

HCLSoftware

HCL IntelliOps Event Management

IEM User Guide
Version 1.3



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Document Revision History

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

This table provides the revision history of this User Guide.

Version Date	Description
January, 2024	HCL_IEM_User_Guide_V1.0
January, 2025	HCL_IEM_User Guide_V1.1
February,2025	HCL_IEM_User Guide_V1.2
June, 2025	HCL_IEM_User Guide_V1.3

1 Preface

This section provides information about the HCL IntelliOps Event Management (IEM) User Guide that includes the following topics.

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

1.1 Intended Audience

This guide is intended for HCL IEM end-users like Command Centre, DC Ops teams etc. working towards the resolution of actionable issues detected by HCL IEM by correlating alerts.

1.2 About This Guide

This guide will introduce users to the key concepts of HCL IEM and provide instructions on how they can use this product to its full potential. It will provide an overview of the end-user interface and contains instructions on how to perform different tasks.

This document includes the following topics:

- [HCL IEM Overview](#)
- [System Requirements](#)
- [Using HCL IEM](#)
- [Support](#)

1.3 Related Documents

The following documents can be referenced in addition to this guide for further information on the HCL IEM platform.

- Introduction to HCL IEM User 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
<u>Underlined blue</u>	Indicates a cross-reference and links
Courier New (Font)	Indicates commands within a paragraph, URLs, code in examples, and paths including on screen text and text input from users
<i>Italic</i>	Indicates document titles, occasional emphasis, or glossary terms
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

2 Introduction

This user guide is intended for HCL IEM end-users like Command Centre, DC Ops teams etc. that are working towards the resolution of actionable issues detected by HCL IEM by correlating alerts.

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 is the best practice, 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. A 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 IEM Interface

The interface presents 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.

3.1 Login to HCL IEM

HCL IEM can be accessed web browser, with the sole exception of Internet Explorer. After the user receives their login credentials, they should perform the following steps to log into HCL IEM:

1. Launch web browser (Chrome, Mozilla, or Edge) and use the HCL IEM Portal URL.
2. On the HCL IEM **Login** page, type your email ID registered with HCL IEM in the **Email** field.

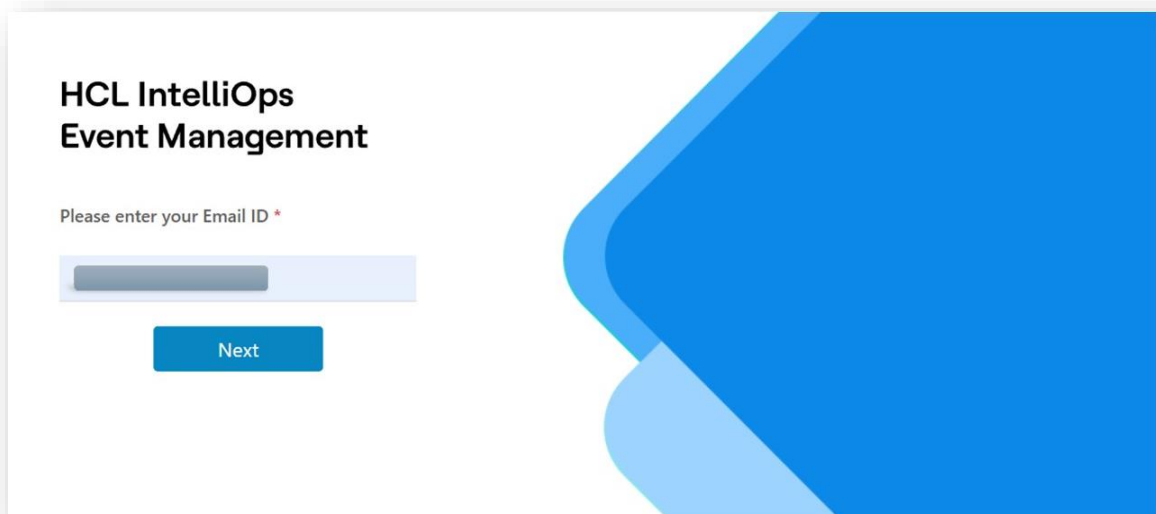
The screenshot shows the login page for HCL IntelliOps Event Management. The page has a white background with a large blue abstract graphic on the right side. The title "HCL IntelliOps Event Management" is at the top left. Below it, the text "Please enter your Email ID *" is displayed. There is a light blue input field for the email ID. Below the input field is a blue button labeled "Next".

Figure 1 - Login

3. Click Next and enter the password in password field.

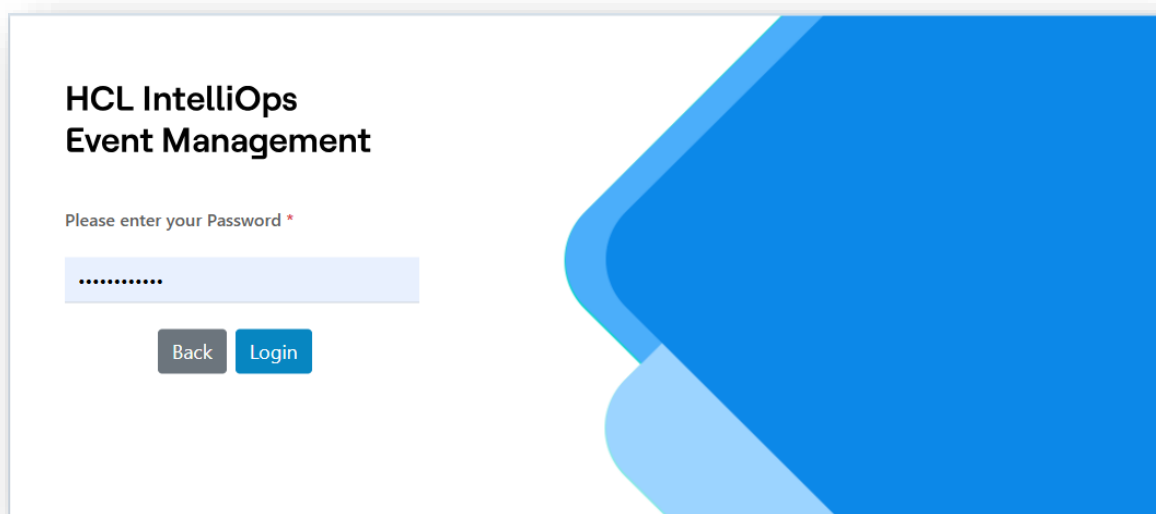
The screenshot shows the login page for HCL IntelliOps Event Management, specifically the password field. The page has a white background with a large blue abstract graphic on the right side. The title "HCL IntelliOps Event Management" is at the top left. Below it, the text "Please enter your Password *" is displayed. There is a light blue input field for the password, which is currently masked with dots. Below the input field are two buttons: a grey "Back" button and a blue "Login" button.

Figure 2 - Password Field

4. Post successful authentication, the user logs into the HCL IEM portal on home page.

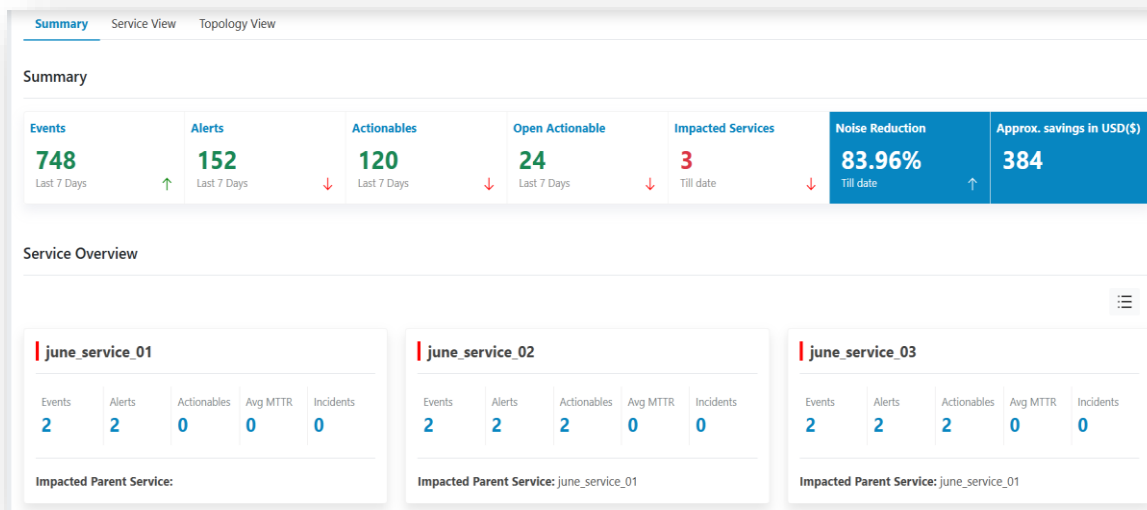


Figure 3 - Home Page

The user interface is comprised of three views:

- Home
- Data View
- Customer

The interface also presents unified views like Metric View, Topology View and Service View to provide a visual representation of the relationship between services and entities in the system.

The Home Screen is a dashboard where a user can see three different views:

- Summary
- Service View
- Topology View

3.1.1 Summary

The summary shows the value of different metrics corresponding to Events, Alerts, Actionable for a particular customer. It gives a view of open actionable and impacted services. In addition, Noise Reduction percentage, calculated to date, is also shown in the metric view.

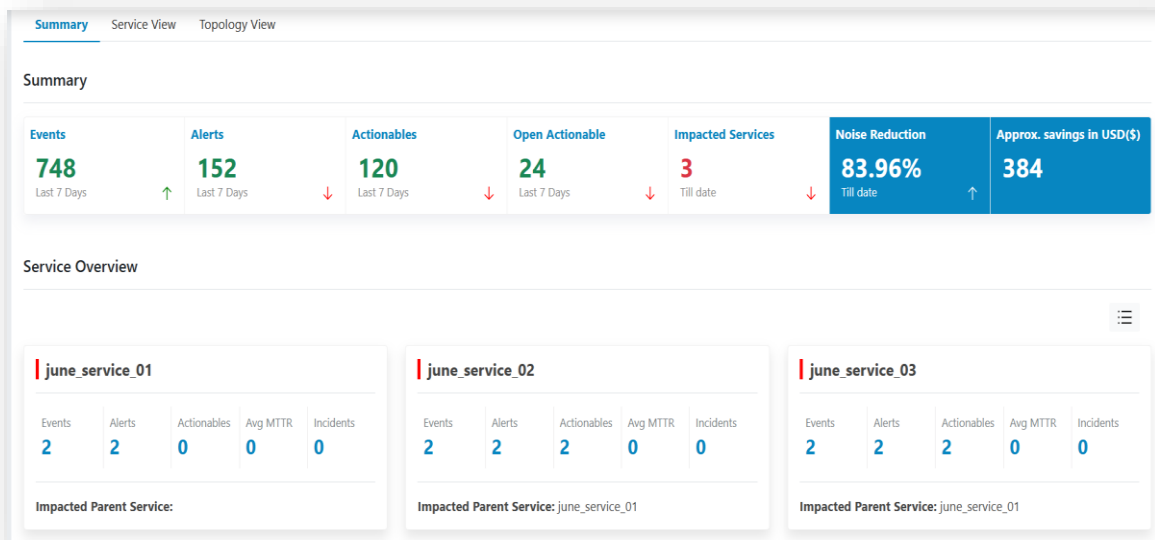


Figure 4 - Summary

3.1.2 Service Overview in Summary

1. Service overview section of the home page summary page contains open events count, open alerts count, open actionable count, open incidents count and Avg MTTR details.

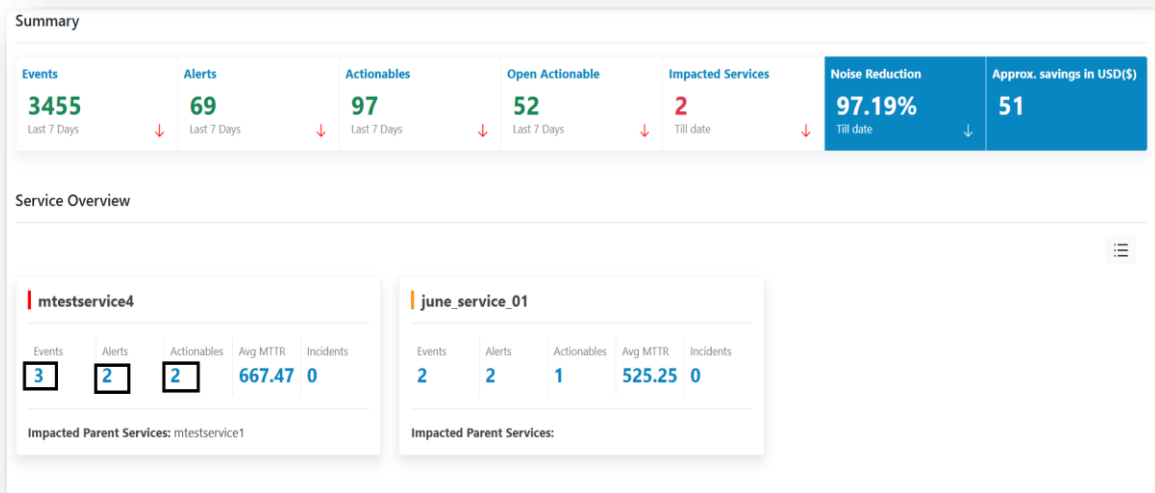


Figure 5 - Summary Service Overview

2. Events, Alerts, and Actionable counts will also have hyperlinks to view more detailed information.
 - a. Hyperlink on Events and see more details

Home > Events

Select Events View Events

Applied Filters Service IS mtestservice4

All Critical Major Minor Warning Clear Indeterminate

Severity	Event Created On	Entity	Parameter	Description	Agent	Manager	Event Time	ID
Major	2025/06/13 19:09:09	trade2	cpu	Free disk space is less than 15% of vol...	solarwinds	solarwinds	2025/06/13 19:09:09	18-7-c-asd-
Major	2025/06/13 17:09:09	trade2	cpu	Free disk space is less than 15% of vol...	solarwinds	solarwinds	2025/06/13 17:09:09	18-7-c-asd-
Major	2025/06/13 17:05:09	trade1	memory	Free disk space is less than 15% of vol...	solarwinds	solarwinds	2025/06/13 17:05:09	18-7-c-asd-

10 items per page 1 - 3 of 3 items

Figure 6 - Service-based Open Events

b. Hyperlink on Alerts and see more details

Home > Alerts

Select Alerts View Alerts

Applied Filters Service IS mtestservice4

All Critical Major Minor Warning Clear Indeterminate

	Severity	Alert Created On	Entity	Parameter	Occurrence	Description	Agent	Associated Actionable ID	M
☐	Major	2025/06/13 17:09:45	trade2	cpu	2	Free disk space is less than 15% of vol...	solarwinds	F3EF9DA75A A0AF798411	sc
☐	Major	2025/06/13 17:06:17	trade1	memory	1	Free disk space is less than 15% of vol...	solarwinds	A0AF798411	sc

10 items per page 1 - 2 of 2 items

Clear Alerts + Actionable

Figure 7 - Service Based Open Alerts

c. Hyperlink on Actionable and see more details

Home > Actionable

Select Actionable View Actionable

Applied Filters Service IS mtestservice4

All Critical Major Minor Warning Clear Indeterminate

Select State All

	Severity	ID	State	Rule Name	Entity	Parameter	Description	Correlated	Incident	Ar
☐	Major	F3EF9DA75A	Open	AllAlertClear case1	trade2	cpu	Free disk space is less than 15% of vol...	1		20
☐	Major	A0AF798411	Open	AllAlertClear case	trade1	memory	Free disk space is less than 15% of vol...	2		20

10 items per page 1 - 2 of 2 items

Figure 8 - Service Based Open Actionable

3.1.3 Service View

Applications consist of multiple services running on different nodes or entities. These services are often related to each other in a Parent-Child relationship where issue on a child service gets cascaded onto

parent service and further up in hierarchy. In a complex or large environment, analyzing this impact is very challenging and leads to higher MTTR, RCA and outages. With HCL IEM Service View, Users can quickly identify the Causal Service and corresponding Impacted Services, enabling them to trigger appropriate remediation process in minimal time.

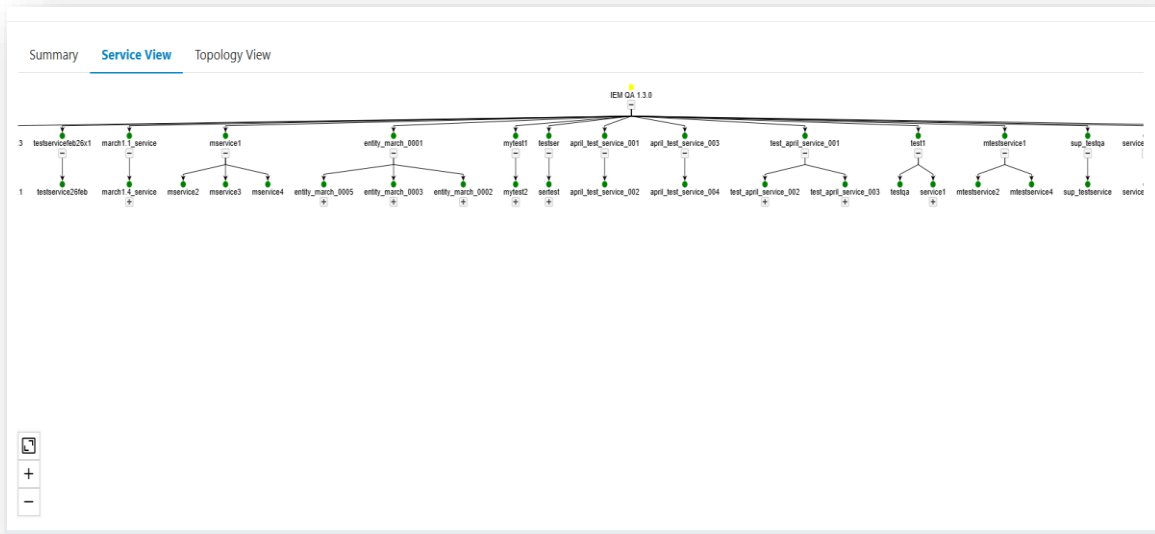


Figure 9 - Service View Graph

Each service node has a tooltip to see open alerts of that service and also contains hyperlinks to see more detailed information.

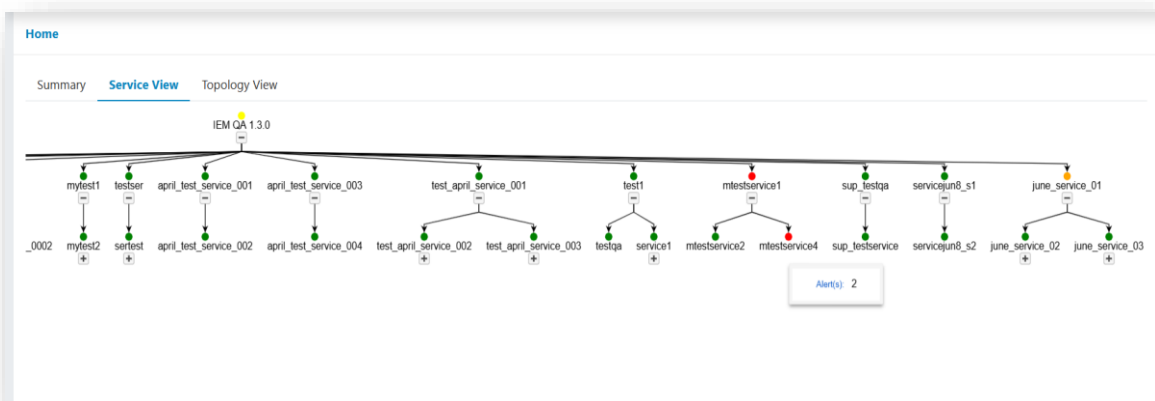


Figure 10 - Service View Tooltip

Severity	Alert Created On	Entity	Parameter	Occurrence	Description	Agent	Associated Actionable ID
Major	2025/06/13 17:09:45	trade2	cpu	2	Free disk space is less than 15% of vol...	solarwinds	F3EF9DA75A A0AF798411
Major	2025/06/13 17:06:17	trade1	memory	1	Free disk space is less than 15% of vol...	solarwinds	A0AF798411

Figure 11 - Service View Tooltip Alerts Data

3.1.4 Topology View

Topology View shows the relationship between entities for a particular customer. Parent and Child nodes are depicted in the Topology view chart, as configured for the selected customer.

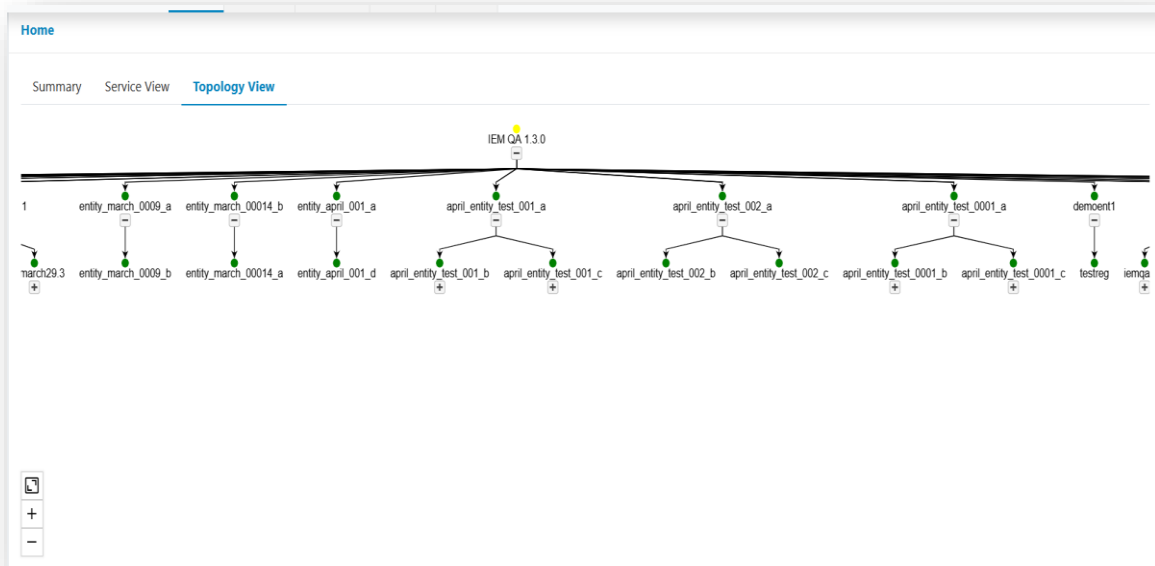


Figure 12 - Topology View graph

Each entity node contains tooltip to see open alert count and hyperlink to see more detailed information.

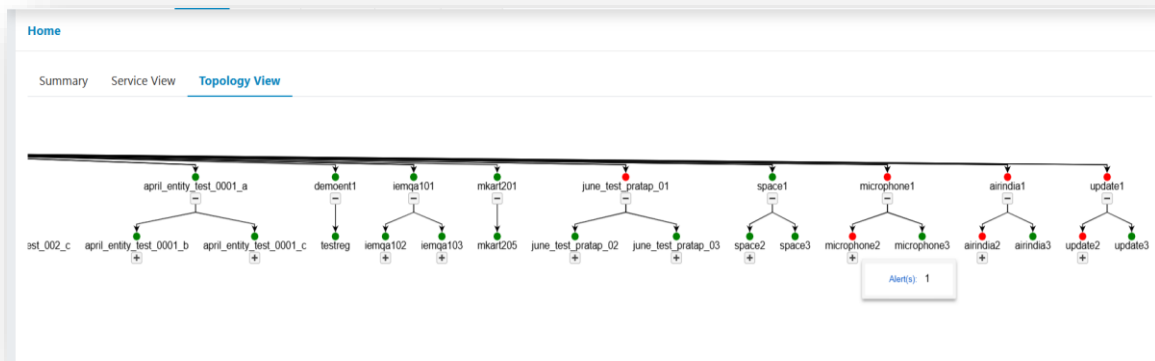


Figure 13 - Topology view tooltip

Severity	Alert Created On	Entity	Parameter	Occurrence	Description	Agent	Associated Actionable ID
Warning	2025/06/13 16:30:16	microphone2	cpu	2	Free disk space is less than 15% of vol...	solarwinds	A45AF950FC 332EAB8ABC 707F

Figure 14 - Topology tooltip alerts data

3.2 Data View

The data view acts as the user's visual guide into granular data related to the events, alerts, actionable and noise data, in a single, unified view that permits the user to filter data according to their requirement and obtain a more transparent view of the system and any issues related to the services configured within the system.

Based on the configuration, five data views are displayed over this console.

- Events
- Alerts
- Actionable
- All Events
- Noise Events
- Metrics

3.2.1 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.

This view will show all events that have come into HCL IEM system after removal of noise events.

Events are classified as noise if they satisfy the rule condition.

3.2.1.1 Events View

Please follow the steps below to view events data:

1. In the top navigation bar, click on Data View and click on Events.
2. Events data will be displayed for the customer to which user is part of.

Severity	ID	Entity	Event Time	Parameter	Event Created On	Last Updated
Major	1FMRWMWTX2		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 15 - View Events

3.2.1.2 Add Column

This option will enable users to add more columns in the data grid to analyze it deeply. Please follow the steps below to add columns to data view.

1. In the top navigation bar, click on Data View and click on Events.
2. Click on the Add Column action button presents 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.
4. Users can perform dragging on columns to change the order in the listing page.

