

HCLSoftware

HCL IntelliOps Event Management

Configuration Guide
Version 1.2

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Contents

1	Preface	26
1.1	Intended Audiences	26
1.2	About this Guide	26
1.3	Related Documents.....	26
1.4	Conventions	26
2	Introduction	28
2.1	Overview of IEM.....	28
2.2	Key Features.....	28
3	Getting Started	29
4	IEM Collector	30
4.1	Overview for NiFi	30
4.1.1	NiFi Architecture	30
4.2	Prerequisites	31
4.2.1	System Requirements For NiFi	31
4.2.2	Supported OS for NiFi	31
4.2.3	Supported Web Browsers	32
4.2.4	Hardware Sizing Recommendation	32
4.2.5	Port Requirement for NiFi	33
4.3	Overview of IMM	33
4.4	Prerequisite for IMM	33
4.4.1	Supported OS for IMM	33
4.4.2	Supported Web Browsers	33
4.4.3	Hardware Sizing Recommendation	33
4.4.4	Port Requirement for IMM	33
5	IMM Interface	35
6	IEM Configuration	36
6.1	Customer Creation	36
6.1.1	Add New Customer	37
6.1.2	Onboarding Steps View	39

6.1.3	Enable/Disable State	41
6.1.4	Edit Customer	41
6.1.5	Delete Customer	42
6.1.6	Download Published API	43
6.1.7	Download Installer	43
6.1.8	Download License	44
6.1.9	Renew License	44
6.1.10	Manage Onboarded Customer	45
7	IEM Interface	226
7.1	Login to HCL IEM	226
7.1.1	Summary View	227
7.1.2	Service View	228
7.1.3	Topology View	228
7.2	Data View	228
7.2.1	Events	229
7.2.2	Alerts	237
7.2.3	Actionable	249
7.2.4	All Events View	275
7.2.5	Noise Events View	280
7.2.6	Metrics	286
8	Integration	295
9	Glossary of Terms	296
9.1	Key Terminology Used in IEM	296

Table of Figures

Figure 1 - IEM Onboarding Flow	29
Figure 2 - Content and Provenance Repository	30
Figure 3 - Repositories	31
Figure 4 - Customer Page	36
Figure 5 - Navigation for Create New Customer	37
Figure 6 - Customer Creation	37
Figure 7 - Customer Details	38
Figure 8 - Customer Creation Process	38
Figure 9 - Customer Creation Onboarding Steps	38
Figure 10 - Customer Creation Onboarding Steps (Cont.)	39
Figure 11 - Customer Page	39
Figure 12 - Onboarding Steps View	40
Figure 13 - Customer Creation Onboarding Steps	40
Figure 14 - Customer Creation Onboarding Steps (Cont.)	40
Figure 15 - Customer Creation Onboarding Steps (Cont.)	41
Figure 16 – Enable/Disable Customer	41
Figure 17 - Edit Customer	41
Figure 18 - Customer Edit Screen	42
Figure 19 – Customer Details	42
Figure 20 - Delete Customer	43
Figure 21 - Confirmation pop-up	43
Figure 22 - Download Publish API	43
Figure 23 - Download Installer	44
Figure 24 - Download License	44
Figure 25 - Renew License	44
Figure 26 - Status of Customer	45
Figure 27 - Customer Creation Onboarding Steps	45
Figure 28 - Customer Creation Onboarding Steps (Cont.)	45
Figure 29 – Customer Details	46

Figure 30 - SSO Configuration Page	47
Figure 31 – New Role.....	48
Figure 32 - Role Creation	48
Figure 33 - Navigation Page for Assigning an Action to a Role.....	49
Figure 34- Assigning Actions for a Role	49
Figure 35 - Alert Message.....	50
Figure 36 - Role Page	50
Figure 37 – Edit Roles	51
Figure 38 - Edit a Role Description	52
Figure 39 - Selecting Actions for a Role	52
Figure 40- Selecting Actions for a Role.....	53
Figure 41 - Alert Message.....	53
Figure 42 - Delete Role	54
Figure 43 - Confirmation pop-up	54
Figure 44 - Alert Message.....	55
Figure 45 – Updated Grid	55
Figure 46 - View Role.....	56
Figure 47 - Viewed Role.....	56
Figure 48 - Assign User	57
Figure 49 - Assign user Email ID	57
Figure 50 - User Email ID	57
Figure 51 - Alert Message.....	58
Figure 52 - Apply Filter Operation	58
Figure 53 - Apply Filter Operation	59
Figure 54 - Apply Filter Result	59
Figure 55 - Navigation for Add New User	60
Figure 56 - Create a User	60
Figure 57 - User Email Id.....	61
Figure 58 – Username	61
Figure 59 – Submit Button.....	61

Figure 60- Alert Message.....	62
Figure 61 - Generate Password for User	62
Figure 62 - Copy Password	63
Figure 63 - Alert Message.....	63
Figure 64- User Page	64
Figure 65 - Edit User	65
Figure 66 - Edit Details.....	65
Figure 67 - Alert Message.....	66
Figure 68 - Delete User	66
Figure 69 - Delete User	67
Figure 70 - Confirmation pop-up.....	67
Figure 71 - Alert Message.....	68
Figure 72 - Assign Group to a user	68
Figure 73 - Group Dropdown.....	69
Figure 74 - Alert Message.....	69
Figure 75 - Assign role	70
Figure 76 - Role Dropdown.....	70
Figure 77 - Selecting User Role Dropdown to a User	71
Figure 78 - Alert Message.....	71
Figure 79 - Enable /Disable User	72
Figure 80 – Confirmation of User Disabled	72
Figure 81 - Confirmation of User Enabled	72
Figure 82 - Apply Filter Operation	73
Figure 83 - Applying Filter Operations.....	73
Figure 84 - Apply Filter Result	73
Figure 85 - Group Page	74
Figure 86 - Navigation Page for Group	75
Figure 87 - Create a Group	75
Figure 88 – Add Filter	76
Figure 89 - Filter for Group.....	76

Figure 90 - Dropdown for fields	77
Figure 91- Dropdown for Operator	77
Figure 92 - Add Base Filters	78
Figure 93 – Add Filters (Cont.)	78
Figure 94 - Alert Message.....	79
Figure 95 - Add New Group	79
Figure 96 - Copy Event Filter	80
Figure 97 - Copy Expression	80
Figure 98 - Selecting Copy Expression	81
Figure 99 - Alert message	81
Figure 100 - Alerts Filter	82
Figure 101 - Alert Message.....	82
Figure 102 - Edit Group	83
Figure 103 - Edit Filter	83
Figure 104 - Update Group Name and Filter	84
Figure 105 - Alert Message.....	84
Figure 106 – Delete Group	85
Figure 107 - Confirmation pop-up	85
Figure 108 – Alert Message	85
Figure 109 - Assign Users in a Group	86
Figure 110 - Assign User Pop-up.....	86
Figure 111 - Assign User Email ID	87
Figure 112 - Confirmation Pop-up Message	87
Figure 113 – View Role	88
Figure 114 – Viewed Group	88
Figure 115 - Apply Filter Operation	89
Figure 116 - Apply Filter Operation	89
Figure 117 - Apply Filter Result	90
Figure 118 - Entity Page.....	90
Figure 119 - Navigation for Create an Entity	91

Figure 120 - Bulk Upload Entities	91
Figure 121 - Add Entity Name	92
Figure 122 - Dropdown List for Column	92
Figure 123 - Selected Column.....	93
Figure 124 - Selecting Multiple Columns.....	93
Figure 125 - Add New Column.....	94
Figure 126 - Multiple Enter Value for Entity.....	94
Figure 127 - Alert Message.....	95
Figure 128 - Grid View for Entity	95
Figure 129 - Bulk Upload Entities	96
Figure 130 - Bulk Upload Entities	96
Figure 131 - Template Format of Bulk Entity	97
Figure 132 - Template Format of Bulk Entity	97
Figure 133 - Template with Entity Data.....	97
Figure 134 - Selecting file from local Directory	97
Figure 135 - Upload csv file	98
Figure 136 – Submit Button.....	98
Figure 137 - Edit Entity	99
Figure 138 - Edit Details.....	99
Figure 139 - Alert Message.....	100
Figure 140 - Grid View for Entity	100
Figure 141 - Figure – Entity Page.....	101
Figure 142 - Delete Entities	101
Figure 143 - Confirmation pop-up	101
Figure 144 - Alert Message.....	102
Figure 145 – Entity Removed from the Data Grid	102
Figure 146 - Select Entities for Operation	102
Figure 147 - Merge Entities	103
Figure 148 - Merge Rows.....	103
Figure 149 - Alert Message.....	103

Figure 150 – Cancel Button	104
Figure 151 - Selected Entities as Maintenance Window	104
Figure 152 - Maintenance Window Configuration	105
Figure 153 - Date selection for Noise Rule	105
Figure 154 - Time Interval for Noise Rule	106
Figure 155 - Recurring for Noise Rule.....	106
Figure 156 - Maintenance Window Configuration for Noise	107
Figure 157 - Day Selection for Noise	107
Figure 158 - Maintenance Window	108
Figure 159 - On Day Selection for Recurring	108
Figure 160 - On day and Time Interval	109
Figure 161 - Alert Message.....	109
Figure 162 - Apply Filter Operation	110
Figure 163 - Apply Filter Operation	110
Figure 164 - Apply Filter Result	110
Figure 165 - Topology Page	111
Figure 166 - Add Topology	112
Figure 167 - Bulk Upload Topologies.....	112
Figure 168 - Topology Creation	113
Figure 169 - Parent Entity Selection	113
Figure 170 - Alert Message.....	113
Figure 171 - Grid View for Topology.....	114
Figure 172 - Bulk Upload CSV	114
Figure 173 - Template Format of Bulk Topology	114
Figure 174 - CSV File of Parent and child entities.....	115
Figure 175 - Uploading the Topologies.....	115
Figure 176 – Success popup	115
Figure 177 - Delete Topology	116
Figure 178 - Bulk Delete Topology	116
Figure 179 - Confirmation pop-up.....	117

Figure 180 - Alert Message.....	117
Figure 181 – Apply Filter Operation	117
Figure 182 – Apply Filter Operation	118
Figure 183 – Apply Filter Result.....	118
Figure 184 - Service Hierarchy Page	119
Figure 185 - Service Creation	119
Figure 186 - Service Add Configuration	120
Figure 187 - Selecting Dropdown	120
Figure 188 - Alert Message.....	120
Figure 189 - Grid View for Service Hierarchy	121
Figure 190 - Edit Service	121
Figure 191 - Editing Service	121
Figure 192 - Alert Message.....	122
Figure 193 - Selecting Services	122
Figure 194 - Deleting Services	122
Figure 195 - Confirmation pop-up.....	123
Figure 196 - Alert Message.....	123
Figure 197 - Mapping Service	124
Figure 198 - Define Topology	124
Figure 199 - Applying Parent Service.....	125
Figure 200 - Alert Message.....	125
Figure 201 - Parent Service Name	126
Figure 202 - Parent List Services.....	126
Figure 203 - Alert Message.....	127
Figure 204 - Map Entities	127
Figure 205 - Selected Entities for Service	128
Figure 206 - Alert Message.....	128
Figure 207 - Apply Filter Operation	129
Figure 208 - Apply Filter Operation	129
Figure 209 - Apply Filter Result	130

Figure 210 - Noise Maintenance Page	131
Figure 211 - New Noise Rule Creation	131
Figure 212 - Add Base Filters	132
Figure 213 - Base Filters Menu	132
Figure 214 - Selection of The Field	133
Figure 215 - Selection of The Operator	133
Figure 216 - Rule Name for Noise	134
Figure 217 – Select Filters	134
Figure 218 – Select Operator	135
Figure 219 – Add Base Filters	135
Figure 220 - Define Maintenance for Noise Rule	136
Figure 221 - Define Maintenance for Noise Rule	137
Figure 222 - Alert Message	137
Figure 223 - Define Maintenance for Noise	138
Figure 224 - Edit Option for Noise Rule	139
Figure 225 – Noise Maintenance	139
Figure 226 - Editing Noise Rule	140
Figure 227 – Success Popup	140
Figure 228 - Selected Noise Rules	141
Figure 229 - Confirmation pop-up	141
Figure 230 - Alert Message	141
Figure 231 - Apply Filter Operation	142
Figure 232 - Apply Filter Operation	142
Figure 233 - Apply Filter Result	142
Figure 234 - Correlation View	144
Figure 235 - Creating New Correlation Rule	145
Figure 236 - Correlation Page	145
Figure 237 - Create New Name	146
Figure 238 - Definition Section	146
Figure 239 - Topology Filter	146

Figure 240 - Selecting Topology Level Types	147
Figure 241 - Selecting Sliding and Tumbling.....	147
Figure 242 - Include Alert If	147
Figure 243 - Selecting All Fields	148
Figure 244 - Exclude Alert If	148
Figure 245 - Group By.....	148
Figure 246 - Selecting Group By	149
Figure 247 - Process For	149
Figure 248 – Trigger.....	149
Figure 249 - Mark as Casual	150
Figure 250 - Specific Actionable Details	150
Figure 251 - Actionable Title	151
Figure 252 - Actionable Title Drop-down	151
Figure 253 - Actionable Description	151
Figure 254 - Actionable Entity	152
Figure 255 - Enter all Fields	152
Figure 256 – Actionable Severity.....	152
Figure 257 - Actionable Severity.....	153
Figure 258 – Exit if	153
Figure 259 - Exit If.....	154
Figure 260 - Exit If Condition	154
Figure 261 - Process For	154
Figure 262 - Entity Fields	155
Figure 263 - Select Condition	155
Figure 264 - Delete Condition	156
Figure 265 – Action.....	156
Figure 266 - Click on +Action Rule	156
Figure 267 - Action Rules.....	157
Figure 268 - Delete Action Rule.....	157
Figure 269 - Click on +AND	158

Figure 270 - Selecting the Rule	158
Figure 271 – Count	159
Figure 272 - Change Severity	159
Figure 273 - Click on +AND	159
Figure 274 - Change State	160
Figure 275 - Select the Fields.....	160
Figure 276 - For Change State Select.....	160
Figure 277 - Change Title.....	161
Figure 278 - Creation of Ticket	161
Figure 279 - Actions Rules	162
Figure 280 - Click on Submit.....	162
Figure 281 - Grid View for Correlation Rules.....	163
Figure 282 - Edit Correlation Rule	163
Figure 283 - Edit Correlation Rule (Cont.)	164
Figure 284 - Updated Correlation Rules	164
Figure 285 - Alert Message.....	165
Figure 286 - Delete Correlation	165
Figure 287 - Confirmation pop-up	165
Figure 288 - Alert Message.....	166
Figure 289 - Change the Priority.....	166
Figure 290 - Select the Change Priority Dropdown	167
Figure 291 - Select the Change Priority Dropdown	167
Figure 292 - Alert Message.....	167
Figure 293 - Clone Action	168
Figure 294 - Clone Connection Integration	168
Figure 295 - Alert Message.....	168
Figure 296 - Enable /Disable Correlation Rules	169
Figure 297 - Alert Message.....	169
Figure 298 - Success Pop-up for Enable	169
Figure 299 - Apply Filter Operation	170

Figure 300 - Apply Filter Operation	170
Figure 301 - Apply Filter Result	170
Figure 302 – Integration Mapping Page	171
Figure 303 – Create New Integration Mapping	171
Figure 304 – Create Integration Mapping	172
Figure 305 – Create Integration Mapping (Cont.)	172
Figure 306 – Add Section	173
Figure 307 – Add Section	173
Figure 308 – Listing Page of Integration Mapping	173
Figure 309 – Edit Action	174
Figure 310 – Edit Integration Mapping	174
Figure 311 – Alert Message	175
Figure 312 – Delete Integration Mapping	175
Figure 313 – Confirmation Pop-Up	175
Figure 314 – Alert Message	176
Figure 315 – Enable/Disable Integration Mapping	176
Figure 316 – Alert Message	177
Figure 317 – Alert Message	177
Figure 318 – Change Priority	178
Figure 319 – Select Change Priority Dropdown	178
Figure 320 – Select Change Priority Dropdown	178
Figure 321 – Alert Message	179
Figure 322 - Apply Filter Operation	179
Figure 323 – Apply Filter Operation	180
Figure 324 – Apply Filter Operation	180
Figure 325 - Integration Page	181
Figure 326 - Creating New Integration	181
Figure 327 - Create an Integration	182
Figure 328 - Create an Integration	182
Figure 329 - Existing Connection	183

Figure 330 - Existing Connection	183
Figure 331 - Navigation Bar for Create a New Connection	183
Figure 332 - Creating New Name for Connection	184
Figure 333 - Advance Options	184
Figure 334 - Alert Message.....	185
Figure 335 - Alert Message.....	185
Figure 336 - Existing Connection	185
Figure 337 - Create New Connection	186
Figure 338 - Create New Connection	186
Figure 339 - Definition Section	187
Figure 340 - Definition Section	188
Figure 341 - Table Name	188
Figure 342 - Extract Keys	189
Figure 343 - Request Body	189
Figure 344 - Extract Keys	189
Figure 345 – Response	190
Figure 346 - Define Payload Json.....	190
Figure 347 - Extract Payload Json.....	190
Figure 348 - Map Columns	191
Figure 349 - Map Columns	191
Figure 350 - Mapping State Column.....	192
Figure 351 - Alert Message.....	192
Figure 352 - Alert Message.....	193
Figure 353- Edit Action	193
Figure 354 - Edit General Section	194
Figure 355 - Alert Message.....	194
Figure 356 - View Integration	195
Figure 357 - View Integration	195
Figure 358 - Delete Integration	196
Figure 359 - Confirmation pop-up	196

Figure 360 - Alert Message.....	197
Figure 361 – Enable Integration	197
Figure 362 – Disable Integration	198
Figure 363 – Apply Filter Operation	198
Figure 364 – Apply Filter Operation	199
Figure 365 – Apply Filter Result.....	199
Figure 366 - Algorithms Available objectives	200
Figure 367 - Selecting Dataset Type for Available Objectives	200
Figure 368 - Algorithms available objectives.....	201
Figure 369 - Bulk Upload AI Algorithm Objectives	201
Figure 370 - Template for Bulk AI Algorithm Objectives	202
Figure 371 - Upload csv from Local Directory	202
Figure 372 – Evaluate	202
Figure 373 - Evaluate All.....	203
Figure 374 - Evaluate Objectives Dropdown	203
Figure 375 - Alert Message.....	204
Figure 376 - Evaluate Objective job on Processing Screen.....	204
Figure 377 - Select Dataset Type for Evaluated Objectives	205
Figure 378 - Evaluated Objectives	205
Figure 379 - Enable / Disable Evaluated Objectives	206
Figure 380 - Alert Message.....	206
Figure 381 - Apply Filter Operation	207
Figure 382 - Apply Filter Operation	207
Figure 383 - Apply Filter Result	208
Figure 384 - Enable Feedback in Evaluated Objectives	208
Figure 385 - Enable Feedback Dropdown.....	209
Figure 386 – Enable Prediction.....	209
Figure 387 - View More action for Evaluated Objectives	210
Figure 388 - View More	210
Figure 389 - Select Dataset Type for Training Instances	211

Figure 390 - Training Instances.....	211
Figure 391 - Cost Configuration.....	212
Figure 392 – Site Setting Page	213
Figure 393 – Edit Action	213
Figure 394 – Site Settings Page	214
Figure 395 – Alert Message	214
Figure 396 – GCP Connection Details	215
Figure 397 – Configuration Page	215
Figure 398 – Alpha Customer	216
Figure 399 – Lucy Chatbot	216
Figure 400 – Alert Message	216
Figure 401 – Processing Page	217
Figure 402 – Selecting a Customer Dropdown for Processing	218
Figure 403 - Enable/Disable	218
Figure 404 – Reset Action.....	219
Figure 405 – Confirmation Pop-Up.....	219
Figure 406 – Alert Message	220
Figure 407 – Update Processing	220
Figure 408 – Updating Values.....	221
Figure 409 – Updating Parameter	221
Figure 410 – Alert Message	222
Figure 411 – Processing Main Grid	222
Figure 412 – View Logs	223
Figure 413 – View Logs Routine	223
Figure 414 – Apply Filter Operation	224
Figure 415 – Apply Filter Operation	224
Figure 416 – Apply Filter Result.....	224
Figure 417 – Health Status	225
Figure 418 - License	225
Figure 419 – HCL IEM Login Page	226

Figure 420 – Login Authentication	226
Figure 421 - Home Page Dashboard.....	227
Figure 422 – Metric View	227
Figure 423 – Service View.....	228
Figure 424 - Topology View	228
Figure 425 - View Events	229
Figure 426 - Add Column	230
Figure 427 - Add Column	230
Figure 428 - Save View	231
Figure 429 - Save View Events.....	231
Figure 430 - Popup Confirmation	231
Figure 431 - Save As Events.....	232
Figure 432 – Save as Events.....	232
Figure 433 - Alert Message.....	233
Figure 434 – Select Events View Dropdown.....	233
Figure 435 – Live Events Data.....	234
Figure 436 – Live Events Data Disabled.....	234
Figure 437 – Refresh View Data Events.....	235
Figure 438 – Alert Message	235
Figure 439 - More Filter Operation	236
Figure 440- More Filter Operation	236
Figure 441 – More Filter Operation.....	237
Figure 442 – Download CSV of Events.....	237
Figure 443 – Alerts View.....	238
Figure 444– Deleting Bulk Alerts	239
Figure 445- Confirmation Pop-Up	239
Figure 446– Alert Message.....	239
Figure 447- Save Alerts.....	240
Figure 448- Save Alerts.....	240
Figure 449 - Alert Message.....	241

Figure 450– Save As Alerts	241
Figure 451– Save As Alerts	242
Figure 452– Alert Message	242
Figure 453– Select Alerts View Dropdown	243
Figure 454– Add Column	243
Figure 455– Add Column	244
Figure 456 - Alerts Related Events	244
Figure 457- Mark as Incorrect	245
Figure 458– Alert Message	245
Figure 459 – Live Alerts Data	246
Figure 460 – Live Alerts Data Disabled	246
Figure 461- Refresh Data View Alerts.....	247
Figure 462 - Refresh Data View Alerts.....	247
Figure 463 - More Filter Operation	248
Figure 464 - More Filter Operation	248
Figure 465 - More Filter Operation	249
Figure 466 – Download CSV for Alerts	249
Figure 467 - Actionable View.....	250
Figure 468 – Add Column	250
Figure 469 – Add Column	251
Figure 470 - Related Changes or Related Problems	251
Figure 471 – Related Problems & Related Changes	252
Figure 472 - Invite user.....	252
Figure 473 - Select Users	253
Figure 474 - Confirmation popup	253
Figure 475 – Chat Bot	254
Figure 476 – Add Comments to Actionable.....	254
Figure 477 – Add Comments to Actionable.....	255
Figure 478 – Activities	256
Figure 479 – Similar Actionable.....	256

Figure 480 – Service Hierarchy	257
Figure 481 – Timelines	258
Figure 482 – To Change Severity of Actionable.....	258
Figure 483 – Confirmation Pop- up	259
Figure 484 – Alert Message	259
Figure 485 – To Change Status for Actionable	260
Figure 486 – Confirmation Pop- up	260
Figure 487 – Alert Message	261
Figure 488 – Assign Actionable to Another User.....	261
Figure 489 – Alert Message	262
Figure 490 – Save Actionable	262
Figure 491 – Save Actionable	263
Figure 492 – Alert Message	263
Figure 493 – Save As Actionable.....	264
Figure 494 – Save As Actionable.....	264
Figure 495 – Alert Message	265
Figure 496 – Live Actionable Data	265
Figure 497 – Live Actionable Data Disabled	265
Figure 498 – Refresh time for Actionable.....	266
Figure 499 – Refresh time for Actionable.....	266
Figure 500 – Actionable Related Alerts	267
Figure 501 – Topology	267
Figure 502 – Update Ticket for Actionable.....	268
Figure 503 – Update Ticket for Actionable.....	268
Figure 504 – Success Message for Update Ticket.....	269
Figure 505 – Update Work Notes for Actionable	269
Figure 506 – Update Work Notes for Actionable	270
Figure 507 – Alert Message	270
Figure 508 - More Filter Operation	271
Figure 509 - More Filter Operation	271

Figure 510 - More Filter Operation	272
Figure 511– Select State Operation.....	272
Figure 512 – Update Work Notes for Actionable	273
Figure 513 – Update Work Notes for Actionable	273
Figure 514 – Alert Message	274
Figure 515 -Download CSV for Actionable	274
Figure 516 – All Events View	275
Figure 517 – Add Column	275
Figure 518 – Save All Events.....	276
Figure 519 – Confirmation Message.....	276
Figure 520 – AI Events Message	277
Figure 521 – Save as Events.....	277
Figure 522 – Refresh All Events	278
Figure 523 – Live Events Data.....	278
Figure 524 - Filter Operation	279
Figure 525 - Filter Operation	279
Figure 526 - Filter Operation	280
Figure 527 – Download CSV for All Events	280
Figure 528 - Noise Events View	281
Figure 529 - Add Column	281
Figure 530 – Save Noise Events.....	282
Figure 531 – Confirmation Message.....	282
Figure 532 – Save Noise Events Message	282
Figure 533 - Save as Events	283
Figure 534 - Refresh Noise Events.....	284
Figure 535 - Live Events Data	284
Figure 536 - Filter Operation	285
Figure 537 – Filter Operation	285
Figure 538 – Filter Operation	286
Figure 539 – Download CSV Noise Events.....	286

Figure 540 – Metrics.....	287
Figure 541 – Add Column	287
Figure 542 – Add Column (Cont.)	288
Figure 543 – Save Metrics	288
Figure 544 – Confirmation Message.....	289
Figure 545 – Success Message	289
Figure 546 – Save As Metric	290
Figure 547 – Save As Metrics.....	290
Figure 548 – Refresh Metric	291
Figure 549 – Live Metrics Data	291
Figure 550 – Filter Operation	292
Figure 551 – Filter Operation	292
Figure 552 – Filter Operation	293
Figure 553 – Download CSV for Metrics Data	293

List of Tables

Table 1 – Conventions26

Table 2 – Predefined System Roles47

Table 3 – Include Alert If Filter Fields147

Table 4 – Key Terminology Used in IEM296

Document Revision History

This guide is updated with each release of the product or when necessary.

This table provides the revision history of this Configuration Guide.

Version Date	Description
January, 2024	HCL_IEM_v1.0_Configuration Guide
February, 2025	HCL_IEM_v1.1_Configuration Guide
February, 2025	HCL_IEM_v1.2_Configuration Guide

1 Preface

This section provides information about the HCL IntelliOps Event Management (IEM) Configuration Guide and includes the following topics:

- [Intended Audience](#)
- [About This Guide](#)
- [Related Documents](#)
- [Conventions](#)

1.1 Intended Audiences

This guide is intended for users for IEM configuration working towards resolution tickets generated by correlating similar alerts to create correct actionable.

It's good to have basic knowledge of [Java](#), Data ingestion, transformation, and [ETL](#) to work with Apache NiFi.

1.2 About this Guide

This guide introduces us to the key concepts of HCL IEM and describes how to use the product. It provides an overview of configurations and instructions to perform different tasks.

This document includes the following topics:

- Introduction
- Getting Started
- IEM Collector
- IMM Interface
- IEM Configuration
- IEM Interface
- Integration
- Glossary of Terms

1.3 Related Documents

The following documents can be referred in addition to this guide for further information on the IEM platform:

- Introduction to HCL IEM Guide

1.4 Conventions

The following typographic conventions are used in this document:

Table 1 – Conventions

Convention	Element
Boldface	Indicates graphical user interface elements associated with an action, or terms defined in text or the glossary
Underlined blue face	Indicates cross-reference and links
Numbered lists	Indicates steps in a procedure to be followed in a sequence

Bulleted lists	Indicates a list of items that is not necessarily meant to be followed in a sequence
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2 Introduction

2.1 Overview of IEM

HCL IntelliOps Event Management is an AI-powered IT event management platform on the cloud that transforms IT operations by incorporating AIOps capabilities into the system. Its machine learning-based advanced features, such as topology correlation, anomaly detection, and noise reduction, not only help reduce Mean Time to Detect (MTTD) and Mean Time to Recover (MTTR) of incidents but also proactively detect potential issues, prevent outages, and ensure service continuity for businesses.

This intelligent platform provides integrations with various monitoring tools and custom code within an ecosystem to ingest a vast volume of heterogeneous data in the form of events, metrics, performance, and configuration information. Its client-side component – IEM- (IMM) Integration Management Module collects raw events from various monitoring systems and send it to IEM, it also offers a unique feature of continuous service delivery in the case of connectivity loss with IEM Cloud, minimizing the impact of outages on IT operations.

IEM also fosters efficient collaboration across teams, ultimately improving system performance and agility. Its integration with ITSM tools packages industry best practices, significantly reducing duplicate incidents and enhancing the Root Cause Analysis process by automatically correlating incidents with Change Management.

2.2 Key Features

- **Early Anomaly Detection:** Utilizes metrics for early identification of true anomalies in the lifecycle. Metric anomaly system is available to identify anomalous metric point for outlier detection based on metric data being ingested.
- **Topology Based Alert Correlation:** OOB correlation rules available for Correlation of alerts based on relationships between entities defined in the system.
- **Temporal-Based Alert Correlation:** Leverages a robust correlation engine and condition-based correlation for automatic grouping and mapping of alerts with an efficient Feedback System to avoid irrelevant alert to actionable grouping.
- **OOB NiFi Connector Management via IMM (Integration Management Module) Portal:** Topology, Entity and Service data ingestion via NiFi in real-time.
- **Automated Noise Reduction:** Filters out irrelevant data to reduce noise and focus on meaningful events. There is Noise Rule Configuration with maintenance windows support.
- **Related Problems and Changes view of Actionable for Effective Diagnosis:** Helps in addressing impact assessment for continuous improvement and prioritize actionable based on their potential impact.
- **Real-Time Interactive Visualization:** Provides user-friendly dashboards for real-time interaction with Metric View, Service View, and Topology View. Timeline view is also available for events, alerts, and actionable.
- **Quick User's Collaboration:** Enables quick chat and collaboration with the team for efficient communication thereby reducing MTTR along with automated notifications to operators for assigned actionable.
- **Cost Saving View:** Significantly benefits by optimizing resources, improving operational efficiency, and reducing unnecessary expenditures on actionable resolution and reviving the degraded services.

3 Getting Started

The Following flow diagram displays the onboarding process of IEM:

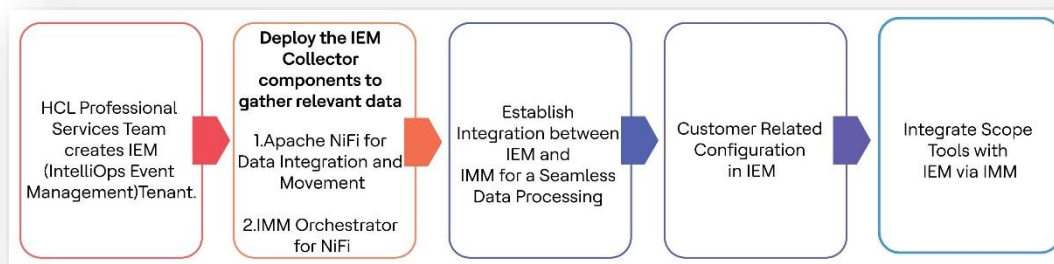


Figure 1 - IEM Onboarding Flow

4 IEM Collector

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 very quickly via **IMM (Integration Management Module)** Portal.

4.1 Overview for NiFi

Apache NiFi is an **open-source** dataflow system based on the concepts of flow-based programming. It supports powerful and scalable directed graphs of data routing, transformation, and system mediation logic.

4.1.1 NiFi Architecture

Apache NiFi has a processor, flow controller, and web server that executes on the JVM machine. Additionally, it also includes three repositories, as shown in the figure, which are FlowFile repository, Content and Provenance repository.

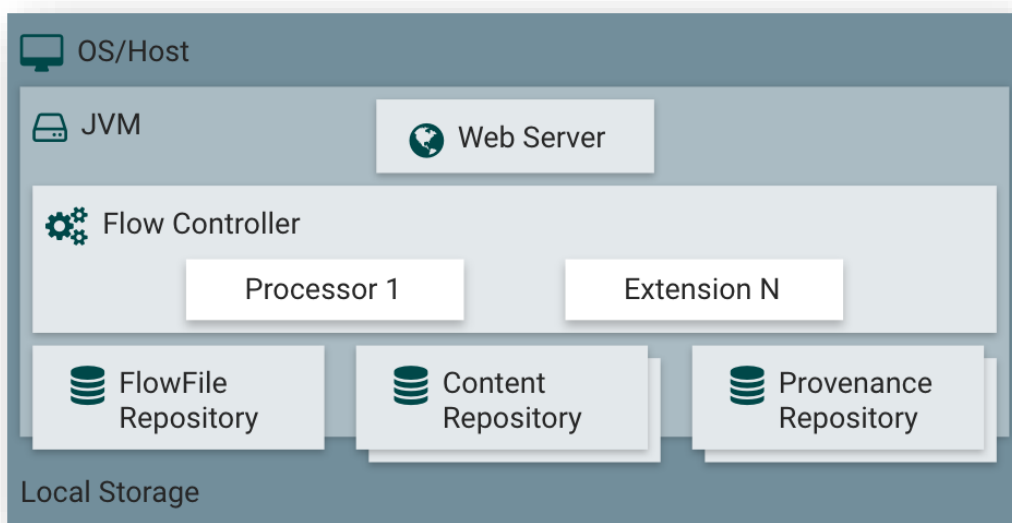


Figure 2 - Content and Provenance Repository

NiFi executes within a JVM on a host operating system. The primary components of NiFi on the JVM are as follows:

- **Web Server:** The purpose of the web server is to host NiFi's HTTP-based command and control API.
- **Flow Controller:** The flow controller is the brains of the operation. It provides threads for extensions to run on and manages the schedule of when extensions receive resources to execute.
- **Extensions:** There are various types of NiFi extensions which are described in other documents. The key point here is that extensions operate and execute within the JVM.
- **FlowFile Repository:** The FlowFile Repository is where NiFi keeps track of the state of what it knows about a given FlowFile that is presently active in the flow. The implementation of the repository is pluggable. The default approach is a persistent Write-Ahead Log located on a specified disk partition.
- **Content Repository:** The Content Repository is where the actual content bytes of a given FlowFile live. The implementation of the repository is pluggable. The default approach is a simple mechanism, which stores blocks of data in the file system. More than one file system storage location can be specified to get different physical partitions engaged to reduce contention on any single volume.

- **Provenance Repository:** The Provenance Repository is where all provenance event data is stored. The repository construct is pluggable with the default implementation being to use one or more physical disk volumes. Within each location event data is indexed and searchable.
- NiFi is also able to operate within a cluster.

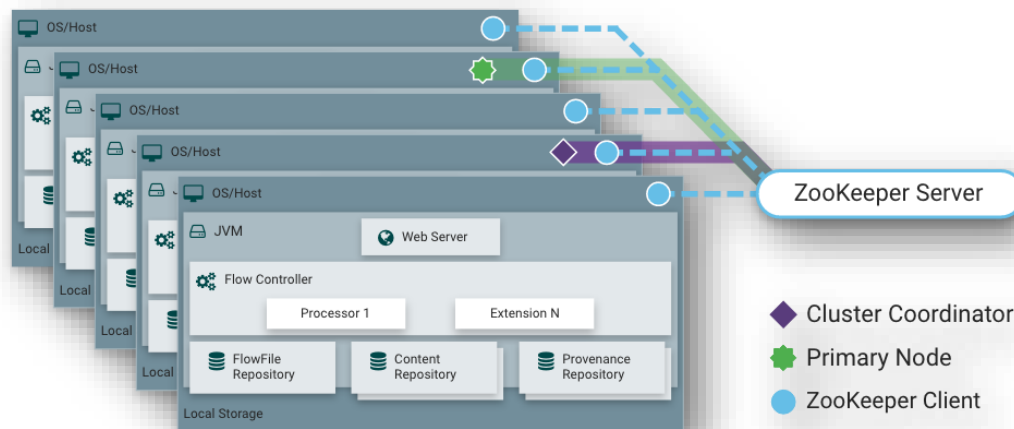


Figure 3 - Repositories

Starting with the NiFi 1.0 release, a Zero-Leader Clustering paradigm is employed. Each node in a NiFi cluster performs the same tasks on the data, but each operates on a different set of data.

Apache ZooKeeper elects a single node as the Cluster Coordinator, and failover is handled automatically by ZooKeeper. All cluster nodes report heartbeat and status information to the Cluster Coordinator. The Cluster Coordinator is responsible for disconnecting and connecting nodes.

Additionally, every cluster has one Primary Node, also elected by ZooKeeper. As a DataFlow manager, you can interact with the NiFi cluster through the user interface (UI) of any node. Any change you make is replicated to all nodes in the cluster, allowing for multiple entry points.

4.2 Prerequisites

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

4.2.1 System Requirements For NiFi

Apache NiFi can run on something as simple as a laptop, but it can also be clustered across many enterprise-class servers. Therefore, the amount of hardware and memory needed will depend on 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:

4.2.2 Supported OS for NiFi

- Linux (Recommended)
- Unix
- Windows
- macOS

4.2.3 Supported Web Browsers

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

4.2.4 Hardware Sizing Recommendation

NiFi is designed to take advantage of:

- all the cores on a machine
- all the network capacity
- all the disk speed
- many gigabytes of RAM (although usually not all) on a system

Hence, it is important that NiFi should be running on dedicated nodes. Following are the recommended server and sizing specifications for NiFi:

- Minimum of 3 nodes
- 8+ cores per node (more is better)
- At least 8 GB
- 6+ disks per node (SSD or spinning)

Required Sustained Throughput	Minimum Hardware Requirement
50 MB and thousands of events per second	• 1 or 2 nodes • 8 or more cores per node • 6 or more disks per node (SSD or spinning) • 2 GB memory per node • 1 GB bonded NICs
100 MB and tens of thousands of events per second	• 3 or 4 nodes • 16 or more cores per node • 6 or more disks per node (SSD or spinning) • 2 GB of memory per node • 1 GB bonded NICs
200 MB and hundreds of thousands of events per second	• 5 to 7 nodes • 24 or more cores per node (effective CPUs) • 12 or more disks per node (SSD or spinning) • 4 GB of memory per node • 10 GB bonded NICs

Required Sustained Throughput	Minimum Hardware Requirement
400 to 500 MB/sec and hundreds of thousands of events per second	• 7 - 10 nodes • 24 or more cores per node (effective CPUs) • 12 or more disks per node (SSD or spinning) • 6 GB of memory per node • B bonded NICs

4.2.5 Port Requirement for NiFi

The following ports are required for internal communication:

- NiFi remote socket port = 10443
- NiFi web https port = 9443
- NiFi cluster port = 11443
- NiFi cluster load balance port = 6342
- NiFi zookeeper connect port=2181, 2888, 3888

4.3 Overview of IMM

Integration Management Module (IMM) is a component of IntelliOps Event Management which is used for 3rd party tools integration and ingesting events, metric, performance, and configuration data into IntelliOps Event Management for performing event management functions.

Using IMM, we can reduce the implementation timeline significantly, allowing you to quickly get the NiFi connectors onboarded and take control of the event management ecosystem.

4.4 Prerequisite for IMM

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

4.4.1 Supported OS for IMM

- Linux RHEL 8.x

4.4.2 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

4.4.3 Hardware Sizing Recommendation

- 2 Web servers & 2 DB servers are required with below configuration:
 - WebServer: 2CPU, 4GB
 - DB Server: 4CPU, 8GB

4.4.4 Port Requirement for IMM

- IMM KRS Service -4000
- IMM API Service - 4100

- IMM Web Portal - 4200
- IMM Orchestrator Service - 4300

5 IMM Interface

Integration Management Module (IMM) is a component of IntelliOps Event Management which is used for 3rd party tools integration and ingesting events, metric, performance, and configuration data into IntelliOps Event Management for performing event management functions.

For detailed information on how to work with IMM Interface, please refer to the ***HCL IMM User Guide***.

6 IEM Configuration

The section provides detailed process of Customer Onboarding and configuration.

6.1 Customer Creation

Customer Creation" refers to the process of establishing a new customer profile or record within the event management system.

By Default, with the setup one environment customer is created named "Default". Default customer cannot be deleted; it cannot be renamed though. This section enables us to create multiple customers to cater to a multi-tenant environment.

Following are the actions a logged in user can perform based on the role.

Please refer to **Manage Roles** section to understand more about role-based access control.

- Onboarded Customer
- In-progress Customer

Onboarded Customer:

Onboarded View displays the customers that have gone through onboarding process and certain actions can be performed that are displayed under Actions. The goal of customer onboarding in Event Management AIOps is to facilitate efficient introduction to the platform, ensuring that customers can quickly and effectively utilize the features of the system for managing events with the support of AI-driven capabilities.

1. In the top navigation bar, click Customer. Customer Grid will be displayed. This displays a list of all customers configured in the environment. When users are coming here for the first time, only the default customer will be listed with Edit option next to it.

Customer	Description	Onboarding Steps	Actions
Dev test	iemdev	view	     
IEM QA	IEM QA Desc	view	     

Figure 4 - Customer Page

- Add New Customer
- Onboarding Steps View
- Enable/Disable State
- Edit Customer
- Delete Customer
- Download Published API
- Download Installer
- Download License
- Renew License

6.1.1 Add New Customer

Customer Addition" refers to the process of integrating and introducing a new customer into our event management system. This encompasses the activities and procedures aimed at getting a customer started, providing necessary information, and ensuring a smooth transition into using the Event Management platform. The addition process in this context may involve both manual and automated tasks.

1. User can create a new customer by clicking on the **New Customer** button.

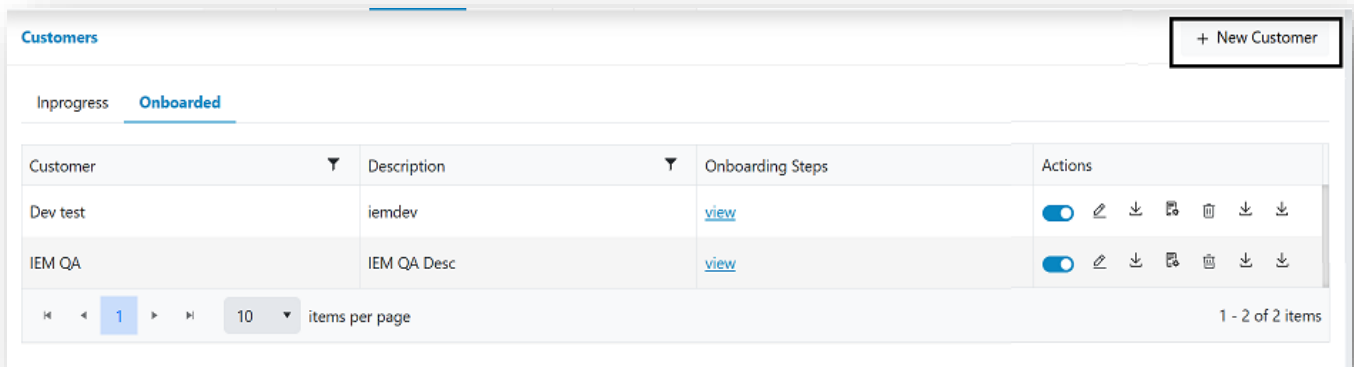


Figure 5 - Navigation for Create New Customer

2. Clicking on add customer a popup is displayed with an input option.

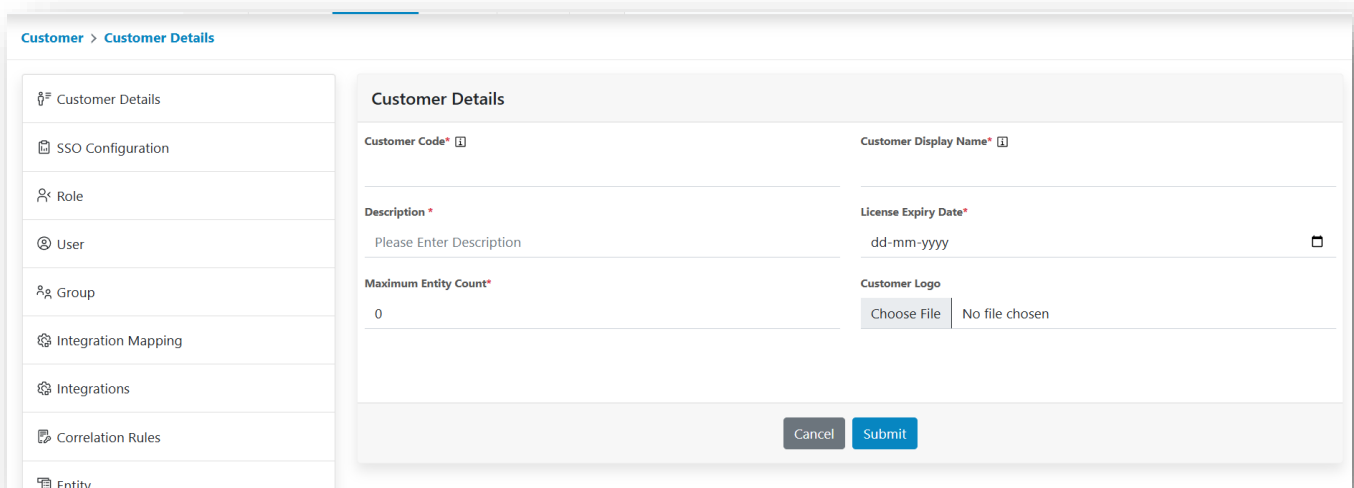


Figure 6 - Customer Creation

Customer > Customer Details

Customer Details

Customer Code* ⓘ Dast	Customer Display Name* ⓘ Dast
Description* Dast_desc	License Expiry Date* 31-01-2025 ⓘ
Maximum Entity Count* 500	Customer Logo Choose File download.svg

Cancel Submit

Figure 7 - Customer Details

- Specify the name, description, license expiry date and maximum entity count and the customer logo with .svg file format with max of 200kb image and click Submit.

Customers + New Customer

Inprogress Onboarded

✓ Customer creation process initiated ✕

[Redacted Name] Initiated create action on 2024-02-05 at 10:52:24

0% >

Figure 8 - Customer Creation Process

- On successful creation, the customer will be listed in the main grid.
- Click on **View Progress** button that will show about process flow with completion status of customer based on the configurations done.
- The process flow with completion status will be shown like the image below for a particular customer in progress.

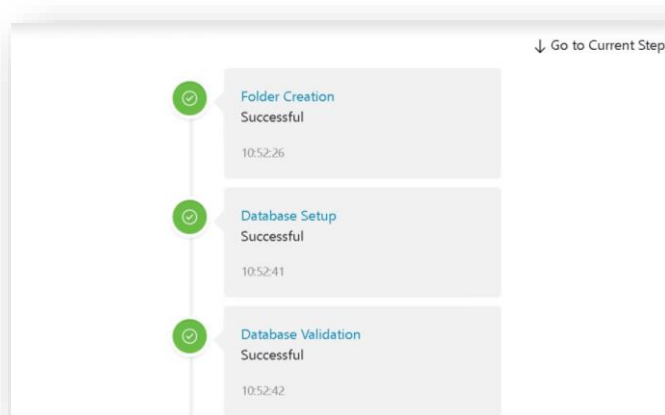


Figure 9 - Customer Creation Onboarding Steps

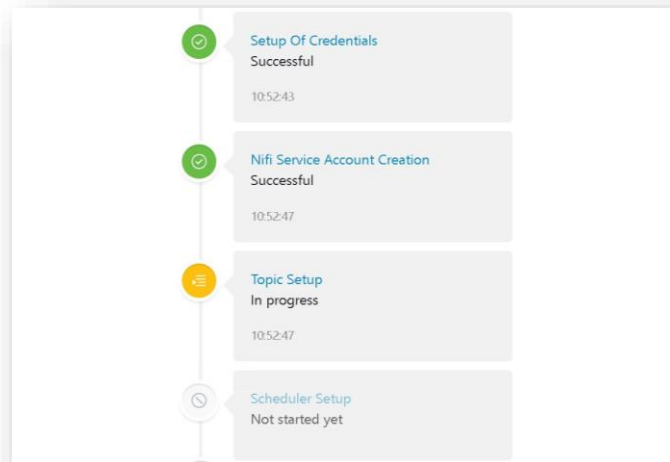


Figure 10 - Customer Creation Onboarding Steps (Cont.)

7. All the processes that are completed will be marked as complete status in green.
8. Hence the division of in-progress and onboarded shows the process flow completion for a particular customer. If the customer onboard processes are complete, then the customer will be put in the on-boarded grid like shown below.

Customers				+ New Customer
Inprogress		Onboarded		
Customer	Description	Onboarding Steps	Actions	
Dev test	iemdev	view	☒	edit delete clone refresh download upload
IEM QA	IEM QA Desc	view	☒	edit delete clone refresh download upload
10 items per page				1 - 2 of 2 items

Figure 11 - Customer Page

6.1.2 Onboarding Steps View

If the customer onboard processes are completed, then the customer will be put in the Onboarded grid like shown below.

1. Click on the Onboarding Steps view button.

Customers				+ New Customer
Inprogress		Onboarded		
Customer	Description	Onboarding Steps	Actions	
Dev test	iemdev	view	☒	edit download share delete download download
IEM QA	IEM QA Desc	view	☒	edit download share delete download download
10 items per page				1 - 2 of 2 items

Figure 12 - Onboarding Steps View

2. Onboarded shows the process flow completion for a particular customer.

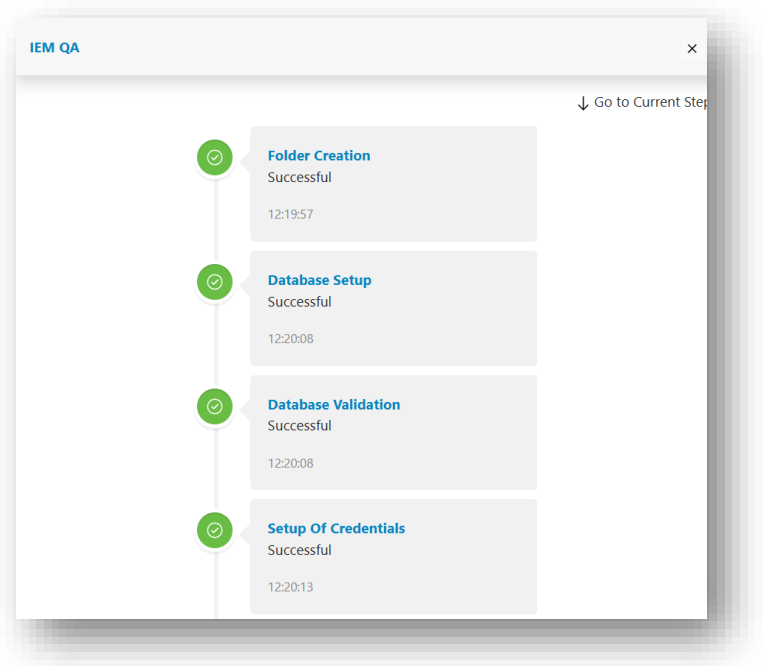


Figure 13 - Customer Creation Onboarding Steps

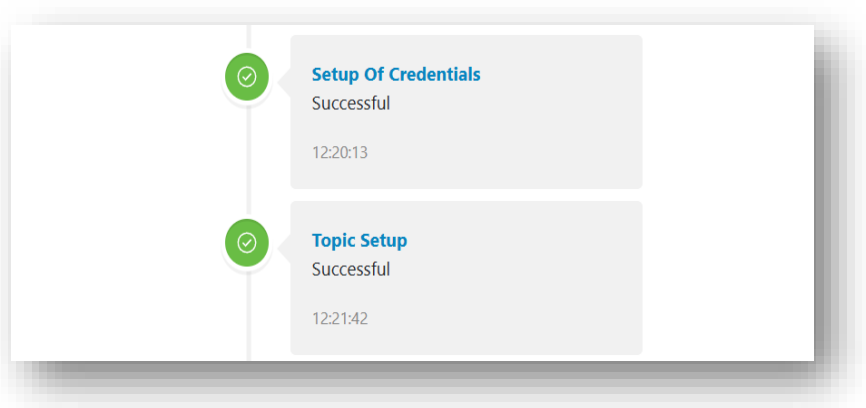


Figure 14 - Customer Creation Onboarding Steps (Cont.)

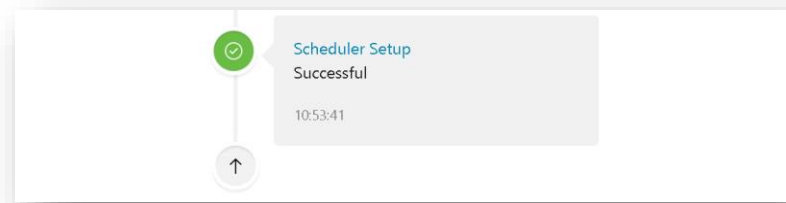


Figure 15 - Customer Creation Onboarding Steps (Cont.)

6.1.3 Enable/Disable State

To enable or disable a customer in an environment, there is provision of toggle switches to easily perform the required actions.

1. Click on the Enable/Disable toggle button next to the customer which needs to be Enabled/Disabled
2. Click on Enable/Disable icon, on success a confirmation pop-up message will be displayed.

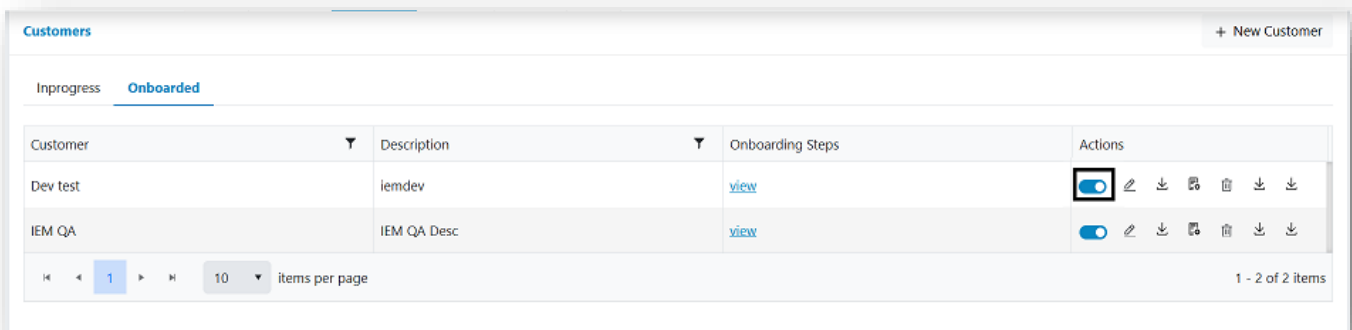


Figure 16 – Enable/Disable Customer

6.1.4 Edit Customer

1. Click on the edit icon next to the customer whose details are to be modified.

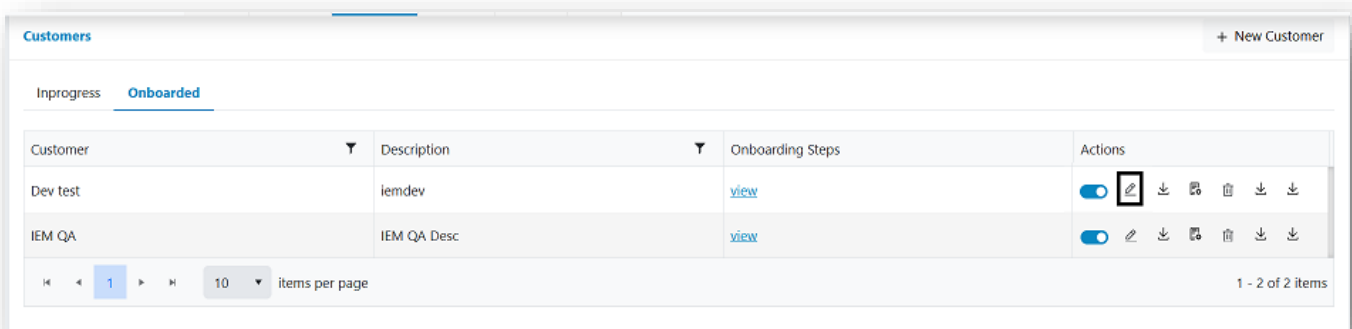


Figure 17 - Edit Customer

2. The form will appear with the saved details as shown.

Customer > IEM QA > Customer Details

Customer Details

Customer Code * ⓘ
iemqa1

Customer Display Name * ⓘ
IEM QA

Customer Logo

Preview:
**HCL IntelliOps
Event Management**

Choose File No file chosen

Cancel Update

Figure 18 - Customer Edit Screen

- Click **Update** to update the description and customer logo and after successful update it will navigate to Onboarded customer page.

Customer > IEM QA > Customer Details

Customer Details

Customer Code * ⓘ
iemqa1

Customer Display Name * ⓘ
IEM QA

Customer Logo

Preview:
**HCL IntelliOps
Event Management**

Choose File No file chosen

Cancel Update

Figure 19 – Customer Details

6.1.5 Delete Customer

- Click on the delete icon next to the customer which is to be deleted.

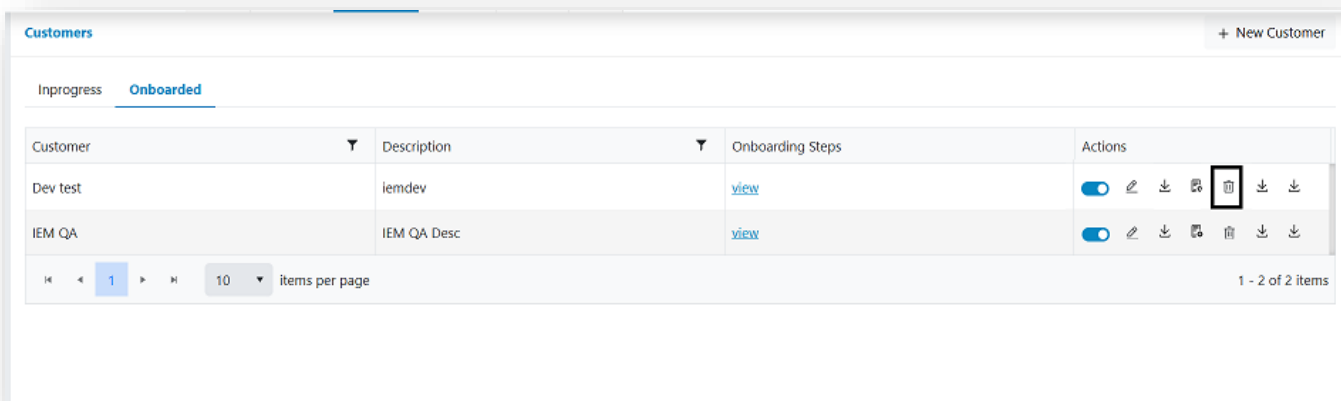


Figure 20 - Delete Customer

2. A confirmation box will be prompted.

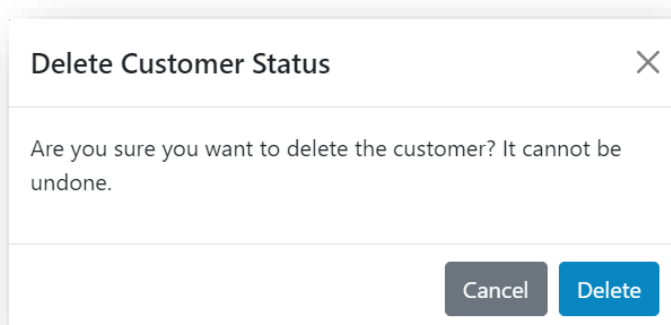


Figure 21 - Confirmation pop-up

3. Clicking **Delete**, deletes the customer permanently.

6.1.6 Download Published API

This action enables customer administrator/Superadmin to download Publish API for NiFi.

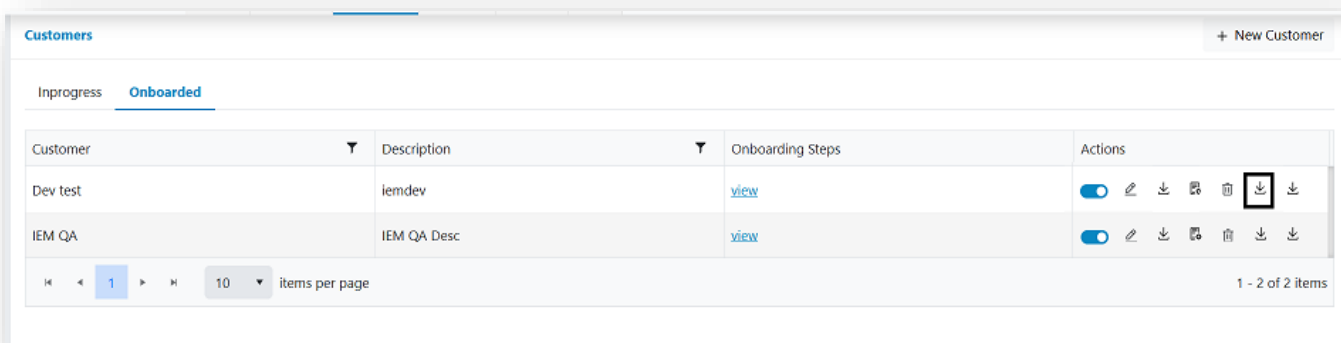


Figure 22 - Download Publish API

6.1.7 Download Installer

This action enables customer administrator/Super admin to download Installer for Integration Management Module (IMM)

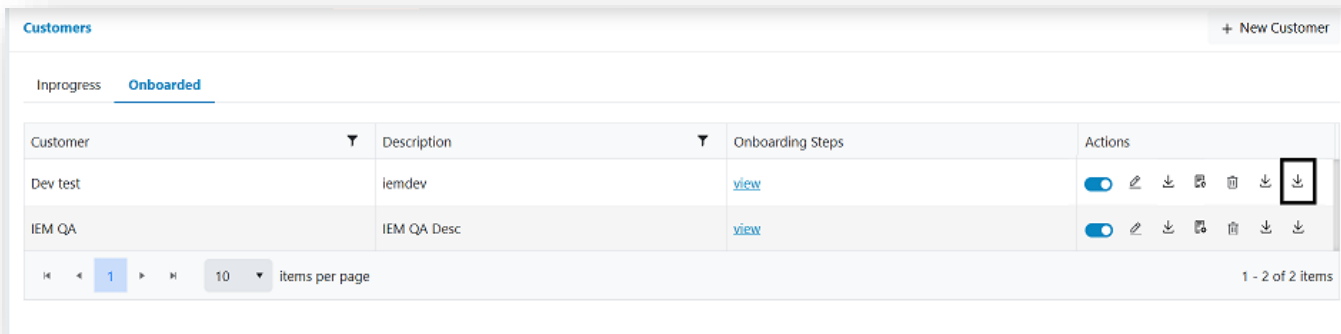


Figure 23 - Download Installer

6.1.8 Download License

This action enables customer administrator/Super admin to download IEM License

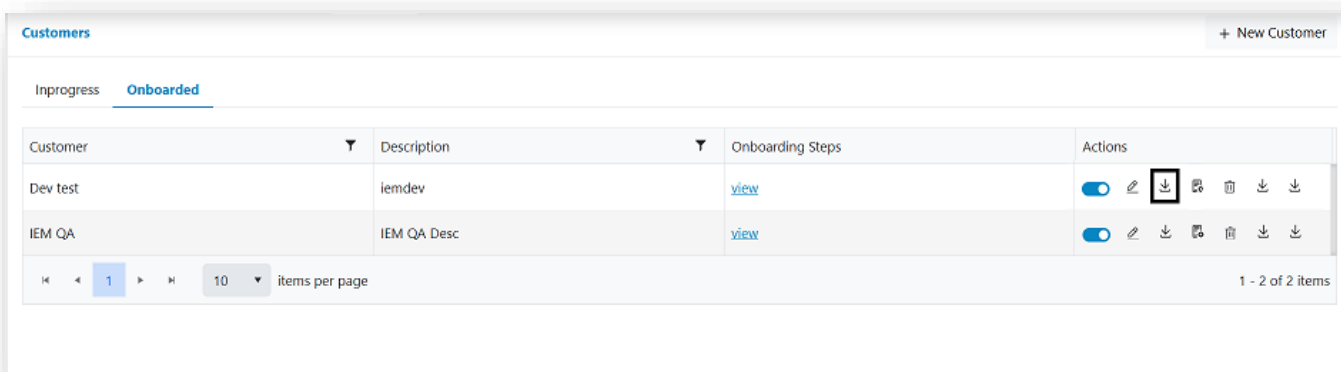


Figure 24 - Download License

6.1.9 Renew License

This action enables customer administrator/Super admin to Renew IEM License

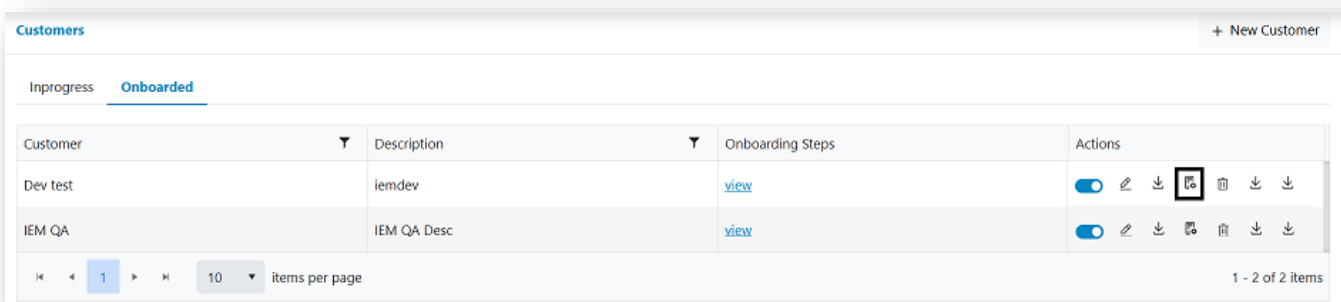


Figure 25 - Renew License

In-Progress:

The In-progress customer list contains the customers whose configuration processes are in line of completion.

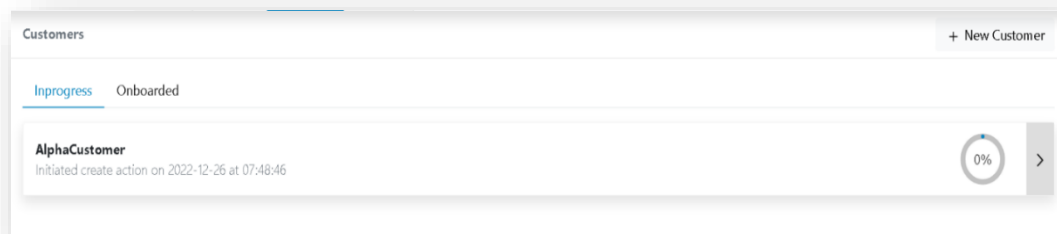


Figure 26 - Status of Customer

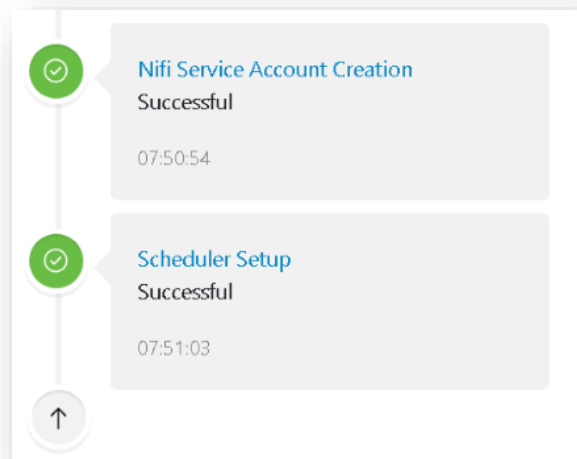


Figure 27 - Customer Creation Onboarding Steps

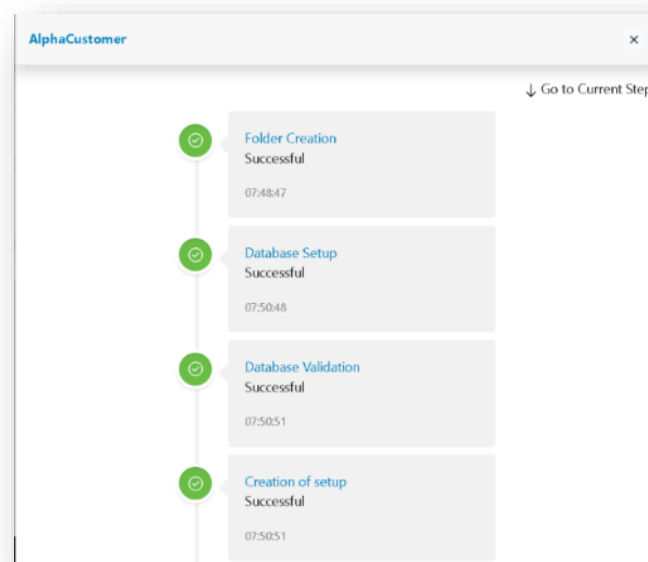


Figure 28 - Customer Creation Onboarding Steps (Cont.)

6.1.10 Manage Onboarded Customer

The section provides detailed steps on how to Manage the Onboarded customer in IEM.

6.1.10.1 Customer Details

The section provides the details of the customer configured in the environment. The following details are displayed:

- Name
- Description
- Customer logo
- Code

Figure 29 – Customer Details

6.1.10.2 SSO Configuration

Single Sign-On (SSO) configuration in IEM refers to the setup and integration of a Single Sign-On solution within the platform. SSO is a mechanism that enables users to access multiple applications or services with a single set of credentials, eliminating the need to remember separate usernames and passwords for each system. With SSO user can establish a secure method for authenticating users when they access IEM. Here, it is mainly used for SAML Authentication for a customer.

1. When you click SSO Configuration, the new form will appear.
2. In that form user need to add the relevant data required in the fields.
3. Click on update. A confirmation message “Data updated successfully” is prompted to user.
4. Click on close button. Clicking on **Skip** takes the user to the Role screen.

The screenshot shows a web form titled "SSO Details". It contains the following fields:

- SSO Name ***: A text input field containing the value "okta".
- Entity ID ***: A text input field containing the value "http://www.okta.com".
- Sign-in URL ***: An empty text input field.
- Primary Certificate ***: A text area containing a long alphanumeric string: "MIIDoDCCAoigAwIBAgIGAZMmhB5FMA0GCSqGSIb3DQEBCwUAMIGQMqswCQYDVQQGEwJVUzETMBEG A1UECAwKQ2FsaWZvcn5pYTEWMBQGA1UEBwwNU2FulEYyYV5jaXNjbzENMAsGA1UECgwET2t0YTEU".

At the bottom of the form, there are three buttons: "Cancel", "Update", and "Skip".

Figure 30 - SSO Configuration Page

6.1.10.3 Roles

Role screen has four roles by default and also allows user to create custom roles according to the requirements and if any new user is created "viewer" role has been assigned by default.

6.1.10.3.1 Add New Role

A user can perform an action on the page based on its role. A role is a named collection of privileges determining the tasks user can perform. Pairing a user or group with a role grants the user or groups certain rights to the system. The following table outlines the predefined system roles.

Table 2 – Predefined System Roles

Role	Description
Customer Admin	- All privileges for the administrative features in IEM environment for a particular customer - Access to all the configurations over console - Full operational and management control
Super Admin	- All Administrative privileges for all the customers configured in IEM environment. - Access to all the configurations over console - Full operational and management control
Operations User-Viewer	- Access to view Data View Page and Home over console but cannot make any changes
Operations User-Resolver	- Access to view all the data over Data View screen and mark the actionable as resolved over IEM. - Access Home Metric View
Operations User-Actionable user	- Access to view all the data over Data View screen and perform various actions over actionable.

Role	Description
	- Any view can be saved post adding additional columns - Access Home Metric View

This action enables us to create custom roles in the environment. Adding new roles involves the creation of additional user roles or profiles that grant specific permissions and access levels to the platform user. There are four default roles configured with pre-defined set of permissions.

1. Click on “Customer”→” Customer Name”→”Role.”
2. Click on “+ New Role”.

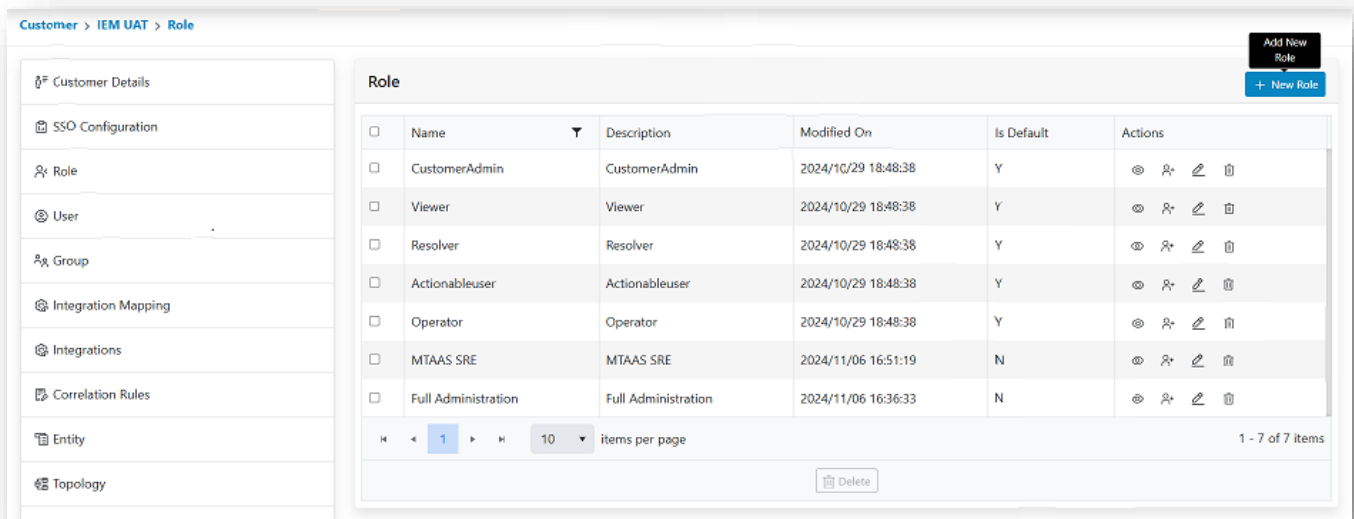


Figure 31 – New Role

3. After clicking the “+New Role” the following form is displayed.

Figure 32 - Role Creation

4. Enter the **Role Name**. For example, let’s name the role as ‘customadminrole’.

Customer > IEM UAT > Role > Create

Customer Details
SSO Configuration
Role
User
Group
Integration Mapping
Integrations
Correlation Rules
Entity
Topology
Service Hierarchy

Role

Action Role *
Role Description *

customadminrole
customadminrole

Actions On	Actions
Data View	☒ View ☐ Manage ☐ Publish ☐ Override Default View ☐ Save Any View ☐ Save As View ☐ Resolver right
Home	☒ View Business Services ☐ View Topologies ☒ Summary
Entity	☐ Merge ☐ Mark As Noise ☐ Configure Maintenance Window ☐ Delete ☐ Edit ☐ Add ☐ View Only
Topology	☐ Delete ☐ Add ☐ View Only
Service Hierarchy	☐ Delete ☐ Edit ☐ Add ☐ View Only
Noise/Maintenance window	☐ Delete ☐ Edit ☐ Add ☐ View Only
AIML	☐ Evaluate and Enable ☐ View Only ☐ Edit ☐ Delete
Processing	☐ Edit ☐ Enable/Disable ☐ View Only ☐ Reset
Configurations	☐ View Only ☐ Edit

Figure 33 - Navigation Page for Assigning an Action to a Role

- List of all the actions that can be taken would be available on the same page.

Actions On	Actions
Data View	☐ View ☐ Manage ☐ Publish ☐ Override Default View ☐ Save Any View ☒ Save As View ☒ Resolver right
Home	☒ View Metric ☒ View Topologies ☒ View Business Services
Entity	☒ Mark As Noise ☒ View Only ☐ Add ☐ Edit ☐ Merge ☐ Bulk Delete ☐ Configure Maintenance Window
Topology	☐ View Only ☐ Bulk Delete ☐ Add
Service Hierarchy	☐ View Only ☐ Add ☐ Edit ☐ Bulk Delete
Noise/Maintenance window	☐ View Only ☐ Add ☐ Edit ☐ Bulk Delete
Enable	☐ Delete ☐ Edit ☐ View Only ☐ Evaluate and Enable
Processing	☐ Reset ☐ View Only ☐ Clone ☐ Enable/Disable ☐ Delete ☐ Bulk Delete ☐ Edit
Configurations	☐ View Only ☐ Edit
Site Settings	☐ View Only ☐ Edit
Alerts	☐ Bulk Delete ☐ View Only
Group	☐ View Only ☐ Bulk Delete ☐ Delete ☐ Edit ☐ Add
SSO Configuration	☐ Edit ☐ View ☐ Configure
Health Status	☐ View

Figure 34- Assigning Actions for a Role

- All the actions that's intended to be enabled for the role on this page can be selected in one go. **User can select Add, Edit, Delete for the actions.**
- Add as many **actions** as required. For this example, user will just keep the single page role.
- Once all the actions are selected for the **newly created role** and the mapping is done, click on the Submit button.
- On successful creation of the role with action the following pop-up message is prompted.

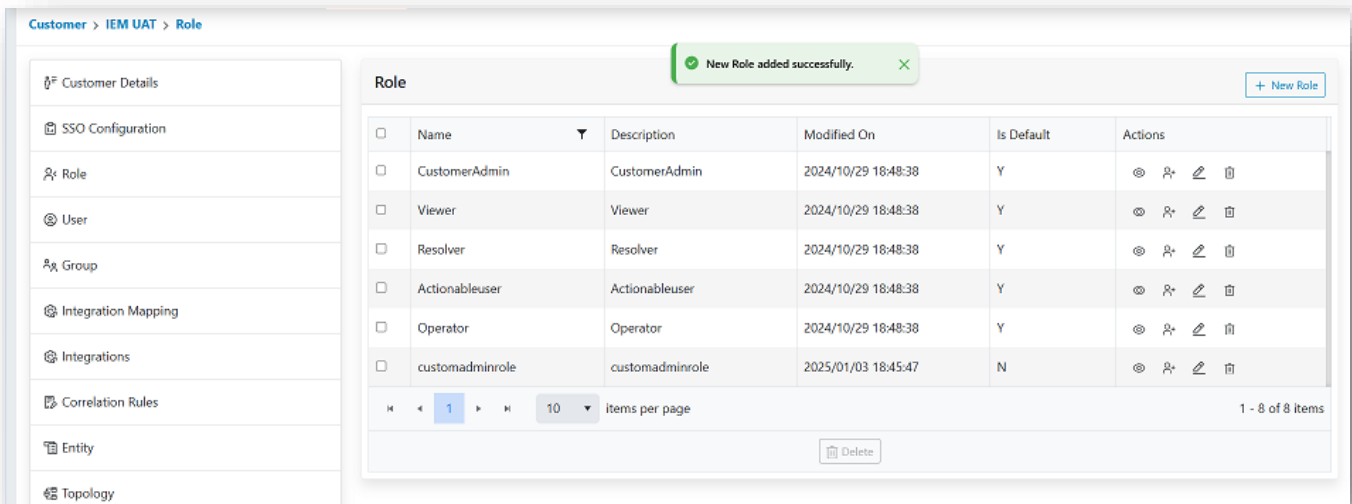


Figure 35 - Alert Message

10. The control will be redirected to the Grid view page and the new role will appear in the grid as shown above.

6.1.10.3.2 Managing Roles

This customization ensures that customer administrators have the necessary permissions to effectively access various configurations within their specific customer context.

1. This section enables user to Manage roles within the environment.
2. Click the “Customer” → “Customer Name” → “Role”.
3. Click on the **Role** Tab, the following page would be available.

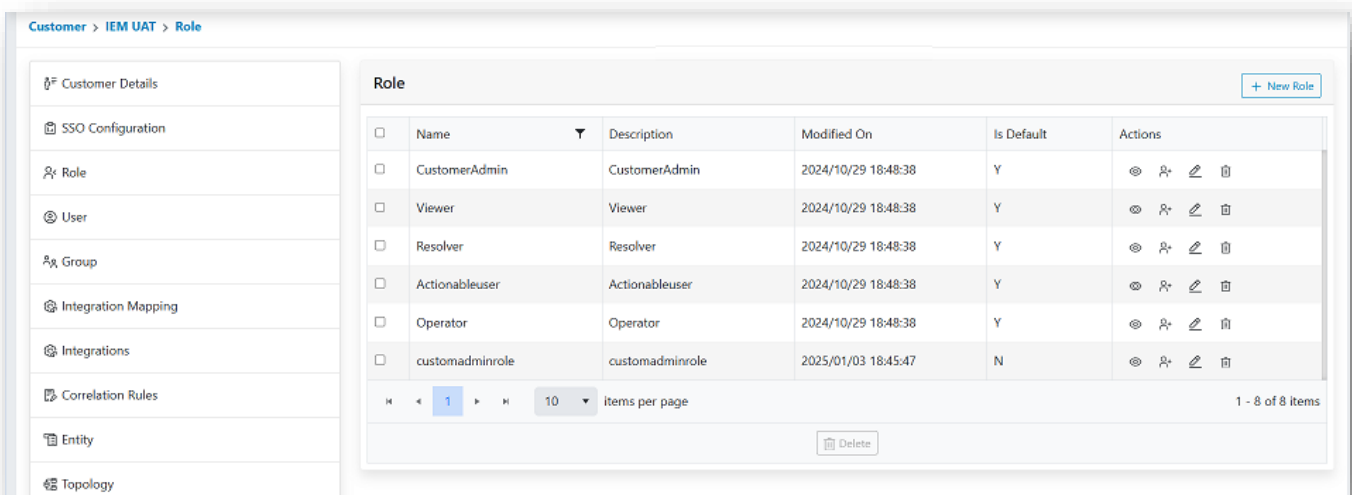


Figure 36 - Role Page

4. When user accesses the IEM console for the first time, only the default roles would be visible to the user.

The Default Roles cannot be edited.

5. By default, IEM has the following default roles enabled:

- **Customer Admin** – A role with full access to the environment. (User can Add\Delete\Edit)

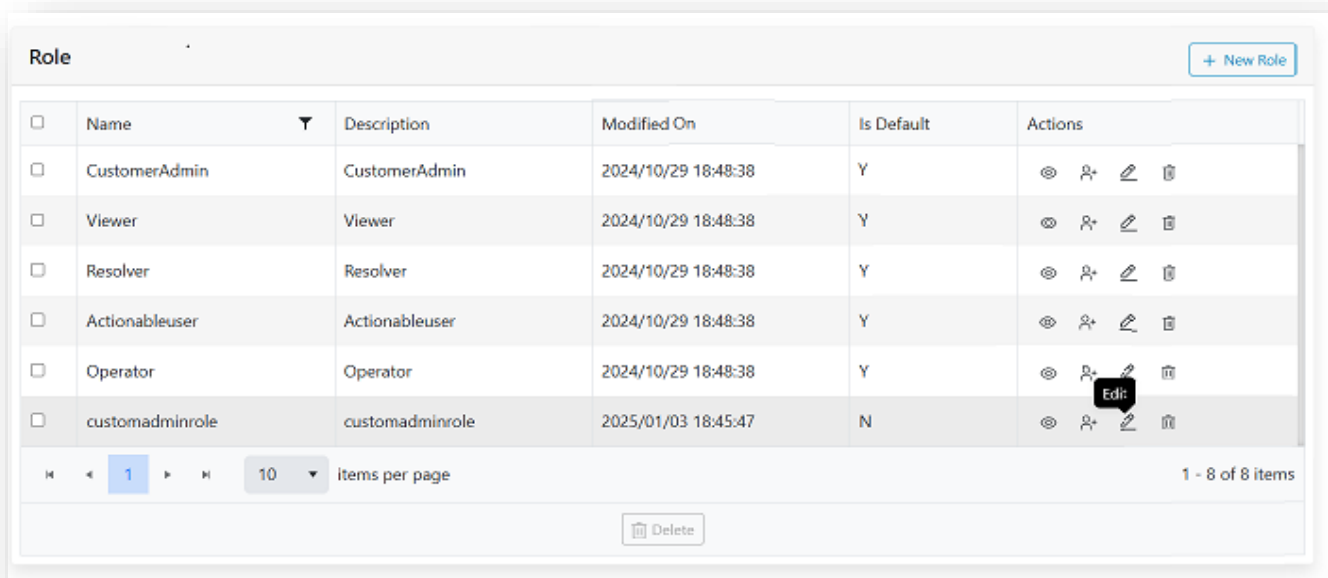
- View user, Actionable User and Resolver **are** Operational user roles. These roles are accessed only on the Data View and Home page.
 - **View user** – Has view only access.
 - **Actionable user** – They can take actions on the actionable created in the environment but will not be able to mark them as resolved.
 - **Resolver** – They have full access on the actionable, they can work upon actionable and even mark them as resolved.

Roles control the action that users perform on the page. The data visible to user is controlled by the customer and the group assigned to user.

Please Refer Users and Group sections to understand how the data is controlled.

6.1.10.3.2.1 Edit Role

This action enables users to edit the custom roles created in the environment.



The screenshot shows a web interface titled "Role" with a "+ New Role" button in the top right. Below the title is a table with the following columns: Name, Description, Modified On, Is Default, and Actions. The table contains eight rows of roles. The "Actions" column for each role contains four icons: a gear (settings), a person (users), a pencil (edit), and a trash can (delete). A tooltip labeled "Edit" is shown over the pencil icon for the "customadminrole" row. At the bottom of the table, there is a pagination bar showing "1" of 10 items per page, and a "Delete" button.

☐	Name	Description	Modified On	Is Default	Actions
☐	CustomerAdmin	CustomerAdmin	2024/10/29 18:48:38	Y	
☐	Viewer	Viewer	2024/10/29 18:48:38	Y	
☐	Resolver	Resolver	2024/10/29 18:48:38	Y	
☐	Actionableuser	Actionableuser	2024/10/29 18:48:38	Y	
☐	Operator	Operator	2024/10/29 18:48:38	Y	
☐	customadminrole	customadminrole	2025/01/03 18:45:47	N	

1 - 8 of 8 items

Delete

Figure 37 – Edit Roles

1. Click on the Edit icon next to the role.
2. The form will appear filled up with the saved data.

Role	
Action Role*	Role Description *
customadminrole	customadminrole
Actions On	Actions
Data View	☐ View ☐ Manage ☐ Publish ☐ Override Default View ☐ Save Any View ☒ Save As View ☒ Resolver right
Home	☒ View Topologies ☒ View Business Services ☒ View Metric
Entity	☒ Mark As Noise ☒ Configure Maintenance Window ☐ Bulk Delete ☐ Merge ☐ Edit ☐ Add ☐ View Only
Topology	☐ Bulk Delete ☐ Add ☐ View Only
Service Hierarchy	☐ Bulk Delete ☐ Edit ☐ Add ☐ View Only
Noise/Maintenance window	☐ Bulk Delete ☐ Edit ☐ Add ☐ View Only
Enable	☐ Evaluate and Enable ☐ View Only ☐ Edit ☐ Delete
Processing	☐ Reset ☐ View Only ☐ Enable/Disable ☐ Bulk Delete ☐ Edit

Figure 38 - Edit a Role Description

3. User can rename the role, add/remove more pages or add/remove actions that are mapped.

Actions On	Actions
Data View	☐ View ☐ Manage ☐ Publish ☐ Override Default View ☐ Save Any View ☒ Save As View ☒ Resolver right
Home	☒ View Metric ☒ View Topologies ☒ View Business Services
Entity	☒ Mark As Noise ☒ View Only ☐ Add ☐ Edit ☐ Merge ☐ Bulk Delete ☐ Configure Maintenance Window
Topology	☐ View Only ☐ Bulk Delete ☐ Add
Service Hierarchy	☐ View Only ☐ Add ☐ Edit ☐ Bulk Delete
Noise/Maintenance window	☐ View Only ☐ Add ☐ Edit ☐ Bulk Delete
Enable	☐ Delete ☐ Edit ☐ View Only ☐ Evaluate and Enable
Processing	☐ Reset ☐ View Only ☐ Clone ☐ Enable/Disable ☐ Delete ☐ Bulk Delete ☐ Edit
Configurations	☐ View Only ☐ Edit
Site Settings	☐ View Only ☐ Edit
Alerts	☐ Bulk Delete ☐ View Only
Group	☐ View Only ☐ Bulk Delete ☐ Delete ☐ Edit ☐ Add

Figure 39 - Selecting Actions for a Role

4. And add a new *User* with *full actions* enabled. With all modifications the page looks like the below image.

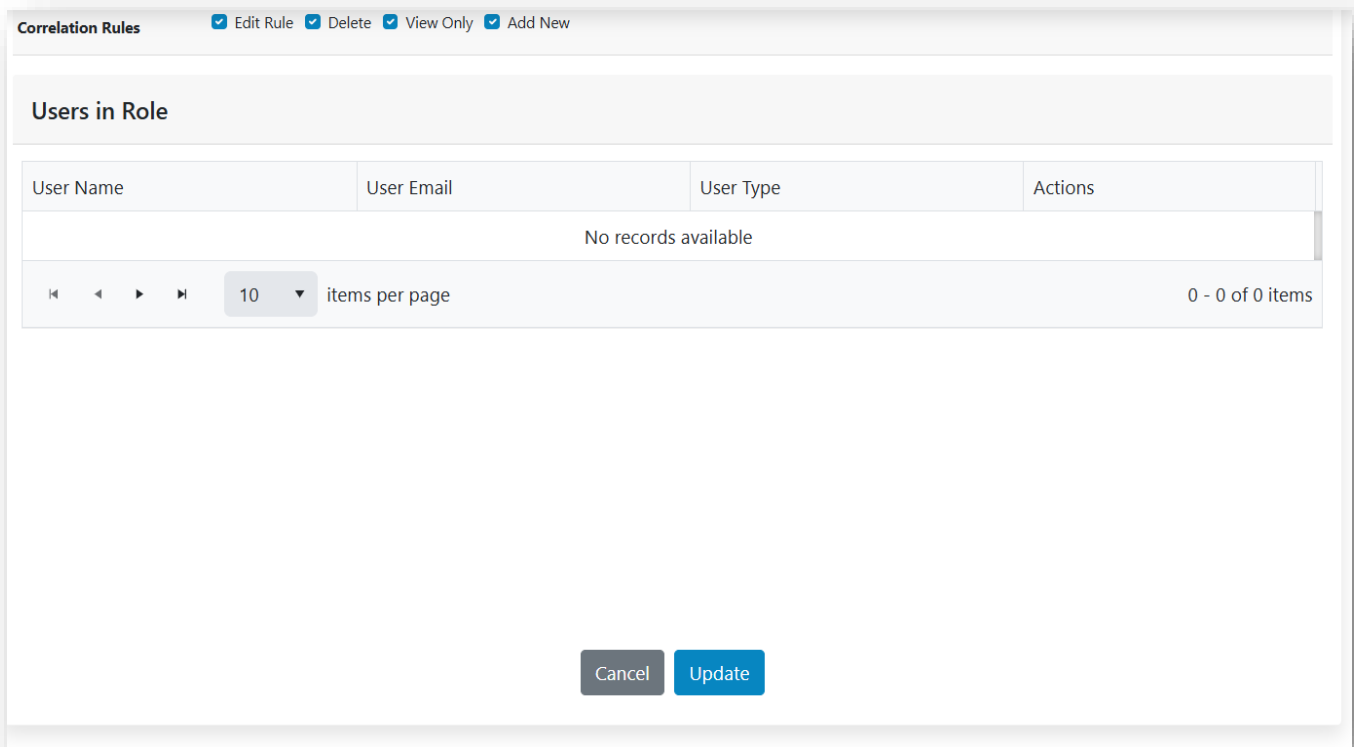


Figure 40- Selecting Actions for a Role

- Post the changes are made, Click on the Update button.
- On successful update the following message is displayed, post that the user will be redirected back to the grid view page.

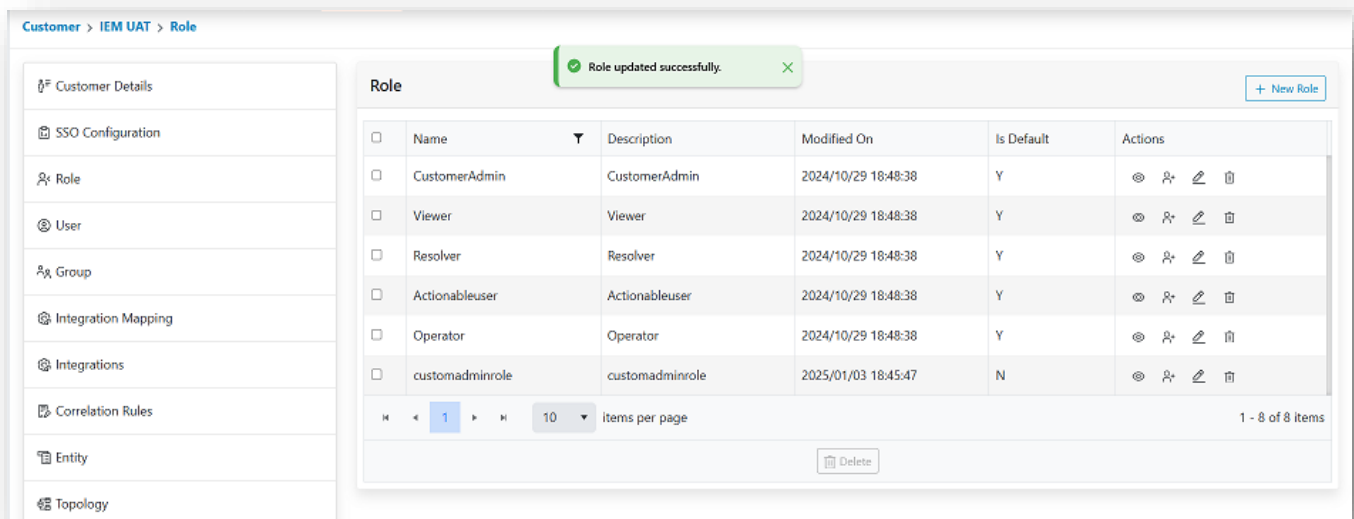


Figure 41 - Alert Message

6.1.10.3.2.2 Delete Role

This action enables us to delete the custom roles created in the environment.

- For admin pages, select the roles that are to be deleted.
- Click on the delete icon corresponding to the role that s to be deleted.

- For Bulk delete, select the multiple roles, and click on the “Delete” icon at the bottom.

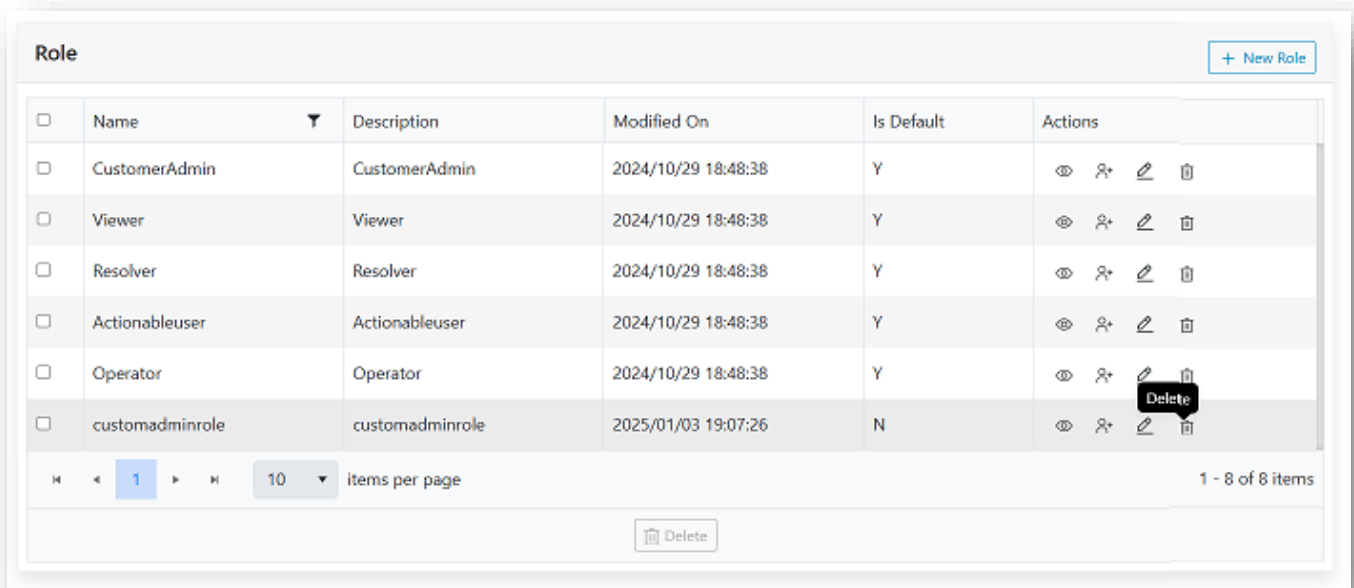


Figure 42 - Delete Role

- User will be prompted for confirmation pop-up as shown.

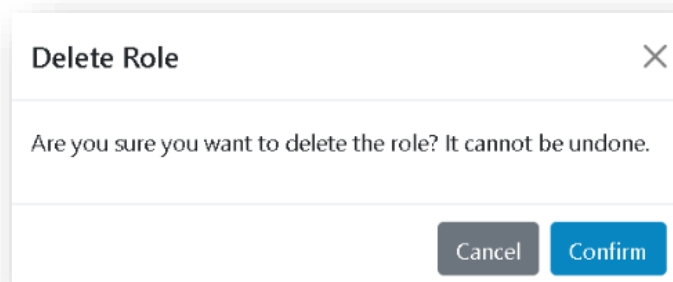


Figure 43 - Confirmation pop-up

- Click **Confirm**. On successful deletion a confirmation message will be prompted

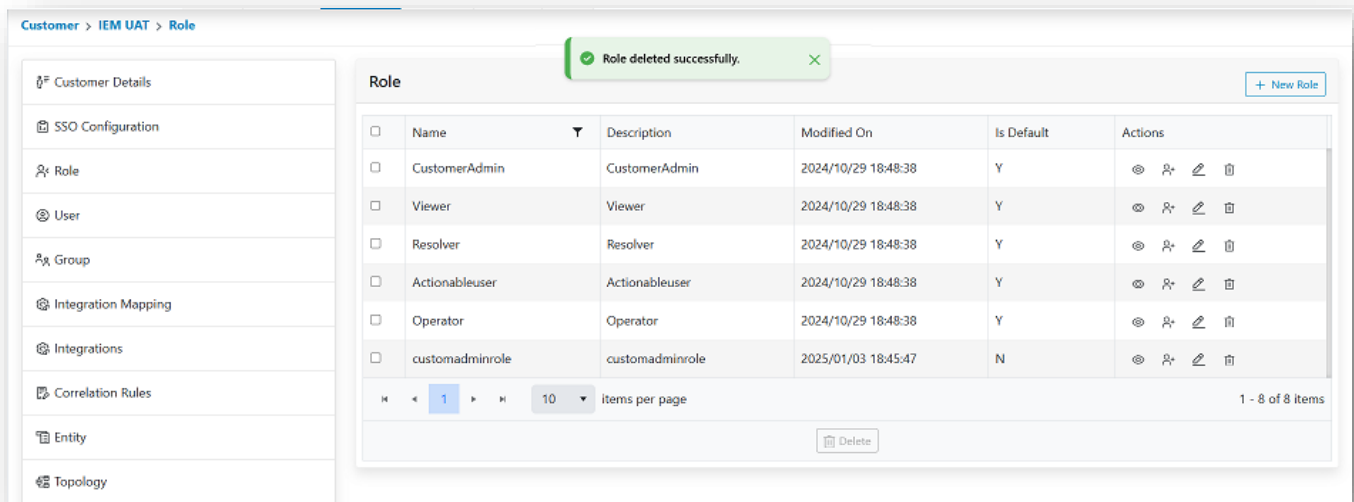


Figure 44 - Alert Message

- The role will be no longer visible in the grid.

