



CSV Integration (Alarm Export)



- LightSpeed PM – A Certified Quest Partner

Quest™

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Integrations – OOTB Today

Creating Integrations today in Foglight requires some deep knowledge of Foglight configuration

- Custom Event Driven Rules
- Command Invocation
- Groovy Scripting
- Very Little control

CSV Integration – Highlights

- CSV Integration makes it a lot simpler to export alarms to disk:
 - Customizable fields
 - Ability to generate CSV files (with or without headers)
- **Remote Administration** of solution across servers
- Decision engine for total and precise control
 - 20 Levels of granularity
 - Severity Level control

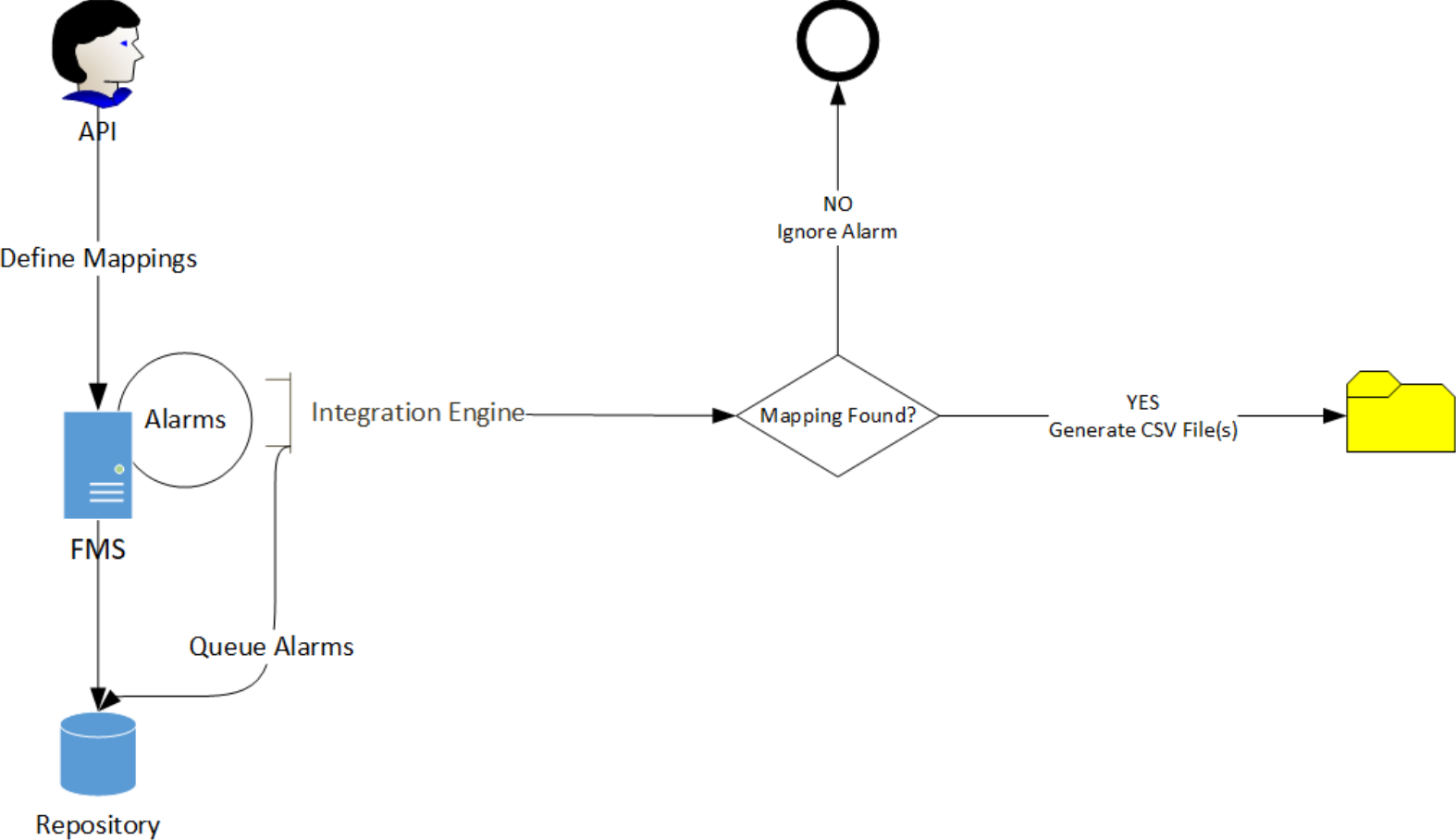
CSV Integration – Highlights

- Pattern editor to easily access many of the information related to the alarm. (No groovy required)
 - Access to dozens of fields to easily provide values to parameters
 - A dozen common operators available to easily avoid any coding
- Use of groovy scripts for power users
 - Use of groovy scripting with complete injected flow context
 - Ability to reject/delay ticket generation
- Persisted Queue so no events are lost
 - Guaranteed delivery
 - Keep history for rejected, failed and successful operations for total control
 - Pause or delay control
 - Consumer Thread settings/control as to manage concurrency and volume.

CSV Integration – Highlights

- Alarm Transition Support
 - Can be turned ON or OFF
 - Update tickets when alarm is transitioning from one severity to another.
 - Can be either to higher severity only or any transition
 - Close ticket only when the last alarm in the transition has been cleared
 - All transition information is accessible from the Pattern Editor
- Auto Acknowledge Alarms

CSV Integration – Flow



CSV Integration – Decision Engine

- The decision engine is based on various mappings defined within the solution. A very rich UI is provided to create the mappings.

- Low Priority

	Service	Host	Agent Type	Agent	Topology Object	Rule
0						
1		x				
2			x			
3				x		
4						x
5					x	
6		x				x
7			x			x
8				x		x
9					x	x
10	x					
11	x	x				
12	x		x			
13	x			x		
14	x					x
15	x				x	
16	x	x				x
17	x		x			x
18	x			x		x
19	x				x	x

No Service

With Service

- High Priority

CSV Integration – Changing Settings

Navigation

Expert View

- Bookmarks
There are no bookmarks
- Homes
- Dashboards
- Foglight Servers
 - Local FMS
 - Host Name

