

Setting Alert Actions for Loss of Monitoring Protocol at a Site

<https://campus.barracuda.com/doc/90442372/>

You can set site-wide alert actions that are triggered when WMI or SNMP ceases to work on a device. This alert determines that monitoring has stopped on a device, and that the monitoring protocol has failed. You can then investigate the root cause of the failure and resolve the problem.

This site-wide setting overrides the system default. See [Setting System-Wide Alerting Actions for Loss of Monitoring Protocol](#).

When you choose to override the system default, any existing **Loss of Monitoring Protocol** alerts for the site are cleared. After saving the site-level configuration, if the condition persists, the alerts are re-triggered within 10 minutes.

1. In Service Center, click **Site Management > Sites**.
2. Click the name of a site.
3. Click the **Alert Configuration** tab.
4. In the **Loss of Monitoring Protocol Configuration** area, clear the **Use System Defaults** check box.
5. Click **Modify**.
6. Do the following to change the alert configuration:
 - To add an alert category when the monitoring protocol drops on a device so that it appears on the **Central Dashboard**, click **Categorize Alert** and add a category from the list. To set up a new alert category, see [Creating Alert Categories](#). Click **Save**.
 - To create a trouble ticket when a monitoring protocol is dropped, select the **Create Trouble Ticket** check box.
 - To send an email when a monitoring protocol is dropped, select the **Send Email** check box and configure the settings. If multiple devices are discovered from the same scan, they are included in the same email.
 - To call a pager when a monitoring protocol is dropped, select the **Call Pager** check box and click **Call Pager**. Select the **All Users for the Site Whose Role is Configured to Receive Pager Alerts** option button. Click **Save**.
The **Call Pager** check box is only available if you are using an **On Premise** version of Service Center.
 - To escalate an alert if an alert has not been resolved in a set amount of time, select the **Escalate Alert** check box and select a time after which the Alert Escalation takes effect.
7. Click **Save**.

See Also

[Modifying the Alert Configurations](#)

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