

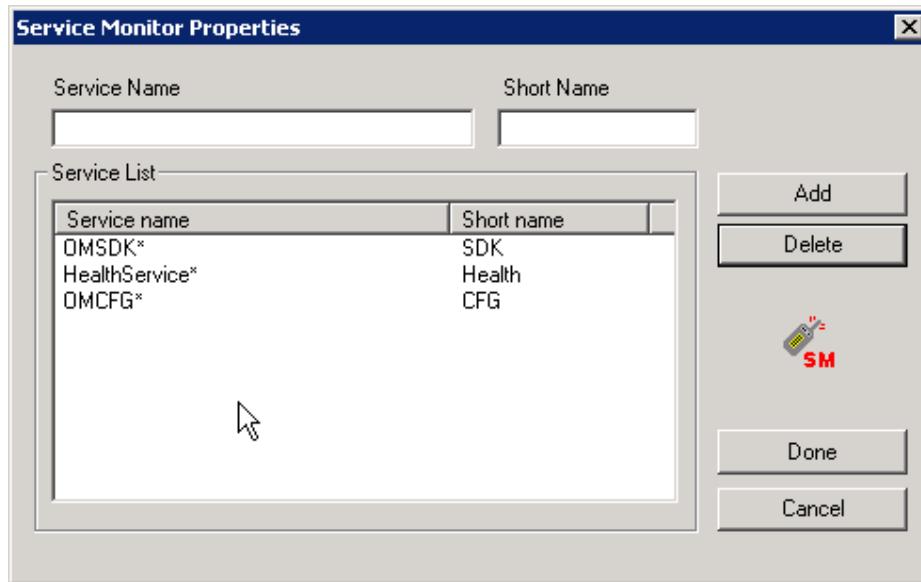
## SysMan SMS Service configuration for SCOM

The screenshot shows the 'SysManSMS Server Properties' dialog box. It is divided into several sections:

- Customer Information:** Contains 'Company Name' (callout 1) and 'License Number' (callout 2).
- GSM Device:** Contains 'Device Port' (set to COM1), 'Pin Code' (callout 3), and 'SMS Service Center Number' (set to FROM SIM).
- Server File Locations:** Contains 'Location of Server INPUT folder' (C:\Program Files (x86)\SysManSMS\GSMserver\INPUT\), 'File Selection for Server INPUT files' (\*.txt), and 'Location of Server OUTPUT folder' (C:\Program Files (x86)\SysManSMS\GSMserver\OUTPUT).
- Server Operation:** Contains 'Server Store Mode' (NONE) and 'SMS executable File Type Allowed' (.exe,.bat,.com).
- Advanced Settings:**
  - STORM Detection:** 'Storm Warning' is checked, 'SMS Storm Control Limit' is 0.
  - SILENCE Detection:** 'Send' is 1, 'Receive' is 1.
  - WATCHDOG:** 'Enable Watchdog' is checked, 'Watchdog Timeout (Seconds)' is 60. 'Mobile Numbers' (callout 4) is a redacted field.
  - STATUS NOTIFICATION:** 'Mail Address' is none, 'SMS Number File' is empty. Both 'Daily Report' checkboxes are unchecked.
- Module Settings:** Includes buttons for 'Rights File', 'Service Monitor', and 'MAIL (SMTP)'.

On the right side, there is a 'NOTE' section with a SIM card icon and the text: 'Continue will accept SysManSMS Software License Agreement'. Below the note is the website 'www.sysman.no' and three buttons: 'RESET', 'CANCEL', and 'CONTINUE'.

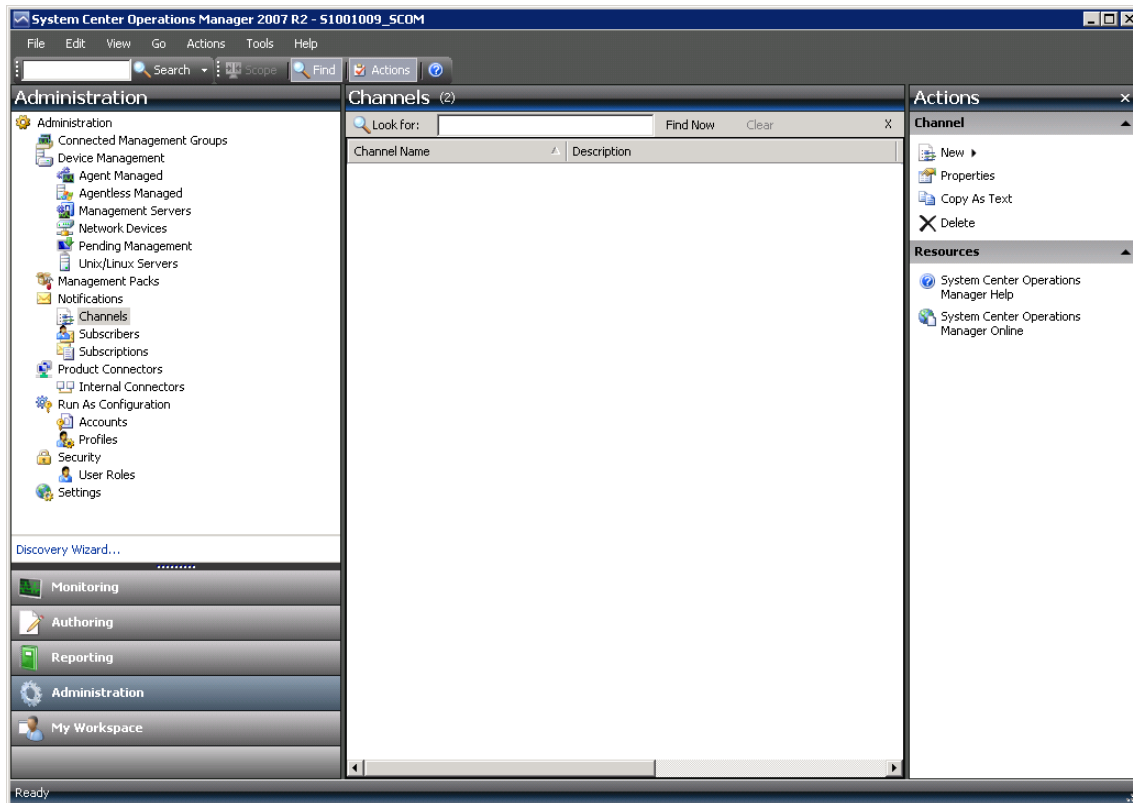
- 1 Enter company name
- 2 Enter your license number
- 3 Enter the PIN code of the SMS card in your device
- 4 Enter the numbers sent SMS in case of a heartbeat failure



