



# BPPM Integration



- LightSpeed PM – A Certified Quest Partner

# Foglight Integrations – Current OOTB Status

- Foglight does not have an out of the box solution for BPPM Integration, and is limited by the following:
  - Custom Event Driven Rule must be created
    - Command Invocation is required
    - Actions
  - Groovy Scripting
  - There is very Little control over event information
    - Control requires lots of groovy scripting
  - There are no options offered or available to define BPPM Fields in Foglight

# BPPM Integration – Highlights

- BPPM Integration makes it a lot simpler to integrate Foglight with BPPM:
  - Advanced Rich UI for all functionalities
  - Customizable Command Line invocation support
  - Customizable REST API 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

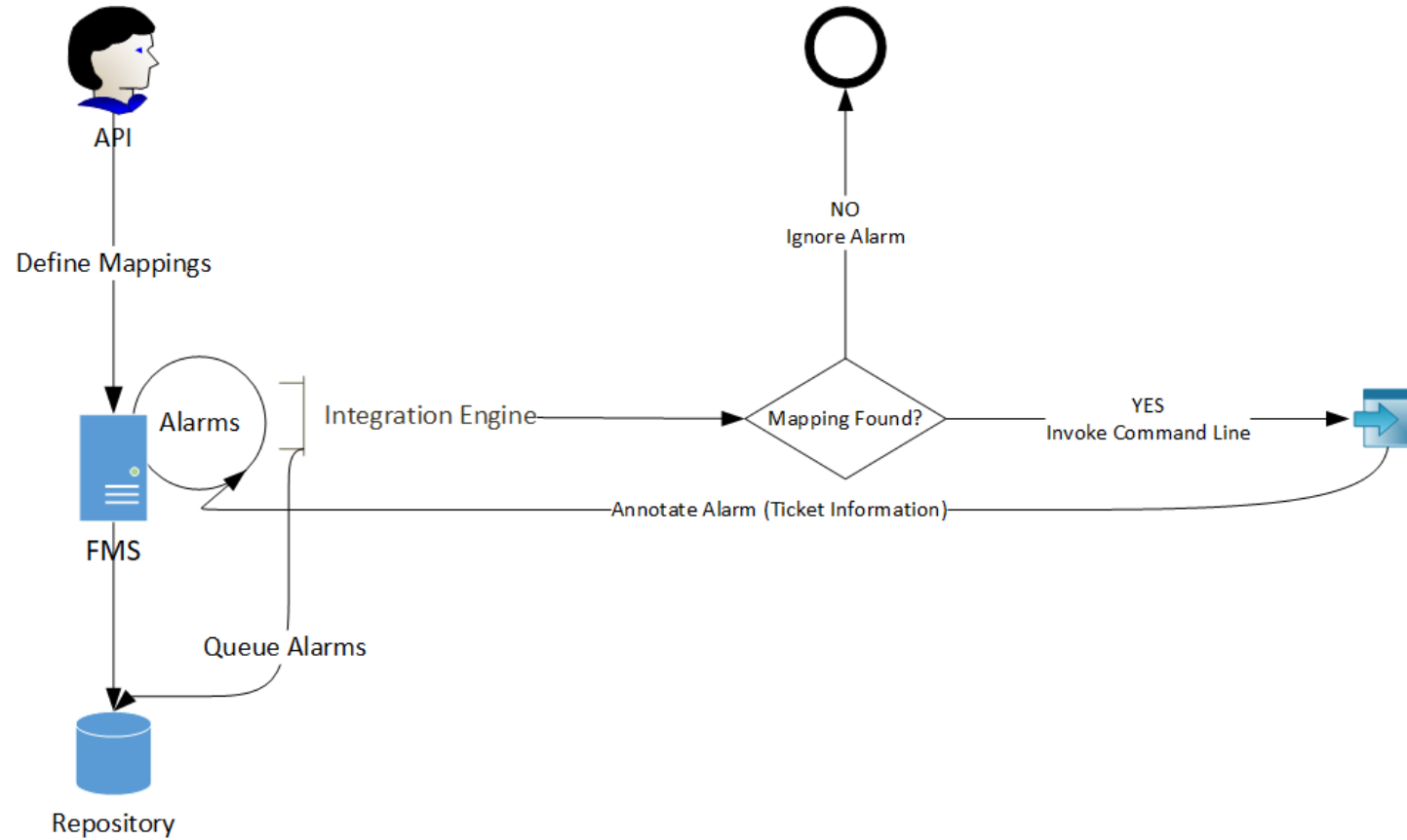
# BPPM Integration – Highlights

- 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.

