



Subscription Copier

Instructions for using the Subscription Copier

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Introduction

Subscriptions copier is a simple tool for copying subscriptions and helping with alert escalation. I created this tool after multiple customers have asked me why they couldn't copy an existing subscription.

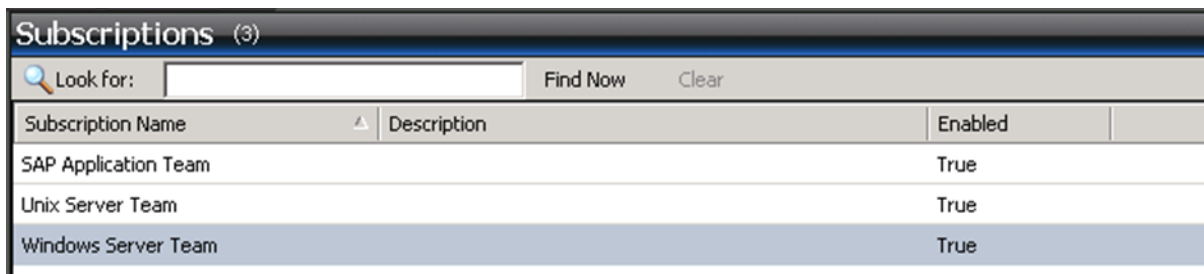
I have found that customers are not using subscriptions to their full potential; most customers only setup one subscription. While this works for some, I think that all alerts should be actionable. If an alert has not had some type of action taken in a given time, the alert e-mail should be re-sent or escalated to someone who can take action on it. A ticketing system such as [SCSM](#) would also fulfill this function, but few customers have their SCOM system linked to a ticketing system.

Scenario 1: Creating a basic copy of an existing subscription

You want to make a **copy** of the **Windows Server Team subscription** and send alerts to the **Windows Server Team's manager**, if they **not closed within one hour**. To do this today is a very manual process. You would have to open up the subscription and take a screenshot of the configuration. Then create a new subscription with the same configuration and add the Windows Server Team Manager to the recipients. While this works, there is a possibility that you don't select that exact same criteria and accidentally send the windows server team manager an informational alert in the middle of the night that the windows server team never even saw.

So let's show how this is done with the subscription copier tool:

As you can see we have 3 subscriptions

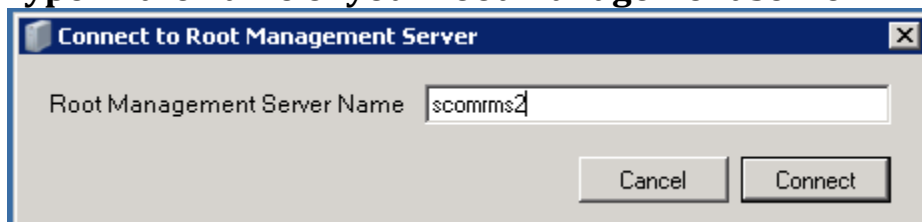


Subscriptions (3)	
Subscription Name	Enabled
SAP Application Team	True
Unix Server Team	True
Windows Server Team	True

