



Moogsoft Integration



- LightSpeed PM – A Certified Quest Partner

Quest™

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Moogsoft Integration Options Out of the box

- Foglight does not come with an integration option out of the box, and requires custom services
 - Custom Event Driven Rule
 - Command Invocation
 - Groovy Scripting
 - Very Little control over sent event (control requires lots of groovy scripting)
 - No options to define Moogsoft Fields in Foglight

Moogsoft Custom Integration Cartridge – Highlights

- Our Moogsoft Integration Cartridge simplifies integration with Foglight:
 - Advanced Rich UI for all functionalities
 - Customizable Command Line invocation support
 - Customizable REST invocation support
 - Create/Update Tickets
 - Ability to Export data
 - Flexible parameter definitions
 - Auto Annotate Alarms with returned information
 - **Remote Administration** of solution across servers
 - Decision engine for total and precise control
 - 20 Levels of granularity
 - Severity Level control

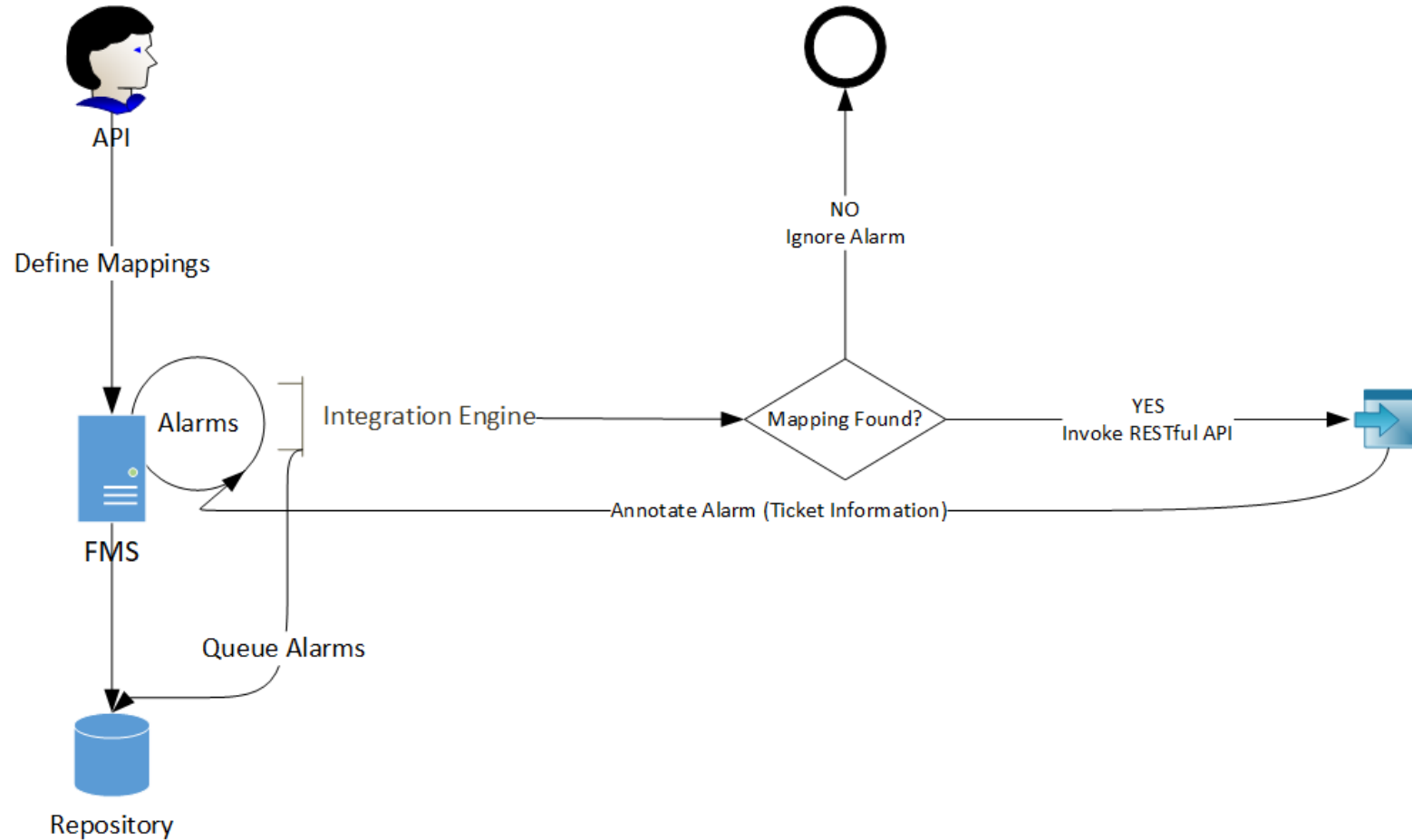
Moogsoft Integration – Highlights

- 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.

