INTEGRATING ONPAGE PRIORITY MESSAGING WITH SOLARWINDS® ORION® PLATFORM PRODUCTS

SolarWinds Orion based products include a powerful web-based intelligent alerting engine that allows users to quickly configure alerts to respond to hundreds of different network scenarios including multiple condition checks. These alerts allow you to recognize and correct issues before users experience performance and degradation or availability issues.

Sometimes, however, the steady stream of alerts requires IT professionals to supplement SolarWinds alerting capabilities with additional priority messaging applications. OnPage offers priority messaging, and a variety of other useful features for IT managers

OnPage Priority Messaging integrates seamlessly with SolarWinds

OnPage is a cross platform, cross carrier, priority messaging system for smartphones. It eliminates the need to carry a traditional pager in order to separate critical messages from the clutter of SMS and email. Each OnPage message comes with a continuous alert-until-read alarm to ensure that the message is read immediately.

OnPage offers:

» A **dedicated in-box** on your phone for your most important messages.

» **OnPage delivers a pager–like alert to your smartphone** that is discernible from other casual messaging alerts such as SMS or email, letting you easily differentiate between CRITICAL and casual messages.

» OnPage priority messaging allows **encrypted device-to-device messaging** including attachments to improve departmental efficiency.

» **OnPage is Global**, available anywhere in the world wherever there is Wi-Fi or Cell coverage. In case you are momentarily out of coverage the message is NOT lost! It reaches you as soon as you return to an area with coverage.

What does that really mean to the manager of an IT department? When you configure the alerting from SolarWinds Intelligent Network Alerting, or the Statistical Network Threshold & Baselines components, you can have the most critical messages sent to both your corporate email address and the "OnpageID@OnPage.com". So, for example, if the fan breaks on one of your primary storage servers, your SolarWinds system will send a high temperature alert email to your email address. But if you are away from your desktop at a satellite location, or in a management meeting it might be hours before you see that message, and that server may already be off line or dead. If you configured your SolarWinds to send that message to your OnPage account that message will be routed through the OnPage servers to the OnPage app on your smart phone. When that email comes into your dedicated OnPage in-box the OnPage persistent alert will sound until you read that message. In time to save that server and prevent a big, costly headache. Even if you have your phone on mute. **No matter where you are**. **No matter what you are doing**. So, for example, if that fan breaks while you are on vacation skiing in Switzerland, you are still going to get that OnPage alert. If there is no cell coverage at the top of the mountain, you will get that message when you ski down into an area with cell coverage, and you will get that message as soon as you get there.

More than Just a Pager

While OnPage eliminates the need to carry a pager, OnPage is more than just a pager application. OnPage's IT alerting and on-call scheduling allows you to elevate critical message above the noise of day-to-day business which simplifies communications especially if you are on the road, or just away from your desk. OnPage also boasts a host of additional features to make communications easier including:

» **Group Paging**: Message groups of users as easily as a single users

» **Escalation Group Paging**: Message group members one at a time until a message is answered

» **Scheduling**- for off hours coverage: have OnPage forward pages to the covering person automatically based on your schedule.

OnPage can make things easy for you, and your whole team as well. When your SolarWinds Orion product sends that high temperature alert about your primary storage servers, that alert can come to you directly, or it could go to everyone on your IT team so the first available person can take care of that problem. Perhaps not everyone on your team is qualified to handle server problems? If so, OnPage can go through the list of primary storage specialists one by one until someone responds to that alert; or you can schedule one of your team to take all the alerts today, and another to take care of them tomorrow. All these messages are accompanied by our persistent alter tone, and arrives in the user's OnPage in box.

OnPage is an Enterprise Grade Solution

» **Time Stamped audit trail** of all messages, sent, received, and responded to.

» **TAP backup** for any email server failures

Because of OnPage's fundamental flexibility there are a number different ways IT customers have made OnPage an important part of a businesses' problem resolution protocol. It is easy to route specific messages or categories of messages to specific IT team members, allowing for fast and efficient network management – even under adverse conditions.

