SysMan
SYSTEM MANAGEMENT
Abels gate 5 - 7030 Trondheim - Norway

TechNote

Add freedom to your Operations Manager – forward alerts to mobiles

SysManSMS *Server*

with

Microsoft System Center Operations Manager 2007

(supported on 32 or 64-bits platforms)

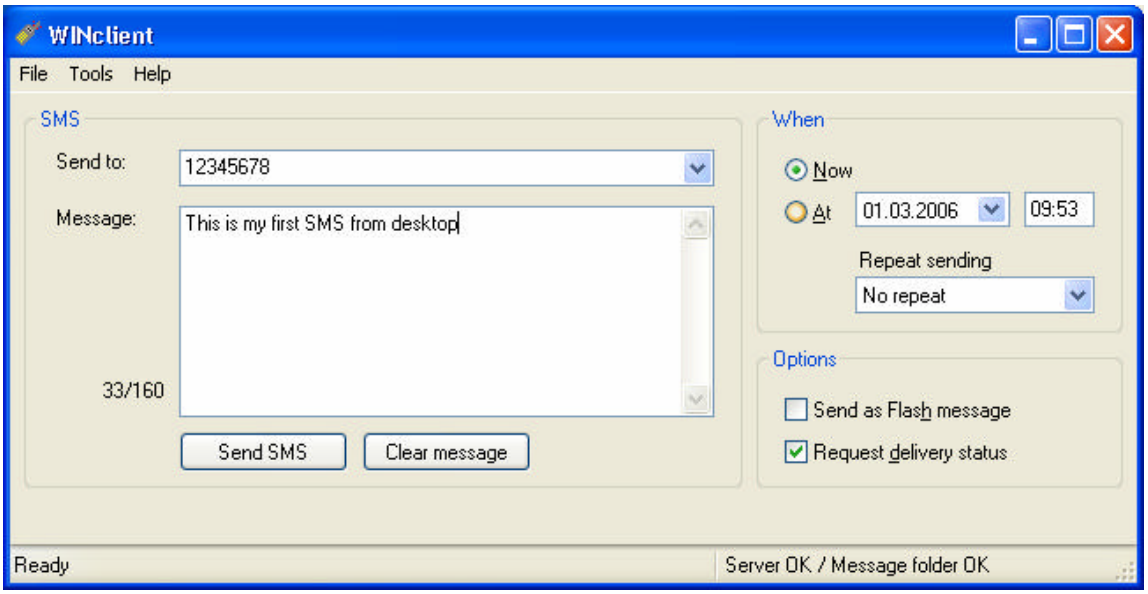
High quality mobile solution:

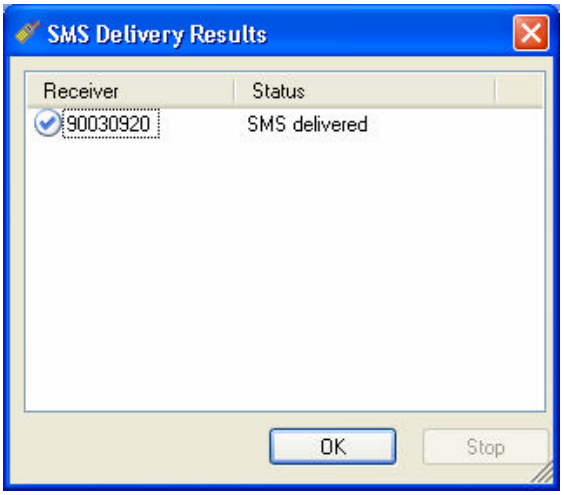
Highly Secure internet-free solution using direct GSM connection
Easy integration with Operations Manager; two-way capabilities
Send messages from clients, files, mails or sdk on your LAN
Text Filters to limit, convert or priorities sending of messages
Full message delivery control with auto re-route if problems
Dual-server support with auto failover and re-send
Number Files to define mobiles and schedules
Remotely control Services and Programs
Monitor Operations Mgr – alert if stops
Watchdog to monitor Server

Check out the SysManSMS functionality

Before you continue with your setup, it's a good idea to check the send SMS capability of your SysManSMS installation. To do this we will use the desktop client WINclient.

