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WebSphere Partner Gateway V6.1

Alert notification support
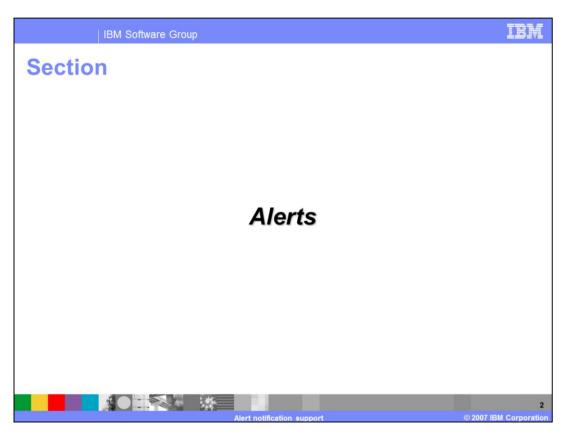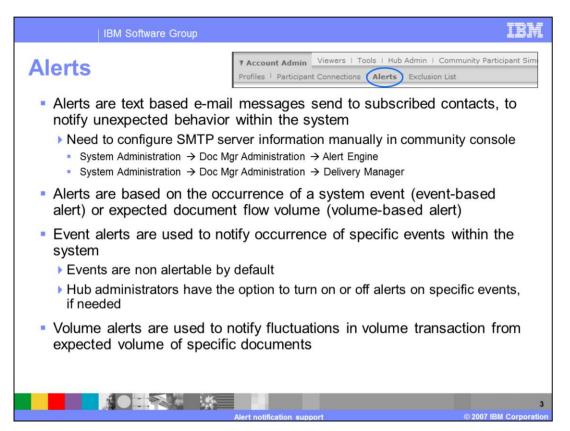
@business on demand.

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This presentation will focus on event and volume alerts provided by WebSphere® Partner Gateway V6.1.

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

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.

You con configure the SMTP server information by making use of the WebSphere Partner Gateway Community console by navigating to System Administration → Doc Mgr Administration → Alert Engine and System Administration → Doc Mgr Administration → Delivery Manager.

There are two 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 be non alertable in V6.1.

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Alerts – Use cases

- An event-based alert is used to receive notification when errors in document processing occur - Examples:
  - ▸ Document processing fails due to validation errors or duplicate documents.
  - ▸ 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:
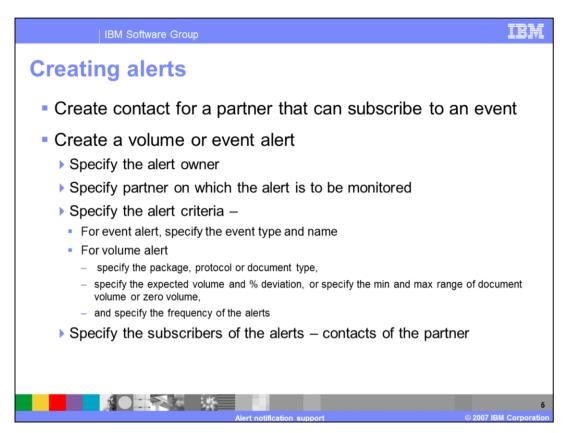 - ▸ No transmissions received from a trading partner for a given day
  - ▸ Transmissions received from trading partner exceeds the normal rate

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Examples of event based alerts include creating an alert if documents fail processing due to validation errors or because duplicate documents were received, or creating alerts when a certificate is about to expire.

Examples of volume based alerts include Creating a volume-based alert to notify if no transmissions are received from a trading partner on any business day. This can be done by setting Volume to Zero Volume, set frequency to Daily, and select Monday through Friday in the Days of Week option.

Another example could be creating a volume-based alert to warn you when the number of transmissions from a trading partner exceeds the normal rate.

Creating alerts

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

- Create a volume or event alert
  - ▸ Specify the alert owner
  - ▸ Specify partner 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 partner
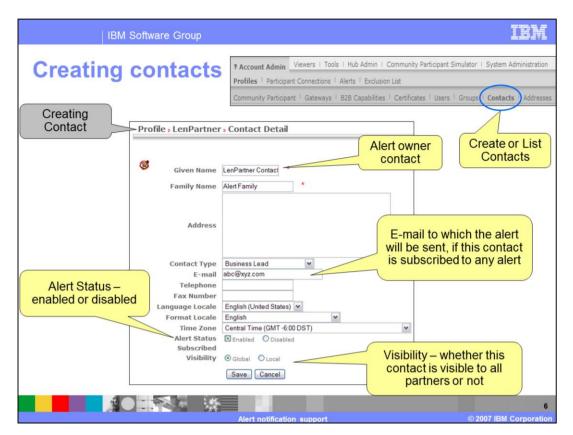
The steps to create an alert are as follows:

Create a contact for the trading partner.