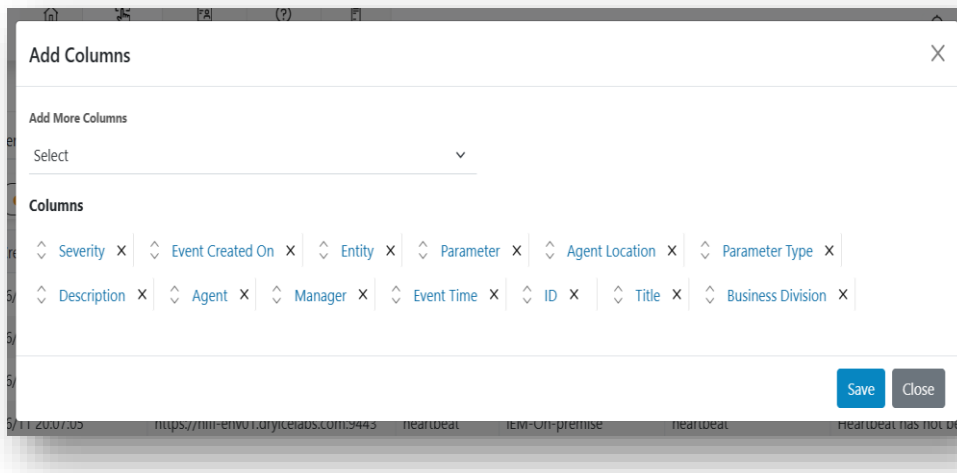


Figure 16 – Add Column

3.2.1.3 Save View

The steps explain how to save the events data:

1. In the top navigation bar, click on Data View and click on Events
2. User can click the save button.

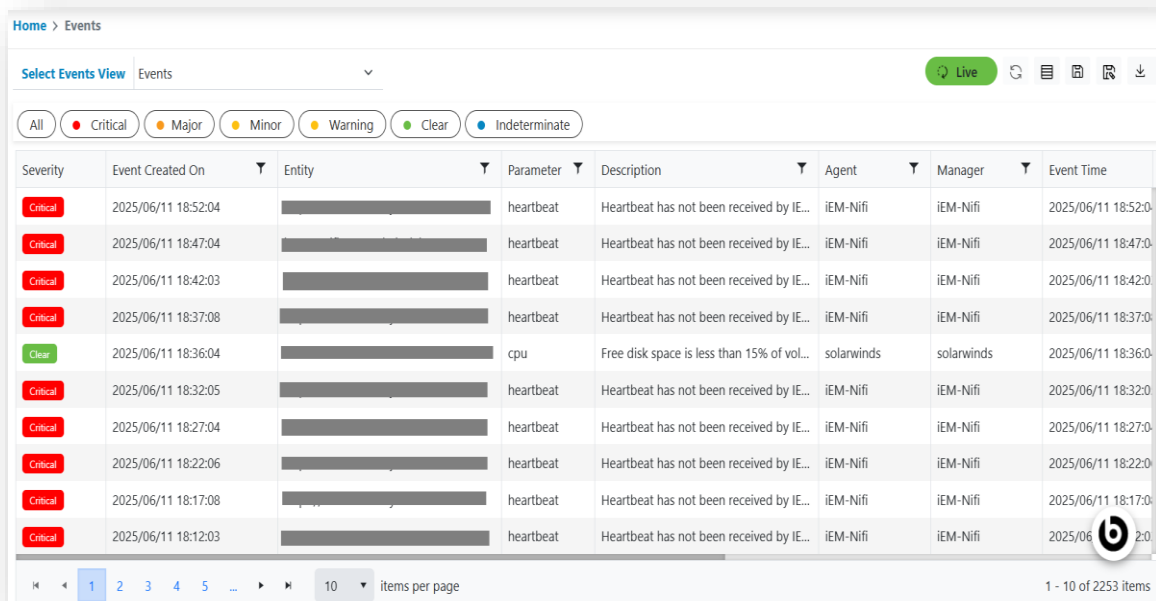


Figure 17 – Save View

3. A confirmation pop-up message will appear.

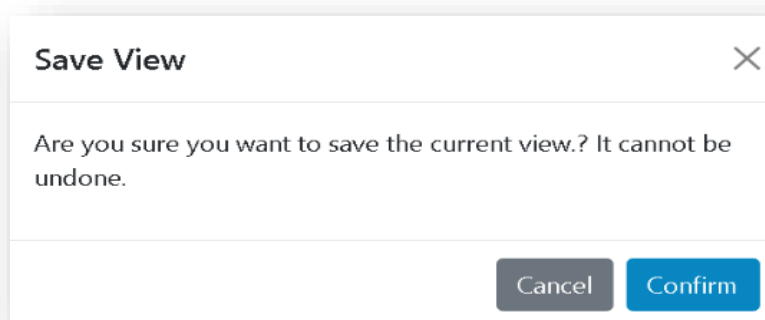


Figure 18 – Login

- Click on Confirm button, a successful pop will appear and the grid changes

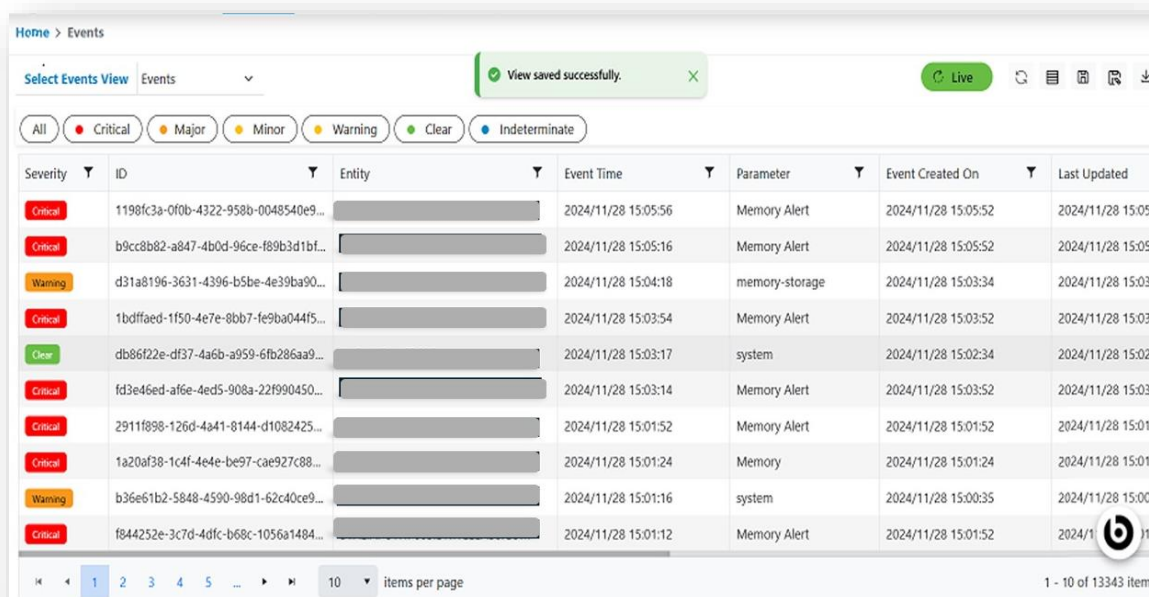
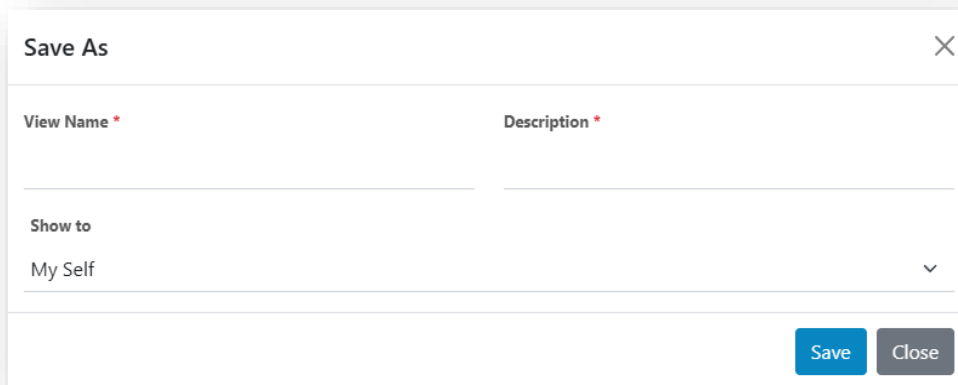


Figure 19 – Listing Page of Events

3.2.1.4 Save As Events

This option will enable users 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 the current view. For example, a view to list out events with critical severity only. Please follow the steps below to save as events:

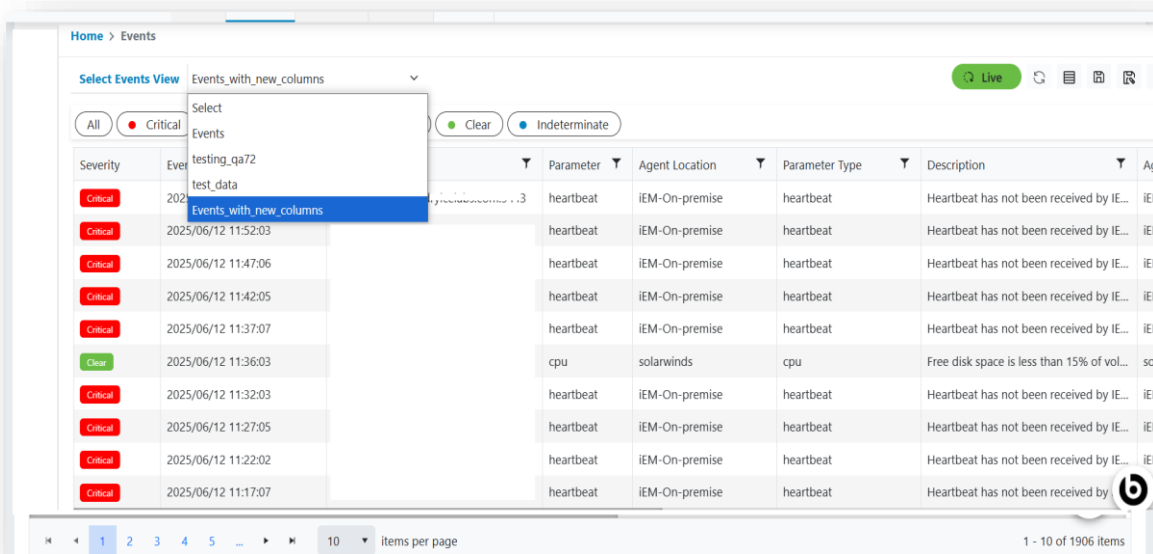
- In the top navigation bar, click on Data View and click on Events.
- Once the user clicks the **Save** button, a pop-up will open to provide the following information:
 - View Name:** name of view like critical events
 - Description:** description of view like list all critical events
 - Show to:** Either it will be visible to users who is saving it or to other users.



A 'Save As' dialog box with a close button (X) in the top right corner. It contains two input fields: 'View Name *' and 'Description *'. Below these is a 'Show to' dropdown menu currently set to 'My Self'. At the bottom right are 'Save' and 'Close' buttons.

Figure 20 – Save as Events

3. This view will be available on the list for users as shown in the figure.



A screenshot of the 'Events' view in a software interface. The breadcrumb navigation shows 'Home > Events'. A 'Select Events View' dropdown menu is open, showing options: 'Events_with_new_columns', 'testing_qa72', 'test_data', and 'Events_with_new_columns' (highlighted). The main table displays event data with columns: Severity, Event, Parameter, Agent Location, Parameter Type, Description, and Agent. The table shows several 'Critical' events related to 'heartbeat' and one 'Clear' event related to 'cpu'. At the bottom, there is a pagination bar showing '10 items per page' and '1 - 10 of 1906 items'.

Figure 21 – Selects Alerts View Dropdown

3.2.1.5 Refresh Events

This option will enable users to refresh data grid to populate latest data over screen.

Please follow the steps below to refresh events grid:

1. In the top navigation bar, click on Data View and click on Events.
2. Once the user can click the Refresh button, confirmation pop up message will appear.

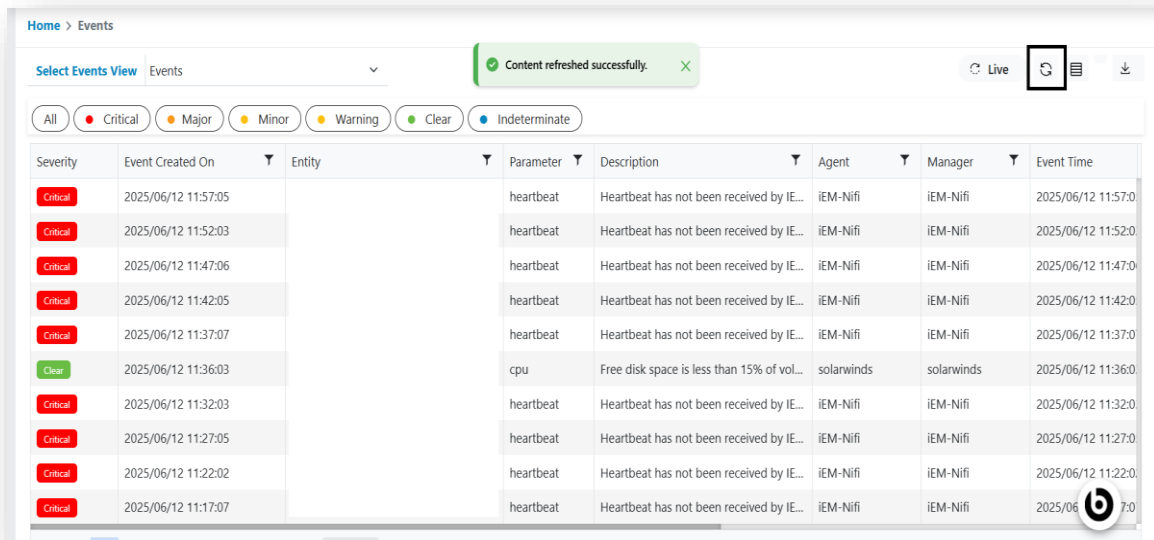


Figure 22 – Refresh View Data Events

3.2.1.6 Live Events Data

This option will enable users to stop/start live update of data being shown in grid. Please follow the steps below to enable/disable live events.

1. In the top navigation bar, click on Data View and click on Events.
2. Users can see the Live Events Data, and this will be updated regularly, and automatically refreshes the grid.
3. To stop live data update, please click on Live button, it stops updating the live event data, a confirmation message will appear, stating that “Auto – refresh has been disabled.”

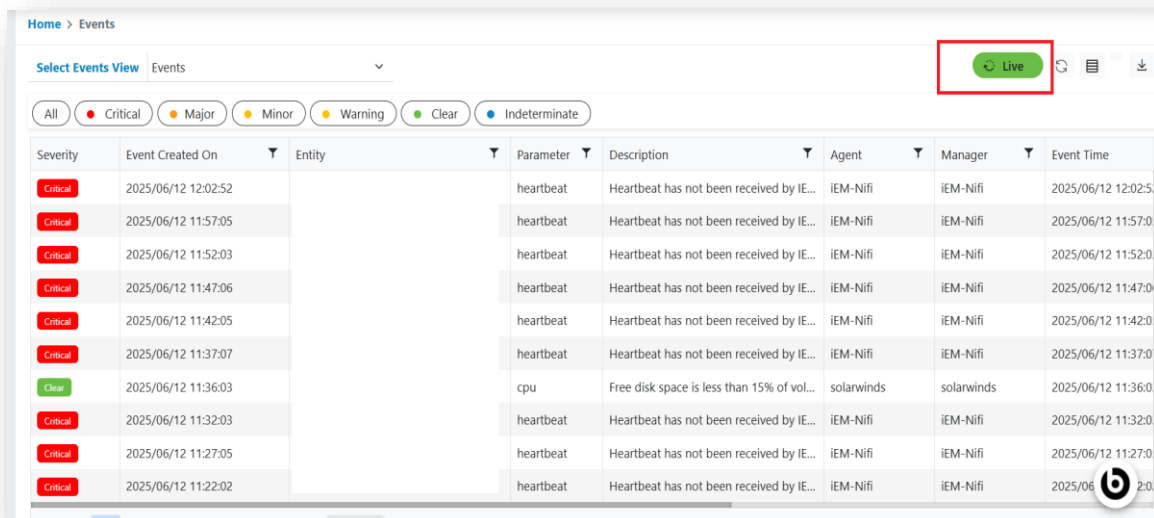


Figure 23 – Live Events Data

3.2.1.7 Apply Filters

This option will enable users to apply filters over the currently opened view to see data of specific values. For example, to see lists of critical events, users can set filters over severity columns of events 'data. Please follow the steps below to apply filters:

1. In the top navigation bar, click on Data View and click on Events.
2. Click on the filter option as shown in figure.

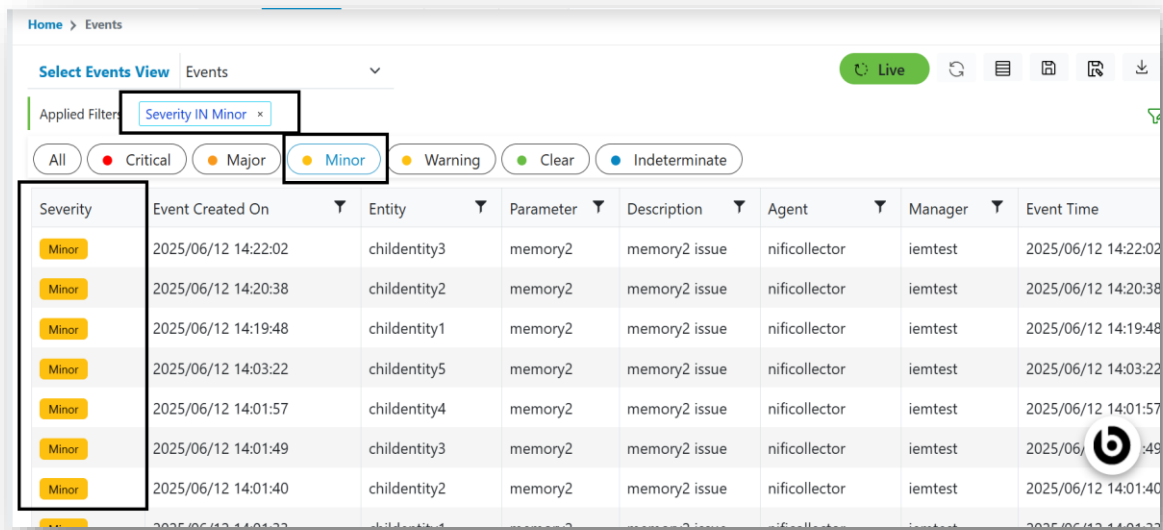


Figure 24 - More Filter Operation

3. A filter screen will come up which enables user to select field and corresponding operator along with value to filter data.

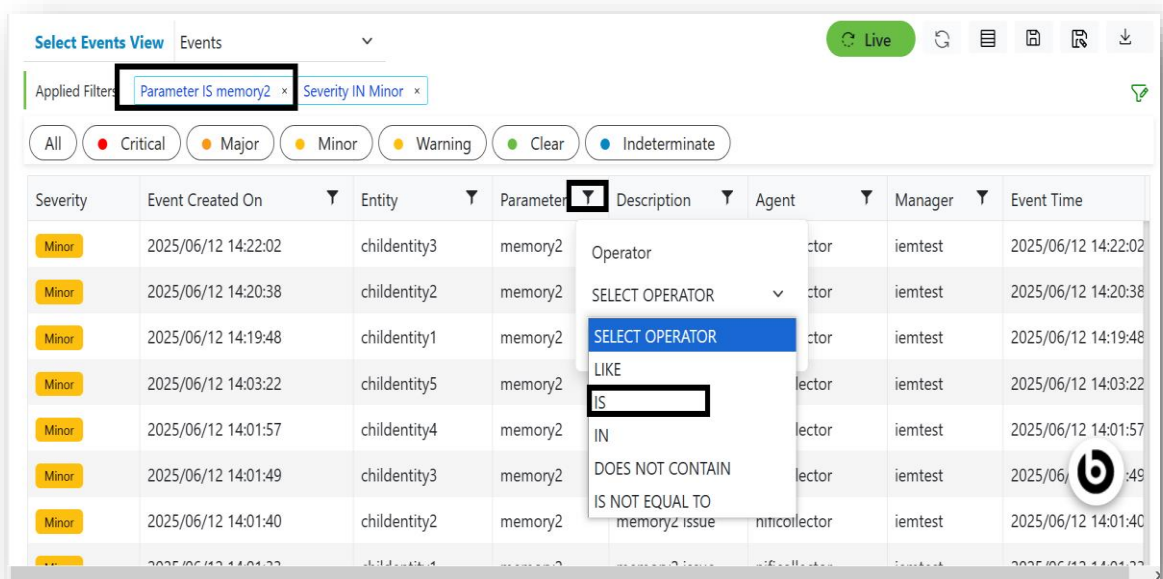


Figure 25 - More Filter Operation (Cont.)

4. A form will appear on the screen
5. Select the field and operator from the dropdown list and insert the value in the selected field.
6. Click on the Apply button.

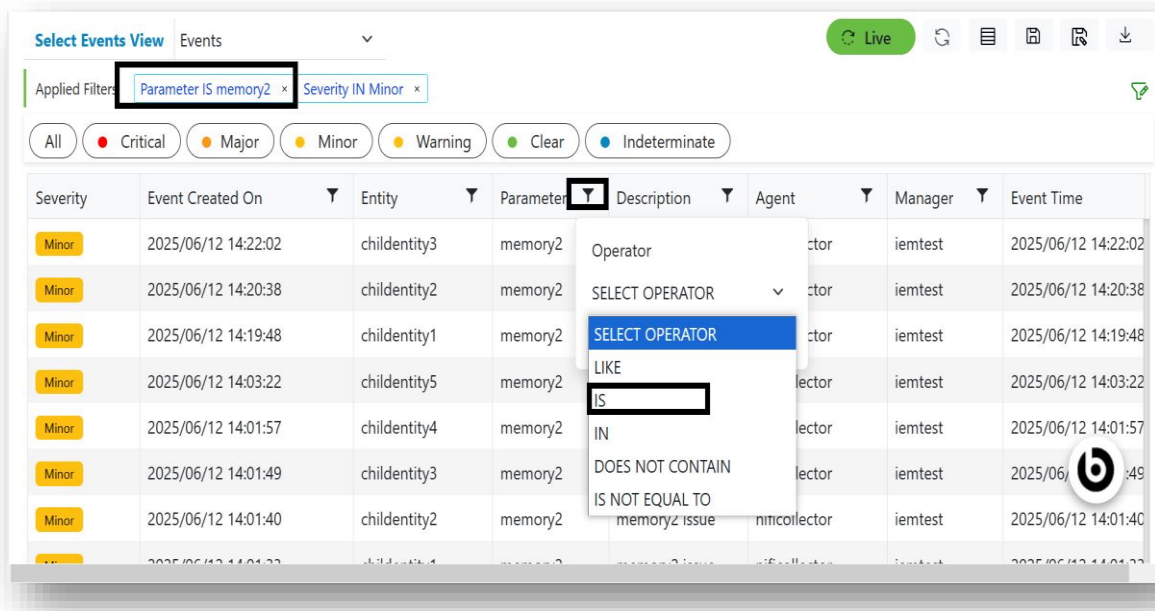


Figure 26 - More Filter Operation (Cont.)

3.2.1.8 Download CSV

This section provides users with downloading CSV data of records based on the filter they apply to the records of the events screen. User can download the csv files with a maximum 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 files downloaded.

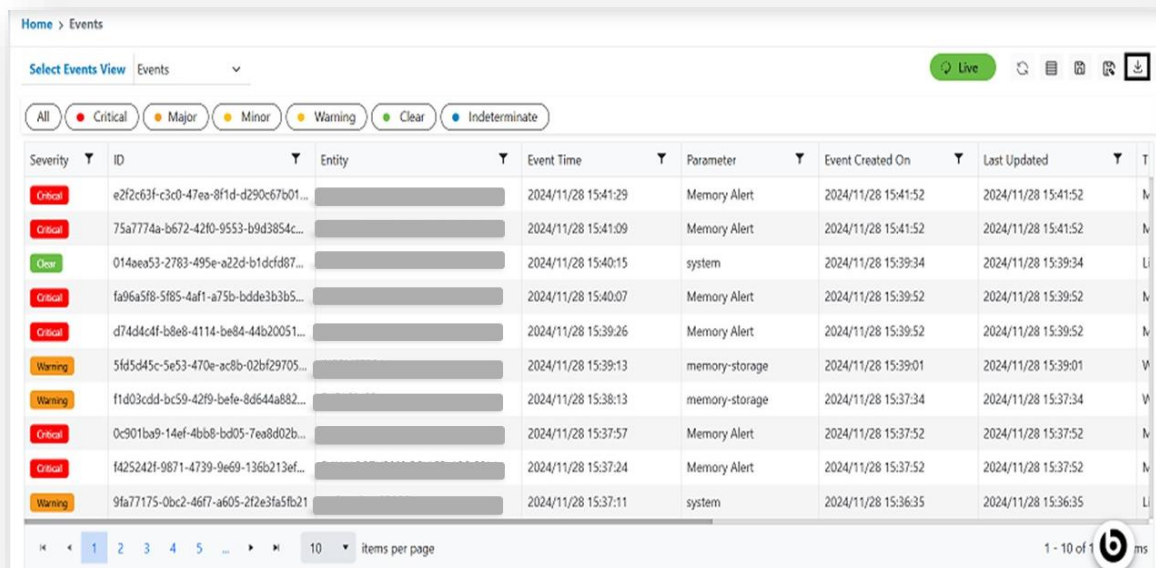


Figure 27 - Download CSV for Events

3.2.2 Alerts

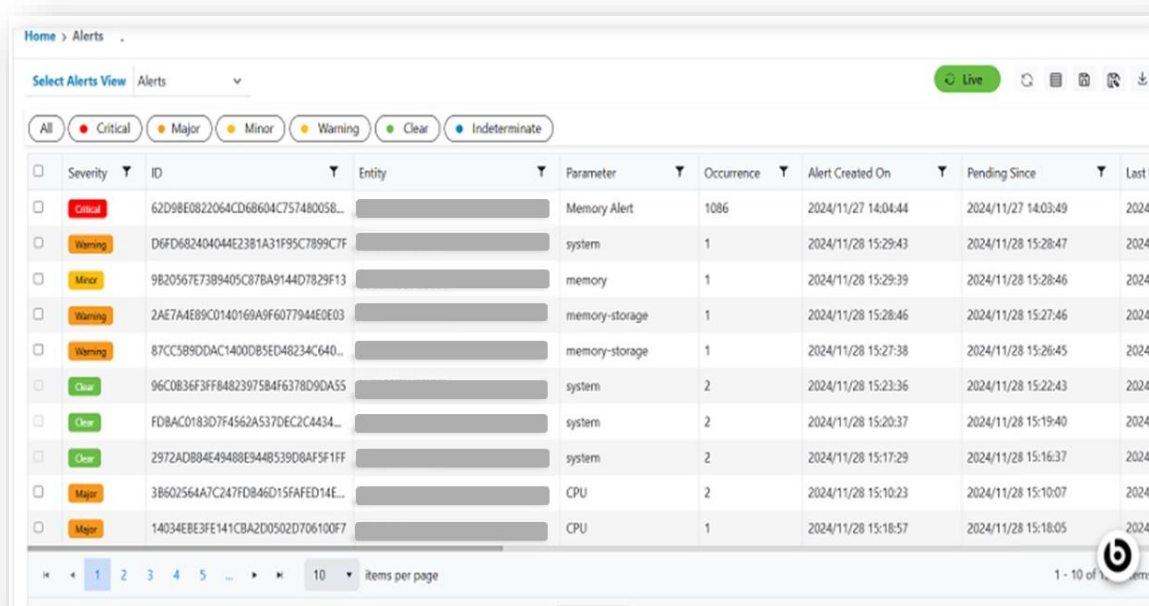
"Alerts" refer to notifications or warnings generated by monitoring systems or tools when significant events or issues are deviating from normal system behavior. Alerts play a crucial role in proactively identifying potential problems, anomalies, or security incidents within the IT environment. Alerts 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.

