

Procedure to Monitor CPAM Gateways Going Down or Unknown Status

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Introduction

This document describes how to monitor Cisco Physical Access Manager (CPAM) gateway using Automation Rule. If any of the gateway changes their status to Down or Unknown, it is notified via email.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CPAM 1.4.x or CPAM 1.5.x
- SMTP Server & Port
- Email Address

Components Used

This document is not restricted to specific software and hardware versions.

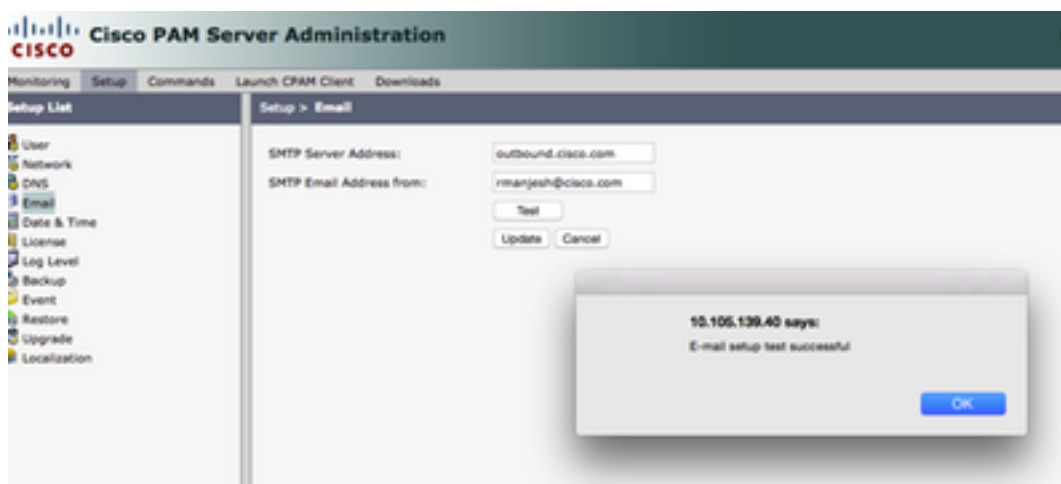
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Configure SMTP on CPAM Server

Step 1. Login to **CPAM Administration** page, as shown in the image:



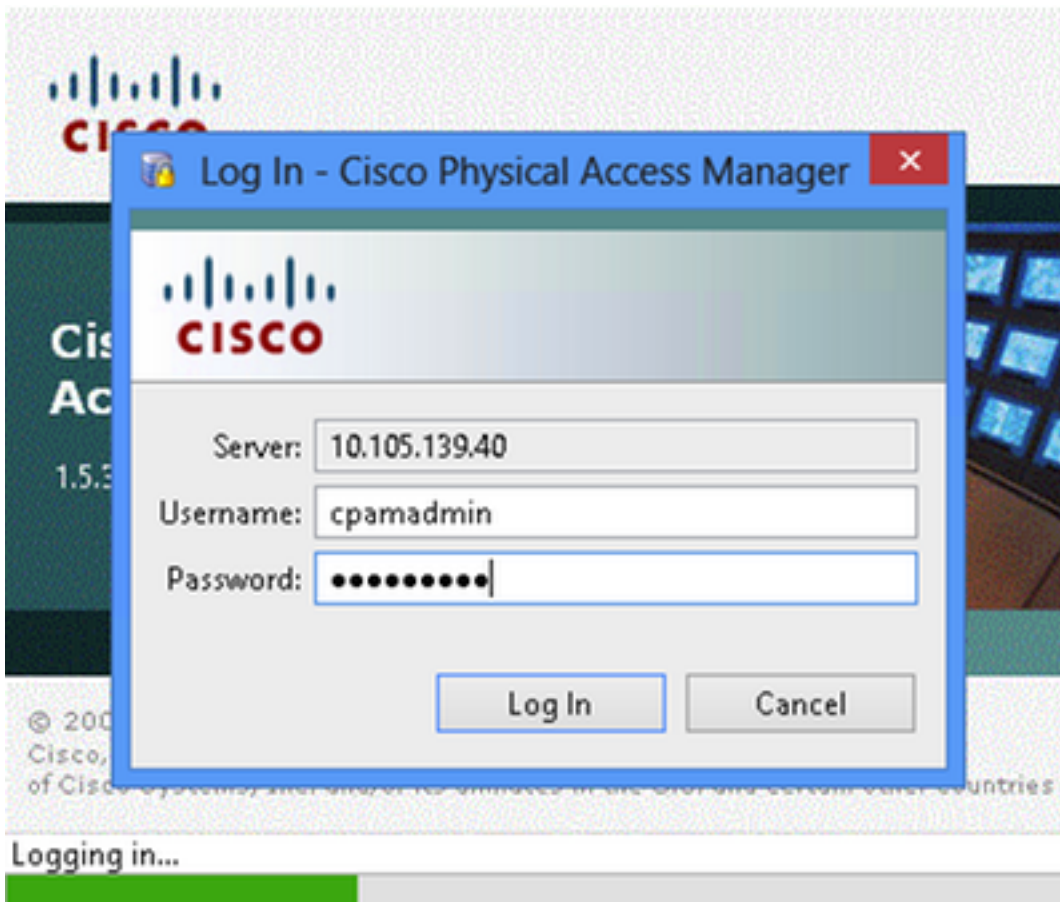
Step 2. Navigate to **Setup > Email**, Configure the Simple Mail Transfer Protocol (SMTP) Server Address and Email Address, as shown in the image:



