Modify your alert configurations

Fluorine

On the Alert Configurations tab of the Observer Settings page, you can adjust the **Triggering Threshold**, **Velocity**, and **Analysis Window** for each alert category. The alert categories and alert configuration options are described below:

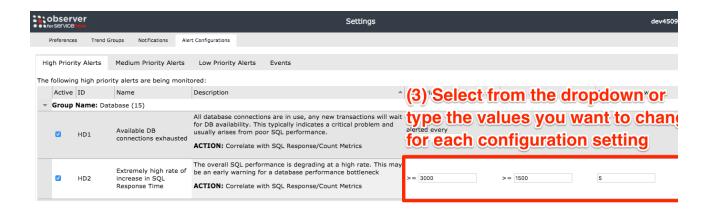
Alert Category	Description
High Alert	A high-priority alert on your ServiceNow data
Medium Alert	A medium-priority alert on your ServiceNow data
Low Alert	A low-priority alert on your ServiceNow data

Configuration Option	Description
Triggering Threshold	Indicates a limit which, if reached, will trigger alert flags to be posted to trend groups and alert notifications to be emailed to the addresses specified on the Notifications tab, typically expressed as number of SQL statements executed
Velocity	Indicates a speed limit which, if reached, will trigger alert flags to be posted to trend groups and alert notifications to be emailed to the addresses specified on the Notifications tab, typically expressed as number of SQL statements executed per minute /millisecond
Analysis Window	Indicates how frequently Observer should post alert flags to trend groups, typically expressed in minutes

Procedure

To modify your alert configurations, follow these steps:

- 1. Log into Observer and click to navigate to the Settings page.
- 2. At the top of the page, choose the Alert Configurations tab. Default alerts will be organized into the following groups:
 - Database
 - Errors
 - Hardware
 - O System Queues
 - User Experience
- 3. Click the icon to expand the group of default alerts that you want to configure. Then, select or type the values you want to set for each configuration type. For example, for the alert Extremely high rate of increase in SQL Response Time, typing 3000 for Triggering Threshold, 1 500 for Velocity, and 5 for Analysis Window will trigger alerts to be posted every 5 minutes if 3000+ SQL statements are executed within 1500 milliseconds.



Similar topics

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