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

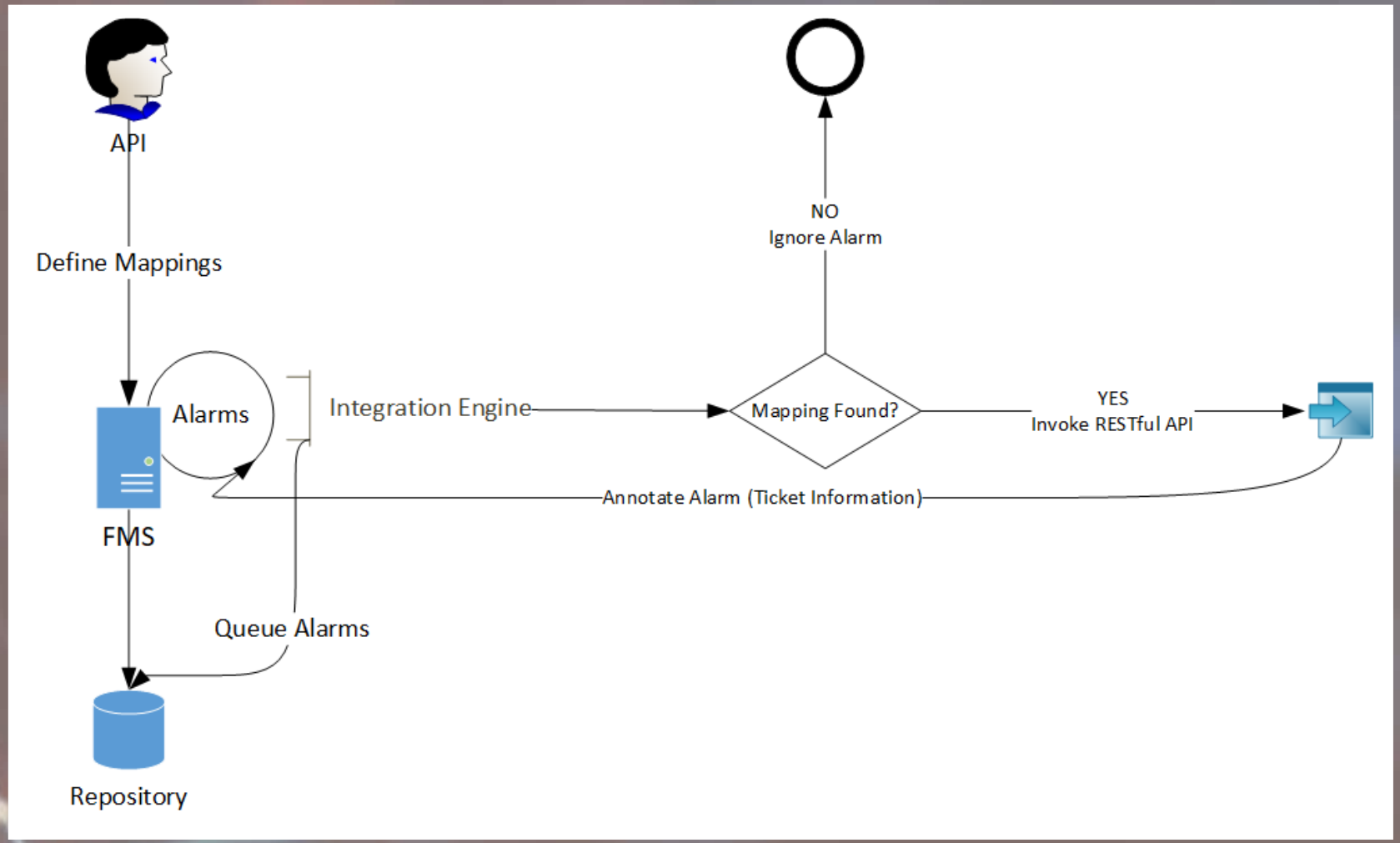
- Can be turned ON or OFF
- Update tickets when alarm is transitioning from one severity to another.
- Can be either to higher severity only or any transition
- Close ticket only when the last alarm in the transition has been cleared