Step 3. Click **Update**.

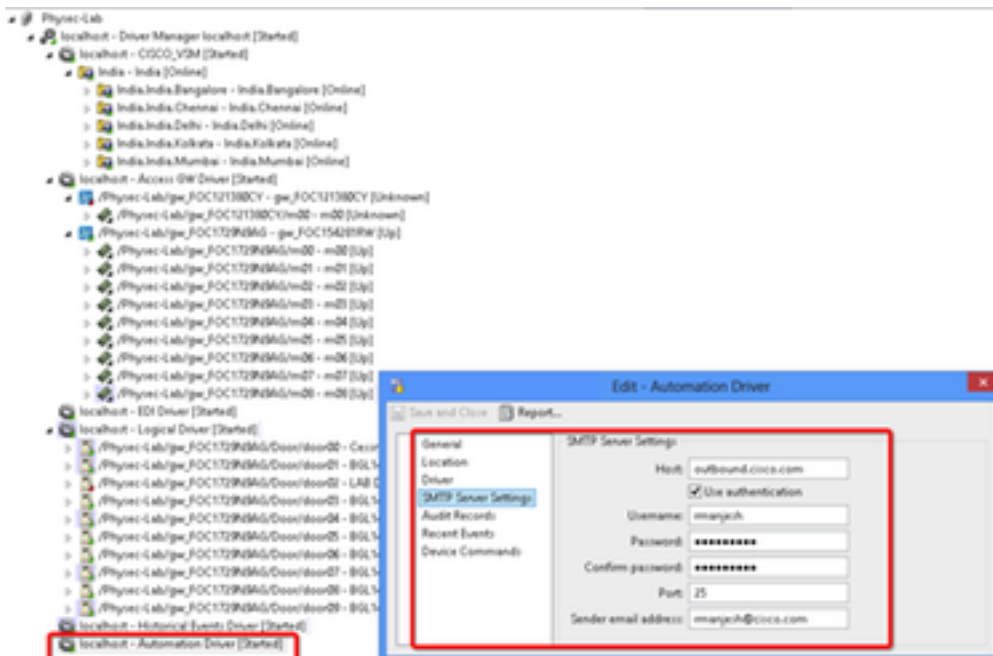
Step 4. Click in **Test**. (CPAM server sends **Test** email to Email Address).

Step 5. Log in to **CPAM Client**



Configure Automation Rule from CPAM Client

Step 1. Navigate to **Doors > Hardware**, as shown in the image:



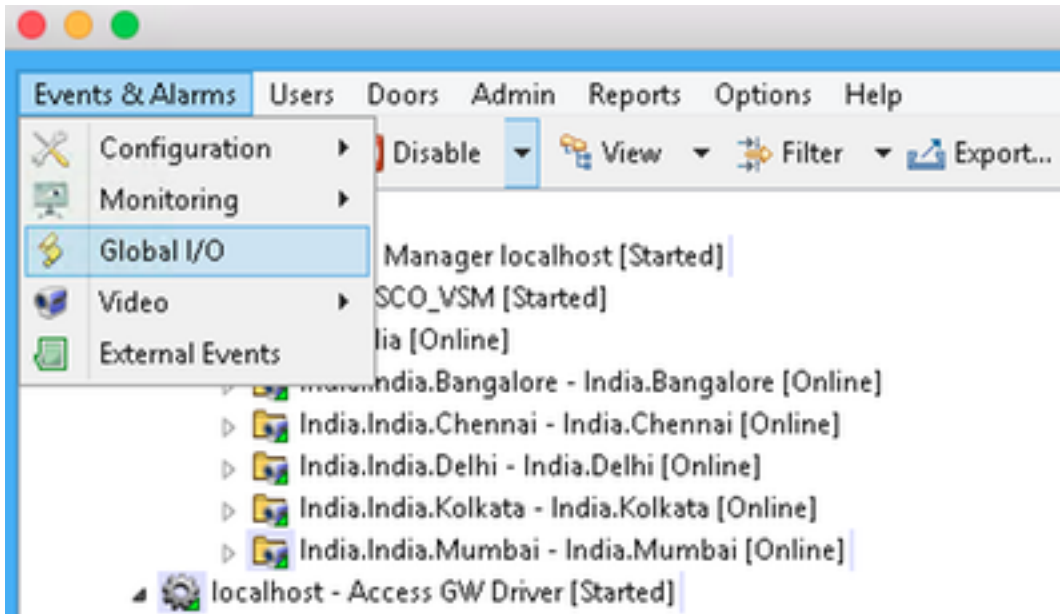
Step 2. Right click on **Automation Driver**, Select **Edit**.

Step 3. Navigate to **SMTP Server Settings** and fill all the SMTP details

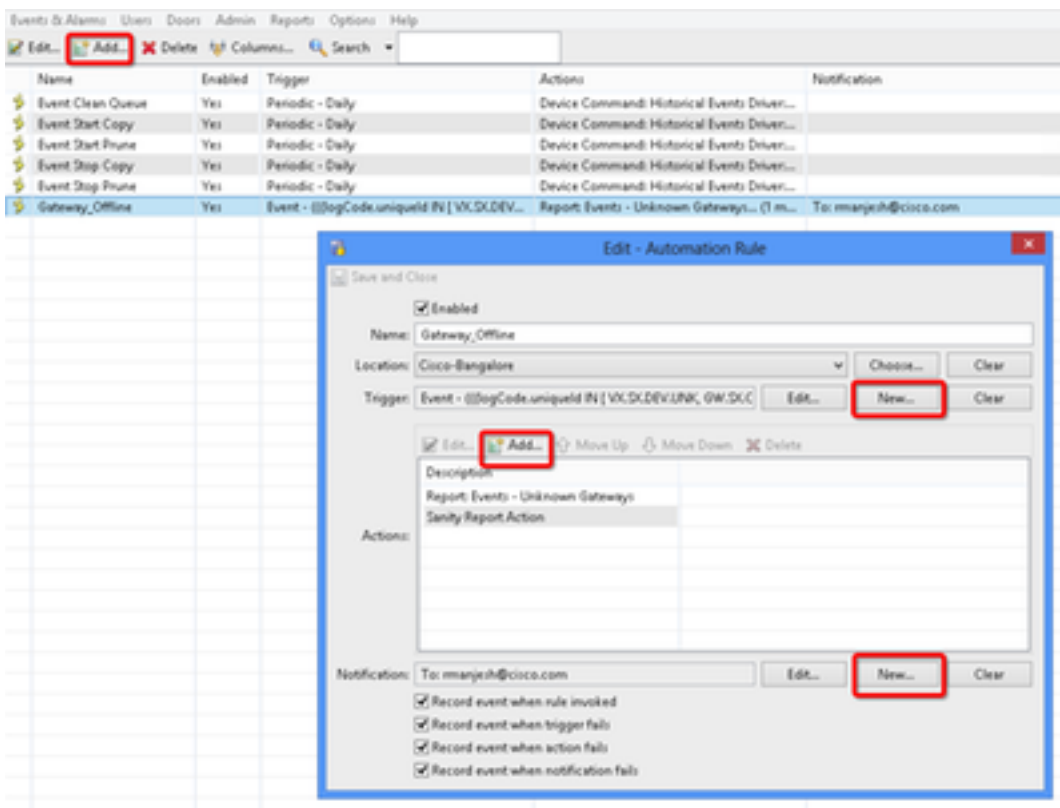
- Host – SMTP server address

- Check Use Authentication
- User name – User ID
- Password
- Port – 25
- Sender Email Address – Email Address of above user.

