

# Check Creation Guide and Best Practices

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CHECKCENTRAL



BINARYFORTRESS

# Check Creation Guide

*This document provides you with real-world example Checks and best practices when creating your own.*

CheckCentral converts all your backup and software email notifications into a simple-to-read status dashboard.

**Email to Dashboard**

**Overview**

- 16 (Green)
- 3 (Yellow)
- 2 (Red)

2 paused checks

**Current Issues**

Date	Issue
1h, 23m ago	User01: Documents
4h, 43m ago	Comet - Documents
-	3 more warnings

**Checks**

Filter + Add Check Manage Checks Collapse Groups

**Backups**

Backups	Last Updated	Status History
Altaro		
Altaro Hyper-V - SERVER05 Nightly	May 16, 2022 6:00 AM	●●●●●●●●●●
Altaro Hyper-V - SERVER06 Nightly	-	●●●●●●●●●●
Altaro VM - VM14	May 16, 2022 9:44 AM	●●●●●●●●●●
Comet		
Comet - Documents	May 16, 2022 9:48 AM	●●●●●●●●●●
User01: Documents	May 16, 2022 9:19 AM	●●●●●●●●●●
Unitrends		
Unitrends Backup - SERVER05 Nightly	May 16, 2022 6:00 AM	●●●●●●●●●●
Veeam		
Veeam - ACME Accounting	May 16, 2022 9:46 AM	●●●●●●●●●●

To begin this conversion process, you'll need to configure email parsing entries for each notification email you receive. In CheckCentral, these entries are called Checks.

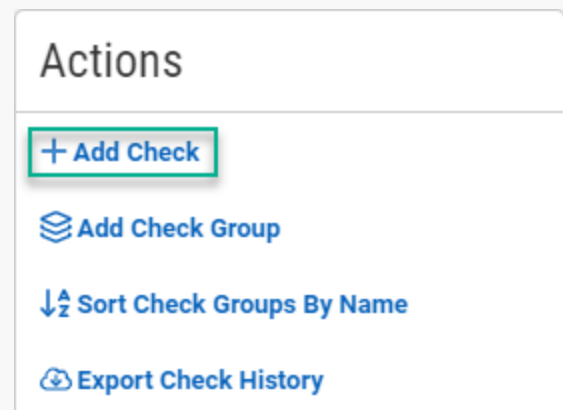
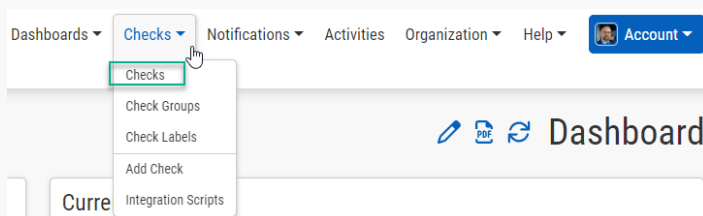
# Pre-Check Checklist

Before creating your Checks, some preparation is advised. You'll need:

- Sample emails from each type of system or service you wish to monitor that normally sends notification messages (e.g. Backup software sending job statuses). Though not necessary to create a Check, forwarding these sample emails directly to your organization's "mycheckcentral.cc" address (found in Settings under the Organization tab in the main menu) prior to Check creation can be helpful for guidance and testing. *\*Note that the address is customizable. Future address customization will negate these initial message matches.*
- Access to the systems/software sending notification emails so you can update the destination email addresses.
- A list of groupings/customers under which the Checks will be organized. If you use a ticketing system, you may be able to import your customer list into CheckCentral as Check Groups prior to check creation. See [Setting up External Ticketing Systems](#) if you wish to begin there.
- Access to your ticketing system, if applicable, for integration with CheckCentral.
- Organizational access list you'll want to add as CheckCentral users, and methods of desired notification for each (i.e. email, text, messaging software, etc.). Clients can be given limited access to custom, exclusive Dashboards and/or relevant reports for their Check activity.

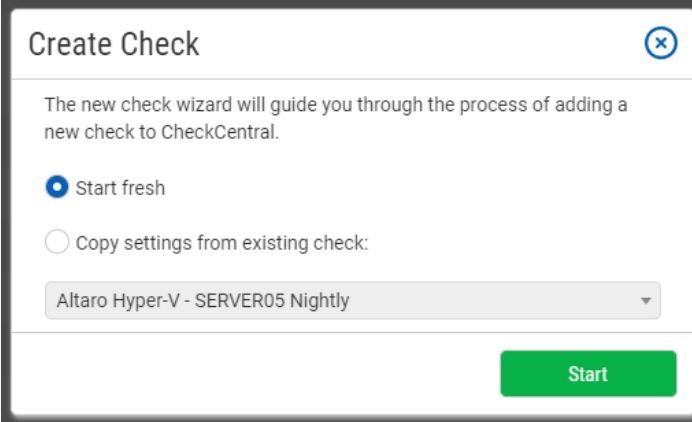
## Creating Checks

Checks can be added from various locations in the CheckCentral interface, from the Dashboard, Checks page, Activity page, and the Check Group details page.



Wherever you are, begin by clicking "+ Add Check."

A prompt will display for the Check wizard, which will walk you through the steps of Check creation. Previously-created Checks are available to use as templates, making the process easier when creating similar Checks in the future. For your first Check, or any Check with unique configurations, select "Start Fresh," and click "Start."

A dialog box titled "Create Check" with a close button in the top right corner. The text inside says "The new check wizard will guide you through the process of adding a new check to CheckCentral." There are two radio buttons: "Start fresh" (selected) and "Copy settings from existing check:". Below the radio buttons is a dropdown menu showing "Altaro Hyper-V - SERVER05 Nightly". At the bottom right is a green "Start" button.

Create Check

The new check wizard will guide you through the process of adding a new check to CheckCentral.