Auto Acknowledge Alarms

Alarm Flood Prevention

LightSpeed PM - Silver+ Quest Partner

New Relic Integration – **RESTful API Flow**



LightSpeed PM - Silver+ Quest Partner

New Relic Integration – Decision Engine

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

Low Priority

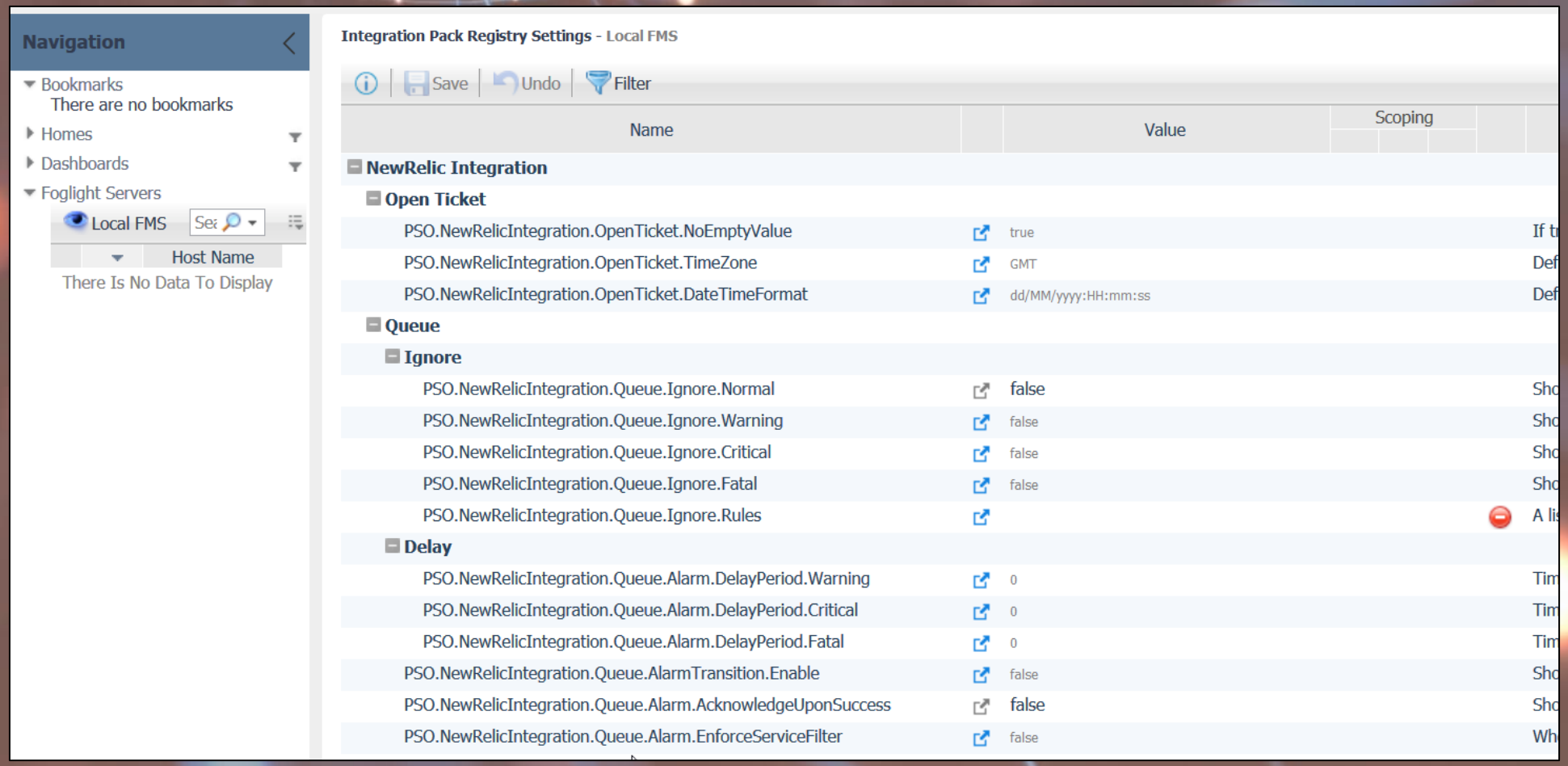
High Priority

	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

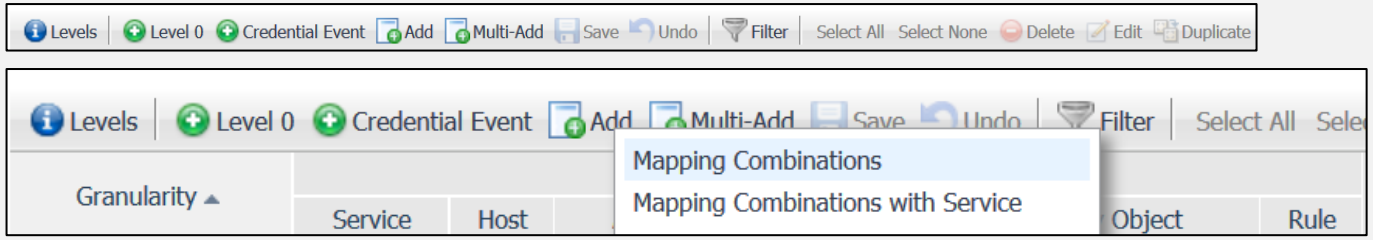
New Relic Integration – Changing Settings