A well-designed alerting view provides IT teams with crucial information, enabling them to respond proactively to potential issues and minimize the impact on operations.

3.2.2.1 Alerts View

This option will enable users to view the list of all alerts that have been created in HCL IEM. Please follow the steps below to view the alerts:

1. In the top navigation bar, click on Data View and click on Alerts.
2. Alert data will be displayed for the customer logged-in is part of.



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	D6FD682404044E2381A31F95C7899C7F		system	1	2024/11/28 15:29:43	2024/11/28 15:28:47	2024/
Minor	9B20567E7389405C87BA9144D7829F13		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	96C0B36F3F8482397584F6378D9DA55		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	3B602564A7C247FD846D15FAFED14E...		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 28 - Alerts View

3.2.2.2 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 the save button.

	Severity	Associated Actionable ID	Alert Created On	Entity	Title	Parameter	Occurrence
☐	Critical		2025/06/11 16:07:13		Heartbeat not received on IEM	heartbeat	300
☐	Clear	595A0C8D25 79E9525CBF	2025/06/11 17:03:27		Free disk space is less than 15% of vol...	cpu	2
☐	Clear	5A73D47F49	2025/06/12 15:26:53		Free disk space is less than 15% of vol...	cpu	2
☐	Clear	8D1D34A1C3 3657D9426D 1B2B24...	2025/06/11 13:45:14		Free disk space is less than 15% of vol...	cpu	6
☐	Clear	5DB7697C68 15996105F8	2025/06/11 17:03:55		Free disk space is less than 15% of vol...	cpu	2
☐	Clear	0028FA2DC4 55E01CB9B0	2025/06/09 23:12:10		noise rule test	cpu	2
☐	Clear	8D1D34A1C3 32118F111A	2025/06/11 13:52:46		Free disk space is less than 15% of vol...	cpu	3
☐	Clear	2056F50D35	2025/06/12 15:18:11		Free disk space is less than 15% of vol...	memory	2
☐	Clear	E3BAC53393 CE5FCE5235 56E64059...	2025/06/09 23:13:44		noise rule test	cpu	2
☐	Clear	AA814D51BF	2025/06/09 23:13:18		noise rule test	cpu	2

Figure 29 – Save Alerts

- After saving, the event data appears in the grid and a successful popup appears on the screen.

3.2.2.3 Save As Alerts

This option will enable users 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 the current view. For example, a view to list out events with critical severity only. Please follow the steps below to save as events:

- In the top navigation bar, click on Data View and click on alerts.
- Once the user can click the save as button, a pop-up will open to provide the following information:
 - View Name: name of view like critical alerts
 - Description: description of view like list all critical alerts
 - Show to: Either it will be visible to users who is saving it or to other users.
- Next, click on the save button to save view.

Save As

View Name *

Description *

Show to

My Self

Save

Close

Figure 30 – Save As Alerts

- This view will be available on a list for users as shown in the figure.

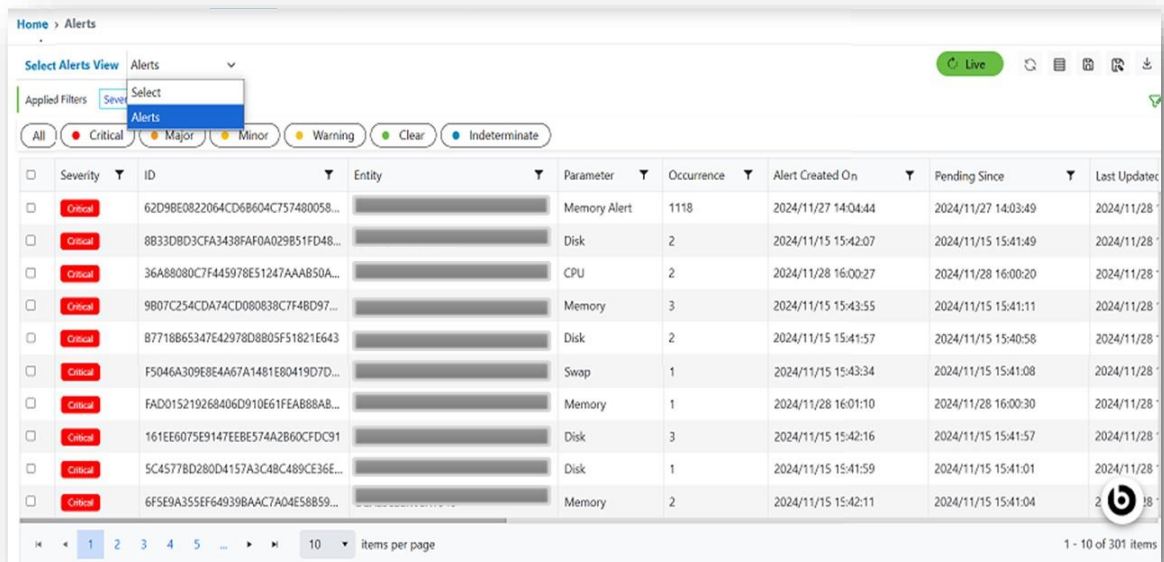


Figure 31 - Select Alerts View Dropdown

3.2.2.4 Add Column

This option will enable users to add more columns in the data grid to analyze it deeply. Please follow the steps below to add columns to data view.

1. In the top navigation bar, click on Data View and click on Events.
2. Click on the Add Column action button presents 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.
4. Users can drag the columns on add column window to change the ordering in listing page.

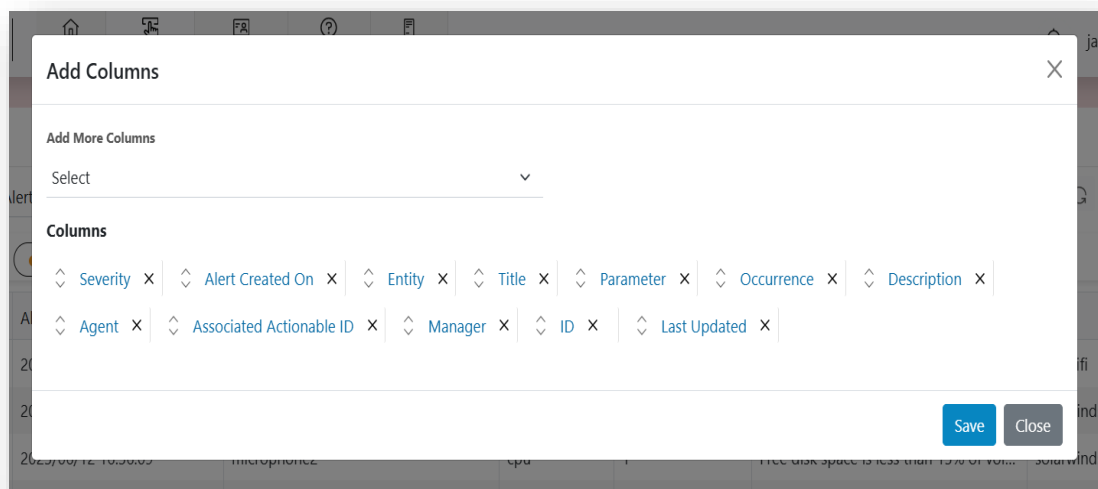


Figure 32 - Add Column

3.2.2.5 Related Events

This option will enable user to see related events for selected alerts to see what all events have been combined to create an alert.

1. In the top navigation bar, click on Data View and click on Alerts.

- Click on a particular alert on Data View–Alert screen, then it will populate list of related events as shown below in figure.

Severity	Event Created On	Entity	Parameter	Description	Agent
Warning	2025/06/12 16:48:00	microphone2	cpu	Free disk space is less than 15% of vol...	solarwinds
Warning	2025/06/12 16:48:00	microphone2	cpu	Free disk space is less than 15% of vol...	solarwinds

Figure 33 – Alerts Related Events

3.2.2.6 Refresh Alerts

This option will enable user to refresh data grid to populate latest alerts data over screen.

Please follow the steps below to refresh the alerts grid:

- In the top navigation bar, click on Data View and click on alerts.
- Once the user clicks on Refresh button, confirmation pop up message will appear.

Severity	Associated Actionable ID	Alert Created On	Entity	Title	Parameter	Occurrence
Critical		2025/06/11 16:07:13		Heartbeat not received on IEM	heartbeat	300
Clear	595A0C8D25 79E9525CBF	2025/06/11 17:03:27	microphone4	Free disk space is less than 15% of vol...	cpu	2
Clear	5A73D47F49	2025/06/12 15:26:53	space1	Free disk space is less than 15% of vol...	cpu	2
Clear	8D1D34A1C3 3657D9426D 182B24...	2025/06/11 13:45:14	space2	Free disk space is less than 15% of vol...	cpu	6
Clear	5DB7697C68 15996105F8	2025/06/11 17:03:55	microphone10	Free disk space is less than 15% of vol...	cpu	2
Clear	0028FA2DC4 55E01CB980	2025/06/09 23:12:10	june_test_pratap_02	noise rule test	cpu	2
Clear	8D1D34A1C3 32118F111A	2025/06/11 13:52:46	space4	Free disk space is less than 15% of vol...	cpu	3
Clear	2056F50D35	2025/06/12 15:18:11	alertconfig1	Free disk space is less than 15% of vol...	memory	2
Clear	E3BAC53393 CESFCE5235 56E64059...	2025/06/09 23:13:44	june_test_pratap_06	noise rule test	cpu	2
Clear	AA814D51BF	2025/06/09 23:13:18	june_test_pratap_05	noise rule test	cpu	2

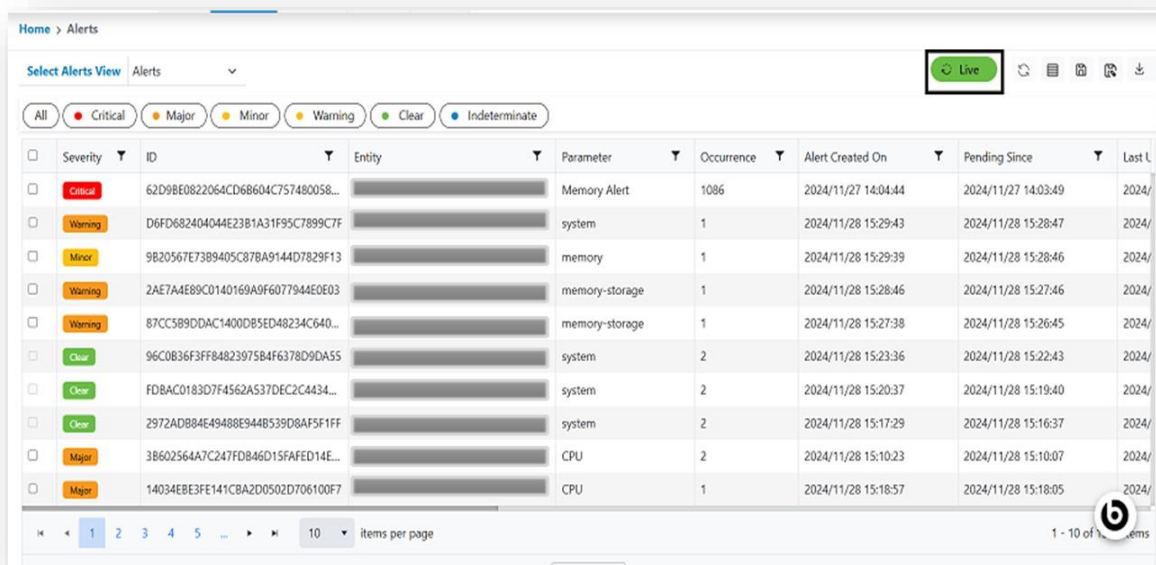
Figure 34 – Confirmation Message

3.2.2.7 Live Alerts Data

This option will enable users to stop/start live update of data being shown in grid. Please follow the steps below to enable/disable live alerts.

- In the top navigation bar, click on Data View and click on alerts.
- Users can see the Live Alerts Data, and this will be updated regularly, and refresh grid.

- To stop live data update, please click on Live button, it stops updating the live alerts data, a confirmation message will appear, stating that "Auto – refresh has been disabled."



Home > Alerts

Select Alerts View Alerts

Live

All Critical Major Minor Warning Clear Indeterminate

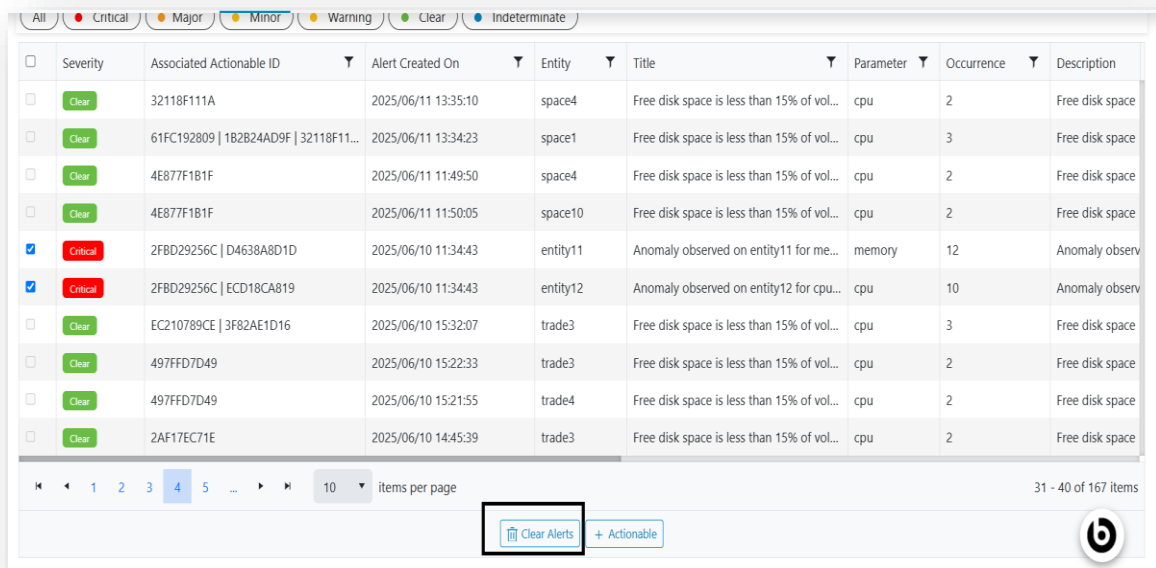
☐	Severity	ID	Entity	Parameter	Occurrence	Alert Created On	Pending Since	Last U
☐	Critical	62D9BE0822064CD68604C757480058...		Memory Alert	1086	2024/11/27 14:04:44	2024/11/27 14:03:49	2024/
☐	Warning	D6FD68240404E23B1A31F95C7899C7F		system	1	2024/11/28 15:29:43	2024/11/28 15:28:47	2024/
☐	Minor	9B20567E73B9405C878A9144D7829F13		memory	1	2024/11/28 15:29:39	2024/11/28 15:28:46	2024/
☐	Warning	2AE7A4E89C0140169A9F607794E0E03		memory-storage	1	2024/11/28 15:28:46	2024/11/28 15:27:46	2024/
☐	Warning	87CC589DDAC1400D85ED48234C640...		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	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	14034EB3FE141CBA2D0502D706100F7		CPU	1	2024/11/28 15:18:57	2024/11/28 15:18:05	2024/

1 - 10 of 1 items

Figure 35 – Live Alerts Data

3.2.2.8 Clear Alerts

- Users can delete clear alerts using the clear alerts action button.
- Select the rule(s) to be deleted by clicking on the corresponding checkbox.
- Click on the delete action button (bulk/single selection).



All Critical Major Minor Warning Clear Indeterminate

☐	Severity	Associated Actionable ID	Alert Created On	Entity	Title	Parameter	Occurrence	Description
☐	Clear	32118F111A	2025/06/11 13:35:10	space4	Free disk space is less than 15% of vol...	cpu	2	Free disk space
☐	Clear	61FC192809 1B2B24AD9F 32118F11...	2025/06/11 13:34:23	space1	Free disk space is less than 15% of vol...	cpu	3	Free disk space
☐	Clear	4E877F1B1F	2025/06/11 11:49:50	space4	Free disk space is less than 15% of vol...	cpu	2	Free disk space
☐	Clear	4E877F1B1F	2025/06/11 11:50:05	space10	Free disk space is less than 15% of vol...	cpu	2	Free disk space
☒	Critical	2FBD29256C D4638A8D1D	2025/06/10 11:34:43	entity11	Anomaly observed on entity11 for me...	memory	12	Anomaly observ
☒	Critical	2FBD29256C ECD18CA819	2025/06/10 11:34:43	entity12	Anomaly observed on entity12 for cpu...	cpu	10	Anomaly observ
☐	Clear	EC210789CE 3F82AE1D16	2025/06/10 15:32:07	trade3	Free disk space is less than 15% of vol...	cpu	3	Free disk space
☐	Clear	497FFD7D49	2025/06/10 15:22:33	trade3	Free disk space is less than 15% of vol...	cpu	2	Free disk space
☐	Clear	497FFD7D49	2025/06/10 15:21:55	trade4	Free disk space is less than 15% of vol...	cpu	2	Free disk space
☐	Clear	2AF17EC71E	2025/06/10 14:45:39	trade3	Free disk space is less than 15% of vol...	cpu	2	Free disk space

31 - 40 of 167 items

Clear Alerts + Actionable

Figure 36 – Clear Alerts

- A pop-up screen will appear on the screen.
- Click on Okay and the alerts will be deleted.

3.2.2.9 Apply Filters

This option will enable users to apply filters over the currently opened view to see data of specific values. For example, to see lists of critical alerts, users can set filters over severity columns of alerts' data. Please follow the steps below to apply filters:

1. In the top navigation bar, click on Data View and click on alerts.
2. Click on the filter option as shown in the figure.

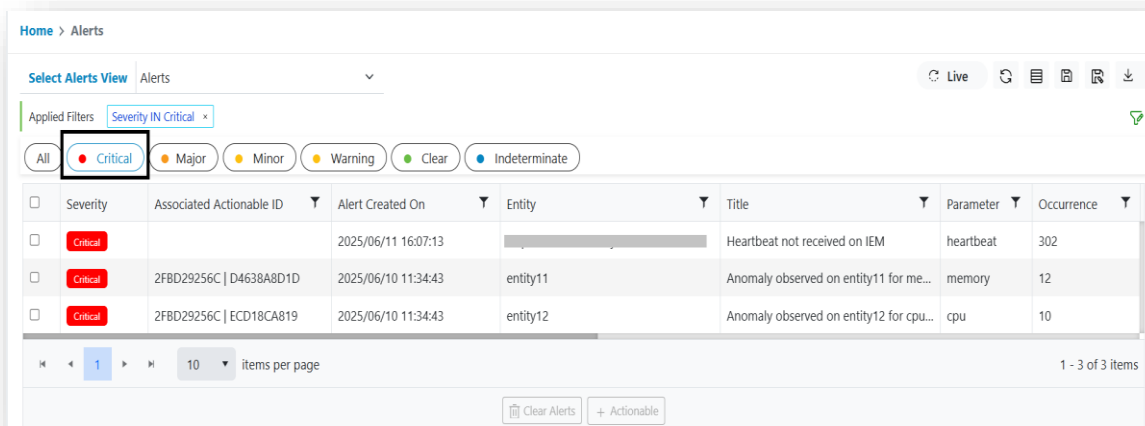


Figure 37 – Apply Filters

3. A filter screen will come up which enables users to select field and corresponding operator along with value to filter data as shown in figure.

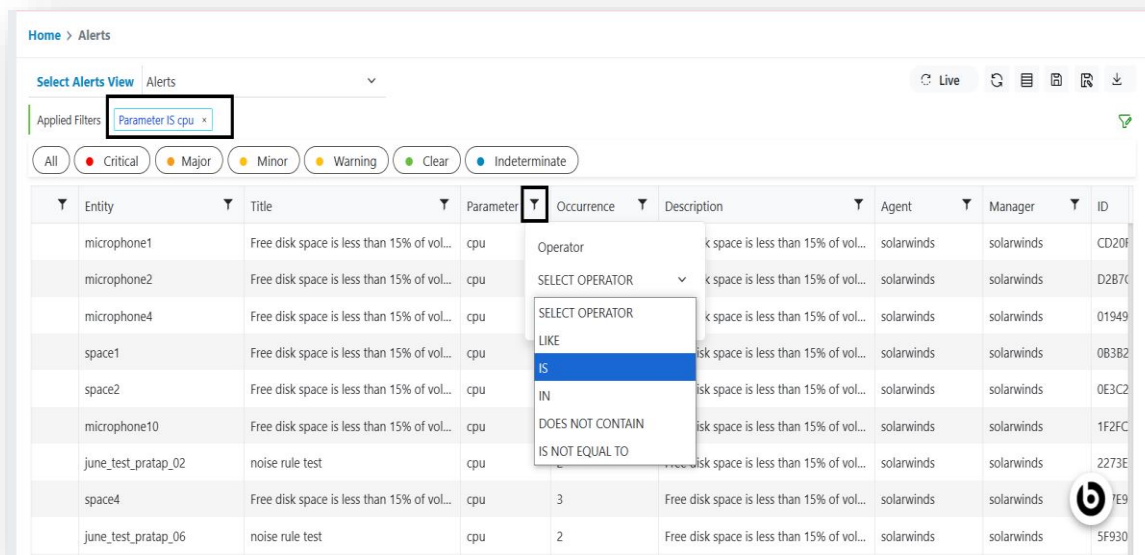


Figure 38 – More Filter Operation

4. Users can see the result of applied filter.

Severity	ID	Entity	Parameter	Occurrence	Alert Created On	Pending Since	Last Updated
Critical	8B33DBD3CFA3438FAF0A029B51FD48...			2	2024/11/15 15:42:07	2024/11/15 15:41:49	2024/11/28 16:00:31
Critical	36A88080C7F445978E51247AAAB50A...			2	2024/11/28 16:00:27	2024/11/28 16:00:20	2024/11/28 16:00:31
Critical	9B07C254CDA74CD080838C7F4B97...			3	2024/11/15 15:43:55	2024/11/15 15:41:11	2024/11/28 16:00:31
Critical	F5046A309E8E467A1481E80419D7D...			1	2024/11/15 15:43:34	2024/11/15 15:41:08	2024/11/28 16:00:31
Critical	E623548A014A4AD3A22EF9A78D233...			1	2024/11/15 15:42:09	2024/11/15 15:41:50	2024/11/28 16:00:31
Critical	B7718B65347E42978D8B05F51821E643			2	2024/11/15 15:41:57	2024/11/15 15:40:58	2024/11/28 16:00:31
Critical	34A59CC3A68A4A05901E5FF204935A...			2	2024/11/15 15:42:13	2024/11/15 15:41:04	2024/11/28 16:00:30
Critical	2281DC9342F046768952DCD82C07...			1	2024/11/15 15:43:15	2024/11/15 15:42:02	2024/11/28 16:00:30
Critical	161EE6075E9147EEB574A2B60CFDC91			3	2024/11/15 15:42:16	2024/11/15 15:41:57	2024/11/28 16:00:30
Critical	FAD015219268A06D910E61FEAB88AB...			1	2024/11/28 16:01:10	2024/11/28 16:00:30	2024/11/28 16:00:31

Figure 39 - More Filter Operation

3.2.2.10 Download CSV

This section provides users with downloading CSV data of records based on the filter they apply to the records of the events screen. User can download the csv files with a maximum 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 files downloaded.

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	2AE7A4E89C0140169A9F6077944E0E03		memory-storage	1	2024/11/28 15:28:46	2024/11/28 15:27:46	2024/11/28 16:00:31
Warning	87CC589D0AC1400D85ED48234C640...		memory-storage	1	2024/11/28 15:27:38	2024/11/28 15:26:45	2024/11/28 16:00:31
Clear	96C0836F3FF84823975B4F6378D9DA55		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

Figure 40 - Download CSV for Alerts

3.2.3 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 HCL 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.

3.2.3.1 Actionable View

Please follow the steps below to view events data:

1. In the top navigation bar, click on Data View and click on actionable.
2. Alerts data will be displayed for the customer to which user is part of.

Severity	ID	State	Rule Name	Entity	Parameter	Description	Correlated	Incident	Action
Major	B3D957BF1C	Open	AlertCorrelation_new	gamma160	memory	Free disk space is less than 15% of vol...	2	INC0012748	2025/
Major	61A3C87511	Open	System Load	gamma160	memory	System under load	1		2025/
Major	2FBD29256C	Open	User Defined	entity11	memory	Manual_Actionable Created1Anomaly ...	2	INC0012715	2025/
Critical	D4638A8D1D	Open	System Load	entity11	memory	System under load	1		2025/
Critical	ECD18CA819	Open	System Load	entity12	cpu	System under load	1		2025/
Warning	B8E67E3746	Open	testjune10.2	space1	cpu	Free disk space is less than 15% of vol...	3		2025/

Figure 41 - Actionable View

3.2.3.2 Add Column

This option will enable users to add more columns in the data grid to analyze it deeply. Please follow the steps below to add columns to data view.

1. In the top navigation bar, click on Data View and click on alerts.
2. Click on the Add Column action button presents 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.
4. Users can drag the columns on add column window to change the order in listing.