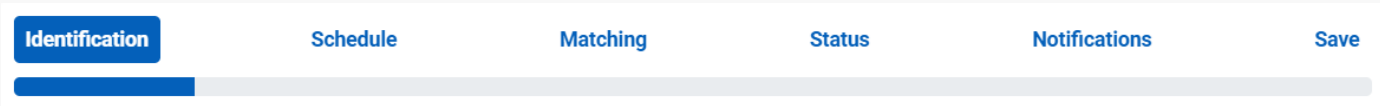
☒ Start fresh

☐ Copy settings from existing check:

Altaro Hyper-V - SERVER05 Nightly

Start

There are 6 steps to creating a Check.

A progress bar with six steps: Identification, Schedule, Matching, Status, Notifications, and Save. The "Identification" step is currently active, indicated by a blue bar and a blue button. The other steps are represented by blue buttons. Below the progress bar, there is a link "Switch to Advanced Mode" and three buttons: "Cancel", "Restart", and "Next".

Identification Schedule Matching Status Notifications Save

Switch to Advanced Mode

Cancel Restart Next

To navigate through the process, use the buttons at the bottom of the page or click the tab for the step along the top. Clicking "Switch to Advanced Mode" offers a long-form view of the same process.

## Step 1: Identification

Identification

Schedule

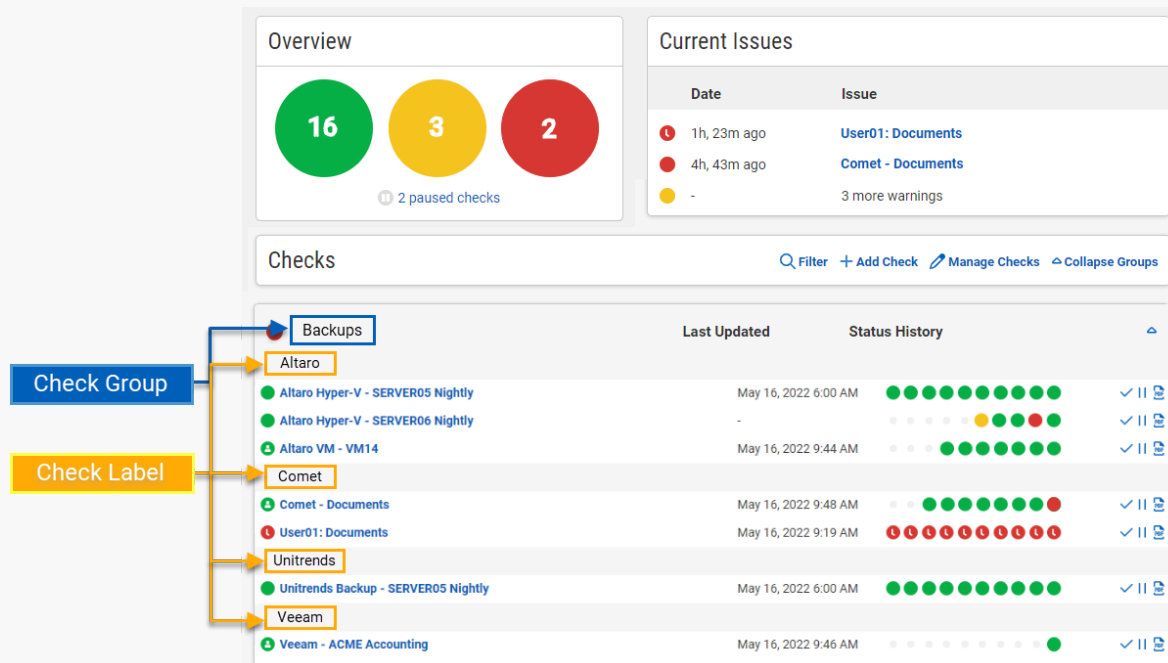
Matching

Identification

Name	<input type="text"/>
Assign to Group	<div>Backups <span>▼</span> <a href="#">Add Check Group</a></div>
Label	<div>enter check label (optional) <span>▼</span> <span>✕</span></div>
Description	<div></div>
Asset ID	<input type="text"/>

Name your Check something meaningful at a glance, such as the system or server name, the geographical location of the source, its owner, the subject line of the notification email, or a combination of these elements. The name, however, is not the only means of identification.

Check Groups and Labels add detail to each Check for better organization and association. In the Dashboard, Checks are grouped by their Check Group and then by Check Label. A Check Group used by an MSP, for instance, may be the name of a particular client, grouping all that client's checks together. The Check Label could be the name of the backup software, creating a subset of similar checks within its group.



New groups can be added during this identification step by clicking "[Add Check Group](#)," then typing the name, description, choosing its order, and clicking Save. New labels are added by simply typing the label name into the dropdown text field. Previously created groups and labels can be used again and will be listed in their dropdowns. Any further details can be added to the Description field.

The Asset ID is used exclusively with certain ticketing systems and is not required for Checks. Asset ID details and ticketing systems are more fully covered by other documents. (e.g. [Halo Integration \(asset ID\)](#).)

## Example:

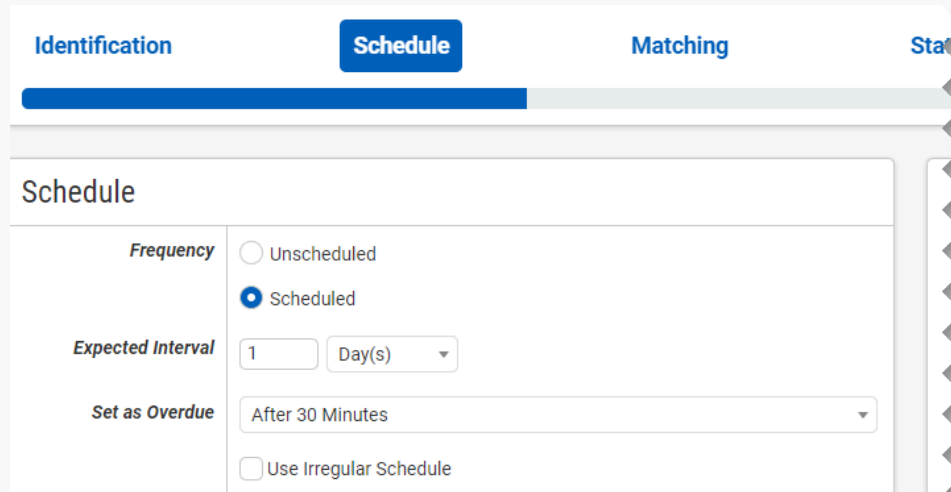
We'll use a Veeam backup notification as the basis for our example moving forward. Here we've named it "Acme Accounting – Veeam Daily," added it to our Acme Accounting Check Group, and given it the Veeam Check Label. We will not be adding a Description or using the Asset ID in this example.

