

Remedy (Advanced) Integration



Custom
Integrations

Why Remedy (Advanced) Integration from LightSpeed PM?

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

- Advanced Rich UI for all functionalities
- Ability to define Products, OpCats, PCats and Priority
- Customizable Command Line invocation support
- Customizable Web Service invocation support
 - Create/Update Tickets
 - Flexible parameter definitions
 - Auto Annotate Alarms with returned information
- **Remote Administration** of solution across servers
- Decision engine for total and precise control
 - 20 Levels of granularity
 - Severity Level control



Remedy (Advanced) – Highlights

Pattern Editor allows easy access 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.



Remedy (Advanced) Integration – Alarming Features

Auto Acknowledge Alarms

Alarm Flood Prevention

Alarm Transition Support

Can be Turned ON or
OFF

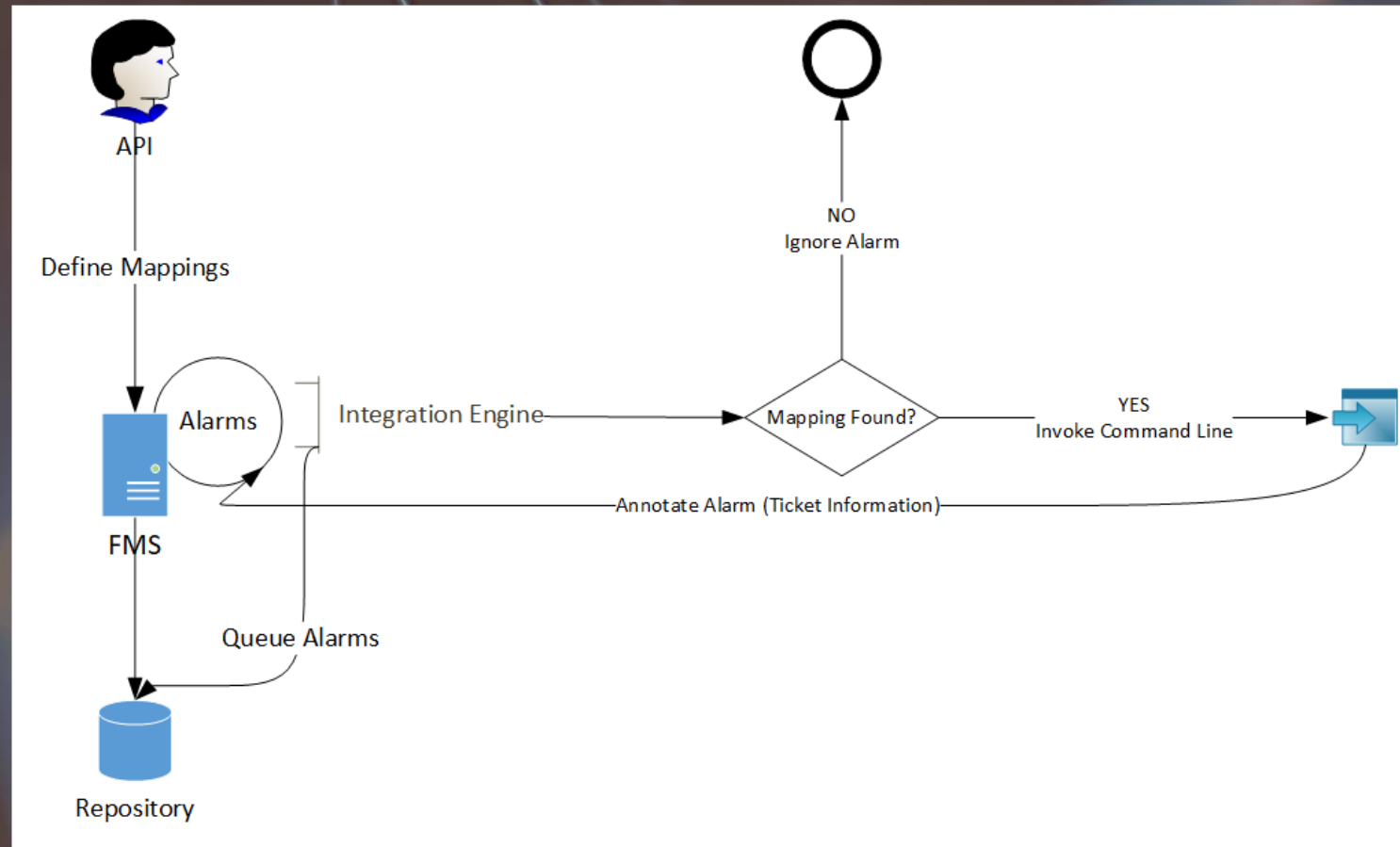
Update tickets when
alarm is transitioning
from one severity to
another.
Can be either to higher
severity only or any
transition