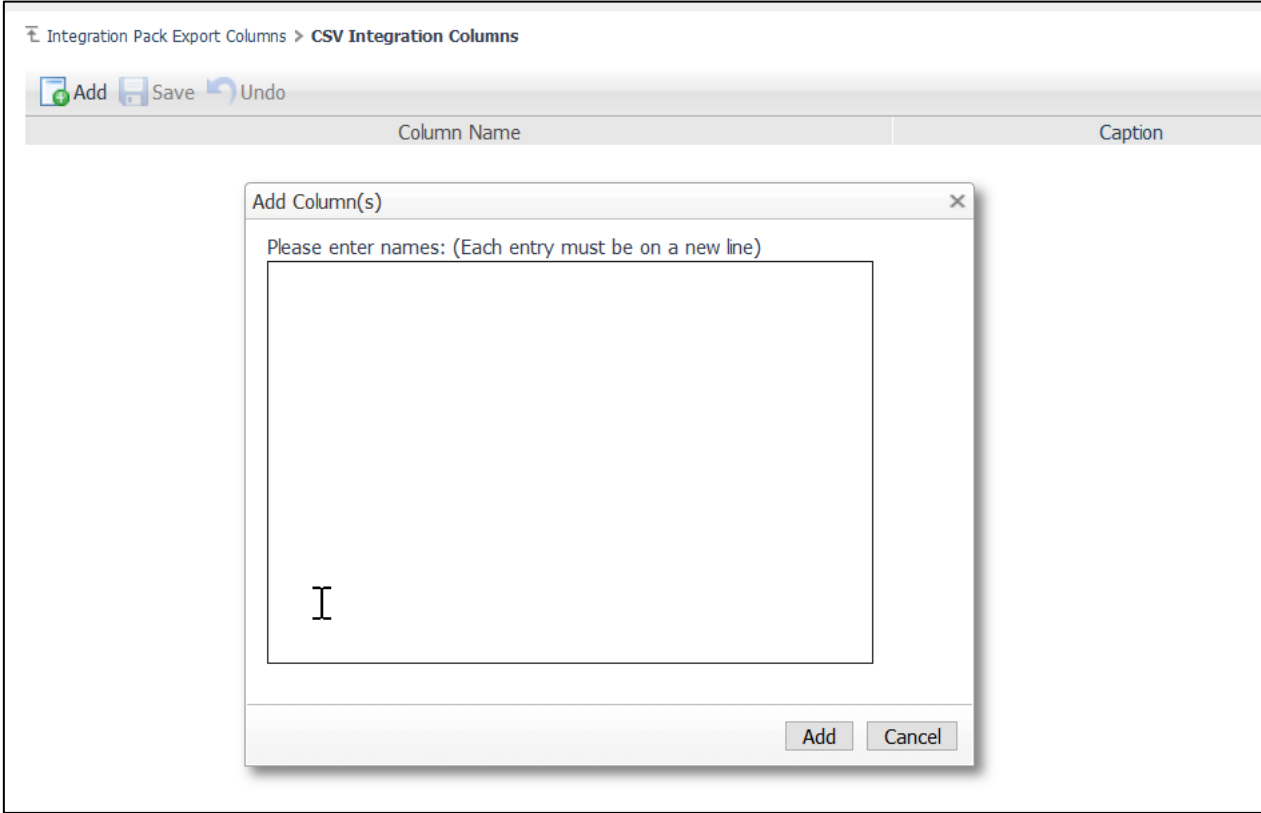
There Is No Data To Display

Integration Pack Registry Settings - Local FMS

Save | Undo | Filter

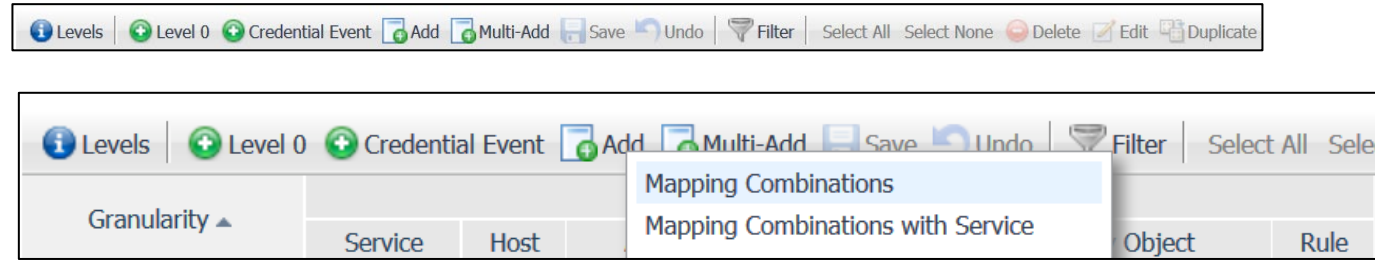
Name	Value	Scoping	Description
CSV Integration			
Open Ticket			
PSO.CSVIntegration.OpenTicket.NoEmptyValue	false		If true any tag that returns a null will be replaced by a space. If false null values are simply not outputted.
PSO.CSVIntegration.OpenTicket.TimeZone	GMT		Defines the time zone to use when outputting date and time in the Command.
PSO.CSVIntegration.OpenTicket.DateTimeFormat	dd/MM/yyyy:HH:mm:ss		Defines the format for the date and time to use when outputting date and time in the Command.
Queue			
Ignore			
PSO.CSVIntegration.Queue.Ignore.Normal	true		Should cleared alarms be ignored by the queuing engine? Ignored alarms are not queued thus reducing the overall load on the system and
PSO.CSVIntegration.Queue.Ignore.Warning	false		Should Warning alarms be ignored by the queuing engine? Ignored alarms are not queued thus reducing the overall load on the system and
PSO.CSVIntegration.Queue.Ignore.Critical	false		Should Critical alarms be ignored by the queuing engine? Ignored alarms are not queued thus reducing the overall load on the system and
PSO.CSVIntegration.Queue.Ignore.Fatal	false		Should Fatal alarms be ignored by the queuing engine? Ignored alarms are not queued thus reducing the overall load on the system and
PSO.CSVIntegration.Queue.Ignore.Rules			A list of comma separated rule names that the queue should ignore. Alarms generated by ignored rules are not queued thus reducing the
Delay			
PSO.CSVIntegration.Queue.Alarm.DelayPeriod.Warning	0		Time in minutes a warning alarm should be delayed in the queue before being forwarded to the target system if still active (not cleared) a
