Email Integrations

Foglight by Quest

LightSpeed PM

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

Why LightSpeed PM's Email Integration?

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

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Email Integration **Highlights**

- No Groovy required
- Access to dozens of fields to easily provide values to parameters
- A dozen common operators available to easily avoid any coding

Pattern Editor: easily access the information related to the alarm

Use of Groovy scripts for power users

- Use of Groovy scripting with complete injected flow context
- Ability to reject/delay ticket generation

- 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.

Persisted Queue so no events are lost

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

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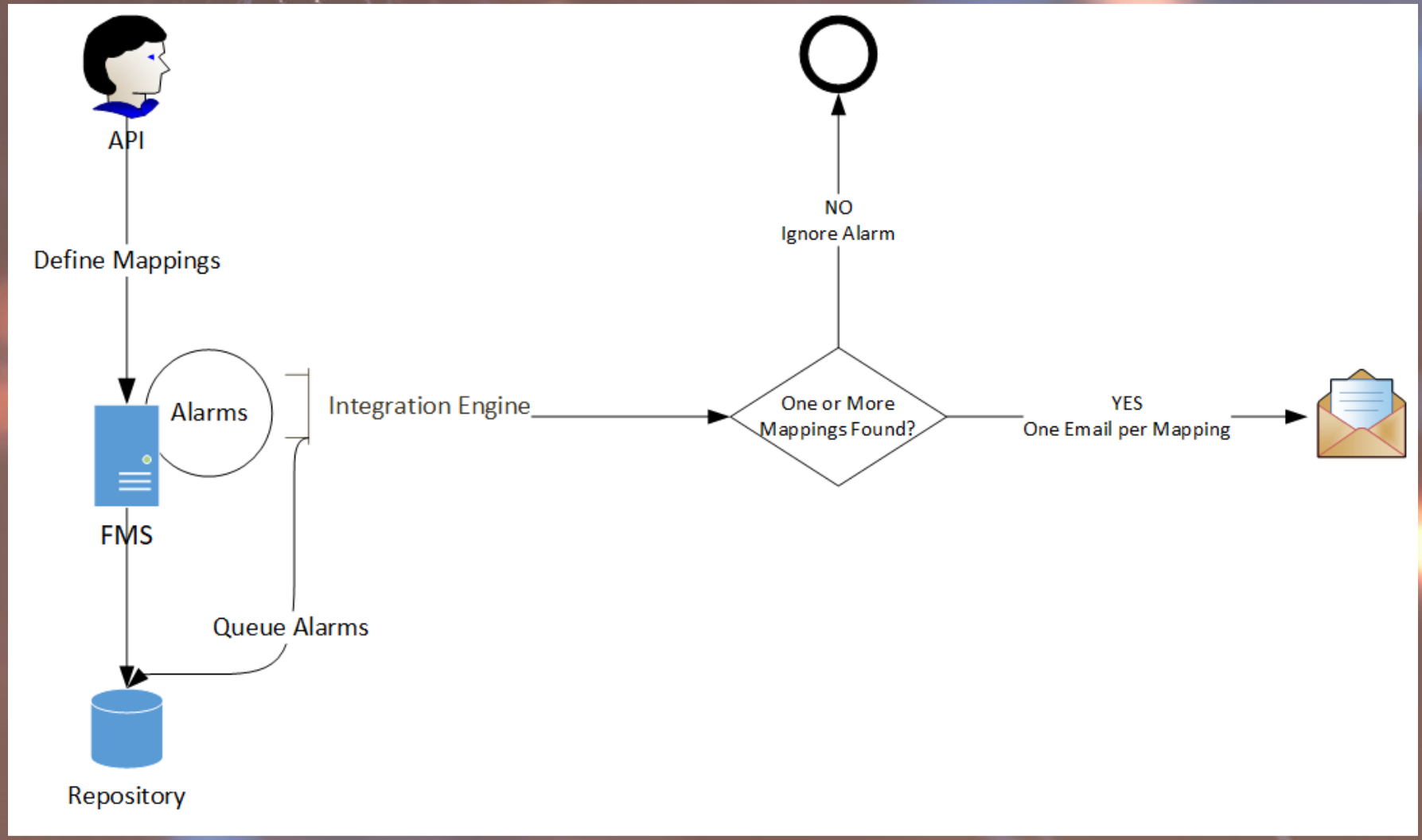
Email Integration – **Flow**



