

# TelAlert® 6e and AttachMate-NetIQ AppManager Integration Overview

## TelAlert 6e:

*TelAlert 6e enables time critical message delivery from third party applications to a variety of mobile destinations. One such application, AttachMate-NetIQ AppManager, provides your environment with a complete solution for managing the performance and availability of Windows, Linux and UNIX servers.*

*AppManager's centralized management enables users to be proactive in managing practically every software and hardware component of your enterprise. When integrated with TelAlert 6e, AppManager becomes a powerful management tool, getting critical information to the right person wherever they are.*



## 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 Urgent Messaging System. With TelAlert 6e, integrating with business applications has never been easier.

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

## TelAlert 6e/AttachMate-NetIQ AppManager Client-Server Set-Up

TelAlert 6e software is structured as a client-server application. The client accepts requests to send messages, processes each request and its parameters, and then makes a socket connection with the server to register the job. The client and server do not have to run on the same hardware system. In order to integrate with the AttachMate-NetIQ AppManager, a copy of the TelAlert 6e client must be on the same machine that will be making the request.

### Benefits

- Maximizes AppManager functionality
- Powerful, seamless and easy to use
- Customizable within the AppManager Operator Console

### Integration Features

This integration enhances the capabilities of AttachMate-NetIQ AppManager by providing:

- Flexible notification of events via wireless devices including pagers, PDA, Web-enabled phones, IVR, electronic sign-boards and email
- A seamless, out-of-the-box integration utilizing AttachMate-NetIQ AppManager based knowledge scripts
- Notification of AppManager events to TelAlert 6e individual or group destinations
- Standardized or customizable notification of AppManager events through TelAlert 6e to your wireless devices

The screenshot displays the TelAlert 6e web interface. At the top, it says "Welcome, Brian Smith (Administrator)" with links for "My Account", "Log Out", and "Help". The navigation menu includes "Home", "Alerts", "Users", "Devices", "Groups", "Schedules", "Subscriptions", "Reports", and "Admin Tools".

The "My Top 5 Active Alerts" section shows "You have received 0 and sent 1 active alerts." Below this, there are tabs for "Alerts Received" and "Alerts Sent", with a message stating "You have not received any alerts." The data was last updated on May 05, 2008 at 12:24:49.

The "My Devices" section contains a table with the following data:

Name	Active	Type	Comments
bbsDeskPhone	Yes	Interactive TTS	office phone
SWolaver	Yes	Interactive TextPager	Cell phone

The "My Schedules" section shows a calendar for the week of May 4, 2008. The calendar grid has columns for Sunday 4, Monday 5, Tuesday 6, Wednesday 7, Thursday 8, Friday 9, and Saturday 10. The rows represent different groups: OracleDBAGroup, NetworkOps, App\_Support, ChangeManagementTeam, and BrianGroup. A legend at the bottom indicates: On Duty (blue), Extra Duty (dark blue), Vacation (green), Holiday (light green), Off Duty (white), and Current Time (orange vertical line).

### System Requirements

- TelAlert 6e offers support for multiple server platforms, including Windows 2003, HP-UX, Solaris, LINUX and more
- TelAlert 5.6.1 or above
- AttachMate-NetIQ AppManager 4.0 or above
- TelAlert 6e Voice 5.6.1 or above (required for IVR)
- Active State Perl 5.0 (required for IVR)

### Contact Us:

For more information on how integrating TelAlert 6e with AttachMate-NetIQ AppManager can help your organization, please contact MIR3.



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