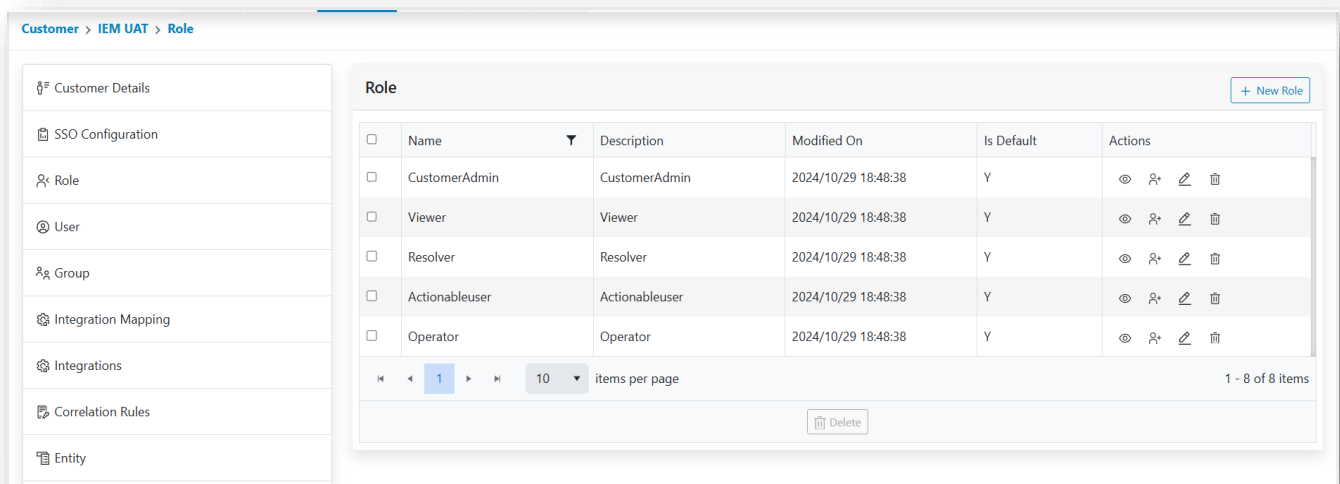


Figure 45 – Updated Grid

6.1.10.3.2.3 View Role

This action enables the users to view the custom roles created in the environment.

- The **Action** tab contains a view option, click on the view icon to view the roles that are created.

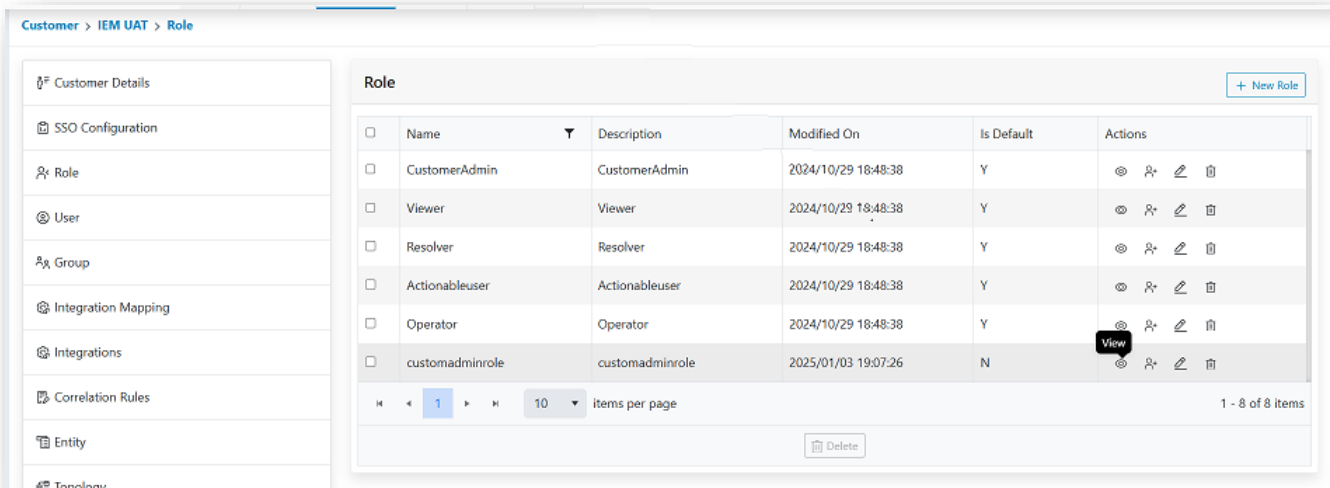


Figure 46 - View Role

- Click on View for the “customadmin” role and the actions for the role will be displayed.
- User cannot edit the role details via View option. Only the actions that are selected for the role will be displayed.

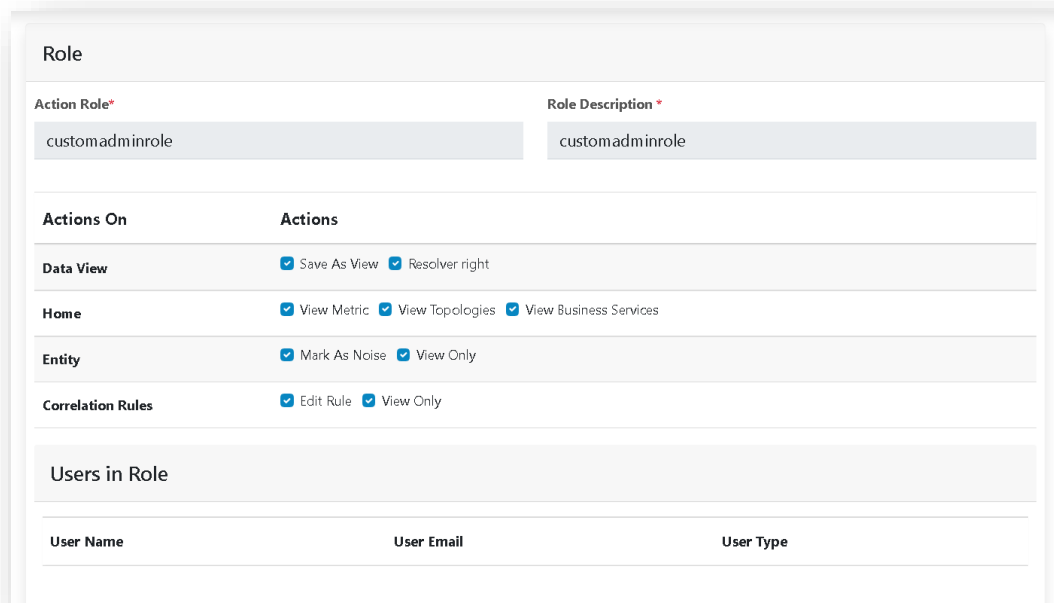


Figure 47 - Viewed Role

6.1.10.3.2.4 Assign User

This action enables user to assign users to the roles created in the environment.

- The **Action** tab contains **Assign User** option, click on the Assign User icon to assign the roles to a particular user in the environment.

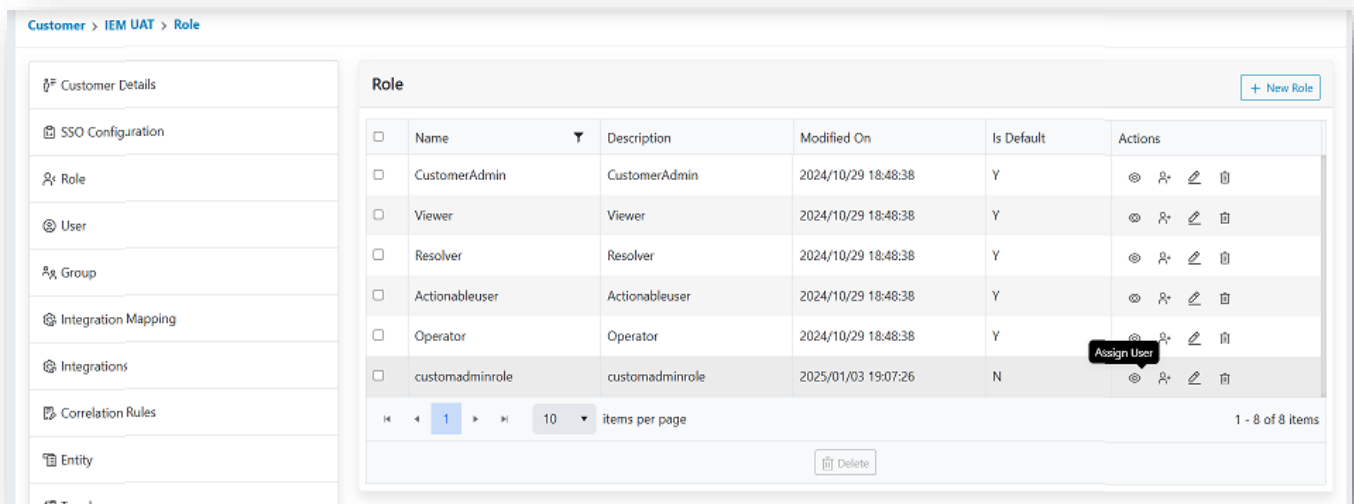


Figure 48 - Assign User

- After clicking on the Assign User option, a pop up will be opened which will ask for User Email ID input.

Users can only be assigned by adding the User Email ID.

Figure 49 - Assign user Email ID

- After adding the required User Email ID, click on the **Save** Button.

Figure 50 - User Email ID

- On successful assignation, confirmation pop-up is displayed as shown below. User will be assigned successfully to that role.

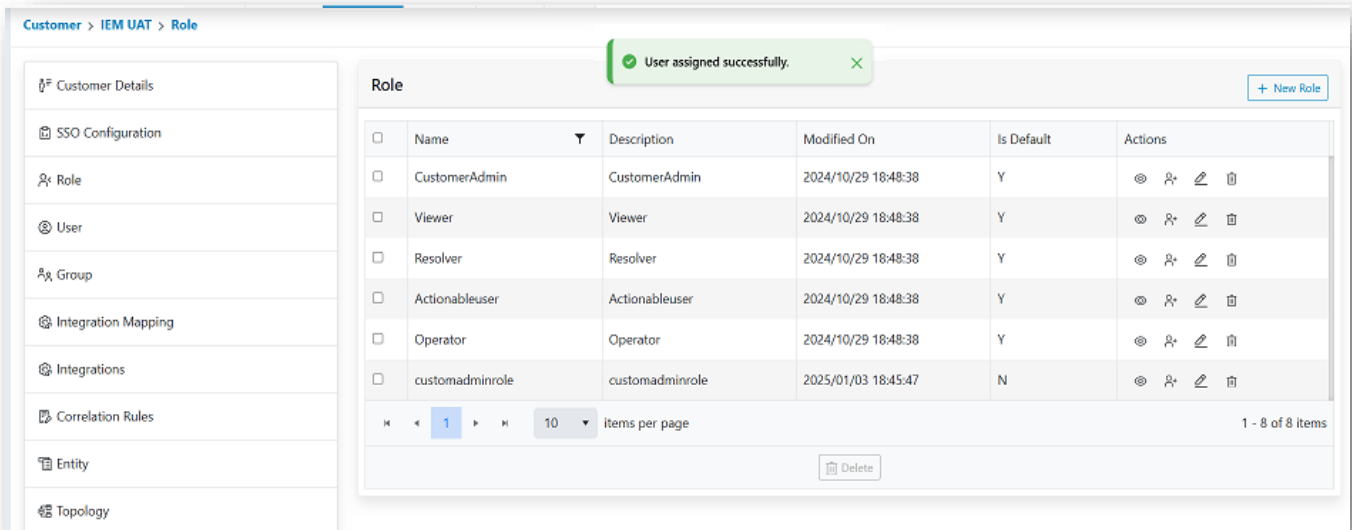


Figure 51 - Alert Message

6.1.10.3.2.5 Apply Filters

This action enables the users to apply filters on the roles created in the environment. The steps explain how to Apply filters for the Role Data:

1. Click on the Apply filter available action button present at the header of the console.

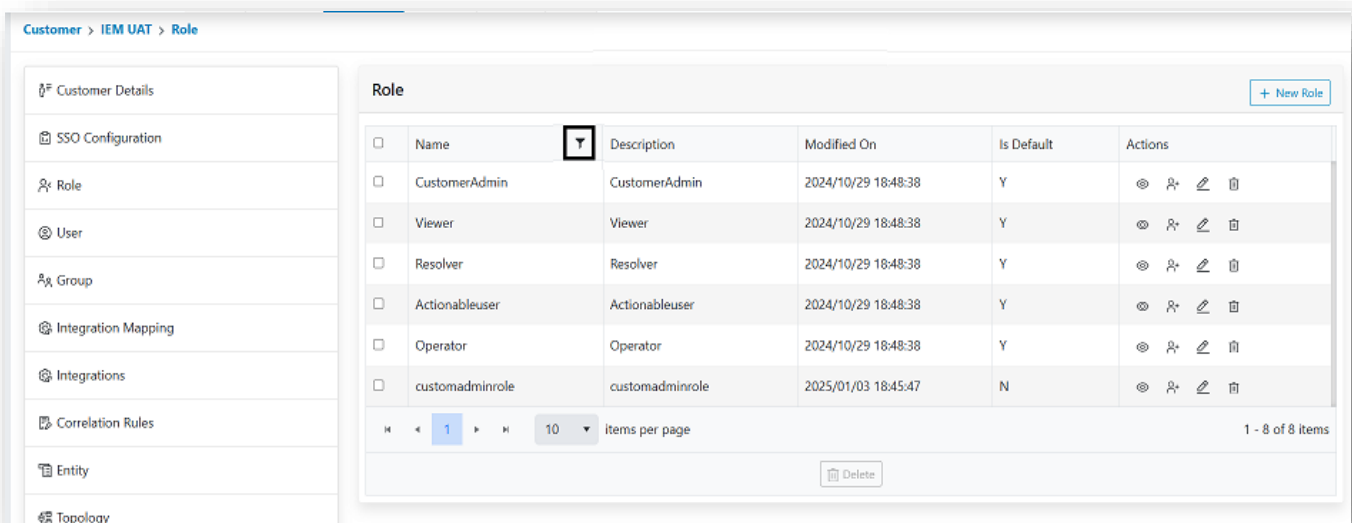


Figure 52 - Apply Filter Operation

2. The form will be appearing. From there user can select **Field** and **Operator** from drop down list and provide **Value** (The name of the Role). Then click on the **Apply** button.

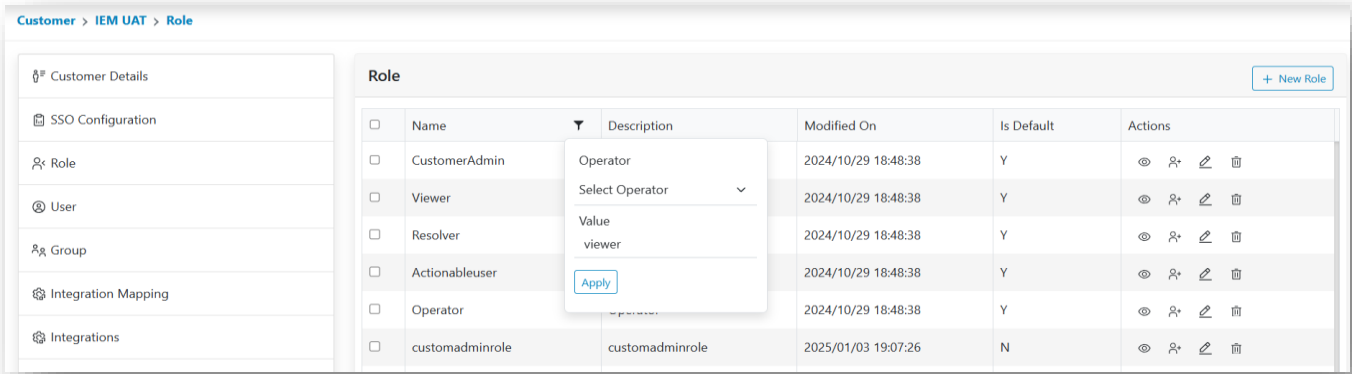


Figure 53 - Apply Filter Operation

3. User can see the result of applied filter.

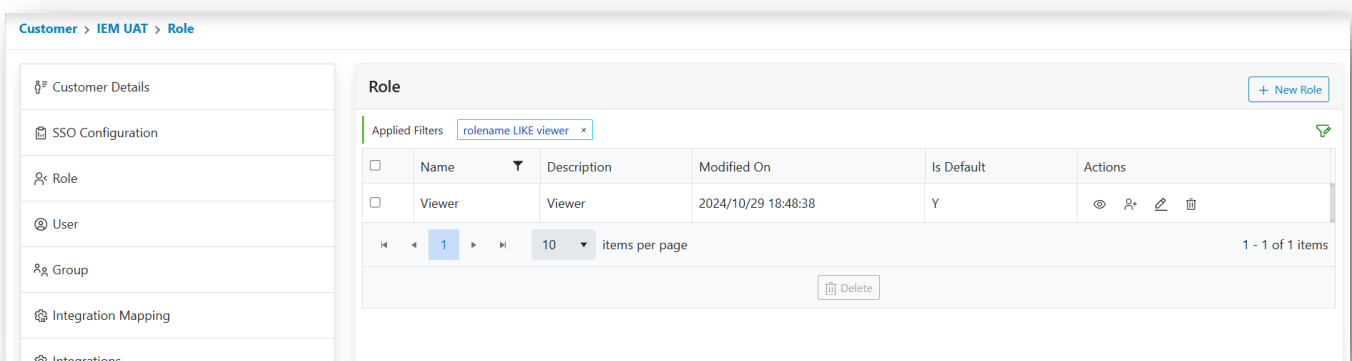


Figure 54 - Apply Filter Result

6.1.10.4 Users

“User” refers to an individual or entity within an organization who interacts with the platform to monitor, manage, and respond to events in the IT environment. Users in IEM have various roles and responsibilities, and their interactions with the system could include tasks such as configuring rules, analyzing alerts, and taking actions based on the insights provided by IEM.

6.1.10.4.1 Add New User

This action enables us to add new users to the environment.

1. Go to the “User” option.
2. Click on “+New User” icon.

Customer > IEM UAT > User

Customer Details
SSO Configuration
Role
User
Group
Integration Mapping
Integrations
Correlation Rules
Entity
Topology
Service Hierarchy
Noise Maintenance

Add New User
+ New User

☐	Name	Email ID	Modified On	Actions
☐	Rahul S		2024/12/24 14:46:07	
☐	iemoxuser		2024/12/17 13:32:16	
☐	Vivek FormType		2024/11/29 15:50:50	
☐	abhinav.verma		2024/11/29 10:33:16	
☐	Akhilesh		2024/11/28 14:56:31	
☐	aex user		2024/11/27 16:17:46	
☐	rahuls		2024/11/27 14:37:44	
☐	rahulshcl		2024/11/27 14:36:52	
☐	vivekdeivanay		2024/11/26 14:24:17	
☐	kushalmandal		2024/11/20 17:07:39	

10 items per page
1 - 10 of 27 Items

Figure 55 - Navigation for Add New User

- The following form is displayed.

Users

Login Type

☒ Form Type
☐ SAML Auth
☐ API

User Email ID *

Enter User Email ID

User Email ID cannot be empty.

User Name *

Enter User Name

Cancel

Submit

Figure 56 - Create a User

- User needs to select the particular login type and enter a valid **User Email ID** and the **User Name**.

The screenshot shows a web form titled "Users". Under the "Login Type" section, "Form Type" is selected with a radio button, while "SAML Auth" and "API" are unselected. Below this, there are two input fields: "User Email ID *" on the left and "User Name *" on the right. Both fields have a small "+" icon to their right. At the bottom of the form, there are two buttons: "Cancel" and "Submit".

Figure 57 - User Email Id

Follow the validation check prompts to ensure that the email id provided is valid.

5. Provide the full name for the user.

This is a close-up of the "User Name *" input field. It shows a text entry box with a "+" icon to its right.

Figure 58 – Username

6. Click on **Submit**.

This screenshot shows the "Users" form again, similar to Figure 57. It highlights the "Form Type" selection and the "User Email ID" and "User Name" fields. The "Submit" button is clearly visible at the bottom right of the form.

Figure 59 – Submit Button

7. On successful creation, a confirmation pop-up is displayed as shown in the following figure:

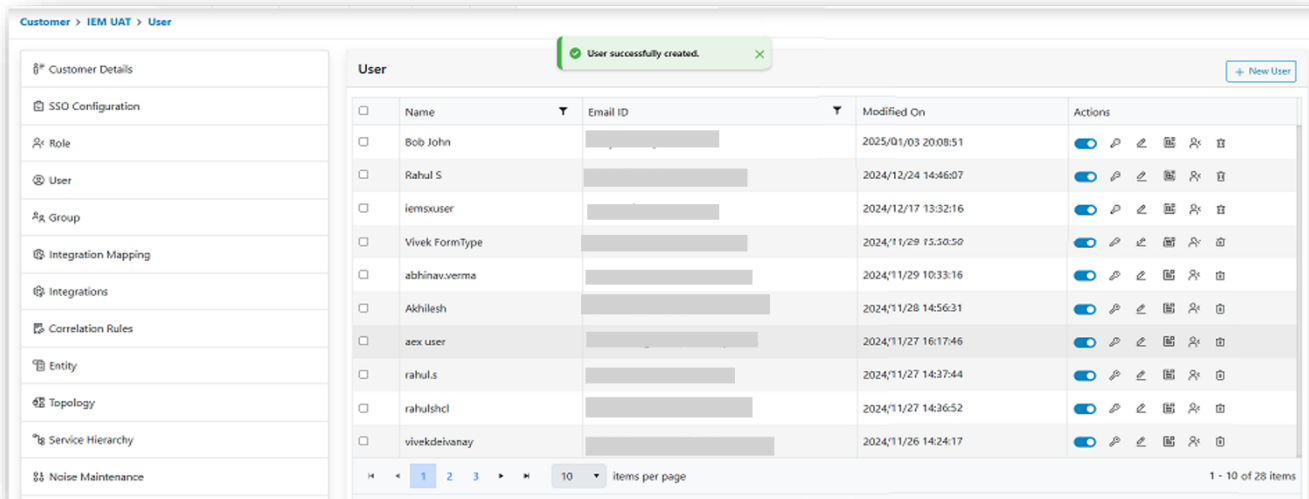


Figure 60- Alert Message

6.1.10.4.2 Generate Password

This step enables users to create the password for the user.

1. Click on **Generate Password** icon next to the user for whom the password is to be generated.

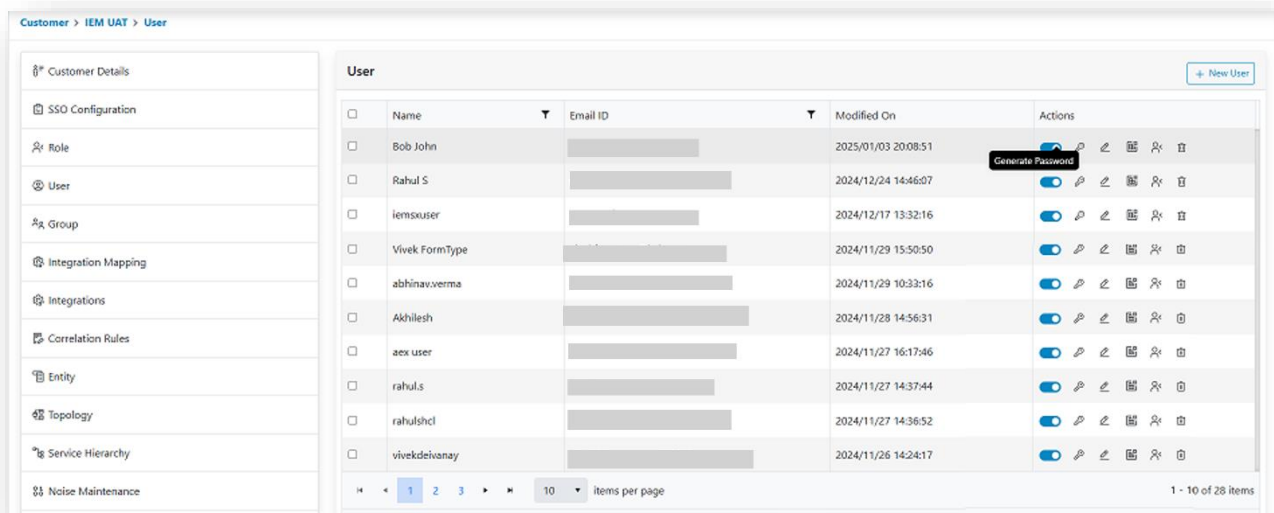
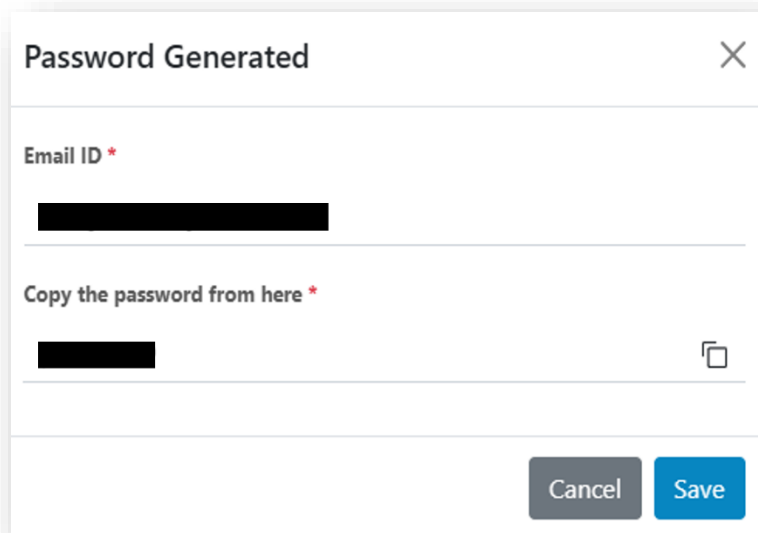


Figure 61 - Generate Password for User

2. The following pop up is displayed.



Password Generated

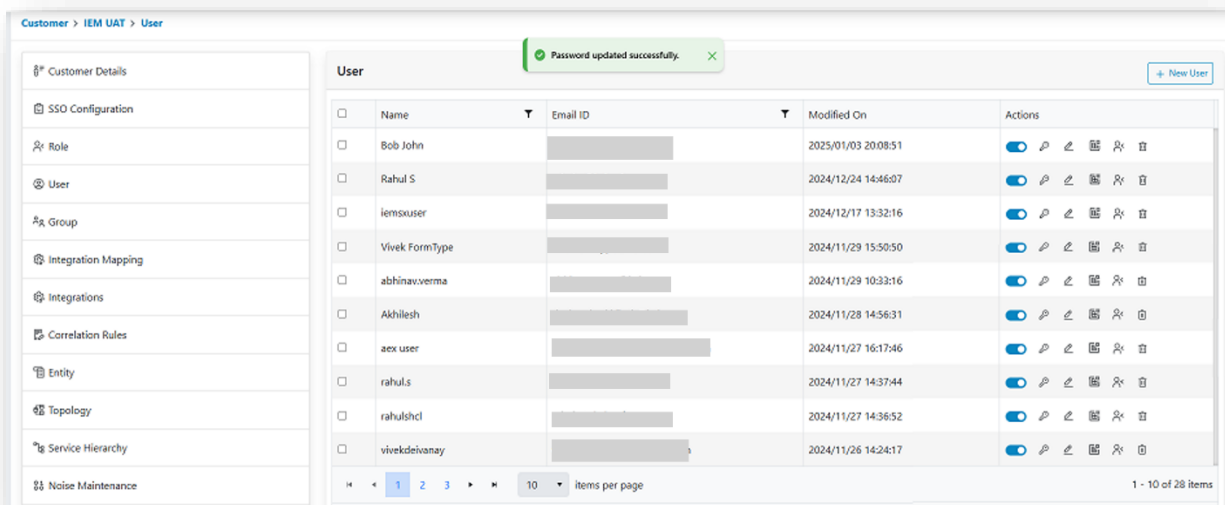
Email ID *

Copy the password from here *

Cancel Save

Figure 62 - Copy Password

3. A system generated random password is displayed. Change it if required else copy it by clicking on the Copy icon next to the password.
4. Click on **Save** to update the new password for the user.
5. On successful update the following confirmation is displayed.



Customer > IEM UAT > User

User

Password updated successfully.

Name	Email ID	Modified On	Actions
Bob John		2025/01/03 20:08:51	
Rahul S		2024/12/24 14:46:07	
iemsouser		2024/12/17 13:32:16	
Vivek FormType		2024/11/29 15:50:50	
abhinav.verma		2024/11/29 10:33:16	
Akhilesh		2024/11/28 14:56:31	
aex user		2024/11/27 16:17:46	
rahul.s		2024/11/27 14:37:44	
rahulshcl		2024/11/27 14:36:52	
vivekdeivanay		2024/11/26 14:24:17	

1 - 10 of 28 items

Figure 63 - Alert Message

6. Now the password can be shared with the user one to one.

6.1.10.4.3 Manage Users

This section contains the steps to Manage users.

1. Click on “Customer” → “Customer Name” → “Users”
2. A navigation menu bar on the left side will be visible. Click on the “User” Tab.
3. On clicking on the User from the menu the following form is opened:

☐	Name	Email ID	Modified On	Actions
☐	Bob John		2025/01/03 20:08:51	🔍 📄 🔧 🗑️
☐	Rahul S		2024/12/24 14:46:07	🔍 📄 🔧 🗑️
☐	iemxuser		2024/12/17 13:32:16	🔍 📄 🔧 🗑️
☐	Vivek FormType		2024/11/29 15:50:50	🔍 📄 🔧 🗑️
☐	abhinav.verma		2024/11/29 10:33:16	🔍 📄 🔧 🗑️
☐	Akhilesh		2024/11/28 14:56:31	🔍 📄 🔧 🗑️
☐	aex user		2024/11/27 16:17:46	🔍 📄 🔧 🗑️
☐	rahuls		2024/11/27 14:37:44	🔍 📄 🔧 🗑️
☐	rahulshcl		2024/11/27 14:36:52	🔍 📄 🔧 🗑️
☐	vivekdeivanay		2024/11/26 14:24:17	🔍 📄 🔧 🗑️

Figure 64- User Page

4. All the available users created in the environment are listed in the grid view.

When the user screen is accessed for the very first time only the superadmin user will be displayed. Like with the other pages user can perform action on the page based on the role assigned.

6.1.10.4.3.1 Edit User

This action enables users to edit an existing user in the environment.

1. Click on the edit icon next to the user whose details are to be modified.

User					+ New User
☐	Name	Email ID	Modified On	Actions	
☐	Bob John		2025/01/03 20:08:51	☒ Edit View Add Remove Reset	
☐	Rahul S		2024/12/24 14:46:07	☒ Edit View Add Remove Reset	
☐	iemxuser		2024/12/17 13:32:16	☒ Edit View Add Remove Reset	
☐	Vivek FormType		2024/11/29 15:50:50	☒ Edit View Add Remove Reset	
☐	abhinav.verma		2024/11/29 10:33:16	☒ Edit View Add Remove Reset	
☐	Akhilesh		2024/11/28 14:56:31	☒ Edit View Add Remove Reset	
☐	aex user		2024/11/27 16:17:46	☒ Edit View Add Remove Reset	
☐	rahul.s		2024/11/27 14:37:44	☒ Edit View Add Remove Reset	
☐	rahulshcl		2024/11/27 14:36:52	☒ Edit View Add Remove Reset	
☐	vivekdeivanay		2024/11/26 14:24:17	☒ Edit View Add Remove Reset	

1 2 3 10 items per page 1 - 10 of 28 items

[Delete](#)

Figure 65 - Edit User

- The form will appear with the saved details as shown.

Users

User Email *

User Name *

Cancel

Update

Figure 66 - Edit Details

- Except the email id, remaining details can be modified the way it was done while adding a new user.
- After editing click on the **update** button.

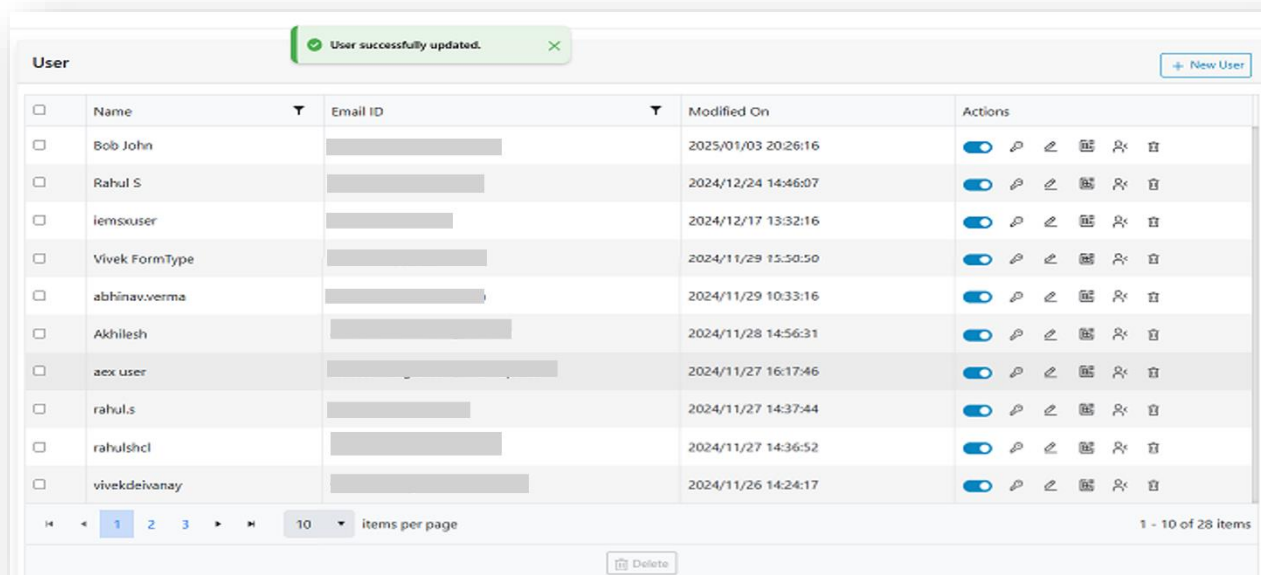


Figure 67 - Alert Message

- On successful update a pop-up message is prompted as shown in the above image.

6.1.10.4.3.2 Delete User

- Go to the **User** Tab.
- User can select the one or more users and delete the users. Select all the users to be deleted from the system. After selecting the users click on **Delete** button shown below the data table.

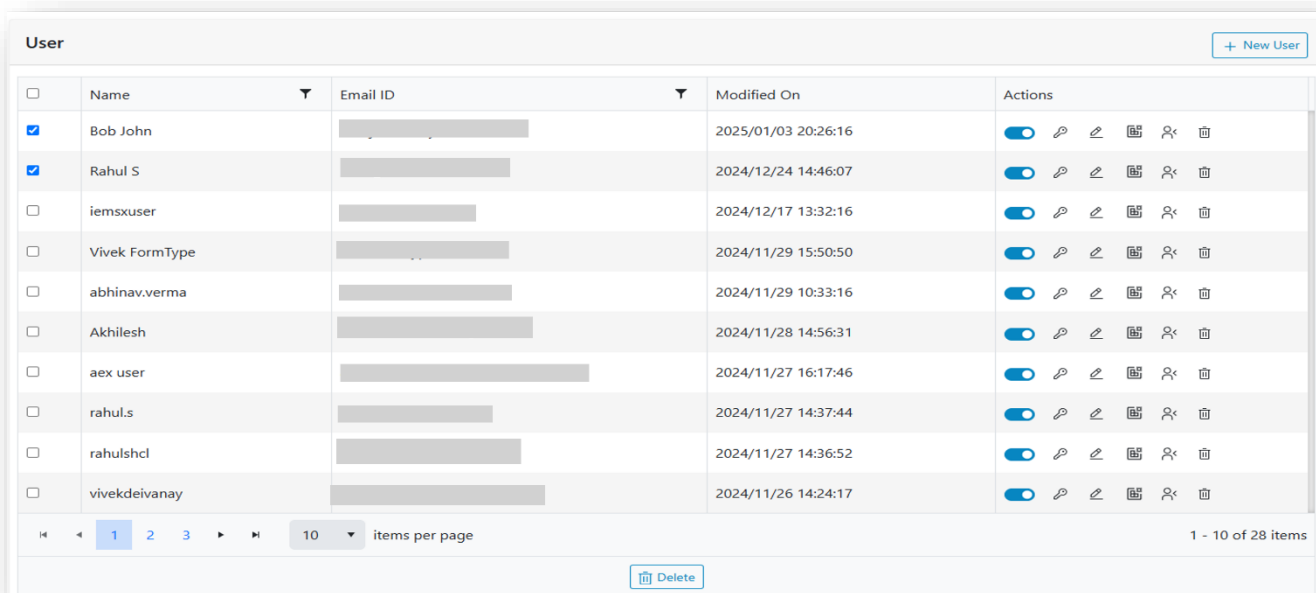


Figure 68 - Delete User

- User can also delete the user by clicking on the delete icon shown next to the user.

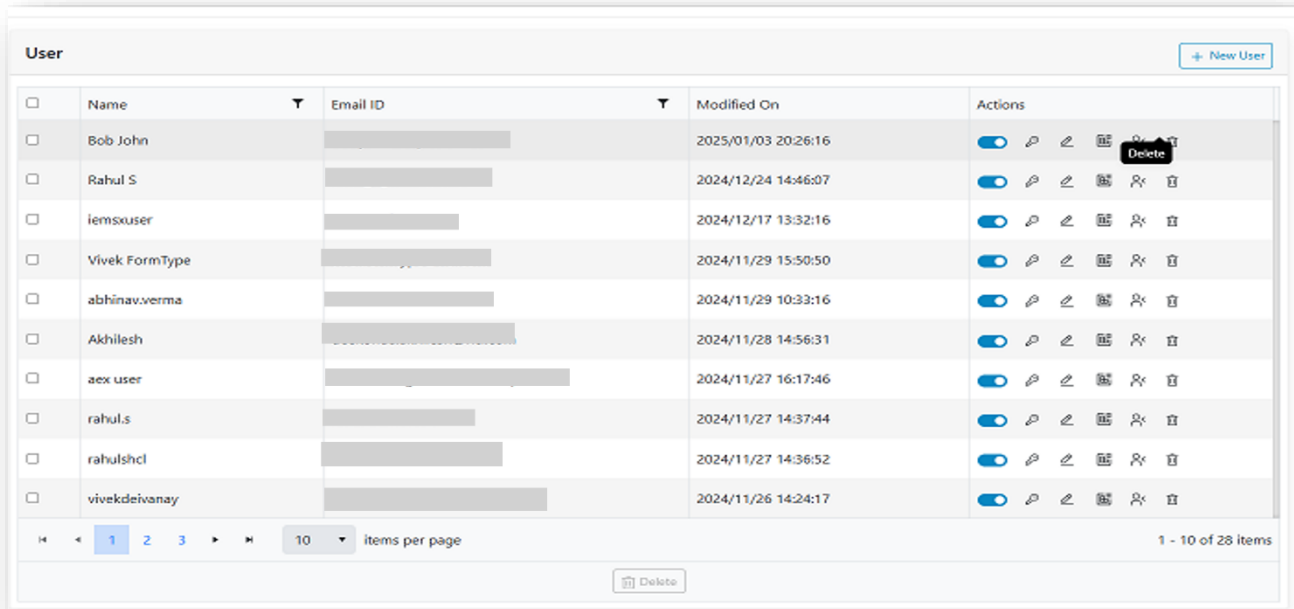


Figure 69 - Delete User

4. User will be prompted to confirm the deletion. Click on the confirm button.

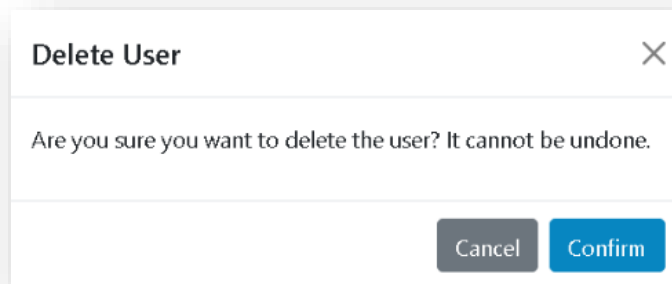


Figure 70 - Confirmation pop-up

5. On success a confirmation pop-up message will be displayed.

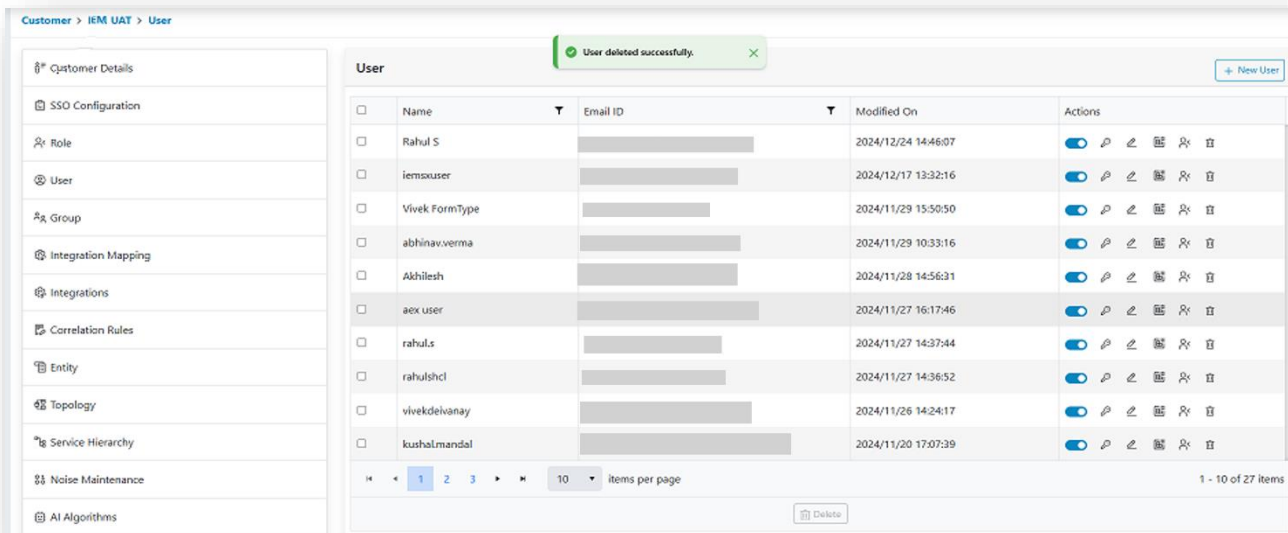


Figure 71 - Alert Message

6.1.10.4.3.3 Assign Group

1. Click on the **Group** icon next to the user to assign the Group.

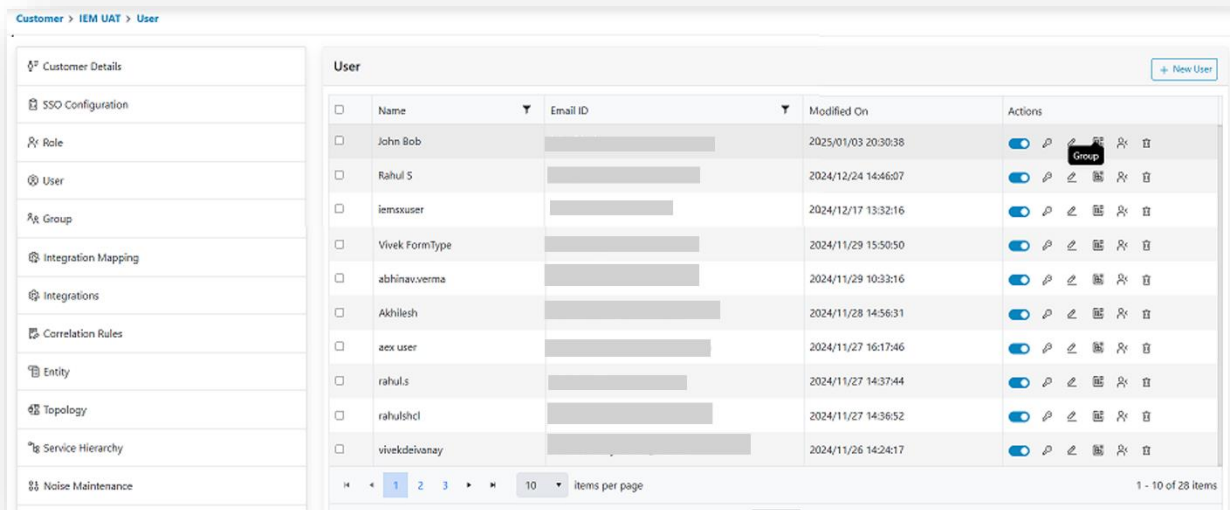
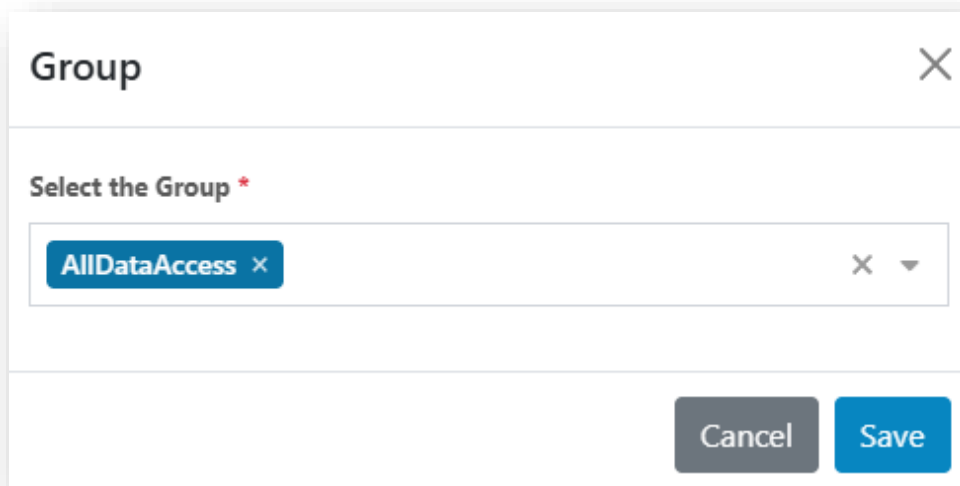


Figure 72 - Assign Group to a user

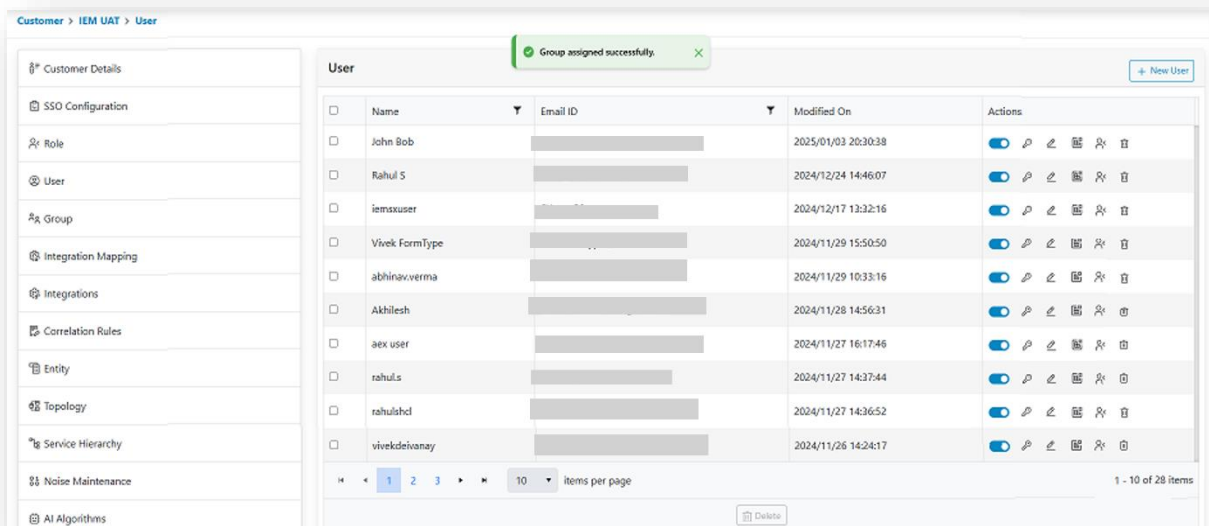
2. The form will appear with the saved details as shown.



A modal dialog box titled "Group" with a close button (X) in the top right corner. Below the title, there is a label "Select the Group *" followed by a dropdown menu. The dropdown menu currently displays "AllDataAccess" with a close button (X) and a downward arrow. At the bottom right of the dialog, there are two buttons: "Cancel" and "Save".

Figure 73 - Group Dropdown

3. User can select one or more groups from the dropdown. Click on the **Save** button.
4. On successful assignation for group the following pop-up message is prompted.



The screenshot shows a user management interface. On the left is a sidebar with a navigation menu including: Customer Details, SSO Configuration, Role, User, Group, Integration Mapping, Integrations, Correlation Rules, Entity, Topology, Service Hierarchy, Noise Maintenance, and AI Algorithms. The main area is titled "User" and contains a table of users. A green alert message at the top of the table states "Group assigned successfully." with a close button (X). The table has columns for Name, Email ID, Modified On, and Actions. The Actions column contains icons for toggle, edit, delete, and other functions. At the bottom of the table, there is a pagination bar showing "1 - 10 of 28 items" and a "Delete" button.

Name	Email ID	Modified On	Actions
John Bob	[Redacted]	2025/01/03 20:30:38	[Icons]
Rahul S	[Redacted]	2024/12/24 14:46:07	[Icons]
iemssuser	[Redacted]	2024/12/17 13:32:16	[Icons]
Vivek FormType	[Redacted]	2024/11/29 15:50:50	[Icons]
abhinav.verma	[Redacted]	2024/11/29 10:33:16	[Icons]
Akhilesh	[Redacted]	2024/11/28 14:56:31	[Icons]
aex user	[Redacted]	2024/11/27 16:17:46	[Icons]
rahul.s	[Redacted]	2024/11/27 14:37:44	[Icons]
rshulshcl	[Redacted]	2024/11/27 14:36:52	[Icons]
vivekdeivanay	[Redacted]	2024/11/26 14:24:17	[Icons]

Figure 74 - Alert Message

6.1.10.4.3.4 Assign Role

1. Click on the **User Role** icon next to the user to Assign Role.

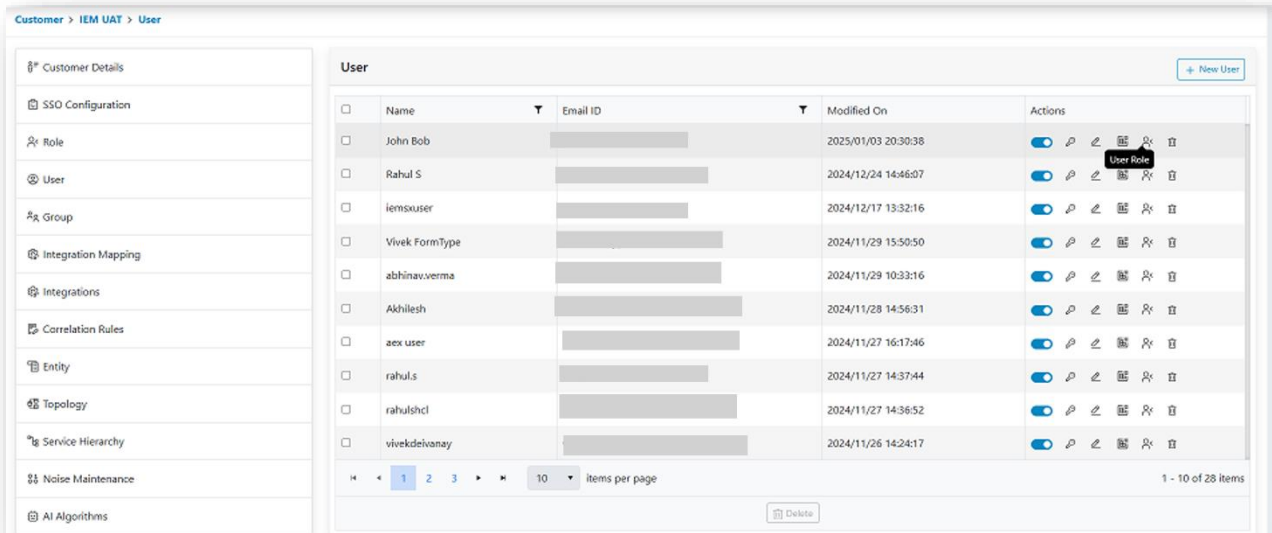


Figure 75 - Assign role

- The form will appear with the saved details as shown.

The screenshot shows a 'User Role' form. It has a title 'User Role' and a close button (X) in the top right. Below the title is a label 'Select User Role *'. Underneath is a dropdown menu with 'Viewer' selected. At the bottom right are two buttons: 'Cancel' and 'Save'.

Figure 76 - Role Dropdown

- Users need to select **User Role** from the dropdown. Click on the **Save** button.

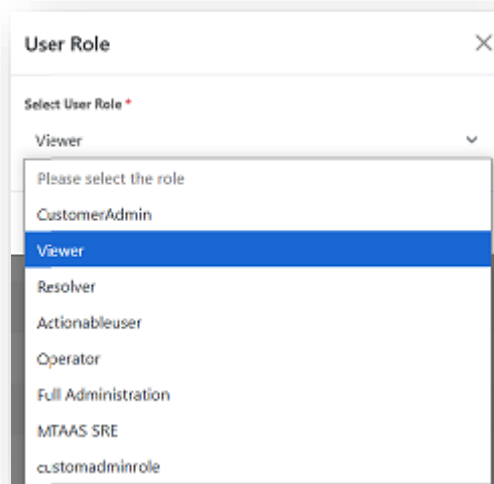


Figure 77 - Selecting User Role Dropdown to a User

- On successfully assigning the role, the following pop-up message would be prompted.

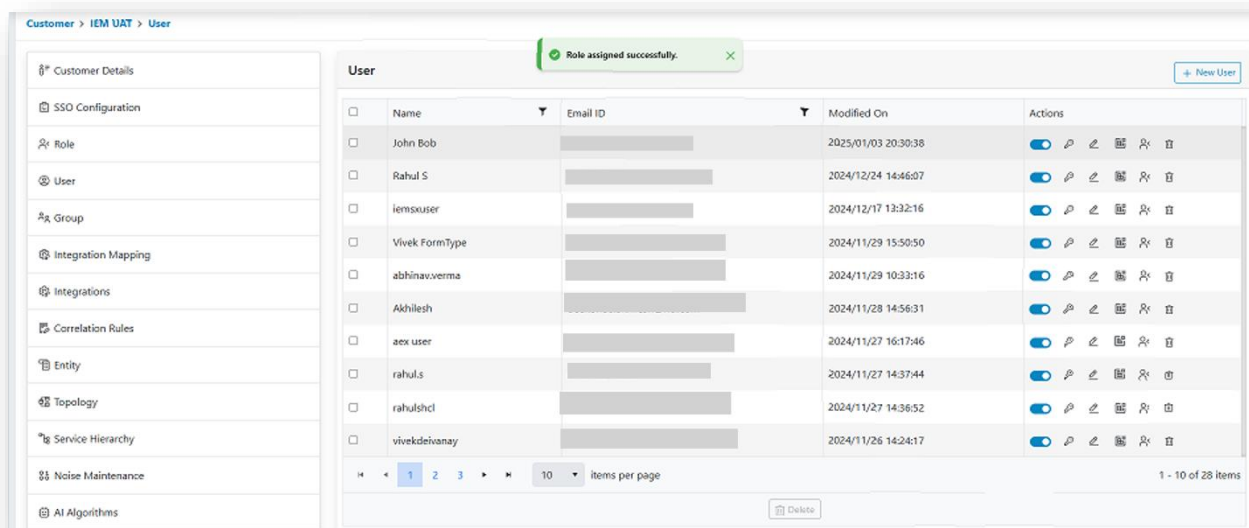


Figure 78 - Alert Message

6.1.10.4.3.5 Enable/Disable User

- Click on the **User** Tab.

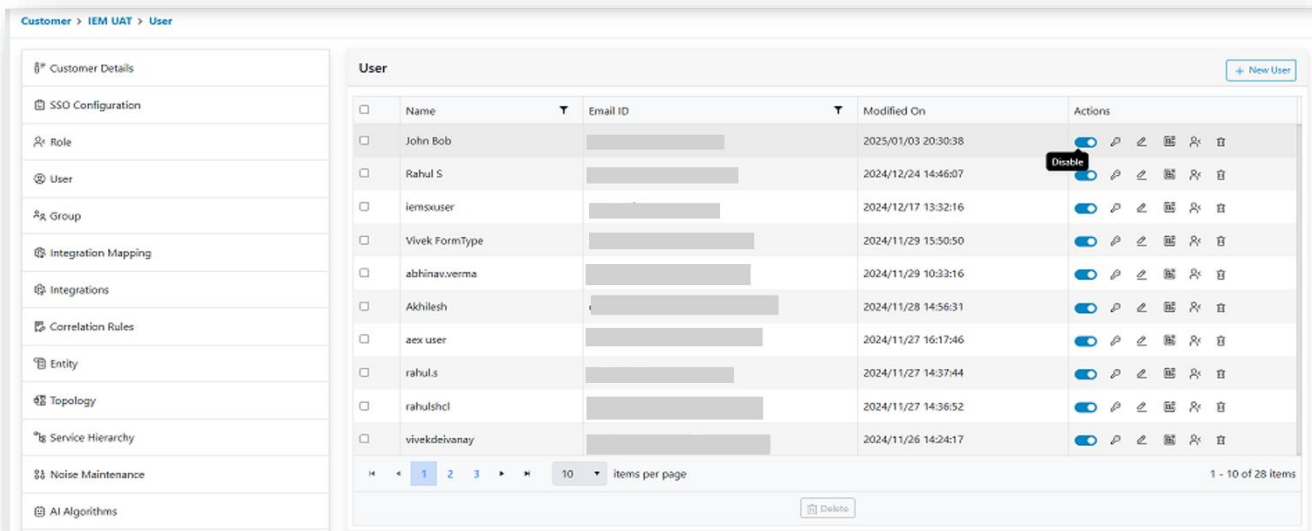


Figure 79 - Enable /Disable User

2. Click on the **Enable/Disable** toggle button next to the user that needs to be Enabled/Disabled.
3. On success, a confirmation pop-up message will be displayed.

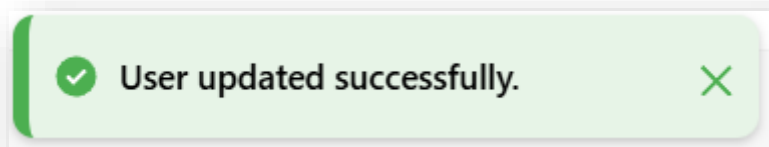


Figure 80 – Confirmation of User Disabled

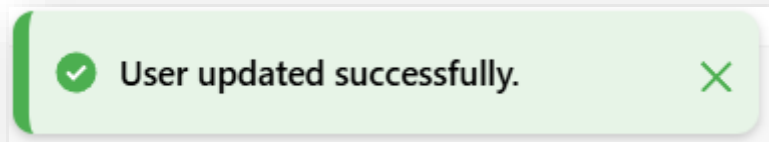


Figure 81 - Confirmation of User Enabled

6.1.10.4.3.6 Apply Filters

This action enables users to apply filters to search users created in the environment. The steps explain how to Apply filters for the User Data:

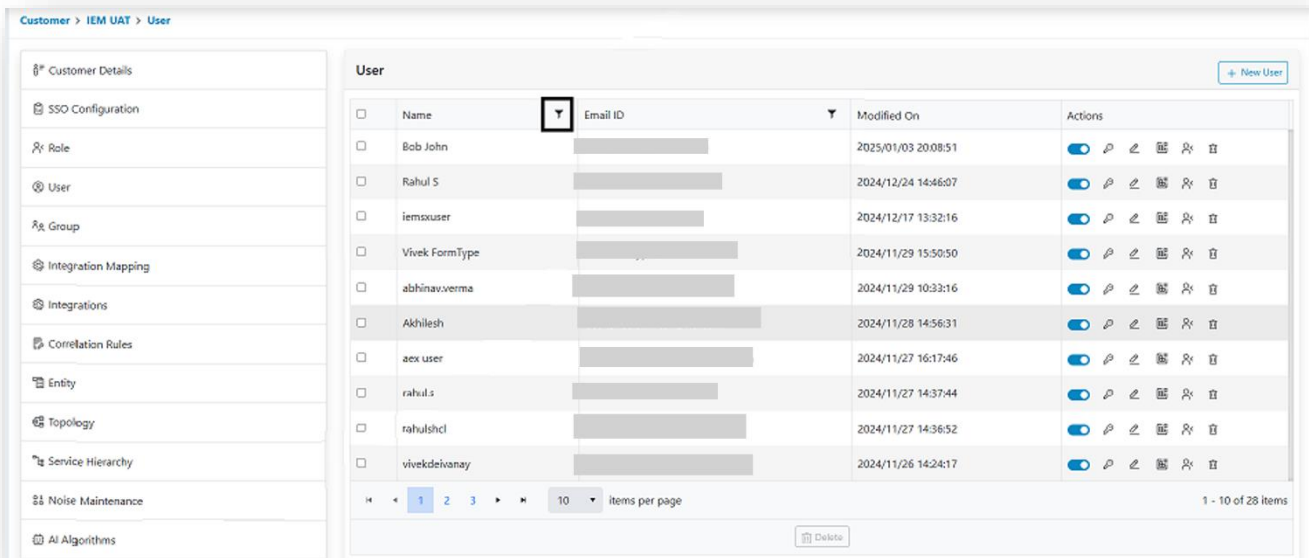


Figure 82 - Apply Filter Operation

1. Click on the **Apply Filter** action button present at the header of the console.

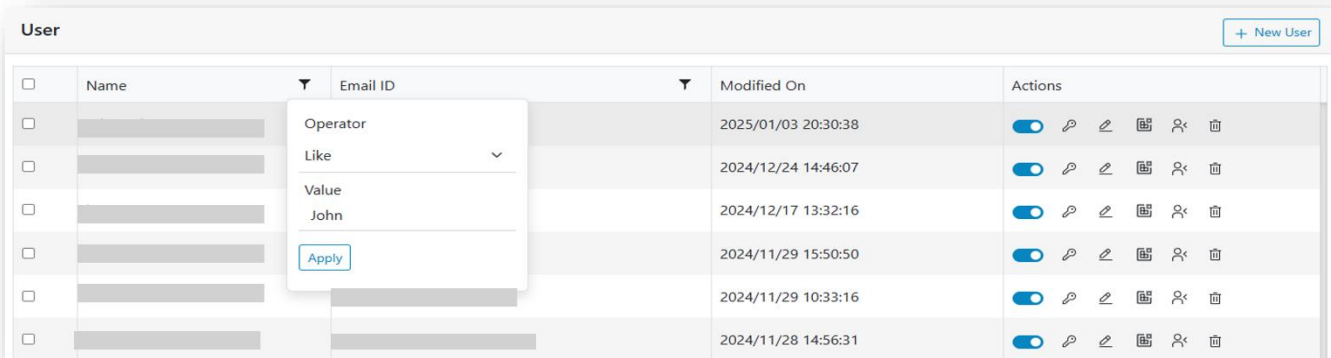


Figure 83 - Applying Filter Operations

2. The **Users** form that appears. Select **Field** and **Operator** from drop down list and provide **Value**. Then click on the **Apply** button.
3. User can view the result of the applied filter once user clicks **Apply** button.

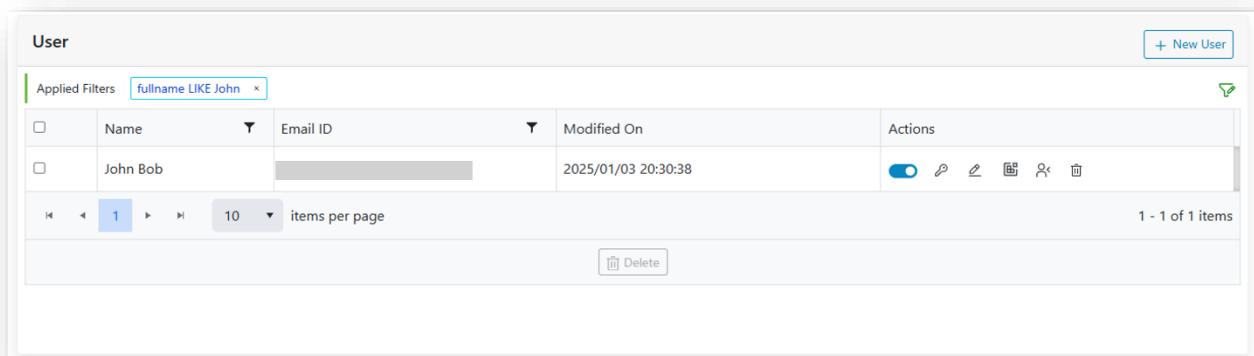


Figure 84 - Apply Filter Result

6.1.10.5 Group

This section enables to Manage groups. Groups are primarily used for controlling data access on the main user view i.e., Data View. In addition to the customer check if user need to restrict further the data visible to user based on other fields, then group menu is used for achieving the same.

1. Click the customer onboard section (Please refer the hyperlink given below), for customer, click on customer action edit section. Click on the Group page, Group menu item to access this page. As user click on the menu item the following form is opened.

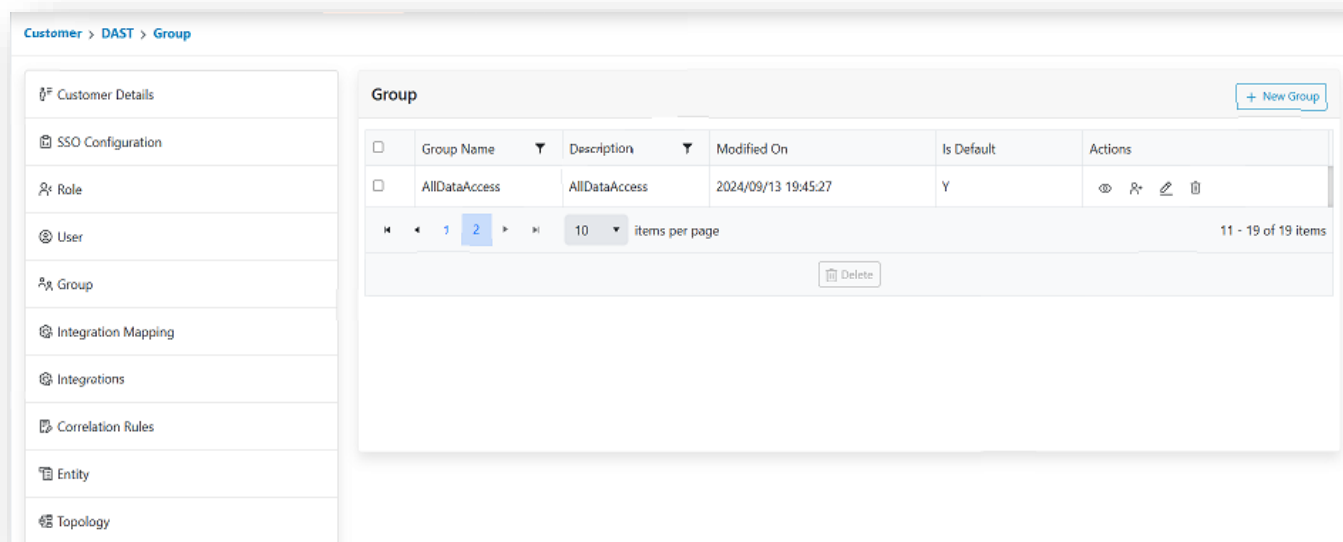


Figure 85 - Group Page

2. Groups created in the environment will be listed in the grid view.

When users access it for the first time, no group is displayed.

6.1.10.5.1 Add New Group

1. Click on the **Customer** Tab and then the **Customer Name** (In this case "AlphaCustomer")
2. Click on the **Group** Tab.
3. At the right side on the top Click on **+ New Group** icon.

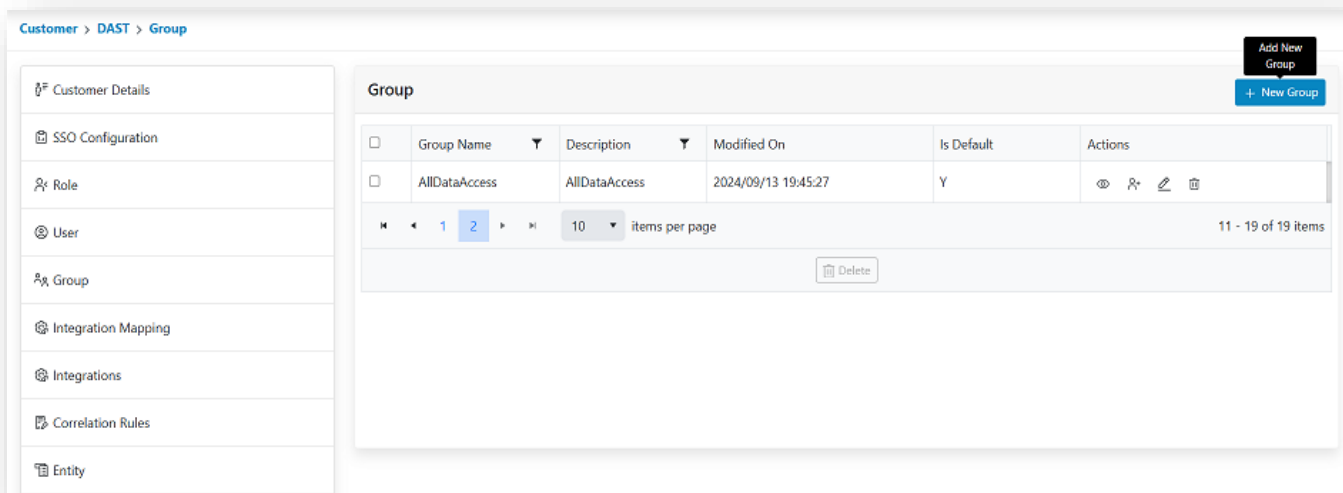


Figure 86 - Navigation Page for Group

4. A new form will appear.

Figure 87 - Create a Group

5. On the above page specify the **Group Name**.

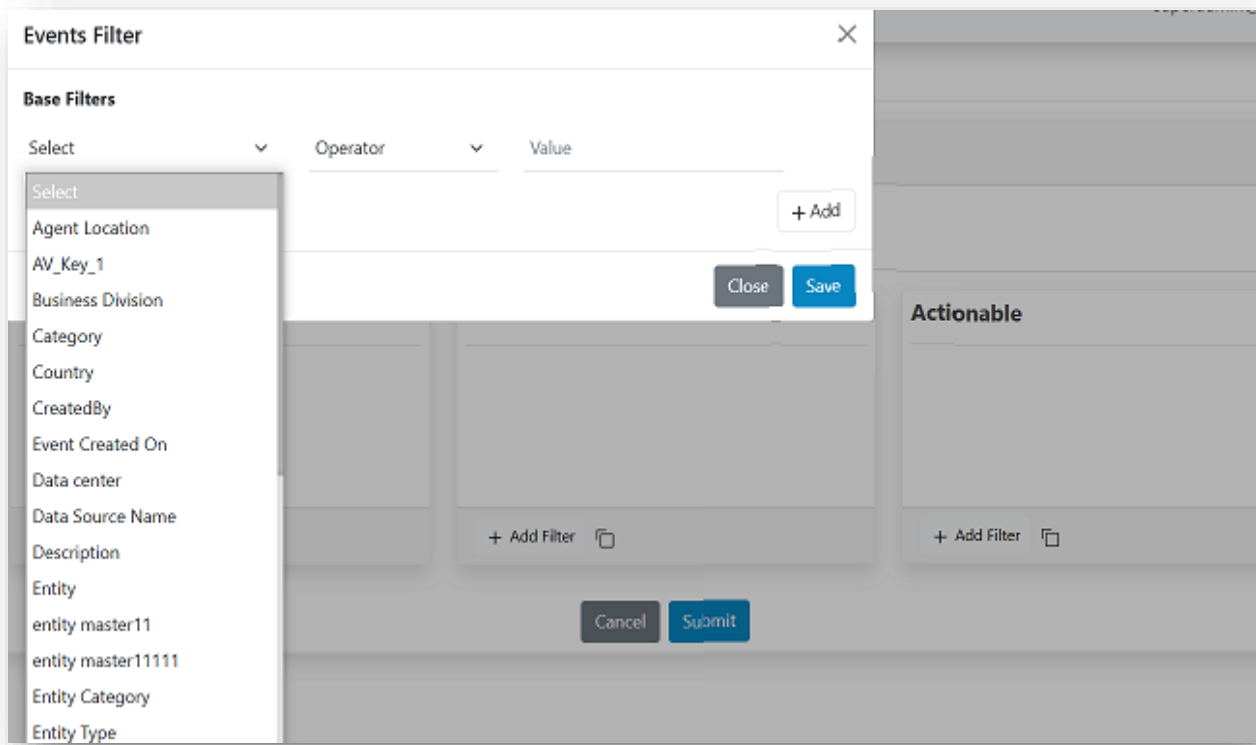


Figure 90 - Dropdown for fields

10. As the field is selected, the operator dropdown is populated based on the field data type.

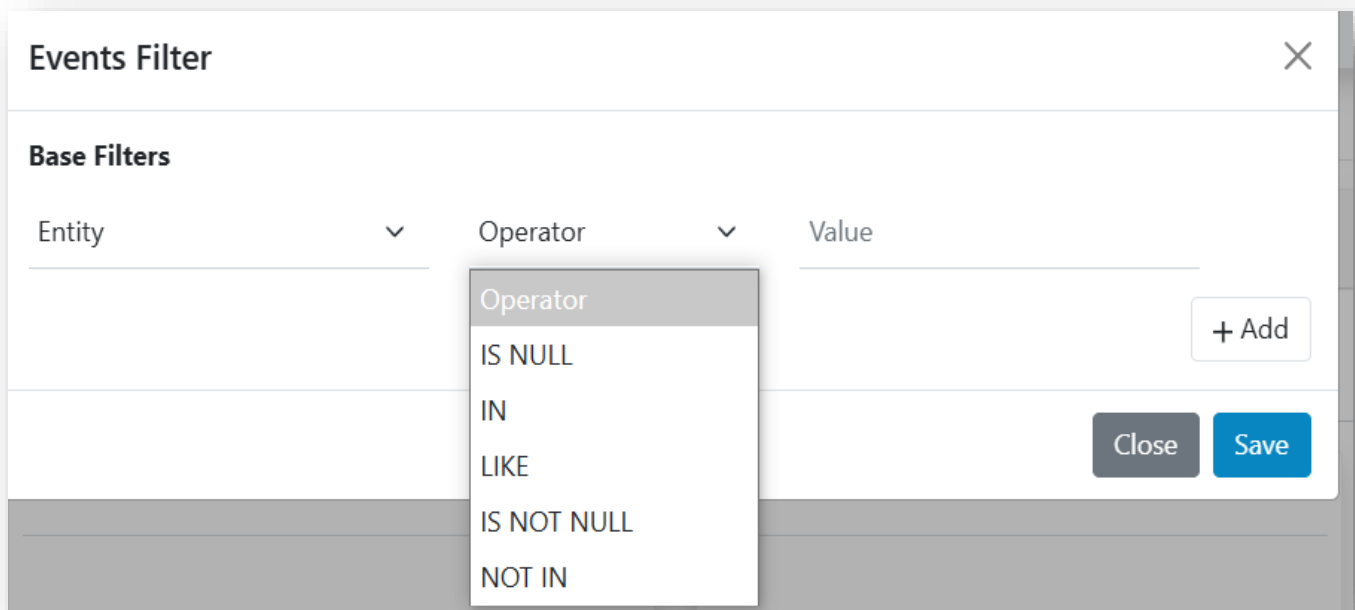


Figure 91- Dropdown for Operator

11. Based on selected **Field** and **Operator**, provide the **Value** in the Value field.

Events Filter ×

Base Filters

Entity	▼	LIKE	▼	iauto1-ui
--------	---	------	---	-----------

+ Add

Close Save

Figure 92 - Add Base Filters

12. In the above example, the user has added “Entity” like “iauto”, which means the events of the “iauto” console only will be forwarded to this group, rest events would be dropped off.
13. User can also add more conditions for adding more conditions by clicking on +Add button. Once the “+Add” button is clicked a new row appears as shown in the above image.

Events Filter ×

Base Filters

Entity	▼	LIKE	▼	iauto1-ui	×
Select	▼	Operator	▼	Value	×

+ Add

Close Save

Figure 93 – Add Filters (Cont.)

14. Once all the conditions are specified, click on **Save**. On success the following pop-up message will be prompted.

The screenshot shows a web form titled "Group". At the top, a green notification bar states "Base filters added successfully." with a close icon. The form has two main sections: "Group Name" and "Group Description", both containing the text "Operations Team". Below these are three panels: "Events", "Alerts", and "Actionable". The "Events" panel contains the text "entity LIKE ('%India%')". Each panel has a "+ Add Filter" button and a copy icon. At the bottom of the form are "Cancel" and "Submit" buttons.

Figure 94 - Alert Message

15. Close the success message. The condition will start appearing next to the dataset as shown:

This screenshot is identical to the previous one, but the green success message bar is no longer visible. The form structure, including the "Group Name", "Group Description", and the three filter panels ("Events", "Alerts", "Actionable"), remains the same. The "Events" panel still shows the condition "entity LIKE ('%India%')".

Figure 95 - Add New Group

16. For the other datasets as well, user can use the same method to create the conditions. However, user do have copy action available, if the same criteria are to be applied across datasets, click on copy icon next to the dataset for which condition is to be copied as shown in the below image.

Group

Group Name *
Operations Team

Group Description *
Operations Team

Events
entity LIKE ('%India%')

+ Add Filter

Alerts

+ Add Filter

Actionable

+ Add Filter

Cancel Submit

Figure 96 - Copy Event Filter

- On clicking copy, the following popup is displayed, select the filter where the data is to be copied.

Copy

Copy to

Please select Filter

Please select Filter

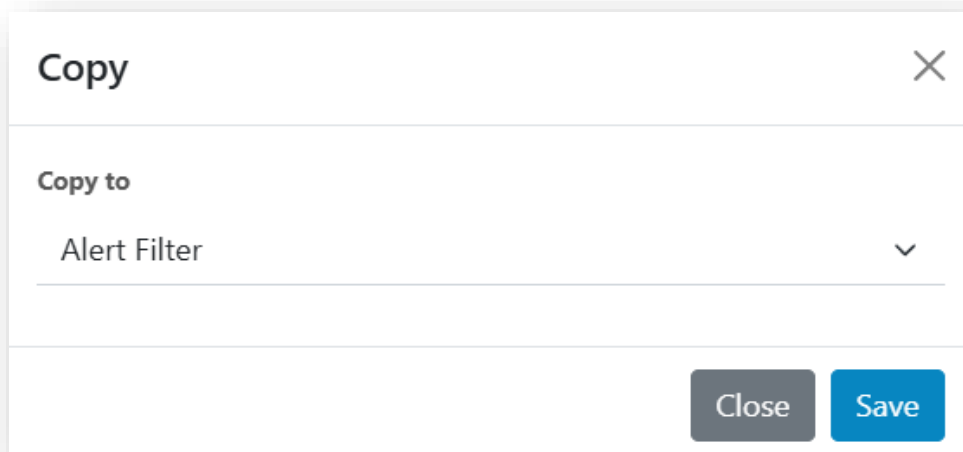
Event Filter

Alert Filter

Actionable Filter

Figure 97 - Copy Expression

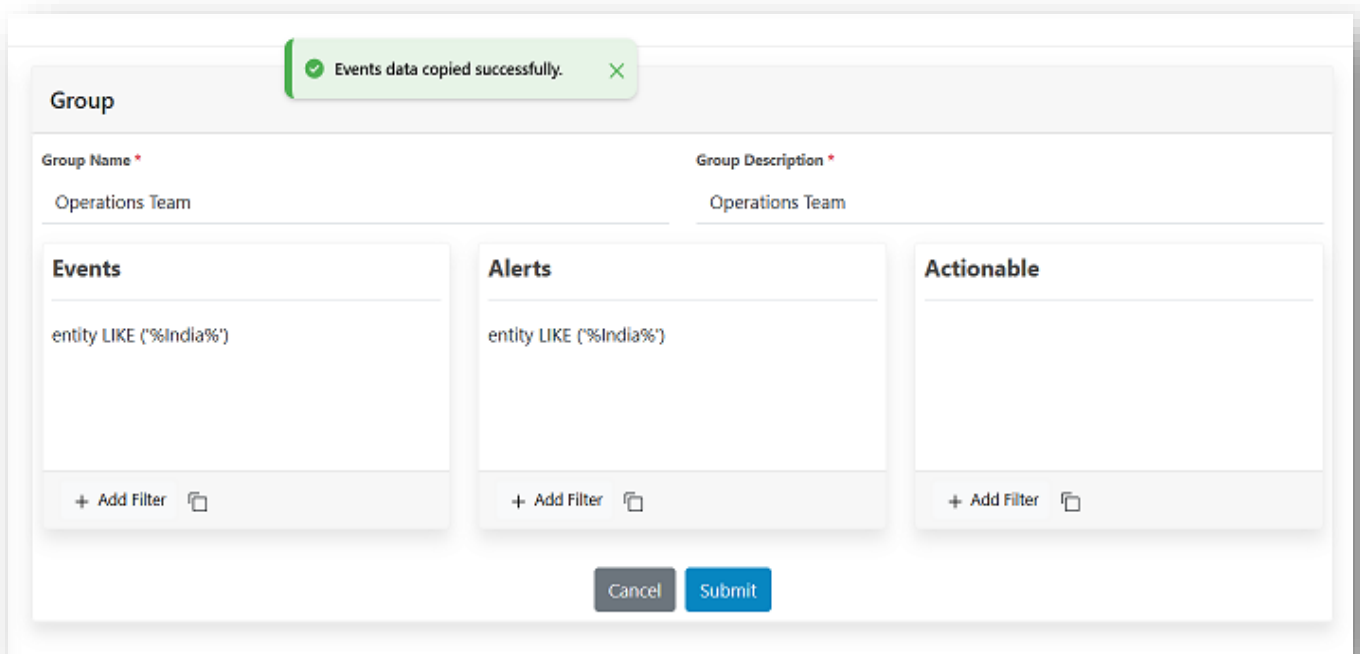
- After specifying the filter, click on the **Save** button.



A modal dialog box titled "Copy" with a close button (X) in the top right corner. Below the title, there is a section labeled "Copy to" with a dropdown menu currently showing "Alert Filter" and a downward arrow. At the bottom right of the dialog, there are two buttons: "Close" (grey) and "Save" (blue).

Figure 98 - Selecting Copy Expression

19. On success the following pop-up message is prompted.



The main configuration page for a "Group". At the top, a green success message banner reads "Events data copied successfully." with a close button (X). The page has two main sections: "Group Name" and "Group Description", both containing the text "Operations Team". Below these are three columns: "Events", "Alerts", and "Actionable". Each column contains the filter expression "entity LIKE ('%India%')". At the bottom of each column is a "+ Add Filter" button and a copy icon. At the bottom center of the page are "Cancel" and "Submit" buttons.

Figure 99 - Alert message

20. The filter criteria can be copied to the next dataset filter as well.

Group

Group Name * Group Description *

Operations Team Operations Team

Events
entity LIKE ('%India%')
+ Add Filter

Alerts
entity LIKE ('%India%')
+ Add Filter

Actionable

+ Add Filter

Cancel Submit

Figure 100 - Alerts Filter

21. Once all the data filters are applied, click on Submit.
22. On successful creation the following message is prompted to user.

Group + New Group

☐	Group Name	Description	Modified On	Is Default	Actions
☐	Operations Team	Opeartions Team	2024/10/15 17:17:00	N	
☐	AllDataAccess	AllDataAccess	2024/09/13 19:45:27	Y	

11 - 20 of 20 items

Delete

Figure 101 - Alert Message

23. The control will be redirected to the grid view with the new group listed.

6.1.10.5.2 Edit Group

1. Click on the edit icon next to the group to be edited as shown below:

Group						+ New Group
☐	Group Name ▼	Description ▼	Modified On	Is Default	Actions	
☐	Operations Team	Opeartions Team	2024/10/15 17:17:00	N	   	
☐	AllDataAccess	AllDataAccess	2024/09/13 19:45:27	Y	   	
  1 2   10 items per page 11 - 20 of 20 items						
 Delete						

Figure 102 - Edit Group

- The form will appear prefilled with the saved data.

Group

Group Name *

Operation Team

Group Description *

Operations Team

Events

entity LIKE ("%India%")




Alerts

entity LIKE ("%India%")




Actionable




Users in Group

Figure 103 - Edit Filter

- User can edit the name or update the filter criteria's the way user did while adding new group.

Group

Group Name *
Operation Team_1

Group Description *
Operations Team

Events
entity LIKE (%India%)

Alerts
entity LIKE (%India%)

Actionable

Users in Group

User Name	User Email	User Type	Actions
No records available			

10 items per page 0 - 0 of 0 items

Cancel Update

Figure 104 - Update Group Name and Filter

4. In the above figure, the Group Name is updated to OperationsTeam_1. There is additional filter updated under Events filter from iauto to iauto_1.
5. Once all the fields are updated, click on Update.
6. On successful update, the following confirmation pop-up message is displayed.

Customer > DAST > Group

Group updated successfully.

+ New Group

☐	Group Name	Description	Modified On	Is Default	Actions
☐	Operations Team_1	Operations Team	2025/01/06 13:03:41	N	⌵ ⌵ ⌵ ⌵

Figure 105 - Alert Message

7. Close the success message. The control will be redirected back to the grid view.

6.1.10.5.3 Delete Group

User can delete the group individually or use the bulk delete option. Let's look at the individual delete option first.

1. Click on the delete icon next to the group that is to be deleted.

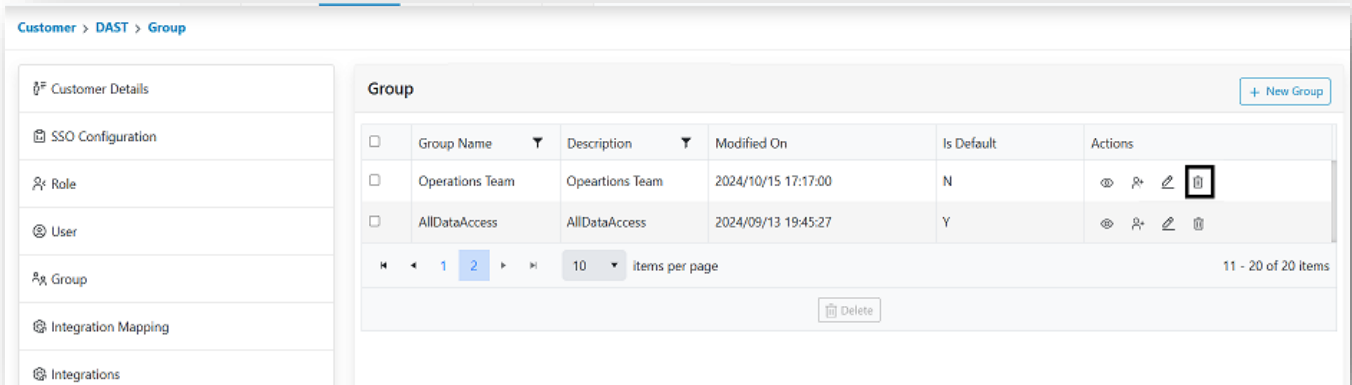


Figure 106 – Delete Group

2. Confirmation pop-up appears.

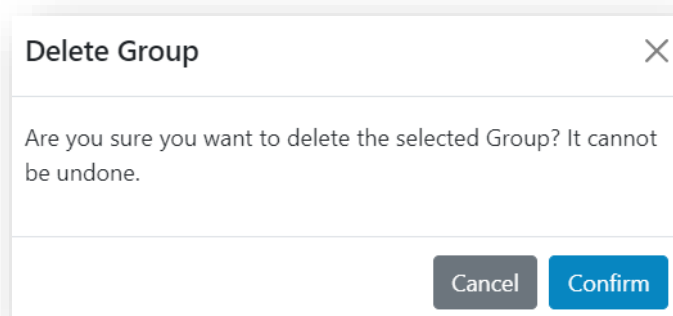


Figure 107 - Confirmation pop-up

3. Click **Confirm**. A confirmation pop-up is displayed. Refreshes the grid with the group removed.

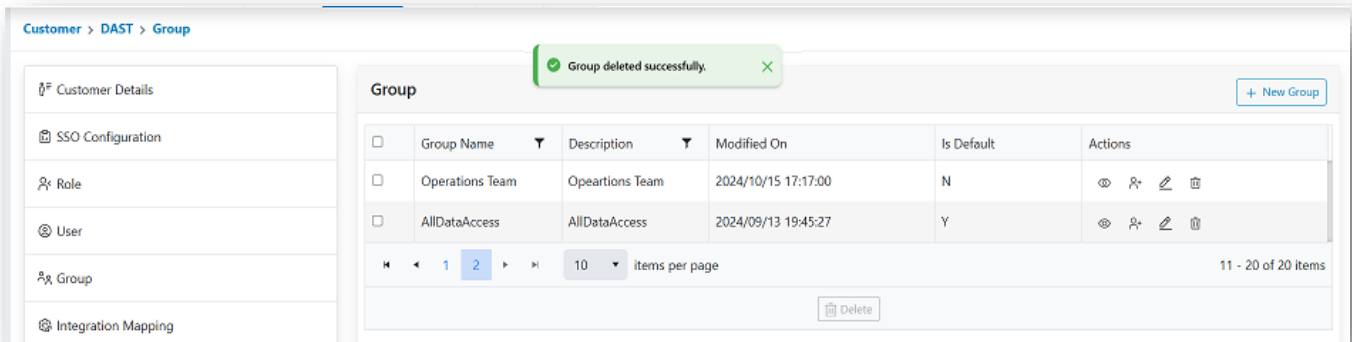


Figure 108 – Alert Message

Below is the **bulk deletion** option.

4. Select the groups that are to be deleted. As the groups are selected, the icons in the footer will be enabled.
5. Click on the Delete icon. The steps will be same as in individual delete post that.
6. Confirmation will be requested, Click Confirm. On successful deletion confirmation will be displayed and the grid will be refreshed with the groups no longer displayed.

6.1.10.5.4 Assign User

This action enables us to assign users to roles created in the environment.

1. Click on Customer → Customer Name → Group.

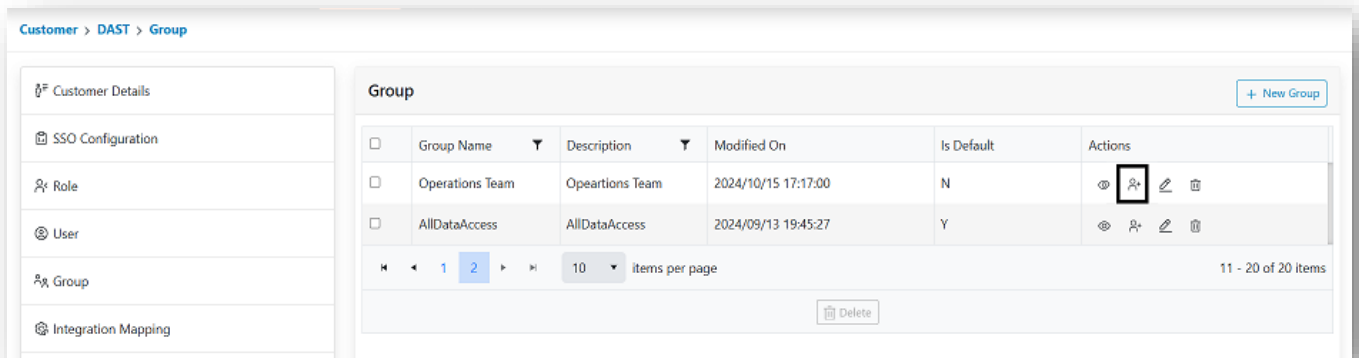


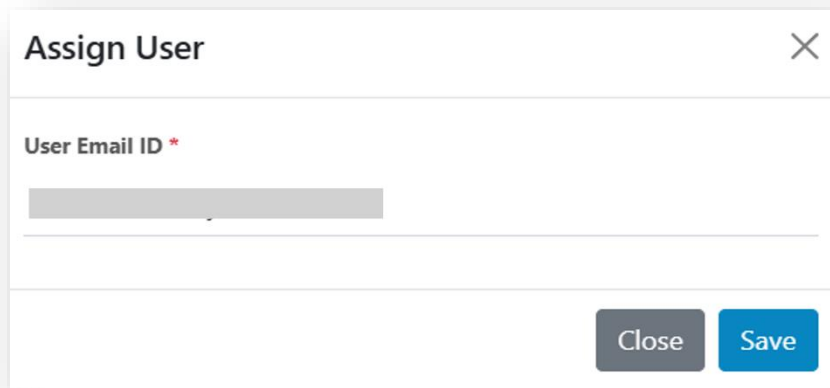
Figure 109 - Assign Users in a Group

2. The Action tab contains Assign User option, click on the Assign User option to assign the Group to a particular user in the environment.
3. After clicking on the Assign User option, a pop up will be opened which will ask for User Email ID input.

Users can only be assigned by adding the User Email ID.

Figure 110 - Assign User Pop-up

4. After adding the required User Email ID, click on the **Save** Button.



Assign User [X]

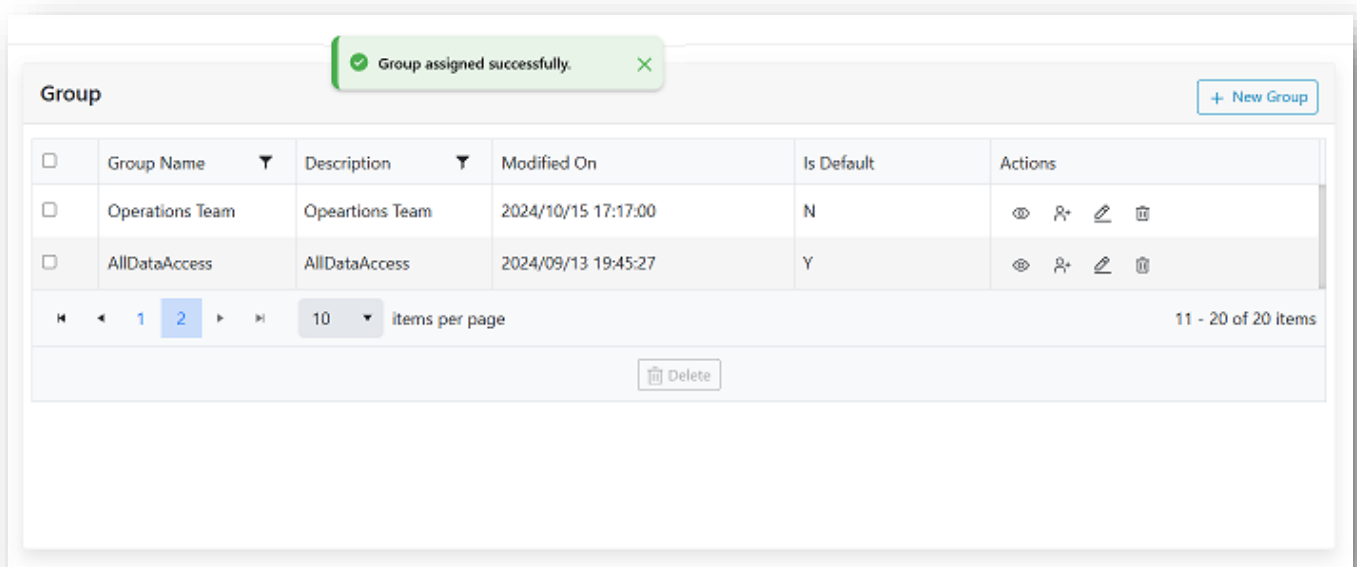
User Email ID *

[Input Field]

[Close] [Save]

Figure 111 - Assign User Email ID

- On successful assignment, a confirmation pop-up is displayed as shown in the following figure. The user will be assigned successfully to that group.



Group assigned successfully. [X]

Group [+ New Group]

☐	Group Name	Description	Modified On	Is Default	Actions
☐	Operations Team	Opeartions Team	2024/10/15 17:17:00	N	[View] [Add] [Edit] [Delete]
☐	AllDataAccess	AllDataAccess	2024/09/13 19:45:27	Y	[View] [Add] [Edit] [Delete]

11 - 20 of 20 items

[Delete]

Figure 112 - Confirmation Pop-up Message

6.1.10.5.5 View Group

This action enables the users to view Groups created in the environment.

- The action tab contains a view option, click on the view icon to view the groups that are created.

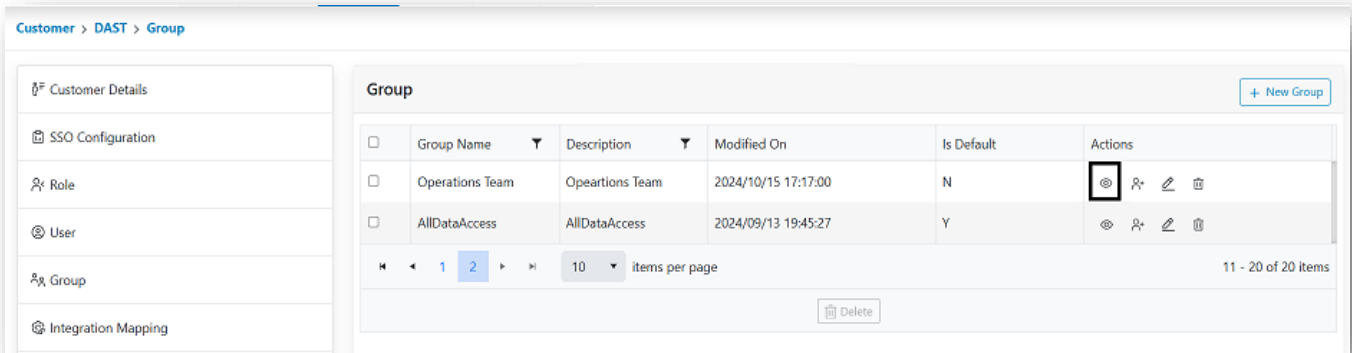


Figure 113 – View Role

2. Click on view for the “customeradmin” role and the actions for the group will be displayed.
3. User cannot edit the group details via View option. Only the actions that are selected for the Group.

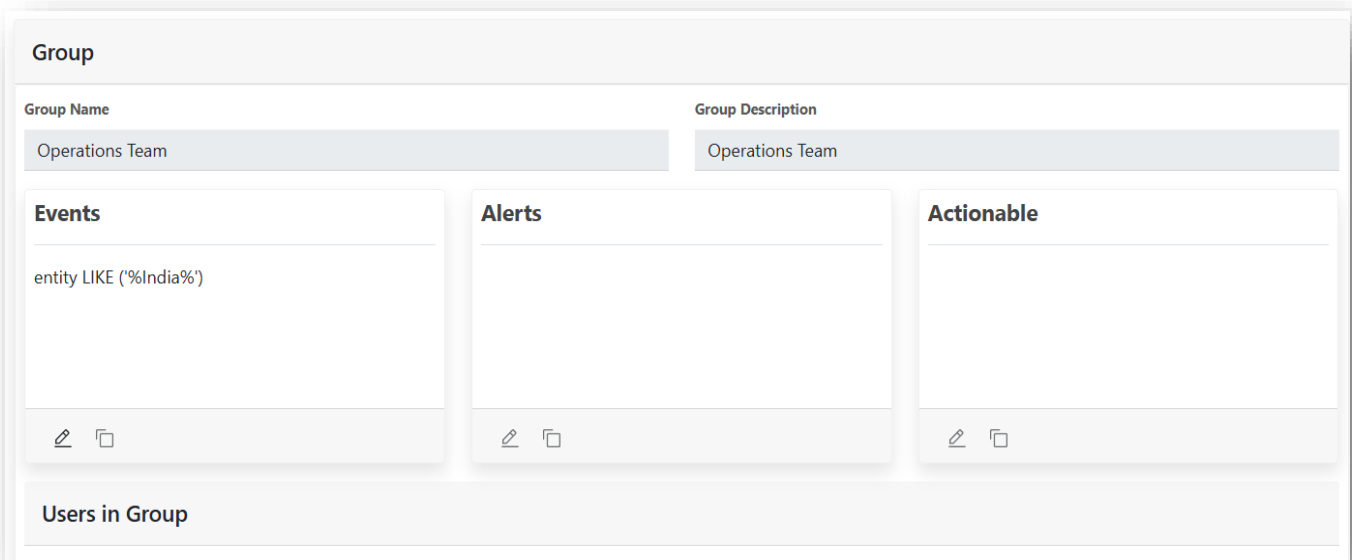


Figure 114 – Viewed Group

6.1.10.5.6 Apply Filters

The steps provide information on how to Apply filter to the Group Data.

