



Notifying Users of System Events

The following notification services are available:

- **Phone Home:** Notify Infortrend service center of critical events through an email message (ESVA subsystems only).
- **Email:** Notifies users through an email message.
- **Fax:** Notifies users through a fax message.
- **SMS:** Notifies users through an SMS mobile phone message.
- **MSN:** Notifies users through an MSN computer chat message.
- **SNMP:** Notifies users through SNMP protocol.
- **Broadcast:** Sends notifications via LAN networks.
- **Log:** Notifies users by sending system logs via email.
- **Plugin:** Activate user-specified applications when a system event occurs.

Activating Notification Settings

Go to

SANWatch Home > Top menu bar > Settings > Notification Settings



Steps

The Notification Settings will appear in the main window, showing email notification settings by default.

Notification Settings

☒ Enable Email Notification

Email Settings

Severity: Notification

Mail Subject: RAID Event

SMTP Server:

SMTP Port: 25

Security: None

Account:

Password:

Sender Email:

Email Receiver Settings

Receiver Name	Receiver Email Address	Severity
(No Recipient)		

Add Edit Delete

Import Settings Export Settings OK Cancel Apply



Notifying via Phone Home (ESVA subsystems only)

The Phone Home feature allows critical events will automatically be delivered to Infortrend service center.

Go to

SANWatch Home > Top menu bar > Settings > Notification Settings > Phone Home tab



Configuring Phone Home

Check Enable Phone Home Service.

☐ Enable Phone Home Service

Choose Enabled from the Daily Heart-Beat Check drop-down menu if you want to deliver a system health report back to Infortrend on a daily basis.

Daily Heart-Beat Check: Enabled

Enter the SMTP server's IP address and port number through which you wish to deliver the Phone Home package. Choose SSL from the Security drop-down menu if you want Email to be transmitted in encrypted format.

SMTP Server:
SMTP Port:
Security: None

Enter a valid email account, password, and address.

Account:
Password:
Sender Email:

Fill in your company name, contact person (system administrator), and a phone number with which Infortrend can contact you.

Company Name:
Contact Person:
Contact Phone Number:

Click Send Information Back to send the health report back to Infortrend immediately. Click Test Phone Home to test the validity of your Email account and the contact with Infortrend's service center. You should be able to receive an Email reply.

[Send Information Back](#)

[Test Phone Home](#)

Infortrend does not have access to the data in your ESVA subsystem.



Notifying via Email

Email notification automatically sends an email message to users when a system event occurs.

Go to

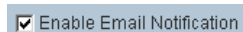
SANWatch Home > Top menu bar > Settings > Notification Settings > Email tab



Adding a new email receiver

Enabling Notification

Check Enable Email Notification.



Configuring Email Sender Settings

Enter the sender parameters in the Email Settings corner.

Email Settings	
Severity:	Notification
Mail Subject:	RAID Event
SMTP Server:	
SMTP Port:	25
Account:	
Password:	
Sender Email:	

Configuring Email Receiver Settings

To add a new email receiver, click Add in the Email Receiver Settings corner.



Enter the parameters and click Add to confirm.

Email Address :	receiver@email.com
Severity:	Notification

The new email receiver will appear in the *Email Receiver Setting* corner.

Email Receiver Settings		
Receiver Name	Receiver Email Address	Severity
Email Receiver 1	receiver@email.com	Notification

Add Edit Delete

Completing the Configuration

- Click OK to confirm and close the Notification Settings.
- Click Cancel to reset the entered parameters.
- Click Apply to confirm the entered parameters and continue configuring other notifications.





Parameters	Email Address	Specifies the email address of the receiver.
	Severity > Notification	Notifies users whenever a system event occurs.
	Severity > Warning	Notifies users of all warning and critical messages.
	Severity > Critical	Notifies users only when critical issues occur.
	SMTP Server	Specifies the SMTP mail server name. Example: infortrend@smtp.com
	SMTP Port	Specifies the SMTP mail server port number.
	Account	If sending an email requires logging into an account, specifies the account name.
	Password	If sending an email requires logging into an account, specifies the password.
	Sender Email	Specifies the sender email address.

