Close CA APM CEM incidents from SOI

The following tool enables a mechanism to close CEM incidents when the associated alert in SOI is closed from the console.

This is a Java application based on CEM WebServices. It has been tested with JRE 1.6.x and CEM 9.5.
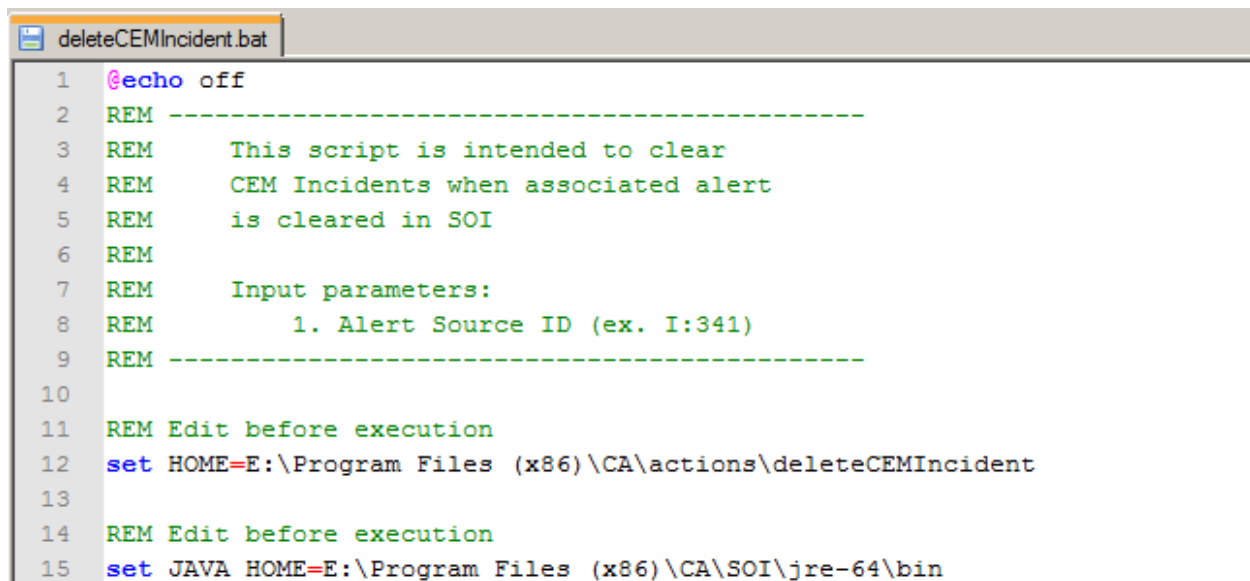
Installation

Basically, you only need to unzip the content of deleteCEMIncident.zip in your system. The application must execute in the server that hosts the SOI Manager.

Configuration

In order to make the application working you must complete the following configuration steps:

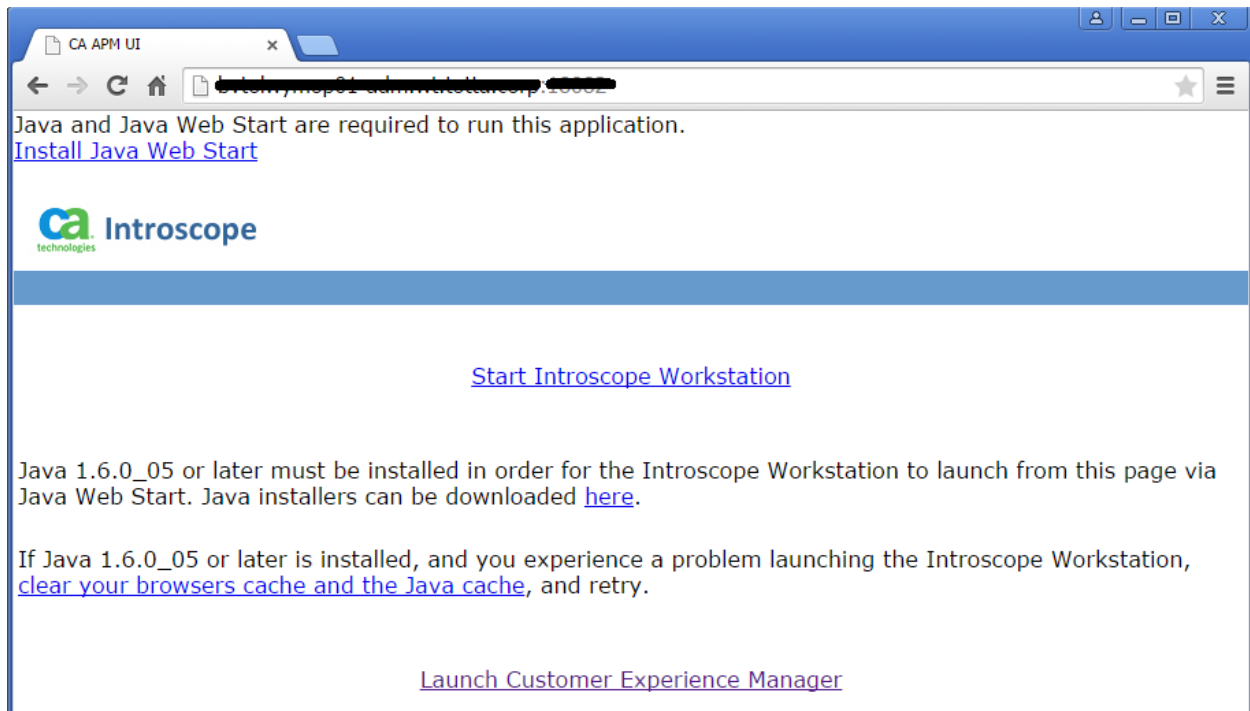1) Edit deleteCEMIncident.bat and set the following environment variables:

