

Release Details

Product/Service Name	HCL IntelliOps Event Management
Version Number	1.1
Release Month	October 2024
Release Period	August 2024-Sept 2024
Size of the Release (KB/MB/GB)	N/A

Overview

The release notes capture the details of features and functionalities introduced in HCL IEM as part of its second release version 1.1.

Features and Enhancements

Version 1.1 focuses on the important enhancements of the features along with addition of new features as well to improve the efficiency of the system.

What's onboard?

Following are the enhancements/upgrades and features as part of HCL IEM v1.1:

- BigFix AEX integration to leverage Gen AI capabilities for Incident Triaging:** Leveraging GenAI for Intelligent Insights to analyze and monitor incidents, providing more intelligent insights and improving MTTR. We are focusing on Enhanced User Experience as this feature would streamline incident resolution processes and improve overall user satisfaction.
- Multiple priority incident creation via IEM:** Leveraging Dynamic Incident Prioritization by defining conditions to automatically assign appropriate incident priorities based on CI and IEM criticality. This shows improved ServiceNow Integration ensuring seamless integration with ServiceNow and provide a more user-friendly experience for selecting incident priorities.
- New role for ticket creation by SRE:** Leveraging enhanced security and efficiency by creating a default role with restricted permissions for SREs, streamlining the ticket creation process and improving security.
- Self-Monitoring of Customer-side IMM GW component :** Implementing a default correlation rule to monitor NiFi-IEM connectivity. By analyzing NiFi heartbeat events, the system automatically generates actionable alerts for connectivity disruptions, eliminating the need for manual rule creation and ensuring proactive issue detection. Upon connection restoration, the system automatically clears the generated alert.
- OOB NiFi Connectors Development and management via IMM (Integration Management Module) Portal:** Added more single-click connectors for seamless integration with leading element monitoring solutions, ensuring a comprehensive data ingestion via NiFi in real-time. The table below shows the connectors being released in this release.

S.No.	Event Connectors	Status
1	Amazon CloudWatch - Pull	Completed
2	Amazon CloudWatch - Push	Completed
3	Apache Kafka HTTP	Completed
4	Apache Kafka (SASL) - For Plain text authentication	Completed
5	Apache Kafka (SSL)	Completed
6	Microsoft Azure	Completed
7	DX Spectrum	Completed
8	Elasticsearch (ELK)	Completed
9	Email-IMAP	Completed
10	Email-POP3	Completed
11	Fluentd	Completed
12	GCP	Completed
13	Generic Rest	Completed
14	Generic Socket	Completed
15	Generic Syslog	Completed
16	Grafana	Completed
17	Nagios	Completed
18	Nimsoft	Completed
19	OpenNMS	Completed
20	RabbitMQ	Completed
21	Science Logic	Completed

22	SolarWinds SWO	Completed
23	Splunk	Completed
24	Sumo Logic	Completed
25	DX Spectrum	Completed
26	System Center Operations Manager (SCOM)	Completed

Table: Developed Connectors for v1.1

6. **Connector health check monitoring dashboard:** The IMM Portal features a comprehensive dashboard for monitoring the health and performance of integrated connectors. Some Key metrics highlights include:
 - Latency: Tracks the time it takes to establish connections with third-party tools like Zabbix etc.
 - Response Time: Measures the time it takes for connectors to process data and respond to requests.
 - Load: Monitors the workload on connectors to identify potential bottlenecks or performance issues.
 This enhanced visibility empowers users to proactively address connector-related problems and optimize data ingestion efficiency.
7. **Correlation rules priority resequencing:** Correlation rules priority resequencing can be done in case of reordering\deletion of existing rules via drag action.
8. **Re-submission of deleted entities with same Name/ID:** Enabling users to recycle names and IDs of previously removed entities for new records. Hence, simplifying the process of managing entities.
9. **Event correlation rule default configuration enhancement:** The system will initially monitor and analyse incoming events and alerts without creating incidents on Day 0 based on default correlation rules configuration. This allows for a baseline assessment of normal behaviour and helps filter out irrelevant noise.
10. **Group filtering option enhancement for events/alerts/actionable:** Implemented enhanced Data Filtering by allowing users to filter events, alerts, and actionable based on custom fields added to entities. We are also providing options to sort data based on various fields like Source, Parameter, Ascending Time, etc.
11. **Maintenance window validation and upgrades:** Implementing flexible Maintenance Window Configuration by allowing users to select multiple days of the week for maintenance windows. Along with that enforced validation of maintenance window configurations before submission.
12. **Topology view expansion:** Maintaining an expanded topology view even when branching into CI components, providing a more comprehensive view of the IT environment.

HCL IntelliOps Event Management: Integration Management Module

HCL IEM Collector refers to effectively gathering data from diverse sources, providing a wide range of single click, custom integrations compliant with the industry standards for connectors and APIs. The events, data and performance connectors are developed in Apache NiFi. These OOB NiFi connectors can be leveraged for data ingestion managed by IMM (Integration Management Module) Portal. IMM is an integration gateway of IntelliOps Event Management which is used for 3rd party tools integration and ingesting event, performance, and configuration data into IntelliOps Event Management for performing event management functions.

