insightVew

Admin Guide (On-premise)

insightVew NotiAlarm - Event Message Notification Solution

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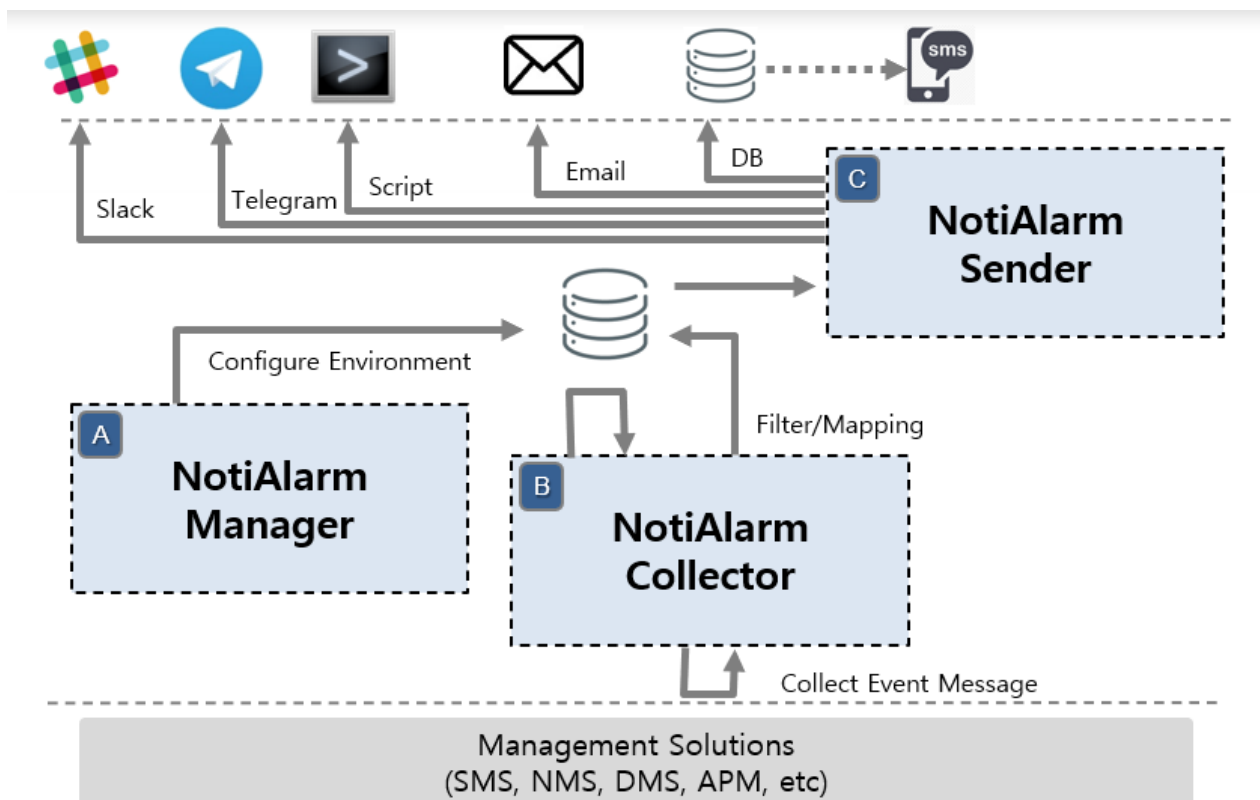
Contents

1.   Overview

The 'insightVew NotiAlarm' product is a failure event notification management solution and supports to notify the operation manager and manager of failure event messages by text message or e-mail in connection with various other management solutions.

It is provided on SaaS or On-premise.

- The main features are as follows:
  - ✓ Integration of failure event messages from other management solutions
  - ✓ Flexible configuration settings according to customers' different environments
  - ✓ Setting up notification groups according to various conditions
  - ✓ Manage notification exclusion settings by target node and recipient
  - ✓ Short/long message, email, Slack, Telegram, etc. notification support
  - ✓ HTML template file reflection support for email notification
  - ✓ Multi-language (English, Korean) support

2.   Getting started

2.1.   Check Server Status

Check the insightVew NotiAlarm Server's status as follows.

```
# cd <installed directory>
# ./inaserver.sh status
```

구분	명령어	비고
Check Status	# ./inaserver.sh status	
Start Server	# ./inaserver.sh start	
Stop Server	# ./inaserver.sh stop	

2.2.   Login

You can access insightVew NotiAlarm Console with web browser. Login with the administrator of solution user id(admin).

