New Relic Integration

Quest

Foglight

LightSpeed PM

Custom Integrations

Why New Relic Integrations from LightSpeed PM?

Integrating New Relic into Foglight without our custom cartridge requires

- Custom Event Driven Rule
- Command Invocation
- Extensive Groovy Scripting for more control over sent events and other important metrics
- Defining New Relic Fields in Foglight

Simplify New Relic Integration With LightSpeed PM's Custom Cartridge

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 / precise control

- 20 levels of granularity
- Severity Level control

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New Relic 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.

New Relic Integration **Alarming Features**

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

Auto Acknowledge Alarms

Alarm Flood Prevention

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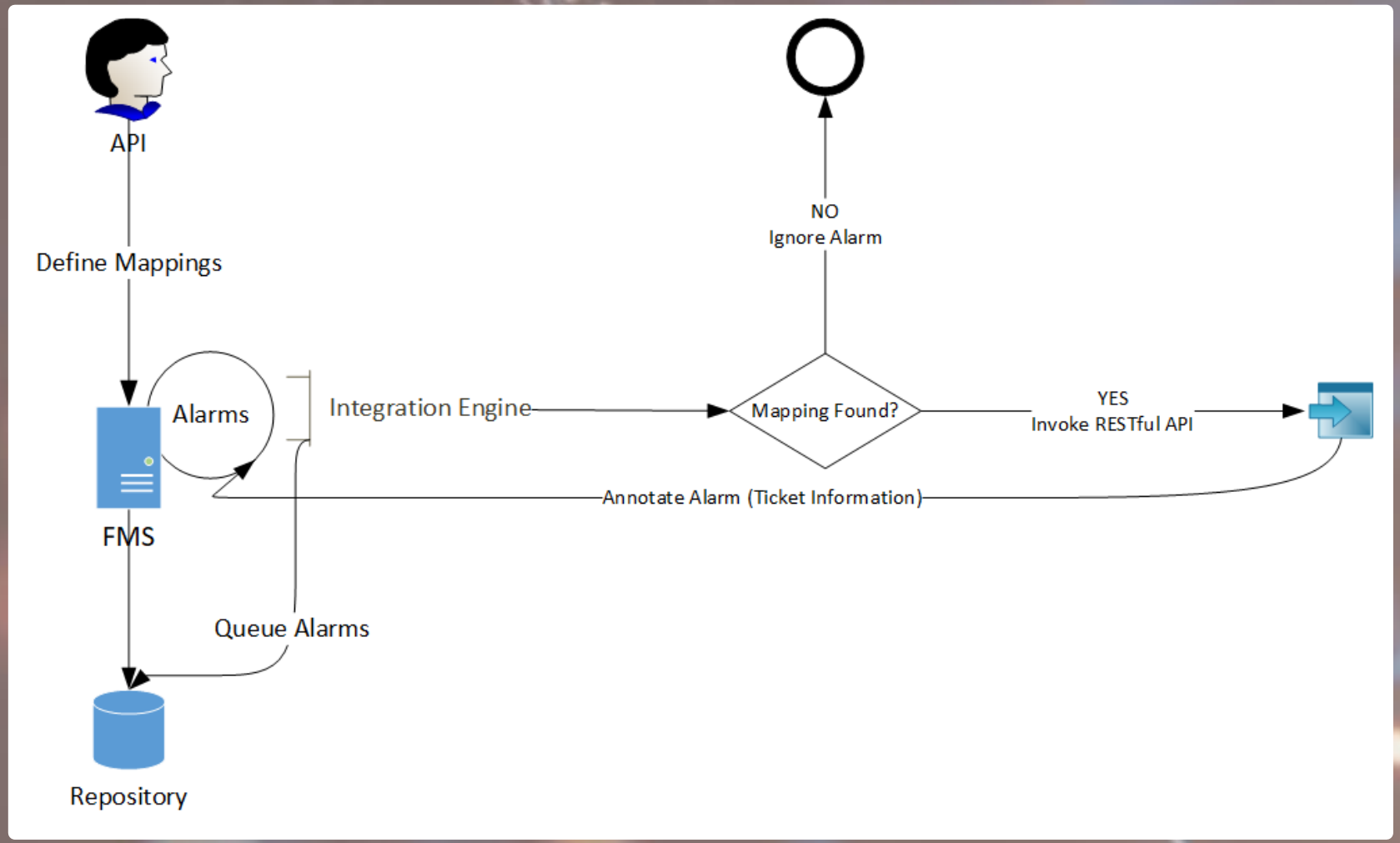
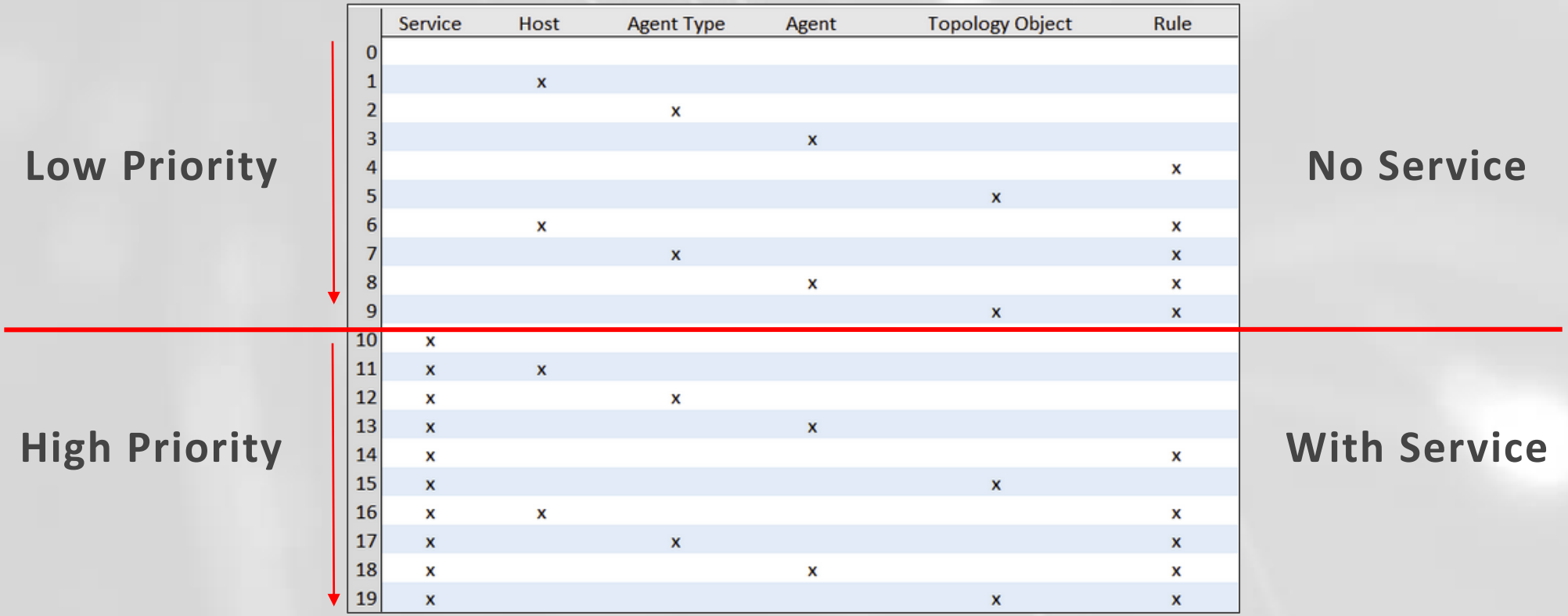
New Relic Integration – **RESTful API Flow**