Notifying via Fax

You need to install the following modules to your computer before using this feature.

- Windows Messaging (MAPI) in Windows environment (software module)
- One modem port compatible with FAX Command Class 2.0 (hardware module)

Go to SANWatch Home > Top menu bar > Settings > Notification Settings > FAX tab



Adding a new FAX receiver

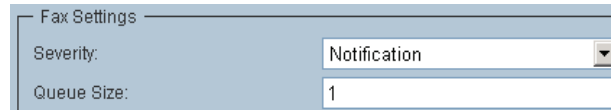
Enabling Notification

Check Enable Broadcast Notification.

☒ Enable Fax Notification

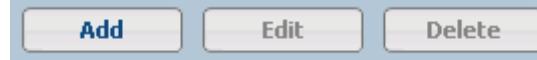
Configuring Fax Settings

Specify the severity and the fax queue size in the Fax Settings corner.



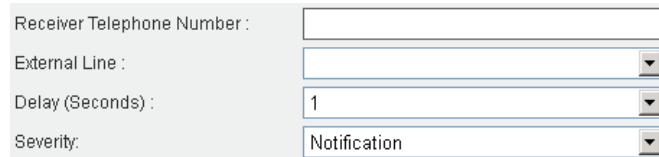
The 'Fax Settings' dialog box contains two fields: 'Severity' with a dropdown menu set to 'Notification', and 'Queue Size' with a text input field containing the value '1'.

Click Add in the Fax Receiver Setting corner.



A horizontal bar containing three buttons: 'Add' (highlighted in blue), 'Edit', and 'Delete'.

Enter the parameters and click Add.



The 'Fax Receiver Setting' form includes four fields: 'Receiver Telephone Number' (text input), 'External Line' (dropdown menu), 'Delay (Seconds)' (dropdown menu set to '1'), and 'Severity' (dropdown menu set to 'Notification').

The new fax recipient will appear in the *SNMP Receiver Setting* corner.

Completing the Configuration

- Click OK to confirm and close the Notification Settings.
- Click Cancel to reset the entered parameters.
- Click Apply to confirm the entered parameters and continue configuring other notifications.



A horizontal bar containing three buttons: 'OK' (highlighted in blue), 'Cancel', and 'Apply'.

Parameters	Receiver Telephone Number	Specifies the Fax number, including the country code. Example: 14085555555
	Queue Size	Specifies the fax queue size.
	External Line	Sends out an outside line dial tone before the fax number. Range: 0 to 9.
	Delay (Seconds)	Specifies the interval between the outside line dial tone and the fax number in seconds. Range: 1 to 9.
	Severity > Notification	Notifies users of all events.
	Severity > Warning	Notifies users of all warnings and critical events.
	Severity > Critical	Notifies users only when critical issues occur.



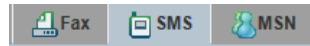
Notifying via SMS

You need to install one GSM modem to your computer for using this feature.
The following modems are tested to comply with SANWatch.

- Siemens TC35
- Wavecom Fast Rack M1206

Go to

SANWatch Home > Top menu bar > Settings > Notification Settings > SMS tab



Enabling Notification

Check Enable SMS Notification.

☒ Enable SMS Notification

Configuring SMS Sender Settings

Enter the sender information and specify the severity.

SMS Settings	
Severity:	Notification
COM Port:	1
Pin Code:	
Notification Period:	5000
Number of Retries:	3

Configuring SMS Receiver Settings

Click Add in the SMS Receiver Setting corner.

Add	Edit	Delete
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Enter the parameters and click Add.

Receiver Cell Phone Number :	+ 1	- 999999999
Severity:	Notification	

A new MSN recipient will appear.