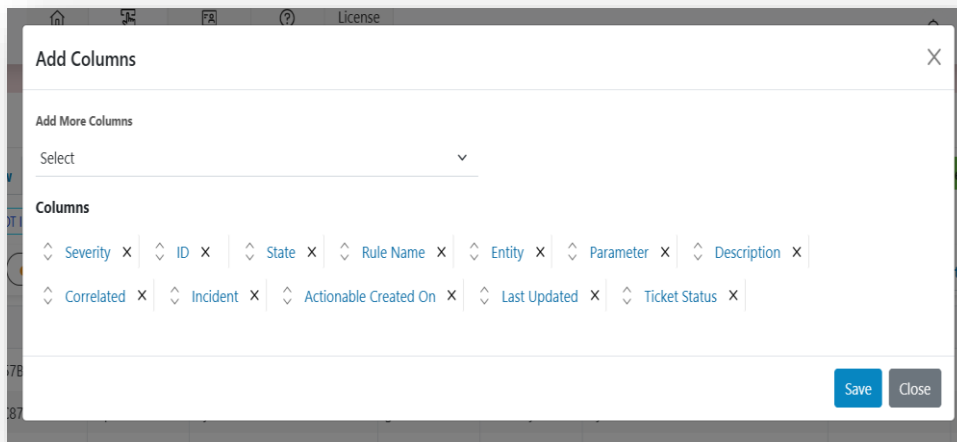


Figure 42 – Add Column

3.2.3.3 Related Changes and Related Problems

This view enables users to see related changes and problems corresponding to entity for which action has been created as this could be one of root cause for change and problem creation. Below are steps for assessing related changes and problems.

1. Click on a particular actionable on Data View-Actionable screen, it will open pop-up window.
2. Next, click on Related Changes or Related Problems tab.
3. Related changes and problems will be populated in cards as shown in figure.

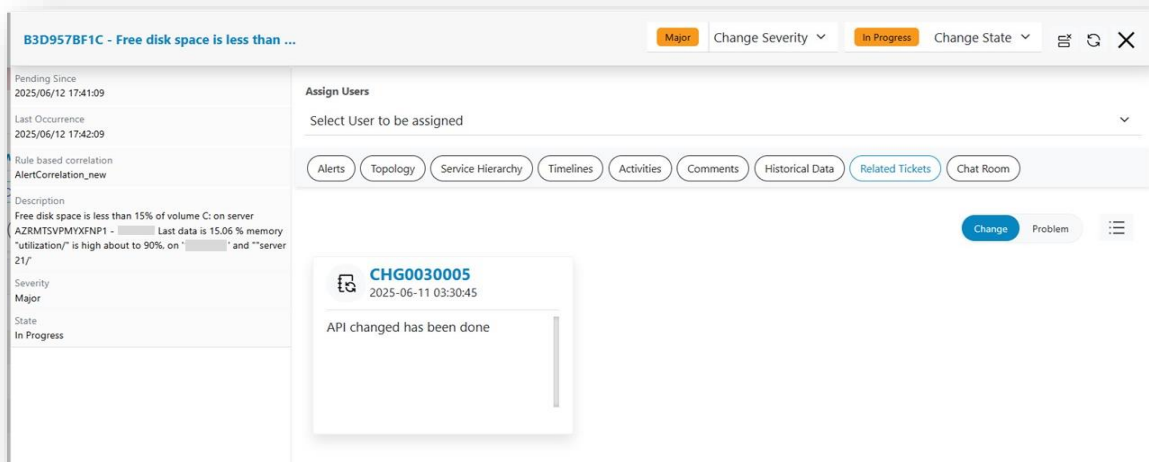


Figure 43 – Related Changes

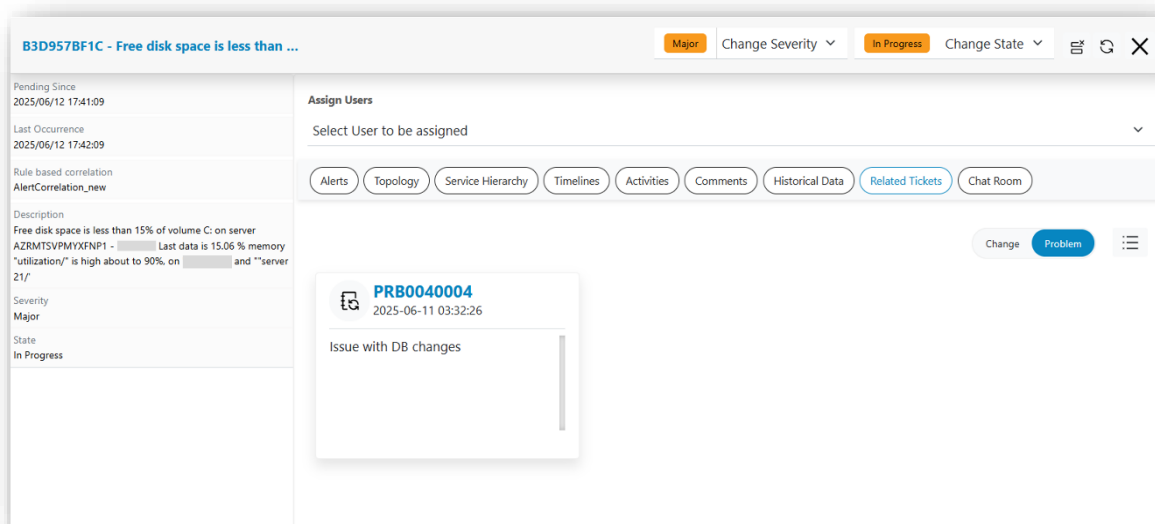


Figure 44 - Related Problems

3.2.3.4 Chat Bot

The steps involved in initiating a chat with a particular user over the chat window are given as follows: HCL IEM enables collaboration amongst team members via chat room functionality. It also provides integration with HCL AEX, in case the operator wants to fetch some information related to actionable over which user is working on:

1. Click on a particular actionable on Data View-Actionable screen, then go to pop up open for the actionable.
2. Click on the chat icon present over the header of the actionable popup.
3. Actionable title resembling issue description is mentioned over the chat window. The user can initiate chat with the invited user as shown.

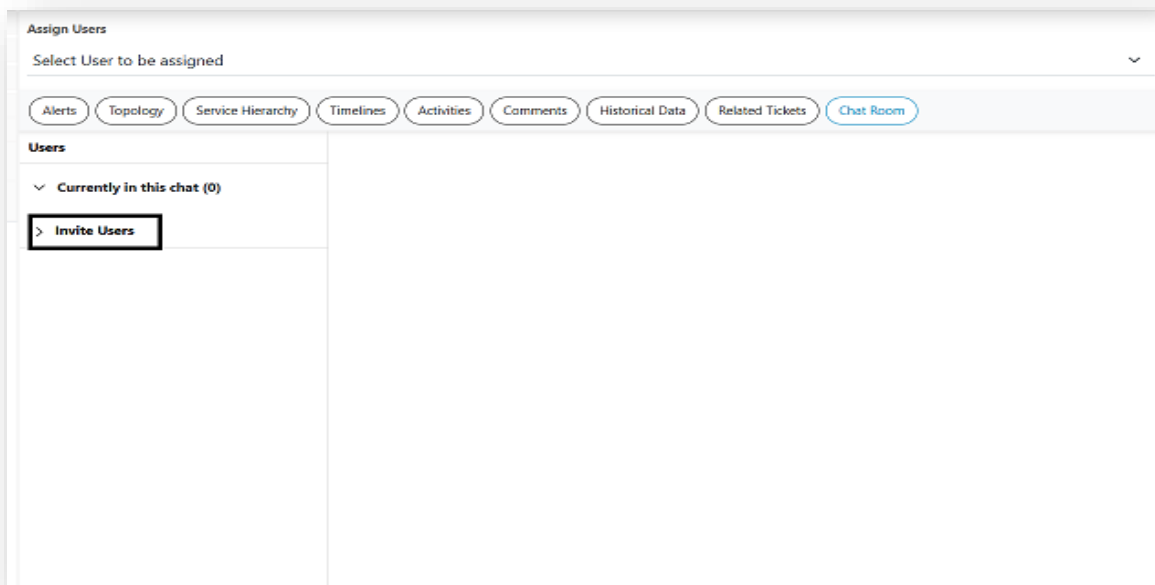


Figure 45 - Chat Bot

4. After Click on + Invite User, user can select the user from dropdown shown below.

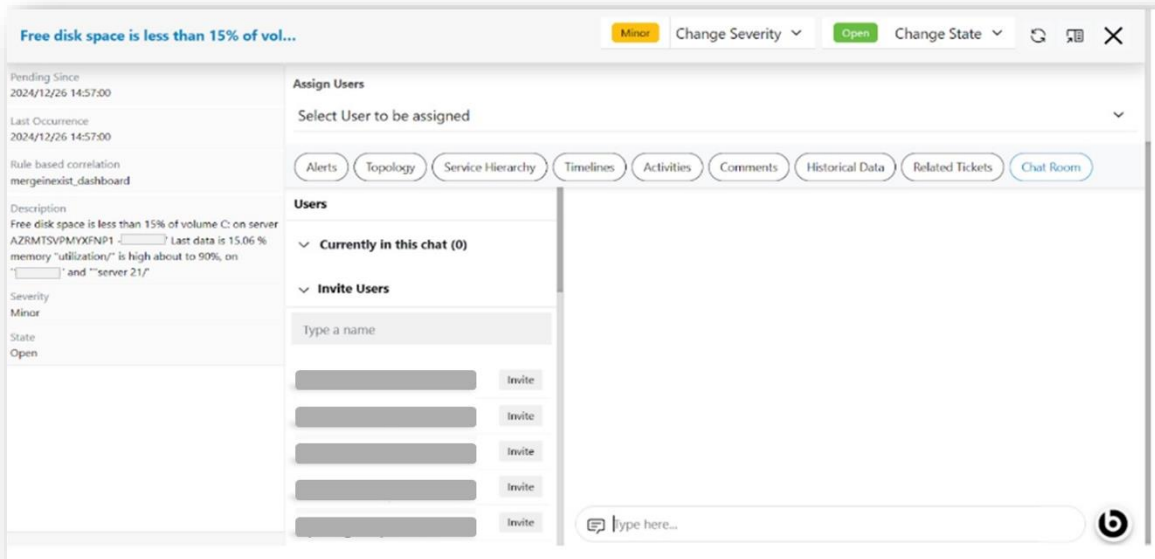


Figure 46 - Invite User

5. After the successful invitation, confirmation message will be displayed.

3.2.3.5 Add Comments

HCL IEM enables users to provide comments that the user has been performing while solving issues. Please follow the steps below to add comments in actionable screen:

1. Click on a particular actionable on Data View-Actionable screen, a pop-up window will open that will show all information like related alerts, related changes, related problems, timeline view, topology view, service topology view etc.
2. Click on the Comments header present in the actionable popup.
3. Details of comments along with posted user will be displayed over screen.
4. It also provides an option to search for a specific comment by entering text in search box.

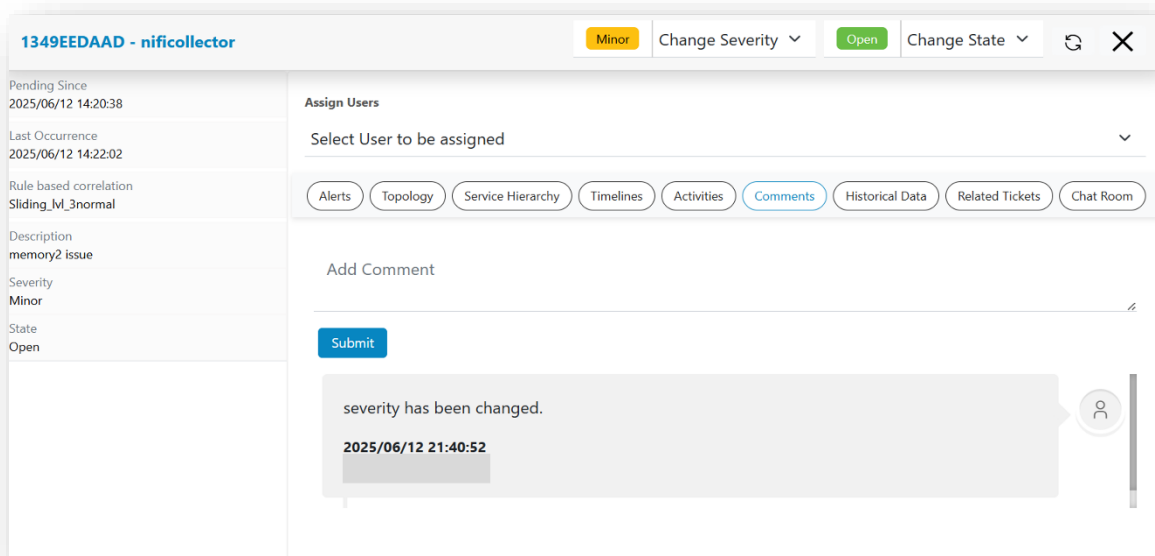


Figure 47 - Add Comments to Actionable

3.2.3.6 Activities

HCL IEM records list of activities systems or user has performed while analyzing events, alerts and actionable. Please follow the steps below to list out activities:

1. Click on a particular actionable on Data View-Actionable screen, a pop-up window will open that will show all information like related alerts, related changes, related problems, timeline view, topology view, service topology view etc.
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 activities will be visible as shown.
4. Search tab is present to specifically search for a log present in the activity view.

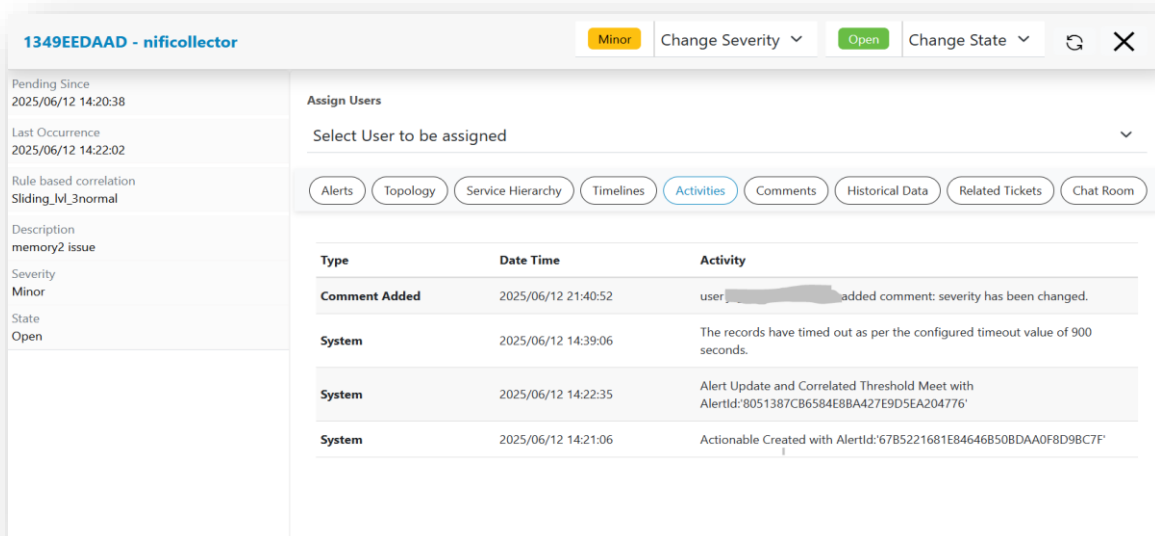


Figure 48 - Activities

3.2.3.7 Historical Data

HCL IEM enables operators to view similar actionable related to current actionable. This works by comparing entity+parameter combinations for current actionable and compare with historical Actionable to identify and populate matching Actionable. Please follow steps to view similar Actionable.

1. Click on a particular actionable on Data View-Actionable screen, a pop-up window will open that will show all information like related alerts, related changes, related problems, timeline view, topology view, service topology view etc.
2. Click on the Historical Data header present in the actionable popup.
3. Historical Data containing details of similar actionable will be displayed and details can be seen while scrolling from left to right for similar actionable.

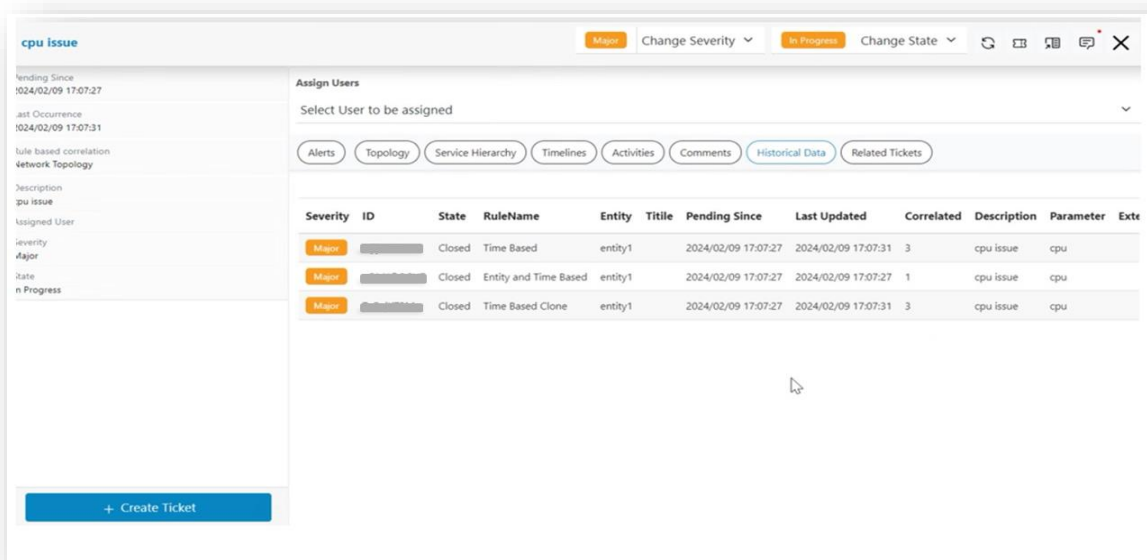


Figure 49 - Similar Actionable

3.2.3.8 Service Hierarchy

HCL IEM provides a service hierarchy view to for service corresponding to which actionable got created. This enables operators to understand what other services can be impacted on due to this. Please follow the steps below to access service hierarchy tab:

1. Click on a particular actionable on Data View-Actionable screen, a pop-up window will open up that will show all information like related alerts, related changes, related problems, timeline view, topology view, service topology view etc.
2. Click on the Service Hierarchy tab present in the actionable popup.
3. Service Hierarchy provides visualization of services relationships along with their impact based on current events in system.
4. Impacted services can be highlighted as per configured color codes and level of impact.

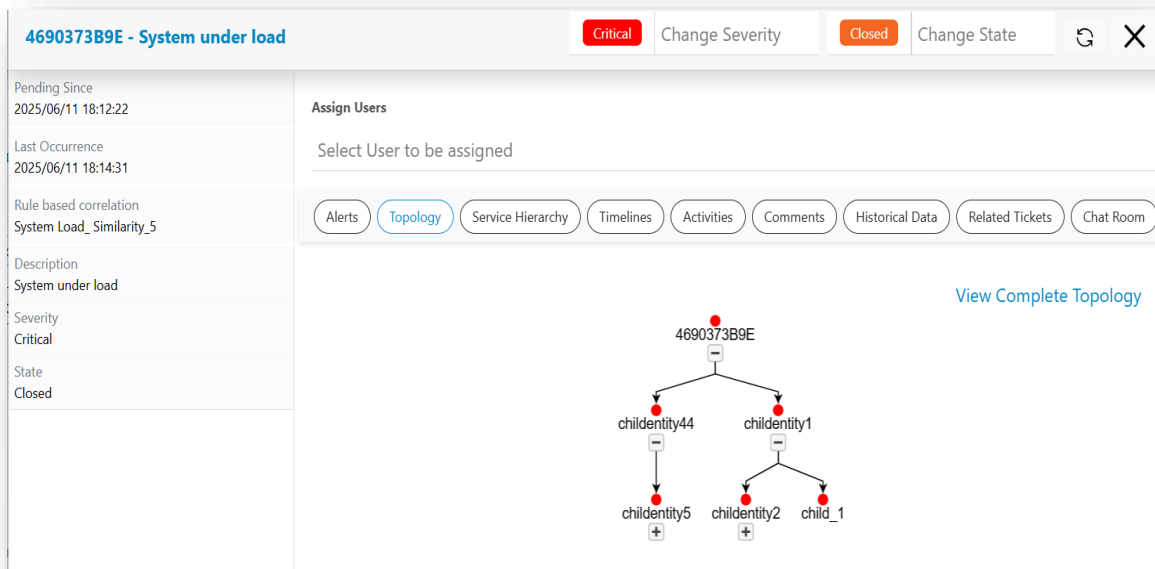


Figure 50 - Service Hierarchy

3.2.3.9 TimeLine

Visualizing the complete timeline when event came in, when alert got created and how actionable got combined is very difficult to understand. HCL IEM provides a way to present this information in a timeline where events, alerts and associated actionable will be shown over time scale. Please follow the steps below to assess the timeline view:

1. Click on a particular actionable on Data View-Actionable screen, then go to pop up open for the actionable.
2. Click on the Timelines header present in the actionable popup.
3. The timeline view will be 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 Event/Alert/ Actionable in the timeline view.
5. There are different icons for differentiating between events, alerts and actionable, and different color codes as per severity.

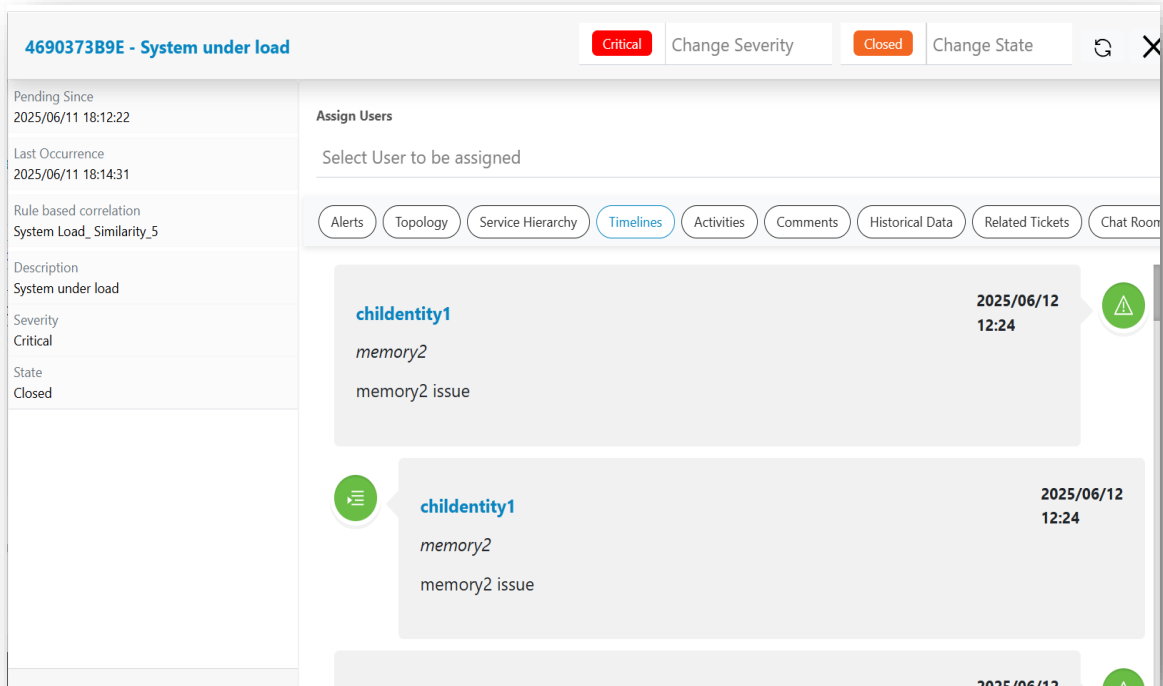


Figure 51 - Timelines

3.2.3.10 Change Severity

Operators can modify the severity of Actionable based on their understanding. Please follow the steps below to change the severity of actionable.

1. Click on a particular actionable on Data View-Actionable screen, then go to pop up open for the actionable.
2. Click on the severity Clear/Indeterminate/Warning/Minor/Major/Critical as shown.
3. A dialog box would appear for confirmation.

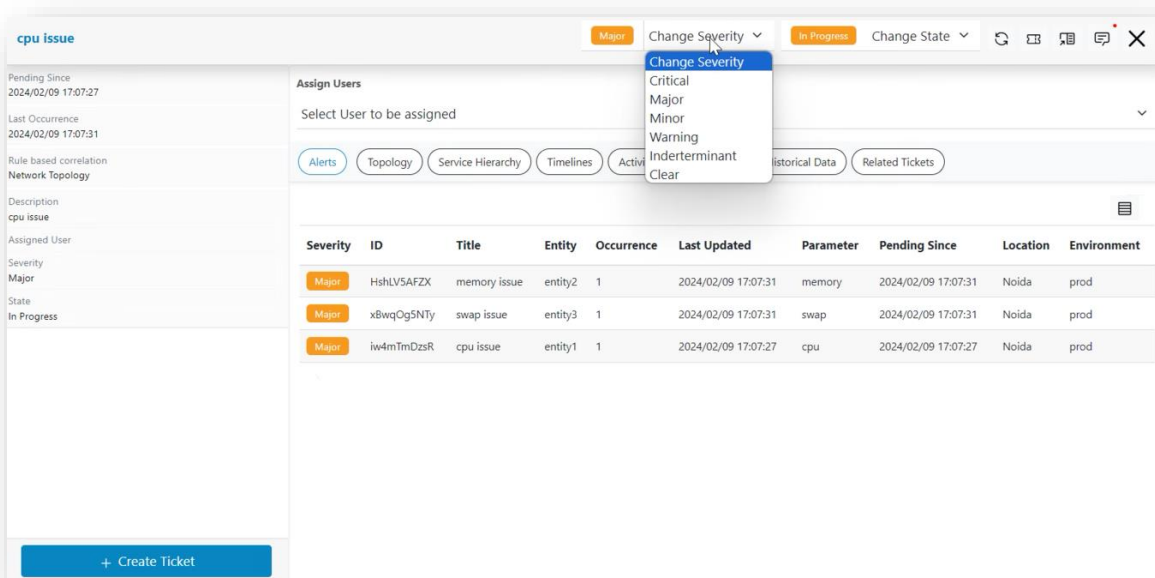


Figure 52 - To Change Severity of Actionable

3.2.3.11 Change State

Operators can modify or change the status of Actionable based on the current state of work. Please follow the steps below to change the status of an actionable.

1. Click on a particular actionable on Data View-Actionable screen, then go to pop up open for the actionable.
2. Click on the status Open/Assigned/In Progress/Resolved.
3. A dialog box would appear for confirmation.