URL Address	Etc
http://<Server IP>:29091	

* The default port can be changed.

ID	Password(default)	Etc
admin	admin1!	

* The default password can be changed after login.

3.   Environment Setup

3.1.   Set Language

The display language of the logged in id can be set as shown below. After setting and logging in again, the menu will be displayed to the set language.

①   After logging in, click the login account area on the upper right and select '**Settings**' menu.
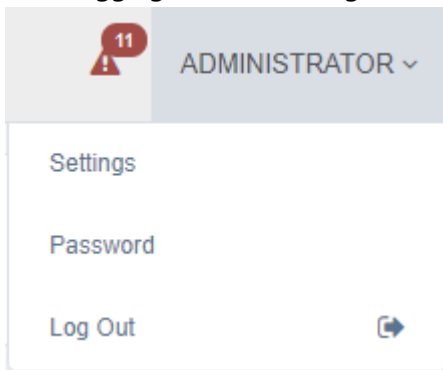
②   Select the display language in the setting pop-up window.
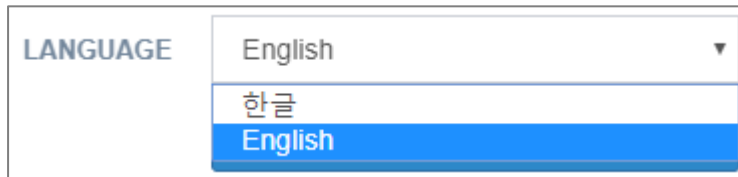
3.2.   Change Password

Set the password for the user id you logged in as shown below.

①   After logging in, click the login account area on the upper right and select '**Password**' menu.
②   Change the password in the setting pop-up window.
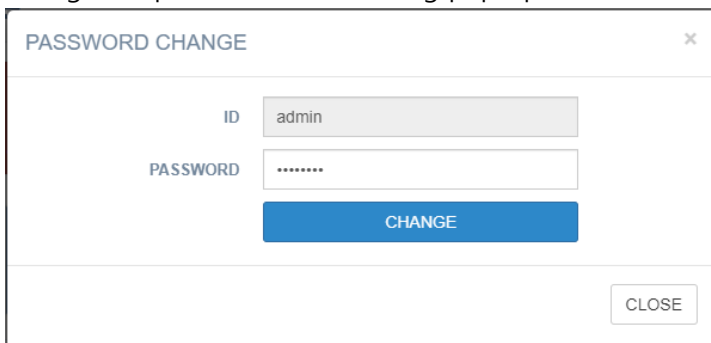
3.3.   Add User

The 'insightVew NotiAlarm' product allows you to separately manage notification settings for each user. In other words, various notification setting information is managed separately for each user.

Add user as follows. If you want to grant administrative rights such as 'ACCOUNT' and 'ENVIRONMENT' menu, create with 'ADMIN' rights when adding users.

