

# HCLSoftware

## HCL IntelliOps Event Management 1.4 Release Notes



**HCL IntelliOps**  
Event Management

The data contained in this document shall not be duplicated, used, or disclosed in whole or in part for any purpose. If a contract is awarded to chosen parties because of or in connection with the submission of this data, the client or prospective client shall have the right to duplicate, use, or disclose this data to the extent provided in the contract. This restriction does not limit the client's or prospective client's right to use the information contained in the data if it is obtained from another source without restriction. The data subject to this restriction is contained in all marked sheets.

HCL has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the HCL website at [www.hcltechsw.com](http://www.hcltechsw.com).

Copyright © 2026 HCLSoftware.



# Release Details

Product/Service Name	HCL IntelliOps Event Management
Version Number	1.4
Release Date	28th January 2026

## Overview

The release notes capture the details of enhancements and functionalities introduced in the upgrade of HCL IEM as part of its version 1.4 release.

## Features and Enhancements

The Version 1.4 release of HCL IEM introduces new functionality and delivers advancements across several key areas: Intelligent Metric Processing, Incident Remediation, Enhanced MSP Operations & Data Visibility, Integration, and Usability, Reporting & Configuration Enhancements, aimed at improving precision alerting, operational automation, multi-tenant scalability, integration ease, and actionable insights.

### What's the highlight?


The following are the enhancements/upgrades and features as part of HCL IEM v1.4:

#### Metric Processing Engine Enhancements

- **ML-Driven/Static Anomaly Detection:** Users can now choose between traditional static thresholds or ML-based models for detecting anomalies. This flexibility allows precision alerting tailored to operational needs.
- **Metric Storage Mode:** Metrics can be stored solely for RCA (Root Cause Analysis) purposes, without triggering alerts, supporting deeper post-event investigations.

---

#### Incident Remediation Module

- **Playbook Recommendations and Parsing:** ML-driven engine recommends configured runbooks by analysing incident's context. Parsing engine dynamically parses runbook parameters from incident description.
  - **Auto and Manual Runbook execution:** System can execute recommended runbook in auto/manual mode on Ansible Tower/AWX and BigFix.
- 

- **Integration with ITSM Platforms:** Integration with ServiceNow and BigFix Service Management to update incident status and work-notes in real time.
- 

## Enhanced MSP Operations & Data Visibility

- **MSP Tenant Management:** Enhancement in the MSP functionality to provide centralised management for events and metrics across multiple customers, consolidated data views, entity mapping, along with multiple ITSM integrations.
  - **Time Series View of Events and Metric Data:** A timeline view on actionable showcases both event and metric data along with indicators to track actionable's lifecycle.
- 


## Integration Enhancement

- **SNMP Data Ingestion Multi-Adapter Support:** Supports integration with multiple SNMP tools/adapters and SNMP versions 1, 2, and 3.
  - **Generic ITSM integration endpoint:** A generic ITSM endpoint support and basic authentication for incident creation across any ITSM tool.
  - **OTel Agent Installation via IMM:** Deploy and configure OpenTelemetry (OTel) agents directly on end devices from IMM via NiFi adapter.
- 

## Usability, Reporting, and Configuration Enhancements

- **Advanced Filtering:** Enhanced filtering options across actionable, alert, event, and correlation-related pages and human-readable filter expressions that display selected criteria as clear, logical summaries.
  - **Clickable Actionable IDs:** New hyperlink on Actionable ID on the alerts page to navigate straight to actionable details, improving investigation speed and resolution efficiency.
  - **Expanded Data Export:** New API option allows customers to retrieve events, alerts, and actionables beyond the default 7-day retention policy.
  - **Correlation rules validation:** Users can validate new correlation rules using existing alerts with a "Test" button, enabling users to verify before deployment.
  - **Correlation Rule Import & Export:** Export correlation rules from one environment (e.g., development) and import them into another (e.g., production), streamlining configuration migration and promoting consistency across deployments.
  - **Connector's state Management from IMM Console:** Start and stop connectors directly from the IMM console, enhancing operational efficiency.
- 

