

Configuring Uptime Infrastructure Monitor to send alerts based on monitor status

Alert profiles can be attached to one or more service monitors to define which groups of users will receive the alert. Create an alert profile by following these steps:

1. Click the Services tab.
2. Click on Add Alert Profile.
3. Provide a descriptive name for the alert profile that describes the type of users that will receive the alert (e.g. L1, L2, Senior Admins).
4. Set the start/end alerting on notification number values. This is used for escalations and determines when to start sending alerts to these users.
5. Select the alert delivery type (email, Pager, Run Script or Windows Popup using the Windows Messenger service).
6. If desired, customize the email format under the Custom Formatting Options section.
7. Select the group of users this alert profile will send alerts to. Note that you will need to create Notification Groups prior to this step or you will need to create the alert profile, then the notification group, and then edit the alert profile once more.

After completing these steps, you can create new service monitors and attach the alert profile, or simply add the alert profile to already created Uptime Infrastructure Monitor service monitors. To create a new service monitor with an Alert Profile:

1. Click the Services tab.
2. Select the type of monitor you want to create and click Continue.
3. Set all the options for the monitor and select the Alert Profile from the drop down list.
4. Click the Save button.

To add an Alert Profile to an existing service monitor:

1. Click the Services tab.
2. Locate and click the name of the service monitor from the list (or click the View icon).
3. Scroll down and click the Edit Alert Profiles button on the right.
4. Add the Alert Profile to the right list and click Save.



Online Documentation

[Using Service Monitors](#)