Activate WINclient from SysManSMS Desktop Menu or by double-click on the file SysManSMS_WINclient.exe in WINclient folder

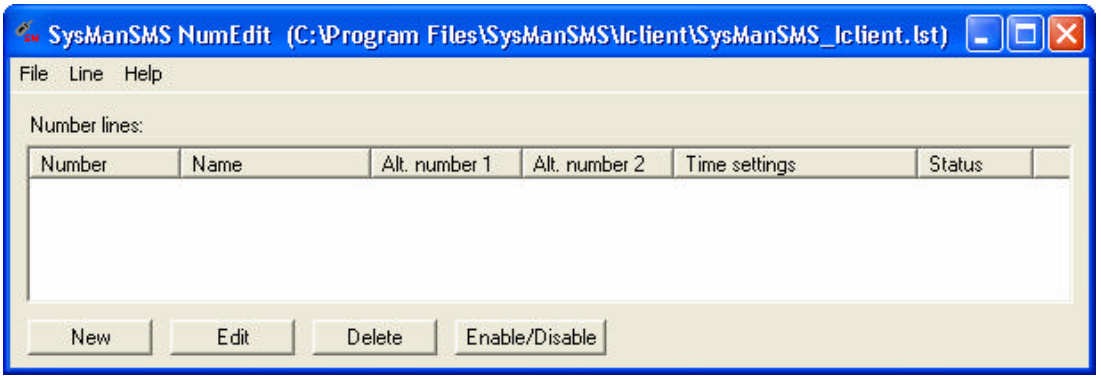




WINclient is also capable of sending messages to mobiles listed in a Number File.
To get access to the Number Files, use the right arrow in the "Send to:" field.

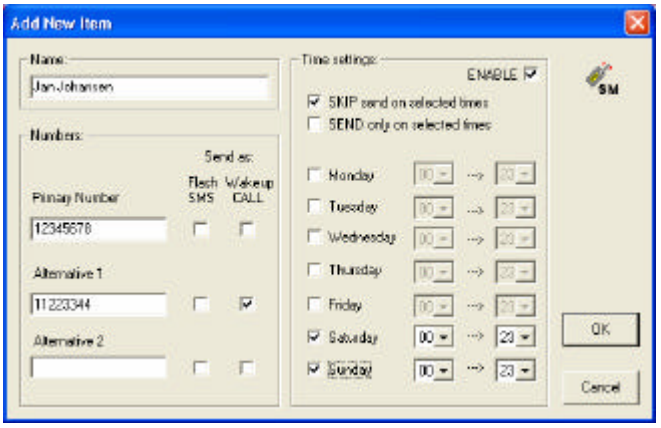
Create a SysManSMS Number File

Start the `SysManSMS_NumEdit` from Desktop Menu or direct from Utilities folder



This is the main window of the SysManSMS_NumEdit – Hit the New button

Create an entry for your mobile



This is the EDIT window for creating/editing a number record. Insert your name and mobile number – Hit OK

Save the file into the Iclients folder, with the name "`YourNumberFile.lst`"

Test your SysManSMS Number File

To test your Number File we will use the Iclient utility, as this is the client to be used later.
From your Windows Start menu open a DOS command window. (**Start** -> **Run…** -> **cmd**)
Then manually enter the following two commands to test sending:

> **cd %ProgramFiles%\SysManSMS\Iclient**
> **SysManSMS_Iclient ":YourNumberFile" "This is my test SMS"**

After some seconds, all enabled mobiles in the Iclient Number File `YourNumberFile.lst` should receive text "This is my test SMS". See log file `SysManSMS_Iclient.log` for status.

Note: If you send from a remote (client) installation of SysManSMS, you can still use centralized Number Files located in the Iclient Folder on the SysManSMS Server. This is specified by using two colons in front of Number File specification.