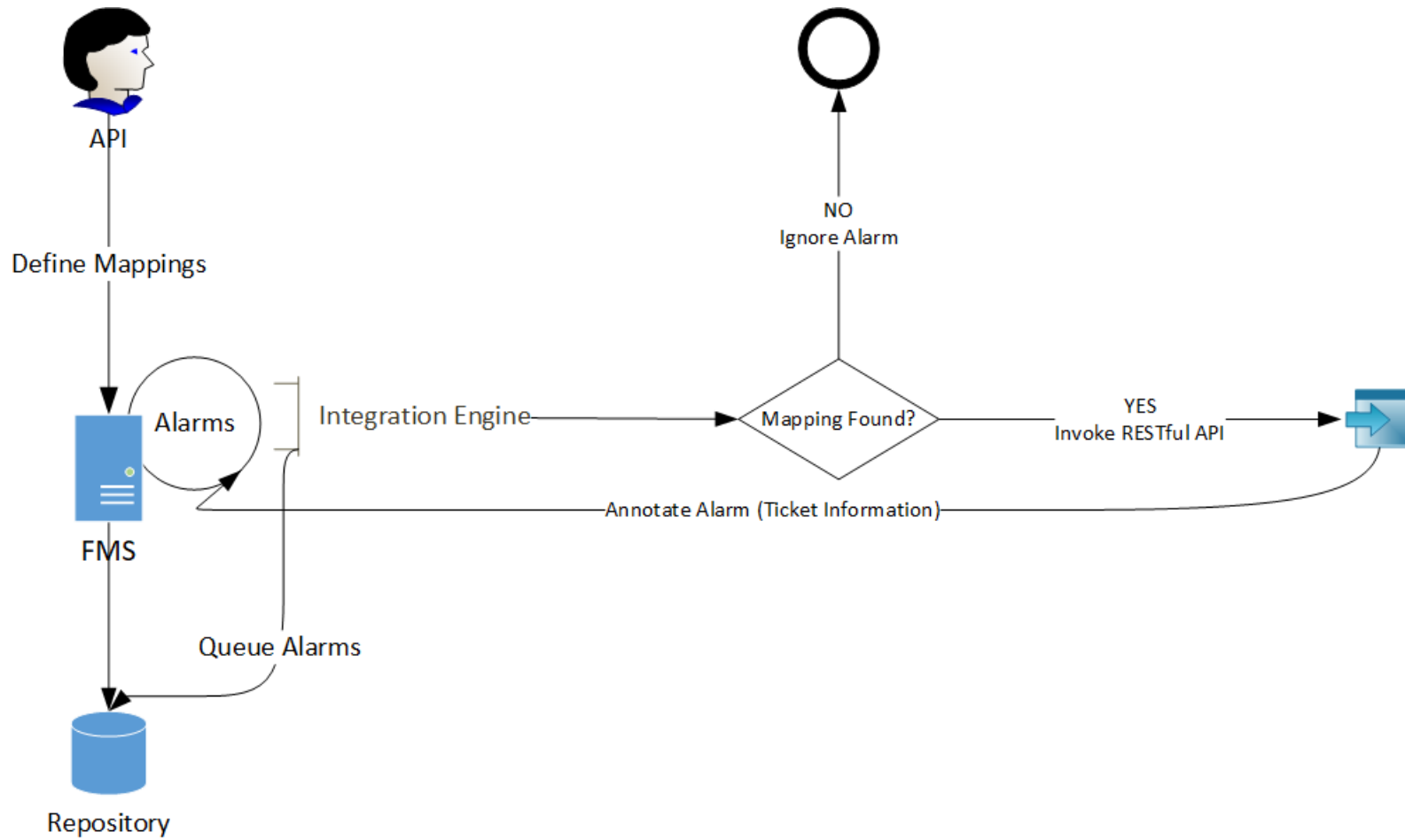
# BPPM Integration – Highlights

- 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
  - All transition information is accessible from the Pattern Editor
- Alarm Flood Prevention
- Auto Acknowledge Alarms

# BPPM Integration – Command Line Flow



# BPPM Integration – REST Flow



# BPPM Integration – Decision Engine

- The decision engine is based on various mappings defined within the solution. A very rich UI is provided to create the mappings.

