

XML Integration (Alarm Export)



Custom
Integrations

Why XML Integrations (Alarm Exports) from LightSpeed PM?

Integrating XML into Foglight without our custom integration services would require:

- Creating a Custom Event Driven Rule
Command Invocation is required
Actions
- Groovy Scripting
Limited control over event information
Requires extensive Groovy Scripting for Control
- There are no options offered or available to define
BPPM Fields in Foglight



XML Integration (Alarm Exports) – Highlights

Simplify exporting alarms to disk



XML 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.



XML Integration Alarming Features

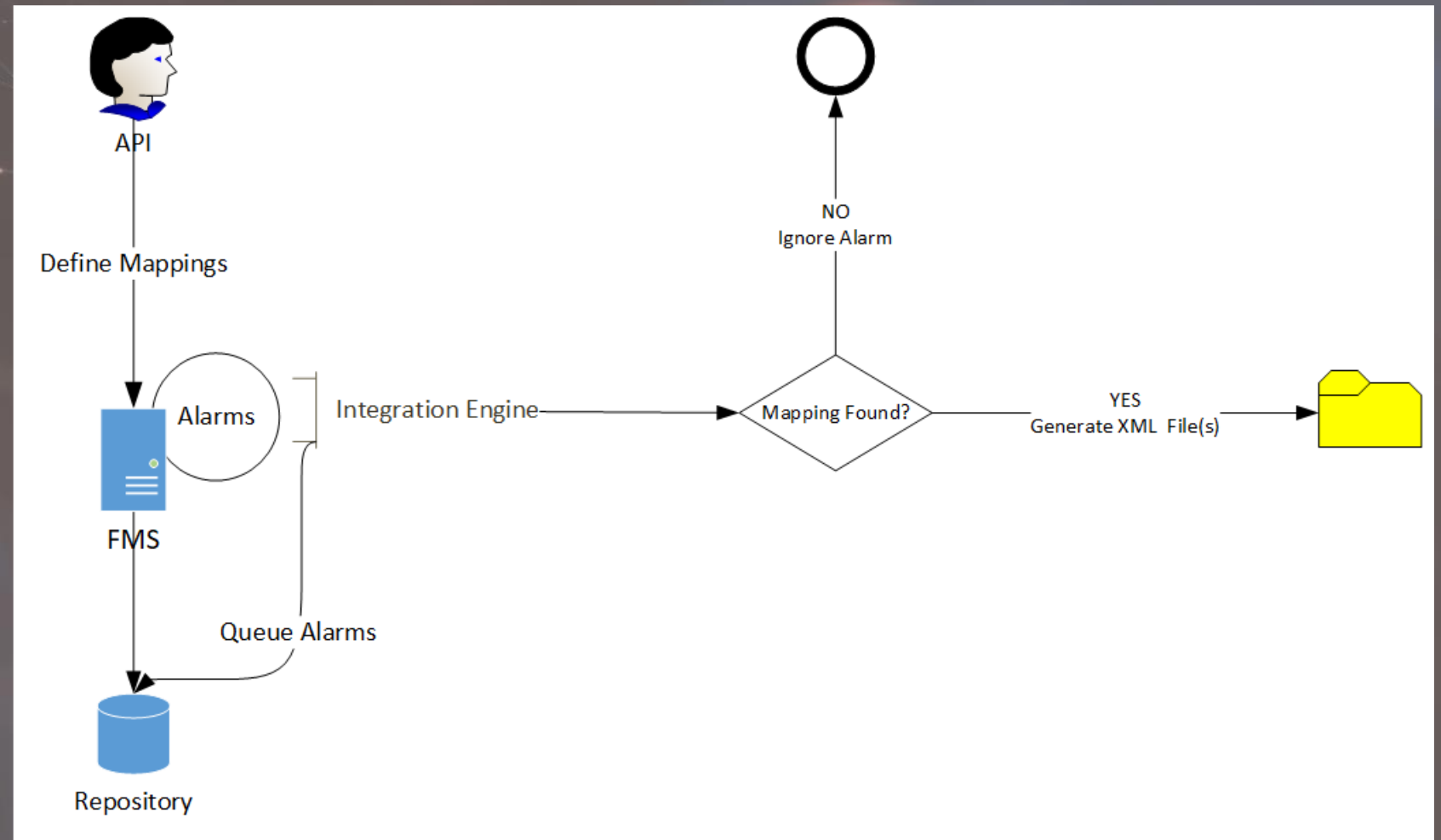
Alarm Transition Support

- 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



XML Integration (Alarm Exports) — Flow



XML 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

XML Integration – Changing Settings

Navigation

Expert View

Bookmarks
There are no bookmarks

Homes

Dashboards

Highlight Servers

Local FMS

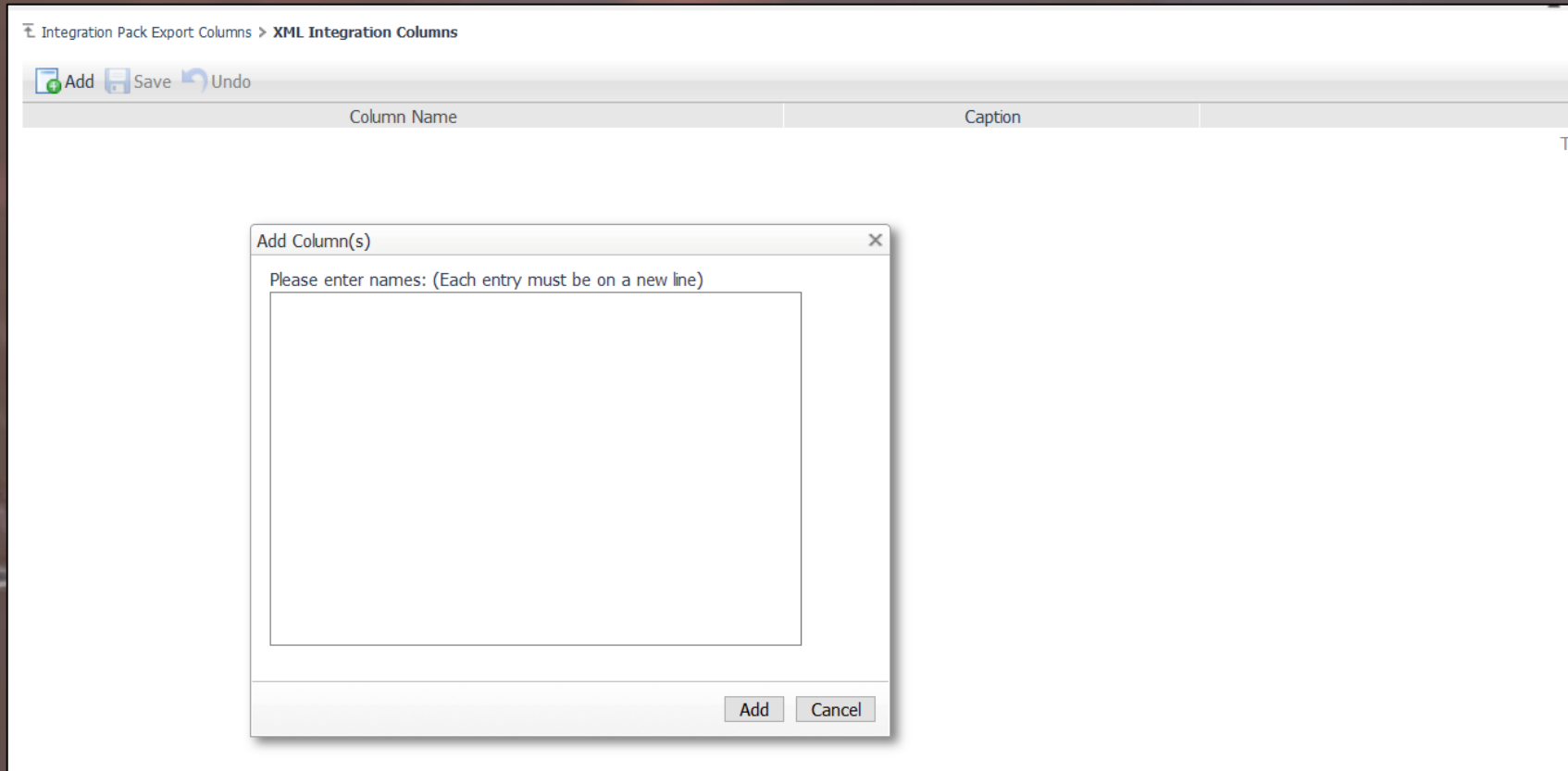
Host Name

There Is No Data To Display

Integration Pack Registry Settings - Local FMS

Save Undo Filter

Name	Value	Scoping	Description
XML Integration			
Open Ticket			
PSO.XMLIntegration.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.XMLIntegration.OpenTicket.TimeZone	GMT		Defines the time zone to use when outputting date and time in the Command.
PSO.XMLIntegration.OpenTicket.DateTimeFormat	dd/MM/yyyydH:mm:ss		Defines the format for the date and time to use when outputting date and time in the Command.
Queue			
Ignore			
PSO.XMLIntegration.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 engine.
