Email Integration

- LightSpeed PM – A Certified Quest Partner

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Foglight Integrations – **Current OOTB Status**

- Foglight allows email notification, but is very restrictive with regard to controlling what is sent, how it is sent, and what it looks like
  - Email action per rule and per severity.
    - Limited to registry variables being scoped on individual objects.
    - Not possible to easily assign multiple email targets based on service.
    - Email management difficult and many use cases require lots of groovy scripting to implement.
  - Event Driven Rule
    - Limited to forwarding emails based on custom implemented logic.
    - Very cumbersome to define and enforce total and precise control.
    - Lots of groovy scripting required.
    - Hard to implement using one rule.
  - No support for Email escalation

Email Integration – **Highlights**

- Our Custom Email Integration simplifies management of Email dispatching within Foglight:
  - Customizable Subject, message and recipients per severity
  - Support for text and HTML emails
  - Time based escalation per severity.
  - Email dispatching to multiple dynamic targets per severity.
  - Advanced Rich UI for all functionalities
  - **Remote Administration** of solution across servers
  - Decision engine for total and precise control
    - 20 Levels of granularity
    - Severity Level control

Email 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.

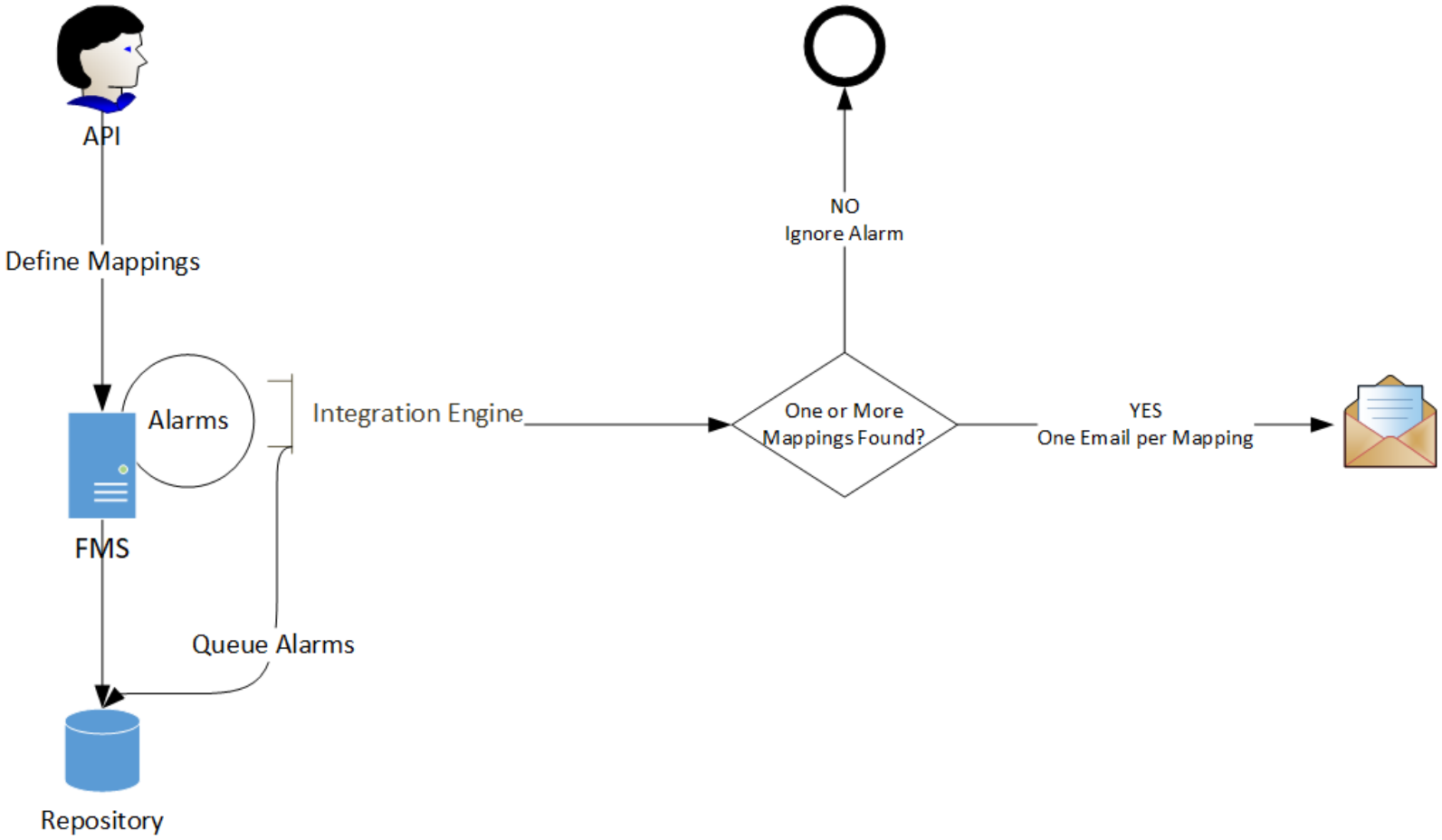
Email Integration – **Highlights**

- 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

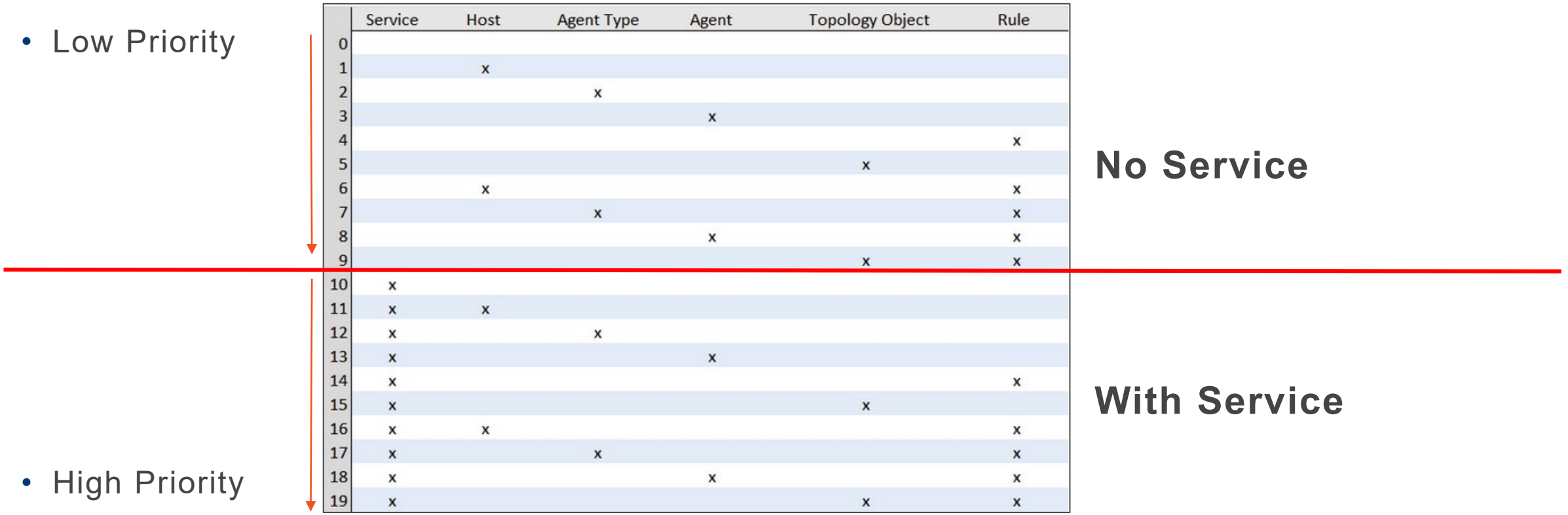
Email Integration –**Flow**



Email 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



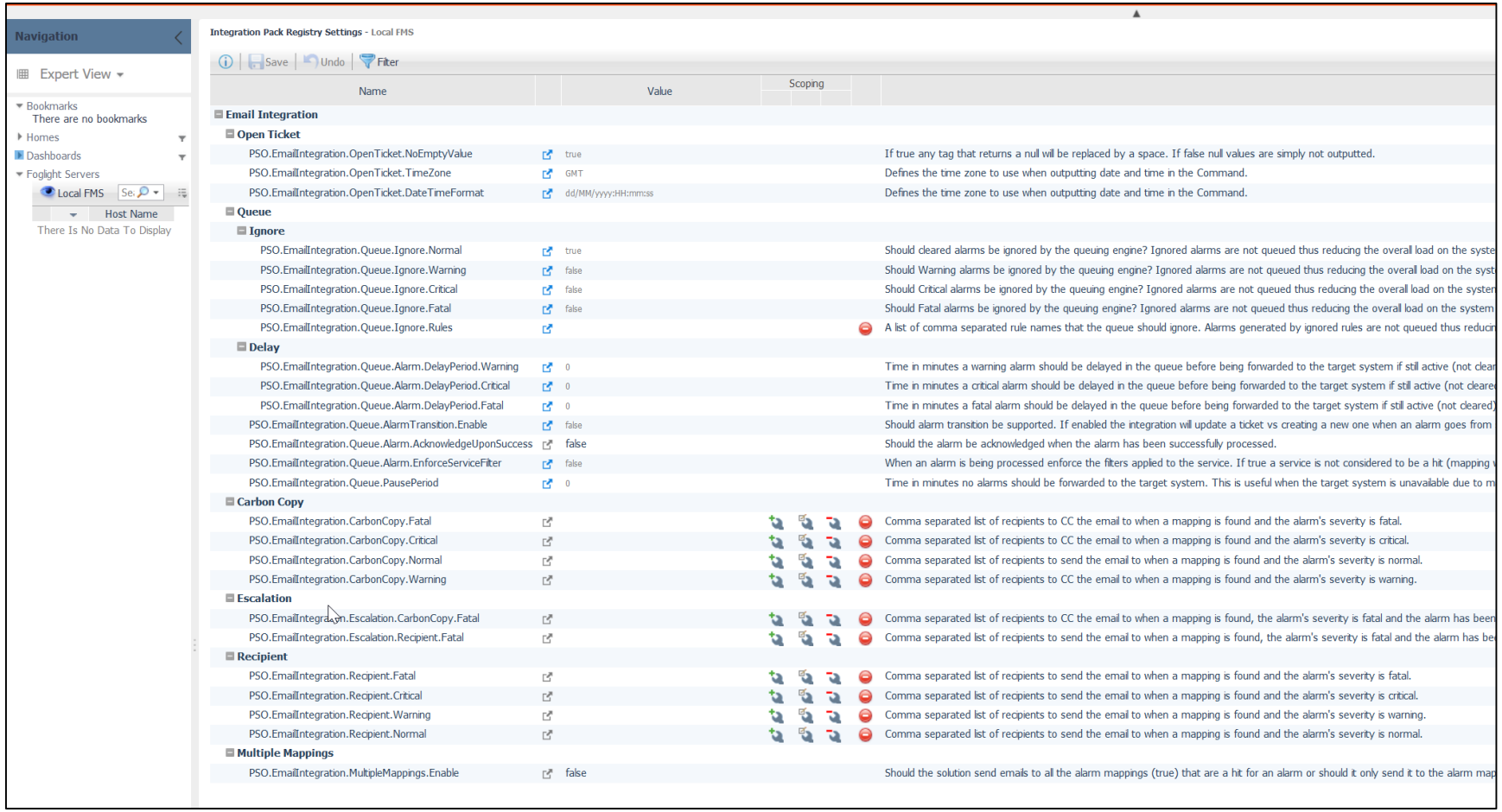
	Service	Host	Agent Type	Agent	Topology Object	Rule
0						
1		x				
2			x			
3				x		
4						x
5					x	
6		x				x
7			x			x
8				x		x
9					x	x
10	x					
11	x	x				
12	x		x			
13	x			x		
14	x					x
15	x				x	
16	x	x				x
17	x		x			x
18	x			x		x
19	x				x	x

