

Email Integrations



Custom
Integrations

Foglight's Email Integration – Out Of The Box

Foglight's email notification parameters defined with:

- Basic control for what is sent, how it is sent, and what it looks like
- Email action per rule and per severity.
 - Limited to registry variables being scoped on individual objects
 - Assigning multiple email targets based on service configurable with limitations
 - Extensive Groovy scripting to implement email management and must be specified for the many use cases
- Event Driven Rule
 - Custom implemented logic limits forwarding of emails
 - Defining and enforcing total and precise control achievable / complex
 - Extensive groovy scripting required
 - Frequently requires multiple rules
- Email escalation not currently supported



Simplify management of Email dispatching

- Customizable subject, message and recipients per severity
- Support for text and HTML emails
- Time based escalation per severity
- Email dispatching to multiple dynamic targets per severity

Decision engine for total and precise control

- 20 Levels of granularity
- Severity Level control

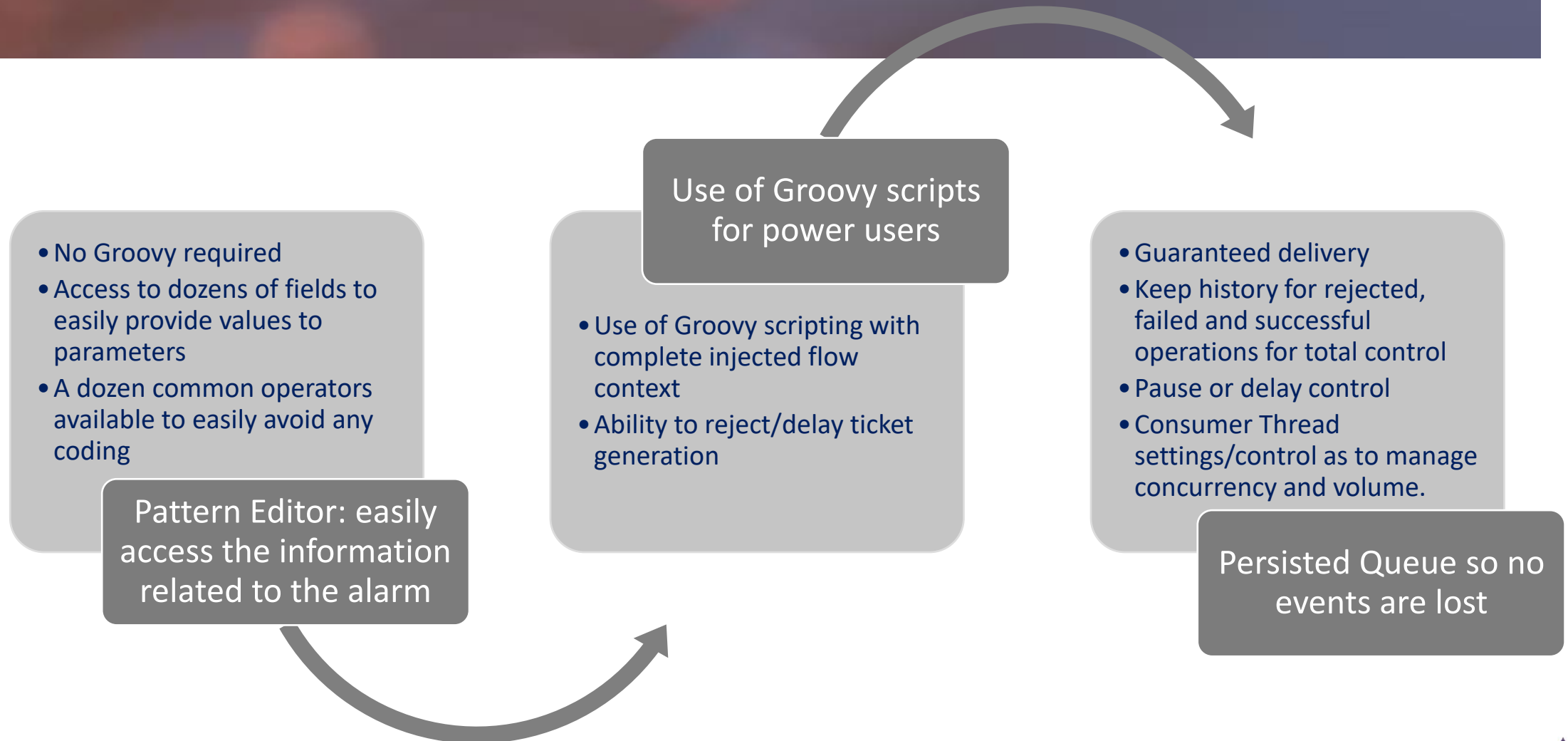
Advanced Rich UI for all functionalities