1. Click on Customer→ Customer Name→ Group.

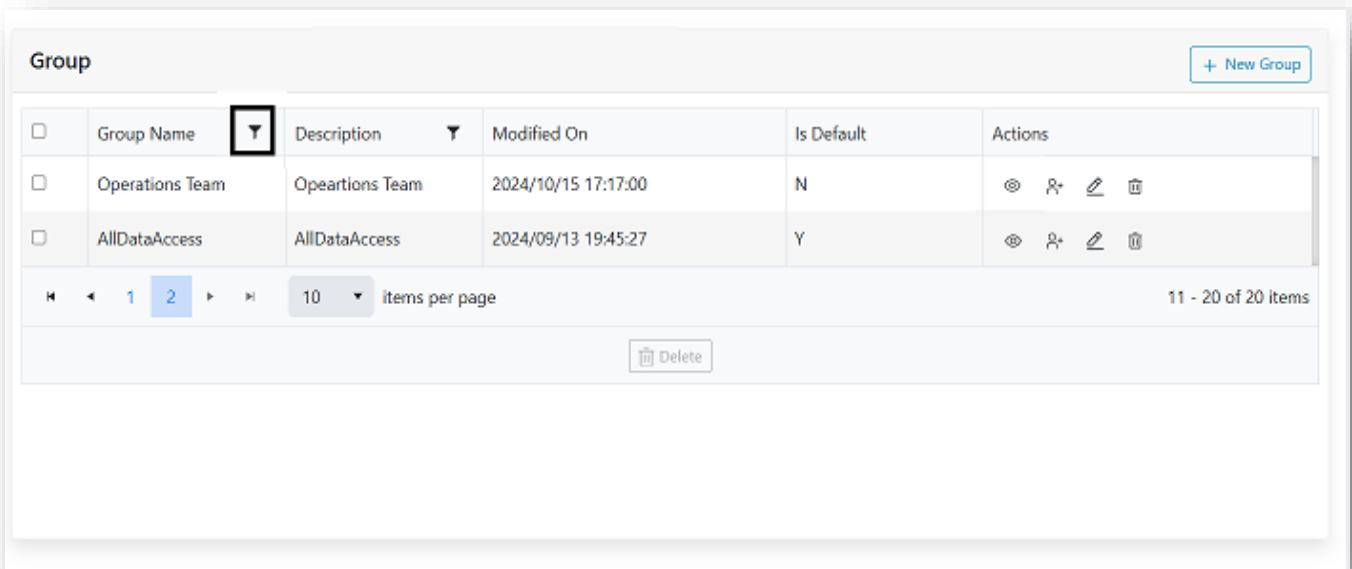


Figure 115 - Apply Filter Operation

2. Click on the Apply filter action button present at the header of the console.
3. The form will appear where user can select **Field** and **Operator** from drop down list and user must provide the **Value**.
4. Then click on the **Apply** button.

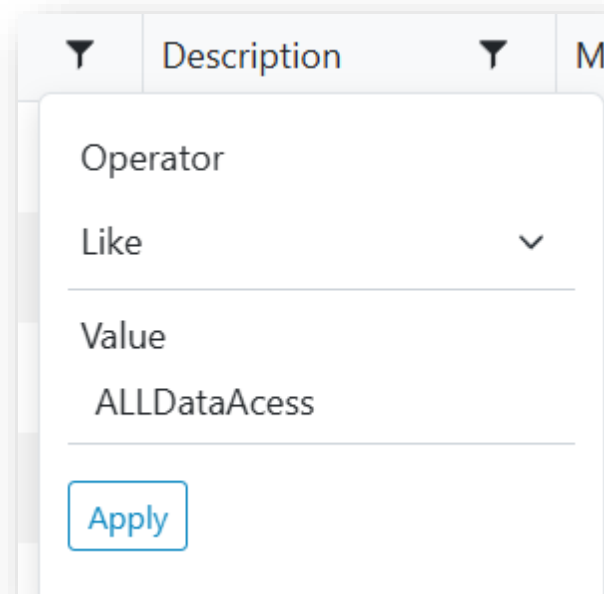


Figure 116 - Apply Filter Operation

Group						+ New Group
Applied Filters groupname LIKE AllDataAccess ✕						
☐	Group Name	Description	Modified On	Is Default	Actions	
☐	AllDataAccess	AllDataAccess	2024/09/13 19:45:27	Y		
◀ ▶ 1 ▶ ▶▶ 10 items per page 1 - 1 of 1 items						
Delete						

Figure 117 - Apply Filter Result

5. User can see the result of applied filter.

6.1.10.6 Entity

An Entity in IEM can be referred to any configuration item (CI) against which the event has been triggered or received in IEM.

The section enables us to provide details associated with the entity, enabling enriching the events, alerts, and actionable data within the system based on its mapped entity. This enriched data can be further used while defining correlation rules or while working on the data view screen. Example, providing details such as location, data center, applications (primary, secondary etc.) while defining the entities. As these details are added, it becomes available in the correlation rule configuration page as well as in additional columns in the data view page, which can be then used accordingly by the respective users.

Likewise, with other screens the users can perform actions based on their assigned roles.

Entity

+ New Entity

☐	Entity ID	Additional Detail	Source ID	Actions
☐	node1	{"Country": "India"}	node1	

◀

▶

1

2

3

4

5

...

▶

▶▶

10 items per page

1 - 10 of 73574 items

>> Merge

Noise

Delete

Figure 118 - Entity Page

1. Click the customer onboard section. For a specific customer, click on Customer - edit section. Click on the Entity page, where Entity records for the selected customer will be displayed in the grid view once new entities have been created by the user.
2. Following actions can be performed on the page:
 - Add New
 - Edit Existing
 - Delete

- Define Maintenance Schedule
- Merge
- Apply Filters

6.1.10.6.1 Add New Entity

Entity Records can be added using two methods: -

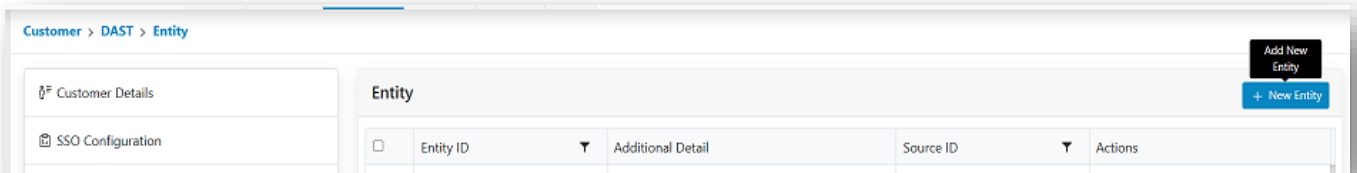


Figure 119 - Navigation for Create an Entity

1. Create New Entity by clicking on **+ New Entity** Button
2. Bulk Insertion can be done using the upload CSV option.
3. Choose a file based on the template available and upload it. Click on **Submit**.

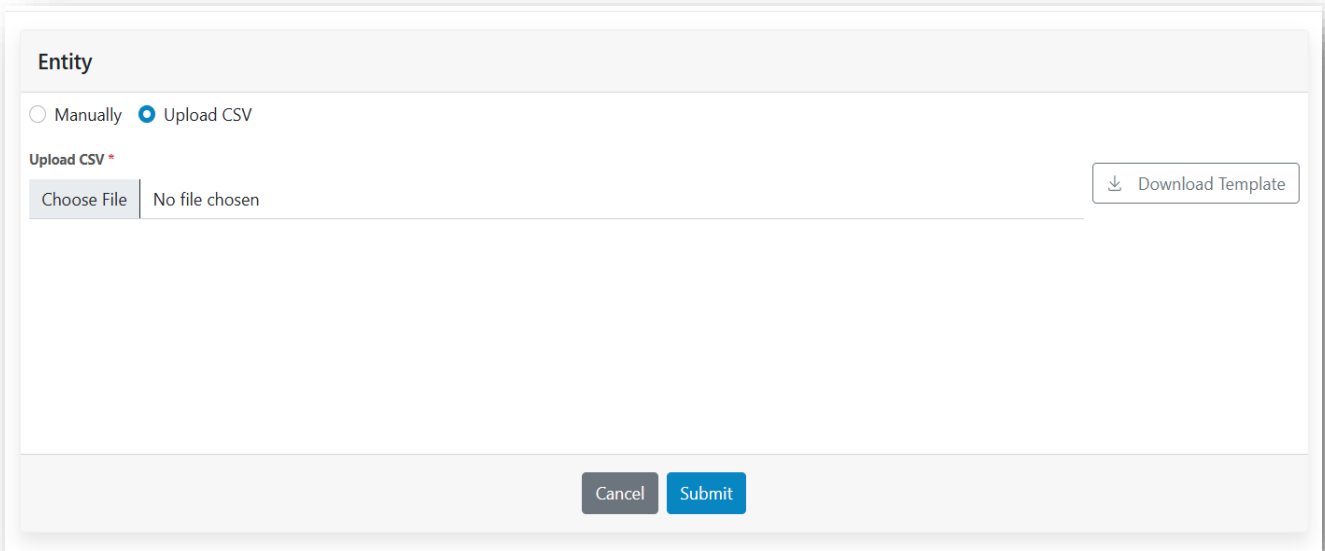


Figure 120 - Bulk Upload Entities

Prior to adding the records, ensure that CSV contains the proper data, as upload will enrich the records of the selected customer.

Let's look at each action.

6.1.10.6.1.1 Individual Record Addition

1. Click on **+Entity** button. This opens the following pop-up.

Figure 121 - Add Entity Name

2. Specify the **Entity Name** which is a mandatory column.
3. If required, other details can be added using, **Choose additional options**. As the dropdown is selected the existing keys created within the environment will be displayed with an option to add a new “custom key” as shown below.

Figure 122 - Dropdown List for Column

Providing additional options is not mandatory and depends on the user's requirement of data enrichment.

- Let's first select an existing key. Let's select 'Country'. As user selects country, the key will come populated in the first row enabling user to enter its value and a new record appears below it with the dropdown enabling user to add more details if required.

The screenshot shows a form titled 'Entity'. At the top, there are two radio buttons: 'Manually' (selected) and 'Upload CSV'. Below this is a text field for 'Entity Name' with the value 'iauto2_ui'. Under the 'Additional Details' section, there is a row with a dropdown menu labeled 'Country' and a text input field containing 'India'. To the right of the input field is a small 'x' icon. Below this row is another row with a dropdown menu labeled 'Choose additional options' and a text input field labeled 'Enter Value', also with an 'x' icon. At the bottom of the form are two buttons: 'Cancel' and 'Submit'.

Figure 123 - Selected Column

This screenshot shows the same 'Entity' form as Figure 123, but with the 'Choose additional options' dropdown menu open. The dropdown list contains the following items: 'QAs1', 'TESTsupQA1', 'Category', 'Status', 'AV_Key_1', 'Ip Address', 'Fqdn', 'Support Group', 'entity master11', 'source entity1', 'vishalcustcol', 'entity master11111', 'source entity11111', and 'custom key'. The 'custom key' option is highlighted in blue. The 'Country' dropdown and the 'Enter Value' input field remain as in the previous figure. The 'Cancel' and 'Submit' buttons are still at the bottom.

Figure 124 - Selecting Multiple Columns

- Let's next create a new detail. Select "Custom key" from the dropdown.

Entity

☒ Manually ☐ Upload CSV

Entity Name *
iauto2_ui

Additional Details

Country	India	×
---------	-------	---

Choose additional options ▾ Enter Value ×

Cancel Submit

Figure 125 - Add New Column

- As the option is selected, the dropdown is replaced with a text box enabling user to define the new key, and value appears next to it. A new row is added below it with the dropdown.

Entity

☒ Manually ☐ Upload CSV

Entity Name *
iauto2_ui

Additional Details

Country	India	×
Market Unit	Enter Value	×
Choose additional options ▾	Enter Value	×

Cancel Submit

Figure 126 - Multiple Enter Value for Entity

- In case more details need to be added, repeat step 1 to make use of an existing key or, follow steps 2, 3 and 4 as mentioned above to add Custom details using Custom Keys.
- Click on **Submit** once done. On successful addition a prompt is displayed as shown.

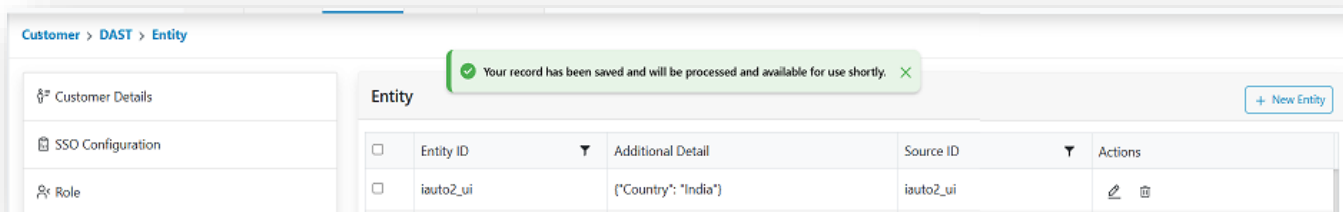


Figure 127 - Alert Message

- The New Entity added will appear in the grid as shown above.

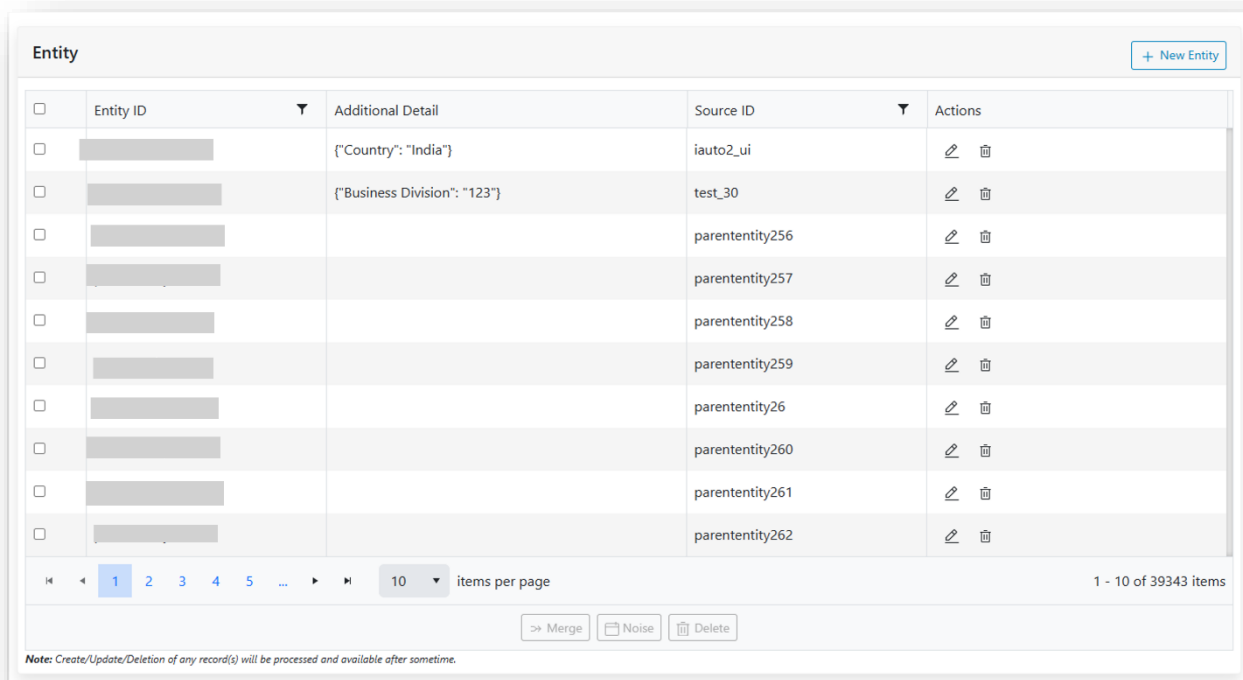


Figure 128 - Grid View for Entity

6.1.10.6.1.2 Bulk Record Addition

- Click on New Entity and select Upload CSV radio button option as shown:

The screenshot shows a web form titled "Entity". At the top, there are two radio buttons: "Manually" (unselected) and "Upload CSV" (selected). Below this, the text "Upload CSV *" is followed by a file selection area containing a "Choose File" button and the text "No file chosen". To the right of this area is a button labeled "Download Template" with a download icon. At the bottom of the form are two buttons: "Cancel" and "Submit".

Figure 129 - Bulk Upload Entities

2. As user selects Upload CSV the following screen appears:

This screenshot is identical to Figure 129, but it includes a tooltip. A dark grey box with the text "Download Template" is positioned above the "Download Template" button, indicating that the button has been hovered over.

Figure 130 - Bulk Upload Entities

3. Click on the **Download Template** button. The following template is downloaded:

	A	B	C	D	E	F	G	H	I	J
1	sourceentityid	businessdivision	country	datacenter	ipaddress	marketunit	primaryappname	secondaryappname	sector	
2										
3										
4										
5										
6										
7										

Figure 131 - Template Format of Bulk Entity

“Source entity id” is the mandatory column, rest are the additional details available in the environment.

User can choose to provide values of the additional details or can add more details as per Customer’s requirements, by adding columns in the downloaded template as shown below.

	A	B	C	D	E	F	G	H	I	J
1	sourceentityid	businessdivision	country	datacenter	ipaddress	marketunit	primaryappname	secondaryappname	sector	state
2										
3										
4										

Figure 132 - Template Format of Bulk Entity

- The new additional details will be added in the repository while the data is uploaded.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	sourceentityid	agent	businessdivision	country	datacenter	description	environment	firstoccurrence	ipaddress	location	marketunit	market_unit	parameter	primaryappname	ruleid	secondaryappname	sector	testerr	testr
2	auto1	ui																	
3																			
4																			
5																			
6																			
7																			

Figure 133 - Template with Entity Data

- Add details in the excel and save the file as .CSV file. As user clicks on the upload CSV, the local directory browser appears as shown:

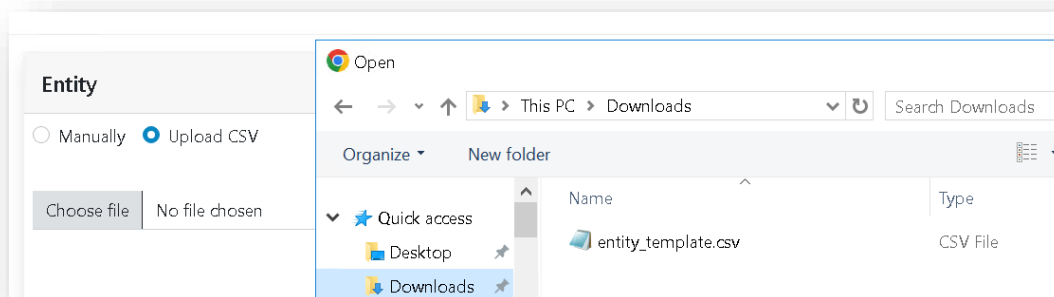


Figure 134 - Selecting file from local Directory

- Browse to the local directory where the data file is saved and select the file. As the file is selected, it appears as shown:

The screenshot shows a web form titled "Entity". At the top, there are two radio buttons: "Manually" (unselected) and "Upload CSV" (selected). Below this, the text "Upload CSV *" is followed by a file selection area. This area includes a "Choose File" button and the text "entity_template.csv". To the right of the file selection area is a button labeled "Download Template" with a download icon.

Figure 135 - Upload csv file

7. Click **Submit**. If the data in the excel file is as per the downloaded template, it will get submitted and a success message is shown. Close the success message.

This screenshot shows the same "Entity" form as Figure 135. The "Upload CSV" option is still selected, and the file "entity_template.csv" is still chosen. The "Download Template" button is still present. At the bottom of the form, there are two buttons: "Cancel" and "Submit".

Figure 136 – Submit Button

In case Entity modification is required on MSP Tenant then BAU/Operations team should reach out to IEM PS team.

6.1.10.6.2 Edit Entity

Once the entities are added, the edit icon next to the entity record can be used to update its details.

1. Click on the Edit icon next to entity record which is to be updated.

Entity

+ New Entity

☐	Entity ID	Additional Detail	Source ID	Actions
☐	node4	{"Country": "India"}	node4	Edit
☐	node3	{"Country": "India"}	node3	
☐	node2	{"Country": "India", "Environment": "Prod"}	node2	
☐	node1	{"Country": "India"}	node1	

1

2

3

4

5

...

10 items per page

1 - 10 of 73573 items

>> Merge

Noise

Delete

Figure 137 - Edit Entity

- The form appears filled with details. User can add/edit/remove the additional details options. For example, parse let's add details of primary application, remove the state and update country to UK. Post changes, the form appears as below:

Entity

Entity Name *

node4

Additional Details

Country

UK

×

Choose additional options

▼

Enter Value

×

Cancel

Update

Figure 138 - Edit Details

- Once complete click on Update. On successful update the following prompt is displayed.

Entity updated successfully.

×

Entity

+ New Entity

☐	Entity ID	Additional Detail	Source ID	Actions
☐	node4	{"Country": "UK"}	node4	
☐	node3	{"Country": "India"}	node3	
☐	node2	{"Country": "India", "Environment": "Prod"}	node2	
☐	node1	{"Country": "India"}	node1	

1

2

3

4

5

...

10 items per page

1 - 10 of 73573 items

Figure 139 - Alert Message

- Click on close, the updates will be visible in the grid view as shown below.

Entity

+ New Entity

☐	Entity ID	Additional Detail	Source ID	Actions
☐	node4	{"Country": "UK"}	node4	
☐	node3	{"Country": "India"}	node3	
☐	node2	{"Country": "India", "Environment": "Prod"}	node2	
☐	node1	{"Country": "India"}	node1	

1

2

3

4

5

...

10 items per page

1 - 10 of 73573 items

>> Merge

Noise

Delete

Figure 140 - Grid View for Entity

6.1.10.6.3 Delete Entity

If the entities are wrongly mapped or created, or need to be removed, provision of bulk delete is available on the page.

- Click on the check boxes next to the entities to select the entity that is to be deleted.

Entity + New Entity				
☐	Entity ID	Additional Detail	Source ID	Actions
☒		{"Country": "India"}	iauto2_ui	
☒		{"Business Division": "123"}	test_30	
☐			parententity256	
☐			parententity257	
☐			parententity258	

Figure 141 - Figure – Entity Page

Clicking the checkbox in the header will select all the entities displayed on the page.

- When the entities are selected, the available icons at the bottom of the grid get enabled.

Entity + New Entity

☐	Entity ID	Additional Detail	Source ID	Actions
☒		{"Country": "India"}	iauto2_ui	
☒		{"Business Division": "123"}	test_30	
☐			parententity256	
☐			parententity257	
☐			parententity258	
☐			parententity259	
☐			parententity260	
☐			parententity261	
☐			parententity262	

10 items per page

1 - 10 of 39343 items

Merge

Noise

Delete

Note: Create/Update/Delete of any record(s) will be processed and available after sometime.

Figure 142 - Delete Entities

- Click on the **Delete** button. A confirmation box appears:

Delete Entity ×

Are you sure you want to delete entity? It cannot be undone.

Cancel

Confirm

Figure 143 - Confirmation pop-up

- If sure of the selected entities deletion, click **Confirm** else, click **Cancel** to revisit the selections made.

5. As **Confirm** is clicked, deletion process gets started. On successful deletion of the records, the rows are removed from the grid and a confirmation message box is prompted.

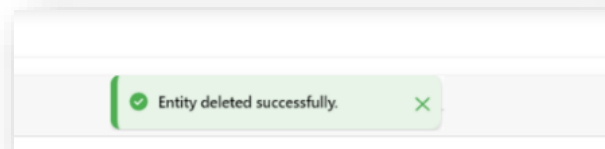


Figure 144 - Alert Message

6. Click **Close**. The rows are no longer available in the grid.

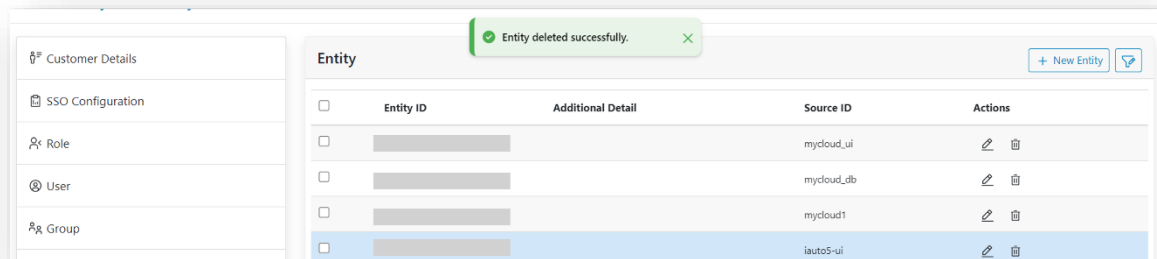


Figure 145 – Entity Removed from the Data Grid

6.1.10.6.4 Merge Entities

Merge is a feature which is available to merge related entities. As data can be uploaded from different repositories, many a times same entity is referred by different names across repository, so in here those entities can be selected and merged and tagged by a common name, so that the details can be used while defining correlation rule to correlate data coming from different repository. In that case if user use Entity (Master) from the fields list in the Group By field of the correlation rule screen, all data associated to the entity across different data sources will be grouped together. To know more about defining correlation rules refer to the [Correlation Rules](#) section.

1. Click on the check boxes next to the entities to be merged. Like while deleting, as entities are selected, all icons in the footer will be enabled.

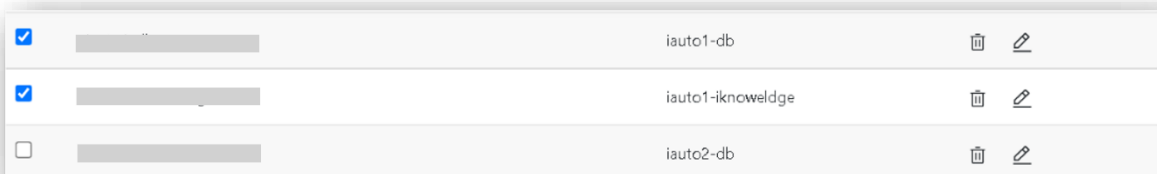


Figure 146 - Select Entities for Operation

2. Click on **Merge** button.

Entity					+ New Entity
☐	Entity ID	Additional Detail	Source ID	Actions	
☐		{"Country": "India"}	iauto2_ui		
☐		{"Business Division": "123"}	test_30		
☒			parententity256		
☒			parententity257		
☐			parententity258		
☐			parententity259		
☐			parententity26		
☐			parententity260		
☐			parententity263		
☐			parententity264		

10 items per page 1 - 10 of 39341 items

[Merge](#) [Noise](#) [Delete](#)

Note: Create/Update/Delete of any record(s) will be processed and available after sometime.

Figure 147 - Merge Entities

3. A pop up appears with the names of all selected entities appearing in the dropdown.

Merge Rows

Entity Name

Cancel

Submit

Figure 148 - Merge Rows

4. Select the name which will be primarily used for identifying these selected entities. For example, parse any one of the entity names from the dropdown, so that selected entity names will be changed to the entity name which is selected in the dropdown.
5. Click **Submit**, a confirmation box will be displayed.

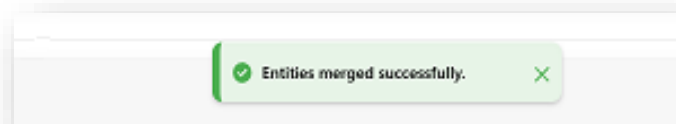
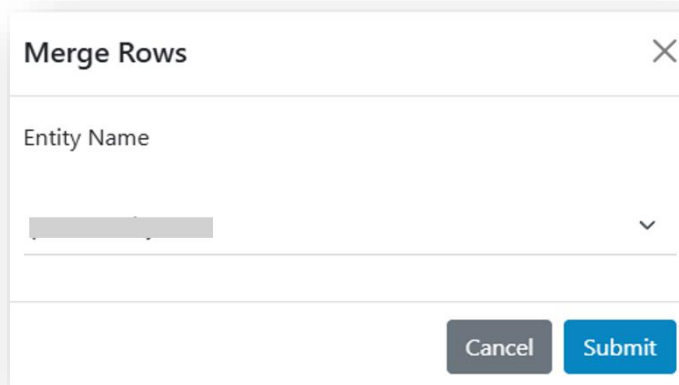


Figure 149 - Alert Message

6. Click **Cancel** and refresh the grid. All the entities, entity ID field will start appearing the same.



A dialog box titled "Merge Rows" with a close button (X) in the top right corner. It contains a label "Entity Name" above a text input field. Below the input field is a dropdown arrow. At the bottom right, there are two buttons: "Cancel" and "Submit".

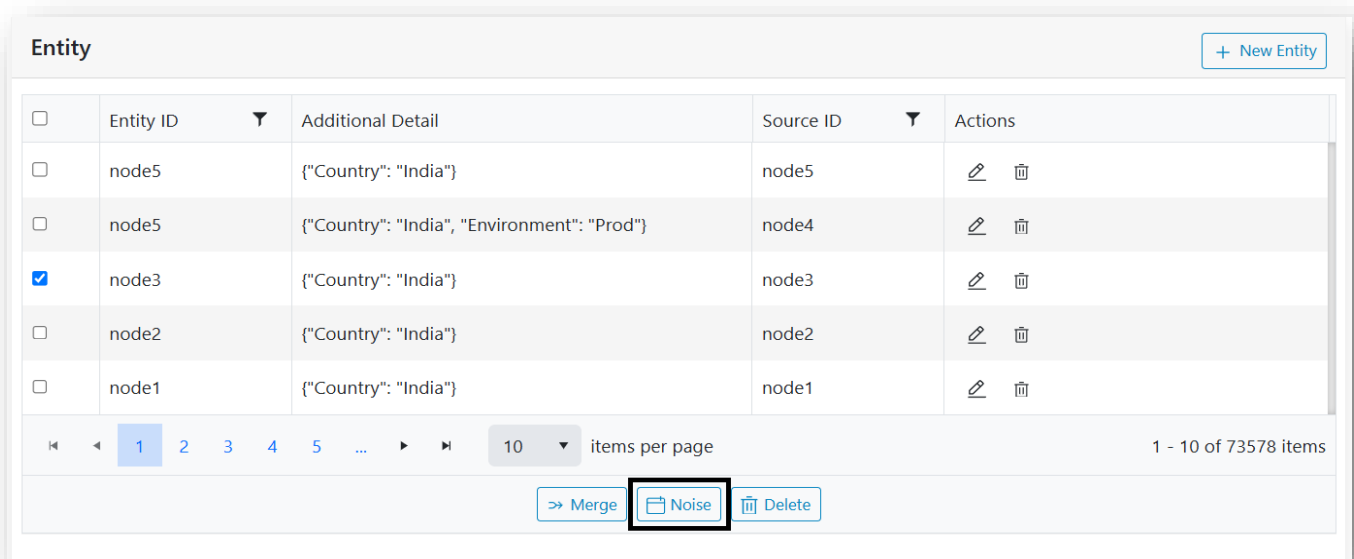
Figure 150 – Cancel Button

Source entity field is not changed, just the entity name changes to the referenced entity name.

6.1.10.6.5 Define Maintenance Window

This section enables the user to define a window (time range) for the selected entities during which any event data received from the entities can be filtered out. This time range can belong to any planned activities such as backup, maintenance schedule, upgrade etc. where though the event generation is expected but no processing is required and can be dropped.

1. Select the entities for which the window needs to be defined by clicking on the corresponding check boxes. once the entities are selected, the footer icons get enabled. Click on **Define Maintenance** window.

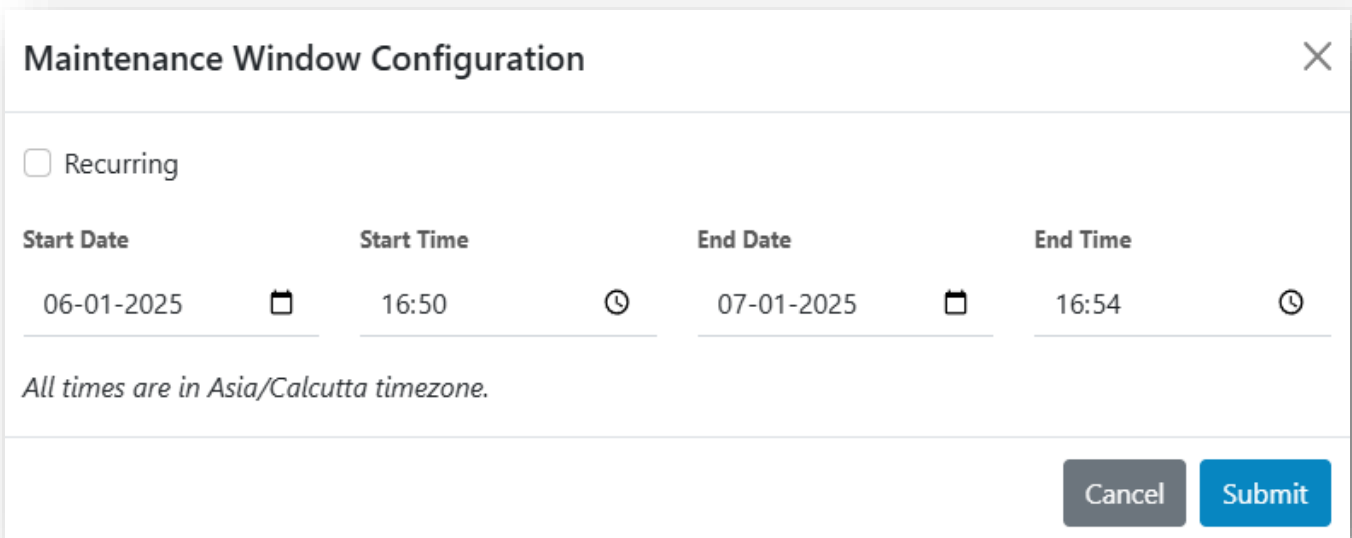


The "Entity" section shows a table with columns: Entity ID, Additional Detail, Source ID, and Actions. The table lists five entities, with "node3" selected. Below the table, there is a pagination bar showing "10 items per page" and "1 - 10 of 73578 items". At the bottom, there are three buttons: "> Merge", "Noise" (highlighted with a red box), and "Delete".

Entity ID	Additional Detail	Source ID	Actions
☐ node5	{"Country": "India"}	node5	
☐ node5	{"Country": "India", "Environment": "Prod"}	node4	
☒ node3	{"Country": "India"}	node3	
☐ node2	{"Country": "India"}	node2	
☐ node1	{"Country": "India"}	node1	

Figure 151 - Selected Entities as Maintenance Window

2. The following popup appears for configuration.



Maintenance Window Configuration [X]

☐ Recurring

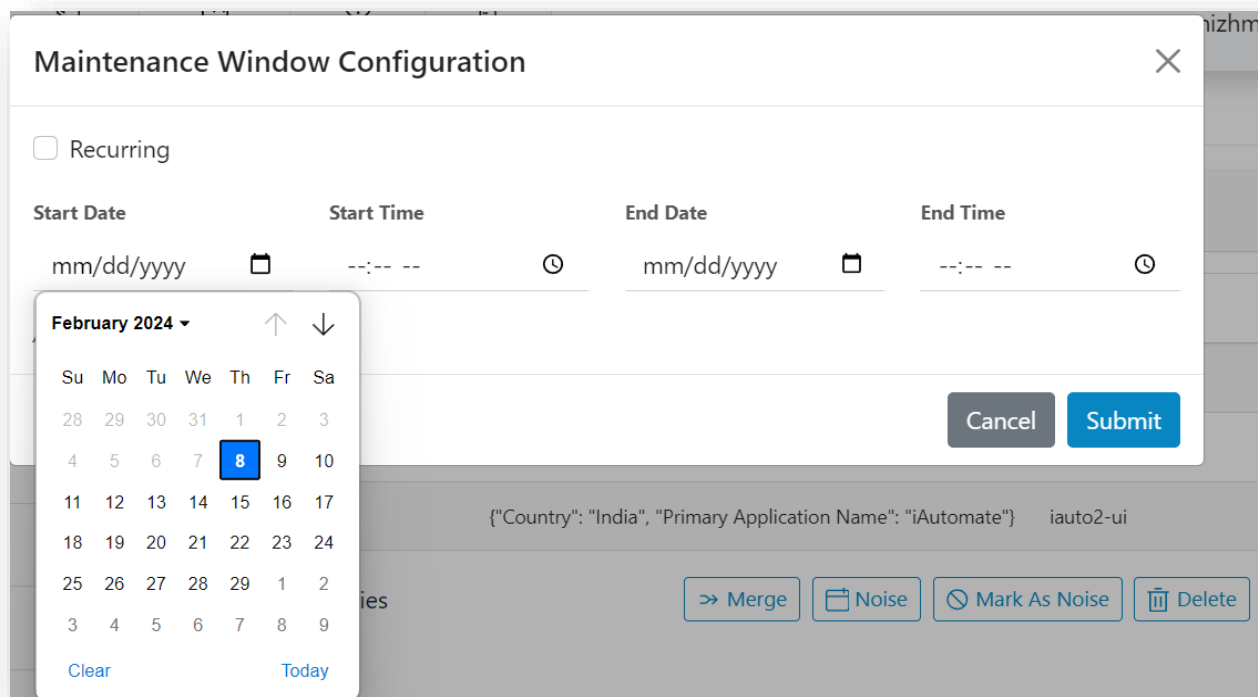
Start Date	Start Time	End Date	End Time
06-01-2025	16:50	07-01-2025	16:54

All times are in Asia/Calcutta timezone.

[Cancel] [Submit]

Figure 152 - Maintenance Window Configuration

3. By default, the current date will be selected. The following option for configuration exists:
 - a. Specify one-time duration. Here user needs to select the **Start Date** and **End Date** and specify the **Start Time** and **End Time** duration. On clicking the **Start Date**, a calendar appears as shown below enabling users to select the date.



Maintenance Window Configuration [X]

☐ Recurring

Start Date	Start Time	End Date	End Time
mm/dd/yyyy	--:-- --	mm/dd/yyyy	--:-- --

Calendar popup for February 2024:

Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	1	2
3	4	5	6	7	8	9

[Cancel] [Submit]

Footer: {"Country": "India", "Primary Application Name": "iAutomate"} iauto2-ui

[>> Merge] [Noise] [Mark As Noise] [Delete]

Figure 153 - Date selection for Noise Rule

- b. User can type in the time or use the clock icon next to the start time and the end time to specify the time range for the selected date. With the date and time selected the popup looks as below.

Maintenance Window Configuration [X]

☒ Recurring Daily [v]

Start Date	Start Time	End Date	End Time
06-01-2025 [calendar icon]	16:50 [clock icon]	07-01-2025 [calendar icon]	16:54 [clock icon]

All times are in Asia/Calcutta timezone.

[Cancel] [Submit]

Figure 154 - Time Interval for Noise Rule

- c. In the above image, the event data will be considered as noise from 16:50 PM to 16:54 PM on 07th Jan 2025.

The date and time are of UTC time zone.

- d. Specify Recurring period. As recurring is selected, user have an option to define a daily, weekly, or monthly recurrence as shown below:

Maintenance Window Configuration [X]

☒ Recurring Daily [v]

Daily
 Weekly
 Monthly

Start Date	End Date	End Time
02/08/2024 [calendar icon]	02/08/2024 [calendar icon]	02:43 PM [clock icon]

All timezone in GMT.

[Cancel] [Submit]

Figure 155 - Recurring for Noise Rule

- e. Let's select Daily. As daily is selected user need to specify the date range by specifying the start date and end date. As user selected start date, in both these cases as well as the date field is selected, a calendar is displayed. Choose the date range. Once the date range is selected specify the Start Time and End Time the way user did for One time. For this example, parse, let's select the date range as 2:00 AM to 2:43 PM on 08th February 2024.

Maintenance Window Configuration [X]

☒ Recurring Daily [v]

Start Date	Start Time	End Date	End Time
06-01-2025 [calendar icon]	16:50 [clock icon]	07-01-2025 [calendar icon]	16:54 [clock icon]

All times are in Asia/Calcutta timezone.

[Cancel] [Submit]

Figure 156 - Maintenance Window Configuration for Noise

- f. The selection implies that any event data generated for the selected entities daily during the date range between 2-3 AM will be filtered out.
- g. As day header is selected, a dropdown appears seeking input of the day along with the remaining selections.

Maintenance Window Configuration [X]

☒ Recurring Weekly [v]

Start Date	Start Time
06-01-2025 [calendar icon]	16:50 [clock icon]

All times are in Asia/Calcutta timezone.

Select Day(s) [v]

- Monday
- Tuesday
- Wednesday
- Thursday

[Cancel] [Submit]

Figure 157 - Day Selection for Noise

4. For the example let's choose Wednesday. With the day selection the screen looks as below.

Maintenance Window Configuration [X]

☒ Recurring Weekly [v] **Wednesday** [x] [v]

Start Date	Start Time	End Date	End Time
06-01-2025 [calendar]	16:50 [clock]	07-01-2025 [calendar]	16:54 [clock]

All times are in Asia/Calcutta timezone.

[Cancel] [Submit]

Figure 158 - Maintenance Window

- h. The selection implies that any event data generated between 2-3 AM every Wednesday for the selected entities will be filtered out starting from 06th Jan 2025 till 07th Jan 2025.
- i. Let's next look at the monthly recurring option. As Monthly is selected, a textbox appears enabling user to specify the day of the month as shown below.

Maintenance Window Configuration [X]

☒ Recurring Monthly [v] On day 9

Start Date	Start Time	End Date	End Time
06-01-2025 [calendar]	16:50 [clock]	07-01-2025 [calendar]	16:54 [clock]

All times are in Asia/Calcutta timezone.

[Cancel] [Submit]

Figure 159 - On Day Selection for Recurring

5. For the example parse let's specify 9 as the day of the month. With the day input the screen looks as below:

Figure 160 - On day and Time Interval

- Figure 161 - Alert Message

The Number implies the number of entities whose data is updated. Since in this case user selected 2, both are updated so the count is displayed as 2.

- Once an entity is marked, redefining or remarking will not work.

The steps explain how to Apply filters to the Entity Data.

- ## Configuration Guide

Entity

+ New Entity

☐	Entity ID	Y	Additional Detail	Source ID	Y	Actions
☐	node5		{ "Country": "India" }	node5		
☐	node5		{ "Country": "India", "Environment": "Prod" }	node4		
☐	node3		{ "Country": "India" }	node3		
☐	node2		{ "Country": "India" }	node2		
☐	node1		{ "Country": "India" }	node1		

1

2

3

4

5

...

10

items per page

1 - 10 of 73578 items

>> Merge

Noise

Delete

Figure 162 - Apply Filter Operation

- The form will appear. From there user can select Field and operator from drop down list and should assign a value. Then click on the apply button.

Entity + New Entity					
☐	Entity ID	Y	Additional Detail	Source ID	Actions
☐	node5			node5	Edit Delete
☐	node5		ment": "Prod"}	node4	Edit Delete
☐	node3			node3	Edit Delete
☐	node2			node2	Edit Delete
☐	node1			node1	Edit Delete

Operator

Like

Value

node2

[Apply](#)

Figure 163 - Apply Filter Operation

- User can see the result of applied filter.

Entity + New Entity					
Applied Filters entityid LIKE node2					
☐	Entity ID	Y	Additional Detail	Source ID	Actions
☐	node2		{"Country": "India"}	node2	Edit Delete

10 items per page 1 - 1 of 1 items

[Merge](#) [Noise](#) [Delete](#)

Figure 164 - Apply Filter Result

6.1.10.7 Topology

Topology helps to provide a comprehensive understanding of how different entities in the system are connected, allowing for effective monitoring, troubleshooting, and incident response.

Topology view illustrates the relationships and connections between different components, such as servers, applications, databases, network devices, and other IT infrastructure elements will be displayed once the Topology is established in the system.

This section enables us to define the entity relationship data. If a rule is defined with topology filter selection, then the data is referred while correlating based on the rule definition. Refer to correlation rules to learn more about defining topology filter rules.

Like other screens user can perform actions based on their role.

1. Click the customer onboard section, for particular customers click on customer action edit section.
2. Click on the Topology page, Records for the selected customer will be displayed in the grid view as shown.

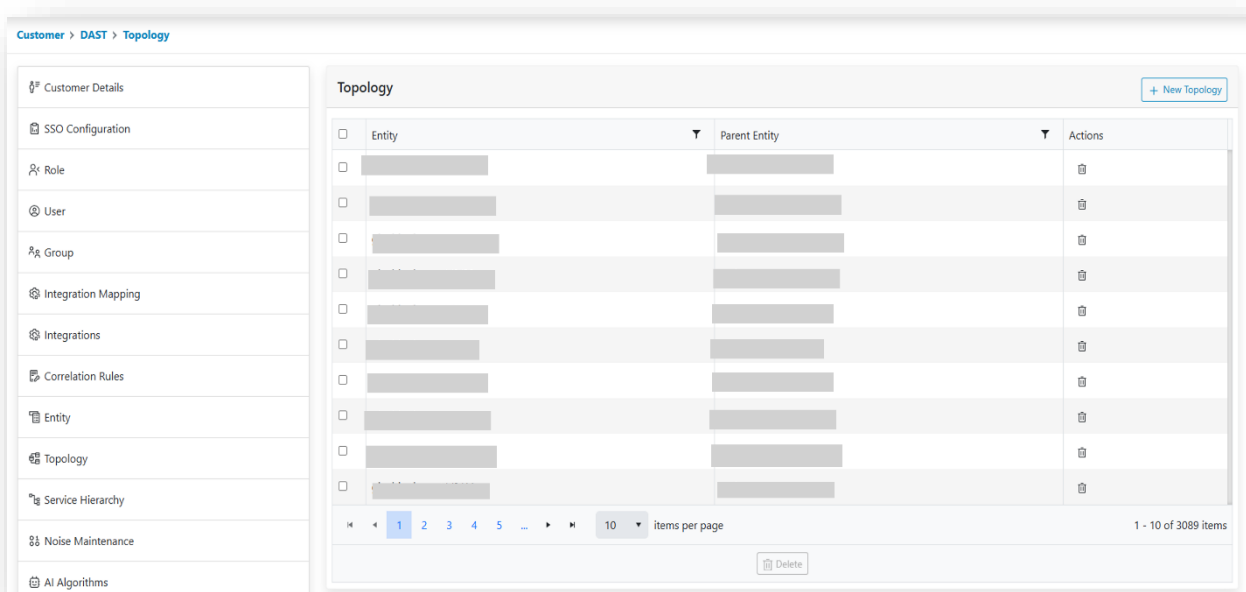


Figure 165 - Topology Page

3. Use the customer dropdown to change the customers and view data defined for it.
4. Following actions can be performed on the page:
 - Add New
 - Delete
 - Apply Filters

6.1.10.7.1 Add New Topology

Topology (Entity relationship) data can be added using the following two methods:

1. Create New by clicking on **+New Topology** Data Button.

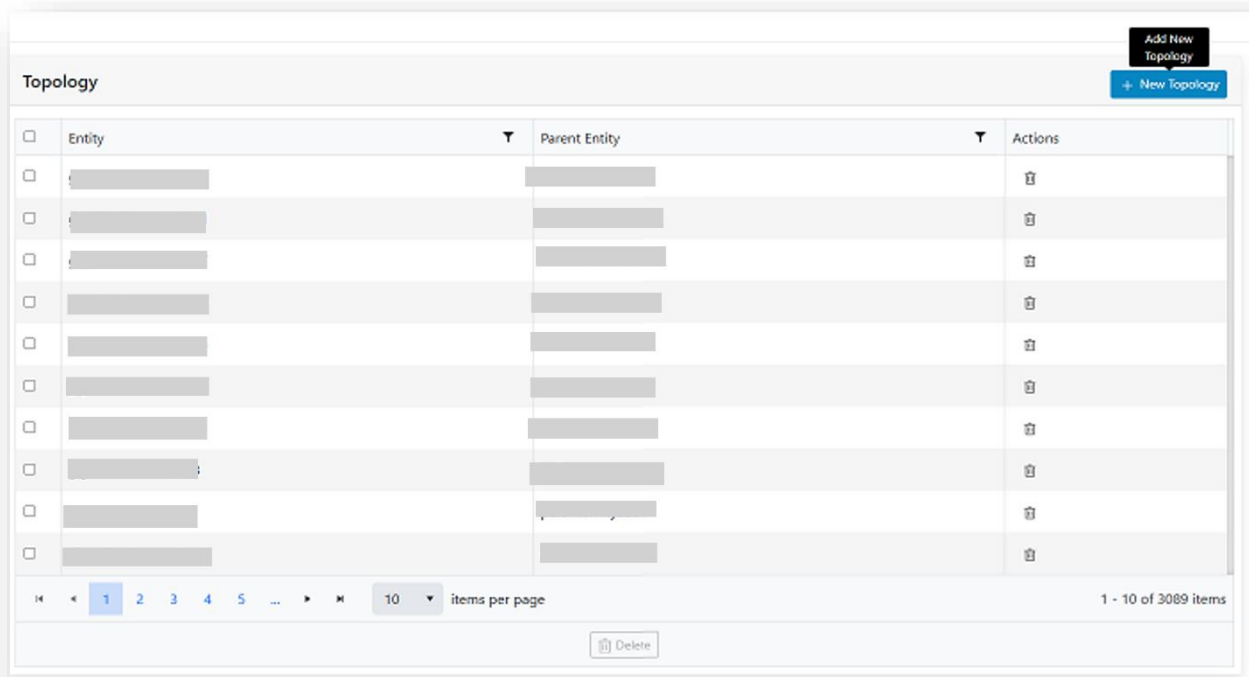


Figure 166 - Add Topology

2. Bulk Insertion can be done using the upload CSV option.
3. Choose a file based on the template available and upload it. Click on submit.

Figure 167 - Bulk Upload Topologies

Prior to adding the records ensure the Customer selection is proper. A new addition will enrich the records of the selected customer.

Let's next look at each action.

6.1.10.7.1.1 Individual Record Addition

1. Click on **+New Topology** Data button. This opens the following popup.

Topology

☒ Manually ☐ Upload CSV

Entity Name: (ibm ts3200) tape library - belgium

Parent Entity: (ibm ts3200) tape library - germany

Cancel Submit

Figure 168 - Topology Creation

- Entities which are configured for the selected customer using Configure -> Entity Screen appears in the Dropdown.
- Select the entity and its parent entity from the dropdowns.

Topology

☒ Manually ☐ Upload CSV

Entity Name: (ibm ts3200) tape library - belgium

Parent Entity: (ibm ts3200) tape library - germany

Cancel Submit

Figure 169 - Parent Entity Selection

- Click on **Submit**.
- On successful addition a prompt is displayed as shown:

Customer > DAST > Topology

Topology data uploaded successfully. Please note that duplicate and invalid records will be ignored. X

+ New Topology

Entity	Parent Entity	Actions
[Redacted]	[Redacted]	[Icon]
[Redacted]	[Redacted]	[Icon]
[Redacted]	[Redacted]	[Icon]
[Redacted]	[Redacted]	[Icon]
[Redacted]	[Redacted]	[Icon]
[Redacted]	[Redacted]	[Icon]
[Redacted]	[Redacted]	[Icon]
[Redacted]	[Redacted]	[Icon]
[Redacted]	[Redacted]	[Icon]
[Redacted]	[Redacted]	[Icon]

1 - 10 of 3089 items

Delete

Figure 170 - Alert Message

- The relationship data appears in the grid as shown:

Topology			+ New Topology
☐	Entity	Parent Entity	Actions
☐			
☐			
☐			
☐			
☐			
☐			
☐			
☐			
☐			
☐			

10 items per page 1 - 10 of 3089 items [Delete](#)

Figure 171 - Grid View for Topology

- Using the similar approach, hierarchies can be defined between the entities.

6.1.10.7.1.2 Bulk Insert

In case large amount of data to be inserted in one go, the bulk insert option can be used.

- Select Upload CSV option as shown. As user select Upload CSV the following record appears.

Topology

☐ Manually ☒ Upload CSV

Upload CSV *

[Choose File](#) No file chosen

[Download Template](#)

[Cancel](#) [Submit](#)

Figure 172 - Bulk Upload CSV

- Click on the **Download Template** button. The following template is downloaded.

	A	B	C	D
1	entityid	parententityid		
2				
3				

Figure 173 - Template Format of Bulk Topology

- Define the parent child relationship data as shown. Save the CSV data.

A	B
iauto1_db	iauto2-ui
iauto2_db	iauto3-ui

Figure 174 - CSV File of Parent and child entities

- As the data is prepared, Upload the filled in excel by clicking on Upload CSV. Like with entities section browse to the local directory where the data file is saved and select the file. As the file is selected it appears as shown:

Figure 175 - Uploading the Topologies

- Click **Submit**. On successful data creation, a confirmation box is displayed and the new data is displayed in the grid for the selected customer.

Figure 176 – Success popup

If entities are not pre-configured, uploading the sheet creates the entity records as well.

6.1.10.7.2 Delete Topology

If the relationship data are wrongly mapped or created or need to be removed, provision of bulk delete is available on the page.

- Click on the check boxes next to the topology data to select the rows or relationship that needs to be deleted.

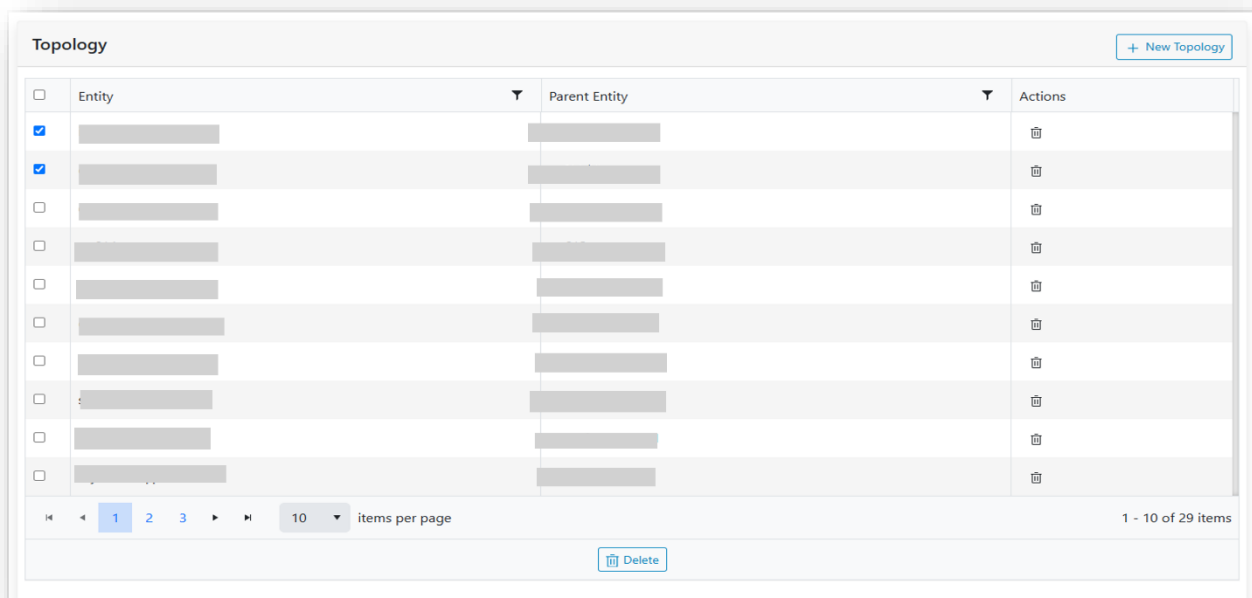


Figure 177 - Delete Topology

- Like with the entities page as the rows are selected the icons on the footer of the grid are enabled and selection count is displayed as well.

Like entities, if all data is to be selected on the page, click on the checkbox in the header, it will select all the rows displayed on the page.

- Click on the **Delete** icon.

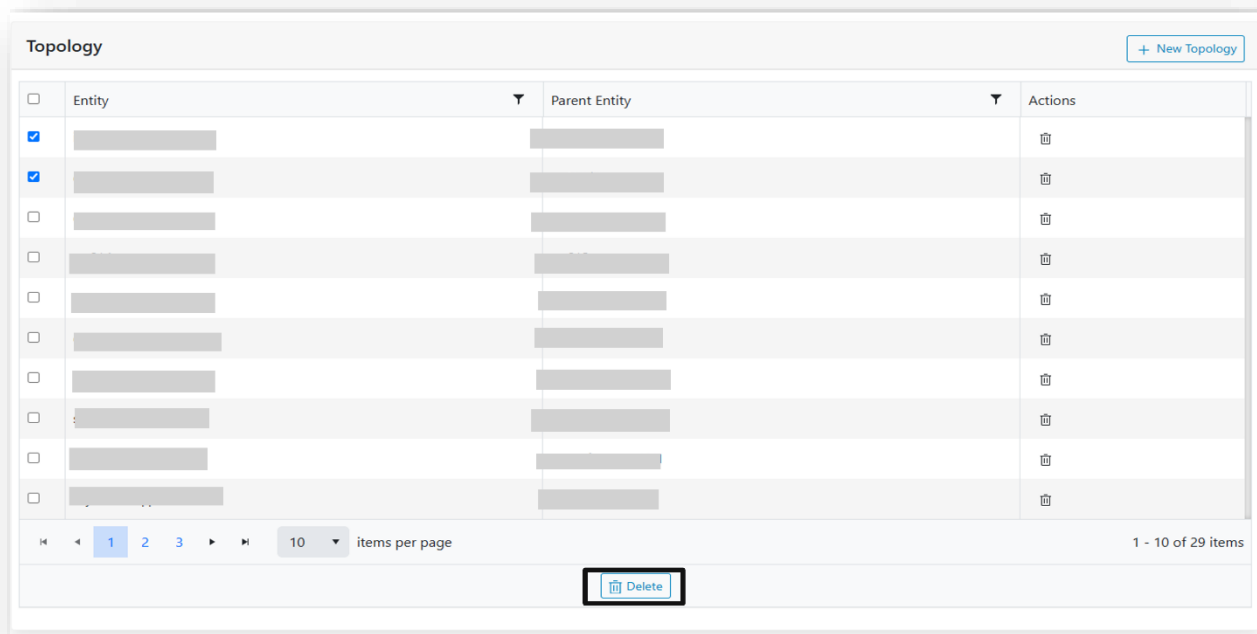


Figure 178 - Bulk Delete Topology

- A confirmation box will be prompted.

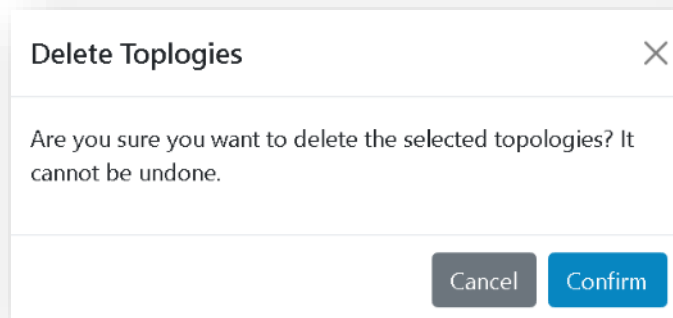


Figure 179 - Confirmation pop-up

5. Clicking Ok, deletes the selected relationship data.
6. On successful deletion rows are removed from the grid and a confirmation box is displayed.

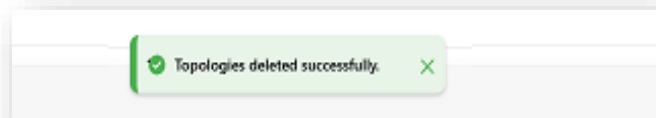


Figure 180 - Alert Message

6.1.10.7.3 Apply Filters

The steps explain how to Apply Filters to the topology data.

1. Click on the Apply Filters as shown in the figure below-

Topology + New Topology			
☐	Entity	T	Parent Entity
☐	qa616		qa615
☐	qa614		qa612
☐	qa603		qa608
☐	qa604		qa609
☐	qa601		qa6!!!

Figure 181 – Apply Filter Operation

2. The form will appear. From there user can select Field and operator from drop down list and should assign a value. Then click on the apply button.

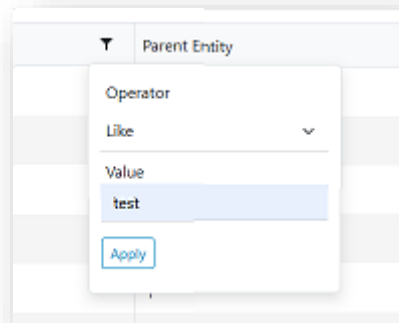


Figure 182 – Apply Filter Operation

3. User can see the result of applied filter.

Topology + New Topology			
Applied Filters entityid LIKE test			
☐	Entity	Parent Entity	Actions
☐	testoct41	testoct412	
☐	iemtest202	iemtest201	
☐	stest41	stest12	
☐	stest51	stest12	
☐	stest40	stest11	

Figure 183 – Apply Filter Result

6.1.10.8 Service Hierarchy

A service represents a business capability or functionality that is provided by the IT infrastructure.

A service is composed of various components, and there are dependencies between these components.

Understanding the relationships between components helps in mapping the service landscape and identifying potential points of failure.

In this section user define the service hierarchy. In here user create a service view and map it to the actual entities on which the alerts are created. This helps in populating the customer specific service view enabling the user to view the impact of events getting generated in the environment on the services in his/her environment.

Like other screens the user can perform actions based on their role.

1. Click the customer onboard section, for customer click on customer action edit section. Click on the Service Hierarchy page, Records for the selected customer will be displayed in the grid view as shown.

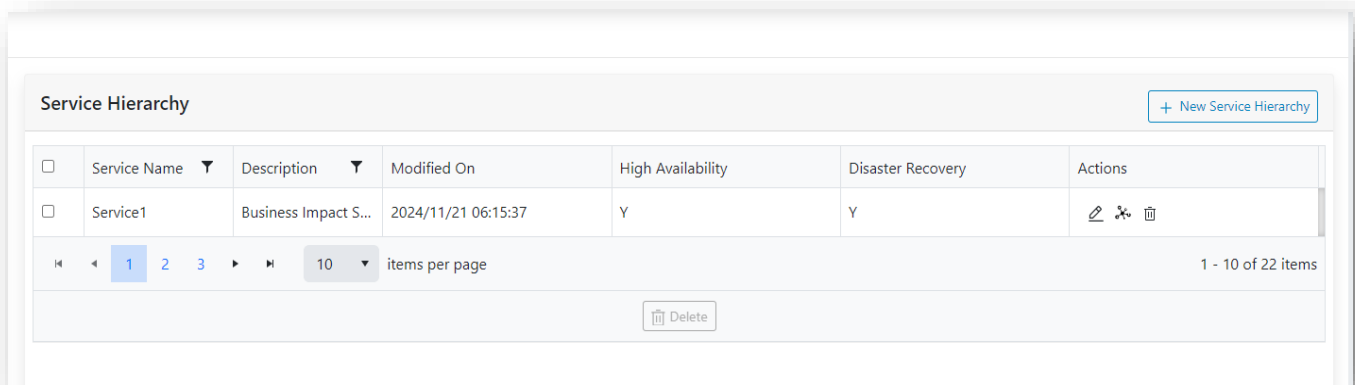


Figure 184 - Service Hierarchy Page

2. Use the customer dropdown to change the customers and view data defined for it.
3. Following actions can be performed on the page:
 - Add New
 - Edit
 - Delete
 - Manage Relationship and Entities
 - Apply Filters

6.1.10.8.1 Add New Service Hierarchy

1. Click on **+ New Service Hierarchy** button at the top of the grid to create a new Service.

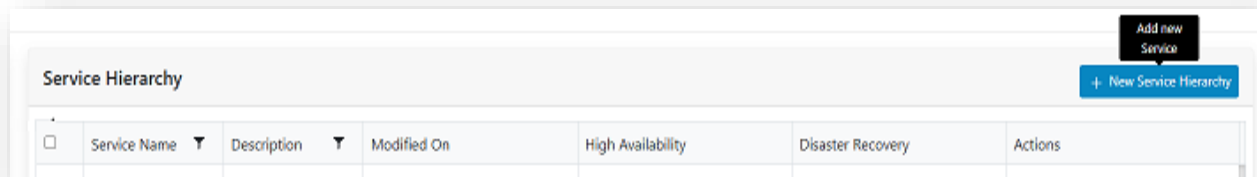


Figure 185 - Service Creation

Please ensure that the actual customer for which the data is being added is selected in the dropdown at the top of the page. As any addition will be mapped to the customer selected in the dropdown.

2. The following popup is displayed.

Figure 186 - Service Add Configuration

3. Enter the Service Name and Description.
4. Select radio button Yes or No for HA (High Availability) and for DR (Disaster Recovery)

Figure 187 - Selecting Dropdown

5. Click **Submit**.
6. On successful addition the following message is displayed.

	Service Name	Description	Modified On	High Availability	Disaster Recovery	Actions
☐	Service1	Business Impact S...	2024/11/21 06:15:37	Y	Y	

Figure 188 - Alert Message

7. The service will start appearing in the grid as shown below.

Service Hierarchy							+ New Service Hierarchy
☐	Service Name ▼	Description ▼	Modified On	High Availability	Disaster Recovery	Actions	
☐	Service1	Business Impact S...	2024/11/21 06:15:37	Y	Y	  	
1 2 3 10 items per page 1 - 10 of 22 items							 Delete

Figure 189 - Grid View for Service Hierarchy

6.1.10.8.2 Edit Service Hierarchy

1. Like in the other views, click on the edit icon next to the Service which needs to be edited.

Service Hierarchy							+ New Service Hierarchy
☐	Service Name ▼	Description ▼	Modified On	High Availability	Disaster Recovery	Actions	
☐	Service1	Business Impact S...	2024/08/30 12:35:38	Y	Y	  	
1 2 3 10 items per page 1 - 10 of 22 items							 Delete

Figure 190 - Edit Service

2. Saved data according to popup.
3. Make the necessary changes. For this example, parse let's edit the Name.

Service Hierarchy

Service Name *

Service1

Service Description *

Business Impact Service

Cancel

Update

Figure 191 - Editing Service

4. Click Submit. On successful update the following popup message is displayed.

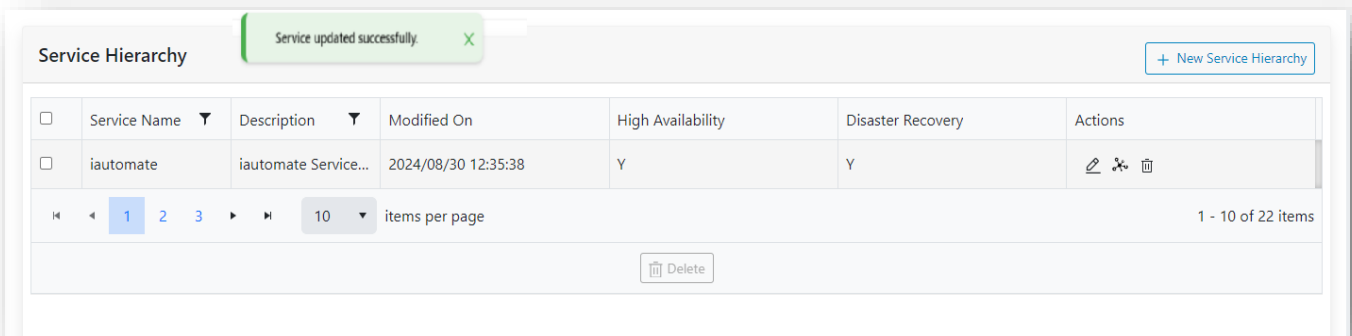


Figure 192 - Alert Message

6.1.10.8.3 Delete Service Hierarchy

1. Like with the entity and the topology screen, select the services that is to be deleted by selecting the check boxes next to their names in the grid view.

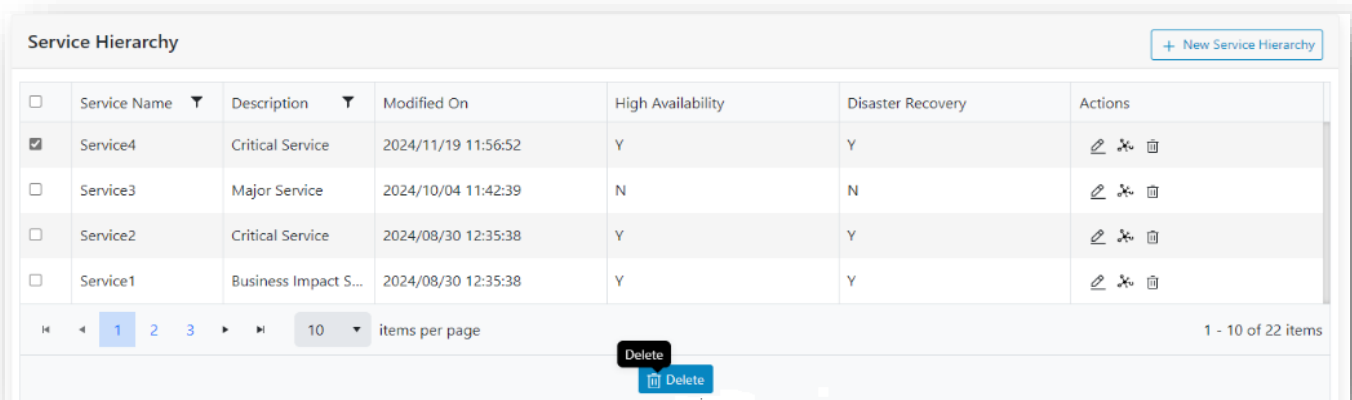


Figure 193 - Selecting Services

2. The icons will be enabled in the footer.

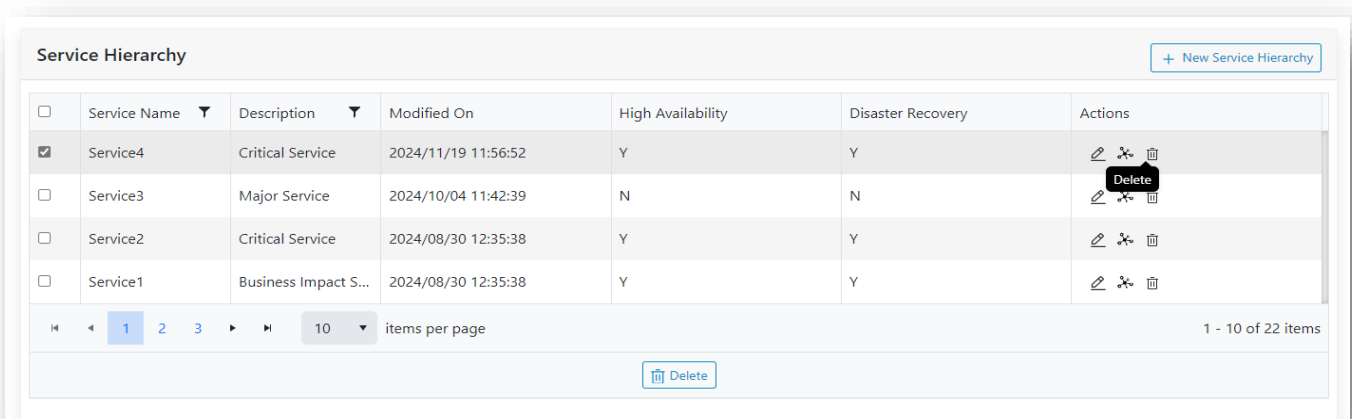


Figure 194 - Deleting Services

3. A Confirmation message box is prompted as shown.

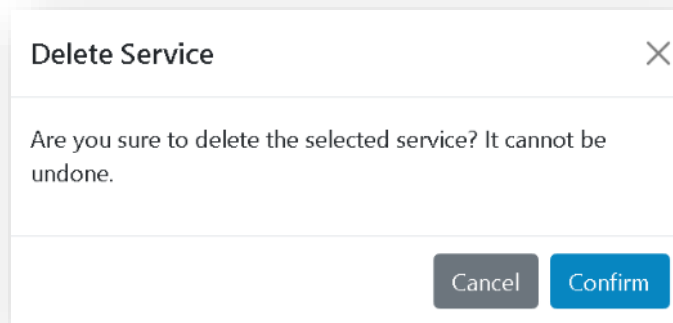


Figure 195 - Confirmation pop-up

4. Click on Confirm. On success the following popup is displayed.

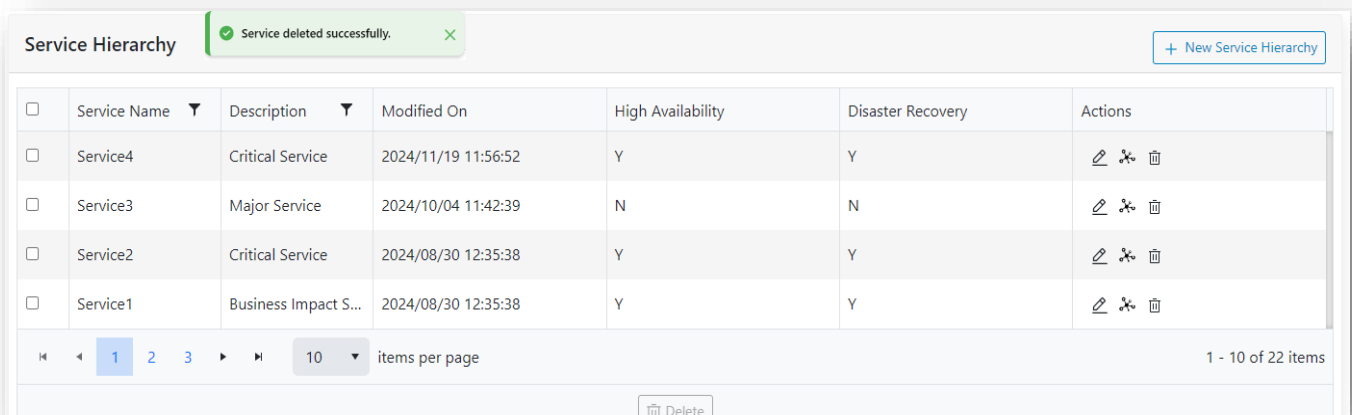


Figure 196 - Alert Message

6.1.10.8.4 Mapping Service Hierarchy

Mapping services in IEM involves the identification, visualization, and analysis of the relationships and dependencies between different services within an IT environment. This process is essential for understanding how services interact, detecting potential issues, and facilitating effective actionable management.

The relationship between the created services can be defined by clicking the Mapping icon below the actions field. By using this option, the mapping between the actual entities can be done.

1. Click on the service to see the details related to the service. There are three actions visible for a particular service:
 - Edit, Delete and Mapping.

Service Hierarchy							+ New Service Hierarchy
☐	Service Name ▼	Description ▼	Modified On	High Availability	Disaster Recovery	Actions	
☐	Service4	Critical Service	2024/11/19 11:56:52	Y	Y	  	
☐	Service3	Major Service	2024/10/04 11:42:39	N	N	  	
☐	Service2	Critical Service	2024/08/30 12:35:38	Y	Y	  	
☐	Service1	Business Impact S...	2024/08/30 12:35:38	Y	Y	  	
1 2 3 10 items per page 1 - 10 of 22 items  Delete							

Figure 197 - Mapping Service

2. After clicking the **Mapping** icon on the service, user have the following two tabs: -

- Define Topology
- Map Entities

Define Topology - This tab enables us to manage the relationship data. Let's click on the tab.

MyCloud DR

Map Entities

Define Topology

Parent

Add Parent

select

Child

Cancel

Save

Figure 198 - Define Topology

a. It's divided into two sections:

- **Parent** – In this section the mapping happens. Users specify the parent node here.
- **Child** – This is a display only section. All the child services of the selected service will be displayed here.

b. Let's add a parent service. Click and select from the services available in the dropdown.

MyCloud DR

Map Entities Define Topology

Parent

Add Parent

ideploy

Child

Cancel Save

Figure 199 - Applying Parent Service

For example, let's select ideploy as Parent.

- c. Click **Save**.

The following confirmation box will be displayed.

Service Hierarchy ✓ Topology mapping updated successfully. ✕ + New Service Hierarchy

☐	Service Name ▼	Description ▼	Modified On	High Availability	Disaster Recovery	Actions
☐	Service4	Critical Service	2024/11/19 11:56:52	Y	Y	
☐	Service3	Major Service	2024/10/04 11:42:39	N	N	
☐	Service2	Critical Service	2024/08/30 12:35:38	Y	Y	
☐	Service1	Business Impact S...	2024/08/30 12:35:38	Y	Y	

1 2 3 10 items per page 1 - 10 of 22 items

Delete

Figure 200 - Alert Message

- d. Relationship has been created. Click on mapping icon of ideploy service and user can view the child of the service which the user has created above.

ideploy

Map Entities Define Topology

Parent

Mycloud

Add Parent

select

Child

MyCloud DR

Cancel Save

Figure 201 - Parent Service Name

- e. A service can have multiple parents defined using the Add Parent drop down. Once a parent is added, it will start appearing underneath the Parent section.

User needs to save the parent one after the other.

MyCloud DR

Map Entities Define Topology

Parent

ideploy

Lucy

Add Parent

select

Child

Cancel Save

Figure 202 - Parent List Services

- f. In case a relationship is wrongly created, click on the cross button next to the parent row to remove the relationship.
- g. The row will disappear, click on Save button to save the changes permanently.
- h. On successful save the following popup message will be displayed.

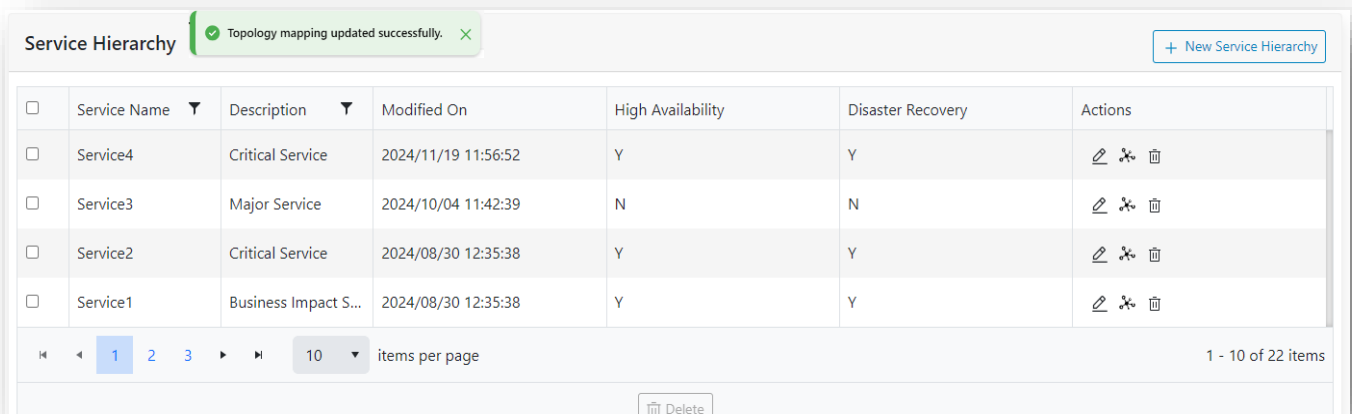


Figure 203 - Alert Message

- **Map Entities** – Here user maps the service to the actual entities. A service can be mapped to one or more entities.

If High Availability (HA) and Disaster Recovery (DR) both are disabled, at that time user can map only one entity to the service. Else if any of the HA and DR is enabled or both are enabled, user can map two or more than two entities to the service.

- Clicking on the tab lists all the entities created for the selected customer.

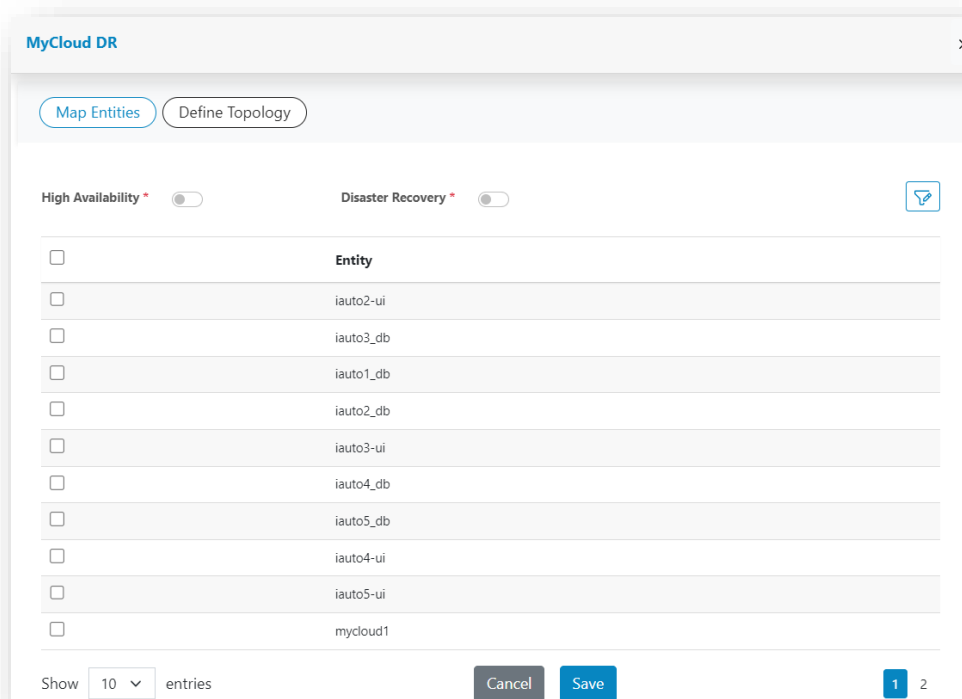


Figure 204 - Map Entities

- Select the entities by clicking on the check boxes next to its name. For example, parse let's map iauto2-ui (as both HA and DR is disabled).

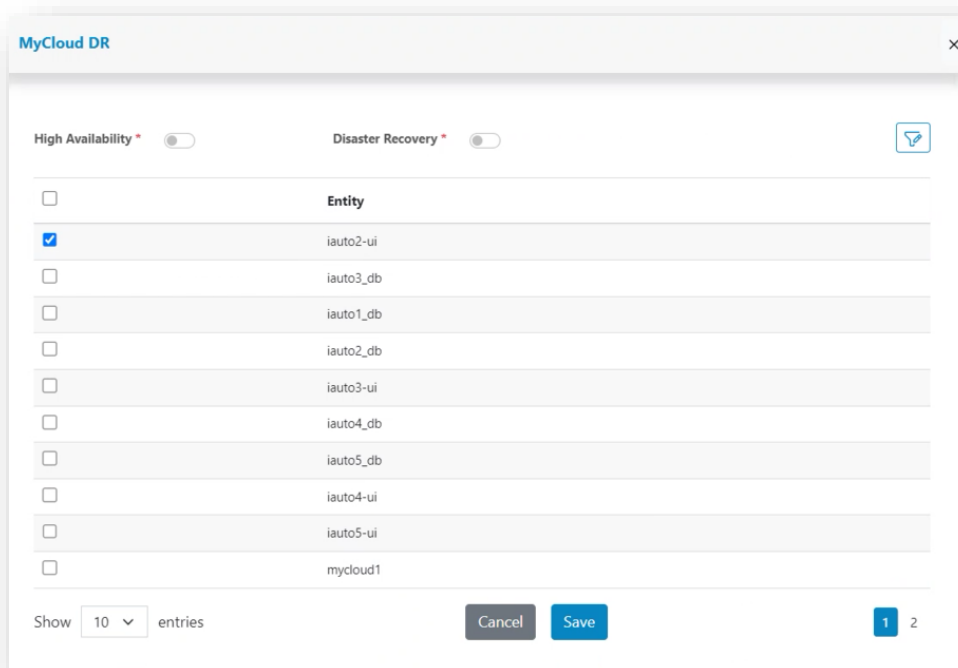


Figure 205 - Selected Entities for Service

Impact of mapping the service to the entities are, if an alert exists which is not closed, the node will be highlighted in the service view, and the flow will also propagate up in the view showing the impact on the parent nodes as well.

- c. Click on **Save**.
- d. On successful update, the following popup is displayed.

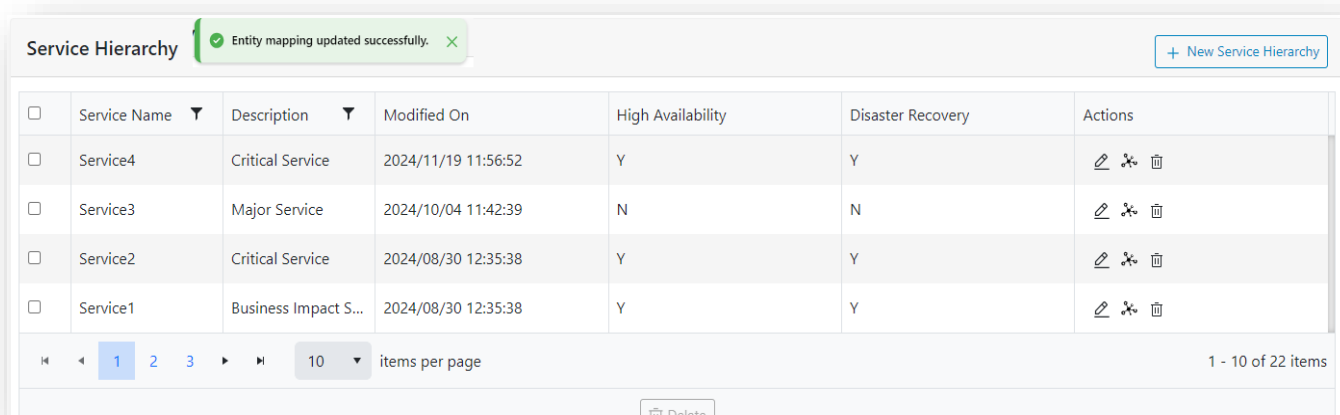


Figure 206 - Alert Message

- e. Click **Ok**. The selected entities will start appearing at the top of the grid.

6.1.10.8.5 Apply Filters

The steps explain how to Apply filter to the Service Hierarchy Data.

1. Click on the **Apply Filters** action button present at the below header of the console.

Service Hierarchy							+ New Service Hierarchy
☐	Service Name	Description	Modified On	High Availability	Disaster Recovery	Actions	
☐	s2	s2	2024/12/16 20:23:06	Y	Y	Edit Delete Refresh	
☐	s3	s3	2024/12/16 20:19:52	Y	Y	Edit Delete Refresh	
☐	s1	s1	2024/12/16 20:19:52	Y	Y	Edit Delete Refresh	
☐	s4	s4	2024/12/16 20:19:52	Y	Y	Edit Delete Refresh	
☐	ntest1	ntestdesc	2024/12/05 17:39:04	Y	Y	Edit Delete Refresh	
☐	ntest5	ntest5	2024/12/05 16:16:04	Y	Y	Edit Delete Refresh	
☐	ntest3	ntest3	2024/12/05 16:14:18	Y	Y	Edit Delete Refresh	
☐	ntest2	fdsfds	2024/12/05 16:13:10	Y	Y	Edit Delete Refresh	
☐	ntest6	ntest6	2024/12/05 16:08:24	Y	Y	Edit Delete Refresh	
☐	ntest4	ntest4	2024/12/05 16:07:53	Y	Y	Edit Delete Refresh	

1 2 3 4 5 10 items per page 1 - 10 of 50 items

[Delete](#)

Figure 207 - Apply Filter Operation

- The form will appear from there user can select Filed and operator from drop down list and must write value. Then click on the apply button.

Service Hierarchy

☐	Service Name	Description	Modified On
☐	s2		
☐	s3		
☐	s1		
☐	s4		
☐	ntest1		

Operator

Like

Value

s2

Apply

Figure 208 - Apply Filter Operation

- User can see the result of applied filter.

Service Hierarchy							+ New Service Hierarchy
Applied Filters servicename LIKE s2 ×							
☐	Service Name	Description	Modified On	High Availability	Disaster Recovery	Actions	
☐	s2	s2	2024/12/16 20:23:06	Y	Y		
☐	tests21	tests21	2024/12/04 19:01:51	N	N		
☐	test1sers2m21_2	test1sers2m21_2	2024/11/20 16:35:37	Y	Y		
☐	test1sers2m21_1	test1sers2m21_1	2024/11/20 16:26:07	Y	Y		
☐	test1sers2m21	test1sers2m21	2024/11/19 16:59:07	Y	Y		
☐	test1sers2m2	test1sers2m2	2024/11/19 16:01:07	Y	Y		
☐	tests2	tests2	2024/10/29 12:03:33	N	Y		

◀ 1 ▶
10 items per page
1 - 7 of 7 items

Delete

Figure 209 - Apply Filter Result

6.1.10.9 Noise Maintenance

Noise maintenance" refers to the ongoing process of managing and reducing the amount of irrelevant or non-actionable events, alerts, or data generated by the monitoring and detection systems. Noise, in this context, represents information that does not contribute to meaningful insights or indicate significant issues. Reducing noise is crucial for optimizing the efficiency of actionable detection, analysis, and resolution.

"Noise Maintenance Window" refers to a specific timeframe or scheduled period during which fine-tuning activities are performed to manage and reduce the noise generated by the monitoring and alerting systems.

This window allows IT teams to proactively address issues related to false positives, irrelevant alerts, or unnecessary noise in the event data.

This section enables user to define rules for filtering out events data at the beginning of event data processing. User can perform actions based on their role.

1. Click the customer onboard section, for particular customers click on customer action edit section. Click on the Noise/Maintenance window page, Records for the selected customer will be displayed in the grid view as shown.

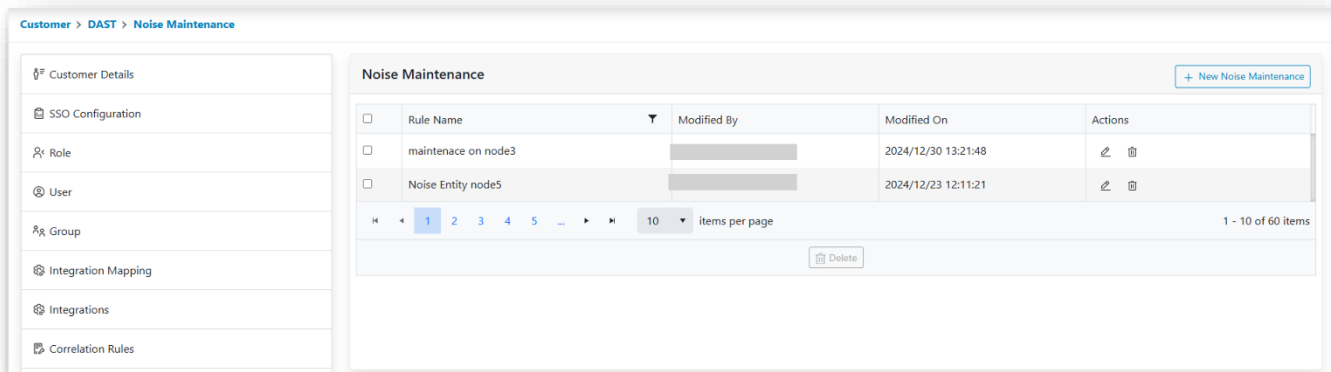


Figure 210 - Noise Maintenance Page

2. User can perform the following actions:

- Add new
- Edit
- Delete
- Apply Filter

Noise Rules can be created from the Entity screen as well. Refer to the [Entity](#) section. Those rules appear prefixed with the action i.e., whether it's a Noise or a Maintenance configuration followed with the Entity name, user can create rule based on entity id only. In the Noise screen grid user can also see the rules that are configured from Entity screen and also the Noise Maintenance screen.

6.1.10.9.1 Add New Noise Maintenance

1. Click on the **+ New** button at the top of the grid to create a new rule.

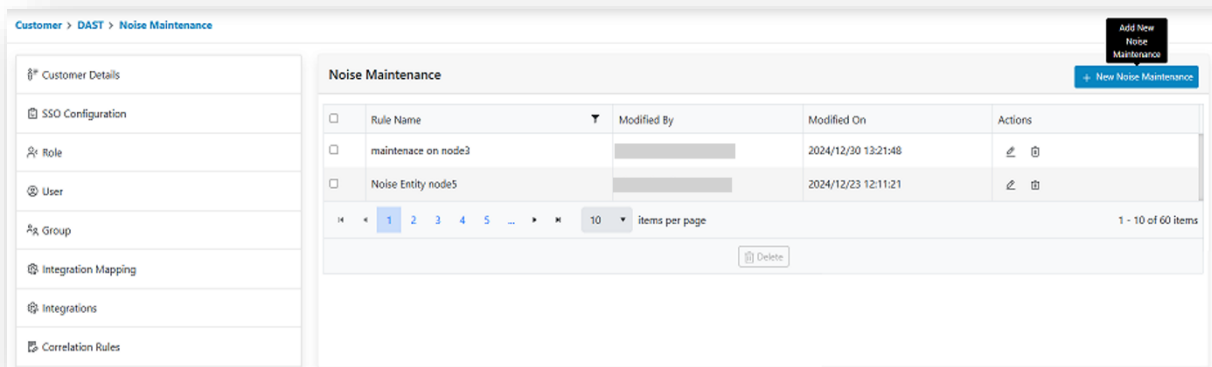


Figure 211 - New Noise Rule Creation

2. The following form is opened. Click on the **+Add** button.

Noise Maintenance

Rule Name *
Enter name here

Base Filters *

Select	Operator	Value

☐ Custom Filters

☒ Define Maintenance *

☐ Recurring

Start Date	Start Time	End Date	End Time
27-11-2024	00:00	27-11-2024	00:00

All times are in Asia/Calcutta timezone.

Figure 212 - Add Base Filters

3. The following page appears:

Noise Maintenance

Rule Name *
Enter name here

Base Filters *

Select	Operator	Value

☐ Custom Filters

☒ Define Maintenance *

☐ Recurring

Start Date	Start Time	End Date	End Time
29-11-2024	00:00	29-11-2024	00:00

All times are in Asia/Calcutta timezone.

Cancel Submit

Figure 213 - Base Filters Menu

4. In **Base Filter** click on select field dropdown.

Noise Maintenance

Rule Name *

Enter name here

Base Filters *

Select ▼ Operator ▼ Value

Select

Entity Category

Entity Type

Parameter Category

Parameter Type

Data Source Name

Description

Parameter

Title

Tool Customer Name

Tool ID

Severity

End Date 27-11-2024 End Time 00:00

+ Add

Cancel Submit

Figure 214 - Selection of The Field

5. Select any one of the fields like entity and select any operator from the dropdown.

Noise Maintenance

Rule Name *

Enter name here

Base Filters *

Entity Operator ▼ Value

Operator

LIKE

IS

+ Add

☐ Custom Filters

☒ Define Maintenance *

☐ Recurring

Start Date 27-11-2024 Start Time 00:00 End Date 27-11-2024 End Time 00:00

All times are in Asia/Calcutta timezone.

Cancel Submit

Figure 215 - Selection of The Operator

6. After selection of operator, specify the name of entity and add base filters.

Noise Maintenance

Rule Name *
Rule1

Base Filters *

Entity Operator node

☐ Custom Filters
☒ Define Maintenance *
☐ Recurring

Start Date Start Time End Date End Time
 27-11-2024 00:00 27-11-2024 00:00

All times are in Asia/Calcutta timezone.

Cancel Submit

Figure 216 - Rule Name for Noise

7. In addition, for Custom Filters click on select field dropdown.

Base Filters *

Entity Operator node

☒ Custom Filters

Select Operator Value

Select
 Data center
 Branch_Name
 Business Division
 Category
 Country
 Custom Key1
 Custom Key2
 Custom Key3
 Entity Master
 Environment

End Date End Time
 27-11-2024 00:00

Cancel Submit

Figure 217 – Select Filters

8. Select any one of the fields like Category and select any operator from the dropdown.

Base Filters *

Entity Operator node

☒ Custom Filters

Category Operator Value

☒ Define Maintenance *

☐ Recurring

Start Date Start Time End Date End Time

27-11-2024 00:00 27-11-2024 00:00

All times are in Asia/Calcutta timezone.

Figure 218 – Select Operator

- After selection of operator, specify the name of entity and add base filters.

Noise Maintenance

Rule Name

Rule1

Base Filters *

Entity Operator node

☒ Custom Filters

Category Operator node

☒ Define Maintenance *

☐ Recurring

Start Date Start Time End Date End Time

27-11-2024 00:00 27-11-2024 00:00

All times are in Asia/Calcutta timezone.

Figure 219 – Add Base Filters

- In addition, like in Entity page, user can also specify maintenance window details. Refer the section [Define Maintenance Window](#). The following screen appears:

Noise Maintenance

Rule Name
Noise Entity iauto1-db

Base Filters

Entity IS iauto-iscript X

+ Add

☒ Define Maintenance

☒ Recurring Daily

Start Date Start Time End Date End Time

12/27/2022 12:00 AM 12/27/2022 12:00 AM

Cancel Submit

Figure 220 - Define Maintenance for Noise Rule

Reference- This section is like the one explained in Define Maintenance Window section.

11. In Entity screen, after selecting particular entity then user will click on the Noise button, Maintenance window will appear. Once user adds all the field data and on submission a Noise rule will be created for the particular entity in Noise Maintenance screen.
12. For Mark as Noise button in Entity screen, a noise rule will be created for the particular entity in the Noise Maintenance screen without any time constraints.
13. The recurring option shows the dropdown that contains Daily, Monthly, Weekly options for checking from the dropdown.

Rule Name *
Rule1

Base Filters *

Entity Operator ▾ node ×
+ Add

☒ Custom Filters

Category Operator ▾ node ×
+ Add

☒ Define Maintenance *

☒ Recurring Daily ▾

Start Date Start Time End Date End Time
27-11-2024 00:00 27-11-2024 00:00

All times are in Asia/Calcutta timezone.

Cancel Submit

Figure 221 - Define Maintenance for Noise Rule

14. Click on **Submit**. A confirmation message is displayed.

✓ Noise Rule added successfully. ✕

Noise Maintenance + New Noise Maintenance

☐	Rule Name	Modified By	Modified On	Actions
☐	Rule1	www...	2024/10/14 15:19:47	✎ ✕
☐	Noise Entity node5	www...	2024/10/14 15:19:47	✎ ✕
☐	maintenance on node3	www...	2024/10/14 15:12:56	✎ ✕

1 2 3 4 5 ... 10 items per page 1 - 10 of 64 items

Delete

Figure 222 - Alert Message

15. The rule will start appearing in the grid view.

16. Let's next look at the way user can create time base (maintenance window) rule as well. Let's specify entity as auto and a one-time window as shown -

Rule Name *

Rule1

Base Filters *

Entity Operator node X + Add

☒ Custom Filters

Category Operator node X + Add

☒ Define Maintenance *

☒ Recurring Daily

Start Date 27-11-2024 **Start Time** 00:00 **End Date** 27-11-2024 **End Time** 00:00

All times are in Asia/Calcutta timezone.

Cancel Submit

Figure 223 - Define Maintenance for Noise

17. This rule means that any data created on 27th December between a specific time for the entity auto will be filtered out and will not process further. Events outside the window specified will be processed using the normal flow.
18. Like the previous rule, Clicking Submit, the rule will start appearing in the grid view.

6.1.10.9.2 Edit Noise Maintenance

Reviewing and modifying Maintenance window helps in adapting to changes in the environment and creating a window that clubs the events that are considered as noise within a specific timeframe and ensuring that alerts are relevant and indicative of actual issues.

User can edit the created noise rule also.

1. Click on the edit icon next to the rule which needs to be edited.

Rule Name *

Rule1

Base Filters *

Entity Operator ▼ node ×

+ Add

☒ Custom Filters

Category Operator ▼ node ×

+ Add

☒ Define Maintenance *

☒ Recurring Daily ▼

Start Date 27-11-2024 📅 **Start Time** 00:00 🕒 **End Date** 27-11-2024 📅 **End Time** 00:00 🕒

All times are in Asia/Calcutta timezone.

Cancel Submit

Figure 224 - Edit Option for Noise Rule

Customer > DAST > Noise Maintenance

Noise Maintenance + New Noise Maintenance

☐	Rule Name	Modified By	Modified On	Actions
☐	Rule1		2024/12/30 13:21:48	Edit 🗑️
☐	Noise Entity node5		2024/12/23 12:11:21	Edit 🗑️
☐	maintenance on node3		2024/12/17 12:19:13	Edit 🗑️

1 2 3 4 5 ... 10 items per page 1 - 10 of 60 items

Delete

Figure 225 – Noise Maintenance

- The Noise Maintenance window can be edited with the edit option. Base Filters can be added for the Noise Rule and after making the changes, click on the Submit button.

Noise Maintenance

Rule Name *

Rule12

Base Filters *

Entity

LIKE

node

×

+ Add

☒ Custom filters

Category

IS

node

×

+ Add

☒ Define Maintenance *

☒ Recurring

Daily

▼

Start Date

27-11-2024

📅

Start Time

03:00

🕒

End Date

29-11-2024

📅

End Time

04:00

🕒

All times are in Asia/Calcutta timezone.

Cancel

Update

Figure 226 - Editing Noise Rule

- A success message appears as shown below.

