



Email Integration



- LightSpeed PM – A Certified Quest Partner

Quest™

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Foglight Integrations – Current OOTB Status

- Foglight allows email notification, but is very restrictive with regard to controlling what is sent, how it is sent, and what it looks like
 - Email action per rule and per severity.
 - Limited to registry variables being scoped on individual objects.
 - Not possible to easily assign multiple email targets based on service.
 - Email management difficult and many use cases require lots of groovy scripting to implement.
 - Event Driven Rule
 - Limited to forwarding emails based on custom implemented logic.
 - Very cumbersome to define and enforce total and precise control.
 - Lots of groovy scripting required.
 - Hard to implement using one rule.
 - No support for Email escalation

Email Integration – Highlights

- Our Custom Email Integration simplifies management of Email dispatching within Foglight:
 - Customizable Subject, message and recipients per severity
 - Support for text and HTML emails
 - Time based escalation per severity.
 - Email dispatching to multiple dynamic targets per severity.
- Advanced Rich UI for all functionalities
- **Remote Administration** of solution across servers
- Decision engine for total and precise control
 - 20 Levels of granularity
 - Severity Level control

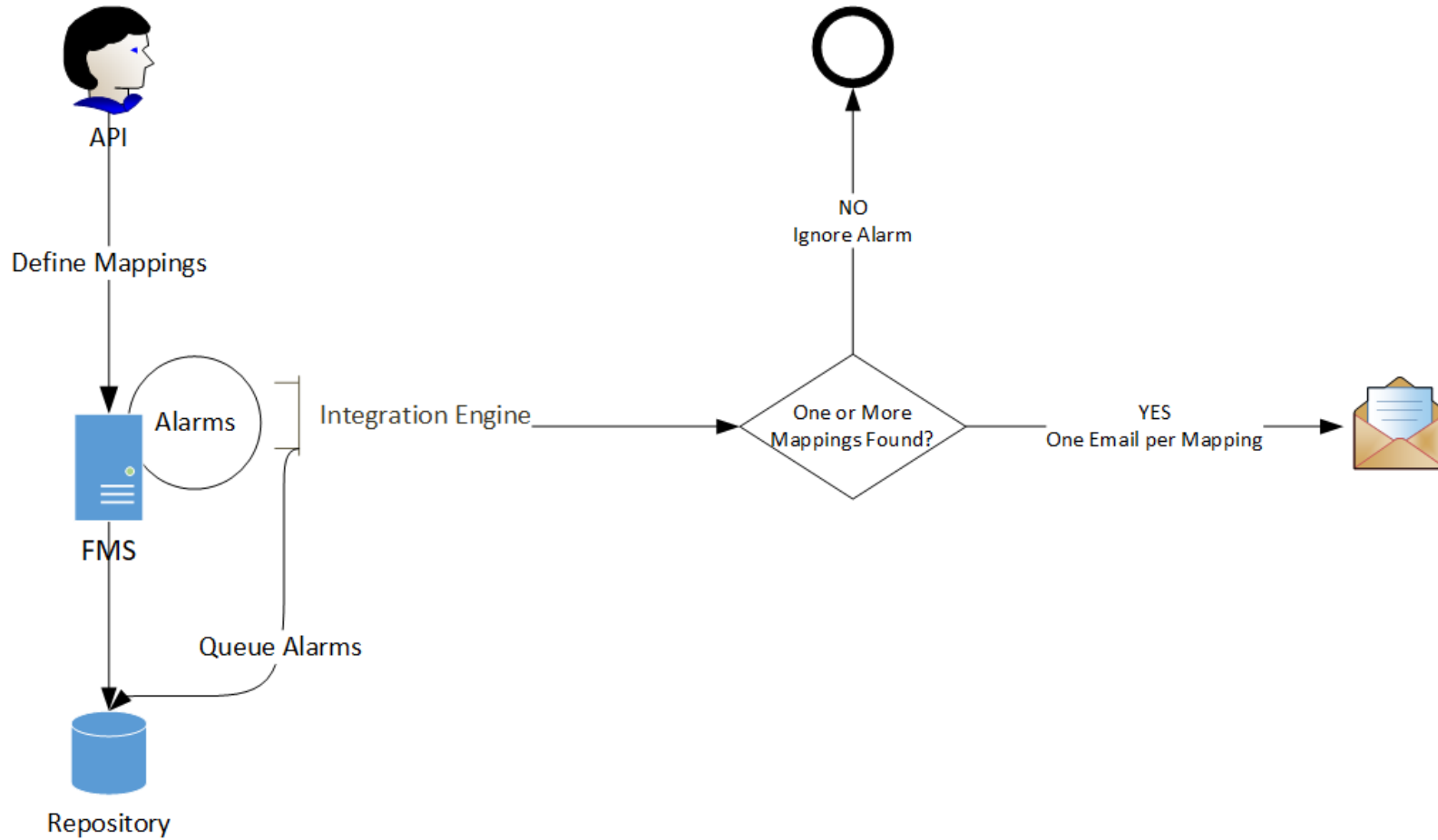
Email Integration – Highlights

- 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.