    HOME=<path to this script>
    SET JAVA_HOME=<path to java.exe>

```
deleteCEMIncident.bat
 1    @echo off
 2    REM ------------------------------------------
 3    REM      This script is intended to clear
 4    REM      CEM Incidents when associated alert
 5    REM      is cleared in SOI
 6    REM
 7    REM      Input parameters:
 8    REM          1. Alert Source ID (ex. I:341)
 9    REM ------------------------------------------
10
11    REM Edit before execution
12    set HOME=E:\Program Files (x86)\CA\actions\deleteCEMIncident
13
14    REM Edit before execution
15    set JAVA_HOME=E:\Program Files (x86)\CA\SOI\jre-64\bin
```

    SET CEM_HOST=<the FQDN or IP Address of CEM>
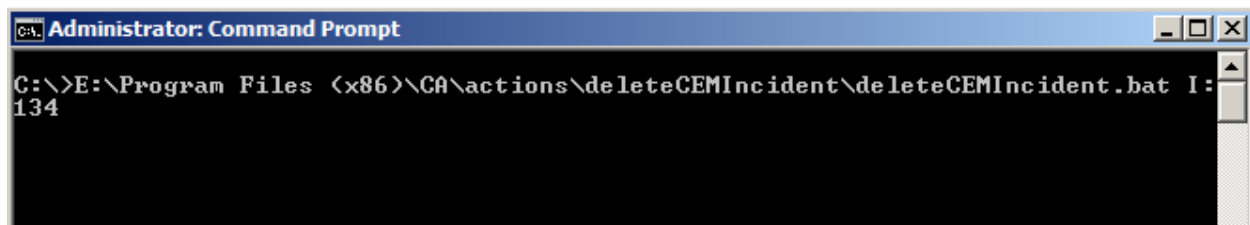   SET CEM_PORT=<the TCP port of CEM>
    SET CEM_USER=<a CEM username, usually cemadmin>
    SET CEM_PASS=<the password of the username>

    In order to see if you are using the right IP Address and Port, you should browse the following web page http:// <the FQDN or IP Address of CEM>:<the TCP port of CEM>

Execution

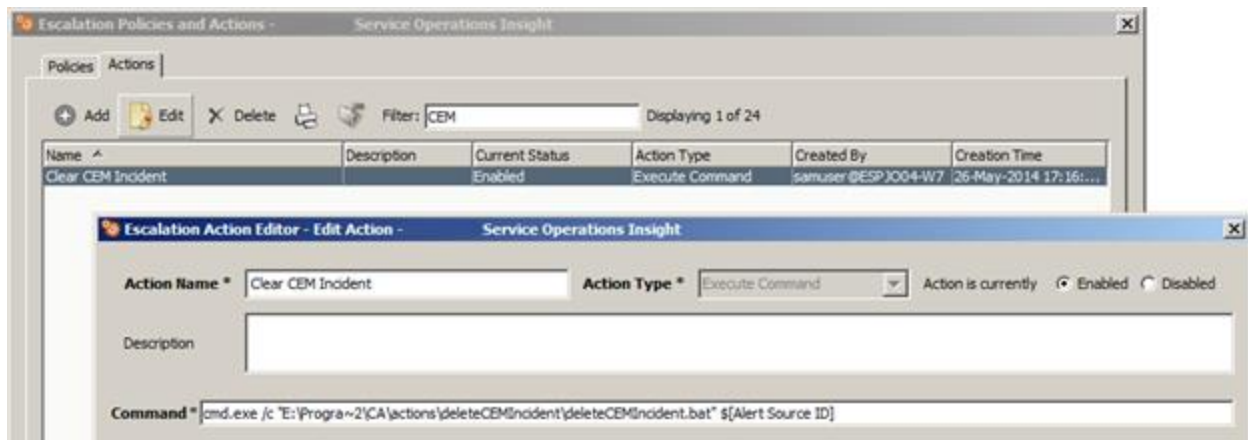You can manually execute the tool in the command line