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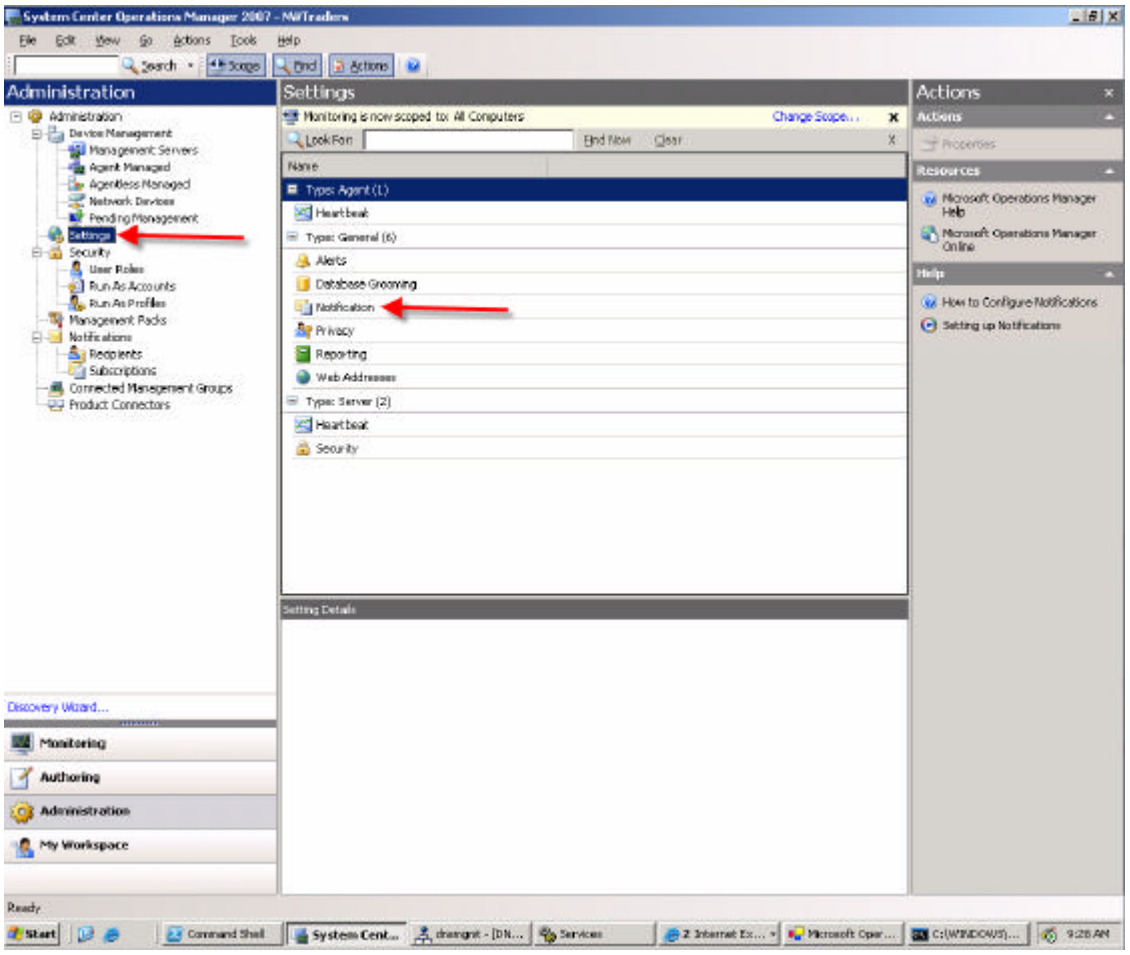
Setup Operations Manager to forward alerts to mobiles

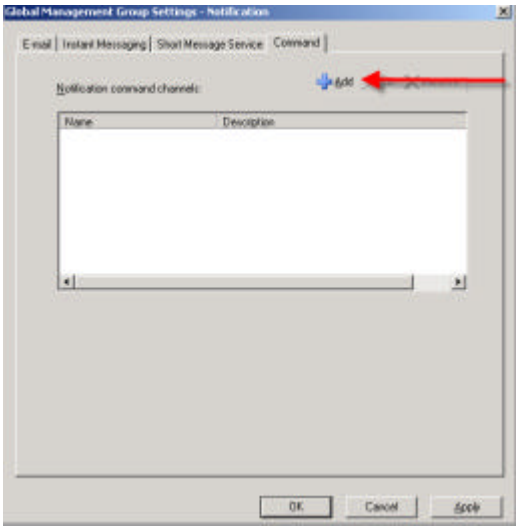
In the following example we will show you how to setup Operations Manager to forward alerts from a specific event to a list of mobile phones. In this example we show you only the settings related to mobile Notification. All other settings should be done like a normal event setup.

