# 在vManage中配置警报邮件通知

## 目录

## 简介

本文档介绍如何通过vManage为网络中发生的事件配置和发送邮件通知。

## 先决条件

### 要求

Cisco建议您了解vManage并确保您的vManage版本为18.3.0及更高版本。

### 使用的组件

本文档不限于特定的软件和硬件版本。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

## 配置

要启用邮件通知，需要配置以下步骤。

1.编辑"管理">"设置"中的电邮通知。

2.从监控>"警报"配置邮件通知。

对于第1步，从vManage Dashboard导航到Administration > Settings > Email Notifications > Edit并

配置Enable Email Notifications部分。以下是示例屏幕截图。

**Email Notifications**　　　　　　　　　Enabled

Enable Email Notifications:　　⦿ Enabled　　◯ Disabled

Security:　　◯ None　　⦿ SSL　　◯ TLS

**SMTP Server**
smtp.gmail.com

**SMTP Port**
465

**From address**
vmanage@viptela.com

**Reply to address**
vmanage@viptela.com

☑ Use SMTP Authentication

**Username/Email Address**
＿＿＿＿@gmail.com

**Password**
••••••••••••••••••••••••••••••••••••••••••••

**Save**　　**Cancel**

您可以根据自己的选择选择"发件人"地址，但域名应与邮件服务器匹配。 例如
，<..username..>@cisco.com，回复地址为noreply@cisco.com。因为，如果有应答，vManage不
会捕获该应答。此场景类似于自动生成的带有无应答地址的邮件。

如果用户使用GMail SMTP服务器，则GMail与第三方应用集成的方式发生了变化。例如
，vManage是GMail的第三方应用。 我们需要确保启用两步验证和应用密码。 您可以在Manage
your Google account（管理您的Google帐户）下的Security（安全）选项卡中设置此设置。 当您
在vManage设置下启用SMTP身份验证时，请确保使用app-password。

🔒 Security
👥 People & sharing

2-Step Verification　　　　　　　　　✅ On

App passwords　　　　　　　　　　　1 password
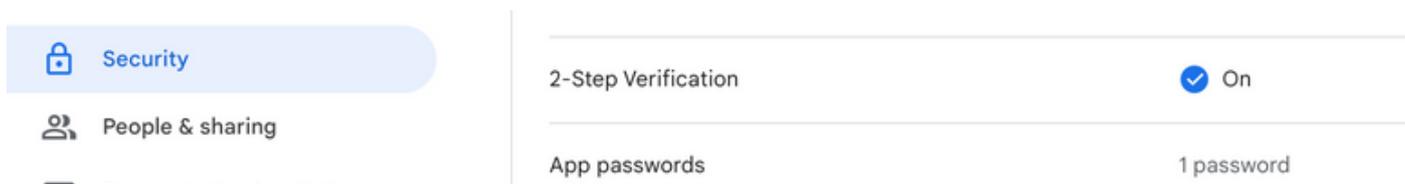
对于第2步，这包括子步骤，如Severity、Alarm Name、Email-list和WebHook URL。