SMS Receiver Settings		
Receiver Name	Receiver Cell Phone Number	Severity
SMS Receiver 1	1-999999999	Notification
<div>Add Edit Delete</div>		

Completing the Configuration

- Click OK to confirm and close the Notification Settings.
- Click Cancel to reset the entered parameters.
- Click Apply to confirm the entered parameters and continue configuring other notifications.

OK	Cancel	Apply
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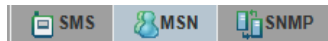


Parameters	Receiver Cell Phone Number	Specifies the phone number, including the country code, to which the SMS message will be sent. Example: +1-4085555555
	Severity > Notification	Notifies users of all events.
	Severity > Warning	Notifies users of all warnings and critical events.
	Severity > Critical	Notifies users only when critical issues occur.
	COM Port	Specifies the port number to which the message will be sent.
	Pin Code	Specifies the PIN Code of the phone.
	Notification Period	Specifies the notification period of the SMS message.
	Number of Retries	Specifies how many times the SMS will be resent in case it does not reach the receiver.

Notifying via MSN

You need to have a valid MSN or hotmail account to use this feature. Notices will be sent to a Skype installed device.

Go to SANWatch Home > Top menu bar > Settings > Notification Settings > MSN icon



Adding a new MSN receiver

Enabling Notification

Check Enable MSN Notification.

☒ Enable MSN Notification

Configuring MSN Sender Settings

Enter the sender account (username and password) and specify the severity.

MSN Settings	
Severity:	Notification
Sender MSN Username:	<input type="text"/>
Sender MSN Password:	<input type="password"/>

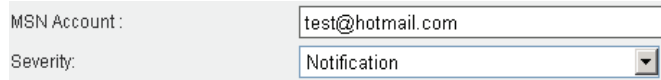


Configuring MSN Receiver Settings

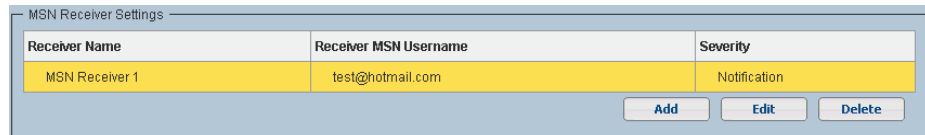
Click Add in the MSN Receiver Setting corner.



Enter the parameters and click Add.



A new MSN recipient will appear.



Completing the Configuration

- Click OK to confirm and close the Notification Settings.
- Click Cancel to reset the entered parameters.
- Click Apply to confirm the entered parameters and continue configuring other notifications.



Parameters

MSN Account	Specifies the MSN chat account name. Example: Infortrend@hotmail.com.
Sender MSN Account	Specifies the MSN chat account name of the sender. Example: Infortrend@hotmail.com
Sender MSN Password	Specifies the password for the sender MSN account.
Severity > Notification	Notifies users of all events.
Severity > Warning	Notifies users of all warnings and critical events.
Severity > Critical	Notifies users only when critical issues occur.

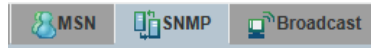
Notifying via SNMP

SNMP (Simple Network Management Protocol) is a network protocol used to monitor network-attached devices.



Go to

SANWatch Home > Top menu bar > Settings > Notification Settings > SNMP tab



**Adding a new
SNMP receiver**

Enabling Notification

Check Enable SNMP Notification.

☒ Enable SNMP Notification

Configuring the Local Side

Select the severity and enter the IP address of the local side.

Configuring the Remote Side

Click **Add** to add a new SNMP receiver.

Enter the parameters and click Add.

The new SNMP recipient will appear.

SNMP Receiver Settings		
Receiver Name	Receiver IP Address	Severity
SNMP Trap Receiver 1	192.168.4.133	Notification
<div>Add Edit Delete</div>		

Completing the Configuration

- Click OK to confirm and close the Notification Settings.
- Click Cancel to reset the entered parameters.
- Click Apply to confirm the entered parameters and continue configuring other notifications.