Identification	
<b>Name</b>	<input type="text" value="Acme Accounting - Veeam Daily"/>
<b>Assign to Group</b>	<div><input type="text" value="Acme Accounting"/> ▼ <a href="#">Add Check Group</a></div>
<b>Label</b>	<div><input type="text" value="Veeam"/> ▼ <a href="#">X</a></div>
<b>Description</b>	<div><input type="text"/></div>
<b>Asset ID</b>	<input type="text"/>

## Best Practices:

*Use a meaningful and informative name for your Check, leveraging Check Groups and Check Labels for further clarification.*

## Step 2: Schedule



The screenshot shows the 'Schedule' tab selected in a multi-tabbed interface. The tabs are 'Identification', 'Schedule', 'Matching', and 'Status'. Below the tabs is a progress bar with the 'Schedule' tab highlighted. The 'Schedule' section contains the following controls:

- Frequency:** Two radio buttons, 'Unscheduled' and 'Scheduled'. 'Scheduled' is selected.
- Expected Interval:** A text input field containing '1' and a dropdown menu showing 'Day(s)'.
- Set as Overdue:** A dropdown menu showing 'After 30 Minutes'.
- Use Irregular Schedule:** An unchecked checkbox.

After you've identified your Check, you'll need to set a Schedule. The Schedule is simply the expected interval for your notification email. If the associated email is sent daily, this Check will expect an email every day.

The initial expectation time is set by the first email message that is received and processed by its Check. (For example, if a notification email arrives at noon and its Check is set for every half hour, it will expect another notification email at 12:30.)

For emails sent at regular intervals, keep the Frequency set to "Scheduled." Intervals can be set for Minutes, Hours, Days, Weeks, and Months.

If you have a job with an irregular schedule (e.g. a job that runs hourly but only between 8am and 5pm), you can enable the "Use Irregular Schedule" checkbox and set the time range so that CheckCentral won't report the Check as overdue during the hours where backups are not expected to take place. This option is only for special cases, most of the time leaving it disabled is recommended.



If the expected email does not arrive at its set interval, the Check will mark it as Overdue. The Overdue status will be in a Warning state (🕒) until the Set as Overdue time is reached. Once that set time elapses, the Status is set to Failure (🔴). This setting by default is "After 30 Minutes." It can be altered to variables ranging from "Immediately" to "One Week."

## Example:

For this example, we'll use the Schedule defaults.

Schedule	
<b>Frequency</b>	<input type="radio"/> Unscheduled <input checked="" type="radio"/> Scheduled
<b>Expected Interval</b>	<input type="text" value="1"/> <input type="text" value="Day(s)"/>
<b>Set as Overdue</b>	<input type="text" value="After 30 Minutes"/>
	<input type="checkbox"/> Use Irregular Schedule

## Best Practices:

*In most cases, the Scheduled defaults are applicable. When in doubt, use these default settings.*

### Step 3: Matching

Identification


Schedule

Matching

Matching

☐ Use email address specific to this check:

Your source application should be configured to send an email to the following email address:

 **genericcompanyabc@mycheckcentral.cc**

Additional Criteria+ [Add Matching Rule](#)

☒ Condense Whitespace

☒ Combine Attachments

Message must match All of the following conditions:


No Conditions Set

The Matching step is what matches a notification email to its specific Check. It's also where you'll set the notification's CheckCentral destination email. For CheckCentral to parse notification emails, they must be sent to a "mycheckcentral.cc" address. By default, the email address is [your organization name]@mycheckcentral.cc.

Matching

☐ Use email address specific to this check:

Your source application should be configured to send an email to the following email address:

 **genericcompanyabc@mycheckcentral.cc**

Additional Criteria+ [Add Matching Rule](#)

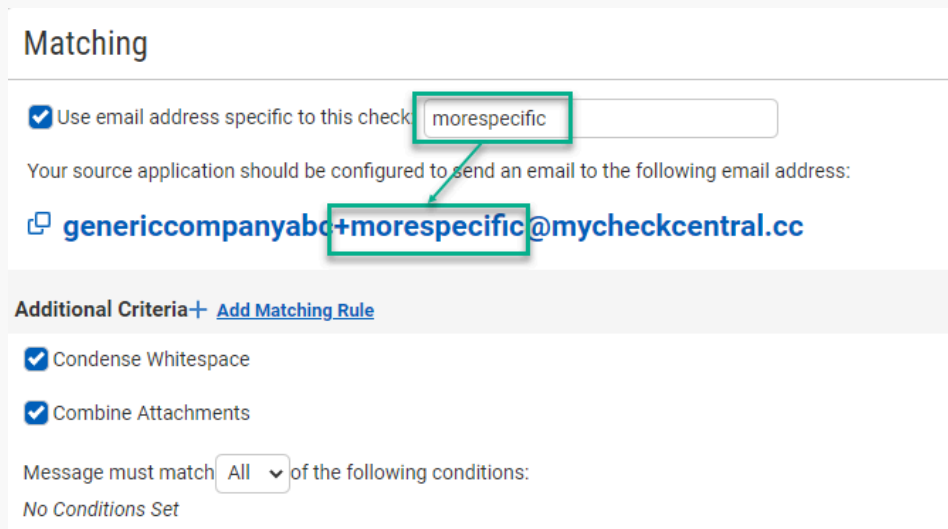
☒ Condense Whitespace

☒ Combine Attachments

Message must match All of the following conditions:

No Conditions Set


This email address can be used for all your Checks or modified with additional text for unique destination addresses by



### Matching

☒ Use email address specific to this check:

Your source application should be configured to send an email to the following email address:

 **genericcompanyabc+morespecific@mycheckcentral.cc**

**Additional Criteria** [+ Add Matching Rule](#)

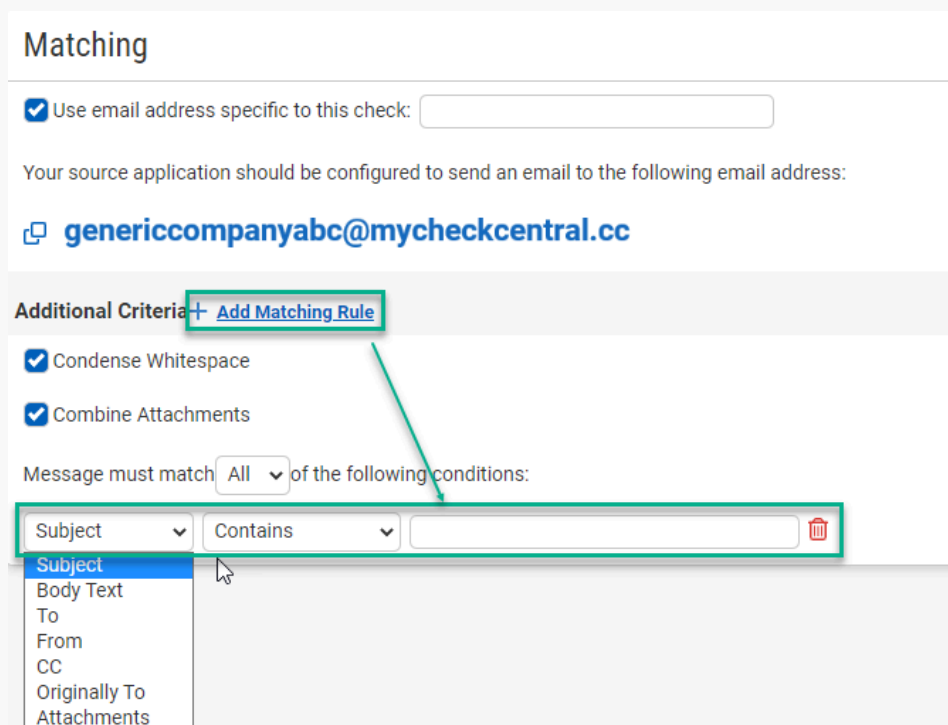
☒ Condense Whitespace

☒ Combine Attachments

Message must match All of the following conditions:  
*No Conditions Set*

A unique address per check simplifies the matching criteria configuration as each notification source would then have a one-to-one relationship; Every notification email when sent to a unique email will match to its own Check.


Not every situation allows for this type of configuration, however. If you choose to forward notification emails to CheckCentral, the original notification source may be lost, which then requires additional Matching criteria. This criteria is created by clicking on "[+ Add Matching Rule](#)," which adds new fields below. This action can be repeated for multiple rows.



### Matching

☒ Use email address specific to this check:

Your source application should be configured to send an email to the following email address:


 **genericcompanyabc@mycheckcentral.cc**

**Additional Criteria** [+ Add Matching Rule](#)

☒ Condense Whitespace

☒ Combine Attachments

Message must match All of the following conditions:

Subject Contains  

- Subject
- Body Text
- To
- From
- CC
- Originally To
- Attachments

Matching can be on the Subject, Body Text, or even the email attachments. To, From, CC, and Originally To email addresses can also be used for matching. Multiple matching rules can be used in combination to achieve the best and most reliable match with an "All" or "Any" condition setting, located above the Matching Rule fields.

A variety of dropdown selections expand your matching possibilities, including complex and regex matching options. Help

## Example:

For this example, we'll add criteria to match on the content of the incoming email. Veeam backup notification formats typically follow this pattern: "[%JobResult%] %JobName% (%VmCount% VMs) %Issues%" We can match each message using the job name ("%JobName%"), as it will always be included in the subject of the email and works for jobs including single or multiple VMs/systems.

We'll match on that name by clicking "Add Matching Rule," selecting "Subject," "Contains," and typing "ACME Accounting - Daily Backup to NAS" in the text field.

We'll add a second Matching Rule on the sending email address. In this example we'll be forwarding notification emails from a general monitoring catch-all email. For this second rule we select "From," "Is Exactly," and type the text "monitoring@genericcompanyabc.com."

Subject: [Success] ACME Accounting - Daily Backup to NAS (1 machines)

From: monitoring@genericcompanyabc.com

To: genericcompanyabc@mycheckcentral.cc

Originally To: genericcompanyabc@mycheckcentral.cc

Date: May 16, 2022 10:03

Message Info [Admin]

Message Content

Backup job: ACME Accounting - Daily Backup to NAS  
Created by AB-HYPERV\Administrator at 31/1/7/2019 13:16.

Success  
1 of 1 VMs processed

16 May 2022 22:00:10

Success	1	Start time	22:00:10	Total size	310 GB	Backup size	140.5 GB
Warning	0	End time	22:06:39	Data read	8.9 GB	Dedupe	1.6x
Error	0	Duration	0:06:29	Transferred	2 GB	Compression	1.4x

Details

Name	Status	Start time	End time	Size	Read	Transferred	Duration	Details
ACME-PDC	Success	22:00:30	22:06:29	310 GB	8.9 GB	2 GB	0:05:59	

Veeam Backup & Replication 10.0.1.4854

Matching

☐ Use email address specific to this check:

Your source application should be configured to send an email to the following email address:

[genericcompanyabc@mycheckcentral.cc](mailto:genericcompanyabc@mycheckcentral.cc)

Additional Criteria+ Add Matching Rule

☒ Condense Whitespace

☒ Combine Attachments

Message must match All of the following conditions:

Subject Contains ACME Accounting - Daily Backup to NAS

From Is Exactly monitoring@genericcompanyabc.com

We will leave Condense Whitespace and Combine Attachments enabled for this example.

## Best Practices:

Use matching elements that are consistent with and exclusive to the notification emails for each source. Don't use anything regarding status (i.e. "Success") at this point in creating your Check. Don't use terms that may appear in other irrelevant emails from the source (e.g. The email only pertains to administrative updates).