So if your SolarWinds monitoring product noticed that server with the broken fan, in the middle of the night, OnPage would send that alert to the tech covering off-hours that evening through our scheduler tool. You could use the message logging capabilities inherent in OnPage to analyze the number of calls that come in the middle of the night and response time of that on-call technician to those calls and use that data to plan the right amount of off-hour coverage.

OnPage also offers a great deal of redundancy inherent in the system to make sure it is always available for you. So what If the broken fan is on your email server, rather than a primary storage server? For alert delivery redundancy, OnPage users can use TAP protocol so as not to rely entirely on email servers for critical communication. What if my mobile phone breaks unexpectedly, or runs out of battery? The OnPage system can be configured to send a redundancy email to the recipient's mail box.

The power and flexibility of OnPage has been used by our customers in dozens of different ways including emergency notification, IT Ticketing tool augmentation, and replacement as well as server alert response and notification.

OnPage and SolarWinds Integration

The OnPage SolarWinds Alert Action - Quick Guide will help you decide which alert action is best for your environment and provide quick steps with examples of how to configure each type of alert action which is supported by OnPage.

Create or Edit a SolarWinds Alert

Messages can be sent to OnPage via Trigger Actions specified within a SolarWinds Alert. Instructions on creating or editing a SolarWinds Alert are already provided by SolarWinds:

> **Create Alert**: http://www.solarwinds.com/documentation/en/flarehelp/sam/content/samagaddingwebalerts.htm (stop at step 11)

> **Edit Alert**: http://www.solarwinds.com/documentation/en/flarehelp/sam/content/samagalertactionmanager.htm

1. Add or Edit the Trigger Actions

Action Triggers are used to define what will happen when the Alert is triggered. In this case when an Alert is triggered we want to send a message to OnPage users.

1. Add Action: Add an action by selecting the Add Action button within the Trigger Actions section.
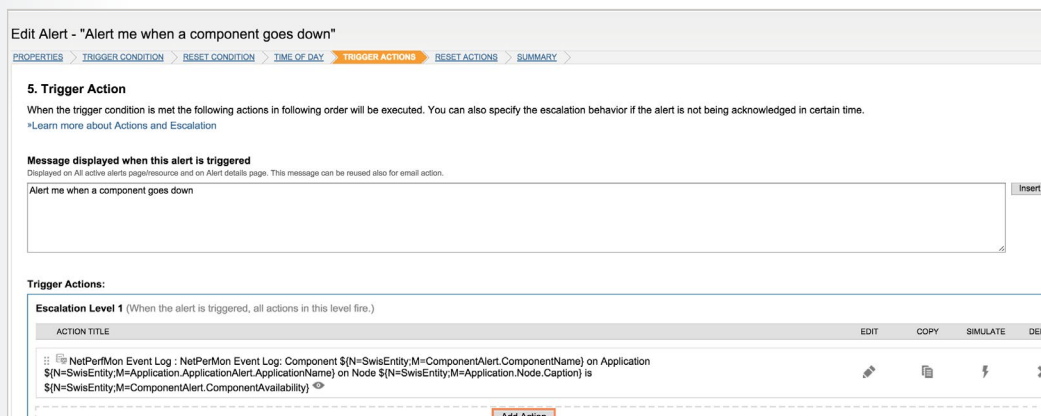
2. Select the action you want to execute. OnPage can be added as an action endpoint by selecting any of these three selections:

1. **Execute an External Program** - Send a message using a script file such as the OnPage CLI Script.

2. **Dial Paging or SMS Server** - Requires an installation of NotePage configured with OnPage as a carrier and OnPage users. NotePage allows for sending OnPage messages via paging protocols such as: TAP, WCTP or SNPP.