Parameters

Receiver IP

Specifies the IP address of the SNMP receiver.
Example: 192.168.4.133

Severity > Notification

Notifies users of all events.

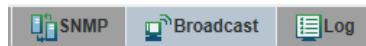


Severity > Warning	Notifies users of all warnings and critical events.
Severity > Critical	Notifies users only when critical issues occur.
SNMP Local IP	Specifies the IP address of the SNMP sender. Example: 192.168.4.133

Notifying via Broadcasting

Broadcasting sends notifications via LAN networks.

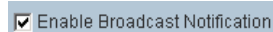
Go to SANWatch Home > Top menu bar > Settings > Notification Settings > Broadcasting tab



Adding a new Broadcasting receiver

Enabling Notification

Check Enable Broadcast Notification.



Configuring Settings

Click Add in the Broadcast Receiver Settings corner.



Enter the parameters and click *Add*.

The host name must be entered as an email address.

Receiver Host Name :	<input type="text" value="Host@email.com"/>
Severity:	<input type="text" value="Notification"/>

The new Broadcast recipient will appear.

Broadcast Receiver Settings		
Receiver Name	Receiver Host Name	Severity
Broadcast Receiver 1	host@email.com	Notification
<input type="button" value="Add"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>		

Completing the Configuration

- Click OK to confirm and close the Notification Settings.
- Click Cancel to reset the entered parameters.
- Click Apply to confirm the entered parameters and continue configuring other notifications.





Parameters	Receiver Host Name	Specifies the email address of the receiver.
	Severity > Notification	Notifies users of all events.
	Severity > Warning	Notifies users of all warnings and critical events.
	Severity > Critical	Notifies users only when critical issues occur.

Sending System Log to Users

Users may periodically receive system log information by emails.

Steps

Click the Log tab in the Notification Settings menu. (The log notification setting appears by default when you activate the Notification Settings.)



Check Enable Log Notification.



Enter the notification parameters.

Startup Status:	Disabled
SMTP Server:	
SMTP Port:	25
Account:	
Password:	
Sender Email:	
Receiver Email:	
Notification Period (Hours):	1

Completing the Configuration

- Click OK to confirm and close the Notification Settings.
- Click Cancel to reset the entered parameters.
- Click Apply to confirm the entered parameters and continue configuring other notifications.



Parameters	Startup Status	Enables or disables the log notification.
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SMTP Server	Specifies the SMTP mail server name. Example: infortrend@smtp.com
SMTP Port	Specifies the SMTP mail server port number.
Account	If sending an email requires logging into an account, specifies the account name.
Password	If sending an email requires logging into an account, specifies the password.
Sender Email	Specifies the email address of the sender.
Receiver Email	Specifies the receiver's email address.
Notification Period	Specifies how frequently the log will be sent to the receiver.

Activating Applications upon Events

You may activate user-specified applications when a system event occurs.

Steps

Copy the plug-in executable file into the folder. Example: *Application.exe* (in case of Windows)

Activate the Notification Settings.

Click the Plugin tab in the Notification Settings menu. The Plugin setting will appear.



Creating the Plug-in

Click Create Plugin in the Plugin corner and enter the details of the plugin program.



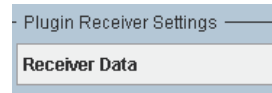
Description of Plugin	<input type="text"/>
Plugin Label	<input type="text"/>
Application Program	<input type="text"/>

Creating the Receiver



Click Add to show an input field dialog box. Enter the configuration string to be read when the application program starts. A configuration argument may look like this:

```
"\plugin\userprogram.exe uid=xx model=xxx-xxx ip=xxx.xxx.xxx.xxx  
ctrlrName=N/A severity=1 evtStr="Evt String" recv="customized string"
```



Parameters**Plugin Description**User-defined description of the plugin program

Plugin LabelUser-defined title of the plugin program

Application Program

The list of application programs stored in the plug-in subfolder