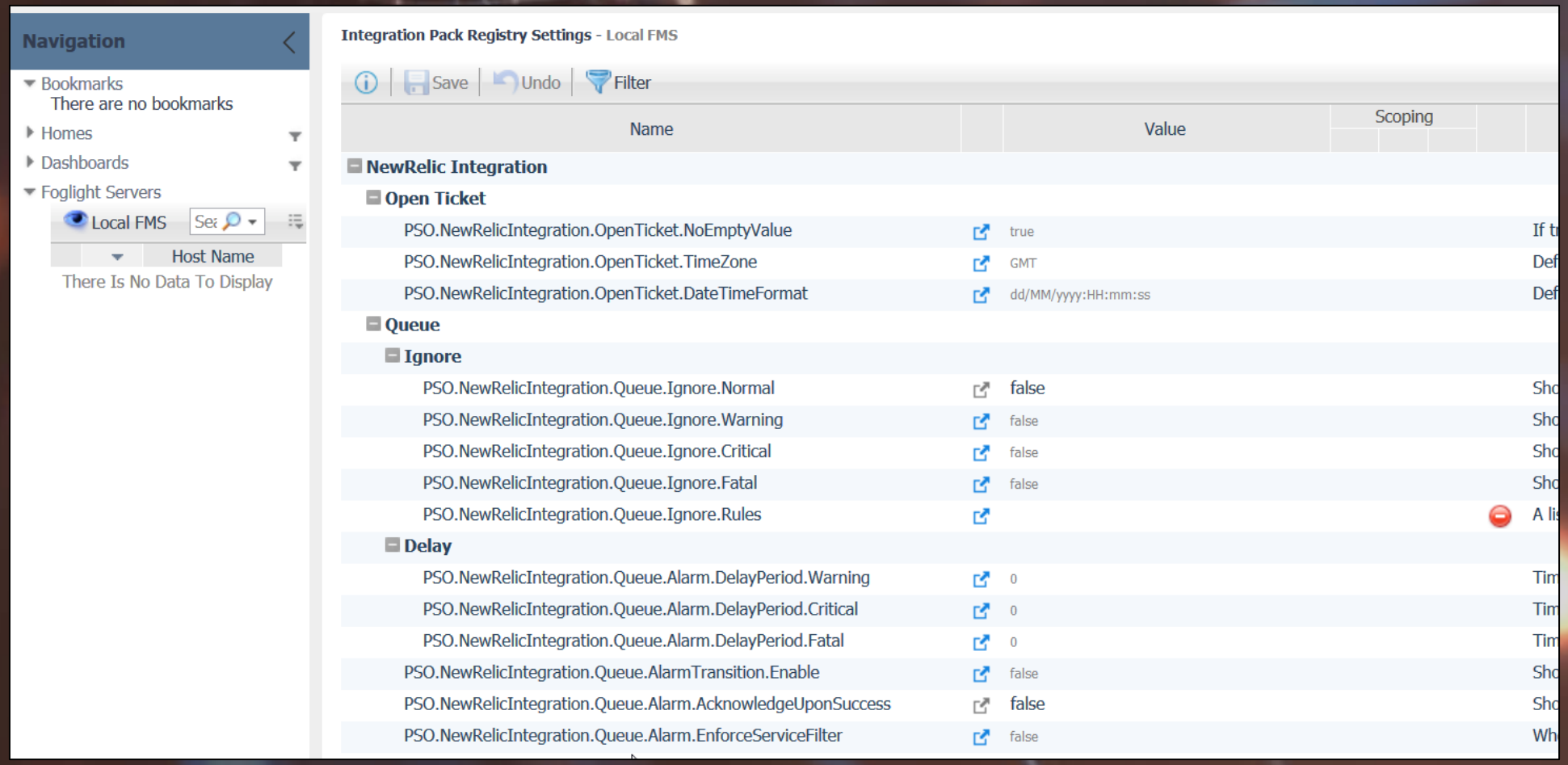
New Relic Integration – **Decision Engine**

A rich UI within the solution presents the various mappings produced by the decision engine.



