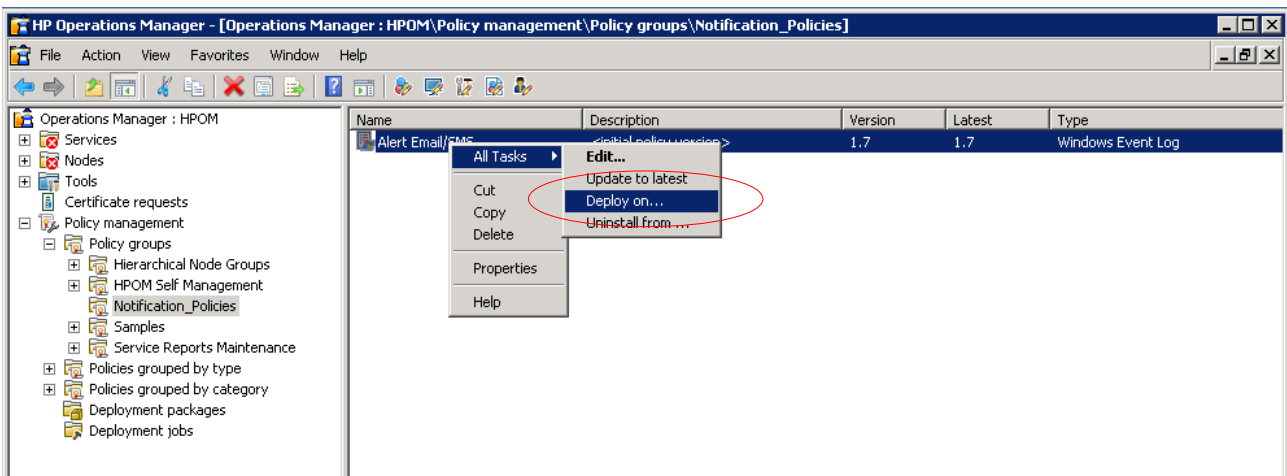


Figure 12: Deploy rule

2.10 Select the monitored system/server and then click on “OK”. In this example, we have used windows server 2008 R2 (fig 13).