Remote Administration of solution across servers

Why LightSpeed PM's Email Integration?



Email Integration Highlights

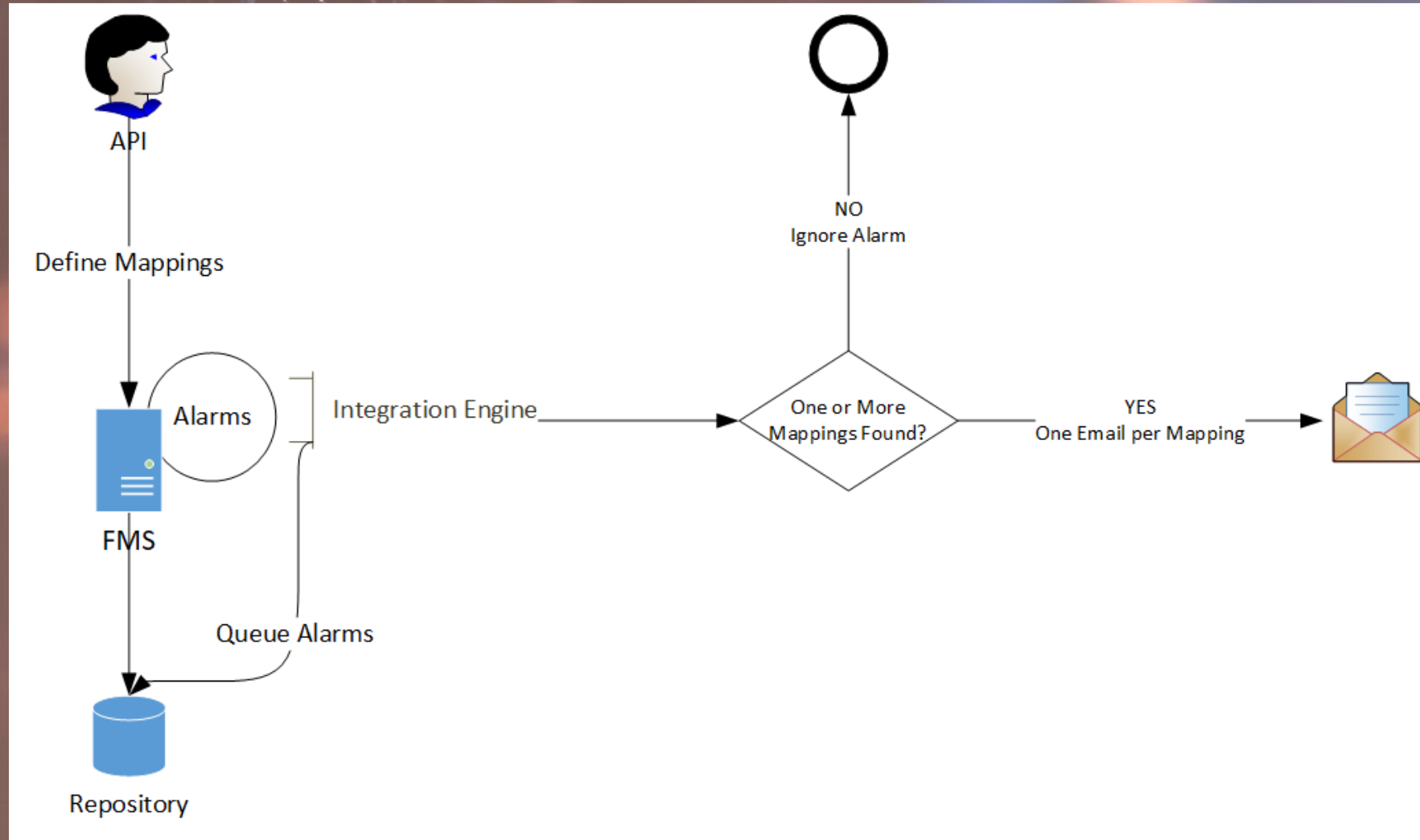


Email Integration Alarming Features



- Can be Turned ON or OFF
- Tickets update when alarm transitions from one severity to another - Higher severity only, or any transition
- Close ticket only when the last alarm in transition has been cleared
- All transition information is accessible from the Pattern Editor

