

Integration with Microsoft Operations Manager 2005

About Operations Manager

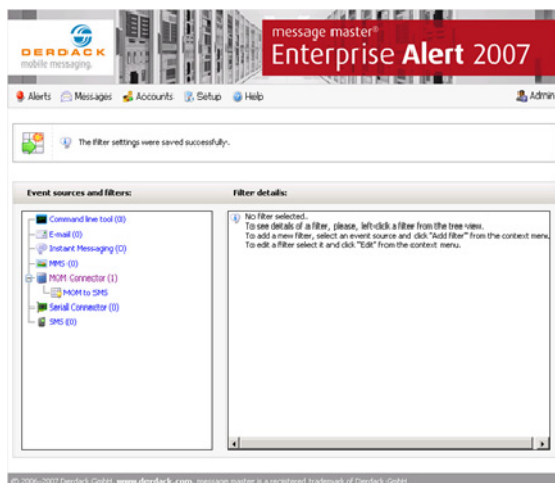
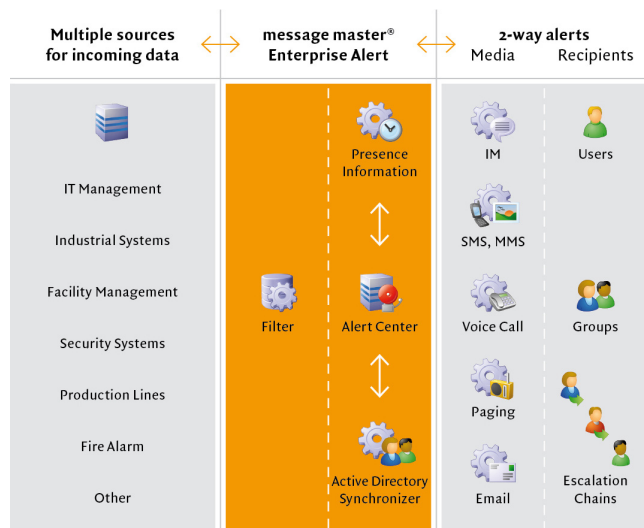
Microsoft Operations Manager (MOM) 2005 helps provide you with the knowledge to avoid the avoidable - reducing the complexity associated with managing today's IT infrastructure environment and lowering the cost of operations.

MOM 2005 - a key component of the Dynamic Systems Initiative - provides manageability as part of the design and implementation of Windows Server System technologies.

By delivering operational knowledge and subject expertise directly from the application developers, MOM 2005 helps simplify identification of issues, streamlines the process for determining the root cause of the problem, and facilitates quick resolution to restore services and to prevent potential IT problems.



Functional diagram



Integration

message master® Enterprise Alert 2007 is shipped with a specific Product Connector for seamless integration with Microsoft MOM. The main purpose of the Product Connector is to forward alerts to message master® Enterprise Alert 2007. Additionally, the message master® Enterprise Alert 2007 Product Connector works 2-way, i.e. it will forward alerts from MOM to message master® Enterprise Alert 2007 and will also update their delivery information and their status directly in MOM. It is an MOM plug-in and can be addressed directly through Event Rules. The MOM Connector currently supports one Microsoft MOM 2005 SP1. The MOM Product Connector is designed as a separate Windows Service running within the security context specified during the installation. The Connector has a separate event filter group in the event filter of message master® Enterprise Alert 2007. Information coming from



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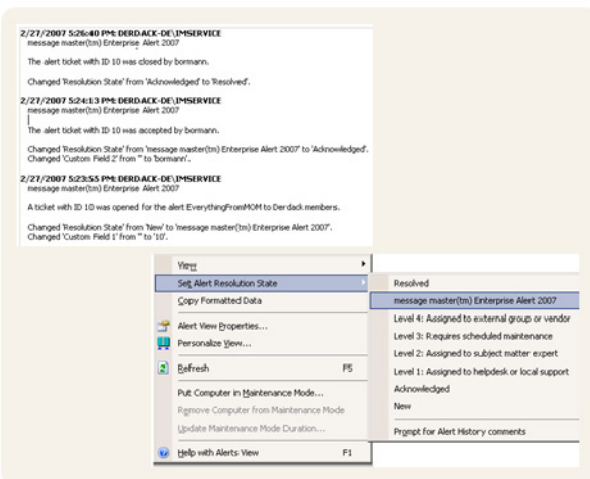


Configuration

The message master® Enterprise Alert 2007 Product Connector for MOM must be configured and activated within message master® Enterprise Alert 2007. Automatically, a Product Connector with a unique MOM Connector ID is created within your MOM on the MOM host.



The message master® Enterprise Alert 2007 Product Connector for MOM can be directly addressed by Event Rules within MOM. These Event Rules need to be created in order to forward alerts.



How it works

MOM alerts can be forwarded to the message master® Enterprise Alert 2007 Product Connector manually by assigning the resolution state to “message master® Enterprise Alert 2007” or automatically through an Event Rule in MOM.

The connector retrieves alerts as new alerts and will acknowledge the successful forwarding to message master® Enterprise Alert 2007 in the alert history of MOM. The Product Connector transmits alert as new events to the event filter of message master® Enterprise Alert 2007. If an according filter exists and matches, a new ticket will be initiated and new alert status is sent back to MOM.

Key benefits

- Plug-and-Play solution for automated, multi-modal notifications. MOM alerts via SMS, MMS, Email, Voice Calls, Pagers, IM
- Automated forwarding of MOM 2005 events to different single persons, groups, escalation chains and schedules.
- Delivery tracking, processing of replies and true 2-way communication. Comprehensive reporting on all messages and tickets.
- Seamless integration with a Product Connector

All status updates of this ticket, e.g. message delivery, will be automatically sent back to MOM. Examples for alert updates are the initiation of the ticket or when someone has accepted or closed the ticket. The notification to be sent when alert processing takes place in message master® Enterprise Alert 2007 can be configured in the alert processing settings.



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