



# Remedy Integration



- LightSpeed PM – A Certified Quest Partner

# Remedy Integration Custom Cartridge

- Our Integration cartridge simplifies integration between Foglight and Remedy:
  - Advanced Rich UI for all functionalities
  - Ability to define Products, OpCats, PCats and Priority
  - Customizable Command Line invocation support
  - Customizable Web Service invocation support
    - Create/Update Tickets
    - 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

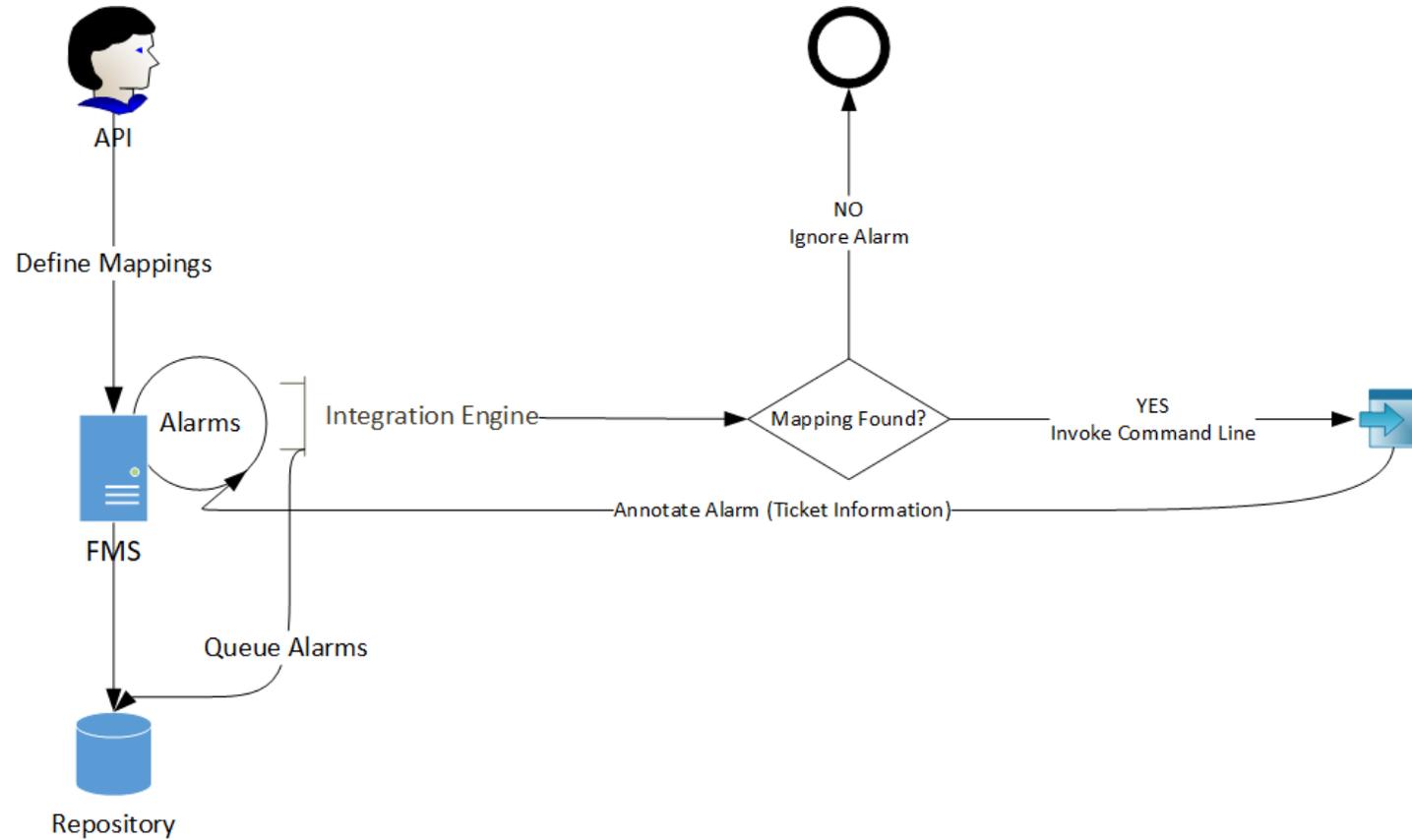
# Remedy Integration – Highlights

- 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.