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Email – **Decision Engine**

A rich UI within the solution presents the various mappings produced by the decision engine

Low Priority

High Priority

	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

No Service

With Service

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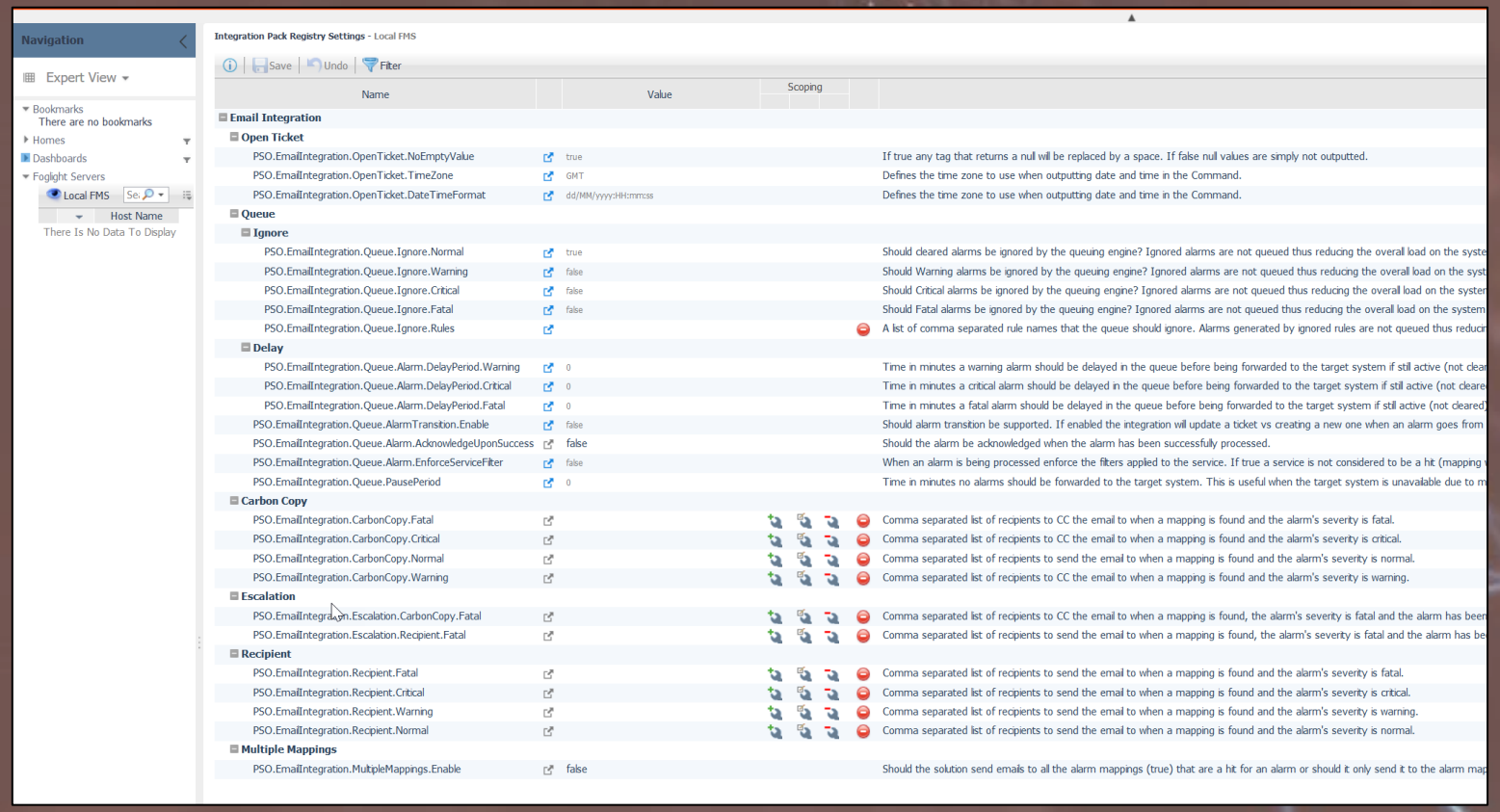