## Release Highlights

- **Flexible Anomaly Detection:** Enabled dual-mode anomaly detection with ML-driven and static threshold mode, allowing precise alerting tailored to operational needs.
- 

- **Intelligent Runbook Automation:** Introducing ML-based playbook recommendations, automated runbook on Ansible Tower/AWX and BigFix, and integration with ITSM platforms for incident management.
- **Scalable MSP Operations:** Centralised management for events and metrics across multiple customers, consolidated data views, entities, integrations with multiple ITSM, enhancing operational efficiency.
- **Enhanced SNMP Integration:** Added support for multiple SNMP adapters and SNMP versions 1, 2, and 3, improving data ingestion flexibility and reliability.
- **Usability and Reporting Enhancements:** Improved filtering, clickable actionable IDs, richer incident export capabilities, and advanced correlation rule management streamline operations.
- **Adapter Health Monitoring:** Monitoring integrated adapters, along with heartbeat event handling, enhancing platform resilience and reliability.
- **Centralized Health Monitoring Dashboard:** Real-time operational health summary to provide unified view by showing various widgets to display critical metrics (average MTTR, incidents data, services data, etc), supporting operations teams.
- **Universal ITSM Integration Support:** A generic ITSM endpoint support and basic authentication for incident creation across any ITSM tool.
- **License Management and Enforcement:** Automated license validation that stops processing and receiving of any events and user access upon expiration. Upon license renewal, the system automatically resumes normal operations across all features.
- **Create Your Own Connector(CYOC):** The new Create Your Own Connector (CYOC) feature enables users to easily build REST-based push and pull integrations, supporting generic REST integrations while offering the flexibility to connect seamlessly with any system and troubleshoot events more quickly.

#### Runbooks available with IEM v1.4

The automation library spans 4000+ production-ready runbooks across major IT operations domain mentioned below:

S.No.	Runbooks
1	Windows / Linux Server Management
2	Application Service Management
3	Cloud Management (AWS, Azure and GCP)
4	Database Management
5	Preventive Health Checks
6	User Management
7	Capacity Management
8	VMware and vCenter
9	Network Management

10	Storage and Backup Management
11	File Management
12	Disk Management
13	Load Balancer and Config Management
14	Security Management
15	Container Management
16	Active Directory Management
17	Identity and Access Management
18	Memory Management

#### Connectors available with IEM v1.4

S.No.	Event Connectors
1	SNMP Traps (multiple SNMPv3)
2	Create your own Adaptor
3	Bigfix connector
4	DataDog
5	iObserve
6	BigFix Service Management
S.No.	Automation Connectors
1.	IEM Ansible Gateway
2.	Events room Connector
3.	IEM BigFix Gateway

4	IMM Deployment Integration Health Check Events
<b>S.No.</b>	<b>Entity Connectors</b>
1.	iObserve
2.	Zabbix
<b>S.No.</b>	<b>Metrics Connectors</b>
1.	Zabbix
2.	Dynatrace
3.	Logic Monitor
4.	Elasticsearch(ELK)
5.	Create your own Adaptor

Table: Developed Connectors for v1.4

## Known Issues/Limitations/Restrictions

Following are the limitations/restrictions with respect to the features and functionalities released as part of HCL IEM v1.4

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

- 1 For each device/customer there will be 4 events per day ingested on the SaaS platform and each data point size is considered as 2 KB.
- 2 As per the fair usage policy only 100 events per ME per month and 28800 data points per ME per month for metric per ME per month for each tenant is allowed.
- 3 There is an assumption of 20 correlation rules per customer.
- 4 Limited Use-case implementation in integration with BigFix AEX

## About

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

## Support

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





**HCLSoftware**