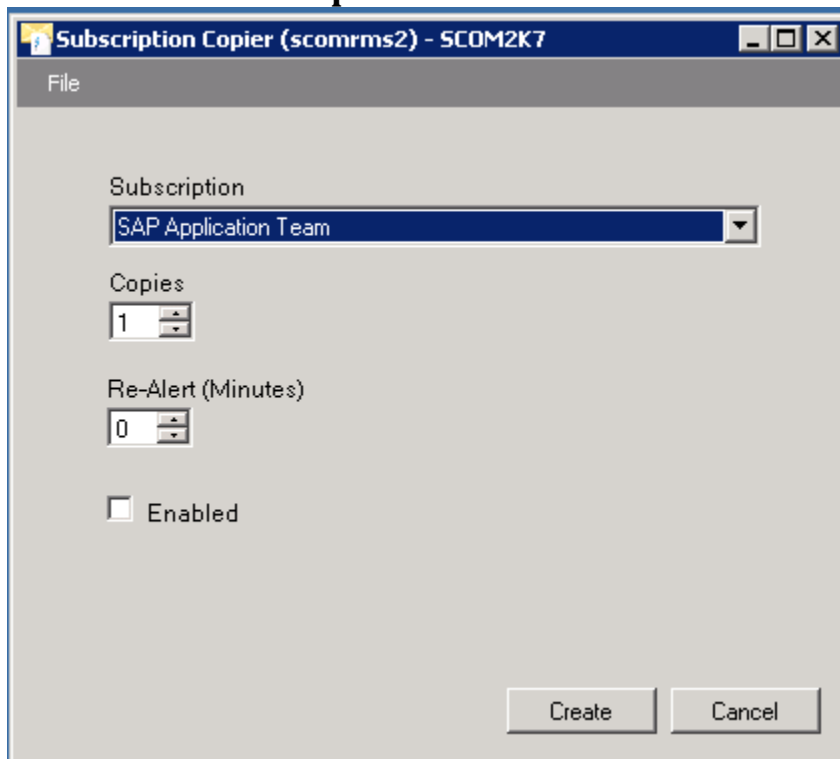
Step 1: Launch the Subscription Copier Tool



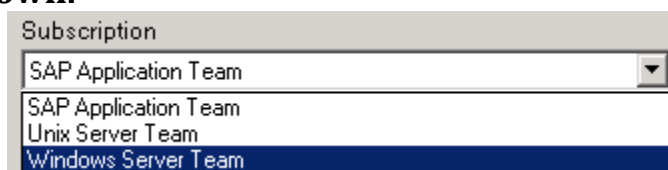
Step 2: Type in the name of your root management server



Step 3: The tool will then open



Step 4: Select the Subscription you would like to copy from the drop down.



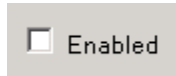
Step 5: **Select how many copies you would like to make. (In this scenario we will only create one.)**

A spinner control with the label "Copies" above it. The value "1" is displayed in the text box, and the up and down arrows are visible on the right side.

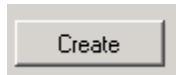
Step 6: **Select how many minutes in between re-alerts. In this scenario we will leave it at the default of 0 (This will be used in scenario 2)**

A spinner control with the label "Re-Alert (Minutes)" above it. The value "0" is displayed in the text box, and the up and down arrows are visible on the right side.

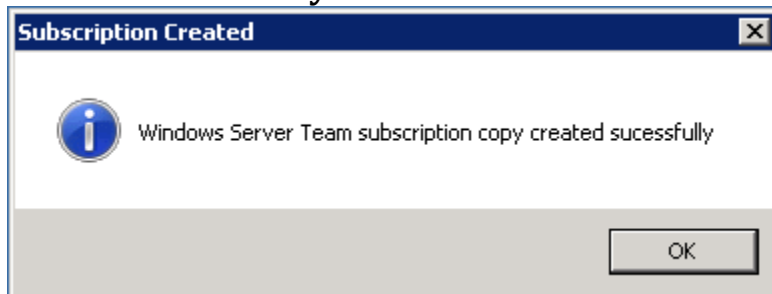
Step 7: **Check this box if you want the copied subscription enabled. (In this scenario we are leaving it unchecked because we need to make some changes before it is enabled.)**

A checkbox control with the label "Enabled" to its right. The checkbox is currently unchecked.

