

# New Relic Integration

Quest



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



# 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

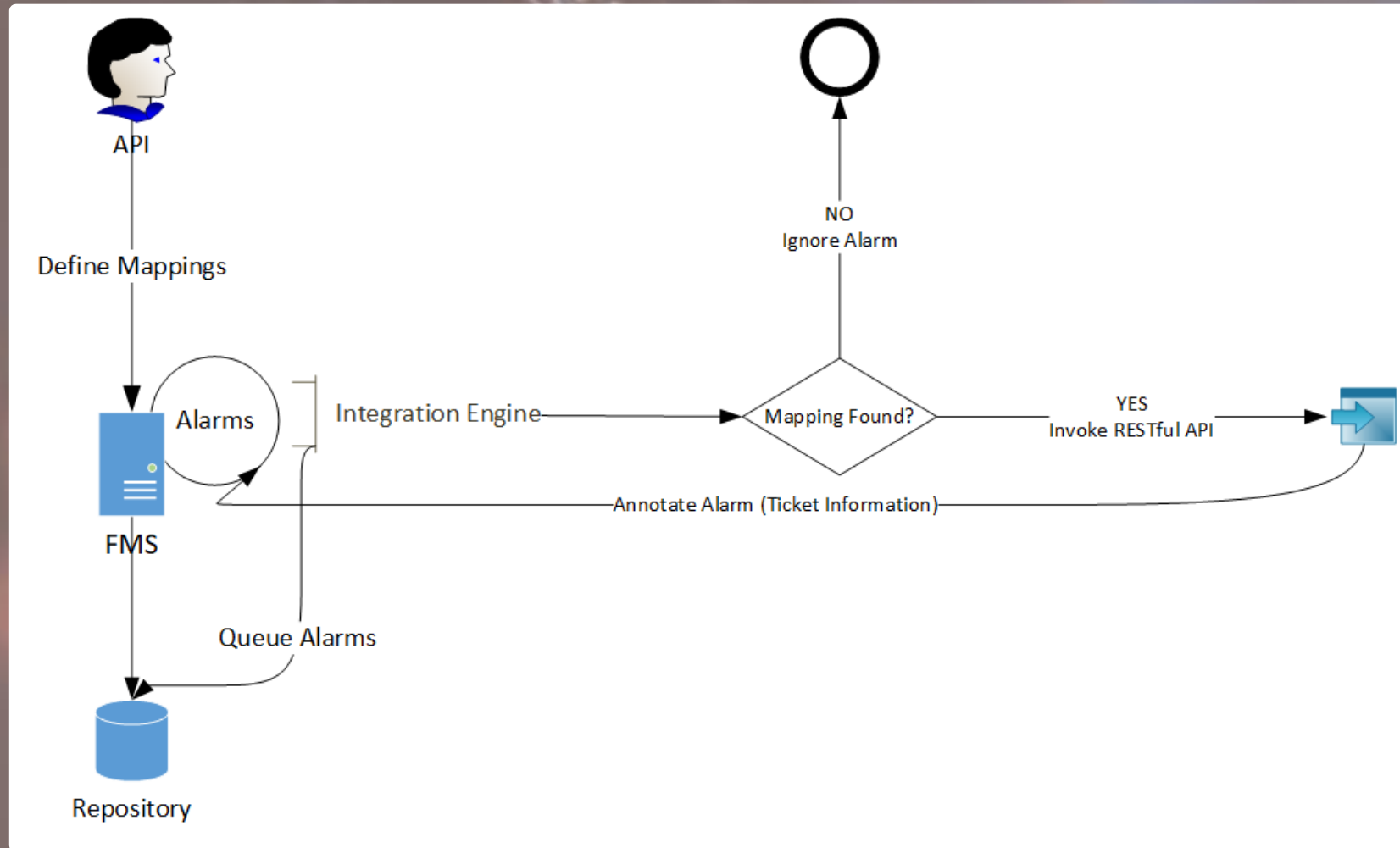


## Auto Acknowledge Alarms



## Alarm Flood Prevention

# 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.

Low Priority

No Service

High Priority

With Service

	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

Navigation

▼ Bookmarks

There are no bookmarks

► Homes

► Dashboards

▼ Foglight Servers

Local FMS

Search

▼ Host Name

There Is No Data To Display

Integration Pack Registry Settings - Local FMS

Save

Undo

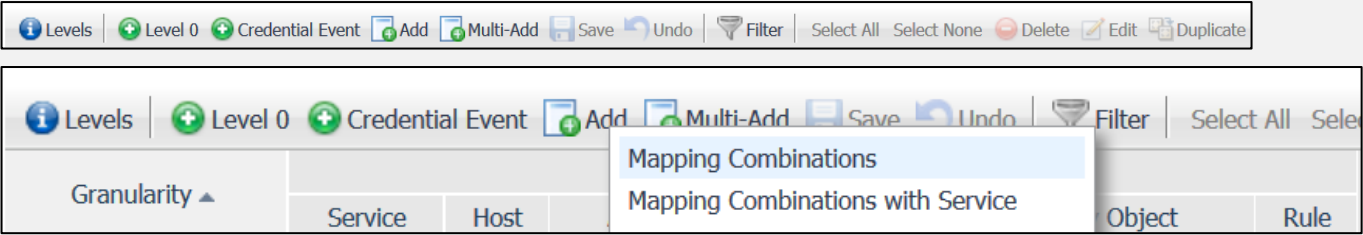
Filter

Name	Value	Scoping
NewRelic Integration		
Open Ticket		
PSO.NewRelicIntegration.OpenTicket.NoEmptyValue	true	If t
PSO.NewRelicIntegration.OpenTicket.TimeZone	GMT	Def
PSO.NewRelicIntegration.OpenTicket.DateTimeFormat	dd/MM/yyyy:HH:mm:ss	Def
Queue		
Ignore		
PSO.NewRelicIntegration.Queue.Ignore.Normal	false	Sho
PSO.NewRelicIntegration.Queue.Ignore.Warning	false	Sho
PSO.NewRelicIntegration.Queue.Ignore.Critical	false	Sho
PSO.NewRelicIntegration.Queue.Ignore.Fatal	false	Sho
PSO.NewRelicIntegration.Queue.Ignore.Rules		A li
Delay		
PSO.NewRelicIntegration.Queue.Alarm.DelayPeriod.Warning	0	Tim
PSO.NewRelicIntegration.Queue.Alarm.DelayPeriod.Critical	0	Tim
PSO.NewRelicIntegration.Queue.Alarm.DelayPeriod.Fatal	0	Tim
PSO.NewRelicIntegration.Queue.AlarmTransition.Enable	false	Sho