PSO.XMLIntegration.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 engine.
PSO.XMLIntegration.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 engine.
PSO.XMLIntegration.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 engine.
PSO.XMLIntegration.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 overall load on the system and engine. T
Delay			
PSO.XMLIntegration.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) after the delay period expires.
PSO.XMLIntegration.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) after the delay period expires.
PSO.XMLIntegration.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 the delay period expires.
PSO.XMLIntegration.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 severity to severity and will also only clear the e
PSO.XMLIntegration.Queue.Alarm.AcknowledgeUponSuccess	false		Should the alarm be acknowledged when the alarm has been successfully processed.
PSO.XMLIntegration.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) if the alarm is excluded by the filters define
PSO.XMLIntegration.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 maintenance in which case alarms are queued but
Export			
PSO.XMLIntegration.Export.OutputMarkup			The output pattern to produce the XML file.
PSO.XMLIntegration.Export.Home			Indicates the home directory where the files are to be stored. (i.e.: C:/xml-exports)
PSO.XMLIntegration.Export.Folder.Fatal			Indicates the folder name under the Home directory where the Fatal files are to be stored. (i.e.: fatal)
PSO.XMLIntegration.Export.Folder.Warning			Indicates the folder name under the Home directory where the Warning files are to be stored. (i.e.: warning)
