

BPPM

Custom Integrations



# Why BPPM from LightSpeed PM?

Foglight requires custom services to integrate with BPPM. Without our custom integration services, these steps must be taken:

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



# BPPM Integration With LightSpeed PM's Custom Cartridge

Advanced Rich UI for All Functionalities

Customizable REST API Support

- Create/Update tickets
- Ability to export data
- Flexible parameter definitions
- Auto Annotate Alarms with returned information

Customizable Command Line Invocation Support

Remote Administration of solution across servers

Decision Engine for total / precise control

- 20 levels of granularity
- Severity Level control



# BPPM Integration Highlights

Pattern Editor allows easy access to 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.



# BPPM 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



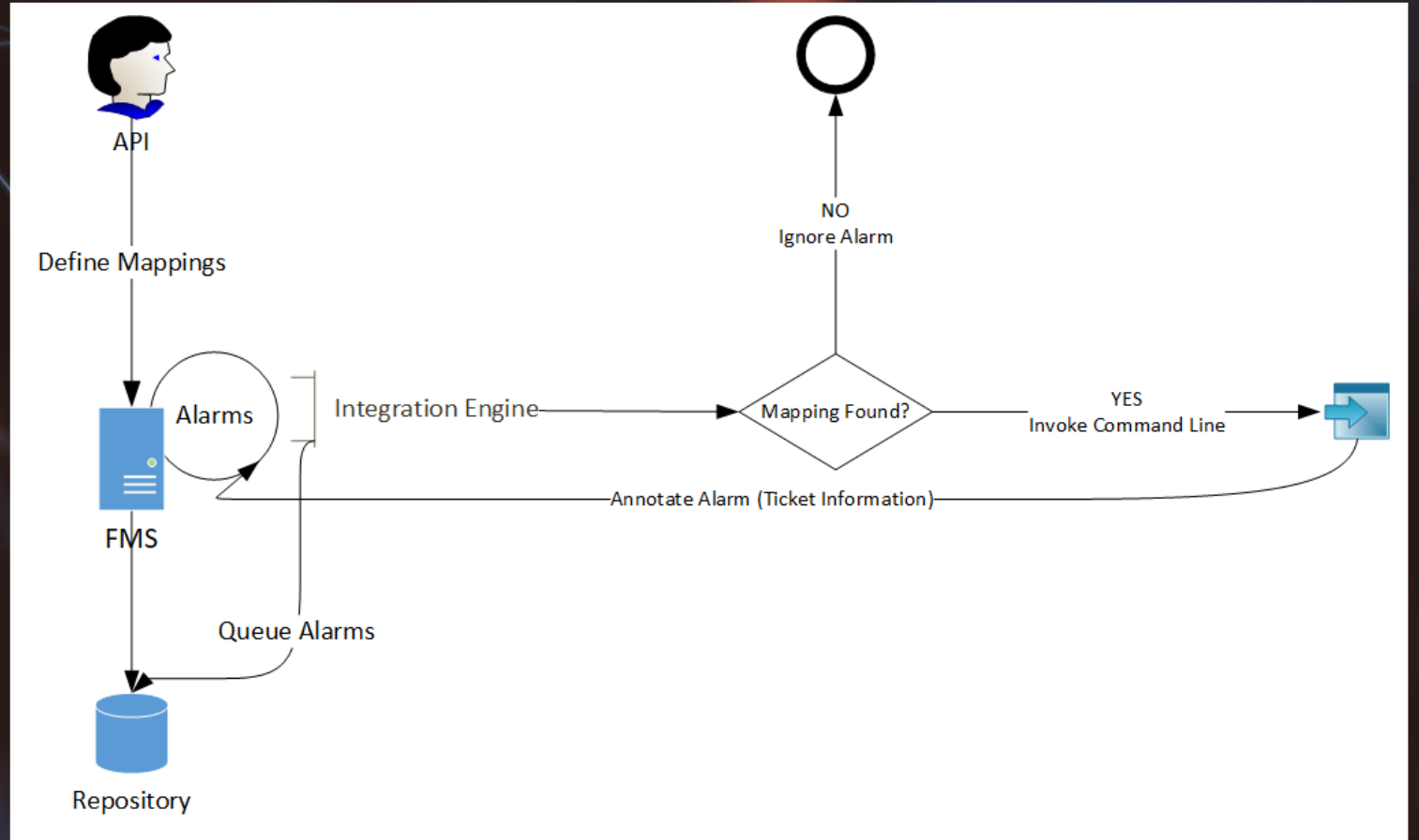
## Auto Acknowledge Alarms



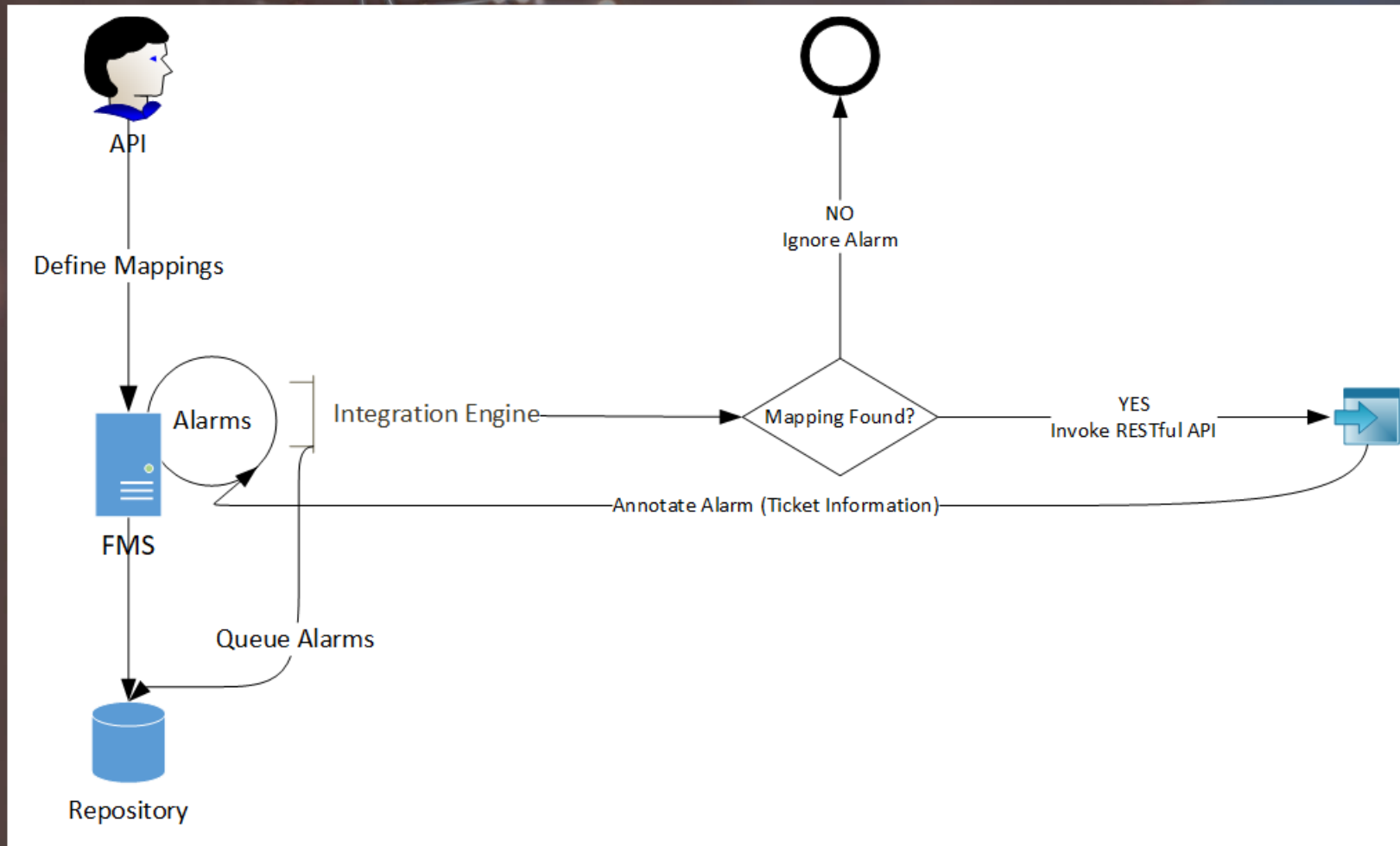
## Alarm Flood Prevention



# BPPM Integration — Command Line Flow



# BPPM Integration – REST Flow



# BPPM 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





# BPPM Integration – Changing Settings

Integration Pack Registry Settings - Local FMS

Navigation: Expert View

Local FMS Search

Name	Value	Scoping	
<b>BPPM Integration</b>			
<b>Open Ticket</b>			
PSO.BPPMIntegration.OpenTicket.NoEmptyValue	true		If true any tag that returns a null will be replaced by a space. If false null values are simply not outputted.
