

# OMi Integration



Custom  
Integrations

# Why OMi Integration from LightSpeed PM?

Foglight requires custom services to integrate with OMi. Without our custom cartridge these steps must be taken:

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



# OMi – Highlights

Pattern Editor allows easy access to 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.



# OMi Integration – Alarming Features

Auto Acknowledge Alarms

Alarm Flood Prevention

Alarm Transition Support

Can be Turned ON or  
OFF

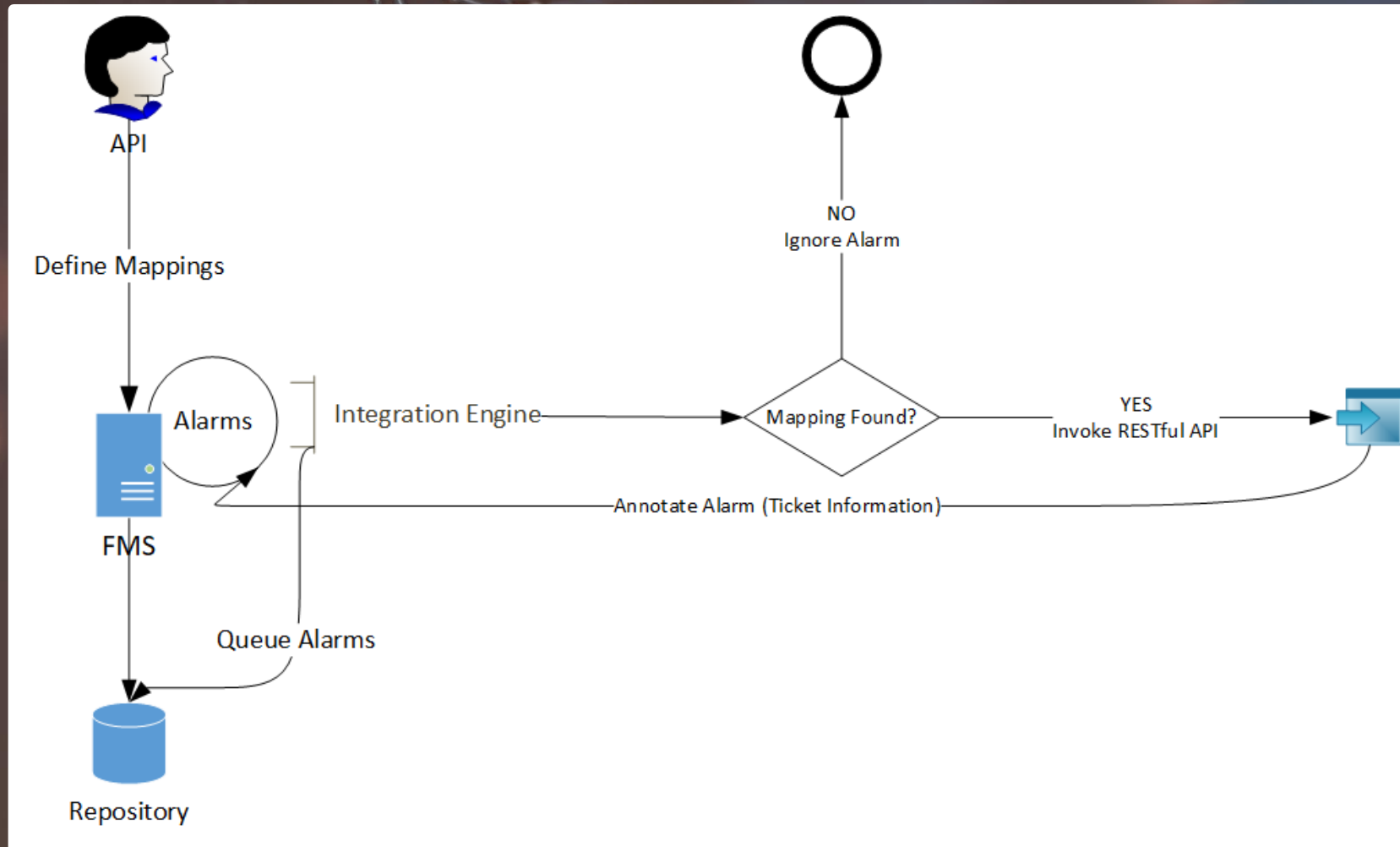
Update tickets when  
alarm is transitioning  
from one severity to  
another.  
Can be either to higher  
severity only or any  
transition