① Click the '**MANAGE> ACCOUNT**' menu.
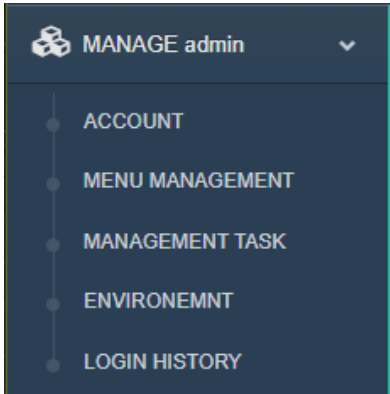
② Click the '**+**' menu on right upper.
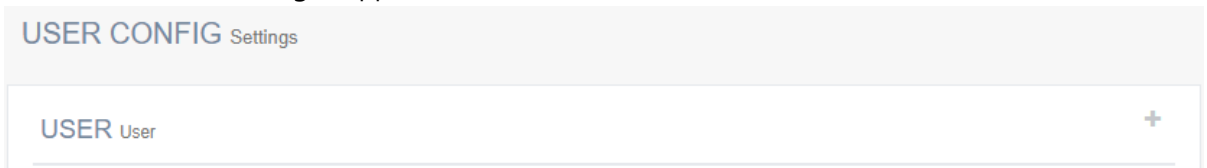
③ Add the user in the 'Add' pop-up window. Assign '**ADMIN**' or '**MANAGER**' for privilege in the 'ROLE' field. If you assign it as 'ADMIN', you have administrative privileges on the 'ACCOUNT' and 'ENVIRONMENT' menu.
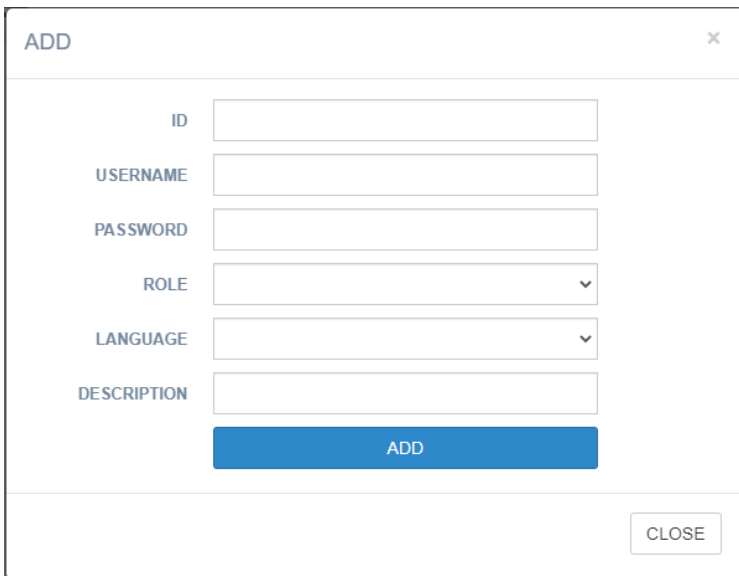
* Note: All Notification Config are managed separately for each user.

3.4.   Configure History DB

Configure history DB so that search data and 3'rd products can be utilized through database connection. The history DB supports MySQL, SQL Server, Oracle, PostgreSQL and so on.

Before configre it, it is necessary to create the table by executing the sql file corresponding to the database type.

<installed directory>/sql/<db type>-ina-create.sql

The history DB is configured as below.

① Click the '**MANAGE> ENVIRONMENT**' menu.
② In the '**HISTORY DB**' tab, input information for the database and enable '**USE**' option.

The InsightVew NotiAlarm product is connected with database through JDBC, and the following JDBC driver file and additional setting are required depending on the type of database to be linked.

Database	JDBC Driver File	Etc
Oracle	ojdbc6.jar	
DB2	db2jcc4.jar, db2jcc_license_cu.jar	

If you are using an Oracle or DB2 database, set up JDBC server additionally as follows.

① Copy the above JDBC Driver file to the following directory.

```
<installed directory>/jdbc/
<installed directory>/tomcat/lib/
```

② Uncomment the corresponding database driver information in the JDBC configuration file.

```
<installed directory>/jdbc/jdbcenv.cfg
```

③ Restart the JDBC server and Tomcat server as follows.

```
# cd <installed directory>/jdbc
# ./jdbcctl.sh stop; ./jdbcctl.sh start
# cd <installed directory>/tomcat/bin
# ./shutdown.sh; ./startup.sh
```

3.5.   Request License Code

You can request license code with the number of nodes and server key value.

① Click the '**MANAGE> ENVIRONMENT**' menu.
② In the '**LICENSE**' tab, copy the '**SERVER KEY**' value and send to use when request license code.

4.   Configure Notification

4.1.   Collector Config

The Collector is responsible for getting fault event data from other management solutions. Because various notification settings are made based on the collected failure event data, you need to set up the collector information first.

The CA UIM and insightVew Monitoring solution interworking is set in the corresponding tab, and other general management solutions are set in the 'DATABASE(GENERAL)' tab.

4.1.1.   DATABASE(GENERAL) Collector

Set the 'DATABASE(GENERAL)' collector information as shown below.

