

Escalation

Overview

Escalation is an optional feature used to send different level of notifications, according to specific rules.

Escalation can apply on Hosts and Checks.

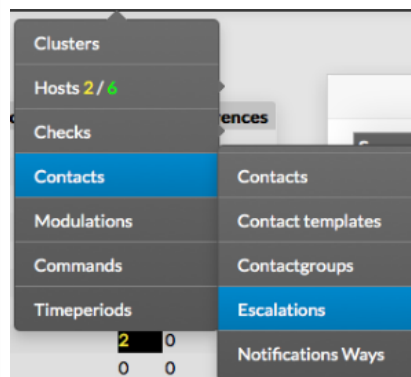
See [Notification escalations](#) for more informations.

This feature is very useful when you want to send notifications to different level of user,

fitting the technical hierarchy, when a problem is not resolved immediately :

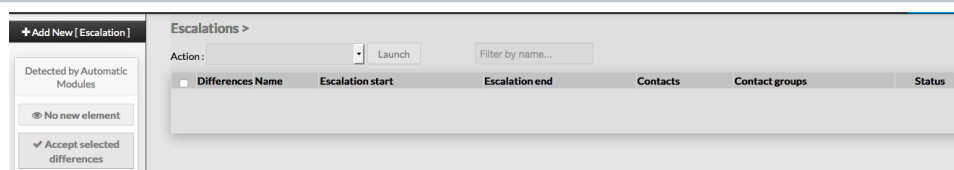
Time (minutes)	Notification
0	Operational support
60	Support Manager
120	Technical Manager

Escalations are available from the Contacts Menu



The main page of escalations, gives a list of all existing escalations with following details :

- a **CheckBox** used to select on or more escalations
- **differences** since last commit
- **name** of the escalation
- **Escalation Start**, in minutes, when the escalation is effective
- **Escalation End**, in minutes, when the escalation stops
- **Contacts**
- **Contact Groups**
- **Status**



On the top of the table, A tool bar let Administrators the ability to :

- Enable, Disable, Delete or Duplicate selected escalations
- Filter List by Name

Add an escalation

To create a new escalation, use the button "Add new [Escalation]" located in the Action Menu

The image shows two parts of the user interface. On the left is a small dialog box titled 'Add New [Escalation]'. It contains a message 'Detected by Automatic Modules' and three buttons: 'No new element', 'Accept selected differences', and 'Add New [Escalation]'. A blue arrow points from the 'Add New [Escalation]' button to the main form on the right. The main form is titled 'Escalation >' and has two tabs: 'Generic*' (selected) and 'Deprecated'. The 'Generic*' tab shows a table with columns 'Property' and 'Value'. The properties listed are: Name (with a red asterisk), Escalation start, Escalation stop, Notification interval, Escalation period (with a dropdown arrow), Escalation options, Contacts (with an 'Add' button and a dropdown arrow), and Contact groups (with an 'Add' button and a dropdown arrow).

The form displayed will is composed of two tabs :

- **Generic**, containing all necessary options
- **Deprecated**, used for compatibility only, should not be filled

The left menu give to Administrators the ability to :

- Validate the new escalation
- Cancel the action
- Delete the escalation

Generic category form contains following options :

- **Name**
 - the name of the escalation
 - this field is required
- **Escalation start**
 - the start interval, represents the minimum duration of time before this escalation is effective
 - value must be an integer, representing a number of minutes
- **Escalation stop**
 - the stop interval, represents the maximum duration of time after which notifications for this escalation is effective
 - value must be an integer, higher than Escalation start, representing a number of minutes
- **Notification interval**
 - this value tells the recurring period to which escalation will be sent out
 - value must be an integer
 - if no value is filled, meaning 0, only one notification will be sent

This is a detailed view of the 'Escalation' form, specifically the 'Generic*' tab. The form has a header 'Escalation >' and two tabs: 'Generic*' (selected) and 'Deprecated'. Below the tabs is a table with two columns: 'Property' and 'Value'. The properties and their corresponding input fields are: 'Name' (text input with a red asterisk), 'Escalation start' (text input), 'Escalation stop' (text input), 'Notification interval' (text input), 'Escalation period' (dropdown menu), 'Escalation options' (text input), 'Contacts' (text input with an 'Add' button and a dropdown arrow), and 'Contact groups' (text input with an 'Add' button and a dropdown arrow).