Note:
SysManSMS Server has a built-in secure SMTP server. This could very easily be used to forward alerts using the built-in e-mail channel in OM. As e-mail will involve many more components, we strongly advice you to use our Iclient utility for securely forwarding alerts directly to a GSM network. The following example on how to forward alerts from OM to mobiles will use the Iclient interface.

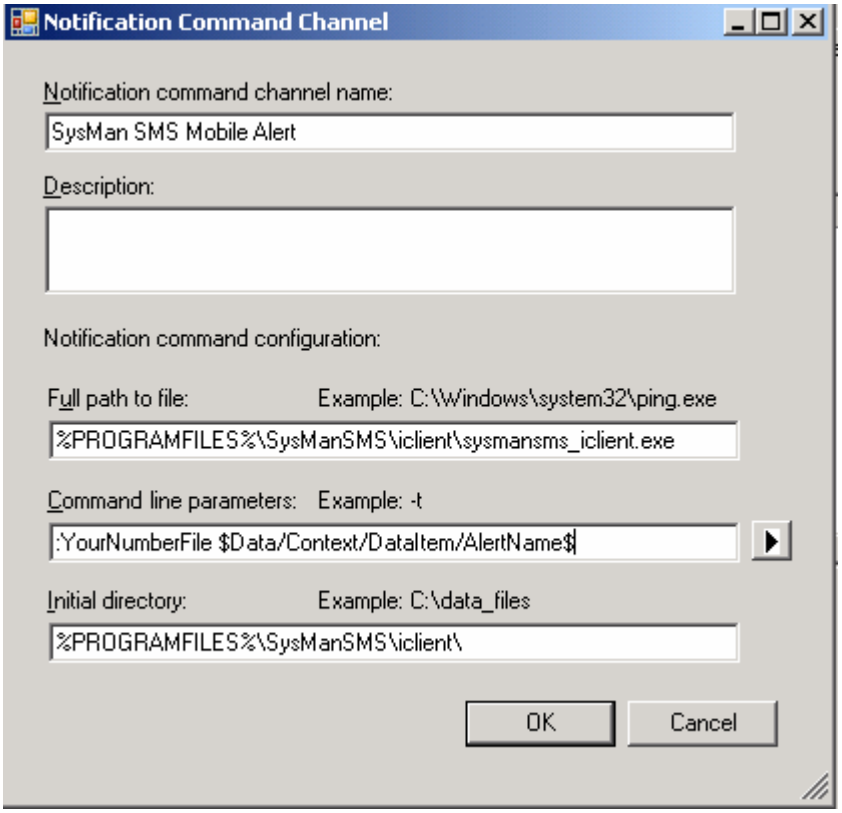
Before you start setup, make sure you got a Number File called “YourNumberFile.lst“
in Iclient folder. (If not, go back and create such a file with the SysManSMS_NumEdit utility.