If there is risk of your matching text being duplicated across other source emails, using a unique CheckCentral email will be the better choice for one-to-one identification. Though it is unlikely that anyone will send email to your CheckCentral addresses, including "From" email addresses will further guarantee the Check is tied to the proper notification email. In most cases, it is best to leave Condense Whitespace and Combine Attachments enabled.

## Step 4: Status

The screenshot shows the 'Status' configuration step in a web interface. At the top, there are four tabs: 'Identification', 'Schedule', 'Matching', and 'Status', with 'Status' being the active tab. Below the tabs, the 'Status' section is divided into three main areas: 'Status', 'Success Criteria', and 'Warning Criteria'. The 'Status' section has a 'Default Status' dropdown menu set to 'Failure'. The 'Success Criteria' section has a 'Rules' section with two checked options: 'Condense Whitespace' and 'Combine Attachments'. Below these, it says 'Message must match All of the following conditions: No Conditions Set'. The 'Warning Criteria' section is identical to the 'Success Criteria' section. On the right side of the 'Status' section, there is a sidebar with additional information: 'Status' (Configur default s order to :), 'Default s' (If no stat this statu), 'Condens' (Ignore e; matching), 'Combine' (Treat all purpose:), and 'Rules' (By defau can be c meets th).

Identification Schedule Matching **Status**

**Status**

Default Status Failure

**Success Criteria**

Rules+ Add Success Rule

☒ Condense Whitespace

☒ Combine Attachments

Message must match All of the following conditions:  
No Conditions Set

**Warning Criteria**

Rules+ Add Warning Rule

☒ Condense Whitespace

☒ Combine Attachments

Message must match All of the following conditions:  
No Conditions Set

**Status**  
Configur default s order to :

**Default s**  
If no stat this statu

**Condens**  
Ignore e; matching

**Combine**  
Treat all purpose:

**Rules**  
By defau can be c meets th

The previous Matching step identifies the incoming email to the Check. The Status step looks for indicators of what type of notification you're receiving (i.e. The backup job was successfully run, it failed, or there were some issues.)

The configuration options you choose can vary considerably, but the approach is the same. The Default Status is what is set when the other Rules in this step don't match. Criteria for the remaining statuses then need to be defined, requiring their own unique one-to-one matches. If you consider a Warning a failure, then only a Success rule is needed. For each status, click "+ Add [Status] Rule" and populate the fields. Just like the Matching step, multiple rows of rules can be used.

Success Criteria

Rules + Add Success Rule

☒ Condense Whitespace

☒ Combine Attachments

Message must match All of the following conditions:

Subject Contains [Success]

## Example:

For this example, we keep the default status as Failure, which means we only need to define rules for Success and Warning notifications. Here we're going to make sure the three Statuses are distinctly defined.

For Veeam, the word "Success" is found several times within the notification email. Even on failures, the body of the message includes the term. The subject, however, prioritizes the negative Status even when multiple backups are reported in a single email. This makes rule creation simple.

Subject: [Success] ACME Accounting - Daily Backup to NAS (1 machines)

From: monitoring@genericcompanyabc.com

To: genericcompanyabc@mycheckcentral.cc

Originally To: genericcompanyabc@mycheckcentral.cc

Date: May 16, 2022 10:00

Message Info [Admin]

Message Content

Backup job: ACME Accounting - Daily Backup to NAS

Created by AB-HYPERV\Administrator at 31/07/2019 13:16.

16 May 2022 22:00:10

Success	Warning	Error
1	0	0

Start time	End time	Duration	Total size	Data read	Transferred	Backup size	Dedupe	Compression
22:00:10	22:06:39	0:06:29	210 GB	8.8 GB	2 GB	140.5 GB	1.6x	1.4x

Details

Name	Status	Start time	End time	Size	Read	Transferred	Duration	Det
ACME-PC0	Success	22:00:30	22:06:29	310 GB	8.8 GB	2 GB	0:05:59	

Veeam Backup & Replication 10.0.1.4854

Status

Default Status: Failure

Success Criteria

Rules + Add Success Rule

☒ Condense Whitespace

☒ Combine Attachments

Message must match All of the following conditions:

Subject Contains [Success]

Warning Criteria

Rules + Add Warning Rule

☒ Condense Whitespace

☒ Combine Attachments

Message must match All of the following conditions:

Subject Contains [Warning]

For Successful notifications we create a rule in the Success Criteria section by clicking "Add Success Rule," selecting "Subject," "Contains," and typing "[Success]" in the text field. We create a similar rule in the Warning Criteria section.

We will leave Condense Whitespace and Combine Attachments enabled for this example.

## Best Practices:

*Use matching elements that are exclusive to each Status and won't be found in the other Status notifications. Sometimes specifying a number of that Status is needed (e.g. 0 Failures). When in doubt, the final stage of Check creation allows you to test Check configurations against messages which can confirm an expected status match.*

*If matching is giving you trouble, try sending several relevant notification emails to the CheckCentral email used for your Check. They will come in as unmatched messages, grouped as such in the Current Issues section of your CheckCentral dashboard and listed in the Activities page as well. Use these as templates for configuring the Check, testing the Check against them until all statuses properly match.*

*Once your Check matches as expected, use it as a template for similar Checks you create. This is made easier as each Saved Check is available to copy later as shown in the beginning of the Check creation process. Another Veeam source for instance will keep the same Status rules, requiring limited modifications to the Identification and Matching steps. In most cases, it is best to leave Condense Whitespace and Combine Attachments enabled.*

## Step 5: Notifications

The screenshot shows the 'Notifications' configuration page in CheckCentral. The page has a top navigation bar with tabs: Identification, Schedule, Matching, Status, and Notifications (selected). The main content area is divided into two columns. The left column contains the following sections:

- Notifications**
- Failure and Warning Notifications**
  - ☐ Email
  - ☐ SMS
  - ☐ Push
  - ☐ Pushbullet
  - ☐ Pushover
- Notification Channels and External Ticketing Systems**

This check is configured to post to the listed notification channels and external ticketing systems. You can change these settings by adding or removing channels from the list.

☐ HaloPSA

Configure notification channels on your [notification channels page](#).