	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

New Relic Integration – **Changing Settings**



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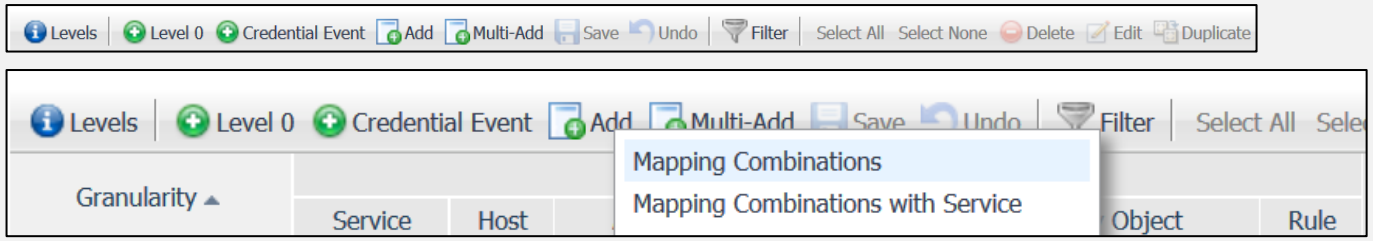
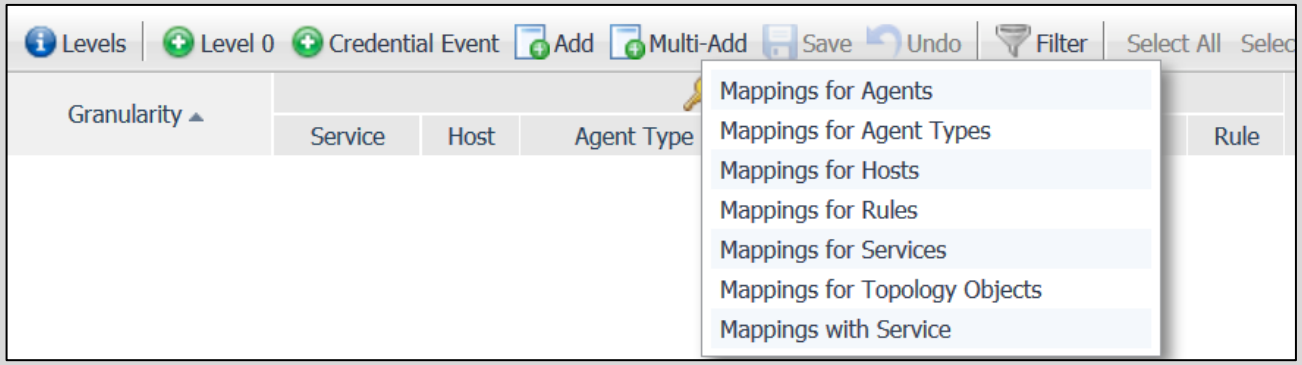
New Relic Integration – Mappings Editor