Create a volume or event based alert with the alert criteria and the alert owner whose contacts can receive the alert.
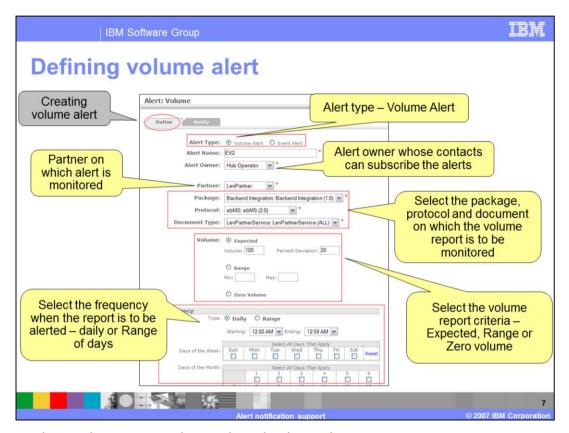
Select the trading partner to be monitored.

Specify the alert criteria.
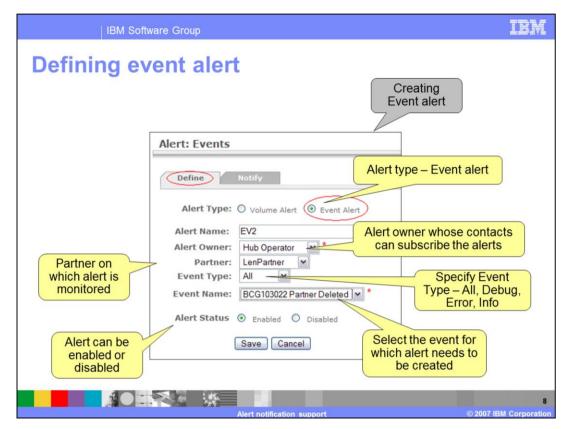
Specify the subscribers to the alerts.

This panel used to create contacts for a partner is shown here. Alerts will be sent to the e-mail specified here. The alert can be disabled for a particular contact if needed. If the contact's Visibility option is set to Global, the contact is visible to all the partners.
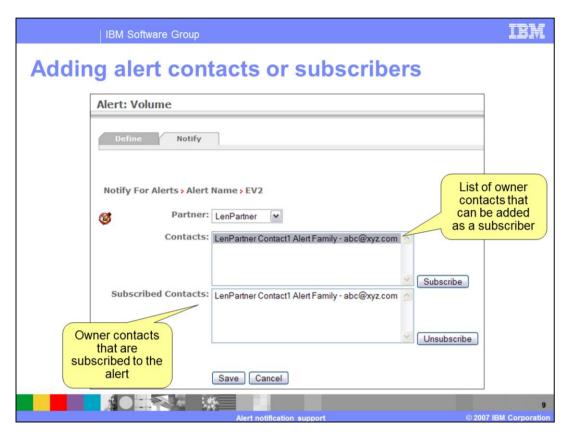
The console used to create volume alerts is shown here.

The panel contains fields to enter the alert owner and the partner 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.
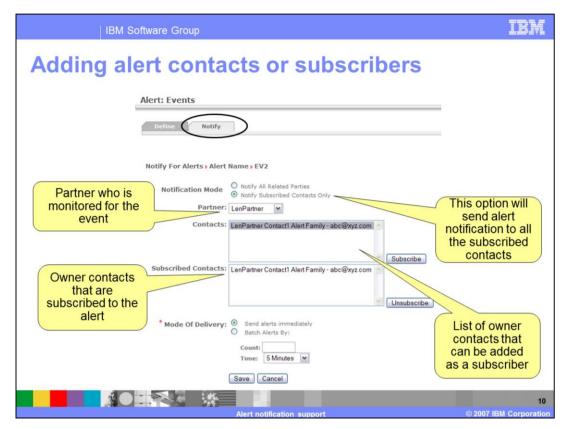
Defining event alert

The console used to create event alerts is shown here.