① Click the '**CONFIG> COLLECTOR CONFIG**' menu.
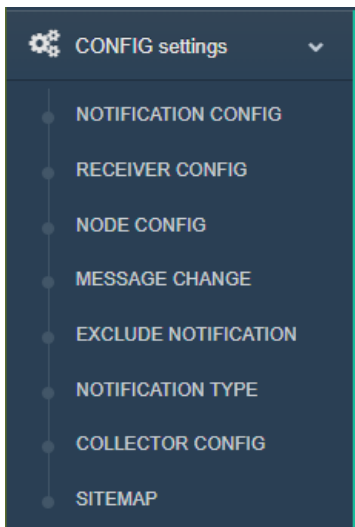
② In the '**DATABASE(GENERAL)**' tab, input information for the collector and enable '**USE**' option.

When setting collector information, please refer to the main items below for setting.

Main Item	Description	Etc
QUERY SQL	See 'SAMPLE SQL' for the SQL syntax for getting failed event data. *Note: The display column name must be kept the same.	REQUIRED
WHERE CLAUSE	Enter when a WHERE clause is required in addition to the 'QUERY SQL' syntax.	

RECENT COLUMN/TYPE	When executing the 'QUERY SQL' statement, specify the column and type to classify the latest data.	REQUIRED
SEVERITY VALUE MAPPING	The 'insightVew NotiAlarm' manages the severity as 'CRITICAL', 'WARNING', and 'INFO' values. Therefore, the 'SEVERITY' column value must be mapped with the corresponding severity value.	REQUIRED
STATUS VALUE MAPPING	The 'insightVew NotiAlarm' manages the status as 'OPEN', 'CLOSE' values. Therefore, the 'STATUS' column value must be mapped with the corresponding status value.	REQUIRED

4.1.2. CA UIM Collector

Set the 'CA UIM' collector information as shown below.

① Click the '**CONFIG> COLLECTOR CONFIG**' menu.
② In the '**CA UIM**' tab, input information for the collector and enable '**USE**' option.

When setting collector information, please refer to the main items below for setting.

Main Item	Description	Etc
WHERE CLAUSE	Enter when a WHERE clause is required in addition to the 'QUERY SQL' syntax for getting failed event data.	

4.1.3. insightVew Monitoring Collector

Set the 'insightVew Monitoring' collector information as shown below.

① Click the '**CONFIG> COLLECTOR CONFIG**' menu.
② In the '**insightVew Monitoring**' tab, input information for the collector and enable '**USE**' option.

When setting collector information, please refer to the main items below for setting.

Main Item	Description	Etc
WHERE CLAUSE	Enter when a WHERE clause is required in addition to the 'QUERY SQL' syntax for getting failed event data.	

4.2. Configure Notification Type

Configure notification types to notify users of fault messages that collected from collectors. The notification types support email, phone message(DB), slack, telegrams, and more.

4.2.1. Email Notification

Configure the SMTP server information as follows so that fault messages are notified by email.

① Click the '**CONFIG> NOTIFICAITON TYPE**' menu.
② In the '**EMAIL**' tab, input information for the SMTP server and enable '**USE**' option.

When setting information, please refer to the main items below for setting.

Main Item	Description	Etc
SUBJECT FORMAT	Sets the format of the string displayed in the email subject. Can be used as event attribute variable value.	REQUIRED
MAX REPEAT	Sets the maximum number of repetitions for an event that occurs repeatedly. If the value is '0', only the first event is notified.	REQUIRED

The location of the email template file is as below and you can modify the content of the template file.

<installed directory>/bin/email_alarm.html

4.2.2.　Phone Message(DB) Notification

Configure the database information and SQL statement to send fault messages to the database for phone message. If the database is Oracle or DB2, you need the JDBC server settings described above.

① Click the '**CONFIG> NOTIFICAITON TYPE**' menu.

② In the '**SMS(DB)**' tab, input information for the database, SQL statement and enable '**USE**' option.

When setting information, please refer to the main items below for setting.

Main Item	Description	Etc
MESSAGE FORMAT	Sets the format of the string. Can be used as event attribute variable value.	REQUIRED
SEND ALL	Choose whether to notify the whole divided by the 'SMS LENGTH' value.	
MAX REPEAT	Sets the maximum number of repetitions for an event that occurs repeatedly. If the value is '0', only the first event is notified.	REQUIRED

● Note: If a '$' character is included in the SQL syntax schema name, the variable mapped with the actual data is replaced with a '#' character as shown below.