Close ticket only when  
the last alarm in  
transition has been  
cleared

All transition information  
is accessible from the  
Pattern Editor



# OMi Integration – RESTful API Flow



# OMi 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



# OMi Integration – Changing Settings

Integration Pack Registry Settings - Local FMS

Navigation: Expert View

Local FMS Host Name: There Is No Data To Display

Name	Value	Scoping	
<b>OMi Integration</b>			
<b>Open Ticket</b>			
PSO.OMiIntegration.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.OMiIntegration.OpenTicket.TimeZone	GMT		Defines the time zone to use when outputting date and time in the Command.
PSO.OMiIntegration.OpenTicket.DateTmeFormat	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.OMiIntegration.Queue.Ignore.Normal	true		Should cleared alarms be ignored by the queuing engine? Ignored alarms are not queued thus reducing the ov
PSO.OMiIntegration.Queue.Ignore.Warning	false		Should Warning alarms be ignored by the queuing engine? Ignored alarms are not queued thus reducing the d
PSO.OMiIntegration.Queue.Ignore.Critical	false		Should Critical alarms be ignored by the queuing engine? Ignored alarms are not queued thus reducing the ov
PSO.OMiIntegration.Queue.Ignore.Fatal	false		Should Fatal alarms be ignored by the queuing engine? Ignored alarms are not queued thus reducing the over
PSO.OMiIntegration.Queue.Ignore.Rules			A list of comma separated rule names that the queue should ignore. Alarms generated by ignored rules are n
<b>Delay</b>			
PSO.OMiIntegration.Queue.Alarm.DelayPeriod.Warning	0		Time in minutes a warning alarm should be delayed in the queue before being forwarded to the target system
PSO.OMiIntegration.Queue.Alarm.DelayPeriod.Critical	0		Time in minutes a critical alarm should be delayed in the queue before being forwarded to the target system
PSO.OMiIntegration.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
PSO.OMiIntegration.Queue.AlarmTtransition.Enable	false		Should alarm transition be supported. If enabled the integration will update a ticket vs creating a new one whe
PSO.OMiIntegration.Queue.Alarm.AcknowledgeUponSuccess	false		Should the alarm be acknowledged when the alarm has been successfully processed.
PSO.OMiIntegration.Queue.Alarm.EnforceServiceFilter	false		When an alarm is being processed enforce the filters applied to the service. If true a service is not consider
PSO.OMiIntegration.Queue.PausePeriod	0		Time in minutes no alarms should be forwarded to the target system. This is useful when the target system
<b>REST</b>			
PSO.OMiIntegration.REST.Enable	false		Should the integration use the REST method (true)
PSO.OMiIntegration.REST.URL			The URL for the RESTful API the integration should use in order to open a ticket.
PSO.OMiIntegration.REST.Path			The path following the URL.
PSO.OMiIntegration.REST.Update.Path			The path following the URL to use when an alarm is cleared or if Alarm Transition is enabled when an alarm tr
PSO.OMiIntegration.REST.Update.Method	POST		Which method to use when doing an update: POST or PUT
PSO.OMiIntegration.REST.ResponseProperty			The name of the property to retrieve the OMi ticket ID after opening a ticket.
PSO.OMiIntegration.REST.OtherResponseProperties			A comma separated list of properties to retrieve from the REST response. These properties are secondary to
PSO.OMiIntegration.REST.TrustAISSLCerts	false		If true all SSL certificates will be trusted. Should only be used in Development environments where certificates
<b>Authentication</b>			
PSO.OMiIntegration.REST.AuthenticationMode	HTTP_HEADER		HTTP_HEADER, BASE64_ENCODING or URL_ENCODE authentication when not tokens are needed, or BASE64
PSO.OMiIntegration.REST.Username			The username to gain access to the RESTful API the integration should use in order to open a ticket.
PSO.OMiIntegration.REST.Password	*****		The password to gain access to the RESTful API the integration should use in order to open a ticket.
PSO.OMiIntegration.REST.Authentication.URLEncodeFormat			The format in which to send the login information. property={username} or {password}. It is possible to add
PSO.OMiIntegration.REST.Authentication.Token.URL			The URL to use for authentication. Should be used if a 3rd party login needs to be used. Use only if Authent
PSO.OMiIntegration.REST.Authentication.Token.LoginPath			The path following the URL to use in order to login and retrieve the token needed for subsequent calls. Use o



# OMi Integration – Mappings Editor

## Combinations

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

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

Granularity ▾

Service	Host	Object	Rule
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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

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

Granularity ▾

Service	Host	Agent Type	Rule
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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

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

Granularity ▾

Service	Host	Agent Type	Rule
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Filter for a Specific Alarm

Filter for a Specific Alarm (On Service)

Only Show Mappings Valid on Current FMS





# OMi Integration — Field Editor

<b>Product</b> ! :				
PCat1 :				
PCat2 :				
PCat3 :				
<b>OpCat1</b> :				
OpCat2 :				
OpCat3 :				
<b>Urgency</b> Normal ✓ :				
Warning ⚠ :				
Critical ⚠ :				
Fatal ☒ :				
<b>Impact</b> Normal ✓ :				
Warning ⚠ :				
Critical ⚠ :				
Fatal ☒ :				
<b>Enable</b> Normal ✓ : true				
Warning ⚠ : true				
Critical ⚠ : true				
Fatal ☒ : true				

**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

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

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

# OMi Integration – Pattern Editor



# OMi 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)