- **Escalation period**

- this value is used to set on which period notifications should be sent
- the value must be selected from the dropdown, listing all existing timeperiods

- **Escalation options**

- list of flags, used to determine what state should generate an escalation
- field is a list of comma separated values, valid values are :
 - **r** : send an escalation on RECOVERY state
 - **d** : send an escalation on a DOWN state
 - **u** : send a escalation on UNREACHABLE or UNKNOWN state
 - **w** : send an escalation on a WARNING state
 - **c** : send an escalation on a CRITICAL state
- note : if value is empty, escalation will be sent for any state of host or check

- **Contacts**

- list of contacts that should be notified when escalation is effective
- values is a list of contact, available from the dropdown list

- **Contact groups**

- list of contactgroups that should be notified when escalation is effective
- values is a list of contact groups, available from the dropdown list

Deprecated

This tab is for compatibility only, it should not be used as those properties will disappear in future versions

- **Escalation first notification number** : replaced by **Escalation start**
- **Escalation last notification number** : replaced by **Escalation stop**

Escalation >		
	Property	Value
Generic*	Escalation first notification number	
Deprecated	Escalation last notification number	

Modify an escalation

To modify properties of an escalation, first go on the Escalations page, from the Main menu, and then click on the escalation name you want to modify.

☐ Differences Name	Escalation start	Escalation end	Contacts
☐ TechnicalManager01	10	20	admin

The form displayed is the same as the form used to create a new Escalation. All fields are filled with Escalation properties.

Once changes have been made, configuration of the Escalation must be saved by clicking the Validate button available on the left menu.

Cancel button revert all changes to precedent configuration.

Delete an escalation

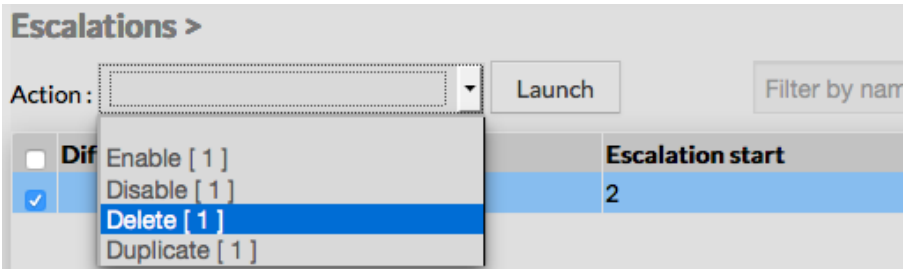
To delete an escalation, you can use the form of the escalation, or delete it directly from the list page.

From the Form page

First go to the Escalations page, from the Main menu, then click on the escalation name you want to delete.

Once in the page displaying the form, click on the Delete button available on the left menu.

A confirmation popup will be displayed.



From the Main page

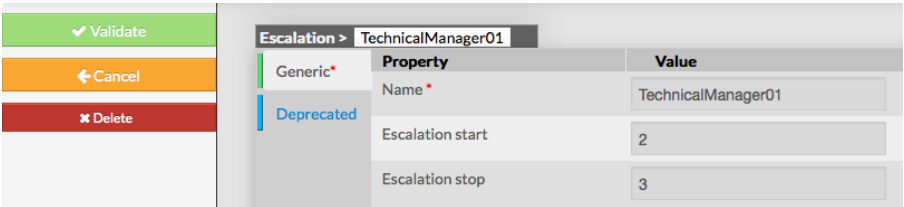
First go to the Escalations page, from the Main menu,

then click on the check box placed on the first column of the table.

Use the **Action** menu on the top to select **Delete**, and click to the **Launch Button**.

A confirmation popup will be displayed.

Using the Main page gives Administrators ability to **Delete** many Escalations at once.



Duplicate an escalation

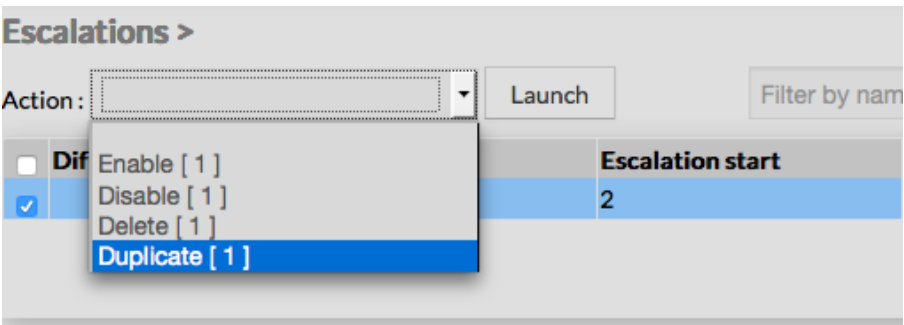
Duplication operation is very useful when similar Escalations must be added.

To duplicate an escalation, first go on the Main page listing all escalations,

then select a escalation by clicking on the check box placed on the first column.

Once selected, the escalation can be duplicated by selecting **Duplicate** in the select **Action** of the tool bar.

Duplication is executed by clicking the **Launch** button.



The name of escalation duplicated is suffixed by "(copy)".

	Differences Name	Escalation start	Escalation end	Contacts
☐	TechnicalManager01	10	20	admin
☐	TechnicalManager01 (copy)	10	20	admin

Using the Main page gives Administrators ability to **Duplicate** many Escalations at once.

 *Duplicated Escalations are totally detached and independent of the cloned Escalation.*

No relation is made in the configuration.