- Low 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

- High Priority



# BPPM Integration – Changing Settings

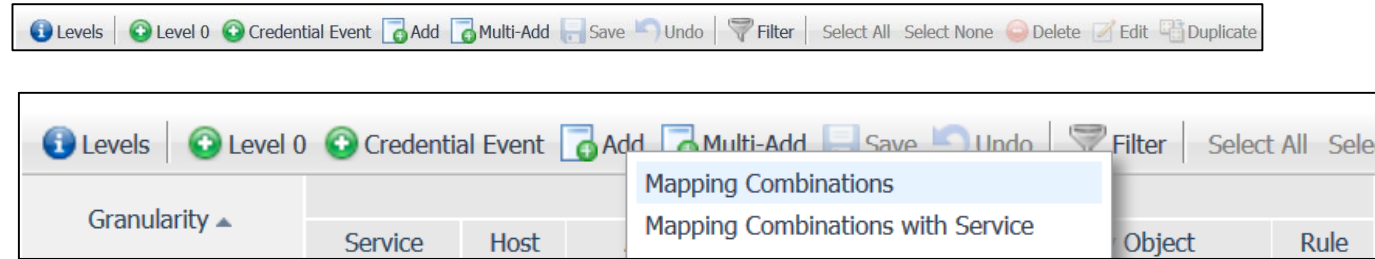
Integration Pack Registry Settings - Local FMS

Save Undo Filter

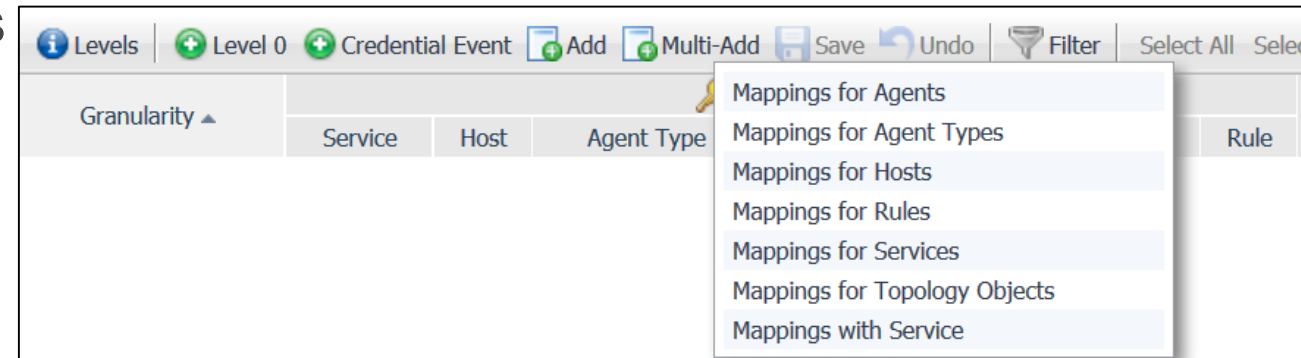
Name	Value	Scoping	
<b>BPPM Integration</b>			
<b>Open Ticket</b>			
PSO.BPPMIntegration.OpenTicket.NoEmptyValue	true		If true any tag that returns a null will be replaced by a space. If false null values are simply not outputted.
PSO.BPPMIntegration.OpenTicket.TimeZone	GMT		Defines the time zone to use when outputting date and time in the Command.
PSO.BPPMIntegration.OpenTicket.DateTimeFormat	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.BPPMIntegration.Queue.Ignore.Normal	true		Should cleared alarms be ignored by the queuing engine? Ignored alarms are not queued thus reducing the overall load on the system and engine.
PSO.BPPMIntegration.Queue.Ignore.Warning	false		Should Warning alarms be ignored by the queuing engine? Ignored alarms are not queued thus reducing the overall load on the system and engine.
PSO.BPPMIntegration.Queue.Ignore.Critical	false		Should Critical alarms be ignored by the queuing engine? Ignored alarms are not queued thus reducing the overall load on the system and engine.
PSO.BPPMIntegration.Queue.Ignore.Fatal	false		Should Fatal alarms be ignored by the queuing engine? Ignored alarms are not queued thus reducing the overall load on the system and engine.
PSO.BPPMIntegration.Queue.Ignore.Rules			A list of comma separated rule names that the queue should ignore. Alarms generated by ignored rules are not queued thus reducing the overall load on the system.
<b>Delay</b>			
PSO.BPPMIntegration.Queue.Alarm.DelayPeriod.Warning	0		Time in minutes a warning alarm should be delayed in the queue before being forwarded to the target system if still active (not cleared) after the delay period expires.
PSO.BPPMIntegration.Queue.Alarm.DelayPeriod.Critical	0		Time in minutes a critical alarm should be delayed in the queue before being forwarded to the target system if still active (not cleared) after the delay period expires.
PSO.BPPMIntegration.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 still active (not cleared) after the delay period expires.
PSO.BPPMIntegration.Queue.AlarmTransition.Enable	false		Should alarm transition be supported. If enabled the integration will update a ticket vs creating a new one when an alarm goes from severity to severity and will also create a new ticket.
PSO.BPPMIntegration.Queue.Alarm.AcknowledgeUponSuccess	false		Should the alarm be acknowledged when the alarm has been successfully processed.
PSO.BPPMIntegration.Queue.Alarm.EnforceServiceFilter	false		When an alarm is being processed enforce the filters applied to the service. If true a service is not considered to be a hit (mapping wise) if the alarm is excluded by the filters.
PSO.BPPMIntegration.Queue.PausePeriod	0		Time in minutes no alarms should be forwarded to the target system. This is useful when the target system is unavailable due to maintenance in which case alarms are not forwarded.
<b>REST</b>			
PSO.BPPMIntegration.REST.Enable	false		Should the integration use the REST method (true)
PSO.BPPMIntegration.REST.URL			The URL for the RESTful API the integration should use in order to open a ticket.
PSO.BPPMIntegration.REST.Path			The path following the URL.
PSO.BPPMIntegration.REST.Update.Path			The path following the URL to use when an alarm is cleared or if Alarm Transition is enabled when an alarm transitions from one severity to another.
PSO.BPPMIntegration.REST.Update.Method	POST		Which method to use when doing an update: POST or PUT
PSO.BPPMIntegration.REST.ResponseProperty			The name of the property to retrieve the BPPM ticket ID after opening a ticket.
PSO.BPPMIntegration.REST.OtherResponseProperties			A comma separated list of properties to retrieve from the REST response. These properties are secondary to the main property used to retrieve the Ticket ID.
PSO.BPPMIntegration.REST.TrustAllSSLCerts	false		If true all SSL certificates will be trusted. Should only be used in Development environments where certificates are not always kept up to date.