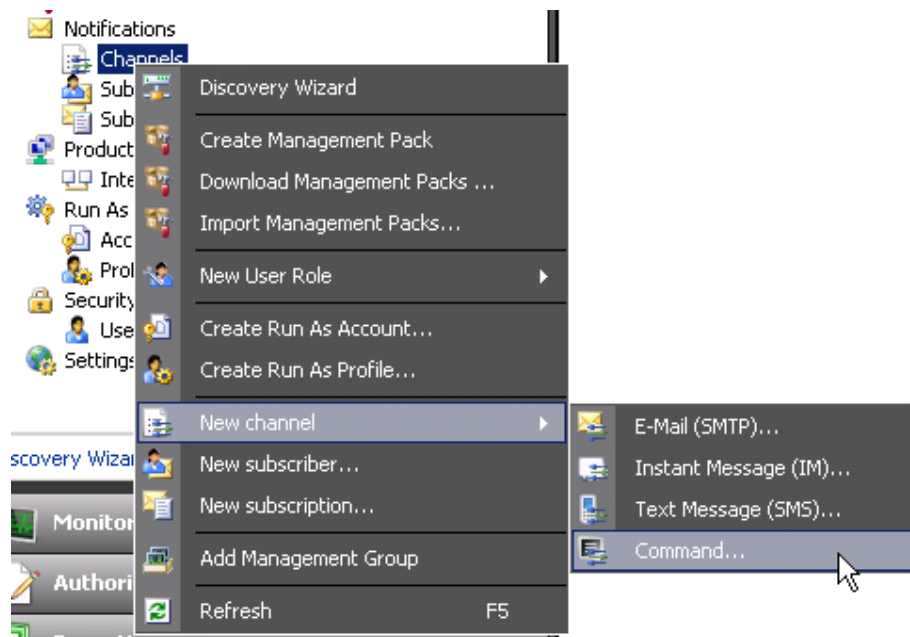
Enter these services in the service monitor to monitor a SCOM RMS server. In case SQL server is installed locally, add the MSSQL service. If SCOM reporting services is installed and a critical component, add this service as well.

The star is to delay the alert by 3 minutes.

## Add a communication channel for SysMan



Open the console as SCOM administrator and select the Administration pane



Create a new channel – select the command channel (NOT SMS)

Command Notification Channel

Command Notification Channel

Description

Settings

Provide a name and description for this channel that will make it easy to identify later.

Channel name:

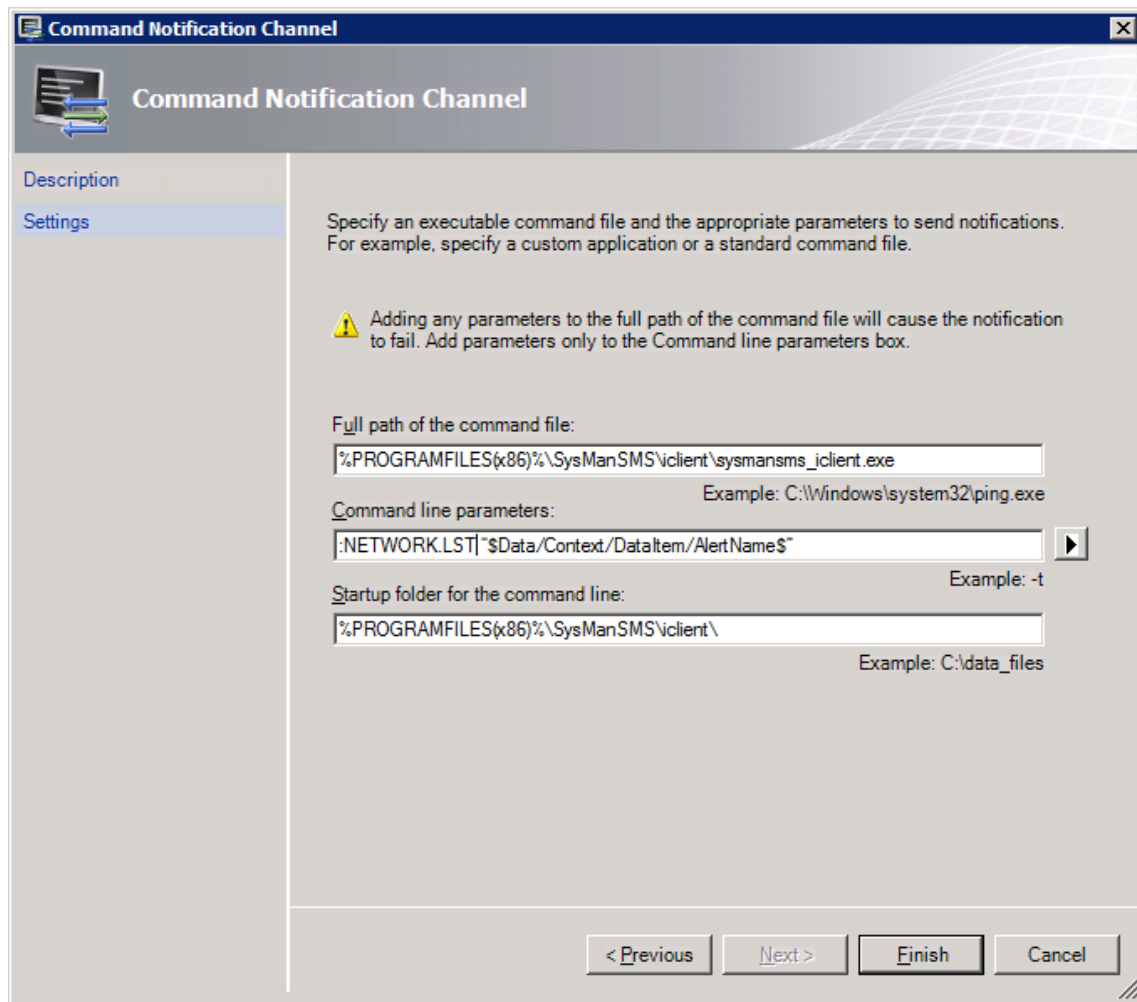
SMS

Description (optional):

SMS via SysMar

< Previous   Next >   Finish   Cancel

Choose a name for the channel – if you want to define different channels for different people, start distinguishing in the name. For example SMS\_servergroup.



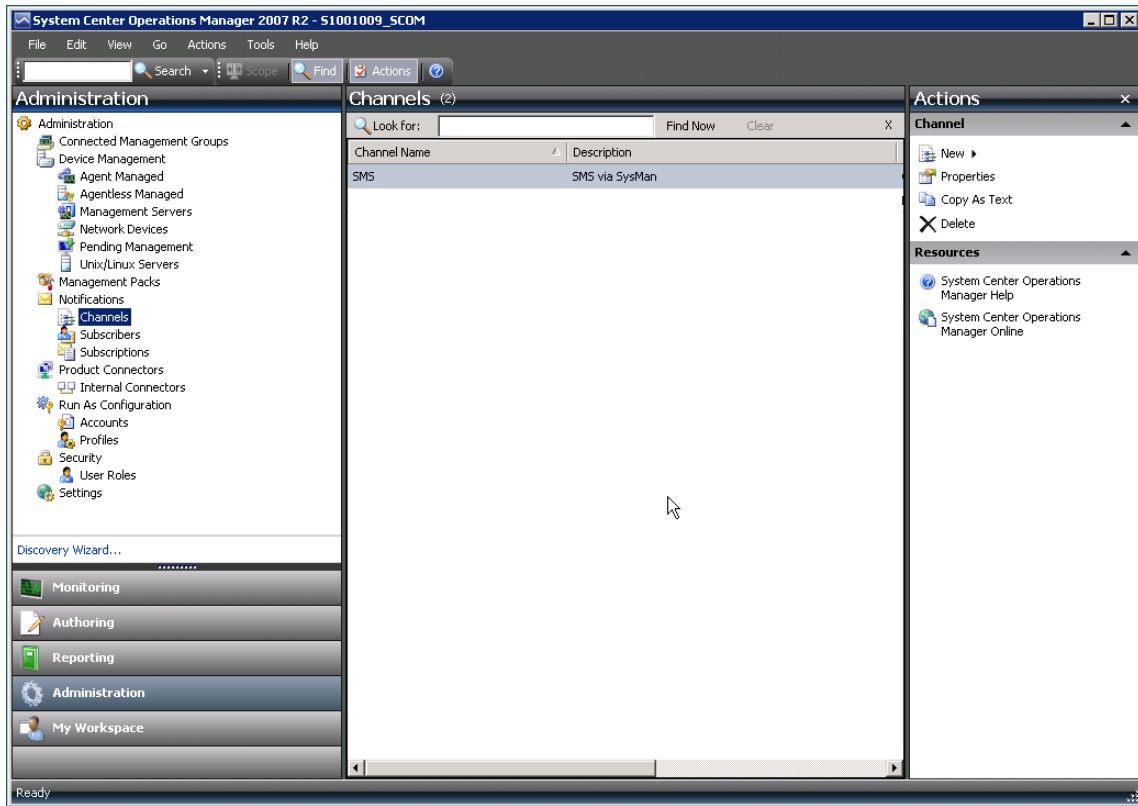
Enter the values as shown.