Noise Maintenance

+ New Noise Maintenance

✓ Noise Data has been updated successfully. ✕

☐	Rule Name	Modified By	Modified On	Actions
☐	Rule1	narayan@narayan.com	2024/10/14 15:19:47	✎ 🗑
☐	Noise Entity node5	narayan@narayan.com	2024/10/14 15:19:47	✎ 🗑
☐	maintenance on node3	narayan@narayan.com	2024/10/14 15:12:56	✎ 🗑

1 2 3 4 5 ... 10

items per page

1 - 10 of 64 items

🗑 Delete

Figure 227 – Success Popup

6.1.10.9.3 Delete Noise Maintenance

This action enables user to delete the rules created.

- Select the rules to be deleted and click on Delete icon in the footer row.

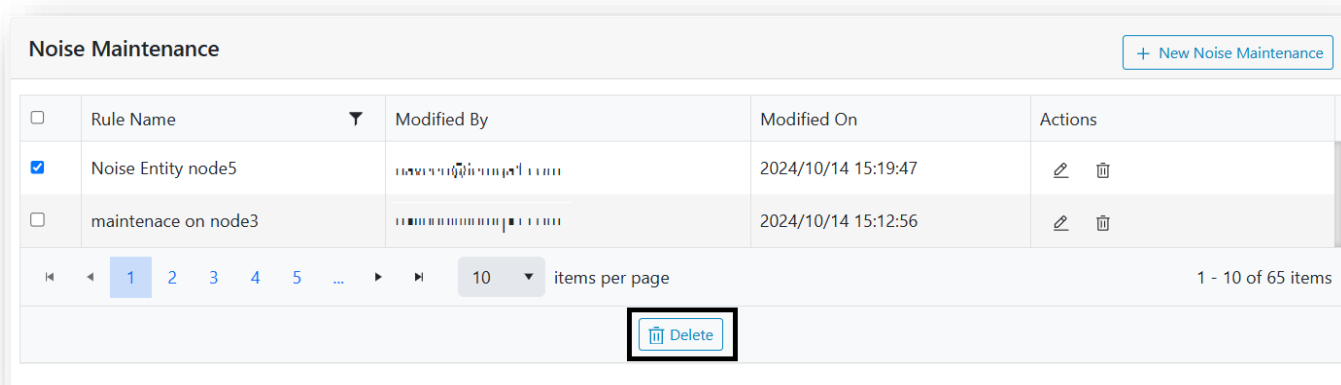


Figure 228 - Selected Noise Rules

2. A confirmation box is prompted.

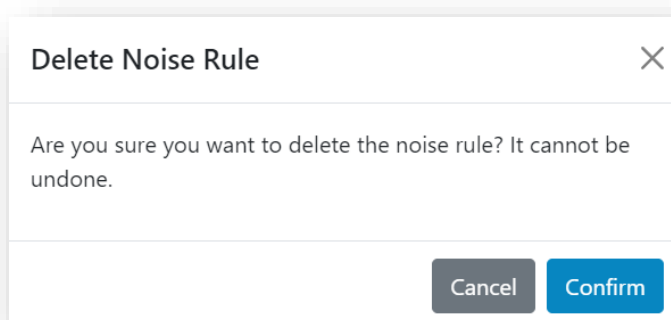


Figure 229 - Confirmation pop-up

3. Click on Confirm button to proceed for the deletion process.
4. On successful deletion, a confirmation message is displayed.

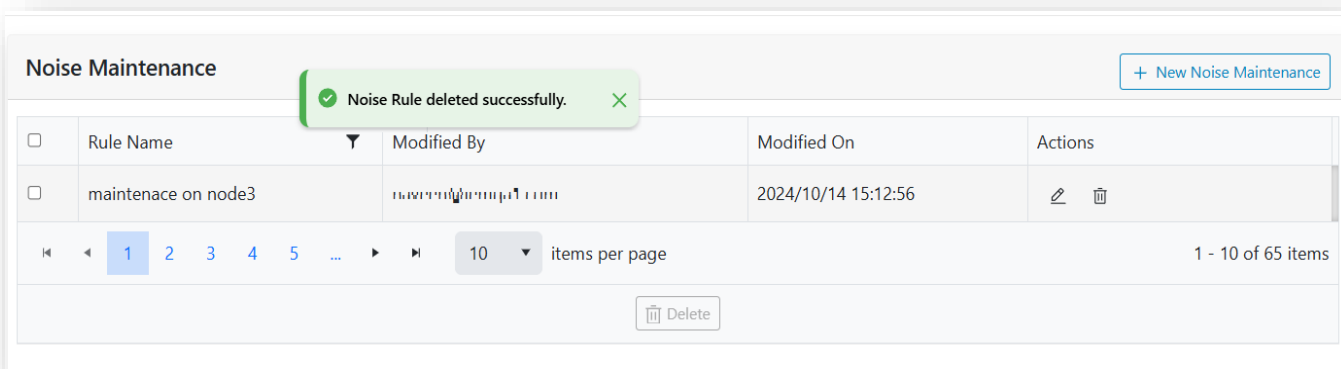


Figure 230 - Alert Message

5. Grid View will be refreshed, and the rules will be removed from the grid.

6.1.10.9.4 Apply Filters

The steps explain how to Apply filter, filters the Noise/Maintenance Window Data.

1. Click on the **Apply filter** action button present at the below header of the console.

Noise Maintenance						+ New Noise Maintenance
☐	Rule Name		Modified By	Modified On	Actions	
☐	Noise Entity node2		devkondurakshilw@hcl.com	2024/10/14 15:19:47	✎	🗑
☐	maintenance on node3		devkondurakshilw@hcl.com	2024/10/14 15:12:56	✎	🗑
☐	Noise Entity node4		devkondurakshilw@hcl.com	2024/08/10 05:42:17	✎	🗑
1 2 3 4 5 ... 10 items per page 1 - 10 of 64 items						🗑 Delete

Figure 231 - Apply Filter Operation

- The form will appear, from there user can select Filed and operator from drop down list and must write value. Then click on the apply button.

Noise Maintenance						+ New Noise Maintenance
☐	Rule Name		Modified By	Modified On	Actions	
☐	Noise Entity node2		devkondurakshilw@hcl.com	2024/10/14 15:19:47	✎	🗑
☐	maintenance on node3		devkondurakshilw@hcl.com	2024/10/14 15:12:56	✎	🗑
☐	Noise Entity node4		devkondurakshilw@hcl.com	2024/08/10 05:42:17	✎	🗑
1 2 3 4 5 ... 10 items per page 1 - 10 of 64 items						🗑 Delete

Operator

Like

Value

node2

Apply

Figure 232 - Apply Filter Operation

- User can see the result of applied filter.

Noise Maintenance						+ New Noise Maintenance
Applied Filters ruleName LIKE node2						
☐	Rule Name		Modified By	Modified On	Actions	
☐	NoiseEntitynode2		devkondurakshilw@hcl.com	2024/11/27 13:40:42	✎	🗑
1 10 items per page 1 - 1 of 1 items						🗑 Delete

Figure 233 - Apply Filter Result

6.1.10.10 Correlation Rules

Correlation rules in IEM are predefined sets of conditions and logic used to analyze and associate multiple events or alerts to identify patterns, relationships, and potential root causes. These rules play a crucial role in minimizing noise, prioritizing incidents, and aiding in more accurate and efficient incident detection and response. Correlation rules define the criteria and logic for grouping or correlating related alerts based on certain conditions or characteristics. Conditions specify the criteria that must be met for events to be correlated.

When correlated alerts meet certain criteria, correlation rules can trigger the automatic creation of actionable to streamline the actionable response process.

IEM Supports Topology based alert correlation and Temporal based alert correlation.

- Topology based alert correlation:
- Topology-based alert correlation helps in identifying root causes, reducing noise, and providing a more comprehensive view of incidents.
- By considering the topology of the infrastructure, HCL IntelliOps Event Management can correlate alerts from different sources and determine their impact on the overall environment. This enables faster and more accurate incident resolution, as well as proactive problem identification.
- Temporal-based Correlation with feedback system
- A technique implemented in HCL IntelliOps Event Management, allows for the analysis and correlation of alerts based on their time-related attributes. It helps in identifying patterns, trends, and dependencies among events over time. By incorporating temporal-based correlation into event correlation, we can gain insight into the temporal relationships among alerts. This allows for more accurate and timely actionable detection, helping to improve overall operational efficiency and responsiveness.

6.1.10.10.1 Topology Based Alert Correlation – OOB Correlation Rules

- **There are OOB default correlation rules for a tenant present in the environment.**

Out-of-the-box correlation rules refer to predefined logic/rules that analyze and correlate incoming alerts or events from various sources to identify actionable.

- **Time & Location Based Cross Domain Correlation Rule-** This correlation rule groups and filters alerts based on environment. There is a filter applied for production environment. The rule will be triggered and will stop grouping alerts into actionable when a specific metric (location) breaches a predefined location/region.
- **Time Based Cross Domain Correlation Rule-** This correlation rule groups and filters alerts based on environment. There is a filter applied for production environment. The rule will be triggered and will stop grouping alerts into actionable when a specific metric (time) exceeds a predefined threshold.
- **Network Topology Based Correlation Rule-** This correlation rule groups and filters alerts based on environment. There is a filter applied for production environment. There is predefined topology and the alerts having same entity following similar topology will be grouped into an actionable.
- **Entity and Time-Based Cross Domain Correlation Rule-** This correlation rule groups and filters alerts based on environment. There is a filter applied for production environment. The rule will group the alerts based on entity name. The rule will be triggered and will stop grouping alerts into actionable when a specific metric (time) exceeds a predefined threshold.

- **Noise and Incident Reduction Due to System Load**- This correlation rule filter alerts **based on** parameters (which should contain -CPU, memory or Swap). The alerts with the same entity will be clubbed into actionable.

This section enables us to define the correlation rules within environment as per the requirements. Correlation rules are user-defined rules which correlate the incoming alerts, identify causal and the impacting alerts within a correlated group and enable actionable creations. In addition to enablement of actionable creation, this enables user to define automated actions on the actionable 's created by the rule for e.g., auto resolution actions based on criteria's such as occurrence of a resolving event.

1. Navigate to the **Customer** page. Click on the edit icon corresponding to the customer for whom the Correlation Rules are to be added.
2. The following screen appears. Select **Correlation Rules** option from the left navigation pane:

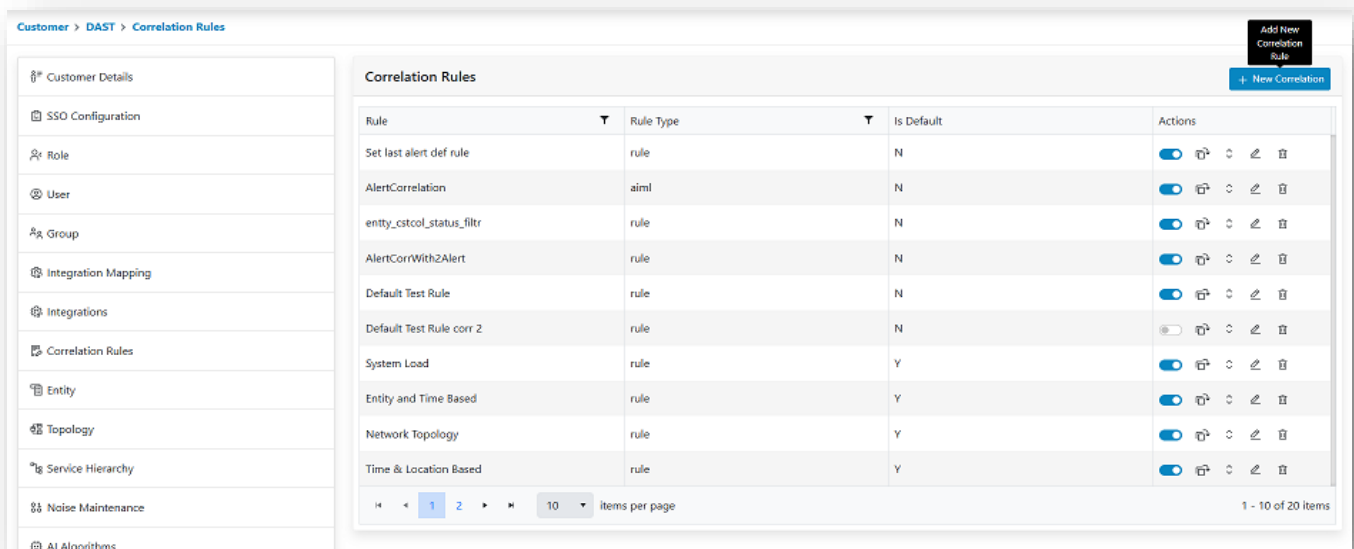


Figure 234 - Correlation View

3. Following are the actions users can perform on this screen based on their assigned roles.
 - Add New
 - Edit Existing
 - Delete
 - Change Rule Priority
 - Clone Correlation Rule
 - Enable/Disable Correlation Rule
 - Apply Filters

6.1.10.10.2 Add New Correlation Rules

1. Click on the **+New Correlation** button.

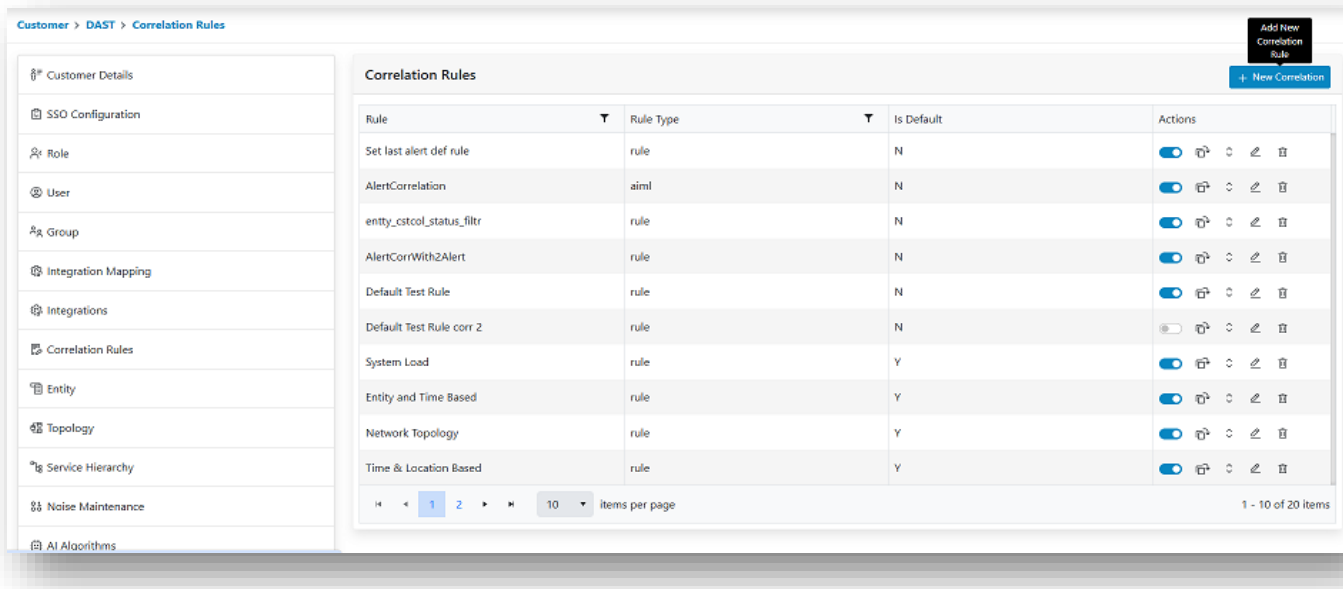


Figure 235 - Creating New Correlation Rule

2. The following form appears for the correlation screen:

Figure 236 - Correlation Page

3. The correlation creation is divided into three sections:

- General
- Definition
- Action

— **General** section enables user to specify the following:

- **Rule Name** – Name of the rule
- **Rule description** – Brief description of the rule

Rule Name *	Rule Description *
Generic rule	Combine all alerts

Figure 237 - Create New Name

- **Definition** section is where the user defines the way the alerts data are correlated and is further divided across the following sections:
 - Topology Filter Check Box
 - Include if
 - Exclude if
 - Group by
 - Define Casual

Definition

Action

☐ Topology Filter

Include Alert if

Select

Select

Value

Select

Select

X

Exclude if

Select

Select

Value

Select

Select

X

Figure 238 - Definition Section

- **Topology Filter:** This lets the user decide whether the topology details are to be taken into consideration. If selected, the alerts for which the entities topology details are available will only be taken into consideration.

☒ Topology Filter

All Level

Figure 239 - Topology Filter

- Topology filters are selected from the dropdown.
- The user then selects the levels to be considered, i.e., whether all the levels of the tree to be considered or limited levels.

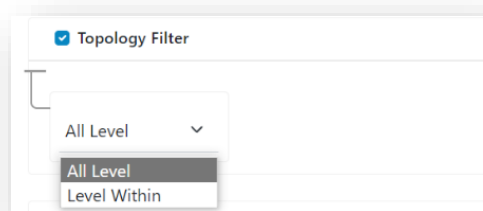


Figure 240 - Selecting Topology Level Types

- c. By Default, **All Level** option is selected.
- d. If user selects **Level Within**, he next needs to specify the number of levels to be considered and while grouping the data, the user needs select the methodology to group between **Tumbling** or **Sliding**. Tumbling means no overlap will happen in the level grouping of alerts whereas sliding implies overlapping will happen in the level grouping of alerts.

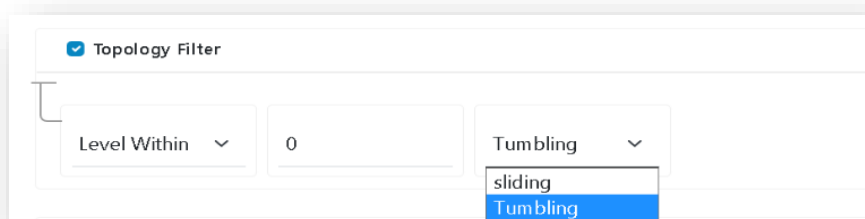


Figure 241 - Selecting Sliding and Tumbling

- e. Based on the selection, entities which topology details match the criteria are taken into consideration for this rule.
- **Include Alert if Filter:** User specifies here the alerts data to be considered based on its field's values. E.g., alerts where parameter is CPU or memory or disk. Refer Table 3 – Include Alert If Filter Fields to understand the fields of this filter.

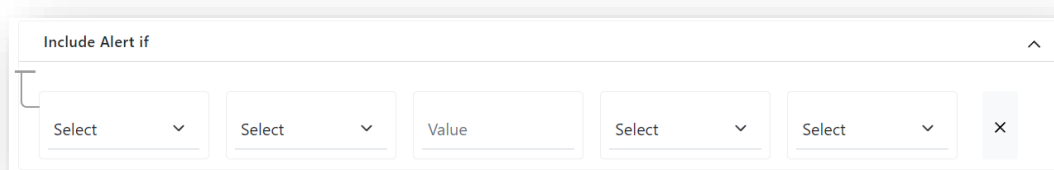


Figure 242 - Include Alert If

Table 3 – Include Alert If Filter Fields

Fields	Description
Fields	Enables users to select the field which user want to consider while applying the filter and it comprises of Alerts direct fields, its custom keys, associated entities master key data defined.
Operator	Based on the fields datatype the operators are populated
Value	Users need to specify the value to be compared to the field selected based on the operator chosen

Condition	Users choose to specify nested Sub And/Sub Or condition or Main And/ Or conditions
-----------	--

With the data filled in the section looks as below: -

Figure 243 - Selecting All Fields

- **Exclude if Filter** - User specifies here the criteria based on which incoming alerts data to be excluded if applicable, e.g., alerts where agent heartbeat belongs to a specific location. The condition is defined the same way it is defined for include filter. With the details filled in, the section looks as below:

Figure 244 - Exclude Alert If

By the end of this section, users have alerts data which qualifies to be correlated by this rule.

- **Group By:** Once user have the alerts which qualifies for this rule, user decides how to group those, e.g., group all the alerts by its entity id. This means all the incoming alert data will further be segregated by their entity id and will form that many groups.
 - a. In this section, user chooses the fields based on which the incoming alerts are to be grouped.

Figure 245 - Group By

- b. The fields are listed in the same way as it is displayed in the included filter section. User can select one or more fields. With the inputs selected, the field looks as below.
- c. In case of tumbling & Sliding topology, the user needs to group by Hierarchy ID & Sub Entity ID as a mandate.

Figure 246 - Selecting Group By

- Define causal:
- With the groups identified, user next determines the following:
 - **Process for** – Define windows within the group. for e.g., user wants to create hourly windows within the groups so that 10-11, 11-12 alerts data are grouped together and actionable are created accordingly. For this, you specify the interval and period as shown below. Default is set to 1 Hour.

Figure 247 - Process For

- **Trigger** – Defines when the grouping to be marked as actionable. This is based on the correlated alert count which is by default set to 1 as shown below.

Figure 248 – Trigger

User can specify the count based on their trigger criteria.

- **Mark as Causal:** With the groups identified this section helps determine out of all the alerts within a group which one is to be tagged as causal. For this, user have the following options.

- Based on Time user have two options enabled: -
 - **Set First Alert** – First occurring alert within the group, the one with the minimum first occurrence.
 - **Set Last Alert** – This is the alert which occurred latest in the group i.e., the alert with maximum alert time (first occurrence).
- Based on Topology level user have two options enabled: -
 - Set First level
 - Set Last level

These options are enabled in case user have selected topology data to be considered. As the name suggest first level is the first one and Last level is as the level comes in last. In case of conflict the time of occurrence is taken into consideration for determining the causal.

 - **Set First Level** – This enables user to identify causal based on an expression.

Figure 249 - Mark as Casual

- **Set Last Level:** An order of events based on which the alerts meeting the criteria will become causal.
- This implies in the group if user have long run query coming in its priority of becoming a causal alert is higher than the CPU alert. This can help user override the time of occurrence case, scenarios where user might have possibility of causal delayed and received after the impacted once.
- Define – This enables user to group the incoming alert and define a higher cause which is not dependent on any alert, but which is the reason behind the alert's occurrences.
 - Specify Actionable Details – helps user to work and resolve the causal actionable created.
 - Enter the specific actionable details as mentioned.

Figure 250 - Specific Actionable Details

- **Title** – Brief description about the actionable. User can choose to specify any alert field e.g., Title as shown below or create its own title using combination of alerts fields or its associated master fields as shown below or create its own title using combination of alerts fields or its associated master fields as shown below -

Specific Actionable Details		
Actionable Title *	Actionable Description *	Actionable Entity *
\$Agent	\$Agent	Mapped Entity ID
Actionable Severity		
Causal Alerts Severity		

Figure 251 - Actionable Title

- Create its own title using combination of alerts fields or its associated master fields.
- As mentioned, the fields can be accessed by using \$ sign as shown below: -

Specific Actionable Details		
Actionable Title *	Actionable Description *	Actionable Entity *
\$ \$Agent \$Agent Location \$Application Name \$Application Tier \$Business Division \$Country \$Data center	\$Agent	Mapped Entity ID
Cancel Submit		

Figure 252 - Actionable Title Drop-down

- Description – Detailed description about the actionable wherein user can add additional details which will help the operation user to better work on the actionable. Like Title either a single field can be specified, or a combination of texts and fields can be specified. With the values filled in the field looks as below

Specific Actionable Details		
Actionable Title *	Actionable Description *	Actionable Entity *
\$Agent	\$ \$Agent \$Agent Location \$Application Name \$Application Tier \$Business Division \$Country \$Data center	Mapped Entity ID
Actionable Severity		
Causal Alerts Severity		
Exit If		

Figure 253 - Actionable Description

- **Entity** – This is default set to the causal alert's entity id as shown below.

Specific Actionable Details

Actionable Title *	Actionable Description *	Actionable Entity *
\$Agent	\$	Mapped Entity ID

Actionable Severity

Causal Alerts Severity

Figure 254 - Actionable Entity

- In the case of Define, this is based on Group in which the alerts data is grouped which requires the action to be taken upon the group by field itself e.g., Datacenter. With defined option the Actionable entity looks as below.

Group By *

Data center

Define Causal

Process For: 1 Hour

Trigger: If Correlated alert >= 1

Mark as Causal: Set Last Level

Specific Actionable Details

Actionable Title *	Actionable Description *	Actionable Entity *
\$Data center	\$Data center	Mapped Entity ID

Actionable Severity

Causal Alerts Severity

Figure 255 - Enter all Fields

- Severity – Sets the actionable severity. Possible options are:

Specific Actionable Details

Actionable Title *	Actionable Description *	Actionable Entity *
\$Agent	\$Agent	Mapped Entity ID

Actionable Severity

Causal Alerts Severity

- Causal Alerts Severity
- Maximum Severity
- Static

Figure 256 – Actionable Severity

- Causal severity – if selected the severity is set to be same as the causal alert severity on grouping.
- Maximum severity – if selected the severity is set to maximum severity of all the grouped alerts.
- Static severity – if selected, user choose to specify the severity of actionable as shown below.

Figure 257 - Actionable Severity

- Exit if – with the details specified next user determine when the actionable grouping will be emitted from the state, and it has the following three options.

Figure 258 – Exit if

To close actionable, it is mandate to add exit criteria of the correlation rules as "Exit If, clear is received for Causal Alert".

- If clear received for the Causal – As the name suggests if the causal alert clear severity is received, this actionable will be emitted from the state.
- If the following record appears – This section helps user to specify conditions and when it is met, leads to actionable being emitted from the state e.g., incoming alert parameter contains *up or* any alert is received within the group where severity is clear.
- If the flow of new records is paused for specified duration – When it is selected it emits the actionable from the state if incoming data is stopped for the mentioned duration.

All these options are available as shown below: -

Exit If

Add Exit Criteria(OR)

Select ▼

- Select
- If flow of new records are paused for 15 Minutes
- If the following record appears
- If clear is received for the causal alert

Figure 259 - Exit If

- Choose to specify either one or all the conditions. Select, individual sections are added for each which captures the relevant input as required.
- Figure shows the section which appears when “If flow of new records is paused for” is selected: -

Exit If

If the flow of new records are paused for 15 Minute(s) × ^

Add Exit Criteria(OR)

If flow of new records are paused for 1! ▼

Figure 260 - Exit If Condition

- 4 min default is selected, expand the added section, user has the option to provide the interval and duration as shown below.

Exit If

If the flow of new records are paused for 15 Minute(s) × ^

Process For

15 Minutes ▼

Add Exit Criteria(OR)

If the following record appears ▼

Figure 261 - Process For

- Figure below shows section which appears when the option “If the following record appears” is selected.

Exit If

If the flow of new records are paused for 15 Minute(s)

If the following record appears

Rule

Parameter Contains cpu Select Select

Rule

Select Select Value Select Select

+ Criteria(case)

Figure 262 - Entity Fields

- Expression Criteria is defined in similar manner as user did for include criteria. Multiple criteria can be specified by Clicking on +Criteria(case).
- Figure shows the section which appears when “if clear is received for the causal” is selected. In this section there’s no input to be captured.

Exit If

If the flow of new records are paused for 15 Minute(s)

If the following record appears

If clear is received for the causal alert

Add Exit Criteria(OR)

If clear is received for the causal alert

Figure 263 - Select Condition

- All the criteria can be added only once. User can choose to delete any section (if not applicable) by clicking the delete icon next to the section as shown below.

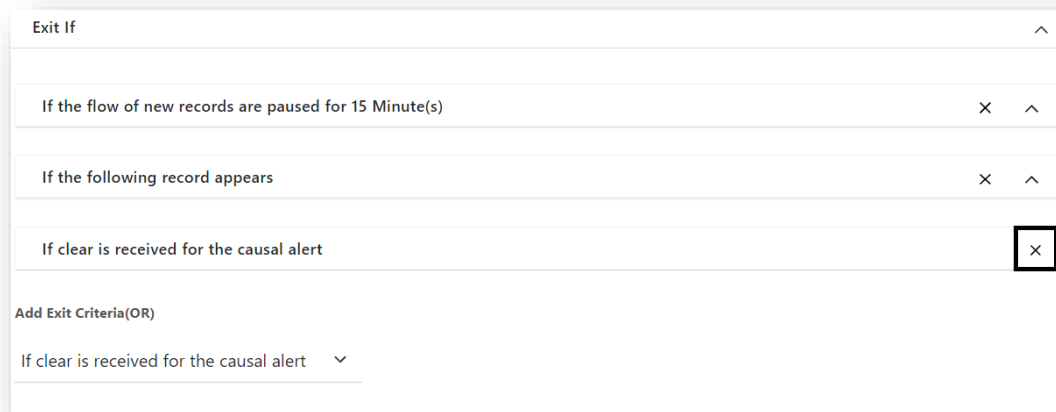


Figure 264 - Delete Condition

- **Action:** With the actionable creation rule defined in the *Definition* section next user can specify automated actions on the actionable's created by the said rule using the *Action* section.
 - a. Actions are defined using If <Condition> Then <Action> expressions as shown.

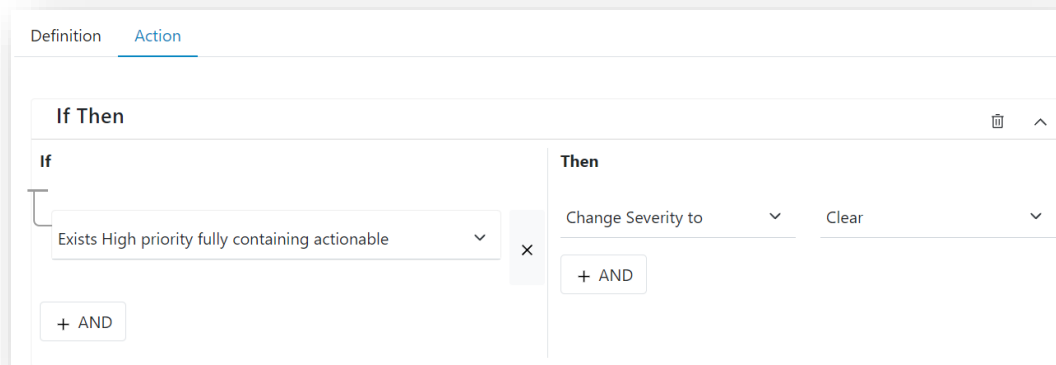


Figure 265 – Action

- b. User can define 1 or more such expressions. This can be added by clicking on **+Action Rule** button.

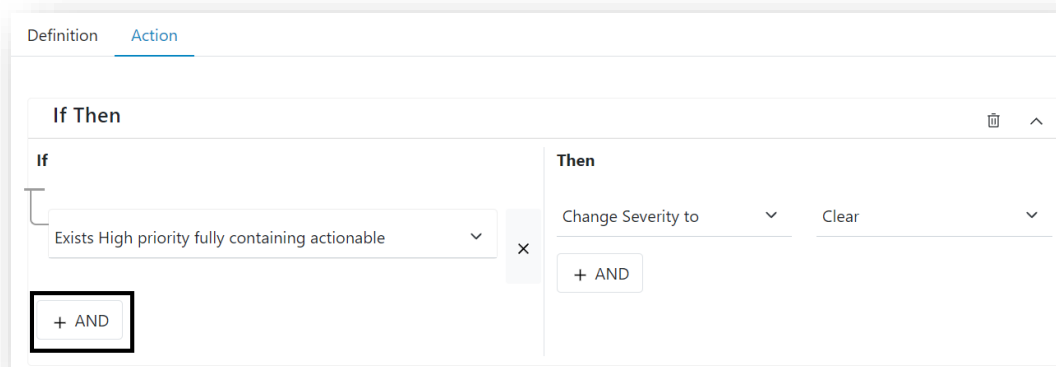


Figure 266 - Click on +Action Rule

- c. As the button is clicked a new section appears as shown below.

The screenshot shows the 'Action' tab of a configuration interface. It contains two 'If Then' rule sections. The first section has an 'If' condition 'Exists High priority fully containing actionable' and a 'Then' action 'Change Severity to'. The second section has an 'If' condition 'Correlated alerts are more than or equal to 0' and a 'Then' action 'Create Ticket' with 'ServiceNow' and '1'.

Figure 267 - Action Rules

- The section can be deleted by clicking on the delete icon next to it as shown below.

The screenshot shows the 'Action' tab of a configuration interface. It contains one 'If Then' rule section. A red box highlights the delete icon (trash can) next to the section header.

Figure 268 - Delete Action Rule

- Within a section an expression condition (if) section can be defined as combination of one or more conditions. A new condition within a section is added by clicking +AND button.

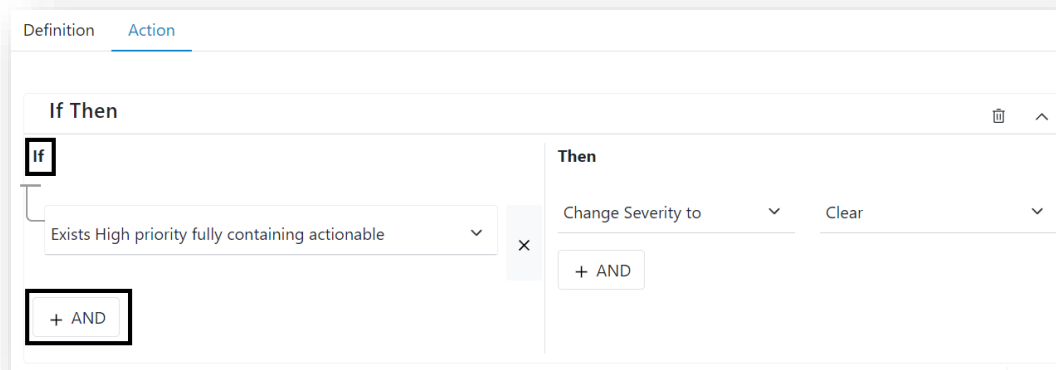


Figure 269 - Click on +AND

- As the button is clicked a new dropdown appears for user to choose the condition from as shown below.

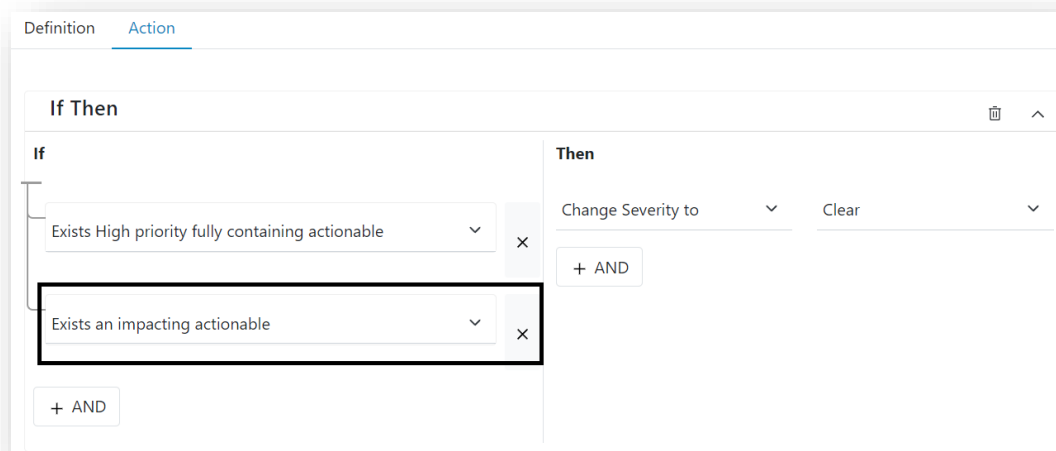


Figure 270 - Selecting the Rule

- Condition expression can be made of one or more of the following available options.
 - Exists an impacting actionable- This means there exists actionable' s whose impacted alert list comprises of the causal alert of actionable created by the rule.
 - Exists a high priority fully containing actionable-This means exists an actionable created by a high priority rule which comprises of all alerts of the actionable created by the rule.
 - Correlated alerts are more than or equal to-This means the count of alerts grouped is greater than or equal to the mentioned number.
- As this option is selected a text box appears next to the dropdown as shown below, enabling user to specify the count. The default is set to 1.

The screenshot shows the 'Definition' tab with the 'Action' sub-tab selected. The 'If Then' configuration is displayed. In the 'If' section, the condition is 'Correlated alerts are more than or equal to' with a value of '1' entered in a text field. A '+ AND' button is visible below the condition. In the 'Then' section, the action is 'Create Ticket' with a dropdown menu set to 'ServiceNow' and a value of '1' entered. A '+ AND' button is also visible below the action.

Figure 271 – Count

- Resolving event occurred- This means that actionable is emitted from the state due to either causal alert clear event occurrence or specified alert criteria occurrence (specified using “if the following record appears” clause)
- Actions that are to be taken when a condition is met are defined in the Action section of the expression.

The screenshot shows the 'Definition' tab with the 'Action' sub-tab selected. The 'If Then' configuration is displayed. In the 'If' section, the condition is 'Exists High priority fully containing actionable'. A '+ AND' button is visible below the condition. In the 'Then' section, the action is 'Change Severity to' with a dropdown menu set to 'Clear'. A '+ AND' button is visible below the action.

Figure 272 - Change Severity

- Like the condition(if) section, one or more actions can be defined for a particular condition expression by clicking on the +AND button in the Then section.

The screenshot shows the 'Definition' tab with the 'Action' sub-tab selected. The 'If Then' configuration is displayed. In the 'If' section, the condition is 'Exists High priority fully containing actionable'. A '+ AND' button is visible below the condition. In the 'Then' section, the action is 'Change Severity to' with a dropdown menu set to 'Clear'. A '+ AND' button is visible below the action.

Figure 273 - Click on +AND

- Clicking +AND adds a new row with the Action dropdown within the section as shown below.

The screenshot shows the 'Definition' tab with the 'Action' sub-tab selected. The 'If Then' rule is configured with the following details:

- If:** A condition where 'Correlated alerts are more than or equal to' the value '1'. There is a '+ AND' button below this condition.
- Then:** An action 'Change Severity to' is selected. A dropdown menu is open, showing 'Clear' as the selected option. There is also a '+ AND' button below this action.

Figure 274 - Change State

- Possible Actions can be any of the following available options: -
 - Change Severity To - Set severity of the actionable to the specified value. As this option is selected, severity dropdown appears for the user to choose from as shown below.

This screenshot is similar to Figure 274, but the dropdown menu for the 'Change Severity to' action is expanded, showing the following options: Clear, Indeterminate, Warning, Minor, Major, and Critical. The 'Clear' option is currently selected.

Figure 275 - Select the Fields

- Change State To - Set State of the actionable to the specified value. As this option is selected, a state dropdown appears for the user to choose from as shown below.

This screenshot shows the 'If Then' rule with the 'Change State to' action selected. The dropdown menu is expanded, showing the following state options: Open, Assigned, In Progress, Resolved, Closed, and Resolved Incorrect. The 'Open' option is currently selected.

Figure 276 - For Change State Select

- **Change Title** - Set title of the actionable to the specified value. As this option is selected, text box appears for user to specify the title for the actionable as shown below.

The screenshot shows the 'If Then' configuration window. The 'If' section on the left contains a dropdown menu with the text 'Correlated alerts are more than or equal to' and a value of '1'. The 'Then' section on the right has a dropdown menu with 'Change Title' selected, followed by a text box containing the value '0'. There are '+ AND' buttons in both sections and a trash icon in the top right corner.

Figure 277 - Change Title

- **Create Ticket** – Enables ticket creation in the specified tool after specified interval in minutes. As the option is selected a dropdown appears enabling user to select from the available tool list along with a text box for user to specify the lag duration in minutes. The lag by defaults is 0 which implies immediate creation of ticket as the corresponding condition is met.

The screenshot shows the 'If Then' configuration window. The 'If' section on the left is identical to the previous figure, with 'Correlated alerts are more than or equal to' and a value of '1'. The 'Then' section on the right has a dropdown menu with 'Create Ticket' selected. This is followed by a dropdown menu showing 'ServiceNow' and a text box containing the value '0'. There are '+ AND' buttons in both sections and a trash icon in the top right corner.

Figure 278 - Creation of Ticket

- Users need to note that the ticket will only be created for the actionable if the associated customer's integration is defined.
- By default, the following expressions are preconfigured.
- Change state to resolved if exists an impacting actionable or exists a high priority fully containing actionable, or a resolving event has occurred.
- The below figure shows the actions configured.

The image shows three stacked 'If Then' rule configuration panels. Each panel has an 'If' section with a dropdown menu and a 'Then' section with a dropdown menu and a 'Resolved' status. The first two panels have 'Exists High priority fully containing actionable' in the 'If' section and 'Change State to' in the 'Then' section. The third panel has 'Clear event occurred' in the 'If' section and 'Change State to' in the 'Then' section. Each panel has a '+ AND' button.

Figure 279 - Actions Rules

- User can choose to update the existing actions or create new actions.
- With all the details filled in click on the Submit button to Save the rule and create the associated processing details.

The image shows the 'Create Correlation Rule' dialog box. It has fields for 'Rule Name' and 'Rule Description', both set to 'Default'. Below these are tabs for 'Definition' and 'Action'. The 'Action' tab is active, showing an 'If Then' rule configuration. The 'If' section has a dropdown menu with 'Correlated alerts are more than or equal to' and a value of '1'. The 'Then' section has a dropdown menu with 'Create Ticket' and a 'ServiceNow' dropdown with a value of '0'. There is a '+ AND' button and a '+ Action Rule' button at the bottom. At the very bottom are 'Cancel' and 'Submit' buttons.

Figure 280 - Click on Submit

- As the Submit button is clicked, control is redirected to the grid view page listing the rule created as shown below.

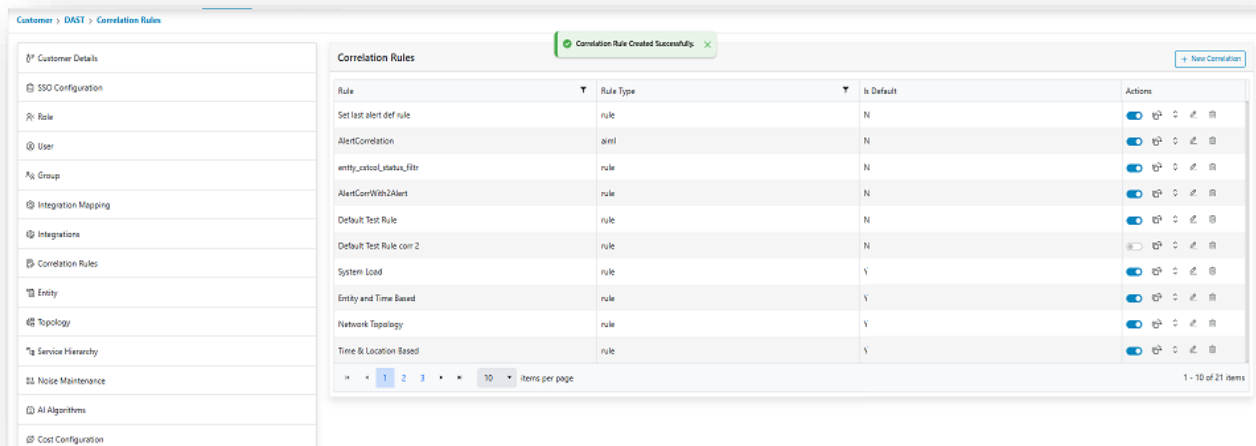


Figure 281 - Grid View for Correlation Rules

6.1.10.10.3 Edit Correlation Rules

1. Click on the Edit icon next to the rule that is to be edited.

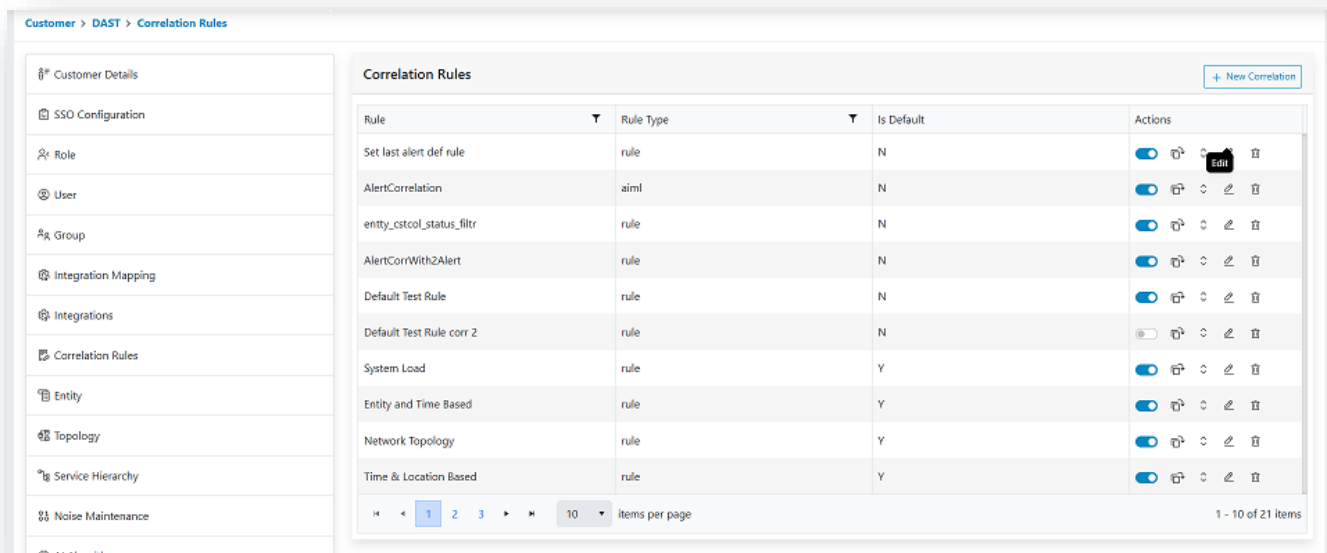


Figure 282 - Edit Correlation Rule

2. The form appears with all the details filled in.

Figure 283 - Edit Correlation Rule (Cont.)

3. Once saved, the user can only perform the following action on the saved data.
 - **Manage Automated Actions** – Add, Update, or delete action expressions in the action section.
4. All the other sections will appear in read only mode as shown in the following figure:

Figure 284 - Updated Correlation Rules

5. Make the required changes and click on Update for the changes to be applicable.
6. A prompt is displayed as shown below.

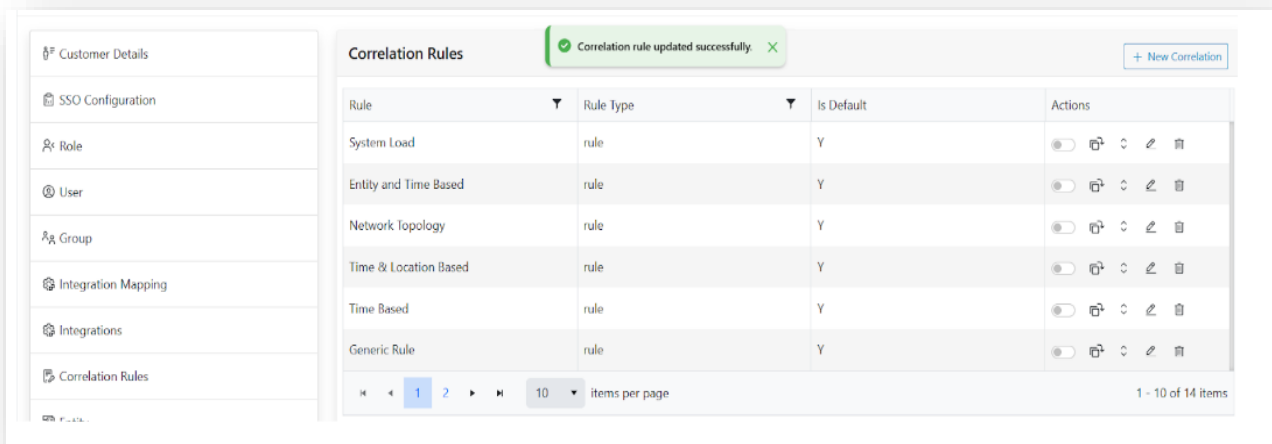


Figure 285 - Alert Message

6.1.10.10.4 Delete Correlation Rules

1. Click on the Delete icon next to the rule that is to be deleted.

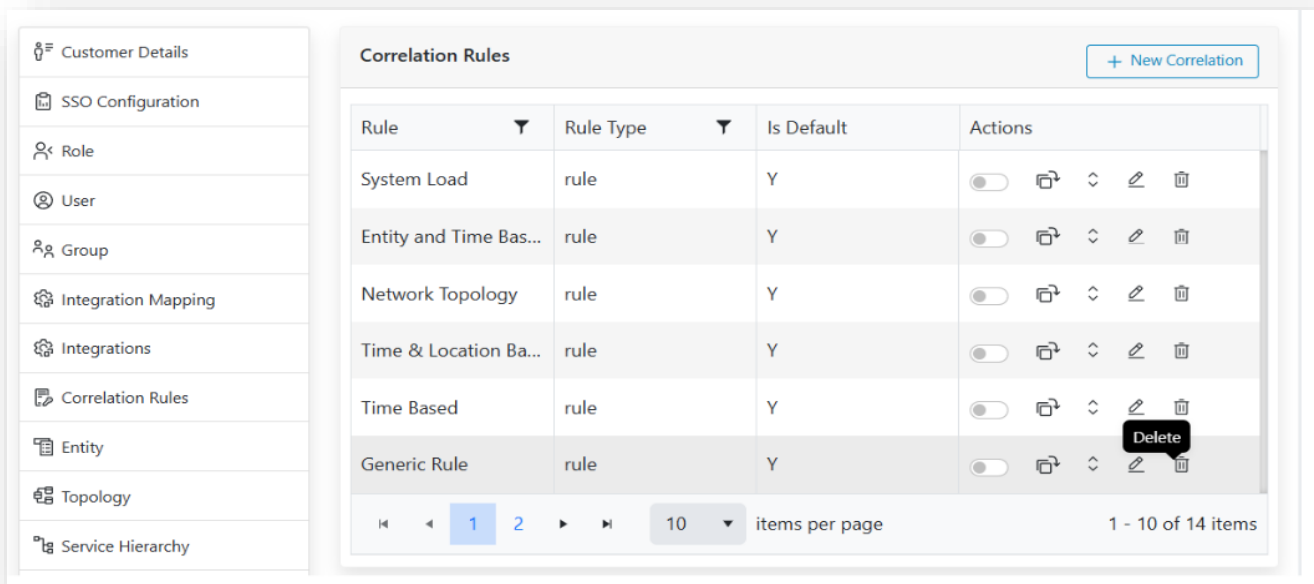


Figure 286 - Delete Correlation

2. A prompt is displayed as shown below.

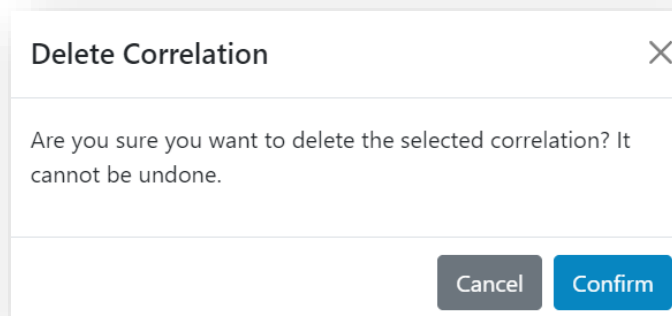


Figure 287 - Confirmation pop-up

3. On confirmation the rule and the associated processes will be deleted.
4. On successful deletion the following message will be displayed.

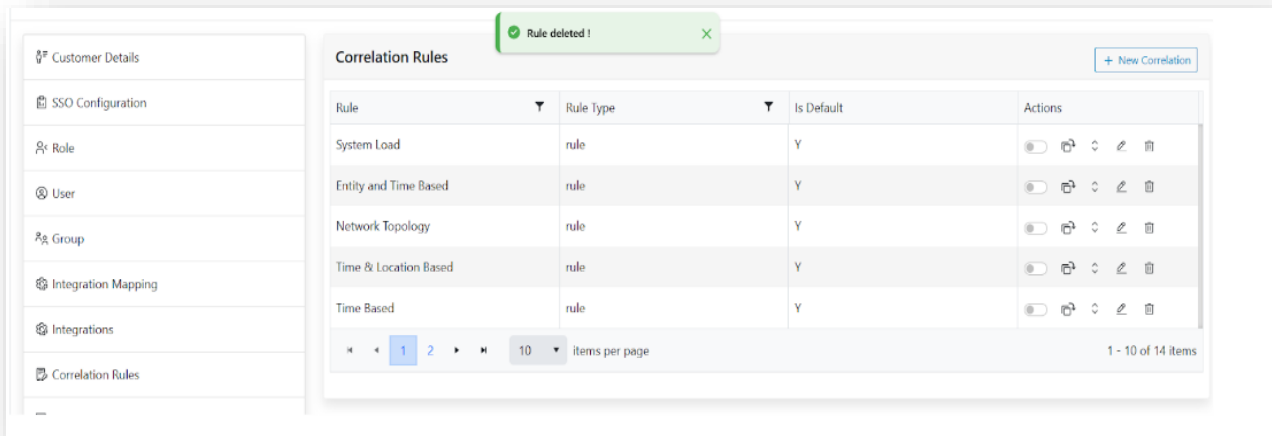


Figure 288 - Alert Message

5. The rule no longer appears in the grid and the data table is updated.

6.1.10.10.5 Change Rule Priority

The grid view page enables user to adjust the rule priority. Rule priority helps prioritize the actionable created by different rules and enables us to take actions or define automated actions based on the priority ordering.

Users need to note that the rules are displayed in descending order of their priority in the grid. The topmost rule has the highest priority with the priority decreasing as user go down in the grid.

1. Click on the drag icon next to the rule for which the priority needs to be adjusted.

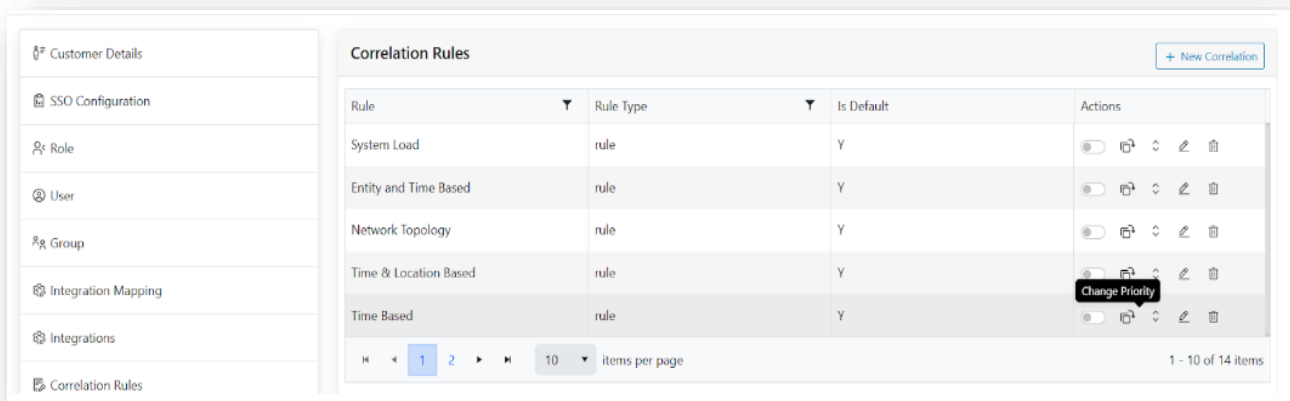
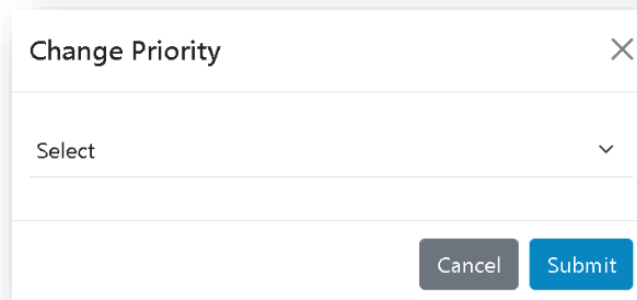


Figure 289 - Change the Priority

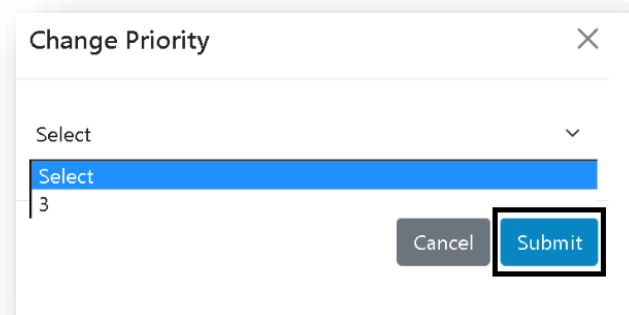
2. Select and drag the rule.



A modal dialog box titled "Change Priority" with a close button (X) in the top right corner. It contains a dropdown menu labeled "Select" with a downward arrow. At the bottom right, there are two buttons: "Cancel" and "Submit".

Figure 290 - Select the Change Priority Dropdown

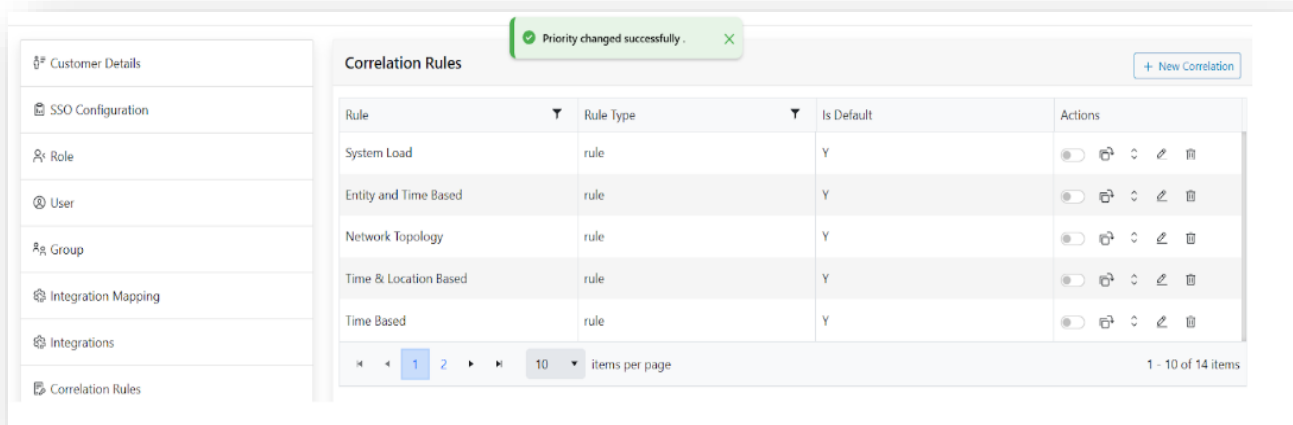
- Position the dragged rules at the desired position. As the ordering is changed, a **Save Priorities Button** appears at the bottom of the grid.



A modal dialog box titled "Change Priority" with a close button (X) in the top right corner. The dropdown menu labeled "Select" is open, showing a list with "Select" at the top and "3" below it. The "3" option is highlighted. At the bottom right, there are two buttons: "Cancel" and "Submit".

Figure 291 - Select the Change Priority Dropdown

- Click on the **Submit** button to update the rule priorities.
- On successful update the following message is displayed



The screenshot shows a web interface with a sidebar on the left containing navigation links: Customer Details, SSO Configuration, Role, User, Group, Integration Mapping, Integrations, and Correlation Rules. The main area displays a "Correlation Rules" table. Above the table, a green alert message states "Priority changed successfully." with a close button. The table has columns: Rule, Rule Type, Is Default, and Actions. It lists five rules: System Load, Entity and Time Based, Network Topology, Time & Location Based, and Time Based. Each rule has a toggle switch, a clone icon, a priority icon, an edit icon, and a delete icon. Below the table, there is a pagination bar showing "1 - 10 of 14 items" and a "10 items per page" dropdown.

Rule	Rule Type	Is Default	Actions
System Load	rule	Y	[Toggle] [Clone] [Priority] [Edit] [Delete]
Entity and Time Based	rule	Y	[Toggle] [Clone] [Priority] [Edit] [Delete]
Network Topology	rule	Y	[Toggle] [Clone] [Priority] [Edit] [Delete]
Time & Location Based	rule	Y	[Toggle] [Clone] [Priority] [Edit] [Delete]
Time Based	rule	Y	[Toggle] [Clone] [Priority] [Edit] [Delete]

Figure 292 - Alert Message

- The priority is saved; grid is refreshed showing the changed ordering.

6.1.10.10.6 Clone Correlation rules

- Click on the **Clone** button next to the correlation rule that is to be cloned.

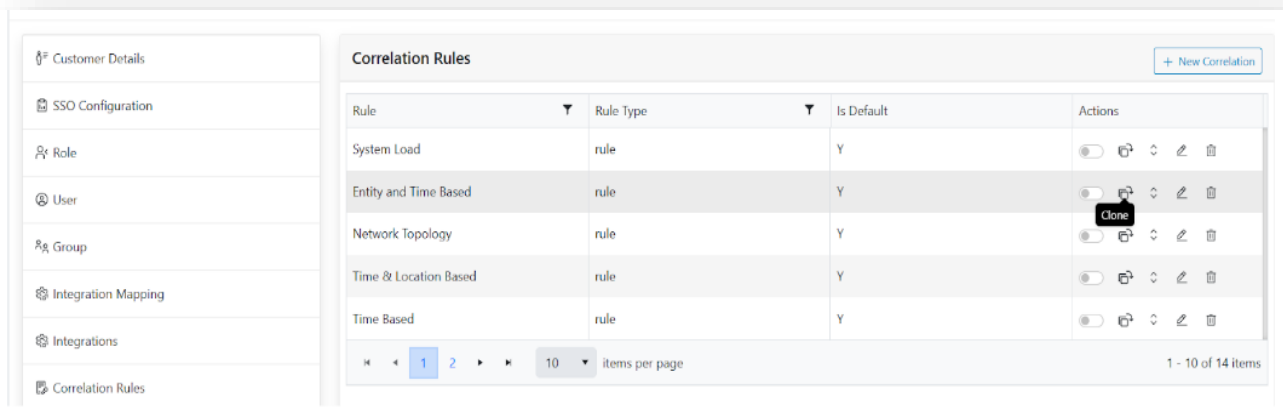


Figure 293 - Clone Action

2. This will prompt for confirmation as shown:

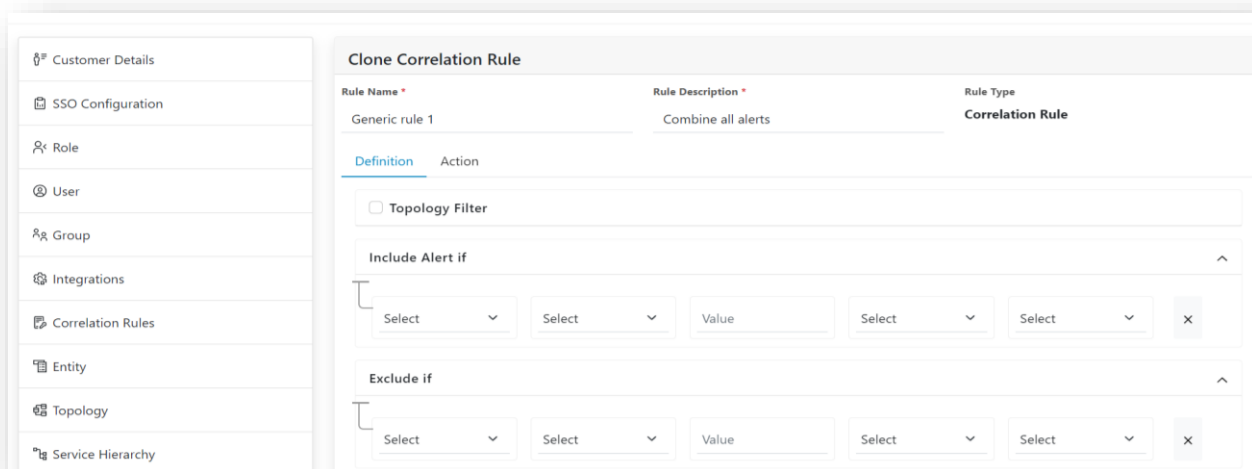


Figure 294 - Clone Connection Integration

3. On successful cloning the following message is displayed

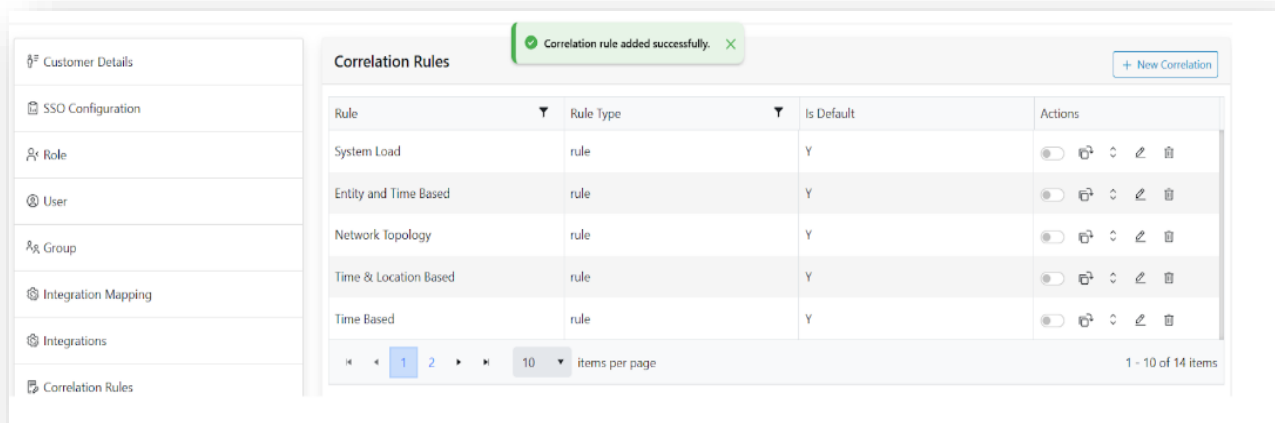


Figure 295 - Alert Message

6.1.10.10.7 Enable/Disable Correlation Rule

1. Click on the Enable/Disable toggle button next to the correlation rule that needs to be Enabled/Disabled.

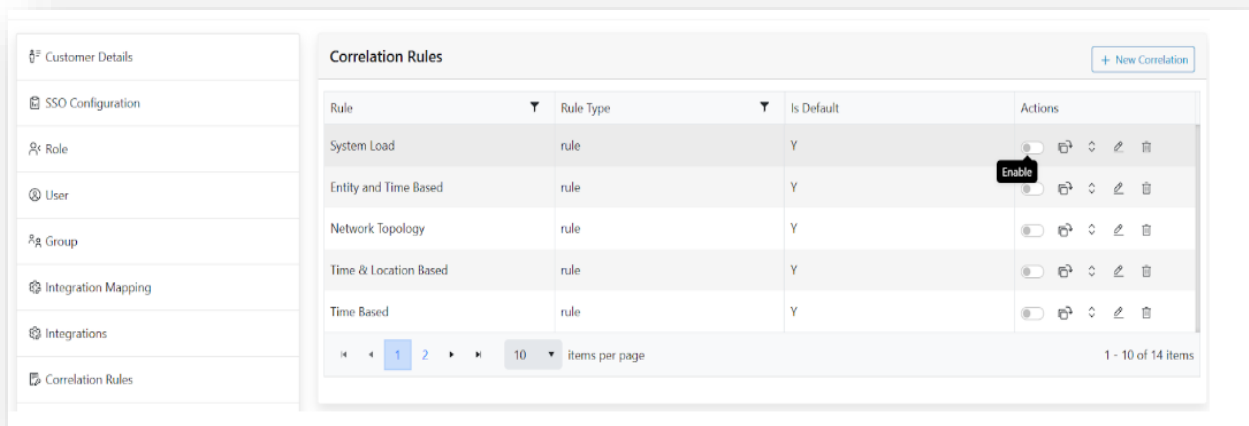


Figure 296 - Enable /Disable Correlation Rules

- Click on **Enable/Disable** icon, on success a confirmation pop-up message is displayed.

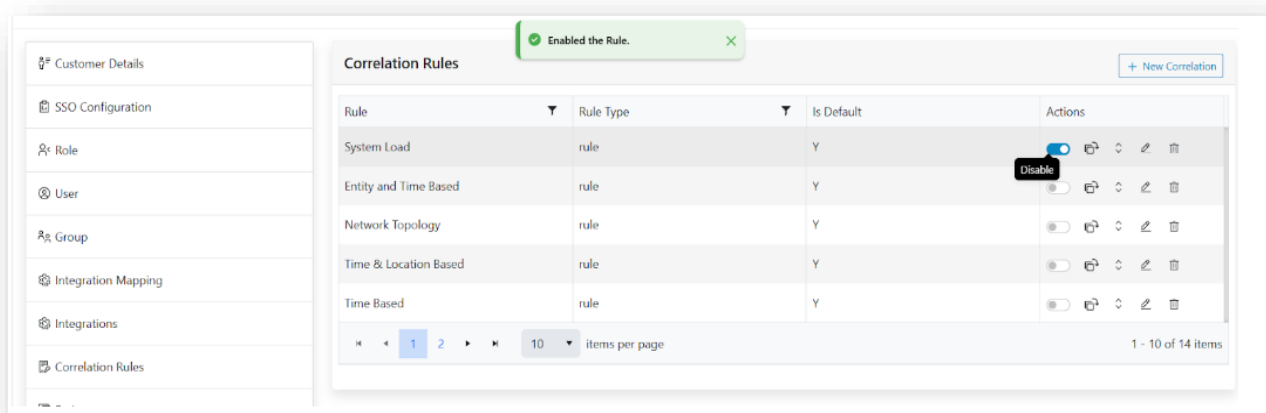


Figure 297 - Alert Message

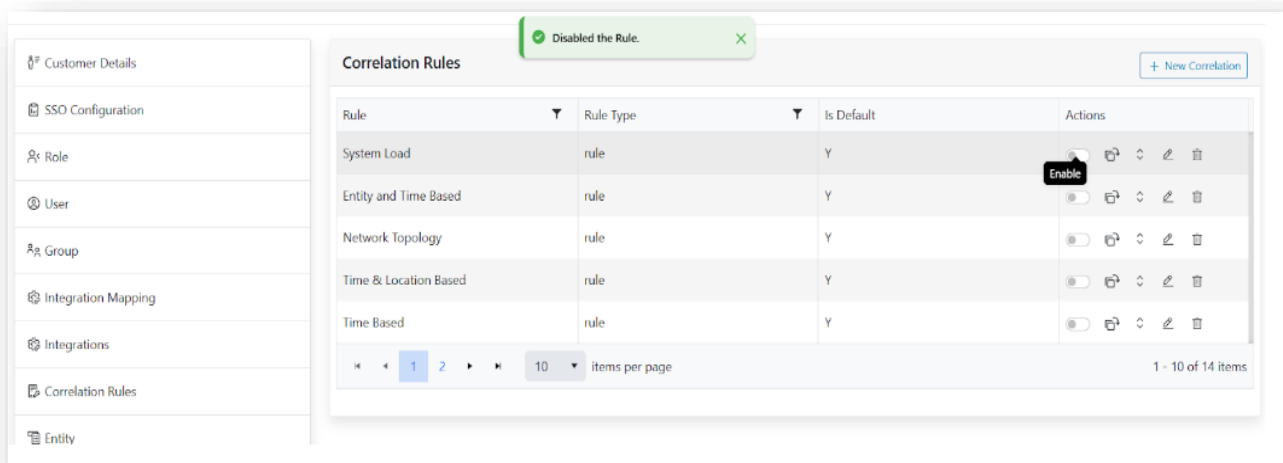


Figure 298 - Success Pop-up for Enable

6.1.10.10.8 Apply Filters

The section involves the steps to Apply filter to the Correlation Rules Data.

- Click on the Apply filter action button present at the below the header of the console.

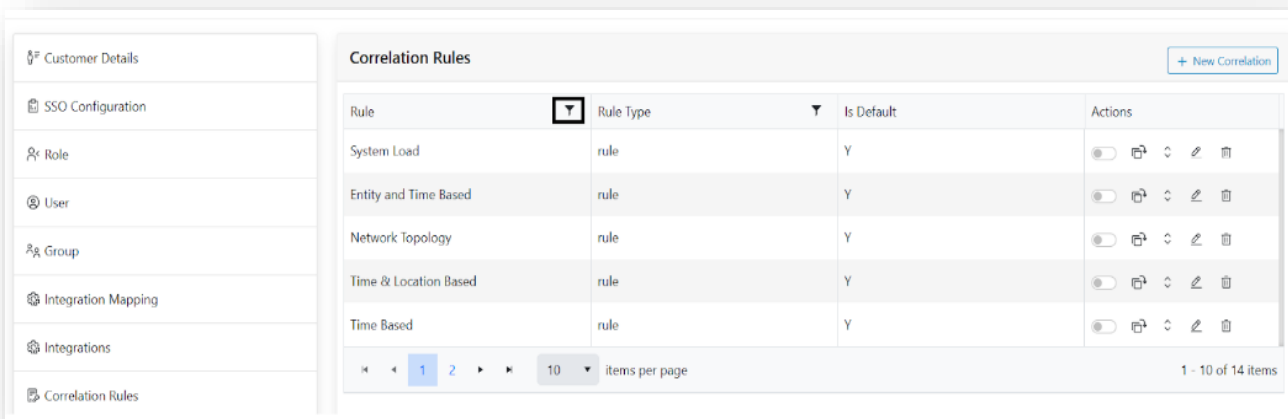


Figure 299 - Apply Filter Operation

- The form appears. From there, select **Field** and **Operator** from drop down list and provide **Value**. Then click on the **Apply** button.

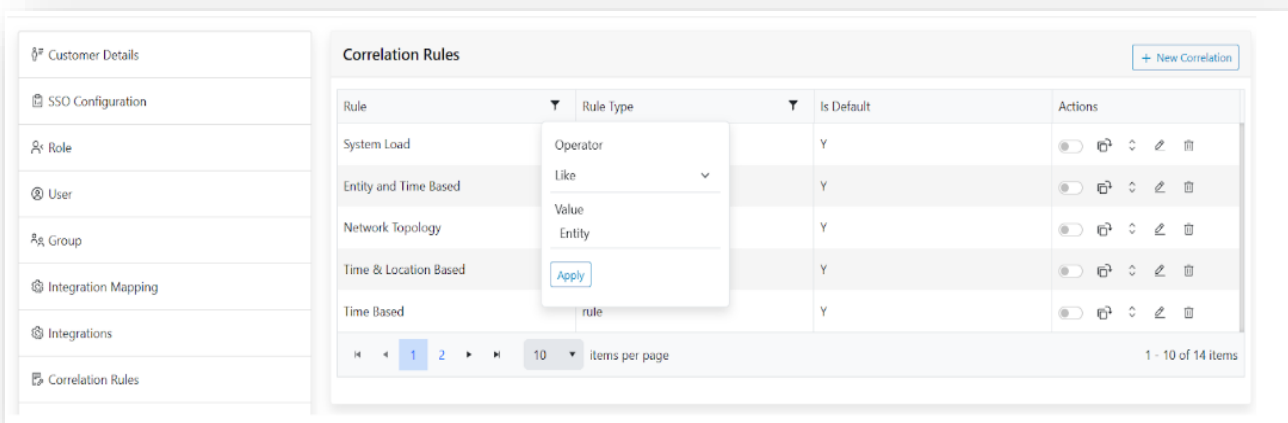


Figure 300 - Apply Filter Operation

- The result looks as shown in the following figure:

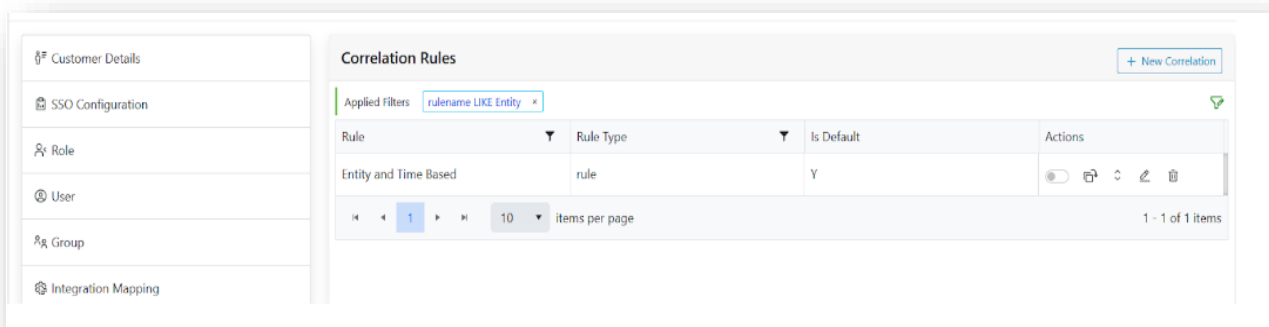


Figure 301 - Apply Filter Result

6.1.10.11 Integration Mapping

- Click the customer onboard section. For a specific customer, click on customer action edit section. Click on the Integration Mapping page, Records for the selected customer will be displayed in the grid view as shown.

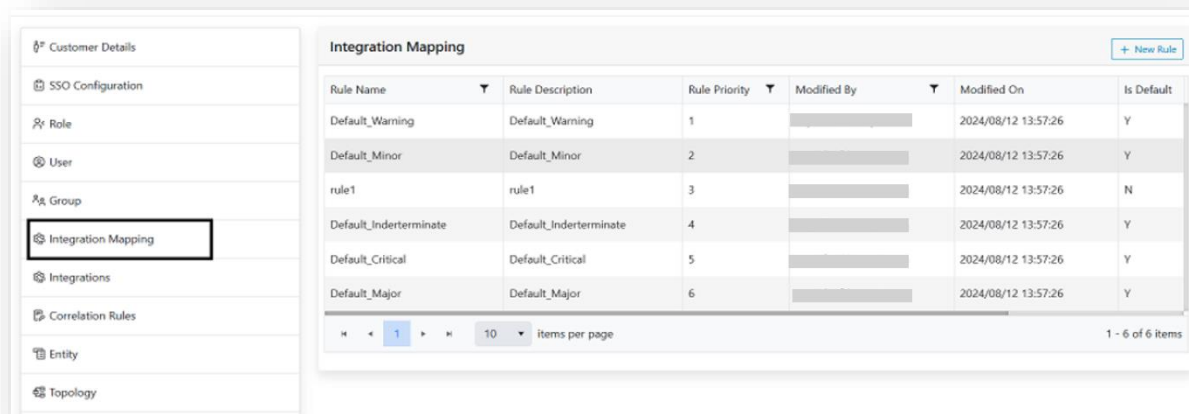


Figure 302 – Integration Mapping Page

2. User can perform the following actions:

- Add New
- Edit
- Delete
- Enable/Disable
- Change Rule Priority
- Apply Filter

6.1.10.11.1 Add New Integration Mapping

1. Click on the +New button at the top of the grid to create a new rule.

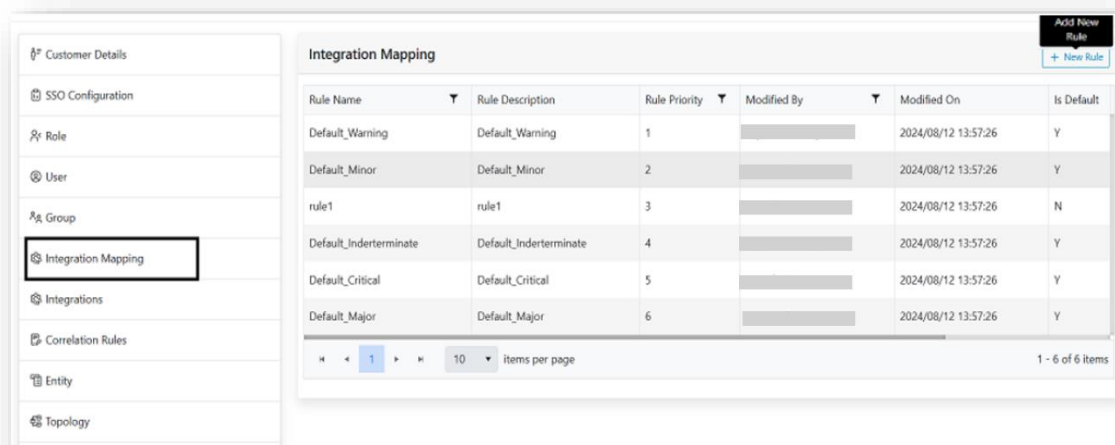


Figure 303 – Create New Integration Mapping

2. The following form is opened. Click on the +Add button.

Integrations Mapping

Rule Name *

Rule Description *

Urgency *

Impact *

Value

Value

Field Name *

Operator *

Value *

Select Field Name

Select Operator

Value

+ Add

Filters will be added in AND condition. Create a New Rule if you wish to use these in OR condition.

Cancel

Submit

Figure 304 – Create Integration Mapping

- The following page appears. Enter all the details that present in the integration mapping creation page.

Integrations Mapping

Rule Name *

Rule Description *

rule2

rule2

Urgency *

Impact *

2

3

Field Name *

Operator *

Value *

Environment

Is

Prod

+ Add

Filters will be added in AND condition. Create a New Rule if you wish to use these in OR condition.

Cancel

Submit

Figure 305 – Create Integration Mapping (Cont.)

- In addition, user can click on +Add icon and enter all the fields.

Integrations Mapping

Rule Name * rule2 Rule Description * rule2

Urgency * 2 Impact * 3

Field Name * Environment Operator * Is Value * Prod

Filters will be added in AND condition. Create a New Rule if you wish to use these in OR condition.

[+ Add](#) [Cancel](#) [Submit](#)

Figure 306 – Add Section

Integrations Mapping

Rule Name * rule2 Rule Description * rule2

Urgency * 2 Impact * 3

Field Name * Environment Operator * Is Value * Prod

Custom Key3 Like key3

Filters will be added in AND condition. Create a New Rule if you wish to use these in OR condition.

[+ Add](#) [Cancel](#) [Submit](#)

Figure 307 – Add Section

- Click on Submit. A confirmation message is displayed.

Integration Mapping

[+ New Rule](#)

Rule Name	Rule Description	Rule Priority	Modified By	Modified On	Is
Default_Warning	Default_Warning	1	deekonda.akhilesh@hcl.com	2024/11/28 12:44:08	Y
Default_Minor	Default_Minor	2	supriha@iemqa1.com	2024/08/12 13:57:26	Y
rule1	rule1	3	deekonda.akhilesh@hcl.com	2024/11/28 12:44:26	N
Default_Indeterminate	Default_Indeterminate	4	supriha@iemqa1.com	2024/08/12 13:57:26	Y
Default_Critical	Default_Critical	5	supriha@iemqa1.com	2024/08/12 13:57:26	Y
Default_Major	Default_Major	6	supriha@iemqa1.com	2024/08/12 13:57:26	Y

1 - 6 of 6 items

Figure 308 – Listing Page of Integration Mapping

- On Clicking Submit, the integration mapping will start appearing in the grid view.

6.1.10.11.2 Edit Integration Mapping

User can edit the created integration mapping also.

1. Click on the edit icon next to the rule which needs to be edited.

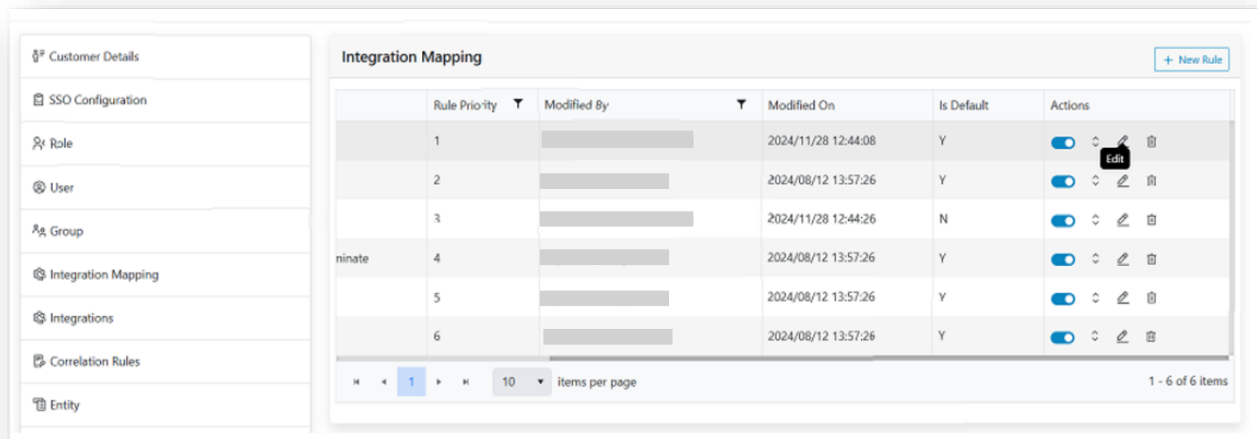


Figure 309 – Edit Action

2. The Integration Mapping can be edited with edit option. Add Filter can be added for the Integration Mapping and after making the changes, click on the Submit button.

The screenshot shows the 'Integrations Mapping' form. It has two main sections. The top section contains 'Rule Name' (rule1) and 'Rule Description' (rule1). Below this are 'Urgency' (2) and 'Impact' (3). The bottom section is for filters, with columns for 'Field Name', 'Operator', and 'Value'. There are two filter rows: 'Environment' with operator 'Is' and value 'Prod', and 'Custom Key3' with operator 'Like' and value 'key3'. A '+ Add' button is on the right, and an 'X' button is at the bottom right of the filter section. At the bottom of the form, there is a note: 'Filters will be added in AND condition. Create a New Rule if you wish to use these in OR condition.' and two buttons: 'Cancel' and 'Submit'.

Rule Name *	Rule Description *
rule1	rule1

Urgency *	Impact *
2	3

Field Name *	Operator *	Value *
Environment	Is	Prod
Custom Key3	Like	key3

Filters will be added in AND condition. Create a New Rule if you wish to use these in OR condition.

Cancel Submit

Figure 310 – Edit Integration Mapping

3. A success message appears as shown below.

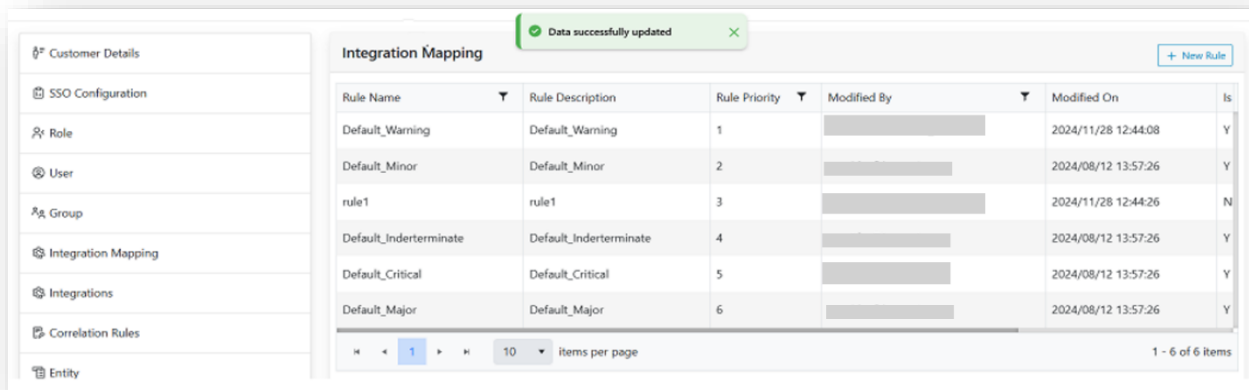


Figure 311 – Alert Message

6.1.10.11.3 Delete Integration Mapping

The action enables user to delete the integration mapping created.

1. Select the integration mapping to be deleted and click on delete icon.

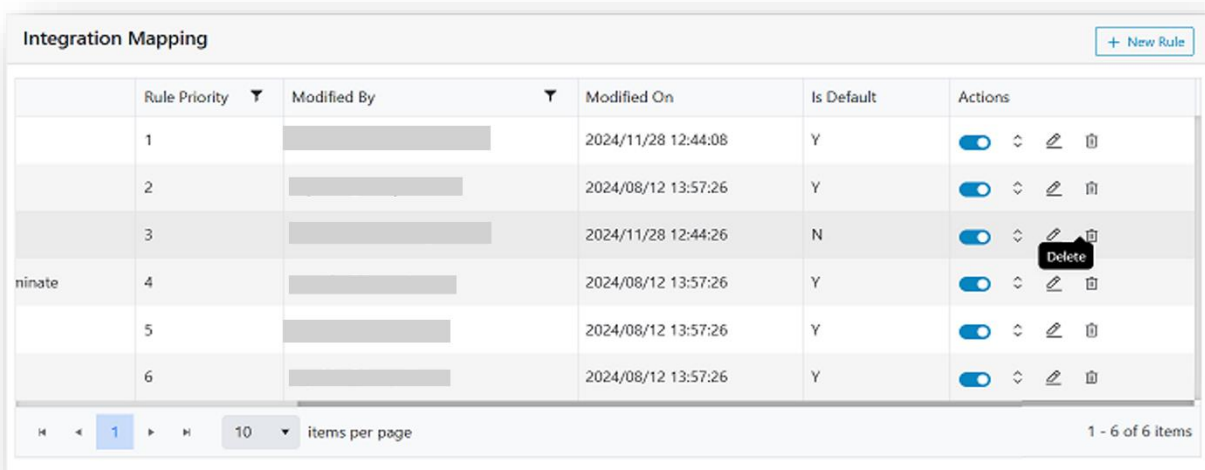


Figure 312 – Delete Integration Mapping

2. A confirmation box is prompted.

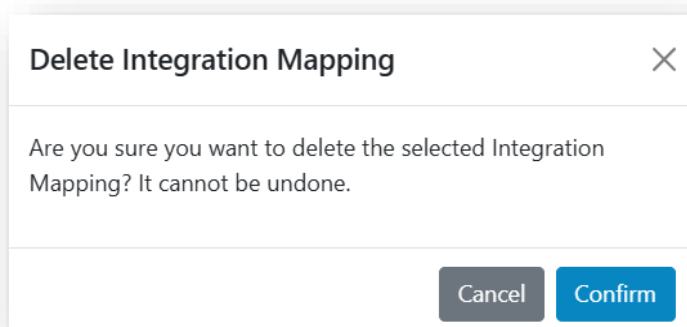


Figure 313 – Confirmation Pop-Up

3. Click on Confirm button to proceed for the deletion process.
4. On successful deletion, a confirmation message is displayed.

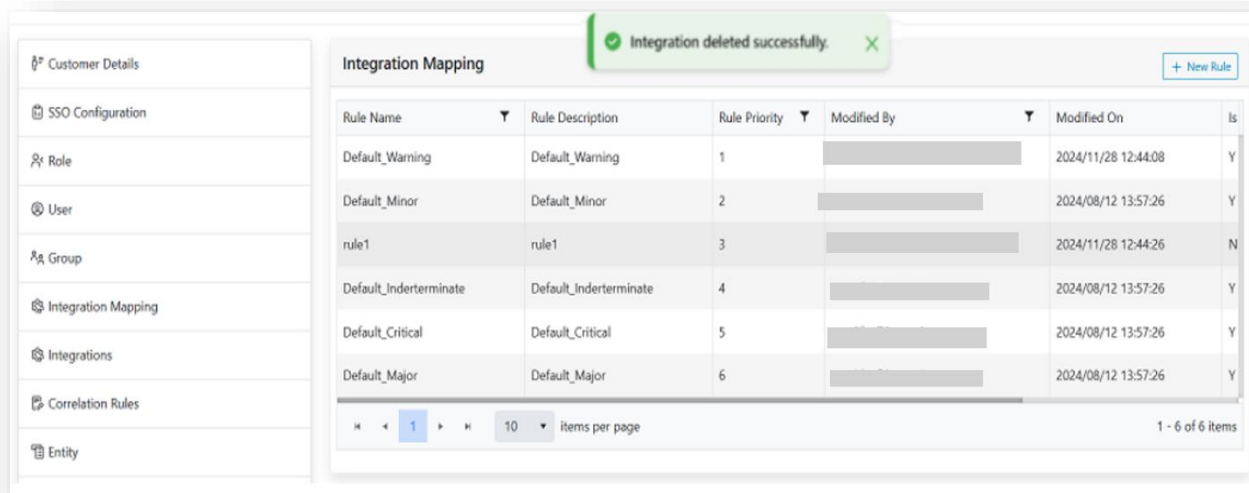


Figure 314 – Alert Message

- Grid View will be refreshed and the rules will be removed from the grid.

6.1.10.11.4 Enable/Disable Integration Mapping

To enable or disable an integration mapping in an environment, there is provision of toggle switches to easily perform the required actions.

- Click on the Enable/Disable toggle button which needs to be Enabled/Disabled.

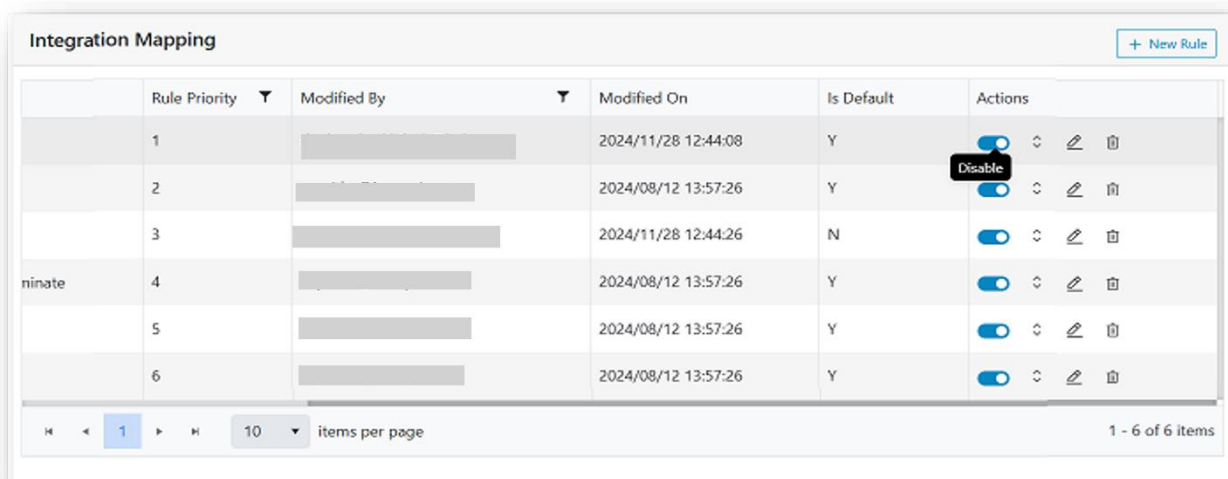


Figure 315 – Enable/Disable Integration Mapping

- Click on Enable/Disable toggle. On success, a confirmation pop-up message will be displayed.

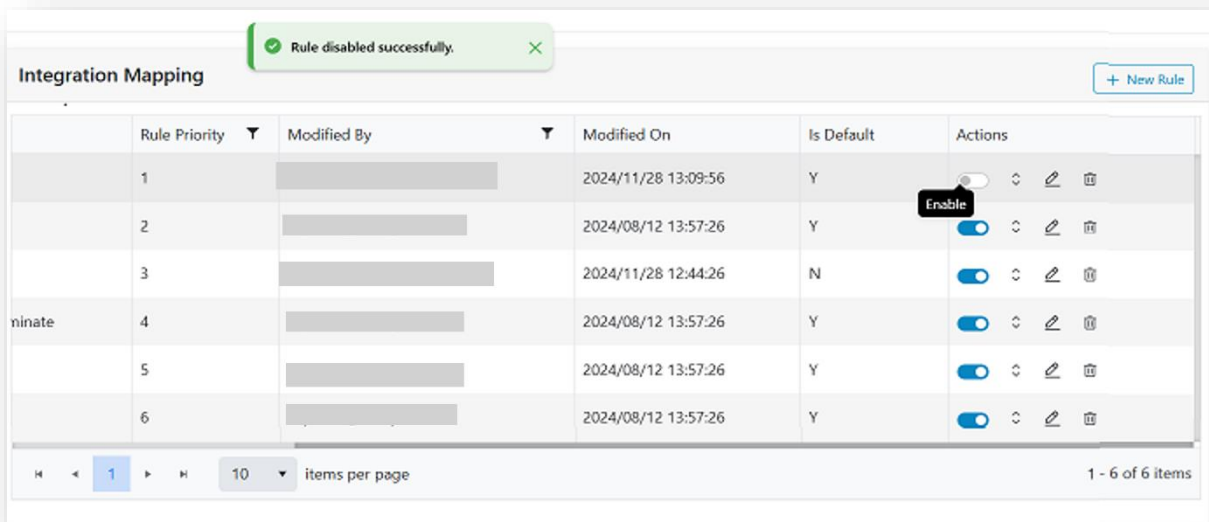


Figure 316 – Alert Message

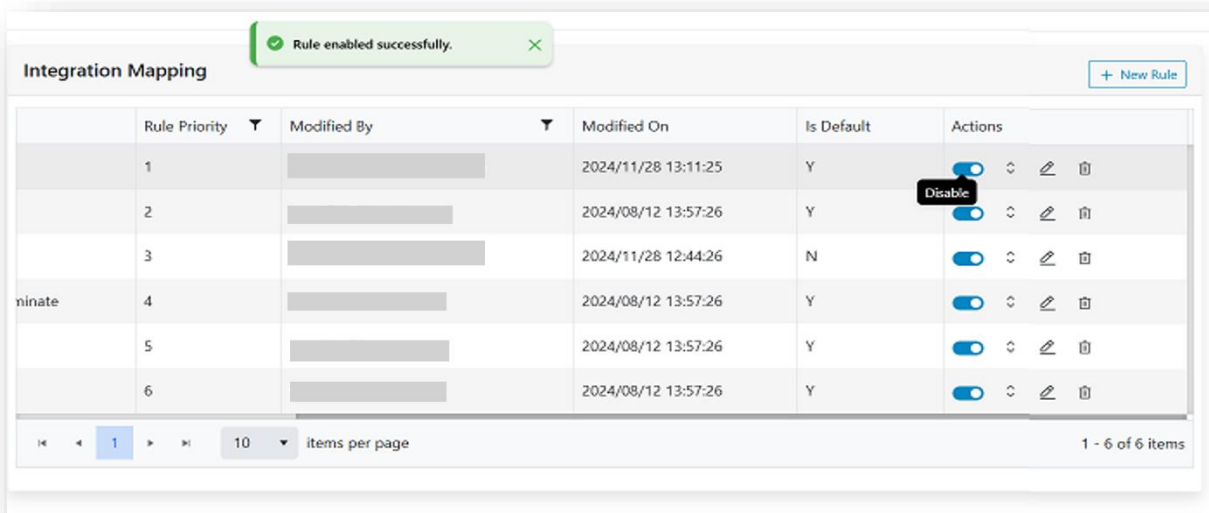


Figure 317 – Alert Message

6.1.10.11.5 Change Integration Mapping

The grid view page enables user to adjust the rule priority. Rule priority helps prioritize the actionable created by different rules and enables us to take actions or define automated actions based on the priority.

Users need to note that the rules are displayed in descending order of their priority in the grid. The topmost rule has the highest priority with the priority decreasing as user go down in the grid.

1. Click on the drag icon next to the rule for which the priority needs to be adjusted.

	Rule Priority	Modified By	Modified On	Is Default	Actions
	1		2024/11/28 13:11:25	Y	   
	2		2024/08/12 13:57:26	Y	   
	3		2024/11/28 12:44:26	N	   
ninate	4		2024/08/12 13:57:26	Y	   
	5		2024/08/12 13:57:26	Y	   
	6		2024/08/12 13:57:26	Y	   

1 - 6 of 6 items

Figure 318 – Change Priority

2. Select and drag the rule.

Change Priority

Select

Cancel

Submit

Figure 319 – Select Change Priority Dropdown

3. Position the dragged rules at the desired position. As the ordering is changed, a Save Priorities button appears at the bottom of the grid.