Step 4. Navigate to **Events & Alarms > Global IO**, as shown in the image:

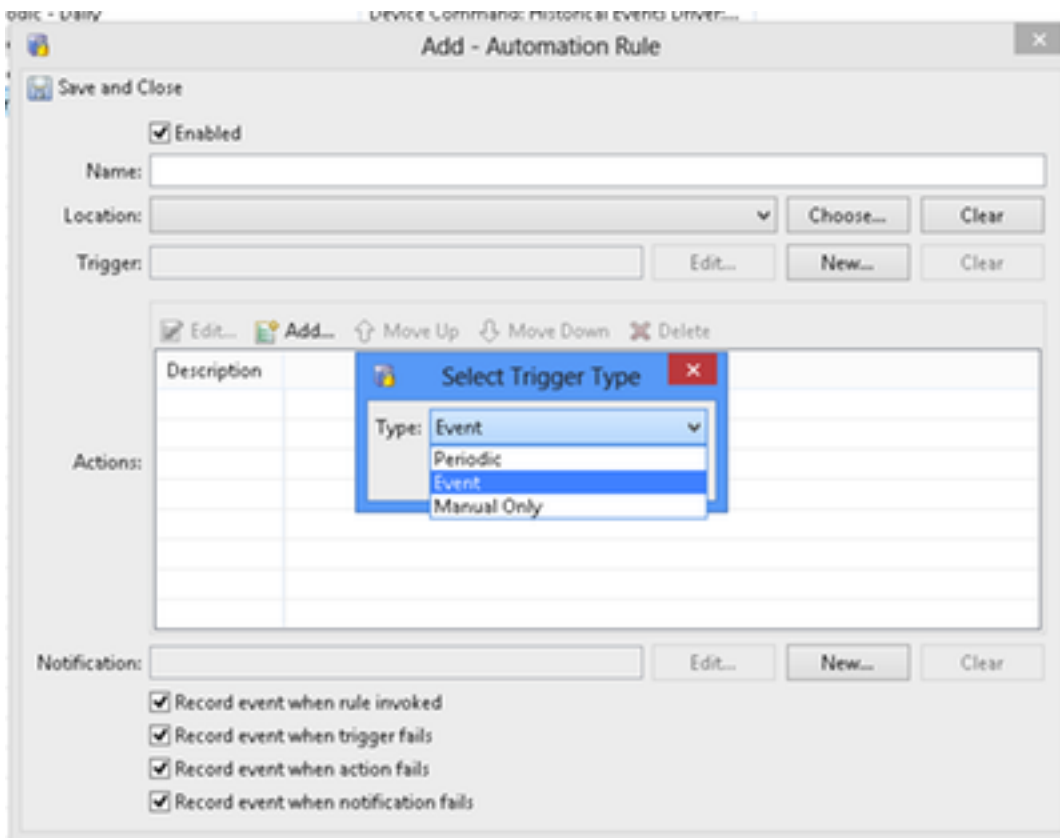


Step 5. As shown in the image, click **Add**.