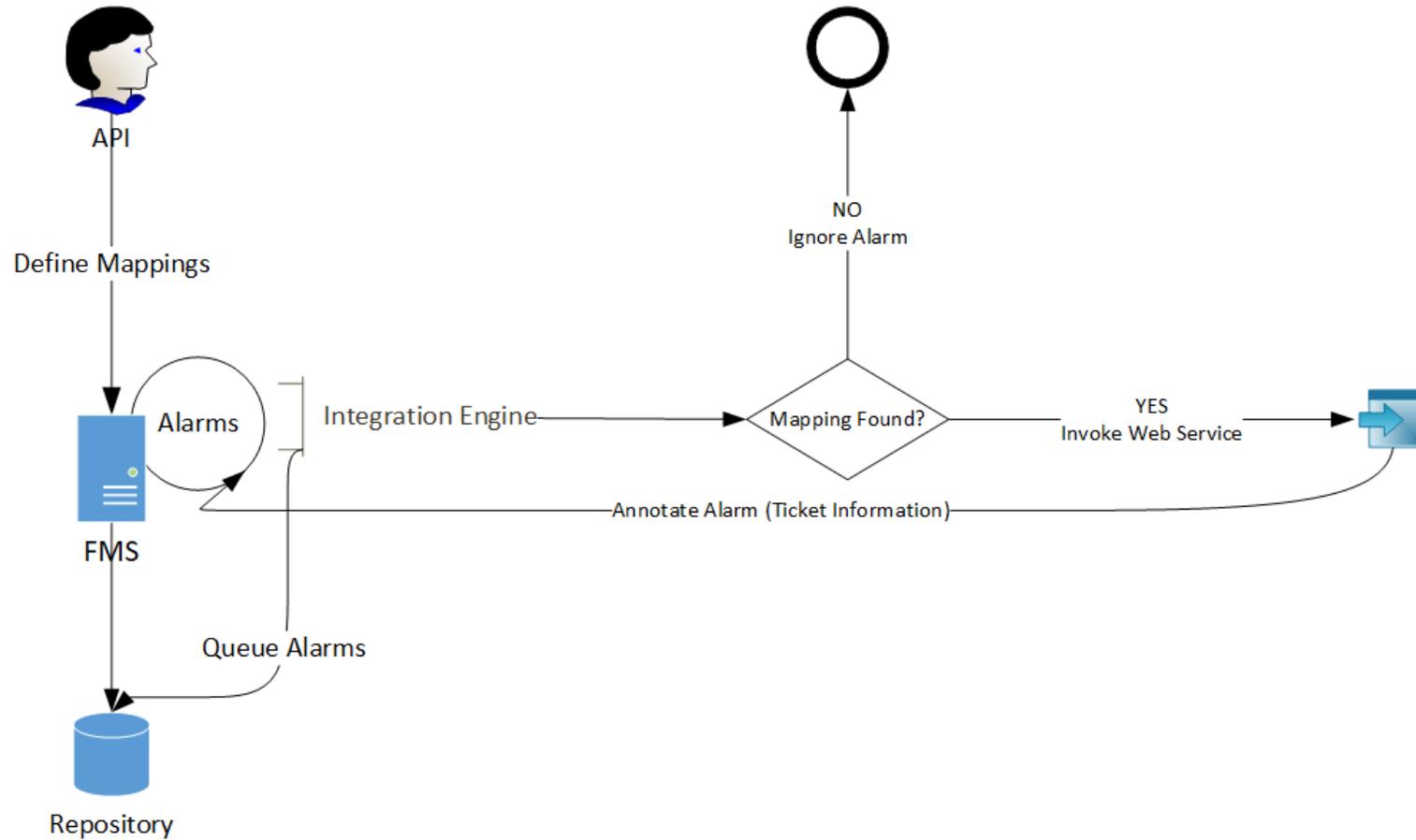
# Remedy Integration – Highlights

- 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

# Remedy Integration – Command Line Flow



# Remedy Integration – Web Service Flow



# Remedy 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

# Remedy Integration – Changing Settings

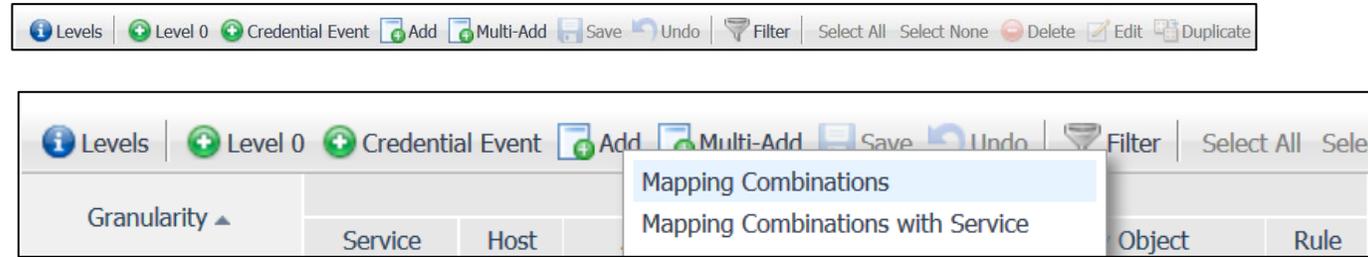
Integration Pack Registry Settings - Local FMS

