

derdack

Enterprise Alert® 9 Integration with BMC TrueSight



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1 INTRODUCTION

This document will provide the reader with information on how to integrate the Enterprise Alert® software with BMC TrueSight. This document should provide the reader with a clear understanding of how TrueSight and Enterprise Alert interact with each other, and how to configure a connection in Enterprise Alert between the two systems.

2 REQUIREMENTS AND FEATURES

2.1 Connection Requirements for BMC TrueSight

Codeless integration with BMC TrueSight is supported for the following BMC TrueSight product versions:

Integration Component	Version
BMC ProactiveNet Performance Management	9.5 or 9.6
TrueSight Infrastructure Management	10.x

In order to create a viable connection to BMC TrueSight, the following actions must have taken place:

- Windows firewall has been configured to allow BMC TrueSight to interact with Enterprise Alert
- Enterprise Alert Server instance IP has been whitelisted in BMC TrueSight to allow Enterprise Alert to query TrueSight

2.2 Capabilities and Limitations of BMC TrueSight

Capabilities	Limitations
Can query new events from selected event managers (cells) in TrueSight	Does not yet support remote actions
Users can receive alerts for events by configuring alert policies	User is not yet able to create an alert policy that triggers when a specific event slot/property is altered
Status of event can be changed to specified value when related alert is acknowledged or closed in EA	Enterprise Alert is only able to query events of class "Event" or subclasses thereof
Owner of TrueSight event can be set to the EA user that acknowledges or closes the related alert in EA	
"isNotified" slot of event is set to true when an alert is created for that event (requires custom slot "isNotified")	

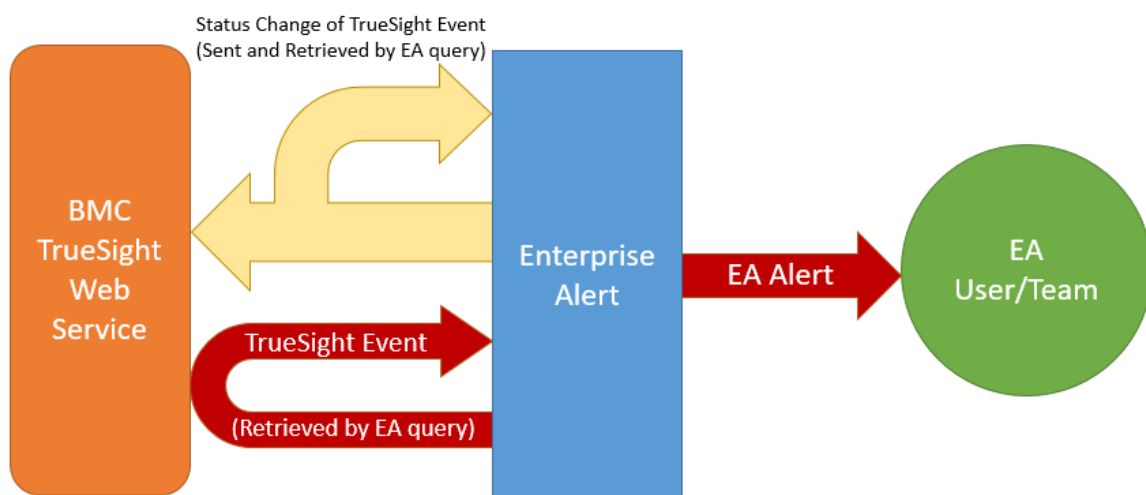
 Capabilities cont.

Adds notification information to events in TrueSight when related alert is created/acknowledged/closed in EA

User can add notes to a TrueSight event by annotating or writing an ack/closed comment for the related alert

User can close alerts in EA when related events in TrueSight are set to a pre-specified value

