

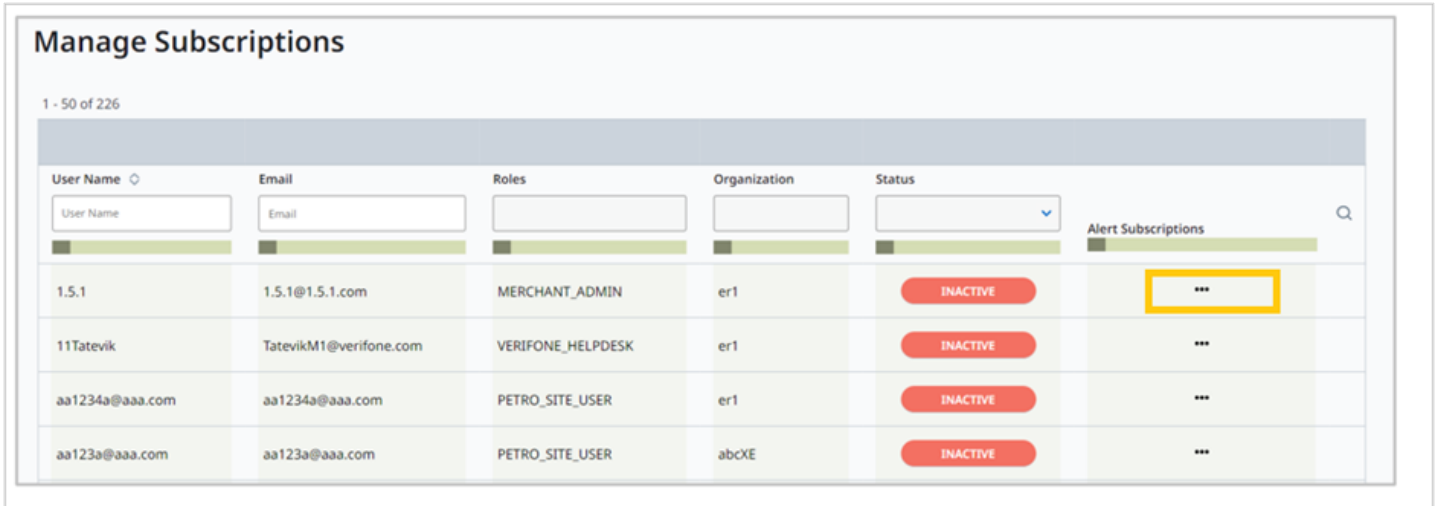
Alert Administration

The **Alerts** feature supports managing the subscription as well as the configuration. The alerts feature allows you to subscribe for alerts.

Manage Subscription

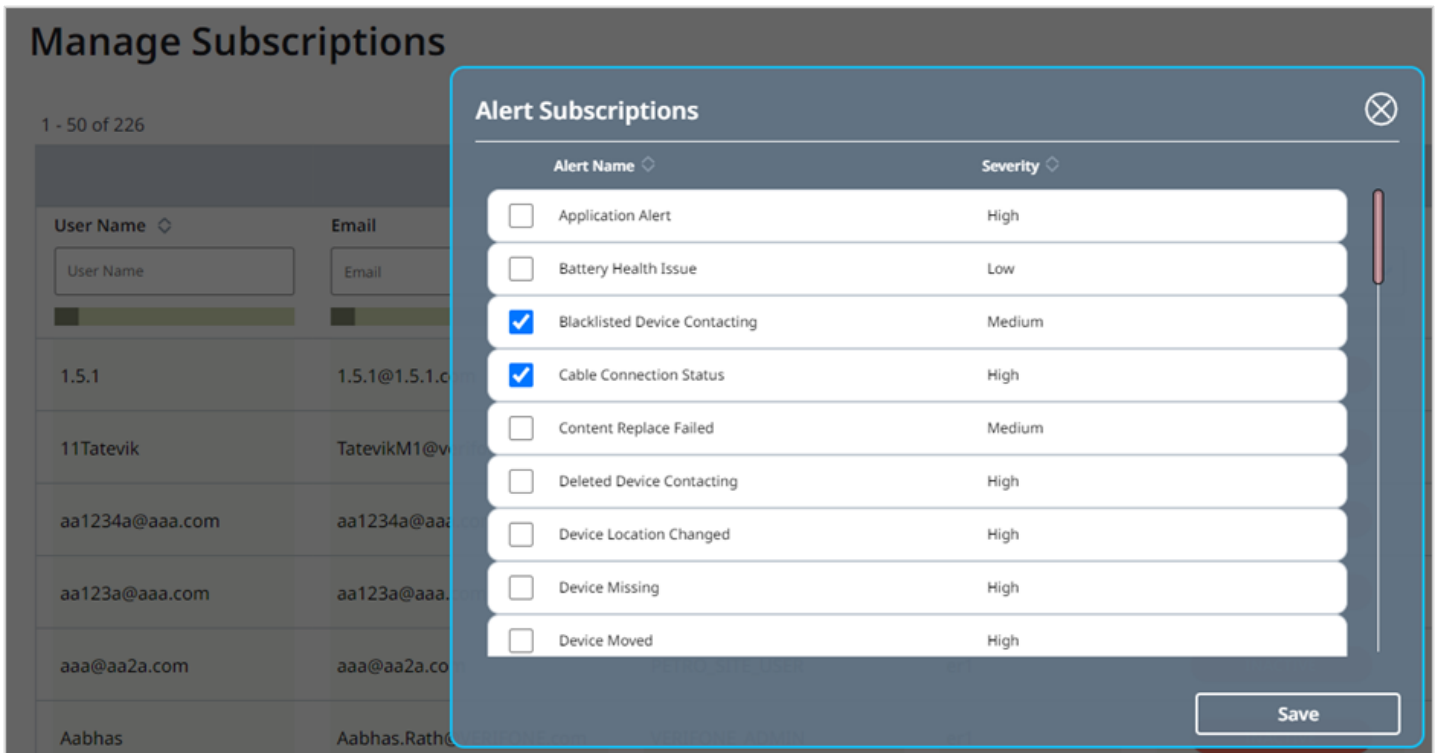
Follow the option sequence below to view the managed subscription.