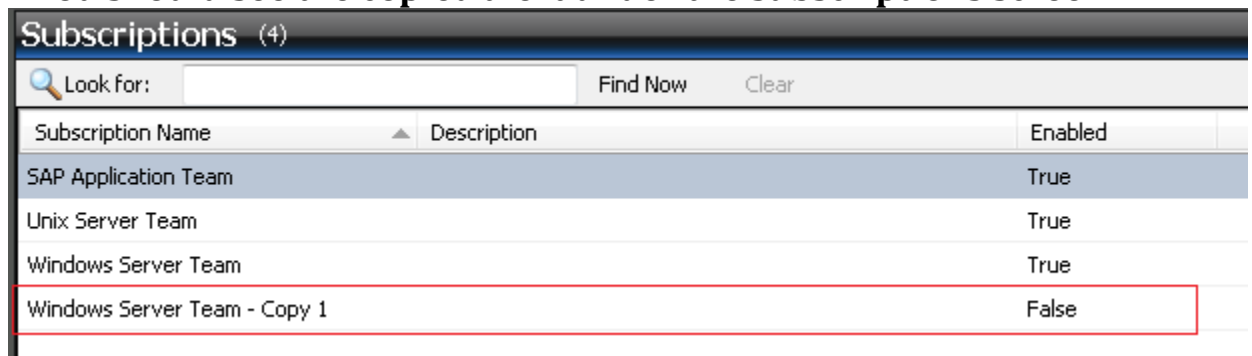
Step 8: **Click Create**

A rectangular button with the text "Create" centered on it.

Step 9: **You should see a message telling you that the subscription was create successfully.**



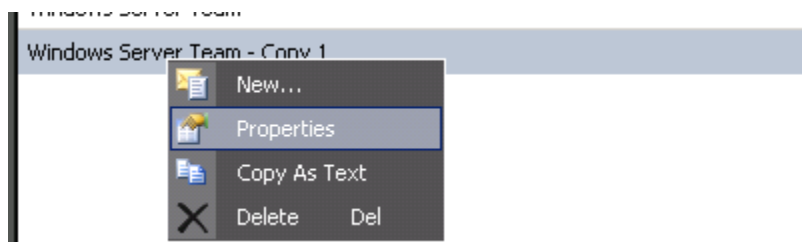
Step 10: **Open the SCOM console and refresh the subscriptions screen.**
You should see the copied alert under the subscriptions screen.



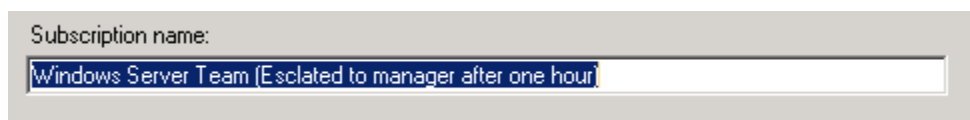
Subscription Name	Description	Enabled
SAP Application Team		True
Unix Server Team		True
Windows Server Team		True
Windows Server Team - Copy 1		False

Now back to our scenario we want to alert the **windows team manager** if an alert has stayed **open** for **longer than one hour**.

We go to the properties of the copied alert.



Change the **name** to **“Windows Server Team (Escalated to manager after one hour)”** and click next



Subscription name:
Windows Server Team (Escalated to manager after one hour)

As you can see all of our **criteria** has been **copied** from the **original subscription**.

Subscription Criteria

When alerts are generated for the objects that match the criteria specified below, notifications will be subscribers.

Conditions


- raised by any instance in a specific group
- raised by any instance of a specific class
- created by specific rules or monitors (e.g., sources)
- raised by an instance with a specific name
- of a specific severity
- of a specific priority
- with specific resolution state
- with a specific name
- with specific text in the description
- created in specific time period

Criteria description (click the underlined value to edit):


Notify on all alerts
raised by any instance in a [All Windows Computers](#) group
and of a [Critical](#) severity
and of a [High](#) priority
and with [New \(0\)](#) resolution state

