Good Message

Introduction

In a'lot of scenarios, it is important that GreenLight provides a kind of "reset notification" mechanism which allows the customer to trigger a "good message".
A "good message" or "reset status message" is nothing else than a <u>single message</u> whenever the previous faulting server returns back to a normal condition/state. A so called "good/OK" state.

Below you find configuration details on how to use this functionality.

Example

Configuration

The Status Rest functionality is available in any action type except for *Console Command* and *Store Historical Data.*
As mentioned above, this notification gets only triggered once (whenever the server status switches from *bad* to *good*).

Whenever you configure the *Notification Message* of an Action you will see two check boxes and a second tab.

<u>Checkbox1:</u>

> *Send Status Reset Message*
> if you select this checkbox, then you want to receive and trigger a "good message".

<u>Checkbox2:</u>

> *Override Message Text*
> an addition tab called "Status Reset Message" will appear where one can specify an alternative text for the "good message"

<u>Usecase 1 – Reset notification **without** changing the text message</u>

- Select "*Send Status Reset Message*"
- Change Type to "*Failure*"
- Enter the following string to the Short Text

> ${gl:commonName(config.nodeDefinition.name)} is $[ActionStatus_UpDown]

Result:

In case of a downtime of the server, the administrator receives the message:

"*Cronus is down*" (Cronus is the common server name in this example)

Whenever the server becomes available again, a message fires off with the following text:

"*Cronus is up*"

Usecase 2 – Reset notification **with** changing the text message

- Select "*Send Status Reset Message*"
- Select "Override Message Text"
- Change Type to "*Failure*"
- On the "Message" Tab, enter the same string like before to the Short text field
- Enter a static text to the Text field (e.g "Houston we have a problem")

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- on the "Status Reset Message" use the same text for the Short Text field
- As a Text on this Tab use again a static content (e.g. "Back to normal")

Result:

In case of a downtime of the server, the administrator receives the message:

> *"Cronus is down*
> *Houston we have a problem"*

Whenever the server becomes available again, a message fires off with the following text:

> "*Cronus is up*
> *Back to normal ;)"*

Conclusion

Simple: By using this functionality you can trigger a "good" notification.