

## Setting Alerting Actions for New Devices for a Site

<https://campus.barracuda.com/doc/90442377/>

By default, Service Center performs a device discovery network scan on sites every 5 minutes. You can configure an alerting action to notify you when new devices are discovered as the result of the network scan.

### Best Practice

It is recommended that you first set the system-wide alert actions for new devices, and then override the system defaults on a per-site basis, as required. See also [Setting System-Wide Alerting Actions for New Devices](#).

1. In Service Center, click **Configuration > System Settings**.
2. Click the **Alert Configuration** tab.
3. In the **New Device Alert Configuration** area, clear the **Use System Defaults** check box.
4. Click **Modify**.
5. Ensure that the **Enable New Device Alert** check box is selected.
6. Do the following to change the alert configuration:
  - To add an alert category when a new device is discovered 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 new device is discovered, select the **Create Trouble Ticket** check box.
  - To send an email when a new device is discovered, 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 new device is discovered, 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

[Setting Alert Actions](#)

[Creating Alert Categories](#)

[Setting the Device Discovery Defaults](#)

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