Change Priority

Select

Select

3

Cancel

Submit

Figure 320 – Select Change Priority Dropdown

4. Click on the Submit button to update the rule priorities.
5. On successful update, the following message is displayed:

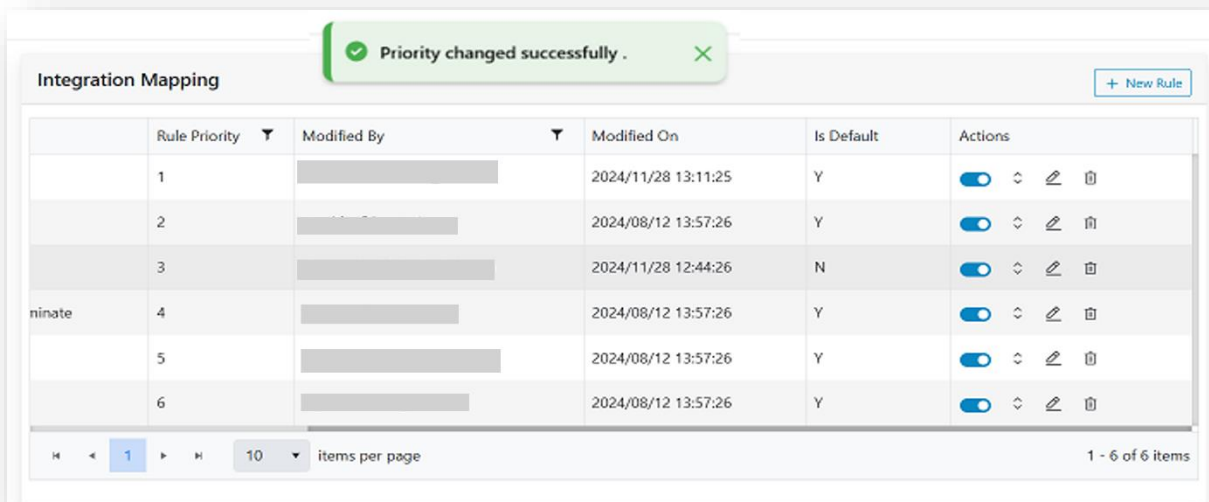


Figure 321 – Alert Message

- The priority is saved; grid is refreshed showing the changed ordering.

6.1.10.11.6 Apply Filters

The steps explain how to apply filter, filters the integration mapping data.

- Click on the Apply Filter action button present at the below header of the console.

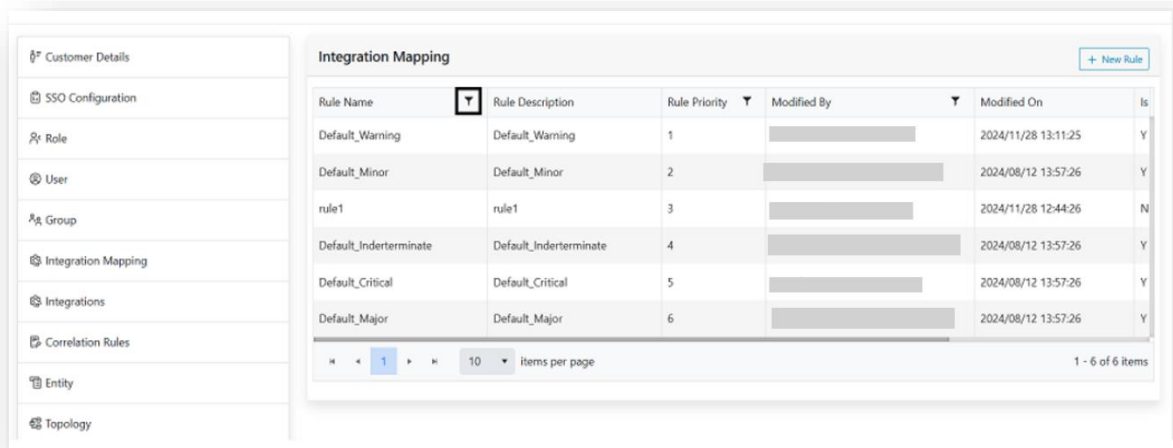


Figure 322 - Apply Filter Operation

- The form will appear, from there user can select Filed and operator from drop down list and must write value.
- Click on the apply button.

Rule Name	Rule Description	Rule Priority	Modified By	Modified On	Is
Default_Warning	Operator	1		2024/11/28 13:11:25	Y
Default_Minor	Like	2		2024/08/12 13:57:26	Y
rule1	Value	3		2024/11/28 12:44:26	N
Default_Indeterminate	rule1	4		2024/08/12 13:57:26	Y
Default_Critical	Default_Critical	5		2024/08/12 13:57:26	Y
Default_Major	Default_Major	6		2024/08/12 13:57:26	Y

1 - 6 of 6 items

Figure 323 – Apply Filter Operation

- User can see the result of applied filter.

Rule Name	Rule Description	Rule Priority	Modified By	Modified On	Is Default	Action
rule1	rule1	3		2024/11/28 12:44:26	N	☒

1 - 1 of 1 items

Figure 324 – Apply Filter Operation

6.1.10.12 Integrations

Integration with third-party tools is a crucial feature for IEM. IEM leverage external tools and services to enhance their capabilities, providing a more comprehensive and effective solution for effective Event Management.

IT Service Management (ITSM) Integration:

- Integrate ITSM platforms for seamless collaboration between Event Management and IT service workflows.
- Facilitates the creation of tickets, automated incident resolution and related changes and problems updates for effective Root Cause Analysis.

Currently IEM has integration with two tools:

- ServiceNow
- ServiceXchange

Both the tools are responsible for Incident Management, Automated Ticket creation, ITSM Collaboration providing a cohesive approach efficiently.

This section enables a user to define the external tool integrations within our environment.

E.g., if user needs to create a ticket in ServiceNow or update a ticket in ServiceNow, this is where user will define the integration details.

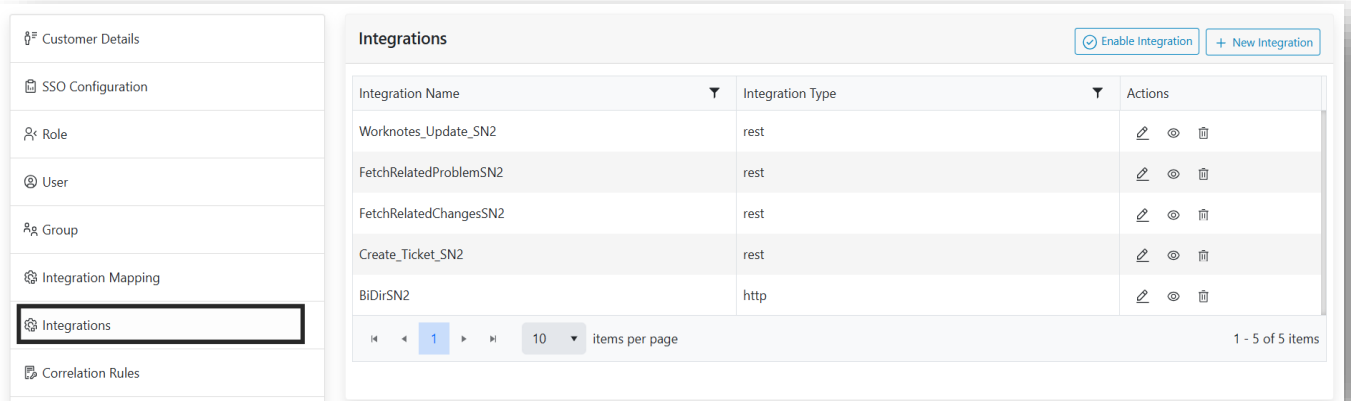


Figure 325 - Integration Page

1. Click the customer onboard section (“**Customer**”→ “**Customer Name**”→ “**Integrations**”)
2. Click on the **Integration** page. Available integrations are displayed in the grid. Following are the actions, the user can perform on this screen based on their roles.
 - Add New
 - Edit Existing
 - View Existing
 - Delete
 - Apply Filters

6.1.10.12.1 Add New Integration

1. If there’s no integration defined, then click on “+ **New Integration**” button shown on the top of the Integrations Screen, as in the below image:

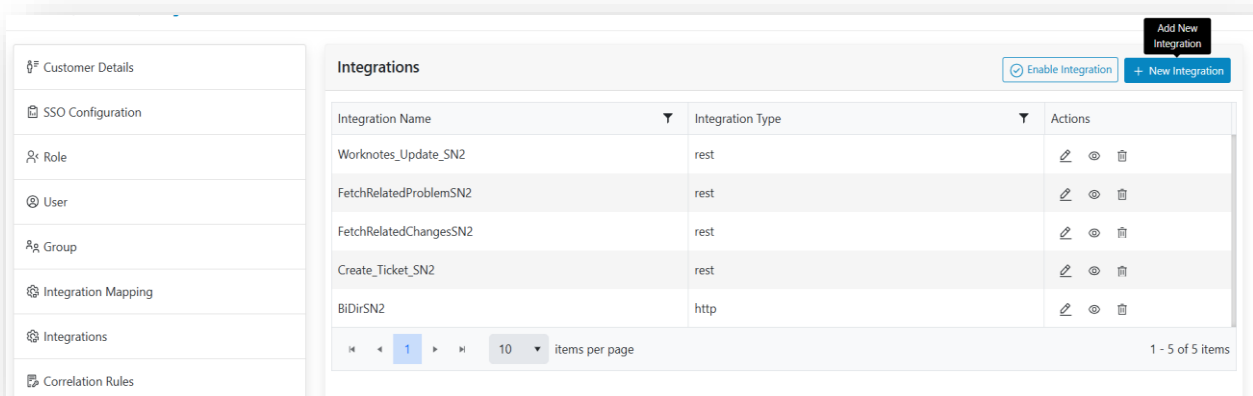


Figure 326 - Creating New Integration

2. The user is redirected to the Integration form, which is divided into 3-Steps.
 - **General** (Step 1)
 - **Connection** (Step 2)
 - **Definition** (Step 3)

Figure 327 - Create an Integration

3. In **General** Section fill in the below details:
 - **Name:** Name of Integration
 - **Integration Type:** Integration type is where the integration is to be defined like Tickets.
 - **Tool:** Tool related to the selected module e.g., for Tickets user have ServiceNow.
 - **Action:** Type of action for which the integration is being defined like Create Ticket, Update Ticket etc.
4. Once user fills in the above details and click on Next, control is redirected to the second step.

Figure 328 - Create an Integration

5. **Connection Section** – In this section, users can select an existing connection or create a new connection.

Integration > Connection

+ New Connection
Step 2

☐	Connection Name	Connection Type
☐	FetchRelatedChanges	rest
☐	Demo FetchRelChng	rest
☐	AlphaWork	rest

Show
10
entries

Previous
Next

Figure 329 - Existing Connection

- For selecting from the existing list of connections, user must select the checkbox from existing connection and click on **Next** button.

Integration > Connection

+ New Connection
Step 2

☐	Connection Name	Connection Type
☐	FetchRelatedChanges	rest
☒	Demo FetchRelChng	rest
☐	AlphaWork	rest

Show
10
entries

Previous
Next

Figure 330 - Existing Connection

- To create a new connection, the **New Connection** button is to be clicked, and user will be redirected to the Manage connection form.
- The input being asked for in this section depends on the **Connection Type** selected.
- Refer to the "Manage Connection section" to understand the steps for creating a REST based connection.
- For the Generic REST Pull Based Connection Type in the General section, the following options need to be filled in.
 - Connection Name
 - Base URL

Integration > Connection

+ New Connection
Step 2

Figure 331 - Navigation Bar for Create a New Connection

Integration > Connection Step 2

Connection Name* ⓘ Enter Connection Name

Base URL* ⓘ

Submit Test Connection Cancel

Figure 332 - Creating New Name for Connection

11. If the user clicks on the **Advance Options** button, it displays the following options to fill in.

- Username
- Password

Integration > Connection Step 2

Connection Name* ⓘ Enter Connection Name

Base URL* ⓘ

Authentication

User Name* Password*

Enter User Name Enter Password ⓘ

Submit Test Connection Cancel

Figure 333 - Advance Options

12. After all fields are filled, click on the **Test Connection** to check the URL Connection. It displays the message as shown below:

Integration > Connection Step 2

Connection Name* Base URL*

Authentication

User Name* Password*

Figure 334 - Alert Message

13. After successful Test connection, click on **Submit** Button. It displays the New Connection added pop-up as below.

Integration > Connection + New Connection Step 2

☐ Connection Name Connection Type

☐ Alpha rest

Show entries

Figure 335 - Alert Message

Integration > Connection + New Connection Step 2

☐ Connection Name Connection Type

☒ Alpha rest

Show entries

Figure 336 - Existing Connection

14. If a user selects HTTP Request Push Based Connection Type in the General section, the following fields need to be filled.

- Connection Name

- Base URL

15. Specify the **Connection Name**, a Token is populated, and the URL is ready to be used for integration by the external tools.

The screenshot shows a web form titled 'Integration > Connection'. It has two main input fields: 'Connection Name*' with the value 'IEMUAT' and 'Base URL*' which is currently empty. To the right of the 'Base URL*' field is a refresh icon. At the bottom of the form, there are two buttons: 'Previous' and 'Next'.

Figure 337 - Create New Connection

16. Copy the URL and click on the **Submit** button.

The screenshot shows a web interface with a sidebar on the left containing various configuration options like 'Customer Details', 'SSO Configuration', 'Role', 'User', 'Group', 'Data Collection', 'Integrations', 'Correlation Rules', 'Entity', and 'Topology'. The main area is titled 'Integration > General' and is labeled 'Step 2'. It contains two input fields: 'Connection Name' with the value 'FetchTicket' and 'Base URL' with the value 'https://alexis-easdatacollection-us-dot-integration.appspot.com'. There is a link for '@ Advance Options' and 'Submit' and 'Cancel' buttons at the bottom.

Figure 338 - Create New Connection

17. Clicking on the **Submit** button takes the user to the **Definition** tab.

Integration > Definition
Step 3

ITSM to IEM Field Mapping*

ITSM Field	Data Type	Value
Enter Key	--select--	Enter Value

Map Columns

Base*

Column	Column Type	Value Expression	Value
--select--	--Select--	--Select--	

Custom*

Column	Column Type	Value Expression	Value
--choose additional keys--	--Select--	--Select--	

Previous Save Submit

Figure 339 - Definition Section

18. **Definition** (Step 3) is where user defines the request details. This section is further divided into the following subsections.

- Method
- Table Name
- Request Body
- Response
- Payload
- Map Columns

Integration > Definition Step 2

Table Name* 🔗 ⓘ

Key	Data Type	Value
Enter Key	--select--	Enter Value

IEM to ITSM Field Mapping* 🔗 ⓘ

IEM Field	Data Type	Value
Enter Key	--select-- ▼	Enter Value

Status* 🔗 ⓘ

Status Code	Code	Status Remarks
Enter Response Code	Success Code	

ITSM to IEM Field Mapping* 🔗 ⓘ

Figure 340 - Definition Section

19. These sub-sections depend on the **Connection Type** selected.
- a. **Table Name:** In this section, the user needs to add the **Table Name**. First, the user needs to click on JSON button which is on right side top. A form appears in which user needs to add JSON data.

JSON ✕

Enter Key *

`/#param1#/#entity_name#/#param2#/#dt_length#/#param3#/#dt_start#`

Cancel
Extract Keys

Figure 341 - Table Name

- b. Click on the **Extract Keys** button. It displays the screen below. Select the *Population Type* and **Population Value**.

Key	Data Type	Value
#param1#	Static Text	/problem/?sysparm_query=cmdb_ci.name=
#entity_name#	Actionable Table Columns	Entity
#param2#	Static Text	^stateIN101,102,103,104&sysparm_display_value=True&
#dt_length#	No Value	Enter Value
#param3#	Static Text	&sysparm_offset=
#dt_start#	No Value	Enter Value

Figure 342 - Extract Keys

- c. **Request Body:** In this section adds table name. First, select JSON button which is on right side top, a form appears in which the user adds JSON data.

JSON

IEM-ITSM Field Mapping *

{}

Cancel Extract Keys

Figure 343 - Request Body

In Request body, against unique ID we should be able to map multiple or 2 fields, namely entity and parameter. Add Entity and parameter under JSON in a single tab.

- d. Click on the **Extract Keys** button. The following screen appears. Select the **Population Type** and **Population Value**.

In case of problem & Change Integration, state mapping values from ServiceNow need to be taken from customer ServiceNow team.

IEM Field	Data Type	Value
-----------	-----------	-------

Figure 344 - Extract Keys

- e. **Response:** User needs to fill the following fields.

Status*	Code	Status Remarks
200	Success Code	200

Figure 345 – Response

- f. **Payload:** Next, user needs to define the payload Json. This section is applicable for both Generic REST as well as HTTP. Specify the JSON and click on Extract Keys. This populates all keys and values of that response JSON.

JSON

ITSM-IEM Field Mapping *

```
{
  "rfc": "",
  "order": "",
  "state": "New",
  "active": "true",
  "impact": "3 - Low",
  "number": "PRB0007601",
  "parent": "",
  "sys_id": "62304320731823002728660c4cf6a7e8",
  "cmdb_ci": ""
}
```

Cancel
Extract Keys

Figure 346 - Define Payload Json

Status*	Code	Status Remarks
200	Success Code	Success

ITSM to IEM Field Mapping*

ITSM Field	Data Type	Value
rfc	2	Enter Value
order	2	Enter Value
state	2	New
active	2	true
impact	2	3 - Low

Figure 347 - Extract Payload Json

- g. **Map Columns:** This section is applicable for both Generic REST as well as HTTP, once the Payload JSON is extracted, user then maps the source columns to IEM columns using the following Population Type:
- **JSON key:** the columns are mapped with the Payload JSON Keys.

Map Columns ⓘ

Base*

Column	Column Type	Value Expression	Value
--select--	--Select--	--Select--	

Custom*

Column	Column Type	Value Expression	Value
--choose additional keys--	--Select--	--Select--	

Previous Save Submit

Figure 348 - Map Columns

- In the **Columns** section, select the IEM column or create a new custom key in the **Custom** section. In the **Population Type**, select JSON key and the value expression populates with the JSON keys extracted. Choose the relevant key. As the key is selected, its values are displayed underneath the value column.

Map Columns ⓘ

Base*

Column	Column Type	Value Expression	Value
State	JSON_Key	state	New
--select--	--Select--	--Select--	

Custom*

Column	Column Type	Value Expression	Value
ITSM Description	JSON_Key	description	Unable to send or receive emails.Looks l
Created At	JSON_Key	sys_created_on	2018-08-30 01:09:05
Problem Number	JSON_Key	number	PRB0007601
Entity ID	JSON_Key	cmdb_ci.display_value	Email
--choose additional keys--	--Select--	--Select--	

Figure 349 - Map Columns

- There are a few columns, for which it is must to specify the value mapping. For e.g., for State column user need to specify mapping of the incoming values to state values as shown below.

JSON

×

0	Open	▼	+
9	Assigned	▼	×
2	In Progress	▼	×
6	Resolved	▼	×
7	Closed	▼	×

Close

Save

Figure 350 - Mapping State Column

- After clicking on the **Save** button, the following will appear.

Map Columns

Mapping saved.

Base*

Column	Column Type	Value Expression	Value
State	JSON_Key	state	New
--select--	--Select--	--Select--	

Custom*

Column	Column Type	Value Expression	Value
ITSM Description	JSON_Key	description	Unable to send or receive emails.Looks l
Created At	JSON_Key	sys_created_on	2018-08-30 01:09:05
Problem Number	JSON_Key	number	PRB0007601
Entity ID	JSON_Key	cmdb_ci.display_value	Email
--choose additional keys--	--Select--	--Select--	

Previous

Save

Submit

Figure 351 - Alert Message

It's important to capture all important fields from the source which might later be used for modification purposes or creating a bidirectional integration. E.g., in the case of ServiceNow along with Incident Number it's important to capture sys ID which is their unique identifier as it enables easy update flow between the two tools i.e., ServiceNow and IEM.

- Once all the details are specified, user have two options for Saving its details.
 - Save** – Saves the configurations details. Once saved user can edit the configurations.

- **Submit** – Submits not only save the details but it also enables all the related processing’s for the associated integration and is the final submission of the details. Post submission the processing details cannot be edited. Refer to the edit section to understand the possible edit allowed post Final submission.

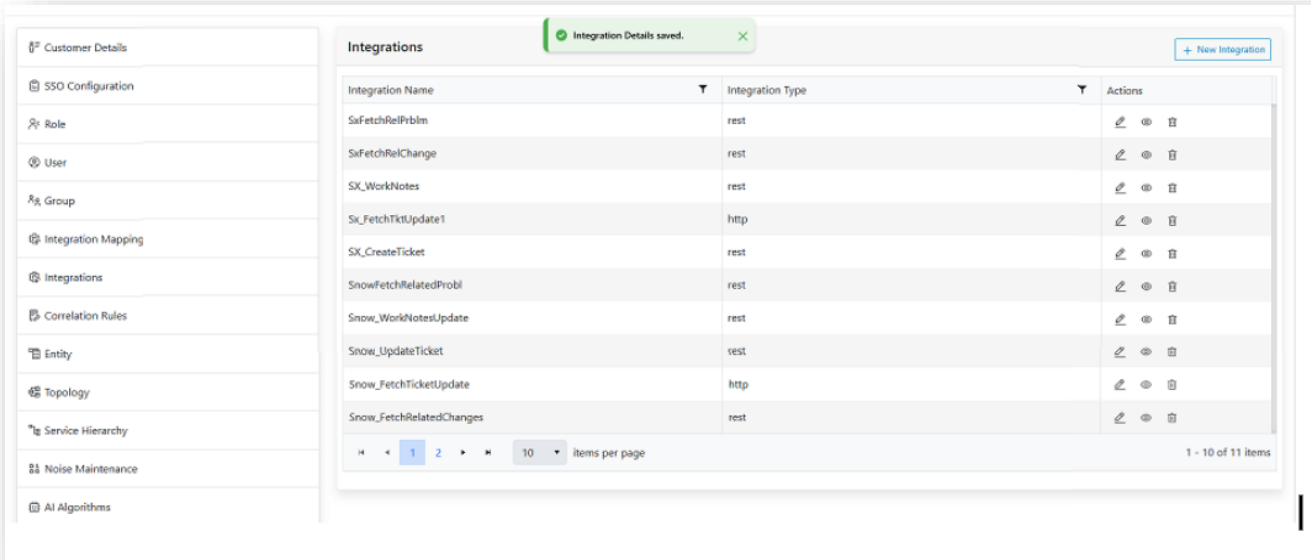


Figure 352 - Alert Message

6.1.10.12.2 Edit Integration

1. Click on the Edit icon next to the integration that is to be edited.

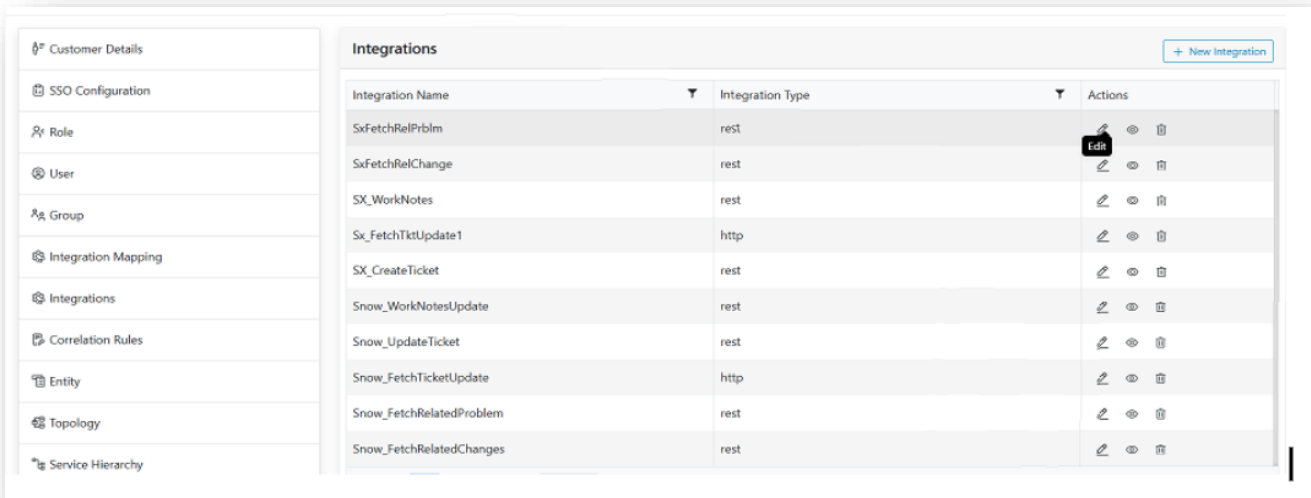


Figure 353- Edit Action

2. This populates all the sections user discussed while creating new connection with the Saved Values.

Integration > General

Name* ⓘ	Integration Type* ⓘ
SxFetchRelPrblm	Tickets
Tool* ⓘ	Action* ⓘ
ServiceExchange	Fetch Related Problems

Figure 354 - Edit General Section

If user only Saves the integration, then inputs are enabled for the user to update its values, however if user edits post Submitting the integration, he can only update credentials\Tokens.

3. Make the necessary changes and click on **Save/Submit** as applicable.

Once the Integration is submitted, the only option available is “Submit”, If the integration is saved only then both **Save** and **Submit** options are available.

Customer Details
SSO Configuration
Role
User
Group
Integration Mapping
Integrations
Correlation Rules
Entity
Topology
Service Hierarchy

Integration Details updated.

Integrations

Integration Name	Integration Type	Actions
SxFetchRelPrblm	rest	
SxFetchRelChange	rest	
SX_WorkNotes	rest	
Sx_FetchTktUpdate1	http	
SX_CreateTicket	rest	
Snow_WorkNotesUpdate	rest	
Snow_UpdateTicket	rest	
Snow_FetchTicketUpdate	http	
Snow_FetchRelatedProblem	rest	
Snow_FetchRelatedChanges	rest	

Figure 355 - Alert Message

6.1.10.12.3 View Integration

1. Click on the View icon next to the integration that is to be viewed.

Integration Name	Integration Type	Actions
SxFetchRelPrblm	rest	
SxFetchRelChange	rest	
SX_WorkNotes	rest	
Sx_FetchTktUpdate1	http	
SX_CreateTicket	rest	
Snow_WorkNotesUpdate	rest	
Snow_UpdateTicket	rest	
Snow_FetchTicketUpdate	http	
Snow_FetchRelatedProblem	rest	
Snow_FetchRelatedChanges	rest	

Figure 356 - View Integration

2. This opens all the sections in Read Only mode with the saved value.

Integration > General

Name* ⓘ	Integration Type* ⓘ
SxFetchRelPrblm	Tickets
Tool* ⓘ	Action* ⓘ
ServiceExchange	Fetch Related Problems

Cancel
Next

Figure 357 - View Integration

6.1.10.12.4 Delete Integration

1. Click on the Delete button next to the integration that is to be deleted.

Integrations			+ New Integration
Integration Name	Integration Type	Actions	
SxFetchRelPrblm	rest	  	Delete
SxFetchRelChange	rest	  	
SX_WorkNotes	rest	  	
Sx_FetchTktUpdate1	http	  	
SX_CreateTicket	rest	  	
Snow_WorkNotesUpdate	rest	  	
Snow_UpdateTicket	rest	  	
Snow_FetchTicketUpdate	http	  	
Snow_FetchRelatedProblem	rest	  	
Snow_FetchRelatedChanges	rest	  	

1 2 10 items per page 1 - 10 of 11 items

Figure 358 - Delete Integration

- This will prompt for confirmation as shown.

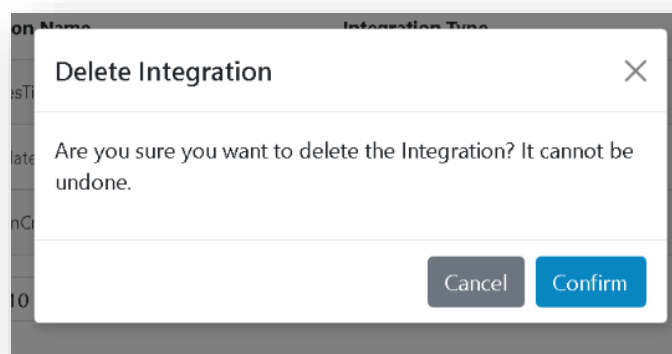


Figure 359 - Confirmation pop-up

- On successful deletion the following message will be displayed.

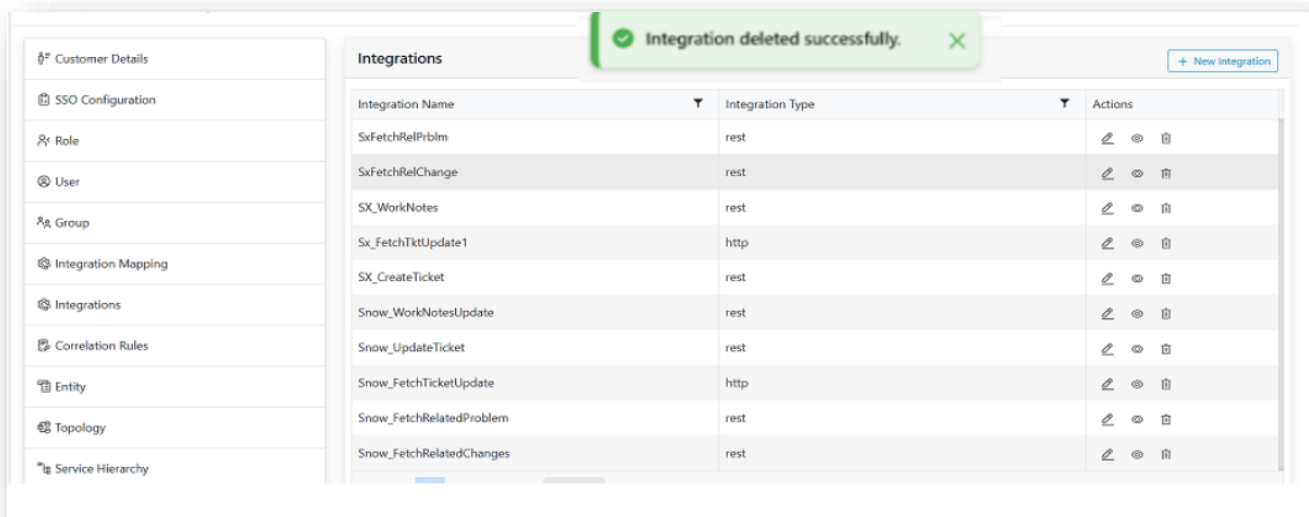


Figure 360 - Alert Message

6.1.10.12.5 Enable/Disable Integration

The steps involve how to Enable Integration.

1. Click on the Enable Integration available action button present at the right top of the screen.

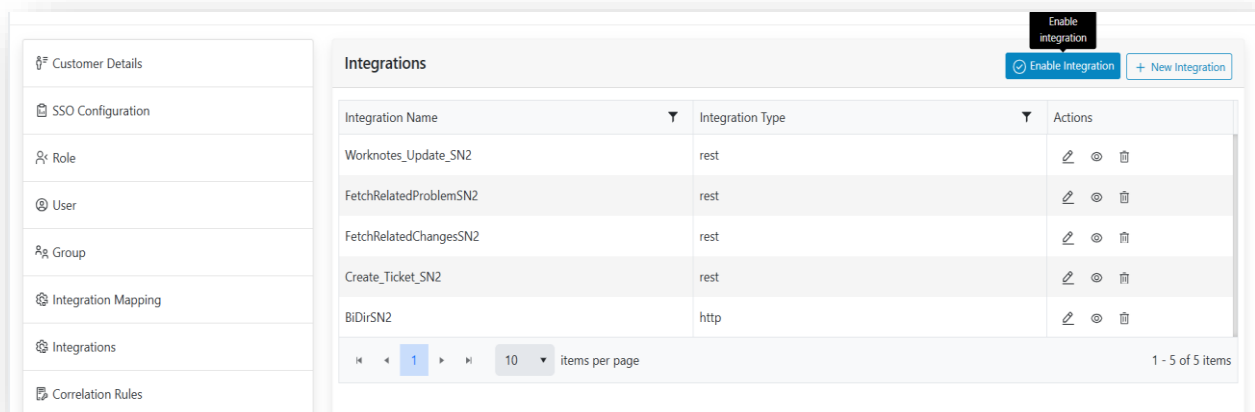


Figure 361 – Enable Integration

2. By clicking on the Enable integration button we can enable the integration. Once integration enabled, button will change to disable integration for Disable action.

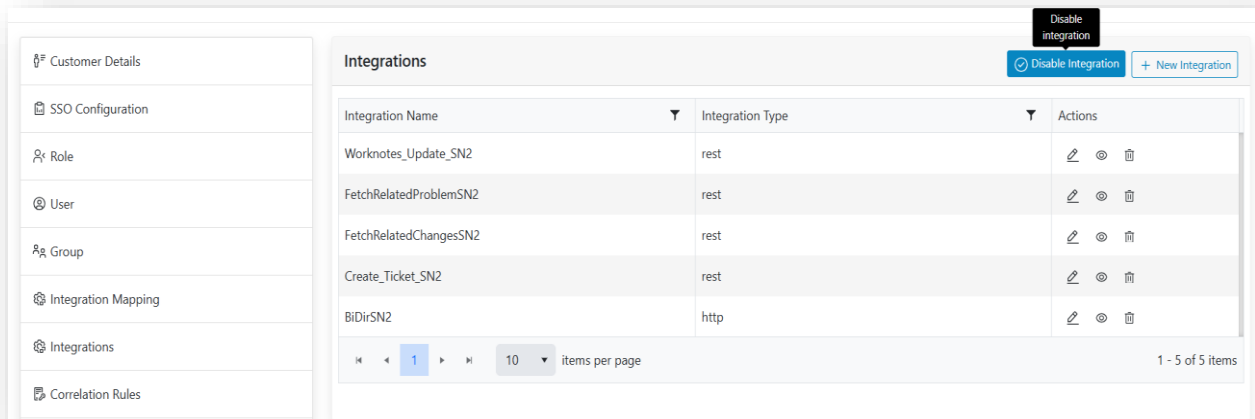


Figure 362 – Disable Integration

6.1.10.12.6 Apply Filters

The steps involves how to apply filter to the integration data.

1. Click on the Apply Filter available action button present at the below header of the console.

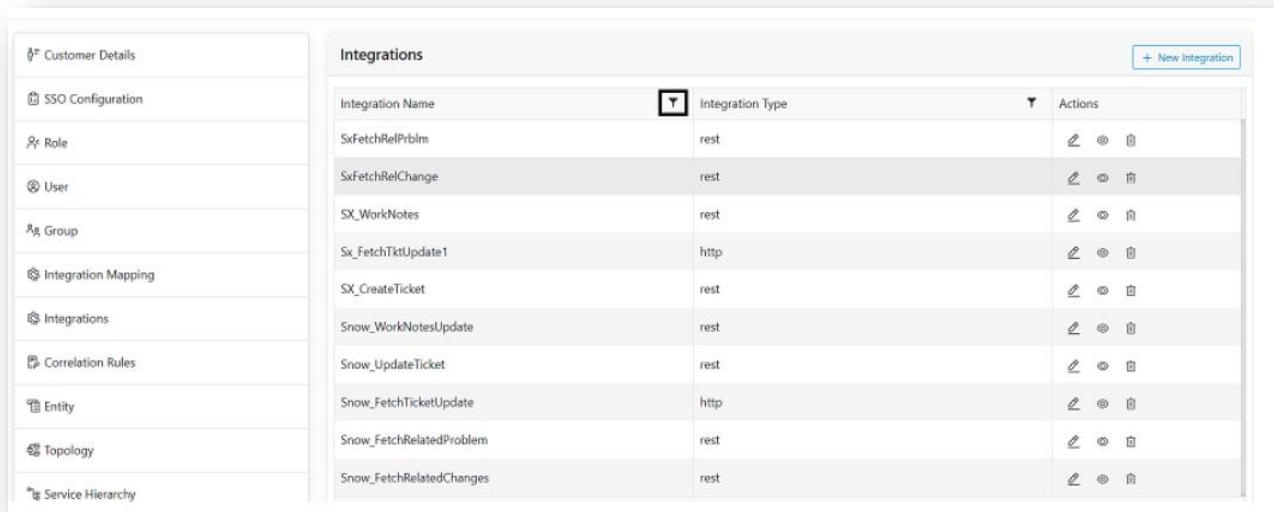


Figure 363 – Apply Filter Operation

2. The following form appears. Select Field and Operator from the drop down list and provide the values.
3. Click on the Apply button.

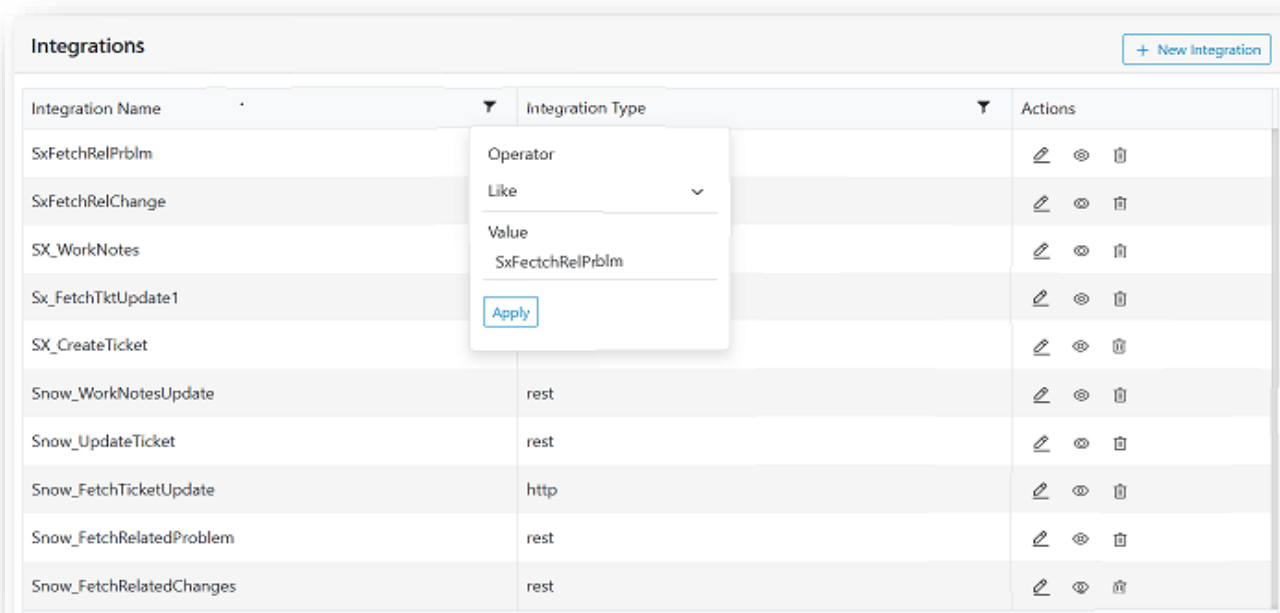


Figure 364 – Apply Filter Operation

4. The result of the applied filter looks as shown in the following figure:

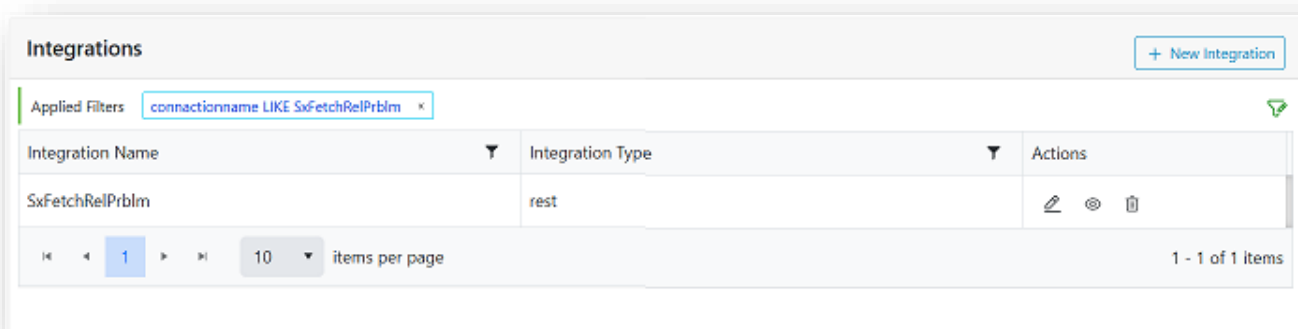


Figure 365 – Apply Filter Result

6.1.10.13 AI Algorithms

AI algorithms excel at identifying anomalies or deviations from normal behavior in large datasets. Early detection of abnormal patterns helps in proactively identifying potential issues or security threats before they escalate. AI algorithms can recognize patterns and trends in historical and real-time data. It automates the process of identifying the root cause of incidents. AI algorithms correlate alerts from various sources to identify relationships and dependencies. AI Algorithms in IEM enable Temporal-based alert Correlation.

IEM leverages in-house AI Toolkit which has Out-of-Box features and it can be accessed based on roles and permission. Customer administrator then can create objectives over IEM and post that training of model is implemented on the data ingested via IEM and model is used in prediction for AI-Use cases.

AI-Driven Use-Cases for IEM includes,

- Enables user / system to select relevant algorithm for the use cases.
- Metric anomaly system to identify anomalous metric point.
- Temporal-based Alert Correlation.

- Feedback system for temporal-based correlation to avoid irrelevant alert to actionable grouping.

This section enables us to configure the AI Algorithms in IEM.

1. Click on the “Customer”→ “Customer Name”→”AI Algorithms” (On the Navigation page)
2. The Following will be displayed:

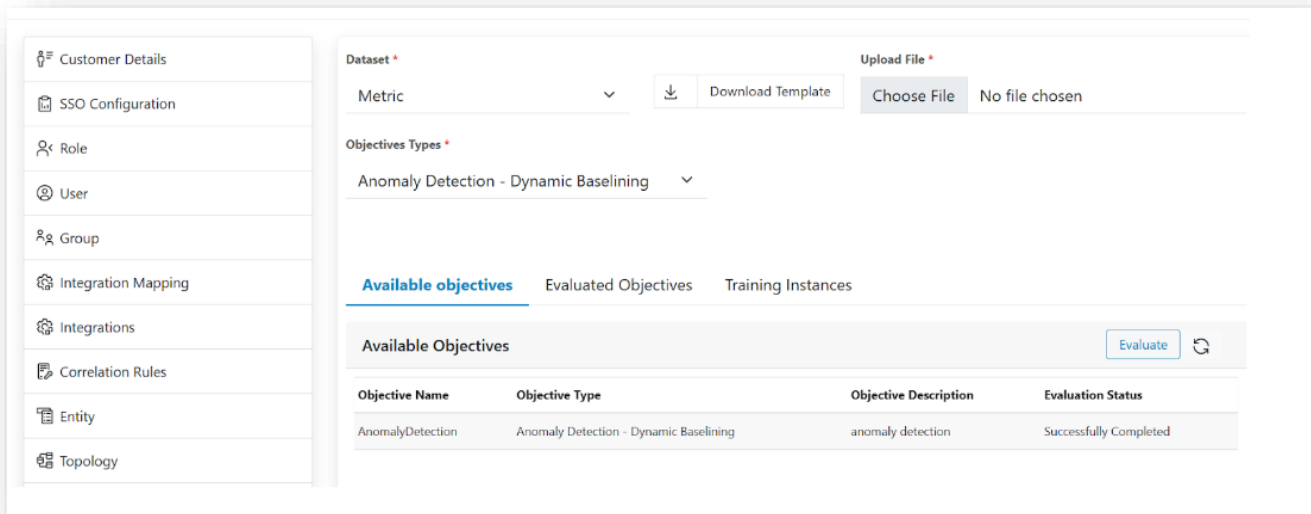


Figure 366 - Algorithms Available objectives

3. Objectives created in the environment will be listed in the grid view.

6.1.10.13.1 Available Objectives

1. Select the dataset from the Dataset dropdown. The following options are available:
 - Metrics
 - Correlation Data
 - Correlation Feedback Data

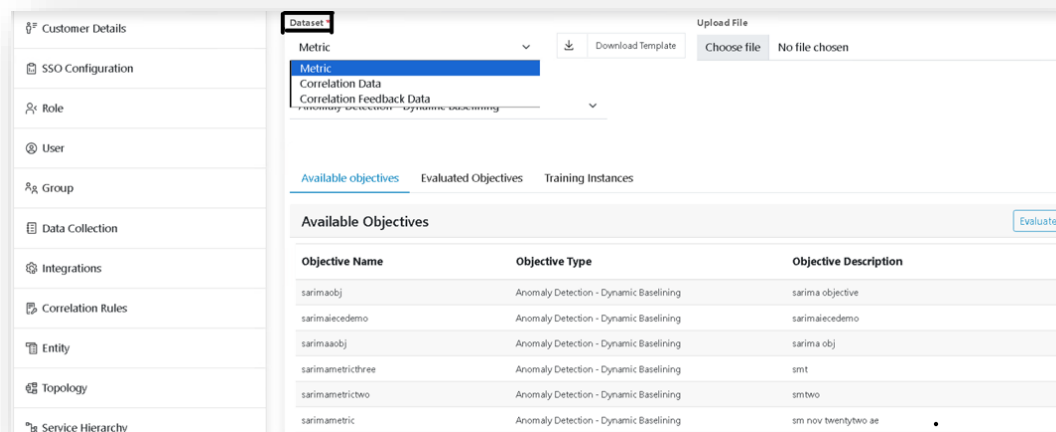


Figure 367 - Selecting Dataset Type for Available Objectives

2. In AI Algorithms, Available Objectives contains all the objectives that are in the Objective AIML tool kit of the IEM.

Dataset ▼
Metric ▼

Upload File
Download Template Choose file No file chosen

Objectives Types ▼
Anomaly Detection - Dynamic Baselineing ▼

Available objectives Evaluated Objectives Training Instances

Available Objectives Evaluate

Objective Name	Objective Type	Objective Description
sarimaobj	Anomaly Detection - Dynamic Baselineing	sarima objective
sarimaicedemo	Anomaly Detection - Dynamic Baselineing	sarimaicedemo
sarimaobj	Anomaly Detection - Dynamic Baselineing	sarima obj
sarimametricthree	Anomaly Detection - Dynamic Baselineing	smt
sarimametrictwo	Anomaly Detection - Dynamic Baselineing	smtwo
sarimametric	Anomaly Detection - Dynamic Baselineing	sm nov twentytwo ae

Figure 368 - Algorithms available objectives

3. If any objective is already populated, it will start appearing in the grid below.

6.1.10.13.2 Evaluate Action in AI Algorithm (Upload CSV File).

1. Select the dataset from the Dataset dropdown.
2. Click on **Download Template** (This will download the template specific to the selected dataset to upload its sample data)

Prior to running Evaluate, user must upload the sample dataset.

Dataset ▼
Metric ▼

Upload File
Download Template Choose file No file chosen

Objectives Types ▼
Anomaly Detection - Dynamic Baselineing ▼

Available objectives Evaluated Objectives Training Instances

Available Objectives Evaluate

Objective Name	Objective Type	Objective Description
sarimaobj	Anomaly Detection - Dynamic Baselineing	sarima objective
sarimaicedemo	Anomaly Detection - Dynamic Baselineing	sarimaicedemo
sarimaobj	Anomaly Detection - Dynamic Baselineing	sarima obj
sarimametricthree	Anomaly Detection - Dynamic Baselineing	smt
sarimametrictwo	Anomaly Detection - Dynamic Baselineing	smtwo
sarimametric	Anomaly Detection - Dynamic Baselineing	sm nov twentytwo ae

Figure 369 - Bulk Upload AI Algorithm Objectives

3. Click on the **Download Template** button. The following template is downloaded.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	subentityname	agentlocation	entityid	datasum	entity	datacount	iperfid	subentitytype	datasourceid	datasourcename	entitytype	tooluniqueid	toolcustomername
2													

Figure 370 - Template for Bulk AI Algorithm Objectives

4. "Source entity id" is the mandatory column, rest are the additional\Optional details available in the environment.
5. user can choose to provide values of the additional details or can add more details in the columns as per the requirements.
6. The new additional details will be added in the repository post the data is uploaded.
7. Upload the filled excel file by clicking on **Upload CSV**.

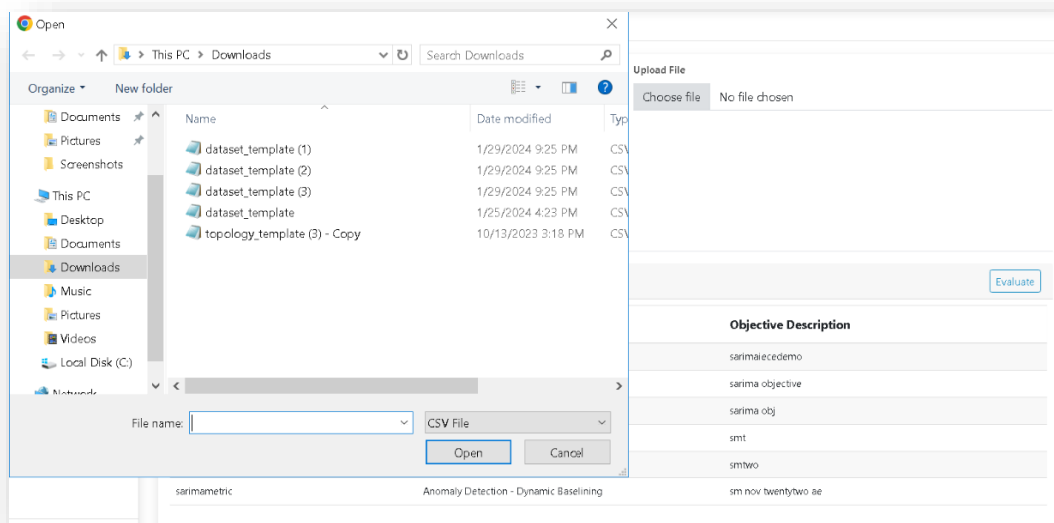


Figure 371 - Upload csv from Local Directory

8. Browse to the local directory where the data file is saved and select the file.
9. Once the file is selected it appears as shown in the below images.

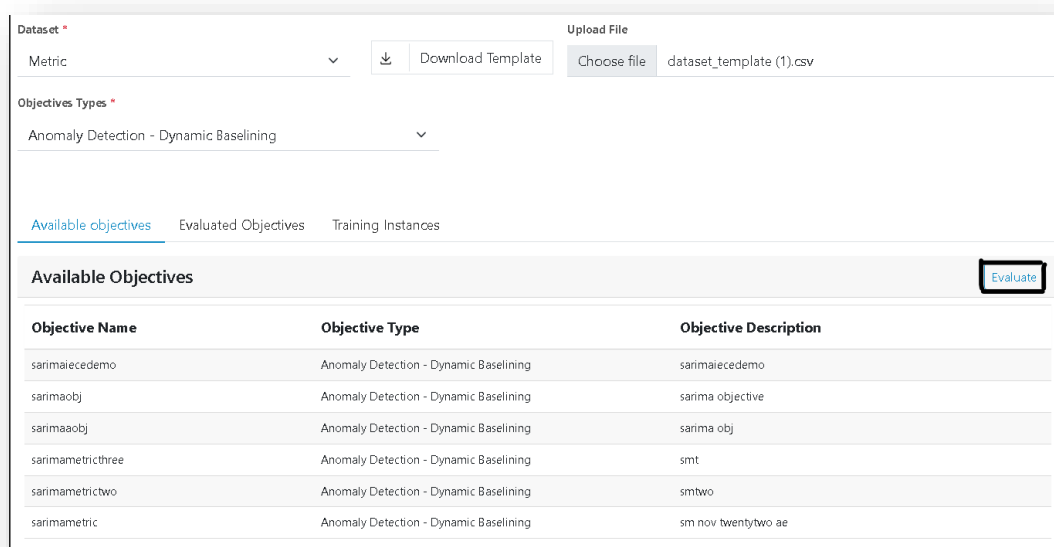


Figure 372 – Evaluate

10. Click **Evaluate**. Evaluation pop-up will be displayed as shown below.

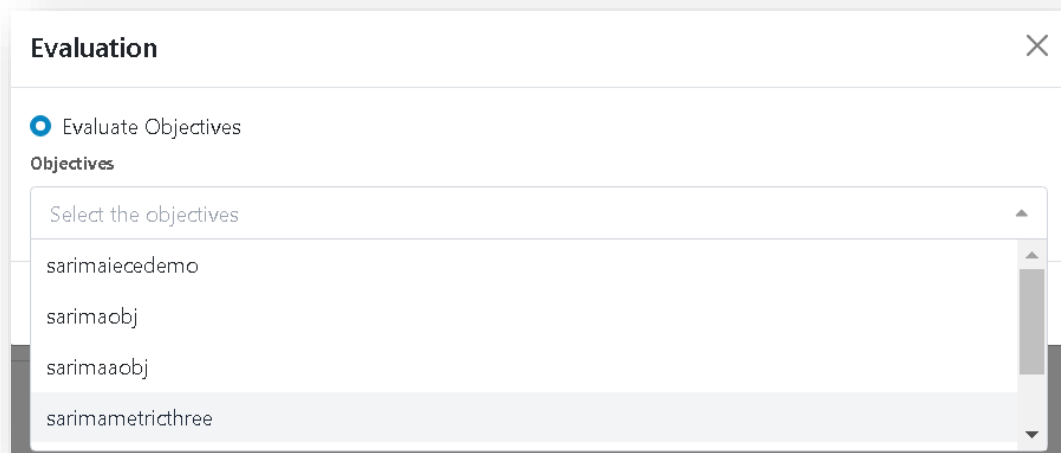


Figure 373 - Evaluate All

- **Evaluate Objectives:** Evaluate Objectives Option explains about the Objectives which users can select from the options in the dropdown as shown in below:

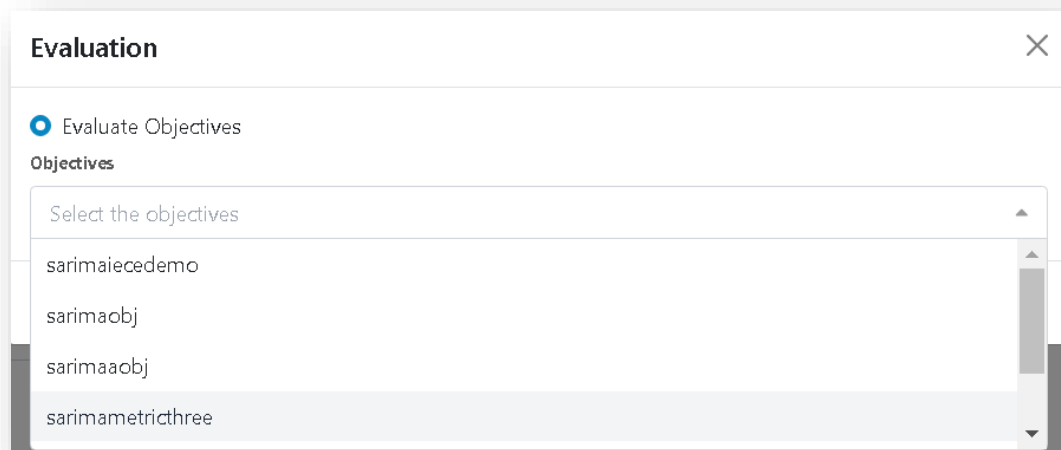


Figure 374 - Evaluate Objectives Dropdown

- a. Select an **Objective** and click on **Submit** button.
- b. Once done, the following confirmation box is displayed.

Dataset *

Metric

Objectives Types *

Anomaly Detection - Dynamic Baselineing

Available objectives | Evaluated Objectives | Training Instances

Available Objectives Evaluate

Objective Name	Objective Type	Objective Description
sarimaecedemo	Anomaly Detection - Dynamic Baselineing	sarimaecedemo
sarimaobj	Anomaly Detection - Dynamic Baselineing	sarima objective
sarimaobj	Anomaly Detection - Dynamic Baselineing	sarima obj
sarimametricthree	Anomaly Detection - Dynamic Baselineing	smt

Figure 375 - Alert Message

After submitting the Evaluate Objective, all the Evaluated Objective job type will run in processing screen as shown below.

54	sarimaecedemo_evaluated	buildmodel(aimpulljob)	New	☒		
55	sarimaecedemo_evaluated_jobstatus	aimstatus(aimstatusjob)	New	☐		
56	sarimaecedemo_build	buildmodel(aimpulljob)	Successfully Completed	☒		
57	sarimaecedemo_stream	aim(stream)	Running	☒		
58	sarimaecedemo_jobstatus	aimstatus(aimstatusjob)	Successfully Completed	☐		
59	networkcdc_evaluated	buildmodel(aimpulljob)	New	☒		
60	networkcdc_evaluated_jobstatus	aimstatus(aimstatusjob)	New	☐		
61	networkcdc_build	buildmodel(aimpulljob)	Successfully Completed	☒		

Figure 376 - Evaluate Objective job on Processing Screen

6.1.10.13.3 Evaluated Objectives

1. Select the dataset from the Dataset dropdown.
 - Metrics
 - Correlation Data
 - Correlation Feedback Data

15 days Metrics data will be considered as a baseline for model training.

Dataset ▼

Metric ▼

Upload File

Download Template

Choose file No file chosen

Objectives Types ▼

Anomaly Detection - Dynamic Baselineing ▼

Available objectives Evaluated Objectives Training Instances

Available Objectives Evaluate

Objective Name	Objective Type	Objective Description
sarimaiecedemo	Anomaly Detection - Dynamic Baselineing	sarimaiecedemo
sarimaobj	Anomaly Detection - Dynamic Baselineing	sarima objective
sarimaobj	Anomaly Detection - Dynamic Baselineing	sarima obj
sarimametricthree	Anomaly Detection - Dynamic Baselineing	smt
sarimametrictwo	Anomaly Detection - Dynamic Baselineing	smtwo
sarimametric	Anomaly Detection - Dynamic Baselineing	sm nov twentytwo ae

Figure 377 - Select Dataset Type for Evaluated Objectives

2. If any objective is already populated, it will start appearing in the grid below.
3. Click on the **Evaluated Objectives** of datasets, then evaluated objectives grid will be shown below.

Dataset ▼

Metric ▼

Upload File

Download Template

Choose file No file chosen

Objectives Types ▼

Anomaly Detection - Dynamic Baselineing ▼

Available objectives Evaluated Objectives Training Instances

Evaluated Objectives

sarimaiecedemo ☒

Neural Feedback
Disable

Enabled Algorithm
sarimaiecedemo

Objective Type
Anomaly Detection - Dynamic Baselineing

Dataset
aimlevaluated_inputdata_metric_data_49_2024_01_15T08_02_41_4

Figure 378 - Evaluated Objectives

6.1.10.13.4 Enable/Disable Objective

1. Click on the **Enable/Disable** icon corresponding to the **Evaluated Objective** which is to be Enabled/Disabled.

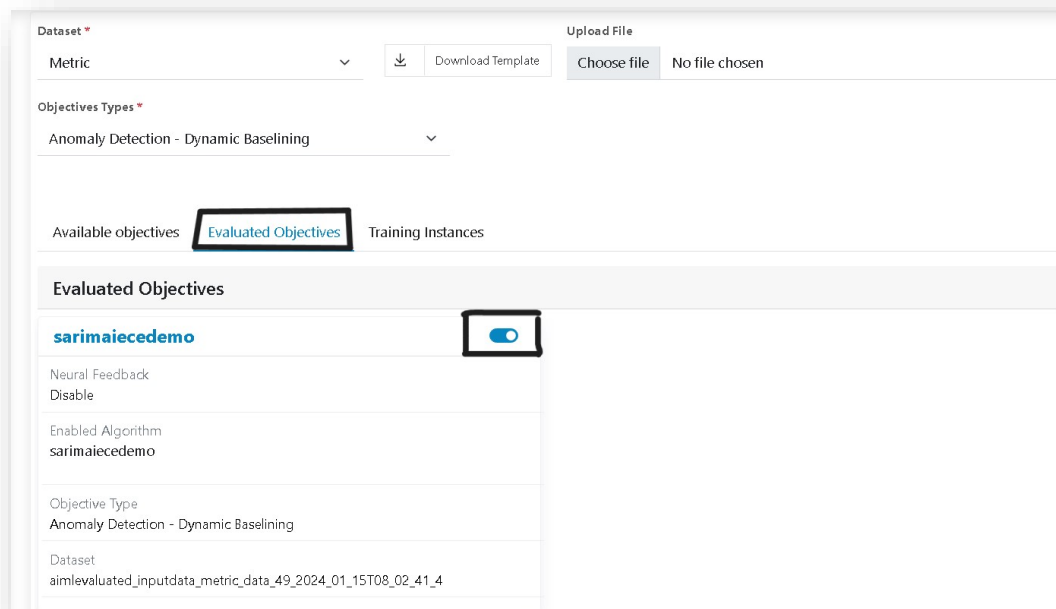


Figure 379 - Enable / Disable Evaluated Objectives

2. On success, a confirmation pop-up message will be displayed.

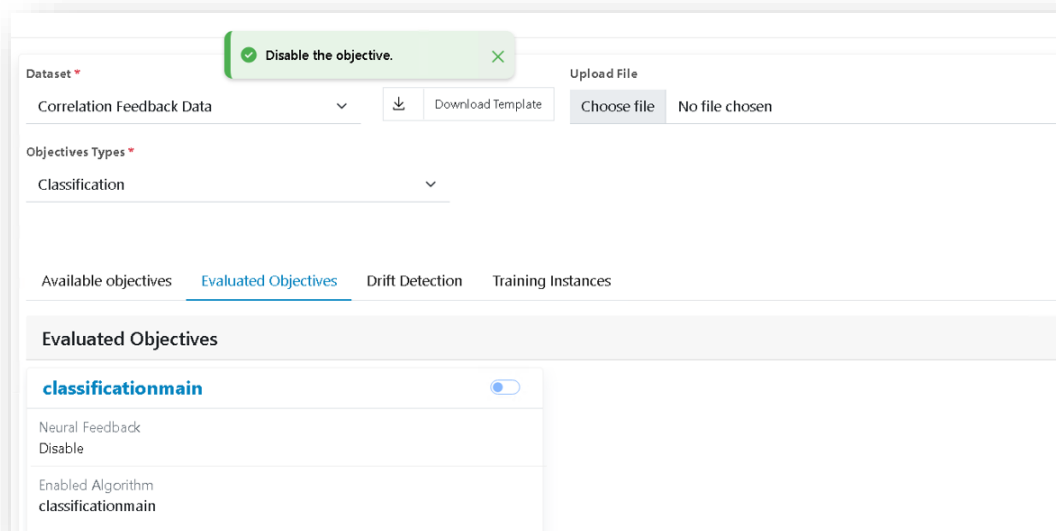


Figure 380 - Alert Message

6.1.10.13.5 Apply Filters

The steps involved how to apply filter to the Integration Data.

1. Click on the Apply filter available action button present at the below header of the console.

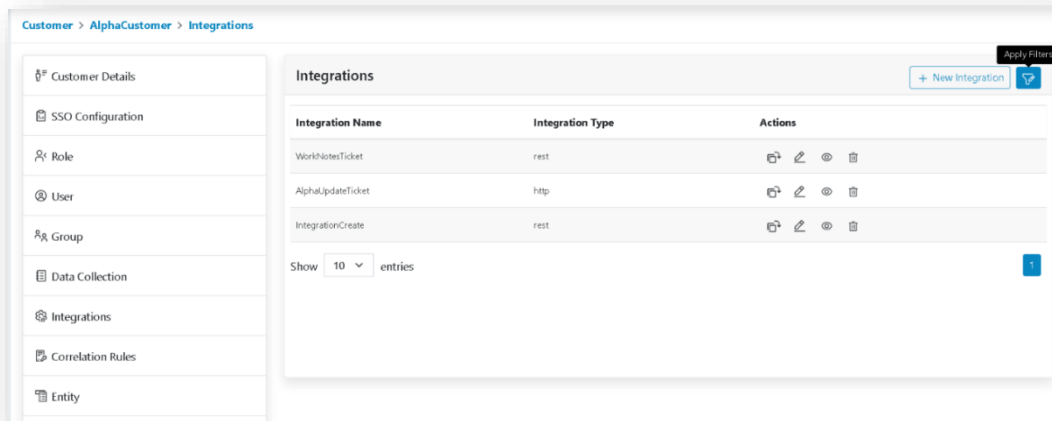


Figure 381 - Apply Filter Operation

- The following form appears. Select **Field** and **Operator** from drop down list and provide the values. Then click on the **Apply** button.

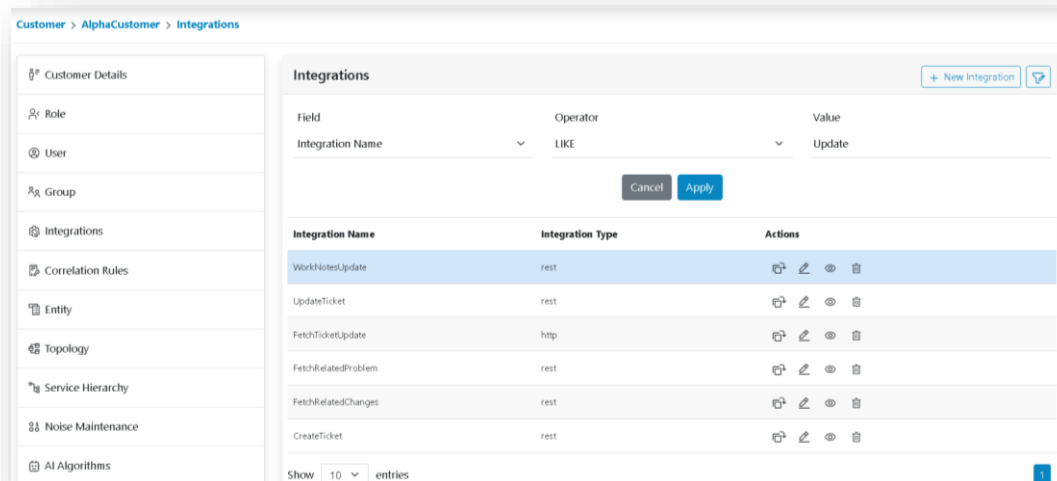


Figure 382 - Apply Filter Operation

- The result of applied filter looks as shown in the following figure:

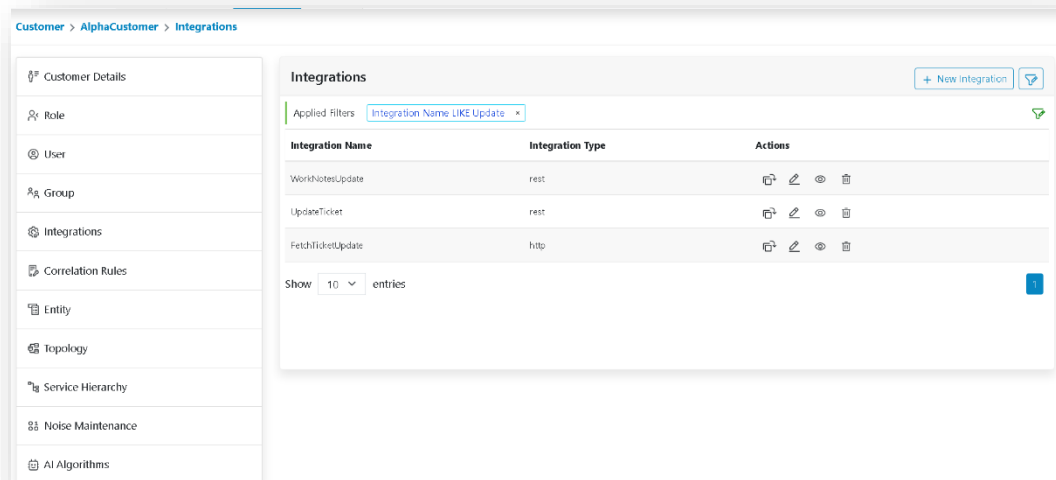


Figure 383 - Apply Filter Result

6.1.10.13.6 Enable Feedback

1. When user clicks on Enable feedback button in Evaluated Objectives, Dropdown will be visible for selecting the options.

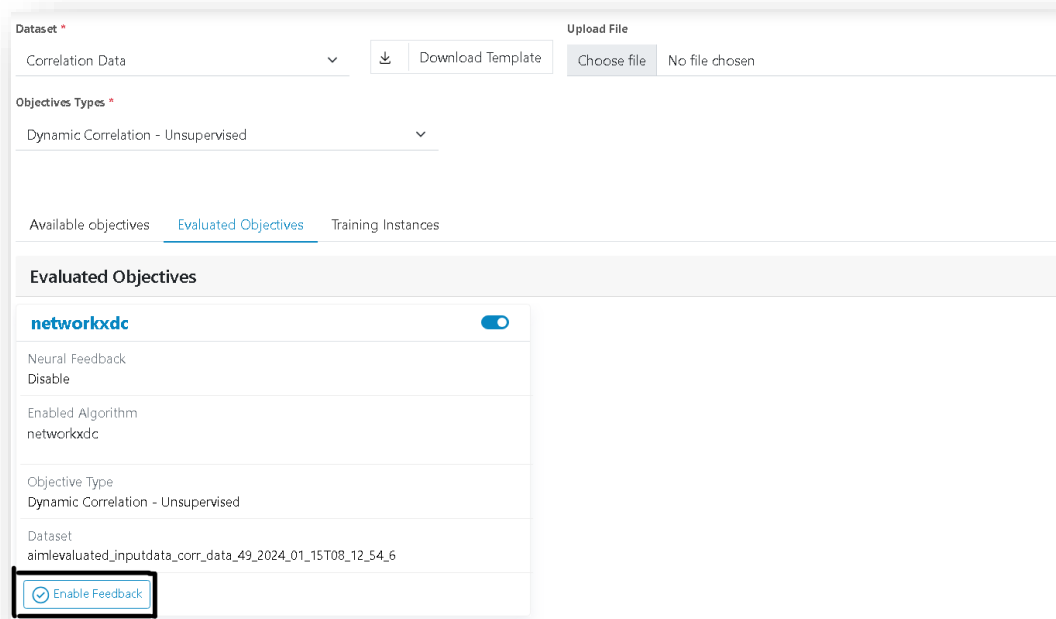


Figure 384 - Enable Feedback in Evaluated Objectives

2. Enable feedback drop down will be displayed. Select the feedback according to the objective as shown below.

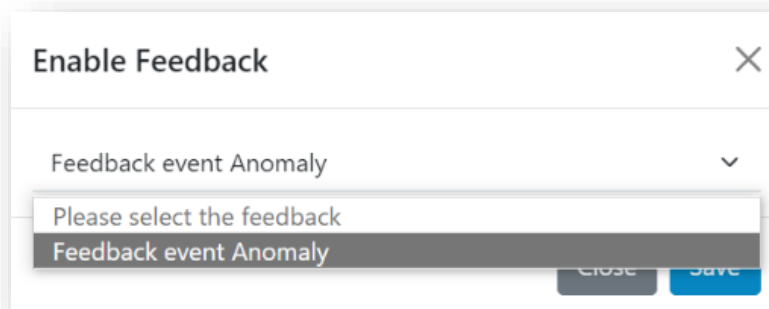


Figure 385 - Enable Feedback Dropdown

3. After selecting the option for enabling feedback from the dropdown, Click on **Save**.

6.1.10.13.7 Enable/Disable Prediction

We can see enable prediction button for dataset value Metrics by clicking the button we can enable/disable the predictions.

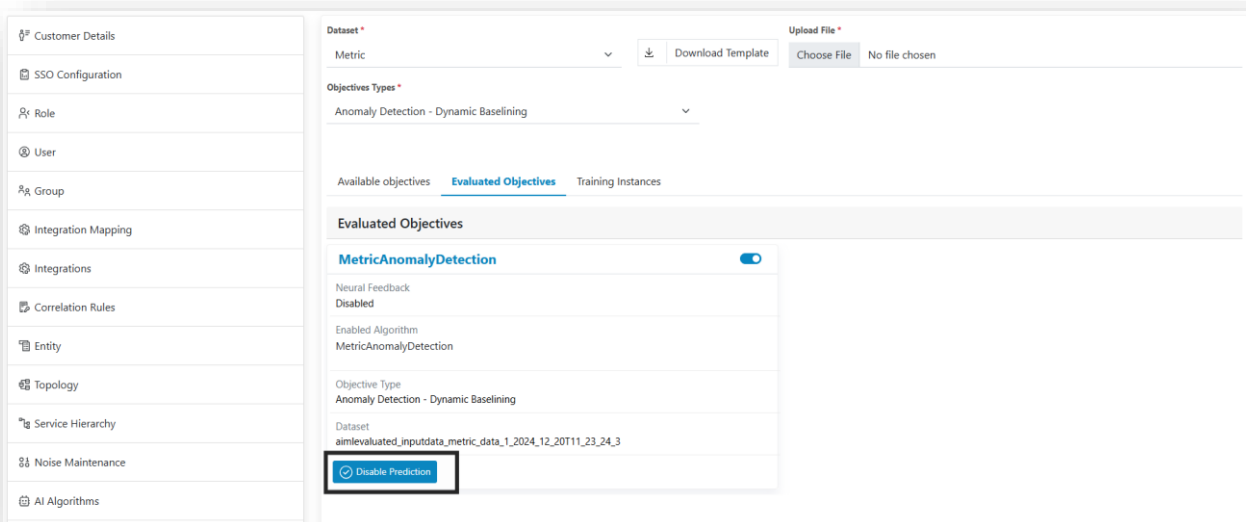


Figure 386 – Enable Prediction

6.1.10.13.8 View More Action

1. In **Evaluated Objectives** tab, click on **View More** action button.

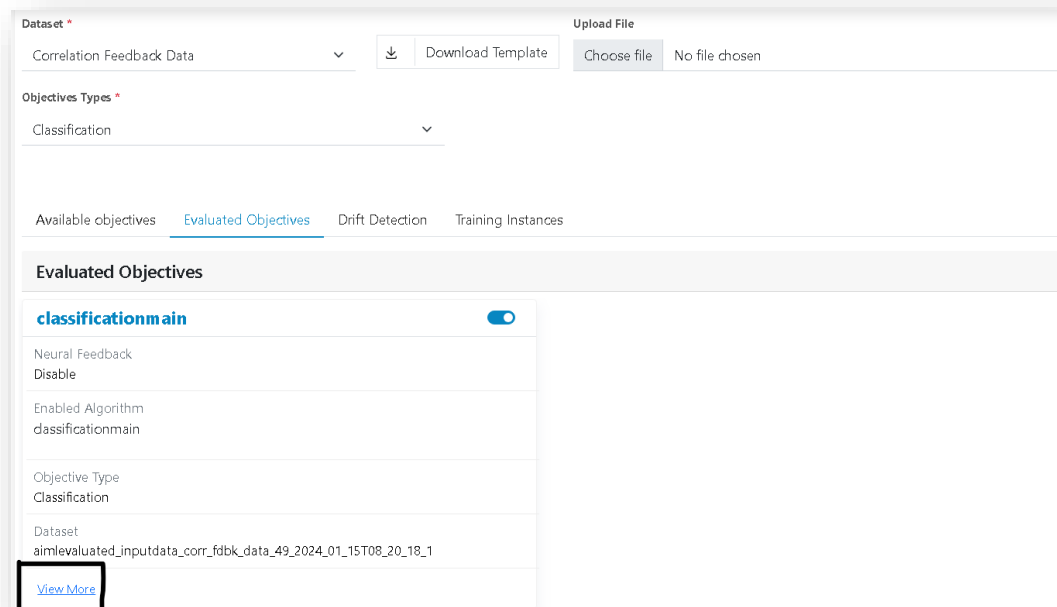


Figure 387 - View More action for Evaluated Objectives

2. The following screen appears:

Objectives

V22	AUC		Recall		F1Score		Accuracy		Precision		Action
Extra Trees Classifier	0.5001		0.4735		0.4882		0.4972		0.5041		Enabled
Decision Tree	0.5011		0.4704		0.487		0.4979		0.5049		Enable
Extreme Gradient Boosting	0.5015		0.5513		0.5281		0.5013		0.5072		Enable
Random Forest	0.5003		0.5299		0.5185		0.5015		0.5078		Enable
Linear Disc. Analysis	0.5076		0.5829		0.5423		0.5025		0.5075		Enable
Ridge Classifier	0.5077		0.5838		0.5426		0.5026		0.5076		Enable
Naives Bayes	0.5104		0.2633		0.3257		0.5029		0.5111		Enable

Close

Figure 388 - View More

3. Click on the **Close** button, it will navigate to evaluated Objectives.

6.1.10.13.9 Training Instances

1. Select the dataset from the Dataset dropdown.

- Metrics
- Correlation Data
- Correlation Feedback Data

Dataset *
Metric
Download Template
Upload File
Choose file
No file chosen

Objectives Types *
Anomaly Detection - Dynamic Baseline

[Available objectives](#)
[Evaluated Objectives](#)
[Training Instances](#)

Available Objectives

Objective Name	Objective Type	Objective Description
sarimaecedemo	Anomaly Detection - Dynamic Baseline	sarimaecedemo
sarimaobj	Anomaly Detection - Dynamic Baseline	sarima objective
sarimaobj	Anomaly Detection - Dynamic Baseline	sarima obj
sarimametricthree	Anomaly Detection - Dynamic Baseline	smt
sarimametrictwo	Anomaly Detection - Dynamic Baseline	smtwo
sarimametric	Anomaly Detection - Dynamic Baseline	sm nov twentytwo ae

Figure 389 - Select Dataset Type for Training Instances

- If any objective is already populated, it will start appearing in the grid below.
- Click on the Evaluated Objectives of datasets, then the training instances grid will be shown below.

Dataset *
Metric
Download Template
Upload File *
Choose File
No file chosen

Objectives Types *
Anomaly Detection - Dynamic Baseline

[Available objectives](#)
[Evaluated Objectives](#)
[Training Instances](#)

Training Instances

	Objective Name	Algorithm Name	Execution Date	Final Algorithm	Final
☐	AnomalyDetection	Vector Autoregression	2024-10-28T09:14:13		

1
10
Items per page
1 - 1 of 1 items

Figure 390 - Training Instances

6.1.10.14 Cost Configuration

"Cost Configuration Feature" for actionable in IEM refers to the ability to assign and track costs associated with managing and resolving actionable within the IT environment. This feature is valuable for organizations as it allows them to measure and analyze the financial impact of actionable, helping in cost allocation, budgeting, and overall financial management. This action enables us to configure the average cost of actionable.

1. The side Navigation bar contains **Cost Configuration** option, click on the option and the screen will get opened.
2. Add the currency from the dropdown and add the average cost of actionable.

Currency *	Avg Cost of Actionable
USD(\$)	1.00

Figure 391 - Cost Configuration

3. The average cost of actionable saved in the configuration will help in generation of average savings in the currency selected in configuration.

6.1.10.14.1 Manage

This section enables us to manage the processing of iECE environment and the system configurations. This comprises of the following items:

- Site Setting
- Configuration
- Processing
- Health Status

6.1.10.14.1.1 Site Setting

This section enables user to manage the component details within the environment. In the top navigation bar, click on Manage -> Site Settings.

The following page appears:

Home > Site Settings		Customer	DAST	▼
Component	Action			
Integration				
AIML Toolkit				
Messaging Queue				
AIML Build Component				
Master Topics Producer				
GCP Connection Details				
Customer Setup Details				
Publish Api Configuration				
AIMLDRIFT Toolkit				
AIMLSTATUS Toolkit				
Healthcheckstatus				
entitystream				
topologystream				
actionableidletimeout				

Figure 392 – Site Setting Page

All components are listed here:

1. Like with other pages, user can act based on its role on the screen. Possible actions are edit/view. Only the user with edit action can make changes to the setting details.

Home > Site Settings		Customer	DAST	▼
Component	Action			
Integration				
AIML Toolkit				
Messaging Queue				
AIML Build Component				
Master Topics Producer				
GCP Connection Details				
Customer Setup Details				
Publish Api Configuration				
AIMLDRIFT Toolkit				
AIMLSTATUS Toolkit				
Healthcheckstatus				
entitystream				
topologystream				

Figure 393 – Edit Action

Integration [Close] [Update]

Key	Details
API URL	http://dev-lease-datacollector-v2-dot-lease-product-ucr.appspot.com/#endpoint#

Figure 394 – Site Settings Page

- Click on the configure icon next to a component. The following popup is displayed wherein all the requested details are displayed in key/value format.
- Update the details and click on Save.

Note: For the user with view access the save button will be disabled.

- On successful update the following message “Component Updated Successfully” is prompted to user.

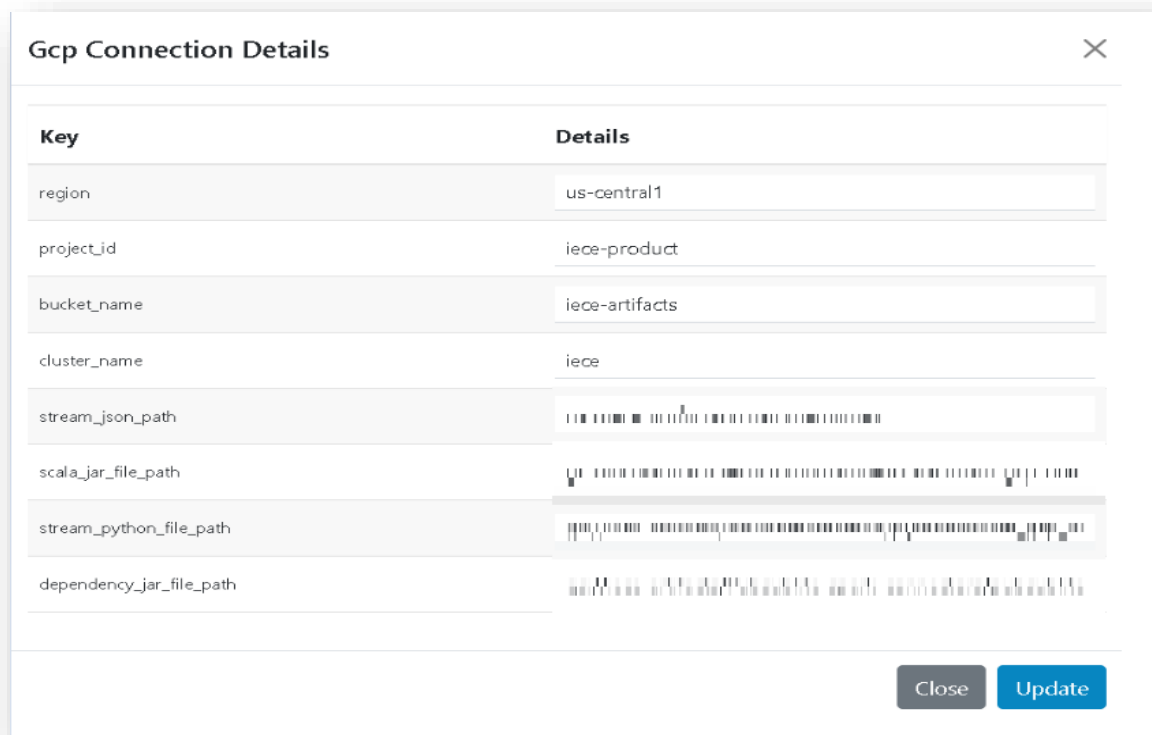
Home > Site Settings [Customer] [DAST]

Component updated successfully. [X]

Component	Action
Integration	[Edit]
AIML Toolkit	[Edit]
Messaging Queue	[Edit]
AIML Build Component	[Edit]
Master Topics Producer	[Edit]
GCP Connection Details	[Edit]
Customer Setup Details	[Edit]
Publish Api Configuration	[Edit]
AIMLDRIFT Toolkit	[Edit]
AIMLSTATUS Toolkit	[Edit]
Healthcheckstatus	[Edit]
entitystream	[Edit]
topologystream	[Edit]

Figure 395 – Alert Message

- Users will be redirecting the control back to the list page.
- Apart from the API URL Key, users have messaging Queue - Kafka, GCP Connection Details where in the broker details need to be provided as separate list.



Gcp Connection Details [X]

Key	Details
region	us-central1
project_id	iece-product
bucket_name	iece-artifacts
cluster_name	iece
stream_json_path	/usr/local/bin/iecd/bin/iecd-stream-json
scala_jar_file_path	/usr/local/bin/iecd/bin/iecd-stream-scala
stream_python_file_path	/usr/local/bin/iecd/bin/iecd-stream-python
dependency_jar_file_path	/usr/local/bin/iecd/bin/iecd-stream-dependency

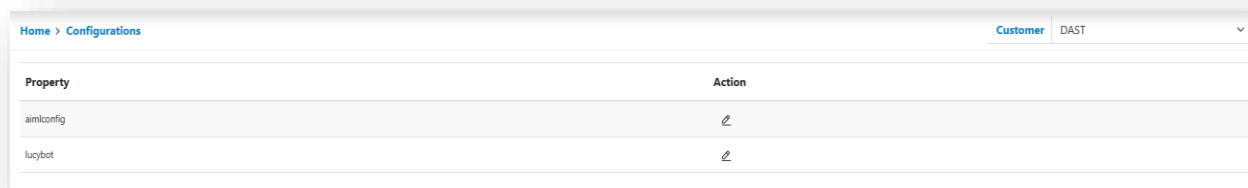
Close Update

Figure 396 – GCP Connection Details

Note: This page is for the system admin user only and is not to be made available to generic admin or operations users. As this controls the related processing functionality.

6.1.10.14.1.2 Configuration

1. This section enables user to manage the configurations within the iECE environment. In the top navigation bar, click on Manage -> Configurations to open this page.
2. Default configurations property groups are displayed which is applicable for the complete environment. Click on the configure icon next to the group, all its associated keys with the default values will be displayed.



Home > Configurations		Customer	DAST
Property	Action		
aimlconfig			
lucybot			

Figure 397 – Configuration Page

3. These are key value pairs, where the expected values unit are displayed along with the key detail only. As the values are changed, click on Save for the same to be effective. Like with other pages, as Save is clicked, on success a confirmation message is displayed. Click Ok to go back to the main view.

Note: Like with other pages, a user's role controls whether editing can be performed by him/her, or they can just view the data.

4. In addition to the default configuration, user can specify customer specific key values as all. Clicking on the Dropdown displays all the customers created within the environment.

- As user select the customer, keys which can be overridden customer wise will be displayed which at present is only Lucy Bot details as shown below:



Figure 398 – Alpha Customer

- Clicking Configure helps us capture the customer specific Lucy Bot details. Clicking Save will display a confirmation message. Clicking Ok in the confirmation dialog box will redirect the control back to the list page.

A screenshot of a 'Lucy Chatbot' configuration dialog box. It has a title bar with a close button. Inside, there is a table with two columns: 'Key' and 'Details'. The 'Key' column contains 'Lucy API URL', 'Lucy Key ID', 'Lucy Secret', and 'Basic Auth Token'. The 'Details' column contains 'http://mylucybot.com', 'lucykey', 'secret', and 'authtoken'. At the bottom right, there are two buttons: 'Close' and 'Update'.

Figure 399 – Lucy Chatbot

Note: This page is for the system admin user only and is not to be made available to generic admin or operations users. As this controls the related processing functionality.

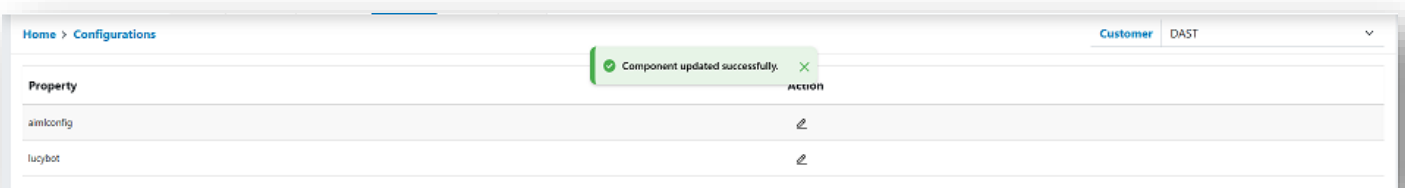


Figure 400 – Alert Message

6.1.10.14.1.3 Processing

This section enables us to manage the processing enabled within the iECE environment.

- In the top navigation bar, click on Manage -> Processing to open this page.

Home > Processing Customer DAST

Processing					
☐	ID	Job Name	Job Type	State	Actions
☐	197	AnomalyDetection_evaluated	buildmodel(aimlpulljob)	Reset	☐
☐	198	AnomalyDetection_evaluated_jobstatus	aimlstatus(aimlstatusjob)	Successfully Completed	☐
☐	202	Resolve Timeout Actionable (Causal Alert Clear)	Causalclearactionableresolve(Causalclearactionableresolve)	In Progress	☒
☐	203	AlertCorrelation_evaluated	buildmodel(aimlpulljob)	Reset	☐
☐	204	AlertCorrelation_evaluated_jobstatus	aimlstatus(aimlstatusjob)	Successfully Completed	☐
☐	205	FeedbackCorrelation_evaluated	buildmodel(aimlpulljob)	Reset	☐
☐	206	FeedbackCorrelation_evaluated_jobstatus	aimlstatus(aimlstatusjob)	Successfully Completed	☐
☐	218	integration_Snow_WorkNotesUpdate	integration(pulljob)	Successfully Completed	☐
☐	224	Auto Close Actionable	autocloseactionable(autocloseactionable)	Successfully Completed	☒
☐	229	EPM Alert	epm_alert(epm_alert)	Failed	☒

11 - 20 of 35 items

Figure 401 – Processing Page

2. All processes that are running in the environment are displayed here. Like with other pages user can act on this screen depending on its role. Actions available on the screen are:

- Customer Dropdown
- Enable/Disable
- Edit
- Reset
- Clone
- Delete
- View Logs

Customer Dropdown

The steps involved in viewing the jobs as per customer selection:

- In the navigation, click on Manage, then go to Processing Screen.
- Click on Select a customer dropdown as shown in the panel. A dropdown list of customers configured in the environment will be displayed.
- Click on the customer to be selected for achieving customer specific view.
- Processing jobs will be displayed for the selected customers.

Home > Processing Customer Dev test

ID	Job Name	Job Type	State	Actions
3	Update Entities Data	updatestream(updatestreamstate)	New	⏻ ✎ 🗑
4	Update Topology Data	updatestream(updatestreamstate)	In Progress	🔵 ✎ 🗑
22	run logs delete routin	dboutines(executeprocedure)	Successfully Completed	🔵 ✎ 🗑
26	run resolution of stale actionable	dboutines(executeprocedure)	Successfully Completed	🔵 ✎ 🗑
34	run daily License Dashboard Aggregator	dboutines(executeprocedure)	Successfully Completed	🔵 ✎ 🗑
39	Time Based	rule(stream)	Stream Stopped	⏻ ✎ 🗑
40	System Load	rule(stream)	Stop Stream	⏻ ✎ 🗑
41	Time & Location Based	rule(stream)	Stream Stopped	⏻ ✎ 🗑
42	Network Topology	rule(stream)	Stream Stopped	⏻ ✎ 🗑
43	Entity and Time Based	rule(stream)	Stream Stopped	⏻ ✎ 🗑

Figure 402 – Selecting a Customer Dropdown for Processing

Enable/Disable

- Click on the Toggle icon in the Enable column next to the processing ID whose enablement status is to be changed as shown:

Home > Processing Customer DAST

ID	Job Name	Job Type	State	Actions
197	AnomalyDetection_evaluated	buildmodel(aimlpulljob)	Reset	🔵 ✎ 🗑
198	AnomalyDetection_evaluated_jobstatus	aimlstatus(aimlstatusjob)	Successfully Completed	⏻ ✎ 🗑
202	Resolve Timeout Actionable (Causal Alert Clear)	Causalclearactionableresolve(Causalclearactionableresolve)	In Progress	🔵 ✎ 🗑
203	AlertCorrelation_evaluated	buildmodel(aimlpulljob)	Reset	⏻ ✎ 🗑
204	AlertCorrelation_evaluated_jobstatus	aimlstatus(aimlstatusjob)	Successfully Completed	⏻ ✎ 🗑
205	FeedbackCorrelation_evaluated	buildmodel(aimlpulljob)	Reset	⏻ ✎ 🗑
206	FeedbackCorrelation_evaluated_jobstatus	aimlstatus(aimlstatusjob)	Successfully Completed	⏻ ✎ 🗑
218	integration_Snow_WorkNotesUpdate	integration(pulljob)	Successfully Completed	⏻ ✎ 🗑
224	Auto Close Actionable	autocloseactionable(autocloseactionable)	Successfully Completed	🔵 ✎ 🗑
229	EPM Alert	epm_alert(epm_alert)	Failed	🔵 ✎ 🗑

11 - 20 of 35 items

Figure 403 - Enable/Disable

- If the processing is enabled, it's identified by a blue toggle button, toggling will disable the processing. For example, parse let's disable processing id 1. As can be seen it's enabled Click on the toggle button. On successful update the button will be disabled, and a successful prompt is displayed.
- If the processing is disabled identified by a greyed-out toggle button, toggling will enable the processing. Let's enable the processing id 1 again. As its disabled in the previous step, it will appear Click on the Toggle button. Like in Step 2, on successful enablement, the enable button changes to blue and the following prompt is displayed.

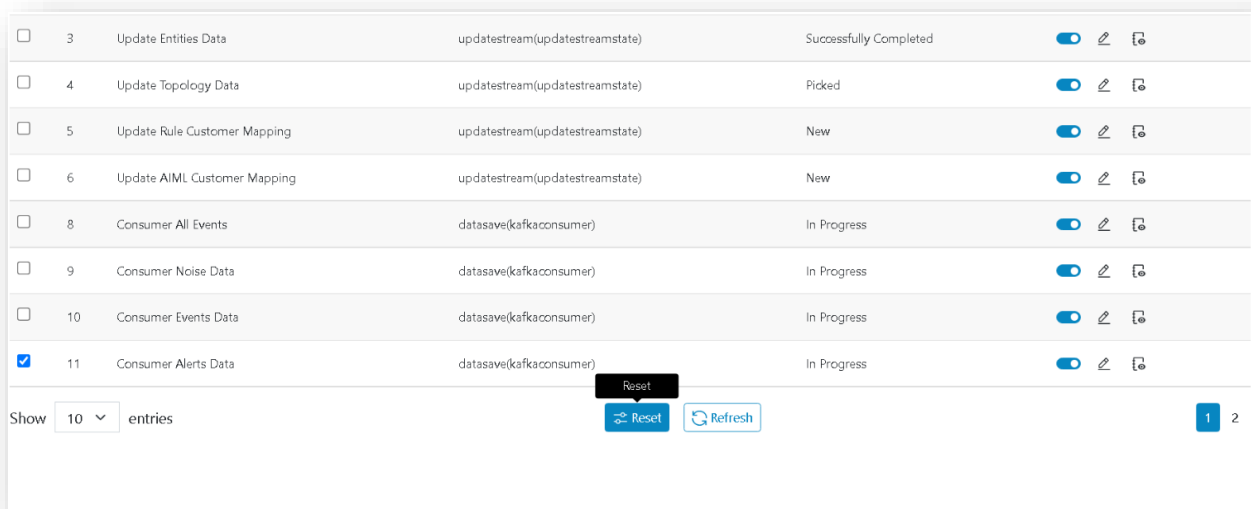
Note: When the processing jobs are added in the environment, primarily they are in disabled mode, user need to enable them from this screen to start it.

- However, if user require the enabled processing jobs to temporarily stop for some time without deleting the processing jobs, then from this screen user can disable them temporarily, this will stop the respective processing till it's enabled again.

Reset

Reset action enables us to reset the current state of the running jobs. This action is used if the processing's seems to be stuck e.g., it's lying in picked state or in in progress state in case of scheduled jobs where the expected state is to be either completed or failed, this can happen if there's an issue with the underlying processing component. In such scenarios user can use this action to reset the states, so that it can be picked and processed again. Note this also enables us to reinitiate the long running jobs as user ll such as the consumer or streaming jobs, in both cases resetting will restart the respective processing.

- Select the processing's by either clicking on the check boxes next to them or by using Select All.
- As the records are selected, the icons in the footer will be enabled. Click on the Reset icon.



☐	3	Update Entities Data	updatestream(updatestreamstate)	Successfully Completed			
☐	4	Update Topology Data	updatestream(updatestreamstate)	Picked			
☐	5	Update Rule Customer Mapping	updatestream(updatestreamstate)	New			
☐	6	Update AIML Customer Mapping	updatestream(updatestreamstate)	New			
☐	8	Consumer All Events	datasave(kafkaconsumer)	In Progress			
☐	9	Consumer Noise Data	datasave(kafkaconsumer)	In Progress			
☐	10	Consumer Events Data	datasave(kafkaconsumer)	In Progress			
☒	11	Consumer Alerts Data	datasave(kafkaconsumer)	In Progress			

Show entries

Reset Refresh

1 2

Figure 404 – Reset Action

- User will be prompted for confirmation.

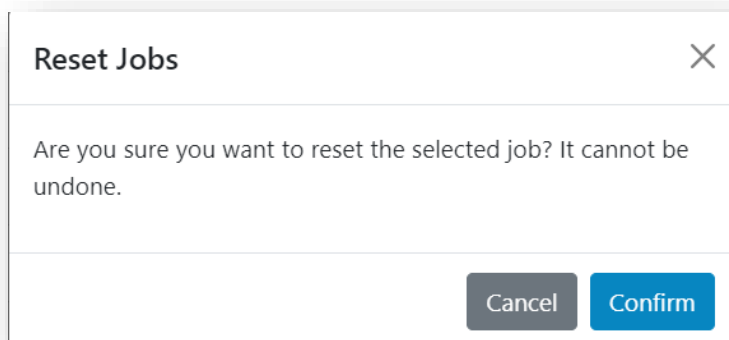
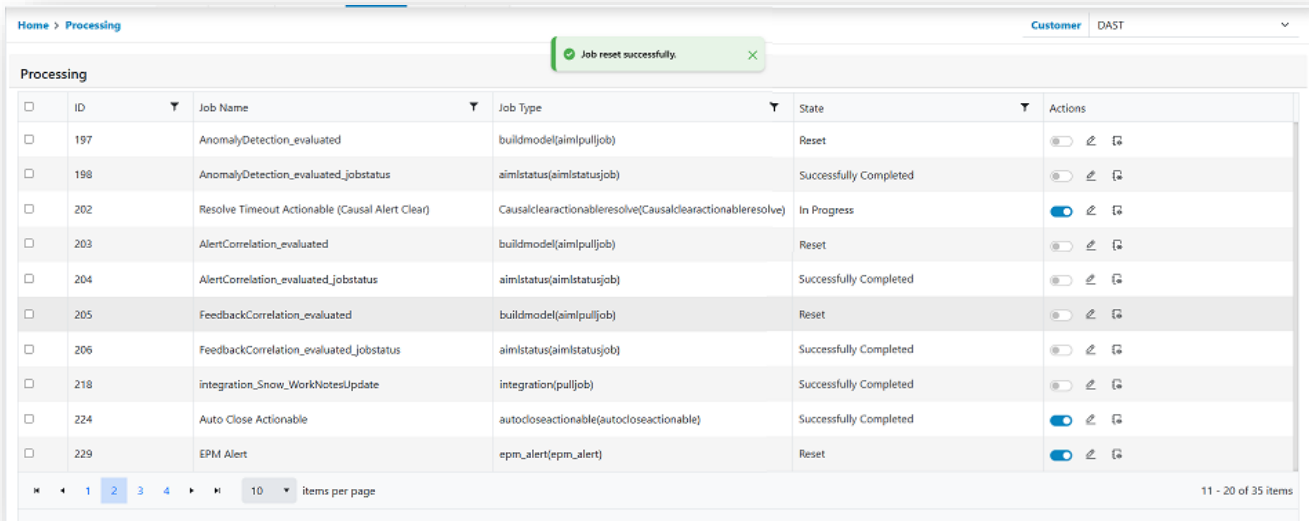


Figure 405 – Confirmation Pop-Up

- Click on Confirm.
- On successful update, the following confirmation box will be prompted. Click on Close to remove the prompt message.



Home > Processing Customer DAST

Job reset successfully.