PSO.BPPMIntegration.OpenTicket.TimeZone	GMT		Defines the time zone to use when outputting date and time in the Command.
PSO.BPPMIntegration.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.BPPMIntegration.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.BPPMIntegration.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.BPPMIntegration.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.BPPMIntegration.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.BPPMIntegration.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.
<b>Delay</b>			
PSO.BPPMIntegration.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.BPPMIntegration.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.BPPMIntegration.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.BPPMIntegration.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 update the ticket.
PSO.BPPMIntegration.Queue.Alarm.AcknowledgeUponSuccess	false		Should the alarm be acknowledged when the alarm has been successfully processed.
PSO.BPPMIntegration.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.
PSO.BPPMIntegration.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 not forwarded.
<b>REST</b>			
PSO.BPPMIntegration.REST.Enable	false		Should the integration use the REST method (true)
PSO.BPPMIntegration.REST.URL			The URL for the RESTful API the integration should use in order to open a ticket.
PSO.BPPMIntegration.REST.Path			The path following the URL.
PSO.BPPMIntegration.REST.Update.Path			The path following the URL to use when an alarm is cleared or if Alarm Transition is enabled when an alarm transitions from one severity to another.
PSO.BPPMIntegration.REST.Update.Method	POST		Which method to use when doing an update: POST or PUT
PSO.BPPMIntegration.REST.ResponseProperty			The name of the property to retrieve the BPPM ticket ID after opening a ticket.
PSO.BPPMIntegration.REST.OtherResponseProperties			A comma separated list of properties to retrieve from the REST response. These properties are secondary to the main property used to retrieve the Ticket ID.
PSO.BPPMIntegration.REST.TrustAllSSLCerts	false		If true all SSL certificates will be trusted. Should only be used in Development environments where certificates are not always kept up to date.



# BPPM 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



<b>Alarm Time</b>	:				
<b>Alarm Title</b>	:				
<b>Alarm Details</b>	:				
<b>Alarm Severity</b>	Normal	✔			
Warning	⚠				
Critical	⚡				
Fatal	☠				
<b>Alarm State</b>	:				
<b>Entity Impacted</b>	:				
<b>Entity ID</b>	:				
<b>Foglight Agent</b>	:				
<b>Foglight Agent Type</b>	:				
<b>Host</b>	:				
<b>Recipients</b>	:				
<b>Use for New/Update</b>	:	true			
<b>Use for Export</b>	:	true			
<b>Enable</b>	Normal	✔			
Warning	⚠				
Critical	⚡				
Fatal	☠				

# BPPM Integration — Field Editor



# BPPM 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



# BPPM 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)