Known Issues/Limitations/Restrictions

Following are the limitations/restrictions with respect to the features and functionalities released as part of HCL IEM v1.1

Default data retention for user generated chat data is now 12 months.

- For each device/customer there will be 10 events per day ingested on SaaS platform and each data point size is considered as 2 KB.
- As per the fair usage policy 300 Event per Device per Month (Per Customer) is the capping.
- There is an assumption of 20 correlation rules per customer.
- Limited Use-case implementation in integration with BigFix AEX

System Requirements

HCL IEM is hosted on Google Cloud Platform and utilizes SaaS services. System Requirements are applicable only for IMM, a gateway component of IntelliOps Event Management System.

▪ Prerequisites for IMM

Prerequisites are specific condition that needs to be met before initiating the configuration. Hence, mentioned below are pre-requisites for IMM:

➤ Supported OS for IMM

- Linux RHEL 9.x

➤ Supported Web Browsers

- Microsoft Edge: Current or previous version
- Mozilla Firefox: Current or previous version
- Google Chrome: Current or previous version
- Safari: Current or previous version

▪ Prerequisites for Apache NiFi

Prerequisites are specific condition that needs to be met before initiating the configuration. Hence, mentioned below are pre-requisites for NiFi:

➤ System Requirements for NiFi

Apache NiFi requires compute and memory resources dependent upon the size and nature of the dataflow involved. The data is stored on disk while NiFi is processing it. So NiFi needs to have sufficient disk space allocated for its various repositories, particularly the content repository, flowfile repository, and provenance repository. NiFi needs to be configured according to the following system requirements:

➤ Supported OS for NIFI

- Linux (Recommended) RHEL 9.x

➤ Supported Web Browsers

- Microsoft Edge: Current & (Current - 1)
- Mozilla Firefox: Current & (Current - 1)
- Google Chrome: Current & (Current - 1)
- Safari: Current & (Current - 1)

➤ Hardware Sizing Recommendation for NiFi and IMM

- Following is the table for Hardware Sizing of NiFi and IMM: -

Tool	Tool Component	Type	Count of VMs	Operating System	H/w Requirements	Database Requirement	Othe Requirements
NiFi			Minimum 3	RHEL9	8 core and 16 GB of RAM		Requires Java 8 or Java 11 Service Account nifiadmin
IMM	Web	Non-HA	1	RHEL9.x	2CPU, 4GB, 50 GB Data Disk	NA	
IMM	DB	Non-HA	1	RHEL9.x	4CPU, 8GB, 250 GB Data Disk	Postgresql 15	
IMM	Web	HA	2	RHEL9.x	2CPU, 4GB, 50 GB Data Disk	NA	Load Balancer
IMM	DB	HA	3	RHEL9.x	4CPU, 8GB, 250 GB Data Disk	Postgresql 15	

Table: Hardware Sizing for NiFi and IMM

IEM Event Tier-Per Month	Sizing
Up to 750000	Small
Up to 3000000	Medium
Up to 24000000	Large

Table: Sizing Definition

➤ **Networking Requirement**

- 1 Gbps NIC card

➤ **Port Requirement for NiFi and IMM**

Following is the table for Port details of NiFi and IMM: -

Port	Protocol	Direction	Source	Destination	Description	Application Name
9443	TCP	Bi-directional	IMM	NiFi Servers	To open NiFi UI	NiFi
10443	TCP	Bi-directional	NiFi Servers	NiFi Servers	To run NiFi as a cluster	NiFi
11443	TCP	Bi-directional	NiFi Servers	NiFi Servers	To run NiFi as a cluster	NiFi
6342	TCP	Bi-directional	NiFi Servers	NiFi Servers	To run NiFi as a cluster	NiFi
2181	TCP	Bi-directional	NiFi Servers	NiFi Servers	To run NiFi as a cluster	NiFi
2888	TCP	Bi-directional	NiFi Servers	NiFi Servers	To run NiFi as a cluster	NiFi
3888	TCP	Bi-directional	NiFi Servers	NiFi Servers	To run NiFi as a cluster	NiFi
443	TCP	Bi-directional	End User	IMM Server	Web Application	IMM
4100	TCP	Bi-directional	End User	IMM Server	Web API	IMM

4300	TCP	Bi-directional	End User	IMM Server	Orchestrator Service	IMM
5432	TCP	Bi-directional	IMM Server	IMM DB Server	Database	IMM

Table: Port Details for NiFi and IMM

About

HCL IntelliOps Event Management can help an enterprise in its ambition to simplify and automate its IT Operations with the shortest time-to-value approach. With robust correlation and detection capabilities powered with the best in line AI algorithms and efficient integration management module, it minimizes human intervention with the goal of automating the process of automation itself, reducing implementation cycles to speed up ROI realizations and improve business outcomes. With our elaborate Event Management product, the operations team never misses critical or outage scenarios at the right time. This ensures availability of critical business services and infrastructure for an organization and learns from recurring scenarios to address common issues.

Support

For any queries/clarifications, please reach out to [Support](#)