Setting up a Notification Channel



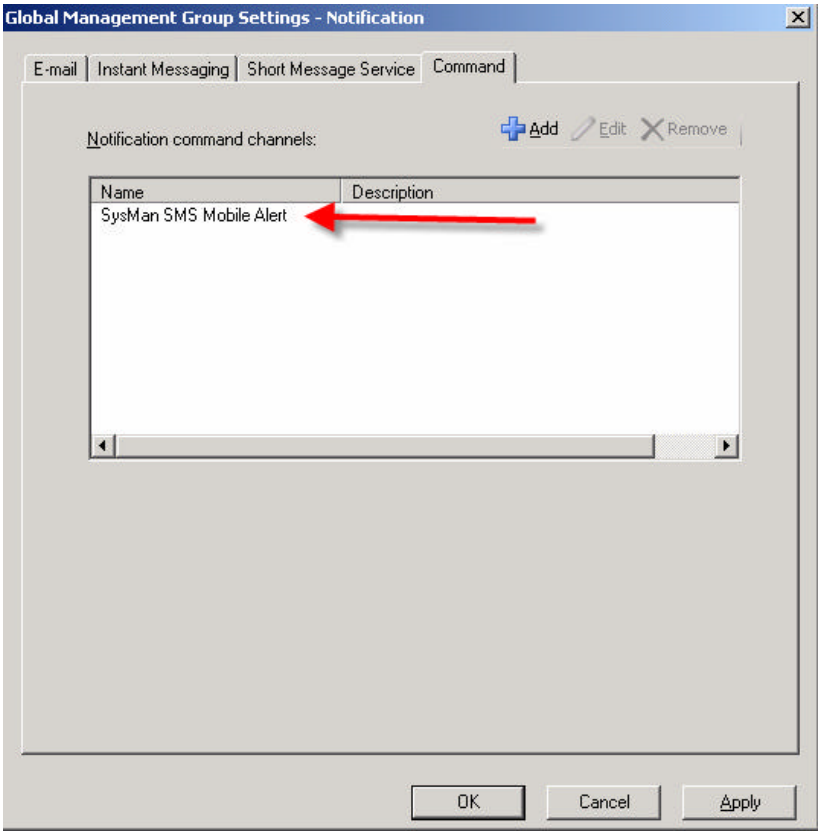


Choose the tab *Command* – Not the *Short Message Service*



Choose a Channel Name. In our example "SysMan SMS Mobile Alert" is used
Enter the execution path: `%PROGRAMFILES%\SysManSMS\iclient\sysmansms_iclient.exe`
The parameter line will select a Number File (indicated by 1 or 2 colons) and some alert text variables:
`:YourNumberFile "$Data/Context/DataItem/AlertName$"`
You should set the Initial directory to `%PROGRAMFILES%\SysManSMS\iclient\`

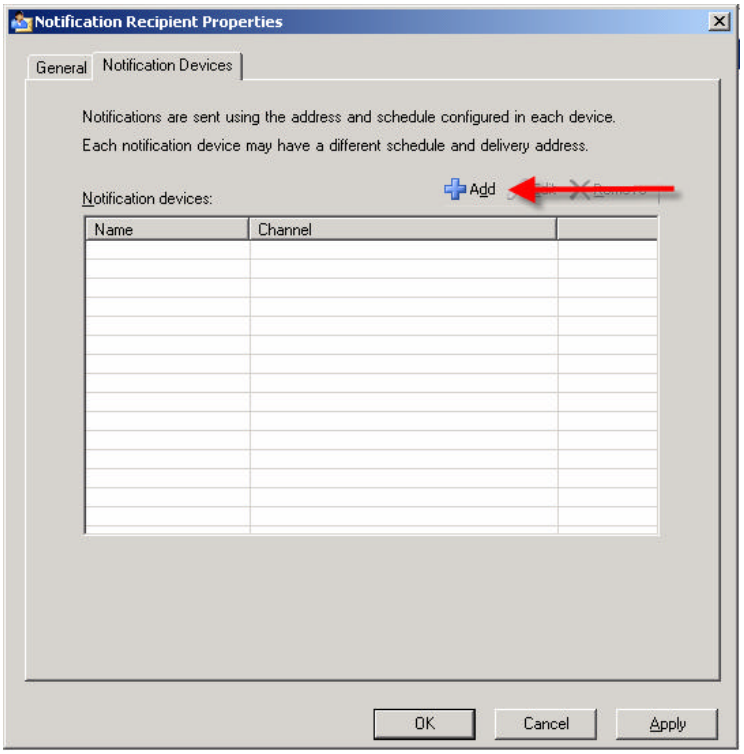
NOTE: 64-bits platform may have different default path names