# BPPM Integration – Mappings Editor

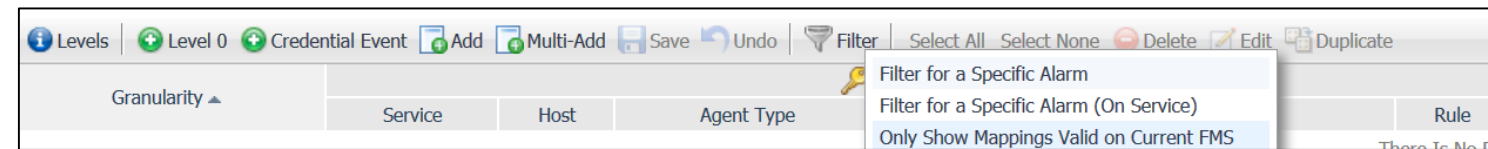
- Combinations



- Multiple Mappings



- Filtering



- . . .

# BPPM Integration – Field Editor

The screenshot displays the BPPM Field Editor interface, which is a configuration window for BPPM integration. It features a list of configuration items, each with a label, a value, and a set of control icons. The items are grouped into sections: Object Class, Severity, and DB Instance. The Severity section includes Normal, Warning, Critical, and Fatal levels. The DB Instance section includes an Enable checkbox and the same four severity levels. Each item has a pencil icon for editing, a red circle with a white 'D' for disabling, and a blue '5' icon for a specific action. At the bottom of the window, there are four buttons: Add, Reset, Clear, and Cancel.

Section	Item	Value	Edit	Disable	Action
Object Class	Object Class	:	✎	⊘	5
	Severity Normal	Normal ✓	✎	⊘	5
	Warning	Warning ⚠	✎	⊘	5
	Critical	Critical ⚠	✎	⊘	5
DB Instance	DB Instance	:	✎	⊘	5
	Enable Normal	Normal ✓: true	⏻	⊘	5
	Warning	Warning ⚠: true	⏻	⊘	5
	Critical	Critical ⚠: true	⏻	⊘	5
	Fatal	Fatal ⚠: true	⏻	⊘	5

# BPPM Integration – Pattern Editor

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

# BPPM Integration – System Requirements

- **Minimum required FMS version**

5.9.3

- **Supported Databases**

Microsoft SQL

Oracle

MySQL

PostgreSQL

## **Minimum Version**

2008 (version 10.0.1600 or later)

9i R2

5.1.45

9.4.0