There are two command line parameters: the number file and the text. Please remind that the NETWORK.LST file needs to be configured with the telephone numbers and must reside in the directory of the lclient executable. If you have different SMS recipients, you have to create different number files and therefore different channels.

The text in the SMS can be static and dynamic data. The example in the picture will show the Alert name. If you use as an example:

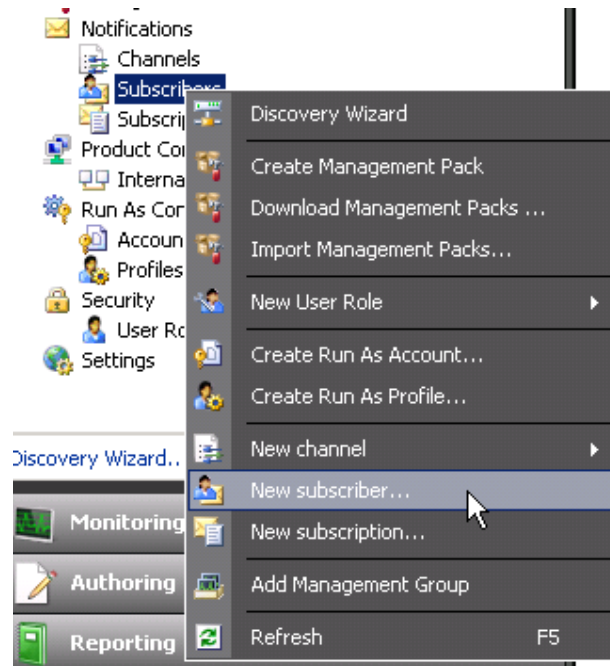
*:NETWORK.LST "Missing Heartbeat from: \$Data/Context/DataItem/ManagedEntityDisplayName\$"*

Your SMS will show the machine name, that is not responding.



This is the screen with one configured channel.

Add a subscriber



Subscribers for SMS are not very meaningful, it will be a 1:1 ratio: Each channel has to have one subscriber.

Notification Subscriber Wizard

Notification Subscriber Wizard

Description  
Schedule  
Addresses

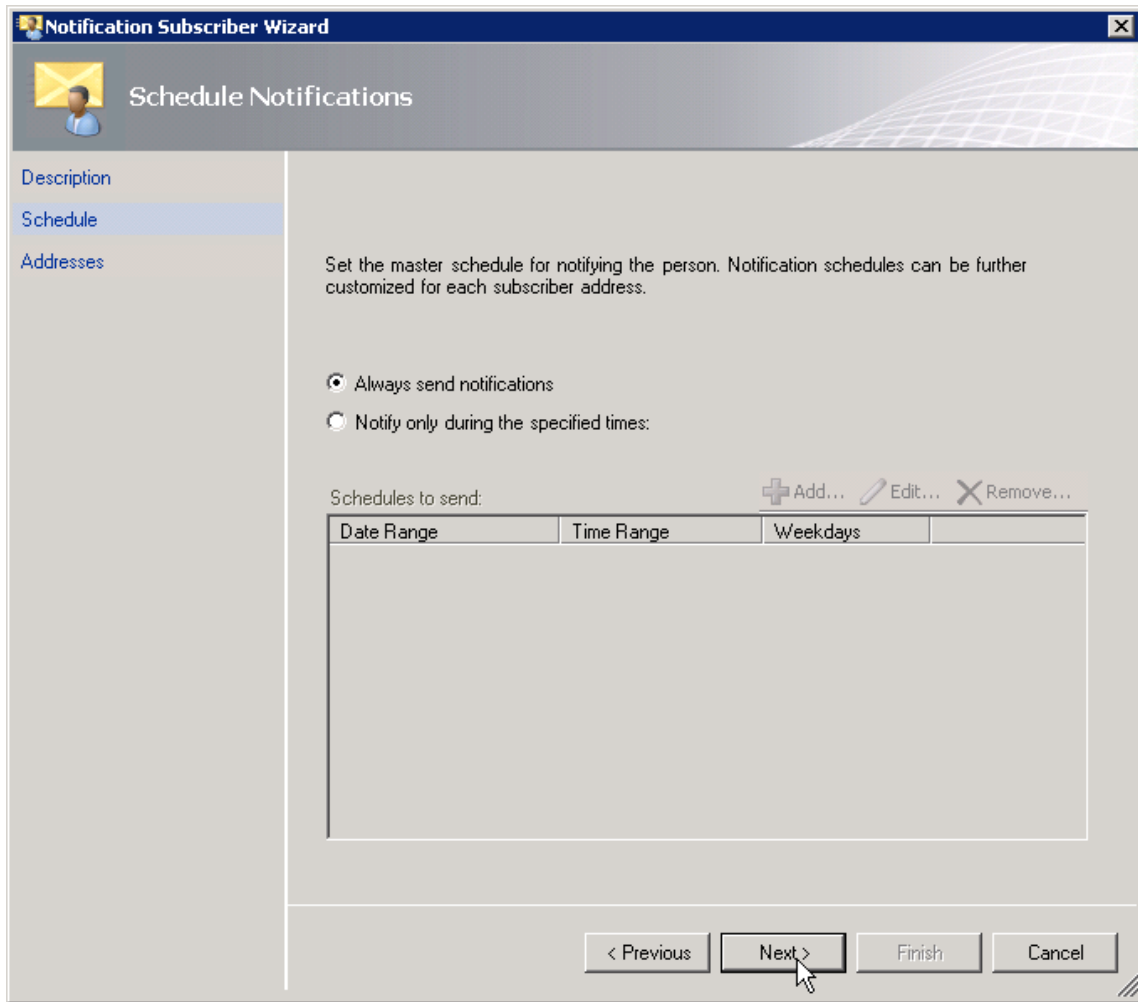
Provide a name and description for this subscriber that will make it easy to identify later.