Verifone Central -> Administration -> Alerts -> Manage Subscription



The screenshot shows the 'Manage Subscriptions' interface. At the top, it displays '1 - 50 of 226'. Below this is a table with columns for User Name, Email, Roles, Organization, Status, and Alert Subscriptions. The 'Alert Subscriptions' column contains three-dot menu icons. One of these icons is highlighted with a yellow box.

| User Name | Email | Roles | Organization | Status | Alert Subscriptions |
|-----------------|------------------------|-------------------|--------------|----------|---------------------|
| 1.5.1 | 1.5.1@1.5.1.com | MERCHANT_ADMIN | er1 | INACTIVE | ... |
| 11Tatevik | TatevikM1@verifone.com | VERIFONE_HELPDESK | er1 | INACTIVE | ... |
| aa1234a@aaa.com | aa1234a@aaa.com | PETRO_SITE_USER | er1 | INACTIVE | ... |
| aa123a@aaa.com | aa123a@aaa.com | PETRO_SITE_USER | abcXE | INACTIVE | ... |



The screenshot shows the 'Alert Subscriptions' modal dialog. It has a title bar with a close button. The dialog contains a list of alert types with checkboxes and their corresponding severities. Two items are checked: 'Blacklisted Device Contacting' (Medium) and 'Cable Connection Status' (High). A 'Save' button is located at the bottom right.

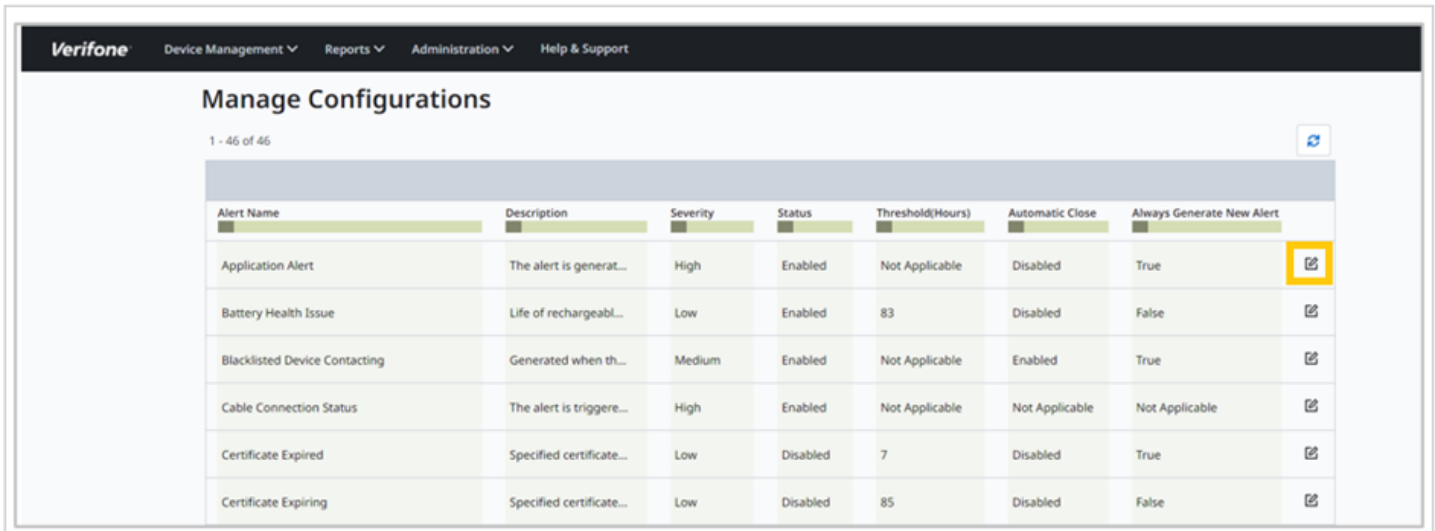
| Alert Name | Severity |
|-------------------------------------------------------------------|----------|
| <input type="checkbox"/> Application Alert | High |
| <input type="checkbox"/> Battery Health Issue | Low |
| <input checked="" type="checkbox"/> Blacklisted Device Contacting | Medium |
| <input checked="" type="checkbox"/> Cable Connection Status | High |
| <input type="checkbox"/> Content Replace Failed | Medium |
| <input type="checkbox"/> Deleted Device Contacting | High |
| <input type="checkbox"/> Device Location Changed | High |
| <input type="checkbox"/> Device Missing | High |
| <input type="checkbox"/> Device Moved | High |