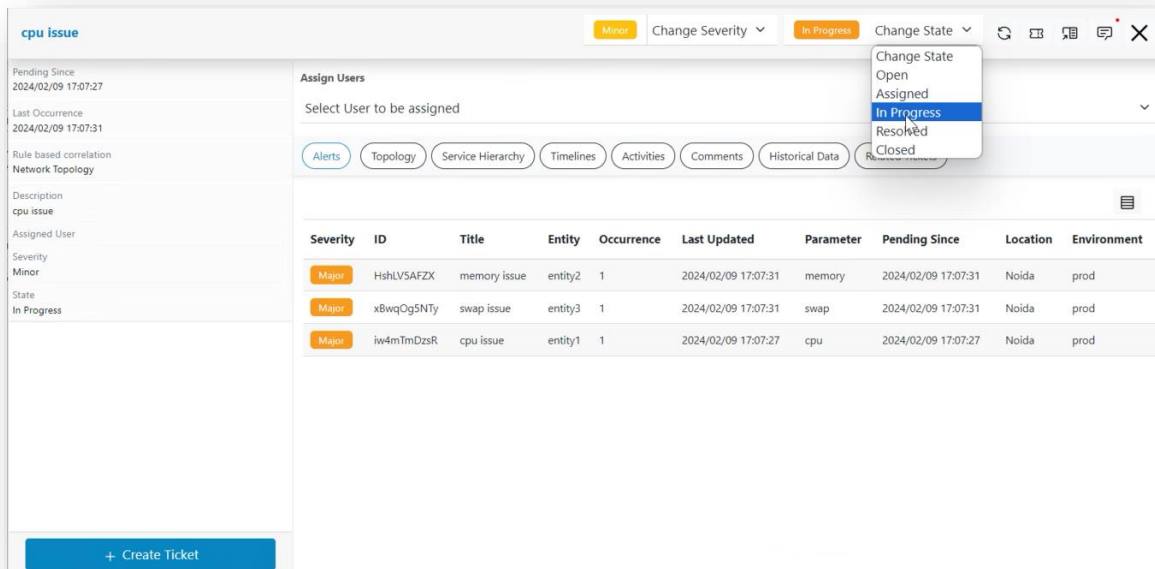


Figure 53 - To Change Status for Actionable

3.2.3.12 Assign Actionable to Another User

Users with tenant admin role can assign Actionable to their team members based on their availability. Please follow the steps below to assign actionable to user.

1. Click on a particular actionable on Data View-Actionable screen, then go to pop up open for the actionable.
2. Click on Assign to header present in the actionable popup. The dropdown list of users configured in the environment will be displayed.
3. Click on the user assigned for that actionable as shown.
4. Notification will be sent to the user after the Actionable is assigned.
5. Notification will be sent to the user even when the assigned actionable will be released from the user.

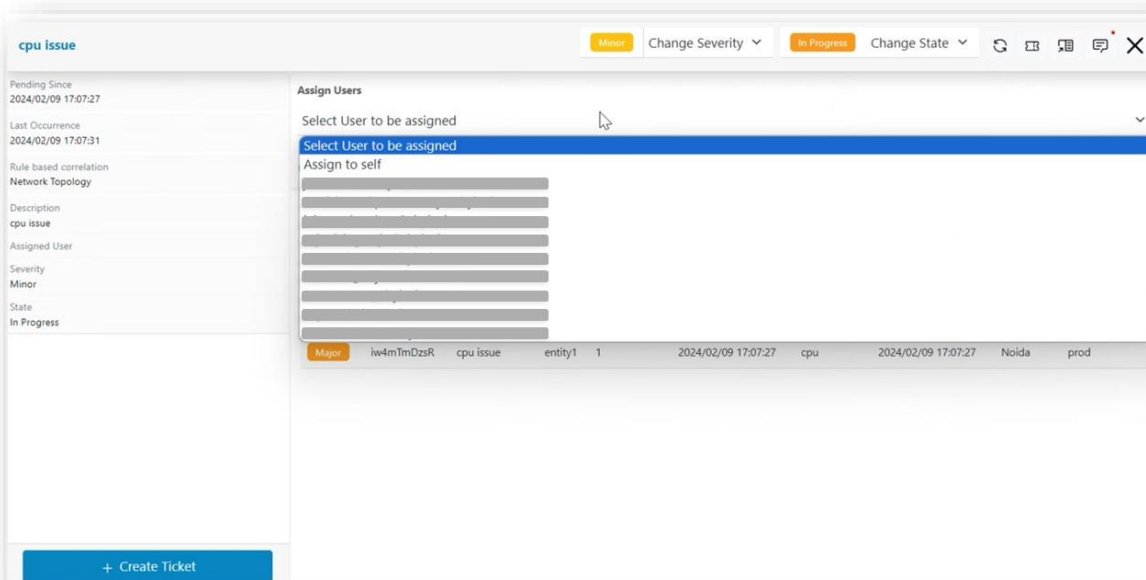


Figure 54 – Assign Actionable to Another User

3.2.3.13 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.

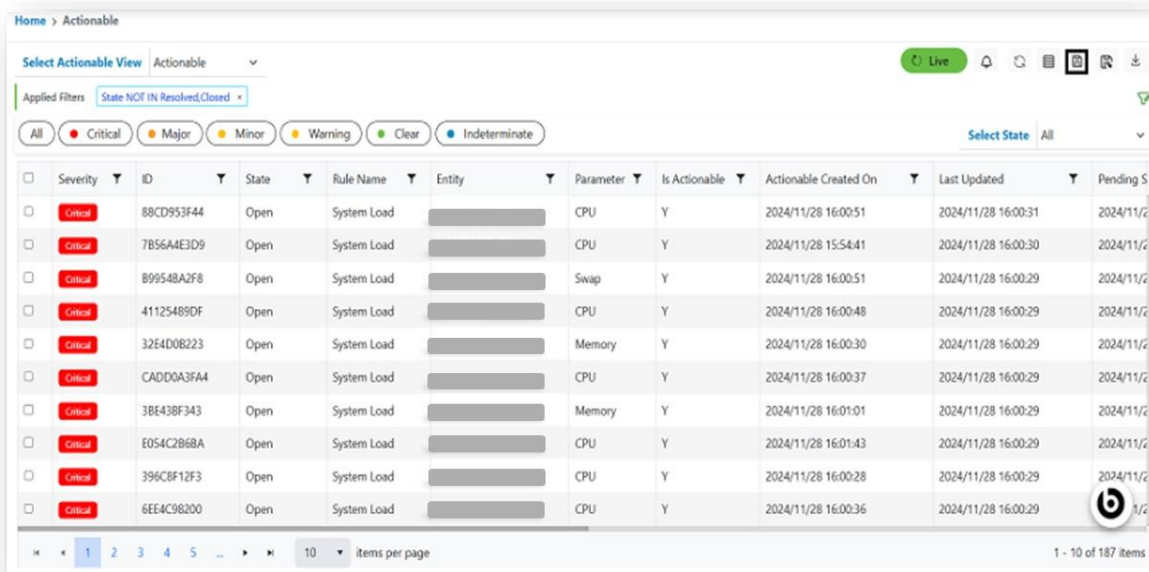


Figure 55 – Save Actionable

3. The confirmation message popup appears on the screen.
4. Click Confirm. A successful pop will appear, and the grid will be updated accordingly, and the saved Actionable data starts appearing in the grid.

Severity	ID	State	Rule Name	Entity	Parameter	Is Actionable	Actionable Created On	Last Updated	Pending S
Critical	8500294EFC	Open	System Load		Memory	Y	2024/11/28 16:11:35	2024/11/28 16:11:16	2024/11/28 16:11:16
Critical	42FA21E7F0	Open	System Load		CPU	Y	2024/11/28 16:11:20	2024/11/28 16:11:16	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	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	2024/11/28 16:11:16
Critical	71C2C7B847	Open	System Load		CPU	Y	2024/11/28 16:11:32	2024/11/28 16:11:16	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	2024/11/28 16:11:16
Critical	DB997420B0	Open	System Load		Memory	Y	2024/11/28 16:11:36	2024/11/28 16:11:16	2024/11/28 16:11:16
Critical	D65BSADCC2	Open	System Load		Memory	Y	2024/11/28 16:11:20	2024/11/28 16:11:16	2024/11/28 16:11:16
Critical	A55226D771	Open	System Load		Swap	Y	2024/11/28 16:11:27	2024/11/28 16:11:16	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	2024/11/28 16:11:16

Figure 56 – Save Actionable (Cont.)

3.2.3.14 Save As Actionable

This option will enable users 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 the current view. For example, the view to list actionable with critical severity only. Please follow the steps below to save as actionable:

1. In the top navigation bar, click on Data View and click on actionable.
2. Once the user can click the save as button, a pop-up will open to provide the following information:
 - **View Name:** name of view like critical actionable
 - **Description:** description of view like list all critical actionable
 - **Show to:** Either it will be visible to user who is saving it or to other users.
3. View with name "Critical Actionable" is created.

Save As

View Name *

Description *

Show to

My Self

Save Close

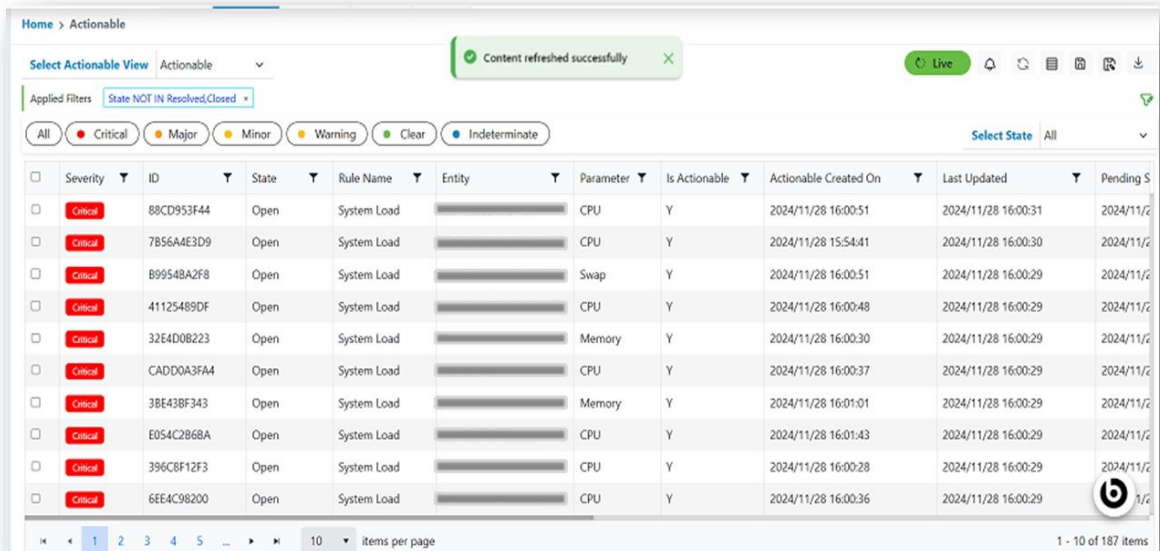
Figure 57 – Save As Actionable

3.2.3.15 Refresh Actionable

This option will enable user to refresh data grid to populate latest actionable data over screen.

Please follow the steps below to refresh the alerts grid:

1. In the top navigation bar, click on Data View and click on alerts.
2. Once the user clicks on Refresh button, confirmation pop up message will appear.



The screenshot shows the 'Actionable' view in a software interface. At the top, there's a green notification bar that says 'Content refreshed successfully'. Below it, there's a 'Select Actionable View' dropdown set to 'Actionable'. A filter bar shows 'Applied Filters: State NOT IN Resolved,Closed'. Below the filters are buttons for severity levels: All, Critical (red), Major (orange), Minor (yellow), Warning (green), Clear, and Indeterminate (blue). To the right of these buttons is a 'Select State' dropdown set to 'All'. The main part of the interface 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 'Critical' severity and 'Open' state, representing 'System Load' alerts for various system parameters like CPU, Swap, and Memory. At the bottom, there's a pagination bar showing '1 - 10 of 187 items' and a '10 items per page' dropdown.

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

Figure 58 – Refresh time for Actionable

3.2.3.16 Live Actionable Data

This option will enable users to stop/start live update of data being shown in grid. Please follow the steps below to enable/disable Live actionable.

1. In the top navigation bar, click on Data View and click on actionable.
2. Users can see the Live Actionable Data, and this will be updated regularly.
3. To stop live data update, please click on Live button, it stops updating the live actionable data, a confirmation message will appear, stating that "Auto – refresh has been disabled."

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	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	CPU	Y	2024/11/28 15:54:41	2024/11/28 16:00:30	2024/11/28 16:00:30
Critical	B9954BA2F8	Open	System Load	Swap	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	CPU	Y	2024/11/28 16:00:48	2024/11/28 16:00:29	2024/11/28 16:00:29
Critical	32E4D08223	Open	System Load	Memory	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	CPU	Y	2024/11/28 16:00:37	2024/11/28 16:00:29	2024/11/28 16:00:29
Critical	3BE438F343	Open	System Load	Memory	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	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	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	CPU	Y	2024/11/28 16:00:36	2024/11/28 16:00:29	2024/11/28 16:00:29

1 - 10 of 187 items

Figure 59 - Live Actionable Data

3.2.3.17 Related Alerts

This option will enable user to see related alerts for selected actionable to see what all alerts have been combined to create an actionable.

1. In the top navigation bar, click on Data View and click on actionable.
2. Click on a particular actionable on Data View-Alert screen, then it will populate list of related alerts as shown below in figure.
3. Segregated the alerts with causal alerts and impacted alerts type by showing a highlighter with different colors.

1349EEDAAD - nifcollector

Buttons: Minor, Change Severity, Open, Change State

Pending Since: 2025/06/12 14:20:38

Last Occurrence: 2025/06/12 14:22:02

Rule based correlation: Sliding_Wl_3normal

Description: memory2 issue

Severity: Minor

State: Open

Assign Users: Select User to be assigned

Buttons: Alerts, Topology, Service Hierarchy, Timelines, Activities, Comments, Historical Data, Related Tickets, Chat Room

Legend: Causal Alert (Orange), Impacted Alerts (Grey)

Severity	Entity	Parameter	Description	Alert Created On	O
Minor	childentity3	memory2	memory2 issue	2025/06/12 14:22:10	1
Minor	childentity2	memory2	memory2 issue	2025/06/12 14:20:46	1

1 - 2 of 2 items

Figure 60 - Actionable Related Alerts

3.2.3.18 Topology

HCL IEM provides topology hierarchy view for entity corresponding to which actionable got created. This enables operators to understand what other entities can be impacted on due to this. Please follow the steps below to access the topology tab:

1. Click on a particular actionable on Data View-Actionable screen, a pop-up window will open that will show all information like related alerts, related changes, related problems, timeline view, topology view, service topology view etc.
2. Click on the topology tab present in the actionable popup.
3. Topology provides visualization of entities relationships along with their impact based on current events in system.
4. Impacted entities can be highlighted as per configured color codes based on level of impact on Impacted entities.

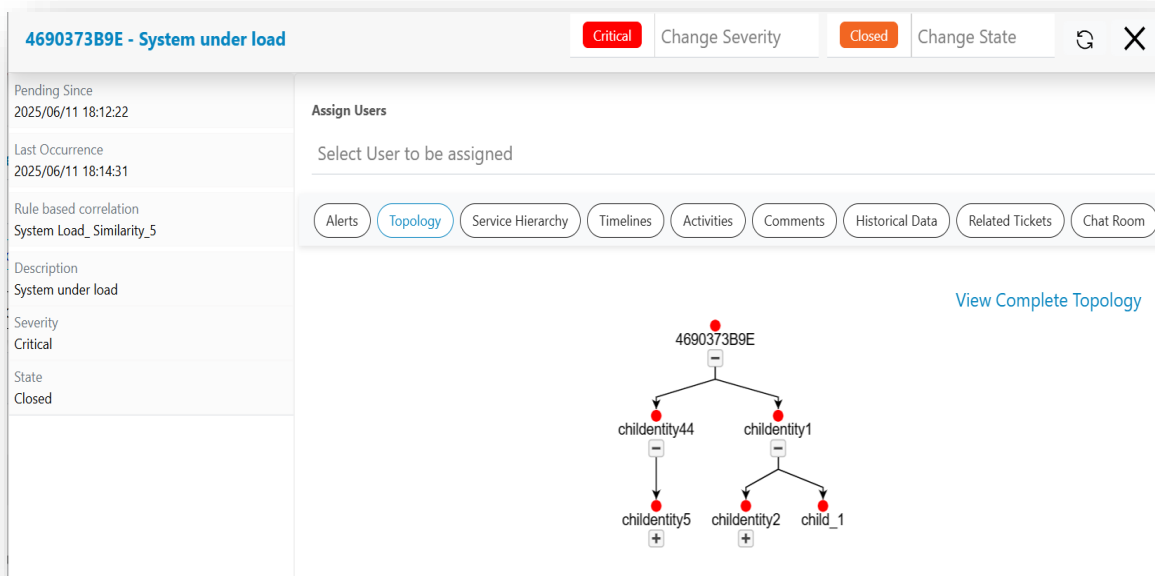


Figure 61 – Topology

3.2.3.19 Update Ticket

This feature has been removed in IEM 1.3.0 release.

3.2.3.20 Update Work Notes

This manual work notes initiation option has been removed and implemented auto work notes initiation after immediate ticket creation.

3.2.3.21 Create Ticket

HCL IEM enables operators to create tickets if not created automatically as part of configured correlation rule. Please take steps to create a ticket for an actionable in HCL IEM.

1. Click on a particular actionable on Data View-Actionable screen, then go to pop up open for the actionable.
2. Click on the + create ticket icon present in the actionable popup.

Only operators with relevant roles would be able to create tickets in SNOW.

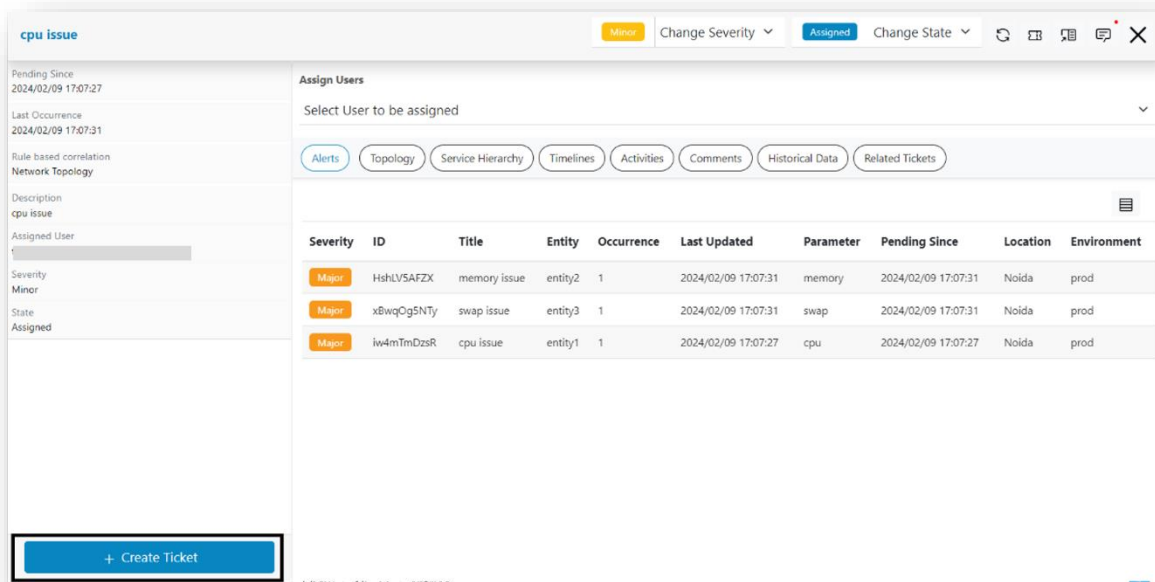


Figure 62 - Create Ticket

3. A confirmation pop up message appears on the screen.

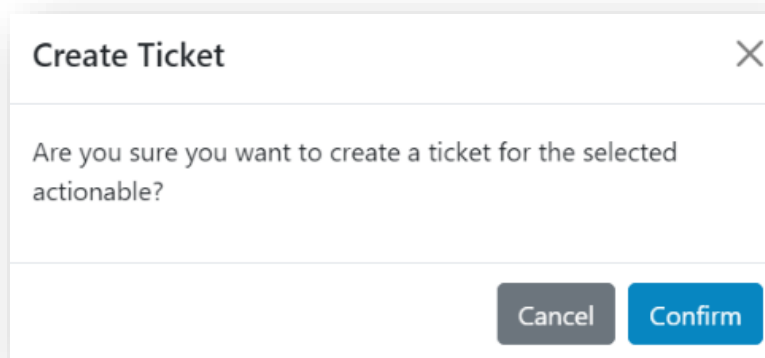


Figure 63 - Create Ticket Confirmation

4. Users can Create Ticket to an actionable by clicking on the confirm button.

3.2.3.22 Download CSV

This section provides users with downloading CSV data of records based on the filter they apply to the records of the events screen. User can download the csv files with a maximum 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 files downloaded.

Severity	ID	State	Rule Name	Entity	Parameter	Is Actionable	Actionable Created On	Last Updated	Pending S
Critical	88CD953F44	Open	System Load	CPU	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	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	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	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	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	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	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	CPU	Y	2024/11/28 16:01:43	2024/11/28 16:00:29	2024/11/28 16:00:29
Critical	396CBF12F3	Open	System Load	CPU	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	CPU	Y	2024/11/28 16:00:36	2024/11/28 16:00:29	2024/11/28 16:00:29

Figure 64 – Download CSV for Actionable

3.2.3.23 Apply Filters

This option will enable users to apply filters over the currently opened view to see data of specific values. For example, to see lists of critical actionable, users can set filters over severity columns of Actionable data. Please follow the steps below to apply filters:

1. In the top navigation bar, click on Data View and click on actionable.
2. Click on the filter option as shown in figure.

Severity	State	Actionable Created On	Entity	Parameter	Description
Major	Open	2025/06/08 15:37:11		SWAP2	System under load
Major	Open	2025/06/08 15:07:20		cpu	System under load
Major	Open	2025/06/07 17:28:51		cpu	test desc
Major	Open	2025/06/07 17:03:20		Memory	Anomaly observed on host
Major	Open	2025/06/03 20:56:17			New Description
Major	Open	2025/06/03 10:42:31		memory	memory issue

Figure 65 –Filter Operation

3. A filter screen will come up which enables users to select field and corresponding operator along with value to filter data as shown in figure.

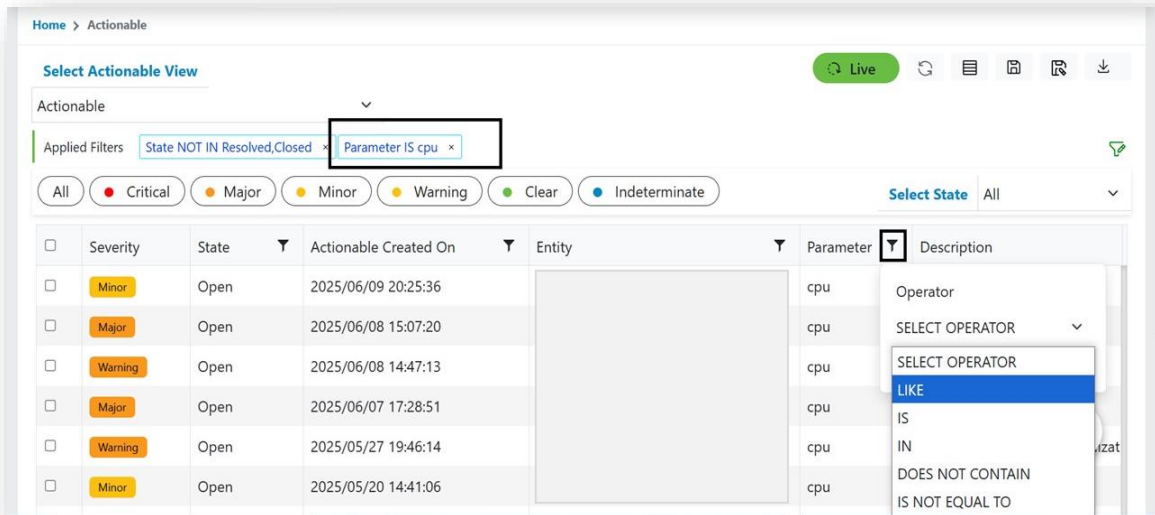


Figure 66 – More Filter Operation

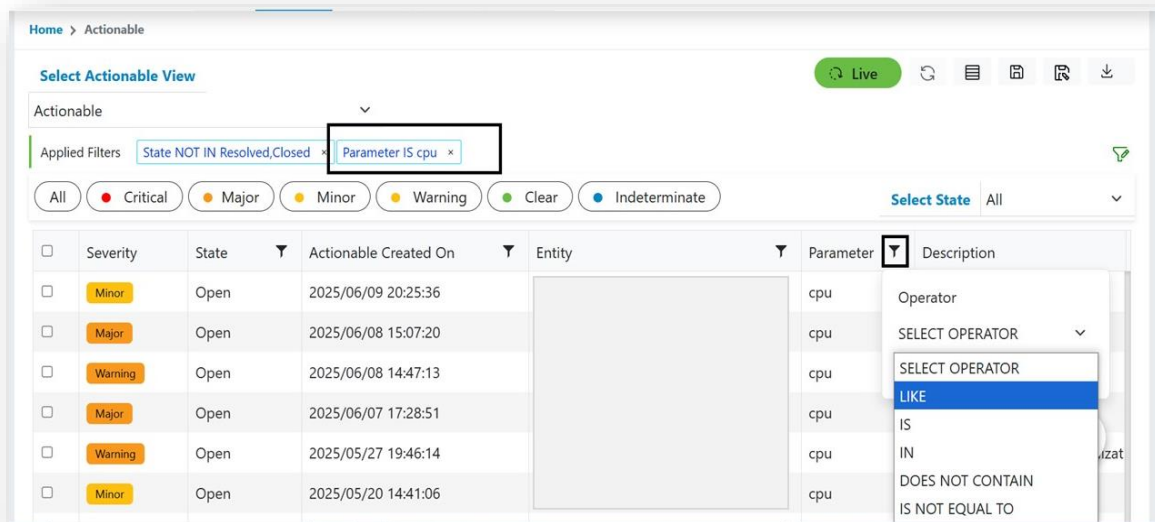


Figure 67 – More Filter Operation (Cont.)