Processing

ID	Job Name	Job Type	State	Actions
197	AnomalyDetection_evaluated	buildmodel(aimlpulljob)	Reset	[Toggle] [Edit] [Refresh]
198	AnomalyDetection_evaluated_jobstatus	aimlstatus(aimlstatusjob)	Successfully Completed	[Toggle] [Edit] [Refresh]
202	Resolve Timeout Actionable (Causal Alert Clear)	Causalclearactionableresolve(Causalclearactionableresolve)	In Progress	[Toggle] [Edit] [Refresh]
203	AlertCorrelation_evaluated	buildmodel(aimlpulljob)	Reset	[Toggle] [Edit] [Refresh]
204	AlertCorrelation_evaluated_jobstatus	aimlstatus(aimlstatusjob)	Successfully Completed	[Toggle] [Edit] [Refresh]
205	FeedbackCorrelation_evaluated	buildmodel(aimlpulljob)	Reset	[Toggle] [Edit] [Refresh]
206	FeedbackCorrelation_evaluated_jobstatus	aimlstatus(aimlstatusjob)	Successfully Completed	[Toggle] [Edit] [Refresh]
218	Integration_Snow_WorkNotesUpdate	integration(pulljob)	Successfully Completed	[Toggle] [Edit] [Refresh]
224	Auto Close Actionable	autocloseactionable(autocloseactionable)	Successfully Completed	[Toggle] [Edit] [Refresh]
229	EPM Alert	epm_alert(epm_alert)	Reset	[Toggle] [Edit] [Refresh]

11 - 20 of 35 items

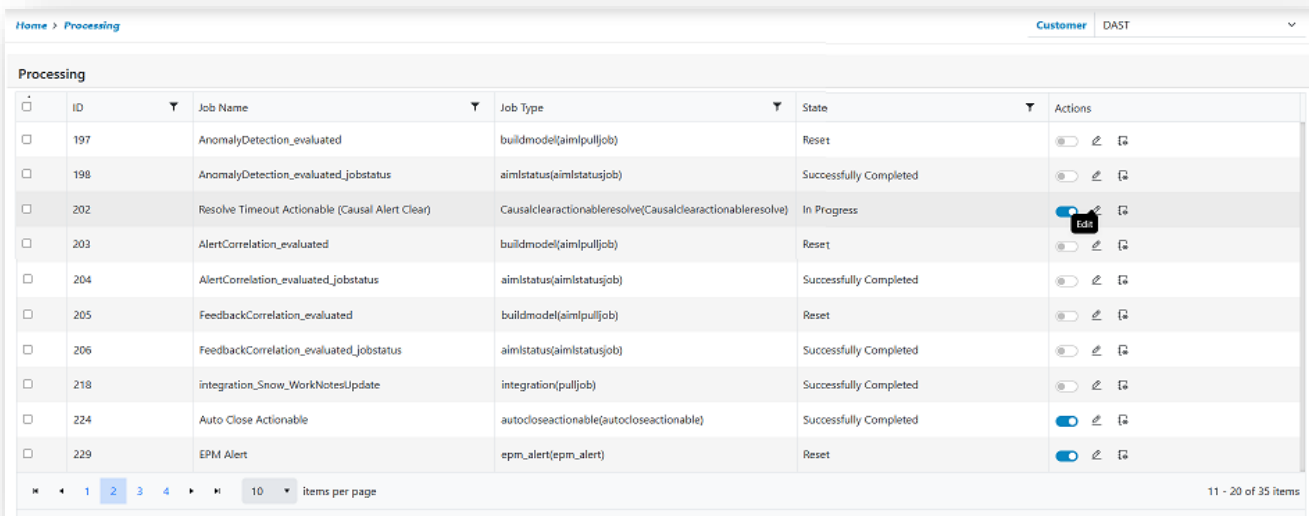
Figure 406 – Alert Message

Note: If a stream processing is set to reset, the state shows “Update Available”.

Edit

This action enables us to update processing specific details such as name, its associated parameters, schedule details in case of a scheduled job.

1. Click on the Edit icon next to the processing whose details are to be edited.



Home > Processing Customer DAST

Processing

ID	Job Name	Job Type	State	Actions
197	AnomalyDetection_evaluated	buildmodel(aimlpulljob)	Reset	[Toggle] [Edit] [Refresh]
198	AnomalyDetection_evaluated_jobstatus	aimlstatus(aimlstatusjob)	Successfully Completed	[Toggle] [Edit] [Refresh]
202	Resolve Timeout Actionable (Causal Alert Clear)	Causalclearactionableresolve(Causalclearactionableresolve)	In Progress	[Toggle] [Edit] [Refresh]
203	AlertCorrelation_evaluated	buildmodel(aimlpulljob)	Reset	[Toggle] [Edit] [Refresh]
204	AlertCorrelation_evaluated_jobstatus	aimlstatus(aimlstatusjob)	Successfully Completed	[Toggle] [Edit] [Refresh]
205	FeedbackCorrelation_evaluated	buildmodel(aimlpulljob)	Reset	[Toggle] [Edit] [Refresh]
206	FeedbackCorrelation_evaluated_jobstatus	aimlstatus(aimlstatusjob)	Successfully Completed	[Toggle] [Edit] [Refresh]
218	Integration_Snow_WorkNotesUpdate	integration(pulljob)	Successfully Completed	[Toggle] [Edit] [Refresh]
224	Auto Close Actionable	autocloseactionable(autocloseactionable)	Successfully Completed	[Toggle] [Edit] [Refresh]
229	EPM Alert	epm_alert(epm_alert)	Reset	[Toggle] [Edit] [Refresh]

11 - 20 of 35 items

Figure 407 – Update Processing

2. The following slider opens, prepopulated with the saved data. The default two tabs are enabled for all General and Parameter. However, if it's a Scheduled processing, a scheduled tab will also be enabled, enabling the users to manage the scheduling property for the processing. Also note that the details in the parameter tab vary as per the Job Type. the parameter section displays few read only details and the ones which are editable either have a dropdown with values to select from or have help text associated to help enable the expected values.

Settings: Update Value Mappings [X]

GENERAL PARAMETER

Name
Update Value Mappings

☐ Enabled

Cancel Save

Figure 408 – Updating Values

Settings: Update Value Mappings [X]

GENERAL PARAMETER

Parameter Name	Parameter Description	Value
runprocedure		fetchupdatestreamdata_connectionvaluemapping
useconncateg		envdb
Logger Type	Log Type Options	Database ▼
Log Mode	Log Mode	Informational ▼

Cancel Save

Figure 409 – Updating Parameter

3. When the desired changes are done, Click on the Save button.
4. On successful update, a confirmation message is prompted.

Home > Processing Customer DAST

Data updated successfully

ID	Job Name	Job Type	State	Actions
197	AnomalyDetection_evaluated	buildmodel(aimlpulljob)	Reset	☐ ☐ ☐
198	AnomalyDetection_evaluated_jobstatus	aimlstatus(aimlstatusjob)	Successfully Completed	☐ ☐ ☐
202	Resolve Timeout Actionable (Causal Alert Clear)	Causalclearactionableresolve(Causalclearactionableresolve)	In Progress	☒ ☐ ☐
203	AlertCorrelation_evaluated	buildmodel(aimlpulljob)	Reset	☐ ☐ ☐
204	AlertCorrelation_evaluated_jobstatus	aimlstatus(aimlstatusjob)	Successfully Completed	☐ ☐ ☐
205	FeedbackCorrelation_evaluated	buildmodel(aimlpulljob)	Reset	☐ ☐ ☐
206	FeedbackCorrelation_evaluated_jobstatus	aimlstatus(aimlstatusjob)	Successfully Completed	☐ ☐ ☐
218	integration_Snow_WorkNotesUpdate	integration(pulljob)	Successfully Completed	☐ ☐ ☐
224	Auto Close Actionable	autocloseactionable(autocloseactionable)	Successfully Completed	☒ ☐ ☐
229	EPM Alert	epm_alert(epm_alert)	Successfully Completed	☒ ☐ ☐

11 - 20 of 35 items

Figure 410 – Alert Message

5. Return to the main grid.

Home > Processing Customer DAST

Processing

ID	Job Name	Job Type	State	Actions
197	AnomalyDetection_evaluated	buildmodel(aimlpulljob)	Reset	☐ ☐ ☐
198	AnomalyDetection_evaluated_jobstatus	aimlstatus(aimlstatusjob)	Successfully Completed	☐ ☐ ☐
202	Resolve Timeout Actionable (Causal Alert Clear)	Causalclearactionableresolve(Causalclearactionableresolve)	In Progress	☒ ☐ ☐
203	AlertCorrelation_evaluated	buildmodel(aimlpulljob)	Reset	☐ ☐ ☐
204	AlertCorrelation_evaluated_jobstatus	aimlstatus(aimlstatusjob)	Successfully Completed	☐ ☐ ☐
205	FeedbackCorrelation_evaluated	buildmodel(aimlpulljob)	Reset	☐ ☐ ☐
206	FeedbackCorrelation_evaluated_jobstatus	aimlstatus(aimlstatusjob)	Successfully Completed	☐ ☐ ☐
218	integration_Snow_WorkNotesUpdate	integration(pulljob)	Successfully Completed	☐ ☐ ☐
224	Auto Close Actionable	autocloseactionable(autocloseactionable)	Successfully Completed	☒ ☐ ☐
229	EPM Alert	epm_alert(epm_alert)	Successfully Completed	☒ ☐ ☐

11 - 20 of 35 items

Figure 411 – Processing Main Grid

View Logs

Home > Processing Customer DAST

Processing

ID	Job Name	Job Type	State	Actions
197	AnomalyDetection_evaluated	buildmodel(aimlpulljob)	Reset	
198	AnomalyDetection_evaluated_jobstatus	aimlstatus(aimlstatusjob)	Successfully Completed	
202	Resolve Timeout Actionable (Causal Alert Clear)	Causalclearactionableresolve(Causalclearactionableresolve)	In Progress	
203	AlertCorrelation_evaluated	buildmodel(aimlpulljob)	Reset	
204	AlertCorrelation_evaluated_jobstatus	aimlstatus(aimlstatusjob)	Successfully Completed	
205	FeedbackCorrelation_evaluated	buildmodel(aimlpulljob)	Reset	
206	FeedbackCorrelation_evaluated_jobstatus	aimlstatus(aimlstatusjob)	Successfully Completed	
218	Integration_Snow_WorkNotesUpdate	integration(pulljob)	Successfully Completed	
224	Auto Close Actionable	autocloseactionable(autocloseactionable)	Successfully Completed	
229	EPM Alert	epm_alert(epm_alert)	Successfully Completed	

1 2 3 4 10 items per page 11 - 20 of 35 items

Figure 412 – View Logs

1. Click on the Log icon next to the processing id whose log is to be seen.
2. The following slider opens where the logs are displayed for the selected processing id. The icon color depicts whether the log is informational or is an error. Red icon denotes error.
3. Copy icon in the message column can be used to copy and paste the text in the local text editors such as notepad when the message is long and is not properly visible in the column.

← run logs delete routin

Request ID	Level	Date	Module	Message
ab3706ad-a28d-11ef-8bd3-4201ac11...	info	2024/11/14 13:38:01	fetch job details	picked for initiati...
ab3706ad-a28d-11ef-8bd3-4201ac11...	INFO	2024/11/14 13:38:01	22_ab3706ad-a28d-11ef-8bd3-4201ac...	completed deleti...
4954f8f8-a285-11ef-8bd3-4201ac115...	info	2024/11/14 12:38:01	fetch job details	picked for initiati...
4954f8f8-a285-11ef-8bd3-4201ac115...	INFO	2024/11/14 12:38:01	22_4954f8f8-a285-11ef-8bd3-4201ac1...	completed deleti...

1 10 items per page 1 - 4 of 4 items

Figure 413 – View Logs Routine

4. Normal grid search and sort functionality works in this grid as user II. Click on the back arrow next to close the slider and return to the main grid.

Apply Filter

The steps involved in Apply Filter the Noise/Maintenance Window Data as per customer selection.

1. Click on the Apply Filter available action button present at the below header of the console.

Home > Processing Customer DAST

Processing

ID	Job Name	Job Type	State	Actions
197	AnomalyDetection_evaluated	buildmodel(aim pull job)	Reset	
198	AnomalyDetection_evaluated_jobstatus	aimstatus(aim status job)	Successfully Completed	
202	Resolve Timeout Actionable (Causal Alert Clear)	Causalclearactionableresolve(Causalclearactionableresolve)	In Progress	
203	AlertCorrelation_evaluated	buildmodel(aim pull job)	Reset	
204	AlertCorrelation_evaluated_jobstatus	aimstatus(aim status job)	Successfully Completed	
205	FeedbackCorrelation_evaluated	buildmodel(aim pull job)	Reset	
206	FeedbackCorrelation_evaluated_jobstatus	aimstatus(aim status job)	Successfully Completed	
218	integration_Snow_WorkNotesUpdate	integration(pull job)	Successfully Completed	
224	Auto Close Actionable	autocloseactionable(autocloseactionable)	Successfully Completed	
229	EPM Alert	epm_alert(epm_alert)	Successfully Completed	

11 - 20 of 35 items

Figure 414 – Apply Filter Operation

- The form will appear from there user can select Filed and operator from drop down list and have to write value. Then click on the apply button.

Processing

ID	Job Name	Job Type	State	Actions
3		updatestream(updatestreamstate)	New	
4		updatestream(updatestreamstate)	In Progress	
22		db routines(executeprocedure)	Successfully Completed	
26		db routines(executeprocedure)	Successfully Completed	
34	run daily License Dashboard Aggregator	db routines(executeprocedure)	Successfully Completed	
39	Time Based	rule(stream)	Stream Stopped	
40	System Load	rule(stream)	Stop Stream	
41	Time & Location Based	rule(stream)	Stream Stopped	
42	Network Topology	rule(stream)	Stream Stopped	
43	Entity and Time Based	rule(stream)	Stream Stopped	

Figure 415 – Apply Filter Operation

- User can see the result of applied filter.

Processing

Applied Filters: processingid LIKE 34

ID	Job Name	Job Type	State	Actions
34	run daily License Dashboard Aggregator	db routines(executeprocedure)	Successfully Completed	

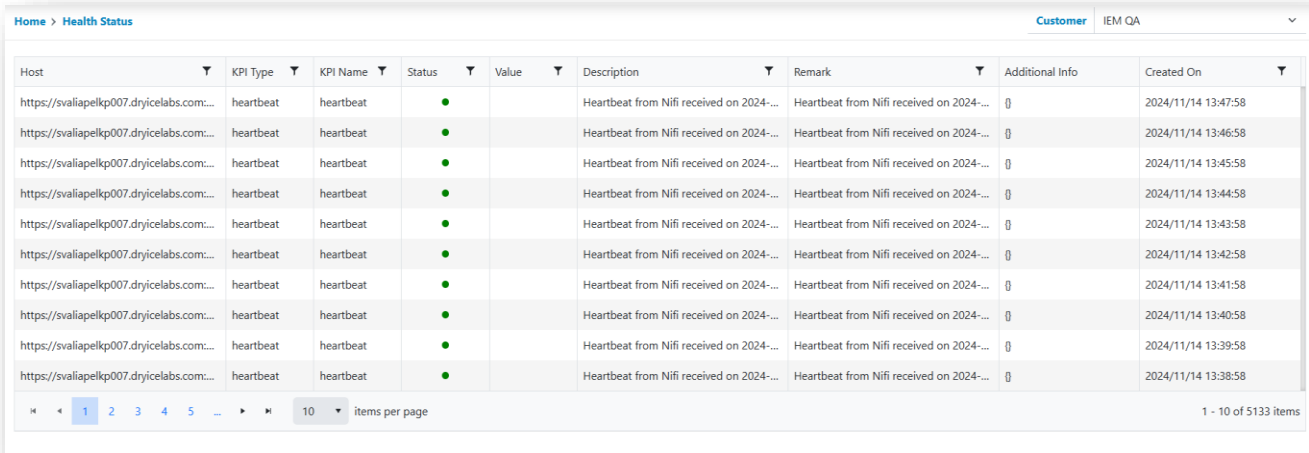
1 - 1 of 1 items

Reset Refresh

Figure 416 – Apply Filter Result

Health Status

Health Status grid shows the details of the machines and KPIs of the environment for a customer with additional details like description, value and status for a particular customer. Using this screen, user can see the vital information regarding the environment configured.



The screenshot shows the 'Health Status' page for a customer named 'IEM QA'. It displays a table with 10 columns: Host, KPI Type, KPI Name, Status, Value, Description, Remark, Additional Info, and Created On. The table contains 10 rows of heartbeat data, all with a status of '●' (green). The 'Host' column shows URLs like 'https://svaliapelp007.dryicelabs.com...'. The 'Created On' column shows timestamps from 2024/11/14 13:47:58 to 2024/11/14 13:38:58. At the bottom, there is a pagination bar showing '1 - 10 of 5133 items' and a '10 items per page' selector.

Host	KPI Type	KPI Name	Status	Value	Description	Remark	Additional Info	Created On
https://svaliapelp007.dryicelabs.com...	heartbeat	heartbeat	●		Heartbeat from Nifi received on 2024-...	Heartbeat from Nifi received on 2024-...	0	2024/11/14 13:47:58
https://svaliapelp007.dryicelabs.com...	heartbeat	heartbeat	●		Heartbeat from Nifi received on 2024-...	Heartbeat from Nifi received on 2024-...	0	2024/11/14 13:46:58
https://svaliapelp007.dryicelabs.com...	heartbeat	heartbeat	●		Heartbeat from Nifi received on 2024-...	Heartbeat from Nifi received on 2024-...	0	2024/11/14 13:45:58
https://svaliapelp007.dryicelabs.com...	heartbeat	heartbeat	●		Heartbeat from Nifi received on 2024-...	Heartbeat from Nifi received on 2024-...	0	2024/11/14 13:44:58
https://svaliapelp007.dryicelabs.com...	heartbeat	heartbeat	●		Heartbeat from Nifi received on 2024-...	Heartbeat from Nifi received on 2024-...	0	2024/11/14 13:43:58
https://svaliapelp007.dryicelabs.com...	heartbeat	heartbeat	●		Heartbeat from Nifi received on 2024-...	Heartbeat from Nifi received on 2024-...	0	2024/11/14 13:42:58
https://svaliapelp007.dryicelabs.com...	heartbeat	heartbeat	●		Heartbeat from Nifi received on 2024-...	Heartbeat from Nifi received on 2024-...	0	2024/11/14 13:41:58
https://svaliapelp007.dryicelabs.com...	heartbeat	heartbeat	●		Heartbeat from Nifi received on 2024-...	Heartbeat from Nifi received on 2024-...	0	2024/11/14 13:40:58
https://svaliapelp007.dryicelabs.com...	heartbeat	heartbeat	●		Heartbeat from Nifi received on 2024-...	Heartbeat from Nifi received on 2024-...	0	2024/11/14 13:39:58
https://svaliapelp007.dryicelabs.com...	heartbeat	heartbeat	●		Heartbeat from Nifi received on 2024-...	Heartbeat from Nifi received on 2024-...	0	2024/11/14 13:38:58

Figure 417 – Health Status

6.1.10.14.2 License

License grid provides details with the dashboard displaying details like the product name, version, build, and more details such as purchase date, renewal date and expiration date.

It also provides the Events and metrics details and CI's that are affected and usage percentage.

User can also see the CI consumption report of metrics and events in form of graph for easier understanding and can also download the details via CSV.

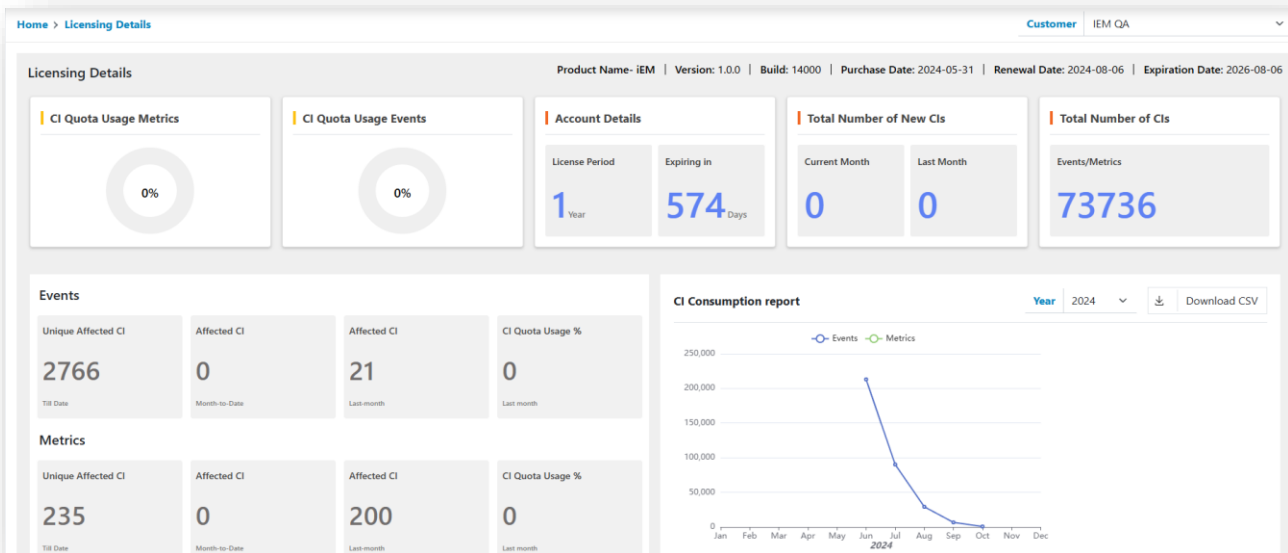


Figure 418 - License

7 IEM Interface

The interface presents a unified views like Metric View, Topology View and Service View to facilitate Event Management helping IT Professionals understand the relationships between different entities and services to make informed decisions to manage and troubleshoot complex IT environments more efficiently.

7.1 Login to HCL IEM

To login to the system, perform the following steps:

1. Launch a user browser and provide HCL IEM User Portal URL. The HCL IEM Login Page appears.

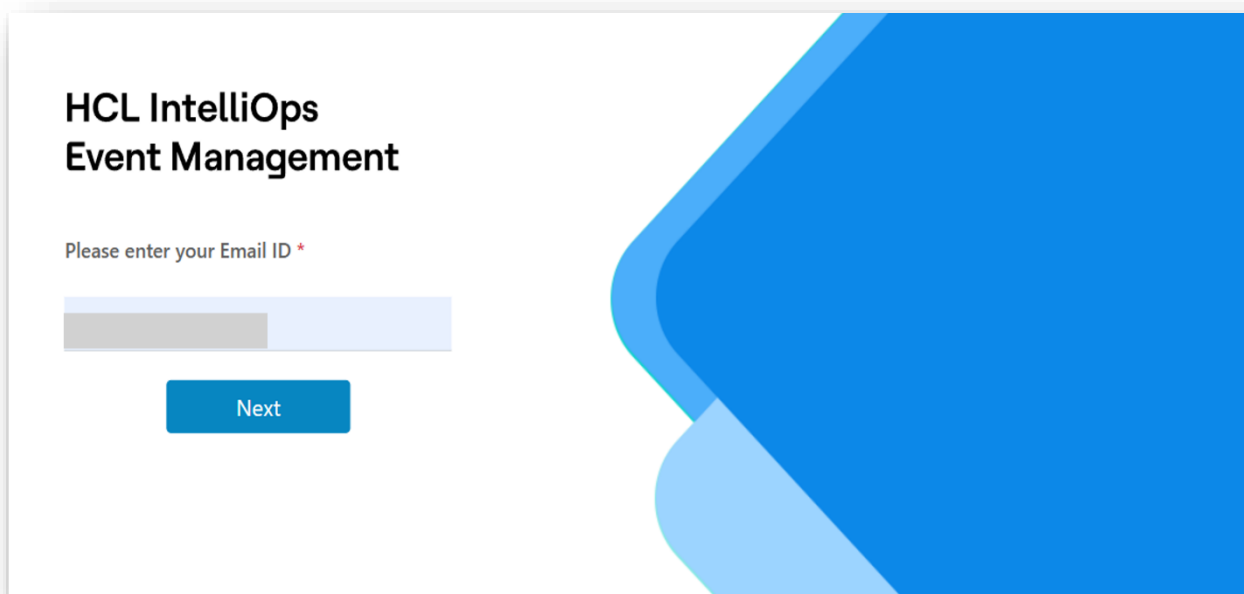


Figure 419 – HCL IEM Login Page

2. On the HCL IEM Login Page, type the **Login ID**. The user is redirected to the **Password** page.

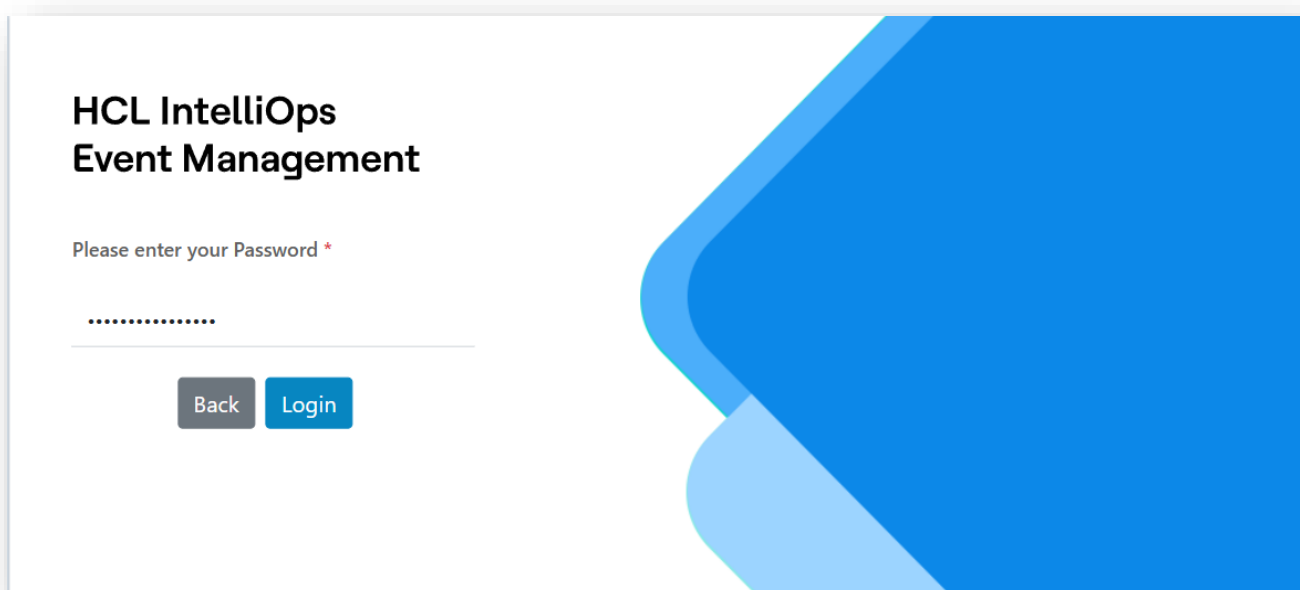


Figure 420 – Login Authentication

3. Enter the **Password** and click on **Login**.

4. The HCL IEM home page dashboard appears. This Home page is the landing page of IEM.

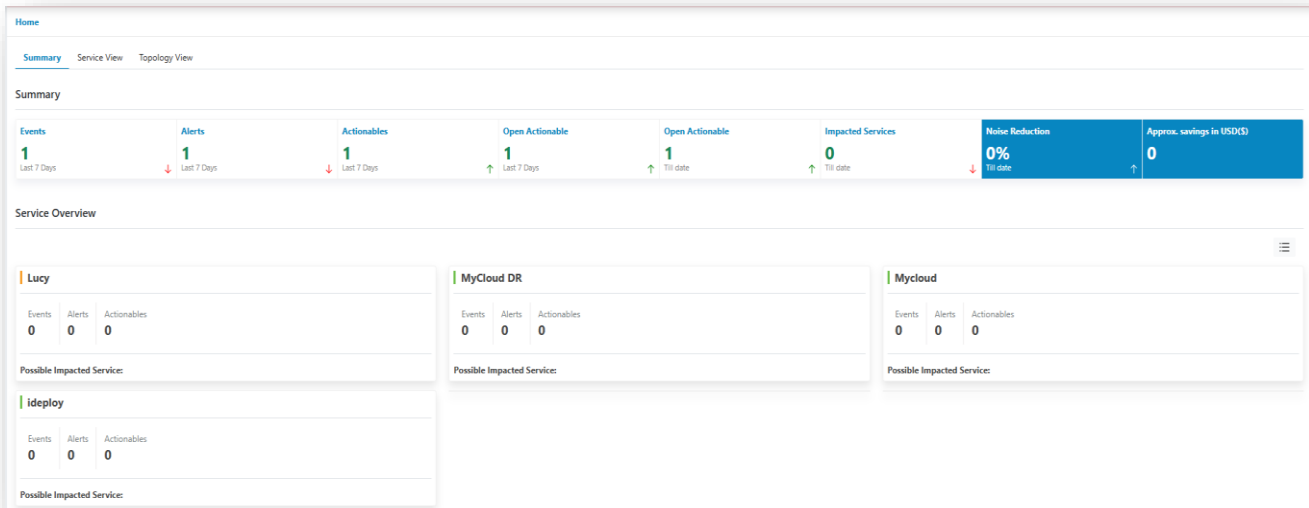


Figure 421 - Home Page Dashboard

Home Screen shows three different views to user.

- Summary View
- Service View
- Topology View

Summary Overview and Service Overview card club to form a dashboard to show the numbers that user can view to create an overall perspective of the system configured.

7.1.1 Summary View

A summary dashboard is one kind of the data dashboard, it is a tool that collects, integrates, and displays key performance indicators in a single place to analyze and project quality status of the KPIs in real-time.

Summary Overview shows the metric analysis of Events, Alerts, Actionable for a customer. It gives a view of open actionable and impacted services. In addition, Noise Reduction % calculated shown in the metric view.

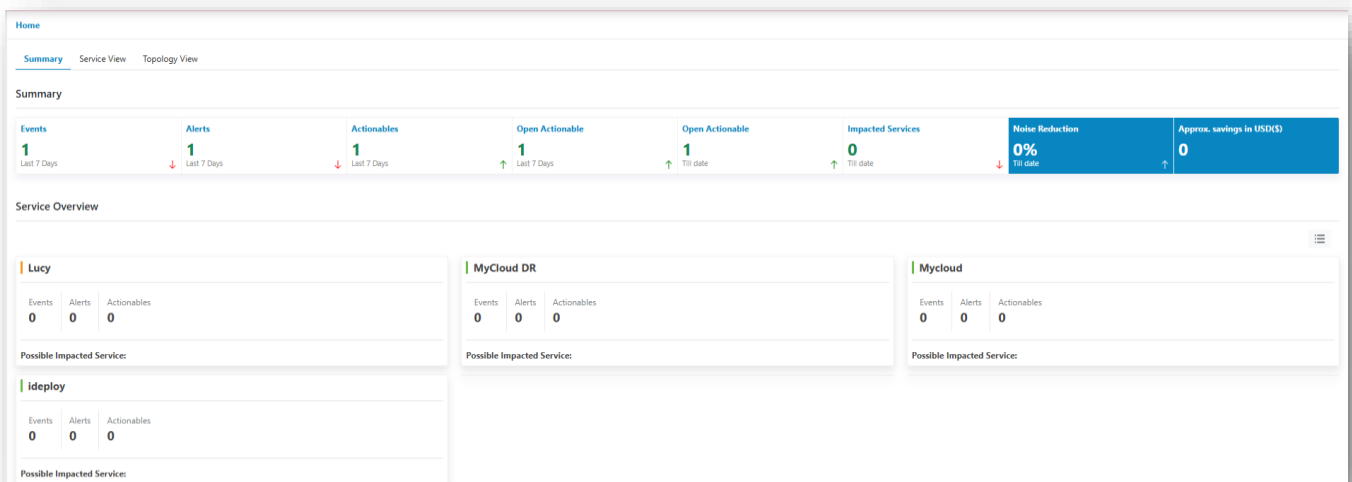


Figure 422 – Metric View

7.1.2 Service View

Service dashboards visualize the Service relationship data in a way that can be understood easily. Service View shows the service tree for a customer. Parent and Child nodes are depicted in the Services chart for a customer configured. The color coding shows the Service Impact.

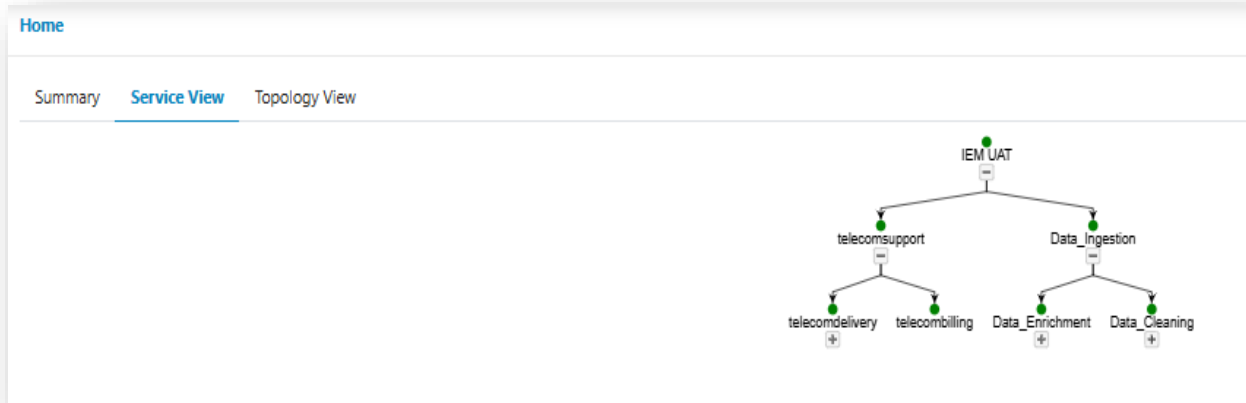


Figure 423 – Service View

7.1.3 Topology View

Topology view involves creating a visual representation of the dependencies between various IT components, showcasing which components rely on others for proper functioning. This mapping helps in assessing the potential impact of a failure or performance issue in one component on others within the system.

Topology view dashboard provides a visual representation of the relationships and dependencies between different servers, applications, and other infrastructure components. It allows for quick identification of bottlenecks, potential issues, or areas of concern, facilitating efficient troubleshooting and proactive management of IT events.

Topology views can be dynamic, providing real-time updates on the status and health of components and their connections.

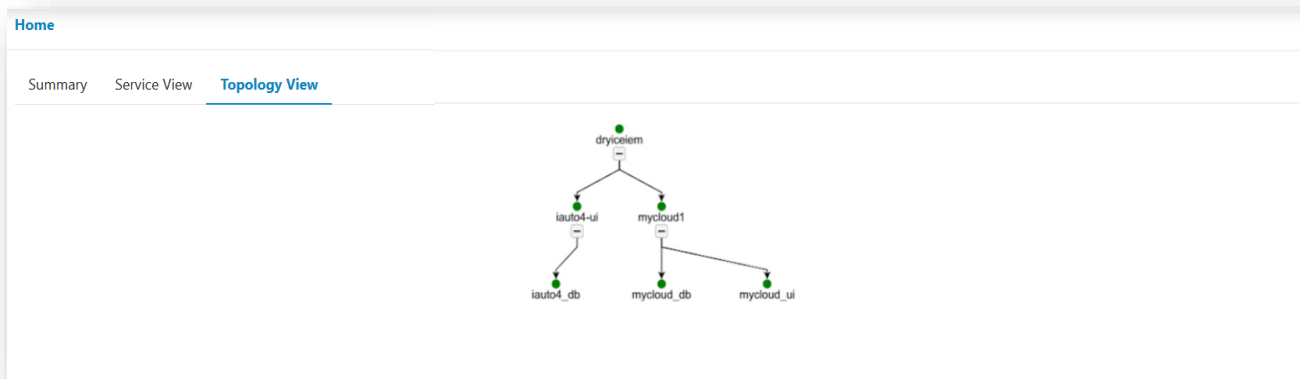


Figure 424 - Topology View

7.2 Data View

Based on the configurations, three data types are displayed over Data View Console:

- All Events
- Noise Events

- Events
- Alerts
- Actionable
- Metrics

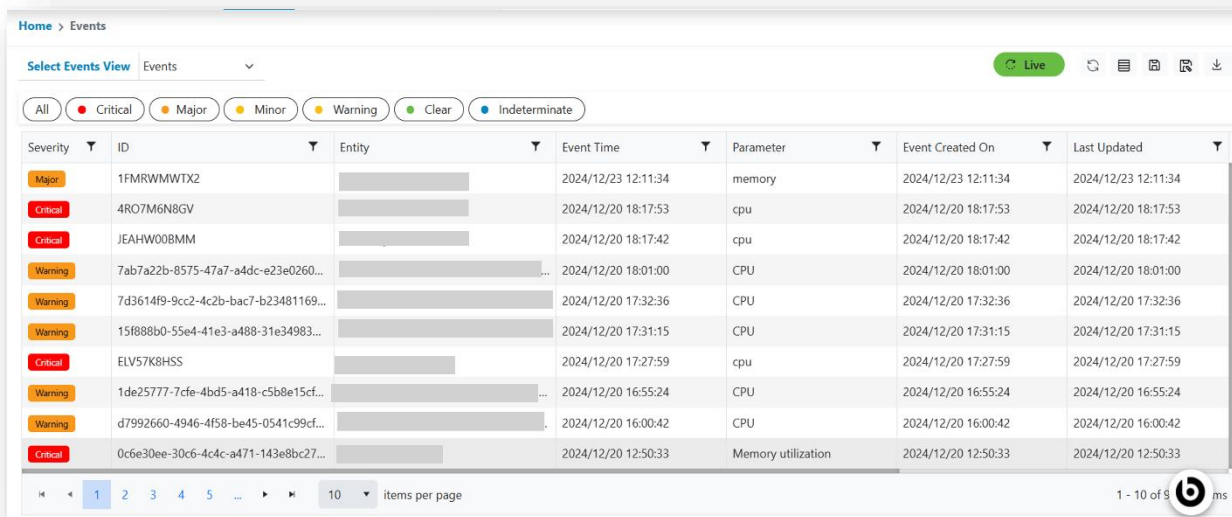
7.2.1 Events

An "event" refers to a significant occurrence or incident within an IT environment that is detected, monitored, and logged by various systems and tools. Events are typically generated by hardware, software, applications, or network devices, and they serve as a key source of information for monitoring and managing the performance and health of IT systems. Events can be diverse and may include activities such as system errors, warning messages, user interactions, configuration changes, or security-related incidents.

7.2.1.1 Events View

The steps explain how to view the events data.

1. In the top navigation bar, click on Data View and click on Events.
2. Events data will be displayed for the selected customer.



Severity	ID	Entity	Event Time	Parameter	Event Created On	Last Updated
Major	1FMRWMWXT2		2024/12/23 12:11:34	memory	2024/12/23 12:11:34	2024/12/23 12:11:34
Critical	4RO7M6N8GV		2024/12/20 18:17:53	cpu	2024/12/20 18:17:53	2024/12/20 18:17:53
Critical	JEAHW00BMM		2024/12/20 18:17:42	cpu	2024/12/20 18:17:42	2024/12/20 18:17:42
Warning	7ab7a22b-8575-47a7-a4dc-e23e0260...		2024/12/20 18:01:00	CPU	2024/12/20 18:01:00	2024/12/20 18:01:00
Warning	7d3614f9-9cc2-4c2b-bac7-b23481169...		2024/12/20 17:32:36	CPU	2024/12/20 17:32:36	2024/12/20 17:32:36
Warning	15f888b0-55e4-41e3-a488-31e34983...		2024/12/20 17:31:15	CPU	2024/12/20 17:31:15	2024/12/20 17:31:15
Critical	ELV57K8HSS		2024/12/20 17:27:59	cpu	2024/12/20 17:27:59	2024/12/20 17:27:59
Warning	1de25777-7cfe-4bd5-a418-c5b8e15cf...		2024/12/20 16:55:24	CPU	2024/12/20 16:55:24	2024/12/20 16:55:24
Warning	d7992660-4946-4f58-be45-0541c99cf...		2024/12/20 16:00:42	CPU	2024/12/20 16:00:42	2024/12/20 16:00:42
Critical	0c6e30ee-30c6-4c4c-a471-143e8bc27...		2024/12/20 12:50:33	Memory utilization	2024/12/20 12:50:33	2024/12/20 12:50:33

Figure 425 - View Events

7.2.1.2 Add Column

The steps explain how to add column to event data:

1. In the top navigation bar, click on Data View and click on Events.
2. Click on the Add Column action button present at the header of the console.

Home > Events

Select Events View Events

Live

All Critical Major Minor Warning Clear Indeterminate

Severity	ID	Entity	Event Time	Parameter	Event Created On	Last Updated	T
Clear	0e224b0d-1ebe-4e8b-91e5-d354c424...		2025/01/03 12:42:06	CPU	2025/01/03 12:42:06	2025/01/03 12:42:06	M
Clear	21b11eb4-7ae4-4153-87e7-39777ebf...		2025/01/03 12:42:06	CPU	2025/01/03 12:42:06	2025/01/03 12:42:06	M
Clear	2f6827e2-440d-47ce-9608-c549cb466...		2025/01/03 12:42:06	CPU utilization	2025/01/03 12:42:06	2025/01/03 12:42:06	A
Clear	670f7660-2d87-4865-af50-a01c30626...		2025/01/03 12:42:06	memory	2025/01/03 12:42:06	2025/01/03 12:42:06	n
Clear	70a0a839-cff2-4c7a-b2de-0412ae569...		2025/01/03 12:42:06	memory	2025/01/03 12:42:06	2025/01/03 12:42:06	n
Clear	76afb9cc-b539-4f40-bf8f-1f55498c84cd		2025/01/03 12:42:06	cpu	2025/01/03 12:42:06	2025/01/03 12:42:06	c
Clear	a3441c92-2ef8-41fd-8840-7d27ae083...		2025/01/03 12:42:06	disk	2025/01/03 12:42:06	2025/01/03 12:42:06	n
Clear	a43b5ee6-4627-4e42-8235-28d055af...		2025/01/03 12:42:06	CPU	2025/01/03 12:42:06	2025/01/03 12:42:06	M
Clear	aece5127-a057-4a65-816a-7b4acfbfb...		2025/01/03 12:42:06	CPU	2025/01/03 12:42:06	2025/01/03 12:42:06	M
Clear	c3cf296-d638-4947-ad1c-5c2185687...		2025/01/03 12:42:06	cpu	2025/01/03 12:42:06	2025/01/03 12:42:06	c

10 items per page 1 - 10 of 548278 items

Figure 426 - Add Column

- The form will appear from there user can select from drop down list. Then click on the save button.

Add Columns

Add More Columns

Sub Entity ID

Original Columns

Severity x ID x Entity x Title x Manager x Primary Application Name x Tool ID x

Secondary Application Name x Agent x Event Time x Mapped Entity ID x Parameter Category x

Parameter x Location x Environment x Designation x

Newly Added Columns

Sub Entity ID x

Save Close

Figure 427 - Add Column

7.2.1.3 Save View

The steps explain how to save the events data:

- In the top navigation bar, click on Data View and click on Events.
- User can click the save button.

Home > Events

Select Events View Events

Live

All Critical Major Minor Warning Clear Indeterminate

Severity	ID	Entity	Event Time	Parameter	Event Created On	Last Updated
Major	1FMRWMWXTX2		2024/12/23 12:11:34	memory	2024/12/23 12:11:34	2024/12/23 12:11:34
Critical	4RO7M6N8GV		2024/12/20 18:17:53	cpu	2024/12/20 18:17:53	2024/12/20 18:17:53
Critical	JEAHW00BMM		2024/12/20 18:17:42	cpu	2024/12/20 18:17:42	2024/12/20 18:17:42
Warning	7ab7a22b-8575-47a7-a4dc-e23e0260...		2024/12/20 18:01:00	CPU	2024/12/20 18:01:00	2024/12/20 18:01:00
Warning	7d3614f9-9cc2-4c2b-bac7-b23481169...		2024/12/20 17:32:36	CPU	2024/12/20 17:32:36	2024/12/20 17:32:36
Warning	15f888b0-55e4-41e3-a488-31e34983...		2024/12/20 17:31:15	CPU	2024/12/20 17:31:15	2024/12/20 17:31:15
Critical	ELV57K8HSS		2024/12/20 17:27:59	cpu	2024/12/20 17:27:59	2024/12/20 17:27:59
Warning	1de25777-7cfe-4bd5-a418-c5b8e15cf...		2024/12/20 16:55:24	CPU	2024/12/20 16:55:24	2024/12/20 16:55:24
Warning	d7992660-4946-4f58-be45-0541c99cf...		2024/12/20 16:00:42	CPU	2024/12/20 16:00:42	2024/12/20 16:00:42
Critical	0c6e30ee-30c6-4c4c-a471-143e8bc27...		2024/12/20 12:50:33	Memory utilization	2024/12/20 12:50:33	2024/12/20 12:50:33

10 items per page 1 - 10 of 5 ms

Figure 428 - Save View

- A confirmation pop-up message will appear.

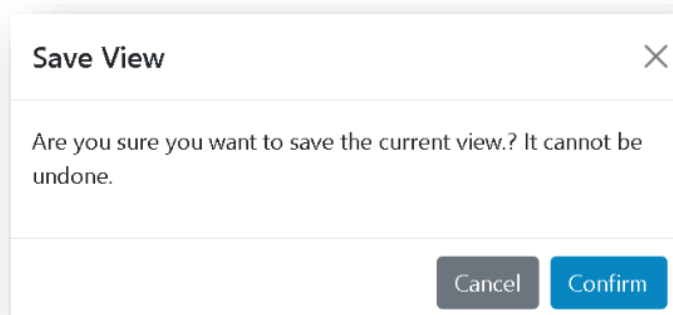


Figure 429 - Save View Events

- Click on **Confirm** button, a success pop will appear and the grid changes.

Home > Events

Select Events View Events

View saved successfully.

Live

All Critical Major Minor Warning Clear Indeterminate

Severity	ID	Entity	Event Time	Parameter	Event Created On	Last Updated
Critical	1198fc3a-0f0b-4322-958b-0048540e9...		2024/11/28 15:05:56	Memory Alert	2024/11/28 15:05:52	2024/11/28 15:05:52
Critical	b9cc8b82-a847-4b0d-96ce-f89b3d1bf...		2024/11/28 15:05:16	Memory Alert	2024/11/28 15:05:52	2024/11/28 15:05:52
Warning	d31a8196-3631-4396-b5be-4e39ba90...		2024/11/28 15:04:18	memory-storage	2024/11/28 15:03:34	2024/11/28 15:03:34
Critical	1bdffaed-1f50-4e7e-8bb7-fe9ba044f5...		2024/11/28 15:03:54	Memory Alert	2024/11/28 15:03:52	2024/11/28 15:03:52
Clear	db86f22e-df37-4a6b-a959-6fb286aa9...		2024/11/28 15:03:17	system	2024/11/28 15:02:34	2024/11/28 15:02:34
Critical	fd3e46ed-af6e-4ed5-908a-22f990450...		2024/11/28 15:03:14	Memory Alert	2024/11/28 15:03:52	2024/11/28 15:03:52
Critical	2911f898-126d-4a41-8144-d1082425...		2024/11/28 15:01:52	Memory Alert	2024/11/28 15:01:52	2024/11/28 15:01:52
Critical	1a20af38-1c4f-4e4e-be97-cae927c88...		2024/11/28 15:01:24	Memory	2024/11/28 15:01:24	2024/11/28 15:01:24
Warning	b36e61b2-5848-4590-98d1-62c40ce9...		2024/11/28 15:01:16	system	2024/11/28 15:00:35	2024/11/28 15:00:35
Critical	f844252e-3c7d-4dfc-b68c-1056a1484...		2024/11/28 15:01:12	Memory Alert	2024/11/28 15:01:52	2024/11/28 15:01:52

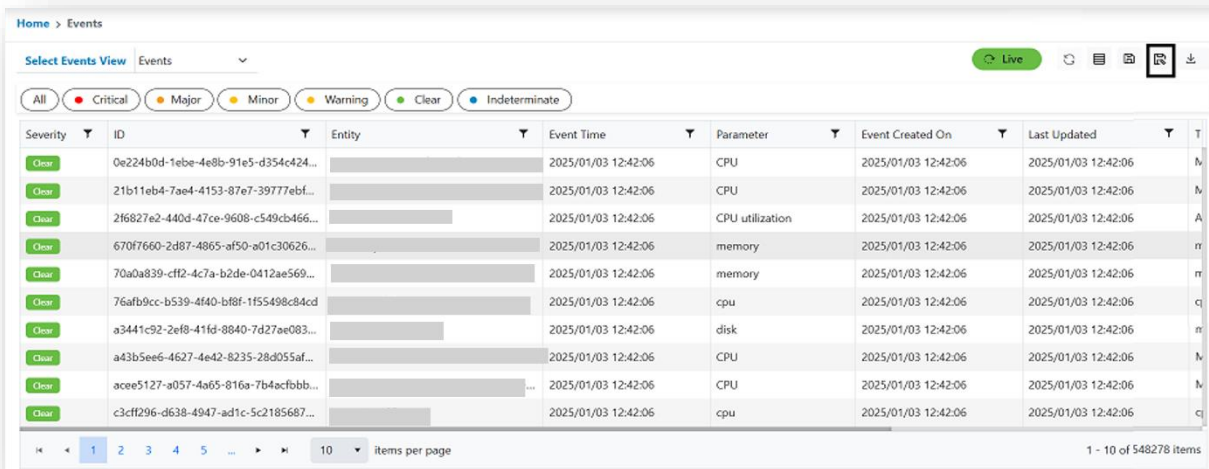
10 items per page 1 - 10 of 13343 items

Figure 430 - Popup Confirmation

7.2.1.4 Save As Events

The steps explain how to save the events data as view.

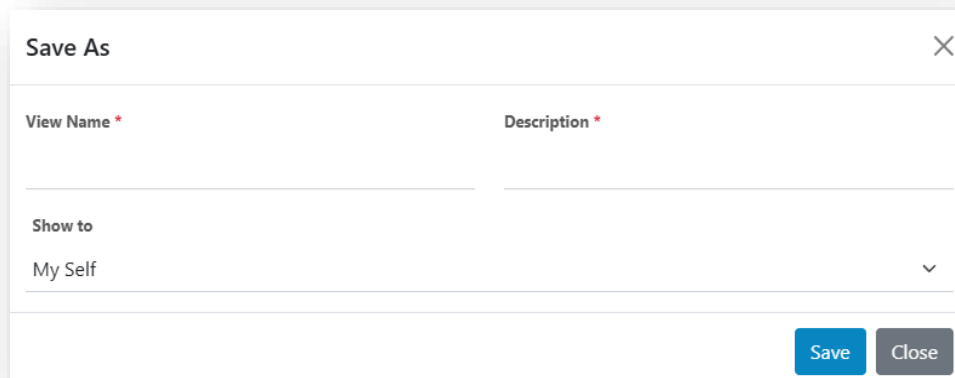
1. In the top navigation bar, click on Data View and click on Events.
2. User can click the save as events button.



Severity	ID	Entity	Event Time	Parameter	Event Created On	Last Updated
Clear	0e224b0d-1ebe-4e8b-91e5-d354c424...		2025/01/03 12:42:06	CPU	2025/01/03 12:42:06	2025/01/03 12:42:06
Clear	21b11eb4-7ae4-4153-87e7-39777ebf...		2025/01/03 12:42:06	CPU	2025/01/03 12:42:06	2025/01/03 12:42:06
Clear	2f6827e2-440d-47ce-9608-c549cb466...		2025/01/03 12:42:06	CPU utilization	2025/01/03 12:42:06	2025/01/03 12:42:06
Clear	670f7660-2d87-4865-af50-a01c30626...		2025/01/03 12:42:06	memory	2025/01/03 12:42:06	2025/01/03 12:42:06
Clear	70a0a839-cff2-4c7a-b2de-0412ae569...		2025/01/03 12:42:06	memory	2025/01/03 12:42:06	2025/01/03 12:42:06
Clear	76afb9cc-b539-4f40-bf8f-1f55498c84cd		2025/01/03 12:42:06	cpu	2025/01/03 12:42:06	2025/01/03 12:42:06
Clear	a3441c92-2ef8-41fd-8840-7d27ae083...		2025/01/03 12:42:06	disk	2025/01/03 12:42:06	2025/01/03 12:42:06
Clear	a43b5ee6-4627-4e42-8235-28d055af...		2025/01/03 12:42:06	CPU	2025/01/03 12:42:06	2025/01/03 12:42:06
Clear	ac0e5127-a057-4a65-816a-7b4acfbfb...		2025/01/03 12:42:06	CPU	2025/01/03 12:42:06	2025/01/03 12:42:06
Clear	c3cff296-d638-4947-ad1c-5c2185687...		2025/01/03 12:42:06	cpu	2025/01/03 12:42:06	2025/01/03 12:42:06

Figure 431 - Save As Events

3. A confirmation pop-up message will appear.



Save As

View Name * **Description ***

Show to

My Self

Save Close

Figure 432 – Save as Events

4. As all fields are entered click on save button, success popup message will appear.

Home > Events

Select Events View Events View saved successfully. Live

All Critical Major Minor Warning Clear Indeterminate

Severity	ID	Entity	Event Time	Parameter	Event Created On	Last Updated	T
Clear	0e224b0d-1ebe-4e8b-91e5-d354c424...		2025/01/03 12:42:06	CPU	2025/01/03 12:42:06	2025/01/03 12:42:06	M
Clear	21b11eb4-7ae4-4153-87e7-39777ebf...		2025/01/03 12:42:06	CPU	2025/01/03 12:42:06	2025/01/03 12:42:06	M
Clear	2f6827e2-440d-47ce-9608-c549cb466...		2025/01/03 12:42:06	CPU utilization	2025/01/03 12:42:06	2025/01/03 12:42:06	A
Clear	670f7660-2d87-4865-a150-a01c30626...		2025/01/03 12:42:06	memory	2025/01/03 12:42:06	2025/01/03 12:42:06	m
Clear	70a0a839-cff2-4c7a-b2de-0412ae569...		2025/01/03 12:42:06	memory	2025/01/03 12:42:06	2025/01/03 12:42:06	m
Clear	76afb9cc-b539-4f40-b8f8-1f55498c84cd		2025/01/03 12:42:06	cpu	2025/01/03 12:42:06	2025/01/03 12:42:06	cj
Clear	a3441c92-2ef8-41fd-8840-7d27ae083...		2025/01/03 12:42:06	disk	2025/01/03 12:42:06	2025/01/03 12:42:06	m
Clear	a43b5ee6-4627-4e42-8235-28d055af...		2025/01/03 12:42:06	CPU	2025/01/03 12:42:06	2025/01/03 12:42:06	M
Clear	acee5127-a057-4a65-816a-7b4acfbfb...		2025/01/03 12:42:06	CPU	2025/01/03 12:42:06	2025/01/03 12:42:06	M
Clear	c3cff296-d638-4947-ad1c-5c2185687...		2025/01/03 12:42:06	cpu	2025/01/03 12:42:06	2025/01/03 12:42:06	cj

10 items per page 1 - 10 of 548278 items

Figure 433 - Alert Message

- Then user can select Events view from the dropdown list in which user can created before this step.

Home > Events

Select Events View Events Live

All Critical Major Minor Warning Clear Indeterminate

Select
all columns
events1m11
Events view1
file_eve

Severity	ID	Entity	Event Time	Parameter	Event Created On	Last Updated	T
Major	1FM		2024/12/23 12:11:34	memory	2024/12/23 12:11:34	2024/12/23 12:11:34	
Critical	4RO		2024/12/20 18:17:53	cpu	2024/12/20 18:17:53	2024/12/20 18:17:53	
Critical	JEAF		2024/12/20 18:17:42	cpu	2024/12/20 18:17:42	2024/12/20 18:17:42	
Warning	7ab7a22b-8575-47a7-a4dc-e23e0260...		2024/12/20 18:01:00	CPU	2024/12/20 18:01:00	2024/12/20 18:01:00	
Warning	7d3614f9-9cc2-4c2b-bac7-b23481169...		2024/12/20 17:32:36	CPU	2024/12/20 17:32:36	2024/12/20 17:32:36	
Warning	15f888b0-55e4-41e3-a488-31e34983...		2024/12/20 17:31:15	CPU	2024/12/20 17:31:15	2024/12/20 17:31:15	
Critical	ELV57KBHSS		2024/12/20 17:27:59	cpu	2024/12/20 17:27:59	2024/12/20 17:27:59	
Warning	1de25777-7cfe-4bd5-a418-c5b8e15cf...		2024/12/20 16:55:24	CPU	2024/12/20 16:55:24	2024/12/20 16:55:24	
Warning	d7992660-4946-4f58-be45-0541c99cf...		2024/12/20 16:00:42	CPU	2024/12/20 16:00:42	2024/12/20 16:00:42	
Critical	0c6e30ee-30c6-4c4c-a471-143e8bc27...		2024/12/20 12:50:33	Memory utilization	2024/12/20 12:50:33	2024/12/20 12:50:33	

10 items per page 1 - 10 of 548278 items

Figure 434 – Select Events View Dropdown

7.2.1.5 Live Events Data

The steps explain how to refresh the events data.

- In the top navigation bar, click on **Data View** and click on **Events**.
- User can see the Live Events Data updating every 4 seconds in Grid view.

Home > Events

Select Events View Events

Live

All Critical Major Minor Warning Clear Indeterminate

Severity	ID	Entity	Event Time	Parameter	Event Created On	Last Updated	Title
Warning	1de25777-7cfe-4bd5-a418-c5b8e15cf...		2024/12/20 16:55:24	CPU	2024/12/20 16:55:24	2024/12/20 16:55:24	Microsoft: Windows CPU uti
Warning	d7992660-4946-4f58-be45-0541c99cf...		2024/12/20 16:00:42	CPU	2024/12/20 16:00:42	2024/12/20 16:00:42	Microsoft: Windows CPU uti
Critical	0c6e30ee-30c6-4c4c-e471-143e8bc27...		2024/12/20 12:50:33	Memory utilization	2024/12/20 12:50:33	2024/12/20 12:50:33	Anomaly observed on CLPLI
Critical	10ea0010-c910-43c5-939e-71f513d84...		2024/12/20 12:50:33	Memory utilization	2024/12/20 12:50:33	2024/12/20 12:50:33	Anomaly observed on CLPLI
Critical	12a952ed-3f83-4f56-ada5-ccb4c9960...		2024/12/20 12:50:33	Memory utilization	2024/12/20 12:50:33	2024/12/20 12:50:33	Anomaly observed on CLPW
Critical	15f09220-c600-46f0-b880-a53a6bc22...		2024/12/20 12:50:33	Memory utilization	2024/12/20 12:50:33	2024/12/20 12:50:33	Anomaly observed on CLOU
Critical	198232dd-0ba1-4286-9096-a633d52f...		2024/12/20 12:50:33	CPU utilization	2024/12/20 12:50:33	2024/12/20 12:50:33	Anomaly observed on CLPW
Critical	1d61254d-11c9-4771-8d0d-818ed02a...		2024/12/20 12:50:33	Memory utilization	2024/12/20 12:50:33	2024/12/20 12:50:33	Anomaly observed on CLPW
Critical	1dfe1514-ae0d-482c-ace6-54b97aea8...		2024/12/20 12:50:33	CPU utilization	2024/12/20 12:50:33	2024/12/20 12:50:33	Anomaly observed on CLPLI
Critical	204a323d-9cd8-44f6-919f-7671f993a...		2024/12/20 12:50:33	CPU utilization	2024/12/20 12:50:33	2024/12/20 12:50:33	Anomaly observed on IAULI

1 - 10 of 91679 items

Figure 435 – Live Events Data

- To stop the auto-refresh, click on the **Live Events Data** button, a confirmation pop up message will appear.

Home > Events

Select Events View Events

Auto-refresh has been disabled.

Live

All Critical Major Minor Warning Clear Indeterminate

Severity	ID	Entity	Event Time	Parameter	Event Created On	Last Updated	Title
Clear	066df647-4276-47c5-8933-07fe97297...		2025/01/03 12:51:02	CPU	2025/01/03 12:51:02	2025/01/03 12:51:02	n
Clear	07bcee7d-04b1-4a9e-a1dd-6d97d35d...		2025/01/03 12:51:02	disk	2025/01/03 12:51:02	2025/01/03 12:51:02	n
Clear	16dfa028-8f09-4b32-aaf8-3bf2913164...		2025/01/03 12:51:02	memory	2025/01/03 12:51:02	2025/01/03 12:51:02	n
Clear	484b9b1b-b877-441b-a55f-bf2a686b...		2025/01/03 12:51:02	CPU utilization	2025/01/03 12:51:02	2025/01/03 12:51:02	A
Clear	4dbb8245-9e29-4507-a9c0-4cf6590bc...		2025/01/03 12:51:02	CPU	2025/01/03 12:51:02	2025/01/03 12:51:02	n
Clear	52115774-ecb4-40b9-9e81-82363021...		2025/01/03 12:51:02	cpu	2025/01/03 12:51:02	2025/01/03 12:51:02	cj
Clear	53fbc8fb-bae6-479b-962c-cf6888c6d...		2025/01/03 12:51:02	CPU	2025/01/03 12:51:02	2025/01/03 12:51:02	n
Clear	5504a541-5d9e-4321-9847-a47cb93c...		2025/01/03 12:51:02	CPU	2025/01/03 12:51:02	2025/01/03 12:51:02	n
Clear	68ad274a-3d86-4c88-9eab-e12fcedd...		2025/01/03 12:51:02	cpu	2025/01/03 12:51:02	2025/01/03 12:51:02	cj
Clear	6a18710b-2969-444d-9126-352aa023...		2025/01/03 12:51:02	memory	2025/01/03 12:51:02	2025/01/03 12:51:02	n

1 - 10 of 548418 items

Figure 436 – Live Events Data Disabled

7.2.1.6 Refresh Events

The steps explain how to refresh the events data view.

1. In the top navigation bar, click on Data View and click on Events.
2. Click on Refresh Events button if Live Events Data is disabled only.

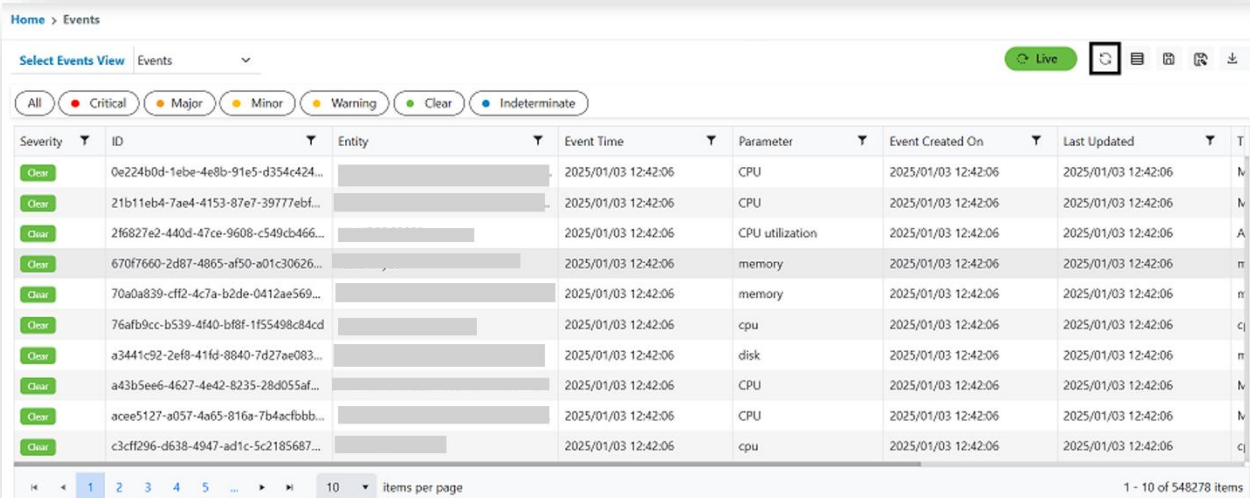


Figure 437 – Refresh View Data Events

3. A confirmation pop up message will appear.

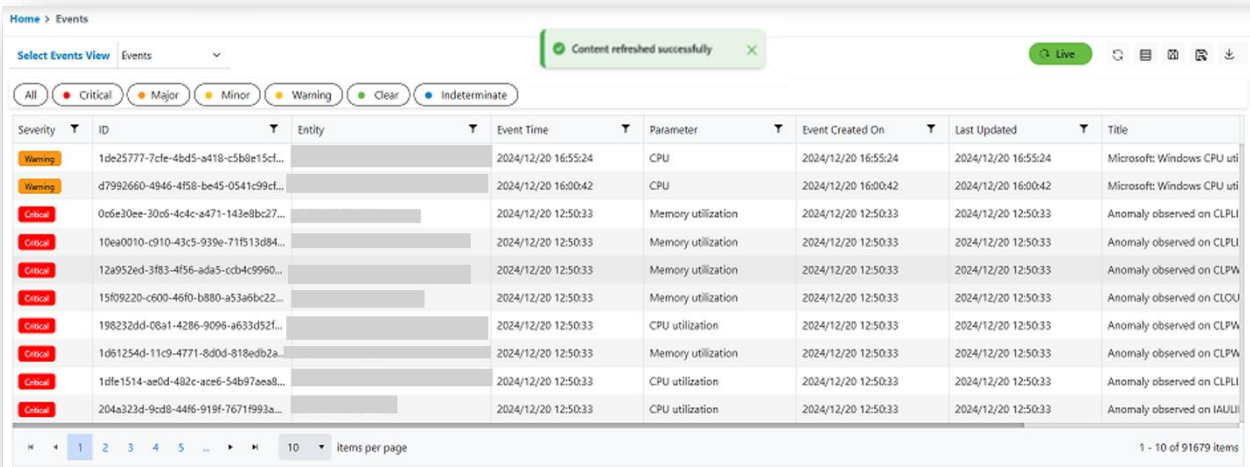


Figure 438 – Alert Message

7.2.1.7 Apply Filters

The section provides details on how to apply filters to the event data.

1. In the top navigation bar, click on **Data View** and click on **Events**.
2. Click on the Filter Option present at right as shown in figure.

Home > Events

Select Events View Events

Live

All Critical Major Minor Warning Clear Indeterminate

Severity	ID	Entity	Event Time	Parameter	Event Created On	Last Updated	Title
Warning	1de25777-7cfe-4bd5-a418-c5b8e15cf...		2024/12/20 16:55:24	CPU	2024/12/20 16:55:24	2024/12/20 16:55:24	Microsoft: Windows CPU uti
Warning	d7992660-4946-4f58-be45-0541c99ef...		2024/12/20 16:00:42	CPU	2024/12/20 16:00:42	2024/12/20 16:00:42	Microsoft: Windows CPU uti
Critical	0c6e30ee-30c6-4c4c-a471-143e8bc27...		2024/12/20 12:50:33	Memory utilization	2024/12/20 12:50:33	2024/12/20 12:50:33	Anomaly observed on CLPLI
Critical	10ea0010-c910-43c5-939e-71f513d84...		2024/12/20 12:50:33	Memory utilization	2024/12/20 12:50:33	2024/12/20 12:50:33	Anomaly observed on CLPLI
Critical	12a952ed-3f83-4f56-ada5-ccb4c9960...		2024/12/20 12:50:33	Memory utilization	2024/12/20 12:50:33	2024/12/20 12:50:33	Anomaly observed on CLPW
Critical	15f09220-c600-46f0-b880-a53a6bc22...		2024/12/20 12:50:33	Memory utilization	2024/12/20 12:50:33	2024/12/20 12:50:33	Anomaly observed on CLOU
Critical	198232dd-08a1-4286-9096-a633d52f...		2024/12/20 12:50:33	CPU utilization	2024/12/20 12:50:33	2024/12/20 12:50:33	Anomaly observed on CLPW
Critical	1d61254d-11c9-4771-8d0d-818edb2a...		2024/12/20 12:50:33	Memory utilization	2024/12/20 12:50:33	2024/12/20 12:50:33	Anomaly observed on CLPW
Critical	1dfe1514-ae0d-482c-ace6-54b97aea8...		2024/12/20 12:50:33	CPU utilization	2024/12/20 12:50:33	2024/12/20 12:50:33	Anomaly observed on CLPLI
Critical	204a323d-9cd8-44f6-919f-7671f993a...		2024/12/20 12:50:33	CPU utilization	2024/12/20 12:50:33	2024/12/20 12:50:33	Anomaly observed on IAULI

1 - 10 of 91679 items

Figure 439 - More Filter Operation

- A form will appear. Select **Field** and **Operator** from drop down list and write a value. Then click on the **Apply** button.

Home > Events

Select Events View Events

Live

All Critical Major Minor Warning Clear Indeterminate

Severity	ID	Entity	Event Time	Parameter	Event Created On	Last Updated	Title
Critical	Operator	d268c5c2...	2024/11/28 15:25:24	Memory Alert	2024/11/28 15:25:52	2024/11/28 15:25:52	
Critical	Like	4bf026be9...	2024/11/28 15:25:10	Memory Alert	2024/11/28 15:25:52	2024/11/28 15:25:52	
Clear	Value	5a567524...	2024/11/28 15:23:43	system	2024/11/28 15:23:34	2024/11/28 15:23:34	
Critical	Clear	37d1cc773...	2024/11/28 15:23:22	Memory Alert	2024/11/28 15:23:52	2024/11/28 15:23:52	
Critical	Apply	7e1b9da3...	2024/11/28 15:23:08	Memory Alert	2024/11/28 15:23:52	2024/11/28 15:23:52	
Warning		c60d7b9b...	2024/11/28 15:22:43	system	2024/11/28 15:22:34	2024/11/28 15:22:34	
Critical		34041940-b0e1-4f73-8399-8839bd43...	2024/11/28 15:22:07	Memory Alert	2024/11/28 15:21:52	2024/11/28 15:21:52	
Clear		f8a6c74f-18c9-4efc-af87-666dedfe5716	2024/11/28 15:21:42	memory-storage	2024/11/28 15:21:34	2024/11/28 15:21:34	
Critical		64b9de75-7241-4545-ad07-29f749de...	2024/11/28 15:21:20	Memory Alert	2024/11/28 15:21:52	2024/11/28 15:21:52	
Clear		7446c1d0-acd1-4b63-9a17-ba5eee7d...	2024/11/28 15:20:40	system	2024/11/28 15:20:33	2024/11/28 15:20:33	

1 - 10 of 13382 items

Figure 440- More Filter Operation

Severity	ID	Entity	Event Time	Parameter	Event Created On	Last Updated
Clear	a8eacb7a-0cf3-4f27-8745-d5a567524...		2024/11/28 15:23:43	system	2024/11/28 15:23:34	2024/11/28 15:23:34
Clear	f8a6c74f-18c9-4efc-af87-666dedfe5716		2024/11/28 15:21:42	memory-storage	2024/11/28 15:21:34	2024/11/28 15:21:34
Clear	7446c1d0-acd1-4b63-9a17-ba5eee7d...		2024/11/28 15:20:40	system	2024/11/28 15:20:33	2024/11/28 15:20:33
Clear	2458efc3-0ae4-40da-bffa-b9f928ec42...		2024/11/28 15:18:41	system	2024/11/28 15:18:33	2024/11/28 15:18:33
Clear	521554b5-0197-421a-ba42-abea1c07...		2024/11/28 15:17:38	memory-storage	2024/11/28 15:16:43	2024/11/28 15:16:43
Clear	51e513c2-e382-4ab8-8fe0-5b42de88...		2024/11/28 15:14:35	system	2024/11/28 15:14:34	2024/11/28 15:14:34
Clear	b8fcd846-2b7e-4b89-b4f4-60a166aeb...		2024/11/28 15:12:34	system	2024/11/28 15:11:34	2024/11/28 15:11:34
Clear	db86f22e-df37-4a6b-a959-6fb286aa9...		2024/11/28 15:03:17	system	2024/11/28 15:02:34	2024/11/28 15:02:34
Clear	28c2ea10-9856-4e3b-96ec-d5d5d9b9...		2024/11/28 14:59:15	system	2024/11/28 14:58:33	2024/11/28 14:58:33
Clear	294d20a3-d990-4517-b9d6-28175d93...		2024/11/28 14:55:12	system	2024/11/28 14:54:35	2024/11/28 14:54:35

Figure 441 – More Filter Operation

7.2.1.8 Download CSV

This section provides user to download CSV data of records based on the filter they apply to the records of the events screen. Users can download the csv files with max of 1000 records.

1. In the top navigation bar, click on Data View and click on Events.
2. Apply the filters as per the requirement.
3. Click on the Download CSV  action button.
4. Check the downloads in the system, the CSV file would be downloaded.

Severity	ID	Entity	Event Time	Parameter	Event Created On	Last Updated
Critical	e2f2c63f-c3c0-47ea-8f1d-d290c67b01...		2024/11/28 15:41:29	Memory Alert	2024/11/28 15:41:52	2024/11/28 15:41:52
Critical	75a7774a-b672-42f0-9553-b9d3854c...		2024/11/28 15:41:09	Memory Alert	2024/11/28 15:41:52	2024/11/28 15:41:52
Clear	014ae53-2783-495e-a22d-b1dcfd87...		2024/11/28 15:40:15	system	2024/11/28 15:39:34	2024/11/28 15:39:34
Critical	fa96a5f8-5f85-4af1-a75b-bddeb3b3b5...		2024/11/28 15:40:07	Memory Alert	2024/11/28 15:39:52	2024/11/28 15:39:52
Critical	d74d4c4f-b8e8-4114-be84-44b20051...		2024/11/28 15:39:26	Memory Alert	2024/11/28 15:39:52	2024/11/28 15:39:52
Warning	5fd5d45c-5e53-470e-ac8b-02bf29705...		2024/11/28 15:39:13	memory-storage	2024/11/28 15:39:01	2024/11/28 15:39:01
Warning	f1d03cdd-bc59-42f9-befe-8d644a882...		2024/11/28 15:38:13	memory-storage	2024/11/28 15:37:34	2024/11/28 15:37:34
Critical	0c901ba9-14ef-4bb8-bd05-7ea8d02b...		2024/11/28 15:37:57	Memory Alert	2024/11/28 15:37:52	2024/11/28 15:37:52
Critical	f425242f-9871-4739-9e69-136b213ef...		2024/11/28 15:37:24	Memory Alert	2024/11/28 15:37:52	2024/11/28 15:37:52
Warning	9fa77175-0bc2-46f7-a605-2f2e3fa5fb21		2024/11/28 15:37:11	system	2024/11/28 15:36:35	2024/11/28 15:36:35

Figure 442 – Download CSV of Events

7.2.2 Alerts

"Alerts" refer to notifications or warnings generated by monitoring systems or tools when significant events or issues are deviating from normal system behavior. Alerts play a crucial role in proactively identifying potential problems, anomalies,

or security incidents within the IT environment. Alerts are triggered by a monitoring system to indicate the occurrence of a specific event or condition that requires attention. Alerts are typically generated based on predefined rules, thresholds, or conditions associated with events. Multiple alerts may be correlated to identify patterns or relationships between different events, helping in understanding the broader impact.

Well-designed alerting view provides IT teams with crucial information, enabling them to respond proactively to potential issues and minimize the impact on operations.

7.2.2.1 Alerts View

The steps explain how to view the alerts data.

1. In the top navigation bar, click on Data View and click on Alerts.
2. Alerts data will be displayed for the selected customer.

Severity	ID	Entity	Parameter	Occurrence	Alert Created On	Pending Since	Last U
Critical	62D9BE0822064CD68604C757480058...		Memory Alert	1086	2024/11/27 14:04:44	2024/11/27 14:03:49	2024/
Warning	D6FD682404044E23B1A31F95C7899C7F		system	1	2024/11/28 15:29:43	2024/11/28 15:28:47	2024/
Minor	9B20567E73B9405C87BA9144D7829F13		memory	1	2024/11/28 15:29:39	2024/11/28 15:28:46	2024/
Warning	2AE7A4E89C0140169A9F6077944E0E03		memory-storage	1	2024/11/28 15:28:46	2024/11/28 15:27:46	2024/
Warning	87CC5B9DDAC1400DB5ED48234C640...		memory-storage	1	2024/11/28 15:27:38	2024/11/28 15:26:45	2024/
Clear	96C0B36F3FF84823975B4F6378D9DA55		system	2	2024/11/28 15:23:36	2024/11/28 15:22:43	2024/
Clear	FDBAC0183D7F4562A537DEC2C4434...		system	2	2024/11/28 15:20:37	2024/11/28 15:19:40	2024/
Clear	2972ADB84E49488E944B539D8AF5F1FF		system	2	2024/11/28 15:17:29	2024/11/28 15:16:37	2024/
Major	3B602564A7C247FDB46D15FAFED14E...		CPU	2	2024/11/28 15:10:23	2024/11/28 15:10:07	2024/
Major	14034EBE3FE141CBA2D0502D706100F7		CPU	1	2024/11/28 15:18:57	2024/11/28 15:18:05	2024/

Figure 443 – Alerts View

7.2.2.2 Clear Alerts

The steps explain how to delete the alerts data:

1. In the top navigation bar, click on Data View and click on Alerts.
2. Alerts can be selected by clicking on the checkbox. (Single select/Multi select)

The auto-refresh feature automatically updates data (including events, alerts, noise, actionable items, and all events) in the grid. Consequently, any previously checked items will be unchecked. If you intend to delete something, it is advisable to disable the auto-refresh feature first and then proceed with deletion operations.

Select Alerts View

Alerts

Live

All

Critical

Major

Minor

Warning

Clear

Indeterminate

☐	Severity	ID	Entity	Parameter	Occurrence	Alert Created On	Pending Since	L
☒	Critical	CF8CC3F911C4440DA917596898113C...		CPU utilization	1174	2024/12/19 17:11:32	2024/12/19 17:11:36	2
☒	Critical	D01185CC680743DABCF86C3DE6CC...		CPU utilization	1084	2024/12/19 18:09:20	2024/12/19 18:08:53	2
☐	Critical	D24E9A31C0D9483289A28272735EAE...		Memory utilization	1137	2024/12/19 17:42:32	2024/12/19 17:42:46	2
☐	Critical	D6E48DB9C1DB4918B45A69F8B9F0F9...		CPU utilization	815	2024/12/19 17:11:31	2024/12/19 17:11:36	2
☐	Critical	DE09D07ECC6F4C6DA2BA33759ABC9...		Memory utilization	447	2024/12/19 21:01:29	2024/12/19 21:01:46	2
☐	Critical	E550FE7FC4CCA9838A15D85405F6407A		CPU utilization	1145	2024/12/19 17:20:23	2024/12/19 17:20:39	2
☐	Critical	EACD199DC2754F4DAF53BFDE52791...		CPU utilization	152	2024/12/19 18:19:40	2024/12/19 18:19:57	2
☐	Critical	F11F831EA82C497899693D5A636E74EF		CPU utilization	309	2024/12/19 17:11:28	2024/12/19 17:11:36	2
☐	Critical	FAABC6C3116147EBB5CDDA0F50B07...		Memory utilization	1130	2024/12/19 17:55:32	2024/12/19 17:55:49	2
☐	Critical	FB1356D19B9B43AA94E62DE1B1C9A5...		CPU utilization	1108	2024/12/19 17:20:22	2024/12/19 17:20:39	2

6

7

8

9

10

10 items per page

S1 - 60 of 4

ms

Clear Alerts

Figure 444– Deleting Bulk Alerts

- 3. Click on the **Delete** action button present at the bottom.
- 4. A confirmation dialog box appears to confirm the deletion.

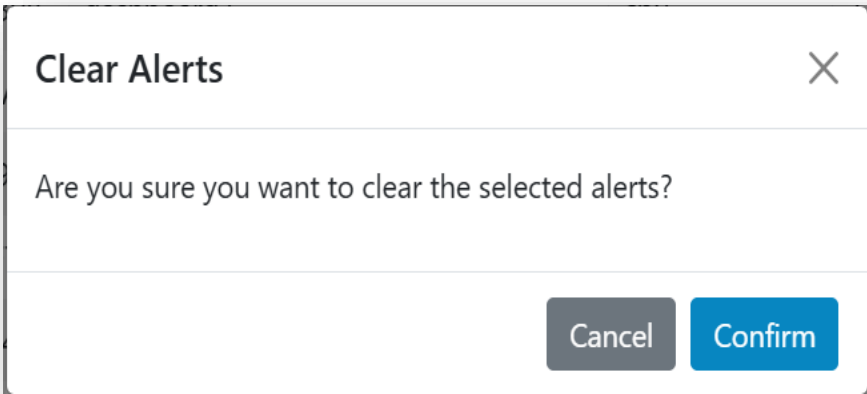


Figure 445- Confirmation Pop-Up

- 5. Click on **Confirm** button, a dialog box would appear for successful deletion of alerts.

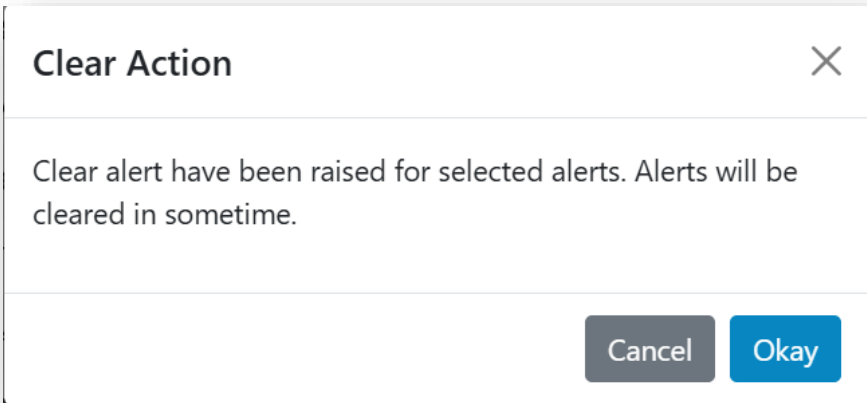
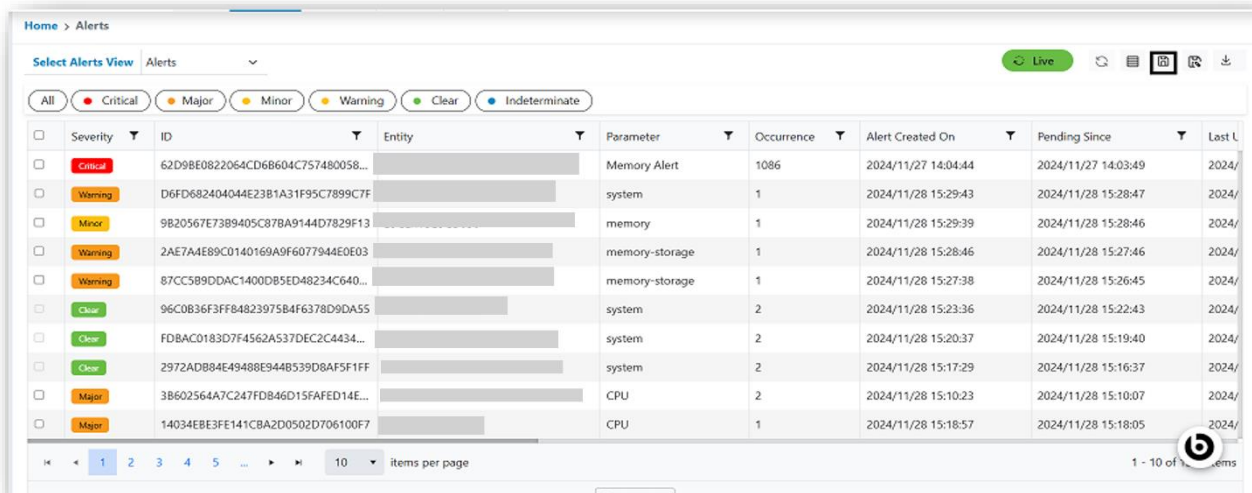


Figure 446– Alert Message

7.2.2.3 Save Alerts

The steps provide information on how to save alert data.

1. In the top navigation bar, click on Data View and click on Alerts.
2. User can click on the save button.



The screenshot shows the 'Alerts' page in a web application. At the top, there's a breadcrumb 'Home > Alerts' and a 'Select Alerts View' dropdown set to 'Alerts'. Below this are filter buttons for severity: All, Critical (red), Major (orange), Minor (yellow), Warning (green), Clear (blue), and Indeterminate (blue). The main area is a table with columns: Severity, ID, Entity, Parameter, Occurrence, Alert Created On, Pending Since, and Last U. The table contains 10 rows of alert data. At the bottom, there's a pagination bar showing '10 items per page' and '1 - 10 of 10 items'.

Severity	ID	Entity	Parameter	Occurrence	Alert Created On	Pending Since	Last U
Critical	62D98E0822064CD6B604C757480058...		Memory Alert	1086	2024/11/27 14:04:44	2024/11/27 14:03:49	2024/
Warning	D6FD682404044E23B1A31F95C7899C7F...		system	1	2024/11/28 15:29:43	2024/11/28 15:28:47	2024/
Minor	9B20567E73B9405C87BA9144D7829F13...		memory	1	2024/11/28 15:29:39	2024/11/28 15:28:46	2024/
Warning	2AE7A4EB9C0140169A9F6077944E0E03...		memory-storage	1	2024/11/28 15:28:46	2024/11/28 15:27:46	2024/
Warning	87CC5B9DDAC1400DB5ED48234C640...		memory-storage	1	2024/11/28 15:27:38	2024/11/28 15:26:45	2024/
Clear	96C0B36F3FF84823975B4F6378D9DA55...		system	2	2024/11/28 15:23:36	2024/11/28 15:22:43	2024/
Clear	FDBAC0183D7F4562A537DEC2C4434...		system	2	2024/11/28 15:20:37	2024/11/28 15:19:40	2024/
Clear	2972ADB84E49488E944B539D8AF5F1FF...		system	2	2024/11/28 15:17:29	2024/11/28 15:16:37	2024/
Major	3B602564A7C247FDB46D15FAFED14E...		CPU	2	2024/11/28 15:10:23	2024/11/28 15:10:07	2024/
Major	14034EBE3FE141CBA2D0502D706100F7...		CPU	1	2024/11/28 15:18:57	2024/11/28 15:18:05	2024/

Figure 447- Save Alerts

3. After saving, the event data appears in the grid and a success popup appears.

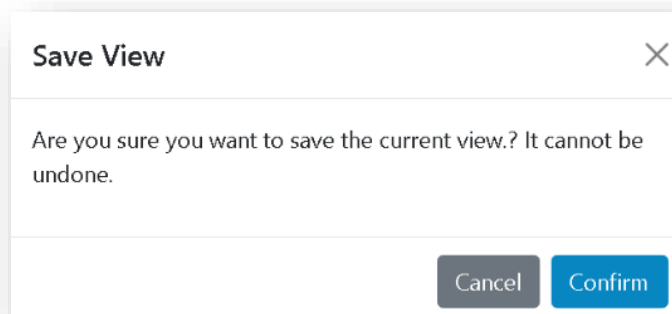


Figure 448- Save Alerts

4. On clicking the **Confirm** button, a success pop up will appear.

Home > Alerts

Select Alerts View Alerts View saved successfully. Live

All Critical Major Minor Warning Clear Indeterminate

☐	Severity	ID	Entity	Parameter	Occurrence	Alert Created On	Pending Since	Last U
☐	Critical	62D9BE0822064CD6B604C757480058...		Memory Alert	1086	2024/11/27 14:04:44	2024/11/27 14:03:49	2024/
☐	Warning	D6FD682404044E23B1A31F95C7899C7F		system	1	2024/11/28 15:29:43	2024/11/28 15:28:47	2024/
☐	Minor	9B2056E73B9405C87BA9144D7829F13		memory	1	2024/11/28 15:29:39	2024/11/28 15:28:46	2024/
☐	Warning	2AE7AAE89C0140169A9F6077944E0E03		memory-storage	1	2024/11/28 15:28:46	2024/11/28 15:27:46	2024/
☐	Warning	87CC5B9DDAC1400DB5ED48234C640...		memory-storage	1	2024/11/28 15:27:38	2024/11/28 15:26:45	2024/
☐	Clear	96C0B36F3FF84823975B4F6378D9DA55		system	2	2024/11/28 15:23:36	2024/11/28 15:22:43	2024/
☐	Clear	FDBAC0183D7F4562A537DEC2C4434...		system	2	2024/11/28 15:20:37	2024/11/28 15:19:40	2024/
☐	Clear	2972ADB84E49488E948539D8AF5F1FF		system	2	2024/11/28 15:17:29	2024/11/28 15:16:37	2024/
☐	Major	3B602564A7C247FDB46D15FAFED14E...		CPU	2	2024/11/28 15:10:23	2024/11/28 15:10:07	2024/
☐	Major	14034EBE3FE141CBA2D0502D706100F7		CPU	1	2024/11/28 15:18:57	2024/11/28 15:18:05	2024/

10 items per page 1 - 10 of 10 items

Figure 449 - Alert Message

7.2.2.4 Save As Alerts

The section explains the steps to Save a personalized view of Alert data as per the requirement:

1. In the top navigation bar, click on **Data View** and click on **Events**.
2. Click Save as Alerts button.

Home > Alerts

Select Alerts View Alerts Live

All Critical Major Minor Warning Clear Indeterminate

☐	Severity	ID	Entity	Parameter	Occurrence	Alert Created On	Pending Since	Last U
☐	Clear	1AD5A3C17D05406E8850DB94A7837...		memory	2	2025/01/02 13:49:16	2025/01/02 13:49:11	2025/
☐	Clear	CA3B4EF527414F168995DE906ACC60F7		disk	1	2024/12/24 17:02:26	2024/12/03 18:06:00	2024/
☐	Clear	15A2A06E4D8D4745943A7B2E8EAE6...		memory	1	2024/12/23 12:11:36	2024/12/23 12:11:34	2024/
☐	Clear	6871E7F0AAA04C67BF0DC86E63F951E4		memory	1	2024/12/23 20:18:43	2024/12/23 20:18:36	2024/
☐	Clear	C62098ED474B4EDBAC927788D6A7C...		CPU	1	2024/12/23 16:31:39	2024/11/30 16:31:28	2024/
☐	Clear	17CTF162AFA24C76917659B99C91BE78		CPU	1	2024/12/20 18:01:06	2024/12/20 18:01:00	2024/
☐	Clear	3CB7AEAF5E29442895114F5014388E15		cpu	1	2024/12/20 18:18:22	2024/12/20 18:17:42	2024/
☐	Clear	46380A7281DE47E0A6977AFF06F185E3		CPU	1	2024/12/20 16:55:30	2024/12/20 16:55:24	2024/
☐	Clear	47404D72F7F4448096A72135E583EC63		CPU	1	2024/12/20 17:31:25	2024/12/20 17:31:15	2024/
☐	Clear	804888EBF6C5434F964154DE7C7E898E		CPU utilization	1	2024/12/20 09:44:18	2024/12/20 09:44:37	2024/

10 items per page 1 - 10 of 15 items

Figure 450– Save As Alerts

3. The following form appears:

Save As

View Name *

Description *

Show to

My Self

Save

Close

Figure 451– Save As Alerts

- Once all the fields are entered, click on **Save** button.

Home > Alerts

Select Alerts View

Alerts

View saved successfully.

Live

All

Critical

Major

Minor

Warning

Clear

Indeterminate

☐	Severity	ID	Entity	Parameter	Occurrence	Alert Created On	Pending Since	Last L
☐	Clear	1AD5A3C17D05406E8850DB94A7837...		memory	2	2025/01/02 13:49:16	2025/01/02 13:49:11	2025/
☐	Clear	CA3B4EF527414F168995DE906ACC60F7		disk	1	2024/12/24 17:02:26	2024/12/03 18:06:00	2024/
☐	Clear	15A2A06E4D8D4745943A7B2E8EAE6...		memory	1	2024/12/23 12:11:36	2024/12/23 12:11:34	2024/
☐	Clear	6871E7F0AA04C67BF0DC86E63F951E4		memory	1	2024/12/23 20:18:43	2024/12/23 20:18:36	2024/
☐	Clear	C62098ED474B4EDBAC927788D6A7C...		CPU	1	2024/12/23 16:31:39	2024/11/30 16:31:28	2024/
☐	Clear	17C7F162AFA24C76917659899C91BE78		CPU	1	2024/12/20 18:01:06	2024/12/20 18:01:00	2024/
☐	Clear	3CB7AE5FE29442895114F5014388E15		cpu	1	2024/12/20 18:18:22	2024/12/20 18:17:42	2024/
☐	Clear	46380A7281DE47E0A6977AFF06F185E3		CPU	1	2024/12/20 16:55:30	2024/12/20 16:55:24	2024/
☐	Clear	47404D72F7F4448096A72135E5B3EC63		CPU	1	2024/12/20 17:31:25	2024/12/20 17:31:15	2024/
☐	Clear	804888EBF6C5434F964154DE7C7E898E		CPU utilization	1	2024/12/20 09:44:18	2024/12/20 09:44:37	2024/

1

2

10

Items per page

1 - 10 of 15 items

Figure 452– Alert Message

- The newly created view is now available in the list of available views. The user can select Events view from the dropdown that lists all the existing views.

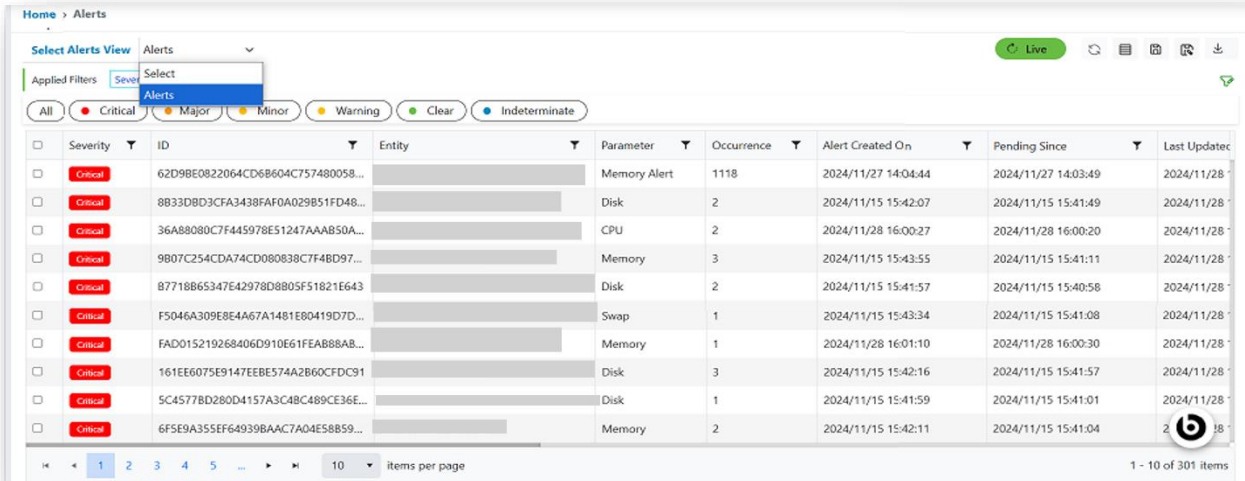


Figure 453– Select Alerts View Dropdown

7.2.2.5 Add Column

The section explains how to Add Column to alerts data:

1. In the top navigation bar, click on Data View and click on Alerts.
2. Click on the Add Column action button present at the header of the console.

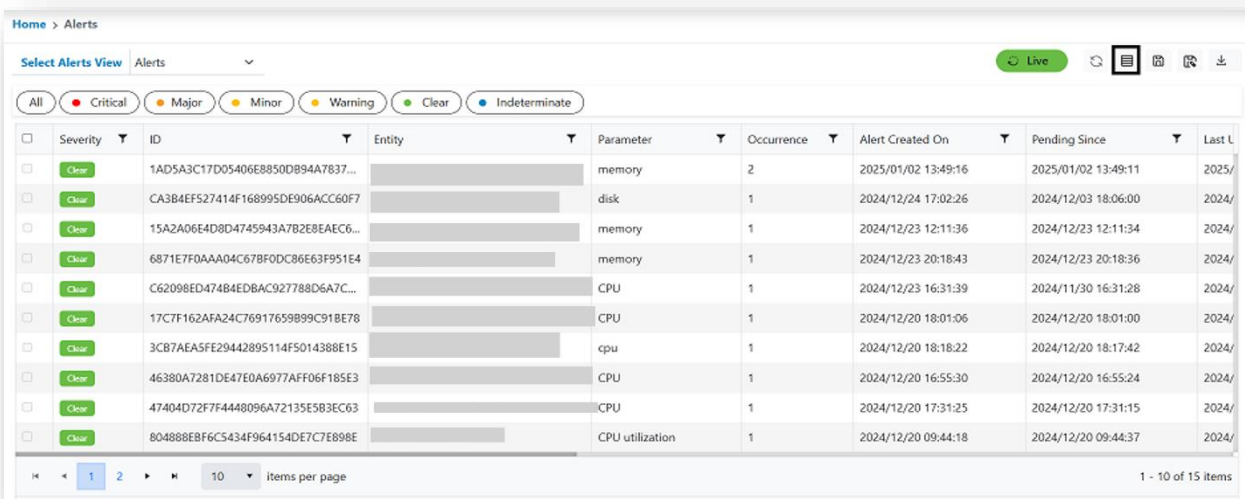


Figure 454– Add Column

3. The following form will appear. The user can select values from the drop-down lists.
4. Once done, click **Save**.

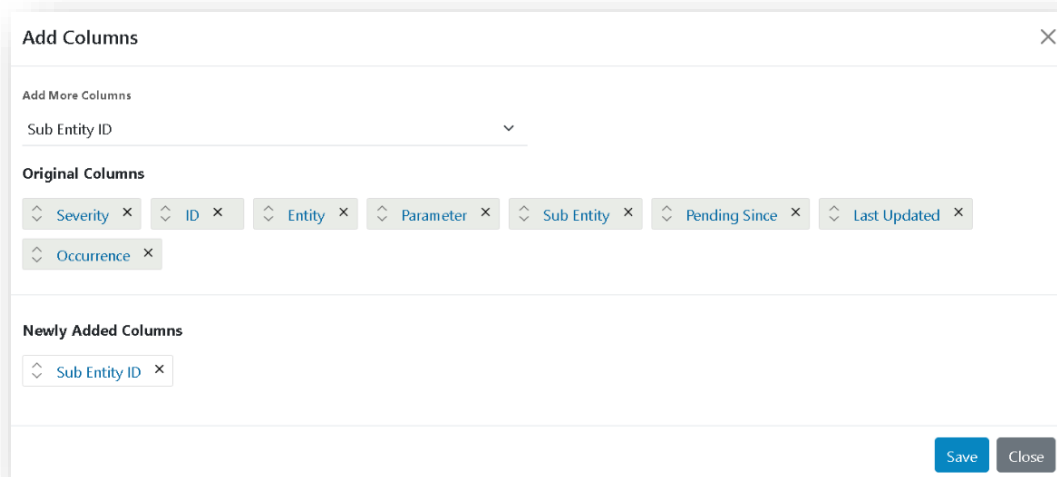


Figure 455– Add Column

7.2.2.6 Events Mapping (Alerts)

The steps involved to see events in alerts data:

1. In the top navigation bar, click on Data View and click on Alerts.
2. Click on an alert on Data View-Alert screen, then go to the pop up opened for the alert. Events for the selected alert are visible.