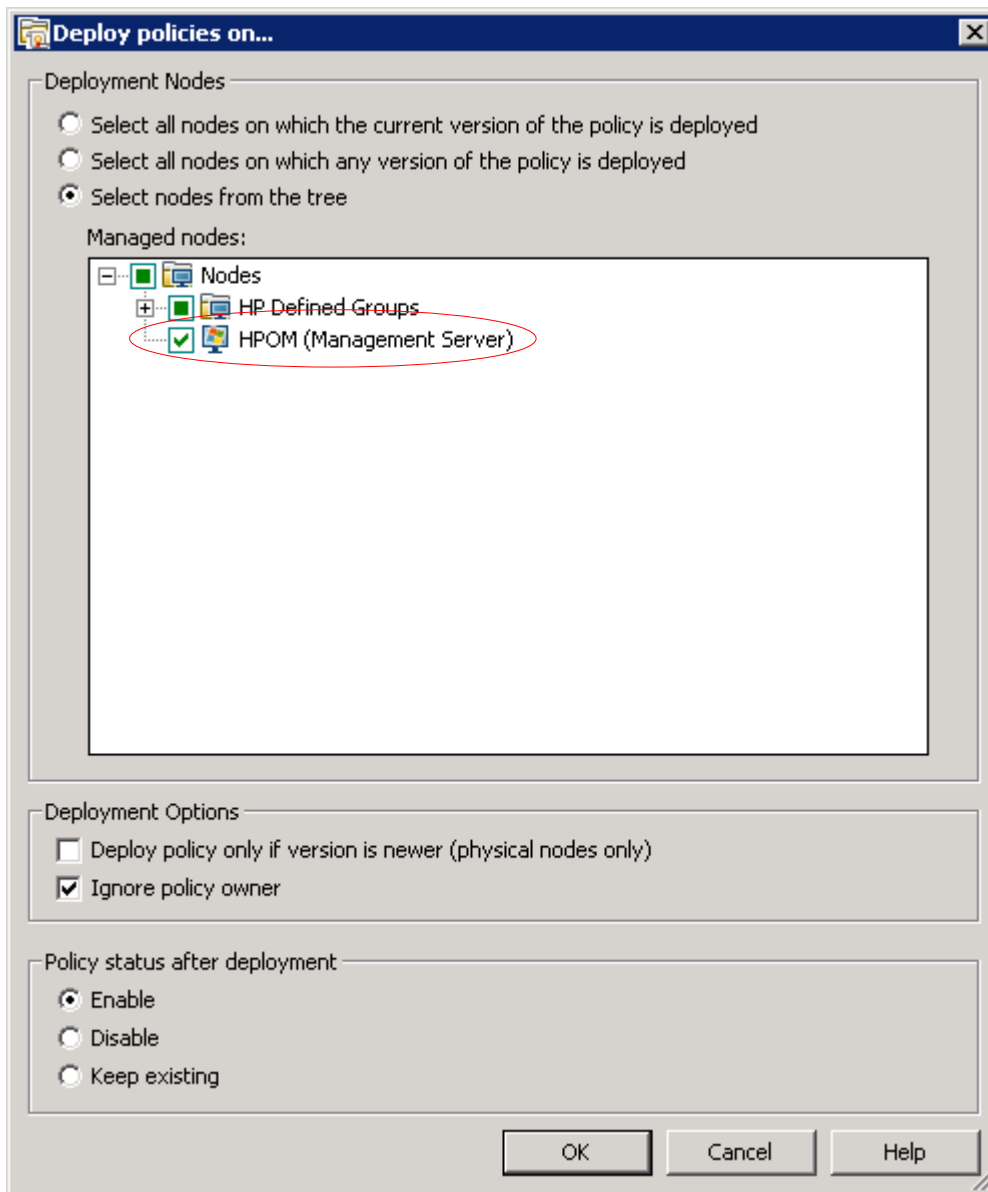


Figure 13: Deploy policy on the managed system

3. CONFIGURATION OF SENDQUICK

(a) Create Mail Message Filter (only if Command Line option is used)

3.1 Log on to sendQuick admin module. Select the Mail Message Filter (in the Navigation Menu) and the Message Filter Summary will be shown (Fig 14).

Click on “Create” button.

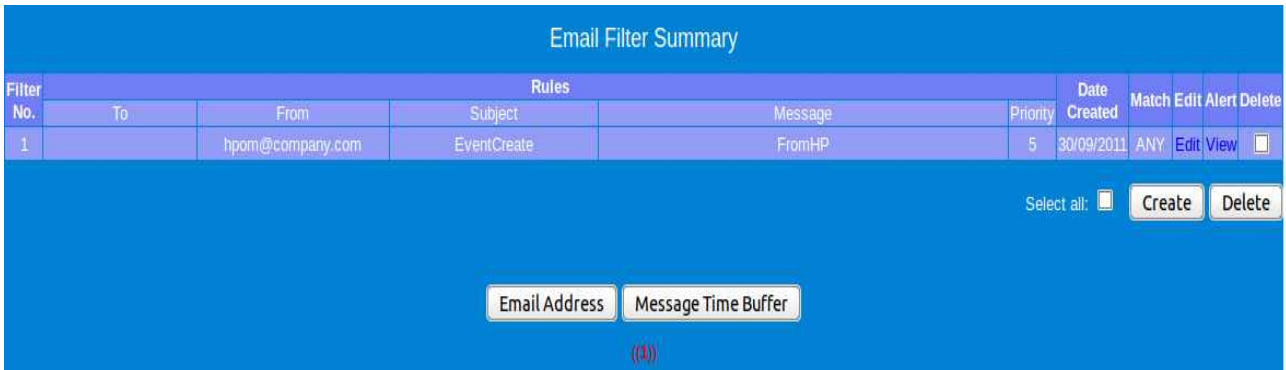


Figure 14. Email Filter Summary

3.2 Input the following fields (Fig 15):

- “From” : Email address that will send the event alert email messages from HPOM to sendQuick server. This is the same email address configured in HPOM (refer to para 2.7 and Fig 8)
- “Subject” : EventCreate
- “Message” : Desired text message

The filter works by checking on the three attributes of an email message - Sender email address (FROM field), Subject field and Message body content. Check the box if the desired field name is required for filtering. More than one checkbox can be selected, and determine the “All” or “Any” criteria relationship.