Subscriber Name:  
SMS

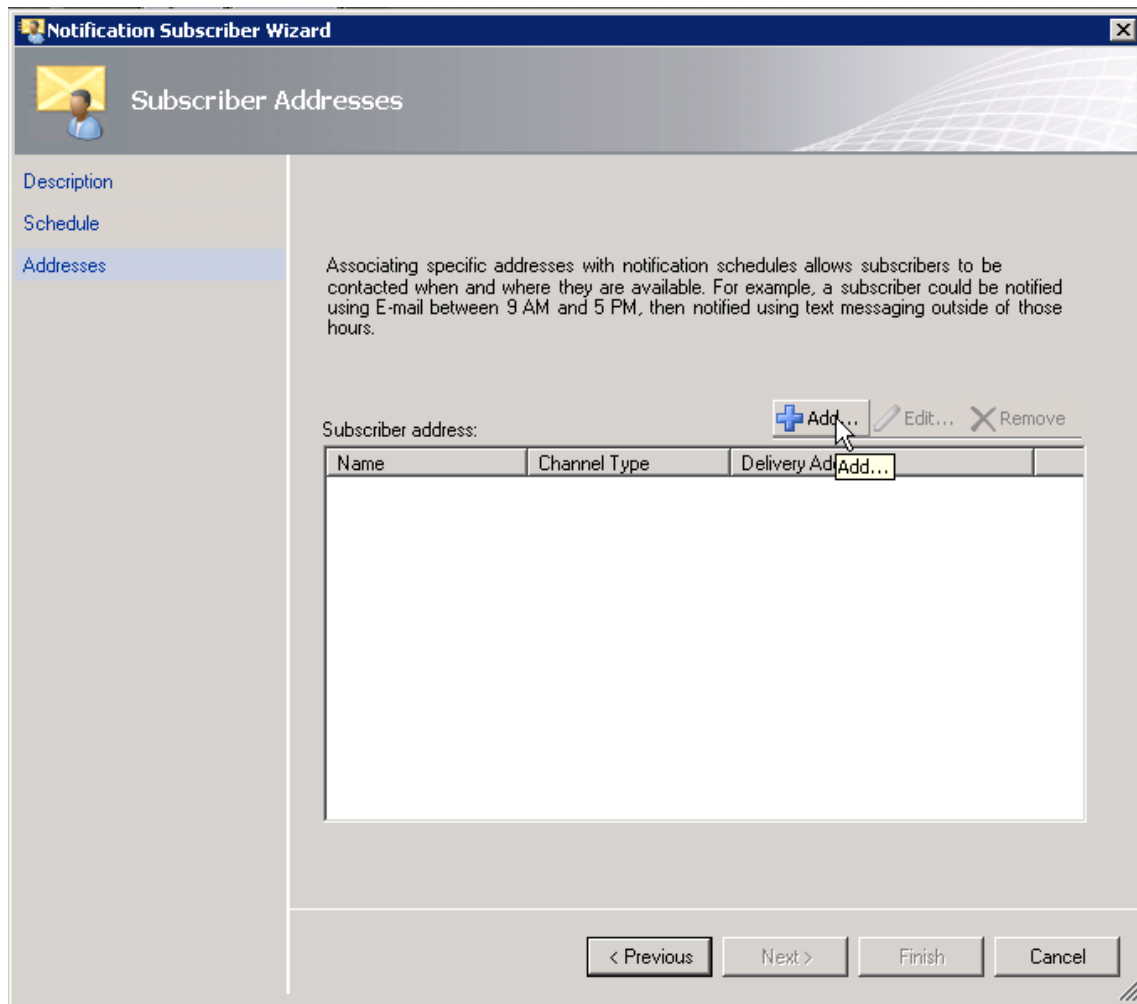
< Previous   Next >   Finish   Cancel

Do not use the name that appears, use a meaningful name. There are no references, this is a free name field.






Here you can define time ranges when you want to get SMS and when not.



Here starts the part, where we will use dummy values as this is not very meaningful for SMS. This is meaningful for channels like Email, where on one channel we can select different addresses. For SysMan we can not choose, therefore it is an 1:1 ratio.

**Subscriber Address** [X]

 Describe the Subscriber Address

**General**  
Channel  
Schedule


Provide a name that will make it easy to identify this subscriber address later.  
For example, Home e-mail address.

Address name:

< Previous   **Next >**   Finish   Cancel

Dummy value, will nowhere be used

**Subscriber Address** [X]

 Provide the Channel and Delivery Address

General  
Channel  
Schedule

Select the notification channel and enter your address for that channel

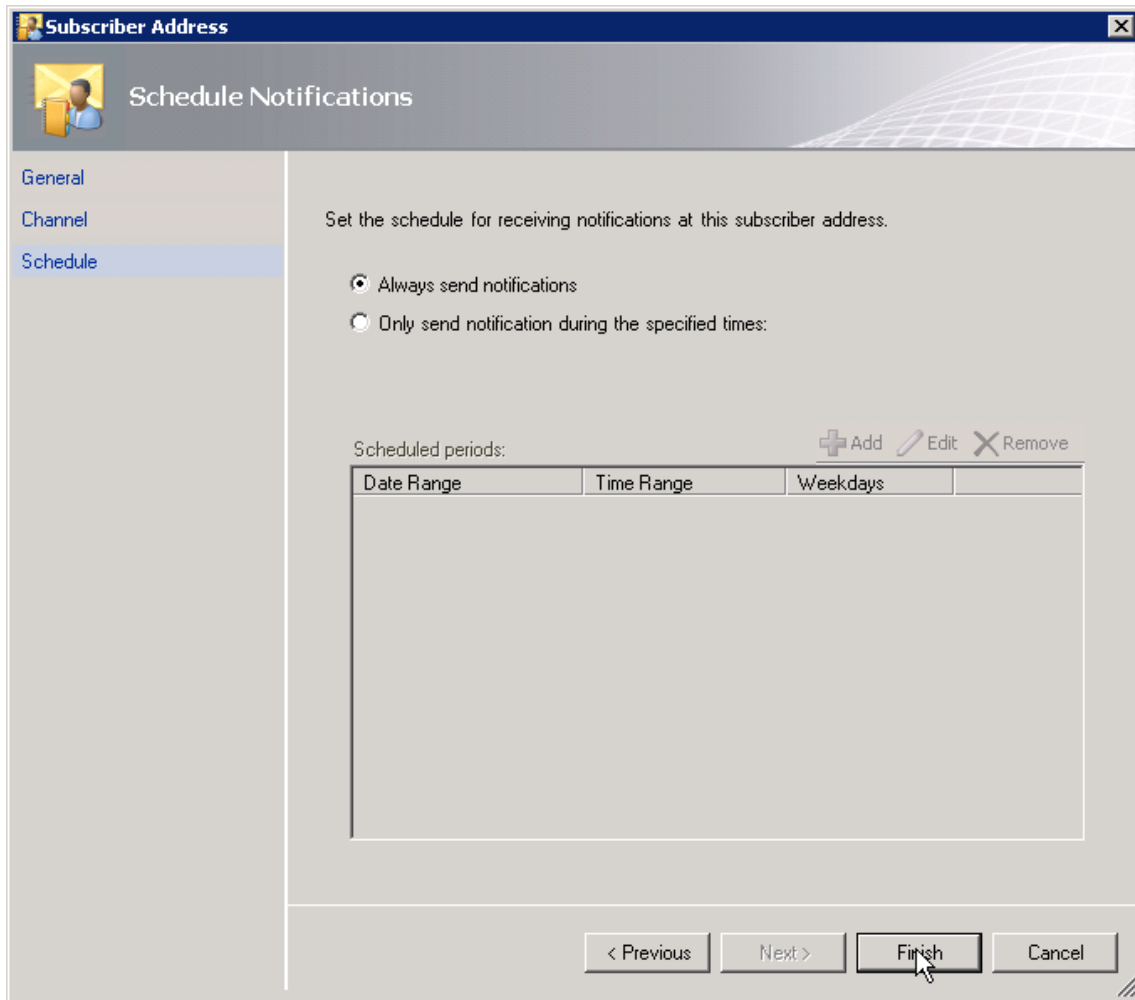
Channel Type  
Command

Command Channel  
SMS

Delivery address for the selected channel:

< Previous   Next >   Finish   Cancel

Choose Command and then the Channel you defined earlier.