Moogsoft 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

Moogsoft Integration – RESTful API Flow



Moogsoft 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

Moogsoft Integration – Changing Settings

Integration Pack Registry Settings - Local FMS

Navigation Expert View

Bookmarks: There are no bookmarks

Homes

Dashboards

Foglight Services

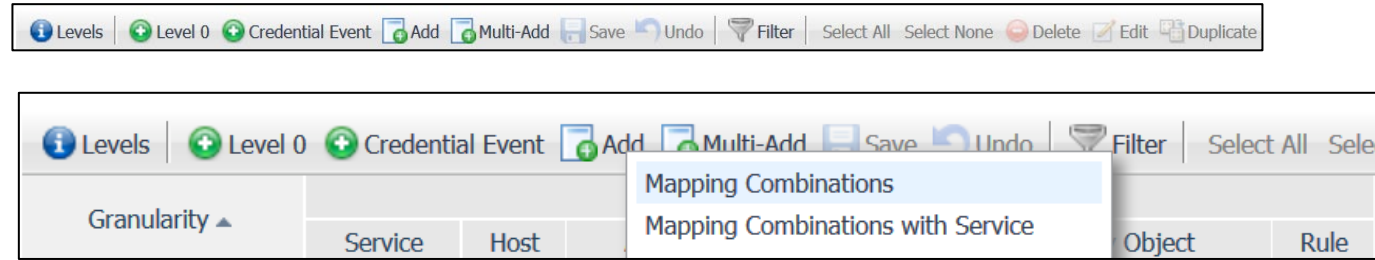
Local FMS Search

Host Name: There Is No Data To Display

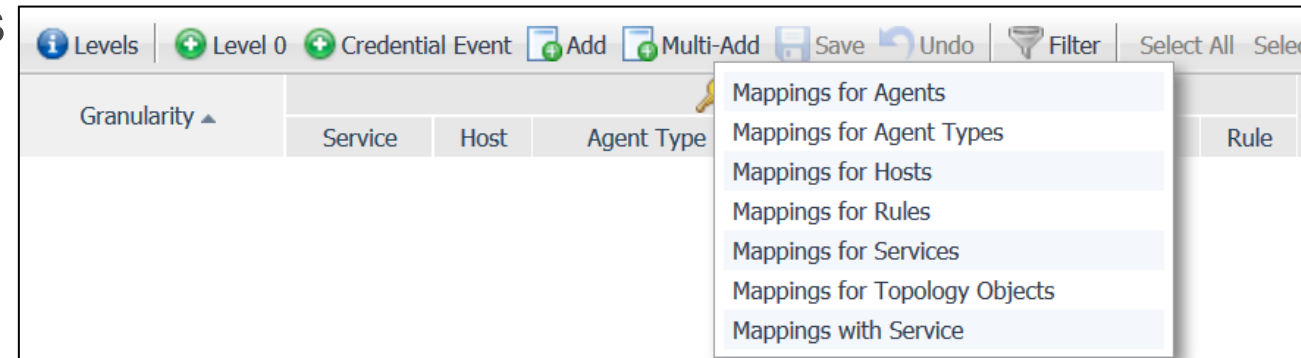
Name	Value	Scoping	
Moogsoft Integration			
Open Ticket			
PSO.MoogsoftIntegration.OpenTicket.NoEmptyValue	true		If true any tag that returns a null will be replaced by a space. If false null values are
PSO.MoogsoftIntegration.OpenTicket.TimeZone	GMT		Defines the time zone to use when outputting date and time in the Command.
PSO.MoogsoftIntegration.OpenTicket.DateTimeFormat	dd/MM/yyyy:HH:mm:ss		Defines the format for the date and time to use when outputting date and time in
Queue			
Ignore			
PSO.MoogsoftIntegration.Queue.Ignore.Normal	false		Should cleared alarms be ignored by the queuing engine? Ignored alarms are not
PSO.MoogsoftIntegration.Queue.Ignore.Warning	false		Should Warning alarms be ignored by the queuing engine? Ignored alarms are not
PSO.MoogsoftIntegration.Queue.Ignore.Critical	false		Should Critical alarms be ignored by the queuing engine? Ignored alarms are not
PSO.MoogsoftIntegration.Queue.Ignore.Fatal	false		Should Fatal alarms be ignored by the queuing engine? Ignored alarms are not qu
PSO.MoogsoftIntegration.Queue.Ignore.Rules			A list of comma separated rule names that the queue should ignore. Alarms gener
Delay			
PSO.MoogsoftIntegration.Queue.Alarm.DelayPeriod.Warning	0		Time in minutes a warning alarm should be delayed in the queue before being for
PSO.MoogsoftIntegration.Queue.Alarm.DelayPeriod.Critical	0		Time in minutes a critical alarm should be delayed in the queue before being forw
PSO.MoogsoftIntegration.Queue.Alarm.DelayPeriod.Fatal	0		Time in minutes a fatal alarm should be delayed in the queue before being forwar
PSO.MoogsoftIntegration.Queue.AlarmTransition.Enable	false		Should alarm transition be supported. If enabled the integration will update a tick
PSO.MoogsoftIntegration.Queue.Alarm.AcknowledgeUponSuccess	false		Should the alarm be acknowledged when the alarm has been successfully process