Save | Undo | Filter

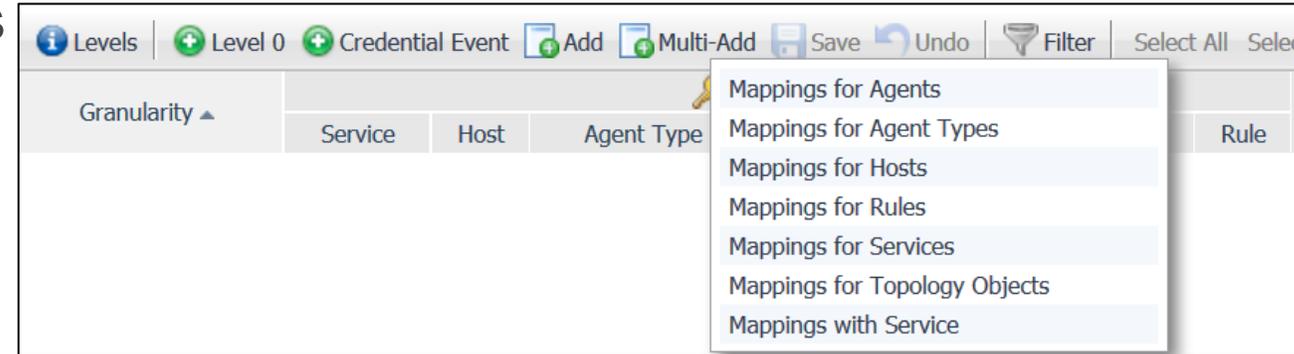
Name	Value	Scoping	
<b>Remedy Integration</b>			
<b>Open Ticket</b>			
PSO.RemedyIntegration.OpenTicket.NoEmptyValue	true		If true any tag that returns a null will be replaced by a space. If false null values a
PSO.RemedyIntegration.OpenTicket.TimeZone	GMT		Defines the time zone to use when outputting date and time in the Command.
PSO.RemedyIntegration.OpenTicket.DateTimeFormat	dd/MM/yyyy:HH:mm:ss		Defines the format for the date and time to use when outputting date and time in
<b>Queue</b>			
<b>Ignore</b>			
PSO.RemedyIntegration.Queue.Ignore.Normal	true		Should cleared alarms be ignored by the queuing engine? Ignored alarms are not c
PSO.RemedyIntegration.Queue.Ignore.Warning	false		Should Warning alarms be ignored by the queuing engine? Ignored alarms are not
PSO.RemedyIntegration.Queue.Ignore.Critical	false		Should Critical alarms be ignored by the queuing engine? Ignored alarms are not q
PSO.RemedyIntegration.Queue.Ignore.Fatal	false		Should Fatal alarms be ignored by the queuing engine? Ignored alarms are not que
PSO.RemedyIntegration.Queue.Ignore.Rules			A list of comma separated rule names that the queue should ignore. Alarms gene
<b>Delay</b>			
PSO.RemedyIntegration.Queue.Alarm.DelayPeriod.Warning	0		Time in minutes a warning alarm should be delayed in the queue before being forw
PSO.RemedyIntegration.Queue.Alarm.DelayPeriod.Critical	0		Time in minutes a critical alarm should be delayed in the queue before being forwa
PSO.RemedyIntegration.Queue.Alarm.DelayPeriod.Fatal	0		Time in minutes a fatal alarm should be delayed in the queue before being forward
PSO.RemedyIntegration.Queue.AlarmTransition.Enable	false		Should alarm transition be supported. If enabled the integration will update a ticket
PSO.RemedyIntegration.Queue.Alarm.AcknowledgeUponSuccess	false		Should the alarm be acknowledged when the alarm has been successfully process