Email Integration – Flow



Email – 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

Email Integration — Changing Settings

Integration Pack Registry Settings - Local FMS

Navigation Expert View

Bookmarks There are no bookmarks

Homes

Dashboards

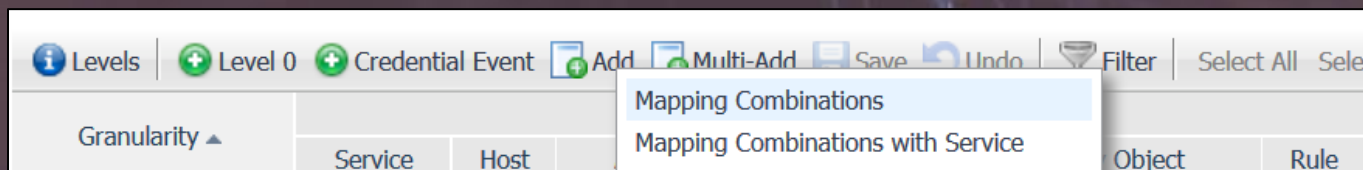
Foglight Servers

Local FMS Select Host Name

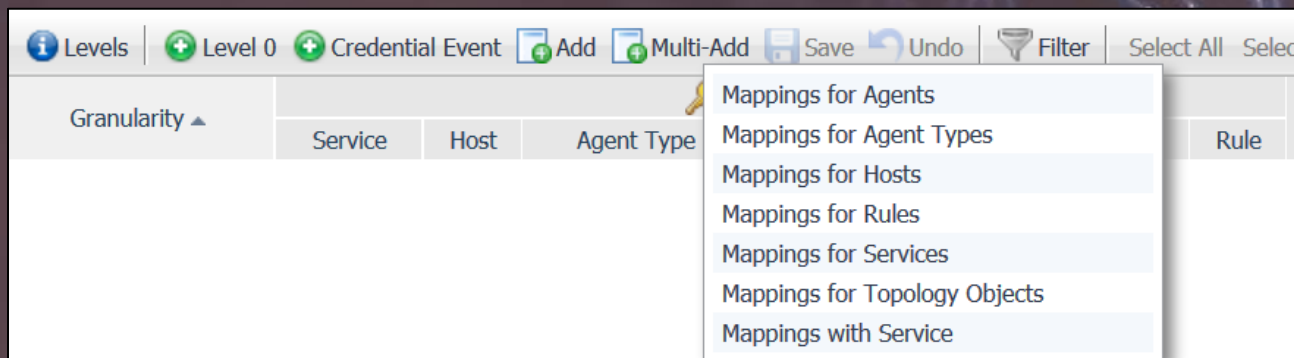
There Is No Data To Display

Name	Value	Scoping
Email Integration		
Open Ticket		
PSO.EmailIntegration.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.EmailIntegration.OpenTicket.TimeZone	GMT	Defines the time zone to use when outputting date and time in the Command.
PSO.EmailIntegration.OpenTicket.DateTimeFormat	dd/MM/yyyy@hh:mm:ss	Defines the time zone to use when outputting date and time in the Command.
Queue		
Ignore		
PSO.EmailIntegration.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.
PSO.EmailIntegration.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.
PSO.EmailIntegration.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.
PSO.EmailIntegration.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.
PSO.EmailIntegration.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.
Delay		
PSO.EmailIntegration.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).
PSO.EmailIntegration.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).
PSO.EmailIntegration.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).
PSO.EmailIntegration.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 one severity to another.
PSO.EmailIntegration.Queue.Alarm.AcknowledgeUponSuccess	false	Should the alarm be acknowledged when the alarm has been successfully processed.
PSO.EmailIntegration.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 not found).
PSO.EmailIntegration.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.
Carbon Copy		
PSO.EmailIntegration.CarbonCopy.Fatal		Comma separated list of recipients to CC the email to when a mapping is found and the alarm's severity is fatal.
PSO.EmailIntegration.CarbonCopy.Critical		Comma separated list of recipients to CC the email to when a mapping is found and the alarm's severity is critical.
PSO.EmailIntegration.CarbonCopy.Normal		Comma separated list of recipients to send the email to when a mapping is found and the alarm's severity is normal.