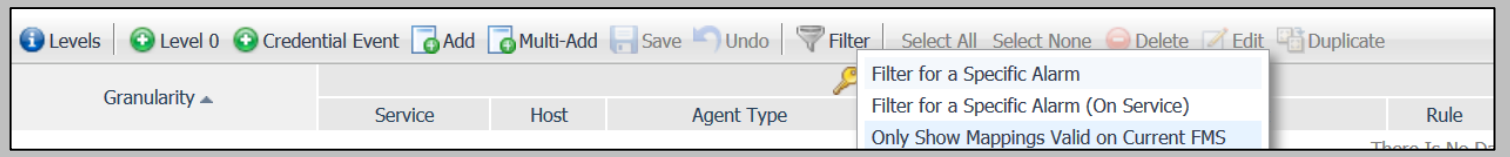
Combinations



Multiple Mappings



Filtering



New Relic Integration – Field Editor

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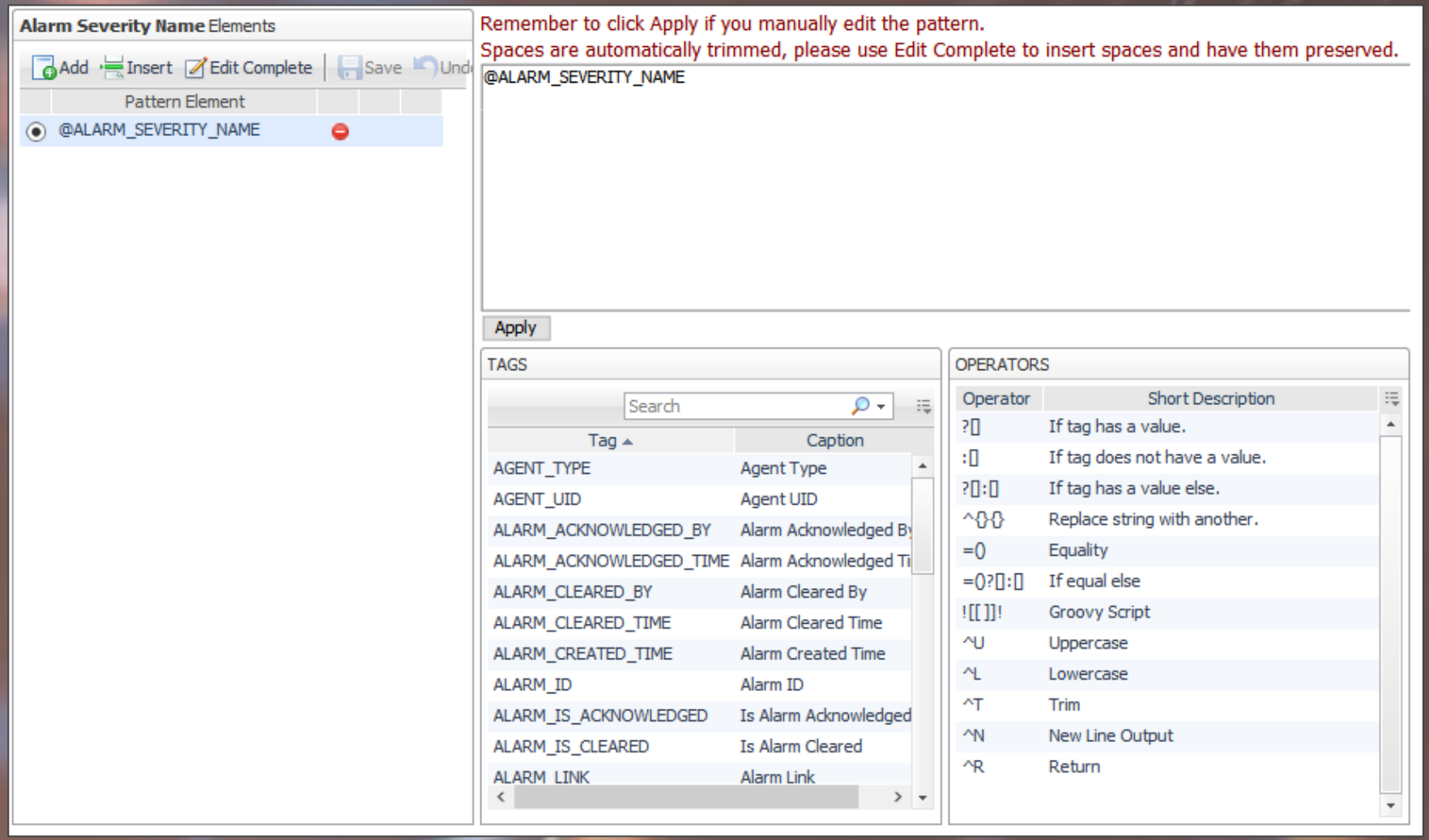

New Relic Integration – Pattern Editor

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New Relic Integration – System Requirements

Minimum required FMS version	5.9.3

Supported Database Minimum Version	MS SQL	2008 v 10.0.1600 or later
	Oracle	9i R2
	MySQL	5.1.45
	PostgreSQL	9.4.0

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