屏幕截图示例：
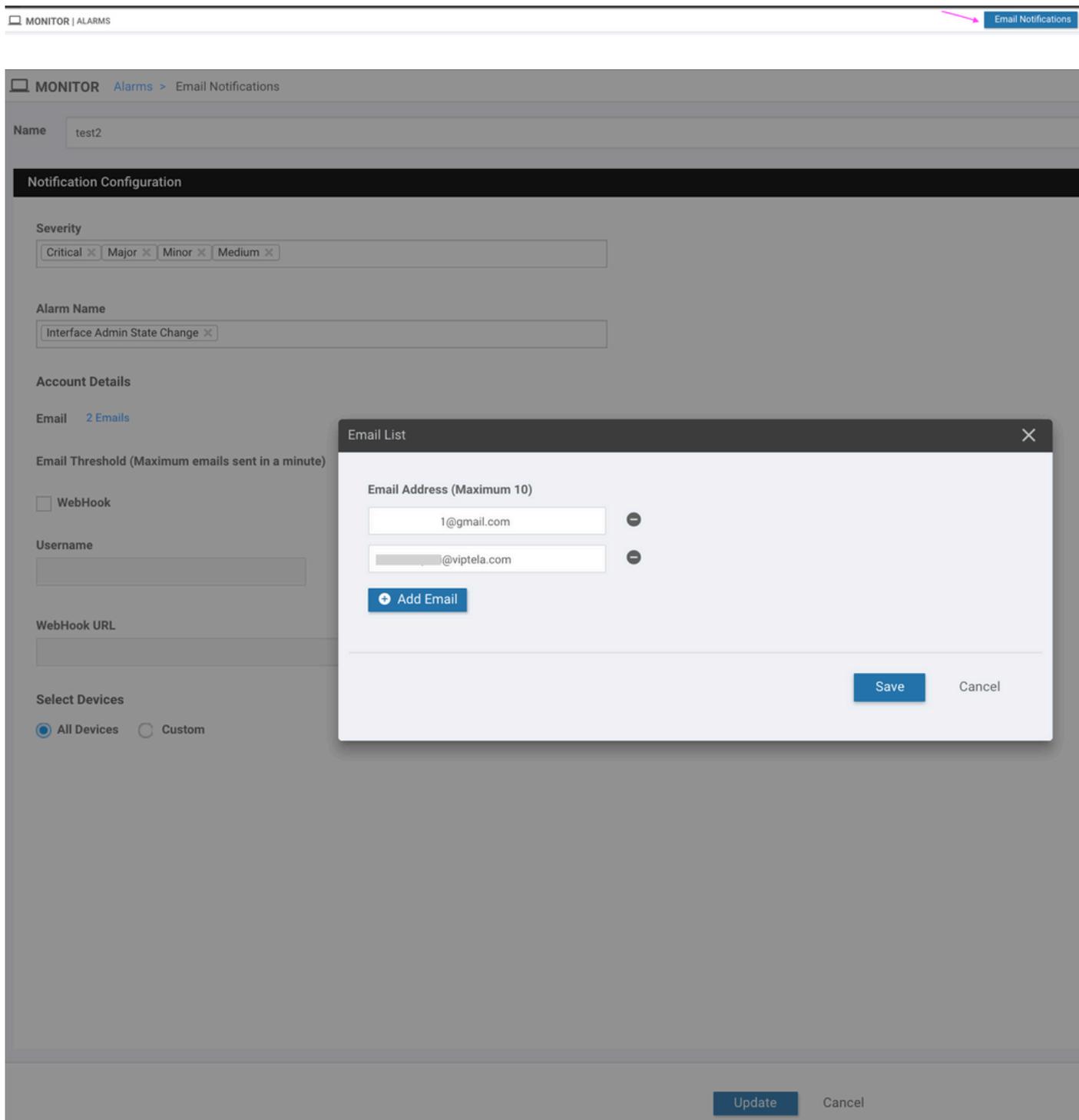


外部系统使用Webhook向本地系统通知某个事件或更新。它们就像API调用

方向相反。HTTP POST可以从vManage发送到侦听此消息的任何服务。例如，当您在vManage中设置webhook并在AWS中触发"无服务器"代码时，它会触发事件来寻呼组织中的大量人员。您可以连接多个在线服务来执行这些操作。请参阅https://testwebhooks.com/。

另一个示例是创建松散内容以接收vManage网络挂接。请参阅https://api.slack.com/incoming-

[webhooks](webhooks)

# 电子邮件阈值

Email Notifications页面中有一个阈值字段。导航到监控>警报>邮件通知。

此字段指示您每分钟要接收的电子邮件数量。 默认情况下，每分钟最多5封电子邮件。当电子邮件超过该阈值时，您会收到如图所示的消息。5分钟后才会发送电子邮件，然后阈值开始更新。