Click **Next**

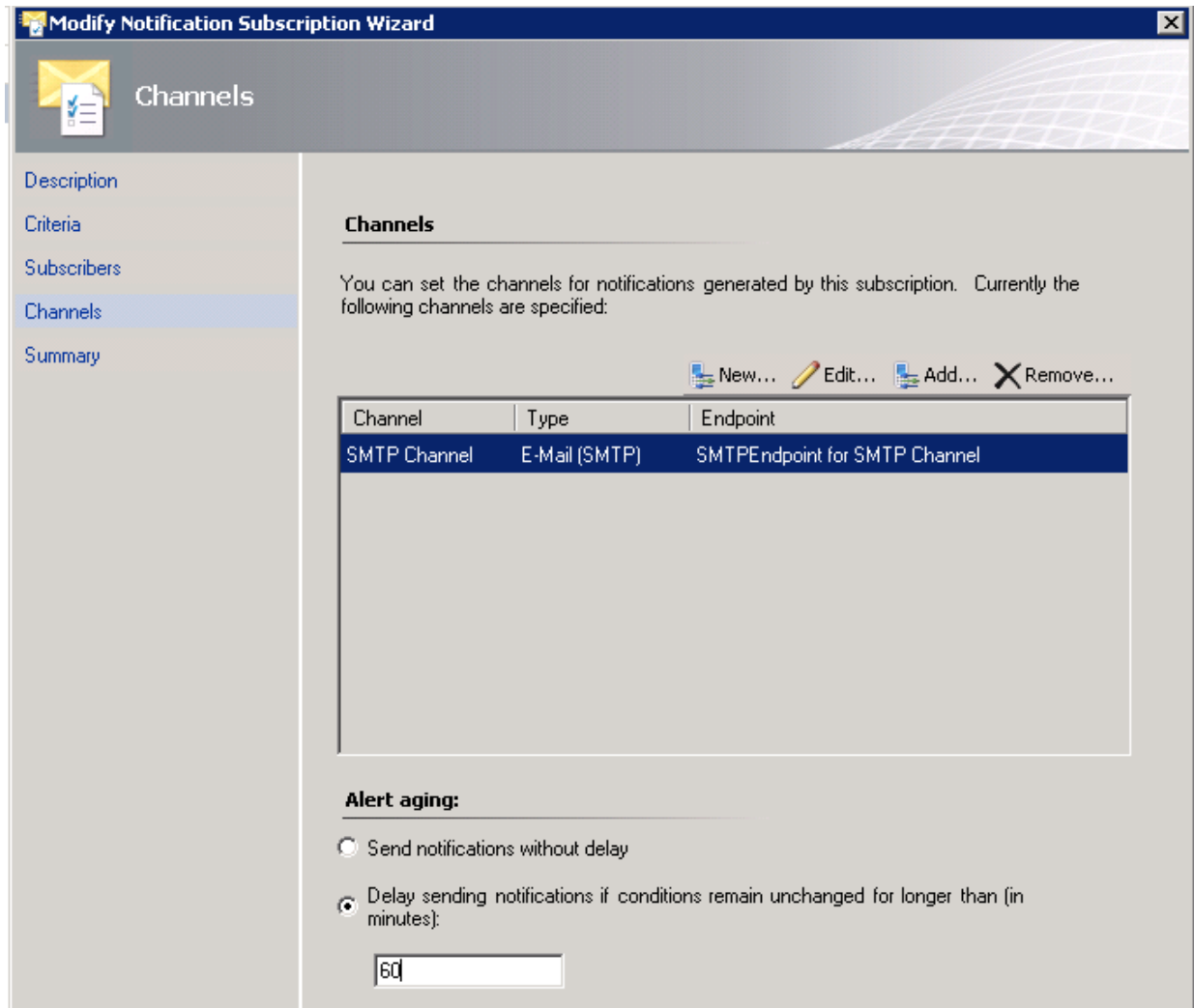
Remove the Windows Team E-Mail and add **Windows Server Team Manager** to the subscribers

 Windows Server Team Manager E-Mail (SM...)

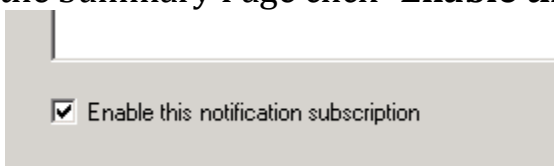
Selected subscribers:

Name	Channel Ty...
 Windows Server Team Manager	E-Mail (SM...