PSO.NewRelicIntegration.Queue.Alarm.AcknowledgeUponSuccess	false	Sho
PSO.NewRelicIntegration.Queue.Alarm.EnforceServiceFilter	false	Wh

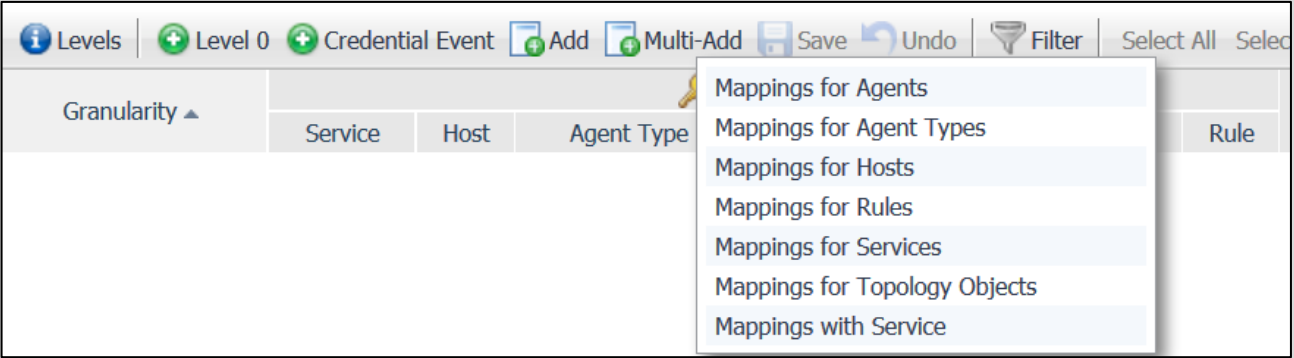


# New Relic Integration – Mappings Editor

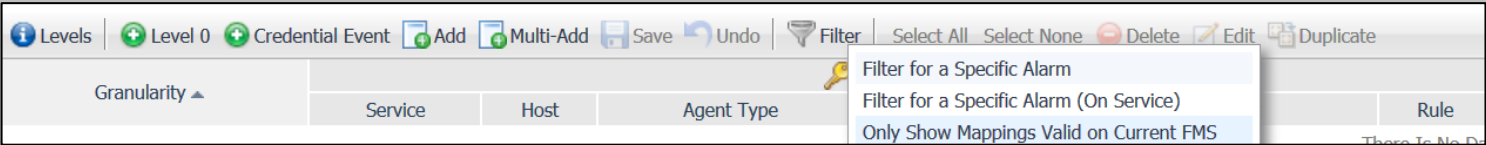
## Combinations



## Multiple Mappings



## Filtering



# New Relic Integration — Field Editor

Alarm Time	:					
Event Type	:					
Alarm Title	:					
Alarm Details	:					
Alarm Severity	:	Normal				
		Warning				
		Critical				
		Fatal				
Alarm State	:					
Entity Impacted	:					
Entity ID	:					
Foglight Agent	:					
Foglight Agent Type	:					
Host	:					
Region	:					
Agent Name	:					
Business Unit	:					
App Detail	:					
Segment	:					
Use for New/Update	:	true				
Use for Export	:	true				
Enable Host	:	true				

Alarm Severity Name Elements

AddInsertEdit CompleteSaveUndo

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

# New Relic Integration — Pattern Editor

# 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





## Performance Monitoring customized to your unique environment

Ten plus years of providing Professional Services to Quest customers revealed these enhancements to be most requested modifications.

Let us take Foglight's out of the box capabilities and enhance for your unique environment.

Contact: [Sales@LightSpeedPM.com](mailto:Sales@LightSpeedPM.com)

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