Configure external ticketing systems on your [external ticketing systems page](#).
- Options**
  - ☒ Notify authorized users when this check is restored to success from failure or warning
  - ☒ Send notifications for messages processed outside of the Arrival Time Window
- Notify on Repeated Alerts**

Notify on every failure or warning
- Notification Grace Period**

No grace period

The right column contains a sidebar with the following sections:

- Notifications**

Configure how failures, warnings, and status changes are handled.
- Failure and Warning Notifications**

Users will be sent Failure and Warning notifications when the check fails or warns.
- Included Channels (optional)**

This check is configured to post alerts and status changes to the following channels.
- Notification Channels (optional)**

Notification channels can be configured to post alerts and status changes to external systems.
- External Ticketing Systems (optional)**

Notification channels can be configured to post alerts and status changes to external ticketing systems.
- Notify authorized users when this check is failure or warning**

Users will be notified based on this check's configuration.
- Send notifications for messages processed outside of the Arrival Time Window**

Uncheck to have CheckCentral only send notifications for messages processed within the Arrival Time Window.
- Notify on Repeated Alerts**

Configure notification behaviour for consecutive failures or warnings.
- Notification Grace Period**

If there is a grace period set, CheckCentral will wait for the specified period before sending a notification.

Notifications are simply how you want to be informed of Check Failures, Warnings, and some other Status changes.

Email, push, chat and other software can be integrated as well as ticketing systems, allowing for automatic ticket creation and management.

Further configuration is required for each to function and is done via the Notifications tab in the main menu. They can be configured before or after Check creation.

Enable the desired Failure and Warning Notifications as well as any Notification Channels and External Ticketing Systems to be used for this Check.

Other options in this step involve what to send and when to send it. The first option sends a notification for when a Failure or Warning Check returns to the Success state. The second option involves the Custom Schedule configuration from the earlier Schedule step. If you didn't use a Custom Schedule, this option doesn't apply. If you did, Notifications sent can be limited to the same Custom Schedule. This is achieved by disabling the option "Send notifications for messages processed outside of the Arrival Time Window."

You may not wish to be sent notifications for consecutive Failures or Warnings on the same Check. The Notify on Repeated Alerts dropdown provides other options. You may also wish to delay Notifications. This is done through the Notification Grace Period dropdown, with options ranging from "15 minutes" to "1 day."



#### Notify on Repeated Alerts

Notify on every failure or warning ▲

Notify on every failure or warning

Notify on first failure or warning

Notify on every failure or warning after...

Notify on every...

#### Notify on Repeated Alerts

Notify on every failure or warning ▼

#### Notification Grace Period

No Grace Period ▲

filter...

No Grace Period

15 Minutes

30 Minutes

60 Minutes

2 Hours

4 Hours

## Example:

For this option we'll leave everything as the default.

## Best Practices:

*Understand what your response procedures are prior to defining the various notifications. It may be unnecessary or inappropriate for some users to receive certain notifications. You may also want to establish notification channels exclusively used for CheckCentral.*

*Check both the Personal and Organization configurations under the Notifications menu tab to ensure the desired settings are enabled and configured correctly. Each has a test option, represented by the paper airplane icon.*

*Setting up your External Ticketing Systems prior to creating checks allows you to import customers and accounts as Check Groups for Check associations. (Not all Ticketing System integrations have this feature currently.)*

## Step 6: Save

Identification
Schedule
Matching
Status
Notifications
Save

Save

Existing Messages
☒ Process unmatched messages after saving
☐ Process matched messages after saving

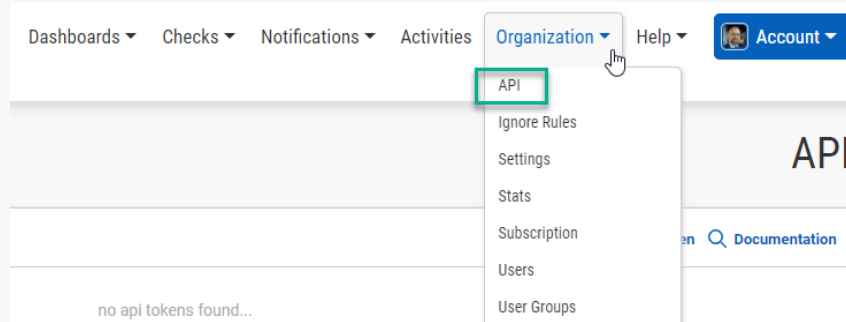
**Process unmatched messages after saving**  
Any unmatched messages for your organization will be rematched against your checks, including any updated conditions for this check.

**Process matched messages after saving**  
Recent messages already matched to this check will have their status reprocessed using the updated status conditions. CheckCentral will reprocess up to 100 recent activities bas... +

The Save step clearly saves your Check configuration, but it contains other important options. You may have already received notification emails as matched or unmatched messages in CheckCentral. You can enable the options to process one or both message types after the current Check is saved.

At the bottom of the Save step screen there is also the option to view the JSON of the Check. This is useful when writing API scripts for more efficient Check creation.

For API token creation, documentation, and testing, go to the Organization tab and click API via CheckCentral's main menu.



For further documentation on the CheckCentral API and Check structures, see [API Documentation](#)

To test the Check against all email messages CheckCentral has received, whether they have matched Checks or not, use the Test button.

Test

Recent Messages Matching Multiple Checks

no messages...

Recent Messages Now Matched

no messages...

Recent Messages Would No Longer Match

no messages...

Recent Messages Still Matched

no messages...

[illegible]

See below for Troubleshooting.

*After a message is processed by CheckCentral, confirm it matches the correct Check and is set to the correct Status. To expedite this confirmation process, send the email message prior to creating the Check.*

# Troubleshooting

If your Check fails to match a message, review your matching rules in the Matching tab. See [Best Practices](#) under Step 3: Matching above.

If your Check Status is not set correctly (i.e. It shows as Failure when it should be set to Success), review your criteria in the Status tab. Ensure each Status area is well-defined. Alter your text and/or the matching dropdown options. Then use the Test button in the Save tab until the results match the message with the correct Status. See [Best Practices](#) under Step 4: Status above.

Try starting with an unmatched message first. Send your notification email to the CheckCentral email address (default organization name or with specifics).