3 SOLUTION ARCHITECTURE



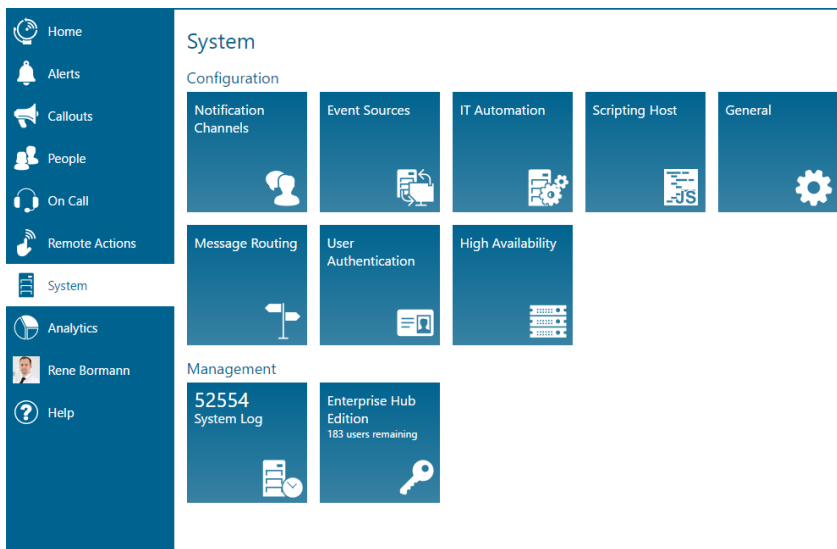
The codeless integration of Enterprise Alert and BMC TrueSight is based mainly on web services. When configured, Enterprise Alert will have a connector that interfaces with the TrueSight Web Service, so that the Enterprise Alert will be able to execute queries against it, and retrieve events from the TrueSight system. When an event is created in BMC TrueSight's system, a corresponding alert can automatically be created in Enterprise Alert with relevant details to the TrueSight event. It is important to note that custom details of a TrueSight event subclass must have their custom parameters manually added to Enterprise Alert in order for them to be available in Enterprise Alert. In the event that the TrueSight event fits criteria set forth by an alert policy in Enterprise Alert, the alert policy will create and send alerts to the party or parties responsible for resolving the situation. If the alert status is altered in Enterprise Alert, then this change will be reflected by a change in the status of the corresponding event in TrueSight, regardless of when the last poll to TrueSight was made. If the event status is altered in BMC TrueSight, then this status change, if applicable, will be reflected in Enterprise Alert through a change in status of the corresponding alert after the next query to TrueSight is made.

4 DEPLOYMENT

4.1 Configuring a TrueSight Connection in Enterprise Alert®

Follow the below steps in order to configure a connection to BMC TrueSight in Enterprise Alert:

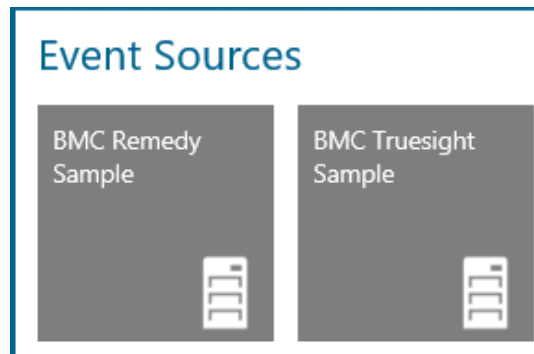
- Open the Enterprise Alert portal, and go to the Systems tab.



- Then, click on the Event Sources button.



- From there, click on the button that says "BMC TrueSight Sample".



- Note: If the icon is not present, click on the "New Source" button located at the bottom of the screen, and select "BMC TrueSight" from the Source Type drop down menu.
-
- Once that has been completed, you must fill in the Web Service URL field with the URL that corresponds with your instance of the BMC Impact Integration Web Service. Ensure that the Enterprise Alert server IP has been whitelisted in your personal instance of TrueSight so that the two systems are able to connect.

BMC Truesight Sample

Activated

Name *

BMC Truesight

Web Service URL *

Event Status for Acknowledged Alerts

Acknowledged

Event Status for Closed Alerts

Closed

Close Alerts when Event Status equals

1 - Closed

Set owner of Event on Alert status update

Search Interval (ms) *

10000

- When creating and editing this connection, you will also be able to rename the connection to more accurately represent its function, and dictate how TrueSight and Enterprise Alert interact with each other, using the drop down menus shown below.