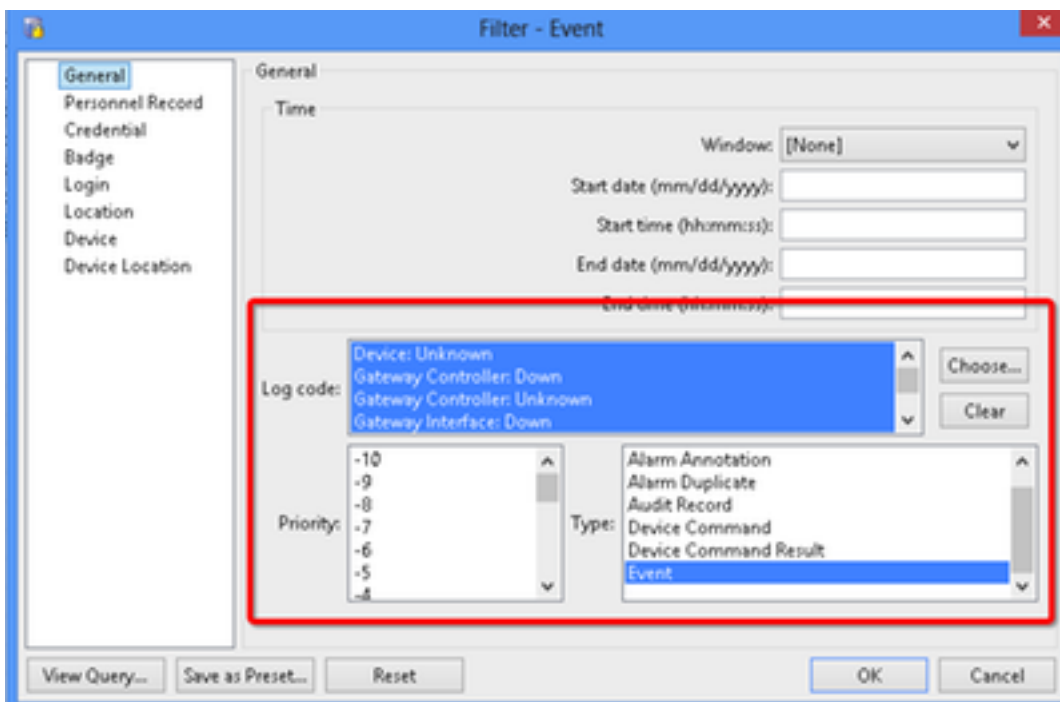


Step 6. Enter the **Name** and Select the **Location Tree**.

Step 7. Trigger, Select **EDIT** and then **Event**

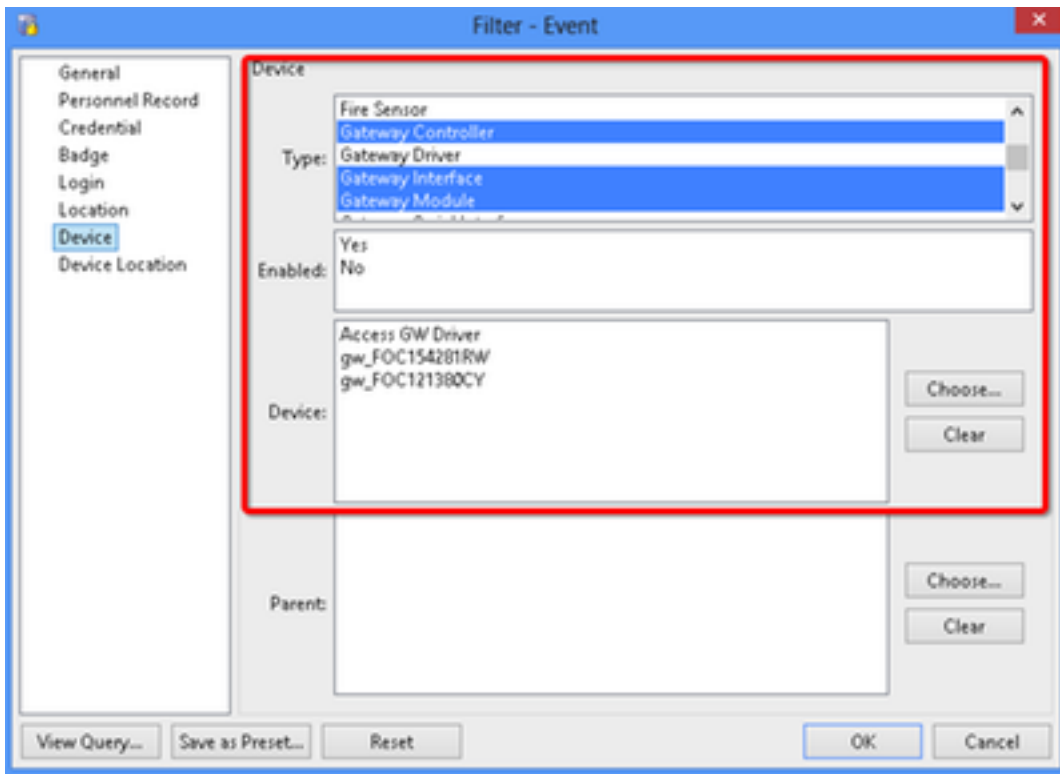


Step 8. Click in **Edit Filter**, as shown in the image:



Navigate to **General > Log Code**. Choose these log code

- Device: Unknown
- Gateway Controller: Down
- Gateway Controller: Unknown
- Gateway Interface: Down
- Module Down
- Select Event from Priority