3. **Send an Email/Page** - Uses the configured SolarWinds SMTP server(s) to deliver the alert details via email by entering the *OnPageID@[high | low]*.onpage.com
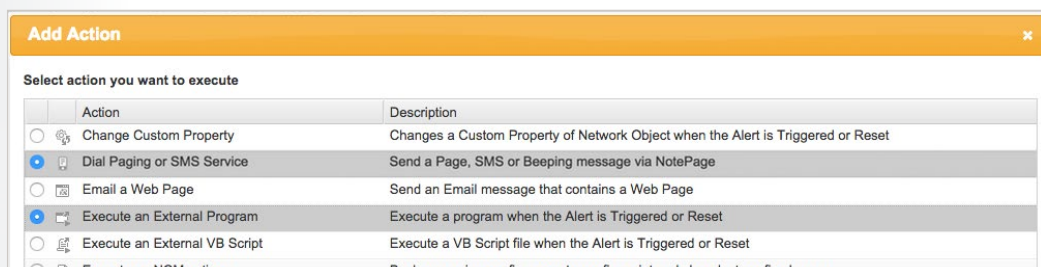
3. Configure Action

- **Configure Action: Execute External Program**

    1. Select **Execute External Program** option from the Add Alert window.

    2. Press **Configuration** Action button

    3. Provide a name for the action in the Name of action field

    4. Under the **Execute an External Program** settings section, enter the path to the script. In this example we are using the onpage_cli python script.

       Pressing the **Insert Variable** button will allow you to insert data from the Alert into the message being sent to OnPage.

       Here's an example which places the alert name into the subject of the alert:

    5. Complete the Time of Day... and Execution settings sections

    6. Press the **Add Action** button.

Configure action: Execute an External Program   ✕

Name of action

OnPage SolarWinds Alert Action Example

◢ **Execute an external program settings**

Network path to external program

C:\onpage_cli\python sendOnPage.py -r onpage_id -s {N=Alerting;M=AlertName} -m   [Insert Variable]

For example, use c:\test.bat, where c:\ is the disk on your main Orion poller.
You can also use the network address, such as \\machine-name\test.bat or \\127.0.0.1\test.bat

Optional Windows Authentication

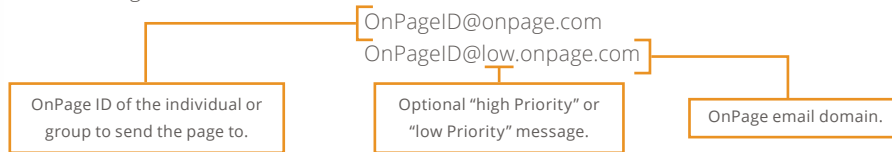◯ Define user
🔘 No user defined

▷ Time of Day...

▷ Execution settings

[ADD ACTION]   [CANCEL]

solarwinds

- **Configure Action: Send an Email/Page**

   1. Select Send and *Email/Page* option from the Add Alert Window

   2. Press *Configuration* Action button

   3. Provide a name for the action in the Name of action field

   4. In the Recipients section enter the OnPage ID which the alert should be sent to. The OnPage email format:

   OnPageID@onpage.com
   OnPageID@low.onpage.com

OnPage ID of the individual or group to send the page to.	Optional "high Priority" or "low Priority" message.	OnPage email domain.

   5. Complete the Message, SMTP Server, Time of Day... and Execution settings.

   6. Press the Add Action Button

Configure action: Send an Email/Page ✕

Name of action
OnPage SolarWinds Alert Action Example

1. Recipients

To
exampleonpageid@onpage.com ☒   exampleonpageid@low.onpage.com ☒

CC   BCC

⊞ Sender details: Network Performance Monitor(noreply@solarwinds.com)

▷ 2. Message *Required

▷ 3. SMTP Server *Required

▷ Time of Day...

▷ Execution settings

NEXT   CANCEL

Conclusion

If you are asked to do more today with a smaller staff than you had before OnPage might be a tool that can help you and your team be more efficient. Why not try OnPage for a week and see if it is the right solution for you.

Download the free trial from the App store that services your mobile phone.

ABOUT SOLARWINDS

SolarWinds (NYSE: SWI) provides powerful and affordable IT management software to customers worldwide. Focused exclusively on IT Pros, we strive to eliminate the complexity in IT management software that many have been forced to accept from traditional enterprise software vendors. SolarWinds delivers on this commitment with unexpected simplicity through products that are easy to find, buy, use, and maintain, while providing the power to address any IT management problem on any scale. Our solutions are rooted in our deep connection to our user base, which interacts in our online community, thwack,® to solve problems, share technology and best practices, and directly participate in our product development process. Learn more at http://www.solarwinds.com.