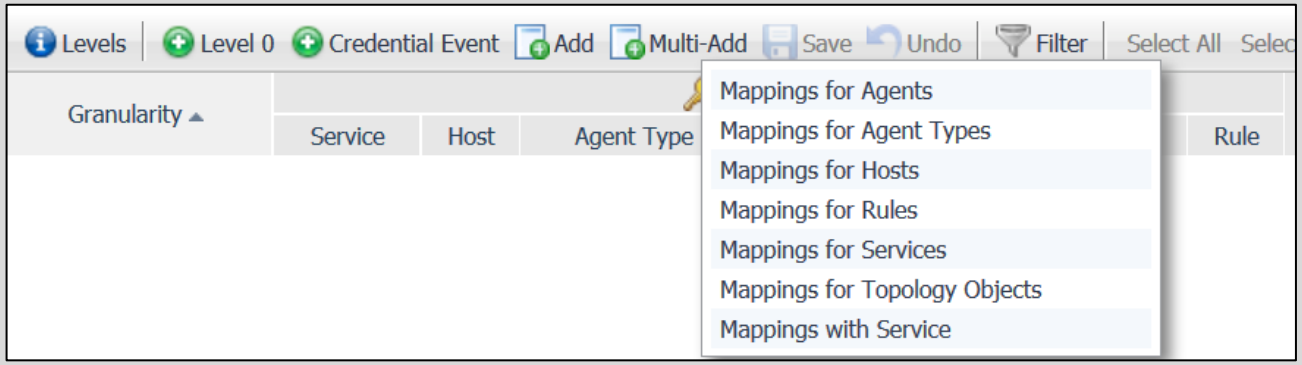
LightSpeed PM - Silver+ Quest Partner

New Relic Integration – Mappings Editor

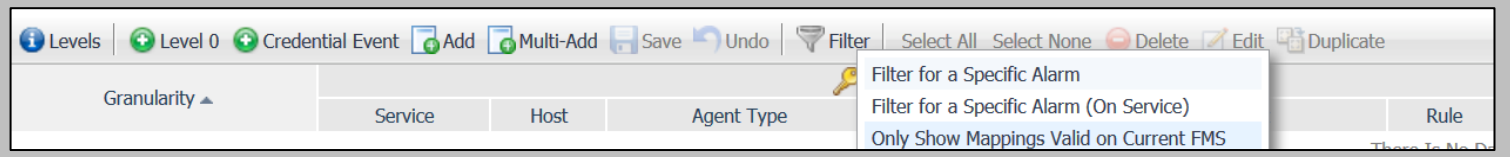
Combinations



Multiple Mappings



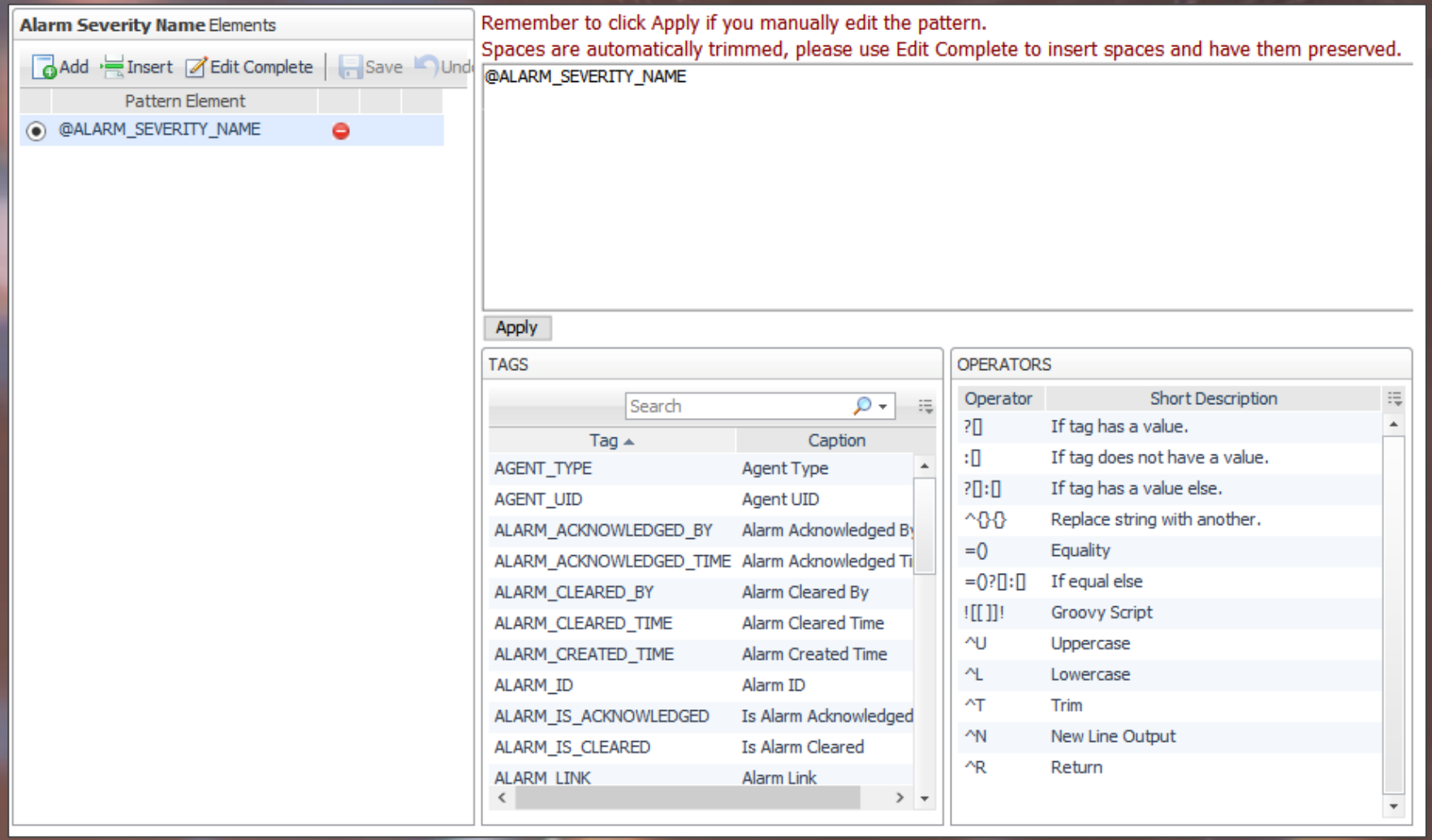
Filtering



LightSpeed PM - Silver+ Quest Partner

New Relic Integration – Field Editor

LightSpeed PM - Silver+ Quest Partner



New Relic Integration – Pattern Editor

LightSpeed PM - Silver+ Quest Partner

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