文档的其余部分捕获了"邮件警报"的使用情况。

# 日志

检查vManage日志：/var/log/nms/vmanage-server.log

```
28-Jul-2018 15:51:41,847 UTC INFO [ts_vmanage] [NotificationsConsumer] (vManage-akka.actor.default-dispatcher-11) |default| Sending email.......
28-Jul-2018 15:51:41,854 UTC INFO [ts_vmanage] [NotificationsConsumer] (vManage-akka.actor.default-dispatcher-11) |default| Recipient to r          .com, from vmanage@viptela.com to vmanage@viptela.com
28-Jul-2018 15:51:41,894 UTC INFO [ts_vmanage] [NotificationsConsumer] (vManage-akka.actor.default-dispatcher-14) |default| Sending email.......
28-Jul-2018 15:51:41,903 UTC INFO [ts_vmanage] [NotificationsConsumer] (vManage-akka.actor.default-dispatcher-14) |default| Recipient to s          .com, from vmanage@viptela.com to vmanage@viptela.com
```

# 验证

通过vManage-Dashboard进行验证。导航到监控>审核日志，如图所示。

| Timestamp | User | User IP | Message | Module | Feature | Device | Task ID | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 28 Jul 2018 8:51:44 AM PDT | system | 1.1.1.5 | Email sent to            @gmail.com | Email | Email | -- | -- | ... |
| 28 Jul 2018 8:51:43 AM PDT | system | 1.1.1.5 | Email sent to v          @gmail.com | Email | Email | -- | -- | ... |
| 28 Jul 2018 8:51:42 AM PDT | system | 1.1.1.5 | Configuration change event - Device in CLI mode... | device-config | device-config-sync | 11.1.1.254 | -- | ... |

# 检查电子邮件

From: v_____@gmail.com
Subject: [NETWORK EVENT]CriticalInterface_Admin_State_Change
Date: July 28, 2018 at 8:51:41 AM PDT
To: _____@viptela.com
Reply-To: vmanage@viptela.com

\*\*\* This is an automatically generated email, please do not reply \*\*\*
An event with following details happened in your network:
Severity: Critical
Event: Interface Admin State Change
Devices: [11.1.1.254]
Hostnames: [ts_vedge_w1]
Occurred on: Sat Jul 28 15:51:41 UTC 2018

# 故障排除

本部分提供了可用于对配置进行故障排除的信息。

检查审核日志：

目前，vManage Audit-Log（vManage审核日志）可能会指出电子邮件可能已被发送，但实际上未收到该电子邮件。您可以通过/var/log/nms/vmanage-server.log文件对此进行验证，如图所示。



并非所有电邮警报都一致生成：

首先，这取决于为事件集生成多少个警报。vManage会尝试将事件关联到一个警报。 否则，它会同时生成多个警报。 对于生成的每个警报和规则，都有一封电子邮件。 电子邮件通知与警报相关联，与事件无关。

其次，如果在第一个规则中，您看到有多个警报，则只有1封邮件发送与该规则匹配。如果您想要针对单个事件发送多封电子邮件，请 需要定义单个规则。

vmanage-server.logs中的"不接受用户名和密码"：

如屏幕截图所示，您可能会看到错误"Username and Password not accepted.进一步了解 时间

535 5.7.8https://support.google.com/mail/?p=BadCredentials m92sm8305479qte.50 - gsmtp。" 尽管如此，它仍可能在vManage Audit Log上显示该电子邮件确实发送了。

默认情况下，Gmail帐户高度安全。使用非Gmail工具的Gmail SMTP时，电子邮件被阻止。要测试此功能，请执行以下步骤：

1. 登录Gmail。
2. 访问URL ashttps://www.google.com/settings/security/lesssecureapps。
3. 选择打开。

然后，可以通过指定的电子邮件帐户接收电子邮件通知。

发送电子邮件通知失败：

在某些情况下，您可能会看到生成的电子邮件被邮件服务器拒绝。这可能是因为已提供的帐户配置可能不正确，或者未授予访问权限。在日志中，您可以看到以下消息：SendAsDeniedException。

03-Dec-2018 15:46:37,177 CST ERROR [ts_vManage][EmailNotiUtil] (default task-84) |default| Sending email

```
STOREDRV.Submission.Exception:SendAsDeniedException.MapiExceptionSendAsDenied; Failed to process message
with message Cannot submit message.
```