Select the alerts to subscribe.

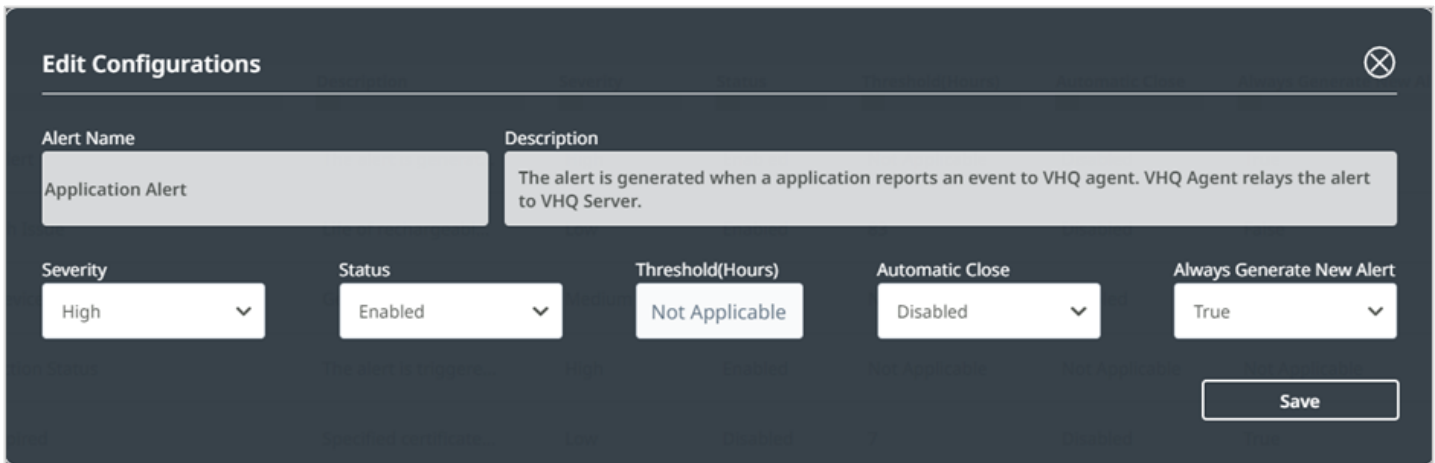
Manage Configuration

Follow the option sequence below to view manage-configuration.

Verifone Central -> Administration -> Alerts -> Manage Configuration



| Alert Name | Description | Severity | Status | Threshold(Hours) | Automatic Close | Always Generate New Alert | |
|-------------------------------|--------------------------|----------|----------|------------------|-----------------|---------------------------|--------------------------------------------------------------------------------------|
| Application Alert | The alert is generat... | High | Enabled | Not Applicable | Disabled | True |  |
| Battery Health Issue | Life of rechargeabl... | Low | Enabled | 83 | Disabled | False |  |
| Blacklisted Device Contacting | Generated when th... | Medium | Enabled | Not Applicable | Enabled | True |  |
| Cable Connection Status | The alert is triggere... | High | Enabled | Not Applicable | Not Applicable | Not Applicable |  |
| Certificate Expired | Specified certificate... | Low | Disabled | 7 | Disabled | True |  |
| Certificate Expiring | Specified certificate... | Low | Disabled | 85 | Disabled | False |  |



Edit Configurations

Alert Name: Application Alert

Description: The alert is generated when a application reports an event to VHQ agent. VHQ Agent relays the alert to VHQ Server.

Severity: High

Status: Enabled

Threshold(Hours): Not Applicable

Automatic Close: Disabled

Always Generate New Alert: True

Save

The severity, status, threshold, Automatic close, and always generating new alert options can be configured.