The screenshot displays the CheckCentral web interface. The top navigation bar includes 'Dashboards', 'Checks', 'Notifications', 'Activities' (highlighted), 'Organization', 'Help', and 'Account'. The 'Activities' section on the left contains a 'Filter' panel with dropdowns for 'Group Name' (All), 'Check Name' (All), 'Activity Status' (All), and 'Matched' (Unmatched, highlighted). It also includes an 'Activity Limit' of 25 and 'Activity Source' checkboxes for Email, User Set, Overdue, and CheckCentral API. A 'Date Range' selector is set from 2021-04-30 to 2022-05-17. Below the filter is a table of activities. The first row is highlighted, showing a 'Success' backup message that is 'Unmatched'. A green box highlights the '[create check]' link in the 'Matched Check' column. To the right, the 'Identification' and 'Matching' configuration panels are shown. The 'Identification' panel has fields for 'Name' (Success Backup - All VMs (3 machines)), 'Assign to Group' (Acme Accounting), 'Label' (optional), 'Description', and 'Asset ID'. The 'Matching' panel has a checkbox for 'Use email address specific to this check' (checked) with the email 'veeambackups@genericcompanyabc+veeambackups@mycheckcentral.cc'. It also has checkboxes for 'Condense Whitespace' and 'Combine Attachments'. The 'Message must match' section shows a rule: 'Subject' is 'Exactly' '[Success] Backup - All VMs (3 machines)'. Green arrows indicate the flow from the 'Unmatched' message in the table to the configuration panels.

Date	Title	Matched Check
5h, 50m ago	[Success] Backup - All VMs (3 machines)	Unmatched [create check] [add ignore rule]
May 16, 2022 6:00 AM	[Failure] Backup - All VMs (2 machines)	Unmatched [create check] [add ignore rule]
May 15, 2022 6:00 AM	[Success] Backup - All VMs (3 machines)	Unmatched [create check] [add ignore rule]
May 14, 2022 6:00 AM	[Success] Backup - All VMs (3 machines)	Unmatched [create check] [add ignore rule]
May 13, 2022 2:39 PM	[Warning] Backup - All VMs (3 machines)	Unmatched [create check] [add ignore rule]
May 13, 2022 6:00 AM	[Warning] Backup - All VMs (3 machines)	Unmatched [create check] [add ignore rule]
May 12, 2022 2:57 PM	[Success] ACME Accounting Backup (1 machines)	Unmatched [create check] [add ignore rule]
May 12, 2022 6:00 AM	[Success] Backup - All VMs (3 machines)	Unmatched [create check] [add ignore rule]
May 3, 2022 9:09 AM	test	Unmatched [create check] [add ignore rule]

Then search for "Unmatched" messages in the Activities page by clicking on Activities in CheckCentral's main menu, then selecting "Unmatched" from the Matched dropdown, and clicking the Filter button.

Clicking "[create check]" in the row with the unmatched message will pre-populate the Identification and Matching steps (in part), which may help, though these fields will likely need modifications (i.e. Removing "[Success]" from the Name and Matching Rule text fields as shown in the example image).

# Other Examples

## Backup Software Emails

*\*Examples were accurate at the time of writing. It is advised to confirm continued accuracy on your own Checks.*

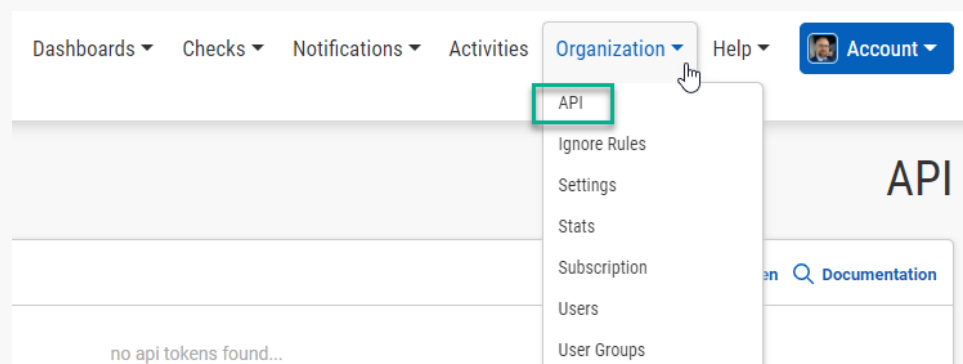
**Veritas** – Default Status: Failure; Success Criteria: Subject, Contains, Success; Warning Criteria: Subject, Contains, Warning

**Comet** - Default Status: Failure; Success Criteria: Subject, Contains, Success; Warning Criteria: Subject, Contains, Warning

(See [this document](#) for configuration on the Comet side.)

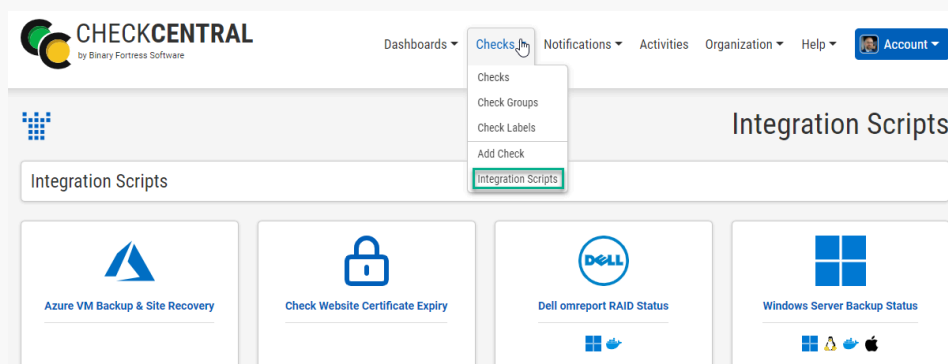
## Checks and Activities via API

The CheckCentral API provides an endpoint for creating checks programmatically using JSON. For API token creation, documentation, and testing, go to the Organization tab and click API via CheckCentral's main menu.



For further documentation on the CheckCentral API and Check structures, see [API Methods: createCheck Endpoint](#), [API Methods: createUser Endpoint](#), and [API Methods: createReport Endpoint](#).