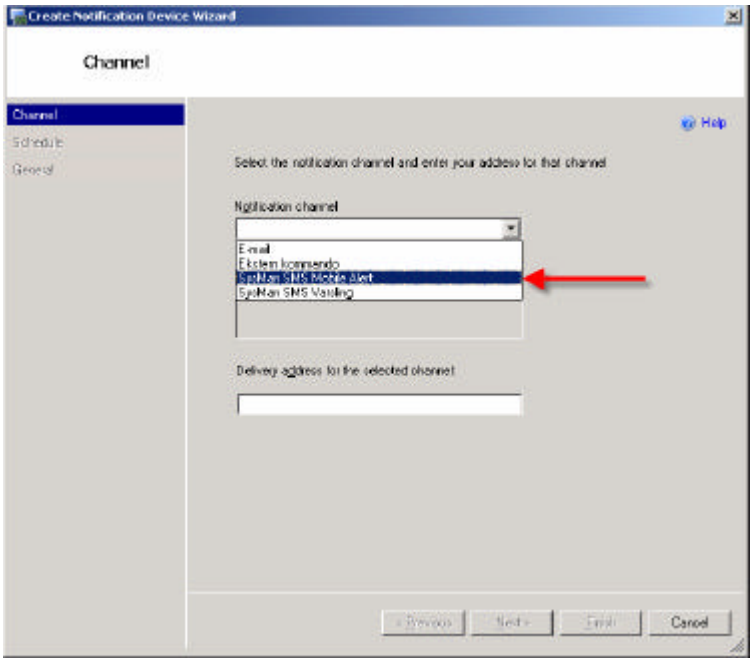
You now got a Mobile Notification channel successfully defined and ready to be used

Now follow standard setup to define your “Run as Accounts” and “Run as Profiles” settings