BMC Truesight Sample

Activated

Name *

Web Service URL *

Event Status for Acknowledged Alerts

Event Status for Closed Alerts

Close Alerts when Event Status equals

Set owner of Event on Alert status update

Search Interval (ms) *

- Using these menus, it is possible to both set what status an event in BMC TrueSight gets assigned when an alert is either acknowledged or closed, and select a status of a BMC TrueSight event that would cause its corresponding alert in Enterprise Alert to be closed. It is also possible to set any of these behaviors to be inactive, by going to the appropriate drop down menu and selecting the blank space.

BMC Truesight Sample

Activated

Name *
BMC Truesight

Web Service URL *

Event Status for Acknowledged A

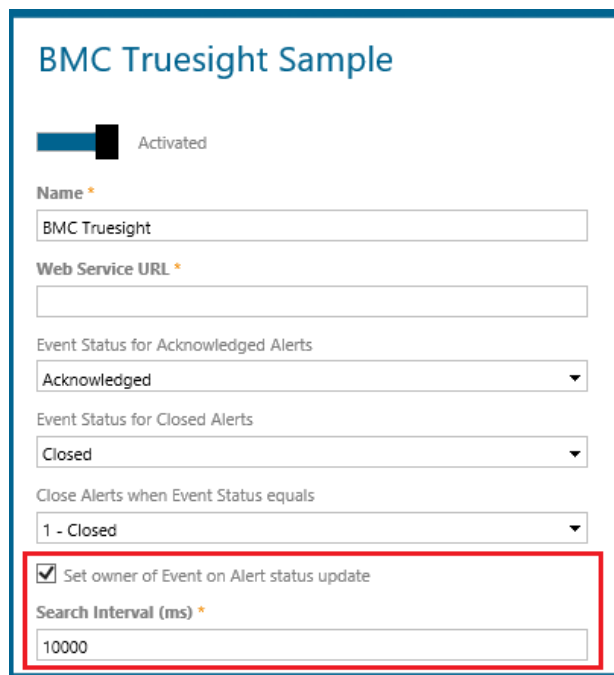
Acknowledged

- Acknowledged
- Assigned
- Closed
- Open
- Blackout

Set Owner of Event on Alert Status Update

Search Interval (ms) *
10000

- Additionally, you can select whether or not the owner of an event in TrueSight should be set to the user who changes the status of the corresponding alert in Enterprise Alert by toggling the checkbox, and you can change the interval of time that Enterprise Alert waits in between checking for new events from TrueSight, by changing the amount in the Search Interval field.



BMC Truesight Sample

Activated

Name *
BMC Truesight

Web Service URL *

Event Status for Acknowledged Alerts
Acknowledged

Event Status for Closed Alerts
Closed

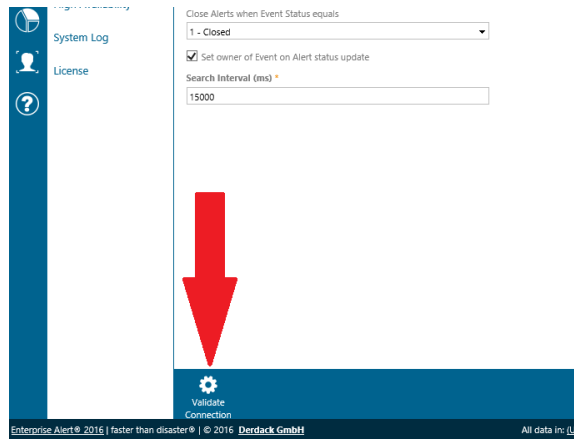
Close Alerts when Event Status equals
1 - Closed

Set owner of Event on Alert status update

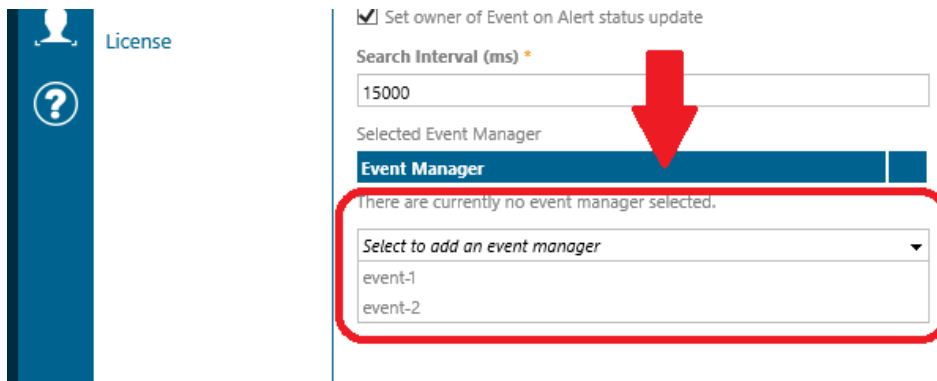
Search Interval (ms) *
10000

- While it is possible to alter these behaviors, we recommend that all of the behavior settings are left at default, so that the systems can interface with each other as best as possible.