PSO.XMLIntegration.Export.Folder.Critical			Indicates the folder name under the Home directory where the Critical files are to be stored. (i.e.: critical)



XML Integration (Alarm Exports) — Customizable Fields

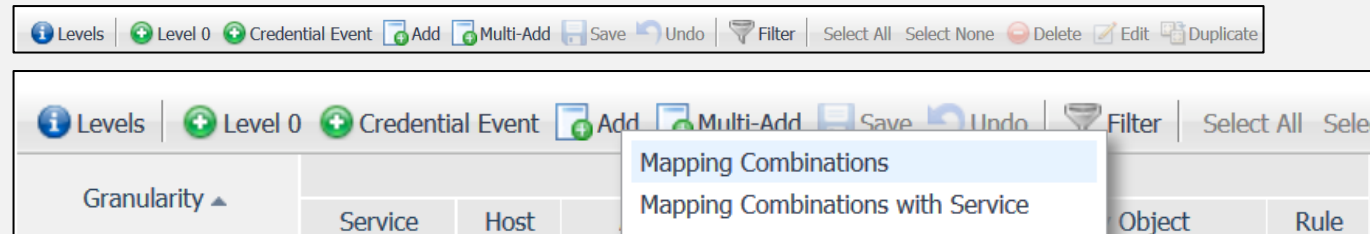
XML Integration Markup
XML Output Markup Elements
Add Insert Edit by Element Save Undo Test
Pattern Element
<alarmID>@ALARM_ID/</alarmID> <alarmSeverity>@ALA...
Remember to click Apply if you manually edit the pattern.
Spaces are automatically trimmed, please use Edit Complete to insert spaces and have them preserved.
<alarmID>@ALARM_ID/</alarmID>
<alarmSeverity>@ALARM_SEVERITY/</alarmSeverity>
<alarmSeverityName> @ALARM_SEVERITY_NAME/</alarmSeverityName>
<alarmCreatedTime>@ALARM_CREATED_TIME/</alarmCreatedTime>
<alarmMessage>@ALARM_MESSAGE_CLEAN/</alarmMessage>
<alarmLink> @ALARM_LINK/</alarmLink>
<alarmIsAcknowledged> @ALARM_IS_ACKNOWLEDGED/</alarmIsAcknowledged>
<alarmAcknowledgedTime> @ALARM_ACKNOWLEDGED_TIME/</alarmAcknowledgedTime>
<alarmAcknowledgedBy> @ALARM_ACKNOWLEDGED_BY/</alarmAcknowledgedBy>
<alarmIsCleared>@ALARM_IS_CLEARED/</alarmIsCleared>
<alarmClearedTime>@ALARM_CLEARED_TIME/</alarmClearedTime>
<alarmClearedBy>@ALARM_CLEARED_BY/</alarmClearedBy>
Apply
TAGS
Tag Caption
AGENT_NAME Agent Name
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
ALARM_MESSAGE Alarm Message
ALARM_MESSAGE_CLEAN Alarm Message Clean
ALARM_SEVERITY Alarm Severity
OPERATORS
Operator
?[] If tag has a value.
:[] If tag does not have a value.
?[]:[] If tag has a value else.
^{}{} Replace string with another.
=() Equality
=()?[]:[] If equal else
![] []! Groovy Script
^U Uppercase
^L Lowercase
^T Trim
^N New Line Output
^R Return