PSO.CSVIntegration.Queue.Alarm.DelayPeriod.Critical	0		Time in minutes a critical alarm should be delayed in the queue before being forwarded to the target system if still active (not cleared) aft
PSO.CSVIntegration.Queue.Alarm.DelayPeriod.Fatal	0		Time in minutes a fatal alarm should be delayed in the queue before being forwarded to the target system if still active (not cleared) aft
PSO.CSVIntegration.Queue.AlarmTransition.Enable	false		Should alarm transition be supported. If enabled the integration will update a ticket vs creating a new one when an alarm goes from sever
PSO.CSVIntegration.Queue.Alarm.AcknowledgeUponSuccess	false		Should the alarm be acknowledged when the alarm has been successfully processed.
PSO.CSVIntegration.Queue.Alarm.EnforceServiceFilter	false		When an alarm is being processed enforce the filters applied to the service. If true a service is not considered to be a hit (mapping wise)
PSO.CSVIntegration.Queue.PausePeriod	0		Time in minutes no alarms should be forwarded to the target system. This is useful when the target system is unavailable due to mainte
Export			
PSO.CSVIntegration.Export.Folder.Critical			Indicates the folder name under the Home directory where the Critical files are to be stored. (i.e.: critical)
PSO.CSVIntegration.Export.Home			Indicates the home directory where the files are to be stored. (i.e.: C:/csv-exports)
PSO.CSVIntegration.Export.IncludeColumnNames	false		If true caption of fields will be used as the column names. false to omit column names.
PSO.CSVIntegration.Export.Folder.Fatal			Indicates the folder name under the Home directory where the Fatal files are to be stored. (i.e.: fatal)
PSO.CSVIntegration.Export.Folder.Warning			Indicates the folder name under the Home directory where the Warning files are to be stored. (i.e.: warning)

