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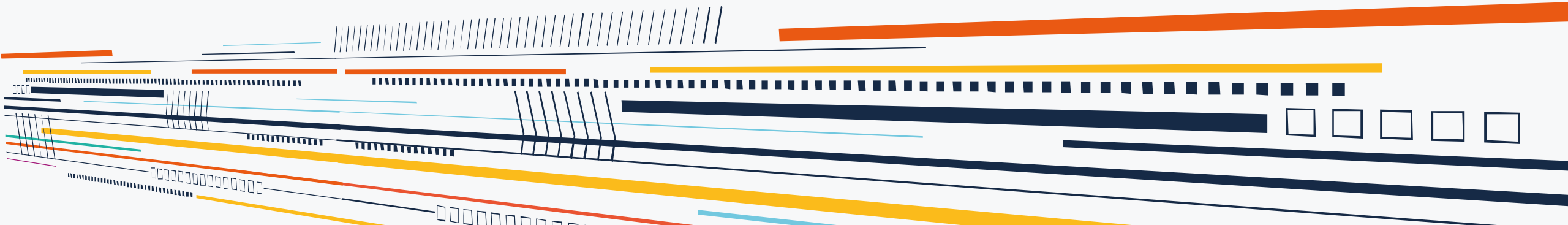
Coffee Break Webinar Series

3.2 In-depth: Alert Management



Topic

Monitor vs rule alerts and how they're handled differently in Squared Up 3.2

Discussion points:

- Monitor vs rules – why it matters
- How alerts are managed in Squared Up
- A deeper look at Health State Summaries

Monitor vs Rule Alerts

SCOM primarily uses health state to calculate availability of systems, not open alerts

Monitor	Rule
Stateful	Non-stateful
'There is a problem'	'There was a problem'
Affects health state of object	Does not affect health state of object
Rollup health to parent object	Does not rollup health to parent object
Changes health state of dashboard	Does not change health state of dashboard
Creates alert (normally)	Creates alert (normally)
Alert stays open while issue remains	RepeatCount incremented if issue reoccurs
Closes alert automatically (normally)	Does not close alert automatically
Can be manually reset back to healthy	Can not be reset (no state)
Alerts should not be closed manually	*Alerts should be closed manually*

Demo

Looking at alerts in Squared Up 3.2

Health State Summaries

Why is the object red (or yellow)?

Squared Up 3.2 shows you the reason

- It shows the alert that is:
  - Created by a monitor (not rule – they don't affect health!)
  - Most severe (if it's critical, look for a critical alert)
  - Most recent
- Only shown for objects that host things, not contain things:
  - Computers, Devices, Software, and their subcomponents
  - Not Groups or Distributed Applications
- What if no health state summary is shown?
  - Maybe monitor did not create an alert (some don't)
  - Maybe a user closed the alert (tut tut)
  - Maybe the system closed the alert (too old?)

Coffee Break: Resources

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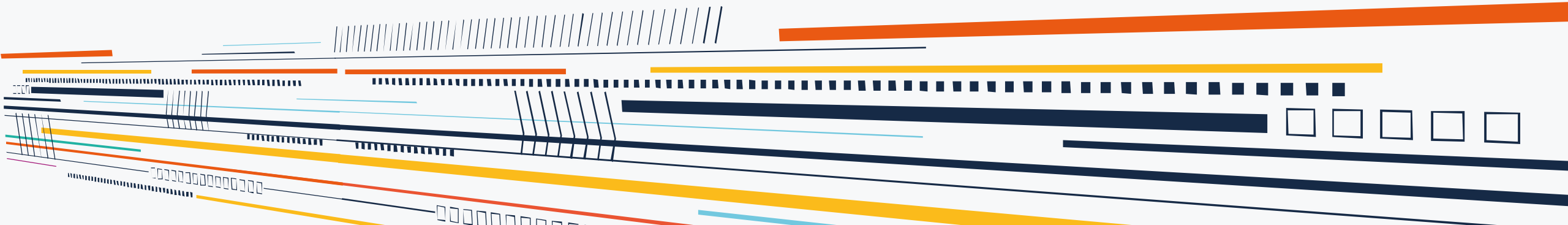
https://www.youtube.com/playlist?list=PLJNXoiGgmTEu3yZRGpPNWQbG9WMyihZFs

Follow up email, inc. resources, sent out after each webinar

Q&A

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