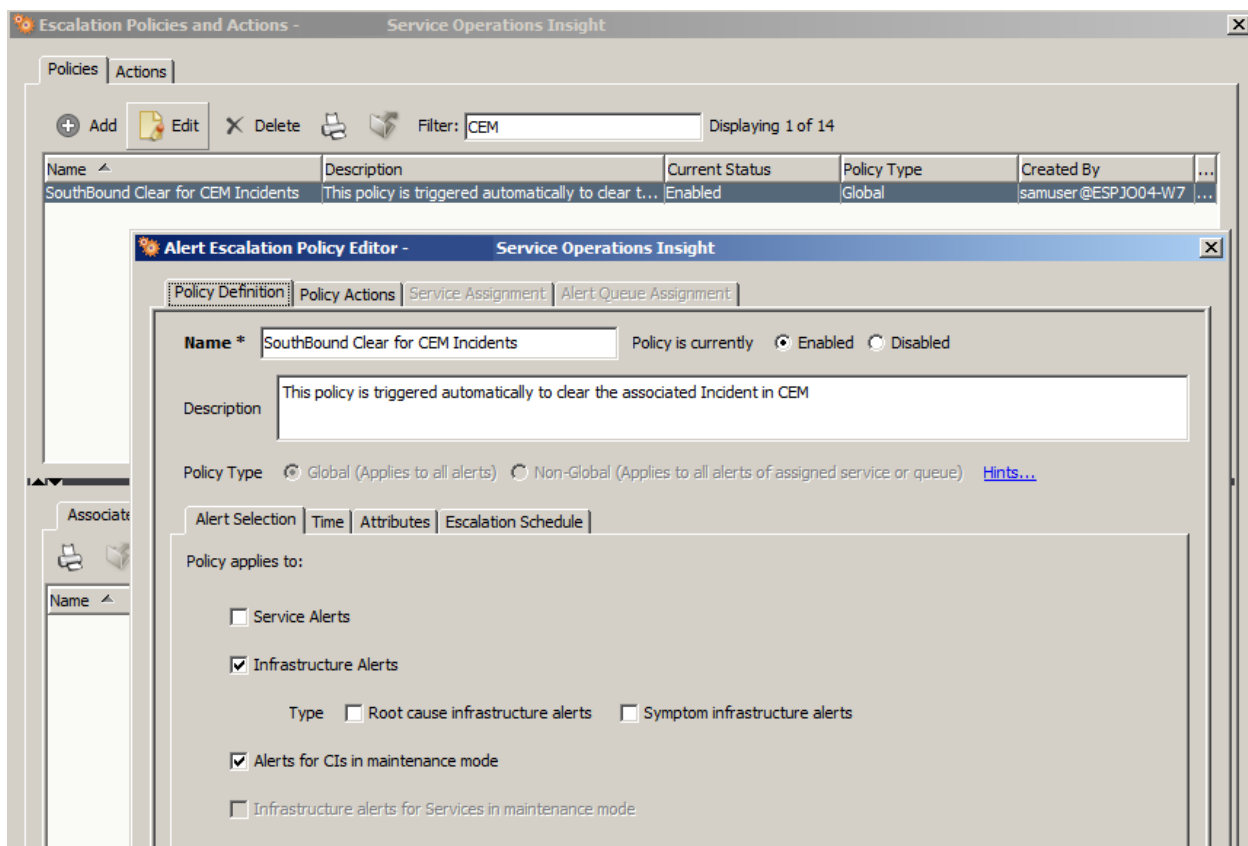<path to deleteCEMIncident.bat>\deleteCEMIncident.bat