**Best Practices for.... “Setting up email notifications for alerts”**

Many IT organizations require that email notifications (including email-to-page notifications) be sent to the appropriate administrators when an alert is detected. This article describes a best practice methodology for setting this up in the Enterprise Manager (EM) 10g Grid Control Console.

**Step I. Setup the mail servers**

The first step involves setting up your mail servers. Using an EM super administrator account, logon to the EM Console, click on the global 'Setup' link at the top, and select the "Notification Methods" link. The ‘Mail Server’ section of the Notification Methods page allows you to define settings for your mail server.

If you have multiple mail servers, specify them all to improve the reliability of email notification delivery. When email needs to be delivered, the first mail server will be used. If that fails, then the second email server will be used, etc.

When entering the ‘Sender’s E-mail address’, specify the email address of the person to whom email delivery problems should be reported. In case of delivery problems, EM will send information about the problem to the email address specified in the ‘Sender's E-mail address’ field.

Finally to verify your setup is working correctly, click on the 'Test Mail Servers' button and make sure an email message from Enterprise Manager was sent to the address specified in the 'Sender's E-mail address' field.

Remember to click on the ‘Apply’ button to save your settings.

**Step II. Setup EM user accounts for your administrators**

Each administrator should have his own EM (user) account. This EM account needs to be defined by an EM super administrator.

**Step III. Each EM user should define their own notification settings**

Once you have been given an EM user account, logon to the EM Console and customize your notification settings as follows:

**a) E-mail addresses**

In the ‘Preferences’ area of the console, under the ‘General’ page, specify all the email addresses that will be used to send you notifications. For example, you can specify an address that
corresponds to your work email, and another for your email-to-page address. You also have a choice of using the 'long' or 'short' message format for each address. You might want to use the 'long format' for your work email and the 'short format' for your email-to-page address. After entering these addresses, click on the 'Apply' button to save your entries. Also use the 'Test' functionality and make sure you have received test messages from EM for all the addresses specified.

b) Notification Schedule
Next, you will need to define your notification schedule. EM will NOT send you email notifications if you do not have a schedule defined.

A notification schedule is used to represent your on-call schedule. It tells EM two things: (a) the day and time you should be contacted and (b) the email addresses to be used during those times. Any time slot that is left empty in the schedule means that EM should NOT send you email notifications, even though alert may occur during that time.

It is important to note that the schedule you specify will automatically repeat. You will be asked the schedule’s ‘rotation frequency’ which really refers to the number of weeks after which the schedule will repeat. If you have a schedule that repeats every week, your rotation frequency is 1 week. If you have an alternating on-call schedule (i.e. on-call on week, off duty the next), then your rotation frequency is 2 weeks. In this latter case, you would specify your on-call schedule for WEEK1, then leave WEEK2 empty. When the 3rd week comes around, the schedule repeats and will start using the contact information specified in WEEK1.
Step IV. Define and subscribe to Notification Rules
The final step involves setting up of ‘Notification Rules’. Notification Rules instruct EM on the notifications that should be sent when certain types of alerts are detected.

EM comes with predefined out-of-box notification rules that cover the most basic alerts – target down alerts as well as the more common critical alerts. Review these rules to determine if any or all of these are appropriate for your needs. Subscribe to receive notifications for the appropriate rules by selecting the rule and clicking on the ‘Send Me E-mail’ button.
If none of the predefined rules cover your requirements, you can create your own rules to cover the types of alerts you are interested in. When creating your rules, be sure to select the 'Send Me E-mail' option to actually receive email notifications for these alerts. It is also good practice to make these rules 'public' if you believe other administrators are interested in the same alert conditions and can simply subscribe to your rule instead of creating their own.
Once you’ve completed all 4 steps, you should be all set to receive email notifications for all the alerts you’re interested in.

For more information on any of these steps, refer to Chapter 9, “Configuration Notifications”, of the *Oracle Enterprise Manager Advanced Configuration 10g Release 1* documentation.