- When using general mapping variables:

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insert into SMSTABLE (severity, message, mobilenum) VALUES ('$severity', '$message', '$receiver')

- When the schema name contains a '$' character, replace to '#' character the mapping variable:

INSERT INTO OPS$SMS.TSDGBM (COL1, COL2, COL3, COL4, COL5, COL6, COL7, COL8, COL9) VALUES (lpad(OPS$SMS.SQ_DGBM02_MSGID.NextVal, 20,'0'),lpad(OPS$SMS.SQ_DGBM02_MSGID.NextVal, 20,'0'),'SMSSM00001','1','DGBMS','SM','#receiver','#severity','#message')

4.2.3. Slack Notification

Configure the Slack information as follows so that fault messages are notified by Slack.

① Click the '**CONFIG> NOTIFICAITON TYPE**' menu.
② In the '**SLACK**' tab, input information for the Slack Channel, Webhook URL and enable '**USE**' option.

When setting information, please refer to the main items below for setting.

Main Item	Description	Etc
MESSAGE FORMAT	Sets the format of the string. Can be used as event attribute variable value.	REQUIRED

SEND CHANNEL	Choose whether to send notifications to channels in addition to each recipient.	
MAX REPEAT	Sets the maximum number of repetitions for an event that occurs repeatedly. If the value is '0', only the first event is notified.	REQUIRED

In order to be notified to the Slack, you first need to create a Slack Channel and get its Channel Webhook URL information. Creating the Slack Channel and getting the Webhook URL is as follows.

① Create a workspace on the Slack website (http://slack.com).
② Log in to the workspace and create a channel with the 'Add a channel' menu.
③ Select 'Incoming webbook' from the bottom 'Apps' menu, then select the channel as Webbook in the 'Settings' menu and check the '**Webbook URL**' information.
④ Invite notification target users to the channel that you created and add them.

4.2.4. Telegram Notification

Configure the Telegram information as follows so that fault messages are notified by Telegram. The notification destination is based on the Telegram ID of the user id.

① Click the '**CONFIG> NOTIFICAITON TYPE**' menu.
② In the '**TELEGRAM**' tab, input information for the Telegram Bot, Channel ID and enable '**USE**' option.

When setting information, please refer to the main items below for setting.

Main Item	Description	Etc
MESSAGE FORMAT	Sets the format of the string. Can be used as event attribute variable value.	REQUIRED
SEND CHANNEL	Choose whether to send notifications to channels in addition to each recipient.	
MAX REPEAT	Sets the maximum number of repetitions for an event that occurs repeatedly. If the value is '0', only the first event is notified.	REQUIRED

In order to be notified to the Telegram, you first need to create a Telegram Bot, Channel and get Bot Token and Channel ID information. Creating the Telegram Bot and getting the Channel ID is as follows.

① Install the Telegram App and use Botfather to create a Bot and check the bot ID and bot token values.
② Create a 'public' channel via the 'Create Channel' menu.
③ Add the bot you created on that channel as an administrator.
④ Enter the URL as below in your web browser and check the 'id' value in the result screen.
https://api.telegram.org/bot<token>/sendMessage?chat_id=@<channel name>&text=Hello
⑤ Set the 'id' value of the channel to the '**CHANNEL ID**' value and switch the channel to private.
⑥ Each notify target user searches for and adds the bot within the Telegram app and sends any message to the bot.

4.3. Configure Receiver

Set the receiver to be notified of the event message. The receivers can be added manually or by linking external DB data.

4.3.1. Add Receiver manually

Manual addition of receivers is set as follows.

① Click the '**CONFIG> RECEIVER CONFIG**' menu.

② Click the '**+**' menu on the right upper in '**RECEIVER LIST**' in the '**RECEIVER**' tab.

RECEIVER LIST Notify	+

③ Set information of NAME, DEPARTMENT, PHONE, EMAIL, SLACK ID, TELEGRAM ID, and DESCRIPTION.

ADD   ×

NAME
DEPARTMENT
PHONE   010-0000-0000
EMAIL
SLACK ID
TELEGRAM ID
DESCRIPTION

ADD

CLOSE

When setting information, please refer to the main items below for setting.

Main Item	Description	Etc
PHONE	Required to receive SMS notifications.	
EMAIL	Required to receive EMAIL notifications.	
SLACK ID	Required to receive SLACK notifications.	
TELEGRAM ID	Required to receive TELEGRAM notifications.	