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

Adding alert contacts or subscribers

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Alert: Volume

Define | Notify

Notify For Alerts > Alert Name > EV2

Partner: LenPartner

Contacts: LenPartner Contact1 Alert Family - abc@xyz.com

List of owner contacts that can be added as a subscriber

Subscribe

Subscribed Contacts: LenPartner Contact1 Alert Family - abc@xyz.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.
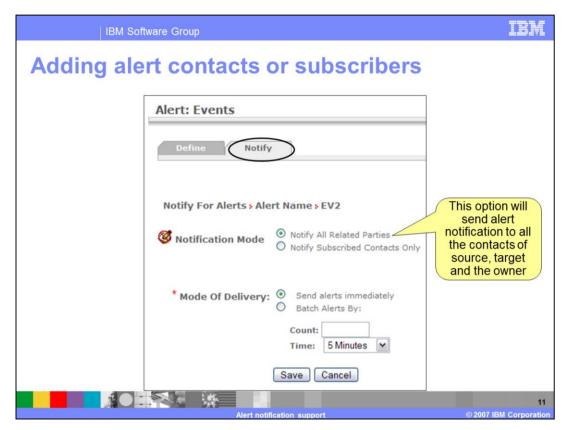
The panel used to add alert contacts is shown here. The contacts must be created before they can be added as subscribers to the alert.

As you can see in the picture new feature has been added to alert notification. There are two options available.

Notify subscribed Contacts Only – this is similar to the existing functionality in the V6 where only the subscribed contacts are alerted about the event.

Notify All Related Parties. – This is a new feature used to notify all the related parties for the event.
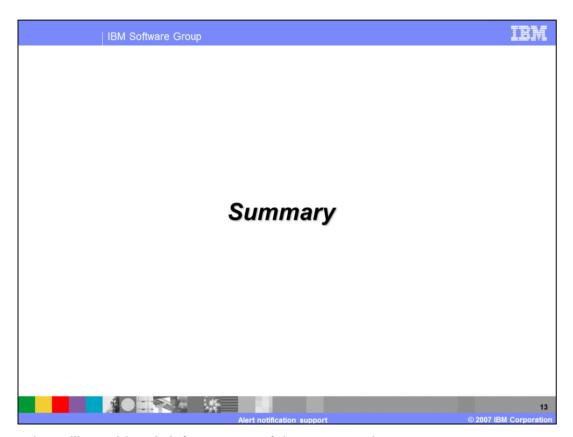
WebSphere Partner Gateway V6.1 allows the configuration of an "Event Alert" so that when the event occurs, both the source partner and the target Partner of the event will be notified. To accomplish this in WebSphere Partner Gateway V6.0, you must create a separate "Event Alert" for each possible partner combination. For large numbers of partners, this is extremely time consuming and allows room for configuration errors.
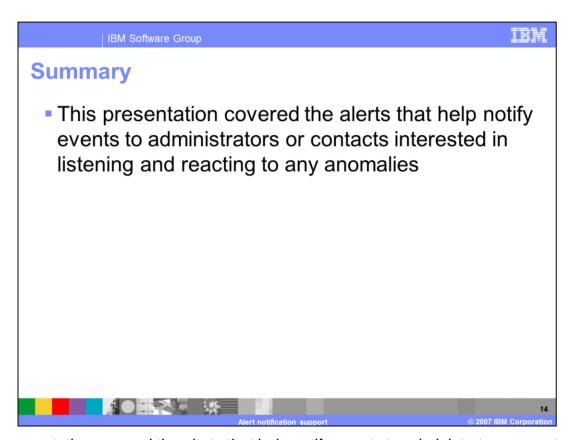
When the "Notify All Related Parties" mode is selected, the alert will automatically notify the source partner contacts, target partner contacts of the event and the alert owner's contacts. The user does not need to (and is not allowed to) specify specific "Subscribed Contacts" when this mode is selected.

Event alert notification

Event contains a source partner	Event contains a target partner	Alert is e-mailed to the alertable contacts of:
No	No	Alert owner
Yes	No	Alert owner Event source partner
No	Yes	Alert owner Event target partner
Yes	Yes	Alert owner Event source partner Event target partner

The table in the slide shows the list of contacts that will alerted based on the event containing a source or a target partner.

Summary

This section will provide a brief summary of the presentation.

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Summary

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

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