另一个使用案例是用户每天可以发送的电子邮件数量因SMTP服务器到服务器而异。您可以在vManage中看到以下日志消息：

```
"Sending email notification failed : com.sun.mail.smtp.SMTPSendFailedException: 550 5.4.5 Daily user se
```

例如，如果是Gmail: https://support.google.com/a/answer/166852，则存在限制。

如果看到以下任一消息，请收集vManage与邮件服务器之间通信的数据包捕获。

1.确认邮件服务器有响应。

```
"Sending email notification failed : javax.mail.MessagingException: Could not connect to SMTP host: mai
```

```
"Sending email notification failed : javax.mail.MessagingException: Could not convert socket to TLS;"
```

如果您看到它在证书之后以类似于以下捕获的方式失败，

　2.检查证书在邮件服务器上的有效性。

3.确认服务器是否支持STARTTLS。目前，邮件服务器需要此命令才能使用vManage。 增强功能 CSCvv40941已针对vManage开放，以便支持无STARTTLS的服务器

# 其他验证检查

From: _____@gmail.com
Subject: [NETWORK EVENT]MajorBFD_TLOC_Down
Date: July 23, 2018 at 5:46:47 PM PDT
To: _____j@viptela.com
Reply-To: vmanage@viptela.com

\*\*\* This is an automatically generated email, please do not reply \*\*\*
An event with following details happened in your network:
Severity: Major
Event: BFD TLOC Down
Devices: [11.1.1.254]
Hostnames: [ts_vedge_w1]
Occurred on: Tue Jul 24 00:46:45 UTC 2018

From: _____@gmail.com
Subject: [NETWORK EVENT]MediumInterface_State_Change
Date: July 23, 2018 at 12:20:50 PM PDT
To: _____@viptela.com
Reply-To: vmanage@viptela.com

\*\*\* This is an automatically generated email, please do not reply \*\*\*
An event with following details happened in your network:
Severity: Medium
Event: Interface State Change
Devices: [11.1.1.254]
Hostnames: [ts_vedge_w1]
Occurred on: Mon Jul 23 19:20:50 UTC 2018

From: _____@gmail.com
Subject: [NETWORK EVENT]MediumOMP_Site_Up
Date: July 23, 2018 at 1:07:42 PM PDT
To: _____@viptela.com
Reply-To: vmanage@viptela.com

\*\*\* This is an automatically generated email, please do not reply \*\*\*
An event with following details happened in your network:
Severity: Medium
Event: OMP Site Up
Devices: [11.1.1.3]
Hostnames: [N/A]
Occurred on: Mon Jul 23 20:07:40 UTC 2018

From: _____@gmail.com
Subject: [NETWORK EVENT] Rule has been added to receive alerts at this address
Date: July 23, 2018 at 10:41:07 AM PDT
To: _____@viptela.com
Reply-To: vmanage@viptela.com

\*\*\* This is an automatically generated email, please do not reply \*\*\*
This is a test email. Rule has been added in your network for email to be sent to this asddress

