

# CSV Integration (Alarm Export)



Custom  
Integrations

# Why CSV Integration from LightSpeed PM?

LightSpeed PM's CSV Custom Integration for Foglight provides an answer for these challenges:

- Need for 'Custom Event Driven Rules'
- Need for 'Command Invocation'
- Extensive Groovy Scripting
- Limited control



# CSV Integration – Highlights

Simplify alarm exports to disk

Customizable  
fields

Ability to  
generate CSV  
files (with or  
without  
headers)

**Remote  
Administration**  
of solution  
across servers

Decision  
Engine for total  
and precise  
control

- 20 Levels of granularity
- Severity Level control



# CSV 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.



# CSV Integration Alarming Features

Alarm Transition Support

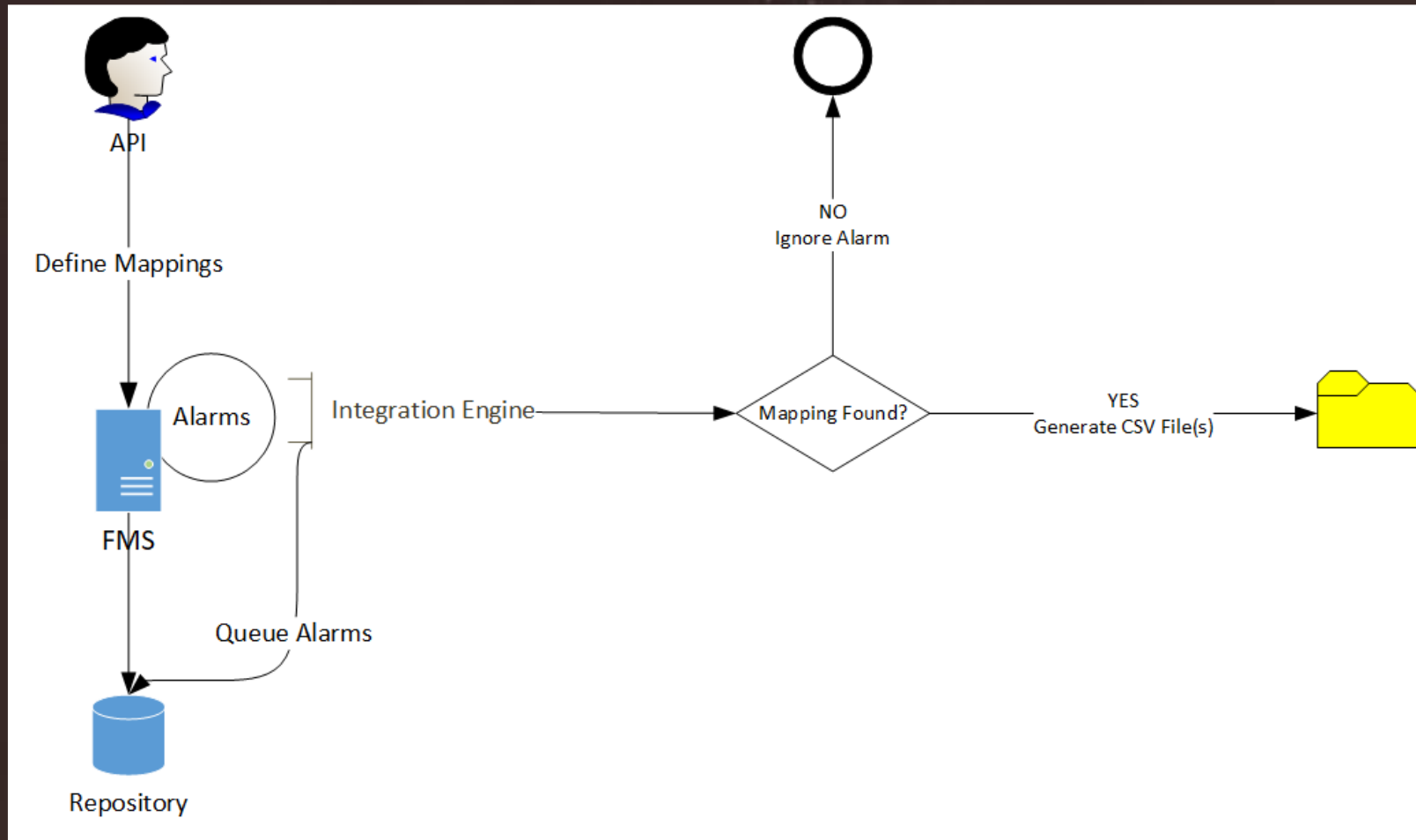
Auto  
Acknowledge  
Alarms

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



# CSV Integration — Flow

# CSV 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    |





Navigation

Expert View

Bookmarks

There are no bookmarks

Homes

Dashboards

Foglight Servers

Local FMS

Host Name

There Is No Data To Display

Integration Pack Registry Settings - Local FMS

Save

Undo

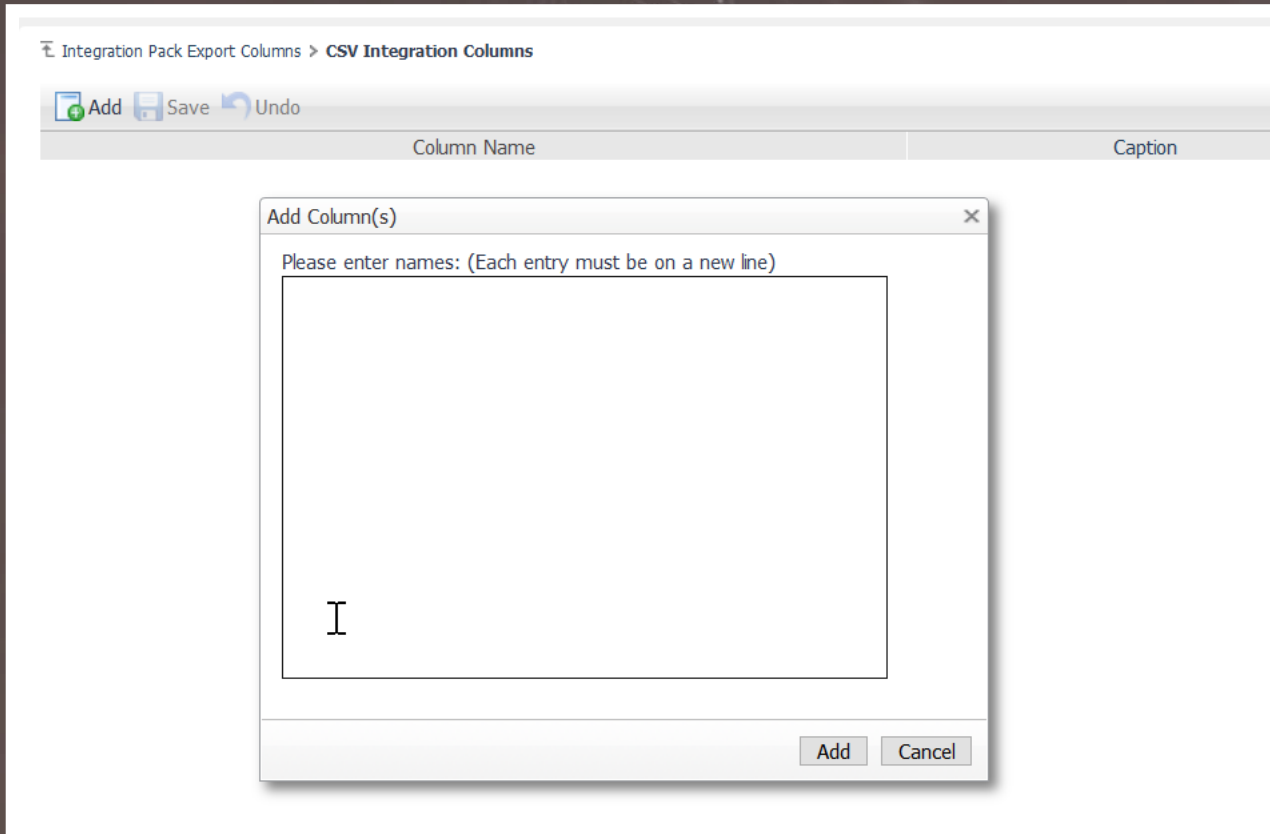
Filter

| Name  | Value               | Scoping |   |
|---|---------------------|---------|---|
| <b>CSV Integration</b>                                |                     |         |   |
| <b>Open Ticket</b>                                    |                     |         |   |
| PSO.CSVIntegration.OpenTicket.NoEmptyValue            | false               |         | If true any tag that returns a null will be replaced by a space. If false null values are simply not outputted.                               |
| PSO.CSVIntegration.OpenTicket.TimeZone                | GMT                 |         | Defines the time zone to use when outputting date and time in the Command.  |
| PSO.CSVIntegration.OpenTicket.DateTimeFormat          | dd/MM/yyyy:HH:mm:ss |         | Defines the format for the date and time to use when outputting date and time in the Command.   |
| <b>Queue</b>  |                     |         |   |
| <b>Ignore</b>   |                     |         |   |
| PSO.CSVIntegration.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 and        |
| PSO.CSVIntegration.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 and        |
| PSO.CSVIntegration.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 and       |
