

Opalis Integration Server

Actions Edit Options View Help

Publish Un-Publish Start Stop Check-in Check Out Undo Check Out

Connections

Get Diagnostic Data

W2K3-1

- Policies
 - Automation Projects
 - Data Transactions
 - Event Management
 - Consolidate Events
 - Create Incident on Event
 - Diagnostics
 - Event Log
 - Notification Routines
 - Performance
 - Services
 - File Management
 - Scheduled Maintenance
- Computer Groups
- Reporting
- Action Servers
- Global Settings

Objects

- System
- Scheduling
- Monitoring
- File Management
- Email
- Notification
- BMC Remedy Help Desk
 - Create Case
 - Modify Case
 - Monitor Case
- EMC Legato NetWorker
- EMC Smarts InCharge
- FTP
- HP OpenView Operations
- IBM Tivoli Enterprise Console
- Microsoft Operations Manager
- Microsoft SMS
- Microsoft Virtual Server
- NetIQ AppManager
- Veritas NetBackup
- VMware VirtualCenter

Log

Policy Ended at 31/4/2005 2:40:23 PM (Started: 31/4/2005 1:30:01 PM)

- Monitor Microsoft MOM Server for Critical Alert
- Acknowledge and Assign MOM Alert to Domain Expert
- Perform Level 1 Diagnostics: Ping Computer

Log Log History Audit History Events

Monitor Microsoft MOM Server for Critical Alert

Acknowledge and Assign MOM Alert to Domain Expert

Perform Level 1 Diagnostics: Ping Computer

If fails

Send Email with Alert Data

Perform Level 2 Diagnostics: Run SQL Query

Create BMC Remedy Case: Populate with Diagnostic Data

Monitor Microsoft MOM Server for Critical Alert

Details Information

Create BMC Remedy Case: Populate with Diagnostic Data

Details Information

Details Information

Define filters to Monitor Alert

General

MOM

Server ...

Details

Trigger Options

New alerts

Updated Alerts

Filters

Field	Relation	Value	
Computer na..	Is equal to	CHI-W2K3-11	Add..
Severity	Is equal to	Critical Error	Edit...
Source	Is equal to	SQL	Remove...

Finish Cancel Help

Details Information

Define the required fields for the Create Help Desk Case object

General

Details

Advanced

Required Fields

Summary	Insert MOM Alert Name
Category	Software
Type	Insert MOM Type: Error
Item	Insert MOM Alert ID
Requester Name+	Insert MOM Alert Source
Requester Login Name+	MOM Administrator
Description	Insert MOM Alert Details

Finish Cancel Help