

# TelAlert® 6e and HP Operations Manager for Windows

## Integration Overview

### TelAlert 6e:

*TelAlert 6e Messaging Server enables time critical message delivery from third party applications to a variety of mobile destinations. One such application, HP Operations Manager for Windows software (OM), provides your enterprise with a centralized point of control for the thousands of events that occur daily from network devices, systems, databases and applications. When integrated with TelAlert 6e, HP OM transforms into a powerful IT commander, getting critical information through TelAlert 6e to the correct personnel wherever they are.*

“The integration of TelAlert 6e with HP Operations Manager... is another facet of providing customers with proactive system and application management capabilities.”

*General Manager, HP Software Business Unit*



### Integration Expertise

Enterprises of all kinds have been leveraging MIR3's years of integration experience and wireless expertise by integrating applications with the TelAlert 6e Messaging Server. Incorporating TelAlert 6e with business applications has never been easier.

MIR3 has developed integrations especially designed to get you up and running quickly, while maintaining the ability to customize the integration to meet your specific needs.

### Integration Overview

This integration enhances the capabilities of HP OM by providing:

- Flexible notification of events via wireless and traditional communications devices including pagers, PDA, mobile phones, Interactive Voice Response, electronic sign-board, and email
- A wireless means of updating and annotating HP OM messages using any two-way device
- An IVR-based means of updating and annotating HP OM messages from any touch-tone phone

## Benefits

- Urgent messaging maximizes HP OM's functionality
- TelAlert 6e Integration gets you up and running quickly
- The TelAlert 6e/HP OM Integration is powerful and easy to use
- The TelAlert 6e Policy is completely customizable using the HP OM graphical interface

## Wireless Response

Urgent Messaging is more than just message delivery, it allows for action and response. The key to problem resolution is to allow:

- Responses from the field to close the communications loop
- Application updates continuously as responses are received
- Information flow throughout the organization
- TelAlert 6e supports several response devices and options which can be used with the HP OM Integration -- two-way pagers, phones, SMS, Interactive Voice Response, email and web. These responses are fed back to HP OM so with a single glance at the HP OM console you can determine the status of the problem

## System Requirements

- Windows 2000/2003
- TelAlert 6e 5.6.1 or above
- HP Operations Manager for Windows 6.0 or above
- TelAlert 6e Voice 5.6 or above (required for IVR)
- Active State Perl 5.0 (required for IVR)

## TelAlert 6e/HP OM Integration

- TelAlert 6e Policy is modifiable and uploaded automatically into HP OM
- Configuration files that let you set-up wireless devices, groups, users, response options, etc.
- Integration documentation

## TelAlert 6e/HP Operations Manager Client-Server Set-up

The TelAlert 6e software is structured as a multi-tiered web application. The listener accepts requests to send messages, processes each request and its parameters, and then makes a connection with the server to deliver the message. The client and service do not have to be running on the same hardware system. In order to integrate with the HP Operations Manager, a copy of the TelAlert 6e client must be on the same machine that will be making the request.

## MIR3 Expertise

For distributed organizations demanding round-the-clock access to critical information, MIR3 provides the only advanced communications capabilities that assure actionable, two-way urgent messaging across all protocols, networks and devices. More than 80 of the Fortune 100 use MIR3's TelAlert 6e to customize and guarantee intelligent notification for the enterprise.

The screenshot shows the HP Operations Manager console. The main window displays a table of messages with columns for Severity, Duplicates, S, U, I, A, O, N, Received, Created, Service, Node, Application, and Object. A 'Message Properties' dialog box is open, showing details for a message with ID 1, User WIN2K3SVR\Administrator, and Created 4/21/2008 5:07:22 PM. The dialog has tabs for State, Commands, and Custom Message Attributes, and buttons for New, Edit, and Delete.

Severity	Duplicates	S	U	I	A	O	N	Received	Created	Service	Node	Application	Object
Major	-	-	-	-	-	-	-	2/7/2008 9:51:01 AM	2/7/2008 9:50:59 AM		WIN2K3SVR (M...	OpenView	ovcd
Normal	-	-	X	-	-	-	-	2/14/2008 5:07:45 PM	2/14/2008 5:07:45 PM	Services & Proc...	WIN2K3SVR (M...	HP Open...	opcle ...
Warning	-	-	X	-	-	-	-	2/14/2008 5:08:15 PM	2/14/2008 5:08:14 PM	Services & Proc...	WIN2K3SVR (M...	HP Open...	opcno...
Major	-	-	-	-	-	-	-	2/14/2008 5:08:48 PM	2/14/2008 5:08:48 PM		WIN2K3SVR (M...	OpenView	ovcd
Critical	-	X	-	-	X	-	X	2/14/2008 5:09:01 PM	2/14/2008 5:09:01 PM	Services & Proc...	WIN2K3SVR (M...	HP Open...	opcno...
Critical	5	O	-	X	-	X	X	2/18/2008 4:02:38 PM	2/6/2008 5:55:51 PM	RAS	WIN2K3SVR (M...	NT-OS	RAS

## Contact Us:

For more information on how integrating TelAlert 6e with HP Operations Manager for Windows can help your organization, please contact MIR3.



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