

How to Configure AlertWatch

Alert Watch is a program that runs separately from the main CheckPoint application. Even if the CheckPoint program is closed, it continues to run in the background, notifying the user that there is a new alert, by popping up with a notification box on the screen.

AlertWatch works as follows:

- Constantly searches for the occurrence of a new alert flag in the database every one minute. (An alert flag is a database entry that marks the existence of a new alert, which is triggered each time a new alert occurs.)
- If an alert flag does exist, AlertWatch will pop-up with a notification.
- Other client computers running AlertWatch will also pop up a notification on the individual computers as long as the alert exists and AlertWatch is running.
- If any user clears the pop up box by clicking OK from any client computer, then the alert flag will be cleared and no other user will get any subsequent pop-ups, For example, if there are 3 client computers in a system, one will get the pop-up first depending on the timing of its one-minute cycle. If no one clears the pop-up, all 3 clients will get the pop-up within approximately 1 minute. However, if the first user clears the pop-up immediately, then the other 2 may not get the pop-up.

AlertWatch automatically installs on each client computer with the Client Only software and the server. You can tell if an AlertWatch instance is running by opening Task Manager/Application. If you would like to turn off AlertWatch, just select it and press the End Task button.

A shortcut is also installed in All Users\Start Menu\Programs\StartUp. In this way, AlertWatch will start every time the computer is started. If you wish to permanently stop it, you can delete the shortcut in the StartUp menu. If you would like to re-enable AlertWatch later, you can create a new shortcut in the StartUp menu to c:\program files\checkpoint\tempsys\AlertWatch.exe

To restrict pop-ups appearing only for your group

You can restrict the pop ups to appear on your computer for only the equipment in your group.

- Go to Settings\Groups-Email Escalation
- Highlight your group
- Click on the AlertWatch button