Configure Alert Settings

Configure settings related to alerts.

Overview of configurable alert settings

The following table provides a high-level view of the fields that you can configure based on the alert severity.

<table>
<thead>
<tr>
<th>Field name</th>
<th>Description</th>
<th>Available for severity type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mute alert type</td>
<td>Sets the mute status for the alert type.</td>
<td>Critical Y/N</td>
</tr>
<tr>
<td>Alert Message</td>
<td>Displays the message that will appear in the email sent to the recipients when the alert is generated. This field also accepts custom messages. To include links in the message, simply copy the link URL in the message.</td>
<td>Y/N</td>
</tr>
<tr>
<td>Collate all emails for this alert</td>
<td>Collates all the alerts of the same time in a single email and sends it to its subscribers at a specific frequency.</td>
<td>N</td>
</tr>
<tr>
<td>Email frequency</td>
<td>Displayed only if Collate all emails for this alert is selected. Sets the frequency of the collated email to be sent for the alert type.</td>
<td>N</td>
</tr>
<tr>
<td>Send email notifications to (subscribers)</td>
<td>Stores email addresses of subscribers of the alert.</td>
<td>Y</td>
</tr>
</tbody>
</table>

End users can be notified by selecting Notify Users checkbox which is applicable for the following alert types:

https://docs.druva.com/Endpoints/Alerts%2C_Reports%2C_and_Diagnostics/Alerts/030Configuring_Alert_Settings

Updated: Thu, 23 Sep 2021 19:38:47 GMT
Powered by
- Low User Storage Space Available
- Restore Status
- User Backup Inactivity
- Misconfigured folder alert
- DLP AutoDelete Warning
- Initiating DLP AutoDelete Now

Alert Settings

This section describes how to configure alert settings on the Alert Settings dialog box and describes each field in further detail.

To perform alert settings:

1. On the inSync Management Console menu bar, click

![Bell Icon]

2. Click the Setting and Subscriptions tab. A list of available alerts is displayed on the tab.

3. Select the alert type for which you want to configure settings, and then click Edit. The Alert Settings window appears.

   The fields available for configuration will depend on the severity of your selected alert.
Mute alert type

Use Mute alert type to temporarily disable or freeze an alert with severity High or Warning. By default, all alerts are unmuted.

When you select the Mute alert type checkbox, the alert is considered muted.

Mute and unmute action has the following impact on inSync alerts:

- Muted alerts are not displayed on the Recent and Older tabs.
- Alert count on Manage Alerts page is altered based on whether the alert is muted or unmuted.
- When an alert is muted, the alert email notifications to its subscribers are disabled temporarily as long as it is kept muted.
- Muted alerts appear with a mark in the Subscribers column on the Settings and Subscriptions tab.
- Whenever an alert type is unmuted, the next alert is displayed at the next instance when the alert is triggered. Based on the alert type and the email frequency configured, the email notifications are sent.
- Alert message, subscription template and frequency settings are preserved when it is muted.
To mute alerts:

1. On the inSync Management Console menu bar, click

2. Click the Setting and Subscriptions tab. A list of available alerts is displayed.
3. Select the alert type for which you want to configure settings, and then click Edit. The Alert Settings window appears.
4. Select the Mute alert type checkbox. The alert is now muted.
5. Click Save.

Alert Message

Every alert type comes with a default Alert Message. You can customize this message to suit your requirement. For example, you can change the default text to provide reference links or suggest further course of action in the message for the subscribers of the alert. Mute and unmute actions do not alter the content in the Alert Message field. The alert message limit is 500 characters.

To send custom alert message:

1. On the inSync Management Console menu bar, click

2. Click the Setting and Subscriptions tab. A list of available alerts is displayed.
3. Select the alert type for which you want to configure settings, and then click Edit. The Alert Settings window appears.
4. Type your custom message in the Alert Message box and then click Save. The custom message saved will be sent to all the message recipients whenever the alert is generated.

Notify Users

Notify Users gives the provision to send alert emails to inSync users. The setting is disabled by default. When enabled, users are notified with the email message set in the Alert Message field. Mute action stops the user notification but does not change the Notify Users setting. Hence, when the alert is unmuted, user notification complies to the value set for the field.

To enable alert notifications for the users:

1. On the inSync Management Console menu bar, click
2. Click the **Setting and Subscriptions** tab. A list of available alerts is displayed.

3. Select the alert type for which you want to configure settings, and then click **Edit**. The **Alert Settings** window appears.

4. Select the **Notify Users** checkbox. User notification is now enabled.

5. Click **Save**.

**Collate all emails for this alert**

Collating all emails saves the administrator from receiving individual emails generated for the same alert type for different users. It collates all the emails generated for the same alert type into a single mail and sends it at a configured frequency. You can set the frequency at which you want to receive the email of the collated alerts. The default time for email notification is 9:00 a.m. UTC. Alert notifications contain alerts only from the **Recent** tab on the **Manage Alerts** page.

To enable **Collate all emails for this alert** setting:

1. On the inSync Management Console menu bar, click [3]

2. Click the **Setting and Subscriptions** tab. A list of available alerts is displayed.

3. Select the alert type for which you want to configure settings, and then click **Edit**. The **Alert Settings** window appears.

4. Select the **Collate all email of this alert** check box.

   This displays the **Email frequency** field on the **Alert Settings** page.

5. Set the day and time of **Email frequency**.

   This step is optional. If not set, the email frequency is set to the default setting displayed for **Email frequency**.

6. Click **Save**.

Note that **Collate all emails for this alert** setting is disabled by default for all alerts. This setting is not available for alerts with severity as Critical and Notification.

**Send email notifications to subscribers**

You can add subscribers of the email notifications using **Send email notifications to (subscribers)**. To enable alert notifications, add email addresses of the administrators who need to subscribe to the alert email. Alert notifications get disabled for the subscriber whose email address is deleted from this field.

To add recipients of email notifications:

1. On the inSync Management Console menu bar, click [5]
2. Click the **Setting and Subscriptions** tab. A list of available alerts is displayed.

3. Select the alert type for which you want to configure settings, and then click **Edit**. The **Alert Settings** window appears.

4. Enter the email address of the subscriber in the **Send email notifications to (subscribers)** field. You can add multiple email addresses separated by commas.

5. Click **Save**.

**Enable or disable alert notifications**

To enable or disable the alert notifications,

1. On the inSync Management Console menu bar, click . The list of all alerts appear under the **Recent** and **Older** tabs.

2. Click the **Setting and Subscriptions** tab. A list of available alerts is displayed.

3. Select the alert type for which you want to configure settings, and then click **Edit**. The **Alert Settings** window appears.

4. To receive alert notifications, ensure that your administrator type is added in the **Send email notifications to (subscribers)** field. For example, server administrator.

5. To subscribe yourself or any other administrator to the alert, select the administrator account in the **Send email notifications to (subscribers)** field.

6. To stop receiving email notifications for the alert, remove the administrator account from the **Send email notifications to (subscribers)** field.

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**Note:** You can also disable the alert notifications by muting the alert type. When you unmute the alert, email subscribers will start getting the notifications again.

7. If user action is required, select the **Notify user** check box.

8. Click **Save**.