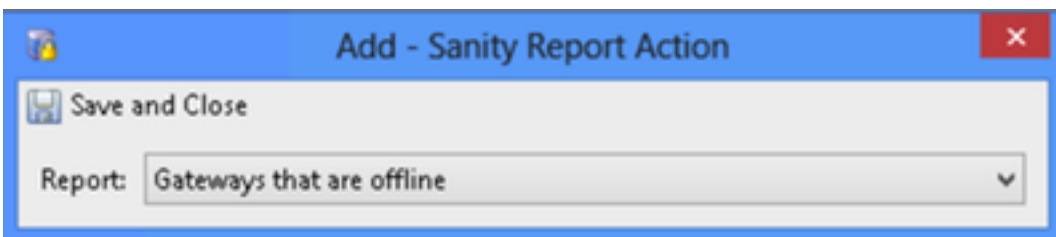
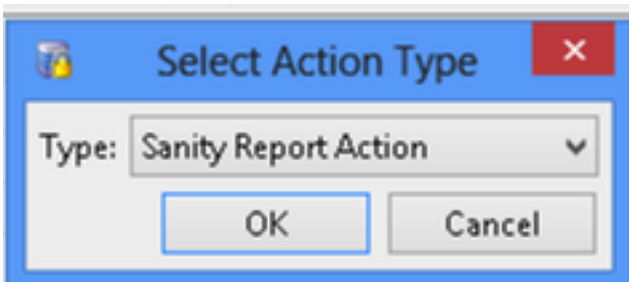
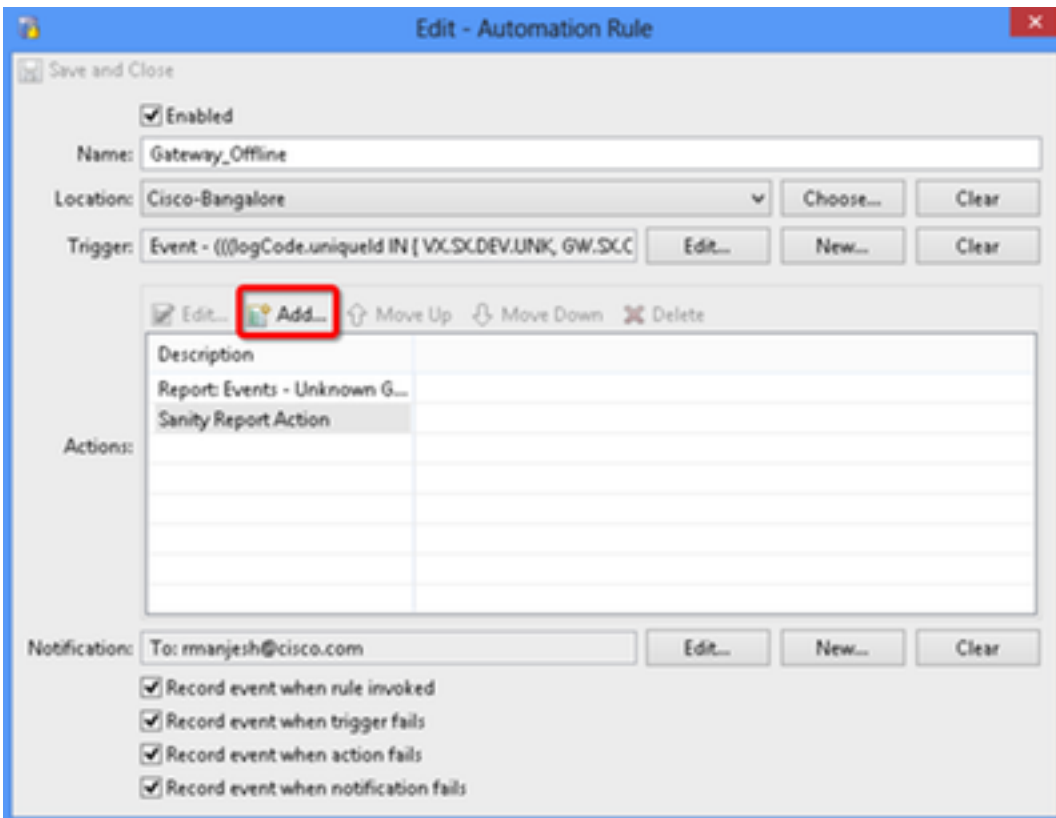


Select Device. Choose these Type

- Gateway Controller
- Gateway Interface
- Gateway Module
- Go to Device, Choose all the Gateways.