PSO.RemedyIntegration.Queue.Alarm.EnforceServiceFilter	false		When an alarm is being processed enforce the filters applied to the service. If true
PSO.RemedyIntegration.Queue.PausePeriod	0		Time in minutes no alarms should be forwarded to the target system. This is usef
<b>Web Service</b>			
PSO.RemedyIntegration.WebService.Enable	false		Should the integration use the Web Service method (true)
PSO.RemedyIntegration.WebService.URL			The URL for the Web Service the integration should use in order to open a ticket.
PSO.RemedyIntegration.WebService.TargetNamespace			The XML namespace for the web service. This is typically the targetNamespace e
PSO.RemedyIntegration.WebService.MethodName	OpCreate		The name of the method as found in the Remedy exported WSDL.
PSO.RemedyIntegration.WebService.Update.MethodName	OpCreate		The name of the method as found in the Remedy exported WSDL to use when a
PSO.RemedyIntegration.WebService.AuthenticationMode	SOAP_HEADER		Should HTTP_HEADER authentication be used or SOAP_HEADER authentication. N
PSO.RemedyIntegration.WebService.Username			The username to gain access to the Web Service the integration should use in ord
PSO.RemedyIntegration.WebService.Password	*****		The password to gain access to the Web Service the integration should use in ord
PSO.RemedyIntegration.WebService.ResponseName	OpCreateResponse		The name of the response when opening ticket.

# Remedy Integration – Mappings Editor

- Combinations



- Multiple Mappings



- Filtering



- . . .

# Remedy Integration – Field Editor

<b>Product</b> 	:				
PCat1	:				
PCat2	:				
PCat3	:				
<b>OpCat1</b>	:				
OpCat2	:				
OpCat3	:				
<b>Urgency</b> Normal 	:				
Warning 	:				
Critical 	:				
Fatal 	:				
<b>Impact</b> Normal 	:				
Warning 	:				
Critical 	:				
Fatal 	:				
<b>Enable</b> Normal 	:	true			
Warning 	:	true			
Critical 	:	true			
Fatal 	:	true			

# Remedy Integration – Pattern Editor

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

# Remedy 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