| PSO.CSVIntegration.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 and          |
| PSO.CSVIntegration.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         |
| <b>Delay</b>  |                     |         |   |
| PSO.CSVIntegration.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) a    |
| PSO.CSVIntegration.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) aft |
| PSO.CSVIntegration.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) after  |
| PSO.CSVIntegration.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 sever     |
| PSO.CSVIntegration.Queue.Alarm.AcknowledgeUponSuccess | false               |         | Should the alarm be acknowledged when the alarm has been successfully processed.  |
| PSO.CSVIntegration.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 wise)   |
| PSO.CSVIntegration.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 mainte        |
| <b>Export</b>   |                     |         |   |
| PSO.CSVIntegration.Export.Folder.Critical             |                     |         | Indicates the folder name under the Home directory where the Critical files are to be stored. (i.e.: critical)                                |
| PSO.CSVIntegration.Export.Home                        |                     |         | Indicates the home directory where the files are to be stored. (i.e.: C:/csv-exports)   |
| PSO.CSVIntegration.Export.IncludeColumnNames          | false               |         | If true caption of fields will be used as the column names. false to omit column names.   |
| PSO.CSVIntegration.Export.Folder.Fatal                |                     |         | Indicates the folder name under the Home directory where the Fatal files are to be stored. (i.e.: fatal)                                      |
| PSO.CSVIntegration.Export.Folder.Warning              |                     |         | Indicates the folder name under the Home directory where the Warning files are to be stored. (i.e.: warning)                                  |

# CSV Integration – Changing Settings







# CSV Integration — Customizable Columns

# CSV Integration – Mappings Editor

## Combinations

Levels | Level 0 | Credential Event | Add | Multi-Add | Save | Undo | Filter | Select All | Select None | Delete | Edit | Duplicate

Granularity ▲

Service

Host

Object

Rule

Mapping Combinations

Mapping Combinations with Service