I:<incident id in the form>
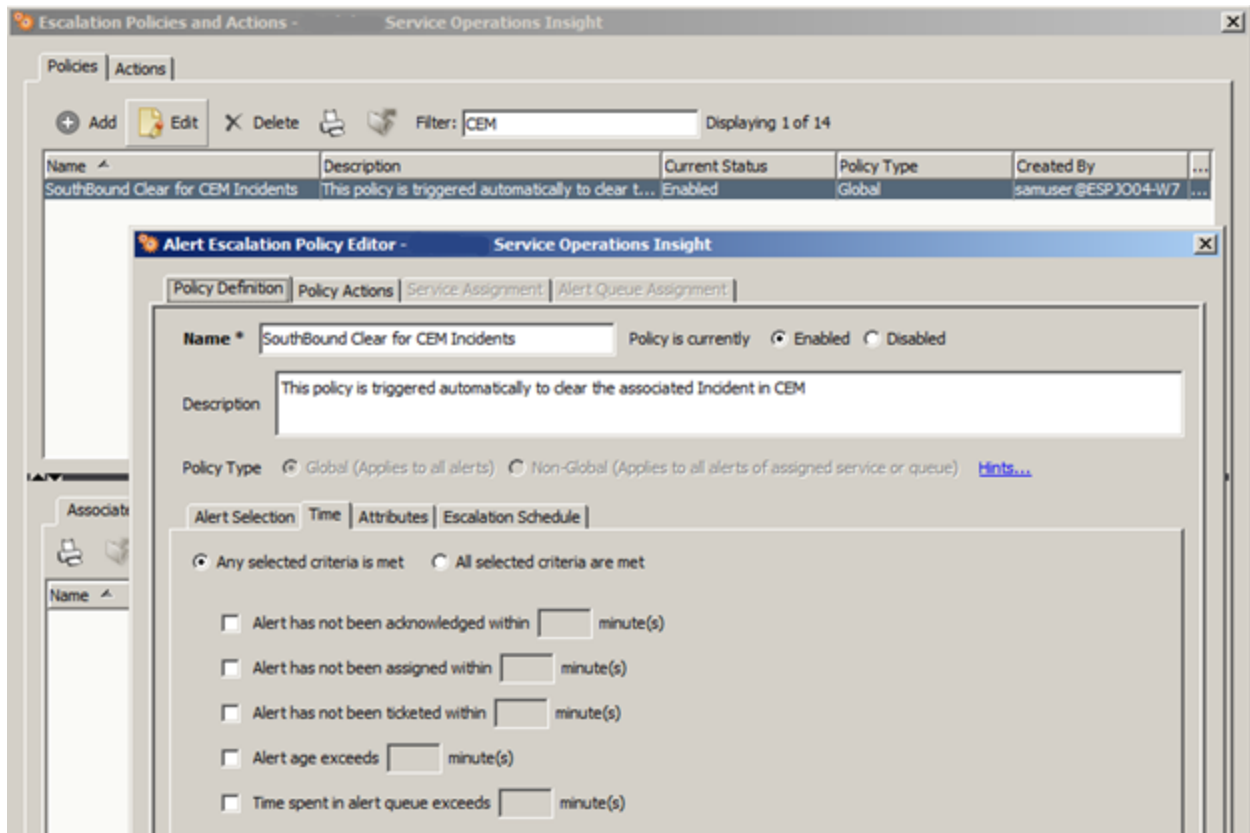