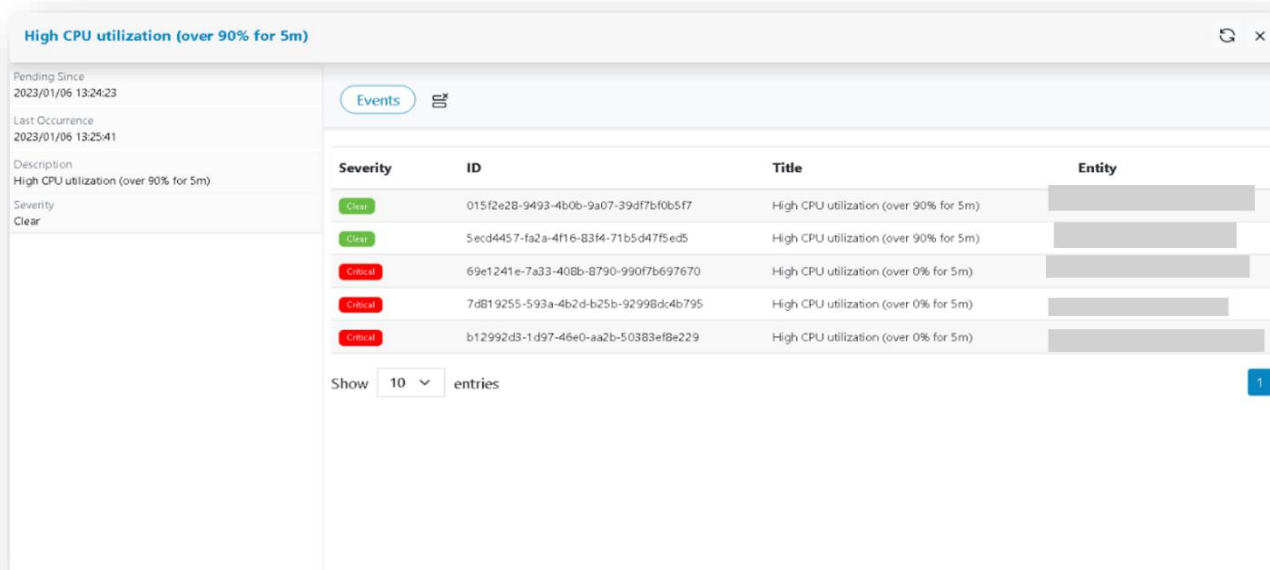


Figure 456 - Alerts Related Events

3. User can mark alerts as incorrect by clicking Mark as Incorrect button.

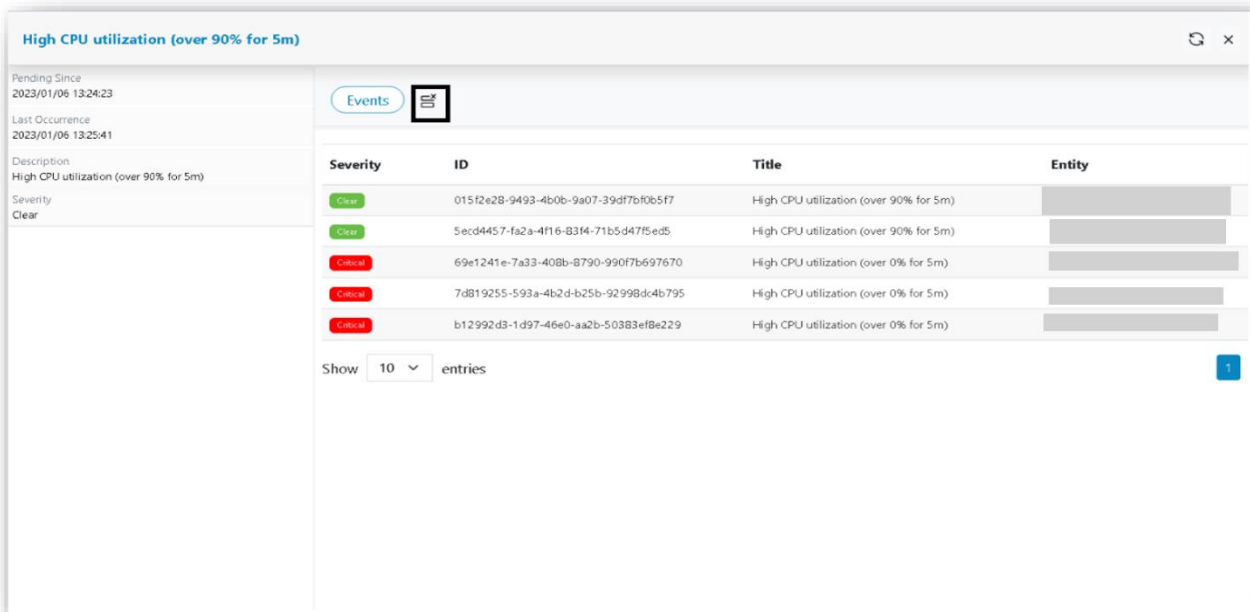


Figure 457- Mark as Incorrect

- On successful marking the alert as incorrect, the following message will be displayed:

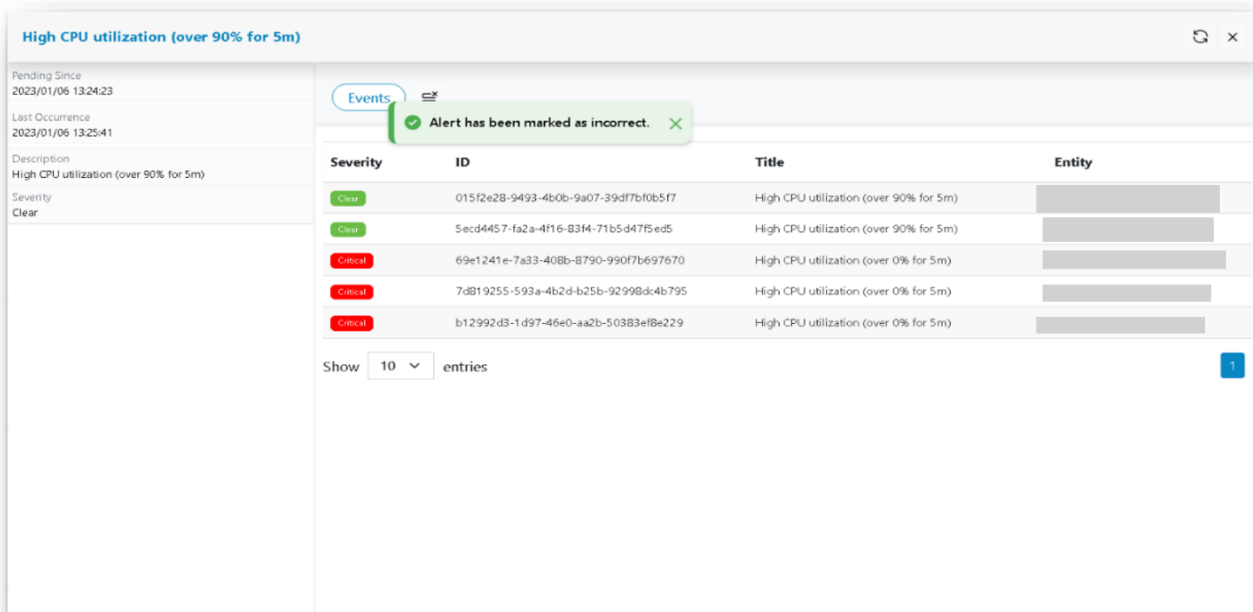


Figure 458– Alert Message

7.2.2.7 Live Alerts Data

The section helps users to view Live Alert Data.

- In the top navigation bar, click on Data View and click on Alerts.
- User can see the Live Alert Data in Grid view. The data gets auto refreshed every 4 seconds.

Severity	ID	Entity	Parameter	Occurrence	Alert Created On	Pending Since	Last L
Critical	62D9BE0822064CD6B604C757480058...		Memory Alert	1086	2024/11/27 14:04:44	2024/11/27 14:03:49	2024/
Warning	D6FD682404044E23B1A31F95C7899C7F		system	1	2024/11/28 15:29:43	2024/11/28 15:28:47	2024/
Minor	9B20567E73B9405C87BA9144D7829F13		memory	1	2024/11/28 15:29:39	2024/11/28 15:28:46	2024/
Warning	2AE7A4E89C0140169A9F6077944E0E03		memory-storage	1	2024/11/28 15:28:46	2024/11/28 15:27:46	2024/
Warning	87CC5B9DDAC1400DB5ED48234C640...		memory-storage	1	2024/11/28 15:27:38	2024/11/28 15:26:45	2024/
Clear	96C0B36F3FF84823975B4F6378D9DA55		system	2	2024/11/28 15:23:36	2024/11/28 15:22:43	2024/
Clear	FD8AC0183D7F4562A537DEC2C4434...		system	2	2024/11/28 15:20:37	2024/11/28 15:19:40	2024/
Clear	2972ADB84E49488E944B539D8AF5F1FF		system	2	2024/11/28 15:17:29	2024/11/28 15:16:37	2024/
Major	3B602564A7C247FDB46D15FAFED14E...		CPU	2	2024/11/28 15:10:23	2024/11/28 15:10:07	2024/
Major	14034EBE3FE141CBA2D0502D706100F7		CPU	1	2024/11/28 15:18:57	2024/11/28 15:18:05	2024/

Figure 459 – Live Alerts Data

- On clicking the **Live Alert Data** button, the auto refresh gets disabled and the following confirmation message pops-up.

Severity	ID	Entity	Parameter	Occurrence	Alert Created On	Pending Since	Last L
Clear	1AD5A3C17D05406E8850DB94A7837...		memory	2	2025/01/02 13:49:16	2025/01/02 13:49:11	2025/
Clear	CA3B4EF527414F168995DE906ACC60F7		disk	1	2024/12/24 17:02:26	2024/12/03 18:06:00	2024/
Clear	15A2A06E4D8D4745943A7B2E8EAE6...		memory	1	2024/12/23 12:11:36	2024/12/23 12:11:34	2024/
Clear	6871E7F0AAA04C67BFD0C86E63F951E4		memory	1	2024/12/23 20:18:43	2024/12/23 20:18:36	2024/
Clear	C62098ED474B4EDBAC927788D6A7C...		CPU	1	2024/12/23 16:31:39	2024/11/30 16:31:28	2024/
Clear	17C7F162AFA24C76917659B99C91BE78		CPU	1	2024/12/20 18:01:06	2024/12/20 18:01:00	2024/
Clear	3CB7AEASF29442895114F5014388E15		cpu	1	2024/12/20 18:18:22	2024/12/20 18:17:42	2024/
Clear	46380A7281DE47E0A6977AFF06F185E3		CPU	1	2024/12/20 16:55:30	2024/12/20 16:55:24	2024/
Clear	47404D72F7F4448096A72135E5B3EC63		CPU	1	2024/12/20 17:31:25	2024/12/20 17:31:15	2024/
Clear	804888EBF6C5434F964154DE7C7E898E		CPU utilization	1	2024/12/20 09:44:18	2024/12/20 09:44:37	2024/

Figure 460 – Live Alerts Data Disabled

7.2.2.8 Refresh Alerts

The steps to apply **Refresh Time View** to alert data:

- In the top navigation bar, click on **Data View** and click on **Alert**.
- User can click on **Refresh** button only if the Live Alert Data is disabled.

Severity	ID	Entity	Parameter	Occurrence	Alert Created On	Pending Since	Last L
Clear	1AD5A3C17D05406E8850DB94A7837...		memory	2	2025/01/02 13:49:16	2025/01/02 13:49:11	2025/
Clear	CA3B4EF527414F168995DE906ACC60F7		disk	1	2024/12/24 17:02:26	2024/12/03 18:06:00	2024/
Clear	15A2A06E4D8D4745943A7B2E8EAC6...		memory	1	2024/12/23 12:11:36	2024/12/23 12:11:34	2024/
Clear	6871E7F0AA04C678F0DC86E63F951E4		memory	1	2024/12/23 20:18:43	2024/12/23 20:18:36	2024/
Clear	C62098ED474B4EDBAC927788D6A7C...		CPU	1	2024/12/23 16:31:39	2024/11/30 16:31:28	2024/
Clear	17C7F162AFA24C76917659899C91BE78		CPU	1	2024/12/20 18:01:06	2024/12/20 18:01:00	2024/
Clear	3CB7AEAF5E29442895114F5014388E15		cpu	1	2024/12/20 18:18:22	2024/12/20 18:17:42	2024/
Clear	46380A7281DE47E0A6977AFF06F185E3		CPU	1	2024/12/20 16:55:30	2024/12/20 16:55:24	2024/
Clear	47404D72F7F4448096A72135E5B3EC63		CPU	1	2024/12/20 17:31:25	2024/12/20 17:31:15	2024/
Clear	804888EBF6C5434F964154DE7C7E898E		CPU utilization	1	2024/12/20 09:44:18	2024/12/20 09:44:37	2024/

Figure 461- Refresh Data View Alerts

3. A confirmation pop-up message will appear.

Severity	ID	Entity	Parameter	Occurrence	Alert Created On	Pending Since	Last L
Critical	62D98E0822064CD6B604C757480058...		Memory Alert	1086	2024/11/27 14:04:44	2024/11/27 14:03:49	2024/
Warning	D6FD682404044E23B1A31F95C7899C7F		system	1	2024/11/28 15:29:43	2024/11/28 15:28:47	2024/
Minor	9B20567E73B9405C87BA9144D7829F13		memory	1	2024/11/28 15:29:39	2024/11/28 15:28:46	2024/
Warning	2AE7A4E89C0140169A9F6077944E0E03		memory-storage	1	2024/11/28 15:28:46	2024/11/28 15:27:46	2024/
Warning	87CC589DDAC1400DB5ED48234C640...		memory-storage	1	2024/11/28 15:27:38	2024/11/28 15:26:45	2024/
Clear	96C0B36F3FF84823975B4F6378D9DA55		system	2	2024/11/28 15:23:36	2024/11/28 15:22:43	2024/
Clear	FD8AC0183D7F4562A537DEC2C4434...		system	2	2024/11/28 15:20:37	2024/11/28 15:19:40	2024/
Clear	2972AD884E49488E944B539D8AF5F1FF		system	2	2024/11/28 15:17:29	2024/11/28 15:16:37	2024/
Major	3B602564A7C247FDB46D15FAFED14E...		CPU	2	2024/11/28 15:10:23	2024/11/28 15:10:07	2024/
Major	14034EBE3FE141CBA2D0502D706100F7		CPU	1	2024/11/28 15:18:57	2024/11/28 15:18:05	2024/

Figure 462 - Refresh Data View Alerts

7.2.2.9 Apply Filters

The steps explain how to apply Filter to the alerts data.

1. In the top navigation bar, click on Data View and click on Alerts.
2. Click on the **Apply Filter** action button present as shown in figure.

Home > Alerts

Select Alerts View Alerts

Live

All Critical Major Minor Warning Clear Indeterminate

☐	Severity	ID	Entity	Parameter	Occurrence	Alert Created On	Pending Since	Last L
☐	Critical	62D98E0822064CD6B04C757480058...		Memory Alert	1086	2024/11/27 14:04:44	2024/11/27 14:03:49	2024/
☐	Warning	D6FD68240404E23B1A31F95C7899C7F		system	1	2024/11/28 15:29:43	2024/11/28 15:28:47	2024/
☐	Minor	9B20567E73B9405C87BA9144D7829F13		memory	1	2024/11/28 15:29:39	2024/11/28 15:28:46	2024/
☐	Warning	2AE7A4E89C0140169A9F6077944E0E03		memory-storage	1	2024/11/28 15:28:46	2024/11/28 15:27:46	2024/
☐	Warning	87CC3B9DDAC1400DB5ED48234C640...		memory-storage	1	2024/11/28 15:27:38	2024/11/28 15:26:45	2024/
☐	Clear	96C0B363FF84823975B4F6378D9DA55		system	2	2024/11/28 15:23:36	2024/11/28 15:22:43	2024/
☐	Clear	FDBAC0183D7F4562A537DEC2C4434...		system	2	2024/11/28 15:20:37	2024/11/28 15:19:40	2024/
☐	Clear	2972ADB84E49488E944B539D8AF5F1FF		system	2	2024/11/28 15:17:29	2024/11/28 15:16:37	2024/
☐	Major	3B602564A7C247FDB846D15FAFED14E...		CPU	2	2024/11/28 15:10:23	2024/11/28 15:10:07	2024/
☐	Major	14034EBE3FE141CBA2D0502D706100F7		CPU	1	2024/11/28 15:18:57	2024/11/28 15:18:05	2024/

1 - 10 of 10 items

Figure 463 - More Filter Operation

- A form will appear. Select **Field** and **Operator** from drop down list and write **Value**. Then click on the **Apply** button.

Home > Alerts

Select Alerts View Alerts

Live

All Critical Major Minor Warning Clear Indeterminate

☐	Severity	ID	Entity	Parameter	Occurrence	Alert Created On	Pending Since	Last Updated
☐	Critical	Operator	F51821E643	Disk	2	2024/11/15 15:41:57	2024/11/15 15:40:58	2024/11/28 16:00:31
☐	Critical	Like	9B51FD48...	Disk	2	2024/11/15 15:42:07	2024/11/15 15:41:49	2024/11/28 16:00:31
☐	Critical	Value	308D722E24	Disk	2	2024/11/28 16:00:29	2024/11/28 16:00:07	2024/11/28 16:00:31
☐	Critical	Critical	A78D233...	Memory	1	2024/11/15 15:42:09	2024/11/15 15:41:50	2024/11/28 16:00:31
☐	Critical	Apply	7F48D97...	Memory	3	2024/11/15 15:43:55	2024/11/15 15:41:11	2024/11/28 16:00:31
☐	Critical	F5046A30918E4A6/A1481E80419D7D...		Swap	1	2024/11/15 15:43:34	2024/11/15 15:41:08	2024/11/28 16:00:31
☐	Critical	36A88080C7F445978E51247AAAB50A...		CPU	2	2024/11/28 16:00:27	2024/11/28 16:00:20	2024/11/28 16:00:31
☐	Critical	FAD015219268406D910E61FEAB88AB...		Memory	1	2024/11/28 16:01:10	2024/11/28 16:00:30	2024/11/28 16:00:30
☐	Critical	F91BBE7779F647B59F6F2B0B073459F		CPU	2	2024/11/15 15:42:24	2024/11/15 15:41:52	2024/11/28 16:00:30
☐	Critical	235A24AB2A647DBAB28ED84F996F7...		Disk	2	2024/11/15 15:42:07	2024/11/15 15:41:03	2024/11/28 16:00:30

1 - 10 of 10 items

Figure 464 - More Filter Operation

- User can see the result of applied filter.

Home > Alerts

Select Alerts View Alerts

Applied Filters Severity LIKE Critical

All Critical Major Minor Warning Clear Indeterminate

Severity	ID	Entity	Parameter	Occurrence	Alert Created On	Pending Since	Last Updated
Critical	8833DBD3CFA3438FAF0A029B51FD48...	Disk		2	2024/11/15 15:42:07	2024/11/15 15:41:49	2024/11/28 16:00:31
Critical	36A88080C7F445978E51247AAAB50A...	CPU		2	2024/11/28 16:00:27	2024/11/28 16:00:20	2024/11/28 16:00:31
Critical	9B07C254CDA74CD080838C7F4BD97...	Memory		3	2024/11/15 15:43:55	2024/11/15 15:41:11	2024/11/28 16:00:31
Critical	F5046A309E8E4A67A1481E80419D7D...	Swap		1	2024/11/15 15:43:34	2024/11/15 15:41:08	2024/11/28 16:00:31
Critical	E623548A014A4AD3A22EF9A7BD233...	Memory		1	2024/11/15 15:42:09	2024/11/15 15:41:50	2024/11/28 16:00:31
Critical	87718865347E42978D8B05F51821E643	Disk		2	2024/11/15 15:41:57	2024/11/15 15:40:58	2024/11/28 16:00:31
Critical	34A59CC3A68A4A05901E5FF204935A...	Disk		2	2024/11/15 15:42:13	2024/11/15 15:41:04	2024/11/28 16:00:30
Critical	2281DC9342F0467689952DCDB2C07...	Swap		1	2024/11/15 15:43:15	2024/11/15 15:42:02	2024/11/28 16:00:30
Critical	161EE6075E9147EEBE574A2B60CFDC91	Disk		3	2024/11/15 15:42:16	2024/11/15 15:41:57	2024/11/28 16:00:30
Critical	FAD015219268406D910E61FEA888AB...	Memory		1	2024/11/28 16:01:10	2024/11/28 16:00:30	2024/11/28 16:00:31

10 items per page 1 - 10 of 278 items

Figure 465 - More Filter Operation

7.2.2.10 Download CSV

This section provides user to download CSV data of records based on the filter they apply to the records of the events screen. User can download the csv files with max of 1000 records.

1. In the top navigation bar, click on Data View and click on Alerts.
2. Apply the filters as per the requirement.
3. Click on the Download CSV  action button.
4. Check the downloads in the system, the CSV file would be downloaded.

Home > Alerts

Select Alerts View Alerts

Applied Filters Severity LIKE Critical

All Critical Major Minor Warning Clear Indeterminate

Severity	ID	Entity	Parameter	Occurrence	Alert Created On	Pending Since	Last Updated
Critical	62D9BE0822064CD68604C757480058...	Memory Alert		1086	2024/11/27 14:04:44	2024/11/27 14:03:49	2024/11/28 16:00:31
Warning	D6FD682404044E23B1A31F95C7899C7F	system		1	2024/11/28 15:29:43	2024/11/28 15:28:47	2024/11/28 16:00:31
Minor	9B20567E73B9405C87BA9144D7829F13	memory		1	2024/11/28 15:29:39	2024/11/28 15:28:46	2024/11/28 16:00:31
Warning	2AE7A4E89C0140169AF6077944E0E03	memory-storage		1	2024/11/28 15:28:46	2024/11/28 15:27:46	2024/11/28 16:00:31
Warning	87CC589DDAC1400DB5ED48234C640...	memory-storage		1	2024/11/28 15:27:38	2024/11/28 15:26:45	2024/11/28 16:00:31
Clear	96C0B36F3FF84823975B4F6378D9DA55	system		2	2024/11/28 15:23:36	2024/11/28 15:22:43	2024/11/28 16:00:31
Clear	FDBAC0183D7F4562A537DEC2C4434...	system		2	2024/11/28 15:20:37	2024/11/28 15:19:40	2024/11/28 16:00:31
Clear	2972ADB84E49488E944B539D8AF5F1FF	system		2	2024/11/28 15:17:29	2024/11/28 15:16:37	2024/11/28 16:00:31
Major	3B602564A7C247FDB46D15FAFED14E...	CPU		2	2024/11/28 15:10:23	2024/11/28 15:10:07	2024/11/28 16:00:31
Major	14034EBE3FE141CBA2D0502D706100F7	CPU		1	2024/11/28 15:18:57	2024/11/28 15:18:05	2024/11/28 16:00:31

10 items per page 1 - 10 of 10 items

Figure 466 – Download CSV for Alerts

7.2.3 Actionable

"Actionable" refers to a specific occurrence or situation that disrupts normal IT operations and requires attention, investigation, and resolution. Actionable are typically identified based on events or alerts generated by monitoring systems, and their management involves a structured and coordinated response to minimize the impact on the organization's IT services. Actionable are identified through the correlation and analysis of alerts, or anomalies detected

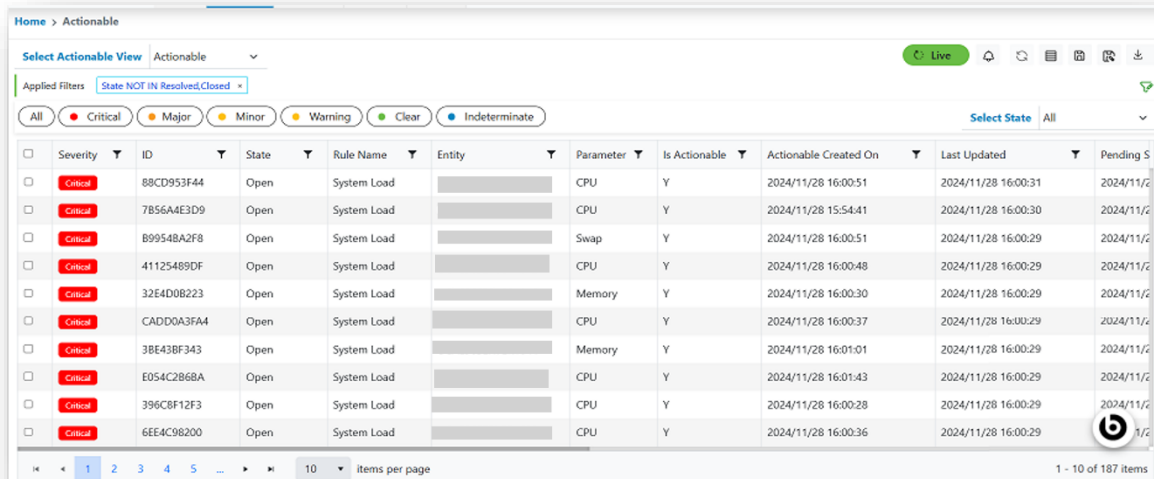
by monitoring systems over IEM. Efficient Actionable creation depends upon how effective alert correlation is happening over the system.

Actionable progress through various stages in their lifecycle, including detection, identification, classification, investigation, resolution, and closure. It includes root cause analysis to identify the underlying factors that led to the actionable, helping in preventive actions.

7.2.3.1 Actionable View

The following steps help users in viewing the actionable data

1. In the top navigation bar, click on Data View and click on Actionable.
2. Actionable data will be displayed for the selected customer.



The screenshot shows the 'Actionable' view in a software interface. At the top, there's a breadcrumb 'Home > Actionable'. Below it, a 'Select Actionable View' dropdown is set to 'Actionable'. To the right, there are icons for 'Live', a bell, a refresh, a list, a search, and a download. Below these, an 'Applied Filters' section shows 'State NOT IN Resolved,Closed'. A row of filter buttons includes 'All', 'Critical' (selected), 'Major', 'Minor', 'Warning', 'Clear', and 'Indeterminate'. To the right of these is a 'Select State' dropdown set to 'All'. The main area is a table with columns: Severity, ID, State, Rule Name, Entity, Parameter, Is Actionable, Actionable Created On, Last Updated, and Pending S. The table contains 10 rows of data, all with 'Open' state and 'System Load' rule name. The bottom of the table has pagination controls showing '10' items per page and '1 - 10 of 187 items'.

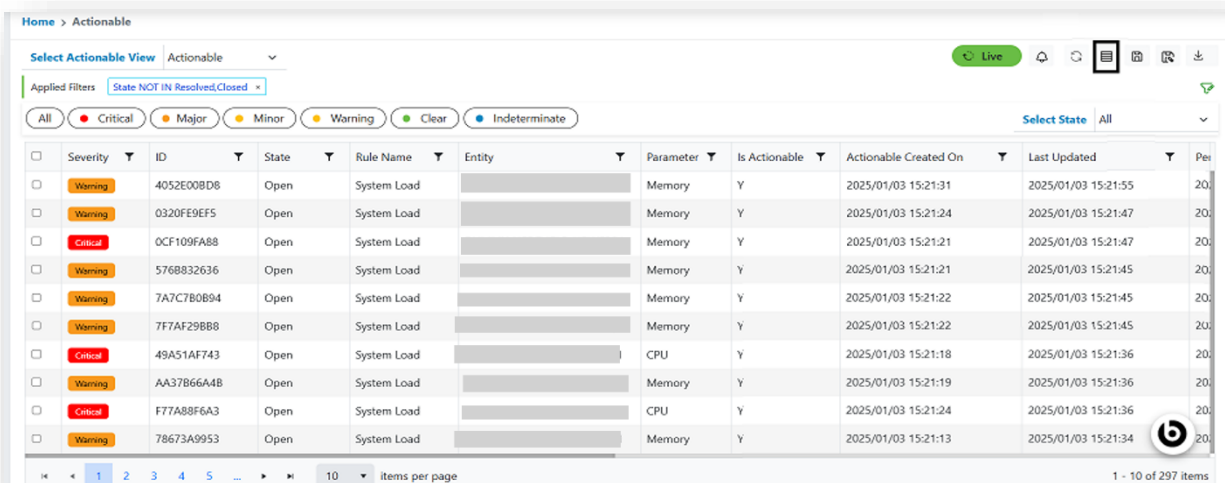
Severity	ID	State	Rule Name	Entity	Parameter	Is Actionable	Actionable Created On	Last Updated	Pending S
Critical	88CD953F44	Open	System Load		CPU	Y	2024/11/28 16:00:51	2024/11/28 16:00:31	2024/11/28 16:00:31
Critical	7B56AAE3D9	Open	System Load		CPU	Y	2024/11/28 15:54:41	2024/11/28 16:00:30	2024/11/28 16:00:30
Critical	B99548A2F8	Open	System Load		Swap	Y	2024/11/28 16:00:51	2024/11/28 16:00:29	2024/11/28 16:00:29
Critical	41125489DF	Open	System Load		CPU	Y	2024/11/28 16:00:48	2024/11/28 16:00:29	2024/11/28 16:00:29
Critical	32E4D0B223	Open	System Load		Memory	Y	2024/11/28 16:00:30	2024/11/28 16:00:29	2024/11/28 16:00:29
Critical	CADD0A3FA4	Open	System Load		CPU	Y	2024/11/28 16:00:37	2024/11/28 16:00:29	2024/11/28 16:00:29
Critical	3BE43BF343	Open	System Load		Memory	Y	2024/11/28 16:01:01	2024/11/28 16:00:29	2024/11/28 16:00:29
Critical	E054C2B68A	Open	System Load		CPU	Y	2024/11/28 16:01:43	2024/11/28 16:00:29	2024/11/28 16:00:29
Critical	396C8F12F3	Open	System Load		CPU	Y	2024/11/28 16:00:28	2024/11/28 16:00:29	2024/11/28 16:00:29
Critical	6EE4C98200	Open	System Load		CPU	Y	2024/11/28 16:00:36	2024/11/28 16:00:29	2024/11/28 16:00:29

Figure 467 - Actionable View

7.2.3.2 Add Column

The steps explain how to add column to alerts data.

1. In the top navigation bar, click on Data View and click on Alerts.
2. Click on the Add Column action button present at the header of the console.

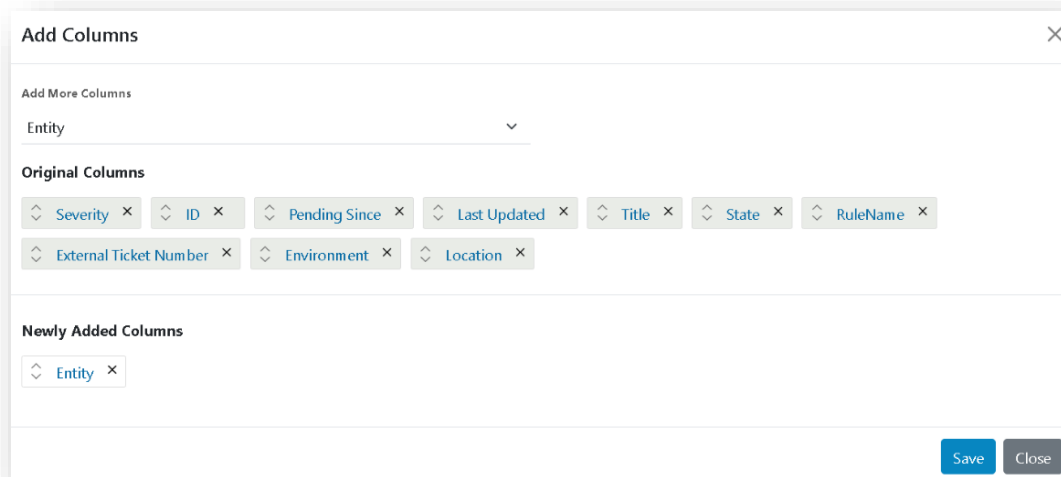


The screenshot shows the 'Actionable' view in a software interface. At the top, there's a breadcrumb 'Home > Actionable'. Below it, a 'Select Actionable View' dropdown is set to 'Actionable'. To the right, there are icons for 'Live', a bell, a refresh, a list, a search, and a download. Below these, an 'Applied Filters' section shows 'State NOT IN Resolved,Closed'. A row of filter buttons includes 'All', 'Critical', 'Major', 'Minor', 'Warning', 'Clear', and 'Indeterminate'. To the right of these is a 'Select State' dropdown set to 'All'. The main area is a table with columns: Severity, ID, State, Rule Name, Entity, Parameter, Is Actionable, Actionable Created On, Last Updated, and Pending S. The table contains 10 rows of data, all with 'Open' state and 'System Load' rule name. The bottom of the table has pagination controls showing '10' items per page and '1 - 10 of 297 items'. A red box highlights the 'Add Column' button in the top right corner of the table header area.

Severity	ID	State	Rule Name	Entity	Parameter	Is Actionable	Actionable Created On	Last Updated	Pending S
Warning	4052E008D8	Open	System Load		Memory	Y	2025/01/03 15:21:31	2025/01/03 15:21:55	2025/01/03 15:21:55
Warning	0320FE9EF5	Open	System Load		Memory	Y	2025/01/03 15:21:24	2025/01/03 15:21:47	2025/01/03 15:21:47
Critical	0CF109FA88	Open	System Load		Memory	Y	2025/01/03 15:21:21	2025/01/03 15:21:47	2025/01/03 15:21:47
Warning	576B832636	Open	System Load		Memory	Y	2025/01/03 15:21:21	2025/01/03 15:21:45	2025/01/03 15:21:45
Warning	7A7C7B0B94	Open	System Load		Memory	Y	2025/01/03 15:21:22	2025/01/03 15:21:45	2025/01/03 15:21:45
Warning	7F7AF29BB8	Open	System Load		Memory	Y	2025/01/03 15:21:22	2025/01/03 15:21:45	2025/01/03 15:21:45
Critical	49A51AF743	Open	System Load		CPU	Y	2025/01/03 15:21:18	2025/01/03 15:21:36	2025/01/03 15:21:36
Warning	AA37B66A4B	Open	System Load		Memory	Y	2025/01/03 15:21:19	2025/01/03 15:21:36	2025/01/03 15:21:36
Critical	F77A88F6A3	Open	System Load		CPU	Y	2025/01/03 15:21:24	2025/01/03 15:21:36	2025/01/03 15:21:36
Warning	78673A9953	Open	System Load		Memory	Y	2025/01/03 15:21:13	2025/01/03 15:21:34	2025/01/03 15:21:34

Figure 468 – Add Column

3. A form appears. Select the values from drop down lists and click **Save**.



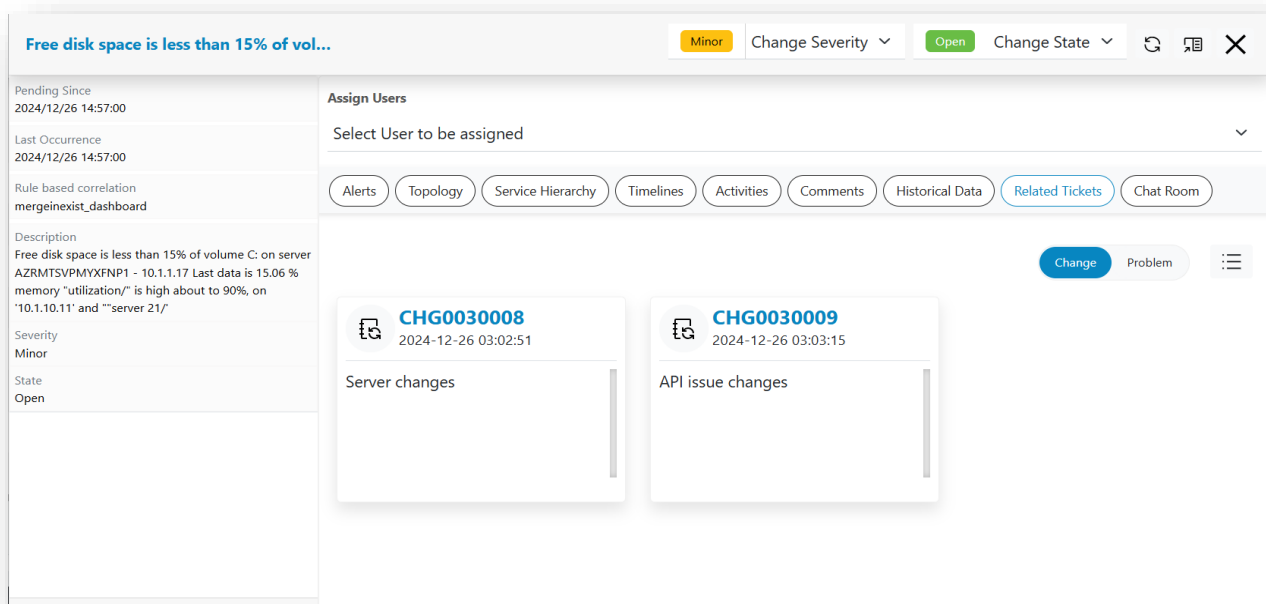
The 'Add Columns' dialog box is shown. It has a title bar with a close button. Below the title bar is a section 'Add More Columns' with a dropdown menu currently set to 'Entity'. Below this is a section 'Original Columns' containing a row of column selection buttons: 'Severity', 'ID', 'Pending Since', 'Last Updated', 'Title', 'State', and 'RuleName'. Below this row is another row of column selection buttons: 'External Ticket Number', 'Environment', and 'Location'. Below the 'Original Columns' section is a section 'Newly Added Columns' which currently contains the 'Entity' column. At the bottom right of the dialog are 'Save' and 'Close' buttons.

Figure 469 – Add Column

7.2.3.3 Related Changes and Related Problems

The steps explain how to view Related Changes and Related Problems for an actionable:

1. Click on an actionable on Data View-Actionable screen, then go to pop up opened for the actionable.
2. Click on **Related Changes or Related Problems** icon present over the header of the actionable popup.
3. A pop up displaying **Related Changes and Related Problems** details will be opened.



The image shows a popup for an actionable titled 'Free disk space is less than 15% of vol...'. The popup has a header bar with a yellow 'Minor' severity button, a 'Change Severity' dropdown, a green 'Open' state button, a 'Change State' dropdown, and icons for refresh, list, and close. The main content area is divided into two panes. The left pane contains metadata: 'Pending Since' (2024/12/26 14:57:00), 'Last Occurrence' (2024/12/26 14:57:00), 'Rule based correlation' (mergeexist_dashboard), 'Description' (Free disk space is less than 15% of volume C: on server AZRMTSVPMYXFN1 - 10.1.1.17. Last data is 15.06 % memory "utilization/" is high about to 90%, on "10.1.10.11" and "server 21/'), 'Severity' (Minor), and 'State' (Open). The right pane is titled 'Assign Users' and has a dropdown 'Select User to be assigned'. Below this is a row of tabs: 'Alerts', 'Topology', 'Service Hierarchy', 'Timelines', 'Activities', 'Comments', 'Historical Data', 'Related Tickets' (which is selected), and 'Chat Room'. Below the tabs are two cards. The first card is titled 'CHG0030008' with a timestamp of '2024-12-26 03:02:51' and the text 'Server changes'. The second card is titled 'CHG0030009' with a timestamp of '2024-12-26 03:03:15' and the text 'API issue changes'. At the bottom right of the right pane are 'Change' and 'Problem' buttons, and a menu icon.

Figure 470 - Related Changes or Related Problems

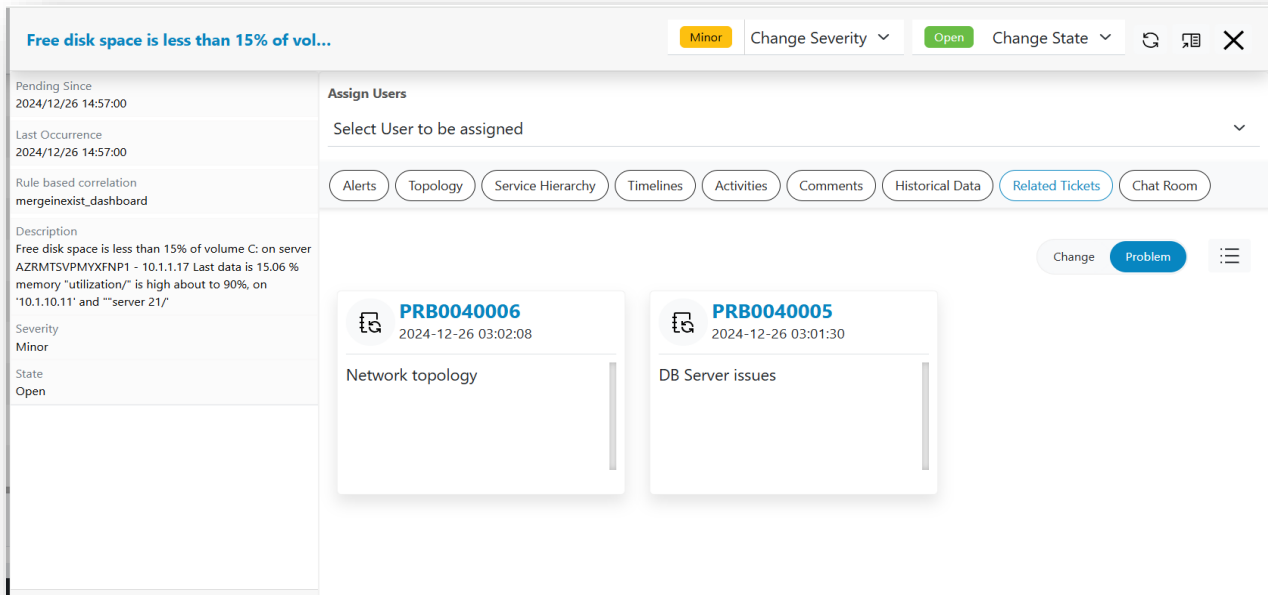


Figure 471 – Related Problems & Related Changes

7.2.3.4 Chat Bot

These steps enable user to initiate chat with a particular user over chat window.

1. Click on an actionable on Data View-Actionable screen, then go to pop up opened for the actionable.
2. Click on the chat icon present over the header of the actionable popup.
3. Actionable ID is mentioned over the chat window. User can initiate chat with the invited user as shown.

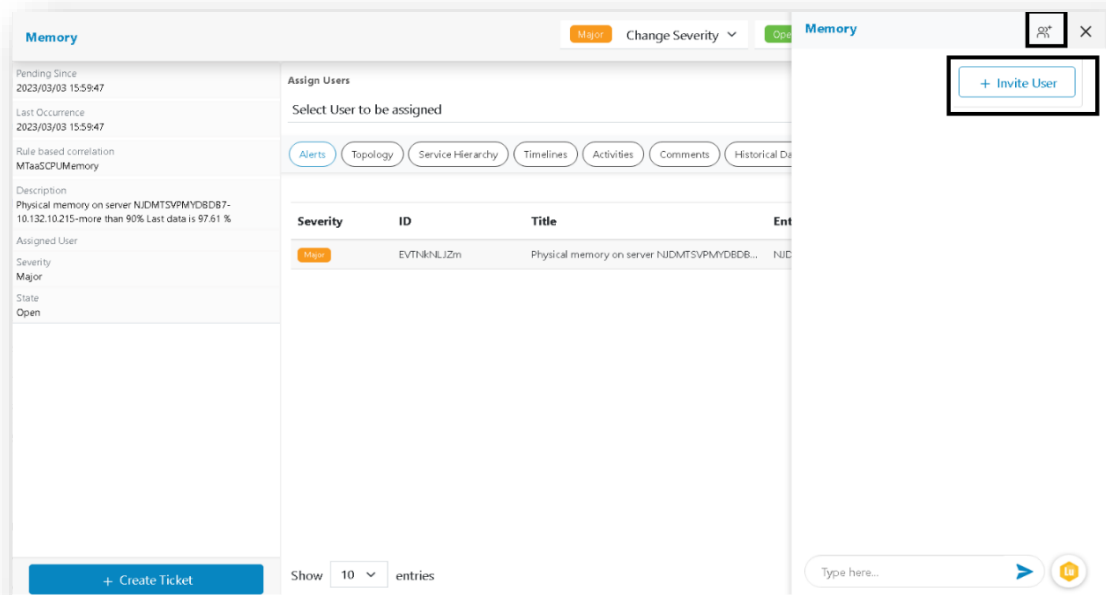


Figure 472 - Invite user

4. On clicking + Invite User, user can select the user from the dropdown as shown in the image below:

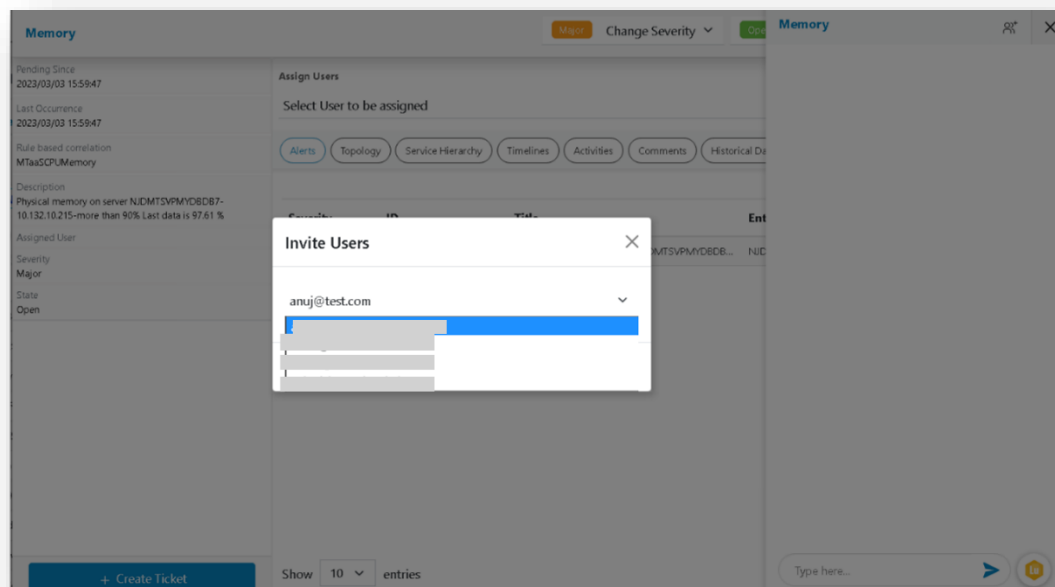


Figure 473 - Select Users

5. Once Inviting a user for the selected actionable is completed, a confirmation message is prompted.

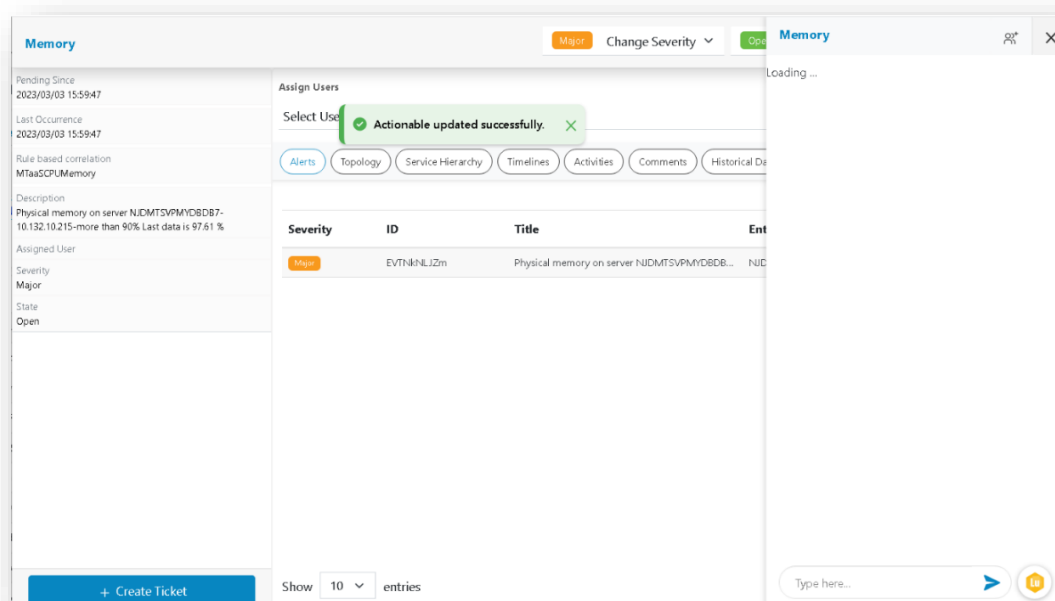


Figure 474 - Confirmation popup

6. Lucy chatbot icon is also present in the chat window to find some knowledge articles related to resolving queries for actionable.
7. Red Dot /Green Dot show if the chat window is inactive/active.

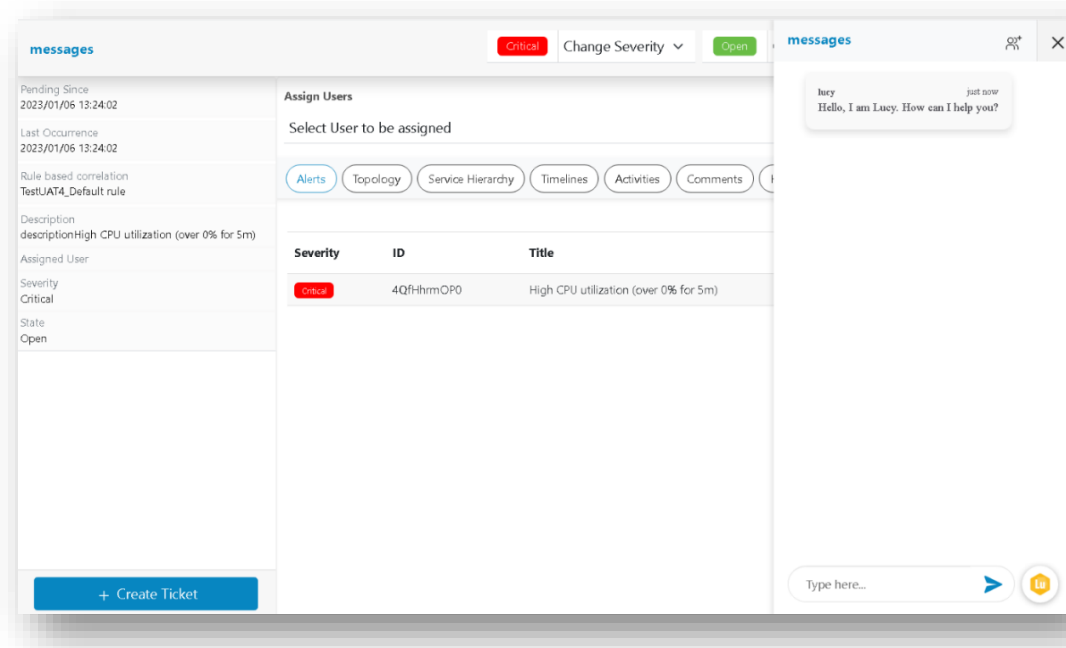


Figure 475 – Chat Bot

7.2.3.5 Add Comments

The steps explain how to add comments for selected actionable.

1. Click on an actionable on Data View-Actionable screen, then go to pop up opened for the actionable.
2. Click on the Comments header present in the actionable popup.
3. Detailed view of users along with time and comments will be visible as shown.

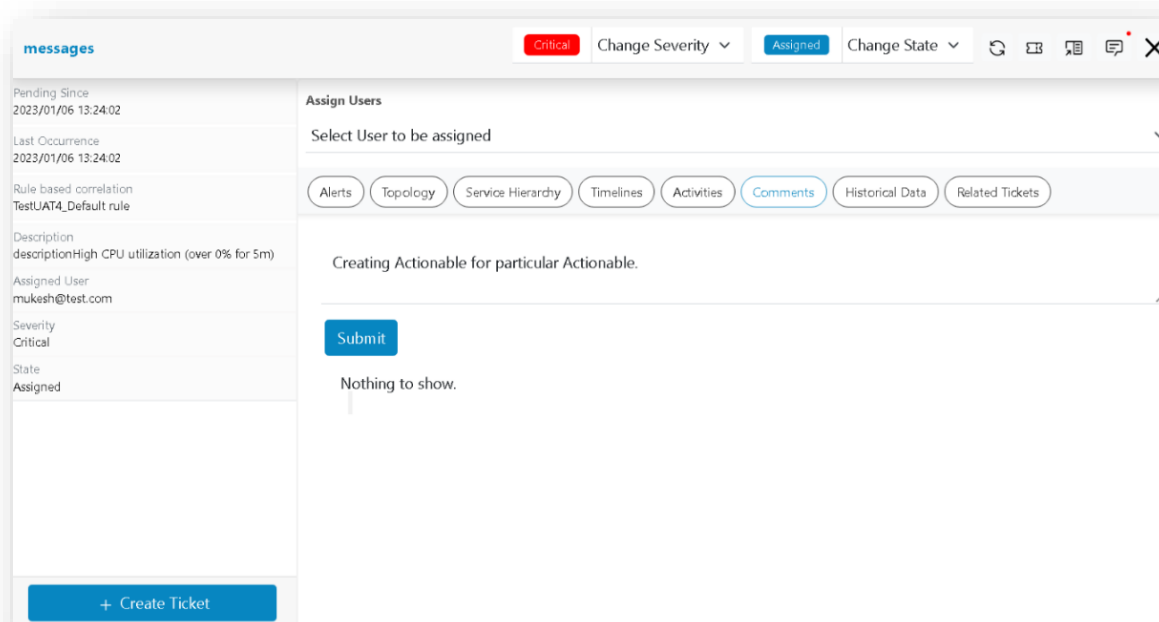


Figure 476 – Add Comments to Actionable

4. Write the comment and click on **Submit** button. Once submitted the comment is displayed for that actionable as shown in the image below:

Critical Change Severity In Progress Change State

Assign Users

Select User to be assigned

Alerts Topology Service Hierarchy Timelines Activities Comments Historical Data Related Tickets

Add Comment

Submit

Creating Actionable for particular actionable

2023-02-17T11:46:18
- superadmin@hcl.com

Figure 477 – Add Comments to Actionable

7.2.3.6 Activities

On this section, the users see activities for actionable data.

1. Click on an actionable on Data View-Actionable screen, then go to pop up opened for the actionable
2. Click on the Activities header present in the actionable popup.
3. Detailed view of changes in the logs for that actionable and its related alerts will be visible as shown.
4. Search tab is present to search for a specific log present in the activity view.

messages

Clear

Change Severity

Open

Change State

Pending Since

2023/01/06 13:24:02

Last Occurrence

2023/01/06 13:24:02

Rule based correlation

TestUAT4_Default rule

Description

descriptionHigh memory utilization (>90% for 5m)

Assigned User

Severity

Clear

State

Open

+ Create Ticket

Assign Users

Select User to be assigned

Alerts

Topology

Service Hierarchy

Timelines

Activities

Comments

Historical Data

Related Tickets

Type	Date Time	User	Activity
stream action	2023/01/06 08:25:20 undefined		actionable created
stream mapping update	2023/01/06 08:25:20 undefined	a83f5245-8d9b-11ed-8545-42010a0b...	updated related actionable
stream mapping update	2023/01/06 08:25:20 undefined	a83f5245-8d9b-11ed-8545-42010a0b...	updated as related actionable for actio...
stream mapping update	2023/01/06 08:25:20 undefined	a83f5245-8d9b-11ed-8545-42010a0b...	updated as related actionable for actio...
stream mapping update	2023/01/06 08:25:20 undefined	a83f5245-8d9b-11ed-8545-42010a0b...	updated as related actionable for actio...
stream mapping update	2023/01/06 08:25:20 undefined	a83f5245-8d9b-11ed-8545-42010a0b...	updated as related actionable for actio...
stream mapping update	2023/01/06 08:25:20 undefined	a83f5245-8d9b-11ed-8545-42010a0b...	updated as related actionable for actio...
stream mapping update	2023/01/06 08:25:20 undefined	a83f5245-8d9b-11ed-8545-42010a0b...	updated as related actionable for actio...
stream mapping update	2023/01/06 08:25:20 undefined	a83f5245-8d9b-11ed-8545-42010a0b...	updated as related actionable for actio...
stream mapping update	2023/01/06 08:25:20 undefined	a83f5245-8d9b-11ed-8545-42010a0b...	updated as related actionable for actio...
stream mapping update	2023/01/06 08:25:20 undefined	a83f5245-8d9b-11ed-8545-42010a0b...	updated as related actionable for actio...
stream mapping update	2023/01/06 08:25:20 undefined	a83f5245-8d9b-11ed-8545-42010a0b...	updated as related actionable for actio...

Figure 478 – Activities

7.2.3.7 Similar Actionable

The steps explain how to view similar actionable for actionable data.

1. Click on an actionable on Data View-Actionable screen, then go to pop up opened for the actionable.
2. Click on the **Historical Data** present in the actionable popup.
3. Historical Data containing details will be displayed and details can be seen while scrolling from left to right for similar actionable.

descriptionMemory Issue

Critical

Change Severity

In Progress

Change State

Pending Since

2023-02-06T14:59:39

Last Occurrence

2023-02-06T14:59:39

Rule based correlation

CpuMemory

Description

descriptionMemory Issue

Assigned User

Severity

Critical

State

In Progress

Assign Users

Select User to be assigned

Alerts

Topology

Service Hierarchy

Timelines

Activities

Comments

Historical Data

Related Tickets

Severity	ID	State	RuleName	Entity	Title	Pending Since	Last Updated	Correlated	Description
Critical	zTEd3vohq	Open	CpuMemory			01/29 23:11:43	01/29 23:11:43	2	descriptionMemory Issue
Critical	Qc8jllIRh0	Open	CpuMemory			01/29 23:11:43	01/29 23:11:43	2	descriptionMemory Issue
Critical	DQoVCeXYDI	Open	CpuMemory			01/29 23:11:43	01/29 23:11:43	2	descriptionMemory Issue

Figure 479 – Similar Actionable

7.2.3.8 Service Hierarchy

The steps explain how to view service hierarchy for actionable data.

1. Click on an actionable on Data View-Actionable screen, then go to pop up opened for the actionable.
2. Click on the **Service Hierarchy** header present in the actionable popup.
3. Service Hierarchy would be visualizing the relationship between the various services and their downstream / upstream impact due to any issue for a specific entity.
4. Impacted services can be highlighted as per custom logic (based on color-coding).

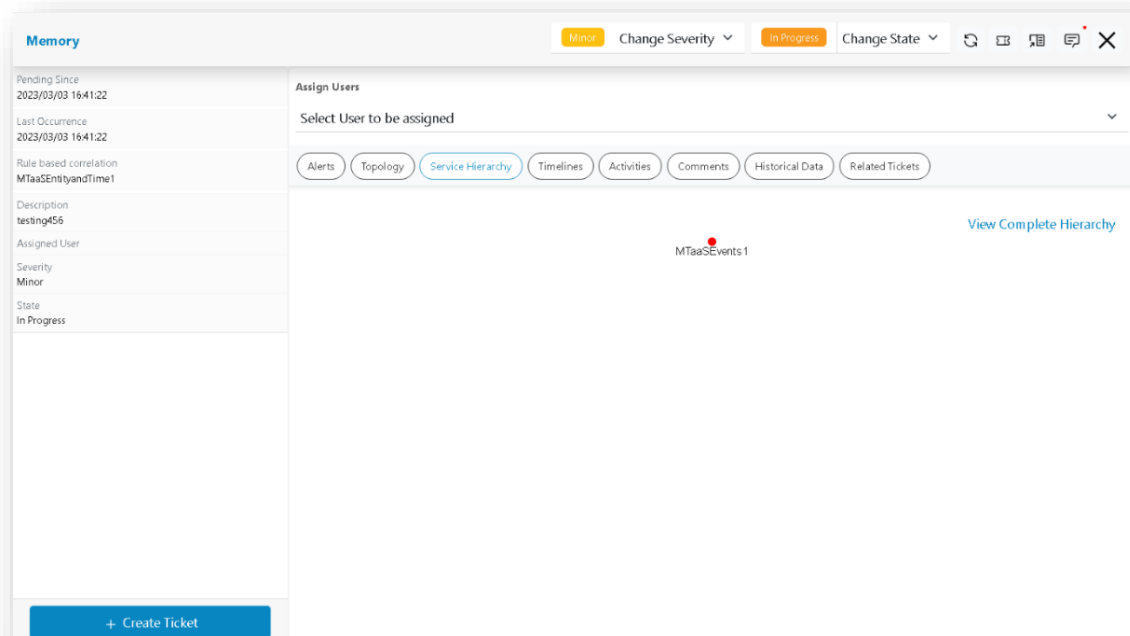


Figure 480 – Service Hierarchy

7.2.3.9 Timelines

The steps explain how to view timeline for actionable data.

1. Click on an actionable on Data View-Actionable screen, then go to pop up opened for the actionable.
2. Click on the **Timelines** header present in the actionable popup.
3. Timeline view is visible under the header and details can be seen while scrolling from top to bottom to check the timestamp of events and alerts for that actionable.
4. Entity, Parameter, Description and Timestamp are displayed for the selected Events/Alerts/ Actionable in the timeline view.
5. There are different icons present in timeline for displaying events, alerts and actionable details and their color would display the severity.

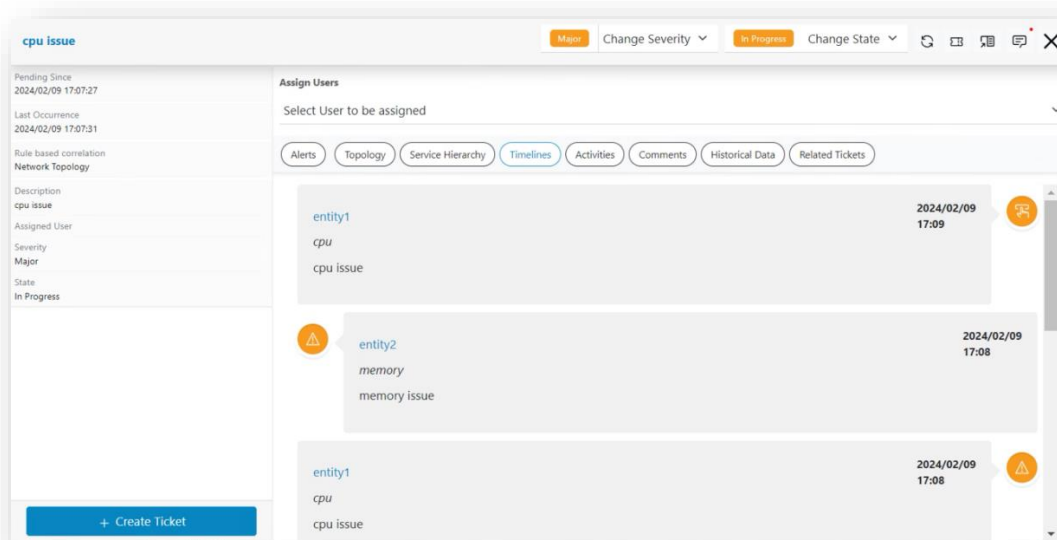


Figure 481 – Timelines

7.2.3.10 Change Severity

The steps explain how to change severity for actionable data:

1. Click on an actionable on Data View-Actionable screen, then go to pop up opened for the actionable.
2. Change the severity of the actionable using the drop-down as shown in the image below:

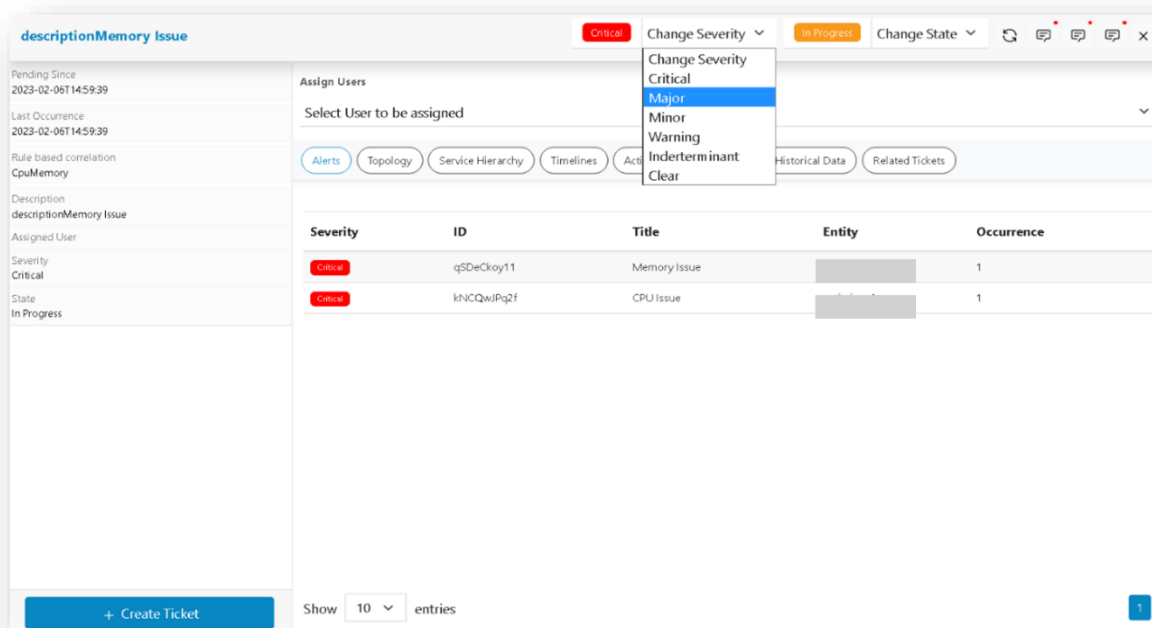


Figure 482 – To Change Severity of Actionable

3. A dialog box would appear for confirmation.

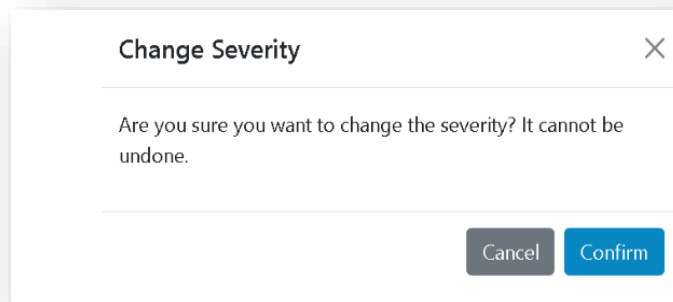


Figure 483 – Confirmation Pop- up

4. Click **Confirm**. On success, a confirmation pop-up message will be displayed.

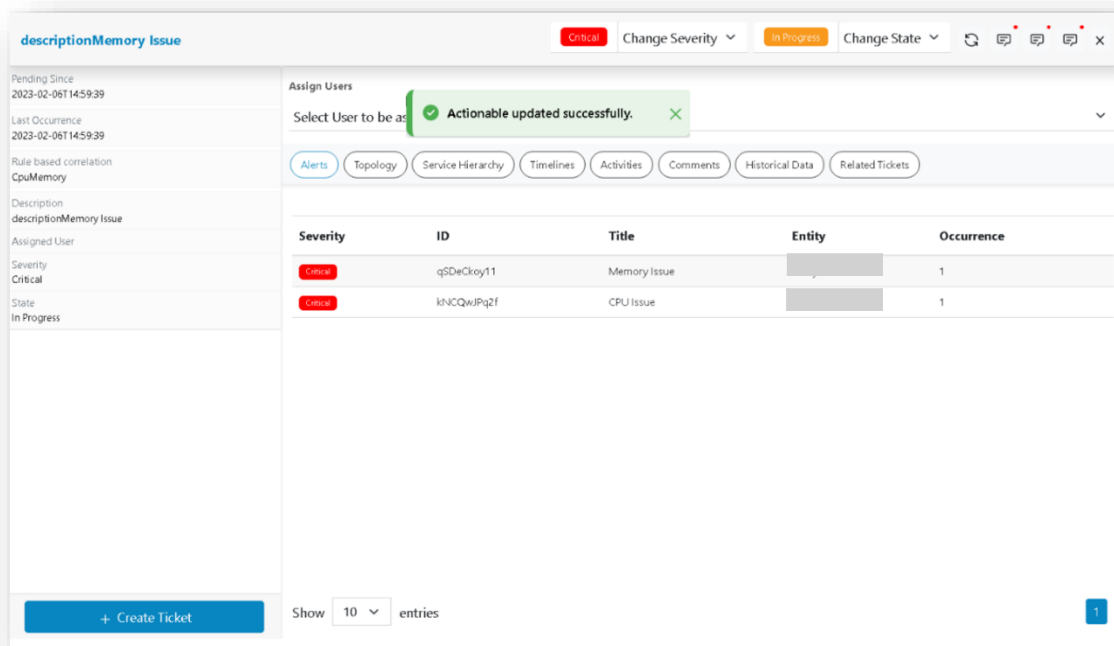


Figure 484 – Alert Message

7.2.3.11 To Change Status

The steps involve the explanation on how to change status for actionable data.

1. Click on a particular actionable on Data View-Actionable screen, then go to pop up opened for the actionable.
2. Change the status of the Actionable using the drop-down as shown in the following figure:

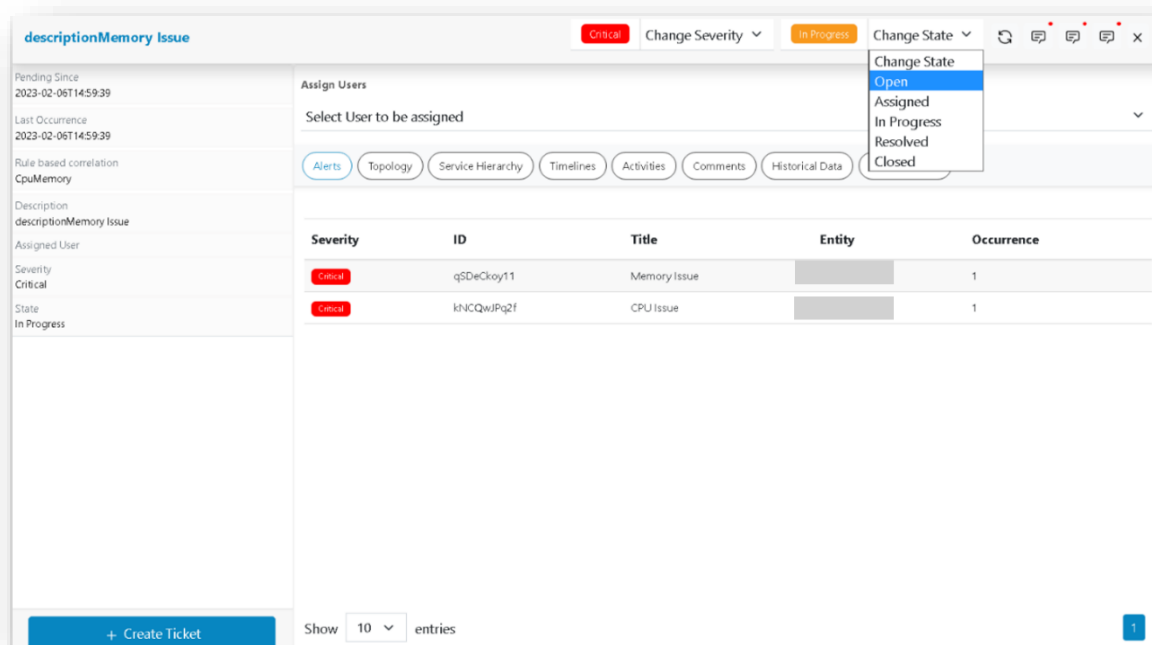


Figure 485 – To Change Status for Actionable

3. A dialog box would appear for confirmation.

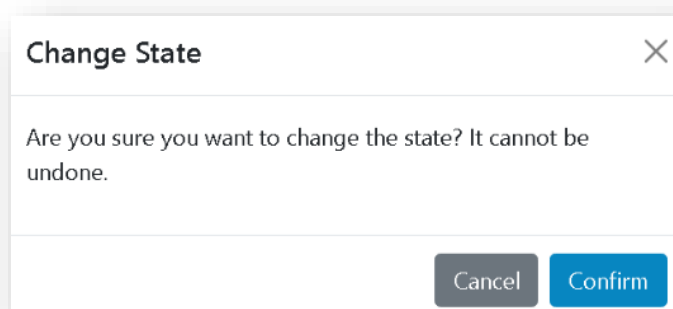


Figure 486 – Confirmation Pop- up

4. Click **Confirm**. On success, a confirmation pop-up message will be displayed.

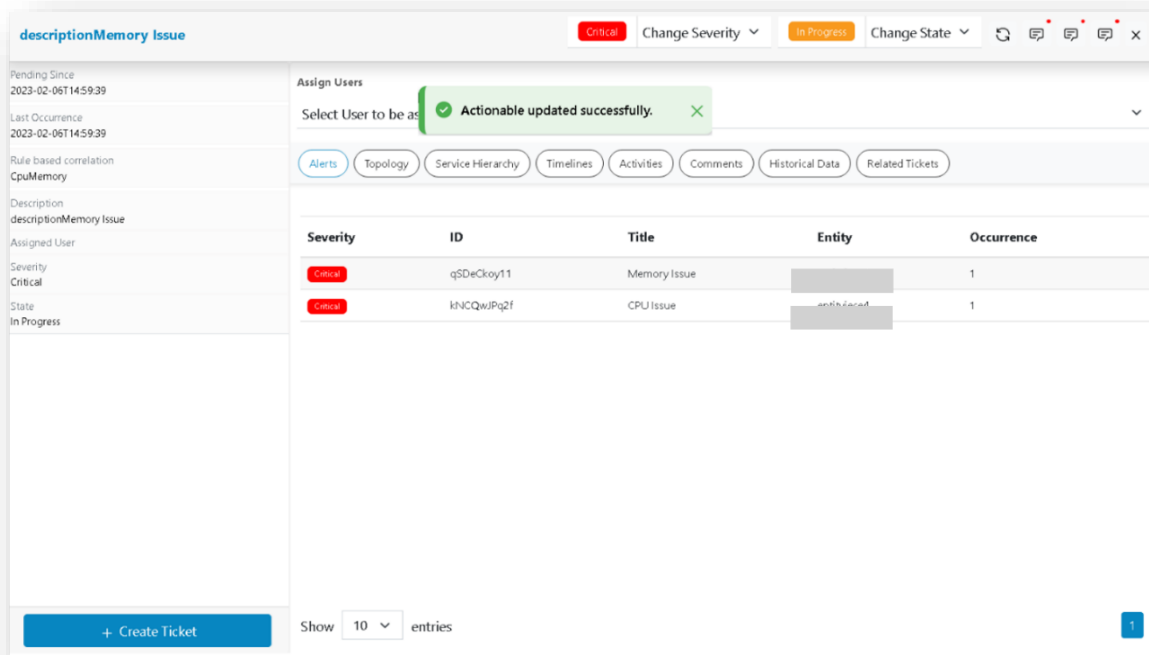


Figure 487 – Alert Message

7.2.3.12 Assign Actionable to Another User

These steps enable user to assign actionable to a specific user for actionable data.

1. Click on an actionable on Data View-Actionable screen, then go to pop up opened for the actionable.
2. Click on **Assigned** header present in the actionable popup. The dropdown list of users configured in the environment will be displayed.
3. Select the user to be assigned for that actionable as shown in the following figure:

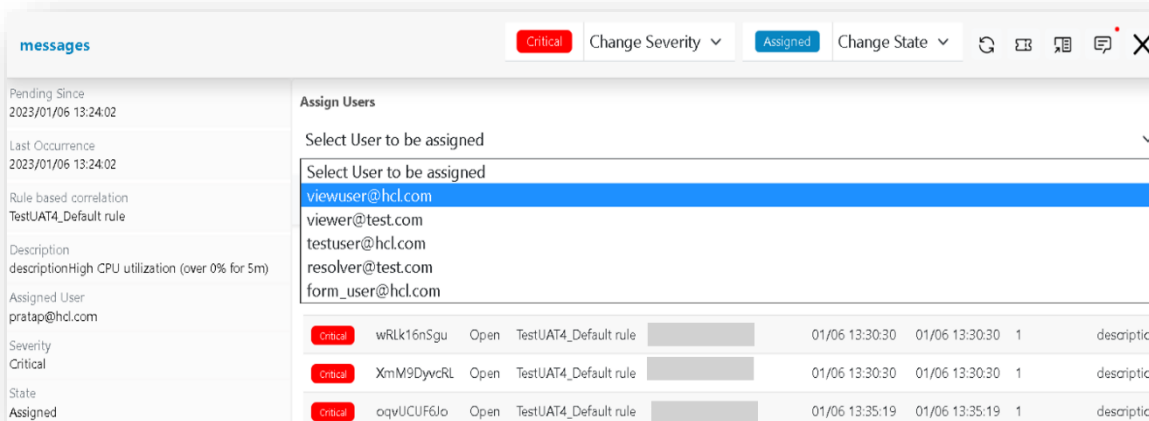


Figure 488 – Assign Actionable to Another User

4. A notification is sent to the user after the actionable is assigned.
5. A notification is also sent to the user when the actionable assigned is released by the user.

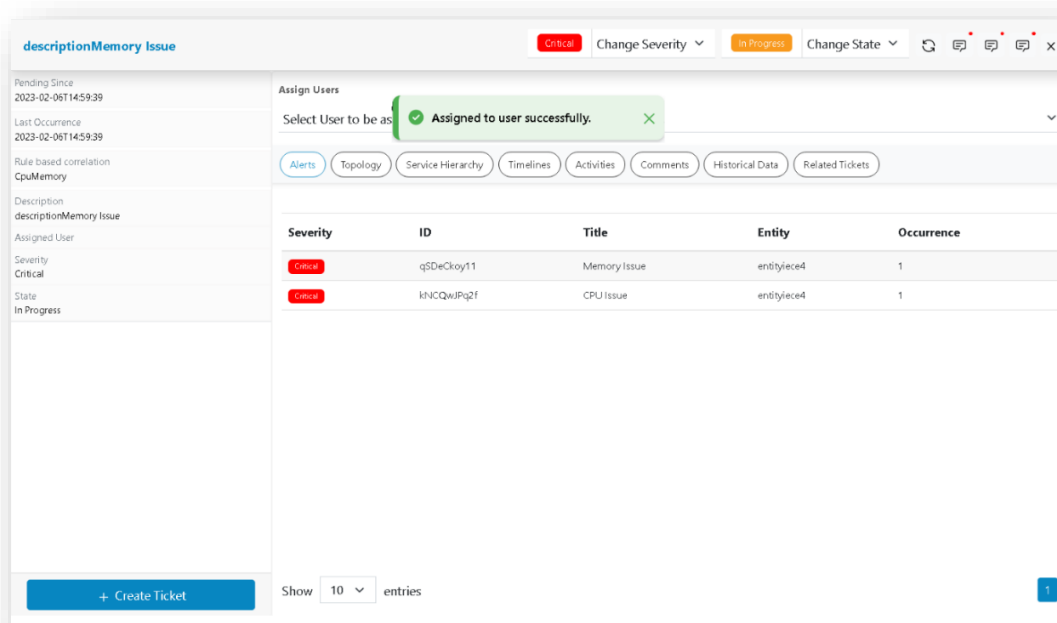


Figure 489 – Alert Message

7.2.3.13 Save Actionable

The steps explain how to save actionable data.

1. In the top navigation bar, click on Data View and click on Actionable.
2. Click on Save icon to save Actionable.

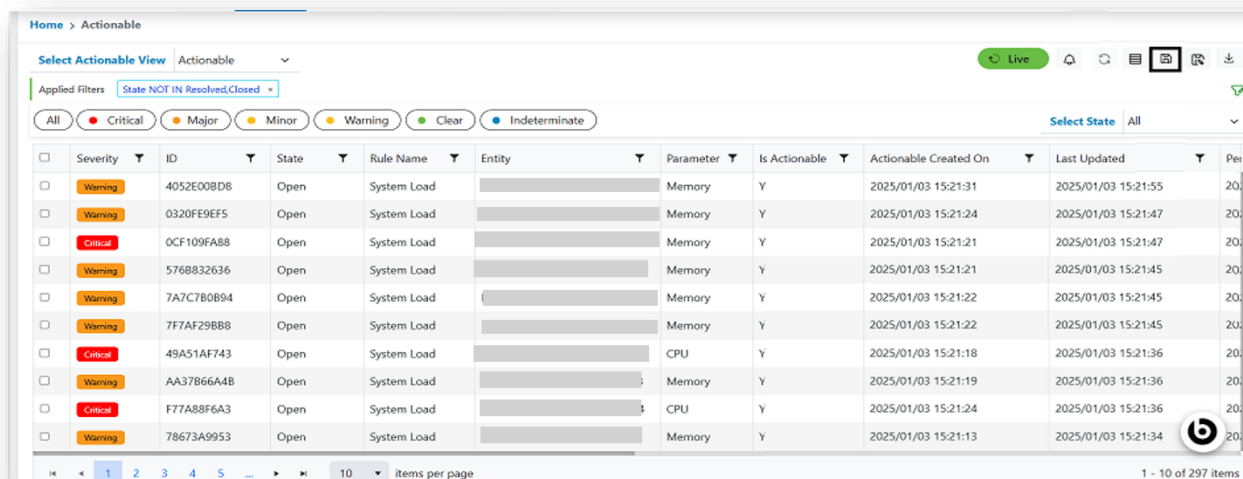


Figure 490 – Save Actionable

3. The following confirmation popup appears:

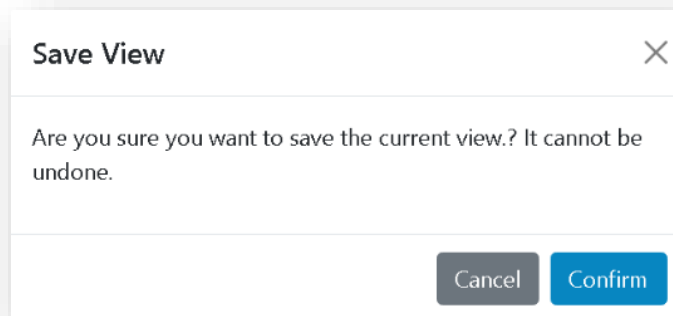


Figure 491 – Save Actionable

4. Click **Confirm**. A success pop will appear, and the grid will be updated accordingly, and the saved Actionable data starts appearing in the grid.

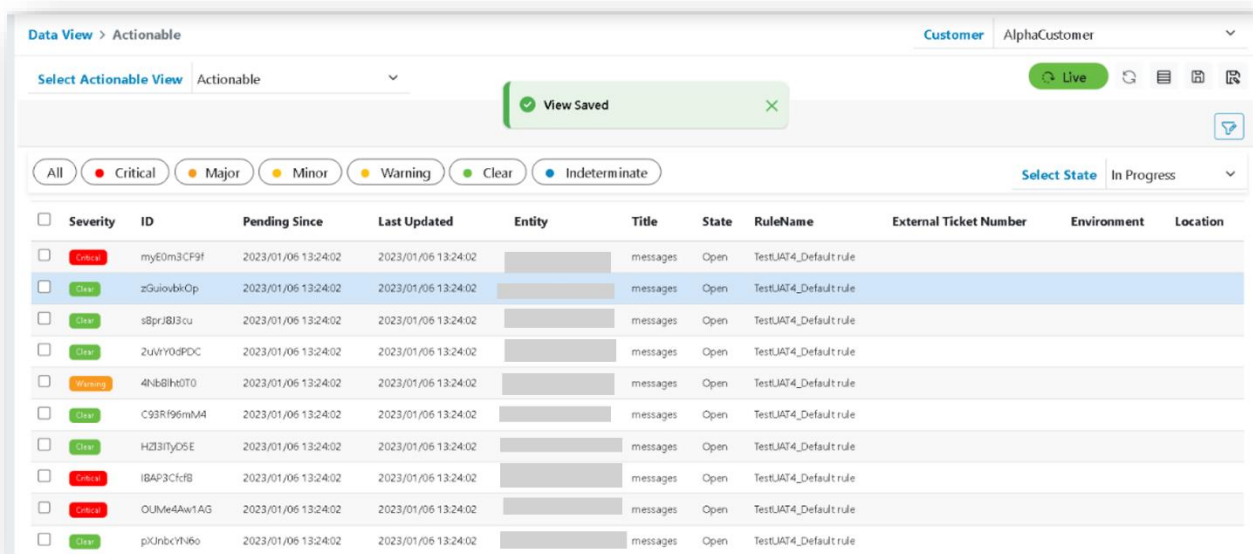


Figure 492 – Alert Message

7.2.3.14 Save As Actionable

The section explains the steps to Save a personalized view of Actionable data as per the requirement.

1. In the top navigation bar, click on Data View and click on Events.
2. Click the Save as Actionable icon.

Home > Actionable

Select Actionable View: Actionable

Applied Filters: State NOT IN Resolved,Closed

Severity: All Critical Major Minor Warning Clear Indeterminate

Select State: All

☐	Severity	ID	State	Rule Name	Entity	Parameter	Is Actionable	Actionable Created On	Last Updated	Per
☐	Warning	4052E008D8	Open	System Load		Memory	Y	2025/01/03 15:21:31	2025/01/03 15:21:55	20
☐	Warning	0320FE9EF5	Open	System Load		Memory	Y	2025/01/03 15:21:24	2025/01/03 15:21:47	20
☐	Critical	0CF109FA88	Open	System Load		Memory	Y	2025/01/03 15:21:21	2025/01/03 15:21:47	20
☐	Warning	5768832636	Open	System Load		Memory	Y	2025/01/03 15:21:21	2025/01/03 15:21:45	20
☐	Warning	7A7C7B0B94	Open	System Load		Memory	Y	2025/01/03 15:21:22	2025/01/03 15:21:45	20
☐	Warning	7F7AF29BB8	Open	System Load		Memory	Y	2025/01/03 15:21:22	2025/01/03 15:21:45	20
☐	Critical	49A51AF743	Open	System Load		CPU	Y	2025/01/03 15:21:18	2025/01/03 15:21:36	20
☐	Warning	AA37B66A4B	Open	System Load		Memory	Y	2025/01/03 15:21:19	2025/01/03 15:21:36	20
☐	Critical	F77A88F6A3	Open	System Load		CPU	Y	2025/01/03 15:21:24	2025/01/03 15:21:36	20
☐	Warning	78673A9953	Open	System Load		Memory	Y	2025/01/03 15:21:13	2025/01/03 15:21:34	20

1 - 10 of 297 items

Figure 493 – Save As Actionable

- The Save as pop-up appears:

Save As

View Name *

Description *

Show to

My Self

Save

Close

Figure 494 – Save As Actionable

- Populate all the fields and click on **Save** button. A success message pops up.

Home > Actionable

Select Actionable View Actionable

View saved successfully.

Live

Applied Filters State NOT IN Resolved,Closed

All Critical Major Minor Warning Clear Indeterminate

Select State All

Severity	ID	State	Rule Name	Entity	Parameter	Is Actionable	Actionable Created On	Last Updated	Per
Warning	4052E00BD8	Open	System Load		Memory	Y	2025/01/03 15:21:31	2025/01/03 15:21:55	20
Warning	0320FE9EF5	Open	System Load		Memory	Y	2025/01/03 15:21:24	2025/01/03 15:21:47	20
Critical	0CF109FA88	Open	System Load		Memory	Y	2025/01/03 15:21:21	2025/01/03 15:21:47	20
Warning	576B832636	Open	System Load		Memory	Y	2025/01/03 15:21:21	2025/01/03 15:21:45	20
Warning	7A7C780B94	Open	System Load		Memory	Y	2025/01/03 15:21:22	2025/01/03 15:21:45	20
Warning	7F7AF29BB8	Open	System Load		Memory	Y	2025/01/03 15:21:22	2025/01/03 15:21:45	20
Critical	49A51AF743	Open	System Load		CPU	Y	2025/01/03 15:21:18	2025/01/03 15:21:36	20
Warning	AA37B66A48	Open	System Load		Memory	Y	2025/01/03 15:21:19	2025/01/03 15:21:36	20
Critical	F77A88F6A3	Open	System Load		CPU	Y	2025/01/03 15:21:24	2025/01/03 15:21:36	20
Warning	78673A9953	Open	System Load		Memory	Y	2025/01/03 15:21:13	2025/01/03 15:21:34	20

1 - 10 of 297 items

Figure 495 – Alert Message

7.2.3.15 Actionable Data

The steps explain how to view Live Actionable data.

1. In the top navigation bar, click on Data View and click on Actionable.
2. User can see the Live Actionable Data in Grid view. The data gets automatically refreshed every 4 seconds.

Home > Actionable

Select Actionable View Actionable

Live

Applied Filters State NOT IN Resolved,Closed

All Critical Major Minor Warning Clear Indeterminate

Select State All

Severity	ID	State	Rule Name	Entity	Parameter	Is Actionable	Actionable Created On	Last Updated	Per
Warning	4052E00BD8	Open	System Load		Memory	Y	2025/01/03 15:21:31	2025/01/03 15:21:55	20
Warning	0320FE9EF5	Open	System Load		Memory	Y	2025/01/03 15:21:24	2025/01/03 15:21:47	20
Critical	0CF109FA88	Open	System Load		Memory	Y	2025/01/03 15:21:21	2025/01/03 15:21:47	20
Warning	576B832636	Open	System Load		Memory	Y	2025/01/03 15:21:21	2025/01/03 15:21:45	20
Warning	7A7C780B94	Open	System Load		Memory	Y	2025/01/03 15:21:22	2025/01/03 15:21:45	20
Warning	7F7AF29BB8	Open	System Load		Memory	Y	2025/01/03 15:21:22	2025/01/03 15:21:45	20
Critical	49A51AF743	Open	System Load		CPU	Y	2025/01/03 15:21:18	2025/01/03 15:21:36	20
Warning	AA37B66A48	Open	System Load		Memory	Y	2025/01/03 15:21:19	2025/01/03 15:21:36	20
Critical	F77A88F6A3	Open	System Load		CPU	Y	2025/01/03 15:21:24	2025/01/03 15:21:36	20
Warning	78673A9953	Open	System Load		Memory	Y	2025/01/03 15:21:13	2025/01/03 15:21:34	20

1 - 10 of 297 items

Figure 496 – Live Actionable Data

3. Click the Live Alert Data button to disable the auto refreshing the live alert data. A confirmation pop up message will appear.

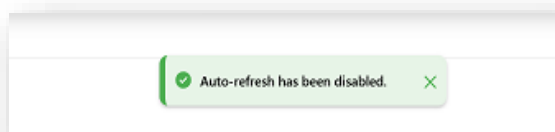


Figure 497 – Live Actionable Data Disabled

7.2.3.16 Refresh

The steps explain how to refresh the actionable data.

1. In the top navigation bar, click on Data View and click on Actionable.
2. Click the Refresh icon if the Live Actionable Data is disabled.

Severity	ID	State	Rule Name	Entity	Parameter	Is Actionable	Actionable Created On	Last Updated	Per
Warning	4052E00BD8	Open	System Load		Memory	Y	2025/01/03 15:21:31	2025/01/03 15:21:55	20
Warning	0320F9EF5	Open	System Load		Memory	Y	2025/01/03 15:21:24	2025/01/03 15:21:47	20
Critical	0CF109FA88	Open	System Load		Memory	Y	2025/01/03 15:21:21	2025/01/03 15:21:47	20
Warning	5768832636	Open	System Load		Memory	Y	2025/01/03 15:21:21	2025/01/03 15:21:45	20
Warning	7A7C7B0B94	Open	System Load		Memory	Y	2025/01/03 15:21:22	2025/01/03 15:21:45	20
Warning	7F7AF29BB8	Open	System Load		Memory	Y	2025/01/03 15:21:22	2025/01/03 15:21:45	20
Critical	49A51AF743	Open	System Load		CPU	Y	2025/01/03 15:21:18	2025/01/03 15:21:36	20
Warning	AA37866A4B	Open	System Load		Memory	Y	2025/01/03 15:21:19	2025/01/03 15:21:36	20
Critical	F77A88F6A3	Open	System Load		CPU	Y	2025/01/03 15:21:24	2025/01/03 15:21:36	20
Warning	78673A9953	Open	System Load		Memory	Y	2025/01/03 15:21:13	2025/01/03 15:21:34	20

Figure 498 – Refresh time for Actionable

3. A confirmation pop up message will appear.

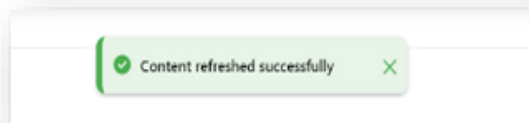


Figure 499 – Refresh time for Actionable

7.2.3.17 To see Alerts

The steps explain how to view alerts in Actionable data.

1. In the top navigation bar, click on Data View and click on Actionable.
2. Click on an actionable on Data View-actionable screen, then go to pop up opened for the actionable.
3. Click on **Alerts** header to see the alert for that actionable.

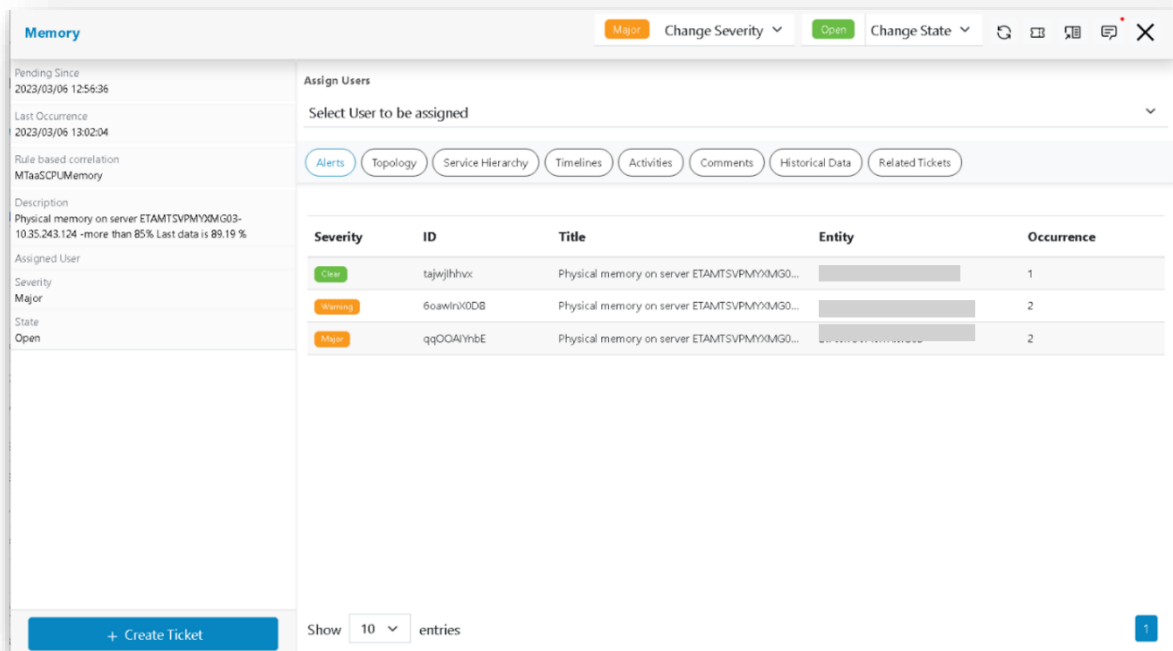


Figure 500 – Actionable Related Alerts

7.2.3.18 Topology

The steps explain how to view topology for actionable data.

1. Click on an actionable on Data View-Actionable screen, then go to pop up opened for the actionable.
2. Click on the **Topology** header present in the actionable popup.
3. Topology would be visualizing the relationship between the various services and their downstream / upstream impact due to any issue for a specific entity.
4. Impacted services can be highlighted as per custom logic (based on color-coding).

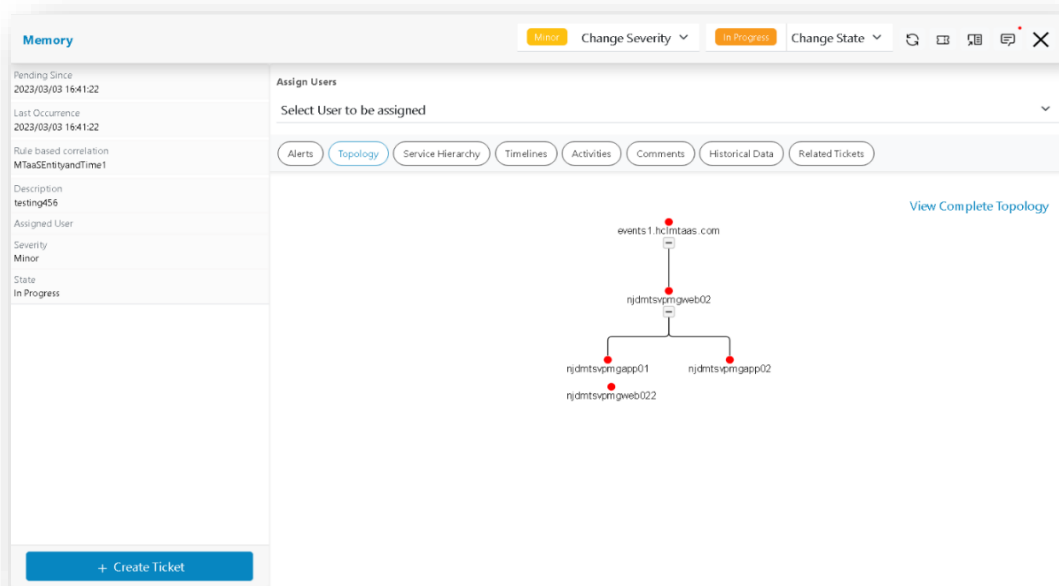


Figure 501 – Topology

7.2.3.19 Update Ticket

The steps explain how to update tickets for actionable data.

1. Click on an actionable on Data View-Actionable screen, then go to pop up opened for the actionable.
2. Click on the **Update Ticket** icon present in the actionable popup.

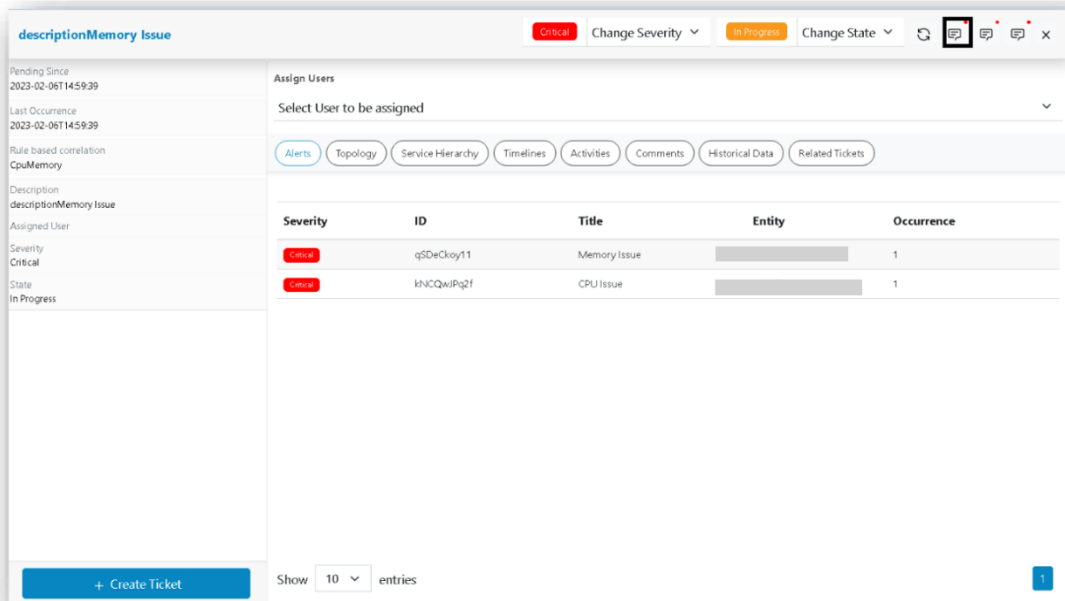


Figure 502 – Update Ticket for Actionable

3. On clicking the update ticket icon, a confirmation message pops-up:

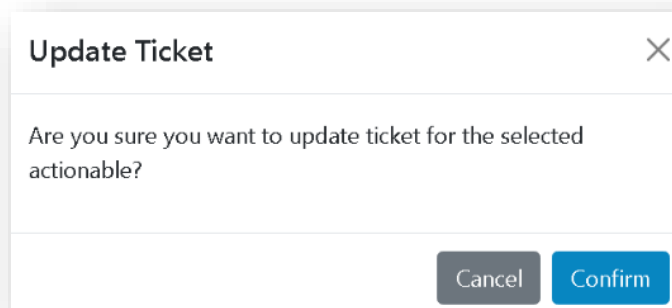


Figure 503 – Update Ticket for Actionable

4. Click on the **Confirm** button. A success message pops up as shown in the following figure:

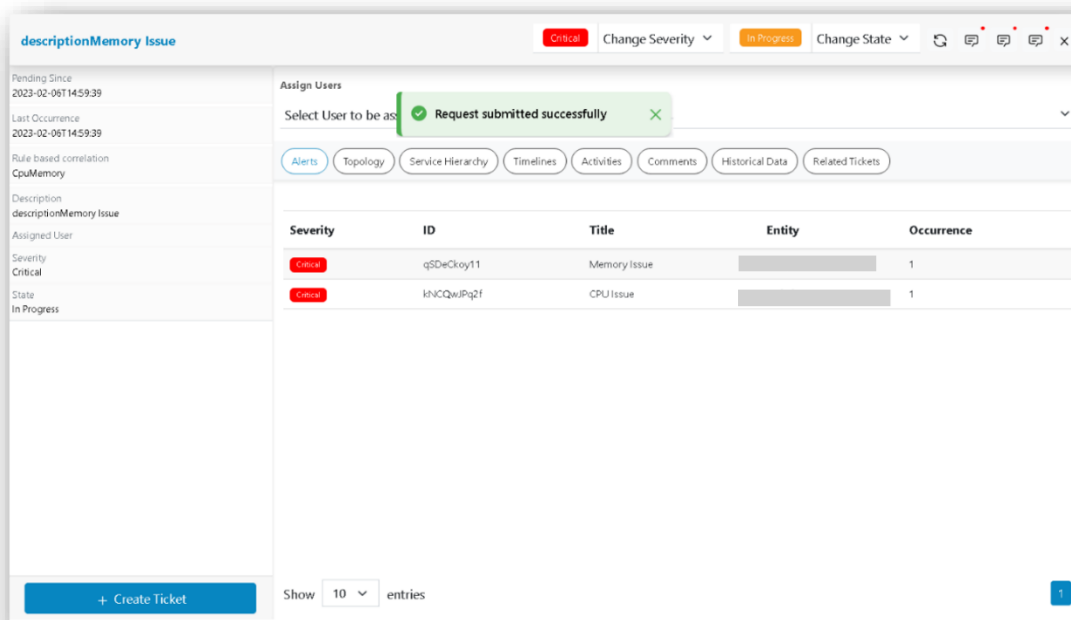


Figure 504 – Success Message for Update Ticket

7.2.3.20 Update Work Notes

The steps explain how to view Update Work Notes for actionable data.

1. Click on an actionable on Data View-Actionable screen, then go to pop up opened for the actionable.
2. Click on the **Update Work Notes** icon present in the actionable popup.

