

New Relic Integration



Custom
Integrations

Why New Relic Integrations from LightSpeed PM?

Integrating New Relic into Foglight without our custom integration services would require

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



Simplify New Relic Integration With LightSpeed PM's Custom Cartridge

Advanced Rich UI for
All Functionalities

Customizable
Command Line
Invocation Support

Remote
Administration of
solution across
servers

Decision Engine for
total / precise
control

- 20 levels of granularity
- Severity Level control

Customizable REST
Invocation Support

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



New Relic 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



New Relic 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

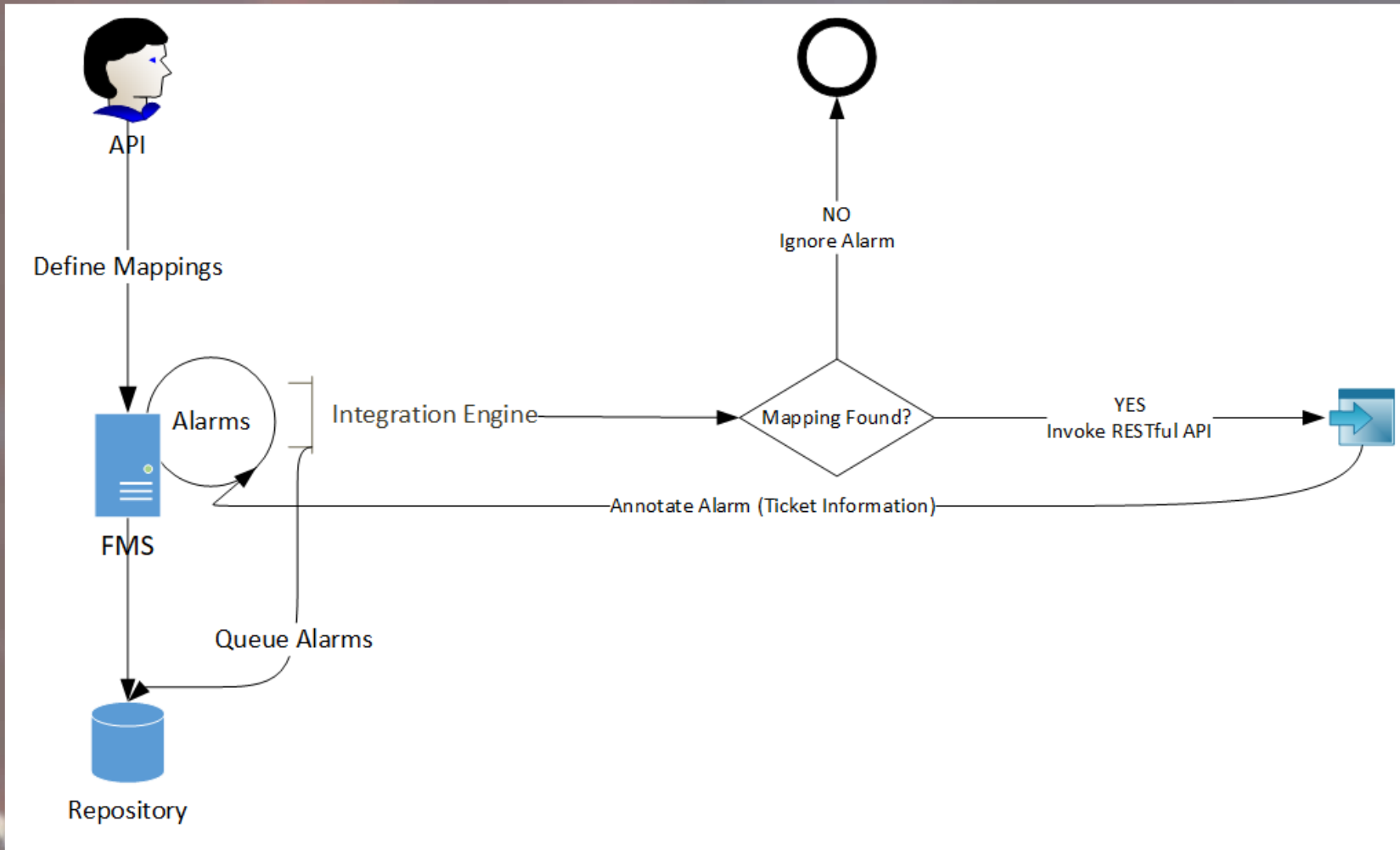


Auto Acknowledge Alarms



Alarm Flood Prevention

New Relic Integration – RESTful API Flow



New Relic 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

New Relic Integration – Changing Settings

Navigation

▼ Bookmarks

There are no bookmarks

► Homes

► Dashboards

▼ Foglight Servers

Local FMS

Search

▼ Host Name

There Is No Data To Display

Integration Pack Registry Settings - Local FMS

Save

Undo

Filter

Name	Value	Scoping
NewRelic Integration		
Open Ticket		
PSO.NewRelicIntegration.OpenTicket.NoEmptyValue	true	If t
PSO.NewRelicIntegration.OpenTicket.TimeZone	GMT	Def
PSO.NewRelicIntegration.OpenTicket.DateTimeFormat	dd/MM/yyyy:HH:mm:ss	Def
Queue		
Ignore		
PSO.NewRelicIntegration.Queue.Ignore.Normal	false	Sho
PSO.NewRelicIntegration.Queue.Ignore.Warning	false	Sho
PSO.NewRelicIntegration.Queue.Ignore.Critical	false	Sho
PSO.NewRelicIntegration.Queue.Ignore.Fatal	false	Sho
PSO.NewRelicIntegration.Queue.Ignore.Rules		A lis
Delay		
PSO.NewRelicIntegration.Queue.Alarm.DelayPeriod.Warning	0	Tim
PSO.NewRelicIntegration.Queue.Alarm.DelayPeriod.Critical	0	Tim
PSO.NewRelicIntegration.Queue.Alarm.DelayPeriod.Fatal	0	Tim
PSO.NewRelicIntegration.Queue.AlarmTransition.Enable	false	Sho
PSO.NewRelicIntegration.Queue.Alarm.AcknowledgeUponSuccess	false	Sho
PSO.NewRelicIntegration.Queue.Alarm.EnforceServiceFilter	false	Wh

New Relic 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

Mapping Combinations

Mapping Combinations with Service

Object

Rule

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

Mappings for Agents

Mappings for Agent Types

Mappings for Hosts

Mappings for Rules

Mappings for Services

Mappings for Topology Objects

Mappings with Service

Rule

Filtering

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

Granularity ▲

Service

Host

Agent Type

Filter for a Specific Alarm

Filter for a Specific Alarm (On Service)

Only Show Mappings Valid on Current FMS

Rule



New Relic Integration — Field Editor

Alarm Time	:					
Event Type	:					
Alarm Title	:					
Alarm Details	:					
Alarm Severity	:	Normal				
		Warning				
		Critical				
		Fatal				
Alarm State	:					
Entity Impacted	:					
Entity ID	:					
Foglight Agent	:					
Foglight Agent Type	:					
Host	:					
Region	:					
Agent Name	:					
Business Unit	:					
App Detail	:					
Segment	:					
Use for New/Update	:	true				
Use for Export	:	true				
Enable	:	true				

Add Reset Clear Cancel

Alarm Severity Name Elements

AddInsertEdit CompleteSaveUndo

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

New Relic Integration — Pattern Editor

New Relic 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