Configuration in SOI
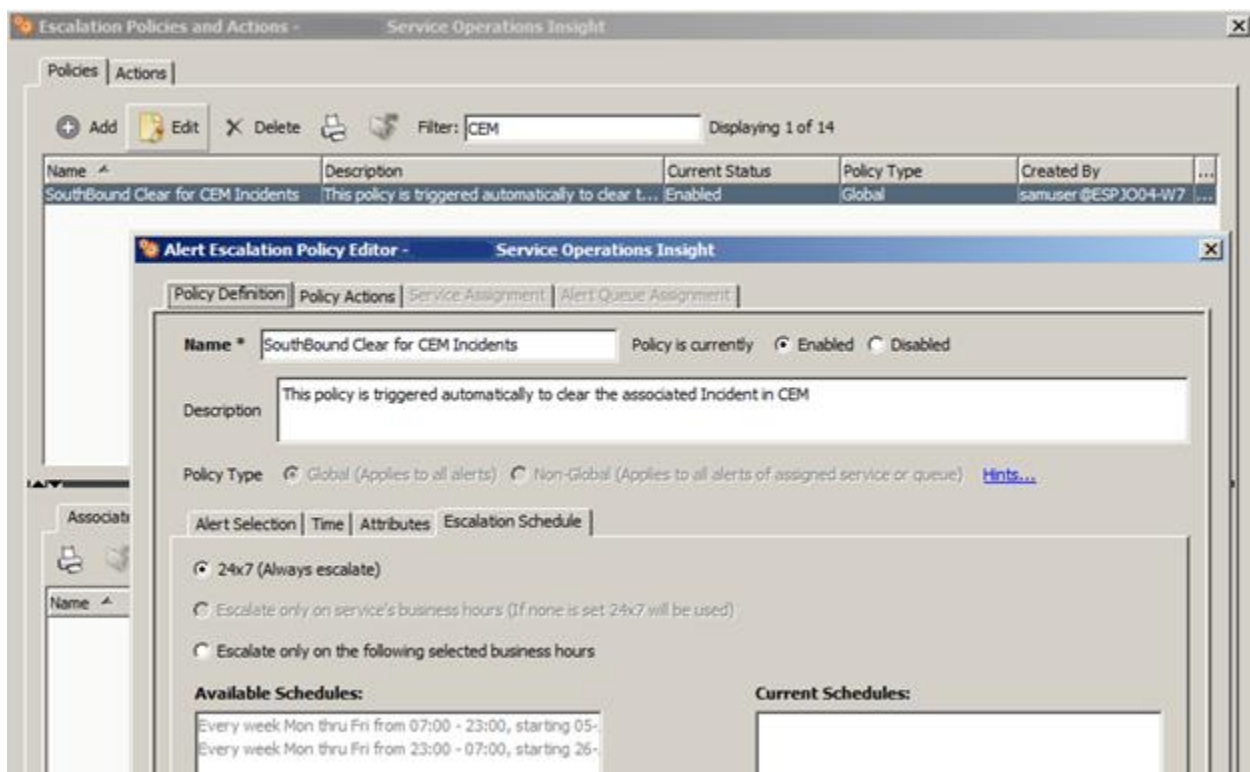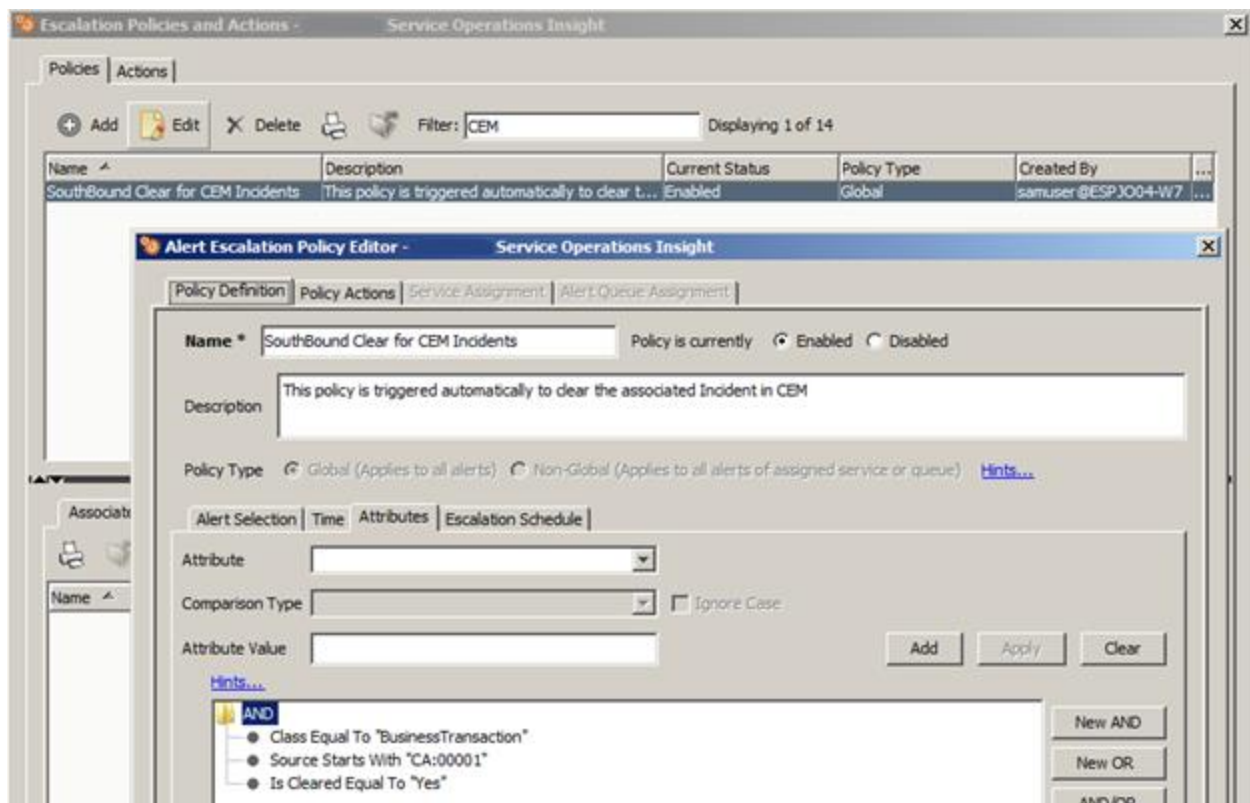
1) Create a Policy Action