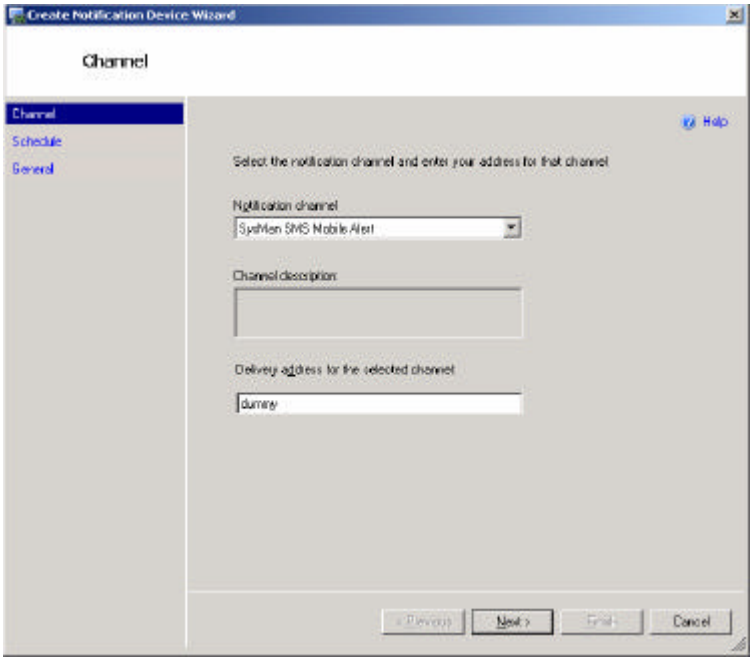
Setting up a Notification Recipient



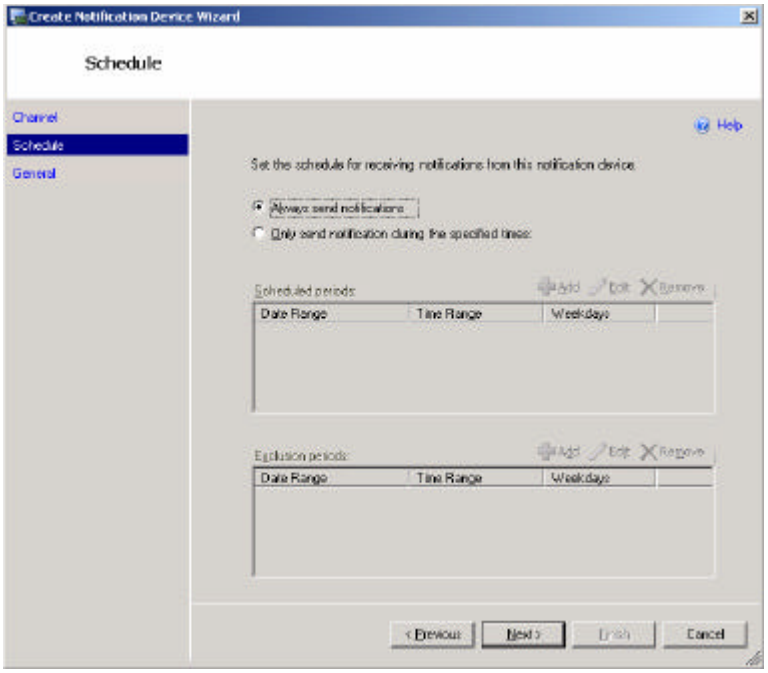
Open the Notification Reception Properties to add a new delivery address



Select the channel we defined earlier: ”SysMan SMS Mobile Alert”

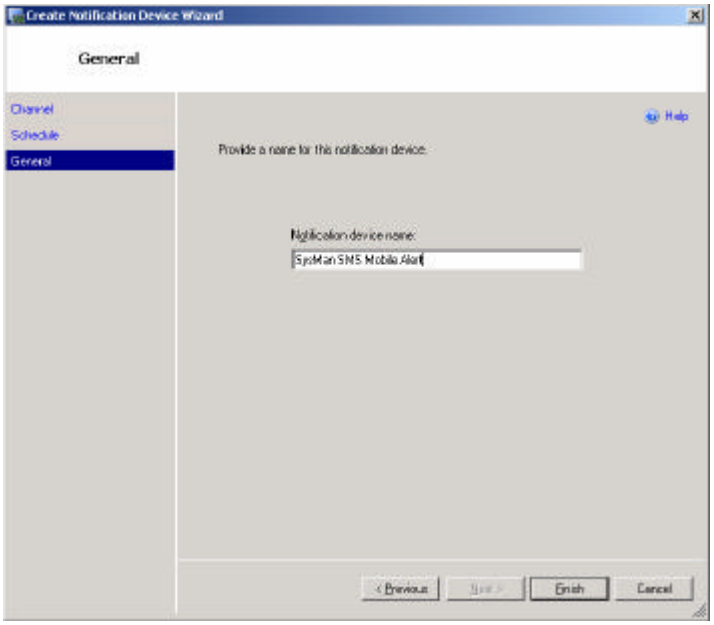


Enter some ”dummy” text as your address – For the moment this is not used for Mobiles