Click “Save”



Figure 15: Create a New Filter Rule

3.3 Go to Mail Filter Rules Alert list (Fig 16). Select “Create”.



Figure 16: Mail Filter Alertee View

3.4 Input the mobile numbers (and email addresses if required) that will receive the event alert SMS (Fig 17).

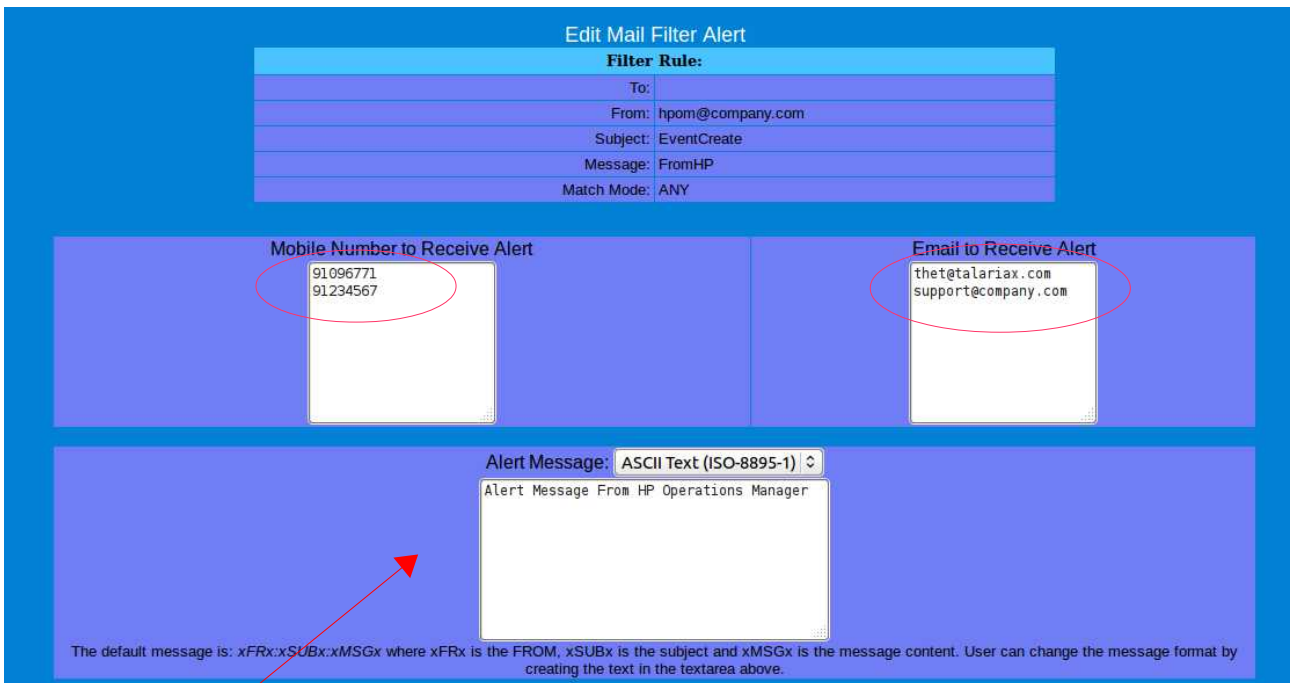


Figure 17: Configure Alertee List

IF the text box of Alert Message is blank, the original content is sent directly.

4. INTEGRATION TESTING OUTCOME

4.1 For the purposes of the testing, an Error in the ApplicationLog is generated on the test monitored server, using the below Windows command line.

```
eventcreate /T ERROR /ID 1 /L APPLICATION /D "TestError"
```

