

xMatters Integration



Custom
Integrations

Why xMatters Integrations from LightSpeed PM?

Integrating xMatters into Foglight without our custom integration solution would require

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



Simplify xMatters Integration With LightSpeed PM's Custom Cartridge

Customizable REST Invocation Support

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

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
- Security Level control



xMatters Integration Highlights

Use of Groovy scripts for power users

- Use of Groovy scripting with complete injected flow context
- Ability to reject/delay ticket generation

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

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.



xMatters 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



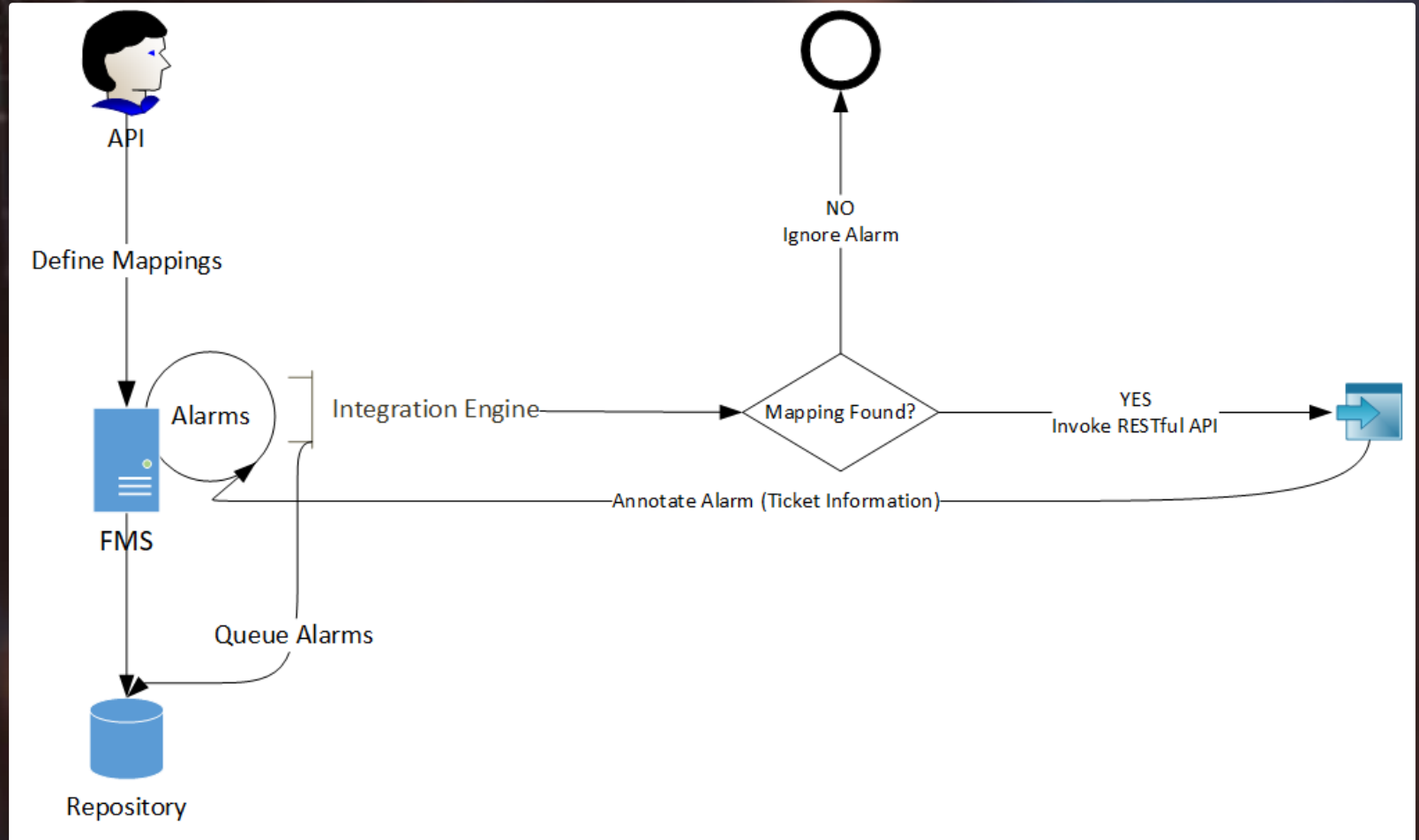
Auto Acknowledge Alarms



Alarm Flood Prevention



xMatters Integration — RESTful API Flow



xMatters 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



xMatters Integration – Changing Settings

The screenshot displays the 'Integration Pack Registry Settings - Local FMS' interface. The left sidebar shows a navigation menu with 'Foglight Servers' expanded to 'Local FMS'. The main content area shows a table of settings for 'xMatters Integration', categorized into 'Open Ticket', 'Queue', 'Ignore', and 'Delay'. Each setting includes a name, a value, and a description. A search bar is visible at the top right of the settings table.

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



xMatters 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



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				

xMatters Integration — Field Editor

xMatters 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



xMatters 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