## Multiple Mappings

Levels | Level 0 | Credential Event | Add | Multi-Add | Save | Undo | Filter | Select All | Select None | Delete | Edit | Duplicate

Granularity ▲

Service

Host

Agent Type

Rule

Mappings for Agents

Mappings for Agent Types

Mappings for Hosts

Mappings for Rules

Mappings for Services

Mappings for Topology Objects

Mappings with Service

## Filtering

Levels | Level 0 | Credential Event | Add | Multi-Add | Save | Undo | Filter | Select All | Select None | Delete | Edit | Duplicate

Granularity ▲

Service

Host

Agent Type

Rule













































Filter for a Specific Alarm

Filter for a Specific Alarm (On Service)

Only Show Mappings Valid on Current FMS



# CSV Integration — Field Editor

|                                 |                             |   |   |   |
|---------------------------------|-----------------------------|---|---|---|
| <b>Alarm ID</b>                 | : @ALARM_ID                 |  |  |  |
| <b>Alarm Severity</b>           | : @ALARM_SEVERITY           |  |  |  |
| <b>Alarm Severity Name</b>      | : @ALARM_SEVERITY_NAME      |  |  |  |
| <b>Alarm Created Time</b>       | : @ALARM_CREATED_TIME       |  |  |  |
| <b>Alarm Message</b>            | : @ALARM_MESSAGE_CLEAN      |  |  |  |
| <b>Alarm Link</b>               | : @ALARM_LINK               |  |  |  |
| <b>Alarm Is Acknowledged</b>    | : @ALARM_IS_ACKNOWLEDGED    |  |  |  |
| <b>Alarm Acknowledged Time</b>  | : @ALARM_ACKNOWLEDGED_TIME  |  |  |  |
| <b>Alarm Acknowledged By</b>    | : @ALARM_ACKNOWLEDGED_BY    |  |  |  |
| <b>Alarm Is Cleared</b>         | : @ALARM_IS_CLEARED         |  |  |  |
| <b>Alarm Cleared Time</b>       | : @ALARM_CLEARED_TIME       |  |  |  |
| <b>Alarm Cleared By</b>         | : @ALARM_CLEARED_BY         |  |  |  |
| <b>Rule Name</b>                | : @RULE_NAME                |  |  |  |
| <b>Impacted Global Services</b> | : @IMPACTED_GLOBAL_SERVICES |  |  |  |
| <b>Agent UID</b>                | : @AGENT_UID                |  |  |  |
| <b>Hostname</b>                 | : @HOSTNAME                 |  |  |  |
| <b>Topology Object Name</b>     | : @TOP_OBJECT_LONG_NAME     |  |  |  |
| <b>Topology Object UID</b>      | : @TOP_OBJECT_UID           |  |  |  |

Update Reset Clear



# CSV 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                        |



# CSV 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)