4.3.2. Add Receiver External DB linkage

To add receivers through an external DB connection, set as follows.

① Click the '**CONFIG> RECEIVER CONFIG**' menu.

② In the '**EXTERNAL QUERY**' tab, input information for the database and enable '**USE**' option.

③ Click the '**ADD(+)**' menu on the line to be added in '**EXTERNAL SOURCE**' in the '**RECEIVER**' tab.

④ Set information of NAME, DEPARTMENT, PHONE, EMAIL, SLACK ID, TELEGRAM ID, and DESCRIPTION.

When setting information, please refer to the main items below for setting.

| Main Item	Description	Etc
QUERY SQL	See 'SAMPLE SQL' for the SQL syntax for getting receiver data. *Note: The display column name must be kept the same.	REQUIRED

4.4. Configure Notification Group

A notification group consists of a notification type, an event filter, and a receiver. And the actual notification is made based on it. In other words, notifications of notification type are applied to assigned receivers according to detailed event filter conditions for each notification group.

4.4.1. Add Notification Group

To add a Notification Group, set it up as follows.

① Click the '**CONFIG> NOTIFICATION CONFIG**' menu.

② Click the '**+**' menu on the right upper in the '**NOTIFICATION GROUP**' tab.

> NOTIFICATION GROUP List   +
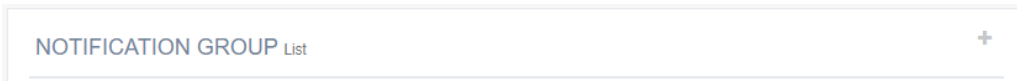
③ Set information of NAME, DEPARTMENT, NOTIFICATION TYPE and USE.

> ADD   ×
>
> NAME   [   ]
>
> DESCRIPTION   [   ]
>
> NOTIFICATION   ☑ EMAIL
> TYPE   ☑ SMS(DB)
>   ☑ SMS(toast.com)
>   ☑ SMS(ncloud.com)
>   ☑ PagerDuty.com
>   ☑ SLACK
>   ☑ SLACK CHANNEL
>   ☑ TELEGRAM
>   ☑ TELEGRAM CHANNEL
>   ☑ SCRIPT
>   ☑ OpsNow.com
>
> USE   [v]
>
>   [ADD   ]
>
>   [CLOSE]

When setting information, please refer to the main items below for setting.

Main Item	Description	Etc
NOTIFICATION TYPE	In that notification group, select the notification type to apply..	REQUIRED

4.4.2.　Add Event Filter

Set the event filter to be used in the notification group as shown below.

① From the list of NOTIFICATION GROUP, select the '**EVENT FILTER**' column value of the NOTIFICATION GROUP.

② Click the '**+**' menu on the right in the '**EVENT FILTER**' tab.
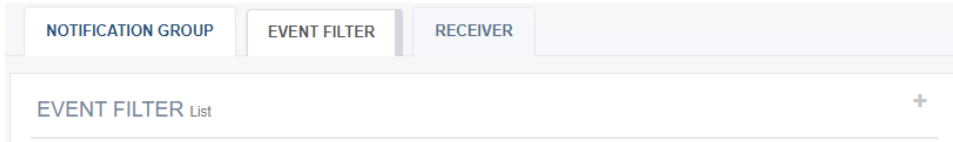
③ Set filtering conditions based on each event attribute value.

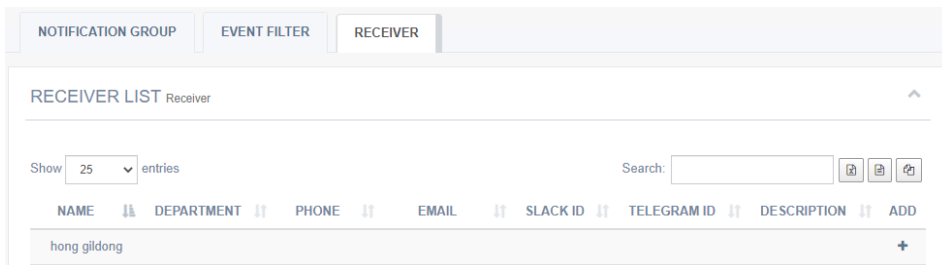

The filter condition value details are as follows.