CSV Integration – Customizable Columns

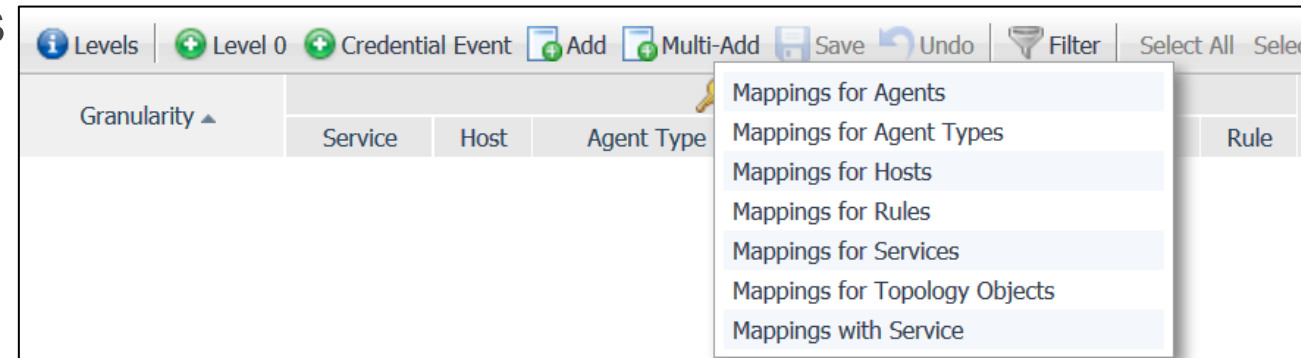


CSV Integration – Mappings Editor

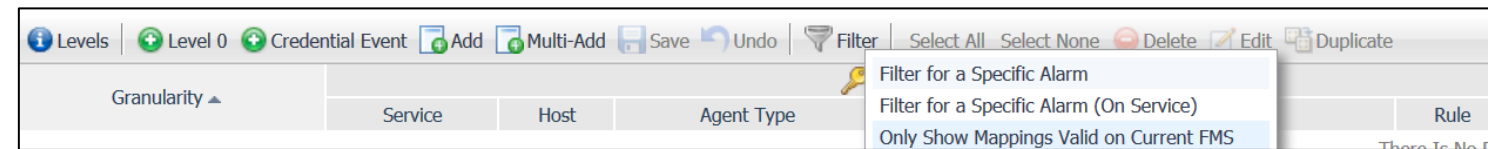
- Combinations



- Multiple Mappings



- Filtering



- . . .

CSV Integration – Field Editor

Alarm ID	: @ALARM_ID	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Alarm Severity	: @ALARM_SEVERITY	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Alarm Severity Name	: @ALARM_SEVERITY_NAME	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Alarm Created Time	: @ALARM_CREATED_TIME	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Alarm Message	: @ALARM_MESSAGE_CLEAN	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Alarm Link	: @ALARM_LINK	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Alarm Is Acknowledged	: @ALARM_IS_ACKNOWLEDGED	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Alarm Acknowledged Time	: @ALARM_ACKNOWLEDGED_TIME	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Alarm Acknowledged By	: @ALARM_ACKNOWLEDGED_BY	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Alarm Is Cleared	: @ALARM_IS_CLEARED	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Alarm Cleared Time	: @ALARM_CLEARED_TIME	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Alarm Cleared By	: @ALARM_CLEARED_BY	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Rule Name	: @RULE_NAME	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Impacted Global Services	: @IMPACTED_GLOBAL_SERVICES	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Agent UID	: @AGENT_UID	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Hostname	: @HOSTNAME	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Topology Object Name	: @TOP_OBJECT_LONG_NAME	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
Topology Object UID	: @TOP_OBJECT_UID	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="radio"/>

CSV Integration – Pattern Editor

Alarm Severity Name Elements

Add Insert Edit Complete Save Undo

Pattern Element

- @ALARM_SEVERITY_NAME

Remember to click Apply if you manually edit the pattern.
Spaces are automatically trimmed, please use Edit Complete to insert spaces and have them preserved.

@ALARM_SEVERITY_NAME

Apply

TAGS

Search

Tag	Caption
AGENT_TYPE	Agent Type
AGENT_UID	Agent UID
ALARM_ACKNOWLEDGED_BY	Alarm Acknowledged By
ALARM_ACKNOWLEDGED_TIME	Alarm Acknowledged Time
ALARM_CLEARED_BY	Alarm Cleared By
ALARM_CLEARED_TIME	Alarm Cleared Time
ALARM_CREATED_TIME	Alarm Created Time
ALARM_ID	Alarm ID
ALARM_IS_ACKNOWLEDGED	Is Alarm Acknowledged
ALARM_IS_CLEARED	Is Alarm Cleared
ALARM_LINK	Alarm Link

OPERATORS

Operator	Short Description
?[]	If tag has a value.
:[]	If tag does not have a value.
?[]:[]	If tag has a value else.
^{}{}	Replace string with another.
=0	Equality
=0?[]:[]	If equal else
![[]]	Groovy Script
^U	Uppercase
^L	Lowercase
^T	Trim
^N	New Line Output
^R	Return

CSV Integration – System Requirements

- **Minimum required FMS version**

5.9.3

- **Supported Databases**

Microsoft SQL

Oracle

MySQL

PostgreSQL

Minimum Version

2008 (version 10.0.1600 or later)

9i R2

5.1.45

9.4.0