

## How to configure System event notifications

- Parallels Remote Application Server

### Symptoms

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### Resolution

You can configure system event notifications on the **Farm > Site > Settings > Notifications** tab. Notifications are used to alert the administrator about system events via email. When you configure notifications, the settings apply to all servers in the Farm.

To configure notifications, you first need to configure notification handlers where you can specify threshold values (where available) and whether an administrator should be notified via email. You can also configure notification scripts, which will be automatically executed when an event occurs.

Configuring notification handlers To configure notification handlers:

1. In the RAS Console, navigate to **Farm > Site > Settings**.
2. Select the **Notifications** tab.
3. Click **Tasks > New** (or click the plus-sign icon) and choose an event for which to create a handler. For the list of events and their descriptions, please see the **System Events** subsection below.
4. A dialog opens where you can specify the event handler setting.

On the **General** tab, specify the following options:

- The threshold value (a number or percentage). Not available for some events (such as Licensing, Agent, and some other events).
- The direction (whether the event should trigger when the value rises above or drops below the specified value). Not available for some event (same as above).
- Whether to notify the administrator via email.
- Additional emails (separated by commas or semi-colons) to which to send event messages.
- Whether to execute a script when the event triggers. Here you need to select the **Execute a notification** script option and then choose a script from the drop-down list. Before you can use this option, you need to create one or more scripts.

On the **Criteria** tab, specify the following:

- **Type:** Select the type of objects that trigger notifications.

- **All servers in site:** Select this option to include all available servers.
- **Available:** Select objects that trigger notifications.

On the **Settings** tab, specify the following:

- **Use default settings:** Select this option to use default settings. To edit defaults, click the Edit Defaults link. To use custom settings, clear this option and specify the options as described below.

#### **Notification handler grace period:**

Specify a time period (in minutes) to wait from the event occurrence until the notification is triggered. Some events may trigger but last for a very short period of time. For example, a CPU usage can sharply jump above the specified threshold but quickly return to normal. For such events, it would probably make sense not to trigger the notification right away. This option allows you to specify the delay.

#### **Notification interval:**

Specify the minimum time interval (in minutes) between the last and the next notification. Allows to prevent multiple notifications to be emailed to administrators in rapid succession (i.e. prevents spamming). • **Send one notification and suspend further notifications until recovered:** When this setting is enabled, a notification will be raised only once, and after that it will be suspended until the values monitored by the notification have recovered. For example, if the CPU usage is above the threshold for the whole day, instead of executing the notification handler multiple times, RAS would execute it only once. 5 When done, click OK to save the notification handler.

#### **Send one notification and suspend further notifications until recovered:**

When this setting is enabled, a notification will be raised only once, and after that it will be suspended until the values monitored by the notification have recovered. For example, if the CPU usage is above the threshold for the whole day, instead of executing the notification handler multiple times, RAS would execute it only once.

5. When done, click **OK** to save the notification handler.

Please note that the mailbox should be configured in the RAS Console for the outgoing email functionality to work. This mailbox is usually set up when you run the RAS Console for the first time and then use the Start category to set up your RAS environment.

To enable or disable an event handler, select or clear the checkbox in the first column, or right-click an event and choose Enable or Disable. To modify a handler, right-click it and choose Properties. To delete a handler right-click and choose Delete.

### **System Events**

You can create notification handlers for the following system events:

- **CPU utilization.** Triggers when CPU utilization rises above or drops below a specified value.
- **Memory utilization.** Triggers when memory utilization rises above or drops below a specified value.
- **Number of RDSH sessions.** Triggers when the number of active sessions rises above or drops below a specified value.
- **Number of disconnected RDSH sessions.** Triggers when the number of disconnected sessions rises above or drops below a specified value.
- **RDSH session utilization.** Triggers when the number of RDSH sessions rises above or drops below a specified percentage of the maximum number of sessions.

- **RDSH disconnected sessions utilization.** Triggers when the number of RDSH disconnected sessions rises above or drops below a specified percentage of the maximum number of sessions.
- **AVD session utilization.** Triggers when the number of AVD sessions rises above or drops below a specified percentage of the maximum number of sessions.
- **AVD disconnected sessions utilization.** Triggers when the number of disconnected AVD sessions rises above or drops below a specified percentage of the maximum number of sessions.
- **Number of gateway tunneled sessions.** Triggers when the number of gateway tunneled sessions rises above or drops below a specified value.
- **Failed gateway tunneled sessions.** Triggers when a connection between a gateway and a resource object cannot be established.
- **RAS Agents events.** Triggers when an agent event occurs (e.g. agent disconnects or reconnects).
- **Licensing events.** Triggers when a licensing event occurs. One notable event here is the license usage reaching a predefined threshold. Specifically, when the license usage reaches 90% of all available licenses, you will receive an email, so you have time to decide whether you have enough licenses or need to add more. Other events include license activation/deactivation, license expiration, grace period starting/ending, license information changes, problem communicating with the licensing server.
- **Authentication server events.** Triggers when a connection issues occurs with an authentication server.
- **Published items events.** Triggers when a published item event occurs (e.g. the concurrent instance limit for an application is reached).
- **Template events.** Triggers when a VDI event occurs (e.g. a template is not found).
- **Tenant events.** Triggers when a Tenant event occurs.

For more information on configuring the script, refer to the [Parallels Remote Application Server Administrator's Guide](#) (Page 464).

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