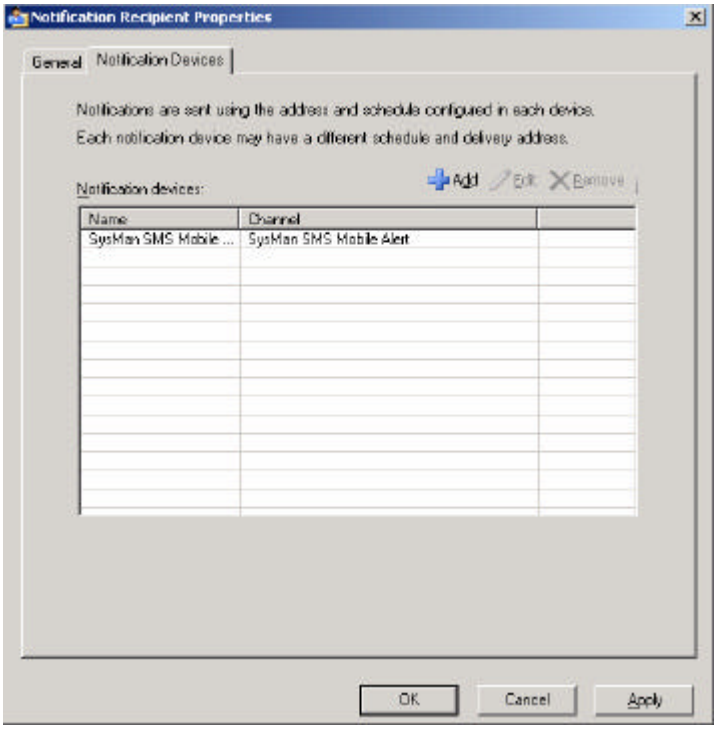


If you like, you can now setup a schedule for this notification device

Alternative or additional Schedule function:
SysManSMS Number Files has a weekly based schedule funtion. Using such Number Files also add capability for mobile sign-on/sign-off to a schedule
For more information on SysManSMS Number Files, see the SysManSMS User Guide



Finally give your Notification device a name



You now find your new Notification device in the complete device list

This can now be used to forward selected alert texts to any global GSM mobile phone !

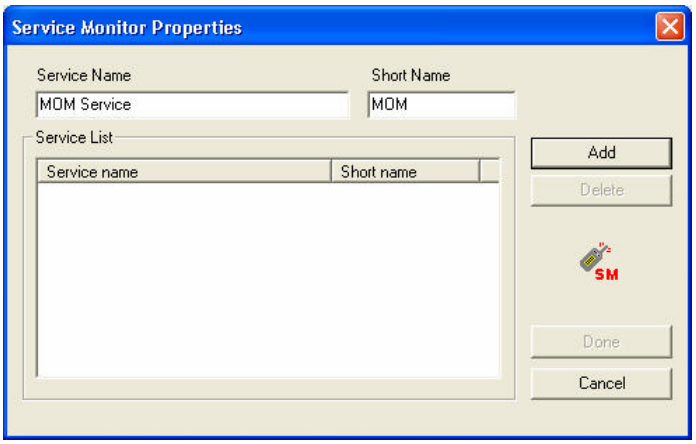
TechNote

SysManSMS to Monitor Operations Manager's Services

If your message source (Operations Manager) should fail you would normally not be notified. SysManSMS *Server* has a built-in capability to monitor a limited amount of important Windows services. In addition you can use the supplied mobile programs SSTART and SSTOP to start/stop the same services - from a mobile!

Configuring of Service Monitoring can be done at installation time (Setup), by selecting "Server Settings -> Configure Settings" from SysManSMS desktop menu, or by manually edit of the file `ServiceMonitor.ini` in the GSMserver folder.

Create a Service Entry in the SysManSMS ServiceMonitor.ini file



The *Service Name* is not the same as the *Display Name*. Make sure to use the *Service Name* in the ServiceMonitor.ini file

If the file `ServiceMonitor.ini` exist in the GSMserver folder, the SysManSMS *Server* will read this file at startup, and get the list of up to 6 Windows Service Names to monitor.

If the state of a service is changed, the SysManSMS *Server* will create a message file called *`ShortName`*`.txt` (example MOM.TXT) in the servers INPUT folder, containing information on the event.

By default this message will be sent to all numbers in the `SysManSMS_Iclient.lst` file.
To change this, you simply create a specific Number File called *`ServiceName`*`.lst` in the Iclient folder.

Start a Windows Service from your mobile

Using the Short Name created in your `ServiceMonitor.ini` file as reference, you can send a start command to the service by use of an SMS message. NOTE: Requires ENTERPRISE license.
The format of the SMS should be: SSTART *shortname*. Example: **SSTART MOM**
The program sstart.exe is located in the servers *Programs* folder. You can rename it to what you like.

Stop a Windows Service from your mobile

Using the Short Name created in your `ServiceMonitor.ini` file as reference, you can send a stop command to the service by use of an SMS message. NOTE: Requires ENTERPRISE license.
The format of the SMS should be: SSTOP *shortname*. Example: **SSTOP MOM**
The program sstop.exe is located in the servers *Programs* folder. You can rename it to what you like.