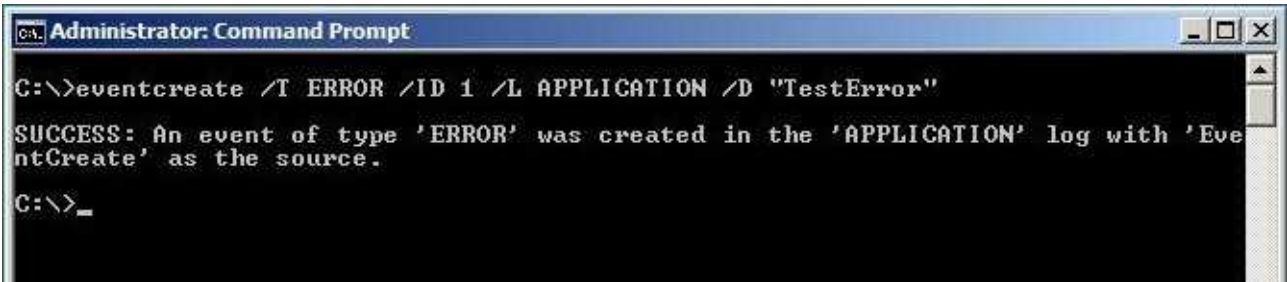


Figure 18: Generate an Error

4.2 The error is captured in HPOM. The status is reflected on the HPOM "Critical" log (Figure 19)

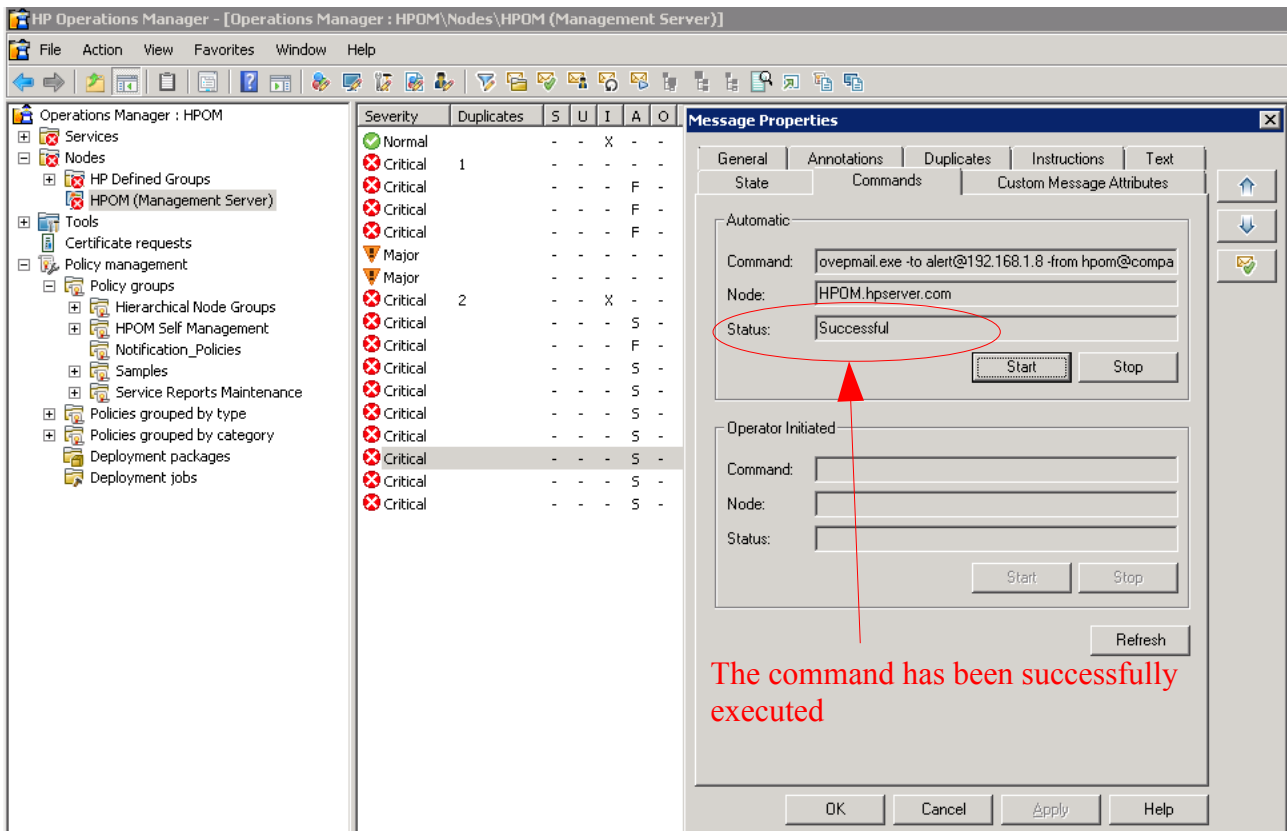


Figure 19: Message Properties

4.3 The testing was done on both integration methods of using a command line to connect to sendQuick server as well as using Curl.