Email Integration – Changing Settings

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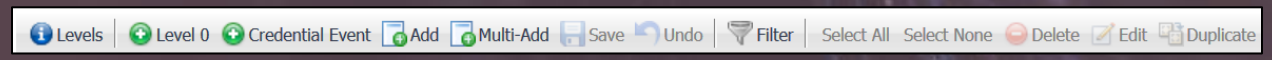
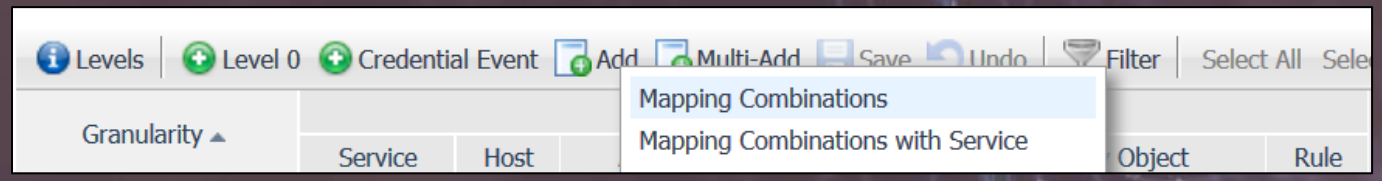
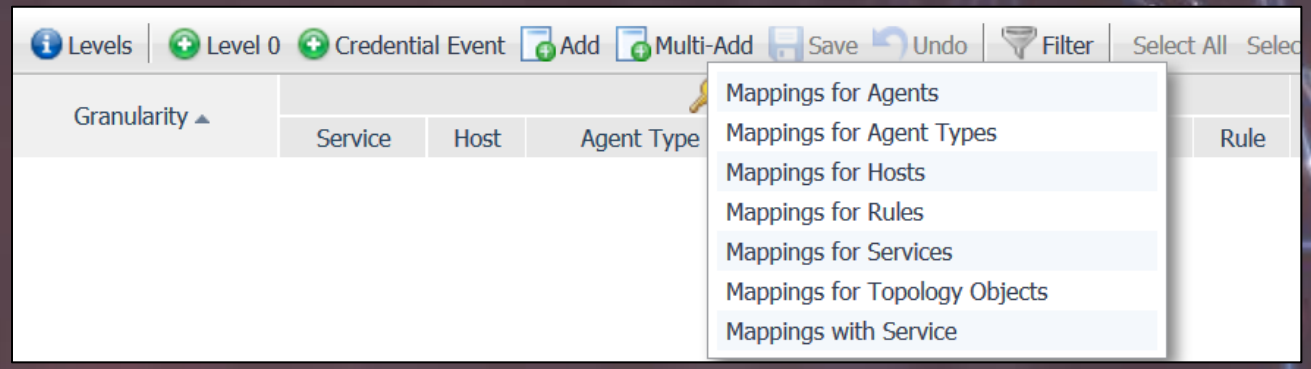
Email Integration – Mappings Editor