Filter Condition	Description	Etc
Equal	Data is equal with the input value.	
Not Equal	Data is not equal with the input value.	
Include	If there is an item value equal to the data in the item value described as input vlaue.	
Not Include	If there is not an item value equal to the data in the item value described as input vlaue.	
Start with	Data starts with the input value.	
Not Start with	Data does not start with the input value.	
End with	Data ends with the input value.	
Not End with	Data does not end with the input value.	
Like	Data contains the input value.	

Not Like	Data does not contain the input value.	
Regex	Data meets the regular expression input value. (partial support)	

4.4.3.   Add Receiver

Set the receivers to be applied in the notification group as below.

①   From the list of NOTIFICATION GROUP, select the '**RECEIVER**' column value of the NOTIFICATION GROUP.

②   Click the '**Add(+)**' menu to the right of the target line to be added in the '**RECEIVER LIST**' in the '**RECEIVER**' tab.

③   Set information of NAME, DEPARTMENT, PHONE, EMAIL, SLACK ID, TELEGRAM ID, and DESCRIPTION.

When setting information, please refer to the main items below for setting.
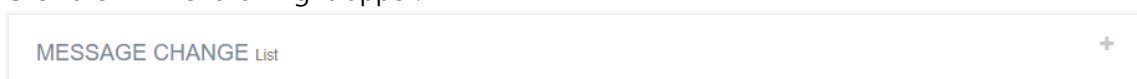
Main Item	Description	Etc
NOTIFICATION TYPE	Select the type of notification to apply.	REQUIRED

4.5.   Configure Message Change

You can notify by changing some of the contents of the message. Add a message change rule to notify with changed contents of the message. It is notified in the changed message only at the time of notification, and the actual event message is not changed.

The Message Change is configure as follows.

① Click the 'CONFIG> MESSAGE CHANGE' menu.
② Click the '+' menu on right upper.

MESSAGE CHANGE List   +

③ Configure values of priority, original message, to be changed message, and so on.

ADD   ×

PRIORITY

ORIGINAL

CHANGE

CONTINUE

USE

ADD

CLOSE

When setting information, please refer to the main items below for setting.

| Main Item	Description	Etc
PRIORITY	Be applied in order of priority.	REQUIRED
ORIGINAL	Enter the event message string to be applied.	REQUIRED
CHANGE	Enter the string to be changed. If blank, delete the original string.	
CONTINUE	Choose whether or not to proceed with the settings in the lower priority. In case of 'NO', sub-priority settings are not applied.	REQUIRED
USE	Choose whether to use the setting.	REQUIRED

4.6.   Configure Exclude Notification

You can set the notification exclusion period for each notification type so that notifications are not made for specific nodes or receivers.

4.6.1.   Add Nodes for Exclude Notification

Exclude notifications for specific nodes are set as follows.

①   Click the 'CONFIG> EXCLUDE NOTIFICATION' menu.

②   Click the '+' menu on the right upper in 'EXCLUDE NOTIFICATION' in the 'NODE' tab.
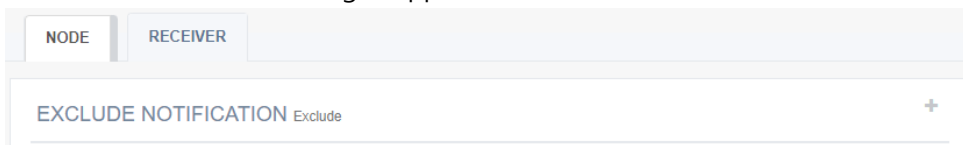
③   Set information of TITLE, EXCLUDE START, EXCLUDE END, NOTIFICATION TYPE and USE.

④   From the list of EXCLUDE NOTIFICATION, select the 'NODE' column value of the EXCLUDE NOTIFICATION.

⑤   Select the node to be excluded from 'NODE LIST' in 'ASSIGN NODE' tab and move it to 'ASSIGNED'.