Again, it is a second time possible to select time ranges (meaningful in an Email Channel where different people have different time shifts). Don't use time values here.

Notification Subscriber Wizard

## Subscriber Addresses

Description

Schedule

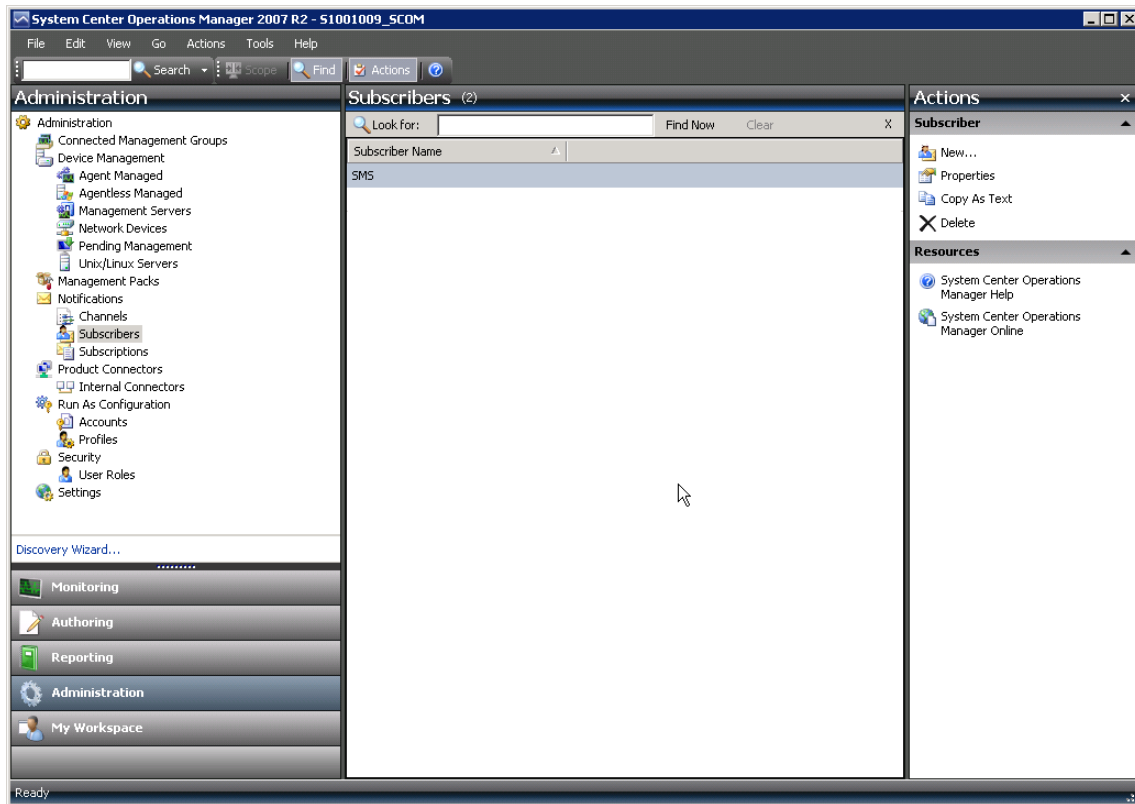
Addresses

Associating specific addresses with notification schedules allows subscribers to be contacted when and where they are available. For example, a subscriber could be notified using E-mail between 9 AM and 5 PM, then notified using text messaging outside of those hours.

Subscriber address: + Add... ✎ Edit... ✕ Remove

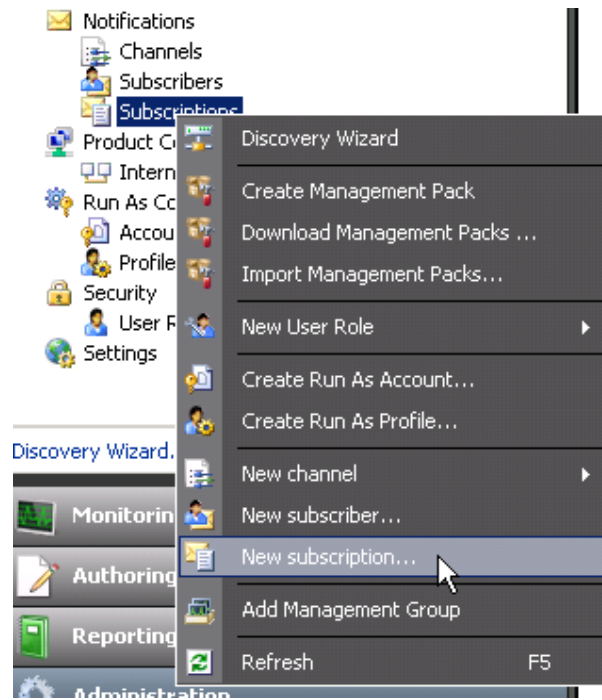
Name	Channel Type	Delivery Address
adress	Command	address

< Previous    Next >    **Finish**    Cancel



The defined subscriber with the same name as the channel.

Add a subscription



Add a subscription to define what we send out via SMS.



Notification Subscription Wizard

## Create Notification Subscription

Description

Criteria

Subscribers

Channels

Summary

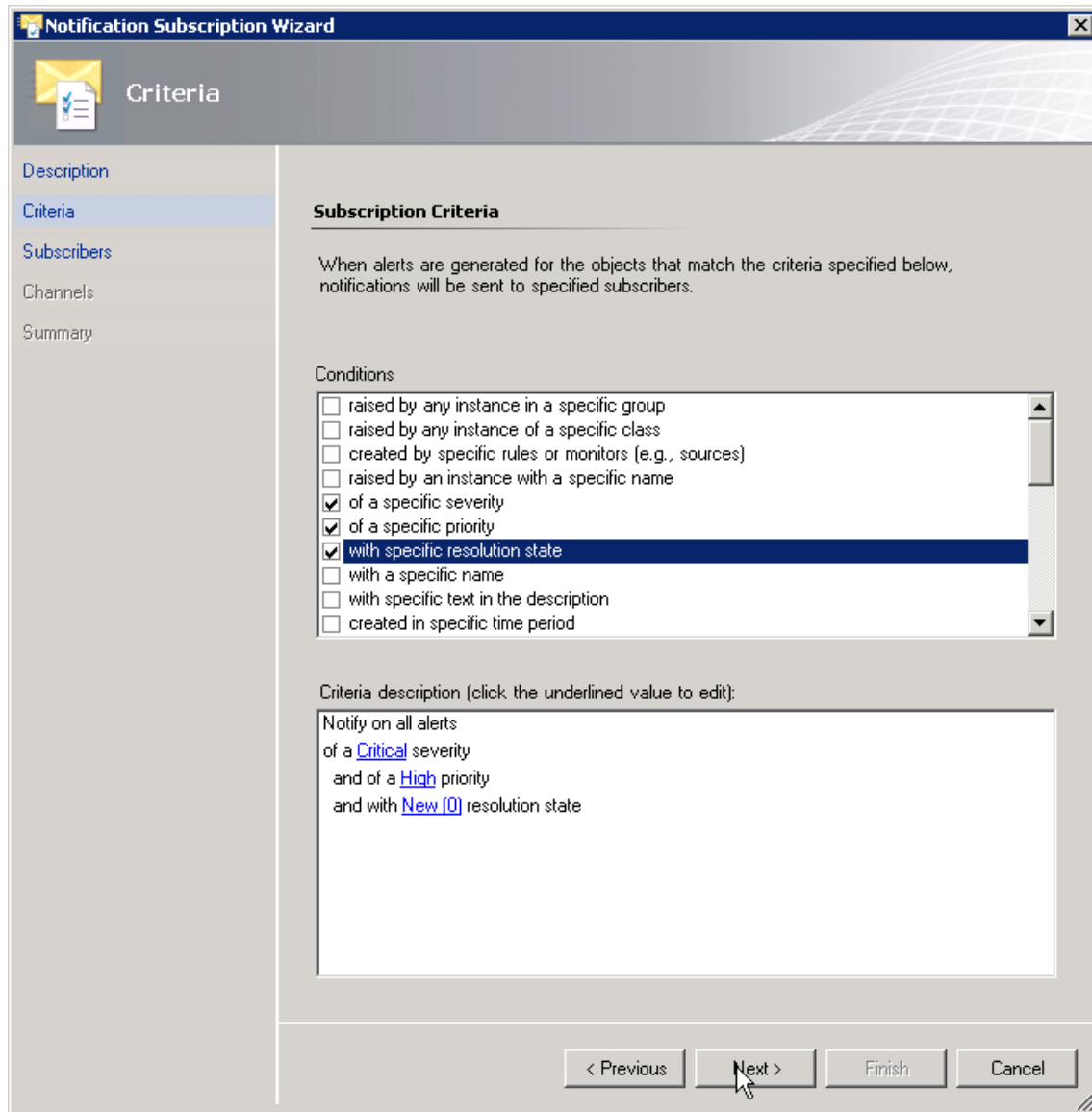
Provide a name and description for this subscription, and add the recipients.