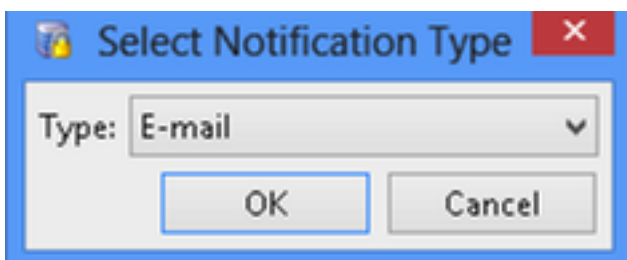
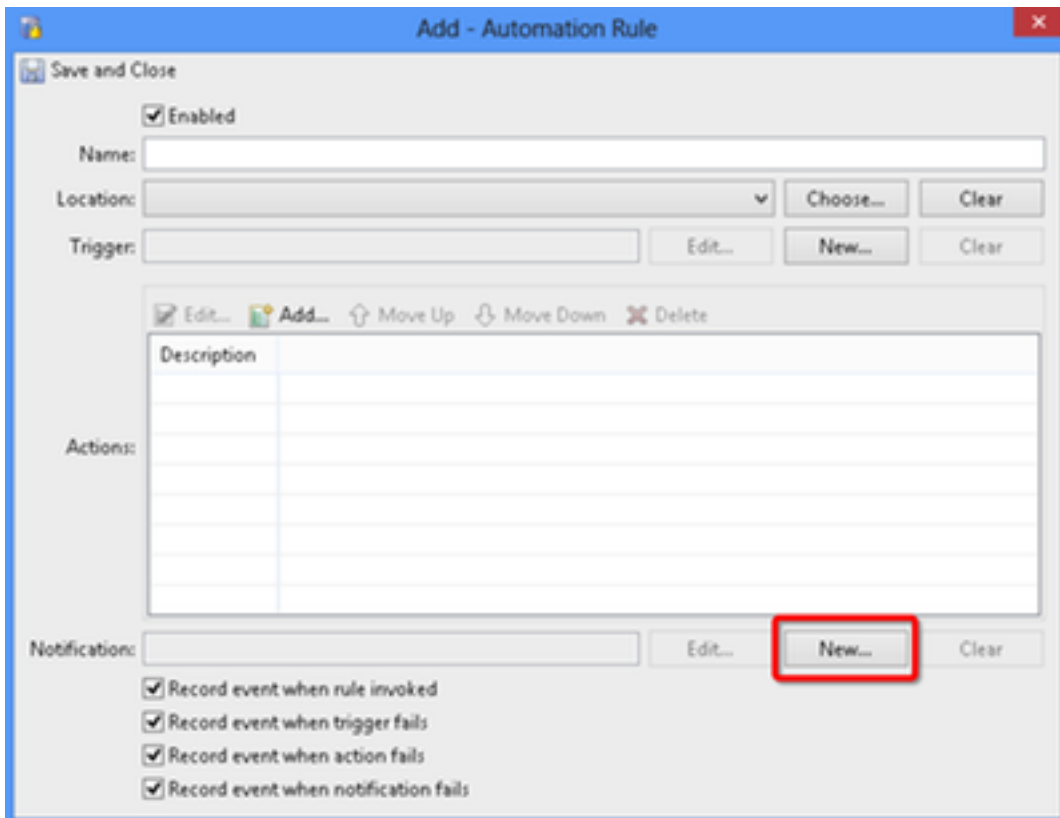
Step 9. Click **OK**

Step 10. Click on **Add**, Select **Sanity Report Action > Gateways that are offline**



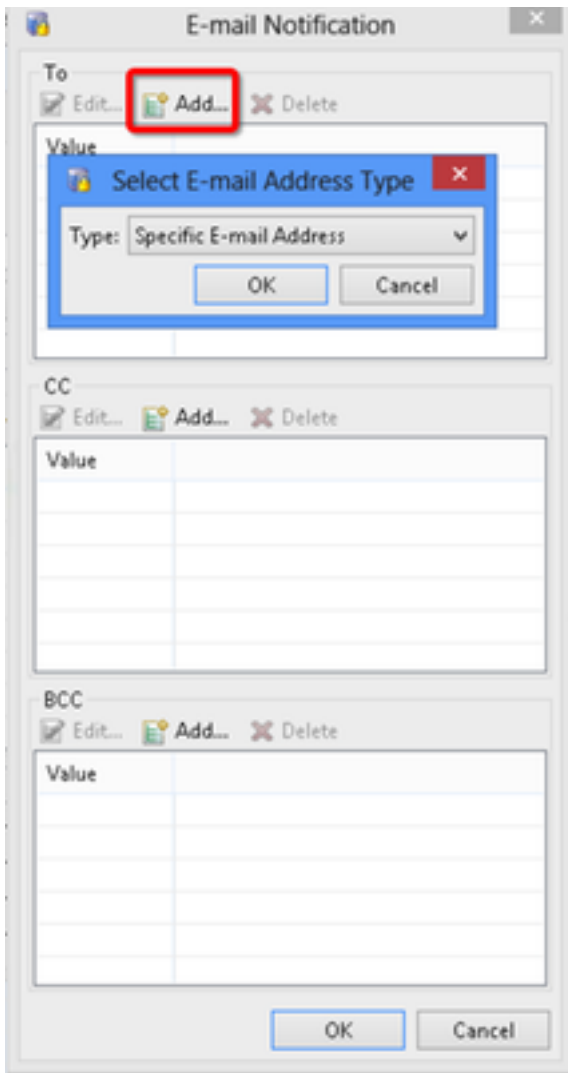
Step 11. Click on **Save and Close**.