- Users can see the result of applied filter.

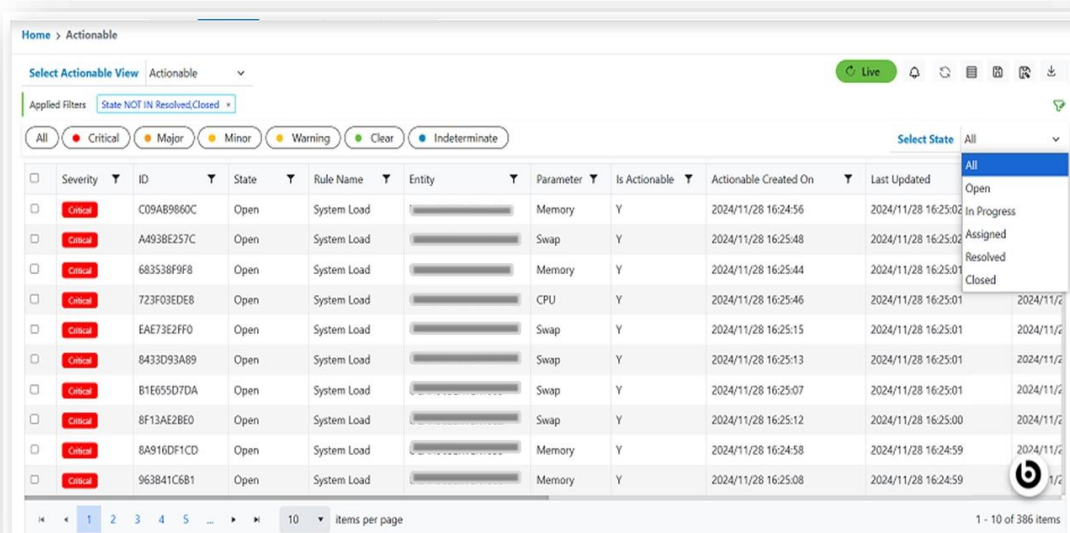


Figure 68 – Select State Operation

3.2.4 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.

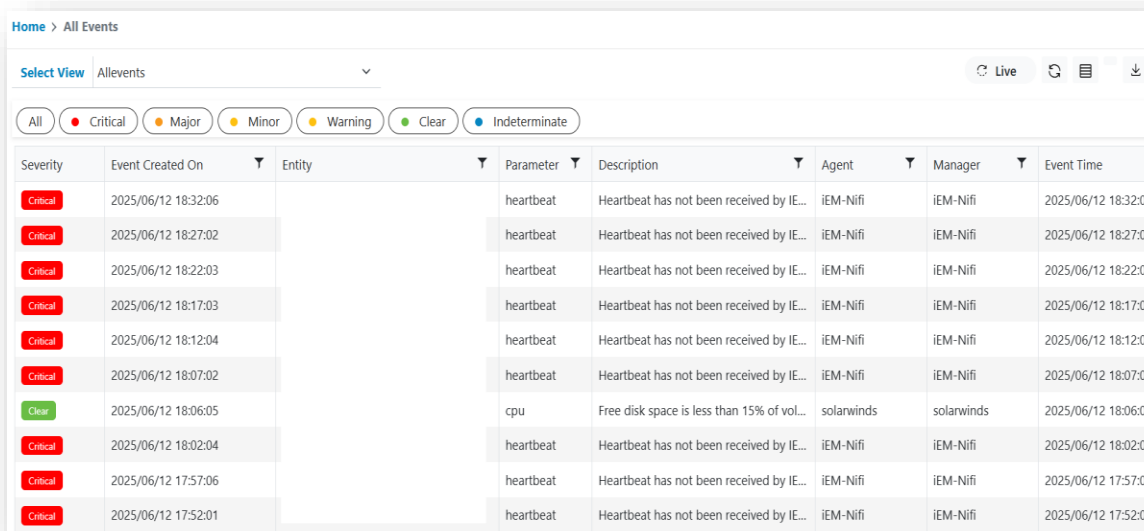


Figure 69 – All Events View

3.2.4.1 Add Column

This option will enable users to add more columns in the data grid to analyze it deeply. Please follow the steps below 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 presents 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.

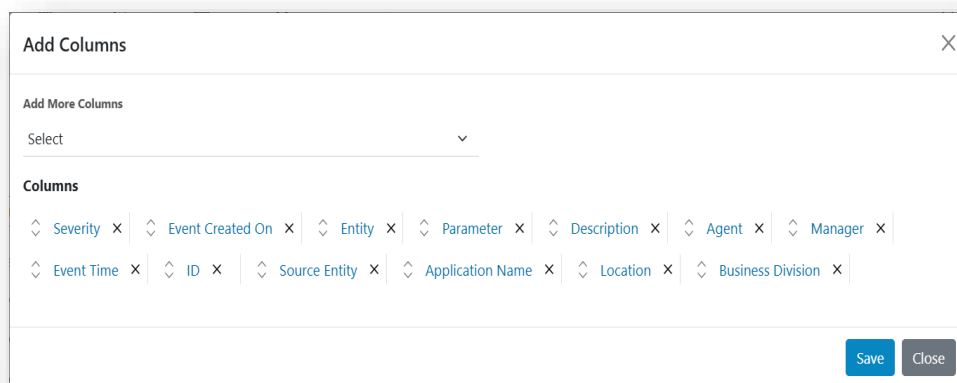


Figure 70 – Add Column

3.2.4.2 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.

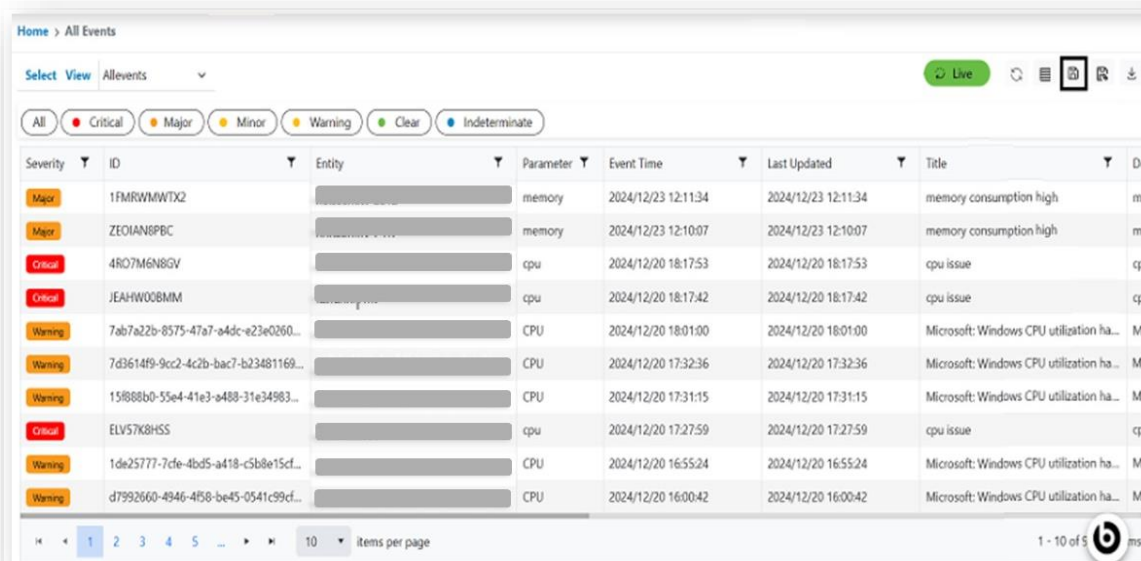


Figure 71 – Save All Events

3. After saving, the all-event data appears in the grid and a success popup appears on the screen.
4. On clicking the Confirm button, a success message appears on the screen.

Severity	ID	Entity	Parameter	Event Time	Last Updated	Title
Major	1FMRWMWTX2		memory	2024/12/23 12:11:34	2024/12/23 12:11:34	memory consumption high
Major	ZEOIAN8P8C		memory	2024/12/23 12:10:07	2024/12/23 12:10:07	memory consumption high
Critical	4RO7MEN8GV		cpu	2024/12/20 18:17:53	2024/12/20 18:17:53	cpu issue
Critical	JEAHW008MM		cpu	2024/12/20 18:17:42	2024/12/20 18:17:42	cpu issue
Warning	7ab7a22b-8575-47a7-a4dc-e23e0260...		CPU	2024/12/20 18:01:00	2024/12/20 18:01:00	Microsoft: Windows CPU utilization ha...
Warning	7d361489-9cc2-4c2b-bac7-b23481169...		CPU	2024/12/20 17:32:36	2024/12/20 17:32:36	Microsoft: Windows CPU utilization ha...
Warning	15f888b0-55e4-41e3-a488-31e34963...		CPU	2024/12/20 17:31:15	2024/12/20 17:31:15	Microsoft: Windows CPU utilization ha...
Critical	ELV57K8HSS		cpu	2024/12/20 17:27:59	2024/12/20 17:27:59	cpu issue
Warning	1de25777-7cde-4bd5-a418-c5b8e15cf...		CPU	2024/12/20 16:55:24	2024/12/20 16:55:24	Microsoft: Windows CPU utilization ha...
Warning	d7992660-4946-4f58-be45-0541c99cf...		CPU	2024/12/20 16:00:42	2024/12/20 16:00:42	Microsoft: Windows CPU utilization ha...

Figure 72 – All Events Message

3.2.4.3 Save As All Events

This option will enable users 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 the current view. For example, view to list out all events with critical severity only. Please follow the steps below 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 the 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 users who is saving it or to other users.

Save As

View Name * **Description ***

Show to

My Self

Save **Close**

Figure 73 – Save as Events

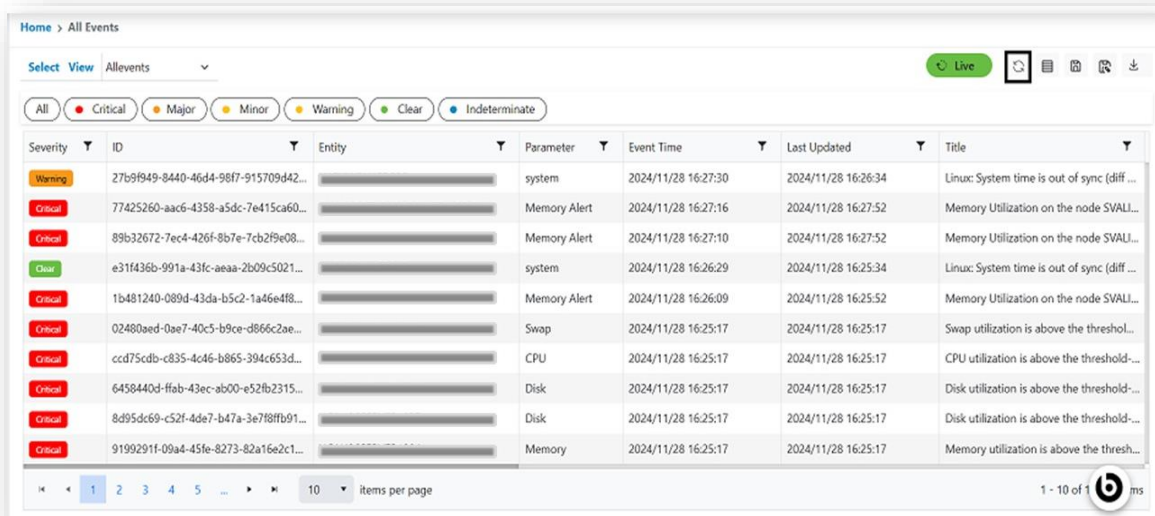
3. Next, click on the save button to save view and this view will be available on a list for users.

3.2.4.4 Refresh All Events

This option will enable users to refresh data grid to populate latest data over screen.

Please follow the steps below 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.



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-fbab-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-3e7f8fb91...		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 74 – Refresh All Events

3.2.4.5 Live All Events Data

This option will enable users to stop/start live update of data being shown in grid. Please follow the steps below 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.

3.2.4.6 Apply Filters

This option will enable users to apply filters over the currently opened view to see data of specific values. For example, to see lists of critical events, users can set filters over severity columns of all events 'data. Please follow the steps below 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

Applied Filters: Severity IN Critical

Severity Filter: All Critical Major Minor Warning Clear Indeterminate

Severity	Event Created On	Entity	Parameter	Description	Agent	Manager	Event Time
Critical	2025/06/12 18:37:04		heartbeat	Heartbeat has not been received by IE...	iEM-Nifi	iEM-Nifi	2025/06/12 18:37:04
Critical	2025/06/12 18:32:06		heartbeat	Heartbeat has not been received by IE...	iEM-Nifi	iEM-Nifi	2025/06/12 18:32:06
Critical	2025/06/12 18:27:02		heartbeat	Heartbeat has not been received by IE...	iEM-Nifi	iEM-Nifi	2025/06/12 18:27:02
Critical	2025/06/12 18:22:03		heartbeat	Heartbeat has not been received by IE...	iEM-Nifi	iEM-Nifi	2025/06/12 18:22:03
Critical	2025/06/12 18:17:03		heartbeat	Heartbeat has not been received by IE...	iEM-Nifi	iEM-Nifi	2025/06/12 18:17:03
Critical	2025/06/12 18:12:04		heartbeat	Heartbeat has not been received by IE...	iEM-Nifi	iEM-Nifi	2025/06/12 18:12:04
Critical	2025/06/12 18:07:02		heartbeat	Heartbeat has not been received by IE...	iEM-Nifi	iEM-Nifi	2025/06/12 18:07:02
Critical	2025/06/12 18:02:04		heartbeat	Heartbeat has not been received by IE...	iEM-Nifi	iEM-Nifi	2025/06/12 18:02:04
Critical	2025/06/12 17:57:06		heartbeat	Heartbeat has not been received by IE...	iEM-Nifi	iEM-Nifi	2025/06/12 17:57:06
Critical	2025/06/12 17:52:01		heartbeat	Heartbeat has not been received by IE...	iEM-Nifi	iEM-Nifi	2025/06/12 17:52:01

Figure 75 – 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

Severity Filter: 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 SVAL...
Critical	Like	bdd3503...	Memory Alert	2024/11/28 16:35:18	2024/11/28 16:35:52	Memory Utilization on the node SVAL...
Clear	Value	355e87d4...	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 SVAL...
Critical	Apply	9d640d92...	Memory Alert	2024/11/28 16:33:16	2024/11/28 16:33:52	Memory Utilization on the node SVAL...
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 SVAL...
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 SVAL...
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 SVAL...
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 SVAL...

1 - 10 of 1 items per page

Figure 76 – Filter Operation

- Users can see the result of applied filter.

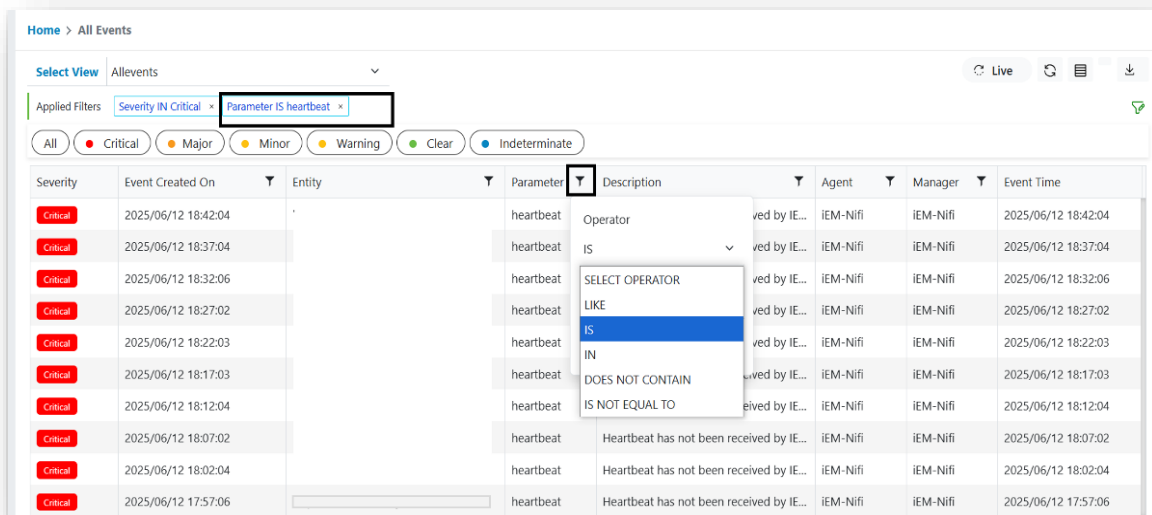


Figure 77 – Filter Operation

3.2.4.7 Download CSV

This section provides users with downloading CSV data of records based on the filter they apply to the records of the events screen. User can download the csv files with a maximum 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 files downloaded.

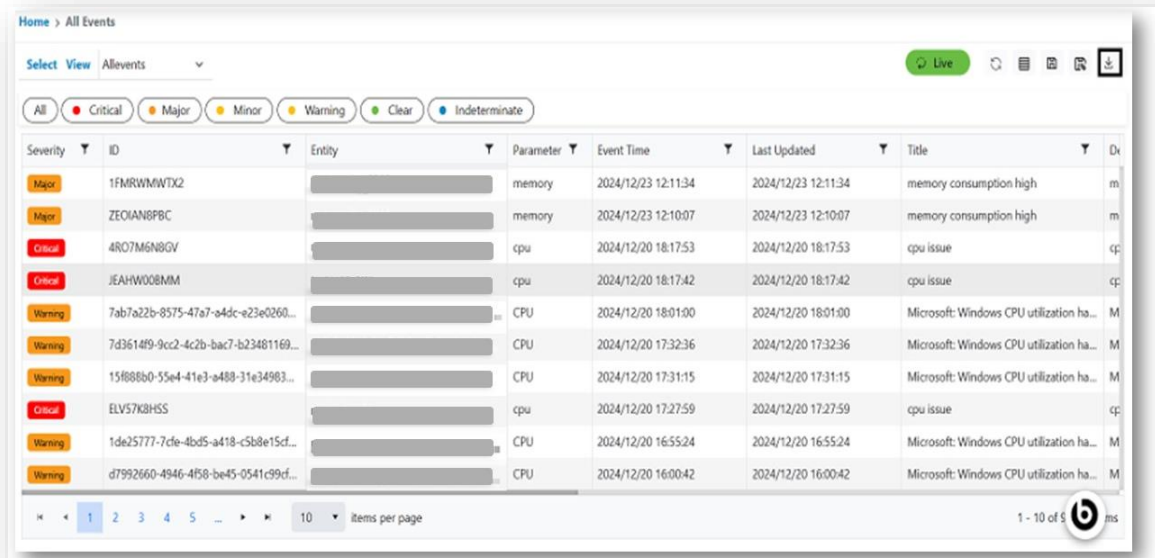


Figure 78 – Download CSV for All Events

3.2.5 Noise Events View

Noise Events View includes a grid which contains all the noise events in a single grid.

Please follow the steps below to view Noise Events data:

1. In the top navigation bar, click on Data View and click on Noise Events.

- 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	1FHXLXUMLI8	clickhousequerycheck3	test_custom_j1	memory issue	2024/11/25 17:00:30	2024/11/25 17:00:30	memory issue issue
Major	LHYWHJPXJP	severity_query	test_lowercases	memory issue	2024/11/23 01:35:35	2024/11/23 01:35:35	memory issue issue
Major	J13PVJ03Z5	severity_query	noisetest2	memory issue	2024/11/22 18:46:05	2024/11/22 18:46:05	memory issue issue
Major	QAUY2EOJ3R	severity_query	noisetest2	memory issue	2024/11/22 18:43:03	2024/11/22 18:43:03	memory issue issue
Critical	356RTEGF8I	noise_testing_2	noisetest2	memory issue	2024/11/21 19:13:57	2024/11/21 19:13:57	memory issue issue
Critical	XQ8LOIA6LS	noise_testing_2	noisetest2	memory issue	2024/11/21 19:13:16	2024/11/21 19:13:16	memory issue issue
Critical	D3OR3P7RWY	noise_testing_2	noisetest2	memory issue	2024/11/21 19:11:28	2024/11/21 19:11:28	memory issue issue
Critical	OQ1J0UCF9W	noise_testing_2	noisetest2	memory issue	2024/11/21 19:10:09	2024/11/21 19:10:09	memory issue issue
Critical	44ARK7TYX6	noise_testing_2	noisetest2	memory issue	2024/11/21 18:53:47	2024/11/21 18:53:47	memory issue issue
Critical	AMU16C01A0	maintenance on noise_testing	noise_testing	memory issue	2024/11/21 18:49:52	2024/11/21 18:49:52	memory issue issue

Figure 79 – Noise Events View

3.2.5.1 Add Column

This option will enable users to add more columns in the data grid to analyze it deeply. Please follow the steps below to add columns to data view.

- In the top navigation bar, click on Data View and click on Noise Events.
- Click on the Add Column action button presents 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.
- Users can drag the columns and change the order to show on the listing page.

Add Columns

Add More Columns

Select

Columns

Severity x Rule Name x Entity x Parameter x Description x Agent x Manager x

Event Created On x Event Time x ID x Country x Entity Master x

Save Close

Figure 80 – Add Column

3.2.5.2 Save Noise Events

The steps provide information on how to save Noise Events data.

- In the top navigation bar, click on Data View and click on Noise Events.
- User can click the save button.

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	P2K9ZZSWKJ	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 81 – Save Noise Events

- After saving, the event data appears in the grid and a successful message appears on the screen.
- On clicking the Confirm button, a success message will appear on the screen.

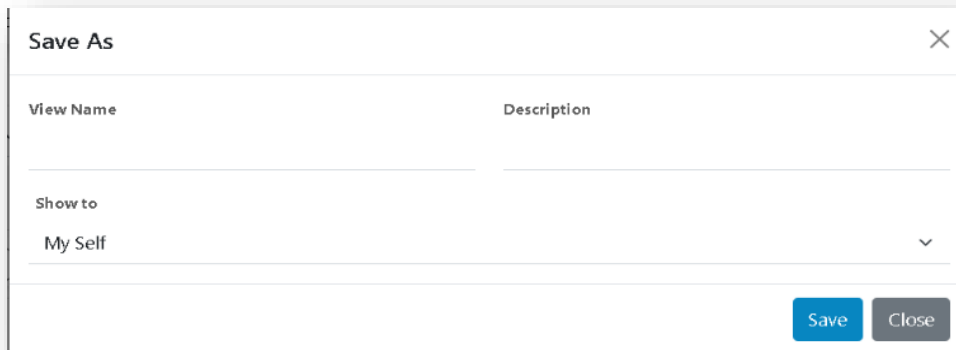
Severity	ID	Rule Name	Entity	Parameter	Event Created On	Event Time	Title	De
Major	ZEOIAN8PBC	noiseentity_2312_rule		memory	2024/12/23 12:10:07	2024/12/23 12:10:07	memory consumption high	me
Major	JAH4Q75A61	maintenance on usecase160.8		memory	2024/12/16 20:50:08	2024/12/16 20:50:08	memory consumption high	me
Major	P2K9ZZSWKJ	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 82 – Save Noise Events (Cont.)

3.2.5.3 Save As Noise Events

This option will enable users 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 the current view. For example, a view to list out noise events with critical severity only. Please follow the steps below to save as events:

- In the top navigation bar, click on Data View and click on Noise Events.
- Once the user can click the save as button, a pop-up will open to provide the 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 users who is saving it or to other users.



Save As

View Name: _____ Description: _____

Show to: My Self

Save Close

Figure 83 – Save as Events

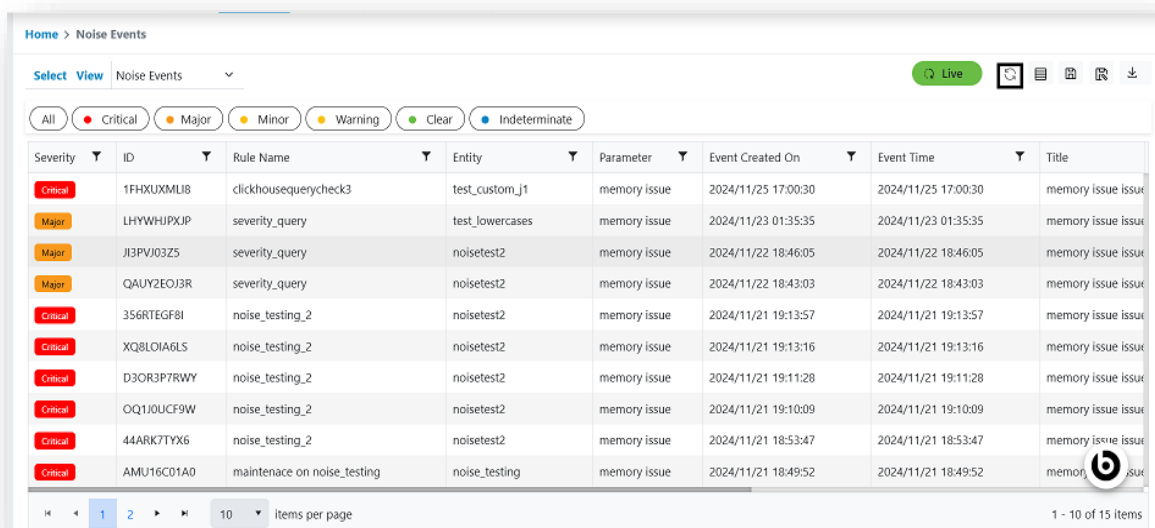
- Next, click on the save button to save view and this view will be available on a list for users.

3.2.5.4 Refresh Noise Events

This option will enable users to refresh data grid to populate latest data over screen.

Please follow the steps below to refresh noise events grid:

- In the top navigation bar, click on Data View and click on Noise Events.
- Once the user can click the Refresh button, confirmation pop up message will appear.