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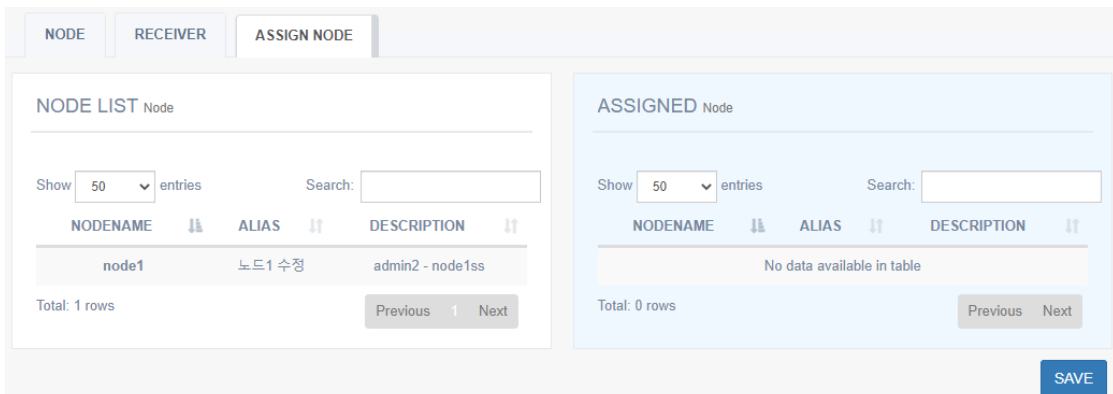### 4.6.2.   Add Receivers for Exclude Notification

Exclude notifications for specific receivers are set as follows.

① Click the '**CONFIG> EXCLUDE NOTIFICATION**' menu.
② Click the '**+**' menu on the right upper in '**EXCLUDE NOTIFICATION**' in the '**RECEIVER**' tab.

NODE	RECEIVER

EXCLUDE NOTIFICATION Exclude   +

③ Set information of TITLE, EXCLUDE START, EXCLUDE END, NOTIFICATION TYPE and USE.

ADD   ×

TITLE [   ]

START [2022-04-15 17:41   📅]

END   [2022-04-15 17:41   📅]

TYPE   ☑ EMAIL
       ☑ SMS(DB)
       ☑ SMS(toast.com)
       ☑ SMS(ncloud.com)
       ☑ SLACK
       ☑ TELEGRAM

USE   [∨]

[ADD   ]

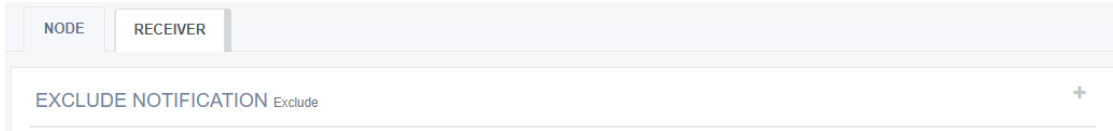   [CLOSE]

④ From the list of EXCLUDE NOTIFICATION, select the '**RECEIVER**' column value of the EXCLUDE NOTIFICATION.
⑤ Select the node to be excluded from '**RECEIVER LIST**' in '**ASSIGN RECEIVER**' tab and move it to '**ASSIGNED**'.

NODE	RECEIVER	ASSIGN RECEIVER

RECEIVER LIST Receiver   ASSIGNED Receiver

Show [50 ∨] entries   Search: [s]   Show [50 ∨] entries   Search: [   ]

NAME	DEPARTMENT	DESCRIPTION		NAME	DEPARTMENT	DESCRIPTION
hong2 gildong 2	sss			No data available in table		

Total: 1 rows (filtered from 20 total entries)   Previous 1 Next   Total: 0 rows   Previous Next

                                                                              [SAVE]

Appendix 1. Event Properties

Event property variable values that can be used in the subject format or message format in the 'NOTIFICATION TYPE' menu in the config settings are as follows.

Variable	Description	Etc
$hostname	Hostname	
$receiver	Receiver	
$category	Category	
$source	Source	
$subsource	Sub-source	
$alertgroup	Alert Group	
$alertkey	Alert Key	
$severity	Severity	
$tally	Repeat Count	
$occurtime	Occurred Time	
$status	Status	
$message	Message of Event	
$agent	Agent	
$collector	Collector	

Appendix 2. Support Information

▷ Product Download

The insightVew product can be download from the following website.

Type	Content	Etc
Download Website	http://www.insightvew.com	

▷ Feedback

For the insightVew product and other enquiries, please contact our website.

Type	Content	Etc
Vendor Website	http://www.oxyzn.co.kr	
Email	help@oxyzn.co.kr	