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

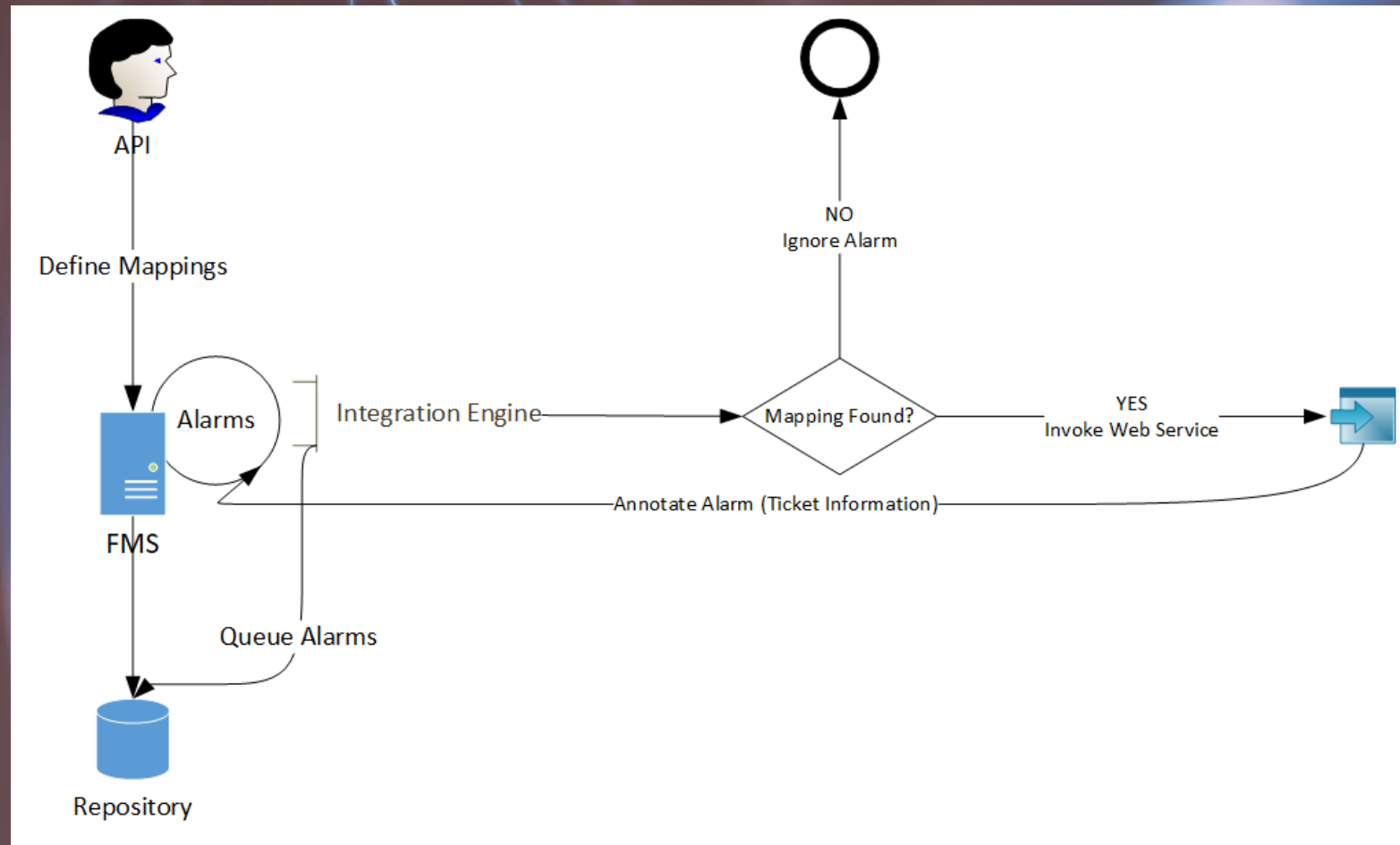
All transition information
is accessible from the
Pattern Editor