Email 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
- Alarm Flood Prevention
- Auto Acknowledge Alarms

Email Integration –Flow



Email 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

Email Integration – Changing Settings

Integration Pack Registry Settings - Local FMS

Navigation: Expert View

Bookmarks: There are no bookmarks

Homes: Local FMS

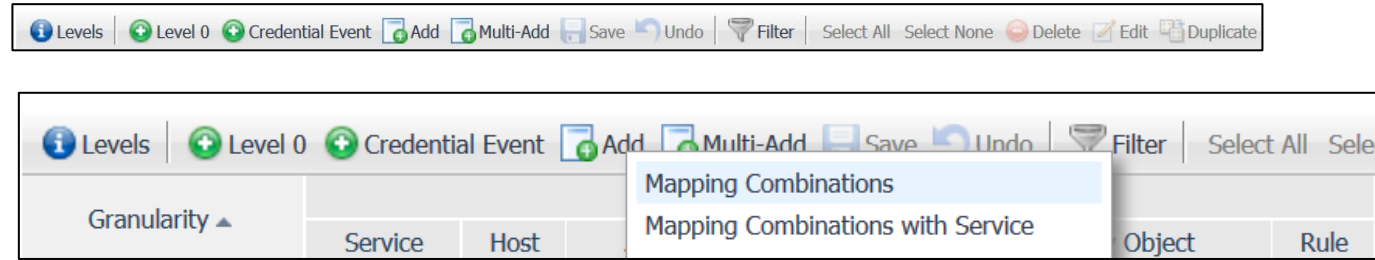
Dashboards: Foglight Servers

Host Name: There Is No Data To Display

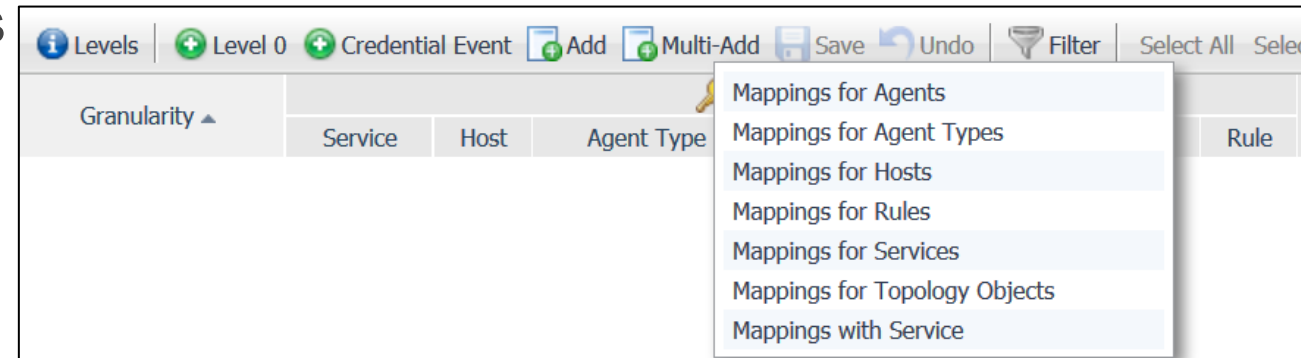
| Name | Value | Scoping | |
|---|--------------------|---------|--|
| Email Integration | | | |
| Open Ticket | | | |
| PSO.EmailIntegration.OpenTicket.NoEmptyValue | true | | If true any tag that returns a null will be replaced by a space. If false null values are simply not outputted. |
| PSO.EmailIntegration.OpenTicket.TimeZone | GMT | | Defines the time zone to use when outputting date and time in the Command. |
| PSO.EmailIntegration.OpenTicket.DateTimeFormat | dd/MM/yyyyHH:mm:ss | | Defines the time zone to use when outputting date and time in the Command. |
| Queue | | | |
| Ignore | | | |
| PSO.EmailIntegration.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 |
| PSO.EmailIntegration.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 |
| PSO.EmailIntegration.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 |
| PSO.EmailIntegration.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 |
| PSO.EmailIntegration.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 overall load on the system |
| Delay | | | |
| PSO.EmailIntegration.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) |
| PSO.EmailIntegration.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) |
| PSO.EmailIntegration.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) |
| PSO.EmailIntegration.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 one state to another |
| PSO.EmailIntegration.Queue.Alarm.AcknowledgeUponSuccess | false | | Should the alarm be acknowledged when the alarm has been successfully processed. |
| PSO.EmailIntegration.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 v |
| PSO.EmailIntegration.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 m |
| Carbon Copy | | | |
| PSO.EmailIntegration.CarbonCopy.Fatal | | | Comma separated list of recipients to CC the email to when a mapping is found and the alarm's severity is fatal. |
| PSO.EmailIntegration.CarbonCopy.Critical | | | Comma separated list of recipients to CC the email to when a mapping is found and the alarm's severity is critical. |
| PSO.EmailIntegration.CarbonCopy.Normal | | | Comma separated list of recipients to send the email to when a mapping is found and the alarm's severity is normal. |
