

Title: How to set Alert Configurations in AVG Managed Workplace 10.x for different SNMP Data Types

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Product Line: Managed Services Integration Kit for AVG Managed Workplace

Environment: APC Smart-UPS® and AVG Managed Workplace v10.x RMM Integration

Resolution:

The SNMP Metrics catalog available on the [APC website](#) describes the SNMP Data Types of the OIDs included in each of the Managed Services Integration Kits.

The following procedure describes how to set Alert Configurations for different SNMP Data Types from APC Smart-UPS, using the AVG Managed Workplace v10.x RMM Integration.

1. In the AVG Managed Workplace web interface, navigate to **Configuration > Policies > Monitoring** and select the Monitoring Policy that contains the monitor for which you want to set an alert.
2. Go to the Monitors tab, and click on the monitor:

<input type="checkbox"/>	Output Load %	Enabled
<input type="checkbox"/>	Output Load energy	Enabled
<input type="checkbox"/>	Output load frequency	Enabled
<input checked="" type="checkbox"/>	Output voltage	Enabled

3. Go to the **Alerts** tab, and click **Add**
4. Add a title and description for the Alert.
5. Under Alert Rules, click **Add**

Note: The **SNMP Rule Parameters** pane will change depending upon the datatype of the SNMP OID:

- If the Smart-UPS OID data type is a **number**, there is an option to select an operator, 'less than' or 'greater than', a numeric threshold, and the duration (number of data points) or polling times that need to be met before an alert is generated on the RMM tool:

SNMP Rule Parameters

Trigger alert when SNMP counter `upsHighPrecOutputVoltage.0` is

threshold * for the last data points.

- To create an alert rule for a **range of numeric values**, more than one Rule Parameter may be created in the Alert Rule (e.g: greater than 1 or less than 4). This rule configuration logic can be used to create a range for acceptable battery temperatures or voltage output frequencies. Also, alerts can be triggered when any rule condition is met, or when all rule conditions are met:

RULE DESCRIPTION

`upsAdvOutputFrequency` is less than 55 for 1 data point

`upsAdvOutputFrequency` is greater than 70 for 1 data point

- Alert when any rule conditions are met
- Alert when all rule conditions are met

- If the OID datatype is text (data type **display string**), you will see options to allow for the detection (or lack) of a string of characters. The search options are listed within the rule configuration (Contains, does not contain, matches case, etc.):

Monitoring Policies

Modify - APC Smart UPS - About v.1.0.2

Modify SNMP Monitor - Next Battery Replacement Date

Add Alert Configuration

SNMP Rule Parameters

Trigger alert when SNMP text 'upsAdvBatteryRecommendedReplaceDate.0' is

Trigger alert when SNMP text 'upsAdvBatteryRecommendedReplaceDate.0' is

Search for:

0 of 200 characters

Search Options: Contains Does not contain Use Regular Expression Match Case Match Whole Word

The following search options are not applicable if the OM or DM is version 10.0 or earlier:
 - 'Match Case'
 - 'None' and 'Singleline' options for 'Use Regular Expression'

6. Once the alerts are configured, Alert Actions can be added for any monitor that is triggered by the SNMP Rule Parameters defined:

- Go to the **Alert Categories, Actions and Notifications** pane under Add Alert Configuration:

Alert Categories, Actions and Notifications

Alert Categories: Uncategorized Categorize Alert

Alert Severity:

Alert Actions: Create Trouble Ticket Self-Heal Run Script

Alert Notifications: Send Email

Escalation Notification: Escalate

Alert

- Select the Alert Severity and Alert Actions and Notifications. Click **Save**. The Monitoring Policy is now ready to be assigned to one or many devices. For more information on assigning Monitoring Policies, see the **Managed Services Integration Kit - Installation and Configuration Guide for AVG Managed Workplace** available on the [APC website](#).