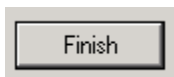
On the channels screen set the **alert aging** to **60 minutes**. This will only send alerts that have been open for longer than 60 minutes to the **Windows Server Team Manager**



On the Summary Page click “**Enable this notification subscription.**”



Then click **Finish**



Scenario 2: Making a subscription re-alert every 10 minutes for 1 hour

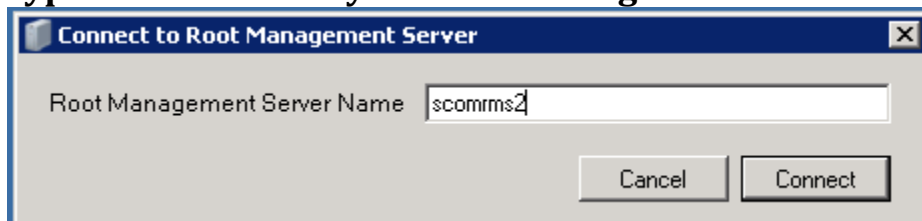
You want a **subscription** to **re-alert** on open alerts **every 10 minutes** for **one hour**. To do this today you would have to open up the subscription and take a screenshot of the configuration. Then create six new subscriptions with the same configuration and set the delay by adding an extra ten minutes to every subscription. This could take up to 10 minutes manually. If you were to do this for every subscription in your environment it could take many hours.

So let's see how this is done with the subscription copier tool

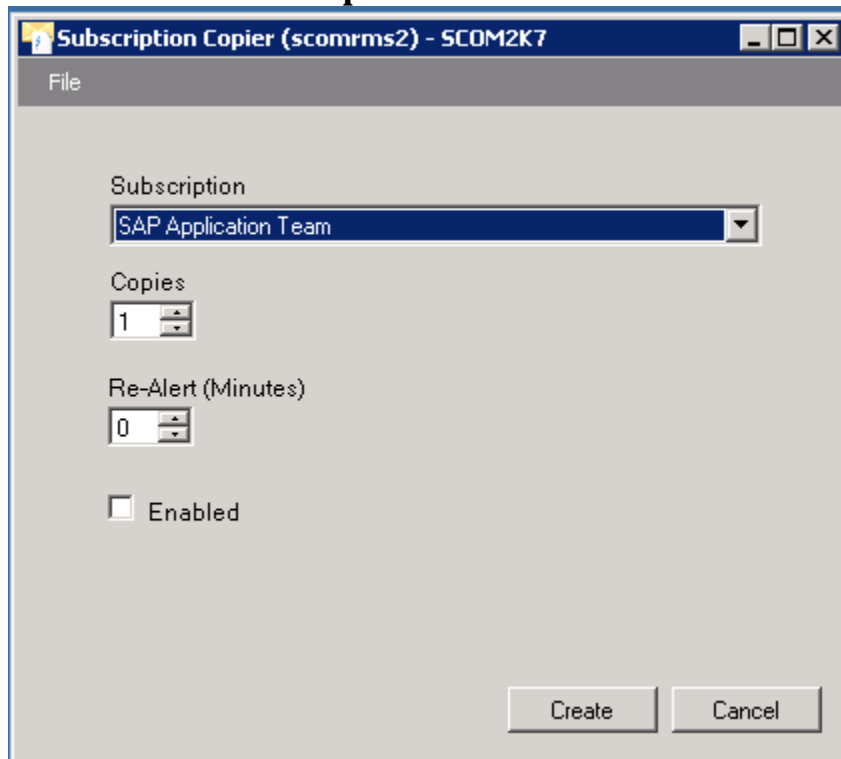
Step 1: Launch the Subscription Copier Tool



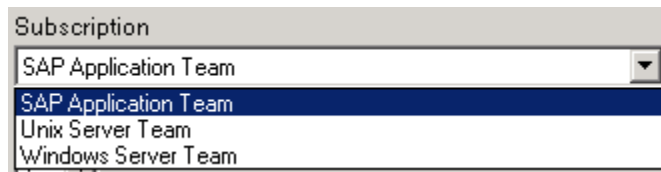
Step 2: Type in the name of your Root Management server