| PSO.EmailIntegration.CarbonCopy.Warning | | | Comma separated list of recipients to CC the email to when a mapping is found and the alarm's severity is warning. |
| Escalation | | | |
| PSO.EmailIntegration.Escalation.CarbonCopy.Fatal | | | Comma separated list of recipients to CC the email to when a mapping is found, the alarm's severity is fatal and the alarm has been |
| PSO.EmailIntegration.Escalation.Recipient.Fatal | | | Comma separated list of recipients to send the email to when a mapping is found, the alarm's severity is fatal and the alarm has be |
| Recipient | | | |
| PSO.EmailIntegration.Recipient.Fatal | | | Comma separated list of recipients to send the email to when a mapping is found and the alarm's severity is fatal. |
| PSO.EmailIntegration.Recipient.Critical | | | Comma separated list of recipients to send the email to when a mapping is found and the alarm's severity is critical. |
| PSO.EmailIntegration.Recipient.Warning | | | Comma separated list of recipients to send the email to when a mapping is found and the alarm's severity is warning. |
| PSO.EmailIntegration.Recipient.Normal | | | Comma separated list of recipients to send the email to when a mapping is found and the alarm's severity is normal. |
| Multiple Mappings | | | |
| PSO.EmailIntegration.MultipleMappings.Enable | false | | Should the solution send emails to all the alarm mappings (true) that are a hit for an alarm or should it only send it to the alarm map |

Email Integration – Mappings Editor

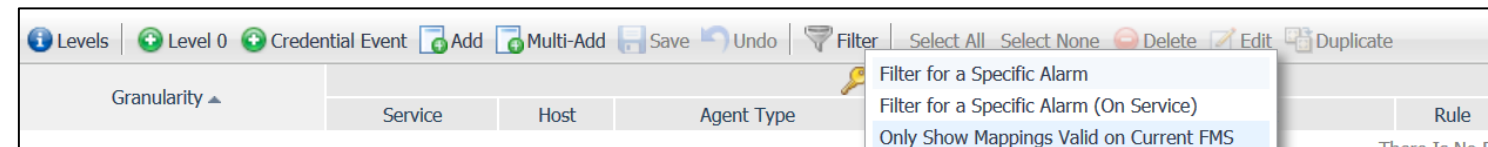
- Combinations



- Multiple Mappings




































- Filtering



- . . .

Email Integration – Field Editor

| | | | | |
|---------------------------------|--|---|---|---|
| Subject | : @EM_ESCALATION_SEVERITY?[Escalation @EM_ESCALATION... |  |  |  |
| Message | : @ALARM_MESSAGE |  |  |  |
| Escalation Severity | : def alarm = args [1] def mapping = args [2] ... |  |  |  |
| Escalation Severity Name | : def tagToValueMap = args [3] switch (tagToValueM... |  |  |  |
| Recipient | : def alarm = args [1] def mapping = ... |  |  |  |
| CC | : def alarm = args [1] def mapping = ... |  |  |  |
| Content Type | : text/plain |  |  |  |
| Escalation Time | Warning  |  |  |  |
| | Critical  |  |  |  |
| | Fatal  |  |  |  |

Email Integration – Pattern Editor

The screenshot shows the 'Alarm Severity Name Elements' window. On the left, a 'Pattern Element' list contains '@ALARM_SEVERITY_NAME'. The main editor area contains the text '@ALARM_SEVERITY_NAME'. Below the editor is an 'Apply' button. At the bottom, there are two panels: 'TAGS' and 'OPERATORS'.

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

| 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 |

Email 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