# 其他错误日志

```
23-Jul-2018 02:11:56,216 UTC INFO  [ts_vmanage] [NotificationsConsumer] (vManage-akka.actor.default-dispatcher-4) |default| Sending email.......
23-Jul-2018 02:11:56,221 UTC INFO  [ts_vmanage] [NotificationsConsumer] (vManage-akka.actor.default-dispatcher-4) |default| Recipient to …..@gmail.com, from vmanage@gmail.com to
vmanage@gmail.com
23-Jul-2018 02:11:56,358 UTC INFO  [ts_vmanage] [EventDataCollector] (device-event-processing-2) || Configuration change event from device. Device IP: [11.1.1.254] Device type: [vedge] User:
[admin]
23-Jul-2018 02:11:56,358 UTC INFO  [ts_vmanage] [DeviceConfigChangeEventManager] (device-config-0) || Received configuration change event for device 11.1.1.254
23-Jul-2018 02:11:56,423 UTC ERROR [ts_vmanage] [NotificationsConsumer] (vManage-akka.actor.default-dispatcher-4) |default| Sending email notification failed :
com.sun.mail.smtp.SMTPSendFailedException: 530-5.5.1 Authentication Required. Learn more at
530 5.5.1  https://support.google.com/mail/?p=WantAuthError r16-v6sm11748122pfe.173 - gsmtp
```

```
23-Jul-2018 02:18:27,614 UTC INFO  [ts_vmanage] [NotificationsConsumer] (vManage-akka.actor.default-dispatcher-10) |default| Sending email.......
23-Jul-2018 02:18:27,621 UTC INFO  [ts_vmanage] [NotificationsConsumer] (vManage-akka.actor.default-dispatcher-10) |default| Recipient to …..@gmail.com, from vmanage@gmail.com to
vmanage@gmail.com
23-Jul-2018 02:18:27,836 UTC ERROR [ts_vmanage] [NotificationsConsumer] (vManage-akka.actor.default-dispatcher-11) |default| Sending email notification failed :
javax.mail.AuthenticationFailedException: 534-5.7.9 Please log in with your web browser and then try again. Learn more at
534 5.7.9  https://support.google.com/mail/?p=WebLoginRequired e19-v6sm8747376pgv.48 - gsmtp
```

```
23-Jul-2018 01:38:37,500 UTC INFO  [ts_vmanage] [NotificationsConsumer] (vManage-akka.actor.default-dispatcher-11) |default| Sending email.......
23-Jul-2018 01:38:37,509 UTC INFO  [ts_vmanage] [NotificationsConsumer] (vManage-akka.actor.default-dispatcher-11) |default| Recipient to ….@viptela.com, from vmanage@viptela.com to
vmanage@viptela.com
23-Jul-2018 01:38:37,885 UTC ERROR [ts_vmanage] [NotificationsConsumer] (vManage-akka.actor.default-dispatcher-11) |default| Sending email notification failed :
javax.mail.AuthenticationFailedException: 535-5.7.8 Username and Password not accepted. Learn more at
535 5.7.8  https://support.google.com/mail/?p=BadCredentials n80-v6sm11951267pfb.95 - gsmtp
```

```
23-Jul-2018 01:51:50,903 UTC INFO  [ts_vmanage] [NotificationsConsumer] (vManage-akka.actor.default-dispatcher-13) |default| Sending email.......
23-Jul-2018 01:51:50,911 UTC INFO  [ts_vmanage] [NotificationsConsumer] (vManage-akka.actor.default-dispatcher-13) |default| Recipient to …….@viptela.com, from vmanage@viptela.com to
vmanage@viptela.com
23-Jul-2018 01:51:51,204 UTC ERROR [ts_vmanage] [NotificationsConsumer] (vManage-akka.actor.default-dispatcher-13) |default| Sending email notification failed :
javax.mail.AuthenticationFailedException: 534-5.7.9 Application-specific password required. Learn more at
534 5.7.9  https://support.google.com/mail/?p=InvalidSecondFactor 87-v6sm14806588pfn.103 - gsmtp
```

该电子邮件从vManage IP（VPN0传输接口的公共IP）发送。

```
Return-Path: <_____@gmail.com>
Received: from localhost.localdomain (ec2-_____us-west-2.compute.amazonaws.com. [_____.222])
        by smtp.gmail.com with ESMTPSA id h62-v6sm22947040pfa.146.2018.10.30.12.32.22
        for <_____@gmail.com>
        (version=TLS1_2 cipher=ECDHE-RSA-AES128-GCM-SHA256 bits=128/128);
        Tue, 30 Oct 2018 12:32:23 -0700 (PDT)
From: _____@gmail.com
X-Google-Original-From: vmanage@viptela.com
Date: Tue, 30 Oct 2018 19:32:09 +0000 (UTC)
Reply-To: vmanage@viptela.com
To: _____@gmail.com
Message-ID: <499401607.28.1540927929205@localhost>
Subject: [NETWORK EVENT]MajorBFD_TLOC_Down
MIME-Version: 1.0
Content-Type: text/plain; charset=us-ascii
Content-Transfer-Encoding: 7bit
```

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