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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.

Section

Alerts

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

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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
 - ▶ Need to configure SMTP server information manually in community console
 - System Administration → Doc Mgr Administration → Alert Engine
 - System Administration → Doc Mgr Administration → Delivery Manager
- 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
 - ▶ Events are non alertable by default
 - ▶ Hub administrators have the option to turn on or off alerts on specific events, if needed
- Volume alerts are used to notify fluctuations in volume transaction from expected volume of specific documents

3

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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 can 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.

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



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.

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Creating contacts

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

Profile > LenPartner > Contact Detail

Given Name: LenPartner Contact

Family Name: Alert Family *

Address:

Contact Type: Business Lead

E-mail: abc@xyz.com

Telephone:

Fax Number:

Language Locale: English (United States)

Format Locale: English

Time Zone: Central Time (GMT -6:00 DST)

Alert Status: Enabled Disabled

Subscribed Visibility: Global Local

Save Cancel

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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.

Defining volume alert

Creating volume alert

Alert type – Volume Alert

Alert type – Volume Alert

Alert Name: EV2

Alert Owner: Hub Operator

Alert owner whose contacts can subscribe the alerts

Partner: LenPartner

Partner on which alert is monitored

Package: Backend Integration: Backend Integration (1.0)

Protocol: ebMS: ebMS (2.0)

Document Type: LenPartnerService: LenPartnerService (ALL)

Select the package, protocol and document on which the volume report is to be monitored

Volume: Expected

Volume: 100 Percent Deviation: 20

Range

Min: Max:

Zero Volume

Select the volume report criteria – Expected, Range or Zero volume

Frequency

Type: Daily Range

Starting: 12:00 AM Ending: 12:59 AM

Days of the Week: Sun Mon Tue Wed Thu Fri Sat Reset

Days of the Month: 1 2 3 4 5 6

Select the frequency when the report is to be alerted – daily or Range of days

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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

Creating Event alert

Alert: Events

Define Notify

Alert Type: Volume Alert Event Alert

Alert Name: EV2

Alert Owner: Hub Operator

Partner: LenPartner

Event Type: All

Event Name: BCG103022 Partner Deleted

Alert Status: Enabled Disabled

Save Cancel

Alert type – Event alert

Alert owner whose contacts can subscribe the alerts

Specify Event Type – All, Debug, Error, Info

Select the event for which alert needs to be created

Partner on which alert is monitored

Alert can be enabled or disabled

8

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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

The screenshot shows a web-based configuration interface for an alert. The title bar reads "Alert: Volume". Below the title bar are two tabs: "Define" and "Notify". The "Notify" tab is active. The main content area is titled "Notify For Alerts > Alert Name > EV2". It features a "Partner:" dropdown menu set to "LenPartner". Below this is a "Contacts:" list box containing one entry: "LenPartner Contact1 Alert Family - abc@xyz.com". To the right of this list box is a yellow callout bubble with the text "List of owner contacts that can be added as a subscriber". Below the "Contacts:" list is a "Subscribed Contacts:" list box, also containing the same entry. To the right of this list box is another yellow callout bubble with the text "Owner contacts that are subscribed to the alert". To the right of the "Subscribed Contacts:" list box are two buttons: "Subscribe" and "Unsubscribe". At the bottom of the form are "Save" and "Cancel" buttons. The footer of the interface includes a color calibration bar, the text "Alert notification support", the page number "9", and the copyright notice "© 2007 IBM Corporation".

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.

Adding alert contacts or subscribers

Alert: Events

Define **Notify**

Notify For Alerts > Alert Name > EV2

Notification Mode
 Notify All Related Parties
 Notify Subscribed Contacts Only

Partner: LenPartner

Contacts: LenPartner Contact1 AlertFamily - abc@xyz.com

Subscribed Contacts: LenPartner Contact1 AlertFamily - abc@xyz.com

* Mode Of Delivery:
 Send alerts immediately
 Batch Alerts By:

Count:
 Time: 5 Minutes

Save Cancel

Partner who is monitored for the event

Owner contacts that are subscribed to the alert

This option will send alert notification to all the subscribed contacts

List of owner contacts that can be added as a subscriber

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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.

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.

Adding alert contacts or subscribers

Alert: Events

Define **Notify**

Notify For Alerts > Alert Name > EV2

Notification Mode

- Notify All Related Parties
- Notify Subscribed Contacts Only

*** Mode Of Delivery:**

- Send alerts immediately
- Batch Alerts By:

Count:

Time: 5 Minutes

This option will send alert notification to all the contacts of source, target and the owner

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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.

Summary

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



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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