The Checks below are used in conjunction with our integration scripts and require additional setup. Go to Integration Scripts under the Checks tab of the main CheckCentral menu and click the relevant button for instructions and the script download or click the link provided below.



[Windows Server Backup](#), [Dell RAID](#), [Website Certificate Expiry](#), [Azure VM Backup and Replication](#), [Fujitsu RAID Status](#), [HP RAID Status](#), and [Hyper-V Replication Status](#)

Some users create Checks that have no associated notification emails or matching rules. Using the Schedule configuration, these manual checks are simply reminders of activity that should be carried out on a regular basis. The end user is sent a warning and/or failure based on the Expected Interval, then updates the Check to show the action was carried out.

Once the Check is created, you can update its Status from the Dashboard.

Click on the check mark to the right of the Check.

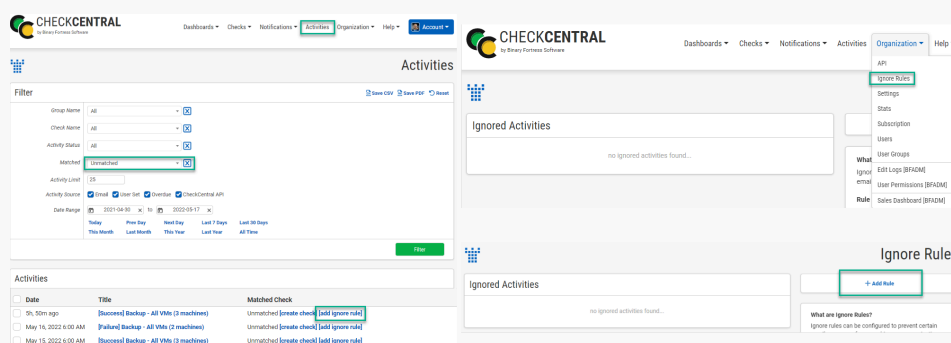
Set the Status, type a relevant message, choose if updates/notifications are to be sent, and click Save. The Status will be added with the appropriate color-coded circle, containing an icon to indicate it was manually set .

# Other Common Terms in Messages

Succeeded, Successful, Successfully, Completed, Finished, Critical, Error, Fail, Failed, Attention, Missed, Canceled, Cancelled, Action Required

## Ignore Rules

Your Check matching criteria should exclude irrelevant messages (the source may send notifications for configuration changes or new logins or redundant summary reports, for example), though CheckCentral will still retain these Unmatched Messages.



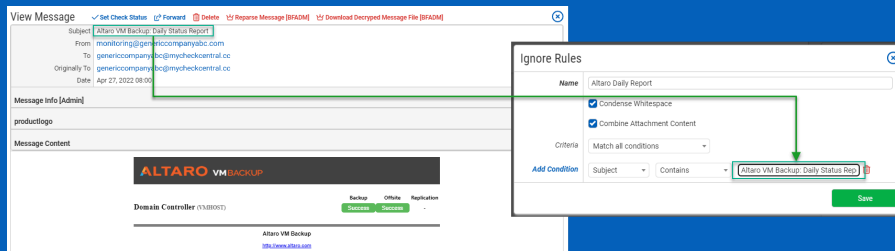
To avoid possible Check matches resulting in false Status updates, or even just to remove Unmatched Message clutter, you'll need to create Ignore Rules. You can do this from the Activities page on unmatched messages or through the Organization tab of the main CheckCentral menu. Click "[add ignore rule]" from the Activities page in the row with the Unmatched message you wish to ignore or click "+ Add Rule" from the Ignore Rules page.

The image shows a modal window titled 'Ignore Rules'. It has a close button in the top right corner. The form contains a 'Name' field, two checked checkboxes for 'Condense Whitespace' and 'Combine Attachment Content', and a 'Criteria' dropdown set to 'Match all conditions'. Below this is a table for adding conditions with columns for 'Subject', 'Contains', and a trash icon. A green 'Save' button is at the bottom right.

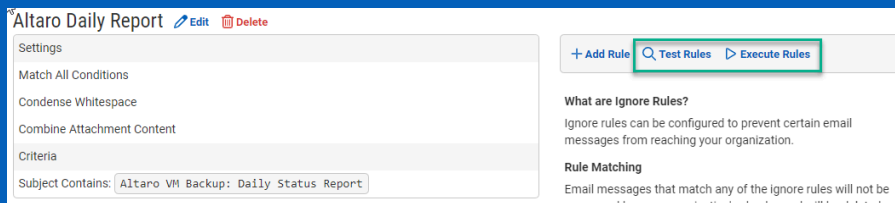
This is a simplified version of the Check creation process, condensing the criteria requirements to matching the message text/attachments and/or the sending/receiving email addresses. Multiple rows can be added by clicking "+ Add Condition."

## Example:

In this example we'll add an ignore rule for Altaro's Daily Status Report.



We click "+ Add Rule" from the Ignore Rules page. In the presented screen we name the rule "Altaro Daily Report." For the condition we select "Subject," "Contains," and type "Altaro VM Backup: Daily Status Report" in the text field. We then click Save.



Clicking Test Rules is similar to the Test screen in the Save step of Check creation. This will show you which messages match the existing Ignore rules. If the intended messages match as expected, clicking Execute Rules will apply the Ignore rules to them.

## Best Practices:

*Use matching elements that are consistent with and exclusive to the email messages you wish to ignore, making sure nothing overlaps with other rule criteria. Create multiple condition rules to be certain.*



# About CheckCentral

CheckCentral Monitoring consolidates and simplifies backup, system, and software email updates into a clean, graphical dashboard, bringing peace of mind to IT administrators of SMBs, Enterprises, and MSPs.

To learn more about CheckCentral, visit: <https://www.checkcentral.com>

# About Binary Fortress Software

Binary Fortress has spent 17 years in pursuit of one goal: create software to make life easier. Our software ranges from display management and system enhancement utilities to monitoring tools and digital signage. IT administrators, professional gamers, coffee-shop owners, and MSPs all rely on Binary Fortress to make their days better, and their lives easier.

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