

Alert Messaging Server

Alert Messaging Server

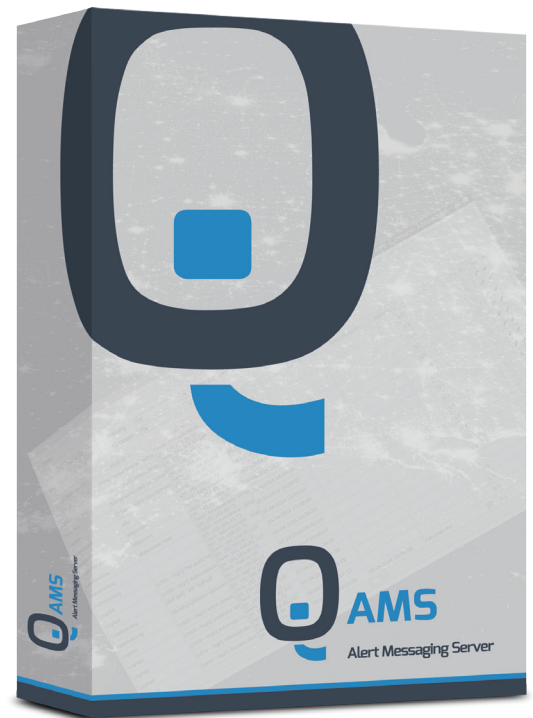
IT monitoring and reporting become more and more important.

Alert Messaging Server (AMS) is a two-way messaging system to **alert admins** and other staff with **mission-critical information** at **any time** and **any place**, allowing for remote response via email and SMS.

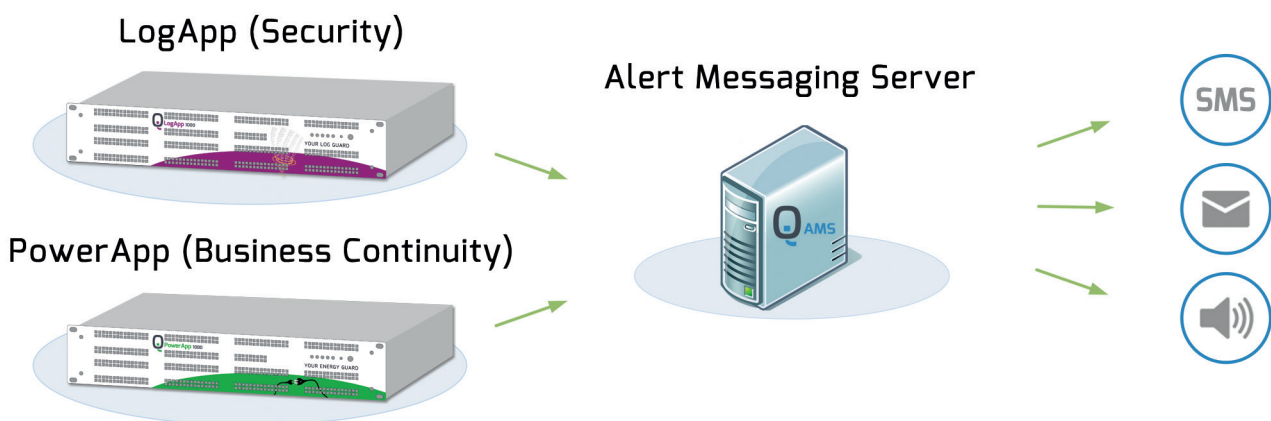
With the proven AMS you can easily initiate complex interactions with monitoring systems, allowing database record updating, message retrieval and more.

A monitoring solution reports an **IT problem** to the AMS. In the case of a mail server blackout, the alert queue would be broken.

Alert Messaging Server **ensures** the **alert delivery** based on a service schedule **within seconds**. If there is a problem with text message delivery to the first admin in the queue, the alert will be sent to the standby admin, defined in the escalation procedure. These steps are documented and can be reviewed at any time. Within minutes the admins can start to solve the mail server problem.



The alerting scenario: And you know it first!



TIP!



Use iQSol AMS for your purposes: 2-Factor-Authentication, Geofencing, ...

Key Features

- alerting via email/SMS/voice
- alerting confirmation via SMS/email/web console
- definition/import of service schedules
- import of holidays
- escalation scenarios
- multitenancy
- high availability
- action after alert confirmation
- alarm profiles enable different schedules (for email/SMS/voice)
- definition of users and user roles
- alert & audit logging
- administration via web console
- AD/LDAP-integration
- broadcast-messages
- Linux/Unix client
- Follow-The-Sun support
- reporting

System Requirements

Queue & Alert Manager:

Windows 2008 R2/2012 R2/2016 Server
.NET Framework 4.5

AMS Client:

Windows 7/8/10
Windows 2008 R2/2012 R2/2016 Server
.Net Framework 4.5
Linux/Unix

Frontend:

IIS 7.5+, Internet Explorer 8.0+

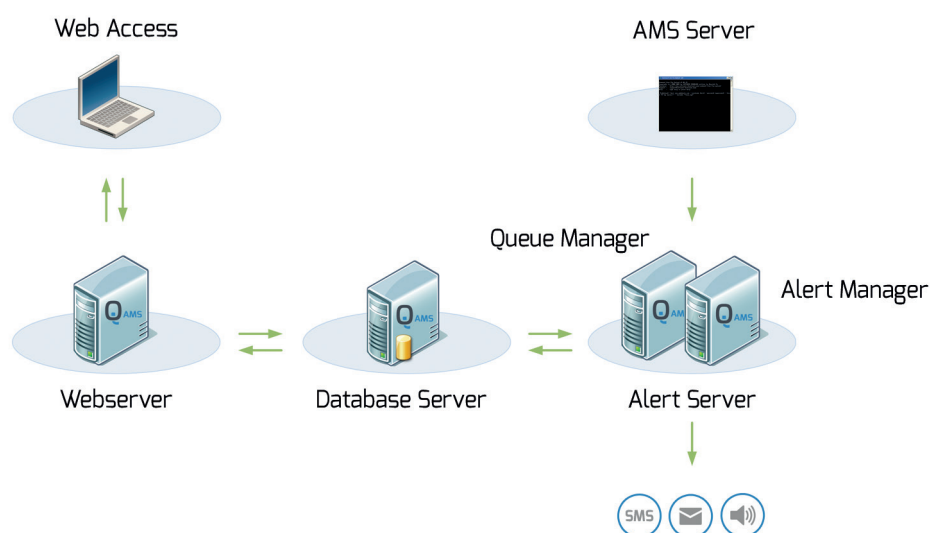
Backend:

SQL Server 2008 R2/2012/2014/2016/2017

Hardware:

Siemens TC35i / Cinterion MC52i GSM modem
activated SIM card from the provider of your choice
optional: Dialogic Diva UM-BRI-2 for voice calls

AMS Architecture



Integration

AMS can be integrated in NetIQ AppManager and Security Manager, Microsoft System Center, HP Openview, Remedy, CA, IBM Tivoli, BMC Patrol, WhatsUp Gold etc. Custom integration is possible with most applications as well.