Remedy (Advanced) Integration – Command Line Flow



Remedy (Advanced) Integration – Web Service Flow



Remedy (Advanced) 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



Remedy (Advanced) Integration – Changing Settings

Integration Pack Registry Settings - Local FMS

Save Undo Filter

Name	Value	Scoping	
Remedy Integration			
Open Ticket			
PSO.RemedyIntegration.OpenTicket.NoEmptyValue	true		If true any tag that returns a null will be replaced by a space. If false null values a
PSO.RemedyIntegration.OpenTicket.TimeZone	GMT		Defines the time zone to use when outputting date and time in the Command.
PSO.RemedyIntegration.OpenTicket.DateTimeFormat	dd/MM/yyyy:HH:mm:ss		Defines the format for the date and time to use when outputting date and time in
Queue			
Ignore			
PSO.RemedyIntegration.Queue.Ignore.Normal	true		Should cleared alarms be ignored by the queuing engine? Ignored alarms are not o
PSO.RemedyIntegration.Queue.Ignore.Warning	false		Should Warning alarms be ignored by the queuing engine? Ignored alarms are not
PSO.RemedyIntegration.Queue.Ignore.Critical	false		Should Critical alarms be ignored by the queuing engine? Ignored alarms are not q
PSO.RemedyIntegration.Queue.Ignore.Fatal	false		Should Fatal alarms be ignored by the queuing engine? Ignored alarms are not qu
PSO.RemedyIntegration.Queue.Ignore.Rules			A list of comma separated rule names that the queue should ignore. Alarms gene
Delay			
PSO.RemedyIntegration.Queue.Alarm.DelayPeriod.Warning	0		Time in minutes a warning alarm should be delayed in the queue before being forw
PSO.RemedyIntegration.Queue.Alarm.DelayPeriod.Critical	0		Time in minutes a critical alarm should be delayed in the queue before being forwa
PSO.RemedyIntegration.Queue.Alarm.DelayPeriod.Fatal	0		Time in minutes a fatal alarm should be delayed in the queue before being forward
PSO.RemedyIntegration.Queue.AlarmTransition.Enable	false		Should alarm transition be supported. If enabled the integration will update a ticket
PSO.RemedyIntegration.Queue.Alarm.AcknowledgeUponSuccess	false		Should the alarm be acknowledged when the alarm has been successfully process
PSO.RemedyIntegration.Queue.Alarm.EnforceServiceFilter	false		When an alarm is being processed enforce the filters applied to the service. If true
PSO.RemedyIntegration.Queue.PausePeriod	0		Time in minutes no alarms should be forwarded to the target system. This is usef
Web Service			
PSO.RemedyIntegration.WebService.Enable	false		Should the integration use the Web Service method (true)
PSO.RemedyIntegration.WebService.URL			The URL for the Web Service the integration should use in order to open a ticket.
PSO.RemedyIntegration.WebService.TargetNamespace			The XML namespace for the web service. This is typically the targetNamespace e
PSO.RemedyIntegration.WebService.MethodName	OpCreate		The name of the method as found in the Remedy exported WSDL.
PSO.RemedyIntegration.WebService.Update.MethodName	OpCreate		The name of the method as found in the Remedy exported WSDL to use when a
PSO.RemedyIntegration.WebService.AuthenticationMode	SOAP_HEADER		Should HTTP_HEADER authentication be used or SOAP_HEADER authentication. N
PSO.RemedyIntegration.WebService.Username			The username to gain access to the Web Service the integration should use in ord
PSO.RemedyIntegration.WebService.Password	*****		The password to gain access to the Web Service the integration should use in ord
PSO.RemedyIntegration.WebService.ResponseName	OpCreateResponse		The name of the response when opening ticket.



Remedy (Advanced) 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 | Object | Rule

- 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

Granularity ▲ | Service | Host | Agent Type | Rule

- 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

Granularity ▲ | Service | Host | Agent Type | Rule

- Filter for a Specific Alarm
- Filter for a Specific Alarm (On Service)
- Only Show Mappings Valid on Current FMS



Remedy (Advanced) Inte gration – Field Editor

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

Add Reset Clear Cancel



Remedy (Advanced) 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

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



Remedy (Advanced) Integration — System Requirements



Minimum required
FMS version

5.9.3



Supported

MS SQL

2008

v 10.0.1600 or later

Database

Oracle

9i R2

Minimum

MySQL

5.1.45

Version

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