Home > Noise Events

Select View Noise Events

Live

All Critical Major Minor Warning Clear Indeterminate

Severity	ID	Rule Name	Entity	Parameter	Event Created On	Event Time	Title
Critical	1FHXUXMLJ8	clickhousequerycheck3	test_custom_j1	memory issue	2024/11/25 17:00:30	2024/11/25 17:00:30	memory issue issue
Major	LHYWHJPXJP	severity_query	test_lowercases	memory issue	2024/11/23 01:35:35	2024/11/23 01:35:35	memory issue issue
Major	J13PVJ03Z5	severity_query	noisetest2	memory issue	2024/11/22 18:46:05	2024/11/22 18:46:05	memory issue issue
Major	QAU72EQJ3R	severity_query	noisetest2	memory issue	2024/11/22 18:43:03	2024/11/22 18:43:03	memory issue issue
Critical	356RTEGF8I	noise_testing_2	noisetest2	memory issue	2024/11/21 19:13:57	2024/11/21 19:13:57	memory issue issue
Critical	XQ8LOIA6LS	noise_testing_2	noisetest2	memory issue	2024/11/21 19:13:16	2024/11/21 19:13:16	memory issue issue
Critical	D3OR3P7RWY	noise_testing_2	noisetest2	memory issue	2024/11/21 19:11:28	2024/11/21 19:11:28	memory issue issue
Critical	OQ1J0UCF9W	noise_testing_2	noisetest2	memory issue	2024/11/21 19:10:09	2024/11/21 19:10:09	memory issue issue
Critical	44ARK7TYX6	noise_testing_2	noisetest2	memory issue	2024/11/21 18:53:47	2024/11/21 18:53:47	memory issue issue
Critical	AMU16C01A0	maintenance on noise_testing	noise_testing	memory issue	2024/11/21 18:49:52	2024/11/21 18:49:52	memory issue

10 Items per page 1 - 10 of 15 items

Figure 84 – Refresh Noise Events

3.2.5.5 Live Noise Events Data

This option will enable users to stop/start live update of data being shown in grid. Please follow the steps below to enable/disable live noise events.

- In the top navigation bar, click on Data View and click on Noise Events.
- 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

Live

All Critical Major Minor Warning Clear Indeterminate

Severity	ID	Rule Name	Entity	Parameter	Event Created On	Event Time	Title
Critical	1FHUXMLI8	clickhousequerycheck3	test_custom_j1	memory issue	2024/11/25 17:00:30	2024/11/25 17:00:30	memory issue issue
Major	LHYWHJPXJP	severity_query	test_lowercases	memory issue	2024/11/23 01:35:35	2024/11/23 01:35:35	memory issue issue
Major	J13PVJ03Z5	severity_query	noisetest2	memory issue	2024/11/22 18:46:05	2024/11/22 18:46:05	memory issue issue
Major	QAUZYEOJ3R	severity_query	noisetest2	memory issue	2024/11/22 18:43:03	2024/11/22 18:43:03	memory issue issue
Critical	356RTEGF8I	noise_testing_2	noisetest2	memory issue	2024/11/21 19:13:57	2024/11/21 19:13:57	memory issue issue
Critical	XQ8LOIA6LS	noise_testing_2	noisetest2	memory issue	2024/11/21 19:13:16	2024/11/21 19:13:16	memory issue issue
Critical	D3OR3P7RWY	noise_testing_2	noisetest2	memory issue	2024/11/21 19:11:28	2024/11/21 19:11:28	memory issue issue
Critical	OQ1J0UCF9W	noise_testing_2	noisetest2	memory issue	2024/11/21 19:10:09	2024/11/21 19:10:09	memory issue issue
Critical	44ARK7TYX6	noise_testing_2	noisetest2	memory issue	2024/11/21 18:53:47	2024/11/21 18:53:47	memory issue issue
Critical	AMU16C01A0	maintenance on noise_testing	noise_testing	memory issue	2024/11/21 18:49:52	2024/11/21 18:49:52	memory issue issue

10 Items per page 1 - 10 of 15 items

Figure 85 – Live Events Data

- 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."

3.2.5.6 Apply Filters

This option will enable users to apply filters over the currently opened view to see data of specific values. For example, to see lists of critical noise events, users can set filters over severity columns of noise events data. Please follow the steps below to apply filters:

- In the top navigation bar, click on Data View and click on Noise Events.
- Click on the filter option present at right side of Live button as shown in figure.

Home > Noise Events

Select View Noise Events

Live

All Critical Major Minor Warning Clear Indeterminate

Severity	ID	Rule Name	Entity	Parameter	Event Created On	Event Time	Title
Critical	1FHUXMLI8	clickhousequerycheck3	test_custom_j1	memory issue	2024/11/25 17:00:30	2024/11/25 17:00:30	memory issue issue
Major	LHYWHJPXJP	severity_query	test_lowercases	memory issue	2024/11/23 01:35:35	2024/11/23 01:35:35	memory issue issue
Major	J13PVJ03Z5	severity_query	noisetest2	memory issue	2024/11/22 18:46:05	2024/11/22 18:46:05	memory issue issue
Major	QAUZYEOJ3R	severity_query	noisetest2	memory issue	2024/11/22 18:43:03	2024/11/22 18:43:03	memory issue issue
Critical	356RTEGF8I	noise_testing_2	noisetest2	memory issue	2024/11/21 19:13:57	2024/11/21 19:13:57	memory issue issue
Critical	XQ8LOIA6LS	noise_testing_2	noisetest2	memory issue	2024/11/21 19:13:16	2024/11/21 19:13:16	memory issue issue
Critical	D3OR3P7RWY	noise_testing_2	noisetest2	memory issue	2024/11/21 19:11:28	2024/11/21 19:11:28	memory issue issue
Critical	OQ1J0UCF9W	noise_testing_2	noisetest2	memory issue	2024/11/21 19:10:09	2024/11/21 19:10:09	memory issue issue
Critical	44ARK7TYX6	noise_testing_2	noisetest2	memory issue	2024/11/21 18:53:47	2024/11/21 18:53:47	memory issue issue
Critical	AMU16C01A0	maintenance on noise_testing	noise_testing	memory issue	2024/11/21 18:49:52	2024/11/21 18:49:52	memory issue issue

10 Items per page 1 - 10 of 15 items

Figure 86 – Filter Operation

- A filter screen will come up which enables user to select field and corresponding operator along with value to filter data.

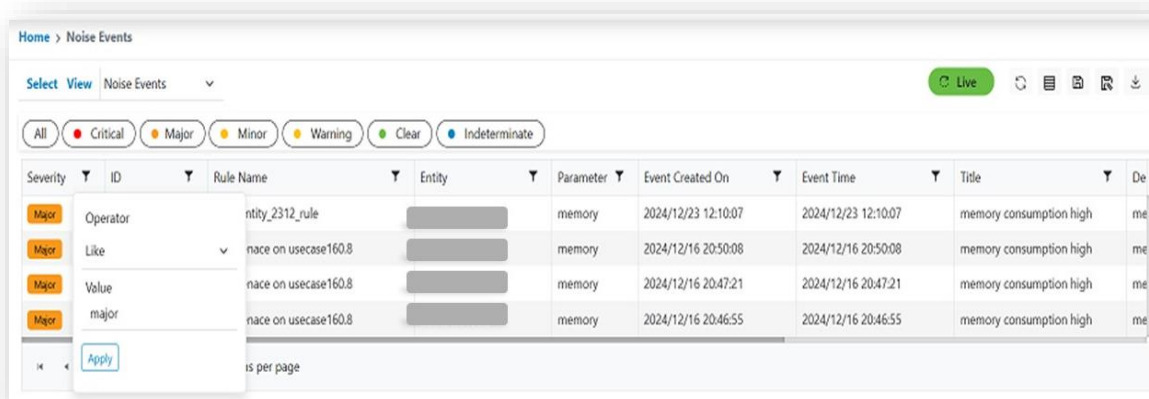


Figure 87 – Filter Operation

- Users can see the result of applied filter.

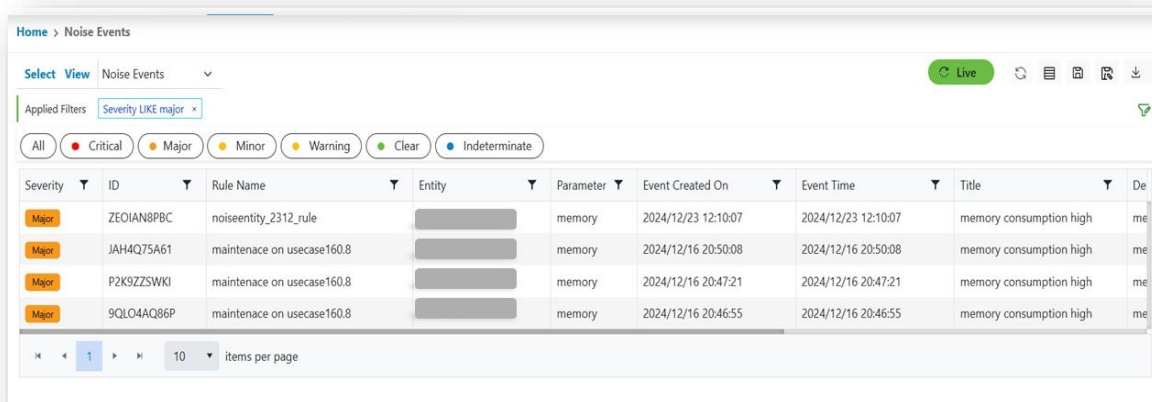


Figure 88 – Filter Operations (Cont.)

3.2.5.7 Download CSV

This section provides users with downloading CSV data of records based on the filter they apply to the records of the events screen. User can download the csv files with a maximum of 1000 records.

- In the top navigation bar, click on Data View and click on Alerts.
- Apply the filters as per the requirement.
- Click on the download csv  action button.
- Check the downloads in the system, the CSV files downloaded.

Severity	ID	Rule Name	Entity	Parameter	Event Created On	Event Time	Title	De
Major	ZEOIAN8PBC	noiseentity_2312_rule	[REDACTED]	memory	2024/12/23 12:10:07	2024/12/23 12:10:07	memory consumption high	me
Major	JAH4Q7SA61	maintenance on usecase160.8	[REDACTED]	memory	2024/12/16 20:50:08	2024/12/16 20:50:08	memory consumption high	me
Major	P2K9ZZSWKI	maintenance on usecase160.8	[REDACTED]	memory	2024/12/16 20:47:21	2024/12/16 20:47:21	memory consumption high	me
Major	9QLO4AQ86P	maintenance on usecase160.8	[REDACTED]	memory	2024/12/16 20:46:55	2024/12/16 20:46:55	memory consumption high	me

Figure 89 – Download CSV Noise Events

3.2.6 Metrics

Metrics includes a grid which contains all metrics data that is 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 exists and it's satisfying the anomaly data, then it will create Actionable for the anomaly data.

Please follow the steps below to view Metrics 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.

Entity	Parameter	Metric Value	Metric Polled Time	ID	Manager
entity11	memory	92	2025/06/10 16:49:00	78b9myth4-5446-4b25-9e40-b3b36a40c125219...	SolarWinds Hybrid Cloud Observability - Metrics
entity12	cpu	91	2025/06/10 16:49:00	78b9myth4-5446-4b25-9e40-b3b36a40c129914...	SolarWinds Hybrid Cloud Observability - Metrics
entity11	memory	92	2025/06/10 16:48:00	78b9myth4-5446-4b25-9e40-b3b36a40c125219...	SolarWinds Hybrid Cloud Observability - Metrics
entity12	cpu	91	2025/06/10 16:48:00	78b9myth4-5446-4b25-9e40-b3b36a40c129914...	SolarWinds Hybrid Cloud Observability - Metrics
entity11	memory	92	2025/06/10 16:47:00	78b9myth4-5446-4b25-9e40-b3b36a40c125219...	SolarWinds Hybrid Cloud Observability - Metrics
entity12	cpu	91	2025/06/10 16:47:00	78b9myth4-5446-4b25-9e40-b3b36a40c129914...	SolarWinds Hybrid Cloud Observability - Metrics
entity11	memory	92	2025/06/10 16:46:00	78b9myth4-5446-4b25-9e40-b3b36a40c125219...	SolarWinds Hybrid Cloud Observability - Metrics
entity12	cpu	91	2025/06/10 16:46:00	78b9myth4-5446-4b25-9e40-b3b36a40c129914...	SolarWinds Hybrid Cloud Observability - Metrics
entity11	memory	92	2025/06/10 16:45:00	78b9myth4-5446-4b25-9e40-b3b36a40c125219...	SolarWinds Hybrid Cloud Observability - Metrics
entity12	cpu	91	2025/06/10 16:45:00	78b9myth4-5446-4b25-9e40-b3b36a40c129914...	SolarWinds Hybrid Cloud Observability - Metrics

Figure 90 – Metrics

3.2.6.1 Add Column

This option will enable users to add more columns in the data grid to analyze it deeply. Please follow the steps below to add columns to data view.

1. In the top navigation bar, click on Data View and click on Metrics.

Home > Metrics

Select View Metrics

Row data ☐ Live

Filters Entity Select entities Parameter Select parameters Date Range Last 7 Days

Applied Filters Metric Polled Time Last 7 Days

Entity	Parameter	Metric Value	Metric Polled Time	ID	Manager
mythtest11	memory	89	2025/06/13 15:34:00	78b9myth4-5446-4b25-9e40-b3b36a40c12521...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:34:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest11	memory	89	2025/06/13 15:33:00	78b9myth4-5446-4b25-9e40-b3b36a40c12521...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:33:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest11	memory	89	2025/06/13 15:32:00	78b9myth4-5446-4b25-9e40-b3b36a40c12521...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:32:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest11	memory	89	2025/06/13 15:31:00	78b9myth4-5446-4b25-9e40-b3b36a40c12521...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:31:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest11	memory	89	2025/06/13 15:30:00	78b9myth4-5446-4b25-9e40-b3b36a40c12521...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:30:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics

Figure 91 - Metrics Add Column

- Click on the Add Column action button presents 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.
- Users can drag the columns and change the order to show on the listing page.

Add Columns

Add More Columns

Select

Columns

Entity x Parameter x Metric Value x Metric Polled Time x ID x Manager x

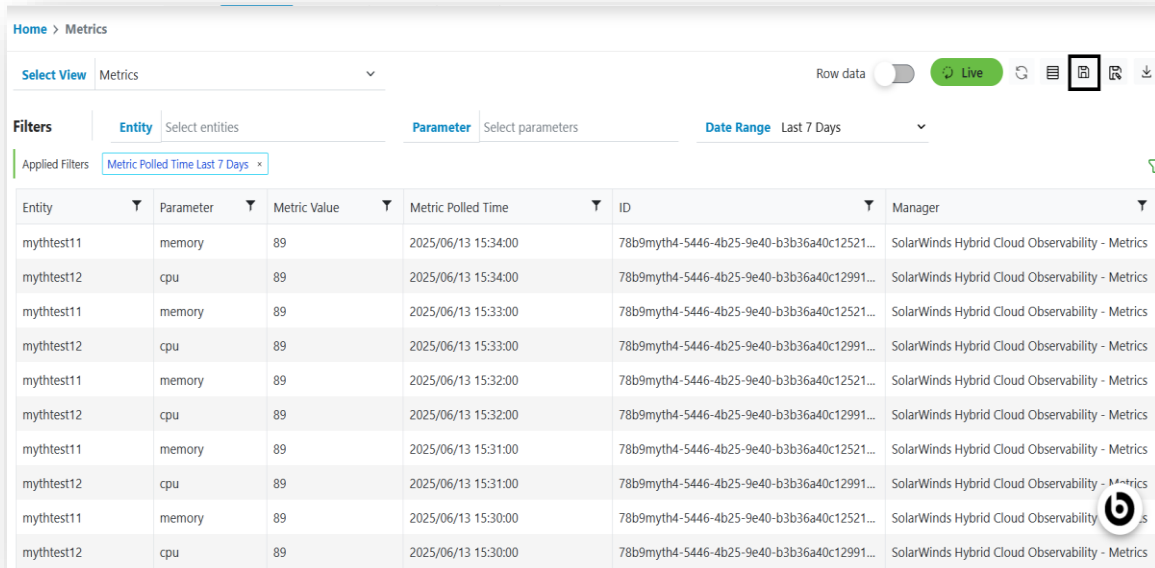
Save Close

Figure 92 - Metrics Add column (Cont.)

3.2.6.2 Save Metric

The steps provide information on how to save data on metrics.

- In the top navigation bar, click on Data View and click on Metrics.
- User can click the save button.



Home > Metrics

Select View Metrics

Row data ☐ Live

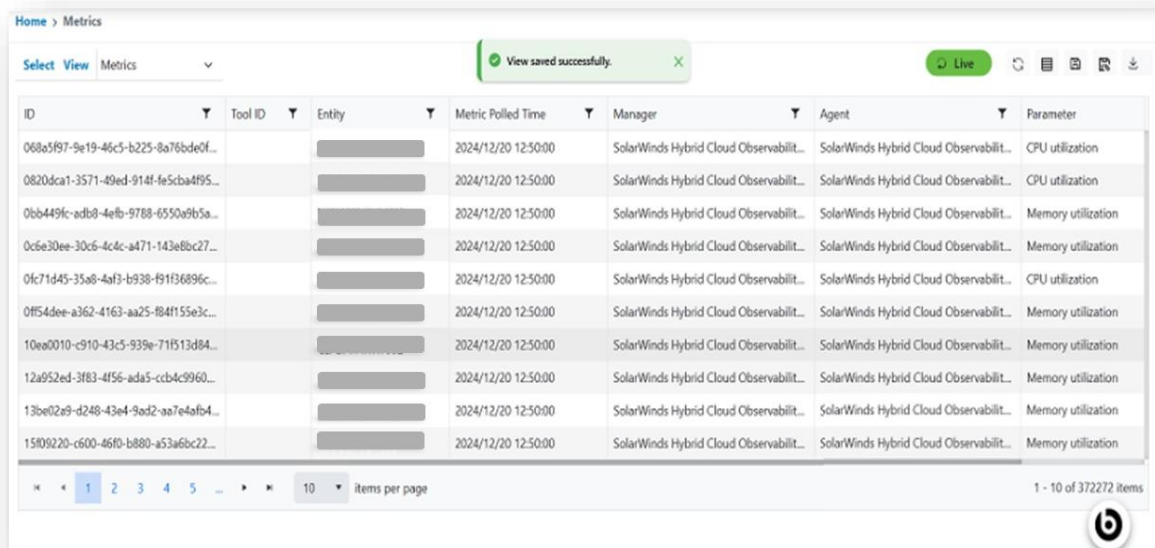
Filters Entity Select entities Parameter Select parameters Date Range Last 7 Days

Applied Filters Metric Polled Time Last 7 Days

Entity	Parameter	Metric Value	Metric Polled Time	ID	Manager
mythtest11	memory	89	2025/06/13 15:34:00	78b9myth4-5446-4b25-9e40-b3b36a40c12521...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:34:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest11	memory	89	2025/06/13 15:33:00	78b9myth4-5446-4b25-9e40-b3b36a40c12521...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:33:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest11	memory	89	2025/06/13 15:32:00	78b9myth4-5446-4b25-9e40-b3b36a40c12521...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:32:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest11	memory	89	2025/06/13 15:31:00	78b9myth4-5446-4b25-9e40-b3b36a40c12521...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:31:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest11	memory	89	2025/06/13 15:30:00	78b9myth4-5446-4b25-9e40-b3b36a40c12521...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:30:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics

Figure 93 – Save Metrics

- After saving, the event data appears in the grid and a successful popup appears on the screen
- On clicking the Confirm button, success will appear on the screen.



Home > Metrics

Select View Metrics

View saved successfully.

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 Observability...	SolarWinds Hybrid Cloud Observability...	CPU utilization
0820dca1-3571-49ed-914f-fe5c8a4f95...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observability...	SolarWinds Hybrid Cloud Observability...	CPU utilization
0bb449fc-adb8-4efb-9788-6550a9b5a...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observability...	SolarWinds Hybrid Cloud Observability...	Memory utilization
0c6e30ee-30c6-4c4c-a471-143e8bc27...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observability...	SolarWinds Hybrid Cloud Observability...	Memory utilization
0c71d45-35a8-4af3-b938-f91f36896c...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observability...	SolarWinds Hybrid Cloud Observability...	CPU utilization
0ff54dee-a362-4163-aa25-84f155e3c...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observability...	SolarWinds Hybrid Cloud Observability...	Memory utilization
10ea0010-c910-43c5-939e-71f513d84...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observability...	SolarWinds Hybrid Cloud Observability...	Memory utilization
12a952ed-3f83-4f56-ada5-ccb4c9960...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observability...	SolarWinds Hybrid Cloud Observability...	Memory utilization
13be02a9-d248-43e4-9ad2-aaf4efab4...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observability...	SolarWinds Hybrid Cloud Observability...	Memory utilization
15f09220-c600-46f0-b880-a53a6bc22...			2024/12/20 12:50:00	SolarWinds Hybrid Cloud Observability...	SolarWinds Hybrid Cloud Observability...	Memory utilization

1 - 10 of 372272 items

Figure 94 – Save Metrics Message

3.2.6.3 Save As Metric

This option will enable users 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 the current view. For example, view to list out all events with critical severity only. Please follow the steps below to save as events:

- In the top navigation bar, click on Data View and click on Metrics.

Entity	Parameter	Metric Value	Metric Polled Time	ID	Manager
mythtest11	memory	89	2025/06/13 15:34:00	78b9myth4-5446-4b25-9e40-b3b36a40c12521...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:34:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest11	memory	89	2025/06/13 15:33:00	78b9myth4-5446-4b25-9e40-b3b36a40c12521...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:33:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest11	memory	89	2025/06/13 15:32:00	78b9myth4-5446-4b25-9e40-b3b36a40c12521...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:32:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest11	memory	89	2025/06/13 15:31:00	78b9myth4-5446-4b25-9e40-b3b36a40c12521...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:31:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest11	memory	89	2025/06/13 15:30:00	78b9myth4-5446-4b25-9e40-b3b36a40c12521...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:30:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics

Figure 95 - Save as Metrics

- Once the user can click the save as button, a pop-up will open to provide the 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 the user who is saving it or to other users.

Save As

View Name * **Description ***

Show to

My Self

Save **Close**

Figure 96 - Save as Metrics (Cont.)

- Next, click on the save button to save view and this view will be available on a list for users.

3.2.6.4 Refresh Metric

This option will enable users to refresh data grid to populate latest data over screen.

Please follow the steps below to refresh the metrics grid:

- In the top navigation bar, click on Data View and click on Metrics.
- Once the user can click the Refresh button, confirmation pop up message will appear.

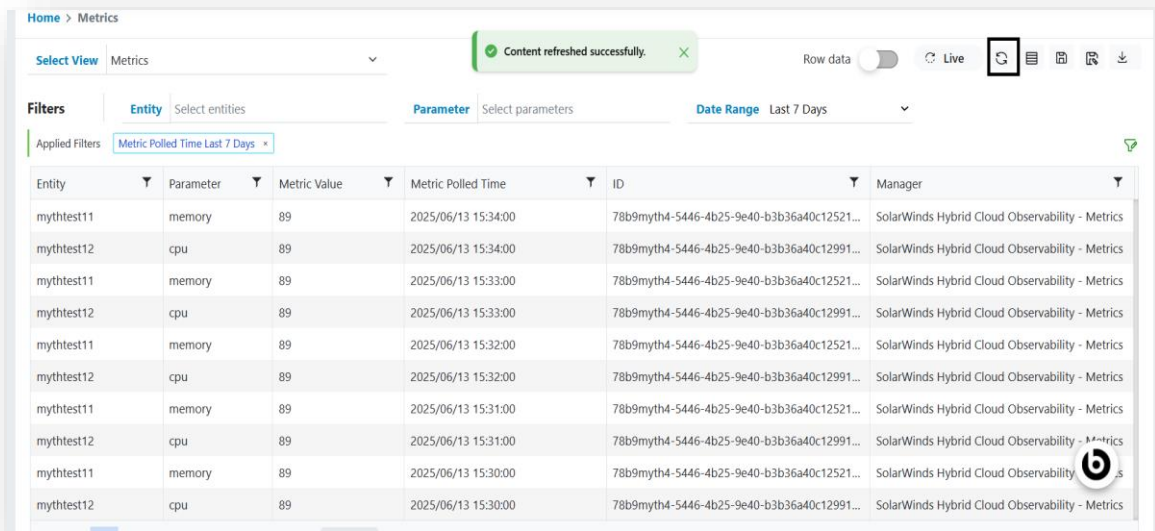


Figure 97 – Refresh Metrics

3.2.6.5 Live Metrics Data

This option will enable users to stop/start live update of data being shown in grid. Please follow the steps below 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 refreshes the grid.

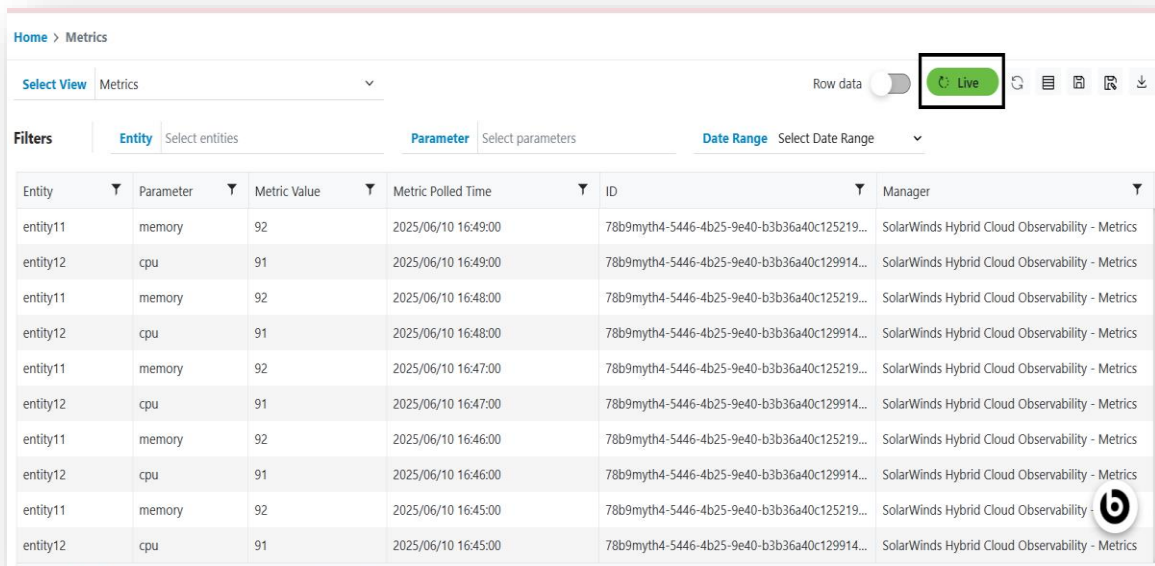


Figure 98 – Live Metrics Data

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."