Using Command Line

SMS messages were received on the mobile phone and email (Fig 20 & 21)



Fig 20: Received SMS



Fig 21: Received Email

The status of successful SMS sent is also reflected in the SMS Outbox records in sendQuick server (Fig 22)

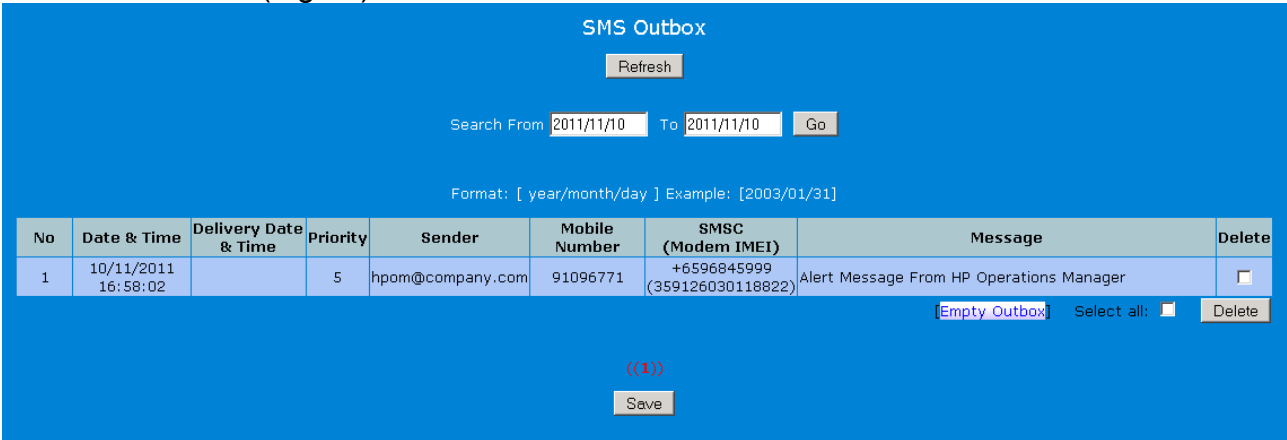


Figure 22: SMS Outbox (1)

Using HTTP Post (Curl)

The status of successful SMS sent is reflected in the SMS Outbox records in sendQuick server (Fig 23)

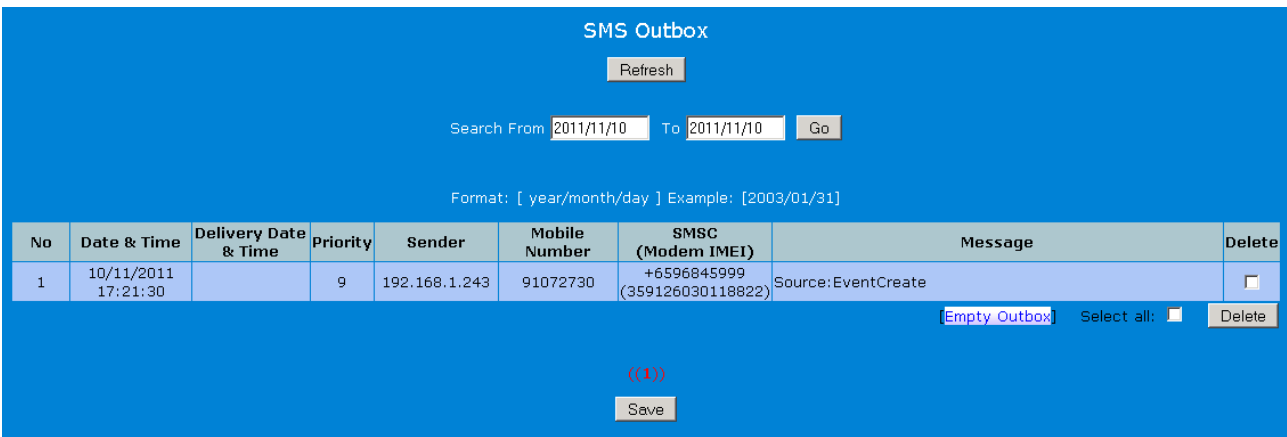


Figure 23: SMS Outbox (2)