Step 3: **The Tool will then open**



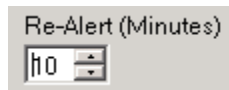
Step 4: **Select the Subscription you would like to copy from the drop down.**



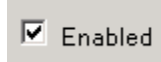
Step 5: **Select how many copies you would like to make. In this scenario we will create six.**



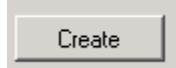
Step 6: **Select how many minutes between each re-alert. In this scenario we will set it to 10 minutes.**



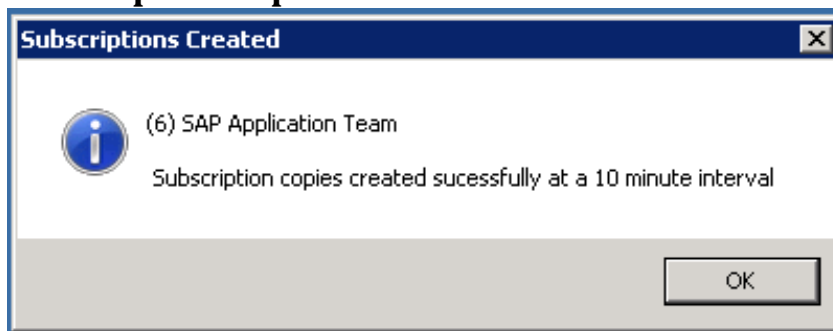
Step 7: **Check the enabled box to enable the 6 subscriptions we are going to create.**



Step 8: **Click Create**



Step 9: **It will take a short time as the copies are created. After it completes you should see a message telling you that 6 subscription copies were created at a 10 minute interval.**



Step 10: **Open the SCOM Console and refresh the subscriptions screen.**

You should now see the copied subscriptions created by the tool.

A screenshot of the SCOM console showing a table of subscriptions. The table has columns for Subscription Name, Description, and Enabled. The first six rows are selected and highlighted in blue. The first row is "SAP Application Team" with "True" in the Enabled column. The next five rows are "SAP Application Team +10 minutes", "+20 minutes", "+30 minutes", "+40 minutes", and "+50 minutes", all with "True" in the Enabled column. The last row is "SAP Application Team +60 minutes" with "True" in the Enabled column. Below these are three other subscriptions: "Unix Server Team", "Windows Server Team", and "Windows Server Team (Escalated to manager after one hour)", all with "True" in the Enabled column.

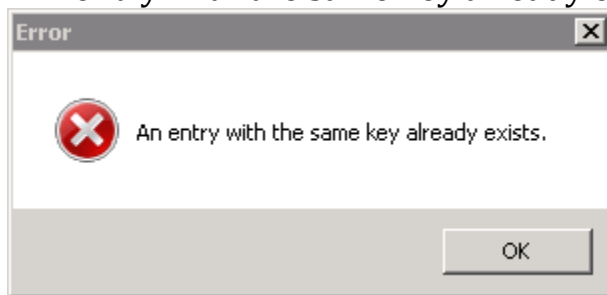
Subscription Name	Description	Enabled
SAP Application Team		True
SAP Application Team +10 minutes		True
SAP Application Team +20 minutes		True
SAP Application Team +30 minutes		True
SAP Application Team +40 minutes		True
SAP Application Team +50 minutes		True
SAP Application Team +60 minutes		True
Unix Server Team		True
Windows Server Team		True
Windows Server Team (Escalated to manager after one hour)		True

Tips

- When creating multiple copies with a re-alert interval. Set your subscription criteria to only include only [and with New \[0\]](#) resolution state
 - **Reason:** When your subscription criteria includes closed alerts, the closed alerts get delayed and you will get some a bunch of extra closed alerts that you won't want.

Known Issues

- If you have subscriptions with duplicate names you will get an error of "An entry with the same key already exists".



Workaround: Delete subscription(s) with duplicate name

- Copied subscriptions with a delay set. The delay doesn't interval doesn't get copied.

Workaround: Manually set the delay on copied subscriptions