Subscription name:

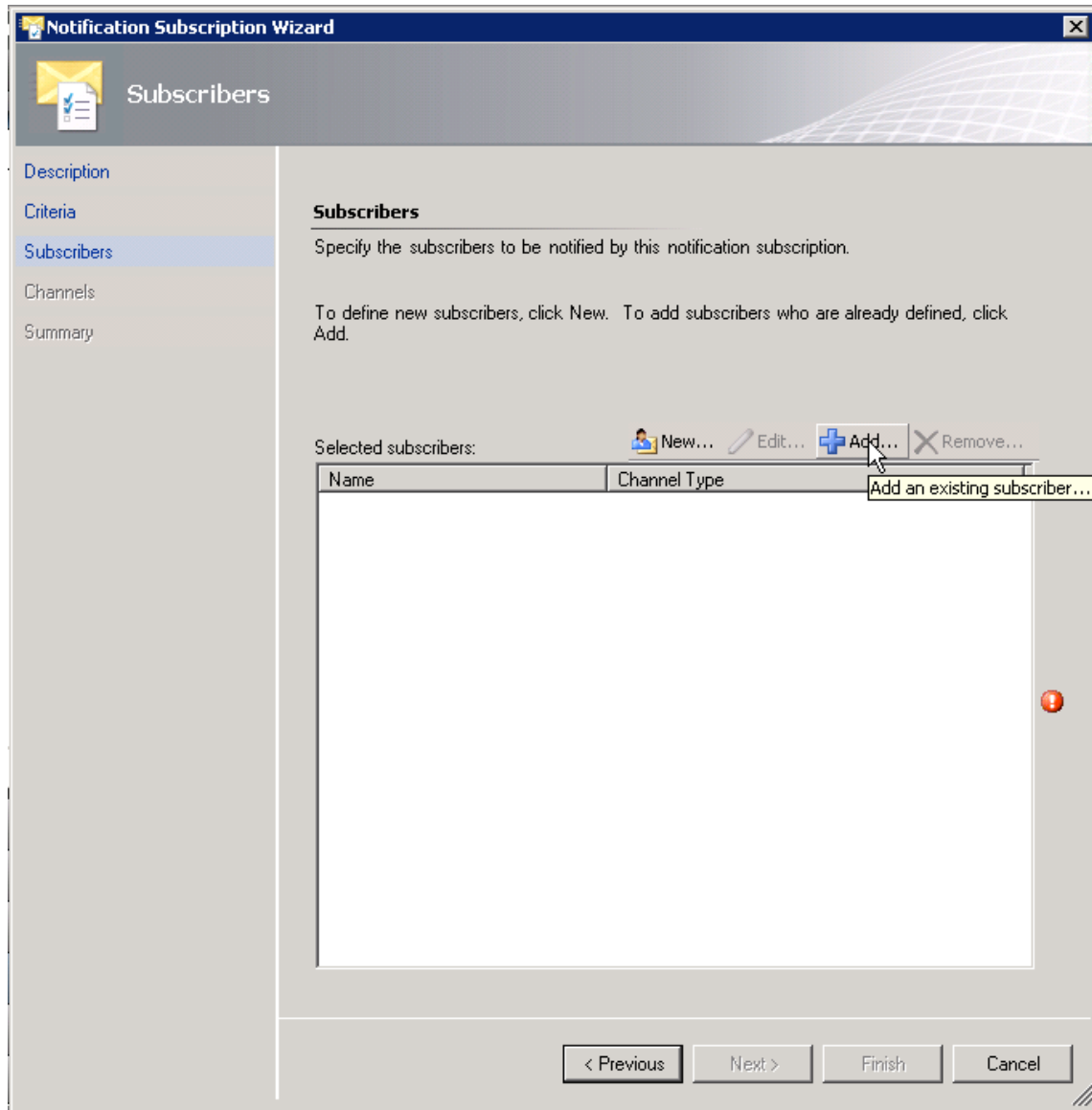
Description:

< Previous   Next >   Finish   Cancel

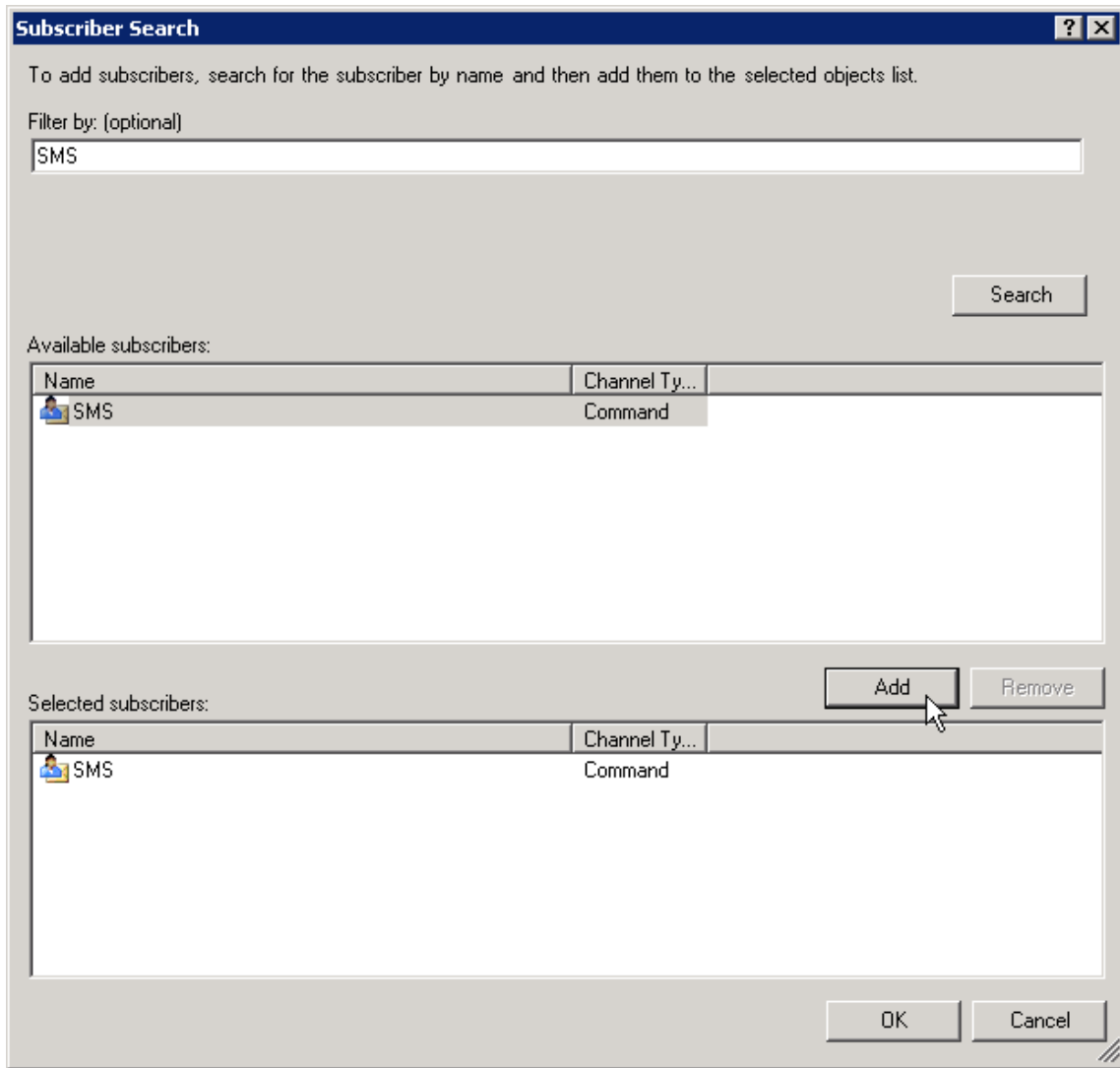
Choose a meaningful name



Be sure that you select the New (0) resolution state to generate an SMS only when the alert appears. If you omit this, a second SMS is generated when the alert disappears – only with the exact same text. This can be misleading!



Add your subscriber created earlier



Select from your subscribers

Notification Subscription Wizard

## Subscribers

Description

Criteria

**Subscribers**

Channels

Summary

**Subscribers**

Specify the subscribers to be notified by this notification subscription.

To define new subscribers, click New. To add subscribers who are already defined, click Add.

Selected subscribers:

New... Edit... Add... Remove...

Name	Channel Type
SMS	Command

< Previous   Next >   Finish   Cancel

**Notification Subscription Wizard**

**Channels**

Description

Criteria

Subscribers

**Channels**

Summary

**Channels**

You can set the channels for notifications generated by this subscription. Currently the following channels are specified:

New... Edit... Add... Remove...

Channel	Type	Endpoint
---------	------	----------

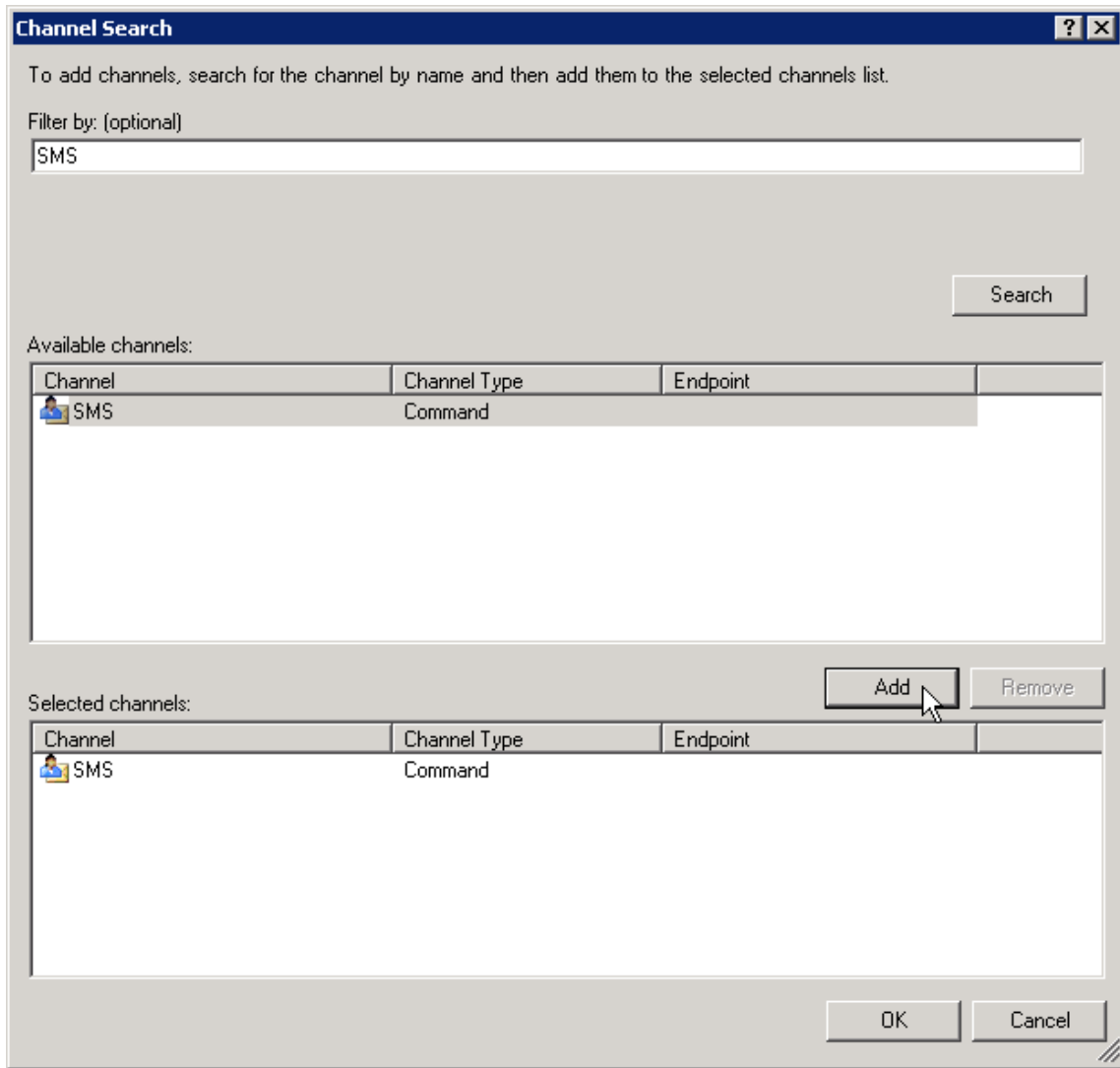
Alert aging:

Send notifications without delay

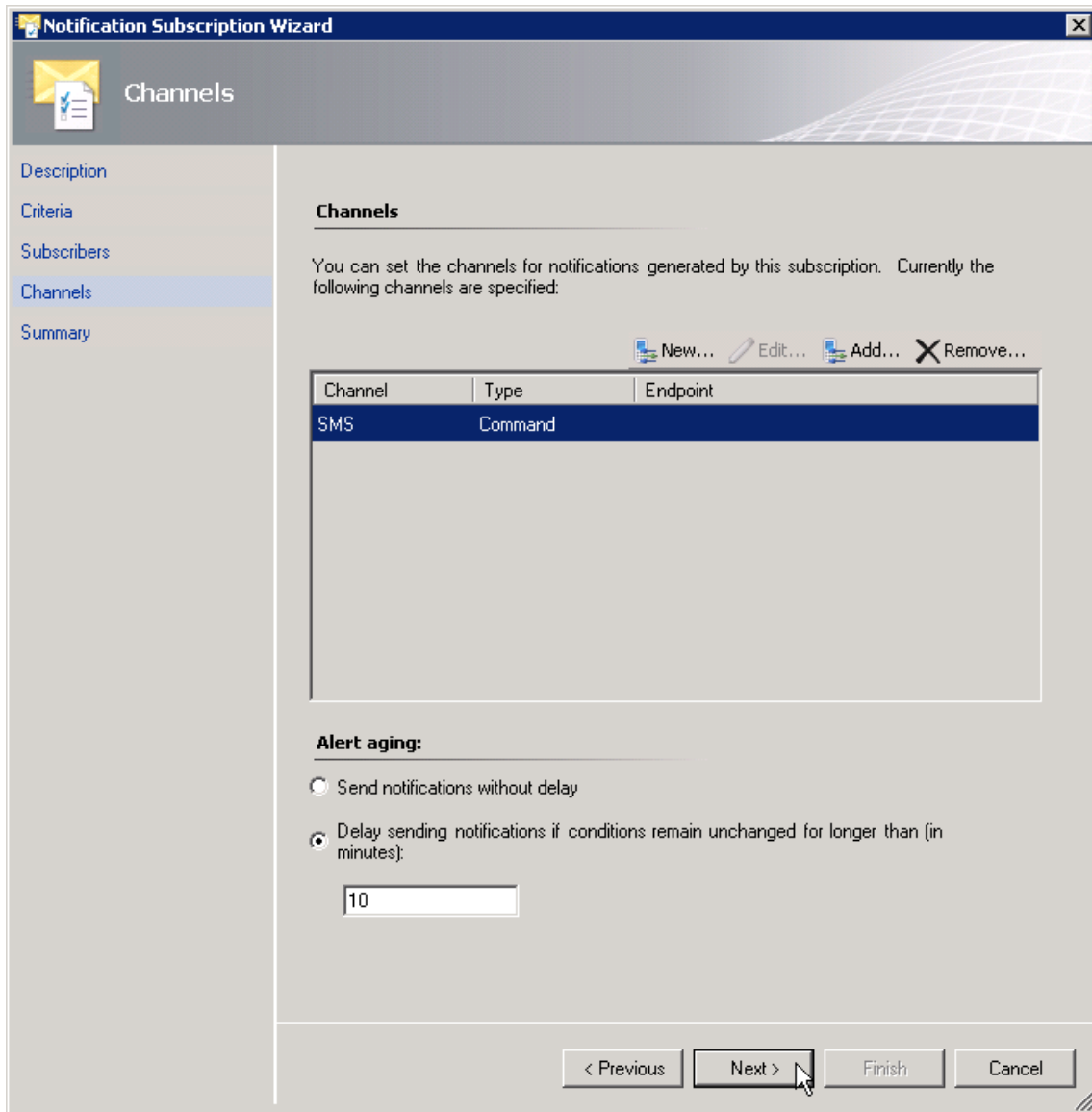
Delay sending notifications if conditions remain unchanged for longer than (in minutes):

10

< Previous Next > Finish Cancel

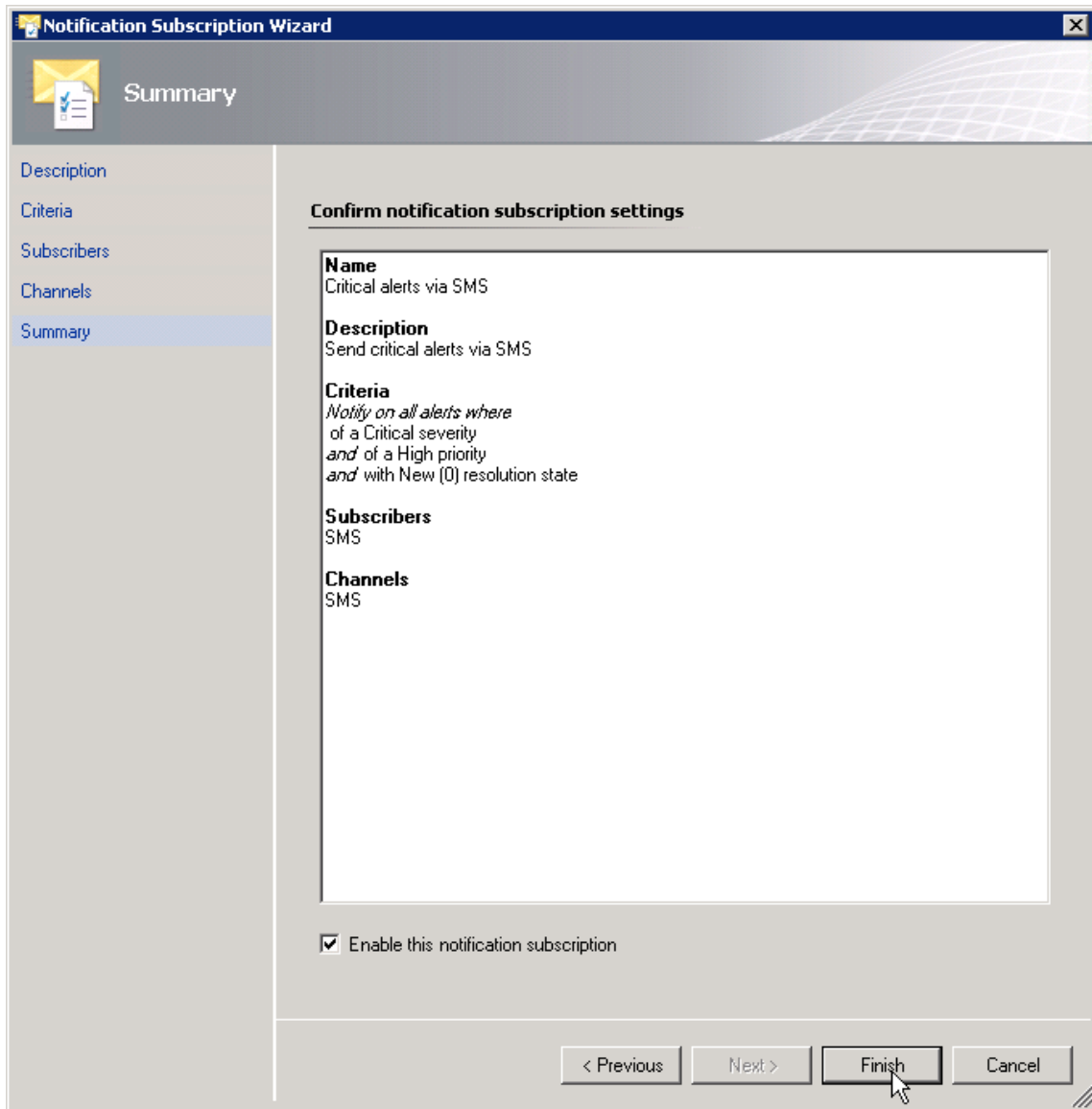


Select from your channels



Best practice: Delay the SMS alert for some minutes





Here we are!