No Service

With Service

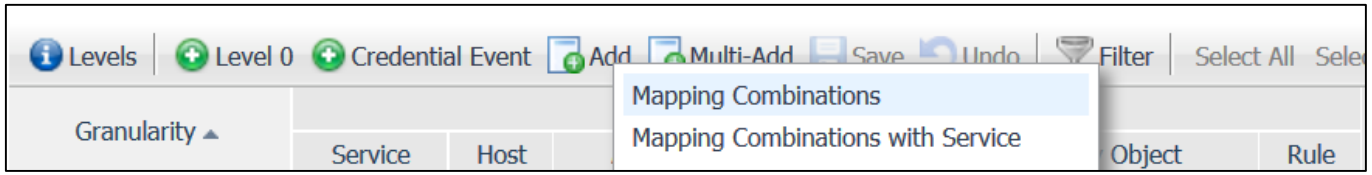
- High Priority

Email Integration – **Changing Settings**

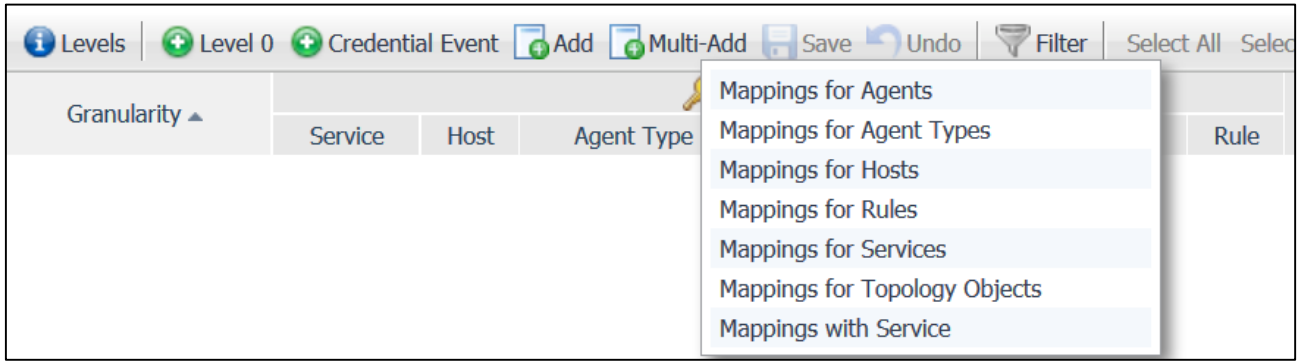


Email Integration – **Mappings Editor**

- Combinations



- Multiple Mappings

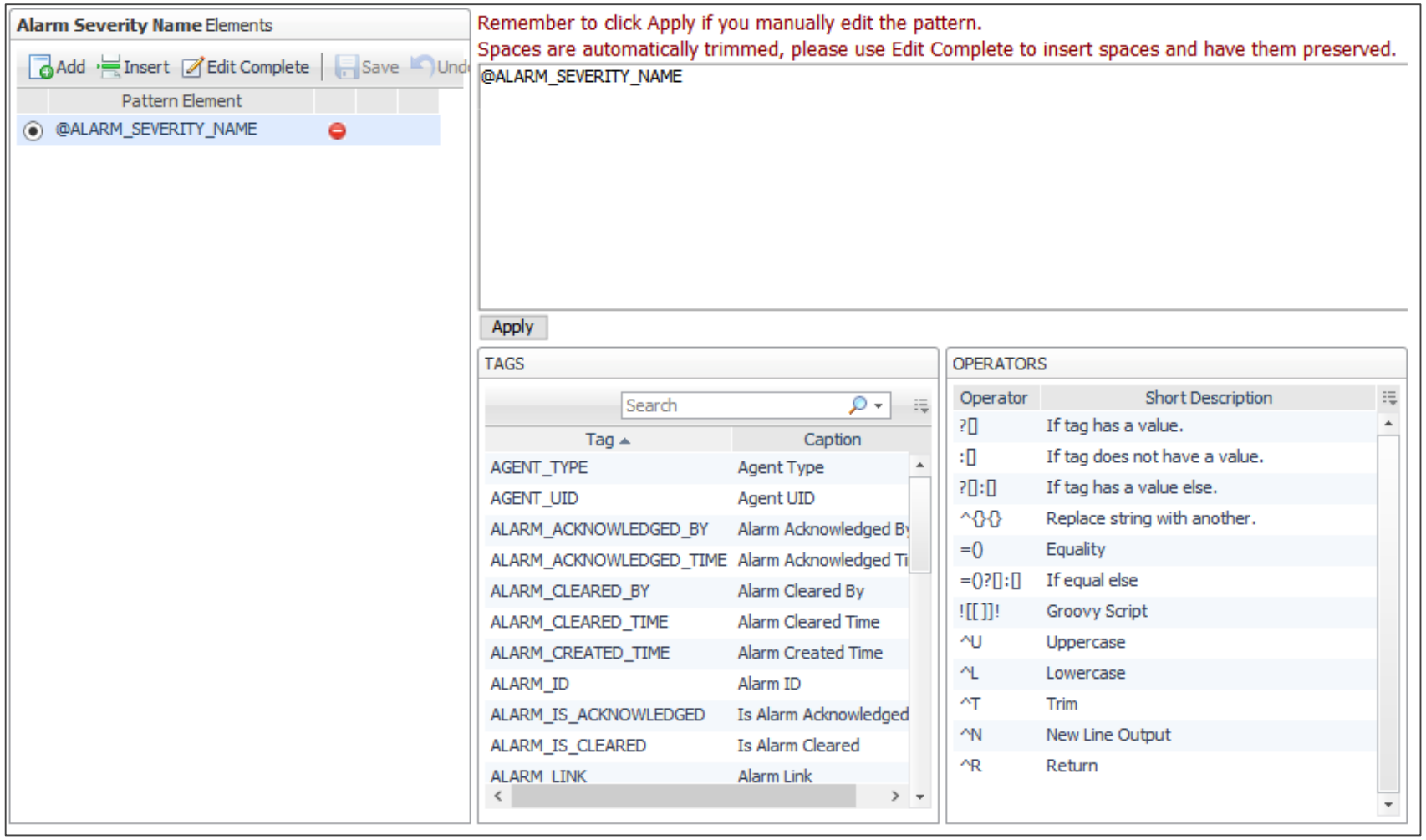


- Filtering

- . . .

Email Integration – **Field Editor**

Email Integration – **Pattern Editor**



Email Integration – **System Requirements**

- **Minimum required FMS version**

  5.9.3

- **Supported Databases**

	Minimum Version
Microsoft SQL	2008 (version 10.0.1600 or later)
Oracle	9i R2
MySQL	5.1.45
PostgreSQL	9.4.0