Combinations

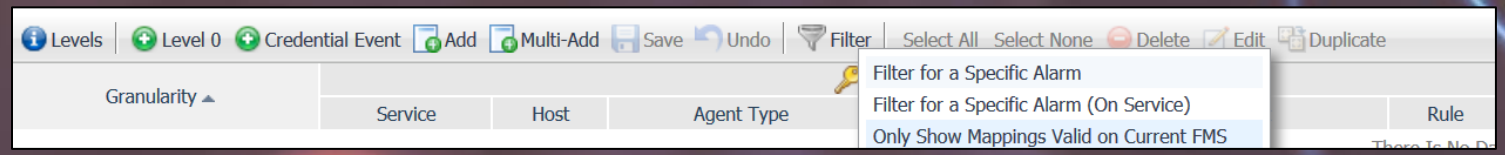




Multiple Mappings



Filtering



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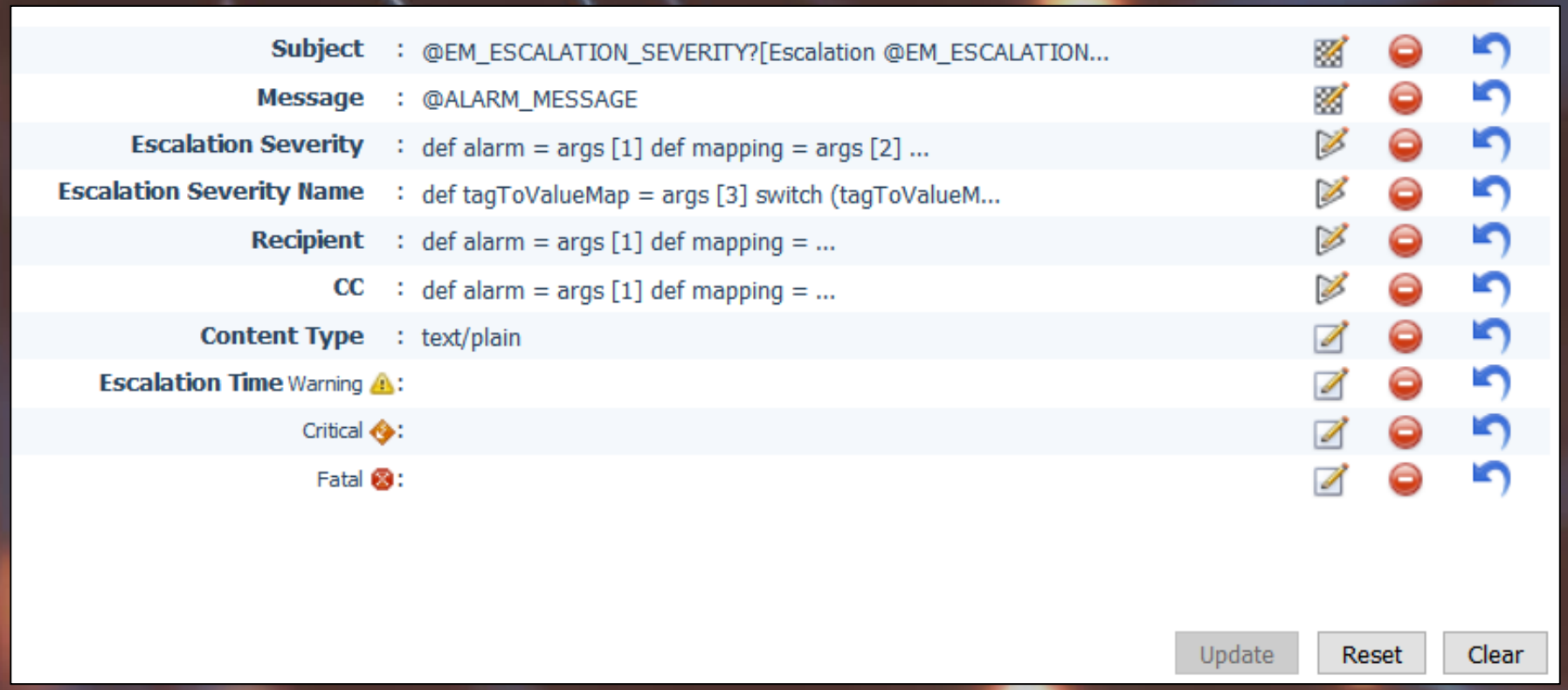
Email Integration – **Field Editor**