- In order to be able to select the event manager that you want to be able to retrieve events from, click the "Validate Connection" button located at the bottom of the screen.



- Once the connection has been validated, you will be able to select event managers one at a time, as many as desired, from a drop down menu, as shown below.



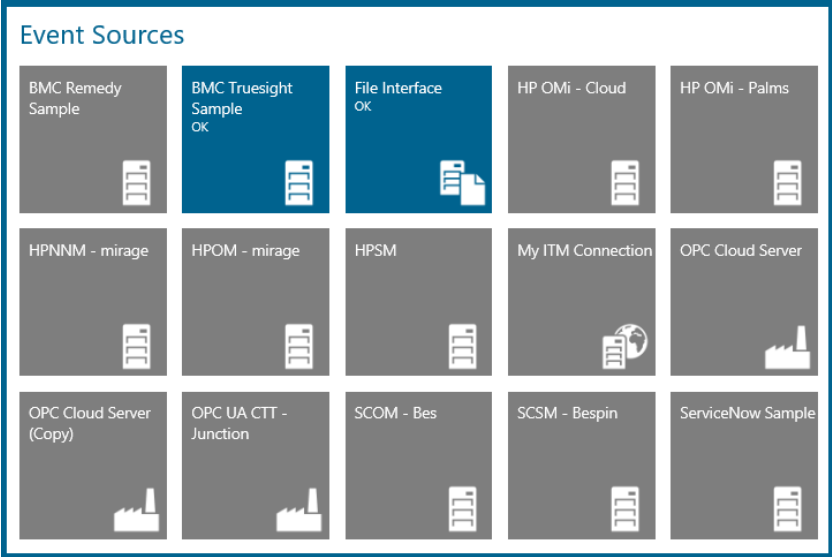
- If you accidentally select the wrong one, or want to remove an event manager in the future, you can easily do so by clicking on the icon to the right of the event manager's name.



- It is important to note that Enterprise Alert will only poll against the TrueSight event managers that have been selected for the connection. Events and event details will not be retrieved from any event managers that have not been selected for the connection, and so no alerts in relation to these event managers will be created.
- Once you have selected the desired event managers, click the save icon located at the bottom of the screen, and the TrueSight connection will be saved.

4.2 Working with a TrueSight Connection in Enterprise Alert®

If the connection is healthy, it will show up as blue on the Event Sources screen, as shown below.



This means that BMC TrueSight events will be allowed to appear under Incoming Events in Enterprise Alert, which will allow users to create alert policies relating to the incoming BMC TrueSight events that will issue alerts to the assigned teams that will then be able to resolve the incident.



It will also be possible to create these policies in the Alert Policies section of Enterprise Alert, but it is much easier to create them from the screen above, as certain pieces of information will automatically be supplied when creating an alert policy from the above screen.

5 ABOUT

Derdack designs software for mission-critical alert notifications and anywhere incident response. Derdack's EnterpriseAlert® supports IT & business operations of large enterprises and global services organizations in over 50 countries. It provides customers with the ability to reliably distribute critical information to the right people and to respond to critical incidents and emergency situations before they can impact business continuity and customer service levels. Founded in 1999, Derdack has its headquarters in Glen Allen, Virginia, and Potsdam, Germany.

6 FURTHER INFORMATION

Please visit www.derdack.com or:

Corporate Blog: <https://www.derdack.com/news/>
Technical Blog: <https://www.derdack.com/category/technical-blog/>
Youtube: <http://www.youtube.com/derdack>
Facebook: <http://www.facebook.com/derdack>
LinkedIn: <http://www.linkedin.com/groups?gid=1701707>
Twitter: <http://twitter.com/#!/derdack>

7 CONTACT

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8 DISCLAIMER

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