PSO.EmailIntegration.CarbonCopy.Warning		Comma separated list of recipients to CC the email to when a mapping is found and the alarm's severity is warning.
Escalation		
PSO.EmailIntegration.Escalation.CarbonCopy.Fatal		Comma separated list of recipients to CC the email to when a mapping is found, the alarm's severity is fatal and the alarm has been acknowledged.
PSO.EmailIntegration.Escalation.Recipient.Fatal		Comma separated list of recipients to send the email to when a mapping is found, the alarm's severity is fatal and the alarm has been acknowledged.
Recipient		
PSO.EmailIntegration.Recipient.Fatal		Comma separated list of recipients to send the email to when a mapping is found and the alarm's severity is fatal.
PSO.EmailIntegration.Recipient.Critical		Comma separated list of recipients to send the email to when a mapping is found and the alarm's severity is critical.
PSO.EmailIntegration.Recipient.Warning		Comma separated list of recipients to send the email to when a mapping is found and the alarm's severity is warning.
PSO.EmailIntegration.Recipient.Normal		Comma separated list of recipients to send the email to when a mapping is found and the alarm's severity is normal.
Multiple Mappings		
PSO.EmailIntegration.MultipleMappings.Enable	false	Should the solution send emails to all the alarm mappings (true) that are a hit for an alarm or should it only send it to the alarm mapping that is the primary mapping.

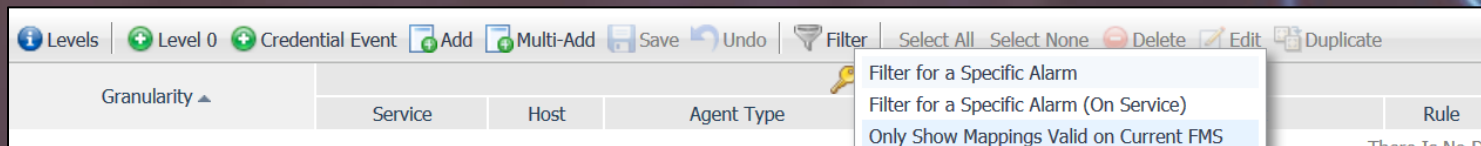
Combinations



Multiple Mappings

































Filtering



Email Integration — Mappings Editor



Email Integration – Field Editor

Subject	: @EM_ESCALATION_SEVERITY?[Escalation @EM_ESCALATION...			
Message	: @ALARM_MESSAGE			
Escalation Severity	: def alarm = args [1] def mapping = args [2] ...			
Escalation Severity Name	: def tagToValueMap = args [3] switch (tagToValueM...			
Recipient	: def alarm = args [1] def mapping = ...			
CC	: def alarm = args [1] def mapping = ...			
Content Type	: text/plain			
Escalation Time	Warning ⚠:			
	Critical ⚡:			
	Fatal ☠:			

UpdateResetClear

Email 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

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

Email 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

