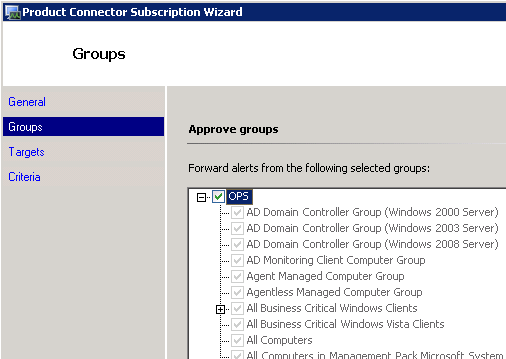
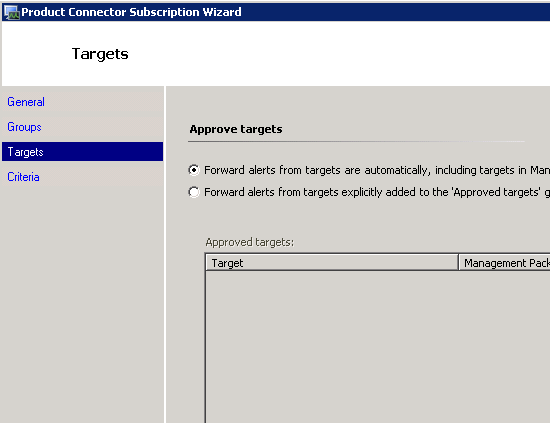
Alert Update connector – Workflow overview.

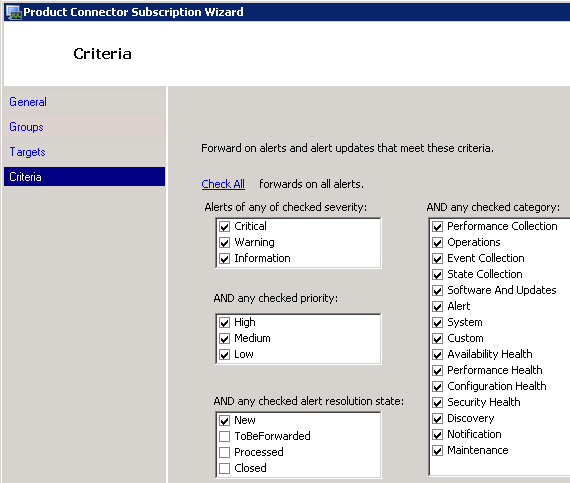
We want the alert update connector to inspect ALL alerts – regardless of their criteria. All alerts are generated with a Resolution State of “0” or “New”. We want the AUC to inspect every single alert, to check the alert for a match in the XML file. If there is no match (most alerts) then do nothing, but change the Resolution State to “251” or “Processed”. This tells the AUC never to touch that alert again – this is its “watermark”. If the AUC finds a match, then take the appropriate custom action… most commonly – modify a custom field and/or a custom resolution state.

Below – I will document the most common setup configuration that I work with:

1. Alert is generated – Resolution state of New.
2. AUC – subscribes to ALL Alerts with New Resolution state (AUC subscription) ALL groups, ALL Classes, ALL criteria, Resolution State of NEW only.







1. The polls for “New” alerts ever 10 seconds, then processes them. It will compare them to our XML file we have configured for specific alerts that we want to match on.
2. Assuming a match is NOT found, AUC will simply change the Alert Resolution State to “251” which I like to name as “Processed”
3. Assuming a match is found, AUC will take any custom actions specified in the XML for the alert, like change Custom Field 1 to “$ServerName$” and set a custom Alert Resolution State to “252” which I call “SendToConnector”
4. Now – all alerts will either be in ResolutionState 251 or 252.
5. Any email subscriptions will work exactly the same as before – you simply subscribe to BOTH “251” and “252”, instead of “New” (0).
6. Now – if you have a product connector or a Notification command subscription – to send alerts to another system (Tivoli, Remedy, etc…) you can subscribe to ALL criteria (all priority, all severity) and **ONLY** to ResolutionState “252” alerts. This way – the only thing we send across to the connected system, is the exact specific alerts we wish to see there.