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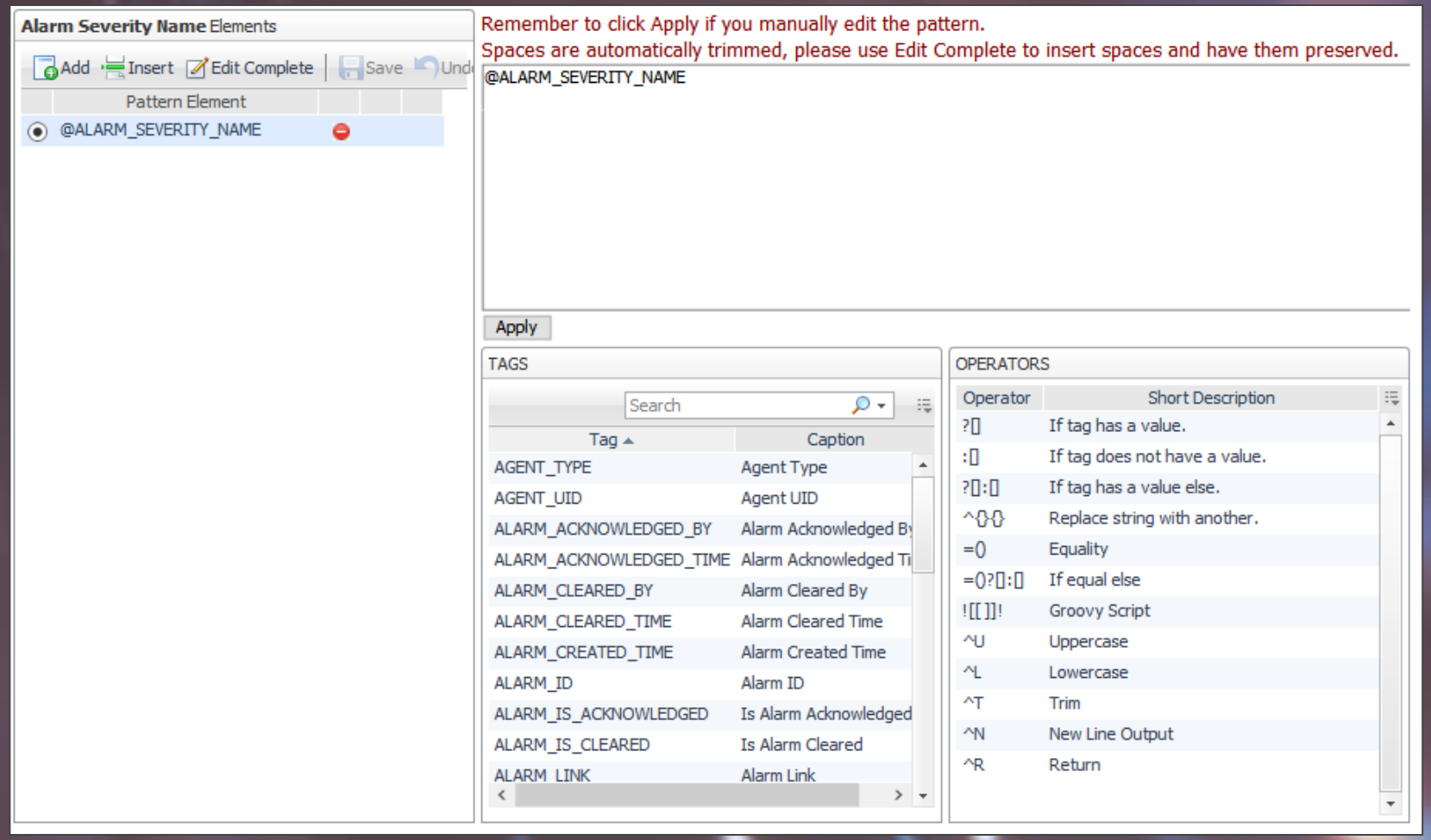
Email Integration – Pattern Editor



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