PSO.MoogsoftIntegration.Queue.Alarm.EnforceServiceFilter	false		When an alarm is being processed enforce the filters applied to the service. If true
PSO.MoogsoftIntegration.Queue.PausePeriod	0		Time in minutes no alarms should be forwarded to the target system. This is usef
REST			
PSO.MoogsoftIntegration.REST.Enable	true		Should the integration use the REST method (true)
PSO.MoogsoftIntegration.REST.URL	http://fms-593:8080		The URL for the RESTful API the integration should use in order to open a ticket.
PSO.MoogsoftIntegration.REST.Path	api/v1/script/runScript		The path following the URL.

Moogsoft Integration – Mappings Editor

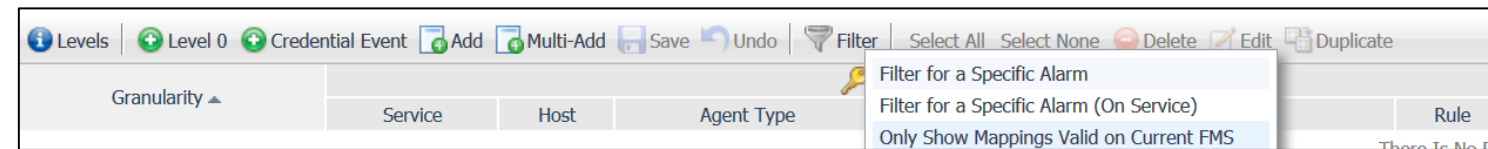
- Combinations



- Multiple Mappings



- Filtering



- . . .

Moogsoft Integration – Field Editor

Corrective Message :	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="button" value="↶"/>
Duration :	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="button" value="↶"/>
Expires On :	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="button" value="↶"/>
Message :	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="button" value="↶"/>
Severity :	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="button" value="↶"/>
Source :	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="button" value="↶"/>
Timestamp :	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="button" value="↶"/>
Type :	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="button" value="↶"/>
Uuid :	<input checked="" type="checkbox"/>	<input type="radio"/>	<input type="button" value="↶"/>
Enable Normal <input checked="" type="checkbox"/> : true	<input type="checkbox"/>	<input type="radio"/>	<input type="button" value="↶"/>
Warning <input checked="" type="checkbox"/> : true	<input type="checkbox"/>	<input type="radio"/>	<input type="button" value="↶"/>
Critical <input checked="" type="checkbox"/> : true	<input type="checkbox"/>	<input type="radio"/>	<input type="button" value="↶"/>
Fatal <input checked="" type="checkbox"/> : true	<input type="checkbox"/>	<input type="radio"/>	<input type="button" value="↶"/>

Moogsoft 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

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

Moogsoft 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