Title: How to set Alert Configurations in AVG Managed Workplace 10.x for different SNMP Data Types

Issue: How to set Alert Configurations in AVG Managed Workplace 10.x for different SNMP Data Types

Product Line: Managed Services Integration Kit for AVG Managed Workplace

Environment: APC Smart-UPS® and AVG Managed Workplace v10.x RMM Integration

Resolution:

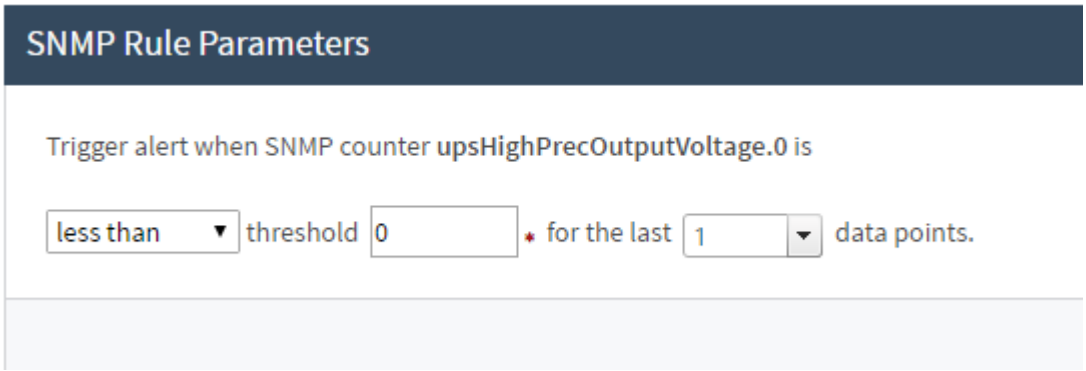
The SNMP Metrics catalog available on the APC website describes the SNMP Data Types of the OIDs included in each of the Managed Services Integration Kits.

The following procedure describes how to set Alert Configurations for different SNMP Data Types from APC Smart-UPS, using the AVG Managed Workplace v10.x RMM Integration.

1. In the AVG Managed Workplace web interface, navigate to **Configuration** > **Policies > Monitoring** and select the Monitoring Policy that contains the monitor for which you want to set an alert.
2. Go to the Monitors tab, and click on the monitor:

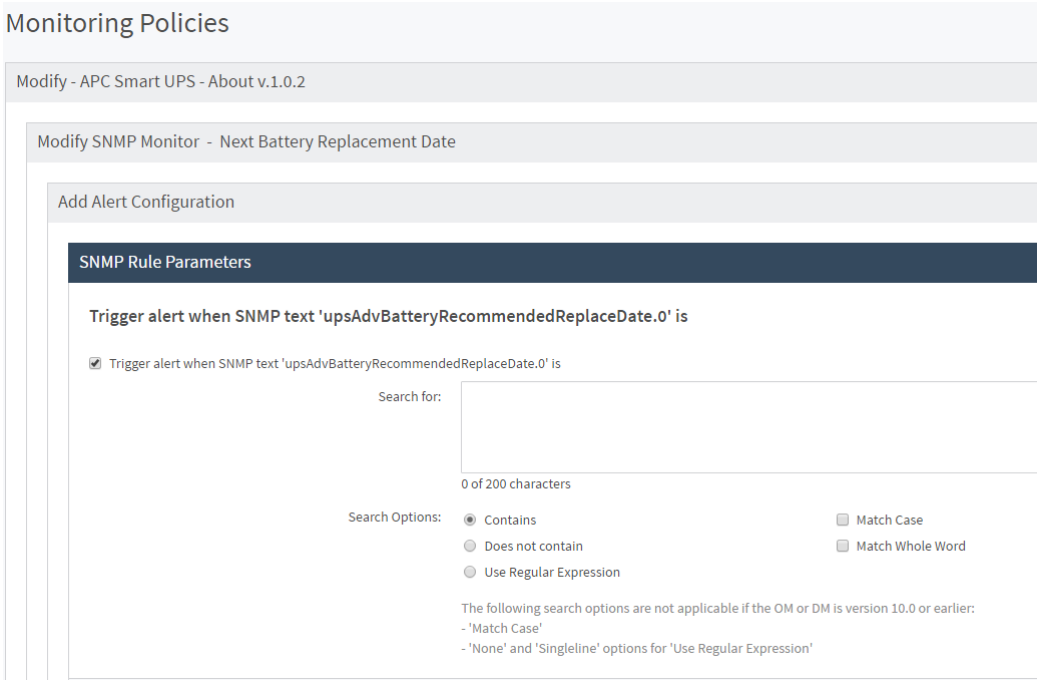
3. Go to the **Alerts** tab, and click **Add**
4. Add a title and description for the Alert.
5. Under Alert Rules, click **Add**
   Note: The **SNMP Rule Parameters** pane will change depending upon the datatype of the SNMP OID:

   - If the Smart-UPS OID data type is a **number**, there is an option to select an operator, 'less than' or 'greater than', a numeric threshold, and the duration (number of data points) or polling times that need to be met before an alert is generated on the RMM tool:

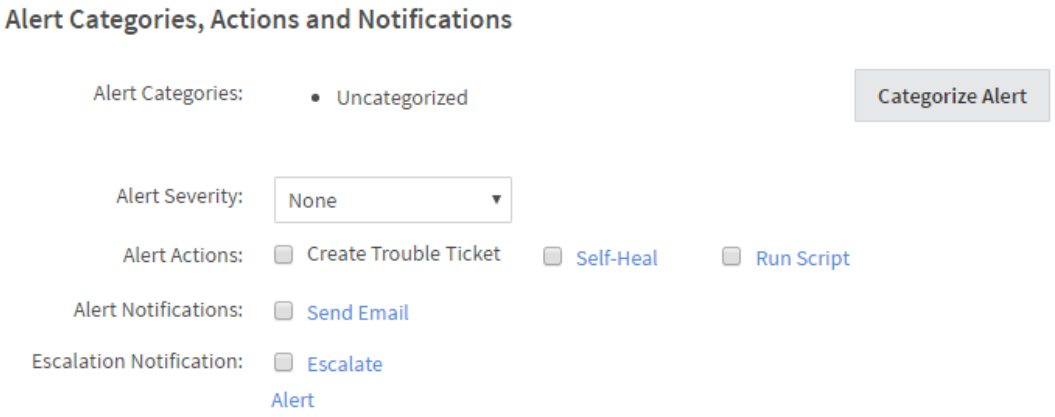


   - To create an alert rule for a **range of numeric values**, more than one Rule Parameter may be created in the Alert Rule (e.g: greater than 1 or less than 4). This rule configuration logic can be used to create a range for acceptable battery temperatures or voltage output frequencies. Also, alerts can be triggered when any rule condition is met, or when all rule conditions are met:

- If the OID datatype is text (data type **display string**), you will see options to allow for the detection (or lack) of a string of characters. The search options are listed within the rule configuration (Contains, does not contain, matches case, etc.):



6. Once the alerts are configured, Alert Actions can be added for any monitor that is triggered by the SNMP Rule Parameters defined:
   - Go to the **Alert Categories, Actions and Notifications** pane under Add Alert Configuration:



   - Select the Alert Severity and Alert Actions and Notifications. Click **Save**. The Monitoring Policy is now ready to be assigned to one or many devices. For more information on assigning Monitoring Policies, see the **Managed Services Integration Kit - Installation and Configuration Guide for AVG Managed Workplace** available on the APC website.