Step 12. Navigate to **Notification**, Click **New**, as shown in the image:



Step 13. Select Type **Emal**.

Step 14. Click **Add**, select Specific Email Address and Enter Email address to which notification to be sent (Also email address can be added to CC and BCC), as shown in the image:



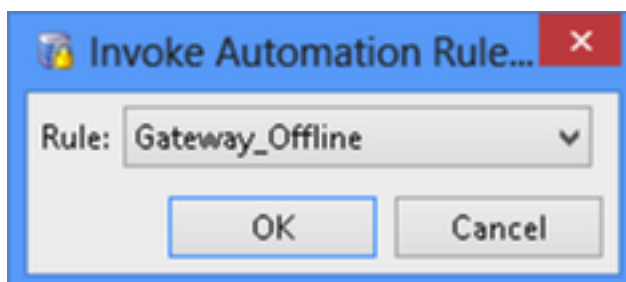
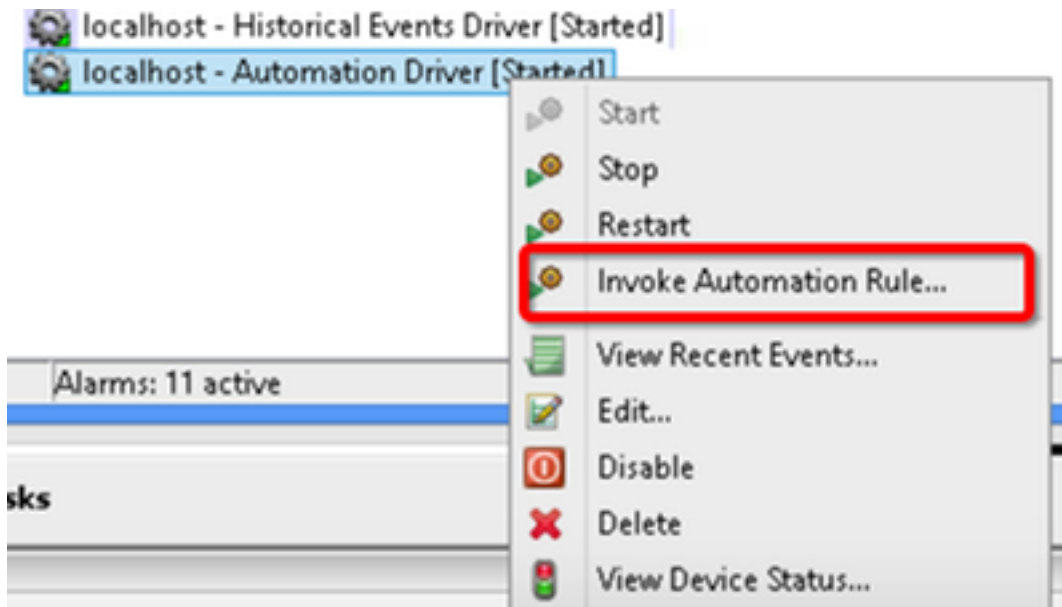
Step 15. Click **Save and Close**.

Step 16. Click **OK**.

Configure Automation Rule from CPAM Client

Manually Invoke the Automation Rule

1. Navigate to **Doors > Hardware**.
2. Right click on Automation driver.
3. Click **Invoke Automation Rule**, Select Rule **Gateway_Offline**. Click **OK**.



Configured Email address should receive attached of Offline Gateway list as an attachment.