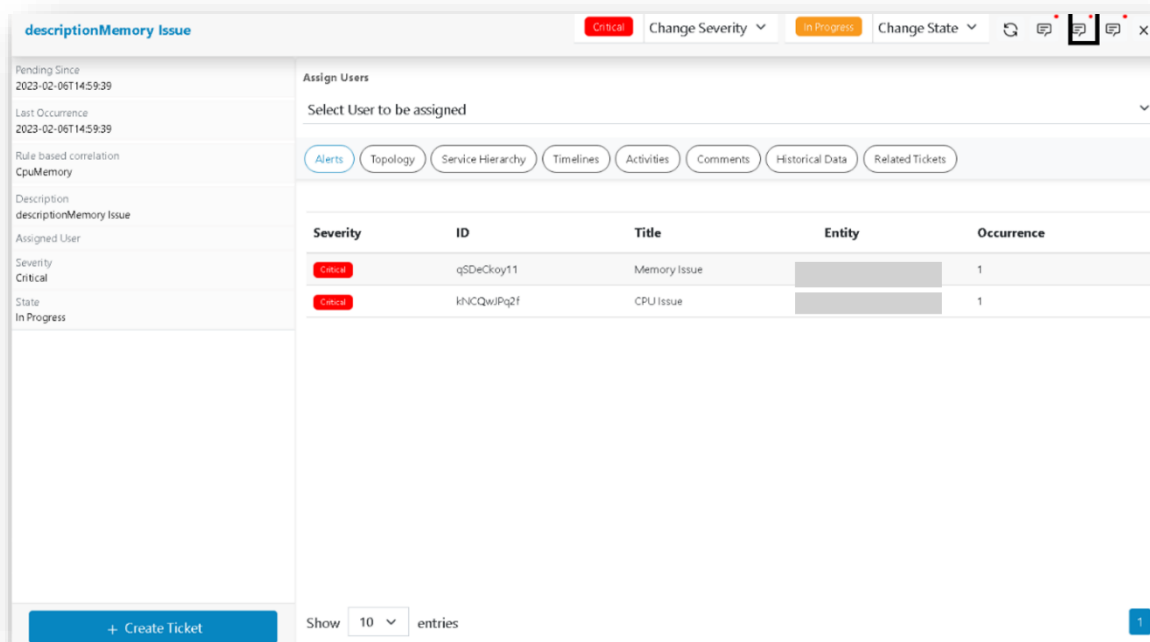


Figure 505 – Update Work Notes for Actionable

3. Click the **Update Work Notes** icon, a confirmation pop-up message will appear.

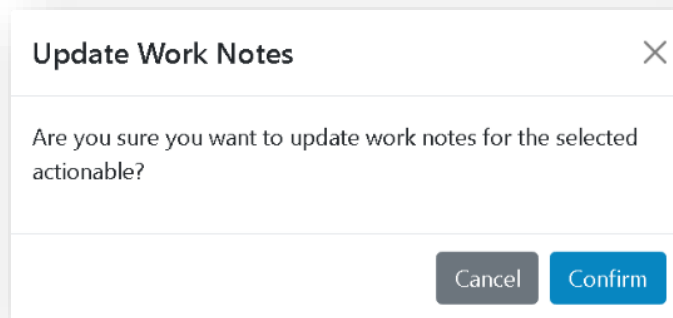


Figure 506 – Update Work Notes for Actionable

- Click on the **Confirm** button. A success message will appear.

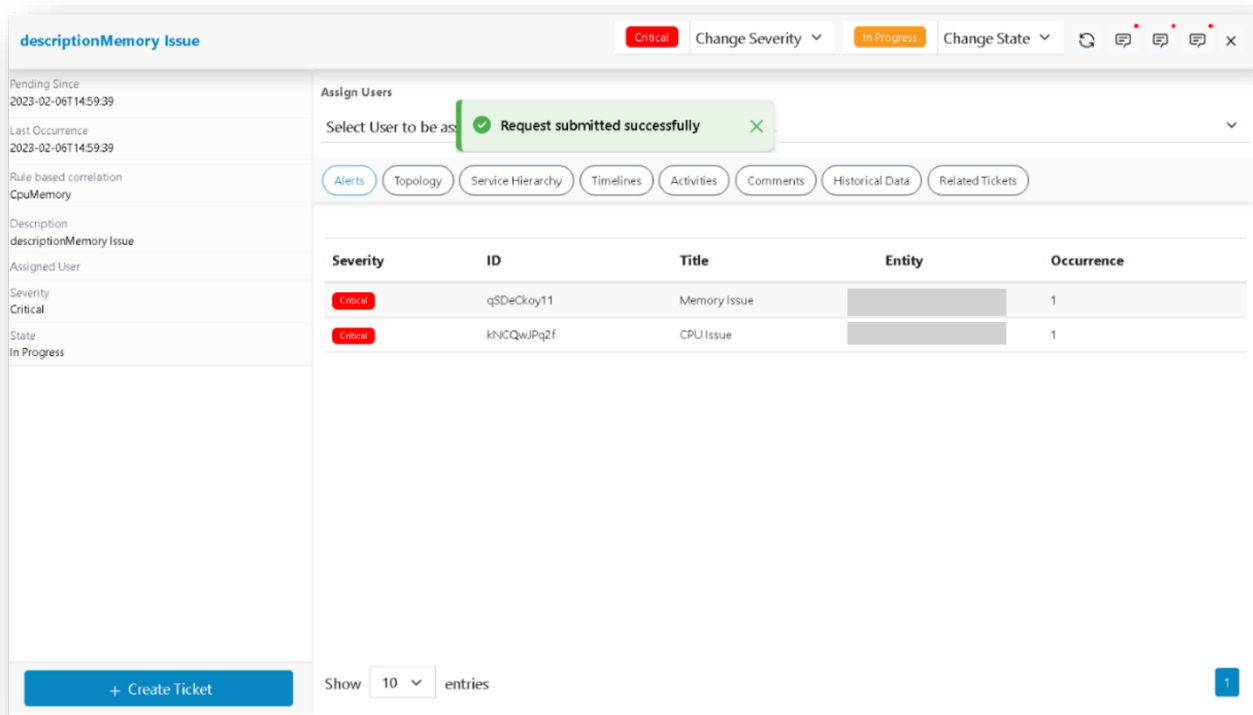


Figure 507 – Alert Message

7.2.3.21 Apply Filters

The steps explain how to apply filter to the actionable data.

- In the top navigation bar, click on Data View and click on Actionable.
- Click on the **Apply filter** action button as shown in figure.

Home > Actionable

Select Actionable View: Actionable

Applied Filters: State NOT IN Resolved,Closed

Buttons: All, Critical, Major, Minor, Warning, Clear, Indeterminate

Select State: All

Severity	ID	State	Rule Name	Entity	Parameter	Is Actionable	Actionable Created On	Last Updated	Pending S
Critical	88CD953F44	Open	System Load		CPU	Y	2024/11/28 16:00:51	2024/11/28 16:00:31	2024/11/28 16:00:31
Critical	7B56A4E3D9	Open	System Load		CPU	Y	2024/11/28 15:54:41	2024/11/28 16:00:30	2024/11/28 16:00:30
Critical	B99548A2F8	Open	System Load		Swap	Y	2024/11/28 16:00:51	2024/11/28 16:00:29	2024/11/28 16:00:29
Critical	41125489DF	Open	System Load		CPU	Y	2024/11/28 16:00:48	2024/11/28 16:00:29	2024/11/28 16:00:29
Critical	32E4D0B223	Open	System Load		Memory	Y	2024/11/28 16:00:30	2024/11/28 16:00:29	2024/11/28 16:00:29
Critical	CADD0A3FA4	Open	System Load		CPU	Y	2024/11/28 16:00:37	2024/11/28 16:00:29	2024/11/28 16:00:29
Critical	3BE43BF343	Open	System Load		Memory	Y	2024/11/28 16:01:01	2024/11/28 16:00:29	2024/11/28 16:00:29
Critical	E054C2B68A	Open	System Load		CPU	Y	2024/11/28 16:01:43	2024/11/28 16:00:29	2024/11/28 16:00:29
Critical	396C8F12F3	Open	System Load		CPU	Y	2024/11/28 16:00:28	2024/11/28 16:00:29	2024/11/28 16:00:29
Critical	6EE4C98200	Open	System Load		CPU	Y	2024/11/28 16:00:36	2024/11/28 16:00:29	2024/11/28 16:00:29

10 items per page

1 - 10 of 187 items

Figure 508 - More Filter Operation

- A form opens to apply filter. Select **Field** and **Operator** from drop down list and provide **Value**. Then click on the **Apply** button.

Home > Actionable

Select Actionable View: Actionable

Applied Filters: State NOT IN Resolved,Closed

Buttons: All, Critical, Major, Minor, Warning, Clear, Indeterminate

Select State: All

Severity	ID	State	Rule Name	Entity	Parameter	Is Actionable	Actionable Created On	Last Updated
Critical	Operator		System Load		Memory Alert	Y	2024/11/28 16:20:23	2024/11/28 16:19:30
Critical	Like		System Load		Swap	Y	2024/11/28 16:11:27	2024/11/28 16:11:16
Critical	Value		System Load		CPU	Y	2024/11/28 16:11:32	2024/11/28 16:11:16
Critical	Critical		System Load		Memory	Y	2024/11/28 16:11:36	2024/11/28 16:11:16
Critical	Apply		System Load		Memory	Y	2024/11/28 16:11:17	2024/11/28 16:11:16
Critical	02F3ADE1EB	Open	System Load		Swap	Y	2024/11/28 16:11:24	2024/11/28 16:11:16
Critical	7C223066CE	Open	System Load		Memory	Y	2024/11/28 16:11:27	2024/11/28 16:11:16
Critical	068F3296E8	Open	System Load		Memory	Y	2024/11/28 16:11:25	2024/11/28 16:11:16
Critical	6069AB8183	Open	System Load		CPU	Y	2024/11/28 16:11:24	2024/11/28 16:11:16
Critical	D65B5ADCC2	Open	System Load		Memory	Y	2024/11/28 16:11:20	2024/11/28 16:11:16

10 items per page

1 - 10 of 304 items

Figure 509 - More Filter Operation

- User can see the result of applied filter as shown in the following figure:

Home > Actionable

Select Actionable View: Actionable

Applied Filters: State NOT IN Resolved,Closed | Severity LIKE Critical

Buttons: All, Critical, Major, Minor, Warning, Clear, Indeterminate

Select State: All

	Severity	ID	State	Rule Name	Entity	Parameter	Is Actionable	Actionable Created On	Last Updated
☐	Critical	0B63769BE8	Open	System Load		CPU	Y	2024/11/28 16:24:50	2024/11/28 16:24:54
☐	Critical	335E96D93D	Open	System Load		Swap	Y	2024/11/28 16:24:46	2024/11/28 16:24:52
☐	Critical	27F3AE10CF	Open	System Load		Memory Alert	Y	2024/11/28 16:20:23	2024/11/28 16:19:30
☐	Critical	B500294EFC	Open	System Load		Memory	Y	2024/11/28 16:11:35	2024/11/28 16:11:16
☐	Critical	D65B5ADCC2	Open	System Load		Memory	Y	2024/11/28 16:11:20	2024/11/28 16:11:16
☐	Critical	068F3296E8	Open	System Load		Memory	Y	2024/11/28 16:11:25	2024/11/28 16:11:16
☐	Critical	71C2C78B47	Open	System Load		CPU	Y	2024/11/28 16:11:32	2024/11/28 16:11:16
☐	Critical	E56D14247D	Open	System Load		Memory	Y	2024/11/28 16:11:17	2024/11/28 16:11:16
☐	Critical	DB99742080	Open	System Load		Memory	Y	2024/11/28 16:11:36	2024/11/28 16:11:16
☐	Critical	02F3ADE1EB	Open	System Load		Swap	Y	2024/11/28 16:11:24	2024/11/28 16:11:16

10 items per page | 1 - 10 of 254 items

Figure 510 - More Filter Operation

- Click on the **Select State** dropdown available action button present at the below header of the console.
- Select state from drop down list. Then click on the state button and user can see the Applied filter based up on the state.

Home > Actionable

Select Actionable View: Actionable

Applied Filters: State NOT IN Resolved,Closed

Buttons: All, Critical, Major, Minor, Warning, Clear, Indeterminate

Select State: All

	Severity	ID	State	Rule Name	Entity	Parameter	Is Actionable	Actionable Created On	Last Updated
☐	Critical	C09AB9860C	Open	System Load		Memory	Y	2024/11/28 16:24:56	2024/11/28 16:25:02
☐	Critical	A4938E257C	Open	System Load		Swap	Y	2024/11/28 16:25:48	2024/11/28 16:25:02
☐	Critical	683538F9F8	Open	System Load		Memory	Y	2024/11/28 16:25:44	2024/11/28 16:25:01
☐	Critical	723F03EDE8	Open	System Load		CPU	Y	2024/11/28 16:25:46	2024/11/28 16:25:01
☐	Critical	EA73E2FF0	Open	System Load		Swap	Y	2024/11/28 16:25:15	2024/11/28 16:25:01
☐	Critical	8433D93A89	Open	System Load		Swap	Y	2024/11/28 16:25:13	2024/11/28 16:25:01
☐	Critical	B1E655D7DA	Open	System Load		Swap	Y	2024/11/28 16:25:07	2024/11/28 16:25:01
☐	Critical	8F13AE2BE0	Open	System Load		Swap	Y	2024/11/28 16:25:12	2024/11/28 16:25:00
☐	Critical	8A916DF1CD	Open	System Load		Memory	Y	2024/11/28 16:24:58	2024/11/28 16:24:59
☐	Critical	963B41C681	Open	System Load		Memory	Y	2024/11/28 16:25:08	2024/11/28 16:24:59

10 items per page | 1 - 10 of 386 items

Figure 511– Select State Operation

7.2.3.22 Create Ticket

The steps explain how to Create Ticket for actionable data.

- Click on an actionable on Data View-Actionable screen, then go to pop up opened for the actionable.
- Click on the **+ Create Ticket** icon present in the actionable popup.

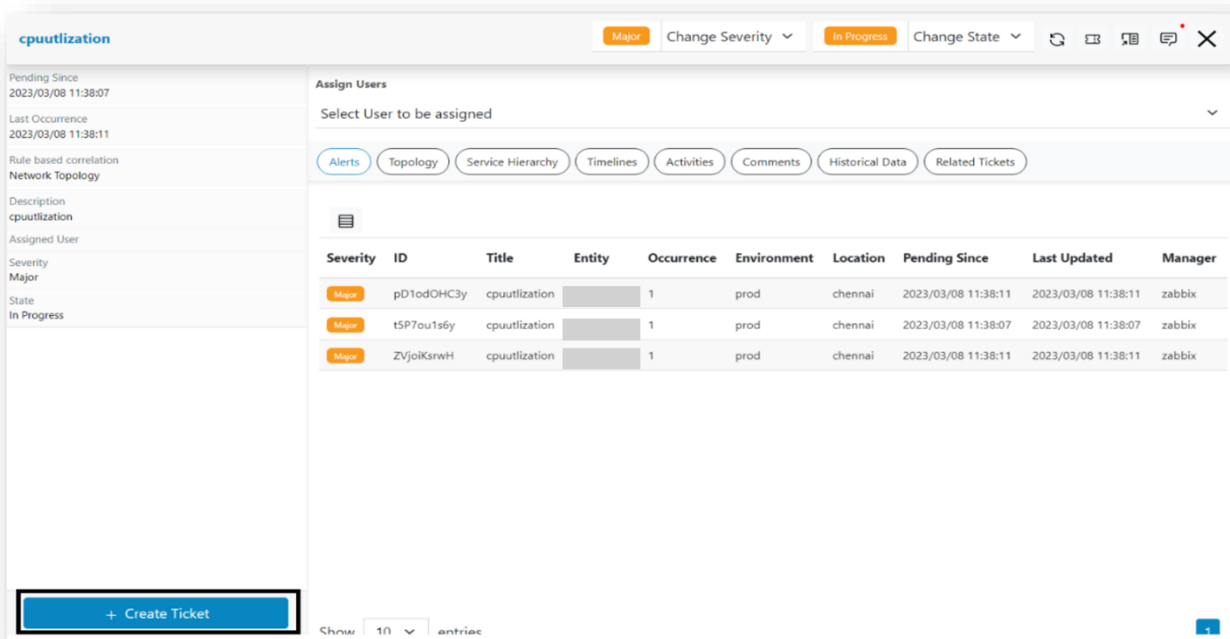


Figure 512 – Update Work Notes for Actionable

3. A confirmation pop-up message will appear.

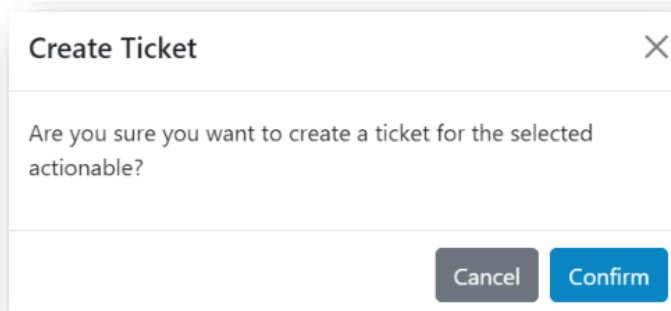


Figure 513 – Update Work Notes for Actionable

4. Click on the **Confirm** button. A success message will appear.

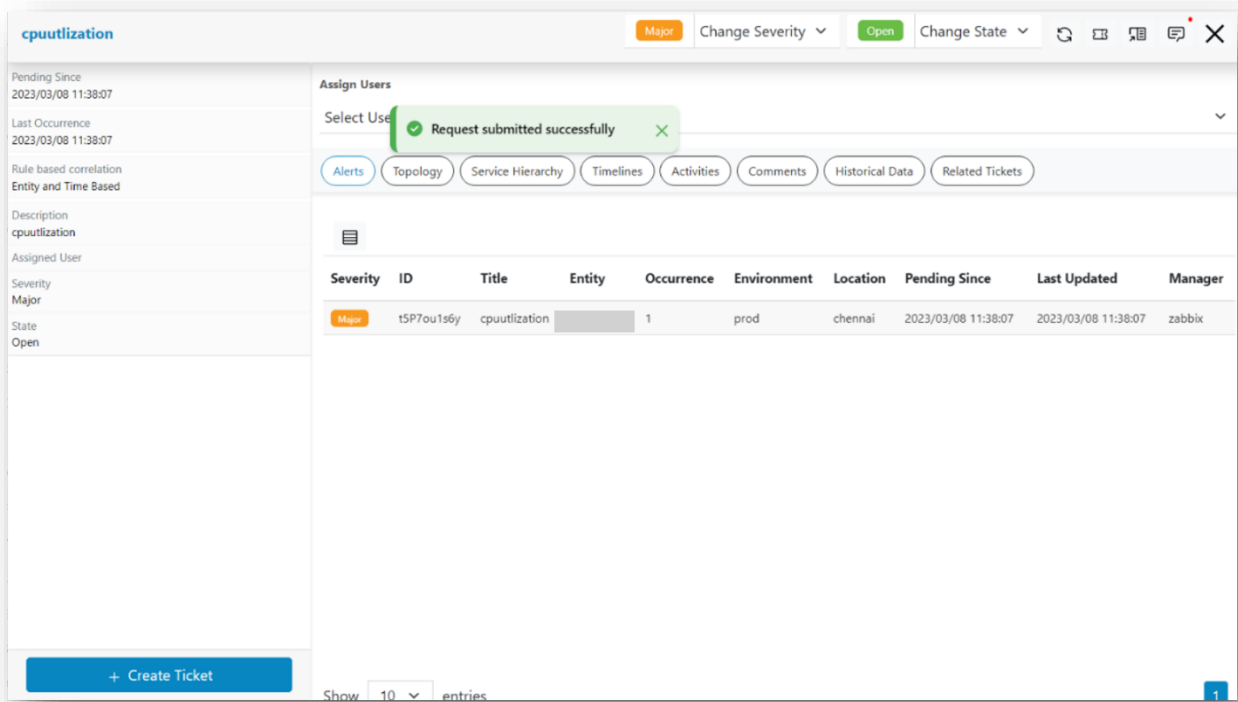


Figure 514 – Alert Message

7.2.3.23 Download CSV

This section provides user to download CSV data of records based on the filter they apply to the records of the events screen. Users can download the csv files with max of 1000 records.

1. In the top navigation bar, click on Data View and click on Actionable.
2. Apply the filters as per the requirement.
3. Click on the Download CSV action button.
4. Check the downloads in the system, the CSV file would be downloaded.

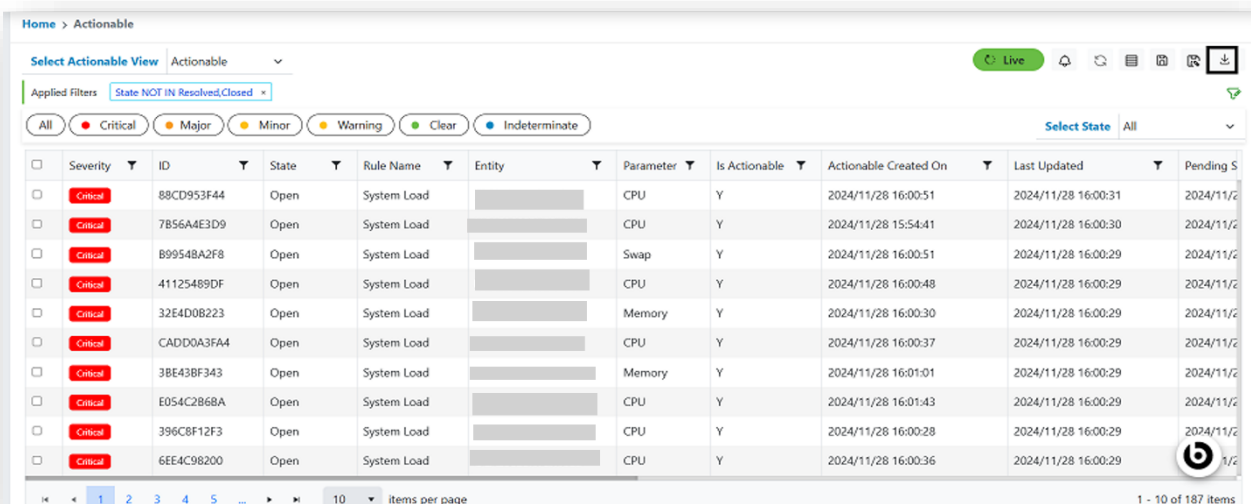


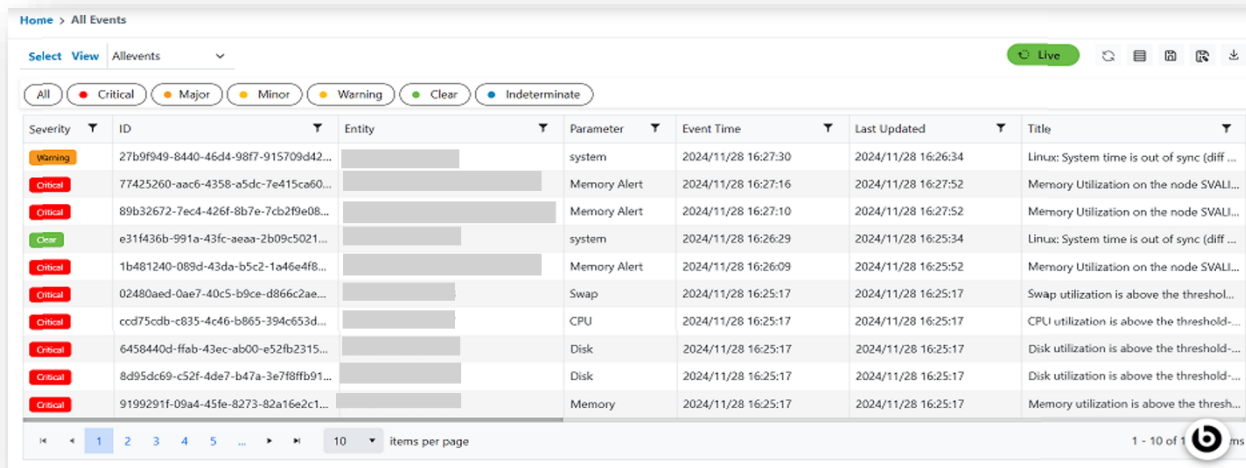
Figure 515 -Download CSV for Actionable

7.2.4 All Events View

All Events View includes a grid which contains all events data that is coming to the system. It includes noise events as well as non-noise events.

Please follow below steps to view All Events data:

1. In the top navigation bar, click on **Data View** and click on **All Events**.
2. All Events data will be displayed for the customer to which user is part of.



The screenshot shows the 'All Events' view in a web application. At the top, there's a breadcrumb 'Home > All Events' and a 'Live' status indicator. Below this are filter buttons for severity: All, Critical, Major, Minor, Warning, Clear, and Indeterminate. The main table has columns: Severity, ID, Entity, Parameter, Event Time, Last Updated, and Title. The table contains several rows of events, mostly 'Critical' and 'Warning' severity, related to system time sync and memory/disk utilization. At the bottom, there's a pagination bar showing '10 items per page' and '1 - 10 of 16 items'.

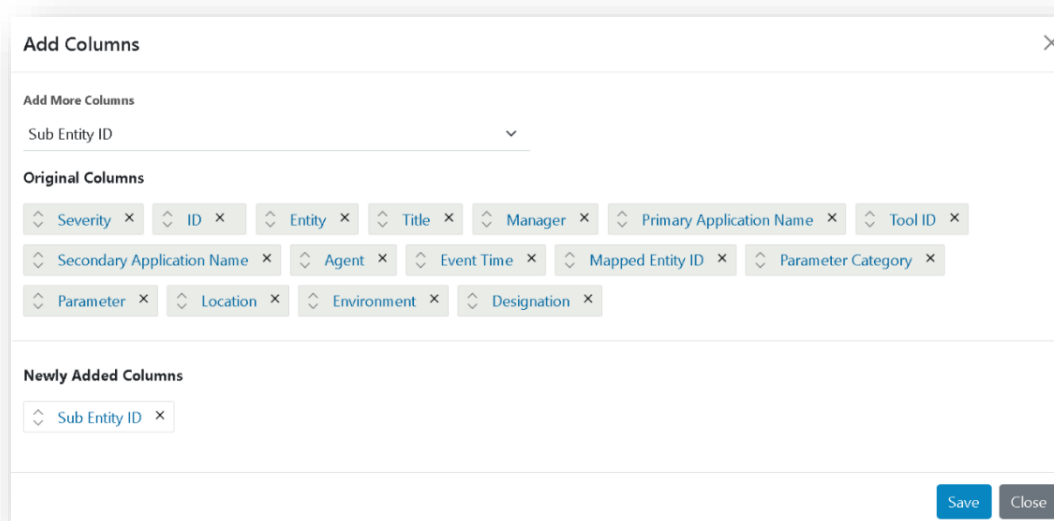
Severity	ID	Entity	Parameter	Event Time	Last Updated	Title
Warning	27b9f949-8440-46d4-98f7-915709d42...		system	2024/11/28 16:27:30	2024/11/28 16:26:34	Linux: System time is out of sync (diff ...
Critical	77425260-aac6-4358-a5dc-7e415ca60...		Memory Alert	2024/11/28 16:27:16	2024/11/28 16:27:52	Memory Utilization on the node SVALI...
Critical	89b32672-7ec4-426f-8b7e-7cb2f9e08...		Memory Alert	2024/11/28 16:27:10	2024/11/28 16:27:52	Memory Utilization on the node SVALI...
Clear	e31f436b-991a-43fc-aea0-2b09c5021...		system	2024/11/28 16:26:29	2024/11/28 16:25:34	Linux: System time is out of sync (diff ...
Critical	1b481240-089d-43da-b5c2-1a46e4f8...		Memory Alert	2024/11/28 16:26:09	2024/11/28 16:25:52	Memory Utilization on the node SVALI...
Critical	02480aed-0ae7-40c5-b9ce-d866c2ae...		Swap	2024/11/28 16:25:17	2024/11/28 16:25:17	Swap utilization is above the threshol...
Critical	ccd75c0b-c835-4c46-b865-394c653d...		CPU	2024/11/28 16:25:17	2024/11/28 16:25:17	CPU utilization is above the threshold...
Critical	6458440d-ffab-43ec-ab00-e52fb2315...		Disk	2024/11/28 16:25:17	2024/11/28 16:25:17	Disk utilization is above the threshold...
Critical	8d95dc69-c52f-4de7-b47a-3e7f8ffbf91...		Disk	2024/11/28 16:25:17	2024/11/28 16:25:17	Disk utilization is above the threshold...
Critical	9199291f-09a4-45fe-8273-82a16e2c1...		Memory	2024/11/28 16:25:17	2024/11/28 16:25:17	Memory utilization is above the thresh...

Figure 516 – All Events View

7.2.4.1 Add Column

This option will enable user to add more columns in data grid to analyze it deeply. Please follow below steps to add columns to data view.

1. In the top navigation bar, click on Data View and click on All Events.
2. Click on the Add Column action button present at right side of Live button.
3. A pop-up will open which enables user to select from list of available columns to add it in the grid as shown in figure. Then, click on save button to add selected columns in view.



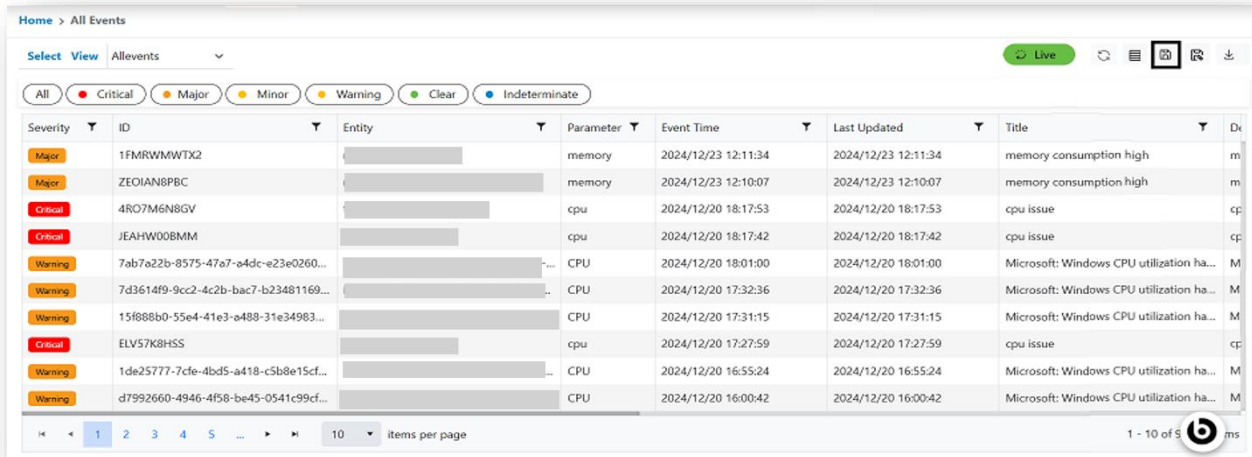
The 'Add Columns' pop-up window is shown. It has a title bar with a close button. Below the title, there's a section 'Add More Columns' with a dropdown menu. Underneath, there's a list of 'Original Columns' which includes: Severity, ID, Entity, Title, Manager, Primary Application Name, Tool ID, Secondary Application Name, Agent, Event Time, Mapped Entity ID, Parameter Category, Parameter, Location, Environment, and Designation. At the bottom, there's a section 'Newly Added Columns' which shows 'Sub Entity ID' as the selected column. There are 'Save' and 'Close' buttons at the bottom right.

Figure 517 – Add Column

7.2.4.2 Save All Events

The steps provide information on how to save all events data.

1. In the top navigation bar, click on Data View and click on All Events.
2. User can click the save button.



Severity	ID	Entity	Parameter	Event Time	Last Updated	Title	Di
Major	1FMRWMWTX2		memory	2024/12/23 12:11:34	2024/12/23 12:11:34	memory consumption high	m
Major	ZEOIAN8PBC		memory	2024/12/23 12:10:07	2024/12/23 12:10:07	memory consumption high	m
Critical	4RO7M6N8GV		cpu	2024/12/20 18:17:53	2024/12/20 18:17:53	cpu issue	cp
Critical	JEAHW008MM		cpu	2024/12/20 18:17:42	2024/12/20 18:17:42	cpu issue	cp
Warning	7ab7a22b-8575-47a7-a4dc-e23e0260...		CPU	2024/12/20 18:01:00	2024/12/20 18:01:00	Microsoft: Windows CPU utilization ha...	M
Warning	7d3614f9-9cc2-4c2b-bac7-b23481169...		CPU	2024/12/20 17:32:36	2024/12/20 17:32:36	Microsoft: Windows CPU utilization ha...	M
Warning	15f888b0-55e4-41e3-a488-31e34983...		CPU	2024/12/20 17:31:15	2024/12/20 17:31:15	Microsoft: Windows CPU utilization ha...	M
Critical	ELV57K8HSS		cpu	2024/12/20 17:27:59	2024/12/20 17:27:59	cpu issue	cp
Warning	1de25777-7cfe-4bd5-a418-c5b8e15cf...		CPU	2024/12/20 16:55:24	2024/12/20 16:55:24	Microsoft: Windows CPU utilization ha...	M
Warning	d7992660-4946-4f58-be45-0541c99cf...		CPU	2024/12/20 16:00:42	2024/12/20 16:00:42	Microsoft: Windows CPU utilization ha...	M

Figure 518 – Save All Events

3. After saving, the all event data appears in the grid and a success popup appears.

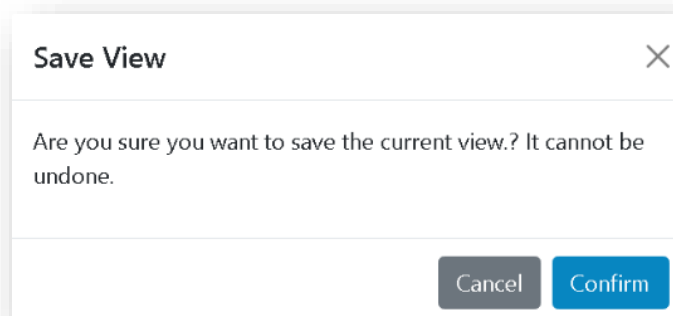


Figure 519 – Confirmation Message

4. On clicking the Confirm button, a success popup will appear.

Severity	ID	Entity	Parameter	Event Time	Last Updated	Title	Actions
Major	1FMIRWMWTX2		memory	2024/12/23 12:11:34	2024/12/23 12:11:34	memory consumption high	m
Major	ZEOIAN8PBC		memory	2024/12/23 12:10:07	2024/12/23 12:10:07	memory consumption high	m
Critical	4R07M6N8GV		cpu	2024/12/20 18:17:53	2024/12/20 18:17:53	cpu issue	cp
Critical	JEAHW00BMM		cpu	2024/12/20 18:17:42	2024/12/20 18:17:42	cpu issue	cp
Warning	7ab7a22b-8575-47a7-a4dc-e23e0260...		CPU	2024/12/20 18:01:00	2024/12/20 18:01:00	Microsoft: Windows CPU utilization ha...	M
Warning	7d3614f9-9cc2-4c2b-bac7-b23481169...		CPU	2024/12/20 17:32:36	2024/12/20 17:32:36	Microsoft: Windows CPU utilization ha...	M
Warning	15f688b0-55e4-41e3-a488-31e34983...		CPU	2024/12/20 17:31:15	2024/12/20 17:31:15	Microsoft: Windows CPU utilization ha...	M
Critical	ELV57K8HSS		cpu	2024/12/20 17:27:59	2024/12/20 17:27:59	cpu issue	cp
Warning	1de25777-7cfe-4bd5-a418-c5b8e15cf...		CPU	2024/12/20 16:55:24	2024/12/20 16:55:24	Microsoft: Windows CPU utilization ha...	M
Warning	d7992660-4946-4f58-be45-0541c99cf...		CPU	2024/12/20 16:00:42	2024/12/20 16:00:42	Microsoft: Windows CPU utilization ha...	M

Figure 520 – All Events Message

7.2.4.3 Save As All Events

This option will enable user to save currently opened view with columns populated in data grid so that same view can be shown to any other user in an organization. It is very helpful for admins to configure this kind of view for other users in an organization by creating a different view other than current view. For e.g., view to list out all events with critical severity only. Please follow below steps to save as events:

1. In the top navigation bar, click on **Data View** and click on **All Events**.
2. Once the user can click the save as button, a pop-up will open to provide following information:
 - **View Name:** name of view like critical events
 - **Description:** description of view like list all critical events
 - **Show to:** Either it will be visible to user who is saving it or to other users.

Save As

View Name *

Description *

Show to

My Self

Save

Close

Figure 521 – Save as Events

3. Next, click on save button to save view and this view will be available in list for users.

7.2.4.4 Refresh All Events

This option will enable user to refresh data grid to populate latest data over screen.

Please follow below steps to refresh events grid:

1. In the top navigation bar, click on **Data View** and click on **All Events**.
2. Once the user can click the Refresh button, confirmation pop up message will appear.

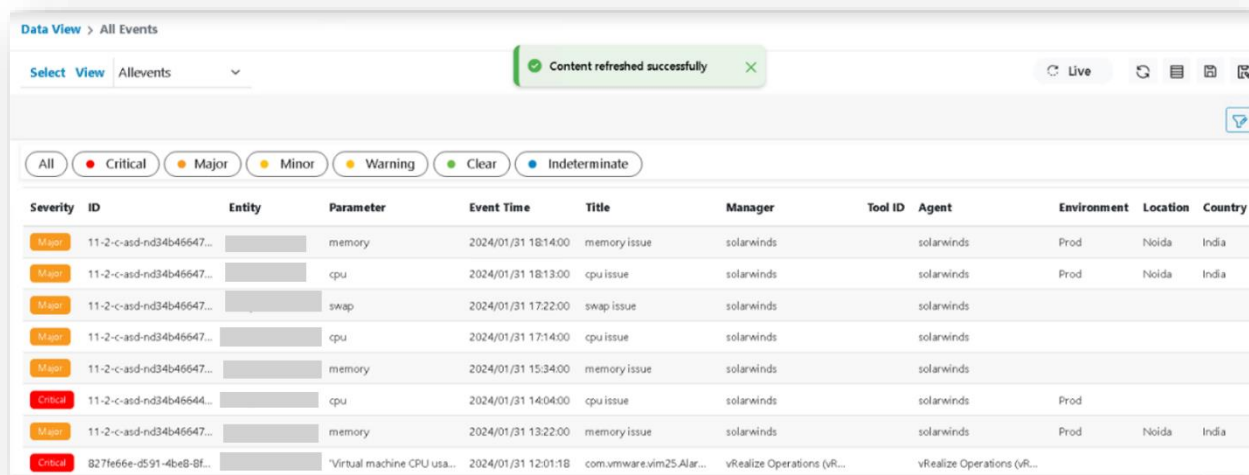


Figure 522 – Refresh All Events

7.2.4.5 Live All Events Data

This option will enable user to stop/start live update of data being shown in grid. Please follow below steps to enable/disable live events.

1. In the top navigation bar, click on Data View and click on All Events.
2. Users can see the Live All Events Data, and this will be updated regularly, and automatically refresh the grid.

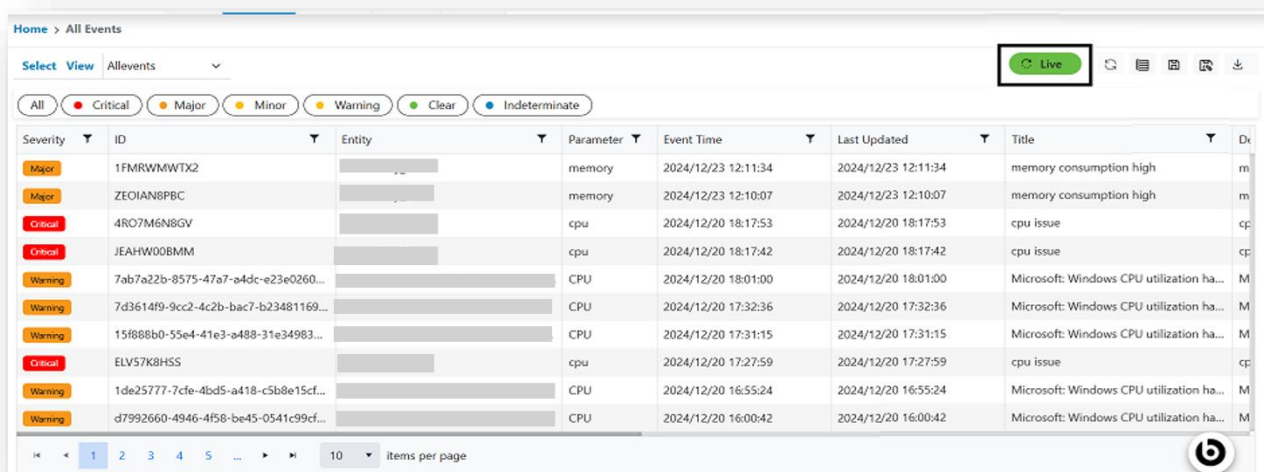


Figure 523 – Live Events Data

3. To stop live data update, please click on Live button, it stops updating the live all event data, a confirmation message will appear, stating that “Auto – refresh has been disabled.”

7.2.4.6 Apply Filters

This option will enable user to apply filters over currently opened view to see data of specific values. For e.g., to see list of critical events, user can set filters over severity columns of all events 'data. Please follow below steps to apply filters:

1. In the top navigation bar, click on Data View and click on All Events.
2. Click on the filter option present at right side of Live button as shown in figure.

Home > All Events

Select View All events

Live

All Critical Major Minor Warning Clear Indeterminate

Severity	ID	Entity	Parameter	Event Time	Last Updated	Title
Warning	27b9f949-8440-46d4-98f7-915709d42...		system	2024/11/28 16:27:30	2024/11/28 16:26:34	Linux: System time is out of sync (diff ...
Critical	77425260-aac6-4358-a5dc-7e415ca60...		Memory Alert	2024/11/28 16:27:16	2024/11/28 16:27:52	Memory Utilization on the node SVALI...
Critical	89b32672-7ec4-426f-8b7e-7cb2f9e08...		Memory Alert	2024/11/28 16:27:10	2024/11/28 16:27:52	Memory Utilization on the node SVALI...
Clear	e31f436b-991a-43fc-aeaa-2b09c5021...		system	2024/11/28 16:26:29	2024/11/28 16:25:34	Linux: System time is out of sync (diff ...
Critical	1b481240-089d-43da-b5c2-1a46e4f8...		Memory Alert	2024/11/28 16:26:09	2024/11/28 16:25:52	Memory Utilization on the node SVALI...
Critical	02480aed-0ae7-40c5-b9ce-d866c2ae...		Swap	2024/11/28 16:25:17	2024/11/28 16:25:17	Swap utilization is above the threshol...
Critical	ccd75cdb-c835-4c46-b865-394c653d...		CPU	2024/11/28 16:25:17	2024/11/28 16:25:17	CPU utilization is above the threshold...
Critical	6458440d-ffab-43ec-ab00-e52fb2315...		Disk	2024/11/28 16:25:17	2024/11/28 16:25:17	Disk utilization is above the threshold...
Critical	8d95dc69-c52f-4de7-b47a-3e7f8ff91...		Disk	2024/11/28 16:25:17	2024/11/28 16:25:17	Disk utilization is above the threshold...
Critical	9199291f-09a4-45fe-8273-82a16e2c1...		Memory	2024/11/28 16:25:17	2024/11/28 16:25:17	Memory utilization is above the thresh...

10 items per page

1 - 10 of 1 ms

Figure 524 - Filter Operation

- A filter screen will come up which enables user to select field and corresponding operator along with value to filter data.

Home > All Events

Select View All events

Live

All Critical Major Minor Warning Clear Indeterminate

Severity	ID	Entity	Parameter	Event Time	Last Updated	Title
Critical	Operator	838dc5dd...	Memory Alert	2024/11/28 16:35:25	2024/11/28 16:35:52	Memory Utilization on the node SVALI...
Critical	Like	bdd3503...	Memory Alert	2024/11/28 16:35:18	2024/11/28 16:35:52	Memory Utilization on the node SVALI...
Clear	Value	055e87d4...	cpu	2024/11/28 16:33:34	2024/11/28 16:32:34	Windows: CPU privileged time is too h...
Critical	Clear	773eb652...	Memory Alert	2024/11/28 16:33:23	2024/11/28 16:33:52	Memory Utilization on the node SVALI...
Critical	Apply	9d640d92...	Memory Alert	2024/11/28 16:33:16	2024/11/28 16:33:52	Memory Utilization on the node SVALI...
Warning		d741d2ec...	cpu	2024/11/28 16:32:34	2024/11/28 16:31:34	Windows: CPU privileged time is too h...
Critical		57513dc3-e457-4b12-b7b1-38736522...	Memory Alert	2024/11/28 16:31:21	2024/11/28 16:31:52	Memory Utilization on the node SVALI...
Critical		64492f6f-e7ee-40e0-ae68-8a5c1c612...	Memory Alert	2024/11/28 16:31:14	2024/11/28 16:31:52	Memory Utilization on the node SVALI...
Critical		d0f7f04b-8268-403e-97b3-c0d618e0d...	Memory Alert	2024/11/28 16:29:19	2024/11/28 16:29:52	Memory Utilization on the node SVALI...
Critical		dfc958d2-83ae-485a-9d62-ec26cd03...	Memory Alert	2024/11/28 16:29:12	2024/11/28 16:29:52	Memory Utilization on the node SVALI...

10 items per page

1 - 10 of 1 ms

Figure 525 - Filter Operation

- Users can see the result of applied filter.

Severity	ID	Entity	Parameter	Event Time	Last Updated	Title	Descr
Clear	6aeef5a5-0a7b-4d20-81d6-055e87d4...		cpu	2024/11/28 16:33:34	2024/11/28 16:32:34	Windows: CPU privileged time is too h...	Windi
Clear	e31f436b-991a-43fc-aeaa-2b09c5021...		system	2024/11/28 16:26:29	2024/11/28 16:25:34	Linux: System time is out of sync (diff ...	Linux:
Clear	920f2155-3dfa-4931-9662-539fc9ca94...		memory-storage	2024/11/28 16:22:27	2024/11/28 16:21:46	Windows: High swap space usage (les...	Windi
Clear	d92c5801-8ef4-400c-a27c-647f948bd...		system	2024/11/28 16:17:23	2024/11/28 16:16:33	Linux: System time is out of sync (diff ...	Linux:
Clear	a7ceba60-153a-4ad4-bb92-5e2affd0b...		memory-storage	2024/11/28 16:11:18	2024/11/28 16:10:46	Windows: High swap space usage (les...	Windi
Clear	a07d6842-e1e5-4340-ab93-84f3f71d7...		cpu	2024/11/28 16:07:15	2024/11/28 16:06:34	Linux: Load average is too high (per C...	Linux:
Clear	d6679bc9-a623-4eee-8f29-ec0dcf1b0...		system	2024/11/28 16:06:14	2024/11/28 16:05:34	Linux: System time is out of sync (diff ...	Linux:
Clear	82217d69-de1d-4aaf-8237-66b08569...		system	2024/11/28 16:04:14	2024/11/28 16:03:34	Linux: System time is out of sync (diff ...	Linux:
Clear	5cc67c9b-9cef-4f02-b103-731e2e7ba...		memory	2024/11/28 16:04:14	2024/11/28 16:03:33	Linux: High memory utilization (>90% ...	Linux:
Clear	6ec98d88-2e2d-4ac7-9c7c-a6a106f45...		system	2024/11/28 16:02:12	2024/11/28 16:01:35	Linux: System time is out of sync (diff ...	Linux:

Figure 526 - Filter Operation

7.2.4.7 Download CSV

This section provides user to download CSV data of records based on the filter they apply to the records of the all events screen. User can download the csv files with max of 1000 records.

1. In the top navigation bar, click on Data View and click on All Events.
2. Apply the filters as per the requirement.
3. Click on the Download CSV  action button.
4. Check the downloads in the system, the CSV file would be downloaded.

Severity	ID	Entity	Parameter	Event Time	Last Updated	Title	Dr
Major	1FMRWMWTX2		memory	2024/12/23 12:11:34	2024/12/23 12:11:34	memory consumption high	m
Major	ZEOIAN8PBC		memory	2024/12/23 12:10:07	2024/12/23 12:10:07	memory consumption high	m
Critical	4RO7M6N8GV		cpu	2024/12/20 18:17:53	2024/12/20 18:17:53	cpu issue	cp
Critical	JEAHW00BMM		cpu	2024/12/20 18:17:42	2024/12/20 18:17:42	cpu issue	cp
Warning	7ab7a22b-8575-47a7-a4dc-e23e0260...		CPU	2024/12/20 18:01:00	2024/12/20 18:01:00	Microsoft: Windows CPU utilization ha...	M
Warning	7d3614f9-9cc2-4c2b-bac7-b23481169...		CPU	2024/12/20 17:32:36	2024/12/20 17:32:36	Microsoft: Windows CPU utilization ha...	M
Warning	15f888b0-55e4-41e3-a488-31e34983...		CPU	2024/12/20 17:31:15	2024/12/20 17:31:15	Microsoft: Windows CPU utilization ha...	M
Critical	ELV57K8HSS		cpu	2024/12/20 17:27:59	2024/12/20 17:27:59	cpu issue	cp
Warning	1de25777-7cfe-4bd5-a418-c5b8e15cf...		CPU	2024/12/20 16:55:24	2024/12/20 16:55:24	Microsoft: Windows CPU utilization ha...	M
Warning	d7992660-4946-4f58-be45-0541c99cf...		CPU	2024/12/20 16:00:42	2024/12/20 16:00:42	Microsoft: Windows CPU utilization ha...	M

Figure 527 – Download CSV for All Events

7.2.5 Noise Events View

Noise Events View includes a grid which contains all the noise events in a single grid.

Please follow below steps to view Noise Events data:

1. In the top navigation bar, click on Data View and click on Noise Events.
2. Noise Events data will be displayed for the customer to which user is part of.

Severity	ID	Rule Name	Entity	Parameter	Event Created On	Event Time	Title
Critical	1FHXUXMLI8	clickhousequerycheck3		memory issue	2024/11/25 17:00:30	2024/11/25 17:00:30	memory issue issue
Major	LHYWHJPXJP	severity_query		memory issue	2024/11/23 01:35:35	2024/11/23 01:35:35	memory issue issue
Major	J13PVJ03Z5	severity_query		memory issue	2024/11/22 18:46:05	2024/11/22 18:46:05	memory issue issue
Major	QAUJ2EOJ3R	severity_query		memory issue	2024/11/22 18:43:03	2024/11/22 18:43:03	memory issue issue
Critical	356RTEGF8I	noise_testing_2		memory issue	2024/11/21 19:13:57	2024/11/21 19:13:57	memory issue issue
Critical	XQ8LOIA6LS	noise_testing_2		memory issue	2024/11/21 19:13:16	2024/11/21 19:13:16	memory issue issue
Critical	D3OR3P7RWY	noise_testing_2		memory issue	2024/11/21 19:11:28	2024/11/21 19:11:28	memory issue issue
Critical	OQ1J0UCF9W	noise_testing_2		memory issue	2024/11/21 19:10:09	2024/11/21 19:10:09	memory issue issue
Critical	44ARK7TYX6	noise_testing_2		memory issue	2024/11/21 18:53:47	2024/11/21 18:53:47	memory issue issue
Critical	AMU16C01A0	maintenance on noise_testing		memory issue	2024/11/21 18:49:52	2024/11/21 18:49:52	memory issue issue

Figure 528 - Noise Events View

7.2.5.1 Add Column

This option will enable user to add more columns in data grid to analyze it deeply. Please follow below steps to add columns to data view.

1. In the top navigation bar, click on Data View and click on Noise Events.
2. Click on the Add Column action button present at right side of Live button.
3. A pop-up will open which enables user to select from list of available columns to add it in the grid as shown in figure. Then, click on save button to add selected columns in view.

Add Columns

Add More Columns

Sub Entity ID

Original Columns

Severity ID Entity Title Manager Primary Application Name Tool ID

Secondary Application Name Agent Event Time Mapped Entity ID Parameter Category

Parameter Location Environment Designation

Newly Added Columns

Sub Entity ID

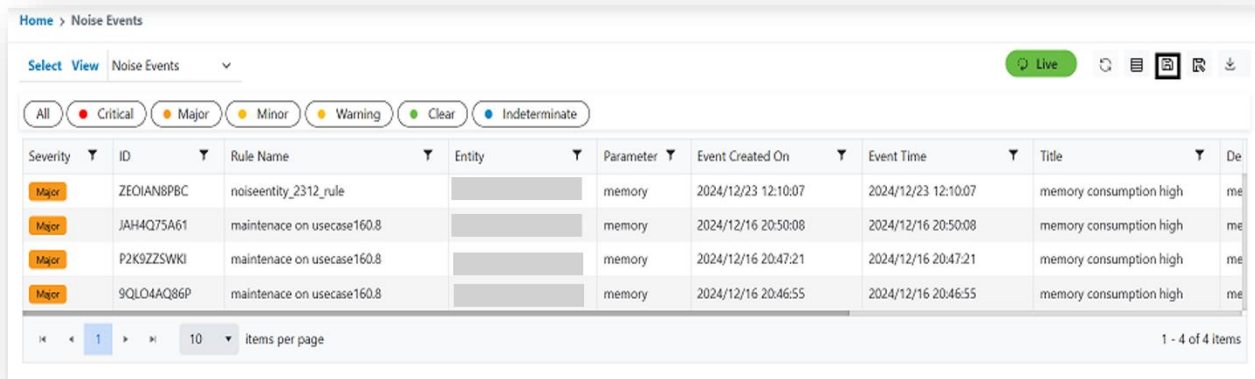
Save Close

Figure 529 - Add Column

7.2.5.2 Save Noise Events

The steps provide information on how to save Noise Events data.

1. In the top navigation bar, click on Data View and click on Noise Events.
2. User can click the save button.



The screenshot shows the 'Noise Events' interface. At the top, there's a breadcrumb 'Home > Noise Events'. Below it, a 'Select View' dropdown is set to 'Noise Events'. To the right, there's a 'Live' button and several icons. Below these are filter buttons: 'All', 'Critical' (red), 'Major' (orange), 'Minor' (yellow), 'Warning' (light green), 'Clear' (green), and 'Indeterminate' (blue). The main part is a table with columns: Severity, ID, Rule Name, Entity, Parameter, Event Created On, Event Time, Title, and De. There are four rows of data, all with 'Major' severity. The bottom of the interface shows pagination: '1' of 10 items per page, and '1 - 4 of 4 items'.

Severity	ID	Rule Name	Entity	Parameter	Event Created On	Event Time	Title	De
Major	ZEOIAN8PBC	noiseentity_2312_rule		memory	2024/12/23 12:10:07	2024/12/23 12:10:07	memory consumption high	me
Major	JAH4Q75A61	maintenance on usecase160.8		memory	2024/12/16 20:50:08	2024/12/16 20:50:08	memory consumption high	me
Major	P2K9ZZSWKI	maintenance on usecase160.8		memory	2024/12/16 20:47:21	2024/12/16 20:47:21	memory consumption high	me
Major	9QLO4AQ86P	maintenance on usecase160.8		memory	2024/12/16 20:46:55	2024/12/16 20:46:55	memory consumption high	me

Figure 530 – Save Noise Events

3. After saving, the event data appears in the grid and a success popup appears.

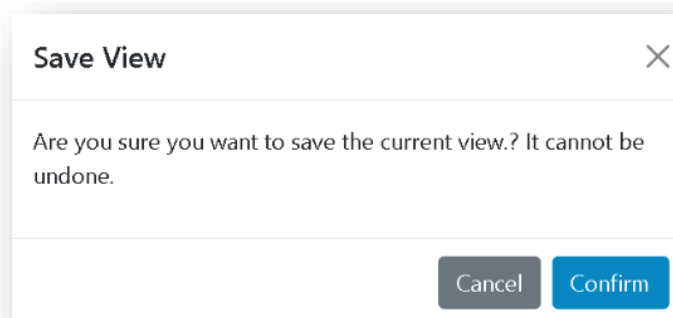
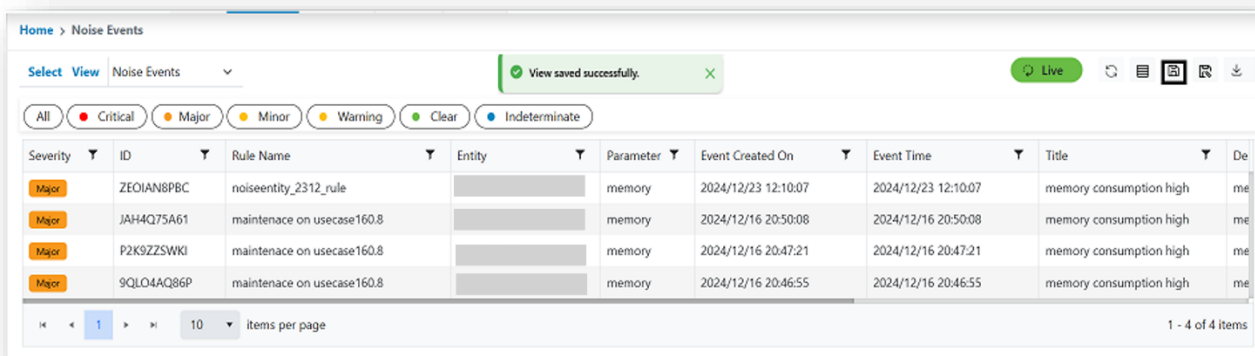


Figure 531 – Confirmation Message

4. On clicking the Confirm button, a success popup will appear.



This screenshot is similar to Figure 530, but it includes a green success message at the top: 'View saved successfully.' with a close button (X). The table below it contains the same four rows of noise event data.

Severity	ID	Rule Name	Entity	Parameter	Event Created On	Event Time	Title	De
Major	ZEOIAN8PBC	noiseentity_2312_rule		memory	2024/12/23 12:10:07	2024/12/23 12:10:07	memory consumption high	me
Major	JAH4Q75A61	maintenance on usecase160.8		memory	2024/12/16 20:50:08	2024/12/16 20:50:08	memory consumption high	me
Major	P2K9ZZSWKI	maintenance on usecase160.8		memory	2024/12/16 20:47:21	2024/12/16 20:47:21	memory consumption high	me
Major	9QLO4AQ86P	maintenance on usecase160.8		memory	2024/12/16 20:46:55	2024/12/16 20:46:55	memory consumption high	me

Figure 532 – Save Noise Events Message

7.2.5.3 Save As Noise Events

This option will enable user to save currently opened view with columns populated in data grid so that same view can be shown to any other user in an organization. It is very helpful for admins to configure this kind of view for other users in an organization by creating a different view other than current view. For e.g., view to list out noise events with critical severity only. Please follow below steps to save as events:

1. In the top navigation bar, click on **Data View** and click on **Noise Events**.
2. Once the user can click the save as button, a pop-up will open to provide following information:
 - View Name: name of view like critical noise events
 - Description: description of view like list all critical noise events
 - Show to: Either it will be visible to user who is saving it or to other users.

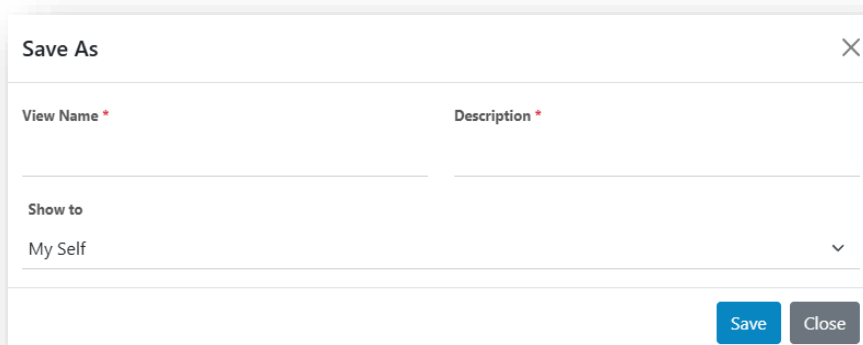


Figure 533 - Save as Events

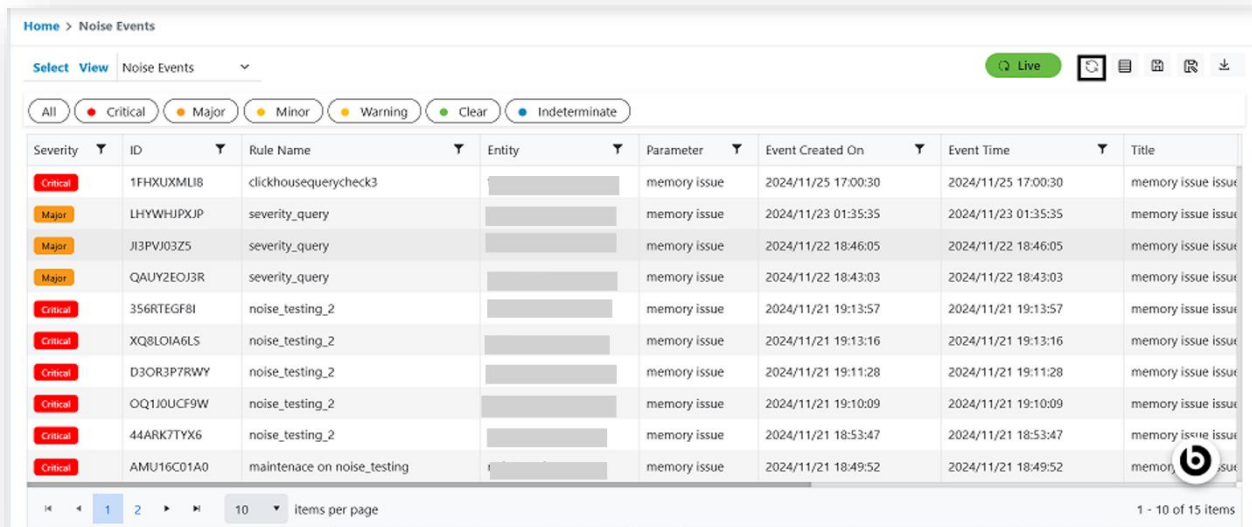
3. Next, click on save button to save view and this view will be available in list for users.

7.2.5.4 Refresh Noise Events

This option will enable user to refresh data grid to populate latest data over screen.

Please follow below steps to refresh noise events grid:

1. In the top navigation bar, click on Data View and click on Noise Events.
2. Once the user can click the Refresh button, confirmation pop up message will appear.



Home > Noise Events

Select View Noise Events

☐ All
 ☒ Critical
 ☐ Major
 ☐ Minor
 ☐ Warning
 ☐ Clear
 ☐ Indeterminate

Severity	ID	Rule Name	Entity	Parameter	Event Created On	Event Time	Title
Critical	1FHXUXMLI8	clickhousequerycheck3		memory issue	2024/11/25 17:00:30	2024/11/25 17:00:30	memory issue issux
Major	LHYWHJPXJP	severity_query		memory issue	2024/11/23 01:35:35	2024/11/23 01:35:35	memory issue issux
Major	J13PVJ03Z5	severity_query		memory issue	2024/11/22 18:46:05	2024/11/22 18:46:05	memory issue issux
Major	QAUY2EOJ3R	severity_query		memory issue	2024/11/22 18:43:03	2024/11/22 18:43:03	memory issue issux
Critical	356RTEGF8I	noise_testing_2		memory issue	2024/11/21 19:13:57	2024/11/21 19:13:57	memory issue issux
Critical	XQ8LOIA6LS	noise_testing_2		memory issue	2024/11/21 19:13:16	2024/11/21 19:13:16	memory issue issux
Critical	D3OR3P7RWY	noise_testing_2		memory issue	2024/11/21 19:11:28	2024/11/21 19:11:28	memory issue issux
Critical	OQ1J0UCF9W	noise_testing_2		memory issue	2024/11/21 19:10:09	2024/11/21 19:10:09	memory issue issux
Critical	44ARK7TYX6	noise_testing_2		memory issue	2024/11/21 18:53:47	2024/11/21 18:53:47	memory issue issux
Critical	AMU16C01A0	maintenance on noise_testing		memory issue	2024/11/21 18:49:52	2024/11/21 18:49:52	memory issue issux

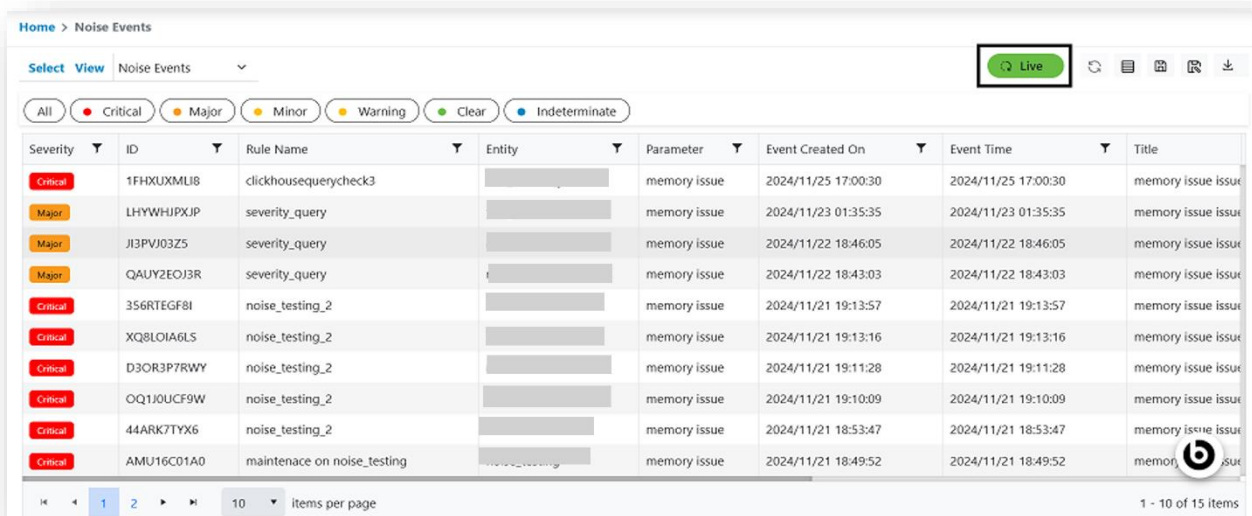
10 items per page 1 - 10 of 15 items

Figure 534 - Refresh Noise Events

7.2.5.5 Live Noise Events Data

This option will enable user to stop/start live update of data being shown in grid. Please follow below steps to enable/disable live noise events.

1. In the top navigation bar, click on **Data View** and click on **Noise Events**.
2. Users can see the Live Noise Events Data, and this will be updated regularly, and automatically refresh the grid.



Home > Noise Events

Select View Noise Events

☐ All
 ☒ Critical
 ☐ Major
 ☐ Minor
 ☐ Warning
 ☐ Clear
 ☐ Indeterminate

Severity	ID	Rule Name	Entity	Parameter	Event Created On	Event Time	Title
Critical	1FHXUXMLI8	clickhousequerycheck3		memory issue	2024/11/25 17:00:30	2024/11/25 17:00:30	memory issue issux
Major	LHYWHJPXJP	severity_query		memory issue	2024/11/23 01:35:35	2024/11/23 01:35:35	memory issue issux
Major	J13PVJ03Z5	severity_query		memory issue	2024/11/22 18:46:05	2024/11/22 18:46:05	memory issue issux
Major	QAUY2EOJ3R	severity_query		memory issue	2024/11/22 18:43:03	2024/11/22 18:43:03	memory issue issux
Critical	356RTEGF8I	noise_testing_2		memory issue	2024/11/21 19:13:57	2024/11/21 19:13:57	memory issue issux
Critical	XQ8LOIA6LS	noise_testing_2		memory issue	2024/11/21 19:13:16	2024/11/21 19:13:16	memory issue issux
Critical	D3OR3P7RWY	noise_testing_2		memory issue	2024/11/21 19:11:28	2024/11/21 19:11:28	memory issue issux
Critical	OQ1J0UCF9W	noise_testing_2		memory issue	2024/11/21 19:10:09	2024/11/21 19:10:09	memory issue issux
Critical	44ARK7TYX6	noise_testing_2		memory issue	2024/11/21 18:53:47	2024/11/21 18:53:47	memory issue issux
Critical	AMU16C01A0	maintenance on noise_testing		memory issue	2024/11/21 18:49:52	2024/11/21 18:49:52	memory issue issux

10 items per page 1 - 10 of 15 items

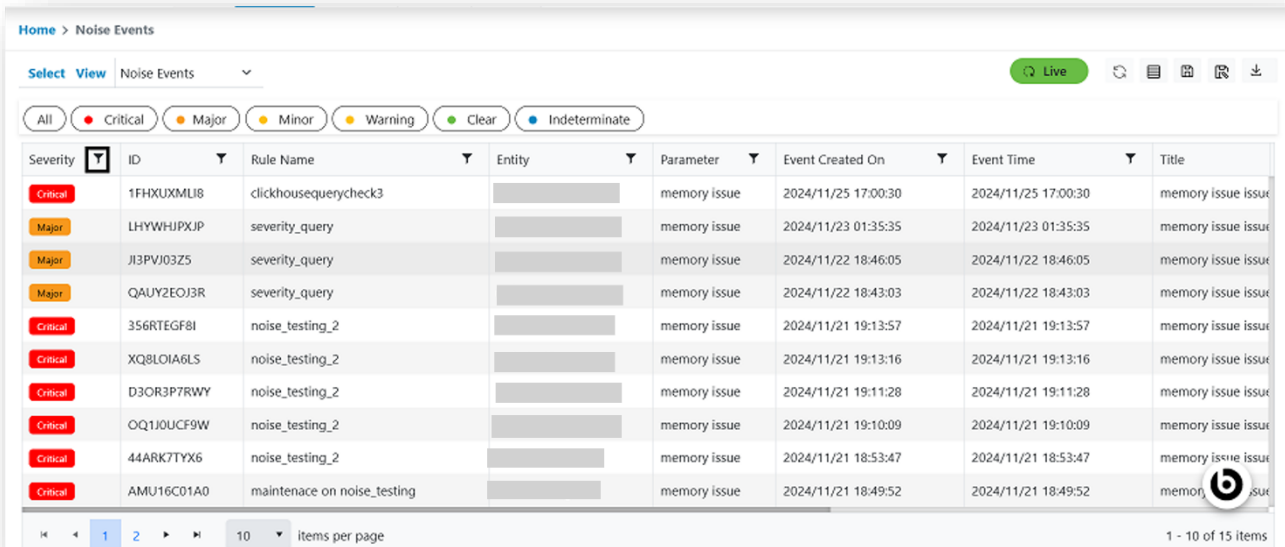
Figure 535 - Live Events Data

3. To stop live data update, please click on Live button, it stops updating the live noise event data, a confirmation message will appear, stating that “Auto – refresh has been disabled.”

7.2.5.6 Apply Filters

This option will enable user to apply filters over currently opened view to see data of specific values. For e.g., to see list of critical noise events, user can set filters over severity columns of noise events data. Please follow below steps to apply filters:

1. In the top navigation bar, click on Data View and click on Noise Events.
2. Click on the filter option present at right side of Live button as shown in figure.

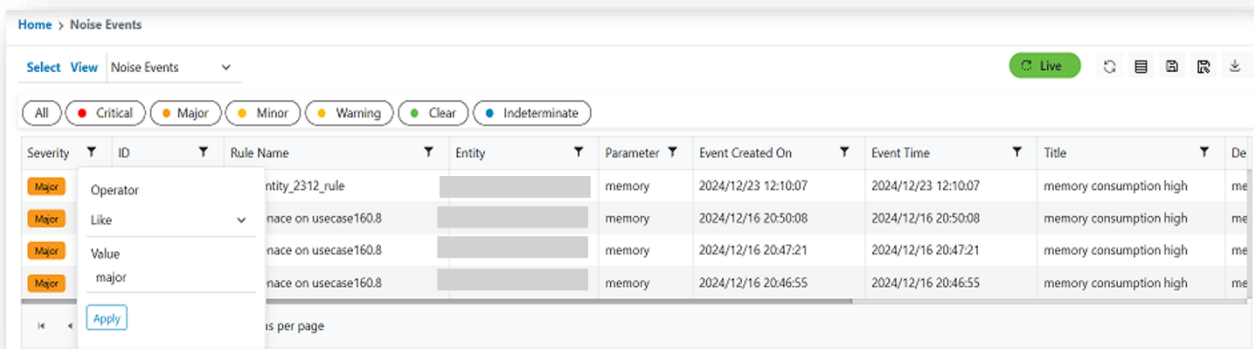


The screenshot shows the 'Noise Events' table with a filter dropdown menu open. The table has columns: Severity, ID, Rule Name, Entity, Parameter, Event Created On, Event Time, and Title. The filter dropdown is open on the 'Severity' column, showing options: All, Critical, Major, Minor, Warning, Clear, and Indeterminate. The table contains 15 items, with the first 10 visible on the page.

Severity	ID	Rule Name	Entity	Parameter	Event Created On	Event Time	Title
Critical	1FHXLXMLU8	clickhousequerycheck3		memory issue	2024/11/25 17:00:30	2024/11/25 17:00:30	memory issue iss
Major	LHYWHJPXJP	severity_query		memory issue	2024/11/23 01:35:35	2024/11/23 01:35:35	memory issue iss
Major	J13PVJ03Z5	severity_query		memory issue	2024/11/22 18:46:05	2024/11/22 18:46:05	memory issue iss
Major	QAU2EOJ3R	severity_query		memory issue	2024/11/22 18:43:03	2024/11/22 18:43:03	memory issue iss
Critical	356RTEGF8I	noise_testing_2		memory issue	2024/11/21 19:13:57	2024/11/21 19:13:57	memory issue iss
Critical	XQ8LOIA6LS	noise_testing_2		memory issue	2024/11/21 19:13:16	2024/11/21 19:13:16	memory issue iss
Critical	D3OR3P7RWY	noise_testing_2		memory issue	2024/11/21 19:11:28	2024/11/21 19:11:28	memory issue iss
Critical	OQ1J0UCF9W	noise_testing_2		memory issue	2024/11/21 19:10:09	2024/11/21 19:10:09	memory issue iss
Critical	44ARK7TYX6	noise_testing_2		memory issue	2024/11/21 18:53:47	2024/11/21 18:53:47	memory issue iss
Critical	AMU16C01A0	maintenance on noise_testing		memory issue	2024/11/21 18:49:52	2024/11/21 18:49:52	memory issue iss

Figure 536 - Filter Operation

3. A filter screen will come up which enables user to select field and corresponding operator along with value to filter data.



The screenshot shows the 'Noise Events' table with a filter dropdown menu open. The table has columns: Severity, ID, Rule Name, Entity, Parameter, Event Created On, Event Time, and Title. The filter dropdown is open on the 'Severity' column, showing options: All, Critical, Major, Minor, Warning, Clear, and Indeterminate. The table contains 15 items, with the first 10 visible on the page.

Severity	ID	Rule Name	Entity	Parameter	Event Created On	Event Time	Title
Major	Operator	entity_2312_rule		memory	2024/12/23 12:10:07	2024/12/23 12:10:07	memory consumption high
Major	Like	nace on usecase160.8		memory	2024/12/16 20:50:08	2024/12/16 20:50:08	memory consumption high
Major	Value	nace on usecase160.8		memory	2024/12/16 20:47:21	2024/12/16 20:47:21	memory consumption high
Major	major	nace on usecase160.8		memory	2024/12/16 20:46:55	2024/12/16 20:46:55	memory consumption high

Figure 537 – Filter Operation

4. User can see the result of applied filter.

Home > Noise Events

Select View Noise Events

Applied Filters Severity LIKE major

All Critical Major Minor Warning Clear Indeterminate

Severity	ID	Rule Name	Entity	Parameter	Event Created On	Event Time	Title	De
Major	ZEOIAN8PBC	noiseentity_2312_rule		memory	2024/12/23 12:10:07	2024/12/23 12:10:07	memory consumption high	me
Major	JAH4Q75A61	maintenance on usecase160.8		memory	2024/12/16 20:50:08	2024/12/16 20:50:08	memory consumption high	me
Major	P2K9ZZSWKI	maintenance on usecase160.8		memory	2024/12/16 20:47:21	2024/12/16 20:47:21	memory consumption high	me
Major	9QLO4AQ86P	maintenance on usecase160.8		memory	2024/12/16 20:46:55	2024/12/16 20:46:55	memory consumption high	me

1 10 items per page

Figure 538 – Filter Operation

7.2.5.7 Download CSV

This section provides user to download CSV data of records based on the filter they apply to the records of the events screen. User can download the csv files with max of 1000 records.

5. In the top navigation bar, click on Data View and Click on Noise Events.
6. Apply the filters as per the requirements.
7. Click on the Download CSV  action button.
8. Check the downloads in the system, the CSV file would be downloaded.

Home > Noise Events

Select View Noise Events

Applied Filters Severity LIKE major

All Critical Major Minor Warning Clear Indeterminate

Severity	ID	Rule Name	Entity	Parameter	Event Created On	Event Time	Title	De
Major	ZEOIAN8PBC	noiseentity_2312_rule		memory	2024/12/23 12:10:07	2024/12/23 12:10:07	memory consumption high	me
Major	JAH4Q75A61	maintenance on usecase160.8		memory	2024/12/16 20:50:08	2024/12/16 20:50:08	memory consumption high	me
Major	P2K9ZZSWKI	maintenance on usecase160.8		memory	2024/12/16 20:47:21	2024/12/16 20:47:21	memory consumption high	me
Major	9QLO4AQ86P	maintenance on usecase160.8		memory	2024/12/16 20:46:55	2024/12/16 20:46:55	memory consumption high	me

1 10 items per page

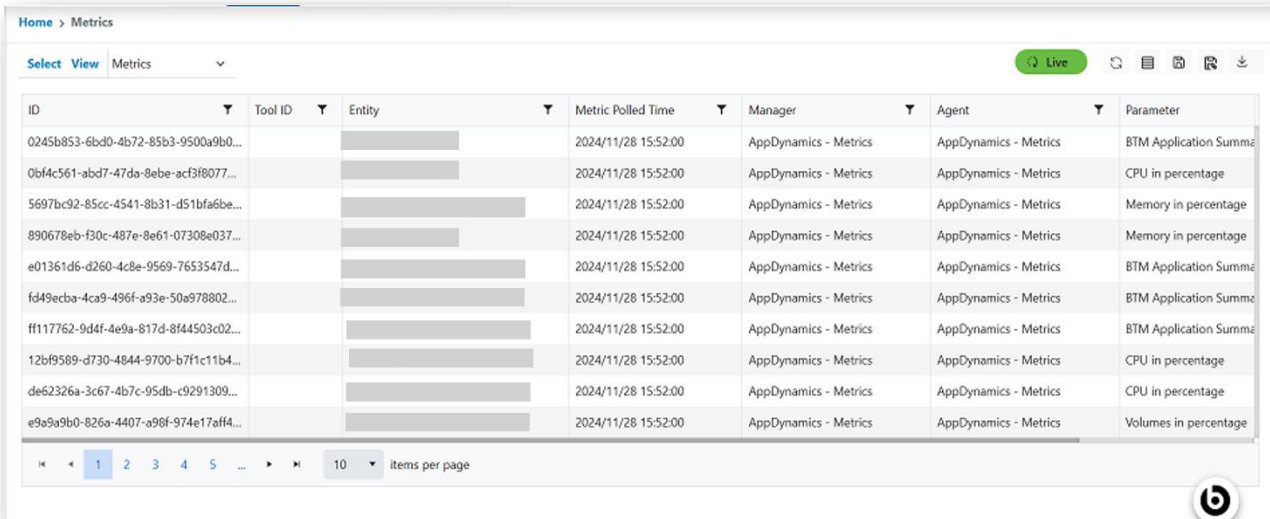
Figure 539 – Download CSV Noise Events

7.2.6 Metrics

Metrics includes a grid which contains all metrics data coming to the system. It includes the metrics data which has specific metric value and from which the anomaly metric data, all metric data will be displayed under metric view only. But, anomaly metric data will be displayed under all events, events, alerts and anomaly metric view. if any correlation rule exist and it is satisfying the anomaly data then it will create actionable for the anomaly data.

Please follow below steps to view metric data:

1. In the top navigation bar, click on data view and click on Metrics.
2. Metrics data will be displayed for the customer to which the user is part of.



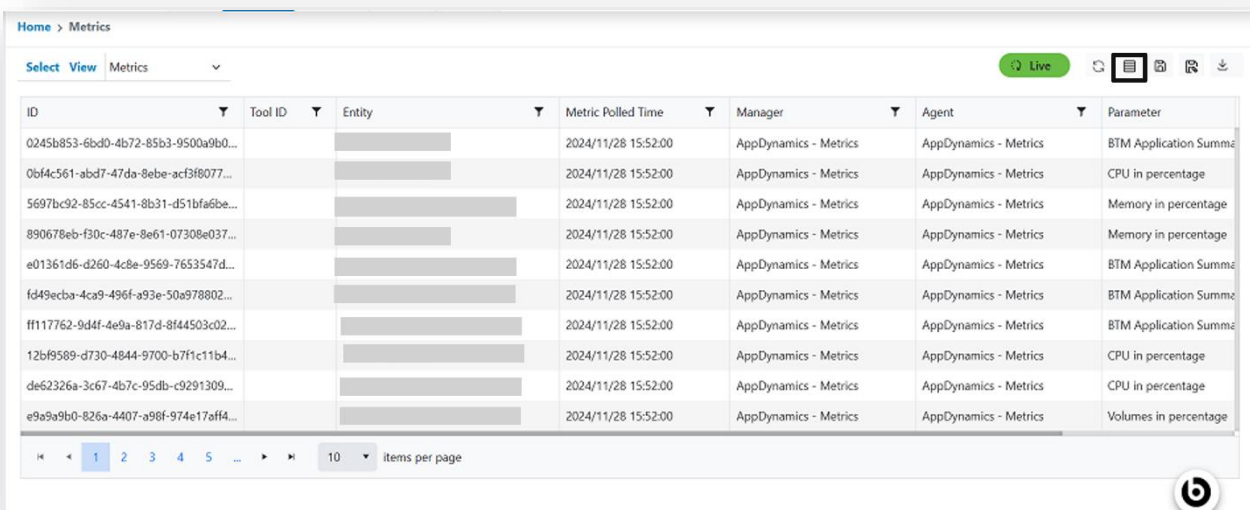
ID	Tool ID	Entity	Metric Polled Time	Manager	Agent	Parameter
0245b853-6bd0-4b72-85b3-9500a9b0...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summe
0b4c561-abd7-47da-8ebe-acf3f8077...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	CPU in percentage
5697bc92-85cc-4541-8b31-d51bfa6be...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	Memory in percentage
890678eb-f30c-487e-8e61-07308e037...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	Memory in percentage
e01361d6-d260-4c8e-9569-7653547d...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summe
fd49ecba-4ca9-496f-a93e-50a978802...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summe
ff117762-9d4f-4e9a-817d-8f44503c02...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summe
12b9589-d730-4844-9700-b7f1c11b4...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	CPU in percentage
de62326a-3c67-4b7c-95db-c9291309...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	CPU in percentage
e9a9a9b0-826a-4407-a96f-974e17aff4...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	Volumes in percentage

Figure 540 – Metrics

7.2.6.1 Add Column

This option will enable user to add more columns in data grid to analyze it deeply. Please follow below steps to add columns to data view:

1. In the top navigation bar, click on data view and click on Metrics.



ID	Tool ID	Entity	Metric Polled Time	Manager	Agent	Parameter
0245b853-6bd0-4b72-85b3-9500a9b0...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summe
0b4c561-abd7-47da-8ebe-acf3f8077...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	CPU in percentage
5697bc92-85cc-4541-8b31-d51bfa6be...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	Memory in percentage
890678eb-f30c-487e-8e61-07308e037...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	Memory in percentage
e01361d6-d260-4c8e-9569-7653547d...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summe
fd49ecba-4ca9-496f-a93e-50a978802...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summe
ff117762-9d4f-4e9a-817d-8f44503c02...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summe
12b9589-d730-4844-9700-b7f1c11b4...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	CPU in percentage
de62326a-3c67-4b7c-95db-c9291309...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	CPU in percentage
e9a9a9b0-826a-4407-a96f-974e17aff4...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	Volumes in percentage

Figure 541 – Add Column

2. Click on the Add Column action button present at right side of Live button.

A pop-up will open which enables user to select from list of available columns to add it in the grid as shown in figure. Then, click on save button to add selected columns in view.

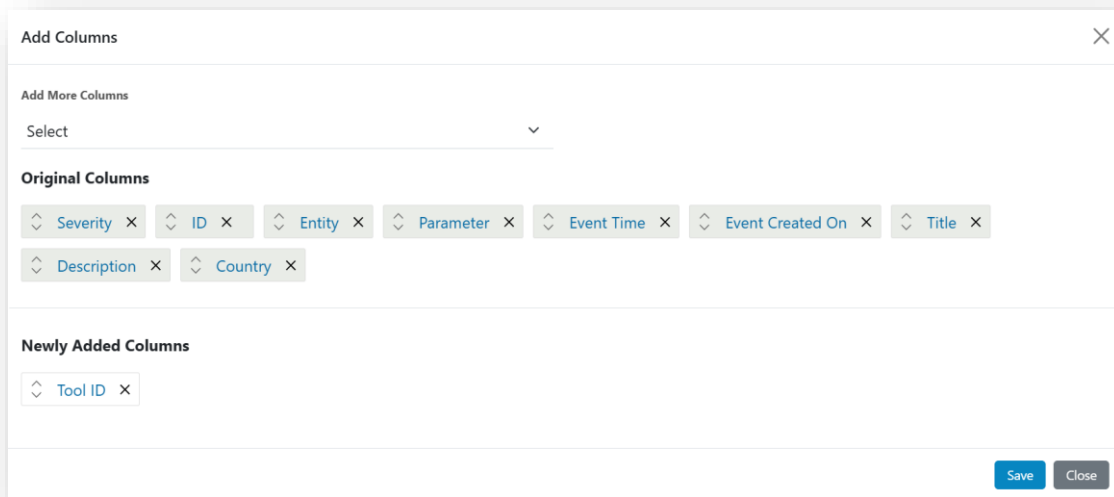


Figure 542 – Add Column (Cont.)

7.2.6.2 Save Metric

The below steps provide information on how to save metrics data:

1. In the top navigation bar, click on Data View and then click on Metrics.
2. User can click the **Save** button.

Home > Metrics

Select View Metrics

Live

ID	Tool ID	Entity	Metric Polled Time	Manager	Agent	Parameter
068a5f97-9e19-46c5-b225-8a76bde0f...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	CPU utilization
0820dca1-3571-49ed-914f-fe5cba4f95...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	CPU utilization
0bb449fc-adb8-4efb-9788-6550a9b5a...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	Memory utilization
0c6e30ee-30c6-4c4c-a471-143e8bc27...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	Memory utilization
0fc71d45-35a8-4af3-b938-f91f36896c...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	CPU utilization
0ff54dee-a362-4163-aa25-f84f155e3c...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	Memory utilization
10ea0010-c910-43c5-939e-71f513d84...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	Memory utilization
12a952ed-3f83-4f56-ada5-ccb4c9960...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	Memory utilization
13be02a9-d248-43e4-9ad2-aa7e4efb4...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	Memory utilization
15f09220-c600-46f0-b880-a53a6bc22...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	Memory utilization

10 items per page 1 - 10 of 372272 items

Figure 543 – Save Metrics

3. After saving, the event data appears in the grid and a success popup appears.

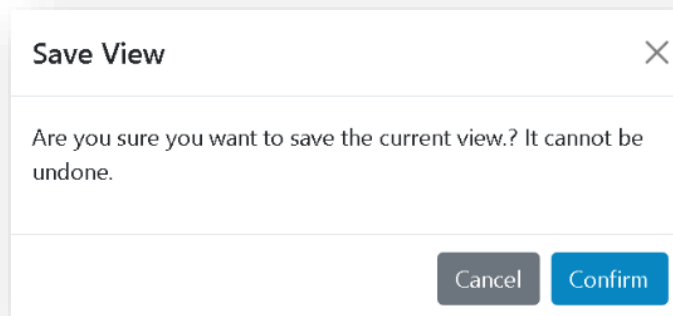


Figure 544 – Confirmation Message

4. On clicking the Confirm button, a success pop up will appear.

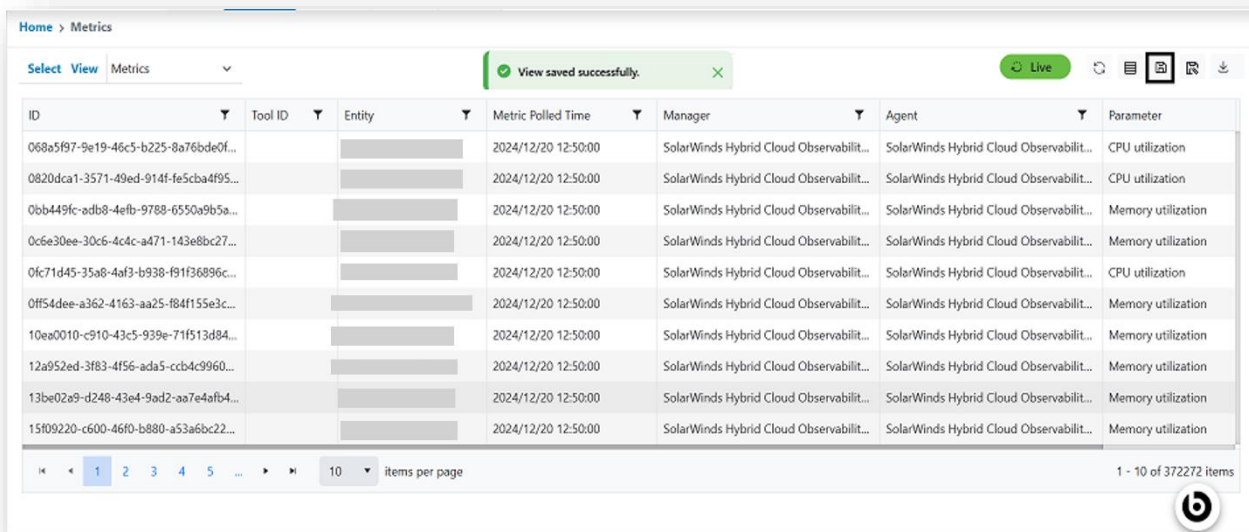


Figure 545 – Success Message

7.2.6.3 Save As Metric

This option will enable user to save currently opened view with columns populated in data grid so that same view can be shown to any other user in an organization. It is very helpful for admins to configure this kind of view for other users in an organization by creating a different view other than current view. For e.g., view to list out all events with critical severity only. Please follow below steps to save as events:

1. In the top navigation bar, click on Data View and click on Metrics.

Home > Metrics

Select View Metrics

Live

ID	Tool ID	Entity	Metric Polled Time	Manager	Agent	Parameter
0245b853-6bd0-4b72-85b3-9500a9b0...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summe
0b4c561-abd7-47da-8ebe-acf3f8077...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	CPU in percentage
5697bc92-85cc-4541-8b31-d51bfa6be...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	Memory in percentage
890678eb-f30c-487e-8e61-07308e037...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	Memory in percentage
e01361d6-d260-4c8e-9569-7653547d...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summe
fd49ecba-4ca9-496f-a93e-50a978802...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summe
ff117762-9d4f-4e9a-817d-8f44503c02...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summe
12bf9589-d730-4844-9700-b7f1c11b4...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	CPU in percentage
de62326a-3c67-4b7c-95db-c9291309...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	CPU in percentage
e9a9a9b0-826a-4407-a98f-974e17aff4...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	Volumes in percentage

Figure 546 – Save As Metric

2. Once the user click on Save As button, a pop-up will open to provide following information:

- View Name: Name of view like critical events.
- Description: Description of view like list all critical events.
- Show To: Either it will be visible to user who is saving it or to other users.

Save As

View Name *

Description *

Show to

My Self

Save

Close

Figure 547 – Save As Metrics

3. Next, click on save button to save view and this view will be available in list for users.

7.2.6.4 Refresh Metric

This option will enable user to refresh data grid to populate latest data over screen.

Please follow below steps to refresh metrics grid:

1. In the top navigation bar, click on Data View and click on Metrics.
2. Once the user can click the Refresh button, confirmation pop up message will appear.

ID	Tool ID	Entity	Metric Polled Time	Manager	Agent	Parameter
0245b853-6bd0-4b72-85b3-9500a9b0...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summa
0b4c561-abd7-47da-8ebe-acf3f8077...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	CPU in percentage
5697bc92-85cc-4541-8b31-d51bfa6be...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	Memory in percentage
890678eb-f30c-487e-8e61-07308e037...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	Memory in percentage
e01361d6-d260-4c8e-9569-7653547d...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summa
fd49ecba-4ca9-496f-a93e-50a978802...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summa
ff117762-9d4f-4e9a-817d-8f44503c02...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summa
12b9f589-d730-4844-9700-b7f1c11b4...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	CPU in percentage
de62326a-3c67-4b7c-95db-c9291309...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	CPU in percentage
e9a9a9b0-826a-4407-a98f-974e17aff4...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	Volumes in percentage

Figure 548 – Refresh Metric

7.2.6.5 Live Metrics Data

This option will enable user to stop/start live update of data being shown in grid. Please follow below steps to enable/disable live metrics.

1. In the top navigation bar, click on Data View and click on Metrics.
2. Users can see the Live Metrics Data, and this will be updated regularly, and automatically refresh the grid.

ID	Tool ID	Entity	Metric Polled Time	Manager	Agent	Parameter
068a5f97-9e19-46c5-b225-8a76bde0f...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	CPU utilization
0820dca1-3571-49ed-914f-fe5ba4f95...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	CPU utilization
0bb449fc-adb8-4efb-9788-6550a9b5a...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	Memory utilization
0c6e30ee-30c6-4c4c-a471-143e8bc27...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	Memory utilization
0fc71d45-35a8-4af3-b938-f91f36896c...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	CPU utilization
0ff54dee-a362-4163-aa25-f84f155e3c...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	Memory utilization
10ea0010-c910-43c5-939e-71f513d84...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	Memory utilization
12a952ed-3f83-4f56-ada5-ccb4c9960...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	Memory utilization
13be02a9-d248-43e4-9ad2-aa7e4afb4...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	Memory utilization
15f09220-c600-46f0-b880-a53a6bc22...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	Memory utilization

Figure 549 – Live Metrics Data

3. To stop live data update, please click on Live button, it stops updating the live noise event data, a confirmation message will appear, stating that “Auto – refresh has been disabled”.

7.2.6.6 Apply Filters

This option will enable user to apply filters over currently opened view to see data of specific values. For e.g., to see list of critical events, user can set filters over severity columns of all metrics 'data. Please follow below steps to apply filters:

1. In the top navigation bar, click on Data View and click on Metrics.
2. Click on the filter option present at each column as shown in figure:

Home > Metrics

Select View Metrics

Live

ID	Tool ID	Entity	Metric Polled Time	Manager	Agent	Parameter
0245b853-6bd0-4b72-85b3-9500a9b0...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summe
0bf4c561-abd7-47da-8ebe-actf3f8077...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	CPU in percentage
5697bc92-85cc-4541-8b31-d51bfa6be...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	Memory in percentage
890678eb-f30c-487e-8e61-07308e037...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	Memory in percentage
e01361d6-d260-4c8e-9569-7653547d...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summe
fd49ecba-4ca9-496f-a93e-50a978802...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summe
ff117762-9d4f-4e9a-817d-8f44503c02...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summe
12b9589-d730-4844-9700-b7f1c11b4...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	CPU in percentage
de62326a-3c67-4b7c-95db-c9291309...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	CPU in percentage
e9a9a9b0-826a-4407-a96f-974e17aff4...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	Volumes in percentage

10 items per page

Figure 550 – Filter Operation

- A filter screen will come up which enables user to select field and corresponding operator along with value to filter data.

Home > Metrics

Select View Metrics

Live

ID	Tool ID	Entity	Metric Polled Time	Manager	Agent	Parameter
0245b853-6bd0-4b72-85b3-9500a9b0...				AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summe
0bf4c561-abd7-47da-8ebe-actf3f8077...				AppDynamics - Metrics	AppDynamics - Metrics	CPU in percentage
5697bc92-85cc-4541-8b31-d51bfa6be...				AppDynamics - Metrics	AppDynamics - Metrics	Memory in percentage
890678eb-f30c-487e-8e61-07308e037...				AppDynamics - Metrics	AppDynamics - Metrics	Memory in percentage
e01361d6-d260-4c8e-9569-7653547d...				AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summe
fd49ecba-4ca9-496f-a93e-50a978802...				AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summe
ff117762-9d4f-4e9a-817d-8f44503c02...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summe
12b9589-d730-4844-9700-b7f1c11b4...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	CPU in percentage
de62326a-3c67-4b7c-95db-c9291309...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	CPU in percentage
e9a9a9b0-826a-4407-a96f-974e17aff4...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	Volumes in percentage

10 items per page

Figure 551 – Filter Operation

- Users can see the result of applied filter.

ID	Tool ID	Entity	Metric Polled Time	Manager	Agent	Parameter	M
0245b853-6bd0-4b72-85b3-9500a9b0...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summary Average Re...	0
f449ecba-4ca9-496f-a93e-50a978802...			2024/11/28 15:52:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summary Average Re...	0
a96755c4-b7d5-4260-a4d1-77609918...			2024/11/28 15:51:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summary Average Re...	0
26500c98-e36a-494b-8292-a64acc063...			2024/11/28 15:50:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summary Average Re...	0
2770d8fe-e38b-49e8-8942-845b5018...			2024/11/28 15:50:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summary Average Re...	0
3d2103da-95be-468f-9241-af1bc3d3e...			2024/11/28 15:50:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summary Average Re...	0
e3974064-f4d6-4b61-94cc-50bcfa23f9...			2024/11/28 15:49:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summary Average Re...	0
54c34768-3886-407b-8d6e-4e54baed...			2024/11/28 15:48:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summary Average Re...	0
5e81fc2e-7dd4-4e26-adbc-48d36da1...			2024/11/28 15:48:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summary Average Re...	0
4fd42e80-43de-470a-9173-2aa2bd4...			2024/11/28 15:48:00	AppDynamics - Metrics	AppDynamics - Metrics	BTM Application Summary Average Re...	0

Figure 552 – Filter Operation

7.2.6.7 Download CSV

This section provides user to download CSV data of records based on the filter they apply to the records of the events screen. User can download the csv files with max of 1000 records.

1. In the top navigation bar, click on Data View and click on Metrics.
2. Apply the filters as per the requirements.
3. Click on the Download CSV  action button.
4. Check the downloads in the system, the CSV file would be downloaded.

ID	Tool ID	Entity	Metric Polled Time	Manager	Agent	Parameter	M
068a5f97-9e19-46c5-b225-8a76bde0f...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	CPU utilization	
0820dca1-3571-49ed-914f-fe5cba4f95...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	CPU utilization	
0bb449fc-adb8-4efb-9788-6550a9b5a...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	Memory utilization	
0c6e30ee-30c6-4c4c-a471-143e8bc27...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	Memory utilization	
0fc71d45-35a8-4af3-b938-f91f36896c...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	CPU utilization	
0ff54dee-a362-4163-aa25-f84f155e3c...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	Memory utilization	
10ea0010-c910-43c5-939e-71f513d84...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	Memory utilization	
12a952ed-3f83-4f56-ada5-ccb4c9960...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	Memory utilization	
13be02a9-d248-43e4-9ad2-aa7e4afb4...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	Memory utilization	
15f09220-c600-46f0-b880-a53a6bc22...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observabilit...	SolarWinds Hybrid Cloud Observabilit...	Memory utilization	

Figure 553 – Download CSV for Metrics Data

Note:

Anomaly Metrics:

- On selecting the anomaly metrics user can see the anomaly metrics data over the select view dropdown.

- On selecting the anomaly metrics from the select view dropdown, user can see the anomaly metrics data over the metrics screen.

8 Integration

IMM (Integration Management Module) offers a list of out of box adapters for onboarding in NiFi.

Below is the list of adapters with respective required fields.

In case a connector is required to be deleted then it needs to be first deleted from NiFi and then from IMM.

For details of Out OF Box NiFi Connectors Integration, please refer to ***HCL IEM Integration Guide***.

9 Glossary of Terms

9.1 Key Terminology Used in IEM

Table 4 – Key Terminology Used in IEM

IEM	IntelliOps Event Management
IMM	Integration Management Module
IEA	IntelliOps Events Accumulator
ETL	Extract, Transform, Load
AI	Artificial Intelligence
OOB	Out of the Box
NiFi	Apache NiFi (short for Niagara Files)
JVM	Java Virtual Machine
API	Application Programming Interface
UI	User Interface
NIC	Network Interface Card
SSD	Solid State Drive
CPU	Central Processing Unit
SNMP	Simple Network Management Protocol
FQDN	Fully Qualified Domain Name
SSL	Secure Sockets Layer
URL	Uniform Resource Locator
CI	Configuration Item
CMDB	Configuration Management Database
PoC	Proof of Concept
IT	Information Technology
ITSM	IT Service Management
AIML	Artificial Intelligence and Machine Learning
SSO	Single Sign-On
SAML	Security Assertion Markup Language

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