3.2.6.6 Apply Filters

This option will enable users to apply filters over the currently opened view to see data of specific values. For example, to see a list of critical events, users can set filters over severity columns of all metrics 'data. Please follow the steps below to apply filters:

In the top navigation bar, click on Data View and click on Metrics.

1. Click on the filter option present at each column as shown in figure.

Home > Metrics

Select View Metrics

Row data ☐ Live

Filters

Entity Select entities

Parameter Select parameters

Date Range Select Date Range

Entity	Parameter	Metric Value	Metric Polled Time	ID	Manager
entity11	memory	92	2025/06/10 16:49:00	78b9myth4-5446-4b25-9e40-b3b36a40c125219...	SolarWinds Hybrid Cloud Observability - Metrics
entity12	cpu	91	2025/06/10 16:49:00	78b9myth4-5446-4b25-9e40-b3b36a40c129914...	SolarWinds Hybrid Cloud Observability - Metrics
entity11	memory	92	2025/06/10 16:48:00	78b9myth4-5446-4b25-9e40-b3b36a40c125219...	SolarWinds Hybrid Cloud Observability - Metrics
entity12	cpu	91	2025/06/10 16:48:00	78b9myth4-5446-4b25-9e40-b3b36a40c129914...	SolarWinds Hybrid Cloud Observability - Metrics
entity11	memory	92	2025/06/10 16:47:00	78b9myth4-5446-4b25-9e40-b3b36a40c125219...	SolarWinds Hybrid Cloud Observability - Metrics
entity12	cpu	91	2025/06/10 16:47:00	78b9myth4-5446-4b25-9e40-b3b36a40c129914...	SolarWinds Hybrid Cloud Observability - Metrics
entity11	memory	92	2025/06/10 16:46:00	78b9myth4-5446-4b25-9e40-b3b36a40c125219...	SolarWinds Hybrid Cloud Observability - Metrics
entity12	cpu	91	2025/06/10 16:46:00	78b9myth4-5446-4b25-9e40-b3b36a40c129914...	SolarWinds Hybrid Cloud Observability - Metrics
entity11	memory	92	2025/06/10 16:45:00	78b9myth4-5446-4b25-9e40-b3b36a40c125219...	SolarWinds Hybrid Cloud Observability - Metrics
entity12	cpu	91	2025/06/10 16:45:00	78b9myth4-5446-4b25-9e40-b3b36a40c129914...	SolarWinds Hybrid Cloud Observability - Metrics

Figure 99 – Filter Operations

2. 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

Row data ☐ Live

Filters

Entity Select entities

Parameter Select parameters

Date Range Last 7 Days

Applied Filters Metric Polled Time Last 7 Days

Entity	Parameter	Metric Value	Metric Polled Time	ID	Manager
mythtest11	memory	Operator	5/06/13 15:34:00	78b9myth4-5446-4b25-9e40-b3b36a40c125219...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	SELECT OPERATOR	5/06/13 15:34:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest11	memory	SELECT OPERATOR	5/06/13 15:33:00	78b9myth4-5446-4b25-9e40-b3b36a40c12521...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	LIKE	25/06/13 15:33:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest11	memory	IS	25/06/13 15:32:00	78b9myth4-5446-4b25-9e40-b3b36a40c12521...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	IN	25/06/13 15:32:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest11	memory	DOES NOT CONTAIN	25/06/13 15:31:00	78b9myth4-5446-4b25-9e40-b3b36a40c12521...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	IS NOT EQUAL TO	2025/06/13 15:31:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest11	memory	89	2025/06/13 15:30:00	78b9myth4-5446-4b25-9e40-b3b36a40c12521...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:30:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics

Figure 100 – Filter Operations (Cont.)

3. Users can see the result of applied filter.

Home > Metrics

Select View Metrics

Row data ☐ Live ☐ ☐ ☐ ☐ ☐

Filters Entity Select entities Parameter Select parameters Date Range Last 7 Days

Applied Filters Metric Polled Time Last 7 Days Parameter IS cpu

Entity	Parameter	Metric Value	Metric Polled Time	ID	Manager
mythtest12	cpu	89	2025/06/13 15:34:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:33:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:32:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:31:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:30:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	79	2025/06/13 15:27:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	79	2025/06/13 15:26:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	79	2025/06/13 15:25:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	79	2025/06/13 15:24:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
entity12	cpu	91	2025/06/10 16:49:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics

Figure 101 - Filter Operations (Cont.)

3.2.6.7 Metric Chart View

Users can switch between Tabular View and Chart View using the toggle button shown below.

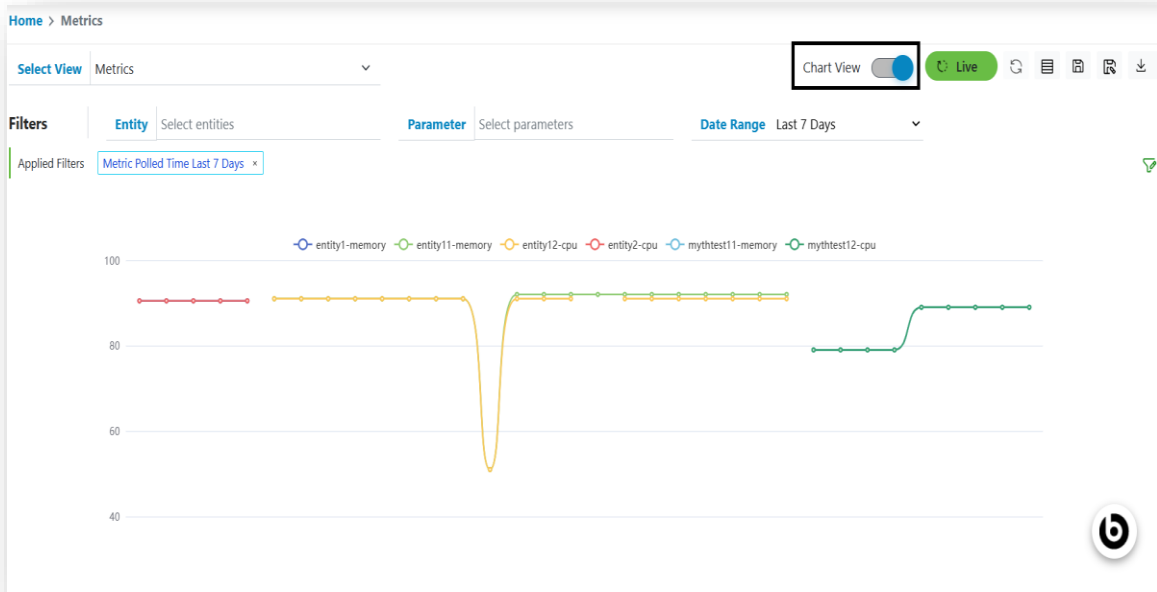


Figure 102 - Metrics Chart View

3.2.6.8 Apply Filters on Chart View

Users can apply filters on chart view using filters dropdown as shown below.

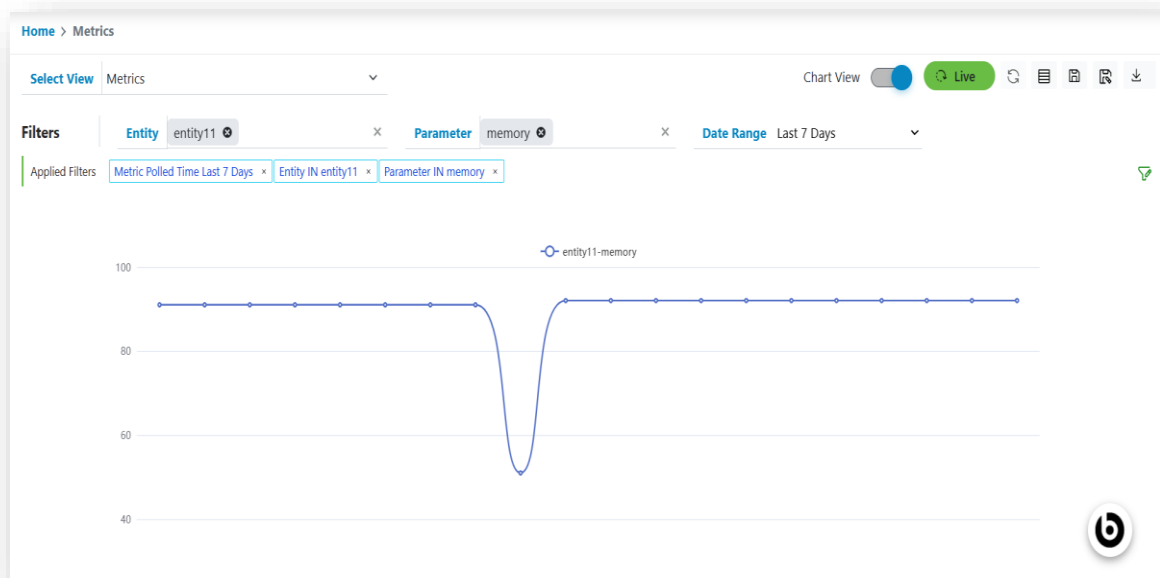


Figure 103 – Apply Filters on Metrics Chart View

3.2.6.9 Download CSV

This section provides users with downloading CSV data of records based on the filter they apply to the records of the events screen. User can download the csv files with a maximum 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 files downloaded.

Entity	Parameter	Metric Value	Metric Polled Time	ID	Manager
mythtest12	cpu	89	2025/06/13 15:34:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:33:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:32:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:31:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	89	2025/06/13 15:30:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	79	2025/06/13 15:27:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	79	2025/06/13 15:26:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	79	2025/06/13 15:25:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
mythtest12	cpu	79	2025/06/13 15:24:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics
entity12	cpu	91	2025/06/10 16:49:00	78b9myth4-5446-4b25-9e40-b3b36a40c12991...	SolarWinds Hybrid Cloud Observability - Metrics

Figure 104 – Download CSV for Metrics Data

3.2.6.10 Anomaly Metrics

1. On selecting the anomaly metrics user can see the anomaly metrics data over the select view dropdown.

2. On selecting the anomaly metrics from the Select view dropdown, users can see the anomaly metrics data over the Metrics screen.

Anomaly Event ID	Entity	Parameter	Metric Value	Metric Polled Time	Manager	ID
78b9myth4-5446-4b25-9e40-b3b36a4...	mythtest11	memory	89	2025/06/13 15:34:00	SolarWinds Hybrid Cloud Observability	78b9myth4-5446-4b25-9e40-b3b36a4...
78b9myth4-5446-4b25-9e40-b3b36a4...	mythtest12	cpu	89	2025/06/13 15:34:00	SolarWinds Hybrid Cloud Observability	78b9myth4-5446-4b25-9e40-b3b36a4...
78b9myth4-5446-4b25-9e40-b3b36a4...	entity11	memory	92	2025/06/10 16:49:00	SolarWinds Hybrid Cloud Observability	78b9myth4-5446-4b25-9e40-b3b36a4...
78b9myth4-5446-4b25-9e40-b3b36a4...	entity12	cpu	91	2025/06/10 16:49:00	SolarWinds Hybrid Cloud Observability	78b9myth4-5446-4b25-9e40-b3b36a4...
78b9myth4-5446-4b25-9e40-b3b36a4...	entity12	cpu	91	2025/06/10 16:49:00	SolarWinds Hybrid Cloud Observability	78b9myth4-5446-4b25-9e40-b3b36a4...
78b9myth4-5446-4b25-9e40-b3b36a4...	entity11	memory	92	2025/06/10 16:48:00	SolarWinds Hybrid Cloud Observability	78b9myth4-5446-4b25-9e40-b3b36a4...
78b9myth4-5446-4b25-9e40-b3b36a4...	entity12	cpu	91	2025/06/10 16:48:00	SolarWinds Hybrid Cloud Observability	78b9myth4-5446-4b25-9e40-b3b36a4...
78b9myth4-5446-4b25-9e40-b3b36a4...	entity12	cpu	91	2025/06/10 16:48:00	SolarWinds Hybrid Cloud Observability	78b9myth4-5446-4b25-9e40-b3b36a4...
78b9myth4-5446-4b25-9e40-b3b36a4...	entity11	memory	92	2025/06/10 16:47:00	SolarWinds Hybrid Cloud Observability	78b9myth4-5446-4b25-9e40-b3b36a4...
78b9myth4-5446-4b25-9e40-b3b36a4...	entity12	cpu	91	2025/06/10 16:47:00	SolarWinds Hybrid Cloud Observability	78b9myth4-5446-4b25-9e40-b3b36a4...

Figure 105 - Anomaly Metrics

3.3 Customer

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.

3.3.1 Edit Customer

HCL IEM allows the user to edit the customer details with this option. When the user clicks on Edit Customer, the navigation panel will show the options that can be accessed by the user.

It includes: -

- Customer Details
 - Noise Maintenance
1. Click on the **edit icon** corresponding to the name of the customer whose details are to be updated. The following screen appears:

Figure 106 – Edit Customer

3.3.2 View Customer

To view the details of a customer, click on the view icon corresponding to the name of the customer whose details are to be viewed. Refer to the following image:

Customer	Description	Onboarding Steps	Actions
DAST	IEM Dast Env	view	☒

Figure 107 – View Customer

3.3.3 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 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 the issues related to false positives, irrelevant alerts, or unnecessary noise in the event data.
- This section enables users to define rules for filtering out events data at the beginning of event data processing. Users can perform actions based on their role.

- Admin can see all the previously created noise rules by clicking on customer edit action button → **Noise/Maintenance Window**.

Customer > DAST > Noise Maintenance

Customer Details Noise Maintenance + New Noise Maintenance

Rule Name	Modified By	Modified On	Actions
test123456		2025/06/09 17:14:35	
noiserule23551		2025/06/09 17:09:33	
test_past_time_j2		2025/06/09 15:42:41	
test_past_time_j1		2025/06/09 14:13:37	
navtest122		2025/06/09 12:20:30	
navtest121		2025/06/09 12:14:30	
navtest		2025/06/08 18:49:48	
navtestrule5		2025/06/08 18:30:38	
navtestrule4		2025/06/08 18:24:00	
navtestrule3		2025/06/08 18:11:28	

1 - 10 of 200 items

Figure 108 – Noise Maintenance

A user can perform the following actions:

- Add Noise
- Edit Noise
- Delete Noise
- Apply Filters
- Clone Noise

Rules can be created from the **Entity** screen. Please refer to the *IEM Configuration Guide* → **Entity** section. These rules are prefixed with the action i.e., whether it is a Noise, or a Maintenance configuration followed with the Entity name. From the screen the user can create a rule-based entity id only.

3.3.3.1 Add Noise

Noise rules can be configured as required, by following the steps given below:

- Click on **+ New button** at the top of the grid to create a new rule. The following screen appears:

Customer > DAST > Noise Maintenance > Create

Noise Maintenance

Rule Name * Enter name here

Rule Description * Enter description here

☒ Manually ☐ Upload CSV

Base Filters *

Select Operator Value Select

☐ Additional Filters

Timezone *

India Standard Time-IST (+5:30)

☒ Define Maintenance *

☐ Recurring

Start Date Start Time End Date End Time

16-06-2025 00:00 16-06-2025 00:00

All times are in **India Standard Time-IST (+5:30)** timezone.

Figure 109 – Creating Noise Rule

1. Enter the Rule Name.
2. In the base filters field, select the Entity, then select operator then give value. Users can add many base filters by clicking on +Add button.
3. Users can define maintenance window and Recurring.
4. Add the required fields then click on the submit action button.

3.3.3.1.2

Upload CSV

User can upload a csv with list of entities to provide multiple entities and configure a maintenance window against them.

Customer > DAST > Noise Maintenance > Create

Noise Maintenance

Rule Name * Enter name here

Rule Description * Enter description here

☐ Manually ☒ Upload CSV

Upload CSV *

No file chosen

Note: Upload CSV option is only applicable for entity.

Timezone *

India Standard Time-IST (+5:30)

☒ Define Maintenance *

☐ Recurring

Start Date Start Time End Date End Time

16-06-2025 00:00 16-06-2025 00:00

All times are in **India Standard Time-IST (+5:30)** timezone.

Figure 110 – Create Noise Rule

Figure 111 – Create Noise Rule

3.3.3.2 Edit Noise

Edit the rules based on requirement, base filters can be added, or maintenance window can be modified (change the time interval or dates interval etc.)

Figure 112 – Updating Noise Rule

Rule names cannot be edited.

3.3.3.3 Delete Noise

1. Users can delete noise rules using the deleted action button.
2. Select the rule(s) to be deleted by clicking on the corresponding checkbox.
3. Click on the **delete** action button (bulk/single selection).

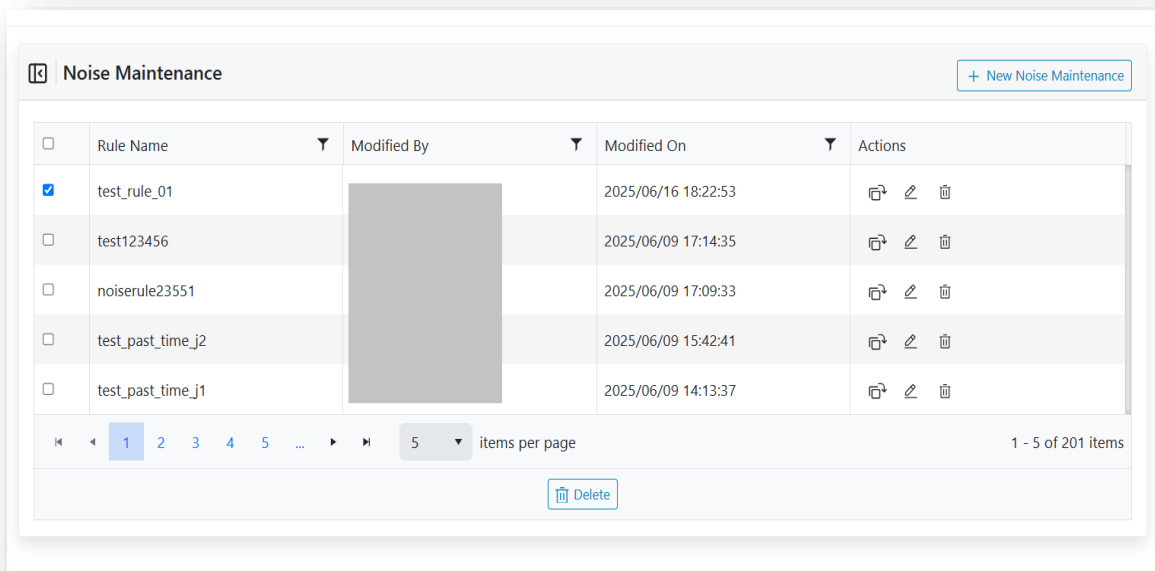


Figure 113 – Bulk Delete Noise Rule

4. The following popup will appear on the screen.
5. Click on Confirm. Noise rules will be deleted.

3.3.3.4 Apply Filter

1. Click on the Apply filter action button present at the header below the console.
2. The form will appear from where the user can select field and operator from the drop-down list and provide value. Then click on the apply button.

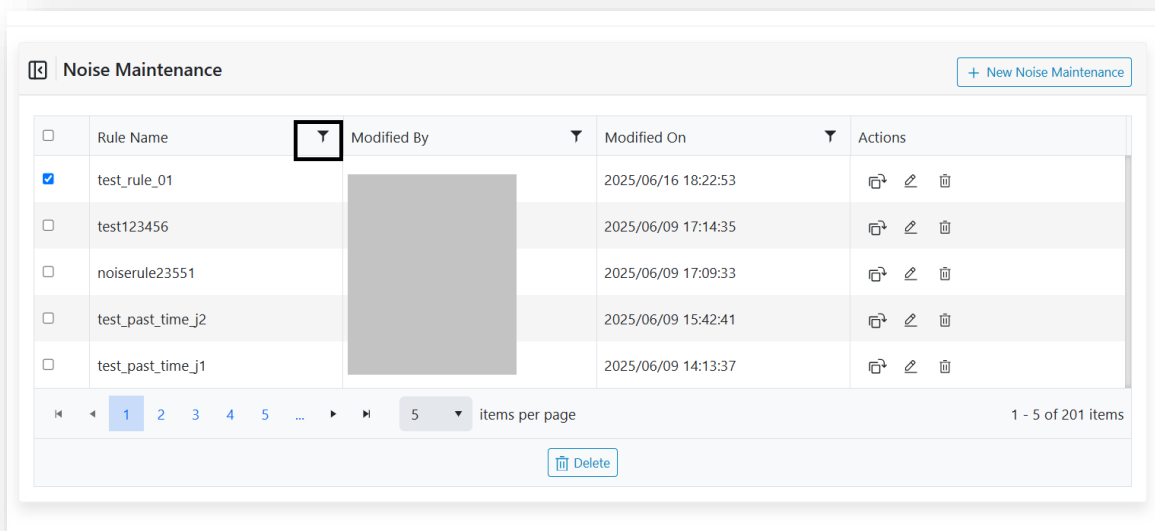


Figure 114 – Noise Maintenance – Apply Filter

3. The form will appear from where the user can select field and operator from the drop-down list and provide value.
4. Click on the Apply button.

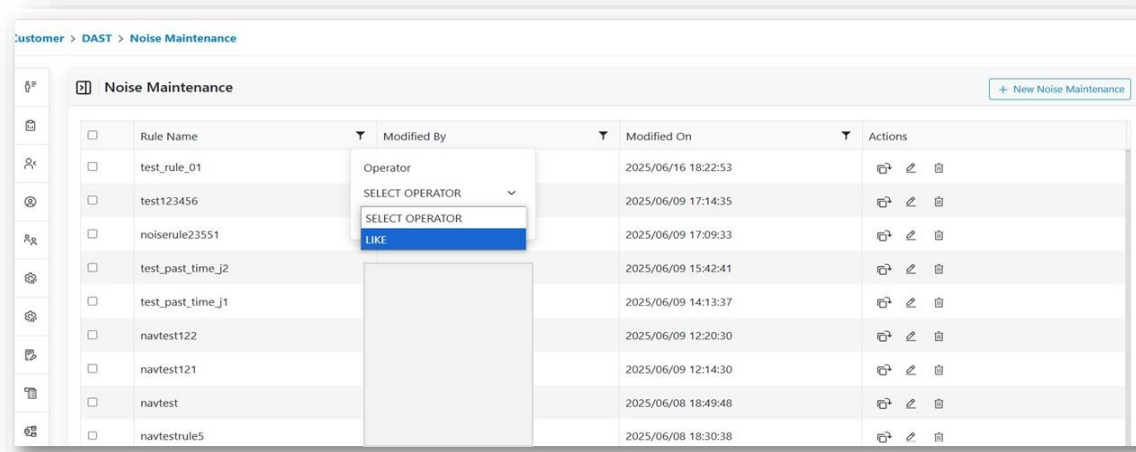


Figure 115 – Filter Operation

- Users can see the result of applied filter

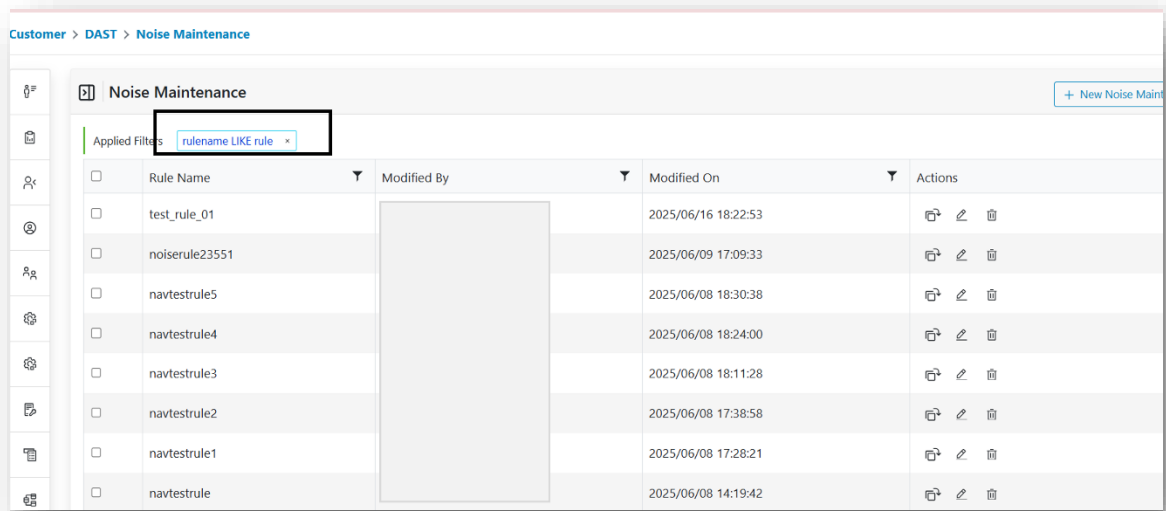


Figure 116 – Noise Maintenance Apply Filter

3.3.3.5 Clone Noise

- Users can clone existing noise rules and create a new noise rule

Noise Maintenance + New Noise Maintenance

☐	Rule Name	Modified By	Modified On	Actions
☐	test_rule_01		2025/06/16 18:22:53	☐ ☐ ☐
☐	test123456		2025/06/09 17:14:35	☐ ☐ ☐
☐	noiserule23551		2025/06/09 17:09:33	☐ ☐ ☐
☐	test_past_time_j2		2025/06/09 15:42:41	☐ ☐ ☐
☐	test_past_time_j1		2025/06/09 14:13:37	☐ ☐ ☐
☐	navtest122		2025/06/09 12:20:30	☐ ☐ ☐
☐	navtest121		2025/06/09 12:14:30	☐ ☐ ☐
☐	navtest		2025/06/08 18:49:48	☐ ☐ ☐
☐	navtestrule5		2025/06/08 18:30:38	☐ ☐ ☐
☐	navtestrule4		2025/06/08 18:24:00	☐ ☐ ☐

1 2 3 4 5 ... 10 items per page 1 - 10 of 201 items

Figure 117 – Clone Noise

2. While cloning user can modify the details if required
3. Save the rule using submit button.

Clone Noise Maintenance

Rule Name * Rule Description *

Base Filters *

☐ Additional filters

Timezone *

☒ Define Maintenance * ☐ Recurring

Start Date Start Time End Date End Time

All times are in **India Standard Time-IST (+5:30)** timezone.

Figure 118 – Clone Noise

4 Support

To get support for this product, please drop an email to IMM-Product-Supp@hcl.com.

HCLSoftware

hcltechsw.com