

Slack Integration



Custom
Integrations

Why Slack Integrations from LightSpeed PM?

Integrating Slack 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 Slack Fields in Foglight



Simplify Slack Integration With LightSpeed PM's Custom Cartridge



Slack Integration Highlights

Pattern Editor to easily access many of 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.



Slack 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



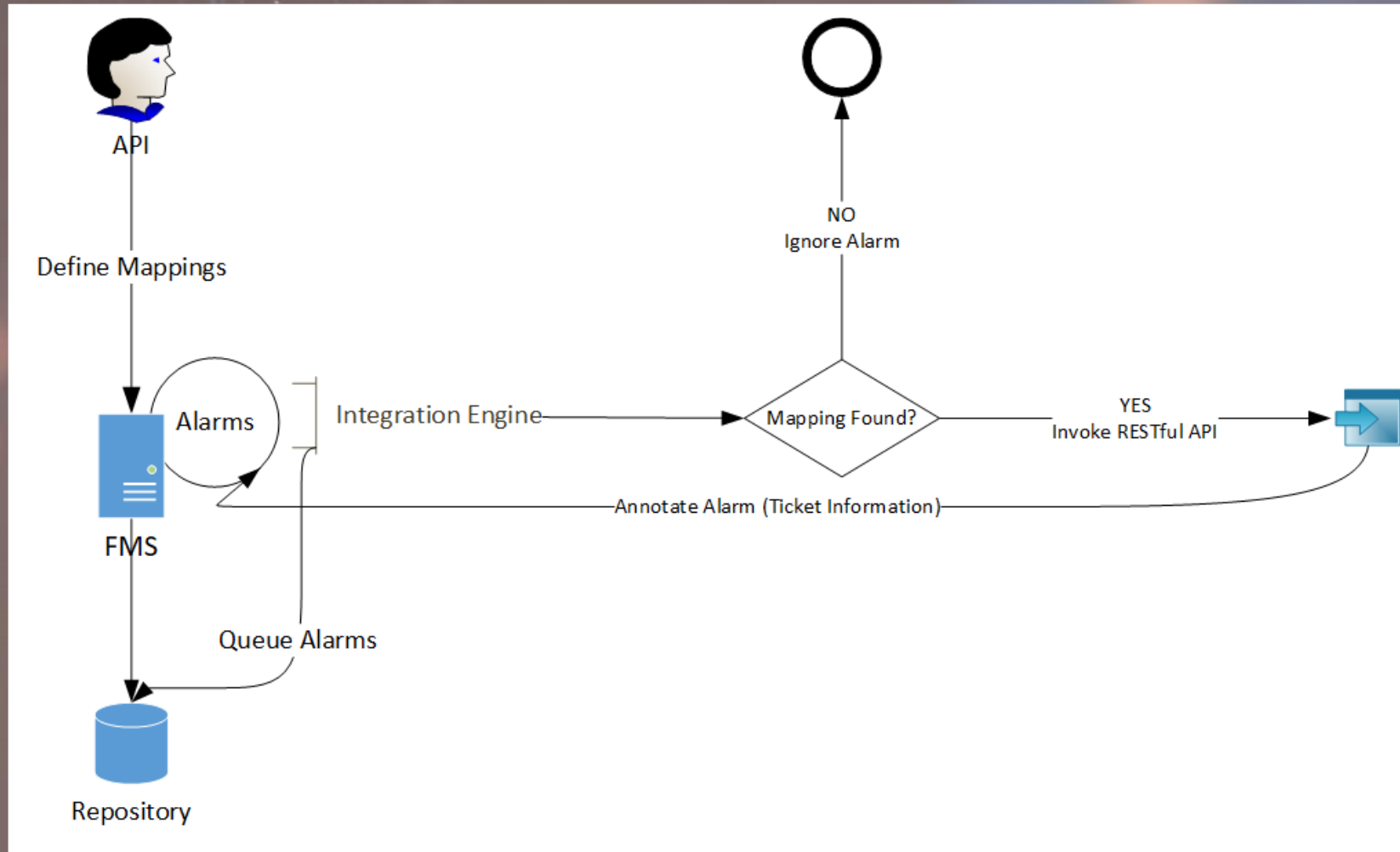
Auto Acknowledge Alarms



Alarm Flood Prevention



Slack Integration – RESTful API Flow



Slack 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



Slack Integration – Changing Settings

Integration Pack Registry Settings - Local FMS Saturday, October 10, 2020 11:42:41 PM - 12:42:41 AM 60 minutes Reports

Save Undo Filter Search

Name	Value	Scoping	
Slack Integration			
Open Ticket			
PSO.SlackIntegration.OpenTicket.NoEmptyValue	true		If true any tag that returns a null will be replaced by a space. If
PSO.SlackIntegration.OpenTicket.TimeZone	GMT		Defines the time zone to use when outputting date and time in t
PSO.SlackIntegration.OpenTicket.DateTimeFormat	dd/MM/yyyy:HH:mm:ss		Defines the format for the date and time to use when outputting
Queue			
Ignore			
PSO.SlackIntegration.Queue.Ignore.Normal	true		Should cleared alarms be ignored by the queuing engine? Ignore
PSO.SlackIntegration.Queue.Ignore.Warning	false		Should Warning alarms be ignored by the queuing engine? Ignor
PSO.SlackIntegration.Queue.Ignore.Critical	false		Should Critical alarms be ignored by the queuing engine? Ignore
PSO.SlackIntegration.Queue.Ignore.Fatal	false		Should Fatal alarms be ignored by the queuing engine? Ignored
PSO.SlackIntegration.Queue.Ignore.Rules	-		A list of comma separated rule names that the queue should ign
Delay			
PSO.SlackIntegration.Queue.Alarm.DelayPeriod.Warning	0		Time in minutes a warning alarm should be delayed in the queu
PSO.SlackIntegration.Queue.Alarm.DelayPeriod.Critical	0		Time in minutes a critical alarm should be delayed in the queue
PSO.SlackIntegration.Queue.Alarm.DelayPeriod.Fatal	0		Time in minutes a fatal alarm should be delayed in the queue be
PSO.SlackIntegration.Queue.Alarm.Transition.Enable	false		Should alarm transition be supported. If enabled the integration
PSO.SlackIntegration.Queue.Alarm.AcknowledgeUponSuccess	false		Should the alarm be acknowledged when the alarm has been su
PSO.SlackIntegration.Queue.Alarm.EnforceServiceFilter	false		When an alarm is being processed enforce the filters applied to
PSO.SlackIntegration.Queue.PausePeriod	0		Time in minutes no alarms should be forwarded to the target sy



Slack 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

Mapping Combinations
Mapping Combinations with Service

Granularity ▲	Service	Host	Object	Rule
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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

Mappings for Agents
Mappings for Agent Types
Mappings for Hosts
Mappings for Rules
Mappings for Services
Mappings for Topology Objects
Mappings with Service

Granularity ▲	Service	Host	Agent Type	Rule
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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

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

Granularity ▲	Service	Host	Agent Type	Rule
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Alarm Time	:					
Alarm Title	:					
Alarm Details	:					
Alarm Severity	Normal	:				
Warning	:					
Critical	:					
Fatal	:					
Alarm State	:					
Entity Impacted	:					
Entity ID	:					
Foglight Agent	:					
Foglight Agent Type	:					
Host	:					
Recipients	:					
Use for New/Update	:	true				
Use for Export	:	true				
Enable	Normal	:				
Warning	:	true				
Critical	:	true				
Fatal	:	true				

Slack Integration — Field Editor

Slack 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

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



Slack 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

