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IBM® WebSphere® Partner Gateway V6.0 Advanced and Enterprise Editions

Alerts

@business on demand.

This presentation will focus on event and volume alerts provided by WebSphere Partner Gateway V6.0.

Section

Alerts

The first section will provide a brief description of the types of alerts generated by WebSphere Partner Gateway.

wpgv6_alerts.ppt

Alerts

Account Admin | Viewers | Tools | Hub Admin | Community Participant Sim

Profiles | Participant Connections | Alerts | Exclusion List

- Alerts are text based e-mail messages send to subscribed contacts, to notify unexpected behavior within the system

- Alerts are based on the occurrence of a system event (event-based alert) or expected document flow volume (volume-based alert)

- Event alerts are used to notify occurrence of specific events within the system
  - ▸ Hub administrators have the option to turn off alerts on specific events, if needed

- Volume alerts are used to notify fluctuations in volume transaction from expected volume of specific documents

Alerts are sent by e-mail to the contacts who subscribe to receive event notifications. These notifications alert subscribers to unexpected system behavior so they can react to them.

There are 2 types of alerts.

Event based alerts are used to alert contacts about specific events.

Volume based alerts are sent based on fluctuations in document volume transaction.

The Hub administrator designates whether or not alerts can be generated by a particular event. By default, all events are configured to generate alerts.

The installer must configure the SMTP host that the hub will use to send out e-mails. SMTP host configuration and other alert configuration details can be found in the product Information Center.

Alerts – Use Cases

- An event-based alert is used to receive notification when errors in document processing occur - Examples:
  - ▶ Create an alert to notify if documents fail processing due to validation errors or because duplicate documents were received
  - ▶ Create alerts to notify when a certificate is about to expire

- A volume-based alert is used to receive notification of an increase or decrease in the volume of transmissions - Examples:
  - ▶ Create a volume-based alert to notify if no transmissions are received from a trading partner on any business day (set Volume to Zero Volume, set frequency to Daily, and select Mon through Fri in the Days of Week option)
  - ▶ Create a volume-based alert to warn you when the number of transmissions from a trading partner exceeds the normal rate

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Examples of event based alerts include:

Document processing fails due to validation errors or duplicate documents.

Certificate is about to expire.

Examples of volume based alerts include:

No transmissions received from a trading partner for a given day.

Transmissions received from trading partner exceeds the normal rate.

Creating Alerts

- Create contact for a participant that can subscribe to an event

- Create a volume or event Alert
    - ▸ Specify the alert owner
    - ▸ Specify participant on which the alert is to be monitored
    - ▸ Specify the alert criteria –
        - For event alert, specify the event type and name
        - For volume alert, specify the package, protocol or document type, specify the expected volume and % deviation, or specify the min and max range of document volume or zero volume, and specify the frequency of the alerts
    - ▸ Specify the subscribers of the alerts – contacts of the participant

The steps to create an alert are as follows:

1. Create a contact for the trading participant.
2. Create a volume or event based alert with the alert criteria and the alert owner whose contacts can receive the alert.
3. Select the trading participant to be monitored.
4. Specify the alert criteria.
5. Specify the subscribers to the alerts.

wpgv6_alerts.ppt

Defining Volume Alert

The console used to create volume alerts is shown here.

The panel contains fields to enter the alert owner and the participant for which the alert is to be generated. The alert criteria consists of the document type (package, protocol and document), the volume report criteria, and the frequency report.

wpgv6_alerts.ppt

Defining Event Alert

The console used to create event alerts is shown here.

The panel contains fields to enter the alert owner and the participant for which the alert is to be generated. The alert criteria consists of the event type and the specific event name.

Creating Contacts

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Account Admin | Viewers | Tools | Hub Admin | Community Participant Simulator | System Administration
Profiles | Participant Connections | Alerts | Exclusion List
Community Participant | Gateways | B2B Capabilities | Certificates | Users | Groups | Contacts | Addresses

Given Name: Alert Owner 2 *
Family Name: Hub Alert Family
Address:
Contact Type: Business Lead
E-mail: abc@xyz.com
Telephone:
Fax Number:
Language Locale: English (United States)
Format Locale: Format Locale
Time Zone: Time Zone
Alert Status: Enabled Disabled
Subscribed:
Visibility: Global Local

Creating Contact

Alert owner contact

Create or List Contacts

E-mail to which the alert will be sent, if this contact is subscribed to any alert

Alert Status – enabled or disabled

Visibility – whether this contact is visible to all participants or not

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This panel used to create contacts for a participant is shown here. Alerts will be sent to the e-mail specified here. The alert can be disabled for a particular contact if desired.

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Adding Alert Contacts or Subscribers

Define **Notify**

Notify For Alerts ‣ **Alert Name** ‣ **EV2**

Alert Owner

List of Owner Contacts that can be added as a subscriber

Participant: Hub Operator

Contacts: Alert Rec 1 Alert Receivers - abc@us.ibm.com

Subscribe

Subscribed Contacts: Alert Rec 1 Alert Receivers - abc@us.ibm.com

Owner Contacts that are subscribed to the alert

Unsubscribe

Save Cancel

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The panel used to add alert contacts is shown here. The contacts must be created before they can be added as subscribers to the alert.

Summary

This section will provide a brief summary of the presentation.

Summary

- This presentation covers the alerts that help notify events to administrators interested in listening and reacting to any anomalies

WebSphere Partner Gateway V6 – Alerts

WebSphere Partner Gateway V6.0 provides text based e-mail alerts to subscribed contacts in order to provide notification of unexpected system behavior.

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