XML Integration (Alarm Exports)

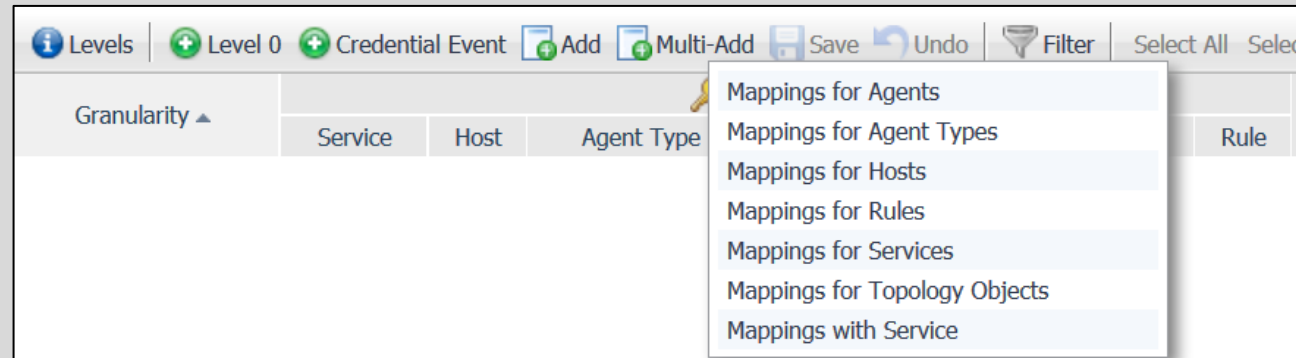
Customizable Output

XML Integration – Mappings Editor

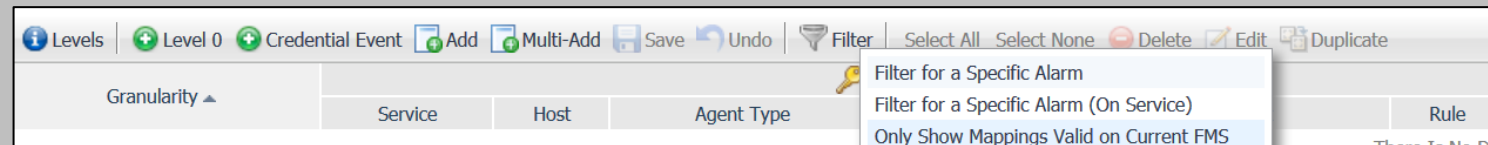
Combinations



Multiple Mappings



Filtering



XML Integration (Alarm Exports) — Pattern Editor

XML Output Markup Elements

Add

Insert

Edit by Element

Save

Undo

Pattern Element

<alarmID>@ALARM_ID</alarmID> <alarmSeverity>@

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.

<alarmID>@ALARM_ID</alarmID>
<alarmSeverity>@ALARM_SEVERITY</alarmSeverity>
<alarmSeverityName> @ALARM_SEVERITY_NAME</alarmSeverityName>
<alarmCreatedTime>@ALARM_CREATED_TIME</alarmCreatedTime>
<alarmMessage>@ALARM_MESSAGE_CLEAN</alarmMessage>
<alarmLink> @ALARM_LINK</alarmLink>
<alarmIsAcknowledged> @ALARM_IS_ACKNOWLEDGED</alarmIsAcknowledged>
<alarmAcknowledgedTime> @ALARM_ACKNOWLEDGED_TIME</alarmAcknowledgedTime>
<alarmAcknowledgedBy> @ALARM_ACKNOWLEDGED_BY</alarmAcknowledgedBy>
<alarmIsCleared>@ALARM_IS_CLEARED</alarmIsCleared>
<alarmClearedTime>@ALARM_CLEARED_TIME</alarmClearedTime>

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_LINK	Alarm Link
ALARM_MESSAGE	Alarm Message
ALARM_MESSAGE_CLEAN	Alarm Message Clean
ALARM_SEVERITY	Alarm Severity
ALARM_SEVERITY_NAME	Alarm Severity Name
GROOVY	Groovy Script
HOSTNAME	Hostname
HOSTNAME_NO_FQDN	Hostname No FQDN

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.
=()	Equality
=()?[]:[]	If equal else
![[]]	Groovy Script
^U	Uppercase
^L	Lowercase
^T	Trim
^N	New Line Output
^R	Return

XML Integration (Alarm Export) — 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