IMPORTANT: Use the full path to the deleteCEMIncident.bat script between "" and avoid white spaces.

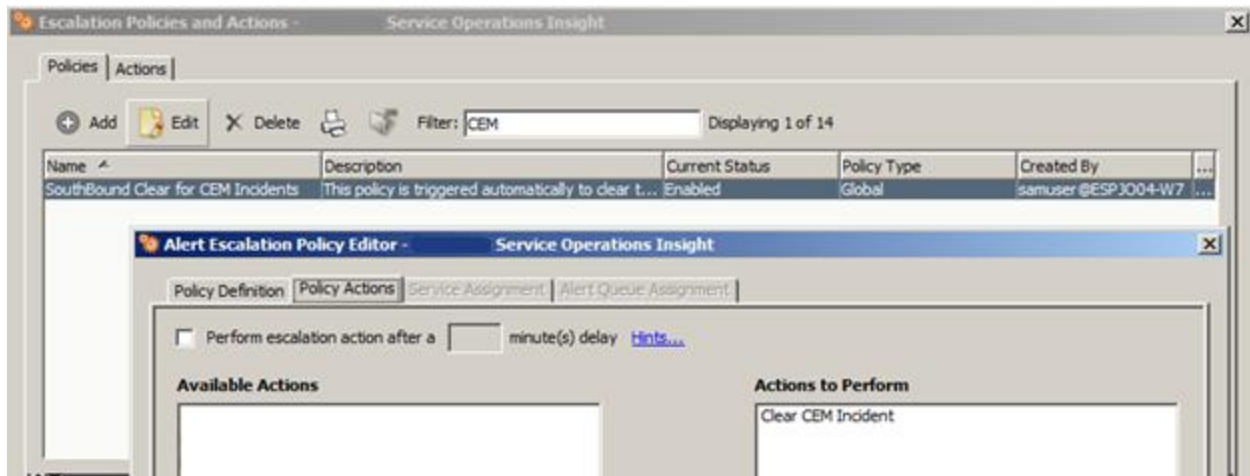2) Create an Escalation Policy from the Console

Policies | Actions |

| ⊕ Add | 📒 Edit | ✕ Delete | 🖧 | 🖨 | Filter: CEM | Displaying 1 of 14 |

Name ▲	Description	Current Status	Policy Type	Created By	...
SouthBound Clear for CEM Incidents	This policy is triggered automatically to clear t...	Enabled	Global	samuser@ESPJO04-W7	...

Alert Escalation Policy Editor -   **Service Operations Insight**   ☒

Policy Definition | Policy Actions | Service Assignment | Alert Queue Assignment |

Name *   SouthBound Clear for CEM Incidents   Policy is currently   ⦿ Enabled   ○ Disabled

Description   This policy is triggered automatically to clear the associated Incident in CEM

Policy Type   ⦿ Global (Applies to all alerts)   ○ Non-Global (Applies to all alerts of assigned service or queue)   Hints....

Alert Selection | Time | Attributes | Escalation Schedule |

⦿ Any selected criteria is met   ○ All selected criteria are met

☐ Alert has not been acknowledged within [   ] minute(s)

☐ Alert has not been assigned within [   ] minute(s)

☐ Alert has not been ticketed within [   ] minute(s)

☐ Alert age exceeds [   ] minute(s)

☐ Time spent in alert queue exceeds [   ] minute(s)

Associat[e]

Name ▲

3) Associate the Policy Action created in step 1

4) Save